



# MELALEUCA SECURITY

## QUICK START GUIDE



877.760.3444 • [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com)

LICENSES: AL 09-1312, DE 09-172, FL MSI's license number is EG13000363. Alarm companies are regulated by the Department of Business and Professional Regulation, Division of Professions, Electrical Contractors' Licensing Board, 1940 N. Monroe St., Tallahassee, FL 32399-0782, Phone: (850) 487-1395, GA MSI's license number in GA REG License # LVA205568. Alarm companies are regulated by GA Construction Industry Licensing Board, 237 Coliseum Drive, Macon, GA 31217-3858 Phone: 478-207-2440, TX MSI's License number is B16038. MSI's operating license is issued by the Texas Board of public safety - Private Security Bureau, P.O. Box 4087, Austin, Texas 78733. (512) 424-7710, VA 11-6214





Thank you for choosing *Melaleuca Security*. This Quick Start Guide will give an overview of how to set up and test your system. Refer to your User Manual for more detailed information on any of the components, or contact us with any questions.

**Support Hotline:**  
**1-877-760-3444**

**Email inquiries:**  
**HomeSecurity@Melaleuca.com**



Familiarize yourself with the components of your security system, but do not remove sensors from their individual boxes until you complete step 2a. Each sensor is identified by a Sensor # label. A typical system includes the following components:

### 1. CONTROL PANEL:

The Control Panel is the “brain” of your security system. It connects with all the sensors in your home and communicates with *Melaleuca Security* using a telephone line or a cellular connection.

### 2. DOOR/WINDOW SENSOR:

A Door or Window Sensor can monitor anything that opens and closes—including doors, windows, safes, cabinets—and sounds an alert when something is opened while the alarm is armed.

### 3. MOTION SENSOR:

Motion Sensors detect activity in a certain area of your home. They can be placed on shelves or other flat surfaces, or mounted on walls.

### 4. KEYCHAIN REMOTE:

The Keychain Remote allows you to arm or disarm your system remotely. You can also use it to initiate a panic alarm.

### ADDITIONAL/OPTIONAL EQUIPMENT:

Your customized security system may include additional sensors and components. Please consult the User Manuals for these components found in their individual boxes for setup and usage information.



## A. Control Panel Placement and Setup

If you have selected the Interactive Security package with the optional cellular communicator, connect the antenna by screwing it into the hole in the top of the control panel. Connect the battery by pushing the red connectors on the back of the control panel together until the metal part of the plug is completely hidden.

- Your control panel will now beep.
- Push the red battery wire completely into the keypad.

If you have the Basic Security Package, your system will communicate with the Central Monitoring Station over your landline phone. Plug the Control Panel's phone cord into the phone jack you've chosen to use. To connect a telephone through the same jack, plug the telephone line into the back of the Control Panel.

Run a phone test after connecting the Control Panel to your landline. Scroll to "Systems Test" and press Enter. Enter your User Code (1-2-3-4 or the code you selected when you ordered your system). Scroll to "Comm Test" and press enter. If the phone test succeeds, the LCD display will read "Comm Test OK" in about two minutes. If you get a failure notification, make sure your connections are correct and your phone line is working. If the test fails a second time, call 877-760-3444 for assistance.

**Follow these instructions to identify an ideal spot for placing your Control Panel:**

### DO locate your control panel

- In a central area of your home
- Above ground (not in a basement)
- On any flat surface such as a counter, tabletop, or shelf (unless wall-mounting)
- In a place where it can plug into a non-switched/non-ground fault interrupted (GFI) electrical outlet (an outlet that is not controlled by a light switch and that does not have a "test/reset" button)
- \* Within 6 feet of a phone jack, (unless you have interactive cellular)

### DO NOT locate your control panel...

- Next to an exterior door or easily accessible window (where an intruder would clearly see it)
- In a non-central location of your home, as it might prevent optimal communication with some of your sensors

After selecting a good location for your Control Panel, verify the battery has been connected. Place your Control Panel in the desired location and plug the power cord into a nearby non-switched electrical outlet.



A. Counter top Control Panel setup



B. Door Sensor placement

## B. Device Placement

Melaleuca Security uses wireless sensors to monitor activity in your home. Typical systems include Door/Window Sensors and Motion Sensors. Metal objects, mirrors, and metallic wallpaper can affect the strength of wireless signals, interfering with the communication between the Control Panel and your various sensors. Take care in placing sensors so they are not located next to metal objects and mirrors. Review the suggestions below before deciding on where to place your sensors.

## C. Door/Window Sensor Setup

1. Using the diagram below for placement tips, determine the best sensor orientation to fit your door/window frame.

**Door Mounting Tip:** You can put the transmitter (larger piece) on either the door or the door frame. If your door frame has decorative molding, you may find it easier to place the transmitter on the door itself and the magnet (smaller piece) on the door frame instead.

2. Clean and dry the area where you will mount your sensors. It is best to clean window surfaces with rubbing alcohol. Remove the adhesive backing on the sensor, press firmly into place, and hold for about 20 seconds.

Sensor Placement Tip: For optimal signal strength, install your sensors within 100 feet of the control panel.

Each piece of the sensor has a small arrow on one side. When you install the sensor, be sure these arrows line up within 3/4 inch of each other.

3. To audibly test the opening of sensors, enable the "Chime" feature on the Control Panel. Use the menu buttons that appear in a circular pattern at the top right-hand corner of the Control Panel. Scroll up or down to the "Chime Off" screen, press the center arrow select button, scroll to "On," and press the select button again. Your panel should then chime when the two pieces of a Door/Window Sensor separate.

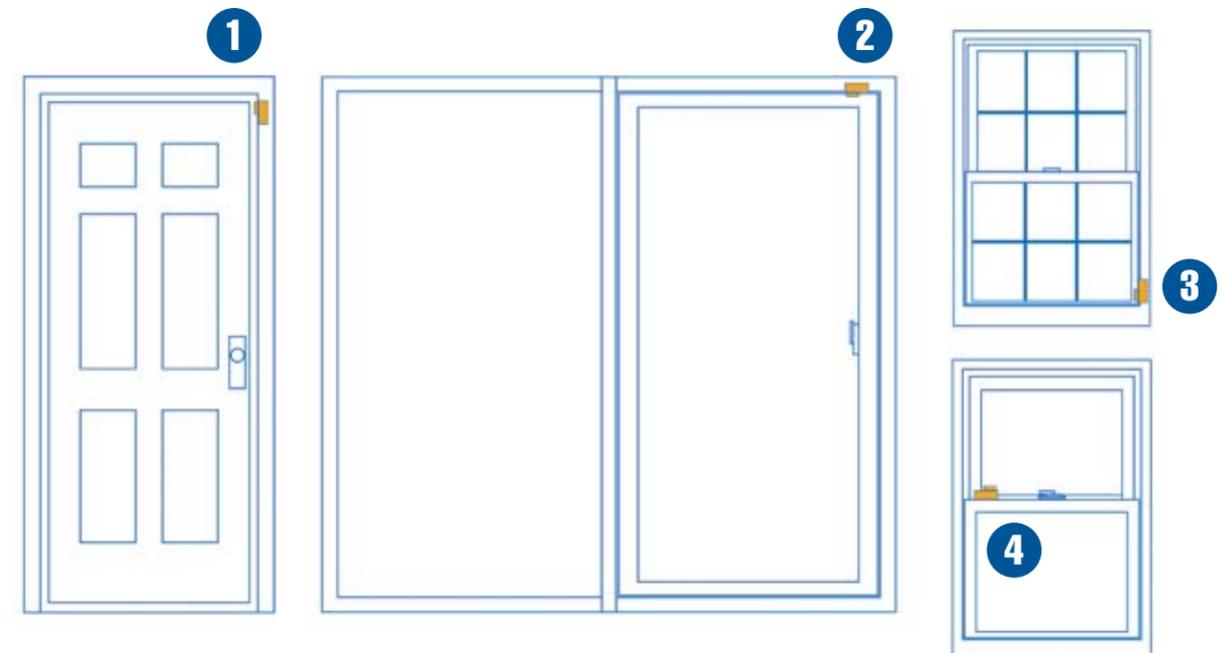
### WHERE TO PLACE DOOR SENSORS

#### Recommended

- One on each door leading outside the home
- Typically a front and back door
- Indoors in a temperature-controlled area

#### Optional

- On easily accessible exterior windows (other security options for these windows include Motion or Glass Break sensors)
- On anything that opens and closes inside the house (For example, cabinets, drawers, or safes)



1.Standard Door, 2.Sliding Door, 3.Standard Window, 4.Double Hung Window

# SYSTEM SETUP, CONTINUED

## D. Motion Sensor Setup

1. Find a good location for your sensor.

**Placement Tips:** Install your sensors within 100 feet of the control panel and no more than approximately 5 feet off the ground with the enclosed adhesive or 6.5 feet with screws.

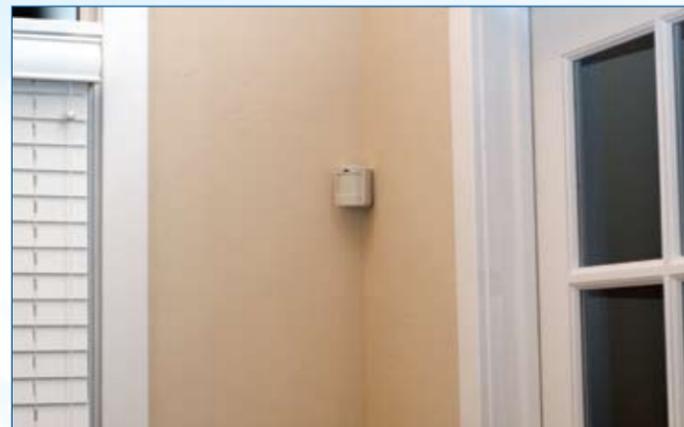
To avoid false alarms **DO NOT** aim the Motion Sensor at

- **Windows**
- **Fireplaces**
- **Heaters**
- **Areas Receiving Direct Sunlight**

**DO NOT** install Motion Sensors on a moving surface, such as a door.

**DO NOT** install Motion Sensors in a non-temperature controlled environment like a garage or attic.

2. After selecting a location, clean and dry the surface. Find the enclosed adhesive, remove the wax backing and place it on the sensors flat back (if wall mounting), bottom (if shelf mounting), or corners (if corner mounting).



D. Correct Motion Sensor corner placement

3. Remove the wax paper on the exposed side of the tape and press the sensor firmly into place. Hold firmly for 20 seconds.

### WHERE TO PLACE MOTION SENSORS

#### Recommended

- In a central room or corridor of your home (a hallway or living room, for example) where an intruder must pass; this is called the trap zone
- Indoors in a temperature-controlled area

#### Optional

- In other areas such as secondary hallways or other common areas (kitchen, bedroom, etc.)

### COMMON MOUNTING CONFIGURATIONS

**Flat Wall:** Attach adhesive to the flat back surface of the Motion Sensor.

**Corner Wall:** Attach adhesive to the back corner surfaces on the Motion Sensor (marked with removable stickers). This should be a 90-degree corner.

**Shelf:** Attach adhesive to the bottom of the Motion Sensor and place on any flat surface. Hold firmly for 20 seconds.

**Note:** The red light on the face of the Motion Sensor only illuminates when you initiate a detection test by removing and replacing the back cover. After 60 seconds of inactivity, the Motion Sensor will automatically return to regular operation, and the red light will not illuminate when motion is detected.



## E. Optional Equipment Setup

If you purchased optional equipment, you will find installation instructions for each device in their respective boxes.

If you would like to expand your security system at any time, call Melaleuca Security at 1-877-760-3444 to order optional equipment at our exclusive low prices. Common optional equipment includes:

- |   |   |   |
|---|---|---|
|    |    | <ul style="list-style-type: none"><li>• <b>Remote Touchpad</b><br/>Arm/disarm the system remotely within the home.</li></ul>              |
|    |    | <ul style="list-style-type: none"><li>• <b>Glass Break Detector</b><br/>Detect breaking glass in one room up to 25 feet.</li></ul>        |
|    |    | <ul style="list-style-type: none"><li>• <b>Smoke or Heat Detector</b><br/>Detect smoke or flames within a protected area.</li></ul>       |
|    |    | <ul style="list-style-type: none"><li>• <b>Carbon Monoxide Detector</b><br/>Monitor for dangerous CO levels inside the home.</li></ul>    |
|    |    | <ul style="list-style-type: none"><li>• <b>Personal Emergency Button</b><br/>One-button notification for medical emergencies.</li></ul>   |
|  |  | <ul style="list-style-type: none"><li>• <b>Flood or Freeze Detector</b><br/>Activated by water or cold temperature in the home.</li></ul> |
|  |  | <ul style="list-style-type: none"><li>• <b>Video Surveillance Camera</b><br/>Watch live or recorded video inside your home.</li></ul>     |

3

## ACTIVATE AND TEST YOUR SYSTEM

### CONGRATULATIONS!

Your system is set up and can now be activated. Please call *Melaleuca Security* to confirm that all of your equipment has been properly installed and is communicating with *Melaleuca Security*.

**1-877-760-3444**

**ACTIVATION HOURS:** Monday–Friday 9 a.m. to 7 p.m. MT.  
To set up a time for security setup, please call 1-877-760-3444.

## A. Arming Your System—Away Mode

In “Away Mode,” all of your exterior Door/Window Sensors and your interior Motion Sensors will be armed. Use this mode to arm your system when your home will be unoccupied.

**Important Note Regarding Pets:** Your motion sensors are designed to ignore pets that weigh less than 40 pounds. If you have pets that weigh more than 40 pounds, arm your system in Stay Mode (which only activates Door/Window Sensors, not Motion Sensors) so that your pets do not trigger a false alarm.

### HOW TO ARM YOUR SYSTEM IN AWAY MODE

The four ways to arm your system in Away Mode are listed below.

After initiating the arming sequence, you will have 60 seconds to exit through an exterior door without triggering an alarm. Your system will beep during this exit delay period. If you do not exit the home or open and close an exit door, the motion sensors will not arm. This precaution is in place to reduce false alarms.

#### 1. Using Your Control Panel

Press the Motions button once.

Press the Doors & Windows button once

**Note:** Both the Motion and Doors & Windows buttons will light up.



#### 2. Using Your Keychain

Press the  button on your keychain remote twice.

**Note:** The button must be held down until the green light flashes for each button press.



#### 3. Online\*

Go to [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com) and click on the Interactive Services Login. Enter your User Name and Password to access your account. Select “Arm Away” and click “Set”.



#### 4. Using Your PDA or web-enabled Cell Phone\*

Go to [www.MelaleucaSecurity.com/pda](http://www.MelaleucaSecurity.com/pda) and Login using your User Name and Password to access your account. Select “Arm Away” and click “Set” You may also use the downloaded application on your iPhone or BlackBerry (see 8b for downloading instructions)



\*Features available to Interactive Security customers only.

## B. Arming Your System—Stay Mode

In “Stay Mode,” only your exterior Door/Window Sensors will be armed. Use this mode when your home is occupied (at night, for example).

The four ways to arm your system in Stay Mode are listed below.

After initiating the arming sequence, the panel will beep for 60 seconds before actually arming, giving you the opportunity to exit your home.

#### 1. Using Your Control Panel

Press the Doors & Windows button:

- Once to allow for a 30-second entry delay
- Twice to eliminate the entry delay

**Important Note:** If you press the Doors & Windows button twice to arm Stay Mode without an entry delay, the alarm siren will sound immediately when an exterior door or window is opened. You may wish to use this feature in the evening so you'll know instantly if a door or window is opened.

#### 2. Using Your Keychain

Press the  button on your keychain remote once.

**Note:** Hold the button down until the green light flashes.

#### 3. Online\*

Go to [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com) and click on the Interactive Services Login. Enter your User Name and Password to access your account. Select “Arm Stay” and click “Set”.

#### 4. Using Your PDA or web-enabled Cell Phone\*

Go to [www.MelaleucaSecurity.com/pda](http://www.MelaleucaSecurity.com/pda) and Login using your User Name and Password to access your account. Select “Arm Stay” and click “Set” You may also use the downloaded application on your iPhone or BlackBerry (see 8b for downloading instructions)



**Tip:** Stay Mode refers to arming only your monitored doors and windows. You can also arm just your Motion Sensors by pressing only the Motion button. This can be useful if your sensors are located in a basement or a different area of the home where you rarely go. Keep in mind that arming the Motion Sensors when people are in the house increases the likelihood of a false alarm.

\*Features available to Interactive Security customers only.

## C. Disarming Your System

You will need to disarm your system in these circumstances:

- When your system is armed in Stay Mode while you are home, you will need to disarm before you leave.
- When your system is armed in either Stay Mode or Away Mode, you will need to disarm upon reentering your home.
- If you experience a false alarm, you will need to disarm your system to cancel the alarm.

### ENTRY DELAY PERIOD

If armed, you have 30 seconds to disarm your system when you reenter your home, unless you eliminated the entry delay period when you armed the system (see section 4B Arming Your System—Stay Mode). The system will beep during this 30-second delay period.

### DISARMING YOUR SYSTEM WHILE AT HOME

The two primary ways to disarm your system while you are home are listed below:

#### 1. Using Your Keychain Remote:

Press the  button on your keychain once.

**Note:** Hold the button down until the green light flashes.

#### 2. Using Your Control Panel:

Simply enter the four-digit User Code you selected when ordering your system.

### DISARMING YOUR SYSTEM WHILE YOU'RE AWAY\*

Even when you are not at home, you can still disarm your system. This feature is especially useful if you need to allow someone in your home while you are away (such as a neighbor, friend, or service personnel) but you do not want to give that person your User Code.

**Tip:** If you have frequent visitors to your home (such as a neighbor, friend, or service personnel), you may wish to create a personalized User Code for them (see section 6).

You can disarm your system online or by using your web-enabled cell phone or handheld PDA.

#### 1. Online

Go to [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com) and click on the Interactive Services Login. Enter your User Name and Password to access your account. Select "Disarm" and click "Set".

#### 2. Using Your PDA or web-enabled Cell Phone

Go to [www.MelaleucaSecurity.com/pda](http://www.MelaleucaSecurity.com/pda) and Login using your User Name and Password to access your account. Select "Disarm" and click "Set" You may also use the downloaded application on your iPhone or BlackBerry (see 8b for downloading instructions)



There may be times when you accidentally set off your alarm. Reasons for false alarms include:

- Your system is armed in Stay Mode and you forget to disarm it before leaving your home.
- Your system is armed either in Stay Mode or Away Mode and you fail to disarm upon reentering your home.
- A Smoke/Heat detector (optional equipment) is triggered by overcooking food.
- A panic alarm is accidentally activated using the Keychain Remote, the Control Panel, or a Personal Emergency Button (optional equipment).

In the event of a false alarm, don't panic. Your alarm siren will sound, and even though it will be loud, stay calm. Don't worry—most of our customers will accidentally cause a false alarm at some point.

### TO CANCEL A FALSE ALARM

First, enter your User Code on the Control Panel to disarm the system. (See section 4c Disarming Your System.) Second, call Melaleuca Security at **1-877-760-3444**. Provide your verbal Password and state that all is okay, and that it was just a false alarm.



To disarm using your Keychain Remote, press the  button on your keychain once.

To disarm using your Control Panel, simply enter the four-digit User Code you selected when ordering your system.

\*Features available to Interactive Security customers only.

**User Codes** disarm your system from the Control Panel or a Remote Touchpad (optional equipment).

The four-digit NUMERIC Master User Code you selected when ordering your system is already programmed into your Control Panel. (See the Security Information sheet included in your shipment.)

Additional four-digit User Codes may be added (and deleted) for other system users. To add or change User Codes, call or email Melaleuca Security. If you have Interactive Security, you can access your online account at [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com) and click on the User Codes tab to create additional User Codes.

A **Password** is a VERBAL CODE that verifies your identity to *Melaleuca Security's* monitoring center. You selected your Password when you ordered your system.

When an alarm is tripped and not promptly disarmed with a User Code or by a Keychain Remote, *Melaleuca Security* will call you to verify your safety. In the event of a false alarm, give the *Melaleuca Security* representative your correct Password and the representative will know to cancel your alarm. If you are under duress in an emergency situation, give the Melaleuca Security representative an incorrect Password. The representative will then alert the proper authorities and they will respond to your emergency.

To add or change an account Password, call Melaleuca Security. **1-877-760-3444**

**Important Note:** Select a verbal Password that is different than your numeric User Code.



## A. Checking System Status

Press the **System Status** button on your Control Panel to hear the current status of your system. If the System Status light is ever illuminated, there are messages waiting for you to review. These messages typically inform you of one of these situations:

- There is a problem with the Control Panel such as a low battery or a communication failure with *Melaleuca Security's* monitoring center
- A monitored door or window is open
- A sensor is not working properly
- Recent alarm activity

Press **System Status** to hear these messages. After listening to the entire message, press **Disarm** to delete the message. If the System Status button remains lit up, the problem has not been resolved.

If you are unable to resolve the problem yourself, call *Melaleuca Security* for assistance.

## B. Silent and Bypass Features

The Silent and Bypass buttons provide additional convenience and functionality.

When arming your system, you will hear a series of beeps. These beeps are warning you that the system will arm once the beeping stops. This time period is called the **Arming Delay**.

### TO SILENCE THE SYSTEM DURING THE ARMING DELAY:

Press the **Silent** button after selecting an arming mode to quiet the status beeps during the arming delay.

### TO BYPASS A SENSOR DURING AN ARMING PERIOD:

During the arming delay, press the **Bypass** button followed by your user code. Use the circular navigation buttons at the top right of the Control Panel to scroll to the sensor you wish to bypass and press **Enter**.

**Tip:** You may wish to bypass a sensor when you want your system armed, but would like to leave a window open, for example.

## C. Panic Alarms

Initiate a panic alarm when you need immediate help and *Melaleuca Security* will contact the appropriate emergency services to assist you.

The circular menu buttons next to the keypad on the bottom left of your Control Panel issue the alarm. Press and hold the **cross** button for a medical emergency, the **star** button for police, or the **flame** button for fire until the alarm sounds.



**Control Panel Panic Buttons**



**Keychain Remote**



**Personal Emergency Wrist Band**

If you have an Interactive Security System, you will have access to monitor and control your system through the Internet. After calling to test and activate your new *Melaleuca Security* system, you will receive login credentials to the [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com) website. MelaleucaSecurity.com will keep you connected to your home and family when you are away. You can access MelaleucaSecurity.com from the browser on any computer connected to the Internet, or from a web-enabled cell phone or PDA.

**Web:** [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com)

## A. Web Access

You can use your MelaleucaSecurity.com web account to:

- Check system status
- Arm and disarm the system
- View event histories
- Set up email and/or text message notifications
- Control and manage User Codes
- Program sensor location names
- Set entry and exit delay times
- Adjust Control Panel volume levels
- View live video of your home (available with optional video surveillance equipment)
- View and download event-and motion-triggered video clips (available with optional video surveillance equipment)
- Create recording schedules for video cameras (available with optional video surveillance equipment)



To log on to your account, go to [www.MelaleucaSecurity.com](http://www.MelaleucaSecurity.com). Your login and password will be sent to you after you call Melaleuca to test and activate your system (see section 3 Activate and Test Your System).

## B. Mobile Access

You can use your [MelaleucaSecurity.com/pda](http://MelaleucaSecurity.com/pda) mobile access to:

- Check system status
- Arm and disarm the system
- View event histories
- View video feed (available with optional video surveillance equipment)

To log in to your account, go to [www.MelaleucaSecurity.com/pda](http://www.MelaleucaSecurity.com/pda)

Web applications are available on certain PDAs. For iPhone users, access the App Store on your iPhone to download the application. For Blackberry users, go to [www.alarm.com/bbinstall](http://www.alarm.com/bbinstall) to download the application.

