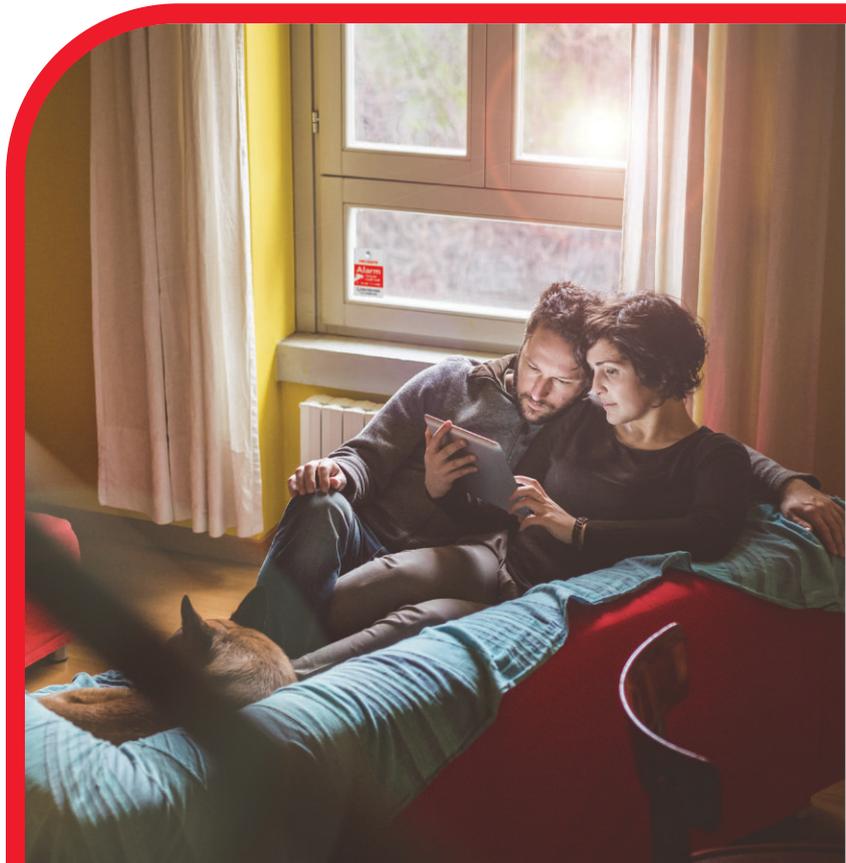




YOUR VERISURE ALARM SYSTEM USER MANUAL





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WELCOME!

Congratulations on your excellent decision to invest in the safety of your home. As our customer, you are important to us and if you have any questions about the use of the system or our services, please don't hesitate to contact us. Our professional staff is at your service 24 hours a day, all year round.

We at Verisure want to make the use of our system as easy as possible and a natural part of your everyday life. That is why we have compiled this manual of important instructions and handy tips to help you get full use out of our alarm system.

We also want to remind you of the Verisure mobile app. Once you have downloaded the easy-to-use app to your phone, you are able to easily monitor and control the system's functions wherever you are. The app also keeps you in the loop about current news from Verisure.

Wishing you safe moments in your home!



ACTIVATION AND DEACTIVATION

KEYPAD



ACTIVATION

- 1  Press FOR FULL COVER (AWAY)
 Or FOR PARTIAL COVER (AT HOME)
- 2  Hold the StarKey against the star-shaped reader. The reader will tell you once the chosen mode has been activated.

DEACTIVATION

- 1  Hold your StarKey against the star shaped reader until the system announces that the system has been deactivated.

APPLICATION



ACTIVATION

- 1  Press to activate the system
- 2  Select Full cover
 Or select Partial cover
- 3 Input your personal code and press OK

DEACTIVATION

- 1   Deactivate Partial or Full cover Press the key you want to deactivate.
- 2 Input your personal code and press OK

SAFETY BUTTON



ACTIVATE PARTIAL COVER

- 1  Press the moon symbol to activate Partial cover (night mode)

DEACTIVATE PARTIAL COVER

- 2  Press the sun symbol. For safety reasons, the system cannot be deactivated using the safety button, if the alarm has been activated. Deactivation can only be done on the keypad.

Remember! If you forgot something inside and open the door, you must deactivate the system to avoid setting off the alarm needlessly.



SENDING OUT AN SOS ALARM

In an emergency, press both SOS buttons simultaneously for 2 seconds to open a connection to the Verisure alarm centre. Pressing the SOS buttons simultaneously for 2 seconds sends out an alarm to the alarm centre regardless of whether the system is on or not.



PROTECTION OPTIONS

FULL COVER

Use Full cover when you exit your home and want to activate all of the system's detectors. Once you've activated your system you have to exit your home within the time delay set on your MyPages account.



PARTIAL COVER

Use Partial cover when you are at home, e.g. at night. Partial cover only activates the parts of the system, which have been set to be part of the Partial cover, such as the door magnets.

DEACTIVATING THE SYSTEM



Input your code or hold the StarKey against the silver star on the keypad. When you open the door, you have to deactivate your system within the time delay set on your MyPages account. Lights turn on in the keypad and it gives out a tone to indicate the delay until you deactivate the system.

WHAT HAPPENS WHEN THE ALARM GOES OFF?

If you have caused an accidental alarm, you can cancel it by inputting your personal code or by holding the StarKey against the keypad.

If the alarm is confirmed to have been caused by a break-in or fire, the alarm is immediately relayed to the police or rescue services.

1

THE ALARM ACTIVATES



A signal from any system alarms goes immediately to the alarm centre. If the motion sensor of the camera detector or the fire alarm are triggered, the camera takes a series of pictures and sends them to the alarm centre.

2

VERISURE ALARM CENTRE VERIFIES THE CAUSE OF THE ALARM



When the alarm centre receives an alarm, the operator opens an audio connection. You can cancel the alarm by giving your cancellation code. If the alarm centre operator confirms that the alarm was caused by a break-in or a fire, this information is relayed immediately to the police or rescue services.

3

A SECURITY OFFICER IS SENT TO THE SCENE, IF NECESSARY



If the alarm is not cancelled by giving the correct cancellation code, we send out a security officer to inspect the situation. (In cases where guard-drives are part of the service).

What to do if I have accidentally set off the alarm?

- Deactivate the system by inputting your code or by holding your StarKey against the star-shaped reader. You can also deactivate the system through the Verisure mobile application.
- Wait for the alarm centre operator to contact you either through the voicebox or via phone call or text message.

How do I turn off the siren if I have accidentally set off the alarm?

- 1 To turn off the siren, input your code into the keypad or hold the StarKey against the keypad's reader.
- 2 To quieten the interconnected smoke detectors, press the star button on the smoke detector that detected the smoke.

If you press the star button on a smoke detector that didn't detect the smoke, all other smoke detectors go quiet except the one which detected the smoke. This helps you to locate which smoke detector first detected the smoke.



WATER AND LEAK DETECTOR

- When the alarm is activated, information about it is sent to our alarm centre
- You will receive a push notification into the Verisure mobile application
- We call the contact person
- If we can't reach anyone, we notify of the alarm by text message.



YOUR PAGES

Activate your user account by clicking on the confirmation link, which you received in your e-mail during the installation of the system.



Once you have activated Your Pages, you can begin using the Verisure mobile app. Your user name for it is the same as for Your Pages.

On Your Pages you can:

- **Update your information**

Use the “Account” item to change your personal contact and user information.

- **Update user information**

Use the “Users” item to add, change and remove users and their contact information. Here you can also activate the extended text message and e-mail notifications.

- **Manage codes and StarKeys**

Go to the “Users” item to add, change or remove user codes or StarKeys.

- **Monitor indoor air quality**

Indoor air temperature and relative moisture can be seen on the front page. From here you can also access the temperature graph.

- **Define various settings**

Activating the holiday mode and temporary contact information immediately lets out alarm centre operators know that you are away and they can act accordingly.

You can find these and other alarm system functions under “Devices and Settings” - “Settings”.

NEED HELP?

Start by signing in to Your Pages and go to the “Support” page. There you will find instructions and answers to frequently asked questions.

WHO CAN DO WHAT?

Main user

The main user has full system management rights. They have the same rights as the system’s owner.

User with restricted rights

User with restricted rights can use the system and make restricted changes. They can e.g. activate or deactivate the system remotely and remotely operate the SmartLock and SmartPlug. They cannot create Verisure timings or reminders or install new devices or order products from the web shop.

User with viewing rights

User with viewing rights can only view the system information. They can see the “Status” page, but cannot use the system through the mobile app. Even though they cannot remotely use the system, they can use the @Home function on the “Status” page.

USE THE VERISURE APP TO MONITOR YOUR HOME

Once you have registered on Your pages, you can begin using the mobile app!

Once you have the Verisure app on your phone, you can easily monitor your home wherever you are. Depending on the devices you have chosen to include in your alarm system, the app allows you to e.g.:

- Activate or deactivate the alarm system
- Receive a notification if there is a fire alarm
- Receive a notification when the children come home
- Turn on and off lights and other electronic devices, which are connected to SmartPlugs. (Requires SmartPlugs)
- Monitor indoor air temperature
- Manage user codes and StarKeys
- Create personal timings

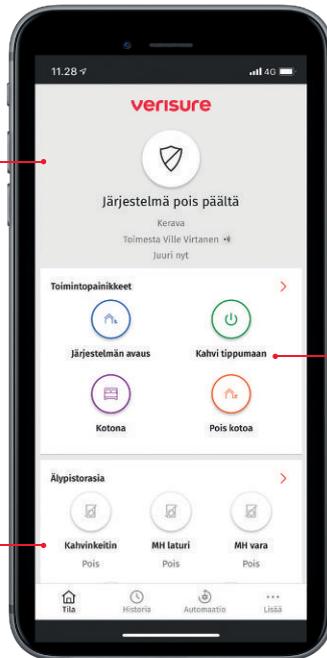
We are continuously adding new services and functions that can be used to make everyday life easier and safer. The Verisure mobile app is included in the service.

Download the Verisure App for iPhone or Android from your app store.



VERISURE APPLICATION

**ACTIVATE OR
DEACTIVATE THE
ALARM SYSTEM**



**CONTROL THE
SYSTEM WITH
FUNCTION KEYS**

**CONTROL
ELECTRICAL
DEVICES THROUGH
SMARTPLUGS**

ACTIVATE PUSH NOTIFICATIONS!

Push notifications are short messages sent to your phone notifying of various events. You can e.g. receive a notification on your phone when the children come home.



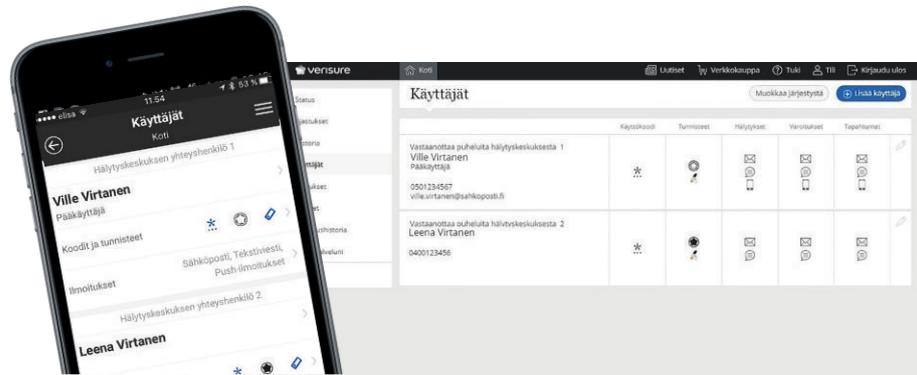
MANAGE USERS, USER CODES AND STARKEYS

You can add, change and remove users and their user codes on Your Pages or through the Verisure mobile app.

If you lose a StarKey or suspect that a user code has fallen into wrong hands, go to item "Users" and remove the lost StarKey/code immediately.

- 1 Select "Users" from the menu
- 2 Click "More users"
- 3 Fill out the required information
- 4 Save
- 5 Add user's user code and StarKey
(Adding StarKey requires access to keypad)
- 6 Save

Change or remove user information: Click on the user's name.



EXTENDED NOTIFICATIONS

Ensure that you and other users receive notifications of alarms, warnings and events. The notifications are sent via text message, e-mail and/or push notification. You can, for example, be notified when the children come home, in the event of a power outage or if someone presses the SOS buttons in an emergency.

- 1 Select “Users” from the menu
- 2 On Your Pages click on every user, in the Verisure app click “Notifications” by the user
- 3 Select, which notifications the user receives
- 4 Save



VERISURE APPLICATION FOR YOUR SMARTWATCH

If you have a smartwatch, you don't need your phone to check on the alarm system, you can look at your watch instead. Using your smartwatch you can activate and deactivate the system. You can also receive a notification to your watch when someone leaves or enters your home. The Verisure application is available for Apple Watch and Android Wear.



SETTINGS FOR A SAFER AND EASIER EVERYDAY LIFE

Verisure can provide you with more than a great alarm system. You can make many smart settings and create timings for the whole system or for individual devices.



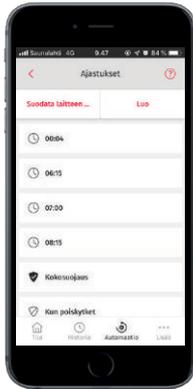
Hint: Useful for house watchers, maintenance personnel and cleaners!

TEMPORARY CODES AND STARKEYS

Temporary codes and StarKeys are managed through the Verisure mobile app or Your Pages. They only work during a limited timeframe, like:

- Repeated, regular use, e.g. Mondays between 10 am and 3 pm
- Certain timeframes, e.g. between 23 January and 10 February.
- Certain day and certain time, e.g. 5 September, between 9 am and 4 pm.

In order to activate a temporary user code or StarKey, go to the user and select “Codes and identifications”



SMART TIMINGS - PERSONAL SETTINGS

You can use the Verisure App to make settings, which make your daily life easier. You can e.g. select that your home's alarm system is activated on weekdays at 10.30 am or program all the lights plugged into SmartPlugs to turn on in the event of a fire alarm.

Creating your own timings:

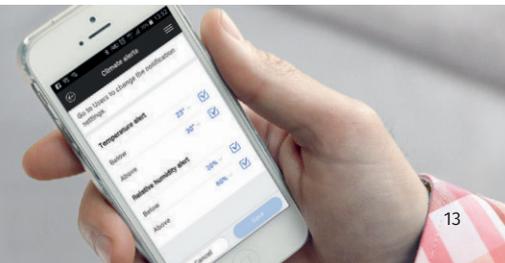
- 1 Select "Automation"
- 2 Select "Timings"
- 3 Select "Create"
- 4 Select the device, you want to set a timing for
- 5 Select time or event*
- 6 Select, what should happen
- 7 If necessary, select the circumstances
- 8 Save

Use the smart timings to ensure that your home is always protected at night.

@HOME FUNCTION

Connect all of your family members to the @Home service. It allows you to easily see in the Verisure mobile app, which of your family members are at home. In the case of an alarm, the alarm centre can use the @Home function to see which family members are at home and so receive important information about the emergency situation.

The @Home function requires accepting location data in the app and on the mobile phone. The location data is only used for the @Home function to show your location to family members and alarm centre operators in an emergency.



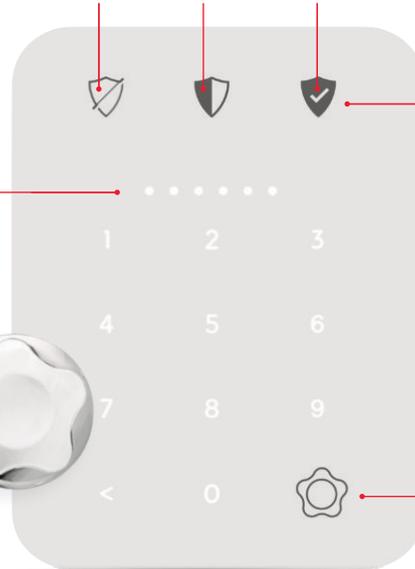
KEYPAD



The keypad locks itself for three minutes if there are more than 20 wrong inputs. Once the keypad gives out a signal, it is ready to be used again.

COLORED PROGRESS DOTS: FOUR- OR SIX-DIGIT CODE

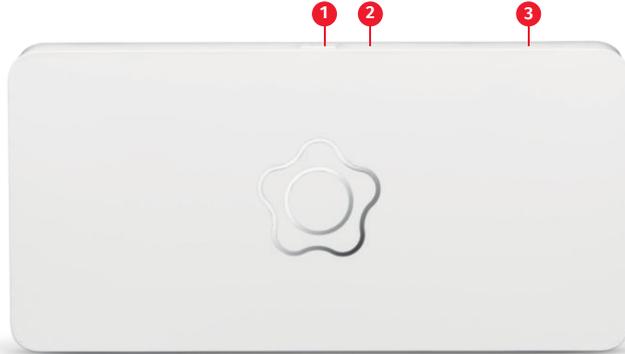
DISARMED ARMED AWAY ARMED STAY



CHOOSE FUNCTION FROM THE OPERATION ICONS

PLACE THE STARKEY ON THE SILVER STAR TO MANAGE THE SYSTEM

CENTRAL UNIT



1

TEST BUTTON FOR TESTING THE CONNECTION

Used to test the connection between your system and the alarm centre. Also used for loading new system settings.

2

GSM AND INTERNET CONNECTION AND ALARM TRANSFER INDICATOR

- **Flashing green light** – GSM/Internet connection is active
- **Flashing red light** – GSM/Internet connection not working

3

MAINS CURRENT AND BATTERY INDICATORS

- **Green light** – central unit is using mains current
- **Flashing green light** – central unit is using battery
- **Red flashing light** – no mains current, battery almost empty
- **No light** – central unit is not connected to mains current and the battery is empty

OVERVIEW OF PRODUCTS



CENTRAL UNIT

The central unit takes care of transmitting information to the alarm centre. Information is sent via GSM and broadband connection.



KEYPAD

Using the keypad, you can activate and deactivate your system by using your personal code or the StarKey. The SOS buttons work as a call signal.



CAMERA DETECTOR

When a break-in or fire alarm is triggered, the camera detector is activated and takes a series of pictures, which the system sends to the alarm centre.



WATER AND LEAK DETECTOR

Water and leak detectors allow for the early detection of leaks, making it one less thing to worry about. Our alarm centre monitors the water and leak detectors of your home around the clock and our operator will call you immediately if something happens. You will also receive a leak notification on your phone.



VOICEBOX

In the event of an alarm, our alarm centre can quickly open an audio connection through the Voicebox in order to determine the appropriate response. Inbuilt siren.



SMOKE DETECTOR

Verisure smoke detectors are interconnected and use both a siren and speech.



DOOR AND WINDOW MAGNET WITH VIBRATION DETECTOR

The detector picks up any vibration caused by the break-in attempt and triggers the alarm, allowing the alarm centre operator to react to the attempt early on.



STARKEY

The StarKey makes it easy for all users to turn the system on and off.



ZEROVISION VISUAL BARRIER

The ZeroVision visual barrier protects from break-ins. It can be activated in verified break-in situations by the alarm centre operator. The thick smoke of the visual barrier fills the space within 60 seconds, creating zero visibility. Using the visual barrier, the break-in situation can be interrupted even before the police or the security officer has arrived.



SIREN

The siren makes a noise during an alarm. The inbuilt temperature detector reacts to rapid temperature changes (e.g. flames). Recommended place of installation: the kitchen.



SAFETY BUTTON

Using the safety button you can send a SOS alarm and activate partial cover for the night.



SMARTPLUG

The SmartPlug allows you to control the lighting of your home and other electrical devices.



ARLO CAMERAS

Arlo video cameras, suitable for indoor and outdoor use. When Arlo's video cameras are connected to Verisure's alarm system, they are also connected to Verisure's alarm centre service.



MODULE FOR AIR SOURCE HEAT PUMP

Reduces energy consumption and remote controls your Panasonic air source heat pump.



SMARTLOCK

You can control and monitor the Yale Doorman lock of your home. Requires a Yale Doorman lock and a SmartLock module.



WEB SHOP

From the web shop of Your Pages you can find products you can easily install yourself. Sign in to see what is on offer for your system. If your system is not connected to broadband, you will need text messages to receive alarm notifications and to remote control your system using the application. You can buy text messages in our web shop.

When it is time to change the batteries in any of the system's devices, you will receive an e-mail notification from us. If you want to change the batteries yourself, you can buy them in our web shop.

FREQUENTLY ASKED QUESTIONS

How can I edit my contact persons?

▶ You can edit contact persons, call order and numbers by signing in to Your Pages and by selecting “Users”.

If there is a pet at home, can I activate Full cover turning on the camera detectors?

▶ You can change and add to the pet settings of the camera detectors in the My Pages service. Sign in to My Pages, choose “Settings” on the left and then choose “Pets”. You can then select the pet’s size and the camera detectors, which monitor the area in which the pet moves.

What should I do if I forget my cancellation number/identification word?

▶ You can change your cancellation number/identification word by signing in to Your Pages, then selecting “Settings” and then “Identification words”. The passwords are not kept on the web in plain language for security reasons. If you have not activated the Your Pages service, call our customer service +358 10 217 9195.

Why should I give my keys to the security firm?

▶ The security officer is able to check for the cause of the possible alarm inside, making it easier to determine the cause and further damage can be prevented.
▶ The security officer can open the door for the emergency services or the police, should this be necessary.

▶ If you have forgotten your keys or lost them, the security officer can come and open the door for you (chargeable service).
▶ Checking the premises for possible electrical devices left on (chargeable service).

Why should I connect the central unit to broadband?

▶ There is no need for you to buy text messages for remote controlling the system through the Verisure App.
▶ The connection is faster and more secure.
▶ The user experience of the Verisure App is faster and more stable.

How do I make an e-invoicing contract?

▶ The e-invoicing contract is made through your own online bank service.



How do I activate a StarKey?

► This is easily done using the Verisure App and the keypad

1. Go to “Users”
2. Press “Codes and identification” by the user, whose StarKey you want to activate
3. Press “StarKey” and follow the directions

What does the first invoice include?

► The first invoice is a paper invoice sent to the billing address. The invoice includes the installation fee (except if you have an instalment plan with Resurs Bank) and the service charge from the first month.

How do I change the batteries?

► Once the batteries of a device in the system need to be changed, you will receive an e-mail notice from us. You can change the batteries yourself and buy them from the web shop.

When changing the batteries, follow the battery changing guide on Your Pages.

What happens to the system in the event of a power outage?

► The system has an inbuilt reserve battery, which lasts up to 36 hours. In the event of an outage you will be notified of it by phone, text message or e-mail. If the problem is not caused by a power outage, make sure that the power cord is plugged into a working outlet.

How can I be sure it is Verisure calling me?

► You can ask the caller for the identification word you have chosen for Verisure.

More questions?

► You can contact us through the “Support” page on Your Pages or through the Verisure App, where you can also find more information and instructions.

You can also call our customer service on weekdays +358 217 9195 or in urgent matters our alarm centre +358 217 9100, around the clock, any day of the year.



PLEASE NOTE

The devices of the Verisure system are monitored by our alarm centres 24 hours a day, all year round, even when the system is not on. This way we can make sure that your system works and prevent attempts of sabotaging the system.

Opening or removing any devices that are part of the system causes an alarm. If you must remove parts of the system because of renovations etc. set the device in question into renovation mode in Your Pages. Contact our customer service if you can't set the device into renovation mode in Your Pages. If you want to move the position of a fixed device, please contact our customer service.

The ambient temperature for the system to function optimally is between +5 °C and +55 °C.

If necessary, wipe the system's parts with a dry or slightly moistened cloth. Do not use detergents or paint over parts of the system.

HELP YOUR FRIENDS STAY SAFE

You made a wise choice in choosing the Verisure alarm system. Do you have family, friends or neighbours who might be interested to know more about our products and services? Don't worry.

You can recommend us by sending us their contact information. We will reimburse you for every recommendation leading to an installation.

To send a recommendation, open the Verisure App and click on "Recommend us" and make sure the people you care about are safe.





Use the Verisure App
for recommendations



Remember!

- ACTIVATE YOUR PAGES!**
- Download the Verisure App
- Make direct debit or e-invoicing agreements
- Make sure that of your family members learn how to use the system
- Fill out the user list
- Check your contact information and give Instructions in Your Pages
- Add our phone number and e-mail address to your contacts:

Customer service +358 10 217 9000

Alarm centre +358 10 217 9100





verisure
S M A R T A L A R M S

Verisure Oy

Customer service + 358 10 217 9195