BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

SimpliSafe

The base station, keypad, sensors, cameras and monitoring plans — explained in plain English, one step at a time

A plain-English guide for homeowners, seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For SimpliSafe Gen 3 home security · facts current November 2026

What's Inside

This is your SimpliSafe manual. Read it in any order and at your own pace — there is no test. Whether you've just opened a new SimpliSafe box, inherited a system with a house, or are helping a parent who lives alone, every feature here comes with what it actually does *for you* and slow, step-by-step directions. It's written for the current SimpliSafe system (SimpliSafe calls it Gen 3) and the monitoring plans as of November 2026. SimpliSafe updates its app often, so if a screen looks a little different on your phone, the idea is still the same.

Part 1 — Getting to Know SimpliSafe

1 A Note from Bill
2 What SimpliSafe Is
3 The Pieces: Base Station, Keypad & Sensors
4 Cameras & the Video Doorbell

Part 2 — Setting Up Your System

5 Before You Start: Where Things Go
6 The SimpliSafe App & Your Account
7 Naming Sensors & Choosing When They Count
8 Wi-Fi, Power Outages & Cellular Backup

Part 3 — Using It Every Day

9 Home, Away & Off: Arming Explained
10 Entry & Exit Delays: Your Countdown
11 Arming from the Keypad, Key Fob or Phone
12 Door Chimes, Sounds & Notifications

Part 4 — PINs, the Safe Word & Who Has Access

13 Your PINs: Master & Custom
14 The Duress PIN: A Silent Call for Help
15 Your Safe Word
16 Sharing Access with Family & Helpers

Part 5 — When the Alarm Goes Off

17 What Happens During an Alarm
18 Canceling a False Alarm
19 Panic Buttons & Getting Help Fast
20 Smoke, CO, Water & Freeze Protection
21 Alarm Permits, Police & False-Alarm Fines

Part 6 — Monitoring Plans & Cameras

22 Monitoring Plans Explained
23 Live Agents: Active Guard & Intruder Intervention
24 Cameras: Live View, Recordings & Privacy
25 Changing or Canceling Your Plan

Part 7 — Staying Safe & Fixing Things

26 Scams Aimed at Alarm Owners
27 Batteries, Lights & Common Fixes

Part 8 — Help & Your Cheat-Sheet

28 When to Call Bill
29 Your SimpliSafe Cheat-Sheet

PART 1

Getting to Know SimpliSafe

What SimpliSafe is, what each piece in the box does, and how the cameras and doorbell fit in. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you just bought a SimpliSafe system and the box is sitting on the kitchen table. Maybe it came with the house you moved into. Or maybe your son or daughter set one up for you and now it beeps at you every time you open the back door. Whoever you are, this guide is for **you**.

I'm Bill. Helping people feel at home with their technology is what I do every day, and I've written this guide the way I'd explain it sitting next to you at that kitchen table: plainly, patiently, and without the alarm-company jargon. When a word like "base station" or "entry delay" comes up, I'll stop and tell you what it means.

You can't break it by exploring

Looking around the SimpliSafe app, reading the menus and checking which sensors you have won't hurt anything. I'll be honest about the few things that do matter: a home alarm can call for help, so a handful of settings (your PINs, your Safe Word and what happens when the alarm sounds) deserve a careful read. I'll flag each of those clearly, and I'll show you how to stop a false alarm before anyone is sent to your door.

WHAT THIS DOES FOR YOU

Why this matters

An alarm system you understand is one you'll actually use. A few minutes learning the three modes, your PINs and how to cancel a false alarm means fewer embarrassing sirens, fewer surprise visits from the police, and real peace of mind when you're away or asleep.

What's in this guide

- **The pieces**: base station, keypad, sensors, cameras and the doorbell (Part 1).
- **Setting up**: where things go, the app, Wi-Fi and power outages (Part 2).
- **Everyday use**: Home, Away and Off, the entry and exit countdowns, chimes and alerts (Part 3).
- **PINs, the Safe Word and who has access**, including the duress PIN (Part 4).
- **When the alarm goes off**: what happens, how to cancel a false alarm, panic buttons, fire and water protection, and alarm permits (Part 5).

- **Monitoring plans and cameras**: what each plan costs and includes, live agents, and canceling (Part 6).
- **Staying safe and fixing hiccups**: alarm-related scams, batteries and quick fixes (Part 7).

And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small and no one will make you feel silly for asking. Now let's meet your system.

— Bill

CHAPTER 2

What SimpliSafe Is

SimpliSafe is a home security system you install yourself. There's no technician drilling holes and no long contract. A small box called the **base station** sits in your home and listens for little wireless **sensors** on your doors, windows and walls. When something happens while the system is armed, the base station sounds a loud siren and, if you pay for monitoring, sends the alarm to SimpliSafe's monitoring center so a person can check on you and call for help.

The three parts of the system

Part	What it does
The hardware	Base station, keypad, sensors, cameras and doorbell. You buy these once and they're yours.
The SimpliSafe app	A free app for your phone that shows what the system is doing and lets you change settings.
A monitoring plan (optional)	A monthly subscription. With professional monitoring, trained agents respond to alarms and can request police, fire or medical help. Plans are month to month with no contract.

Gen 3 or Original: which one do you have?

SimpliSafe has sold two generations of system. The current one, which SimpliSafe calls **Gen 3**, is the one this guide covers. If your system was bought in 2017 or earlier, it's probably the **Original SimpliSafe**, which works differently and doesn't support many of the features in this guide. Not sure? The model is shown in the app, or I can tell you at a glance.

GOOD TO KNOW

If you moved into a home that has SimpliSafe

The equipment stays with the house, but the old owner's account and monitoring don't. SimpliSafe has a process for new owners to take over the system, and if you choose a monitoring plan you'll create your own Safe Word (Chapter 15). It's worth doing so the previous owner can no longer see or control the system in your home.

What SimpliSafe doesn't do

- It doesn't call 911 by itself. Without a professional monitoring plan, the siren sounds but no one is sent.
- It isn't a medical alert pendant. A panic button can request medical help on a monitored plan (Chapter 19), but it's not worn around the neck and doesn't detect falls.
- It doesn't replace your smoke alarms unless you add SimpliSafe's own smoke and CO detector or the Smoke & CO Alarm Listener (Chapter 20).

CHAPTER 3

The Pieces: Base Station, Keypad & Sensors

A SimpliSafe kit can come with a few pieces or a dozen. They all talk wirelessly to the base station. Here's what each one is and what it does for you.

The two pieces every system needs

Device	What it does
Base station	The brain of the system and the siren. It plugs into a wall outlet, connects to your Wi-Fi, has a cellular radio for backup, and holds rechargeable backup batteries for power cuts.
Keypad	A small battery-powered panel with a screen. You arm and disarm with it, enter your PIN, and read warnings. The red button on top is a panic button (Chapter 19).

Sensors you might have

Sensor	Where it goes	What it does for you
Entry sensor	Doors and windows (two small pieces)	Notices when a door or window opens.
Motion sensor	A corner of a main room or hallway	Notices a person moving through the room.
Glassbreak sensor	On a shelf or wall near windows	Listens for the sound of breaking glass.
Smoke & CO detector	Ceiling or high on a wall	Sounds for smoke and carbon monoxide and, with monitoring, reports it.
Water sensor	Flat floor near a water heater, washer or sink	Alerts you to a leak.
Temperature sensor	Indoors where pipes could freeze	Alarms if the home gets too cold (below 41°F).
Key fob	On your key ring	Arms and disarms without the keypad.
Panic button	By the bed or a favorite chair	Calls for help with a two-second press.

TIP

Make a list of what you have

Open the app, tap **My System** at the bottom, then **Device Settings**. Every sensor is listed there by the name you gave it. Jot the list on the cheat-sheet in Chapter 29 so you know exactly what's protecting each room.

Extras some people add

- **A Smart Lock** for the front door that locks and unlocks from the app or a PIN pad.
- **An extra siren** for a large house, so the alarm can be heard upstairs or in the garage.
- **A second keypad** by the back door or the bedroom.
- **The Smoke & CO Alarm Listener**, which listens to the smoke alarms you already own (Chapter 20).

CHAPTER 4

Cameras & the Video Doorbell

SimpliSafe makes its own cameras and a video doorbell. They show up in the same app as your alarm, and some of them let SimpliSafe's monitoring agents see what's happening during an alarm. They are **not** standalone gadgets: SimpliSafe says its cameras need a SimpliSafe base station and keypad to work.

The current SimpliSafe cameras

Camera	What it's for	Good to know
Smart Alarm Wireless Indoor Camera	Inside the home, often facing the main entry.	Has a built-in privacy shutter that covers the lens. On Core, Pro and Pro Plus it enables Intruder Intervention (Chapter 23).
Wireless Outdoor Security Camera	Porch, driveway or back yard.	Runs on a rechargeable battery; a power cable is optional.
Outdoor Camera Series 2	Outside, where you want live-agent protection.	Plugged in with its power cable, it enables Active Guard Outdoor Protection on Pro and Pro Plus (Chapter 23).

The new Video Doorbell Series 2

In September 2026 SimpliSafe announced the **Video Doorbell Series 2** at $199.99. It replaces an existing **wired** doorbell (it doesn't run on batteries) and works with a SimpliSafe base station and keypad. On the plans that include live agents, an agent can speak through it to someone at your door. If your home has no doorbell wiring, ask an electrician or me before you buy one.

HEADS UP

Charge outdoor camera batteries first

SimpliSafe says to charge the outdoor camera's battery completely before you install it, even if you plan to plug in the power cable. A full charge can last up to three months, depending on how often it records.

Cameras without a plan, and with one

Without a paid plan, SimpliSafe cameras give you a live view in the app, but they don't save recordings for you to look back at. Saving recordings needs a plan that includes camera recordings, such as Self Monitoring with Camera Recordings or Core and above. Chapter 22 compares the plans and Chapter 24 shows you how to use the cameras day to day.

GOOD TO KNOW

Already have Ring or another brand?

Cameras from other companies don't connect to SimpliSafe's alarm. They can live side by side, but they use their own apps and their own subscriptions. Bill's guides on **Ring** and **Camera Subscriptions** cover those.

WHAT THIS DOES FOR YOU

What cameras do for you

A camera answers the question every alarm raises: "Is that a real problem, or did the cat knock something over?" You can check from your phone in seconds, wherever you are.

PART 2

Setting Up Your System

Where each piece goes, getting comfortable with the app, and what keeps the system working when the power or the internet goes out.

CHAPTER 5

Before You Start: Where Things Go

A SimpliSafe system is only as good as where its pieces sit. Ten minutes of planning now saves a lot of false alarms later. Walk through the house with the box in hand and decide where each piece will live before you peel off any sticky backing.

The base station

- Put it somewhere central, near an outlet, where the siren can be heard all over the house.
- Keep it out of plain sight from the front door if you can, so a burglar can't find it quickly.
- Make sure your Wi-Fi reaches that spot. A weak signal is the most common cause of problems (Chapter 8).

The keypad

Most people put the keypad just inside the door they use most, often the garage or kitchen door, so they can disarm it on the way in. A second keypad by the bedroom is handy if you arm the system at night.

Sensors: a few rules SimpliSafe gives

- **Entry sensors**: the two halves should line up closely when the door or window is shut.
- **Motion sensors**: a corner of a main room or hallway that a person would have to walk through. Pets can set them off; SimpliSafe's instructions explain how to mount them in a home with pets.
- **Temperature sensor**: not near a boiler or furnace. SimpliSafe warns their leftover heat can cause a false alarm.
- **Water sensor**: on a flat surface, on the floor where water would collect. Keep anything from touching its metal contacts, and avoid very steamy bathrooms, which can set it off.
- **Glassbreak sensor**: on a shelf or a wall in a room with large windows.

TIP

Test before you stick

Hold each sensor in place with painter's tape for a day or two. If it works well there, then use the adhesive. It's much easier than prying a sensor off a painted wall.

HEADS UP

Ladders and ceilings

Smoke detectors and some cameras go up high. If a ladder isn't a good idea for you any more, that's a perfectly good reason to ask a family member, or me, to do that part.

CHAPTER 6

The SimpliSafe App & Your Account

The free **SimpliSafe** app, for iPhone and Android, is where you see what your system is doing and change how it behaves. Your account is the email address and password you used when you set up the system. The person who created it is the **Account Owner**, which matters later when it comes to billing and canceling.

Getting the app

1. On an iPhone, open the **App Store**. On Android, open the **Google Play Store**.
2. Search for **SimpliSafe** and make sure the app is made by SimpliSafe, Inc.
3. Install it, open it and sign in with your SimpliSafe email and password.
4. When the app asks to send notifications, choose **Allow**. Alerts are a big part of what it does for you.

Finding your way around

The app has a bar along the bottom. The place you'll visit most for settings is **My System**. Inside it you'll find:

In My System	What you'll find
Device Settings	Every sensor, camera and keypad, by name. Tap one to change how it behaves.
Base Station Settings	Entry and exit delays, sounds and volume (Chapters 10 and 12).
Location Settings	Your PINs (Chapter 13) and Safe Word (Chapter 15).
System Access	Invite family members to use the system with their own login (Chapter 16).
Arming Automations	Reminders to arm or disarm at set times or when you leave home.

TIP

Also on a computer

You can sign in to your account in a web browser at **webapp.simplisafe.com**. It's handy for reading settings on a bigger screen.

STAY SAFE

Protect this login

Whoever has your SimpliSafe email and password can turn your alarm off from anywhere. Use a strong password that you don't use anywhere else, and don't share the login itself. If family need access, give them their own (Chapter 16).

CHAPTER 7

Naming Sensors & Choosing When They Count

Every sensor has two settings worth a minute of your time: its **name**, and which modes it's active in. Good names make alerts easy to understand. Choosing the right modes is the single best way to avoid false alarms.

Give every sensor a clear name

"Entry Sensor 3" means nothing at two in the morning. "Back Door" or "Guest Room Window" does. When the alarm sounds, the keypad, the app and the monitoring agent all see that name.

Set when each sensor counts (Alarm Mode)

Each sensor can be set to react in **Off**, **Home** and **Away** modes independently. For example, you'll usually want the front door to count in Home mode at night, but not the hallway motion sensor you walk past on the way to the bathroom.

1. Open the app and tap **My System** in the bottom bar.
2. Tap **Device Settings**, then tap the sensor you want to change.
3. Under **Alarm Mode**, choose a mode (Off, Home or Away) and pick how the sensor should behave in it.
4. Tap **Send to Base** to save. Repeat for each mode you want to change.

TIP

A sensible starting point

Doors and windows: on in Home and Away. Motion sensors: on in Away only, so you can move around at night. Smoke, CO, water and temperature sensors are always on and have no mode settings.

WHAT THIS DOES FOR YOU

What this does for you

Getting these right means the system protects you while you sleep without going off every time you get a glass of water. It's the difference between an alarm you trust and one you stop using.

CHAPTER 8

Wi-Fi, Power Outages & Cellular Backup

A burglar alarm needs to keep working when the lights go out or the internet drops. SimpliSafe was designed with that in mind, but some of the backup depends on your plan.

When the power goes out

The base station has rechargeable backup batteries inside. SimpliSafe says they keep it running for **up to 24 hours** during a power outage, and it switches over automatically. The sensors and keypad run on their own batteries, so they keep working too.

When the Wi-Fi or internet goes down

The base station has a **cellular** radio, like a cell phone, and switches to it automatically if your Wi-Fi stops working. The catch: SimpliSafe says the cellular backup connection is only available with a **professional monitoring** subscription. Without one, an internet outage means the app can't reach your system, although the siren still sounds at home.

GOOD TO KNOW

Long outages

If a power cut lasts longer than 24 hours, SimpliSafe says you can replace the base station's backup batteries with other **rechargeable** batteries. Never put ordinary (non-rechargeable) batteries in the base station.

Changing your Wi-Fi or getting a new router

If you change your internet company, router or Wi-Fi password, the base station has to be told about the new network. The app walks you through it in the base station settings. Plan for it on the day the new router goes in, so the system isn't quietly offline.

TIP

Is the signal good enough?

If the app often says the system is offline, the base station may be too far from the router. A Wi-Fi extender or mesh system usually fixes it. This is exactly the kind of thing I check during a visit.

WHAT THIS DOES FOR YOU

What this does for you

Knowing your system rides through a storm or an internet outage lets you sleep easier, especially if you live alone or are often away from home.

PART 3

Using It Every Day

The three modes, the countdowns that give you time to get in and out, the ways to arm and disarm, and the chimes and alerts that keep you informed.

CHAPTER 9

Home, Away & Off: Arming Explained

"Arming" just means turning the alarm on. SimpliSafe has three modes, and once you know what each one is for, you'll use them without thinking.

Mode	When to use it	What it does
Off	You're home and moving around normally.	Intrusion sensors are ignored. Smoke, CO, water and temperature sensors still protect you.
Home	You're home, especially at night.	Doors and windows are watched, but you can usually move around inside without setting it off.
Away	Nobody is home.	Everything you've set to count in Away is watched, including motion sensors.

Which sensors count in Home and Away is up to you (Chapter 7). The always-on safety sensors, such as smoke, carbon monoxide and water, protect you in every mode, including Off.

TIP

A simple daily rhythm

Off when you get up. Away when you leave. Off when you come home. Home when you go to bed. That's it.

WHAT THIS DOES FOR YOU

What this does for you

Home mode is the one people forget. Arming at night means that if someone tries a door while you're asleep, the siren wakes you and, on a monitored plan, help is on the way.

If someone else lives with you

Agree on a routine together. The most common false alarm is one person arming the system while another is still in the shower or out walking the dog. A quick "I'm setting the alarm" saves a lot of noise.

CHAPTER 10

Entry & Exit Delays: Your Countdown

You need time to get out the door after you arm the system, and time to reach the keypad when you come home. SimpliSafe gives you two countdowns for that.

Countdown	What it's for
Exit delay	The countdown after you arm, before the system is actually armed. Time to leave.
Entry delay	The countdown after a door opens while armed, before the alarm sounds. Time to disarm.

Each one can be set separately for Home and Away mode, from no delay at all up to **4 minutes and 15 seconds**. If you open a door during the exit countdown, it starts over.

Change the delays in the app

1. Open the app and tap **My System** in the bottom bar.
2. Tap **Base Station Settings**.
3. Tap **Exit Delay** (or **Entry Delay**).
4. Adjust the time for Home and for Away separately, then save.

TIP

Give yourself enough time

If you walk slowly, carry groceries or use a cane, make the entry delay longer. There's no prize for a short countdown, and a longer one is the easiest way to avoid false alarms. Just don't make it so long that an intruder could walk around freely.

GOOD TO KNOW

Instant sensors

Some sensors can be set to sound the alarm right away instead of waiting for the entry delay, such as a basement window nobody uses. Doors you walk through every day should always use the delay.

CHAPTER 11

Arming from the Keypad, Key Fob or Phone

There are several ways to change modes. Use whichever feels most natural: they all do the same thing.

On the keypad

1. Wake the keypad by touching it.
2. To arm, choose **Home** or **Away**. You'll hear the exit countdown.
3. To disarm, enter your four-digit PIN. The system goes to **Off**.

With the key fob

1. Press the **Home** or **Away** button on the fob. The keypad plays the exit countdown.
2. To disarm, press the **Off** button.
3. The fob works from up to about 30 feet away.

HEADS UP

A lost key fob

Anyone who finds your fob can disarm your system. If one goes missing, remove it in the app right away (**My System** > **Device Settings**, tap the fob and remove it). SimpliSafe says the Gen 3 fob's battery isn't replaceable and should last up to five years.

From the app

1. Open the SimpliSafe app. Your system's current mode is shown on the main screen.
2. Tap **Home**, **Away** or **Off**.
3. Watch the screen change to the new mode before you put the phone away.

WHAT THIS DOES FOR YOU

What this does for you

Forgot to arm the system on the way to church? Arm it from the parking lot. Neighbor needs to let the plumber in? Disarm it from your phone while you're on vacation.

GOOD TO KNOW

Smart Lock

If you have a SimpliSafe Smart Lock, it can also disarm the system, and a PIN entered on its PIN pad works like the keypad.

CHAPTER 12

Door Chimes, Sounds & Notifications

Beyond the siren, SimpliSafe makes gentler sounds and sends notifications to your phone. Set them up the way that suits your household.

The door chime

When the system is off, the base station can chime whenever a door or window opens. Many people love it: it tells you when someone comes in, and it's a gentle reminder when a grandchild opens the back door. You can turn chimes off or change their volume.

1. In the app, tap **My System** > **Base Station Settings**.
2. Look for the audio or sound settings to change the chime and voice volume.
3. On the keypad, chime volume is in the menu under **System Settings** (the menu asks for your Master PIN).

Phone notifications

The app can tell you when the system is armed or disarmed, when an alarm happens, and when something needs attention, such as a low battery. Make sure notifications for the SimpliSafe app are allowed in your phone's settings, and keep the app updated.

Secret Alerts

A **Secret Alert** turns a sensor into a quiet tattletale: instead of sounding the alarm, it just sends you a notification. It's covered in detail in "Ways Your SimpliSafe Can Make Life Easier". One thing to know: SimpliSafe confirms that when a sensor is set to Secret Alert, its door chime is turned off too.

Arming reminders

The app can remind you to arm or disarm. **Timed Reminders** nudge you at the same time each day, such as 10 p.m. for Home mode. On some plans, reminders can also be based on your phone's location. Find both under **My System** > **Arming Automations**.

WHAT THIS DOES FOR YOU

What this does for you

A nightly reminder means you never lie awake wondering "did I set the alarm?" Your phone simply asks.

PART 4

PINs, the Safe Word & Who Has Access

The codes that control your alarm, the secret word the monitoring center asks for, and how to give family and helpers access safely.

CHAPTER 13

Your PINs: Master & Custom

A **PIN** is the four-digit code you type on the keypad to turn the alarm off. SimpliSafe has a few kinds, and it's worth knowing which is which.

PIN	What it does
Master PIN	Arms and disarms, locks and unlocks a SimpliSafe Smart Lock, and is the only PIN that opens the keypad's menu to change settings. Keep this one to yourself.
Custom PINs	Up to four extra PINs for other people. They arm and disarm, but can't open the menu to change settings.
Duress PIN	A special emergency PIN that looks like it disarms the system but silently calls for help (Chapter 14).

HEADS UP

Pick a PIN that isn't obvious

SimpliSafe won't accept **1234**. Also avoid your birth year, your street number and 0000. Anyone who knows you could guess those.

Change your Master PIN in the app

1. Open the app and tap **My System**.
2. Tap **Location Settings**, then the **PINs** section.
3. Tap the **Master PIN** field. You can reveal the current PIN or type a new one.
4. Save your change.

Or change it on the keypad

1. Press **Menu** on the keypad and enter your current Master PIN.
2. Scroll to **PINs** and select **Master**.
3. Type your new four-digit PIN and press **Set**.

Give someone a Custom PIN

A cleaner, a dog walker, a home health aide or a neighbor who waters the plants can each have their own Custom PIN. You add them in the same **PINs** section of the app, give each one a name, and delete it when the person no longer needs it. Because each person has their own code, you can take one away without changing everyone else's.

WHAT THIS DOES FOR YOU

What this does for you

Separate PINs mean you never have to give out your own code, and you can end someone's access in a minute when a job finishes.

CHAPTER 14

The Duress PIN: A Silent Call for Help

This is a feature most people never need, and I hope you never do. A **duress PIN** is a second, secret code for the moment someone is forcing you to turn off your alarm.

How it works

- You enter the duress PIN on the keypad (or a Smart Lock PIN pad) instead of your normal PIN.
- The system **looks** disarmed. No siren sounds and nothing on the screen gives you away.
- Behind the scenes, the monitoring center is alerted. On a plan with 24/7 emergency dispatch, they request emergency services without calling your contacts first.
- Your Primary Contact won't see any sign of the alarm.

Set it up

1. In the app, tap **My System** > **Location Settings**, then the **PINs** section.
2. Find **Duress PIN** and enter a four-digit code that's different from your other PINs.
3. Save it. You can change or remove it in the same place, or on the keypad under **Menu** > **PINs**.

STAY SAFE

Never use it to test or as a shortcut

Entering the duress PIN sends a real request for emergency services. Pick a code you'll remember under stress but won't type by habit, and tell only the people in your home who need to know it.

GOOD TO KNOW

Only on a keypad or lock

The duress PIN works on the keypad and the Smart Lock PIN pad. There's no duress option in the app or when canceling an alarm by text, so the keypad is the place to use it.

CHAPTER 15

Your Safe Word

If you have a professional monitoring plan, you also have a **Safe Word**. It's a spoken password. The monitoring center asks for it during an alarm to make sure they're talking to you, and SimpliSafe support may ask for it when you call about your account.

Why it matters so much

- **To cancel a false alarm**: when an agent calls, giving the right Safe Word tells them everything is fine. If you give a wrong one or can't remember it, they'll request dispatch to keep you safe.
- **To make account changes**: support may ask for it before changing or canceling your plan.
- **Under pressure**: it's the monitoring center's way of telling you apart from a stranger in your house.

Find or change your Safe Word

1. In the app, tap **My System** > **Location Settings**.
2. Open the Safe Word and PINs section and select **Safe Word**. It's shown in plain text.
3. To change it, tap the field, type a new word and save.
4. On a computer: sign in at **webapp.simplisafe.com**, choose **Monitoring** on the left, and select **view** next to the Safe Word.

SCAM ALERT

SimpliSafe won't ask for it out of the blue

Your Safe Word unlocks your account with SimpliSafe's agents. Treat it like a password. Give it only when **you** called SimpliSafe at a number you found yourself, or when the monitoring center is calling you about an alarm that is actually sounding. Someone who calls, texts or emails out of nowhere asking for it is not to be trusted.

TIP

Make it memorable, not guessable

Pick a word you'll remember with a siren blaring, but that isn't your pet's name or your street. Note on the cheat-sheet in Chapter 29 *where* you keep it, not the word itself.

CHAPTER 16

Sharing Access with Family & Helpers

For years, families had to share one SimpliSafe login. Since March 2025, SimpliSafe lets the Account Owner invite other people to use the system with their **own** app login. That's much safer than passing around your password.

Invite someone to the app

1. Open the app and tap **My System** in the bottom bar.
2. Tap **System Access**, then **Add User**.
3. Type the person's name and email address.
4. Tap **Send Invitation**. They'll get an email and set up their own login.

Once they accept, they can arm and disarm the system and cancel or escalate alarms. On a home plan, people you add are "Admin" users. Access covers only the home you add them to, so if you have a second property, add them there separately.

Taking access away

Go back to **My System** > **System Access**, choose the person and remove them. SimpliSafe says they lose access to that location immediately. Do the same for their Custom PIN (Chapter 13).

Who	Best kind of access
Spouse or partner at home	Their own app login plus their own Custom PIN.
Adult son or daughter who helps from afar	Their own app login, so they can check on alarms.
Cleaner, aide or dog walker	A Custom PIN only. Remove it when the job ends.
Neighbor watching the house	A Custom PIN for the trip, deleted when you're back.

STAY SAFE

Never share your Master PIN or your password

Your Master PIN changes settings and your password controls everything. Give other people their own PIN or their own login instead, so you can always take it back.

PART 5

When the Alarm Goes Off

What happens during an alarm, how to stop a false one, panic buttons, fire, carbon monoxide and water protection, and the local permit rules for alarms.

CHAPTER 17

What Happens During an Alarm

The first time the siren goes off, it's startling. Knowing what happens next takes a lot of the fear out of it. Here's the sequence on a professionally monitored system.

1. A sensor is triggered while the system is armed. If it's a door with an entry delay, the keypad counts down first, giving you time to enter your PIN.
2. If the system isn't disarmed in time, the siren sounds and the alarm is sent to SimpliSafe's monitoring center.
3. If you disarm quickly, within a short grace period after the alarm starts, SimpliSafe treats it as a false alarm: you won't get a call and police won't be sent.
4. Otherwise an agent calls you. If you answer and give your correct Safe Word, they cancel. If you can't, or you say you need help, they request dispatch.
5. On plans with cameras and video verification, agents may look at camera footage to understand what's happening, and can share it with police.

GOOD TO KNOW

Without professional monitoring

On the free or self-monitoring setups, the siren sounds and you get a notification, but no agent calls and no one is sent. You decide whether to call 911 yourself.

WHAT THIS DOES FOR YOU

What this does for you

If you've fallen or can't reach the phone, a monitored alarm means someone will keep trying to reach you and will send help if they can't. That's often the real reason families choose monitoring.

Keep your phone numbers current

The monitoring center calls the numbers on your account. If you change your cell phone number, or the neighbor listed as a contact moves away, update your contacts in the app or online account right away.

CHAPTER 18

Canceling a False Alarm

False alarms happen to everyone: you forgot the system was armed, a grandchild opened the patio door, the dog found a way past the motion sensor. What matters is stopping it quickly and calmly.

Step by step

1. **Disarm right away**: enter your PIN on the keypad, press Off on the key fob, or tap Off on the app's alarm screen. The siren stops.
2. **If you disarmed fast enough**, SimpliSafe treats it as a false alarm and won't call or dispatch.
3. **If the monitoring center calls**, answer. Tell the agent it was a false alarm and give your Safe Word.
4. **Don't panic if you forget the Safe Word.** The agent will request dispatch to be safe. When the officer arrives, explain it was a false alarm.

> STAY SAFE
> **Never use the duress PIN to stop a false alarm**
> The duress PIN looks like it disarms the system, but it silently sends a request for emergency services. Use your normal PIN for false alarms.

Smoke and carbon monoxide are different

- **Smoke**: answer the monitoring center's call and tell them it's a false alarm (burnt toast, for example). A Safe Word isn't required to cancel a smoke alarm dispatch, but it can't be canceled by text.
- **Carbon monoxide**: SimpliSafe says CO alarms **can't be canceled**. Help is always requested. That's on purpose: you can't see or smell CO, and it can confuse you before you notice anything.

Preventing the next one

- Lengthen the entry delay if you need more time (Chapter 10).
- Take motion sensors out of Home mode (Chapter 7).
- Make sure every door and window sensor lines up when closed.

- Tell visitors and family the routine before they arrive.
- Set a nightly arming reminder rather than arming in a rush (Chapter 12).

WHAT THIS DOES FOR YOU

What this does for you

A few false alarms a year is normal. Knowing the steps by heart turns a heart-pounding moment into a 30-second chore, and helps you avoid false-alarm fines (Chapter 21).

CHAPTER 19

Panic Buttons & Getting Help Fast

A panic button is for the moment you need help and can't get to a phone: you hear someone breaking in, you feel unwell, or you smell smoke. SimpliSafe offers several ways to raise one.

Where the panic buttons are

- **The keypad**: the red button on top.
- **A standalone Panic Button**: a small button you stick by the bed, a favorite chair or the front door.
- **The key fob**: it has a panic button too.

Using one

Press and hold for two full seconds. That deliberate hold prevents accidental alarms. On a professionally monitored plan, the monitoring center is alerted and requests dispatch to your home.

Choose how a Panic Button behaves

A standalone Panic Button can be set to be **silent** or **audible**, and to request different kinds of help, such as police, fire or medical. Change it in the app, or on the keypad: press **Menu**, enter your Master PIN, choose **Devices**, then the Panic Button.

TIP

Silent or loud?

A silent alarm calls for help without alerting an intruder. An audible one scares people off and lets the household know. For a bedside button used for medical help, many people choose medical and audible so family in the house hear it.

HEADS UP

It's not a medical alert pendant

A wall-mounted panic button only helps if you can reach it. If you're worried about falls, a wearable medical alert device or a smartwatch with fall detection may be a better fit. I'm happy to talk through the options.

GOOD TO KNOW

Turning off the keypad's panic button

If the keypad's panic button keeps getting pressed by accident, it can be disabled: **Menu**, your Master PIN, **Devices**, choose the keypad, **Panic Alarm**, set to **Disabled**. Think twice before you do; it's a useful safety net.

CHAPTER 20

Smoke, CO, Water & Freeze Protection

A SimpliSafe system can guard against more than burglars. These sensors are always on, in every mode, and they don't have settings to fiddle with.

Smoke and carbon monoxide

SimpliSafe sells a combined **Smoke & CO Detector** that sounds its own alarm and, on a professionally monitored plan, reports to the monitoring center, which can request the fire department. Remember: CO alarms can't be canceled (Chapter 18).

Already have smoke alarms? The Alarm Listener

The **Smoke & CO Alarm Listener** listens for the alarm sound of smoke and CO alarms you already own and reports it to SimpliSafe. It works with UL-certified home smoke and CO alarms. If your alarms are hardwired and interconnected, one Listener can cover the house. For battery-only alarms, SimpliSafe says to put a Listener about 4 inches from each alarm you want monitored. Emergency dispatch needs a professional monitoring plan.

STAY SAFE

Keep your regular smoke alarms

Whatever you add, keep working smoke and CO alarms on every level of the home and test them monthly. Bill's **Smart Smoke & CO Alarms** guide goes into detail.

Water leaks

A **water sensor** on the floor by the water heater, washing machine, dishwasher or under a sink raises an alarm when water touches it. Catching a leak in minutes instead of days can save a floor, a ceiling or a basement full of keepsakes.

Freezing pipes

The **temperature sensor** triggers an alarm if your home drops below **41°F**, which is a good early warning before pipes freeze. You can also set an upper limit, useful if you have pets or plants in a room that could overheat. It's covered in more depth in "Ways Your SimpliSafe Can Make Life Easier".

WHAT THIS DOES FOR YOU

What this does for you

In a Portage County winter, a furnace failure while you're visiting family can mean burst pipes. A temperature sensor and a water sensor give you the warning in time to call a neighbor or a plumber.

CHAPTER 21

Alarm Permits, Police & False-Alarm Fines

Many cities, villages and townships have rules for monitored burglar alarms. Some require a **permit**, some charge a fee, and many fine homeowners after repeated false alarms. These are **local** rules, not SimpliSafe's, and they vary from place to place.

Do you need a permit?

The SimpliSafe app and online account will tell you if your local municipality requires a permit. If it does, the process is:

1. Apply for the permit with your city, village or township, and pay any fee to them.
2. Register the permit number with SimpliSafe so it's on file if an alarm happens at your home.

TIP

Not sure? Call the non-emergency line

Your local police department's non-emergency number can tell you whether a permit is required where you live and what false alarms cost. Never call 911 to ask.

Video verification

Some police departments want proof of a real break-in before they respond to a burglar alarm. SimpliSafe cameras with **Video Verification** turned on in the app may satisfy that requirement in some places. You can choose whether monitoring agents may view your camera footage during an alarm.

HEADS UP

Fines are yours to pay

False-alarm fines from your city or township are your responsibility, not SimpliSafe's. The best protection is to know how to cancel a false alarm (Chapter 18) and to set up the system so it doesn't happen often.

SCAM ALERT

Permit letters and invoices: check them

A real permit request or fine comes from your local government or appears in your SimpliSafe account. If a letter, text or email demands payment for an "alarm permit" and something feels off, look up your township's or city's phone number yourself and ask before paying.

PART 6

Monitoring Plans & Cameras

What each SimpliSafe plan costs and includes, how the live-agent features work, using your cameras, and how to change or cancel a plan.

CHAPTER 22

Monitoring Plans Explained

The equipment is yours once you buy it. A **monitoring plan** is the optional monthly subscription that decides who responds when the alarm goes off and what extras you get. All SimpliSafe plans are month to month, with no long-term contract.

The plans and their prices

Plan	About per month	Who responds	Key extras
Self Monitoring with Camera Recordings	$9.99	You do, from your phone	Saves camera recordings. No professional monitoring or dispatch.
Standard	$22.99	24/7 monitoring agents	Emergency dispatch, cellular backup. No camera recordings.
Core	$32.99	24/7 monitoring agents	Everything in Standard plus camera recordings, and Intruder Intervention with the indoor camera.
Pro	$49.99	24/7 agents plus live guards	Core plus Active Guard Outdoor Protection overnight (8 p.m. to 6 a.m.).
Pro Plus	$79.99	24/7 agents plus live guards	Core plus Active Guard Outdoor Protection around the clock.

Prices are SimpliSafe's U.S. home plan prices as of November 2026. SimpliSafe's own site shows them as daily rates (Standard 76¢ a day, Core $1.10 a day, Pro and Pro Plus $1.66 to $2.66 a day, Self Monitoring with Camera Recordings 33¢ a day). Standard and Core went up by a dollar a month in 2025, and customers were told by email before their price changed. If you've had SimpliSafe for years, you may see an older plan name: Fast Protect (once called Interactive Monitoring) is now Core.

Which plan makes sense?

- **You live alone, or want help sent if you can't answer**: Standard is the least you'd want.
- **You have SimpliSafe cameras**: Core, so recordings are saved and agents can see what's happening.
- **You want someone watching outdoors at night**: Pro, with an Outdoor Camera Series 2 plugged in.

- **A summer cottage or a home that's often empty**: Pro Plus is the most protection, at the highest price.
- **You just want a siren and to watch your own cameras**: Self Monitoring with Camera Recordings.

HEADS UP

Check what your plan actually includes

Some features need specific plans: cellular backup needs professional monitoring, location-based arming reminders need Core or above, and live-guard features need Pro or Pro Plus. Before paying more, make sure you'll really use the extra.

GOOD TO KNOW

No plan at all

Without any plan, the siren and keypad still work at home. What the app can do without a subscription is limited, and cameras give a live view but don't save recordings. Ask SimpliSafe what's included for your system before you rely on it.

CHAPTER 23

Live Agents: Active Guard & Intruder Intervention

SimpliSafe's more expensive plans add something most alarm companies don't: trained agents who can look through your cameras and **talk** to an intruder. Here's what each feature does, in plain terms.

Intruder Intervention (inside the home)

With a **Smart Alarm Wireless Indoor Camera** on Core, Pro or Pro Plus, if a break-in alarm happens, live agents can see and speak to the intruder through the camera. Hearing a real person say "we can see you and police are on the way" often sends a burglar running.

GOOD TO KNOW

The privacy shutter

The indoor camera has a small shutter that slides over the lens. You decide whether agents may view camera footage, and you can opt in or out of features like video verification and Intruder Intervention in the app.

Active Guard Outdoor Protection (outside the home)

With an **Outdoor Camera Series 2** plugged in with its power cable, and the system armed, SimpliSafe's AI watches for suspicious activity outside. When it spots something, an agent can look, speak to the person through the camera, trigger a siren and turn on a bright spotlight, before anyone reaches your door.

Plan	When live guards watch outside
Pro	Active Guard overnight, 8 p.m. to 6 a.m. your local time.
Pro Plus	Active Guard 24 hours a day, 7 days a week.

WHAT THIS DOES FOR YOU

What this does for you

Instead of an alarm going off after someone is already inside, a voice can stop them in the driveway. For someone who lives alone or is away a lot, that's real peace of mind.

HEADS UP

Be honest about the cost

Pro and Pro Plus cost noticeably more than Core each month, for years. If you'd mainly use cameras to check on deliveries, Core is plenty. Live guards are worth it when you're truly worried about the outside of your property.

CHAPTER 24

Cameras: Live View, Recordings & Privacy

SimpliSafe cameras appear in the same app as your alarm. You can look in on your home whenever you like and, with the right plan, look back at what happened earlier.

Look in on your home

1. Open the SimpliSafe app.
2. Find your cameras on the main screen and tap the one you want.
3. Watch the live picture. Tap the microphone button, if shown, to speak through the camera.
4. Close the live view when you're done to save the camera's battery.

Recordings

Recordings are saved only on plans that include them: Self Monitoring with Camera Recordings, Core, Pro and Pro Plus. Standard doesn't include camera recordings. Saved clips appear in the app's timeline for each camera.

Privacy at home

- Use the indoor camera's privacy shutter when you're home and don't want it watching.
- Point outdoor cameras at your own property, not a neighbor's windows or yard.
- Tell guests and caregivers there's a camera inside. It's courteous, and in some situations it's expected.
- Only give app access to people you'd trust to watch your home (Chapter 16).

TIP

Battery cameras last longer when...

...they aren't pointed at a busy street, motion settings aren't set too sensitive, and you don't leave the live view running. A plugged-in camera never needs charging.

GOOD TO KNOW

This guide pairs with Bill's Security Cameras service

If you'd like help choosing where cameras go, mounting them or getting a weak outdoor camera connected, that's what my **Security Cameras** service is for (Chapter 28).

CHAPTER 25

Changing or Canceling Your Plan

Because SimpliSafe plans are month to month, you can move up, move down or stop. The equipment stays yours either way. There are a few rules that surprise people, so read this before you call.

Who can make changes

- Only the **Account Owner** can cancel a monitoring plan.
- SimpliSafe may verify your identity with your **Safe Word**. If you don't have one, they'll use the base station's **serial number** instead.
- Canceling is done by **phone** with SimpliSafe support, not in the app. Part of the reason: an agent can confirm the request isn't being made under duress.

Before you call

1. Find SimpliSafe's support number **yourself**, in the SimpliSafe app or on simplisafe.com. Don't use a number from a search ad or a pop-up (Chapter 26).
2. Have your Safe Word ready (Chapter 15). If you've lost it, have the base station's serial number.
3. Decide what you want: a cheaper plan, Self Monitoring, or no plan at all.
4. Note the date and the agent's name, and watch your next bill to be sure the change took effect.

> **TIP**
>
> **Downgrade instead of cancel?**
>
> If cost is the issue, moving from Core to Standard keeps professional monitoring and dispatch for less. Moving to Self Monitoring keeps your camera recordings but drops dispatch.

Returning equipment you just bought

SimpliSafe offers a **60-day** return: if you're not satisfied, return equipment bought from SimpliSafe for a full refund, and they pay the return shipping. Support can send you a prepaid label. Things bought from a store follow that store's return policy.

HEADS UP

Moving house

If you move, the system can come with you. Tell SimpliSafe your new address before you set it up there, so the monitoring center sends help to the right house.

PART 7

Staying Safe & Fixing Things

The scams aimed at people with home alarms, and quick fixes for batteries, lights and the most common hiccups.

CHAPTER 26

Scams Aimed at Alarm Owners

A home alarm is about feeling safe, and scammers know that. Most of the tricks below don't need any technical skill: they just rely on a friendly voice and a little pressure. Knowing them in advance is the best protection.

SCAM ALERT

The door-to-door alarm salesperson

Someone knocks and says they're "upgrading the alarms in the neighborhood", that your company has "gone out of business", or that your system needs a new panel. SimpliSafe sells online and through stores, and its own advice is that a respected company is very unlikely to sell door to door. Don't sign anything, don't let them in to "take a look", and don't give your name, PIN or account details. If they claim to be from SimpliSafe, close the door and check in the app or at simplisafe.com.

SCAM ALERT

Fake support phone numbers

Searching "SimpliSafe phone number" can turn up ads and look-alike sites with numbers that reach scammers, not SimpliSafe. They may ask for your password, your Safe Word, remote access to your computer, or payment by gift card. Get the number from inside the SimpliSafe app or by typing simplisafe.com yourself. No real company asks to be paid in gift cards.

SCAM ALERT

"Your alarm account is suspended" emails and texts

A message says your monitoring will stop unless you "verify" your card or log in through a link. Don't tap the link. Open the SimpliSafe app yourself: if there's a real billing problem, it will be there.

STAY SAFE

Don't share your PIN, password or Safe Word

Not with a caller, not in a text, not with a technician who "needs it to test the system". Give helpers their own Custom PIN (Chapter 13) or their own app login (Chapter 16), and remove them when they're done. If you think someone knows your PIN, change it today.

Other things that keep you safer

- Don't post on social media that you're away until you're home again.
- Keep the yard sign and window stickers up; they're a deterrent on their own.
- Lock doors even when the system is armed. An alarm tells you someone got in; a lock slows them down.
- If you're ever unsure whether a message or caller is real, hang up and call someone you trust, or call me.

FROM BILL

Not sure if it's real?

Read the message to me over the phone before you do anything. Checking costs nothing but a few minutes of your time, and it can save a lot of trouble.

CHAPTER 27

Batteries, Lights & Common Fixes

Most SimpliSafe problems are small: a tired battery, a sensor that lost its connection, or a Wi-Fi hiccup. Here's how to sort them out.

Low battery warnings

1. Find out which device is low. In the app, the device list marks it (pull down on the screen to refresh). On the keypad, wake it and press the button by the warning icon.
2. Slide the sensor off its mounting bracket or base to reach the battery.
3. Swap in the same type of battery that came out. The Gen 2 motion sensor, for example, takes one **CR123A** 3-volt lithium battery.
4. Slide it back on. SimpliSafe says the warning can take **up to 24 hours** to clear in the app.

> **TIP**
>
> **Take the old battery to the store**
>
> Sensors use several different small batteries. Bringing the old one along, or a photo of it, is the surest way to buy the right replacement.

What the base station's lights mean

You see	What it means
Blue light on the back	The base station is getting wall power. Good.
Red light	An alarm was triggered recently. Check the app or keypad for details.
Yellow light	A software update is happening. Leave it plugged in.

The keypad always shows a matching warning, so if a light puzzles you, wake the keypad and read the screen.

Quick fixes

Problem	Try this
A sensor says offline	Replace its battery. If it stays offline, remove it in the app and add it again.
The app says the system is offline	Check your internet. Restart the router. See Chapter 8.
False alarms from a motion sensor	Take it out of Home mode; check that pets can't reach its view.
False alarms from a door	Make sure the two halves of the entry sensor line up when the door is shut.
Water sensor alarms with no leak	Move it out of steamy bathrooms; make sure nothing touches its contacts.
Forgot your PIN	The Account Owner can see or change it in the app (Chapter 13).
Forgot your Safe Word	It's shown in the app under Location Settings (Chapter 15).

HEADS UP

Keep the system up to date

Update the SimpliSafe app when your phone offers it, and leave the base station plugged in so it can update itself.

PART 8

Help & Your Cheat-Sheet

When it's worth calling for a hand, and the whole guide boiled down to one page.

CHAPTER 28

When to Call Bill

SimpliSafe is designed for do-it-yourself setup, and many people manage it fine. But there's no shame in wanting a second pair of hands, especially for an alarm that can call the police to your door. Here are good reasons to call.

Good reasons to call me

- **Setting up a new system**: planning where every sensor goes, mounting them, naming them and choosing which modes they count in.
- **Cameras and the doorbell**: placement, mounting, power cables and weak outdoor Wi-Fi. This pairs with my **Security Cameras** service.
- **Choosing a plan**: an honest look at what you need and what you'd be paying for but not using.
- **PINs, the Safe Word and access**: getting family on their own logins and helpers on their own PINs.
- **False alarms that keep happening**.
- **A system that came with your house**, so it's truly yours.
- **Anything that feels like a scam**: a knock at the door, a call, or a message about your alarm.

What working with me is like

I work at your pace, in your home here in Portage County or remotely over the phone and internet. I explain what I'm doing in plain words, I don't sell you gadgets you don't need, and I'll tell you honestly when a monitoring plan is more than you need. I bring more than 30 years of professional experience to every visit.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. Bill's Home Tech serves Portage County, Ohio. No question is too small.

GOOD TO KNOW

You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. The actual help always comes from me.

SCAM ALERT

I'll never ask for your PIN or Safe Word

When I help with your alarm, you'll enter your own PIN and keep your Safe Word to yourself. Anyone who says they're from Bill's Home Tech and asks for those over the phone isn't me.

Thank you for letting me help you feel safer at home. Take your time, explore the app without fear, and remember I'm only a phone call away.

— Bill

CHAPTER 29

Your SimpliSafe Cheat-Sheet

Keep this near the keypad. The whole guide, boiled down.

The essentials

To do this	Do this
Arm at night	Keypad, fob or app: **Home**.
Arm when leaving	Keypad, fob or app: **Away**.
Disarm	Your PIN on the keypad, **Off** on the fob, or **Off** in the app.
Panic	Hold the keypad's red button, or a Panic Button, for **two seconds**.
Sensor settings	App: My System > Device Settings.
Entry and exit delays	App: My System > Base Station Settings.
PINs and Safe Word	App: My System > Location Settings.
Give family access	App: My System > System Access > Add User.
Reminders	App: My System > Arming Automations.

False alarm, in order

1. Disarm with your normal PIN (never the duress PIN).
2. Answer the monitoring center's call.
3. Say it's a false alarm and give your Safe Word.
4. If help arrives anyway, explain calmly. It's what they're there for.

Write it down once

Keep handy	
My plan and monthly price	_____
Where my Safe Word is kept	_____ (never on this page)
Who has their own app login	_____
Who has a Custom PIN	_____
My local alarm permit number	_____
Sensors and where they are	_____
SimpliSafe support number (from the app)	_____

When something's wrong, in order

1. Read the keypad's screen: it says what's wrong.
2. Low battery: replace it with the same type.
3. Offline: check your internet and restart the router.
4. A suspicious caller, visitor or message: stop, don't share anything, check in the app.
5. Still stuck: call Bill at (330) 200-8042.

FROM BILL

Here when you need me

Bill's Home Tech · (330) 200-8042 · billshometech.com/book · $49 remote · $99 in your home.