

# QUICK CONSUMER REFERENCE GUIDE



SMART HOME

## Your System: ADT *Smart Home* Police Response

### Starting to use the Alarm Panel, Keypad, ADT *Smart Home* App and Web Portal



PM30 Control Panel



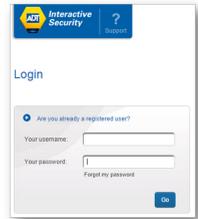
Touchscreen Keypad



Keyfob



DT *Smart Home* App



ADT *Smart Home* Web Portal

### As a security feature, the status of your System is hidden from view

- To start using your System, push the “unset” key  on your Alarm Panel and enter your 4-Digit User Code or tap the screen on the Keypad.
- The Alarm Panel/ Keypad is now lit and you are ready to start using your System.

## Setting your System using your Alarm Panel and Keypad

### Step 1

When leaving your home ensure that all protected doors/windows, including your front door, are closed before setting your System.

### Step 2

Set your System by:

#### Option 1:

The Keypad – by pressing the “set” key  and presenting your Keyfob /or entering your 4-Digit User Code.

#### Option 2:

The Alarm Panel – by pressing the “set” key  on the Alarm Panel and entering your 4-Digit User Code.

### Step 3

You will hear a Intermittent beeping to remind you to leave the property via your specified exit route. Your System will set only once the exit door is closed.

### Step 4

The beeping stops and your system is now successfully set.

## Setting your System with the ADT Smart Home App

### Step 1

When leaving your home ensure that all protected doors/windows, including your front door, are closed before setting your System.

### Step 2

From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect.



### Step 3

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart Home* Alarm Panel.

Click on button Set.



### Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home before the alarm panel is actually set.



### Step 5

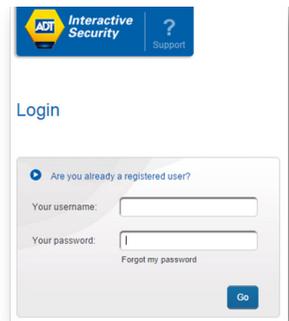
At the end of the countdown, the Lock icon becomes red, indicating that the alarm panel is set.



## Setting your System with the ADT Smart Home Web Portal

### Step 1

From your favorite web browser, enter the URL of the ADT *Smart Home* Web Portal: <https://www.adt.co.uk/smart-home/selfcare>

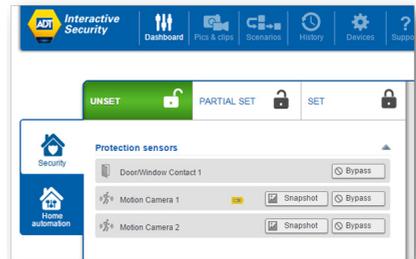


### Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.

### Step 3

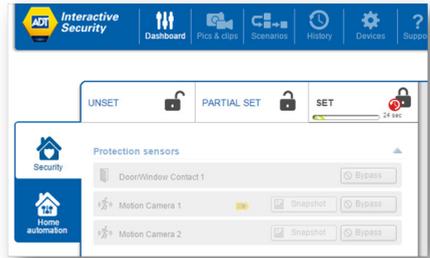
By default, the first screen displayed after login is the Security Dashboard screen. The three buttons UNSET, PARTIAL SET and SET at the top of the dashboard panel are used to respectively set, part set or unset the ADT *Smart Home* Alarm Panel.



Click on button SET.

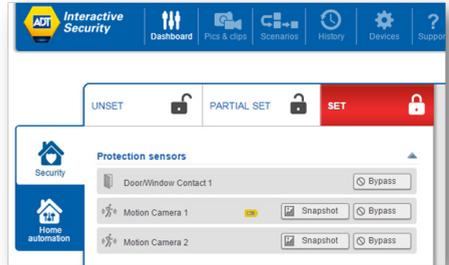
### Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home before the alarm panel is actually set.



### Step 5

After a few seconds, the Lock icon becomes red, indicating that the ADT Smart Home panel is set.



## Unsetting your System using your Keypad

Unsetting starts as soon as you open your entry door or enter a protected zone which activates the System.

### Step 1

Enter your home via your specified entry route.

### Step 2

Unset your System using the Keypad by pressing the “unset” key  and presenting your Keyfob.

### Step 3

You will hear a beep from the Keypad or Alarm Panel confirming that your System is successfully unset.

*In compliance with the industry regulations, your System can only be unset once you have entered the property through the entry door and you have used either your Keyfob or set/unset Keyfob. Your 4 digit PIN code will not work at this point.*

**Important:** Unsetting the alarm stops the Internal Siren ringing should the alarm be activated but will not interrupt the transmission of the alarm signal to the ADT Alarm Monitoring Centre.

## Unsetting your System with the ADT Smart Home App

### Step 1

From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect.



### Step 2

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart home* Alarm Panel.

Click on button Unset.

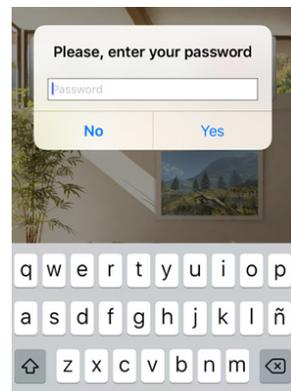


### Step 3

Unsetting the alarm system requires entering your account password

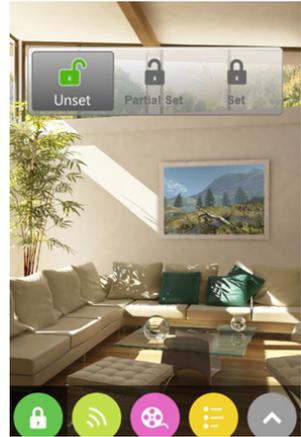
Then click on Yes.

**Important:** If you have fingerprint scanner technology available on your device you will be prompted to use your fingerprint to confirm the unsetting of your alarm. If you do not have fingerprint scanner technology, please follow the steps above and use your password to unset the alarm.



### Step 4

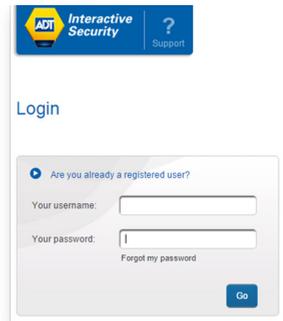
After a few seconds, the Lock icon becomes green, indicating that the ADT *Smart Home* panel is unset.



## Unsetting your System with the ADT *Smart Home* Web Portal

### Step 1

From your favorite web browser, enter the URL of the ADT *Smart Home* Web Portal:  
<https://www.adt.co.uk/smart-home/selfcare>

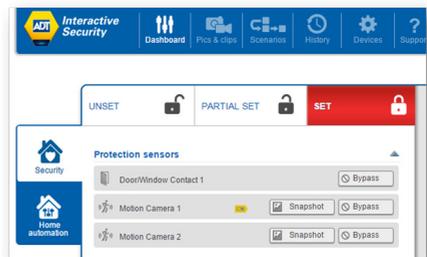


### Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.

### Step 3

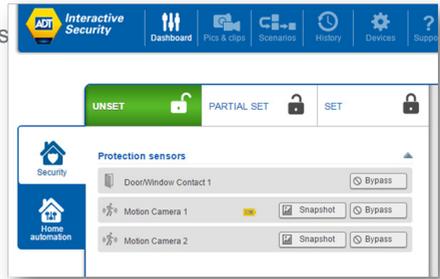
By default, the first screen displayed after login is the Security Dashboard screen. The three buttons UNSET, PARTIAL SET and SET at the top of the dashboard panel are used to respectively set, part set or unset the ADT *Smart Home* Alarm Panel.



Click on button UNSET.

#### Step 4

After a few seconds, the Lock icon becomes green, indicating that the ADT *Smart Home* panel is unset.



## Part-setting your System using your Alarm Panel and Keypad

Part-setting allows you to protect part/s of your property when you are at home. For example, protecting the downstairs area whilst you are sleeping upstairs. The part-set option can be programmed to your System during your System installation or a service visit.

#### Step 1

Part-set your System using:

##### Option 1:

The Keypad – by pressing the “part-set” key  on the Keypad and entering your 4-Digit User Code / or presenting your Keyfob.

##### Option 2:

The Alarm Panel – by pressing the “part-set” key  and entering your 4-Digit User Code.

#### Step 2:

Your System is now part-set.

## Part-setting your System with the ADT *Smart Home* App

#### Step 1

If leaving your home or not, ensure that all protected doors/windows in the protected area including your front door, are closed before part setting your System.

#### Step 2

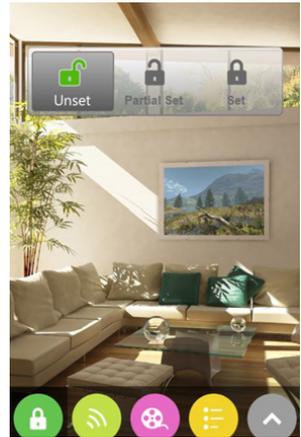
From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect.



### Step 3

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart Home* Alarm Panel.

Click on button PARTIAL SET.



### Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home, or leaving the home areas protected by the peripheral security sensors, before the alarm panel is partial set.



### Step 5

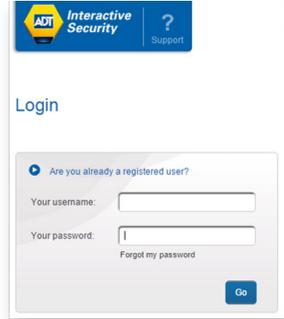
At the end of the countdown, the Lock icon becomes yellow, indicating that the alarm panel is partial set.



## Part-setting your System with the ADT *Smart Home* Web Portal

### Step 1

From your favorite web browser, enter the URL of the ADT *Smart Home* Web Portal:  
<https://www.adt.co.uk/smart-home/selfcare>



The screenshot shows the login page of the ADT Interactive Security web portal. At the top, there is a blue header with the ADT logo and the text "Interactive Security" and "Support". Below the header, the word "Login" is displayed. A form asks "Are you already a registered user?". It contains two input fields: "Your username:" and "Your password:". Below the password field is a link that says "Forgot my password". A blue "Go" button is located at the bottom right of the form.

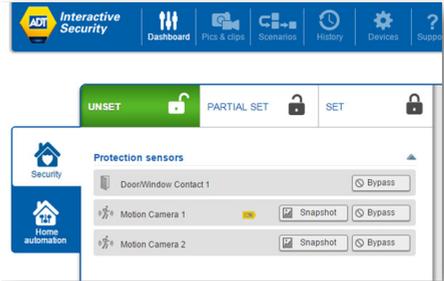
### Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.

### Step 3

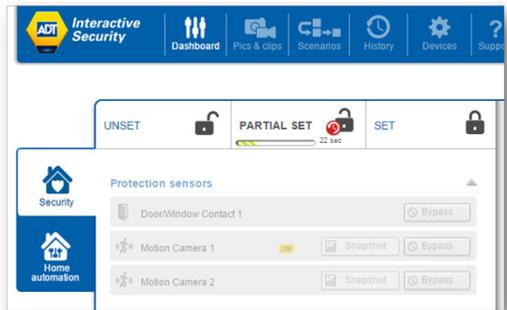
By default, the first screen displayed after login is the Security Dashboard screen. The three buttons UNSET, PARTIAL SET and SET at the top of the dashboard panel are used to respectively set, part set or unset the ADT *Smart Home* Alarm Panel.

Click on button PARTIAL SET.



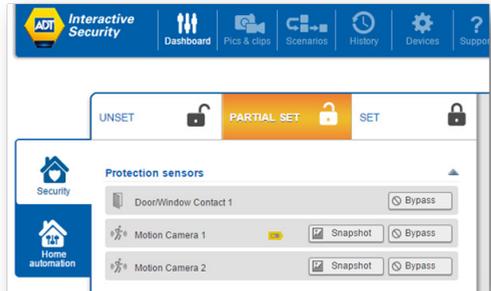
#### Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home or leaving the home areas protected by the peripheral security sensors, before the alarm panel is partial set.



#### Step 5

After a few seconds, the Lock icon becomes yellow, indicating that the ADT Smart Home panel is partial set.



### Resetting/ Silencing your System after an alarm

To stop the alarm sounding by:

#### Option 1:

The Keypad – by pressing the “unset” key  and presenting your Keyfob /or entering your 4-Digit User Code.

#### Option 2:

The Alarm Panel– by pressing the “unset” key  and entering your 4-Digit User Code.

**Important:** *Resetting/Silencing your System stops the Internal Siren ringing but will not interrupt the transmission of the alarm signal to the ADT Alarm Monitoring Centre. Our monitoring specialists may contact you at this point and you will be requested to confirm your Verification Code /Password to cancel the alarm alert. Your System might require a remote reset.*

## Changing/deleting master and user codes

### Using the Alarm Panel only

1. If ADT Screen Saver is displayed press the 'Open Padlock key followed by the manager code
2. The screen will now display 'Ready'
3. Press the 'Forwards Button' until the display shows 'User Settings'. Press 'OK' button
4. The display will now show 'Set Zone Bypass'
5. Press 'Forward Button' until 'User Codes' is displayed and press 'OK'
6. Display will now show 'User 01 Code' and a black box will be showing.
7. Using the 'Forward Button' press until you get to the code you want to change or add. Once there press the 'OK' button
8. The display will show the code already installed or the display will be blank.

### To delete a user code

- 9a. To erase the code enter '0000' and press 'OK' button, you will hear a 'Happy Beep' and the display will show the user number but no code will be shown. Move to step 10

### To enter a new user code

- 9b. Overtpe the existing code with the new code and this should be displayed for you. If correct then press the 'OK' button. You will hear a 'Happy Beep' and the display will now show the user number followed by a black box. Move to step 10
10. To escape from the user setting and go back to ADT/Ready press the 'Closed Padlock' button
11. The display will show 'OK to Exit' at this point press the 'OK' button

## Panic Alarm

The Panic Alarm allows you to send an alert to the ADT Alarm Monitoring Centre if you feel threatened or vulnerable in your home.

### Step 1:

Activate the Panic Alarm using the Alarm Panel by pressing and holding **+** and **0** keys simultaneously for 2 seconds.

### Step 2:

The Internal Siren is activated and now sounds (unless a silent mode has been requested at the point of installation).

### Step 3:

The System sends an alert signal to the ADT Alarm Monitoring Centre, our monitoring specialists act fast to respond to your emergency and if necessary contact Police.\*

(\*ADT can only contact Police if your Panic Alarm has been issued with a Unique Reference Number – URN by your local Police. Intruder Alarm and Panic Alarm now must have two separate URNs for the Police to respond to your emergency.)

## Trouble Shooting

If your System has a fault, the Alarm Panel will omit 2 beeps every minute. The Alarm Panel will also have a yellow LED trouble warning light showing. To investigate the cause of the fault press **i OK** on your Alarm Panel until the issue/s are explained in text. In addition the Panel icon in your ADT *Smart Home* App in the Accessories tab or on the Dashboard on the ADT *Smart Home* web portal will notify you if there is a problem so you can take steps via your Alarm Panel to investigate the cause. Should you require further assistance, contact ADT Customer Service Centre on 0344 800 1999\*.

## Preventing False Alarms

- Ensure doors and windows are securely fastened when setting the Alarm.
- Avoid placing decorations or moving objects in front of the Movement Detectors.
- Ensure that everyone using the System is fully trained and familiar with the System.
- Know the specified entry/exit route and keep to it when setting and unsetting the System.

## Useful Phone Numbers

### Customer Service Centre

Call 0344 800 1999\* to request a routine inspection, report a fault, request a remote reset or if you have a query with the monitoring of your System.

### Customer Sales Centre

Call 0800 010 999 to upgrade your System or Service Plan.

### Moving Home?

Call 0800 169 0612 to let us know you are moving and for details of our moving offers.

*\* Calls charged at the standard rate of a regular local or national landline number. Costs from mobiles may vary.*