

Verisure Alarm

User manual





Welcome to Verisure

Congratulations! You have just installed a Verisure Alarm, an advanced security system designed to offer you maximum protection and, at the same time, guarantee easy and comfortable use.

We recommend that you carefully read the manual you have in your hands and take full advantage of the possibilities offered by your alarm system.

In this manual, you will find basic concepts that will help you to familiarize yourself with the alarm system during initial use and tips for handling it in different situations. You can use it as a reference document by searching in the index and instantly answering your queries in the “Frequently asked questions and dictionary” section.

We remind you of the importance of installing the “My Verisure” App on your smart devices. This application will allow you to know what is happening in your home or business at all times, remotely control your alarm system, and call for help in any emergency - wherever you are - thanks to the Guardián Verisure service.

If you have any questions after reading this manual, please contact our customer service channels:

📞 WhatsApp 600 999 222 8:00 am - 10:00 pm

💬 Chat in the My Verisure app 8:00 am - 10:00 pm.

☎️ 910 121 122 24h



[Download the user manual in other languages](#)

Thanks for trusting us.



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Your alarm system

Deterrent panels

Placed in outdoor areas to deter intruders.



Video-detector LIVE VIEW

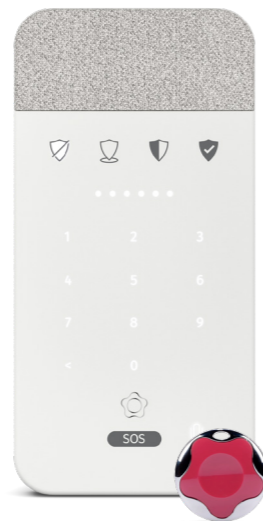
Protects the inside of your home or business. When detecting motion inside, they activate and take a sequence of high-resolution images that are sent to our ARC where we verify the alarm trigger within seconds, thanks in part to the live audio and video.



Control panel with 2-way communication, siren and smart keys



Located at the entrance, it allows you to control the alarm and has an SOS button, deterrent siren and two-way intercom system to communicate with the ARC.



My Verisure App



Allows you to control the alarm, monitor activity, access the video and audio in real time and call for emergency assistance from anywhere thanks to Guardián Verisure.



OPTIONAL DEVICE

External control panel



Located outside, the external control panel lets you control your alarm and open and close doors with maximum security. You just have to identify yourself with your PIN code, smart key or sticker.

OPTIONAL DEVICE

ZeroVision

Activated by one of our agents after they verify a real intrusion. The device releases a dense smoke that hinders the burglar's vision to prevent the theft.



Elements with which the user interacts.

The SOS button works even when the alarm is not on.

All devices and components of the alarm systems marketed by Verisure have been certified following the scheme accredited by the National Accreditation Entity (ENAC), after having undergone product testing and demanding manufacturing and follow-up audits.

Shock sensors

Protects doors and windows thanks to the triple detection system sensitive to openings, knocks and vibrations, allowing us to detect intruders even before they enter.

Central unit

A hidden device with several secure means of communication, responsible for managing alarm signals and sending them to our ARC.

OPTIONAL DEVICE

Smartlock



Reinforces front door protection: the anti-theft cylinder has the highest security certification (SKG***) and is bump, drill, pick and removal-proof. Installed inside, it lets you open and close your door with no need for keys.

OPTIONAL DEVICE

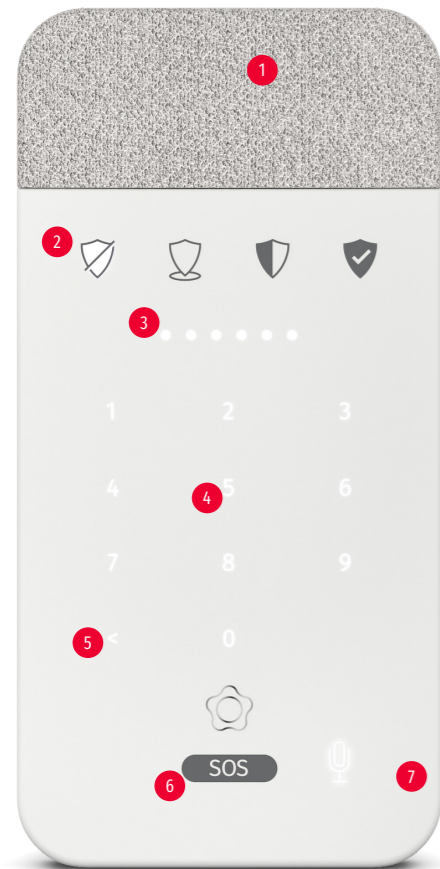
Remote control



Lets you consult and modify alarm status and call for help in an emergency.

Get to know the devices you use

Control panel



SMART KEY



If your alarm is equipped with a smartlock, when you switch it to Total or Partial mode, the lock will engage automatically.



Smart keys are designed to identify you and allow access. Remember to treat them with the same caution as your traditional keys.

- 1 SPEAKER AND SIREN
- 2 ALARM STATUS



Disarm: all devices are disarmed.



Arm in Outdoor mode: only the perimeter detectors around the house are armed.



Arm in Partial mode: only detectors set in Partial mode are armed.

If you have perimeter detectors and wish to arm your alarm in Partial mode excluding them, press the button for 2 seconds (long press).



Arm in Total mode: all detectors are armed.

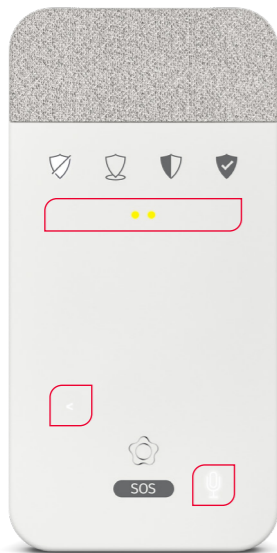
If you have perimeter detectors and wish to arm your alarm in Total mode excluding these detectors, press the button for 2 seconds (long press).

- 3 LIGHT INDICATORS
- 4 NUMERIC CONTROL PANEL AND KEY READER and stickers
- 5 CANCEL/CLEAR
- 6 SOS BUTTON If you need immediate help, press and hold for 3 seconds until all the LED light up.
- 7 LISTEN TO NOTIFICATIONS
- 8 MICROPHONE

Light indicators

The light indicators on your control panel light up when you have issues pending review.

Incidents in the alarm system

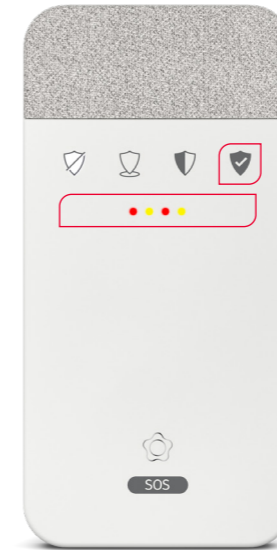


The two central yellow dots and the microphone icon light up. To listen to the notification, follow the steps below:

1. Press the microphone icon.
2. Identify yourself by tapping your smart key, sticker or entering your PIN.
3. Listen to the notification and follow the instructions to resolve the issue.
4. To delete the notification, press **“cancel/delete”** <.

The indicators will remain illuminated in yellow until the incident is resolved.

Incidents when connecting your alarm

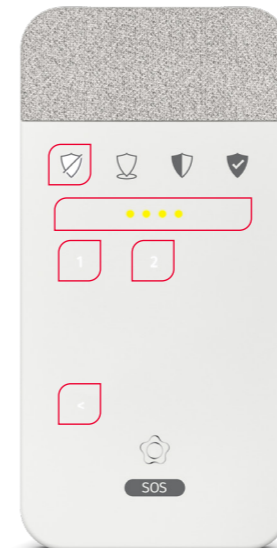


If the four central dots light up red and yellow after trying to arm your alarm, it means that an incident has been detected in the connections.

Listen to the notifications that start automatically, resolve the problem, and press the desired connection button again to arm your alarm correctly.

Voice notifications will inform you in the event that you are unable to turn on your alarm until the issue is resolved.

Incidents when disconnecting your alarm



If the four central dots light up yellow after you have switched off your alarm, it means that an alarm was triggered while it was switched on.

The Control Panel will display the numbers associated with the devices that have been affected in the alarm trigger.

To confirm that you have been informed, press the **“cancel/clear”** < button and the indicator lights will go off.



External control panel

OPTIONAL DEVICE

Lets you control your alarm and open and close doors from outside your home, with maximum security and convenience. To ensure that only authorised persons use it, user identification is by means of a smart key, sticker or PIN code.

How does it work?

STEP 1:
CLICK THE BUTTON FOR THE ACTION TO PERFORM.
The LED light to the left of the button will blink white.



STEP 2:
IDENTIFY YOURSELF. There are two ways to do so:

OPTION 1: hold your smart key or sticker up to the smart key and sticker reader area (6).

OPTION 2: enter your PIN code using the keypad.

Each button on the keypad has two numbers associated with it. Press once to enter the first number and twice to enter the second.

NO. 1 PRESS ONCE

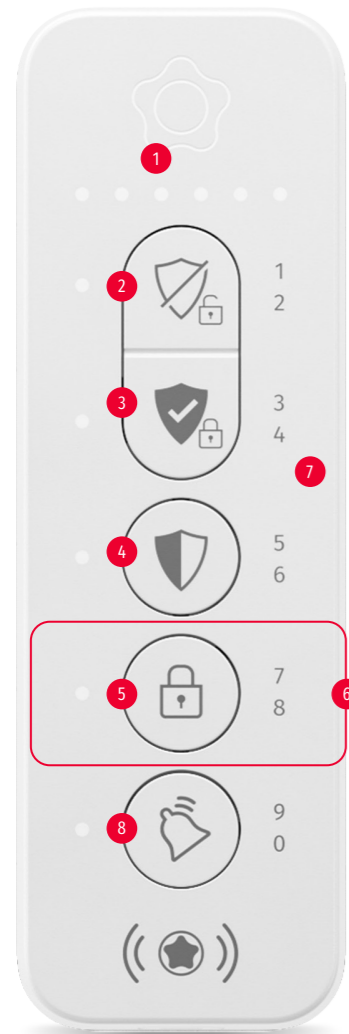
NO. 2 PRESS TWICE

Example:
To enter personal code **2904**,
press as follows:



After successfully identifying yourself, **the LEDs come on in green for 2 seconds.**

If your installation has perimeter detectors and you want to arm your alarm in total mode with the exception of these, press for 2 seconds (long press).



- 1** LIGHT INDICATORS
 - Action completed
 - Action taken correctly
 - User identification failure
 - Incident arming the alarm
- 2** ALARM DISCONNECTION AND AUTOMATIC DOOR OPENING/DOOR OPENING ONLY
- 3** ALARM CONNECTION IN TOTAL MODE AND AUTOMATIC DOOR CLOSING
- 4** ALARM CONNECTION IN PARTIAL MODE AND AUTOMATIC DOOR CLOSING
- 5** DOOR CLOSURE WITHOUT CHANGING ALARM STATUS
- 6** SMART KEY AND STICKER READER
- 7** NUMERIC CONTROL PANEL
- 8** BUZZER (function available soon)

STICKER



Stickers are designed to identify you and allow access. Remember to treat them with the same caution as your traditional keys.

* Exclusively for customers with a smartlock


Smartlock


OPTIONAL DEVICE

The smartlock reinforces front door protection thanks to the anti-theft cylinder with the highest security certification (SKG***), making it bump, pick, drill and removal-proof. It is synchronised with your alarm and allows you to open and close the door with no need for keys.




- 1** LED LIGHT
Indicates lock status.


 **Red light**
The door is being closed and locked

 **Green light**
The door is being unlocked and opened

 **Blinking white light**
The device is being calibrated

 **White light (3 seconds)**
Batteries replaced correctly

 **Blinking red light (3 seconds)**
Low battery

 **Purple light**
Firmware being updated

- 2** SWIVEL BOLT
For manual opening and closing of lock.

- 3** BATTERY SLOT
The device is powered by 4 x 3V CR123A lithium batteries.

For lock control functions (configuration, joint programming with alarm...) see [page 29](#).

Remote control

OPTIONAL DEVICE



If your alarm is equipped with a smartlock, when you switch it to Total or Partial mode, the lock will engage automatically.



DISARM: all devices are disarmed.



ARM IN PARTIAL MODE: only detectors set in partial mode are armed.

If your alarm has perimeter devices, these will also be connected (you can exclude them by pressing and holding the).



ARM IN TOTAL MODE: all detectors are armed.

If your alarm has perimeter devices and you do not wish to leave them connected, press and hold the button when switching on the alarm.

SOS

IF YOU NEED IMMEDIATE ASSISTANCE:
press the and buttons at the same time for 2 seconds.



TO LOCK THE REMOTE CONTROL:
slide the switch until a red stripe appears.

We recommend that you keep the remote control locked whenever you are not using it to avoid accidentally arming or disarming your alarm.



TO SEE THE ALARM STATUS: unlock the remote control by sliding the switch until the red stripe disappears.

How can I be sure that I have activated the desired option?

Each time you press a button on your remote control, the button lights up and the remote control emits a short vibration. This confirms that you have activated the desired option.

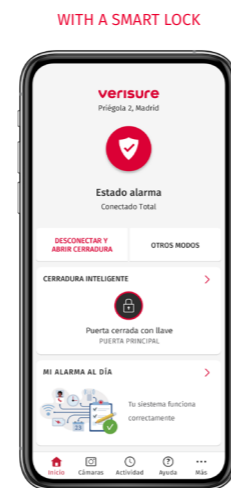
My Verisure App

You can use the app to control your alarm from your smartphone or tablet, wherever you are.

It also lets you: arm and disarm the alarm, check who enters and leaves, request photos and access audio and video to see what is happening, set alarms, consult bills, manage users, open and close your door (if you have a smartlock)... Plus it protects your property when you are away from home with the SOS button and the Guardián Verisure "Walk With Me" service.



My Verisure



How to install the My Verisure app on your smartphone?

1. Download the My Verisure app here:

Play Store



App Store



2. Enter your username and password.

Username: the username is the name you identify yourself with each time you log into the app or website.

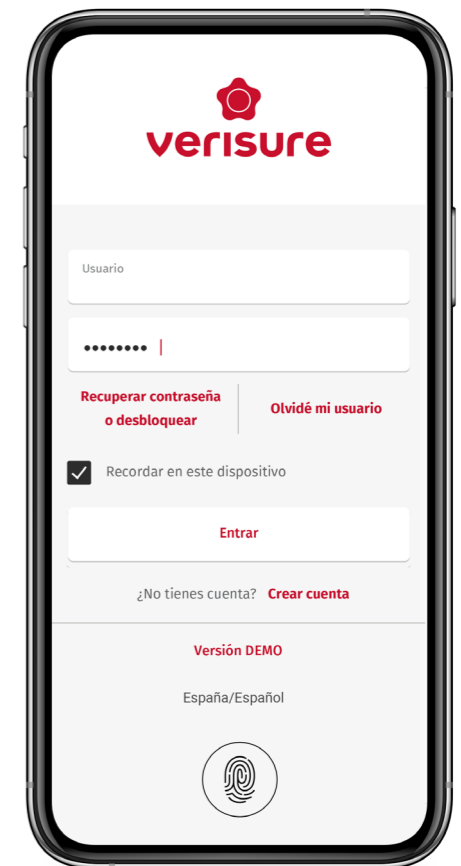
Password: remember, your password must have:

- At least 6 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number

3. Press <Enter>.

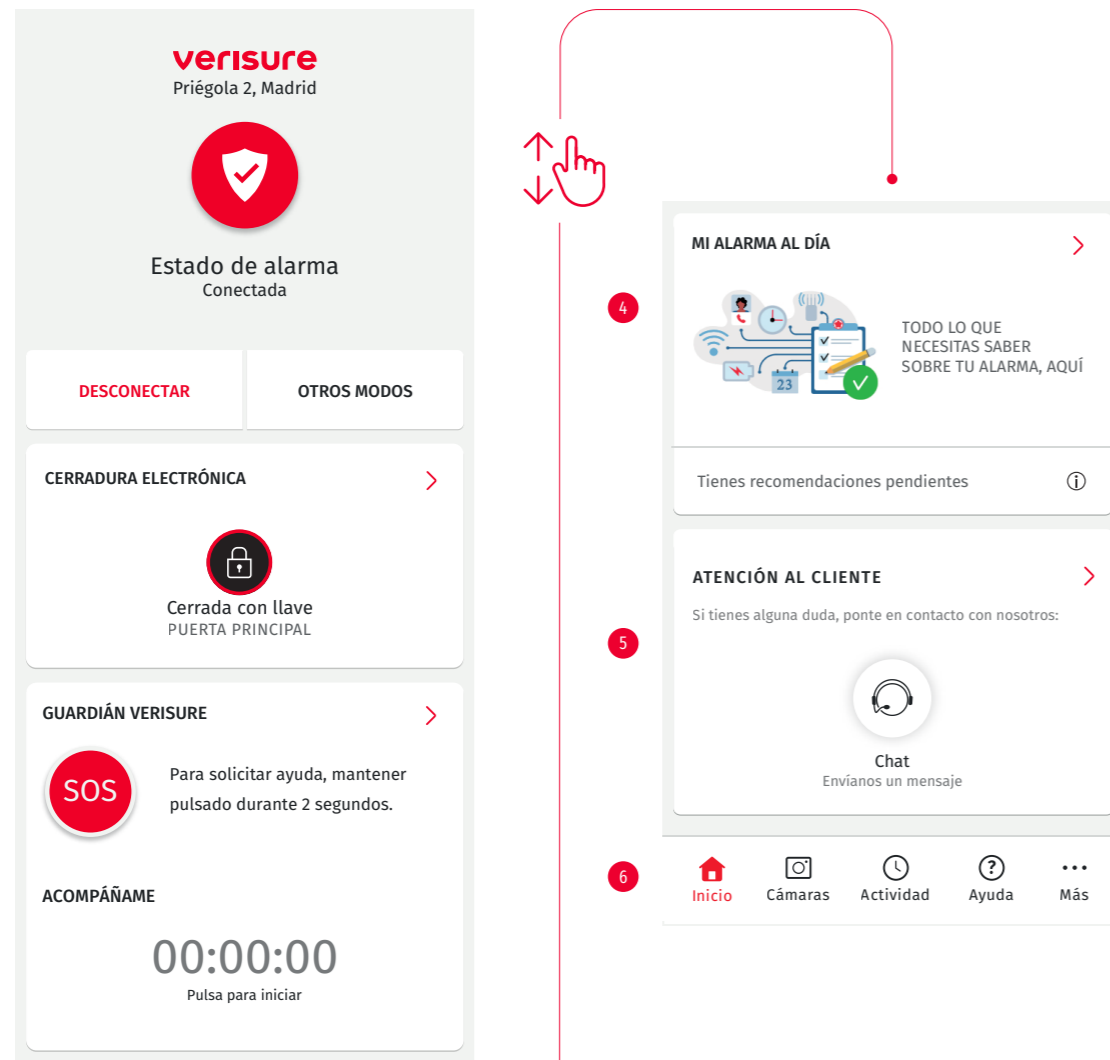


Secure access using facial recognition and fingerprint technology. Available for Android and iOS devices.



Home

The home screen contains the most important information about your alarm and access to the main features of My Verisure, customised according to each customer's products and services.



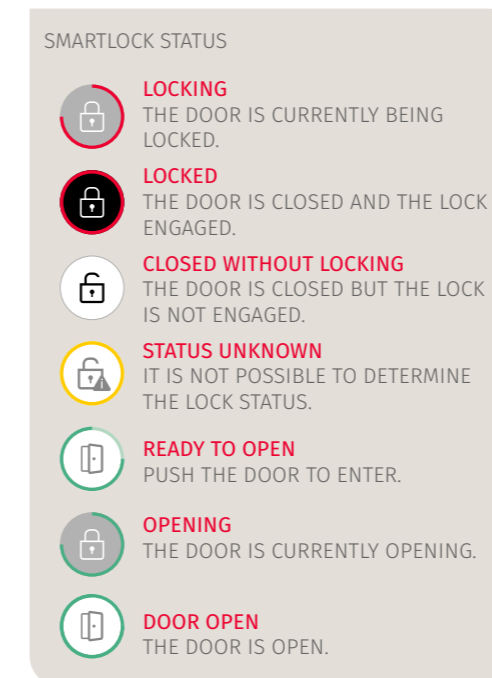
1 ALARM STATUS

Displays the mode your alarm is currently armed or not armed in and lets you simultaneously monitor use of alarm and door. Click the icon or the **<Arm/Disarm>** and **<Other Modes>** buttons to easily change alarm status.

2 SMARTLOCK

OPTIONAL DEVICE

Control and configure your smartlock.



3 GUARDIÁN VERISURE

Request help immediately in an emergency thanks to the SOS button, or activate "Walk With Me" for risky routes.

4 MY ALARM UP TO DATE

Check your alarm status, the time you last armed or disarmed the alarm, manage your action plan and check upcoming maintenance needs.

5 CUSTOMER SERVICE

Access our customer service channels to find answers to your questions or resolve an incident.

6 BOTTOM MENU

HOME
Direct access to the home screen.

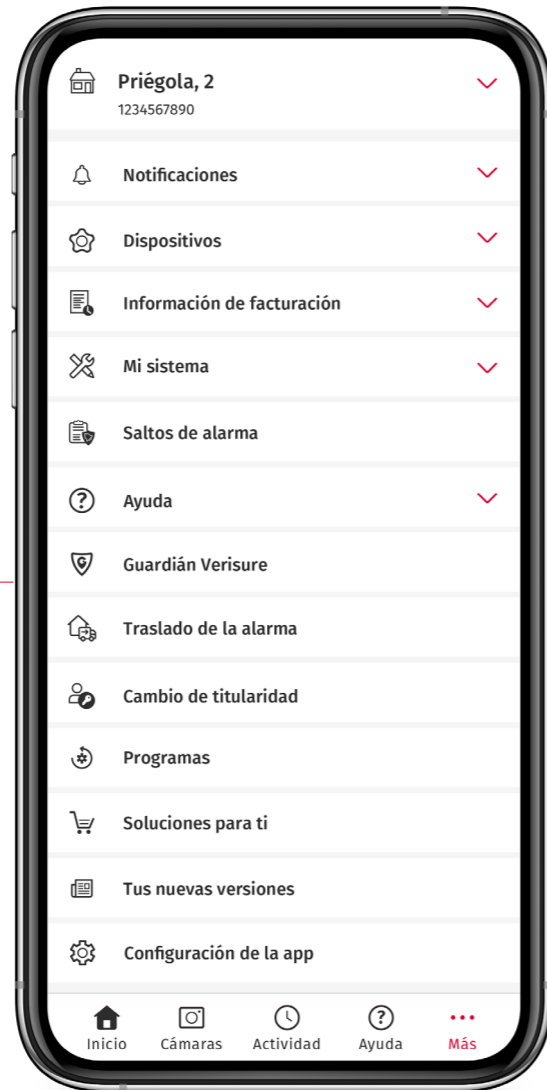
CAMERAS
Access your cameras, real-time audio and video and your image and video gallery.

ACTIVITY
Consult the main events related to your alarm (arming, disarming, alarm triggers...).

HELP AND LIVE CHAT
Get answers to your questions in seconds and chat with one of our agents.

MORE
Display all your alarm setup options.

<More> menu



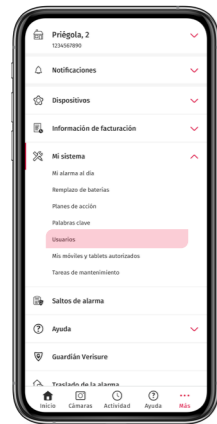
- 1
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- 13
- 14

- 1 **ADDRESS OF YOUR PREMISES**
If you have Verisure alarm systems in more than one home or business, you can choose here the one you want to manage.
- 2 **NOTIFICATIONS**
You can view interesting content about your alarm here.
- 3 **DEVICES**
Consult and manage your devices: access the functionalities of each service (video surveillance, photos, smart keys, delay times, remote controls...) and their configuration.
- 4 **BILLING INFORMATION**
Here you can check and edit your billing information and download your invoices for the last 24 months.
- 5 **MY SYSTEM**
Control all the configuration options of your security system: users, keywords, action plan contacts, Partial Mode configuration, etc.
- 6 **ALARM TRIGGERS**
Access the reports we issue when an alarm is triggered.
- 7 **HELP**
Contact our customer service channels directly and consult the user manuals.
- 8 **GUARDIÁN VERISURE**
Ask for immediate help via the SOS button in case of an emergency, or activate the "Walk with me" functionality before starting a risky journey.
- 9 **ALARM TRANSFER**
If you move house, apply here to transfer your alarm to the new address.
- 10 **CHANGE OWNERSHIP**
Here you can transfer the ownership of the alarm to another person.
- 11 **PROGRAMS**
Set when you want your alarm to switch on and off automatically. If you have a smartlock, you can schedule the alarm to automatically lock the door at the time of your choice.
- 12 **SOLUTIONS FOR YOU**
Discover the security innovations that can best help you increase your protection.
- 13 **YOUR NEW VERSIONS**
Discover the improvements we've made to your alarm system.
- 14 **APP CONFIGURATION**
Here you can customize the My Verisure App to suit your needs.

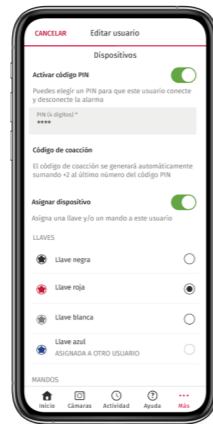
User management

With My Verisure app, you are in control of your alarm and door, regardless of the number of people using it. You can easily add, delete or modify each user and their PIN code, instantly deactivate any smart keys or stickers if lost, and know when the alarm is armed or disarmed and by whom.

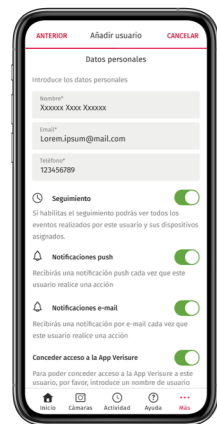
How to register a new user



1. In the bottom menu click **More > My System > Users.**



3. Lastly, assign a PIN code and/or smart key or sticker to the new user.



2. Configure which alarm permissions the new user will have, enter their details and enable tracking and notifications for their interactions with the alarm. You can also give them access to the My Verisure app by creating a username and password. Click on **<Next>**.

How to enable Guardián Verisure

1. Log in to your My Verisure app and click **<Guardián Verisure>**.

2. Enable the service and accept the terms of use.

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

Remember to allow access to your location whenever you are using Guardián Verisure. We may need to access it in an emergency.



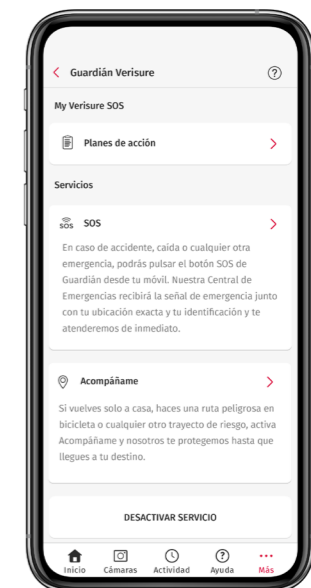
Video tutorial: How to Enable Guardián Verisure on Your Smartphone.



[Play video](#)




[Play video](#)



How to create a widget for Guardián Verisure on your home screen

For Android

1. Choose an empty area of your home screen and press for several seconds until a menu of options appears.
2. In the **<Widgets>** option, look for My Verisure. You will be given the option to create a short cut to the SOS service only  or to the two Guardián Verisure services (SOS and Walk With Me).
3. Drag the icon of the desired option to an empty space on your home screen, preferably in an easy-to-find place.
4. Your direct access is now ready to request immediate assistance from Verisure.



Video tutorial: Installing direct access on iOS.

[Play video](#)

For iOS

1. Slide your mobile home screen to the right. Then press the **<Edit>** option and then **<Customize>**.
2. Locate the Guardián Verisure icon and click on the **<Add>** button.
3. We recommend that you drag it to the first place.
4. Your direct access is now ready to request immediate assistance from Verisure.



Video tutorial: Installing direct access on iOS.

[Play video](#)

Smartlock setup

EXCLUSIVELY FOR CUSTOMERS WITH A SMARTLOCK

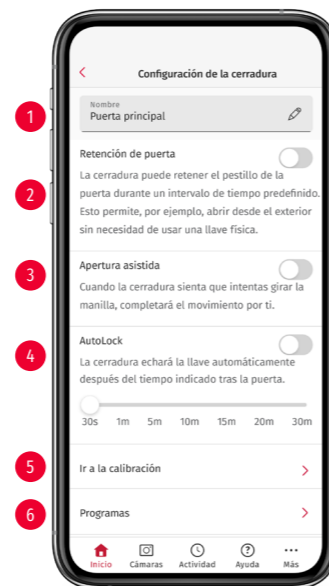
Manage your smartlock setup options.

1. Press **>** in the lock section, followed by



SETUP OPTIONS

- 1 Customise the lock name.
- 2 Set the time interval for pushing the door once open.
- 3 Set assisted lock opening.
- 4 Set the lock to engage automatically.
- 5 Calibrate the lock following a battery change or when necessary.
- 6 Program the lock simultaneously with the alarm.



Giving access to third parties

You can give access to your home to a third party without having to give them a copy of your keys.

Open the door from your **My Verisure app** or register a new user and assign them a **smart key, sticker** or **PIN code**.

You can **disable** smart keys, stickers and PIN codes for new users at any time to prevent them from entering your home and **re-enable them when necessary**.

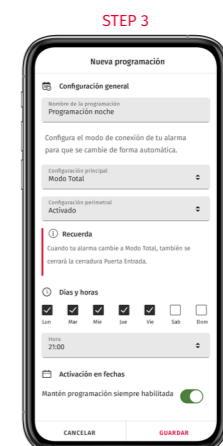
How to program your alarm and lock together

Set when and how you want your alarm and lock to work together.

1. Press **>** in the lock section, followed by .

2. Press **<Programs>** and select a new program or reminder.

3. Set the name of the program and choose the alarm mode you wish to set, along with the lock, date and time.



Learn how to use your alarm



[play video](#)

CONTROL PANEL

MY VERISURE APP

REMOTE CONTROL
OPTIONAL DEVICE

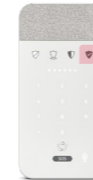
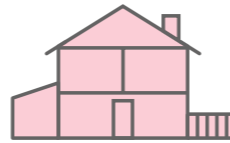
EXTERNAL CONTROL PANEL
OPTIONAL DEVICE



ARM YOUR ALARM IN TOTAL MODE

When you leave home

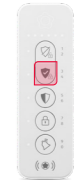
All devices are enabled and your home or business is fully protected.



Press



Press
<Arm all>



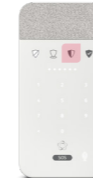
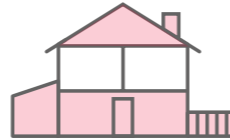
Press and identify yourself*



ARM YOUR ALARM IN PARTIAL MODE

When you are at home

Only devices set in partial mode are enabled to protect certain areas of your home or business. You will be able to move freely within these areas without tripping the alarm. We recommend setting this option whenever you are inside your home or business.



Press



Press
<Other modes> and then



Press and identify yourself*



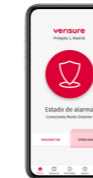
ARM YOUR ALARM IN OUTDOOR MODE

When you are at home

Only perimeter devices are enabled, so only the outside area is under surveillance.



Press



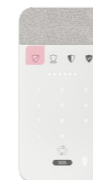
Press
<Other modes> and then



DISARM YOUR ALARM

When you get home

All devices are disabled so you can enter your home or business and move freely around inside.



Press and identify yourself*



Press
<Disarm>



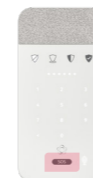
Press and identify yourself*



SOS BUTTON

When you need help

When you are in an emergency situation and need help, send us an SOS and we will help you immediately. Works even when the alarm is not on.



Press (SOS) for 3 seconds (until all LED indicator lights come on)



Press (SOS) from the Guardián Verisure Service



Press at the same time for 2 seconds

* You can identify yourself in 2 ways:

1. By placing your smart key or sticker close to the control panel/exterior.
2. By entering your PIN code.



If you have an external control panel, **your door will open or close automatically every time you turn your alarm on or off from this device.**

Connecting your alarm

Total mode

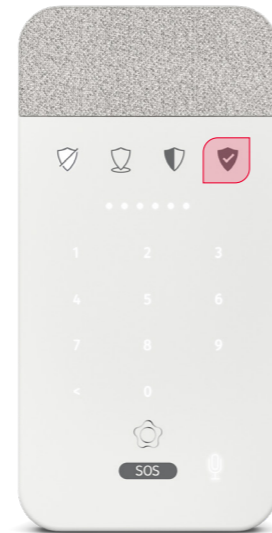


All devices are enabled and your home or business is fully protected.

FROM THE CONTROL PANEL

1. Press

If any door or window protected by an entry detector is open when you turn on your alarm, the LED lights on the external control panel will come on in red and yellow. Press again and the alarm will be armed, overriding the entry detectors that caused the incident.



FROM THE REMOTE CONTROL

OPTIONAL DEVICE

1. Press

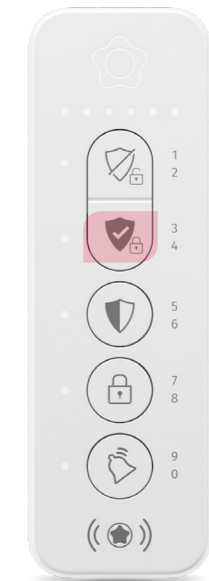


FROM THE EXTERNAL CONTROL PANEL

OPTIONAL DEVICE

1. Press
2. Identify yourself with your smart key, sticker or PIN code.

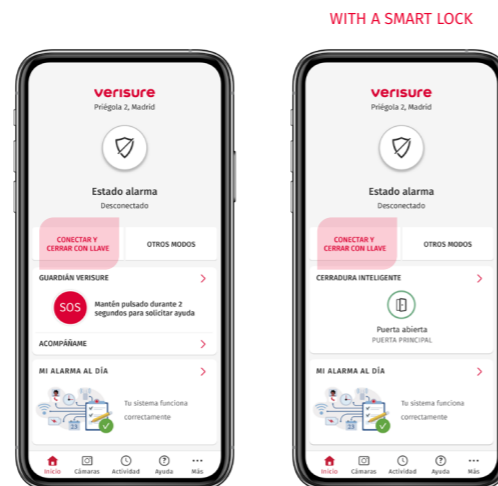
For your security you must always identify yourself when interacting with your alarm from the external control panel.



FROM YOUR SMARTPHONE WITH THE MY VERISURE APP

1. On the home screen press **<Total arm>**.

If you have a smartlock, press **<Arm and Lock>**. You will see that the alarm is engaged (top section) and the door is locked (lock section).



If you have perimeter detectors and wish to arm your alarm in Total mode excluding them, press and hold on any of the devices for 2 seconds (long press)

Partial mode



Only devices set in Partial mode are enabled. This allows you to move freely within these areas without tripping the alarm.

Use this option when you go to sleep or when your pet is left at home alone.

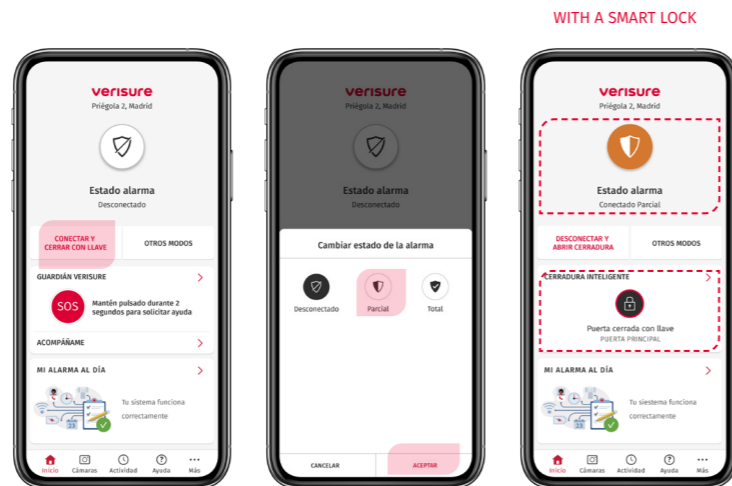
FROM THE CONTROL PANEL

1. Press

FROM YOUR SMARTPHONE WITH THE MY VERISURE APP

1. From the home screen, press **Other Modes** > > **Confirm**.

If you have a smartlock, you will see that the alarm is engaged in Partial mode (top section) and the door is locked (lock section).



FROM THE REMOTE CONTROL

OPTIONAL DEVICE

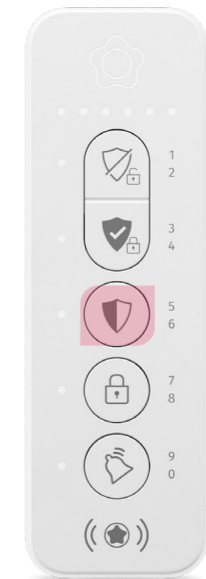
1. Press



FROM THE EXTERNAL CONTROL PANEL

OPTIONAL DEVICE

1. Press
2. Identify yourself with your smart key, sticker or PIN code.



If you have perimeter detectors and wish to arm your alarm in Partial mode excluding them, press and hold on any of the devices for 2 seconds (long press) .

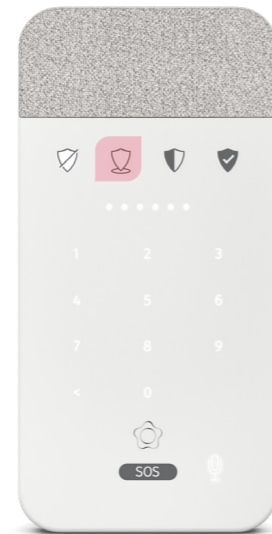
Outdoor mode




When you only want to protect the outside area of your home, set your alarm to Outdoor mode.

FROM THE CONTROL PANEL

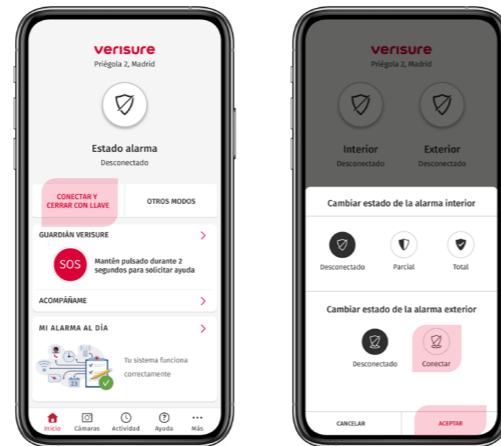
1. Press .



FROM YOUR SMARTPHONE WITH THE MY VERISURE APP

1. From the home screen press **Other Modes** >  > **Confirm**.

The app will show that the alarm is armed in Outdoor mode.



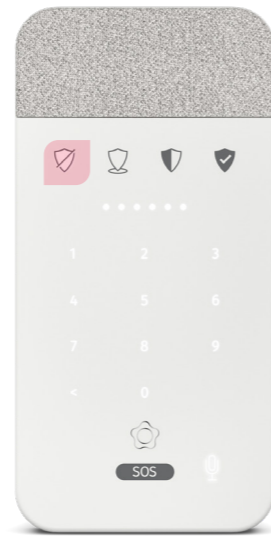
Disarming your alarm

All devices are disabled so you can enter your home or business and move around freely inside.



FROM THE CONTROL PANEL

1. Open the door manually with your key.
2. Press and identify yourself with your PIN code, smart key or sticker.



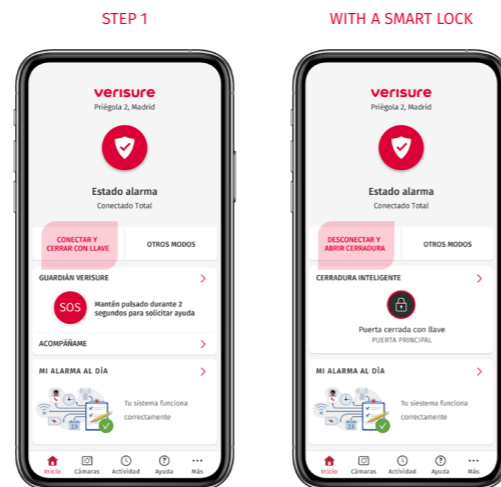
If you are forced to switch off the alarm under duress, you can enter the **duress code** instead of your usual PIN code.

The alarm will be disarmed, but Verisure will know you are in danger and will immediately alert the police to come to your aid if necessary.

FROM YOUR SMARTPHONE WITH THE MY VERISURE APP

1. On the home screen press **<Disarm>**.

If you have a smartlock, press **<Disarm and Open Lock>**. You will see that the alarm is engaged (top section) and the door is locked (lock section).



FROM THE REMOTE CONTROL

OPTIONAL DEVICE

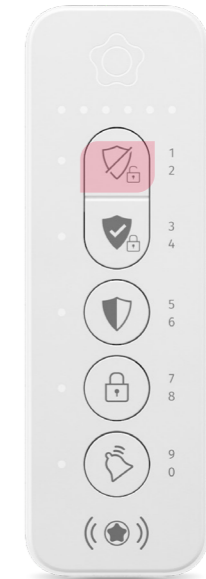
1. Press for 2 seconds (long press).



FROM THE EXTERNAL CONTROL PANEL

OPTIONAL DEVICE

1. Press .
2. Identify yourself with your smart key, sticker or PIN code.



Use this option to give access to third parties **without giving them a key to your door** (page 29).



When you open the door the lock slider stays retracted for a few seconds, allowing you to push the door open and enter. After that time, if you do not enter, the slide returns to its position.

Opening and closing your door

EXCLUSIVELY FOR CUSTOMERS WITH A SMARTLOCK

When you only want to open or close your door without changing your alarm status.

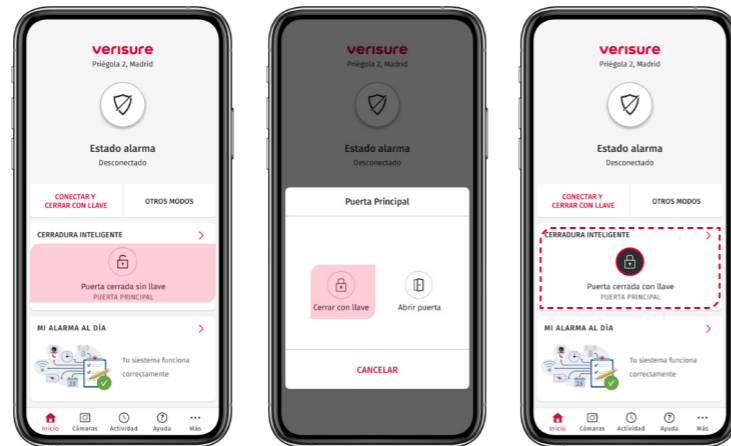


FROM YOUR SMARTPHONE WITH THE MY VERISURE APP

To close the door when you leave home:

Press the **lock section** > **Lock with Key** on the home screen.

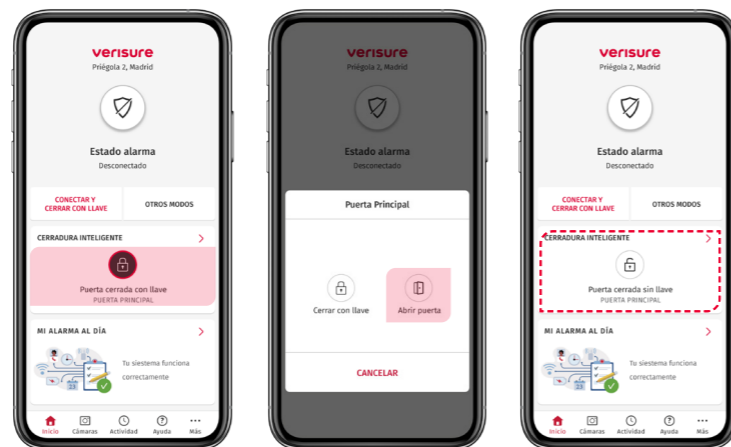
The app shows you that the door is locked (lock section).



To open the door when you get home:

Press the **lock section** > **Open door** on the home screen.

The app shows you that the door is open (lock section).



YOU CAN STILL OPEN AND CLOSE YOUR DOOR MANUALLY

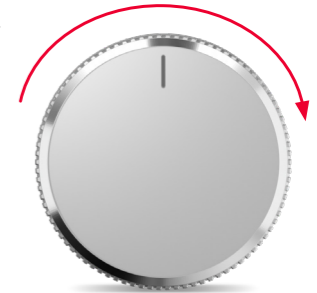
From the outside

using your key.



From the inside

by turning the smartlock bolt.

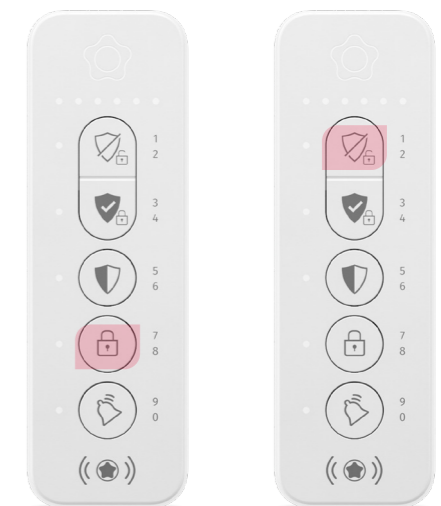


FROM THE EXTERNAL CONTROL PANEL

OPTIONAL DEVICE

To close the door when you leave home:

1. Press
2. Identify yourself with your smart key, sticker or PIN code.



To open the door when you get home:

1. Press
2. Identify yourself with your smart key, sticker or PIN code.

Request help from inside or outside the home

Inside the home

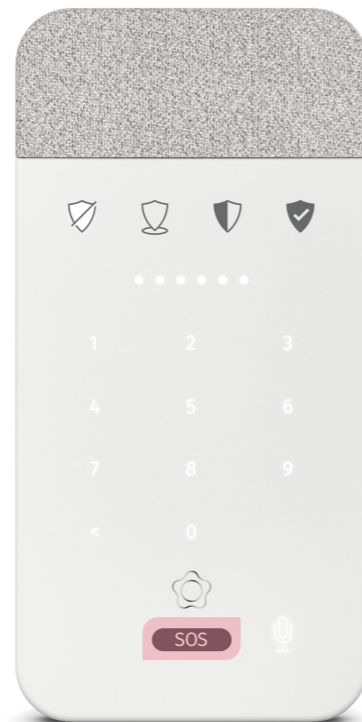
If someone tries to break in or if you have an accident or medical emergency in your home or business, speed of action is key. That's why several devices from your Verisure alarm have SOS buttons so you can call for help if you need it, even when the alarm is not armed.

At our Alarm Receiving Centre, our experts will attend to you immediately, staying on the line with you and notifying the emergency services (police, ambulance, fire brigade) if necessary.

Via the control panel



Press the SOS button for 3 seconds until all the LED lights come on.

Our security experts will respond via the Control Panel's speaker phone and access the security cameras to verify the situation in real time.



By remote control

OPTIONAL DEVICE

Press and hold down both the Total  and Disarm  buttons at the same time for 2 seconds.

We will immediately contact you via the Control Panel speaker phone and view the security cameras to identify the nature of the emergency.



By smartphone

Press the SOS button on your smartphone in the Guardián Verisure service of the My Verisure app.

We will receive the alert along with your exact location, and notify the emergency services and your relatives and stay on the line with you until help arrives.



Outside the home

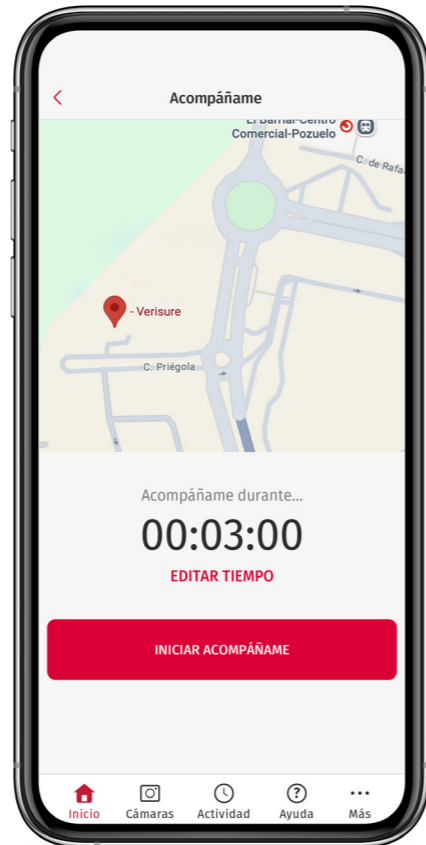
Guardián Verisure

With the Guardián Verisure service, available in My Verisure App, Verisure is there to protect you, outside your home or business. Once you have activated Guardián Verisure on your mobile ([page 26](#)), you have two modes:

SOS BUTTON



WALK WITH ME



Video tutorial:
How to create a Guardián Verisure user without access to the alarm.

[Play video](#)

Guardián Verisure SOS button

In case of an accident, fall or any other emergency, press the Guardián Verisure SOS button on your mobile phone and we will help you immediately from our Emergency Center.

- 1 Press the Guardián Verisure SOS button.
- 2 We receive the alert with your exact location.
- 3 We activate the emergency protocol and stay on the line with you.
- 4 We notify emergency services and your family.

Video tutorial: How the Guardián Verisure SOS button works



[Play video](#)



[Play video](#)

"Walk with me" by Guardián Verisure

If you are going to make a trip that you consider risky, you can activate this functionality in your mobile phone, indicating the estimated time of the trip. At Verisure, we will receive periodic signals with your location in real time. In case you do not confirm your arrival, we will activate the assistance protocol.

- 1 Define the estimated time to reach your destination.
- 2 We receive periodic notifications with your location.
- 3 If you do not confirm your arrival, we activate the emergency protocol.
- 4 We notify emergency services and your family.

Video tutorial: How to use Guardián Verisure Walk With Me



[Play video](#)



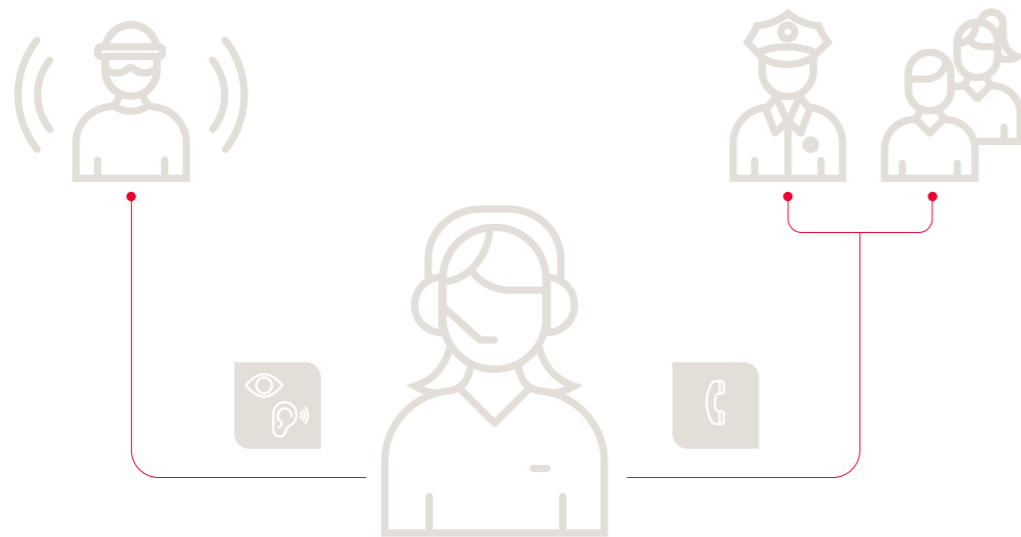
[Play video](#)

What happens after an alarm trigger?

At Verisure, we are prepared to respond in seconds to any intrusion attempt or emergency. We respond to every alarm and activate the corresponding security protocol to guarantee your protection. Our experts watch over your security 24 hours a day, 365 days a year.

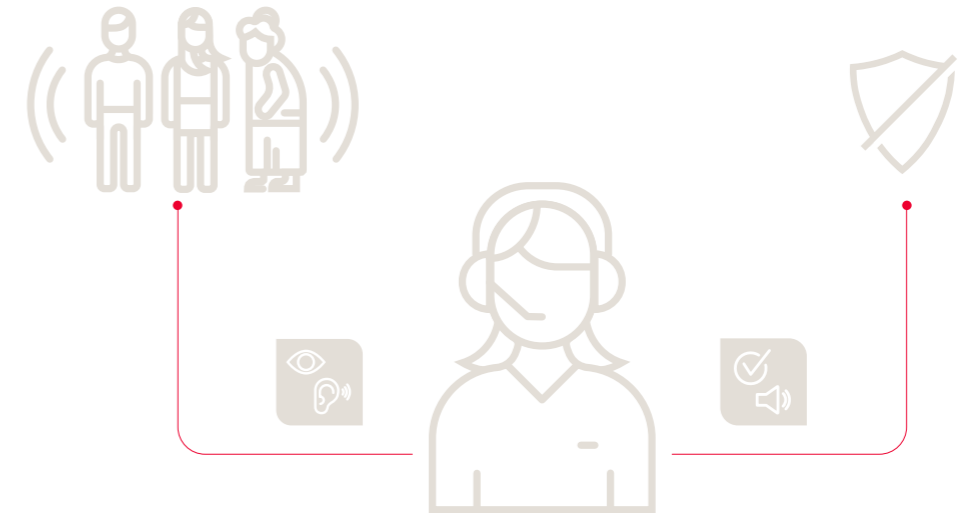
However, if you or another authorized user has unintentionally triggered the alarm, don't worry: the system has enough time to be disarmed (delay time).

If an intruder is trying to break into your home or business...



- 1 Within seconds, a security expert from the Alarm Receiving Center performs an audio and image verification.
- 2 If we confirm an intrusion attempt, we immediately notify the police and call the first contact in your action plan to inform them of what is happening. If we are unable to locate them, we call the next contact in your action plan

If you or another authorized user mistakenly set off the alarm...



- 1 Within seconds, a security expert from the Alarm Receiving Center performs an audio and image verification.
- 2 If we confirm that no intrusion attempt has been made, we cancel the incident and inform you that your alarm has been disconnected correctly.

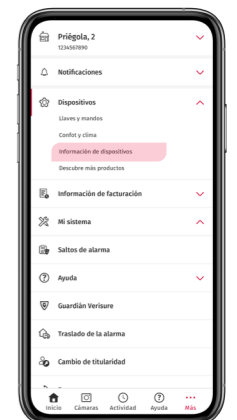
Delay time

The alarm beeps several times to warn you of the time interval you have to either enter or leave your property without the alarm being triggered.

Entry delay time: is the number of seconds you have to disarm the alarm when entering your home before it goes off.

Exit delay time: This is the number of seconds you have to exit the home once the alarm has been armed.



You can change this amount of time in your My Verisure app. In the bottom menu click **More > Bottom menu > Devices > Device Info**.



Your keywords and contacts

These are the passwords and data you need to manage your alarm. We recommend that you memorize the passwords, familiarize yourself with their use and keep them in a safe place. Remember you can change both the user passwords and the people in your action plans at any time in the My Verisure App.

Codes

To arm and disarm your alarm in the control panel or the external control panel, you can identify yourself either with the smart key , the sticker or with your PIN .

PIN

This is the four-digit number that you will need to enter in the control panel and external control panel to identify yourself when you arm or disarm your alarm, unless you use other devices such as a smart key, sticker, remote control or your My Verisure App.

Panic pin

This is used to silently communicate to us that you are being coerced to disconnect your alarm. When entered into the control panel with the alarm connected, the alarm will be disconnected normally, but we will immediately trigger the security protocol to come to your aid. Your Panic PIN is your PIN number, except the last digit changes adding two units.

Example:

PIN: 1234 / Panic PIN: 1236

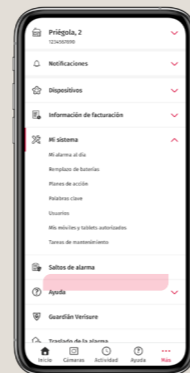
PIN: 1239 / Panic PIN: 1231

If you have an alarm with a smart lock, the codes are the same for the indoor and external control panels

We recommend that you assign each user of the alarm (individuals living in the home or working in the business) a different PIN and a different smart key colour. This way you will be able to keep track in the My Verisure App when the alarm is armed and disarmed by each user. Each user with a PIN also has a Panic PIN.

We recommend you change the personal PIN code provided during installation to one of your choice, and whenever you think someone may have learned your personal PIN code:

In the App, click on the **More > section in the bottom menu and then in My System >click on <Users>** where you can consult and modify them.



Keywords

Verisure keyword

If your alarm is triggered, this is the keyword the Verisure agent will use to identify himself/herself when contacting you. It is used to prevent others from impersonating Verisure during an incident.

Customer keyword

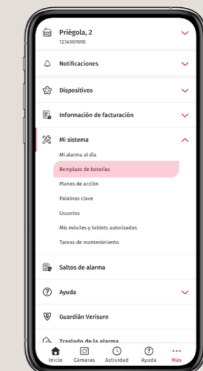
This is the word you must use to respond when the alarm goes off and we call you. It lets us know that no one is impersonating you during an incident.

Panic keyword

Use this word instead of the “customer keyword” when someone is forcing you to disconnect the alarm under threat. When we call you after the alarm has gone off and we hear this word, we will know that you are in danger: we will disconnect the alarm and immediately alert the police to come to your aid, if necessary.

During the installation of your alarm system, we have provided you with some provisional keywords. We recommend you change them in your My Verisure App:

In the My Verisure App, in the bottom menu click on **More > My System > Keywords** where you can consult and change them.



Your new keywords must meet these requirements:

- From 2 to 20 letters.
- No numbers.
- No special characters.
- No proper names.
- No crass/offensive words.
- No compound words.

Action plan contacts

General action plan

Regular contacts

These are the people we will usually call when your alarm is triggered or in case of an incident. This is the action plan that will always be activated by default.

Holiday action plan

These are the people we will call if your alarm goes off during periods when you are not available: holidays, business trips, etc. The main contact must also be included in the holiday action plan, although you can change the order. Whenever you want, activate the holiday action plan in your My Verisure App and enter the start and end dates for your holidays.

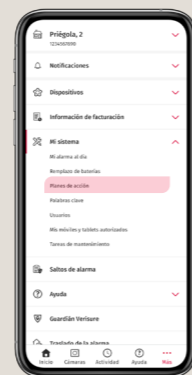
Guardián Verisure action plan

The Guardián Verisure service protects you personally both inside and outside the home from emergencies and dangerous situations. The contacts in this plan are the people we will notify when you have an emergency, in addition to dispatching assistance if necessary.

Remember that the order in which we call your contacts in the event of an incident is the same order in which they appear in your App.

You can replace the contacts and change the order whenever you want by logging in to your My Verisure App:

In the App, click on the **More >** section of the **bottom menu** and then **under My System > click on Action Plans** where you can consult your contacts.



Maintenance and proper use of your alarm

At Verisure, we check the operation of your alarm remotely, contacting you to resolve any maintenance needs that may arise.

In this way, you can rest assured that the system is working properly at all times.

To assist us in this maintenance work, please make proper use of your alarm, taking into account the following recommendations:



Always keep the action plans up to date, as these are the contacts we will call in case of an incident or if the alarm goes off.



Before leaving your home, make sure that all doors and windows are securely closed.



If you are planning to carry out works in your home or business, please let us know in advance through the Verisure contact channels.



Do not open, move or knock the devices of your alarm system, as they are tamper-protected and some are electrically hazardous. You should only open the devices if instructed to do so by Verisure authorized personnel.



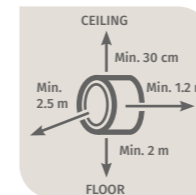
Do not cover the devices with curtains, furniture or other items that obstruct their field of vision.



Do not paint or decorate the devices with any other material.



Keep the devices clean using a dry cloth. Do not use water or detergent.



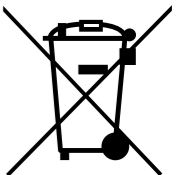
Keep the safety zone of the ZeroVision device free of any objects.

- DISTANCE TO CEILING: minimum 30 cm.
- DISTANCE TO CEILING: minimum 2 m.
- SIDE DISTANCE: minimum 1.2 m.
- DISTANCE IN FRONT: minimum 2.5 m.

In case of activation, the resulting residue does not damage the premises.

Can I throw away the devices at the end of their useful life?

In accordance with the Disposal of Waste Electrical and Electronic Equipment for Household Use, products identified with this symbol (crossed-out garbage can) must not be disposed of as household waste, but must be handed over at a collection point in the local community for recycling. It should not be mixed or disposed of with commercial waste. Improper handling poses risks to health or the environment. By reusing and recycling materials, Verisure makes an important contribution to environmental protection.



LITHIUM BATTERIES

Risk of explosion and fire.
When handling the battery, follow the following recommendations:

- Do not recharge the battery
- Do not hit, deform, perforate or disassemble it
- Do not expose it to temperatures higher than 60 °C
- Do not incinerate

FAQs and dictionary

Operation and devices

When should I arm my alarm?

We recommend you keep your alarm armed at all times. Your security system protects your home or business when you're away, as well as when you and your loved ones are inside.

- Switch it on in Total mode when you leave the house, enabling all devices and locking your door automatically. Your home is fully protected.
- Switch it to Partial mode by enabling only the devices set in this mode and your door will be locked automatically. You will be able to move around freely within these areas without tripping the alarm.
- Switch it to Outdoor mode when you are at home if your alarm is equipped with outdoor devices, protecting only the outdoor area.

How do I know my alarm is working properly?

At Verisure, we check the operation of your alarm remotely, contacting you to resolve any maintenance needs that may arise. In addition, both the control panel (see "LED Lights" section on page [page 11](#)) and the external control panel (see "External control panel - LED Lights" section on page [page 13](#)) have LED lights to alert you to any incidents.

How can I view and modify the contacts in my action plans?

To view and modify the people we will notify in each action plan, go to the My Verisure app, click **More > My System > Action Plans**, where you can manage each contact.

How do I request a smart key, sticker or new remote control?

To request new devices, either due to loss or the addition of users, please contact Verisure through the channel of your choice:

- ☎ WhatsApp 600 999 222 8:00 am - 10:00 pm
- 💬 Chat in the My Verisure app 8:00 am - 10:00 pm
- 📞 910 121 122 24h

How can I find out who turned my alarm on or off?

To find out which users arm and disarm the alarm using their smart keys or stickers, go to the My Verisure app, click **More > Devices > Keys and Remote Controls**, where you can see the last 2 connections.

You can also view all activity for the last 6 months by clicking **<Activity>** in the app.

How can I check my bills?

To view and download your bills for the last 24 months, log in to the My Verisure app and click **More > Bills**. If you would like us to send you bills for previous periods, please contact us through:

- ☎ WhatsApp 600 999 222 8:00 am - 10:00 pm
- 💬 Chat in the My Verisure app 8:00 am - 10:00 pm
- 📞 910 121 122 24h

Your privacy, protected

Who can view the images and videos recorded by my security cameras?

Only you can view images and videos through the My Verisure app, whenever you want, wherever you are. Only in the event of an alarm being triggered will a security expert from the Alarm Receiving Centre have access to the images as part of the verification process.

What to do if...

What do I do if the alarm is tripped by mistake?

If you or another user has forgotten to disarm the alarm when you arrive home or has armed it by mistake, a warning tone will start to sound from the control panel. If no one disarms the alarm within the delay time, the alarm will be triggered and a security expert will check what happened and activate the corresponding security protocol.

What do I do if someone threatens me and forces me to switch off the alarm?




It is very important you always remember your duress password and duress code so we know you are switching your alarm off under duress. There are two ways you can do this:

- Switch on the alarm in the external control panel using the duress code instead of your usual PIN code: the alarm will be switched off but we will immediately activate the security protocol to give you protection.
- If the alarm is triggered, you will be prompted by voice for your keyword. Use the duress password instead of your normal password: we will switch the alarm off but, without mentioning it, immediately activate the security protocol to give you protection.

What do I do if I lose my smart key, sticker, remote control or alarm passwords or suspect they have been stolen?

Log into your My Verisure app to disable the remote control and key and change your alarm passwords.

Please contact us through any of the following customer service channels to request a replacement key or remote control.

-  **WhatsApp 600 999 222** 8:00 am - 10:00 pm
-  **Chat in the My Verisure app** 8:00 am - 10:00 pm
-  **910 121 122** 24h

Verisure dictionary

A

Action plan

These are the people chosen by the client to be called by Verisure if the alarm is triggered or in case of an incident, depending on the action plan to which they are assigned (General, Holidays, Guardián Verisure).

Alarm trigger

This is the signal we receive in our ARC when there is an intrusion attempt at a client's property. Our security experts verify the situation and activate the corresponding action protocol.

ARC

It is the Verisure Alarm Receiving Center, where security experts receive alarm signals from our customers and activate the corresponding security protocols.

Authentication or identification

This is how we confirm the identity of a customer or user when arming and disarming the alarm. This can be done via the smart key, the sticker or by entering the PIN.

AutoLock

The AutoLock function locks the door for you when you leave and at night, at the time of your choice.

C

Call-Out

This is the service of sending a guard to your property when there are suspicions of a lack of protection or if onsite verification is necessary after an alarm has been triggered.

Central unit

The alarm system device that receives the signals from all other devices and sends them to the Verisure Alarm Receiving Center.

Connection in partial mode

This is the alarm mode in which only the devices chosen by the user are connected to keep certain areas of the home under surveillance while people can move freely around them without triggering the alarm.

Connection in perimeter or outdoor mode

This is the alarm mode in which only the perimeter devices are connected, so that only the area outside the home is monitored.

Control panel

The device that is located inside the home next to the entrance door, and allows you to arm and disarm the alarm, talk and listen to the experts of our ARC in case of an incident, and request help in case of an emergency through the SOS button.

D

Delay times

These are the seconds the user has to leave the house when the alarm is switched on when leaving (exit delay time) or to disarm when entering the house (entry delay time) before the alarm is triggered. During this time the control panel beeps to indicate that the alarm is armed. The number of seconds can be modified in the My Verisure App.

E

External control panel

This is the device that allows you to control your alarm and lock and unlock the door from outside your home. It can only be used by authorised persons.

G

Guard service

This is the service of sending a guard to the client's property* when a lack of protection is suspected, or if on-site verification is necessary

after an alarm has been triggered.

Guardián Verisure

The personal protection service to safeguard customers when away from home, available through the My Verisure App.

K

Keywords

These are the words required by Verisure when an alarm is triggered. They are used to confirm the customer's identity to ensure maximum safety during communication.

N

Numeric control panel

This is the central part of the control panel and the external control panel, where the numbers for entering the personal pin code are located. It is also the area where the smart key is held up for identification when arming or disarming the alarm.

P

Panic pin

This is the same as the PIN except the last digit changes to the next number in ascending order. It is for the user to inform us silently that they are being coerced into disconnecting the alarm, in which case we proceed to activate the security protocol.

Photo-petition

The request for images by the alarm system's cameras, which the user can perform through the My Verisure App.

PIN

The four-digit numerical code with which each user must identify himself/herself when arming and disarming the alarm.

S

Shocksensor

This is the technology used in our access detectors thanks to which they detect shocks, vibrations and openings.

Smart Key

The keychain device used by each user to identify himself/herself when arming or disarming the alarm on the control panel.

Smartlock

Device that strengthens the security of the front door. It is equipped with a maximum security anti-theft cylinder, resistant to even the most advanced burglary techniques, and emits an immediate warning when tampered with.

SOS signal

This is the signal we receive in our ARC when a user requests urgent help in an emergency situation. It is a priority signal.

Speak-Listen

The functionality of some Verisure devices by which the user can talk to a security expert at our ARC.

Sticker

A sticker that is placed on the back of your smartphone and works just like a smart key: it allows

users to identify themselves in order to control the alarm system from the outdoor control panel and the control panel.

U

Users

These are the individuals authorized by the customer to arm, disarm, and or manage the alarm.

W

Walk With Me

The Guardián Verisure function through which the user indicates that they are going to take a risky route, so Verisure can track their location in real time and activate the action protocol if the user does not confirm their arrival.

Widget

Direct access to an application from the home screen of a mobile phone. In the case of Guardián Verisure, the user can install widgets for the two functionalities (SOS and "Walk with me").



365 days a year customer service:



WhatsApp 600 999 222
8:00 am - 10:00 pm



My Verisure app chat
8:00 am - 10:00 pm



910 121 122
24h