

SMART HOME MONITORING



Smart Thermostat

Set-Up Guide

Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Smart Thermostat, you will be able to control the temperature of your home from your smartphone. You can also create custom heating and cooling schedules, to lower energy use and save on heating/cooling costs.

Let's begin!

Helpful hints

Please refer to the enclosed **manufacturer's installation guide** for operating and safety instructions. To avoid injury, read all set-up and safety information included in your package before installing and setting up your device. As set out in your service agreement, Rogers will not be liable for any damage to your property as a result of your installation. If you encounter a problem setting up your device, or wish to book a Rogers technician to come set it up, please call Rogers Technical Support at [1-888-764-3771](tel:1-888-764-3771) or visit www.rogers.com/install.

Package contents

1. Smart Thermostat
2. Welcome Guide

Installation notes

1. Install the Smart Thermostat only after you have successfully paired the thermostat to your Rogers Smart Home Monitoring system, by following the steps in this guide.
2. Install the Smart Thermostat using the Placement guide provided on Rogers.com

Which Smart Home Monitoring plan do you have?

1. Basic Plan

You'll be installing this device with your smartphone today. to go to Section 1.



or

2. Aware, Assure, Protect, Control Plan

You'll be installing this device with your Touchpad today. to go to Section 2.



Can't remember which plan you're on? Login to your MyRogers account and look under "Account Services" or visit smarthome.rogers.com.

Helpful hints:

Please refer to the enclosed **manufacturer's installation guide** for operating and safety instructions. To avoid injury, read all set-up and safety information included in your package before installing and setting up your device. As set out in your service agreement, Rogers will not be liable for any damage to your property as a result of your installation. If you encounter a problem setting up your device, or wish to book a Rogers technician to come set it up, please call Rogers Technical Support at **1 888 764-3771** or visit www.rogers.com/install.

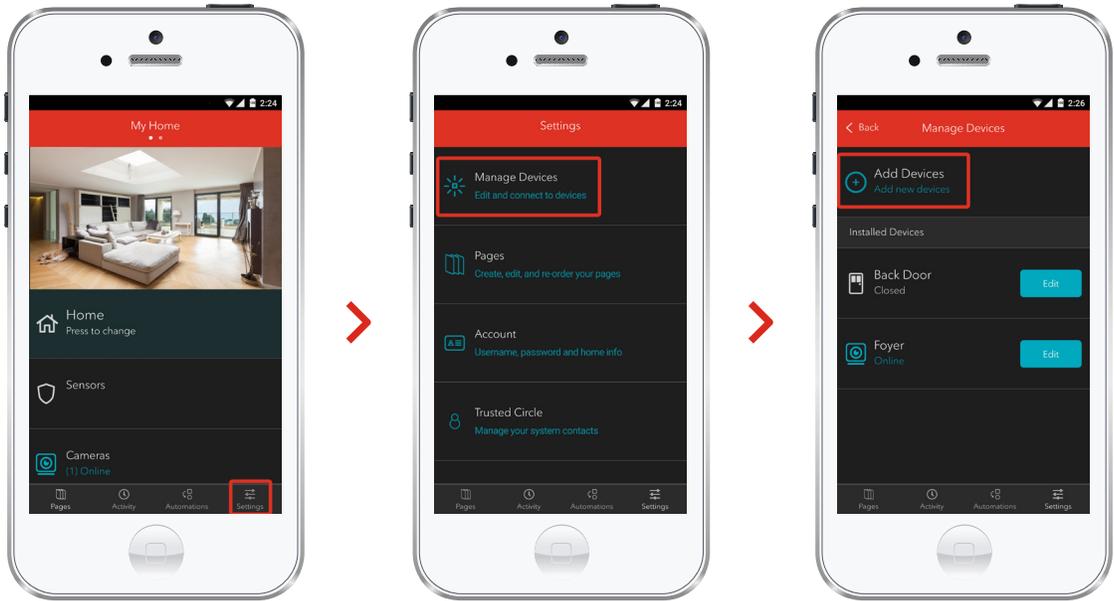
① Pairing the Smart Thermostat with your smartphone

Before you begin:

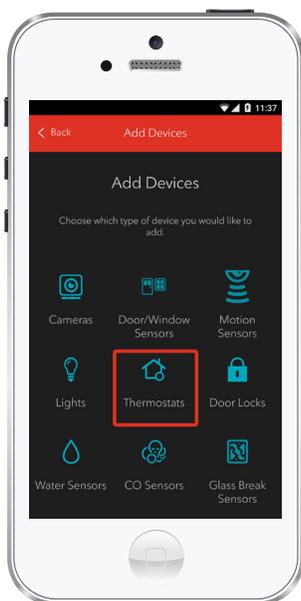
Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit [rogers.com](https://www.rogers.com) to retrieve your username or password). These steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

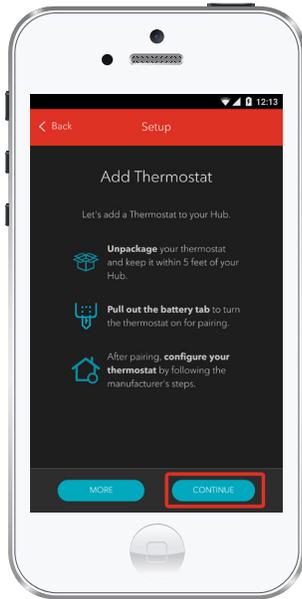
Note: Please install one Smart Thermostat at a time.

1. Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit rogers.com to retrieve your username or password).
2. On My Home screen, tap **Settings**, then **Manage Devices** then **Add Devices**.



3. Tap **Thermostats**.





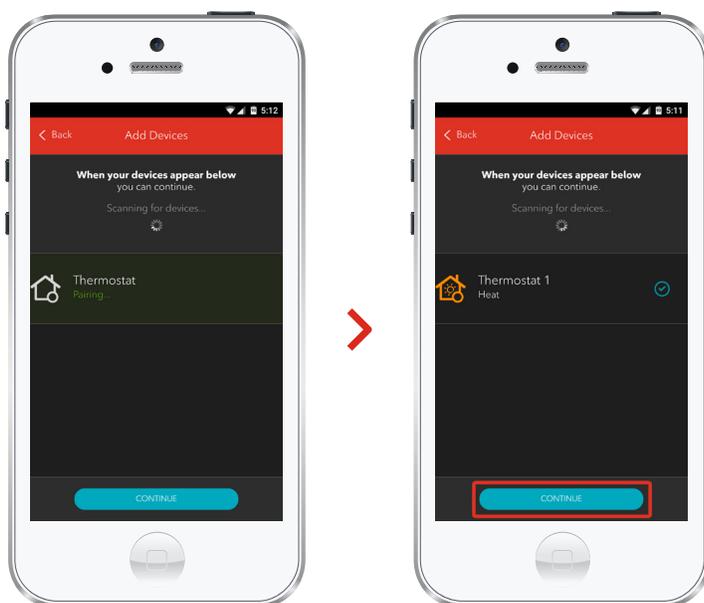
4. Prepare your Smart Thermostat to be paired following the simple instructions on your screen. For more detailed instructions, you can tap [More](#).

5. Once the Smart Thermostat is detected you will see the **Thermostat** icon, and **Pairing...** will appear.

Once pairing is complete, a blue check mark will appear to the right.

Please note the Hub may take between 1 to 3 minutes to detect the Smart Thermostat.

Tap **Continue** to complete pairing.



6. Now, use the placement guide on rogers.com/install to install your Smart Thermostat.

Your installation is done!

Your Smart Thermostat is now part of your Smart Home Monitoring system. Now you can control your Smart Thermostat remotely with your smartphone app and through the Web Control Centre.

Start using this device:

Use your smartphone app or visit the Web Control Centre at smarthome.rogers.com to:

- Control the temperature of your home remotely.
- Create custom heating and cooling schedules to save energy and money.
- Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

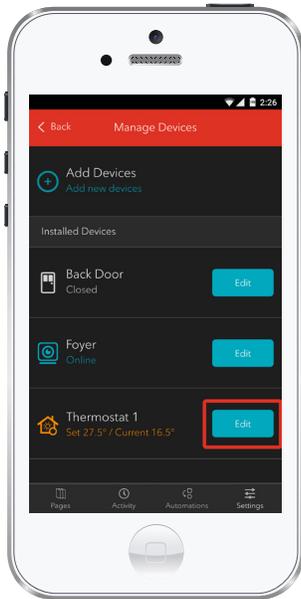
If you are trying to add your Smart Thermostat to your Smart Home Monitoring system and you are unable to pair it in the first few attempts, or if you see an error while pairing, try the following steps to reset the Smart Thermostat and then pair it again.



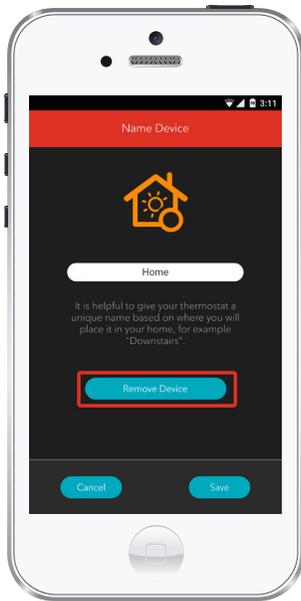
1. Make sure the Smart Thermostat is turned on.
2. Press the **Reset** button inside the middle ventilation slot on the bottom of the unit.
3. Now, try the pairing process again following the instructions in the Pairing the Smart Thermostat section.

How to remove this device from your system:

Should you need at any point in the future to remove your Smart Thermostat from your Rogers Smart Home Monitoring system, follow the steps below:



1. Login to your Rogers Smart Home Monitoring mobile app.
2. On **My Home** screen, tap **Settings** at the bottom.
3. Go to **Manage Devices**.
4. Under **Installed Devices**, select the Smart Thermostat you want to remove by tapping **Edit** next to the device name.



5. Under **Edit Device**, tap **Remove Device** (see example).
6. Tap **Save** to confirm.

② Pairing the Smart Thermostat with your Touchpad

1. Remove the back plate from the Smart Thermostat and insert 2 AA batteries.

After inserting the batteries, the display will flash all the segments, followed by the firmware version number, then displays US/CA with a blinking US.

To configure the Smart Thermostat to the desired values, press the the + or - button or use the slider ring to select the desired value, then press on **Mode**.

Using the table below, select your country, then your type of system.

Blinking Value	Description
US	United States - Configuring thermostat for use in the US.
CA	Canada
HP	Heat Pump
NON-HP	Non Heat Pump - Gas, electric, or oil heat
O	Heat Pump with O reverse valve
B	Heat Pump with B reverse valve
HE	Electric Heat
HG	Gas or Oil Heat

After the initial configuration, the Smart Thermostat will display the **Home Screen**.

2. Replace the back plate.
3. Press and hold down on the word **Mode** on the face of the Smart Thermostat for 5 seconds.
4. The Smart Thermostat will flash the word Clock.
5. Using the sliding ring on the face of the Smart Thermostat, scroll to the option **Pair** and press the **Mode** button to select this option.



6. The Smart Thermostat will then show the words Will Pair as shown here. Press the **Mode** button again to enter pairing mode.



7. The Smart Thermostat will show the word Pairing with the network icon flashing as shown here.

8. The Smart Thermostat will then go to its home screen with the word Identify flashing.



9. On the Touchpad, select the **Settings** app from the **Home Screen**.



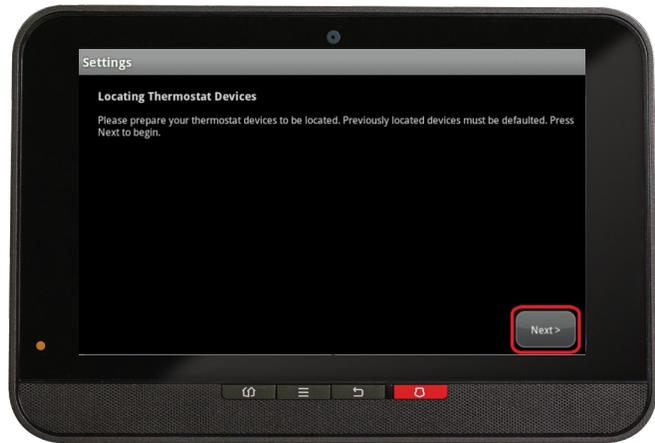
10. Enter your **4-digit** Master Access Code. (The same code that you use to manage your system.)



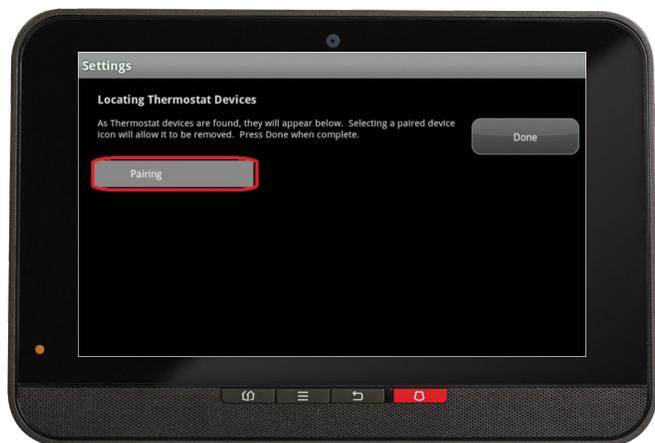
11. Under the **Categories** list select **Home Devices**.



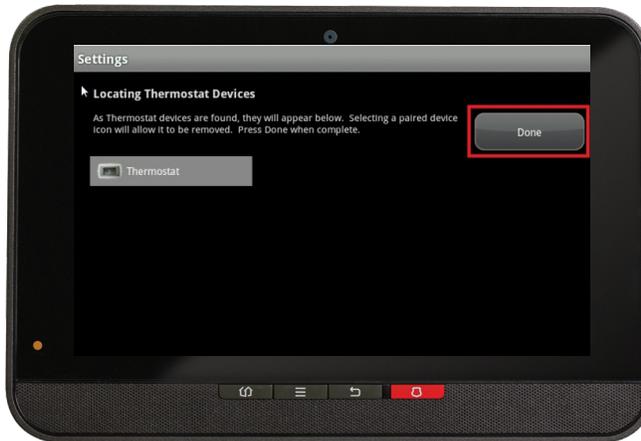
12. Scroll down and select **Thermostats**, then select **Add Thermostat**.



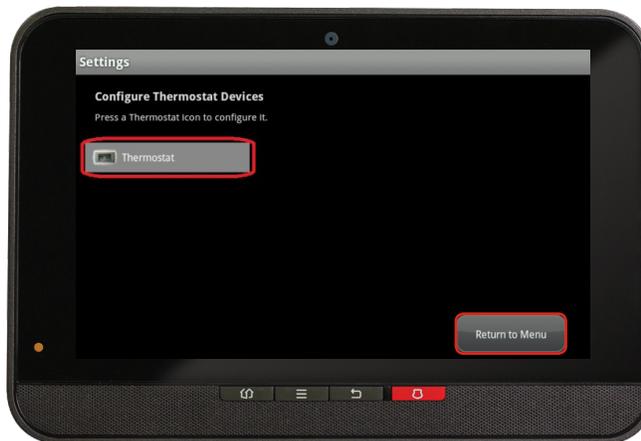
13. On the **Locating Thermostat Devices** screen press **Next**, and the system will take up to 30 seconds to find the Smart Thermostat.



14. On the Touchpad a Pairing icon will appear and change to a Thermostat icon once pairing is complete. Please note this may take 2 to 5 minutes.



15. Click **Done** once the Thermostat icon appears and hit **Next** to confirm.



16. The Thermostat icon will appear again. Tap on the **Thermostat** icon to customize its name (e.g. Main Floor Thermostat).

17. Click **Return to Menu** to complete the pairing of the Smart Thermostat.

Your installation is done!

Your Smart Thermostat is now part of your Smart Home Monitoring system. Now you can control your furnace and A/C remotely with your Touchpad, your smartphone app and through the Web Control Centre.

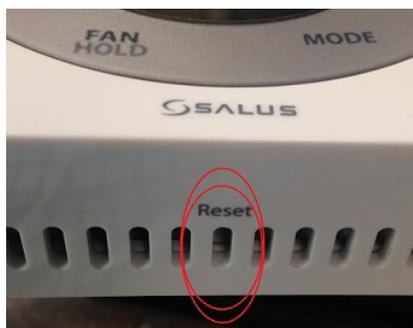
Start using this device:

Use your smartphone app or visit the Web Control Centre at smarthome.rogers.com to:

- Control the temperature of your home remotely.
- Create custom heating and cooling schedules to save energy and money.
- Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

If you are trying to add your Smart Thermostat to your system and are unable to pair it in the first few attempts, or if you see an error while pairing, try the following steps to reset the Smart Thermostat and then pair again.



1. Make sure the Smart Thermostat is turned on.
2. Press the **Reset** button inside the middle ventilation slot on the bottom of the unit.
3. Now, try the pairing process again following the instructions in the Pairing the Smart Thermostat section.

How to remove this device from your system:

Should you need at any point in the future to remove your Smart Thermostat from your Rogers Smart Home Monitoring system, follow the steps below:



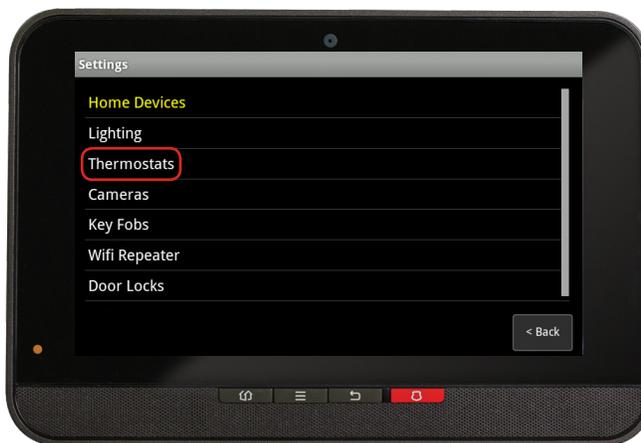
1. Ensure your Smart Home Monitoring system is disarmed.
2. On the Touchpad, select the **Settings** app from the **Home Screen**.



3. Enter your **4-digit** Master Access Code (This is the same code that you use to manage your system.)



4. Select **Home Devices** under the **Categories** list.



5. Under **Home Devices**, select **Thermostats**. On the next screen, select **Delete Thermostats**.
6. Now, select the Smart Thermostat you want to delete and press **Yes** to confirm.

The Smart Thermostat you selected has now been removed from your system.

7. Click **Return to Menu** to exit the screen.