SCW SHIELD

QUICK START GUIDE

YOUR ORDER NUMBER: _____

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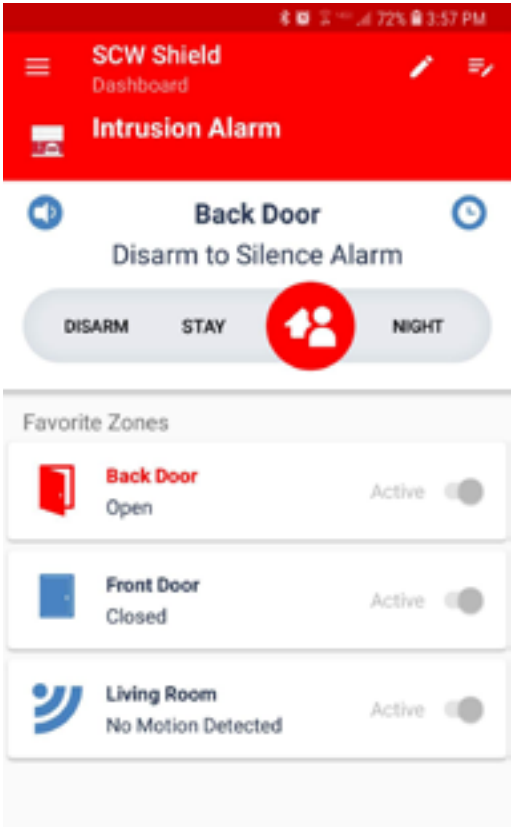
HELP! I'VE SET MY ALARM OFF BY MISTAKE!!

We've all done it. You're going into your home with both arms full of groceries, you use your one spare pinky to open your door, put the groceries down, and start putting them away only to hear the SCW Shield system going off 60 seconds later.

STEP 0: DON'T PANIC

You SCW Shield system is going off for a reason. In this specific scenario the door was opened and the system never got disarmed. You might have other easy to forget scenarios like opening a door to go outside while the system is armed Stay/Night Mode. It's easy to lose your sense of reason when a loud alarm and/or sirens are going off, after all it's designed to scare and daze intruders. Stay calm and understand that disarming and silence is a few button presses away.



STEP 1: DISARM!

The first thing you'll want to do to stop the sirens and alarm, is to disarm the system. You can do this via your pin pad or your SCW Shield app.

Pin Pad: Simply put your PIN code in the pin pad to disarm.

App: Open SCW Shield and click "Disarm." Depending on app settings you may have to put in your PIN as well.

STEP 2: MONITORING

If you purchased professional monitoring you will be receiving a call from dispatch asking for your passphrase and if things are OK. Be sure to give the right passphrase or the police may be dispatched. Excessive dispatching may result in fines from your police department.

STEP 3: RE-ARM THE SYSTEM

After you've squared away the alarm, don't forget to re-arm the system if you want protection. Hit the arm button on the pin pad or arm as you wish on the SCW Shield app.

THANK YOU FROM SCW

On behalf of the entire SCW team, we sincerely thank you for your purchase! If you have any questions or need some assistance please don't hesitate to contact us. SCW's support is available from Monday to Friday between 9am and 7pm Eastern. If you purchased a professional monitoring plan, monitoring is available 24/7.

This quick start guide is intended as a guide on initial installation and basic troubleshooting. For more advanced info and full manuals check the full support portal at www.shieldguide.com.

ACTIVATING PROFESSIONAL MONITORING

If you signed up for our Pro or Elite Plan with 24/7 professional monitoring, visit scwshieldaccount.com to activate your professional monitoring after setting up your system. Once your account is activated, it will be in a "test" mode for 48 hours. If you would like to terminate your test mode early, you can call the central monitoring station at 1-800-286-5699 to make that change.

HOW TO GET STARTED

Step 1: Set Up Your Hub (page 2)

Step 2: Install Your Pinpad (page 3)

Step 3: Download the SCW Shield App (page 5)

Step 4: Install Your Sensors (pages 5-22)

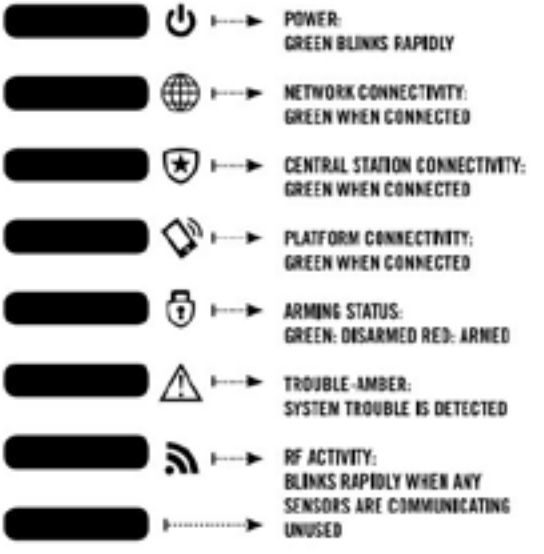
The SCW Support Team is available to answer any questions you have M-F, 9AM-7PM, EST:

1-828-483-4237 option 2

MAKING ACCOUNT OR SYSTEM CHANGES

For security purposes, SCW's support team will only make changes to your account or SCW Shield system if you have the order number corresponding to your system. When calling into SCW support please be sure to have you order number available. You will find your order number on the front of this guide and in the Alarm Management Portal at scwshieldaccount.com.

HUB SETUP



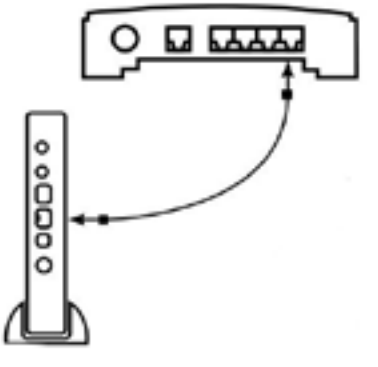
PLACEMENT

For best performance, find a location for your hub that is both near your router, and as central to your sensors as possible.

SETUP

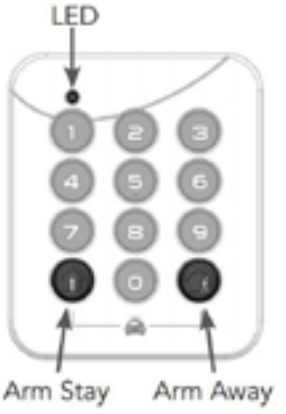
Step 1: Plug your hub into a power outlet using the included power cord.

Step 2: Using the supplied ethernet cable, connect your hub to your network by plugging it into the router.



The first time your hub comes online it will take a moment to check for and install any new firmware updates.

PIN PAD SETUP



PURPOSE
Your PIN pad is used as a way to arm or disarm your SCW Shield System. It can be used as back up or primary means to interact with the SCW Shield app.

OPERATION
The PIN pad has both numbers and two arming options, stay and away. It's completely wireless and runs on battery power.

ARMING
There are two arming options for the PIN Pad. Stay and Away.

Stay - Use this when you are at home but don't plan to open any doors or windows. On stay arming, perimeter sensors such as door and window sensors will set off an alarm. Motion detectors will not set off the alarm.

Away - Use this when you are leaving your home or business. On away arming, all sensors, including motion detectors will cause an alarm.

DISARMING
To disarm, simply enter your PIN on the PIN Pad.

Panic - If you are enrolled in 24/7 professional monitoring, you can induce a panic alarm by pressing and holding the Stay and Away buttons until the LED flashes red.

A panic alarm will cause your monitoring company to dispatch the police.

INSTALLATION

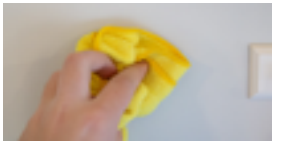
The PIN Pad can be mounted using the included 3M VHB double sided tape to a wall. The PIN pad can also be placed on a counter or in any place that is convenient for you.

Step 1: Pull the battery tab to activate your sensor.

Step 2: If you are mounting the PIN pad to a wall, there are two 3M VHB Double sided tapes included in the box.

Ensure the surface of the PIN Pad is clean. Place one strip on the top and one strip on the bottom.

Step 3: Clean the surface area, ideally with rubbing alcohol. Be sure that the surface temperature is above 50 degrees. Dirty or cold surfaces may cause the PIN pad to fall off. After cleaning, be sure to let the surface dry before placing sensors.



Step 4: Press and hold the PIN Pad for at least 10 seconds, applying firm and even pressure.

KEY FOB SETUP

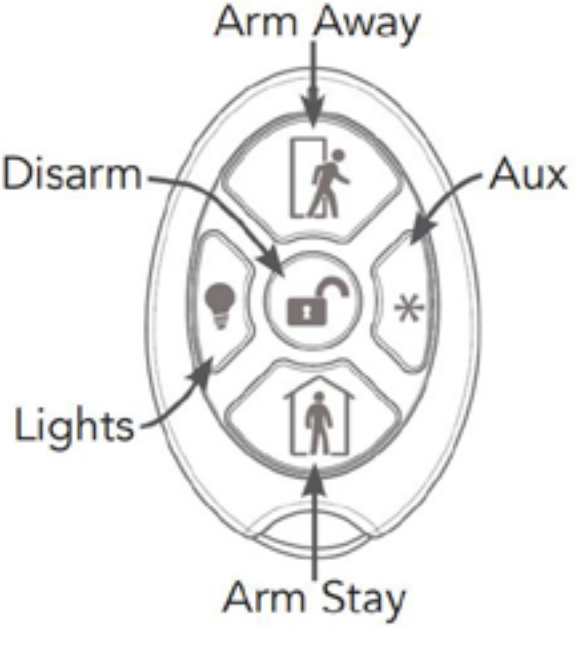
PURPOSE
Key Fob is a portable device used to remotely control a security system. The buttons can be configured to arm, disarm, trigger panic alarms, or control home automation functions.

OPERATION
Operate by pressing the desired button until the LED illuminates.

By default, pressing STAY and AWAY at the same time will cause a panic alarm.

Panic alarms triggered from a fob cannot be canceled from the same fob.

To replace the battery, remove the screw on the back of the fob and unsnap the back from the cover. Replace the battery and reinstall the cover. The keyfob uses battery type CR2032.



DOWNLOAD YOUR SHIELD APP

The SCW Shield App is available on the Google Play Store on Android and the Apple App store for iPhones and iPads.

USER NAME & PASSWORD
You will have received a username and password in your email shortly after placing your order. If you cannot find this email, give us a call at 866-414-2253 and we can re-send it.

SENSOR INSTALLATION

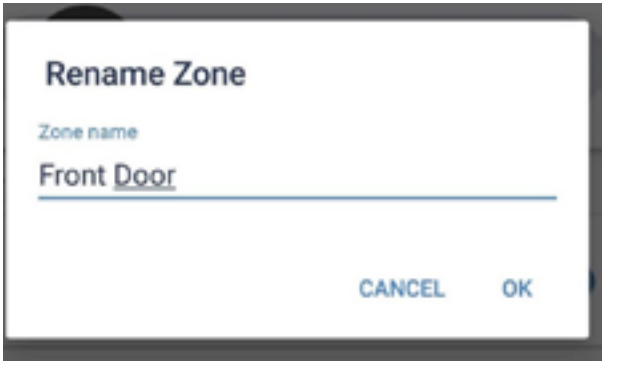
On the following pages you will find tips and instructions for our most common sensor types. If one of the sensors you ordered is not covered, visit www.shieldguide.com for more resources or, as always, give our tech support team a call and they'll be happy to help you!

Each time you add a sensor to your system, be sure to rename the "zone" assigned to your sensor. Sensors ordered with your SCW Shield system are pre-paired with your base station. Sensors will be labeled on each box "Zone 1", "Zone 2", etc. Renaming sensors as you install them is very important and will make it easier to locate a sensor during an alarm or issue.

RENAME YOUR SENSOR ZONES!

ON IPHONE/IPAD
Tap the sensor > tap Zone Name > tap the name > type your new name > tap "save"

ON ANDROID
Tap and hold the sensor > tap rename > type your new name > tap "OK"



renaming sensors is easy

DOOR SENSORS

PURPOSE

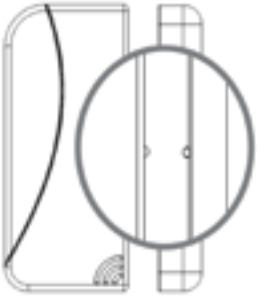
Door sensors determine if a door is opened or closed. When the SCW Shield system is armed, door sensors operate on a 60 second delay in order to allow you to enter and disarm the system.

OPERATION

A door sensor consist of two pieces. One base station and one magnet. These contacts must be placed within 1” of each other to trigger a “closed” signal.

PRE-INSTALLATION

Door contacts are mounted using included double sided tape.



Contact sensors must be facing the correct orientation - be sure the notches on each sensor lines up with each other.

If you have ordered both door and window sensors, be sure to note which ones are labeled as a door and which ones are labeled as a window prior to installation.

INSTALLATION

Step 1: Pull the battery tab to activate your sensor.

Step 2: Door sensors should be placed on the top of the door for best signal strength.

It’s a good idea to test the sensors placement first by placing them with regular tape. This allows you to test the sensor gap and ensure it’s in an optimal spot. Once the sensors are placed check the SCW Shield app to make sure the door registers as closed when closed. This step is especially important for recessed doors as shown above.

Step 3: Once you've selected a good spot - clean the surface area of the door, ideally with rubbing alcohol. Be sure that the surface temperature is above 50 degrees. Dirty or cold surfaces may cause the sensor to fall off, causing a false alarm. After cleaning be sure to let the surface dry before placing sensors.

Step 4: Place one sensor on the door well. Ideally the larger sensor should be in the door well. In some situations you may have to place the smaller sensor in the door well. Press and hold the sensor on the door well for 10 seconds to ensure a strong connection.

Step 5: Place the second sensor on the door. Monitor your SCW Shield app to make sure the contact is coming up as closed before securing it with the double sided tape. Press and hold the sensor on the door for 10 seconds to ensure a strong connection.

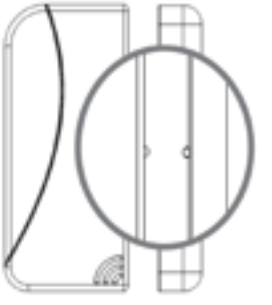
Step 6: Test the door by opening and closing with the same vigor and intensity as a 14 year old who hates you and wishes they were never born.

WINDOW SENSORS

PURPOSE
Window sensors determine if a window is open or closed. When the SCW Shield system is armed there is no open delay and the system will alarm immediately.

OPERATION
A window sensor consists of two pieces. One base station and one magnet. These contacts must be placed within 1" of each other to trigger a "closed" signal.

PRE-INSTALLATION
Window contacts are mounted using included double sided tape.



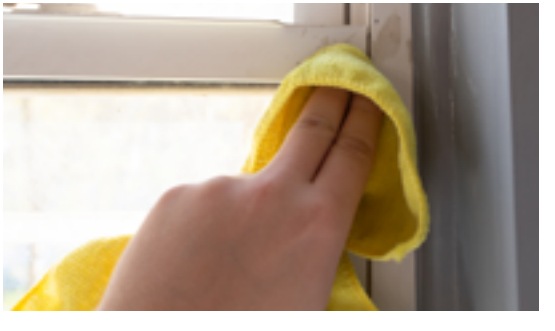
Contact sensors must be facing the correct orientation - be sure the notches on each sensor line up with each other.

If you have ordered both door and window sensors, be sure to note which ones are labeled as a door and which ones are labeled as a window prior to installation.

INSTALLATION

Step 1: Pull the battery tab to activate your sensor.

Step 2: Clean the surface area of the door, ideally with rubbing alcohol. Be sure that the surface temperature is above 50 degrees. Dirty or cold surfaces may cause the sensor to fall off, causing a false alarm. After cleaning be sure to let the surface dry before placing sensors.



Step 3: Place the larger sensor on the window frame.

Remove the protective film off of the double sided tape and press and hold the sensor on the window frame for 10 seconds to ensure a strong connection.

Step 4: Place the second, smaller sensor on the window.

Press and hold the sensor on the door for 10 seconds to ensure a strong connection.

Step 5: Test the sensor by opening the window and monitoring the SCW Shield app. When the window is open it should register as open on the app.

Help! I installed a door sensor on a window and now it has a delay! What do I do?

Although door and window sensors are sold as different products they are the same hardware with different timings. SCW's support team can adjust or eliminate an entry delay - call SCW's support at 828-483-4237, option 2 and we'll be happy to adjust it for you.

GLASS BREAK SENSOR

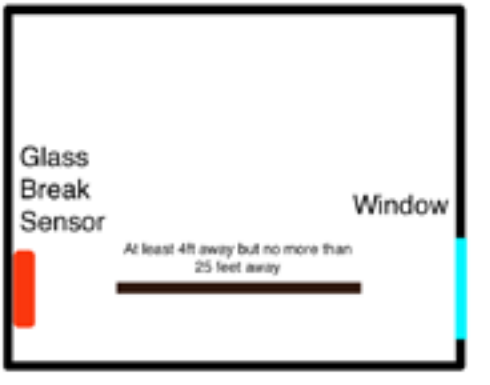
PURPOSE
Glass break sensors are used in applications where windows or glass doors may not be protected using door/window contacts, such as a store window or sliding glass door. It may also be used for glass display or lock cabinets as well.

OPERATION
Glass break sensors operate on sound and listen for the specific frequencies produced by glass breaking.

PLACEMENT
Glass break sensors should be placed within direct line of sight of the glass it is monitoring. It must be at least 4ft away and no more than 25ft away to detect glass.

Avoid areas where glass sounds are common such as a kitchen or dish washing area to hinder false alarms.

Curtains may dampen glass breaking sound. We recommend having the sensor closer to 5-10 feet if the window has heavy curtains.



INSTALLATION

Step 1: Pull the front cover off of the sensor to reveal the sensor and battery compartment. Pull the battery tab to activate the sensor. Put the cover back onto the glass break sensor.

Step 2: If you are mounting using the included double sided tape place the four strips evenly on the back of the sensor.

If you are mounting using the included screws, drill out the punch outs on the sensors.

Step 3: If you are mounting using double sided tape, clean the mounting surface, ideally with rubbing alcohol. Be sure that the surface temperature is above 50 degrees. Dirty or cold surfaces may cause the sensor to fall off, causing a false alarm. After cleaning be sure to let the surface dry before placing sensors.

Step 4: If you are mounting using double sided tape, remove the protective film on the double sided tape and press and hold for at least 10 seconds, using firm and even pressure.

If using the included screws, drill the anchors into the wall (if necessary) and screw it into the wall through the punchouts.

Step 5: Due to the advanced false alarm detection on the glass break sensor it may be unlikely to trip using substitutes such as keychain noises or glass break noises on a phone or speaker. You can test to make sure the glass break is detecting audio by making a high pitched noise next to it - such as clapping. The red LED should flash indicating audio being detected.

RESIDENTIAL MOTION SENSOR

PURPOSE

Motion sensors determine if movement is happening in an area. When the SCW Shield system is armed away and motion is detected it will cause an alarm.

OPERATION

Motion sensors use passive infrared technology (PIR). This measures the infrared light levels in the area to determine movement.

PRE-INSTALLATION

For pet resistance, it is necessary to install the sensor at a height of 7.5-9.5ft and aimed away from areas a pet could climb on such as staircases and furniture.

PLACEMENT

Motion sensing field of view is maximized when placed in the corner of a room but may be placed on a wall as well. Provide a clear line-of-sight to the monitored area.

Avoid plants, glass, or anything blocking the sensor.

Aim AWAY from windows and sunlight.

Aim AWAY from air conditioners, heaters or heating/cooling vents.

PET RESISTANCE

With motion detectors pet resistance is mostly determined by the height of the sensor. **Sensors must be placed 7.5-9.5 feet high for any pet resistance.** Pets climbing furniture or staircases causing them to appear higher to the sensor will cause a motion alert. Be careful when choosing your sensor placement to avoid stairs or furniture that a dog might climb on. Remember, cats do not abide by the laws of nature.

INSTALLATION

Step 1: Open the motion detector by pushing the tab at the bottom of the sensor. A flathead screw driver may be used to open.

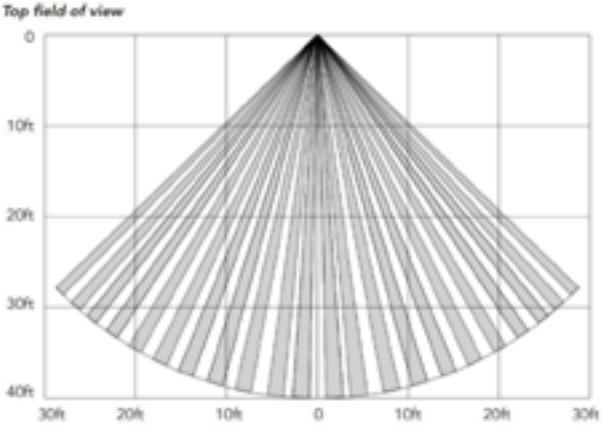
Step 2: Pull the battery tab to activate the sensor. For the next 30 seconds the sensor will be in calibration mode and will not detect motion. Place the face plate back onto the sensor.

For the next three minutes the sensor will be in a "Walk Test" mode - a red LED will light up to indicate motion.

Step 3: Inside the box are two 3M VHB double sided tape strips. Place a strip on both sides if you are corner mounting. If you are mounting on a flat wall you can use both strips on the back.

Step 4: Clean the mounting surface ideally with rubbing alcohol. Let the surface dry. Press and hold the motion sensor into the corner or wall. Press firmly and hold for at least 10 seconds to ensure a strong connection.

Step 5: You can re-enter "Walk Mode" by opening the sensor and closing it again to test if needed.



OPERATION NOTE

Motion detectors have a 3 minute lockout after detecting motion. During these 3 minutes it will not detect motion. This is to prevent multiple alarms and to preserve battery life.

See www.shieldguide.com for instructions on installing and setting up your Shield Outdoor Motion sensor or Shield Commercial Motion Sensor.

GARAGE DOOR SENSOR

PURPOSE
A garage door sensor, also known as a tilt sensor, primarily gets installed on garage doors to detect if the garage door is open or closed. It can also be installed in other situations where the sensor goes on its side.

OPERATION
A garage door (or tilt) sensor detects if a sensor has been tilted to its side. In the case of a garage door being opend this will happen as the garage door goes upwards.

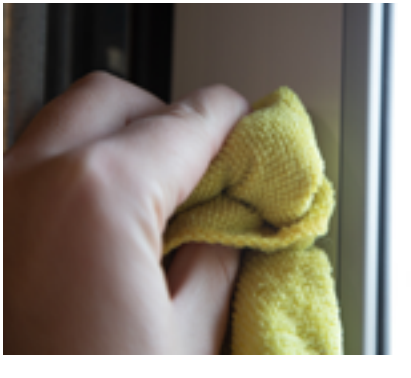
PRE-INSTALLATION
Door contacts are mounted using included double sided tape or for more demanding applications it can be mounted using #4 or #6 screws to the surface.

PLACEMENT
Be sure to mount this sensor on the TOP portion of the door to ensure that it is sufficiently tilted (at least 45 degrees) at the point where the garage door would be open enough to allow intrusion.

INSTALLATION

Step 1: Pull the battery tab to activate your sensor.

Step 2: Once you've selected a good spot - clean the surface area of the door, ideally with rubbing alcohol. Be sure that the surface temperature is above 50 degrees. Dirty or cold surfaces may cause the sensor to fall off, causing a false alarm. After cleaning be sure to let the surface dry before placing sensors.



Step 3: Place the sensor on a part of the garage door that moves.

Remove the protective film off the double sided tape and press and hold the sensor on the window frame for 10 seconds to ensure a strong connection.

Step 4: Open the garage door fully so the sensor is “upside down” and check your SCW Shield app to confirm it shows as open.

3 IN 1 SMOKE ALARM

PURPOSE & OPERATION
SCW's 3 in 1 Smoke Alarm will detect both smoke, fire, and temperatures above 135°F to protect you in a fire situation.

PRE-INSTALLATION
Avoid areas like bathrooms, kitchens, shower rooms, garages or other rooms where the Smoke Alarm may be triggered by steam, condensation, normal smoke or fumes. Keep at least 6 metres (20ft) away from sources of normal smoke/fumes.

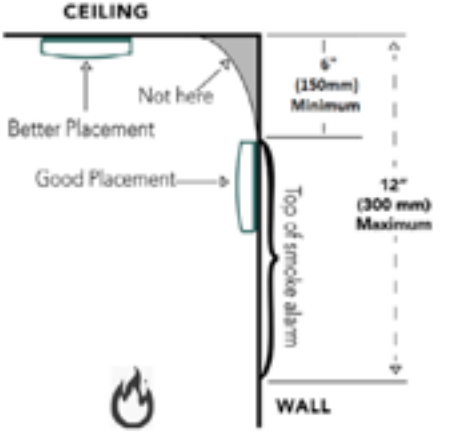
PLACEMENT

Placement of your smoke detector is critical. Improper placement can delay alarms and shave precious seconds off escape time.

Since smoke rises smoke detectors should be placed in a central location away from a corner where air may not move as easily.

Smoke alarms are ideally on a ceiling or may also be placed on a wall.

For important full placement instructions please follow the full guide included with the alarm or check our website at www.shieldguide.com.



IMPORTANT NOTES

Do **NOT** paint your smoke alarm under any circumstances. Painting may degrade operation and prevent alarms. Painting will void any warranty.

Clean your alarm regularly - using a soft brush or brush attachment of your vacuum to remove dust and cobwebs from the side slots where smoke enters.

Test your alarm once a week to ensure units are operating.

Review the full guide included with your smoke detector. Full guide also available for download at www.shieldguide.com.

INSTALLATION

Step 1: Unscrew the base plate from the sensor by turning and pulling. Locate anchors and screws included in the box.

Step 2: Screw the base plate into the ceiling or wall using the provided anchors and screws.

Step 3: On the smoke detector, pull the battery tab.

Step 4: Press and hold the test button/stem on the front for 1-3 seconds. You should hear a beep confirming the batteries are operating correctly.

Step 5: Put the alarm back on the alarm base by lining up the line on the base with the line on the alarm and twisting to lock into place.

CARON MONOXIDE ALARM

PURPOSE & OPERATION
The carbon monoxide sensor detects the odorless and deadly carbon monoxide gas in your home.

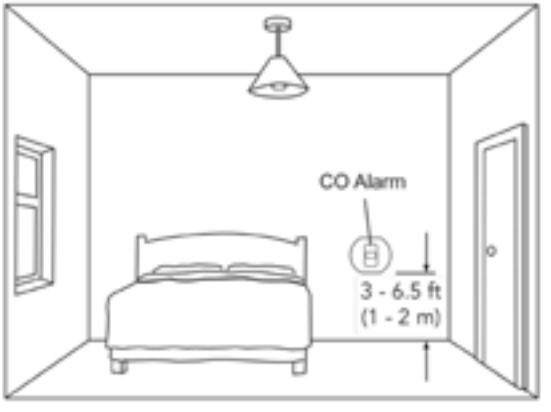
PRE-INSTALLATION
Carbon monoxide sensors install using included screws and anchor to a wall.

TESTING
Test the unit ~15 seconds after installing, weekly, and after any repairs or electrical changes to the dwelling.

PLACEMENT

IDEAL CARBON MONOXIDE ALARM LOCATIONS INCLUDE:

- Every room containing a fuel burning appliance
- Rooms where occupants spend a considerable amount of time such as a living room
- Every bedroom



WHERE CARBON MONOXIDE ALARMS SHOULD NOT BE LOCATED

- Within 3 feet of a cooking appliance
- In an enclosed space (e.g. in or below a cupboard)
- In a damp or humid area
- Directly above a sink or kitchen appliance
- Next to a door, window, air vent or anywhere that it would be affected by drafts • Next to an extractor fan
- Over heat sources such as radiators or hot air vents
- Where it would be obstructed (e.g. by curtains or furniture)
- In an area where the temperature could drop below 40°F (4.4°C) or rise above 100°F (37.8°C)
- Where dirt or dust could block the sensor
- In areas where the CO Alarm may be exposed to water splashes, dripping or condensation (e.g. in a bathroom, above an electric kettle, etc.)
- Near paint, thinners, solvent fumes or air fresheners

INSTALLATION

Step 1: Open the back plate to unveil the sensor and battery door. Remove the battery door and pull the battery tab to activate the sensor.

Step 2: Drill the baseplate to the wall using the included screw and anchor.

Step 3: Place the main sensor onto the base - ensure the three LEDs on the front light up in sequence to confirm the base is properly attached.

Step 4: Wait 15 seconds and press the test button to ensure the sensor is functioning.

MAINTENANCE

Clean the outside case by occasionally wiping with a clean damp cloth. Do not use any cleaning agents, bleaches, detergents or polishes, including those in aerosol cans. Avoid spraying air fresheners, hair spray, paint or other aerosols near the CO Alarm. Do not place air fresheners near the unit. Use the narrow nozzle of a vacuum cleaner to remove fluff and other contamination from the cover slots and gas entry holes. Remove the CO Alarm when decorating. Do not allow water or dust to contaminate the CO Alarm.

IMPORTANT NOTES

Do **NOT** paint your CO Alarm under any circumstances. Painting may degrade operation and prevent alarms. Painting will void any warranty.

Test your CO2 sensor weekly.

Review the full guide included with your CO Alarm. Full guide also available for download at www.shieldguide.com.

SIREN

PURPOSE
Your wireless siren emits a 90dB siren response to an alarm event.

OPERATION
Sirens wirelessly transmit back to the SCW Shield system and are plugged into any standard wall outlet. Sirens offer a battery backup in case of power failure.

INSTALLATION

Step 1: Take off the battery panel to unveil the the battery tab. Pull the battery tab to activate the battery backup.

Step 2: Replace the battery door and plug it into a standard US wall outlet.

Step 3: If you wish you can secure siren to the outlet by using the screw slot at the top and the screw on the outlet.

LED STATUS GUIDE

LEFT LED - SIREN STATUS	RIGHT LED - ALARM SYSTEM STATUS
Blue: Fully powered	Green: Disarmed
Yellow: On Battery backup	Red: Armed

3 IN 1 FLOOD SENSOR

PURPOSE:
The 3 in 1 Flood Sensor detects water, low temperatures, and high temperatures.

OPERATION
The sensor will cause an alarm if liquid hits the two contacts on the bottom and/or the low temperature threshold is below 45°F and high temp is at 100°F.

PLACEMENT
The 3 in 1 Flood Sensor should be put in a temperature sensitive area or in an area where there should be no liquid, like a water heater pan or under a sink.

INSTALLATION

Step 1: If placing on the ground you can simply place the sensor down and leave it without any adhesive or installation necessary.

Step 2: If you are placing it on a wall or somewhere not flat, you can use 3M VHB double sided tape or a #6 screw to anchor it down (screw or VHB not included).

If using double sided tape do not put any tape on the two metal prongs that detect liquid.

What if I only want to monitor leaks and not temperature, or visa-versa?

Give SCW's support team a call at 828-483-4237 and they can adjust the settings on your sensor for you.

SCW SHIELD APP OPERATION

The SCW Shield app allows you to arm, disarm, and check in on your SCW Shield.

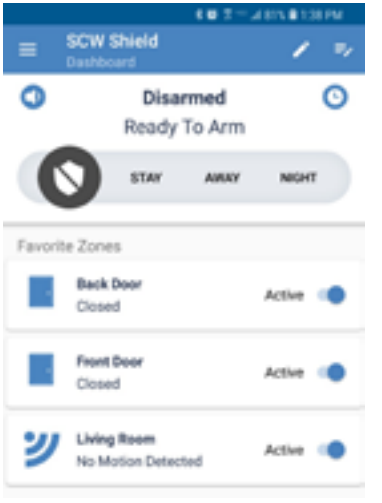
DISARMED
System is completely disarmed. No perimeter or motion sensors will trigger an alarm.

STAY
System perimeter sensors are armed. This includes windows and doors. Motion detectors will not trigger.

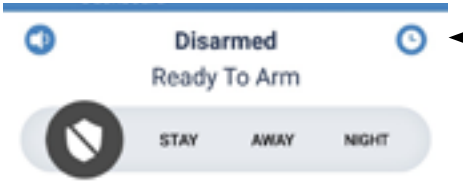
AWAY
System is completely armed. All perimeter and motion sensors will trigger an alarm.

NIGHT
This special mode allows you to arm perimeter controls as well as arm certain motion detectors. You might use this option if you have a motion detector in an area nobody should be in - like a garage, basement, or attic.

Note: Only SCW tech support can set which motion detectors trigger alarms in night mode. To adjust your night mode contact SCW's support.



TURNS OFF ARMING SOUNDS →
(No countdown sounds)
(Must be enabled prior to arming)



← **TURNS OFF ENTRY DELAY**
(Must be enabled prior to arming)

TROUBLE BEEPS

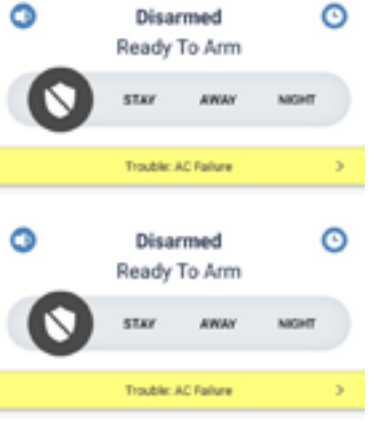
Trouble beeps indicate a non optimal situation for the system. This can include AC loss, network drop, low battery on sensors, etc. Beeps will occur every minute unless the trouble is suppressed/silenced or addressed.

Your SCW Shield app will alert you via push notification of any trouble and allow you to silence the troubles.

To suppress a trouble, tap the trouble banner, then tap the "bell" icon in the top right corner.

Trouble beeps will be suppressed for 24 hours.

Note: Trouble beeps will automatically be suppressed between 8:00PM and 8:00AM.



ADDING A USER

If you'd like to add someone to your SCW Shield system you can do this via the SCW Shield app.

ON IPHONE/IPAD

- Tap the Gear Icon (Top Left)
- Tap "Manage Users"
- Tap the "+" icon in the top right
- Fill in the user info

ON ANDROID

- Tap the Menu Icon (Top Left)
- Tap "Manage Users"
- Tap the "+" icon in the top right
- Fill in the user info

USERNAME:
This is the login you will use to log into your SCW Shield app. We strongly recommend using your email. It must be a unique identifier to you.

PASSWORD:
Use a strong password to secure your SCW Shield system

EMAIL:
Email address for the account.

FIRST & LAST NAME:
Name of the person you are adding to the account.

Once the user is added you must grant permission to your SCW Shield system.

To grant permission, tap the newly created user and enable permission to the system.

Z-WAVE OVERVIEW

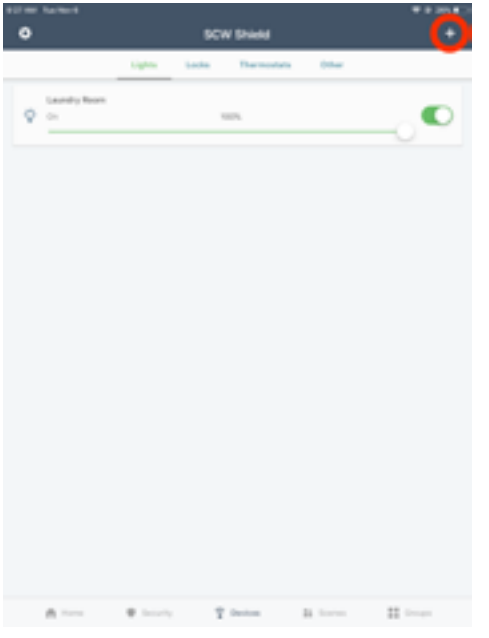
Z-Wave allows you to operate Z-Wave home automation devices such as smart light bulbs, smart outlets, locks, and more all from your SCW Shield application.

COMPATIBILITY

Z-Wave is a wireless standard for home automation products. Like any standard that has dozens of different iterations and manufacturers, full compatibility isn't always possible. For a list of tested devices go to www.shieldguide.com.

SCW's support will only be able to help you with the pairing process and general use on your SCW Shield app and will be unable to support if certain functions or features are not supported.

PAIRING



To pair a Z-Wave device with your SCW Shield system first read the instructions that come with your Z-Wave device. Each Z-Wave device has a different process to put into pairing or enrollment mode and failure to follow these steps may prevent the SCW Shield system from being able to pair.

On your SCW Shield app navigate to Devices and hit the the "+" button in the top right corner to put the SCW Shield in pairing mode. If necessary follow the instructions to put your Z-Wave device into pairing mode.

Pairing should begin and the device should be added automatically.

SCENES

Scenes allow you to create triggers and actions with Z-Wave and SCW Shield. For example having a SCW motion detector turn on a Z-Wave light bulb or dimmer, having the Z-Wave lights turn on or off at a certain time of the day, setting Z-Wave thermostats to turn to a certain temperature at certain time of the day and so much more.

To set up a scene go to Scenes and then go to the add button to create a scene. There are over 40 possible triggers and 17 different actions to create near limitless control over your home and home automation products. For a full list of scenes and actions, visit www.shieldguide.com.

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q) What's the warranty?

Warranty is five years from purchase date for SCW Shield sensors and base stations.

Q) What type of double sided tape do the sensors use?

The tape on sensors is usually 3M VHB.

Q) Can I paint sensors?

We strongly urge customer not to paint any sensors. Paint on sensors will degrade both wireless range and sensor effectiveness. Paint on life safety sensors like smoke and carbon monoxide will jeopardize effectiveness and your safety.

Q) Can I use third party sensors with SCW Shield?

Users with a Z-Wave card can add Z-Wave devices. For more information check the Z-Wave section of this quickstart guide.

Q) Can I do SMS messages?

SCW Shield supports Push Notifications and Emails. SMS is currently not supported.

Q) Can I purchase extra sensors?

Yes! Sensors can be purchased from our website or by contacting SCW's sales at 828-483-4237 and option 1.

Q) I have the basic self monitoring plan, Can I upgrade to professional monitoring?

Yes! In the SCW Alarm Management Portal (scwshieldaccount.com) you can upgrade your plan to professional monitoring. You can also contact SCW for assistance.

Q) What cellular network is being used for backup?

The cellular network is operated by Verizon LTE.

Q) Does my SCW Shield system get firmware updates?

Yes - firmware updates are downloaded and installed automatically.

SYSTEM QUESTIONS

Q) How do I change my PIN?

On the SCW Shield app go to Settings - Users - Click your User - Under your device click "User Options" - under the user options change PIN - hit "validate pin" and save.

Q) What's the different arming modes?

Please check page 22 for full information on arming.

PROBLEMS

Q) My SCW Shield is beeping - how can I stop it?

Trouble beeps are signs that something is not working properly. The SCW Shield app should give an alert and info on the trouble. Troubles can be silenced via the SCW Shield app and are automatically suppressed between 8pm and 8am.

Q) I set my alarm off by mistake!

No worries, it happens! Simply disarm your system via your SCW Shield app or by entering your PIN on your PIN Pad. If you have professional monitoring, be sure to answer the call and have your passphrase ready. Check our full false alarm section on page 25.

Q) I think I have a bad sensor - what can I do?

Please contact SCW's support team at 828-483-4237, option 2, between 9am and 7pm EST, M-F. SCW will troubleshoot and check the status of the sensor with you and issue a replacement if necessary.

Q) My pets keep setting off motion! How can I stop this?

At SCW we use the term pet "friendly" rather than the more industry standard "pet proof/immune" because we believe the term is misleading. Pet resistance works by mounting the sensor high enough so that a human will trigger the motion but not an average sized pet. To ensure pet resistance you must mount the sensor between 7.5 and 9.5ft from the floor. Pets that jump on furniture or somehow manage to get higher than ground level are more likely to set off motion detectors. Please read the info on motion detectors in this quick start guide.

Q) I installed a door sensor on a window and now it has a delay! How can I change this?

Although door and window sensors are sold as different products they are the same hardware with different timings. SCW's support team can adjust or eliminate an entry delay - call SCW's support to adjust.

SCW

11 Richland Street
Asheville, NC 28806

www.getscw.com/shield
1-828-483-4237

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