

Welcome to Your

Quickstart Guide



**Smart security that's
better for your home.**

Table of Contents

Thank you for choosing AAA Smart Home Security. This guide will help you get your system up and running with confidence. It covers the basics of our most popular devices and features.

1

App Basics

Checklist

Pro Tips From the Experts

5

Cameras & Doorbells

Checklist

Pro Tips From the Experts

9

System Control

Checklist

Pro Tips From the Experts

13

Security Sensors & Alarms

Checklist

Pro Tips From the Experts

16

Safety

Checklist

Pro Tips From the Experts

18

Home Automation

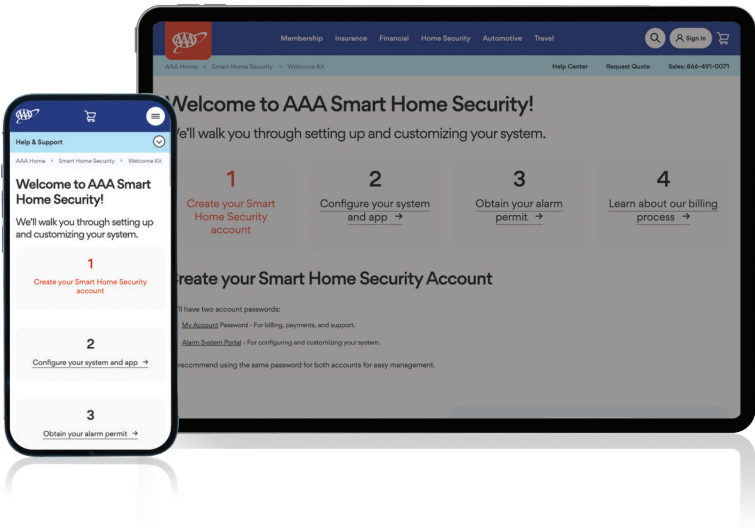
Checklist

Pro Tips From the Experts

AAA Smart Home Security App Basics



Before installing any device,
activate your account by visiting:
[AAA.com/SmartWelcome](https://www.aaa.com/SmartWelcome)



There, you'll learn how to:

- Set up the **A3 Smart Home Mobile App**
- Manage your **online account**, including billing and autopay
- Access key **app features and settings**

With everything set up, your app serves as your control center—allowing you to arm, disarm, and keep an eye on your security system from anywhere.

App Basics

Checklist

Use this checklist to ensure your system is personalized and fully functional:

Set Up User Codes

In the A3 Smart Home Mobile App:

Go to **Users** → Add user codes for trusted individuals like family, friends, or service providers (e.g. dog walker, babysitter).

Configure Notifications

In the A3 Smart Home Mobile App:

Go to **Notifications** → Choose to receive **push, text, or email alerts** for important events (e.g. door opens, system disarmed, motion detected).

Optional: Enable “Places”

In the A3 Smart Home Mobile App:

Go to **Places** → Set up **location-based rules** like:

- Auto-disarm when you arrive home
- Send reminders if you leave without arming

Access Member Portal & Manage Billing



To access your Member Portal, visit AAA.com/SmartNew or scan the QR code.

Once logged in, you can view or pay bills online and set up automatic payments.

App Basics

Pro Tips From the Experts

Assign Custom Names

Make alerts clearer by giving devices easy-to-recognize names like “Garage Door” or “Front Camera.”

Test Monthly

Check sensors and alarms once a month to ensure everything is working properly.

Use Scenes

Simplify daily routines by creating one-touch scenes such as “Away,” “Bedtime,” or “Vacation.”

Manage Access

Only share user codes with people you trust. Review and update your access list regularly.



Need Help?

Support is always available.

Call us at **800-669-7779** or visit
[AAA.com/SmartHomeHelp](https://www.aaa.com/SmartHomeHelp)

AAA Smart Home Security

Cameras & Doorbells

This section guides you through using your AAA Smart Home Security Cameras and Doorbells—including live view, recording, and video settings.



For more details, visit: AAA.com/SmartHomeHelp or scan the QR code.

Live Video View & Two-Way Talk (Mobile App)

1. Open the A3 Smart Home Mobile App and sign in.
2. Tap “Video” and choose the “Play” button for the camera you wish to view.
3. To communicate through the camera, press and hold the green “Hold to Talk” button.
4. Release to stop talking and tap the red “End Call” button to finish.

Live Video View (Control Panel)

1. On your touchscreen control panel, go to “Live Video Cameras.”
2. Tap the thumbnail of the camera you want to view.
3. For a full-screen view, tap the “Play” button on your chosen camera.

Manage Video Clip Recordings

1. Open the A3 Smart Home Mobile App and select “Video.”
2. Tap the “Play” button for the camera you want to use.
3. To start recording, tap the “Record” icon in the upper right, then confirm by tapping “OK.”

View, Download & Save Video Clips

1. Tap “Video,” then select “Saved” at the top.
2. Choose the thumbnail of the clip you’d like to download.
3. Tap the “Download” icon on the bottom left to save the clip to your device.

Cameras & Doorbells

Checklist

Use this checklist to ensure your camera is set up for optimal performance:

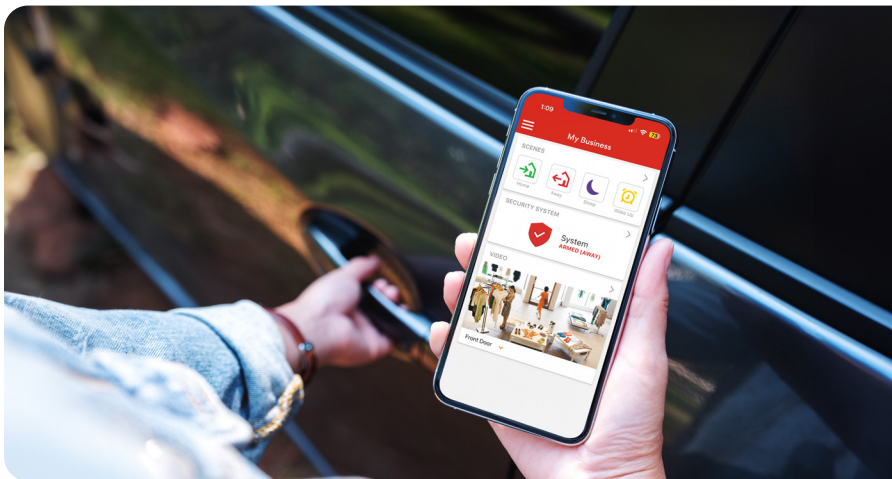
❑ Connect to and Test Your Wi-Fi Network

❑ Set Up Video Analytics and Recording Rules

1. In the A3 Smart Home Mobile App, navigate to “Video,” then tap the “Settings” Gear icon at the top right.
2. Tap “Recording Rules.”
3. To create or modify a rule, tap the pencil icon under “Rules.”
4. Adjust detection zones, sensitivity, and scheduling according to your preferences.

❑ Check Your Monthly Clip Storage Limits

1. Within the A3 Smart Home Mobile App, select “Video.”
2. Tap the “Settings” gear icon.
3. Go to “Recording Rules.”
4. Tap the Cloud tab to review your plan’s storage limits for video clips.



Cameras & Doorbells

Pro Tips From the Experts

Set Up a New Video Recording Rule

1. In the A3 Smart Home Mobile App, tap “Video.”
2. Tap the “Settings” gear icon in the top right.
3. Select Recording Rules.”
4. Tap ‘Add’ to create a new rule.
5. Choose your rule type (e.g. Motion Detection, Alarm Trigger, Sensor Activity).
6. Name the rule and customize the settings as needed.
7. Under “Recipients,” tap “Add” and select users from your address book to be notified.
8. Choose how each user is notified (such as Text Only or Video Clip).
9. Tap “Save Rule” to finish.
10. To pause or edit an existing rule, tap the toggle switch next to the recording rule.

Manage Push Notifications for Video Clips

1. In the A3 Smart Home Mobile App, tap “More” (bottom right).
2. Under the Account section, tap “Notifications.”
3. Tap “Manage for All Recipients.” Then select the desired notification type (e.g. Doorbell Call Notification).
4. Under “Notification Filtering,” adjust the settings to pause or delay notifications.
5. Under “Recipients,” add or remove devices to receive notifications.
6. Tap “Save” to apply changes.

AAA Smart Home Security System Control

The control panel serves as the command center of your AAA Smart Home Security system. From activating your system to customizing your settings, everything starts here.



For more details, visit: AAA.com/SmartHomeHelp or scan the QR code.

Arming & Disarming the System

To Arm Your System:

1. On the control panel, tap the “System Disarmed” icon in the center.
2. Select either “Arm Stay” or “Arm Away” to secure your system. “Arm Stay” enables the alarm for door and window sensors only. “Arm Away” enables doors, windows, and motion sensors.

To Disarm Your System:

1. Tap the red “Lock” icon in the center of the panel.
2. Enter your valid security code.
3. Failure to enter a valid code in time will trigger the alarm.

Common Control Panel Functions

Adjust Chime Volume or Turn Chime Off:

1. Swipe down from the top of the panel screen.
2. Tap the “Settings” gear icon.
3. Tap “Advanced Settings” and enter your Master Code.
4. Tap “Sound.”
5. Tap “Volume.”
6. Use the sliders to adjust:
 - o Beeps
 - o Chime Volume
 - o Doorbell Volume
7. Tap “Close” to save your settings.

Accessing Control Panel Settings:

1. Swipe down from the top of the home screen.
2. Tap the “Settings” gear icon.
3. From this page, you can open “Advanced Settings” and enter your Master Code for access to additional controls.

Update or Reconnect Wi-Fi

If your control panel disconnects from Wi-Fi or you need to connect it to a new network, follow these steps directly on the control panel:

1. Swipe down from the top of the panel screen.
2. Tap the “Settings” gear icon.
3. Tap “Advanced Settings” and enter your Master Code.
4. Tap “Wi-Fi Settings.”
5. Select your Wi-Fi network name.
6. Enter the Wi-Fi password if prompted.
7. Tap “Connect.”

Bypass a Zone:

If you need to bypass a sensor—such as a window you’d like to keep open overnight—simply follow these steps:

1. Tap on the Lock icon.
2. Tap on the >> icon for additional options.
3. Tap “All” in the upper right hand corner.
4. Tap the circle next to the sensor you would like to bypass during arming.

System Control

Checklist

Review this checklist to get acquainted with more of the essential features of your Control Panel:

Arm and Disarm the System

Panic Button

If you have an emergency when your system is not armed or a sensor has not been triggered, you can touch the police, fire, or emergency icons located in the bottom right hand corner of the Control Panel to manually send a panic alert.

Access and Customize Control Panel Settings



System Control

Pro Tips From the Experts

Best Placement for Your Control Panel

Choose a location that is:

- Near a power outlet
- Easily accessible for arming/disarming
- Away from high-traffic areas, water sources, large appliances, and not directly visible from doors or windows
- Mounted or placed at a comfortable viewing height and secured against tampering or damage

What to Do When the Alarm Goes Off

1. You'll receive a Rapid SMS text to confirm whether it's a real emergency.
2. If you don't respond within 30 seconds, we'll call you directly through your control panel.
3. The panel's two-way audio feature allows us to listen to what's happening.
4. If there's still no response, we'll attempt to reach you by phone; if necessary, emergency services will be dispatched.

AAA Smart Home Security

Security Sensors & Alarms

Sensors and alarms form the first layer of protection in your AAA Smart Home Security system. These devices detect motion, entry, and environmental changes—triggering alerts and, when needed, professional monitoring.



For more details, visit: AAA.com/SmartHomeHelp or scan the QR code.



Security Sensors & Alarms

Checklist

Use this list to ensure your system is always armed and functioning properly:

Activate Monitoring

To activate your system, call us at **877-998-1457**.

Our AAA Smart Home Security Advisors are available Monday through Friday (8AM-5PM MST) and Saturday (8AM-5PM MST).

Arm or Disarm Your System in the A3 Smart Security Mobile App

1. In the app, tap the “System Disarmed” icon in the center.
2. Choose either “Arm Stay” or “Arm Away” to activate your system.

Test Your Sensors Regularly

Access the Sensor Signal Test in your Control Panel’s Install Wizard. Open and close doors and windows, and wave in front of motion sensors to verify if they respond.

Check Signal Strength

Test all sensors. If any sensor displays a signal strength less than “Good” or “Excellent,” contact support at **800-669-7779** to discuss moving your panel.

Security Sensors & Alarms

Pro Tips From the Experts

Know Your Arm Modes

Use “Arm Stay” for nighttime or when you’re home, and “Arm Away” when the house is empty.

Stay Connected

If you see a “Comm Fail” warning, your system has lost connection to the monitoring center. Call support right away at **800-669-7779**.



AAA Smart Home Security

Safety

Your AAA Smart Home Security system includes life-saving devices like smoke and carbon monoxide (CO) detectors. These sensors monitor environmental hazards and will alert both you and the monitoring center immediately if danger is detected.



For more details, visit: AAA.com/SmartHomeHelp or scan the QR code.

Checklist

Make sure your safety devices are prepared to protect when you need them most:

Install Smoke Detectors in Key Areas

We recommend placing smoke detectors in bedrooms, hallways, and kitchens.

Install Carbon Monoxide Detectors in Key Areas

Install carbon monoxide detectors near sleeping areas and potential sources of carbon monoxide like the furnace or garage.

Recognize the Chirp

A chirping sound usually signals a low battery, dirt, or device malfunction. Don't ignore it—inspect and clean the device as soon as possible.

Safety

Pro Tips From the Experts

Respond to Panel Alerts

If your system displays a malfunction alert, check the affected sensor and replace the batteries if necessary.

Keep Detectors Clean

Dust buildup can cause chirping or false alarms. Gently wipe devices with a microfiber cloth to keep them clear.

Device Removal

Always notify our Monitoring Center before removing any safety device to avoid false alarms. Contact us at **800-669-7779**.



AAA Smart Home Security

Home Automation

Home automation lets you control lights, locks, thermostats, garage doors, and more—either automatically or remotely through the A3 Smart Home Mobile App. Create custom rules and scenes to make everyday routines easier.

Need to open your garage from work? Lock doors at bedtime? Adjust your thermostat while away? Automation gives you full control, anytime and anywhere.



For more details, visit: AAA.com/SmartHomeHelp or scan the QR code.

Checklist

Maximize your smart home automation experience:

Build Automation Schedules

Using the A3 Smart Home Mobile App, tap “Automation,” then “Schedules” to set actions—like turning on lights at sunset or unlocking doors when you arrive home.

Set Up Thermostat Controls

Adjust thermostat settings and schedules directly in the A3 Smart Home Mobile App. Tap “Thermostats,” then “Device Settings” to adjust settings like heat and cool setpoints. To set a thermostat schedule, tap “Thermostats,” then tap the clock icon, and then tap “Manage Schedule” to make adjustments.

Manage User Codes for Locks

To add or remove user access codes for other household members via the A3 Smart Home Mobile App, tap “More,” then tap “Users.” From there, you can select the specific user and edit their user access codes by device.

Home Automation

Pro Tips From the Experts

Use Voice Assistants

Connect your system to Alexa or Google Home for hands-free control of locks, lights, and more.



For more details, visit: [AAA.com/SmartHomeHelp](https://www.aaa.com/SmartHomeHelp) or scan the QR code.

Dim or Automate Lights

Set schedules or use scenes to automate lighting based on your routine—great for energy savings and security.

Monitor Thermostat Performance

Check battery levels and ensure your thermostat is functioning properly before making adjustments.



Key Resources



Help Support Center

For more details, visit AAA.com/SmartHomeHelp
or scan the QR code.



Customer Service

Call: 800-669-7779

Contact: memberexperience@a3smarthome.com