

USER GUIDE



SMART HOME MONITORING

ALWAYS CONNECTED. ALWAYS CLOSE.™

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WELCOME

SMART HOME MONITORING FROM ROGERS

Smart Home Monitoring is an integrated home security, remote home monitoring and home control solution.

Powered by a combination of state-of-the-art technology, Smart Home Monitoring offers layers of protection that work together to ensure around-the-clock peace of mind.

Your system provides endless opportunities to customize the way you monitor your home, whether you're in the backyard or across the country. Because you're always connected, you're always protected.

Your system includes:

- The Touchpad
- Various Touchpad apps
- Various smart sensors, controllers and cameras
- A Web Control Centre website that lets you monitor your home from any computer with Internet access
- A Mobile Command Centre to let you monitor your home from your cell phone
- A Central Monitoring Station (CMS), staffed by certified security professionals

GETTING STARTED

The Touchpad is the primary access point to Smart Home Monitoring for the entire family. From it, you can monitor, interact with and control your system. The four major components of the Touchpad are:

- A** – The Touch Screen
- B** – Alarm State/Zone Change Display
- C** – System Status Display
- D** – Touchpad buttons

Warning: Only use your finger to touch the screen. Do not use anything hard or sharp as you may damage the surface.



TOUCH SCREEN

The Touch Screen is one way to communicate with Smart Home Monitoring. Tap the screen to change settings, arm or disarm your alarm and access useful programs called Touchpad apps.

THE ALARM STATE/ZONE CHANGE DISPLAY

This portion of the screen displays your current alarm status, so you know if your system is armed or disarmed at a glance. It also alerts you if a sensor has been tripped, perhaps from an open door or window.

THE SYSTEM STATUS DISPLAY

If the system needs your attention, it will let you know. A message in the top-right corner will alert you of any issues, such as:

- Batteries are low
- A sensor is offline
- Smart Home Monitoring is experiencing communication problems

Tap the **ERROR MESSAGE** for details regarding the issue and how to resolve it.

TOUCHPAD BUTTONS

The three Touchpad buttons are shortcuts that will perform basic, commonly used functions such as arming your alarm, accessing your *Home* screen or contacting Emergency Services quickly.



Quick Arm Button:

Press this button to quickly arm your Smart Home Monitoring system. An on-screen countdown will let you know your alarm is activated and how much time you have to leave your home.



Home Button:

Press this button once to return to the *Home* screen. Press this button twice to put the Touchpad in **Nighttime Mode** which will reduce the screen brightness.



Emergency Button:

This button will allow you to notify the Central Monitoring Station of one of the following emergencies:

- **FIRE**
- **MEDICAL**
- **POLICE**

1. Press the **EMERGENCY** button and the *Emergency* screen appears.
2. Tap one of the following emergency alarms:

- Tap **FIRE** to send an alarm for emergency fire assistance. The Touchpad makes a repeating, high-pitched chime.
- Tap **MEDICAL** to send an alarm for emergency medical assistance. The Touchpad makes an audible, repeating, triple beep signal.
- Tap **POLICE** to send an alarm for police assistance. By default the Touchpad will not issue an audible signal. The Touchpad displays a *Police Panic In Progress* alert on the screen. Tap the alert to sound an audible, continuous, high-pitched chime.



Caution: When you select any of these options, the Central Monitoring Station may call the appropriate emergency service on your behalf so use care to avoid false alarm charges.

ARMING YOUR SYSTEM

- QUICK ARM BUTTON •
- ARM STAGE/ZONE CHANGE DISPLAY •
- SECURITY TOUCHPAD APP •
- KEYFOB •
- KEYPAD •
- SMARTPHONE APP •
- WEB CONTROL CENTRE •
- COMMON QUESTIONS •
- BACK TO WHAT'S INSIDE •

Smart Home Monitoring lets you choose the best way for you and your family to arm the system. In this section, you'll learn a variety of methods to help you build safety and security into your daily routine.

QUICK ARM BUTTON

1. Press the **QUICK ARM** button on the Touchpad. A grey box appears saying that you have 3 seconds before the *Exit Delay* countdown begins.
2. After 3 seconds the grey box disappears and the 60-second *Exit Delay* countdown begins.
3. Exit your home and firmly close the door before the *Exit Delay* countdown ends.

Note: When the *Exit Delay* countdown finishes, your system will be armed in **Away Mode**.



ARM STAGE/ZONE CHANGE DISPLAY

1. Tap **DISARMED – Press to Arm** on the Touchpad. A KeyPad will appear.
2. Enter your **Access Code**. The *Arming* countdown begins to beep.
3. Be sure you've left your home and firmly closed the door before the countdown ends. Once the countdown ends, the *Alarm State* display changes to **ARMED – Press to Disarm**.



SECURITY TOUCHPAD APP

The *Security* app allows you to change settings when arming and disarming your Smart Home Monitoring.

Using the Security app to arm the system:

1. Tap the **SECURITY** app on the Touchpad.
The *Security* screen appears.
2. Tap the **ARM SYSTEM** tab. On this screen you can tap the **ARM MODE** you would like to use.

The three Arm Modes are explained below:



ARM MODE	WHEN TO USE IT
Arm Stay	When you're at home and want your alarm on. This will only turn on the perimeter sensors (windows and doors). It will allow a chance for entry/exit sensors to be deactivated once they are tripped.
Arm Away	When leaving your home with no one inside. This will turn on all sensors (perimeter and internal) and allow a chance for entry/exit sensors to be deactivated once they are tripped.
Arm Night	When you go to bed. This will turn on the perimeter sensors (windows and doors) and there will be no time provided to deactivate them.

3. Enter your personal 4-digit **Access Code** to activate the alarm. The *Arming* countdown will begin to beep.

Notes: The default *Arming* countdown is 60 seconds. Be sure you've left your home and firmly closed the door before the *Arming* countdown ends if you're in **Arm Away Mode**.

Arming the alarm with bypassed sensors:

Bypassing one of your sensors is a convenient and secure way to maintain protection without giving up some access to your home. For example, you may want to bypass the back door sensor while you sit outside, knowing the front door is still being monitored.

1. Tap the **SECURITY** app on the Touchpad.
The *Security* screen appears.
2. Tap the **ARMED SYSTEM** tab.
The *Armed System* screen appears.
3. Tap the **ARMED MODE** you want to use.
4. Tap **TURN ZONE OFF** on any sensor that you want to temporarily disable before arming the alarm.
A *KeyPad* screen appears.
5. Enter your personal 4-digit **Access Code**.
The *Security* screen appears with the sensor turned off. Repeat steps 4 and 5 for any other sensors you want to bypass.
6. Enter your personal 4-digit **Access Code** on the KeyPad. The *Arming* countdown will begin to beep.

**KEYFOB**

1. Press and hold the **AWAY** or **STAY** button for 2 seconds. The LED flashes red once and then remains solid for one second to indicate that the *Arming* countdown has begun on the Touchpad.
2. When the countdown ends, your alarm is armed.

Notes: Be sure you keep your KeyFob safe. Anyone can activate or deactivate your alarm with it. We suggest that you carry your KeyFob on a separate key ring, in case you misplace your home keys.

If the LED flashes orange it means the system is not ready to arm. Make sure all windows and doors are closed before trying to arm your system again.

**KEYPAD**

1. Enter your personal 4-digit **Access Code** on the KeyPad.
2. Press the **AWAY** or **STAY** button. The *Unlock* button turns red for three seconds to indicate that the *Arming* countdown has begun on the Touchpad.
3. When the countdown ends, your alarm is armed.

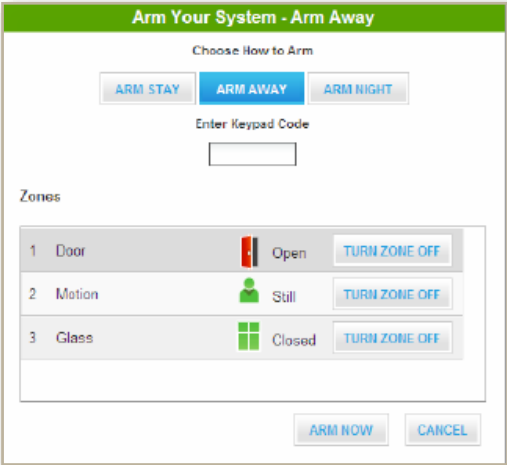
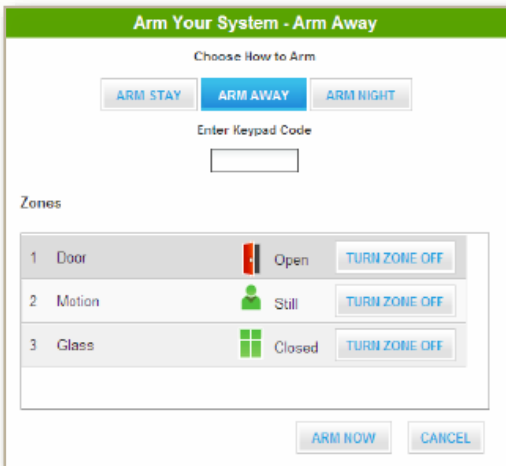
Notes: If the *Unlock* button flashes orange it means the system is not ready to arm. The most likely reason is a window or door sensor is open somewhere and must be closed before you can arm your system.

SMARTPHONE APP

1. Download the Smart Home Monitoring app from the Apple App Store or the Android Market™.
2. Tap on the **SMART HOME MONITORING** app. The *Login* screen appears.
3. Enter your *My Rogers* username and password and tap **LOGIN**.
The *Main* screen appears.
4. Tap **SECURITY**. The *Security* screen appears.
5. Tap **DISARMED – Press To Arm**. A KeyPad appears.
6. Tap your desired *Arm Mode*.
7. Enter your personal 4-digit **Access Code**. The *Arming* countdown begins to beep. After the *Exit Delay* ends, your alarm is armed.



WEB CONTROL CENTRE

Direct	Through MyRogers.com
<p>1. Visit smarthome.rogers.com</p> <p>2. Enter your <i>My Rogers</i> username and password and click SIGN-IN. The <i>Main</i> screen of the Web Control Centre appears.</p> <p>Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.</p>	<p>1. Visit rogers.com</p> <p>2. Enter your <i>My Rogers</i> username and password and click GO.</p> <p>Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.</p>
<p>3. Click DISARMED – Press to Arm. The <i>Arm Your System</i> pop-up appears.</p> 	<p>3. Click ACCESS WEB CONTROL CENTRE. The <i>Main</i> screen of the Web Control Centre appears.</p> <p>4. Click DISARMED – Press to Arm. The <i>Arm Your System</i> pop-up appears.</p> 
<p>4. Enter your KeyPad Code and click ARM NOW. Your system will begin arming.</p> <p>Once completed, you'll be taken back to the <i>Main</i> page and the <i>Arming</i> button will have changed to ARMED – Press to Disarm.</p>	<p>5. Enter your KeyPad Code and click ARM NOW. Your system will begin arming.</p> <p>Once completed, you'll be taken back to the <i>Main</i> page and the <i>Arming</i> button will have changed to ARMED – Press to Disarm.</p>

COMMON QUESTIONS

What if I accidentally pressed the Quick Arm button?

Tap the grey box to cancel the *Arming* sequence before the countdown ends. After the countdown ends, you will need to enter your personal 4-digit **Access Code** to stop the *Exit Delay* countdown.

Are there any special rules for the Quick Arm button?

- During the *Quick Arm* countdown, the door must remain closed. Once the *Exit Delay* countdown begins, you can open the door and exit the premises.
- If a door is not opened and closed before the countdown ends, the alarm arms in **Stay Mode**. For more on *Arming* modes, [go to page 7](#).

I forgot something. How do I stop the Arming sequence?

Tap the **ARMING COUNTDOWN DISPLAY** in the top-left corner of the Touchpad. The *Disarm System* screen appears. Enter your personal 4-digit **Access Code** to abort.

Are there any special rules for bypassing sensors?

- Sensors that are bypassed automatically reactivate after you disarm the alarm.
- Your alarm must be disarmed to turn a sensor back on.
- You can only turn a zone off when the system is disarmed.

Are there any special rules for arming my alarm?

- If you selected the **Arm Away Mode**, you have until the arming delay is finished counting down to exit the premises. Otherwise, the system is automatically armed in **Arm Stay Mode**. There is still an arming delay period for the other arming modes as well, but they do not require the door to open and close during the period.
- If you open and shut an Entry/Exit door during the *Exit Delay* and then re-enter the premises, the *Exit Delay* restarts at 120 seconds. This allows you to come back in if you forgot something without having to disarm and re-arm the system. It will only do this one time. If the door is open when the countdown finishes, an alarm will be triggered.
- If an Entry/Exit door is left open at the end of the *Exit Delay*, the *Entry Delay* immediately starts. If the system is not disarmed, an alarm will sound.
- The rate of beeping increases during the last 10 seconds of the *Arming* countdown.
- During the *Arming* countdown, you can open the door and exit the premises.
- If a door is not opened and closed before the *Arming* countdown ends, the alarm arms in **Stay Mode**. For more on *Arming* modes, [go to page 7](#).

How do I avoid causing false alarms?

1. Be sure that your family knows the correct code to disarm the alarm. Unless cancelled by the entry of a correct code, when the *Entry Delay* period ends, an alarm will be sent to the Central Monitoring Station.
2. Store the KeyFob out of the reach of children as they may accidentally trigger a panic alarm. In the case of false alarm, call **1 888 764-3771** immediately (you will need to provide your Secret Word) to cancel any dispatched emergency services.
3. Please carefully choose where your KeyFob is stored. If you keep your KeyFob in your pocket, there's a chance that the emergency button may be activated by other objects pressing against the button.

DISARMING YOUR SYSTEM

Smart Home Monitoring gives you the flexibility to disarm your system in many ways, depending on the devices you use and the Rogers services that you subscribe to. In this section, you'll learn how to disarm the system using a variety of tools.


DISARM ICON

1. Tap **ARMED – Press to Disarm** on the Touchpad. The *Disarm System* screen appears.
2. Enter your personal 4-digit **Access Code**. The alarm is now deactivated.

Note: If you are being forced against your will to deactivate your alarm, use the **Silent/Duress Alarm Code**. This code will deactivate the alarm but simultaneously send information to the Central Monitoring Station so that emergency services will be dispatched. Learn more about the **Silent/Duress Alarm Code** on [page 13](#).



KEYFOB


1. Press the disarm button  for 2 seconds. The LED flashes green once and then remains solid for one second.
2. Your alarm is now disarmed.

Note: Be sure you keep your KeyFob safe. Anyone can activate or deactivate your alarm with it. We suggest that you separate the KeyFob from the key ring with your home keys.

- A – Disarm button
- B – Arm Stay Mode button
- C – Panic button
- D – Arm Away Mode button



KEYPAD

1. Enter your personal 4-digit **Access Code** on the KeyPad.
2. Press the disarm button . The button turns green for three seconds to indicate that the system has been disarmed.

SMARTPHONE APP

1. Tap on the **SMART HOME MONITORING** app. The *Login* screen appears.
2. Enter your *My Rogers* username and password and tap **LOGIN**.
The *Main* screen appears.
3. Tap **SECURITY**. The *Security* screen appears.
4. Tap **ARMED – Press to Disarm**. A KeyPad appears.
5. Enter your personal 4-digit **Access Code**. The *Security* screen appears and the button changes to **DISARMED – Press to Arm**.
Your alarm is now disarmed.



WEB CONTROL CENTRE

Direct	Through MyRogers.com
1. Visit smarhome.rogers.com	1. Visit rogers.com
2. Enter your <i>My Rogers</i> username and password and click SIGN-IN . The <i>Main</i> screen of the Web Control Centre appears. Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.	2. Enter your <i>My Rogers</i> username and password and click GO . Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.
3. Click ARMED – Press to Disarm . The <i>Disarm Your System</i> pop-up appears.	3. Click ACCESS WEB CONTROL CENTRE . The <i>Main</i> screen of the Web Control Centre appears.
4. Enter your KeyPad code and click DISARM NOW . Your system will begin the process of disarming your system. Once completed, you'll be taken back to the <i>Main</i> page and the <i>Arming</i> button will have changed to DISARMED – Press to Arm .	4. Click ARMED – Press to Disarm . The <i>Disarm Your System</i> pop-up appears.
	5. Enter your KeyPad code and click DISARM NOW . Your system will begin the process of disarming. Once completed, you'll be taken back to the <i>Main</i> page and the <i>Arming</i> button will have changed to DISARMED – Press to Arm .

COMMON QUESTIONS

Are there any special rules for disarming my alarm?

If an invalid **Access Code** is entered during the *Entry Delay* countdown, you may try again to enter your code correctly. The *Entry Delay* countdown will continue while you re-enter your code.

ALARMS

Your Smart Home Monitoring system is your direct line to emergency services. Familiarize yourself with how each alarm operates and which services respond to each alarm. Be sure to instruct all family members on the prompt, responsible use of alarms.

SEVEN-DAY GRACE PERIOD

To avoid false alarm charges while getting used to your Smart Home Monitoring system, the police will not be called when the intrusion alarm is activated during the first seven days of your service. Some examples of when an alarm won't trigger a police call to the Central Monitoring Station during the seven-day grace period are:

- If you don't deactivate the alarm; or
- If you are late in deactivating the alarm and you do not call the Central Monitoring Station

Note: During the seven-day grace period, the Central Monitoring Station will still contact you when an intrusion alarm is activated. At this time, you may request police to be dispatched to your home. Fire and medical emergency personnel will be dispatched normally.

SILENT/DURESS ALARM

The *Silent/Duress* Alarm is designed to protect you in the event that an intruder forces you to disable your system. Entering the **Silent/Duress Alarm Code** makes it appear as though you are disabling your system, when in fact, you are sending an immediate call for help to the Central Monitoring Station (CMS).

Activating the Silent/Duress Alarm:

To activate your *Silent/Duress* Alarm, enter your **Silent/Duress Alarm Code** instead of your normal disarm code. This will alert the Central Monitoring Station that you need police assistance. The **Silent/Duress Alarm Code** will deactivate your alarm just like a regular code, but it will alert the CMS and police services will be dispatched.

Enabling your Silent/Duress Alarm code:

Your *Silent/Duress* Alarm code is not enabled at installation. To enable it:


1. Tap the **SETTINGS** app on the Touchpad.
A *Passcode* screen appears.
2. Enter your **Master Access Code**.
The *Settings* screen appears.
3. Tap **SECURITY**.
4. Tap **MANAGE KEYPAD CODES**.
The *Manage Keypad Codes* screen appears.
5. Tap **EDIT** beside **Silent/Duress Code**.
The *Edit Keypad Code* screen appears.
6. Tap **ENABLE Silent/Duress Code**.
The *Keypad* screen appears.
7. Enter the new **Silent/Duress Code**.
The *Keypad* screen appears requesting you re-enter the **Silent/Duress Code**.
8. Re-enter the **Silent/Duress Code**.
The *Edit Keypad Code* screen appears.
9. Tap **SAVE**. The *Manage Keypad Codes* screen appears. The **Duress Code** is now enabled.

Warning: Be careful when you use the **Silent/Duress Alarm Code** as the Central Monitoring Station will not check with you first to verify that it is a genuine emergency.


PANIC ALARM

The *Panic* Alarm is a quick way to request help from the CMS. You can call for emergency services by using your KeyFob, Keypad or Touchpad:

KeyFob:

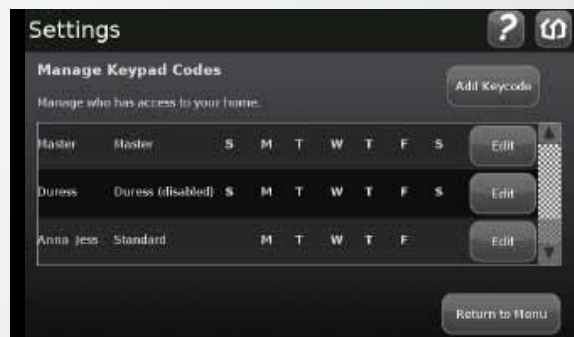
1. Press and hold the Panic Button icon  on the KeyFob for 3 seconds. An alarm is sent to the CMS and police services are dispatched if an authorized user cannot be contacted.

Keypad:

1. Press and hold both the Panic Button icon  and the * button. An alarm is sent to the CMS and police services are dispatched if an authorized user cannot be contacted.

Touchpad:

1. Press the **EMERGENCY** button on the Touchpad. The *Emergency Contact* screen appears.
2. Tap the emergency service you need (**POLICE, FIRE** or **MEDICAL**) and a call will automatically be initiated to the Central Monitoring Station who will dispatch emergency services.



SECRET WORD

Your Secret Word is very important. This is your password that the Central Monitoring Station (CMS) asks for to verify whether the person answering the call is an authorized user of the system. For example, if you are unable to disarm your alarm quickly enough after entering your home, the Central Monitoring Station will contact you. You will be asked to verify your identity using your Secret Word.

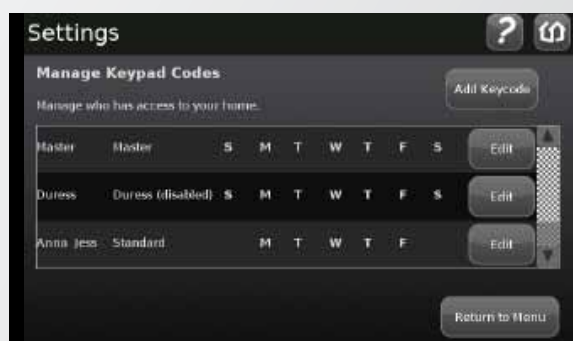
Creating your Secret Word:

Your Secret Word would have been created during the installation of your Smart Home Monitoring system.

Changing your Secret Word:

To change your Secret Word:

1. Tap the **SETTINGS** app on the Touchpad.
A *Passcode* screen appears.
2. Enter your **Master Access Code**.
The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**.
The *Advanced Settings* menu appears.
4. Tap **SECURITY SECRET WORD**.
The *Set Security Secret Word* screen appears.
5. Tap the **SECRET WORD** text field.
A *Keyboard* screen appears.
6. Enter a new Secret Word and tap **DONE** when you're finished. You are returned to the *Set Security Secret Word* screen.



Notes: Your Secret Word cannot contain more than 10 characters. If your Secret Word is longer than 10 characters, problems may arise when you verify your identity to the Central Monitoring Station. This may cause emergency services to be dispatched to your home in a false alarm situation. Be sure that your family members know that you've changed your Secret Word. We recommend that it is something memorable and known to all family members.

COMMON QUESTIONS

How can I skip the seven-day grace period?

Call **1 877 764-3771** and request that it be removed from your account.

Are there any special rules for the seven-day grace period?

The Central Monitoring Station will still alert police services if the *Emergency* button is pushed on the Touchpad, the KeyFob or the KeyPad. For more information on the *Emergency* button, [go to page 5](#).

The seven-day grace period only applies to police services. Fire and medical emergency personnel will be dispatched normally.

What if I accidentally create a false alarm?

Before any emergency services are dispatched, the Central Monitoring Station (CMS) will first attempt to contact your home. If no one can be reached at your home, CMS will attempt to contact the first person on your *Contact List* before alerting emergency services. [Go to page 32](#) for more information on *Contacts*.

To verify that it is a false alarm, CMS will contact your home (via phone or two-way voice depending on your service package). The CMS will ask you for your Secret Word to verify your identity and check if the alarm was triggered accidentally. If the CMS cannot reach you or your *Contacts*, then emergency dispatch services will be called.

Note: If the *Smoke Alarm* sensor triggers an alarm, emergency fire services are dispatched immediately after a verification call, similar to the false alarm scenario mentioned above.

Are there any special rules for the Silent/Duress Alarm?

You cannot change the name of the *Duress Code*.

What happens if I don't think I deactivated my alarm in enough time?

If you're unsure, contact the Central Monitoring Station at **1 888 578-1777** and inform them that you may have tripped the alarm. To identify you, they will ask for your Secret Word and then deactivate any false alarm calls. Be sure to call right away to avoid emergency services being dispatched to your home.

MANAGE YOUR CAMERAS, LIGHTS & THERMOSTATS

Smart Home Monitoring works with your home and mobile devices to create a scalable monitoring solution that can coordinate any number of systems in your home.

In this section, you'll discover the power you have to orchestrate a complete home management system from wherever you are.

Note: Some peripherals may not be available to you depending on the service that you subscribe to.

CAMERAS

Set up remote cameras in strategic locations in your home to capture and view activity around your house.

Viewing your cameras:

1. Tap the **CAMERAS** app on the Touchpad. The *Cameras* screen appears.
2. On the *Cameras* screen you will see one or more images - one for each camera attached to your system.
Tap on an image to view a live feed from a particular camera. The image you selected will expand to fill the entire screen.
3. This image is now live video as seen by the camera. If you wish to change your camera selection, tap the **BACK ARROW** in the top-left corner of the screen.

LIGHT AND APPLIANCE SWITCHES

The *Lights* app allows you to turn on/off lights or small appliances (depending on the sensor switch that you use) from your Touchpad.

Turning On/Off your lights:

1. Tap the **LIGHTS** app on the Touchpad. The *Lights* screen appears.
2. On this screen you will see one or more light sensor entries with a light bulb. This light bulb will be lit or unlit depending whether it is on or off. Tap **ON/OFF** to turn on/off the light or small appliance attached to the sensor.

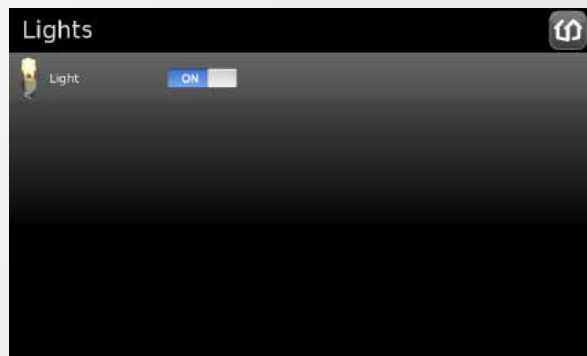
Adding, editing or deleting Lamp Dimmer or Appliance Switch controllers from your system:

1. Tap the **SETTINGS** app on the Touchpad. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **HOME DEVICES**. The *Home Devices* menu appears.
4. Tap **LIGHTING**. A new screen will appear with three options:

Adding Lights/Small Appliances	Editing Lights/Small Appliances	Deleting Lights/Small Appliances
5. Tap ADD LIGHTS . The <i>Locating Lighting Devices</i> screen appears.	Tap EDIT LIGHTS . The <i>Configure Lighting Devices</i> screen appears.	Tap DELETE LIGHTS . The <i>Configure Lighting Devices</i> screen appears.
6. Tap NEXT . The system prepares to begin searching for lights/appliance devices.	Tap the icon of the lighting/appliance device you want to modify. The <i>Details</i> screen appears.	Tap the icon of the lighting/appliance device you want to remove. A confirmation message is displayed.
7. Tap PREP LIGHTS then tap NEXT . The Touchpad searches for any unconnected lights or appliance devices.	Tap the LIGHT NAME field to change the label of the lighting/appliance device.	Tap YES to delete the light/appliance device. It is now deleted.
8. Plug the lighting/appliance device into a wall socket. Press and hold the switch on the device until the LED begins to blink and then release it. The device now responds to the Touchpad.	For Lamp Dimmers tap the DIMMABLE field to choose (YES or NO) to use the dimming features of the lighting device if available.	
9. The Light/Appliance device will appear on the Touchpad. Tap NEXT to finish the installation.		
10. When all the lighting/appliance devices are found, tap DONE .		

Adjusting your lights:

1. Tap the **LIGHTS** app on the Touchpad.
The *Lights* screen appears.
2. All the lights and/or small appliances that you have connected to your Smart Home Monitoring system will be listed. Beside each one, it will state whether it is **ON** or **OFF**.
3. If a *Lamp Dimmer* sensor is **ON**, you will be able to adjust the light level by dragging your finger along the dimmer control bar (0 to 100%).

**THERMOSTATS**

If your system has a *Thermostat* sensor connected to it, you'll be able to monitor and change your home's temperature via the Touchpad or Web Control Centre.

To adjust your thermostat, tap the **THERMOSTAT** Touchpad App. A *Thermostat* screen appears.

You have a number of choices at this point:

Turning the Cooling/Heating Off:

If you have an air conditioner and furnace, you can decide whether your home heats up, cools down or maintains the current temperature.

Tap **COOL** for summer months and **HEAT** for winter. If you want your home to heat/cool to its natural temperature then tap **OFF** and your furnace/air conditioner won't automatically turn on.

Adjusting the desired temperature range:

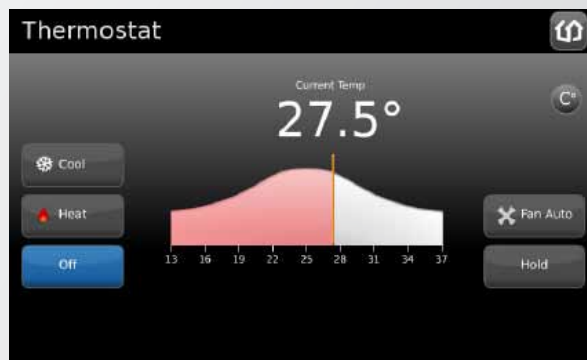
On the screen you'll see a coloured temperature range with a pull-tab (red or blue depending if your thermostat is set to heat or cool) and a solid, vertical, orange line which represents the current temperature in your home.

- **Set your home's maximum temperature in the warmer months**

Do you want to set the maximum temperature? Tap **COOL** and pull the **BLUE TAB** on the temperature range.

- **Set your home's minimum temperature in the colder months**

Do you want to set the minimum temperature? Tap **HEAT** and pull the **RED TAB** on the temperature range.



Choosing Celsius or Fahrenheit:

Tap **C** to change the display to show Fahrenheit.
Tap **F** to change the display to show Celsius.

Overriding the settings on the thermostat sensor:

Tap **HOLD** to override any settings on the physical thermostat with your Touch Screen settings.
Tap **HOLD** a second time to revert back to the physical thermostat's settings.

Changing the fan settings:

Tap **FAN ON** to have the fan in your heating/cooling system run at all times. Tap **FAN AUTO** to start the fan only when your heating/cooling system is running.

COMMON QUESTIONS**Are there any special rules for setting my thermostat?**

The *Thermostat Temperature Settings Bar* range is:

- 9-33 degrees Celsius
- 51-91 degrees Fahrenheit

Note: If your thermostat device can be set to temperatures outside of this range, you can use the increment buttons in the Thermostat app on your Touch Screen to change the temperature beyond these settings.



TOUCHPAD APPS

Apps are small programs that you can download to your Touchpad for greater customization of your home system. Some apps are pre-loaded on your Touchpad, some only appear when you have a certain sensor attached to your system and others are optional.

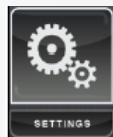
PRE-LOADED APPS

Your Touchpad comes loaded with the Security and Settings apps. These apps have many functions including arming/disarming your alarm and configuring your system to your liking. These features are covered in detail throughout this User Guide.



Security

Use this app to arm or disarm your Smart Home Monitoring system. For more information, [go to page 7](#).



Settings

This is the administration centre of Smart Home Monitoring. Use this app to create new users, change your **Access Code**, modify existing settings and personalize Smart Home Monitoring to suit the needs of your family.

HARDWARE DEPENDENT APPS

Hardware dependent apps for your cameras, light sensors and thermostats only appear when you have the appropriate hardware in your home.



Camera App

If you have a camera installed in your Smart Home Monitoring package, this app is automatically added to the Touchpad. Press it to view video of your home. For more information, [go to page 37](#).



Lights/Small Appliance App

If you have a Smart Home Monitoring Lamp Dimmer or Appliance Switch device installed in your home, you can control them through this app. For more information, [go to page 39](#).



Thermostat App

Allows you to control the heating and air conditioning units in your home. For more information, [go to page 38](#).

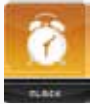
OPTIONAL APPS

Optional apps that provide information and entertainment can be downloaded to your Touchpad.



Calculator

Provides easy access to a calculator for quick calculations.



Clock

Easy-to-read, bold digits make the *Clock* app a useful screensaver.



680 News

Read or listen to current news on your Touchpad.



Photos

Display photos from your Flickr account on your Touchpad.



Sudoku

A fun and challenging logic game.



Sportsnet

Get the latest news on your favourite sports.



Traffic

Get up-to-date traffic information.



Weather

Get up-to-the-minute temperatures and weather forecasts for any city.



Word of the Day

Learn a new word every day.

Note: Click below to find more information on some of our most popular apps, such as:

- 680 News App
- Photos App
- Sportsnet App
- Traffic App
- Weather App

Using the 680 News app:

The 680 News app allows you to read or listen to up-to-the-minute news.

1. Tap the **680 NEWS** app.
The *News* screen appears.
2. Tap the type of news you want to read (**LOCAL, NATIONAL, WORLD, BUSINESS** or **ENTERTAINMENT**). The story options listed at the bottom of the screen will change to reflect your selection.
3. Tap the arrows to scroll through the available stories.
4. Tap the story you want to read. It becomes highlighted in green and the full version of the story is displayed above.

Note: Tap **LISTEN** to tune into 680 News for live audio. The screen will appear with play, pause and volume control buttons.



Using the Photos app:

Display photos from your Flickr account on your Touchpad. If you don't have a Flickr account, it's easy to set one up.

To set up your Photos app, go to the Web Control Centre and configure the Photos app on the widget page.

Tap the Photos app to activate it. The Touchpad will begin a slideshow of the photos in your Flickr account.

Using the Sportsnet app:

The Sportsnet app allows you to stay up to date with current sports news.

1. Tap the **SPORTSNET** app.
The *Sports* screen appears.
2. Tap the sports icon you are interested in (**NHL, MLB, NBA, NFL, CFL, MMA, SOCCER, TENNIS, GOLF, AUTORACING** and **CHL**).
The story options listed at the bottom of the screen will change to reflect your selection.
3. Tap the arrows to scroll through the available stories.
4. Tap the story you want to read. It becomes highlighted in green and the full version of the story is displayed above.



Using the Traffic app to check the traffic around your home:

Check streets and roads for traffic congestion to plan the fastest route home, to work or to the cottage.

1. Tap the **TRAFFIC** app. The *Traffic* screen appears.
2. The map will automatically centre on the address where your Smart Home Monitoring system is installed. Streets and roads may be marked in three colours:
 - Green – traffic is running normally
 - Orange – traffic is somewhat congested
 - Red – traffic is very congested

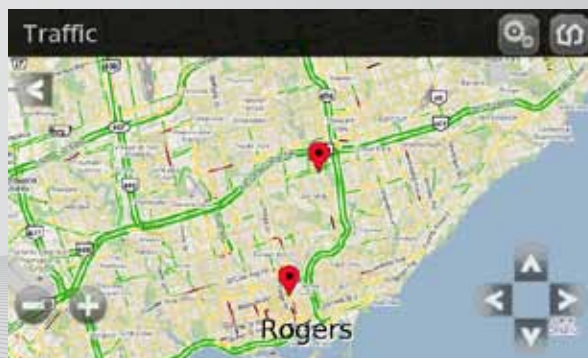
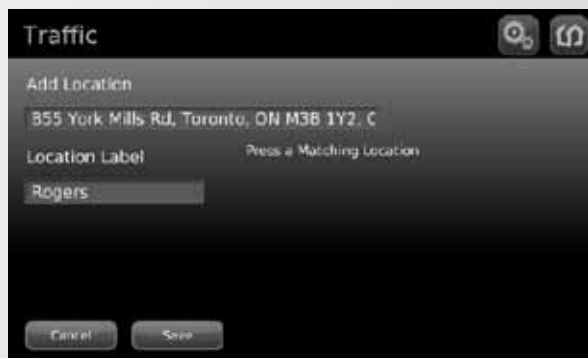
Note: Some streets and roads will have no colour assigned to them. This means that the traffic application does not have information for those specific routes.




Checking the traffic between your home and another location:

You can do this by adding another location to the Traffic app and seeing the traffic between the two points. This way you can plan your trip accordingly.

1. Tap the **TRAFFIC** app. The *Traffic* screen appears.
2. Tap the **SETTINGS** icon (the one with the two gears) in the top-right corner of the screen. The *Add Location* screen appears.
3. Tap **ADD LOCATION**. A keyboard appears.
4. Enter the address that you want to add to the *Traffic* app and tap **DONE**. A list of potential locations appears. Be sure to include the street address and the province to reduce the search results.
5. Tap the address you want to add to the **TRAFFIC** app. The *Location Label* screen appears.
6. Enter the name you want to assign to this address (i.e. Cottage, Work, Gym).
7. Tap **DONE** when you're finished. The *Add Location Verification* screen appears.
8. Tap **SAVE** and the location is added to the address list.
9. Tap **DONE**. The *Traffic Map* screen appears and there is now an arrow on the right side of the screen.
10. Tap the **ARROW**. The map will zoom out and show two small red pins. One will be your home and the other will be the newly added location. In between the two locations the traffic will be shown in the three colours (green, orange, red).



Deleting a location from the Traffic app:

1. Tap the **TRAFFIC** app. The *Traffic* screen appears.
2. Tap the **SETTINGS** icon (the one with the two gears) in the top-right corner of the screen. The *Add City* screen appears.
3. Tap the *delete* icon  beside the city you want to remove from the *Traffic* app. The city will disappear from the list.

Adding a city to the Weather app:

Use the *Weather* app to quickly access weather conditions on your way out. Same-day weather and forecasts let you monitor the weather anywhere.

1. Tap the **WEATHER** app. The *Weather* screen appears.
2. Tap the **SETTINGS** icon (the one with the two gears) in the top-right corner of the screen. The *Add City* screen appears.
3. Tap **ADD CITY**. A keyboard appears.
4. Enter the name of the city that you want to add to the *Weather* app and tap **DONE**. A list of potential cities appears. Be sure to include the city name and the province or country name to reduce the search results.
5. Tap the city you want to add to the *Weather* app. The *Add City* screen appears with the newly added city.
6. Tap **BACK**. The *Weather* screen appears.
7. Tap the **CITY** bar in the top-left corner of the screen. The *City Selection* screen appears.
8. Tap the city that you want to check the weather for. The *Weather* screen appears with the newly selected city's weather displayed.



Deleting a city from the Weather app:

1. Tap the **WEATHER** app. The *Weather* screen appears.
2. Tap the **SETTINGS** icon (the one with the two gears) in the top-right corner of the screen. The *Add City* screen appears.
3. Tap the *delete* icon  beside the city you want to remove from the *Weather* app. The city will disappear from the list.

Note: There is no verification prompt when you delete a city. Once you tap the *Delete* icon, the city is deleted.

COMMON QUESTIONS

How do I add an app to my system?

- To learn how to add applications to your system, [go to page 46](#).

Are there any special rules for apps?

- The availability of some Touchpad apps may depend on which service package you subscribe to.
- Press the **HOME** button to quickly return to the *Home screen* to make another Touchpad app selection.
- When AC power is lost, only the Security and Settings apps are enabled in order to minimize the drain on the battery.

How do I use my Touchpad as a digital picture frame?

- Tap the **PHOTOS** app. If you've already uploaded images to your Flickr account, they will appear on the Touchpad.

Are there any special rules for the Traffic app?

- If you add multiple new addresses to the app, you'll have to cycle through them in the order they were added to see the traffic between your home and the desired location.
- The label at the bottom of the screen lets you know what location you're looking at.
- You cannot change or delete your home location.

INTRODUCTION TO THE WEB CONTROL CENTRE

The Web Control Centre allows you to access and control your Smart Home Monitoring system while you're away from home using any computer with an Internet connection. From the Web Control Centre you have access to all the functionality of your system. In this section, you'll learn how to manage and monitor your home as though you were there, using innovative features that let you arm and disarm your system remotely.

LOGGING IN

Direct	Through MyRogers.com
1. Visit smarthome.rogers.com	1. Visit rogers.com
2. Enter your <i>My Rogers</i> Username and Password and click SIGN-IN . The main screen of the Web Control Centre appears. Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.	2. Enter your <i>My Rogers</i> Username and Password and click GO . Don't have a <i>My Rogers</i> account? Visit rogers.com and click REGISTER NOW to create your <i>My Rogers</i> account.
	4. Click ACCESS WEB CONTROL CENTRE . The main screen of the Web Control Centre appears.

Note: When you log out of the Web Control Centre, you will also log out of your *My Rogers* Account for security reasons.

ARMING YOUR ALARM FROM THE WEB CONTROL CENTRE

1. Click **DISARMED – Press to Arm** in the top-left corner of the *Main* screen.
The *Arm Your System* screen appears.
2. Enter your personal 4-digit **Access Code** in the *Enter KeyPad Code* field.
3. Select which armed mode you want to use:

ARM MODE	DETAILS
ARM STAY	<p>ARM STAY</p> <ul style="list-style-type: none"> • Use Arm Stay Mode when you're at home but want to have your alarm on • This will only turn on the perimeter sensors (windows and doors) and allow entry/exit sensors to be deactivated once they are tripped
ARM NIGHT	<ul style="list-style-type: none"> • Use Arm Night Mode when you go to bed at night • This will turn on the perimeter sensors (windows and doors) and there will be no time provided to deactivate them
ARM AWAY	<ul style="list-style-type: none"> • Use Arm Away Mode when leaving your home and no one is left inside • This will turn on all sensors (perimeter and internal) and allow a chance for entry/exit sensors to be deactivated once they are tripped

Note: Click the **TURN ZONE OFF** button to keep a specific zone in your home disarmed, if required.
You will have to enter your personal 4-digit **Access Code** for each sensor/zone that you turn off.

4. Click **ARM NOW** – The *Main* screen reappears showing the countdown, then displays the red **ARMED** button. The Touchpad will also show the countdown. The alarm is now armed.

Notes: The Touchpad will not beep during the *Arming* countdown in **Arm Away Mode** or **Arm Night Mode** until the alarm is actually armed. In **Arm Stay Mode**, the Touchpad will not beep at all. If your system is already armed, the drop-down menu will display a *Disarm* option.

DISARMING YOUR ALARM FROM THE WEB CONTROL CENTRE

1. Click **ARMED – Press to Disarm** on the top-left corner of the *Main* screen.
The *Disarm Your System* screen appears.
2. Enter your personal 4-digit **Access Code** in the *Enter KeyPad Code* field.
3. Click **DISARM**. The *Main* screen reappears. The red *Armed* button should now be a green *Disarmed* button. The system is now disarmed.

DO MORE WITH THE WEB CONTROL CENTRE

- MAIN TAB •
- SECURITY TAB •
- HISTORY TAB •
- CONTACTS TAB •
- RULES TAB •
- WIDGETS TAB •
- CAMERA TAB •
- THERMOSTAT TAB •
- LIGHTS TAB •
- SMARTPHONE APP •
- COMMON QUESTIONS •
- BACK TO TO WHAT'S INSIDE •

By selecting the Web Control Centre's tabs, you can perform some more advanced functions while you're away from home. In this section, you'll learn some of the Web Control Centre's advanced capabilities which allow you to adjust security settings, view your system's history, set rules, control applications and adjust the cameras, thermostats and lights in your home. You'll also learn to use the Web Control Centre Smartphone app for ultimate remote control of your system.

MAIN TAB

The *Main* tab displays the Zone Activity, Cameras and History of your Smart Home Monitoring system as well as its overall status.

1. **Zone Activity:** This displays the current status of the secured Zones in your home. You can manage security in individual zones by clicking **MANAGE ZONES**.
2. **Cameras:** This window displays a current still picture for all cameras in your home. If you don't have a camera installed, this window will not appear.
 - To view and manage the *Live Video feed* for a specific camera, click **VIEW LIVE VIDEO**. This will allow you to adjust video resolution, take snapshots, control audio and even save the video as an mpeg file.
 - To manage all cameras installed in your home, click **MANAGE CAMERAS**.
3. **History:** This section displays the event history reports captured by your Smart Home Monitoring system. It will also display the method used to disarm and arm (via the Touchpad, KeyFob, KeyPad, Web Control Centre etc.).

Note: Any changes to the Thermostat, Lighting or Appliance controllers will not be recorded. To view a detailed history of events based on your own search criteria, click **VIEW HISTORY**.

SECURITY TAB

The *Security* tab enables you to set up and manage the security of your Smart Home Monitoring system. The following options are available when *Security* tab is clicked.

- Arm/Disarm
- Emergency Dispatch Setup and Security Certificate Information
- KeyPad Codes Screen
- Security Rules
- Security Zones
- Insurance Certificate

Arming from the Web Control Centre Security tab:

1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **ARM**. The *Arm Your System* pop-up window appears.
3. Click the mode you wish to arm your system in.
4. Enter your personal 4-digit **Access Code** and click **ARM NOW**. The *Arming* countdown will appear on the screen. Once the countdown is complete, the button on your screen changes from green to red to show that your system is now armed.

Disarming Smart Home Monitoring from the Web Control Centre Security tab:

1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **DISARM**. The *Disarm Your System* pop-up window appears.
3. Enter your personal 4-digit **Access Code** and click **DISARM**. The button on your screen changes from red to green to show that your system is now disarmed.

Note: [Go to page 28](#)

Setting up the Emergency Dispatch from the Web Control Centre:

Click **EMERGENCY DISPATCH SETUP** from the drop-down *Security* menu.
The *Emergency Dispatch* screen appears.

This screen shows a list of contacts that the Central Monitoring Station will attempt to call in case of an emergency. You must have at least **2 contacts** listed at all times. The Web Control Centre automatically uses the *Account Setup* information to add the required contact information on this list.

Changing your Secret Word:

You can change the Secret Word used to confirm your identity with the Central Monitoring Station. To do this, click **UNLOCK TO VIEW/EDIT** and follow the on-screen instructions.

Note: Be careful when changing your Secret Word. Be sure to make it something that you and your family can easily remember.

Modifying the Call Order:


To modify the *Call Order* of a contact or change the contact's information, click **EDIT**.
Use the drop-down options to select the required information for each field and click **SAVE**.

Adding a new Contact:

To add a new contact in the *Call Order Sequence*, click **ADD CONTACT**.

Note: Your list may contain a maximum of 4 contacts.

Deleting a Contact:

To delete a contact from the list, click the delete icon  beside the name you want to remove.
The *Confirm Contact Delete* screen appears. Click **YES**.

Alarm Ordinance and Permit Registration:

This is where your *Alarm Permit Number* and its expiry date are stored. Depending on where you live, you may have to go to your local Police Services and purchase a Security Permit. It's this permit that puts your home and Smart Home Monitoring system in their records and allows them to react to any trouble calls from the Central Monitoring Station.

Note: You cannot enter or edit this information via this screen.

Reviewing the Security Zones in my home from the Web Control Centre:

1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **SECURITY ZONES**. The *Security Zones* screen appears. This screen displays your sensors. From here you can do the following:
 - a. Change the name of a zone, click **EDIT**.
 - b. Turn a sensor OFF, click the corresponding **TURN ZONE OFF** button.
 - c. Turn a sensor ON, click the corresponding **TURN ZONE ON** button.

Creating a user Access Code from the Web Control Centre:


1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **KEYPAD CODES**. The *KeyPad Access Codes* screen appears.
3. Click **ADD ACCESS CODES**. The *Account Verification* screen appears.
4. Enter your **Master Keycode** and click **OK**. The *Entry* screen appears.
5. Enter a **Name, Access Code, Level of Access** and **Valid Days** that the code is active for.

Note: The chart below describes the options for the **Level of Access**.

Level of Access	Details
Standard	This setting allows the user to arm, disarm and access everything except the <i>Settings Touchpad</i> app.
Arm Only	This setting allows the user to arm the alarm and access everything except the <i>Settings Touchpad</i> app.
Guest	This setting allows the user to arm and disarm the alarm and access everything except the <i>Settings Touchpad</i> app.

6. Click **SAVE**.


Editing a user Access Code from the Web Control Centre:

1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **KEYPAD CODES**. The *KeyPad Access Codes* screen appears.
3. Click the edit icon  beside the code you want to edit. The *Edit Access Code* screen appears.
4. Edit the **Name, Access Code**, or **Valid Days** that the code is active for.

Note: To edit the level of access, you must delete this **Access Code** and create a new one.


5. Click **SAVE**.

Deleting a user Access Code from the Web Control Centre:

1. Click the **SECURITY** tab. A drop-down menu appears.
2. Click **KEYPAD CODES**. The *KeyPad Access Codes* screen appears.
3. Click the delete icon  beside the **Access Code** that you want to delete. The *Confirm Access Code Delete* window appears.
4. Click **YES**. The **Access Code** is deleted.

Adding, editing and deleting Access Codes using the Keypad Code Screen:

This screen displays a list of all **Access Codes** and their access permissions. You can either **add, edit or delete Access Codes** and access permissions for an existing code.

- To add a new user **Access Code**, click **ADD ACCESS CODE**. This allows you to enter a new *Access Code* and set access permissions for the new code.
- To edit access permissions for an existing code, click **EDIT** under the *Modify* column.
- To delete an existing code, click the delete icon .

The codes are all shown in an obscured format. To view a code in a readable text format, click **SHOW**. You will be prompted to enter the **Master Access Code**.

HISTORY TAB

The *History* tab allows you to see all or some of the events that have been detected by the system. This mimics the History function on the Touchpad.

Accessing the History Log from the Web Control Centre:

1. Hold your mouse cursor over the *History* tab. A drop-down menu will appear.
2. Select the option you want to view from the list below:

DISPLAYED HISTORY	DETAILS
ALL HISTORY	<ul style="list-style-type: none"> • This option displays: <ol style="list-style-type: none"> a) Everything that has happened on your Smart Home Monitoring system b) Everything that has happened on your Smart Home Monitoring system within a specific date range c) Specific events that have happened on your system (alarms, arms, disarms, events, zones)
ALARMS	<ul style="list-style-type: none"> • This option will only display alarm events.
ARM/DISARMS	<ul style="list-style-type: none"> • This option will only display when your alarm was armed or disarmed.
TROUBLE EVENTS	<ul style="list-style-type: none"> • This option notifies you of any issues with your Smart Home Monitoring service.
ZONE ACTIVITY	<ul style="list-style-type: none"> • This option displays tripped sensors, telling you whether your alarm is activated or not.
LAST 24 HOURS	<ul style="list-style-type: none"> • This option displays all events that your Smart Home Monitoring service has experienced in the last 24 hours.

Note: There may not be any events displayed under some of these options, depending on the activity in your home.


CONTACTS TAB

Contacts are people that you would like the system to notify by email or text message, according to rules that you create. The *Contacts* tab lets you manage the contacts for Smart Home Monitoring. For more information on rules, [go to page 33](#).


Adding a new contact from the Web Control Centre:

1. Click the **CONTACTS** tab. The *Contacts* screen appears.
2. Click **ADD CONTACT**. The *Add Contact* screen appears.
3. Enter the required information in this screen and click **SAVE**. The *Contacts* screen reappears with the new contact listed.

Editing existing contacts from the Web Control Centre:

1. Click the **CONTACTS** tab. The *Contacts* screen appears.
2. Click the edit icon  beside the contact you want to edit. The *Edit Contact* screen appears.
3. Edit the required information and click **SAVE**.

Deleting contacts:

1. Click **CONTACTS** from the tabs. The *Contacts* screen appears.
2. Click the delete icon  beside the contact you want to delete. The *Delete Contact* screen appears.
3. Click **YES** to delete the contact.

RULES TAB

Rules are instructions that you provide to your Smart Home Monitoring system, telling it what to do and who to contact when events occur in your home. For example, you can set up rules that tell your system to:

- Capture video at set times during the week and have them sent to you, like seeing your kids coming home from school (**Schedule**).
- Take a still photo if a door or window is opened (**Event**).
- Take action if expected events don't occur, such as someone arriving home on time (**Non-event**).

Rules are flexible methods for generating a variety of system actions (such as sending a text message or turning on a light) when something happens.

The *Security Rules* option allows you to quickly see all your existing rules on one page.

SET UP A RULE:

1. Click the **RULES** tab. The *Rules* screen appears.
2. Click **ADD RULE**. The *Add Rule* screen appears.
3. Select what type of rule you want to create:

(A) SCHEDULE	(B) EVENT	(C) NON-EVENT
<p>At a specified time, take action. For example, at 3:30 PM Monday through Friday, capture video and send it to me as my kids should be home then.</p>	<p>When something happens in my home, take action. For example, when a door opens, take a picture.</p>	<p>When something does NOT happen at a specified time, take action. For example, if the front door does not open, from 3-4 PM when your kids should be coming home, have a text message sent to you.</p>
<ol style="list-style-type: none"> 4. Enter a START TIME. 5. Enter an END TIME if desired. 6. Select the days of the week you want the rule to be active. 7. Select the action to be taken in the DO THIS window. 8. Select the security mode in the IN HOME SECURITY MODE drop-down menu for when you want the rule to be active. 9. To make the rule quickly recognizable, label the rule in the DESCRIBE THE RULE window. 10. Click SAVE. 	<ol style="list-style-type: none"> 4. Select which sensor initiates the rule in the WHEN MY window. 5. Select the action of the above sensor that triggers the rule in the BECOMES window. 6. Select what you want your system to do when the sensor is triggered in the DO THIS window. 7. Select when you want this rule to be active by selecting a time range and the active days in the HOW OFTEN drop-down menu. 8. In the IN HOME SECURITY MODE drop-down menu, select the security mode in which the rule is active. 9. To make the rule quickly recognizable, label the rule in the DESCRIBE THE RULE window. 10. Click SAVE. 	<ol style="list-style-type: none"> 4. Select which sensor initiates the rule in the WHEN MY window. 5. Select the non-event of the above sensor that triggers the rule in the DOES NOT window. 6. Select what you want your system to do if the sensor is not triggered in the DO THIS window. 7. Select when you want this rule to be active by selecting a time range and the active days in the HOW OFTEN drop-down menu. 8. In the IN HOME SECURITY MODE drop-down menu, select the security mode in which the rule is active. 9. To make the rule quickly recognizable, label the rule in the DESCRIBE THE RULE window. 10. Click SAVE.

EXAMPLE RULE: When the kids arrive home from school.

In this example, a simple schedule rule will notify a parent when children arrive home from school by generating a message when they open the door and disarm the system.

To begin, log in to the Web Control Centre and follow these steps:

1. Click the **RULES** tab. The *Rules* screen appears.
2. Click **ADD RULE**. The *What Kind of Rule* screen appears.
3. Select the kind of rule you want to create: **SCHEDULE**.
4. Select the following:
 - A. When my: **ANY DOOR** (indicate what sensor is attached to this rule)
 - B. Becomes: **OPENED** (what the sensor must do in order to activate the rule)
 - C. Do this: **SEND TEXT MESSAGE** (what happens after the rule is activated)
 - D. How often: **AT A SPECIFIED TIME** with Start Time as **3:00 PM** and End Time as **4:00 PM**.
Also check Monday through Friday in the checkboxes. (when the rule is to be activated)
 - E. In home security mode: **ARMED** (what state the alarm must be in to activate this rule)
5. Describe the Rule: Send TXT when the kids get home (name the rule for future reference)
6. Click **SAVE**. (save and activate your rule)

WIDGETS TAB

The *Widget* tab allows you to choose the information and entertainment apps you would like to display on the Touchpad. It also allows you to customize some apps to suit your personal needs.

Adding an app to your Touchpad from the Web Control Centre:

1. Click the **WIDGETS** tab. The *Manage Widgets* screen appears.
2. Find a widget in the bar along the top of the screen that you want to display on your Touchpad. You can use the arrows at either end to scroll through all the possible selections.
3. Click on the **WIDGET**. A pop-up box appears.
4. Click **ADD WIDGET**. A spinning wheel will appear showing that it is working. On the Touchpad, an *Updating Installed Widgets* message box appears.
5. The message box will disappear and the Touchpad will now be updated with the widget you have just added.

Notes: Some widgets may not be available to you. Your access to widgets depends on your Smart Home Monitoring service subscription. You can have a maximum of 10 widgets displayed on the Touchpad at one time. If you add more, you can scroll through the Touchpad screens by dragging your finger along the screen (from right to left) to view your other widgets. To manage widgets, the system must be disarmed.

Editing an app from the Web Control Centre:

Editing lets you personalize apps based on personal criteria such as where you live. Other apps require some editing at set-up time. You'll quickly discover how easy it is to customize your selection of informative and entertaining apps.

Follow the instructions below to personalize your apps.

1. Click the **WIDGETS** tab. The *Manage Widgets* screen appears.
2. Click the app that you want to edit. If the app can be configured, the option to do so appears.
3. Follow the on-screen instructions.

Note: Some apps, such as *Security*, *Settings* and *Camera* cannot be configured. Others, such as *Weather*, *Photos* and *Traffic*, must be configured through the Touchpad.

From the Web Control Centre, you can only edit the widgets on the first screen of the Touchpad. If the widget to be edited is not on the first screen, use the Touchpad to temporarily move it to the top of the order. Then make the editing changes from the Web Control Centre, and move it back to its original position.

Photos:

This app uses your Flickr account to turn your Touchpad into a digital picture frame. To link your Flickr account to this app:

1. Click **EDIT** on the Photos app on the Web Control Centre. The *Photos Edit* screen appears.
2. Click the link labelled *Change My Flickr by signing in with another ID and clicking the grant permission button*.
3. Enter your Yahoo! ID and password. The *Authorization* screen appears.

Note: If you don't have a Yahoo! ID, click **CREATE NEW ACCOUNT** and complete the steps requested of you.

4. Read the terms of service and, if you agree with it, click **OK, I'LL AUTHORIZE IT**. The *Photos App Edit* screen reappears.
5. Select a *Slideshow Interval* delay. This will determine how long each photo is displayed before changing on your Touchpad.
6. Click **OK** to save your changes.

Weather:

Personalize this app to receive up-to-date weather reports, in Celsius or Fahrenheit, for as many cities as you wish to add to your list.

Lights:

Use this app to dim or turn on/off any lights or small appliances connected to Smart Home Monitoring.

Traffic:

Add your address and popular destinations to monitor traffic and plan a smarter route between programmed addresses.

Repositioning the apps on your Touchpad:

1. Click the **WIDGETS** tab. The *Manage Widgets* (Touchpad apps) screen appears.
2. Drag and drop the widgets on the web Touchpad so that they are in the order you want.
3. Click **UPDATE** to save your changes. An *Updating Touchpad apps* pop-up screen appears.

Notes: The *Security*, *Settings* and (if applicable) *Camera* Touchpad apps cannot be repositioned. They are locked. To reposition widgets, the system must be disarmed. Only the apps on the first screen of your Touchpad can be repositioned by the Web Command Centre.

Deleting an app on your Touchpad:

1. Click the **WIDGETS** tab. The *Manage Widgets* screen appears.
2. Find a widget in the Touchpad image that you want to remove and hold your mouse cursor over it.
3. Click **DELETE**. The *Delete Widget* pop-up box appears.
4. Click **DELETE WIDGET**. A spinning wheel will appear showing that it is working. On the Touchpad, an *Updating Installed Touchpad apps* message box will appear.
5. The message box will disappear and the Touchpad will now be updated with the app removed.

Note: To manage widgets, the system must be disarmed.

CAMERAS TAB

The *Cameras* tab allows you to see what the cameras in your home are seeing. You can take a snapshot or access a live video stream from each camera in your system.

Note: If you don't have a camera installed in your system, this tab won't appear.

Viewing live videos from your camera(s):

1. Hold your mouse cursor over the **CAMERAS** tab. A drop-down menu will appear.
2. Click **LIVE VIDEO**. The *Live Video* screen appears.
3. If you have more than one camera, click the camera that you want to view live video on. If you only have one camera you will see a live video feed.

Recording videos from your camera(s):

1. Hold your mouse cursor over the **CAMERAS** tab. A drop-down menu will appear.
2. Click **LIVE VIDEO**. The *Live Video* screen appears.
3. Click the camera that you want to view live video on.
4. Click **TAKE VIDEO CLIP**. Your system camera will start recording.
5. When it is finished recording, the movie will appear below the camera image. Click the image to watch the video.

Taking snapshots from your camera(s):

1. Hold your mouse cursor over the **CAMERAS** tab. A drop-down menu will appear.
2. Click **LIVE VIDEO**. The *Live Video* screen appears.
3. Click the camera that you want to view live video on.
4. Click **TAKE PICTURE**. Your system camera will take a snapshot and it will appear below the camera image. Click on the image to view.

Viewing saved pictures or videos taken by camera(s):

1. Hold your mouse cursor over the **CAMERAS** tab. A drop-down menu will appear.
2. Click **SAVED PICTURES AND VIDEOS**. A *Saved Pictures and Videos* screen appears with all the saved images and videos that you've recorded or saved.

THERMOSTAT TAB

The Thermostat tab allows you to change the settings on your thermostat remotely. To make any adjustments to your thermostat's settings:

1. Hover your mouse over the **THERMOSTAT** tab. A drop-down menu will appear.
2. Click **THERMOSTATS**. The *Thermostat* screen appears.

From here, you can do the following:

Setting your home to Cool, Heat or Off:

If you have an air conditioner and furnace, you can easily switch between heating and cooling your home.

Tap **COOL** for summer months and **HEAT** for winter. If you want your home to heat/cool to its natural temperature, tap **OFF** and your furnace/air conditioner won't automatically turn on.

Adjusting the desired temperature range:

On the screen you'll see a coloured temperature range with a pull tab (red or blue depending if your thermostat is set to heat or cool) and a solid, vertical, orange line which represents the current temperature in your home.

• Set your home's maximum temperature in the warmer months

Do you want to set the maximum temperature? Tap **COOL** and pull the **BLUE TAB** on the temperature range.

• Set your home's minimum temperature in the colder months

Do you want to set the minimum temperature? Tap **HEAT** and pull the **RED TAB** on the temperature range.

Choosing Celsius versus Fahrenheit:

Tap **C** to change the display to show Fahrenheit.

Tap **F** to change the display to show Celsius.

Overriding the settings on the thermostat sensor:

Tap **HOLD** to override any settings on the physical thermostat with your Touch Screen settings.

Tap **HOLD** a second time to revert back to the physical thermostat's settings.

Changing your fan settings:

Tap **FAN ON** to have the fan in your heating/cooling system run at all times.

Tap **FAN AUTO** to start the fan only when your heating/cooling system is running.

Thermostat Rules:

Rules perform system actions (such as sending a text message or turning on a light) when something happens. The *Thermostat Rules* option allows you to quickly see all your existing rules on one page. For more information on Rules, [go to page 19](#).

LIGHTS TAB

The *Lights* tab allows you to turn your lights on/off or dim them.

Note: If you don't have a lamp dimmer or appliance switch installed in your system, this tab will not appear on your screen.

Adjusting your lights:

1. Hold your mouse cursor over the **LIGHTS** tab. A drop-down menu will appear.
2. Click **LIGHTS**. The *Lights* screen appears.
3. If a *Lamp Dimmer* sensor is ON, you will be able to adjust the light level by dragging your finger along the dimmer control bar (0 to 100%).

Note: If the sensor is an appliance switch, the dimming option is not available.:

WEB CONTROL CENTRE SMARTPHONE APPLICATION

WEB CONTROL CENTRE SMARTPHONE APPLICATION

The Smartphone application mimics the functionality of the Web Control Centre, but is built specifically for Smartphones. The app comes with two tabs: *Security* and *History*. The *Lights*, *Cameras* and *Thermostat* control tabs are available for systems that include those services.

Installing the Smartphone app:



1. Go to itunes.com or the Android App Market and search for "Rogers Smart Home" to download and install the Smartphone application.



2. Once installed, run the application. The application *Sign-in* page appears.



3. Enter your *My Rogers Username* and **Password**, and then click **LOGIN**. The *Main* screen appears.

Arming Smart Home Monitoring from the Smartphone app:

1. From the *Main* screen tap **SECURITY**. The *Security* screen appears.

Note: Any sensors experiencing a problem will show as red on this screen and you may not be able to arm your system. To resolve this issue, please review the troubleshooting section.
2. Tap **DISARMED – Press to Arm**. The *Arm* screen appears.
3. Select the desired *Arming* mode (**Arm Stay, Arm Away, or Arm Night**). For more information on the *Arming* modes, go to page 7.
4. Enter your **Access Code** on the KeyPad. A countdown will begin and then the system will arm. Once armed, the button will become red and display its status as *Armed - Press to Disarm*.
5. On the *Main* page, the *Security* tab will appear red to show that Smart Home Monitoring is armed.



Disarming Smart Home Monitoring from the Smartphone app:

1. From the *Main* screen, tap **SECURITY**. The *Security* screen appears. Tap **ARMED – Press to Disarm**. The *KeyPad Code* screen appears.
2. Enter your **Access Code** on the KeyPad. The *Security* screen appears and the button turns green and displays *Disarmed – Press to Arm*. Smart Home Monitoring is now disarmed.

Bypassing sensors from the Smartphone app:

1. From the *Main* screen, tap **SECURITY**. The *Alarm* screen appears.
2. Tap the sensor you want to bypass. The *Zone Window* screen appears.
3. Press and pull **SECURITY ZONE IS** from **ON** to **OFF**. Your sensor is now bypassed.
Note: To reactivate the sensor, follow the steps above and change **SECURITY ZONE IS** to **ON**.
4. When you return to the *Zone Window* screen, the sensor you just bypassed will have (Zone Off) beside it and will be labeled this way throughout the application.

Accessing a camera from the Smartphone app:

1. From the *Main* screen, tap **CAMERAS**. The *Cameras* screen appears.
2. Tap a camera on the screen that you want to view. The *My Camera* screen appears. If you have multiple cameras connected to your system, each will be displayed individually.
3. You have two options: **PIC** or **VIDEO**.
 - a) **PIC** – will show a still image of what your camera sees at the time you tapped the *Pic* option.
 - b) **VIDEO** – will show streaming video from the camera you've selected.

Reviewing the History Log from the Smartphone app:

1. From the *Main* screen, tap **HISTORY**. The *History* screen appears.
2. Tap one of the following *History Log* choices:
 - **All** shows all *Alarms, Arming/Disarmings* and *Zone Changes*
 - **ALARM** shows all *Alarms (Panic Buttons and Sensor Trip alarms)*
 - **ARM** shows all *Arming/Disarmings*
 - **ZONE** shows all *Sensor Trips (doors/windows, motion sensors, etc.)*

Accessing your light and small appliance sensors from the Smartphone app:

1. From the *Main* screen, tap **LIGHTS**. The *Lights* screen appears.
2. Tap a light or appliance on the screen to turn it **ON** or **OFF**. The selected light will turn on or off.

Adjusting your lights:

1. Tap the **LIGHTS** widget on the Touchpad. A *Lights* screen appears.
2. On this screen, all the lights and/or small appliances that you have connected to your system will appear. Beside each one, it will state whether it is **ON** or **OFF**.
3. If a Lamp Dimmer sensor is **ON**, you will be able to adjust the light level by dragging your finger along the dimmer control bar (0 to 100%).



Adjusting your thermostat:

1. From the *Main* screen, tap **THERMOSTATS**. The *Thermostats* screen appears.
2. Tap on the **THERMOSTAT INFORMATION** bar. The *Thermostat Settings* screen appears.
3. You have a number of choices at this point. From this screen, you can tap: **OFF**, **COOL** or **HEAT**

If you have an air conditioner and furnace, you can decide whether your home heats, cools or maintains the current temperature.

Tap **COOL** for summer months and **HEAT** for winter. If you want your home to heat/cool to its natural temperature, tap **OFF** and your furnace/air conditioner won't automatically turn on.

**Adjusting the desired temperature range:**

On the screen you'll see a coloured temperature range with a pull tab (red or blue depending on if your thermostat is set to heat or cool) and a vertical, orange line which represents the current temperature in your home.

- **Set your home's maximum temperature in the warmer months.**

Do you want to set the maximum temperature? Tap **COOL** and pull the **BLUE TAB** on the temperature range.

- **Set your home's minimum temperature in the colder months.**

Do you want to set the minimum temperature? Tap **HEAT** and pull the **RED TAB** on the temperature range.

Overriding the settings on the thermostat sensor:

From the *Thermostat Settings* screen, tap **SETTINGS**, then **HOLD -> ON** to override any settings on the physical thermostat with your Touch Screen settings. Tap **HOLD** a second time to revert back to the physical thermostat's settings.

Changing your fan settings:

From the *Thermostat Settings* screen, tap **SETTINGS**, then **FAN AUTO MODE -> OFF** to have the fan in your heating/cooling system run at all times. Tap **FAN AUTO** to start the fan only when your heating/cooling system is running.

COMMON QUESTIONS**What are the minimum browser requirements for the Web Control Centre?**

Recommended Internet Explorer 7 or higher, or Firefox 3.5 or higher

Are there any special rules for using the Rules Wizard?

- *Arming* and *Disarming* can be the resulting action of a rule as well as a rule event. Therefore, it is possible that a rule could result in the system being armed or disarmed and that result could trigger additional rules.
- If you wish to send an alert to anyone other than the Primary Contact already set up in the system, you will first have to add contact information for them. For more information, [go to page 32](#).

Are there any special rules for cameras?

The quality of the recording is determined by the resolution that you set for your camera. To learn how to change the resolution, [go to page 47](#).

PERSONALIZING YOUR SYSTEM

There are many features that you can customize on your Smart Home Monitoring system. You can tailor your display, security settings and your widgets to your liking. Personalize your Touchpad with the following commands:

DISPLAY CUSTOMIZATION

Setting your screen saver for the Touchpad when it isn't in use:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **SCREENSAVER CONFIGURATION**. The *Screensaver Configuration* screen appears.
5. Tap the app that you want to use and select how many minutes of inactivity must pass before it appears as a screensaver.
6. Tap **RETURN TO MENU**.

Your screensaver display will depend on the app that you choose. Some of the more popular Touchpad apps are listed below.

TOUCHPAD APP	DISPLAYS
None	The screen never goes to screensaver and the <i>Main</i> page will always be displayed.
Security	The screen displays the <i>Arm System</i> tab from the Security Touchpad App.
Camera	The screen displays snapshots from each of the home monitoring cameras and updates every 5 seconds. If there is only one camera attached to the security system, the screen displays live video.
Clock	The screen displays the current time in digital or analog.
Flickr	The screen displays a slideshow of photos from your Flickr account.

Setting your Touchpad to make a noise every time you tap it:

Set up an audible response to confirm that you have tapped the screen sufficiently. Simply follow these steps to activate this feature.

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **TOUCH SCREEN AUDIBLE FEEDBACK**. The *Touchscreen Audio Feedback* screen appears.
5. Set **PROVIDE AUDIO FEEDBACK** to **YES**.
6. Tap **RETURN TO MENU**.

Setting the brightness of your Touchpad:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **SCREEN CONFIGURATION**. The *Settings* screen appears.
5. Tap **SCREEN BRIGHTNESS**. The *Screen Brightness* screen appears.

Setting your Touchpad to automatically dim:

You can set your Touchpad to dim after you stop using it for a few minutes by following these instructions:



1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **SCREEN CONFIGURATION**. The *Settings* screen appears.
5. Tap **AUTOMATIC SCREEN DIMMING**. The *Automatic Screen Dimming* screen appears.
6. Tap the **IDLE TIMEOUT ARROWS** to set the time before your screen dims.
This delay can be set using 5 minute intervals up to a maximum time of 20 minutes.
7. Tap the **DIMMING LEVEL ARROWS** to set the screen's brightness level after it times out. The brightness level ranges between 1 and 10, with 10 being the brightest.

Note: If you never want your screen to dim, set the Brightness to 10.

Reducing the brightness of your Touchpad at night:


You can automatically dim your Touchpad screen at night so it won't illuminate your home.

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCH SCREEN**. A list of options appears to the right.
4. Tap **SCREEN CONFIGURATION**. The *Settings* screen appears.
5. Tap **SCREEN NIGHTTIME SETTINGS**. The *Screen Nighttime Settings* screen appears.
6. Set **BACKLIGHT OFF AT NIGHT** to **YES**.
7. Set the **BACKLIGHT OFF TIME** and the **BACKLIGHT ON TIME**. Now the Touchpad will automatically dim to the lowest level (1) between these times.
8. Tap **RETURN TO MENU**.

Note: During this time, the *Quick Arm*  and *Emergency*  buttons also darken completely. If anyone touches the screen, it will brighten to the default brightness level.

Changing the colour of the Touchpad Home button:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **BUTTON CONFIGURATION**. The *Button Configuration* screen appears.
5. Select the alarm mode (**READY**, **NOT READY** and **ARMED**) that you want to change.
6. Select the colour that will be used for the *Home* button. This change will be seen immediately.
7. Tap **RETURN TO MENU**.

To manually place the Touchpad in Night Mode, press the Home  button twice in quick succession.

TIP

When you arm the alarm, the Quick Arm button usually requests an access code. To Remove that request you may change your Quick Arm button as follows:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **QUICK ARM BUTTON CONFIGURATION**. The *Quick Arm Button Configuration* screen appears.
5. You will have two options to select from:
 - **QUICK ARM BUTTON STARTS QUICK ARM** (no Access Code required)
 - or
 - **QUICK ARM BUTTON PROMPTS FOR ARMING** (Access Code required)
6. Tap **RETURN TO MENU**.

SECURITY CUSTOMIZATION

Set a specific app to appear when my system is arming:

Use your Touchpad as a clock or see the weather when it's not in use.

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **SECURITY**.
4. Tap **DEFAULT ARMING SMART APP**. The *Default Arming Smart App* screen appears.
5. Select one app from the apps available on your Touchpad.
6. Tap **RETURN TO MENU** to save your changes.

Note: If you remove the app that is set as your *Default Arming Touchpad* app, the *Default Arming Widget* feature will no longer function. Just select another app that you have downloaded to your Touchpad to reactivate this feature.

WIDGET CUSTOMIZATION

Adding/removing/reordering an app on my Touchpad?

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **WIDGETS**. A new screen will appear with three options:

Adding a Touchpad App	Removing a Touchpad App	Reordering a Touchpad App
4. Tap ADD WIDGET . A list of available apps appears.	Tap REMOVE WIDGET . A list of available apps appears.	Tap REORDER WIDGET . The <i>Change Widget Order</i> screen appears.
5. Tap the app you want to add to your Touchpad and then tap NEXT .	Tap the app you want to remove from your Touchpad and then tap NEXT .	Adjust the order of the widgets by tapping UP , DOWN or TO TOP .
6. An info screen appears with a description of the <i>Touchpad</i> app. Tap NEXT if you want to install this <i>Touchpad</i> app. A message will appear that the widget has been installed.	A warning screen appears asking you if you wish to continue. Tap NEXT to continue.	Tap SAVE WIDGET ORDER to save your choices.

Note: There may be limitations on which apps you can add to your system. The availability of apps depends on which package you subscribe to.

TOUCHPAD AND SMART HOME MONITORING SYSTEM MANAGEMENT

The Smart Home Monitoring system can be managed in many different ways. In this section, you'll learn how to manage camera settings, user accounts, routers, sensors and History Log.

CAMERA SETTINGS

You can change the camera's name, the sensor that it is associated with and its video quality.

Changing your camera settings:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **HOME DEVICES**. The *Home Devices* menu appears.
4. Tap **CAMERAS**. The *Cameras* menu appears.
5. Tap **EDIT CAMERAS**. The *Edit A Camera* screen appears.
6. Tap the camera that you want to edit. The *Keyboard* screen appears.

Camera Name	Associated Zone	Resolution
7. Tap the CAMERA NAME field. The <i>Keyboard</i> screen appears.	Tap the ASSOCIATED ZONE drop-down menu. All of your zone options appear for this camera.	Tap the VIDEO QUALITY field. The <i>Video Quality</i> screen appears.
8. Change the name of the camera and tap DONE . The <i>Edit a Camera</i> screen appears.	Select the sensor that you want to have the camera associated with and tap NEXT . The <i>Edit A Camera</i> screen will appear and your changes will be made.	Tap RUN SPEED TEST to determine which speed your connection will allow. This may take a few minutes to run.
9. Tap NEXT and the camera name now reflects your changes.	Note: Using a higher resolution will give you larger and more consistent videos, but requires a faster Internet connection	Once the test is completed, the allowable video quality level will be displayed. Tap NEXT . Then select the appropriate video quality (HIGH MEDIUM or LOW).
		Tap NEXT to save your changes.

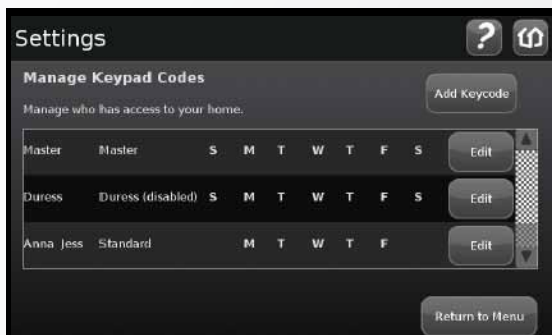
Note: For more information on settings and the Rules Wizard, go to page 37

USER ACCOUNTS, CODES AND INFO

Granting access to friends, relatives or cleaning staff is easy. In this section, you'll learn how to set up and manage users. Follow the steps below to create Access Codes and personalize them to individual needs.

Creating new users and Access Codes:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **SECURITY**.



4. Tap **MANAGE KEYPAD CODES**. The *Manage KeyPad Codes* screen appears.
5. Tap **ADD KEYPAD CODE**. The *Add KeyPad Code* screen appears.
6. Tap the **4-DIGIT CODE** field. The *Add KeyPad Code* screen appears.
7. Enter the new **4-digit KeyPad Code**. A screen appears asking you to re-enter the code.
8. Re-enter the code. You are returned to the *Add KeyPad Code* screen.
9. Tap the **NAME FIELD** (New User). The *Keyboard* screen appears.
10. Enter the name of the new user and tap **DONE**. You are returned to the *Add KeyPad Codes* screen.
11. Select which days this code will not be valid. For example, if you want your babysitter to have their code work only on weekdays, tap *Saturday* and *Sunday*.

Note: As a default, the code is active (blue) 7 days a week.

12. From the *Level* drop-down menu, select the level of access you would like the new user to have:
 - **Standard** This setting allows the user to arm and disarm the alarm and access everything except the *Settings Touchpad* app.
 - **Arm Only** This setting allows the user to arm the alarm and access everything except the *Settings Touchpad* app.
 - **Guest** This setting allows the user to arm and disarm the alarm and access everything except the *Settings Touchpad* app.
13. Select the user's *Arming Widgets*. This will determine the application that is displayed when you arm your Smart Home Monitoring system.
14. Tap **SAVE**.

Editing or deleting users and their Access Codes:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **SECURITY**.
4. Tap **MANAGE KEYPAD CODES**. The *Manage KeyPad Codes* screen appears.
5. Tap **EDIT** beside a user. The *Edit KeyPad Code* screen appears.

Editing a user's name	Editing the user's Access Code	Changing which days their code is active	Deleting an existing user
6. Tap the NAME FIELD . The <i>Keyboard</i> screen appears.	Tap the 4-DIGIT CODE field.	Tap the days you want to deactivate the user's access for.	Tap DELETE USER . A message appears asking you if you are sure you want to proceed.
7. Change the name of the user and tap DONE . You are returned to the <i>Edit KeyPad Codes</i> screen.	Change the Access Code. You are asked to re-enter the Access Code.	Tap SAVE or modify other parts of the user profile. <i>Manage KeyPad Codes</i> screen.	Tap YES . The user is deleted and you are returned to the <i>Manage KeyPad Codes</i> screen.
8. Tap SAVE or modify other parts of the user profile.	Re-enter the Access Code. You are returned to the <i>Manage KeyPad Codes</i> screen.		
	Tap SAVE or modify other parts of the user profile.		

Note: You can't edit a user's level of access (Standard, Arm Only, or Guest). In order to change their level of access, you must delete and then re-create the user with the desired level of access.

Verifying account information:

Your account information is very important to your Smart Home Monitoring service. The information that the Central Monitoring Station has must be accurate in order to direct the appropriate emergency services to you. To verify your account information:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**. The *Advanced Settings* menu appears.
4. Tap **ACCOUNT INFORMATION**. The *Account Information* screen appears.
5. Tap **NEXT** to return to the *Advanced Settings* list.

Note: If you notice anything that is incorrect on your account information, contact **1 888 764-3771**.

ROUTER

Setting your router (and the devices connected to it) to be visible to the Internet:

Due to program requirements, like running a game server or receiving information via the web, you may need to ensure legitimate third-party servers can see your computer. In this case, follow the instructions below to make your router “visible” to the rest of the Internet. Follow the steps below to make your computer visible to the Internet:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**. The *Advanced Settings* screen appears.
4. Tap **CONNECTIVITY**. The *Connectivity* screen appears.
5. Tap **EXPOSE PERSONAL ROUTER TO INTERNET**.
The *Expose Personal Router to Internet* screen appears.
6. Tap **NEXT**. The *Personal Router Setup* screen appears.
7. Tap **NEXT**. The available routers are listed by MAC Address.
8. Tap the MAC Address of the router that needs to be exposed to the Internet.
9. Tap **NEXT**. The *Configured Router* screen is displayed. The Touchpad configures the security network router to expose the selected router (and the home network devices connected to it) to the Internet.

Making your router (and the devices connected to it) invisible to the Internet:

Some people prefer to make their computer “invisible” to the Internet. This adds more security to your system and will help avoid problems associated with the Internet. Follow the steps below to make your computer invisible to the Internet:

1. Tap the **SETTINGS** widget. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**. The *Advanced Settings* screen appears.
4. Tap **CONNECTIVITY**. The *Connectivity* screen appears.
5. Tap **HIDE PERSONAL ROUTER FROM INTERNET**. The *Hide Personal Router from Internet* screen appears.
6. Tap **NEXT**. The *Configured Router* screen appears.
7. The Touchpad re-configures the Security Network Router to hide any connected router from access by entities on the Internet.

MANAGE THE TOUCHPAD

Locking the Touchpad to avoid accidental activation when cleaning it:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **CLEAN SCREEN**.
5. Tap **CLEAN SCREEN FOR 30 SECONDS**. A message with a 30 second countdown appears. The Touchpad is now locked so that you can clean the Touchpad without activating anything until the timer runs out. A *Clean Screen - Summary* appears.
6. Tap **GIVE ME MORE TIME TO CLEAN THE SCREEN** or **FINISH**.

Recalibrating Touchpad if it detects your touch incorrectly:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **TOUCHSCREEN**. A list of options appears to the right.
4. Tap **SCREEN CONFIGURW**our Touchpad will now reboot. The screen will go blank and five four-headed arrow icons will appear in sequence.
7. Tap all five of the icons. The *System Startup in Progress* message appears. When the *Main* screen reappears, the recalibration is complete.

MANAGE YOUR SENSORS AND HISTORY LOG

Temporarily disabling/bypassing sensors:

You can bypass or disable specific sensors so that they don't trip the alarm or create sound notifications when tripped. For example, when your family is in the back yard relaxing, you can bypass the back door sensor but have the alarm armed for other sensors.

1. Tap **SECURITY**. The *Security* screen appears.
2. Tap **TURN ZONE OFF** for a specific sensor to disable it. The *KeyPad Code* screen appears.
3. Enter your **Master Access Code**. The *Security* screen appears.
4. This sensor is now **OFF** and will no longer trigger an alarm when the alarm is armed.

Note: Sensors that have been bypassed will have their activity recorded in the *History Log*. For more information on the *History Log*, go to page 32.

Viewing the History Log:

1. Tap the **SECURITY** app. The *Security* screen appears.
2. Tap the **HISTORY** tab. The *History* screen appears.
3. The *History* screen is a chronological log of sensor activity starting from the most recent occurrence and progressively going back in time.

Note: When a sensor is tripped (a door or window is opened, etc.), it is displayed as a red icon. When it is no longer tripped, the icon will change to green.

When bypassed sensors are tripped, they will still appear on the *History* screen even though they do not make a sound.

TESTING YOUR SYSTEM

You can test your Smart Home Monitoring system to ensure it is working properly. In this section you'll learn to check your system's Wi-Fi strength and its connectivity without alerting the Central Monitoring Station.

TEST YOUR ALARM

When testing your alarms, you can choose to report them to the Central Monitoring Station. This will ensure end-to-end integrity. By default, alarm tests will not trigger a signal to the Central Monitoring Station.

Testing your alarm system without having the Central Monitoring Station respond:

Notes: You should always do this to ensure your system is functioning normally after replacing batteries in any sensor or after a sensor has been offline for any reason. Ensure all security zones are ready (all doors, windows, etc. are closed) before testing your alarm.

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **SECURITY**.
4. Tap **ALARM TEST**. The *Alarm Test Options checklist* screen appears.
5. If you don't want to have your test alarms sent to the Central Monitoring Station, ensure that the *Send Test Alarm Messages* setting shows **Disabled**. To enable sending of alarms, tap **DISABLED**. The *Send Test Alarm Messages* setting will show as **Enabled**.

Note: If you enable *Send Test Alarm Messages*, contact the Central Monitoring Station at **1 888 578-1777** to place the system on *Test* so that they do not respond to the test alarms. Remember to contact the CMS when you are done testing to verify that the alarms went through and to notify the CMS to place the system off *Test*.

6. Tap **NEXT**. The *Alarm Test* screen appears.
7. Read the instructions on the screen and when you have finished testing the sensors, tap **DISARM**. If you haven't tested every sensor you will be warned before the test is disarmed.
8. Tap **NEXT**. The *Review Alarms* screen appears and will display how each sensor performed during the test.
9. Tap **RETURN TO MENU** to exit the *Alarm Test*.

Notes: If you enabled *Send Test Alarm Messages*, call the CMS to verify that the test alarms went through and to place the system off *Test*.

To avoid false alarm charges, if you don't see a *System Status Message* in the top-right corner of the Touchpad, this test should be 100% successful. If you see a *System Status Message* and any of your sensors have failed this test, run the test again. If the sensor fails again, contact us at **1 888 ROGERS1** (1 888 764-3771).

TEST YOUR WI-FI STRENGTH

You can test the strength of your system's Wi-Fi signal.

Checking your Wi-Fi strength:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**, then **CONNECTIVITY**. The *Connectivity* screen appears.
4. Tap **WI-FI CELLULAR SIGNAL STRENGTH**. The *Wi-Fi Cellular Signal Strength* screen appears.
5. If Wi-Fi is in use, the *Wi-Fi* icon will show green signal strength.
6. The system will begin the *Signal Strength* test automatically and display the result.

Note: You don't need to do this unless a Rogers phone representative asks you during troubleshooting.

TEST YOUR CONNECTIVITY

You can test to see if you're having connectivity problems with your Smart Home Monitoring system.

Checking your connectivity:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**, then **CONNECTIVITY**. The *Connectivity* screen appears.
4. Tap **TEST CONNECTIVITY**. The *Testing Connectivity* screen appears.
5. Tap **NEXT**. The *Testing Connectivity* screen appears.
6. The system will begin the *Connectivity* test automatically and display the results. A good result is represented by a checkmark. Tap **NEXT**. If you receive green checkmarks, your system checks out fine. If you don't receive a green checkmark, tap **BACK** and retest your system.

Note: You don't need to do this unless a Rogers phone representative asks you during troubleshooting.

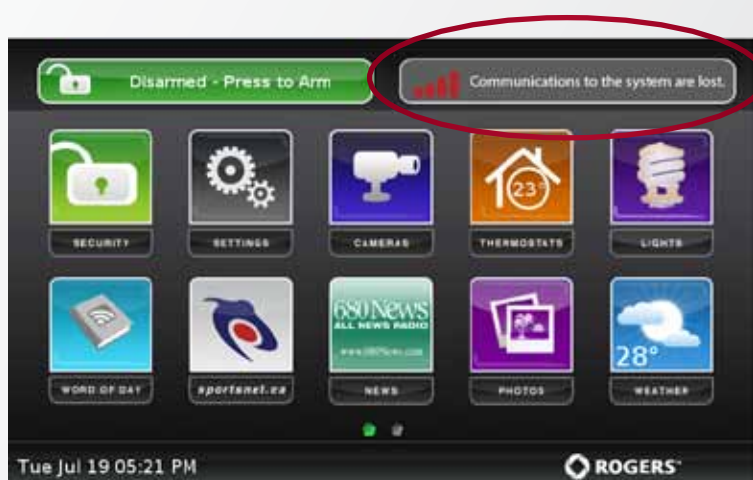
TROUBLESHOOTING YOUR SMART HOME MONITORING SYSTEM

Troubleshooting the Smart Home Monitoring system is easy. If there's a problem, the system will display *System Status* messages in the display area of the screen to help you determine next steps and take action to address the issue.

SYSTEM STATUS MESSAGES

System Status Messages indicate if there's a problem with a sensor or the Smart Home Monitoring service itself. An alert will appear in the top-right corner of the Touchpad with a red icon and a brief message describing the problem. When a *System Status* Message is displayed, tap it to display more information.

Note: Be sure not to mistake *System Status* Messages for *Alarm Sensor* Messages which are displayed in the top-left corner of the Touchpad. For more information on any error message that you've received, [go to the next page](#).



What to do if you see an error in the System Status display:

1. If there is a problem with a Smart Home Monitoring sensor, a notification will appear in the top-right corner of the screen with a red icon.
2. Tap the **RED ERROR ICON** and a new screen will appear showing any problems that your system is having with the Touchpad, sensors or connectivity.

Possible messages you will see are:

Message	Cause	Resolution
AC Power Loss	<p>Touchpad is not receiving AC power.</p> <p>The system is in Low Power Mode.</p>	<p>Confirm that the power adapter is plugged into the Touchpad.</p> <p>Confirm that the power adapter is plugged into an un-switched outlet.</p> <p>Confirm that the un-switched outlet has power.</p> <p>Install the power adapter into another outlet.</p>
Alarm Communication Failed	<p>Touchpad is not accessing the Internet through the local network, nor does it have cellular connectivity.</p>	<p>Restore Internet connectivity as soon as possible.</p> <p>If the lack of cellular connectivity persists, contact Customer Care.</p>
Battery Failure	<p>An extended power outage has drained the battery.</p> <p>The following message appears after power is restored: <i>"Backup battery for the Touchpad is dead, and there is a loss of external power."</i></p> <p>After external power is restored, it takes approximately 21 hours for the battery to be fully charged.</p>	<p>When AC Power is restored the battery will recharge.</p> <p>If the message does not clear after a day, contact Customer Care.</p> <p>Confirm that the power adapter is plugged into an un-switched outlet.</p>
Battery Low	<p>The AC power has been lost for an extended period of time and the battery is running low.</p> <p>If AC power is connected but has been off for an extended period, the battery could still be charging.</p>	<p>Open the battery cover and check the battery connection.</p>
Battery Removed	<p>Battery for the Touchpad has become detached</p>	

Message	Cause	Resolution
Broadband Connection Failed	<p>Touchpad is not accessing the Internet through the local network, but the device still has cellular connectivity.</p> <p>Cellular connectivity allows only enough communication with the Central Monitoring Station to communicate major events such as alarms.</p>	Restore Internet connectivity as soon as possible.
Camera Connection Failed	Touchpad cannot communicate with one of your IP cameras.	Ensure that the camera is powered on, and that it is in range of the Wi-Fi router. The power indicator light on the camera should be on solid.
Cellular Communication Failed	Touchpad cannot communicate over the cellular network.	If this problem persists, contact Customer Care.
Communication Jammed	Touchpad has detected jamming of its communication with the sensors.	This could be a burglary in progress.
Lost Power	External power for the sensor or device named in this alert is not connected. Only applicable to devices that required external power.	Restore power to the sensor or device as soon as possible to avoid draining the sensor/device battery.
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Network Connection Failed	No broadband or cellular connectivity to the Touchpad.	Restore Internet connectivity as soon as possible. Contact Customer Care to report your loss of cellular connectivity.
Sensor Needs Cleaning	Dirt or dust may have affected the identified sensor.	Clean the identified sensor. If the error message remains after cleaning the sensor, contact Customer Care.

Message	Cause	Resolution
Sensor Tamper Detected	Cover of the identified sensor has been removed.	<p>Make sure that the sensor cover on the sensor is securely attached to the sensor base.</p> <p>For smoke detectors, ensure the cover is securely in the twist-lock position on the base.</p> <p>If the problem persists, you can choose to acknowledge the problem (tap ACK) in order to be able to arm your system until Customer Care can provide a permanent solution.</p>
Sensor Test Button Pressed	Test button for the identified sensor was pressed.	If a sensor test is not in progress, check the identified sensor.
System Battery Low	Touchpad has lost AC power and is on battery backup. Complete loss of power to the Touchpad is imminent.	<p>Check the AC adapter.</p> <p>Restore AC power to the Touchpad as soon as possible.</p>
System Not Ready To Arm	Door or window is open.	Open the <i>Security</i> app and check the security zones. Door or window might be open.
System Power Lost	Touchpad has lost AC power and is on battery backup.	<p>Check the AC adapter;</p> <p>Restore AC power to the Touchpad as soon as possible</p>
System Upgrade Progress Message	Firmware update currently in progress. No action required.	Message will go away when the update is completed.
System Will Not Arm	User entered an invalid access code when attempting to arm the system.	<p>Re-attempt to enter the access code. Use the <i>Settings</i> app to add, edit, and delete access codes. If issue persists, Contact Customer Care.</p>

Message	Cause	Resolution
Tamper Detected	Cover of the identified sensor or device has been removed.	Check the sensor or device.
Zone Swinger Shutdown	A sensor has been opened and closed repeatedly too many times resulting in alarms (default is one repeat). No more alarms from the identified sensor will be sent to the Central Monitoring Station for 48 hours or until the security system is disarmed.	Check the sensor for a loose/intermittent connection. Disarm the system to re-enable the sensor.

REBOOT THE TOUCHPAD

Occasionally, a problem might arise that could be solved by rebooting the Touchpad. To reboot your Touchpad, follow these instructions:

1. Tap the **SETTINGS** app. A *Passcode* screen appears.
2. Enter your **Master Access Code**. The *Settings* screen appears.
3. Tap **ADVANCED SETTINGS**. The *Advanced Settings* screen appears.
4. Tap **REBOOT TOUCHSCREEN**. The Touchpad will begin the reboot process.

APPENDIX

SECURITY ZONES

Security Zone Function	Description	Sensor Types
Entry/Exit	<p>For doorways that are used to enter and exit the premises, versus interior doors between rooms.</p> <p>When the system is armed, faulting this type of sensor starts an <i>Entry Delay</i> countdown rather than sending an immediate alarm. During <i>Exit Delay</i>, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.</p>	Door/Window
Perimeter	If faulted when the system is armed or during an <i>Entry/Exit Delay</i> , an alarm is tripped.	Door/Window sensor Motion detector Glass Break detector
Interior Follower	<p>Monitors the internal living spaces of the premises and triggers an immediate alarm if the system is armed in Away Mode.</p> <p>Not armed when the system is in Armed Stay Mode.</p>	Motion detector
24-Hour Inform	When this security zone is tripped, there is never an alarm, but an event is recorded in the history and the Touch Screen makes a configured sound.	Glass Break detector Door/Window sensor Motion detector
24-Hour Fire	Generates an immediate fire alarm if smoke alarm is triggered.	Smoke Alarm

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