



Keypad user guide

Welcome to Hive. This guide tells you everything you need to know to set up your Hive Keypad.

What's in the box

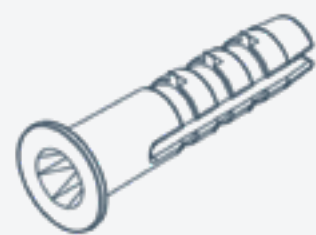
Please check the contents of your Hive Keypad's packaging before proceeding to assemble your Hive Keypad. If you're missing any parts please get in touch with our customer care team by visting www.hivehome.com/contact-us



Keypad



Wall mount



2x Screws

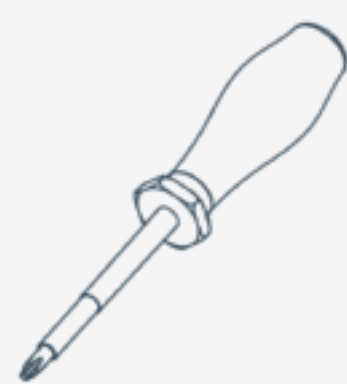


2x Wall plugs

Tools you may need

If you need to arrange for a professional installer to set-up your Hive Keypad please contact our customer care team by visiting www.hivehome.com/install

Important: If you are installing the Keypad using the wall mount, you should be competent using power tools. If you need to drill into brick or stone, you'll need an SDS power drill and masonry bits.



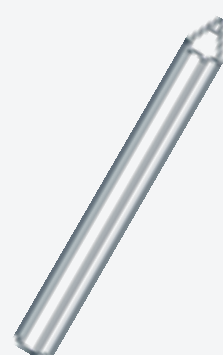
Phillips screwdriver #1



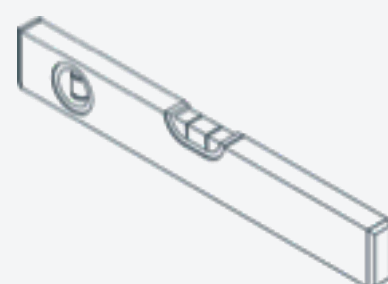
Drill bits 6mm, 12mm



Power drill



Pencil/marker



Spirit level

Where to place

A typical location for a Keypad is in your **hallway** close to your **front door** for ease of access when arming or disarming your home.



How to use the keypad

You can set your HomeShield alarm using the using the **Keypad, Hive app, Apple Watch or Voice commands**

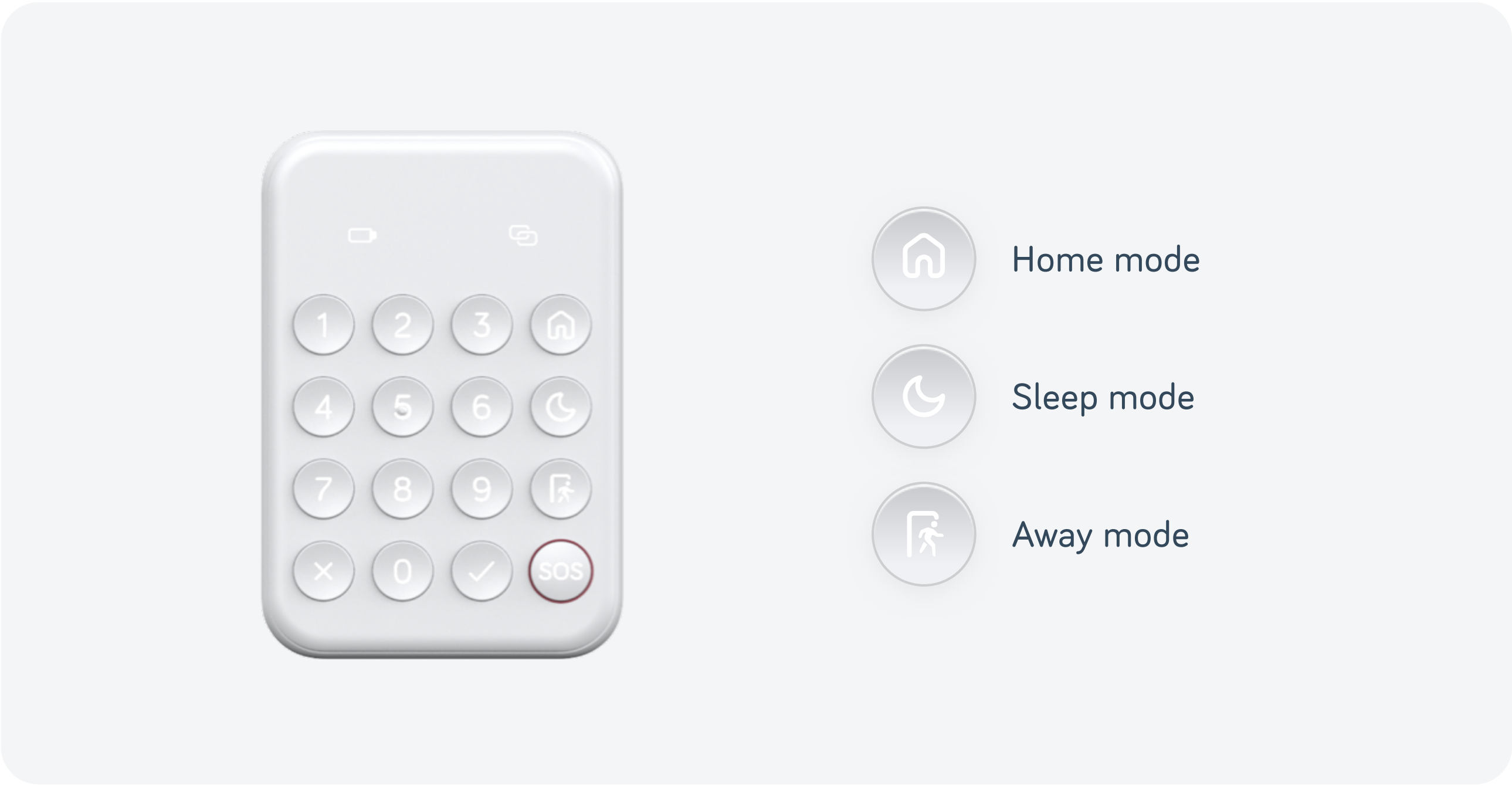
Change modes using your keypad

- 1 Select the desired mode by pressing either the '**Home mode**', '**Sleep mode**' or '**Away mode**' buttons.
- 2 Enter your **PIN**.
- 3 Press the **Tick** button.

Note: When selecting **Away mode** or **Sleep mode** the countdown to arming the home starts. You can adjust the countdown period in **HomeShield Settings**.

Family and guest access

Family members and guests will need their own **PIN** to disarm HomeShield. You can assign new **PINs** or change your own **PIN** in the Hive app.



Keypad SOS

Activate SOS on your Keypad

In an emergency you can activate your HomeShield alarm with the SOS button on your Keypad.

To do this, follow the steps below:

- 1 Press and hold the **SOS** button on the Keypad for **3 seconds**. You will hear a beep and the button's light will turn green, to show that SOS has been activated.
- 2 Activating SOS will raise the **Alarm**. You can customize what happens when the SOS button is pressed, such as your **Siren** sounding or your **Hive Lights** switching on, and who will be notified from your chosen contacts, in your Hive app.
- 3 To disable SOS simply activate **Home mode**, either on your Keypad, in the Hive app or Apple Watch. The **SOS** button on the Keypad will turn white when SOS is deactivated.
- 4 An alarm report will be created to show any activity and video captured by your chosen cameras during the **active SOS time**.



Troubleshooting

Keypad offline

If your keypad network light is **red** your keypad may be offline. You will not be able to arm or disarm HomeShield until it is back online. Follow the instructions in your Hive app to get your keypad back online.



Low battery

If your keypad battery light is **flashing red** you will need to replace its batteries soon. If your keypad battery light is **solid red** it will soon shut down unless you replace its batteries immediately.

Your Keypad accepts **2x CR123** batteries.



Reset Keypad

If you need to reset the Keypad, remove the back cover and then carefully use a pin to press and hold the reset button for **5 seconds**. This will put the Keypad back in to pairing mode. You can then use the Hive app to add your Keypad to HomeShield again.



Need help?

If you need further assistance, please contact our customer care team by visiting www.hivehome.com/contact-us

