




Quick Start Guide

BellAliant
NextGen Home Security™

Welcome to Bell Aliant NextGen Home Security™

Congratulations! Your home is now protected by the most advanced security technology available. This guide is intended to familiarize you with the key aspects of your new system and record your key information for future reference. This comprehensive support manual is also available online. Visit bellaliant.net/homesecurity and select the Support tab.





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Important Information

Master Code: [Redacted]

All OK Passcode: [Redacted]

Web Portal Login Credentials: [Redacted]

Emergency Contacts

Prepare a list of your emergency contacts. Choose a minimum of two people you trust (maximum five). Your emergency contacts should have a key to your home. Ensure your list is updated regularly and call 1 855 777-4117 to make any changes.

Emergency Contact	Phone #

If you are a resident of HRM, you are required to register your security system with the city. To do this you need your property assessment number.

Account Number (AAN): [Redacted]

Contact your insurance provider to see if you qualify for savings of up to 15% on your homeowner's insurance.

False Alarms: If there is a false alarm, we'll contact you to check your status or you can call 1 855 444-4562 and provide your All OK Passcode.

Keep this information in a safe place for your future reference and security.

Ways to Access Your System

System Keypad

Typically installed at the main entry point of your home, the keypad allows for easy system access as you enter or leave your home.



Online Access

Web & Mobile Portal

Manage your system from any PC or tablet through the secure and private online portal. Customize settings and alerts, view video clips or pictures, and set automations to match your schedule.



App Portal

Get additional access on the go with the Bell Aliant NextGen Security App, currently available for Apple and Android devices.



Keyless Remote (Optional)

Arm or disarm your system with the push of a button. Your keyless remote gives instant access to your home and should be kept secure at all times. Never attach anything to your remote that has your address on it.



Home Automation



Lighting and Thermostat Controls

Control lighting and appliances and adjust your thermostat using the online portal or mobile apps. Configure schedules like turning the heat down every night and back up again in the morning. With rising energy costs, controlling your thermostat can help you save money — especially during vacations or prolonged absences.



Remotely Lock Doors

Lock and unlock your doors from your smartphone, tablet or PC. Kids locked out and you're at work? No problem — you can remotely unlock the door.

Using Your System

There are two different modes for arming your system:

Away Arming

This mode should be used to arm the system when no one will be home. All interior and perimeter sensors will be active. Any attempted entry or motion within the house will trigger an alarm. You can set the sensitivity so that your pets will not trigger your alarm.

Stay Arming

This mode should be used to arm your system while you're at home — which is perfect for nighttime use. All perimeter sensors will be active, but all interior sensors will be off. You're free to move about the house and the alarm will only sound in the event of an attempted entry. If you inadvertently open a door, a pre-alarm sounds for 60 seconds, allowing you time to deactivate the alarm before the 24/7 central monitoring is alerted.



Using Your System

System Keypad

Away Arming

The Ready indicator (✓) will tell you that you're prepared to arm the system. If one of your doors or windows are open the system will advise to secure system before arming.

There are three ways to arm the system:

1. Press and hold the Away key for two seconds.
2. Enter your access code.
3. Press *0 to Quick Arm.

The Armed (🔒) and Ready (✓) indicators will now turn on and the keypad will sound one beep per second. You now have 120 seconds to leave the house.

To disarm at any time, enter your access code.



Depending on the version you have, your system keypad buttons may have words instead of symbols. The buttons function exactly the same way on both system keypads.

Using Your System

Stay Arming

1. The Ready (✓) indicator should now be on. If not, close all windows and doors with sensors.
2. Press and hold the Stay key for two seconds. The Armed (🔒) and Ready (✓) indicators will turn on.
3. You still have 120 seconds to exit the house as you may be leaving your house while others are remaining.
4. After the exit delay, the Ready (✓) indicator will turn off, the Armed (🔒) indicator will remain on, and “system armed in Stay Mode” is displayed for 2-3 seconds and then reverts to Time and Date.
5. The keypad will stop sounding. The perimeter is now armed.

Disarming

The keypad will beep if you walk through the entry door. Enter your Access code at any time to disarm.

Using Your System

Online Access

Web & Mobile Portals

Log in to the system portal using your credentials. On the Summary tab, you have the ability to arm and disarm your system by clicking the “Arm Away,” “Arm Stay” or “Disarm” button to the right of the system icon.



App Portal

Log in to the app using your credentials. Once on the main Security screen you can select Arm or Disarm buttons, which are located in the bottom right of the screen.



Keyless Remote

Using the Fob

To “Arm Away” press:



To “Arm Stay” press:



To “Disarm” press:



Note

Never put your address on your keyless remote.

Keep your keyless remote in a safe location as it can arm/disarm your home without an access code. The red panic button is disabled to prevent false alarms from being triggered.



Using Your System

Why Would I Bypass Zones?

There may come a time when you want to arm your system while, for example, leaving a window open. If the window is protected with a sensor, you'll need to bypass the appropriate zone. You may also have a zone that is temporarily out of service. You'll need to bypass that zone in order to arm your system.

To Bypass a Zone

1. Disarm the system.
2. Press *. The keypad will display "Press (*) for < > Zone Bypass."
3. Press *. The keypad will display "Scroll to Bypass Zones."
4. Press the < > keys to find the zone to be bypassed. Press * to select the zone.
5. A "B" will display to indicate the zone is bypassed.
6. Press # to return to the normal state.

To un-bypass a zone, follow the same steps. When * is selected in Step 4, the "B" will disappear.

Note

If you're bypassing a zone because it's not working, it's best to call 1855 777-4117 and speak with technical support so that we can help you resolve the problem and return your system to full service.

Using Your System

Returning All Bypassed Zones to Normal

Bypassed zones are automatically cancelled each time the system is armed.

Re-bypassing the Last Set of Bypassed Zones

1. Press * + 1.
2. Press 9 + 9.
3. Press #.

Note

Zones cannot be bypassed once the system is armed. Bypassed zones are also automatically cancelled each time the system is disarmed, so you will have to repeat the bypass process any time you arm the system.

Using Your System

Additional Access Code Programming

In addition to the Master Access Code, you can program up to 32 additional User Access Codes. This can be helpful in letting you know who is accessing your system (relatives, caregivers, cleaners, etc.).

1. Press * + 5 + [Master Code].
2. The display will show “Enter Code 01.”
3. Enter the Access Code to be programmed (“01” for first code, “02” for second, etc. “40” is for the Master Access Code) or use the <> keys to scroll and * to select.
4. Enter the new four-digit access code.
5. Press # to exit, or enter another two-digit code to program.

If you wish to assign a name to the User Access Code, log in to the web portal (nextgensecurity.bellaliant.net). Under the System tab select “Access Codes” and edit the two-digit User Access Code.

To delete a User Access Code

1. Press * + 5 + [Master code].
2. The display will show “Enter Code 01.”
3. Enter the two-digit User Access Code to be deleted or use the <> keys to scroll and * to select.
4. Enter * to delete.
5. Enter # to exit.



Using Your System

Door Chime (Entry/Exit Beeps)

To turn the door chime function on or off, press and hold the Chime key for two seconds.

Programming Date and Time

The date and time may need to be updated during an extended power failure.

1. Press * + 6 + [Code].
2. Press 1 to select Time and Date.
3. Use the < > keys to find the menu option and press * to select.
4. Enter the time in 24-hr format (HH:MM), followed by the date (MM:DD:YY).
5. Press # to exit programming.



Using Your Web Portal

To access your NextGen system portal, visit:

nextgensecurity.bellaliant.net

It is recommended you bookmark this site.

Enter your login credentials as provided by the Bell Aliant technician upon installation.



The screenshot shows the Bell Aliant Sign In page. At the top left is the Bell Aliant logo. The main heading is "Sign In". Below this are two input fields: "Username:" and "Password:". The Username field has a blue border and a small asterisk icon on the right. The Password field has a white border and a small asterisk icon on the right. Below the Password field is a checkbox labeled "Remember my username" which is checked. Below the checkbox is a blue "Sign In" button. Below the button is a link that says "Forgot your username or password?". At the bottom of the page, there is a small disclaimer: "Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution."

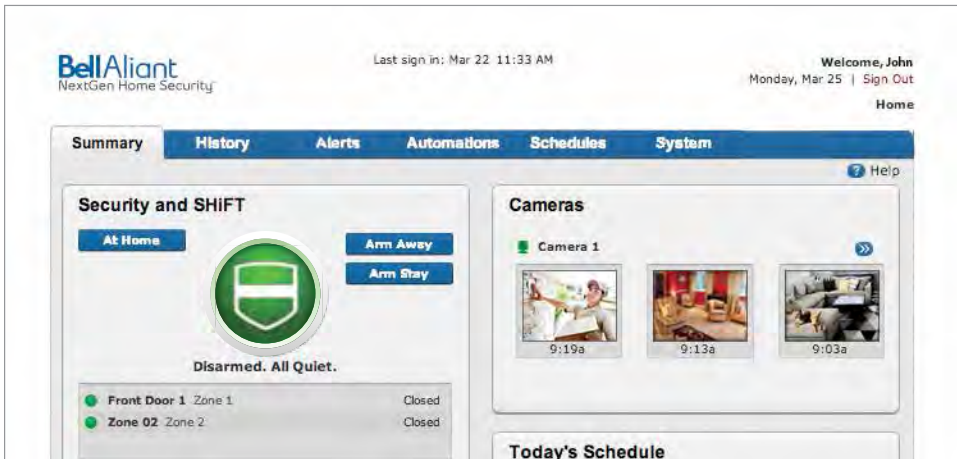
Using Your Web Portal

Summary Tab

The Summary tab gives you a view of the sensors and devices in your home.

From this page you can:

1. Arm or disarm your system.
2. View video clips.
3. Watch live video.
4. Operate light controllers or door locks.

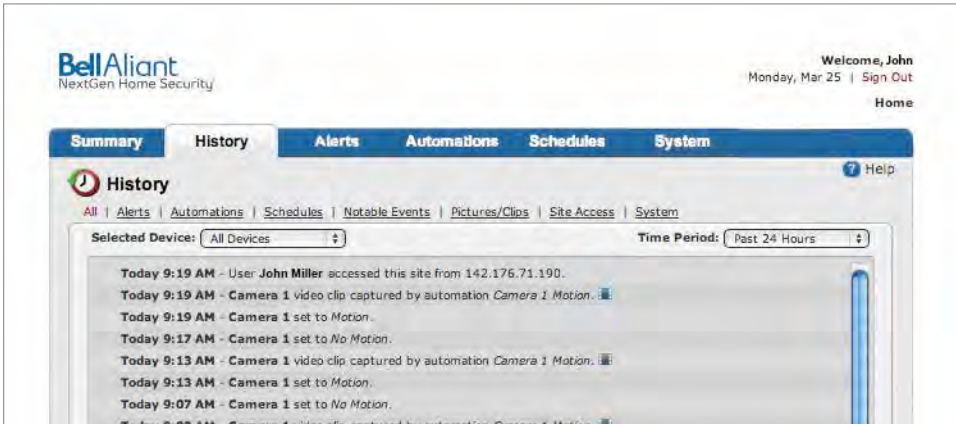


The **Help** link on all screens provides additional detail on the capabilities of your system.

Using Your Web Portal

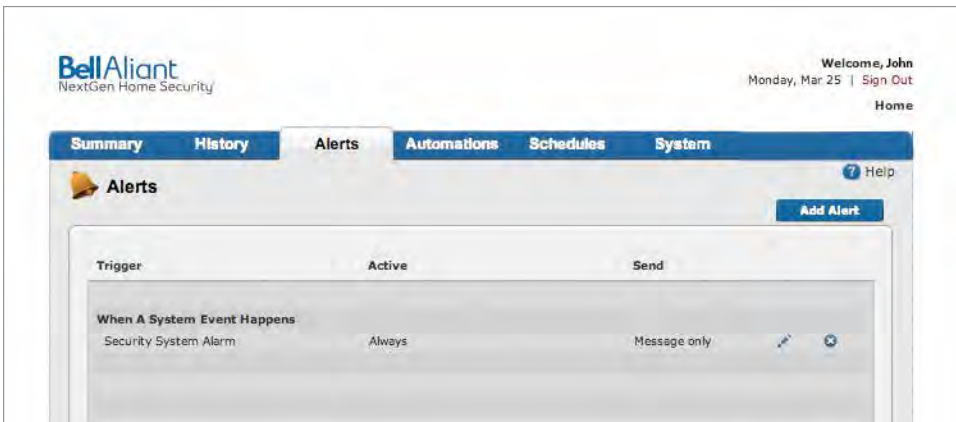
History Tab

The **History** tab shows any activity that has occurred on the system.



Alerts Tab

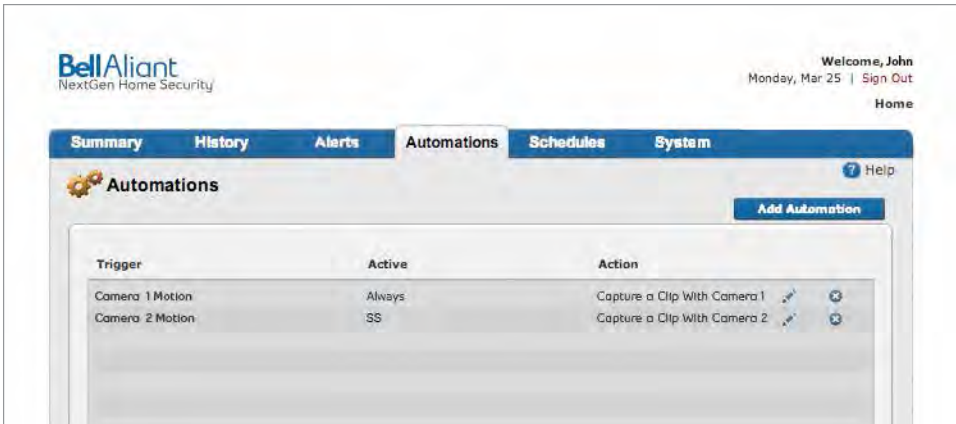
The **Alerts** tab allows you to set up notifications based on triggers. If you click the “Add Alert” button, you can establish customized alerts to be notified via text message or email when something occurs. For example, you can receive an alert when doors are opened, when your camera’s motion sensor sends you a picture of someone approaching your door, or simply when a sensor battery runs low.



Using Your Web Portal

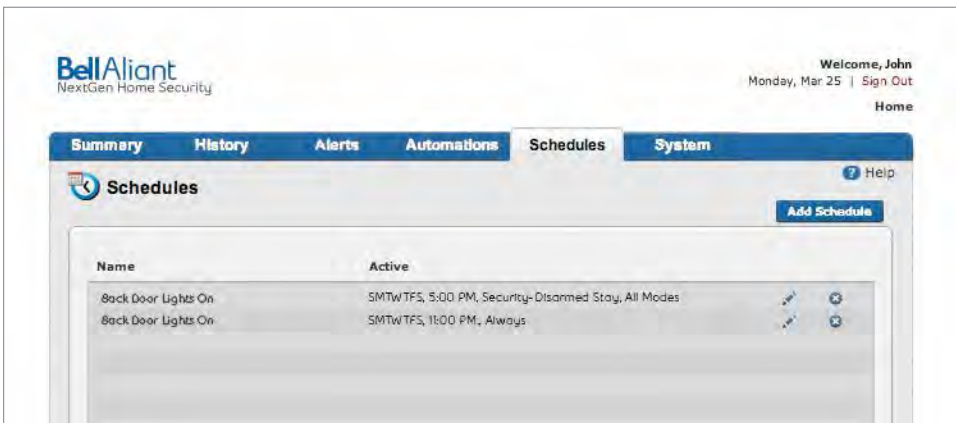
Automations Tab

The **Automations** tab allows you to set up “triggers.” For example, you can create an automation to notify when a door is opened and capture a 30-second video clip.



Schedules Tab

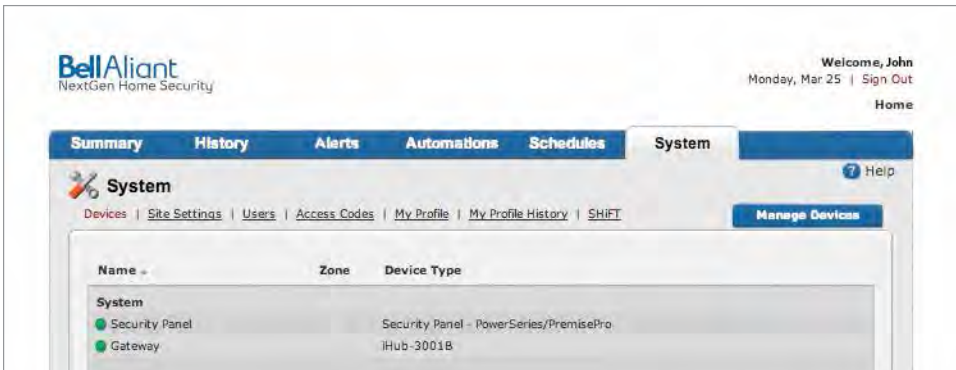
The **Schedules** tab allows you to build schedules to control devices. For example, you can program a light to come on at 7 p.m. and turn off at 11 p.m. every day or only on the days you choose.



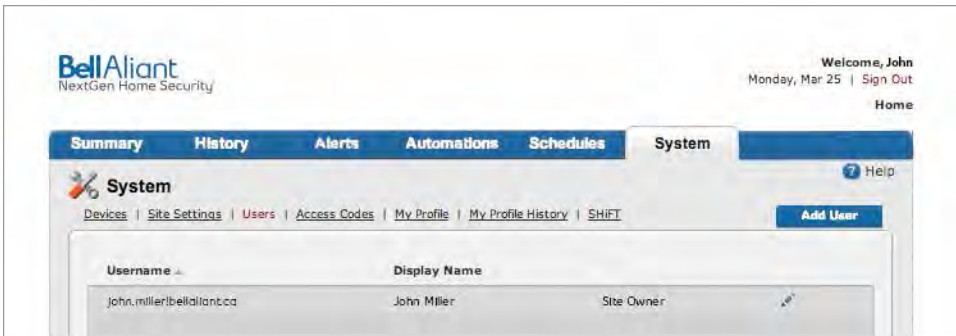
Using Your Web Portal

System Tab

The **System** tab is used to see the status of all devices and add cameras, light switches, thermostats, light controllers, and door locks to the system (Manage Devices button).



The Users link on the **System** tab allows you to add more users to the web portal. Enter the user's information and an email will be sent to the user to complete the registration process. You can add, change, edit or delete an access code from this tab.



Note

For the full system portal user guide go to bellaliant.net/homesecurity and select Support.

Using Your Mobile Device and App Portal Overview

To control your system from your Blackberry device, go to:

m.nextgensecurity.bellaliant.net

Enter your login credentials as provided by the Bell Aliant technician upon installation.

To control your system from your Apple or Android device, you'll want to access the App Portal. Just download the free app at the following:

Android: **play.google.com/store**

Apple: **apple.com/ca/ipad/from-the-app-store**



Note

If you are using an Apple tablet, you will need to search 'iPhone Apps' to find and download the app.

Testing Your System

Testing Your Keypad Sounder and Siren

1. Call 1 855 444-4562 to put your system into Test Mode and prevent the authorities from being dispatched.
2. Press * + 6 + [Your Access Code] + 4.

What Will Happen

The system activates all keypad sounders and sirens for two seconds. All keypad lights turn ON. The Ready, Armed, and Trouble lights will flash for the duration of the test.

To exit the test press #.

Testing Your Entire System (Requires two people)

1. Prior to testing, ensure the system is disarmed and the Ready light is on.
2. Call 1 855 444-4562 to put your system into Test Mode.
3. To test zones, activate each sensor in turn by opening an equipped window or door. The keypad will display a message when each zone is activated.
4. The keypad display will show **“Secure System Before Arming”** until all zones are closed. To determine which zones are open, press the > key. The message will disappear when the zones are closed.

Note

It is very important to call us at 1 855 444-4562 before you test your system. This is to prevent emergency authorities from being dispatched to your home.

Important Reminders Before You Get Started

After the technician has installed your system, you should:

1. Register your system with your municipality, if applicable (not required in all municipalities).
2. Inform your homeowner's insurance provider. You may be eligible for up to 15% in savings by providing proof of your home security system with your system installation certificate.
3. Keep your emergency dispatch information up to date.

If you have any questions, please refer to the FAQ or Support tab at bellaliant.net/homesecurity

Additional Equipment to Enhance Your System

Additional equipment is available to meet your family's specific needs and give you extra peace of mind. Purchasing additional equipment will not impact your monthly rate. Consult the equipment list in your Welcome Kit or bellaliant.net/homesecurity and then call 1 855 777-4117 to speak with a security specialist.



Smoke Detector

A wireless device that detects smoke and high heat related to fires. If detected, an alarm will trigger.



Carbon Monoxide Detector

A wireless device that detects carbon monoxide associated with car exhaust or a malfunctioning furnace. If detected, an alarm will trigger.



Flood Detector

A wireless device that detects water on the floor, normally mounted in basements or laundry rooms where flooding may occur. If water is detected at a certain level, an alarm will trigger.



Remote On-Off Light Switch

A light switch that can be controlled remotely. A certified electrician is required for installation.



Door Lock

A door lock that can be controlled remotely by the system. Users may also punch in their access code to lock or unlock the door. This is a customer favourite as there is no need to get your keys out when approaching the door and no more kids calling about losing their keys.



Camera

These versatile wireless cameras can be mounted indoors or outdoors and enable high quality, live streaming video to a desktop or mobile device as predetermined by the user when motion is detected or a door opened. Access to a 120v plug is required.

Thank you for
choosing Bell Aliant
NextGen Home Security.™



Technical support is available 24/7.
Visit bellaliant.net/homesecurity and
select Support.

