



Roost Security360 User Manual

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SENSORS

What's In Your Roost Security360 Kit?



This is the Roost Security360 Home Protection Kit.

Everything you need is included to fully secure your home and keep your loved ones safe. The Security360 service is easy to set up in a few simple steps:

- 1 Download the Roost 360 app on your smartphone
- 2 Connect the devices in your kit and set-up in your home
- 3 Activate the 24/7 professional monitoring service
- 4 Experience Peace-of-mind

Accessories Included:

- SIM Popper
- Mounting screws
- Entry Sensor spacers
- Power cord for SmartBase

Getting Started

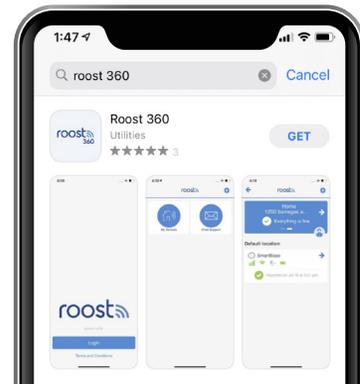
Welcome to the Roost Security360 Service. We've proudly designed an easy to install and simple to use home security system that is built on a reliable and proven commercial grade platform. When required, we will instantly connect you to our seasoned 24/7 professional monitoring service team that is always available to safely manage your family through any emergency situation. We look forward to building a long-term relationship with you and your home.

— First, download the Roost 360 mobile app from the Apple Store or Google Play store and log-in to register and begin setup.

- The app will walk you through the step-by-step setup process. The red tabs on each of your sensors will instantly initiate a pairing mode when removed to allow the automatic connection of each sensor to the SmartBase.
- You will notice that we've incorporated several yellow "prompts" throughout the app. These prompts will help to guide you in your setup process.

— Click on the "My Devices" icon and follow the setup steps in the app to connect your new SmartBase.

- Plug-in the SmartBase to a wall outlet and remove the red pull tab.
 - You will hear audible confirmation from the SmartBase when it connects to the cellular signal and receive a notification that "Your SmartBase is now connected".
 - The SmartBase light ring will start blinking green (pairing mode) for the next 10 minutes and is ready to connect to all your sensors.



Please scan the QR code below to download the Roost 360 app.

APPLE STORE

GOOGLE PLAY



— Proceed to connect and install each sensor in your kit. Follow the steps in the User Manual (see pages 4-17) for further details:

- 1 **Connect SmartBase** – Connect the power cord to SmartBase and plug it into a wall power outlet. After you hear "I am connected," pull the red tab from the battery door. Make sure that the light ring is blinking green.
- 2 **Connect Sensors** – Pull out each red tab from the sensors while the SmartBase is in pairing mode (blinking green). The sensor should start blinking green (pairing mode). They will automatically connect after a few seconds, and you hear an audible confirmation from SmartBase for each sensor.
- 3 **Locate & Place** – Proceed to place each sensor in appropriate locations around your home and test connectivity (see page 22).
- 4 **Connect To Wi-fi** – Follow the prompt in the app (see page 18).
- 5 **Edit Sensor Name** – Customize the default name for each sensor by following prompts in the app and selecting the appropriate location name for each sensor.
- 6 **Set PIN Codes** – Follow the prompt in the app to change your PIN code for disarming system. You can also add a guest PIN code and one for Hostage situation.
- 7 **Confirm Information for Professional Monitoring** – Follow the prompt in the app to confirm your information for the professional monitoring service and to add emergency contact monitors to receive alerts and respond to emergency alarm situations.

SmartBase



How it Works

- The primary function of the SmartBase is to act as the central hub and core of the Security360 Service. It connects to all of your individual sensors and also allows Roost to send alarm signals to the 24/7 professional monitoring station for verification and dispatch in case of an emergency. SmartBase is designed to interface with your home Wi-Fi service with a robust cellular back up capability to seamlessly ensure that if Wi-Fi goes out, your system is still protecting your home 24/7.

SMARTBASE

Connect

- Connect the power cord to SmartBase and then plug it into a wall power outlet. Make sure that this is not a switched outlet. You will hear a confirming audio message (“I am connected”) and will receive a notification on your smartphone. Pull the red tab from the battery door.
- Ensure that the SmartBase is in “Pairing mode” and the light ring is blinking green. If it is not, push the gray button on the back of the SmartBase until the light ring starts blinking green. It will remain in this connecting state for 10 minutes – plenty of time to connect the sensors one at a time.

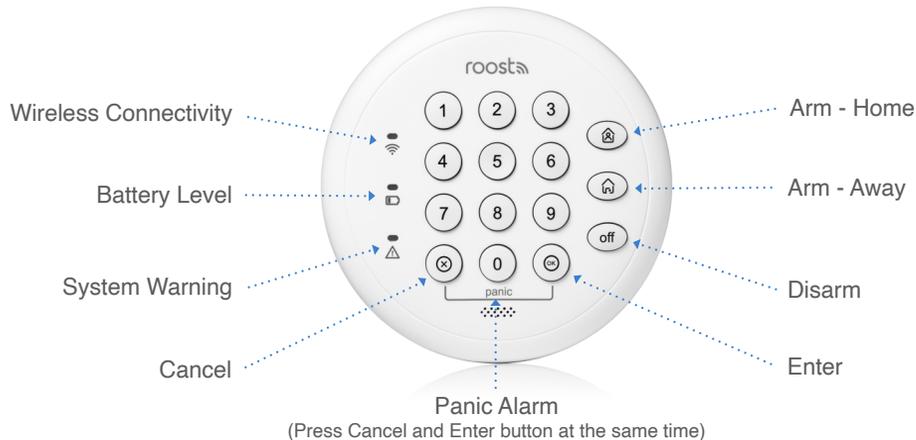
Placement

The SmartBase should be located in a central location in your home with good Wi-Fi network coverage like the kitchen, entryway, office or living room area. This will allow you to see visual cues and hear audible sounds and phrases from the SmartBase when alarms are triggered and during the arming/disarming process.

Name Your SmartBase

Your SmartBase should appear in the app with a default name. If you would like to change this name, go to the app and tap on the SmartBase tile and select “Change Name.” Then create a custom name for your SmartBase and tap “Save.”

Keypad



How it Works

The Roost Security Keypad is primarily used to arm and disarm your Security system. The keypad works with the SmartBase to provide secure coverage for potential intrusion threats to your property. The keypad also integrates with the Roost 360 mobile app to arm or disarm your system. In addition, the keypad provides visual and audio status indicators of the security system and includes a panic alarm activation to immediately dispatch emergency services through the 24/7 professional monitoring service. Roost will send alarm signals to the 24/7 monitoring center for verification and dispatch in case of an intrusion alarm when home is armed.

KEYPAD

Connect

- Make sure that the SmartBase is in pairing mode and is blinking green. If not, press the dark gray button on the bottom of SmartBase and hold until it starts blinking green.
- Pull the red tab from the back-battery door of the Keypad to enable pairing mode. The three “Home, Away and off” buttons on the Keypad will all blink green as a visual indicator of pairing and will remain in this state for 5 minutes or until paired. If these buttons do not blink green, please insert the included SIM popper or a small paper clip into the hole just above the “Pairing” label on the back of the Keypad. Hold for two seconds and release. Pairing mode will begin.
- You will hear audio confirmation from your SmartBase (“Keypad connected”) and receive a notification that your keypad is connected. The Keypad will also appear in your app after a few seconds.

Placement

- Mount your Keypad on the wall or simply place on a convenient surface near your most commonly utilized door that you use for entry and exit to your home.
- If mounted, first position the included mounting plate that attaches by the adhesive tape or the two screws included in your kit. Then slip the keypad over the plate and snap down until secure.



Customization

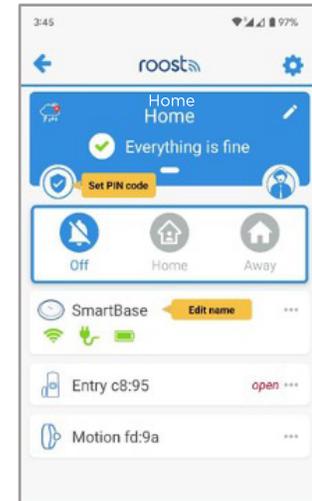
Name Your Keypad

Your keypad should appear in the app with a default name. If you would like to change this name, go to the app and tap on the keypad tile and select “Change Name.” Then select an appropriate location name or create a custom name for your keypad and tap “Save.”

Create PIN Codes *(requires Wi-Fi connection completion before proceeding)*

When prompted in the app, follow the instructions to create your four-digit security PIN codes that are required to be used with the keypad for disarming your system. To access, click the shield icon in the top left corner of your app screen.

- **Owner code:** Change the default number (last 4 digits of your mobile number) to a new number. This is the primary code that you will use to disarm your system via the keypad.
- **Guest code:** This is a secondary code that can be given to other people to utilize such as a babysitter, housekeeper or other house guest.
- **Hostage code:** This is a unique four-digit number that when entered into the keypad during an emergency duress situation, will disarm the system and immediately dispatch police without any notifications.



Motion Sensor

How it Works

The primary function of your Motion Sensor is to detect motion when a person crosses the path of the infrared sensor. The Motion Sensor detects movement up to **18** ft away and in an arc **45°** to the left and right (see graphic on pg. 11). This is generally sufficient to capture movement in a typical room. Upon movement detection while in armed away mode, the entry delay will trigger and then the alarm siren will sound and notification is sent to the user's mobile phone for potential escalation to the 24/7 professional monitoring center for police dispatch.

During unarmed mode, when the motion sensor first detects motion, a red LED blinks to visually provide confirmation. Once motion is first detected, there is a 2-minute delay before the next motion event can be detected.

Connect

- Make sure that the SmartBase is in pairing mode and is blinking green. If not, press the dark gray button on the bottom of SmartBase and hold until it starts blinking green.
- Pull the red tab from the battery door of the Motion sensor to enable pairing mode. The sensor LED will blink green as a visual indicator of pairing and will remain in this state for 5 minutes or until paired.



- If the sensor does not blink green, please insert a paper clip into the hole labeled “Pairing” on the top of the device. Press and hold this button for 2 seconds. You will hear audio confirmation from your SmartBase (“Motion sensor connected”) and receive a notification that your sensor is connected. The Motion sensor will also appear in your app.

Placement

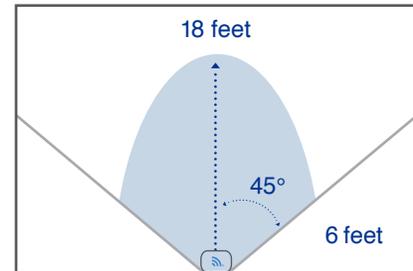
The ideal placement for the Motion Sensor is a central location in your home such as a wall pointed towards the main hallway or a stairway that is a main traffic area.

- Locate a spot on the wall that is appx 6-8 feet above the floor and avoid placing the sensor near heating or AC vents.
- Do not place the sensor facing a window as birds or cars passing by can trigger the sensor.
- If you have a pet, avoid placing in front of their favorite seats to perch on.

You should mount your motion sensor on the wall using the included mounting screw or the included adhesive tape on the sensor.

Name Your Motion Sensor

Your motion sensor should appear in the app with a default name. If you would like to change this name, go to the app and tap on the motion sensor tile and select “Change Name.” Then select an appropriate location name or create a custom name for your motion sensor and tap “Save.”



Entry Sensors (3)

How it Works

The primary function of your Entry Sensor is to alert you to the opening and closing of doors, windows, or even cabinets throughout your home. It requires the placement of both the larger entry sensor as well as its small companion magnet piece. When a door or window is opened, an alarm is immediately triggered, and your app will indicate the state as being opened or closed.

- When an entry is opened during an armed state, the entry delay period (45 seconds by default) begins with a warning sound from the SmartBase and an immediate push/SMS notification to the primary account user. If alarm is not disarmed, it will trigger the alarm siren from SmartBase and escalation to the 24/7 professional monitoring center for emergency contact verification via SMS, auto call and eventual police dispatch.
- During an unarmed state, if an entry point is opened, the sensor will blink red and emit an audible chime from the SmartBase. This is a beneficial feature to let you know when someone has arrived or left the home. This tone can also be disabled in the app (see page 27).

Connect

- Make sure that the SmartBase is in pairing mode and is blinking green. If not, press the dark gray button on the bottom of SmartBase and hold until it starts blinking green.
- Pull the red tab from the back of the Entry sensor to enable pairing mode. The sensor LED will blink green as a visual indicator of pairing and will remain in this state for 5 minutes or until paired.



- If the sensor does not blink green, push the round test button on the front of the sensor for 2 seconds and then release. The sensor will start blinking green indicating that it is ready to connect to the SmartBase.
- You will hear audio confirmation from your SmartBase (“Entry sensor connected”) and receive a notification that your sensor is connected. The Entry sensor will also appear in your app.
- Repeat connection process with each Entry Sensor.

Placement

- Choose the locations where you would like to mount your Entry Sensors. We suggest prioritizing the primary doors in your home. This could be your front door, back door or even sliding glass doors. Additional entry sensors can also be located on ground level windows.
- Position the larger sensor on the fixed door/window frame with the rounded end on top. The smaller magnet sensor should be located near the bottom of the larger sensor and placed on the moving window/door. When the door or window is opened, the separation of the two sensors trigger an alarm event. When closed, the sensors should be less than 5/8” (15mm) apart. Each sensor pair is also marked with two parallel “alignment marks” to assist in positioning. These sensor marks should be mounted opposite to each other to ensure alarm activation when the entry door/window is opened.

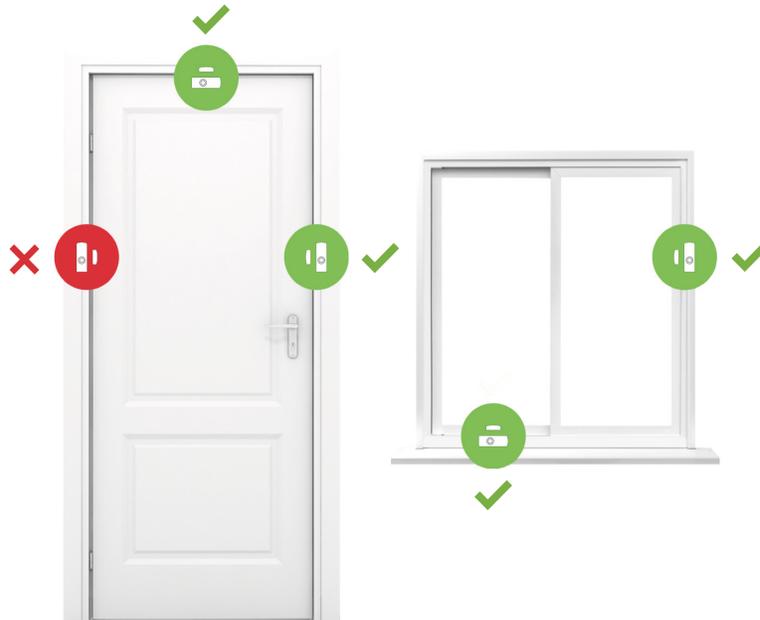
ENTRY SENSORS

- NOTE - For homes that have large or higher profile frames around windows and doors, it may be easier to position the larger sensor on the moving door/window (vs frame) and the smaller magnet sensor on the frame. Position the magnet sensor on the frame angled towards the larger sensor alignment marks. We've also included optional thicker foam tape pieces to be placed underneath the larger sensor to position the sensor further away from the door and closer to the magnet sensor alignment marks (see photos).
- Before you mount the Entry Sensors with the adhesive tape, test the alignment between each piece. The larger Sensor LED will blink red and you will hear a chime tone from the SmartBase when the door or window is "opened" and the pair is positioned correctly.
- To mount, peel the adhesive tape from the small magnet piece and the larger sensor. Adhere the small magnet piece to the door or window and the larger sensor to the doorframe or window frame. Make sure that the magnet piece is aligned with the bottom of the sensor. Hold for 15 seconds to ensure that the pieces are firmly in place.



Name Your Entry Sensors

Your entry sensors should appear in the app with default names. To change these names, go to the app and tap on each entry sensor tile and select “Change Name.” Then select an appropriate location name or create a custom name for each entry sensor and tap “Save.”



Water Leak/Temperature Sensors (2)

How it Works

The primary function of the Water Leak and Temperature Sensor is to notify you of a water leak, freezing temperature or high temperature condition. The Sensor is connected to the SmartBase and triggers alert notifications to your mobile phone as well as escalation to the 24/7 professional monitoring center for interactive alert verification. Water is detected by the two metal rings on the sensor bottom when coming in direct contact with water. Additionally, the internal temperature sensor will trigger two temperature alerts at 40°F (indicating a potential freezing pipe situation) and 105°F (indicating a potential malfunction in HVAC equipment).



Connect

- Make sure that the SmartBase is in pairing mode and is blinking green. If not, press the dark gray button on the bottom of SmartBase and hold until it starts blinking green.
- Pull the red tab from the back of the water leak sensor to enable pairing mode. The sensor LED on the top surface will blink green as a visual indicator of pairing and will remain in this state for 5 minutes or until paired.
- If the sensor does not blink green, push to click the circular button located on the bottom of the sensor. The sensor will start blinking green indicating that it is ready to connect to the SmartBase.

- Upon connection, you will hear an audio confirmation from your SmartBase (“water leak sensor connected”) and receive a notification on your phone. The water leak sensor will also appear in your app.
- Repeat connection process with each Water Leak Sensor.

Placement

Place your water leak and temperature sensors on the floor near areas of potential water leaks or frozen pipes such as:

- Under the kitchen sink, dishwasher, or ice maker
- Behind a toilet, sump pump, or washing machine
- Near a hot water heater (especially ones that are > 10 years)
- Near water pipes along an outside wall



To avoid water damage to the sensors, please do not submerge them in water.

Once positioned, test that your water leak sensors are still connected by touching a damp paper towel to the 2 metal rings on the bottom of the sensor. Alarm will trigger on your app, notification received on your phone and the red LED on top of the sensor will blink.

Name Your Water Leak/Temp Sensors

Your water leak and temperature sensors should appear in the app with default names. To change these names, go to the app and tap on each water leak sensor tile and select “Change Name.” Then select an appropriate location name or create a custom name for each water leak and temperature sensor and tap “Save.”

Smoke Alarm Listener

How it Works

The primary function of your Smoke Alarm Listener is to alert you to a potential fire in your home. Place the device within 6” of an existing centrally located smoke alarm. The Smoke Alarm Listener is connected to the SmartBase and triggers alert notifications to your mobile phone as well as escalation to the 24/7 monitoring center prior to dispatching local fire services in case of emergency.

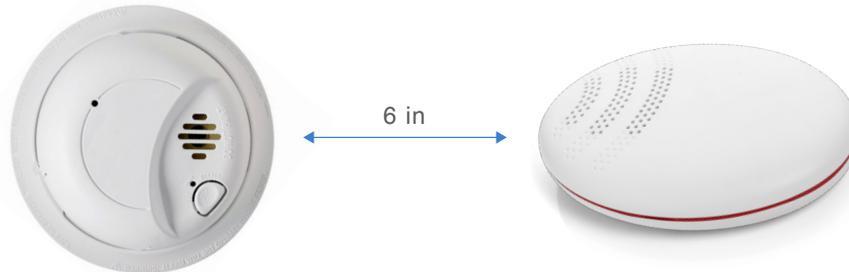
Connect

- Make sure that the SmartBase is in pairing mode and is blinking green. If not, press the dark gray button on the bottom of SmartBase and hold until it starts blinking green.
- Pull the red tab from your Smoke Alarm Listener to enable pairing mode. As the device connects with your SmartBase, you will hear an audio confirmation and the device will appear in the app.



Placement

- Using the included wipe, clean a small area on the ceiling within approximately 6" of an existing smoke alarm.
- Mount the device using the included screws/hardware OR peel off the double sided tape found on the back of the device.
- Align the device so that the sound perforation holes on top of the casing are pointing toward the sound holes found on your smoke alarm.
- Press and hold the device to your ceiling the five (5) seconds.



Name Your Smoke Alarm Listener

Your Smoke Alarm Listener should appear in the app with a default name. If you would like to change this name, go to the app and tap on the smoke alarm listener tile and select "Change Name." Then select an appropriate location name or create a custom name for your smoke alarm listener and tap "Save."

Connecting to Wi-Fi

Your Roost Security360 system is designed with cellular and Wi-Fi. The cellular will connect automatically during initial set up. However, by adding Wi-Fi connectivity, your system features will be significantly enhanced, and you will have a more robust wireless backup capability. We highly recommend connecting your Security360 to Wi-Fi as an essential part of the setup process.

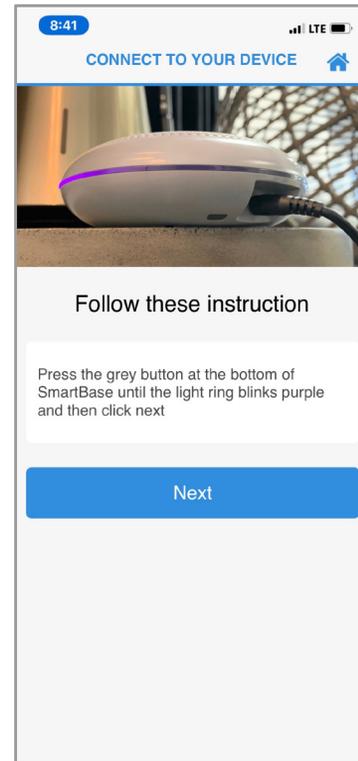
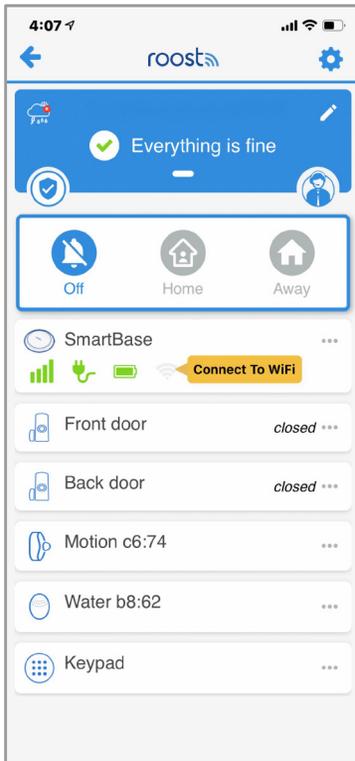
Key Features Enabled with Wi-Fi

- Remotely arm and disarm your system via the app
- Ability to perform full system test with all sensors
- Failsafe wireless connectivity – If Wi-Fi goes down, system switches over to cellular backup
- Setting PIN codes via app
- Activating professional monitoring via app
- Changing entry and exit delay periods via app
- Enabling or disabling entry sensor chime tone via app

How to Connect to Wi-Fi

- Follow the yellow “prompt” in the app that will pop up when it is time to connect to Wi-Fi.
- Click on the SmartBase icon in the app. Then select “Connect to Wi-Fi” and follow the steps in the app.
- Make sure that you have your Wi-Fi password handy when going through these steps.
- Follow the step-by-step app instructions

CONNECTING TO WIFI



Testing Your System

After you have completed the setup of your Security360 system, we recommend testing the system to make sure that all sensors are working properly and connected to SmartBase.

- **Motion sensor** – Verify sensor blinks red when you walk in front after a period of no motion.
- **Entry sensor** – Verify chime tone from the SmartBase when door is opened.
- **Water leak/temp** – Use damp towel to simulate a water leak and verify sensor blinks red.
- **Keypad** – Arm and disarm system and verify in mobile app screen. SmartBase light ring will be red when the system is armed.
- **Smoke alarm listener** – Push test button on your smoke alarm and hold for 10 seconds. Verify by receiving an alarm notification on smartphone. Remember, the Smoke Alarm Listener should be mounted within 6” of the smoke alarm.

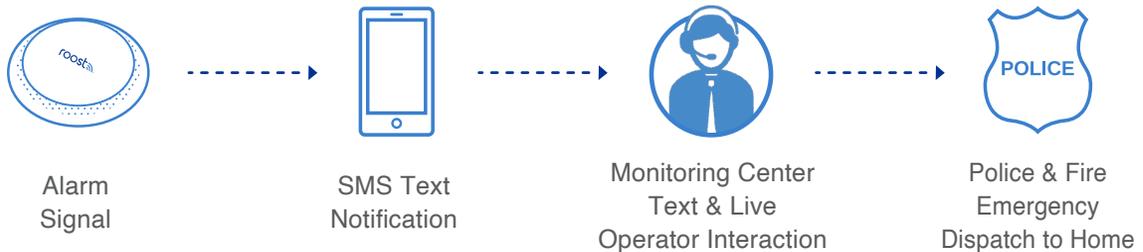
Congratulations!

You have now connected all of your sensors.
Now it's time to confirm your information
for the 24/7 Professional Monitoring Service.

Roost 24/7 Professional Monitoring Service

As a core part of the Roost Security360 service, all systems automatically include a 24/7 professional monitoring service to provide assistance with protecting your home. This includes police and fire dispatch service in case of emergency situations. For emergency home alarms (water leak, freeze, high temperature, smoke alarm and power outage), the monitoring service will escalate from text message to calling your mobile phone to ensure receipt and verification of these alarm situations.

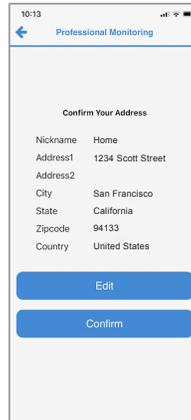
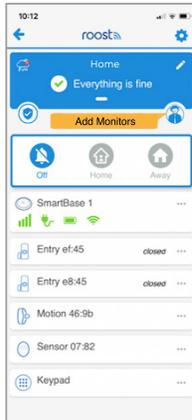
How Monitoring Works



Confirm your Information for 24/7 Professional Monitoring Service

Click on the person icon in the upper right-hand side of your app's home screen and follow the app screen instructions to confirm information for monitoring:

- Confirm the address that we are monitoring with Security360
- Add at least one other emergency contact monitor to receive emergency alerts and to verify emergency situations when contacted. Please note that you are already listed as the primary emergency contact.
- You will receive an email letting you know that your 48-hour hold period has started, and another email after this period when emergency dispatch is live.



48 Hour Practice Mode

Once you set up your Security360 system, you will begin a 48-hour practice period. During this time, if your alarm is activated, you will NOT be escalated to the Live Operators and will NOT be able to dispatch emergency Fire/Police responders. After this 48-hour period, your alarm will enter full professional monitoring mode. Any alarm will trigger monitoring escalation including Live Operator calls and escalation to emergency service dispatch if not cancelled by you.

Permits and Local Registration

Many local city and counties will require homeowners to register their “Monitored Security Systems” or to get a permit in order to authorize the dispatch of fire and police emergency responders. ***It is your responsibility*** to reach out to your local municipality directly to inquire about security alarm system permit requirements where you live. Without the required permit, some emergency services such as fire or police may not respond to requests for emergency dispatch. And, in the event of a false alarm, you may be fined for having an unregistered System. Please contact Roost support if you require any assistance with this.

How to Use Your Security360 System

Security Modes

- Disarmed
 - **Off:** Indicates your system is “off” and your system is not armed. Typically, you will be in the disarmed state when you are home during the day.
- Armed
 - **Away:** By default, your entry and motion sensors are included in this state. This is the typical mode to set when no one is home.
 - **Home:** By default, only your entry sensors are included in this state. You can move about your house freely. This is commonly used at bedtime, and as a default does not arm your motion sensor.
- Alert Mode Settings
 - In the app, you have the option to change the alert mode settings for entry and motion sensors.
- Panic Button on Keypad
 - To initiate a panic alarm from your keypad: In an emergency situation, push the Cancel, (“X”) and the Enter, (“OK”) buttons at the same time to initiate a panic alarm signal which will immediately trigger police dispatch.

Note: To verify the current state of your system, you can either look at your app or tap any button on the Keypad. This will trigger the illumination of one of the three buttons on the right side of your Keypad (Armed – Home, Armed – Away, or Disarmed).

Arming and Disarming with Keypad

- Away



- **To Arm - Away:** Press the “Arm - Away” button. The button will flash and the delay chime will sound. There is a default 45-second delay to leave without setting off your alarm. This delay time can be customized in the app.

- Click on the SmartBase tile, and then select “Alert Setting” to customize the exit delay time period.

- **To Disarm - Away:** Upon entry, there is a 45-second entry delay with count down tones before the alarm siren will sound. Enter your four-digit PIN code and press “OFF.”

- Home



- **To Arm - Home:** Press the “Arm - Home” button. The button will flash. There is no delay time as the system will be armed immediately.

- **To Disarm - Home:** Enter your 4-digit PIN code and press the “OFF”. The system will be immediately disarmed.

Arming and Disarming with Your Roost 360 App

- **To arm:** Press the “Arm - Home” or “Arm - Away” button on your home screen in the app. Please note, you must have your system connected to Wi-Fi in order to arm your home via the Roost 360 app.
- **To disarm:** Press the “off” button on your home screen in the app. It is not required to enter your 4-digit PIN when disarming via the mobile app.

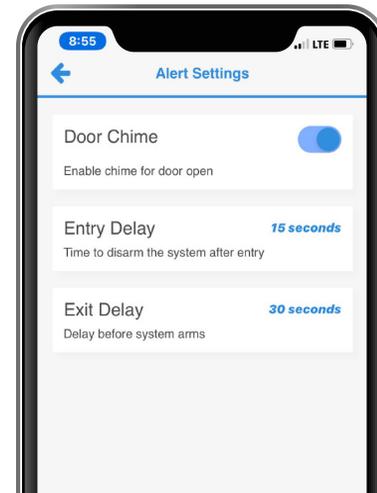
Door By-Pass (Snooze)

If your home is armed in “Home” mode, the round button on the door entry sensor can be pushed to pause the alarm for 20 seconds. This will allow you to open the door and close it before the alarm sounds, without having to disarm your security system (for example, taking your dog out in the middle of the night). During this period, the sensor LED will turn green.

Customize Alert Settings in App

Tap on the SmartBase tile in the app home screen and select “Alert Settings”:

- Door Chime - To disable the door/window entry sensor chime that sounds when door or window is opened, slide the selector tab to the left in the app to turn gray color and disable.
- Entry Delay - When an entry sensor is opened while the system is armed, there is a default delay of 45 seconds until the alarm sounds and escalation activities begin. This setting enables selection of a different delay time between 15 and 90 seconds. Please remember to “save” setting prior to exiting.
- Exit Delay - When your system is being “Armed Away”, there is a default delay of 45 seconds until the system is “armed” to allow you to safely exit your home before the alarm sounds. This setting enables selection of a different delay time between 15 and 60 seconds. Please remember to “save” setting prior to exiting.



HOW TO USE

Alarm Alerts

 Intruder Alarm	Notifies you if there is movement in your home from your Motion Sensor, or when a door/window entry sensor is triggered when the home is armed.
 Smoke Alarm	SmartBase will listen and notify you if your smoke alarm sounds. The SmartBase must be within 20' of the sounding smoke alarm and in the same room.
 Water Leak	Notifies you if a water leak is detected anywhere in the home where you have placed your water leak sensors.
 Freezing Temperatures	You will receive an alert notification if the temperature in your home falls below 40° F. This is an indication of potential frozen pipes.
 High Temperatures	Receive an alert notification if the temperature in your home rises above 105° F. This is a likely indication that your air conditioning system is not working properly.
 Power Outage	Notifies you if there is a power outage at your home when the SmartBase switches to backup battery mode. Also, when the power returns.
 Panic Alarm	Panic Alarm activation immediately dispatches emergency services through the 24/7 professional monitoring service. To activate, press the Cancel and Enter button at the same time on your Keypad.

Alert Notification and Verification Settings

Depending on the type and severity of the alarm alert that is triggered, we deliver different levels of communication and verification requests from text to live operator calls. For intrusion, panic and smoke/fire emergencies we will also dispatch police or fire emergency services.

ALERT	DESCRIPTION	PRIMARY USER All alerts are sent via push or text notification to smartphone	ESCALATION TO 24/7 PROFESSIONAL MONITORING Text then phone call to all monitors with options to verify alarm status at each stage. For intrusion and smoke/fire, emergency dispatched if no response.
Intrusion	Alarm triggered during armed state	✓	Yes
Smoke/Fire	Smoke alarm trigger	✓	Yes
Water Leak	Water detection alarm	✓	Yes
Freezing Temp (40° F)	Inside temp trigger	✓	Yes
High Temp (105° F)	Inside temp trigger	✓	No
Power Outage	SmartBase power outage	✓	No

Additional Support

Contact the Customer Care Team

- Phone: 1 (913) 353-3831
- Email: support@getroost.com
- Set up a virtual install appointment: getroost.com/callme

It's best to call us during our business hours Monday through Friday, 8am to 5pm Eastern Time. Please make sure that you are at your home and have access to your Security360 Kit at the time of your call so that we may better assist you.



*Need help? Email support@getroost.com or call
1 (913) 353-3831 M-F from 8 a.m. – 5 p.m. EST.*