

LaserShield® *Instant Security System*

# OWNER'S MANUAL

**LaserShield**  
INSTANT SECURITY



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# CUSTOMER CARE

## Safety Information



**To prevent a fire hazard or electrical shock, do not expose this product to moisture or operate it when you are wet or standing in water.**



**Locate your LaserShield® so that electrical and telephone cords are not frayed, walked over, or pinched by other objects.**



**Recycle used batteries from your LaserShield® alarm products. Contact your local Recycling Center for more information.**



**Opening the case (except to replace the batteries) or otherwise tampering with your LaserShield® Instant Security System or Keychain Remotes will void your limited warranty.**

## Customer Care

### To Expand Your System and Order Additional Parts

Many single-room apartments, condominiums, or offices may only need the LaserShield® Starter Kit to achieve adequate protection. You may expand your LaserShield® Instant Security System to other rooms with additional Wireless Detection Units.

For more information about purchasing Wireless Detection Units and other LaserShield® products, please visit:

**[www.lasershield.net](http://www.lasershield.net)**

### Customer Assistance

If you have questions about setup, use, repair, or replacement of your LaserShield® device or accessories, please check the "Troubleshooting" section first. If your problems are still unresolved, contact Customer Care at:

**1-866-618-4336**

#### SAFETY NOTE

**Use the phone cord supplied or any other standard phone cord, 26AWG or more.**

The phone line connected to your Master Alarm Unit must not be connected to telephones outside the building. For example the phone line must not be connected to outdoor telephones, and must not be connected to telephone(s) in a separate building.

Thank you for choosing the LaserShield® Instant Security System. It is easy to set up and easy to operate. With just a few simple steps, your System will be ready to protect your home or business from intruders.

## **This LaserShield® Owner's Manual Shows You How to:**

- Properly position the LaserShield® Master Alarm Unit (MAU) and Wireless Detection Units (WDUs) in your home or business.
- Set up the MAU and activate the 24/7 Monitoring Service that monitors your alarm for round-the-clock protection.
- Operate your LaserShield® Instant Security System, using the Keychain Remote or by phone.
- Test your System with Rapid Response Monitoring Service (RRMS) the 24/7 monitoring service.

## **How Does LaserShield® Work?**

The LaserShield® Instant Security System is complete and ready to use, with batteries already installed. The Master Alarm Unit can be set up anywhere near a telephone jack. The Wireless Detection Unit (WDU) should be located near a corner or wall with a clear view of the front door or main entry and positioned approximately 4 to 6 feet from the floor. A motion sensor on the front panel of the WDU scans an area of up to approximately 1100 sq. ft., but does not penetrate walls or windows.

When you activate the System and connect to RRMS, the monitoring service responds to alarm signals from your System. If an alarm signal is received from your premises, RRMS will attempt to notify you and/or any responsible parties to initiate a response.

Each Wireless Detection Unit includes an optional Pet Shield to block portions of the motion sensor so your pet is less likely to trigger an alarm.

## **“Armed” and “Disarmed”**

When the System is “Armed,” LaserShield® Instant Security System is actively monitoring the protection area and ready to take action if an intruder enters.

When the System is “Disarmed” you can move about the house freely without triggering an alarm.

## **When the System is Armed and Motion is Detected:**

- The System watches for motion from a potential intruder within its coverage area. If motion is detected by the WDU the MAU will quickly countdown to an alarm condition, unless disarmed.
- Once an Alarm condition is detected, the MAU sends a message to RRMS using your telephone line. RRMS will attempt to notify responsible parties and local authorities in accordance with your Monitoring Service Agreement.
- The Master Alarm Unit, Keychain Remotes, and Wireless Detection Units include a "Panic Button" feature that lets you signal an emergency at any time. The Panic Alarm sounds the siren and triggers a phone call to RRMS.

## **Not for use outdoors.**

**Alarm Permits**

Some communities or local law enforcement agencies may require an alarm permit. If your community or local law enforcement agency requires an alarm permit, and you operate your alarm without a permit, you could be subject to fines, law enforcement non-response and/or deactivation of service.

- To find out if you need an alarm permit, please contact your local law enforcement agency for details.
- Please DO NOT DIAL 911 for alarm permit information.

# LASERSHIELD STARTER KIT

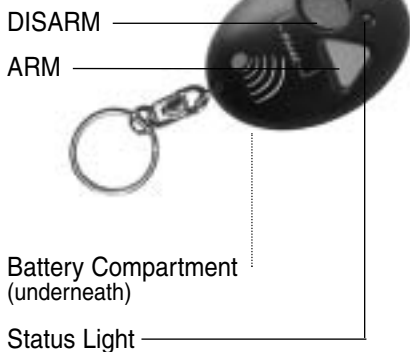
## Master Alarm Unit (MAU)



## Wireless Detection Unit (WDU)



## Keychain Remote



## Emergency Card

Remote Passcode & Tap Count  
Customer Care Telephone Number



## LASERSHIELD INSTANT SECURITY SYSTEM INCLUDES:

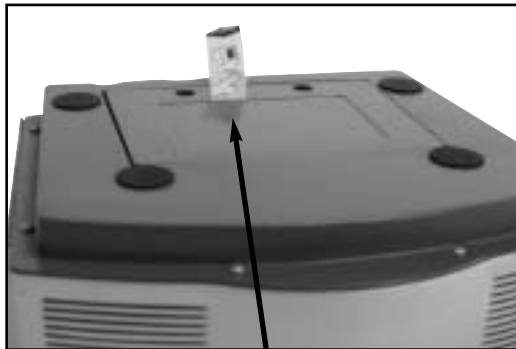
- LaserShield® Master Alarm Unit
- 2 Keychain Remotes
- 8' foot Telephone Cord
- 2 AC Power Adapters
- Rapid Response Monitoring Service Agreement
- Rapid Response Information Form
- Owner's Manual
- Product Registration Card
- 2 Emergency Cards
- Pet Shield
- Quick Start Guide
- Activation Incentive Card
- Additional Keychain Order Form

# HOW TO SET UP YOUR SYSTEM

Set up is fast and easy. Basically, you need to plug in your units, position and link them, and make a phone call to activate 24/7 monitoring for better protection. A voice annunciator not only talks you through the setup, but also will advise you of System status or abnormal conditions.

## Remove the Battery Protection Strips

The LaserShield® Master Alarm Unit (and Wireless Detection Units) are shipped with removable battery protection strips. You do not need to open the battery door to remove the strip. Just carefully pull out the protective strip tabs located on the bottom of each unit.



**PULL**

**The removable battery protection strip is the same for the MAU and Wireless Detection Units**

## Positioning the Master Alarm Unit

Place the MAU in a location that is close to a wall telephone jack and also where the voice announcements can be heard. It can be placed anywhere in your home or office where you can see its signal lights and reach it conveniently for, among other things, to access the panic button.

**Connect devices in the following sequence, with the LaserShield® closest to the wall outlet:**

LaserShield® MAU

- Fax Machine (plugs into LaserShield® MAU)
- Caller ID Box
- Answering Machine
- Telephone

## Plug MAU into a Telephone Line

Your LaserShield® Master Alarm Unit must be connected to a telephone line to contact RRMS when it detects a security threat. Always connect the MAU directly into the wall telephone jack.

*The MAU works best with a direct connection to the wall telephone jack. To connect it through a PBX, please contact LaserShield® Customer Care for assistance. Connecting through a PBX or other telephone switching system may prevent or reduce reliability in reporting alarm events to RRMS.*

Plug the included telephone cord into the connector marked "to wall" on the back of the MAU. Then plug the other end into the wall telephone jack. If your telephone jack is occupied by another phone or device, simply plug that phone or device into the jack in the rear of the MAU marked "to phone".



*Your System cannot contact RRMS if the line is busy or not connected, or if a phone is left off the hook.*

The use of DSL or other broadband telephone service may prevent your System from transmitting alarm signals to RRMS. Your System should be connected to a line not used for DSL. **IMMEDIATELY AFTER INSTALLING DSL OR BROADBAND TELEPHONE SERVICE, YOU MUST TEST THE SYSTEM'S SIGNAL TRANSMISSION WITH RRMS.**

If you have "Privacy Manager" as a feature on your telephone, you must do one of two things to assure that RRMS can call you in event of an alarm. Either disable or cancel Privacy Manager with your phone company, or provide us with a different phone number for RRMS to contact you at your premises.



# HOW TO SET UP YOUR SYSTEM

## SECTION TWO

### Plug MAU into Power

Plug the AC Power Adapter (supplied) into the wall and insert the DC connector into the power jack located on the back of the Master Alarm Unit.

Push and hold the Power Button on the MAU until the voice says "LaserShield on."

#### Where to Position the Wireless Detection Unit

- Across from the main entry area
- 4-6 feet off the floor (optimal height is 5 feet)
- Unobstructed view

### Setting up the Wireless Detection Unit (WDU)

The WDUs communicate wirelessly with the Master Alarm Unit. They require only an AC Power connection (supplied). They do not require a telephone connection. WDUs can be placed on nightstands, tables, bookshelves or anywhere you have a convenient non-switched power receptacle. All WDUs offer the best coverage pattern when placed in a corner of a room.

**Note:** The annunciator may refer to the WDUs as "satellite units."

The Wireless Detection Unit features include:

- Motion Sensor
- Bypass Button to deactivate an individual unit
- Panic Button
- Battery Back-up

### Activating your Wireless Detection Unit

1. Plug unit into a non-switched power receptacle.
2. Press the power button until the red power light goes on and remains on.
3. Follow instructions linking your WDU in the "Using Learn Mode to Link Devices" on page 13.

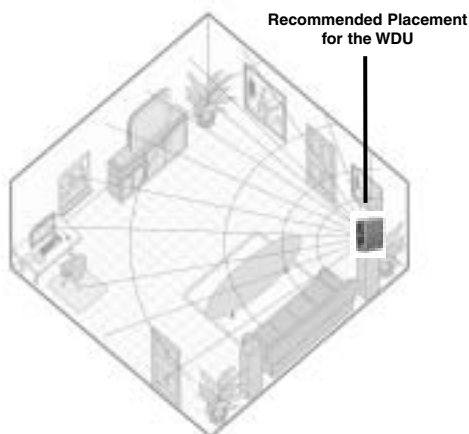
### Positioning the Wireless Detection Unit

Place the WDU in a corner, aimed in the direction a burglar would have to pass to enter areas of your home or business. Optimum height for the WDU is 4-6 feet. Typically, higher placement of the WDU increases range and distance. Obstructions such as furniture, columns or narrow corridors can impair the range of detection. Place an additional WDU in a master bedroom, as burglars tend to frequent this room.

You can check the area of coverage by watching the red light in the motion sensor window, which will flash on and off as you move.

Adjust the location and position of the WDU to obtain the best coverage. Avoid aiming motion sensors directly at heating or air conditioning registers or large panes of non-draped glass. Large glass areas that receive direct sunlight can trigger an alarm condition. Do not arm the System when it is placed in a room with windows left open. Motion sensors do not see through glass so if windows are closed the System will not be disturbed by outside activities, such as pets, and gardeners.

Pet Owners: Please refer to page 18 "Using LaserShield® with Pets".



### Position Your Wireless Detection Unit

# LINKING YOUR UNITS WIRELESSLY

You must teach your MAU to respond to the Keychain remote and detection units. You can do this easily and quickly by using the "Learn" mode.

## Using Learn Mode to Connect Devices

Each LaserShield® device has a unique identification code that the MAU learns. This code allows the MAU to respond to and report on the status of each device. Follow these few simple steps to connect your devices using "Learn" mode:

1. Press the "Learn" button on the rear of the MAU. The MAU will verbally announce, "Learn mode."
2. Next, on each Keychain Remote and WDU, press the Panic Button to link the unit. The MAU will announce each unit linked. When the MAU has announced a unit is linked, you may move on to the next device.

When you have learned all remote devices into the MAU, press the "Learn" mode button again. The MAU will verbally announce the number of devices linked. Make certain each device is verbally announced.

*If the MAU does not receive a signal to activate another Remote Device within 60 seconds, it will exit "Learn Mode" automatically. A voice prompt will announce that the MAU is leaving "Learn Mode".*

*Note: There may be a brief delay before the Master Alarm Unit responds to signals from remote devices.*

# ACTIVATING 24/7 MONITORING

## SECTION TWO

You will only have limited protection (siren only) until you have activated monitoring by RRMS, one of America's biggest and best monitoring companies.

There are 3 ways to activate your monitoring service:

- 1) Internet
- 2) Fax
- 3) Mail

24/7 monitoring service for your System begins most quickly when you use the internet. Just go to:

**[www.lasershield.net](http://www.lasershield.net)**

Click on "Activate LaserShield". Be prepared to enter the device ID number located on the bottom of your MAU. Next complete the online Rapid Response Service Monitoring Agreement and Information Form.

If you don't have access to the Internet, you may Fax or Mail the enclosed Rapid Response Monitoring Service Agreement and Information Form. Fax is generally faster than the U.S. Mail.

Faxes should be sent toll-free to 1-800-258-4772.

If you wish to activate by mail, complete the form and send in the enclosed business reply envelope to:

LaserShield® Customer Care,  
c/o Accent,  
645 Park East Boulevard,  
New Albany, IN 47150

You will receive telephone confirmation within 24 hours of receipt of your agreement, and you will be instructed to test your System. You may use your alarm with partial local protection (siren only) until you are contacted by a LaserShield® Customer Care Representative, and have completed your System testing.

## TESTING YOUR SETUP

### Testing your LaserShield® and RAPID RESPONSE MONITORING SERVICE

Until you have completed this test process, your alarm monitoring will not be in effect. Follow these simple steps to complete a successful test:

1. If you receive an immediate confirmation for service using the Internet, you may test your service immediately. If you use fax or mail to activate your monitoring service, wait until a LaserShield® Customer Care representative calls you to begin your test.
2. Press a panic button on your Keychain Remote, MAU or WDU. Allow the siren to ring for 10 seconds before disarming.
3. RRMS will call you to confirm the successful communication between your System and Rapid Response. You will be asked to provide your 5 digit Passcode (located on your emergency card) and to verify that you are ready to begin fully active monitored alarm service. Please contact LaserShield® Customer Care if your test was not successful.

# 'UNLINKING' OR DEACTIVATING DEVICES

## SECTION TWO

### Deactivating or “Unlinking” a Single Remote Device

If you want to stop using a Keychain Remote or a WDU, you must unlink it. This will remove the device from the MAU's memory and prevents unauthorized use or accidental alarms.

#### To Deactivate a Single Device:

1. Press the "Learn" button on the back of the MAU to enter "Learn" mode.
2. Press the "Panic" button on the specific remote device you want to deactivate. On a Keychain Remote, press both buttons at the same time. The MAU will announce that the device is already stored in memory and then will ask you to press the Panic button again to erase it.
3. Press the Panic button again. The MAU will announce that the device has been erased.
4. Repeat this process to deactivate other remote devices you may wish to remove.
5. Exit Learn Mode by pressing the Learn button on the rear of the MAU.

### Deactivating or Unlinking ALL Your Remote Devices

A lost Keychain Remote could allow an intruder who finds it to enter your home or business without triggering the alarm. If a Keychain Remote is lost, you will need to deactivate all your remote devices, and then re-link the devices you still have.

### How to Unlink All Your Remote Devices

1. Press the "Learn" button on the back of the MAU. The MAU will enter the "Learn" mode.
2. Press the Panic button on the MAU. The MAU will prompt you to push the panic button again to erase all devices.
3. Press the Panic button again within 10 seconds. This erases all devices from the MAU's memory.
4. Proceed directly to the next section for Re-linking.

### Re-linking the Remaining Remote Devices

1. Press the Panic button combination (arm and disarm simultaneously) on each Keychain Remote. This will reactivate each Keychain Remote.
2. Press the Panic Button on each WDU in your System to reactivate them.
3. Listen to the announcement from the MAU for each device before moving on to the next one.

For other LaserShield® devices in your System, press the Panic Button on each to reactivate it. When you have re-linked all remaining devices press the learn button to exit learn mode.

Note: If you wait longer than 60 seconds between re-linking devices, the MAU will automatically exit the Learn mode. You can always press the Learn button to pick up where you left off. Press the learn button to exit learn mode.

## YOUR PERSONAL PASSCODE

A 5-digit Passcode is located on your Emergency Card. Your Passcode confirms your identity to RRMS so they know whether there is a genuine emergency or an accidental alarm. In case of an alarm, RRMS will ask you for your personal Passcode. Every authorized person in your household or business must have a copy of the Passcode. It is also required to activate your monitoring service.

When to use your Passcode:

- The first time you test your System.
- To verify your identity when canceling a response to an accidental alarm.
- For monthly testing you will provide your Passcode to verify your identity.
- When you access your System by remote telephone.

# ARMING AND DISARMING YOUR SYSTEM

## SECTION THREE

Use your Keychain Remote to:

- Arm and disarm the System.
- Activate a Panic Alarm.
- Announce System status.

### Arming with Your Keychain Remote

When the System is "armed" LaserShield® protects your residence or business by triggering an alarm when it senses motion. Arm the System when you leave the premises or go to bed. An exit delay allows you time to leave.

Press and release the "Arm" button on your Keychain Remote. The MAU will verbally announce, "LaserShield Arming."

You then have 60 seconds to leave the premises after arming the System (the exit delay period). The green status light on the front panel of the MAU will blink rapidly during the exit-delay period, and the MAU will announce the time remaining in the exit-delay period.

At the end of the delay period, the MAU will announce, "LaserShield is armed," and the amber status light will blink.

***Do not move in front of the motion sensor while it is armed, or you will trigger the alarm.***

### Disarming the System When You Enter the Premises

You have 20 seconds to disarm your System after entering the protected area. This is the "entry delay" period. The MAU starts beeping loudly as a reminder to disarm your System.

- Press the Disarm button on the Keychain Remote. The MAU will announce, "LaserShield disarmed."

### Arming at Night

You can arm the System from your bedside at night. If you have a Wireless Detection Unit in your bedroom you should bypass it while you sleep. You can do this by pressing its Bypass button before arming. You may then move about your bedroom at night, but you must avoid walking into areas protected by other WDUs.

If you have bypassed a WDU, you must press the Arm button twice to arm it in bypass mode. The MAU will announce the bypassed status and will prompt you to fix the condition or "press the Arm button again to force arming". The WDU amber bypass light and the MAU amber status light will flash during bypass mode. Panic button will still be functional on WDUs in bypass mode.

Disarm the System when you wake in the morning, or when you wish to walk about your premises. The MAU will always remind you about a bypass condition at the time of arming to prevent you from exiting the following day without removing the bypass condition. To remove the bypass status simply press the bypass button.

### Force Arming

If an abnormal condition exists with your System, such as a low battery, loss of AC power, etc., the MAU will announce the condition during arming or disarming. It will always ask you to fix the condition or press the Arm button a second time to force arming, overriding the condition.

### Checking the MAU System Status

If the amber status light on the MAU is blinking, it means there is an abnormal system condition. You can use your Keychain Remote to check the System status. Merely press either the Arm or Disarm button to hear a verbal status report.

# ABOUT ALARMS AND EMERGENCIES

- A **burglar alarm** is triggered when the motion detector senses motion while the System is armed.
- A **panic alarm** is triggered when a Panic button is pressed manually.

## What Happens When the LaserShield® Alarm Sounds:

A 105-decibel siren sounds and will automatically turn off and reset after 5 minutes. The System will remain armed and will continue to watch for another sign of intrusion. If a second intrusion is detected the System will trigger the siren for an additional 5 minutes before resetting. The System will not trigger again until you disarm which resets the MAU to receive more alarms.

This feature is called the **swinger** shutdown, and is effective in reducing false alarms.

## The Panic Button - How to Signal an Emergency

You can signal an emergency which will set off your siren and dial RRMS (if you have activated monitoring) from your Keychain Remote, the MAU or any WDU.

- MAU – press RED Panic Button on top of unit until the siren sounds.
- Wireless Detection Units - press RED Panic Button on top of unit until the siren sounds.
- Keychain Remotes – Press BOTH ARM and DISARM BUTTONS at the same time until the siren sounds

## Canceling an Accidental Alarm

To disarm your System if it was triggered by mistake:

- Disarm the alarm using your Keychain Remote.
- Prepare to give your Passcode when RRMS phones to verify the alarm.

## Intrusion or Real Emergency

Your alarm is treated as a genuine and real emergency if:

- You do not disarm the System.
- RRMS cannot contact you at your premises to cancel the alarm.
- RRMS cannot confirm your identity with your 5 digit Passcode.
- When you incorrectly enter your passcode two times in a row when RRMS phones to verify an alarm signal.

*Do not leave your phone off the hook. If a phone is off the hook, the System will not be able to contact the Monitoring Service to report an alarm signal.*



# ABOUT ALARMS AND EMERGENCIES

## SECTION THREE

### When an Alarm Signal is Received RRMS will:

1. Electronically phone the premises of the alarm to attempt to verify a real emergency and thus avoid a false alarm dispatch. This call is usually received within 30 seconds of the siren activation.
2. If someone at the premises does not use the 5 digit Passcode from your emergency card to cancel the alarm, a live operator will attempt to notify to notify the appropriate authorities or Responsible Parties.
3. As the live operator contacts the authorities, RRMS will phone you and/or a Responsible Party that you have designated on your Rapid Response Information Form.

**Important-** *If after 60 seconds you have not been contacted by RRMS and the alarm activation was accidental, contact Customer Care immediately. You may not have heard the phone over the alarm siren and law enforcement may have been notified.*

24/7 monitoring is an important precaution as a method to notify and deter you from walking in on an intruder or dangerous situation. In some cases, law enforcement may remain at the location until the location can be secured, or until a responsible party arrives to relieve them. Notification is also an important precaution to avoid leaving a premise with a broken door or window vulnerable to vandalism, weather, and other unwanted intruders.

**Note-** You may update your emergency contact information at anytime using the Internet or by contacting Customer Care. Remember, you may require a police permit to qualify for law enforcement response. In some areas law enforcement will not respond to private alarms.

Check with local authorities regarding law enforcement response to Alarm Systems.

### **Do not call 911 for this information.**

*Avoid any potential false alarm fines: Only press the Panic Button if there is an actual emergency situation.*

*Some communities may charge a fee for each time law enforcement officers are dispatched for a false alarm.*

### **Emergency Disarming WITHOUT the Keychain Remote, Using a Tap Count on the Master Alarm Unit**

If your siren is sounding and you cannot disarm your System, you can use the Tap Count feature to silence the siren. Locate your Tap Count number printed on your LaserShield® Emergency Card. Go to the Master Alarm Unit and tap the On/Off button the same number of times equal to your Tap Count Number, and then press the MAU Panic Button to silence the siren.

For example - if your Tap Count number is 7, then press the ON/OFF button 7 times, and then press the Panic button on the MAU.

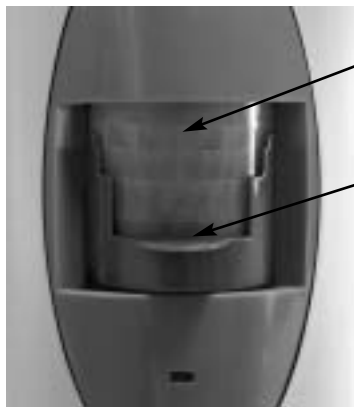
If you forget how many times you have pushed the ON/OFF button, pause for one second and the Master Alarm Unit will verbally announce the number of taps you have entered. If you pause for 5 seconds or more between taps during the count, you must start over.

## USING LASERSHIELD WITH PETS

### Pet Shield

Pets can trigger false alarms by moving in front of the motion sensor while the System is armed.

LaserShield® provides a Pet Shield that narrows the coverage area of the motion sensor window, both vertically and horizontally, thus creating pet "safe zones" where animals can pass.



Motion Sensor Window

Pet Shield attaches here over Motion Sensor Window

Using the Pet Shield reduces the coverage pattern of your motion sensor. We recommend pets be isolated to a non-protected area. If your pet must be allowed to freely roam your premises then using the Pet Shield allows you to set up a basic coverage pattern for the motion sensor.

Because cats and dogs jump on furniture, place your WDU at a height where pets can move safely beneath the detection area.

You can aim the coverage of your WDU by watching the test light inside the motion sensor window, while moving about or allowing pets to move through the protected area. You may have to rotate your WDU left or right a bit to move detection coverage away from the backs of furniture or areas pets may access or frequent. Adjust the position and height of the Wireless Detection Unit so that your pets can move about freely without triggering an alarm.

### To Install your Pet Shield

Slide the Pet Shield into the groove at the bottom of the motion sensor window on the Wireless Detection Unit. The Pet Shield should slide snugly into place and against the motion sensor window.



**Pet Shield Off**



**Pet Shield On**

# CONTROLLING WHILE AWAY

You can manage your System from a touch-tone telephone or cell phone when you are away from your property. You will need to use the 5 digit Passcode printed on your LaserShield® Emergency Card for this process.



## Accessing the Master Alarm Unit by Phone

1. This feature requires touch-tone telephone service. Dial the same telephone number to which your MAU is connected. Do not call from a telephone that is connected to the same line as the MAU.
2. Allow it to ring once, and then hang up.
3. Wait 5 seconds, and then redial the number. The MAU should answer on the first ring.
4. Follow the voice instructions to enter your 5-digit Passcode by pressing the keys on the telephone touch pad.

5. You can do the following by telephone:

**Press 1** to Arm the System

**Press 2** to Disarm the System

**Press 3** to change the volume of the MAU speaker

**Press 4** to listen to the System status

**Press 5** to turn on the room monitoring microphone to listen to activity in the room

You can also make some refinements in how your System works via touch tone phone. You can disable Call Waiting, and set your System to dial "8" or "9" for an outside line as it dials RRMS.

To activate each of these features, you must dial your MAU, allow it to ring once, and then hang up.

Wait 5 seconds, and then redial the number. The MAU will answer on the first ring.

Follow the voice instructions to enter your 5-digit Passcode by pressing the keys on the telephone touch pad. Then,

- To disable Call Waiting, touch "7." If you have call waiting, and if RRMS is calling you back to verify an alarm, there is a possibility that Call Waiting could interfere with their call-back.
- To dial 8 as part of your outgoing call dialing, touch "8."
- To dial 9 as part of your outgoing call dialing, touch "9."

**IMPORTANT-** It is imperative that after making changes that may affect the alarm's communication, you test the alarm's connection to RRMS by placing the MAU in test, and triggering the System as indicated on page 21.

## ADDITIONAL FEATURES

### False Alarm Reduction

The System relies on a 4-point false alarm reduction strategy:

1. No complex keypad codes to remember.
2. No installed wires and connectors that may lead to short circuits.
3. The Swinger shutdown helps protect you from excessive false alarm penalties. The alarm can be triggered only twice within a single arming period (the time period between arming and disarming a unit).
4. No door/window sensors that may trigger a false alarm from strong wind, misalignment, warped wood, or other forms of weather and environmental conditions.

### Low Battery Detection

The System will attempt to report a MAU low battery condition to Rapid Response Monitoring Service (RRMS). You may be contacted by e-mail or mail if your alarm reports multiple low battery alarms.

Wireless Detection Units and the Keychain Remote batteries do not recharge and do not report low batteries to RRMS, but their status will be reported to you verbally by the MAU each time the MAU is armed or disarmed. The Status light will flash on the MAU when low battery conditions exist.

### Loss of AC Power and Low Battery Power

The MAU contains a rechargeable backup battery. If there is a loss of AC power, the backup battery will operate the MAU for up to 12 hours.

The Status light will blink if there is a power outage or low battery power. When power is restored after an outage, the battery will recharge automatically.

We recommend you test your System monthly to assure it is working properly.

You must place your System in test mode before testing so that RRMS does not notify authorities. You can place your account in test mode one of two ways:

1. Go the LaserShield® website at [www.lasershield.net](http://www.lasershield.net) and click on "My Account". You will be asked to enter your web user ID and web passcode you chose when you activated your monitoring service. Follow the instructions to manage your account and place your System in one hour test mode. Then follow the procedure listed immediately below titled "To test your System".
2. You may contact LaserShield® Customer Care to place your System in one hour test mode. You will need your 5 digit passcode to place your System in test mode. The LaserShield® Customer Care number is located on your emergency card with your passcode.

### To Test Your System

1. Press the Arm Button on the Keychain Remote to arm the System.
2. Allow the exit delay to expire and walk through the protected area. Allow the entry delay beeps to beep until the siren sounds. Let the siren sound for a full 10 seconds.
3. Disarm the alarm using your Keychain Remote.
4. To test panic button simply press the panic button on any device you wish to test, allow the sound to ring for 10 seconds, and disarm the System.

You should repeat this test for each WDU.

Each time you trigger an alarm you will receive an immediate call back from RRMS and you will be asked to enter your 5 digit passcode. The most critical test is to confirm successful communication to RRMS. We recommend you repeat the test process for each device.

After completing a full test of the System, go back to the Internet, or contact LaserShield® Customer Care to place your System back on active monitoring. If you do not remove your account from test mode your account will automatically return to active, monitored status after 1 hour.

Your LaserShield® will conduct its own internal tests on power and battery functions on a regular basis and will notify you of any abnormal conditions during arming or disarming.

### Care and Maintenance

To clean, unplug the unit and wipe with a slightly damp soft cloth. Be careful not to scratch the delicate motion sensor windows. Do not place the MAU or WDUs in water or allow water to get inside them.

### Do not use commercial cleaning solutions.

# REPLACING BATTERIES

## Replacing Batteries

Replacement batteries for the MAU can be purchased from the LaserShield® web site. Please recycle old batteries. They may be recycled at retail electronics stores or at a local battery recycling location. Do not dispose of batteries in landfills.

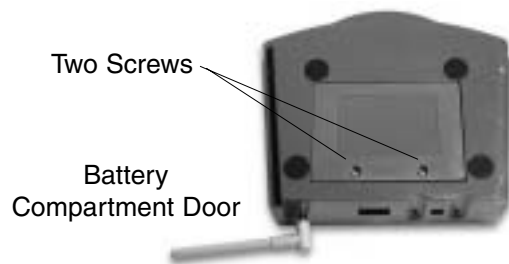
For more information on recycling the lead-acid battery in the MAU, go to the following web site:

<http://www.rbr.org/consumer/index.html>

## Replacing the MAU Battery

For MAU replacement batteries please phone or contact LaserShield® Customer Care via the internet. You must use LaserShield® approved replacement batteries for the MAU. Installing the incorrect battery into the MAU can cause, irreparable damage, failure to function, and will void your warranty.

1. Remove the two screws from the battery compartment door and remove the door.
2. Gently lift the battery about 1 inch out of the battery compartment.
3. Disconnect the red and black battery cables.
4. Connect the battery cables to the replacement battery. Connect the red cable to the red terminal and the black cable to the black terminal. **IMPORTANT-** reversing the connectors can damage your MAU and void your warranty.
5. Gently slide the replacement battery into the battery compartment. Make sure the battery wires do not extend outside the battery compartment.
6. Replace the battery compartment door and screws.



## Replacing the WDU Batteries

**Battery type: CR123A Lithium Batteries** (available at most electronic and camera stores)

1. Remove the two screws from the battery compartment door on the back of the WDU and remove the door.
2. Remove the old batteries and insert the new batteries.
3. Replace the battery compartment door and screws.

## Replacing the Keychain Remote Battery

**Battery type: C2032 coin cell** (available at most electronic and camera stores)

1. Press down on the batter compartment door and press sideways to gain access to the battery.
2. Remove the old battery.
3. Insert the new battery with the positive (+) side facing you.
4. Replace the battery compartment door.

## Using your LaserShield® System near electronic household or medical devices

Your LaserShield® Instant Security System is environmentally safe. It uses passive infrared motion detection and low-power transmitters that are similar to garage-door openers.

# TROUBLE SHOOTING

## SECTION SIX

PROBLEM OR CONDITION	SOLUTION
Master Alarm Unit Low Battery	Check AC Power; Check circuit breakers; Check Connections; Order new battery if AC Power is OK
Master Alarm Unit No AC Power	Check AC Power; Check circuit breakers; Check Connections; Order new battery if AC Power is OK
The MAU says "THERE WAS AN UNREPORTED ALARM"	Press DISARM button to get system status. If you hear "NO PHONE LINE, FIX THE CONDITION", check premises phones for dial tone.  Check that the phone jack is securely connected to the wall and that the other end is plugged into the back of the MAU. Check for phones off hook. Repeat the DISARM command. If the problem continues, please contact Customer Care.
The MAU reports "NO PHONE LINE"	Repeat steps for unreported alarm.
The MAU announces a device is "NOT REPORTING"	Check all devices. Make sure connections are good. Check for lights. If no lights on a WDU check the power connection and press the on/off power button.
Wireless Detection Powered Off	Check circuit breakers; make certain unit is plugged into wall, check connections. Press power button. Otherwise phone Customer Care.
Wireless Detection Low Battery	Replace battery
Wireless Detection Unit is Bypassed	Press Bypass Button to restore to system
Wireless Detection No AC Power	Press ON/OFF Button; Check power connections
Keychain Remote Low Battery	Replace with new battery

## FREQUENTLY ASKED QUESTIONS

### **Can I use the LaserShield® alarm without the monthly Monitoring Service?**

Yes, but it is not recommended. The most important aspect of owning an alarm is obtaining a reliable service that can notify you at work or by cellular phone, and prevent you from walking in on an intruder or dangerous situation. LaserShield® transmits signals to a professional monitoring station to provide immediate emergency support. But this won't happen if you have not activated monitoring. The System also reports important diagnostic information to the monitoring facility that can be critical to the successful operation of your System. Additionally, if law enforcement is dispatched and finds a sign of forced entry and cannot secure the premises (such as a broken sliding door window) while you are away or on vacation, RRMS will phone Responsible Parties (friends, neighbors, family) who you designate to respond when you cannot be reached and who may assist in securing your home or business after vandalism or damage.

### **I live in an apartment. Do I need to notify my landlord that I have an alarm system?**

Anyone who is legally allowed to enter your premises for the purpose of emergency or service should be notified that you have an alarm system. LaserShield® offers remote control of your alarm using a secret passcode included with your unit, and any remote telephone or cellular phone. This passcode allows you to phone your premises and disarm the System by remote to allow access for maintenance or landlords.

### **What if I move or relocate?**

LaserShield® is completely portable and can easily be relocated. Simply power off your System and pack for relocation. You must inform the LaserShield® Customer Care department of your new location so they may update RRMS with new contact information. Power up LaserShield® at your new location, test the unit with your new telephone line, and your alarm service and protection is immediately restored. You may also log in through the internet at [www.lasershield.net](http://www.lasershield.net) and manage your account by editing your address and new phone numbers when you are ready to operate your System at your new location. You may also fax and notify Customer Care to update your information.

### **Can the alarm be used while I'm at home?**

You can use the alarm while retiring for rest at home. If you have a WDU in your bedroom, and additional sensors in other areas, the bedside unit/s can be bypassed while sleeping. This feature allows you to move freely in the bypassed areas. Even though the WDU's are bypassed, panic buttons remain active.

### **Will I be charged for a toll call when the LaserShield® sends a signal to the monitoring station?**

No. LaserShield® uses a proprietary toll free 800-phone number to contact RRMS.



# FREQUENTLY ASKED QUESTIONS

## **What if my unit loses power?**

LaserShield® alarms are equipped with back up battery systems. If the System loses power and switches to emergency battery power, RRMS will be notified and the company will contact you to inquire about the condition. MAU batteries are rechargeable. WDU batteries do not recharge but last for several years and are easy to replace. The MAU will verbally announce a low battery condition if battery replacement is required.

## **Will the LaserShield® System work with my answering machine?**

Yes. LaserShield® is designed for use with most answering machines. The LaserShield® MAU has a built in telephone splitter that allows you to operate with a telephone and an answering machine from the same connection point.

## **What are the features for the seeing and hearing impaired?**

LaserShield® has a unique system of verbal annunciation reporting conditions such as arm, disarm, entry/exit delay, and alarm conditions, for those with sight difficulties. There is also a protruding dot in the plastic over the WDU and MAU on/off power buttons to make them simple to find by touch. Keychain Remote buttons are shaped differently to help differentiate Arm and Disarm buttons. LaserShield® also has lights which flash differently on the MAU and WDU to alert the deaf of various system conditions. RRMS is fully equipped with TTD for the hearing impaired.

## **Does the alarm siren ring indefinitely? Will it disturb my neighbors?**

No. The siren turns off after 5 minutes automatically. The unit resets itself and watches quietly for another indication of intrusion. If another is detected the siren will activate for an additional 5 minute cycle time.

## **What if I lose my Keychain Remote?**

LaserShield® can be armed or disarmed by remote using a five-digit passcode using any remote telephone or cellular phone. You can purchase replacement remotes by contacting the LaserShield® Customer Care department. If you lose your remote you can also use a secret emergency shutdown feature to disarm the alarm. The emergency shut down feature is different for every LaserShield® unit and is described on your LaserShield® emergency cards included with your System.

## LIMITED WARRANTY & LIABILITY

LaserShield's Warranty and Limitation of Liability are set forth on the Limited Warranty provided in this package with your System.

# SPECIFICATIONS

### Operating Environment

Temperature	+41° F to +122° F (+5° to +50° C)
Humidity	0% to 95% relative humidity (non-condensing)

### Storage Environment

Temperature	+32° F to +140° F (+0° to +60° C)
Humidity	0% to 95% relative humidity (non-condensing)

### Communications

Telephone jacks	RJ-11
Dialing capability	Tone

### Power Supply

Batteries	<ul style="list-style-type: none"><li>• Master Alarm Unit: 6 V 1.2 Ah, sealed lead-acid, rechargeable</li><li>• Wireless Detection Unit: WDU: CR123A Lithium</li><li>• Keychain Remote Control: CR2032 Lithium</li></ul>
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### Power adapter

- Input: 100-240VAC, 50-60 Hz.
- Output: 10 V DC, 500mA

### Safety

Approvals	FCC Part 68 FCC Part 15 Use only supplied UL approved power adapter
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### Manufacturer's Declaration of Conformity

We declare under our sole responsibility that LaserShield®, to which this declaration relates, is in conformity with the following standards or other normative documents:

### Federal Communications Commission (FCC) Compliance Notice: Radio frequency Notice:

#### DECLARATION OF CONFORMITY

We, Lasershield Systems, Inc.  
5931 Sea Lion Place, Suite 114  
Carlsbad, CA 92008 USA  
+1 (760) 930-1908

declare under our sole responsibility that the Master Alarm Unit, model number BSK-0013101 complies with Part 15 of 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.

The devices

- Wireless Detection Unit, model number WDU-0013301
- Keychain Remote, Model, model number KCR-0011501

comply 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 and correct the interference by one or more of the following measures:

- Reorient or locate 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.

Any modifications to the unit, unless expressly approved by LaserShield® Systems, Inc., could void the user's authority to operate the equipment.

### Consumer Information and FCC Requirements

Telephone connection:

- This equipment complies with Part 68 of the Federal Communications Commission rules. These rules permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.
- If the device is malfunctioning, it may also cause harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until it has been repaired. If this is not done, the telephone company may temporarily disconnect your service.
- If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - The telephone number this unit is connected to
  - The ringer equivalence number, for the Master Alarm Unit is 1.
  - The FCC registration number that appears on the bottom of the unit.



Please contact LaserShield® Customer Care at 1-866-618-4336 if you have any questions.

**LaserShield® Security Systems, Inc.**

LaserShield Customer Care,  
c/o Accent,  
645 Park East Boulevard,  
New Albany, IN 47150

Visit us on the Internet:  
[www.lasershield.net](http://www.lasershield.net)

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