



## SimpliSafe™

Live.Safely.™

### Two options for getting started:

- 1 The Keychain Remote contains the SimpliSafe Easy Setup Wizard – a software program that provides animated instructions and lets you customize your system most easily.
  - Insert the Keychain Remote into a USB port on a computer. No software will be installed.
  - The Easy Setup Wizard will automatically appear.

Tip: If the welcome screen does not appear, open "My Computer" on your desktop and look for the "SimpliSafe" drive. On the drive, open the "SimpliSafe.exe" file.

- 2 Follow the on-screen instructions.
- 2 If you don't have access to a computer, just follow the instructions in this Owner's Manual.



# Getting started: Plan your installation

Where should I place each component?



## Keypad

Adhere the Keypad to a wall by your main entrance. Use it to turn your alarm on and off.



## Keychain Remote

Add the Remote to your keychain for ease-of-use and added protection.



## Entry Sensors

Adhere on doors and windows that may be accessible to intruders.



### **Motion Sensor**

Place on a shelf or wall to detect motion within 30 ft. Great for rooms with lots of windows.

### **Base Station**

Tuck the Base Station near a power outlet. Keep it in the same room as the Keypad to be able to hear voice prompts as you use your system.

### **Panic Button**

Adhere to a wall (perhaps by your bed, for easy access to help in the night).

# 1. Install your system

## A. Plug in the Base Station

- Remove the battery activation strip.
- Plug the Base Station into a power outlet using the included power cord.

Tip: Locate the Base Station in the same room as your main entrance to make it easier to hear voice prompts while using the system.

- **Optional:** If you have a landline and plan to subscribe to the Emergency Dispatch Service, you may plug the Base Station into a telephone jack to provide an **alternative** to your wireless connection to the Dispatch Service.

Tip: If you have a DSL Internet connection, you will need to place a filter on this line, just like any other phone.



## B. Install the Keypad by your door

- Remove the battery activation strip.
- Adhere the Keypad to the wall by your main entrance.

Tip: Adhesive tape has already been installed on the back of the Keypad – just peel and stick. **If you make a mistake, see “How do I move a sensor?” on page 10.**



## C. Install the Panic Button

- Remove the battery activation strip.
- Adhere the Panic Button to a wall.



## D. Install the Motion Sensor

- Remove the battery activation strip.
- Place the Motion Sensor on a shelf or adhere it to a wall, approximately 4 to 5 feet off the ground.

Avoid placing the Sensor near a heater, air conditioner, or in direct sunlight. If you have pets, put the Sensor at least 5 feet off the ground, out of their reach. The Motion Sensor will not detect most small pets, if the pet cannot get within 5 feet of it. If you have larger pets, please contact SimpliSafe for assistance.



## E. Install Entry Sensors on doors and windows

- Remove the battery activation strip.
- **Align the magnet with the grooves on the Sensor** so that the two pieces are less than 2 inches apart when the door or window is closed.

Test the alignment before you adhere each piece. The blue light should flash once when the door or window opens and twice when it closes.

- Adhere the Sensor and magnet to a door and doorframe or window and windowframe.

You can put the Sensor on the door and the magnet on the doorframe, or the other way around. **There is no "right side up" to the Entry Sensor.**



### Door example:

The sensor is installed on the doorframe and the magnet on the door. When the door is closed, they are less than 2 inches apart. When the door swings open, the sensor will be triggered.



### Window example:

The sensor is installed on the windowframe and the magnet on the window. When the window is closed, they are less than 2 inches apart. When the window slides open, the sensor will be triggered.

Notice how the sensor can be placed at a right angle to the magnet.

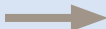


## 2. Personalize settings

### How Emergency Dispatch Service works



In the event of an emergency, the alarm sounds...



...and wirelessly contacts the Emergency Dispatch Center.



The operator will contact you and others you designate.



Unless you cancel the alarm with your safe word, the operator will send the police.

### A. Activate your Emergency Dispatch Service

Emergency Dispatch Service is a critical part of your SimpliSafe Home Security System. When you activate it, your system will be monitored 24/7. In the event of an emergency, professionally trained operators will contact you and dispatch the authorities. **This service will not be available until you activate your subscription.**

- To activate your subscription:

Visit  
[www.simplisafe.com/activate](http://www.simplisafe.com/activate)

or

Call 1-888-95-SIMPLI (957-4675)  
for assistance

Tip: You'll need the 6-digit serial # located on the bottom of your Base Station. You can write it here for reference \_\_\_\_\_

Tip: After you activate your subscription, it will be in "practice mode" for 3 days while you get used to using your alarm. The alarm will function normally, but you will not receive police dispatch. After 3 days, you will be notified that your Dispatch Service is live.

- Some law enforcement agencies may require you to have an alarm permit. Please contact your local police department for details (please do not dial 911 for this).

Tip: Visit [www.simplisafe.com/alarmpermit](http://www.simplisafe.com/alarmpermit) to lookup information for your city.

## How to navigate the Keypad menu system

- Press **menu/cancel** to begin.
- Use **off** and **home** to scroll through options, as indicated by the arrow icons.
- Press **away** to make a selection or confirm an entry, as indicated by the “enter” icon.
- Press **menu/cancel** to cancel a selection or exit the menu.

Keypad menu options:

- 1) Change PIN
- 2) Dialing prefix
- 3) Add component
- 4) Remove component
- 5) Test
- 6) Exit menu



## B. Change your PIN

By default, your PIN has been set to 1234. Change this to a new 4 digit number:

- Press **menu/cancel** on the Keypad to enter the menu system.
- Select option “1) Change PIN” on the Keypad Menu by pressing **away** (enter).
- Type a 4 digit PIN and press **away** (enter).
- Confirm your new PIN by typing it again and pressing **away** (enter).

## C. Test your system

We recommend you test your system regularly and after making any changes.

- Scroll to and select option “5) Test” on the Keypad Menu.
- Test sensors by opening doors and windows, pressing panic buttons, and walking past Motion Sensors. After triggering a sensor you should hear a confirmation from the Base Station.
- Press **off** to exit test mode. Any errors will be announced by the Base Station.

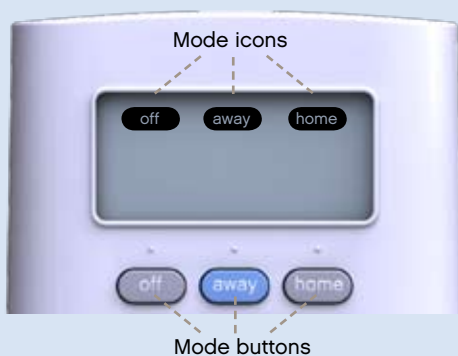
You must press TEST on the bottom of a Motion Sensor for it to participate in a test.



# 3. Stay safe

## Modes


Your alarm system has 3 modes: Away, Home and Off. Turn your alarm on by putting it in Away or Home mode. Turn your alarm off by putting it in Off mode.



## A. Turn your alarm ON

### Away Mode


Use this mode when you are leaving. All Entry Sensors, Panic Buttons **and** Motion Sensors will be active.

- Close all doors and windows.
- Press  on your Keychain Remote or Keypad.
- You have 60 seconds to exit before the alarm is active.

Tip: To cancel during the exit delay, simply press .



### Home Mode



Use this mode when you are staying home. All Entry Sensors and Panic Buttons will be active, but the **Motion Sensors will not be active.**

- Close all doors and windows.
- Press  on your Keypad.
- Your Entry Sensors and Panic Buttons will be active immediately. Motion Sensors will not be active – you can move freely around your home.

## B. Turn your alarm OFF

Use the same method to turn off your alarm, whether it is in the home or away mode.

- Press  on your Keychain Remote OR
- Press , followed by your 4 digit PIN, on the Keypad.

If you make a mistake entering your PIN, press  to back up or  to start over.

If a sensor is triggered, there will be a 30 second entry delay before the alarm siren sounds and the Emergency Dispatch Service is notified.

Tip: You can adjust advanced settings like the entry and exit delays by using the SimpliSafe Easy Setup Wizard, described on the cover of this manual.



## C. Use the Panic Button in an emergency

At any time (whether or not the alarm is on) just press a panic button for **1 full second** to immediately sound the alarm and notify the Emergency Dispatch Service.



Tip: Your Keychain Remote is similar to a car alarm remote – it works within about 50 feet of the Base Station. You can use the Panic Button on your Keychain Remote while you are near or in your apartment, but it will not function while you are in a different location.

## What happens when a sensor is triggered?

- When your alarm is on and an Entry Sensor or Motion Sensor is triggered, the Keypad will start beeping and prompt you for your PIN. You have 30 seconds to turn the alarm off – this time is called the “entry delay.”
- If the alarm is not turned off within the 30 second entry delay, SimpliSafe will sound an 85 decibel siren for four minutes and send an alert signal to our Emergency Dispatch Center. You must activate your service in Step 2 for this service to function.
- Upon receiving the signal, the Dispatch Center will attempt to contact you.
- If it was a false alarm and you provide your previously chosen “safe word,” no authorities will be dispatched.
- If it is a true emergency or if they are unable to reach you, they will immediately dispatch the police to your location.

Tip: If you accidentally set off your alarm, enter your PIN to turn off the siren. You can call SimpliSafe at 1-888-95-SIMPLI (957-4675) to notify us of the false alarm or wait for the call from our Dispatch Center. Be sure to answer the phone and have your “safe word” ready to verify your identity.

Congratulations! Setup is complete and you can start using your SimpliSafe system now. Feel free to read on for more information about your System.

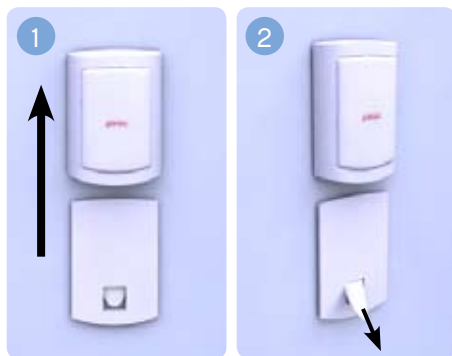
Please remember to test your system regularly.

# Common questions

## How do I move a sensor?

To move a sensor or change its batteries, push up on the front of the sensor in the direction of the blue arrow – the back will stay on the wall and the white adhesive tape tab will be visible. Pull DOWN (NOT OUT) slowly on the tab until the back is removed from the wall.

When you are ready to re-adhere the sensor in a new location, use a fresh piece of adhesive tape (extras have been included).



## How do I change the batteries?

Voice prompts will warn you when your batteries are low (battery life is approximately 1 year for a Keypad and 5 years for all other sensors). To change sensor or Keypad batteries, remove the component from the wall as described above. The batteries will be visible. Replace them and slide the component back into place. The Base Station backup battery is rechargeable and does not normally need to be replaced.

## Can I use SimpliSafe without the Emergency Dispatch Service?

Yes, but we don't recommend it. Without the Emergency Dispatch Service, only the alarm siren will sound and **no authorities will be called**. The SimpliSafe Emergency Dispatch Service is easy to set up and can be canceled at any time.

## What if I have a door or window open when I turn on the alarm?

SimpliSafe will warn you that a door or window is open when you turn the alarm on. Open doors or windows will not be protected until they are closed. Once they are closed, SimpliSafe will start monitoring them.

## What happens if I accidentally trigger an alarm?

Enter your PIN on the Keypad or press  on the Keychain Remote to stop the siren. The default PIN for your Keypad is 1234. The Emergency Dispatch Center will call the number you provided to confirm the false alarm. After the operator has verified your identity (please have your safe word handy), he or she will cancel any alarms.

## Can I get a discount on my homeowner's or renter's insurance?

Most insurance carriers will provide you with a discount for having a monitored home security system like SimpliSafe. To be eligible for this discount you must be subscribed to the Emergency Dispatch Service. Contact your insurance carrier for details.

## What is the difference between the Keychain Remote and the Extra Keychain Remote?

The Extra Keychain Remote does not include a USB connection and the Easy Setup Wizard software for customizing your settings, but still allows you to arm and disarm your system from your keychain.

## Will SimpliSafe work in the event of a power outage?

Yes. All of your sensors are battery powered and the Base Station has a built-in rechargeable backup battery that provides power for 8 hours during a power outage.

## How do I avoid false alarms?

There are several things you can do to avoid the most common causes of false alarms:

- Make sure that anyone who needs to have access to your home (such as your landlord or housekeeper) has a PIN. If you don't want to give them your Master PIN, you can create a separate PIN for them using the Easy Setup Wizard.
- Do not place Motion Sensors near a heater or air conditioner, or facing an open window. If you have large pets, contact SimpliSafe (1-888-95-SIMPLI) for assistance customizing your installation.
- Make sure that a rattling window or door does not trigger an Entry Sensor. Each magnet should be as close as possible to the grooves on the Entry Sensor.

If you're still having trouble with false alarms, please contact SimpliSafe.

## What is the Easy Setup Wizard? What can I do with it?

The Easy Setup Wizard is a software program that walks you through the installation process and allows you to adjust settings. You access it by inserting the Keychain Remote into a USB port on a computer, as described on the cover of this manual. You must sync the Keychain with your system both before and after plugging it into your computer. You can do that by simply inserting it into the top of the Base Station.

Use the Wizard to adjust settings or access advanced features, including:

- Disable voice prompts, the door chime, or the light on the Base Station
- Create additional PIN's
- Add and remove sensors or disable panic buttons
- Make a Motion Sensor active in Home and Away modes (normally a Motion Sensor is only active in Away mode)



# Common questions (continued)

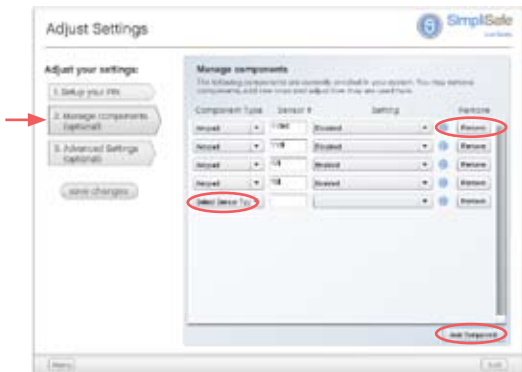
## How do I add or remove components?

To purchase additional components, please visit [www.simplisafe.com/catalog](http://www.simplisafe.com/catalog). A total of 26 components may be used with your system.

There are 2 ways to add or remove components:

### 1 Using the Easy Setup Wizard on your Keychain Remote:

- Insert the Keychain Remote into a USB port on your computer as described on the cover of this manual.
- Select “Adjust settings” from the main menu
- Click on “Manage components”
- To remove a component, select “Remove” next to the component (you can identify a component by its sensor #, printed on the bottom of the component).
- To add a component, select “Add Component” then fill in the sensor type and sensor # in the new row



### 2 Using your Keypad menu system:

- Press **menu/cancel** to enter the Keypad menu. Enter your master PIN when prompted.
- Press **home** (right arrow) to scroll right to “3) Add component” or “4) Remove component.”
- Press **away** (enter) to start adding or removing components.
- Follow the instructions provided on the Keypad screen and by the Base Station voice prompts.
- When you are finished, press **menu/cancel** to exit the menu system.


## I need to dial 9 on my telephone line. Can I add a dialing prefix?

If you've decided to connect your system to a landline (optional), it's easy to add a dialing prefix:

- Press **menu/cancel** to enter the Keypad menu. Enter your master PIN when prompted.
- Press **home** (right arrow) to scroll right to “2) Dialing Prefix” and press **away** (enter).
- Enter your dialing prefix (for example, 9) and press **away** (enter).
- Press **menu/cancel** to exit the menu system.

# Troubleshooting

SimpliSafe will warn you of potential problems with a flashing blue light at the bottom of the Base Station and messages displayed on the Keypad. Here are some common warnings and recommended solutions:

KEYPAD DISPLAY	WHAT DO I DO?
<p>"1 Entry Sensor open"</p> <p>"Entry Sensors open"</p>	<p>SimpliSafe is warning you that you may have left a door or window open. Close open doors and windows. If they are already closed, make sure each Entry Sensor and its magnet are less than 2 inches apart.</p>
<p>"Alarm, Panic Button"</p> <p>"Alarm, Entry Sensor"</p> <p>"Alarm, Motion Sensor"</p>	<p>SimpliSafe is warning you that there was a recent alarm. Use caution when entering your home. The warning message will be cleared when you press  .</p>
<p>"Low Keypad battery"</p>	<p>Slide the front of the Keypad up and off of the wall (the back will remain adhered to the wall) and replace the 4 AA batteries.</p>
<p>"Keypad out of range"</p>	<p>If you see this message frequently, your Keypad and Base Station may be too far apart for reliable wireless communication. Try moving them closer together.</p>
<p>"Error, Sensor # ____"</p>	<p>One of your wireless sensors is not responding. Move the sensor and Base Station closer together or replace the sensor's battery.</p>
<p>"Power outage"</p>	<p>Your Base Station will function as usual for 8 hours on its rechargeable backup battery. If your home has not lost power, make sure the wall plug is securely inserted into your power outlet and the Base Station.</p>
<p>"No link to Dispatcher"</p>	<p>SimpliSafe cannot communicate with the Emergency Dispatch Service, for one of the following reasons:</p> <ul style="list-style-type: none"> <li>• Your Emergency Dispatch Service is not active. Please check your account at <a href="http://www.simplisafe.com">www.simplisafe.com</a>.</li> <li>• The Base Station is located in an area with poor wireless coverage. Move it near a window for better reception. <ul style="list-style-type: none"> <li>Tip: when you put the system in test mode the Base Station light will be bright when wireless reception is good and dim when reception is poor.</li> </ul> </li> <li>• There is no dial tone on your landline (if you are using a landline as an optional alternative to the wireless connection). Please connect the Base Station to a telephone jack with dial tone.</li> <li>• The Base Station could not dial out on your landline. Typically this happens when you need to dial 9 for an outside line. See "Can I add a dialing prefix?" on page 11.</li> </ul>
<p>"Sensor already added"</p>	<p>This message is displayed when you are adding a component already present in the system. You don't need to take any action; your sensor is already ready to use.</p>

# Product safety and limited warranty

## Product Safety Information

Use only approved batteries and the supplied UL approved power adapter with your SimpliSafe Home Security System. Any tampering with the product or other unauthorized use will void your limited warranty. To prevent a fire hazard or electrical shock, do not expose the Base Station or other components to water or operate the System while you are wet or standing in water. Be sure that electrical and telephone cords used are not frayed or placed in a location where they can pose a danger.

**Caution:** To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions (page 7 and 11).

**Caution:** This equipment cannot report an alarm through a telephone line when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.

**Caution:** Please verify periodically that components remain firmly adhered. A falling component could harm a passing person. Also, swallowing a small piece, such as a magnet or battery could be harmful. Please keep them away from children.

Power Supply: Input: 100-240VAC, 50-60Hz. Output: 7.5VDC, 1.6A.

Batteries: Base Station: four rechargeable 1.2V NiMh, size AA. (**Warning:** NiMh batteries must be recycled or disposed of properly.)  
Keypad: four 1.5V Alkaline, size AA.  
Entry Sensor: one 3V Lithium, size CR123A.  
Motion Sensor: one 3V Lithium, size CR123A.  
Panic Button: one 3V Lithium, size CR2032  
Keychain Remote: one 3V Lithium, size CR1632

Operating Temp: 45°F to 115°F, 90% maximum humidity

## Limited Warranty

SimpliSafe, Inc. ("SimpliSafe") warrants to the end user ("Customer") that this product ("The SimpliSafe Home Security System") will be free from defects in materials and workmanship under normal use and service for 12 months from the date that the product is purchased by the Customer.

SimpliSafe's obligations shall be limited within the warranty period to repairing or replacing, at its option, the defective product or part and to deliver to Customer an equivalent product or part to replace the defective item. Replacement products may be new or reconditioned. SimpliSafe warrants any replaced or repaired product for 12 months from the time of replacement or repair.

For Warranty service, please contact SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675) or visit [www.simplisafe.com/support](http://www.simplisafe.com/support) and click on "Contact Us". If we are unable to address the issue that you are facing, we will send you a replacement product or part along with a postage prepaid return slip so that you can return your old product or part to us free of charge.

This Limited Warranty does not apply in the following cases: failure to follow installation and operating instructions, misuse, alteration, abuse, accident or tampering, and repair by anyone other than SimpliSafe.

This Limited Warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall SimpliSafe be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever.

SimpliSafe does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or other events occurring without providing an alarm, but it is not an insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.

CONSEQUENTLY, SIMPLISAFE SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. However, if SimpliSafe is held liable, whether directly or indirectly, for any loss or damage arising under this Limited Warranty or otherwise, SimpliSafe's liability shall be limited to the purchase price of the product, which shall be the complete and exclusive remedy against SimpliSafe.

## FCC Part 15 Notices

The FCC ID of the Base Station (U9K-BS1000) can be found on its base. The FCC ID of the pager module (R2SATM300) is printed on a label on the module itself, which is inside the Base Station and not accessible to the customer. The FCC ID of the Keychain Remote (U9K-KR1), Extra Keychain Remote (U9KR2), Keypad (U9K-KP1000), Entry Sensor (U9K-ES1000), Motion Sensor (U9K-MS1000), and Panic Button (U9K-PB1000) can be found when changing their batteries (see page 10).

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.

To maintain the compliance with the FCC's RF exposure guideline, place the base station at least 20 cm from nearby people.

## ACTA Part 68 Statement

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the Base Station is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug (RJ11C) is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact SimpliSafe, Inc. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of SimpliSafe does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**Warning:** Changes or modifications to this unit not expressly approved by SimpliSafe, Inc. could void the user's authority to operate the equipment.

# Quick reference: Using your Keypad



**SimpliSafe**<sup>™</sup>

Live.Safely.<sup>™</sup>

At SimpliSafe, our mission is to help people take control of their safety with security solutions that fit their lifestyle. Join us, at [www.simplisafe.com](http://www.simplisafe.com).

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