GALLAGHER
Security

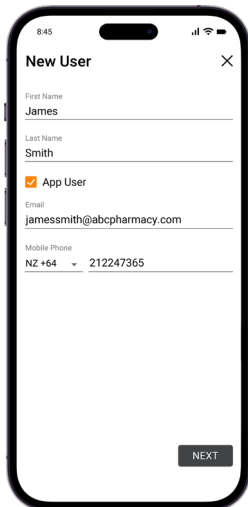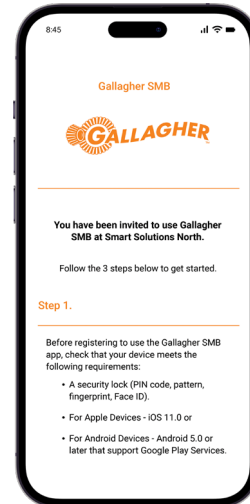**Welcome to the Gallagher SMB security system. This quick start guide will get you started with using the system.**

Registering for the SMB app

A Site Manager will send you an invitation to the SMB app via email. To register, check your device meets the requirements, download the app via the provided links and select **COMPLETE REGISTRATION.**

Adding users to the system

Use the navigation bar to open your **Team** 👥. Select **+ADD USER** to give someone access to your business.

A user can be assigned one of three roles:

Site Manager: Full access to control all aspects of the system.

Site Admin: Arm & disarm the alarm and access areas of the business as designated by a Site Manager.

Site Member: Access areas of the business as designated by a Site Manager.

Managing existing users

Use the navigation bar to open your **Team** 👥. Tap on a user to expand the following options:
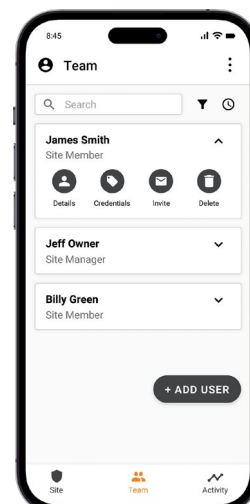
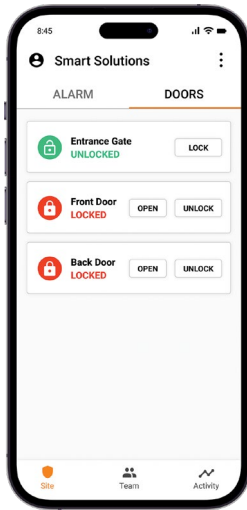**Details:** Edit the users details, including name and phone number.

Privileges: Change the user's role or assign additional privileges.

Credentials: Assign the user an SMB Key Tag, or User Code.

Invite: Re-send the user's SMB app invitation

Delete: Rekove the user's access from all sites.

Unlocking doors when on-site

Hold your phone near a Gallagher reader to momentarily unlock a door. The app does not need to be open **Bluetooth Background Access** is enabled in **User Settings.**

Unlocking doors remotely

Use the navigation bar to open your **Site** 🛡. Select the **Doors** tab. Choose **OPEN** to momentarily unlock a door or **UNLOCK** to permanently unlock a door.

Enabling Bluetooth Background Access

Select the **User Icon** 😀 in the top left of the app. Open **User Settings**, and enable **Bluetooth Background Access.** You will need to ensure Bluetooth is enabled on your device. This will allow you to unlock doors without opening the SMB app.
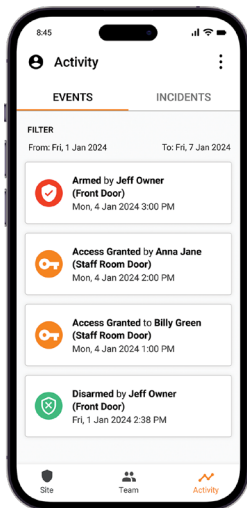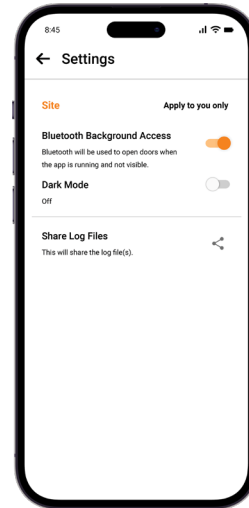
Viewing activity on your site

Use the navigation bar to open your **Activity** 〰 and select the **Events** tab. Select **FILTER** to filter activity by a date range. Tap **SEND REPORT** to email a report of the activity.

Troubleshooting

Need Help with your system?

If you encounter issues with your system, contact your SMB Installer. To do so, tap the **Ellipsis** ⋮ near the top right of the app to navigate to **User Settings.** Select **CONTACT INSTALLER.**

Lost connection to the internet?

If the internet connection fails, the No Internet Connection screen will display. Select **CONNECT WITH BLUETOOTH** to control your system.

Want to learn more about Gallagher SMB?

If you want to learn more about what your system can do, select the **Ellipsis** ⋮ near the top right of the app, and tap **Help.**

security.gallagher.com

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