CIK Home Security Monitoring Service User Guide

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1. Preface

This document is intended for CIK home Security Customer use only.

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2. Index

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3. About CIK Home Security Monitoring Service

Your home is supposed to be a safe haven where you can unwind with your family and keep your personal belongings safe. However in recent years in Canada, there are more and more break-ins, home robberies and burglaries happening. People no longer feel safe at home and usually the police is too late to do something when they get involved. People need ways to help protect their homes.

CIK home Security monitoring service is a monthly subscription service to help you monitor any activity or access to your home when you are away or sleeping,24/7/365 days a year. When unauthorized access is detected, you will immediately be notified by SMS/email, and by phone. You can then decide if you want to request third party service at your own cost such as guard services, police services or fire services etc.

Unlike most alarm companies in the market, CIK's home security system is developed in-house by our own R&D department utilizing our solid foundation in the telecommunications and networking industry.

We are not only monitoring your home, we are also able to detect water leaks in the basement. CIK is not only faster in response time, we keep innovating to add more features to help your home in the future, to be safer, more comfortable and smarter for you.

Remember, you are not alone, we are helping you protect your home and family and make you feel safer with our CIK Security Monitoring service.

CIK home security monitoring service is performed by a certified monitoring center which can be accepted for insurance deduction by most insurance companies. We can provide you with an insurance certificate.

4. How does this service work?

CIK home security system has two working modes: Home or Away mode.

When you are going to be out of the home, you will need to enable the Away Alarm by either pressing the Lock button on the control panel or on the remote. When the lock button on the Front panel is pressed, it will give you 30 seconds, 45 seconds or 60 seconds time to close and lock the door. Or you can also simply press the lock button outside the door if you have a remote. When the away alarm is enabled, all your sensors are activated to protect your home from all directions.

If you are at home and before you and your family go to sleep, you should press the Home Stay button on the control panel which will enable your alarm system. When in home stay mode, it will only protect invasion from outside like door/windows breaker etc , PIRs are not activated.

When you turn the alarm system on or off, depending on your set-up, you will receive an email notice and an SMS notice on your cell phone (if you have added the SMS notification option)

When your alarm is enabled, the following scenario will trigger an alarm which will be sent to our 24/7 Monitoring center:

- Your door or window is opened
- PIR detected motion in the room during away mode

Water leaking alarms will be triggered as long as a signal is detected whether the alarm is enabled or not.

When an alarm is triggered, a signal will be sent to the monitoring center within seconds. Other than an email and SMS notice, you will also receive a call from the monitoring center and you will be asked for the password, which you filled on the order form to confirm that you are the owner/resident. Then you will be asked: 1) if you are aware of the alarm 2) if you need us to send a guard to inspect – it is $100 each time or 3) if you require CIK to request police to come which is a minimum of $200/charge or more based on the actual hours spent.

5. System description

Each CIK home Security system package usually contains:

- **1 Control Panel**
  Control panel is the control unit which is usually installed inside at the door close to the entrance of your home. To install the control panel, extra power cable installation may be required with an additional charge of $200 if no alarm system has been installed before.
- **2 PIR Motion Detectors**
  PIR is used to detect the motion inside the house to cover a wide area up to 15-20 meters away. PIRs include batteries which should be replaced every 2 years.
- **3 Door Breakers**
  Door breaker sensors are installed either at the doors or at the windows. It has two parts, one is installed at the fixed part and the other is installed at the moving part, when a door or window is opened, the sensor will emit an alarm signal. Door breakers have batteries inside and should be replaced every 2 years.
- **1 Remote**
  The remote is intended for you to turn on or turn off the alarm outside your home.
  ** Warning if you are storing the remote in your pocket, avoid pushing or squeezing the remote, otherwise it may trigger an alarm or send unexpected alarm signals unexpected.

- **1 Water Leaking Sensor (Add-on option)**
- **1 Gas Detector   (Add-on option)**
- **1 Smoke Detector   (Add-on option)**
- **1 Siren   (Add-on option)**

01. Control Panel	1pc
02. PIR Motion Detector	2pc
03. Door Breaker	3pc
04. Remote	1pc

6. Optional services

- Cellular connection – $19.99 per month

Besides our standard Wi-Fi Internet connection that sends alarm signals, we also provide a highly secured cellular connection which cannot be interrupted by cutting wires.

- SMS notice to cell phone – $2.99 per cell phone
- Home Guard Service $19.99 per month with 1 year contract for up to 4 times free on-site Guard services.

You can also request to send a guard when alarm is triggered at $100 each time without any monthly service fee.

7. Common operation settings

1) **Check your system information**
   To check what your IP is and which firmware is installed simply go to the "Main Menu" and then choose "Machine Info" and press OK. The panel will display the software version and IP address.

2) **Upgrade your system software**
   From time to time we will push updates and we advise you to update your system as this will improve the efficiency of your system. To update your system simply go the Main Menu and then choose "upgrade" and then click OK. Pick "software upgrade" and click OK. If upgrade was successful the device will prompt "upgrade success" and you will hear it too.

3) **Reboot your system**
   To reboot your whole home security system enter the Main Menu and choose "Upgrade" press ok and then choose "Reboot". This will reboot your system to the initial settings.

4) **Turn on alarm when away**
   There are three options to turn on the alarm when you are going to be out of the home:
   Option 1):
   Simply press the lock button on the control panel to arm your system when you are beside the control panel before going out. You will hear continuous "beep" sound for up to the timer you set up (usually 30 seconds or 60 seconds), and you have to go outside and close the door before the timeout to avoid trigger alarm.
   Option 2): Press the lock button on the remote when you are outside the door, it will arm the system right away
   Option 3): Using the CIK APP to turn on the alarm. (coming soon)

5) Turn off alarm/Disarm the system

There are three options to turn off the alarm when you are back to home:

Option 1):

When you open the door, you will hear continuous "beep" which means you have triggered the alarm and you have to go to the control panel to turn it off before the time-out.

To disarm the CIK alarm system simply press the unlock icon, then wait the screen to show "INPUT PASSWORD" and you can key in the password (default = 1111) and press the OK button.

**Warning: After you press the unlock button, please make sure you see "INPUT PASSWORD" on the screen before you enter the password and press OK. if you see "dial number", it means the unlock button is not triggered so you have to redo the above.

Option 2): Press the unlock button on the remote when you are outside the door, it will dis-alarm the system right away

Option 3): Using the CIK APP to turn off the alarm. (coming soon);

6) Turn on alarm when staying home

Option 1) Simply press the home arm button on the control panel to arm your system when you are home

Option 2) Press the Home arm button on the remote and it will arm the home stay model right away.

7) Change admin password

①Press ⚙ , input admin password(default 0000), press OK.
②Choose sub menu "System setting".
③Choose " Password", and press OK.
④Choose "Admin", and press OK.
⑤Input the new password, input the password again to confirm, and press OK, to save settings.
Note: the passwords should be 4 digits.

8) Change "unlock user" password

①Press ⚙ , input admin password(default 0000), press OK.
②Choose sub menu "System setting".
③Choose " Password", and press OK.
④Choose "User", and press OK.
⑤Input the new password, input the password again to confirm, and press OK, to save settings.
Note: the passwords should be 4 digits.

DEFAULT Admin and User Password

Admin password (default0000)	Press ⚙, input admin password to enter alarm host setting menu.
User password (default1111)	Press 🔓, input user password to disarm the system

Main Menu	System Setting	Password
Learning	Language	User
Delete&Review	Password	Admin
System Setting	Volume	
Network Setting	Time Set	
Upgrade	Push/SMS Alert	

9) Change Wi-Fi connection setting

①Press ⚙, input admin password(default 0000), press OK.
②Choose "Network setting", press OK.
③Choose "WLAN ", press OK.
④Choose "Scan SSID", press OK. The alarm system will search the available Wi-Fi network, choose the Wi-Fi network, press OK . (user can also choose "SSID", then input the Wi-Fi name)
⑤Choose "PWD", press OK; input Wi-Fi password then press OK, to confirm.
⑥Choose "connect", then alarm system will start connecting to the Wi-Fi network. If the Wi-Fi connection succeeds, the panel will say " connect network success " .

Main Menu	Network Setting	WLAN
Learning	WLAN	SSID [ ]
Delete&Review	Mobile Network	PWD [ ]
System Setting	On/Off	Scan SSID
Network Setting		Connect
Upgrade		AP Password[123456789]

SSID				PWD				*Control Panel keypad*
1	2	3	Page	1	2	3	Page	
4	5	6	Caps	4	5	6	Caps	
7	8	9	Delete	7	8	9	Delete	
-	0	_	Enter	-	0	_	Enter	

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10) Adjust voice volume

①Press ⟲⚙ , input admin password(default 0000), press OK.

②Choose sub menu "System setting".

③Choose " Volume", and press OK.

④Choose "Key/Voice/Alarm/Ringer Volume", and press OK.

⑤Set the volume and press OK, to save.

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

Volume
Key Volume
Voice Volume
Alarm Volume
Ringer Volume

11) How to switch the language for your alarm system

Step 1: switch voice

Confirm that your alarm system is connected to your Wi-Fi network.

Enter your alarm panel main menu andf follow the steps below:

❶ Main Menu	⬤ Upgrade	⬤ TTS	⬤ English Female
Learning	Software Upgrade	English Female	Download TTS: 100%
Delete&Review	TTS	English Male	Write TTS: 100%
System Setting		German Female	
Network Setting		German Male	
Upgrade		Spanish Female	

Note: please do not operate the host during language switching.

Step 2: switch menu language

①Press ⟲⚙ , input admin password(default 0000), press OK .

②Choose sub menu "System Setting".

③Choose "Language" and press OK .

④Choose the language you want and press OK, the system will switch the language.

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

8. How to Replace the Battery in your Door Sensor

Door sensors use one AAA battery. Battery life will vary based on use.
NOTE: extreme temperatures can cause your batteries to deplete faster than normal
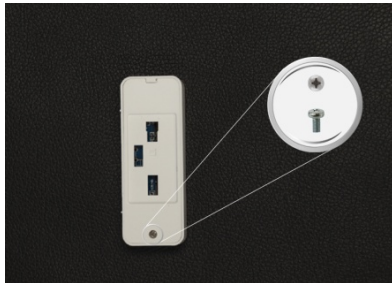
WHEN IT IS TIME TO REPLACE THE BATTERIES, PLEASE FOLLOW THESE STEPS:

1. Make sure your alarm system is disabled to avoid a false alarm trigger when you are changing the battery in the sensor.

2. Push the door sensor up to remove it from the frame

3. Use a very small Philips head screwdriver to loosen the screw to take the cover off

4. Take out the old battery and replace it with a new AAA battery

PLACE BACK THE COVER AND SCREW IT BACK TIGHTLY. SLIDE THE SENSOR BACK INTO THE DOOR FRAME. MAKE SURE THE SENSOR FITS PROPERLY INTO ITS PLACE AND DOES NOT COME OFF.

9. How to Replace the Battery in your PIR Motion Sensor

PIR motions sensors use one 9V battery. Battery life will vary based on use.
Note: extreme temperatures can cause your batteries to deplete faster than normal.

WHEN IT IS TIME TO REPLACE THE BATTERIES, PLEASE FOLLOW THESE STEPS:

1. Make sure your system is disarmed to avoid a false alarm trigger when you are changing the batteries in the sensors.
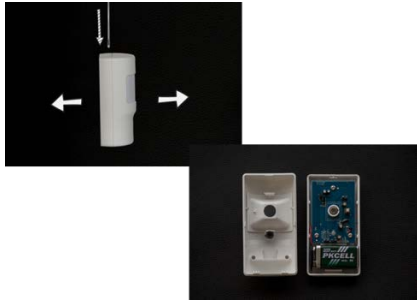
2. Use a small flathead screwdriver to take the cover off

3. Take out the old battery and replace it with a new 9V battery

4. Put the cover on tightly until it clicks

SLIDE THE SENSOR ONTO THE FRAME. MAKE SURE THE SENSOR SITS TIGHTLY IN ITS PLACE AND DOES NOT COME OFF

10. Possible service charges

- Guard Service: Request guard service at $100 per time when an alarm is triggered or subscribe to 1-year service at $19.99 per month for a maximum of 4 visit without any charges.
- Police Service: Police visit is not a free service if you request to police to check (cost is over $200 minimum or higher).
- Fire Service: Fire Service will charge a minimum of a couple of hundred dollars if dispatched.

11. Security Advice to CIK customers

1) Always turn on alarm when away
2) Always turn on alarm before sleeping
3) Improve your front door robustly with a good lock, solid door and other measures
4) Keep lights on when away
5) Before going on vacation, ask your neighbour to help watch your home
- clean your mail box on-time
- Throw out garbage weekly if possible
- set your lights auto-on every night between 7:00pm – 11:00pm roughly

6. Put up signs/stickers like "protected by CIK" on your front lawn, front door and windows

7. Put up a sign or sticker that says "Be aware of Dog", it has the potential to scare potential burglars away

12. Contact information

647-367-2978	**Home Security Local Service Line**
1-888-353-5867	**Home Security Toll Free Line**
support.cik@ciktel.com	**Technical Support**
https://ciktel.com/shop/homesecurity	**Home Security Webpage**