



# Midco SmartHOME™ Quick Start Guide

Learn how to protect the things that matter most using this Midco SmartHOME instruction guide.

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# Getting Started

It's quick and easy to get started with your Midco SmartHOME services. Learn how to stay connected to your home and family from anywhere at any time. This guide will help you access the mobile app, answer common questions and direct you to other helpful support information online.

## Important Information

This information is strictly for your use only.

**App Username:** \_\_\_\_\_

**App Password:** \_\_\_\_\_

**My Master Security Code:** \_\_\_\_\_

**Midco Account Number:** \_\_\_\_\_

**Passcode/Secret Word:** (in case of false alarm) \_\_\_\_\_

**Wireless Network Name (SSID):** \_\_\_\_\_

**Wireless Network Password:** \_\_\_\_\_

Note: If you change your SSID or password, your equipment will no longer be paired to your system.

**Midco Contact Information:** 1.800.888.1300 or **Midco.com/Contact**

## Central Monitoring Station

To call the Central Monitoring Station (CMS): 1.855.643.2674 (MIDCOSH)

If the CMS calls you, this number will show on your caller ID: 1.800.475.3331

- We recommend you add this number to your saved contacts.

## User Guides and Support Information

Do you have questions on your new Midco SmartHOME system? Find the answers at **Midco.com/Support**, or call 1.800.888.1300.

For details on Terms and Conditions, refer to your Midco SmartHOME agreement or visit **Midco.com/Legal**.

# Mobile App

Access your security system functions anywhere, anytime. With our mobile app, you have virtual control over your home at the touch of your fingers using your iPhone®, iPod Touch®, iPad® or Android™ device.

Using the mobile app, you can:

- Arm and disarm your security system.
- View live or captured video clips from your cameras.
- Control your thermostat and lights.
- Much more!

The Midco SmartHOME app is available on the App Store® or on Google Play.™<sup>1</sup>

After downloading, all you have to do is sign in using your account username and password. You can also take a tour to see everything you can do within the app by tapping **Try The Demo**.

<sup>1</sup> Apple, the Apple logo, iPhone, iPad, and associated products are trademarks. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google Inc.

# Arming Your System

## Armed Statuses

You can change the settings for these armed statuses in the app or your touchscreen's settings.

- **Disarmed:** System is not armed.
- **Arm Stay:** People are still active inside. Motion detectors are not armed. Alarm trips if sensors detect a door or window is opened.
  - Default time limit before alarm goes off is 120 seconds with no beeping.
- **Arm Night:** Everyone is going to bed. Motion detectors are not armed. Alarm trips if sensors detect a door or window is opened.
  - There is no delayed alarm in this setting. The alarm will sound immediately.
- **Arm Away:** Everyone is leaving. The alarm trips if sensors detect a door or window is opened or if interior motion detectors sense motion.
  - After sensor has been tripped, the system audibly beeps once per second, and twice per second in the last 10 seconds. The default time limit setting for the delay is 30 seconds.

### Important Tips for All Armed Statuses:

- To avoid having authorities called, enter your **keypad code** within the time limit.
- After the alarm is set off, the CMS will make a verification call before dispatching emergency services. To cancel the alarm, you will need to tell them your **passcode (secret word)**.
- In case of emergency, use the **emergency alarms** located on the touchscreen to notify the proper authorities, or enter your **duress code** to turn off the alarm but still notify the police.

For addition information on armed settings, visit [Midco.com/Support](https://www.midco.com/Support).

## Arming and Disarming Your System

To arm your system on the touchscreen:

1. On the home screen, tap the **Security app**.
2. Select the **armed status** you want to set.
3. Enter your **access code**.

To arm your system using the Midco SmartHOME app:

1. On the top of your screen, tap the security status banner that reads: **Disarmed**.
2. Select the **armed status** you want to set.
3. Enter your **access code**.

## Zone Bypass Troubleshooting

If there is a problem with an individual security zone, your system may not arm. You have the option to bypass a security zone; however, it is important to note that any door, window or motion sensor WILL NOT FUNCTION as intended if it is in that zone. That means the security zone will be vulnerable when it is turned off. We recommend you contact us as soon as possible at 1.800.888.1300 to repair that zone.

To bypass a zone:

1. On your arming screen, go to the **list of security zones**.
2. Select the **zone** causing the problem, and turn it off.

The next time you disarm the system, the previously bypassed zone will automatically turn on again. You will need to bypass that zone again when you re-arm your system.

To disarm your system on the touchscreen:

1. On your screen, touch the armed status bar that reads: **Current status is Armed \*\*\* Press to Disarm**.
2. Enter your **access code**.

To disarm your system using the Midco SmartHOME app:

1. On the top of your screen, tap the security status banner that displays your armed status.
2. Enter your **access code**.

## Types of Alarms

The following occurs when the CMS receives an alarm signal.

### Fire or Burglary

1. Two calls are placed in an attempt to notify you and verify the alarm.
2. Authorities are dispatched.
3. Contacts on your contact list are notified.

### Panic

1. The CMS will dispatch authorities without attempting to notify you first.
2. Contacts on your contact list are notified.

## Testing Your Alarm System

We recommend you test your system monthly.

1. Place your account in test mode by calling the CMS at 1.855.643.2674 (MidcoSH). When the operator answers, tell the operator that you would like to place your system on test.
  - You will need to know your account number and your security password. Ask to have your system on test for 30 minutes, and complete your testing as quickly as possible.
2. Arm the system in **Away** mode.
3. Once the system is armed, open doors, walk past motion sensors and open windows. The alarm will sound.
4. Once the alarm has sounded for about 60 seconds, **disarm** the system.
5. Call the CMS again, give the operator your account number, ask the operator to verify that all signals were received, and then ask the operator to remove your account from test mode.

# Touchscreen

## Touchscreen Warning Messages

If there is a problem with the system – such as a loss of cellular and internet signal, loss of AC power, or loss of connectivity to a sensor or camera – the touchscreen will sound an audible alert and display a visual alert. The visual alert will show in the top right hand corner of the touchscreen. The audible alert is intended to draw your attention to the touchscreen message.

## Access (Keypad) Codes

To add or change an access code:

1. On the touchscreen's home screen, tap **Settings**.
2. Enter your **Master Access Code**.
3. Select the **Security** menu.
4. Choose **Manage Keypad Codes**.
  - To add a code:
    1. Tap the **Add Keycode** button at the top right of your screen.
    2. Name the **user**.
    3. Select the **valid days** for the code.
    4. Enter the **four-digit code**.
    5. Set the **user level**.
  - To change a code:
    1. Tap the **edit icon** for the code you wish to edit.
    2. Edit the **information** you want to change, and then press **Save**.

## Sensor Sounds

You can select unique sounds for your sensors.

To select and manage your sounds:

1. Tap **Settings** on your touchscreen, and enter your **Master Access Code**.
2. Select **Touchscreen** and then **Sound Configuration**.
3. Choose **Hometone Configuration**.



## Touchscreen Buttons

To use the emergency buttons on your touchscreen:

1. On the bottom right of the touchscreen, press the **red button with a white shield**.
2. Select **Fire**, **Medical** or **Police** and hold the button for two seconds to initiate an alarm.
  - For Fire, the alarm will sound in the home, and the CMS will call to verify the emergency before dispatching authorities.
  - For Medical, the system will issue a three-tone pattern. CMS will call to verify the emergency and then dispatch authorities.
  - For Police, the system will issue a silent panic, unless the screen is touched again with four seconds. Touching the screen within four seconds will cause an alarm to sound, and CMS will call to verify.

Note: If a silent panic is issued, the police are dispatched **without** a call to the premises.

# Home Automation

You can set up different scenes and rules to make your life easier with your Midco SmartHOME system. Here are some common rules you can create and how to create them using the Midco SmartHOME app.

## To notify you if there is a water leak:

1. Log in to the Midco SmartHOME app.
2. Select the **Automations** menu.
3. Tap the **+** icon, and then select the **Rules** tab.
4. Choose **A Sensor Detects Something**.
5. Select **Water Sensors** from the list of equipment and tap **Next**.
6. Tap the **desired sensor**, and then **Next**.
7. Select **Water Present**, and then **Next**.
8. Choose **Send an Email** from the actions list, and select the **email recipient(s)**.
9. Tap **Next** and then **Save** to save the rule. It will now appear in your Rules list.

## To turn on lights when a door opens:

1. Log in to the Midco SmartHOME app.
2. Select the **Automations** menu.
3. Tap the **+** icon, and then select the **Rules** tab.
4. Choose **A Sensor Detects Something**.
5. Select **Doors** from the list, and tap **Next**.
6. Tap the **desired sensor**, and then **Next**.
7. Select **Open**, and then **Next**.
  - This means the action will occur when the selected door is opened.
8. Choose **Turn on Light** from the list (you may need to scroll down to find it), and tap **Next**.
9. Select which light you wish to turn on (and the brightness level).
  - If you wish the light to automatically turn off again after a certain amount of time, turn on the **Duration** toggle and choose how long the light will stay on.
10. Tap **Save** to save the rule. It will now appear in your Rules list.

## To schedule a temperature change:

1. Log in to the Midco SmartHOME app.
2. Select the **Automations** menu.
3. Tap the **+** icon, and then select the **Rules** tab.
4. Choose **A Time of Day Occurs**.
5. Select the **specific day(s)** or **Every day** for the event, and tap **Next**.
6. Set the **Start Time** (Sunrise, Sunset or a specific time) and then tap **Next**.
7. Choose **Set Thermostat to Cool** or **Set Thermostat to Heat** and select the **Thermostat(s)** to be included.
8. Set the **desired set temperature** and tap **Next**.
9. Tap **Save** to save the rule. It will now appear in your Rules list.

## Scenes

A scene controls multiple devices with just one tap of your finger in the Midco SmartHOME app. The app comes with four pre-built scenes:

### Good Morning:

- Security system is set to Arm Stay
- All lights turn on

### Leaving

- Security system is set to Arm Away
- All lights turn off
- All door locks are locked

### Returning

- Security system is set to Disarmed
- All lights turn on
- All door locks are unlocked

### Good Night

- Security system is set to Arm Night
- All lights turn off
- All locks are locked

## To add or edit a scene

1. Log in to the Midco SmartHOME app.
2. Select the **Automations** menu.
3. Tap the **+** icon, and make sure you're on the **Scenes** tab.
4. To edit an existing scene, tap the **three dots** on the scene you want to edit. To add a new scene, select one of the pre-made scenes or **Create Custom**.

