



The STIFF/ARM device provides extra security to an entry door. It's unlike any other device. The STIFF/ARM device does not need to be permanently installed and can be easily moved to be used elsewhere.

The STIFF/ARM device is controlled by the STIFF/ARM application – available on both Apple and Android platforms. The STIFF/ARM application uses Bluetooth Low Energy (BLE) signals, which requires the user to be within 15-20 feet of the STIFF/ARM device.

The STIFF/ARM application includes a myriad of features including a personalized user interface, a customizable alarm that sounds when the device is rattled, a battery life indicator, an activity log, and a portal to manage software keys.

Security is critical. The STIFF/ARM application requires the user create a 6-digit access code which is then used to login, make account changes, and issue software keys. Information is stored locally on the user's phone and linked to an encrypted cloud-based database.

The STIFF/ARM User Guide shows how to use the STIFF/ARM application and to get the most out of your STIFF/ARM device.

Quick Links

[Launch Stiff/Arm Application](#)

[Create Account](#)

[Setup a New Device](#)

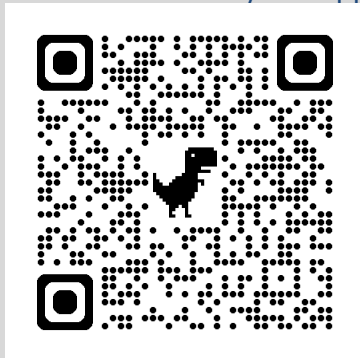
[Lock and Unlock Device](#)

[Get Device Info](#)

[Manage Software Keys](#)

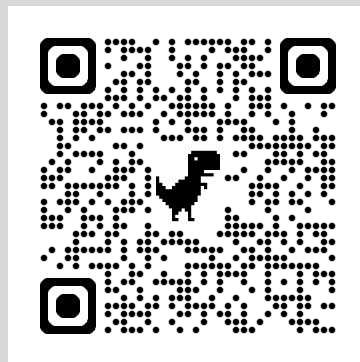
LAUNCH STIFF/ARM APPLICATION

Download the STIFF/ARM application from either the



Apple Store 

or



Google Play 

After downloading, open the application. If the application is already on your device, search for the icon  and click on it to launch.

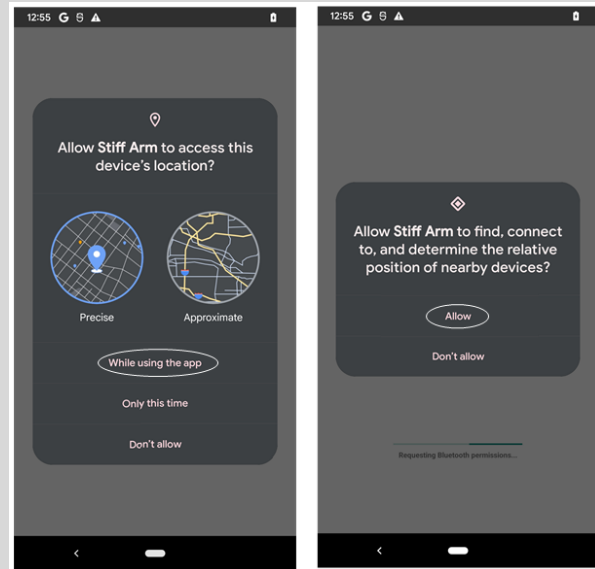
REQUEST PERMISSIONS

The STIFF/ARM application relies on Bluetooth signals to communicate with the STIFF/ARM device. Immediately after installing and launching the STIFF/ARM application, the User will be asked for permission to use Bluetooth Services and location services. Both services are needed.

The first prompt asks to *Allow Stiff/Arm to access this device's location?* Respond with **While using the App**

The second prompt requests *Allow Stiff/Arm to find, connect to, and determine the relative position of nearby devices?*

Press **Allow**



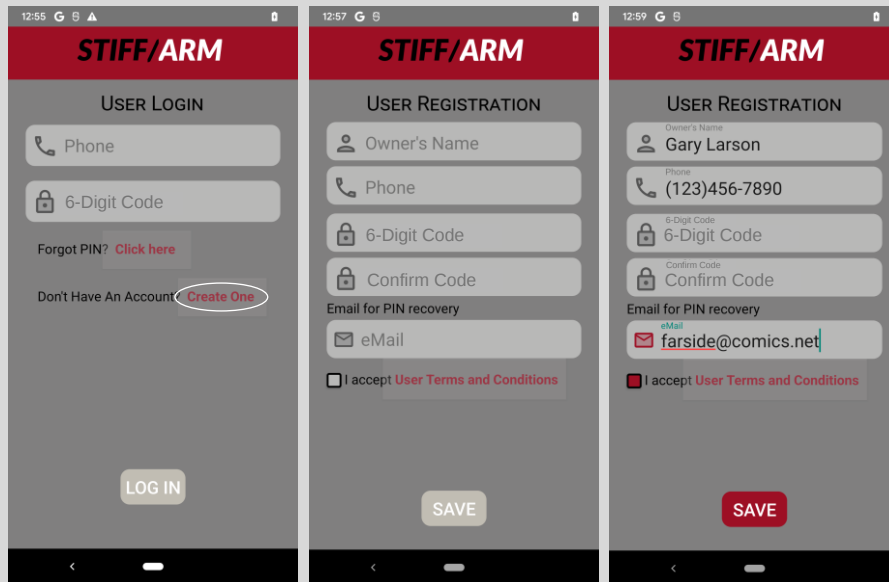
Permission Screens

CREATE ACCOUNT

Before using the STIFF/ARM application, the User will be prompted to Login. If you don't have an account, it's fairly easy to create one. Select **Create Account** next to the *Don't Have an Account?* prompt. This will load a new screen with the User Registration form.

Enter the requested information in the User Registration form. Use the phone number associated with your mobile device running the STIFF/ARM application. Chose a 6-digit access code and confirm it. Keep this code safe! It is required to login, to manage software keys, and to make any account changes. The email provided can be used to recover your access code if you forget it.

After the User Registration form has been successfully completed, the Save button **Save** at the bottom on the page will turn red and you will be able to press the button to complete the registration process.



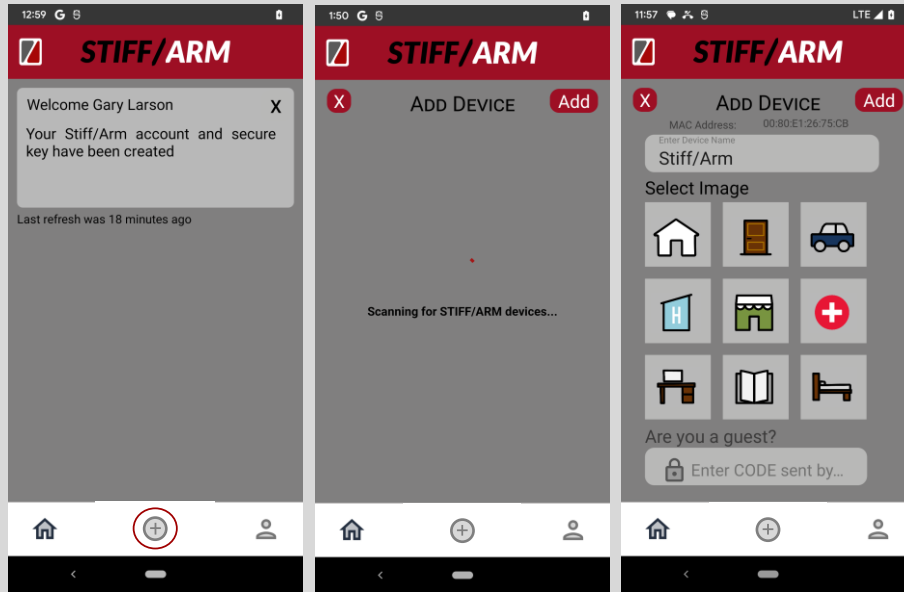
Create Account Screens

SETUP DEVICE

After an account is created, the STIFF/ARM application will transition to the Home screen. A welcome message confirms the new account is ready.

Let's now add a device to your account so that it can be controlled. Start by clicking on the bottom navigation button that looks like a plus sign . The STIFF/ARM application will now search for the device. If the device is discovered, the Add Device screen will appear. At this point, you can personalize your STIFF/ARM device by entering a name and selecting one of the images. A red outline will appear around the selected image. Don't worry about the Guest code at this time; it's used when you are sent a software key. This is explained in the [Manage Keys](#) section.

Press the Add button  in the upper right corner of the screen to complete the setup process.



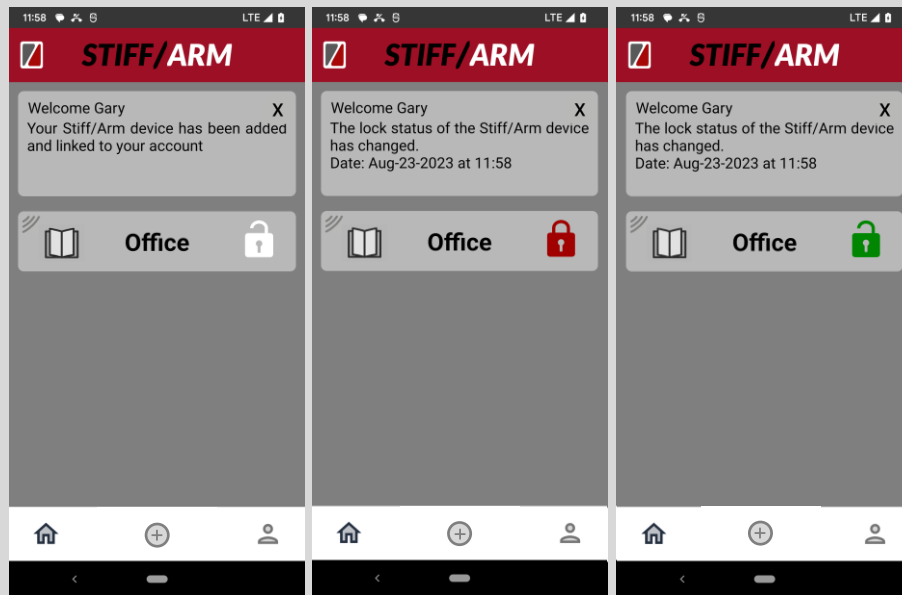
Device Setup Screens

CONTROL THE DEVICE – LOCK/UNLOCK

After a device is added, the STIFF/ARM application will transition back to the Home screen. A message confirms that a new device has been added and linked to the account. The newly-added STIFF/ARM device appears in a widget with its name, image, and a lock icon.

You can now control the STIFF/ARM device. Initially, the lock icon associated with the STIFF/ARM device will be unknown (white).  Pressing the lock icon will direct the STIFF/ARM device to move to the lock position. The lock icon vibrates and flashes as instructions are transmitted over the BLE link. The actuator within the STIFF/ARM device extends and the color of the lock icon transitions to red. 

Pressing the lock icon again repeats the operation, retracts the actuator, and toggles the lock icon to the green. 



Home Screen Showing Lock/Unlock Control

The device icon button  is used to view information about the STIFF/ARM device. More on this in the next section.

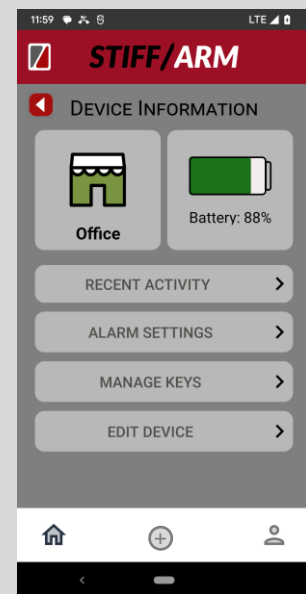
DEVICE INFORMATION

The location icon button provides a path to view additional information about and allow customization of the STIFF/ARM device. Pressing the location icon button  transitions the view to the Device Information screen.

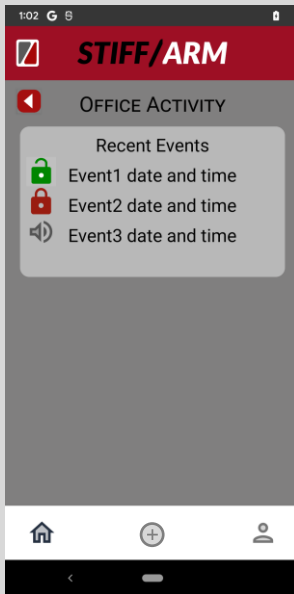
The Device Information screen shows two tiles. The first tile on the left shows the name and image of the selected STIFF/ARM device. The second tile on the right shows the battery level for the STIFF/ARM device.

Underneath these two tiles are four buttons.

The User can return to the Home screen by pressing the return arrow  in the upper left of the screen or the Home button  in the bottom navigation bar.



Device Information



Recent Activity

RECENT ACTIVITY

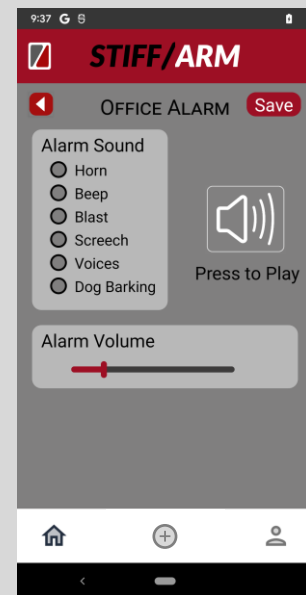
The STIFF/ARM application provides a way to review the recent activity of the selected STIFF/ARM device. It displays the most recent events as shown. Just select the Recent Activity button on the device information screen.

ALARM SETTINGS

Select the Alarm Settings button on the Device Information screen to customize the alarm. It offers six options for the sound and adjusts the volume from 0 to 10.

Press the speaker play button  to test the alarm. Use the Save button **Save** in the upper right corner of the Alarm screen to send the alarm configuration to the STIFF/ARM device.

The User can return to the Device Information screen (i.e. the previous screen) by pressing the return arrow  in the upper left of the screen. The User can jump back to the Home screen to control the STIFF/ARM device by using the Home button  in the bottom navigation bar.



Alarm Screen

EDIT DEVICE

Changes can be made to the device tile by pressing the Edit Device button in the Device Information screen. The Edit Device screen loads the current device name and image.

You can rename or select a different image. Selecting a different image shifts the red outline.

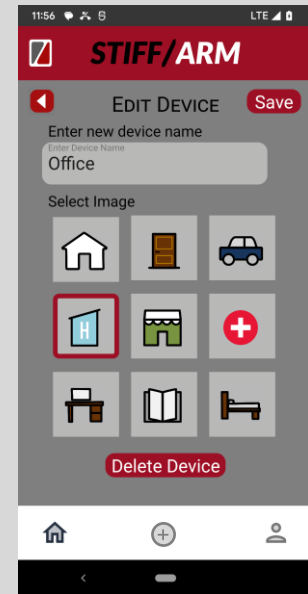
To save the new name and/or image, simply press the Save button in the upper right corner **Save** of the screen. If you decide not to make any changes, press the



return button  in the upper left of the screen (to return to the Device Information screen) or the Home button in the bottom navigation bar (to return to the Home screen).

The Delete Device button  at the bottom of the screen is used to remove the device from the database. This in turn will remove this STIFF/ARM device from your account and the Home Screen. It will also delete any software keys that you have provided.

Warning: Only perform the Delete Device operation if directed by STIFF/ARM customer service.



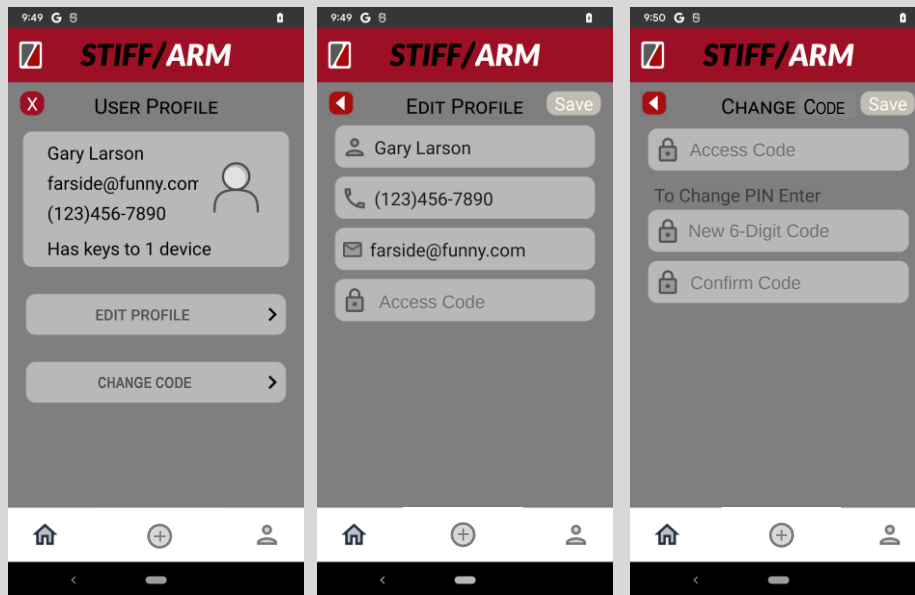
Edit Device

USER PROFILE

The STIFF/ARM application stores the User profile locally and in a cloud-based database. To view or make changes to your profile, press the person icon in  the bottom navigation bar.

From this screen, you can Edit Profile or Change Code. Selecting the Edit Profile button transitions to a new screen where you can edit your name or email. Selecting the Change Code button transitions to a new screen where you can change the 6-digit access code.

The current 6-digit access code must be entered and verified to make any changes to your profile data and/or the access code. There's an extra layer of security that has been added – the Save button  in the upper right corner (of both the Edit Profile and the Change Code screens) becomes active (color transitions from grey to red) only after the correct 6-digit access code is entered.



User Profile

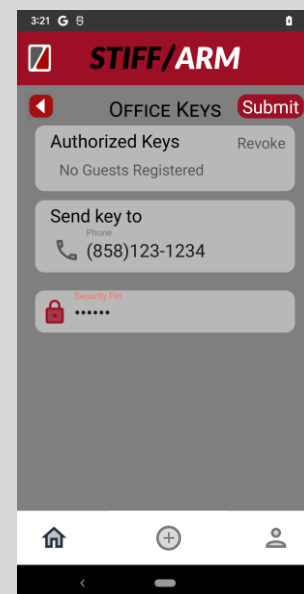
If you decide not to make any changes, press the return button  in the upper left of the screen (to return to the User Profile screen) or the Home button  in the bottom navigation bar (to return to the Home screen).

MANAGE KEYS

The STIFF/ARM application allows you to grant access to your STIFF/ARM device. Access is granted using software keys given to guests who then have limited control. A guest may only lock/unlock the STIFF/ARM device.

The Manage Keys screen is only accessed from the Device Information screen. And, it can only be accessed by the owner of the selected STIFF/ARM device. To send a key to a guest, the owner provides the guest name and phone number. To disable a software guest key, just click the Revoke button next to their phone number. (The button will turn red to indicate that guest has been selected.)

Any action requires you to provide your 6-digit access code. Once the code is verified, a software key will be issued to or deleted from the associated phone number. This occurs automatically when the guest opens the Home screen in their account.



Manage Keys

Any Questions: Please contact STIFF/ARM Customer Service
Mon-Fri 9AM-5PM EST at (301)300-4557