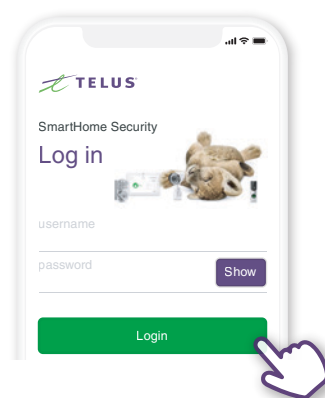


# TELUS SmartHome Security Kit

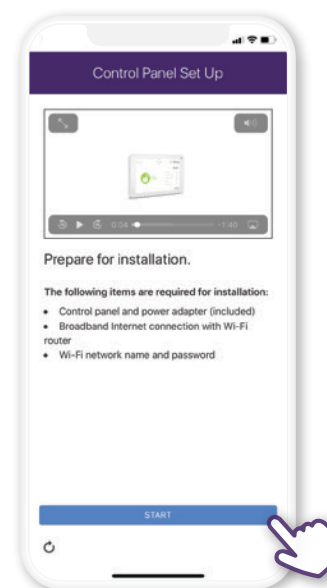
## Quick Start Guide

### 1 Get the TELUS SmartHome App



Download the TELUS SmartHome app, then log in with your My TELUS credentials.

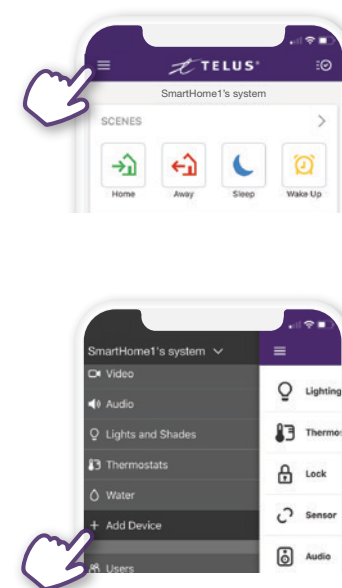
### 2 Set Up Control Panel and Sensors



Install the Control Panel and Sensors using the step-by-step instructions in the app.

**Important:** Install all Sensors before starting the security walk test.

### 3 Add Automation and Video Devices



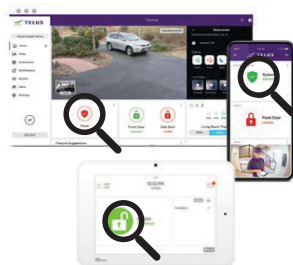
If you have additional devices you'd like to connect, visit [telus.com/SmartHomeGuides](https://telus.com/SmartHomeGuides) for step-by-step installation instructions.

You can install them by selecting **+ Add Device** from the main menu in the app.

## Arming and Disarming Your System

Your primary system control button is found on the home screen of your mobile app. Simply tap on the Security System icon to arm or disarm your TELUS SmartHome Security system.

- DISARM** your system when family members are coming and going from your home.
- ARM AWAY** arms all the sensors attached to your alarm system and is typically used when occupants are out of the home.
- ARM STAY** arms only the system perimeter and is typically used during the night when occupants are sleeping.



#### 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.

## An Alarm Occurs. What Now?

### 1 24/7 CENTRAL MONITORING STATION (CMS) CALLS EMERGENCY CONTACTS

Stay Calm. Our 24/7 Central Monitoring Station (CMS) will first attempt to contact you and your emergency contacts by phone. For burglar and panic alarms, a verbal password must be provided to verify the alarm or confirm the alarm as false.

### 2 GUARD RESPONSE DISPATCHING (region dependent)

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. A guard completes an exterior patrol of your home, looking for signs of a break-in to verify the alarm or confirm the alarm as false. Visit [telus.com/guardresponse](https://telus.com/guardresponse) for availability.

### 3 EMERGENCY SERVICES DISPATCHING

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. If the alarm is verified by you, your emergency contacts or a guard emergency services will be dispatched immediately.

## Practice Makes Perfect

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.

In both **ARM AWAY** and **ARM STAY** you will be notified if your system identifies trouble; however, 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.

### Personalized Notifications

It's easy to set up alerts with the TELUS SmartHome Security system. 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. 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.

Set up personalized notifications

1. Log in to the app and go to the Notifications tab.
2. You can choose from a wide range of pre-customized notifications or create your own by clicking the +.
3. Set your notification triggers, actions, and time preferences.
4. Select or add recipients who will receive the notification.
5. Save your notification and you're done.

## Additional Support



### Video tutorials

For step-by-step installation videos, visit [telus.com/SmartHomeTutorials](https://telus.com/SmartHomeTutorials).



### Speak to an expert

Our customer support agents are available 24/7 at 1-855-255-8828.



### Owner's Guide

For more details refer to [telus.com/SmartHomeOwnersGuide](https://telus.com/SmartHomeOwnersGuide).