END USER PYRONIX CLOUD GUIDE

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

Contents
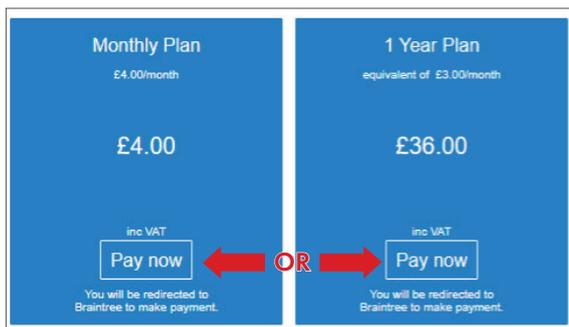
HOW TO RENEW A SUBSCRIPTION

1. Log into your PyronixCloud account at www.pyronixcloud.com
2. Select '**Renew Subscription**'.

3. A system on the PyronixCloud can either be paid 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.

4. Select your **payment method**. This can be via credit or debit card payment, or via your PayPal account.

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

Credit or Debit Card Payment

To pay via credit or debit card, you will need to enter your card details and select '**Pay Now**'.

PayPal Payment

Please select '**PayPal Payment**' and click the '**PayPal button**'.

You will now be redirected to the **PayPal website** to log in and pay.
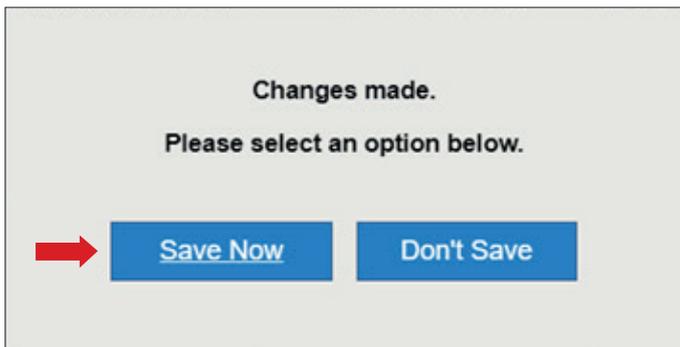
CHANGING PERMISSIONS FOR A NEW USER

1. Log into your Pyronix Cloud account at www.pyronixcloud.com
2. In the '**Permission**' column, check the slider is '**Enabled**' and the tab is blue. Click on the slider to toggle on and off.
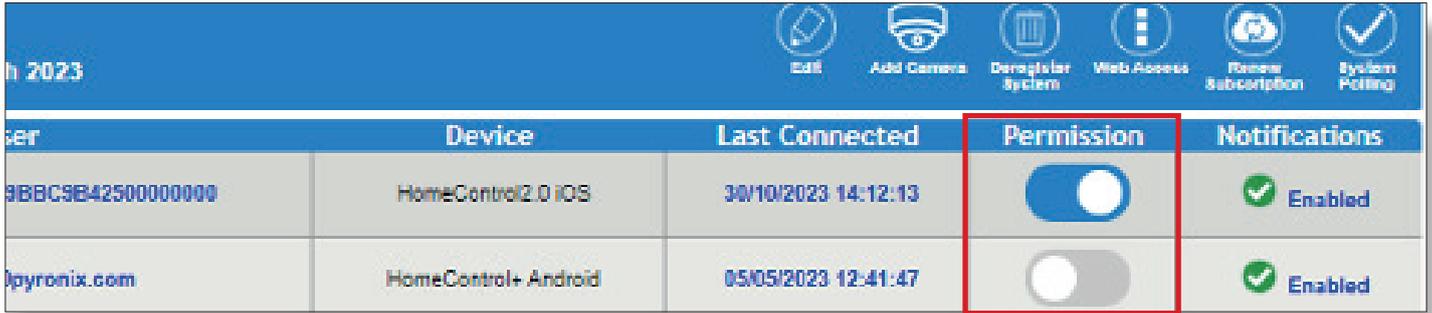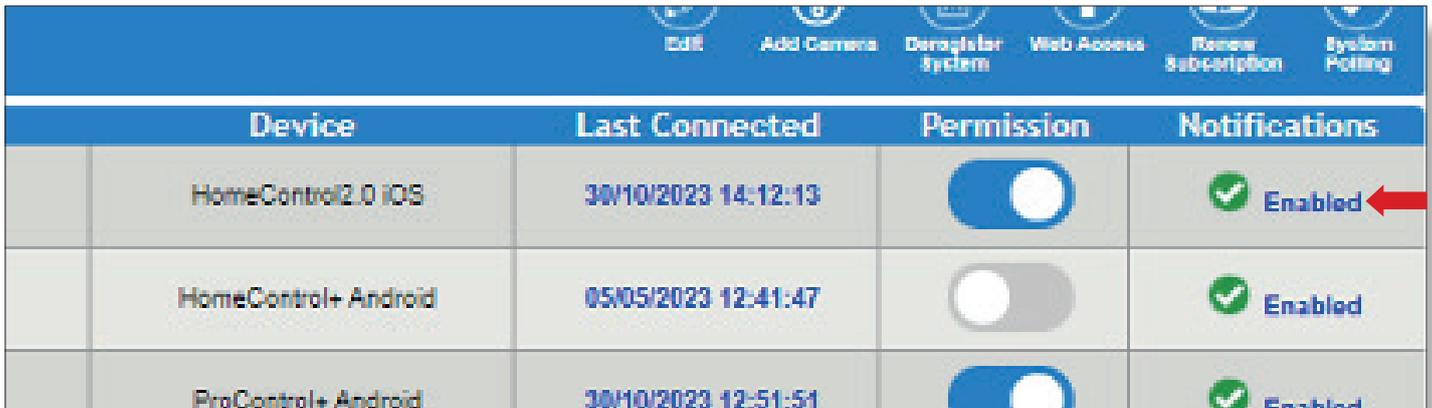

3. This will bring up a box advising the changes have been made, select '**Save Now**'.
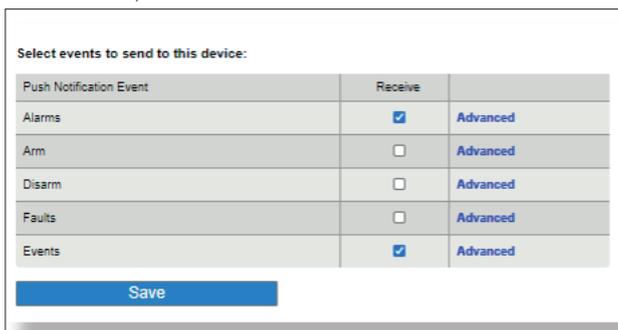

CHANGING NOTIFICATIONS SETTINGS

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

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.

4. Tick the notifications you wish to receive. Once selected, press '**Save**'.

5. Once saved, select '**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.

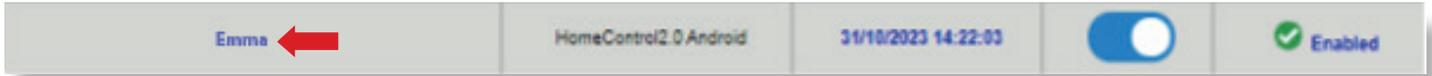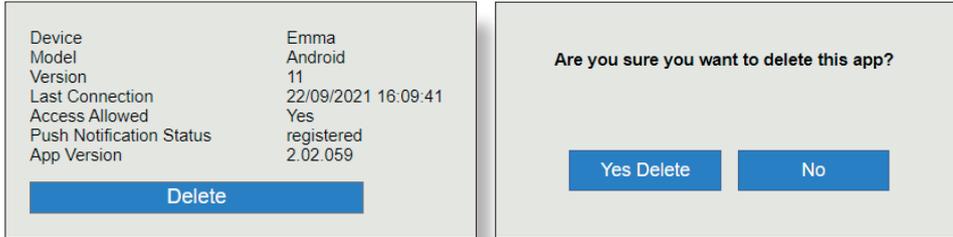1. Find the user you wish to delete (check last connected date).
2. Select the users name e.g. Emma, this should be in blue.

Emma ←	HomeControl2.0 Android	31/10/2023 14:22:03	🔵	✅ Enabled

3. Once selected, a box will appear with an option to delete.

Device Emma Model Android Version 11 Last Connection 22/09/2021 16:09:41 Access Allowed Yes Push Notification Status registered App Version 2.02.059 **Delete**	**Are you sure you want to delete this app?** **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
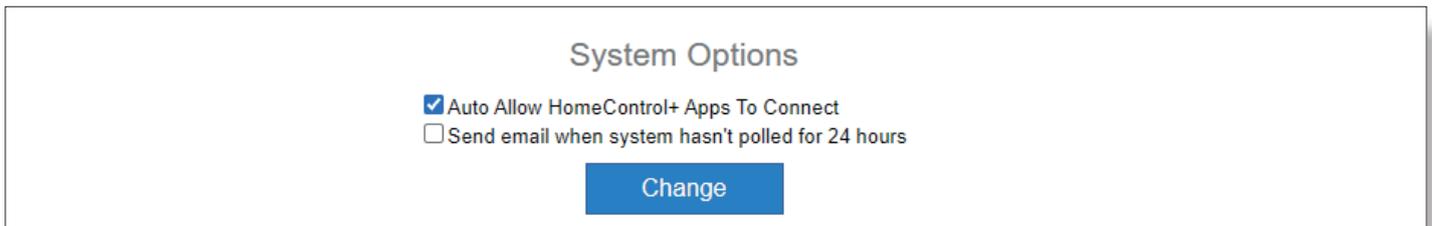
CHECKING IF YOUR SUBSCRIPTION IS ON AUTO-RENEWAL

1. Log into your account at www.pyronixcloud.com
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 Subscription for ▒▒ ▒▒▒▒▒
Payment:	Yearly (Credit Card)
Started:	21st November 2016
Last Payment:	
Next Payment:	1st February 2022
Current Status: ←	Active

Update Subscription

Payment History

Date	Event	ID	Amount	Status
21/11/2016 08:33:09	Pyronix Cloud Yearly Subscription for ▒▒▒▒▒	▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒	▒▒▒▒	Paid
01/02/2016 19:27:35	Pyronix Cloud Trial			Activated