Verisure Alarms

User Guide

verisure

verisure
GUARD RESPONSE
24H
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www.verisure.co.uk

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Alarm System Devices

Control Panel with two-way intercom and SOS button

- Communication via GPRS, GSM, 3G and SMS
- Verisure SIM card included
- Supports image transmission
- High-sensitivity two-way intercom
- Unique portable Control Panel meaning you can call for help anywhere
- SOS button
- Interior siren
- 4 types of activation modes available
- Secondary alarm function
- Supports up to 32 user interfaces
- Supports up to 32 detectors

Motion Detector with colour camera and flash

If an alarm goes off in your home or business we will be able to see what is happening from our Alarm Receiving Centre.
The cameras can take a sequence of images to verify events.
Built-in flash for night vision and deterrence.

ZeroVision

If they can't see...they can't steal.
Verisure has designed ZeroVision to give any burgular zero visibilty in your property. If there is a confirmed intrusion in your property our Alarm Receiving Centre will trigger the device and eject the burglar in seconds.

Door and window magnets with Shock Sensor technology

Protects doors and windows. The Shock Sensor detects vibrations made by the intruder before they can even enter.

Smart Key Reader/Smart Keys

Easily activate and deactivate your alarm without having to memorise complicated codes.
Can easily switch between FULL, DAY, NIGHT and EXTERIOR modes as well as the SECONDARY ALARM function. Our smart key reader is fitted with an SOS function should you ever need assistance from our SSAIB Certified Alarm Receiving Centre or the emergency services

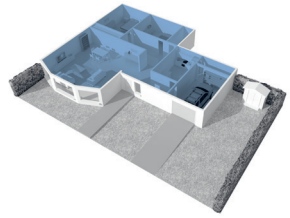
High-Power Siren independent of Panel

The independent siren stops thieves from finding the panel and tampering with it.
It sounds a powerful acoustic alarm that acts as a powerful deterrent.

Warning signs to deter potential intruders

Verisure deterrent signs placed outside the property warn of video surveillance and are highly dissuasive for intruders.
Intruders' biggest fear is being identified and having their picture taken and sent to the police.

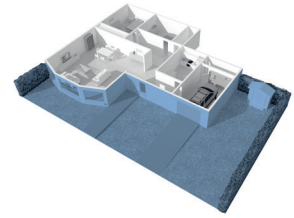
Activation Modes



FULL MODE activation

In this activation mode, all the intrusion areas configured within "FULL MODE" are protected.

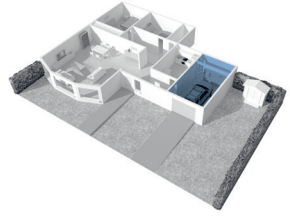
Example: Activated: Entrance hall, living room, bedrooms
Not activated: None



EXTERIOR MODE activation

This activation mode allows you to protect the perimeter of your premises.

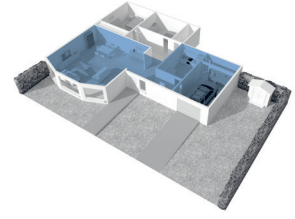
Example: Activated: Perimeter of the premises



DAY PARTIAL MODE activation

Protects selected areas whilst you are on your premises during the day.

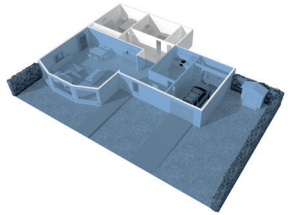
Example: Activated: Entrance hall.
Not activated: Living room and bedrooms.



NIGHT PARTIAL MODE activation

Protects selected areas whilst you are on your premises during the night.

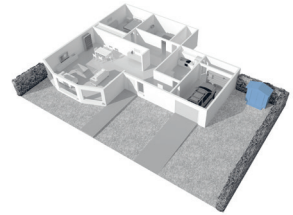
Example: Activated: Entrance hall, living room, extra bedroom.
Not activated: Main bedroom.



Combined Modes

Any of the previous modes can be activated together with the Exterior Mode.

Example: Activated: NIGHT PARTIAL MODE + EXTERIOR MODE



SECONDARY ALARM function

To protect specific zones inside your premises or the surrounding area.

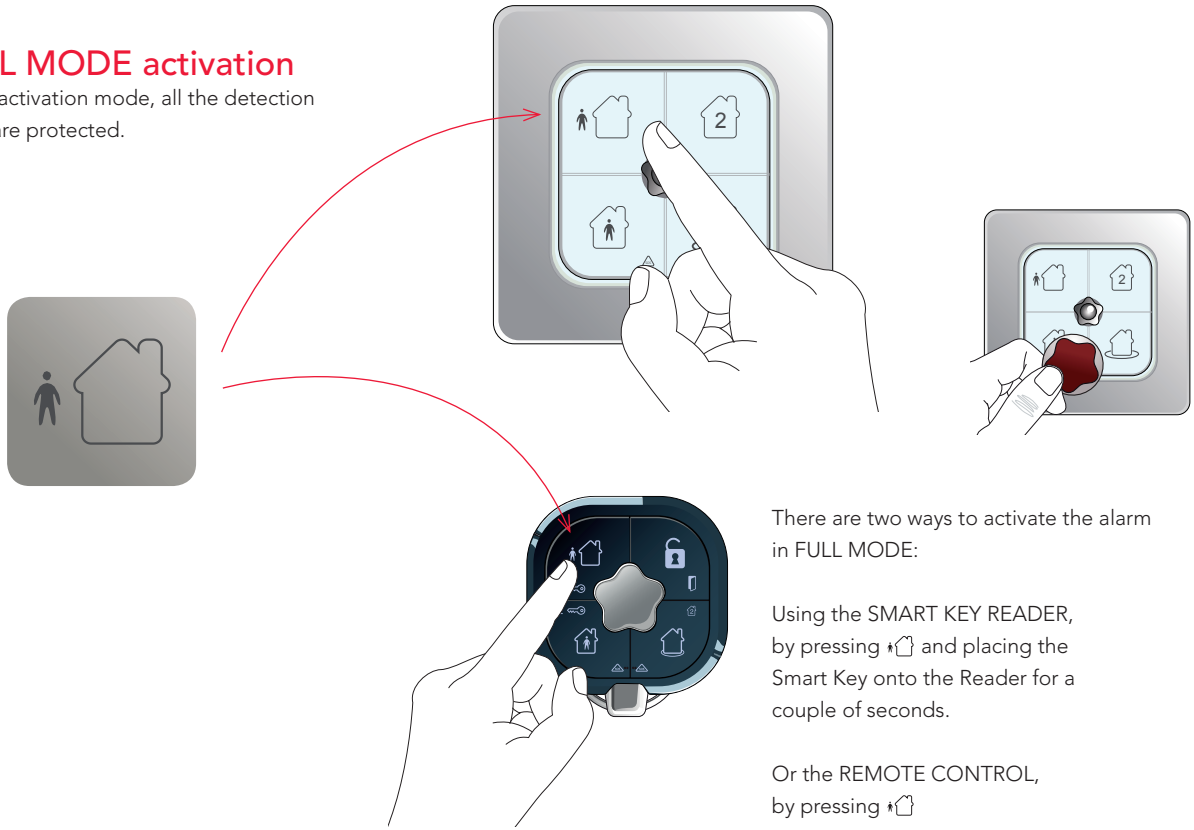
Example: Activated: Tool shed

FULL MODE activation

When you leave your premises

FULL MODE activation

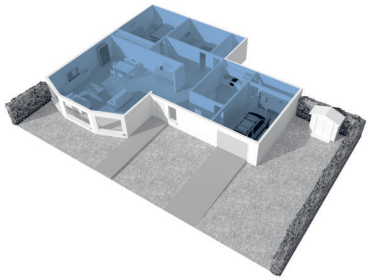
In this activation mode, all the detection areas are protected.



There are two ways to activate the alarm in FULL MODE:

Using the SMART KEY READER, by pressing and placing the Smart Key onto the Reader for a couple of seconds.

Or the REMOTE CONTROL, by pressing



Example:

Activated: Entrance hall, living room, bedrooms.
Not activated: None

Very important: If you have magnet detectors configured in “immediate” and the window or door it protects is open, when you try to activate your alarm in this mode the SMART KEY READER will give you a warning. If you repeat the activation request, however, any open detectors will subsequently be ignored and your alarm will be activated.

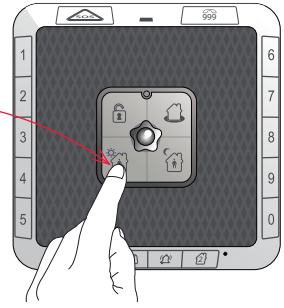
Very important: Activating your alarm in FULL MODE does not activate the exterior area (unless your technician has configured the panel to do so). To activate the system in FULL + EXTERIOR MODE, select both modes consecutively.

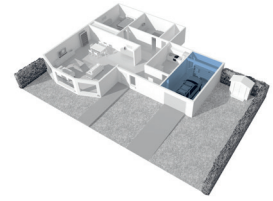
Partial Activation Mode using the Control Panel

DAY PARTIAL MODE activation

While you are on your premises during the day.

To activate the alarm in DAY PARTIAL MODE press:





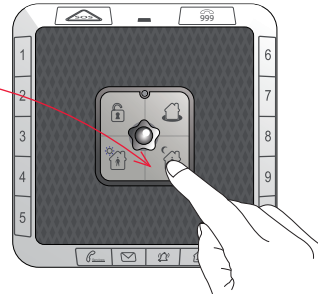
Example:

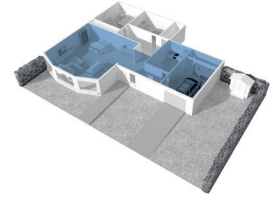
Activated: Entrance hall.
Not activated: Living room and bedrooms.

NIGHT PARTIAL MODE activation

At night, while you are on your premises.

To activate the alarm in NIGHT PARTIAL MODE press:





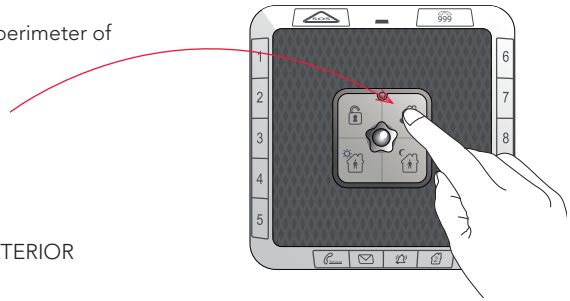
Example:

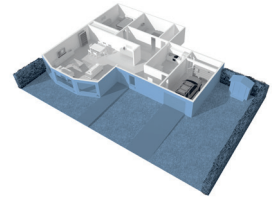
Activated: Entrance hall, living room, extra bedroom.
Not activated: Main bedroom.

EXTERIOR MODE activation

Allows you to protect the perimeter of your premises.

To activate the alarm in EXTERIOR MODE press:



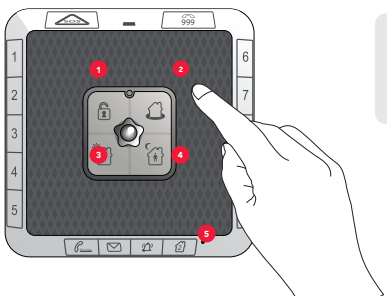


Example:
Activated: Perimeter of your premises.

Deactivation using the Control Panel

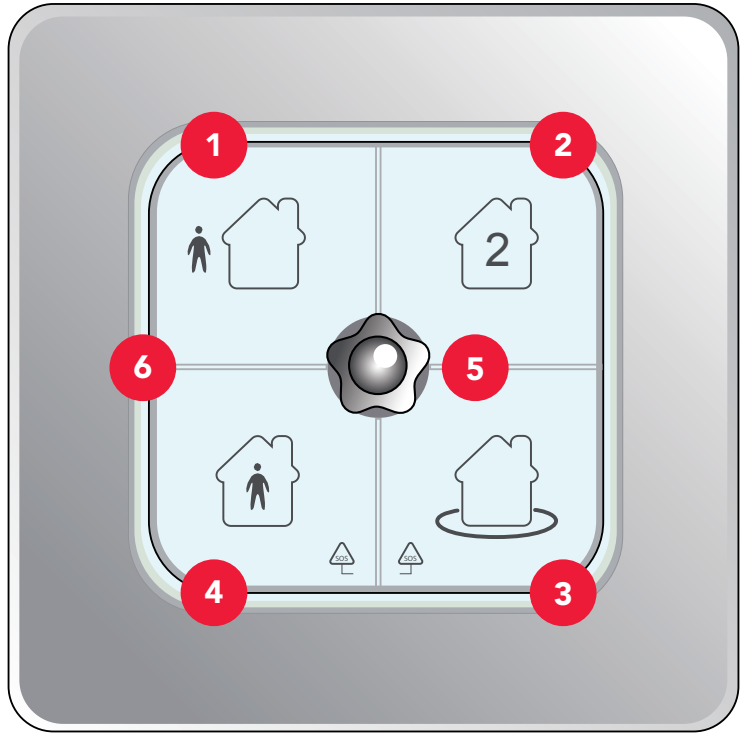
Selective Deactivation

To selectively deactivate alarm modes, start by pressing button 1.
The panel will indicate which modes are activated (2-3-4) with flashing icons.
Press the button for the mode you would like to deactivate. Your system will leave the remaining modes activated.



To activate the Secondary Alarm you will need to enter the assigned code and press button 5.
To deactivate it you just need to re-enter the assigned code.

Smart Key Reader Functions

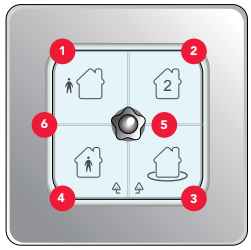


1	FULL MODE ACTIVATION BUTTON
2	SECONDARY ALARM ACTIVATION BUTTON
3	EXTERIOR MODE ACTIVATION BUTTON
4	PARTIAL DAY OR NIGHT MODE ACTIVATION BUTTON (depending on configuration)
5	ALARM STATUS (depending on configuration)
6	ALARM STATUS LED INDICATOR

Smart Key Reader Functions

Activation of your Alarm using the Smart Key Reader

Depending on the privileges assigned to each Smart Key, you may/may not be able to use the system as shown below.



Press button 1, 2, 3 or 4 depending on the mode you would like to activate.

1 - FULL MODE

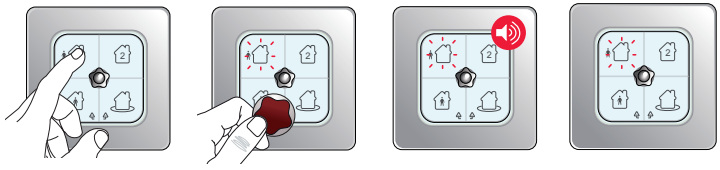
2 - SECONDARY ALARM

3 - EXTERIOR MODE

4 - PARTIAL MODE (Day or Night depending on configuration)

Place your Smart Key onto the Reader

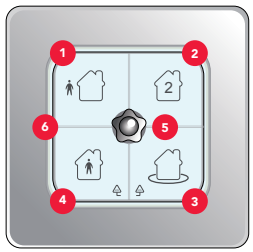
The requested alarm mode will activate and the icon for that alarm mode will start blinking red accompanied by a beeping sound. This acts as a countdown for the amount of time you have remaining in the specially configured delayed zone, with the beeping increasing in speed as the countdown comes to an end. If you leave the delayed zone to re-enter the rest of the premises or, if you are still in the delayed zone once the beeping has stopped and the icon has stopped blinking, the alarm will be triggered.



Note: If you need more time or need to re-enter the premises you will need to follow the deactivation process as detailed on the following page.

Note: If your system has a malfunction, the LED indicator 6 will turn red for a few seconds accompanied by a long error sound.

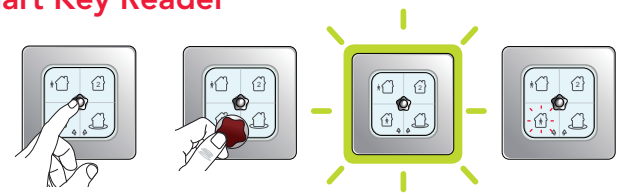
Deactivation of your Alarm using the Smart Key Reader



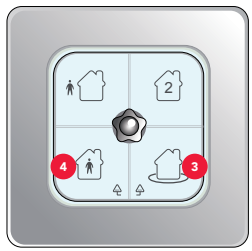
Present your Smart Key to the reader. The system will deactivate and the LED indicator 6 will turn green.

Checking the status of your Alarm using the Smart Key Reader

After pressing the Star button and presenting the Key, the Smart Key Reader will let you know if the alarm is deactivated or which alarm mode is activated. If deactivated the LED indicator 6 will flash green or if an alarm mode is activated the relevant icon will turn red.

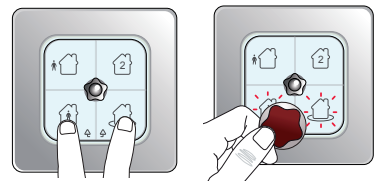


Accessing the SOS function using the Smart Key Reader

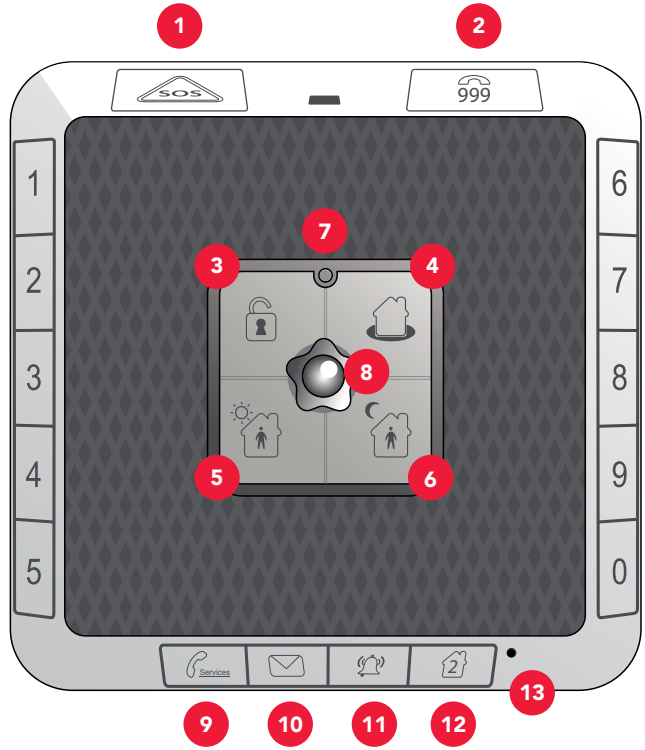


Press buttons 4 and 3 simultaneously. The icons will blink. Place your Smart Key onto the reader.

The alarm will be deactivated at this point, if originally activated, so you can enter your property, and an SOS signal will be sent to the Alarm Receiving Centre.



Control Panel Functions



With the Control Panel you can:

- Activate your alarm in partial Day or Night, Exterior or Combined modes, and activate the Secondary Alarm.
- Selectively deactivate your alarm.
- Easily send an SOS signal to our Alarm Receiving Centre.
- Make an emergency call (999).
- Check the alarm status .

ACTIVATE ALARM

CHECK STATUS

PHOTOGRAPHS

DEACTIVATE ALARM

PANEL AND DEVICES

HELP

CAMERAS

Characteristics

- Power supply: One 3.7v 1.4Ah rechargeable battery.
- Dimensions: 12 x 12 x 5cm
- Two-way radio technology.
- 11 function keys
- Built-in speaker and microphone

Free download

Download the My Verisure application free of charge from www.verisure.co.uk or Apple App Store or Google Play Store.

Control Panel Functions

1	SOS FUNCTION	If you have an emergency, you can send an SOS to Verisure. Just press the button: When the SOS triangle starts to flash, the SOS has been sent to Verisure. When it stops flashing and remains on, the SOS has been received correctly.
2	999 EMERGENCY CALL	You can make a 999 emergency call by pressing: + 999
3	SELECTIVE DEACTIVATION	Allows for selective deactivation of activated alarm modes. First, press button 3: The icons of the modes that are activated (4-5-6) will flash on the panel. Press the button for the mode you would like to deactivate. Your system will leave the remaining modes activated.
4	EXTERIOR MODE ACTIVATION	With this button you can activate the EXTERIOR MODE while you are on your premises. You can activate this mode pressing the button:
5	DAY PARTIAL MODE ACTIVATION	With this button you can activate the DAY PARTIAL MODE while you are on your premises. You can activate this mode pressing the button:
6	NIGHT PARTIAL MODE ACTIVATION	With this button you can activate the NIGHT PARTIAL MODE while you are on your premises. You can activate this mode pressing the button:
7	SYSTEM POWER INDICATOR	Flashing red (slowly): 220V power failure Flashing red (quickly): Battery charging Continuous green: 220V OK.

8	ALARM STATUS	Indicates current alarm status. Has LEDs in different colours. This button will turn the panel's lights on and off. **Red:** Tampered device **Orange:** Door/window open warning (magnet detectors). **Green:** OK
9	SERVICES BUTTON	Depending on the services available, this button may have no function.
10	VERISURE MESSAGE BUTTON	Depending on the services available, this button may have no function.
11	CHIME	Door open/transiting person acoustic warning. To activate or deactivate this, just press the button (requires device configuration). The detectors you have installed will send a signal to the control panel to emit a sound every time a door/window is opened or closed in your premises or movement is detected.
12	SECONDARY ALARM BUTTON	Activates/deactivates all of the intrusion detectors configured for this alarm function which operate independently from the intrusion detectors configured in TOTAL, PARTIAL and EXTERIOR mode. You can set the alarm to deactivate and have this detector permanently activated. You can use this to protect a safe, an office, etc. wherever you want to install it. To activate or deactivate this function you must enter a code with auxiliary privileges.
13	PROGRAMMING BUTTON •	For Verisure use only

ZeroVision

Is a deterrent device that once activated by the Alarm Receiving Centre, releases a cloud of non-toxic smoke that in seconds hinders the visibility of anyone who is in the area where the system is installed.

- The ZeroVision System allows us to intervene immediately during a break-in situation. In less than 45 seconds it reduces visibility to near zero in the areas in which it is activated. The ZeroVision System will only be activated by our team at the Alarm Receiving Centre once an alarm has been verified.
- Once a break-in is verified, our team at the Alarm Receiving Centre will activate the ZeroVision System to reduce visibility. The system releases a dense smoke that fills the protected area. The ZeroVision System is designed to protect your premises by deterring the intruder and by obscuring their vision which impedes their ability to steal your property.
- As the ZeroVision System is operated remotely by our Alarm Receiving Centre, no further action needs to be taken by you once it has been installed.
- In order to avoid accidental activation, the ZeroVision System should not be tampered with after installation (except when directly instructed by of one of our experts) and can only be installed where it is out of reach of children and pets.
- After the ZeroVision system has been activated we recommend that you ventilate the area where the system has been activated in accordance with the following instructions:

- When ventilating an area, we recommend that you protect your eyes and respiratory system, and do not re-enter or remain inside the affected area until it has been fully ventilated.

- If the premises is not ventilated within a maximum of two hours of the ZeroVision system being activated, the device might lightly cover or impregnate certain surfaces and materials with a smell. We recommend cleaning the space where the device has been activated. Any possible residue that is left can be cleaned with soap and water.

• Any food or drinks that have been exposed to the smoke produced by the ZeroVision system should not be consumed, handled, or sold.

• While the device is releasing the smoke, neither you nor any third party must touch or stand in front of the device (at a distance of less than one meter) as it can cause burns.

• After the ZeroVision system is activated, the Verisure smoke detectors will only give off an acoustic signal, but will not send an emergency signal to the Alarm Receiving Centre.

• Further details of the ZeroVision system's operation and additional terms and conditions can be found on our website.

Remote Control Functions

OPTIONAL

The system can be used with up to 10 Remote Controls.

Remote Controls are used to activate FULL or PARTIAL MODES and to deactivate the alarm. They can also be used to send an SOS. You can check the alarm status from the Remote Control (activated, deactivated, triggered alarm, etc.)

If the central LED flashes when you press any button on the Remote Control, the battery needs to be changed (see specifications).

Use of the Remote Control

To unlock the Remote Control press button 5. The Remote Control will become locked after 10 seconds of inactivity. Every time you press one of the buttons on the Remote Control, the icon will light up briefly. The icon will then light up again to indicate that the request was executed correctly. In the event this does not happen, please repeat the request.
Operations that can be undertaken with the Remote Control are as follows:

1. FULL MODE activation
2. Deactivation /Secondary Alarm
3. EXTERIOR MODE activation /Secondary Alarm
4. Partial Mode activation (selected in programming)
5. To determine the alarm status, press: . The corresponding LED will light up (FULL, PARTIAL or EXTERIOR MODE activated or deactivated). If you press: and all of the LEDs flash simultaneously, an alarm was triggered while you were away.

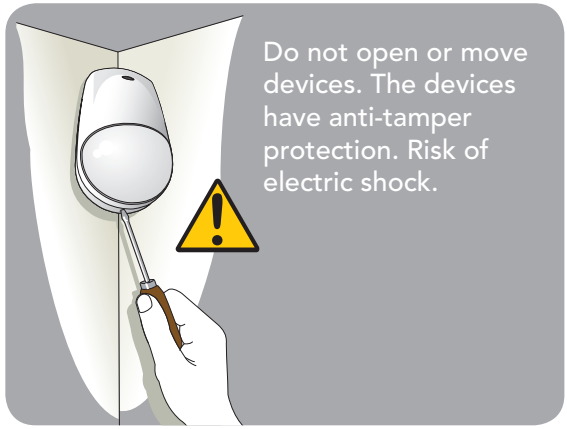
Activate the Secondary Alarm function by holding the down for 5 seconds. If 2 blinks you can activate this function by pressing this button.

In the event of a triggered alarm, we recommend you take appropriate precautions, as the intruder may still be on the premises.

Sending an SOS using the Remote Control

Simultaneously press: keys 3 and 4

Recommendations



Do not open or move devices. The devices have anti-tamper protection. Risk of electric shock.

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

Avoid prolonged exposure to direct sunlight.

Do not paint or cover the different devices.

Recommendations

WEEE Directive

Waste Electrical and Electronic Equipment Directive for products for domestic use.

Products labelled with this symbol (a crossed-out wheelie bin) may not be disposed of as regular household waste, when they reach the end of their useful lives. They must be brought to a local community collection point for recovery and recycling. Inappropriate disposal of waste poses risks to health and the environment. By reusing and recycling Verisure materials, you are helping in an important way to protect the environment. This product may not be mixed with or disposed of with commercial waste.

LITHIUM BATTERY

Risk of explosion and fire.
Follow recommendations when handling the battery.

- Do not recharge the battery.
- Do not hit, deform, perforate or disassemble.
- Do not expose to temperatures above 60°C
- Do not burn.

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