Instruction Manual
Verisure Alarm System

Welcome

in Verisure

Congratulations! You have just finished installing the Verisure alarm, an advanced Security System designed to provide you with maximum protection and, at the same time, guarantee simple and immediate use.

Please read this manual carefully and make the most of the features offered by your Alarm System.

In this manual, you will find basic concepts that will help you become familiar with the Alarm System on first use and some tips for using it in different situations. You can use it as a reference document to resolve any issues on the spot, thanks to the "Frequently Asked Questions" section.

We remind you of the importance of installing the My Verisure Italia App on your smartphone or tablet. The App will allow you to find out at any time what is going on in your home or at your business, remotely check your Alarm System and ask for help in emergency situations. We remind you that you can always raise any queries via our Customer Service channels:

☐ In the Help section of the My Verisure Italia App

✉ Email: cliente@verisure.it

☎ WhatsApp: 3400784322

☎ Phone: 800 999 848

Thank you for your trust.

Contents

Deterrent Signs

Verisure external Signs with 'Image Recording' notice are a significant deterrent to potential intruders.

Entry Key Reader with Speak/Listen Intercom and Siren With Starkeys

Located at the entrance, it allows you to easily arm and disarm the alarm using the Starkeys or Personal PIN Codes. It has an intercom and a talk/listen system to communicate with the Alarm Receiving Centre, a siren and an SOS button for emergencies (*more information on page 18*).

Central Unit

Manages communication between Alarm System devices and the Alarm Receiving Centre. It uses different communication channels and has a dual power supply (electric cable and backup battery).
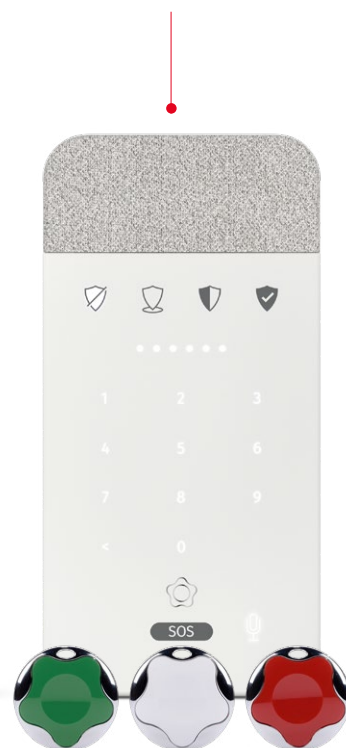
Photo Detector with motion sensors

Protects the inside of your home or workplace by allowing the Alarm Receiving Centre to verify the intrusion via high-resolution images. The built-in camera is capable of taking pictures even in the dark. The device detects any type of motion.

Access Detector with Shock Sensor ® technology

It protects doors and windows thanks to its triple detection system, sensitive to opening, shocks and vibrations. The Shock Sensor allows you to detect the intruder even before they enter.
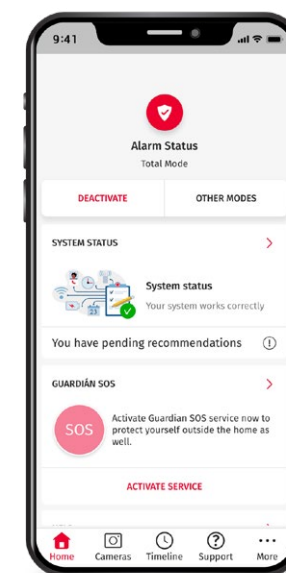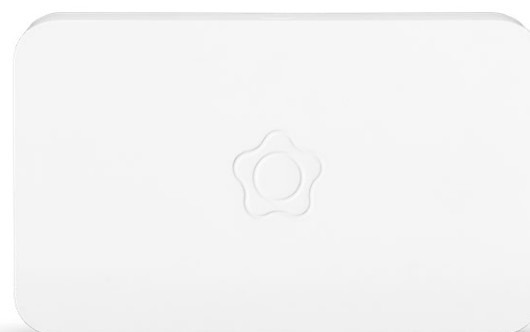
My Verisure Italia App

Allows you to manage the alarm via smartphone and ask for help in case of emergency thanks to Verisure Con Me (*more information on page 40*).

Alarm System Management Devices.

The SOS button also works when the alarm is off.

OPTIONAL DEVICES

Remote Control

With the Remote Control it is possible to activate and deactivate the different modes of the Alarm System and send an SOS to the Alarm Receiving Centre.

ZeroVision

After activation by one of our Security Guards, the ZeroVision smoke generator can produce a state of zero-visibility within 45 seconds. A thick smoke, which is non- toxic for people and animals, creates a sense of disorientation and forces the intruder to flee.

Panic Button

The Verisure Panic Button, which is easy to hide, takes advantage of the connection with the Alarm Receiving Centre to send an emergency signal, even when the alarm is off.

Smoke Detector

The device detects the presence of smoke and sends a signal to the Alarm Receiving Centre, which in turn alerts emergency services in the event of a fire.

Arlo Secure Cameras for indoor and outdoor

The cameras integrated into the Verisure Alarm System allow you to connect with your property through live or video recording in full HD quality at any time. **Only in the event of an alarm being triggered** can the Alarm Receiving Centre access the video recordings and connect live to the cameras to carry out further checks on the interior and exterior areas of your property.

GUARDVISION® OUTDOOR Perimeter Detector

The Perimeter Sensor is the Verisure device that is affixed to the outside as a protective pre-barrier. The device uses a camera and dual PIR motion detection.

External Key Reader

The device used to control the Alarm System from outside the property.
It allows you to arm and disarm the alarm in different modes using a Personal PIN Code, Starkeys, or a Smart Sticker. You can also control the Smartlock and send a silent alarm to the Monitoring Center using the Duress Code.

Smartlock

The electronic lock integrated with the Verisure Alarm System.
It lets you lock and unlock the door without using physical keys. Installed inside the property, it can be controlled through the My Verisure app, the Remote Control, the External Key Reader, and the Entry Key Reader.

TECHNICAL SPECIFICATIONS

Electrical Characteristics

The Verisure Central Unit has a dual power source: electric cable and battery.
Power: AC 230/200mA. Battery life: approx. 12 hours

Data Transmission Characteristics

Communication takes advantage of several channels.
The devices that make up the Alarm System communicate locally by radiofrequency with an internal and protected Verisure wi-fi network, generated by the Central Unit.
The Alarm System, for its part, communicates globally with the Verisure servers via the data sim (inside the Central Unit) using GPRS, 2G, 3G, 4G, SMS and the Internet network in the building via wi-fi or Ethernet cable. Anti-inhibitor technology is always active.
Sim: GPRS / GSM / HSDPA / 3G / 4G Ethernet: LAN/WiFi Radio Frequency: 868 MHz

Other Features

Operating temperature: -10 to +40 degrees Celsius.
Supports up to 99 different devices (including up to 8 cameras)

PERSONAL PIN CODES, CODEWORDS, USER APP AND ACTION PLANS

In this section, you will find information about Codewords and other tools needed to manage the alarm. Memorise Pin Codes and Codewords, familiarise yourself with their use and store them in a safe place. Remember that you can edit them in the My Verisure Italia App.

Personal PIN Code

Personal PIN codes are required to manage your alarm. Each personal PIN code consists of four numeric digits. To arm and disarm the alarm, you must enter the four digits using the numeric keypad on the Key Reader. We remind you that you can also identify yourself using ⬡ the Starkeys.

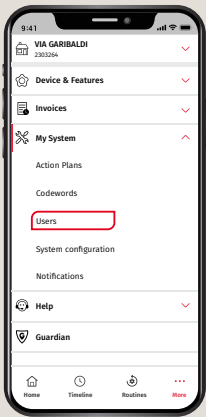It is not possible to use very simple and trivial personal PIN codes such as 1234 or 0000.

Duress Code

This code is to be used if you are in a dangerous situation and want to send a "silent" SOS signal to our Alarm Receiving Centre. Using the Duress Code will alert us that you are being forced to deactivate your alarm. Should the alarm be activated and the Duress Code entered into the Key Reader, the latter will deactivate normally but our Alarm Receiving Centre will immediately activate the security protocol.

We advise you to change the personal PIN Code provided at the time of installation to one of your choice and also to do so if you have any concerns about someone outside your circle knowing your personal PIN Code:
In the My Verisure Italia App, press **<Menu>** at the bottom and then in **<My System>** go to **<Users>**

PLEASE NOTE: You can always check or modify your PIN Code in the app that will show you by default also your Duress Code.

We recommend that you assign each user who uses the Alarm System (people who live at home or work at the business) a different Personal PIN Code and a different Starkey. In this way, it will be possible to have a record on the My Verisure Italia App of the activations and deactivations carried out by each user. Each user who has a Personal PIN Code also has a Duress Code.

Codewords

Verisure Codeword

The Verisure Codeword is the word used by our operators and the Security Guards at our Alarm Receiving Centre when they contact you by phone. This is a procedure to prevent other people from impersonating Verisure operators.

Customer Codeword

This is the word you'll have to use to identify yourself when you talk to us. You will have to say it first when you contact our Customer Service and during an alarm call when the Alarm Receiving Centre contacts you via the speak/listen Key Reader. By contrast, you will have to use it as a response when you hear the Verisure Codeword. It is to let us know that no one is impersonating you.

Panic Codeword

Use this word instead of the Customer Codeword when someone is forcing you, under duress, to deactivate the alarm. If we hear this word, we'll know you are in danger: we will deactivate the alarm, but we will immediately notify the Police to come to your rescue, if necessary.

During the installation of your Alarm System, we provide you with some temporary Codewords.
We recommend that you change them through the My Verisure Italia App: in the app, click on the **<Menu>** section and then on **<My Alarm>** and select **<Codewords>**, now you can view and edit them.
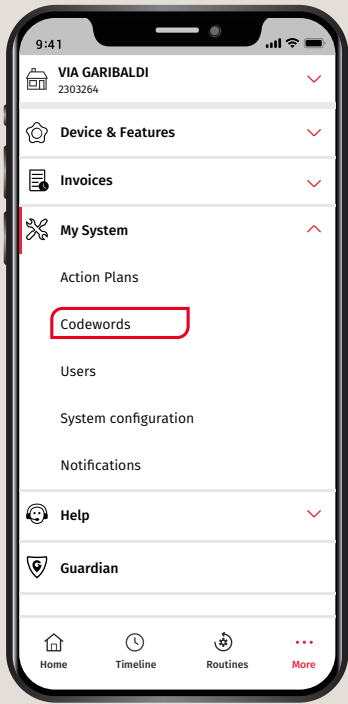
Action Plans

General Action Plan
Usual contacts

These are the people we will routinely call when the alarm goes off or if something unusual occurs. This is the Action Plan that will always be used.

Holiday Plan

These are the people we will call when the alarm is triggered at times when you are not available: holidays, business trips, etc. The usual main contact must also remain in the Holiday Action Plan, although the order may vary. Whenever you want, activate the Holiday Action Plan from your My Verisure Italia App and enter the start and end dates.

Verisure Guardian Action Plan

The contacts in this Action Plan are the people we will notify when you use the Verisure Guardian service to check if you are in an emergency situation.

Remember that the call order of your contacts, when something happens, is the same as the one that appears in your App.

You can replace contacts and change their order, if you wish, by accessing your My Verisure Italia App.

In the App, tap the **<Menu>** section and continue to **<My System>**, and **<Action Plans>** to view and edit them.
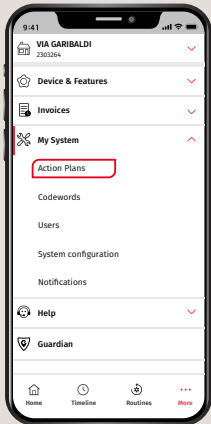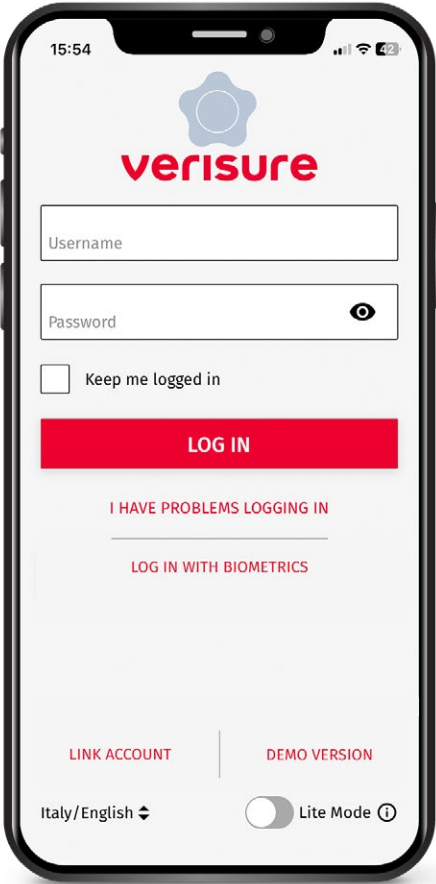
My Verisure Italia username and password

Username
for the My Verisure Italy App

This is the username that you will have to use to login to the App.

My Verisure

The username and password are the same to access the Customer Portal at customers.**verisure.it/owa-static/login**

VERISURE ALARM SYSTEM MODES

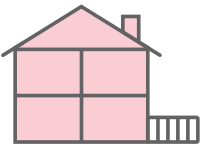How to arm and disarm your alarm

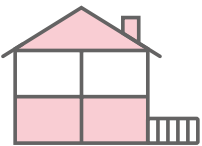|		KEY READER	MY VERISURE APP	REMOTE CONTROL	EXTERNAL KEY READER
WHEN YOU LEAVE HOME OR WORK **Arming the TOTAL Mode** All devices are activated and your home or workplace is completely protected.		Press the button ⛨ and then identify yourself*	Alarm Status Total Mode		Press the button ⛨ and then identify yourself*
WHEN YOU ENTER YOUR HOME OR WORKPLACE **Deactivation** All devices are turned off so you can access and move freely throughout your home or workplace.		Press the button ⛉ and then identify yourself*	Alarm Status Deactivated		Press the button ⛉ and then identify yourself*
WHEN YOU ARE AT HOME OR AT WORK **Partial Mode Activation** Only devices configured in Partial Mode are activated to protect certain areas of your home or workplace. So you can move freely within these zones without triggering the alarm. We recommend that you always enter this option when you are at home or at work.		Press the button ⛊ and then identify yourself*	Alarm Status Partial Mode		Press the button ⛊ and then identify yourself*
WHEN YOU ARE AT HOME OR AT WORK **Arming the Perimeter Mode** The perimeter devices that protect the external area of the building are activated and, in the event of motion detection, immediately trigger the alarm.		Press the button ⛉ and then identify yourself*	Alarm Status Perimeter Mode	—	—
WHEN YOU NEED HELP **SOS button** When you find yourself in an emergency situation and need help, send us an SOS.		Press the button SOS for 3 seconds (until all the lights are on)	Request assistance	Press both buttons ⛉ ⛨ simultaneously for 2 seconds	Press the button ⛉ and enter the Duress Code

For more details on how to arm and disarm the alarm and how to send an SOS, go to the sections on using the **Key Reader** *(page 18),* the **Remote Control** *(page 26)* and the **My Verisure Italia App** *(page 40)* and **External Key Reader** *(page 30).*

* You can identify yourself on the Key Reader in 2 ways:

1. By placing your Starkey in the centre of the numeric Key Reader.   2. By entering your Personal PIN Code.

HOW TO ASK FOR HELP AT HOME

You are at home or at your business and someone tries to get in, you realise that someone has forced the front door; you have a domestic accident or a medical problem while you are at home…

In situations of this kind, rapid action is essential. For this reason, your Verisure alarm has an SOS button on different devices, so you can call for help, even when your alarm is disarmed.

From our Alarm Receiving Centre, our experts will respond immediately, track you and call the emergency services (Police, Ambulance, Fire Brigade) if necessary.

Guidelines for Using ZeroVision

To ensure maximum safety and proper operation of the ZeroVision smoke device, please follow these guidelines carefully.

Safety and Proper Use
- Do not place flammable materials (such as gas, liquids, curtains, furniture, paintings, etc.) near the device.
- Never tamper with the device. Only authorized Verisure technicians are allowed to carry out maintenance or replace the batteries.
- Keep the surrounding area clear: avoid placing bulky objects (e.g., furniture, paintings) or flammable items (e.g., curtains) close to the device.
- Make sure that anyone else who uses or visits the property is also aware of and follows these safety rules.

Device Activation
- **ZeroVision can only be activated by the Alarm Monitoring Center**, following strict intervention procedures.

After Activation
- **Discard any food or drinks** that may have been exposed to the smoke released by the device.
- Even after ventilating the area, you may notice a slight odor or light residue. In that case, we recommend cleaning surfaces and objects with water and mild soap.

From the Key Reader

Press and hold the SOS button until all lights are on.

Our Security Guards will respond via the Key Reader's speak/listen intercom, simultaneously accessing the security cameras to directly verify the situation.
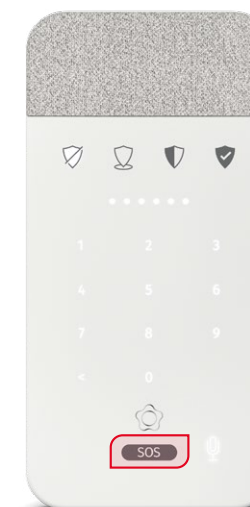
On the Remote Control

Press the total ⛨ switch-on and switch-off ⛉ buttons simultaneously for 2 seconds.

Our Security Guards will immediately contact you via the Key Reader's speak/listen intercom. In the meantime, they will access security cameras to establish the nature of the emergency.

On your smartphone

On your smartphone, press the SOS button for the Verisure Con Me service in the My Verisure Italia App.
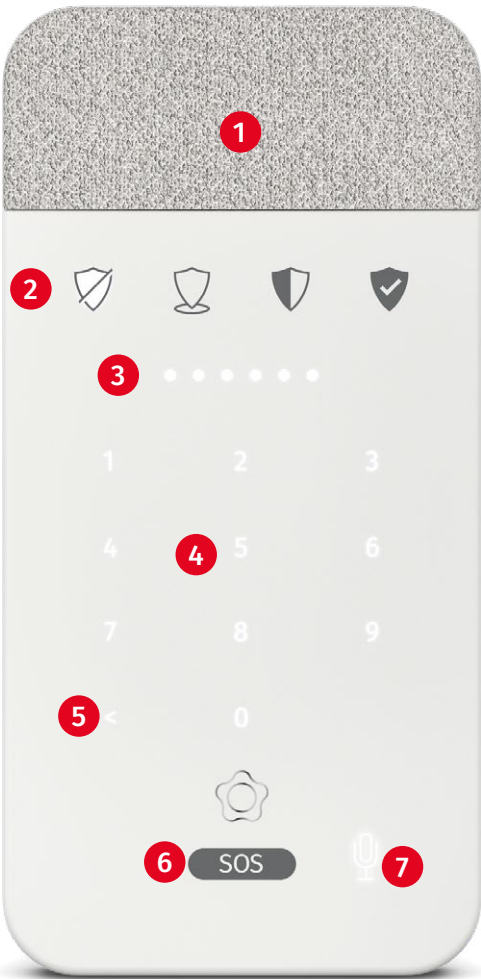
At that moment, the Security Guards at the Alarm Receiving Centre will receive an alert with your exact location, contact you and notify the emergency services, if necessary, staying in contact with you until the end of the emergency.
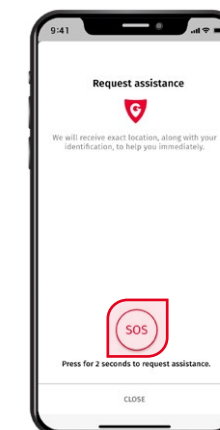
HOW TO USE THE KEY READER

Key Reader

STARKEYS

1 SPEAK / LISTEN INTERCOM AND SIREN

2 ALARM STATUS
To find out the status of the alarm (if it is enabled in one of the modes or if it is disarmed) simply pass your hand over the sensor: the status icon corresponding to the active mode will light up.

Disarm button: if the icon is illuminated, the alarm is not on.

Perimeter Mode enable button: if the icon is illuminated, the perimeter sensors that secure the perimeter of the building will be active.

Partial Mode enable button: if the icon is illuminated, the sensors configured in Partial Mode will be active.

Total Mode enable button: if the icon is illuminated, all sensors in the Alarm System will be active.

NOTE: When the alarm is activated in Perimeter Mode simultaneously with another Mode (Total or Partial), the two corresponding icons will light up:

SMART STICKER

It serves the same function as the StarKeys. **It should be placed on the lower back part of the phone**, above the protective case, **to avoid interfering with the phone's antenna.**
Through the My Verisure Italia app, you can assign a Smart Sticker to each user as an alternative to the StarKeys.

3 INDICATOR LIGHTS

4 NUMERIC KEYPAD AND KEY READER

5 BUTTON TO CANCEL/ DELETE

6 SOS BUTTON If you need immediate help, press and hold it for 3 seconds until all the lights are on.

7 BUTTON TO LISTEN TO NOTIFICATIONS

8 MICROPHONE

To arm and disarm your alarm

HOW TO ACTIVATE THE ALARM FROM THE KEY READER

Please follow these steps:

1. Press the button of the alarm status you wish to activate.

2. Then identify yourself. To this end, you have two options:

Option 1: Place your Starkeys in the centre of the numeric keypad.

Option 2: Enter your Personal PIN Code.

3. The Key Reader will confirm through a voice notification that the activation is in progress and, subsequently, that the activation has been successful. The four indicator lights in the centre of the Key Reader will light up green.

If an anomaly is detected during activation, the four lights will all light up red, all yellow or 2 yellow and 2 red. Go to page 24 to find out what to do and how to force the alarm (activation with door or window open).

To be protected while at home or in your business, we recommend activating your alarm in Partial or Perimeter Mode (if configured).

HOW TO DISARM THE ALARM FROM THE KEY READER

Option 1: With the Starkeys

1. Place your Starkey in the centre of the numeric keypad.

2. The Key Reader will confirm through a voice notification that the alarm has been disarmed. The four indicator lights in the centre of the Key Reader will light up green.

Option 2: using your Personal PIN Code

1. Press the button ⛨ and enter your Personal PIN Code.

2. The Key Reader will confirm through a voice notification that the alarm has been disarmed. The four indicator lights in the centre of the Key Reader will light up green.

If you are forced to disarm the alarm under duress, you can enter the **Panic Code** instead of your usual Personal PIN Code.

The alarm will disarm, but our Alarm Receiving Centre will understand that you are in danger and will activate the emergency protocol.

Entry and exit times

The Key Reader emits several beeps to warn you of the time available to enter and exit the property without triggering the alarm.

Incoming delay time: these are the seconds you have available to disarm the alarm when you enter your home before it is set off.

Outgoing delay time: these are the seconds you have available to leave your home once the alarm is activated.

You can change the entry and exit times from your My Verisure Italia App and you can also decide which alarm modes to set them for.

Press on the **<Menu>** section and then on **<My System>**, then **<System configuration>**.
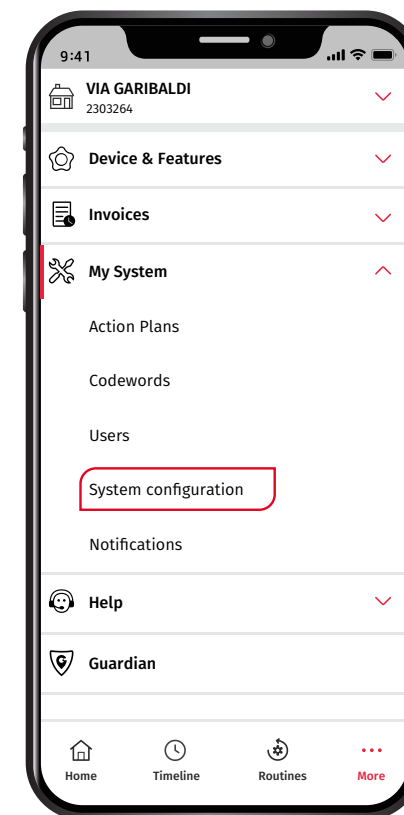
To arm and disarm your alarm if you have a Perimeter

HOW TO ACTIVATE THE PERIMETER MODE TOGETHER WITH THE TOTAL MODE OR TOGETHER WITH THE PARTIAL MODE

Please follow these steps:

1. Press the button if you want to activate Total + Perimeter Mode
or press the button if you want to activate Partial + Perimeter Mode.

2. Then identify yourself. To this end, you have two options:

Option 1: Place your Starkey in the centre of the numeric keypad.

Option 2: Enter your Personal PIN Code.

3. The Key Reader will confirm through a voice notification that the activation is in progress and later that the activation has been successful.
The four indicator lights in the centre of the Key Reader will light up green

HOW TO ACTIVATE TOTAL MODE OR PARTIAL MODE ONLY

Please follow these steps:

1. Press and hold the button **for a few seconds** if you want to activate Total Mode only *or* **press and hold** the button **for a few seconds** if you want to activate Partial Mode only. You need to press the button until you hear a confirmation beep and the desired mode icon will light up.

2. Then identify yourself. To this end, you have two options:

Option 1: Place your Starkey in the centre of the numeric keypad.

Option 2: Enter your Personal PIN Code.

3. The Key Reader will confirm through a voice notification that the activation is in progress and later that the activation has been successful.
The four indicator lights in the centre of the Key Reader will light up green.

HOW TO ACTIVATE PERIMETER MODE ONLY

Please follow these steps:

1. Press the Perimeter Mode button.

2. Then identify yourself. To this end, you have two options:

Option 1: Place your Starkey in the centre of the numeric keypad.

Option 2: Enter your Personal PIN Code.

3. The Key Reader will confirm through a voice notification that the activation is in progress and, subsequently, that the activation has been successful. The four indicator lights in the centre of the Key Reader will light up green.

HOW TO DISARM THE ALARM

If the alarm is armed in Perimeter + Total Mode or Perimeter + Partial Mode, it is necessary to disarm the alarm by following the steps on *page 20.*

**The operation will disarm all active alarm modes at that time.**

Selective disarming (disarming only Total Mode, Partial Mode or Perimeter Mode) **is not possible.**

Alert lights

The alert lights on your Key Reader light up when there are Alarm System notifications. To view the alert lights, simply place a hand near the Key Reader: the device will light up showing the status of the currently active alarm and the notifications to be listened to. If no notifications are present, only the alarm status will be illuminated.

Alarm System Fault
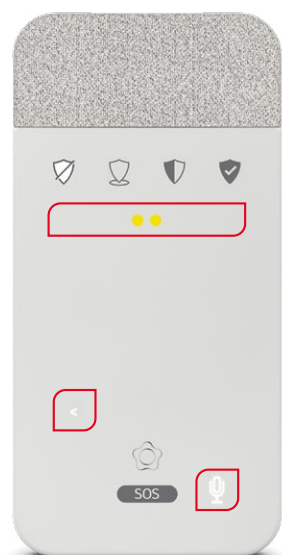
If the two central lights and the microphone icon light up yellow, perform the following steps to hear the notification:

1. Press the microphone icon.

2. Identify yourself by using your Starkey or entering your personal PIN code.

3. Listen to the notification and follow the instructions to resolve the anomaly (if possible).

4. To delete the notification press the 'cancel/delete' ⟨

Warning: please note that the alert lights will remain lit until the reported anomaly is resolved and the microphone icon will continue to signal the presence of the voice notification, even if you perform all the steps to delete the notification.

Example: the two yellow lights in the centre indicate that a power failure has been detected and, after listening to the message, you proceed to press the button ⟨ to cancel the notification: if you do not restore the correct connection of the control unit to the power supply, the lights will remain lit yellow and the voice notification will be available again.

Problems when arming the alarm
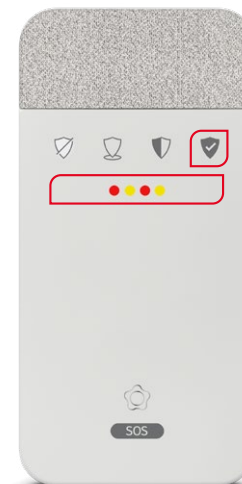
If, after attempting to arm the alarm, the four central lights light up red and yellow, this means that an anomaly has been detected and the activation was unsuccessful.
Listen to the automatically played notification, follow the instructions to solve the problem (if possible) and finalise the activation by pressing the desired alarm mode button again.

If you do not resolve the reported anomaly, you can still arm the alarm **(forcing alarm activation)** by selecting the mode you wish to activate again. These are the steps to follow when you want to activate the alarm leaving a window or door open.
NOTE: remember that the sensor that is open, following a forced operation, will not be active for as long as the alarm remains activated in the selected mode.

If, after attempting to arm the alarm, **the four central lights all light up red**, this means that a technical fault has been detected and the activation was unsuccessful. Unlike the previous case (red and yellow lights), in this circumstance the Key Reader is signalling a problem that prevents the alarm from being armed; it is therefore not possible to force activation.

Listen to the automatically played notifications, follow the instructions and solve the problem if possible. If not, please contact our Customer Service.

Alarm trigger signal when disarming
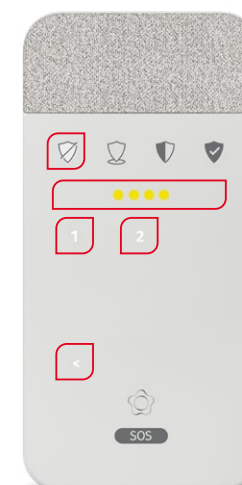
If, after the alarm has been disarmed, the four central lights light up yellow, this means that an alarm trigger was detected while the alarm was active.

The keypad will display the numbers associated with the devices involved in triggering the alarm.

To confirm that you have been informed, press the **"cancel/delete"** button ⟨ and the lights will turn off.

HOW TO USE THE REMOTE CONTROL

Remote Control

NOTE: Remember that you can only use the Remote Control in the immediate vicinity of the Central Unit (i.e. when you are indoors or in outdoor areas such as balconies and gardens). If you attempt to perform an operation from too far away, it will not be successful.

The Remote Control will inform you of a failed activation or deactivation by flashing the Total Mode and Partial Mode buttons alternately and by a double vibration (if configured).

To lock the Remote Control: by moving the lever you can lock the Remote Control. The Remote Control is locked when the lever is facing up and a red stripe appears (as in the image).
It is recommended to keep the Remote Control locked when not in use, to avoid accidental activations and deactivations of the alarm.

To see the status of the alarm: unlock the Remote by sliding the lever down until the red stripe disappears.
Upon unlocking, the Remote Control emits a slight vibration and the icon relating to the current status of the alarm lights up.

To arm and disarm your alarm

Disarm button: press this button to disarm the alarm. When pressed, the button lights up red and the Remote Control emits a slight vibration (if configured during installation).

Button to arm Partial Mode: press this button to arm the alarm in Partial Mode. All devices configured in this mode will be activated.
When pressed, the button lights up red and the Remote Control emits a slight vibration (if configured during installation).

Button to arm Total Mode: press this button to arm the alarm in Total Mode. All devices configured in this mode will be activated. When pressed, the button lights up red and the Remote Control emits a slight vibration (if configured during installation).

To arm and disarm your alarm if you have a Perimeter

Disarm button: press this button to disarm the alarm. When pressed, the button lights up red and the Remote Control emits a slight vibration (if configured during installation). The button deactivates any currently active Alarm Mode, including Perimeter Mode.

Button to activate Partial Mode: If your Alarm System also has a Perimeter Detector and, consequently, Perimeter Mode, press the button when you want to activate Partial Mode + Perimeter Mode. When, on the other hand, you only want to activate Partial Mode, press and hold the button for a few seconds. Also in this case, the button lights up red and the Remote Control emits a slight vibration (if configured during installation).

Button to activate Total Mode: If your Alarm System also has a Perimeter Detector and consequently Perimeter Mode, press the button when you want to activate Total Mode + Perimeter Mode. When, on the other hand, you only want to activate Total Mode, press and hold the button for a few seconds. Also in this case, the button lights up red and the Remote Control emits a slight vibration (if configured during installation).

NOTE: With the Remote Control, it is not possible to activate the Perimeter Mode only.

To make an SOS request

SOS **SOS Button:** Simultaneously press and hold the buttons and for 2 seconds to make an SOS request. Following this operation, the two keys light up red and the Remote Control emits a slight vibration (if configured during installation).

Force alarm (activate a mode with window or door open) via Remote Control

If you want to activate the alarm via the Remote Control while leaving a window or door open, you can force the alarm. Take the following steps:

1. Press the button for the Mode you want to activate. (⛊ Total Mode or ⛊ Partial Mode).

2. The Total Mode and Partial Mode keys start flashing alternately and the Remote Control emits a double-speed vibration.

3. Press the button of the Mode you want to activate again.

4. The button of the Selected Mode lights up in continuous red and the Remote Control emits a slight vibration (if configured during installation). The Mode is now active with the window or door open.
   The alarm cannot be forced for the entrance door or in general for a door or window where entry and exit times are active.

If you do not perform step **3.** the Alarm System will be deactivated.*

NOTE: remember that the sensor that is open, following a forced operation, will not be active for as long as the alarm remains activated in the selected mode.

NOTE: Remember that if your Alarm System also has Perimeter, you must pay attention to step **3.**

Pressing the Total (or Partial) Mode button activates both Total (or Partial) Mode and Perimeter Mode. **If you want to force the alarm by activating only Total (or Partial) Mode, you have to hold the button down for a few seconds.**

When the Total Mode and Partial Mode keys flash alternately on the Remote Control, this means that there is an anomaly:
- *if you are trying to activate the alarm with a window or door open, then follow the steps presented above on this page;*
- *if, on the other hand, you are trying to carry out an activation/deactivation operation while NOT in the immediate vicinity of the control unit, your Remote Control will continue to flash the Total Mode and Partial Mode buttons alternately, to indicate that it is impossible to complete the operation you want to carry out.*

HOW TO USE THE EXTERNAL KEY READER

External Key Reader

1 INDICATOR LIGHTS

2 NUMBERS corresponding to the buttons for entering the Personal PIN Code or the Duress/Anti-abduction Code

3 ALARM DEACTIVATION BUTTON and Smartlock opening if present

4 TOTAL MODE OR TOTAL + PERIMETER MODE ACTIVATION BUTTON and Smartlock locking if present

5 PARTIAL OR PARTIAL + PERIMETER MODE ACTIVATION BUTTON

6 SMARTLOCK LOCKING BUTTON (if present)

How to enter the PIN Code on the External Key Reader

After pressing a button to deactivate, activate or lock the Smartlock, you can identify yourself by entering your PIN code.

In the External Key Reader section **2**, there are two digits to the right of each button:
- Press **once** to select the first of the two digits
- Press **twice** quickly to select **the second digit**

Here is an example to enter the following PIN: 1 3 6 8

To enter **1**, press ⬠ once; to enter **3**, press ⬠ once;

to enter **6**, press twice quickly ⬠; to enter **8**, press twice quickly ⬠

NOTE: Wait for the feedback from the indicator lights at the top before entering the next digit of your PIN code. If you make 3 incorrect identification attempts, the device is locked for a minute and a half.

Scan the QR code to access the digital guide to make the best use of the External Key Reader

* You can identify yourself on the Key Reader in 2 ways:
1. ⬡ By placing your Starkey in the centre of the numeric Key Reader.   **2.** ✋ By entering your Personal PIN Code.

To arm and disarm your alarm

HOW TO ACTIVATE THE ALARM FROM THE EXTERNAL KEY READER

Please follow these steps:
1. Press the button of the alarm status you wish to activate ⛊ or ⛉ .

2. Then identify yourself. To this end, you have two options:

    Option 1: Place your Starkeys or Smart Sticker in the centre of the External Key Reder.

    Option 2: Enter your Personal PIN Code.

3. The six LED lights will turn green to confirm that the chosen mode has been activated correctly.

If an error is detected during activation, the lights will turn red, or two of them yellow and two red. Turn to page 34 to see what to do and how to force the alarm (activation with door or window open).

HOW TO DISARM THE ALARM FROM THE EXTERNAL KEY READER

Please follow these steps:
1. Press the deactivate button ⛊ .

2. Then identify yourself. To this end, you have two options:

    Option 1: Place your Starkeys or Smart Sticker in the centre of the External Key Reder.

    Option 2: Enter your Personal PIN Code.

3. The six LED lights will turn green to confirm that the chosen mode has been activated correctly.

If you are forced to disarm the alarm under threat, you can enter the **Duress Code** instead of your usual Personal PIN Code.

The alarm will appear to be disarmed, but **Verisure Alarm Receiving Center** will recognize that you are in danger and will activate the emergency protocol.

To arm and disarm your alarm if you have a Perimeter

HOW TO ACTIVATE THE PERIMETER MODE TOGETHER WITH THE TOTAL MODE OR TOGETHER WITH THE PARTIAL MODE

Please follow these steps:
1. Press the button of the alarm status you wish to activate ⛊ or ⛉ .

2. Then identify yourself. Place your Starkeys or Smart Sticker in the centre of the External Key Reder or enter your Personal PIN Code.

3. The six LED lights will turn green to confirm that the chosen mode has been activated correctly.

HOW TO ACTIVATE TOTAL MODE OR PARTIAL MODE ONLY

Please follow these steps:
1. **Press and hold the** Total Mode button ⛊ or Partial Mode button ⛉ for a few seconds.

2. Then identify yourself. Place your Starkeys or Smart Sticker in the centre of the External Key Reder or enter your Personal PIN Code.

3. The six LED lights will turn green to confirm that the chosen mode has been activated correctly.

NOTE: You cannot activate Perimeter Mode only from the External Key Reader.

HOW TO DISARM THE ALARM FROM THE EXTERNAL KEY READER

To deactivate all alarm modes, follow the steps below:
1. Press the deactivate button ⛊ .

2. Then identify yourself. Place your Starkeys or Smart Sticker in the centre of the External Key Reder or enter your Personal PIN Code.

3. The six LED lights will turn green to confirm that the chosen mode has been activated correctly

NOTA BENE: You cannot carry out a selective deactivation (deactivating only Total Mode, Partial Mode or Perimeter Mode).

Indicator lights

The indicator lights on the External Key Reader show the status of the actions performed through this device.

Problems when activating the alarm

If, when attempting to activate the alarm, the four central lights turn red and yellow, it means that an error has been detected and the activation was unsuccessful.

One of the alarm devices may not be correctly positioned (for example, a window is open). If you do not resolve the indicated error, **you can still activate the alarm (forced alarm activation)** by reselecting the mode you wish to activate.

NOTE: any sensor left open after forced activation will be inactive as long as the alarm remains activated in the selected mode, unless the sensor is restored to its correct position. In this case, the sensor will be included in the activated mode.

The Alarm System cannot be activated

The 6 indicator lights flashing red indicate that:

- an incorrect PIN has been entered or the StarKey is not authorised for identification;
- the alarm cannot be activated.

Try placing the Star Key on the centre of the device or entering your Personal PIN again. If the problem persists, contact our Customer Support.

NOTE: if **3 incorrect identification attempts** are made, the device is locked for a minute and a half. In this case, the LEDs will indicate a countdown starting with **four red LEDs** and ending with **one red LED**.

# HOW TO USE THE SMART LOCK

Smartlock

The **Smartlock** is an **electronic lock integrated with the Verisure Alarm System** that allows you to open and lock the door without using keys.

1 LED INDICATOR shows the status of the lock

STEADY RED LED: The Smartlock is locking the door

STEADY GREEN LED: The Smartlock is unlocking the door

2 HANDLE for opening and locking the door manually

How to manage the Smartlock from the My Verisure App

On the My Verisure Italia App home screen, you will find a section for managing the Smartlock.
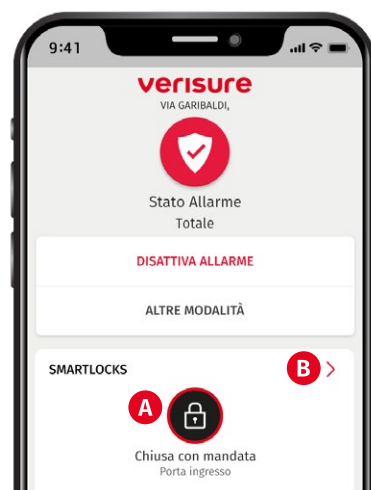
A **Indicates the status of the Smartlock and the door it is installed on:**

🔒 indicates that Smartlock door is closed and locked with at least one key turn

🔓 indicates that Smartlock door is closed but only latched, without a key turn

B **Smartlock Settings:**
modify the Smartlock configuration and create schedules using **Organizer**.

IMPORTANT: among the available settings, you can decide whether to keep active or deactivate **Door Assistant** option, which allows the Smartlock to keep the door off the latch for a few seconds so that you can enter without a key.

If you have the "DOOR ASSISTANT" option activated

To open the door when LOCKED WITH AT LEAST ONE KEY TURN, follow the steps below:

1. Select the icon 🔒

2. Select ACCEPT in the confirmation message that will appear

3. Wait for the Smartlock to disengage the key turn and keep the door open for the set number of seconds

If the door is CLOSED BUT ONLY LATCHED, *(without a key turn)***, you can open it or lock it with the turns.** Follow the steps below:

1. Select the icon 🔓

2. You then have 2 options:
   - select the icon 🔒 to lock the door with the turns
   - select the icon ⬚ to open the door

If you have the "DOOR ASSISTANT" option deactivated

To open the door when LOCKED WITH AT LEAST ONE KEY TURN, follow the steps below:

1. Select the icon 🔒

2. Select ACCEPT in the confirmation message that will appear

3. Wait for the Smartlock to release the key turn. The door will remain closed, without a key turn.

To close and locked the door **when it is close with no turns,** follow the steps below:

1. Select the icon 🔓

2. Select the icon 🔒 to close and lock with at least one key turn

3. Wait for the Smartlock to close the door bolts

PLEASE NOTE
The Smartlock is an integral part of the Verisure Alarm System, therefore:

- when you **deactivate the alarm from the app**, a message will ask you if you also want to open the door in which the Smartlock is installed

- When you **open the door with the Smartlock from the app**, to avoid triggering an alarm, a message will appear asking if you also want to deactivate the alarm.

- When you **activate Total Mode or Partial Mode from the app**, to ensure maximum security, the Smartlock will automatically lock the door with at least one key turn.

How to manage the Smartlock from the External Key Reader

When you activate or deactivate the alarm modes from the External Key Reader, this is what happens to the Smartlock:

The alarm is activated and the door is locked at least one key turn

The alarm is activated and the door is locked with at least one key turn

The door is locked with at least one key turn

The alarm is deactivated and the door is opened

PLEASE NOTE: When you deactivate the alarm, if the "Door Assistant" option has been activated, the Smartlock will keep the door open, without a key turn, for the set number of seconds: this allows you to enter without using the key. When the seconds have elapsed, the latch returns to its position and the door is closed without any turn.

CAUTION: after the set number of seconds, if the door is not aligned with the frame, it will remain open. You can change the option on the App: on the homepage, access the Smartlock settings by selecting the icon ›

How to manage the Smartlock from the Key Reader
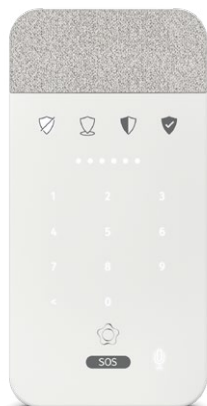
By activating Total Mode and Partial Mode from the Key Reader, the Smartlock will lock the door with the turns.
(In Total Mode, the door will lock once the entry/exit delay time has elapsed).

Deactivating the alarm from the Key Reader will not change the Smartlock status *(it will not open or lock).*

Come gestire lo Smartlock dal Telecomando

When you activate Total Mode or Partial Mode from the remote control, the Smartlock will lock the door with the turns once the entry/exit delay time has elapsed.

When you deactivate the alarm you have two options:

Option 1: Press and release to deactivate the alarm only without changing the Smartlock status.

Option 2: Press and hold **for a few seconds** to deactivate the alarm and also open the door.

YOUR LIFE IS SIMPLER AND SAFER WITH SMARTLOCK

Every second counts: in the event of an emergency, the Verisure Operations Centre can open the door remotely for the emergency services.

Open the door from the My Verisure Italia App without giving the keys to your property to anyone.

Your door, always secure: the Smartlock closes the door automatically and resists any attempt at tampering.

Scan the QR code to access the digital guide to make the best use of the Smart Lock

HOW TO USE THE MY VERISURE ITALIA APP

My Verisure Italia is the App to manage your Verisure Alarm System from your smartphone or tablet, wherever you are. This innovative App allows you not only to arm and disarm the alarm, but also to request live photos from your property and to easily configure the entire system: Action Plan, invoice control, user management.
In addition, it allows you to send an emergency signal through Verisure Con Me.
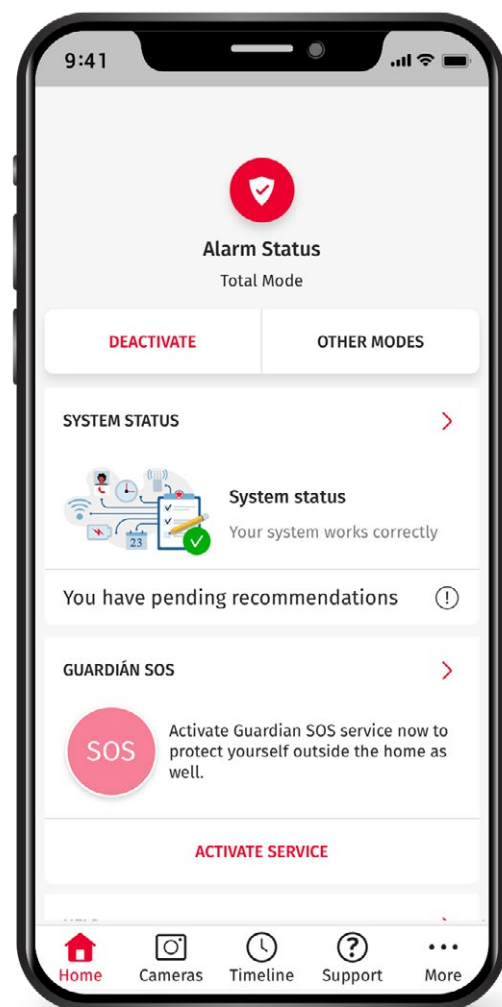
My Verisure

How to install the My Verisure Italia App on your smartphone

1. Download the latest version of the My Verisure Italia App here:
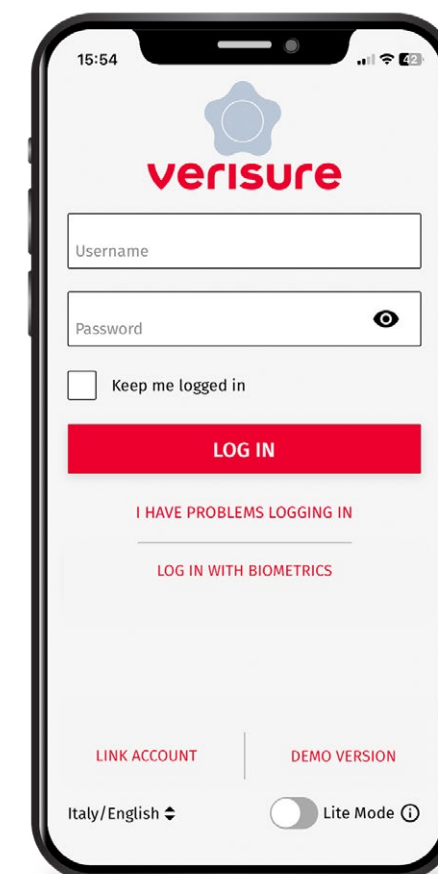
Play Store

App Store

2. Enter your username and password.

You can use the same username and password to access the Customer Portal at *customers.verisure.it/owa- static/ login*
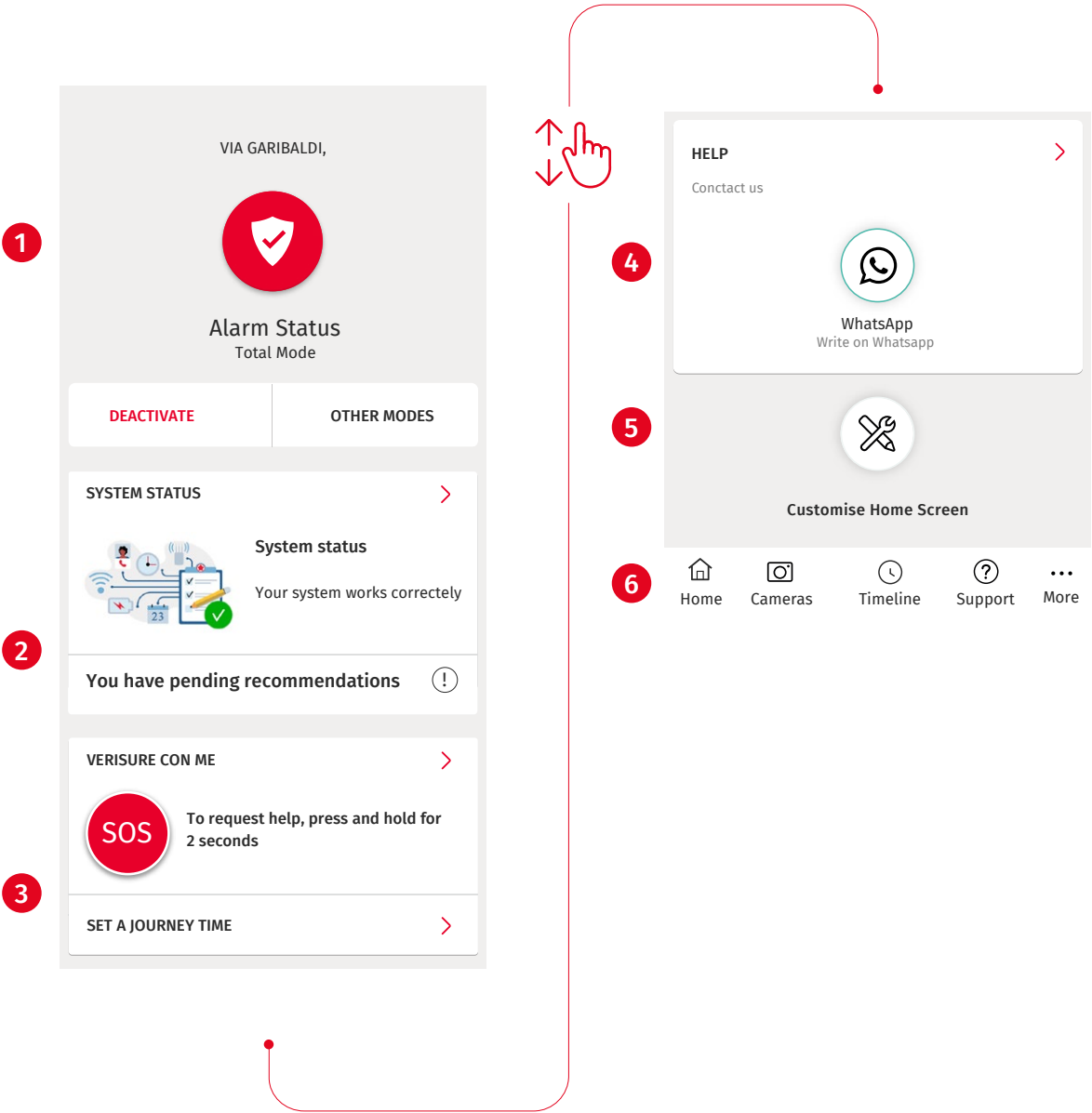
3. Press the **<Log In>** buttom

Secure access with Face Id or Touch id is available for both Android and iOS devices.

Home Screen

The home screen contains the main information regarding your alarm as well as access to the main features of My Verisure Italia, in a customised form, depending on the products and services chosen by each customer.

VIA GARIBALDI,

Alarm Status
Total Mode

| DEACTIVATE | OTHER MODES |

SYSTEM STATUS ›

System status
Your system works correctely

You have pending recommendations (!)

VERISURE CON ME ›

SOS To request help, press and hold for 2 seconds

SET A JOURNEY TIME ›

HELP ›
Conctact us

WhatsApp
Write on Whatsapp

Customise Home Screen

Home | Cameras | Timeline | Support | More

1 ALARM STATUS

Show the Mode in which your alarm is armed or disarmed at any time.

To change the Alarm Status and then arm or disarm it, press the central icon, select the Mode you want to activate and **<Next>**.

2 FAST CHECK

You have all the important information about your Alarm System under control and always know if everything is working properly.

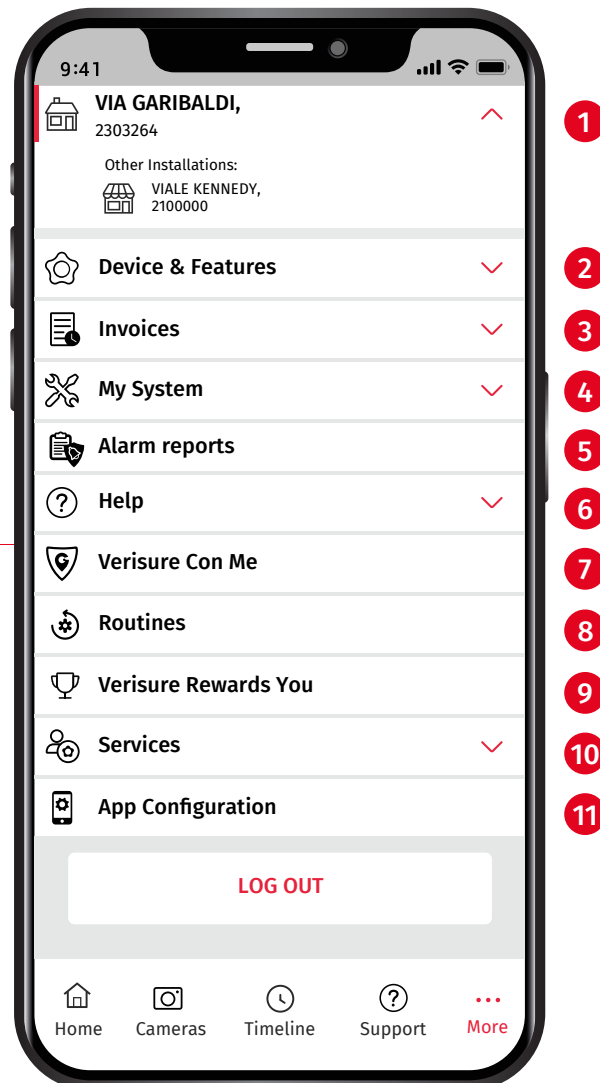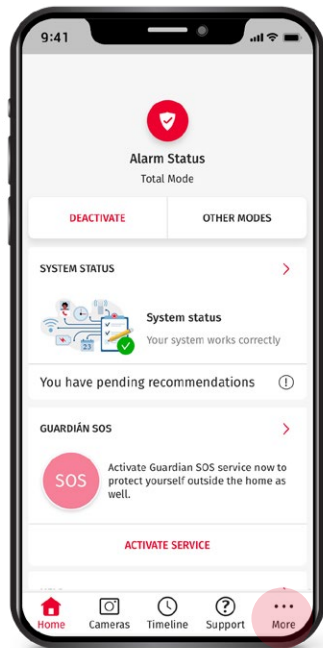**3 VERISURE CON ME**

Call for immediate help through My Verisure SOS or turn on the Support timer if you find yourself in a situation that you perceive as dangerous.

4 HELP

Directly access our Customer Service channels to resolve queries or problems.

5 CUSTOMISE HOME SCREEN

Choose the features you want to see in the house from those available.

6 BROWSING AND MENU ACCESS ICONS

Menù

1 ADDRESS OF YOUR PROPERTY
If you have multiple Verisure Alarm Systems, you can select here which system you want to manage.

7 VERISURE CON ME
Request emergency assistance via My Verisure SOS or activate the "Accompany Me" timer if you find yourself in a situation that feels unsafe.

2 DEVICES AND FEATURES
View and manage the devices: access the features of each one and their configuration.

8 ROUTINES
The service that lets you schedule the alarm system according to your needs.

3 INVOICES
Here you can view and download your invoices from the last 24 months.

9 VERISURE REWARDS U
Access the referral program to introduce people interested in installing Verisure and receive rewards in return.

4 MY SYSTEM
Manage all the settings of your Alarm System, such as users, Keywords, and Action Plan contacts.

10 SERVICES
In this section, you'll find up-to-date information about your Alarm System and the services provided by Verisure.

5 MY ALERTS
Here you'll find digital reports of your alarm activations, along with the actions taken by the Alarm Monitoring Center to handle them.

11 APP CONFIGURATION
Here you can personalize the My Verisure Italia app however you like.

6 HELP
Contact our Customer Service channels directly.

Force alarm (activate a mode with a window or door open) via the App

If you want to activate the alarm via the My Verisure Italia application while leaving a window or door open, you can force the alarm. Take the following steps:

1. Press the Mode you want to arm.
(🛡 Total Mode or 🛡 Partial Mode).

2. You will see a message that warns you that you can activate the alarm, but some devices will be disabled.

3. Confirm that you want to proceed with activation.

If, on the other hand, you had not noticed that you had left a window or door open and prefer to close it before activating the alarm, remember that you will first have to close the window or door and then select **<Retry>**. Alternatively, we recommend that you press **<Cancel>** and repeat the arming process from the start.

User Management

Thanks to My Verisure Italia App, your families and your colleagues can easily manage the Verisure Alarm System via smartphones and tablets. You can also easily add, delete or modify each User and their Personal PIN Code, deactivate a Starkey in the event of loss and find out detailed information on activations and deactivations.

Access Levels

When you create a new User, you can decide the type of authorization to grant them according to your needs. The available access levels are:

1. ADMINISTRATOR: user with **total access**. For this kind of user, you can enable tracking and receiving push or email notifications. You can also assign a personal PIN Code, a device (Starkey and/or Remote Control) and a personal user account for accessing to the My Verisure Italia app.

2. RESTRICTER USER: user with access to **full or Partial alarm control** but not to billing data. You can choose the level of alarm control you want to assign to the user, enable tracking and receiving push or email notifications. In addition, you can assign a personal PIN Code, a device (Starkey and/or Remote Control) and a personal user account for accessing to the My Verisure Italia app.

3. MINIMUN USER: user with access to **invoices** only. You will be able to create a personal user account to access to the My Verisure Italia app that allows the user to access only the *Invoices* section.
For security reasons, we recommend creating a different My Verisure Italia account to each person who has access to the Verisure Alarm System.

How to create a new user?
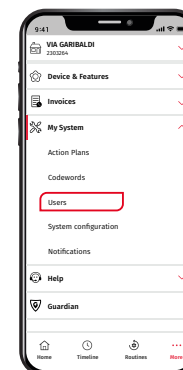
1. After logging in to the App, go to **<More>** and then **<My System>**, **<Users>**.
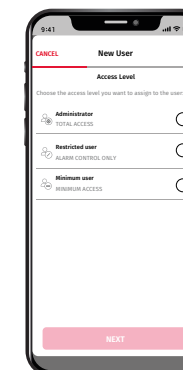
3. Choose the level of access you want to give your new user and press **<Next>**. Enter the New User data and choose from the available options.
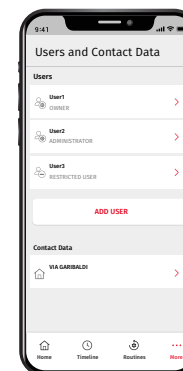
2. If you want to add an user, select **<Add User>**. If you want to edit a present user, press ❯ next to the user you want to modify. Then you can change information, access level, PIN and associated devices.

Verisure Con Me

With the Verisure Con Me service, available on your My Verisure Italia App, you can send us an emergency request directly from your smartphone. Once you activate Verisure Con Me on your smartphone, you will have two features available:
1. SOS
2. ACCOMPANY ME

How to activate Verisure Con Me

1. Access the My Verisure Italia App from your smartphone and then click on the **<Verisure Con Me>** section.
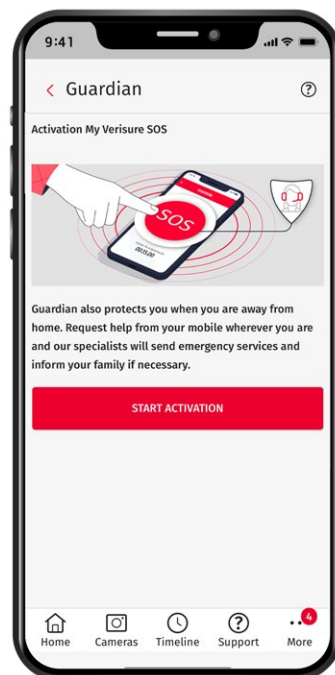
2. Enable the service and accept the conditions.

3. Add your contact details and enter the verification code you will receive via SMS.

Remember to allow access to your location in the My Verisure Italia App if you decide to use Verisure Con Me.
In the event of an emergency, we need to be able to access this feature.

My Verisure SOS from Verisure Con Me

With My Verisure SOS you can send an SOS signal directly to our Alarm Receiving Centre in the event of an emergency. One of our Security Guards will take charge of your SOS with the highest priority by activating the corresponding intervention protocol.

1 Press the My Verisure SOS button.

2 We receive a report with your exact location.

3 We will contact you from the Alarm Receiving Centre.

4 If necessary, we will send help.

Accompany Me from Verisure Con Me

If you are in a situation that you perceive as dangerous, open the My Verisure Italia App and activate Accompany Me, selecting a time interval. The App will immediately start a timer: if you interrupt the timer we will understand that you are safe, otherwise, an SOS signal will be sent to the Alarm Receiving Centre.

1 Set the time interval.

2 We receive periodic signals with your location.

3 If you do not confirm that you are no longer in a dangerous situation, we will activate the emergency protocol.

4 If necessary, we will send help.

Create a Direct Shortcut to Verisure Con Me on Your Phone

You can add the SOS button directly to your phone's home screen using the dedicated widgets designed for you. Please note that the steps to add the widget may vary depending on your device model and operating system.

WHAT HAPPENS WHEN THE ALARM IS TRIGGERED

After each triggering of the alarm, the Verisure System sends
a special signal to the Verisure Alarm Receiving Center

Thanks to proprietary technologies powered by Artificial Intelligence,
the Monitoring Center is able to analyze alarm signals in real time.

Within 60 seconds, a Verisure GPG receives and captures the signal:
analysis and verification of the alarm trigger begins.

After carrying out all the necessary checks, the Security Guard immediately takes action
depending on the specific risk situations.

High risk with obvious real event

Law enforcement agencies are contacted immediately. If present, ZeroVision is activated.

Medium risk with real event not detected

To complete the analysis and verification procedure, the GPG connects to the Key Reader or contacts the Action Plan contacts by phone.*

No risk or False Alarm

An SMS is sent to the first contact in the Action Plan.

We send an SMS when we do not see any danger, so as not to disturb you with a phone call in a situation that does not require it.

Save the **Alarm Receiving Center** number
06.40415500
In this way, you will know when we're calling you for an alarm!

*GPGs use the best contact channel based on the presence or absence of the customer within the property.

Remember that all operations are carried out with a view to ensuring the protection and safety of the supervised property and to offer the highest standard of security.

MAINTENANCE AND PROPER USE OF YOUR ALARM

All the devices included in the Verisure Alarm System are connected to each other and to the Central Unit. The latter continuously monitors the correct transmission of the sensors and, in the event of irregularities, immediately communicates with the Verisure Central Server and with our Technical Department. This is the Always On technology that allows us to check the operation of your alarm, device communication and battery level at all times.

In any case, we ask you to use the alarm correctly and to implement a few little tricks to help us manage and maintain your Security System.

Make sure that the Action Plans are constantly updated, since they are the contacts we will call when needed or in the event of an alarm being triggered.

Do not cover Motion Sensors with curtains, furniture, or other items that limit the field of view.

Before leaving the house, make sure that the doors and windows are securely closed.

Do not paint or decorate devices with other materials.

If you plan to carry out renovations at home or in your business, you can use the feature *Temporary Deactivation* in the app or contact us using our Customer Service contact channels.

Keep devices clean using a dry cloth, without using water or detergents.

Do not open, move or hit your Alarm System devices, as they are equipped with anti-sabotage protection and some may also pose an electrical hazard.

FREQUENTLY ASKED QUESTIONS

Operation and devices

When should I activate the alarm?
We recommend that you always activate your alarm. Your Verisure Security System is designed to protect you, your home, your family, your workplace and your employees both when the building is empty and when someone is inside.
- Arm Total Mode when you leave your home or business, thus activating all devices and leaving the property completely protected.
- Arm Partial Mode when you are at home or inside the workplace, so as to keep secure the areas you want protected, while being able to move freely without triggering the alarm.

How do I activate the alarm when I leave the house?
Remember to arm the alarm in Total Mode when no one is left at home or in the business. You can do this using:
- Key Readers, just before you leave.
- With the Remote Control, if you have already left and you are near the door of the property.
- Using the My Verisure Italia App from your smartphone, wherever you are.

How much time do I have to disarm the alarm before the siren starts to sound?
When you enter the house, you have a few seconds to turn off the alarm before it is triggered. You can view and change the delay time on the My Verisure Italia App whenever you want *(go to page 21).*

How do I know my alarm is working properly?
If your alarm is not working properly, we at Verisure will be the first to find out. At Verisure, we remotely verify the functioning of all our customers' alarms. Thanks to Always On Technology, our central servers constantly communicate with your system, detecting communication failures, low batteries and other issues. If necessary, you will be contacted by our Technical Department or our Maintenance Department.
In addition, the Key Reader has lights that will warn you of any anomalies or if the activation has not been successful *(see page 24):*
- Yellow + Yellow + Microphone: notification alert to be listened to.
- Red + Yellow + Red + Yellow: problem arming the alarm.
- Yellow + Yellow + Yellow + Yellow: alarm trigger notification.
- Red + Red + Red + Red: technical anomaly.

How can I view and edit my Action Plan contacts?
Log in to My Verisure Italia App, select **<More>**, then **<My System>** and **<Action Plans>**, here you can manage each contact.

How can I view and edit my Codewords?
To verify and modify the Codewords log in to My Verisure Italia app, select **<More>**, then **<My System>** and **<Codewords>**, here you can check and edit all your Codewords.

How do I request a starkey or a new Remote Control?
To request new devices, in the event of loss or to add new users, contact Verisure using one of the channels:
- Help section in the My Verisure Italia App
- Send an email to cliente@verisure.it
- WhatsApp us on 3400784322
- Phone 800 999 848

How can I view my invoices?
To view and download you invoices from the last 24 months, log in to My Verisure Italia app, select **<More>**, then **<Invoices>**. If you would like invoices for previous periods to be sent to you, please contact us via:
- Help section in the My Verisure Italia App
- Send an email to cliente@verisure.it
- WhatsApp us on 3400784322
- Phone 800 999 848

Protecting your privacy

Who can see the images and videos that my security cameras record?
Only you can view the photos and videos using the My Verisure Italia App, whenever you want and wherever you are. Only in the event of an alarm, a Security Guard from our Alarm Receiving Centre will have access to the images, as part of the verification process.

Why is it important to place deterrent signs on the front of the house and on the front door?
Signs and stickers serve to distinguish properties protected by Verisure, Italy's leading alarm company, and have a powerful deterrent effect that keeps burglars and intruders away.

What to do if..?

What does Verisure do if the alarm is triggered?
In the event of an intrusion ascertained by our Alarm Receiving Centre, Verisure will immediately notify the police and proceed to call the contacts indicated in the Action Plan, providing all information relating to the incident.

What do I do if I trigger the alarm by mistake?
If you or another authorised user forgot to disarm the alarm when you returned home or if you activated it by mistake, the siren built into the Key Reader will start to sound. If no one disarms the alarm, it will send an alarm trigger signal to our Alarm Receiving Centre, which will handle it, verify what happened and activate the relevant emergency protocol.
Do not worry, follow the instructions given by the Security Guard who will contact you by phone or through the Key Reader and identify yourself as an authorised user.

What should I do if someone makes me disarm the alarm under duress?
It is very important to always remember the Panic Codeword and the Duress PIN Code. This way we will know that you are deactivating the alarm under duress. You can use them in two ways:
- Disarm the alarm using the Key Reader by using the Duress PIN Code instead of your usual personal PIN Code: the alarm will be deactivated but the security protocol to protect you will be activated immediately.
- If the alarm is triggered, use the Panic Codeword, either in conversation with the attacker or instead of the usual Codeword: we will switch off the alarm but, without saying anything, we will immediately activate the security protocol to protect you.

What should I do if I lose or suspect that the Starkey, Remote Control or Pin Codes for my alarm have been stolen?
Log in to My Verisure Italia app, select **<More>,** then **<Devices & Features>** and go to the section **<Starkeys & Remotes>**. Here you can disable your lost or stolen Starkey or Remote. In any case, get in touch with us, using one of the following channels:
- Help section in the My Verisure Italia App
- Send an email to cliente@verisure.it
- WhatsApp us on 3400784322
- Phone 800 999 848

What to do if I lose my credentials to access the My Verisure Italia App (Username and/or Password)?
Recovering the login credentials for your My Verisure Italia App is very simple. Download the App, (if you haven't already) by searching for My Verisure Italia in your phone store, and, on the login screen, go to:

- **<Request New Password or Unlock User>** if you do not remember the Password or have blocked the user after having used the incorrect password three times in a row.
- **<Retrieve Username>** if you don't remember the username.

By following the instructions you will be able to recover your login credentials.
If you have forgotten both the Password and the Username, we recommend that you first perform the *Recover Username* procedure and then *Request a New Password or Unlock User.*

NOTES

CONTRACT/CUSTOMER NUMBER

MY VERISURE ITALIA USER APP

verisure

WhatsApp **3400784322**

App My Verisure Italia

cliente@verisure.it

800 999 848