

**SECTOR**  
**ALARM•)))**



# User Manual

## Home Alarm system



# Welcome to Sector Alarm

This user guide will support you in the set-up and daily use of your new alarm system and contains useful tips and troubleshooting advice.

If you have any questions, please visit the customer service section of the Sector Alarm App or:

**[www.sectoralarm.pt/apoio-ao-cliente/](http://www.sectoralarm.pt/apoio-ao-cliente/)**

Remember to always activate your alarm!

Customer number

Installation number

# Easy-to-use alarm system

Here is some useful information about the most important functions of your alarm system.

## Activate Full Arm mode (activates the entire alarm system)



Press the button and then enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press and hold the button for 2 seconds on the remote control to quick arm the full alarm.

## Activate Part Arm mode (activates part of the alarm system\*)



Press the button and then enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press and hold the button for 2 seconds on the remote control to quick arm part of the alarm.

When part arm is active, the part arm button on the keypad will blink once every 10th seconds to indicate that the system is active.

## Deactivate the alarm system



Enter your personal code or place the keytag over the keytag reader symbol on the keypad.



Press and hold the button for 2 seconds on the remote control to deactivate.

\*The Sector Alarm Advisor will program the alarm according to your preferences.



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# Images from the camera motion detector

Here is how the images from your cameras will be used:

- Images will only be transferred to our Alarm Receiving Centre in the event of an alarm activation.
- The images will only be used to evaluate and determine the cause of an alarm activation.
- Only our Alarm Operators and the police (if necessary) will have access to the images received.





# How to use the keypad

The keypad is used to activate or deactivate the alarm system by means of a PIN code or keytag. The keypad is equipped with a keytag reader at the bottom.



# Signal lights on the keypad

There are four signal lights on the front of the keypad. These indicate the current status of the alarm system.

## Signal light 1 – alarm triggered

**On:** The alarm system has been triggered.



**Flashing:** There is an alarm in the alarm system's memory which needs to be reset.

**Off:** The system has no alarms.

## Signal light 2 – system error

**On:** System error. This could be due to a problem with the battery or the power supply. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 5 minutes. If the light persists, contact customer service for assistance.



**Off:** The system is free of errors.

## Signal light 3 – tamper alarm

**On:** A tamper alarm has been triggered in the system. This could be due to failure or tamper. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 30 minutes. If the light persists, contact customer service for assistance.



**Off:** The system is free of tamper alarms.

## Signal light 4 – door/window open

**On:** Door/window is open when arming/part-arming the alarm.



**Off:** No door/window is open.

## Resetting

You can reset the alarm system by entering your PIN code or using your keytag. If there are various alarms triggered in the system memory, you will need to repeat this process until LED lights 1, 2, 3 and 4 are all switched off.




# How to use the alarm system

The alarm system is easy and convenient to operate using the keypad, remote control or keytag.

## Activate using the keypad

### Full Arm mode (activates the entire alarm system)

Close all of the exterior doors and windows before activating the alarm.




Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to arm the alarm.

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error.

### Part Arm mode (activates part of the alarm system\*)

Close all of the exterior doors and windows before activating the alarm.



Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to arm part of the alarm.

When part arm is active, the part arm button will blink once every 10th seconds to indicate that the system is active..

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error.


*\*Part Arm mode is programmed according to your needs. The Sector Alarm Advisor will program the alarm according to your preferences.*

## Activate using the remote control

Keep in mind that the remote control activates and deactivates the system without a PIN code or keytag. You should therefore keep it in a safe place so that only authorized people have access to it.

### Full Arm mode (activates the entire alarm system)

Close all of the exterior doors and windows before activating the system.




Press and hold the button for 2 seconds on the remote control to quick arm the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

### Part Arm mode (activates part of the alarm system\*)


Close all of the exterior doors and windows before activating the system.



Press and hold the button for 2 seconds on the remote control to quick arm part of the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

### Check status



To check the status of the alarm, press and hold the button for 2 seconds and the button confirming the current activation status will light up for 2 seconds.

*\*The Sector Alarm Advisor will program the alarm according to your preferences.*





## Deactivate using the keypad

The entire system will be deactivated, regardless as to whether it was in *Full Arm mode* or *Part Arm mode*.

- ))) Enter your PIN code or use the keytag over the keytag reader.  
The full arm button light will be switched off to indicate the alarm has been disarmed from full arm mode.
- ))) The part arm button light will be switched off to indicate the alarm has been disarmed from part arm mode..

When somebody enters a property that is armed or partially armed, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

## Deactivate using the remote control



The entire system will be deactivated, regardless as to whether it was in Full Arm mode or Part Arm mode.

- 🏠 Press and hold the button for 2 seconds to deactivate.  
All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

When somebody enters a property that is armed or partially armed, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

## Siren and sound

When the alarm is triggered, the siren will sound. The sound will be generated from the optical smoke detectors, keypad and indoor sirens (if fitted).

- You will have two different sounds depending on the type of alarm.
- If the sound is constant, there has been a burglar alarm or a panic alarm 
- If the sound is pulsing, the system has detected smoke 

## SOS function

The SOS function gives you greater personal security. In an emergency, you can push the SOS buttons on the keypad or remote control and we will respond in seconds calling you by phone to verify the incident and send you the help you need, giving notice to our call out service, police and emergencies.

### Activate using the keypad

- 🏠🏠 Push and hold the two bottom buttons on the keypad at the same time for 2 seconds.

The siren will sound immediately and switch off after the alarm has been deactivated.

### Activate using the remote control

- 🏠🏠 Push the two upper buttons on the remote control at the same time for a minimum of 2 seconds.

The siren will sound immediately and switch off after the alarm has been deactivated.

## Portable voice unit

The portable, two-way voice unit allows our Alarm Receiving Centre to contact you if (and only if) your alarm is activated. In the event of an emergency, you can take it down from the wall and carry it with you while you get to safety - our Alarm Operator will be with you every step of the way.





# Information about the most common alarm components

Here, you will find descriptions of our most common alarm system components. You can find more information about other components on our website..



## Keypad

Keypad arms and disarms the alarm system and can be used to trigger an SOS. Acts also as a siren in case of an alarm. Each user has their own PIN code or keytag.



## Security gateway

The central hub of the security system connecting all the components to the Sector Alarm secure cloud service with protected triple connection using 4G, WiFi and Ethernet. Supports Zibgee for selected smarthome devices. The only powered component of the alarm system which is backed up with an emergency battery.



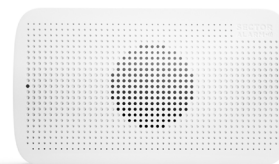
## Camera motion detector

Detects movement with infrared sensor (even at night) and in the case of an alarm takes and sends photos to the Alarm Receiving Centre for verification.



## Contact and shock detector

Detects if door or window is opened or closed. Also detects attempts to break the door or window by sensing the shock and vibration before the intruder can get in.



## Portable voice unit

Two-way voice unit with hands-free audio. Alarm Receiving Centre can always reach your home to verify the emergency and to assist you and your family. The voice unit is portable at home so you can take it with you during an emergency while we help you get to safety.



## Remote control

Quickly arm or disarm the alarm system or trigger SOS from anywhere in the home. You can also easily check the current status of the alarm system.



## Smart plug

Control your lights and domestic appliances from your phone (such as coffee machines or the iron). Set your system to automatically turn off appliances when the alarm system is armed.



## Water leakage detector

Water leaks can cause significant damage to your home. This detector identifies problems early so we can take action fast and minimize the damage.



## Keytags

Works as a secure access key. Simply touch the Sector Alarm logo on the keypad to arm and disarm the alarm system.



## Optical smoke detector

Accurate detection of even the smallest amounts of smoke. Always on and always monitored, even when the alarm system is disarmed. Acts as an additional siren for your alarm system. We can verify fire visually from images on your cameras and call the fire department.



## Smart solutions

Enjoy the relief and comfort of being in full control of a smart, connected home.

### Control your alarm as you want

Our alarms are easy to arm and disarm, you can use the Sector Alarm App, smart keys and/or a personalized code. It's up to you. To be completely calm, you can carry the remote control in your pocket and easily use it in an emergency at home.

### Notifications and control of your home from the Sector Alarm App

Control who is at home from the Sector Alarm App. Receive notifications if you leave a window open when the system is armed. You can also monitor the temperature in your home and detect changes that could indicate a problem. Wherever you are, you will have control of your home and know if everything is okay.

### Smart plug

Control the lighting and electrical appliances in your home with smart plugs through your mobile phone from the Sector Alarm App. You can program them to connect electrical appliances (such as coffee maker, the iron...) or turn lights on and off when you're away from home to produce a deterrent effect.

Smart plugs can be controlled remotely through your App. Have you left the iron on? You can check it and turn it off if necessary. Connect the lighting to your smart plugs and you can easily turn the lights on and off from the App or automatically when arming or disarming the system.

### Smart home, adaptable to your future needs

Our security system is compatible with Zigbee—the leading platform for Smart Home—so you can continue to set up your security system and add more smart features to your home as your needs change.

## Create an account on My Pages/Sector Alarm App

By creating an account on “My Pages” or in the Sector Alarm App, you can control your alarm system and get important information about your system and your home. To create an account, you need to have your customer number available. This can be found in the documentation of your alarm system. Register an account at **sectoralarm.pt** or via the Sector Alarm App which you can download from your app store. We update the app and add features continuously.

## Maintenance and advice

In order to ensure that your alarm system is working properly:

- The system is remotely supervised by Sector Alarm 24/7/365.
- Sector Alarm recommends that you perform a local system test every third month. Please contact Sector Alarm customer service for further information on how to perform a local system test.
- Ensure that none of the components have been damaged and are free from dirt, dust, cobwebs etc.
- Clean the keypad with a dry cloth.
- If you are carrying out renovations or moving furniture, make sure that you do not block or cover the components or the components' line of sight.
- If you are painting, wallpapering or sanding it may be necessary to temporarily remove part of the alarm system to prevent damage or false activations. Please contact Sector Alarm customer service before you do this.



The alarm systems siren(s) are designed to wake a person sleeping heavily, and to deter/disturb intruders. Prolonged exposure to the siren for long periods of time should be avoided. In the event that the system is accidentally activated while you are on the premises please ensure you turn the alarm off (see page 10), if unable to do so please leave the premises. When testing the system we recommend that you protect your ears.



