



INSTRUCTION MANUAL

stay ahead - stay informed



1. THE APP

This is an app that allows you to receive information regarding your alarm system, and will in the near future replace our current sms service. This app allows you to receive all the signals that our control centre receives automatically without the intervention or action of a control centre operator. These signals include open / closing signals, alarm signals, mains failure and restoration signals.

The app also allows you to:

- Cancel a false alarm without phoning with a secure 4 digit pin
- Press a panic button from your phone
- Request a technical service call
- Request a sales representative
- Load your own holiday instructions
- Load and manage additional key holders to also receive the alarm activity information

2. GETTING STARTED

In order to receive YAPYAP notifications via your phone, you will need a SMART cell phone operating on Android, Apple Mac, or iOS. This APP does not support windows operating systems at this moment in time.

3. HOW TO REGISTER

Contact EPR on 011 278 6000 or 0861 692 195 and request for the activation of the YAPYAP app. The responsible person will confirm your details including password.

- 3.1 You will then receive the following SMS

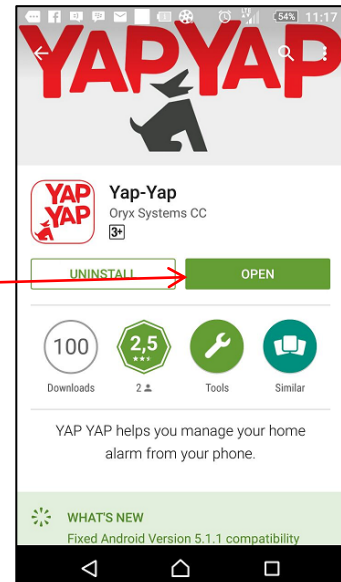
Click on the link

EPR SECURITY DEAR
CLIENT, YOUR ACCOUNT
NO INV HAS BEEN
ENABLED FOR THE YAP-
YAP MOBILE APPLICATION.
DOWNLOAD FROM THE
LINK HTTP://
WWW.YAPYAP.CO.ZA/APP

SMS 11:12

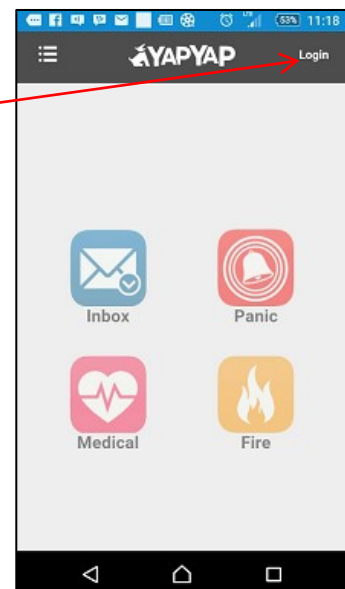
3.2 You will now be directed to the app

Click on **OPEN** to install the app



3.3 The app is now installed and you can proceed with the registration process.

Click on **LOGIN**



3.4 Complete the registration screen

Enter you Username (your e-mail address)

Enter your password (not less than 7 characters)

Click on **REGISTER**



3.5 Enter your cell phone number

The screenshot shows the 'Register' screen of the YAPYAP app. At the top, there are 'Back' and 'Next' navigation buttons. The YAPYAP logo is prominently displayed. Below the logo, there is a form with two fields: 'Country' with a dropdown menu showing '+27 - South Africa' and 'Mobile Number' with the text '0820000000'. A red arrow points from the instruction 'Enter your cell phone number' to the 'Mobile Number' field.

3.6 You will now receive an OTP (one time pin) via sms

The screenshot shows a messaging interface at the top with a status bar indicating 'Messaging' and a phone number '+2787085030005065'. Below this, the YAPYAP logo is shown. A central black box contains white text: 'Registration', 'We have sent an OTP via SMS. Use this PIN to complete the registration. Please be patient as the delivery of the SMS might take several minutes. If you do not receive anything, please try again in an hour'. Below this text is a red 'OK' button. At the bottom, there are input fields for 'Salutation', 'Preferred Name', 'Date of Birth', and 'Verification OTP'.

3.7 Complete the following screen

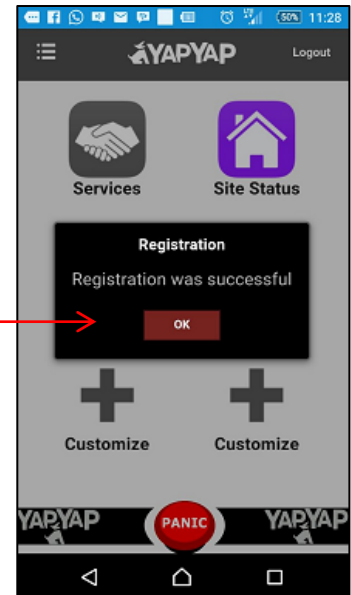
Your e-mail address (username)
Your login password
Confirm login password
First name
Surname
Title
Salutation
Date of birth (must be correct)
OTP (received via sms)

Click on **REGISTER** once all the fields have been completed

The screenshot shows the 'Register' screen of the YAPYAP app. At the top, there are 'Back' and 'Register' navigation buttons. The YAPYAP logo is prominently displayed. Below the logo, there is a link that says 'Didn't get OTP? Click here'. The main form contains several input fields: 'Username' (with a hint 'Enter Email Address'), 'Password' (with a hint 'Enter a Password'), 'Confirm Password' (with a hint 'Confirm Password'), 'First Name' (with a hint 'Enter First Name'), 'Surname' (with a hint 'Enter Surname'), 'Title' (with a dropdown arrow), 'Salutation' (with a hint 'Preferred Name'), 'Date of Birth' (with a dropdown arrow), and 'Verification OTP' (with a hint 'Enter verification OTP'). A red arrow points from the instruction 'Click on REGISTER once all the fields have been completed' to the 'Register' button at the top right.

3.8 Confirmation of registration will be received.

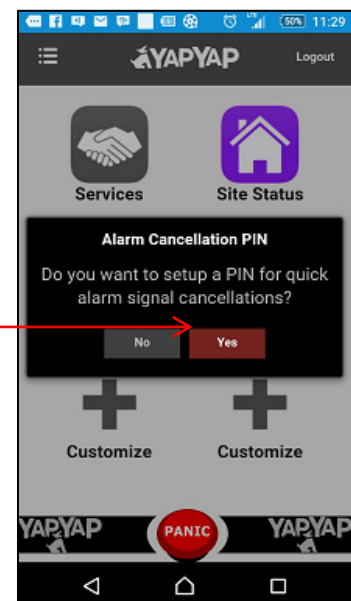
Click on **OK**



3.9 You will now be prompted to select an alarm cancellation pin (4 digits).

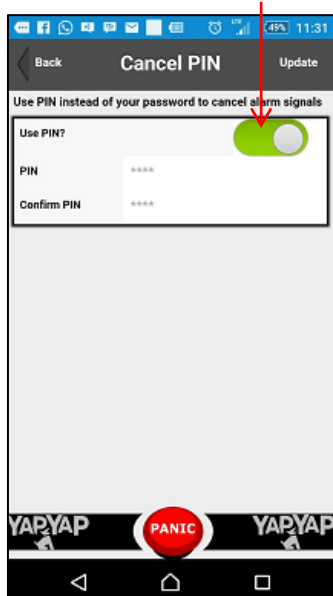
This pin is used to cancel a false alarm or panic signal directly from your cell phone, informing the control centre that you have cancelled.

Click on **YES**



3.10 Enable Pin

Move slide to the right (green)

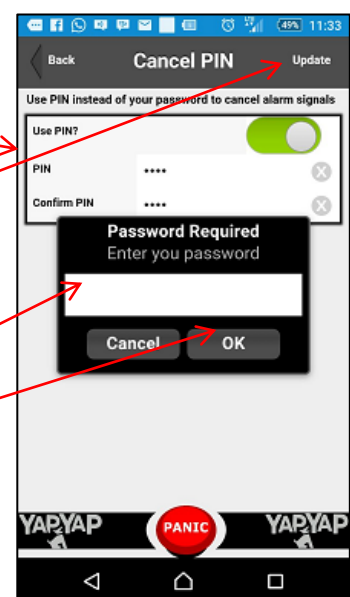


1. Enter 4 digit code and confirm code

2. Click on update

3. You will the be prompted to enter your login password

4. Click on **OK**

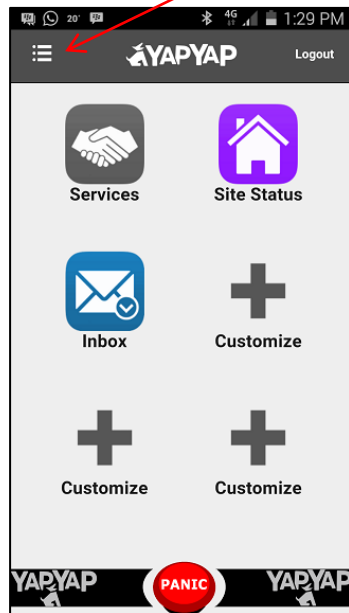


3.11 You are now successfully registered!

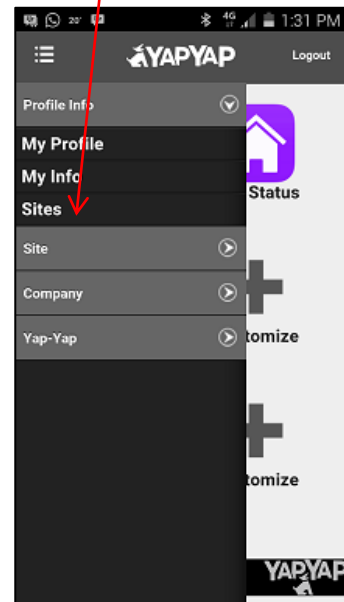
4. LINKING YOUR SITE (ALARM SYSTEM)

The next step is to link your alarm system to your profile created.

- 4.1 Select the menu button on the main screen



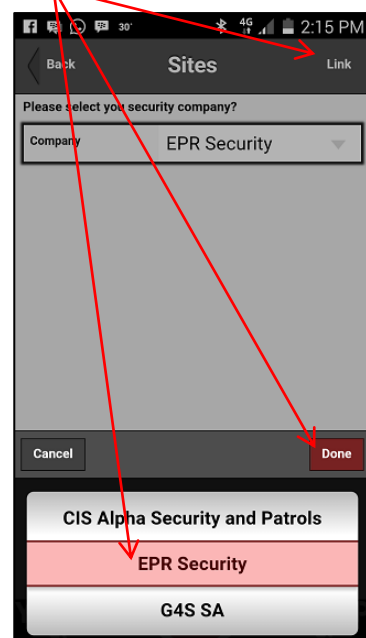
- 4.2 Select **SITES** under Profile info



- 4.3 Select + on the screen to add



- 4.4 Select **EPR Security**, click **DONE** and click on **LINK**



- 4.5 All the sites that your cell phone number has been loaded on the EPR control room system as the main contact number will now appear on the list. If no sites are listed, this means that your cell phone number is not the main contact number.

Select the relevant site you that would like to add and click on Activate

Back **Activate Site(s)** Activate

JOE SOAP
082 000 0000

Sites

☐ **Customer Code: ABC000**
ABC Street, Suburb, Town
Monthly Fee R0
Activation Fee R0

Monthly Total incl. VAT R 0.00
Activation Total incl. VAT R 0.00

4.6 Click on the **IN ACTIVE** tab

The selected address will appear. Enter a custom site name such as HOME

Click on **ACTIVATE**

Back **Sites** +

Active **In Active**

01 ABC STR
01 ABC STREET
SUBURB, TOWN
Monthly Fee R0
Activation Fee R0
Enter Site Name eg.Home **ACTIVATE**

YAPYAP **PANIC** YAPYAP

Back **Sites** +

Decline **Accept**

Click on **ACCEPT**

Congratulations! Your site is now active and you will start to receive notifications.

5. NAVIGATION

Menu Tab

More functions

Service Tab

Allows you to send a panic signal

Book a service call

Do a site broadcast to other key holders

Site Status

Summary of the status of the alarm

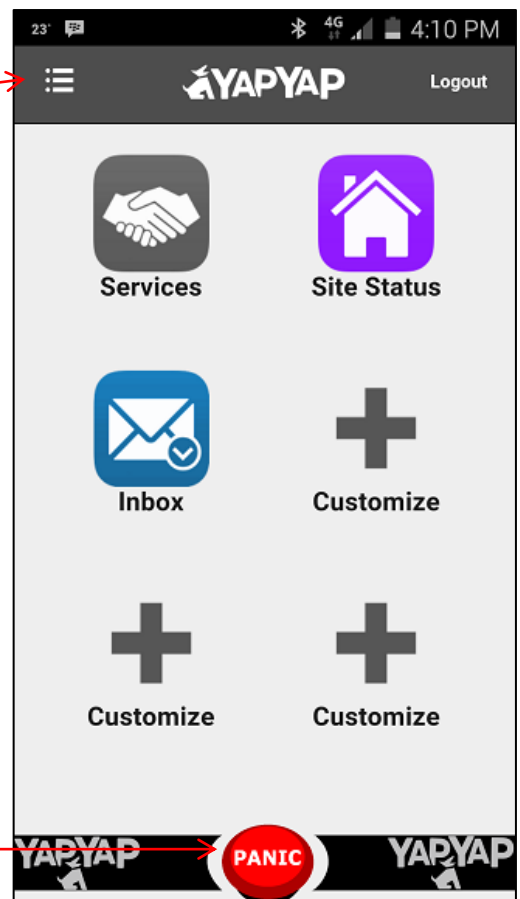
Inbox

Notifications

Alarm activity

Audit history

Quick Panic

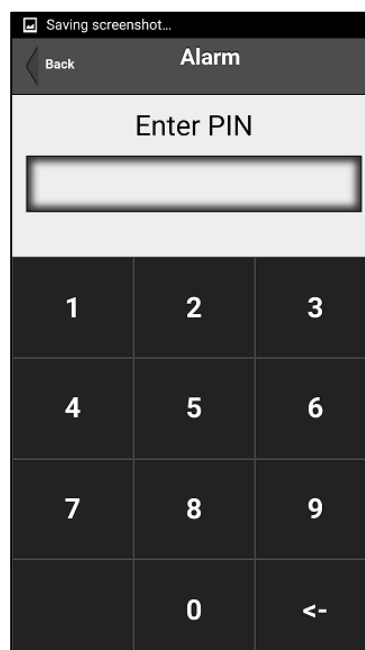
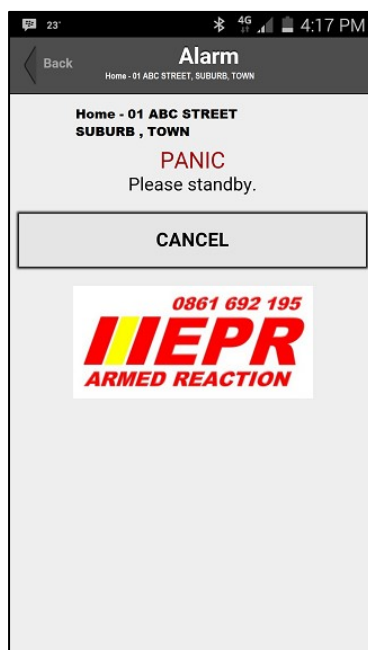


6. QUICK PANIC

By selecting the quick panic, and confirming the panic, a panic signal will be sent to the control centre of EPR. EPR will then telephonically contact you in order to determine the reason for the activation. If no answer is received or help is requested an armed response unit will be dispatched to the relevant site.

NOTE: A reaction service will only be delivered to the relevant site and not to your current position if not on site.

You can also cancel the panic signal, if same was pressed by mistake, and you will be prompted to enter your 4 digit cancellation code. What if the wrong code is entered?



The control centre will be alerted of the wrong code, however no indication thereof will appear on your phone. The control centre will proceed to contact you.

7. ALARM ACTIVATION NOTIFICATION

When your alarm is activated, and a signal is sent from your alarm system, a loud alarm sound will activate on your phone informing you of the activation

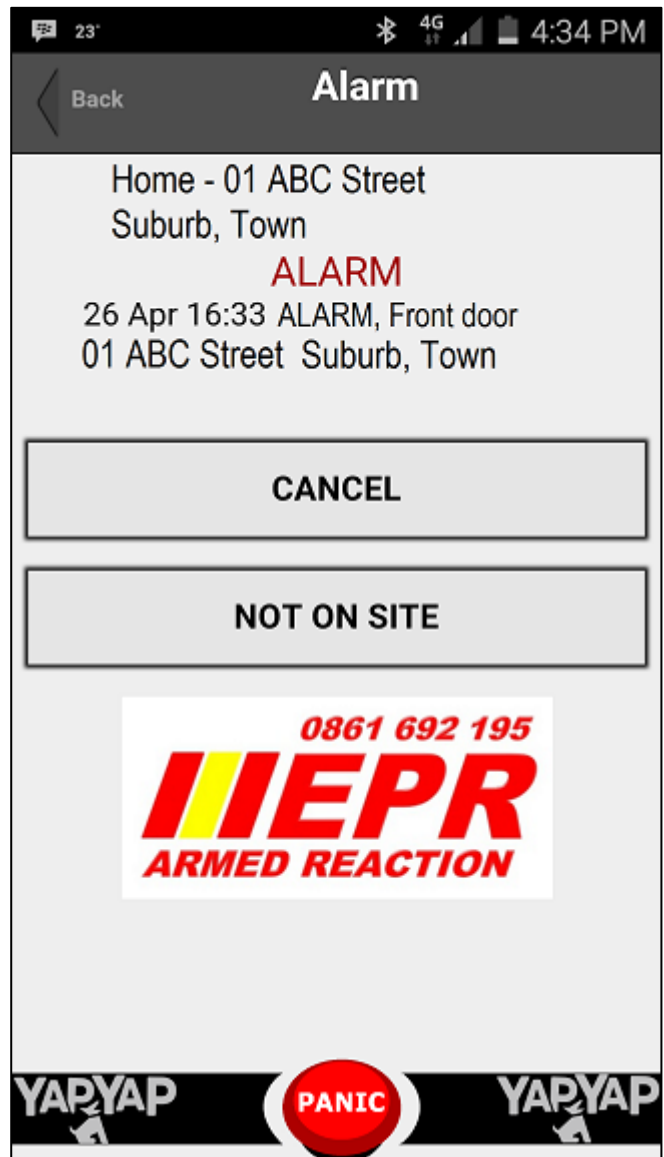
Time & date of activation
Location of activation (if set up)
Address

You can cancel a false alarm by selecting the cancel tab. The same process is followed as described above with the cancellation of a false panic signal (see previous page)

If you are not present on site select the NOT ON SITE tab and EPR will follow the normal response procedure

NOTE: EPR will continue to dispatch a response unit to the address even in the event that you are not able to cancel or confirm. The response unit will only be cancelled if a cancellation is received.

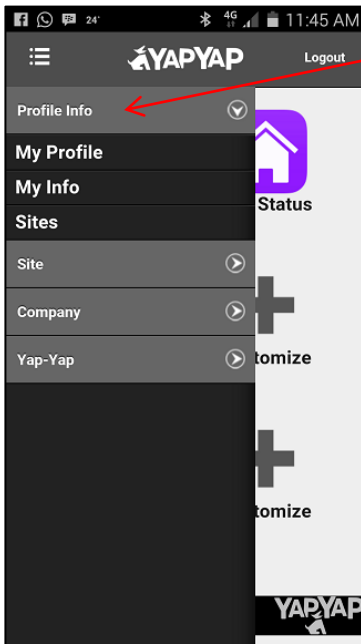
The alarm can only be cancelled by using your 4 digit cancellation code



PLEASE NOTE: Even if your phone is set on silent, the alarm sounder will still be audible!! In order to mute the sounder you will need to mute the MEDIA SOUND under your phone settings!

NOTE: The specific zone of activation will only appear if currently set up on your profile in the control centre of EPR and if your system is capable of sending this information. An additional cost may be applicable (call out fee) to set this up if required.

8. MENU TAB



Profile Info Tab

My profile

Change your password and 4 digit cancellation code here

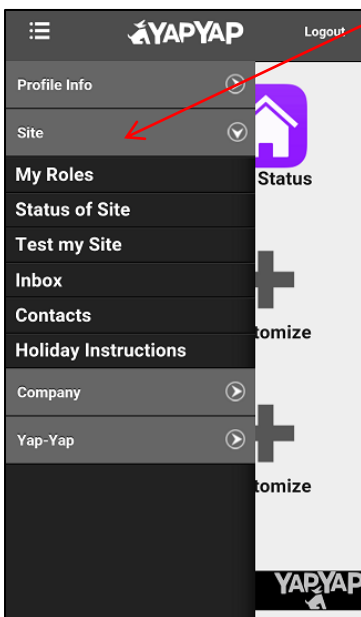
NOTE: This does not change your cancellation code in the control centre and is different to the cancellation code provided to our control centre.

My info

You can upload a photo of yourself

Sites

Provides a list of the sites / alarms loaded activated on YAPYAP



Site Tab

My Roles

Allows you to edit the and customise the services / notifications you want to receive

Status of Site

Provides a "snap shot" view of the status of the alarm system

Inbox

Incidents, alarm activity, messaging and audit information

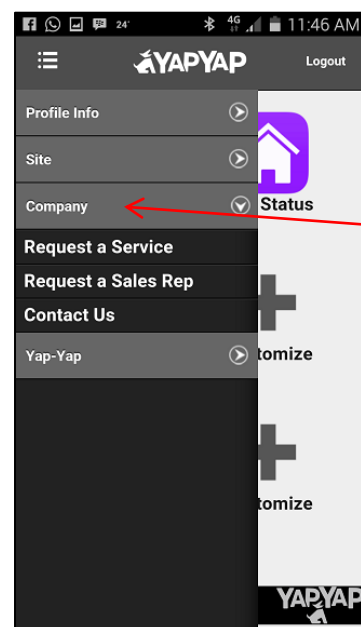
Contacts

Load and manage your own key holders to also receive YAPYAP messages

Holiday instructions

Allows you to load holiday instructions. This will provide the control room with information when an emergency signal is received whilst you are on holiday such as alternative key holders etc.

NOTE: Holiday patrols are not loaded here and must still be arranged with the control centre of EPR



Company Tab

Request a Service

You can request a service call for your alarm system - normal service call charges

Request a Sales Rep

Need additional equipment or a new alarm system? Request a rep via the app

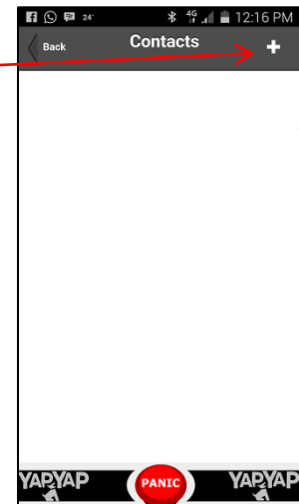
9. ADDITIONAL YAPYAP USERS

You can load and manage additional YAPYAP users on your site/alarm to also receive messages.

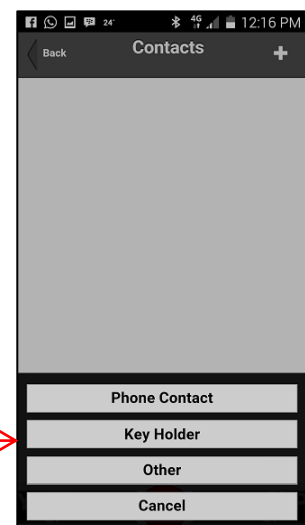
Select the following to add:

Menu tab
Site tab
Contacts

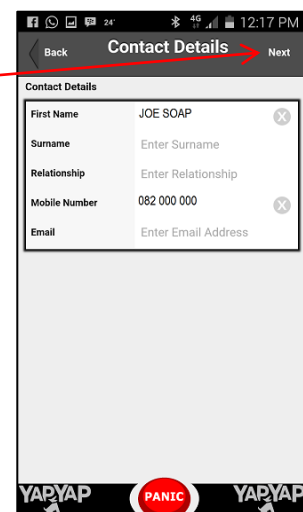
Select the + tab to add a new contact



Select a contact from your own phone book, or select "Key Holder" to show and select from the list of key holders loaded on your profile on the EPR control room system

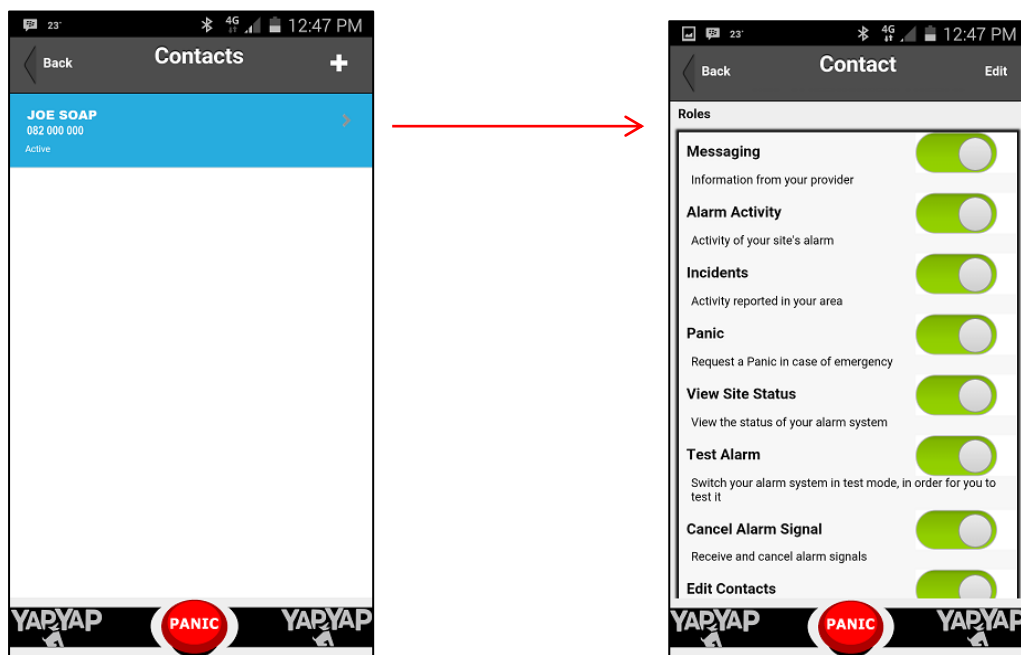


Enter the required fields en select NEXT



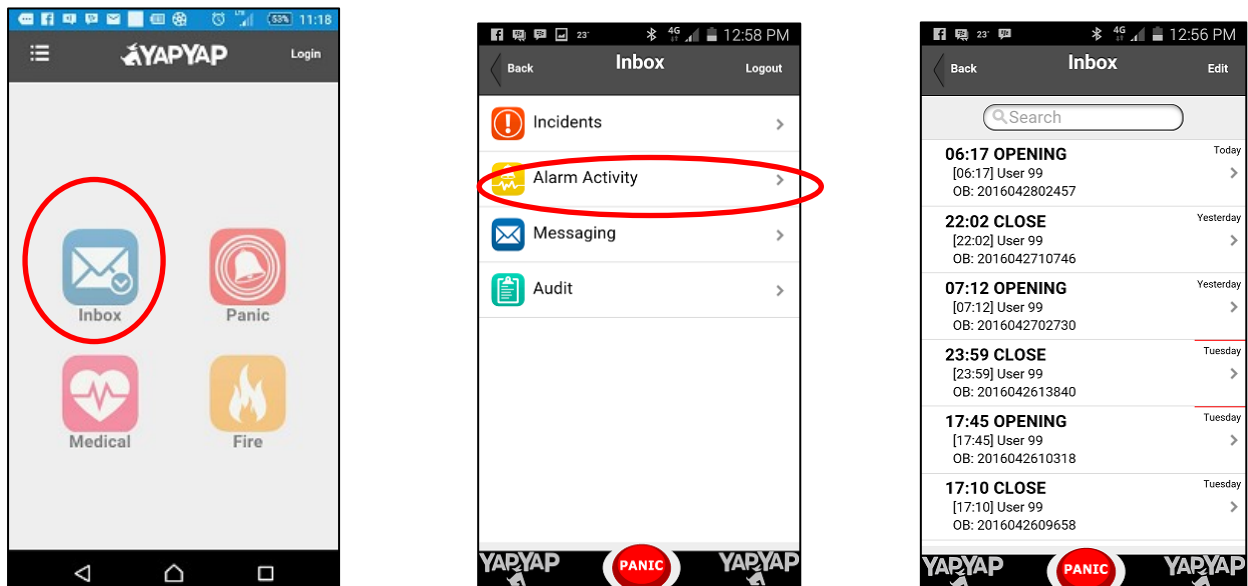
An SMS will now be send to the selected contact and they will be send the same link and follow the same process as described under **HOW TO REGISTER**.

Once the key holders or contacts have been registered, you can select the relevant key holder and manage their roles (services / notifications) by clicking on Edit and moving from one screen to the next by clicking on “Next”.



10. EVENT LOG

All alarm activity will be available to view by selecting the Inbox icon, the Alarm Activity on the next screen.

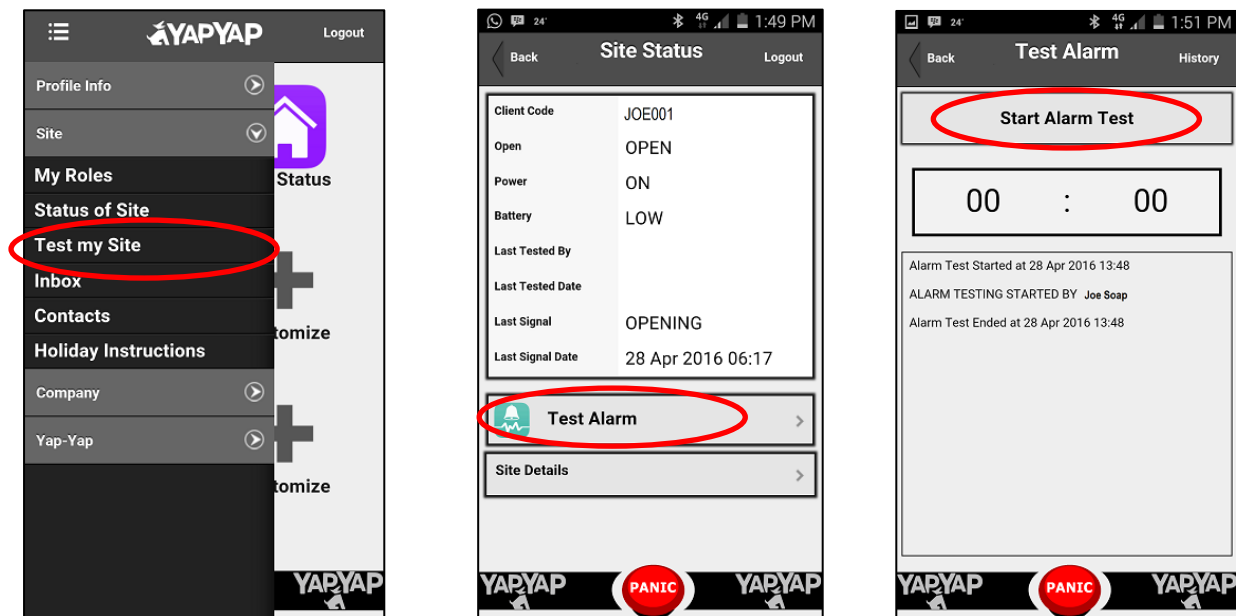


NOTE: OPENING & CLOSE signals will only be available if activated and set up on your alarm system, and if your alarm system is capable of sending such information. If not set up, a service call be applicable in order to activate

13. SELF TESTING

It is important that you test your alarm system at least one a month. The app allows you to place your profile at EPR under test mode. You will receive the signals on the app during test mode, but no action will be carried out by EPR whilst you are in test mode as these signals will automatically be logged away in test mode. The app will also provide a full log of your testing. A 5 min period will be allowed per test.

Select Test my Site on the Menu tab under Site or select Test Alarm under the Site Status Icon on the main screen. Select the START ALARM TEST on the Test Alarm screen to start testing. You can then proceed to trigger your alarm system and panic buttons.



12. COSTS

Full notification service -	Domestic (First number)	R 55,00
	Per additional number	R 10,00
	Commercial / Industrial (First number)	R 100,00
	Per additional number	R 15,00

Please note that this is a month to month service, and can be added or deleted at any time, by giving one calendar months' notice of cancellation.