USING ANOTHER INTERNET AND/OR TELEPHONE PROVIDER WITH YOUR EXISTING BELL ALIANT NEXTGEN HOME SECURITY SERVICE.

Please read this document in its entirety to make sure you know what to steps to take to reduce any chance of service interruption.

Important: If any other factors are changing as a result of this service provider change (I.e. phone #, email used for system alerts, mobile # used for text message alerts, changes to your "in case of alarm" callout list) please call us at 1–855–777–4117 (option 6) so we can update your records.

Overview

When changing to a non–Bell Aliant Internet and/or telephone service provider, it is important for you to first understand the how different elements of your Bell Aliant NextGen Home Security Service are connected to each other inside your home and to the outside world.

There are three main connections that will be important for you to make sure are set up properly to continue to experience the full functionality and monitoring you have been receiving as part of your Bell Aliant NextGen Home Security Service.

1. The security panel's connection to telephone service
    * This is very important as your system uses the phone line to contact the Central Monitoring Station during an alarm event.

2. The ngHub's (pictured below) connection to Internet
    * This provides the ability to remotely interact with your system (i.e. Apps, online portal).

3. The connection between the ngHub and the security panel
    * Through this connection, the security panel provides the ngHub (App, online portal) information regarding the current status of home security sensors.
    * Also, this connection allows you (through the ngHub via App or online portal) to make changes to your system (i.e. arm/disarm, set up alerts, etc.).

Typically, the work done by another service provider to set up Internet and/or phone service should not require them to go near to (make changes to) any other elements of your home security system (i.e. motion sensors, keypad, camera) so this help document will focus on the three connections listed above.

The following illustrates how the three connections are most likely set up in your home today:
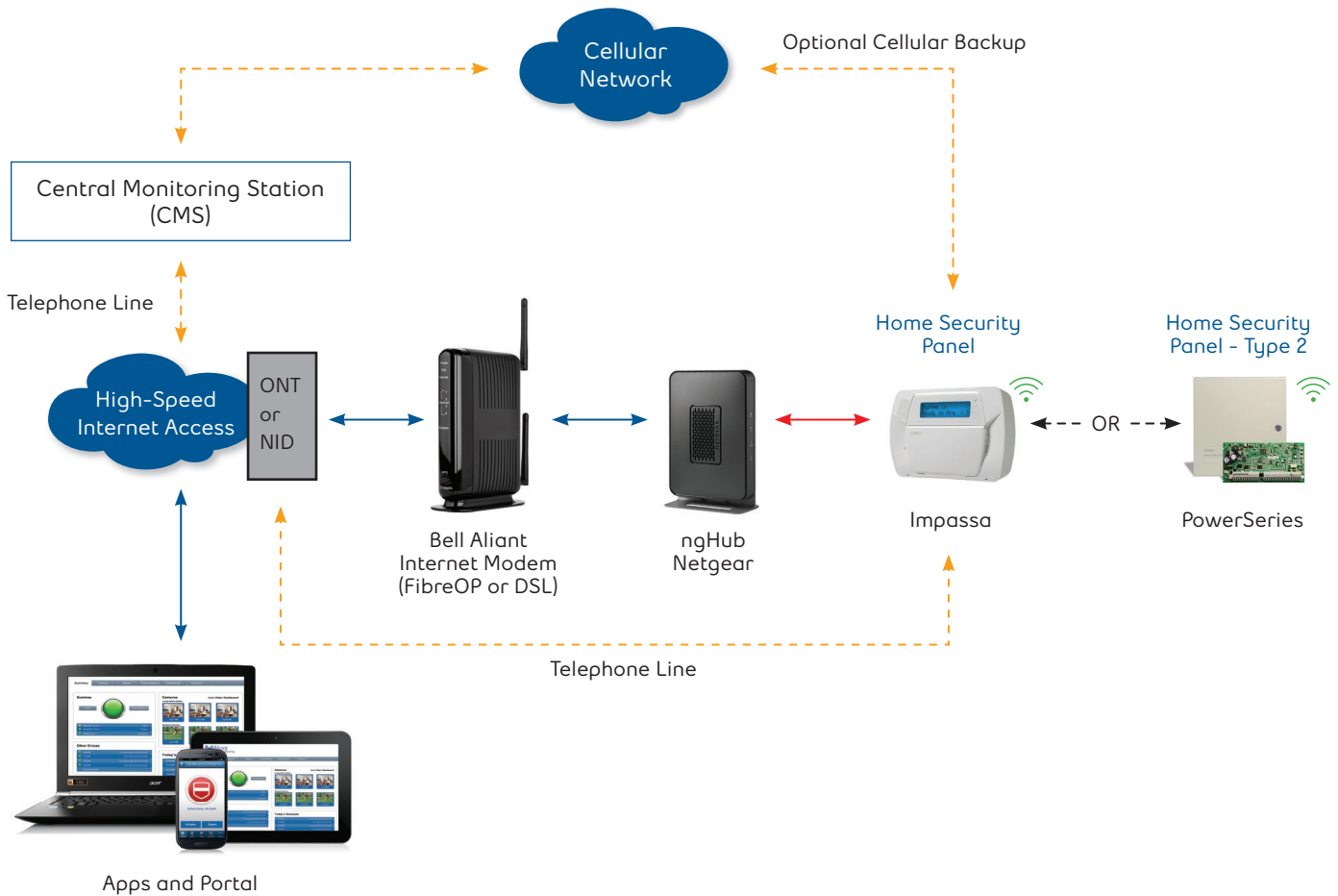
The next sections will go into specific instructions for each of the three connections listed above.

Ensuring the security panel is connected to the telephone service.

It is important that you ensure that your new Internet and/or phone service provider does not change any of the wiring associated with your NextGen home security system. Typically they do their best to maintain existing connections within the house (i.e. phone jacks, security system) but it may be helpful to make a point of highlighting to them the fact that you have a monitored home security system that relies on connectivity to the phone line as it may help them plan their work.

Typically, this is not an issue as security systems are not a new thing. That said, we do recommend that upon completion of the setup of your new phone service, **you should check your home security keypad prior to their technician leaving your home**. If dial tone is not present a yellow triangle on the keypad will be visible (#3 on diagram below). This is a good indication that they should re-check connections to make sure your security system is connected to your phone service.

To confirm that this is a phone line trouble, on the keypad, press *2 and then use left and right arrow keys to scroll through to see the alarm type. Below is a picture of what you would see if there is a phone line trouble (i.e. the phone line is disconnected).

Unfortunately, if dial tone is not connected properly and you require one of our technicians to go to your home to correct the issue then there will be service charges associated with that visit.


1. **Ready Light** (green) – If the Ready light is on, the system is ready for arming.
2. **Armed Light** (red) – If the Armed light is on, the system has been armed successfully.
3. **System Trouble** – Indicates that a system trouble is active.
4. **AC** – Indicates that AC is present at the main panel.

Netgear ngHub
Connects to both Internet and security panel.

1. Power supply (12 VDC, 1 Amp)
2. Security Panel Serial Connection
3. Broadband LAN RJ 45 Port
4. Device LAN RJ 45 Port
5. Reset Button
6. USB Debug Port
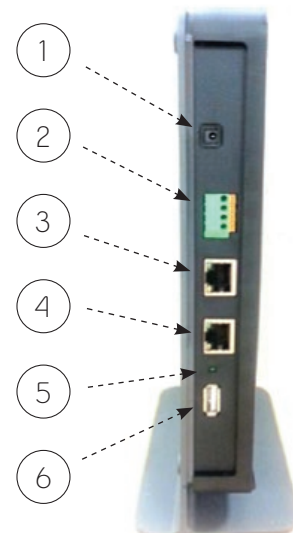
Netgear ngHub (rear view)

Ensuring your Netgear ngHub is connected to the Internet

The Netgear ngHub requires two connections to be made for successful operation.

The first is a connection to the Internet.

- Currently the Broadband LAN RJ 45 Port on your Netgear ngHub is connected by a Category 5 Ethernet connection to a free port on the your DSL modem or FibreOP Actiontec residential gateway (RG).
- To maintain service the Category 5 Ethernet connection must now run from the Netgear ngHub to a free port on your new providers DSL modem or high-speed modem / gateway.

How to tell if the Internet is connected successfully.

This is indicated on the ngHub by the Connections LED being illuminated <GREEN>. This means that the ngHub has connected securely to the Bell Aliant NextGen servers over the Internet. If this is not illuminated then this is a good indication that the Internet connection is not functioning properly.

Ensuring your Netgear ngHub is connected to the security panel.

The second connection required by the ngHub is to the security panel.

- The connection to the security panel is made via a RS-422, 4 wire connection.
- This is an existing connection that should have nothing to do with your new provider establishing telephone and /or internet service in your home. As long as this connection is maintained then this portion of your system will be set up properly.

Unfortunately, if this connection is broken during the installation of your new Internet and/or telephone services and you require one of our technicians to go to your home to correct the issue then there will be service charges associated with that visit.