

Door Sensor Setup Guide

Set up your Door Sensor

Once your system is armed (*Armed* or *Stay*), the Door Sensor will trigger an intrusion if the door is opened. In *Standby* mode, the Door Sensor will be muted.

The Door Sensor consists of two parts: the main sensor unit and a smaller magnetic component. Take note that a Door Sensor does not detect motion.

1. Log in to Lookout24 app

Use the app to set up your Door Sensor, either as part of a pack (recommended) or as a single device.

2. Set up other devices first

If you are setting up your Door Sensor as part of the *Alarm Starter Pack* or the *Extension Pack*, the Door Sensor will be the last device to install. Follow the steps to set up the other devices first, and you will be directed to set up your Door Sensor at the end. If you are setting up your Door Sensor as a single device, ensure you have set up a Thread Border Router first that can be an Alarm Pod or a SensePlug.

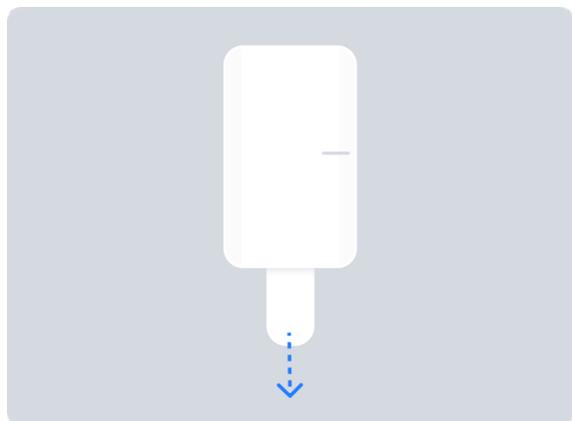
3. Select an existing zone

Select an existing zone. Only zones with a Thread Border Router will be available for selection.

4. Specify the room where your device will be placed

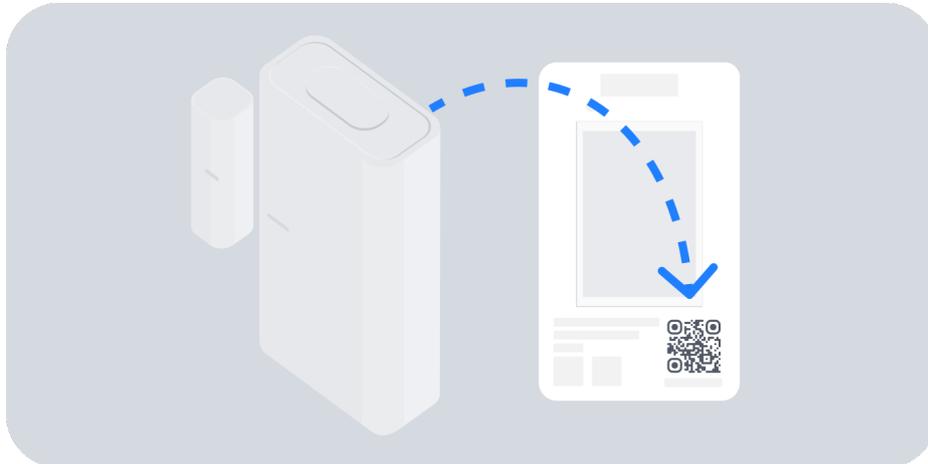
Select an existing room to indicate where your Door Sensor will be placed.

5. Remove the plastic battery tab



Remove the plastic battery tab from your Door Sensor to activate it.

6. Scan the QR code of your device



Scan the QR code on your Door Sensor located on the back of the device.

7. Activate its pairing mode



Press the top button once to activate the pairing mode of your Door Sensor.

If your device cannot be found, it might not be pulsing white to indicate it's in pairing mode. If so, please follow these steps to reset it: [Resetting a Door Sensor](#).

8. Name your device

A default name will be provided, but you can choose a different one if you prefer.

9. Install your Door Sensor

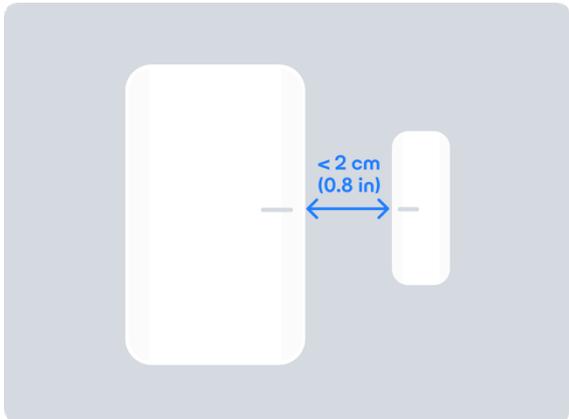
After completing the remaining steps in the app, it's time to install your Door Sensor. Note that a Door Sensor cannot be installed on windows.

The main sensor unit should be installed on the door itself, while the smaller magnetic component should be installed on the door frame.

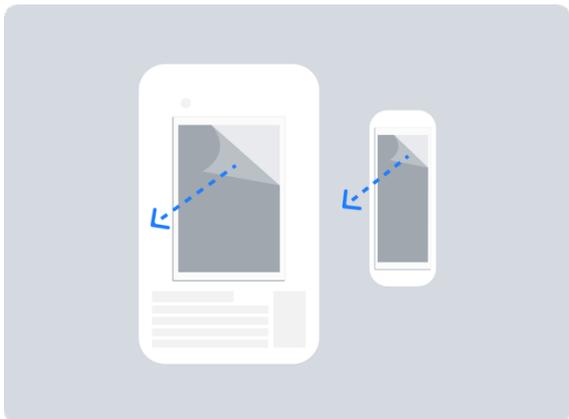
- Ensure the installation area is clean and dust-free



- Place your device near the top of the door

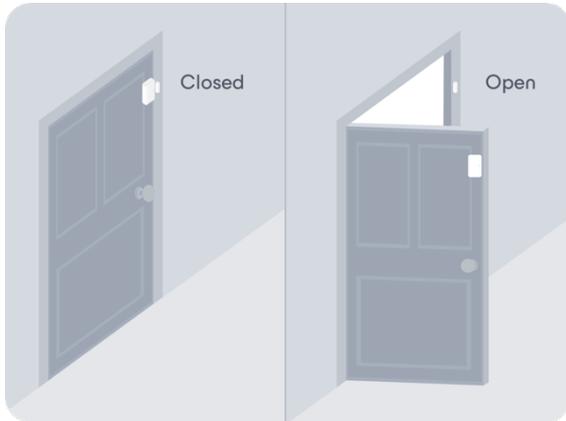


- Keep the sensor and magnet no more than 0.8 inches apart, with their indicator lines aligned



- Peel off the adhesive backing and firmly stick the device on the door

10. Test your Door Sensor

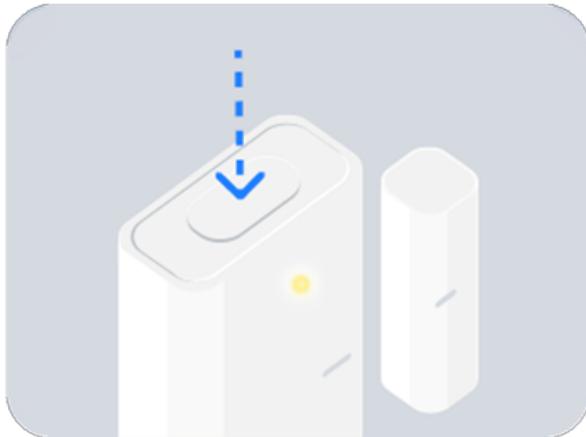


- If you are setting up your Door Sensor as part of a pack, the app will prompt you to test your device at the end of the setup. Open and close your door, and the door icon will change to indicate the Door Sensor has been triggered
- You can test your Door Sensor anytime by opening and closing the door and checking its icon on the devices list or device page

Resetting a Door Sensor

Locate the button

The button is located on the top of the Door Sensor.



Press and hold the button

- Make sure the battery is properly installed
- Press and hold the button
- Hold the button down for more than 5 seconds until the LED changes from increasing rapid blinking to slow blinking in white



Verify that the Door Sensor has reset

- Press the button briefly

The Door Sensor LED should be slowly pulsing in white indicating that it has been reset to factory settings. If it's not the case, go through the factory reset procedure again.

FAQ

Why isn't my door sensor working?

- 1. Check the placement of the sensor and magnet**
 - Ensure the sensor and magnet are properly aligned. If they have moved, they might not be aligned anymore
 - Reposition the sensor and magnet so they are no more than 0.8 inches apart, with their indicator lines aligned
- 2. Check the border router**
 - The Border Router is a device in your zone that ensures all other devices are connected and working
 - Go to your devices list from the Place homepage and see which devices are offline. Check each device page for "Border router" status. If the border router is offline, plug it back in to bring all devices back online.
- 3. Check your Wi-Fi**
 - Ensure your Wi-Fi is connected, as your system won't work without it
- 4. Contact support**
 - If you've checked these steps and your Door Sensor is still offline, please contact our support team for further assistance.



Compliance Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radiation Exposure Statement:

1. The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
2. The device has been evaluated to meet general RF exposure requirement.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Coin-Cell Battery Notice

Coin-Cell Battery Type:CR2477

Nominal Voltage: 3.0Vdc

1. The product contains replaceable coin-cell batteries.
 - a. Ensure the batteries are installed correctly according to polarity (+and -)
 - b. Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
 - c. Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
 - d. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.
2. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
3. The non-rechargeable battery is not to be recharged.
4. Do not force discharge, recharge, disassemble, heat above 100C (212°F) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns. Even used batteries may cause severe injury or death.
5. If the coin-cell battery is swallowed or placed inside any part of the body, call a local poison control center for treatment information.

⚠ WARNING	
<ul style="list-style-type: none">• INGESTION HAZARD: This product contains a button cell or coin battery.• DEATH or serious injury can occur if ingested.• A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours.• KEEP new and used batteries OUT OF REACH of CHILDREN.• Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body.	