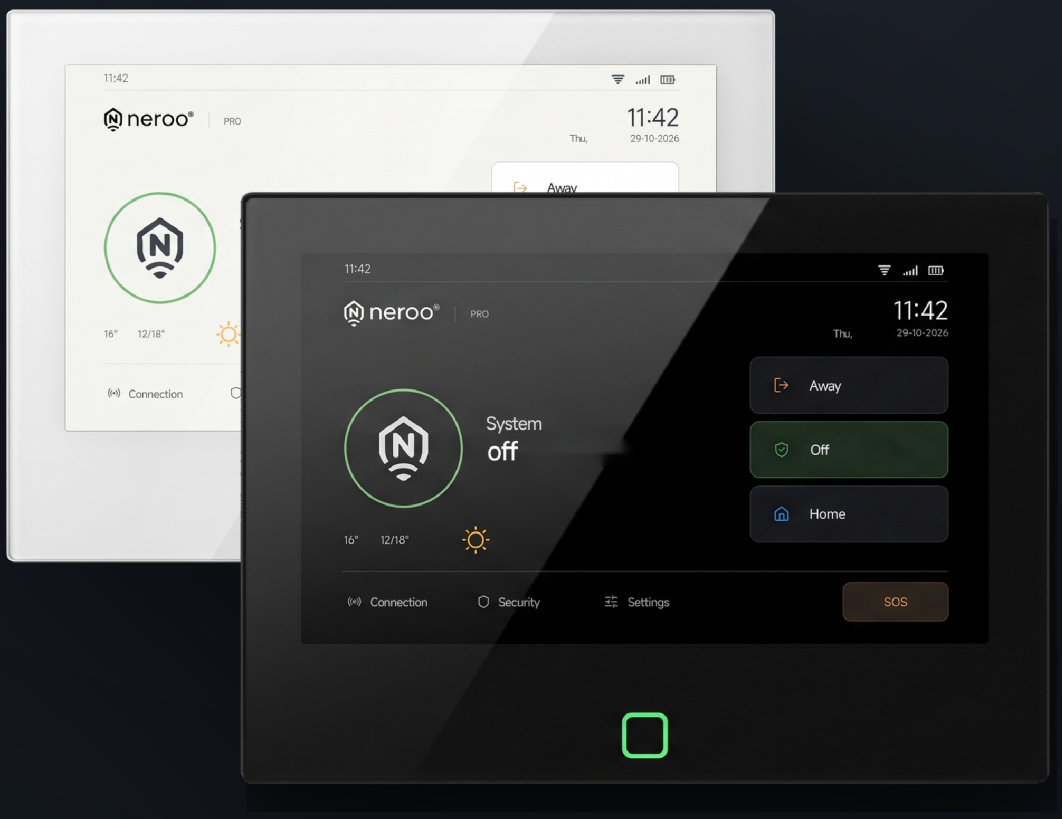
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MOTORHOME SECURITY

CamperGuard Pro

User manual

Last updated: 11 November 2026

Welcome



Thank you for choosing the CamperGuard Pro.

Your motorhome is protected from now on — with no subscription and no monthly fees. You operate the system from the touchscreen, with the remote control and remotely by text message. If you have Wi-Fi on board, through the app as well. This manual explains how to connect the system to the on-board power, set up the SIM card, pair sensors and use it day to day.

New to the system? Start with the Quick start — five steps and you are up and running. The chapters after that cover every part in detail. On neroo.eu you will also find short videos that walk you through the system.

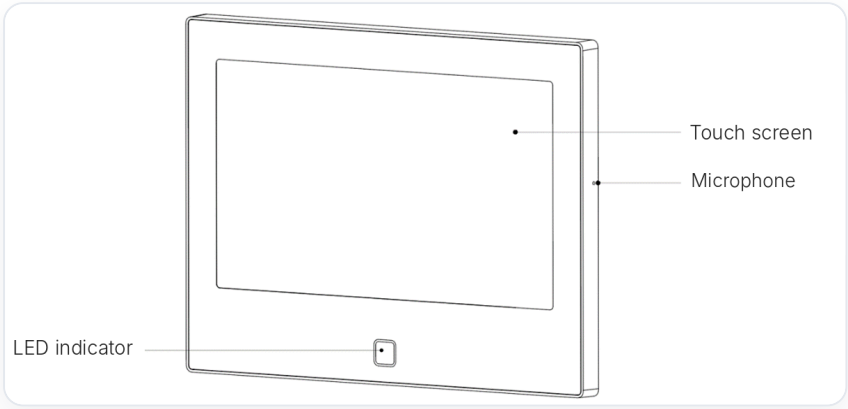
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1 Your CamperGuard Pro at a glance

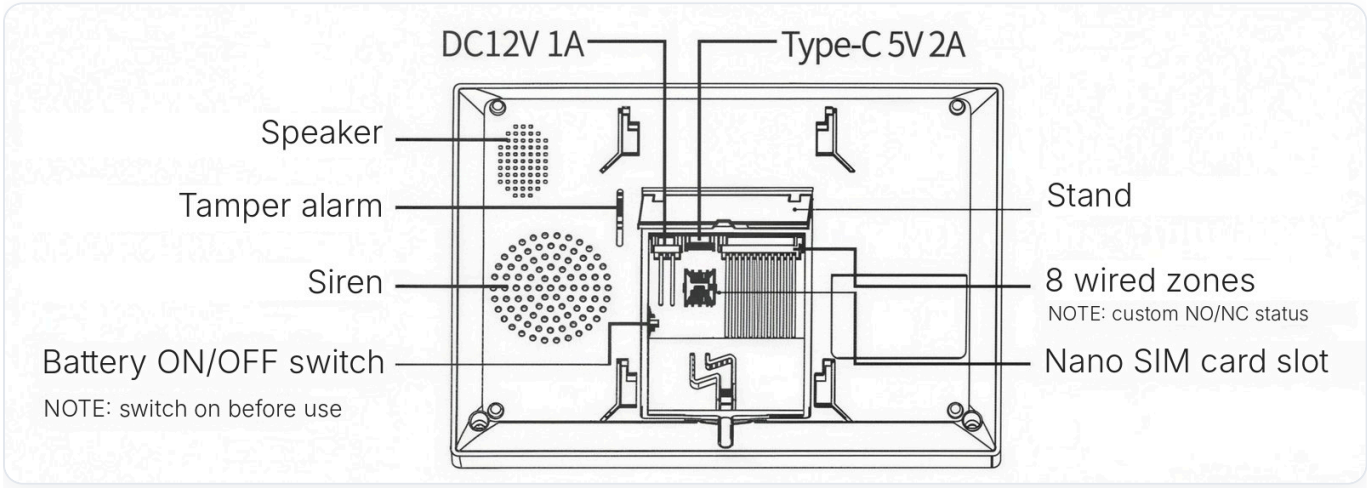
The heart of your motorhome security: a 7-inch HD touchscreen (1024×600), a powerful 120 dB siren and a built-in 5000 mAh backup battery. The panel runs on your motorhome's 12V on-board power and reports via the SIM card — even where there is no Wi-Fi. All sensors pair wirelessly.

Front



Touchscreen, microphone and LED indicator

Back



Speaker, siren, connections, SIM slot and backup switch

GOOD TO KNOW

In the motorhome all power goes through the USB-C connection. The Autoplug, the converter set and the 230V adapter all deliver a clean 5 volts. The 12V input and the wired zone connections are not used in the motorhome.

WARNING

Never use the panel's 12V input in the motorhome. On-board power fluctuates between 8 and 32 volts — while charging, starting the engine or with a flat battery — and that burns out the panel. All power therefore goes through the USB-C port: the converter set absorbs the peaks of the on-board supply and turns them into a stable 5 volts, and the Autoplug does the same.

2 Quick start — up and running in 5 steps

Want to get going straight away? Follow these five steps. Each one is explained in full further on.

1. Connect the panel to the on-board power: the Autoplug into the 12V socket, or the converter set wired permanently. Set the backup switch on the back to “ON”.
2. Choose your language on the screen. The setup wizard asks for Wi-Fi — press “Skip setup”; the app comes later.
3. Insert a nano SIM card. With it, the panel calls and texts you when the alarm goes off, wherever you are.
4. Set your emergency numbers via Connection → Phone → Settings.
5. Pair your first sensor: tap Connection → Sensors on the home screen, choose the type and press “+ Pair”.

GOOD TO KNOW

The panel uses two codes. The user code (1234 by default) is for everyday use: arming, disarming and pairing sensors. The system code (9876 by default) gives access to the settings. You can change both under Security → Code.

Test it before you rely on it

Run through this short check after installing. Then you know everything behaves the way you expect:

- Sensors — open the door or hatch that has a sensor on it: the panel shows the alert.
- Remote — arm and disarm with the QuickLink; the panel follows immediately.
- SIM card — call your own number from the panel (see The SIM card).
- Alarm — set the system to Away, wait until arming is complete and open the door. You get a text message and a call.
- Power — unplug the Autoplug for a moment: the panel keeps running on its backup battery.

3 Power in the motorhome

The panel always gets its power through the USB-C connection, at 5 volts. The easiest option is connecting it to the on-board power: then the panel always has power, driving and parked, and when the motorhome is on 230V hook-up the leisure battery simply charges along. The Autoplug and the converter set come in the box with your CamperGuard Pro.



Autoplug — into the 12V socket



Converter set — wired to the on-board power

Autoplug — into the 12V socket

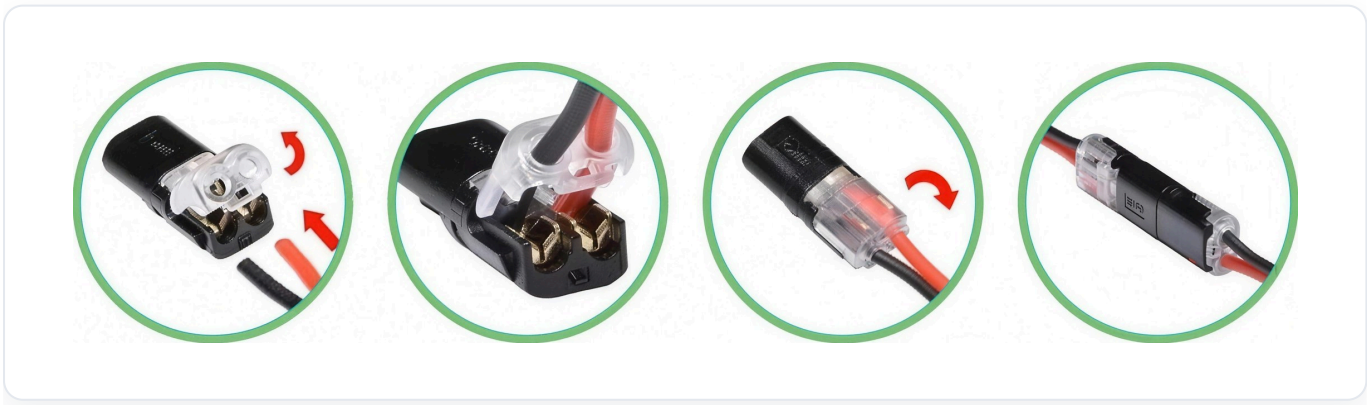
The quickest way. Plug the Autoplug into a 12V socket in the motorhome and connect the USB cable to the panel's USB-C port. Handy if there is a 12V socket near where you mount the panel.

Converter set — wired to the on-board power

For a permanent, tidy installation, connect the converter to the motorhome's 12V wiring: red to plus, black to minus. The converter turns the on-board power into 5 volts. Connect its USB output to the panel's USB-C port with the USB cable. There are two ways to connect the wires, neither needs soldering:

Method 1 — H2 connector

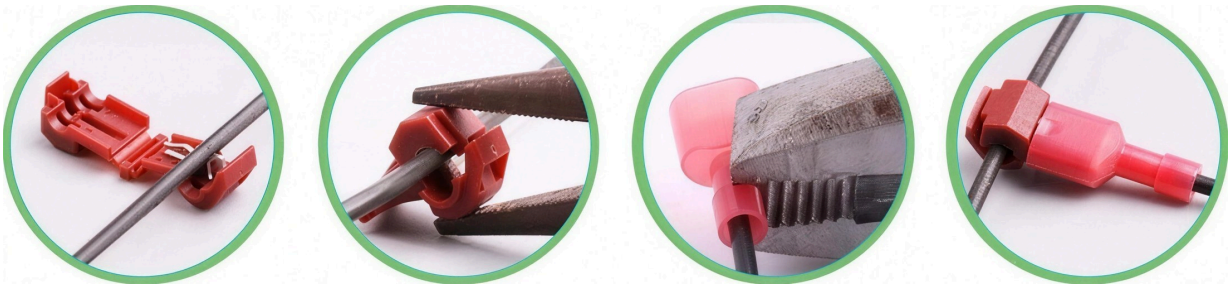
Directly onto the red (+) and black (–) power wire. Push the wire into the connector and click it shut — done.



The H2 connector clicks onto the wires without tools

Method 2 — T-tap

Tap into an existing cable in the motorhome, without cutting it. Place the T-tap around the wire, squeeze it shut with pliers and plug the converter's connector into it.



The T-tap pierces the insulation and taps into an existing wire

WARNING

The panel's 12V input is not used in the motorhome. The on-board power always goes through the converter or the Autoplug to the USB-C port: they absorb the fluctuations from 8 to 32 volts and deliver a stable 5 volts. Connected directly to the on-board power, the panel burns out.

Mains hook-up

When you are plugged in at a campsite, the leisure battery charges and the panel simply has power through the on-board supply — there is nothing to switch over. If you would rather power the panel independently of the on-board supply, at home on the driveway for example, the supplied 230V adapter fits the USB-C port. It delivers the same 5 volts.

Battery and backup

The panel draws a small, constant current from the leisure battery — just like your fridge. If you drive regularly or are on hook-up, you won't notice it. If the motorhome is parked for longer, see Storage. If the power drops out for a moment, for example because the battery monitor switches off, the panel keeps running on its built-in 5000 mAh battery and keeps reporting via the SIM card.

Not working straight away?

What you see	Cause	Solution
Panel does not start	Plus and minus reversed	Swap the red and black wires
Converter LED flashes red	Voltage too low	Check the battery and the cable connection
No response	12V socket has no power	Check the motorhome's fuse

4 Placement in the motorhome

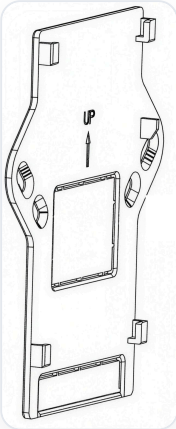
GOOD TO KNOW

Mount the panel by the entrance, so you can disarm it as soon as you come in, and out of direct sunlight. A motorhome is small enough: every sensor has ample range everywhere. Choose a flat, sturdy wall — that way the panel stays neatly in place on the motorway too.

On the wall



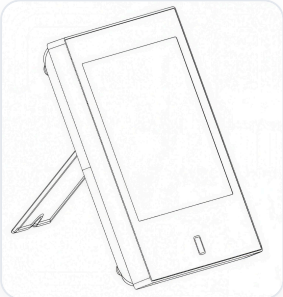
The two adhesive strips



Mounting plate — arrow "UP" pointing up

1. Clean and degrease the wall, and let it dry.
2. Stick the two adhesive strips to the back of the mounting plate and press the plate — with the arrow "UP" pointing up — firmly against the wall for 30 seconds.
3. Line the opening on the back of the panel up with the plate and click the panel into place.

Free-standing



With the stand you can put the panel down — on a table or the dashboard

With the supplied stand you can place the panel freely. Handy while you are still looking for a permanent spot, or if you just want the panel on the table at the campsite.

GOOD TO KNOW

The siren is 120 dB — in a motorhome that makes an impression. If you want to test in peace, switch off the panel siren temporarily under Security → Alarm.

5 The SIM card — how CamperGuard reaches you

With a SIM card the panel calls and texts you as soon as something happens. It works over the 4G network, anywhere your phone has coverage too — at the campsite, along the road and abroad. No Wi-Fi or internet needed.



Always
Works wherever there is 4G coverage. No Wi-Fi or internet needed.



When there is Wi-Fi
A fixed network on board — mobile router, Starlink or hotspot — or at home on the driveway. See chapter 10.



Nano SIM — the smallest format

Which SIM card do you need?

- A nano SIM card (the smallest format).
- Prepaid is fine; you only pay for the SIM card itself (calling credit or a small bundle).
- The card must be able to call and text; mobile data is not needed.
- Travelling abroad? Choose a card that lets you call and text within the EU (roaming).
- Switch the SIM card's PIN code off first (briefly put it in a phone).
- Keep enough calling credit and keep the card active — some prepaid cards expire if they go unused for a long time.

Inserting the card

The SIM holder sits in the back of the panel and has a metal flap with a lock. Mind the order: the flap only opens once it has been unlocked.

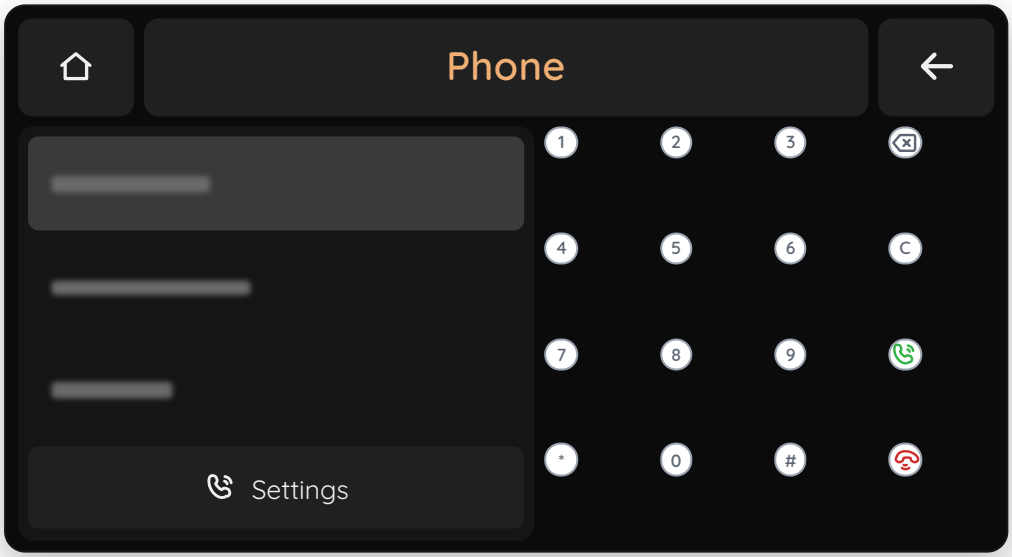
1. First slide the metal flap up, towards OPEN. That unlocks the holder.
2. Now fold the SIM holder open. This only works once the flap has been slid to OPEN — do not force it.
3. Place the nano SIM card in the holder, with the angled corner following the arrow.
4. Fold the holder shut and slide the flap back down, towards LOCK, to lock it.



The SIM holder: slide the flap to OPEN first, only then fold it open

Testing the SIM card

Enter your own phone number on the keypad on the right and start a call. Does your phone ring? Then the SIM card is seated correctly.



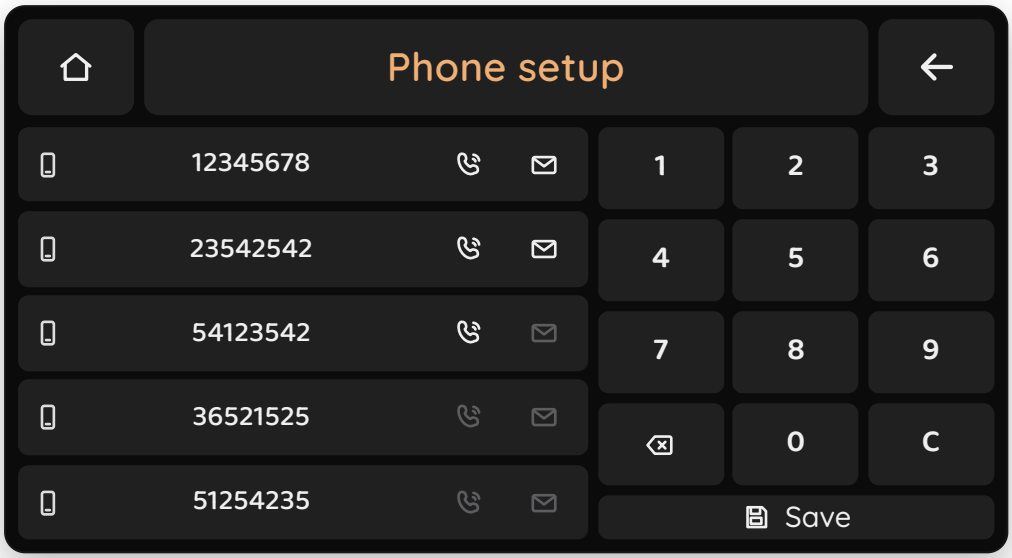
Testing the SIM card from the keypad on the panel

GOOD TO KNOW

Always start a phone number with 00 + country code, and drop the leading 0 of the number itself. United Kingdom: 07700 900123 becomes 0044 7700 900123 · Netherlands: 0031 · Germany: 0049. That way the number works from any country.

Setting emergency numbers

Once the SIM card works, add your emergency numbers. For each number you set whether it receives a call, a text message or both. Add your travel companion's number too.



Emergency numbers with call and SMS settings per number

What happens during an alarm

- The system first sends text messages to the numbers you set, in order.
- It then starts calling, beginning with the first number.
- If nobody answers, that number is tried up to 3 times.
- After that the next number is called automatically.
- As soon as someone answers, the system stops calling.

Operating the panel by text message

You don't need to be at the motorhome to arm or disarm it. Send a text message to the number of the SIM card in the panel:

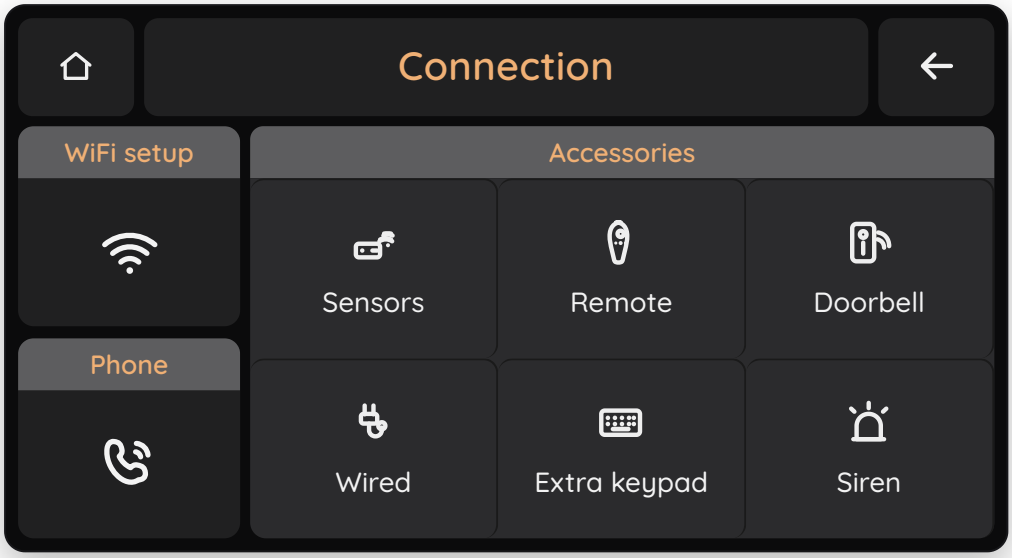
#	SMS command	Action	Reply
1	away arm	System to AWAY mode	System armed!
2	stay arm	System to HOME mode	System armed!
3	disarm	System switched off	System disarmed!

GOOD TO KNOW

The panel only accepts SMS commands from numbers that are set as emergency numbers. So only you — or your travel companion — can operate the system remotely.

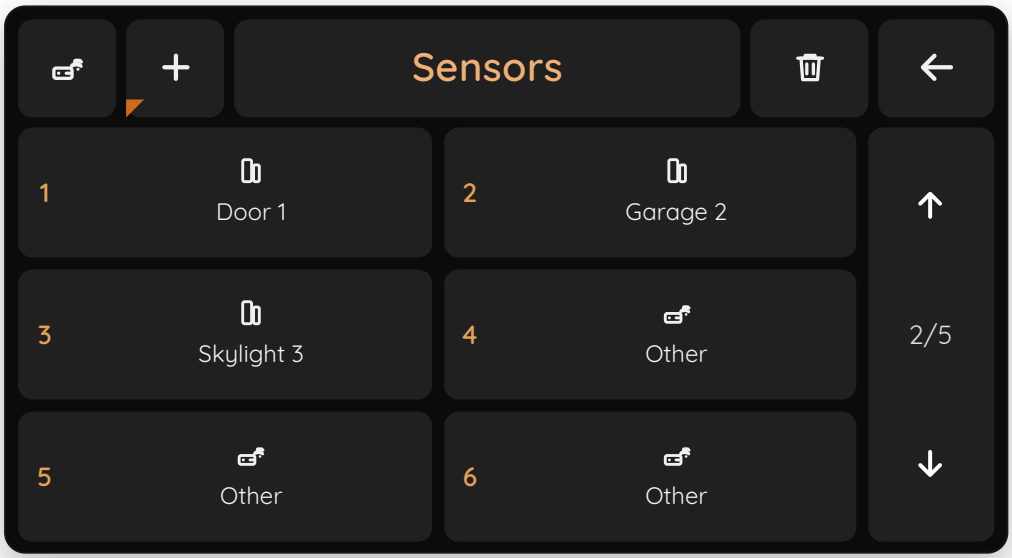
6 Pairing accessories

Accessories are easiest to pair from the panel itself. Open Connection and choose the right category.



The Connection menu with the accessory categories

Tap Connection at the bottom left of the home screen, enter the user code (1234 by default) and choose Sensors. Then choose the type, press “+ Pair” and trigger the accessory. Afterwards you can give it a clear name, such as “Door”, “Garage” or “Skylight”.



Overview of paired sensors

Door/window contact — LockSense Pro

Choose Sensors → “+ Pair” → Contact and pull the two parts apart to pair. In the motorhome this is how you guard the cab door, the habitation door, the rear garage and the skylights. Mount the transmitter (the large part) on the fixed part and the magnet (the small part) on the moving part. Clean the surface and fix them with the supplied tape.



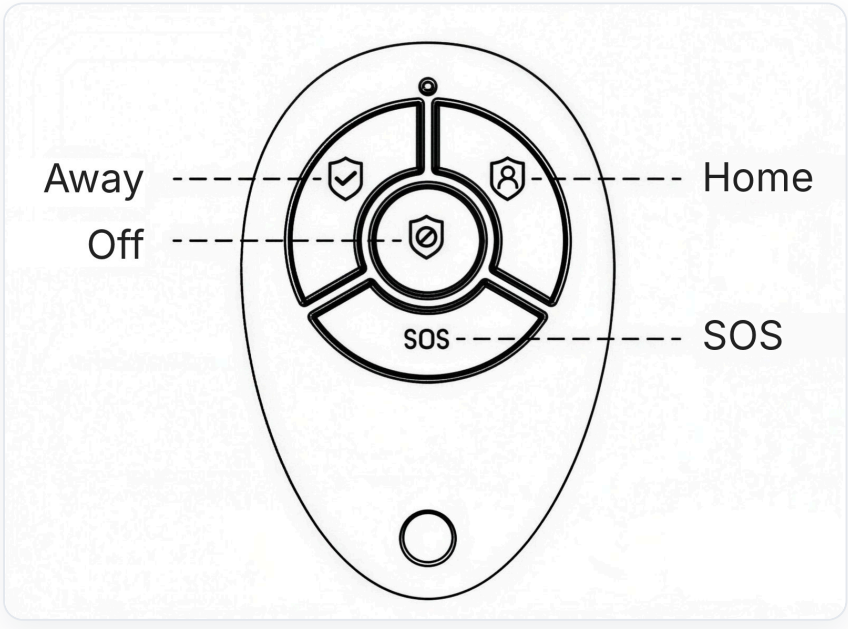
LockSense Pro on a motorhome window: transmitter on the fixed part, magnet on the moving part

GOOD TO KNOW

The LockSense Pro bridges up to 2 cm, so even on a motorhome door with thick seals you have plenty of margin. Stick the part with the battery on the inside, the warm side — that keeps the battery in top condition. Battery: CR2450 ×2, slide the back cover aside to replace them.

Remote control — QuickLink

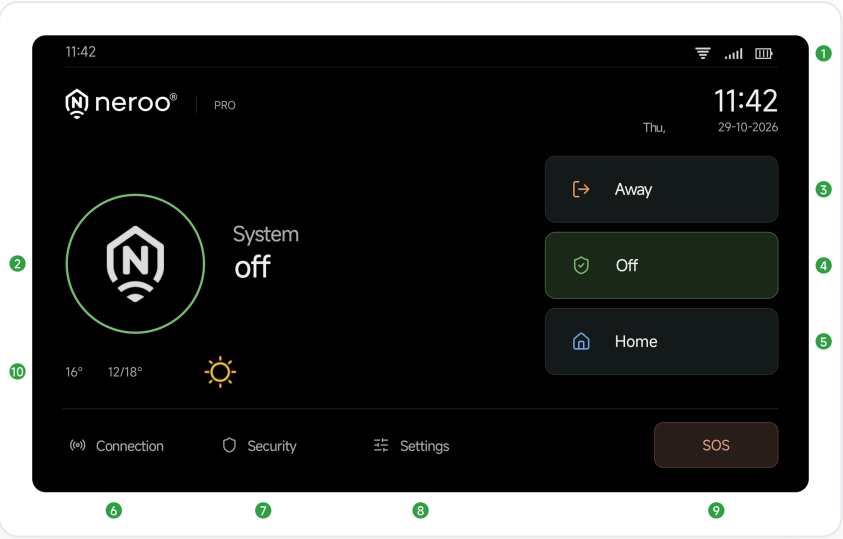
In the motorhome the remote is your everyday control: it hangs on your key ring, and you arm and disarm without walking to the panel. Choose Remote → “+ Pair” and press a button while the panel counts down. The remote is then paired.



Button layout: Away, Home, Off and SOS

7 Everyday use & driving

You operate the system from the touchscreen, the remote or by text message. On the home screen one press switches between modes, and starts an SOS alert if you need one.



The home screen of the panel

What is on the home screen?

No.	Part	What it does
1	Status bar	Wi-Fi, mobile network (SIM card) and the panel's backup battery
2	Status circle	Shows which mode the system is in; the text next to it says it in words
3	Away	Everything active: for when you leave
4	Off	System off. The button of the current mode is highlighted
5	Home	Only the sensors for Home are active; you move around freely inside
6	Connection	Wi-Fi, phone/SIM card and pairing accessories
7	Security	Delays, alarm settings and codes
8	Settings	Time, display, sound, language and more
9	SOS	Starts an SOS alert
10	Weather	Temperature, today's low/high and the weather

The alarm modes in motorhome life

Away

The motorhome is on its own — at the campsite, the supermarket or in storage. Every sensor raises the alarm.

Home

You are inside. Doors and hatches are guarded, you move around freely. The mode for the night.

Off

Driving, getting in and out, loading up. Only SOS and sensors set to “Always” stay active.

For each sensor you decide when it is active: in both modes (Away & Home), Away only, always active (a hatch that must never open, for example) or off. That way the Home mode guards the doors at night while you move around freely inside.

Driving

While driving the system is set to Off — so it doesn’t go off when you open the door at a fuel stop. Stepping out at the supermarket or a viewpoint? Press Away on the remote. Back at the motorhome, press Off and get in.

On the road and abroad

- Switch on roaming for the SIM card in the panel, just as on your phone. Then the panel calls and texts from France or Norway as well.
- Do the SIM card test once at your first pitch abroad. If your phone rings, you know for sure it works there.
- The SMS commands work wherever the panel has coverage — even when you are in another country yourself.

Your routine

Leaving home

- System set to Off for driving
- Remote on your key ring
- Calling credit and roaming checked

Arriving at the campsite

- Autoplug or hook-up connected
- Quick SIM card test at a new pitch
- Check the sensors: open the door, alert on the screen

Leaving the motorhome briefly

- Press Away (remote or panel)
- On the way back: Off, and get in
- Far away? Send “disarm” by text

Going to sleep

- Set the system to Home
- Doors and hatches guarded, free to move inside
- In the morning Off via the panel or the remote

At home on the driveway

- Autoplug stays in, or the 230V adapter on hook-up
- Connect to your home Wi-Fi — then the app works too
- Away mode as soon as nobody is around

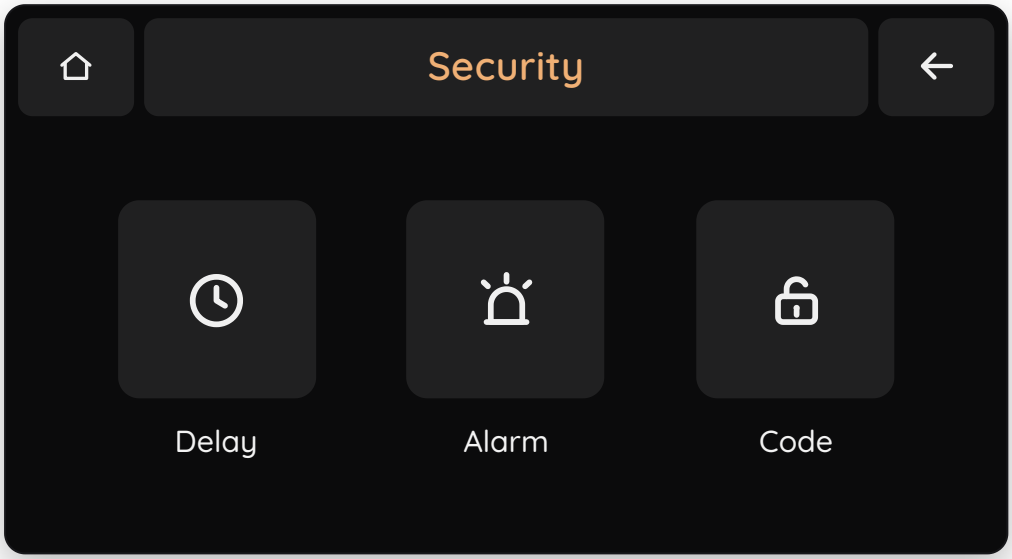
Storage

- On 230V or a charged battery? Let it guard in Away
- No power? Switch off neatly — see chapter 9
- Keep the SIM card active

8 Settings

Security & codes

Under Security (at the bottom of the home screen) you find the delays, the alarm settings and the codes. You need the system code for this.

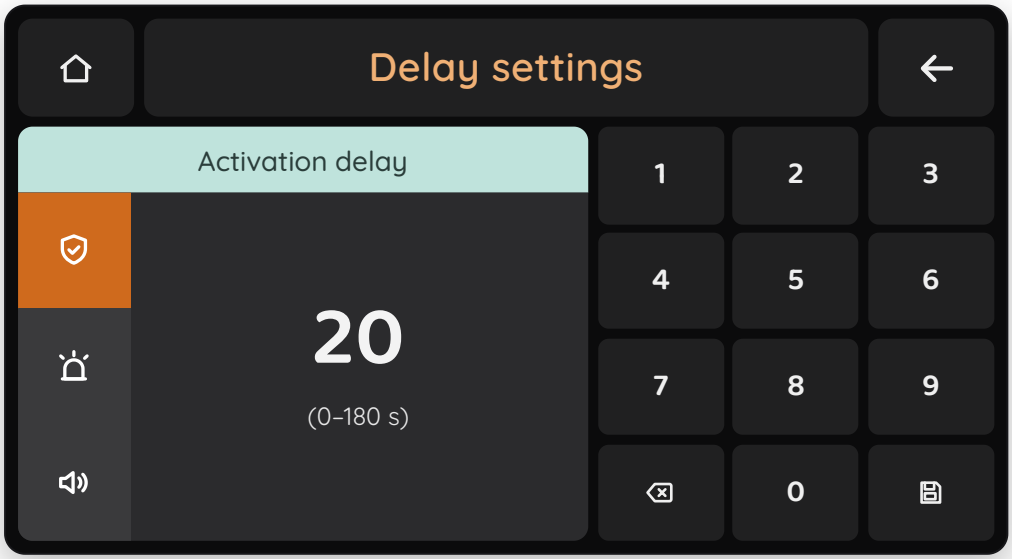


The Security menu: Delay, Alarm and Code

- Code — user code (1234 by default) and system code (9876 by default). Handy against prying eyes: you may type extra digits before or after your code (5–8 digits in total); as long as the right 4 digits appear in the right order, the code is accepted.
- Alarm — panel siren, external siren, siren beep and the delay signal on or off.

Delay: time to get out and to get in

In a motorhome the door is right next to the panel, so short delays are enough. Choose Delay, tap the function you want on the left, enter the number of seconds and store it with the save icon.



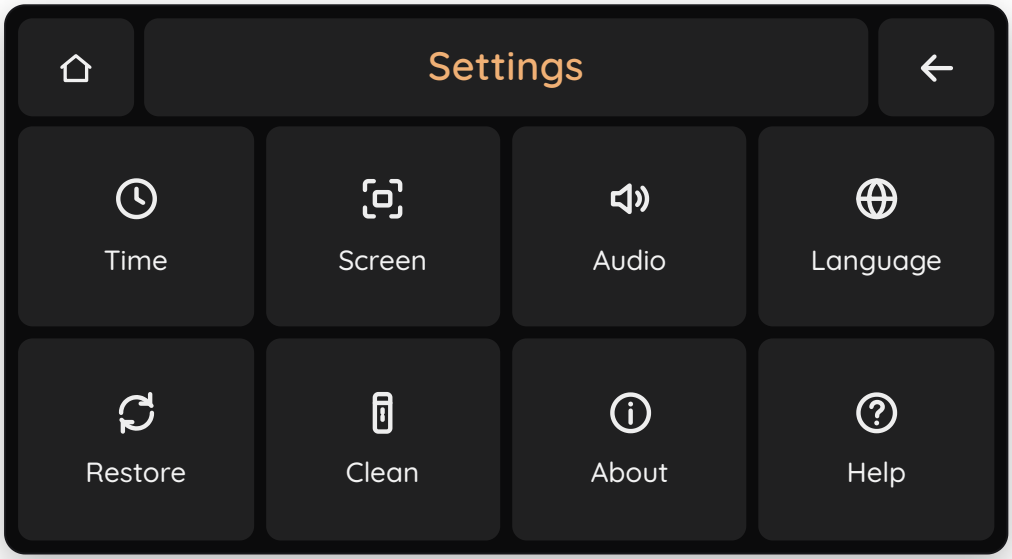
Delay settings — activation delay set to 20 seconds

- Activation delay (shield) — the time between pressing Away and the moment the system is actually armed. 10–20 seconds is enough to step out and close the door; 0 if you always arm with the remote or by text.
- Entry delay (siren icon) — the time you get to disarm after the door sensor has been triggered on your way in. The panel announces “Alarm soon. Turn off!”. With the remote you already disarm before you open the door, so this can be 0.
- Siren time (speaker icon) — how long the siren keeps sounding after an alarm.

GOOD TO KNOW

If the delay signal is switched on under Alarm, the panel beeps while it counts down. That way you can hear exactly how much time you have left.

General settings



The Settings menu

- Time — set the time and the date format.
- Audio — volume, key tones and spoken alerts.
- Screen — screen timeout and brightness.
- Language — English, Dutch, German, French, Spanish, Italian and more.
- Restore — restart or return to factory settings.
- Clean — switches the screen off for 1 minute so you can wipe it.
- About — model, software version and IMEI number.

9 Maintenance & storage

- Batteries — replace an accessory's battery as soon as the panel reports it. Switch the siren off temporarily before opening a sensor, so it does not go off.
- Cleaning — use Clean in the menu and wipe the screen with a dry, soft cloth.
- Firmware — keep the system up to date through About on the panel, or through the app if you have Wi-Fi.

Storage

Is the motorhome parked up for a few months? The best part is that CamperGuard simply keeps guarding — in storage of all places. That works as long as the on-board power stays supplied: the motorhome on 230V, or a leisure battery kept charged by solar panels or a trickle charger. Set the system to Away and your motorhome is guarded all winter.

If there is no power in storage, switch the panel off neatly. In this order:

1. Set the system to Off.
2. Taking the panel off the mounting plate? Then first go to Security → Alarm and switch off the panel siren. The panel has tamper protection that goes off as soon as it comes off the wall plate — this keeps it quiet.
3. Unplug the Autoplug from the 12V socket, or disconnect the converter from the on-board power.
4. Set the backup switch on the back to "OFF".

GOOD TO KNOW

Keep your prepaid SIM card active: make a call with it now and then. Then it is ready to go on the first trip of the season. If you switched off the panel siren, switch it back on when you power up again.

10 Wi-Fi on board? Then the app as well

Calls and text messages via the SIM card always work. If you also have Wi-Fi in the motorhome, you can operate the system through the Smart Life app as well: arming and disarming, viewing the security records and managing your sensors. The panel connects to one Wi-Fi network, so it works best with a network that travels with you:

- A mobile router or 4G hotspot in the motorhome — more and more motorhomes already have one.
- Starlink or another permanent internet connection on board.
- Your phone's hotspot, with a fixed name and password — switch it on when you want to use the app.
- At home on the driveway — connect the panel to your home network if that is where the motorhome mostly stands.

GOOD TO KNOW

The panel remembers the network. If the Wi-Fi drops out, the system simply keeps guarding and reporting via the SIM card; as soon as the same network is back, the app reconnects by itself.

Downloading the app

The panel works with the Smart Life app (iOS and Android). The current links to the app are always on our manuals page:

neroo.eu/pages/manuals

Scan the QR code or go to the link — the latest app links are always there

Create an account or sign in, and grant the app the permissions it needs in your phone's settings.

Connecting the panel

IMPORTANT

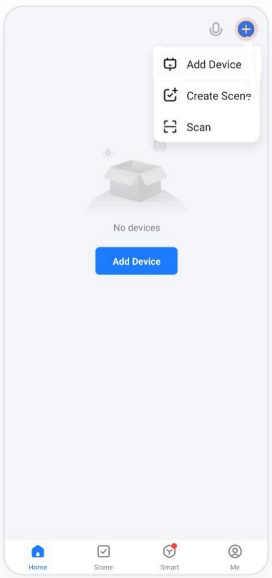
The panel supports 2.4 GHz Wi-Fi networks only. When pairing, switch on both Wi-Fi and Bluetooth on your phone and check that your phone is connected to the 2.4 GHz band. Using your phone's hotspot? Set it to 2.4 GHz.

On the panel, go to Connection → WiFi setup (user code, 1234 by default) and press "Airlink".

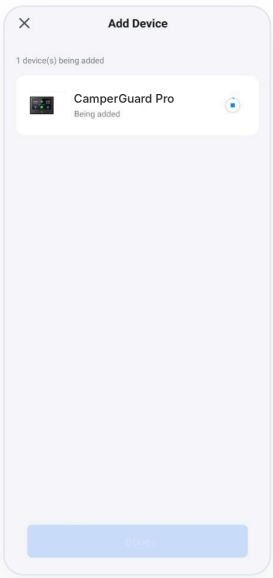


WiFi setup — press Airlink to start pairing

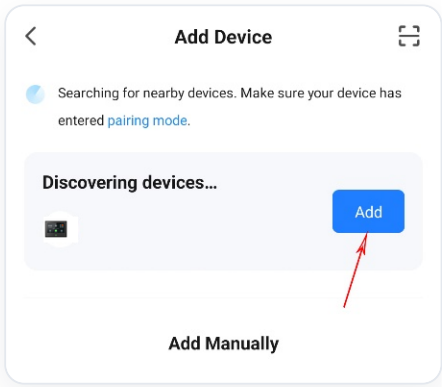
Open the home screen in the app, tap “+” at the top right → “Add Device”. The app finds the panel by itself; tap “Add” next to the device it found.



Tap “+” → Add Device

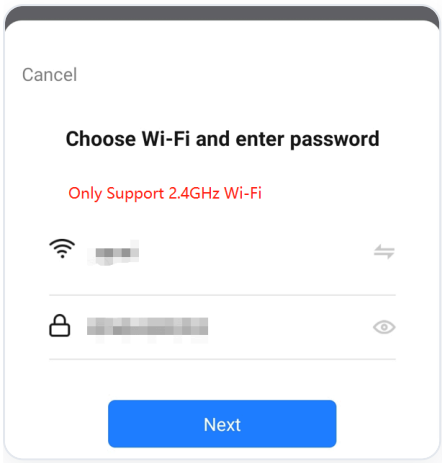


Panel found

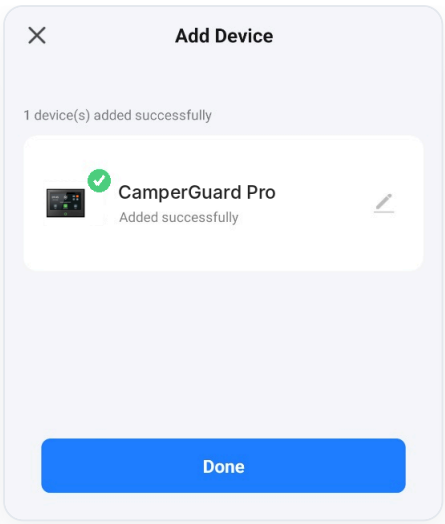


Press Add

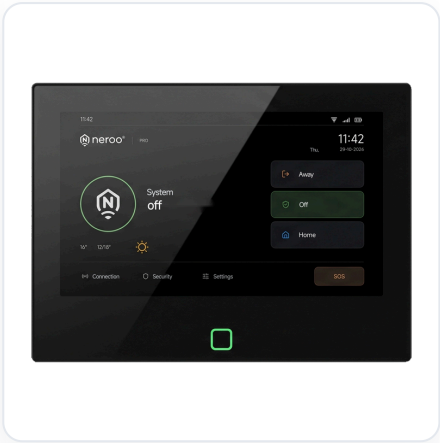
Enter the name and password of your 2.4 GHz Wi-Fi network and press “Next”. Once paired, your panel appears as a device in the app.



Enter your Wi-Fi details



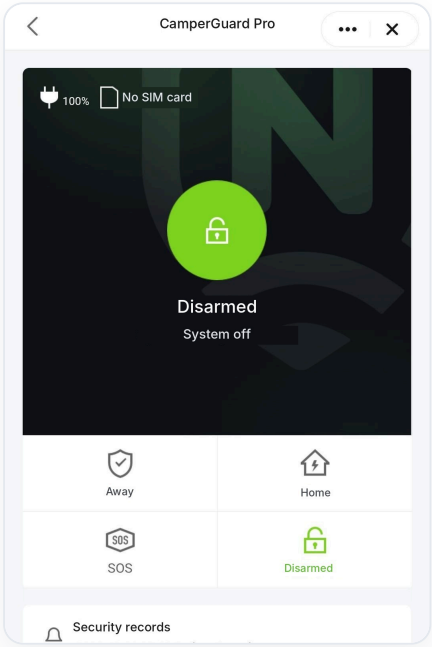
Paired



This is how your panel appears in the app

Using the app

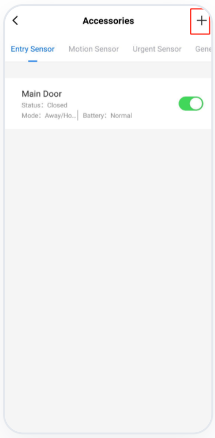
As long as the panel has Wi-Fi, you can operate the system fully remotely: arming and disarming, SOS, the security records and your accessories.

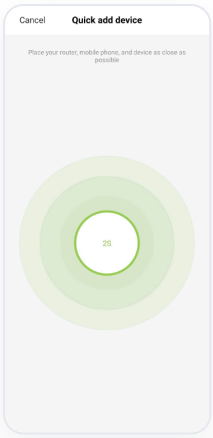


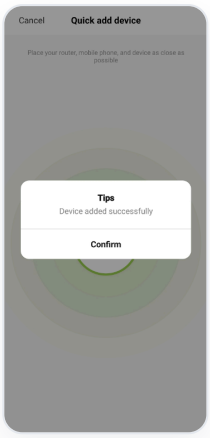
The control screen for your panel in the app

Adding accessories from the app

Open Accessories, press “+” and trigger the accessory to complete pairing.

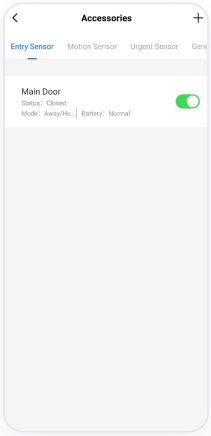


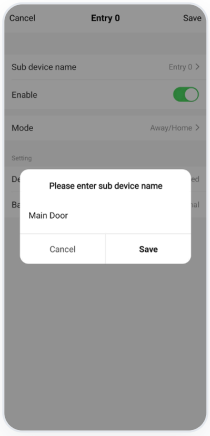




Renaming an accessory

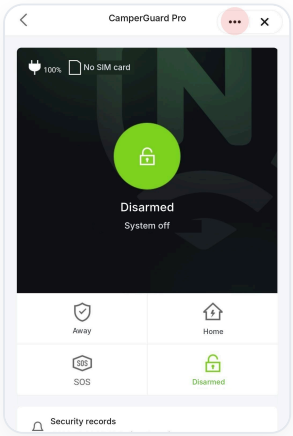
Give every accessory a name you recognise: tap the sub-device name and change it.



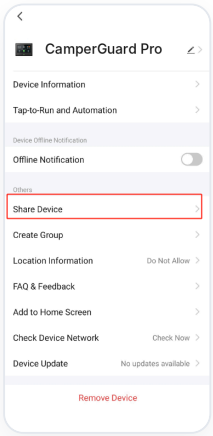


Sharing with your travel companion

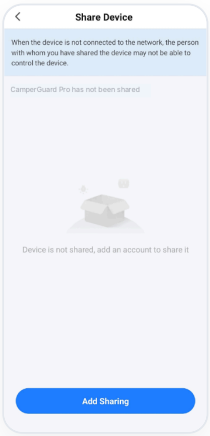
The panel is linked to one app account, but you can easily share it with your travel companion so you can both operate it.



Tap ··· at the top right



Choose Share Device



Add an account

11 Specifications

Screen	7-inch HD touchscreen, 1024×600
Siren	120 dB
Backup battery	5000 mAh — up to 24 hours
Wireless range sensors	± 150 m in open field
Connectivity	4G (nano SIM card, calls and SMS) · Wi-Fi 2.4 GHz
Power	5V via USB-C — Autoplug (12V), converter set 12V→5V or 230V adapter
Consumption	< 5 W
In the box	Autoplug, converter set, mounting plate with 2 adhesive strips, stand
App	Smart Life (iOS & Android)

12 Warranty & support

Your CamperGuard Pro comes with the manufacturer's warranty. Questions, or need a hand? Our team is happy to help.

- E-mail: service@neroo.nl · Phone: +31 85 850 0107
- Manuals, videos and frequently asked questions: neroo.eu/pages/manuals
- At the end of its life, hand the device in as small electronic waste (WEEE).

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