ROGERS

Manage
what matters.

smart home monitoring

Your home is in good hands. Yours.

Welcome to Rogers **Smart Home Monitoring**.

With Rogers **Smart Home Monitoring**, you're ready to stay connected to your home and family to manage what matters most. Enclosed in this kit you'll find everything you'll need to secure and automate your home, whether you're at home or on the go.

Get the most out of your new system with the Rogers **Smart Home Monitoring** app. Free to download, it will allow you to control many features of your service from your smartphone and tablet. Download it now from your phone's app store.

To read the full
Smart Home Monitoring
User Guide, go to
rogers.com/shmstartguide

Five important steps to get you started.

1. Central Monitoring Station phone number

If you subscribe to 24 x 7 Central Monitoring, please keep the false alarm number handy in case you need to call the Central Monitoring Station to cancel an alarm: **1 888 578-1777** or 416 572-4501 from outside Canada. You should also add this number to your phone to help identify when Central Monitoring is calling you. Smart Home Monitoring is a ULC listed monitoring provider.

2. Secret Word

The Secret Word is a way for your Emergency Contacts to quickly cancel an alarm dispatch with the Central Monitoring Station. Set your word at the time your system is installed.

3. How do I change my Secret Word?

- Select the **SETTINGS** app on your Touchpad – a Passcode screen appears
- Enter your Master Access Code – a Settings screen appears
- Select **ADVANCED SETTINGS** – the Advanced Settings menu appears
- Select **SET SECURITY SECRET WORD** – the Set Security Secret Word screen appears
- Select the **SECURITY SECRET WORD** text field – a Keyboard screen appears
- Enter a new Secret Word and select **DONE** when you're finished

4. How do I change my Emergency Contacts?

It's critical the Central Monitoring Station has the correct contact information on file so that we can reach someone in times of emergency.

- Login to Web Control Centre
- Select **SECURITY**
- Select "**EMERGENCY DISPATCH SETUP**" to review or alter the contacts

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NOTE: In an emergency, your home number will be called **before** your Emergency Contacts are called, therefore **do not include your home number in your Emergency Contact list.**

Register your system with the Police. Some municipalities require only you to register your new system with the local police. To find out if you need to register, or to find out more about your Police Department's alarm policy, go to **rogers.com/municipalpermits**.

NOTE: Some municipalities permit Rogers to register your system with the police. If applicable, this is completed when you initially order your system.

5. Insurance Certificate

To access the Insurance Certificate, log into the Web Portal. The certificate is located in the Security section of the Web Control Centre. See page 5 for more details.

- Visit **smarthome.rogers.com**
- Enter your **MyRogers**™ username and password, and click **SIGN IN**
- Click on **SECURITY** Section
- Click on **INSURANCE CERTIFICATE**

If you're an Allstate customer, you can get 25% off your home insurance premiums for the first year.[1] Find out how at **rogers.com/allstate**. Many other insurance companies offer a discount when you subscribe to the 24 x 7 Central Monitoring feature.

*Not available in British Columbia.

Main features.

The Touchpad.

Home Screen Button – Use this to return to the main screen.

Emergency Button – Access the Emergency Contacts screen: Fire, Medical and Police Panic Buttons.

A. System Status Light – Shows current armed status; red when armed and green when disarmed.

B. Night Button – Use this before you head to bed to turn off the screen. Just push the button and the screen goes dark. To get the screen back, just tap the screen. You can also set your screen to turn off automatically at night and back on in the morning by:

• Tap **SETTINGS**

• Select **TOUCHSCREEN**

• Select **SCREEN CONFIGURATION**

• Select **SCREEN NIGHTTIME SETTINGS**

C. Volume Control – Allows you to adjust the volume up or down on your Touchpad.

NOTE: Do not use sharp or hard objects, such as pens or keys on the Touchpad as these will damage the screen.

Touchpads may vary by region and may not appear exactly as shown.

Web Control Centre.

Always be connected to your home via the Web.

You can use the Web Control Centre via the Internet whether you're at home, or away. You can arm or disarm the system remotely, view cameras, change the Smart Thermostat, check to see when the kids are home (based on their personal 4-digit access codes), create convenient automation rules and much more.

How to log in:
- Visit **smarthome.rogers.com** on your browser
- Enter your MyRogers username and password and click **SIGN IN**

Smartphone/Tablet Apps.

Stay close to home...wherever you happen to be.

With the Smart Home Monitoring app, you can access and manage your system remotely from your iPhone, iPad, Android™, Windows or BlackBerry® device. You can also control your system remotely using web control or your smartphone.

- Download the Smart Home Monitoring app for your iPhone, iPad (iTunes App Store), Android™ (Google Play), Windows (Store) or BlackBerry® device (BlackBerry App World™) by searching for "Rogers Smart Home"
- Open the app, enter your MyRogers username and password, and click **LOG IN**

NOTE: If you need to reset your MyRogers username/password, call **1 888 764-3771**.

TIP:

Create rules to fit your lifestyle. For example, program the lights to turn on at 5 p.m. every day, and turn off 6 hours later. Visit the Web Control Centre to create your own rules.

Arming your system.

There are three main arm modes:

ARM STAY	When you're home but want your alarm on. In this mode the motion detector is OFF, but the entry delay is ON.
ARM NIGHT	When you're heading to bed and aren't expecting anyone to enter the house. This mode allows movement throughout the house because the motion detector is OFF and the entry delay is OFF (i.e. alarm will sound immediately if an outside door or window is opened).
ARM AWAY	When you're leaving the home and no one will be at home. In Arm Away mode the motion detector is ON and the entry delay is ON.

NOTE: Arm Away is the default mode. If Arm Away is selected but no entry/exit door is exited, the system will revert to Arm Stay as you haven't left the home.

How to arm your system:

1. The Touchpad

There are two ways to arm your system using the Touchpad:

i. Security Status Display (Top-Left Corner)

- Tap **DISARMED – PRESS TO ARM**
  (Note: it will say Disarmed as your system is currently disarmed)

- Select the arm mode (Stay/Night/Away)

- Enter your personal 4-digit access code on the Keypad

- You'll have 60 seconds before your system is armed. You can exit your home during this time.

ii. Security Touchpad App

- Tap **SECURITY** app

- Select the arm mode you prefer (Stay/Night/Away)

- Enter your personal 4-digit access code on the Keypad

- You'll have 60 seconds before your system is armed. You can exit your home during this time.

NOTE: The default exit delays are 120 seconds for Arm Stay and Arm Night, and 60 seconds for Arm Away.

2. The Key Fob*

Arming your system with a 3-button Key Fob:

- Press and hold **ARM AWAY** button for 10 seconds to arm the system

- LED flashes RED

- Release button

- When arming starts, LED stays RED for a few seconds

NOTE: Keep your Key Fob in a safe location as it can arm/disarm your system without an access code. We recommend not attaching it to the key ring holding your house keys.

Optional accessory purchase.

3. Numeric Wireless Keypad*

- Enter your personal 4-digit access code followed immediately by either the **AWAY** or **STAY** button for 3 seconds

- When arming your system, the lock button will turn RED

TIP:

If the lock button flashes ORANGE, the system isn't ready to arm. There may be, for example, a window or door that isn't properly shut, or the 4-digit code may be incorrect.

Disarming your system.

How to disarm your system:

1. The Touchpad

- Tap **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code

2. Smartphone App

- Tap **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code

3. Web Control Centre

- Visit smarthome.rogers.com
- Enter your MyRogers username and password, and click **SIGN IN**
- Click **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code
- Click **DISARM**

4. The Key Fob*

Disarming your system using a 3-button Key Fob:

- Press and hold **DISARM** button for 10 seconds to disarm the system
- LED will flash GREEN
- Release button
- The system is disarmed

5. Numeric Wireless Keypad*

- Enter your personal 4-digit access code on the numeric Keypad
- Press the **UNLOCK** button
- The **UNLOCK** button will turn GREEN

Optional accessory purchase.

Disarming your system.

How to disarm your system:

1. The Touchpad

- Tap **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code

2. Smartphone App

- Tap **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code

3. Web Control Centre

- Visit smarthome.rogers.com
- Enter your MyRogers username and password, and click **SIGN IN**
- Click **ARMED – PRESS TO DISARM**
- Enter your personal 4-digit access code
- Click **DISARM**

4. The Key Fob*

Disarming your system using a 3-button Key Fob:

- Press and hold **DISARM** button for 10 seconds to disarm the system
- LED will flash GREEN
- Release button
- The system is disarmed

5. Numeric Wireless Keypad*

- Enter your personal 4-digit access code on the numeric Keypad
- Press the **UNLOCK** button
- The **UNLOCK** button will turn GREEN

Optional accessory purchase.

Alarms.

What you need to know about alarms.

The following section includes important information for customers whose service includes the 24 x 7 Central Monitoring feature. If your service doesn't include 24 x 7 Central Monitoring and you need to contact the authorities, please dial 9-1-1.

False alarms.

If you have the 24 x 7 Central Monitoring feature and an alarm occurs, the Rogers Central Monitoring Station will attempt to contact you and all your contacts, and you can contact them immediately at **1 888 578-1777** or 416 572-4501 for outside Canada to give you an opportunity to verbally cancel the alarm if it's false. Your verbal Secret Word will be requested by the Central Monitoring Station for authentication purposes. Please ensure you have chosen and set this up. This Secret Word is different than your 4-digit Master Access Code.

NOTE: To avoid false alarm fines from municipalities and to give you time to get used to your new system, **emergency services won't be dispatched to your home during the first seven (7) days immediately after your system is installed,** unless requested. Seven days after installation, the system will automatically switch to dispatching emergency services.

If you wish to waive the No Dispatch period, please call **1 888 764-3771**.

NOTE: Some municipalities will still charge/classify a police dispatch the moment police are dispatched by the Rogers Central Monitoring Station, so a municipal charge may still apply even if the alarm is cancelled and police do not come to the home.

Automate your home.
Customize to your lifestyle.

With customized alerts, you'll know what's happening as it happens.

An alert is an instant email or text message that's sent to you when a certain activity occurs or does not occur as expected. You can set up rules to receive an alert when an alarm occurs, when your kids get home from school and disarm the system, when the power goes off or simply when a sensor battery is running low. Authorities will only be notified if your plan includes 24 x 7 monitoring.

NOTE: If you need to reset your MyRogers username/password call 1 888 764-3771.

Automate your home.
Customize to your lifestyle.

Automation Rules Wizard.

Live by your own rules.

The Automation Rules Wizard allows you to control certain actions in the home. For example:
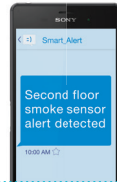
Front hall light turns on when door opens.

Thermostat temperature goes up at 3 p.m.

Email message is sent when child arrives home after school, along with a video clip from the front door camera.

Automatically turn on lights if smoke or carbon monoxide is detected.

Text is sent that dog walker arrived.

Visit the Web Control Centre to create your own rules.

Smart Features.

Sounds and Volume

Make sensors sound different.

Sensor sounds (Home tones) can be customized by sensor, and for when the door sensor opens or closes. For example, your front door can play one chime when it opens, and a different chime when it closes.

- Select **SETTINGS** on your Touchpad
- Enter your personal 4-digit access code
- Tap **TOUCHSCREEN** then tap **SOUND CONFIGURATION**

To change the sounds.

- Tap **HOMETONE CONFIGURATION**
- Select the desired sound from the drop-down menu for opened state (red icons), closed state (green icons) or **SILENCE**

To change the volume.

- Tap **VOLUME CONFIGURATION** then tap the right or left arrows to raise or lower the volume

Door Lock**

Double-check the front door without running late.

Now you can lock and unlock your door remotely. Simply tap the door lock icon on your smartphone app, Touchpad, or Web Control Centre. You can also create rules to receive notifications when the door is locked, unlocked, or if the pass code has been attempted too many times. The system is secured by a motorized deadbolt and you can use a physical key if need be.

Smart Door Lock

**Additional accessory purchase and feature subscription may be required.

Automate your home.
Customize to your lifestyle.

Home Camera

See who's coming over to do "homework".

With Smart Home Cameras, you can see what's going on in your home via the Touchpad, Web Control Centre or smartphone apps. Take pictures and short video clips when a sensor is activated and even program rules to do this automatically at specific times or when an alarm occurs. To ensure your privacy, the Central Monitoring Station cannot view any Smart Home Camera feed, pictures or videos.

Night Vision Camera

Lighting and Thermostat Controls.**

Save time. Save energy. Save money.

Light Dimmers and Appliance Control

Turn off all the lights your kids left on.

You can turn lights and appliances on or off from the Web Control Centre or with your smartphone app – giving you more control over your home. Plus the Automation Rules Wizard lets you program certain lights to turn on/off during certain periods of time when sensors are activated, such as automatically turning the lights on when you disarm the system from the Key Fob or from your smartphone in your driveway. Additionally, the program can be used to make your home appear occupied when you're not actually there. To purchase the lamp dimmer, in-wall light dimmer, LED bulbs or appliance module online, visit rogers.com/shmhardware.

Smart Home Thermostat

Adjust the temperature to greet you at the door.

With the Smart Thermostat, you can automate and control your furnace and air conditioner remotely. Now you can come home to the ideal temperature in one of three ways:

1. Turn on your heat or air conditioning from your laptop or smartphone before heading home from work; or

2. Use the "scheduler" to program your heat or AC to go up or down automatically at the end of the workday. Now that's smart and it saves you money!

3. Create rules to automatically turn the heat/AC up or down anytime someone arms/disarms the system.

Smart Sensors.**

For additional safety and security.

Smoke Sensors**

These sensors trigger an alarm if smoke or fire is detected, and are constantly monitoring themselves and communicating with the Touchpad and Central Servers – so you'll be notified, instantly, if a problem is detected, or if batteries need to be replaced.

NOTE:
• These Smart Sensors will send an alert in both Armed and Disarmed modes.
• The Smoke and Fire Monitoring Services require the 24 x 7 Central Monitoring feature.

Carbon Monoxide Sensor**

This sensor will trigger an alarm if it detects dangerous levels of carbon monoxide gas in your home. Unlike conventional carbon monoxide sensors, your system will instantly notify the Rogers Central Monitoring Station, and reach you wherever you are via email or text so that you can take immediate action.

Water Leak Sensor**

This wireless sensor detects the presence of water on a surface and can help limit the costly damage that may be caused by water leakage or flooding. It can be conveniently mounted on the floor, wall or any baseboard in your home.

TIP:

Tip: In order to receive any alerts, you must set up a Rule in the Web Control Centre at **smarthome.rogers.com**.

**Additional accessory purchase and feature subscription may be required.

Tips on how to prevent false alarms.

Although the occasional false alarm is something that can happen from time to time, there are a few things you can do to prevent them.

List of ways to prevent false alarms:

- Make sure everyone in the home knows how to operate the system

- Keep Emergency Contact Numbers up-to-date (minimum 3-4)

- Make sure Emergency Contacts know the Secret Word

- Answer the phone when the Central Monitoring Station calls from 1 888 578-1777 (Alarm/Alarme)

- Call the Central Monitoring Station immediately if you set off the alarm

- After the Monitoring Station has contacted the police to send an alarm dispatch; their time of arrival is based on police procedure and the nature of the request

- Know the local municipal regulations on security systems, such as permit fees, and false alarm policies and fees

- Contact the Central Monitoring Station to disregard signals when the system is down, such as during renovations

This information will help ensure that your family and home are secure, will prevent municipal charges related to false alarms, and will ensure that authorities will continue to be dispatched in a real emergency.

Tips on how to prevent false alarms.

1. Secret Word.

Ensure your Secret Word is known by all Emergency Contacts and residents of the premises, such as family members.

The Secret Word is used by the Central Monitoring Station to authenticate a person as someone authorized to cancel an alarm or provide further instruction. Change your Secret Word as needed or when you change/update Emergency Contacts. Remember to tell all Emergency Contacts the new Secret Word.

To change your Secret Word (cannot be longer than 10 characters), follow these steps:

- Select the **SETTINGS** app on your Touchpad
- Enter your Master Access Code
- Select **ADVANCED SETTINGS**
- Select **SET SECURITY SECRET WORD**
- Select the **SECRET WORD** text field
- Enter a new Secret Word and select **DONE** when you're finished

2. Have at least three Emergency Contacts.

More contacts reduce the chance of false alarms and potential fines by your municipality.

You can add/change Emergency Contacts in the web portal at **smarthome.rogers.com**

3. Motion Sensors.

Re-tune Motion Sensors if pets are present, or remove them if pets are too large.

Call **1 888 764-3771** to arrange for an appointment.

4. Panic Button.

Disable the 'Panic Button' on your key fob.

False alarms can be caused when the 'panic button' on a key fob is accidentally activated while in a pocket or purse, or by children playing with the key fob.

To disable the 'panic button' on your key fob:

- On the Touchpad, go to the **SETTINGS** widget and enter your Master Access Code
- Select **HOME DEVICES**, then **KEY FOBS**, then **EDIT KEY FOB**
- Select the **KEY FOB** to be modified and then **NEXT**
- Select **YES** from the **PANIC BUTTON DISABLED** drop-down list
- The 'panic button' is now disabled on the key fob

If you've chosen to set up your duress code, be careful not to enter it by mistake as it will result in an immediate Police dispatch without the Central Monitoring Station contacting you.

5. Entry and Exit delay time.

Increase the 'Entry and Exit Delay Time' (the time between when you open or close a door and when the system alarm is activated).

False alarms can be caused by not enough time to exit the premises after arming the security system, or not enough time to enter your Access Code when entering the premises.

The 'Entry and Exit Delay Time' can only be changed by a Smart Home Monitoring representative or technician. Please call **1 888 764-3771** to arrange for a change to the 'Entry and Exit Delay Time'.

> TIP:
>
> Add the Central Monitoring Station's phone number to your phone contact list so you'll recognize the number when it calls you from **1 888 578-1777**.

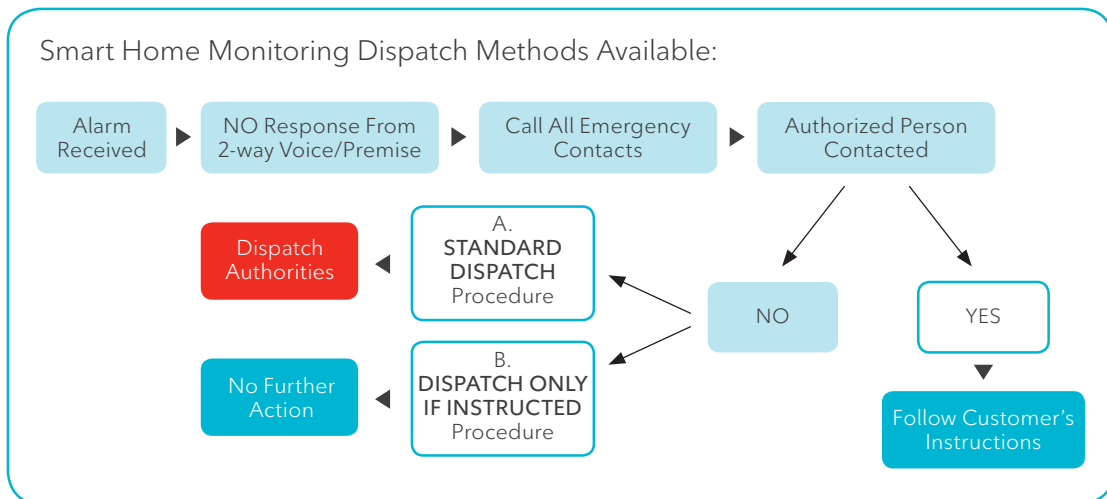# Tips on how to prevent false alarms.

6. Emergency dispatch methods.

Increase the number of Emergency Contacts in your Web Control Centre, review their contact information regularly and select the dispatch method that best suits your needs:

A. STANDARD DISPATCH – recommended if you're easily reached by phone and rarely travel, or

B. DISPATCH ONLY IF INSTRUCTED – recommended if you have young adults, family or friends in your home and you rarely travel.

Your dispatch method can only be changed by a Smart Home Monitoring technician.
See the diagram below for available dispatch methods. To arrange an appointment,
please call **1 888 764-3771**.

NOTE: If false alarm charges are applicable in your municipality based on your local police/fire department alarm policies, please note that municipalities may charge for false alarms if emergency services arrive at a site of the alarm (and deem the alarm to be a false alarm) or if an alarm is cancelled after the Central Monitoring Station already requested a dispatch. It's very important to cancel or advise the Central Monitoring Station immediately if an alarm is false prior to emergency services being contacted, to help avoid a charge. To find out more about the police and fire department alarm policies in your area, please visit their website or visit **rogers.com/municipalpermits**

Smart Home Monitoring Dispatch Methods Available:

Alarm Received ▶ NO Response From 2-way Voice/Premise ▶ Call All Emergency Contacts ▶ Authorized Person Contacted

Authorized Person Contacted → NO / YES

A. STANDARD DISPATCH Procedure ◀ Dispatch Authorities

B. DISPATCH ONLY IF INSTRUCTED Procedure ◀ No Further Action

YES → Follow Customer's Instructions

To Change Your Emergency Contact Information:

- Login to Web Control Centre at **smarthome.rogers.com**

- Select **SECURITY**

- Select **EMERGENCY DISPATCH SETUP** to change your Emergency Contacts

7. Emergency dispatch contacts.

- Review and keep your Emergency Contact names / numbers updated.

- Add the Central Monitoring Station phone number to the address book of any mobile device being used as an Emergency Contact number so it's displayed when they're calling from 1 888 578-1777.

- To avoid false alarm fees and to give you time to get used to your system, if any alarm is received, emergency services won't be dispatched to your home for the first seven (7) days after your system is installed. See the Quick Start Guide for details.

NOTE: Your home number will automatically be called by the Central Monitoring Station before your Emergency Contacts list is called. You don't need to include your home number in your Emergency Dispatch Contact list.

8. Alarm system training.

Ensure all Emergency Contacts, family members and anyone who has permission to enter your premises are trained in the proper use of the system.

To get the most out of your Smart Home Monitoring System and to create customized rules, please login to the Web Control Centre at smarthome.rogers.com

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SMART HOME MONITORING LIMITED EQUIPMENT WARRANTY

This limited warranty as fully described below is provided by Rogers Communications Partnership ("Rogers") to a customer ("you") who subscribes to Home Monitoring services (the "Services") for a Service Agreement Term and purchases Equipment for use with the Services from Rogers or one of its authorized retailers and/or who uses existing alarm service Equipment in your Premises to work with the Services. This limited warranty is incorporated into the Rogers Terms of Service (the "Terms") and your Home Monitoring Service Agreement (the "Agreement"). Unless otherwise defined herein, capitalized terms in this limited warranty have the meanings given to them in the Terms or the Agreement.

Limited Warranty

Subject to the limitations below, Rogers warrants to you that the Equipment described above shall be free from material defects in workmanship and materials, under normal use, from the Activation Date of that Equipment until the expiry of your Service Agreement Term, except that any carbon monoxide and smoke sensor peripherals that form part of that Equipment and are eligible to be covered under this limited warranty will only be covered by this limited warranty until the expiry date indicated on such Equipment, but if there is no expiry date indicated, then for a period of five (5) years from the date of manufacture for carbon monoxide peripherals and for a period of ten (10) years from the date of manufacture for smoke sensor peripherals. This limited warranty is absolutely conditional upon the Equipment having been properly installed, maintained and operated under conditions of normal use in accordance with the manufacturer's recommended installation and operation instructions. Equipment that has become defective for any other reason, at Rogers' sole discretion, is not covered by this limited warranty. Rogers' sole obligation under this warranty is, at Rogers' option and expense, to repair the affected Equipment or replace it with similarly functioning Equipment then made available by Rogers. Rogers warrants any replaced or repaired Equipment through to the end of the original warranty period. The replacement Equipment provided to you may be new or refurbished, to be determined by Rogers in its sole discretion. Neither this limited warranty nor any of the rights hereunder are transferable by you. For more information regarding this limited warranty, call Rogers Technical Support at 1-888-ROGERS1.

Warranty Service

Before returning the Equipment to Rogers for warranty service within the warranty period, you must call Rogers Technical Support (1-888-ROGERS1) to attempt to diagnose and correct the malfunction or other defect over the telephone. If Rogers is unable to do so, Rogers may dispatch a technician to your Premises. Should the technician determine that the problem is not related to material defects in workmanship and materials or otherwise attributable to Rogers, Rogers may charge you a fee, plus applicable taxes, for the dispatch of the technician.

Non-Warranty Service

If you require service to Equipment that is not covered by this warranty, you may call Rogers Technical Support (1-888-ROGERS1). Before providing you with the available options, Rogers may attempt to diagnose and correct the malfunction or other defect over the telephone. If Rogers is unable to do so, Rogers may dispatch a technician to your Premises. Should the technician determine that the problem is not attributable to Rogers or covered by any applicable manufacturer's warranty, Rogers may charge you a fee, plus applicable taxes, for the dispatch of the technician.

Warranties Exclusive

To the maximum extent permitted by applicable law, the above warranty is exclusive and is in lieu of all other warranties, obligations, liabilities, terms, or conditions provided by Rogers, whether written or oral, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties, terms, or conditions of merchantable quality and fitness for a particular purpose. The Rogers Parties shall not be liable under this warranty if the alleged material defect or malfunction of the Equipment was caused by your or any third person's misuse, neglect, improper installation or testing, unauthorized attempts to open, repair, or modify the Equipment, or any other cause beyond the range of the intended use, or by accident, fire, lightning, power cuts, surges or outages, other hazards, or acts of God. This warranty does not cover loss or physical damage to the Equipment. This warranty does not apply when the malfunction results from the use of the Equipment in conjunction with accessories, other products, or ancillary or peripheral equipment and Rogers determines that there is no fault with the Equipment itself.

Limitations of Liability

In addition to the limitations of liability set out at Section 29 of the Terms and under the heading "LIMITATIONS OF LIABILITY" in the Agreement, to the maximum extent permitted by applicable law, the Rogers Parties limit their liability hereunder to replacement or repair of the Equipment at Rogers' sole option and discretion.

Quick references:

Emergencies: 9-1-1

False Alarms: 1 888 578-1777

From Outside Canada:
1 416 572-4501

To get the most out of your **Smart Home Monitoring** system and to create customized rules, please login to the Web Control Centre at **smarthome.rogers.com**

Access Code:

_____

Secret Word:

_____

Technical Support or Account Inquiries:

1 888 764-3771

Technician Checklist

Today, during my visit:

O I made sure your system is connected and working properly

O I set up and explained how to use/change your secret word and master code

O I explained how to arm and disarm your system

O I reviewed the alarm types and explained our alarm management procedures including what you should do and who you should call

O I explained what to do in case of a false alarm

O I showed you how to log into the Web Control Centre

O I showed you how to create a rule

O I walked you through the Quick Start Guide and how to use the Touchpad

O I bookmarked our online educational tools (FAQ, educational videos)

O I set up and demonstrated the SHM mobile app on your device

O I explained the impact of environmental factors such as microwaves and baby monitors

O I left you with a lawn sign

O I explained that for the first week, emergency services (Police, Fire, Ambulance) won't be dispatched if there's an alarm, unless you verbally request it. This helps you avoid false alarm fees while getting used to the system. If you prefer to waive this No Dispatch period, please call 1 888 764-3771, or for any technical support or account inquiries. Call 1 888 578-1777 for any alarm issues

If for any reason I was unable to complete any items on the checklist today:

O I clearly explained why and detailed what additional steps are required

O I referred your issue to the appropriate department for follow-up

9437-ONL-QSB-EN-0116