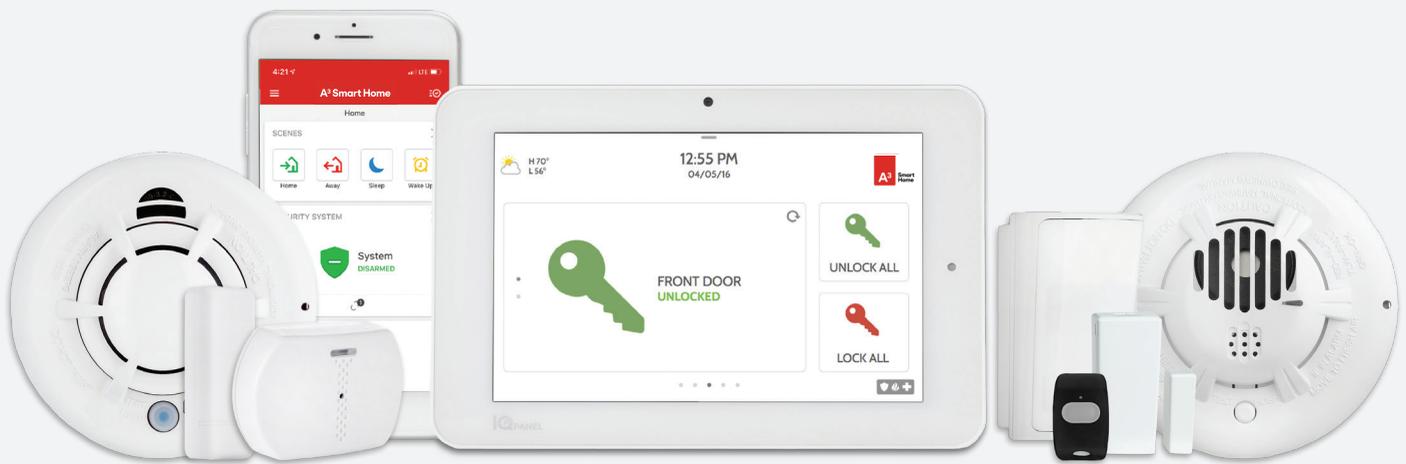


**A<sup>3</sup>**

**Smart  
Home**



# Get your home protection up and running.

## Virtual Pro Install Kit Quick Start Guide

Installation Support: (877) 998-1457

We're available 7 days a week, 8 am - 8 pm PST

[a3smarthome.com/install](http://a3smarthome.com/install)



# Welcome to A3 Smart Home!

This guide covers the basics of getting your security system's control panel and 7 main security devices up and running.

The instructions provided here are customized and abridged for this install process, and are not meant to be a full device guide.

For complete information on your security devices, including safety guidelines and troubleshooting, please consult the official user manuals of each device.

## What we've already done for you:

- ✓ Assembled & programmed your control panel
- ✓ Configured all security devices to talk to your control panel

## What you'll do:

- Install your control panel & security devices
- Power up your panel
- Call us to test your system & activate monitoring
- Set up your web account and mobile app

## What you'll need:

- Tape measure
- Phillips and flathead screwdrivers
- Smartphone (iOS or Android) or computer
- Ladder or step stool (optional)

## Estimated install time:

1-3 hours, depending on the number of security devices you've ordered.

## We're here to help!

Call (877) 998-1457 for installation help over phone or video with one of our Smart Home Pros. You can also visit [a3smarthome.com/install](https://a3smarthome.com/install), which has installation video tutorials for your security devices, as well as for the smart devices not covered in this guide.



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**Need Help?**

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 (877) 998-1457  
 virtualpro@a3smarthome.com

# Security Device Overview

Below are all the security devices available in our Virtual Pro Install Kit, and covered by our basic monitoring package. Their installation is covered in this guide.

You may have some or all of the devices shown below in your order.

Device Name	What it Does	Where it Goes
 <p><b>Touch-Screen Control Panel</b></p>	<p>Controls all security and smart devices, and contacts our 24/7 monitoring center</p>	<p>Plugged in and placed on table, counter-top, or shelf</p>
 <p><b>Door and Window Sensors</b></p>	<p>Protects entry points, by alerting your system when a door or window is opened</p>	<p>Place with adhesives on doors and windows inside your home</p>
 <p><b>Motion Detector</b></p>	<p>Guards against intrusion by monitoring movement around your home</p>	<p>Mounted in busy indoor areas, like living rooms and hallways</p>
 <p><b>Smoke and Heat Detector</b></p>	<p>Detects smoke and high temperatures in your home. Always on, even when your panel is disarmed</p>	<p>Mounted to a wall or ceiling</p>
 <p><b>Carbon Monoxide (CO) Detector</b></p>	<p>Detects traces of carbon monoxide in your home. Always on, even when your panel is disarmed</p>	<p>Mounted to a wall or ceiling</p>
 <p><b>Glass Break Sensor</b></p>	<p>Guards against intrusion through a window, by monitoring for sounds of broken glass</p>	<p>Mounted to a wall or ceiling, within 25 feet of a window</p>
 <p><b>Temperature Sensor</b></p>	<p>Alerts when indoor temperatures drop below 40°F or rise above 100°F</p>	<p>Placed with adhesive, usually along baseboards of bathrooms, laundry rooms, or basements</p>
 <p><b>Medical Panic Button</b></p>	<p>Pressed to dispatch medical, fire, or police in case of an emergency</p>	<p>Worn on a necklace or keychain, clipped to belt, or placed on a surface through mounted holder</p>



Let's set up your touch-screen control panel.

## Setting Up Your Control Panel

### Installation parts:

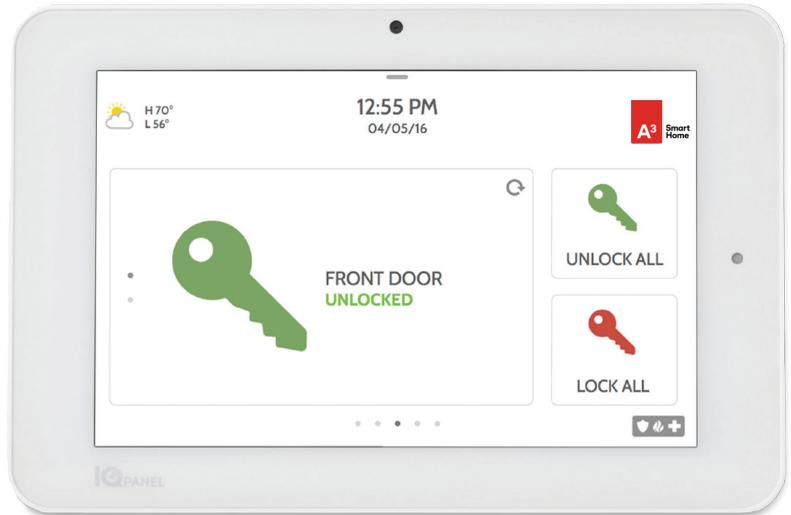
- Your touch-screen panel
- A power supply plug, already wired into the back of the panel
- Long outlet screw, to help secure your power supply plug
- Detachable table stand for placing your panel

### Choose your location.

The easiest way to mount your panel is using the table stand to rest it on a table, counter-top, or shelf.

Choose a location that's close to an outlet and easily accessible for controlling or disarming.

However, avoid putting your panel in high-traffic areas of the home, near a sink or electric appliances, or any place where it can be knocked over or damaged.



### The panel can also be installed by mounting to a wall.

However, we highly recommend using the table stand, since a wall install requires additional work and equipment, including drilling and running wiring, that is best done by a technician.

If you prefer a wall mount for your panel, please call our Smart Home Pros for support before attempting this install.



Next

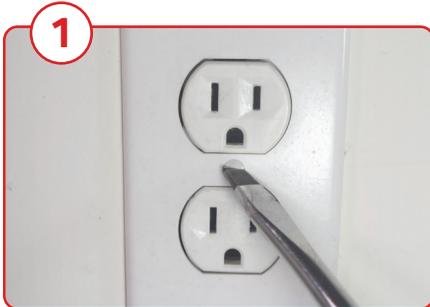
Let's plug in and power up your panel.

**Need Help?**

a3smarthome.com/install  
(877) 998-1457  
virtualpro@a3smarthome.com

# Setting Up Your Control Panel

Follow these steps to plug in and power up your panel.



Using a screwdriver, carefully remove the existing screw from your chosen outlet.



Take your power supply, which is already wired into your panel, and remove the green adhesive cover from its outlet plug.



Plug your power supply into your chosen outlet.



Secure your power supply plug in the outlet by taking the longer screw from your package, and carefully twisting it through the hole in the power clip.



Take your panel, and push and hold the standby button on the side for 3 seconds to power it up.



Attach your table stand into the back when you're ready to place your panel.



**Next**

Now that your panel is powered up, it's time to install your door and window sensors.

# Installing Your Door & Window Sensors

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## Installation parts:

- A sensor, consisting of a magnet (smaller piece) and contact (bigger piece)
- Adhesives on the back of the magnet and contact, for placing
- Alcohol wipes to wipe down surfaces

## See where to place sensors on a door:

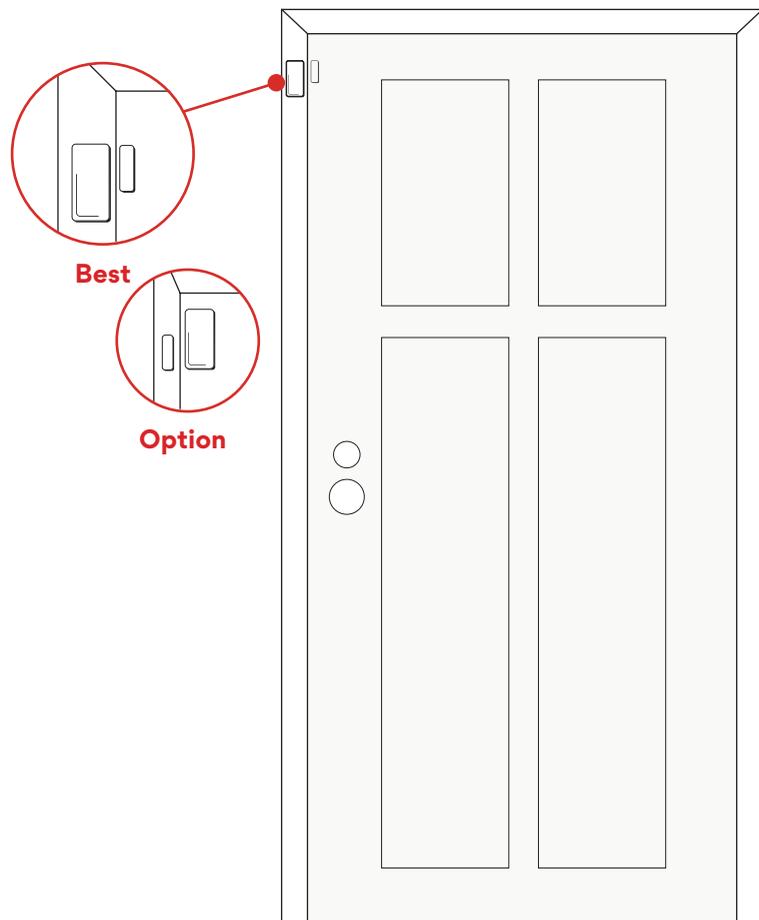
### The best way:

Place on a door inside your home, with the contact going on the door frame and the magnet going on the door itself.

### Optional:

If your door frame is very thin or has custom molding, you can reverse the setup by placing the magnet on the frame and the contact on the door.

**Note:** Be sure to choose an area of your door where the contact and magnet are no more than a 1/2-inch apart.



Next

See where to place sensors on a window.

# Installing Your Door & Window Sensors

## Need Help?

[a3smarthome.com/install](https://a3smarthome.com/install)  
(877) 998-1457  
[virtualpro@a3smarthome.com](mailto:virtualpro@a3smarthome.com)

## Where to place sensors on a window:

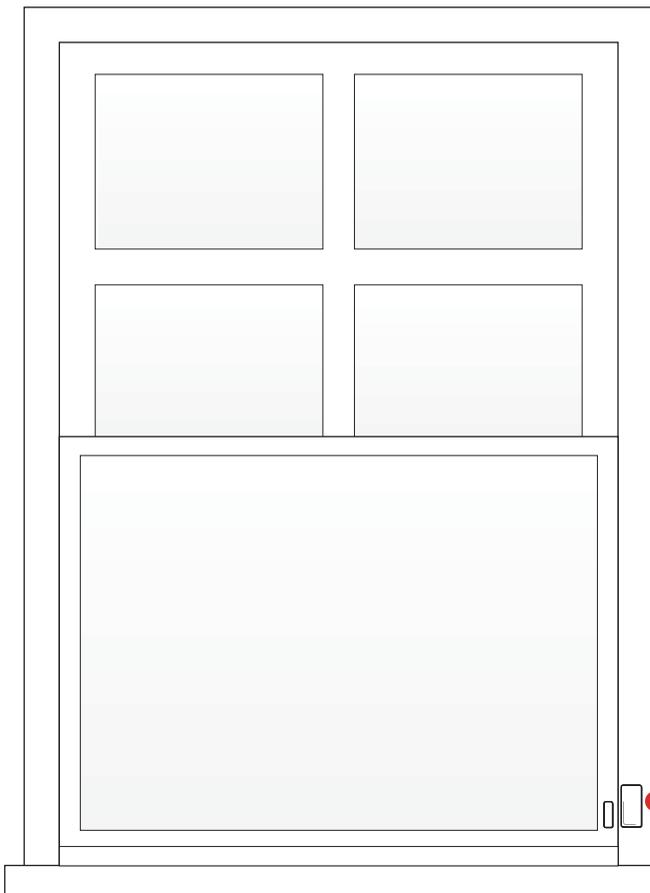
The sensor location on windows will be similar to that of doors.

Place on a window inside your home, with the contact going on the window frame and the magnet going on the window itself.

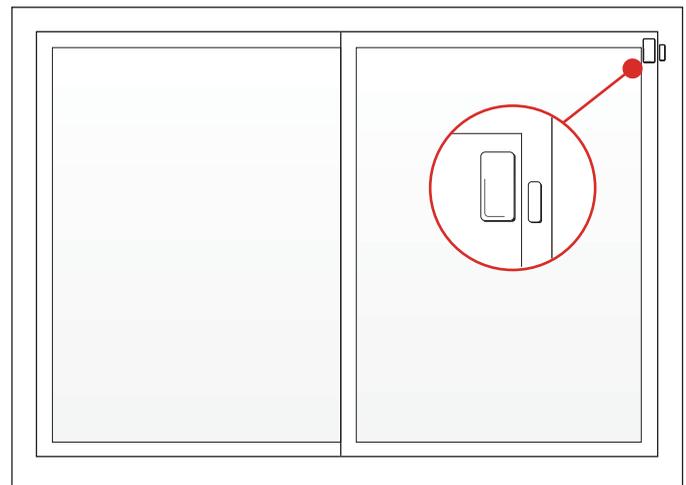
See the diagrams below for placement on a window that slides up and down, and one that slides sideways.

**Note:** Be sure to choose an area of your door where the contact and magnet are no more than a 1/2-inch apart.

Window that slides up and down



Window that slides sideways



**If you have a non-sliding or otherwise specialized window, call us to get assistance from a Smart Home Pro.**



Next

Once you've chosen your locations, see how to place your sensors

# Installing Your Door & Window Sensors

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## Placing your sensors:

1

### Prep your surfaces.

With the wipes provided, wipe down the areas of doors and windows that you'll place the sensors on. Then wait until they're dry.

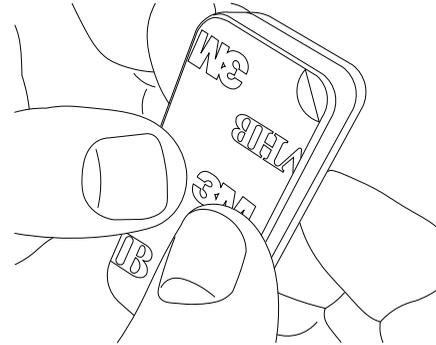


If you need to remove existing sensors from a previous security system, call (877) 998-1457 to get assistance from a Smart Home Pro.

2

### Remove the protective film from adhesive strips.

Your sensors will have an adhesive pad on the back. As you get ready to place them, take off the protective film from the adhesive pad.



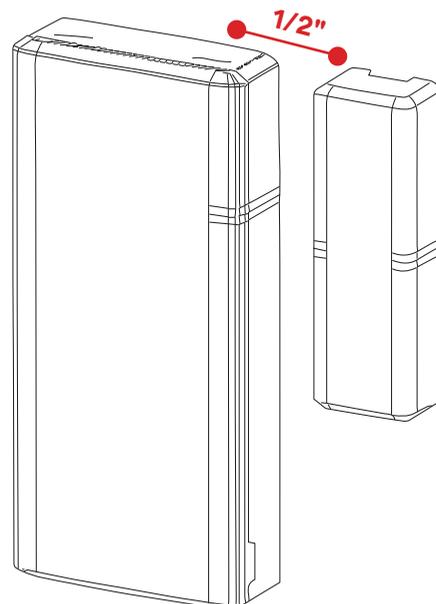
3

### Place properly.

Place your magnet and contact in the locations reviewed on pages 4-5.

Make sure the magnet and contact **have the sides with ridges** facing one another, and that the gap between them is **no more than a 1/2 inch**. (See diagram to the right)

Press and hold the magnet and contact in their optimal locations for 30 seconds. Then repeat for other doors and windows as needed.



Next

Let's install your motion detector.

### Need Help?

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(877) 998-1457  
virtualpro@a3smarthome.com

# Installing Your Motion Detector

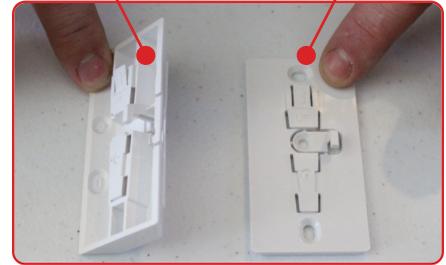
## Installation parts:

- Your motion detector sensor
- 2 different backplates, one for a flat surface install and one for a corner install
- Screws to secure your backplate



Corner Mount Backplate

Flat Mount Backplate

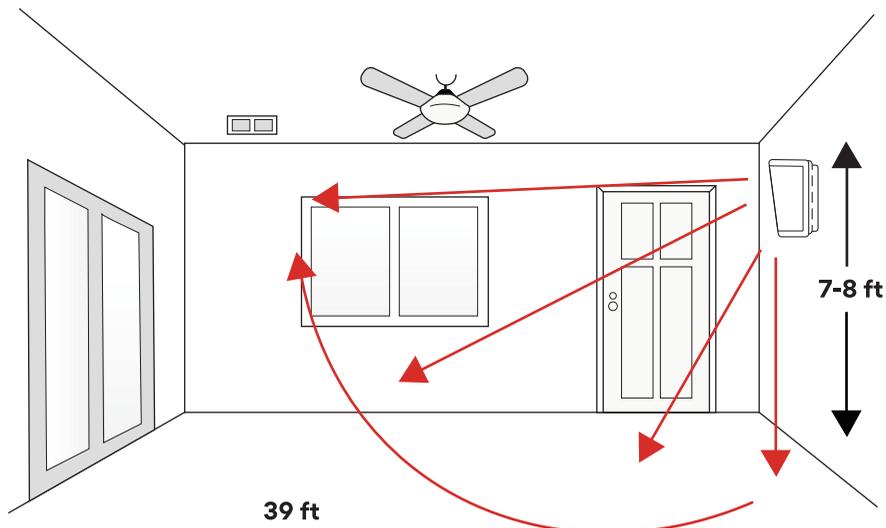


## Choose your location.

Your motion detector should overlook a high-traffic indoor area, such as a living room. It has a detection range of 39 feet and is pet-immune, distinguishing between humans and pets weighing up to 85 pounds.

### Follow these tips when picking a location:

- Place your detector at a height of 7-8 feet, in order to keep its full range of coverage. (See diagram below)
- Make sure the surface is stable and solid
- Avoid placing near ceiling fans, heating ducts, or any high-voltage electrical lines
- Avoid partitions, curtains, or anything that can obstruct the the motion detector's view
- Avoid windows, or any sources of direct sunlight or air drafts
- Do not install outdoors
- If you have a cat at home, avoid places where it can climb near the detector, in order to minimize false alarms



Next

See how to mount your motion detector.

## Installing Your Motion Detector

### Mount your backplate.

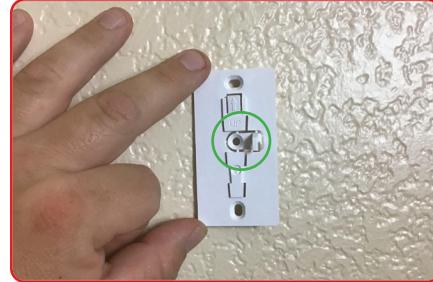
Place your chosen backplate (flat or corner), against your chosen surface, following the positions in the example photos on the right.

Make sure that the mounting hook (circled in green) is facing the right-hand side, like in the photos, otherwise your motion detector will be upside down.

For corner installs, to prevent a gap on one side of the wall, first check that the wall angle is **90 degrees**.

Once placed, secure your backplate with the screws provided.

Flat Mount



Corner Mount



### Mount your sensor on the backplate.

After you've screwed in your chosen backplate, take your motion detector and align it with the backplate. Then, slide the detector upward until you hear a click.



Next

Let's install your smoke and heat detector.

# Installing Your Smoke and Heat Detector

## Need Help?

a3smarthome.com/install  
(877) 998-1457  
virtualpro@a3smarthome.com

## Installation parts:

- Round faceplate, which holds your detector
- Flat backplate for mounting to surface
- 2 screws to secure the backplate
- 3 AAA batteries

## Insert batteries.

Open the back of your smoke and heat detector, and insert the provided batteries. Insert the “-” end first, then push the “+” end down.

The detector should chirp once after all batteries are properly inserted.



## Test your smoke detector.

1

Press and hold the button on your smoke and heat detector for 3 seconds.

2

When you hear the smoke detector beep 2 times, hold for 3 seconds more, then release the button.

3

Watch the light flash red at first and then go to green.

4

Once the test is done, hold the test button down again until you hear 2 beeps and let go.



Next

See how to mount your smoke and heat detector.

# Installing Your Smoke and Heat Detector

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## Choose your location.

Your smoke and heat detector should be mounted high on a wall or ceiling. The most common areas are in hallways near bedroom doors.

If mounting on a wall, the detector should be about 6 inches from the ceiling.

### Avoid placing your detector in:

- Ceilings that are peaked or gabled, as they may prevent the detection of smoke.
- Hot or humid areas, like the kitchen or near a fireplace, as they may send false alarms.
- Areas with strong air flow, such as near outer doors, windows or fans, which may prevent smoke from being detected.



## Mounting Instructions



Place your backplate against your chosen surface.



Secure the backplate against your surface, by placing the provided screws in the two screw holes.



Take the faceplate and slowly twist it clockwise onto the backplate, until it clicks into place.



Next

Let's install your carbon monoxide (CO) detector.

# Installing Your Carbon Monoxide (CO) Detector

## Need Help?

a3smarthome.com/install  
(877) 998-1457  
virtualpro@a3smarthome.com

## Installation parts:

- Round faceplate, which holds your detector
- Flat backplate, which will be mounted to a surface
- Screws to secure the backplate
- 1 lithium battery

## Insert batteries

Place your provided battery into the battery compartment.

## Test your carbon monoxide detector

1

Push and hold the test button for a minimum of 5 seconds.

2

You'll hear the detector alarm sound and you'll see its LED light blink red, yellow, and green.



Next

See how to mount your CO detector.

# Installing Your Carbon Monoxide (CO) Detector

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## Choose your location.

Your CO detector can either be mounted:

- On the ceiling, at least 12 inches away from any wall
- On a wall, at least 6 inches from the ceiling but no lower than a light switch

## Avoid placing your detector:

- Outside
- Above a sink, cooker, stove or oven
- Within 5 feet of any cooking appliance
- Next to any door or window affected by drafts
- In or below a cupboard
- Next to furniture or curtains, which can obstruct air flow
- Any place where dirt or dust can block the sensor
- Any place where it can be knocked down, damaged, or accidentally removed

## Mounting Instructions



Once you've chosen a location, place your backplate against the surface



Secure the backplate against the surface, carefully filling in the two screw holes with the provided screws.



Take the detector and slowly twist it clockwise onto the back plate, until it clicks into place.



Next

If you've ordered a glass break sensor, temperature sensor and/or medical panic button follow along for installation instructions. Otherwise, skip to page 16 to configure your panel settings.

### Need Help?

a3smarthome.com/install  
(877) 998-1457  
virtualpro@a3smarthome.com

# Installing Your Glass Break Sensor

## Installation parts:

- The faceplate, which includes the sensor
- A backplate for mounting
- Screws to secure the backplate
- 2 batteries, already inside

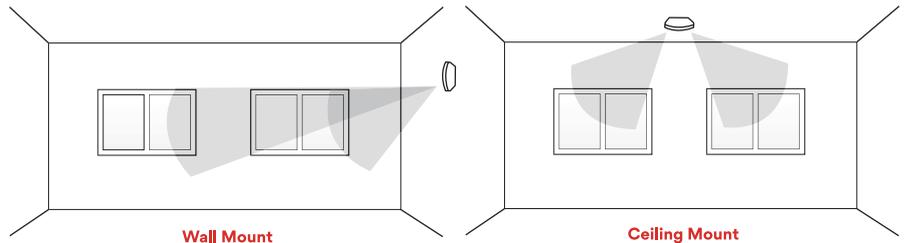
## Choose your location.

Your glass break sensor can be mounted on a ceiling or a wall that face the protected window(s) of your choice.

The sensor should be mounted between **6.5 feet** and **8.5 feet** above the floor.

Make sure your window is within the sensor's **25-foot** max range, and is within a clear, unobstructed line of sight.

Avoid small, humid, or noisy areas, such as kitchens and garages.



## Mounting Instructions



Once you've chosen a location, detach your backplate and place onto your surface with the 'up' arrow facing up.



Secure the backplate against the surface, carefully filling in the two screw holes with the provided screws.



Then, take the faceplate and reattach it to the backplate.



Next

If you ordered one, let's install your temperature sensor.

## Installing Your Temperature Sensor

### Installation parts:

- Sensor, with adhesive pack on the back
- Alcohol wipe to wipe down surfaces

### Choose your location.

Temperature sensors are most commonly placed on the wall baseboards in bathrooms, laundry rooms and basements.

Just avoid areas that may retain heat, such as furnace rooms or near hot water pipes.

### Wipe down your surface.

With the wipes provided, wipe the area you'll place the sensor on. Wait until it's dry.

### Peel adhesive cover and place.

To mount your sensor, peel off the protective film of your adhesive, and place in your desired location.



Next

If you've ordered one, let's set up your medical panic button.

# Setting Up Your Medical Panic Button

## Need Help?

[a3smarthome.com/install](https://a3smarthome.com/install)  
(877) 998-1457  
[virtualpro@a3smarthome.com](mailto:virtualpro@a3smarthome.com)

## Installation parts:

- Medical panic button, with batteries already inside
- Device holder
- Keychain loop

## Choose your location.

The panic button can be:

- Carried with a keychain
- Worn as a pendant around the neck
- Worn on a belt, by attaching the holder to a belt clip
- Mounted to a surface using the holder

## If mounting to a surface:

Place the holder against the surface, and use two (2) #4  $\frac{5}{8}$ -inch screws to secure the holder.

Then slide the device into the holder until you feel it snap securely inside.



**Next**

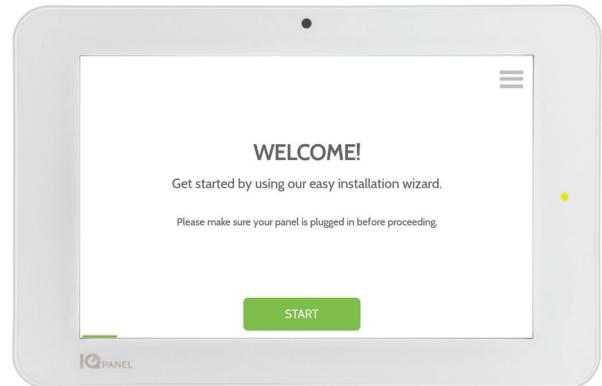
Now that you've set up all your security devices, move on to configuring the security system settings in your control panel.

## Configuring Your Panel Settings

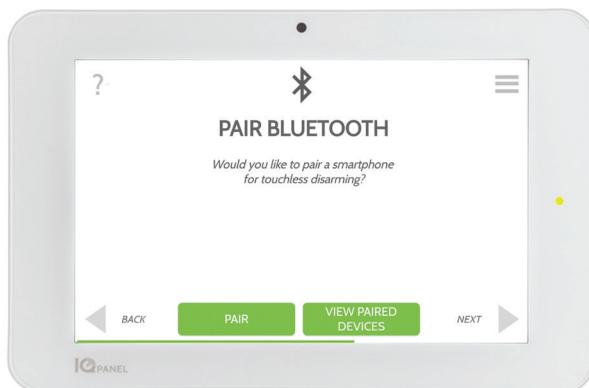
Once you've installed your security equipment, go to your control panel and run the on-screen setup wizard, where you'll connect to WiFi, run a system test, enable bluetooth, and add users.

Your security devices have already been connected to your panel. They've also been labeled in the panel, based on the information you provided (e.g. Kitchen Window Sensor), so you can skip screens for entering sensors.

During the setup wizard process, you'll be asked to enter your master code. Your default code to use is 1234. But for security purposes, you should change your code once your install is complete.

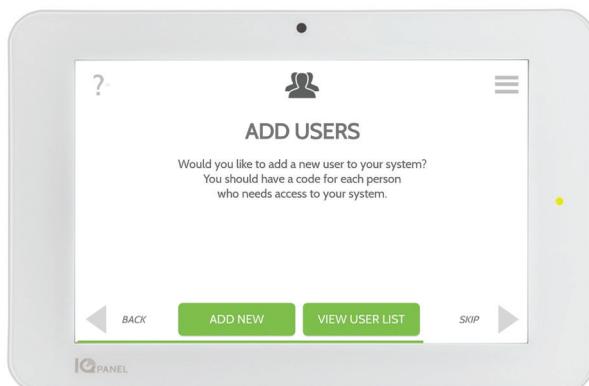


### Enable Bluetooth devices.



By connecting your smartphone to your system using Bluetooth, you can trigger touchless disarming of your panel when your phone comes within range.

### Add Users.



You can add over 200 unique users, each with a custom name and level of access.

**Master:** Can access panel functions, camera, and system settings

**User:** Can access panel functions, camera, but NOT system settings

**Guest:** Can arm and disarm, but only until an expiration date that you set



# Testing Your System & Activating Monitoring

## Need Help?

a3smarthome.com/install  
(877) 998-1457  
virtualpro@a3smarthome.com

**Congratulations on installing your A3 Smart Home system!**

All you need to do now is call us at **(877) 998-1457** to get your system and monitoring up and running.

**We're available 7 days a week, 8 am - 8 pm PST.**

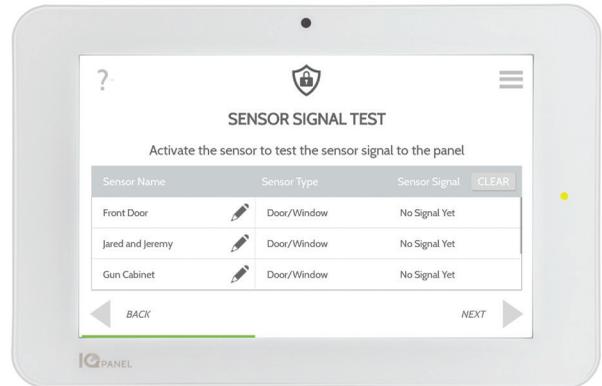
When you call, our Smart Home Pros will test your system and activate your 24/7 professional monitoring.

## Testing your contact sensors and motion detector

First, you'll test your contact sensors together. Go to the Sensor Signal Test page of your panel's install wizard, where you'll find your door and window sensors and motion detector listed.

To test them, open and close each door and window that has a sensor placed, and wave your hand in front of the motion detector.

You'll see the results on your panel screen. If they do not read "Excellent" or "Good", ask your Smart Home Pro about changing your panel's location.



## Testing other security devices

Next, your virtual Smart Home Pro will walk you through testing the connection of your smoke and heat detector, carbon monoxide detector, glass break sensor, and/or temperature sensors.

## Activation

Once you and your Smart Home Pro ensure your devices are working properly, they will activate your 24/7 professional monitoring during your call.



**Next**

Set up your online A3 Smart Home account and mobile app.

# Setting Up Your Account & Mobile App

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Smart Home

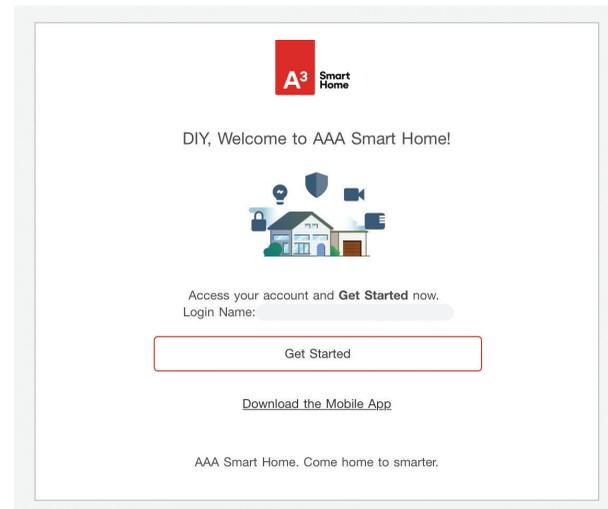
Now that your system is up and running, it's time to create your online account and download the free A3 Smart Home mobile app.

This will give you ultimate control of your system, including mobile arming and disarming, custom alerts, home automation, and more.

## Create your account.

You will have received, either by email or in your box, a welcome message with instructions for creating your A3 Smart Home online account.

Follow the instructions to set up your username and password.

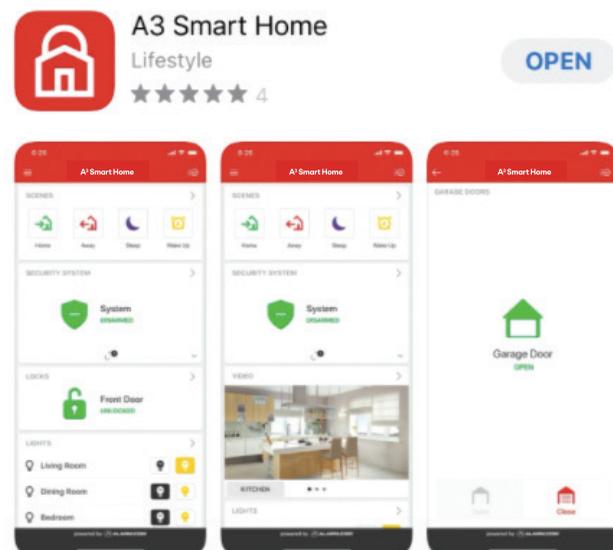


## Download the app.

You can find the A3 app for phone and tablet in the Google Play Store and Apple App Store. After you've downloaded it, log in using the credentials you've just created.

Three easy things you can do right away in your mobile app are:

1. Go to **Notifications** to set up push, text, and email alerts from your system (e.g. if you forget to arm your system when leaving the house).
2. Go to **Geo-Services** to enable rules and alerts based on your phone's location (e.g. disarming when you approach the house)
3. Set up Two-Factor Authentication for extra account security by going to **Online Account > Settings > Login Information > Two-Factor Authentication**



Next

If you've ordered smart devices with your kit, or are interested in doing so, go on to the next page. If not, you're all set!

# Enhance your home security and automation with smart devices.

## Need Help?

a3smarthome.com/install  
 (877) 998-1457  
 virtualpro@a3smarthome.com

From cameras to lighting controls, we carry a variety of smart home automation devices to easily install and pair seamlessly with your system.

To add these devices to your system, you'll need to have our smart monitoring plan.

	Device Name	Features	Great For
	<b>1080p Fixed Indoor Camera</b>	Provides great recordings with infrared night vision, High Dynamic Range for excellent contrast and color, and a 117° view.	Living room, kids room, nanny cam
	<b>1080p Wellness Camera</b>	Scans the whole room with a 180° view, plus tilt, digital pan, and enhanced zoom capability. Comes with a built-in Bluetooth speaker.	Living room, kids room, elder care
	<b>Video Doorbells</b>	Contains a 180° camera, motion sensor, digital microphone, and speaker with two-way audio. Round and slim models available.	Front door
	<b>Smart Door Locks</b>	A backlit touchscreen keypad lets you set up automatic locking and unique entry codes. Lever and non-lever options available.	Front door, side entries
	<b>Smart Outlet Plug</b>	Plugs into any standard outlet, allowing you to turn appliances on and off remotely.	Small plug-in appliances and electronics in a living room, kitchen, office, bathroom, or bedroom
	<b>Smart Lamp Plug &amp; Dimmer</b>	Plugs into any standard outlet, allowing you to remotely dim a lamp or turn it on and off.	Lamps in your living room, reading room, office, or bedroom

## Want to order a device?

Call our sales team at (844) 669-2221 to place an order, or visit [a3smarthome.com](https://a3smarthome.com) for more info.

## To install smart devices you've already received:

- Use the device install guides included in your package
- View the guides online with video tutorials at [a3smarthome.com/install](https://a3smarthome.com/install)
- Call to get phone or video support from a Smart Home Pro



**That's it!**

**Your A3 Smart Home  
security system is up  
and running.**

If you need anything,  
we're here to help.







