Please Read Before Starting Your DIY SAVE Installation

Door and Window Sensor Installation Tips

Make sure door contact dots or arrows are lined up and as close together as possible. We recommend no more than a quarter-inch gap between the larger square transmitter and the smaller magnet.

If the contacts do not line up in parallel with each other when mounting to a door or window use the additional double-sided tape provided and add to the bottom of one side until the two parts of the contact are close to even.

The contacts can be mounted on the top of the door or high on the opening side of the door depending on where the contact arrows line up the best.

The most common installation problems with door and window sensors are the following:

  a. The orientation indicators on the sides of the sensors are not facing each other.
  b. The gap between the two parts is two large vertically or horizontally.
  c. The sensor is too far from the panel or there is an obstructive dense wall creating reception issues.
  d. The cr2032 battery located in the larger half of the sensor is low and needs to be replaced.

Before calling Innovate, replace batteries in the sensor and move the sensor so it is facing the main panel even when in other rooms as much as possible.

Moving the sensor closer to the panel often resolves reception issues due to the distance of sensor placement.

Deleting and Relearning the sensor into the panel is easy with a phone call to Innovate. For easy removal or repositioning of a sensor, Innovate recommends warming sensors and mounts with a hairdryer to avoid damage to paint and walls.

Mounting Innovate Security, Automation and Video panels with Innovates Patented DIY Mounting System

  a. All Innovate Security-Automation-Video panels are shipped with magnets and plates in position and attached to the panel ready for mounting.
  b. Innovate Security and Home Automation panels should be mounted next to or near an AC outlet for consistent stable power in a central location of the home or business.
  c. Please do not use AC outlets that can be turned off via wall switch or three way dimmers.
  d. Clean the wall surface with alcohol and a towel or rag and let dry.

e. Remove all adhesive protective backing on mounting plates before depressing the panel with plates attached against the wall.
f. Press firmly on the outside edges of the security panel applying 30 seconds of pressure to the adhesive mounting plates against the wall surface.
g. After applying 30 seconds of pressure to secure the mounts you can straighten the panel on the wall and level.
h. The panel is shipped with magnets and plates in position and attached to the panel ready for mounting.

Innovate's Patented Mounting Plate Installation Tips
a. The custom adhesive Innovate uses for securing our mounts will adhere best to smooth surfaces.
b. Clean the wall location with rubbing alcohol and let dry before applying mount.
c. Remove the protective backing on the adhesive, apply the mount to the clean, smooth surface and apply 30 seconds of constant pressure to secure the mount in its position.
d. The mount is now ready to have the sensor magnetically placed in position on the mount.

Mounting Heavier Devices with Innovate's Patented Mounting System.
a. Mount heavier sensors like Smoke detectors and Carbon Monoxide Detectors high on walls as close to the ceiling as possible. (See additional instructions provided on smoke detectors and carbon monoxide detectors.)
b. For best reception from the sensor to the panel, mount the sensor on walls in a position where the top of the sensor is facing the panel location in the home or business.
c. If a smooth wall surface cannot be found for mounting or the location will experience excessive vibration or heat use the hole in the mount to secure with a small drywall screw.

Installing Innovate Secure Network Video Equipment and Video Cameras
a. Network devices are shipped pre-networked and ready to be plugged into existing client networks with the cable provided. Plug the included rj45 cable into your existing internet network router open port. Make sure the cable is also connected to Innovates network device.
b. Plug Innovates network device into an ac outlet. Before testing wait 5 minutes for the system equipment to register with your existing network.
c. Innovate's security HD video cameras are shipped pre-networked and ready for permanent mounting.
d. The cameras should be plugged into a stable AC outlet and cords should be secure and tied down for protection from elements.
e. Video cameras include an easy install mounting plate to be mounted first on the exterior wall surfaces with the screws included.
f. Once the mount is secure and in place, the camera can be attached to the mount and screwed into place.

g. The camera will click into place downward on the mount aligning the camera screw with the mounting plate. It is very important that the camera is seated correctly on the mount before the final tightening of the locking screw.

h. Adjust the camera using the Innovate/Alarm.com application on your phone or pc.

i. Once you have the image desired set up camera analytics and event logs in the video services section Innovate/Alarm.com application.

Additional Innovate Installation Tipps:

1. Apply motions at arms reach above head away from hands of children.
2. Place mounts where there is the least amount of activity.
3. If you need to remove or move a device, use a hairdryer to heat 3m tape on the mount and peel back slowly to avoid wall or paint damage.
4. Plug your Alarm.com Wifi Bridge into your router and plug into Wall AC.
5. Test sensors before installing at the location point where it is being placed. Voice chime at the panel will indicate it is reading the sensor. If it does not indicate active, move the device closer to the panel or re-learn the device into the panel.
6. Once your system is installed, test the system by calling Innovate and having your system put on test mode for as long as you need.
7. You will need your abort code and account number to put your system on test.
8. Once your system is in test mode you can set the alarm, triggering all sensors.
9. When complete, call Innovate and make sure they received your triggered sensor report, listing off what sensors you triggered in your system test.
10. You now have verified that your system is communicating with the central station.
11. If batteries are needed for a device, make sure they are new and the correct type.
12. If mount adherence to the wall is of concern or becomes problematic, use a drywall screw for added support through the center hole in the mount. One screw is sufficient but usually not necessary.
13. Please remember deterrence is the best form of security. Make sure to put your signs and window/door decals up and keep them clean and in new condition.

Video Tips for DIY Installation of Alarm.com cameras using an Alarm.com wifi bridge.

1. Video devices will only function if the service is activated through Innovate. Additional monthly costs may apply for automation features. Please call Innovate and have services activated before installing devices. Cameras purchased and delivered will already have the devices and service features enabled in your account.
2. Before installing your cameras look at the video image through your alarm.com app and make sure the location is where you need it.
3. Innovate typically sets up your video system before sending it to you only requiring you to plug the WIFI bridge into your router and power. If necessary follow the instructions below.
4. We recommend using a wifi bridge from Alarm.com for DIY installations of the Alarm.com cameras. This process will take roughly 30 minutes per camera.

5. Connect your wifi bridge to your router with an ethernet cable and add the mac id of the wifi bridge to your alarm.com video settings.
6. Keep in mind the update may take some time, roughly 10 minutes.
7. Once the update is finished, it is important to trigger WPS mode on the Wifi Bridge by holding the button with arrows forming a circle for 3 seconds.
8. Once you have triggered WPS on the wifi bridge, you will need to trigger WPS mode on the camera as well by holding down the button on the underbelly of the camera for 3 seconds.
9. Then type in the mac ID of the camera into your Alarm.com account under video settings. Your account must have video services active to add cameras.
10. If it doesn't install or is not found, factory reset the camera by holding down the same button until it registers red/green flashing. Then re-enter the camera's mac address into your alarm.com video service account.
11. Once the cameras are learned into the account choose the location after looking at the image and plug into the location AC outlet followed by installing the mount.
12. **Note with Alarm.com mounting plates the camera is secured to the plate by sliding the camera down into the plate attached to the wall in a locking position allowing for the screws to easily drive into the mounting plate.**

Adding Zwave Automation Devices to Your System

1. Zwave device control will only function through Alarm.com services if, prior to installation the service, is activated through Innovate. Additional monthly costs for automation features may apply. Please call and have services activated before installing devices. Z-Wave devices purchased and delivered will already have the service features enabled on your account.
2. Install your new Z-Wave Automation device making sure to **turn the appropriate circuits off before starting.**
3. For dimmers, locks, and doorbell video, we recommend getting professional help.

4. **If installing dimmers DIY make sure that the circuit is turned off at the electrical panel before starting.**
5. Once the device is installed unplug the panel from the wall and remove it from the magnetic mount and go to the newly installed device with the panel.
6. The system will report a loss of AC but the backup battery will give you the time needed to learn in your new device at a close distance for the Zwave handshake to take place.
7. AC power loss will be restored when you have plugged your panel back in and attached it to the magnetic panel mount.
8. With your master code ready, go to Zwave automation in the panel menu.
9. Then on the newly installed device initiate, the learn device button as instructed in the device guide.
10. The security and automation panel will register the new device and ask you to rename it as needed.
11. Plug your panel back into the AC outlet and reattach it to your magnetic mount.
12. You are done and have learned in the new device.
13. Go to your Alarm.com login and set up notifications and settings as needed.