Smoke/Fire Sensor

Set-Up Guide

ROGERS

Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Smoke/Fire Sensor, you will be able to monitor smoke-related issues in your home, even while you're away. Not only will the alarm sound, but you'll also get a warning text notification to your smartphone to alert you the instant smoke is detected.

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 or visit www.rogers.com/install.
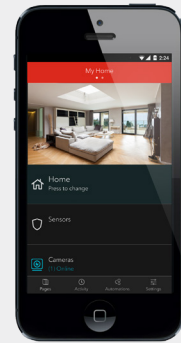
Package contents

1. Smoke/Fire 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:
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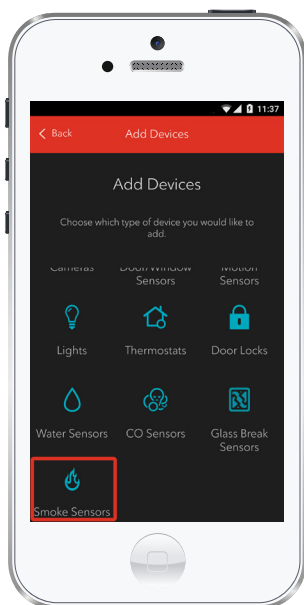
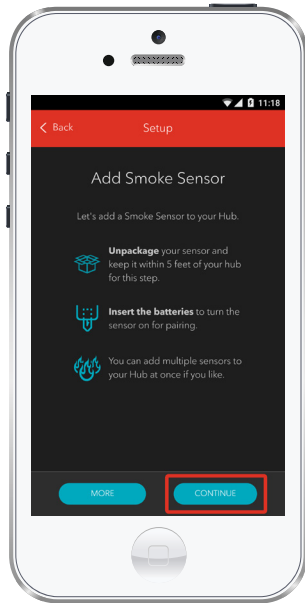# ① Pairing the Smoke/Fire Sensor with your smartphone

Before you begin:

Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit 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.

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.
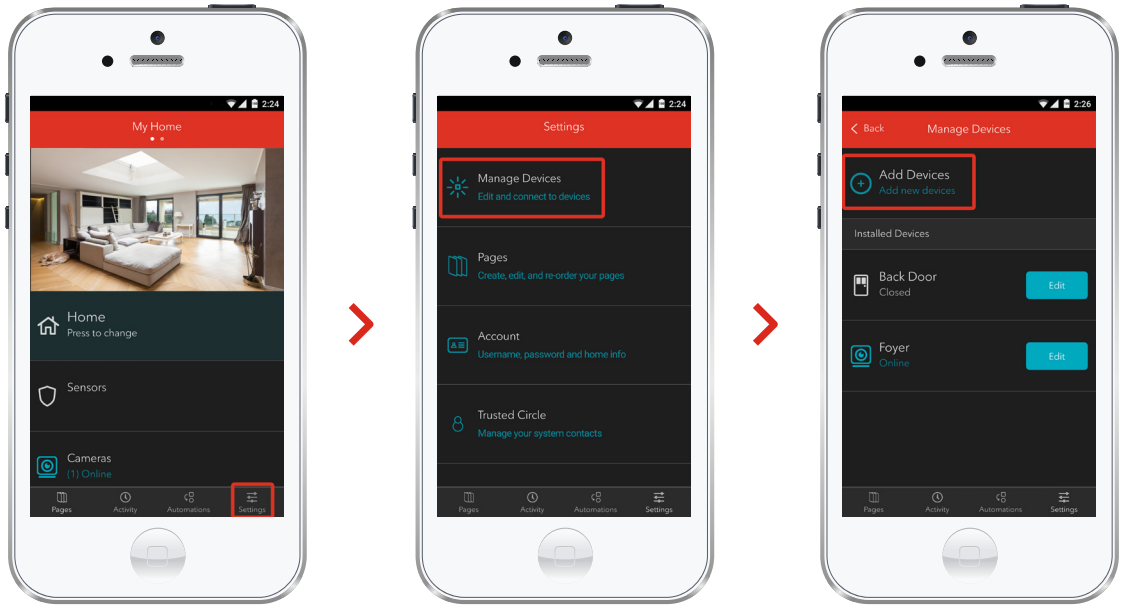

3. Tap Smoke Sensors.

4. Prepare your Smoke/Fire Sensor to be paired following the simple instructions on your screen. For more detailed instructions, you can tap More.
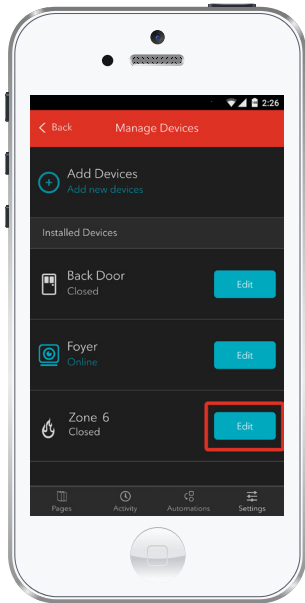
5. Once the Smoke/Fire Sensor is detected you will see the **Sensor** icon, and **Pairing...**
   will appear.

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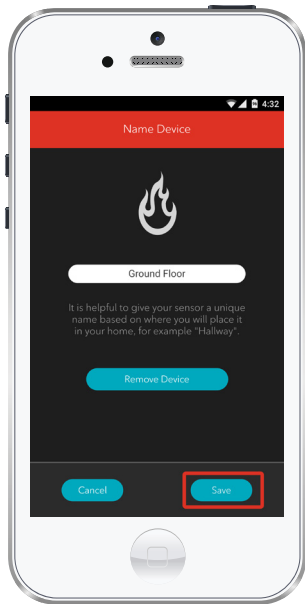   mark will appear to the right.

   Please note the Hub may take between 1 to 3 minutes to detect the Smoke/Fire Sensor.

   Tap Continue to complete pairing.
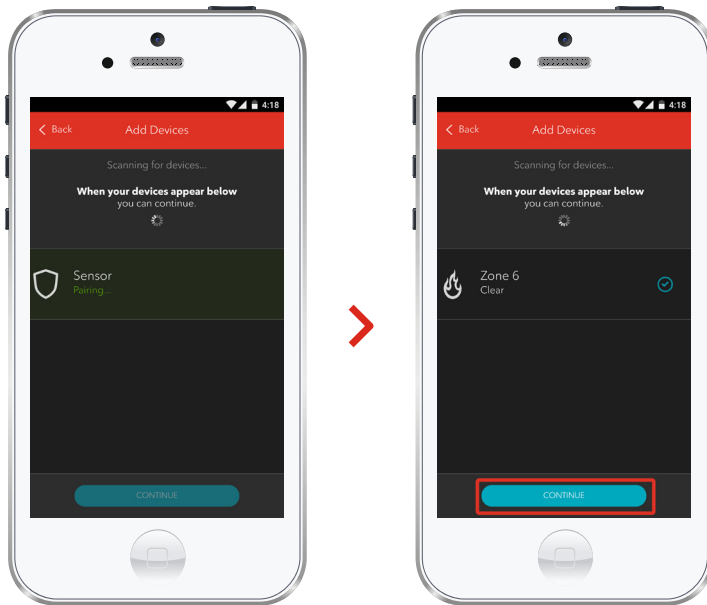
6. Tap Edit to configure the Smoke/Fire Sensor.

7. The naming box shows the default name of Smoke/Fire Sensor. Tap on this box to customize its name (e.g. Ground Floor).

    When you're done, tap Save.

Your installation is done!

Your Smoke/Fire Sensor is now part of your Smart Home Monitoring system. Now you can control the Smoke/Fire Sensor remotely with your smartphone app and through the Web Control Centre.
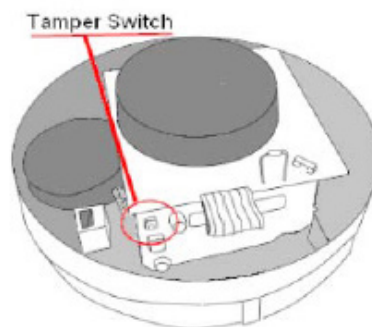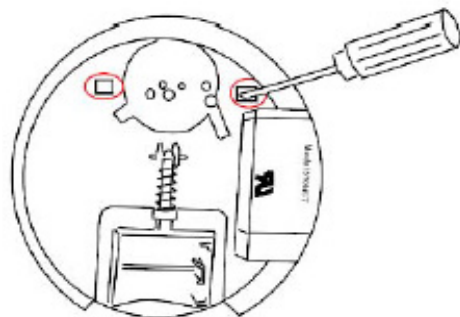
Start using this device:

Use your smartphone app or visit the Web Control Centre at smarthome.rogers.com to:
• Get an instant alert the moment smoke is detected in your home.
• Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

If you are trying to add your Smoke/Fire Sensor 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 Smoke/Fire Sensor and then pair it again.


1. Twist the back cover of the Smoke/Fire Sensor to remove it from the device.
2. Remove the batteries.
3. Use a screwdriver to release the securing tabs that secure the front cover and remove it.
4. While pressing and holding the tamper switch, insert a single battery into the device. The LED goes ON.
5. After 1 second, release the tamper switch. The LED blinks green.
6. Replace the front cover.
7. Replace all the batteries to the Smoke/Fire Sensor and the back cover.
8. Now, try the pairing process again following the instructions in the Pairing the Smoke/Fire Sensor section.

How to remove this device from your system:

Should you need at any point in the future to remove a Smoke/Fire Sensor from your Rogers Smart Home Monitoring system, follow the steps below:
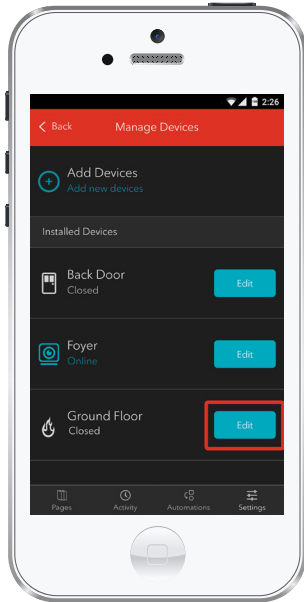
1. Log in to your Rogers Smart Home Monitoring mobile app.

2. On **My Home** screen, tap Settings at the bottom.

3. Go to **Manage Devices**.

4. Under **Installed Devices**, select the Smoke/Fire Sensor you want to remove by tapping Edit next to the device name.
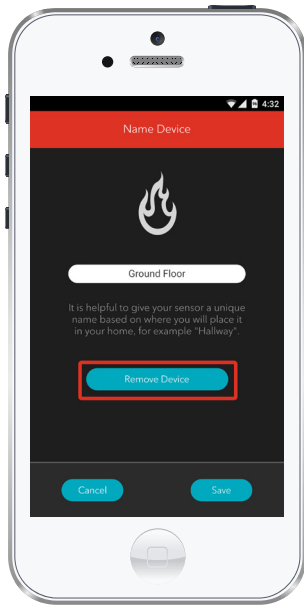
5. Under **Edit Device**, tap Remove Device (see example).
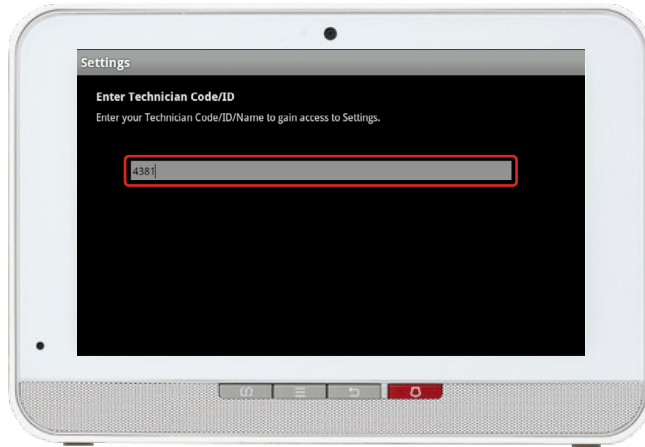
6. Tap Save to confirm.
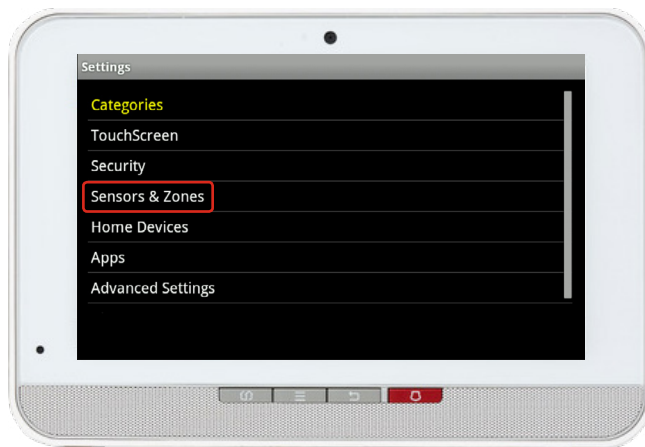
② Pairing the Smoke/Fire Sensor with your Touchpad

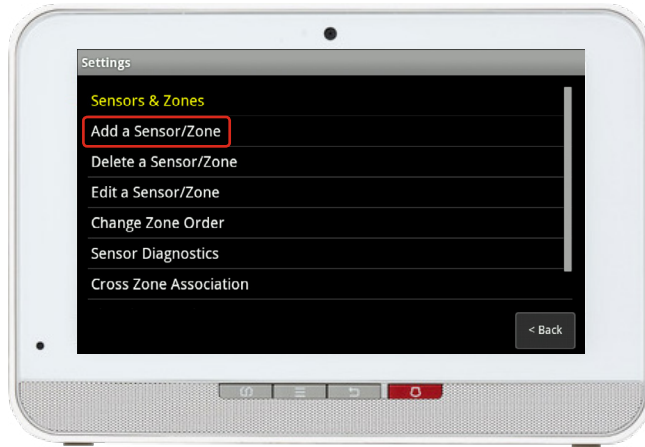1. On the Touchpad, select the Settings app from the **Home Screen**.

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.
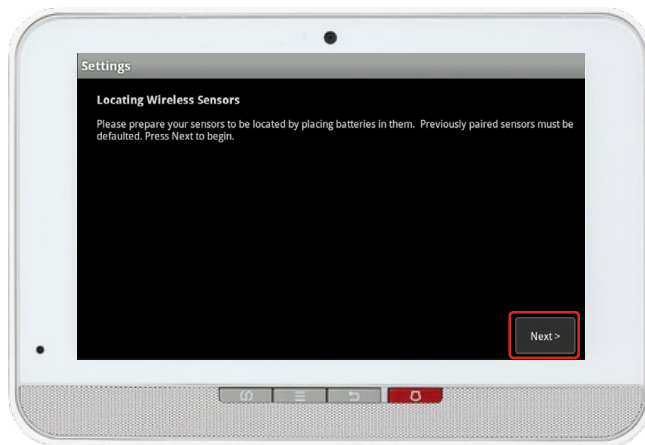
5. Select Add a Sensor/Zone.

6. Remove the smoke detector from the mounting base.

   Slide the battery compartment cover away from the smoke detector to unsnap it and lift it off.

   Insert batteries into the smoke detector battery compartment and replace the battery compartment cover.
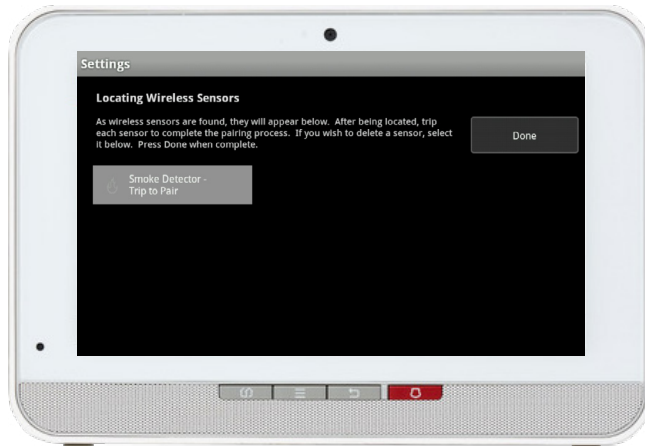
   The sensor is now in pairing mode.

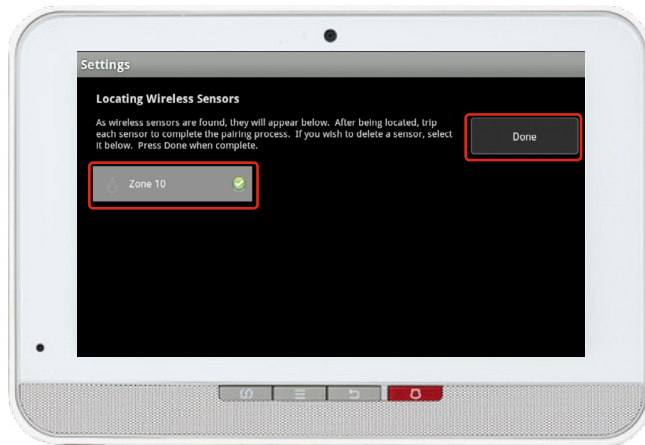   Do not replace the mounting base yet.

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

8. 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.

9. Now trip the sensor by reattaching the Smoke Detector to the mounting base. Pay attention to the alignment tab on the smoke sensor and the alignment arrow on the base.

10. The icon will update with **Zone #** and a checkmark as shown on the left.

11. Once sensor pairing is successful, click Done.

12. Click Next on the following screen.

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

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

15. Modify the zone name as desired and click Next. An example is shown on the left.

16. 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.
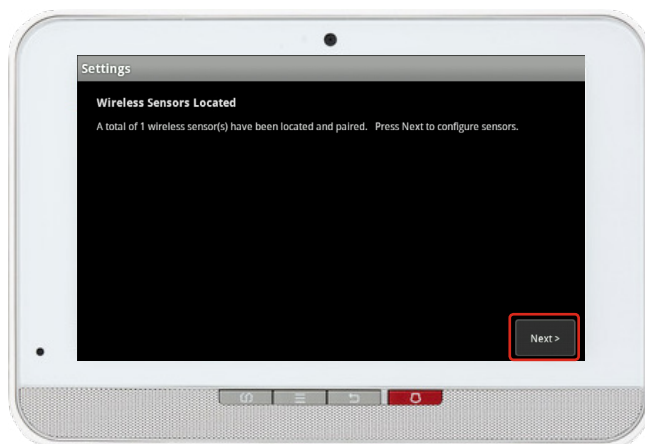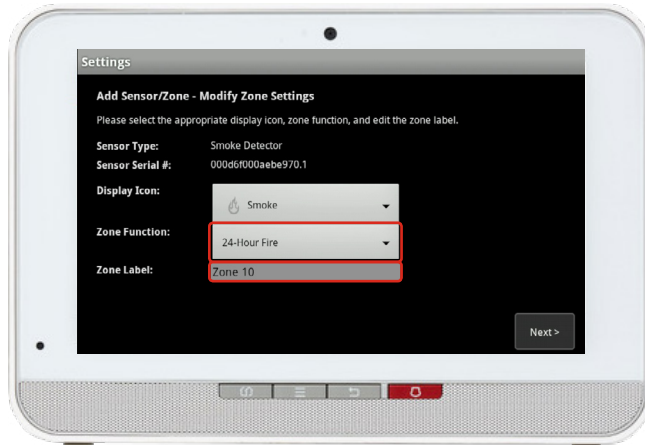
TROUBLESHOOTING:

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> **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.

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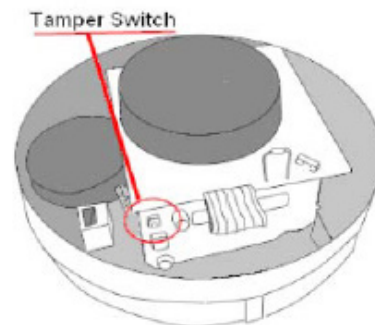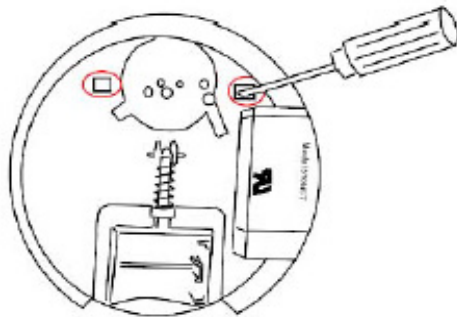
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