



HKC SecureComm App Queries

1. 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.

- One message is “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).
- The other message is “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 engineer will be required to go to site to try to resolve the issue and to perform any necessary firmware upgrades. Engineers should also check the SecureComm Site Status from the SecureComm Admin section in SmartLink700.

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

The App is available to purchase from the App Store on iOS devices and Play Store on Android devices. The user must have a valid icloud account or gmail account with a valid credit card attached to purchase the App.

3. Customer has Changed or 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 purchased originally they will not need to pay for the app again.

4. 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.

5. Why am I not receiving App Notifications?

Check your notification centre or Application Manager in your 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 your site. If this is enabled try to uninstall and reinstall the App from the App store or Play Store

6. 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

7. 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.

8. I have changed phone type from iphone to android or vice versa, how do I move the app from one device to the other?

It is not possible to transfer apps from one platform to another. In this case the app must be purchased again

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

10. Is there a Windows Phone version of the HKC SecureComm app available?

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