verisure

Verisure Alarms

User Guide

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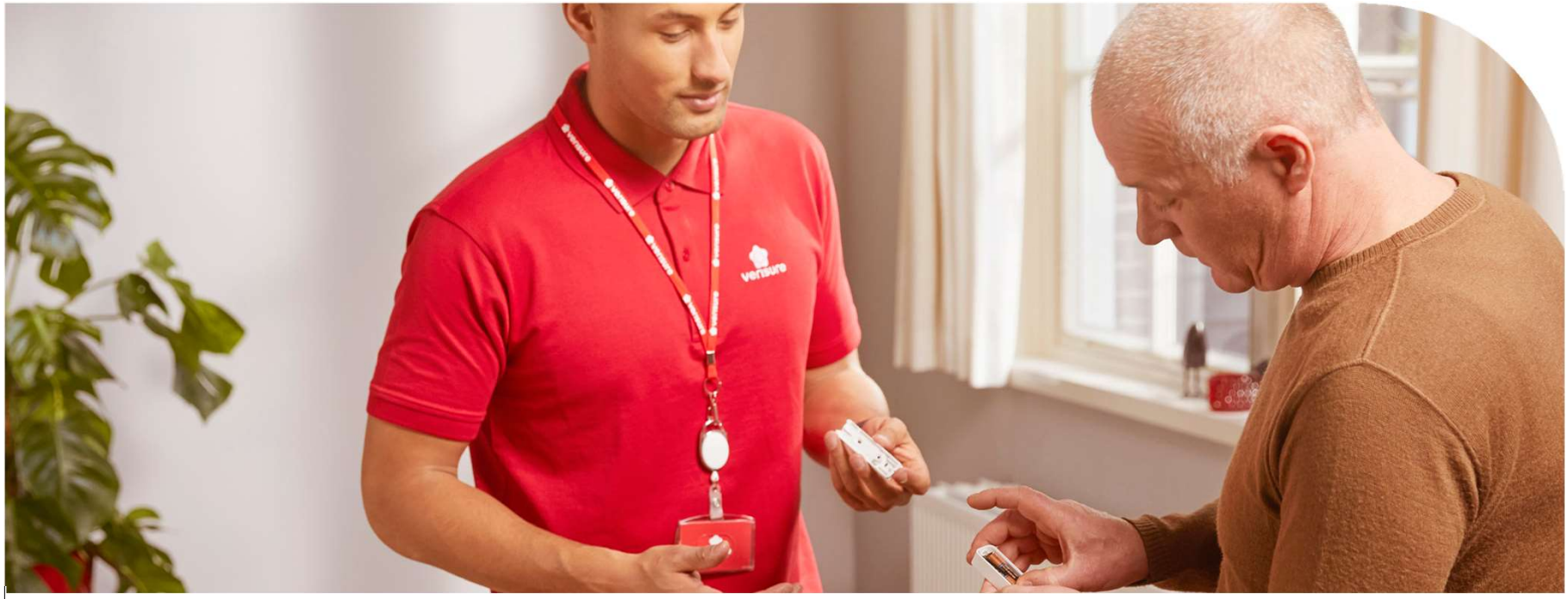
Welcome to Verisure

Congratulations, you have just installed the Verisure Smart Alarm in your home or business; an advanced security system designed to offer you maximum protection and, at the same time, ensure easy and comfortable daily use.

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 that may arise about the handling of your alarm. If you have any other questions after readingthe manual.

We encourage you to install the My Verisure app on your mobile or tablet. This application will allow you to know what is happening in your home or business at all times, remotely control your alarm system and access any settings.



Description of the alarm system

Shock Sensor opening detector GWL-MC2-SHOCK

Protects doors and windows thanks to its triple detection system sensitive to openings, shocks and vibrations, which allows us to detect the intruder even before they enter.

Motion Photo/Video Detectors with colour camera and night vision GWL-MD-C1

They protect the interior of your home or business.

When they detect unauthorised movement, they take images that are sent to our Alarm Receiving Centre, where we check in seconds what is happening.

Voicepad GWL-SVK and Smart Keys

It allows you to easily connect and disconnect the alarm with the method of your choice: by presenting one of the smart keys, entering a numeric code or using the remote control.

The input reader incorporates speech/listening system, siren and an SOS button for emergencies.

My Verisure App

Control your alarm system, monitor what's happening in your home or business, and contact Verisure via chat. Wherever you are, from your mobile or tablet.

Central Unit
GW-CU2L

Its function is to manage signals from all alarm devices and transmit them to the Verisure Alarm Receiving Centre.

To ensure signal transmission, it has Ethernet (ETH), WLAN, 4G, 3G and GSM network connection which are immune to frequency inhibitors.

SOS Button
GWL-SPB

The SOS Button provides the user with a discrete process to notify Verisure that an Emergency is occurring, and you require immediate help.

When triggered, Verisure will immediately review the situation and actively respond to the situation faced.

Remote Control
GWL-KF-WR

Easily control your alarm system.

ZeroVision
GWL-NOX

The ZeroVision allows us to act immediately and remotely in the protected property generating a situation of zero visibility that prevents the thief to perform the burglary.

Outdoor Motion Photo/Video detector
GWL-MD-PIR

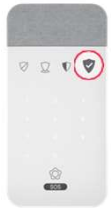
Guardvision Outdoor with Verisure´s perimeter protection service helps prevent intrusion before it happens, by enabling an additional layer of defense, monitoring outdoor events and acts if a potential threat is identified.

Arming Modes

WHEN YOU LEAVE YOUR HOME OR BUSINESS

CONNECTION IN FULLMODE

When you leave your home or business and there is no one left inside, set the alarm to **away mode**. With this arming mode, all detectors are active and your property is fully protected.



KEYREADER

MY VERISUREAPP

REMOTECONTROL

WHEN YOU ENTER YOUR HOME OR BUSINESS

DISARMING

When you access your home or business, **disarm** the alarm. This way, you can freely access and move throughout the installation, as the detectors will be no longer active

KEYREADER

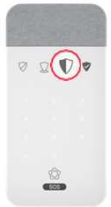
MY VERISUREAPP

REMOTECONTROL

WHEN YOU'RE AT HOME OR BUSINESS

ARMING IN HOME-MODE

If you are in your home or business, we recommend connecting the alarm in **home mode** to stay protected. This will activate only the detectors in the areas you configure, so you can move freely around the rest of the installation. **Note:** we recommend arming the partial mode as long as you're inside your home or business.



KEYREADER

MY VERISUREAPP

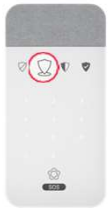
REMOTECONTROL

WHEN YOU'RE AT HOME OR BUSINESS

ARMING IN PERIMETERMODE

The **perimeter mode** allows you to activate only perimeter detectors,* so that the outer area is protected.

*This feature will be available on future upgraded perimeter detectors

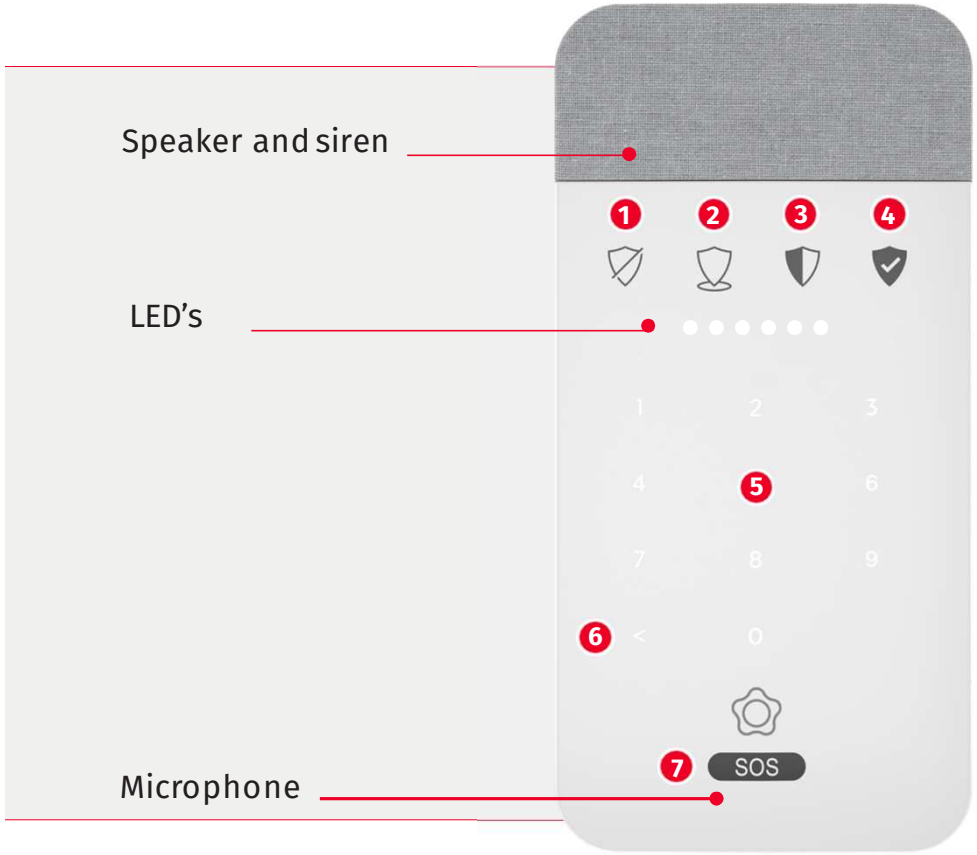


KEYREADER

MY VERISUREAPP

Control devices: description and use

Voicepad



1. Disarm Button
2. Arm Button in Perimeter Mode
3. Arm Button for Home Mode
4. Arm Button for Away Mode
5. Keyboard and KeyReader
6. < Cancel/Delete
7. SOS Button (Hold down until all indicators light up)

TO CHANGE THE STATUS OF YOUR ALARM

Follow the steps below:

Click the mode that you want to activate your system in 1, 2, 3, 4 or Identify how you want to arm the system through one of the two options:

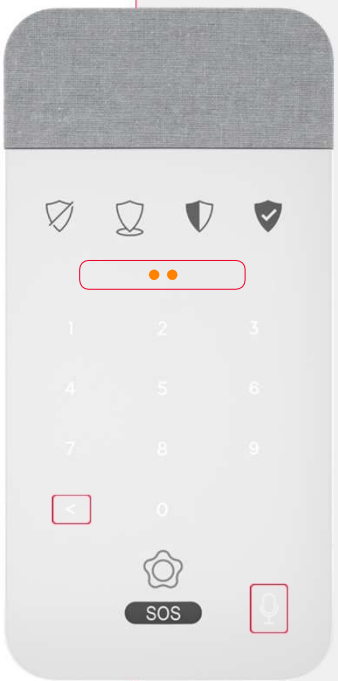
Option 1
Present your smart key by placing it in the centre of the keypad (5).

Option 2
Enter your pin code

Control devices: description and use

Voicepad: Understanding the LED notifications

Technical Notifications

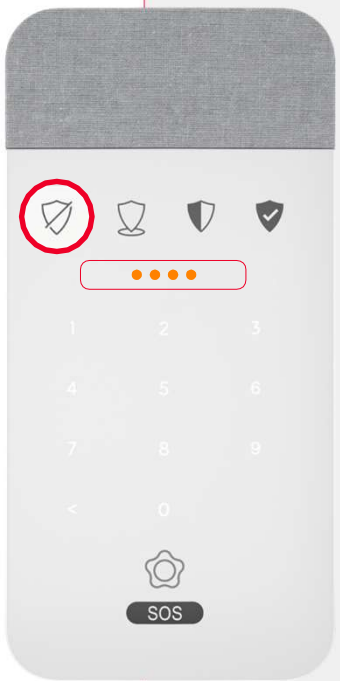


The Voicepad will notify you of any technical information you will need to keep your system working optimally. When you have a notification you will see two Amber lights.

To listen to the notification, tap the microphone and then identify yourself by presenting your smart key or entering your pin code. Finally, press the “cancel/delete” button (<) and the indicator lights will turn off. The indicator lights will remain illuminated in yellow - until it is resolved.

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

Intrusion notifications



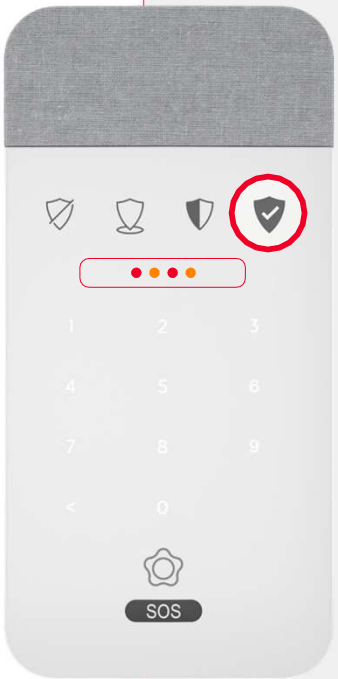
The Voicepad will also notify you of any security information you have received while your system has been armed. When you have a security notification you will see four amber LEDs.

The numbers associated with the device(s) that have been affected will be displayed on the keyboard.

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

Control devices: description and use

Input reader: signalled by illuminated indicators



Notifications to be reviewed: forced assembly

If when connecting your alarm it illuminates with four LEDs light up in the middle as red and yellow, it means that you must listen to the notifications before connecting the system.

After listening to the voiceover, press the connect button again to connect the alarm.

Note: In cases where the alarm cannot be connected until the situation is resolved, the device will tell you.

Control devices: description and use

Remote Control

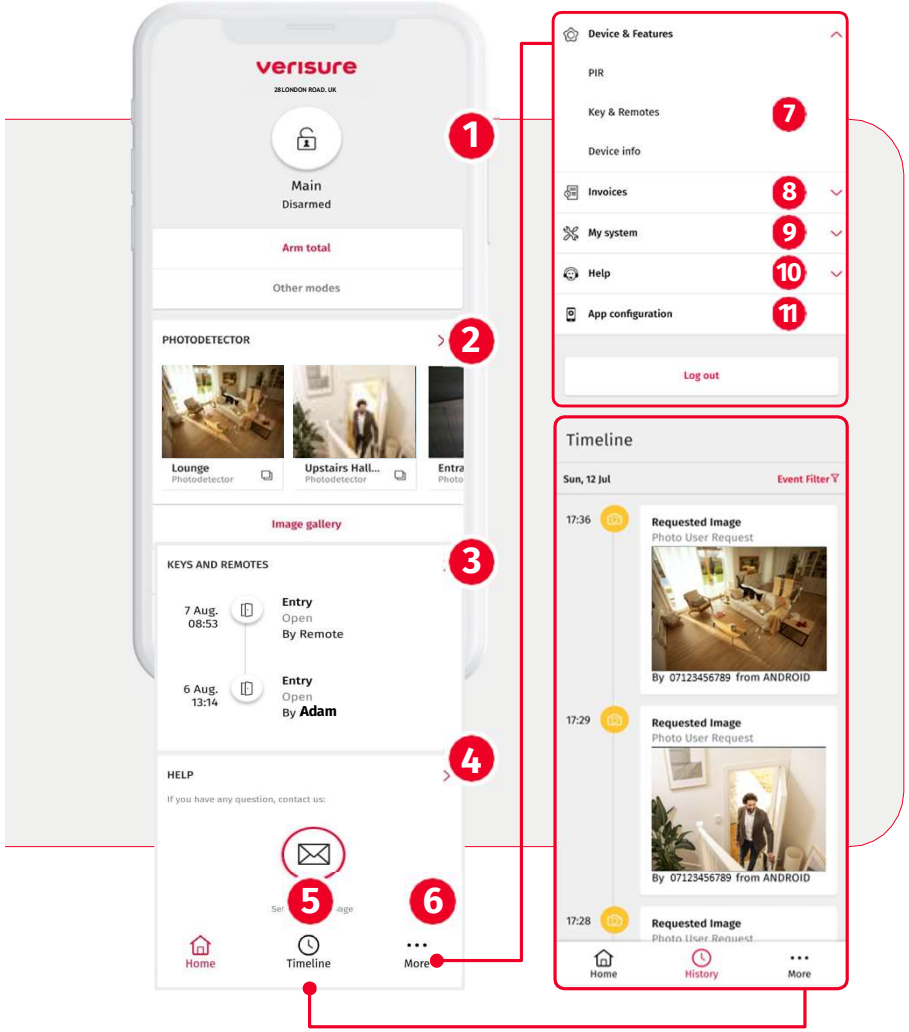
If at anytime you attempt to arm/ partially arm and you have one window/door opened, the system will not allow youto do so and will be signalled by the light coming on in full mode and partial mode.

1. **Disconnect Button**
2. **Connection Button** in partial mode
3. **Connection Button** in full mode
4. SOS **SOS Button**
5. **Lock** the Remote Control
   Unlock the Remote Control

SOS signal from your remote control

To send an SOS signal in case of emergency, press buttons 1and 3 simultaneously and **hold for 2 seconds.**

My VerisureApp



1. **Alarm status:** the icon shows the current status of your alarm system. To modify it, you can click on the icon or use the "Connect/ Disconnect" and "Other Modes" buttons.
2. **Photo detector** shows the latest images taken by your camera detectors.
3. **Keys and controls** show the last two events related to the keys and controls of your facility.
4. **Help** facilitates access to our Customer Service channels to resolve any questions or incidents.
5. **Timeline** displays all events related to you alarm system: status changes, alarm triggers.
6. **More:** Access all the features and settings of your alarm.
7. **Devices & Features:** Check and configure the devices in your installation.
8. **Invoices:** Check and download your latest bill.
9. **My system:** Control all your security system settings (codewords, action plan, etc.)
10. **Help:** Access to user support, frequently asked questions and guides & certificates.
11. **Configuration:** Control security preferences, notifications and privacy.

My Verisure Download it here

Your Username:

Codewords

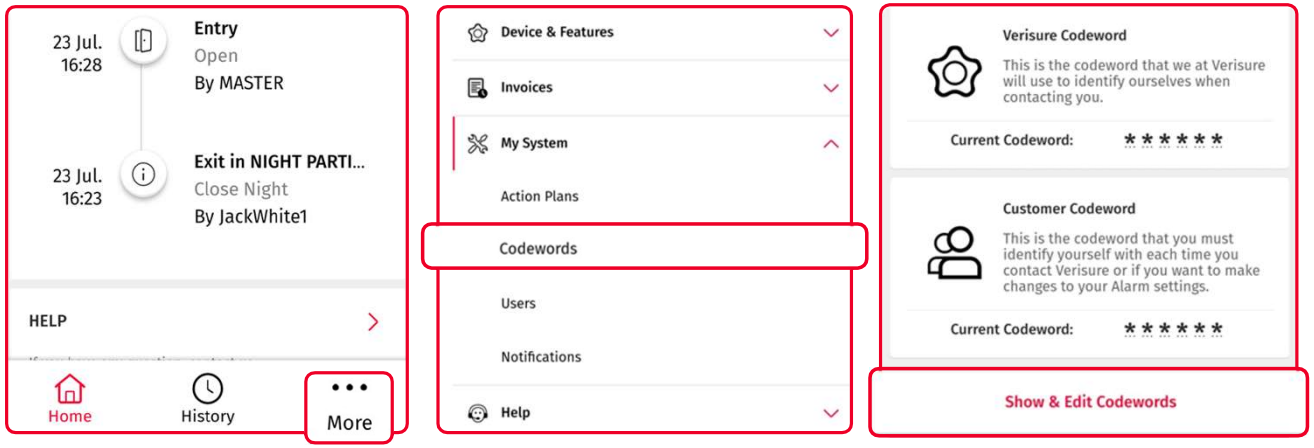
Codewords are required for each interaction you have with Verisure. They serve to identify yourself (as an alarm holder) and Verisure specialists, ensuring maximum security in every interaction. We remind you of your keywords:

Verisure Codeword:	We will use this to identify ourselves when contacting you.

Customer Codeword:	We will ask for this to verify we are speaking to an authorised user.

Keywords provided to you at the time of installation are provisional...For your safety we strongly advise you to change them to something secure and memorable. We also recommend to update them over time.

Go to the <More> section and click <My System> and < Code Words>. Click the < and edit code words> and follow the steps to modifythem.



FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation."

- NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.
  If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Verisure Alarm Certificate

Every single device from the alarm system commercialised by Verisure have been properly certified.

FCC ID: 2A93W-GW-CU2L
Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with mini- mum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A93W-GWL-MD-C1
Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A93W-GWL-KF-WR
Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This equipment complies with FCC RF radiation exposure limits forth for an uncontrolled environment. Nevertheless, the device should be used in such a manner that the potential for human contact with the antenna during normal operation isminimized.

FCC ID: 2A93W- GWL-NOX
Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2AGMK-GWL-SVK

Telecom Design has not approved any changes or modifications to this device by the user. Any changes or modifi- cations could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A93W-GWL-MC2-SHOCK

Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A93W-GWL-SPB

Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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.

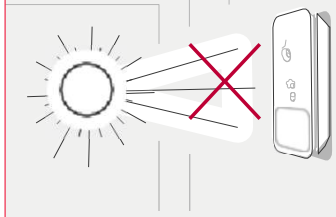
FCC ID: 2A93W-GWL-MD-PIR

Verisure has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

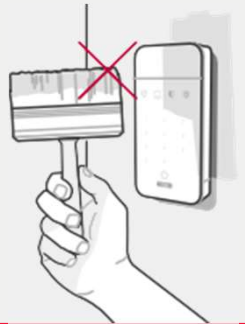
This device complies with FCC radiation exposure limits. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Recommendations

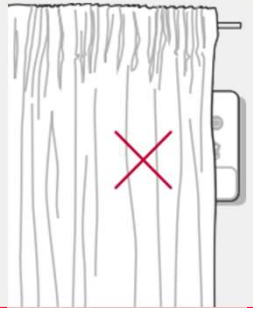
Do not open or move devices. The devices have anti-tamper protection. Risk of electric shock.



Avoid prolonged exposure to directsunlight.



Do not paint or cover the different devices.



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

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