



Pulse Mobile App - Getting Started

The ADT Pulse® Mobile App allows you to access a core set of remote monitoring and security system functions.

The app is designed to be easy to use, so it contains only the essential functionality available in the [web portal](#). For more extensive functionality, refer to the web portal and its online help system.

This app is supported on mobile devices running Android 4.4 and above and iOS 9.0 and above.

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First Things First

Each time you sign in to the app, your device synchronizes with your site, downloads any photos or video clips that were captured since you last signed in, provides you with any alarm updates, and updates all sensor and other device histories.

You'll need to enter your password the first time you sign in, when setting up your four-digit PIN or Touch ID/Fingerprint (for devices with that capability), and each time the app is updated. After sign-in, you can remain logged into the application for a maximum of 30 days unless you are taking action on your system.

See "Signing In" below for details.

Signing In

To start the app, tap the launch icon on the home screen of your mobile device. Note: This app requires your mobile device to be connected to the Internet. If you have never set up the Wi-Fi connection for your device, refer to your device's documentation for instructions. The first time you sign in to the app, a server selection screen appears.

Depending on where you live, select one of the following:

- US
- Canada

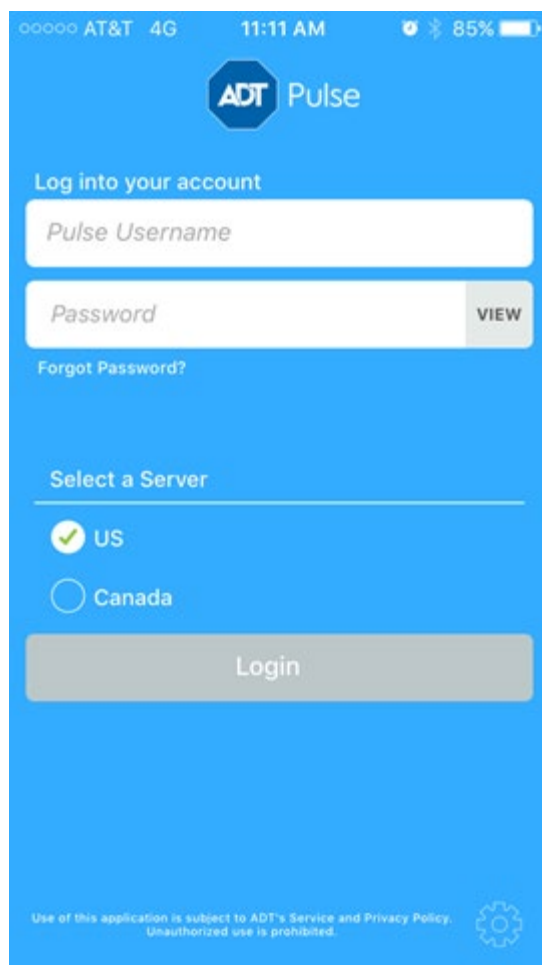
Your selection becomes the default server for your account. In the future, whenever you sign in from the

same device, you do not have to select a server.

You can change servers by tapping the Gear icon and selecting a new default server. The Gear icon is located in the lower right corner of the Log In screen.

Login

Once the Log In screen appears, enter the same username and password you use to access the web portal from your computer, and then tap **Login**.



Note: Your username and password are case-sensitive. Caps lock is off by default. After your first sign-in, your mobile device remembers your username.

When you are done, tap **Login**. The Login button will flash while your mobile device connects to the server.

Related Topics

[Pulse Mobile App - Basics](#)

Provides an overview of the Pulse Mobile App screen set-up, including the Dashboard and Homes View screens, where you can arm/disarm your system, manage your smart devices and view camera images

[Pulse Mobile App – Settings](#)

Here you will find information on changing your login method to a PIN code or TouchID/Fingerprint, and about setting the default Dashboard view you will see after login.

[Pulse Password and 4-digit PIN](#)

Here are detailed instructions on setting your 4-digit PIN, updating your password, and what to do if you have forgotten your Username and/or Password.

[Pulse Mobile App - Security](#)

Here you will find information about arming/disarming your system, alarms and sensors.

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