

Wyze Home Monitoring

USER
MANUAL

WYZE

WELCOME TO WYZE

Wyze Home Monitoring is an automated monitoring service designed to keep your home safe and report threats even when you can't review Events by yourself. During an emergency, an agent from the monitoring center will reach out to you and dispatch authorities if necessary.

IN THE BOX

Wyze Sense Hub × 1
Wyze Keypad × 1
Contact Sensor × 2
Wyze Entry Motion Sensor × 1
Quick Start Guide × 1
Window Decals × 2

ACTIVATION

To activate Wyze Home Monitoring, enter your activation code through the following link: services.wyze.com

Note: If you ordered a Wyze Core Starter Kit online, you may activate your Home Monitoring through your email.

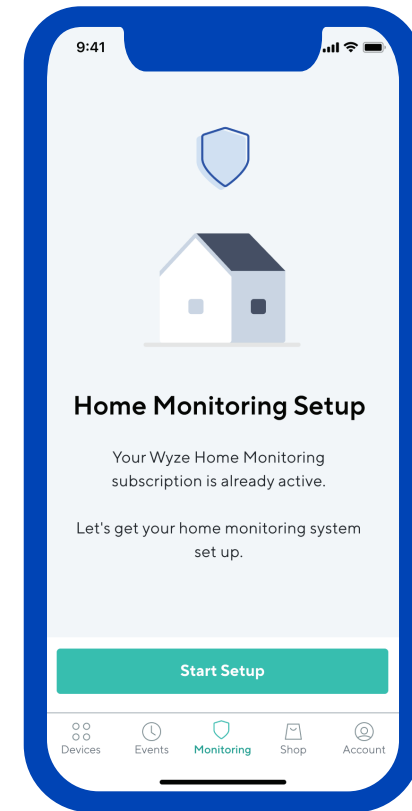
SETUP

➤ Control and monitor your entire home via the Wyze app. To get started, simply download the Wyze app to your mobile phone and log in or create an account.

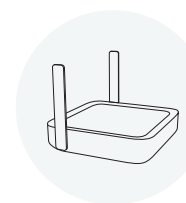


➤ To start your Home Monitoring setup, navigate to the Wyze app, and go into the Home Monitoring Tab. When your Home Monitoring license is activated, you can tap on the 'Start Setup' button. This will guide you through the installation process.

Not seeing this screen? Go to services.wyze.com to activate.



HARDWARE OVERVIEW



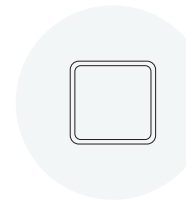
Hub

The brains of your new security system. The Sense Hub connects sensors to the Wyze app and has a built-in siren to ward off would-be intruders. Connect the Hub to your home internet via WiFi or Ethernet and make sure it's placed in a central location for best coverage.



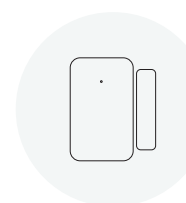
Keypad

Placed near your door, the Wyze Sense Keypad makes it easy to quickly arm and disarm your system.



Motion Sensor

Designed to detect people and not pets. Place it high on the wall for best coverage.



Entry Sensor

Always know when your doors are open or left open. Mount on primary entry/exits and windows.

INSTALLATION & SETUP

Total installation time should take less than 40 minutes. Before you get started, make sure you have a step ladder or stool handy and a screwdriver if you plan to mount your motion sensor in a corner.

Make sure to follow the in-app guide to ensure your devices are added to your Wyze account and installed properly.

WYZE SENSE HUB

➤ Ensure your phone's Bluetooth is turned on

➤ Click on the Monitoring tab in the bottom navigation bar of the Wyze app

➤ Use the included cables to plug the device into a nearby outlet and router. If your router is not located in a central location, you can also connect the Hub to WiFi

➤ Raise the two antennas

➤ Press the Reset button on the back of the device

➤ Follow the in-app instructions to complete setup

After the Hub is set up, you will be prompted to add additional devices. Click on each device to begin setup.

WYZE SENSE KEYPAD

The Keypad is designed to be mounted on the wall near your door and connects to the Hub.

➤ Slide the mounting plate and battery cover off to insert 3 AA batteries

➤ Replace the battery cover

➤ Press the Reset button

➤ Name your keypad

➤ Clean the desired mounting location and wait for it to dry completely

➤ Use the adhesive back or screws to secure the mounting plate to the wall

➤ Attach your keypad to the mounting plate

NOTE: the adhesive is semi-permanent and may peel paint when removed

MOTION SENSOR

➤ Remove the plastic battery tab. If you previously removed it, press and hold the reset button until the status light flashes 3 times

➤ Name your sensor

➤ Clean the desired mounting location and wait for it to dry completely

➤ Use the adhesive backing to secure the mounting plate to the desired location

➤ Use screws for optional added security

➤ Attach sensor to mounting plate

1	2	3
Mount on wall or corner ~7 feet high	Avoid placing it near heat sources (vents, lamps, etc.)	Ensure Wyze logo is on the LEFT side



ENTRY SENSOR

Entry sensors should be mounted so the two components of the sensor are together when the door or window is closed and apart when it's open. The lines on the side of each component should be aligned and facing each other when installed.

➤ Remove the plastic battery tab. If you previously removed it, press and hold the Reset button until the status light flashes 3 times

➤ Name your sensor

➤ Clean the desired mounting location and wait for it to dry completely

➤ Use the adhesive to secure the sensor into place

HOW TO USE YOUR SYSTEM

Home Monitoring Modes

What are Modes?

Modes let you manage the behavior of your Home Monitoring devices and can be accessed on your Wyze Keypad or in the Home Monitoring tab in-app.

DISARMED MODE

Disarmed Mode will only allow cameras to be on duty and will not trigger an alarm.

HOME MODE

Home Mode will monitor your home's perimeter through sensors on your doors & windows. This mode is best for when you will stay inside your home with minimal movement. In this mode, you want to prevent choosing sensors that would be easily triggered while inside your house.

AWAY MODE

Away mode monitors both the inside and outside perimeter of your home. This mode is best when you are away from your home and need your entire home monitored.

HOW TO ARM & DISARM YOUR SYSTEM

Arm/Disarm through Keypad

➤ Enter your PIN and then press the checkmark and your desired mode

Arm/Disarm through Wyze app

➤ Press the Disarmed, Home, or Away button in the Home Monitoring tab

HOW TO CHOOSE SENSORS FOR HOME & AWAY MODE

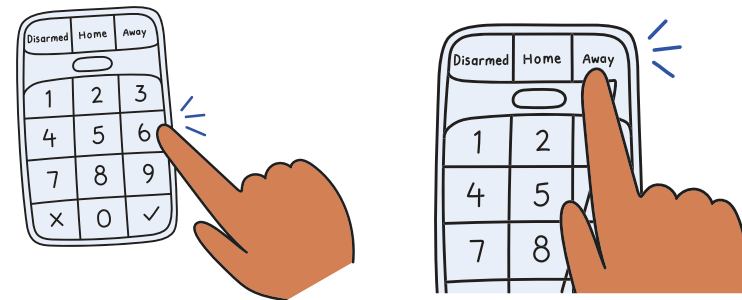
➤ Go into the Home Monitoring Tab
➤ Scroll to the bottom and tap into Home Monitoring Settings
➤ Tap Home & Away
➤ Choose the sensors that you would like for each mode

PIN

What is a PIN?

Your PIN will be used to disarm your system or cancel an Emergency Response request. This PIN will be entered through the Wyze Sense Keypad or through the Wyze app.

Arming Behavior



Require PIN for Changing Modes

If you choose to require a PIN, you will only need to enter your PIN every time you switch modes. For example, switching from Disarmed to Home on your Wyze Sense Keypad will require you to enter your PIN.

Do Not Require PIN for Mode Changes

If you choose not to require a PIN, you will only need to enter your PIN when disarming an alarm or Entry Delay.

How to change your PIN

➤ Go into the Home Monitoring Tab
➤ Scroll down to Home Monitoring Settings
➤ Tap PIN & Safe Word
➤ Update your PIN by tapping 'Update PIN'
➤ Enter your new PIN

ENTRY & EXIT DELAYS

Entry Delay



Control how much time you allow to disarm your system before an alarm. You may choose between 0 to 180 seconds.

If you do not disarm your system, an alarm will begin.

Exit Delay



Control the amount of time for people to leave your home before the system is armed. You may choose between 0 to 180 seconds.

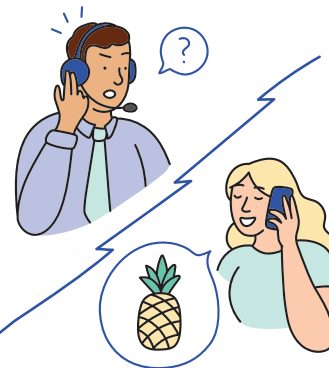
Change your Entry & Exit Delay

➤ Go into the Home Monitoring Tab
➤ Scroll to the bottom to find the Home Monitoring Settings button
➤ Navigate to Entry & Exit Delay
➤ Choose your delay time for Home or Away

SAFE WORDS

What is a Safe Word?

A Safe Word is a secret word chosen by you and used by your monitoring agent to verify your safety. It is important to choose a word that can be pronounced clearly in high-stress situations. During an active alarm, our monitoring agent will contact you to confirm your safety. If you are unable to repeat your safe word, our monitoring agent may dispatch emergency services to your location.



Change your Safe Word

➤ Go into the Home Monitoring Tab
➤ Scroll to the bottom to find the Home Monitoring Settings button
➤ Navigate to PIN & Safe Word
➤ Tap Safe Word to change your word

EMERGENCY BUTTON

The Emergency Button will be used to manually activate Alarm Response. Alarm Response will trigger an alarm and notify our monitoring service provider, Noonlight.

Activate through your Keypad

➤ Press & hold the Emergency Button on the right side of your Keypad

Activate through Wyze app

➤ Go into the Home Monitoring Tab
➤ Tap the Emergency Button icon on the top right side
➤ Confirm on the dialog to activate the Emergency Button

WHAT HAPPENS DURING AN ALARM

During an alarm, we will execute the list of actions you've selected in the Home Monitoring settings.

By default, the siren will go off, you will receive a Critical Alert (iOS only, push notification for Android users), and our system will let Noonlight know there is an alarm at your home.

HOW DO I CANCEL AN ALARM?

Enter your PIN on the Keypad or in the Wyze app.

You can cancel an alarm by entering the PIN on the physical Keypad or in the Wyze app. If you are contacted by Noonlight, please tell the agent your Safe Word to cancel the emergency dispatching.

Please notice that if law enforcement has been dispatched, it would be up to the officer's jurisdiction to decide whether to proceed to visiting your home or cancel the patrol even if you cancel the alarm.

NOONLIGHT

Noonlight is a nationwide modern platform for professional security monitoring and law enforcement dispatching. The monitoring center they use is UL listed, TMA Five Diamond certified, and bi-directionally redundant.

Wyze is collaborating with Noonlight to offer customers a modern home monitoring experience.

EXTRA INFO

MONITORING CERTIFICATE

To download your Monitoring Certificate

➤ Navigate to the Home Monitoring tab on the Wyze app
➤ Tap on Monitoring Certificate
➤ Tap on Send Certificate to have your Monitoring Certificate sent to your email

FALSE ALARMS

False alarms happen when your alarm is triggered but there is no emergency. Wyze Home Monitoring Service has features built-in to prevent false alarms, but it is important you understand how your system works and avoid common mistakes.

Test Mode

We encourage you to use Test Mode after completing the Setup process to have full confidence in using your system.

How to enable Test Mode

➤ Go into Home Monitoring Tab
➤ Scroll to the bottom to find the Home Monitoring Settings button
➤ Tap into Test Mode
➤ You may exit Test Mode at any point by tapping on the 'Exit Test Mode' button in the notice card

How to prevent false alarms

- Follow all installation instructions and test your system to ensure pets do not trigger motion sensors
- Properly train all home members and users (such as babysitters and visitors)
- Secure doors and windows before arming
- Remember your PIN so you can quickly disarm your system
- Remember your Safe Word so you can cancel an alarm if the monitoring center contacts you
- Periodically check if the sensors are attached to the window or door firmly

PERMITS AND REGISTRATIONS

Some cities may require a permit for a professional home security system. Please check with your local government for specific requirements and rules.

FCC WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

FCC RADIATION EXPOSURE STATEMENT:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. Cet appareil est conforme aux limites d'exposition de rayonnement RF ISEDCC établies pour un environnement non contrôlé. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps.

ISEDCC RSS WARNING:

This device complies with ISEDCC licence-exempt RSS standard (s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'ISEDCC applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISEDCC RADIATION EXPOSURE STATEMENT:

This equipment complies with ISEDCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. Cet appareil est conforme aux limites d'exposition de rayonnement RF ISEDCC établies pour un environnement non contrôlé. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps.

FCC Statement: 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: 1) Reorient or relocate the receiving antenna. 2) Increase the separation between the equipment and receiver. 3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 4) Consult the dealer or an experienced radio/TV technician for help.

NEED HELP?

Contact our support team:
<https://support.wyze.com>

Join our Community:
<https://wyze.com/community>



Scan the QR code to learn more