

monitor

24hr. wireless intruder & fire alert system

Way better
than a guard
dog.



Quick Start Guide

version 2.1

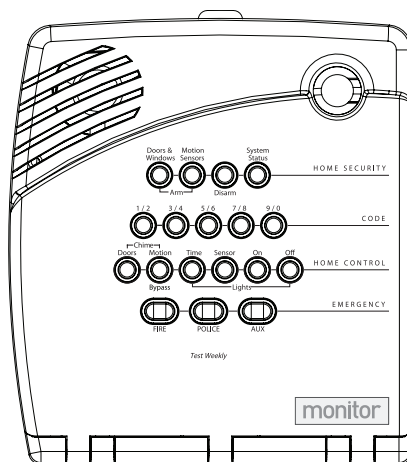
Welcome to **monitor**

Installing your new 24hr. home protection system is quick and easy. The only tools you'll need are an electric drill, a 5mm drill bit and a selection of screwdrivers.

Checklist

Have a quick check to see that you have each of the following in your **monitor** box:

- 1 control panel (with phone cable and power supply transformer connected)
- 2 PIR motion sensors
- 1 smoke detector
- 1 remote control key chain
- Screws and wall plugs for fixing
- 2 **monitor** window stickers
- 5 wallet cards for you to give to your nominated contacts
- User guide and customer information



If any items are missing please call **0845 071 1007**.

7 Simple Steps

Follow the 7 simple steps to getting started and you'll have your **monitor** home protection system up and running in no time.

The system has been designed for easy self-installation and all the sensors are preprogrammed. It normally takes less than an hour to install the whole system.

1. Connect the battery
2. Fit the control panel
3. Install the motion sensors
4. Install the smoke detector
5. Set the clock
6. Register and setup your system online
7. Test the system

Step One – Connect the battery

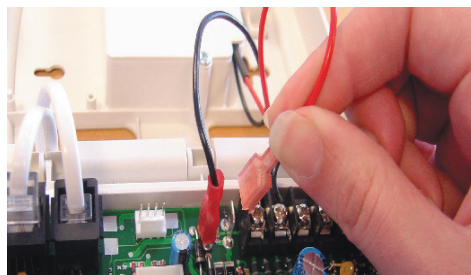
1. Open the Control Panel cover by pressing down on the tab on the top of the panel.



2. Open the rear panel by using the flat end of a small screwdriver. Slide the tip of the screwdriver into the small slot of the smaller tab. Very gently, turn the screwdriver a 1/4 turn to the right. Take care not to damage the panel.



3. Open the panel to the back section where the circuit board is exposed.



4. Connect the red cable to the positive (+) connector terminal on the circuit board. At this time the panel may say, "Hello, system is ok. Use numbered keys to enter 4-digit ID." Disregard the message at this time.

Ignore any beeps from the control panel until the installation is complete. If the siren sounds during the installation process, close the panel cover and type 1234 to stop it.

Step Two – Fit the Control Panel

1. Choose a location close to the door you usually use to come and go from your home, ensuring it's close to a phone line and an electric socket. Fix the control panel with at least two screws.

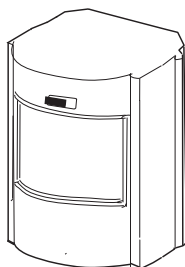


2. Take care not to trap the white cable on the right side as you close the control panel. You will hear it click when it is securely closed.
3. Plug the power supply transformer into the electrical socket. If the lights on the control panel illuminate, ignore them at this stage.
4. You must connect your system to your telephone socket using the cable attached to the control panel. If you have a telephone in the room you have installed your control panel, you must plug your telephone into the adaptor.

Note: If you have a telephone connection for satellite or Sky TV connected to the telephone socket where your control panel is installed, you may require an adaptor to allow both the control panel and satellite or Sky TV to be connected to the same socket.

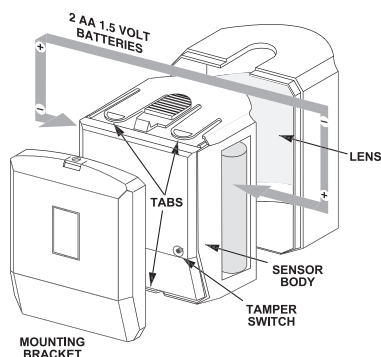
If you have broadband, you may have to connect the system into an ADSL filter.

Step Three – Install Motion Sensors



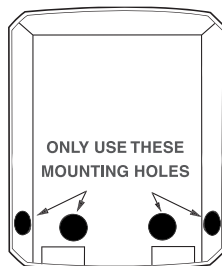
The motion sensors must be installed at a height between 1.5m and 2.4m (5 and 8ft). The recommended height is 2.3m (7½ ft). They can be installed on a flat wall or in the corner of the room. To be most effective, motion sensors should be placed in the most vulnerable areas and key entry points (such as the hall or living areas). Each sensor is labelled 'Sensor 1' or 'Sensor 2'.

Note: Avoid positioning your sensors to face windows and glass doors or any heat sources and areas where temperatures may change suddenly. These sensors are for indoor use only.

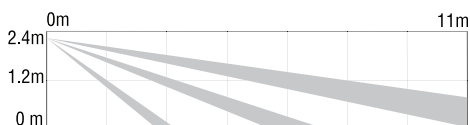


1. Remove the back plate of the motion sensor, this is the mounting bracket. Use a Philips screwdriver or your drill to punch out the appropriate holes at the bottom of the mounting bracket (see illustration).
2. If you are installing the sensor on a flat wall punch out the two centre holes at the bottom of

the mounting bracket to ensure the sensor faces down. If you prefer corner mounting, punch out the holes at each side. Remember that each sensor must face downwards, so you must only punch out holes at the bottom of the mounting bracket.



3. After the holes have been punched or drilled, clean off any rough edges. If the heads of the screws do not fit flush inside the holes, the sensor will not snap back into the bracket after it has been mounted on the wall.
4. Secure the mounting bracket to the wall using the screws and wall plugs provided.

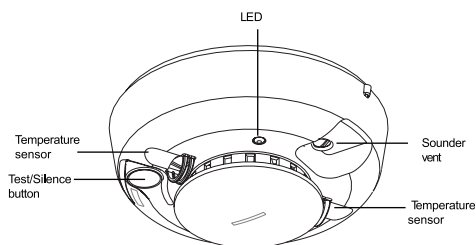


This graph shows the side view coverage area for the motion sensor's lens.

Note: The motion sensors are designed for use with average sized pets. The sensors should be located so that the pet cannot get within 2m of the sensor. If you experience false alarms from your pets, refer to the bypassing section of the User Guide or keep the pet away from the rooms where your motion sensors are located.



Step Four – Install the Smoke Detector

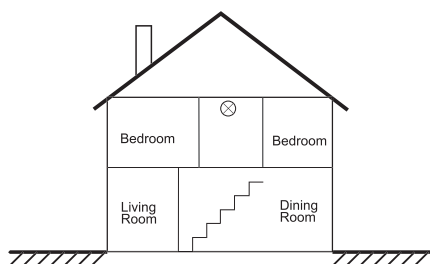


Selecting a suitable location is critical to the operation of the smoke detector. The major threat from fire occurs at night when everyone is asleep. **A smoke detector is best located between the bedroom areas and the rest of the home.**

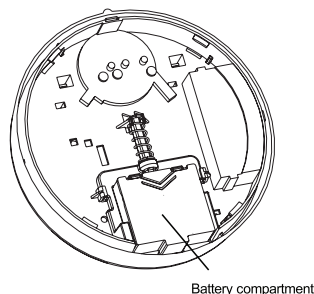
Locations to avoid - do not install smoke detectors in the following areas:

- kitchens, garages, near heating boilers or heating appliances
- on the ceiling in rooms next to kitchens
- damp or very humid areas or next to bathrooms with showers. Always locate detectors at least 1.5 metres away from bathrooms
- cold, very hot, dusty or dirty areas
- near fresh air inlets or excessively draughty areas, such as near heating/air conditioning vents, fans, and fresh air intakes that can drive smoke away from smoke detectors
- in dead air spaces at the top of peaked ceilings or in corners where walls and ceiling meet
- near fluorescent light fixtures. Locate smoke detectors at least 3 metres away from these fixtures

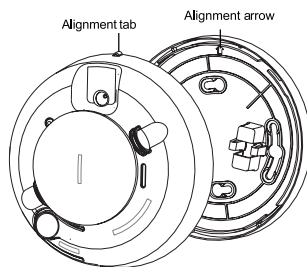
RECOMMENDED DETECTOR PLACEMENT



IMPORTANT: You must install the batteries (provided) before installing the smoke detector. You will be unable to connect the detector to the mounting base without the batteries installed.



1. Remove the dust cover and install the batteries taking care that they are correctly inserted, match the '+' on the battery with the '+' marked on the detector. Both batteries must face the same way.
2. If you choose to locate the smoke detector on a wall, place it between 10 and 30cm below the ceiling. Place the mounting base on the wall or ceiling at the desired location and mark the mounting holes using a pencil.



3. Secure the mounting base to the wall or ceiling using the screws and wall plugs provided.
4. Attach the detector to the mounting base by lining up the alignment tab with the arrow on the mounting base, then put the detector on the base and turn it clockwise about 2 cm. The detector should click into place.

If you require more information about installing and testing your smoke detector, refer to the user guide.

Step Five – Set the Clock

1. Open the front cover of the control panel, the panel will say "Use numbered keys to enter ID", enter 1234. This is the default Master Access Code.
2. The panel will say 'Please select from start menu'.
3. Press Clock Set and change the time using the Hours and Minutes buttons.
4. Press DONE when complete.

You have now completed the installation of the equipment. **Now your system must be registered online. If you don't have access to the Internet, we can set up your details over the telephone, it only takes a few minutes. Call us on 0845 071 1007.**

Step Six – Register and Set up Your System

Your alarm system will not function properly unless you complete the online registration process.

You must write down your Registration Key shown on your Control Panel and your account number shown on your Acceptance Letter and the address label on the outer box in which your system was delivered.

1. Log on to the Internet and go to **www.myhomemonitor.co.uk**
2. You will need a pen to write down the User ID number that will be given to you during the online registration process, please ensure that it is the same User ID number shown on your control panel (call customer service on **0845 071 1007** if this number does not match).
3. Click on the "My **monitor** system" menu option and 'Register your panel' button and follow the online instructions.

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Registration Step 2 of 2

Please enter the Registration Key and the Customer Account Number for your alarm system. The Registration Key can be found inside the front cover of the Alarm Panel. The Customer Account Number can be found on a card that is located on the box your Alarm Panel was packaged in and on your Acceptance Letter.

Registration Key:

Customer Account Number:

next

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Note: The User ID number is used whenever logging on to the website. You will be prompted to select a password; this can be a memorable number, word or a combination of both.

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Registration Step 2 of 3

Please fill in your account details. These details refer to the premises in which your alarm is located. It is very important that these details are entered correctly. Your personal details are kept private and will not be disclosed to any third parties.

Notice(s)
● **IMPORTANT:** Your 6 digit User ID is Please record this number as it will be your user name for accessing this website.

Account Details

Account Name: e.g. Smith Residence

Alarm Site Phone Number: This is the phone number of the premises your alarm will be installed in.

Site Address Line 1:

Site Address Line 2:

Town/City:

Post Code:

Country: United Kingdom

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Note: When movement is detected by a sensor, it will go into Sleep Mode for 3 minutes to save battery power. Once this time has expired, the sensor will resume normal operation. Therefore, when testing your motion sensors you will need to ensure that the sensor has resumed normal operation before activating.

Step Seven – Test the System

1 'Arm your system' test

Press the 'Motion Sensors' Arm button on the control panel. The control panel will say "Motions on" and the system will provide 45 seconds to enable you to leave the premises.

The 'Doors and Windows' option is not used unless you have purchased additional door or window sensors, these are available from our website at **www.myhomemonitor.co.uk**.

You can arm the system by pressing the remote control keychain. To arm doors and windows, press **A** once. To arm motion sensors, press **A** twice. The control panel will confirm each setting.

2 'Disarm your system' test

Press the Disarm button on the control panel. The control panel will say "Please enter your access code". Enter the default Master Access Code 1234

and the system will confirm when disarmed. The keypad has five buttons to enter your code. You need to press the 1/2 button twice and 3/4 button twice to enter 1234.

You can amend the Access Code to any 4 digit number you wish. (See the 'Changing your Master Access Code' section at the end of this guide).

You can also disarm the system using the remote control key chain. Press the  once and the control panel will say "System Disarmed".

3 'Sensor signal strength' test

IMPORTANT: You must test the signal strength of all your sensors as follows. This process takes a few minutes and is important to ensure the wireless sensors can communicate successfully with the control panel.

- a. Open the control panel cover and the system will say "Use numbered keys to enter ID", type 1234. The system says "Select from start menu" and press the TEST button. The control panel responds with "Sensor test, press again to change or DONE to select".
- b. Press DONE and the panel will prompt you to trip each sensor, one at a time. The control panel will return to any sensor you've not yet tripped and tested, so don't worry about tripping them in the order that you installed them.

SENSOR	HOW TO TRIP SENSOR DURING SIGNAL STRENGTH TEST
Motion Sensor	Avoid the sensor's field of vision for 3 minutes, then walk towards or across it
Smoke Detector	Remove the smoke detector from the mounting bracket and count the number of beeps. Fit the detector back onto the mounting bracket
Remote Control Keychain	Press and hold  and  simultaneously for 3 seconds

All items need to have a status of 7 to 8 beeps for successful operation. If a sensor fails the signal strength test, repeat the test and if it fails again you may need to reposition the sensor so that it can communicate successfully with the control panel. See the user guide for more information.

4 Full test of system and alarm monitoring service

Now you are ready for the final part of the testing

process. You should perform a full system test by tripping both of your motion sensors while the system is armed. The smoke detector does not need to be tripped as long as it passed the signal strength test. When performing a full system test, be prepared for the siren to sound as it is very loud.

- a. Arm your system and wait for the exit delay beeps to finish. Wait in another room if possible for at least three minutes away from the motion sensor's field of vision.
- b. Trigger both your motion sensors by moving in front of them. You will hear beeps from the control panel as in normal operation your system has a 20 second entry delay to allow you time to disarm it, so the alarm won't sound until at least 20 seconds has expired.
- c. With the alarm sounding, wait at least 30 seconds before disarming. The siren will be very loud. If it is disarmed within 30 seconds it is considered 'an alarm on entry' and the monitoring centre will not notify you or your nominated contacts.
- d. Disarm your system by typing 1234 (or the number you changed it to) and the monitoring centre will call you very shortly. If you have correctly installed the system and set up your online account, you will be contacted by the monitoring centre to inform you that the monitor system has been activated. You'll be contacted on the numbers you have chosen and will be able to respond to the alert and cancel the notification process.
- e. When you answer the phone call, our automated operator (Sally) will ask you to enter your Password followed by the hash (#) key. This is the Password you selected when you set up your online account.

Note: You must spell out your Password followed by the # key. eg. for 'apple' enter '27753#'.

System Status light

The System Status light will illuminate to indicate that action is required. Press the button and the panel will announce the fault or sensor activated. After you have acted on the notification, press the disarm button to turn the System Status light off. You may get a low battery warning just after installation while the back up battery is recharging, this is normal. Refer to the user guide for more problem solving advice.

Monitoring Centre Notification

When contacted by the monitoring centre, you need to respond using your Password, you then have two options.

To acknowledge and cancel - press 1.

This stops the monitoring centre from contacting your next nominated contact or number. You do this when you intend to act on the notification, or if you are confident it is a false alarm (e.g. the alarm was triggered as you entered the premises or you are testing the system). Remember that if you do not respond to the first alert, the monitoring centre will call the next nominated contact you have chosen.

To acknowledge, cancel and disable all notification - press 3.

If you would like to stop the automated service from calling you for a period of time, you can select to disable the notification service from 1 to 12 hours. The alarm system will continue to operate, but your notification service will be cancelled for the period you have selected.

Important Things to Remember

My 6 digit User ID number provided when I first registered my system on the website

The default Master Access Code
(This is required for disarming your system).
This code should be changed to a number that
you and your family can remember
Default Master Access Code is 1234

My Master Access Code

Remote access dial in facility

If you forget to arm your system before leaving home, you can dial in and activate the control panel by telephone. See the User Guide for more information.

Changing your Master Access Code

The default Master Access Code required for disarming your system is 1234. We recommend that you change this code to something that only you and your family will know.

1. To change this code, open the front cover, the panel will say "use numbered keys to enter ID"
2. Enter code 1234. The panel will say "Please select from start menu".
3. Select ADD, then press ACCESS CODE once. The panel says "Master Code", press done.
4. Type in the new four digit code that you wish to use to disarm your system. The system will confirm your new Master Access Code.

You may wish to write your new Master Access Code in the important things to remember section, please ensure this booklet is kept in a safe place.

You can assign additional Access Codes for people who you want to disarm the system. Follow the instructions above and press the Access Code button until you find the option required or refer to the user guide for more information.

Control Panel Beeps

Panel beeps are used to indicate key presses and system problems, such as a low battery warning. You can disable panel beeps for four hours by pressing the System Status button followed by the Disarm button. Trouble beeps will continue four hours later, until the problem is resolved. Pressing the System Status button will tell you what the problem is. If you need help to cancel the panel beeps or reduce the volume, please call us on 0845 071 1007

For further help and advice about your **monitor** 24hr. wireless intruder & fire alert system or to purchase additional sensors, visit www.myhomemonitor.co.uk



Optional extras for even tighter security

We offer a full range of accessories for your monitor system.
To find out more, visit www.myhomemonitor.co.uk
or call our Customer Services Team on 0845 071 1007.



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SUPPORT

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