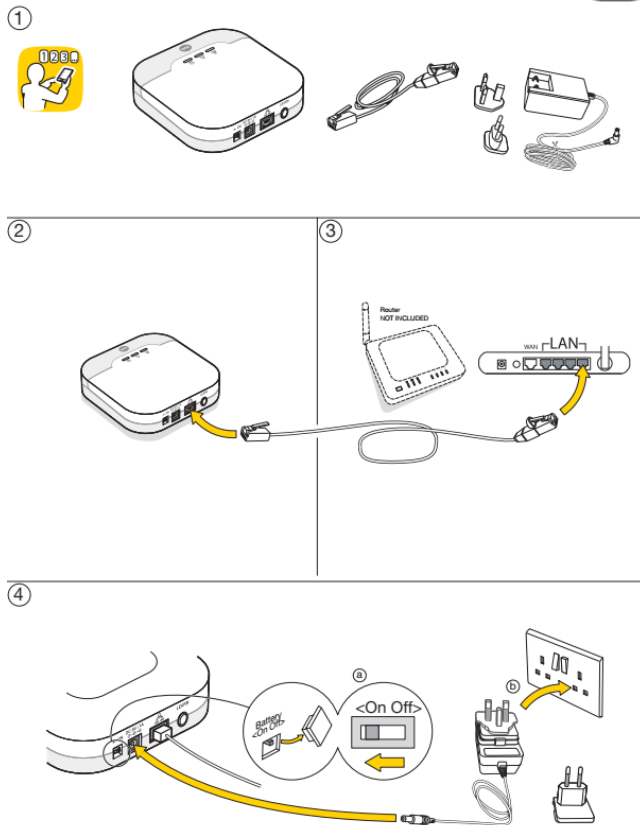
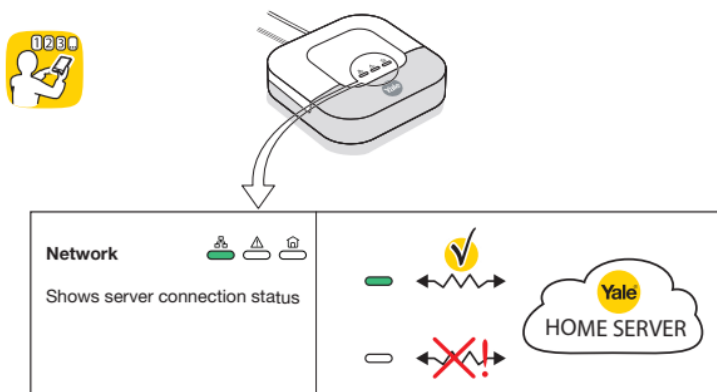


How do I install my Sync Alarm

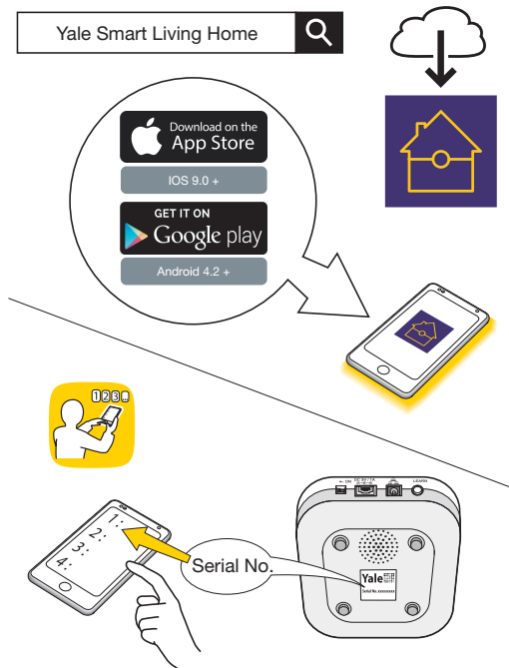
- Plug in the main power adaptor and connect the Smart hub to your internet router using the cable provided
- Turn on the battery back up switch on the back of the smart hub



- Wait for the network LED to become green



- Download the Yale Home App to your smartphone and Register and new system. Follow the step by step process in the App



How do I set up Alexa?

In the Alexa app do the following to enable the Yale Smart Living custom skill –

- Open the Alexa App, tap the 3-Bar-Menu and select 'Skills'
- Search for 'Yale Smart Living' in the search bar
- Select 'Yale Smart Living' skill in the result page
- Select 'Enable'
- Enter the Yale Home app username and password

Supported Devices

- Power Switches
- Locks
- Alarm
- Door Contacts

The following phrases can be used –

'Alexa, ask Yale Smart Living is the alarm armed?'

'Alexa, ask Yale Smart Living to arm my alarm?'

'Alexa, ask Yale Smart Living is the desk lamp on?'

'Alexa, ask Yale Smart Living is the back door open?'

'Alexa, ask Yale Smart Living is the patio locked?'

'Alexa, ask Yale Smart Living is the alarm armed?'

'Alexa, ask Yale Smart Living home arm the alarm'

NOTE: The name of devices will vary depending on how you named them in the Yale Home App

You can also ask, 'Alexa, ask Yale Smart Living how did I name everything?' to know how what's your devices name or say "Help" for more information about the Yale Smart Living Skill

Why Alexa do not reply to my voice commands?

Only the new Sync Alarm is compatible with Amazon Alexa. If you have an SR alarm that's not compatible yet.

Alexa integration at the moment is available through Yale custom skill. Soon we will release also smart home skill, more information about dates will be available soon.

Make sure the Yale smart living skill is enabled and you have linked your Alarm account to the skill. See information above on how to enable custom skill.

You can ask for help inside the Yale smart living skill to know more on how to use the skill. Say "Alexa, open Yale Smart Living" then say "Help"

To control devices through voice commands you need to use the device name you selected in the Yale Home app. You can also ask Alexa your device name, say "Alexa, ask Yale Smart Living how did I name everything?"

How do I connect Philips Hue Lights?

Go to your Yale Home App menu, select “Settings” > “Philips Hue settings”.

Press “Connect Hue Account” button then provide your Philips Hue account username and password in the prompted page.

Once account link is completed, get back to the Yale Home App and enable the actions you would like to enable. You can enable 2 actions

Arm/Disarm Alarm: This action will make your Philips Hue lights flashing following an arming/disarming event to confirm that your alarm is armed/part armed/disarmed

Alarm Triggered: This action will make your Philips Hue lights flashing red following a burglar events

For each of the enabled action you can then select the rooms/light to link to that specific action.

How do I enable Geo fencing notification?

This feature is currently available only for Android users that have updated the Home App to version 2.0

For iOS users an App update will be available soon. More information will be available on the App message section and on our web site.

For Android users, please make sure you have Home App 2.0.

Go to the app menu, select “Settings” >”Users”>”Notification Settings”>”Geo-notification Settings”.

Enable the features and save your Home location in the map.

Where can I find the smart watch app?

Apple Watch App will be available on the 15th of October

Android Wear App will be available on the 29th of October

How do I change the keypad code?

The PIN code for the Keypad is the code you have selected during the installation process.

Go to the Yale Home app menu, select “Settings”> “Alarm Settings” > “Keypad PIN Code Settings” then select active user to change existing PIN code or add another PIN code. You can add up to 10 PINs

How do I add more users to control the alarm?

You can add more users to control the alarm, to do that you need to be the primary user (First account that have installed the system). Go to the Yale Home app menu, select “Settings”>”Users”>”Account Management” then select “Add new account”. You can then set email address and password for the new user and Save. The new user will need to download the Yale Home app on his/her smartphone and log in with the credential the primary user has created.

How do I add more users to control the alarm?

All the devices in your Kit are already pre paired with your smart hub. In case you have bought an additional Keypad, please follow the procedure below to add it to your system.

Keypad Initialization

If you are adding the keypad as additional device to your alarm system, you need to initialize the device first.

1. Press the ‘Panic button A’ key followed by factory default Key Pad code ‘0000’ (this is different to your Control Panel PIN code).



2. Press the 'Panic button A' key followed by the '7' key to set the Key Pad into Control Panel system mode (also known as secondary mode).
3. The LED will now flash slowly indicating it is in test (programming) mode.
4. Press the 'Panic button A' key followed by the '7' key to set the Key Pad into Control Panel system
5. Quit test mode by pressing the disarm key twice. The Key Pad code and mode setting has been completed. The Key Pad will now use the same PIN code that is set for the Control Panel.

Device Pairing

To pair the device, put your panel in pairing mode then press 8 and 9 key together to pair the keypad to your system

