

# Door / Window Sensor Battery Installation – Sercomm SZ-DWS04

## What You'll Need

- Sercomm SZ-DWS04 Door / Window Sensor
- One CR2032 battery
- Double-sided tape (optional)

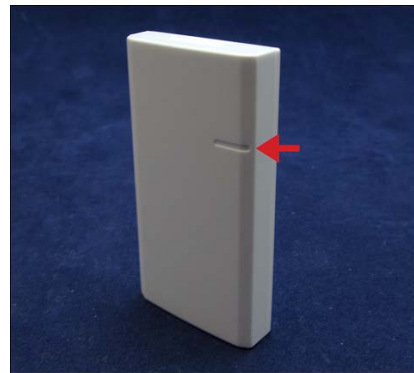
## How to Install the Battery

**Before proceeding**, please be sure that your system is disarmed. Working on devices while the system is armed can generate false alarms.

**Did You Know?** You may want to have some double-sided tape on hand if you need to remove your Sensor from the wall to install a battery. Cut the tape to size and reattach your Sensor if the existing adhesive fails to hold it in place.

**Is This Your Sensor?** Make sure that your Sensor looks like the one in the image. If it does, you have the right document to find out how to install a battery in your Sensor.

**Did You See?** There is a mark located to the side of the Sensor (see arrow above) that shows the recommended side to use when matching up the Sensor with the magnet. The same mark is found on the magnet for easy alignment.

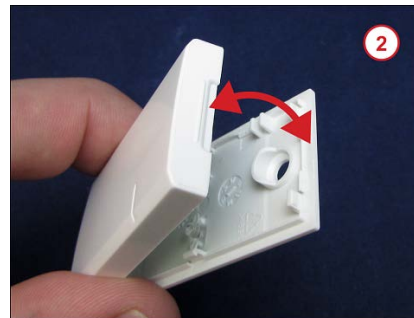


1. Locate the slot on the top of the Sensor and place your fingertip into the slot opening.

**Where's the Slot?** If you don't see the slot, make sure to check the top and bottom of the Sensor. The slot location is dependent on the positioning of the Sensor during installation.



2. Move your fingertip down while holding the front of the Sensor to pry the cover away from the Sensor body.

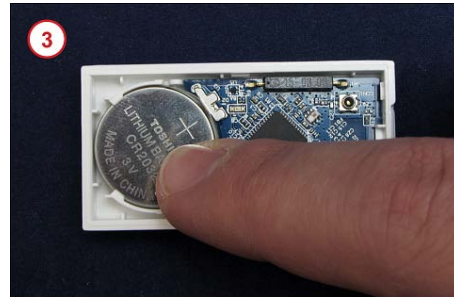


**Did You Know?** Make sure not to press down the tamper (shown above within the blue square) when inserting the battery as this will default the Sensor.

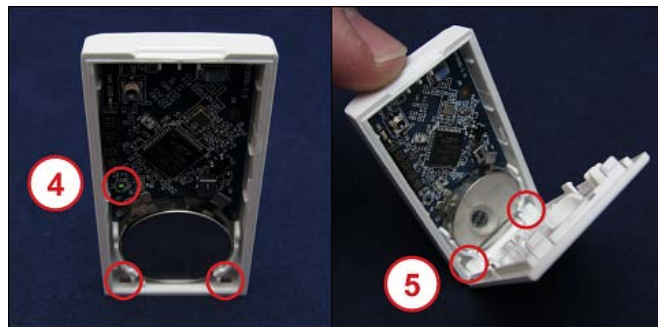
**Take a Look.** If a battery is already present, remove it by using your fingertip to gently pull one end of the battery up until the battery is loose and you can pull it free from the slot.



3. Insert the battery into the battery compartment with the positive (+) side facing up.



4. When the battery is inserted correctly, a small green light will light up.
5. Align the small slots on the Sensor's body with the small tabs on the cover and gently press the cover against the Sensor until it snaps into place. If the cover does not snap easily into place, you may have it upside down.



Confirm that the low battery alert has resolved and the equipment appears on your list of connected devices. You should also ensure that sensor events such as door opening or motion registers as an activity on your system.

**Need Help?** Find these instructions online at

<https://www.xfinity.com/support/home-security/installing-battery-sz-dws04-sensor/>. Get more troubleshooting support at <https://www.xfinity.com/support/gettingstarted/troubleshooting/> or contact a customer service expert at 1-800-XFINITY.

**Help Protect Our Environment:** Please properly recycle your discarded batteries. For your convenience, batteries are accepted for recycling at various locations. Check [www.call2recycle.org](http://www.call2recycle.org) or call 1-800-8-Battery (1-800-8-228-8379) to find a recycling location near you.