

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

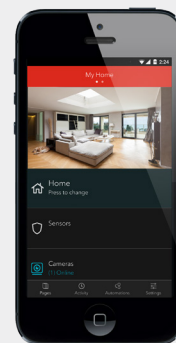
Installation notes

1. Remove the existing thermostat.
2. Install the Smart Thermostat using the manufacturer's installation guide provided in the box.
3. Once the Smart Thermostat has been physically installed and tested for proper functioning with your furnace and A/C, follow the below steps to pair your Smart Thermostat to your Rogers Smart Home Monitoring system.

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.

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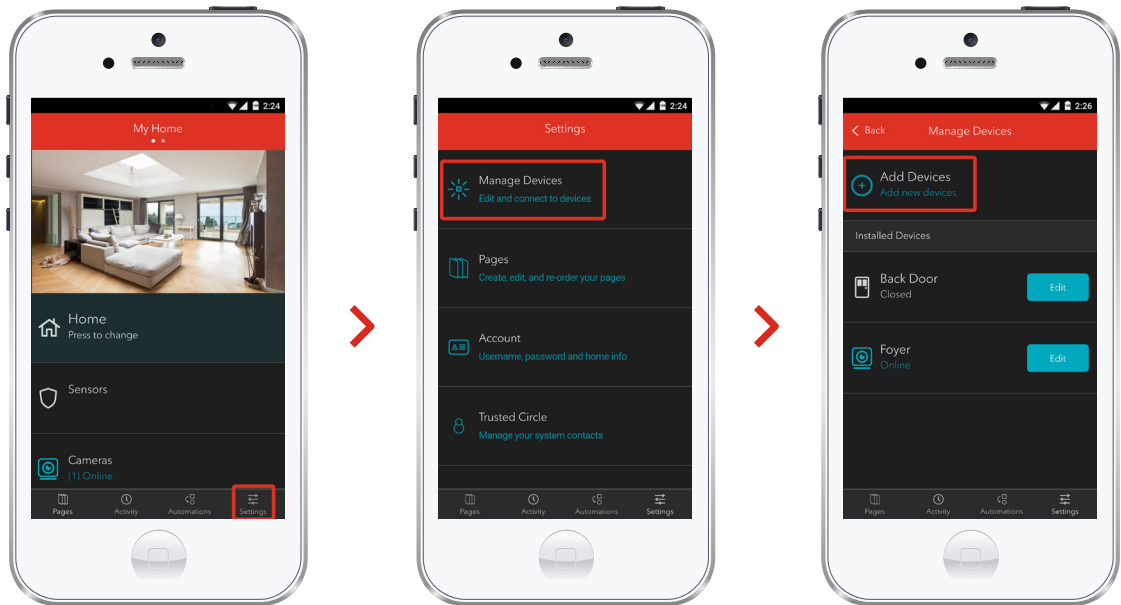
① Pairing the Smart Thermostat with your smartphone

Before you begin:

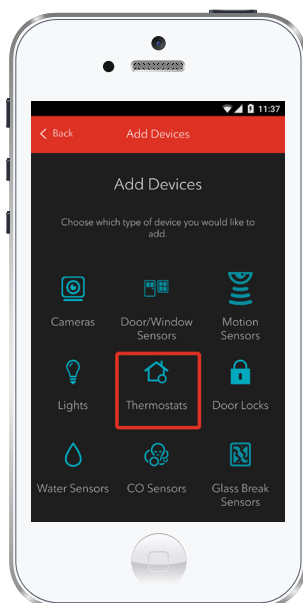
Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit rogers.com to retrieve your username or password). These steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

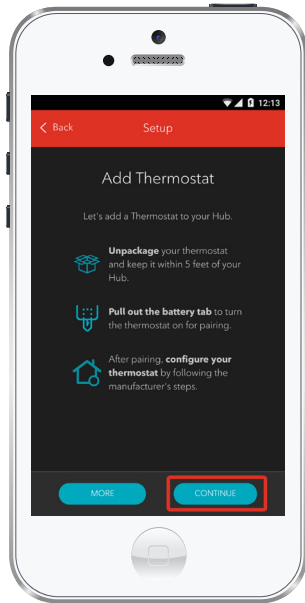
Note: Please install one Smart Thermostat at a time.

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**.





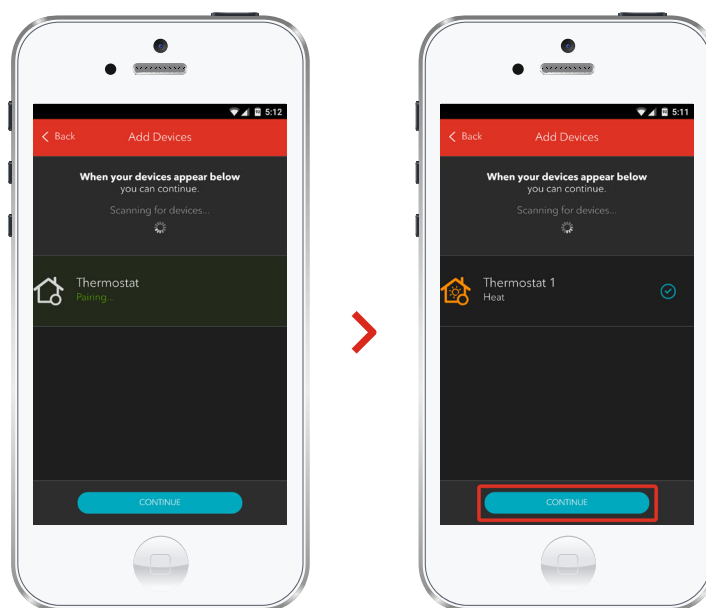
4. Prepare your Smart Thermostat to be paired following the simple instructions on your screen. For more detailed instructions, you can tap [More](#).

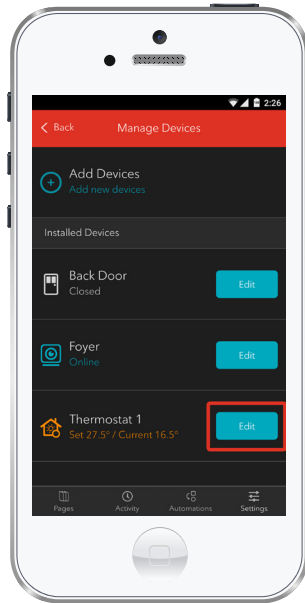
5. Once the Smart Thermostat is detected you will see the **Thermostat** icon, and **Pairing...** will appear.

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

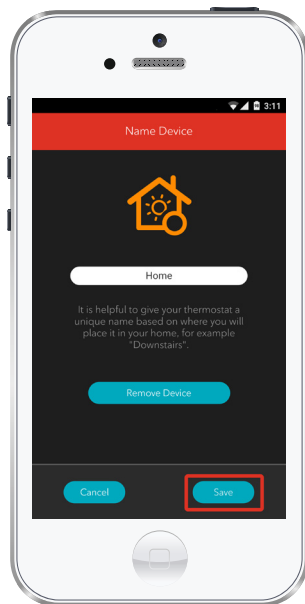
Please note the Hub may take between 2 to 5 minutes to detect the Smart Thermostat.

Tap **Continue** to complete pairing.





6. Tap **Edit** to configure the Smart Thermostat.



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

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

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.

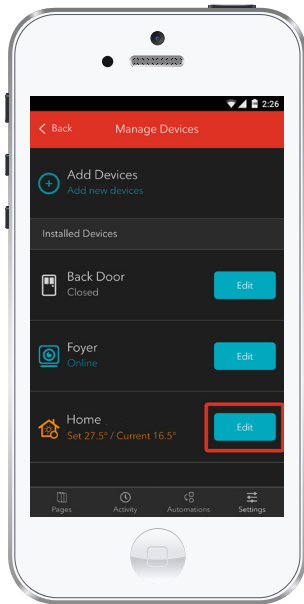
How to reset this device:

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.

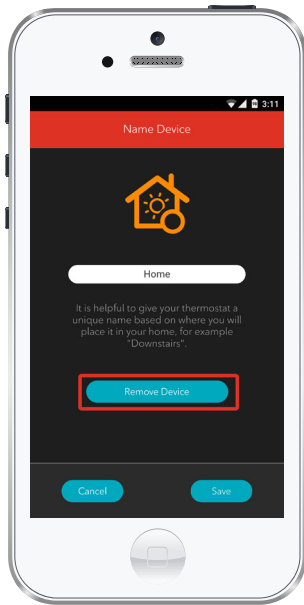
1. On your Smart Thermostat, press the **MODE** button until **OFF** is displayed.
2. Before the Smart Thermostat enters sleep mode, press and hold the **Hidden Menu** button (located in the empty space between the **HOLD** button and **FAN** button), and swipe down on the right slider.
3. The display will change to **01** indicating that the Smart Thermostat is in programming mode, release the **Hidden Menu** button.
4. Advance through the menu using the slider on the right until **17** is displayed. Press **HOLD**, it will then show **00**.
5. Use the slider to change it to **11**. Press **HOLD**.
6. On the front of the Smart Thermostat, it will flash two series of numbers (indicating the current firmware version installed).
7. 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.

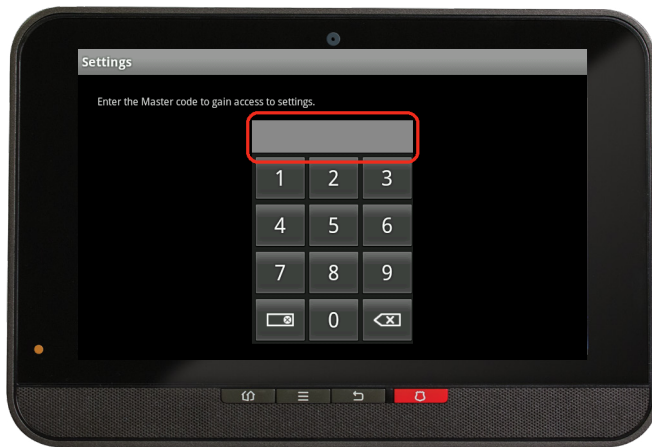
② Pairing the Smart Thermostat with your Touchpad

Note: please pair only one Smart Thermostat at a time.

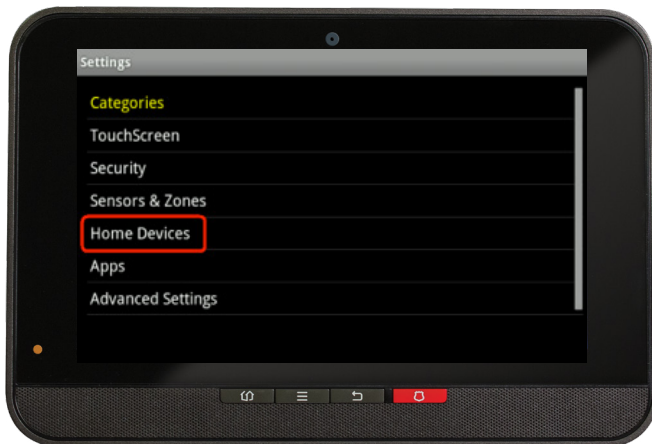
1. On your Smart Thermostat, press the **MODE** button until OFF is displayed.
2. Before the Smart Thermostat enters sleep mode, press and hold the **Hidden Menu** button (located in the empty space between the HOLD button and FAN button), and swipe down on the right slider.
3. The display will change to 01 indicating that the Smart Thermostat is in programming mode, release the **Hidden Menu** button.
4. Advance through the menu using the slider on the right until 12 is displayed. Press the **HOLD** button, display will flash 00.
5. Press the **Set Point Up** atop the slider (+), to change it to 01 and press **HOLD** to enter. The Smart Thermostat will start scanning for your system, the green Zigbee status indicator on the Smart Thermostat will start to flash.
6. Ensure your Smart Home Monitoring system is disarmed.



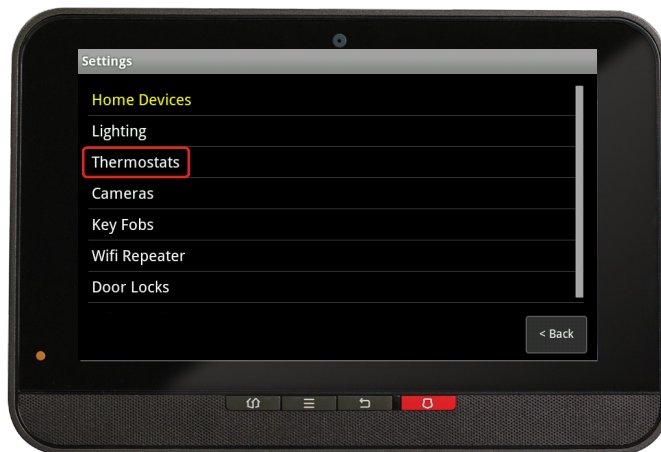
7. On the Touchpad, select the **Settings** app from the **Home Screen**.



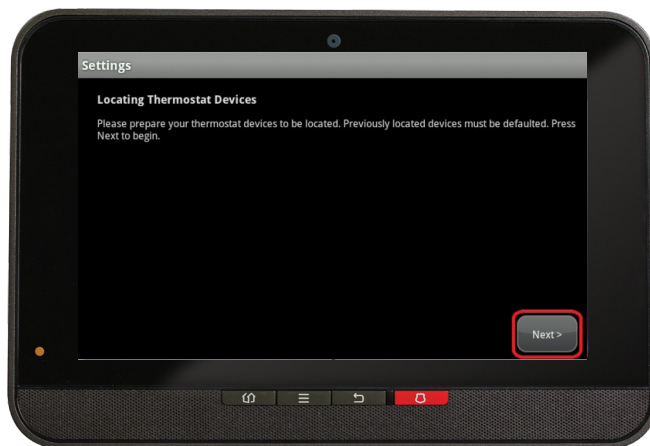
8. Enter your 4-digit Master Access Code. (The same code that you use to manage your system.)



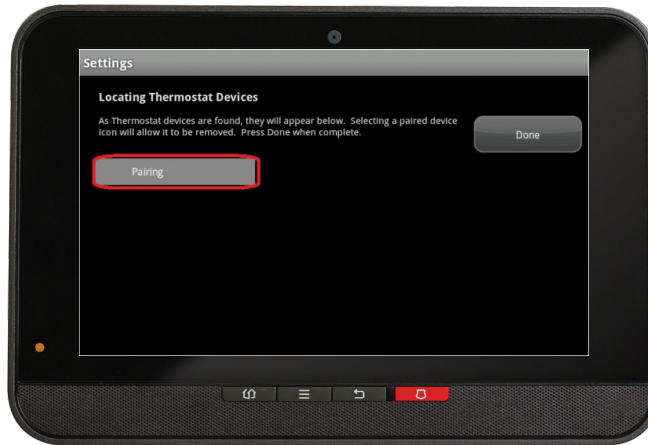
9. Under the **Categories** list select **Home Devices**.



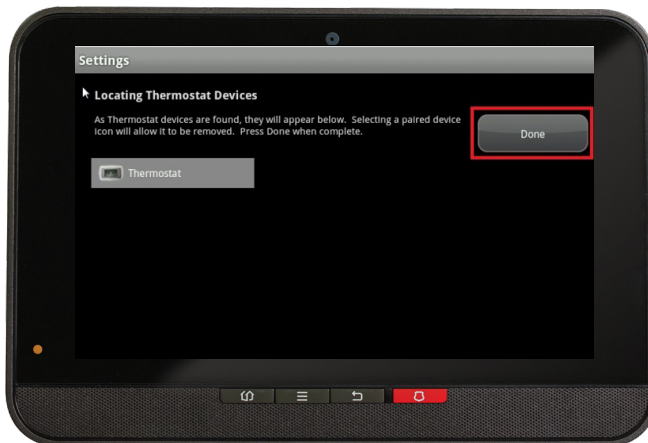
10. Scroll down and select **Thermostats**, then select **Add Thermostat**.



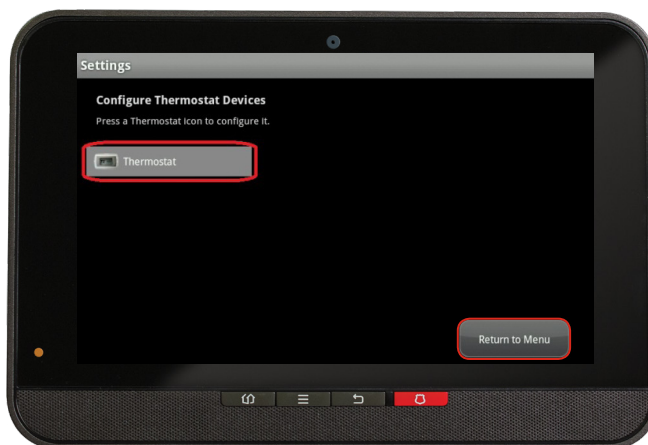
11. On the **Locating Thermostat Devices** screen press **Next**, and the system will take up to 30 seconds to find the Smart Thermostat.



12. On the Smart Home Monitoring 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.



13. Click Done once the Thermostat icon appears and hit Done to confirm.



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

15. Click Return to Menu to complete the pairing of the Smart Thermostat.

Your installation is done!

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Start using this device:

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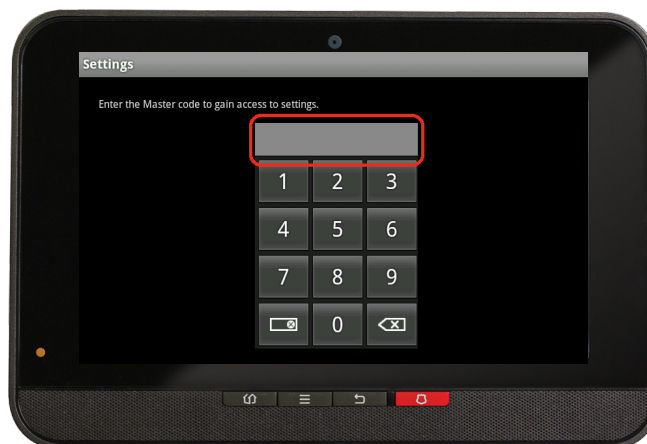
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7. Now, try the pairing process again following the instructions in the Pairing the Smart Thermostat section.

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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:



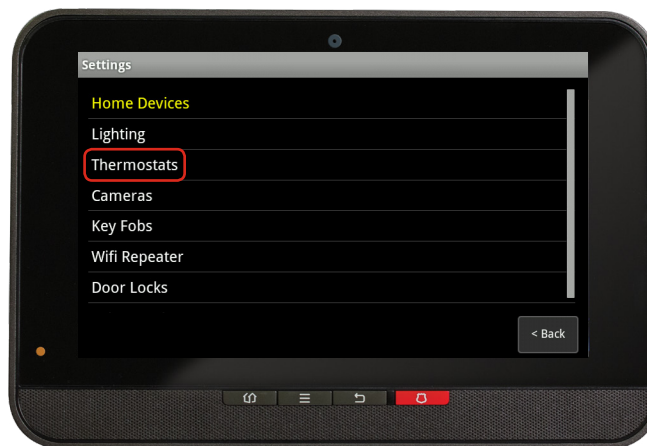
1. Ensure your Smart Home Monitoring system is disarmed.
2. On the Touchpad, select the **Settings** app from the **Home Screen**.



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.