

SMART HOME MONITORING



Door/Window Sensor

Set-Up Guide

Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Door/Window Sensor, you can receive notifications if a window or door in your home opens unexpectedly. You will also be able to set-up automation rules for your Door/Window Sensor, such as turning a light on when someone opens a door.

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.

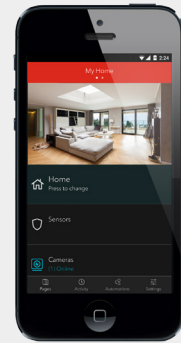
Package contents

1. Door/Window Sensor
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.

Helpful hints:

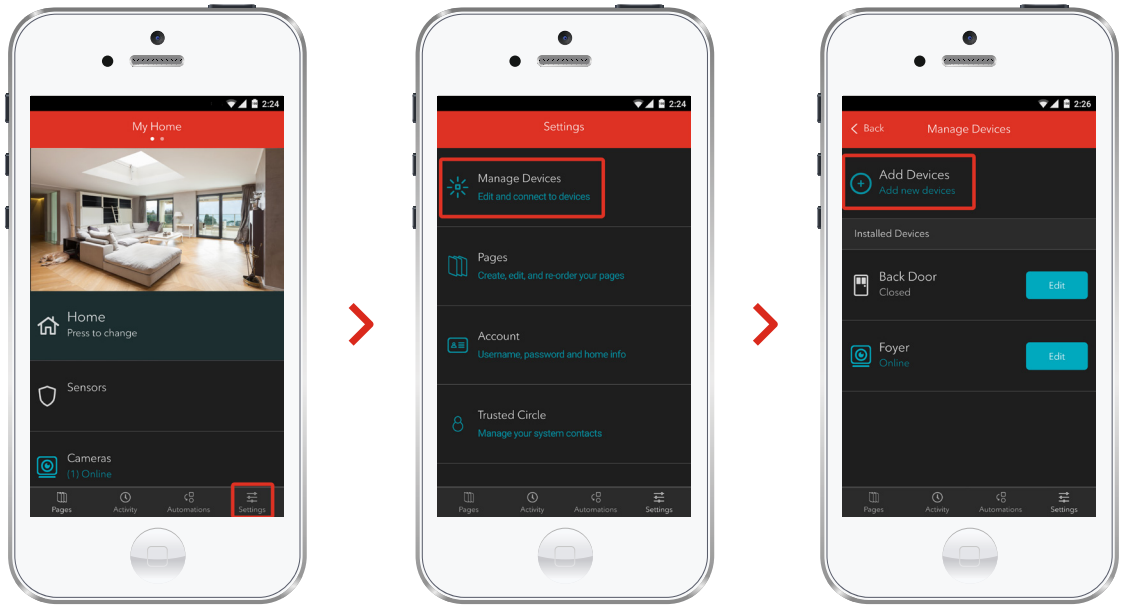
Please refer to the enclosed **manufacturer's installation guide** for operating and safety instructions. To avoid injury, read all set-up and safety information included in your package before installing and setting up your device. As set out in your service agreement, Rogers will not be liable for 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 Door/Window Sensor with your smartphone

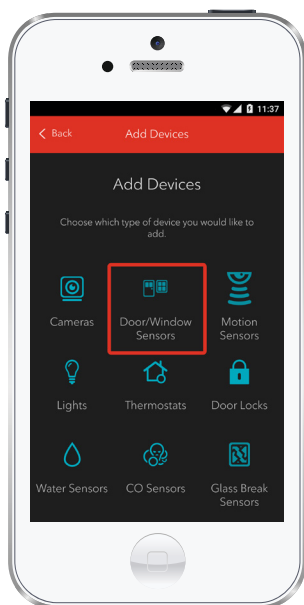
Before you begin:

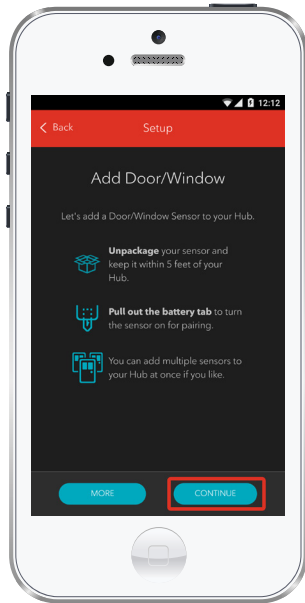
The below steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

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**.

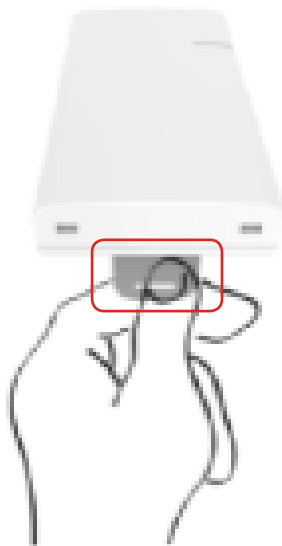


3. Tap **Door/Window Sensors**.





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



Pull the plastic tab from your Door/Window Sensor.

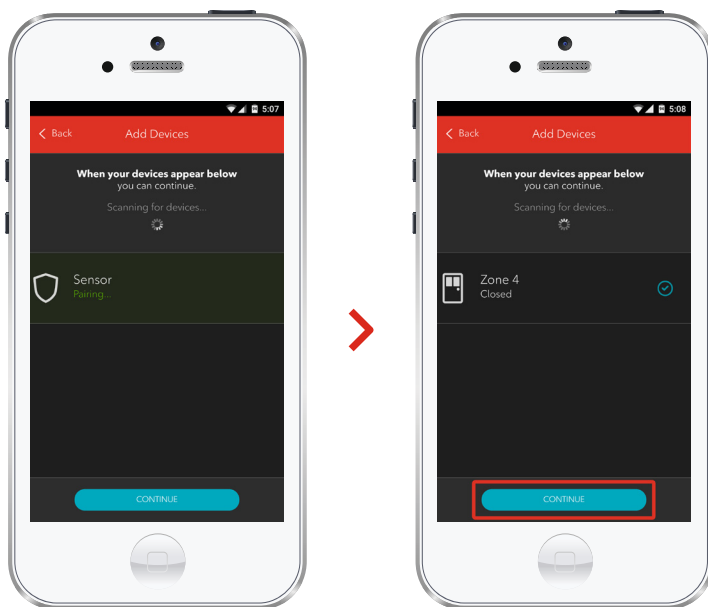
Once your Door/Window Sensor is ready to be paired, tap [Continue](#) to allow the Hub to start scanning for the Door/Window Sensor.

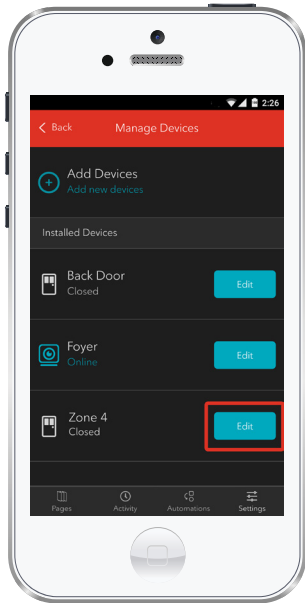
5. Once the Door/Window Sensor is detected you will see the **Sensor** icon, and **Pairing...** will appear.

Once pairing is complete, the **Sensor** icon will change to the **Zone** icon and a blue check mark will appear to the right.

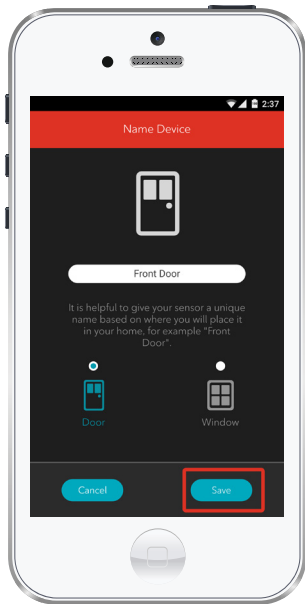
Please note the Hub may take between 1 to 3 minutes to detect the Door/Window Sensor.

Tap **Continue** to complete pairing.





6. Tap **Edit** to configure the Door/Window Sensor.



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

Tap the appropriate icon to configure the Door/Window Sensor as either a Door or a Window Sensor.

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

Install the Door/Window Sensor on your door or window following the manufacturer's installation guide.

Your installation is done!

Your Door/Window Sensor is now part of your Smart Home Monitoring Basic system. Now you can monitor your doors and windows 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:

- Set-up rules such as turning lights on when someone opens a door.
- Get an instant alert if a door or window in your home opens unexpectedly.
- Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

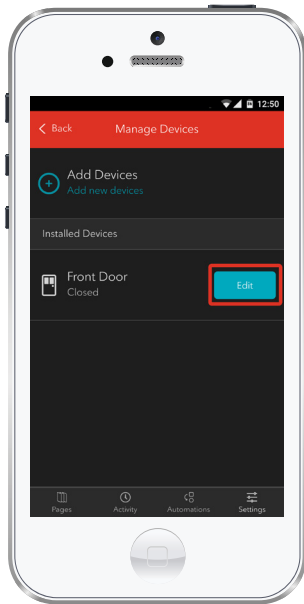
If you are trying to add a Door/Window Sensor to your system and are unable to pair it in the first few attempts, or if you see an error while pairing, try the following steps to reset the Door/Window Sensor and then pair again.



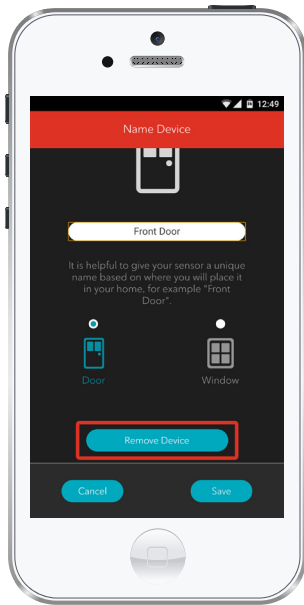
1. Remove the back panel from the Door/ Window Sensor.
2. Then remove the battery.
3. Press the **tamper switch** (small black switch below battery) and hold it while inserting the battery for 3 seconds. After you release, the LED will flash a few times.
4. Re-attach the back plate from the Door/ Window Sensor.
5. Now, try the pairing process again following the instructions in the Pairing the Door/Window Sensor section.

How to remove this device from your system:

Should you need at any point in the future to remove your Door/Window Sensor 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 Door/Window Sensor 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.

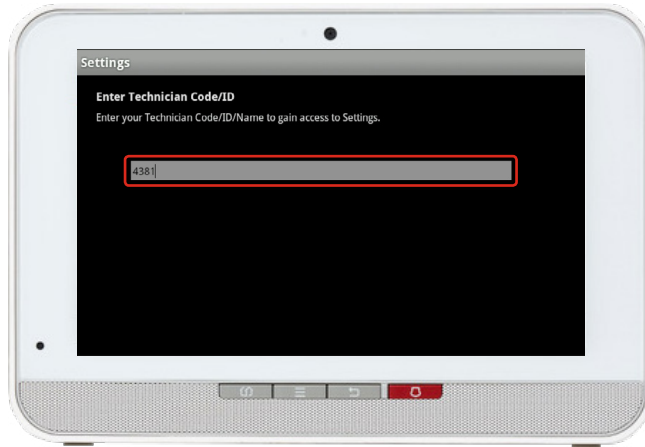
② Pairing the Door/Window Sensor with your Touchpad



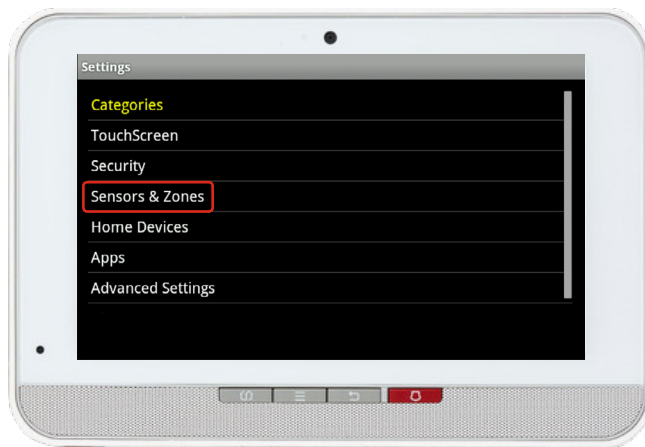
1. On the Touchpad, select the **Settings** app from the **Home Screen**.



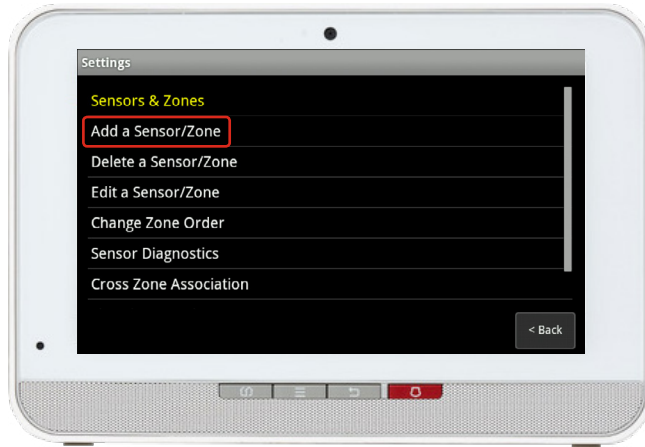
2. When prompted for your Master code, enter Technician Code: **4381**.



3. On the Tech ID page enter 4381 and click Done.



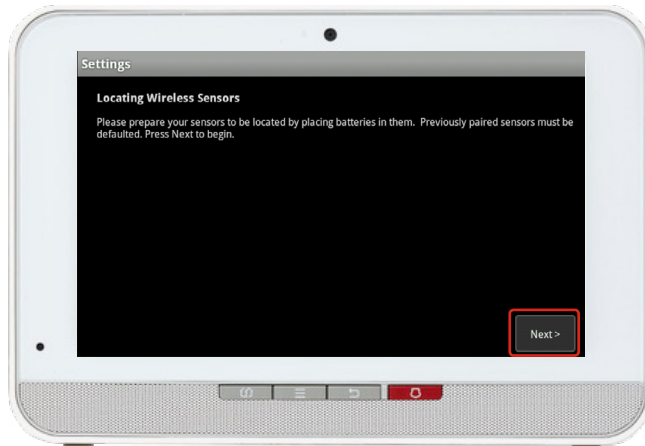
4. Select Sensors & Zones.



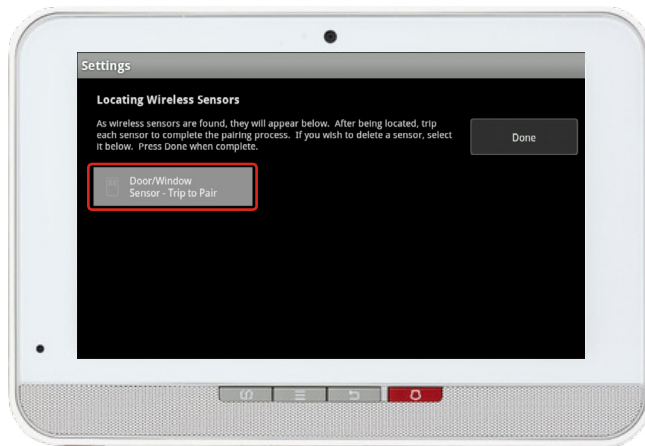
5. Select **Add a Sensor/Zone**.



Pull the exposed plastic tab from the Door/Window sensor to put it in pairing mode.

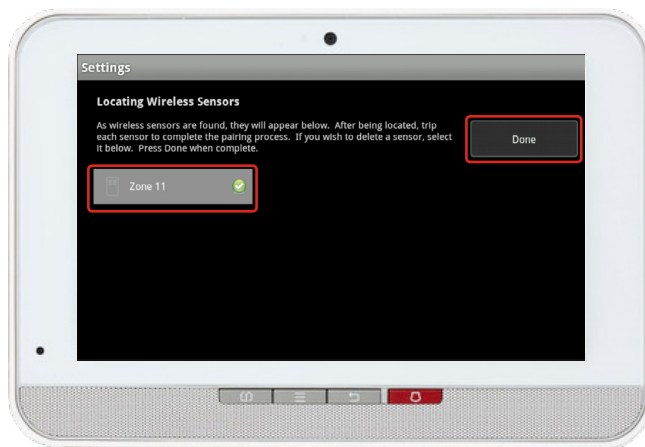


6. Click **Next** on the **Locating Wireless Sensors** screen. The Touchpad will now look for a sensor for up to 10 minutes.

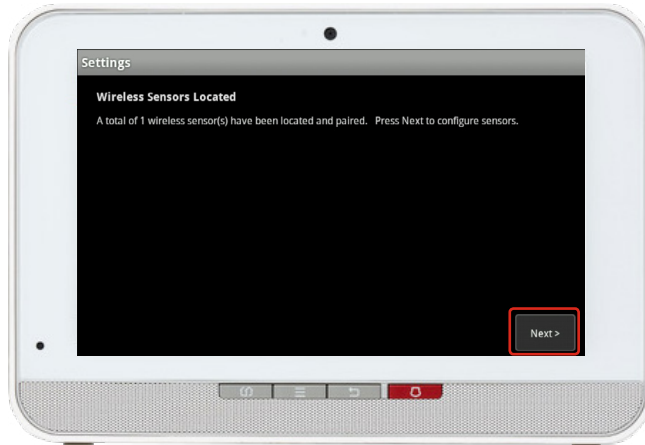


7. Wait for the icon **Trip to Pair** to appear as shown on the left.

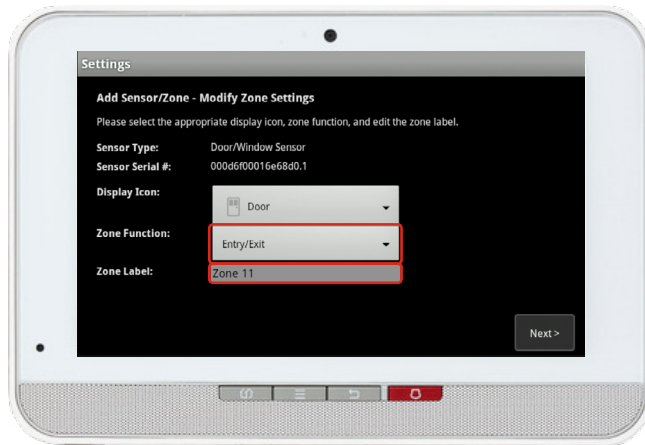
If you are unable to pair the sensor, refer to the reset to factory section and return back to Step 3 and continue through the pairing process.



8. Now trip the sensor by bringing the two parts of the Door/Window sensor close together and then separate them by more than 2 inches.
9. The icon will update with **Zone #** and a checkmark as shown on the left.
10. Once sensor pairing is successful, click **Done**.



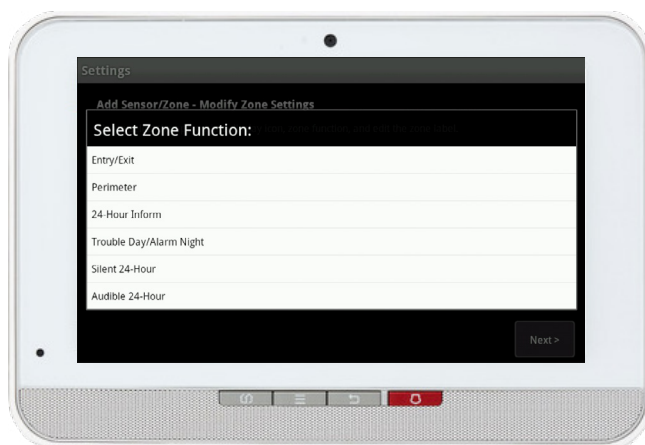
11. Click **Next** on the following screen.



12. A list of all of the sensors currently paired to your Touchpad will appear.

13. Select the sensor you have just paired (labelled **Zone #**).

Modify the zone function as desired.



Zone functions for the Door/Window are listed on the left. When on this screen, a function must be selected to close the prompt.

Each function is explained below:

Entry/Exit

For Doors to enter or exit the premise. When armed, faulting this zone starts an Entry Delay countdown instead of sending an immediate alarm.

24-Hour inform

For doors where no alarm is expected. When zone is tripped, there is never an alarm. However, an event is recorded in the history, and the Touchpad emits a configured sound.

Audible 24-Hour

Usually used to emergency buttons. When zone is tripped, alarm is sent to central station and provides alarm sound on the Touchpad.

Perimeter

Primarily for windows. When armed, faulting this zone starts an alarm immediately.

Silent 24-Hour

Usually used to emergency buttons. When zone is tripped, alarm is sent to central station but there is no keypad display or sound.

Trouble Day/Alarm Night

Provides an instant alarm if zone is tripped in Alarm Away.



14. Modify the zone name as desired and click **Next**. An example is shown on the left.
15. A list of the sensors will appear again now with your new sensor with its updated name. You may click on it again to modify it. Otherwise, complete the process by clicking on **Return to Menu**.

TROUBLESHOOTING:

If you are unable to pair the sensor, refer to the reset to factory section and return back to Step 3 and continue through the pairing process.

Note:

You are responsible for obtaining all necessary municipal permits for a home security system. In accordance with your municipal by-laws, a fine may be levied or police response to your premises may be suspended due to excessive false alarms or failure to obtain a permit.

In addition to the limitations of liability set out at Section 9 of the Terms, to the maximum extent permitted by applicable law, the Rogers Parties will not be liable to you or to any third party for any direct, indirect, special, consequential, incidental, economic or punitive damages (including loss of profit or revenue, financial loss, loss of business opportunities, loss, destruction or alteration of data, files, software, breach of privacy or security, property damage, personal injury, death, or any other foreseeable or unforeseeable loss, however caused) resulting or relating directly or indirectly from or relating to: (i) any malfunction, disruption or unavailability of the Home Monitoring Services (including, without limitation, the failure, for any reason, of the alarm system to operate or, if your Home Monitoring Services include central monitoring, of the recipient of any alarm signal to react properly);

INSTALLATION AND SET-UP OF EQUIPMENT

(Applicable where Rogers does not install the Equipment)

It is your responsibility to have the Equipment installed and set up. ROGERS IS NOT RESPONSIBLE FOR INSTALLING OR SETTING THE EQUIPMENT UP OR ENSURING THAT THE INSTALLATION OR SET-UP OF THE EQUIPMENT ARE APPLICABLE OR APPROPRIATE FOR THE USE OF YOUR EQUIPMENT IN YOUR PREMISES. ROGERS IS NOT LIABLE FOR ANY PROPERTY DAMAGES AS A RESULT OF SELF-INSTALLATION OR SET-UP OF THE EQUIPMENT.

Your installation is done!

Your Door/Window Sensor is now part of your Smart Home Monitoring Basic system. Now you can monitor your doors and windows 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:

- Set-up rules such as turning lights on when someone opens a door.
- Get an instant alert if a door or window in your home opens unexpectedly.
- Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

If you are trying to add a Door/Window Sensor 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 Door/Window Sensor and then pair again.



1. Remove the back panel from the Door/ Window Sensor.
2. Then remove the battery.
3. Press the **tamper switch** (small black switch below battery) and hold it while inserting the battery for 3 seconds. After you release, the LED will flash a few times.
4. Re-attach the back plate from the Door/ Window Sensor.
5. Now, try the pairing process again following the instructions in the Pairing the Door/Window Sensor section.