

SMART HOME MONITORING



# Smart Door Lock

Set-Up Guide

# Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Smart Door Lock, the lock will allow keyless entry without sacrificing any safety. Its Touchpad makes this an ideal deadbolt for any homeowner looking to add extra security without extra trouble. With Rogers Smart Home Monitoring you will have remote access to your Smart Door Lock and have peace of mind knowing your home is locked and secure wherever you are.

**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](http://www.rogers.com/install).

# Package contents

1. Smart Door Lock
2. Manufacturer's installation guide

# 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](http://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](http://www.rogers.com/install).

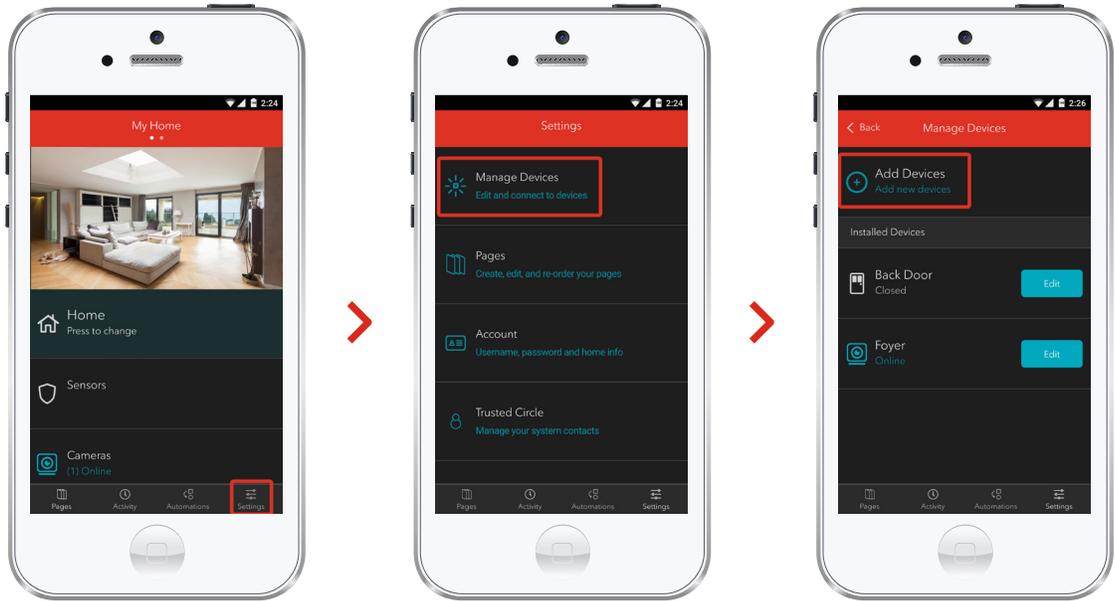
# ① Pairing the Smart Door Lock with your smartphone

**Before you begin:**

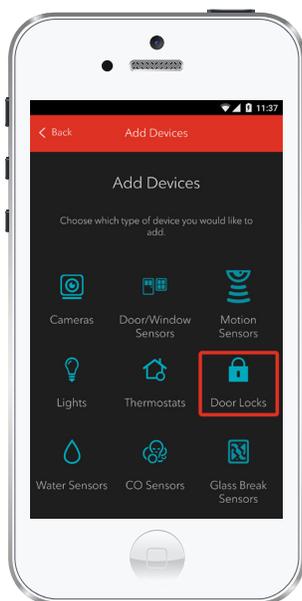
Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit [rogers.com](https://www.rogers.com) to retrieve your username or password). These steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

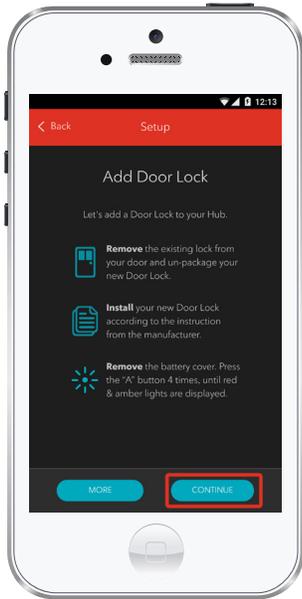
**Note:** Please install one Smart Door Lock at a time.

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



3. Tap **Door Locks**.





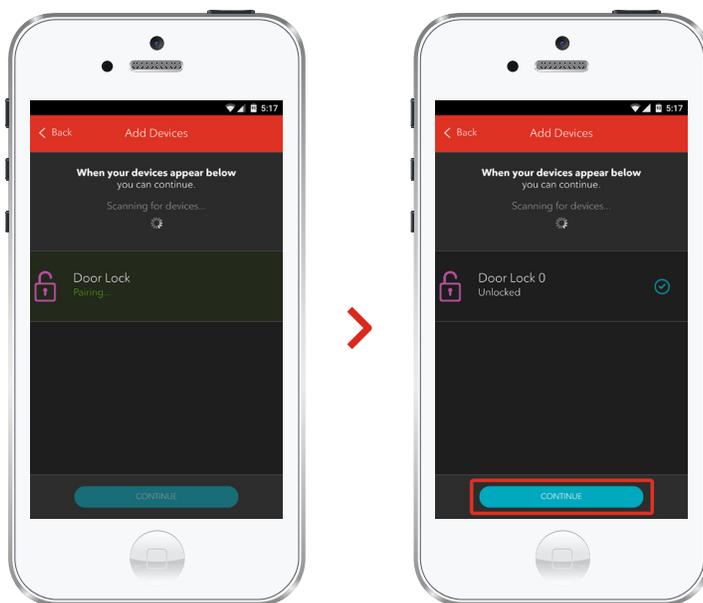
4. Prepare your Smart Door Lock to be paired following the simple instructions on your screen. For more detailed instructions, you can tap [More](#).

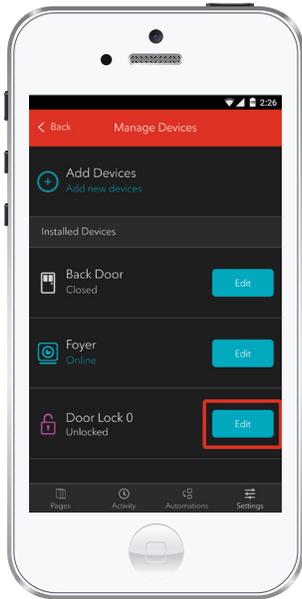
5. Once the Smart Door Lock is detected you will see the **Sensor** icon, and **Pairing...** will appear.

Once pairing is complete, the **Door Lock** icon will change to the **Door Lock Unlocked** icon and a blue check mark will appear to the right.

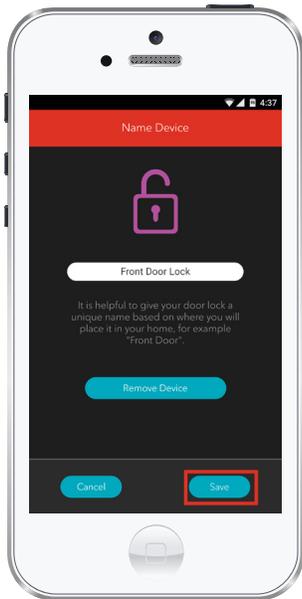
Please note the Hub may take between 1 to 3 minutes to detect the Smart Door Lock.

Tap **Continue** to complete pairing.





6. Tap **Edit** to configure the Smart Door Lock.



7. The naming box shows the default name of Smart Door Lock. Tap on this box to customize its name (e.g. Front Door Lock).

When you're done, tap **Save**.

# Your installation is done!

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

## Start using this device:

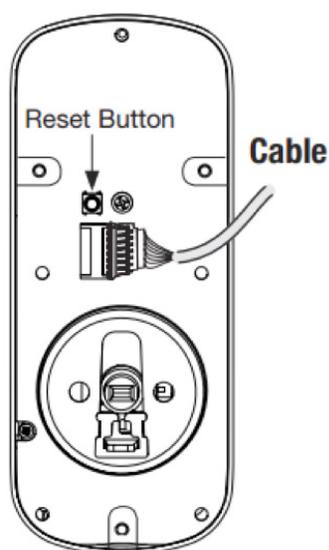
Use your smartphone app or visit the Web Control Centre at [smarthome.rogers.com](http://smarthome.rogers.com) to:

- Set up rules to receive a text message or email when you lock or unlock your Smart Door Lock.
- Lock and unlock your home remotely.
- Learn more about the features of your Smart Home Monitoring system.

## How to reset this device:

### Software Reset

- Reset network settings - Enter the master code followed by # key to enter Menu Mode
- Select option 7 followed by #
- Select 3 followed by # to exit the wireless network

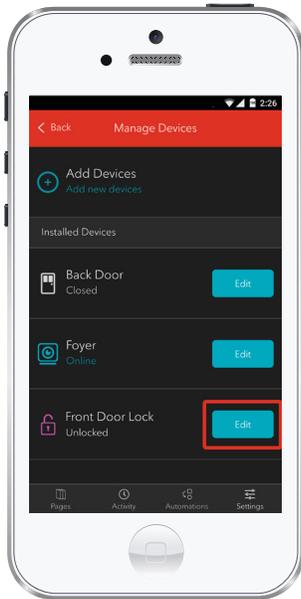


### Physical Reset

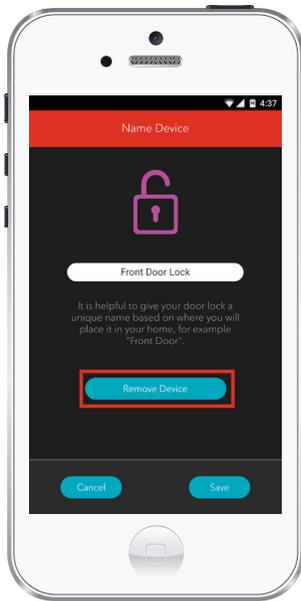
1. Remove the batteries and then remove the latch side of the lock to access the reset button
2. The reset button (see image to the left) is located above the PCB cable connect
3. Hold down the reset button (for a minimum of 3 seconds) and then reinstall the batteries; once the batteries are properly installed, release the reset button

## How to remove this device from your system:

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



1. Log in 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 Door Lock 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 Door Lock with your Touchpad

### Before you begin:

Once the Smart Door Lock has been physically installed and tested for proper functioning, follow the steps below to pair your Smart Door Lock with your Rogers Smart Home Monitoring system.

**Note:** Please install one Smart Door Lock at a time.



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



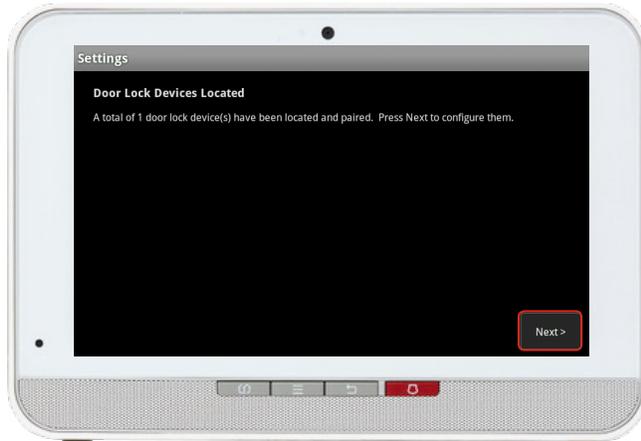
3. Enter your 4-digit Master Access Code. (The same code that you use to manage your system.)



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



5. Scroll down and select **Door Locks**, then select **Add a Door Lock**.



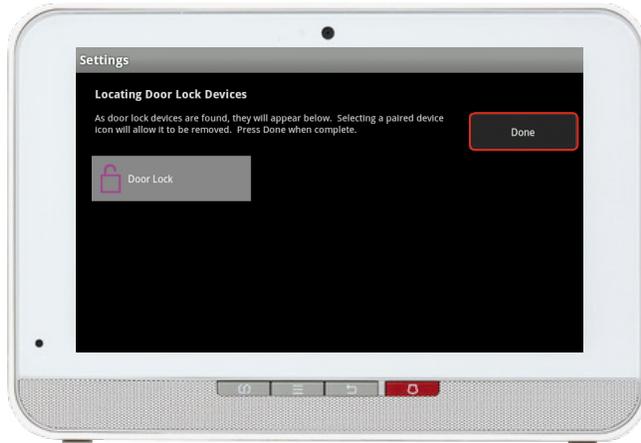
6. On the **Door Lock Devices Located** screen press **Next**. The system will take up to 30 seconds to find the Smart Door Lock.

7. If it is the first time you're using this lock. You must first change the default Master Code by performing the following:

1. Touch the screen with the back of your hand or fingers to activate .
2. Enter the 8-digit default Master PIN code (12345678) followed by the  key.  
**Lock Response:** "Menu mode, enter number, press the  key to continue."
3. Enter "1" followed by the  key.
4. Enter new 4-8 digit Master PIN code followed by the  key.

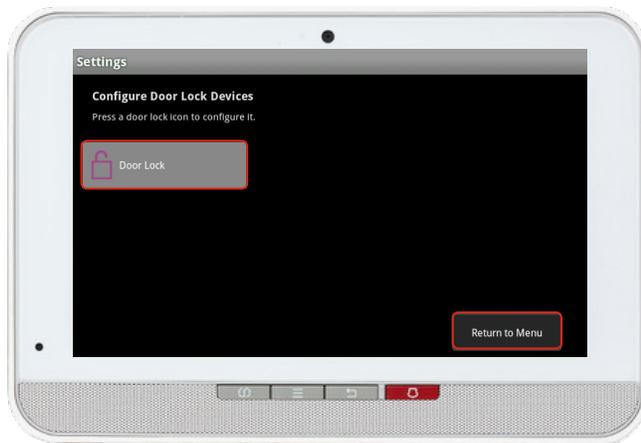
8. Now put the lock in pairing mode:

- a. On the door lock, activate the touchscreen and enter the Door Lock's **Master Code** followed by **# key** to enter the **Menu Mode**
- b. Press **7** followed by **# key** to enter the **Pairing Menu**.
- c. Press the **1** followed by **# key** to begin pairing Door Lock. The Door Lock will announce **Completed** once it has located the network.



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

10. Click **Done** once the Door Lock icon appears and hit **Next** to confirm.



11. The Door Lock icon will appear again. Tap on the **Door Lock** icon to customize its name (e.g. Front Door).

12. Click **Return to Menu** to complete the pairing of the Smart Door Lock.

# Your installation is done!

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

## Start using this device:

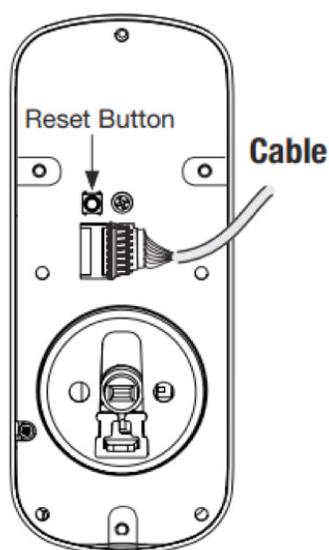
Use your smartphone app or visit the Web Control Centre at [smarthome.rogers.com](http://smarthome.rogers.com) to:

- Set up rules to receive a text message or email when you lock or unlock your Smart Door Lock.
- Lock and unlock your home remotely.
- Learn more about the features of your Smart Home Monitoring system.

## How to reset this device:

### Software Reset

- Reset network settings - Enter the master code followed by # key to enter Menu Mode
- Select option 7 followed by #
- Select 3 followed by # to exit the wireless network



### Physical Reset

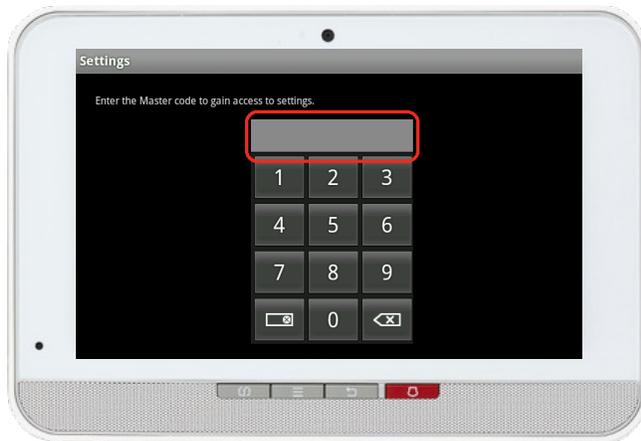
1. Remove the batteries and then remove the latch side of the lock to access the reset button
2. The reset button (see image to the left) is located above the PCB cable connect
3. Hold down the reset button (for a minimum of 3 seconds) and then reinstall the batteries; once the batteries are properly installed, release the reset button

## How to remove this device from your system:

Should you need at any point in the future to remove the Smart Door Lock 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 **Door Locks**. On the next screen, select **Delete Door Locks**.
6. Now, select the Smart Door Lock you want to delete and press **Yes** to confirm.
7. The Smart Door Lock you selected has now been removed from your system.
8. Click **Return to Menu** to exit the screen.