

verisure

U S E R G U I D E

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WELCOME TO VERISURE

In this user guide, you will find all the information you need to make the most of your Verisure Alarm. Learn how to take advantage of your advanced security system to receive maximum protection that works around your daily life.

This manual is a tool that will help you get acquainted with the alarm system in its first uses and will serve as a consultation document in case of any questions about the handling of your alarm. If you have any other questions after reading the manual, you can contact our Customer Support Team via:



Click **here** to send us a WhatsApp

Don't forget that you can use the **My Verisure App** to know what is happening at your property at all times, control your alarm system remotely and access any settings!



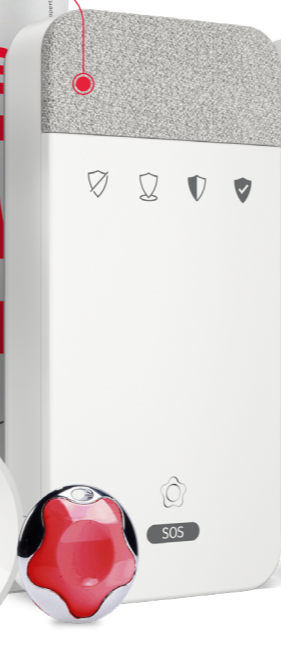
OUR PRODUCTS

DETERRENT SIGN



VOICEPAD AND STAR KEYS

Allows you to easily arm and disarm the alarm with the authentication method of your choice: by presenting a Star Key or entering a PIN. You can also use your Remote Control to arm and disarm. The VoicePad incorporates communication with the Alarm Receiving Centre, high-power siren and an SOS button for emergencies.



SHOCK SENSOR

Protects doors and windows thanks to its dual detection system sensitive to openings and vibrations. This detection allows us to detect intruders even before they enter.



SOS PANIC BUTTON

SOS Panic button gives the user a discrete way to alert Verisure that an emergency is occurring and you need assistance right away. When triggered, Verisure will activate the Silent Response Protocol, verify the situation and take immediate action.



PHOTO DETECTOR WITH COLOUR CAMERA AND NIGHT VISION

Protects the interior of your home or business. When the alarm is armed and movement is detected, it takes images that are sent to our Alarm Receiving Centre, where we can check in seconds what is happening.

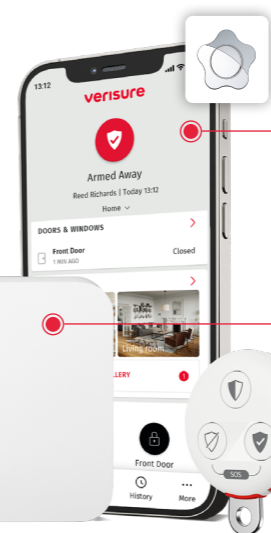
ZEROVISION

If an intrusion is verified, our agents will activate ZeroVision. It generates a dense fog which creates a zero visibility condition in less than 45" to expell intruders immediately.



MY VERISURE APP

Arm and disarm your alarm, monitor what's happening in your home or business, and find all the information about your account where you are, from your phone or tablet

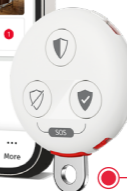


CENTRAL UNIT

Manages signals from all security devices and transmits them to the Verisure Alarm Receiving Centre. To ensure signal transmission, it has 4G, 3G and GSM network connection which are resistant to frequency inhibitors.

REMOTE CONTROL

Easily control your alarm system and send an SOS wherever you are in the property.



ARMING MODES



TOTAL MODE

Use this mode **when you are leaving the property to arm all your devices**. When arming in this mode, you will have a **preset exit time** to leave your property before the alarm triggers.



PARTIAL MODE

Use this mode **to arm agreed partial settings**. For example, arm only external doors and windows while still being able to move freely inside.

Your **Settings for Partial Mode** can be customised in My Verisure.



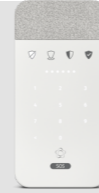
DISARM

Use this mode **to disarm all the devices in the property**. You have a **preset entry time** to authenticate yourself when entering the property before the alarm will trigger.

Remember: when your alarm is disarmed, the SOS button, power-cut detection and tamper detection are all still active to keep you safe.


Click [here](#) to configure the Total & Partial arm modes of the alarm


VOICEPAD WITH SOS



TOTAL & PARTIAL MODES


Hold your hand in front of the VoicePad until one of the lights turns on

 Press for Total Mode

 Press for Partial Mode

Enter your code or hold your Star Key in front of the LED lights

DISARM


 Press for disarm


Enter your code or hold your Star Key in front of the LED lights

REMOTE CONTROL




TOTAL & PARTIAL MODES

 Press for Total Mode (red light flashes for 2 seconds + vibration)

 Press for Partial Mode (red light flashes for 2 seconds + vibration)

DISARM

 Press for disarm

LOCK & UNLOCK


Lock your Remote Control to avoid accidental arming/disarming. When unlocking, the status will be displayed for a few seconds.




MY VERISURE APP




TOTAL & PARTIAL MODES

 Press for Total Mode

 Press for Partial Mode

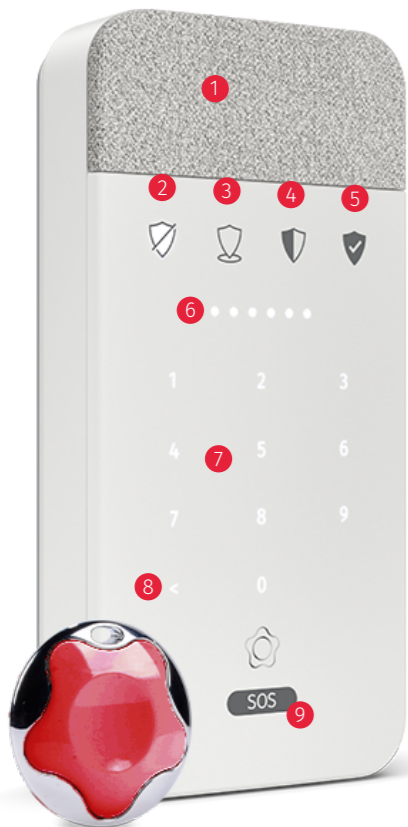
By pressing "Other Modes" you can see all the available arming modes for your system

DISARM

 Press for disarm

VOICEPAD

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- 1 SPEAKER AND SIREN
- 2 DISARM
- 3 PERIMETER MODE (available for upcoming perimeter detectors)
- 4 PARTIAL MODE
- 5 TOTAL MODE
- 6 LED
- 7 KEYBOARD AND KEY READER
- 8 CANCEL/DELETE
- 9 SOS BUTTON (Hold press for 3" until all LEDs light up)

HOW TO ARM/DISARM YOUR ALARM

Select the mode you want to activate and use an authentication method to complete the action.

Authentication Method 1



Present your Star Key by placing it in the centre of the LED'S (6).

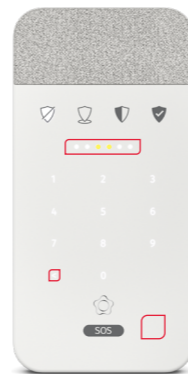
Authentication Method 2



Enter your numeric PIN code

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PENDING REVIEW NOTIFICATIONS



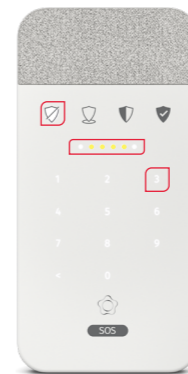
You'll know you have one or more pending review notifications when the **two yellow LEDs in the middle and the microphone button illuminates**.

To listen to the notification, **tap the microphone** and identify yourself with your Star Key or PIN code.

Finally, press the "cancel/delete" button (<) and the yellow lights will turn off. The yellow lights will remain on until the notification is solved.

Note: You can press the "cancel/delete" button (<) at any time to stop listening to notifications

ALARM TRIGGER NOTIFICATIONS

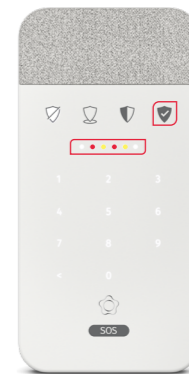


You will know that there has been an alarm trigger while you were away if after disarming your alarm, the **four LEDs in the middle are illuminated in yellow**.

The number of devices that have been triggered will be displayed on the keyboard (e.g.3).

Finally, to confirm that you have been informed you must press the "cancel/delete" button (<).

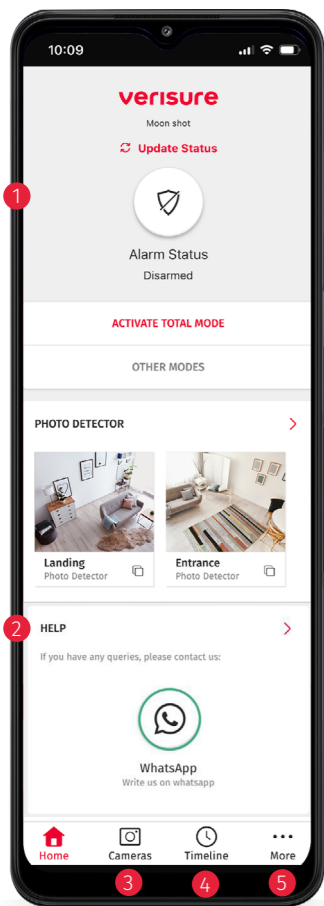
NOTIFICATIONS TO BE REVIEWED



If the **four LEDs illuminate in red and yellow** when you connect your alarm, it means you **must listen to the notifications before arming the system**.

After listening to the message, select the alarm mode again to connect the alarm.

Note: The VoicePad will inform you if the alarm cannot be connected until the issue is solved.



MY VERISURE APP

HOME MENU

- 1 ALARM STATUS**
It shows whether your system is armed or disarmed and in which mode. To change it, you can click on the icon or use the “Other Modes” buttons.
- 2 HELP CENTRE**
Contact us if you have any queries. Alternatively, you can use our FAQs to find out more information.
- 3 CAMERAS**
Check what’s happening at your property, request images and manage your cameras.
- 4 TIMELINE MENU**
Displays all events related to you alarm system: status changes, alarm triggers...
- 5 MORE MENU**
Access all the features and settings of your alarm.



GET NOW
MY VERISURE APP

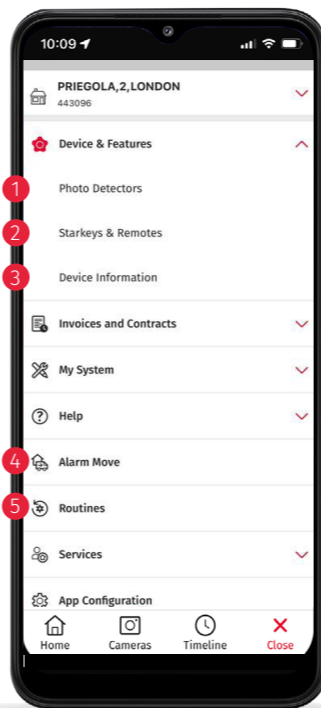


Click [here](#) to
download



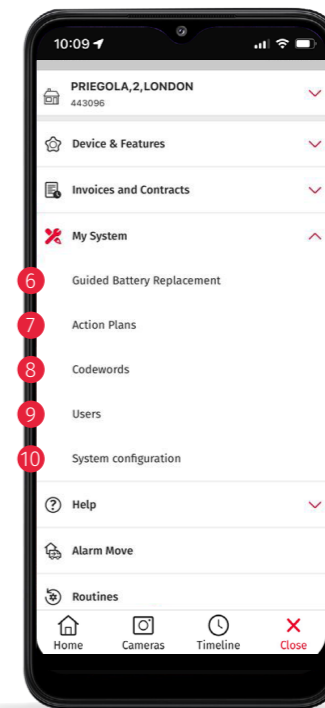
Click [here](#) to
download

MORE MENU > DEVICE & FEATURES



- 1 PHOTO DETECTORS**
Request images, change the name of the Photo Detectors
- 2 STARKEYS & REMOTES**
Control which Star Key/Remote Control is enabled, disable lost devices and track usage of specific Star Keys
- 3 DEVICE INFORMATION**
Configure entry/exit time and check all the devices of the installation
- 4 ALARM MOVE**
Take your security with you when you move. Simply request an Alarm Move directly from My Verisure
- 5 ADD ROUTINES**
Create routines to arm/disarm your alarm automatically.

MORE MENU > MY SYSTEM



- 6 BATTERY REPLACEMENT**
Step-by-step guides to replace the batteries of your devices and ensure your alarm is fully operational.
- 7 ACTION PLANS**
Add Action Plan Contacts, configure Holiday plan list (change contact order when you are away)
- 8 CODEWORDS**
Change Verisure codeword and Customer codeword (used in the event of an alarm trigger)
- 9 USERS**
Add/delete users, configure different types of users and change contact data.
- 10 SYSTEM CONFIGURATION**
Modify entry/exit time depending on the different arm modes

REMOTE CONTROL



- 1 DISARM
- 2 PARTIAL MODE
- 3 TOTAL MODE
- 4 LOCK
UNLOCK

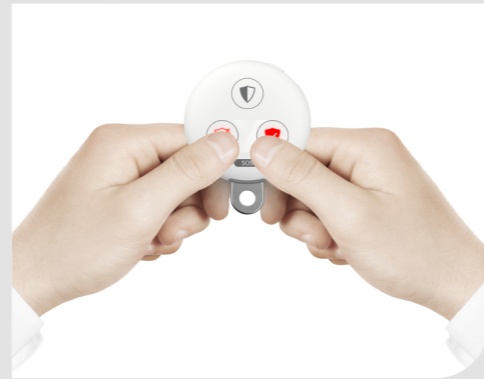
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! If you attempt to arm/partial arm and you have one window/door open, the system may not allow you to complete the action. To warn you, the Full Mode and Partial Mode lights will be activated.



SOS SIGNAL FROM YOUR REMOTE CONTROL

To send an SOS signal in case of emergency, press buttons 1 and 3 simultaneously and hold for 3 seconds.



CODEWORDS

Codewords are passwords that are required to interact with our Alarm Receiving Centre, so it is important that you remember them. During an alarm event, they identify you and our Verisure Specialists to ensure maximum security. We may also use your Codewords as part of our verification process during other interactions you have with Verisure.



VERISURE CODEWORD

We will use this to identify ourselves when we contact you

CUSTOMER CODEWORD

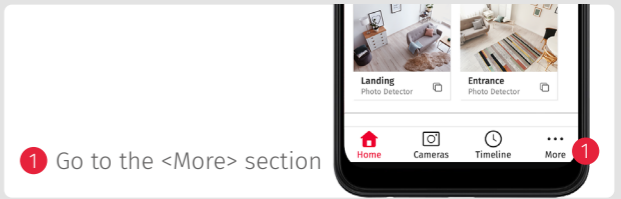
You must use this codeword to identify yourself each time you speak with Verisure

Click **here** to change your codewords

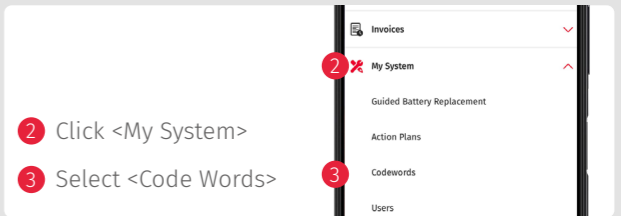


HOW TO CHANGE YOUR CODEWORDS

Codewords provided to you at the time of installation are **provisional**... We recommend changing them from your My Verisure to others that only you know.

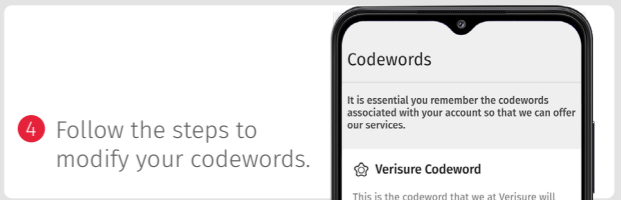


1 Go to the <More> section



2 Click <My System>

3 Select <Code Words>



4 Follow the steps to modify your codewords.

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CERTIFICATIONS

Verisure Alarm Receiving Centre Certification

When an alarm is triggered, our SIA-Certified agents will evaluate the threat and will endeavour to respond on average within 45 seconds and activate our Security Alarm Protocol if necessary, 24/7 and 365 days a year.

The Verisure Alarm Receiving Centre is certified by SSAIB (Security Systems and Alarms Inspection Board) who are recognised as one of the leading certifications bodies for the UK's security and fire protection sectors.

We meet the **highest of standards in the industry** when monitoring your home or business or when assessing and responding if a burglary takes place.



Verify at ssaib.org

Verisure SafeContractor Seal of Approval

Verisure has been awarded the SSIP certification by SafeContractor.

SafeContractor is the market-leading health & safety accreditation system, helping contractors and organisations become safer and more efficient in providing our services.

Being SafeContractor Approved means that **we abide by a rigorous set of health and safety requirements** which not only make a positive impact on our staff safety but also our customers during installation.



Verisure Alarm Certificate

Every single device and components from the alarm systems commercialised by Verisure have been properly certified by ALTER TUV NORD.

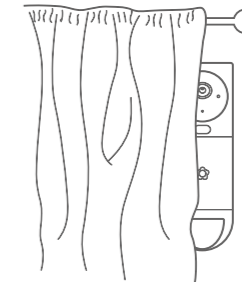
- Product Testing
- Manufacturing audit
- Audit product follow up

You can consult the certifications of all the devices and components that you have on contract to protect your property by calling the customer service number.

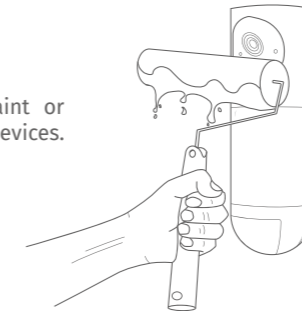
USAGE WARNINGS



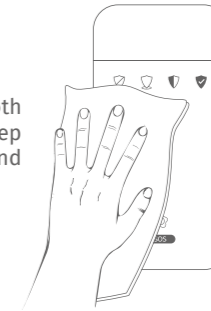
Do not open or move the devices unless requested by Verisure. They have anti-tamper protection. Risk of electric shock.



Do not cover the detectors with curtains, furniture, etc.



Do not paint or cover the devices.



Only clean with a cloth (without detergent). Keep the devices clean, dry and at room temperature.

NEED FURTHER SUPPORT?



Click **here** to send us
a WhatsApp



Click **here** to contact
with our Help Centre