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PNI SmartHome SM400

PNI SmartHome SM400 Alarm System Kit User Manual

Model: SmartHome SM400 | Brand: PNI

Welcome to Your PNI SmartHome SM400 Alarm System

This manual provides detailed instructions for the installation, operation, and maintenance of your PNI SmartHome SM400 Alarm System Kit. Please read this guide thoroughly before using the product to ensure proper functionality and safety. The PNI SmartHome SM400 is designed to provide comprehensive security and smart home control, allowing you to monitor your home, receive alerts, and manage connected devices remotely.



Overview of the PNI SmartHome SM400 Alarm System Kit, showing the main hub, remote control, various sensors, and the accompanying mobile application interface.

Package Contents

Before beginning installation, please verify that all components listed below are present in your package:

- PNI SmartHome SM400 Hub (Main Control Unit)
- Wireless Remote Control
- Wireless Motion Sensor
- Wireless Door/Window Contact Sensor
- Power Adapter (220 Volts)
- Ethernet Cable

Component Overview



PNI SmartHome SM400 Hub: The central unit for managing all connected sensors and devices.



Wireless Remote Control: Used for quick arming, disarming, and panic functions.



Wireless Motion Sensor: Detects movement within its field of view.



Wireless Door/Window Contact Sensor: Detects the opening or closing of doors and windows.

Initial Setup

1. Powering the Hub

Connect the provided power adapter to the DC 5V input port on the back of the PNI SmartHome SM400 Hub. Plug the adapter into a standard 220V electrical outlet. Connect one end of the Ethernet cable to the Ethernet port on the hub and the other end to your internet router or network switch. Ensure the hub powers on and the network indicator light illuminates, indicating a successful internet connection.



The rear of the PNI SmartHome SM400 Hub, highlighting the power input and Ethernet connectivity port.

2. Mobile Application Installation

The PNI SmartHome system is controlled via a dedicated mobile application available for iOS and Android devices. Search for "PNI SmartHome" or "Skylink" in your device's respective app store (Apple App Store for iOS, Google Play Store for Android). Download and install the application. Follow the on-screen prompts to create an account and add your PNI SmartHome SM400 Hub by scanning the QR code usually found on the hub or its packaging, or by manually entering the device ID.





The main screen of the PNI SmartHome mobile application, displaying various connected devices and their status.

3. Pairing Sensors

Once the hub is connected and the app is set up, you can begin pairing your sensors. Refer to the specific instructions provided with each sensor for detailed pairing steps. Generally, this involves putting the hub into pairing mode via the app, then activating the sensor (e.g., pressing a button, triggering it) to allow it to connect to the hub. Ensure sensors are placed in optimal locations for detection and signal strength.



Motion Sensor Pairing: Typically involves activating the sensor while the hub is in pairing mode.



Door/Window Sensor Pairing: Separate the two parts of the sensor briefly to trigger pairing.

Operating the System

Arming and Disarming

The PNI SmartHome SM400 system can be armed and disarmed using the mobile application or the wireless remote control.

- **Via Mobile App:** Open the PNI SmartHome app. On the main dashboard, you will find options to arm (full security), home arm (perimeter security while home), and disarm the system. Tap the desired mode.
- **Via Remote Control:** Use the dedicated buttons on the remote control. The lock icon typically arms the system, the house icon with a lock arms in home mode, and the unlocked icon disarms the system. The speaker icon is usually for a panic alarm.



The wireless remote control provides quick access to arming and disarming functions.

Receiving Notifications

When a sensor is triggered while the system is armed, the PNI SmartHome SM400 will send instant notifications to your registered mobile device. These notifications alert you to events such as a door opening, motion detected, or other sensor triggers. Ensure your mobile device has notifications enabled for the PNI SmartHome application.

Controlling Smart Devices

The hub can control up to 100 sensors and controllers, including smart plugs or lighting modules (sold separately). Through the PNI SmartHome app, you can add and manage these devices, allowing you to remotely control your lighting and small appliances. This feature enhances convenience and energy management within your home.





The device control screen within the PNI SmartHome app, illustrating the ability to manage various smart home components.

Maintenance and Care

To ensure the longevity and optimal performance of your PNI SmartHome SM400 Alarm System, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the surfaces of the hub and sensors. Avoid using abrasive cleaners, solvents, or aerosol sprays, as these can damage the devices.
- **Battery Replacement:** Sensors (motion, door/window, remote) operate on batteries. When a sensor's battery is low, the app will typically notify you. Replace batteries promptly with the recommended type to ensure continuous protection. Refer to individual sensor manuals for specific battery types and replacement procedures.
- **Firmware Updates:** Periodically check the PNI SmartHome app for available firmware updates for your hub. Updates can improve performance, add new features, and enhance security. Follow the app's instructions for any update process.
- **Environmental Conditions:** Ensure the hub and sensors are kept in a dry environment, away from direct sunlight, extreme temperatures, and high humidity.

Troubleshooting Guide

If you encounter issues with your PNI SmartHome SM400 system, consult the table below for common problems and their solutions.

Problem	Possible Cause	Solution
Hub is offline / No internet connection	Ethernet cable disconnected; Router issue; Power outage.	Check Ethernet cable connection to hub and router. Restart your router. Verify hub power supply.
Sensor not responding / Not triggering alarm	Low battery; Sensor out of range; Not properly paired.	Replace sensor battery. Move sensor closer to the hub. Re-pair the sensor with the hub via the app.
Mobile app cannot connect to hub	Hub offline; Incorrect login credentials; App outdated.	Ensure hub is online. Verify your account details. Update the PNI SmartHome app to the latest version.
Remote control not working	Low battery; Out of range.	Replace the remote control battery. Ensure you are within range of the hub.
False alarms	Improper sensor placement; Environmental factors (pets, drafts).	Adjust sensor sensitivity if possible. Re-position motion sensors to avoid pets or drafts. Ensure door/window sensors are securely mounted.

If the problem persists after trying these solutions, please contact customer support.

Technical Specifications

Feature	Specification
Brand	PNI
Model Number	SmartHome SM400
Power Source	Corded Electric
Voltage	220 Volts
Connectivity Technology	Wireless
Item Dimensions (L x W x H)	5.31 x 4.92 x 5.31 inches
Item Weight	7.5 ounces (212 Grams)
Alert Type	Motion
Included Components	Sensors (Motion, Door/Window), Remote Control, Hub
Max Sensors/Controllers	Up to 100
Manufacturer	ONLINESHOP SRL
Batteries Required?	Yes (for sensors and remote)
Date First Available	July 19, 2022

Warranty Information

Specific warranty details for the PNI SmartHome SM400 Alarm System Kit are typically provided at the point of purchase or within the product packaging. Please refer to your purchase documentation or the manufacturer's official website for comprehensive warranty terms and conditions. Generally, products come with a limited manufacturer's warranty covering defects in materials and workmanship for a specified period from the date of purchase.

Customer Support

For technical assistance, troubleshooting beyond this guide, or warranty claims, please contact the manufacturer or your retailer. You may find support contact information on the product packaging, the manufacturer's official website (PNI), or through the seller's support channels on the platform where you purchased the product.
Please have your product model number (SmartHome SM400) and purchase details ready when contacting support to facilitate a quicker resolution.

Official Product Videos

No official product videos from the seller were found in the provided data. For visual guides or demonstrations, please check the manufacturer's official website or their authorized channels.

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