QUICK CONSUMER REFERENCE GUIDE

SMART HOME

Your System: ADT *Smart Home* Keyholder Response

Starting to use the Keypad, ADT *Smart Home* App and web portal
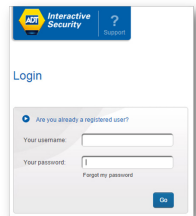
PM360 Alarm Panel   Keypad   KeyFob   ADT *Smart Home* App   ADT *Smart Home* Web Portal

Setting your System using your keypad
Step 1 When leaving your home ensure that all protected doors/windows, including your front door, are closed before setting your System.
Step 2 Set your System using The Keypad – by pressing the "set" key 🏠 on the Keypad and entering your 4-Digit User Code / or presenting your Keyfob.
Step 3 You will hear 30 seconds of Intermittent beeping to remind you to leave the property via your specified exit route. You have to leave your property and close the exit door during this 30 second time period
Step 4 After this 30 second time period, the beeping stops, and your system is successfully set.

Setting your System with the ADT *Smart Home* App

Step 1

When leaving your home ensure that all protected doors/windows, including your front door, are closed before setting your System.
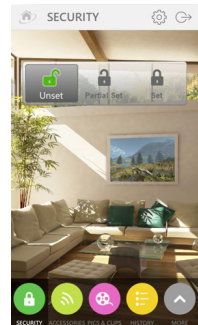
Step 2

From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect.

Step 3

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart Home* Alarm Panel.
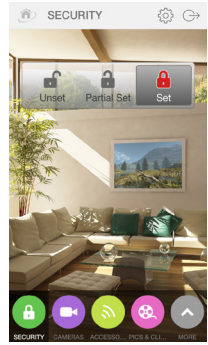
Click on button Set.

Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home before the alarm panel is actually set.
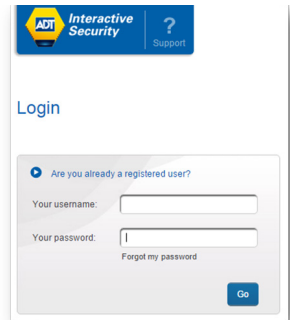
Step 5

At the end of the countdown, the Lock icon becomes red, indicating that the alarm panel is set.

Setting your System with the ADT *Smart Home* Web Portal

Step 1

From your favourite web browser, enter the URL of the ADT *Smart Home* Web Portal: https://www.adt.co.uk/smart-home/selfcare
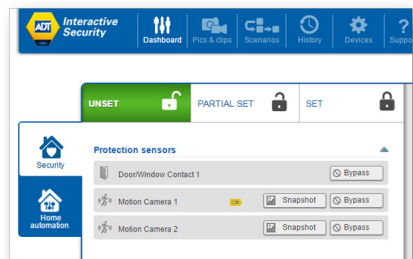

Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.
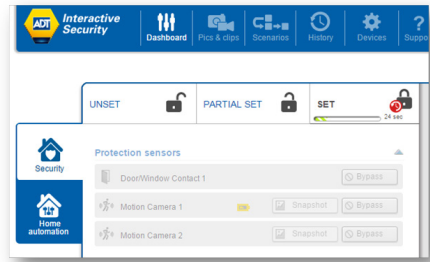
Step 3

By default, the first screen displayed after login is the Security Dashboard screen. The three buttons UNSET, PARTIAL SET and SET at the top of the dashboard panel are used to respectively set, part set or unset the ADT *Smart Home* Alarm Panel.
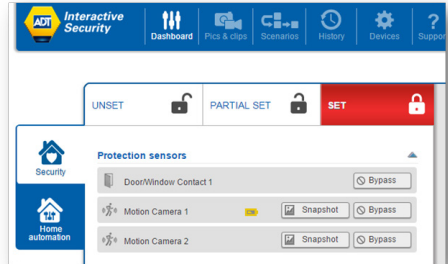
Click on button SET.

Step 4
A 30 second exit delay countdown is displayed, this is the time left for leaving your home before the alarm panel is actually set.

Step 5
After a few seconds, the Lock icon becomes red, indicating that the ADT *Smart Home* panel is set.

Unsetting your System using your keypad

The System unsetting starts as soon as you open your entry door or enter a protected zone which activates the System.

Step 1
Enter your home via your specified entry route.

Step 2
Unset your System using the Keypad – by pressing the "unset" key 🏠 on the Keypad and entering your 4-Digit User Code / or presenting your Keyfob.

Step 3
You will hear a beep from the Keypad or Alarm Panel confirming that your System is successfully unset.

Important: Unsetting the alarm stops the Internal Sounder ringing should the Alarm be activated but will not interrupt the transmission of the alarm signal to the ADT Alarm Monitoring Centre.

Unsetting your System with the ADT *Smart Home* App
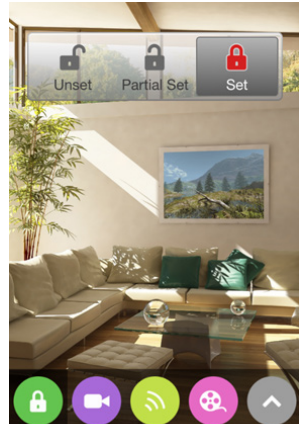
Step 1

From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect

Step 2

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart Home* Alarm Panel.

Click on button Unset.

Step 3

Unsetting the alarm system requires entering your account password

Then click on Yes.

Important: If you have fingerprint scanner technology available on your device you will be prompted to use your fingerprint to confirm the unsetting of your alarm. If you do not have fingerprint scanner technology, please follow the steps above and use your password to unset the alarm.
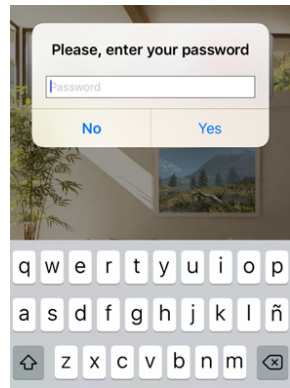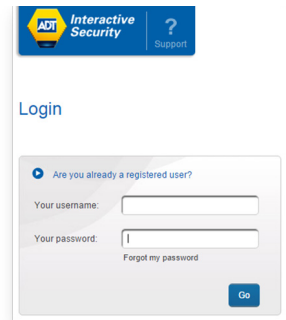
Step 4

After few seconds, the Lock icon becomes green, indicating that the ADT *Smart Home* panel is unset.
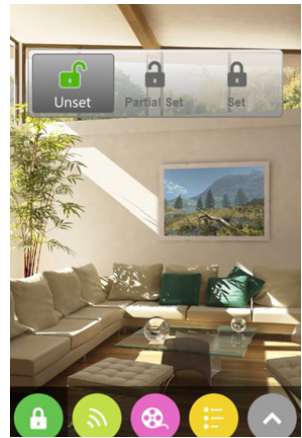
Unsetting your System with the ADT *Smart Home* Web Portal

Step 1

From your favourite web browser, enter the URL of the ADT *Smart Home* Web Portal:
https://www.adt.co.uk/smart-home/selfcare

Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.

Step 3

By default, the first screen displayed after login is the Security Dashboard screen. The three buttons UNSET, PARTIAL SET and SET at the top of the dashboard panel are used to respectively set, part set or unset the ADT *Smart Home* Alarm Panel.

Click on button UNSET.
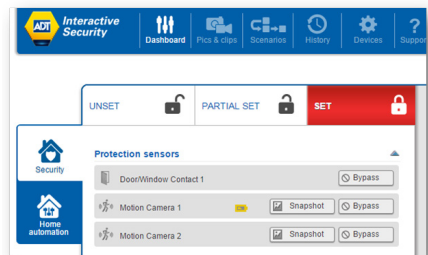
Step 4
After a few seconds, the Lock icon becomes green, indicating that the ADT *Smart Home* panel is unset.
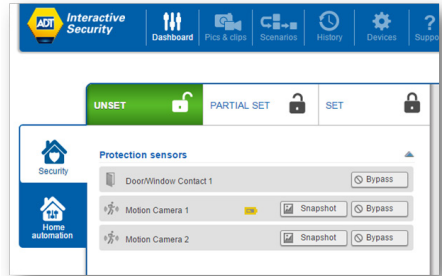
Part-setting your System using your keypad

Part-setting allows you to protect part/s of your property when you are at home. For example, protecting the downstairs area whilst you are sleeping upstairs. The part-set option can be programmed to your System during your System installation or a service visit.

Step 1
Part-set your System using the Keypad – by pressing the "part-set" key 🏠 on the Keypad and entering your 4-Digit User Code / or presenting your Keyfob.

Step 2
Your System is now part-set.

Part-setting your System with the ADT *Smart Home* App

Step 1
If leaving your home or not, ensure that all protected doors/windows in the protected area, including your front door, are closed before part setting your System.

Step 2
From your Smart Phone, launch the ADT *Smart Home* App, enter your Contract Number into the field Username, enter your Password, and press Connect.

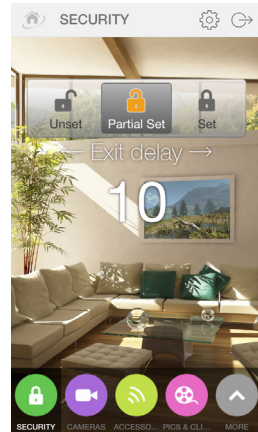## Part-setting your System with the ADT *Smart Home* App

Step 3

By default, the first screen displayed after login is the Security screen. The Security screen is used to set, part set or unset the ADT *Smart Home* Alarm Panel.
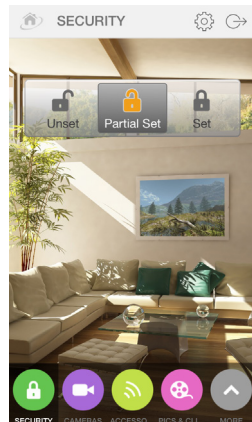
Click on button Partial Set.

Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home, or leaving the home areas protected by the peripheral security sensors, before the alarm panel is partial set.
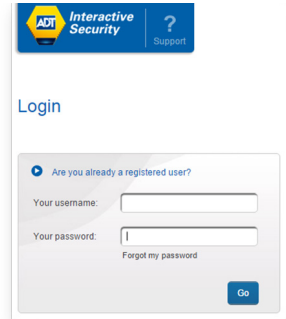

Step 5

At the end of the countdown, the Lock icon becomes yellow, indicating that the alarm panel is partial set.

Part-setting your System with the ADT *Smart Home* Web Portal

Step 1

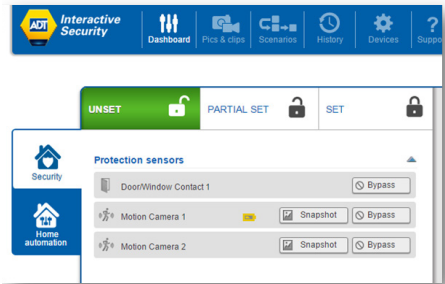From your favourite web browser, enter the URL of the ADT *Smart Home* Web Portal:
https://www.adt.co.uk/smart-home/selfcare

Step 2

Enter your Contract Number into the field Username, enter your Password, and press Go.
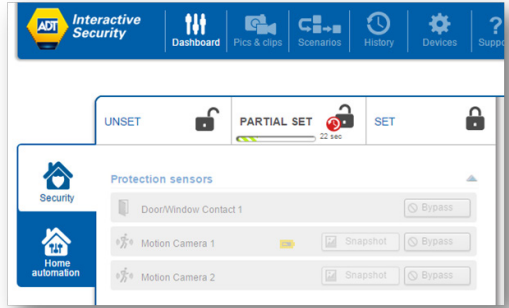
Step 3

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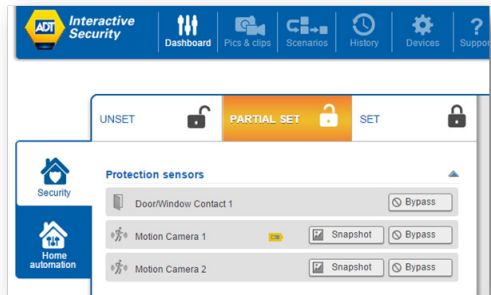
Click on button PARTIAL SET.

Step 4

A 30 second exit delay countdown is displayed, this is the time left for leaving your home or leaving the home areas protected by the peripheral security sensors, before the alarm panel is partial set.

Step 5

After a few seconds, the Lock icon becomes yellow, indicating that the ADT *Smart Home* panel is partial set.

Resetting/Silencing your System after an alarm

To stop the Alarm sounding using the Keypad – by pressing the "unset" key and entering your 4-Digit User Code /or presenting your Keyfob.

Important: Resetting/Silencing your System stops the Internal Sounder ringing but will not interrupt the transmission of the alarm signal to the ADT Alarm Monitoring Centre. Our monitoring specialists may contact you at this point and you will be requested to confirm your Verification Code /Password to cancel the alarm alert. Your System might be required to be reset remotely

Personal Assistance Alarm

The Personal Assistance Alarm allows you to send an alert to the ADT Alarm Monitoring Centre if you feel vulnerable in your home.

Step 1:
Activate the Personal Assistance Alarm using the Keypad – by pressing and holding ⬛ and ⬛ keys simultaneously for 2 seconds.

Step 2:
The Internal Sounder is activated and now sounds (unless a silent mode was requested at the point of installation).

Step 3:
The System sends an alert signal to the ADT Alarm Monitoring Centre. Our monitoring experts respond fast by contacting you and your Keyholders to alert them to your emergency. Please note that ADT will not be able to contact Police on your behalf.

Important: The Personal Assistance Alarm function works even when your System is not set.

Trouble Shooting

If your System has a fault, the Alarm Panel will display a red LED trouble warning light as will the Panel icon in your ADT *Smart Home* App in the Accessories tab or on the Dashboard on the ADT *Smart Home* web portal. Should you require further assistance, contact ADT Customer Service Centre on 0344 800 1999

Preventing False Alarms

• Ensure doors and windows are securely fastened when setting the Alarm.
• Avoid placing decorations or moving objects in front of the Movement Detectors.
• Ensure that everyone using the System is fully trained and familiar with the System.
• Know the specified entry/exit route and keep to it when setting and unsetting the System.

Useful Phone Numbers

Customer Service Centre	Customer Sales Centre	Moving Home?
Call 0344 800 1999* to request a routine inspection, report a fault, request a remote reset or if you have a query with the monitoring of your System.	Call 0800 010 999 to upgrade your System or Service Plan.	Call 0800 169 0612 to let us know you are moving and for details of our moving offers.

* Calls charged at the standard rate of a regular local or national landline number. Costs from mobiles may vary.