What's In The Box

[done already?]

Quick Setup Guide

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System Overview

Your VeraSecure Controller is the brains of a home security and automation system that may also include door/window sensors, cameras, door locks, motion sensors, lighting controls, thermostats and many other devices. The more devices, the more the system can do for you—but just one or two (such as a camera and a motion detector) is enough to get started.

- VeraSecure includes a built-in siren alarm that can sound when an intruder is detected to scare off intruders and alert neighbors.
- You can view cameras when motion is detected and you are notified automatically by your VeraSecure system from any smartphone, tablet or PC. One app controls everything.
- Self-monitor your VeraSecure system for free from anywhere in the world over your Internet connection.
- Emergency services dispatch (police, fire, EMS) is available for 24/7 alarm monitoring (optional) from the Vera central alarm monitoring service.
- The VeraSecure system also provides home automation, and enables all your devices to interact. A motion sensor can automatically turn a hallway light on while simultaneously adjusting your thermostat to cool your house.
- Your VeraSecure Controller works with most brands of wireless security devices (Aeon, Nest, Schlage, Yale, Kwikset, Jasco, etc.), and all popular wireless protocols, so it is compatible with just about anything you might want to add to your system.

[system diagram]

Devices You May Add

Your VeraSecure system may be used to increase security and safety, save on energy, stay in contact and monitor elderly relatives, and improve the convenience in your home.

The more devices you add, the more your Vera system will do. Expand your system to over 200 devices. VeraSecure works with Nest thermostats, Schlage and Yale door locks, Honeywell, Lutron, Kwikset, First Alert and most brands of devices and cameras.

Available devices for your VeraSecure system include:

- **Wi-Fi Cameras (Indoor & Outdoor)**
- **Door / Window Sensors**
- **Motion Detectors**
- **Glass Break Sensors**
- **Thermostats**
- **Door Locks**
- **Light Dimmers & Switches**
- **Garage Door Openers**
- **Smoke and CO Detectors**
- **Outdoor Alarm**

- **Moisture Sensors**
- **Temperature & Humidity Sensors**
- **Light Sensors**
- **Lawn Sprinklers**
- **Electric Meters & Energy Monitors**
- **Window Curtains**
- **HVAC Vents**
- **Room Air Conditioners**
- **More!**

[images of devices?]

VeraSecure Cookbook

VeraSecure Home Controller is the main ingredient for any security or smart home "recipe". Add devices such as cameras, sensors and other ingredients to suit *your* recipe.

Recipe	Typical Use	Ingredients
• **Home Security**	• Protect your home from intruders. • Make sure your kids get home from school safely. • Make sure an elderly parent or relative is safe and secure.	VeraSecure, Camera(s), Door/Window Sensors, Door Lock, Motion Detectors, Glass Break Sensors
• **Home Safety**	• Keep family safe. • Know if there's trouble when you're away.	VeraSecure, Smoke Detector, Carbon Monoxide Detector, Fire Detector, Flood Sensor
• **Vacation Home**	• Keep an eye on things from far away. • Pre-heat or pre-cool before you arrive.	VeraSecure, Camera, Motion Detector, Door/Window Sensor, Thermostat, Smoke Detector, Flood Sensor
• **Watch Pets**	• View your pet(s) live. • Automatically record precious moments of what goes on when you're gone.	VeraSecure, Camera(s)
• **Energy Savings**	• Never waste money on unneeded heating and cooling. • Monitor energy use.	VeraSecure, Thermostat, Dimmers, Smart Switches
• **Total Smart Home Automation**	• Never come home to a dark house. • Automatically lock doors, close garage, turn off lights at night.	VeraSecure, Cameras, Door Lock, Thermostat, Dimmers, Garage Door Opener
• **Small Business**	• Watch your business, automate thermostat when away. • Know when employees arrive and leave. • Easily delete lock codes for former employees.	VeraSecure, Door Lock, Cameras, Thermostat

Vera Dashboard App

The Vera Dashboard App controls your entire VeraSecure system, including all the devices working individually or together. (Even if a device has its own app, you won't need it—use the Vera app instead.)

The free Vera app runs on smartphones (iOS and Android), tablets, or in a browser on any Windows, Mac, Chromebook or Linux computer. You don't have to choose between them—use your computer when home and your smartphone when away.

Here are some key features of the Vera app:

Users

Your Vera system can have as many users as you like. Everyone in your family, or everyone who works in your small business can have a different username and password. The Vera app lets you set permissions and notifications for each user.

Modes

Modes are a powerful feature that lets you control all your devices at once. There are 4 Modes—**Home, Away, Night** and **Vacation**. For example, when you select the Away mode, you can set your home to have the lights turn off, the doors lock, the alarm system sensors armed, and have the thermostat turn the heating or AC down too (assuming you have all these devices). You can customize how each Mode works.

Cards

The Cards display at the top of the Dashboard app offers a quick check of overall Vera system status. You don't have to check each window sensor to know that all windows are closed and the alarm system is armed, for example. With optional Central Monitoring Service (see below) Cards also provide "panic buttons" for Police, Fire and EMS.

Devices

The Devices tab in the Vera Dasboard app lets you see and adjust all the devices in your Vera system. If you have a lot of devices you can organize this display by room or type of device. From here, you can also easily install new devices by selecting "Add Device" and following the instructions. And you can insure your Favorites are easily accessed on your Dashboard at a glance.

Idea Cookbook

Vera is great for home security, remote control and alerts, and can do much more! Here are a few of the advanced capabilities already built into your VeraSecure Controller.

Notifications

Your Vera system can send you a text or email alert to notify you (and other users) of just about anything that happens in the system, such as when a door or window opens, a motion detector trips, someone unlocks the door, smoke detector trips, flood sensor detects water, battery level in a device gets low, and much more!

(Note: The Notifications, Timers and Scenes instructions are for the browser version of the Vera Dashboard app. See "Geofencing" below for an example of instructions specific to the iOS and Android mobile apps which are similar to the browser app, but not identical.)

To create an alert:
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- Locate the device that will trigger the alert in the Devices section of the app.
- Click on the right arrow (also called a "chevron").
- Scroll down to Notifications.
- Click the down arrow by "Please select" (where it says "Add notification for").
- Create your alert.

Note: Your Vera system's Mode selection (Home, Away, Night or Vacation) also controls when sensors are "armed" to send notifications. More details about notifications can be found in the Vera knowledge base at http://support.getvera.com

Timers

Turn lights on and off according to a schedule, or based on local sunrise/sunset times. Timers can control any device—lock doors at night, set thermostat schedule, close garage door in the evening.

To create a timer:

- Select Scenes on the Dashboard app and then click + Add Scene.
- Under Step 1: Select a Trigger choose Schedule
- Select Daily, Weekly, Monthly or Once (one-time)
- Select day, date, and time of day, sunrise, sunset etc. as needed
- Click Validate
- Click Next Step

- Select Device you want to have triggered (such as light, door lock, etc.)
- Click Next
- Select what the device should do when triggered (such as on, off, unlock, etc. depending on the device)
- Click Validate
- Click Next Step
- In Step 3 (Finish the Scene) you can modify which modes the timer will run in (default is all modes) and whether a notification should go out. You can leave these settings unchanged.
- Scroll down to the bottom to Name Your Scene and make up a name (such as "Patio Light Off" to shut the light off every night at the same time)
- Click Finish (Note: On next screen you do *not* need to test the timer. This is a list of all your Scenes—timers are a type of Scene. You are finished, and can go back to the main Dashboard screen.)

Scenes

Control any device based on another device. Turn on an outdoor light when a sensor detects motion, for example, to scare away intruders. Or set an alert, such as to get a text whenever a door is unlocked. (The Timer explained above is actually a type of Scene that uses the Controller's built-in clock as the trigger.)

To create a scene:

- Select Scenes on the Dashboard app and then click + Add Scene.
- Under Step 1: Select a Trigger choose Device
- Click the chevron (arrow) at Select a device...
- Select the device that will trigger the scene (such as a motion sensor that will trigger a light to come on for a driveway)
- The next set of choices will vary based on the device (in the example of a motion sensor, choices might include "when the motion is detected".)
- Click Validate
- Click Next Step
- Select Device you want to have triggered (such as a driveway light)
- Click Next
- Select what the device should do when triggered (such as on, off, unlock, etc. depending on the device)
- Click Validate
- Click Next Step
- In Step 3 (Finish the Scene) you can modify which modes the timer will run in (default is all modes) and whether a notification should go out. You can leave these settings unchanged.
- Scroll down to the bottom to Name Your Scene and make up a name (such as "Stairway Light.")
- Click Finish (Note: On next screen you do *not* need to test the scene. This is a list of all your Scenes. You are finished, and can go back to the main Dashboard screen.)

Geofencing

Use your cell phone location to control the system. As you arrive home your garage door can automatically open. Or leave the house and lights turn off, door

locks, and thermostat sets to reduce energy use, without doing anything. (Just be sure to carry your phone!)

To create a Geofence scene you must use the **Vera Mobile App** for iOS or Android phones and tablets:

First, create the Geofence:
- Before creating the Scene, you must first create the Geofence for the location you wish to use. From the Dashboard (of the mobile app) click Settings and then Geofencing.
- A map will appear. Use your fingers on the phone or tablets touch screen to move the map and zoom.
- Tap the little arrow in the upper right corner. The app will ask you if you want to add a geofence at your current location. Click yes.
- On the next screen you can change options regarding how big the radius of the geofence should be (default is 100 meters, or about 300 feet) and the color as it appears on the map. You can leave these defaults for now, or change them.
- Click Save in the upper right corner to save your new geofence. You will now see the map again, with the geofence drawn around your location.
- Return to the main menu (click the menu icon in upper left corner)

Next, create a Scene that uses your Geofence:
- Select Scenes on the Dashboard app and click + (Add Scene).
- Click + on the Triggers screen.
- Click Location (this Location option *only* appears in the Mobile App versions of the Vera Dashboard, and is *not* available in the browser desktop version.)
- Click the chevron (arrow) at Select a geo fence...
- Select the Geofence so the check box is highlighted
- Click Done (upper right corner)
- Click Validate
- Click Actions (bottom middle of screen)
- Click + on the Device Actions scene (upper right corner)
- Click Add immediate action (unless you want a delay)
- Select the device you want to have triggered (such as an entrance light or door lock)
- Click Next (upper right corner)
- Select what the device should do when triggered (such as light on, or door unlock, depending on the device)
- Click Done (upper right corner)
- Click Finish (lower right corner)
- Name Your Scene by making up a name (such as "Stairway Light") and optionally specify the room where it takes place.
- You can modify which modes the timer will run in (default is all modes) and whether a notification should go out. You can leave these settings unchanged.
- Click Save (upper right corner) *Note: On the next screen you'll see a list of all your Scenes. You are finished, and can go back to the main Dashboard.*

These are just a few of the many advanced things you can do with your Vera Home Controller. Besides home security, your VeraSecure Home Controller also makes adding convenience, energy savings and complete home automation easy!

Repeaters & Protocols

Your VeraSecure Controller uses 5 different wireless protocols to communicate with practically all devices. These protocols are:

- **Wi-Fi**
- **Bluetooth**
- **VeraSecure (TK)**
- **Z-Wave**
- **ZigBee**

For most devices you don't need to pay any attention to which protocol a device uses, as your VeraSecure Controller automatically connects wirelessly to any of these.

However, there is one situation in which you'll need to know which protocol a device uses: When you need to extend the device's range. You'll know this is your problem if a device doesn't seem to work when installed in its proper location, but if you bring it near to your VeraSecure Controller you find that it works. In such a case, you'll need to add a "Repeater" or "Range Extender" to use that device at the desired distance from the Controller.

Repeaters and **range-extenders** are protocol-specific. A Z-Wave repeater will not handle ZigBee or Wi-Fi, it only handles Z-Wave. So if you need a repeater, you'll need to know which wireless protocol the device uses. Most cameras use Wi-Fi. Sensors for doors, windows, motion and flooding usually use either Z-Wave or ZigBee. After determining that a device is out of range of the VeraSecure Controller, and determining which protocol it uses (usually it's printed on the device, or you can look up the model number), add a repeater for that protocol about halfway between the Controller and the device.

Example: A Z-Wave garage door opener is so far from the VeraSecure Controller it is out of range.

Solution: Install a Z-Wave "Repeater" approximately halfway between the VeraSecure and the garage to extend range.

[repeater diagram illustrating the example above. Show Controller, garage door opener in a distant spot]

Repeaters are available for purchase as individual devices, but as explained below, sometimes you may be able to install a device that has a repeater built in, rather than using a standalone repeater.

Built-In Repeaters
Repeaters are also found built into almost all Z-Wave and ZigBee **AC-powered devices**, such as light dimmers, light switches, outlets and outlet strips. Installing a Z-Wave light dimmer halfway between the VeraSecure and the garage, in this example, would also solve the problem.

VeraSecure Power & Internet Backups

Your VeraSecure Controller incorporates two built-in backup systems—for power and Internet—to keep your Vera home security system up and running even if electrical power goes out and/or your Internet service goes out. These backup systems also continue to protect your home even if an intruder "cuts the wires" or shuts off the electricity.

A few important notes about your VeraSecure's backup systems:

Battery Backup: The VeraSecure's built-in backup battery provides power for VeraSecure for up to 8 hours in the event that power is shut off (either due to electric company failure, or someone shutting off the power.)
- If power is not restored within 8 hours, VeraSecure will stop working.
- Note that the Battery Backup provides power for VeraSecure *only*, but since most of the security related devices in your system are also battery powered (such as door/window sensors, motion detectors and door locks) they will continue working during a power outage.
- AC-powered Wi-Fi cameras will usually stop working during a power failure, unless they have their own separate battery backups. (You can optionally use a computer "uninterrupted power supply"—UPS—battery system to keep cameras working. Just plug in the camera's power adapter to the UPS, and plug the UPS into the wall.)

Cellular Backup: The VeraSecure's built-in cellular network backup switches itself on automatically whenever your home loses Internet service for more than a few minutes. This backup system uses the cell phone network to provide a communications link for your VeraSecure controller.
- The cell phone "account" that gets used for this is owned by Vera (it's not *your* cell phone account) and it is strictly for emergency use only.
- When cellular backup service is being used, your Vera Dashboard App becomes limited in functionality, with only a few of the main features, such as Modes selection (Home, Away, Night and Vacation) and Notifications continuing to work. All functionality will be restored as soon as your normal Internet connection resumes.
- The backup cellular service is limited in the amount of data that can be sent using this service. For basic notifications concerning sensors tripping

and other security or safety conditions in your home (or small business), there is more than enough available "bandwidth." However, if you start using the backup service to view video and/or for other data-intensive purposes, you may hit the limit of allowable monthly data usage for this backup service.

Optional Monitoring & Archiving Services

Monitoring

Your VeraSecure system provides exceptional value with no contracts and no monthly fees required. By self-monitoring your VeraSecure system, you can respond to any problems that occur, such as when sensors trip for motion or smoke is detected. You'll receive a notification whenever you have decided you want to be notified of any event in your home that a sensor may experience.

Vera Central Monitoring Service

Take home security to the next level, by enhancing your self-monitored Vera security with the same kind of 24/7 monitoring service that alarm companies and cable-TV systems offer. With insurance savings, Vera Central Monitoring service pays for itself in the first year!

- **TRUE ALARM SERVICE MONITORING:** If a sensor in your system detects an intruder, or if a smoke detector trips, a live operator at a 24/7 Security Industry Association certified dispatch center will call your local police or fire department.

- **PANIC BUTTONS:** Emergency "panic buttons" on your smartphone can be used to instantly call for an ambulance or for police or fire via our dispatch center.

- **EASY OPERATION:** Automatic, intelligent coordination with Vera Modes to enable or disable sensors for Home, Away, Night and Vacation modes helps avoid false alarms.

- **NO CHANGE TO YOUR EXISTING SETUP:** Continue to self-monitor your Vera system while Central Monitoring adds another layer of protection.

- **START & STOP ANYTIME:** Add CMS to your VeraSecure system whenever you want, and stop the service when you want. You can self-monitor your system most of the year, and then add Central Monitoring for a month when you're on vacation.

Vera Central Monitoring Service is priced significantly lower than similar competing services, but frankly, there's no price for the peace of mind it can provide for your home and loved ones! Perfect for homeowners, elder care and travel. Enjoy the confidence that any emergency will be responded to, even if you're sleeping, or away.

Vera Advanced Camera Management Service

Your VeraSecure Controller includes, at no charge, 1GB of cloud memory for your camera video. (The actual amount of recording time depends on video resolution, frame rate, and other details.) As video files accumulate, you can copy selected files to your computer before they get erased to make room for new video recordings.

Vera Advanced Camera Management Service takes your security camera video to the next level with these new features for *all* the cameras in your Vera system:

- **HOT ZONES:** Your cameras can trigger automated recordings for specific designated areas within your camera's field of view. You can define which zones are "hot' to trigger a recording if there's movement.

- **VIDEO ARCHIVING:** You can **select** video recordings to save in the cloud indefinitely on your VeraDrive cloud storage account (included).

- **CAMERA CARD:** View up to six cameras at once at the top of your Vera Dashboard app. The fastest, most convenient way to see what's up.

- **STORAGE CAPACITY:** You get **more video storage**, so there's no worrying that important recordings may get deleted. With the Platinum Plan you get **unlimited** storage, and with the Gold Plan you get 2GB total storage on secure, hardware-encrypted VeraDrive cloud storage.

- **CLOUD CONNECTIONS:** Gold Plan subscribers can use existing Google Drive or One Drive accounts to save camera video files (as an alternative to VeraDrive).

Learn more about these optional new services, when available, in the Vera app.

Help Options

We strive to make VeraSecure and the Vera App easy. If you experience any difficulty, Vera is here to help.

We provide many help resources, including free customer support with real experts who quickly identify and resolve any issues.

Vera Knowledge Base: *(http://support.getvera.com)*

- **Articles** with instructions, downloadable manufacturer sheets and extensive FAQs.

- **Videos** demonstrating system setup and features.

- **Forums** where knowledgeable users and experts respond to posts.

Vera Customer Support:

- **Email** support available 24/7 with quick response from Vera techs. *Contact support@getvera.com*

- **Phone** support in English and Spanish with Vera techs. *Contact +1 (866) 966-2272*

- **Support mode** enables Vera to remotely diagnose your system. (Activate in consultation with a Vera tech.)

Vera support lasts the *lifetime* of your Vera Controller for an *unlimited number* of devices. When it comes to help, Vera has you covered!

(I would add a link for each with a screen capture of what these look like. If we can embed the link in the screenshot, that would be even better.)