



# Rogers Smart Home Monitoring QUICK START GUIDE

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SECURE  
REMOTE  
CLOSE  
WIRELESS  
WATCH

Creating World-Leading  
Internet Experiences.



# Welcome to Smart Home Monitoring

STAY CONNECTED TO YOUR HOME AND YOUR FAMILY.

This Quick Start Guide is designed to help you get the most out of your new system right away – and help ensure you have peace of mind wherever you may be – in the office, on the road or in the home itself.

With Smart Home Monitoring, your home is well protected, night and day. It's supported by two networks, with direct connections to our Central Monitoring Station for around-the-clock monitoring.\*



# What's Inside

## ■ MAIN FEATURES

The Touchpad / Web Control Centre / Smartphone / Tablet Apps

## ■ THE BASICS

Arming Your System / Disarming Your System / Alarms

## ■ THE EXTRAS

Customizing Your System / Smart Home Camera / Lighting & Thermostat Controls

## ■ NEXT STEPS

"What do I do after the Rogers technician leaves?"

To read the full Smart Home Monitoring User Guide, go to [smarthome.rogers.com](http://smarthome.rogers.com)



# Main Features

## THE TOUCHPAD

### Easy-to-use controls at your fingertips

Simple to use, yet technologically advanced, the Touchpad is at the heart of your Smart Home Monitoring system. Simply tap the screen with your fingertip to change settings, arm or disarm your alarm, or access useful programs through the Touchpad apps.

Note – Do not use sharp or hard objects, such as pens or keys, on the Touchpad, as these will damage the screen.



**Night Button:**  
Use this before you head to bed to save energy. Just push the button and the screen goes dark, to get the screen back just tap the screen.

**Volume Control:**  
Allows you to adjust the volume up or down on your Touchpad

**System Status Light:**  
Shows current armed status; red when armed and green when disarmed

### Touchpad Buttons



**Home Screen Button**  
Use this to return to the main screen.



**Emergency Button**  
Access the emergency contacts screen: Fire, Medical and Police. Tap the emergency service of your choice and an alarm will be sent immediately. This button requires a subscription to the 24 x 7 Central Monitoring feature.

Touchpads may vary by region and may not appear exactly as shown.

## WEB CONTROL CENTRE

Always be connected to your home via the Web

You can use the Web Control Centre via the Internet whether you are at home, or away. You can arm or disarm the system remotely, view cameras, change the Smart Thermostat, check to see when the kids are home based on their personal 4-digit access codes, create convenient automation rules and much more.

### How to log in

- Visit [smarthome.rogers.com](http://smarthome.rogers.com) on your browser
- Enter your *My Rogers* username and password and click **SIGN IN**



## SMARTPHONE/TABLET APPS

Stay close to home... wherever you happen to be

With the Smart Home Monitoring app, you can access and manage your system remotely from your iPhone, iPad, Android™, or BlackBerry® device.

- Download the Smart Home Monitoring app for your iPhone, iPad (iTunes App Store), Android™ (Google Play) or BlackBerry® device (BlackBerry App World™) by searching for "Rogers Smart Home"
- Open the app, enter your *My Rogers* username and password, and click **LOG IN**

# The Basics

## ARMING YOUR SYSTEM

There are **THREE ARM MODES** you can use:



- 1 Arm Stay** – When you're home and moving about the home, but want your alarm on. The motion detector is OFF, but the entry delay is ON.
- 2 Arm Night** – When you're heading to bed and are not expecting anyone to enter the house. This mode allows movement throughout the house because the motion detector is OFF and the entry delay is OFF (i.e. alarm will sound immediately if an outside door or window is opened).
- 3 Arm Away** – When you're leaving the home and no one will be at home. The motion detector is ON and the entry delay is ON.

*Note – Arm Away is the default mode, but the system will remember your preference. If Arm Away is selected but no perimeter door is exited, the system will revert to Arm Stay as you have not left the home.*

## ARMING YOUR SYSTEM (CON'T)

There are five ways to arm your system:

### 1 THE TOUCHPAD

There are two ways to arm your system using the Touchpad:

#### a) Security Status Display (Top Left Corner)

- Tap **DISARMED - PRESS TO ARM** (Note – it will say Disarmed as your system is currently disarmed)
- Select the arm mode (Stay/Night/Away)
- Enter your personal 4-digit access code on the KeyPad
- You will have 60 seconds before your system is armed. You can exit your home during this time.

#### b) Security Touchpad App

- Tap **SECURITY** app
- Select the arm mode you prefer (Stay/Night/Away)
- Enter your personal 4-digit access code on the KeyPad
- You will have 60 seconds before your system is armed. You can exit your home during this time.

Note – The default exit delays are 60 seconds for Arm Stay/Night, and 120 seconds for Arm Away.



2

### THE KEY FOB\*\*

- Press the AWAY  or STAY  button for 3 seconds

The LED will flash red once to indicate that the message was sent and received, then stay on for a few seconds to indicate that the system is now arming.

Note – Keep your Key Fob in a safe location as it can arm/disarm your system without an access code. We recommend not attaching it to the key ring holding your house keys.



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### WEB CONTROL CENTRE




- Go to **smarhome.rogers.com** on your browser
- Enter your *My Rogers* username and password, and click **SIGN IN**
- Click **DISARMED – PRESS TO ARM**
- Enter your personal 4-digit access code and click **ARM NOW**



## 4 SMARTPHONE/TABLET APPS

- Download the Smart Home Monitoring app for your iPhone, iPad (iTunes App Store), Android™ (Google Play) or BlackBerry® device (BlackBerry App World™) by searching for “Rogers Smart Home”
- Open the app, enter your *My Rogers* username and password, and click **LOG IN**
- Tap **SECURITY**
- Tap **ARMED AWAY - PRESS TO DISARM**
- Select the arm mode you prefer (Stay/Night/Away)
- Enter your personal 4-digit access code
- The countdown will begin

## 5 NUMERIC WIRELESS KEYPAD\*

- Enter your personal 4-digit access code followed immediately by either the AWAY  or STAY  button
- When arming your system, the lock  button will turn RED

*Note – If the lock button flashes ORANGE, the system is not ready to arm. There may be, for example, a window or door that is not properly shut, or the 4-digit code may be incorrect.*



## DISARMING YOUR SYSTEM

There are five ways to disarm your system:

### 1 THE TOUCHPAD

- Tap **DISARM**
- Enter your personal 4-digit access code

**TIP:** *If you have the 24 x 7 Central Monitoring feature and you want to set the Silent/Duress Alarm if you're being forced to disarm your system against your will, see page 14 for details.*

### 2 THE KEY FOB\*

- Press and hold UNLOCK  for 2 seconds

The LED will flash green once to indicate that the message was sent and received, then stay on for a few seconds to indicate that the system is now disarmed.

### 3 WEB CONTROL CENTRE

- Visit [smarthome.rogers.com](http://smarthome.rogers.com)
- Enter your username and password, and click **SIGN IN**
- Click **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code





## 4 SMARTPHONE/TABLET APPS

- Download the Smart Home Monitoring app for your iPhone, iPad (iTunes App Store), Android™ (Google Play) or BlackBerry® device (BlackBerry App World™) by searching for “Rogers Smart Home”
- Open the app, enter your My Rogers username and password, and click **LOG IN**
- Tap **SECURITY**
- Click **ARMED – PRESS TO DISARM** (Stay/Night/Away)
- Enter your personal 4-digit access code



## 5 NUMERIC WIRELESS KEYPAD\*

- Enter your personal 4-digit access code on the numeric Keypad
- Press the UNLOCK  button
- The UNLOCK  button will turn GREEN



## ALARMS

### What you need to know about alarms

*Note – The following section includes important information for customers whose service includes the 24 x 7 Central Monitoring feature. If your service does not include 24 x 7 Central Monitoring and you need to contact the authorities, please dial 9-1-1.*

*Note – To avoid false alarm fees from municipalities and to give you time to get used to your new system, if a burglary alarm is received, police services will not be dispatched to your home during the first seven (7) days immediately after your system is installed. Seven days after installation, the system will automatically switch to dispatching police services. Panic, Ambulance and Fire Services will however be dispatched with the appropriate alarms. If you do not wish to have this grace period, please call **1 888 764-3771**.*

*Note – 7-day dispatch policy does not apply to customers who did not subscribe to the 24 x 7 Central Monitoring feature.*

### FALSE ALARMS

If you have the 24 x 7 Central Monitoring feature and there is a false alarm, you should immediately contact the Central Monitoring Station at **1 888 578-1777** and provide your secret word. This secret word was set up by the technician with you during installation and is different than your 4-digit master access code.

**TIP:** *To avoid false alarm charges by municipalities, you may have to increase your number of Emergency Dispatch Contacts (we recommend at least 3 contacts), review their contact information regularly, and use one of the following dispatch methods:*

- “Dispatch only if instructed” – Requires at least one of your authorized Emergency Dispatch Contacts to be verbally contacted before police are dispatched
- “Dispatch only if no contact” – Attempts to contact all Emergency Dispatch Contacts must be made prior to dispatch

**TIP:** To avoid false alarms, use the appropriate arm mode (Arm Stay, Arm Away, Arm Night) and an easy-to-remember access code. If you forget any non-master access codes, go to the Web Control Centre at [smarthome.rogers.com](http://smarthome.rogers.com). Once signed in, go to the SECURITY menu tab and click on KEY PAD CODES in the drop down menu. Click on SHOW and enter your master access code.

### DURESS/SILENT ALARM

The duress/silent alarm disarms your system while simultaneously sending a hidden distress message to the Central Monitoring Station. Emergency services will immediately be dispatched to your home. The duress/silent alarm should only be used in situations where you are being forced, against your will, to disarm your system.

#### Activating your Duress/Silent Alarm

To enable your duress/silent alarm from the Touchpad:

- Tap **SETTINGS** and enter your master access code
- Tap **SECURITY**
- Tap **MANAGE KEYPAD CODES**
- Tap **EDIT** which is found next to the entry for Duress/Silent Alarm
- Tap **ENABLE DURESS CODE**
- Enter the new duress/silent alarm code ,then re-enter the new duress/silent alarm code
- Tap **SAVE**

**Note** – **1)** Your duress/silent alarm is not enabled during the installation. **2)** If you did not subscribe to the 24 x 7 Central Monitoring feature, the Panic/Duress feature is not available. Pushing the Panic button will not contact the monitoring center or the authorities. If you need to contact the authorities, please dial 9-1-1. **3)** To have Smart Home Monitoring send an email/text if there is an alarm, or event, you must set up rules in the Web Control Centre. Authorities will only be notified if you subscribe to the 24 x 7 Central Monitoring feature. If you don't subscribe to the 24 x 7 Central Monitoring feature you must call 9-1-1 from the location of the alarm activity.



# The Extras

## CUSTOMIZING YOUR SYSTEM

Putting it to work for your everyday needs

Customized Alerts – Know what's happening, instantly

An alert is an instant email or text message that is sent to you when a certain activity occurs. For example, you may receive an alert when an alarm occurs, when your kids get home from school and disarm the system, or simply when a sensor battery is running low.

**Visit the Web Control Centre to create your own home automation rules.**

**Note** – If you're having trouble logging in to the Web Control Centre, visit [rogers.com/webcontrolcentre](http://rogers.com/webcontrolcentre) for troubleshooting information.

## Touchpad Apps – You'll find more on your Touchpad

Your Touchpad has a number of free pre-installed apps that provide weather and traffic updates and more.

New apps are frequently added. To add more apps via the Touchpad, select **SETTINGS** and tap **APPS**.

**TIP:** *If you have multiple app pages, swipe your finger from right to left along the bottom of the screen to go to the next page.*

## Sounds & Volume – Make sensors sound different

Customize the volume and sound that some sensors make so you know immediately which sensor has been tripped.

For example, you can have one sound for your back door and another for the front door.

- Select **SETTINGS** on your Touchpad
- Enter your personal 4-digit access code
- Tap **TOUCHSCREEN** then tap **SOUND CONFIGURATION**
- Select **OPEN** or **CLOSE SOUND** from the drop down menu

## Automation Rules Wizard – Live by your own rules

The Automation Rules Wizard allows you to control certain actions in the home. For example, you can set a rule so that when the hall sensor detects motion, the hall light turns on, or the first floor lights turn on when the front door opens.

**Visit the Web Control Centre to create your own rules.**

## SMART HOME CAMERA\*\*

See what's happening in your home, from wherever you have internet access

With Smart Home Cameras, you can see what's going on in your home via the Touchpad, Web Control Centre or smartphone apps. You can even take pictures and videos when a sensor is activated. However, to ensure your privacy, the Central Monitoring Station cannot view any Smart Home Camera feed, pictures or videos.

## LIGHTING & THERMOSTAT CONTROLS\*\*

Save time. Save energy. Save money.

### Energy usage and lighting

You can turn lights and appliances on or off from the Web Control Centre or with your smartphone app – giving you more control over your home. You can also use the Automation Wizard to program certain lights to turn on/off during certain periods of time when sensors are activated, such as automatically turning the lights on when you disarm the system from the Key Fob or from your smartphone in your driveway.

### Heating & Air Conditioning

With the Smart Thermostat, you can automate and control your furnace or air conditioner remotely. Now you can come home to the ideal temperature in one of two ways: **1)** Turn on your heat or air conditioning from your laptop or smartphone before heading home from work; or **2)** when arming your system in the morning, program your heat or AC to go up or down automatically at the end of the work day. Now that's smart and it saves you money!

## SMART SENSORS

For additional safety & security

### Smoke & Fire Sensors\*\*

These sensors trigger an alert if smoke or fire is detected and are constantly monitoring themselves and communicating with the Touchpad – so you'll be notified, in your home or out, if a problem is detected, or if batteries need to be replaced.

*Note – These Smart Sensors will send an alert in both Armed & Disarmed modes.*

### Carbon Monoxide Sensor\*\*

This sensor will trigger an alert if it detects dangerous levels of carbon monoxide gas in your home. Unlike conventional carbon monoxide sensors, the alarm in your system will reach you wherever you are via email or text so that you can take immediate action.

### Water Leak Sensor\*\*

This wireless sensor detects the presence of water on a surface and can help limit the costly damage that may be caused by water leakage or flooding. It can be conveniently mounted on the floor, wall or any baseboard in your home.

**TIP:** *If you do not subscribe to the 24 x 7 Central Monitoring feature, in order to receive any alerts you must set up a Rule in the Web Control Centre at [smarhome.rogers.com](http://smarhome.rogers.com)*

*Note: The Smoke & Fire monitoring services requires the 24 x 7 Central Monitoring Feature*

## Next Steps

“WHAT DO I DO AFTER THE ROGERS TECHNICIAN LEAVES?”

### Register your system

Depending on where you live, you may need to register your new system with the local police. To find out if you need to register, or for more information visit *My Rogers* or go to [rogers.com/municipalpermits](http://rogers.com/municipalpermits).

### Inform your insurance company

If you're an Allstate customer, you can **get 25% off** your home insurance premiums<sup>1</sup>. Find out how at [rogers.com/allstate](http://rogers.com/allstate). Also many other insurance companies offer discounts on your homeowner's insurance premium when you subscribe to the 24 x 7 Central Monitoring feature. You may need to send them a copy of your Smart Home Monitoring certificate to validate your service. This certificate is located in the Security section of the Web Control Centre.

### Keep your emergency dispatch information updated

If you have the 24 x 7 Central Monitoring feature and want to update your emergency dispatch information (i.e. those called by the Central Monitoring Station when an alarm occurs), visit the Web Control Centre and click on Security, then on Emergency Dispatch Setup. It is important to keep your information current so that the Central Monitoring Station can contact you quickly during an alarm.

**TIP:** *Have at least 3 different contacts just in case people are not available.*

*Note – Police services will not be dispatched to your home during the first seven (7) days immediately after your system is installed. If you do not wish to have this grace period, please call **1 888 764-3771**.*

To get the most out of your Smart Home Monitoring System  
and to create customized rules please login to the  
Web Control Centre at [smarthome.rogers.com](http://smarthome.rogers.com)

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\* Additional optional feature

\*\* Additional accessory purchase required and feature subscription.

**1** Terms and conditions apply. Allstate 25% discount offer will be applied (effective from the date proof of Rogers Smart Home Monitoring set up is provided to Allstate for a minimum of one (1) year, subject to earlier cancellation or termination of your Allstate home insurance policy and/or your Rogers Smart Home Monitoring service or system) against your current Allstate home insurance policy premiums. Allstate condo, tenant, seasonal/rental property, motorcycle, boat and/or auto-only policy holders are not eligible for this offer. Rates and discounts subject to change. Offer available only to existing and prospective Allstate home insurance policy holders within the Rogers Cable serviceable area (where technology permits) in Ontario. Trademark owned by Allstate Insurance Company used under license by Allstate Insurance Company of Canada. ©2012 Allstate Insurance Company of Canada. ™Rogers & Mobius Design, are trademarks of or used under license from Rogers Communications Inc. or an affiliate. ©BlackBerry, RIM, Research In Motion and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world, used under license from Research In Motion Limited. ™Android is a trademark of Google Inc. All other brands are owned by their respective owners. ©2012 Rogers Communications

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