



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. 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

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.

Support Information

Do you have questions on your Midco SmartHOME system? Find the answers at **Midco.com/SmartHOMESupport**, 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 and manage your Midco SmartHOME system using the Midco SmartHOME app on your iPhone®, iPod Touch®, iPad® or Android™ device.¹

Using the mobile app, you can:

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

The Midco SmartHOME app is available on the App Store® or on Google Play.™

After downloading, all you have to do is sign in using your account username and password.² You can also take a tour to see everything you can do within the app by tapping **Try The Demo**.

¹ 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.

² The Midco SmartHOME app and Subscriber Portal are not accessible from all countries outside of the United States.

Arming Your System

Armed States

You can change the settings for these armed states 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 States:

- 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/SmartHOMESupport and select **Alarms & Armed States**.

Arming and Disarming Your System

To arm your system on the touchscreen:

1. Tap your in-home touchscreen.
2. On the Home screen, tap **Disarmed – Press to Arm**.
3. Select the **armed status** you want to set.
 - Tap the **Turn Zone Off** button for any security zones you want to bypass. Follow the prompts to enter your **passcode** to turn off the zone.
4. Enter your **passcode** to arm the system.

To disarm the security system on the touchscreen:

1. On the Home screen, touch **Armed Away – Press to Disarm**.
2. Enter your **passcode** to disarm the system.

To arm your system using the Midco SmartHOME app:

1. Log in to the Midco SmartHOME app on your mobile device.
2. On the Home screen, tap **Disarmed**.
 - To bypass any home security zones, tap **Arm Anyway**.
3. Tap the **armed status** you want to set.
4. Enter your **passcode** or use your **Fingerprint/Touch ID**. Your system will arm in a few seconds and indicate the new armed status.

To disarm the security system using the app:

1. Log in to the Midco SmartHOME app and tap **Armed**.
2. Enter your **four-digit passcode** or use your **Fingerprint/Touch ID** to disarm the system.

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.

Types of Alarms

When an alarm is triggered:

1. A signal is sent to our 24/7/365 professional monitoring facility.
2. A trained operator will either immediately dispatch emergency services or attempt to contact you and/or your specified emergency contacts.

The operator will immediately dispatch emergency services if your duress code is entered or either the silent or audible panic alarm is triggered.

The operator will attempt a verification call before dispatching emergency services if:

- a fire alarm is activated on the touchscreen
- a smoke detector signals it has detected smoke
- a perimeter alarm is triggered (such as in a burglary)
- a carbon monoxide detector signals it has detected CO2
- a motion sensor alarm is triggered
- a door/window sensor alert is triggered
- a tamper alarm is triggered (if the system is armed and is tampered with)
- a smash and grab alarm is triggered.

The operator will attempt a verification call without dispatching emergency services if the system detects:

- a water leak
- AC loss
- low system battery
- sensor trouble
- low battery on equipment

To learn more about the different scenarios and how the CMS handles them, visit Midco.com/SmartHOMESupport and select **Alarms & Armed States**.

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. 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.

Passcodes

To add or change a passcode on the touchscreen:

1. On the home screen, tap **Settings**.
2. Choose **Security** and then **Manage Keypad Codes**.
 - To add a code:
 1. Tap the **Add Keycode** button at the top right of your screen.
 2. Enter a **name, four-digit code** and a **permission level** for this passcode.
 - To change a code:
 1. Tap **edit** next to the code you want to modify.
 2. Edit the code details as needed, 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 **four-digit master passcode**.
2. Select **Touchscreen** and then **Sound Configuration**.
3. Choose **Hometone Configuration**.

Emergency Buttons

To manually trip an alarm in an emergency:

1. Press the **Panic** button (the red button with a white shield) on the lower front of the touchscreen.
2. Select an option on the Emergency screen.
 - Tap **Fire** to send an alarm for emergency fire assistance. The touchscreen sounds a repeating, high-pitched chime.
 - Tap **Medical** to send an alarm for emergency medical assistance. The touchscreen sounds an audible, repeating, triple beep signal.
 - Tap **Police** to send an alarm for police assistance. By default, the touchscreen does not issue an audible signal. Tap the Police Panic in Progress alert displayed on the touchscreen to sound an audible, continuous, high-pitched chime.

Note: If you need to alert police with a silent alarm but still have access to your touchscreen, use your Duress passcode.

Home Automation

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

To notify you if there is a water leak:

1. Log in to the Midco SmarHOME 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 SmarHOME 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**.

Pair Your Amazon Alexa

Control your Midco SmartHOME lights and thermostat with your voice through your Amazon Alexa-enabled device. At this time, only outlet controls, LED smart bulbs and thermostats are compatible with Amazon Alexa.³

Before you can pair devices, you must:

- Have your Midco SmartHOME system installed in your home.
- Download the Alexa app to your smartphone, and log in successfully or create an account.

To connect your security system to your Amazon Echo device:

1. After setting up your Echo device and connecting to your home Wi-Fi network, from the main Alexa app screen, tap on the **menu icon** in the upper-left corner.
2. Select **Skills & Games** from the list of options in the menu.
3. In the Search All Skills window, search for and select **Midco SmartHOME**. Tap **Enable**.

To learn more about using your Alexa device with your Midco SmartHOME system, visit [Midco.com/SmartHOMESupport](https://www.midco.com/SmartHOMESupport) and select **Alexa Integration**.

³ 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.

