GS MANUAL VER. EN2014.10.001

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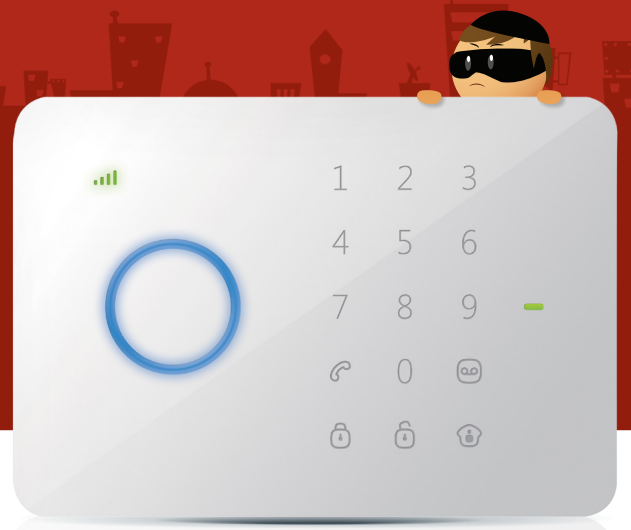
User's Manual

Setup | Installation | Operation



Dansk version af denne brugervejledning findes på vores website.

Svenska versionen av den här användarhandboken finns på vår hemsida.

Norsk versjon av denne brukerhåndboken er tilgjengelig på vår hjemmeside.

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THANK YOU for choosing a SikkertHjem alarm system to protect your family and home. Installing the SikkertHjem alarm system is easy and quick. However, before beginning we strongly recommend you to read this user's guide, as some parts of the installation must be done in the right order to achieve successful result.

Installation and configuration normally takes less than an hour from the time you read this, if you choose to use default system configurations. Naturally, this time may vary depending on if you have purchased additional sensors, as well as how much personalization you prefer along with your personal experience in handling electronic products.

For installation assistance and guides on specific settings, please visit our website or contact customer support.

NOTE: This user's guide is made with outmost care, but due to new technological developments, it may happen that the printed version does not contain the latest information. The latest version of the user's guide will always be available at our website. This user's guide is subject to printing error.

Requirements

The following items are required to install and operate the alarm system.

Installation tools	To be used for
Electric drill	Drilling holes for mounting of control panel and PIR motion detectors.
Phillips screwdriver	Mounting brackets for control panel and PIR motion detectors.

Installation tools	To be used for
2G GSM SIM card (standard size)	Must be inserted into the control panel in order for the alarm system to be able to communicate via the GSM mobile network. IMPORTANT: SIM card must be active and without PIN-code and voicemail. 3G only SIM cards will not work in the alarm.
Mobile phone	Configuring and daily operations of the alarm system.

NOTE: Sections marked with a dark grey background in the following contents list, are required to follow in order to get your alarm system up and running.

Sections marked with a light grey background are only required to follow, if you have purchased extra accessories in addition to whats included in the box.

Sections which are not marked are not required to be read in order to get your alarm system to work. However, we strongly recommend you to read these sections anyway, as you will learn how the alarm system works and what options you have to personalize it, and thereby getting the most out of your new alarm system.

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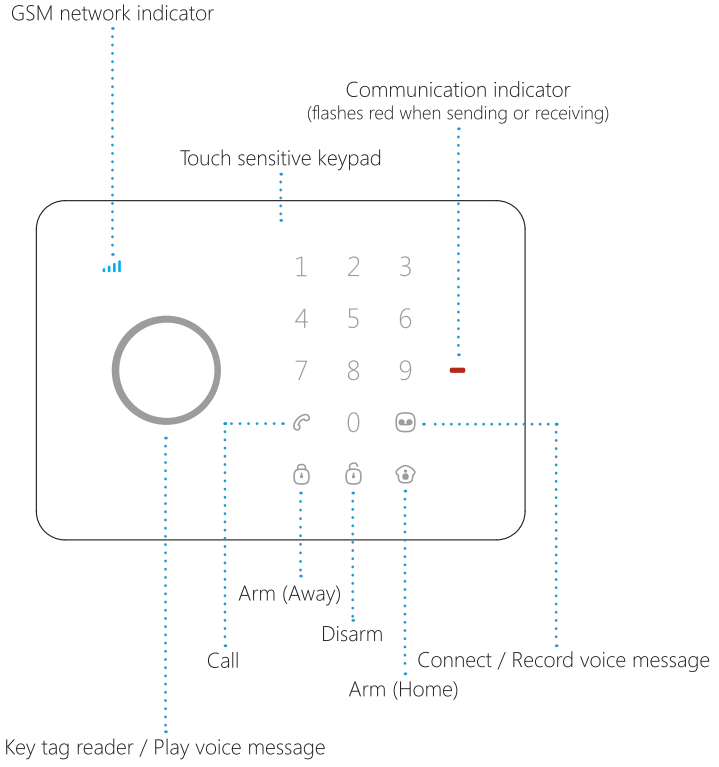
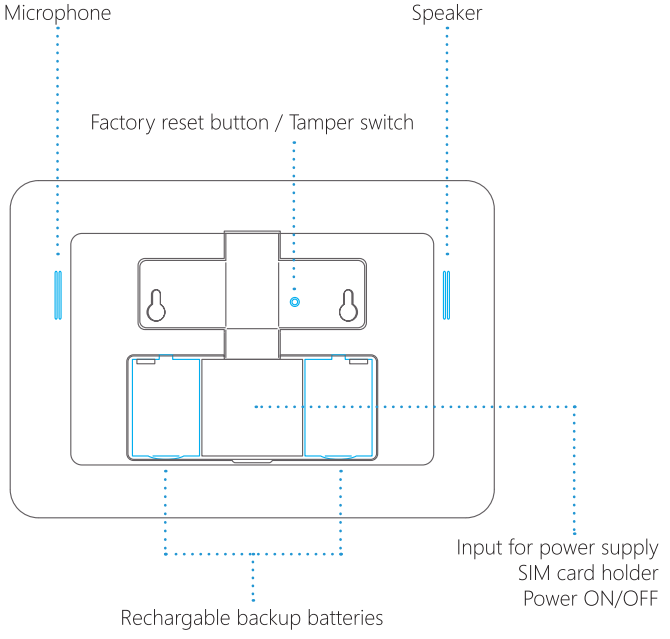
Overview of the alarm system

Front view



Rear view



How it works

Wireless connection

One of the main features of the alarm system is its wireless connection between sensors and the control panel. All sensors are built with a unique ID. When connected to the control panel, this ID is saved in the control panel's memory and authorized as part of the system. The alarm system will only react to radio signals including the authorized IDs and will therefore not be affected by external signals from other devices such as weather stations, wireless doorbells, etc.

Mobile GSM communication

The alarm is a GSM (mobile communicating) system. Instead of sending out alarm messages through a telephone landline or internet connection, which can be cut or tampered with, it makes use of the existing mobile phone network and sends out alarm messages wirelessly via mobile communication masts. In order to do this a SIM card must be inserted in the control panel. The same as when you make use of your own mobile phone.

IMPORTANT: Configuring and operating the alarm system via SMS and App might incur costs from the operator of the SIM card in the phone used to do this.

Alarm life cycle

When a sensor is triggered, the sensor will send a wireless radio signal to the control panel. If the alarm system is armed, it will start its build-in siren and send a wireless signal to any external sirens, activating these. At the same time, the control panel will start to send out alarm messages via SMS text messages or as phone calls (depending on your own settings and the type of SIM card inserted in the control panel).

Alarm SMS text messages are sent out individually in the order the mobile phone numbers are stored.

1. Alarm goes off
2. Control panel generates unique alarm message
3. Control panel sends SMS text message to the first alarm recipient
4. Control panel confirms the sending and starts the process for the next receiver

Even though the system is disarmed, the control panel will still receive wireless signals from sensors when they are triggered, however it will not react to these when disarmed.

Getting Started

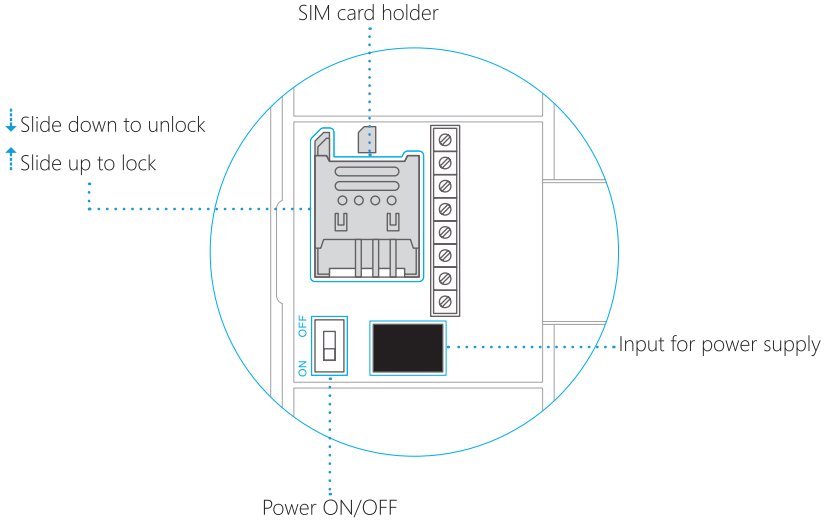
Inserting SIM card

IMPORTANT: Make sure both PIN-code and voice mail is deactivated on the SIM card before inserting it into the control panel. The alarm system will not work with an active PIN-code or voicemail. Please contact your provider for assistance in de-activating these.

If you make use of a SikkertHjem SMS card you do not need to worry about PIN-code and voicemail, as the SIM card does not feature these functions. However, the SikkertHjem SMS card must be activated on our website or by calling customer support, in order for this to work. This must be done prior to inserting it into the control panel.

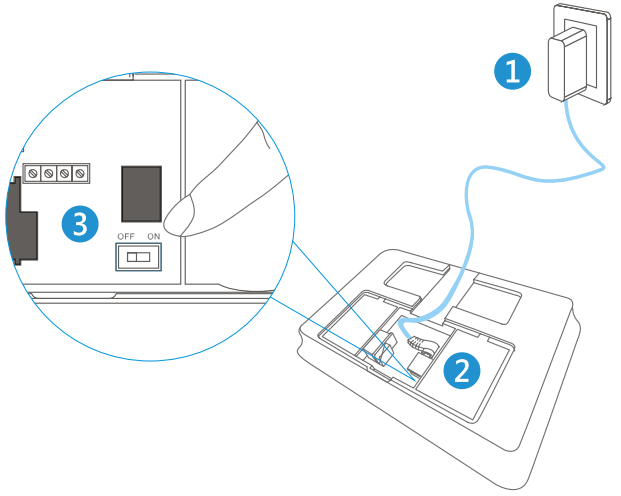
TIP: Write down the SIM card's telephone number, as you will need this when configuring your alarm system.

1. Make sure the control panel is turned off.
2. Open the cover on the backside of the control panel (TIP: Use the handle of a teaspoon to avoid damaging your nails).
3. Insert the SIM card in the holder. Slide the holder as indicated by the arrows on it, in order to unlock and lock it.



Turning on the control panel

1. Insert the power adapter in a power plug in the wall and turn on the contact.
2. Connect the other end to the black connector box at the back of the control panel.
3. Slide the power switch to [ON] (One beep confirms startup).
4. Click the cover back on and flip the control panel to see the front.



Connecting to GSM network

After turning the control panel on, it will automatically connect to the GSM network. Connection status is shown by the network indicator at the upper left corner of the control panel.

Indication	What does it mean
Fast flashing (every second)	Control panel is trying to establish connection.
Slower flashing (every 3rd second)	Connection has been established.

TIP: Connection will normally be establish within 2 minutes. If connection has not been establish within 5 minutes, this might indicate that PIN-code has not successfully been deactivated on the SIM card. Make sure PIN-code is properly deactivated and repeat the "Getting Started" section of this user's guide.

Setup

Connect sensors and accessories

IMPORTANT: This section is only relevant if you have purchased additional accessories. All accessories included in the box are connected from the factory and does not require action on your part. If you have not purchased additional accessories, please proceed to the section "Configuring Your Alarm" on page 9 in this user's guide.

TIP: Make sure to keep the included accessories and additional accessories apart, in order to avoid confusing already connected accessories with new and unconnected ones.

Connecting new accessories to the alarm system is both easy and quick. Connection is done wirelessly and it only takes a few seconds per sensor. However, in order to make the connection successful you need to follow a few simple guidelines and we therefore strongly recommend you to read and follow the next section "Before you begin connecting".

Before you begin connecting

As connection of accessories to the control panel is done wirelessly, it is very important to make sure no external radio signals can interfere during the connection procedure.

IMPORTANT: Turn off all devices in your household that sends out radio signals. These devices includes weather stations, WiFi routers, wireless doorbells, docking stations for wireless telephones, etc. As soon as you are done connection your alarm accessories, you can turn everything back on again.

TIP: Do not install sensors around the house yet. Instead, have all new accessories and the control panels in easy reach in front of you. (It is a good idea to place it all on a table in front of you).

1. Remove the battery strip from the sensor you want to connect, to turn it on.

Connect new sensor

1. Enter your PIN code (Default: 1234) on the control panel.
2. Press the button and this will light up.
3. The control panel's memory is now open and ready to receive radio signals. Make sure to finish connection as soon as possible to avoid interference from external signals.
4. Trigger the sensor to make it send signal to the control panel (see how you trigger different sensors in the table on the next page).
5. One beep confirms successful connection and light in the button turns off.

TIP: The control panel automatically connects the sensor to the next available zone (space in the control panel memory). The sensors included in the box preoccupies the first few zones and when a new sensor is added, this will be connected to the following available zone, e.g. zone 5, zone 6, etc. If you want complete control over sensor order, you can start by deleting connection to the supplied sensors as described in the section "Delete connection to sensors and accessories" on page 35 in this user's guide and then connect your sensors in the preferred order.

NOTICE: If two beeps are heard, this means the sensor is already connected to the control panel and no change has been made.

How to trigger sensors and accessories	
Key tag[1]	Hold the key tag against the circular reader on the front of the control panel.
Remote control[1]	Press any button on the remote control.
Door/window contact[1]	Hold the detector's two parts together and then separate them.
PIR motion detector[1]	Press the test button on the back of the detector two times.
Smoke detector*	Press and hold the test button until the detector sounds. Repeat two times.
For other sensors, sirens, etc. please refer to the relevant product manual.	

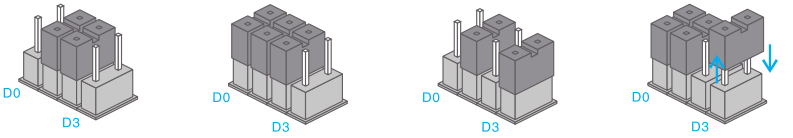
[1] Read an in-depth description on how to connect this sensor in the back of this user's guide.
*Optional product. Must be purchased seperately.

Advanced Sensor Setup

Assigning sensors to groups

Each sensor connected to the alarm system is assigned to a group. The group a sensor is assigned to determines how the sensor reacts to different to statuses and configurations of the alarm system. All sensors are assigned the most common group for the specific sensor type, but these default group settings can be changed by rearranging the small jumpers (black bridges) within the sensor itself.

The illustration on the next page shows how the jumpers inside the sensor must be arranged, in order to assign it to one of the four groups.



Home group | Normal group | Single delay time group (entry delay on chosen sensors) | 24-hour group

IMPORTANT: In order for changes to take effect after rearranging jumpers in a sensor, the sensor needs to be re-connected to the control panel. Please refer to the section "Setup" on page 6 in this user's manual to learn how to connect the sensor.

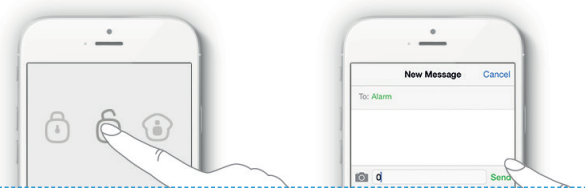
Group	How it works
Home group	PIR motion detectors are as default assigned to the Home group. Sensors assigned to the Home group will not be able to set off the alarm when the system is Armed (Home). This makes it possible for you to arm the system when you are at home and walk around the house, without the alarm going off when you passes a motion detector. Door/window contacts will be able to set off the alarm though, as these are by default assigned to the Normal group.
Normal group	Door/window contacts are as default assigned to the Normal group. Sensors assigned to the Normal group will be active and able to set off the alarm, both when the system is Armed (Away) and Armed (Home).
Single delay time group	When setting up Entry delay on chosen sensors only, you need to tell the system which sensors should be affected by the delay. This is done by assigning the chosen sensor(s) to the Single delay time group.
24-hour group	Smoke detectors are as default assigned to the 24-hour group. Sensors assigned to the 24-hour group will be active an able to set off the alarm, no matter if the system is armed or disarmed. Sensors will constantly survey your home.

Configuring Your Alarm

Choose configuration method (App or SMS)

The alarm system can be configured by both our free smartphone App or by SMS text messaging. All configuration options and daily operations are available both within the App and as SMS commands.

IMPORTANT: The sole communication technology for configuring and operating the alarm system is SMS texting. This means that even though you make use of our smartphone App, commands are sent to the control panel as SMS text messages. On Android™ smartphones the app generates and sends SMS commands hidden in the background, but on iPhones® the iOS Messages App will automatically open after each action made within the SikkertHjem Controller App, requirering you to tap "Send" in order to deliver the command to the control panel.



TIP: If you own an iPhone® or an Android™ smartphone, we strongly recommend that you make us of our free App, as this will provide you with the best user experience.

Download the App by using search word "sikkerthjem" in the App Store or Google Play Store or by visiting our website.

Now choose if you want to configure your new alarm system via the App or via SMS text messaging.

A) For configuration via App, please continue to the section "**Configuration via App**" in this user's guide.
B) For configuration via SMS text messaging, please continue to the section "**Configuration via SMS**" on page 10 in this user's guide.

Configuration via App

Download and install the App

The SikkertHjem Controller App is available in App Store and Google Play Store.

1. Open the relevant store on your smartphone.
2. Enter search word "SikkertHjem" in the search box.
3. Choose "SikkertHjem Controller App" in the search results.
4. Tap Install button to start the download.

Starting the App

After installation on your smartphone, a SikkertHjem Controller App icon will be available.

TIP: If no space is available on your start screens on your Android™ device, the App icon will be available from the Application screen. Please refer to your telephone user's guide for more information on this.

1. Tap the SikkertHjem Controller App icon to open the app.
2. Follow the on-screen instructions to configure your alarm system.

IMPORTANT: When an action is performed within the App, a SMS text message with the command will be sent to the control panel. The communication indicator on the front of the control panel will start to flash red whenever the control panel receives a SMS command. The communication indicator will also flash red when the control panel is sending out status- and alarm messages and calls.

Do not send new commands or operate the alarm system until the communication indicator stops flashing.

Save your alarm as a contact in your phone

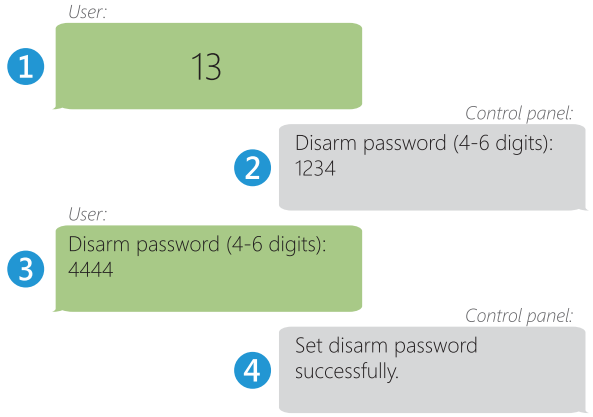
Although not required, we strongly recommend you to save the telephone number, of the SIM card inserted in the control panel, as a contact in your telephone, as well as adding a dedicated ringtone. Doing this will make it easy to see when a message or call comes from the alarm system. Especially practical when connected to more than one alarm system, e.g. at home, at the company or holiday home. Please refer to your telephone user's guide for more information on how to do this.

Configuration via SMS

Configuring the alarm system via text messaging works a bit like texting with a friend. You inform the control panel of what function you want to configure, the control panel replies with a text message, you make the changes to this message and sends it back the control panel, which handles the update and confirms back to you when done.

Learn how to configure and operate the alarm system via SMS

Below example shows how to change your alarm system PIN-code via SMS text messaging.



1. Send a SMS text message to the telephone number of the SIM card inserted in the control panel, with the SMS command written in the text field of the message.
2. After a few moments the control panel will reply back with the current setting.

Now either copy the reply from the control panel into a new SMS text message or use your phones "forward message" option.

3. Edit the password to your likings, choose the control panel as the receiver and send the SMS text message back.
   (NOTE: Do not amend any other text in the message, as this will result in error).
4. Await confirmation from the control panel.

IMPORTANT: Whenever the control panel receives or sends SMS text messages, the communication indicator on the front will start to flash red.

Do not send new commands or operate the alarm system until the communication indicator stops flashing.

Save your alarm as a contact in your phone

Start by saving the telephone number of the SIM card inserted in the control panel, as a contact in your telephone. Please refer to your telephone user's guide for more information on how to do this.

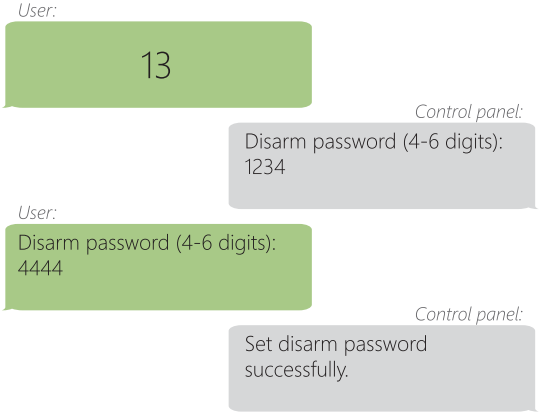
Choose language

Set the language of the control panel.

Language	SMS command
English	0001
Dansk	0045
Svenska	0046
Norsk	0047

Change PIN-code

Change your alarm system PIN-code. Must be between 4-6 digits.



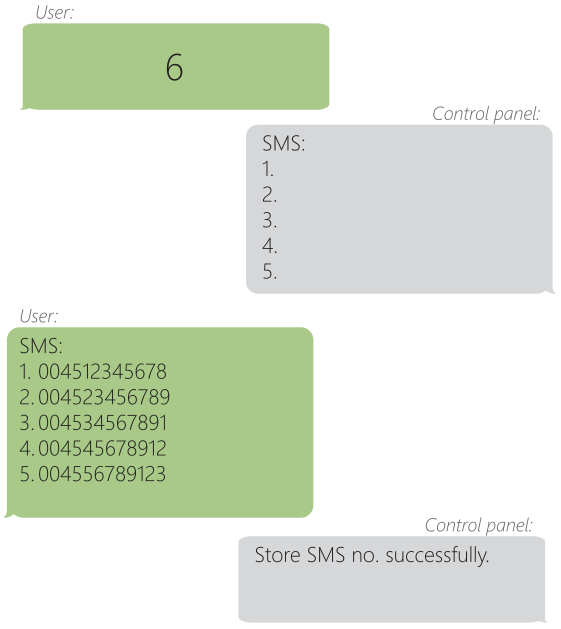
Setup alarm recipients (SMS)

Setup the mobile phone numbers you want to receive SMS text messages during alarm.

IMPORTANT: Always enter your own telephone number on the first line (owners number). When alarm recipients are set the first time, only these numbers will be able to operate the alarm system via SMS and App. If you do not include yourself, you will no longer be able to configure or operate the system.

Also, only the first number will receive status messages such as low battery warnings, power outage alerts, etc. The other four numbers will only receive SMS text messages during alarm.

If you want the owners number to receice alarms as phone calls, you must store this on both the alarm recipients SMS list and the alarm recipients phone call list.

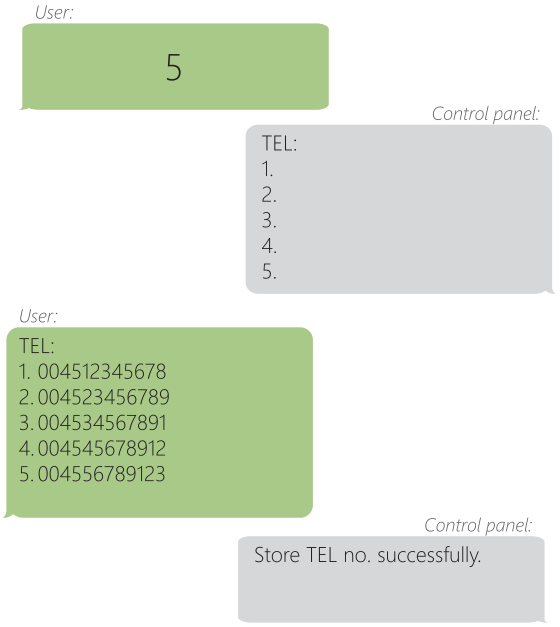


NOTICE: When making changes to the recipients list, always include all wanted recipients. When the list is sent back to the control panel, it will override all existing SMS recipients.

Setup alarm recipients (Phone Call)

Setup the telephone numbers you want to receive phone calls during alarm.

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card. Please setup SMS alarm recipients only.

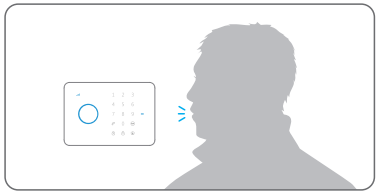


NOTICE: When making changes to the recipientslist, always include all wanted recipients. When the list is sent back to the control panel, it will override all existing phone call recipients.

Setup alarm recipients (Phone Call) - Continued

When receiving an alarm call a voice message will be played. You can record this message directly on the control panel.

1. Press the button.
2. Enter your PIN-code and confirm by pressing the button again.
3. Press the button and speak.



TIP: The recording must not exceed 10 seconds duration. Best recording quality is achieved by speaking approximately 20 cm. from the control panel.

Advanced Configuration via SMS

This section is not required in order for your alarm system to work. However, the advanced configuration options will let you personalize the system, e.g. by naming the sensors, setting delay when entering or leaving your home, etc.

TIP: If you do not want to make any advances configurations, please proceed to the "Installing Sensors" section on page 23 in this user's guide.

Change sensor names

The alarm system holds 50 sensor zones (spaces for sensors in the control panel memory). The default names of these zones are Zone 1, Zone 2, etc. However, it is possible to change the names of the first 9 zones, in order to make these more describing as to what sensor is saved in the zones and where this are placed in your home. E.g. "Motion Detector Living Room" or "Contact Terrace Door". You can change the names of zones 1-9 into whatever you want, as long as the name for each zone does not exceed 30 characters including spaces.

User:

91

Control panel:

Zone1 name:
Zone 1

User:

Zone1 name:
Motion detector living room

Control panel:

Change zone name
successfully.

91: Change name of zone 1
92: Change name of zone 2
Etc. up to 99 for zone 9.

NOTICE: Names cannot be changed for sensors saved in zones 10-50.

Change key tag names

The alarm system holds 50 key tag zones (spaces for key tags in the control panel memory). The default names of these zones are RFID 1, RFID 2, etc. However, it is possible to change the names of the first 4 key tags, in order to make these more describing as to who uses the key tags, e.g. "David" or "Housekeeper". You can change the names of zones 1-4 into whatever you want, as long as the name for each zone does not exceed 30 characters including spaces.

User:

10

Control panel:

Change RFID tags SMS notice:
1.
2.
3.
4.

User:

Change RFID tags SMS notice:
1. David
2. Emma
3. Jacob
4. Housekeeper

Control panel:

Change RFID tags SMS notice successfully.

IMPORTANT: For all other languages than English, the naming is done individually for each of the four key tags, using SMS commands shown in the table below.

SMS command	Change key tag names (DK, SE and NO)
101	Change name of key tag in zone 1
102	Change name of key tag in zone 2
103	Change name of key tag in zone 3
104	Change name of key tag in zone 4

IMPORTANT: A mobile phone number must be stored in order to receive a SMS text message each time a key tag is used to arm or disarm the alarm system. Learn how to do this in the next section "Receive SMS text message when a key tag is used".

NOTICE: Names cannot be changed for sensors saved in zones 10-50.

Receive SMS text message when a key tag is used

The alarm system can send out a SMS text message each time a key tag is used to arm or disarm the system, but in order to start receiving these notices a mobile phone number must be stored as the recipient.

User:

7

Control panel:

SMS no. for RFID tags
(0-20 digits):
1.

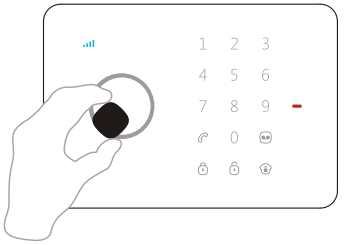
User:

SMS no. for RFID tags
(0-20 digits):
1. 004512345678

Control panel:

Store SMS no. for RFID tags successfully.

NOTICE: It is only possible to receive key tag SMS notices on one mobile phone number at any given time.

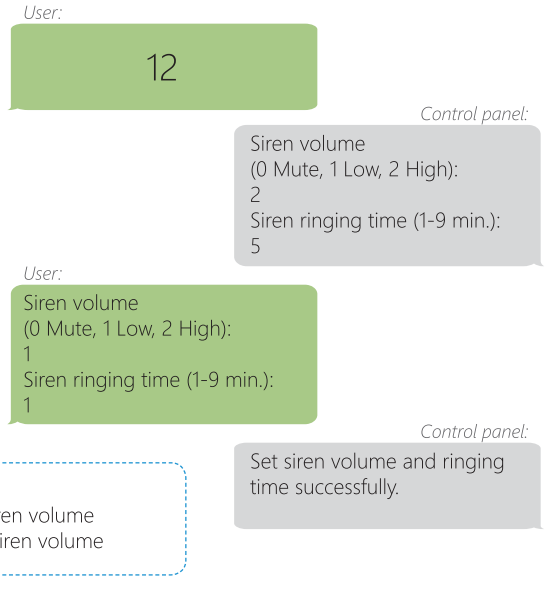


Control panel:

David disarmed the alarm system.

Adjust build-in siren volume and duration

The control panel has a built-in 85dB siren. You are able to adjust both volume and duration of this.

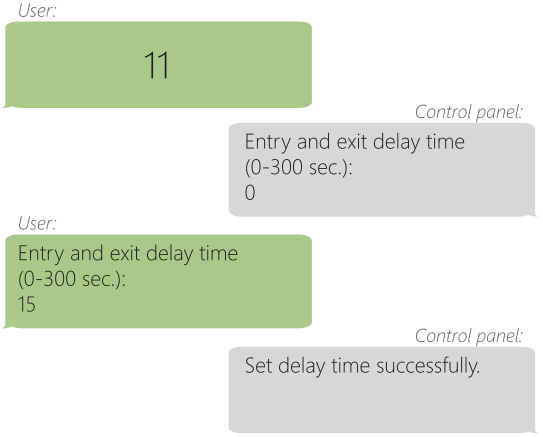


0= Mute
1= Low siren volume
2= High siren volume

NOTICE: Only the settings of the control panel's built-in siren will be adjusted by the above configuration. External sirens will not be affected and settings to these must be done directly on the sirens.

Setup entry and exit delay on all sensors

It is possible to set a delay time to allow you some time to leave and enter your home without the alarm going off as soon as you open the door. This function will make the alarm system ignore signals from triggered sensors, for a short period of time, letting you leave the you home even after the system is armed and get time to disarm the system after entering the house when returning.

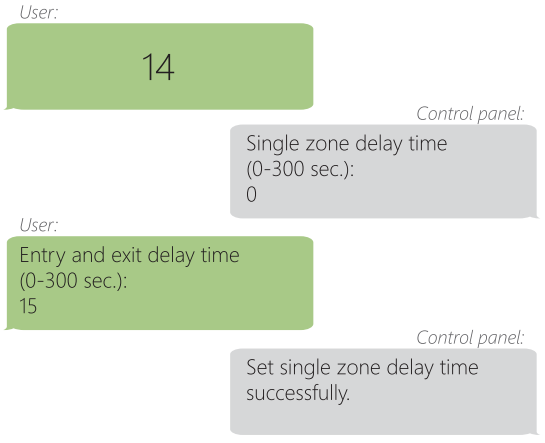


Delay	How it works
Entry delay	When triggering a sensor, e.g. by opening the front door when coming home, instead of going off right away, the alarm system will start to count down to remind you to disarm the system. The control panel will beep every second throughout the delay time and speed of the beep sound during the last 15 seconds to remind you to hurry up. If the system is not disarmed before the delay time is up, the alarm will go off.
Exit delay	When arming the system while still indoor, the alarm will not go off even though a sensor is triggered, e.g. by moving in front of a motion detector when exiting. Instead, the control panel will beep every second throughout the delay time and speed of the beep sound during the last 15 seconds to remind you to hurry up. If you have not left the house before the delay time is up, the alarm will go off.

IMPORTANT: Setting entry and exit delay time will affect all sensors. E.g. if a burglar breaks in through a basement window and a door/window contact is triggered by this, the alarm will not go off until the delay time is up. We therefore strongly recommend you to keep entry and exit delay time to an absolute minimum or use the "Entry delay for chosen sensors only" function. Read more about this in the following section.

Setup entry delay on chosen sensors only

Instead of setting delay on all sensors by using the Entry and Exit Delay function, you can chose to set delay only on one or several specific sensors of your choosing. However, this delay will only be applied to entry.



IMPORTANT: To tell the system which specific sensor(s) should be affected by the entry delay, you must assign them to the Single delay time group, by rearranging the jumpers within the sensor itself.

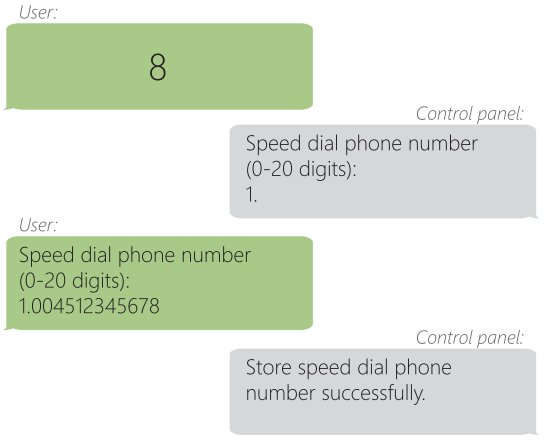
Read how to do this under the "Advanced Sensor Setup" section on page 7 in this user's guide.

NOTICE: Entry delay time will not take effect until one or more sensors has been assigned the Single delay time group, by rearranging the jumpers within them.

Setup speed dial number

A speed dial number can be stored and called directly through the control panel just by pressing the button.

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.



Installing Sensors

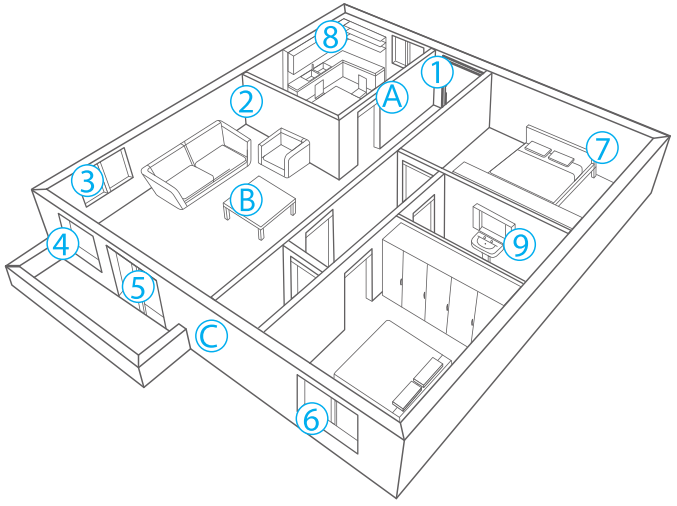
As almost all sensors and accessories are wirelessly connected to the control panel, you do not need to consider cabeling. A few products however, does require wired connection to power through included power supplies. These include the control panel and external outdoor sirens.

Sensor placement

Well-placed sensors are crucial in making your alarm system both secure and stable. It is therefore very important that you install your sensors with care and in accordance to the guidelines in this user's guide.

IMPORTANT: Incorrectly installed sensors can result in false alarms and a lower security level. Please follow the guidelines of installation for each type of sensor in the back of this guide or in the relevant product manual.

Potential places for the sensors are show in the illustration below for your inspiration. Best installation places vary from home to home and we therefore recommend you take some time to go through your house and plan the best points of installation for each of your sensors.



#	Installation point	Sensor
A	-	Control panel
B	-	Remote control
C	-	Siren
1	Front door	Door/window contact
2	Living room	PIR motion detector
3	Living room window	Door/window contact
4	Living room window	Door/window contact
5	Terrace door	Door/window contact
6	Bedroom window	Door/window contact
7	Bedroom	PIR motion detector
8	Kitchen	Smoke detector
9	Bathroom	Water leak detector

For an in-depth guide on proper installation of the different sensors please refer to following sections in the back of this user's guide:

How to install control panel and sensors	Page
Installing the control panel	52
Installing a PIR motion detector	52
Installing a door/window contact	53
For other sensors, sirens, etc. please refer to the relevant product manual.	

IMPORTANT: When mounting the control panel on a wall, be careful not to press and release the black tamper switch on the backside, as this may delete connection to sensors and/or reset control panel configuration.

If the tamper switch is pressed and released 3 times, connection to all sensors will be deleted.

If the tamper switch is pressed and released 5 times, control panel configuration will be reset to factory settings.

Testing sensors

After installing the control panel and sensors, we recommend you to test the complete alarm installation, in order to confirm the wireless radio signal from all sensors can reach the control panel.

NOTICE: If you do not test your alarm system installation, you will not get confirmation if your chosen installations point works well and you risk signals from sensors are not able to reach the control panel, which will result in the alarm not going off during intrusion.

The alarm system features a test mode that makes it possible for you to test the sensors without the alarm going off.

1. Press the button 3 times in a row. The control panel will confirm the start of test mode by make one beep.
2. Now test your sensors by triggering them one by one (see table below for information on how to trigger the different sensor types). Each time a sensor is triggered and the control panel receives the signal, the control panel will beep 3 times to confirm.
3. The test mode will automatically end after 10 minutes. You can also manually end the test mode by pressing the button, enter your PIN-code and confirm by pressing the button.

Sensor	How to trigger sensor
Remote control	Press any button on the remote control.
Door/window contact	Hold the detector's two parts together and then separate them.
PIR motion detector	Press the test button on the back of the detector.
Smoke detector*	Press and hold the test button until the detector sounds.

For other sensors, please refer to the relevant product manual.
*Optional product. Must be purchased seperately.

TIP: If one or more sensors does not make the control panel beep three times when triggered, this might indicate that the wireless signals from the sensors are not able to reach the control panel. Test this by bringing the sensor in question closer to the control panel and test again.

If you can confirm one or more of your chosen sensor installation points to be unsuitable (signal not reaching the control panel) then try the following.

1. Change batteries in the sensor (use high quality batteries and never rechargeable batteries).
2. Find an installation point closer to the control panel or install the control panel on a more central location in your home.
3. Buy a signal repeater to boost signals from up to 40 sensors. Wireless signal range will be extended up to 300 meters.

Daily operation of the alarm system

Disarm

Disarming the alarm system will prevent the control panel to react on signals received from sensors. Disarming the system is done when you are at home and no alarm securing is needed.

Controller	How to Disarm
Control panel touch keypad	Enter your PIN-code on the control panel and confirm by pressing the button.
Key tag	Hold the key tag against the circular reader on the front of the control panel. The system will disarm after 5 seconds.
Remote control	Press the button on the remote control.
External keypad*	Wake the keypad by pressing the * button, enter your keypad PIN-code and confirm by pressing the button.
Smartphone App	Tap the button and await SMS text message confirmation.
SMS text messaging	Send an SMS text message to the control panel with SMS command 0 in the text field.

*Optional product. Must be purchased seperately.

Arm (Away)

Using the Arm (Away) status will activate all connected sensors. This status is used when nobody is home.

Controller	How to Arm (Away)
Control panel touch keypad	Press the button on the control panel
Key tag	Hold the key tag against the circular reader on the front of the control panel 2 times within 5 seconds.
Remote control	Press the button on the remote control.
External keypad*	Wake the keypad by pressing the * button, enter your keypad PIN-code and confirm by pressing the button.
Smartphone App	Tap the button and await SMS text message confirmation.
SMS text messaging	Send an SMS text message to the control panel with SMS command 1 in the text field.

*Optional product. Must be purchased seperately.

Arm (Home)

Using the Arm (Home) status will only activate specific sensors of your choosing. By default, only door/window sensors are activated during Arm (Home) status, but you can configure other sensors to be activated as well (read an in-depth description on how to do this in the "Advanced Sensor Setup" section on page 7 in this user's guide. The Arm (Home) status is used when you are home, but still want the house alarm secured, e.g. during nighttime.

Controller	How to Arm (Home)
Control panel touch keypad	Press the button on the control panel
Key tag	-
Remote control	Press the button on the remote control.
External keypad*	Wake the keypad by pressing the * button, enter your keypad PIN-code and confirm by pressing the button.
Smartphone App	Tap the button and await SMS text message confirmation.
SMS text messaging	Send an SMS text message to the control panel with SMS command 2 in the text field.

*Optional product. Must be purchased seperately.

SOS emergency

Pressing the SOS button will make the alarm go off right away, no matter if the system is armed or disarmed. Both the build-in siren of the control panel and external sirens will start. At the same time, the control panel will start to send out alarm messages via SMS text messages or as phone calls (depending on your own settings and the type of SIM card inserted in the control panel). Alarms messages sent as SMS texts will inform the receiver that this is an emergency call.

Controller	How to SOS emergency call
Control panel touch keypad	-
Key tag	-
Remote control	Press the **SOS** button on the remote control.
External keypad*	Wake the keypad by pressing the * button, press and hold the **SOS** button for 3 seconds.
Smartphone App	-
SMS text messaging	-

*Optional product. Must be purchased seperately.

Controlling the alarm by phone call

Arming and disarming by phone call

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

Arming and disarming the alarm system can be done by calling the control panel from a telephone.

Action	How to do it
Arm (Away)	Call the control panel. When you hear the dialing tone, hang up. Shortly after, the control panel will call you back. Do not answer the call, but decline it. The alarm system will be armed.
Disarm	Call the control panel. Stay on the line until the control panel disconnects the call. The control panel will not call you back, but the system now be disarmed.

Handling incoming alarm calls

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

When receiving an incoming alarm call, answer the call and use the commands below to operate the alarm system.

Command	Press key on phone
Disarm	0
Arm	1
Turn off siren	6
Turn on siren	9
Two-way talk	*
Replay alarm voice message	#

Other Functions

Speed dial number

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

A speed dial number can be stored and called directly through the control panel just by pressing the button.

Make a phone call through the control panel

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

As the control panel holds a SIM card, you are able to use this to make a telephone call, just as you would on your own mobile phone.

1. Dial the phone number you want to call and press the button.
2. Press the button again when done talking, to hang up.

TIP: Best sound quality is achieved by speaking approximately 20 cm. from the control panel.

Remote surveillance by phone

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

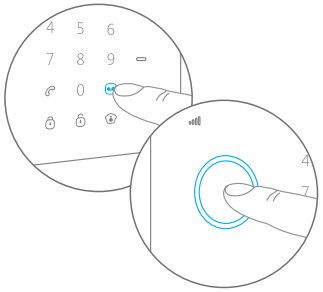
It is possible to connect to the alarm system from your mobile phone, in order to listen through the built-in microphone of control panel. During the listening session, you will also be able to speak through the speaker of the control panel.

1. Send SMS command 3 to the control panel.
2. Shortly after, the control panel will call your mobile phone. Answer the call to start the listening session.
3. End the session by hanging up.

Leaving a voice message on the control panel

You can use the control panel to leave short voice messages to other members of the household. An easy alternative to write notes.

1. Press and hold the button for 3 seconds.
2. Record your voice message of max. 10 seconds. The circle on the front of the control panel will start flashing blue, to indicate that a voice message is stored and ready to be played.
3. Press in the middle of the circle to play the message.



TIP: The recording must not exceed 10 seconds duration. Best recording quality is achieved by speaking approximately 20 cm. from the control panel.

Leaving a voice message by phone call

IMPORTANT: This function is only available if the SIM card inserted in the control panel is open for calls. This function is therefore not available when using a SikkertHjem SMS card.

Just as a voice message can be left directly on the control panel, you can also leave a voice message through your mobile phone when on the move.

1. Send SMS command 4 to the control panel.
2. Shortly after, the control panel will call your mobile phone. Answer the call to start recording your voice message of max. 10 seconds. The circle on the front of the control panel will start flashing blue, to indicate that a voice message is stored and ready to be played.
3. End your recording by hanging up.

TIP: The recording must not exceed 10 seconds duration. Best recording quality is achieved by speaking approximately 20 cm. from the control panel.

Good to know

In the following sections, you will find information which in not crucial for your use of the alarm system, but which might be useful for you to take full advantage of the systems features and give you the best user experience.

Automatic power saving mode on PIR motion detectors

To reduce consumption and prolong battery lifetime, the PIR motion detectors features an automatic power saving mode.

When a motion detector detects motion 2 times within a 3-minute period, it will automatically go into power saving mode (sleep). During power saving mode, the motion detector will not react to motion of any sort. The motion detector will stay in power saving mode until no motion has been registered for a full 3-minute period, after which it will automatically wake up and start surveillance the room again.

TIP: When testing your PIR motion detectors it is important to take the power saving mode into consideration. If the motion detector has entered power saving mode, then leave the room in which the motion detector is installed and wait for no less than 3 minutes. Enter the room again and the detector will now react on your movement.

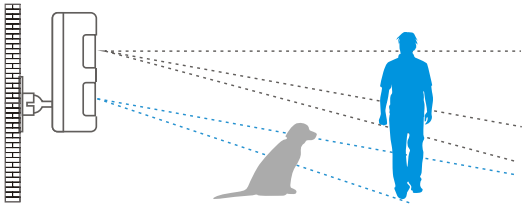
IMPORTANT: The motion detector will remain in power saving mode (sleep) as long as motion is going on within the detection area. Only when no motion has been registered for a full 3-minute period, the detector will wake up again.

Pets and PIR motion detectors

The PIR motion detectors will be able to ignore smaller pets of up to approximately 25 kg. This is possible as the motions detectors features two separate sensors, instead of just one. Both sensors must register motion in order for the detector to trigger and send signal to the control panel.

As infrared rays from the lower sensor window shoots downwards and rays from the upper window shoots at a higher level, pets moving around on floor level will not trigger the detector. However, a person will, due to his height, be registered by both sensors and trigger the detector.

IMPORTANT: When installing a motion detector in homes with cats or other pets, which might jump up on furniture, motion detectors should not be installed facing these, as the pet might breach both sensors and thereby triggering the detector, when jumping around.



Tamper protection and alerts

Both the control panel, PIR motion detectors and door/window contacts features tamper protection. If the control panel or a sensor is removed from its installation point or broken, a small mechanic switch will be released and instantly set off the alarm.

An SMS text message will be sent to the telephone number stored as number 1 on the alarm recipients SMS list (owners number), notifying of tamper.

Example:

Motion detector living room tamper alarm.

Product	Tamper protection
Control panel	The tamper switch is located in the backside of the control panel. When either the wall-mounting bracket or desk stand is clicked on, this will hold down the tamper switch. If the bracket or stand is removed from the control panel, e.g. the control panel being forcefully removed from the wall, the tamper switch will be released and set off the alarm.
PIR motion detector	The tamper switch is located inside the motion detector. If the motion detector is opened or breaks, e.g. by being thrown into the ground, the tamper switch will be released and set off the alarm.
Door/window contact	The tamper switch is located in the backside of the contacts larger part. When mounted on the bracket, the switch will be held down. If the contact is removed from the bracket, the tamper switch will be released and set off the alarm.

IMPORTANT: When mounting the control panel on a wall, be careful not to press and release the tamper switch on the backside, as this may delete connection to sensors and/or reset control panel configuration.

Low battery notifications

Both PIR motion detectors and door/window contacts features a low battery notification function. When voltage on inserted batteries is getting low, a SMS text message will be sent to the first number stored on the alarm recipients SMS list (owners number).

Example:

Motion detector living room low battery.

or

Example:

Zone 10 low battery.

NOTICE: Low battery notifications sent from sensors connected to zones 10-50 will display zone number followed by "low battery".

Power outage alerts

The control panel features two rechargeable backup batteries, allowing up to 5 hours of standby during power outage.
During power outage or tamper of the power supply, the backup batteries will automatically take over and allow the control panel to continue operation. Shortly after (within 3 minutes) the control panel will send a SMS text message to the first number stored on the alarm receivers SMS list (owners number), informing about the power outage.

Example:

Control panel AC failure.

If power supply is not reestablish the control panel will send a new SMS text message when backup battery voltage becomes low. If power supply is still not reestablish the control panel will stop working after a short period of time.

Example:

Control panel low battery.

When power supply is reestablished the control panel will send a SMS text message informing about this.

Example:

Control panel AC recovery.

Factory Settings and Reset

Factory default settings and PIN-code

The table below shows the default factory settings and PIN-code of the alarm system. If resetting the system to factory settings, below settings will be restored.

Configuration	Factory default
Default PIN-code (control panel passcode)	1234
Control panel language	English
Entry and exit delay time	00 sec.
Single zone delay time	30 sec.
Siren volume (build-in)	2 (high)
Siren ringing time (build-in)	5 min.
Alarm receivers: SMS	-
Alarm receivers: Call	-
Zone names	Zone 1, Zone 2, Zone 3, etc.
Key tag names	RFID 1, RFID 2, RFID 3 and RFID 4
Key tag notification receiver	-
Speed dial phone number	-

Reset to factory settings

It is possible to reset the alarm system to factory setting both via SMS text messaging and directly on the control panel.

Configuration	Factory default
Via SMS text message	Send SMS command 0000 to the control panel.
On control panel	Press and release the black tamper switch on the backside of the control panel 5 times. Successful will be confirmed by to beeps.

Delete connection to sensors and accessories

It is possible to delete the connection to sensors and accessories both via SMS text messaging and directly on the control panel.

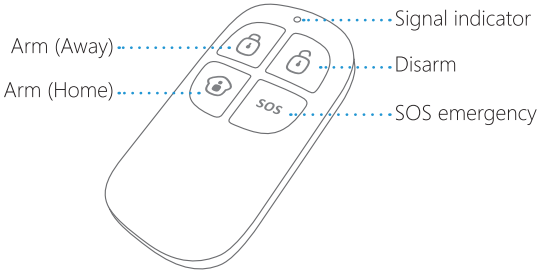
Method	Connections which will be deleted	How to do it
Via SMS text message	Sensors	Send SMS command 21 to the control panel.
Via SMS text message	Key tags	Send SMS command 22 to the control panel.
Via SMS text message	Remote controls and external keypads.	Send SMS command 23 to the control panel.
On control panel	Sensors, remote controls and external keypads.	Press and release the black tamper switch on the backside of the control panel 3 times. Successful will be confirmed by to beeps.

Sensors and Accessories

Remote control

The remote control is a small easy to carry device to wirelessly control the alarm system.

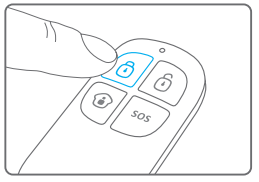
Remote control overview



Daily operations

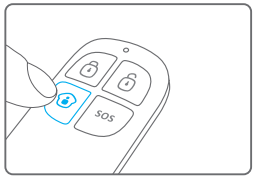
Arm (Away):

Press the button. The control panel and any external sirens will beep once to confirm the action. All sensors will be active. Used when leaving the house.



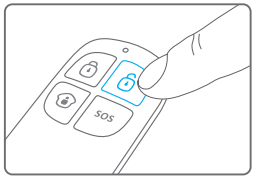
Arm (Home):

Press the button. The control panel and any external sirens will beep once to confirm the action. Sensors assigned to Normal group will be active (door/window contact as default). Used to partially arm the system when at home.



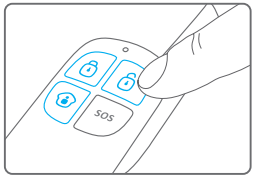
Disarm:

Press the button. The control panel and any external sirens will beep twice to confirm the action.



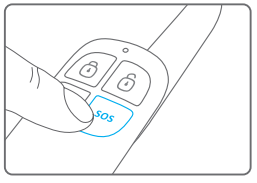
Mute control:

Press and hold the button for 1 second. Now press either the button to Arm (Away) or the button to Disarm the system, within 3 seconds. This will prevent both control panel and external sirens to give out confirmation beeps.



SOS emergency:

Pressing the **SOS** button will make the alarm go off right away, not matter if the system is armed or disarmed. Both the build-in siren of the control panel and external sirens will start. At the same time, the control panel will start to send out alarm messages via SMS text messages or as phone calls (depending on your own settings and the type of SIM card inserted in the control panel). Alarms messages sent as SMS texts will inform the receiver that this is an emergency call.



Connect a new remote control

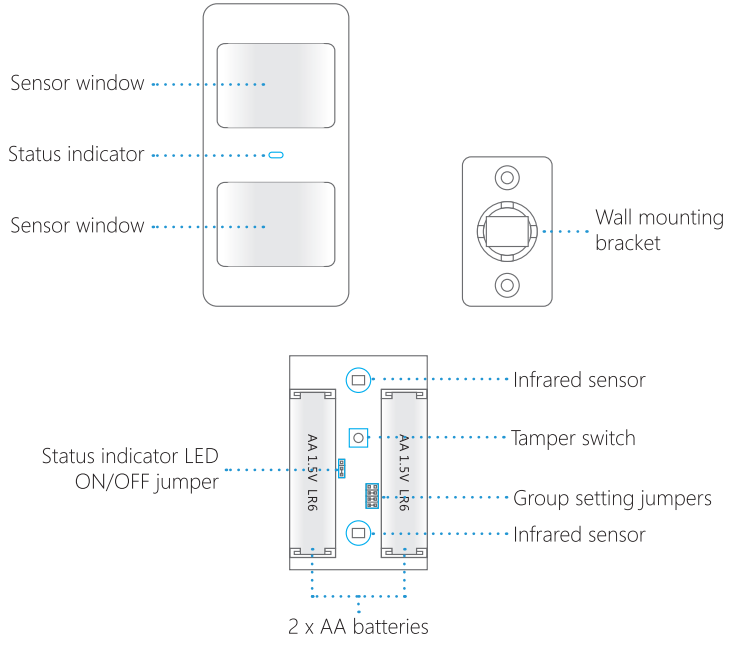
IMPORTANT: Please refer to the section "Setup" on page 6 in this user's guide, to properly prepare for a successful connection.

1. Enter your PIN code (Default: 1234) on the control panel.
2. Press the button and this will light up.
3. Press any button on the remote control.
4. One beep confirms successful connection and light in the button turns off.

PIR motion detector

The Passive Infrared motion detector is a sensor developed to register human body movement within its detection area. The sensor features pet-immunity for smaller animals up to approximately 25kg. moving around on floor level.

PIR motion detector overview



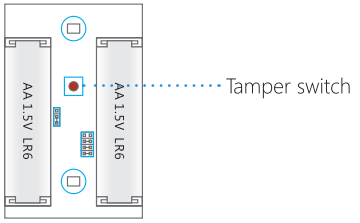
Status indicator

Indication	What does it mean
Flashing continuously	Motion detector performs self-testing.
Flash once	Motion detected and signal sent to control panel.
Flash twice	Three-minute test-mode is finished and detector enters power saving mode.
Flashing every 3 seconds	Low battery indication. Please replace batteries immediately.

Tamper protection

A tamper switch is located inside the motion detector. If the motion detector is opened or breaks, e.g. by being thrown into the ground, the tamper switch will be released and set off the alarm.

TIP: When opening the PIR motion detector to change batteries, the tamper switch will be released and set off the alarm. Have a remote control in hand and quickly press the button to disarm the system.

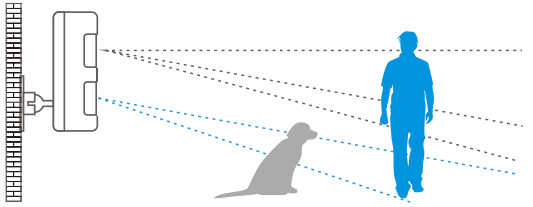


Pet-immunity

The PIR motion detectors will be able to ignore smaller pets of up to approximately 25 kg. This is possible as the motions detectors features two separate sensors, instead of just one. Both sensors must register motion in order for the detector to trigger and send signal to the control panel.

As infrared rays from the lower sensor window shoots downwards and rays from the upper window shoots at a higher level, pets moving around on floor level will not trigger the detector. However, a person will, due to his height, be registered by both sensors and trigger the detector.

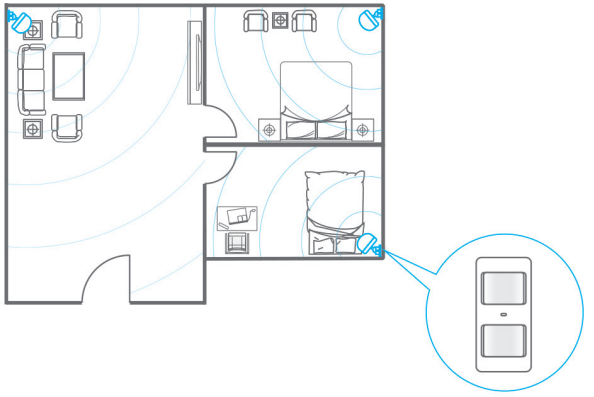
IMPORTANT: When installing a motion detector in homes with cats or other animals, which might jump up on furniture, motion detectors should not be installed facing these, as the cat might breach both sensors and thereby triggering the detector, when jumping around.

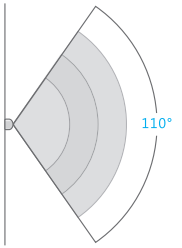


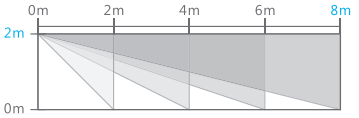
Installing a PIR motion detector

Choose a suitable installation point:

As the infrared rays of the detector shoots out in a 110° angle, best coverage is achieved by installing the motion detector in a corner of the room.

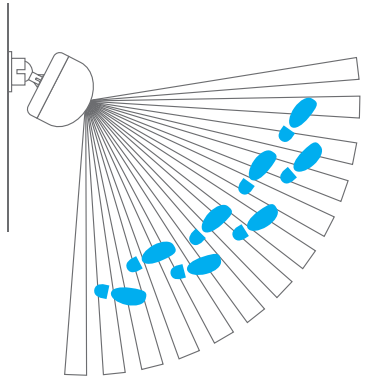






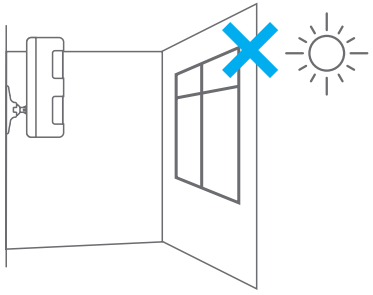
Decide for the best angle:

The installation angle of the PIR motion detector affects its sensitivity directly. Best sensitivity is achieved when the walk direction is vertical to the direction of the infrared rays.



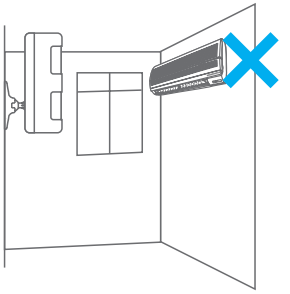
Avoid facing glass windows and doors:

Strong light such as direct sunlight, car front lights, as well as swaying trees, etc., can interfere with the motion detector and cause falls alarms. Avoid installing PIR motion detectors facing transparent glass areas.



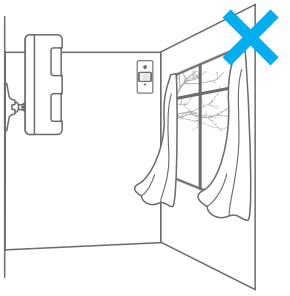
Avoid heat sources:

Avoid installing or facing the PIR motion detector to heat sources such as heaters, air conditioning units, fireplaces and kitchen appliances, as this may cause falls alarms.



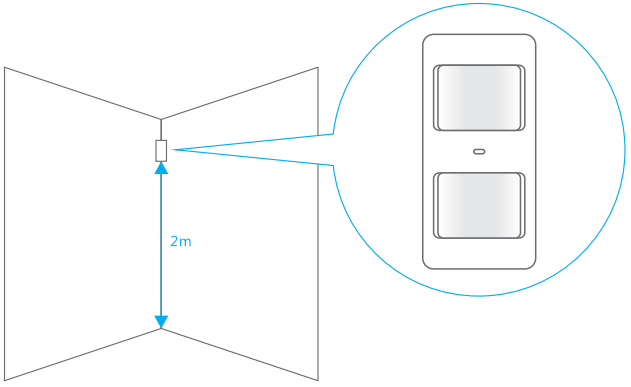
Avoid swining/moving objects and crossing detection areas:

Avoid installing or facing the PIR motion detector to swinging or moving objects. Also avoid to installing two motions detectors in a way which will cause cross-interference of their detection areas, as this may cause falls alarms.

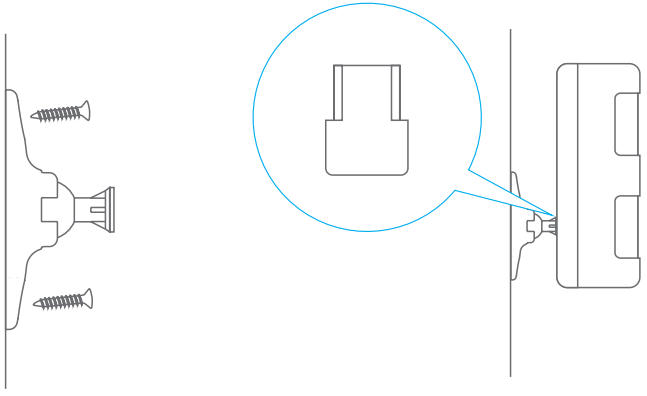


Installing the PIR motion detector:

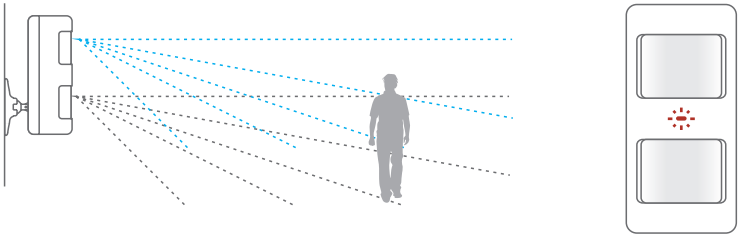
1. Install the PIR motion detector approximately 2 meters above floor level.



2. Fix the installation bracket on the wall with screws and then fit the groove at the back of the detector on the bracket.



3. Test the detection area by pressing the test-button on the detector to start a 3-minute test-mode. Now walk around in front of it to determine where in the room the detector is able to register your movement. The motion detector surveys the room every 10 seconds and flashes in the status indicator each time it registers your movement.



4. From the test results, adjust the angle of the rotating bracket to achieve the best detecting effect.

IMPORTANT: If pet-immunity function is required, do not adjust the angle up or down, but keep it parallel with the wall.

Tamper protection

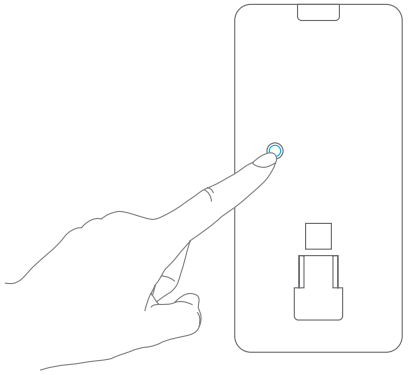
A tamper switch is located inside the motion detector. If the motion detector is opened or breaks, e.g. by being thrown into the ground, the tamper switch will be released and set off the alarm.

TIP: When opening the PIR motion detector to change batteries, the tamper switch will be released and set off the alarm. Have a remote control in hand and quickly press the button to disarm the system.

Connect a new PIR motion detector

NOTICE: Please refer to the section "Setup" on page 6 in this user's guide, to properly prepare for a successful connection.

1. Enter your PIN code (Default: 1234) on the control panel.
2. Press the button and this will light up.
3. The control panel's memory is now open and ready to receive radio signals. Make sure to finish connection as soon as possible to avoid interference from external signals.
4. Press the test-button on the backside of the motion detector 2 times.
5. One beep confirms successful connection and light in the button turns off.



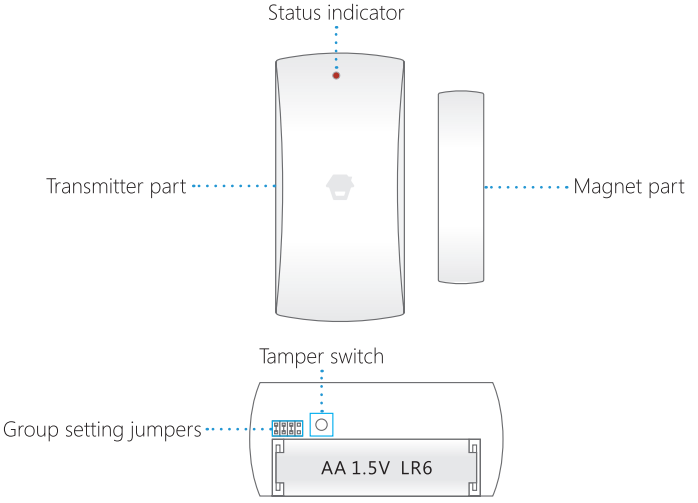
TIP: The control panel automatically connects the sensor to the next available zone (space in the control panel memory). The sensors included in the box preoccupies the first few zones and when a new sensor is added, this will be connected to the following available zone, e.g. zone 5, zone 6, etc. If you want complete control over sensor order, you can start by deleting connection to the supplied sensors as described in the section "Delete connection to sensors and accessories" on page 35 in this user's guide and then connect your sensors in the preferred order.

NOTICE: If two beeps are heard, this means the sensor is already connected to the control panel and no change has been made.

Door/window contact

Door/window contacts can be installed on doors, windows and any other object which can open and close. The sensor transmits signal to the control panel when the two parts of the contact are separated. The tamper protection ensures that attempts to dismount the sensor will result in immediate alarm.

Door/window contact overview



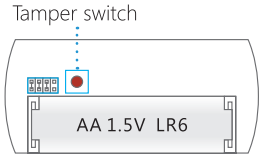
Status indicator

Indication	What does it mean
Flash once	Contact triggered and signal sent to control panel.
Flashing every 3 seconds	Low battery indication. Please replace batteries immediately.

Tamper protection

A tamper switch is located inside the door/window contact. If the contact is removed from its backplate, the tamper switch will be released and set off the alarm.

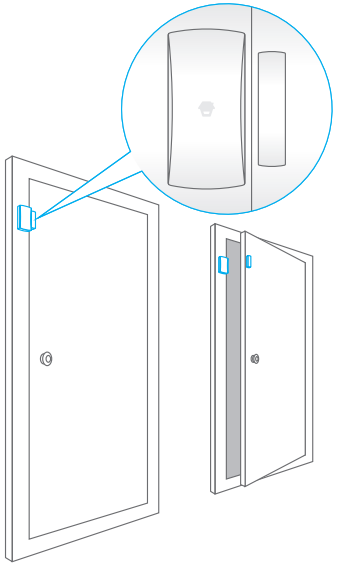
TIP: When dismounting the door/window contact to change batteries, the tamper switch will be released and set off the alarm. Have a remote control in hand and quickly press the button to disarm the system.



Installing a door/window contact

Choose a suitable installation point:

Mount the transmitter (larger part of the contact) on the frame and the magnet (smaller part) on the door or window itself. Make sure the magnet is mounted in the right side of the transmitter, as indicated by the small arrows on both parts.



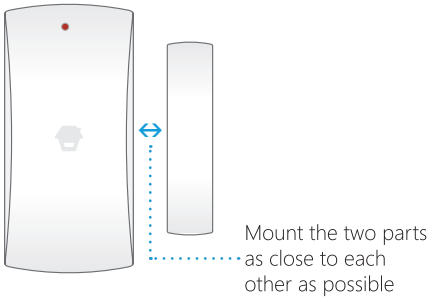
NOTICE: If there is no space for mounting the larger transmitter part on the frame, you can mount this on the door or window and the magnet on the frame instead. However, the life time of the sensor might be reduced as blows from slamming the door or window will tear on the electronic components.

TIP: The door/window contact can be installed both vertically and horizontally.

IMPORTANT: Before mounting the door/window contact make sure the chosen installation point works well, by holding the sensors two parts up against the frame and door or window and try to open it. If the sensor flashes in its status indicator, the chosen installation point is good. If it does not flash when the door or window opens, try to adjust the two parts and make sure the arrows point towards each other.

Installing the door/window contact:

1. Use the included adhesive double-sided tape to fix the two parts of the contact on the frame and door or window.

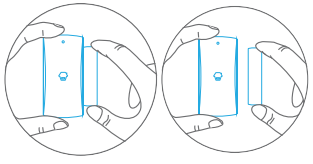


2. Test the installation by opening the door or window. If correctly installed the status indicator on the sensor will flash shortly when the door or window is opened. If is does not flash rearranging the sensor is required.

Connect a new door/window sensor

NOTICE: Please refer to the section "Setup" on page 6 in this user's guide, to properly prepare for a successful connection.

1. Enter your PIN code (Default: 1234) on the control panel.
2. Press the button and this will light up.
3. The control panel's memory is now open and ready to receive radio signals. Make sure to finish connection as soon as possible to avoid interference from external signals.
4. Separate the two parts of the sensor to trigger it.
5. One beep confirms successful connection and light in the button turns off.



TIP: The control panel automatically connects the sensor to the next available zone (space in the control panel memory). The sensors included in the box preoccupies the first few zones and when a new sensor is added, this will be connected to the following available zone, e.g. zone 5, zone 6, etc. If you want complete control over sensor order, you can start by deleting connection to the supplied sensors as described in the section "Delete connection to sensors and accessories" on page 35 in this user's guide and then connect your sensors in the preferred order.

NOTICE: If two beeps are heard, this means the sensor is already connected to the control panel and no change has been made.

Control panel

Choose a suitable installation point:

When it comes to finding a suitable installation point for the control panel, the heart of the alarm system, you have two options. No matter, which option you choose, it is important that the control panel is placed in an area with good mobile coverage, in order for it to maintain a stable connection to the GSM network.

TIP: Place the control panel at the desired installation point before mounting it and make sure the GSM indicator on the front of the control panel keeps flashing every 3 seconds. If it starts to flash faster, it has lost connection to the GSM network and you must find an alternative installation point.

Hide the control panel and control wirelessly

Install the control panel in a location, which is not easily accessible and thereby better secured against tamper during a break-in. Such installation point could be an attic, a basement, a closet or any other place where the control panel will not be visible.
Even if you choose to hide away the control panel, you still have a wide range of control options, as shown below.

- Remote controllers
- Smartphone App
- SMS text messaging
- Wireless keypad*

*Optional product. Must be purchased separately.

TIP: When the control panel is installed in a hidden place, it is strongly recommended to mute the control panel's build-in siren, in order to avoid drawing attention to it. Instead, one or more external sirens can be installed both indoor and outdoor.

Install the control panel in the hallway

If you want to make use of the control panel's touch-keypad in your daily operations of the alarm system, you should install the control panel next to the main entrance of your home.

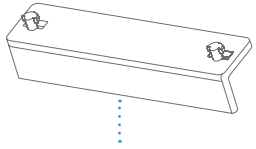
When choosing this option, it is important that the area around the control panel is secured, either by a door/window contact on the front door or a PIR motion detector. By doing so, you will need to setup entry delay on the sensor, in order to give yourself time to enter and disarm the alarm system before it goes off.

It is strongly recommended that you setup entry delay on the sensor used to secure the area around the control panel only, as this will provide delay when using the front door. If a burglar breaks in every other place in the house, the alarm will go off immediately.

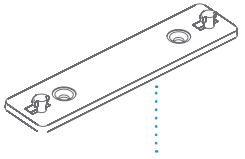
TIP: Learn how to **Setup entry delay on chosen sensors only** on page 7 in this user's manual.

Installing the control panel:

The control panel can be mounted on the wall using the wall-mounting bracket or placed on a table or shelf using desk stand, which are both included in the box.



Desk stand



Wall-mounting bracket

Using the desk stand

With the desk stand, it is possible to place the control panel on a flat surface. The desk stand can be mounted on the control panel by sliding it upwards.

Using the wall-mounting bracket

When mounting the control panel on the wall, first install the wall-mounting bracket using the screws supplied, and then slide the control panel into the bracket in an upward motion. The bracket secures the tamper switch in place.

IMPORTANT: When mounting the control panel on the wall-mounting bracket or desk stand, be careful not to press and release the black tamper switch on the backside, as this may delete connection to sensors and/or reset control panel configuration.

If the tamper switch is pressed and released 3 times, connection to all sensors will be deleted.

If the tamper switch is pressed and released 5 times, control panel configuration will be reset to factory settings.

Technical Specifications

Control panel

Power supply	Power adapter 12V DC 500mA
GSM frequency	850/900/1800/1900MHz
Standby current	≤ 110mA
Alarm current	≤ 340mA
Transmitting distance	≤ 20m (indoor) / ≤ 80m (open area / no obstacles)
Backup battery	2 x Rechargeable Li-ion battery 3.7V 800mA (BL-5B)
Built-in siren	85 dB
Max. connected accessories	10 x Remote controls / External keypads
50 x Sensors	
50 x Key tags	
Radio frequency	433.92MHz (±75KHz)
Housing material	ABS plastic + Acrylic
Temperature	-10°C to +55°C
Relative humidity	≤ 80% (non-consending)
Dimensions	L: 188mm x H: 132 mm. x D: 26 mm.

Wireless PIR motion detector

Power supply	2 x AA batteries (1,5V LR6)
Standby current	≤ 90uA
Alarm current	≤ 9.5mA
Detection scope	8m range / 110° angle
Transmitting distance	≤ 20m (indoor) / ≤ 80m (open area / no obstacles)
Pet-immunity	≤ 25kg
Radio frequency	433.92MHz (±75KHz)
Housing material	ABS plastic
Temperature	-10°C to +55°C
Relative humidity	≤ 80% (non-consending)
Dimensions – Detector	H: 108mm x W: 52 mm. x D: 36.8 mm.
Dimensions – Mounting bracket	H: 52mm x W: 30 mm. x D: 26.5 mm.

Wireless door/window contact

Power supply	1 x AA battery (1,5V LR6)
Standby current	≤ 35uA
Alarm current	≤ 10mA
Transmitting distance	≤ 20m (indoor) / ≤ 80m (open area / no obstacles)
Radio frequency	433.92MHz (±75KHz)
Housing material	ABS plastic
Temperature	-10°C to +55°C
Relative humidity	≤ 80% (non-consending)
Dimensions – Transmitter (larger part)	H: 71mm x W: 34 mm. x D: 17.5 mm.
Dimensions – Magnet (smaller part)	H: 51mm x W: 12 mm. x D: 13.5 mm.
Radio frequency	433.92MHz (±75KHz)
Housing material	ABS plastic + Acrylic
Temperature	-10°C to +55°C
Relative humidity	≤ 80% (non-consending)
Dimensions	L: 188mm x H: 132 mm. x D: 26 mm.

Remote control

Power supply	1 x CR2025 button cell battery (DC 3V)
Transmit current	≤ 7mA
Transmitting distance	≤ 20m (indoor) / ≤ 80m (open area / no obstacles)
Radio frequency	433.92MHz (±75KHz)
Housing material	ABS + PC plastic
Temperature	-10°C to +55°C
Relative humidity	≤ 80% (non-consending)
Dimensions	H: 58mm x W: 31 mm. x D: 9.5 mm.

Key tag

Power supply	None
Circuit	EM4100 CMOS
Radio frequency	125KHz
Dimensions	H: 30mm x W: 30 mm. x D: 6 mm.

Cautions and Warnings

Caution

Always follow the instruction manual when handling and using a SikkertHjem product. Many of our products are electrical and may cause serious injuries if handles incorrectly.

Repairs and amendments

Do not attempt to repair or amend a SikkertHjem product. All repairs must be done by SikkertHjem qualified personnel. Warranty expires immediately if the products is unauthorized repaired and/or amended.

Proper disposal

The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Trouble Shooting

Problem	Solution
Control panel cannot connect to GSM network	If you use a SikkertHjem SMS card, make sure to activate this. If you use a SIM card from another operator, make sure PIN-code and voice mail is properly deactivated and credit is available on the card if pre-paid. Now, turn off the control panel, wait for 10 seconds and turn it on again.
Connection to all sensors are suddenly deleted	Connection to sensors is deleted when pressing and releasing the tamper switch on the back of the control panel 3 times. Learn how to re-connect the sensors and accessories in the section "Connecting sensors and accessories" on page 6.
Phone number is unauthorized	The telephone number you are trying to operate the alarm system from is not stored as an alarm recipient on either the SMS list nor the Phone Call list. Use a telephone which still has access to update the alarm recipients lists to include your number or reset to factory settings.
Sensor does not set of alarm	Test if the wireless signal from the sensor is able to reach the control panel, by bringing the sensor closer to it. If this is the case, try to change batteries in the sensor to extend signal range or add a signal repeater to the system.
False alarms	In almost all cases false alarms are caused by PIR motion detectors not being installed properly. Follow the PIR motion detector installation guide on page 40 and make sure to comply with all avoid notices.
The alarm goes off by itself	In almost all cases this is because wireless signals from non-alarm devices, such as weather stations, wirelessly controlled underfloor heating, etc. have been "learned" by the control panel during connection of new sensors and these signals are now setting off the alarm. Delete connection to all sensors as describes on page 35 and then re-connect them as described on page 6.
Key tags does not work	The circular key tag reader on control panel only works when power supply is connected. Make sure the supply is connected and turned on.
Keys on control panel does not work properly	The control panel features a touch key pad, activated by the heat of your finger. Touch with a flat finger and not the point of your finger. A thin plastic layer covers the front of the control panel, please remove this before operating. Also, make sure to keep the touch keypad clean, by using a moist (not wet) cloth.

Full SMS Command List

SMS command	Action
?	Retrieve SMS options menu (level 1)
??	Retrieve SMS options menu (level 2)
???	Retrieve SMS options menu (level 3)
00	Retrieve alarm system status report
0	Disarm
1	Arm (Away)
2	Arm (Home)
3	Remote surveillance
4	Leaving a voice message by phone call
5	Setup alarm recipients (Phone call)
6	Setup alarm recipients (SMS alarms)
7	Setup receiver of key tag SMS notifications
9	Store speed dial number
91-99	Change sensor names for zone 1-9
10	Change key tag names (English system language only)
101-104	Change key tag names (DK, SE and NO system language)
11	Setup entry and exit delay on all sensors
12	Adjust build-in siren volume and duration
13	Change PIN-code
14	Setup entry delay on chosen sensors only
21	Delete connection to sensors
22	Delete connection to key tags
23	Delete connection to remote controls and external keypads
0000	Reset to factory settings
0001	Set language to English
0045	Set language to Danish
0046	Set language to Swedish
0047	Set language to Norwegian