



HKC / SecureComm App Queries

1. What is SecureComm and how do I get the APP?

SecureComm is HKC's Cloud Solution for a HKC Alarm & App. The SecureComm service is operated by Security and Risk Communications Limited which is a sister company of HKC.

The SecureComm service provides alarm users with access to their security system from any location and is operated by using the HKC App. The App is available for both Android and iOS devices via the relevant App Stores.

2. Who are Security & Risk Communications?

Security and Risk Communications operate the billing system for the SecureComm service. The company is a sister company of HKC Security and part of the Assa Abloy PLC Group of companies.

3. How much does SecureComm Service Cost?

Please contact your alarm installer for pricing.

4. Can I sign up to SecureComm without involving my alarm installer?

SecureComm is only available via licenced installers

5. What does the SecureComm payment cover?

The payment covers the cost of the SecureComm cloud-based service. The service is provided via the HKC App and will alert alarm users in the event of an alarm activation.

6. Does Security & Risk or HKC monitor alarms?

No, neither HKC or Security & Risk Control (SecureComm) monitor alarms. The SecureComm service is a self- monitoring Cloud based service (SecureComm) which will send messages to the Alarm User's mobile phone. The service **does not provide notifications to An Garda Siochana** or any other emergence service.

However, if you do want a Monitoring service that provides for Garda Siochana & Emergency Service, please discuss this with your installer.

7. Is the HKC App available on Windows Phones?

No, unfortunately the Windows Phone App is no longer available as Windows phones do not support all the features required for the SecureComm app to work correctly

8. How do I install the HKC SecureComm App onto my Smartphone?

The App is available from the App Store for iOS devices and Google Play Store on Android devices.

9. I have changed / lost/damaged phone. How do they reinstall the HKC App?

Go to the App Store or Play store and Search for the HKC SecureComm App. Once the customer has logged in to their iCloud or Gmail account with the same details they used when the app was downloaded originally.

Download it on to your new phone as before, you will need your SITE ID and PASSWORD, see notes below how to retrieve this. Just to check you have the correct site ID & password - you will need to go to the key-pad on your alarm control panel and key in 0*9 (zero star 9) then you will be prompted to insert your user code (4 digit alarm activation code) you will then see your site ID & password on your panel which is required to access your APP.

10. I have changed broadband provider and my Wi-Fi card has lost connection. How do I reconnect my Wi-Fi card to my new router?

You must contact your alarm installer in this case. Scanning for Wi-Fi and entering password can only be accessed in engineer mode. Alternatively, rename the SSID of the new router to match the old router and apply the same password then all connected devices will reconnect without any programming needed.

11. How do I cancel my SecureComm Subscription?

Please contact the SecureComm Support Desk on 01-4567077 or email accounts@securityandrisk.ie

12. Why am I not receiving App Notifications?

Check the notification centre or Application Manager on the mobile phone and ensure that the HKC SecureComm App is selected to "Allow notifications." Also, login to the app and check in Site Settings that notifications are enabled for the relevant site. If this is enabled, try to uninstall, and reinstall the App from the App store or Play Store

13. I have installed the HKC SecureComm App, what is my Site ID and Password?

At the system keypad, key in 0*9, followed by your user code. This will display your site ID and password. If this is not set up, please contact your alarm installation company.

14. How do I add a site to the HKC SecureComm App?

Android device: After opening the App for the first time you will be prompted to enter your Installation ID and Password provided by your System Installer. Enter these details then save the site. To add a new site to an app that already has a site added, select a site then click on the "+" symbol at the top right-hand side. This will show all installed sites. Click the Add New Site button to Add a new site.

iOS device: After opening the App for the first time you will be prompted to enter your Installation ID and Password provided by your System Installer. Enter these details then save the site. To add a new site to an app that already has a site added, open the app then click on the "Add New Site" option at the bottom of the screen.

15. How do I delete a site from the HKC SecureComm App?

Android device: After opening the App, select a site then click on the "+" symbol at the top right-hand side. This will show all installed sites. Click the delete button to delete a site. Sites can also be deleted from the Settings option when logged in to a site.

iOS device: After opening the App, login to an existing site and go to Site Settings. Select the site to be deleted and click the delete option.

16. Why is the SecureComm Smartphone App not able to connect to a site?

The SecureComm App will show error messages if it is not able to connect to a site.

- “Unable to connect to the SecureComm service, please check the phone signal level and data is enabled.” This error indicates that the phone is not connected to a Wi-Fi network with internet access, or that mobile data is not enabled on the phone. (Note that if a firewall is in use on the Wi-Fi network, ensure Port 50001 is open for outbound TCP traffic).
- “Unable to communicate with the alarm system, please try again later...” This error indicates that the alarm panel is currently not connected to the SecureComm service due to a Wi-Fi or internet connection fault or a GSM connection fault due to a network outage or poor GSM coverage. If this fault persists an alarm installer will be required to visit the site to resolve the issue and to perform any necessary firmware upgrades.
- [Note: Alarm Installers should also check the SecureComm Site Status from the SecureComm Admin section in SmartLink700]

17. If my cameras lose connectivity, what should I do?

Please contact your alarm installer

18. Who regulates the Security Industry?

The Private Security Association is a government body appointed to regulate the security industry. A register of all licenced installers is available on their website www.psa.gov.ie

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