

# SimpliSafe

New home. Same secure feeling.



Let us make this part easy.

[SIMPLISAFE.CO.UK](https://www.simplisafe.co.uk) | 0800 456 1789

# You're moving



We know how important keeping your home and belongings safe is during the stressful and exciting time of moving.

That's why your SimpliSafe security system is important. It's always protecting you, and should be the last thing you unplug and the first thing you plug back in.

The DIY and self-install nature of our systems mean that they are as easy to take down as they are to set up. With a wireless connection and easy to remove adhesive strips, you can take it with you and keep your new home as safe as the old.

You can also temporarily pause your plan, whilst you move, for a period of up to three months. Be sure to give us your new address and we'll reactivate your plan on your chosen date.

You can do this by calling us on the number below.

**Leaving your system behind?  
Call our team to discuss your options.**

Top tip: Look out for our home mover emails in your inbox, they give extra support and advice on how to label, pack, move and reinstall your system with ease.

**Call us on 0800 456 1789 or Email [customer.support@simplisafe.co.uk](mailto:customer.support@simplisafe.co.uk)**

# Packing up



When you're ready to pack up your devices, it's as easy as removing the adhesive strips from the wall. With a firm grip, they should pull away easily—but if you have any trouble, try rotating the device to loosen the adhesives' grip.

If you have an Outdoor Camera that's mounted, or any of your devices are screwed in, then you'll need to handle those with a screwdriver.

Make sure you have gathered all the devices from around your home. You can double check how many devices are added to your system in the app or through the Keypad's menu. Then all you need to do is pack them up with the materials provided in this Moving Pack.

Top tip: Label the components in your system so you know what goes where when you're unpacking. When you set it up, you may need to rename them on the Keypad to better suit your new home.

# Moving in



When you're at your new home, setting your system back up is simple. Just put your sensors back up the same way you did when you first installed your system, by adhering them to the wall using your replacement strips or mounting them with screws. Don't forget to rename them.

If you need additional sensors, detectors or cameras to cover areas in your new place, you can order them online with ease or contact our experts on the details below.

**Be sure to use your exclusive home movers code for a 35% discount on any extras.**

Top tip: If you would like us to carry out a review of the needs for your new home, get in touch and we can do this together.

We're here to help make this part easy so you can focus on everything else.



# Updating your system and account



## Get connected

If your Wi-Fi Network and/or password has changed, you will need to reconnect your system and update your camera settings.

You can do so through the Keypad or the SimpliSafe mobile app.

Menu > Settings > General Settings > Wi-Fi Network

## Monitoring location

When you reactivate your monitoring, you'll also need to update your address so we know where to dispatch help should you need it.

You can do this via the SimpliSafe app.

Settings > Location Profile

We also suggest that you test your system to make sure everything is connected and working properly—you can follow these steps:

## Send a Test Signal:

- Press Menu on your Keypad
- When prompted, enter your PIN to enter the menu system
- Scroll down to Test Mode
- Press the right arrow to initiate Test Mode

You're all set. If you have any questions or need support then please reach out, we're here to help you get your system back up and running.

Call us on 0800 456 1789 or Email [customer.support@simplisafe.co.uk](mailto:customer.support@simplisafe.co.uk)

# SimpliSafe

There's no safe like SimpliSafe™



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