



MELALEUCA
HOME SECURITY AND
SMART HOME AUTOMATION

SETUP GUIDE



The advantage is clear:

Melaleuca protects your family with state-of-the-art technology, service, and support—all at an unbeatable value.





CONGRATULATIONS

on your Melaleuca Home Security purchase.

Installing your new system is easy. Just take it one step at a time. Before you know it, you'll be enjoying the convenience and peace of mind that comes from having a home protected by *Melaleuca Home Security*!

To help your scheduled appointment go as smoothly as possible, please complete the steps in this booklet before your phone appointment. Completing the steps outlined here should take about 30 minutes. It's as simple as install, set up, and use!

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WELCOME

We look forward to serving you. Thank you for choosing *Melaleuca Home Security* for your smart home security needs!

If you have questions along the way, call our customer service team at 208-534-3444, Monday–Friday between 8 a.m. and 6 p.m. MT. You can also visit MelaleucaSecurity.com and fill out the Contact Us form at any time.

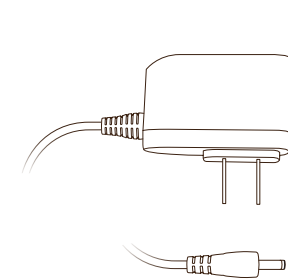
You may be eligible for a discount of up to 15% on your homeowner's insurance once your system is activated. To receive a copy of your ownership certificate, please call our customer service team.

INSTALL

HOW TO POWER ON THE CONTROL PANEL

FIRST THINGS FIRST

Get your control panel up and running.



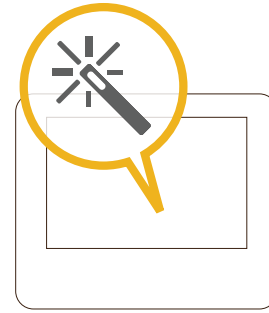
1

Plug in the power supply. If the panel does not turn on right away, please allow time for the panel to charge.



2

Press and hold the power button on the panel for three seconds to power on. Power button location may vary by panel model.



3

Locate and press the setup wizard icon to begin the setup process. Follow the instructions on the screen.*

* If the welcome screen does not load, launch the setup wizard using the following menu selections: 1) disarm the panel, 2) press Date & Time, 3) press Settings, 4) press Advanced Settings, 5) enter the default panel code of 1111, 6) press Setup Wizard, and 7) launch the setup wizard.

NAVIGATING THE CONTROL PANEL

It's as easy as scroll, swipe, touch, and dismiss.

NOTE:

A backup battery is built into the control panel to keep your security system running during power outages. It charges automatically when the panel is plugged in. A fully charged battery provides 24 hours of backup protection.

SCROLL

Scroll up or down to reveal additional content on a page.

SWIPE

Swipe left or right to change pages.



DISMISS

To dismiss a pop-up, click outside of the pop-up screen.

TOUCH

Touch an icon to view its contents.

MEET YOUR PANEL

INSTALL

The best way to get to know your new device is to play with it.
See what each menu holds and what each command does.

SETTINGS TRAY

Access common settings by swiping down from the top of the screen.

VOLUME

Slide left or right.

SETTINGS

Touch to access the full settings page.

MESSAGES & ALERTS

Touch to access the message center, including your provider's contact information, video tutorials, and system messages.

PHOTO FRAME

Touch to access the photo frame, where you can personalize the panel's screen saver.

CLOSE TRAY

Swipe up to close the tray.

CLEAN SCREEN

Touch to disable all screen commands for 30 seconds to allow you to clean it (touch the power button to cancel).

SECURITY STATUS

View your security system's status in the upper-left corner. Touch the icon to go directly to the security page.

BATTERY & CONNECTIONS

- Battery level
- Wi-Fi connection
- Bluetooth status
- LTE connection

BRIGHTNESS

Slide left or right.

LANGUAGE

Touch to change panel language.

SETTINGS PAGE

From here you can adjust individual sound settings, change your weather temperature from Fahrenheit to Celsius, see the status of your security sensors and smart home devices, and more.



ADVANCED SETTINGS

Only the master code* can access this area. From here you can manage users, run system tests, reboot your system, connect to Wi-Fi, and more.

NAVIGATING THE CONTROL PANEL

NOTE:

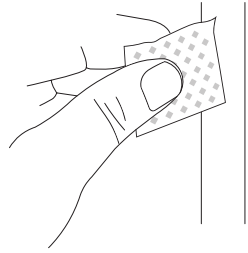
* The **default master code is 1234**. Go to page 14 to learn how to change your master code.

INSTALL

LET'S MAKE SENSE OF IT

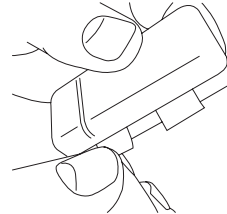
You can place your door/window sensor on anything that opens and closes, such as entry doors, windows, drawers, or even a safe. Installing them is as simple as playing with stickers.

HOW TO INSTALL THE DOOR/WINDOW SENSORS



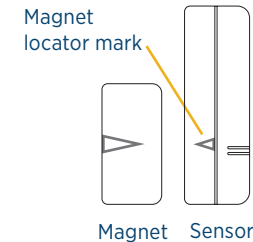
1

Before installing, clean the surface with the provided alcohol pads to ensure secure mounting.



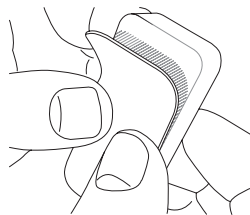
2

Remove the two battery tabs from the sensor.



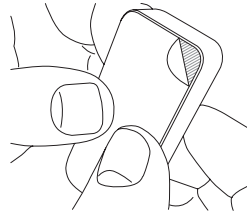
3

Notice the arrows on the sides of the magnet and the sensor. These arrows need to point toward each other. Be sure to mark the placement of each of them on the surface you're planning to use so that the arrows will line up correctly once they're mounted.



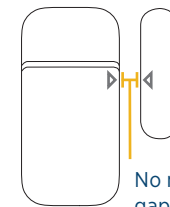
4

Apply the provided adhesive strips to the back of the sensor and the magnet.



5

Remove the protective film to expose the adhesive.



6

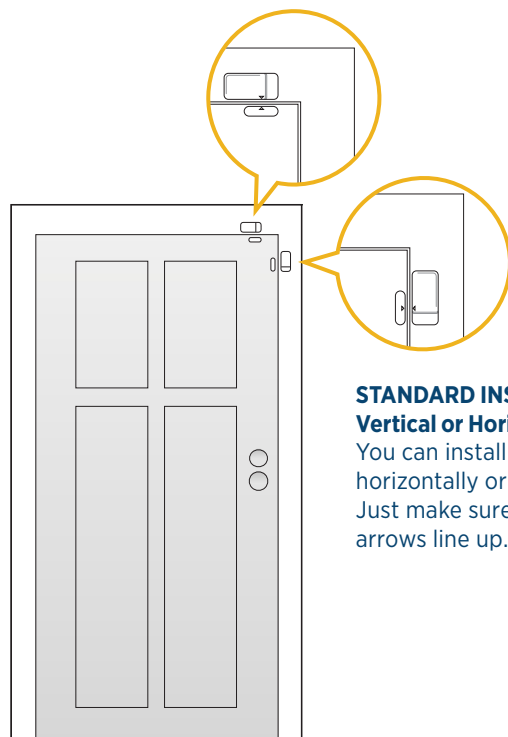
Ensure that the arrows line up. Position the magnet and sensor as close together as possible. The gap between them shouldn't be more than 1/4" (6.35 mm), or about a pencil's width apart. Press the sensor and the magnet to the marked surface for 30 seconds to allow the adhesive to fully adhere.

NOTE:

If you need to remove the adhesive strips, rest assured that they won't damage walls and other surfaces. Simply peel them off. If there is any sticky residue, a little *Sol-U-Mel*® will help to remove it.

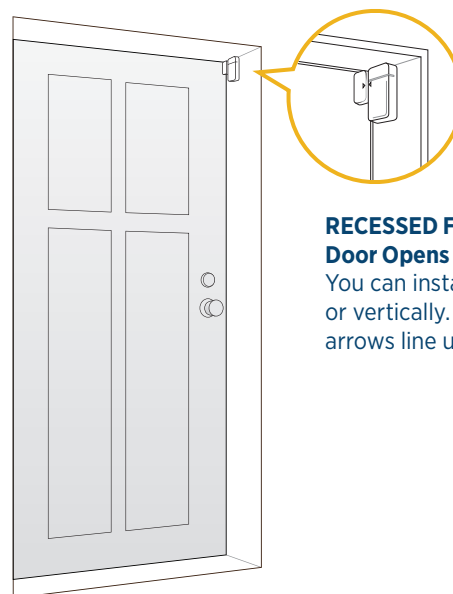
INSTALL

PLACING YOUR DOOR/WINDOW SENSORS



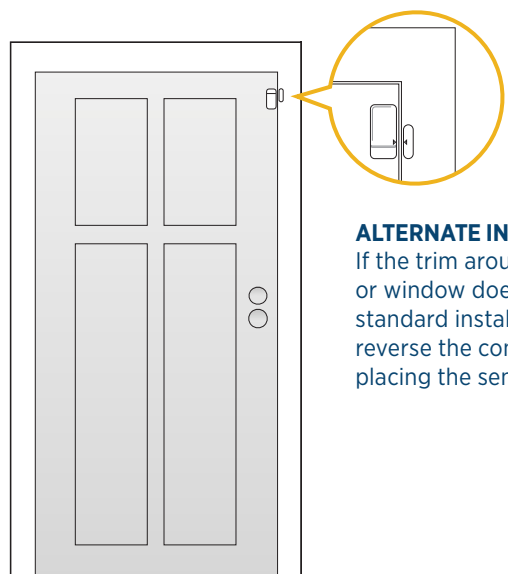
STANDARD INSTALLATION Vertical or Horizontal:

You can install your sensor horizontally or vertically. Just make sure the guide arrows line up.



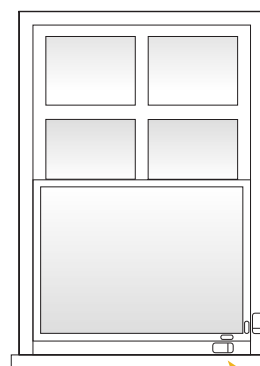
RECESSED FRAME INSTALLATION Door Opens to the Outside:

You can install your sensor horizontally or vertically. Just make sure the guide arrows line up.



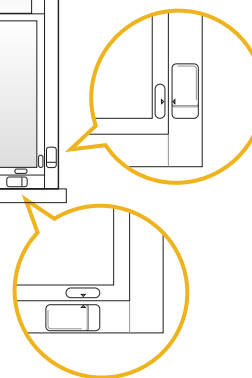
ALTERNATE INSTALLATION:

If the trim around your door or window does not allow standard installation, you can reverse the configuration by placing the sensor on the door.



SLIDING INSTALLATION Vertical or Horizontal:

Place the sensor on a structure/frame. Place the magnet on the part that moves (the window or the door).



HELPFUL TIPS:

- Install on the interior side of the door or window.
- Keep the magnet and sensor no more than a pencil width apart.
- Install the sensor as close as possible to the side of the door or window where it opens.
- Install on the doorknob side of the door.
- If you have a small frame for your door or window, mount the magnet side of the sensor to the smaller surface.
- For double doors, install a sensor on each door.
- For recessed doors, install the sensor on the inside of the doorframe.

INSTALL

PUT IT IN MOTION

Most intruders will go to bedrooms and bathrooms first. Find a high-traffic area, such as a living room or hallway, where an intruder must pass through regardless of the entry point and place the detector there to create a “trap zone.”

HOW TO INSTALL THE MOTION DETECTOR

(if included)

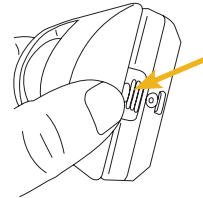
ATTENTION:

Heat and excessive movement may trigger false alarms. When possible, avoid installing your motion detector near heating vents or facing windows.

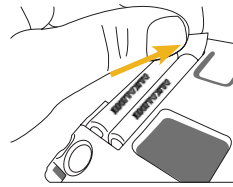
PLACING YOUR MOTION DETECTOR

HELPFUL TIPS:

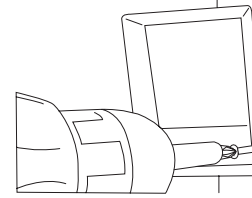
- Make sure the screws are tight to ensure proper mounting.
- Adhesive strips are a great alternative to mounting with screws.



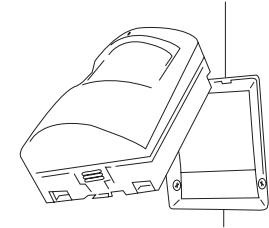
1 Open the device to remove the back plate.



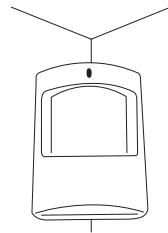
2 Remove the battery tab. Remove the batteries if necessary.



3 Mount the motion detector flat against the wall. Secure the back plate to the surface using screws. Adhesive strips may also be used.

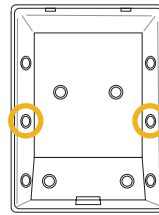


4 Reinsert the motion detector on the back plate.



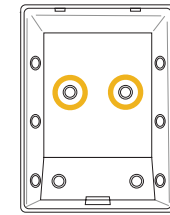
CORNER FLAT MOUNT

Mounting the motion detector this way provides wall-to-wall protection.



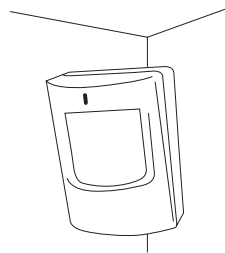
FLAT WALL MOUNT

This position gives you more open-air coverage and less floor coverage.



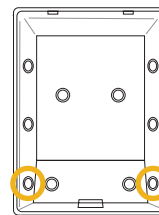
LARGE PET ALLEY (UPSIDE-DOWN WALL MOUNT)

Large pets (over 40 lbs./18 kg) that roam freely while you are away could trigger false alarms with standard motion-detector placement. To avoid this, create a “pet alley.” Mount the motion detector upside down in a hallway about four feet above the floor. Pets can then move around freely without triggering the monitored space above their heads.

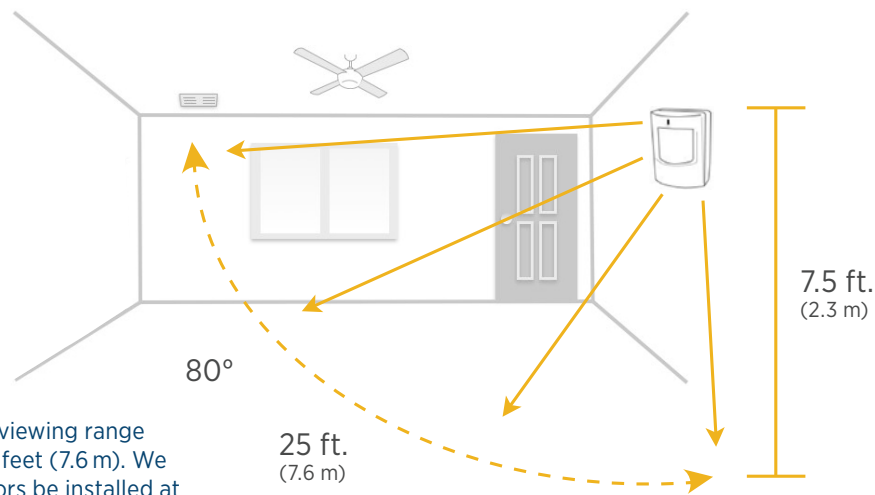


ANGLED CORNER MOUNT

Angling the motion detector down against the corner gives you less open-air coverage but more floor coverage. This is a great installation in homes without pets.



For this mounting option, drill screws through the back plate where the markings above indicate. **Adhesive strips are not recommended for this configuration.**



The motion detector has a viewing range of 80° and a distance of 25 feet (7.6 m). We recommend that all detectors be installed at a height of 7.5 feet (2.3 m).

NOTE:

If you have pets that roam the home while you are gone, make sure all furniture is at least 5 feet (1.5 m) away from your motion detector to prevent false alarms if a pet jumps on the furniture.

The detector should not be directly facing stairs that are accessible to pets while the panel is armed.

INSTALL

HOW TO INSTALL THE FIREFIGHTER SMOKE ALARM MONITOR

(if included)

ATTENTION:

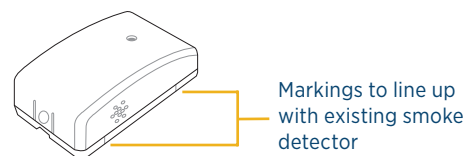
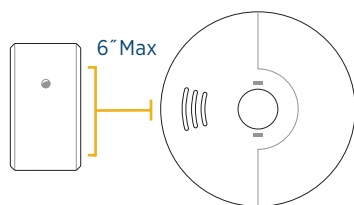
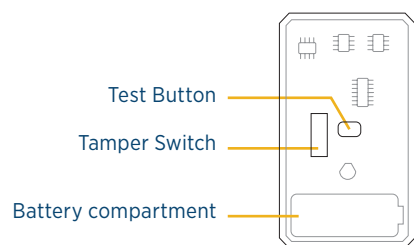
Non-interconnected smoke detectors require a FireFighter Monitor by each smoke detector for complete coverage.

NOTE:

We suggest installing the FireFighter Monitor and Relay during your phone appointment with our Certified Security Technician to ensure proper communication with the panel.

FIRE IT UP

The FireFighter™ Alarm Monitor and Relay should be mounted no more than six inches from an existing UL smoke detector. For optimal coverage, use with interconnected smoke detectors. Be fire-smart! Replace smoke detectors every 8-10 years and test them once a month.



1 Install the provided battery. Select your preferred installation location. The FireFighter can be placed next to any interconnected smoke detector that's at least six feet from the next closest detector.

2 The FireFighter must be mounted within six inches of the detector. Secure the mounting bracket with the screws or double-sided tape provided.

3 Secure the audio detector to the mounting bracket. Ensure the small holes on the side of the FireFighter are directly facing the sounder holes of the smoke detector.

SET UP

ALL SYSTEMS GO

Arming your system is simple. Get to know what the different modes—ARM STAY and ARM AWAY—do.

HOW TO ARM YOUR SECURITY SYSTEM



Touch to access arming options.



Simply choose ARM STAY if you're staying at home or ARM AWAY if you're leaving.



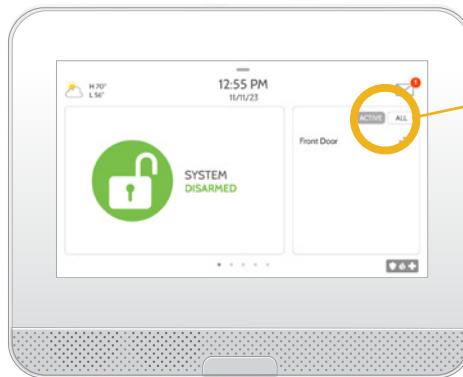
That's it—you're good to go! Keep in mind that ARM STAY activates doors and windows only. ARM AWAY activates doors, windows, and motion detectors.

NOTE:

If you select ARM AWAY but don't trigger an entry door, the system will switch to ARM STAY.

NOTE:

Disarm your system from the keypad with the four-digit code you customized. Refer to page 14 for details.

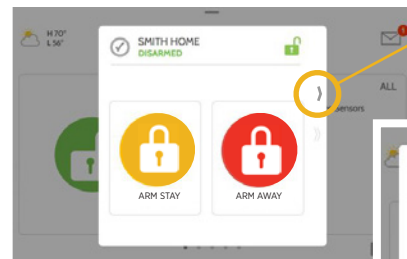


SENSOR LIST

Open or active sensors appear in a scrollable list on the right. Touch the icons in the upper-right corner to switch your view to either ACTIVE or ALL sensors.

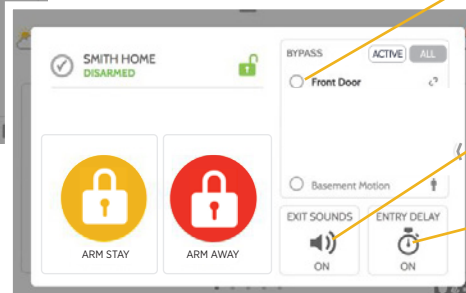
SENSOR STATUS:

- Open
- Closed
- Active
- Idle
- Unreachable
- Tampered



ARMING OPTIONS

See additional options by touching the > arrow on the right.



BYPASS

Touching the circle next to a sensor will tell the system to ignore that sensor.

EXIT SOUNDS

The panel beeps as the timer counts down. Silence these steps by touching here.

ENTRY DELAY

The panel will give you time to disarm once a "delay door" has been opened. Turn this off with a touch.

DEFENSES DOWN

Familiarize yourself with the multiple ways you can disarm your system.

SET UP

There are multiple ways to disarm your security system:

DISARMING/ARMING MANUALLY

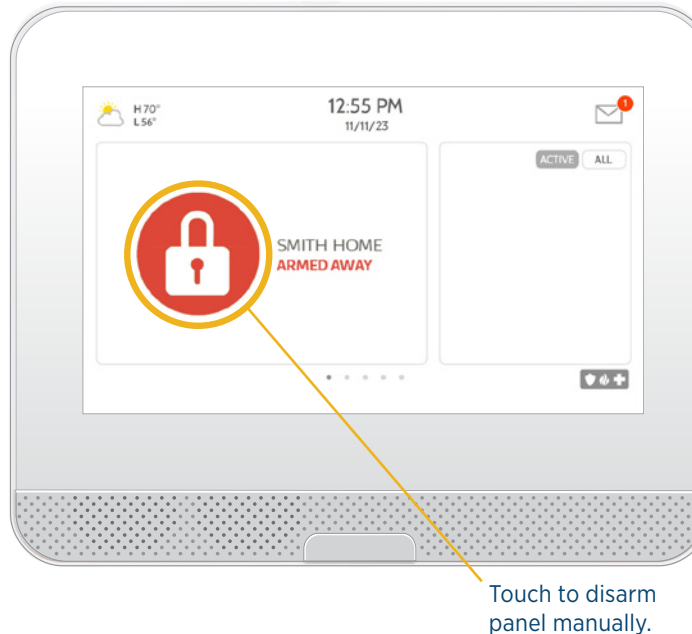
To manually disarm/arm your panel, touch the icon in the center of the screen. You will be prompted to enter a valid code.* Failure to enter a valid code within the time required will trigger the alarm.

DISARMING/ARMING REMOTELY

To remotely disarm/arm your panel, log on to your mobile app and touch the disarm icon.

DISARMING AUTOMATICALLY

You can connect your smartphone to the panel using Bluetooth, and it will automatically disarm your Control Panel from an ARMED AWAY state when it comes within range. To set up touchless disarming, follow the steps shown below.



Touch to disarm panel manually.

DISARMING YOUR SECURITY SYSTEM

HOW TO SET UP TOUCHLESS DISARMING

ATTENTION:

When the messages appear on both your device and the panel, ensure the numbers match and touch PAIR on each device.

NOTE:

You can connect up to five smartphones for touchless disarming. You may need to enable this feature in your Bluetooth settings.

Pairing Your Smartphone with the Control Panel via Bluetooth.



1 Swipe down to access the settings tray.



2 Touch SETTINGS.



3 Touch ADVANCED SETTINGS.



4 Enter your code.*



5 Touch "BLUETOOTH DEVICES."



6 Touch SETTINGS and touch the box to the right to enable Bluetooth on your panel.



7 Touch the arrow at the bottom left to go to the previous menu and touch ADD DEVICE.



8 Put your Bluetooth device in pairing mode.



9 After the panel detects the devices in range, select your device from the list.



10 When the messages appear on both your device and the panel, ensure the numbers match and touch PAIR on each device.

* The **default master code is 1234**. Go to page 14 to learn how to change your master code.

SET UP

TESTING, TESTING, 1-2-3

Test your system monthly to make sure that it is operating as intended.

HOW TO TEST YOUR SYSTEM

NOTE:

If you encounter a problem with your security system, contact *Melaleuca Home Security* right away. You can call 208-534-3444 or touch the *Melaleuca Home Security* logo in the upper-right corner of your panel for our contact information.

* The **default master code is 1234**. Go to page 14 to learn how to change your master code.



1 Swipe down to access the settings tray.



2 Touch SETTINGS.



3 Touch ADVANCED SETTINGS.



4 Enter your code.*



5 Touch SYSTEM TESTS.



6 Touch the test you want to run.

The control panel has a number of automated tests that are easy to perform. Certain tests will only be successful if you have the required equipment.

BASIC TESTS:

CELLULAR/LTE TEST

Run this test if your panel seems to have lost its ability to send and receive signals.



This test will only work after your phone call appointment/activation.

DUAL PATH TEST

Run this test if your panel seems to have lost its ability to send and receive signals.



This test requires a Wi-Fi connection.



HOW TO CONNECT TO WI-FI

Wi-Fi is NOT required in order to use your system. However, it is important to access a Wi-Fi connection because it enables you to get optional software updates automatically. Call our *Melaleuca Home Security* customer service team for questions on how to get software updates without a Wi-Fi connection.



1 Swipe down to access the settings tray.



2 Touch SETTINGS.



3 Touch ADVANCED SETTINGS.



4 Enter your code.*



5 Select Wi-Fi.



6 Turn Wi-Fi on by touching the box in the right-hand corner.



7 Select your Wi-Fi network from the list.



8 Enter your Wi-Fi network password.



9 Touch CONNECT.



10 Panel will show a CONNECTED status. If the connection is unsuccessful, restart the panel and repeat this process.

YOU'RE ALWAYS IN CONTROL

By setting up mobile control, you can monitor and control your security system from any smart device no matter where you are.



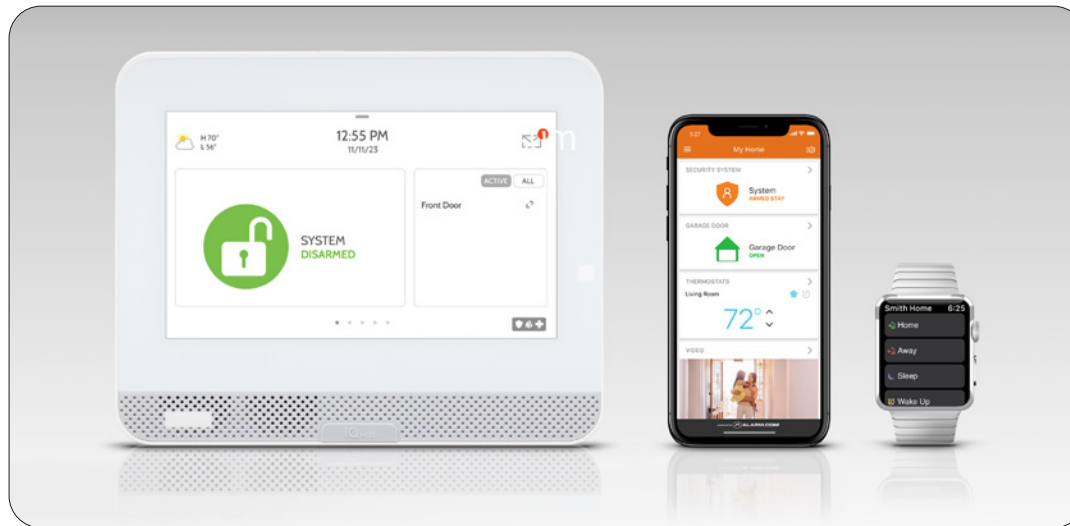
1

Go to the app store on your mobile device and search for "Alarm.com."



2

Download the app.



Control and monitor your *Melaleuca Home Security* system with the Alarm.com app on any mobile device. Additional service plan requirements may apply.

SET UP

HOW TO SET UP MOBILE CONTROL

NOTE:

After your phone appointment with our Certified Security Technician, you will receive an email with your Alarm.com username and password that is titled "Welcome to Melaleuca Security." Be sure to check your spam folder if you don't see it. Call our customer service team at 208-534-3444 if you cannot locate your email.

USAGE

HOW TO CHANGE YOUR MASTER CODE

NOTE:

You can also change, add, or delete user codes by accessing your account online at Alarm.com or through the app.

HOW TO ADD A NEW USER

NOTE:

By creating individual users, you can receive texts when an individual accesses or uses the system.

ATTENTION:

*For security purposes, the default code should be changed once the system has been installed in your home.

THE FAMILY CODE

Add everyone in your home as a user with a different user code.



1 Swipe down to access the settings tray.



2 Touch SETTINGS.



3 Touch ADVANCED SETTINGS.



4 Enter code. The default master code is 1234.*



5 Touch USER MANAGEMENT.



6 Touch the pencil icon next to the user you'd like to edit.



7 Enter your personalized master code and then confirm it.



8 Touch the SAVE button to save your personalized master code.



1 Swipe down to access the settings tray.



2 Touch SETTINGS.



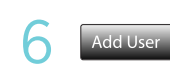
3 Touch ADVANCED SETTINGS.



4 Enter your personalized master code.



5 Touch USER MANAGEMENT.



6 Touch ADD USER.

USER TYPES

Master: Access panel functions and system settings.

User: Access panel functions and camera but NOT system settings.

Guest: Used to give arm and disarm access to those users who will use the panel on a temporary basis.

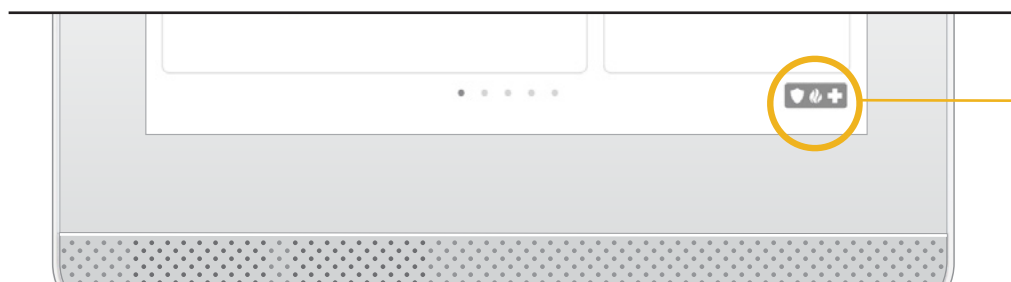
ADD USER SCREEN

Create a custom name and user code for anyone you wish to have access to your home. Indicate whether you want this person to be a Master, User, or Guest.

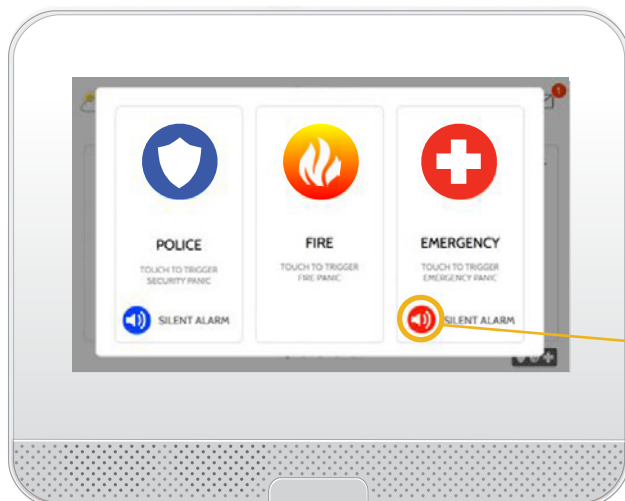
Name	Enter Name
User Code	Please enter User Code
Confirm User Code	Please confirm User Code
Type	User
Expiration Date	Unlimited
<button>Add User</button>	

NO NEED TO PANIC

In an emergency situation where you need help, you can summon assistance with just a few touches.



Touch to open the emergency alarm screen.



EMERGENCY ALARM SCREEN

If you have a police, fire, or medical emergency, you can send a manual emergency alert by touching the icon in the bottom right corner and selecting the type of emergency you are experiencing. (Note: based on your location, not all options may be available.)

To send a police or medical panic without sounding the siren, use the SILENT ALARM at the bottom of the screen.



Police: When touched, this icon triggers the “police” siren pattern and sends a police emergency signal to the Monitoring Center.



Fire: When touched, this icon triggers the “fire” siren pattern and sends a fire emergency signal to the Monitoring Center.



Emergency: When touched, this triggers the “emergency” siren pattern and sends an emergency signal to the Monitoring Center.

USAGE

ISSUING AN EMERGENCY ALARM

NOTE:

If you have the mobile app, it has these same buttons available for easier and faster use.

FALSE ALARM PREVENTION

NOTE:

A verbal password is a word that verifies your identity to the Melaleuca Security Monitoring Center. You selected your password when you ordered your security system.

If you forget your verbal password, please contact our customer service team at 208-534-3444.

ATTENTION:

CONTACT YOUR LOCAL POLICE DEPARTMENT to see what your local alarm registration requirements are. Some cities require you to register that you have an alarm system in your home.

THERE'S NO CAUSE FOR ALARM

False alarms can be, well, alarming. But making sure your components are clean and mounted securely will go a long way in avoiding this situation.

Help reduce the likelihood of false alarms by understanding your security system and sharing these tips with your family.

10 TIPS TO HELP YOU PREVENT FALSE ALARMS

- 1 Remember to disarm your system when you enter your home.
- 2 Test your system monthly to make sure each component is working properly.
- 3 Know how much time you have after you arm your system to leave and to disarm your system when you enter. (Usually, it's 60 seconds.)
- 4 Know and rehearse the process to cancel an accidental alarm with your family.
- 5 Make sure that everyone who has a key to your home also has a user code and knows the verbal password.
- 6 Post the fridge magnet with the *Melaleuca Home Security* number in an easy-to-reach area.
- 7 Keep pets, balloons, fans, heaters, plants, and so on away from motion detectors.
- 8 Quickly repair loose-fitting doors or windows, roof leaks, or other building defects that could affect security sensors.
- 9 Before remodeling your home, moving sensors, or getting a new pet, call our customer service team at 208-534-3444.
- 10 A smoke/heat detector (optional equipment) can be triggered by overcooking food. Be prepared to cancel an alarm if burned food makes your home smoky.

IN THE EVENT OF A FALSE ALARM

Don't panic. Your alarm siren will sound,
and even though it is loud, stay calm.

Simply enter your four-digit user code
and the Monitoring Center will know
to cancel your alarm.



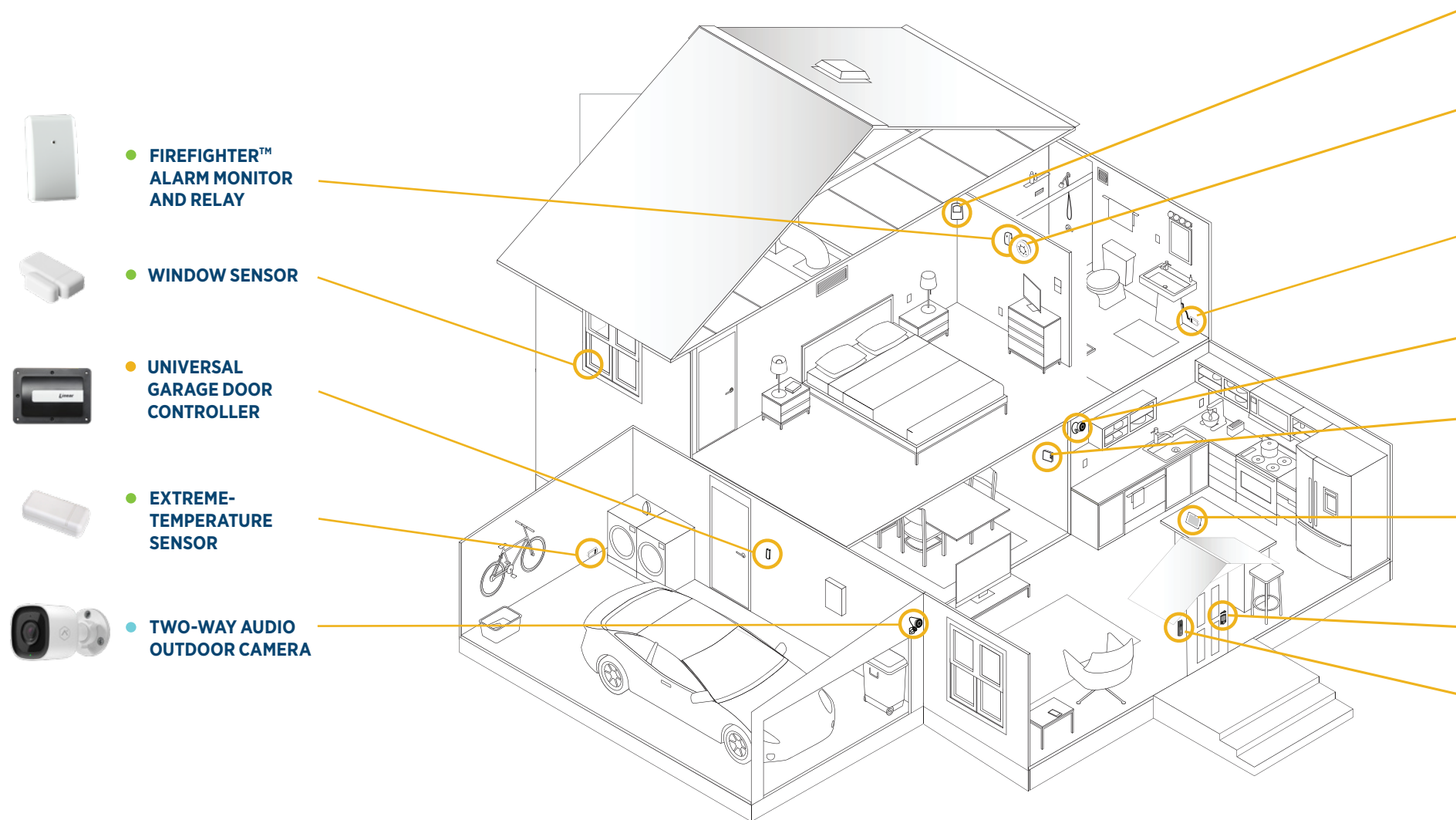
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EVERYTHING YOU WANT

to make your home safer and smarter.



● Core Security Service Package ● Video Service Package ● Smart Home Service Package

To learn about additional options for packages to upgrade your protection and home automation, please call us at 208-534-3444.

● **MOTION DETECTOR**



● **SMOKE OR CARBON MONOXIDE DETECTOR**



● **FLOOD SENSOR**



● **INDOOR CAMERA**



● **SMART THERMOSTAT**



● **CONTROL PANEL**



● **SMART LOCK**



● **WIRELESS DOORBELL AND CHIME**



FULL HOME AUTOMATION— THAT'S THE POWER OF SMART

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Take your home security into your own hands with a fully integrated smart home system. Control these devices from your mobile device no matter where you are. Our systems are totally customizable, easy to set up, and easy to scale up to meet your growing needs. Plus, they're fun to use! That's the power of smart.

PROTECT YOUR
FAVORITE MONTHLY
DELIVERY WITH THE
WIRELESS DOORBELL
AND CHIME.



The Melaleuca wireless doorbell and chime is the easiest way to safeguard your monthly Melaleuca packages! You can see and speak through the doorbell camera and even lock or unlock your door from anywhere in the world. This simple device deters property theft and home invasion and even helps you identify unwanted solicitors at your doorstep before you open the door, even when you're not home!

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