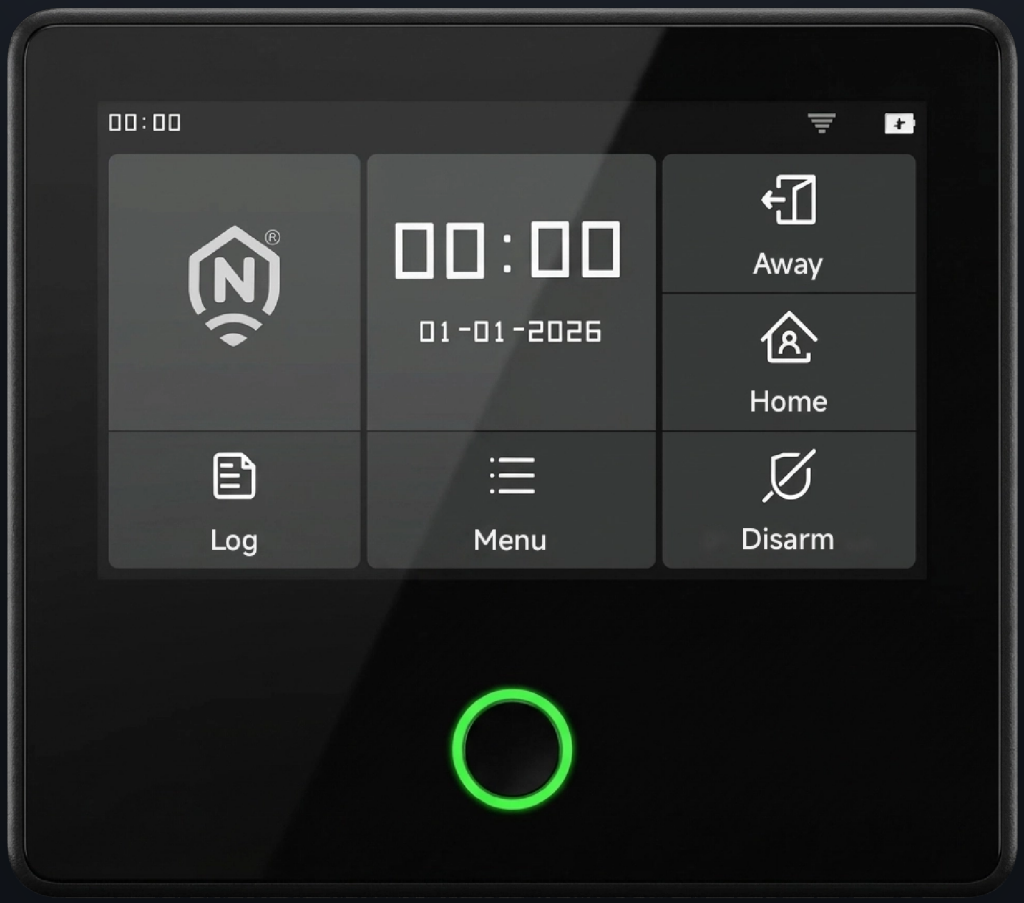
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SECURITY SYSTEM

ShieldLink Plus

User manual

Last updated: 16 November 2026

Welcome

Thank you for choosing the ShieldLink Plus.

You now own a compact, smart security system — with no subscription and no monthly fees. You control everything from the clear touchscreen and remotely through the app. This manual takes you through installing, pairing and using the system 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.

> **GOOD TO KNOW**
> Our short video walkthroughs on neroo.eu give you a visual tour of the system.

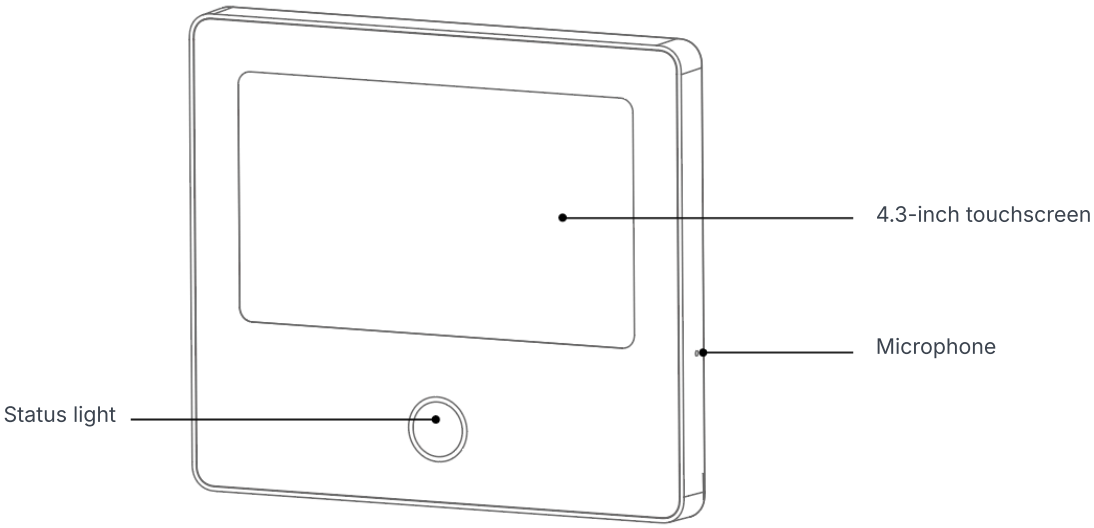
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1 Your ShieldLink Plus at a glance

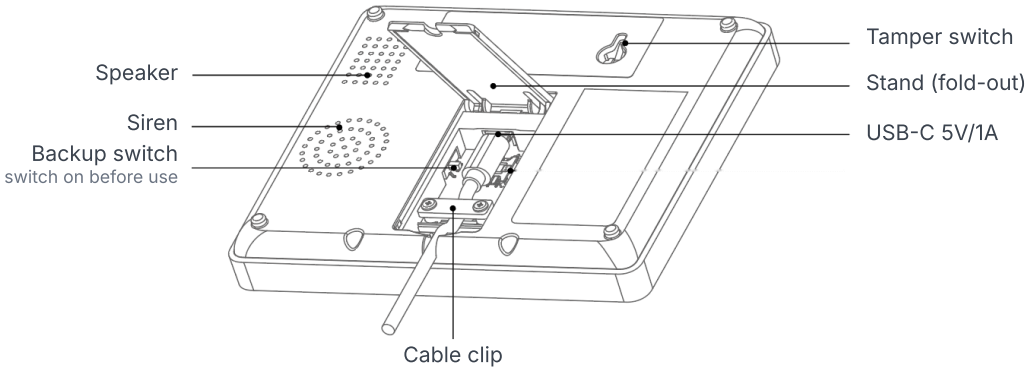
The heart of your security system: a 4.3-inch touchscreen, a built-in 110 dB siren and a 1500 mAh backup battery that takes over if the power fails. All accessories pair wirelessly; you operate the system from the panel or from the app, and notifications reach you through the app.

Front



Touchscreen, microphone and status light

Back



Speaker, siren, power connection and backup switch

GOOD TO KNOW

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

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. Plug the panel into a wall socket with the USB-C cable and the adapter, and set the backup switch on the back to “ON”.
2. Choose your language on the screen. The setup wizard starts automatically.
3. Connect the panel to the app over your 2.4 GHz Wi-Fi network. Your notifications reach you through the app.
4. Pair your first sensor: Menu → Accessories → Sensors → “+”, choose the type and press “+ Pair”.
5. Hang the panel on the wall or stand it up with the stand, and change the default codes.

Test it before you rely on it

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

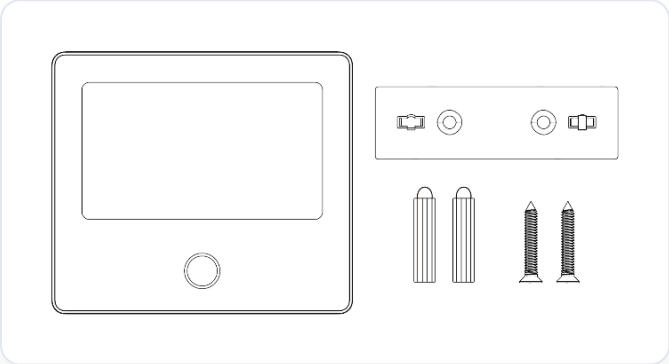
- Sensors — open a door or window and walk past the motion detector: the panel shows the alert.
- Range — test every sensor in its final position, with the doors closed.
- App — set the system to Away from the app and switch it off again; the status on the panel follows immediately.
- Alarm — set the system to Away, wait until arming is complete and open a door. You get a notification on your phone straight away.
- Power — briefly unplug the USB-C cable: the panel keeps running on its battery.

3 Placement & mounting

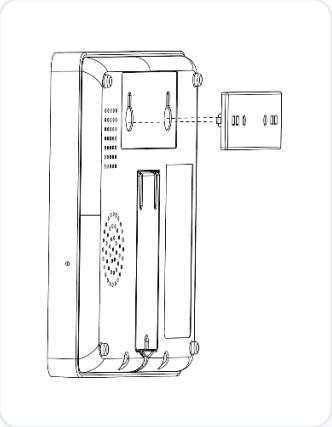
GOOD TO KNOW

Put the panel centrally in the house, so all sensors reach it comfortably, and close to your Wi-Fi router — Wi-Fi is how your notifications reach you. Avoid metal surfaces and load-bearing walls; they shorten the range.

On the wall



Panel, mounting plate, wall plugs and 2 screws



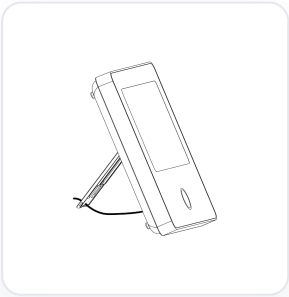
Hanging the panel on the mounting plate

1. Screw the mounting plate to the wall with the wall plugs and the two screws. Make sure the screws are fully tightened and the plate is level.
2. Line up the opening on the back of the panel with the mounting plate and hang the panel on it.

GOOD TO KNOW

Want to run the cable through the wall out of sight? Remove the stand and the cable clip from the back first.

Free-standing



The fold-out stand lets you put the panel on a desk or cabinet

The back has a fold-out stand, so you can put the panel wherever you like — without drilling.

4 Connecting the app

The app is your link to home: this is where your notifications arrive, and you can arm and disarm the system wherever you are.

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 — notifications in particular.

Connecting the panel

IMPORTANT

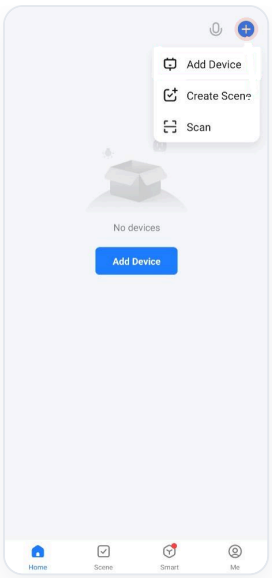
The panel supports 2.4 GHz Wi-Fi networks only. When pairing, switch on both Wi-Fi and Bluetooth on your phone and check that your phone is connected to the 2.4 GHz band.

Set the backup switch to “ON”; the setup wizard appears. Press the Wi-Fi icon. If you are already on the home screen, go to Menu → Settings → WiFi setup (user code, 1234 by default). Press “Airlink”.

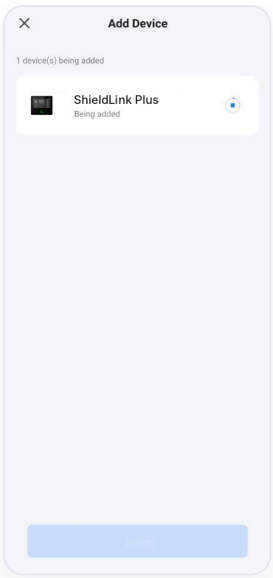


WiFi setup — press Airlink to start pairing

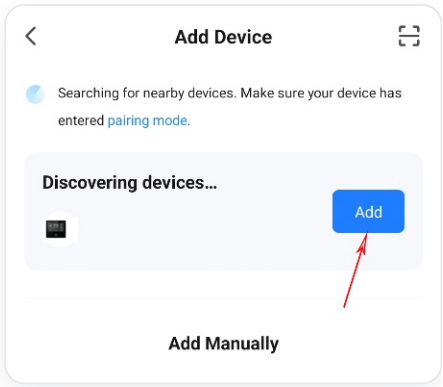
Open the home screen in the app, tap “+” at the top right → “Add Device”. The app finds the panel by itself; tap “Add” next to the device it found.



Tap “+” → Add Device

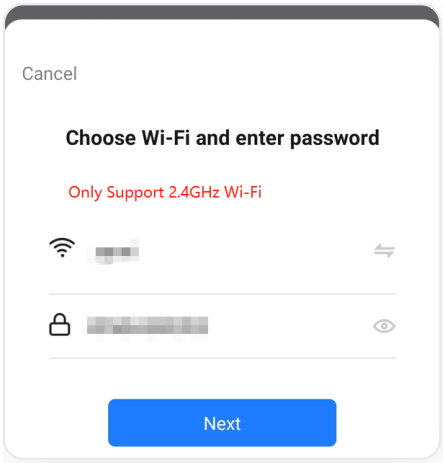


Panel found

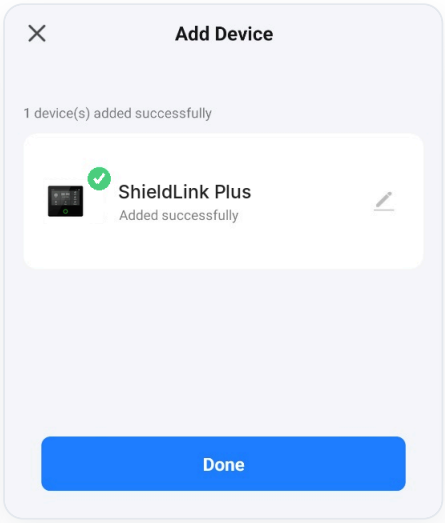


Press Add

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



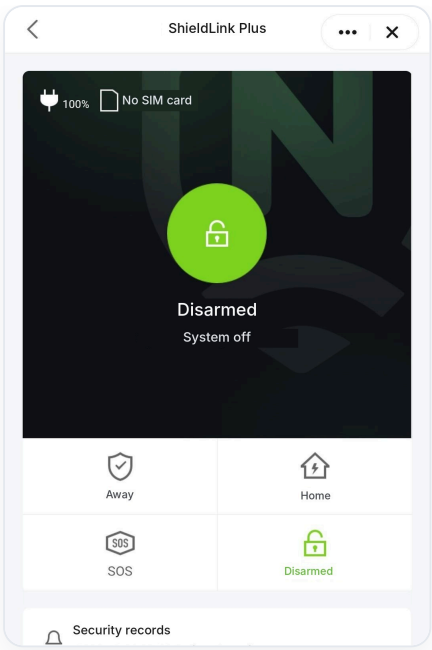
Paired



This is how your panel appears in the app

Using the app

From now on you can operate the system fully remotely: arming and disarming, SOS, the security records and your accessories.



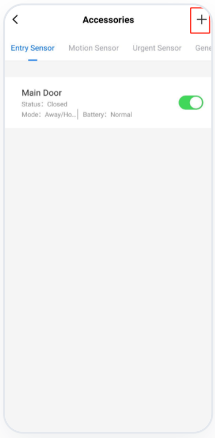
The control screen for your panel in the app

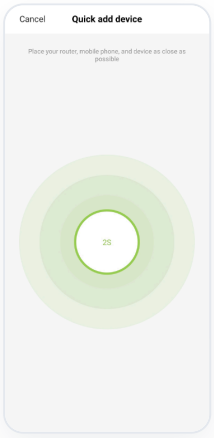
GOOD TO KNOW

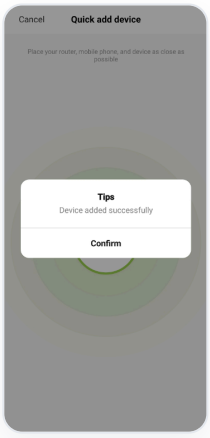
Check in the app settings that the push notification for alarms is switched on, and allow notifications from Smart Life on your phone. That way you know straight away when something happens.

Adding accessories from the app

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

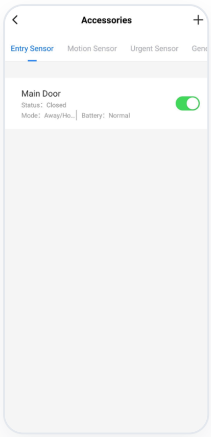


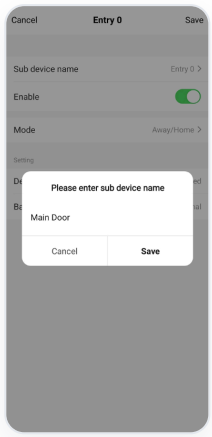




Renaming an accessory

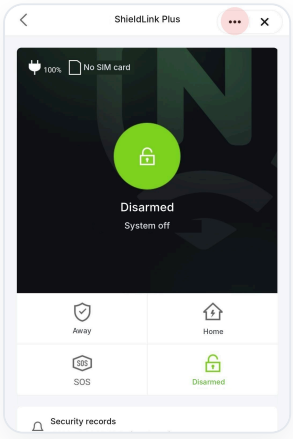
Give every accessory a name you recognise: tap the sub-device name and change it. Names can only be changed in the app.



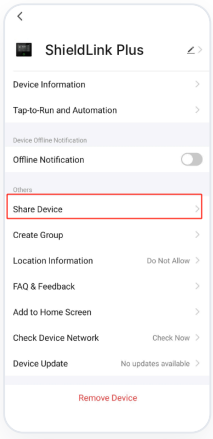


Sharing the device

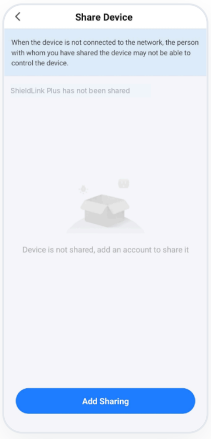
The panel is linked to one app account, but you can easily share it with your family so you manage it together.



Tap ··· at the top right



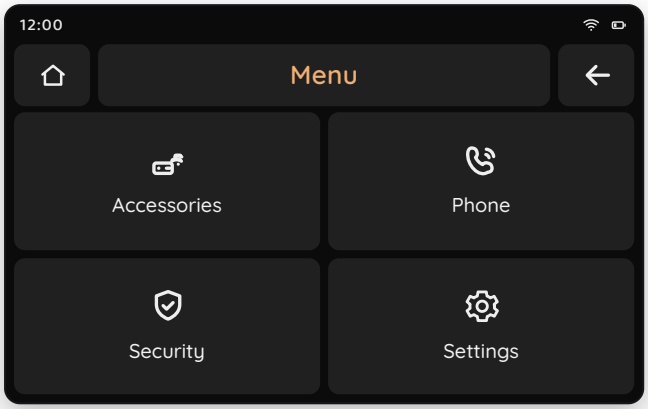
Choose Share Device



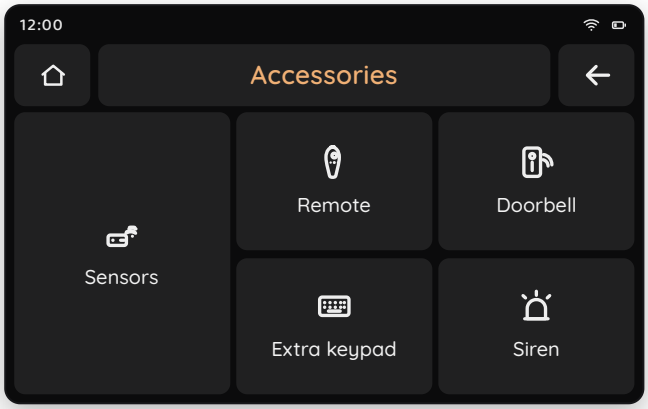
Add an account

5 Pairing accessories

You pair accessories from the app or on the panel. On the panel, go to Menu → Accessories and enter the user code (1234 by default).



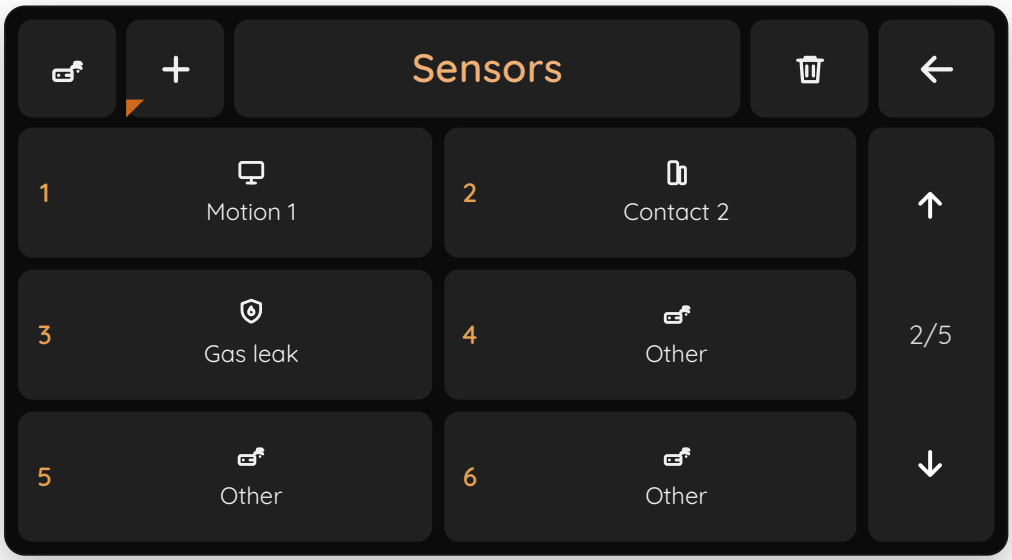
Menu



The Accessories menu

- Sensors — door and window sensors, motion detectors, SOS buttons, smoke and gas detectors.
- Remote — the QuickLink remote controls.
- Doorbell — a wireless doorbell button: the panel then plays a chime.
- Extra keypad — a wireless keypad.
- Siren — an external siren, which keeps working during a power cut.

For a sensor, choose Sensors → "+" and the type: Entry (door/window), Motion, Urgent (SOS, smoke, gas — always active) or General (other sensors, including other brands). Set the mode and any delay, press "+ Pair" and trigger the sensor. Then give it a clear name in the app.



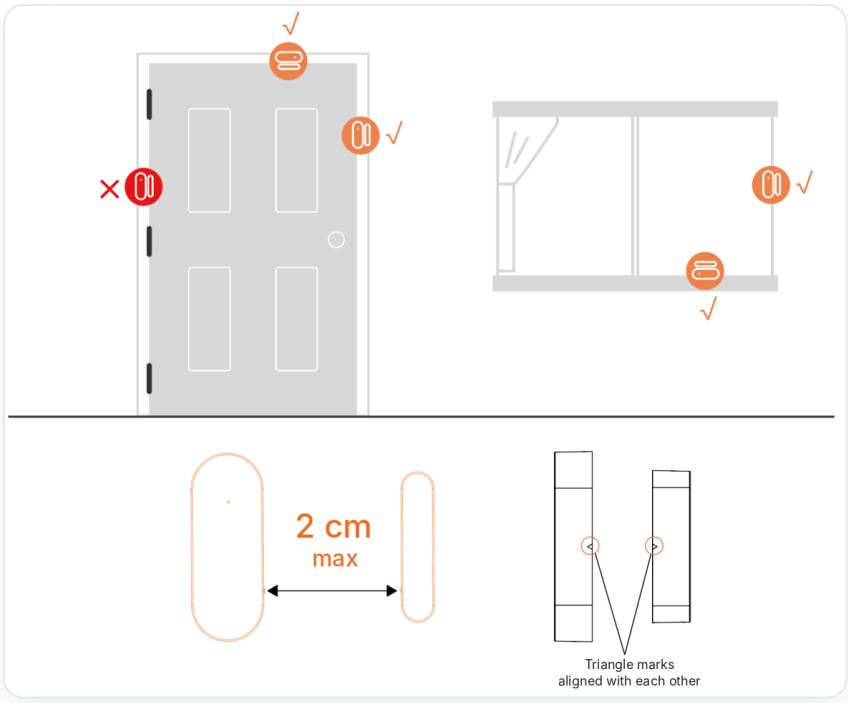
Overview of paired sensors

GOOD TO KNOW

The panel works with 433 MHz accessories (EV1527). You can pair up to 160 sensors, 6 remotes, 6 doorbells and 6 keypads. RFID tags (QuickTag) are not supported.

Door/window contact — LockSense

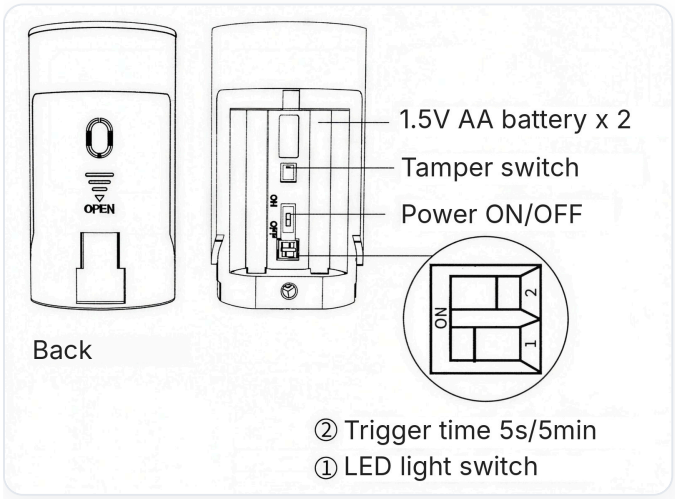
Choose Sensors → “+” → Entry and pull the two parts apart to pair. Mount the transmitter (the large part) on the frame and the magnet (the small part) on the moving part, no more than 1.5 cm apart (2 cm for the LockSense Pro). Clean the surface and fix them with the supplied tape. When the door opens, the light on the transmitter comes on for 2 seconds — that means it is positioned correctly.



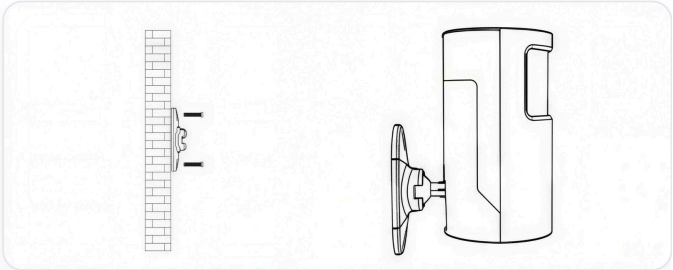
Mounting on frame and door/window — the triangle marks on both parts directly opposite each other

Motion detector — ShieldSense

Choose Sensors → “+” → Motion and move in front of the sensor until the light comes on. Mount it 2.0–2.2 metres high, in a corner or on a flat wall, with a clear view. Do not point the sensor at radiators, air conditioning or ventilation.



Back: batteries (2× AA), power switch and the setting switches



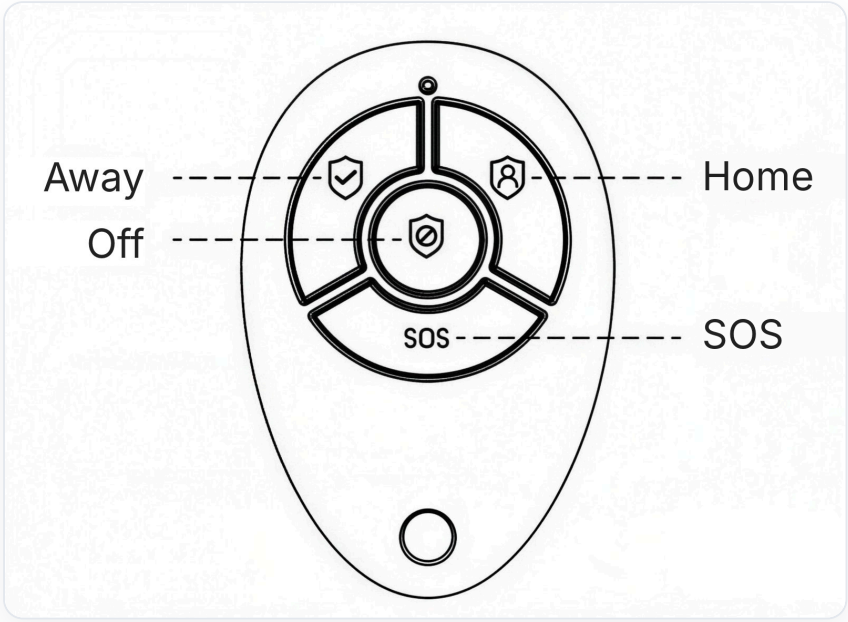
Screw the base down, click the detector on

GOOD TO KNOW

Switch 2 (trigger time) sets how quickly the detector reports again: 5 seconds for testing, 5 minutes for everyday use — which saves the battery. Switch 1 turns the light on or off. Keep pets away from the detector.

Remote control — QuickLink

Choose Remote → “+” and press a button on the remote. The remote is then paired.



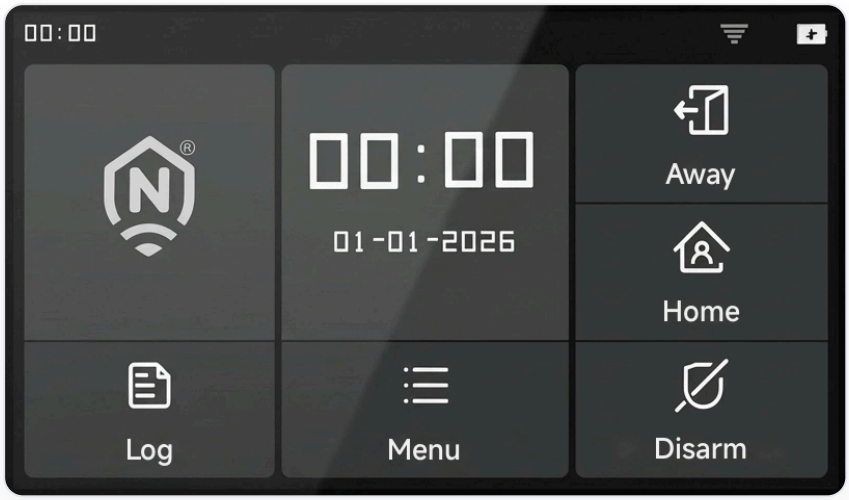
Button layout: Away, Home, Off and SOS

Doorbell and SOS button

Pair the multifunction button as a doorbell (Doorbell → “+”, then press the button) or as an SOS button (Sensors → “+” → Urgent). As an SOS button it always raises the alarm immediately, even when the system is off.

6 Everyday use

On the home screen one press switches between modes. Log shows you what has happened; Menu takes you to all the settings.



The home screen of the panel

The alarm modes

Away

The system is fully armed. As soon as a sensor is triggered, the alarm goes off — after the entry delay, if you have set one.

Home

Partially armed. Only the sensors you assigned to this mode (downstairs, for example) are active. Ideal for the night.

Off

The system is off. Only the SOS button and sensors set to "Always" can still raise an alarm.

For each sensor you decide when it is active: in both modes (Away & Home), Away only, always active (ideal for smoke, gas or water detectors) or off. Want to move around freely inside while the system is set to Home? Then set the motion detectors to Away only.

The status light

Light	Meaning
Green	The system is off
Yellow	The system is armed (Away or Home)
Red	Alarm
Flashing yellow/green	Activation delay running — time to leave
Flashing red/green	Entry delay running — disarm now

Log

Under Log you find the alarm log (cause, source and time of every alarm) and the activation log (who or what armed or disarmed the system, and when). The panel keeps the last 160 alarms and 80 arming and disarming events.

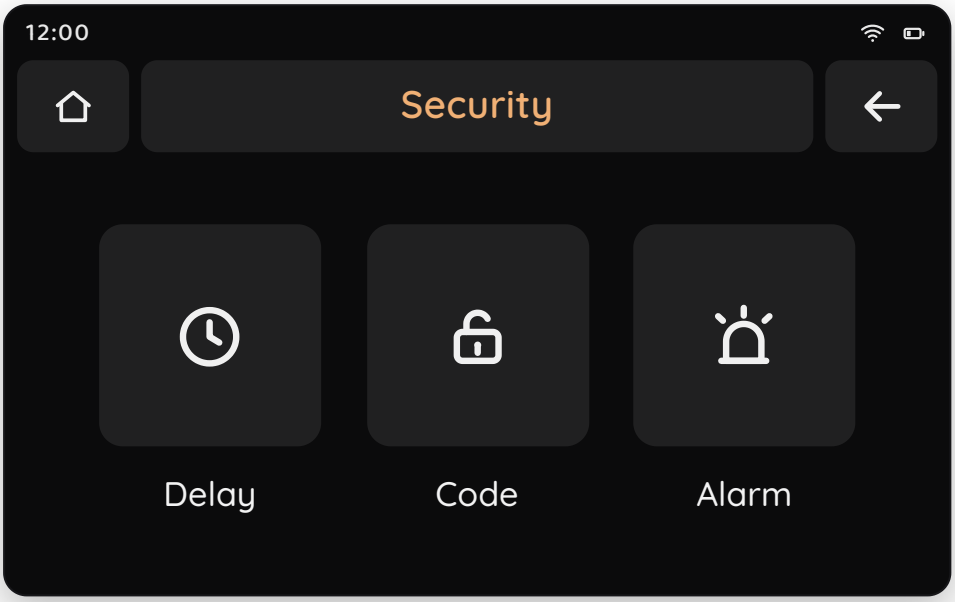
Voice control

The ShieldLink Plus works with Google Assistant and Amazon Alexa. Link Smart Life in your voice assistant's app and say, for example, “turn on the alarm”.

7 Settings

Security & codes

Under Menu → Security you find the delays, the codes and the alarm settings. You need the system code for this.

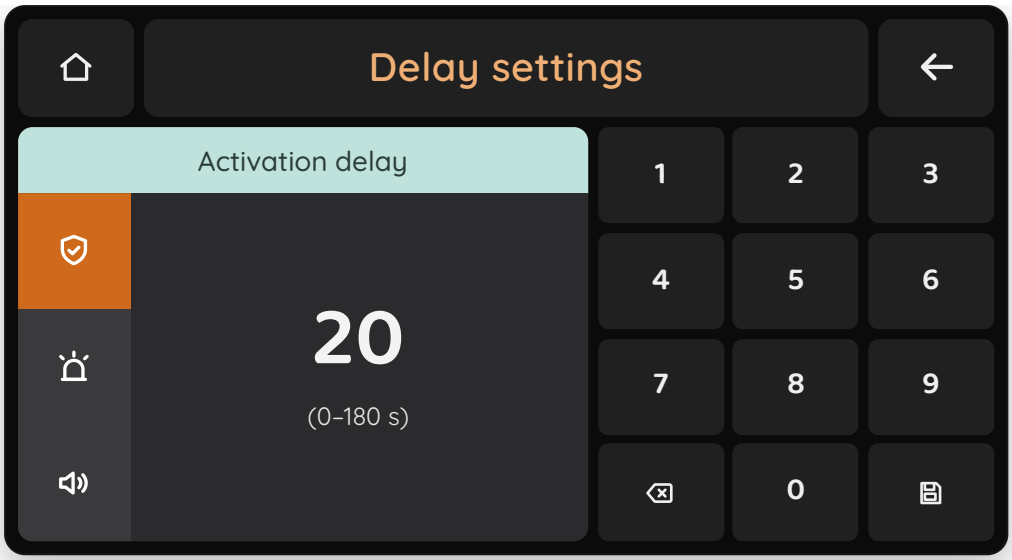


The Security menu: Delay, Code and Alarm

- 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. If you switch on code validity, you do not need to enter the code again for 2 minutes while the screen stays on.
- Alarm — panel siren, external siren, siren beep and the delay signal on or off.

Delay: time to walk out and to come back in

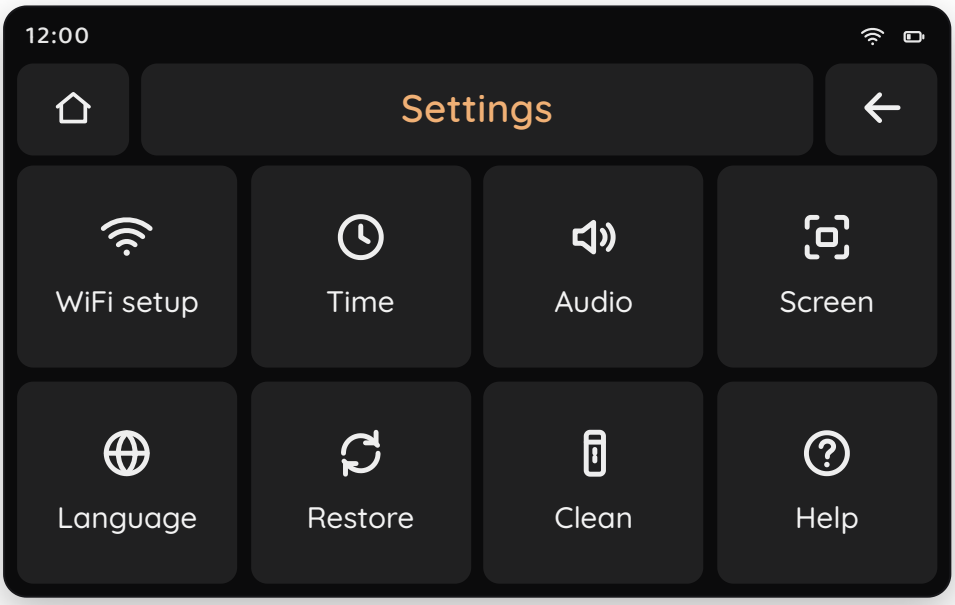
Without a delay the alarm goes off the moment you open the door yourself. The delays give you time to leave the house, and time to switch the system off when you come home. Choose Delay, tap the function you want on the left, enter the number of seconds and store it with the save icon.



Delay settings — activation delay set to 20 seconds

- Activation delay — the time between pressing Away and the moment the system is actually armed. Set this to 20–30 seconds, for example, if you operate the panel at the front door; 0 if you always arm from the app or the remote.
- Entry delay — the time you get to switch the system off after a sensor has been triggered on your way in. For most homes 15–30 seconds is plenty.
- Siren time — how long the siren keeps sounding after an alarm.

General settings



The Settings menu

- WiFi setup — connect the panel to the app (again), for example after getting a new router.
- Time — set the time and the date format.
- Audio — volume, key tones, spoken alerts and the doorbell volume.
- 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.
- Help — manual, model and software version.

8 Maintenance & troubleshooting

- Batteries — replace an accessory's battery as soon as the panel or the app 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 the app (Device Update).

What you notice	Solution
A sensor or remote does not respond	Replace the battery, clean the contacts and pair the accessory again
A door sensor does not report	Move the transmitter and magnet closer together (max. 1.5 cm)
The panel does not raise an alarm	Check that the system is armed and that the sensor is not too far away
Pairing with Wi-Fi fails	Use a 2.4 GHz network and move the panel closer to the router
The range is getting shorter	Check the power supply and whether other wireless equipment nearby is causing interference

9 Specifications

Screen	4.3-inch IPS touchscreen
Siren	110 dB
Backup battery	1500 mAh lithium
Power	USB-C 5V/1A (adapter included)
Wireless	433 MHz (EV1527)
Accessories	Max. 160 sensors, 6 remotes, 6 doorbells, 6 keypads
Connectivity	Wi-Fi 2.4 GHz
Dimensions	120 × 105 × 15.5 mm
In the box	ShieldLink Plus, mounting plate with wall plugs and screws, adapter, USB-C cable (1 m)
App	Smart Life (iOS & Android) · Google Assistant & Alexa

10 Warranty & support

Your ShieldLink Plus 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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