



Frontpoint®

SECURITY SYSTEM INTRODUCTION

Making it effortless to protect what matters most.



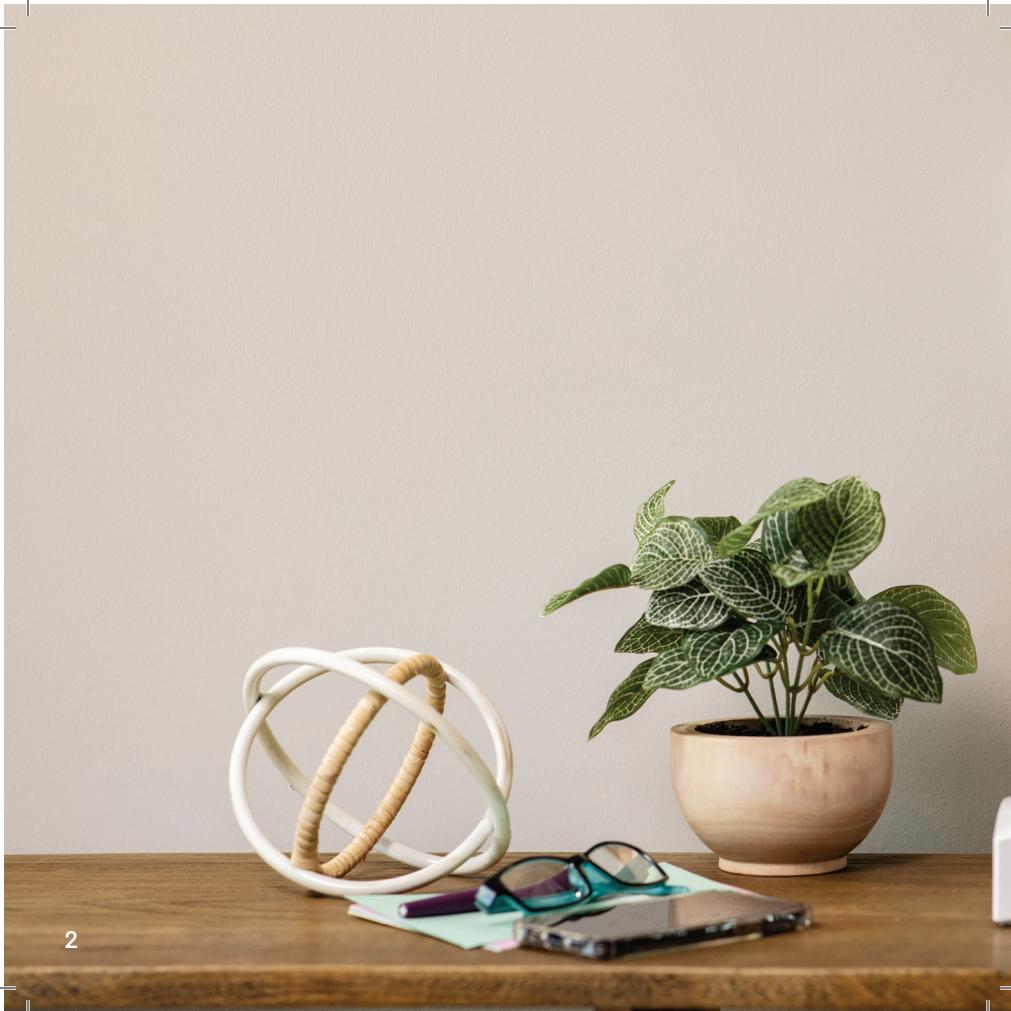




TABLE OF CONTENTS

This booklet is intended to better acquaint you with your new system and can assist you if you have any questions during activation or daily operation.

Please complete activation by referring to the setup instructions included separately.

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HUB & KEYPAD OVERVIEW



FRONTPOINT HUB

Meet the brain of your new security system. The Hub—**also referred to as your panel**, can communicate over both cell and Wi-Fi networks to ensure your Hub can communicate if power is temporarily lost or a nearby cell tower goes down.

All Frontpoint devices and sensors communicate with the Hub, so it's critical to place it in a central location of your home.



KEYPAD

Your Keypad is used to change your system's protection mode, known as the "arming status." It can also trigger alarms, outlined on page 6.

SYSTEM STATUS

The Hub and Keypad have LED logos on them which alight to show the status of your security system, described below. The Hub LEDs always display the status while the Keypad LED will only display at the moment of change.

ARMED AWAY

During Armed Away mode, all sensors are armed and can trigger an alarm. Your Hub and Keypad will display red LEDs.



To arm your system in Away mode, simply press "Away" on the Keypad. This will give you a 30-second "Exit Delay" countdown, meaning **you will have 30 seconds to exit your home** and close all doors. Your system will then be armed and opening a door will trigger a 30-second "Entry Delay" countdown, giving you time to disarm the system. **If a system is not disarmed within the 30 seconds after a perceived entry is initiated, the alarm will sound.**

ARMED STAY

This mode works almost identically to Armed Away mode except **Motion Sensors are not armed**, allowing you to move about your home while maintaining protection from intruders. Any entrance to the house or environmental emergency will still trigger an alarm. Because the mode is intended for use while you're at home, there is no Exit Delay. The Hub and Keypad will display orange LEDs.



To set this mode, press the "Stay" button on the Keypad. To bypass the 30-second Entry Delay and have an alarm trigger immediately once an entry is perceived, press and hold for a full three seconds instead.

DISARMED



To disarm your system, enter your 4-digit master code (or user code) and then press the "Disarm" button on the Keypad.

When your system is disarmed, only your environmental sensors will continue to monitor your home. The Hub and Keypad will display green LEDs.

*If your Hub is flashing the color **blue** amidst the expected status color, it is indicative of an issue. Please refer to page 20 for more information.*

The Keypad will also emit a blue LED in the upper left-hand corner, but specifically when there is an issue arming or disarming the system. A battery icon on the Keypad will emit a yellow LED when the Keypad has low battery.

On the go? Change the arming status of your system from anywhere using the Frontpoint mobile app. You can also use the Touchscreen or Keychain remote depending on the equipment in your system.

ALARMS

When an alarm sounds in your home, emergency responders will text all of your pre-dispatch contacts with a secure link to confirm if there is an emergency. This text will be followed with a call if the text is not opened within a few seconds. **Any alarm will need to be confirmed with your Verbal Passcode—a word selected in the digital activation process.**

Sensors will automatically trigger alarms when armed and a threat is detected. You can also manually report an emergency using your Keypad, mobile app, Keychain Remote or Touchscreen.

To let emergency responders know what kind of help to send, a few different types of alarms are used. Below, you'll find the type of alarm as well as how to report it manually if necessary:



Fire Alarm

Press both **4** and **6** keys together. This triggers a fire alarm, indicating the fire department is needed.



Medical Alarm

Press both **7** and **9** keys together. This triggers a medical alarm, indicating an ambulance with paramedics is needed.



Intrusion Emergency

Press both ***** and **#** together. This triggers a panic alarm, indicating police assistance is needed.

Duress Emergency

When your system is armed, a pre-configured duress code can be entered into the Keypad and will trigger a duress emergency after pressing "Disarm." Doing so will emit a silent and discrete alarm that immediately calls the police, bypassing your pre-dispatch contact list.

A Duress Code can be configured in the mobile app by tapping on "Users" and then "Add Duress User".

SENSORS OVERVIEW

Although all Frontpoint kits are customizable, most come with Door & Window Sensors, Motion Sensors or Glass Break Sensors, and Smoke & Heat Sensors.

Within the in-app setup process, we will digitally walk you through the steps to effectively mount and test your sensors.

! *IMPORTANT: Please ensure you do NOT mount any sensors until instructed to do so during the in-app setup. The following pages are for reference only and are to be used in conjunction with your digital experience.*

DOOR & WINDOW SENSOR



All Door & Window Sensors consist of two parts:

- A** a magnet (smaller piece)
- B** a transmitter (larger piece)

Please adhere to the following tips when mounting:

- Sensors should be located **within a 100 ft. range** from the Hub. Refer to page 21 to ensure ideal placement.
- The two sensor pieces must be on **separate** parts of the window or door so that distance is created between them when opened.
- The two pieces of the sensor should be mounted and aligned as close as possible, with **less than a thumb's width apart**.
- There is a raised line or notch on the inside of each of the two sensor pieces—these must be facing each other and aligned once mounted.

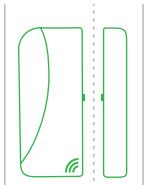
SENSORS OVERVIEW (CONTINUED)

Door Installation

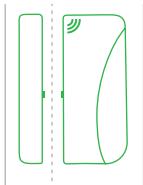
Mount the sensor to the side of the door that has the knob. Do not mount on the side that has the hinge. Either the larger or smaller piece can be on the door frame.

Use any of the below installation options:

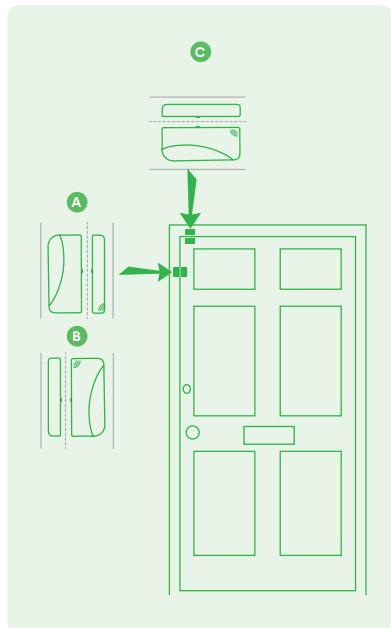
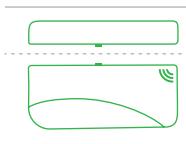
A Standard Setup



B Flipped Setup

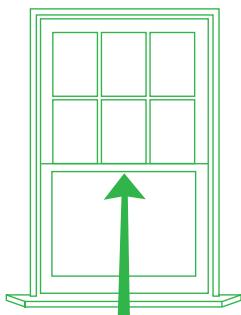


C Horizontal Setup

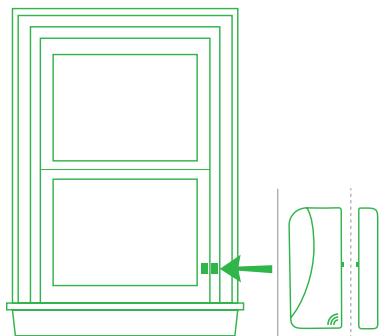


Window Installation

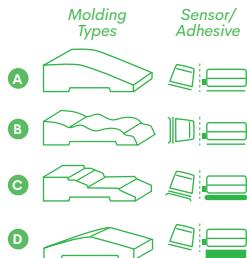
Each piece must be on a separate part of the window so that the two pieces are distanced when the window is opened.



Top Down View



! *Note: If you have molding or other decorative features that prevent you from placing your sensor in a flush, even position, you may need to mount the magnet angled toward the transmitter. In other cases you may need to add additional adhesive beneath the transmitter to add height, as shown in image C and D.*



SENSORS OVERVIEW (CONTINUED)

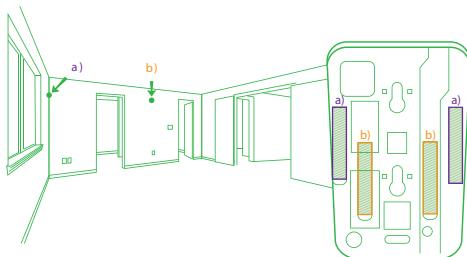
MOTION SENSOR

To mount effectively, pick a spot in a high-traffic part of your home. The Motion Sensor should be approximately 7.5 feet off the ground. This Motion Sensor has a 90-degree field of vision, so a corner location is ideal. It detects motion up to 40 feet away, so try to place it in a large area.

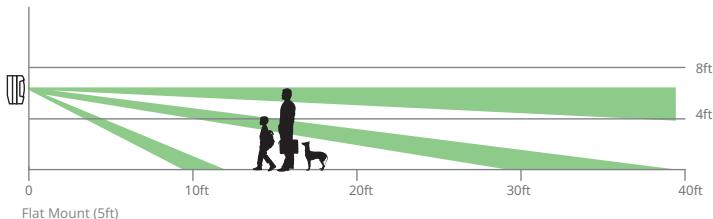
Avoid placing the Motion Sensor near a heat source or facing out a window—both of which can cause false alarms.

When mounting the Motion Sensor in a corner or on a wall, be sure to use both adhesive strips. The diagram will show you how to best place the two adhesive strips depending on your mounting location.

CORNER PLACEMENT a) OR WALL PLACEMENT b)



ADHESIVE PLACEMENT



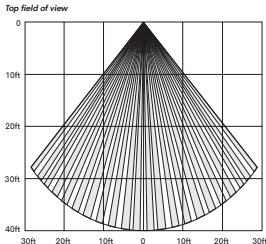
Tips for pet owners: Our Motion Sensors are specifically designed to avoid detecting pets weighing less than 40 pounds. Pet immunity is most effective when the Motion Sensor is mounted 7.5–9.5 feet off the ground as well as facing away from home features that could allow pets to enter the detection field.

MOTION SENSOR (CONTINUED)

While not necessary, some Frontpoint customers choose to test their Motion Sensor after installation.

It is a common yet understandable misconception that motion sensors can be tested by waving your hand in front of the sensor. Infrared motion sensors technically detect **heat** moving perpendicularly across its field of view, so waving your hand would usually not be a sufficient heat source to register as motion.

If you'd like to test your Motion Sensor, please scan the QR code to the right and follow the steps provided.



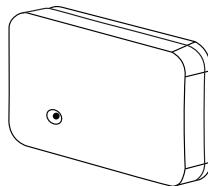
Usage

When viewing the status of your Motion Sensor in the mobile app, it will report as "Idle" in the case of no motion and "Activated" when motion detected. The status "Activated" will change to "Idle" after approximately an hour of inactivity.

SENSORS OVERVIEW (CONTINUED)

GLASS BREAK SENSOR

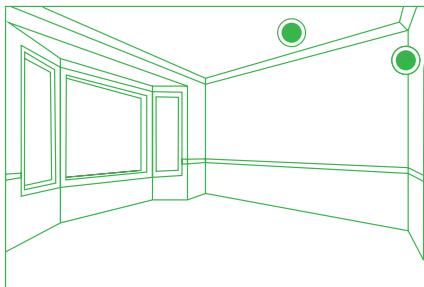
The Glass Break Sensor uses a microprocessor to “hear” the unique frequency of breaking glass within 20 ft. of the sensor. This makes it ideal for covering large open areas with multiple doors or windows without needing to buy a Door/Window Sensor for each one.



Installation

Determine an appropriate installation location for your Glass Break Sensor with the following attributes:

- A distance between 4 and 20 ft. from the window(s) and glass door(s) you intend to protect.
- Direct line of sight to the glass, without interference such as a wall or metal appliance.
- A height of at least 6.5 ft.



Do not mount sensors directly on a window.

SMOKE & HEAT SENSOR

Our Smoke & Heat Sensor is a fire-protection device that detects both smoke and temperatures around 135°F (57°C).

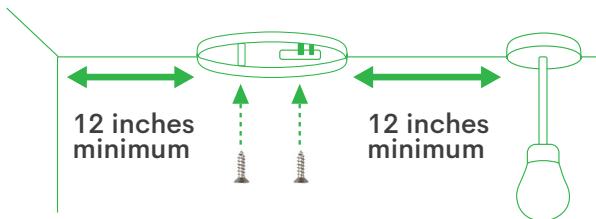
Regardless of the arming state of your security system, your Smoke & Heat Sensor is always on alert monitoring environmental triggers. When sensing smoke, fire, or heat, an alarm will sound and a red LED indicator will flash rapidly on your Hub. If this alarm sounds, evacuate the building immediately.

Mounting

Because smoke rises and spreads, we recommend installing this sensor in a **central location** on your ceiling.

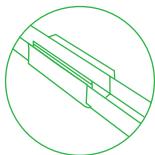
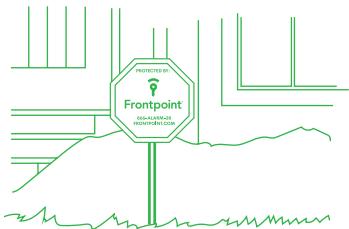
Keep this sensor at least 12 inches from anything that may block smoke from entering the sensor—like walls, corners, light fixtures and decorative objects.

Avoid placing the Smoke & Heat Sensor in a kitchen, garage, or near any of the following: ventilation source (such as an exhaust fan), shower (or another potentially humid area), furnace, space heater or water heater. These locations tend to trigger false alarms due to steam and higher temperatures.



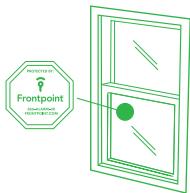
YARD SIGNS AND ACCESSORIES

By effectively deterring would-be criminals, your Frontpoint yard sign and decals are a powerful part of your security system.



Yard Sign

- 1 Slide the extra metal rod into the grey connector attached to the main rod
- 2 Select a location near the front of your home
- 3 Push the post into the ground



Window Decal

- 1 Remove the plastic backing
- 2 Place the decal at eye level on the inside of your windows or near the front and back doors of your home

ADDITIONAL EQUIPMENT GUIDES

To access all user guides, simply scan this QR code with the camera of your mobile phone.



Cameras

- Wireless Doorbell Camera
- Wired Doorbell Camera
- Indoor Camera
- Premium Indoor Camera
- Outdoor Camera

Other

- Keychain Remote
- Panic Pendant
- Touchscreen
- Smart Door Lock

Sensors

- Flood Sensor
- Carbon Monoxide Sensor
- Garage Door Tilt Sensor

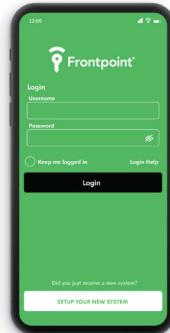
- Wireless Light Control
- Outdoor Smart Plug
- Smart Chime

MOBILE APP HIGHLIGHTS

The Frontpoint mobile app is here to make your life easier, supporting a wide range of functions including:

- Home automation control
- Custom Scenes
- Saved video footage
- Detailed sensor history
- Remote access and control
- Access to live video

Keep reading to learn how to optimize your mobile app experience.



Advanced Notifications

Set up custom alerts.

- 1 Tap on Notifications after opening the navigation menu (☰) in the mobile app.
- 2 Tap the gear icon ⚙️ in the top right.
- 3 You can manage Push Notifications and notification recipients from this menu.
- 4 Create custom reminders such as "Forgot to arm the system in the morning" or "Front door was left open" from the Pending Notifications section.

System and Sensor History

Keep tabs on what's happening in your home.

- 1 Tap on Activity in the horizontal navigation bar of your home screen.
- 2 Tap the Filters drop-down menu to filter the system and sensor history by time period and event type.

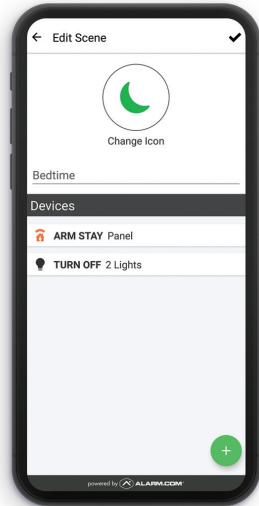
Scenes

Create "Scenes" to control multiple devices at once based on the equipment in your system.

Try our customer favorite:

Set a Scene for nighttime in which the system is set to Armed Stay. Lighting is automatically turned off and all Smart Doors are locked.

- 1 From the home screen of the Frontpoint mobile app, locate the Scenes section.
- 2 Tap on the right arrow. To create a new scene, tap the +.
- 3 Enter the desired name in the Scene Name field. Example: Bedtime
- 4 Tap the icon symbol to change the icon image and color to represent the Scene.
- 5 In Devices, tap on the + to select which devices the Scene will control.
- 6 Choose the subsequent action depending on your system's equipment.



MOBILE APP HIGHLIGHTS (CONTINUED)

Hub Settings

You can adjust the Hub's volume, LED brightness and Wi-Fi connection from your mobile app.

- 1 Tap on Security System on the home screen of your mobile app.
- 2 Tap the gear icon  in the top right.
- 3 Make changes as desired:
 - Adjust the Hub Voice Volume using the slider.
 - Adjust the Hub LED Brightness by tapping General LED Brightness and selecting the preferred percentage.
 - Check or change the Hub WiFi connection by tapping Panel WiFi at the bottom of the screen.

Update Payment Information

Easily update billing information as necessary.

 **IMPORTANT:** This section of the Frontpoint app will only appear if you are logged in using the primary login for your account. Any secondary logins you have created will not have access to this page.

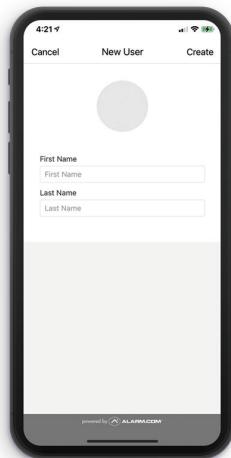
- 1 Tap on My Account after opening the navigation menu () of your mobile app.
- 2 Tap the Card button at the top right, then scroll down and select Add new payment type +.
- 3 Type in all the necessary information.
- 4 Tap Save.
- 5 Tap the Set to Auto-pay button that appears over the new payment method.

Additional Users

Create additional user codes for members of your household.

- 1 Tap on Users after opening the navigation menu (☰) of your mobile app.
- 2 Tap the + symbol.
- 3 Enter the first and last name of the new user then tap CREATE in the top right corner.
- 4 Enter a code or press Generate Code to create the new user's code. Press Save.
- 5 Wait a few minutes for the Hub to update.

To create additional logins to the mobile app with varying permission levels, log in to MyFrontpoint.com. After clicking on Users in the left-hand menu, select Manage Logins at the top of the screen.



Update Address

Planning a move? Take your system with you.

- 1 Tap on Move Portal after opening the navigation menu (☰) of your mobile app.
- 2 Tap Start Move and follow the prompts, providing information such as your move date and new home address.

TROUBLESHOOTING

Trouble Conditions

If your Hub's LED light is alternating between blue and its arming status color, there is an issue with your system. Issues are referred to as "Trouble Conditions" and are usually very easy to resolve.

The LED indicator on the Frontpoint Keypad will also flash blue when the Hub has trouble arming or disarming.

To diagnose an issue, you can either:

- Press and release the button on the back of the Hub, prompting it to announce the Trouble Condition.
- **Refer to the Frontpoint mobile app.** The Trouble Condition will be displayed at the top with a clickable arrow enabling you to get more information on the issue itself and giving actionable steps to resolve the problem.

Your Hub will emit "Trouble Beeps" every minute when a Trouble Condition is present, which sound like a small chirp. If you can't resolve the problem immediately, you can temporarily silence the Trouble Beeps within the home screen of your Frontpoint mobile app.

For a complete index of all of the Trouble Conditions you may see with steps to solve, please scan this QR code:



Cellular Communication Trouble

If you are experiencing “Cellular Communication Trouble” or “Panel Not Responding” after installing your Hub, this means it’s having trouble communicating (or lack of power) and likely needs to be moved. To resolve these issues:

- Make sure there are no large metal appliances or electronics within 4–5 feet.
- If issues persist, try moving your Hub near a window and/or to a higher level in your home (like a top floor).
- Test the cellular signal strength after positioning the Hub, arm and disarm from your mobile app. If it takes more than a minute to register, relocation is recommended.
- If there are known cellular limitations in your area, connect the Hub to your router with an ethernet cord to continue using your system.

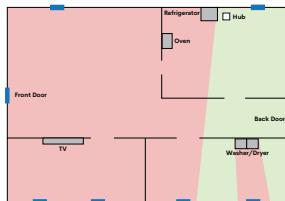
Review the illustrations to the right to see how metal appliances can limit the Hub from communicating properly with other devices or sensors.

Sensor Malfunction

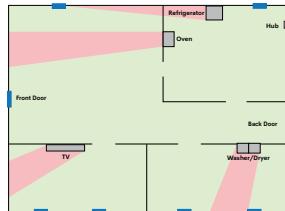
If a sensor reports a malfunction, it is unable to communicate with the Hub.

If this appears soon after setup, it can likely be resolved by either moving the sensor or moving the Hub. Please refer to the above chart to understand potential interference issues that would prevent the two from communicating properly. Please also ensure the sensor is located within 100 feet of the Hub.

A malfunction will also occur after the battery depletes; changing the battery in this case would resolve the issue.



⊗ Poor Placement ⊗



✓ Optimal Placement ✓

■ Signaling is blocked.

■ Communication paths are clear.

■ Sensor placement

ADDITIONAL TIPS

Looking for more information?

We've listed some additional tips about your new system below. You can also visit frontpoint.com/support to explore our Knowledge Base articles and learn more.

Security System and Sensor Testing

If you'd like confirmation that your systems are set up correctly and that everything is working properly, do a "walk-through test," which is the most thorough way to test your system. **Scan the QR code to the right for complete instructions.**



Hub Low Battery and Low Power Mode

The Hub has a built-in battery to account for any power outages at your home but **should be plugged in at all times**. If your Hub loses power and has depleted its battery from 8.5V to 7.5V, we will let you know with a Trouble Condition in the mobile app and put your Hub into Low Power Mode. When in Low Power Mode, your Hub will:

- Decrease LED brightness.
- Turn off the Z-Wave controller.
- Make other concessions to conserve power for life-saving operations until plugged in again.

Please note it can take up to 72 hours of charging to fully restore the battery.

Sensor Naming

If you wish to rename a sensor, you will need to log into myfrontpoint.com online. Although most functionality in the mobile app mirrors myfrontpoint.com, renaming a sensor can only be done online.

Once logged in, you will need to edit the name in **two** places to ensure the mobile app is updated as well as in the Hub for correct vocal announcements.

Scan the QR code to the right for more information.



Bypassing Sensors

A bypassed sensor is a sensor that is not being actively monitored and will not trigger an alarm if it is activated.

A sensor will automatically be bypassed if:

- The system is armed while the sensor is experiencing a Trouble Condition (such as malfunction).
- A contact sensor (such as a Garage Door Tilt Sensor or Door & Window Sensor) is already open.

Sensors can also be bypassed manually (ex: when a customer wants to arm their system but keep a window open.) Sensors can be bypassed manually in the mobile app by:

- Tapping on "Security System" on the home screen.
- Then tapping on "Bypass Sensors."
- Select the sensors to bypass.

Please note a contact sensor is only bypassed until the sensor is next closed; the next time you open the door or window, the sensor will alarm.

FOR CUSTOMER SUPPORT

To get answers to Frequently Asked
Questions or to chat with a live agent, visit
frontpoint.com/support



— OR —

Call 1-877-602-5276 for help



Patent numbers: U.S. D887,301 and U.S. D886,656. Covered by one or more claims of patents:
<http://sipcollc.com/patent-list/> and <http://intusiq.com/patent-list/>
Smoke & Heat Sensor: <https://support.frontpointsecurity.com/hc/en-us/articles/4406861659411>