

# Getting ready to install your AlertMe system

Installing your AlertMe system is very straightforward. You need to allow about an hour and a half; it's best to do the whole install at once, rather than stopping part way through. It may take a while, but it's very easy!

Until towards the end of the install you won't be able to use your system; the Buttons, Keyfobs etc won't work. This is because we focus on getting the install right, and making sure everything is reliable. Please be patient - you'll be able to test out your system at the end - and we'll help you do it!

If you just have some Alertme devices to add to your existing system, you can add them in just a few minutes.

You don't need any tools. Because AlertMe uses a wireless network (ZigBee) in your home there are no wires to fit to connect up the sensors.

Also, we provide special sticky pads to fix AlertMe accessories in your home, and so you do not need to drill holes or fiddle with screws. Our sticky pads are carefully chosen for you, and even if you leave them stuck to your wall for years, they can be removed without damaging your decor! Please make sure you read the instructions on how to use these sticky pads - they aren't quite like normal ones. You will need to have broadband! The Hub connects to a spare Ethernet connection in your home; this will probably be a spare socket on your broadband router. If you're unsure about this, read about [Connecting the Hub to your home network](#).

During the installation you will need a web browser running on a PC or laptop in your home, so that you can follow our web-based walkthrough. Once the system is set up, you do not need a computer to be turned on and running all the time; AlertMe is a standalone appliance.

It's well worth doing a little planning in advance about how you will use AlertMe to protect your home, too. Read our [guide here](#).

Please also read the [Safety Advice for using AlertMe](#) and [Regulatory Compliance](#) pages before you get started. Both of them contain important safety information.

# Safety Advice for using AlertMe

## Contents

- 1 Interference
  - 1.1 Pacemakers
  - 1.2 Hearing aids
  - 1.3 Other medical devices
- 2 Batteries
- 3 Customising Alertme Accessories

## Interference

Alertme is designed to be extremely safe and to meet and exceed European, American and many other national safety and radio emissions standards. In normal circumstances, interference should never be a problem for you. However, please study the rest of this section carefully. You may want to check out our Regulatory Compliance page for more information.

### Pacemakers

Pacemaker manufacturers recommend that a minimum distance of 15 cm (6 inches) be maintained between any wireless product and a pacemaker to avoid potential interference with the pacemaker. If you have any reason to suspect that interference is taking place, ensure that you are at least this distance from the unit.

### Hearing aids

Some wireless devices may interfere with some hearing aids. In the event of such interference, you may wish to consult your hearing aid manufacturer to discuss alternatives.

### Other medical devices

If you use any other personal medical devices, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy.

## Batteries

**CAUTION:** All Accessories (except the Lamp) each contain a user-replaceable battery. Risk of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Never use a battery that is damaged in any way.

Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object like a coin, clip or pen causes a direct connection between the + and – terminals of the battery (metal strips on the battery). Short-circuiting the terminals may damage the battery or the object causing the short-circuiting. Do not dispose of batteries in a fire.

## Customising Alertme Accessories

We strongly advise you not to modify your Alertme accessories. Our accessories have all been certified to international safety and radio emissions standards. If you change or modify them, you could lose all that protection. In the US, you could even void your authority from the FCC to use them.

# FCC Regulatory Notice

- Alarm Detector, FCC ID WJHAD11
- Window / Door sensor, FCC ID WJHWD11
- Button, FCC ID WJHB12
- Lamp, FCC ID WJHL21
- Key Fob, FCC ID WJHKF11
- Motion Detector, FCC ID WJHMD12
- Starter Hub, FCC ID WJHSH12
- Hub, FCC ID WJHH12

This equipment emits radio frequency energy, but the radiated output power is below FCC radio frequency exposure limits. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

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.
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 of 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 aerial.
- 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.

# Installing the Hub

The Hub is the first part of your Kit to be installed. It's in the box marked "1". You'll find the hub power supply underneath the Hub itself in that box, along with an Ethernet cable.

## Positioning the Hub

Your hub is the heart of the AlertMe system in your home. As well as communicating with the internet and your mobile phone via your broadband gateway, it manages the AlertMe radio network in your home, and keeps you informed of events and status by playing audio messages. It also lights up white to tell you that all is well (if you want it to!). You should bear these various functions in mind when choosing a location for your hub.

As well as being placed so that your AlertMe hub can connect to your broadband gateway and a mains power socket, your hub should ideally be placed somewhere central in your home, such as a hallway or living room. This will give you the best radio coverage in your home, and also means you will be able to hear any important audio messages played by the hub. At the same time, it is a good idea not to put your hub and broadband gateway right next to each other - try to position them somewhat apart if possible.

Your hub should be placed the right way up, with the AlertMe logo on top, and shouldn't have other items placed on top of it. (The top of your hub may get warm during operation.) Also, avoid putting your hub anywhere which will get very warm, such as an airing cupboard.

To maximise the performance of your hub, try not to put it in the middle of a tangle of wires or in a cupboard. Also, avoid placing it near any large metal objects, such as radiators, boilers, fridges and so on.

## Connecting the Hub

If you are unsure about the connections on the Hub, click [here](#) for a labelled picture.

You should connect the Ethernet cable between the socket on the back of the Hub, and a spare Ethernet socket on your broadband router. For more information about where this might be, or about connecting your Hub to your broadband router or to Ethernet sockets, click [here](#).

You can position the Hub on any flat surface, such as a shelf, desk, or the floor. Don't put anything on top of it!

Next, connect the hub power supply to the back of the Hub, and plug the other end into a mains power socket. Your hub should light up; now sign in to the Alertme secure website, if you haven't already.

*Note that your Hub power supply and Ethernet cable are in the Hub packaging box, underneath the Hub!*

## Linking the Hub to your AlertMe website account

If you have not already logged into the AlertMe secure website, now would be a good time to do so! If you have not registered on the site, you will need to do this now (it is likely that you will have registered when you ordered your Kit, though). There is more information about registration [here](#). If you are having problems with the secure website, click [here](#).

Once you are logged in, it's time to connect your Hub with your secure website account. On the website, you should automatically be taken to the right place in the install process, but if not, go to the MySettings section (by clicking on the icon at the top right). You should now be in the online install walkthrough. There will be a few screens of information, which you should read, before you need to do anything.

You will, then, see a box where you should type in your Hub ID Number. This number is printed at the back of the Hub, just above where the cables plug in. The Hub ID consists of 3 letters and 3 numbers. Once your Hub is

flashing red, on and off and on again, it is ready to connect. Type the Hub ID into the box on the website, and click OK.

If your Hub is flashing oddly and only on one side, [click here](#) for advice.

If all has gone smoothly, the website should now tell you that it is communicating with your hub. If not, [click here](#) for help.

Excellent! Your hub is now in constant contact with AlertMe.

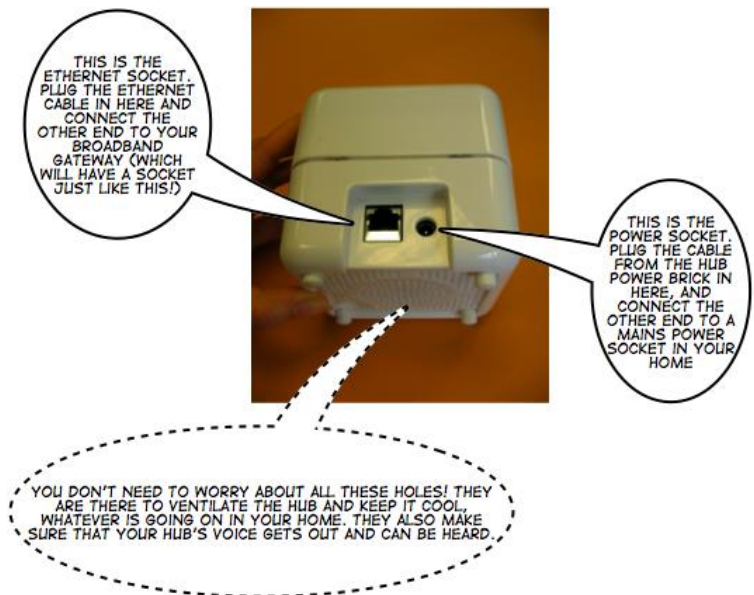
You can now move onto [Starting up the Accessories](#).

Find out more about what the Hub is and what it does [here](#) (leaving the installation user guide - you might want to open this page in another tab or window).

# Illustrated: Hub connections

Here you can see where to connect power and Ethernet cables to your Hub. (If you are wondering where these cables are, they are in the Hub packaging box, underneath the Hub!)

If you would like to watch a movie of this, [click here](#).



The SIM card is supplied fitted in your Hub and we recommend you don't remove it. If you do, please put it back! Only AlertMe-supplied SIMs are supported. When you replace it, it will only "click" into place one way around.

# Starting up the Accessories

All the rest of your AlertMe Kit, and any extra Accessories you may have bought, will communicate with the Hub using a wireless network. Before you position these items around your home, you should introduce them to your Hub. This process ensures that your AlertMe Accessories only communicate securely with your Hub, and no one else's systems. It sets up an encrypted wireless network around your home, and also makes sure that as you position the Accessories, you are able to pick locations where they can stay in contact with the Hub. Once your Hub is set up and you have confirmed this on the secure website, you can move on to the accessories. The website will display a screen showing numbers 2 to 7 (number 1 was your Hub!), and as you set up each Accessory, an icon for that Accessory will appear. The numbers correspond to the packaging, but you can turn on the Accessories in any order.

## Setting up the wireless network between Accessories and Hub

For each Accessory, you will turn it on, and then position it right next to the Hub so that the wireless network is set up correctly. You will do this with all your Accessories at once, and then move on to the next stage of installation. There's more information on how to turn on each type of Accessory below.

Most Accessories (although not the Lamp!) are turned on by putting in their battery (see below). When you first turn on any Accessory, it will light up (every Accessory has a light on it somewhere!). The light will be off most of the time but will "blink" twice every 4 seconds or so. Once you bring the Accessory near the Hub, or after a few moments, the light will turn off. This means that the Accessory has successfully found the Hub and is communicating with it.

If you turn on an Accessory close to the Hub, it may not light up for very long at all before finding the Hub and stopping blinking.

Once you have turned on your Accessories, group them together around the Hub, like ducklings around the mother duck. When you have finished, you should have a set of Accessories with their lights turned off. If any still have their lights turned on, move them closer to the Hub and wait a few minutes; if that doesn't help, [click here](#).

You can check that all the Accessories successfully found the Hub by checking that the website is displaying the correct number of each type of Accessory. The Accessory page you are currently looking at on the website has a section for each type of Accessory, illustrated with a number which matches the packaging number for that Accessory type. If any are missing, [click here](#). If all your Accessories are present and correct on the website, click on to the next page.

The rest of the installation is quite straightforward. One by one, we will go through each system or service offered by AlertMe, and will install the Accessories for that service in turn. For each Accessory, you will then position that Accessory in your home, with guidance from its light as to where is a good spot, and then you will return to the website to give it a name. The website will walk you through the installation and test the wireless network signal strength as you position each Accessory, ensuring that it will work well. The guidelines give more information about Accessory positioning.

You can now move onto Installing the Lamp system.

## Turning on Accessories

### The Lamp

The Lamp may go dark if you unplug it from the mains, but should light up after being plugged in, and flash twice every 4 seconds or so for a short while. (The Lamp power supply cable fits into a little hole on the bottom of the Lamp, which may contain a plastic "bung" when you first receive the Lamp - you'll need to remove this if you have one!) If the light does not turn on at all, then [click here](#) for help.

### **The Motion Sensor**

To put in a battery, squeeze the tabs on opposite sides of the sensor, and lift off the front (see here for pictures). The battery is supplied by AlertMe in the Motion Sensor box. Clip the back on the sensor again when you have put the battery in. If the light does not turn on at all, then [click here for help](#).

### **The Alarm Detector**

To put in a battery, squeeze the tabs on opposite sides of the sensor, and lift off the front (see here for pictures). The battery is supplied by AlertMe in the Alarm Detector box. Clip the back on the detector again when you have put the battery in. If the light does not turn on at all, then [click here for help](#).

### **The Door/Window Sensor**

To put in a battery, squeeze the tab markings on opposite sides of the big part of the sensor, and use them to lift off the front (see here for pictures). The battery is supplied by AlertMe in the Door/Window Sensor box. Clip the back on the sensor again when you have put the battery in. If the light does not turn on at all, then [click here for help](#).

### **The Keyfob**

To put in a battery, insert a small flat-bladed screwdriver into the slot at the keyring end, and lever up the top of the case, then slide it back away from the keyring end (see here for pictures). The battery is supplied by AlertMe in the Keyfob box. Clip the Keyfob together again when you have put the battery in. If the light does not turn on at all, then [click here for help](#).

### **The Button**

To put in a battery, squeeze the tabs on opposite sides of the Button, and lift off the front (see here for pictures). The battery is supplied by AlertMe in the Button box. Clip the back on the Button again when you have put the battery in. If the light does not turn on at all, then [click here for help](#).

Find out more about the ZigBee network used by AlertMe, which you have just set up, here (leaving the installation user guide - you might want to open this page in another tab or window).



# The Hub does not seem to connect to AlertMe

Make sure that your Hub is connected to your broadband router via an Ethernet cable.

Make sure that the Hub is plugged into mains power and that the mains socket is turned on! Make sure the hub power cable is securely plugged in.

Wait a few minutes - sometimes this stage takes a little while, as AlertMe and your home set up secure communications.

Your Hub will light up various colours after you plug it in for the first time. It is ready to connect to our servers when it is flashing red, on and off and on again.

If you've waited over 5 minutes, please Contact AlertMe for support and have your Hub ID to hand.

If your hub is glowing pink continuously ...

then you may need to reset it. You can reset your Hub using a paperclip or similar pointy object.

There is a small hole on the bottom of the Hub (smaller than the other holes! see the pictures here - the reset switch is shown at the bottom right). Insert your paperclip to press the recessed reset button. The Hub should stop glowing for a moment and then light up again; check the power and Ethernet cables, and wait 5 minutes, then try again.

If you use MAC address filtering on your broadband gateway ...

then you may need to set up the Hub MAC address on your gateway. If you type in your Hub ID to the AlertMe website, and your Hub does not connect (because you use MAC filtering), the error message on the website will tell you the Hub MAC address, so you can now enter it in your broadband router configuration.

# Getting started with the Alarm Detector

What is it? What does it look like?

How do I start it up (how do I put the battery in)?

Where in my home should I put it?

I can't see a flashing light on it anywhere

How do I stick it up in my home?

What does the flashing light mean, whilst I'm installing it?

I can't get it to flash regularly every second where I want to install it

What does the flashing light mean, when I'm testing it?

## What is it?

The Alarm Detector is a way of connecting your existing smoke or carbon monoxide alarms to AlertMe. as part of the AlertMe Emergency Alarm systems (Smoke Alarm and Carbon Monoxide Alarm). It is battery powered and looks like this:



It works by listening out for the noise of a smoke alarm, or other alarm, going off; it should be installed within 5cm of the alarm it is to listen to. There's more info [here](#).

## How do I start it up?

To put in a battery, squeeze the tabs on opposite sides of the sensor, and lift off the front (see [here](#) for pictures or [here](#) for a movie). The battery is supplied by AlertMe in the Alarm Detector box. Clip the back on the sensor again when you have put the battery in. The light should then blink twice every few seconds for a while; this will stop once the Alarm Detector is communicating with the Hub. If the light does not turn on at all, then [click here](#) for help. If it stops flashing, but does not appear on the website as an icon, wait a few minutes. If that doesn't work, try taking the battery out for 10 seconds, replacing it, and waiting another few minutes. If it still doesn't appear, [click here](#).

## Where should I put it?

The Alarm Detector is a way of connecting your existing smoke or carbon monoxide alarms to AlertMe. To add an existing alarm to the AlertMe system, simply install an Alarm Detector immediately next to the alarm. When an alarm goes off, it will make a siren noise as usual, but in addition you can receive phone calls or text messages through AlertMe.

You should position your Alarm Detector within 5cm of your existing smoke alarm, sticking it next to the existing alarm on the ceiling (or, possibly, wall). You should also try to follow our general Accessory positioning guidelines.

If you are having problems positioning it, try reading our help on positioning.

### **I can't see a flashing light on it**

The light, when flashing, is in the position of the green dot here:



When you first put the battery in, you should expect to see the Alarm Detector light blink twice every few seconds; the light will go out once the Alarm Detector is communicating with the Hub. The light will come on again when this Alarm Detector is selected for placement on the website; then, it will flash regularly once a second (if it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). If you aren't placing this Alarm Detector, it most likely will not be flashing its light.

### **How do I stick it up?**

Firstly, make sure you know how to use the sticky pads! If you haven't already read the instructions for these, do so now here. Peel a sticky pad off the backing sheet, put it onto the back of the Alarm Detector and press firmly for a few seconds. Then, peel off the printed part of the cover sheet off the pad you just stuck down, and press the Alarm Detector against the surface you want to stick it to firmly for a few seconds. Done!

### **What does the flashing light mean whilst I'm installing it?**

When this Alarm Detector is selected for placement on the website it will flash regularly once a second (whilst it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). You should hold the Alarm Detector still in the place you want to install it for about 5 seconds. If the light flashes regularly once a second all that time, it is a good spot to install it. If it doesn't, you should try moving the Alarm Detector somewhat - read our tips here.

### **I can't get it to flash regularly where I want to install it**

Check you have followed our Accessory positioning guidelines. For help with getting Accessories to communicate with your Hub all around your home, [click here](#).

### **What does the flashing light mean when I'm testing it?**

Once you have installed your Alarm Detector, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light will come on whenever the Alarm Detector detects the noise of the alarm next to it. For more information about testing, [click here](#).

# Installing the Alarm Detector

This Accessory is part of the Emergency, or Smoke, Alarm system.

**Questions about the Alarm Detector?**

**Click Getting started with the Alarm Detector.**

## Where to put the Alarm Detector

The Alarm Detector is a way of connecting your existing smoke or carbon monoxide alarms to AlertMe. To add an existing alarm to the AlertMe system, simply install an Alarm Detector immediately next to the alarm. When an alarm goes off, it will make a siren noise as usual, but in addition you can receive phone calls or text messages through AlertMe. You should position your Alarm Detector within 5cm of your existing smoke alarm, sticking it next to the existing alarm on the ceiling (or, possibly, wall). There are general guidelines about positioning AlertMe Accessories here. For more information about the Alarm Detector, [click here](#).

Repeat the following instructions for each Alarm Detector you have. It is a good idea before you start to think about which of your smoke and/or carbon monoxide alarms you are going to connect to your AlertMe system. (You can buy more Alarm Detectors if you need more.)

## Positioning the Alarm Detector in your home

All Alarm Detectors which you have not yet set up should currently be near to your Hub, and their lights should be off.

On the walkthrough page on AlertMe's secure website you should now be able to see all the Accessories you have not yet set up, including the Alarm Detector you are about to install. If you click an Alarm Detector icon on the website, you should see the light on one of the Alarm Detectors near your Hub start to flash on and off regularly. This is the one to install now.

Take this Alarm Detector to where ever you wish to put it. As you move around your home, the light on your Alarm Detector may continue to flash every second, or the light may start to blink twice every few seconds. When the light is blinking, that means that you are not in a good location to install your Alarm Detector, as the radio signal is not good enough. Don't panic! There are two reasons the light might do this. One is that you are in a slightly bad spot for the wireless network; you may find that moving the sensor just a few inches one way or another is all it takes to get to a better place. If moving it around does not work, try another location. If you cannot find a good spot anywhere near there, it might be that you are out of range of the Hub. Moving your Lamp nearer to where you want to install this sensor might be the answer - read more about tweaking your system for better wireless network coverage.

As you position your Alarm Detector, you should make sure you select a location where the Alarm Detector light is flashing continuously. You may wish to place the Alarm Detector somewhere, and then watch it for 5 to 10 seconds to ensure that it continues to flash, confirming that this is a good position where it can be in constant contact with your Hub. Once you have found a good spot, fix the Alarm Detector in place with a sticky pad (read the instructions first!).

If you have any problems with finding a position for your Alarm Detector where the light stays flashing, [click here](#) for help. If you have any problems deciding where to place the Alarm Detector, or actually fixing it in place, [click here](#).

## **Naming the Alarm Detector**

Now you should have successfully positioned the Alarm Detector in your home.

On the website, you can now name it in the box. You can give the Alarm Detector a name, such as *Hallway Smoke Alarm Detector* or *Landing Carbon Monoxide Detector*. The name is entirely up to you!

(Later on, you will have the opportunity to assign the Alarm Detector to a room in your home, if you opt to set up Rooms on the AlertMe secure website. For now, you just need to give it a name.)

Great! You have installed your Alarm Detector.

*Find out more about what the Alarm Detector is and what it does [here](#) (leaving the installation user guide - you might want to open this page in another tab or window).*

# Getting started with the Button

What is it? What does it look like?

How do I start it up (how do I put the battery in)?

Where in my home should I put it?

I can't see a flashing light on it anywhere

How do I stick it up in my home?

What does the flashing light mean, whilst I'm installing it?

I can't get it to flash regularly every second where I want to install it

What does the flashing light mean, when I'm testing it?

## What is it?

The Button is quite simply a button! You can use it to provide an input to your AlertMe system for many different reasons. Most likely, your Button will become your AlertMe Doorbell; we will offer more Button functions soon. It is battery powered and looks like this:



There's more info [here](#).

## How do I start it up?

To put in a battery, squeeze the tabs on opposite sides of the sensor and lift off the front (see [here](#) for pictures or [here](#) for a movie). The battery is supplied by AlertMe in the Button box. Clip the back on the sensor again when you have put the battery in. The light should then blink twice every few seconds for a while; this will stop once the Button is communicating with the Hub. If the light does not turn on at all, then [click here](#) for help.

If it stops flashing, but does not appear on the website as an icon, wait a few minutes. If that doesn't work, try taking the battery out for 10 seconds, replacing it, and waiting another few minutes. If it still doesn't appear, [click here](#).

## Where should I put it?

If your Button is to be an AlertMe Doorbell, then you should place it where you would put a doorbell! If you are going to use your Button for something else, then it should be clear where you would want it for that reason.

You should also try to follow our general [Accessory positioning guidelines](#).

If you are having problems positioning it, try reading our help on positioning.

### **I can't see a flashing light on it**

When the Button flashes its light, the whole of the orange ring on the front will light up!

When you first put the battery in, you should expect to see the Button light blink twice every few seconds; the light will go out once the Button is communicating with the Hub. The light will come on again when this Button is selected for placement on the website; then, it will flash regularly once a second (if it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). If you aren't placing this Button, it most likely will not be flashing its light.

### **How do I stick it up?**

Firstly, make sure you know how to use the sticky pads! If you haven't already read the instructions for these, do so now here.

Peel a sticky pad off the backing sheet, put it onto the back of the Button and press firmly for a few seconds. Then, peel off the printed part of the cover sheet off the pad you just stuck down, and press the Button against the surface you want to stick it to firmly for a few seconds. Done!

With the Button, you have the alternative of using screws to fix the Button to a wall. There are special guide circles on the back part of the Button where you could punch through in order to use screws; these should be obvious if you lift off the front of the Button as if you were changing the battery. Screw the back plate onto your wall, then simply clip the front part back on.

### **What does the flashing light mean whilst I'm installing it?**

When this Button is selected for placement on the website it will flash regularly once a second (whilst it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position).

You should hold the Button still in the place you want to install it for about 5 seconds. If the light flashes regularly once a second all that time, it is a good spot to install it. If it doesn't, you should try moving the Button somewhat - read our tips here.

### **I can't get it to flash regularly where I want to install it**

Check you have followed our Accessory positioning guidelines. For help with getting Accessories to communicate with your Hub all around your home, click here.

### **What does the flashing light mean when I'm testing it?**

Once you have installed your Button, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light will come on whenever the Button is pressed. For more information about testing, click here.

# Installing the Button

Before you start here, you should have installed your Hub, prepared all your Accessories by turning them on and bonding them with the Hub, and installed the Lamp (or all your Lamps if you are lucky enough to have more than one!). If you have more Lamps to set up, [click here to go back and install them](#).

## Where to put the Button

The Button can be used for many things! For now, we recommend that you choose one of our main options, such as Doorbell. You can always change the function of your Button later on, but it is a good idea to pick something for it now, before you commit to placing it somewhere in your home. There are general guidelines about positioning AlertMe Accessories [here](#). For more information about the Button, [click here](#).

The Button may, if you prefer, be attached to your home using screws rather than sticky pads. [Read more about this here](#).

Repeat the following instructions for each Button you have.

## Positioning the Button in your home

All Buttons which you have not yet set up should currently be near to your Hub, and their lights should be off.

On the walkthrough page on AlertMe's secure website you should now be able to see all the Accessories you have not yet set up, including the Button you are about to install. If you drag a Button icon on the website to the box on the right hand side, you should see the light on one of the Buttons near your Hub start to flash on and off regularly. This is the one to install now.

Take this Button to where ever you wish to put it. As you move around your home, the light on your Button may continue to flash, or the light may start to blink twice every few seconds. When the light is blinking, that means that you are not in a good location to install your Button, as the radio signal is not good enough. Don't panic! There are two reasons the light might do this. One is that you are in a slightly bad spot for the wireless network; you may find that moving the button just a few inches one way or another is all it takes to get to a better place. If moving it around does not work, try another location. If you cannot find a good spot anywhere near there, it might be that you are out of range of the Hub. Moving your Lamp nearer to where you want to install this button might be the answer - [read more about tweaking your system for better wireless network coverage](#).

As you position your Button, you should make sure you select a location where the Button light is flashing continuously. You may wish to place the Button somewhere, and then watch it for 5 to 10 seconds to ensure that it continues to flash, confirming that this is a good position where it can be in constant contact with your Hub. Once you have found a good spot, fix the Button in place with a sticky pad ([read the instructions first!](#)).

If you have any problems with finding a position for your Button where the light stays flashing, [click here for help](#). If you have any problems deciding where to place the Button, or actually fixing it in place, [click here](#).

## Naming the Button

Now you should have successfully positioned the Button in your home.

On the website, click OK to say you have positioned your Button; you can now name it in the box. You can give the Button a name, such as *Master Bedroom Panic Button* or *Kitchen Doorbell*. The name is entirely up to you;



by default your Button is just given a number, such as *Button 1*, for the first Button, or "Doorbell 1" if you decided to make it a doorbell.

(Later on, you will have the opportunity to assign the Button to a room in your home, if you opt to set up Rooms on the AlertMe secure website. For now, you just need to give it a name.)

Great! You have installed your Button. You can install further Buttons now, or move onto [Personalising your AlertMe system for the first time](#).

*Find out more about what the Button is and what it does [here](#) (leaving the installation user guide - you might want to open this page in another tab or window).*

# Getting started with the Keyfob

- What is it?
- What does it look like?
- How do I start it up (how do I put the battery in)?
- What should I call it?
- What is a good name for a Keyfob?
- I can't see a flashing light on it anywhere
- What does the flashing light mean, whilst I'm naming it?
- What does the flashing light mean, when I'm testing it?
- What is the small thingy in the box with my Keyfob?

## What is it?

The Keyfob is used to control the AlertMe Intruder Alarm system, by blipping your home whenever you go in, or out. The big button is used when you return Home, and the small button when you go Away. This affects how the Intruder Alarm and Emergency Alarms work - when you are At Home, the Motion Sensors do not trigger an alarm, for example, but when you are Away they do. You can also set different doorbell sounds for whether you are at home or not, and get notifications when other family members go out, or come back home - even if you are not at home yourself! The Keyfob is battery powered and looks like this:



You can hang it on your keyring! There's more info [here](#).

## How do I start it up?

To put in a battery, insert a small flat-bladed screwdriver into the slot at the keyring end, and lever up the top of the case, then slide it back away from the keyring end (see [here](#) for pictures or [here](#) for a movie). The battery is supplied by AlertMe in the Keyfob box. Clip the Keyfob together again when you have put the battery in. The light should then blink twice every few seconds for a while; this will stop once the Keyfob is communicating with the Hub. If the light does not turn on at all, then [click here](#) for help.

If it stops flashing, but does not appear on the website as an icon, wait a few minutes. If that doesn't work, try taking the battery out for 10 seconds, replacing it, and waiting another few minutes. If it still doesn't appear, [click here](#).

If your AlertMe Keyfob came with a special tool in the Keyfob box, you can use that to open it - [click here](#).

## What should I call it?

You should give each Keyfob the name of the person who will keep it. So, if one Keyfob will belong to Billy, call the Keyfob "Billy" here on the website. Then, AlertMe can show you who is at home at any given time, and can tell you who set the alarm when they left the house, and so on.

## **I can't see a flashing light on it**

The light, when flashing, is in the position of the green dot here:



When you first put the battery in, you should expect to see the Keyfob light blink twice every few seconds; the light will go out once the Keyfob is communicating with the Hub. The light will come on again when this Keyfob is selected for naming on the website. If you aren't naming this Keyfob, it most likely will not be flashing its light.

## **What does the flashing light mean whilst I'm naming it?**

When this Keyfob is selected for naming on the website it will flash regularly once a second (whilst it is in a good position to be used), or it will blink twice every few seconds (if it is not in a good position, and cannot communicate with the Hub).

## **What does the flashing light mean when I'm testing it?**

Once you have installed your Keyfob, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light will come on whenever either Keyfob button is pressed. For more information about testing, [click here](#).

## **What is the little thingy in the box with my Keyfob?**

In some cases you may find a small plastic bag inside the Keyfob box, which contains a little metal tag. This tag can be used to open the Keyfob (just insert the small end into the slot in the Keyfob, and twist the tag). If the tag is big enough, you may wish to use it on the Keyfob keyring, writing on it to label which Keyfob this is. (There are two versions of the tag - tiny, and bigger!) If you have a trial/beta version of AlertMe, then you probably won't find one.

# Installing the Keyfobs

Before you start here, you should have installed your Hub, started up all your Accessories by turning them on and bonding them with the Hub, and installed the Lamp, the Doorbell, and the Intruder Alarm.

The Keyfob is the main way of controlling the behaviour of your AlertMe system day to day. With its two buttons, you can tell AlertMe whether you are At Home or Away simply by blipping the Keyfob as you enter or leave your home. The two behaviours affect how the Intruder Alarm and Emergency Alarms work - when you are At Home, the Motion Sensors do not trigger an alarm, for example, but when you are Away they do. You can also set different doorbell sounds for whether you are at home or not. For more information about the Keyfob, [click here](#).

Questions about the Keyfob? [Click Getting started with the Keyfob](#).

## Naming the Keyfob

On the walkthrough page on AlertMe's secure website you should now be able to see all the Accessories you have not yet set up, including the Keyfob you are about to set up. Your Keyfobs should be near your Hub with their lights turned off. If you click a Keyfob icon on the website, you should see the light on one of the Keyfobs near your Hub start to flash on and off regularly. This is the one to name now.

You should now be able to give the Keyfob a name in the box. You can give the Keyfob a name, such as Fred; it is best to give a Keyfob the name of the person who will carry the Keyfob. If you are not giving the Keyfob to someone at this point, you might want to name a Keyfob "Spare", or "Kitchen Drawer". When you've named all your Keyfobs, you can now move on to [Installing the Emergency Alarm](#).

*Find out more about what the Keyfob is and what it does [here](#) (leaving the installation user guide - you might want to open this page in another tab or window).*

# Getting started with the Lamp

- What is it?
- What does it look like?
- How do I start it up?
- Where should I plug it in?
- Where in my home should I put it?
- I can't see a flashing light on it anywhere
- What does the flashing light mean, whilst I'm installing it?
- I can't get it to flash regularly every second where I want to install it
- What does the flashing light mean, when I'm testing it?

## What is it?

As well as providing light, the Lamp acts as a wireless signal booster to ensure that your AlertMe system works reliably throughout your home. We will be adding more Lamp functions soon. It is mains powered and comes with its own power supply; it also contains a battery backup to keep it running, but you don't need to fit that battery yourself. It looks like this:



Nice, isn't it? There's more info [here](#).

## How do I start it up?

Plug the Lamp power supply into a mains power socket, somewhere near the Hub, and plug the power supply cable into the Lamp ([click here](#) for a movie showing this). Then press the Button on the base of the Lamp once.

The light should then blink twice every few seconds for a while; this will stop once the Lamp is communicating with the Hub. The Lamp may go dark if you unplug it from the mains, but will work fine when plugged in again (this is because the backup battery inside it may not be fully charged yet). If the light does not turn on at all, then [click here](#) for help.

The Lamp power connector may be a little tricky to plug into the Lamp, but don't worry, you won't break it. If your Lamp does not light up at all, [click here](#).

## Where should I put it?

You should position your lamp somewhere you will enjoy it, but also somewhere not too close to your Hub. Putting the Lamp in another room, or on another floor, of your home, is ideal. The Lamp needs to be plugged into a mains power socket.

You should also try to follow our [general Accessory positioning guidelines](#).

If you are having problems positioning it, try reading our help on positioning.

### **I can't see a flashing light on it**

When the Lamp flashes its light, the whole top of the Lamp should flash blue! It may be hard to see this in a brightly lit room.

When you first plug it in, you should expect to see the Lamp light blink twice every few seconds; the light will go out once the Lamp is communicating with the Hub. The light will come on again when this Lamp is selected for placement on the website; then, it will flash regularly once a second (if it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). If you aren't placing this Lamp, it most likely will not be flashing its light. It may also stop flashing, or go dim, if it is unplugged; it should start again without problems if you plug it back in. (AlertMe Lamps contain backup batteries to keep them running, but these may not be fully charged when you start off installing your Kit.)

### **What does the flashing light mean whilst I'm installing it?**

When this Lamp is selected for placement on the website it will flash regularly once a second (whilst it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position).

You should hold the Lamp still in the place you want to install it for about 5 seconds. If the light flashes regularly once a second all that time, it is a good spot to install it. If it doesn't, you should try moving the Lamp somewhat - read our tips here.

### **I can't get it to flash regularly where I want to install it**

Check you have followed our Accessory positioning guidelines. For help with getting Accessories to communicate with your Hub all around your home, [click here](#).

### **What does the flashing light mean when I'm testing it?**

Once you have installed your Lamp, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light may come on. Lamp functions are currently under development by AlertMe. For more information about testing, [click here](#).

# Installing the Lamp

Before you start here, you should have installed your Hub and started up all your Accessories by turning them on and bonding them with the Hub.

## Where to put the Lamp

As well as providing light, the Lamp acts as a wireless signal booster to ensure that your AlertMe system works reliably throughout your home. For more information about the Lamp, [click here](#).

You should position your lamp somewhere you will enjoy it, but also somewhere not too close to your Hub. Putting the Lamp in another room, or on another floor, of your home, is ideal. The Lamp needs to be plugged into a mains power socket. There are general guidelines about positioning AlertMe Accessories [here](#). If you are having problems positioning your Lamp, or any other Accessory, [click here](#).

If you have multiple Lamps to install, simply follow these instructions for each Lamp in turn.

## Positioning the Lamp in your home

The Lamp you are about to install should currently be near to your Hub.

On the walkthrough page on AlertMe's secure website you should now be able to see all of the Lamps you have, including the one you are about to install. If you drag a Lamp icon on the website to the box on the right hand side, you should see the Lamp in your home near your Hub start to flash on and off regularly. This is the Lamp to install now, if you have more than one.

If your Lamp does not flash at all, please read our help page [here](#).

*Bear in mind that although your Lamp has a battery in to keep it running when the mains power goes out, it may not yet be fully charged if you only recently plugged in the Lamp for the first time. If the light goes out it may be lack of power, not that you are out of range. Try plugging in the mains and waiting 5-10 seconds rather than watching the light as you walk around your home, to position the Lamp.*

You can unplug your Lamp now and carry it, with its power supply, to where ever you wish to put it. As you move around your home, your lamp may continue to flash, or the light may go out. When the light is blinking twice every few seconds, that means that you are not in a good location to install your Lamp, as the radio signal is not good enough. Don't panic! There are two reasons the lamp might do this. One is that you are in a slightly bad spot for the wireless network; you may find that moving the sensor just a few inches one way or another is all it takes to get to a better place. If moving it around does not work, try another location. If you cannot find a good spot anywhere near there, it might be that you are out of range of the Hub. If you cannot find a good spot for your lamp, read more about how to fix any issues with the wireless network.

As you position your Lamp, you should make sure you select a location where the Lamp is flashing regularly all the time. You may wish to place the Lamp, connect it to mains power, and then watch it for 5 to 10 seconds to ensure that it continues to flash, confirming that this is a good position for the Lamp where it can be in constant contact with your Hub. If you have any problems with finding a position for your Lamp where the light stays flashing, [click here](#) for help.

## **Naming the Lamp**

Now you should have successfully positioned the Lamp in your home.

On the website, click OK to say you have positioned your Lamp; you can now name your Lamp in the box. You can give the Lamp a name, such as *First Floor Night Light*, or *AlertMe Status Lamp*. The name is entirely up to you, and may reflect the use of your lamp, or the location of the lamp, or anything else! (Feel free to call your Lamp *Bob*, if you like.) By default your Lamp is called *Lamp 1*, if you just have the one Lamp.

(Later on, you will have the opportunity to assign the Lamp to a room in your home, if you opt to set up Rooms on the AlertMe secure website. For now, you just need to give it a name.)

Great! You have installed your Lamp. You can install another Lamp now if you have one, or move onto Setting up the Keyfob.

*Find out more about what the Lamp is and what it does here (leaving the installation user guide - you might want to open this page in another tab or window).*



# Getting started with the Motion Sensor

- What is it?
- What does it look like?
- How do I start it up (how do I put the battery in)?
- Where in my home should I put it?
- I can't see a flashing light on it anywhere
- How do I stick it up in my home?
- What does the flashing light mean, whilst I'm installing it?
- I can't get it to flash regularly every second where I want to install it
- What does the flashing light mean, when I'm testing it?

## What is it?

The Motion Sensor detects activity in your home, as part of the AlertMe Intruder Alarm. It is battery powered and looks like this:



It looks out across your home from a vantage point near the top of a wall. There's more info [here](#).

## How do I start it up?

To put in a battery, squeeze the tabs on opposite sides of the sensor, and lift off the front (see [here](#) for pictures or [here](#) for a movie). The battery is supplied by AlertMe in the Motion Sensor box. Clip the back on the sensor again when you have put the battery in. The light should then blink twice every few seconds for a while; this will stop once the Motion Sensor is communicating with the Hub. If the light does not turn on at all, then [click here](#) for help.

If it stops flashing, but does not appear on the website as an icon, wait a few minutes. If that doesn't work, try taking the battery out for 10 seconds, replacing it, and waiting another few minutes. If it still doesn't appear, [click here](#).

## Where should I put it?

Motion Sensors protect areas you think an intruder might walk through - they are good in hallways, for example. They are also excellent for monitoring areas where there are many external access points (doors and windows), where a lot of Door/Window Sensors would be needed.

The Motion Sensor can be used to check for activity in a room or area in your home. The Motion Sensor is designed for use indoors. A hallway, or in a ground floor room pointing towards a door, are good choices. You should position it so that it has a good view across the area you want to protect, but try to position your Motion Detector so that it points away from windows or exterior doors. Your AlertMe Motion Sensor will sense motion in a range up to 10m. Make sure you put the Motion Detector the right way up! Bear in mind that the Motion Detector may detect medium to large pets.

You have the choice of positioning the Motion Sensor flat on one wall, or on a corner between two walls. These two options are illustrated here, which also shows the "right way up"!

You should also try to follow our general Accessory positioning guidelines.

If you are having problems positioning it, try reading our help on positioning.

### **I can't see a flashing light on it**

The light, when flashing, is in the position of the green dot here:



When you first put the battery in, you should expect to see the Motion Sensor light blink twice every few seconds; the light will go out once the Motion Sensor is communicating with the Hub. The light will come on again when this Motion Sensor is selected for placement on the website; then, it will flash regularly once a second (if it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). If you aren't placing this Motion Sensor, it most likely will not be flashing its light.

### **How do I stick it up?**

You have the choice of positioning the Motion Sensor flat on one wall, or on a corner between two walls. These two options are illustrated here.

Firstly, make sure you know how to use the sticky pads! If you haven't already read the instructions for these, do so now here.

Peel a sticky pad off the backing sheet, put it onto the back of the Motion Sensor and press firmly for a few seconds. Then, peel off the printed part of the cover sheet off the pad you just stuck down, and press the Motion Sensor against the surface you want to stick it to firmly for a few seconds. Done!

### **What does the flashing light mean whilst I'm installing it?**

When this Motion Sensor is selected for placement on the website it will flash regularly once a second (whilst it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position).

You should hold the Motion Sensor still in the place you want to install it for about 5 seconds. If the light flashes regularly once a second all that time, it is a good spot to install it. If it doesn't, you should try moving the Motion Sensor somewhat - read our tips here.

### **I can't get it to flash regularly where I want to install it**

Check you have followed our Accessory positioning guidelines. For help with getting Accessories to communicate with your Hub all around your home, [click here](#).

## **What does the flashing light mean when I'm testing it?**

Once you have installed your Motion Sensor, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light will come on whenever the Motion Sensor detects activity. For more information about testing, [click here](#).

# Installing the Motion Sensor

This Accessory is installed as part of the Intruder Alarm.

- Questions about the Motion Sensor?  
Click [Getting started with the Motion Sensor](#).

## Where to put the Motion Sensor

The Motion Sensor can be used to check for activity in a room or area in your home. The Motion Sensor is designed for use indoors. A hallway, or in a ground floor room pointing towards a door, are good choices. You should position it so that it has a good view across the area you want to protect, but try to position your Motion Detector so that it points away from windows or exterior doors. Your AlertMe Motion Sensor will sense motion in a range up to 10m. Make sure you put the Motion Detector the right way up! Bear in mind that the Motion Detector may detect medium to large pets.

You have the choice of positioning the Motion Sensor flat on one wall, or on a corner between two walls. These two options are illustrated here. There are general guidelines about positioning AlertMe Accessories here. For more information about the Motion Sensor, [click here](#).

Repeat the following instructions for each Motion Sensor you have. It is a good idea before you start to think about where you will install each of your sensors to best secure your home.

## Positioning the Motion Sensor in your home

All Motion Sensors which you have not yet set up should currently be near to your Hub, and their lights should be off.

On the walkthrough page on AlertMe's secure website you should now be able to see all the Accessories you have not yet set up, including the Motion Sensor you are about to install. If you click a Motion Sensor icon, you should see the light on one of the Motion Sensors near your Hub start to flash on and off regularly. This is the one to install now.

Take this Motion Sensor to where ever you wish to put it. As you move around your home, the light on your Motion Sensor may continue to flash regularly, or the light may start to blink twice every few seconds. When the light is blinking, that means that you are not in a good location to install your Motion Sensor, as the radio signal is not good enough. Don't panic! There are two reasons the light might do this. One is that you are in a slightly bad spot for the wireless network; you may find that moving the sensor just a few inches one way or another is all it takes to get to a better place. If moving it around does not work, try another location. If you cannot find a good spot anywhere near there, it might be that you are out of range of the Hub. Moving your Lamp nearer to where you want to install this sensor might be the answer - read more about tweaking your system for better wireless network coverage.

As you position your Motion Sensor, you should make sure you select a location where the Motion Sensor light is flashing continuously. You may wish to place the Motion Sensor somewhere, and then watch it for 5 to 10 seconds to ensure that it continues to flash, confirming that this is a good position where it can be in constant contact with your Hub. Once you have found a good spot, fix the Motion Sensor in place with a sticky pad (read the instructions first!).

If you have any problems with finding a position for your Motion Sensor where the light stays flashing, click [here](#) for help. If you have any problems deciding where to place the Motion Sensor, or actually fixing it in place, click [here](#).

## **Naming the Motion Sensor**

Now you should have successfully positioned the Motion Sensor in your home.

On the website, you can now name it in the box. You can give the Motion Sensor a name, such as *Hallway Motion Sensor*.

(Later on, you will have the opportunity to assign the Motion Sensor to a room in your home, if you opt to set up Rooms on the AlertMe secure website. For now, you just need to give it a name.)

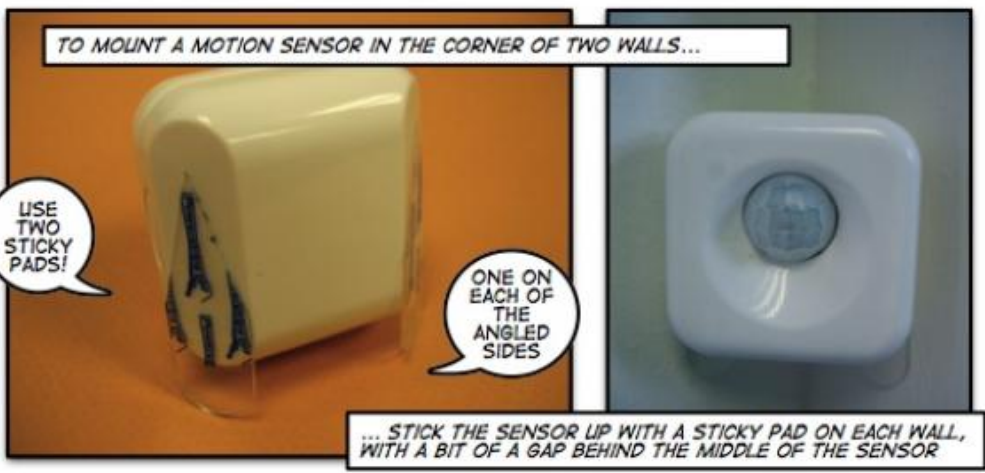
Great! You have installed your Motion Sensor.

*Find out more about what the Motion Sensor is and what it does [here](#) (leaving the installation user guide - you might want to open this page in another tab or window).*

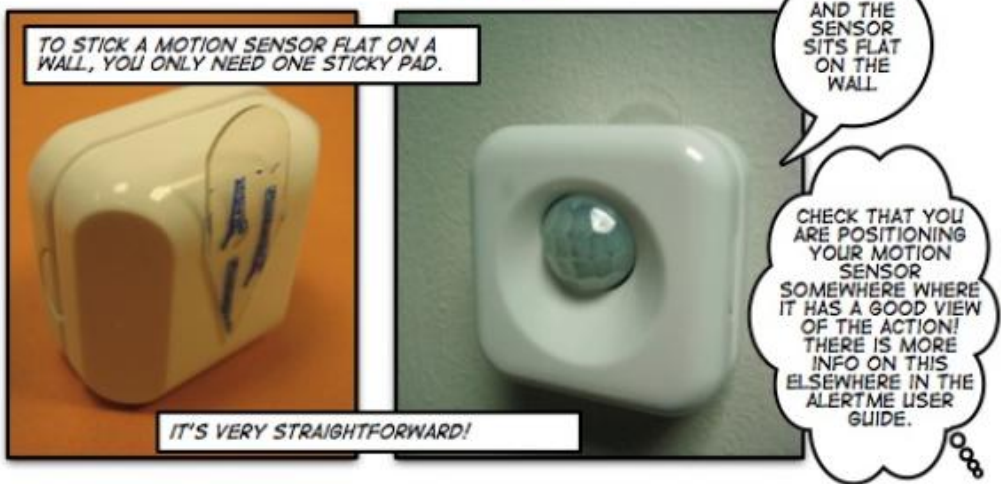
# Illustrated: Positioning the Motion Sensor

*STICKING UP YOUR MOTION SENSORS IS INCREDIBLY EASY!*

YOU'VE GOT **TWO** CHOICES. EITHER STICK THE MOTION SENSOR AT THE CORNER OF TWO WALLS, OR FLAT ON A WALL. DEPENDING ON WHAT YOU CHOOSE, YOU'LL NEED TO PUT THE STICKY PADS ON DIFFERENTLY.



**OR**



# Getting started with the Door/Window Sensor

- What is it?
- What does it look like?
- How do I start it up (how do I put the battery in)?
- Where in my home should I put it?
- I can't see a flashing light on it anywhere
- How do I stick it up in my home?
- What does the flashing light mean, whilst I'm installing it?
- I can't get it to flash regularly every second where I want to install it
- What does the flashing light mean, when I'm testing it?

## What is it?

The Door/Window Sensor detects whether a door, window, or other thing is Open or Closed, as part of the AlertMe Intruder Alarm system. As well as alerting you to intruders, this checks that you've shut all your doors and windows before going out! The Door/Window Sensor is battery powered and looks like this:



The big part is the main sensor, and the little part is a magnet. It works by detecting if the two parts are very close together (meaning the door, or window, is shut), or far apart (meaning it is open!). There's more info [here](#).

## How do I start it up?

To put in a battery, squeeze the tabs on opposite sides of the big part of the sensor, and lift off the front (see [here](#) for pictures or [here](#) for a movie). The battery is supplied by AlertMe in the Door/Window Sensor box. Clip the back on the sensor again when you have put the battery in. The light should then blink twice every few seconds for a while; this will stop once the Door/Window Sensor is communicating with the Hub. If the light does not turn on at all, then [click here](#) for help.

If it stops flashing, but does not appear on the website as an icon, wait a few minutes. If that doesn't work, try taking the battery out for 10 seconds, replacing it, and waiting another few minutes. If it still doesn't appear, [click here](#).

## Where should I put it?

The Door/Window Sensor detects whether a door, window, or other thing is Open or Closed. The sensor has two parts - a larger part, into which the battery is placed, and a smaller part (which is actually a magnet). The Door/Window Sensor is designed for use indoors but it can be used on external windows or doors, providing that the larger part is normally indoors. You can use the Door/Window Sensor to check whether ground floor exterior doors and large windows are open or closed (especially helpful when combined with AlertMe's warning if you leave your home set to "Away" without closing everything!).

The larger part of the sensor is usually placed on the door or window frame, and the smaller magnet placed on the door or window itself; the two parts must be parallel to each other, and as close to touching as you can place them, without stopping the moving part from opening smoothly. Each part of the sensor has a pair of little lines on one side; you should install the sensor with those sides with the little lines next to each other. This is illustrated in the bottom half of this page. Try to leave at least a centimetre or so of empty space at either end of the Door/Window Sensor.

Check out the pictures!

If you have UPVC windows or other windows with bevelled or angled edges click [here](#).

You should also try to follow our general [Accessory positioning guidelines](#).

If you are having problems positioning it, try reading our [help on positioning](#).

### **I can't see a flashing light on it**

The light, when flashing, is in the position of the green dot here:



When you first put the battery in, you should expect to see the Door/Window Sensor light blink twice every few seconds; the light will go out once the Door/Window Sensor is communicating with the Hub. The light will come on again when this Door/Window Sensor is selected for placement on the website; then, it will flash regularly once a second (if it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position). If you aren't placing this Door/Window Sensor, it most likely will not be flashing its light.

### **How do I stick it up?**

Firstly, make sure you know how to use the sticky pads! If you haven't already read the instructions for these, do so now [here](#).

Peel a sticky pad off the backing sheet, put it onto the back of the Door/Window Sensor and press firmly for a few seconds. Then, peel off the printed part of the cover sheet off the pad you just stuck down, and press the Door/Window Sensor against the surface you want to stick it to firmly for a few seconds. If you like, you can use two sticky pads, one at either end of the sensor.

For the magnet we supply special, small sticky pads, which you use in the same way as the big ones.

Check out the pictures!

### **What does the flashing light mean whilst I'm installing it?**

When this Door/Window Sensor is selected for placement on the website it will flash regularly once a second (whilst it is in a good position for the Accessory to be installed), or it will blink twice every few seconds (if it is not in a good position).



You should hold the Door/Window Sensor still in the place you want to install it for about 5 seconds. If the light flashes regularly once a second all that time, it is a good spot to install it. If it doesn't, you should try moving the Door/Window Sensor somewhat - read our tips [here](#).

### **I can't get it to flash regularly where I want to install it**

Check you have followed our Accessory positioning guidelines. For help with getting Accessories to communicate with your Hub all around your home, [click here](#).

### **What does the flashing light mean when I'm testing it?**

Once you have installed your Door/Window Sensor, the light will go out for the remainder of the Alertme setup process. When you reach the testing stage, the light will come on whenever the Door/Window Sensor detects whatever it is stuck to opening. For more information about testing, [click here](#).

# Installing the Door/Window Sensor

This Accessory is installed as part of the Intruder Alarm.

- Questions about the Door/Window Sensor?  
Click [Getting started with the Door/Window Sensor](#).

## Where to put the Door/Window Sensor

The Door/Window Sensor detects whether a door, window, or other thing is Open or Closed. The sensor has two parts - a larger part, into which the battery is placed, and a smaller part (which is actually a magnet). The Door/Window Sensor is designed for use indoors but it can be used on external windows or doors, providing that the larger part is normally indoors. You can use the Door/Window Sensor to check whether ground floor exterior doors and large windows are open or closed (especially helpful when combined with AlertMe's warning if you leave your home set to "Away" without closing everything!). You might also use an Door/Window Sensor to check that fridge and freezer doors are properly shut, or to monitor who is opening the biscuit cupboard in the middle of the night, or anything else you can think of!

The larger part of the sensor is usually placed on the door or window frame, and the smaller magnet placed on the door or window itself; the two parts must be parallel to each other, and as close to touching as you can place them, without stopping the moving part from opening smoothly. Each part of the sensor has a pair of little lines on one side; you should install the sensor with those sides with the little lines next to each other. This is illustrated in the bottom half of this page. If your door or window frames are made of metal, which reduces the wireless network performance, make sure you find a position where the Door/Window Sensor light continues to flash happily. Moving the sensor by just a small distance along the window or door frame, such as 10cm or 3 inches, may improve the wireless network reception enough. Try to leave at least a centimetre or so of empty space at either end of the Door/Window Sensor.

If you have UPVC or other windows with bevelled or angled edges, [click here](#).

There are general guidelines about positioning AlertMe Accessories [here](#). For more information about the Door/Window Sensor, [click here](#).

Repeat the following instructions for each Door/Window Sensor you have. It is a good idea before you start to think about where you will install each of your sensors to best secure your home.

## Positioning the Door/Window Sensor in your home

All Door/Window Sensors which you have not yet set up should currently be near to your Hub, and their lights should be off.

On the walkthrough page on AlertMe's secure website you should now be able to see all the Accessories you have not yet set up, including the Door/Window Sensor you are about to install. If you click a Door/Window Sensor icon, you should see the light on one of the Door/Window Sensors near your Hub start to flash on and off regularly. This is the one to install now.

Take this Door/Window Sensor (both parts!) to where ever you wish to put it. As you move around your home, the light on your Door/Window Sensor may continue to flash, or the light may start to blink twice every few seconds. When the light is blinking, that means that you are not in a good location to install your Door/Window Sensor, as the radio signal is not good enough. Don't panic! There are two reasons the light might do this. One is that you are in a slightly bad spot for the wireless network; you may find that moving the

sensor just a few inches one way or another is all it takes to get to a better place. If moving it around does not work, try another location. If you cannot find a good spot anywhere near there, it might be that you are out of range of the Hub. Moving your Lamp nearer to where you want to install this sensor might be the answer - read more about tweaking your system for better wireless network coverage.

As you position your Door/Window Sensor, you should make sure you select a location where the Door/Window Sensor light is flashing continuously. You may wish to place the Door/Window Sensor somewhere, and then watch it for 5 to 10 seconds to ensure that it continues to flash, confirming that this is a good position where it can be in constant contact with your Hub. Once you have found a good spot, fix both parts of the Door/Window Sensor in place with a sticky pad (read the instructions first!).

If you have any problems with finding a position for your Door/Window Sensor where the light stays flashing, click here for help. If you have any problems deciding where to place the Door/Window Sensor, or actually fixing it in place, click here.

### **Naming the Door/Window Sensor**

Now you should have successfully positioned the Door/Window Sensor in your home.

On the website, you can now name it in the box. You can give the Door/Window Sensor a name, such as *Back Door Sensor* or *Freezer Sensor*.

(Later on, you will have the opportunity to assign the Door/Window Sensor to a room in your home, if you opt to set up Rooms on the AlertMe secure website. For now, you just need to give it a name.)

Great! You have installed your Door/Window Sensor.

*Find out more about what the Door/Window Sensor is and what it does here (leaving the installation user guide - you might want to open this page in another tab or window).*

# Illustrated: Tips for positioning Door/Window Sensors

Here are some tips on ways to position Door/Window Sensors when your door, or window, is awkwardly shaped. AlertMe has endeavoured to make a small and easy to use sensor, but on some doors and windows, fitting any sensor can be fiddly.

***Once you have installed your AlertMe system, make sure you do a test to ensure your door and window sensors are working correctly.***

## Testing a Door/Window Sensor

First, close all your doors and windows which have Door/Window Sensors on them. Then, attempt to set your AlertMe system to Away using a Keyfob, or the website. If this works without a "Door/window Sensor is open" warning, then your sensors are OK. If you get a warning, check MyHistory on the website to see which Sensor was reporting that it was open, when the door/window was in fact shut, and then try repositioning that sensor.

*Now, you have tested whether your sensors are correctly detecting a closed door.*

Now, close all your doors and windows which have Door/Window Sensors on them again; then open one of them. Attempt to set your AlertMe system to Away using a Keyfob, or the website. If this works without a "Door/window Sensor is open" warning, then the door which is open is not correctly detecting that it has been opened. If you get a warning, then all is well. Close that door, and open another, and repeat the test.

*Now, you have tested whether your sensors are correctly detecting an open door.*

## Tips for positioning

Bear in mind the usual guidelines, shown here. Try putting the small sticky pad on the side of the small, magnetic sensor part (the side without the pair of little lines). This will let you position it differently.

You may find you can mount the sensor on a bit of angled frame, and still have it work. An example is below:



Or, you could try adding a spacer (such as a bit of plastic, or a section of an old credit card) to move the magnet part of the sensor:



These images also show the use of a bit of electrical cable conduit, such as can be obtained from DIY stores, to move the main part of the sensor away from the door frame itself.

# Using the sticky pads

We provide plenty of sticky pads for you to fix AlertMe accessories around your home. These are special pads from TESA. Please note that sticky pads only come in two types - big (most of your Accessories) and small (for the magnet of your Door/Window Sensor). You don't need to worry about getting mixed up about which are for what accessories! :)

## Contents

1. Why use the sticky pads provided, rather than any others?
2. Using the Sticky Pads - the Movie
3. Sticking an Accessory in place
4. Removing an Accessory
5. If you have any problems...

Why use the sticky pads provided, rather than any others? Because the special AlertMe-provided sticky pads not only secure your Accessories firmly to your home, but also can be removed cleanly without damaging your decor, if you follow the instructions!

## Using the Sticky Pads - the Movie

Click here (<http://www.alertme.com/videos/stickers.mov>) to watch a Quicktime movie about how to use the sticky pads.

## Sticking an Accessory in place

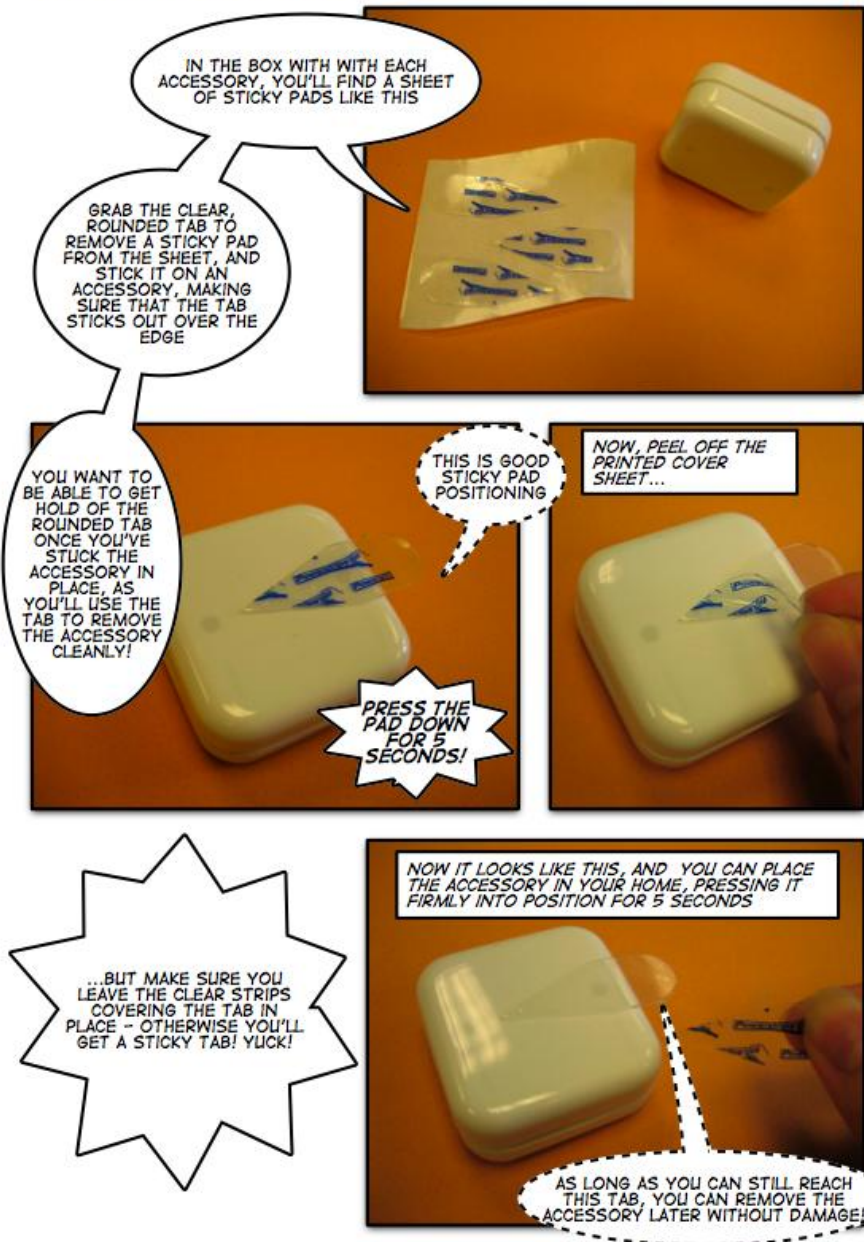
There is a sheet of sticky pads in the box with each Accessory. This should mean you have enough to stick up the Accessory, with a couple left over in case you make a mistake, or want to move the Accessory later.

Make sure that both the Accessory you want to stick in place, and the surface you are sticking it to, are both clean and dry. When you are picking a location, try to make sure you stick the Accessory down so that you can reach the clips that enable you to open the case and replace the battery! If you are installing a Button, bear in mind that you can instead use screws to fix this to your home if you prefer (read more here).

Peel a sticky pad off the backing paper and place onto the back of the Accessory, pressing firmly for 5 seconds. Do not remove the clear strips from the end of the tab.

Then, simply peel off the printed cover sheet, and stick the Accessory to your wall, doorframe, etc, making sure that the tab is somewhere you can reach it later on, and where you can pull it along the surface away from the Accessory for a few cm at least (see below for why you should do this!). Hold in place, pressing firmly down, for 5 seconds.

## HOW TO USE THE STICKY PADS



### Removing an Accessory

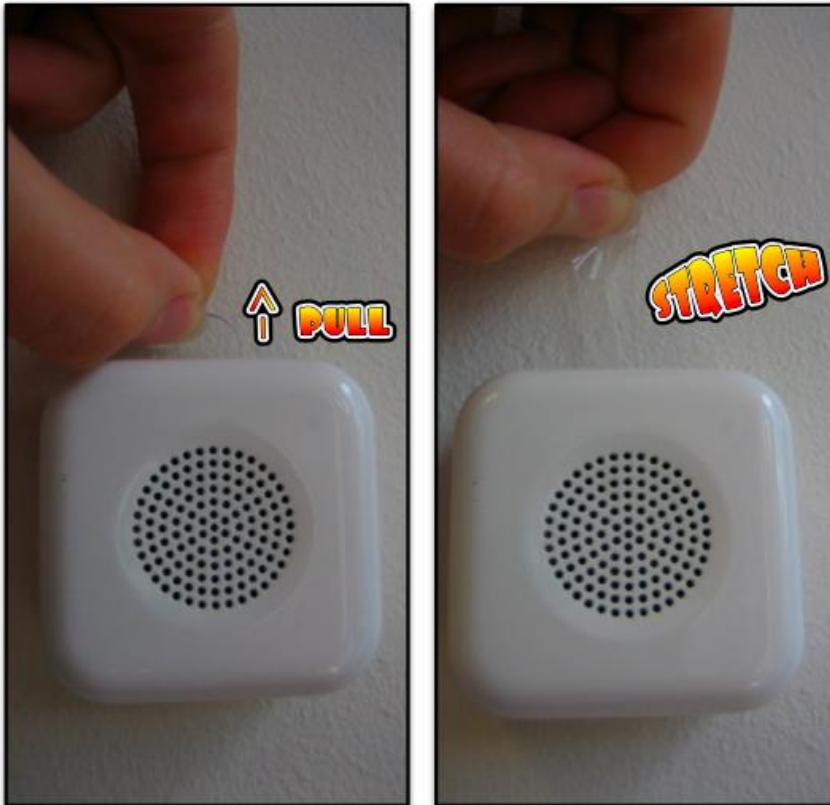
Grip the Accessory firmly with one hand (without pressing it against the surface it is stuck to). Then, with the other hand, hold on the tab sticking out from the sticky pad, and pull firmly parallel to the surface the pad is stuck to. Keep pulling as it stretches out! It will stretch a long way, but eventually will unstick, leaving no mark on your decor. **Do not pull the Accessory away from the surface!**

You cannot reuse sticky pads. AlertMe supplies plenty of spares with each Kit; if you need more, contact us.

## REMOVING A STICKY PAD

THE INSTRUCTIONS FOR THIS ARE PRETTY CLEAR IN THE HELP PAGE. THIS SHOULD JUST SHOW YOU WHAT IS MEANT BY "PULL THE TAB PARALLEL TO THE SURFACE".

OF COURSE, IF YOU WERE REALLY REMOVING THIS ACCESSORY, YOU'D ALSO BE HOLDING ON TO THE ACCESSORY ITSELF WITH YOUR OTHER HAND!



If you have any problems... Please read our sticky pad help page!



# Installing new AlertMe Accessories

If your AlertMe system is already up and running, and you buy new Accessories, this is how to set them up.

Firstly, sign in to the secure website and click MySettings at the top right. Then click the Accessories tab.

At the top right you should see an "Add Accessory" link. Click this, and follow the instructions!

Note that you may see your existing Accessories again during this process in some cases, and may need to rename them. If you have any problems or concerns please Contact AlertMe for support.

# The Small Print

Our terms and conditions, warranty and privacy policy are all included in our Service Terms and Conditions

(<https://secure.alertme.com//index.php?pid=tariffterms>).

## **AlertMe equipment Specifications**

Read the Specifications, including how water-resistant AlertMe Kit is, our Regulatory Compliance, and so on.

We also provide Safety Advice for using AlertMe.