ALERT™ Program

Installation and User Guide

roost.

This guide provides detailed instructions to help you install your home security system yourself. It also includes tips for **installing and using the system**.

Use this guide and the Desjardins Insurance Home-Auto mobile app to make sure your security system is installed correctly.

Keep this guide in a safe place so you can refer to it later.

SMOKE   INTRUSION   WATER & FREEZE   POWER OUTAGE

Contents

INSTALLATION GUIDE
Before you start

Look through this guide to get a good idea of the steps involved and the tools you'll need along the way.

You'll need **up to 60 minutes** to set up all the devices for your home security system. Keep your **smartphone** on hand the whole time.

Your home security system includes:

| 1 smart base | 1 keypad | 3 door and window contacts | 1 motion detector | 2 water and freeze detectors | 1 smoke alarm listener |

Download the app

Desjardins Insurance
Home - Auto

You'll need the app to **set up** and **manage your security system.** If you haven't done so already, download the mobile app from the App Store or Google Play.

Download on the App Store

GET IT ON Google Play

Log in to your account

Do you already use the app?

1. Make sure the cellphone number you used to buy the security system appears in the **Profile** section, under **Personal information.**

2. Then go to the **Prevention** section and tap **Discover Alert.**

First time using the app?

1. Press **Create an account** and enter the cellphone number you used to buy the security system.

2. Follow the steps shown in the app.

3. Then go to the **Prevention** section and tap **Discover Alert.**

Start the installation

Install your smart base

The smart base is the core component of your security system! It will talk to you and send notifications to your smartphone in the event it detects smoke, a break-in, a water leak, freezing temperatures or a power outage in your home.
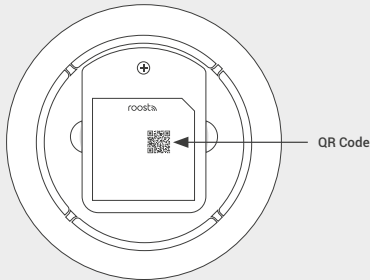
1. Open your Desjardins Insurance Home-Auto app.

2. Go to the **Prevention** section and tap **Discover Alert.**

3. Follow the steps shown in the app. The app will walk you through each step.

💡 INSTALLATION TIPS

- The QR code is located on the bottom of the smart base.

QR Code

- Plug in your smart base in a **central location**, like your kitchen or your living room. You need to be able to see and hear any warning signals it generates.

- Avoid installing it in places where the Wi-Fi reception may not be as good, like in a closet, behind large furniture or in the basement.

Test your smart base

Unplug the power cord. If the app sends you a power outage alert, everything is working.

Don't forget to plug in your smart base again!

Activate PAIRING mode on the smart base

PAIRING mode lets you set up the other devices of your security system. The smart base will recognize them one by one and add them to the Alert control panel.

1. Press the grey button on the bottom of the smart base until **the ring flashes green.**

2. It will flash for 10 minutes. If it stops flashing before you've finished setting up your devices, just press the grey button again.

> ⊙ **GOOD TO KNOW**
>
> ### How to rename a device
>
> - From the Alert control panel, tap the device you want to rename.
> - Tap the gear icon ⚙ at the top right to open the device's settings.
> - Tap the current name of the device to change it.
>
> You can also use the settings to choose certain options for each device.

Install your keypad

The keypad allows members of your household to arm and disarm the security system.
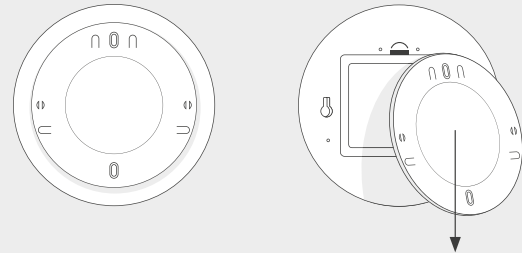

1. Make sure your smart base is in PAIRING mode.

2. Remove the red tab from the keypad.

3. In the Alert control panel, tap **Keypad.**

4. Follow the steps to create your 4-digit access code.

5. Rename your keypad if needed.

💡 INSTALLATION TIPS

Install your keypad on a wall near the main entrance to your home.

1. On the back of the keypad, push the mounting plate down to slide it off.
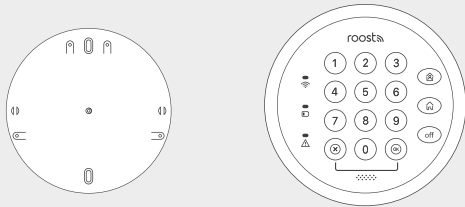
Install your keypad (continue)

💡 INSTALLATION TIPS (continue)

2. Mount the plate to the wall using the included screws and anchors (recommended) or the pre-attached adhesive tape. If needed, clean and dry the surface of the wall before adhering the keypad to the wall.

3. Slip the keypad over the mounting plate and snap down to reinstall it.
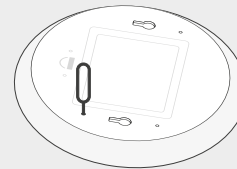

Note: Leaving your keypad on a table or countertop is not recommended. Children could play with it, or a pet could bump into it and cause it to fall.

⚠ GOOD TO KNOW

To reactivate PAIRING mode on the keypad, remove the mounting plate and then insert the metal pin provided into the hole labelled **Pairing** on the back of the device.

Save the pin for future use (a small paper clip can also be used).

Install your door and window contacts

The door and window contacts detect when your doors and windows are opened and closed. When your security system is armed, an alert will be triggered if a door or window is opened.

Magnet   Sensor

1. Make sure your smart base is in PAIRING mode.

2. Remove the red tab from one of the sensors.

3. In the app, rename the door and window contact based on where you'll be installing it (for example, "front door").

4. Install it on any door or window you want.

5. Repeat the same process for all your door and window contacts.

Tip

Pair and install one door and window contact at a time so it's easier to identify them in the app. If several contacts appear in the app, separate the magnet from a sensor and find the one marked **Open contact.** Then name and position it in the right place.
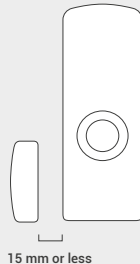
11

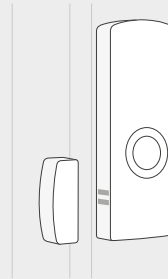# Install your door and window contacts (continue)

💡 INSTALLATION TIPS

Prioritize installing the contacts on the main entrances to your home and on the ground-floor windows.

- The magnet must be located near the bottom of the sensor. Each part has an alignment mark to make it easier to position.

- When the door or window is closed, the sensors should be less than 15 mm (0.5") apart.

15 mm or less

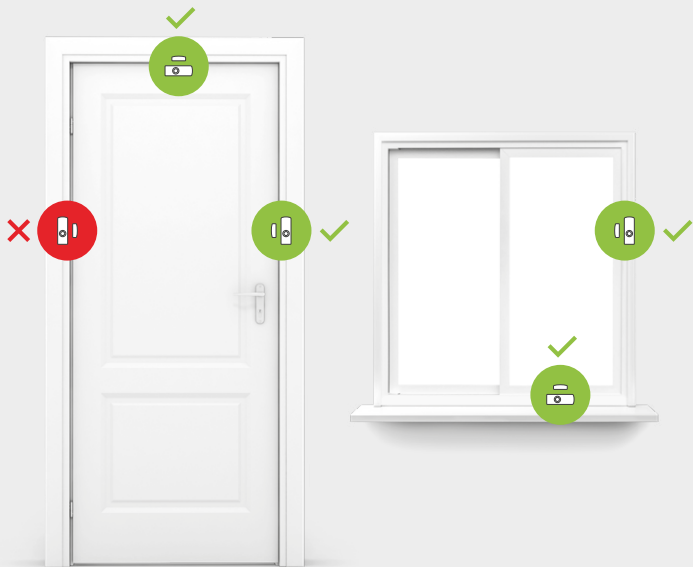## 💡 INSTALLATION TIPS (continue)

There are 2 ways to set up the contacts, depending on the shape and size of the frames:

- Sensor on the frame, magnet on the door or window

- Sensor on the door or window, magnet on the frame

If needed, you can level the sensor with the magnet by placing the foam tape provided beneath one of the parts.

When you're ready to mount both parts where you want, remove the plastic film from the back of each part and apply pressure for a few seconds so that they are firmly attached to the surface.

Test your door and window contacts

Open the door or window where the contact is located. In the Alert control panel, the contact should say **Open contact.** This means everything is working as it should.

> ⚠ **GOOD TO KNOW**
>
> To reactivate PAIRING mode on your door and window contact, press the round button on the sensor until the green light turns on.

Pro tip

You can open the door and close it without having to disarm your security system when it's in **Stay** mode—for example, if you're letting your dog out in the middle of the night. Push the round button on the door contact for 3 seconds. When the contact light turns green, you can open the door and leave it open for as long as you need to. The security system will be armed again once you close the door. No alert will be triggered.

Install your motion detector

The motion detector senses any movement in the zone it covers. When your system is armed, an alert will be triggered if something moves.

1. Make sure your smart base is in PAIRING mode.

2. Remove the red tab from the motion detector.
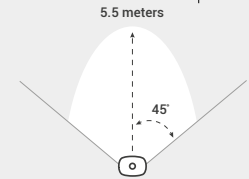
3. Rename it if needed.

14

💡 INSTALLATION TIPS

Install the motion detector in a central location in your home, such as a **wall** pointed towards the main hallway, or a stairway that you use often.
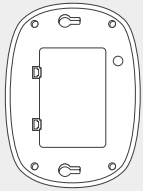

- The device detects movement up to 5.5 m (18 ft) away and in an arc 45° to the left and right.

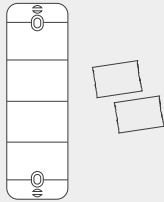- Place it at least 2 m (6.5 ft) from the floor (but not on the ceiling).

5.5 meters

45°

Mount your motion detector on the wall with the **included mounting plate.** It can be attached to the wall with the 2 screws included in your box or the pre-attached adhesive tape.

Do not place the sensor:

- Near heating or air conditioning vents

- Facing a window, as birds or cars passing by can trigger the sensor

Test your motion detector
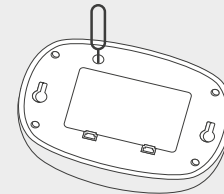
Simply walk past your motion detector to trigger the detector light. An alert will be triggered only if your security system is armed.

⚠ **GOOD TO KNOW**

Once the infrared sensor detects motion, there is a 2-minute delay before the next motion can be detected.

To reactivate PAIRING mode on the detector, insert the metal pin into the hole labelled **Pairing** on the back of the device.

Install your water and freeze detectors

The water and freeze detector generates an alert if there is a water leak or if it detects a significant temperature drop. It has a **blue strip** around its circumference and a sticker illustrating a drop of water and a snowflake to help you identify it.

1. Make sure your smart base is in PAIRING mode.

2. Remove the red tab from one of the detectors.

3. Rename your water and freeze detector based on where you'll be installing it (for example, "water heater").

4. Place the detector where you want.

5. Repeat the same process for all your water and freeze detectors.

Tip

Pair and install one water and freeze detector at a time so it's easier to identify them in the app. If several detectors appear, place one on a damp towel. Then look in the app to see which one has a water alert so you can give it a name and position it in the right place.

16

Test your water and freeze detectors

Set the water and freeze detector on a damp surface, like a wet paper towel, to simulate a water alert. If a water alert appears in the app, everything is working.

IMPORTANT: Do not submerge your detector in water, otherwise it will stop working!

⚠ **GOOD TO KNOW**

To reactivate PAIRING mode on a water and freeze detector, remove the cover from the detector and press the **Pairing** button for 2 seconds. Check to make sure the green light is flashing.

Reset

Pair

Pairing button

Install your smoke alarm listener

The smoke alarm listener does not replace your smoke detector. It simply listens for sounds emitted by the smoke detector in your home and triggers an alert in the app when it hears one. It has a **red strip** around its circumference and a sticker illustrating smoke to help you identify it.

1. Make sure your smart base is in PAIRING mode.

2. Remove the red tab from the smoke alarm listener.

3. Rename it if needed.

4. Follow the steps below.

You'll need a chair or a small ladder. Be careful not to fall!

The smoke alarm listener must be installed on the ceiling, near any one of your smoke detectors. **You must test it** using the following steps:

1. In the Alert control panel, press **Smoke alarm listener** and then press **Detect smoke alarm sound.**

2. Place your smoke alarm listener on the ceiling and align the three rows of holes with the slits in your smoke detector. The two devices must be as close together as possible without touching.
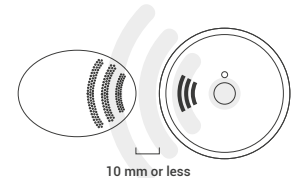
10 mm or less

Note: Some provinces or territories use the term smoke alarm instead of smoke detector. See the FAQ to learn what kind of devices are compatible with your security system.

18

3. Hold the smoke alarm listener firmly in place and make sure your fingers are not covering the three rows of holes.

4. To test the smoke alarm listener, press and hold the test button on your smoke detector until the countdown ends on the app screen. You might want to grab some earplugs for this step!

5. The app should say **Sound detected successfully.**

   • If so, the test was successful.

   • If not, follow the instructions in the app, press **Try again** and repeat steps 2 to 5.

6. Install your smoke alarm listener in the spot where the test was successful. It can be attached to the wall with the 2 screws included in your box (recommended) or the pre-attached adhesive tape.
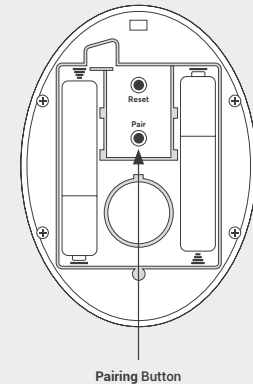
Note: If the test fails several times, it might be because the audio signal your smoke detector makes is not recognized by the smoke alarm listener. Some smoke detectors are not compatible with the security system. To learn more, see the Frequently Asked Questions (FAQ) on the Desjardins website.

⚠️ **IMPORTANT**

Make sure your smoke detector is always in working order and, if needed, change the batteries according to the manufacturer's recommendations.

① **GOOD TO KNOW**

To reactivate PAIRING mode on the smoke alarm listener, remove the cover from the listener and press the **Pairing** button for 2 seconds. Check to make sure the green light is flashing.

Reset

Pair

Pairing Button

CONGRATULATIONS!
You've completed the installation.

You can now leave home with peace of mind!

Your system will notify you in the event it detects
the sound of your smoke detector, a break-in, a water
leak, freezing temperatures or a power outage.

USER GUIDE

Start using your security system!

Alert types

If everything is fine in your home, your Alert control panel will say so, and you won't receive any alerts. However, if there is a problem, here are the main alerts you'll receive on your smartphone:

Smoke alert	Notifies you when the smoke alarm listener hears your smoke detector ringing.
Intrusion alert	Notifies you that a door and window contact has been opened or that the motion detector sensed movement in your home. This alert only happens when your security system is armed.
Water alert	Notifies you that one of your water and freeze detectors sensed the presence of water.
Freeze alert	Notifies you that the temperature in your home is under 5 °C (40 °F) and that your pipes might freeze.
Power outage alert	Notifies you that there is no longer electricity in your home.

You'll also get notifications if the batteries in a device are low or if a device has lost its connection.

How to arm and disarm your security system

Only the **door and window contacts** and the **motion detector** are affected when you arm or disarm the security system.

All the other devices in your security system are always on to alert you in the event of smoke alarms, water leaks, freezing temperatures or power outages.

1. **DISARMED**

   - Your motion detector and all your door and window contacts are disabled.

2. **ARMED**

   - **Away Mode:**

     Your motion detector and your door and window contacts are enabled by default.

   - **Stay Mode:**

     By default, only your door and window contacts are enabled. You can move about your home freely.

   You can personalize these options in the settings for each device.

How to arm and disarm the system using the keypad

You're leaving (Away mode)

TO ARM:

Press the **Empty house** button.

The button will flash and the delay chime will sound for 45-seconds[1] so you can leave without triggering the alarm.

TO DISARM:

Enter your **4-digit access code** and press **off.**

You have a 45-second delay[1] before the alarm is triggered.

You're staying home (Stay mode)

TO ARM:

Press the **Full house** button.

The button will flash and the system will be armed immediately.

TO DISARM:

Enter your **4-digit access code** and press **off.**

The security system will be disarmed immediately.

To verify the current state of your security system, you can either look at your app or **tap any number key on the keypad.** One of the 3 buttons on the right side of your keypad will light up to indicate which one is on.

[1] Default delay can be changed in the app, in the smart base settings.

How to arm and disarm the system using the app

TO ARM:

From the **Prevention** section or in
the Alert control panel, you can arm
your security system by pressing
the **Stay** or **Away** icons.

Stay   Away

The security system will then be armed in stay mode
or away mode.

TO DISARM:

No code needed! Select **Disarmed.**

Disarmed

You have the same delay as when you arm or
disarm the security system using the keypad.

Adding users and emergency contacts

In the **Users** 👥 section of the Alert control panel, you can:

•   Modify your 4-digit access code

•   Add a user and generate their own access code

•   Identify emergency contacts

The user can arm the security system. They can also disarm it by entering their 4-digit access code on the keypad.

If an alert is triggered in your home, emergency contacts will get a text message so they can check on you or call emergency services, if needed. If you have a professional monitoring service subscription, your emergency contacts will also be contacted by the central station in the event of an alert.

What to do if you get an alert

	WITH professional monitoring service subscription[2]	NO professional monitoring service subscription
You'll get a notification in the app and/or a text message[3] in the event of smoke, a break-in, a water leak, freezing temperatures or a power outage.	✔	✔
Your emergency contacts will receive a text message to notify them of the alert.	✔	✔
The alert is sent to the professional monitoring service.	✔	✘ Call emergency services if needed.
Both you and your emergency contacts will get a text message notifying you of the alert and asking you to confirm it.	✔	✘
If you and your emergency contacts do not answer the text message, you will all receive an automated call from the professional monitoring service.	✔	✘
If you and your emergency contacts do not answer the automated call, an operator from the professional monitoring service will call you. If you don't answer, the operator will call your emergency contacts.	✔	✘
If you or your emergency contacts confirm the alert, or if the professional monitoring service is unable to reach any of you, emergency services may be dispatched to your home if there is an emergency.	✔ smoke or intrusion ✘ water leak, freezing or power outage	✘

[2] Your subscription to the professional monitoring service starts 48 hours after the smart base is installed.

[3] Enable texts and notifications. In the Alert app, go to Profile/Settings/Communication.

What to do if there's an emergency at home

This function only works if you have a professional monitoring service subscription.

If you feel you may be in danger and need help, you can trigger the silent panic alarm. The central station will be notified that you are requesting for **emergency services** to be dispatched to your home immediately.

If you trigger the silent panic alarm, you and your emergency contacts will not receive texts or calls from the central station. This is to ensure your safety.

Calling 911 may be preferable in certain situations.

TO TRIGGER A SILENT PANIC ALARM:

Press the Cancel (X) and Enter (OK) buttons on your keypad at the same time.

⚠ **GOOD TO KNOW**

Once you trigger the panic alarm, you cannot cancel it.

How to prevent false alerts

False alerts can happen when your home security system detects a smoke alarm or a potential break-in but neither of these situations have actually happened. If emergency services come to your home because of a false alert, you may have to pay fines.

Here are some tips for preventing false alerts:

* Memorize your 4-digit access code.

* Change the default delay to a longer amount of time in the smart base settings.

* Do not install your motion detector in front of a window or near heating or air conditioning vents.

* Answer any text messages or calls from the professional monitoring service promptly (if you have one).

* Create a 4-digit access code for people who need to enter your home when you're not there (like a cleaning person or your emergency contacts) and make sure they know how to arm and disarm your security system.

* Do not let a child play with the keypad—they might trigger the silent panic alarm.

Permits and authorizations

Some cities, towns and municipalities have alarm system bylaws. Depending on where you live, an alarm permit or authorization certificate may be required to install a home security system. Before you install your system, check to see if you require any permits or authorizations.

Are you planning to move?

Please be advised that the Alert program is not available in all provinces and territories. To learn more, see the Frequently Asked Questions (FAQ).

Technical support

Help is available **at any time** in the **frequently asked questions (FAQ)** on our website:

desjardins.com/alert-program

You can also contact technical support through the mobile app or by phone:

Quebec: 1-866-710-4759
Elsewhere in Canada: 1-866-710-4760

Monday through Friday, 7 a.m. to 9 p.m. (Eastern Time)
Saturday and Sunday, 8 a.m. to 4 p.m. (Eastern Time)

For better assistance, please contact us from your home and have your smartphone on hand.