Frontpoint®

START HERE TO GET YOUR SYSTEM UP AND RUNNING IN MINUTES

Quick Start Guide

THERE ARE TWO IMPORTANT CODES FOR YOU TO REMEMBER

Your **passcode** is used to verify your identity when an alarm is triggered or when speaking with Frontpoint about your account.

Your **master code** is used to arm or disarm your control panel. (You'll never be asked for this over the phone.)

Customer Codes and Information

OTHER IMPORTANT ITEMS:

ACTIVATION: Your system isn't active until you give us a call. Once you've finished setting up, call us and we'll make sure everything is good to go, and get you up and running.

NEED HELP?: Visit the Resource Center at *www.frontpoint.com/help*, where you'll find FAQs, guides, diagrams, videos and more to assist you in setting up and using your system. Experiencing an issue that can't be solved via the Resource Center? Give us a call.

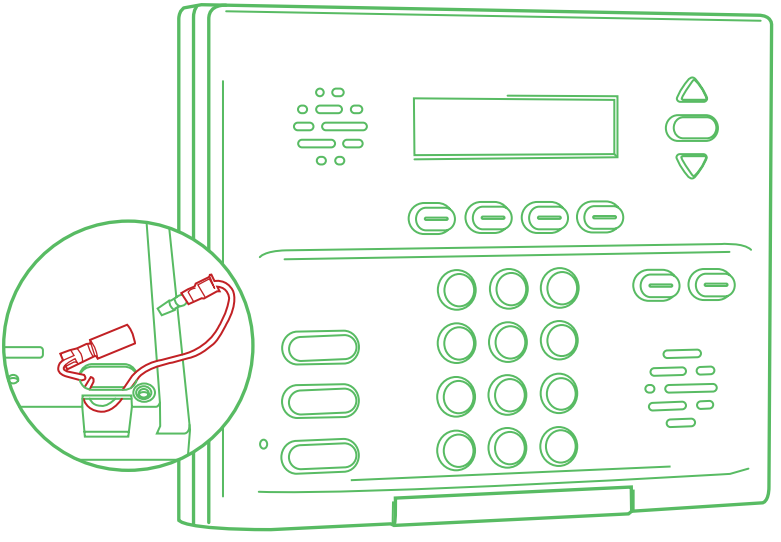
CUSTOMER SUPPORT SPECIALISTS ARE AVAILABLE

Monday-Friday, 8 am – 11 pm Eastern
Saturday-Sunday, 10 am – 6 pm Eastern

877-602-5276

GET STARTED

Let's begin by setting up your control panel.



CONTROL PANEL

It all starts here. The Control Panel serves as the nerve center for your system. It's a powerful device, but setting it up is simple. Let's get started.

PLACE: Place your Control Panel on a counter, tabletop or shelf in a central location in your home. Avoid placing within 4 feet of electronic devices or large metallic objects such as a refrigerator, TV or washing machine.

POWER: Activate the battery by coupling the two red connectors located on the back of the panel. The panel will beep. Plug the AC adapter into an outlet that is not controlled by a switch and does not have a "test/reset" button.

WHAT'S NEXT

Let's move onto another simple, yet important step – naming and planning where to place your sensors.

HERE ARE SOME IMPORTANT SENSOR SETUP GUIDELINES TO KEEP IN MIND.

Placement Distance

All sensors should be placed within 100 feet of the control panel.

Where Not to Place

Sensors are not weatherproof, and should be kept indoors. Avoid placing in high-humidity areas.

Prep the Surface

Before mounting any sensors using the included adhesive, make sure the surface to which you are adhering the sensor is clean and dry. Dampen a paper towel or rag to wipe the surface, and then go over the area with a dry one.

Press and Hold

After removing the backing from the adhesive and placing a sensor on a surface, be sure to press it firmly in place and hold for 30 seconds.

IT'S IMPORTANT TO NOTE THAT YOUR SYSTEM WILL LIKELY NOT INCLUDE ALL OF THE EQUIPMENT FOUND IN THIS GUIDE.

EACH OF YOUR SENSORS IS NUMBERED. WE DO THIS AS PART OF THE CUSTOMIZATION PROCESS, TO MAKE YOUR SETUP SMOOTHER.

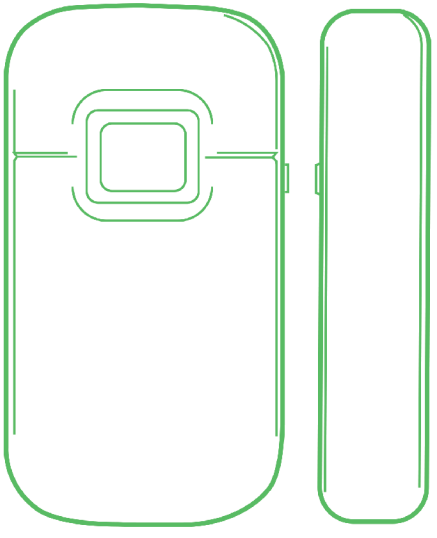
We recommend you walk through your home and plan where you'd like your sensors before placing them. Write locations down below, starting with the lowest numbers for the doors.

You will also use this to enter the names on your *MyFrontpoint.com* account.

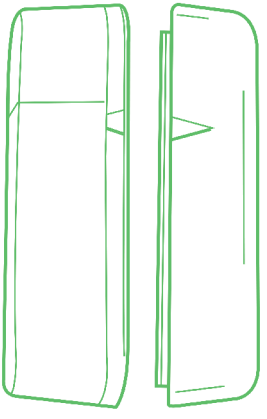
01	11
02	12
03	13
04	14
05	15
06	16
07	17
08	18
09	19
10	20

WHAT'S NEXT

Now that you've got your sensor locations mapped out, you're ready to start placing your sensors.



transmitter magnet



transmitter magnet

**side view*

DOOR AND WINDOW SENSOR

The Door and Window Sensor is made up of two pieces: a magnet (smaller piece) and a transmitter (larger piece). Together, they detect the opening of just about anything – doors, windows, drawers, cabinets and more.

Regardless of where you are placing them, ensure that the arrows are aligned correctly as pictured above, no more than a thumb's width apart.

WHAT'S NEXT

Let's start by placing your first sensor on your front door.

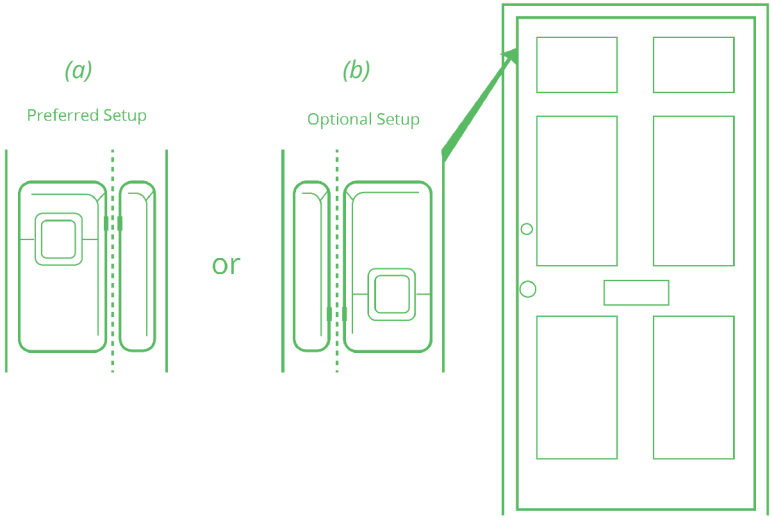
DOOR PLACEMENT

The doors on the ground floor of your home are the most common entry points, so it makes sense to start there.

STANDARD DOOR PLACEMENT

PLACE: Before you place your sensor, take a look at your door. If the door and the frame are flush when the door is closed, you can place the magnet (smaller piece) on the door and the transmitter (larger piece) on the frame, aligned as shown in the preferred setup *(a)*.

If you have crown molding or any other type of decorative molding, it might be more convenient for you to reverse the setup, with the transmitter on the door and the magnet on the frame, as shown in the optional setup *(b)*.



If your door is different, visit the Resource Center at *www.frontpoint.com/help* for setup instructions for alternative door types.

WHAT'S NEXT

Once you've gotten all of your ground floor doors covered, it's time to move on to securing the windows.

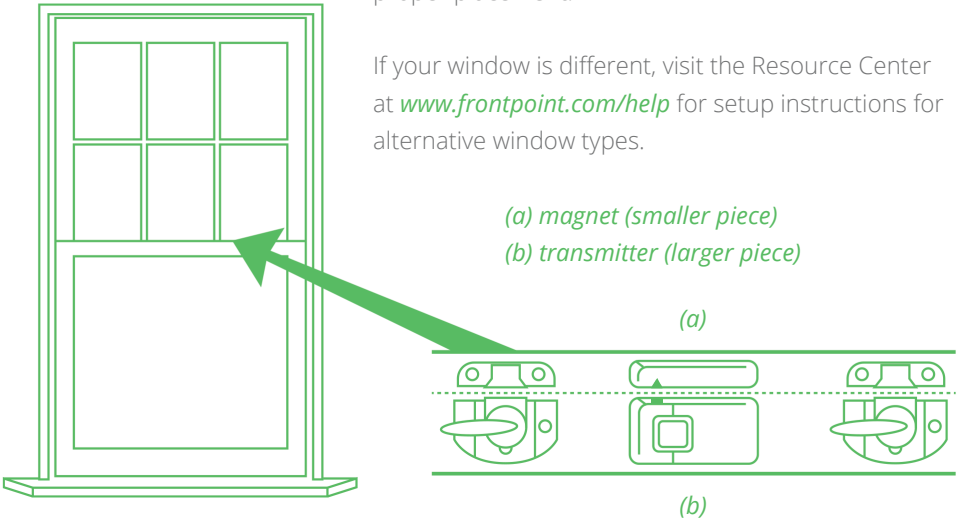
WINDOW PLACEMENT

Placing sensors on your windows is quite similar to placing them on your doors. Again, it's important to ensure that you properly align the pieces and position them no more than a thumbs width apart.

STANDARD WINDOW PLACEMENT

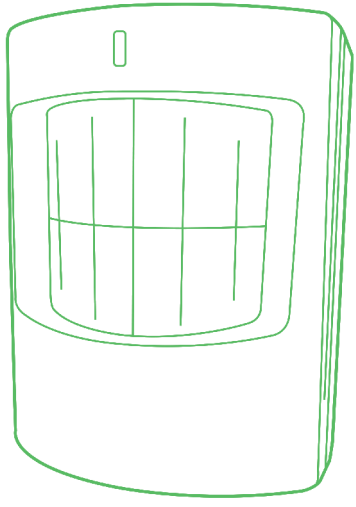
PLACE: Start by examining your windows. If the window has sliding panes, reference the setup image below for proper placement.

If your window is different, visit the Resource Center at *www.frontpoint.com/help* for setup instructions for alternative window types.



WHAT'S NEXT

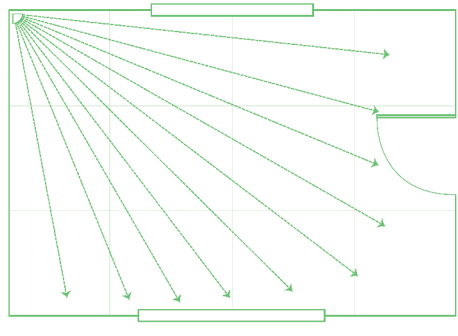
Now that you've got your common entry points secured, let's learn about Motion Sensor coverage.



MOTION SENSOR

The Motion Sensor detects movement across a room or hallway, and should be used to secure larger, high-traffic areas.

The Motion Sensor has a detection range of 80 degrees, and detects motion up to 25 feet away



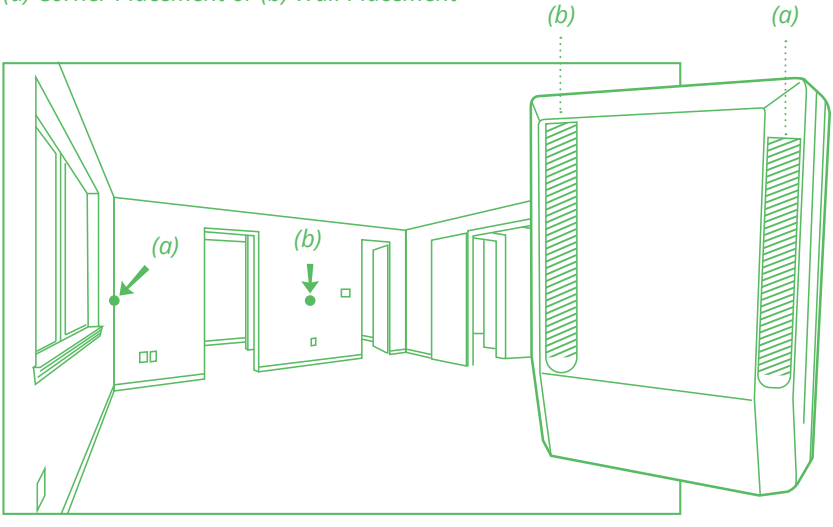
WHAT'S NEXT

Place the Motion Sensor.

MOTION SENSOR PLACEMENT

Place your Motion Sensor 4 to 5 feet off the ground. You can use the two included adhesives to adhere it flat against the wall or in a corner, or you can place it directly on a shelf.

(a) Corner Placement or (b) Wall Placement



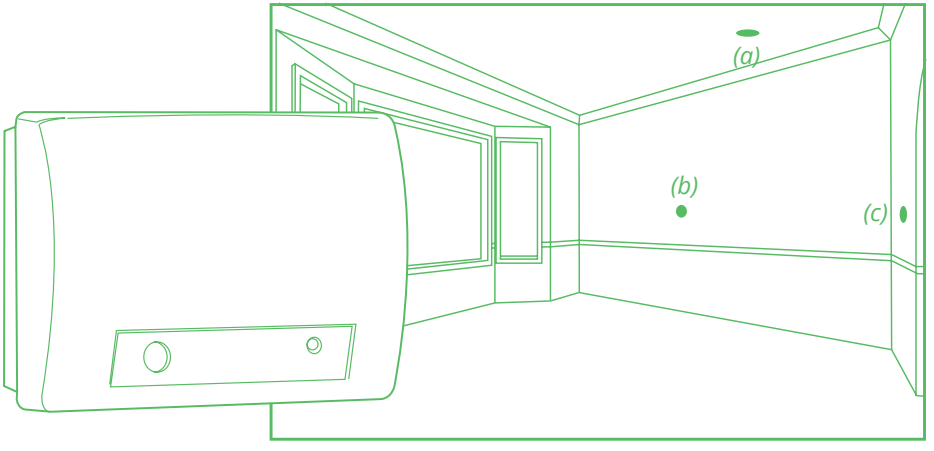
TEST MODE: Once you have placed your Motion Sensor, you will want to test it to ensure you have positioned it properly. To do so, press up on the grooved button located on the bottom of the sensor to remove it from the back cover, then replace. The red light will turn on.

Leave the sensor area and wait for the red light to turn off. Then walk across the coverage area to test. If the light illuminates, the sensor is working properly.

The sensor will stay in test mode until 60 seconds have passed with no motion detected.

WHAT'S NEXT

Got a Glass Break Sensor? See exactly where to place it, on the following page.



**Do not mount sensor directly on a window*

GLASS BREAK SENSOR

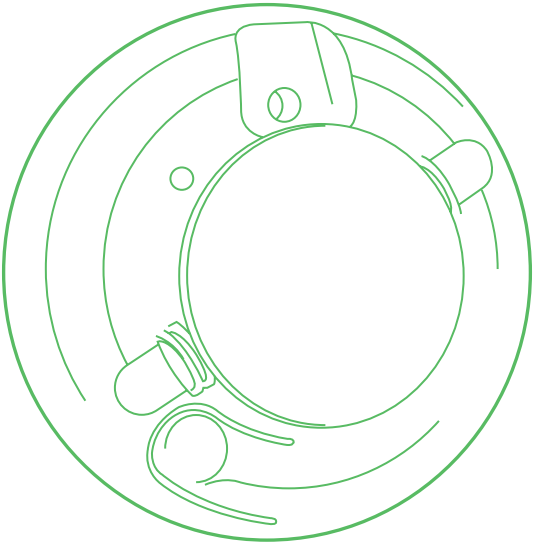
Use your Glass Break Sensor to secure any room with one or more windows.

PLACE: Place the Glass Break Sensor between 4 and 20 feet from the window or windows you wish to protect. You can adhere it to a wall or ceiling or set it on a shelf.

Do not place the sensor in any of the following areas: directly on a window, in a stairwell, near an air vent, in a room smaller than 100 square feet, nearby sources of excessive white noise (i.e. fans or other constantly running appliances) or in high-humidity areas.

WHAT'S NEXT

Now that you're well on the way to protecting your home, read on to learn how to set up our additional sensors and controls.



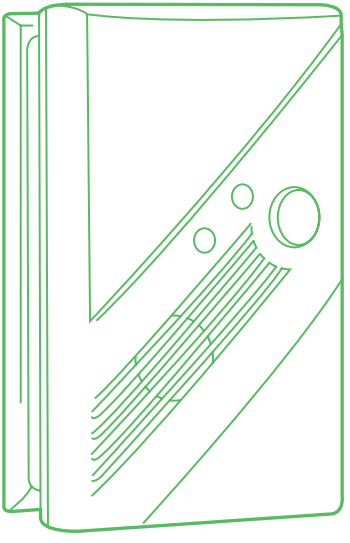
SMOKE AND HEAT SENSOR

The Smoke and Heat Sensor detects smoke or rapid increases in temperature in your home. Like all of our life safety and environmental sensors, your Smoke and Heat Sensor is always monitored, even when your system is disarmed.

PLACE: For maximum coverage, place your Smoke and Heat Sensor on the ceiling or wall of a common hallway shared by multiple bedrooms or a central room in the home.

If placing on the ceiling, position sensor in a central spot 4 inches away from the wall. If placing on the wall, position 4 to 12 inches below the ceiling.

Do not place the sensor in any of the following areas: in a kitchen or garage, near a ventilation source such as an exhaust fan, near a shower or another potentially humid area, near a furnace, space heater or hot water heater.

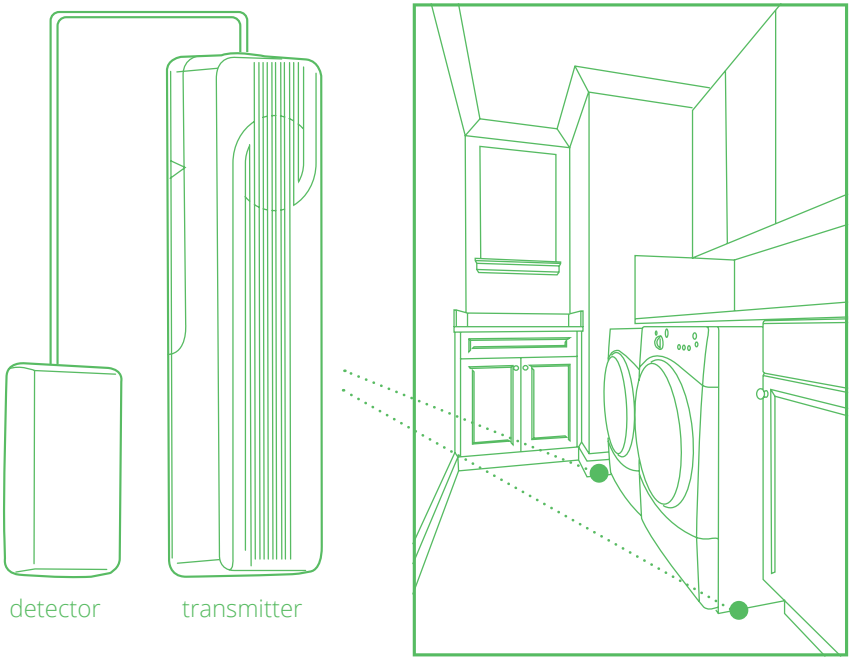


CARBON MONOXIDE SENSOR

One centrally placed Carbon Monoxide Sensor protects multiple rooms. Your Carbon Monoxide Sensor is always monitoring for harmful carbon monoxide gas even when your system is disarmed.

PLACE: Place your Carbon Monoxide Sensor on a wall, at least 2 feet away from a corner, in a sleeping area or common hallway shared by multiple bedrooms.

Do not place the sensor in a garage, near a fireplace, heating vent or any fuel-burning device or appliance.

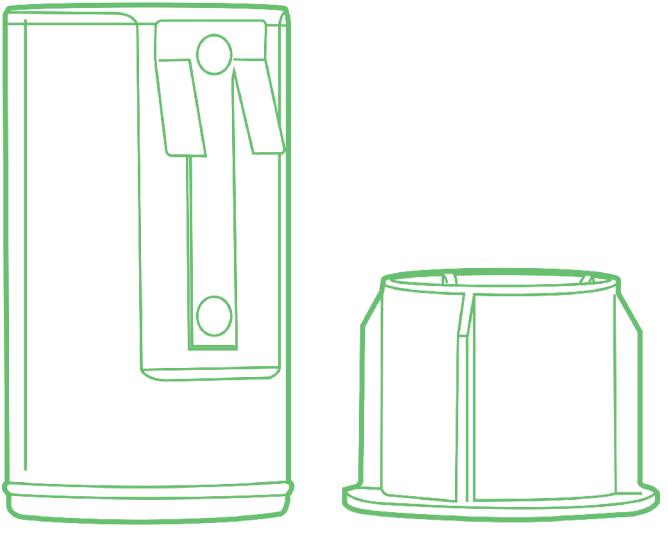


WATER AND FLOOD SENSOR

The Water and Flood Sensor is comprised of two pieces: a transmitter and a detector. This sensor is always monitored to to alert you of leaks or flood conditions even when your system is disarmed.

PLACE: Place the Water and Flood Sensor in a flood-prone area such as a basement or near appliances such as a washing machine, water heater or sump pump.

Once you've decided on the location for your sensor, adhere the detector (smaller piece) to the floor with the metal prongs facing down. Then adhere the transmitter (larger piece) to the wall, at least 10 inches above the floor and as far from the appliance as possible.

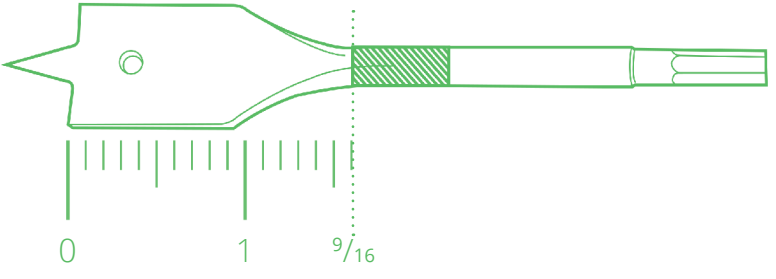


RECESSED DOOR SENSOR

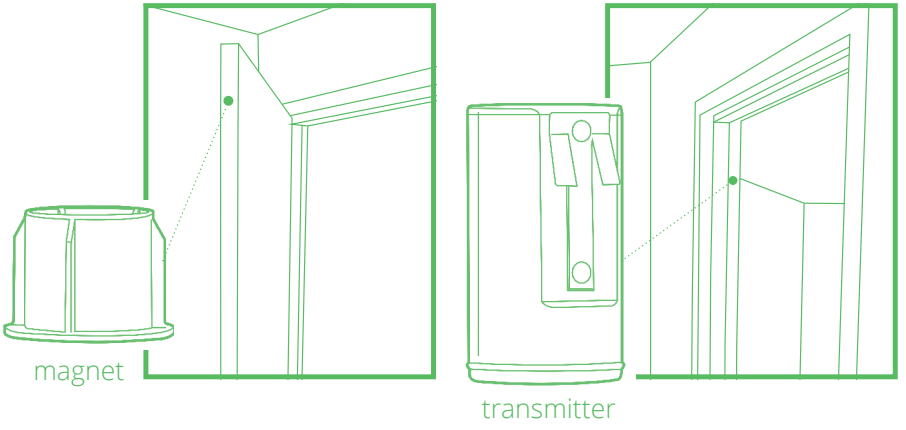
The Recessed Door Sensor is made up of two pieces: a magnet and a transmitter, which you install **IN** your door and frame, making the sensor almost invisible.

WHAT YOU'LL NEED: Before you start, make sure you have the following handy: electric drill with a 7/8-inch spade drill bit suitable for the material of your door, a ruler or straight edge, masking tape and a pencil.

7/8-inch spade drill bit with tape marking 1 9/16 inch



RECESSED DOOR SENSOR PLACEMENT



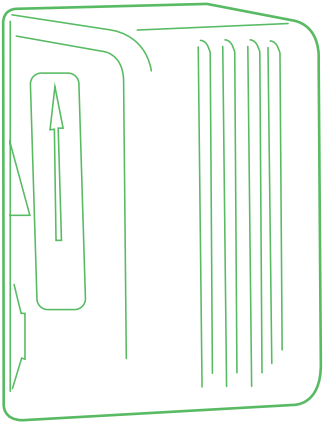
1. Choose the location near the top of the door on the handle side to install the sensor. Use a ruler and a pencil to mark the location. This will ensure the transmitter and magnet will be aligned when the door is closed.

2. Open the door and transfer the line to the inside of the frame and the side of the door. Measure the frame and side of the door and mark the middle to create a crosshair where the transmitter and magnet will be installed. This will ensure that the pieces are being installed on the centerline of the frame and door.

3. Measure 1 9/16-inch from the flat base of the bit's tip (*as pictured on the previous page*) and use a piece of masking tape to indicate this measurement. Now it's time to drill the hole into the doorframe for the transmitter, stopping the drill when you've reached the masking tape. Clear out any sawdust in the hole and insert the transmitter.

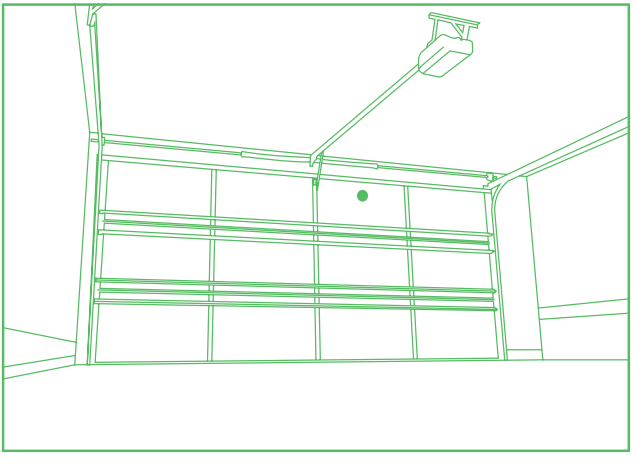
   If you drill the hole too wide or too deep, we've included an alternative cap that enables you to mount your sensor using screws. For more information on that, and other additional installation help, visit the Resource Center at *www.frontpoint.com/help*.

4. Drill a hole roughly 3/4 inch deep into the door for the magnet. Insert magnet into hole.

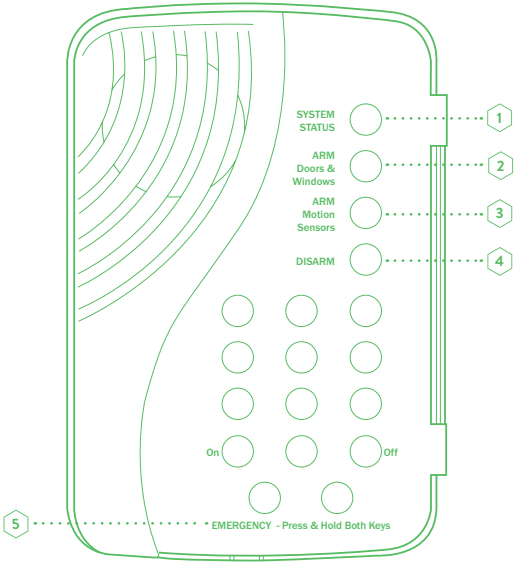


GARAGE DOOR SENSOR

The Garage Door Sensor should be centered near the top on the inside of your garage door, where it will monitor when the door is opened or closed.



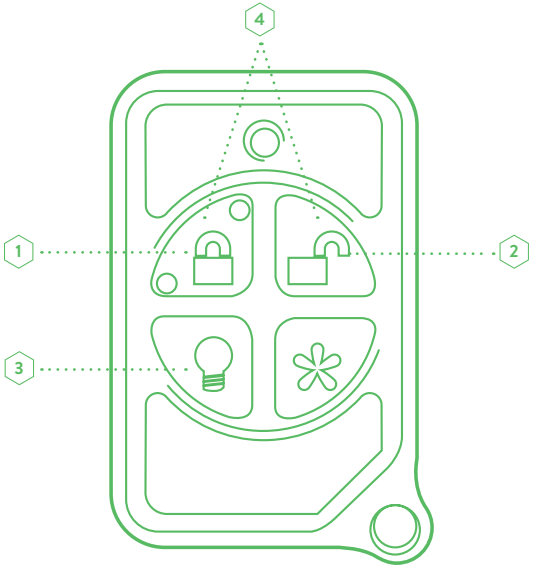
PLACE: Make sure the garage door is closed. Center the sensor near the top on the inside of your garage door, with the arrow on the sensor pointing up.



TALKING REMOTE TOUCHPAD

The Talking Remote Touchpad is intended for use as a secondary control panel for homes with multiple levels or entrance points.

1. **System Status:** Press to hear any system messages.
2. **Doors + Windows Button:** Press once to arm in Stay Mode – arming your Door & Window and Glass Break Sensors with a 30-second entry delay. Press twice to arm in Stay Mode with no entry delay.
3. **Motions Button:** Press to arm in Away Mode – arming your Door & Window, Glass Break and Motion Sensors.
4. **Disarm:** Press and then enter your 4-digit code to disarm the alarm system.
5. **Emergency Buttons:** Press and hold both at the same time to trigger a panic alarm.

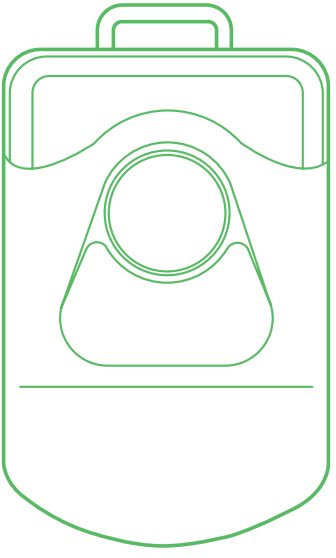


KEYCHAIN REMOTE

The Keychain Remote allows you to arm or disarm your system from anywhere within 100 feet of the panel.

1. **Lock** – Press once to arm in Stay Mode (arms Door & Window and Glass Break Sensors with a 30 second entry delay) and twice to arm in Away Mode (arms all sensors).
2. **Unlock** – Press once to disarm your system.
3. **Lights** – Press once to turn on or off all lights connected to your system.
4. **Panic** – Press the Lock and Unlock buttons together for 3 seconds to initiate a panic alarm.

PLACE: Keep your Keychain Remote as close by as your keys, so you can easily arm and disarm your system. For any button, press and hold for 1-2 seconds in order for a signal to be sent.

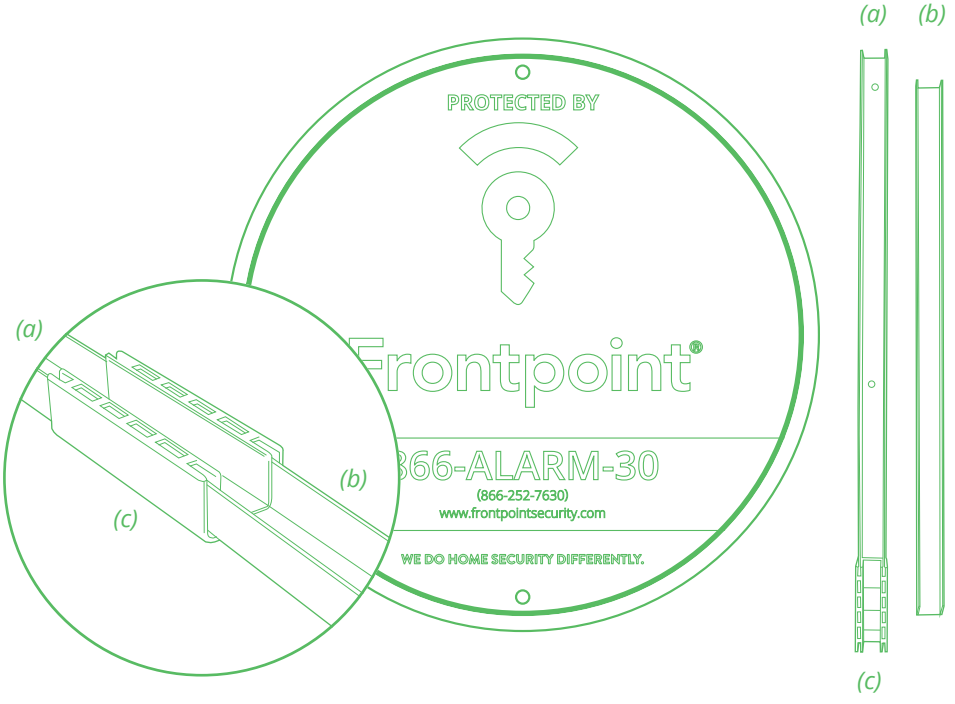


PANIC PENDANT

The Panic Pendant allows you to always keep the line of safety open. You can be sure you'll get the assistance you need if anything arises.

PLACE: The Panic Pendant is ideal for the elderly or handicapped. Keep it close for added security. Press and hold the button for 1-2 seconds in order for a signal to be sent. The Panic Pendant features a specially designed recessed button to prevent accidentally setting off an alarm.

NOTE: It is important to note that you should only press the button on the Panic Pendant in the event of an actual emergency, as it is always active. By default, pressing the button will dispatch the police. If you wish to change the default to a medical alert responder, contact Customer Support.



YARD SIGN/WINDOW DECALS

SET UP YOUR YARD SIGN:

1. Remove top *(a)* and bottom *(b)* sign posts from the bottom of the box.
2. Connect the two posts using the grey coupler *(c)*, which is attached to the top post *(a)*
3. **BEFORE** attaching the sign, select a location for your sign and tap the top portion with a mallet to secure into the ground.
4. It is important that you align holes on the sign and post first, then push the black rivets into the holes to secure.

PLACE YOUR WINDOW DECALS:

1. We recommend placing your decals at eye level,on the inside of windows on or near the front and back doors of your home.
2. Separate the decal from the paper and place the decal. Smooth to remove air bubbles.

NEED HELP? WWW.FRONTPOINT.COM/HELP

THAT'S IT – YOU'RE DONE SETTING UP YOUR SYSTEM. NOW ALL THAT'S LEFT TO DO IS GIVE US A CALL SO WE CAN GET YOU UP AND RUNNING.

Customer Activation

877-602-5276

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