



## INSTALLATION AND USER MANUAL

Thank you for purchasing a Bridgesecure Technologies product. We take great pride in the quality, value, and performance of our products. Please follow the proper operation and maintenance procedures outlined in the accompanying technical documentation. Should you need further technical assistance, e-mail us at: [support@bridgesecure.com](mailto:support@bridgesecure.com)

Before to start, please make sure that all the following items are in the box you received and that there is no apparent damages:

- One (1) BridgeSecure device
- One (1) Power Adapter (micro USB plug)
- One (1) 2m (6.5ft) Network Cable
- One (1) 2m (6.5ft) Silver Telephone Cable
- One (1) RJ31X (CA38A) Telephone adapter
- One (1) 0.5m (3.25ft) Alarm Panel Telephone Cable

## LOCATE THE ALARM PANEL TELEPHONE CABLE



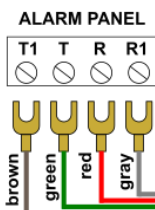
The alarm panel telephone cable is usually going out of the alarm system panel and connected to a telephone box as shown. Some systems have a panel and keyboard integrated in the same enclosure.

Visit the FAQ section at <https://bridgesecure.com/> for more help finding and connecting this cable to BridgeSecure.

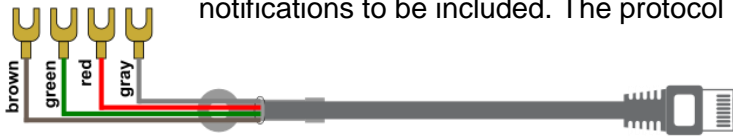
## INSTRUCTIONS

1. Once found, disconnect the alarm panel telephone cable from the telephone box.
2. Place your BridgeSecure device near the alarm panel telephone cable plug.
3. Connect the cables following the diagrams that correspond to your situation.
4. If you are using a Wi-Fi adapter, follow its instructions to make it work with your Router.
5. Make sure your computer, tablet, or cellphone is connected to the same local network as your BridgeSecure device.
6. Open your web browser and go to the BridgeSecure configuration pages at [bridgesecure/](https://bridgesecure.com/) or use the device finder at <https://bridgesecure.com/finder/>
7. Fill the BridgeSecure configuration pages. Each page contains contextual help.
8. Generate alarms from your alarm system to make sure that you receive your alerts. The BridgeSecure [Tools](#) page allows you to check that the whole system is working properly.

**If you don't find the cable, your alarm system may never have been connected to an alarm central.**

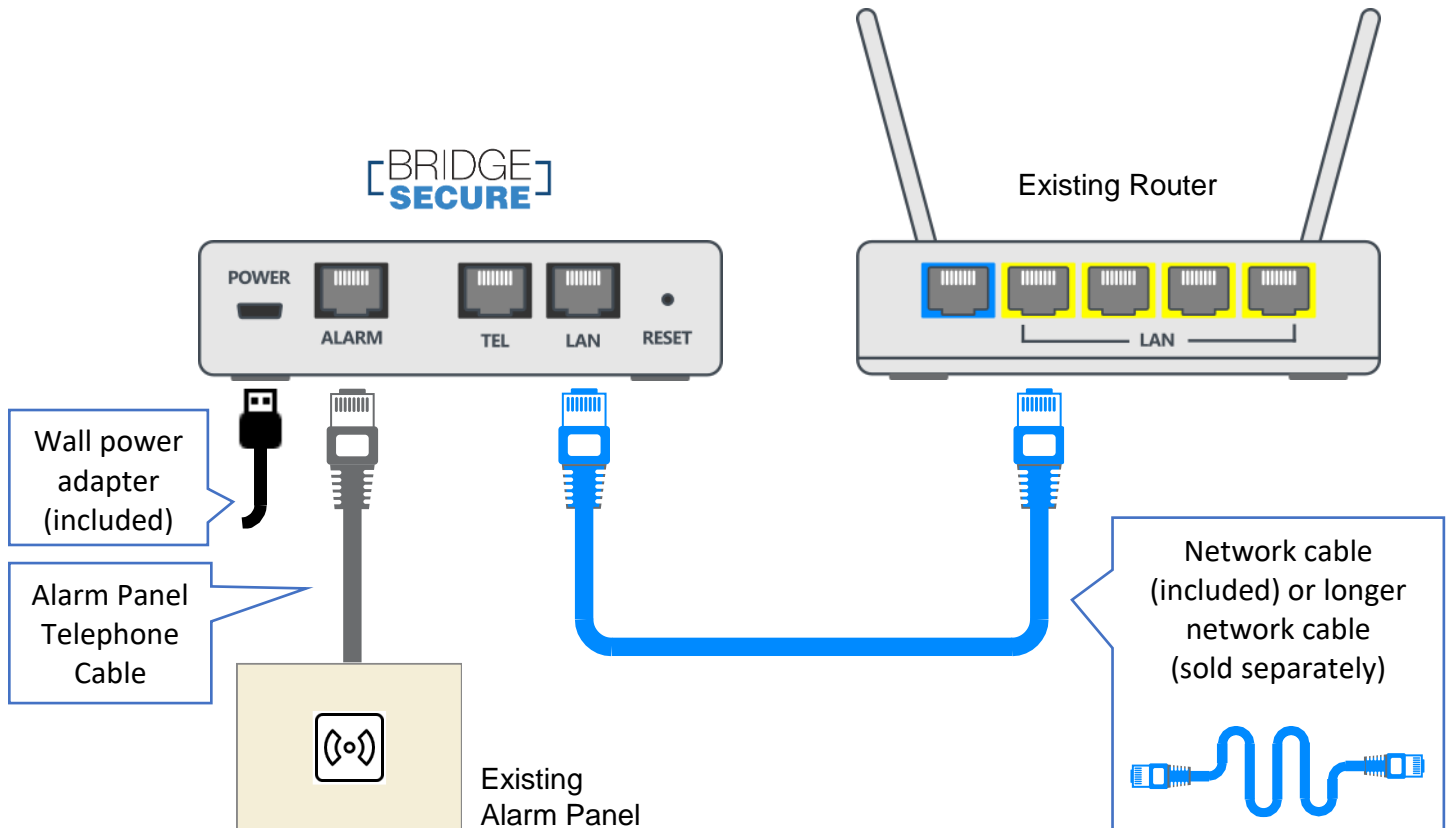


Then use the supplied cable and make the connections as indicated here. Get help from an alarm system installer to program your alarm system so that it generates calls for all types of alarms. Ask for the open/close access notifications to be included. The protocol used must be Contact ID.

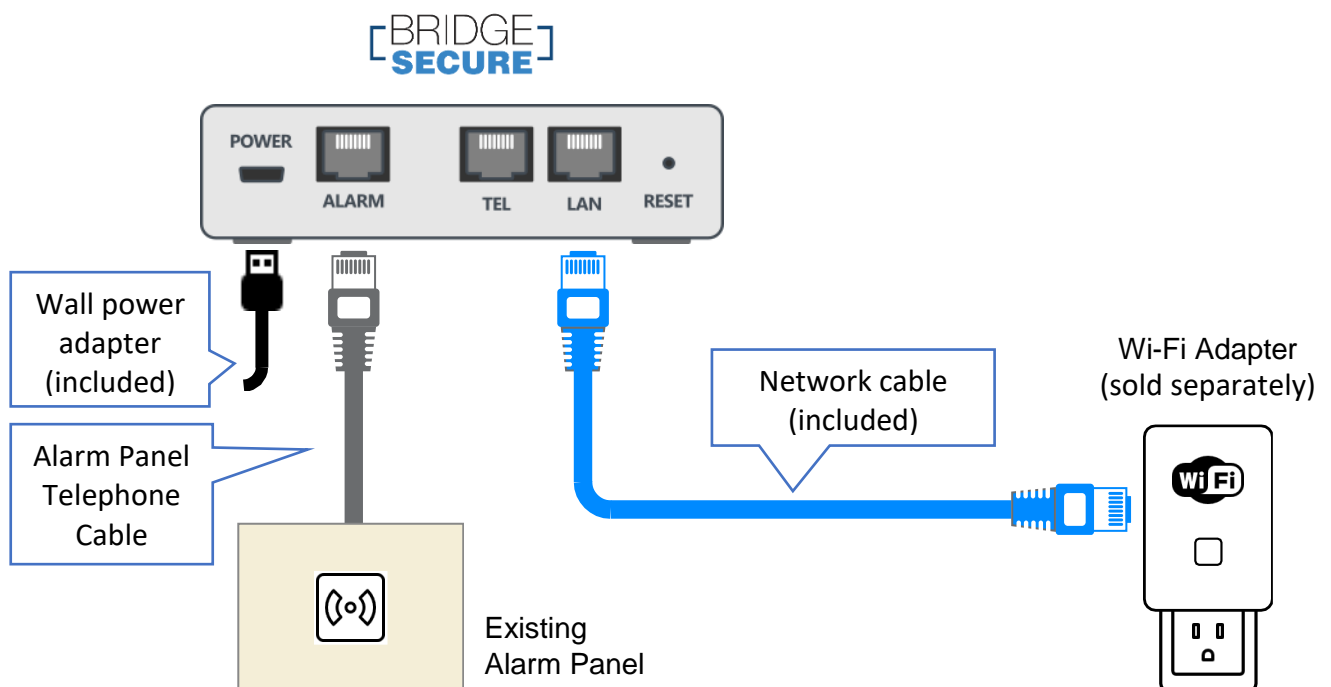


Alarm Panel Telephonic Cable (included)

## CONNECTION WITH CABLES ONLY

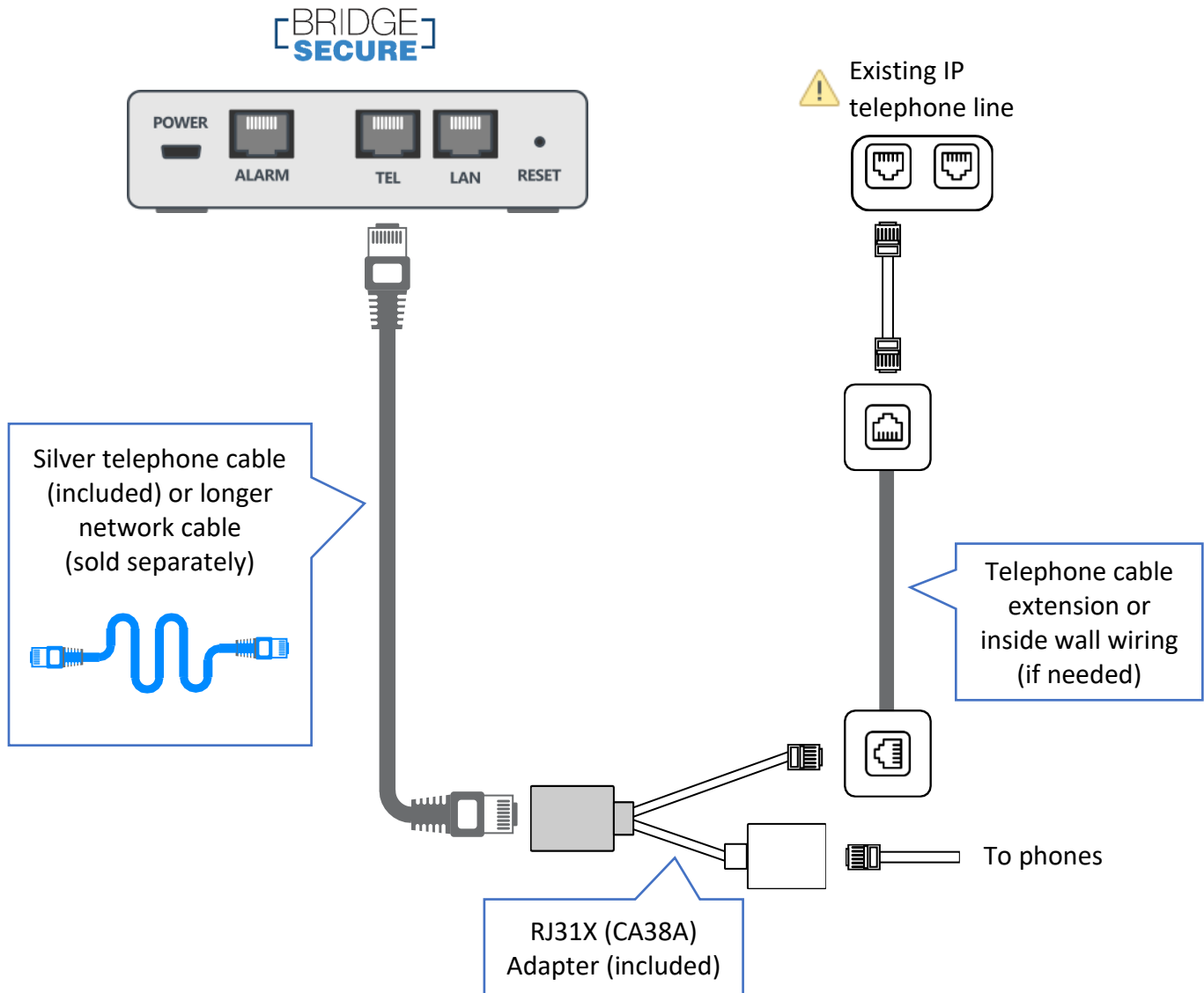


## CONNECTION WITH A WI-FI ADAPTER



## CONNECTING TO AN EXTERNAL PHONE LINE

Not required if using a VoIP account programmed in BridgeSecure (Softphone)



**CAUTION:** The BridgeSecure telephone connection (TEL) is designed to be connected to an IP phone line. Do not connect to a Public Switched Telephone Network.



## CONFIGURATION TEMPLATES

### Settings for use with a VoIP account within BridgeSecure (Softphone)

Region:	<input type="text" value="USA/Canada"/>	
Phone Line to use:	<input type="text" value="Softphone (VoIP)"/>	
Domain:	<input type="text" value="my.voip.com"/>	(Server name of your VoIP provider)
Username:	<input type="text" value="999999_bridge"/>	(VoIP Account or Sub Account Name)
Password:	<input type="password" value="●●●●●●●●"/>	(Password of your VoIP phone service)
Caller ID Name:	<input type="text" value="MY BRIDGE"/>	(Your name in uppercase without accented letters)
Protocol:	<input type="text" value="Use TCP transport"/>	(Use TCP if your VoIP provider supports it)

### Settings for use with an external phone line

Region:	<input type="text" value="USA/Canada"/>	
Phone Line to use:	<input type="text" value="Telephone Line (TEL)"/>	

## OPTIONAL UNINTERRUPTIBLE POWER SUPPLY (UPS)

If using an uninterruptible power supply, make sure you plug all power adapters of BridgeSecure, Wi-Fi Adapter (if applicable), Modem and Router in the UPS power outlets.



The Uninterruptible Power Supply will ensure continued power even during power outages.

## **Bridgesecure Technologies Inc. – One Year Canadian Limited Warranty**

Subject to the terms and conditions set forth herein, Bridgesecure Technologies Inc. (“**Bridgesecure**”) provides this limited warranty (“**Limited Warranty**”):

- only to the person or entity that originally purchased (“**customer**”) the product (“**Product**”) from Bridgesecure or its authorized reseller or distributor; and
- only for Products that are purchased from Bridgesecure or its authorized reseller or distributor and delivered within Canada.

**Limited Warranty:** Bridgesecure warrants that the hardware portion of the Product (“**Hardware**”) will be free from material defects in workmanship and materials from the date of original retail purchase of the Product for the period set forth below (“**Warranty Period**”), except as otherwise stated herein.

One Year Limited Warranty for the Product(s) is defined as follows:

- Hardware: One (1) Year
- Spare parts and spare kits: Ninety (90) days

Bridgesecure’s sole obligation shall be to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner, which replacement or repair shall be at Bridgesecure’s sole discretion. Such repair or replacement will be rendered by Bridgesecure at an authorized Bridgesecure service office. The replacement Hardware need not be new or have an identical make, model or part. Bridgesecure may in its sole discretion replace the defective Hardware (or any part thereof) with any reconditioned product that Bridgesecure reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement Hardware will be warranted for the remainder of the original Warranty Period from the date of original retail purchase. All Hardware (or part thereof) that is replaced by Bridgesecure shall become the property of Bridgesecure upon replacement.

**Limited Software Warranty:** Bridgesecure’s warranties in respect of the software portion of the Product (“**Software**”) are set out in the end-user license agreement provided with the Software.

**Submitting A Claim:** If the Product is defective, the customer shall return the Product to the authorized dealer or distributor from whom the Product was originally purchased, which return shall be subject to the return policy of such authorized dealer or distributor. In case the time period for which such authorized dealer or distributor would accept a return of the Product has expired, but the Product is still within the Warranty Period, or in the case the Product was purchased directly from Bridgesecure, the customer shall return the Product to Bridgesecure in accordance with Bridgesecure’s then current return material authorization policy. For details regarding Bridgesecure’s return material authorization policy, please visit [bridgesecure.com](http://bridgesecure.com) or contact Bridgesecure’s at [support@bridgesecure.com](mailto:support@bridgesecure.com)

**What Is Not Covered:** This Limited Warranty provided by Bridgesecure does not cover:

- (a) refurbished Products or any Product purchased through inventory clearance or liquidation sale or other sales in which Bridgesecure, the seller or the liquidator expressly disclaims its warranty obligations pertaining to the Product;
- (b) initial installation, or installation or removal of the Product for repair or any costs associated therewith (including shipping costs);
- (c) operational adjustments to the Product that are not covered or permitted in the manual for the Product;
- (d) damages that occur during shipment, or damages due to power failures or acts of God;
- (e) cosmetic damage to the Product;

- (f) the Product if the Product, in Bridgesecure's sole judgment, has been subjected to abuse, accident, modification, tampering, negligence, faulty installation, lack of reasonable care, repair or service, or misuse or use otherwise than as contemplated in the manual for the Product;
- (g) the Product if the model or serial number is missing or has been removed, altered, tampered with or defaced; and/or
- (h) any Product that has been repaired or serviced by someone other than Bridgesecure or an authorized Bridgesecure representative.

**Disclaimer of Other Warranties:** EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OR CONDITION OF ANY KIND WHATSOEVER AND BRIDGESECURE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF ANY IMPLIED WARRANTY OR CONDITION CANNOT BE DISCLAIMED IN ANY PROVINCE OR TERRITORY WHERE A PRODUCT IS SOLD, EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE CUSTOMER.

**Limitation of Liability:** TO THE MAXIMUM EXTENT PERMITTED BY LAW, BRIDGESECURE IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH BRIDGESECURE'S PRODUCT IS CONNECTED, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO BRIDGESECURE FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF BRIDGESECURE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THIS LIMITED WARRANTY IS REPAIR OR REPLACEMENT OF THE DEFECTIVE OR NON-CONFORMING PRODUCT, WHICH REPAIR OR REPLACEMENT SHALL BE AT BRIDGESECURE'S SOLE DISCRETION. THE MAXIMUM LIABILITY OF BRIDGESECURE UNDER THIS LIMITED WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY.

**Governing Law:** This Limited Warranty shall be governed by the laws of the Province of Québec and the federal laws of Canada applicable therein. Some provinces do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and the customer may also have other rights which vary from province to province. All disputes under this Limited Warranty shall be resolved by a court of competent jurisdiction in the Province of Québec.

**Trademarks:** Bridgesecure and Double-Link are trademarks of Bridgesecure Technologies Inc. Other trademarks or registered trademarks are the property of their respective manufacturers or owners.

# **Bridgesecure Technologies Inc. – Limited Software Warranty and End-User License Agreement**

## **License**

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE (“LICENSE”) CAREFULLY BEFORE YOU INSTALL, DOWNLOAD OR USE ANY APPLICATION SOFTWARE, FIRMWARE AND RELATED DOCUMENTATION (“SOFTWARE”) PROVIDED WITH BRIDGESECURE’S PRODUCT (THE “PRODUCT”). BY USING THE PRODUCT AND/OR INSTALLING, DOWNLOADING OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND BRIDGESECURE. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE PRODUCT AND THE SOFTWARE (COLLECTIVELY, “PRODUCT”), INCLUDING ALL COMPONENTS, DOCUMENTATION AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

The Software includes associated media, any printed materials, and any “on-line” or electronic documentation. Software provided by third parties may be subject to separate end-user license agreements from the manufacturers of such Software.

The Software is never sold. Bridgesecure licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. Bridgesecure and its third-party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all of the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

- (1) Loan, distribute, rent, lease, give, sublicense or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above.
- (2) Copy or translate the User Guide included with the Software, other than for personal use.
- (3) Copy, alter, translate, decompile, disassemble or reverse engineer the Software, including but not limited to, modifying the Software to make it operate on non-compatible hardware.
- (4) Remove, alter or cause not to be displayed, any copyright notices or startup message contained in the Software programs or documentation.
- (5) Export the Software or the Product components in violation of any Canadian export laws.

Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing shall at all times remain with Bridgesecure and its third-party licensors. Bridgesecure retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music and text incorporated therein is owned by Bridgesecure or its third-party licensors and is protected by Canadian copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly



prohibited by such laws and treaty provisions. Nothing in this License constitutes a waiver of Bridgesecure's rights under Canadian copyright law. This License and your rights regarding any matter it addresses are governed by the laws of the Province of Québec, without reference to conflict of laws principles. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License. Bridgesecure is not responsible for any third-party software provided as a bundled application, or otherwise, with the Software.

### **Warranty Information**

BRIDGESECURE DOES NOT EXTEND ANY WARRANTY DIRECTLY TO YOU, THE END USER, WITH RESPECT TO THIS PRODUCT. A LIMITED WARRANTY FOR THIS PRODUCT MAY HAVE BEEN PROVIDED TO YOU BY YOUR SERVICE PROVIDER ("SERVICE PROVIDER") FROM WHOM YOU OBTAINED THE PRODUCT. PLEASE CONTACT YOUR SERVICE PROVIDER IF YOU EXPERIENCE PROBLEMS. BRIDGESECURE HEREBY EXPRESSLY DISCLAIMS THE APPLICATION OF ANY EXPRESS, IMPLIED OR STATUTORY WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND/OR THE WARRANTY AGAINST INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE. BRIDGESECURE ALSO IS NOT RESPONSIBLE FOR AND PROVIDES "AS IS" ANY SOFTWARE SUPPLIED BY THIRD PARTIES. IN NO EVENT SHALL BRIDGESECURE BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS), OR FROM ANY BREACH OF WARRANTY, EVEN IF BRIDGESECURE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BRIDGESECURE IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE.

THE REMEDIES DESCRIBED IN THIS DOCUMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR ANY AND ALL CLAIMS THAT YOU MAY HAVE ARISING OUT OF OR IN CONNECTION WITH THIS PRODUCT, WHETHER MADE OR SUFFERED BY YOU OR ANOTHER PERSON AND WHETHER BASED IN CONTRACT OR TORT.

These matters are governed by the laws of the Province of Québec, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods.