



cove

Security System

Technician Service & Installation Guide

July, 2021



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Recommended tools for Outdoor Camera mounting

- 20v-24v Cordless drill or corded drill with extension cable. (If possible use hammer drill)
- 5/8" Wood and Masonry drill bit long enough to penetrate interior wall (for brick, stucco or concrete)
- Ladder/Step stool (8 - 10ft installs)



Preparing for the job



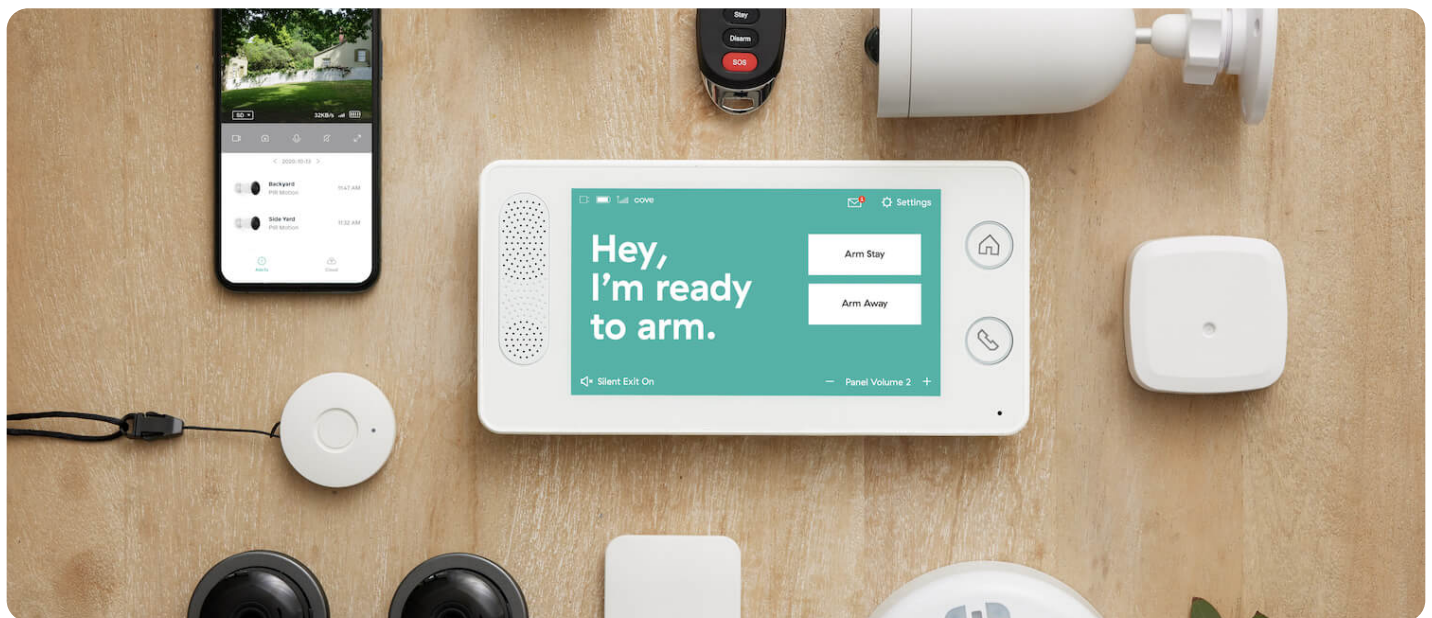
When claiming jobs, you should take the following steps to best prepare for a successful installation.

1. Read the job description thoroughly.
2. Contact the customer prior to the appointment to ask questions and gather more information about the service request. (During the call, we should not attempt to reschedule jobs during this call unless requested by the customer) **Please Note:** If during the call the customer requests a schedule change here is how to proceed:
 - a. If the request is for an earlier time, then contact the tech support line to update the time.
 - b. If the request is for a later time, then you will need to direct the customer to contact our customer support team or log into their HelloTech account to update scheduled time.
3. When speaking with the customer:
 - a. Confirm that the customer already has the equipment in their possession.
4. Have the proper hardware: (This will improve the likelihood of completing jobs by removing hardware limitations as you will have backup parts. We suggest carrying a pair or two of transformers and wifi extenders).
5. Charge/prepare/organize your tools/hardware for the installation.
6. Review installation material/guide to refresh your memory with our installation guidelines.

Pre-Installation Checklist



1. Find out if the customer has any outdoor cams. If they do, have the customer charge the batteries prior to the appointment.
2. Confirm the customer has received all of the equipment.





Quick Setup Overview

1. Place and plug in the panel
2. Create a master password
3. Install sensors
4. Check signals
5. Confirm connection

[Click here](#) to view the Cove security system installation video.

<https://support.covesmart.com/t/m2g5pq/how-to-install-the-cove-security-system>

Cover Panel

Power outlet should not be controlled by a switch and NOT be a GFCI outlet (it should not have a reset button).

1. With the customer, find the best location for the panel.
Please Note: Try to center it as much as possible to the sensors surrounding it.
2. To comply with national electrical code, secure the power plug with the provided screw.

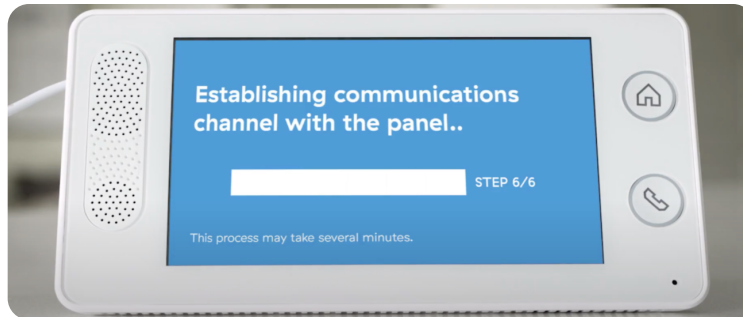


Installation (continued)

Cover Panel



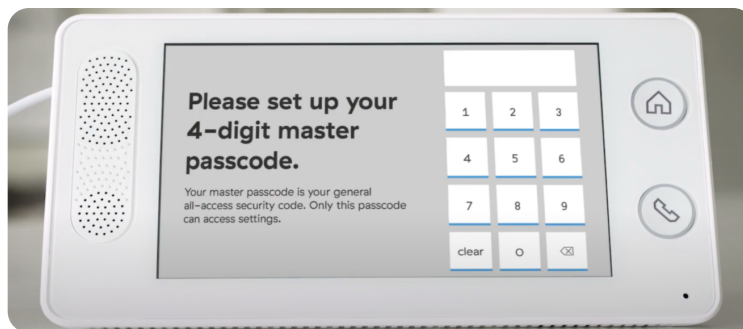
3. Allow the panel to power on and auto connect to the power station.



4. Once the panel is done booting and connecting, tap the get started button in the home screen.

5. At this point the Panel will ask that you choose a 4 digit master code. Have the customer input their master code and ask them to write it down to avoid forgetting it. While they enter their master code, please be sure to give them some privacy.

Note: The master code will be used to arm and disarm the system but also access the panel's settings.



6. The panel's screen will now prompt you to trigger and install each sensor.

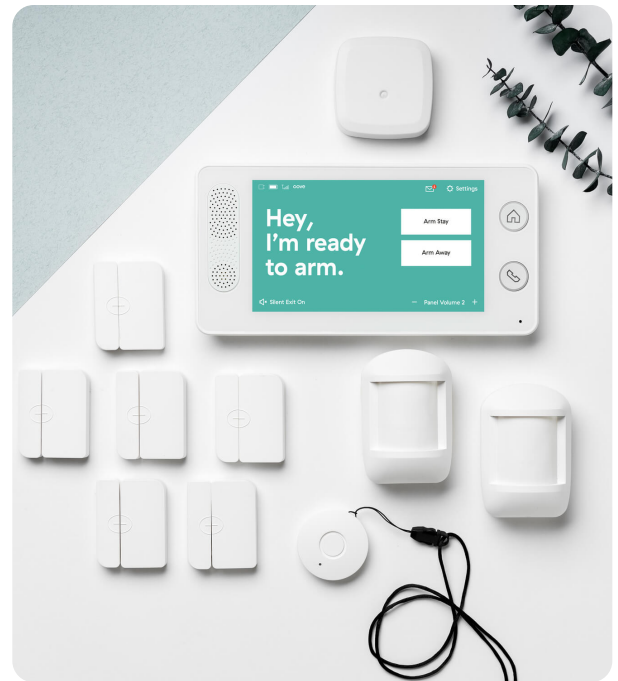


Sensors

Sensors already come paired out of the box. If they are not, you will find instructions on how to add these via the panel. You should install all of the sensors. Once completing the installation for all, move over to verify all sensors connectivity.

Recommendations:

- Clean the location where the sensors are going to be mounted (Important!)
- Hold for 30 sec (Extremely important)
- Do not mount sensors on or near the following materials/surfaces as it will weaken the sensors signal.
 - Metal
 - Mirrors
 - Fish tanks
 - Concrete





Burglary Sensors

[Click here](#) to view an installation video.

<https://support.covesmart.com/t/60hzqh3/installing-smoke-co-detectors>

1. Trigger the Motion sensor by pressing the test button on the side of the sensor. The panel will announce the name of the sensor.

Note: If there are pets, you can adjust the motion sensitivity by using the jumpers in the back of the motion sensor.



2. Find the location where the motion sensor will be mounted, Corner mounting for motion sensors is ideal for capturing the best view.
3. Using a rag or towel, clean the area where the sensor will be mounted.
Note: Pay attention to the sticker in the back of the sensor that is labeled “Top”. This will help you position the motion sensor properly.
4. Place sensors 6-7 feet above the ground while avoiding heat sources and objects that can block the sensor’s view.
5. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor’s adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually.

Installation (continued)

Sensors



Door or Window Sensor

[Click here](#) to watch Window install video

<https://support.covesmart.com/t/36p084/installing-window-sensors>

[Click here](#) to watch Door install video

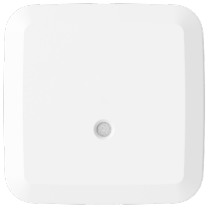
<https://support.covesmart.com/t/18g8pq/installing-door-sensors>



1. Lay out all the sensors that came in the box.
2. Trigger the contact sensors individually by separating the sensor from the magnet. Check the panel as it will tell you where that sensor belongs and how to mount it.
Note: doing one at a time or labeling the sensors will help you stay organized and keep track of which sensor goes where.
3. **Clean the molding and door of any dirt or residue**
4. Remove the adhesive backing and place the sensor on the door/window or door/window frame depending on which fits the sensor's size best.
5. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor's adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually.
6. Repeat steps 3, 4, and 5 for the magnet contact sensor.

Proper ways to mount door & window sensors





Glass Break Sensor

[Click here](#) to watch Glass Break sensor install video

<https://support.covesmart.com/t/k9g8d9/installing-glass-break-detectors>

1. Trigger the Motion sensor by pressing the test button on the side of the sensor. The panel will announce the name of the sensor.
2. **Clean the molding and door of any dirt or residue**
3. Remove the adhesive backing and place the sensor on the surface where it will live
4. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor's adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually
5. Do not place the glass break sensor on actual glass but instead mount them directly in front of the window, high on the wall within a 15 ft range



Environmental Sensors

Smoke + CO Sensor



[Click here](#) to watch Smoke + CO sensor install video

<https://support.covesmart.com/t/60hzqh3/installing-smoke-co-detectors>

1. Make sure that the smoke+CO detector has the included batteries. If you need to replace them, remove the back cover of the detector and insert 2 brand new CR123 batteries in the battery slots. Once done, press and turn the back cover until it locks in place.
2. To add the smoke detector to your system: Go to your panel's settings by tapping on the gear/settings icon
3. Have the customer type in their 4 digit master code
4. Tap sensors
5. Tap smoke
6. Tap Smoke + CO
7. Tap "+ Add New Sensor"
8. Wait until the panel's screen prompts you
9. Press and hold the left button labeled "Fire" on the device you wish to add
Note: If you press any button but the one on the left side, you will need to restart this process.
10. After the detector has been paired/triggered with the panel, choose a name for the device.
11. Hit next and move forward with mounting the detector using the adhesive.
12. **Clean the surface of any dirt or residue**
13. Remove the adhesive backing and place the sensor on the surface where it will live
14. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor's adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually



2GIG Smoke/Heat/Freeze Sensor

[Click here](#) to watch Smoke/Heat/Freeze sensor install video

<https://support.covesmart.com/t/k9g8g7/installing-smoke-heat-freeze-detectors>

These should come preconfigured. However, if they do not, follow these steps to pair the new detectors.

Recommendations:

- Most effective if installed in a centralized area of the home.
- Do not place near HVAC vents
- Do not place near bathrooms
- Do not place near Hot appliances
- Do not place in kitchen
- If mounting on the wall, mount the detector no closer than 4” and no further than 12” from the ceiling
- If mounting on the ceiling, mount the detector no closer than 4” from the wall

1. Make sure that the Smoke/Heat/Freeze detector has the included batteries. If you need to replace them, remove the back cover of the detector and insert 2 brand new CR123 batteries in the battery slots. Once done, press and turn the back cover until it locks in place.
2. To add the smoke detector to your system: Go to your panel’s settings by tapping on the gear/settings icon
3. Have the customer type in their 4 digit master code
4. Tap sensors
5. Tap smoke
6. Tap Smoke / Heat / Freeze
7. Tap “+ Add New Sensor”
8. Wait until the panel’s screen prompts you and follow the instructions

Installation (continued)

Sensors



9. After the detector has been paired/triggered with the panel, choose a name for the device.
10. Hit next and move forward with mounting the detector using the adhesive.
11. **Clean the surface of any dirt or residue**
12. Remove the adhesive backing and place the sensor on the surface where it will live
13. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor's adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually

2GIG Carbon Monoxide Sensor

[Click here](#) to watch Carbon Monoxide sensor install video

<https://support.covesmart.com/t/63g8jv/installing-carbon-monoxide-detector>

These should come preconfigured. However, if they do not, follow these steps to pair the new detectors.

Recommendations:

- Most effective if installed 10 ft of a sleeping area
 - Most effective if installed In rooms containing fuel burning appliances
 - If mounting on ceiling, place the detector 12" away from any wall
1. Make sure that the Carbon Monoxide detector has the included batteries. If you need to replace them, remove the back cover of the detector and insert 2 brand new CR123 batteries in the battery slots. Once done, press and turn the back cover until it locks in place.
 2. To add the smoke detector to your system: Go to your panel's settings by tapping on the gear/settings icon
 3. Have the customer type in their 4 digit master code
 4. Tap sensors
 5. Tap smoke



6. Tap Carbon Monoxide
7. Tap “+ Add New Sensor”
8. Wait until the panel’s screen prompts you and follow the instructions
9. After the detector has been paired/triggered with the panel, choose a name for the device.
10. Hit next and move forward with mounting the detector using the adhesive.
11. **Clean the surface of any dirt or residue**
12. Remove the adhesive backing and place the sensor on the surface where it will live
13. **Hold for 30 seconds** (very Important). If you do not hold the sensor for at least 30 seconds, the sensor’s adhesive will not attach to the wall as it should, resulting in the sensor falling off eventually



Flood + Freeze Sensor

[Click here](#) to watch Flood + Freeze sensor install video

<https://support.covesmart.com/t/y7g85f/installing-floodfreeze-sensor>

These should come preconfigured. However, if they do not, follow these steps to pair the new detectors.

Recommendations:

- Most effective in hard flooring
- Should be placed near water heaters, washing machines, bathrooms, kitchens, and basements

1. Trigger them by pressing the button located on the bottom of the sensor.
2. Follow the panel’s instructions.



Peripheral Sensors

Medical Pendant

[Click here](#) to watch Medical Pendant install video

<https://support.covesmart.com/t/y7gkrh36h3a9/how-to-add-a-medical-pendant>



These should come preconfigured. However, if they do not, follow these steps to pair the new detectors

1. To add the smoke detector to your system: Go to your panel's settings by tapping on the gear/settings icon
2. Have the customer type in their 4 digit master code
3. Tap sensors
4. Tap "Medical"
5. Tap "+ Add New Sensor"
6. Wait until the panel's screen prompts you and follow the instructions
7. After the detector has been paired/triggered with the panel, choose a name for the device



Keyfob

[Click here](#) to watch Keyfob install video

<https://support.covesmart.com/t/k9p06q/setting-up-a-key-remote>

These should come preconfigured. However, if they do not, follow these steps to pair the new detectors

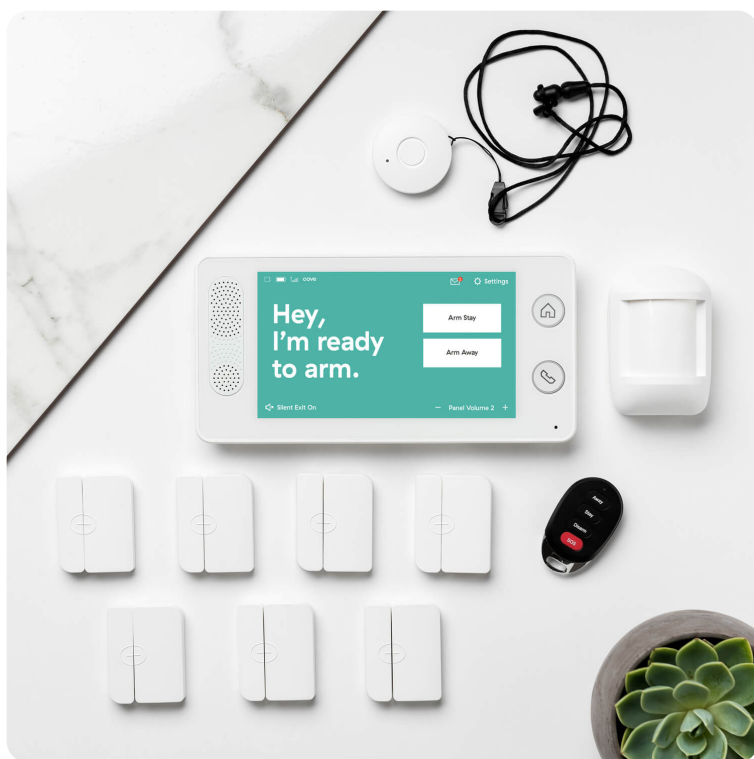
1. To add the smoke detector to your system: Go to your panel's settings by tapping on the gear/settings icon
2. Have the customer type in their 4 digit master code
3. Tap sensors

Installation (continued)

Sensors



4. Tap “Remotes”
5. Tap “+ Add New Sensor”
6. Wait until the panel’s screen prompts you and follow the instructions
7. After the detector has been paired/triggered with the panel, choose a name for the device





Cameras

Indoor



[Click here](#) to watch Indoor Cam install video

<https://support.covesmart.com/t/h7hltj8/how-to-pair-and-install-your-indoor-camera>

Important: Camera only works with 2.4GHz networks not 5Ghz

1. Have the customer download the Cove security app and sign into their Cove account.
2. With the customer. find the optimal camera location if they don't have one yet.
3. Unbox and plug the camera in and wait for the camera to enter pairing mode. It will say "Waiting to connect" when it's ready
4. Open the app and tap on the camera icon on the bottom right corner
5. Then tap on the "+" icon below "Get started"
6. Select the indoor camera option
7. You will then need to scan the QR code on the back of the camera
8. When you will then hear "Waiting to connect" tap the "I heard waiting to connect" button
9. Select your wifi network (only 2.4) and password
10. Face the QR code of that appears in the app in mobile's screen to the lens of the camera
11. The camera will then say "QR code scanned successful, WiFi connected" followed by, "Pairing successful"
12. Name and install your camera



Outdoor

[Click here](#) to watch Outdoor Cam install video

<https://support.covesmart.com/t/q6hzx8n/how-to-pair-and-install-our-outdoor-camera>

Important: Camera only works with 2.4GHz networks not 5GHz

1. Have the customer download the Cove security app
2. Insert batteries into the camera's battery slots.
3. The camera will enter pairing mode.
4. Open the app and tap on the camera icon on the bottom right corner
5. Then tap on the "+" icon below "Get started"
6. Select the outdoor camera option
7. You will then need to scan the QR code on the back of the camera
8. When you will then hear "Waiting to connect" tap the "I heard waiting to connect" button
9. Select your wifi network (only 2.4) and password
10. Face the QR code of that appears in the app in mobile's screen to the lens of the camera
11. The camera will then say "QR code scanned successful, WiFi connected" followed by, "Pairing successful"
12. Name and install your camera



Mounting your Camera

1. Use the provided anchors and screws to mount the base. If your wall is wooden, you can screw in the base directly. Attach your camera to the camera base and secure it by rotating clockwise.
2. Screw the camera onto the base of the mount by twisting the camera onto the base in a clockwise motion.
3. Adjust the camera to your preferred view angle.

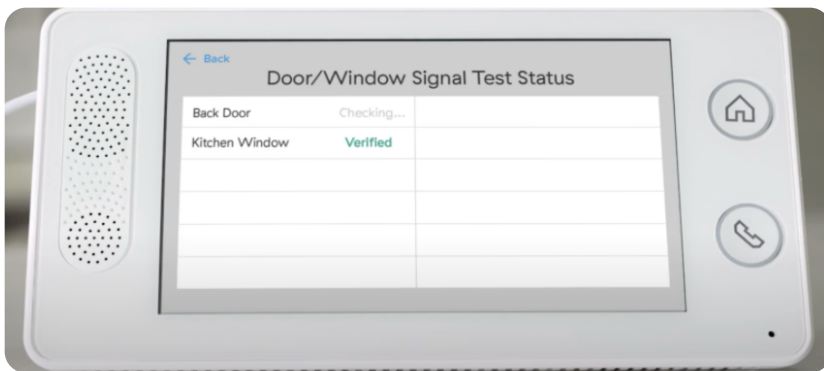
Important

- Avoid installing the camera with the lens facing direct sunlight.
- Mind any plants or objects that may obstruct the view.
- Mount the camera within a 33 foot (10meter) range of your Wi-Fi router. The shorter the distance between your Wi-Fi router and your camera, the better the performance of your camera.



Verify Sensors Connection

1. After installing all sensors you will need to check each sensor's signal.
2. Follow the instructions in the panel to send signals and wait for the each sensor in the panel to say verified. The panel can check multiple signals at once. Feel free to test multiple or if possible all sensors at once.



3. After all signals have been verified, you should call the customer over so they can view the walk through a brief tutorial on how to use your panel.
4. Upon completion of the tutorial, the customer will be connected with a live representative to verify your code word
5. Feel free to ask this representative any questions you may have
6. Upon ending the call, the Cove system will now be ready for use.



To download the app and log in:

1. Navigate to either the [App Store](#) or [Google Play Store](#). If you are searching on your device, please type in "Cove Security" in your search bar to find the mobile app.
2. **Download** the Cove mobile app on either your IOS or Android device.
3. Complete the installation of your alarm system **before** you try to log into the app.
4. Your **username** is your primary phone on the account & your **temporary password** is your zip code for your [monitoring](#) address.
5. Once you have successfully installed your alarm system, log into the app and create a new password.
6. If you want to update your username as well, you can do so by going into **"Users"** and click on your name and create a new username. You will be required to fill out the rest of the app credential info to create a new username.
7. Use the app to arm and disarm your system to have complete control over your Cove alarm system.

Pairing AI Assistants



For Google Assistant setup,

[click here.](#)

https://assistant.google.com/services/a/uid/00000084e34c7e1c?hl=en_us



For Alexa Assistant setup,

[click here.](#)

<https://support.covesmart.com/t/83h3ycd/how-to-enable-alexa>



Stuck during setup process? [Click here.](#)

<https://support.covesmart.com/t/36w324/stuck-during-setup-process-steps-1-6>

Burglary Sensors

- Door sensor: [Link](#)
<https://support.covesmart.com/t/18g8pq/installing-door-sensors>
- Window sensor: [Link](#)
<https://support.covesmart.com/t/k9a9fg/sensor-reads-open-when-closed>
- Motion sensor: [Link](#)
<https://support.covesmart.com/t/q5gprx/motion-sensor-false-alarms>
- Glass break sensor: [Link](#)
<https://support.covesmart.com/t/18gp59/glass-break-detect-or-false-alarms>
- Swapped installation of Door and Window Sensors: [Link](#)
<https://support.covesmart.com/t/x1r8jx/what-if-i-swapped-the-installation-of-my-door-or-window-sensors>

Environmental Sensors

- Smoke + CO Sensor: [Link](#)
<https://support.covesmart.com/t/35hzqp6/smoke-co-false-alarms>
- 2GIG Smoke/Heat/Freeze Sensor: [Link](#)
<https://support.covesmart.com/t/k9gprj/smokeheatfreeze-false-alarms>
- 2GIG Carbon Monoxide Sensor: [Link](#)
<https://support.covesmart.com/t/m2gprf/carbon-monoxide-detector-false-alarms>
- Flood/Freeze Sensor: [Link](#)
<https://support.covesmart.com/t/18gprm/flood-freeze-sensor-false-alarms>

Peripheral Sensors

- Medical: [Link](#)
<https://support.covesmart.com/t/g9h80sf/how-it-works-medical-button>
- Keyfob: [Link](#)
<https://support.covesmart.com/t/60h80sk/how-it-works-keyfob-remote>

Cameras

- Indoor: [Link](#)
<https://support.covesmart.com/t/m1hftwm/camera-troubleshooting-when-to-contact-your-isp>
- Outdoor: [Link](#)
<https://support.covesmart.com/t/m1hf12w/deleting-resetting-and-re-adding-cameras>

How to reset passwords

- Cove App: [Link](#)
<https://support.covesmart.com/t/m2s5jh/cove-app-how-to-change-the-app-password>
- Cove Portal: [Link](#)
<https://support.covesmart.com/t/m1hl8yl/portal-housemenu-icon>

Post-Installation Checklist



1. Clean up any debris/parts left from the installation.
2. Take photos of each of the installations.
 - Both interior and exterior of the installs.
3. Walk the customer through the final set up of the devices installed.
4. Confirm that everything is up and running.
5. Confirm that the customer is satisfied with the installation and close the order.
 - In the notes, enter as much information as possible regarding the installation. Any limitations, issues, feedback or suggestions you want to submit.

Thank you!

