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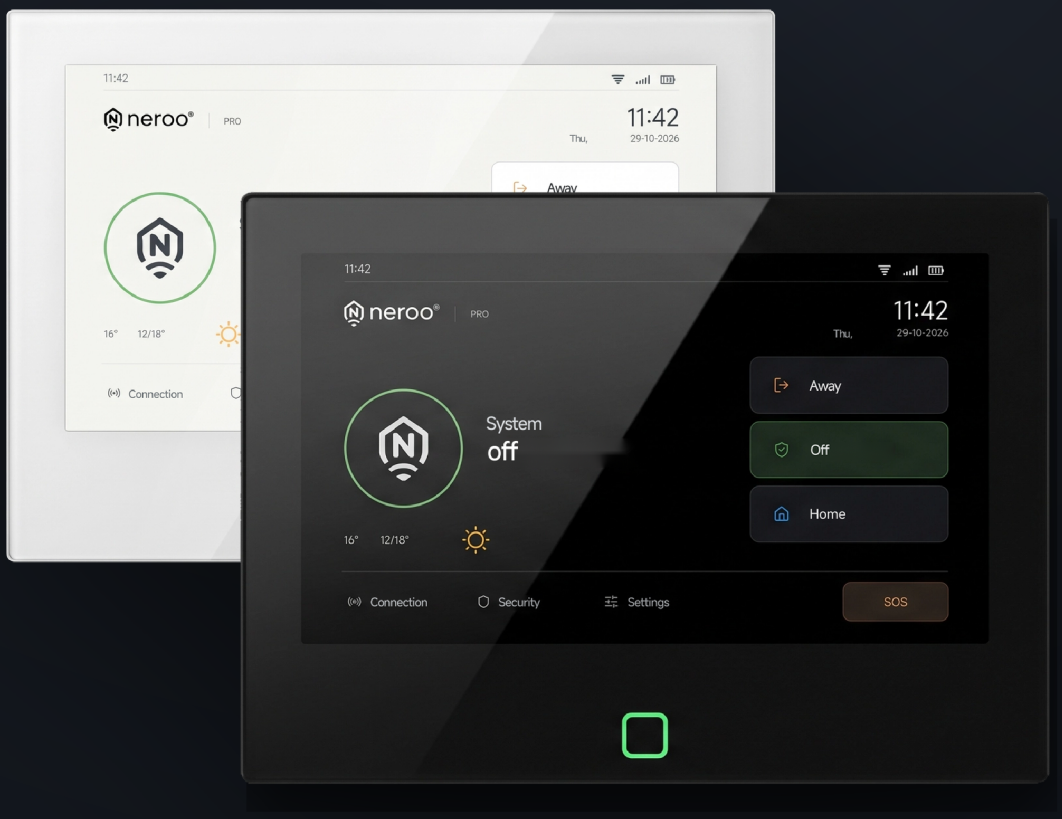

SECURITY SYSTEM

ShieldLink Pro

User manual

Last updated: 11 November 2026

Welcome

Thank you for choosing the ShieldLink Pro.

You now own a complete, 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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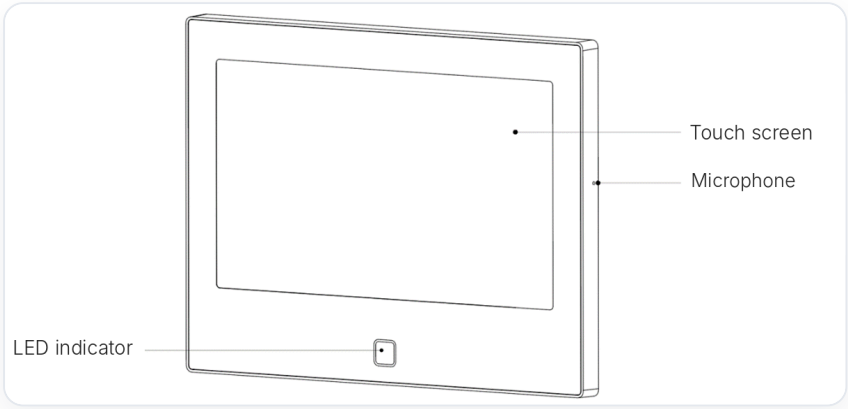
1 Your ShieldLink Pro at a glance

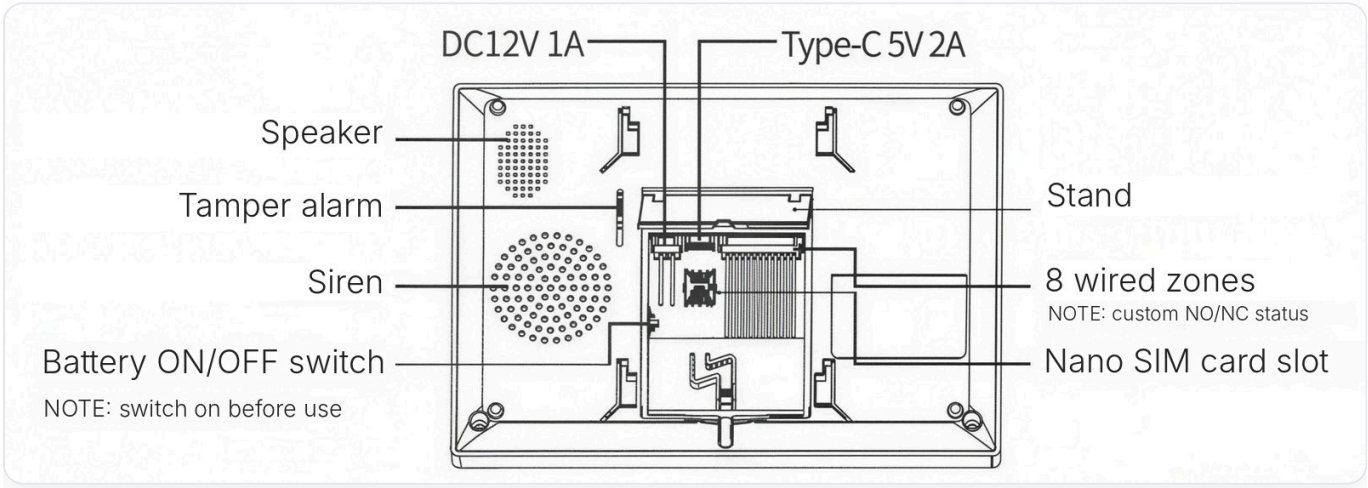
The heart of your security system: a 7-inch HD touchscreen (1024×600), a powerful 120 dB siren and a built-in 5000 mAh backup battery. All accessories pair wirelessly; you operate the system from the panel or from the app.

Front



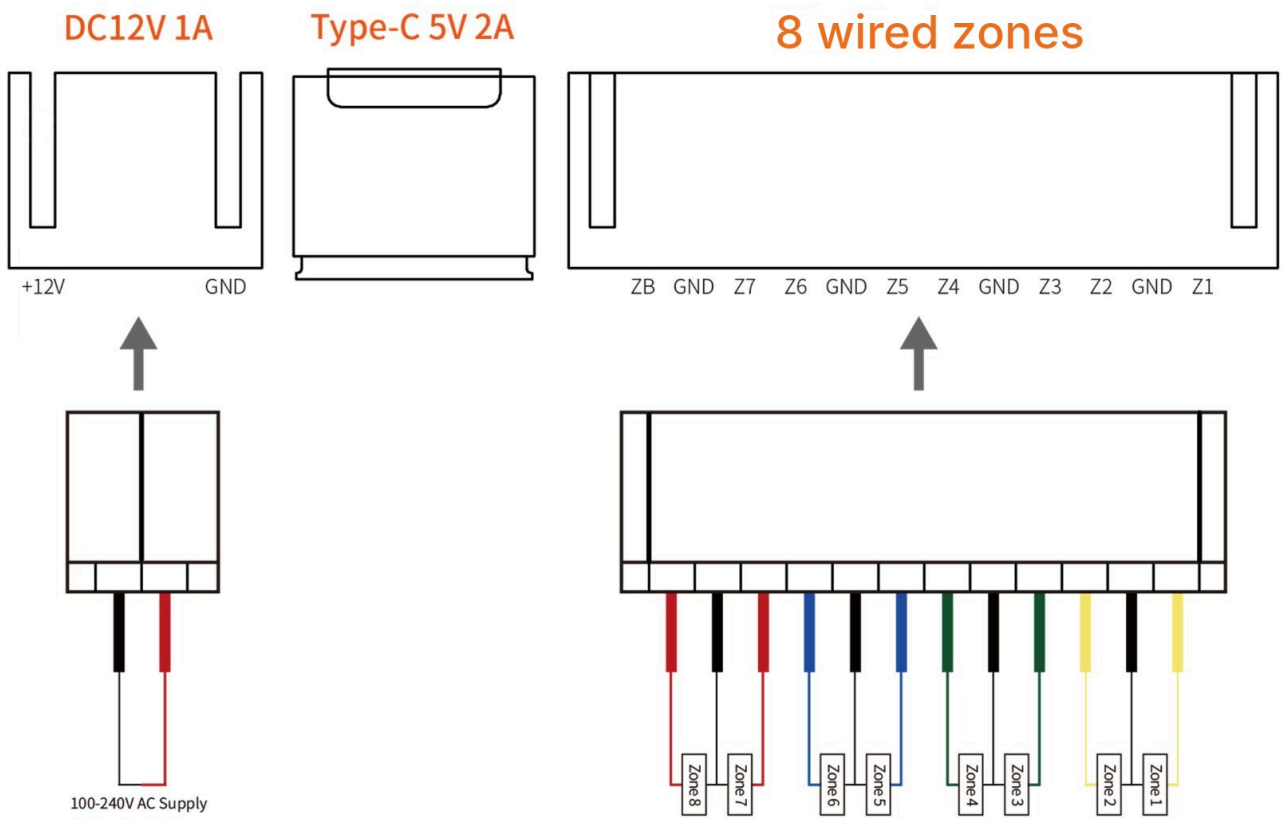
Touchscreen, microphone and LED indicator

Back



Speaker, siren, connections, SIM slot and backup switch

Connections



Note: power input: 12V/1A or 5V/2A USB-C port.
Use only one of the two at a time; never connect both together.

Power via 12V/1A or USB-C 5V/2A, plus 8 wired zones

GOOD TO KNOW

For normal use you only connect the power: the 12V adapter goes into the wall socket and its cable into +12V and GND — or you use a USB-C cable instead. Never both at once; you never wire anything to mains voltage yourself. The 8 wired zones are optional and only needed if you want to connect wired sensors.

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 power (12V adapter or USB-C) and set the backup switch on the back to “ON”.
2. Choose your language on the screen. The setup wizard starts automatically.
3. Insert a nano SIM card if you want to be called or texted when the alarm goes off — also useful as a backup without Wi-Fi.
4. Connect the panel to the app over your 2.4 GHz Wi-Fi network.
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:

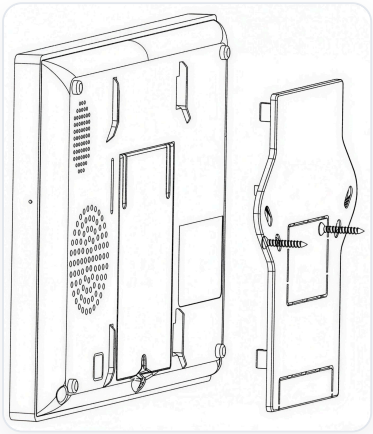
- Sensors — open a door or window and walk past the motion detector: the panel shows the alert.
- Range — test every sensor in its final position, with the doors closed.
- App — set the system to Away from the app and switch it off again; the status on the panel follows immediately.
- SIM card — call your own number from the panel (see The SIM card).
- Alarm — set the system to Away, wait until arming is complete and open a door. You get a notification on your phone and, with a SIM card, a text message and a call.

3 Placement & mounting

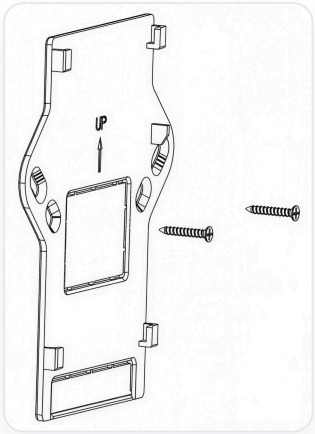
GOOD TO KNOW

Put the panel centrally in the house, so all sensors reach it comfortably, and somewhere with a stable Wi-Fi signal — Wi-Fi is needed for the app connection, not for the sensors. The wireless range of the sensors is about 150 metres (Elite versions up to 500 metres) in open field; walls and floors shorten that. Avoid metal surfaces and load-bearing walls.

On the wall



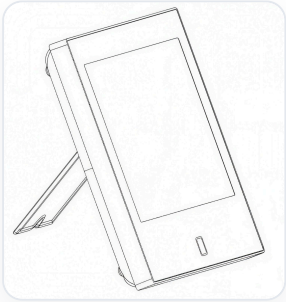
1. Fix the mounting plate to the wall with the screws



2. Line the panel up with the plate and click it into place

Make sure all screws are fully seated in the wall and the mounting plate is level. For a concealed wired installation, remove the bracket and the cable clip.

Free-standing



The stand lets you put the panel on a desk or table

With the supplied stand you can place the panel without drilling — anywhere in the house.

4 The SIM card

With a SIM card the panel can call and text you when the alarm goes off. That works completely independently of your internet: even if the Wi-Fi or the power fails, the 5000 mAh backup battery keeps the panel running and reporting — up to 24 hours, depending on how often the siren and the screen are active.

GOOD TO KNOW

You get alerts in two ways. App notifications (push) travel over your Wi-Fi/internet. Calls and text messages travel over the SIM card and work without internet as well. The app works perfectly without a SIM card — the SIM is purely for calls and texts when the alarm goes off.



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.
- 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.

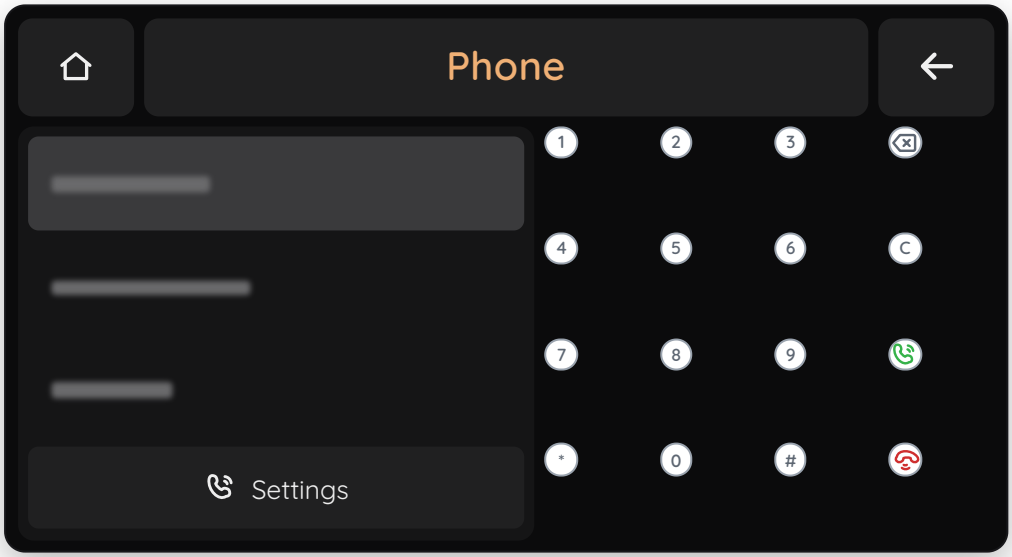
1. First slide the metal flap up, towards OPEN. That unlocks the holder.
2. Now fold the SIM holder open. This only works once the flap has been slid to OPEN — do not force it.
3. Place the nano SIM card in the holder, with the angled corner following the arrow.
4. Fold the holder shut and slide the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



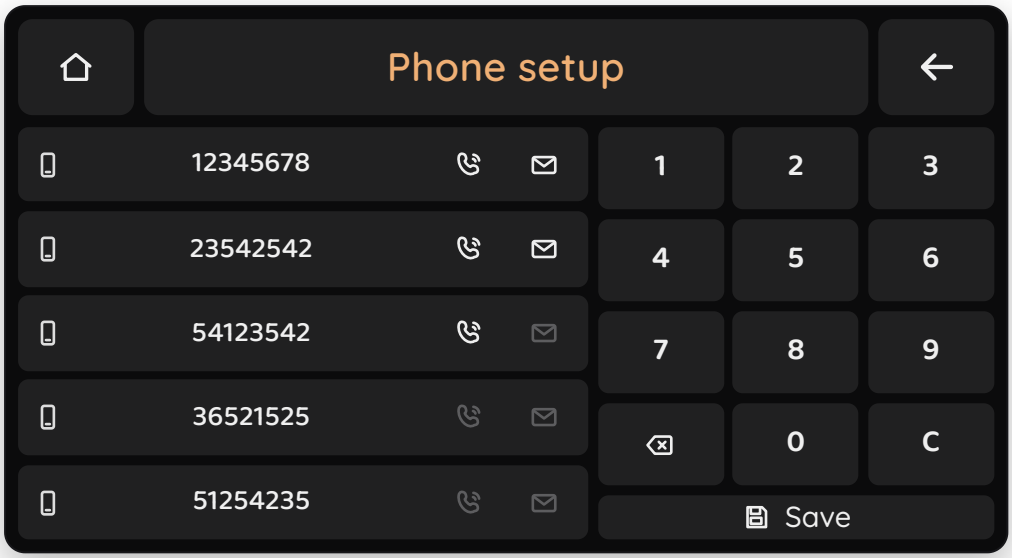
Testing the SIM card from the keypad on the panel

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.

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.



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 can also operate the system with SMS commands:

#	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. Commands from other numbers are ignored.

5 Connecting the app

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

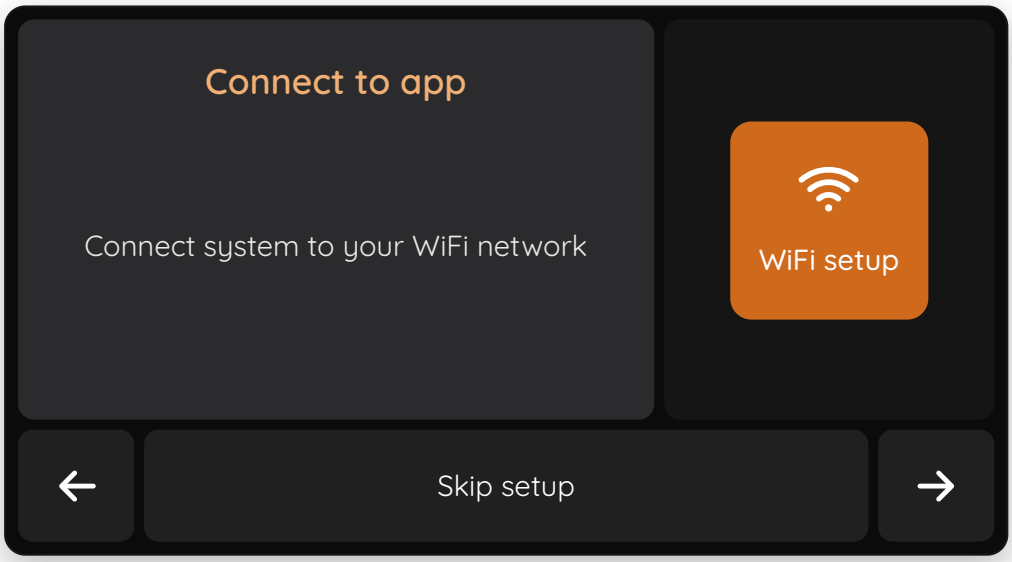
Create an account or sign in, and grant the app the permissions it needs in your phone's settings.

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.

Set the backup switch to “ON”; the setup wizard appears. If you are already in the main menu, go to Connection → WiFi setup (user code, 1234 by default) and press “Airlink”.

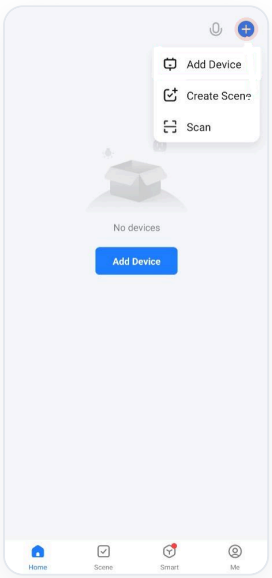


Setup wizard — press the WiFi icon

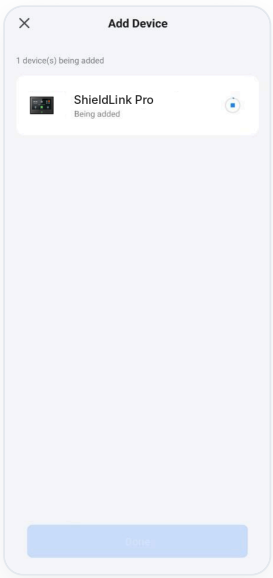


WiFi setup — press Airlink to start pairing

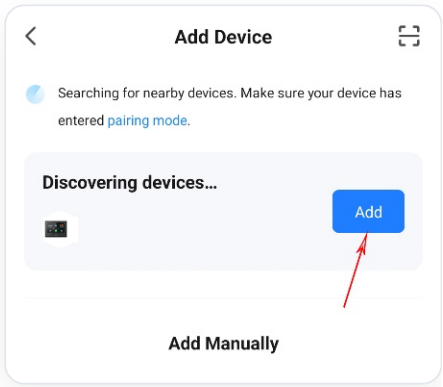
Open the home screen in the app, tap “+” at the top right → “Add Device”. The app finds the panel by itself; tap “Add” next to the device it found.



Tap “+” → Add Device

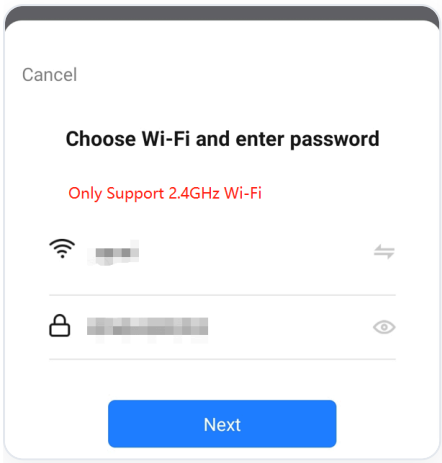


Panel found

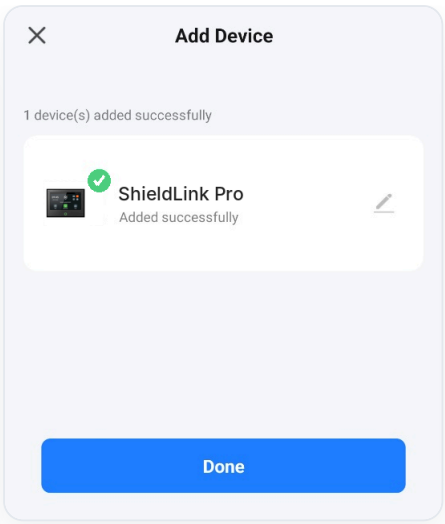


Press Add

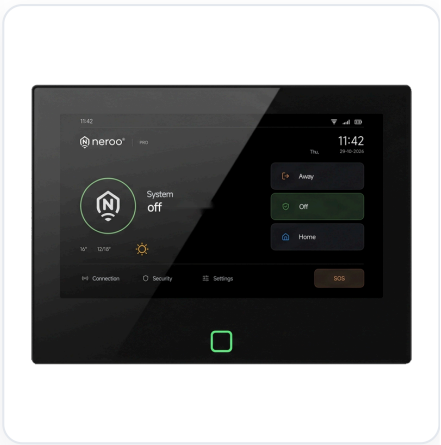
Enter the name and password of your 2.4 GHz Wi-Fi network and press “Next”. Once paired, your panel appears as a device in the app.



Enter your Wi-Fi details



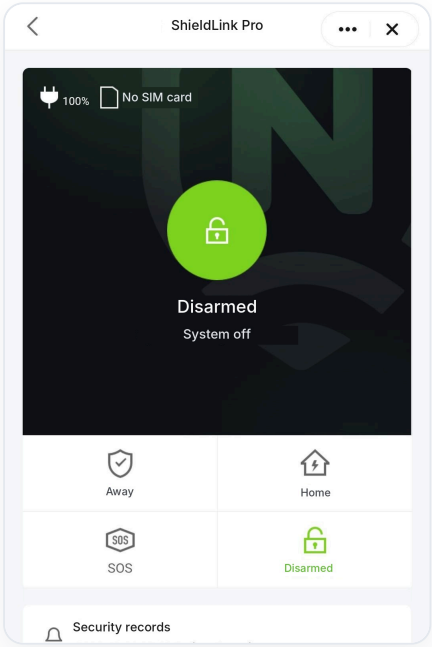
Paired



This is how your panel appears in the app

Using the app

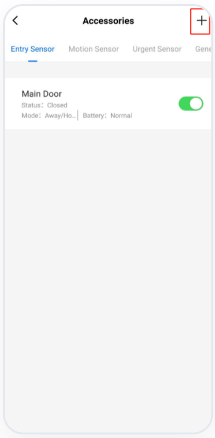
From now on you can operate the system remotely: arming and disarming, SOS, the security records and your accessories.

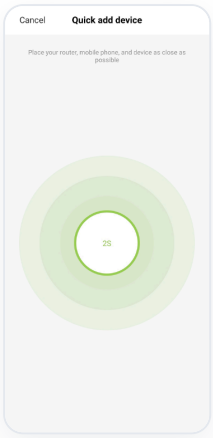


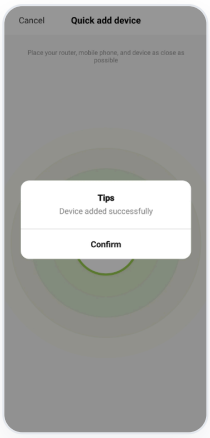
The control screen for your panel in the app

Adding accessories from the app

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

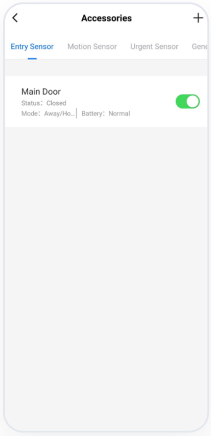


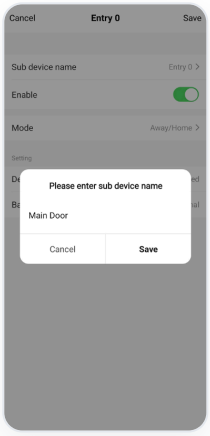




Renaming an accessory

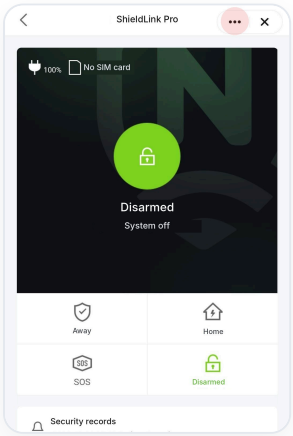
Give every accessory a name you recognise: tap the sub-device name and change it.



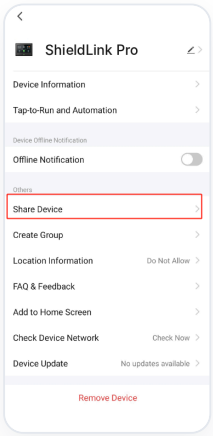


Sharing the device

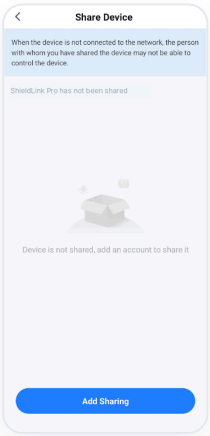
The panel is linked to one app account, but you can easily share it with your family so you manage it together.



Tap ··· at the top right



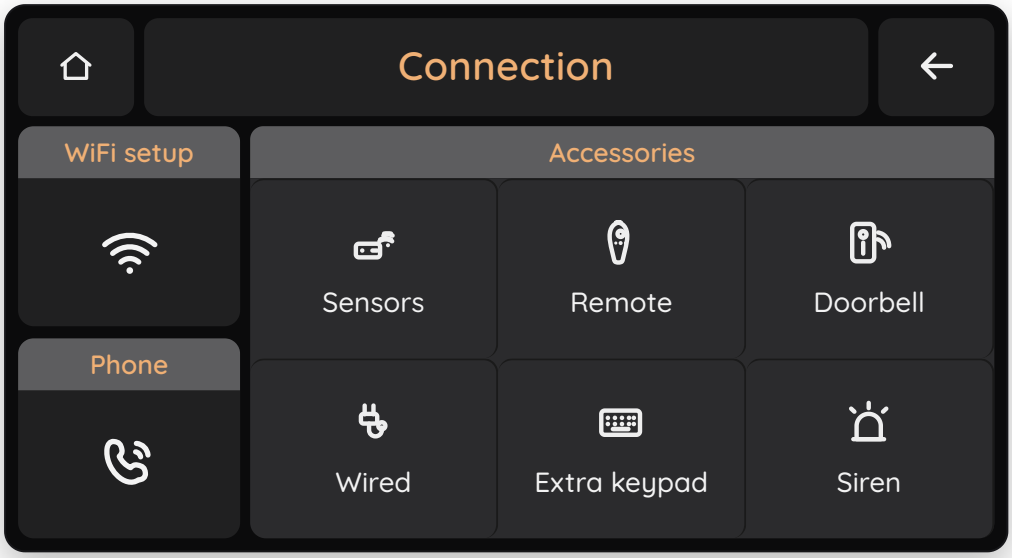
Choose Share Device



Add an account

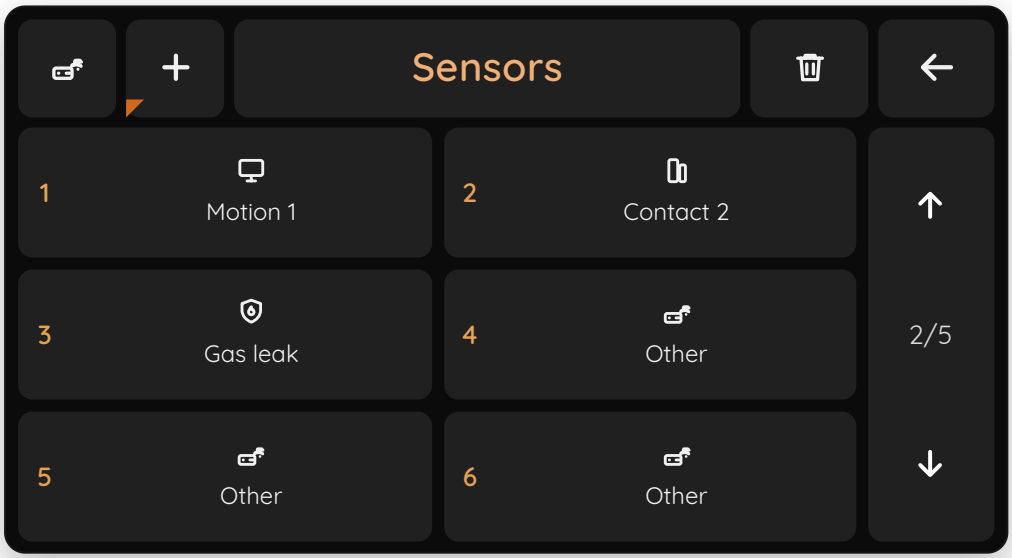
6 Pairing accessories

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



The Connection menu with the accessory categories

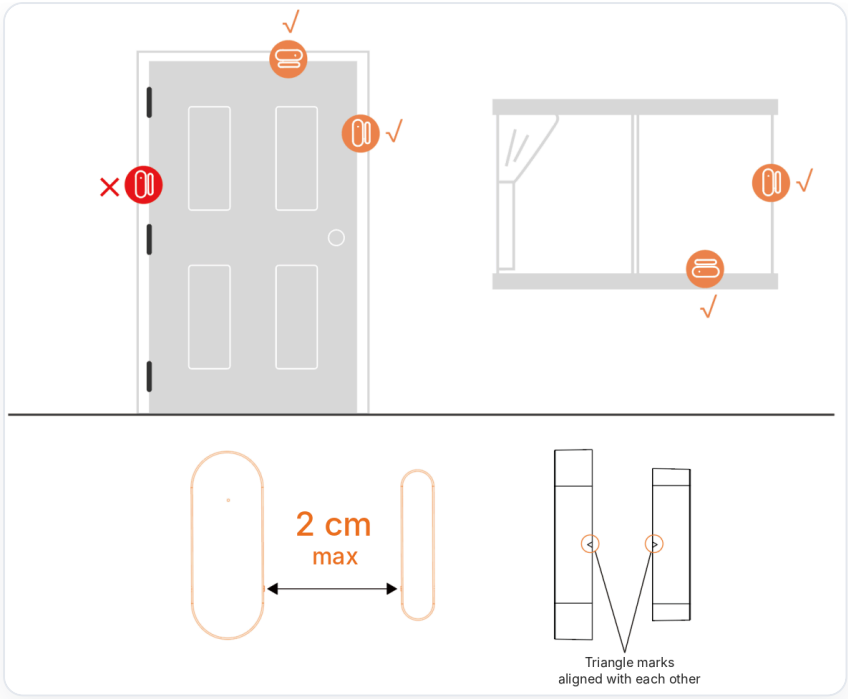
Tap Connection at the bottom left of the home screen, enter the user code (1234 by default) and choose Sensors. Then choose the type, press “+ Pair” and trigger the accessory. Afterwards you can give it a clear name in the app.



Overview of paired sensors

Door/window contact — LockSense Pro

Choose Sensors → “+ Pair” → Magnet 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. Clean the surface and fix them with the supplied tape.



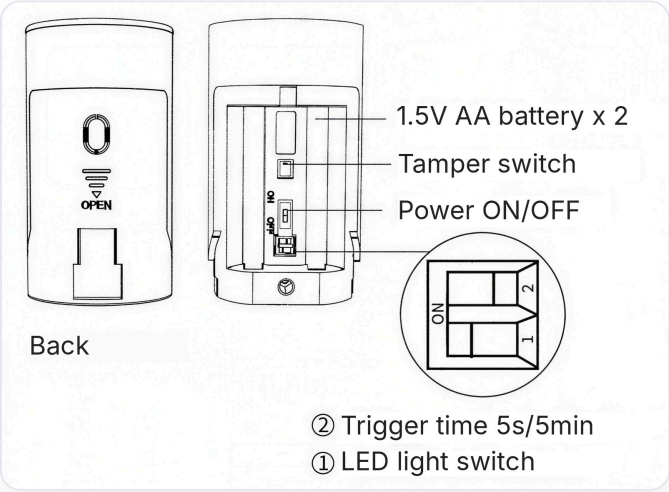
Mounting on frame and door/window — the triangle marks on both parts directly opposite each other

GOOD TO KNOW

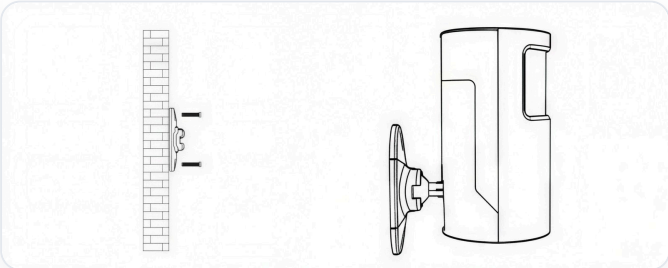
The LockSense Pro works up to a maximum of 2 cm between the two parts (the standard LockSense up to 1.5 cm). Battery: CR2450 ×2 — slide the back cover aside to replace them.

Motion detector — ShieldSense Pro

Choose Sensors → "+ Pair" → 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

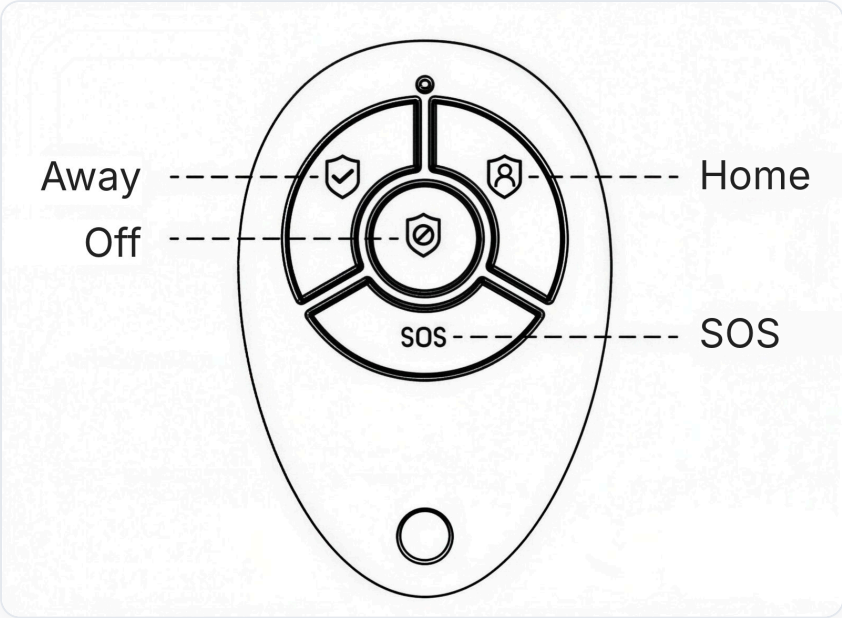
Switch 2 (trigger time) sets how quickly the detector reports again: 5 seconds for testing, 5 minutes for everyday use — which saves the battery. Switch 1 turns the LED light on or off.

GOOD TO KNOW

Keep pets away from the immediate area in front of the sensor to avoid false alarms.

Remote control — QuickLink

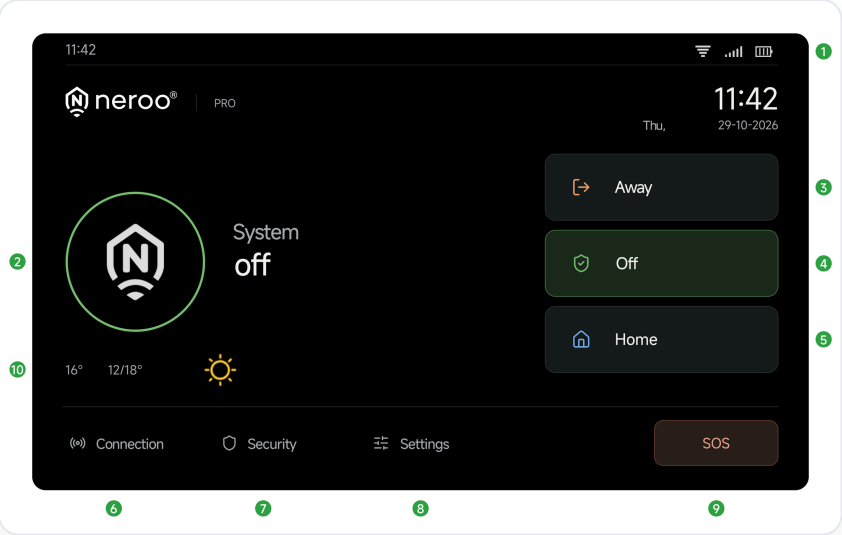
Choose Remote → “+ Pair” and press a button while the panel counts down. The remote is then paired.



Button layout: Away, Home, Off and SOS

7 Everyday use

You operate the system from the touchscreen or from the app. 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

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

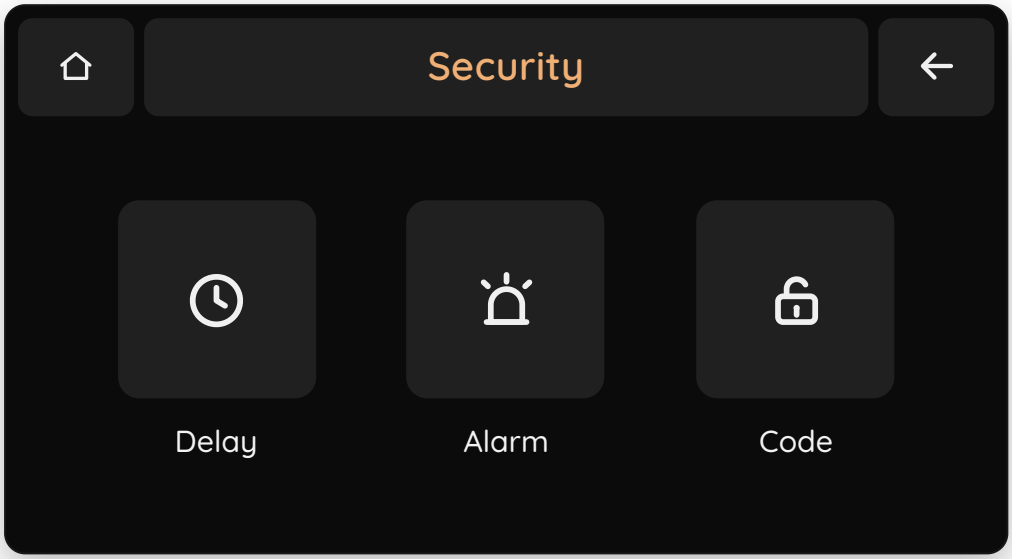
The system is off. Only the SOS button and sensors set to “Always” can still raise an alarm.

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.

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.

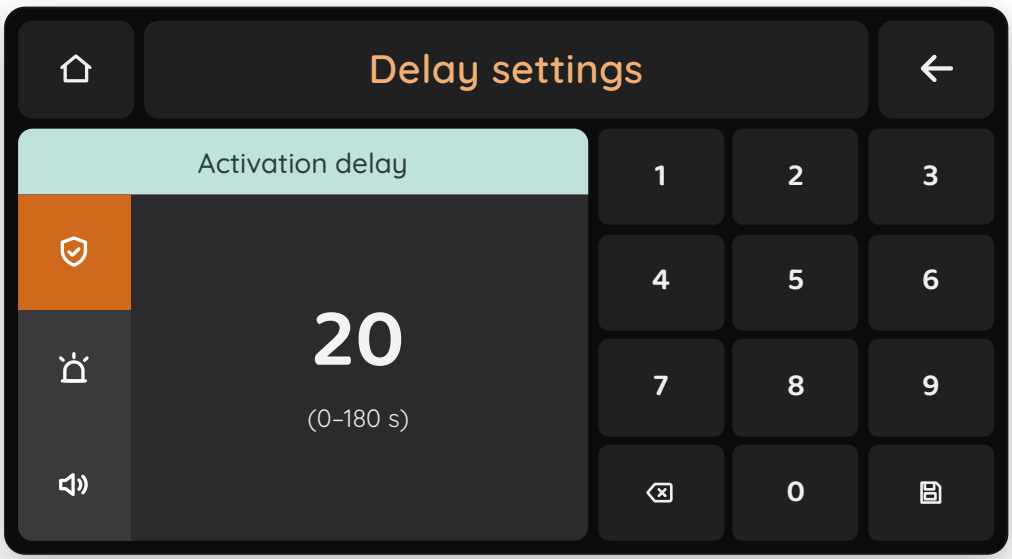


The Security menu: Delay, Alarm and Code

- 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 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.



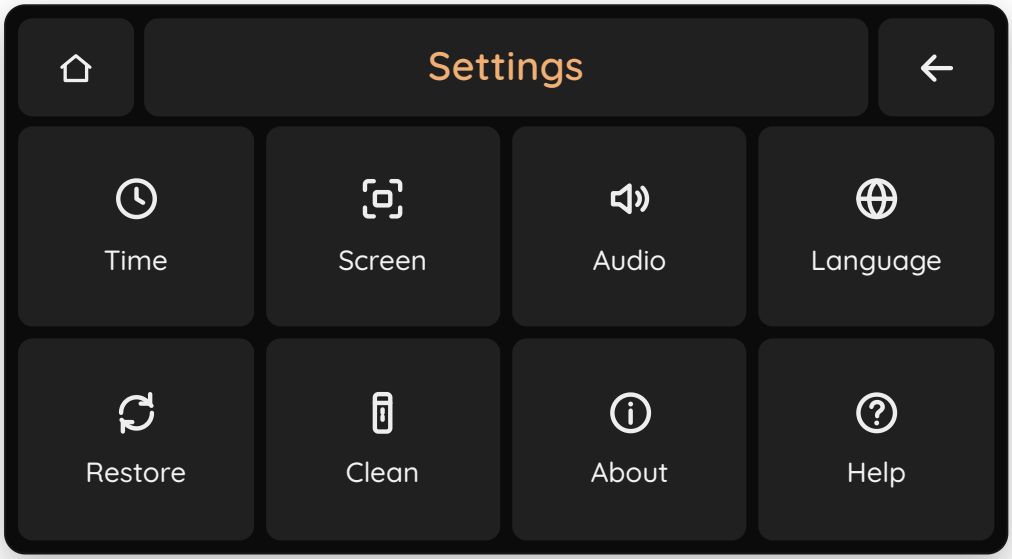
Delay settings — activation delay set to 20 seconds

- Activation delay (shield) — the time between pressing Away and the moment the system is actually armed. Set this to 20–30 seconds if you operate the panel at the front door; 0 if you always arm from the app or the remote.
- Entry delay (siren icon) — the time you get to switch the system off after a sensor has been triggered on your way in. The panel announces “Alarm soon. Turn off!”; if you do not switch it off, the alarm goes off. For most homes 15–30 seconds is plenty.
- 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.

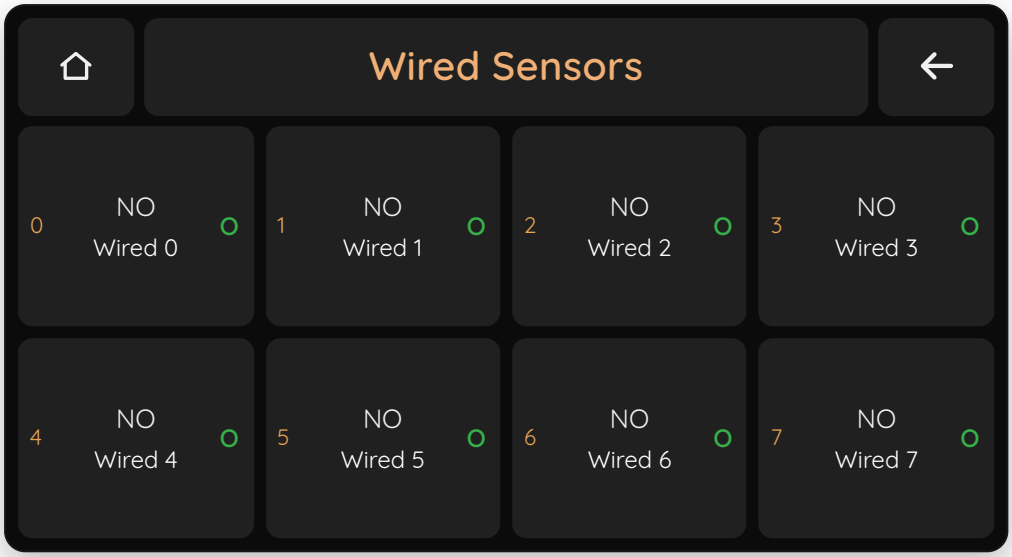
General settings



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.

Wired zones



8 wired zones: Wired 0 to 7

The panel has 8 wired zones (Wired 0 to 7) with a configurable NO/NC status. The black wires are the COM connections (4×); the other coloured wires are for the wired sensors.

9 Maintenance

- 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 the app (Device Update) or through About on the panel.

10 Specifications

Screen	7-inch HD touchscreen, 1024×600
Siren	120 dB
Backup battery	5000 mAh — up to 24 hours
Wired zones	8 (Wired 0 to 7)
Wireless range sensors	± 150 m in open field (Elite up to 500 m)
Connectivity	Wi-Fi 2.4 GHz · 4G (nano SIM card)
Power	12V/1A or USB-C 5V/2A
Consumption	< 5 W
App	Smart Life (iOS & Android)

11 Warranty & support

Your ShieldLink 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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