



Welcome to
Hive HomeShield



Let's get started

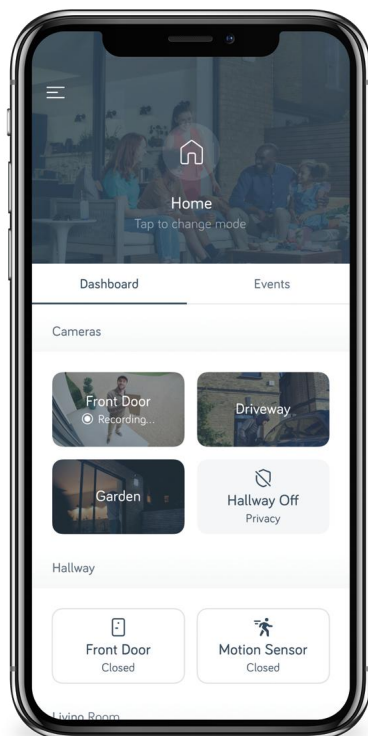
Get the app up and running

If you're a new customer, download the Hive app and create an account.

If you're an existing customer, make sure you have the latest version.

Set up your devices in the app

Open up the Hive app and go to install devices, then tap install Hive HomeShield. It will guide you through setting up, including where to place and how to fit your devices.



Making the most of HomeShield

We've designed HomeShield to help you protect your home and your family.

Here's how:

- **Arm or disarm from anywhere**

Use your smartphone or Apple Watch to turn your alarm on and off from wherever you are

- **Home, Sleep and Away modes**

Three different modes to protect the right parts of your home at the right times. All easily customised in the Hive app

- **Intelligent alerts when anything happens**

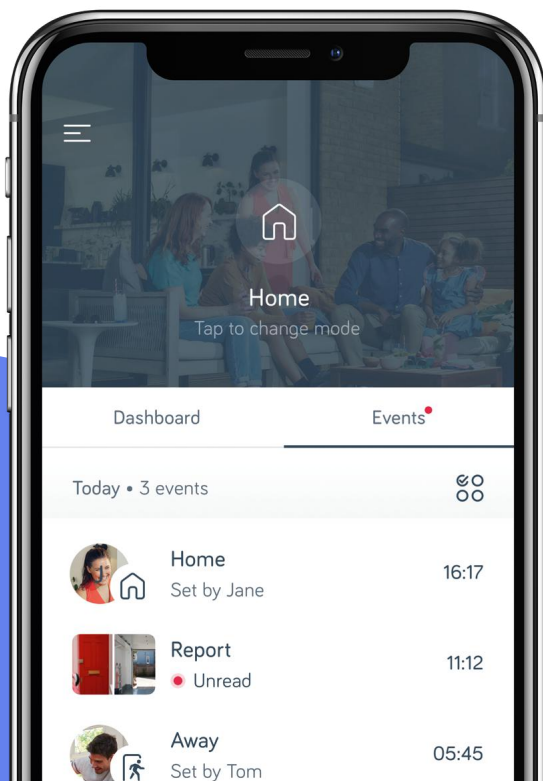
Choose to receive app notifications, text messages or automated phone calls when something happens

- **Smart reports showing what's happened and when**

See what devices were triggered and – if you've added friends or family to HomeShield – who's been notified

- **Create unique PINs for your family and guests**

If you have a babysitter, cleaner or dogwalker, you can also give them temporary access for the times they need





What happens when your alarm is raised

The moment your cameras or sensors detect anything, there's a countdown – that you can customise – before HomeShield jumps into action. **Then here's what happens:**

1. Your Hive Siren will sound and the external security light will flash
2. You and any contacts you've selected instantly receive an in-app notification, text or automated phone call (chosen in your settings)
3. Tap the notification and go straight to the dashboard in your Hive app showing what's happened, and see which friends or family have been notified
4. If you've got cameras you can livestream or check the footage they've captured
5. If it's a false alarm, you can turn your alarm off on your app, keypad or Apple Watch. If not, call your local police station straight from the app



Installing your Hive Siren and Hive View Outdoor cameras yourself?

You'll need to drill a hole in the outside wall to feed the cables through to the devices outside.

Each device will need to be connected to a plug socket.

Here are the tools you'll need:

- A ladder to safely attach the siren above the height of the first floor (ideally 2.5 to 3m high)
- A power drill with a masonry drill bit (400mm long, 6mm or 12mm wide). You'll need a drill bit 16mm wide to put both cables through the same hole
- A Phillips head screwdriver #1



Need a hand with installation?

No problem. Go to hivehome.com/install to book a professional installation.

One of our trusted expert engineers will install all your devices, set them up in your app and make sure your HomeShield is ready to go.

Keep up with our latest news on social media:

 @hive

 @hivehomeuk

 @hivehomeuk

Any questions?

Speak to us on webchat: go to hivehome.com/support and click on 'chat now'. Or order online at hivehome.com

851847-0320V1

Head to hivehome.com/homeshield to discover more.

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