



# Table of Contents

## Setting Up Your System

<b>Welcome</b>	<b>4</b>
<b>Plan Your Installation</b>	<b>6</b>
<b>Setting Up Your LifeShield Base</b>	<b>7</b>
<b>Security Touchpad</b> (If included)	<b>8</b>
<b>Entry Keypad</b>	<b>9</b>
<b>Door &amp; Window Sensor</b>	<b>10</b>
<b>Motion Sensors</b>	<b>12</b>
<b>Fire Safety Sensor</b>	<b>13</b>
<b>Keychain Remote</b>	<b>14</b>
<b>Indoor Camera</b> (If included)	<b>15</b>
<b>Glass Break Sensor</b> (If included)	<b>17</b>
<b>Home Automation Devices</b>	<b>17</b>

## Using Your System

<b>Alarming Your System</b>	<b>18</b>
<b>What To Do If There Is An Alarm</b>	<b>20</b>
<b>User Codes and Keychains</b>	<b>21</b>
<b>Panic and Duress</b>	<b>21</b>
<b>False Alarm Prevention</b>	<b>22</b>
<b>Alarm Registration and Permit</b>	<b>23</b>

## Customer Help

<b>Troubleshooting</b>	<b>24</b>
<b>Base LED Light Quick Reference Guide</b>	<b>26</b>
<b>Limited Warranty on Purchased or Leased Products, Product Warranty Disclaimer</b>	<b>27</b>

# Welcome

Welcome to LifeShield! You have made a great decision to protect your family and home with the purchase of your new security system. Setting up the system is easy and does not require any tools.

## REGISTERING YOUR SECURITY SYSTEM

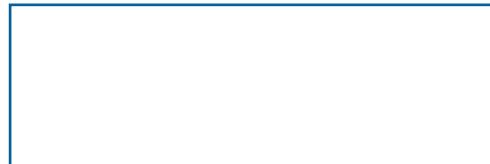
Your system and monitoring information has been pre-configured to make your setup even easier. To begin registration, go to <https://login.lifeshield.com> or download our iOS or Android LifeShield application and log in with your username and password that we emailed to you.

After you are logged in, follow the in-app instructions to verify your monitoring information and to setup your system on Wi-Fi or Ethernet.

If you have any questions during setup, you can contact our Onboarding Specialists at **877-725-3838**.

## MASTER CODE

The Master Code is used to arm and disarm your security system and utilized during the set-up process. This randomly generated code should be changed after the set-up is completed.



**MASTER CODE**

Make sure to take advantage of your new LifeShield system through our interactive applications. You can access the web portal at <https://login.lifeshield.com> or download the LifeShield application in the iOS App Store and Google Play Store through the links below.



**LifeShield**



**ANDROID APP**



**IOS APP**

If you have questions about your new system, please visit our online knowledge base at <https://lifeshield.com/support-center> or call us at **877-725-3838**.

**TIP:** Go beyond the alarm! Did you know that you can do more than just arm and disarm your system? You can easily set up alerts through the LifeShield web portal and mobile applications. Alerts give you peace of mind and keep you informed of what is happening inside your home. LifeShield also gives you the freedom to customize your system with the push of a button!



**If you have any issues during install or setup, please feel free to visit our online knowledge center at <https://lifeshield.com/support-center> or call us 877-725-3838.**



# Plan Your Installation

Take a few moments to walk around your home and identify these key locations.

1. A central location within your home to place your Base.
2. We recommend that you protect all first-floor doors and windows, and any windows on upper floors which an intruder could access.
3. A location for your Entry Keypad, preferably near your front door or the main entry point to your home that you use most often. This may be a side door or the door to your garage.
4. The Motion Sensor should be placed in an empty corner of the room or on a shelf within the room or entry point you would like to protect.
5. Find a convenient place for your Security Touchpad (if included) such as a tabletop or in your bedroom.
6. A good location for Indoor or Outdoor Camera(s) which provide an unobstructed view of the area you need to monitor.
7. The location of your smoke alarms and/or CO detectors.



**Congratulations!** You have completed the important pre-installation steps. Now start unpacking your home security system equipment.

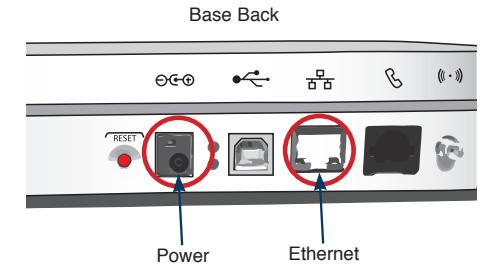
# Setting Up Your LifeShield Base

Your Base is the most important piece in your LifeShield home security system. The Base requires an internet connection. You have the option to choose whether the Base is connected through your Wi-Fi network or through an Ethernet cable directly connected to your router.

Please keep in mind that the Base needs to be free from metal objects or objects that generate heat such as a heater, cable or set top box, or internet router.

Once you have determined the ideal location for your Base, you may begin setup.

1. Open the box that says "Step 1: Base".
2. Unpack the contents and plug the power cord into the Base. Then plug the power cord into the closest power outlet.
3. While your Base is starting up, open the box that says "Step 2: Entry Keypad & Touchpad" and unpack the Security Touchpad.
4. Connect your Security Touchpad to your home's Wi-Fi network. Security Touchpad instructions are found on the next page of this guide.
5. Enter the **Master Code** (found on the Welcome Page of this guide) to activate your Touchpad.
6. Follow the set-up instructions to connect your Base via Wi-Fi or Ethernet. (You can also log into the web portal or mobile application to complete set-up.)
7. Once your Base powers on, it will begin to communicate with our security network. When you see the front LED light on your Base is solid green or flashing yellow, you can proceed to the next step.



If the front LED on your Base is not solid green or flashing yellow within 10 minutes, please contact Customer Support for additional assistance [877-725-3838](tel:877-725-3838).

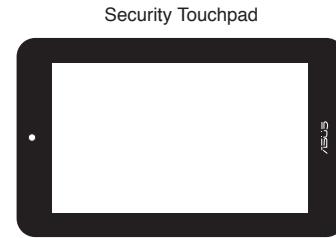


# Security Touchpad (If included)

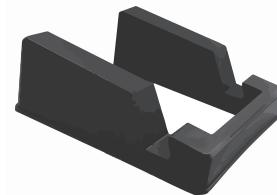
The LifeShield Security Touchpad is an interactive controller for your home security system. You can place it in a high traffic area in your home, near a door you use frequently or in your bedroom. You should place the Security Touchpad in the provided stand and place it on a table where it is easily accessible. If a Touchpad is included in your kit, please remove it from the box labeled “Step 2” and go through the following steps:

## 1. Connect power and turn on your Security Touchpad.

- Plug power cord into the Touchpad and into a power outlet to charge before use. It may take a few moments for the Touchpad to charge.
- On the side of the Touchpad locate the smaller button with the power  icon. Press and hold power button for 3 to 5 seconds until a white loading screen appears.
- Keep the Security Touchpad plugged in as much as possible to avoid running out of power when you need it most.



Security Touchpad Stand



\*Stand is located in Security Touchpad box

## 2. Select Wi-Fi Settings.

- Select your home's Wi-Fi network (SSID) from the list of available networks, then enter your Wi-Fi password (case sensitive).
  - You may also select Add a Network to manually enter your Wi-Fi network information.
  - Contact your ISP (Internet Service Provider) if this information is not known.
- Enter your unique **Master Code**, which can be found on the Welcome Page of this guide, to activate the tablet.
- If you have not completed account registration, follow the steps on the screen to complete your registration.
- Use your Touchpad to continue setting up your Base and the rest of your home security system.

**NOTE:** If you need to change the time zone on your Security Touchpad, go to **Settings > Security > Touchpad Settings**. Then scroll up on the right-hand side of the screen and choose “**Select Time Zone**”. Scroll UP to choose your correct time zone.

# Entry Keypad

The Entry Keypad is the primary controller for your home security system. It should be placed by an entrance in your home like your front door or garage door and can be mounted on the wall or set on a tabletop. Ideally the keypad is plugged into an outlet for the best experience, but it can be used with only batteries if you do not have access to a power outlet.

To install the Entry Keypad, open the box labeled “Step 2” and remove the device. Follow these steps to complete set-up:

1. Remove the back by lifting on the snap. (fig. 1)
2. Pull out the plastic battery tabs, making sure the batteries remain in place. (fig. 2)
  - **Recommended, but optional:** Plug the power cord into the back of the Entry Keypad (fig. 3)
3. Replace the back cover on the keypad by inserting the top tabs before snapping the cover back into place.

## PLACING THE ENTRY KEYPAD

You have two options for mounting your Entry Keypad.

**On the Wall:** Secure the Entry Keypad to the wall by using the mounting bracket included.

**On the Table:** Secure the table stand to the Entry Keypad.

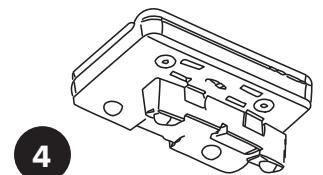
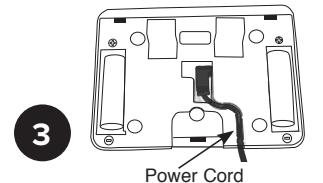
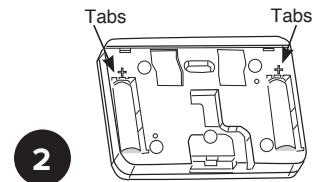
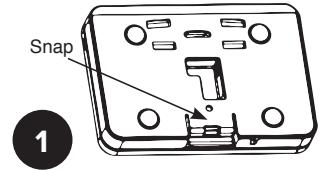
- a. Snap the table stand onto the back plate by inserting the top tabs of the table stand into the plate.

**NOTE:** Make sure the stand is oriented as shown to ensure it is propped up correctly.

- b. Apply pressure to the bottom tabs until they can be inserted (fig. 4)

After your Entry Keypad is set in place, plug the power cord into your power outlet as well as the back of the keypad.

**NOTE:** Keep the Entry Keypad within 30 feet of your Base for best signal range.



# Door & Window Sensor

Door & Window Sensors allow you to monitor the entry points of your home. We recommend you place a sensor on every entry point to your home for complete protection. You can purchase extra sensors and add them to your system any time.

If you have sliding glass doors, you may want to add a **Glass Break Sensor** which is specially designed to protect large glass doors and windows from glass being shattered. Order online under Shop on your web portal or contact LifeShield to purchase additional products [877-987-4435](tel:877-987-4435).

The settings for these sensors can be adjusted for use as a door or window. These can be customized or changed at any time by following the “Changing the Name & Settings” instructions listed below.

Door Sensors have an Entry Delay of 30 seconds by default, allowing you time to enter and disarm your system. Window Sensors have no Entry Delay therefore the alarm will sound as soon as they are opened.

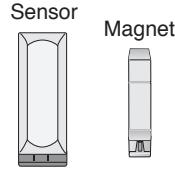
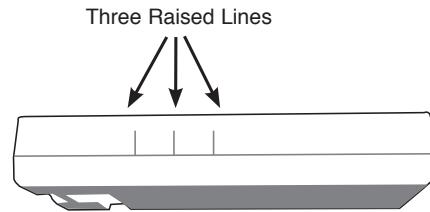
Before removing the protective backing from the tape, ensure the device will fit in the desired location. We recommend that you place the magnet on the door or window itself, with the sensor located on the frame, less than 1/2” apart. The magnet needs to match up with the side of the sensor with the three raised lines. Following these guidelines will minimize your false alarms.

To set up the Door and Window Sensors in your kit, please remove them from the box labeled “Step 3” and follow these steps:

1. Each sensor has a clear plastic battery tab that you need to pull to activate. The tab prevents the battery from draining power prior to your installation. Remove the tab from each sensor.
2. Test the sensor by placing the provided magnet against the side of the sensor with 3 raised lines. Separate the sensor from the magnet at least 4” apart from each other. If the sensor has been correctly activated, you will hear a chime from your Base and Touchpad.

## CHANGING THE NAME & SETTINGS

3. To change the settings of your Door and Window Sensors, use your Touchpad (if included) or login into the web portal, iOS or Android app. Click or tap these menu options: Go to **Settings** > **Devices**. Then, under **Sensors**, select the desired sensors name to edit the name and customize the sensor settings.



# Door & Window Sensor (Continued)

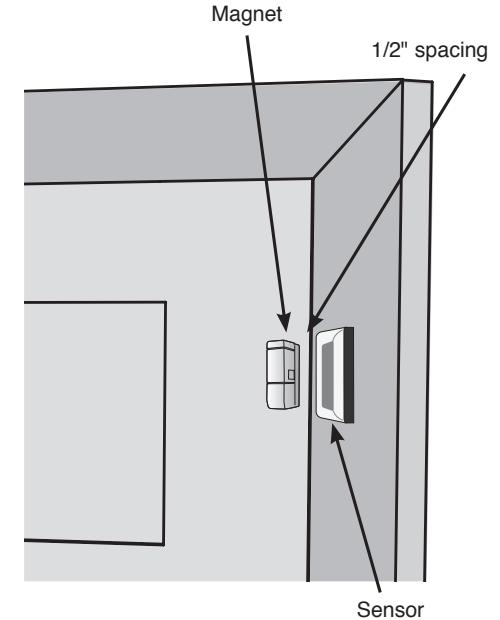
## PLACING DOOR & WINDOW SENSORS

4. Determine the placement and orientation of the sensor(s) and magnet(s) on your door or window.

- The sensor has three (3) raised lines on one side. In the center of the magnet you will see 1 raised line.
- You must place the magnet against the side of the sensor that has the three (3) raised lines.
- You can turn and rotate the sensor and magnet in variety of ways as long as the distance between the door and magnet does not exceed 1/2”.

5. There are two options for securing your sensors:

- If you wish to use secure tape, you can adhere the tape to the back of the sensor and to the back of the magnet, and stick them on the door or window, and the frame, as described above.
- Place the sensor on the door frame or window frame (the stationary part of the door or window).
- Place the magnet on the actual door or window (the moving part of the door or window).
- Be sure the three raised lines on the side of the sensor line up with the single raised line on the magnet.



## OR

- If you wish to mount your sensor with the provided screws, mark the location of the screw holes for the sensor and magnet with a pen or pencil. You may need to drill a 3/32” pilot hole for the screws. Detach the sensor and the magnet from their screw brackets, then secure the screws through the brackets until flush with the surface. Next, clip the sensor and magnet into their brackets.

# Motion Sensors

The Motion Sensor is designed to protect the interior of your home. When movement is detected and your security system is armed, it will trigger the alarm. This sensor is set-up by default to be used only in Away mode when all people leave the house.

To setup the Motion Sensors in your kit, please remove them from the box labeled "Step 3" and go through the following steps:

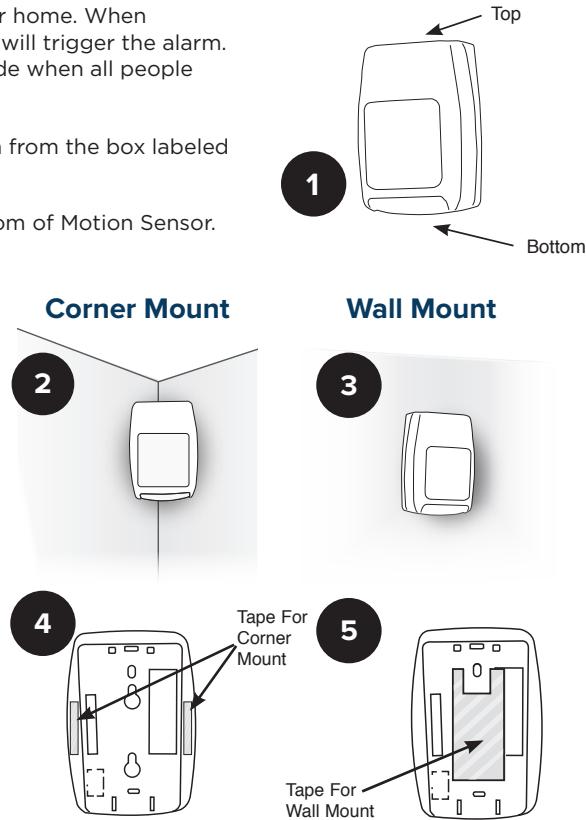
1. Open the sensor by pressing the tab on the bottom of Motion Sensor.
2. Pull the battery tab and re-insert the battery to activate the motion sensor.
3. Realign the back cover with the motion sensor to close the sensor.

## CHANGING THE NAME & SETTINGS

To change the settings of your Motion Sensors, use your Touchpad (if included) or login into the web portal, iOS or Android app. First go to **Settings > Devices**. Next, under **Sensors**, select desired sensors name to edit the name and sensor settings.

## PLACING THE MOTION SENSOR

4. Determine where to place the Motion Sensor
  - Motion Sensors should have a clear line of sight to the desired area and should be free of any objects such as curtains or furniture.
  - Avoid areas that can cause false alarms (such as near air conditioning/heating units, fans, or in direct sunlight).
  - The recommended mounting height is 7-9 feet.
5. Adhere the tape to the back of the sensor.
6. Place the Motion Sensor in the desired location.



**TIP:** Make sure that you do not mount the Motion Sensor upside down!

# Fire Safety Sensor

## INSTALLING THE FIRE SAFETY SENSOR

The LifeShield Fire Safety Sensor has been pre-configured to your home security system. If you have hard wired smoke detectors, then only one Fire Safety Sensor is required. If you have battery-operated smoke detectors throughout your home, we recommend placing a Fire Safety Sensor next to each smoke detector. The LifeShield Fire Safety Sensor will listen for your smoke or carbon monoxide (CO) detector siren and notify the LifeShield Monitoring Center to dispatch the appropriate authorities to your home.

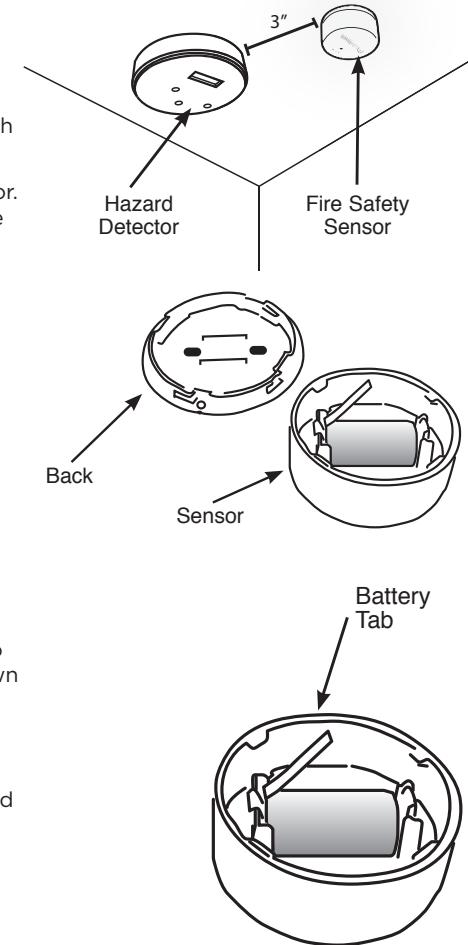
\*\* Not all hazard detectors are compatible with the Fire Safety Sensor. An example of this is smoke detectors that include voice alerts alone or in addition to a standard fire alarm tone.

## IMPORTANT SETUP INFORMATION:

- The Fire Safety Sensor can be no more than 3" (inches) away from the smoke or CO detector(s)
- The microphone (the three small circles on the top of the sensor) must be closest to the smoke alarm or CO detector.

To setup your Fire Safety Sensor, please remove the device from the box labeled "Step 3" and continue with these instructions:

1. Place the system in sensor test mode on the Touchpad by following these steps: Go to **Settings > Test Your System > System**. Next, turn the switch for Sensor Test to ON, and return to the main Dashboard. Finally, scroll down to History.
2. Twist off the bottom bracket of the Fire Safety Sensor.
3. Attach the bracket to the ceiling using either double-sided tape or the screws and wall anchors provided.
4. Pull out the battery tab and re-insert the battery into the sensor.
5. Re-insert (twist) the sensor into the mounting bracket.



## Fire Safety Sensor (Continued)

- Press and hold the test button on your smoke or CO detector.
- Wait for the sensor fault test event to show up on your web portal or app event history. You should see the following two (2) events in the History section:

**Siren No Longer Detected**

**Siren Detected**

- Take the system out of test mode by following the instructions above and then changing the **Sensor Test** setting to **OFF**.

## CHANGING THE NAME & SETTINGS

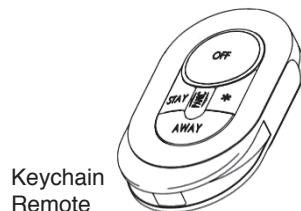
To change the settings of your Fire Safety Sensor, use your Touchpad (if included) or login into the web portal, iOS or Android app and go to **Settings > Devices**. Under **Sensors**, select the desired Sensor Name to edit the name and sensor settings.

## Keychain Remote

The LifeShield Home Security system comes with a Keychain Remote that has been paired to your system. You can use the LifeShield Keychain Remote to arm and disarm your home security system with the press of a button.

To arm your Keychain Remote, press and hold the Stay or Away button for 3 seconds. You will see a blue LED on the keychain while the system is in exit delay before it is Armed. If you have sensors that are open, or that have not been set-up, you will have to bypass them by holding the button an additional 3 seconds. To disarm the system, you can press the "Off" button for 3 seconds. To learn more about each mode, exit delay, and bypass please go to the section called "Arming Your System" on page 18.

Keychain Remotes are so easy to use, you may want more than one! You can purchase additional remotes at any time using the Shop on <https://www.login.lifeshield.com>.



## Indoor Camera (If included)

The LifeShield Indoor Camera allows you to watch live video, record video when motion is detected, or record clips or snapshots if an event happens in your home. After your device is setup, you can adjust the camera's motion sensitivity and the zone it detects motion in using your camera settings. You can also set up custom alerts that take a photo or record video whenever a specific sensor is triggered.

### For example:

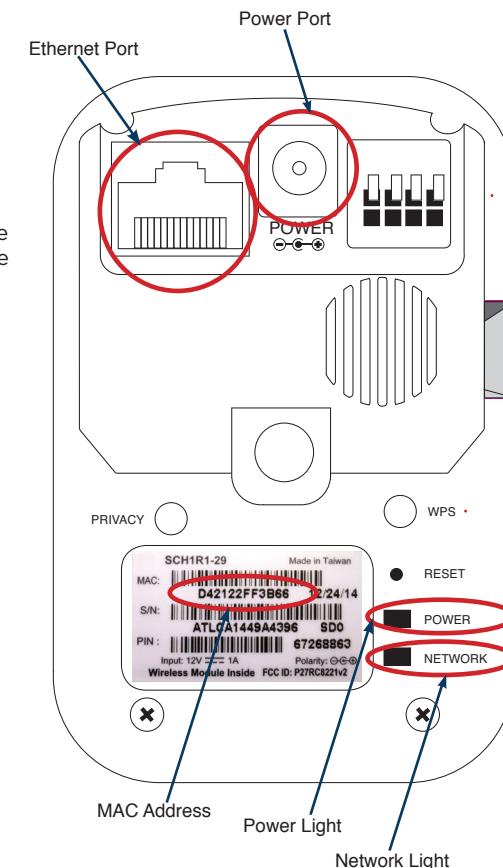
- Place your camera near a door and create an alert to record video whenever the door is opened from 3-5pm so you know your children arrived home safe and sound.
- Add an alert to notify you if anyone enters through the side door and take a photo so you can be sure that the dog walker arrived on time.

You can move the camera at any time within range of your Wi-Fi, so it does not need to be permanently installed in one location. This is an indoor only product and does require a power cord.

- Before you get started, make sure you have:
  - Camera
  - Ethernet cable (included)
  - Power Adapter (included)
  - Your Wi-Fi Network (SSID) and Wi-Fi password
- Connect Ethernet cable from the Camera to your internet router. You only need Ethernet for setup.
- Plug in AC power adapter into an outlet and connect the power cord to your Camera.

## CONNECTING CAMERA TO WIRELESS NETWORK

- Using your Touchpad (if included) or by logging into the web portal, iOS or Android application, go to **Settings > Devices** > and select your Camera name.



## Indoor Camera (Continued)

5. Select Wi-Fi Settings and enter your wireless information:
  - Tap on Search for Network and select the Wi-Fi or wireless network (SSID) that your Base is on.
  - Type in your wireless password.
  - Select Security (Encryption) Type.
  - Tap on Submit.
6. After Wi-Fi network has successfully saved, remove the power cord and Ethernet cable from your camera.
7. Reconnect just the power cord to the camera.
  - We recommend that you test your camera's connection to Wi-Fi by watching a live video or taking a snapshot while the camera is next to the router before moving it to its final location.
  - After a few moments, tap on **Settings > Devices > Camera Name**, and it will display now with a Wi-Fi icon next to the camera name once connected to Wi-Fi.

If you have more than one Indoor Camera, you can repeat the steps above to set up each one.

**NOTE:** You must know your Wi-Fi (SSID) name, Security Type (WPA/WPA2, WEP) and your Wireless Password to complete this process. Your camera must be on the same wireless network and router as your LifeShield Base for proper set up.

To view camera snapshots, recorded video or live video, return to the **Dashboard**.

### CONFIGURING ADVANCED CAMERA MOTION DETECTION

LifeShield cameras can provide you with the benefit of Advanced Motion Detection based on a motion zone you set, along with sensitivity settings you choose. When motion is detected, the camera will then record that event for 30 seconds so you can see what caused the event.

To customize your Camera Motion Settings:

- Go to **Settings > Devices > Select Camera Name > Motion Settings**
  - You have the option to customize by:
    - Sensitivity
    - Time Frame—by day of the week and by hour
    - Arm State
    - Notified via push notification, email, or text alert

These settings are easy to customize. Try them out and tailor your camera to fit your unique lifestyle.

## Glass Break Sensor (If included)

Glass Break Sensors are used in rooms where there are a number of windows or glass doors. The sensor listens for the sound of glass breaking and then alarms in the event of an intruder coming through the windows or doors. Glass breaks can be used in some installations in placement of window sensors or it can be used as a secondary detection method for first level windows in the event a burglar comes through the window versus opening it.

### CHANGING THE NAME & SETTINGS OF THE GLASS BREAK SENSOR

To change the settings of your Glass Break Sensor, use your Touchpad (if included) or login into the web portal, iOS or Android app and go to **Settings > Devices**. Under **Sensors**, select the specific Sensor Name to edit the name and sensor settings.

### PLACING THE GLASS BREAK SENSOR

Follow the instructions that come in the box for expanded directions on placing and using your Glass Break Sensor. You can also search for Glass Break Sensor online at the link below:

<https://www.lifeshield.com/support-center/>

## Home Automation Devices

Your LifeShield system supports the use of Z-Wave lights and appliances, door locks, thermostats, and garage door controllers. To learn more about how to add the devices to your system, control them, and what is supported please visit <https://www.lifeshield.com/support-center> and explore our Home Automation Z-Wave Device User Manual or explore our knowledge base articles.



# Arming Your System

LifeShield provides a variety of options for arming and disarming your system.

There are 3 different arming modes to meet your needs.

**ARM-STAY:** Use this mode for securing your house while you are home. ARM-STAY will provide you with an Exit Delay and an Entry Delay and is designed to ignore motion sensors, and other specific sensors not set for Stay mode. During the Exit Delay, the beep will get faster during the last 10 seconds of arming.

**ARM-AWAY:** Use ARM-AWAY when no one is at home. Your system will provide an Exit Delay and an Entry Delay. During the Exit Delay, the beep will increase during the last 10 seconds of arming.

**INSTANT ARMING:** Use this mode when you are in for the night and you do not expect anyone to enter or exit your home. Your system will not provide an Exit Delay or Entry Delay. This mode will also ignore specific sensors not set for Stay mode (for example Motion Sensors as typically only used in Away mode).

**DISARM:** Use this whenever you want to turn your door, window, and motion sensors off or to cancel any alarms which have occurred.

**NOTE:** The Exit and Entry delays are designed to give you enough time to leave or enter your home without setting off a false alarm. You can customize the Entry Delay time under device settings and under **Security > System Settings**, you can customize the Exit Delay time.

**TIP:** Make sure all windows and doors are closed before arming the system. If a sensor is open when you are trying to arm the system, you may be prompted to bypass the sensor. You can either close the door or window and try to arm again or bypass the sensor and it will not be monitored until the next time the system is armed.

You can arm and disarm your system using various devices. The following instructions will explain how to arm and disarm your system using each one.

## Security Touchpad:

- **ARM-STAY:** Press the STAY arming icon (the house with a dot inside the house), then enter your Master Code
- **ARM-AWAY:** Press the AWAY arming icon (the house with a dot outside the house), then enter your Master Code
- **INSTANT ARMING:** Press the INSTANT arming icon (the lightning bolt), then enter your Master Code
- **DISARM:** Press Disarm, then enter your Master Code

# Arming Your System (Continued)

## LifeShield Mobile Application and Web Portal:

- **ARM-STAY:** Press the STAY arming icon (the house with a dot inside the house), then enter your Master Code
- **ARM-AWAY:** Press the AWAY arming icon (the house with a dot outside the house), then enter your Master Code
- **INSTANT ARMING:** Press the INSTANT arming icon (the lightning bolt), then enter your Master Code
- **DISARM:** Press Disarm, then enter your Master Code

## Entry Keypad:

- **ARM-STAY:** Press STAY, then enter your Master Code
- **ARM-AWAY:** Press AWAY, then enter your Master Code
- **INSTANT ARMING:** Press INST, then enter your Master Code
- **DISARM:** Press Off, then enter your Master Code

## Keychain Remote (must be within 30 ft of your Base):

- **ARM-STAY:** Press and hold the STAY arming button for 3 seconds
- **ARM-AWAY:** Press and hold the AWAY arming button for 3 seconds
- **INSTANT ARMING:** is not available on the Keychain Remote
- **DISARM:** Press and hold the OFF button

**NOTE:** To bypass open sensors using the Keychain Remote, hold down the desired arm button for an additional three seconds.



# What to Do in the Event of an Alarm

When your alarm is sounding, there are a few options for you to choose, depending on the scenario:

- **If it is a false alarm** triggered by you, a loved one or by accident, you have 30 seconds to **Disarm** the alarm by entering in your passcode. This will cancel the alarm and return the system to normal with no further action.
- **If it is a false alarm** and you do not enter a master or normal user code within 30 seconds the monitoring center will call the Primary Contact. If that person gives the correct Monitoring Passcode to the dispatcher, the false alarm is canceled.
- **If the alarm sounds in a true emergency**, then the alarm will continue to sound, and the monitoring center will be notified after 30 seconds. The Primary Contact will receive a call, provide the passcode, and can request a dispatch of emergency services to your home.
- **If the Primary Contact is unavailable or cannot provide the dispatch with the monitoring passcode**, the dispatcher will continue calling the Secondary Contact and any Courtesy Contacts until someone has the correct passcode.
- **If the incorrect passcode is provided or no contact can be reached, the monitoring center will contact the authorities.**
- **If you trigger the Panic Button**, emergency services will be dispatched to your home immediately, without a phone call. The panic button can only be selected when you are at home.

To trigger the panic button:

- **TOUCHPAD:** Tap the yellow Panic button, then select the emergency responder.
- **ENTRY KEYPAD:** Press the star(\*) and pound (#) buttons at the same time and hold for 2 seconds.
- **KEYCHAIN REMOTE:** Press the star (\*) and STAY buttons at the same time and hold for 2 seconds.
- Make sure you have a Family Emergency Escape Plan that specifies where to meet and what to do in case of an emergency.

# User Codes and Keychains

LifeShield allows for multiple user codes, which allows you to keep track of who arms and disarms your system.

- **MASTER CODE:** You will only have one 4-digit master code which gives you complete access to your entire system. Protect this code and do not share it with others.
- **NORMAL USER CODES:** These are unique codes which gives the users of your system access to arm and disarm your system. Unique user codes allow you to determine who is coming and going. You can create, change and delete user codes anytime using your app, web portal, or Touchpad (if included), to have total control over who has access to your home. You can have a maximum of 14 Normal User codes at one time.
- Your Keychain Remotes are the only arm and disarm method which do not require a code. If you lose a Keychain Remote, do not worry. You can easily remove it from the system using the app or keypad to disable access and keep your home secure.

## Panic and Duress

Your LifeShield system includes a Panic Button to be used in case of an emergency inside your home. This Panic Button will immediately notify the monitoring center to automatically dispatch emergency services to help you without delay. The Panic Button can only be selected when you are at home.

To trigger the panic button:

- **TOUCHPAD** (if included): Tap the yellow panic button, then select the emergency responder
- **ENTRY KEYPAD:** Press and hold the star (\*) and pound (#) buttons at the same time for 2 seconds
- **KEYCHAIN REMOTE:** Press and hold the star (\*) and STAY buttons at the same time for 2 seconds
- **DURESS CODE:** There is also an option where you can set up a special Duress Code (different from your master and user codes), to be used when you feel threatened by someone forcing you inside your home. When you enter the code to disarm, the alarm will not sound, but a special Duress message is sent to the monitoring center, and emergency services will respond appropriately.
  - To create a Duress Code, go to **Settings > Users & Keychains > Add**. Select Type **Duress**. Enter a unique **4-digit duress code**, then press **Save**.

**NOTE:** The Panic Button and Duress Codes should only to be used in an emergency. There is no option to cancel dispatch. If you are not in an emergency, this will be treated like a false alarm by your local municipality and police department.

# False Alarm Prevention

Your LifeShield system is CP-01 Certified for False Alarm Reduction. This means we have designed our system with features and best practices to help you reduce the number of false alarms.

There are many ways to avoid triggering false alarms. When your alarm is sounding, there are a few options for you to choose, depending on the scenario. You can turn off these settings; however, doing so will trigger an increased number of false alarms.

- **Abort Window Time:** You have 30 seconds to enter the correct master or normal user code, which will allow you to cancel and disarm the alarm, due to there being an extra delay known as the Abort Window Delay. If the alarm has already been triggered and a siren is sounding, you can enter your master or normal user code during this next 30-second window and no alarm will be sent to the monitoring center.  
  
**NOTE:** You may change the Abort Window Time in your Security Settings.
- **Fire Alarm Verification:** After a loud smoke or CO detector siren triggers your Fire Safety Sensors, the system will check twice within 60 seconds to ensure that the siren is still sounding before dispatching a signal to get help. This gives you the opportunity to silence an alarm triggered by burning food, for example, and avoid a false alarm.
- **Exit Error:** Exit Error occurs if a sensor is tripped when the Exit Delay time expires, for example, if you do not close the door completely when leaving your home. The Entry Delay time will start immediately, giving you the chance to disarm the system before an Alarm is sent to the monitoring center with an Exit Error.
- **Auto Arm Stay:** If you arm the system in Away mode and do not exit through a monitored entry point, then the system will automatically default to Stay mode to prevent false alarms from motion sensors.
- **Practice Mode—7-Day Practice Period:** When you first set up your new LifeShield security system, you are placed within a 7-Day Practice Period which services as a learning opportunity for you. This will ensure that you can practice using your system and make mistakes without worrying about the police showing up for false alarms. After this 7-day period, as long as all permit requirements are met, you will be placed in full monitoring mode by the monitoring center to ensure that your home is protected.

# Alarm Registration and Permits

Many municipalities require users to obtain an alarm permit/registration in order to activate monitoring services.

## Obtaining Local Permits and Registration

Contact your local municipality and ask if a permit is required for wireless home security systems. If so, find out exactly what is required. Below is some of the information that they may ask you for:

### Alarm Company

LifeShield, LLC.

2021 Cabot Blvd West

Langhorne, PA 19047

Phone: 877-464-7437 Fax: 267-568-2107

### Monitoring Company

Criticom/Security Monitoring Services, Inc.

PO Box 521769

Longwood, FL 32752

Phone: 855-894-1737

It is very important to obtain permits and/or registration if required in your municipality.

**Please Note: Residents are responsible for all permit fees, false alarm fees, runner service fees, and other applicable fees if incurred.**

Many municipalities will not allow LifeShield to begin monitoring your home without a permit. In the event of a false alarm, municipalities can charge fines to consumers who do not obtain the required permits/registration. In addition, some police agencies will dispatch to a home that is not registered/permitted.

Please contact your local municipality as soon as possible to begin the necessary processes that may be needed in your area.

**NOTE: You may still be required to pay your municipality's false alarm fees.**

## Base Troubleshooting Steps:

Front LED Light	The Base is trying to...	What you should do...
The light on the front of the Base is <b>FLASHING ALTERNATING YELLOW / GREEN</b> .	The Base is online, but is not connected to the LifeShield server.	Please contact Technical Support <b>877-725-3838</b> .
The light on the front of the Base is <b>FLASHING ALTERNATING YELLOW / RED</b> .	The Base is trying to connect to the Internet, failed to connect, and is trying to connect again.	Ensure your home internet is working. If the Internet is working and the light does not return to solid Green, please reset the Base, press and release the red reset button in back of Base. If issue remains contact Technical Support.
The light on the front of the Base is <b>FLASHING ALTERNATING WHITE / BLUE</b> .	The Firmware is updating.	The light should return to Green within approximately 15 minutes. If the light does not return to Green, please contact Technical Support.
The light on the front of the Base is <b>FLASHING YELLOW</b> .	A device is faulted, lost, or has a low battery and the system is not ready to arm.	Close the door or window that is open, or address any other faulted or troubled devices.

**NOTE:** Troubleshooting steps may take a few extra minutes.

## Security Touchpad Troubleshooting Steps:

What you may see...	The Security Touchpad is notifying you...	What you should do....
“System Unavailable”	The LifeShield server is unavailable.	Verify that your Wi-Fi Network and password are correct and Wi-Fi is working. Restart your Touchpad, by holding down the power button and then selecting Restart.  Please contact Support <b>877-725-3838</b> .
“System Offline”	The Base is not connected to the internet or LifeShield server.	Please check your connections on router and Base to verify internet is working in the home.  If it is working, reset the Base, by pressing and releasing the red reset button in back of the Base, allow base to restart for 3- 5 minutes. If issue remains, please contact support <b>877-725-3838</b> .
“Login Failure”	The Touchpad is unable to login to your account.	Check your device list under <b>Settings</b> and confirm the Touchpad serial number is still listed with Touchpad name. Verify the serial number on the back of the Touchpad with your device list.  If Touchpad is not listed, please contact Support <b>877-725-3838</b> .

# Base LED Light Quick Reference Guide

Your LifeShield Home Security Base has an LED light on the front of the unit. This Quick Reference Guide will assist you in understanding your system's status on a day to day basis.

LED LIGHT	SYSTEM MODE
<b>Normal LED Light Patterns on the Base</b>	
<b>Solid Green</b>	Ready to Arm
<b>Solid Blue</b>	Armed (any mode)
<b>Flashing Blue</b>	Entry Delay, Exit Delay
<b>Flashing Red</b>	Alarm, Exit Alarm, Panic
<b>Flashing Green</b>	Disarm - Not Ready to Arm
<b>Flashing Yellow</b>	A device is faulted, lost, or has a low battery and the system is not ready to arm.
<b>Other LED Light Patterns</b>	
<b>Solid Purple</b>	Boot Mode - Base is restarting
<b>Flashing Purple</b>	Add Sensor/Device
<b>White/Blue Alternating</b>	Downloading Firmware
<b>Yellow/Red Alternating</b>	No Network Connection
<b>Yellow/Green Alternating</b>	Network is Connected, but not connected to our Server
<b>Yellow/Blue Alternating</b>	Connected to Server, Not Activated

# Warranty Disclaimer

1. THE FOLLOWING LIMITED WARRANTY IS APPLICABLE TO LIFESHIELD-BRANDED PRODUCTS THAT YOU PURCHASE:

- (i) LifeShield will repair or replace any defective LifeShield equipment (with new or refurbished equipment, at LifeShield's sole option) that you purchase at no cost to you for a period of 12 months from the date of purchase;
- (ii) You will receive a prepaid mailing label to return any defective system equipment;
- (iii) You are responsible to pay shipping costs for any replacement equipment;
- (iv) After the expiration of the 12-month warranty period you are responsible for the cost of all replacement equipment, including all shipping charges;
- (v) If you fail to return the defective equipment you void this warranty and must pay LifeShield the MSRP for the equipment.

b. THE FOLLOWING LIMITED WARRANTY IS APPLICABLE TO LIFESHIELD-BRANDED PRODUCTS THAT YOU LEASE:

- (i) Your LifeShield leased equipment is warranted for the full term of the Lease provided you remain in good standing;
- (ii) Any defective leased system equipment will be repaired or replaced (with new or refurbished equipment, at LifeShield's sole option) at no cost to you;
- (iii) You will receive a prepaid mailing label to return any defective leased system equipment;
- (iv) If you fail to return the defective equipment you void this warranty and must pay LifeShield the MSRP for the equipment.

c. Subject to the terms of the Limited Warranties set forth above, you are responsible for the loss of, damage to, or the entire cost of, any necessary service or repair of the System equipment. THE LIMITED WARRANTY DOES NOT APPLY TO PROMOTIONAL ITEMS OR GIFTS. Read Section 16 for other important limitations and exclusions. You have no right to sell, give away, transfer, pledge, mortgage, alter or tamper with the equipment. OTHER THAN THE REPAIR AND REPLACEMENT SERVICES FOR THE SYSTEM OR ANY COMPONENT THEREOF, WE MAKE NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, REGARDING ANY SERVICE OR EQUIPMENT, WHICH IS PROVIDED TO YOU AS IS AND WITH ALL FAULTS. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED. LIFESHIELD IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO LEASED SYSTEM EQUIPMENT OR ANY ACCESSORIES/CUSTOMER PURCHASED EQUIPMENT. By leasing from us, you acknowledge that you have had an opportunity to review our warranty terms, have done so to the degree you feel you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers. STATE LAW: Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

2. Limitations on our Limited Warranty Obligations. We have no obligation under our Limited Warranty if we reasonably determine that your need for service was caused by any event, condition or circumstance beyond our control, other than ordinary wear and tear to your System. For example, our Limited Warranty does not cover any of the damage or loss of use resulting from, or necessary because of, any of the following: natural disasters, fires, storms, accidents, acts of God, strikes, riots, floods, or terrorism. Furthermore, our Limited Warranty does not cover any of the damage or loss of use resulting from, or necessary because of, any of the following: (A) your misuse of, or tampering with, the System; (B) telephone line malfunctions or modifications to your telephone service that render it incompatible with your System; (C) your failure to provide ordinary maintenance to your System or any accessories/customer purchased equipment; (D) anyone other than our authorized representative performing service on your System, except at our specific direction; (E) physical alterations made by you or third parties to your Premises or to your System, or made necessary by damage to your Premises or your System; (F) any change in laws or regulations that make it impossible or impracticable to continue use the System as is; or (G) any other reasons beyond our control. You must furnish the necessary electrical power through your meter at your expense to obtain warranty services.

# Notes

