

cove

User Manual



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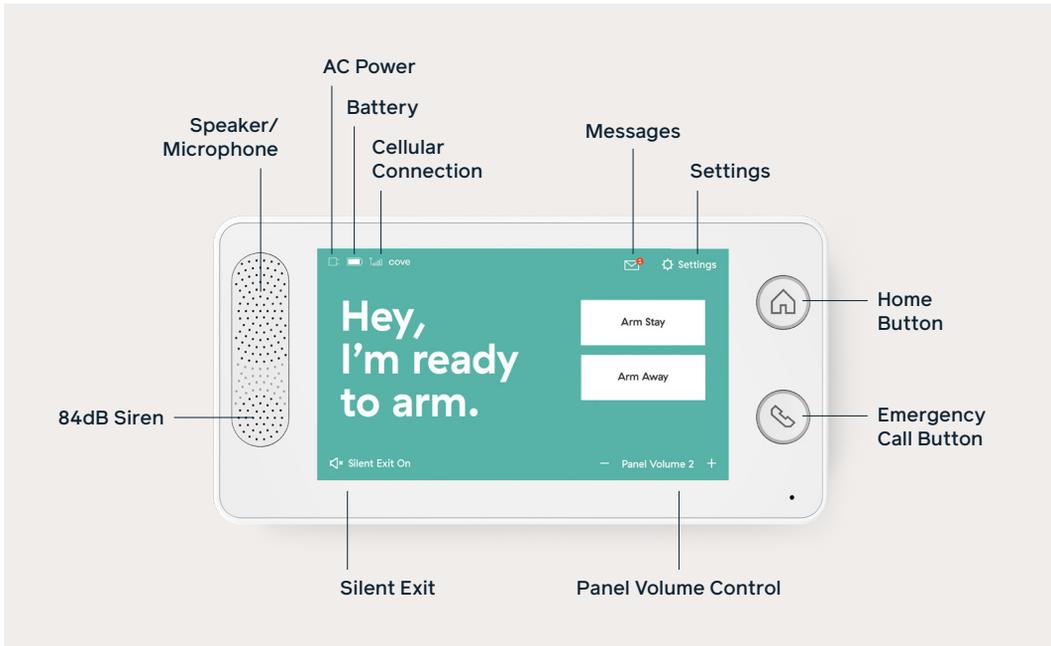


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Installing Your Panel

Your Touch Screen Panel is the heart of your security system. It controls your sensors and connects you to the professional monitoring team.

TO INSTALL YOUR PANEL

1. Choose a location within 5 feet of a standard electrical outlet. To prevent accidental power failure, this outlet must not have a ground fault circuit interrupter (GFCI) and should not be controlled by a switch.
2. Plug in your panel. To avoid accidentally unplugging the panel, secure the plug to the outlet using the provided screw.
3. Wait for the panel to establish communication with the monitoring station. This connection may take several minutes.
4. Once the panel is connected, follow the onscreen installation guide.

COMMON INSTALLATION LOCATIONS

Place your panel in an easily accessible, central area of your home. Common locations include:

- On a countertop, table, or desk
- On a bookshelf
- On the wall by the door (Professional Installation Recommended)



LOCATIONS TO AVOID

Do not place your panel in the following locations:

- × Remote areas of your home (like closets, garages, laundry rooms, bathrooms, and stairwells)
- × Areas where intruders might easily see the panel (such as near windows)
- × Within 4 feet of large metal objects or appliances (like refrigerators, televisions, or washing machines)

Panel Buttons

HOME

Press the home button to wake up the touch screen or return to the home screen.

LED Color

The home button will change colors to indicate the system status.

Blue

The panel is unarmed and ready to arm

Yellow

The panel is unarmed and a sensor is open

Red

The panel is armed in away or stay mode

Yellow for 3 secs

A Motion Detector was triggered

LED is off

Panel is without AC power or LED lights are turned off in settings

EMERGENCY CALL

Press the emergency call button to notify the central monitoring station of an emergency event. To minimize the risk of false alarms, the emergency call process includes a few simple steps.

To Call

1. Press the emergency call button
2. Select your emergency (Medical, Police, or Fire)
3. Tap "Call" to begin your call with a monitoring agent

To Cancel Call

Tap "Cancel" on your panel to cancel the call, then enter your user passcode.

Once you enter your passcode, the panel will send a signal notifying the central monitoring station that you canceled the alarm. An operator may still call you back to verify that it was a false alarm.

LED Color

The emergency call button will change colors to indicate the emergency call status.

Blue

Normal status, no emergency call in progress

Red

The panel is connected for an emergency call

LED is off

The panel is without AC power, or LED lights are turned off in settings

Status Bar Icons



AC Power



No AC Power



Cellular Connection



No Cellular Connection



Messages



New Message



Low Battery



Full Battery



Battery Charging

Arming the System

To arm your system against intruders, check that the home screen says, "Hey, I'm ready to arm." You can arm the system in stay mode or away mode from here.

STAY MODE

Select this mode when people will be staying inside the home. This mode arms all of your sensors but the Motion Detectors, which will stay disarmed.

To Arm in Stay Mode

1. Tap "Arm Stay" on the home screen.
2. Your system will announce "arming stay," and the countdown screen will appear.
3. During the countdown, you have the option to add 30 seconds to the countdown or tap the "Cancel" button, which will prompt you

to enter your user passcode to disarm the system.

4. When the countdown ends, the system will announce "system armed stay," and the panel status field will display "I'm armed in stay mode."

NIGHT MODE

Tap "Night Mode" to immediately arm your system in stay mode with no countdown. In addition, night mode will remove any entry delays that you have set on your Door Sensors.

AWAY MODE

Select this mode when your home will be unoccupied. This mode will arm all anti-intrusion sensors, including Motion Detectors.

To Arm in Away Mode

1. Tap "Arm Away" on the home screen.
2. Your system will announce "arming away," and the countdown screen will appear. During the countdown, you have the option to add 30 seconds to the countdown or tap the "Cancel" button, which will prompt you to enter your user passcode to disarm the system. To extend the arming countdown, you can also open one of your doors twice in a row.
3. If you want to silently arm your system without audible announcements or beeping during the countdown, tap Silent Exit at the bottom left corner of the home screen. Silent Exit will extend the countdown length.
4. When the countdown ends, the system will announce "system armed away," and the panel status field will display "I'm armed in away mode."

AUTO STAY MODE

If at least one Door Sensor is not triggered during the countdown, the system will default to stay mode, even if you selected away mode. This is because the system assumes that the premises are still occupied since no one has gone through a door.

This feature is not applicable when arming from a Key Remote or through our app.

Please Note

If you open a Door Sensor while the system is armed, you will hear an "Entry Delay" countdown, and you will need to disarm the system by entering your passcode.

BYPASSING SENSORS

When you open a door or window protected by a sensor, your home screen will turn yellow, and the system status will read, "Hang on, your sensor is open." Before you can arm the system, you must either close all open sensors or bypass them.

Temporarily Bypass All Sensors

To temporarily bypass all sensors at once, tap "Check Status" to display a list of all sensors and their statuses. Then, tap "Bypass, Stay" or "Bypass, Away." After confirming the bypass, the system will begin the countdown to arm. Bypassed sensors will remain bypassed until you disarm your panel.

Long Term Bypass Individual Sensor

If you would like to keep a window open or have the system overlook an individual sensor for an extended period, tap Settings > Sensors > (select sensor) > Edit > Long Term Bypass > ON. To turn off the bypass, you'll need to toggle "Long Term Bypass" to OFF.

Disarming the System

To disarm the system in either stay mode or away mode, enter the 4-digit user passcode. When the system is disarmed, your panel will read "Hey, I'm ready to arm."

Understanding Alarms

BURGLARY ALARM

A burglary alarm will be sent to the monitoring station when a Door Sensor, Window Sensor, Motion Detector, or Glass Break Detector is triggered.

- When a window, motion, or glass break sensor is triggered, a siren will sound immediately for 4 minutes or until the system is disarmed.
- When a door sensor is triggered, the system will begin the entry delay countdown to allow enough time for you to disarm the system if needed (unless the system is in night mode or the entry delay is set to 0). The default delay time is 30 seconds, but you can adjust this in each Door Sensor's settings. When the countdown timer reaches 0, the alarm siren will sound for 4 minutes or until the system is disarmed. Once you begin entering your 4-digit user passcode, the siren will pause for 5 seconds.
- Once the central monitoring station receives the signal, an operator will reach out to you through the 2-way voice speaker on your panel or by calling you and your emergency contacts, if necessary.

SMOKE ALARM

Your Smoke Detectors are armed at all times. If a smoke alarm is triggered, the alarm siren will sound for 4 minutes or until a user passcode is entered. Once the central monitoring station receives the alarm signal, they will call you and your

emergency contacts on the phone. During a fire alarm, the monitoring team will not call you through the panel. Everyone should exit the house immediately and call 9-1-1.

To minimize false alarms, Smoke Detectors include an option to delay an alarm until the sensor is triggered twice in two minutes or remains triggered for 30 seconds. This Fire Alarm Verification feature is automatically set to OFF but can be turned on from the individual sensor's settings.

FLOOD/FREEZE ALARM

Your Flood/Freeze Sensor is armed at all times by default. When your Flood/Freeze Sensor is triggered, the alarm siren will sound for 4 minutes or until a user passcode is entered. After that, the central monitoring station will contact you and your emergency contacts via predetermined methods (e.g., panel, phone call, email, text, or app notification).

CANCELING A FALSE ALARM

If you accidentally trigger a sensor and would like to cancel the false alarm, enter your 4-digit user passcode on the panel. The siren will stop, and the panel will transmit an alarm cancellation signal to the central monitoring station.

In the case of a false alarm, the central monitoring station may still contact you to verify the alarm. Therefore, be prepared to give the central monitoring station the verbal password you set up when purchasing. (see page 7 for more about your verbal password).

USING THE OPTIONAL HOSTAGE CODE

Cove provides an option for a hostage passcode if you are ever in a hostage situation in your home. Entering the hostage passcode will disarm your system and notify the central monitoring station that you are in an emergency by sending a

silent duress signal.

To activate the hostage passcode feature, you must create a hostage passcode by tapping Settings > User Passcodes > Hostage Passcode. To use your hostage passcode, enter it to disarm your system.

Sensors

ADD A SENSOR

To add a sensor, go to Settings > Sensors > (select sensor) > Add Sensor > Trigger the Sensor (beeps will sound indicating the sensor has successfully been added) > Select a name for the new sensor > Next. Tap "Add More" to add another sensor of the same type or "Done Adding" if you're finished. Verify that the central monitoring station is receiving your sensor signals by running a Complete Sensor Signal Test.

REMOVE A SENSOR

To remove a sensor, tap Settings > Sensors > (select sensor) > X.

RENAME A SENSOR

To rename a sensor, tap Settings > Sensors > (select sensor) > Edit > Edit Name.

LONG TERM BYPASS A SENSOR

To bypass a sensor indefinitely, tap Settings > Sensors > (select sensor) > Edit > Long Term Bypass > ON. This function is only available for Door, Window, and Motion Detectors.

TURN CHIME ON/OFF

To turn a sensor's chime on or off, tap Settings > Sensors > (select sensor) > Edit > Chime > ON/OFF. If the panel's universal volume settings are set to 0, then the chime will default to OFF and cannot be turned on unless the panel volume is set to at least 1.

TURN VOICE ON/OFF

To turn a sensor's voice announcement on or off, tap Settings > Sensors > (select sensor) > Edit > Voice > ON/OFF. If the panel's universal volume settings are set to 0, voice announcement settings will default to OFF and cannot be turned on unless the panel volume is set to at least 1.

TEST SENSOR

To test if a sensor is connected to the panel, go to Settings > Sensors > (select sensor) > Edit > Test Sensor. Follow the onscreen instructions to test the sensor. You must open and close your doors and windows to successfully test a sensor.

SWINGER SHUTDOWN

"Swinger shutdown" is a non-programmable setting enabled when a sensor is repeatedly triggered while the system is armed. The system will ignore subsequent triggers after two triggers have occurred until the sensor is manually restored by disarming the panel or automatically reset after at least 8 hours without triggering.

CROSS ZONING

Cross zoning requires multiple sensors in a zone to be triggered before sounding an alarm. If you wish to create a cross zone, please call customer support at 855.268.3669.

User Passcodes

MASTER PASSCODE

Your master passcode is the 4-digit user code you created during the initial installation process. Unlike the other user passcodes, you can use the master passcode to access system settings.

Reset Master Passcode

To reset the master passcode, tap Settings > User Passcodes > Master

Passcode > Reset.

Please Note

If you forget your master passcode, call our customer support line at 855.268.3669 and be prepared to give your verbal password.

VERBAL PASSWORD

Your verbal password is a word or phrase you specified when you purchased your system. The verbal password allows you to verify your identity when an alarm is triggered or when you are communicating with Cove about your account.

HOSTAGE PASSCODE

Unlike other user passcodes, your hostage passcode will disarm your system and send a silent hostage emergency signal to the central monitoring station.

To create your hostage passcode, tap Settings > User Passcodes > Hostage Passcode > Create. Remember to use the hostage passcode only in emergencies.

Reset Hostage Passcode

To reset your hostage passcode, tap Settings > User Passcodes > Hostage Passcode > Reset.

USER PASSCODE

Add New User Passcode

To add a new user, tap Settings > User Passcodes > + Add New User. You can add up to 20 new users. Remember, user passcodes will not have access to panel settings.

Reset User Passcode

To reset a user passcode, tap Settings > User Passcodes > (user) > Reset.

Remove User Passcode

To remove a user passcode, tap

Settings > User Passcodes > (user) > X. Then confirm that you want to delete the user.

SECURE ARMING

When secure arming is turned on, the panel cannot be armed without entering a user passcode. To turn on this feature, tap Settings > User Passcodes > Secure Arming > ON. This feature prevents young children or unauthorized users from accidentally arming your system.

Exit + Transmission Delay

EXIT DELAY

This feature gives you time to leave the home after you arm your system. The system will not arm until the end of the countdown. The exit delay applies to all Door and Motion Detectors. By default, your system will give you 60 seconds to leave the home. To change the Exit Delay duration (options range from 45 to 255 seconds), tap Settings > System > Exit Delay.

TRANSMISSION DELAY

By default, to prevent false alarms, your panel will not transmit an alarm signal to the monitoring station for 30 seconds after the system is triggered. You can adjust this amount of time by tapping Settings > System > Exit Delay > Transmission Delay.

You can set the delay to 0, 15, 30, or 45 seconds.

If you disarm your system during the Transmission Delay time, the panel screen will notify you that it has aborted the alarm, and the central monitoring station will not contact you.

This setting does not apply to Smoke/CO or Flood/Freeze Sensors, which always transmit an immediate signal to the central monitoring station.

Panel Display

TO ADJUST SCREEN BRIGHTNESS

To adjust the screen brightness, tap Settings > System > Display > Screen Brightness.

ADJUST THE DISPLAY TIMEOUT TIME

The panel will automatically enter sleep mode after 3 minutes of non-use. To increase or decrease this length of time, tap Settings > System > Display > Display Timeout. The possible options are 1, 3, 5, or 10 minutes.

TO CLEAN SCREEN THE SCREEN

If you need to clean your screen, tap Settings > System > Display > Clean Screen > START. This process will disable the touch screen for 30 seconds so you can clean the screen without disturbing the touch functionality. The Home and Emergency Call buttons will still function during the 30 seconds. Use a damp cloth and never use cleaning solvent to clean the touch screen.

TURN LED BUTTONS ON/OFF

To turn the Home and Emergency Call button LEDs on or off, tap Settings > System > Display > LED Buttons > ON/OFF.

System Sounds

TO ADJUST THE PANEL VOLUME

This function changes the volume of voice announcements and chimes. To adjust the panel volume, tap Settings > System > Sounds > Panel Volume. You can also adjust the volume by using the + and - buttons in the bottom right corner of the home screen.

TO TURN CHIME SOUND ON/OFF

For All Sensors

Panel volume must be set to at least 1 for chime sound (for all sensors) to be

turned on. To turn the chime sound on or off for all sensors and detectors, tap Settings > System > Sounds > Chime Sound > ON/OFF.

TO ADJUST THE TOUCH SCREEN VOLUME

To adjust the feedback volume from the touchscreen, tap Settings > System > Sounds > Touch Screen Volume to adjust the touch screen volume.

TO ADJUST VOICE SOUND

Turn the Voice Sound On/Off *For All Sensors*

Panel volume must be set to at least 1 for voice sound (all sensors) to be turned on. To turn the voice sound on or off for all sensors and detectors, tap Settings > System > Sounds > Voice Sound.

Change the Voice Gender

To change the gender of voice announcements, tap Settings > System > Sounds > Voice > Male/Female.

TO TEST THE SIREN

To test the siren, tap Settings > System > Sounds > Test Siren.

System/Sensor Tests

We recommend that you test your system at least once a month. To test your system, tap Settings > System > Test System > Test next to the items you'd like to test. Then follow the onscreen instructions until the test is complete. This process will test cellular communication, sensor signal strength, system audio, siren audio, and button LED functionality.

COMPLETE SENSOR SIGNAL TEST

This test verifies that the central monitoring station is receiving your sensor signals. To run a complete sensor signal

test, tap Settings > System > Test System > Complete Sensor Signal Test > Test. Trigger each of your sensors until all sensors show a "verified" status on the panel screen. You do not need to wait for a sensor to reach "verified" status before triggering another sensor.

The test button will turn green if all sensors pass and red if one or more sensors fail. Call customer support at 855.268.3669 if any tested sensor fails to reach "verified" status.

Your system will be automatically placed in test mode for 10 minutes to allow you to complete the test, and it will not trigger any alarms during this time. Your system will automatically exit test mode when you complete the test, touch the Back or Home buttons, or the 10-minute test period ends.

SENSOR SIGNAL WALK TEST

This test verifies that the panel is receiving your sensor signals. To run a Sensor Signal Walk Test, tap Settings > System > Test System > Sensor Signal Walk Test. Then, trigger each of your sensors until all sensors show a "verified" status on the panel screen. You do not need to wait for a sensor to reach "verified" status before triggering another sensor.

The test button will turn green if all sensors pass and red if one or more sensors fail. Call customer support at 855.268.3669 if any tested sensor fails to reach "verified" status.

Your system will be automatically placed in test mode for 10 minutes to allow you to complete the test, and it will not trigger any alarms during this time. Your system will automatically exit test mode when you complete the test, touch the Back or Home buttons, or the 10-minute test period ends.

Messages + Alerts

MESSAGES

You can view your messages by tapping on the envelope at the top of the home screen. The envelope will have a red circle with the number of new messages and flash when there is a new message. The most recent 200 messages will remain until deleted. To delete a message, tap on the X on the right side of the message's row.

TROUBLE ALERTS

Trouble Alert Messages

Trouble alert messages appear when the system detects a problem with the system, and they advise actions to resolve the problem. The following trouble conditions can be resolved by taking the corresponding actions:

- Panel Loss of AC Power: Check your power connection
- Panel Low Battery: Allow the panel 24 hours to recharge
- Panel No Battery: Reconnect the battery to the panel
- Panel Communication Failure: Call Tech Support at 855.268.3669
- Sensor Low Battery: Replace the sensor battery
- Sensor Loss of Supervision: Go to covesmart.com/los and follow the instructions

Audible Alerts

When your system experiences a trouble alert, it will also audibly alert you to the situation. The trouble alert will sound once every 4 hours, between 9:00 AM and 9:00 PM, until the trouble condition is resolved or until you have turned off audible alerts. To turn off the audible alerts for current trouble conditions, tap the OFF button at the top of

the messages screen. No audible alerts will sound until a new trouble condition is detected.

History

The history screen shows the 200 most recent panel events with the time and date. The 201st event will erase the oldest event. Events include: sensors opening, closing, being tampered with, or being triggered, as well as trouble alerts, panel tamperers, emergency calls, sensor loss of supervision, alarm triggers, disarms, and arms. To view your system history, Tap Settings > History.

System Information

This section displays the System information needed for technical troubleshooting. To access System Info, tap Settings > System > System Info.



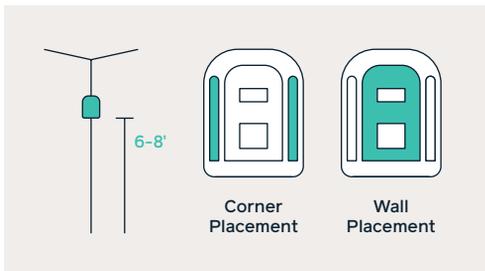
Motion Detector

SEE PAGE 6-7 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term
- Swinger shutdown
- Cross zoning

Installing Your Sensor

The Motion Detector is designed to detect movement up to 30 feet away and should be used to secure high-traffic areas like hallways and living rooms. Motion Detectors detect vertical and horizontal movement well, but are less effective at perceiving depth.



INSTALLATION TIPS

1. Because of the 90° field of view, Motion Detectors will be most effective when placed in corners, but they can also be installed on flat walls.
2. Before mounting, make sure the surface is clean and dry for better adherence.

3. Before installing your sensor, make sure to remove the plastic tab poking out from the battery compartment.
4. Use the adhesive strips to place the sensor 6-8 feet above the floor.

LOCATIONS TO AVOID

Do not place your Motion Detectors in locations where they may be exposed to excessive heat, sunlight, or irrelevant movement. These may include:

- × Pointed it towards windows
- × Near heating and cooling sources
- × Outdoors
- × In direct sunlight
- × Near high-voltage electrical lines in the wall
- × On an unstable surface
- × Behind any obstructions

Entry Delay

By default, Motion Detectors have a zero-second entry delay. We recommend keeping the entry delay at zero seconds unless a door is within range of the sensor, and opening the door would trigger it. If you want to change a sensor's entry delay time, tap Settings > Sensors > Motion Sensors > (select sensor) > Edit > Entry Delay.

Active in Stay Mode

Generally, you'll want your Motion Detectors to be unarmed when you are at home, so by default, our sensors will

remain inactive when your system is in stay mode. But in rarely used areas of your home, you may wish to keep your Motion Detector armed even when the system is in stay mode. To do this from your panel, tap Settings > Sensors > Motion Sensors > (select sensor) > Edit > Active in Stay Mode > ON.

Sensitivity

By default, Motion Detectors are set to high sensitivity. To change this, open the back of the sensor and remove the SENS pin covering the HIGH jumper and place it on the LOW jumper if you want your sensor to be triggered less easily.

Detecting Pets

The Motion Detector will not detect a body under 55 pounds by default. This is to prevent the sensor from being triggered by small pets. To change this setting, open the back of the sensor and remove the PET pin covering the 55 lbs. jumper and place it on the 33 lbs. jumper.

Testing Sensor

To test the sensor's signal strength from the panel, tap Settings > Motion Sensors > (select sensor) > Test Sensor. Follow the onscreen instructions.

To test the sensor's PIR motion detection capability, press and hold the test button on the top right side of the sensor until the LED light flashes and then move in front of it. In test mode, the sensor will be constantly active for 90 seconds, and every 10 seconds, the Panel LED light on the Home button will turn yellow when it detects motion. You may also check the panel's history screen, where the system will record the sensor activity.

Please Note

To preserve battery life, Motion Detectors will become inactive for 3 minutes after

being triggered and during that time will not trigger again.

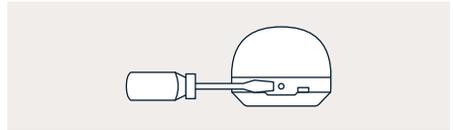
Changing Batteries

BATTERY TYPE

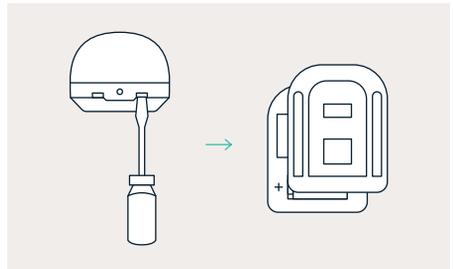
One CR123A battery

CHANGING INSTRUCTIONS

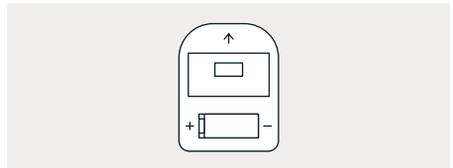
1. Remove the screw on the bottom of the sensor.



2. Insert your fingernail or a small flathead screwdriver into one of the rectangular pry holes at the bottom of the sensor and pull the case toward you to remove the sensor from the base plate.



3. Install the new battery, making sure the + and - are facing the correct way.



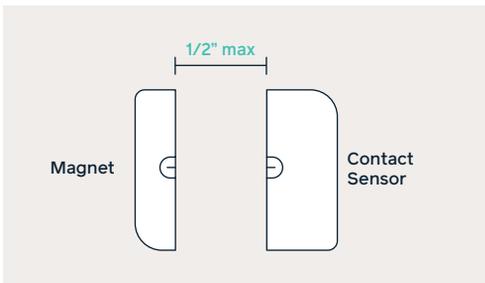
4. Securely replace the sensor case on the base plate and replace the screw.
5. After replacing the batteries, we recommend testing the sensor to make sure it works properly.



Window Sensor

SEE PAGE 6-7 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term
- Turning sensor's chime on/off
- Turning sensor's voice on/off
- Swinger shutdown
- Cross zoning



Installing Your Sensor

Windows are some of the most common entry points into your home.

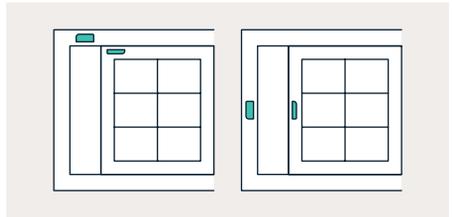
Our Window Sensor protects your windows by utilizing a magnet and contact sensor combination, which, when separated, will trigger an alarm.

INSTALLATION TIPS

1. Before installing your sensor, make sure to remove the plastic tab poking out from the battery compartment.
2. Place the magnet (small piece) on the window that opens or slides and the

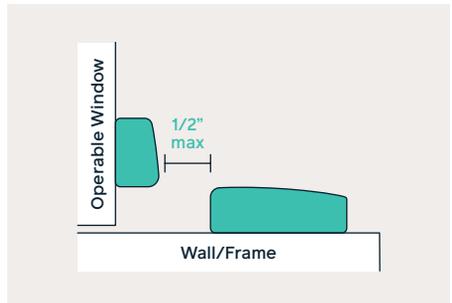
contact sensor (large piece) on the frame.

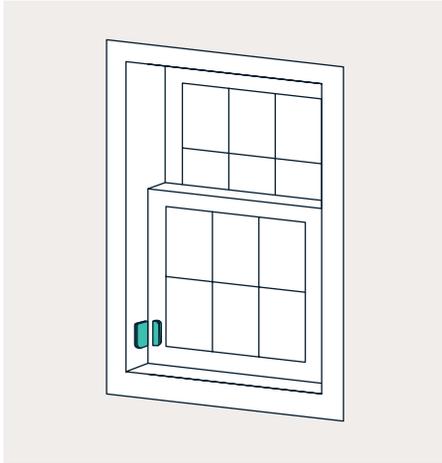
3. Do not place the two pieces more than 1/2" apart, and make sure to align the two semi-circles from the contact sensor and magnet with one another.
4. Remove the adhesive backing, press firmly, and hold each piece in place for 30 seconds.



ADDITIONAL GUIDELINES

- If needed, you may place the magnet on the window glass.
- If your window frame is too narrow to support the contact sensor, you can reverse the installation with the magnet on the frame and the contact sensor on the window.





- If necessary, place either piece at a 90-degree angle (as long as the pieces are less than one inch apart).

Testing Sensor

With the system disarmed, separate the magnet and contact sensor to trigger and test the sensor.

Changing Batteries

BATTERY TYPE

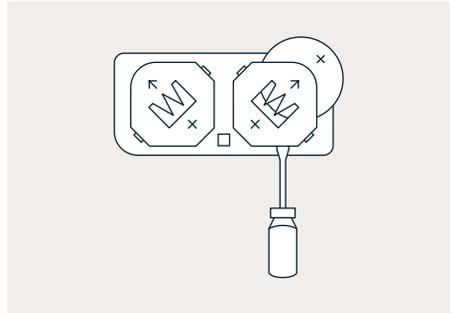
Two CR2032 batteries

CHANGING INSTRUCTIONS

1. Open the contact sensor (large piece) by finding the small perimeter side with a slot in the bottom middle. Insert a flathead screwdriver into the slot and twist toward you.



2. Remove the module inside the cover by turning the cover upside down over your hand.
3. Use a flathead screwdriver to slide the batteries out in the direction of the arrows found on the silver battery covers.



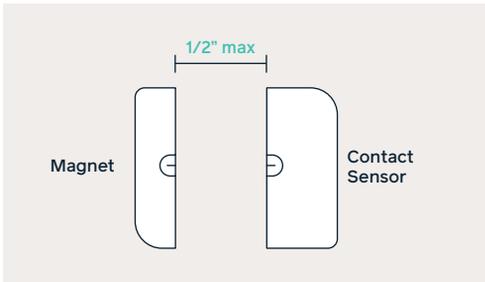
4. Insert the new batteries with the + side facing away from the module and up toward you.
5. Replace the module and snap the cover back.
6. After replacing the batteries, it is recommended that you test the sensor to make sure it works properly.



Door Sensor

SEE PAGE 6-7 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term
- Turning sensor's chime on/off
- Turning sensor's voice on/off
- Swinger shutdown
- Cross zoning



Installing Your Sensor

Doors are the most-utilized entry points into your home.

Our Door Sensor protects your doors by utilizing a magnet and contact sensor combination, which, when separated, will trigger an alarm.

INSTALLATION TIPS

1. Before installing your sensor, make sure to remove the plastic tab poking out from the battery compartment.
2. Place the magnet (small piece) at the top of the door, opposite the hinge,

and the contact sensor (large piece) on the molding.

3. Be sure not to place them more than 1/2" apart and align the two semi-circles from the contact sensor and magnet with one another.
4. Remove the adhesive backing and hold each piece in place for 30 seconds.

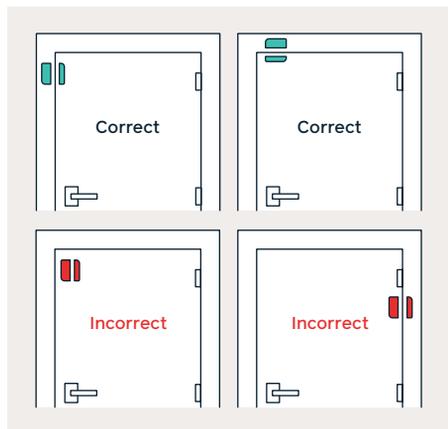
ADDITIONAL GUIDELINES

If you have crown molding or other decorative moldings, you can reverse the installation with the magnet on the molding and the contact sensor on the door.

DOORS TYPES

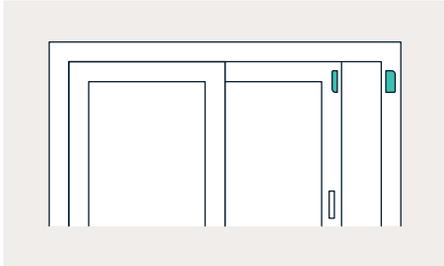
Swinging Door

Place the magnet in the top corner of the door, opposite the hinges. Place the contact sensor on the molding above or adjacent to the door.



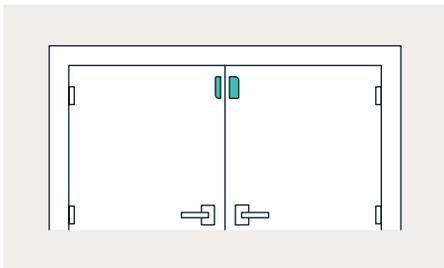
Sliding Door

Place the magnet on the sliding door in the top corner opposite the window. Place the contact sensor on the molding above or adjacent to the door.



Double Door

Place the contact sensor with the alignment mark facing the other door near the top of the least-used door (or the secured door). Next, place the magnet on the most-used door, or place it on the frame between the two doors.



Entry Delay

By default, Door Sensors have a 30-second entry delay to allow the user time to disarm the system when a door opens. To change a door's entry delay time, go to Settings > Sensors > (select sensor) > Edit > Entry Delay. Options are in 15-second increments between 0 and 255 seconds.

Testing Sensor

With the system disarmed, separate the magnet and contact sensor to trigger and test the sensor.

Changing Batteries

See page 14.



Key Remote

SEE PAGE 6 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor



Triggering Remote

Your Key Remote can be used to arm and disarm your system from a distance or send an emergency signal. The command buttons will function only if the remote is within 150 feet of the panel.

There are three buttons on the remote: away, stay, and disarm. You can arm or disarm using your remote by pressing the respective button on the device and holding it for 1 second.

Before installing your sensor, make sure to remove the plastic tab poking out from the battery compartment.

Buttons

AWAY BUTTON

Pressing and holding the away button for 1 second will arm your system in away mode and start the countdown. Unless muted, the panel will announce "arming away."

STAY BUTTON

Pressing and holding the stay button for 1 second will arm your system in stay mode and start the countdown. Unless muted, the panel will announce "arming stay."

DISARM BUTTON

Pressing and holding the disarm button for 1 second will disarm your system. Unless muted, the panel will announce "system disarmed."

SOS SIGNAL

To send an SOS signal, press and hold the Stay and Away button simultaneously for 3-seconds. The panel siren will sound and send an alarm signal to the monitoring center.

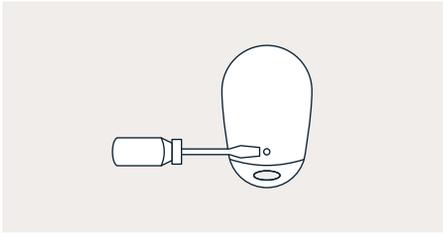
Changing Batteries

BATTERY TYPE

One LIXING CR2032 battery (or equivalent lithium battery)

CHANGING INSTRUCTIONS

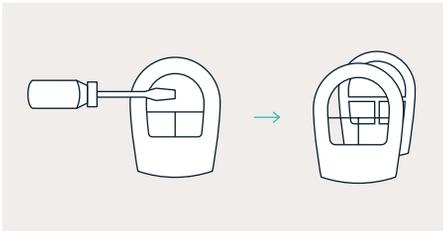
1. Carefully remove the screw from the backside of the Key Remote.



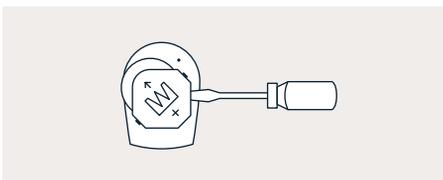
2. Insert a small flathead screwdriver into the small oval opening in the metal key ring while gently twisting, this easily opens the two case halves.



3. Gently push on the silicone rubber disarm button so that the holder comes out of the case.



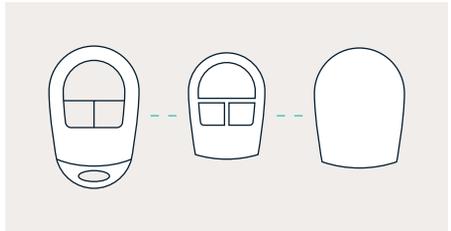
4. The battery plate is found on the reverse side of the silicone rubber. Use a small flathead screwdriver to slide the old battery out from under the battery holder.



5. Insert the new battery with the + side facing away from the module and up towards the + mark on the battery holder.



6. Replace the silicone rubber holder. Put the two halves of the remote back together and reinstall the screw.



Please Note

If the metal keyring holder gets separated from the case, there is a notched indentation in the middle on one side. The notched side must face down to the button side of the case.

7. After replacing the batteries, we recommend testing the Key Remote to make sure it works properly.



Smoke Detector

SEE PAGE 6 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor

Installing Your Sensor

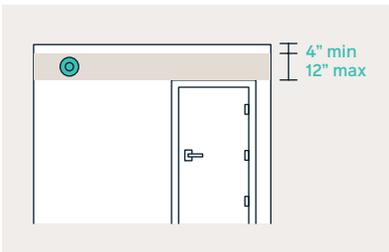
The Smoke Detector is designed to catch fires early, giving you time to get out of the house before the fire becomes too large.

INSTALLATION TIPS

1. Smoke Detectors should be placed between bedroom areas and the rest of the house.

Ceiling Mount

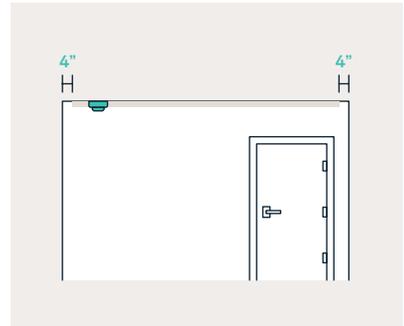
Place the sensor no closer than 4 inches from any wall (measured from the closest outside edge of the sensor).



Wall Mount

Place the sensor no more than 12 inches from the ceiling but no less than 4 inches (measured

from the closest outside edge of the sensor).



2. Remove the adhesive backing and press the sensor firmly against the mounting surface for 30 seconds to mount the sensor.

LOCATIONS TO AVOID

Do not place your Smoke Detector in the following locations:

- × Non-climate-controlled areas
- × Inside kitchens or near cooking appliances
- × Inside or across from a bathroom
- × Next to a door or window that would be affected by drafts
- × In or below a cupboard
- × Where airflow would be obstructed by curtains or furniture
- × Where dirt or dust could collect and block the sensor
- × Where it could be knocked, damaged, or inadvertently removed

Testing Sensor

To test a Smoke Detector's connection to the panel, tap Settings > Sensors > Smoke > Smoke+Heat+Freeze > (Select Sensor) > Edit > Test Sensor.

Press and hold the test button located in the middle of the Smoke Detector. You should then hear a single loud beep.

Fire Alarm Verification

To turn a Smoke Detector's fire alarm verification setting on or off, tap Settings > Sensors > Smoke+Heat+Freeze > Select Sensor > Edit > Fire Alarm Verification > tap the ON OFF toggle.

Turning fire alarm verification on will require the sensor to be triggered twice within 2 minutes or remain triggered for 30 seconds before the alarm will sound. By default, this setting is turned off.

Changing Batteries

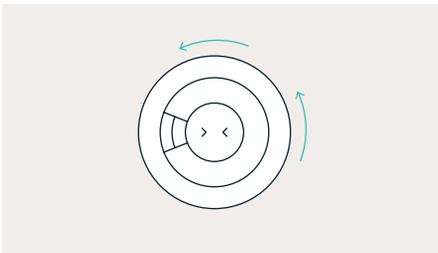
When the Smoke Detector batteries are low, the sensor will chirp approximately every 48 seconds.

BATTERY TYPE

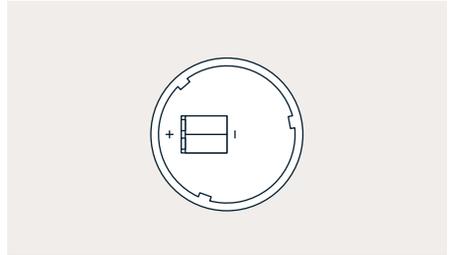
Two CR123A batteries

CHANGING INSTRUCTIONS

1. Open the Smoke Detector by turning the detector counterclockwise until the back cover releases.



2. Pay close attention to the orientation of the (+) and (-) sides of the battery.
3. Place two new CR123A batteries in the battery compartment.



4. Wait 20 seconds while the Smoke Detector resets.
5. Turn the Smoke Detector clockwise back into place on the mounting plate.
6. After replacing the batteries, we recommend checking your Alarm Panel to ensure the "Low Battery" alert is cleared for your sensor.

Additional Information

For more information, see the manufacturer guide included in your packaging or visit covessmart.com/manuals.



Glass Break Detector

SEE PAGE 6-7 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor
- Bypassing a sensor long term

Installing Your Sensor

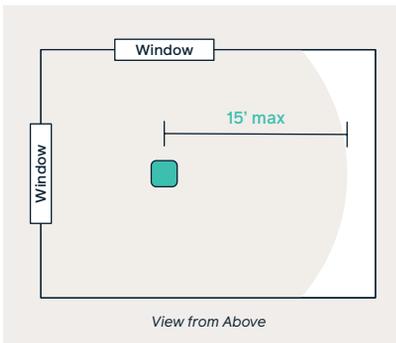
The Glass Break Detector is designed to sense the specific tone and frequency of shattering glass.

INSTALLATION TIPS

1. Before installing your sensor, make sure to remove the plastic tab poking out from the battery compartment.
2. Glass Break Detectors are designed to be mounted high on a wall directly facing the glass they protect.

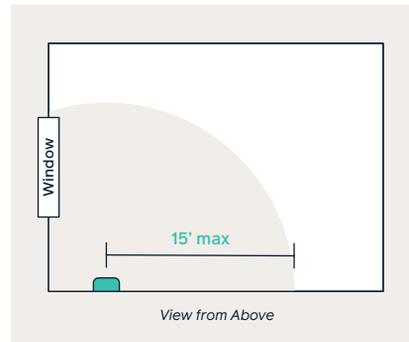
Ceiling Mount

Place the sensor within 15 feet of any windows that are being protected.



Wall Mount

Place the sensor on the wall adjacent or across from the window you are protecting within 15 feet. Make sure the test button is oriented down to be nearest to the floor. This sensor is not designed to protect windows on the same wall as the sensor.



3. Remove the adhesive backing from the base plate and press firmly for 30-seconds

Warning

Do not place the sensor directly on a windowpane.

LOCATIONS TO AVOID

Sound dampening objects like heavy drapes, blinds, partitions, walls, or doors will shorten the effective range of detection.

Testing Sensor

To test a Glass Break Detector's connection to the panel, tap Settings > Sensors > Glass Break > (select sensor) > Test > Test Sensor.

The sensor will send a signal to the panel to notify you that the sensor has been tested successfully.

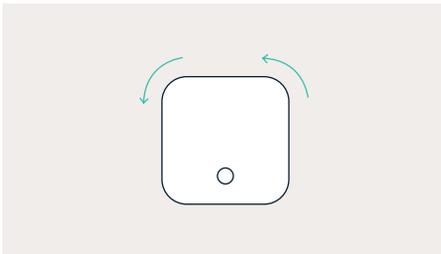
Changing Batteries

BATTERY TYPE

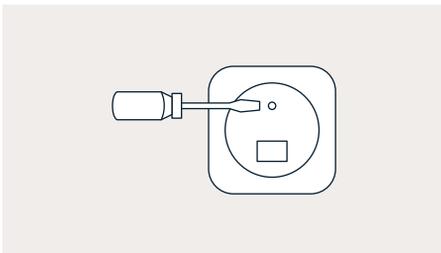
Two AA Alkaline batteries

CHANGING INSTRUCTIONS

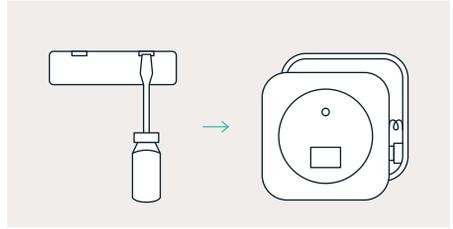
1. Twist the Glass Break Detector in a counterclockwise motion about 90 degrees to remove the unit from the mounting base.



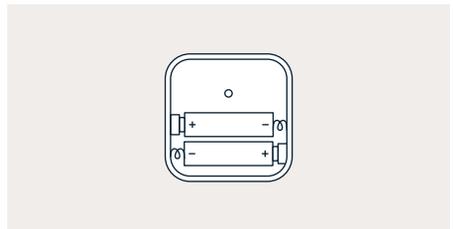
2. Carefully remove the screw from the back of the Glass Break Detector.



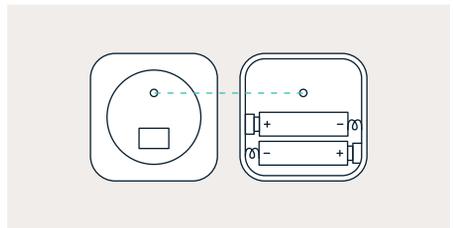
3. Find the two slots at the top of the unit, use a small flathead screwdriver to pry open the case gently.



4. Remove the two old AA Alkaline batteries.
5. Install the new batteries, making sure the + and - sides of the battery are facing the correct directions.



6. Replace the cover by inserting the bottom case onto the top case and screw the cover in place.



7. Return the detector to the mounting base.

Please Note

The bottom case has only one orientation so make sure the Test Button and the screw mounting hole line up with the top case.

8. After replacing the batteries, it is recommended that you test the sensor to make sure it works properly.



Flood/Freeze Sensor

SEE PAGE 6 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor

Installing Your Sensor

The Flood/Freeze Sensor is designed to detect pooling water around the gold probes on the bottom of the sensor. It also detects temperatures below 41° F that could cause water pipes to burst.

INSTALLATION TIPS

Flood/Freeze Sensors are most effective when placed on the floor near appliances or pipes that might leak, but they can be placed anywhere you wish to detect a flood or freezing temperatures.

COMMON INSTALLATION LOCATIONS

- Behind a toilet
- Under a sink
- Under a fridge
- Beside or behind a washing machine
- Near a water heater
- In a basement

Testing Sensor

To test a Flood/Freeze Sensor's connection to the panel, tap Settings > Sensors > Flood > (select sensor) > Edit > Test Sensor.

Press the test button on the bottom of the Flood/Freeze Sensor and hold it for

at least 2-seconds. The sensor will send a signal to the panel to notify you that the sensor has been tested successfully.

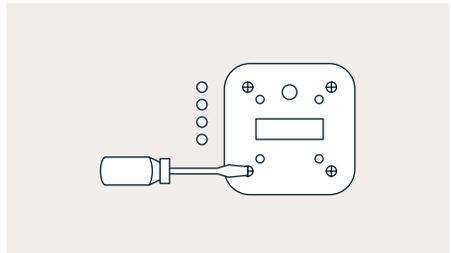
Changing Batteries

BATTERY TYPE

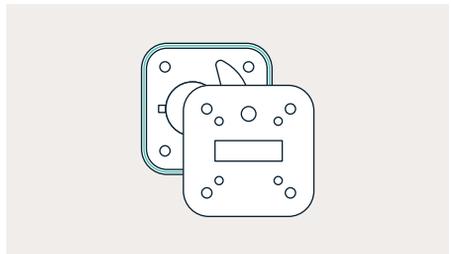
One CR2450 battery

CHANGING INSTRUCTIONS

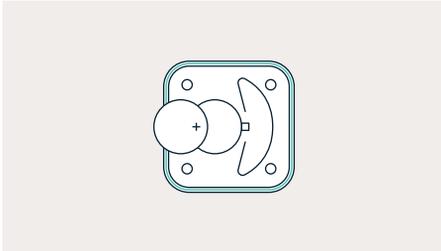
1. On the base of the sensor remove the rubber feet, then remove the screws.



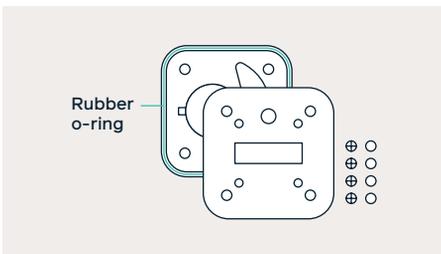
2. Carefully remove the casing and remove the old battery.



3. Insert the new battery with the + side of the battery facing towards you.



4. Once the new battery is installed, make sure the rubber o-ring is set back in the grooves which are on the edge of the casing that holds the green circuit board. Then replace the casing, screws, and rubber feet.



5. After replacing the batteries, it is recommended that you test the sensor to make sure it works properly.



Medical Button

SEE PAGE 6 FOR REFERENCE TO:

- Adding a sensor
- Removing a sensor
- Renaming a sensor

Triggering Button

The primary purpose of the Medical Button is to send emergency signals to the system, regardless of whether it is armed or disarmed. To trigger the button and send an emergency signal to the central monitoring station, press and hold the Help button in the center of the device for at least 3 seconds.

Testing Button

To test a Medical Button, tap Settings > Sensors > Medical > (select button) > Edit > Test Sensor. Then press the help button in the center of the device and hold it for at least 3 seconds. The button will send a signal to the panel to notify you that the Medical Button has been tested successfully.

Changing Batteries

BATTERY TYPE

One CR2032 non-removable battery

CHANGING INSTRUCTIONS

The Medical Button is ultrasonically welded, and the battery cannot be replaced.



Yard Sign + Window Sticker

The Cove yard sign and window stickers further protect your home by deterring intruders and letting the neighborhood know you're covered.

Window Sticker

Place the window stickers inside your first-floor windows or other areas that could be vulnerable to intruders.



Yard Sign

Assemble your yard sign and place it in a highly visible location to deter burglars from targeting your home.





Mobile App

The Cove app is available for customers with the Cove Plus monitoring plan.

The app allows you to arm and disarm your system remotely and receive updates regarding your system. You can also customize the types of notifications you would like to receive on your phone.

Download the App

Scan the QR code below to download the Cove app or search for "Cove Security" in the App Store or Google Play Store.





Additional Information and Terms of Service

FFC Notice

MODEL	DESCRIPTION	FCC ID
GATEWAY-ALTE	Residential Security Panel	OC7GATEWAY-ALTE Also Contains Transmitter Module QIPEHS5-US
GATEWAY-VLTE	Residential Security Panel	Also Contains Transmitter Module XMR201907EG91VX
BDS-DW3-101	Wireless Door/Window Sensor	OC7DW3-101
MP-101	Wireless Medical Pendant Sensor	OC7MP-101
KEY-101	Wireless Keyfob	OC7KEY-101
PIR-101	Wireless Motion Sensor	OC7PIR1-101
FS-101	Wireless Flood/Freeze Sensor	OC7FS-101
51000-307	Wireless Carbon Monoxide Alarm	2ACE9-51000307
51000-357	Wireless Smoke & Heat Alarm	2ACE9-51000357
51000-601	Wireless Combination Smoke/CO Detector	2ACE9-5100060X
LP.DW02.345.1	Wireless Door/Window Sensor	2ATK4LPDW02345
LP.FF02.345.1	Wireless Flood/Freeze Sensor	2ATK4LPFF02345
LP.GB01.345.1	Wireless Glass Break Detector	2ATK4LPGB01345
LP.KEY02.345.1	Wireless 3-Button Keyfob	2ATK4LPKEY02345
LP.MED02.345.1	Wireless Medical Pendant	2ATK4LPMED02345
LP.PIR02.345.1	Wireless Pir Motion Detector	2ATK4LPPIR02345
YYS.2021	Indoor Camera	2ATK4-YYS2021
YWS.12020	Wire-Free Outdoor Camera 2	2ATK4-YWS120210
YWS.1220	Wire-Free Outdoor Camera	2ATK4-YWS1220

This device complies with Part 15 of the FCC's Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can

radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product complies with FCC radiation exposure limits for an uncontrolled environment. Avoid operating this product at a distance less than 20 cm from the user.

CAUTION

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

ICC Notice

INDUSTRY CANADA (IC) COMPLIANCE / INDUSTRY CANADA (IC) DE LA CONFORMITÉ

MODEL	DESCRIPTION	INDUSTRY CANADA – IC
GATEWAY-ALTE	Residential Security Panel	Also Contains Transmitter Module QIPEHS5-US
LP.DW02.345.1	Wireless Door/Window Sensor	27198-LPDW023451
LP.FF02.345.1	Wireless Flood/Freeze Sensor	27198-LPFF02345
LP.GB01.345.1	Wireless Glass Break Detector	27198-LPGB013451
LP.KEY02.345.1	Wireless 3-Button Keyfob	27198-LPKEY023451
LP.MED02.345.1	Wireless Medical Pendant	27198-LPMED023451
LP.PIR02.345.1	Wireless PIR Motion Detector	27198-LPDW023451
51000-601	Wireless Combination Smoke/CO Detector	12011A-5100060X
YWS.12020	Wire-Free Outdoor Camera 2	27198-YWS12020
YYS.2021	Indoor Camera	27198-YYS2021

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including

Cet appareil est conforme à la norme RSS d'Industrie Canada. L'utilisation est assujettie aux deux conditions suivantes:

1. L'appareil ne doit pas produire d'interférences et
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer

interference that may cause undesired operation.

CAUTION

Any changed, or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

un fonctionnement non désiré de l'appareil.

MISE EN GARDE

Tout changement, ou modification non expressément approuvée par la partie responsable de la conformité pourrait annuler le droit de l'utilisateur d'utiliser cet équipement.

Limitations of Alarm Products

This product should be tested periodically to ensure that it is working correctly. The product, if used properly, may reduce the risk of burglary, robbery, and other adverse events that have the potential to result in injury, loss of life, and/or property damage; however, Cove Smart, LLC is not an insurer. This product is neither insurance nor a guarantee that such an event will be prevented, and users should protect themselves with proper insurance. Cove Smart, LLC makes no representation that this product cannot be compromised or circumvented, that it will provide an adequate warning. Or that it will prevent any personal injuries, property damage, or other losses. Like any alarm, it may be bypassed, it is subject to compromise, and it may fail to warn for a variety of reasons, including, but not limited to: improper installation or positioning; improper maintenance; tampering; dead or improperly installed batteries; sensing limitations; component failures; receivers; intrusions may be outside of a product's designated range, and certain environmental conditions may impact performance, and audible alarm signals may be outside of hearing range, muted by doors, walls, and floors, unheard by deep sleep or the hearing-impaired, or overwhelmed by other sounds.

Wireless Product Notice

Wireless communications hardware provides reliable communication; however, some limitations must be observed.

- The transmitters are required to comply with all applicable wireless rules and regulations. As such, they have limited transmitter power and limited range.
- Wireless signals may be blocked by radio signals that occur on or near the wireless operating frequencies.

Risk of Noise-Induced Hearing Loss

The alarm panel is equipped with a warning siren. Exposure to high sound levels or prolonged exposure to the warning siren can result in Noise-Induced Hearing Loss (NIHL).

Waste + Electrical + Electronic Equipment Directive (WEEE) Notice

This product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of waste equipment at the time

of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the seller from whom you purchased the product.



Battery Notice

IMPORTANT

Always dispose and/or recycle used batteries in accordance with the hazardous waste recovery and recycling regulations for your location. Your city, state, or country may also require you to comply with additional handling, recycling, and disposal requirements.

WARNING

The polarity of the battery must be observed. Improper handling of batteries may result in heat generation, explosion, or fire, which may lead to personal injury. Replace with the same or equivalent battery type as recommended by the manufacturer. If there is more than one battery you must replace both batteries. Batteries must not be recharged, disassembled, or disposed of in fire. Keep batteries away from small children. If batteries are swallowed, promptly see a doctor.

CALIFORNIA ONLY

Perchlorate material special handling may apply. For information, visit: <https://dtsc.ca.gov/perchlorate/>

California Proposition 65 Warning

⚠ WARNING: These products can expose you to chemicals, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

Limited Warranty

This Cove Smart, LLC product is warranted against defects in material and workmanship for one (1) year. This does not cover batteries. This warranty extends only to customers who buy direct from Cove Smart, LLC or through an approved distribution partner. There are no obligations or liabilities on the part of Cove Smart, LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or reinstallation. All implied warranties for functionality are valid only until the warranty expires. This Cove Smart, LLC Warranty is in lieu of all other warranties expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 855.268.3669 for an RA# and other important details.

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Customer Support

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HELP CENTER

support.covesmart.com

For updated information, please see the most current version of our user manual at covesmart.com/manuals.

User Manual Version 4.5

Issued 2023



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14015 Minuteman Drive, Draper, UT 84020

User Manual Version 4.5 Issued 2023