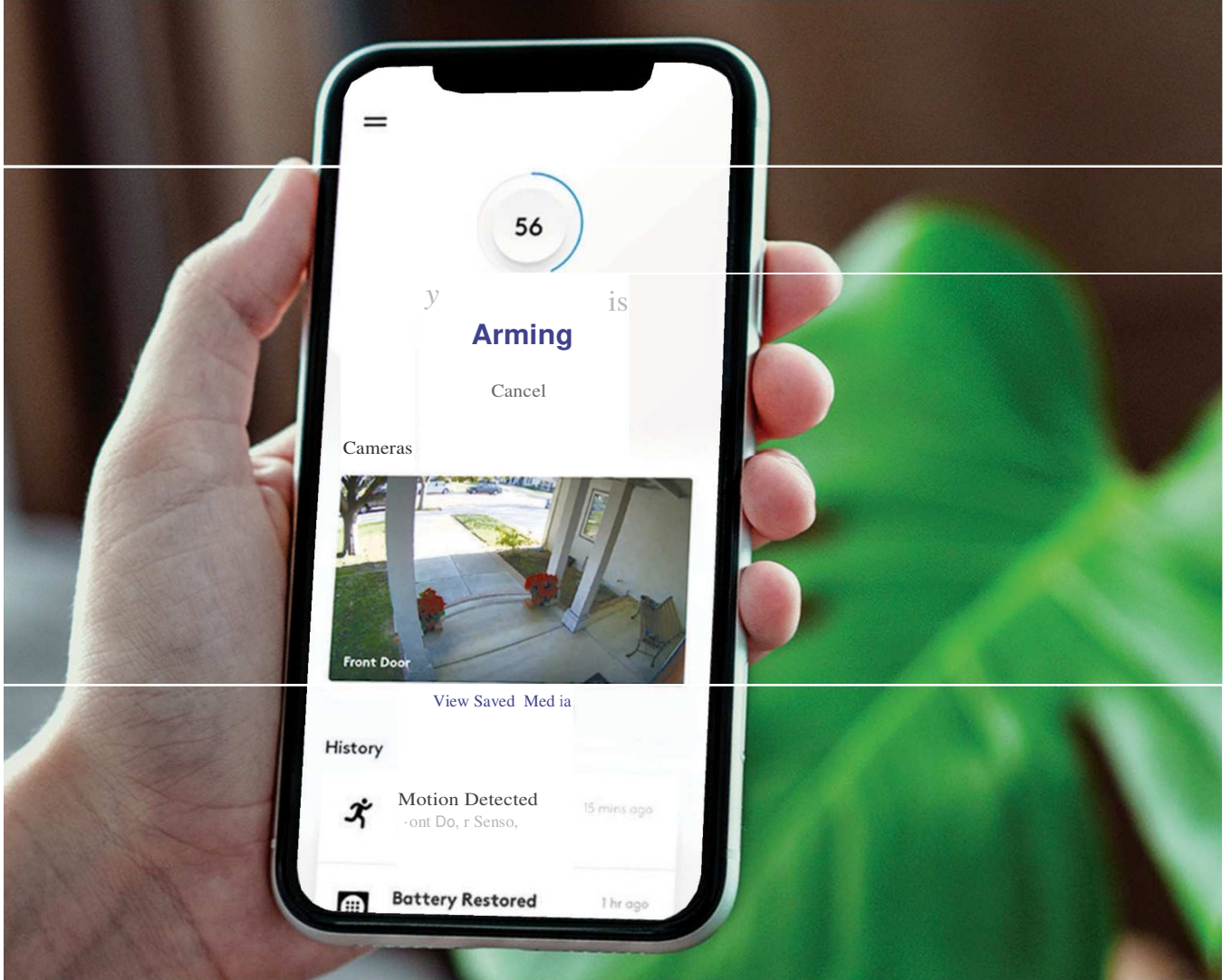


Product name : Smart Home Hub
Model name : S40LR0-01

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www.BluebyADT.com



blue
by ADT

Quick start guide



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Welcome

Welcome to Blue by ADT! You have made a great decision to help protect your family and home with the purchase of your new security system. Setting up the system is easy and does not require any tools.

Registering your security system

If purchased from ADT online or by phone:

Your system and monitoring information has been pre-configured to make your setup even easier. To begin registration, go to login.BluebyADT.com on your browser or download the iOS or Android Blue by ADT app and log in with the username and password that was sent in your order confirmation email.

After you are logged in, follow the instructions to verify your monitoring information and set up your system on Wi-Fi or Ethernet.

If purchased from a retailer, such as Amazon, etc.:

To get started, please visit www.BluebyADT.com/activate to activate your system with the activation code on the flyer you received in the device package. The activation code is a unique ID number used to associate your base to your account. You will only use this code once during the activation process.

Note: During the activation process, it is important to set up professional monitoring so that your home is protected in the event of burglary and fire. Enrolling in professional monitoring ensures that you are contacted by the monitoring center and emergency authorities are dispatched.

If you have any questions during setup, you can contact our Onboarding Specialists at **877-725-3838** or visit the Support Center at www.BluebyADT.com/support

Master user code

The master user code is used to arm and disarm your security system and is utilized during the setup process. This randomly generated code should be changed after the setup is completed.



Master user code

Make sure to take advantage of your new system with our interactive app. You can access the web portal at login.BluebyADT.com or download the Blue by ADT app in the Google Play Store and iOS App Store through your device's app store below:



Tip:

Go beyond the alarm! Did you know that you can do more than just arm and disarm your system? You can easily set up alerts through the web portal and mobile app. Alerts give you peace of mind and keep you informed about what is happening inside your home. Blue by ADT also gives you the freedom to customize your system with the push of a button!

If you have any issues during setup, please feel free to visit our online Support Center at www.BluebyADT.com/support or call us at **877-725-3838**.

Plan your setup

Take a few moments to walk around your home and identify these key locations:

1. A central location within your home to place your base.
2. We recommend that you protect all first-floor doors and windows, and any windows on upper floors which an intruder could access.
3. Find a location for your entry keypad, preferably near your front door or the main entry point to your home that you use most often. This may be a side door or the door to your garage.
4. The motion sensor should be placed in an empty corner of the room, or on a shelf within the room, or near an entry point you would like to protect.
5. Find good locations for your indoor and/or outdoor camera(s) that provide unobstructed views of the areas you need to monitor.
6. Determine the locations of your smoke alarms and/or CO detectors.



Congratulations! You have completed planning your setup. Now start unpacking your home security system equipment.

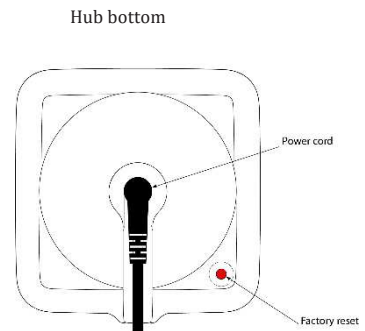
Setting up your hub

Your hub is the most important piece in your home security system. The hub requires a Wi-Fi/internet connection.

Please keep in mind that the base needs to be free from metal objects and appliances that generate heat. Avoid setting the hub directly on or near any major appliances, kitchen appliances, heaters, entertainment consoles, cable boxes, internet routers, televisions, and stereos.

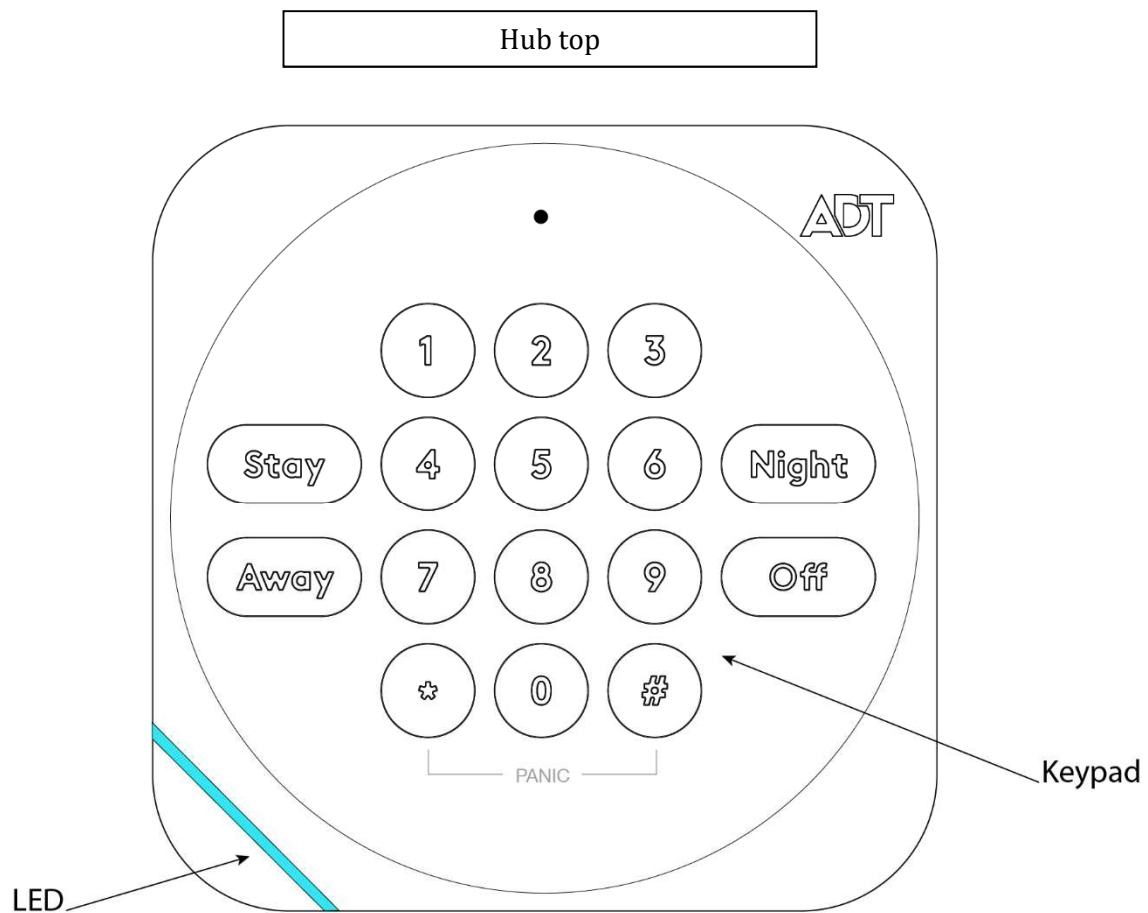
Once you have determined the ideal location for your hub, you may begin setup.

1. Open the box that says “Smart Home Hub”.
2. Unpack the contents and plug the power cord into the hub. Then plug the power cord into the closest power outlet.
3. While your hub is starting up, open up the Blue by ADT app on your mobile device and log in to your account.
4. Follow the in-app setup instructions to connect your base via Wi-Fi.
5. Once your hub powers on, it will begin to communicate with our security network. When the top LED light on your base is solid green or flashing yellow, you can proceed to the next step.



If the top LED on your base is not solid green or flashing yellow within 10 minutes, please contact Customer Support for additional assistance at **877-725-3838**.

Setting up your hub



Home automation devices

Your system supports the use of Z-Wave lights, locks, thermostats, and garage door controllers. To learn more about how to add the devices to your system, control them, and what is supported, please visit www.BluebyADT.com/support and explore our Support Center articles.



Arming your system

Blue by ADT provides a variety of options for arming and disarming your system.

Depending on your needs, you may choose one of three different arming modes:

ARM-STAY: Press the **Stay** button on top of the hub, then enter your user code

ARM-AWAY: Press the **Away** button on top of the hub, then enter your user code

INSTANT ARMING: Press the **Night** button on top of the hub, then enter your user code

DISARM: Press **Off** button on top of the hub, then enter your user code

Note: The exit and entry delays are designed to give you enough time to leave or enter your home without setting off a false alarm.

Tip: Make sure all windows and doors are closed before arming the system. If a sensor is open when you are trying to arm the system, you may be prompted to bypass the sensor. You can either close the door or window and try to arm again, or bypass the sensor, and it will not be monitored until the next time the system is armed.

You can arm and disarm your system using various devices. The following instructions will explain how to arm and disarm your system using each one.

Blue by ADT mobile app and web portal:

- **ARM-STAY:** Press the **arming icon** (shield) and select **STAY** (the house with a dot inside the house), then enter your user code
- **ARM-AWAY:** Press the **arming icon** (shield) and select **AWAY** (the house with a dot outside the house), then enter your user code
- **INSTANT ARMING:** Press the **arming icon** (shield) and Select **NIGHT** (the lightning bolt inside the house), then enter your user code
- **DISARM:** Press **OFF** (shield with keyhole), then enter your usercode

Arming your system

Entry keypad:

- **ARM-STAY:** Press **Stay**, then enter your user code
- **ARM-AWAY:** Press **Away**, then enter your user code
- **INSTANT ARMING:** Press **Night**, then enter your user code
- **DISARM:** Press **OFF**, then enter your user code

Keychain remote (must be within 30 feet of your base):

- **ARM-STAY:** Press and hold the **Stay** arming button for three seconds
- **ARM-AWAY:** Press and hold the **Away** arming button for three seconds
- **INSTANT ARMING:** is not available on the keychain remote
- **DISARM:** Press and hold the **OFF** button

Note: To bypass open sensors using the keychain remote, hold down the desired arm button for an additional three seconds.

What to do in the event of an alarm

Glossary of terms:

What is a user code? It's your own personal 4-digit PIN used to disarm your system.

What is a monitoring passcode? This is a phrase given verbally to the monitoring center to verify you are the account holder. In the event of an alarm, it must be provided to prevent dispatch or discuss any information with the monitoring center.

When your alarm is sounding, there are a few options for you to choose, depending on the scenario:

- **If it is a false alarm** triggered by you, a loved one, or by accident, you have 30 seconds to **Disarm** the alarm by entering your user code. This will cancel the alarm and return the system to normal with no further action.
- **If it is a false alarm** and you do not enter a user code within 30 seconds, the monitoring center will call the Primary Contact. If that person gives the correct monitoring passcode to the dispatcher, the false alarm is canceled.
- **If the alarm sounds in a true emergency**, then the alarm will continue to sound, and the monitoring center will be notified after 30 seconds. The primary contact will receive a call, provide the monitoring passcode, and can request a dispatch of emergency services to your home.
- **If the primary contact is unavailable or cannot provide the dispatch with the monitoring passcode**, the dispatcher will continue calling the secondary contact and any courtesy contact until someone has the correct monitoring passcode.
- **If the incorrect monitoring passcode is provided or no contact can be reached, the monitoring center will contact the authorities.**
- **If you trigger the panic button**, emergency services will be dispatched to your home immediately, without a phone call. The panic button can only be selected when you are at home.

To trigger the panic button:

- **Smart Home Hub:** Press the star (*) and pound (#) buttons at the same time and hold for two seconds.
- **Entry keypad:** Press the star (*) and pound (#) buttons at the same time and hold for two seconds.
- **Keychain remote:** Press the star (*) and **STAY** buttons at the same time and hold for two seconds.

Make sure you have a family emergency escape plan that specifies where to meet and what to do in case of an emergency.

User codes & keychains

Blue by ADT allows for multiple user codes, which allows you to keep track of who arms and disarms your system.

- **Master user code:** You will only have one 4-digit master user code, which gives you complete access to your entire system. Protect this code, and do not share it with others.
- **Users:** Invite your friends and family and keep track of who arms and disarms your system. Users will be invited via email and set their own login password, security question, and can manage their notifications under **My profile**. As the master user, you may invite any of the following user types to your system:
 - Admin users get full access to all platforms and functionalities except billing.
 - Standard users have access to monitoring, controlling, and limited settings management.
 - Basic users can only arm/disarm.
 - Duress users have a code to disarm the system and dispatch police. You may only have one duress code, which is shared by all to trigger a duress police dispatch.

Your keychain remotes are the only arm and disarm method which does not require a code. If you lose a keychain remote, do not worry. You can easily remove it from the system using the app or web portal to disable access and keep your home secure.

Panic & duress

Your system includes a panic button to be used in case of an emergency inside your home. This panic button will immediately notify the monitoring center to automatically dispatch emergency services to help you without delay. The panic button can only be selected when you are at home.

To trigger the panic button:

- **Smart Home Hub keypad:** Press and hold the star (*) and pound (#) buttons at the same time for two seconds
- **Entry keypad:** Press the star (*) and pound (#) buttons at the same time and hold for two seconds.
- **Keychain remote:** Press and hold the star (*) and **STAY** buttons at the same time for two seconds.
- **Duress code:** There is also an option where you can set up a special duress code (different from your user codes), to be used when you feel threatened by someone forcing you to disarm from inside your home. When you enter the code, the alarm will not sound, but a special duress message is sent to the monitoring center, and emergency services will respond appropriately.
 - To create a duress code, select **Menu > Users > +** to add, and select **Duress User**. Create a duress user with a unique 4-digit duress code and then press **Add User**.

Note: The panic button and duress codes should only be used in an emergency. There is no option to cancel dispatch if you are not in an emergency. This will be treated like a false alarm by your local municipality and police department.

False alarm prevention

Your system is CP-01 Certified for False Alarm Reduction. This means we have designed our system with features and best practices to help you reduce the number of false alarms.

There are many ways to avoid triggering false alarms. When your alarm is sounding, there are a few options for you to choose from, depending on the scenario. You can turn off these settings; however, doing so will trigger an increased number of false alarms.

- **Abort window time:** You have 30 seconds to enter the correct user code, which will allow you to cancel and disarm the alarm, due to there being an extra delay known as the abort window delay. If the alarm has already been triggered and a siren is sounding, you can enter your user code during this next 30-second window, and no alarm will be sent to the monitoring center.

Note: You may change the abort window time in your system settings.

- **Fire alarm verification:** After a loud smoke or CO detector siren triggers your fire safety sensors, the system will check twice within 60 seconds to ensure that the siren is still sounding before dispatching a signal to get help. This gives you the opportunity to silence an alarm triggered by burning food, for example, and avoid a false alarm.
- **Exit error:** Exit error occurs if a sensor is tripped when the exit delay time expires, for example, if you do not close the door completely when leaving your home. The entry delay time will start immediately, giving you the chance to disarm the system before an alarm is sent to the monitoring center with an exit error.
- **Auto Arm Stay:** If you arm the system in Away mode and do not exit through a monitored entry point, then the system will automatically default to Stay mode to prevent false alarms from motion sensors.
- **Practice mode — 7-day practice period:** When you first set up your new security system, you are placed within a 7-day practice period, which serves as a learning opportunity for you. This will ensure that you can practice using your system and make mistakes without worrying about the police showing up for false alarms. After this 7-day period, as long as all permit requirements are met, you will be placed in full-monitoring mode by the monitoring center to ensure that your home is protected.

Alarm registration and permits

Many municipalities require users to obtain an alarm permit/registration in order to activate monitoring services.

Obtaining local permits and registration

ADT contacts your local municipality to determine if a permit is required and will email you with any steps on how to obtain permit/registration. In the meantime, you can contact your local municipality and ask if a permit is required for a security system. Below is some of the information a municipality may ask you.

Alarm company

ADT
2021 Cabot Blvd West Langhorne,
PA 19047
Phone: 1-877-464-7437
Fax: 267-560-5571

Monitoring company

Criticom/Security Monitoring Services, Inc.
PO Box 521769
Longwood, FL 32752
Phone: 855-894-1737

It is 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/alarm verification service fees, and other applicable fees, if incurred.

Many municipalities will not allow ADT 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. In addition, some police agencies will not dispatch to a home that is not registered/permitted.

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

Base LED light quick reference guide

Your 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.

LED light	System mode
Normal LED light patterns on the base	
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
Flashing yellow	A device is faulted, lost, or has a low battery and the system is not ready to arm.
Other LED light patterns	
Solid purple	Boot mode – base is restarting
Flashing purple	Add sensor/device
White/ blue alternating	Downloading firmware
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

Troubleshooting

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 yellow / green .	The base is online, but is not connected to the server.	Please contact Technical Support at 877-725-3838 .
The light on the front of the base is flashing/alternating yellow / 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 the back of the base. If the 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.
The light on the front of the base flashing yellow .	A device is faulted, lost, or has a low battery and the system is not ready to arm.	Close the door or window that is open, or address any other faulted or troubled devices.

Note: Troubleshooting steps may take a few extra minutes.

Warranty disclaimer

Go to www.BluebyADT.com/terms-and-conditions to view more of our warranty disclaimer.

Limited Warranty on Leased Products; Product Warranty Disclaimer:

THE FOLLOWING LIMITED WARRANTY IS APPLICABLE TO BLUE BY ADT-BRANDED PRODUCTS THAT YOU PURCHASE:

- i. Blue by ADT will repair or replace any defective equipment (with new or refurbished equipment, at Blue by ADT's sole option) that you purchase at no cost to you for a period of 12 months from the date of purchase;
- ii. You will receive a prepaid mailing label to return any defective system equipment;
- iii. You are responsible to pay shipping costs for any replacement equipment;
- iv. After the expiration of the 12-month warranty period, you are responsible for the cost of all replacement equipment, including all shipping charges;
- v. If you fail to return the defective equipment, you void this warranty and must pay Blue by ADT the MSRP for the equipment.

THE FOLLOWING LIMITED WARRANTY IS APPLICABLE TO BLUE BY ADT-BRANDED PRODUCTS THAT YOU LEASE:

- i. Your leased equipment is warranted for the full term of the Lease provided you remain in good standing
- ii. Any defective leased system equipment will be repaired or replaced (with new or refurbished equipment, at Blue by ADT's sole option) at no cost to you;
- iii. You will receive a prepaid mailing label to return any defective leased system equipment;
- iv. If you fail to return the defective equipment, you void this warranty and must pay Blue by ADT the MSRP for the equipment

Subject to the terms of the Limited Warranties set forth above, you are responsible for the loss of, damage to, or the entire cost of, any necessary service or repair of the System equipment. THE LIMITED WARRANTY DOES NOT APPLY TO PROMOTIONAL ITEMS OR GIFTS. Read Section 16 for other important limitations and exclusions. You have no right to sell, give away, transfer, pledge, mortgage, alter or tamper with the equipment. OTHER THAN THE REPAIR AND REPLACEMENT SERVICES FOR THE SYSTEM OR ANY COMPONENT THEREOF, WE MAKE NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, REGARDING ANY SERVICE OR EQUIPMENT, WHICH IS PROVIDED TO YOU AS IS AND WITH ALL FAULTS. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED. BLUE BY ADT IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO LEASED SYSTEM EQUIPMENT OR ANY ACCESSORIES/CUSTOMER PURCHASED EQUIPMENT. By leasing from us, you acknowledge that you have had an opportunity to review our warranty terms, have done so to the degree you feel you need to be familiar with

Warranty disclaimer

them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers. **STATE LAW:** Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

Limitations on our Limited Warranty. We have no obligation under our Limited Warranty if we reasonably determine that your need for service was caused by any event, condition, or circumstance beyond our control, other than ordinary wear and tear to your System. For example, our Limited Warranty does not cover any of the damage or loss of use resulting from, or necessary because of, any of the following: natural disasters, fires, storms, accidents, acts of God, strikes, riots, floods, or terrorism. Furthermore, our Limited Warranty does not cover any of the damage or loss of use resulting from, or necessary because of, any of the following: (A) your misuse of, or tampering with, the System; (B) telephone line malfunctions or modifications to your telephone service that render it incompatible with your System; (C) your failure to provide ordinary maintenance to your System or any accessories/customer purchased equipment; (D) anyone other than our authorized representative performing service on your System, except at our specific direction; (E) physical alterations made by you or third parties to your Premises or to your System, or made necessary by damage to your Premises or your System; (F) any change in laws or regulations that make it impossible or impracticable to continue use of the System as is; or (G) any other reasons beyond our control. You must furnish the necessary electrical power through your meter at your expense to obtain warranty services.

How to obtain warranty service or other information:

To obtain service or information you can:

Call: Blue by ADT Customer Service at **1-888-723-8894**

You will receive instructions on how to ship the Products, at your expense, to a Blue by ADT Authorized Repair Center.

To obtain service, you must include:

1. A copy of your receipt, bill of sale or other comparable proof of purchase;
2. A written description of the problem;
3. The complete physical address of the location where the system was set up and most importantly;
4. Your address and telephone number; and,
5. The "Return Merchandise Authorization" or "RMA" number that Blue by ADT provides to you.

What is not covered (exclusions)

Normal wear and tear: Periodic repair and replacement of parts due to normal wear and tear are excluded from coverage.

Ornamental decorations: Ornamental decorations such as emblems and graphics and other decorative elements are excluded from coverage.

Warranty disclaimer

Abuse & misuse: Defects or damage that result from the following are excluded from coverage:

1. Improper operation, storage, misuse or abuse, accident, or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the Product;
2. Contact with moisture, liquids, water, rain, extreme humidity, heavy perspiration or makeup, sand, dirt or the like, food, or proximity to or exposure to heat or cold, fire, flood, or lightning;
3. Other acts which are inconsistent with the instructions and documentation that accompany the Products; and
4. Use of the Products with any system other than the Security System.

Use of non-Blue by ADT products and accessories:

Defects or damage that result from the use of non-Blue by ADT branded or certified products, accessories, software, or other peripheral equipment are excluded from coverage, including without limitation defects or damage to Products that result from such use are excluded from coverage.

Unauthorized service or modification:

Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than Blue by ADT, or its authorized agents, are excluded from coverage.

Altered products:

Products with the following characteristics are excluded from coverage:

1. Serial numbers or date tags that have been removed, altered, or obliterated;
2. Broken seals or Products that show evidence of tampering;
3. Mismatched board serial numbers; or
4. Nonconforming or non-Blue by ADT housings, antennas, or parts.

Communication services:

Defects, damages, or the failure of Products due to any communication service or signal not provided directly by Blue by ADT is excluded from coverage.

Out of warranty products:

Defects or damages reported to Blue by ADT after the Warranty Period are excluded from coverage.

Other exclusions and limitations:

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED IN DURATION TO THE TERM OF THIS EXPRESSED WARRANTY. THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF THE CONSUMER, AND BLUE BY ADT'S SOLE AND EXCLUSIVE LIABILITY HEREUNDER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL BLUE BY ADT BE LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT GIVING RISE TO THE DAMAGES, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE USE OF OR THE ABILITY OR INABILITY TO USE THE PRODUCTS OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

SOME STATES AND JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR A LIMITATION ON THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR FROM ONE JURISDICTION TO ANOTHER.

Federal Communication Commission Interference Statement

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.

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 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.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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.