Open the box with a plan.

For a new system with Major monitoring. Free written guides are also available for equipment-only purchases; personalized programming and technical support are included with Major monitoring.

1 Match the labels to your location plan.

Major contacts purchasers within **3 business days** and emails the post-purchase setup form. For monitoring customers, sensors are enrolled, named and labeled before shipping. Check each label against the intended opening or room. Tell Major about any changes.

2 Check your kit and the right instructions.

New system kits include mounting tape, the panel stand, the standard wall mount and a quickstart, alongside the standard supplied parts. Check the packing list. The stand and wall-mount arrangements have different requirements; use the manual for the exact equipment.

3 Plan placement before permanent mounting.

Use the device-specific guide and manufacturer instructions. Have power available for the panel and camera. Camera video needs home Wi-Fi and broadband; it does not use the panel's cellular alarm connection. Check communication at the final location.

4 Confirm any qualified-installation needs.

Sensor manuals specify qualified installation. Preprogramming and supplied tape do not replace those requirements. Call Major if you need help reviewing the installation or arranging a local subcontractor. On-site work is not included in the equipment price.

5 Call Major after installation.

Call **(800) 564-8273** to initiate activation. Your Alarm.com account is created during the call. Full activation is completed within **24 hours of that call**. Wait for Major's confirmation before relying on monitoring.

Find the guide for your equipment

majorhomesecurity.com/installation-help/

Panel, contacts, motion/glassbreak, camera, activation and support.

Know when you are ready.

A powered panel, an app login or a green camera light is not confirmation that alarm monitoring and video recording are active.

Call (800) 564-8273

Office setup, billing and administration: Monday-Friday, 9 a.m.-4 p.m. Eastern.
Emergency and central-station support: 24/7 for Major monitoring customers.

Have these ready for the call

- ☐ Your order number and labeled device-location list.
- ☐ The installed panel, phone and access to your email at the property.
- ☐ Any exact trouble message or device name that does not match.
- ☐ Your home Wi-Fi for camera setup after the account is ready.

Confirm these together before you finish

- ☐ Call Major before both initial and routine alarm testing. Agree on test mode, the test sequence and restoration of normal monitoring.
- ☐ Learn your intended arming/disarming behavior and what to do after an accidental alarm.
- ☐ Confirm the correct monitored address and device names with Major through the account-setup process.
- ☐ For cameras, check live view, the enabled recording rule, a saved clip and the intended notifications separately.
- ☐ Wait for Major to confirm activation. If confirmation has not arrived within 24 hours of the activation call, call Major.

If you get stuck

For monitored-system setup, call Major before resetting equipment or deleting enrolled devices. We can discuss phone guidance, local subcontractor help, or a return under the published policy. Equipment-only purchasers can use the free written guides.

Keep alarm codes, account passwords and private account details out of general contact forms, email questions and screenshots. Follow Major's account-information instructions. Keep required existing smoke/CO protection in service. For an immediate threat to life or safety, call 911.