

SMART HOME MONITORING



Door/Window Sensor

Set-Up Guide

Thanks for choosing Rogers Smart Home Monitoring!

Once you've set-up your Door/Window Sensor, you can receive notifications if a window or door in your home opens unexpectedly. You will also be able to set-up automation rules for your Door/Window Sensor, such as turning a light on when someone opens a door.

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.

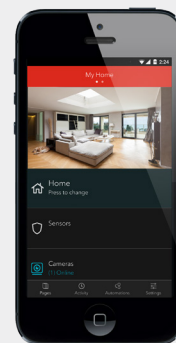
Package contents

1. Door/Window 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.

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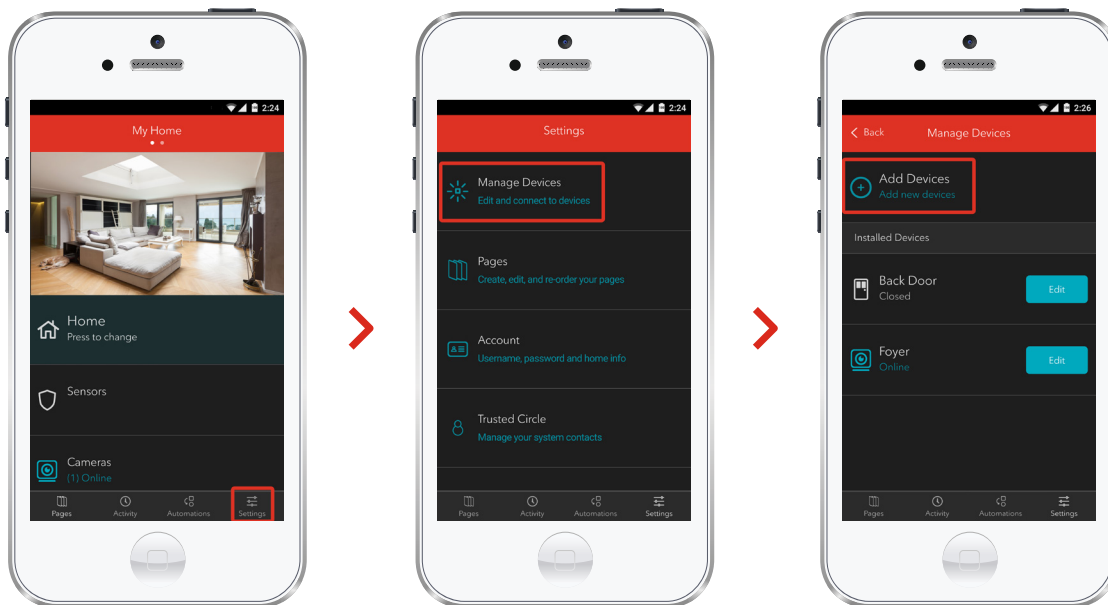
① Pairing the Door/Window Sensor with your smartphone

Before you begin:

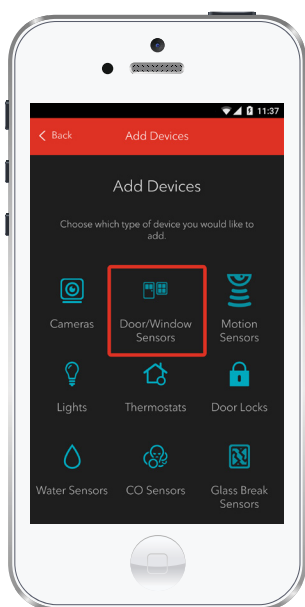
Login to your Rogers Smart Home Monitoring app. (Can't remember your login info? Visit rogers.com to retrieve your username or password). These steps should be followed once you have completed the activation of your Smart Home Monitoring Basic Kit.

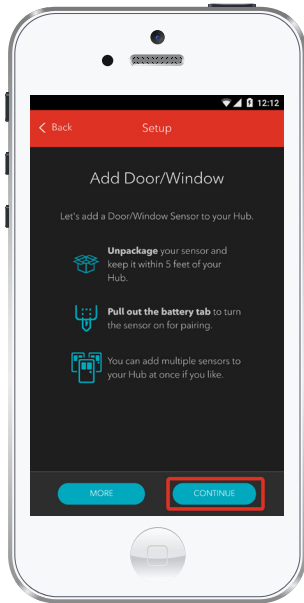
Note: Please pair only one Door/Window Sensor at a time.

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**.

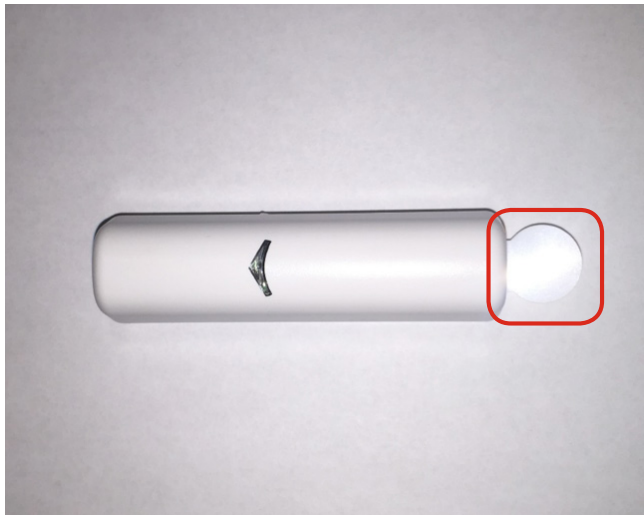


3. Tap **Door/Window Sensors**.





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



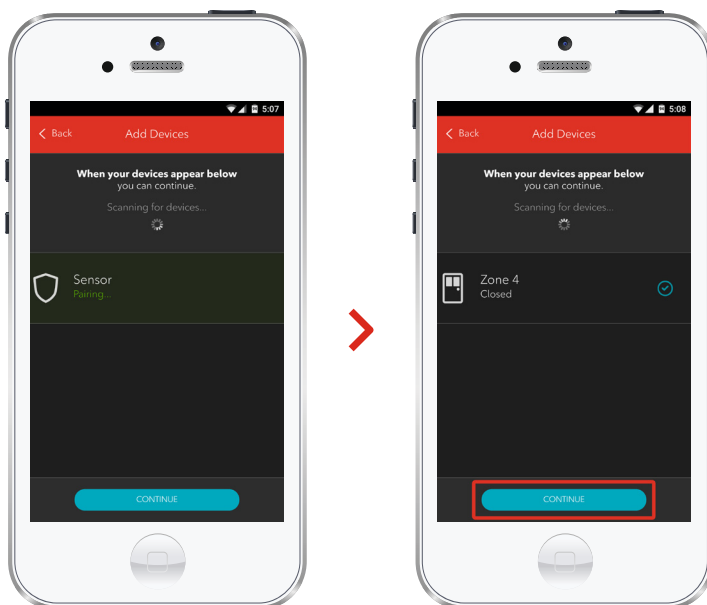
Pull the exposed plastic tab from the Door/Window Sensor.

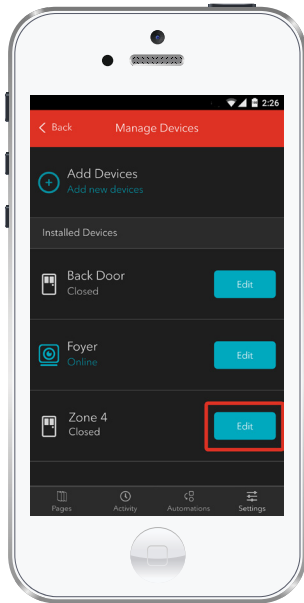
5. Once the Door/Window Sensor is detected you will see the **Sensor** icon, and **Pairing...** will appear.

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

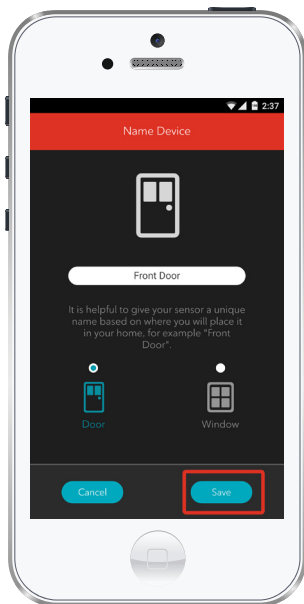
Please note the Hub may take between 1 to 3 minutes to detect the Door/Window Sensor.

Tap **Continue** to complete pairing.





6. Tap **Edit** to configure the Door/Window Sensor.



7. The naming box shows the default name of Door/Window Sensor. Tap on this box to customize its name (e.g. Front Door).

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

Your installation is done!

Your Door/Window Sensor is now part of your Smart Home Monitoring Basic system. Now you can monitor your doors and windows remotely with your smartphone app and through the Web Control Centre.

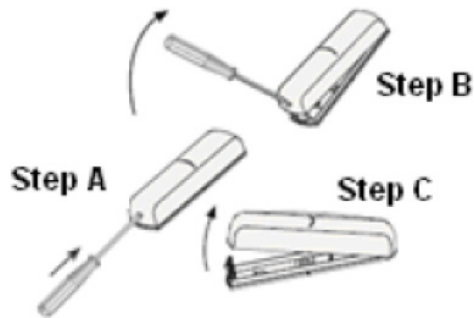
Start using this device:

Use your smartphone app or visit the Web Control Centre at smarthome.rogers.com to:

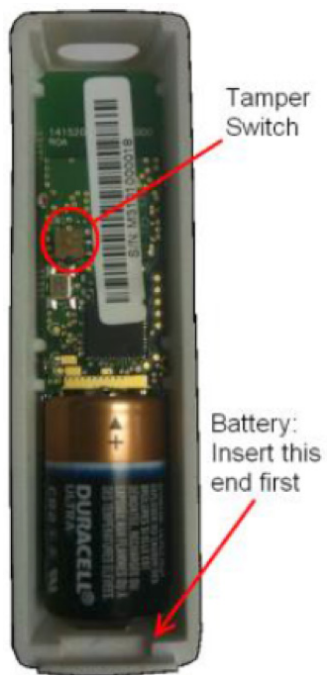
- Set-up rules such as turning lights on when someone opens a door.
- Get an instant alert if a door or window in your home opens unexpectedly.
- Learn more about the features of your Smart Home Monitoring system.

How to reset this device:

If you are trying to add a Door/Window Sensor to your system and 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 Door/Window Sensor and then pair again.



1. First remove the cover of the sensor
 - a. Locate the locking mechanism on the bottom of the sensor
 - b. Holding the sensor in one hand, carefully insert the tip of a screwdriver into the locking mechanism
 - c. Push lightly upwards from the back of the sensor until the back plate separates from the sensor



2. Find the supplied CR2 3-volt lithium battery
3. Find the tamper switch

4. Remove the battery
5. While pressing and holding the tamper switch, insert the battery into the sensor, with the positive end oriented towards the tamper switch. The front panel LED comes ON
6. After 1 second, release the tamper switch. The LED blinks green
7. Replace the sensor back plate as shown on the left



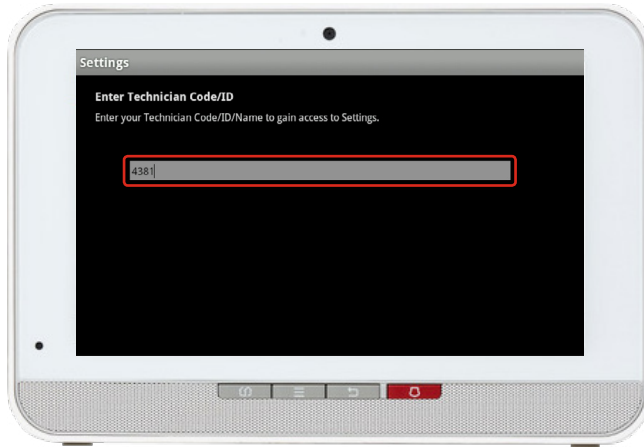
② Pairing the Door/Window Sensor with your Touchpad



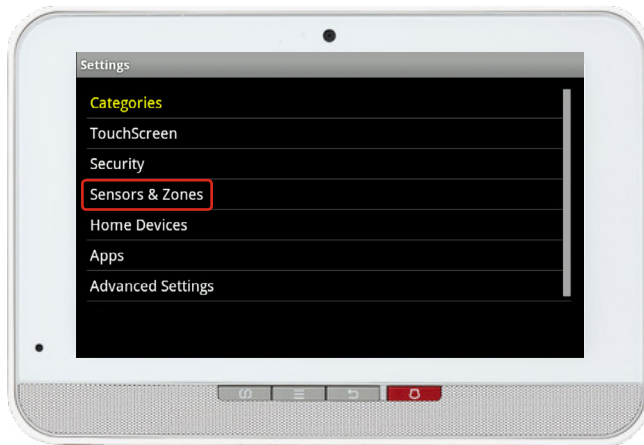
1. On the Touchpad, select the **Settings** app from the **Home** Screen.



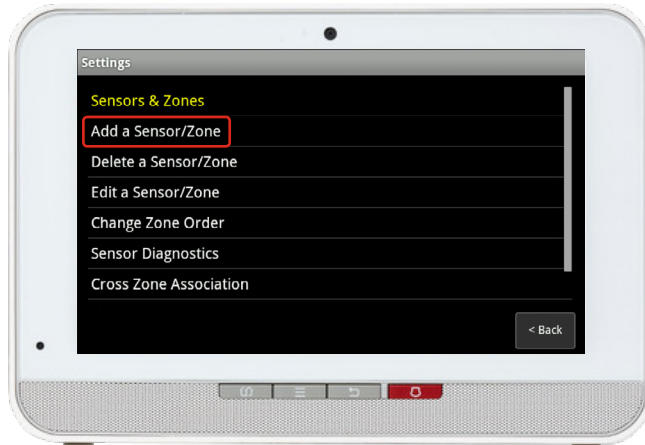
2. When prompted for your Master code, enter Technician Code: **4381**.



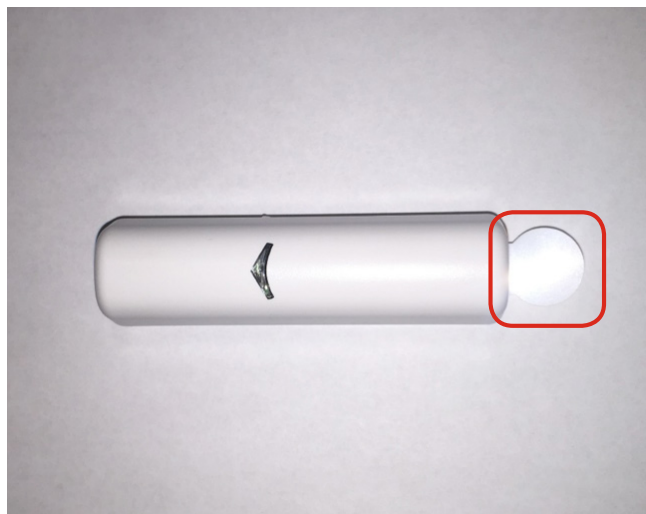
3. On the Tech ID page enter **4381** and click **Done**.



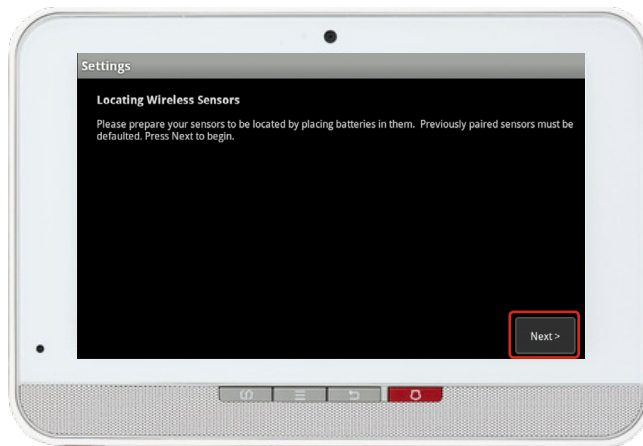
4. Select **Sensors & Zones**.



5. Select **Add a Sensor/Zone**.

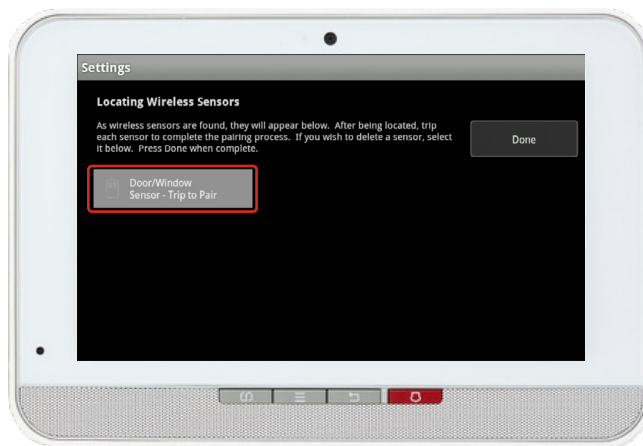


Pull the exposed plastic tab from the Door/Window sensor to put it in pairing mode.



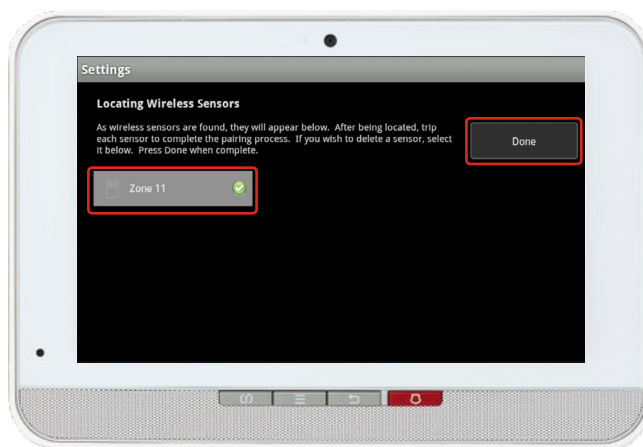
6. Click **Next** on the **Locating Wireless Sensors** screen.

The Touchpad will now look for a sensor for up to 10 minutes.



7. Wait for the icon **Trip to Pair** to appear as shown on the left.

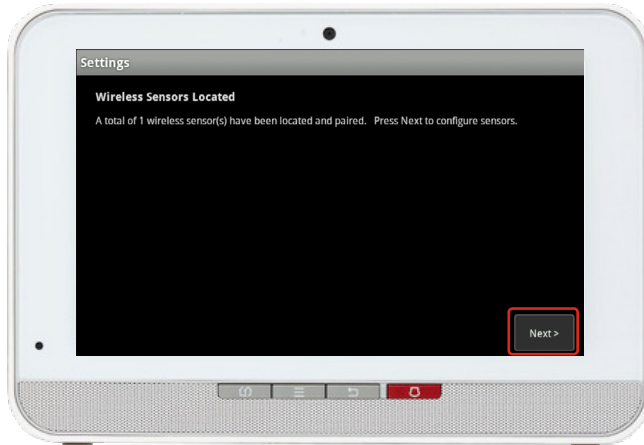
If you are unable to pair the sensor, refer to the reset to factory section and return back to Step 3 and continue through the pairing process.



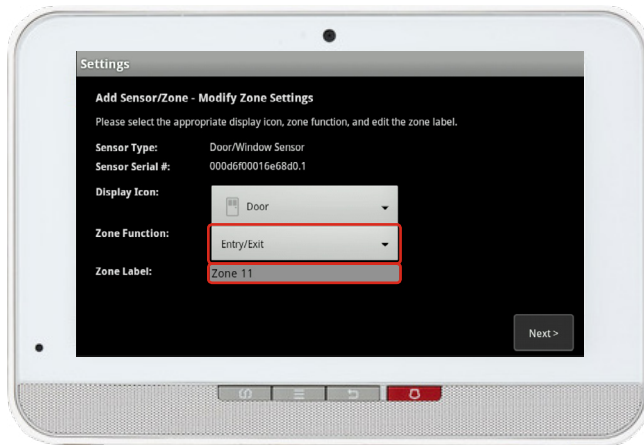
8. Now trip the sensor by bringing the two parts of the Door/Window sensor close together and then separate them by more than 2 inches.

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

10. Once sensor pairing is successful, click **Done**.

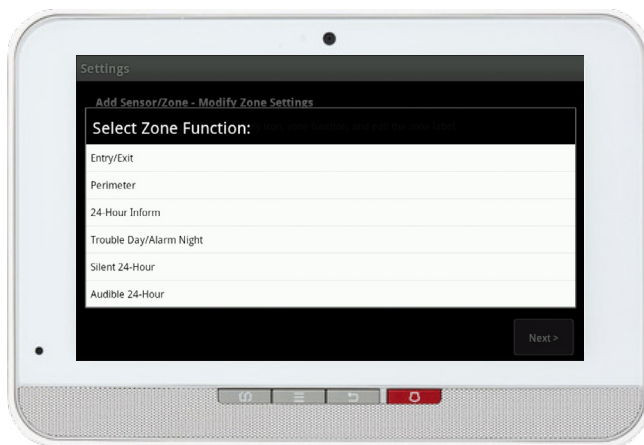


11. Click **Next** on the following screen.



12. A list of all of the sensors currently paired to your Touchpad will appear.
13. Select the sensor you have just paired (labelled **Zone #**).

Modify the zone function as desired.



Zone functions for the Door/Window are listed on the left. When on this screen, a function must be selected to close the prompt.

Each function is explained below:

Entry/Exit

For Doors to enter or exit the premise. When armed, faulting this zone starts an Entry Delay countdown instead of sending an immediate alarm.

24-Hour inform

For doors where no alarm is expected. When zone is tripped, there is never an alarm. However, an event is recorded in the history, and the Touchpad emits a configured sound.

Audible 24-Hour

Usually used to emergency buttons. When zone is tripped, alarm is sent to central station and provides alarm sound on the Touchpad.

Perimeter

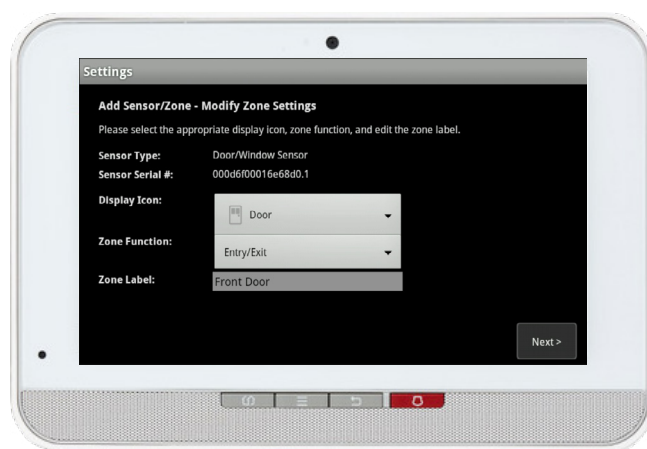
Primarily for windows. When armed, faulting this zone starts an alarm immediately.

Silent 24-Hour

Usually used to emergency buttons. When zone is tripped, alarm is sent to central station but there is no keypad display or sound.

Trouble Day/Alarm Night

Provides an instant alarm if zone is tripped in Alarm Away.



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

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.

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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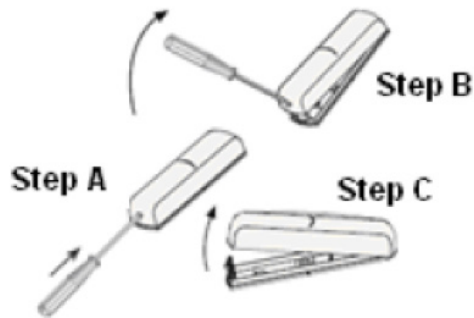
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