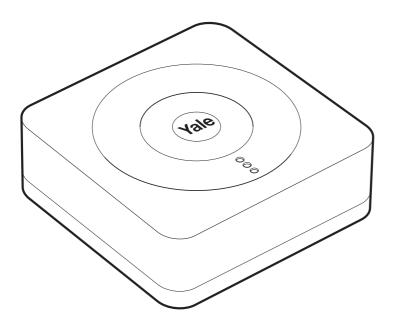


# Yale Smart Home Alarm Manual.

SR-310 • SR-320 • SR-330 • SR-340



An ASSA ABLOY Group brand

The smarter way to protect your home.

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Yale<sup>smart</sup>



Yale

Control your home security from your smartphone.

The smarter way to protect your home.

## Introduction.

# Contents

1. Location planning	4
2. Un-pack & power devices	6
3. Initial set-up	11
4. Mounting devices	13
5. Using the system	18
6. Default settings	21
7. Adding & Using devices	22
8. Changing batteries	26
9. Troubleshooting	31
10. Specifications	33

For more information on this product and Yale Smart Living Range visit www.yale.co.uk/smart-living Consumer Support: www.yale.co.uk/help



The 2 year guarantee for this product is active from the date of purchase (A copy of this guarantee is available on our website). Plan device locations check devices range before mounting.

#### **Operating 30m Range**

All devices must be within 30 metres of the Smart Hub and must not be mounted on or near large metal objects. Avoid obvious sources of electrical interference such as fridges and microwave ovens.



#### Key Pad

- The Key Pad should be accessible from a protected entry/exit point
- Ensure that the Key Pad is not visible from the outside of the premises.

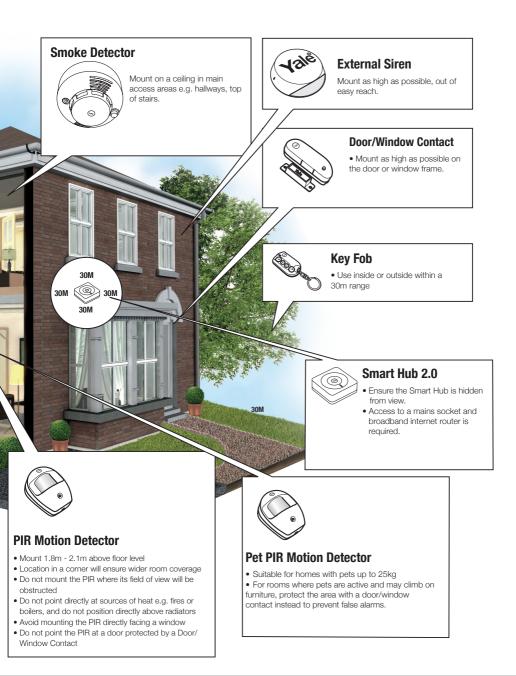
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#### **Panic Button**

The Panic Button can activate your alarm immediately - even when the system is disarmed.

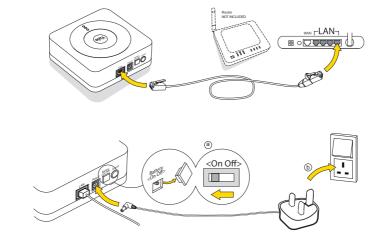
Keep out of reach of childrenKeep hidden from view, but easily accessible.



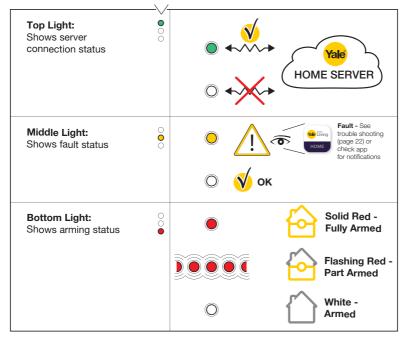
## Unpacking the devices.

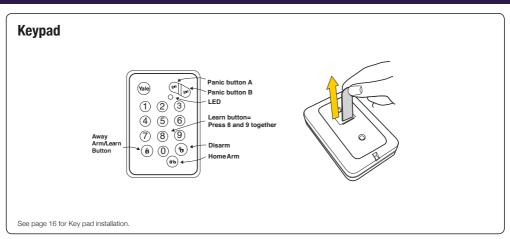
### Smart Hub 2.0

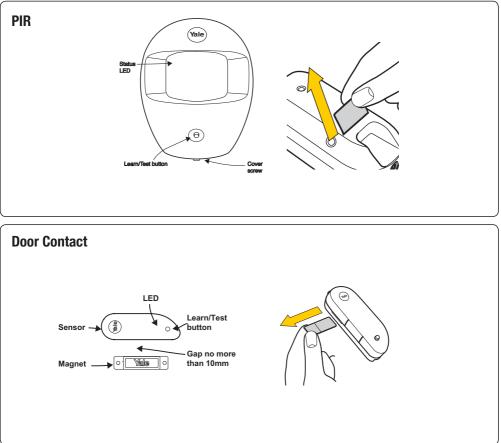
1. Plug in the power adaptor and connect the Smart Hub to your internet router using the cable provided.



### **Alarm Hub Status**





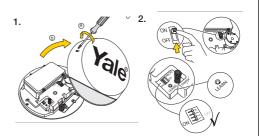


## Unpacking the devices.

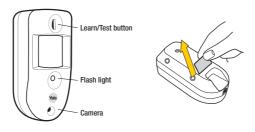
### **External Siren**

### WARNING

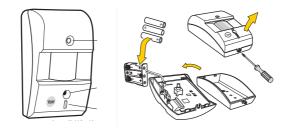
The Siren is very loud! Take care not to activate the Siren tamper switch unnecessarily.



### **PIR Image Camera**

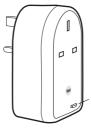


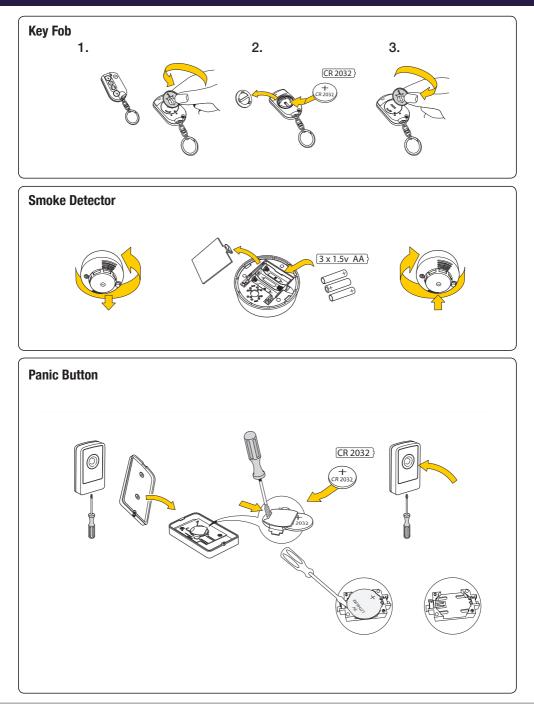
### **PIR Video Camera**



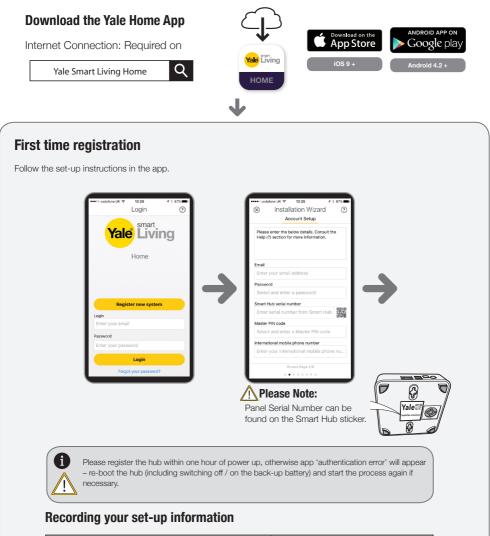
### **Power Switch**

Plug in to mains socket.





Please ensure all devices are powered and operational at this point.

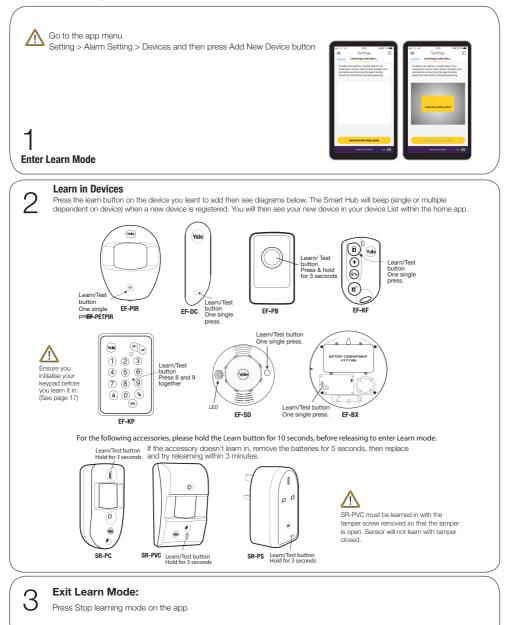


E-mail used to set up system:	
Smart Security Hub 2.0 serial number	
Phone number used for notifications:	
Keypad PIN Code for Disarm/Arm (default 1234):	
Keypad code for keypad setting (default 0000):	

## Setting up devices.

#### Adding new devices (Optional: Use it only if you have extra devices outside the kit)

All devices in the kit are linked to the Smart Hub. If you want to add more devices, you can do this by using the "Add new device" section in the Smart Living Home app.



## Range Test.

### **Check Accessories Range**

1.) Place each device in the location where you wish to mount them.

Before mounting each device. Please check the system with a simple range test.

Login to your Yale Home App. Select "Tests", "Device List" then select "Walk Test".

Hold the devices in the desired location and press the Test/Learn button on the accessories. (see page 9)

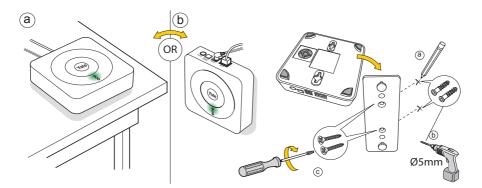
If the sensor signal reached the Smart Hub, it will show in the device list on your app.



When you are happy that all your devices can communicate with the Smart Hub, please proceed to mounting the accessories.

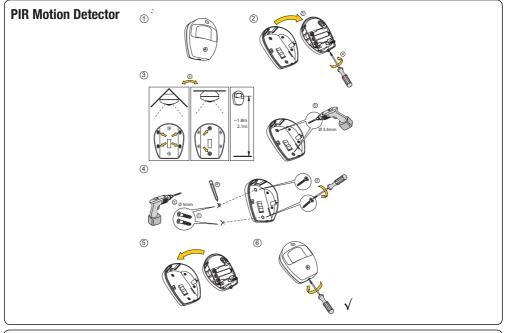
Before you mount a device use the device settings in the Smart Living Home app to bypass the device and disable the tamper alert. After the device is fully in place don't forget to disable the bypass.

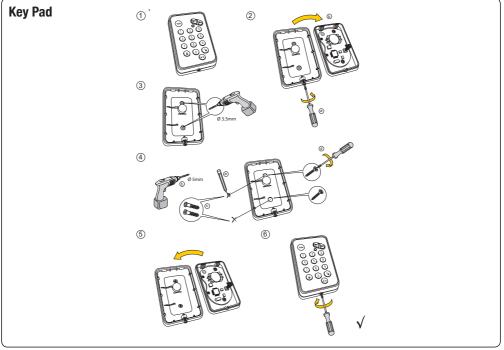
#### Smart Hub 2.0 Mounting



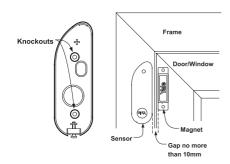
The Smart Hub can be free standing, either vertically or horizontally on a flat surface with access to mains socket and broadband internet router.

It is also suitable for wall mounting. Using the two holes on the mounting back plate, mark the position of the holes. Drill two holes and fix with the screws and plugs provided. Hook the Smart Hub onto the plate.





### **Door/Window Contact**



1. The sensor should be on the frame while the magnet should be on the door/window.

#### Testing

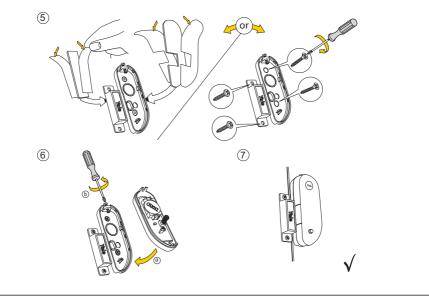
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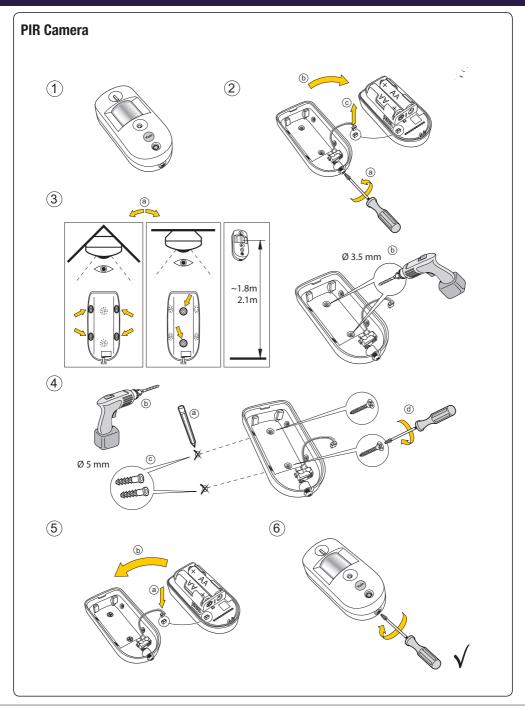
The gap between the magnet and sensor should be no more than 10mm when closed. Test to see whether the magnet is in range of the sensor: before mounting hold the magnet and sensor in place and then pull them apart. If the sensor LED lights up it implies the two items are within range.



Clean the mounting surface with a suitable degreaser agent and mount using the adhesive pads Please note that some surfaces may be unsuitable for mounting using the adhesive pads. Please use **d** screwmounting in these cases.

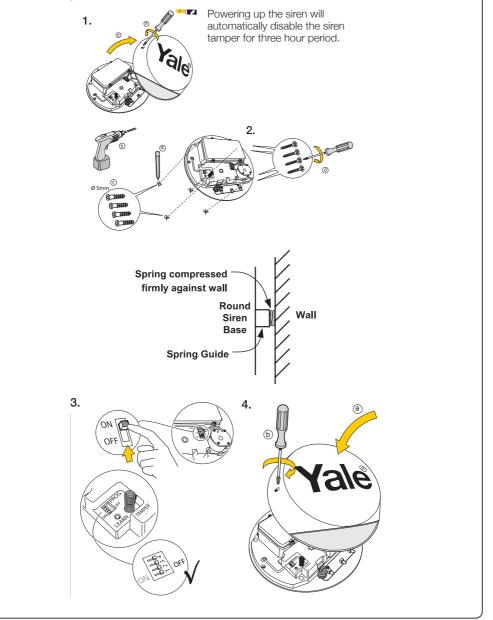


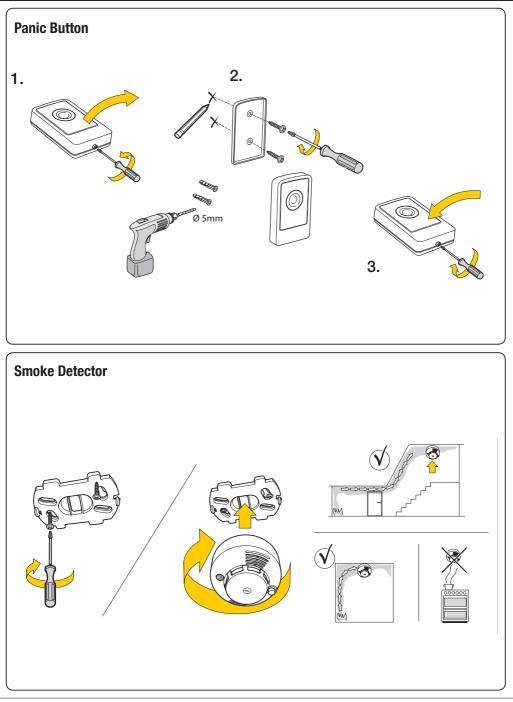




### Mounting the External Siren

The tamper spring is fully compressed when the siren is mounted. If there is a gap, pack with a suitable spacing material.

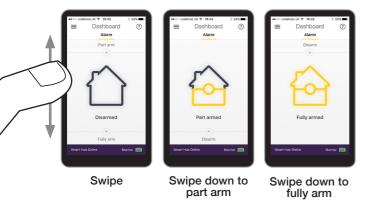




## Using the System.

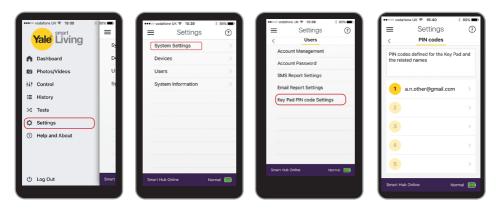
### Arming and Disarming your Alarm

Using the Yale Home App



### **Changing your Key Pad PIN**

The default Key Pad PIN is 1234. You can set up to 10 sets of 4 digit PIN numbers in the app:



## Using the System.

### **Configuring Device Behaviour**

In your device list, go in to the settings for each device and select the required setting.

vestiles (v. * 19-5)         [] Jr S = 0           Settings         ①           System Settings         >           Devices         >           Users         >           System Information         >
System Settings >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
Devices >
Users >
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art Hub Online Normal 🛄
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Edit Device
Edit Device
PIR Motion Detector
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### **Setting up Part Armed Mode**

Part Armed mode is usually used to protect the ground floor when you are upstairs in bed.

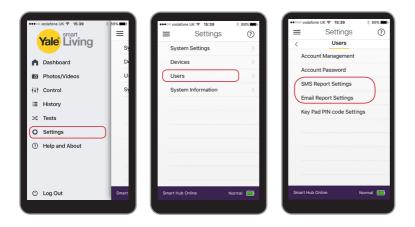


## Using the System.

### **Adding Alert Notifications**

You can add/delete email addresses that will be alerted when the alarm is triggered. You can choose to have ALL events (or Burglar only) reported via email.

Hint: our report email will use the email address of: report@yalehomesystem.co.uk Save this email address as your VIP (Apple iOS) or Priority (Android) email and assign a special ringtone to it. You can also add SMS alerts to specified mobile numbers (burglar events only)



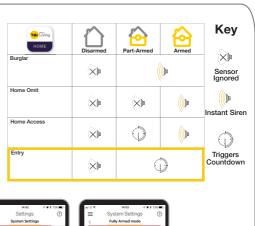
## **Default Settings.**

### All devices (except SR-PC and SR-PVC) are pre-set to "entry" mode.

When the system is first armed, users will have 30 seconds to exit the building. If the system is already armed, triggering any sensors will cause an entry countdown to begin.

SR-PC/SR-PVC's default setting is "Burglar only", i.e. immediate triggering during full arm and sleep during Part Arm. This is done to conserve battery life.

You can change the device behaviour and length of the entry timer within the home app.



Yale <sup>smart</sup> Living	≡ =	Alarm Settings		Settings     System Settings     Fully Armed (Away)		System Settings     Fully Armed mode Entry Delay	10
A Dashboard	D	Lock Settings	>	Part Armed (Home)		Entry Delay Sound	Low >
Photos/Videos	U	Yale Home View System Information	<u> </u>	General Configuration		Exit Delay	10 >
∔∔† Control	S	System mornador				Exit Delay Sound	Low >
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### Supervision off as default (recommended).

Please note that having supervision enabled could reduce the battey life of your devices.

This feature should only be used by a professional installer to check for outage and malfunctions with your devices. Incorrect usage would lead to a supervision failure message showing on the app.

With the exception of the PIR Image Camera, PIR Video Camera and Smoke Detector (these always have supervision turned on), the other devices you will need to have supervision manually enabled on the device if required.

Supervision can be enabled via Settings > System Settings > General Configuration.

Jamming and interference detection (default on).

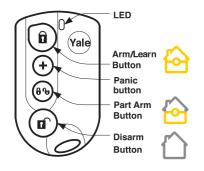
A



If jamming and interference is of concern, please enable via "Controller" -> "Panel Setting"

## Adding & using devices.

### **Key Fob**

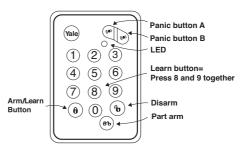


- Use the key fob to remotely arm, part arm or disarm your alarm when within 30m range of your Smart Hub.
- To add a Key Fob, see page 9.
- Pressing the panic button on the key fob will immediately sound the alarm.
- To cancel the Panic alarm you will need to enter your PIN code on your Key Pad.

### **Key Pad**

#### Initialisation

IMPORTANT: If you purchase a Key Pad seperately to your kit, you will need to initialise it before you learn it in for use with your Smart Hub.



- 1 Press 'Panic button A' followed by factory default Key Pad code '0000'.
- 2 The LED will now flash slowly indicating it is in test (programming) mode.
- 3 Press 'Panic button A' followed by the '7' key to set the Key Pad into slave mode.
- 4 Quit test mode by pressing the disarm key twice.
- 5 You are now ready to learn this in to your system (see page 9).

## Adding & Using Devices.

### Manually requesting PIR Images

During an alarm, the PIR Image Camera will send images to your phone. You can also manually request these images in the 'control' section of the app by pressing the image icon next to the device in the contol list. Still images take an average of 15 seconds before showing on your phone. Click on "image" to view images.

Note: Up to 50 images can be kept in the Yale Server (the oldest images are automatically deleted to make space). Users are advised to delete unwanted images.

#### Take Photo

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n	Dashboard	Devic
Ð	Photos/Videos	IR3
+++	Control	Device
:=	History	Burg
$\approx$	Tests	Hon
¢	Settings	Hor
0	Help and About	Вура
Ċ	Log Out	Smart



#### View Photo





## Adding & Using Devices.

### **Reset Key Pad Code**

Reset to factory default (0000) using the following steps:

1. Unscrew

2. Remove



**3.** Hold down number 3 at the same time as inserting the new battery.



- 5. Initiliase your Key Pad. See previous page 9.
- 6. Learn this into your system.



### **Using your Panic Alarm**

- Press the panic buttons together for 3 seconds to activate the alarm.
- Deactivate a panic event by pressing the disarm button followed by your PIN code.

If there is a system fault, you will need to press the Arm/ Home Arm button for a second time to "force arm" the system.



## Adding & Using Devices.

### **Smoke Detector**



#### **Smoke Detection**

When smoke is detected the device will activate for a minimum of 10 seconds with a two tone alarm and flashing LED.



Pair / Test buttor

Pressing the test button when in an alarm condition will silence the alarm for 10 minutes. It will automatically resume smoke detection again after this period.

### Testing

Smoke Detector testing should be done on a regular monthly basis. Pressing the test button will make the LED flash, the audible sounder chime and will send a test signal to the Smart Hub when the button is released. If nothing happens after pressing the test button, it indicates the batteries will need changing (see page 16).

### Recalibration

The Smoke Detector might need recalibrating after time to ensure it is working at its optimum. This is done by pressing and holding the test button until the LED flashes and beeps after 10 seconds. The Detector will then start its self calibration routine.

### **Panic Button**

#### **Activate an Alarm**

Press and hold the red button for at least 3 seconds to activate a panic alarm.

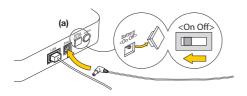
#### **Silence an Alarm**

Press and hold down the red button for 10 seconds.

Silencing the alarm with the Panic Button does not reset the system. If the alarm is armed prior to activation, the system will re-arm after being silenced with the Panic Button.

### Resetting the system after a Panic Alarm

The system will require a reset at the Smart Hub after being silenced with the Panic Button. To reset the Smart Hub unplug the AC power (a) and turn the battery switch off for 10 seconds. Turn the battery switched back on and plug in the AC power again.





10 .....



Always use the correct type of batteries as replacements because any other battery type can cause problems with the operation of the system. Ensure the correct steps are taken when changing batteries in tamper protected devices.

#### Low Battery Indicator

The hub will start to emit an intermittant beep to indicate that the batteries need changing on one of your devices.

The hub will continue to beep until the batteries on this device have been replaced, or low battery device is put into bypass mode. Please note that bypass mode disables the device, and if disabled this device will no longer be triggered when the alrm is armed.

The App will also display a low battery message under the relevant device when batteries are running low.



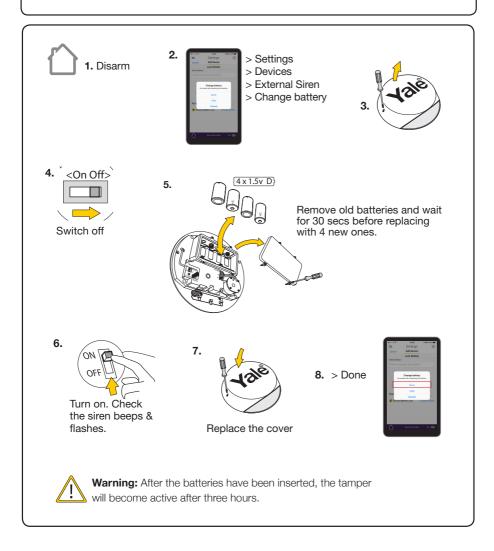
When a device first shows the low battery signal in the app, it has enough capacity to operate for approx 1 month before complete exhaustion.

Always make sure the system is disarmed before changing any batteries. We recommend you follow the battery wizard within the app when changing the batteries.

### **External Siren Battery Change**

When the batteries start getting low the Siren will produce a series of audible pips and flashes when arming and disarming.

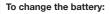
Note: Take care not to confuse a low battery warning with a tamper warning.
 Tamper Warning: Series of beeps when armed, silent when disarmed.
 Low Battery: Series of audible pips when armed and disarmed.

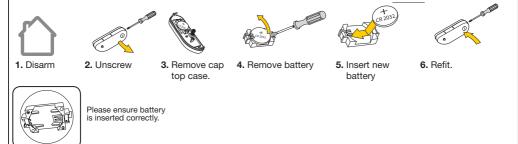


### **Door/Window Contact Battery Change**

When the battery is low the LED will light up when the door/window is opened.

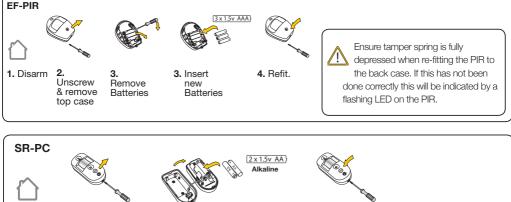
Note: Door/Window Contact case tamper conditions are also indicated by a lit LED, check the tamper before changing the battery.





### **PIR Battery Change**

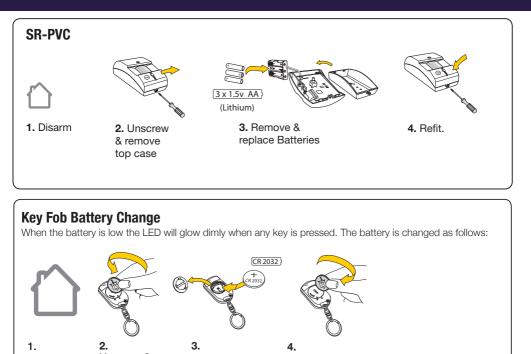
When the battery is low the LED will flash when any motion is detected. The batteries are changed as follows:



 1. Disarm
 2.

 Unscrew & remove top case
 3. Remove old & insert new Batteries

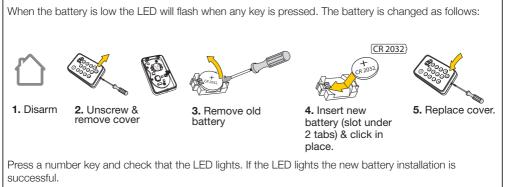
 4. Refit.



Disarm Unscrew & Remove Replace cover remove & replace battery

Press any key and check that the LED lights. If the LED lights the new battery installation is successful.

### **Key Pad Battery Change**



### **Smoke Detector Battery Change**

When the battery is low the LED will flash accompanied by a low volume beep once every 30 seconds.





3.Insert

batteries

1. Rotate anticlockwise to remove

**2.** Remove old batteries

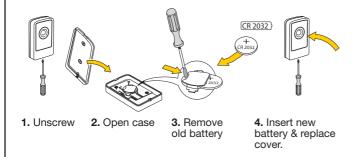


**4.** Fit & rotate clockwise to lock.

Press the test button and check that the LED lights and the sounder chimes to confirm the new battery installation is successful.

### **Panic Button Battery Change**

When the battery is low the LED will glow dimly when the button is pressed. The battery is changed as follows:



Press the button and check that the LED lights. If the LED lights the new battery installation is successful.

## Troubleshooting.

### **External Siren**

# Siren produces a 3 second alarm when disarmed

• There has been a previous alarm and there might be an intruder still in the premises.

# Siren produces a series of audible pips when armed or disarmed

- If the Siren produces a series of pips when arming and disarming this indicates low batteries. Check your app for confirmation of battery status.
- If the Siren produces a series of pips only when arming this indicates a tamper fault. Check that the Siren cover is firmly secured and the tamper spring on the back of the Siren is fully depressed when in contact with the wall. If not use suitable packing material to fill the gap (refer to page 9 for diagram).

# Siren produces an interrupted tone when sounding an alarm

• Low battery warning. Check your app for battery status. Change batteries (see page 15).

# Siren does not respond to Arming or Disarming

- Siren batteries may be completely exhausted. Check your app for confirmation of battery status. See instructions for changing batteries on page 15.
- Siren may not be learnt-in. If Siren produces a tamper alarm when the cover is removed and the Siren is OK, learn-in the Siren (see page 7).
- Siren may not be in range of the Smart Hub. Ensure these are within 30m of each other and relocate devices if required.

### Adding the External Siren

• Ensure the dip switch positions are as shown in the diagram. If the switches are in the wrong position, please change accordingly



• After changing the dip switch, turn off the power for 30 seconds, then turn the power on again for the changes to take effect.

### **Door/Window Contact**

### Door/Window Contact LED lights up

 Batteries are low or the tamper switch has been disturbed. Check that the tamper switch spring is making contact with the mounting surface. If the tamper switch is OK, please change the battery (see page 15).

### Door/Window Contact does not respond to opening when jumper is in the test position

- Batteries are completely exhausted. Change the battery
- (see page 15).
- The magnet is too far away from the sensor. Check that the gap between the sensor and magnet is not greater than 10mm.



## **PIR Motion Detector**

### PIR does not respond to motion

 Previous motion may have triggered the PIR sleep timer, and is preventing subsequent motion detection. Arm the system and the vacate protected area for at least 60 seconds before testing. By pressing the learn/test button the PIR LED will light up and detect motion for the first minute.

### PIR Motion Detector is slow to respond

 This is normal. The PIR Motion Detector has sophisticated false alarm filtering to filter out random fluctuations, and responds to genuine motion across field of view, the PIR is less sensitive, when walking directly towards it.

### PIR Motion Detector gives false alarms

- Check pets have no access to the protected area.
- Check that the PIR Motion Detector is not pointed at sources of heat or moving objects, e.g. fluttering curtains.
- Check that the PIR Motion Detector is not mounted above convector heaters or pointing directly at windows.

### It is possible to arm the system with "open" Door/Window Contact (i.e. windows open).

You will be prompted in the App when trying to arm with your door/window open.

### **PIR Motion Detector LED flashes**

1

• Batteries are low or the tamper switch is disturbed. Check your app for device battery status. Change them if they are running low. Check that the tamper switch spring is making contact with base (See page 15).

#### PIR Motion Detector does not respond to movement

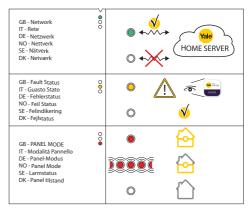
• Batteries are completely exhausted. Check your app for device battery status. Change the batteries (see page 15)

### PIR Image Camera & PIR Video Camera

#### LED flashes every 20 minutes

- Device out of range of the Smart Hub.
- \* If a PIR Image Camera or PIR Video camera is not learnt into the system or within range of the Smart Hub, battery life will be greatly affected while it searches for a connection.

### Smart Hub LED 2 (Warning LED)



●••••• vodatone UK ♥ 15:42 ■ Dashboard Alarm Disarm ♥ Fully armed	* 8	
Smart Hub Online	Normal	

### **Consumer Support**

Should you have any questions or experience a problem with your Smart Home Alarm Kit, please check our troubleshooting sections within the app. (select the ? at top right of the screen you need help with) Or alternatively go to our FAQ section at yale.co.uk/help.

### All devices

#### **Environmental Conditions**

-10°C to 40°C, relative humidity 70% noncondensing for all units except the external Siren. Siren: -20°C to 50°C, relative humidity 95% noncondensing

#### Radio operational range

30m in a typical domestic installation, range can vary depending on building construction, device positions and RF environment

Housings ABS/polycarbonate

## Smart Hub 2.0

Siren Output 100dBA sound pressure @ 1m minimum Zones 20 radio devices Radio system 868MHz FM, 2.4GHz Power supply Plug top adaptor type, input 230VAC 50Hz, output 9VDC, 1A, tested to EN 60 950 Rechargeable battery Ni-MH, 4.8V 600mAH, charge time 72hrs, standby time 10hrs

### **External Siren**

Siren Output 104dBA sound pressure @ 1m minimum Radio 868MHz FM Power supply 6V, 4 x D alkaline batteries.

## **PIR Motion Detector**

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination Radio 868MHz FM Power supply 4.5V, 3 x AAA alkaline batteries. Motion Detector range 12 metres 110°

### **Door/Window Contact**

Radio 868MHz FM Power supply 3V, CR2032 lithium coin cell battery

## **PIR Image Camera**

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination

Radio 2.4GHz Power supply 2 x AA 1.5V alkaline batteries Movement detection range 110°

## PIR Video Camera

Alarm processing Microprocessor controlled dual edge sequential pulse count with pulse length discrimination Radio 2.4GHz Power supply 3 x AA Lithium batteries. Motion Detector range 12 metres 110°

## **Smoke Detector**

Radio 868MHz FM Power supply 4.5V, 3 x AA alkaline batteties Tested to EN54

### **Key Fob**

Radio 868MHz FM Power supply 3V, CR2032 lithium coin cell battery.

### **Key Pad**

Radio 868MHz FM Power supply 3V, CR2032 lithium coin cell battery.

### **Panic Button**

Radio 868MHz FM Power supply 3V, CR2032 lithium coin cell battery.

#### Special notes on compatibility:

This alarm system is NOT compatible with HSA6000 series and HSA3000 series accessories. Please note the prefix "EF" or "SR" on the front of the part number to indicate compatibility.

The phone feature and remote notifications require our central server. Yale does not guarantee limitless and future availability of our free server. We would contact individual users via e-mail should this situation change.

In the unlikely event of server disconnection, the alarm system will continue to function (arm/disarm) using the supplied Key Pad accessory.





Hereby, ASSA ABLOY Ltd., School Street, Willenhall, West Midlands, England Wv13 3PW declares that the radio equipment type SR-310, SR-320, SR-330, SR-340 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.yale.co.uk/declaration-of-conformity



#### WEEE

Note: Waste electrical products and batteries should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.



NoPb CE

THE YALE BRAND, with its unparalleled global reach and range of products, reassures more people in more countries than any other consumer locking solution.

THE ASSA ABLOY GROUP is the world's leading manufacturer and supplier of locking solutions, dedicated to satisfying end-user needs for security, safety and convenience.

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