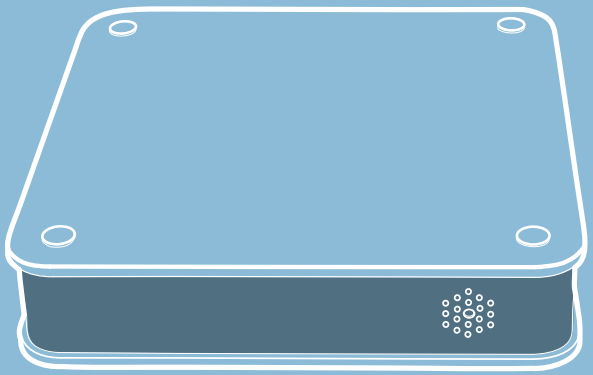
scout



installation guide

hello! welcome to scout.

Scout is a do-it-yourself installation - no tools required. Install Scout from your smartphone or tablet for real-time feedback and interactive instructions.

recommended installation:

visit **scoutalarm.com/install** on your mobile phone or tablet

alternate installation:

follow along with this paper-based installation guide and your computer at **scoutalarm.com/install**

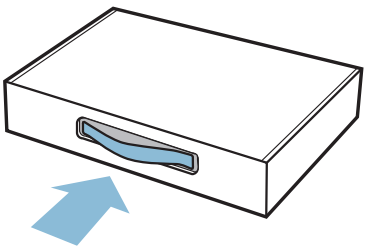
overview of installation

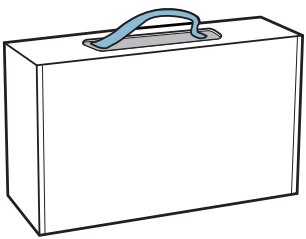
The installation process should take 30 minutes or less for the average system. Here's what to expect:

1. **register your system**
2. **install and test devices**
3. **choose a monitoring option**
4. **set modes and permissions**

unboxing your system

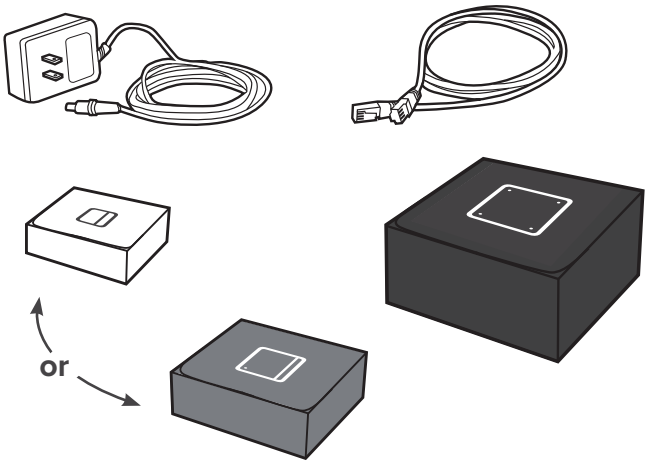
Before you take anything out of the box, note that the box your system shipped in doubles as a carrier. Take it with you around the house as you install so that you can receive real-time feedback from the sensors and save time.





what's in the box

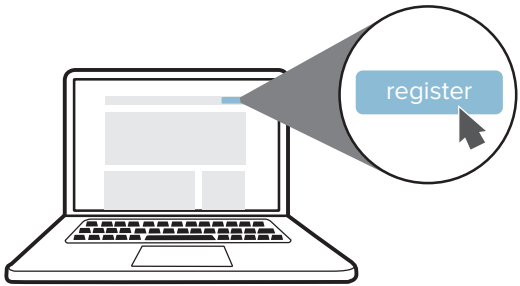
At minimum, you should have received one Scout hub and one Scout sensor. Please confirm that you received the items pictured below and the contents of your box match the order that you placed.



register

login and register

If you're not using your phone or tablet to install Scout, you'll need to visit www.scoutalarm.com and click "register" in the top right hand corner.



Fill out the form on screen to create your account and register your system. Once you've completed these steps, you'll be ready to install the Scout hub.

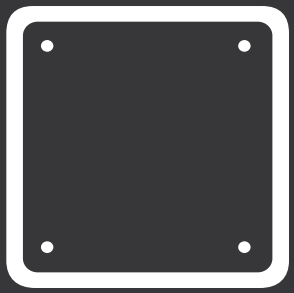
have questions?

If you have questions or need help at any point during the installation:

Live chat with customer support on our website at scoutalarm.com

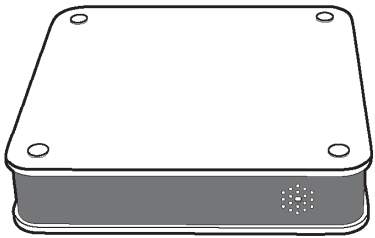
E-mail info@scoutalarm.com

Visit our **troubleshooting guide** at support.scoutalarm.com



hub

device: **scout hub**

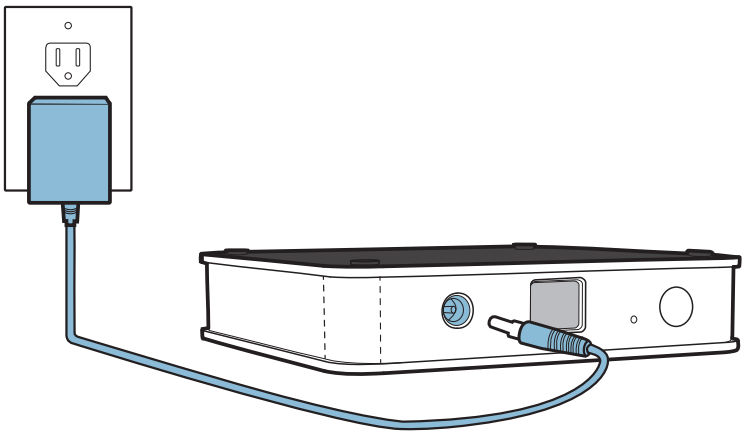


The hub is the communication center of Scout and essential to your system. The hub has a 100 ft. range.

The hub box includes: The hub, a power cord and an ethernet cord.

step one: **power up**

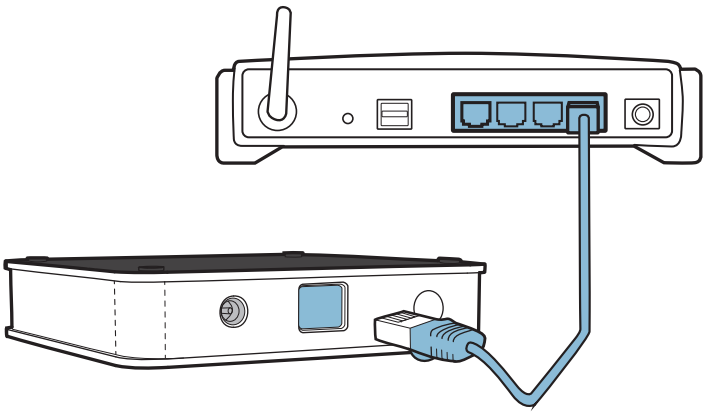
Locate a power outlet close to your router and plug the power cord into the hub and the wall. A light on the hub will turn on to indicate that it has been powered.



step two: **connect internet**

Plug the provided ethernet cord into your router and then into the back of the hub. A light on the hub will indicate that the ethernet plug is connected correctly.

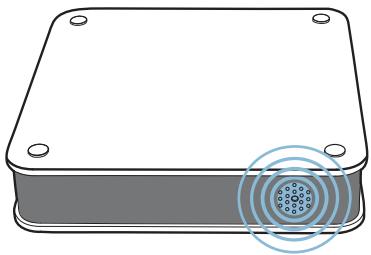
If you do not have a router, click the question mark on screen or visit support.scoutalarm.com for instructions.



step three: **confirm connection**

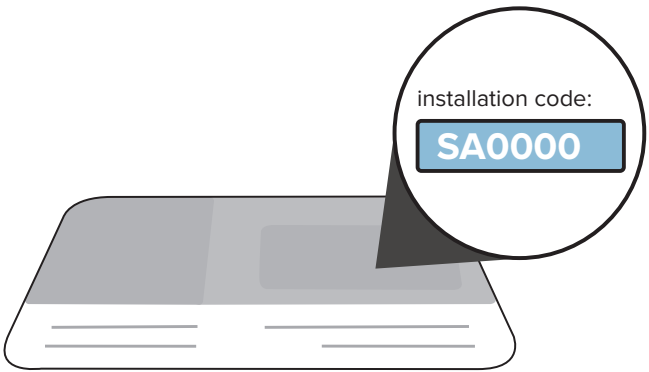
As the hub connects, it will flash a variety of lights. A solid green light means you are connected to our server.

If your Hub does not have a solid green light, please click the question mark on screen or visit support.scoutalarm.com.



step four: **enter install code**

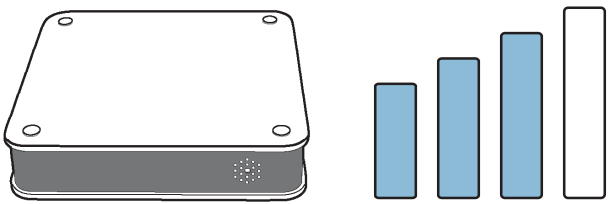
After the hub is connected, input the installation code in the field provided. The code can be found on the large Quick Start Card you received in your shipment.



step five: **pairing hub**

The hub will start pairing once you enter the installation code. This process may be instant, but can take up to 3 minutes. The bars on screen will switch from unfilled to filled.

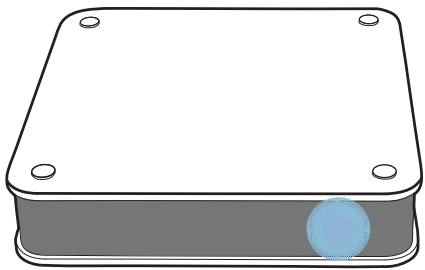
Once the green light has changed from flashing green to solid green, the hub has successfully paired.



step six: **finish install**

If the Hub's light is solid green light, confirm a successful pairing on screen by clicking "It's solid, install devices!"

If the green light isn't solid, please click the question mark on screen or visit support.scoutalarm.com.



Important Installation Notes:

sensor sequence

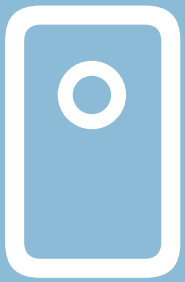
Install the sensor closest to the hub first and work your way out. Scout sensors have a range of approximately 100 ft.

battery pull tabs

Only remove the battery pull tabs from one device at a time. Pulling multiple tabs at once may result in pairing the wrong device.

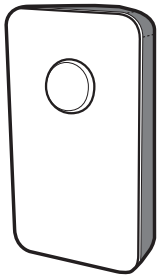
removing a sensor

If you incorrectly mounted a sensor, slowly twist the device left and right to loosen the adhesive. Pulling a device straight off may damage the surface.



motion sensor

device: **motion sensor**

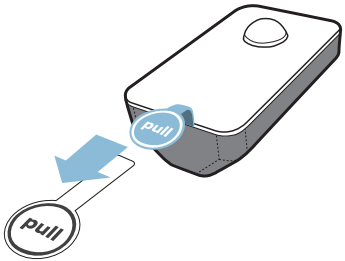


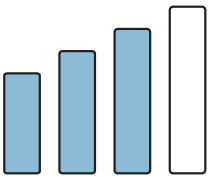
The motion sensor detects motion inside your home. The motion sensor has a 20 ft. range and a 90 degree field of view.

Be sure to pair this device from its desired location to ensure you are in range of the Scout mesh network.

step one: **power on**

Hold the faceplate down and remove the battery pull tab to engage the battery.

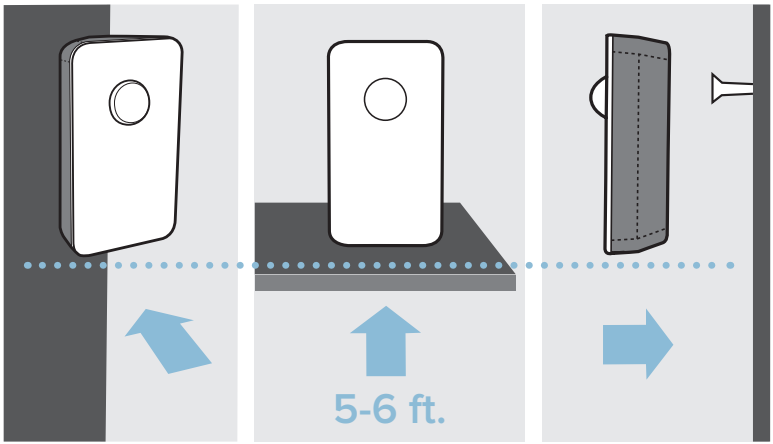




The motion sensor will immediately enter pairing mode to pair with the hub. It can take up to 3 minutes for the device to pair to the hub. The bars on screen will switch from unfilled to filled when paired.

step two: **placement**

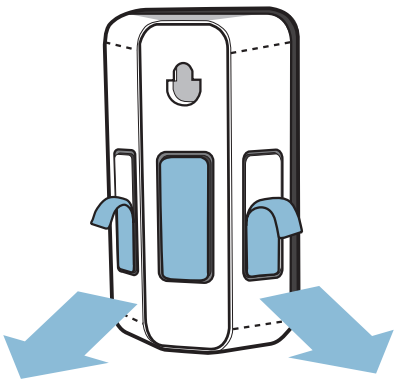
The motion sensor can be mounted in a corner, stand freely on a shelf or be hung on a screw. It should be 5-6 ft. off of the ground, regardless.



Corner Shelf Flat

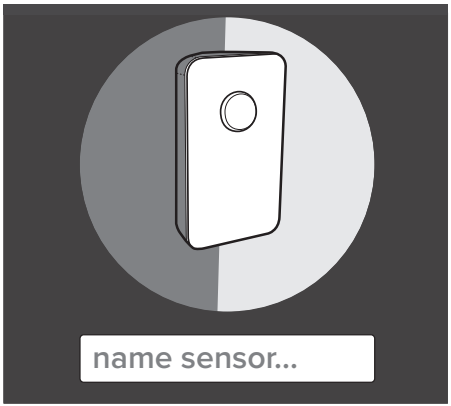
step three: **prep device**

If the unit is freestanding on a shelf, you can bypass this step. If you want to adhere the motion sensor, flip the motion sensor over and remove the adhesive from the appropriate pads. Place it in your desired location, in range.



step four: **name sensor**

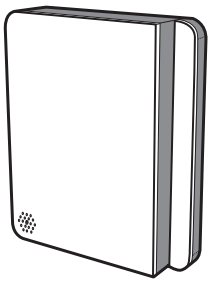
Name your motion sensor something unique and click Submit. Repeat steps 1-4 if you have multiple motion sensors.



If you have no more devices, you are done installing.

door panel

device: **door panel**

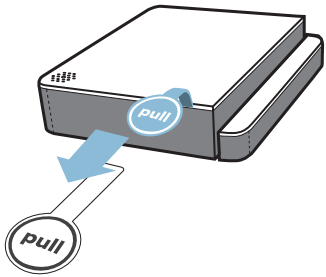


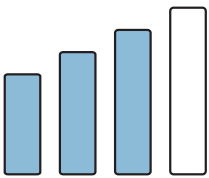
The door panel monitors door activity and allows you to arm and disarm the system. It must be placed inside your home. Pair this device from its desired location to ensure you are in range of the Scout mesh network.

The door panel box includes: one large panel, one small panel, two RFID key FOBs and one RFID sticker.

step one: **power on**

Hold the faceplate down and remove the battery pull tabs to engage the batteries.

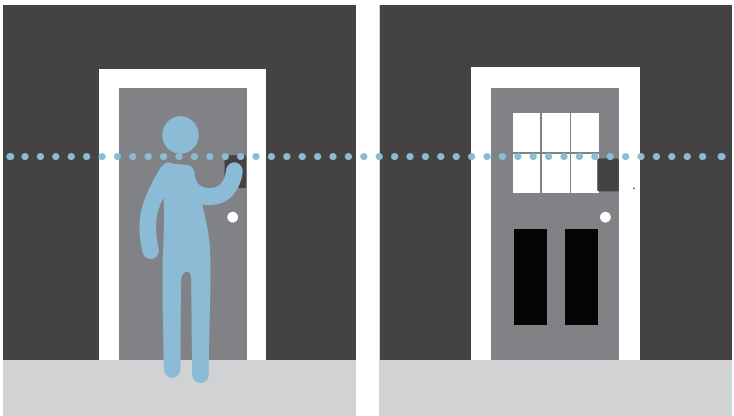




The door panel will immediately enter pairing mode to pair with the hub. It can take up to 3 minutes for the device to pair to the hub. The bars on screen will switch from unfilled to filled and the door panel will “chirp” once when paired.

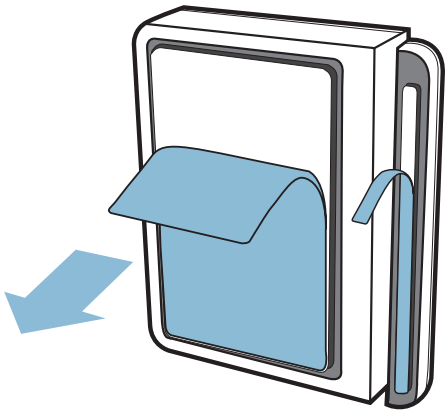
step two: **positioning**

Before we adhere the door panel, test your device with the on-screen instructions to confirm you're within range. You'll want the panel to be at about shoulder height. One piece will move with the door while the other piece stays stationary on the frame.



step three: **prep device**

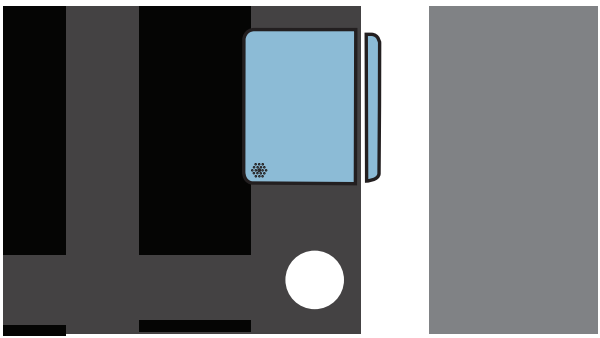
Flip the large panel over and remove the adhesive. The small panel will be adhered later, so you can first test the magnet offset.



step four: **place device**

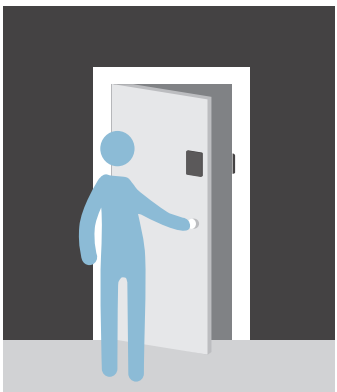
Adhere the large panel on your desired location, flush with the edge and level to where you will place the small panel.

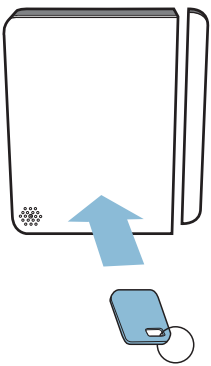
Before removing the adhesive on the smaller panel, line it up with the larger panel and test the proposed placement on screen. If the icon is not changing, you will have to move it closer. Once confirmed, adhere.



step five: **test it**

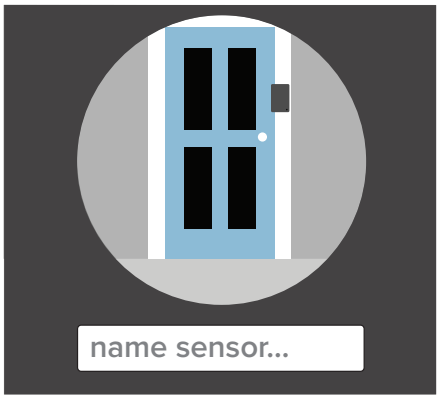
Once both panels are adhered, confirm the door panel is working. Open and close the door to trigger the “chirp” noise and the icon change on screen. Tap a key fob to the door panel, as well, to test arming and disarming.



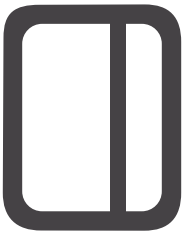


step six: **name it**

Name your door panel something unique and click Submit. Repeat steps 1-6 if you have multiple door panels.

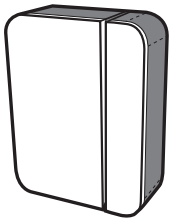


If you have no more devices, you are done installing.



access sensor

device: **access sensor**



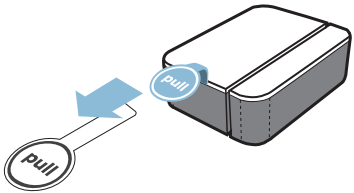
The access sensor is for monitoring the opening and closing of any door, window, cabinet, or safe.

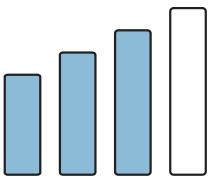
Be sure to pair this device from its desired location to ensure you are in range of the Scout mesh network.

The access sensor box includes: one large panel and one small panel.

step one: **power up**

Hold the faceplate down and remove the battery pull tab to engage the battery.

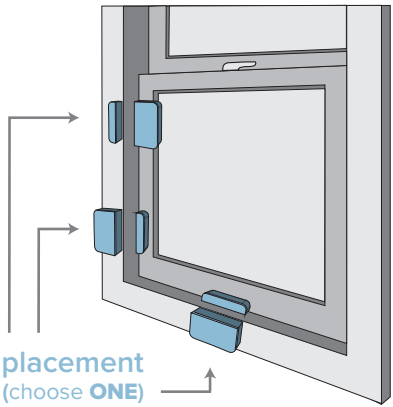


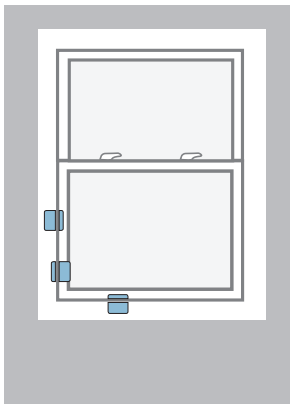


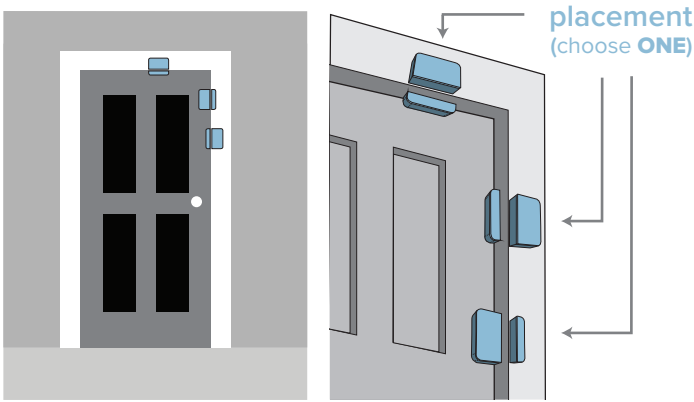
The access sensor will immediately enter pairing mode to pair with the hub. It can take up to 3 minutes for the device to pair to the hub. The bars on screen will switch from unfilled to filled when paired.

step two: **positioning**

Whether you're placing the sensor on a window or door, there are multiple configurations to consider. The reference images on the following two pages demonstrate your options. One piece will always move and one piece will always be stationary.



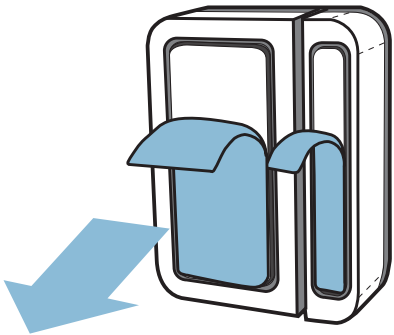




Tip: There are thousands of window and door variations in the world. We can't illustrate all of them in this guide, but we've considered almost every possible installation. If the illustrations above don't work for you, **find more illustrations at support.scoutalarm.com**

step three: **prep device**

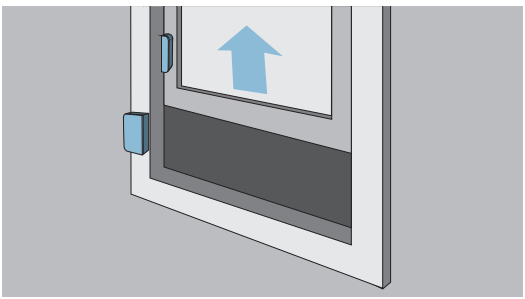
Flip the large panel over and remove the adhesive. The small panel will be adhered later, so you can first test the magnet offset.



step four: **place device**

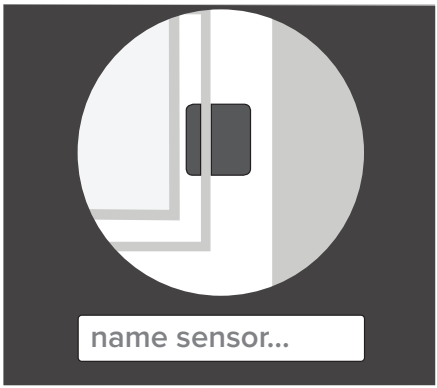
Adhere the large panel on your desired location, flush with the edge and level to where you will place the small panel.

Before removing the adhesive on the small panel, line it up with the large panel and test the proposed placement on screen. If the icon is not changing, you will have to move it closer. Once confirmed, adhere.

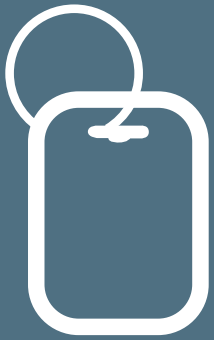


step five: **name it**

Name your access sensor something unique and click Submit. Repeat steps 1-5 if you have multiple access sensors.

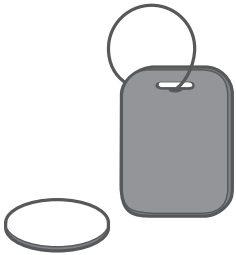


If you have no more devices, you are done installing.



register rfid

device: **rfid**



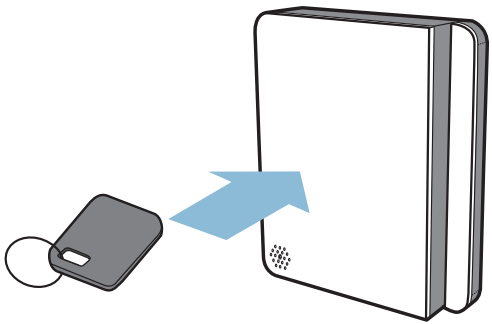
The RFID key fobs and RFID sticker allow you to arm and disarm the system manually. Tap them to any door panel to arm and disarm.

Two RFID key fobs and one RFID sticker are packaged with each door panel you ordered.

Place RFID key fobs on your keychain. Place the RFID sticker on a secret object around your house, in case you lose your keys or have an unexpected guest.

step one: **tap to door panel**

Choose an RFID fob or sticker that you would like to register. Tap it to the door panel. The light will turn blue when it senses an object in it's field. The light will turn green and "chirp" when the RFID device has been read successfully.



step two: **name it**

Name the RFID device and click Submit. Write the name of the fob on the attached sticker to keep track of it. You can grant and revoke RFID device access through the Scout dashboard at any time. Repeat steps 1 & 2 until you have registered all of your RFID devices.

warranty info

Scout Informational Guide

This informational guide contains important instructions on safety, handling, disposal, recycling, regulatory information and the limited hardware warranty for your Scout Alarm device. The latest user instructions and any updates to this informational guide can be found at: **www.scoutalarm.com/ScoutAlarm-Install-Guide.pdf**

Important Safety Instructions

- Read all safety and operating instructions before using your Scout Alarm hardware to avoid injury. Keep these instructions somewhere where you can find them for future reference. Heed all warnings contained herein.
- This product is not intended to be used to control or monitor, directly or indirectly, industrial equipment or medical equipment of any kind.
- Do not install your device near water, or expose the product to any water or liquid of any kind.
- Many of Scout's devices operate on battery power. Battery-powered detection sensors will not operate and your alarm will not sound if the batteries are low or dead. Monitor your device's battery level often to ensure proper operation.
- Use a dry cloth to clean your Scout device. Do not use liquids of any kind. Exposure to liquids, detergents, or abrasive cleaners may scratch your device and could affect performance.
- Do not install your Scout device near any heat sources. Stoves, radiators, registers and other heat producing devices can cause damage that may affect performance.
- Only install your Scout devices in accordance with the installation instructions provided to you. Improper installation may result in poor performance. Scout is not responsible for damages resulting from the improper installation of devices by the user.

Operating Environments:

Operating environment details can be found at scoutalarm.com/legal

Recycling and Disposal

The above symbol on your Scout device and the device's packaging is in accordance with the European Union's Waste Electrical and Electronic Equipment (WEEE) Directive. In accordance with WEEE, your Scout device should be disposed of or recycled of separately from normal household waste. The end user is responsible to dispose of this product by taking it to a WEEE-designated facility. Separately collecting and recycling waste equipment will help conserve natural resources, protect overall health and the environment. Please contact your local environmental office, an electronic waste disposal company or the vendor from which you purchased this device for more information about recycling.

Certifications and Regulatory Compliance

Certifications and Regulatory Compliance

This device has undergone FCC, CE, and PTCRB compliance testing.

FCC Compliance Statement:

This devices complies with FCC standards for home or office use and with Part 15 of the FCC Rules. Operations of this device is subject to the following two conditions: 1) this device may not cause harmful interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Model name: SCHUB01

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 o 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 the 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.

Warning to the user:
Changes or modications to the product not expressly approved by Scout Security, Inc. could void your right to use or operate your product.

Where shielded interface cables or accessories have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC limits.

Model name: SCHUB01
This device and it's antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

Model name: SCHUB01
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.

Canada Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause harmful 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'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est aurorisee aux deux conditions suivantes: 1) l'appareil ne doit pas produire de brouillage, et 2) l'utilisateur de l'appareil doit accepter toute brouillage radioélectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Model name: SCHUB01
This device and it's antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with IC multi-transmitter product procedures.

Model name: SCHUB01
Cet appareil et son antenne (s) ne doit pas être co-localisés ou fonctionnement en association avec une autre antenne ou transmetteur.

Model name: SCHUB01

IC Radiation Exposure Statement:

This equipment complies with IC RSS-102 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 équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This radio transmitter (IC:12325A-SCHUB01 / IC:12325A-SCEPD01 / IC:12325A-SCWAD01 / IC: 12325A-SCMOT01) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le present emetteur radio (IC:12325A-SCHUB01 / IC:12325A-SCEPD01 / IC:12325A-SCWAD01 / IC:12325A-SCMOT01) a ete approuve par Industrie
Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont

strictement interdits pour l'exploitation de l'émetteur.

Antenna list

Product	IC ID	No.	Brand	Part Number	Antenna Type	Connector	Gain (dBi)
Access sensor	IC: 12325A-SCWAD01	1	SINBON	A9701694	PCB Antenna	I-EPX	-2.5
Motion sensor	IC: 12325A-SCMOT01	1	SINBON	A9701693	PCB Antenna	I-EPX	-2.3
Door	IC: 12325A-SCEPD01	1	SINBON	A9701692	PCB Antenna	I-EPX	-2.3
Hub	IC: 12325A-SCHUB01	1	SINBON	A9701643	PIFA Antenna	NA	-1.3
		2	SINBON	A9701691	PCB Antenna	I-EPX	-2.5

European Compliance Statement CE

A copy of the EU declaration of Conformity is available at: www.scoutalarm.com/legal

Service and Support

Except for its battery, your Scout device does not contain any user-serviceable parts. If you need service, contact Scout at one of the numbers below. Helpful information is also available on our website at: support.scoutalarm.com

Toll-Free Within the United States: 1-844-AT-SCOUT (287-2688)
Outside the United States: use the number above, carrier charges apply - please contact your telecom service provider for details

The hours our customer support is available may be found at: support.scoutalarm.com

Scout's Address:
Scout Security Inc.
2023 W. Carroll
Ste. C-206
Chicago, IL 60612 USA

Software License Agreement

Use of any Scout device constitutes acceptance of the Scout and third-party software license terms found at: www.scoutalarm.com/legal

Scout Alarm One (1) Year Limited Warranty

Scout Security, Inc. (“Seller”) warrants your Scout alarm hardware (“Product(s)”), subject to certain registration requirements, against material defects in materials and workmanship for a period of one (1) year from the date of purchase (“Warranty Period”), to the original end user purchaser (the “Warranty”). You must register for the Warranty online at www.scoutalarm.com/warranty/register for your Product to be covered by the Warranty. Except where prohibited by applicable law, the Warranty is nontransferable and is limited to the original purchaser. The Warranty gives you specific legal rights, and you may also have other rights that vary under local laws.

This Warranty does not apply to any Product misused, abused, altered or used other than as approved in writing by Seller, as determined by Seller’s inspection of the Product. Other limitations on this Warranty are described in Seller’s End User License Agreement (“EULA”) located at www.scoutalarm.com/legal. If any defect in material or workmanship occurs during the applicable warranty period in any of the Products, as determined by Seller’s inspection of the Goods, your sole and exclusive remedy shall be as set forth in the EULA.

Seller reserves the right to clarify, amend, restate or otherwise modify the terms of the Warranty and the EULA in its sole discretion. In the event that there is a conflict related to the terms of the Warranty as described on this Warranty Card and the EULA, the terms of the EULA shall control.

Prior to submitting a Warranty claim, Seller recommends you visit the support section at support.scoutalarm.com to obtain technical assistance. To obtain Warranty service you must speak with a Seller service agent, the authorized dealer from which you purchased the Product(s), or open a service request through our website at support.scoutalarm.com. Be prepared to describe the problem you are experiencing with the Product in detail so that Seller may best assist you.

scout alarm

sleek. secure. smart.