



ALDER

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)

Recommended tools for Kami doorbell

- 20-24v Cordless drill
- Drill bits for wall anchors

Preparing for the job



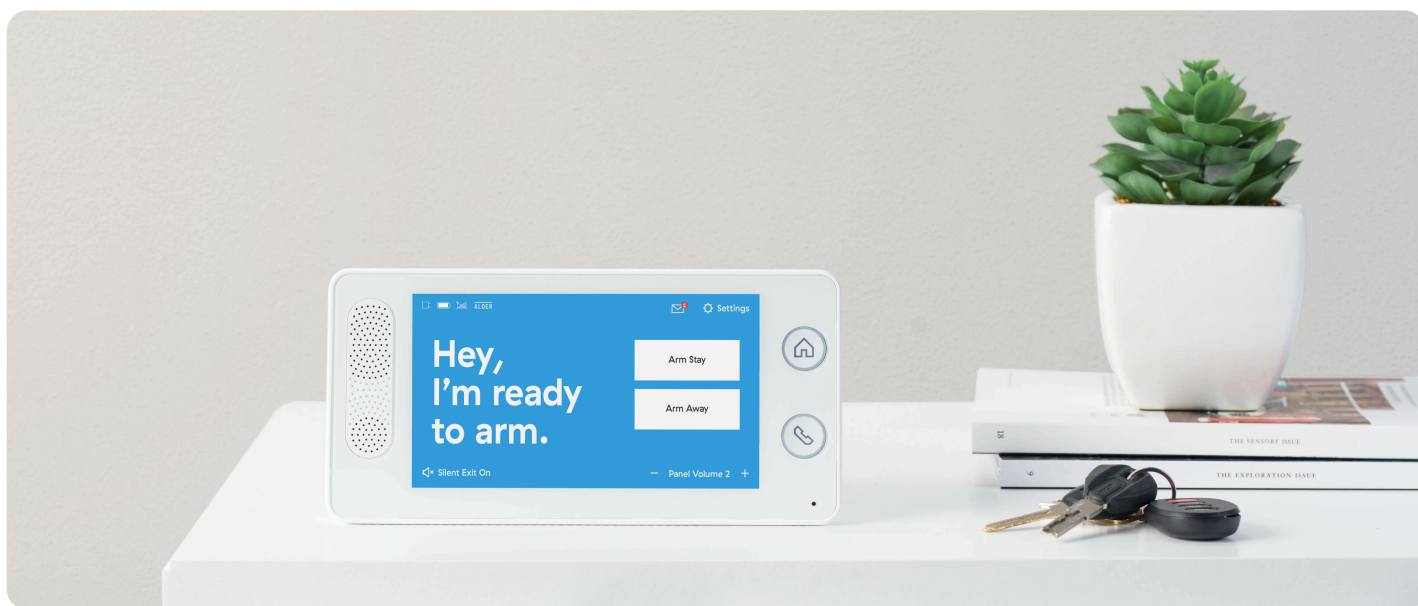
When claiming jobs, you should take the following steps to best prepare for a successful installation.

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.
 - b. If the order includes a Kami doorbell installation request, ask the customer if they have a pre-existing wired doorbell. If they do not, we should inform them that they will need to charge the Kami doorbell so we can install it using the rechargeable batteries.
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

Alder Security System

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 Alder security system installation video.

<https://www.youtube.com/watch?v=MKa9U3Os18Q>

[Click here](#) to view the Alder security system installation guide.

<https://support.alder.com/install>

Kami Doorbell

1. Launch app, sign up or log in
2. Add the batteries to begin the pairing process
3. Add the Kami device to the wifi network
4. Test the video at the installation location
5. Mount the doorbell on the wall
6. Test the video with the customer

[Click here](#) to view the Kami Doorbell installation video.

<https://www.youtube.com/watch?v=ZJ0QpOyWZgM>

Alder Simple 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.

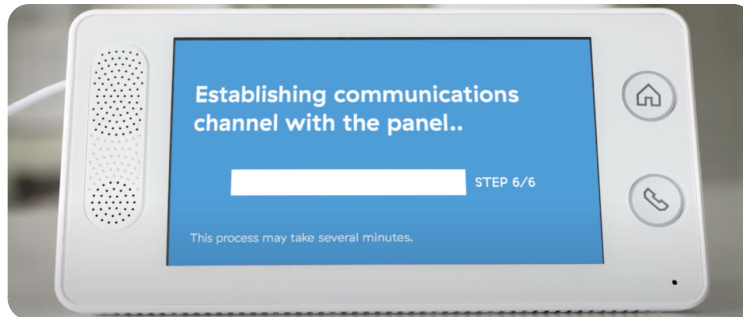


Installation (continued)

Cover Panel

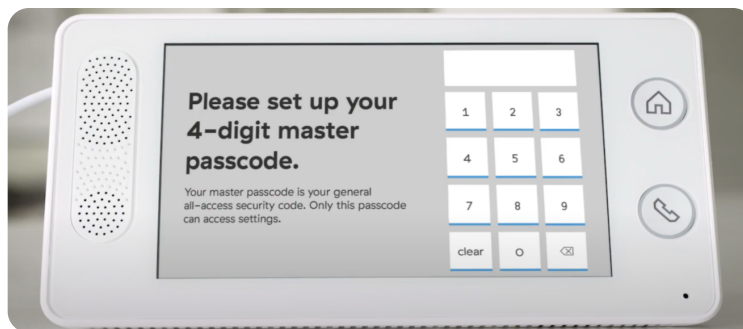


3. Allow the panel to power on and auto connect to the power station.



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 a Motion sensor configuration video.

<https://www.youtube.com/watch?v=x-jWH3BIq4c>

[Click here](#) to view a Motion sensor install video.

<https://www.youtube.com/watch?v=rSJMEca8S14>

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 Door sensor configuration video

<https://www.youtube.com/watch?v=fgtJ9D98MCQ>



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

<https://www.youtube.com/watch?v=T8aD6vdyUkl>

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

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 CO sensor configuration video

<https://www.youtube.com/watch?v=NJfX-mHI7IM>

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

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

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

Installation (continued)

Sensors



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

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



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

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](https://support.alder.com/cameras) to view the Indoor Cam install guide

<https://support.alder.com/cameras>

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

1. Have the customer download the Alder security app and sign into their Alder 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 view the Outdoor Cam install guide

<https://support.alder.com/cameras>



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

1. Have the customer download the Alder 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.



Doorbells

Kami Doorbell



Requirements

Note: For mechanical Doorbell setups you will need to use the Kami Chime connector provided in the box. This will help provide a stable power supply to the Kami doorbell.

- Kami home app iOS and android
- Wifi 2.4 and 5g compatible
- Customer provided WiFi credentials
- Fully charged batteries (if no pre existing doorbell available)
- Power requirements: 8-24 volts (If the doorbell will be hardwired instead of battery operated)

App Pairing

1. Launch app and sign up or log in
2. Tap + signal top right corner
3. Find the kami doorbell camera and select it.
4. Insert the batteries and wait for the prompt
5. When you hear the voice prompt "Waiting to connect" tap the "I heard waiting to connect" button
6. Find and choose your wifi then enter the wifi password and tap the connect to wifi password.
7. A QR code will appear in your phone screen. Point the doorbell's camera towards your phone screen until you hear the voice prompts. Once connected, you will hear, "WiFi is connected"
8. Once you hear "Pairing successful" tap on the finish button and test the video feed.



Kami Doorbell Installation

You can find detailed instructions via this [link](#).

Note: We recommend mounting the doorbell at a height of 4 feet but you should confirm with the customer before attaching the doorbell to the wall. Use the included wedge kits as necessary.

Hardware

1. Run a speedtest and check voltage output
 - a. Locate and install new transformers if power requirements are not adequate for the installation,
Note: Transformer installations are not included with this service. Therefore, if required, it will need to be added to the work order before proceeding with the installation.
 - b. Locate the router and install an extender if WiFi coverage/speed is not adequate at the install location. Install the extender between the doorbell's location and router location to increase WiFi coverage.
Note: WiFi extender installations are not included with this service. Therefore, if required, it will need to be added to the work order before proceeding with the installation.
2. Turn off the breakers
3. If the doorbell you are working is mechanical you should install the chime connector now.
4. Remove the existing doorbell
5. Place the mounting bracket on the wall and pencil in the screw holes while making sure the bracket is leveled.

Installation (continued)

Doorbells



6. Using the penciled holes you can do the following:
 - a. If you are mounting on brick, stucco, or any wall that will require anchors, then using the proper drill bit, create pilot holes for the anchors where you penciled in the screw holes. Make sure that the hole's diameter does not exceed the width of the anchor otherwise the anchor will not grip the wall.
 - b. Note: We do not mount on stone, tile or metal surfaces.
7. If mounting directly on wood, attach the mounting bracket to the wall surface using the provided screws.
8. Attach the mounting plate to the wall and use the wedge kit as necessary.
9. Connect the wires to the doorbell's power terminals.
10. Mount the doorbell onto the wall back plate
11. Place the protective cover and add the security screw at the bottom.
12. Test it to make sure everything is working

Battery Operated

1. Run a speedtest and check voltage output
2. Locate the router and install an extender if WiFi coverage/speed is not adequate at the install location. Install the extender between the doorbell's location and router location to increase WiFi coverage.

Note: WiFi extender installations are not included with this service. Therefore, if required, it will need to be added to the work order before proceeding with the installation.
3. Remove the existing doorbell

Installation (continued)

Doorbells



4. Place the doorbell's mounting bracket on the wall while making sure it's leveled and pencil in the screw holes.
5. Using the penciled holes you can do the following:
 - a. If you are mounting on brick, stucco, or any wall that will require anchors, then using the proper drill bit, create pilot holes for the anchors where you penciled in the screw holes. Make sure that the hole's diameter does not exceed the width of the anchor otherwise the anchor will not grip the wall.
Note: We do not mount on stone, tile or metal surfaces.
6. If mounting directly on wood, attach the mounting bracket to the wall surface using the provided screws.
7. Attach the mounting plate to the wall and use the wedge kit as necessary.
8. Mount the doorbell onto the wall back plate
9. Place the protective cover and add the security screw at the bottom.
10. Test it to make sure everything is working

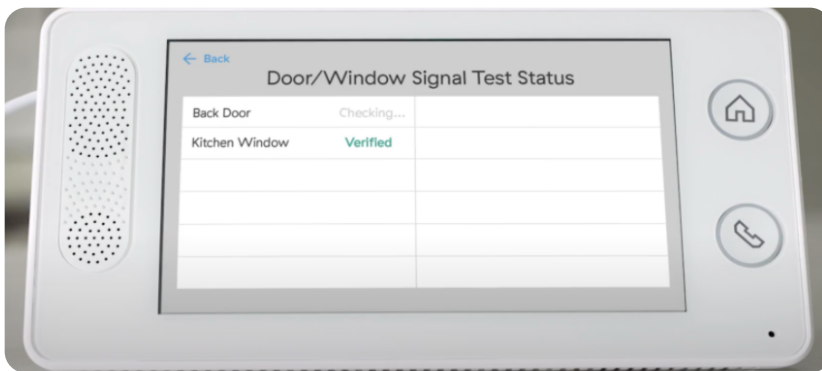
Installation (continued)

Verify Sensors Connection



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 Alder system will now be ready for use.

App Download & Log in



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 "Alder Security" in your search bar to find the mobile app.
2. **Download** the Alder 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 Alder alarm system.

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!



For troubleshooting resources, [click here](https://support.alder.com/troubleshooting)

<https://support.alder.com/troubleshooting>