TELUS SmartHome Security

Owner's Guide

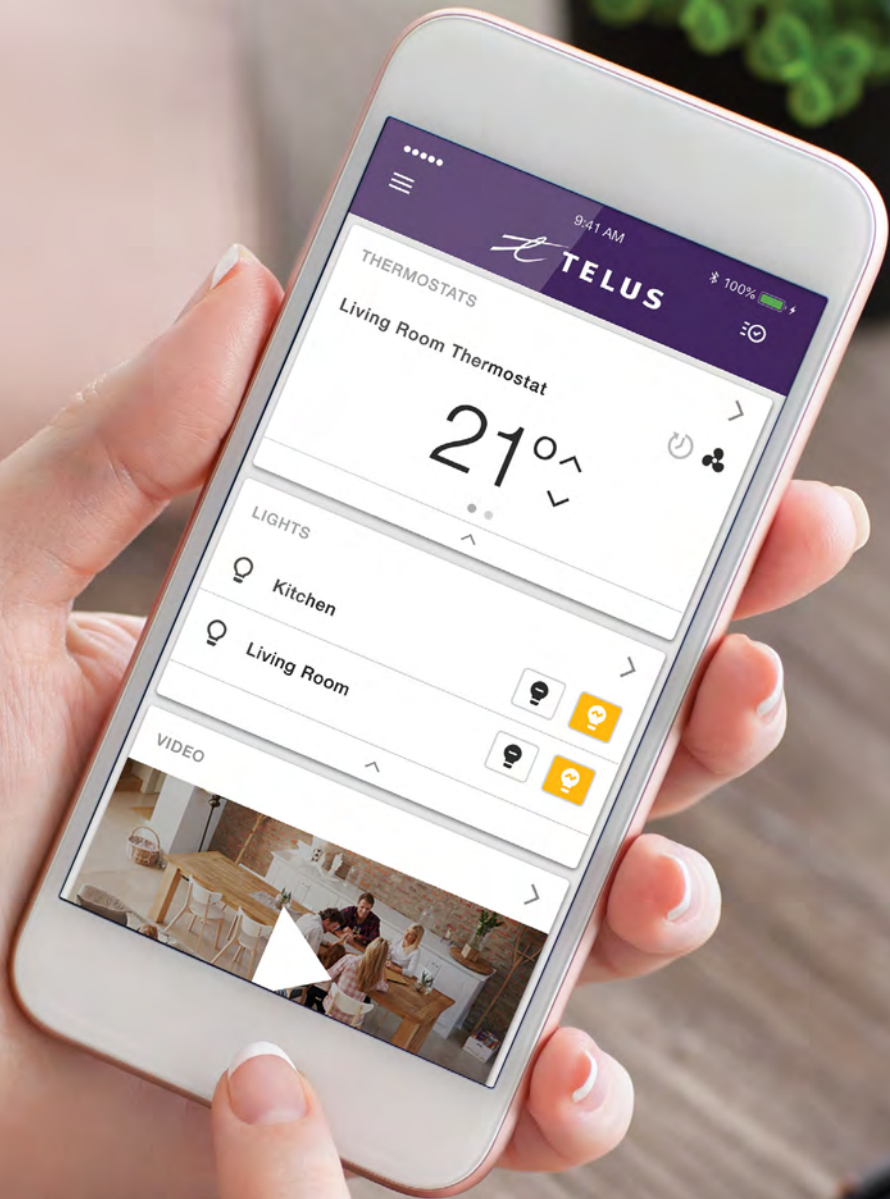**TELUS**

the future is friendly®

Welcome

Welcome to smarter security

Thanks for choosing a TELUS SmartHome Security system. In this guide, you'll find important information about your account, as well as some tips on how to set up and get the most out of your system.

Please take time to read through this guide, as there are **several crucial steps that you need to take in order to optimize your system and ensure everything is working properly**. **The checklist on pages 5 to 7 is designed to help you get up and running quickly.** Ensure that everyone in your household understands the information. We'll be in touch shortly via email with more handy tips and guides.

We're happy to have you on board and look forward to keeping your home **smart**, **safe** and **secure**.

Contact us

Contact our dedicated teams at **1-855-255-8828**.

For Customer Care:
Monday–Friday: 7:30am–9:00pm
Weekends: 8:00am–8:00pm

For Technical support:
24/7 or visit telus.com/**support**

In an emergency, please dial 9-1-1.

Visit telus.com/**homesecurity** for more information.

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Getting started with smarter security

Practice makes perfect

> ⚠ By default, your security system is in Test Mode for **48 hours**.

We want you to feel confident operating your new system and reduce the chance of false alarms. For this reason, **your security system is in Test Mode for the first 48 hours after installation**. During this time, we encourage you to practice with the system and get used to how it works. Turn to **Alarm processes on pages 8 to 12 to learn more about using your system**.

While your system is in Test Mode, our central monitoring station will not respond to alarms and as a result, emergency services will not be dispatched during this time. This will allow you to practice with your system risk free.

> ✔ **Safety Tip**
>
> **The Test Mode period is the ideal time to complete your account setup process.** Please work through the checklist on pages 5 to 7 during your first 48 hours.

48-hour checklist

Follow this handy checklist and you'll be ready to make the most of your system in no time.

Provide your information

☐ **Obtain your alarm permit (where applicable) and provide us with the number**

Some municipalities require an alarm permit to dispatch emergency services. Once you receive your permit, you must provide the permit number to TELUS by contacting us at **1-855-255-8828**. Visit telus.com/**permits** to learn more.

☐ **Provide emergency contact information**

As part of your account set-up, you are required to provide **3 emergency contacts** who can be reached in order to verify an alarm. Your emergency contacts should ideally live at or know the location of your premises, have access to the building and be able to act on your behalf in case emergency service providers need to further investigate. Make sure you keep these details up-to-date to ensure the right people are contacted. If you haven't already provided the following information to TELUS during the purchase or installation process, or if you would like to update your information, please contact us at **1-855-255-8828**.

☐ **Contact 1 (You)**

Name _____

Phone Number _____

Password _____

Contact 2

Name _____

Phone Number _____

Password _____

Contact 3

Name _____

Phone Number _____

Password _____

Alarm Permit _____

💡 **TIP:** Ensure your emergency contacts remember their password as it will be required to verify in-progress burglar and panic alarms.

Download and register your apps and accounts

☐ **Set up your My TELUS account**

Register for My TELUS online at telus.com/**MyTELUS**, then click *Link an Account.* My TELUS lets you view your bill and make instant payments, as well as sign up for pre-authorized payments.

My TELUS Username _____

⊙ **DID YOU KNOW?**

If you have other TELUS services, you can view all your billing information in one location by linking your My TELUS account to your SmartHome Security account.

☐ **Download the TELUS SmartHome Security app** ⌂

This app is the easiest way to control your SmartHome Security system.

SmartHome Security Username* _____

* You will have received your username during the installation process of your security system.

ANDROID APP ON Google play   Download on the App Store

☐ **Log in to the SmartHome Security Web Portal**

While the SmartHome mobile app provides the most frequently used features on the go, many advanced set-up functions are only available through the Web Portal. Visit telus.com/**homesecurity/login**.

TIP: Bookmark the Web Portal page for easy access for when you want to change your settings.

Set your preferences

Once you're logged in to the SmartHome Security Web Portal, complete the following during the first 48 hours.

☐ **Create users and access codes**

1. Click *Users*

2. Click *Add User* and enter their details

3. Click *Add* to add the user's contact information

4. Select which devices the user should have access to under *Access Control*

5. Enter the user's access code

6. Click *Save*

☐ **Set up your video cameras**

1. If you have one or more video cameras, select the *Video* tab

2. Adjust recording rules and settings to your preferred specifications. Double-check the positioning of your cameras

3. Set up your recording schedule and clip duration

   Note: *Your camera will record a maximum of 1,000 clips a month. If you exceed this limit, you'll need to contact Technical Support to reactivate recording capability.*

   ⚠ *Uploading video contributes to your monthly data usage. To avoid unnecessary use of your home internet data, experiment with the Video Motion Detection settings most appropriate for your needs.*

See **Video clips on page 14** for more detailed information.

☐ **Set up personalized notifications**

There are many notification options that are able to alert you when different events occur. See **Personalized notifications on page 17** for more information.

Practice on the app and panel

Avoid false alarms by ensuring all users are well trained in arming and disarming the alarm.
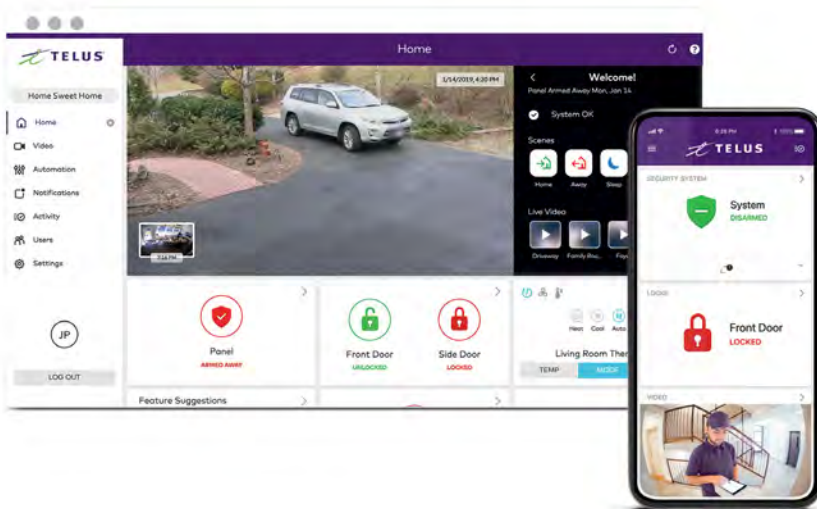
☐ User 1   ☐ User 2   ☐ User 3

Alarm process

Arming and disarming your system

Arming and disarming the system from the app or Web Portal

Your primary system control button is found on the home screen of your mobile app and on the main page of the online portal. Simply tap on the Security System icon ⬡ to arm or disarm your TELUS SmartHome Security system. Note that arming the system does not automatically engage your locks.

> **TIP:** You may be charged by your municipality if an emergency service provider is dispatched in response to a false alarm. In some regions, this charge may be incurred through your TELUS bill. Practice arming and disarming your system to reduce the likelihood of false alarms.

Arming and disarming the system from your panel

Arming and disarming via the panel couldn't be easier. Just tap the Security System icon, then select your desired mode. To disarm the system via the panel, you'll need to enter your access code.

When arming the system from any device, you have the choice of 2 different modes:

1. Selecting *Stay Mode* arms only the system perimeter and is typically used during the night when occupants are sleeping.

2. Selecting *Away Mode* arms all the sensors attached to your alarm system and is typically used when occupants are out of the home.

AN ALARM OCCURS. WHAT NOW?

Your alarm goes off

OUR 24/7 **CENTRAL MONITORING STATION (CMS) WILL ATTEMPT TO CONTACT YOU** AND YOUR CONTACTS

- The CMS will first attempt to contact you by phone

- If you cannot verify the alarm event, the CMS will then contact your emergency contacts

- For burglar and panic alarms, you and your emergency contacts must provide your verbal password to verify the alarm even if the numeric access code has been entered at the panel. This is for your protection and safety.

- If you or your emergency contacts verify the alarm as false and provide the correct password, the CMS will not take any further action

We are unable to verify whether the alarm is true or false

A **GUARD** MAY BE DISPATCHED

If a **burglar** alarm is in progress and it was not **verified** via the previous step, Guard Response may be available in your region as an additional verification step. See telus.com/**guardresponse** to see if you are eligible for this service.

- A guard completes an exterior patrol of your your home, looking for signs of a break-in

- A guard does not replace police services and will not be dispatched in response to panic, fire or medical alarms; the purpose is to verify whether a burglar alarm is a true alarm, which is often a necessary step in order to dispatch police

- If the alarm is verified to be false, no further action is taken

Some emergency service providers will only dispatch authorities if the alarm is verified as a true alarm event. To achieve this verification and prevent you from incurring false alarm fees, we attempt to confirm the event through a series of steps based on industry-proven best practices. Failure to determine the nature of an alarm at any step will escalate the response to the next course of action.

The alarm is still unable to be verified by you, your contacts or a guard

The alarm is verified to be a true alarm event

EMERGENCY SERVICES MAY BE DISPATCHED

- Unless an alarm is **verified** to be false via the previous steps, our CMS will request emergency service providers to be dispatched

- With increasing frequency, emergency service providers are denying requests to dispatch if alarms are not verified

EMERGENCY SERVICES WILL BE DISPATCHED IMMEDIATELY

- This can happen **at any stage of the alarm response** as long as the alarm is verified by you, your emergency contacts or a guard

- If requested, a guard can remain on-site until police arrive at a true alarm event. Note that there is an incremental charge for this service which you must authorize in advance.

Using your new security system

1. Users and access codes

During a meeting at work, you receive a notification that your dog walker has arrived at your house—right on time. They're able to get inside and take your excited pup for her lunchtime walk, all without you needing to lift a finger.

• *Access control allows approved users to come and go with ease, while maintaining your home's security and your peace of mind.*

Your TELUS SmartHome Security system allows you to grant unique user codes for family and trusted guests. These codes securely allow your visitors the freedom to come and go without sacrificing security or control. Each code is unique and works only during the times you assign.

You can also create user codes that expire, perfect for those weekend-only house guests. User codes are far more reliable, convenient and secure than sharing a spare key, which can easily get lost.

To set up Access:

1. Log in to the Web Portal

2. Click *Users*

3. Click *Add User* or *Edit* an existing user

4. Update user Access Control as desired

5. Click *Save* to send the code to the panel. Allow a few minutes for the system to update, and then test the new user code

2. Video clips

Video lets you check in on things while you're away and provides critical evidence during an alarm event. If you own any cameras, take the time to set them up properly for maximum efficiency.

2.1 Configuring your cameras

A. Check and adjust your camera sensitivity and positioning

Doorbell Camera

1. Log in to the SmartHome app or Web Portal

2. Click *Menu*

3. Select *Doorbell Camera* then *Settings*

4. Click the desired doorbell

5. Use the Motion Sensitivity slider to adjust to the desired sensitivity

6. Click *Done*

Note: Live video of your Doorbell Camera can be accessed via the SmartHome app only

Other Cameras

1. Log in to the Web Portal

2. Click *Video* then *Settings*

3. Select the desired camera from the *Video Device* drop-down menu

4. Click *Video Motion Detection (VMD)*

5. For each VMD window:

   a. Drag across the live view to draw the VMD window's dimensions

   b. Using the Sensitivity drop-down menu, select the desired sensitivity of the window

   c. Using the Target Size drop-down menu, select the desired target size of the window

6. Click *Save*

B. Set up your video recording settings and clip duration

1. Log in to the Web Portal

2. Select *Video* then *Settings*

3. Select *Saved Video*

   • You can record up to 15 minutes when triggered by an alarm (configurable)

   • You can record 35+ seconds when triggered by motion (configurable)

   • You can record 50 to 60 seconds when triggered by the system (e.g. a door opens/closes, lock code entered, etc.)

   • You can enable pre-trigger recording, which will record 2 to 4 seconds prior to the motion event

Now that your cameras are set up, you're able to stream live video and view saved clips any time, simply by accessing the Video section of the app or Web Portal.

How weather can impact your cameras

Depending on your camera sensitivity settings, certain weather events – such as heavy rain or snow – can sometimes activate Video Motion Detection. This can result in many false recordings being uploaded to your account, and unnecessary use of your data. It's therefore important to adjust your camera sensitivity to a level that prevents your camera from picking up this kind of movement, but still allows it to respond to other motion. **Check your saved videos regularly to confirm that natural events are not activating your cameras**.

2.2 Recordings and storage

Your camera can record a maximum of 1,000 clips per month. **If you go over this amount, you'll receive an alert email and will need to reactivate your recording capability from within the app.** For this reason, it is important to adjust your camera preferences and sensitivity so you don't record unnecessary clips and exceed this monthly limit.

Additionally, your online account can store a maximum of 1,000 clips *at any given time*, which can be viewed through the app or Web Portal. If you record more than this amount, newer clips will override your oldest ones. For instance, if you record 1,001 clips over the course of three months, the 1,001st clip will replace your 1st clip, and so on. You can save certain clips so they are not overwritten by going to your TELUS SmartHome account and "protecting" the clip.

> ⚠ *Warning: Alarm-triggered recordings will always be available even if you have reached your data limit.*

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⑦ **DID YOU KNOW?**

Storing 1,000 clips in 1980 would require a computer the size of a car and would have cost over $3 million in present-day terms!

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3. Personalized notifications

It's 3:32pm and you're out running an errand. At that moment, your phone alerts you that the kids have arrived home from school. Now, if only you could get them to be as reliable with their chores...

- *Notifications let you know when a device activates or a user accesses your home.*

Your TELUS SmartHome Security system makes it easy to set up alerts. These notifications can be useful for knowing when the kids are home safely from school, or to ensure your dog walker has arrived on time. Additionally, you can create no-show alerts, which are ideal for regular service providers like landscapers or cleaners and will notify you if they fail to arrive.

There are several other types of personal alerts you can create, including Geo-Service alerts that let you know if you've left home without arming your security system. When you receive one, you can simply secure your home remotely through your TELUS SmartHome mobile app. No more worrying about whether you remembered to arm your system!

Set up personalized notifications

1. Log in to the app or Web Portal and go to the *Notifications* tab
2. Select the *New Notification* button
3. Select your notification type and choose from a wide range of pre-customized reminders
4. Set your notification time preferences
5. If you have Geo-Services set up, you have the option of triggering an alert when you leave your home's Geo-Fence
6. Set your notification days and add recipients
7. *Save* your notification and you're done

Explore smarter security

Scenes

The kids are asleep and it's time to cozy up in bed with a good book. With a simple tap, your lamps dim, doors lock and the thermostat turns off.

- *Using Scenes allows you to set up common configurations and control a number of smart devices all at once, with just one touch of a button.*

Example Scene—Bedtime

Let's set up a one-tap Scene that turns off all devices and secures the house.

1. Open the menu on the app or Web Portal

2. Select *Automation*, then *Scenes* from the top menu

3. Click *New Scene*

4. Select the devices you'd like to control and choose which modes you want

- For this example, select *Lights* and turn all to Off

- Select *Panel* and set to Arm (Stay)

- Select *Locks* and turn all to Locked

5. Name the Scene (optional: choose an icon to represent the Scene)

6. Click *Save*

Now you can simply tap the Bedtime icon from the Scenes list on your app to activate all your configured devices at once. Sweet dreams!

Rules

SmartHome Security sheds a whole new light on your evening walks—
literally. Now when you open the front door at nighttime, your entry lights
automatically turn on.

• *With Rules, your TELUS SmartHome Security system can activate certain functions based on other events.*

Example Rule—Automatic entry lights

Let's set up a Rule that turns on your entry lights when the front door opens.
(Requires a Front Door sensor)

1. Access the Web Portal
2. Click *Automation*
3. Click *Add New Rule* and select *Event-triggered Rule*
4. Under Automate My, select *Lights*
5. Under When this event occurs, select *Sensor Activity*
6. Use the drop-down menus to select *Front Door* and *Opens*
   (you can change most device names in the Devices menu
   under Settings)
7. Under Perform this action, select how long you would like the lights
   to turn on for
8. Under Select Devices, click to select which lights you'd like to turn on.
   We recommend your entryway lights, hall lights or front door lights
9. Under During This Time Frame, select to specify when the Rule will
   be active. For this example, let's choose *Only after Sunset*
10. Verify the Rule is configured with the correct settings, name the Rule,
    and click *Save*

Other Rules can be set to activate based on your location—for instance, your thermostat turns itself up when you leave work. To activate location-based Rules, we need to first enable Geo-Services and create a Geo-Fence.

Enable Geo-Services

1. Log in to the mobile app
2. Tap *Menu* then *Geo-Services*
3. Tap the *Geo-Services* toggle
4. If asked, tap *Turn On* to activate your device's Geo-Services
5. Your device will now appear on the Web Portal and can be selected for Rules

Create or edit a Geo-Fence

1. Log in to the Web Portal
2. Click *Settings*
3. Click *Geo-Services*
4. To edit a Geo-Fence, click the name of the Geo-Fence you want to edit
5. To add a new Geo-Fence, click *Add a Fence*
6. To move the fence location, either click and drag on the map or enter a specific address
7. In the Fence Name field, enter a name for the Geo-Fence
8. To adjust the radius, either click and drag the Geo-Fence anchors on the map overlay or enter the desired radius
   Note: The minimum radius is 3 kilometres and the maximum is 150 kilometres
9. Click *Save*

That's it! You're ready to create Rules and Scenes based on your geo-location.

Scheduling

You're stuck at work after hours. But your cat gets upset if he's left in the dark for too long! No need to worry though; your living room lights always automatically turn on at sunset.

Scheduling allows you to set up recurring events that take the effort (and need to remember) out of regular tasks.

To enable scheduling

1. Log in to the Web Portal

2. Click *Automation*

3. Select *Schedules* from the top menu

4. Click *Add New Schedule*

5. Name your Schedule

6. Select your desired devices and choose scheduling options (day, time, action)

7. Click *Save*

Your devices will now activate / deactivate on a regular schedule as selected.

⊙ **DID YOU KNOW?**

TELUS SmartHome Security integrates well with other smart home devices—including Amazon Alexa, Nest, Google Assistant and even many generic Z-Wave products.

Other useful information

FAQs

Here's a list of the most common questions regarding your
TELUS SmartHome Security system. For further information, visit
telus.com/**homesecurity/faq**.

What batteries do my products use and how can I change them?

Your panel, sensors and automation devices will alert you when a battery runs low.
If your panel is emitting a low battery warning, please contact us at **1-855-255-8828**
to arrange a repair appointment.

For your sensors and automation devices, it's easy to change the batteries yourself.
Our how-to videos and content will walk you through the process step by step.
Instructions can be found on telus.com/**securitybatteries**.

How do I connect my camera to a Wi-Fi network?

If you got a new camera or recently changed your Wi-Fi settings, follow these steps to
connect to the network:

1. Locate the WPS button on the router. Typically this would be labeled with the letters
   WPS, 2 arrows forming a circle or a lock icon.

   *Note: WPS may not be an option on all routers. Refer to the router's installation
   manual for additional instructions.*

2. Locate the WPS button on the camera. On most camera models, this is labelled with
   the letters WPS.

3. Put the camera into WPS mode by holding the WPS button for about 2 to 3 seconds
   or until the LED begins to flash blue.

4. Press and hold the WPS button on the router for 1 to 6 seconds. The time can vary significantly between router models. Typically you will see a light flash on the router indicating it is in WPS mode. If you see no LED or a blinking red LED on the router, it might be indicative that WPS is disabled in the router.

5. Wait a couple of minutes to allow the camera and router to connect with each other. You may notice the camera LED change from flashing blue, to flashing green and red. A solid green LED indicates that your camera is connected to your new Wi-Fi network.

How do I change the volume from my panel?

If you would like to change the volume of the chimes from your panel or your secondary touchscreen keypad, you can easily do that.

Press the grey bar icon at the top of your screen to drop down the menu, then slide the sound controller to adjust the volume of your chimes.

> *Note: Due to legal requirements, and to ensure you and your family are fully protected, the sound of the siren cannot be modified.*

I'm going on vacation—what do I need to do?

If you're planning on being away from home for an extended period, you should first update your emergency contact list to include people who will be in the area and able to verify an alarm event. To update your emergency contact list, call TELUS at **1-855-255-8828**.

TELUS also offers a Voluntary Suspension on Services (VSOS) to help you save money during your time away. VSOS disconnects your mobility services so that you don't have to continue paying for products you're not using. Internet will not be disconnected, so you will still be able to monitor your home from abroad. VSOS is available to each eligible customer once every 12 months, for a minimum of 1 month up to a maximum of 6 months (180 days). To learn more about VSOS, call us at **1-855-255-8828**.

Can I temporarily disable my alarm?

If you want to disable your entire alarm system so that no alarm events are forwarded to a CMS operator, you can call TELUS and request that your account be put in Test Mode.

Putting your account back in Test Mode can be useful for when you're undertaking activities that may trigger a high volume of false alarms (e.g. renovating your home, replacing a device battery, a planned power outage). You will be able to put your system in Test Mode for a maximum of 3 days.

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How do I add and pair a new smart home device?

You can purchase additional devices for your security system directly through TELUS. Simply visit **telus.com** to see which additional security or automation devices you want, and a TELUS agent will walk you through the purchase and installation process.

Additionally, your TELUS SmartHome Security system integrates well with many other devices and providers. Visit telus.com**/homesecurity/beforeyoubuy** for further information.

Billing

At TELUS we bill one month in advance. Depending on the install date of your system, your next bill may look a little different than usual and include partial charges from the date of install until the start of your next bill cycle.

Partial charges on your bill

Partial charges and credits are listed together under a Partial Charges subheading of the product for which those charges apply.

Updating your payment details

If your credit card is about to expire, you will receive a notification reminding you to update your payment details. You can update your credit card information any time via My TELUS.

You're also able to set up pre-authorized payments that will automatically deduct your monthly charge. Enjoy peace of mind knowing that payments will be made on time and will not incur late charges.

Make your home even smarter

Smart home accessories make your home run even more efficiently and conveniently. Have a closer look at a few of these smart add-ons:

Doorbell Camera

See who's there, from anywhere. The Doorbell Camera rings when you're at home or on your TELUS SmartHome app when you're away.

Smart Door Lock

Connected to the Doorbell Camera, or used separately, the keyless Smart Door Lock allows you to lock and unlock your door from your TELUS SmartHome app or on the door itself using a customized code.

Smart Lightbulb

This smart bulb is fully dimmable and controllable from the TELUS SmartHome app. The bulb provides soft-white illumination that is equivalent to a 60-watt incandescent bulb, yet uses only 9 watts of energy! A brilliant idea indeed.

Smart Thermostat

Control the temperature at home when you're there or when you're away, saving you effort and energy. The Smart Thermostat lets you adjust settings within the TELUS SmartHome app to control exactly when to heat things up or cool things down around the house.

Connect It All

Already have smart home accessories and devices? Our system integrates with the most popular smart home-compatible products so you can plug and play and expand with ease.

WATCH   works with the Google Assistant   works with nest   amazon alexa
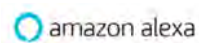
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