



# Home Protection System

Wi-Fi & Cloud Control

## FEATURES:

- New generation of cloud-enabled home security systems, fully controlled using smartphones from anywhere
- Designed to be intuitive and easy-to-use
- Heart-beat enabled sensors keep users constantly updated on the status of their homes
- Low hardware costs and no monthly fees required, making home security affordable and accessible to everyone



Model No. WS-135

### KIT INCLUDES:

- Bolt Smart Panel
- Motion Sensor
- 2 Door / Window Sensors
- Key Fob Remote Control

## Index:

Part A - Introduction and Quick Start Guide				Pg.
1	Package Contents			3
2	Getting Started			
		2.1	Plug in and switch on the Smart Panel	3
		2.2	Creating an user code	3
		2.3	Connecting the sensors	4
		2.4	Assigning sensor modes	4
		2.5	Downloading the mobile app and setting a passcode	5
		2.6	User registration	5
		2.7	Connecting the app to the Smart Panel	6
3	Duress Alarm			7
Part B - Using the Mobile App				Pg.
4	System Control			8
5	Settings			
		5.1	Accounts	8
		5.2	Setup	9
		5.3	Sensor & Zone	9
6	Event History			10
7	Accessories and Contact Us			10
Part C - Using the Smart Panel				Pg.
10	Home Mode			11
11	Alert Mode			11
12	Arm Mode			11
13	Event History			11

	14	Settings		
			14.1	Change code 12
			14.2	Exit/Entry Delay 12
			14.3	Alarm Duration 13
			14.4	Add/Delete Sensors 13
			14.5	Zone Settings 13
			14.6	Sound 13
	15	Sleep/Wake		14
	16	Arm/Disarm System		14
	17	Sensor Triggered		
			17.1	In Home mode 14
			17.2	In Alert mode 15
			17.3	In Arm mode 15
			17.4	In Panic mode 15
	18	Panel Icon Glossary		16
	19	Battery		16
<b>Part D - Using the Sensors</b>				<b>Pg.</b>
	20	Motion Sensor		
			20.1	Overview 17
			20.2	Installing the sensor 17
			20.3	Sensor range & sensitivity 18
			20.4	Battery 18
			20.5	Maintenance and other tips 18
	21	Door/Window Sensor		
			21.1	Overview 19
			21.2	Installing the sensor 19
			21.3	Sensor range & sensitivity 19
			21.4	Battery 20
			21.5	Maintenance and other tips 20
<b>Part E - Key Fob Remote Control</b>				<b>Pg.</b>
	22	Features		21
	23	Operation		
			23.1	Powering up the remote 21
			23.2	Enrolling the remote to the Smart Panel 21
			23.3	Using the remote 22
	24	Battery		22
<b>Part F - FAQ and Contact Details</b>				<b>Pg.</b>
	25	FAQ - Panel		23 - 24
	26	FAQ - App		25
	27	Contact details		26

## Part A: Introduction and Quick Start Guide

### 1. Package Contents



1 Smart Panel (front & back)



1 wall mounting unit



1 Key fob remote control (front & back)



1 motion sensor



2 door/window sensor



1 Power Adaptor

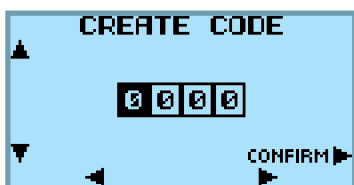
### 2. Getting Started

#### 2.1 Plug in and switch on the Smart Panel



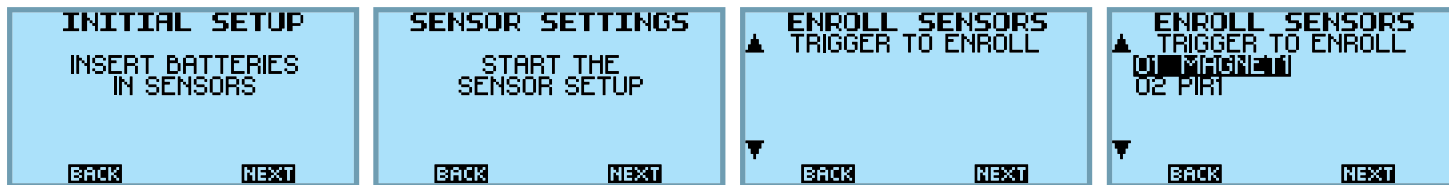
- Slide the back cover of the Smart Panel open to reveal the power socket on the inside
- Unwrap the Power Adaptor and connect it to the power socket inside the Smart Panel
- Do not remove the back-up battery; it is a rechargeable battery which will provide temporary power in case there is a power outage
- Run the power cord out via the groove provided at the bottom and then replace the back cover
- Before mounting the Smart Panel with the Mounting Unit provided, make sure a power outlet is near enough

#### 2.2 Creating an user code



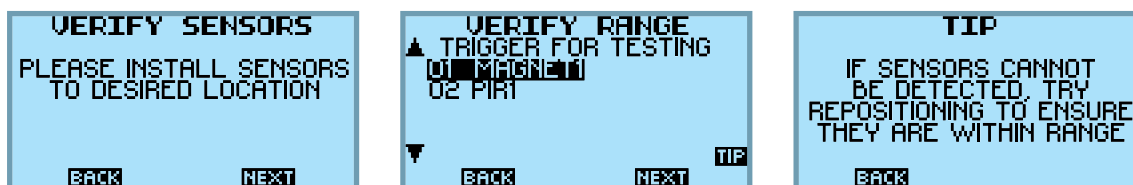
- Create a personal code. You will need this code to disarm the panel and to make changes to the settings
- To change the numbers for each digit, scroll up or down using the buttons on the left side of the LCD screen
- To move from one digit to the next, use the buttons on the bottom of the LCD screen
- To confirm your code or exit from this function, use the Confirm button on the right of the LCD screen

## 2.3 Connecting the sensors



You will be guided through the sensor enrollment process step-by-step

- To trigger the door/window sensors, pull them apart to simulate a door or window opening after connecting the batteries
- To trigger the motion sensor, wave your palm in front of it after connecting the batteries.



- Install the sensors to the desired locations and ensure you go through the steps to test the alarms and ensure the sensors are within range
- The door/window sensor and the motion sensor have a range of about 100 metres (unblocked) from the Smart Panel

## 2.4 Assigning sensor modes



Fig. 2.4a

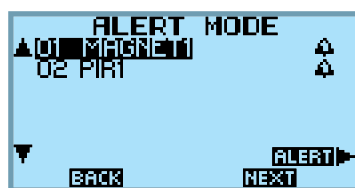


Fig. 2.4b

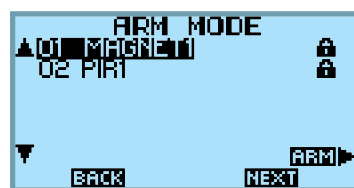


Fig. 2.4c

During the initial set-up, you will be prompted to assign a different status to each sensor in each of the 3 modes - Home, Alert and Arm modes. You can change these settings subsequently in the 'Settings' > 'Zone Settings' part of the user menu

Home mode (Fig. 2.4a) - Allows the user to define either Alert or Arm state for each of the sensors so that the user can assign different behaviors to each sensor when he is at home

Alert mode (Fig. 2.4b) - All sensors switched on in this mode will cause the panel to emit a doorbell sound when triggered

Armed mode (Fig. 2.4c) - All sensors switched on in this mode will cause the panel to emit a loud siren sound when triggered

## 2.5 Downloading the mobile app and setting a passcode



Fig. 2.5a



Fig. 2.5b



Fig. 2.5c

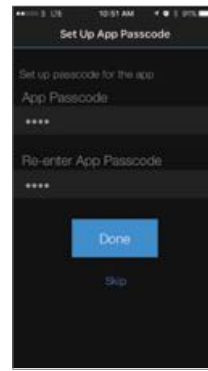


Fig. 2.5d



Fig. 2.5e

- Download the 'Bolt' app from the Apple app store or Google play and install it (Fig: 2.5a)\*
- Tap on the 'Bolt' icon on your phone's desktop to start application (Fig: 2.5b)
- Set a passcode for the app to prevent unauthorized use of your Bolt app (which may allow someone else to switch off your home security alarm remotely) (Fig: 2.5d)
- If you not wish to do so right now, you can skip this step first. You can still set up an app passcode subsequently from the 'Setup' page of the app

\*The WS135 Bolt app works with iPhone, iPad, iPad mini, and iPod touch running iOS 7.0 or above and Android devices running Android 4.0 or above.

## 2.6 User registration

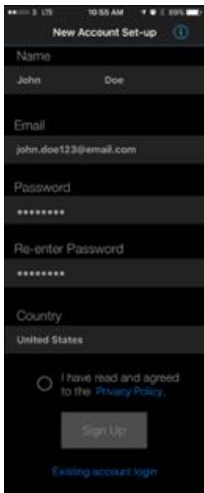


Fig. 2.6a

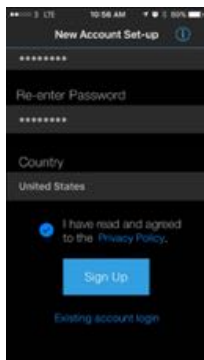


Fig. 2.6b

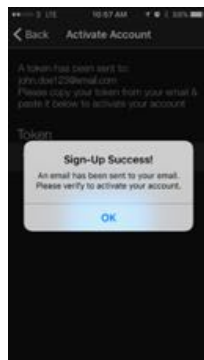


Fig. 2.6c



Fig. 2.6d

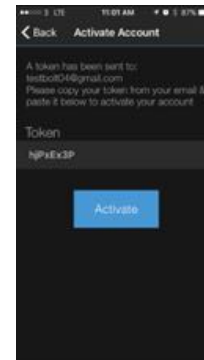


Fig. 2.6e

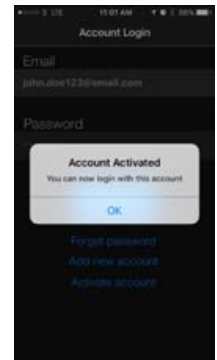


Fig. 2.6f

- Set up a new User Account to link your app to the Smart Panel (Fig: 2.6a)
- Each email account can only be registered with our Cloud once, so if you have registered this email account before, the set-up process will fail
- You have to agree to the 'Privacy Policy' statement before being allowed to sign up (Fig. 2.6b)
- Once the Sign-up is successful, you will receive a email asking you to activate your account. Enter the 'Token' code in the email in the app or click on the link provided (Fig. 2.6d and 2.6e)\*

\*If you can't find the system email with the activation Token in your Inbox, it may have been filtered into your Spam folder.

## 2.7 Connecting the app to the Smart Panel

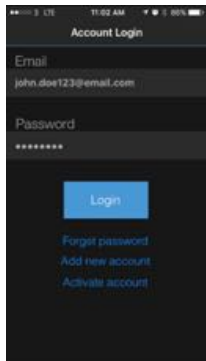


Fig. 2.7a

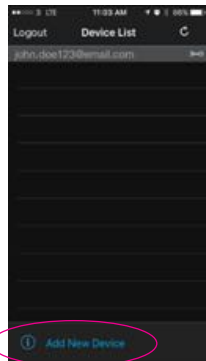


Fig. 2.7b

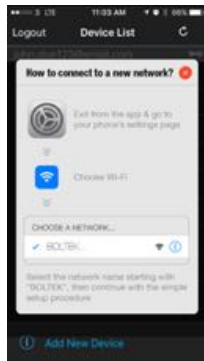


Fig. 2.7c

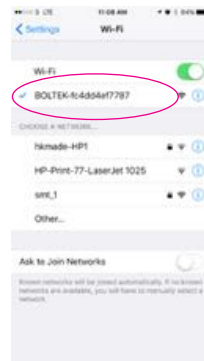


Fig. 2.7d



Fig. 2.7e

- You will need to login to your account first to connect to a Bolt Smart Panel\*
- Press the 'Add New Device' button at the bottom to link the app to your Bolt Smart Panel (Fig. 2.7b)
- Go to the 'Settings' menu of your phone and open up the Wifi search function if you are not directed there automatically
- You should be able to find a Bolt Wifi network amongst the various SSIDs that can be detected. Connect to this network
- Once the connection is successful, you will be automatically re-directed back to the app to complete the device set-up process (Fig. 2.7e)

\*If you did not activate your registered User Account previously, you will not be able to login at this screen. Click on the 'Activate account' option to activate your account first with the system generated Token sent to you via email.

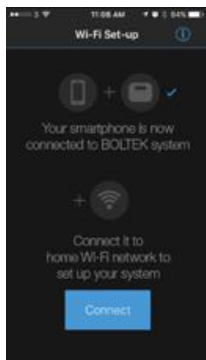


Fig. 2.7f

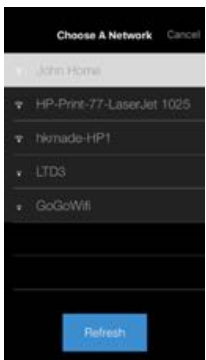


Fig. 2.7g



Fig. 2.7h

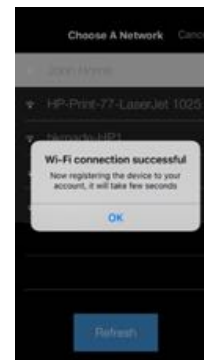


Fig. 2.7i

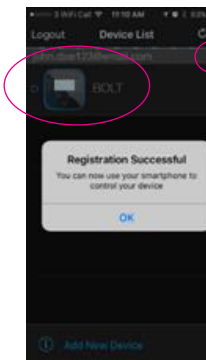


Fig. 2.7j

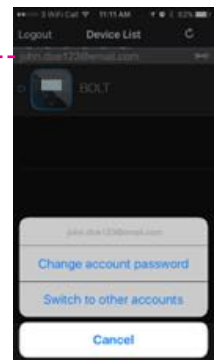
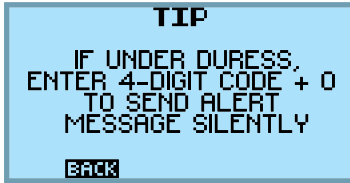


Fig. 2.7k

- Press the 'Connect' button to search the Wifi networks available (Fig. 2.7f)
- Choose your home network (Fig. 2.7g)
- You may need to enter your Wifi network's password if you have one (Fig. 2.7h)
- If the connection is successful, the app will proceed to register the Bolt Smart Panel automatically and this may take a few seconds
- Once the registration is successful, the 'Bolt' icon will show up on the device list. Tapping on it will lead you to the main 'System Control' page, where you can control the Smart Panel's settings via the app (Fig. 2.7j)\*
- You can change your account password or switch to other accounts by pressing the 'spanner' icon on the top right (if you have created more than one User Account in the app) (Fig. 2.7k)

\*The registration process has been known to fail on some Wifi networks. If the 'Bolt' icon does not appear on the Device List, reset the panel using the button in the battery compartment and go through the steps again. **If this still doesn't work, contact us via email [xxx@redshieldsecurity.com](mailto:xxx@redshieldsecurity.com) for technical assistance.**

### 3. Duress Alarm



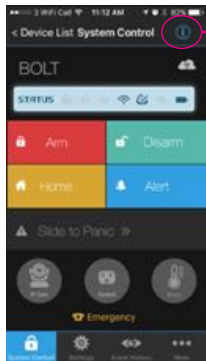
The Smart Panel has a secret duress alarm to allow users to silently send an alert message to a pre-designated number in the event you are under duress from an intruder to disarm your home protection system after the alarm has been triggered.\*

To trigger this alarm, add a '0' at the end of the 4-digit code when you are disarming your system. (The duress alarm can also be activated in the same way from the app when keying in the app passcode.)

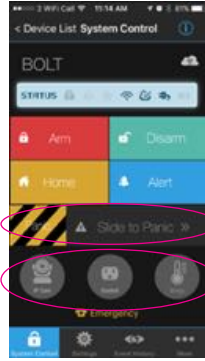
\*When setting your notification contacts under Settings>Accounts, you will have to set a contact other than someone living in your home for the Duress Alarm to be helpful in such a situation.

## Part B: Using the Mobile App

### 4. System Control



The 'System Control' page allows you to check what mode your Boltek system is in and change it. For more information on each mode, tap the button to reveal the information page.

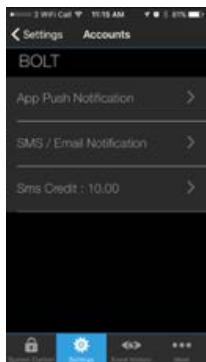


The 'Slide to Panic' button allows you to immediately activate the Panel's alarm siren immediately.

These additional RedShield SNAP Series (IP Camera / Smart Socket / Temperature Sensor) products are sold separately. These buttons are used for connecting them.

### 5. Settings

#### 5.1 Accounts



There are 3 types of notifications you can choose to receive when a sensor is triggered in the Arm state:

- A push notification to a device the BOLT app is installed on (Fig. 5.2b)
- SMS to a mobile phone number that you can preset (Fig. 5.2d)
- System generated email to an email account that you can preset (Fig. 5.2d)

These notifications are free except for the SMS (cost varies based on user's country and network carrier). You can recharge your SMS credit here (Fig. 5.2e). Credits have no expiry date.

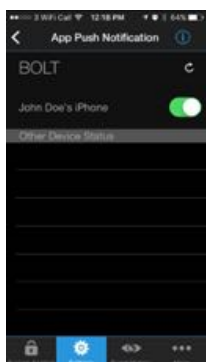


Fig. 5.1a

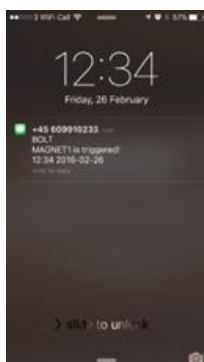


Fig. 5.2b



Fig. 5.2c

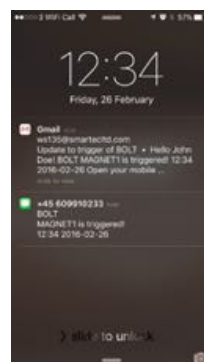


Fig. 5.2d

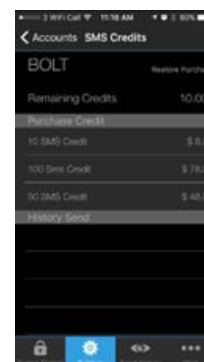


Fig. 5.2e

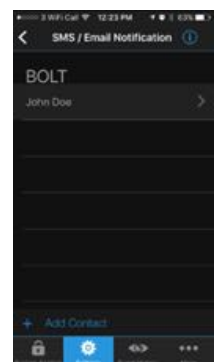


Fig. 5.2f

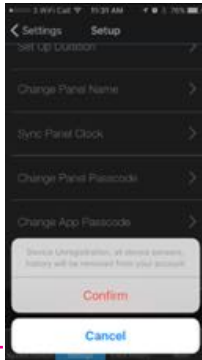
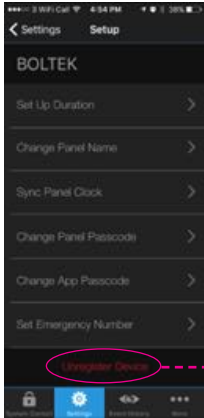
You can create app push notifications to more than one mobile device from the same Bolt panel. (Fig. 5.1a & Fig. 5.2b)

- Install the BOLT app to the new device you wish to receive notifications on
- Log into the same User Account as your 1st device; the same Bolt panel and accessories should then show up in the device list
- Go to the App Push Notification function to add the device to the list

There are no limits to the number of devices or contacts you can create to receive notifications. (Fig. 5.2f)



## 5.2 Setup



Each RedShield panel can only be linked to one unique email user account. You can de-register a linked device here if necessary to allow another user to link the panel to his/her email instead.

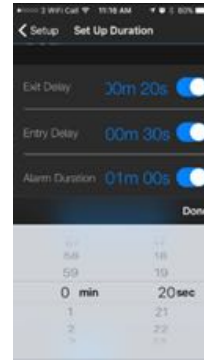


Fig. 5.2a

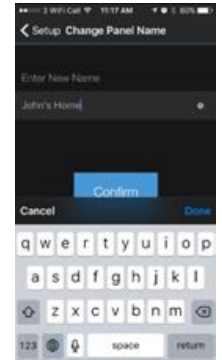


Fig. 5.2b

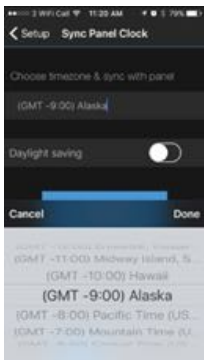


Fig. 5.2c

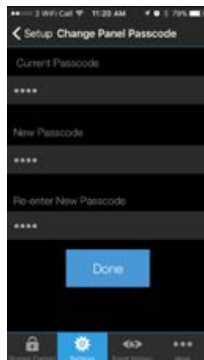


Fig. 5.2d

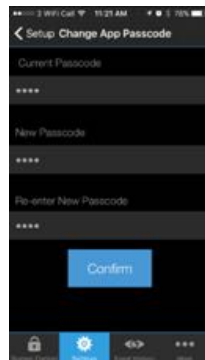


Fig. 5.2e



Fig. 5.2f

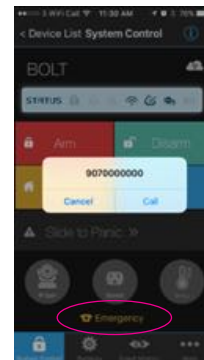


Fig. 5.2g

Fig. 5.2a - You can customize the Entry/Exit Delay and the Alarm Duration here.

Fig. 5.2b - You can change the name of the registered devices here

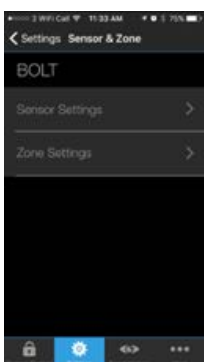
Fig. 5.2c - You can customize the timezone and sync it with the Smart Panel here.

Fig. 5.2d - You can change the panel passcode here.

Fig. 5.2e - You can change the app passcode here.

Fig. 5.2f & Fig. 5.2g - You can set an emergency number here (for the emergency call button on the system control screen).

## 5.3 Sensor & Zone



All the sensors that are enrolled to the panel linked to your app are displayed in this menu.

Sensor Settings:

- You can change each sensor's name by tapping on it
- You can delete sensors no longer in use by swiping it
- If you have enrolled new sensors to the Panel, you may need to refresh this page (top right of screen) before it will appear in this menu

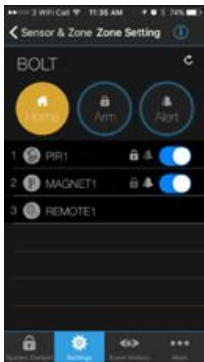


Fig. 5.3a

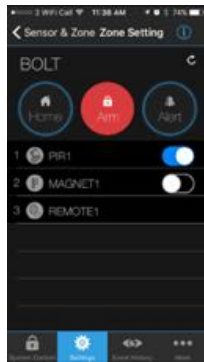


Fig. 5.3b

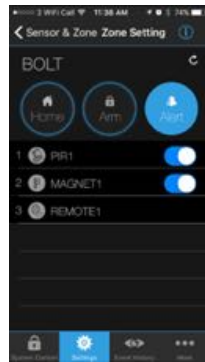
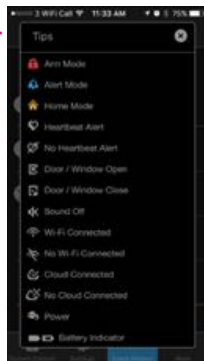
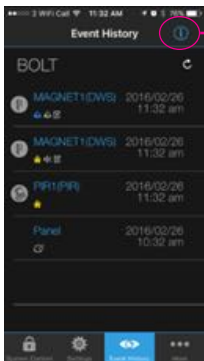


Fig. 5.3c

### Zone Settings:

- You can re-assign how each sensor behaves in each mode here (modes are explained in section 2.4)
- In Home Mode, you can toggle between the Arm and Alert states for each sensor by tapping on the icons to the left of the toggle switches that represents each of these 2 states

## 6. Event History



The Event History page provides a log of all the occasions the sensors were triggered.

The small icons below the sensors' names indicate the settings of the system during each event. For a glossary of the icons' definitions, tap on the ⓘ button on the top right of the page.

## 7. Accessories & Contact Us



Fig. 7a

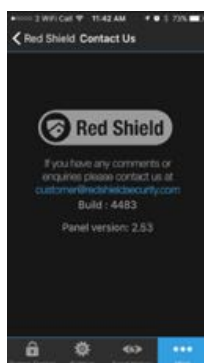
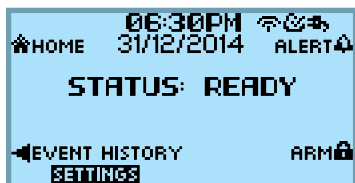


Fig. 7b

Fig. 7a - The Accessories page found in the 'More...' part of the app menu lists all RedShield SNAP series sensors that you can add to your BOLT Smart Panel Home Protection System.

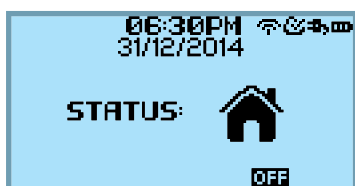
Fig. 7b - In this page you will find our customer service email address. It will be helpful to us if you can quote the Build and Panel version here when you send us an enquiry.

## Part C: Using the Smart Panel



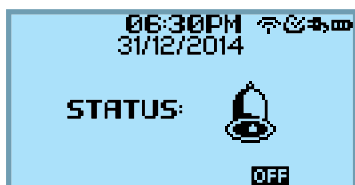
This is the default screen of the Smart Panel. It allows you to toggle between the 3 modes for the alarm system - Home, Alert and Arm. You can also review the system's Event History. The rest of the functionalities are found in the 'Settings' menu on the bottom left of the screen.

### 10. Home Mode



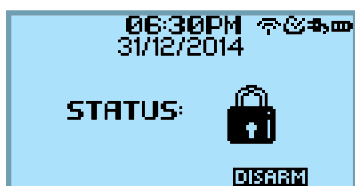
The Home mode allows the sensors to be in one of three states: Off, Alert or Arm. This mode effectively allows to customize each of the sensors behavior when you are at home and only wish to have some of the sensors active. For example, you may wish to have the back door in Alert mode (with a short doorbell sound whenever triggered) when you are at home and switch off the other sensors protecting the main door and windows. How each sensor behaves when the system is in Home mode is defined under 'Settings' > 'Zone Setting'.

### 11. Alert Mode



In Alert mode, the panel emits a doorbell sound whenever triggered. This mode is used whenever a user is at home but wishes to be alerted whenever someone, for e.g., opens a back door, or perhaps when a visitor opens the garden gate.

### 12. Arm Mode



In Arm mode, the panel emits a loud and shrill siren whenever triggered. This mode is used to protect the home from intruders whenever the owner is out. Individuals sensors can also be set to sound this alarm in Home mode to protect, for e.g., the garage even when the user is at home.\*

\*If a door/window sensor is currently in a triggered state when the user attempts to arm the system (door or window is opened), the panel LCD screen will generate a reminder. You will have to press confirm before the system will return to the 'Ready' state. User will need to close the correct door or window for the system to successfully enter into the arm mode.

### 13. Event History



Pressing the Event History function allows you to review a historical log of all the times the system was triggered. The meanings of the icons used can be found in section 18 'Panel icon glossary'.

## 14. Settings

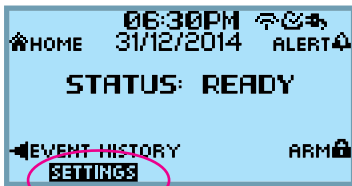


Fig. 14a

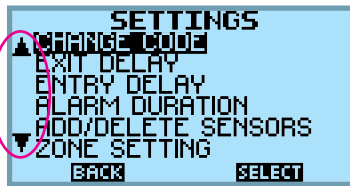


Fig. 14b

- Go into the Settings menu to access the rest of the functionalities in the Smart Panel (Fig. 14a)
- To view the full menu, scroll up or down using the buttons on the left side of the LCD screen (Fig. 14b)

### 14.1 Change code



- To change the numbers for each digit, scroll up or down using the buttons on the left side of the LCD screen
- To move from one digit to the next, use the buttons on the bottom of the LCD screen
- To confirm your code or exit from this function, use the Confirm and Cancel buttons on the right of the LCD screen

**Tip!** Pressing your code + an additional '0' at the end (5 digits) sends out a silent alert message to your pre-set alert number if you are under duress and forced to switch off the system.

### 14.2 Exit/Entry Delay



- The Exit/Entry Delay gives you some lead time in Arm mode before the alarm goes off whenever you leave or return to the house and opening or closing the doors will trigger the alarm. The Default setting is 20 seconds for the Exit Delay and 30 seconds for the Entry Delay
- You can change the minutes setting with the buttons on the left and the seconds settings with the buttons on the right of the LCD screen
- Once you have adjusted the timing to your preferred setting, use the Confirm button to reset it

*It is not recommended that you Turn Off the Exit/Entry Delay unless you wish to arm and disarm the system from the mobile app or remote control all the time.*

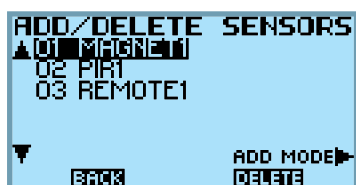
## 14.3 Alarm Duration



- You can adjust the length of time the Alarm sounds. The default setting is 1 minute
- You can change the minutes setting with the buttons on the left and the seconds settings with the buttons on the right of the LCD screen
- Once you have adjusted the timing to your preferred setting, use the Confirm button to reset it

*If you turn off the Alarm Duration setting the Alarm will still go off without emitting a sound, and an alarm triggered notification will still go out to your preset smart device or via SMS / Email. It will also be logged in the Event History.*

## 14.4 Add / Delete sensors



- To add new sensors, please ensure that batteries are inserted in the sensor, then press the Add Mode button
- Trigger the sensor (for e.g. if it is a magnetic sensor, pull them apart). The sensor should automatically appear on this screen
- If the sensor isn't detected by the Smart Panel after triggering, either it is out of range or isn't properly powered
- To delete sensors, scroll up or down to highlight the desired sensor and then press the Delete button

## 14.5 Zone setting

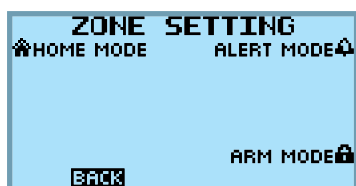


Fig. 14.5a



Fig. 14.5b



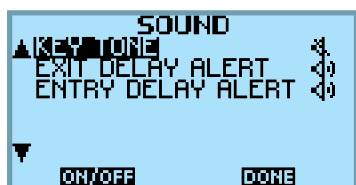
Fig. 14.5c



Fig. 14.5d

- The Zone Setting allows you to designate the behavior of each sensor under each mode
- For Home Mode, you can choose Alert, Arm or Off for each sensor (Fig. 14.5b)
- For Alert and Arm Mode, you can only choose to switch on or off each sensor in that mode (Fig. 14.5c & Fig. 14.5d)

## 14.6 Sound



- By default the panel buttons will emit a key tone when you press it. You can switch it off here.
- The Exit/Entry Delay Alert are the countdown beeps you hear when you enter or leave the house and the Exit/Entry Delay is in progress

## 15. Sleep / Wake

The LCD screen lighting will turn itself off automatically after 3 minutes of inactivity. However, the panel itself is always on unless it has lost power.

## 16. Arm / Disarm System



Fig. 16a

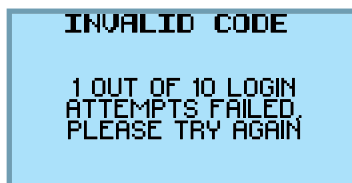


Fig. 16b

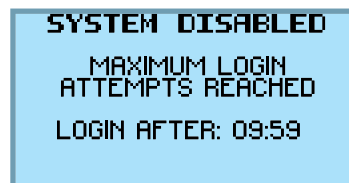


Fig. 16c

You can arm or disarm the system in 3 ways: from the Smart Panel, the remote control, or the mobile app. The remote control works within a range of about 100m (unblocked) from the panel. The mobile app will work as long as your smartphone is connected to the internet and the wifi network your panel is connected to is working.

- To turn off any of the 3 modes: Arm/Alert/Home, the user will have to input his 4-digit code
- If the code entered is wrong, the user can retry up to 10 times (Fig. 15b)
- After 10 tries, the system will be disabled for 10 minutes (Fig. 15c)\*
- Every subsequent wrong attempt thereafter will result in a 10-minute disabling period
- Even if the panel is disabled, you can still unlock the panel using the app or remote
- If for some reason you have completely forgotten your code, you will have to reset the system by opening the back cover of the panel and pressing the reset button found near the battery.

\* Even if the panel screen is disabled, the system will remain armed if you are in Armed Mode. If the alarm goes off, it will allow you to try and enter the code again immediately but you will be given only 1 attempt. If that attempt is wrong, the panel will again be disabled for 10 minutes.

## 17. Sensor triggered

### 17.1 In Home mode

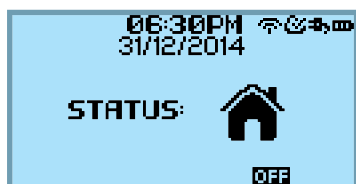


Fig. 17.1a



Fig. 17.1b

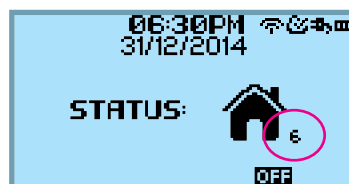


Fig. 17.1c

- In Home Mode, depending on whether a sensor is set to Arm or Alert (see 14.5 Zone Setting), the panel will emit a loud siren or doorbell sound when a sensor is triggered
- The panel will show which sensor has been triggered for 3 seconds before returning to the Home Mode screen (Fig. 17.1b)
- The number on the bottom right of the 'house icon' keeps count of the number of times the sensors have been triggered since the user last activated the Home Mode (Fig. 17.1c)

## 17.2 In Alert mode

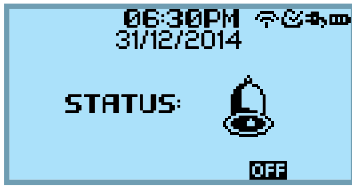


Fig. 17.2a



Fig. 17.2b



Fig. 17.2c

- In Alert Mode, the panel will emit a doorbell sound when a sensor is triggered
- The panel screen will show which sensor has been triggered for 3 seconds before returning to the Alert Mode screen (Fig. 17.1b)
- The number on the bottom right of the 'bell icon' keeps count of the number of times the sensors have been triggered (up to a maximum of 99 times) since the user last activated the Alert Mode (Fig. 17.2c)

## 17.3 In Arm mode



Fig. 17.3a



Fig. 17.3b



Fig. 17.3c

- When the alarm is triggered, the panel will display which sensor has been triggered for 3 seconds before going into the Entry Delay countdown screen (Fig. 17.3b)
- If there is no Entry Delay, the siren will go off immediately (buttons on the panel will flash in red)
- To turn off the alarm, you can disarm the system at anytime using the panel, remote or app
- If you use the app or panel to disarm, you will need to enter your 4-digit code after pressing the Disarm button

## 17.4 In Panic mode



Fig. 17.4a

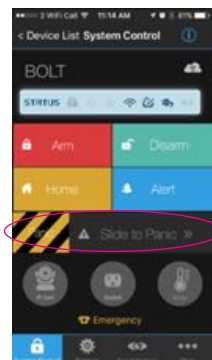


Fig. 17.4b

- The Panic Mode can be activated from both the app as well as the remote control
- To activate it from the remote, press both the Arm and Disarm button together
- To activate it from the remote, slide the Panic Mode bar on the System Control page
- The siren and the 6 buttons will blink in red when the alarm is active in Panic Mode
- To switch off the Panic Mode, press the disarm button on the remote or app

## 18. Panel display icon glossary

AP >>>   -Waiting to connect with app

 - Successfully connected to cloud

 -'Home Mode' activated

 -'Alert Mode' activated

 -'Arm Mode' activated

 -Connected to wi-fi

 -Not connected to wi-fi

 -Connected to cloud

 -Not connected to cloud

 -Connected to power adapter


 -Running on battery (indicates AC power has failed)

 -Battery low

 -'Home Mode'

 -'Alert Mode'

 -'Arm Mode'

 -Entry

 -Exit

 -Alarm triggered

 -Sound disabled

 -Sound enabled

## 19. Battery



- The back-up rechargeable battery enables the panel to continue operating and protecting your home even if there is a home power outage
- The battery can last for about 4 hours
- It should never be removed unless it has malfunctioned and requires replacing



## Part D: Using the Sensors

### 20 Motion Sensor

#### 20.1 Overview



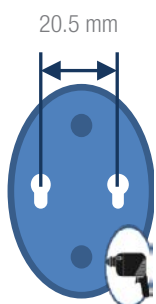
The Motion Sensor is designed to trigger an alert / alarm when it senses movement in a given area.

- Ideal for a wide range of areas including rooms, hallways, stairwells, sheds, front and back doors
- Power saving motion lockout after each detection preserves battery life
- 110° wide-angle motion detection with all-directional mounting bracket

#### 20.2 Installing the sensor



The Motion Sensor includes a CR123A battery. To activate, unscrew the cover and carefully remove the clear plastic insulation tab from the battery. Push the bottom casing back to the main sensor unit.

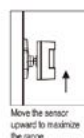
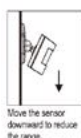


For smooth surface

- Peel back the remaining layer of protective film and press the mounting bracket unit firmly in place against the mounting surface until firmly attached.
- Attach the Motion Sensor to the mounting bracket.

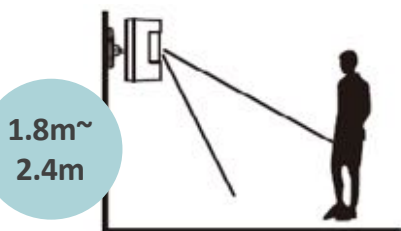
For rough surface

- Hold the enclosed mounting template against the wall at the selected location and mark the points for drilling.
- Drill the holes and insert wall plugs.
- Attach the bracket to the mounting surface with the screws.
- Attach the Motion Sensor to the mounting bracket.



- Attach the Motion Sensor to the mounting bracket.
- The distance at which the sensor can detect motion can be adjusted by altering the angle of the sensor, simply move the sensor downward or upward to reduce or expand the range.

## 20.3 Sensor range & sensitivity



The sensor should be placed on a solid surface between 1.8m to 2.4m ( 6ft to 8ft ) from the floor near key entry/exit points.

- Avoid extreme temperature sources (radiators, ovens, stoves etc.) and large metal objects which could interfere with the wireless performance
- Away from direct sunlight
- Indoors only and not behind partitions

After mounting the sensor at the desired location and switching it on, the motion sensor will go into a TEST Mode which will last for 10 minutes. This allows you to check if the sensor is detecting the correct area. You should walk in the area the sensor is expected to monitor. If the sensor detects your movement, the red light inside the unit will appear. If the sensor doesn't detect movement within your desired area adjust the mounting angle accordingly and test again. Repeat this procedure until motion is detected. After 10 minutes, the TEST Mode will end.

The sensitivity of the Motion Sensor is adjustable and can be changed by setting the connector found in the battery compartment to "High", "Middle" or "Low" position. You can perform a "walk test" after each change in sensitivity setting to see if the sensor is triggered correctly.

## 20.4 Battery

You can check the battery status on the panel and Bolt App under 'Event History'. When the battery power is low, the "battery ICON" will be shown under the sensor triggered record. Change the battery to make sure the sensors can work properly.

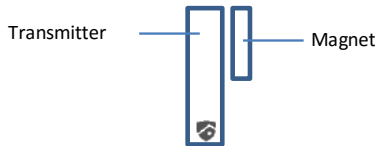
- Do not allow the battery to corrode or leak as this may cause permanent damage to the product
- Take care to insert the battery with the correct polarity as shown inside the battery compartments
- Do not use rechargeable batteries
- At the end of its useful life the battery should be disposed of via a suitable recycling center. Do not dispose it with your normal household waste
- DO NOT BURN

## 20.5 Maintenance and other tips

- The product may be cleaned with a soft damp cloth and then wiped dry. Do not use abrasive, solvent based or aerosol cleaners as this may damage and/or discolor the product. Do not allow water to enter or attempt to clean inside the unit
- The Motion Sensor is designed with a built-in sleep timer to save battery power. In work mode the Motion Sensor will sleep for 3 minutes after every trigger. Any movement detected in sleep period will not be reported, please bear this in mind during the system set up
- The sensor should not face towards direct sunlight, or placed near heat or cold producing devices (i.e.air conditioning, radiators, fans, ovens, heaters etc.) that may cause false triggers

## 21 Door / Window Sensor

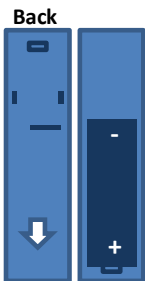
### 21.1 Overview



The Door/Window Sensor consists of two parts, a transmitter and a magnetic contact. Install the transmitter to the frame and the magnet to the door or window. When the door/window is opened the sensor will be triggered and transmit a message to the Wireless Protection System Smart Panel.

- Protects access points around the home
- 128 sensors can be added to the Home Protection System
- Ideal for use on windows and doors around the home including those on or in garages, cabinets, sheds, attics, side doors and freezers
- Magnetic sensor can be mounted on either side of door or window

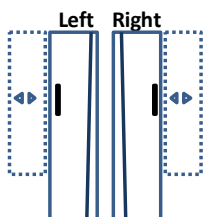
### 21.2 Installing the sensor



The Door/Window Sensor includes a 'AAA' alkaline battery. To activate, pull down the bottom cover of the transmitter and carefully remove the clear plastic insulation tab from the battery. Push the bottom casing back to the main sensor unit.

- Ensure the mounting surface is dry and clean
- Mount the transmitter on a fixed surface such as a door or a window frame by peeling back the protective film of the sticky tape and attach it to the frame
- Peel back the protective film on the other side of the sticky tape and press the transmitter firmly in place against the mounting surface until firmly attached
- Mount the magnet on a movable surface such as a door or a window

### 21.3 Sensor range & sensitivity



The best position for the magnet is for the triangle marks on them to match up to the lines on the left/right side of the transmitter (the bigger piece). The transmitter and the magnet must not have a gap of more than 5mm (0.2inches) apart when installed on the door/window otherwise the sensor will remain in a triggered state.

## 21.4 Battery

You can check the battery status on the panel and BOLT App under 'Event History'. When the battery is in low battery status, the "battery ICON" will be shown under the sensor triggered record. Change the battery to make sure the sensors can work properly.

- Do not allow the battery to corrode or leak as this may cause permanent damage to the product
- Take care to insert the battery with the correct polarity as shown inside the battery compartments
- Do not use rechargeable batteries
- At the end of its useful life the battery should be disposed of via a suitable recycling center. Do not dispose it with your normal household waste.
- DO NOT BURN

## 21.5 Maintenance and other tips

The product may be cleaned with a soft damp cloth and then wiped dry. Do not use abrasive, solvent based or aerosol cleaners as this may damage and/or discolor the product. Do not allow water to enter or attempt to clean inside the unit.

The sensor should be placed:

- In the most vulnerable rooms or near key entry/exit points
- Away from extreme temperature sources (radiators, ovens, stoves etc.) and large metal objects that could interfere with the wireless performance
- Away from direct sunlight
- Indoors only and not behind partition

## Part E: Key Fob Remote Control

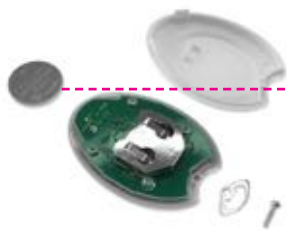
### 22. Features



The BOLT system comes with a remote control which can be used to operate the basic modes of the system from inside or outside the property. You can also use it to activate the alarm siren instantly when necessary.

### 23. Operation

#### 23.1 Powering up the remote



The Remote Control includes a CR2032 battery. To activate, unscrew the bottom case of the Remote Control, and carefully remove the clear plastic insulation tab from the battery. Fit the battery back in the holder and screw the bottom casing back on the main remote unit.

**Tip!** Low battery indication - You can check the battery status on the panel and BOLT App under 'Event History'. When the battery power is low, the "battery ICON" will be shown under the sensor triggered record. Change the battery to make sure the sensors can work properly..

#### 23.2 Enrolling the remote to the Smart Panel



Fig. 23.2a



Fig. 23.2b



Fig. 23.2c



Fig. 23.2d

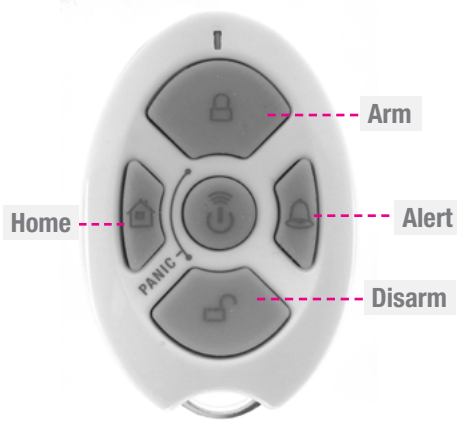


Fig. 23.2e

The Key Fob Remote Control needs to be added to the Smart Panel before it can be used:

- Go to 'Settings' > 'Add/Delete Sensors' on the Smart Panel (Fig. 23.2a)
- Press the 'Add Mode' button on the bottom right (Fig. 23.2b)
- Press any of the buttons on the remote control and it should be automatically detected by the panel
- Press 'Done' on the bottom left if you are finished and 'Add more' on the bottom right if you want to continue adding other sensors (Fig. 23.2d)

## 23.3 Using the remote



**ARM** – Pressing the ARM button on the remote will arm the system and trigger the preset exit delay. When triggered the Smart Panel's LED lights will flash in red and the triggered sensor will be shown on the screen.

**DISARM** – Pressing the DISARM button on the remote will disarm the system instantly and the system will return to Standby mode.

**ALERT** – Pressing the ALERT button on the remote will put the system into Alert mode and a doorbell sound will be emitted if any of the sensors are triggered. The lights on the Smart Panel LED display will flash in green and the triggered sensor will be shown on the screen.

**HOME** – Pressing the HOME button on the remote will set the system in Home mode which will allow the sensors to be either in Arm or Alert modes depending on your settings.

**PANIC** – If the "ARM" and "DISARM" buttons are pressed together, the alarm is immediately activated.

## 24. Battery

- Do not allow the battery to corrode or leak as this may cause permanent damage to the product
- Take care to insert the battery with the correct polarity as shown inside the battery compartments
- Do not use rechargeable batteries
- At the end of its useful life the battery should be disposed of via a suitable recycling center. Do not dispose it with your normal household waste
- DO NOT BURN

## Part F: FAQ and Customer Service

### 25. FAQ - Panel

#### Common questions on the Smart Panel

**Q1. Where should I put my BOLT Smart Panel and the sensors?**

To achieve the best connection to all sensors, put the BOLT Smart Panel in the centre of the protection zone and in an unobstructed area. A good location is usually by the main entry/exit area near a power socket. Avoid thick walls or other electronic equipment. Sensors may be placed wherever required to protect key entry/exit points. Do test the sensors' connection to the Smart Panel during the initial set-up to ensure it is within a stable range.

**Q2. What's the best setting for the alarm system?**

The BOLT system comes pre-installed with recommended default settings. This includes an alarm sounding delay of 30 seconds during entry and 20 seconds during exit to give you enough time to arm/disarm the system when you enter or leave your premises.

**Q3. Which sensor for where?**

Position the motion sensor on a high and unobstructed position on the wall in the main hallway or corridor. Use the door/window sensors for main doors and windows. If your windows are fitted with curtains, you may also wish to consider the curtain PIR sensor for your windows (sold separately). If your property is big and you have multiple entry/exit points, you may need to purchase additional door/window sensors and our wide area PIR sensor.

**Q4. How many sensors can the BOLT support?**

An unlimited number of sensors can be supported by the system.

**Q5. What is the range of the sensors?**

The range varies depending on how much obstructions there are between the sensor and the Smart Panel. In an open space, the maximum range is 100 metres.

**Q6. Can sensors from other brands be used for the BOLT system?**

No. Only Red Shield sensors and accessories (Snap series) can be used with the BOLT system.

**Q7. Do the accessories from older Red Shield smart alarm systems work with BOLT (e.g. switches, outdoor siren)?**

Only the Snap sensor series can work with BOLT.

**Q8. How do I mount the sensors?**

Adhesive tape and screws are provided in the package for this purpose. Please refer to the User Manual for more information on mounting the Smart Panel and wireless sensors.

**Q9. Do I have to programme the BOLT system?**

The BOLT system is designed for easy set-up. No special knowledge or skills are required. Simply follow the step-by-step instructions in our user guide. Settings can also be easily changed from our smartphone app (please refer to the User Manual for downloading and set-up instructions). If you encounter any technical difficulties, you may wish to contact us at [customer@redshieldsecurity.com](mailto:customer@redshieldsecurity.com).

**Q10. Can I still use the same system if I move?**

The BOLT is completely portable. Simply remove your Smart Panel and sensors and re-install them in your new property.

**Q11. What if I forget my PIN?**

If you forget your PIN, you can press the 'Reset' button in the battery compartment of the BOLT Smart Panel. The PIN will be reset to the factory default - '0000'.

**Q12. Why does my motion sensor not respond to movement?**

The motion sensor is programmed to go to 'Sleep' for 3 minutes after an event has been identified and reported to the panel. During this period, any motion within the detection zone will not trigger a new event. However, if no motion is detected during this 'Sleep' period, the motion sensor will again become active and ready to detect other events. This is to preserve the motion sensor's battery life.

**Q13. Why does my motion sensor keep generating false alarms?**

If you have a pet, they may accidentally trigger the alarm. Try to set up your motion sensor in another area where they are not active. Or buy our motion sensor with pet immune (model # WS103PS).

**Q14. What happens if there is a power failure?**

If there is a problem with the power supply, the user will be informed via a notification to the Smartphone App. The back-up battery in the Smart Panel will continue to run the system for about 4 hours. The smartphone app also allows you to monitor the power status of the system remotely.

**Q15. Can the back-up battery fail?**

This may occur if the back-up battery is drained or faulty. You can check the status of the battery by switching off the power supply and checking to see if the low battery symbol (on the panel's display) is flashing. Replace the battery immediately to avoid compromising your home security if the main power supply is cut.

**Q16. How long do the sensors' batteries last?**

Door/Window Sensor : An average 'AAA' battery can last for about a year.  
PIR Motion sensor: An average 'CR123A' battery can last for about a year.

**Q17. What will happen if an intruder tries to dismantle the main unit?**

The Smart Panel is designed with a tamper proof trigger. Any attempts to dismantle it in the Alarm and Home mode will trigger it.

**Q18. Do I need a SIM card or PSTN (plug into my phone line) for wireless connectivity?**

The BOLT system uses the WiFi network for wireless connectivity. If you would like to use a SIM card connection, we recommend our WS100X+WS310 products. For PSTN connectivity, we recommend using our WS-98X.

**Q19. What kinds of wifi network works with BOLT?**

It only works with 2.4GHz wifi.

If you have a question not found in this FAQ, please contact us at [customer@redshieldsecurity.com](mailto:customer@redshieldsecurity.com)



## 26. FAQ - App

### Common questions on the Smartphone App

**Q1 The app cannot detect the BOLT Smart Panel**

Please check the following:

1. The panel is switched on
2. Make sure your smartphone is connected to the same Wifi network as the Smart Panel (check the SSID of the Wifi on your phone)
3. Check the indicator on the panel's LCD display to ensure it is connected to the Cloud (refer to the User Manual for the location of the indicator)

If the above are all correct, try resetting the Smart Panel to the factory default and then attempt to connect the app to it again.

**Q2. Why did the app not react immediately to a trigger? Why has the alert email not been received?**

The app communicates with the Smart Panel through the cloud server which may take a few seconds depending on the internet speed and traffic. The alert e-mail has a random sender name assigned to it and may have been filtered into the Spam folder.

**Q3. Can I set more than one account to the device?**

Yes, but only one account can login at any one time.

**Q4. What's the charge for the app/SMS notification?**

Push notification through the app is free. For SMS charges please refer to the relevant section in the APP's 'Account' page.

**Q5. Why is the sensor offline in the app?**

Please check if the sensor is connected to the BOLT Smart Panel. If it is, try repowering the sensor. Otherwise, please follow the User Manual's instructions to connect the sensor to the panel again.

**Q6. Is it possible to rename the various sensors?**

Go to the 'Setting' > 'Sensor & Zone' page in the app. Choose 'Sensor Settings', then 'Tap to edit name/Swipe to delete sensor'. You can rename the sensor here.

**Q7. What happens if the router/internet no longer works? Will the system still be able to notify the pre-set number?**

The BOLT system can still work and protect your home without a connection to the cloud. However, notifications to the pre-set number must be delivered through an internet connection and will not work in this case.

**Q8. Why is there no notification even though the alarm went off?**

Notifications are only sent if the system is set in 'Arm' mode. Please arm your system and try again.

If you have a question not found in this FAQ, please contact us at [customer@redshieldsecurity.com](mailto:customer@redshieldsecurity.com)

## 27. Contact Details

**Red Shield Security Ltd.**  
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