

# Installation & Setup Guide



# 1 | Welcome

Welcome to LifeShield Home Security! You've made a great decision to protect your family and home. Before you get started with setup, we will review important information for setting up your online account.

- You will receive a **Username** and **Password** associated with your LifeShield account via email.
- Log into the customer portal at: [login.lifeshield.com](https://login.lifeshield.com) to setup your profile information such as:
  - Designated contacts for your account
  - Special instructions that help emergency services arrive at your home
  - A special password to protect your account and let emergency dispatch verify you're the homeowner
- Once your system is setup, there will be a **7-day practice period** to help you and your family become familiar with your new LifeShield Home Security system. During this time, if an alarm is triggered our monitoring center will not be notified and emergency services will not be dispatched.
- You may need to acquire a **permit** or **registration** by your local municipality before live monitoring your home. We can help walk you through what the requirements are in your area.
- Please visit **Google Play** or the **App Store** to download the LifeShield app at no cost to you.



Now that you've created your profile, you are ready to start planning your installation.

## 2 | Getting Started

### Plan your installation

Take a few moments to walk around your home and identify the following key areas for product set up:

- Location of your Internet router or modem
- Windows and Doors easily accessible by an intruder
- A location for your Entry Keypad; preferably near your front door
- A wall or shelf within 30 ft. of a door for the Motion Sensor
- A place in your bedroom for the Security Touchpad
- A good location for Indoor or Outdoor Camera(s)
- Locate all of smoke and CO<sub>2</sub> detectors



**Congratulations!** You've completed some important steps to prepare you for install. Now, let's start unpacking your home security equipment.



# 4 | Security Touchpad

The LifeShield Security Touchpad is the main controller for your home security system. You should place it in a high traffic area in your home, near a door you use most frequently. You should place our Security Touchpad in the provided stand\* on a table where it is easily accessible. Locate your unique **Master Code** on the Welcome Sheet in your shipping box.

## 1. Power on your Security Touchpad

- Plug the Touchpad into a power outlet to charge before use. It may take a few moments for the Touchpad to power on.
- Keep the Security Touchpad plugged in as much as possible to avoid the device losing power.

## 2. Select Wi-Fi Settings

- Select your home's Wi-Fi Network (SSID) and enter your Wi-Fi password (case sensitive).
- Contact your ISP (Internet Service Provider) if this information is not known.


## 3. Enter your unique **Master Code**

- Use your Master Code to arm your system via
  - Security Touchpad
  - Entry Keypad

**Note:** You may change this at any time after initial setup.

4) Follow the steps on the screen to complete your registration.

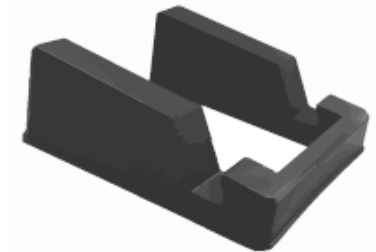
5) Once your registration is complete, you will see a tutorial for a series of screens to help you familiarize yourself with the Security Touchpad. Tap to move through the screens.

**NOTE:** If you need to change the time zone on your Security Touchpad, go to: **Settings**  > Enter the unique **Master Code** > Under **Settings** tap on **System** > Under **System** tap on **Touchpad Settings** > Scroll up on the right hand side of the screen and select "**Select Time Zone**". \* Scroll UP to Select desired time zone.

Security Touchpad



Security Touchpad Stand



\*Stand is located in Security Touchpad box

# 5 | Entry Keypad

The provided Keypad has already been paired to your system. To activate:

1. Remove the back by lifting on the snap (fig. 1)
2. Pull out the plastic battery tabs, making sure the batteries remain in place (fig. 2)
3. Replace the back by inserting top tabs before snapping back into place.
4. Enter activation code **\*438#700** (fig. 3)
5. The screen will read “**Registration Successful**” when complete.

## PLACING THE ENTRY KEYPAD

We offer a Table Mount for your Entry Keypad

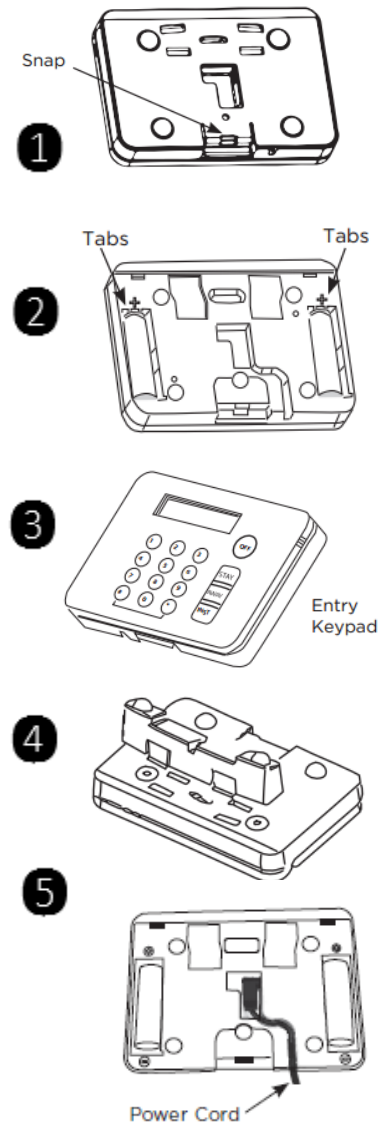
6. Snap the table stand onto the back plate by inserting the top tabs of the table stand into the plate.

NOTE: Make sure the stand is oriented as shown to ensure it is propped up correctly

7. Apply pressure to the bottom tabs until they can be inserted (fig. 4)

## PLUGGING IN YOUR ENTRY KEYPAD

8. Plug the power cord into the back of the Entry Keypad (fig. 5)
9. Plug the power cord into your power outlet

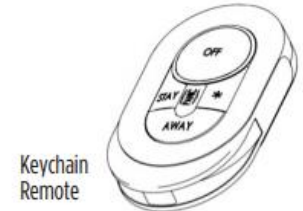


## 6 | Keychain Remote

### ACTIVATING THE KEYCHAIN REMOTE

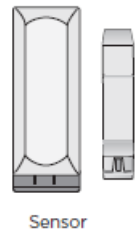
The LifeShield Home Security system comes with a Keychain Remote that has been paired to your system. You can use the LifeShield Keychain Remote to arm and disarm your home security system. To activate the Keychain Remote:

1. Press the “**Away**” and “**Off**” buttons simultaneously for approximately 1 second. The base will sound indicating the Keychain Remote has been successfully activated.



## 7 | Slim Door & Window Sensors

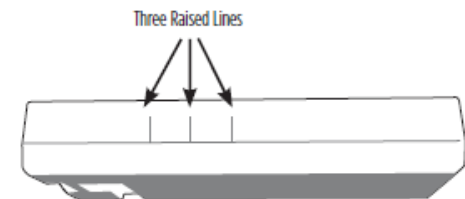
Door & Window Sensors allow you to monitor the entry points of your home. We suggest using the sensors provided in your home security kit. Place a sensor on every door, window, and entry point to your home for complete protection. You can purchase extra sensors and add them to your system any time. If you have sliding glass doors, you may want to add a Glass Break Sensor. Contact LifeShield Sales to purchase additional products **877-987-4435**.



The settings are different for a door versus a window. These can be customized or changed at any time by following the instructions below titled “*Changing the Settings of the Slim Door and Window Sensors.*”


### ACTIVATING THE SLIM DOOR AND WINDOW SENSORS

1. Each sensor has a clear plastic battery tab that you need to pull to activate. The tab prevents battery power from being drawn prior to install. Remove the tab from each sensor.
2. To test if the sensor has been activated, place the provided magnet against the side of the sensor with 3 raised lines. Separate the sensor from the magnet at least 4” apart from each other. If the sensor has been correctly activated, you will hear a chime.



# 7 | Slim Door & Window Sensors

## CHANGING THE NAME & SETTINGS OF THE SLIM DOOR & WINDOW SENSOR

- To change the settings of your Slim Door & Window Sensors using the Security Touchpad, go to: Settings  (Top Right) > Enter the unique **Master Code** > Under Settings tap on **Sensors** > Under Sensors tap on desired **Sensor Name** to Edit Sensor Settings.

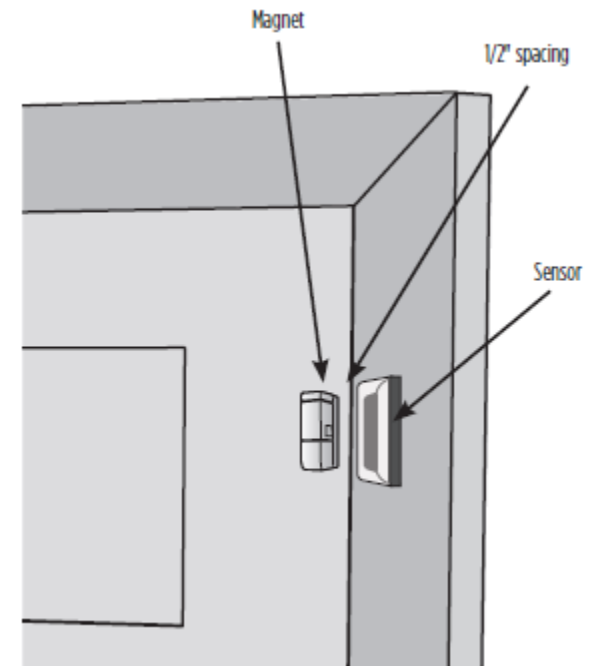
## PLACING SLIM SENSORS

- Determine the placement and orientation of the sensor(s) and magnet(s) on your door or window.
  - The Slim Door & Window Sensor has 3 raised lines on the sides. In the center of the magnet you will see 1 raised line.
  - You must place the magnet against the side of the sensor that has the three raised lines.
  - Various orientations between the sensor and magnet may be used as long as 1/2" distance is not exceeded.
- There are two options for securing your sensors:
  - If you wish to place your Slim Sensors using the provided screws, refer to the manufacturer's guide located in the Slim Sensor box

**OR**

  - Adhere the tape to the back of the Slim Door & Window Sensor and to the back of the magnet (If you chose to use the tape, be sure to remove the screw bracket from the sensor)
  - Place the Slim Sensor on the door or window frame (the stationary part of the door or window).
  - Place the magnet on the door or window (the moving part of the door or window).
  - Be sure the three raised lines on the side of the Slim Door & Window sensor are lined up with the single raised line on the magnet.

\*Your unique **Master Code** can be found on your Welcome Letter inside the shipping box.






# 8 | Installing the Motion Sensor

The LifeShield Motion Sensor- 80 lb. Pet Friendly is designed to protect homes with or without large pets. It will detect movement inside the home and when your security system is in an armed state, sound an alarm. It is to be used only when all people leave the house and the home security system is armed.

## ACTIVATING THE MOTION SENSOR

1. Open the sensor by pressing the tab on the bottom of Motion Sensor
2. Pull the battery tab and re-insert the battery to activate the motion sensor
3. Close the sensor

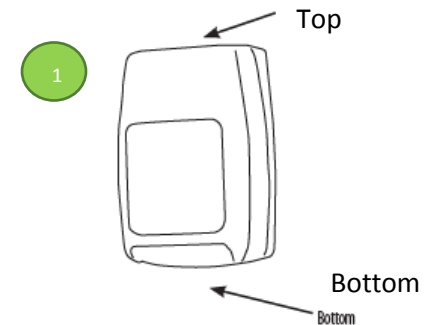
## CHANGING THE NAME/SETTINGS OF THE MOTION SENSOR

4. To change the settings of your Motion Sensor, on the Security Touchpad, go to:  
Settings  (Top Right) > Enter Master Code > Under Settings tap on **Sensors** > Under Sensors tap on desired **Sensor Name (Motion 1)** to Edit Sensor Settings.

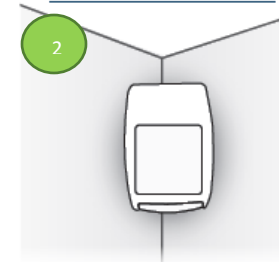
## PLACING THE MOTION SENSOR

5. Determine where to place the Motion Sensor.
  - Make sure the Motion Sensor isn't blocked by any objects (i.e. curtains or furniture). The Motion Sensor will have a clear line of sight to a movement in the home.
  - Avoid areas that can cause false alarms [such as air conditioning/heating units, fans, direct sunlight].
  - The recommended mounting height is 7 - 9 feet.
6. Adhere the tape to the back of the sensor.
7. Place the Motion Sensor in the desired location

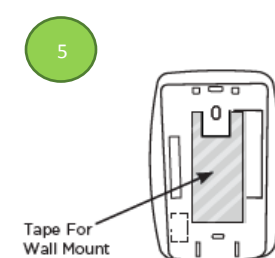
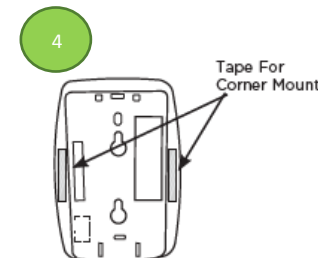
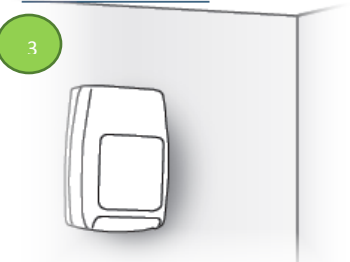
**Quick Tip:** Make sure that you do not mount the Motion Sensor upside down.



### Corner Mount



### Wall Mount



# 9 | Fire Safety Sensor

## INSTALLING THE FIRE SAFETY SENSOR

The LifeShield Fire Safety Sensor has been pre-configured to your home security system. If you have hard wired smoke detectors only 1 Fire Safety Sensor is required. If you have battery operated smoke detectors throughout your home, we recommend placing a Fire Safety sensor next to each smoke detector. The LifeShield Fire Safety Sensor will listen for your smoke or CO<sub>2</sub> detector siren and notify the LifeShield Monitoring Center to dispatch the appropriate authorities to your home. \*\* Not all hazard detectors are compatible with the Fire Safety Sensor

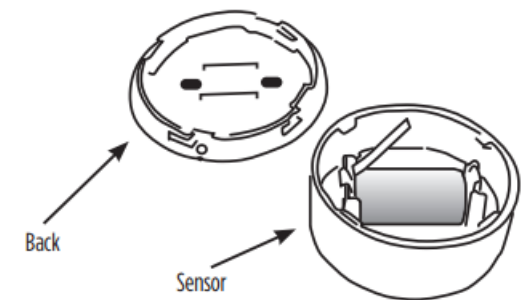
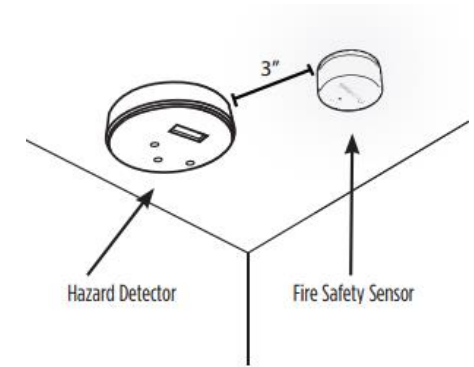


## IMPORTANT SETUP INFORMATION:

- The Fire Safety Sensor can be no more than 3" away from the smoke or CO<sub>2</sub> detector(s)
- The microphone (the three small circles on the top of the sensor) must be closest to the device.


Follow these quick and easy steps for installing your Fire Safety Sensors.

1. Place the system in sensor test mode on the touchpad by: Settings > Test Mode Settings > Turn the switch for "Sensor Test" to ON > Return to main Dashboard
2. Mount the sensor in the correct position relative to the smoke detector
3. Twist off the bracket of the Fire Safety Sensor
4. Remove the battery from the sensor
5. Wait 15 seconds
6. Re-insert the battery into the sensor
7. Re-insert the sensor into the mounting bracket
8. Press and hold the test button on the smoke detector
9. Wait for sensor fault test event to show up. Two events should show on the Security Touchpad:
  - a. **Sensor Open** and **Sensor Closed**
10. Take system out of test mode by following the instructions above and selecting "Sensor Test" to OFF



## CHANGING THE NAME/SETTINGS OF THE FIRE SAFETY SENSOR

To change the settings of your Fire Safety Sensor, on the Security Touchpad, go to:

Settings  (Top Right) > Enter your unique **Master Code** > Under Settings tap on **Sensors** > Under Sensors tap on desired **Sensor Name (Siren 1)** to Edit Sensor Settings.

\*Your unique Master Code can be found on the Welcome Letter inside your shipping box

# 10 | Glass Break Sensor (if included)

## CHANGING THE NAME/SETTINGS OF THE GLASS BREAK SENSOR

To change the settings of your Motion Sensor, on the Security Touchpad, go to:

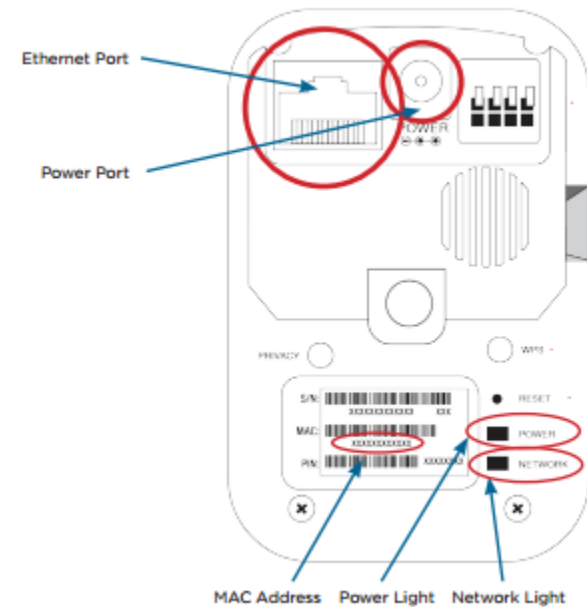
Settings  (Top Right) > Enter Master Code > Under Settings tap on **Sensors** > Under Sensors tap on desired **Sensor Name (Motion 1)** to Edit Sensor Settings.

**PLACING THE GLASS BREAK SENSOR** Follow The Instructions that come in the box for expanded instructions on placing and using your Glass Break Sensor.

# 11 | Indoor Camera (if included)

The LifeShield Indoor Camera can take snapshots, record video, and show you a live feed of what is happening in your home. Set up custom alerts that take a photo or record video whenever a specific sensor is triggered. For example, place your camera near a door and create an alert to take a photo whenever the door is opened. You can move the camera at any time within range of your Wi-Fi, so it does not need to be permanently installed in one location. This is an indoor only product.


1. Before you get started, make sure you have:
  - Camera
  - Ethernet cable (included)
  - Power Adapter (included)
  - Your Wi-Fi Network (SSID) and Wi-Fi password
    - Contact your ISP (Internet Service Provider) if this information is unavailable
2. Connect Ethernet cord from camera to your internet router
3. Plug in AC power adapter into an outlet and connect the power cord to your Camera.



# 11 | Indoor Camera (if included)

## CONNECTING CAMERA TO WIRELESS NETWORK

1. On your Security Touchpad go to:

Settings  (Top Right) > Enter Master Code > Under Settings tap on **Cameras** > Under Cameras tap on desired **Camera Name (Camera 1)** to Edit Camera Settings > Under Edit Camera Settings Tap on **Wi-Fi Setting**

2. Enter your wireless information:
  - Tap on Search for Network and select your SSID
  - Type in your Wireless Password
  - Select Encryption Type
  - Tap on Submit

If you have more than one Indoor Camera, you can repeat the steps above. To view camera snapshots, recoded video or live video, return to the **Dashboard**.

**NOTE:** You must know your **Network SSID**, **Security Type** (WPA/WPA2, WEP or None) and your **Wireless Password** to complete this process. Your camera must be on the same wireless network and router as your LifeShield Base for proper set up.

**Quick Tip:** Wait 5 minutes after watching live video before taking a photo or recording video.

# 12 | Base LED Light Quick Reference Guide

Your LifeShield Home Security Base has an LED light on the front of the unit.

This Quick Reference Guide will assist you in understanding your system's status on a day to day basis.

## ✓ Normal LED Light Patterns on the Base

LED Light	System Mode
Solid Green	Ready to Arm
Solid Blue	Armed (any mode)
Flashing Blue	Entry Delay, Exit Delay
Flashing Red	Alarm, Exit Alarm, Panic
Flashing Green	Disarm – Not Ready to Arm

## ✓ Other LED Light Patterns

LED Light	System Mode
Solid Purple	Boot Mode – Base is restarting
Flashing Purple	Add Sensor/Device
White/Blue Alternating	Downloading Firmware

## ⚠ Troubleshooting LED Lights

LED Light	System Mode
Yellow/Red Alternating	No Network Connection
Yellow/Green Alternating	Network is Connected, but not connected to our Server
Yellow/Blue Alternating	Connected to Server, Not Activated
Solid White	Downloading Firmware Issue

# 13 | Trouble Shooting Your System

*Note: Troubleshooting steps may take extra take a few minutes*

## Base Troubleshooting Steps

Front LED Light	The Base is trying to...	What you should do....
The light on the front of the Base is FLASHING ALTERNATING RED/GREEN.	The Base is online, but is not connected to the LifeShield server.	Please contact Technical Support 877-464-7437
The light on the front of the Base is FLASHING ALTERNATING ORANGE/RED.	The Base is trying to connect to the Internet, failed to connect, and is trying to connect again.	Ensure your home Internet is working. If the Internet is working and the light does not return to solid Green, please reset the base, press and release the red reset button in back of base. If issue remains contact Technical Support
The light on the front of the Base FLASHING ALTERNATING WHITE/BLUE.	The Firmware is updating.	The light should return to Green within approximately 15 minutes If the light does not return to Green, please contact Technical Support.

## Security Touchpad Troubleshooting Steps

What you may see...	The Security Touchpad is notifying you...	What you should do....
“Trying to Connect to System”	The LifeShield server is unavailable.	Verify that your Wi-Fi Network’s username and password are correct. Please contact Technical Support
“System Disconnected”	The Base is not connected to the internet or LifeShield server.	Please reset the Base, by pressing and releasing the red reset button in back of the base, allow base to restart for 3- 5 minutes. If issue remains, please contact customer support (see page 2).
“Login Fail”	The LifeShield server is unavailable.	Please contact Technical Support
“Startup Failed. Click Retry”	The LifeShield server is unavailable/being updated and the Security Touchpad is offline. You were previously logged in, but are unable to log back in immediately.	Please wait several minutes. The Security Touchpad will continue to attempt to login on its own. After waiting, you may press retry to accelerate the process. If the issue persists please contact Technical Support

# 14 | How to Arm Your System

Your LifeShield Security System has multiple arming modes and methods in order to keep you safer and your home more secure. You'll need to learn how to arm and disarm your system, and when to use each mode.

	ARM – STAY	ARM - AWAY	INSTANT ARMING	DISARM
DEFINITION	Use while you are staying in your home. Your system will provide an <b>Exit Delay</b> and an <b>Entry Delay</b> . This mode will also ignore specific sensors not set for Stay mode (for example Motion Sensors are typically only used in Away mode). During the <b>Exit Delay</b> , the beep will increase during the last <b>10 seconds of arming</b> .	Use when no one is at home. Your system will provide an <b>Exit Delay</b> and an <b>Entry Delay</b> . During the <b>Exit Delay</b> , the beep will increase during the last <b>10 seconds of arming</b> .	Use when you are in for the night and not expecting anyone to enter or exit the home. Your system <b>will not</b> provide an <b>Exit Delay</b> or <b>Entry Delay</b> . This mode will also ignore specific sensors not set for stay mode (for example Motion Sensors as typically only used in Away mode).	Use this whenever you want to <b>cancel any armed state or alarm</b> .
SECURITY TOUCHPAD	Press the <b>STAY</b> arming symbol (the house with a person and clock)  Enter your <b>Master Code</b>	Press the <b>AWAY</b> arming symbol (the house with the shield)  Enter your <b>Master Code</b>	Press the <b>INSTANT</b> arming symbol (the house with a person and lightning bolt)  Enter your <b>Master Code</b>	Drag the lock icon to the Unlock icon labeled " <b>Disarm</b> "  Enter your <b>Master Code</b>
LIFESHIELD MOBILE APP	Press the <b>STAY</b> arming symbol (the house with a person and clock)  Enter your <b>Master Code</b>	Press the <b>AWAY</b> arming symbol (the house with the shield)  Enter your <b>Master Code</b>	Press the <b>INSTANT</b> arming symbol (the house with a person and lightning bolt)  Enter your <b>Master Code</b>	Drag the lock icon to the Unlock icon labeled " <b>Disarm</b> "  Enter your <b>Master Code</b>
LIFESHIELD WEB	Login to LifeShield at <a href="http://login.lifeshield.com">login.lifeshield.com</a>  At the top of the web page, click the icon of the house with a person inside of it labeled " <b>STAY</b> "	Login to LifeShield at <a href="http://login.lifeshield.com">login.lifeshield.com</a>  At the top of the web page, click the icon of the empty house labeled " <b>AWAY</b> "	Login to LifeShield at <a href="http://login.lifeshield.com">login.lifeshield.com</a>  At the top of the web page, click the icon of the Shield labeled " <b>INSTANT</b> "	Login to LifeShield at <a href="http://login.lifeshield.com">login.lifeshield.com</a>  At the top of the web page, click the unlock icon labeled <b>DISARM</b> button
ENTRY KEYPAD	Press <b>STAY</b> and enter your <b>Master Code</b>	Press <b>AWAY</b> and enter your <b>Master Code</b>	Press <b>INST</b> and enter your <b>Master Code</b>	Press the <b>OFF</b> Key and enter your <b>Master Code</b>
KEYCHAIN REMOTE	Press and hold the <b>STAY</b> arming symbol for <b>3 seconds</b>	Press and hold the <b>AWAY</b> arming symbol for <b>3 seconds</b>	Not Available	Press and hold the <b>OFF</b> button

# 15 | CP-01 Certified: False Alarm Reduction Features

Your LifeShield Security System includes features intended to help you reduce false alarms. Studies by security industry organizations and law enforcement have determined that many false alarms can be avoided through better understanding of security systems and by setting certain parameters to more user-friendly levels. The industry has adopted a standard known as ANSI/SIA CP-01 which is now required in many municipalities, and is implemented in your LifeShield Security System. The following summarizes many of the key features.

## EXITING YOUR HOME

**Exit Time** – This is a period of time after you Arm the system during which you may exit your premises without tripping an Alarm. Your system provides a range of times from 45 seconds to 4 minutes. The default (and recommended) setting is 60 seconds. This may be changed in LifeShield web portal by going to Settings > System Settings > Edit System Settings - Exit Delay, selecting a time from the dropdown and clicking Save. However, there is an exception to this setting during Remote Arming (see below).

- **Exit/Entry Tone** – During the Exit Time, your system will beep to let you know that Arming is in progress. During the last 10 seconds, the beeping will speed up to warn you that the Exit Time is about to expire. When the beeping stops, the system is Armed. During Entry Delay, your system will beep to let you know that the system will Alarm, if it is not Disarmed prior to expiration of Entry Delay. When the beeping stops, the system will Alarm if you have not Disarmed. The default setting for the Touchpad and the Base beep for Exit and Entry Delay is ON. This may be changed in LifeShield web portal by going to Settings > Devices > Base 1 > Edit Device for Entry Tone Enabled/Away Exit Tone Enabled/Stay Exit Tone Enabled selecting on/off and clicking Save. You are permitted to turn off Progress Annunciation on either the Touchpad or Base, but not both. At least one unit must be set to sound Progress Annunciation.
- **Exit Time Restart** – The system includes an option whereby during Exit Time, if a sensor trips, restores, and then trips again prior to the end of Exit Time, the Exit Time will restart. This might occur, for example, if you exit the premises and then immediately return during the Exit Time to retrieve something.
- **Exit Error** – Exit Error occurs if a sensor is tripped when Exit Time expires. This might occur if a door was not fully closed after leaving the premises. Depending on the Arm mode, Entry Delay will begin immediately. If the system is not **Disarmed** before **Entry Delay** expires, an Alarm will be sent to the monitoring center with an Exit Error message included.
- **Not Vacated Premises/Auto Stay** – The system includes an option whereby if your Arm Away from within your premises, but do not exit the premises (i.e. a door does not open), the system will Arm Stay instead. If you have motion sensors, for example, set to Away but not to Stay, the motion sensors will therefore not be monitored. The default setting of this option is ON, but may be changed in LifeShield web portal by going to Settings > System > System Setting > Edit System Settings Auto Stay selecting on/off and clicking Save.

## ENTERING YOUR HOME

- **Entry Delay** – This is a period of time after entry to the premises to Disarm the system before the system Alarms. Entry Delay is selected by sensor. Your system provides a range of times from 30 seconds to 4 minutes. The default (and recommended) setting is 30 seconds. This may be changed in LifeShield web portal by going to Settings > Sensors > clicking on a Sensor Name > Edit Sensor Entry Delay > selecting a time from the drop down and clicking Save. However, there is exception to this setting – Arm Instant Stay overrides Entry Delay. Window sensors do not have an Entry Delay option, and all newly installed window sensors have no (zero) Entry Delay.
- **Disarm** – When the system is in Entry Delay, you must Disarm to prevent an Alarm. On the Touchpad, you may press Disarm and then your 4-digit code, or you may just enter your 4-digit code. The beeping during Entry Delay will stop when you press the first digit. However, if your code is incorrect or times out, the beeping will resume. Other methods also exist to Disarm, such as the Keychain Remote or LifeShield mobile applications.

## REMOTE ARMING USING KEYCHAIN REMOTE

Your Keychain Remote is a remote control device. The buttons are mechanically designed to minimize inadvertent activation of the Arm and Cancel buttons. However, if car keys or other objects press against these buttons while in your pocket or purse, the system may Arm or Disarm without your knowledge. If this occurs, take steps to avoid objects from pressing these buttons in the future.

- **Remote Arming** – The system includes an option whereby no Exit Time is applied when the system is Armed using the Keychain Remote. The default setting of this option is OFF (i.e. Exit Time is applied when Arming from Keychain Remote), but may be changed in LifeShield web by going to Settings > System > Edit System Settings - Remote Arming Exit selecting on/off and clicking Save.

When the system is Disarmed using the Keychain Remote and no sensor has been tripped, Entry Delay does not apply. This might occur if you Disarm from outside the premises and before you open your door.

The Keychain Remote will blink red/green to indicate whether a command was successful. The Keychain Remote will also quietly chirp. If you press Away or Stay, a single green blink means successful Arm while a double red blink means the Arm was not successful (a door or window is open and system is Not Ready to Arm). If you press Cancel, a double green blink means the Disarm was successful. In order to activate Panic from your Keychain Remote, two steps are required. First, you must enable the panic feature via the Touchpad by going to Settings > Users > Name of User code with keychain attached (I.E. Master User) > Edit User Settings - Panic Key Enabled selecting on/off and clicking Save. Second, you must press and hold both Stay and \* buttons simultaneously for 2 seconds.



# 15 | CP-01 Certified: False Alarm Reduction Features

## ALARM TIMING AND CANCELLING ALARM

**Abort Window** – After Entry Delay expires, the local Alarm will sound. However, the system provides an additional delay known as Abort Window before the Alarm is sent to the monitoring center. The default setting for the Abort Window is 30 seconds. If you Disarm during the Abort Window, no Alarm is sent to the monitoring center. The display will indicate that no Alarm was sent. The system includes an option whereby Abort Window may be disabled for particular sensors, on the Touchpad go to Settings > Sensors > Select Sensor Name you want to change (I.E. Door 1) > Edit Sensor - Abort Window selecting on/off and clicking Save.. This means the Alarm will be sent to the monitoring center immediately after the Entry Delay expires, increasing the risk of a false alarm.

- **Disarm After Alarm** – If an Alarm occurs, and then you Disarm the system, the system will display the sensors that caused the Alarm. This will help you determine the cause of the Alarm. This display will time out after a few seconds. However, you may also check your event log to review the events prior to the Alarm.
- **Cancel Window** – Even after the Alarm has been sent to the monitoring center, you may still Cancel the Alarm by entering your 4-digit code or pressing Cancel on your Keychain Remote. This will send an Alarm Cancel message to the monitoring center, and the monitoring center will not dispatch. You may cancel the Alarm at any time prior to dispatch using this method, within the abort window time frame. The monitoring center may still call you to confirm status.

## PANIC AND DURESS

- **Duress Code** - The system includes an option whereby you may set up a special Duress Code. A Duress Code can be used when you feel threatened due to one or more persons trying to force you to enter the premises and Disarm the system. When you enter the Duress Code, this sends a special Duress message to the monitoring center. The monitoring center may dispatch differently based on this special Duress message. You cannot Cancel a dispatch caused by the Duress Code, therefore it should be used only in cases of actual duress or immediate bodily threat. If you elect to have a Duress Code, you must select a unique code different from the other master and user codes. This is set on the Touchpad, by going to Settings > Users and clicking “Add”> Select Type Duress > Enter unique 4 digit code > Press Save.
- **Panic Alarm** via Entry Keypad – In order to avoid false alarms, the Keypad requires a 2-step process. You must press and hold \* and # simultaneously for 2 seconds.

## SENSOR FALSE ALARM PREVENTION

- **Cross Zoning** – The system includes an option whereby 2 sensors must trip within 30 seconds before an Alarm is sent to the monitoring center. Cross Zone is selected by sensor on the Touchpad go to Settings > Sensors > Select Sensor Name you want to change (I.E. Door 1) > Edit Sensor - Cross Zone selecting on/off and clicking Save. The default setting for Cross Zoning is OFF. Cross Zoning only works if at least 2 sensors have Cross Zoning turned ON. Typically, a door/window sensor and a motion sensor are included in the Cross Zoning list. But you may place any door/window, motion, glass break sensor in the Cross Zoning list. Note that if only 1 sensor trips, but not a second sensor, the system does not alarm. If the first sensor does not restore (close), that sensor will be bypassed until the next Disarm. If the first sensor restores, that sensor will continue to participate in the Cross Zone logic.
- **Swinger Shutdown** –The system includes an operating mode whereby the system ignores a sensor if that sensor repeatedly trips after a limited number of trips. This might occur if a door or window was not completely shut and is “swinging in the wind.” Swinger Trips are selected by sensor on the Touchpad go to Settings > Sensors > Select Sensor Name you want to change (I.E. Door 1) > Edit Sensor - Swinger Trips selecting on/off and clicking Save. The default setting is 2 and setting range is 1 to 6. For example, if the setting is 2, a sensor will be ignored after a “trip – Alarm – trip – Alarm” sequence. After that, no further trips will cause an Alarm. The Swinger count is only reset after a Disarm.
- **Fire Alarm Verification** – The system includes an option whereby the system will check twice within 60 seconds to verify that a Fire Safety Sensor Detector or Smoke Detector is signaling a fire condition before sending a Fire Alarm to the monitoring center. The alarm will audibly sound at the first triggering of a fire sensor, but no transmission to the monitoring center will be made until 60 seconds later if the sensor is still open. This enables a potential false signal to reset at the sensor. Fire Verify is selected by sensor on the Touchpad go to Settings > Sensors > Select Sensor Name you want to change (I.E. Door 1) > Edit Sensor - Fire Verify selecting on/off and clicking Save. The default setting is OFF, meaning that the Fire Alarm will be sent to the monitoring center without checking twice that a fire related sensor is tripped.

To change any setting via LifeShield web, please go to [login.lifeshield.com](http://login.lifeshield.com)

# 16 | Responding to an Alarm

## 1. PANIC

When panicking your system, hold the PANIC button for 2 seconds from keychain or entry keypad. A PANIC Alarm generates an alarm and the Alarm Monitoring Center contacts emergency authorities for dispatch without phone call verification.

- To cancel an accidental alarm, please call [855-894-1737](tel:855-894-1737)

## 2. BURGLARY & FIRE

In the event of an alarm the monitoring center will call to verify the status of the alarm.

- The Primary Contact will be the called first. Then the Secondary Contact will be called second and No Message will be left if unanswered.
- If no contacts are reached, emergency services will be dispatched.
- If a contact is reached, they will be asked to provide the Monitoring Passcode (this is NOT your Master Code).
- If the Monitoring Passcode is incorrect, the monitoring center will automatically dispatch the authorities. If the correct Monitoring Passcode is given, the monitoring center will act as directed by the Contact.
- To cancel an accidental alarm, please call [855-894-1737](tel:855-894-1737)

## 3. CONVENIENCE ALARMS

- Environmental Sensor – Water or Temperature Sensor triggers a local alarm siren in the home, and text or email alert if set up in Alerts.
- Sensors changed to Alarm Type = Convenience sensor mode, trigger local alarm siren in the home, and text or email alert if set up in Alerts.
- Based on your selection, you will receive a text or email message when the sensor is triggered.
- There is No dispatch service from the monitoring center for local alarms.

**For additional information please go to: [liveshield.com/customers/](https://liveshield.com/customers/)**

## 17 | Local Permit or Alarm Registration (if applicable)

To activate the monitoring service for your home security system, you may need to obtain a permit and/or registration from your municipality, sign your agreement, and complete your registration via the security portal. To find out more about any necessary permits, follow these simple directions:

### Obtaining Local Permits and Registration

Contact your local municipality and ask if a permit is required for home security systems. If so, find out exactly what's required. Below are a few things they may ask you for:

#### Alarm Company

ADT Security Services  
1501 Yamato Road  
Boca Raton, FL 33431  
Phone: (877) 464-7437  
Fax: (267) 568-2107

#### Monitoring Company

ADT Security Services  
715 West State Rd, 434, Suite J  
Longwood, FL 32713  
Phone: (855) 894-1737

It's very important to obtain permits and/or registration if required in your municipality.

**PLEASE NOTE: RESIDENTS ARE RESPONSIBLE FOR ALL PERMIT FEES, FALSE ALARM FEES, RUNNER SERVICE FEES AND OTHER APPLICABLE FEES IF INCURRED.**

Many municipalities will not allow LifeShield to begin monitoring your home without a permit. In the event of a false alarm, municipalities can charge fines to consumers who do not obtain the required permits/registration. Also, some police agencies will dispatch to a home that isn't registered/permitted.

Please contact your local municipality as soon as possible to begin the necessary processes that may be needed in your area.

**NOTE:** You may still be required to pay your municipality's false alarm fees.

