# Constellation
An Exelon Company

# Welcome to Constellation Connect

## What's in the box

With this guide you will find your Constellation Connect hub, hub power cable, and ethernet cable. These are the first items you will need to begin setting up your new and secure smart home.

If you ordered additional products individually or as part of a bundled kit you will find them below the Constellation Connect hub or located in a second box.

### Setup and Tech Questions?

**855-532-1979**
8 am to 8 pm EST Mon.-Fri.
9 to 5 pm EST Sat.-Sun.
support@
constellationconnect.com

### Sales Questions?

**855-281-9449**
8 am to 8 pm EST Mon.-Fri.
9 to 5 pm EST Sat.
info@
constellationconnect.com

### Online Resources

**FAQs and How-To Videos**
constellationconnect.com/
support

# First Steps

Getting started with Constellation Connect is fast and easy. Our application will walk you through setup in 7 simple steps. In most cases, it takes about 30 - 40 minutes to complete the setup of your system.

**1** **Download the Constellation Connect app**

**2** **Set up your Constellation Connect hub**

**3** **Create your account**

**4** **Choose your monitoring plan**

**5** **Add your devices** *(about 5 - 15 minutes)*

**6** **Personalize** – *Modes, Scenes and Additional Users*

**7** **Arm and disarm your system**

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**1** **Download the app**

**iOS and Android instructions**

Download on the **App Store**

GET IT ON **Google Play**

**1.** Search for **"Constellation Connect"**

**2.** Choose the Constellation Connect app icon

**3.** Choose download

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To complete the setup of your Constellation Connect system you will need access to your home internet router or an available ethernet port, an iPhone or iPad with iOS 9 or higher, or an Android device with 4.2.1 Jellybean or higher. If for any reason you have a question or need assistance, please contact Constellation Connect Support at 1-855-532-1979 or visit us at www.constellationconnect.com/support.

# 2 Set up your Constellation Connect hub

1. Remove your hub, power and ethernet cables from the top portion of the box

2. Place your hub next to your internet router

3. Plug one end of the ethernet cable (supplied) in to the hub and the other end in to an open port on your router

4. Plug in the power adapter

   *You will notice several lights on the top of your Hub. Please wait 1-2 minutes until the lights power on (Note: not all of the lights will power on at this time)*

| 1 | Power | 4 | Z-Wave | 7 | Bluetooth |
|---|-------|---|--------|---|-----------|
| 2 | Internet | 5 | Service | 8 | ConnectLink |
| 3 | WiFi | 6 | ZigBee | 9 | Cellular |

# ③ Create your account

1. Make sure that WiFi is enabled on your device you have downloaded the Constellation Connect app on and will be completing the setup

2. Open the Constellation Connect app

3. Select "New to Constellation?"

4. Follow the on-screen instructions to create your account and configure it to your hub

   *If the hub is not listed, select "Scan Barcode" to begin the Hub setup process. You will be prompted to scan the barcode on the back of your Constellation Connect Hub. (Fig. 1)*

5. When finished, the app will show the Constellation Connect dashboard *(Fig. 2)*

Fig. 1

Fig. 2

## Geofence

When Geofencing is enabled, the system can automatically set your Mode to HOME (Disarmed) when at least one user is at home. Similarly, the system can automatically set your Mode to AWAY (Armed) when nobody is home.

⚠️ **IMPORTANT:** For Geofencing to work properly you must have the Constellation Connect app installed on each user's smartphone (see Additional User section for more information on Additional User setup and management.)
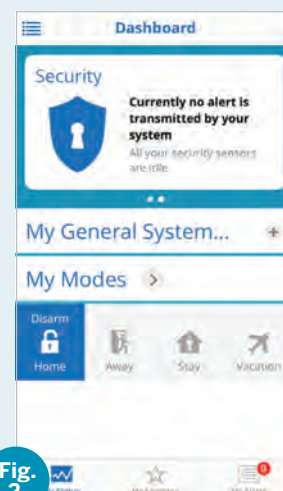
# ④ Choose your monitoring plan

Whether you want to self-monitor your home or prefer 24/7 live monitoring, there's a plan for you. The best part is, the first month is on us! With no contracts, change your plan or cancel any time.

## Sign up for a monitoring plan

1. Select your monitoring plan. Choose between Always Connected, our self-monitoring option, or Professional Monitoring *(Fig. 3)*
2. Select Let's Get Started
   *Please note Professional Monitoring is not available in all states. Check our app or website for additional details.*
3. Check the Box next to the Plan Name and Agree to the Terms and Conditions
4. Select Purchase
5. Enter Credit Card information and hit Submit



Fig. 3

## Additional Steps for Professional Monitoring Enrollment

1. Please wait while your payment is being processed
2. You will now be asked to enter additional details to set up your account for professional monitoring. (Cross Street, Special Dispatch Instructions, etc.)
3. Enter Contact Information for at least 2 Emergency Contacts
4. Hit Finish
5. Confirm your Account Information by going to Settings, My Account
6. Check your e-mail for a Welcome E-mail with additional details.
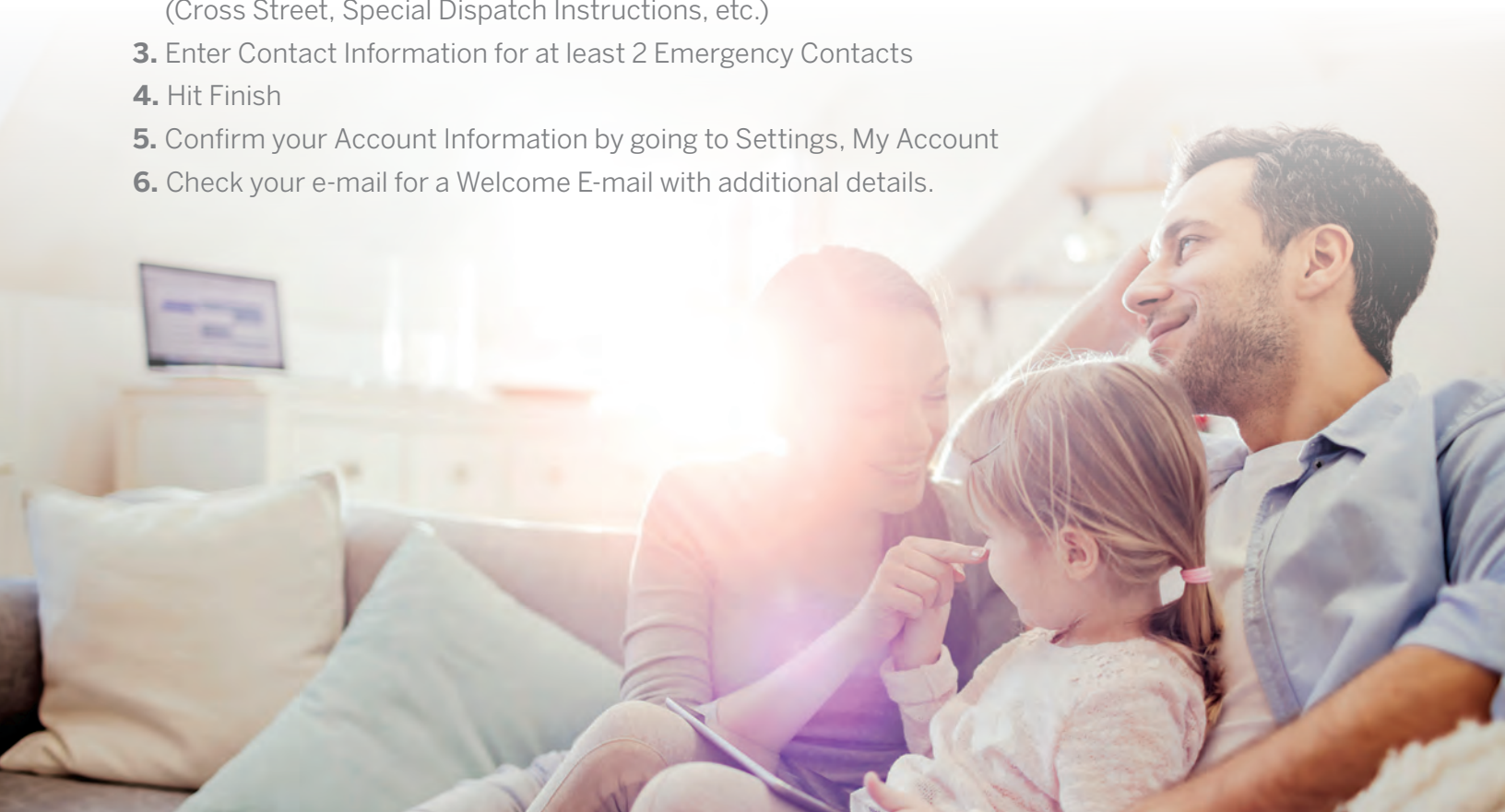
# ⑤ Add your devices

## Rooms

Before adding devices to your Constellation Connect system, we recommend you setup "Rooms" for each area of your home.

**1.** Select Rooms in the app menu *(Fig. 4)*

**2.** Enter the room name and select OK

**3.** When adding devices, you will be able to assign them to the rooms you have created

## Adding Devices

**1.** Select Devices in the app menu *(Fig. 5)*

**2.** Click the "+" in the top right of the Devices screen *(Fig. 6)*

**3.** Select the device you want to set up from the list of those available *(Fig. 7)*

**4.** Follow the on-screen instructions to begin the pairing process

**5.** After pairing with your Constellation Connect Hub the device will appear in the device list

**6.** *(Optional)* Select the device by touching the "❯" to the right of the device and follow the online instructions to name your device and assign it to a room *(Fig. 8)*
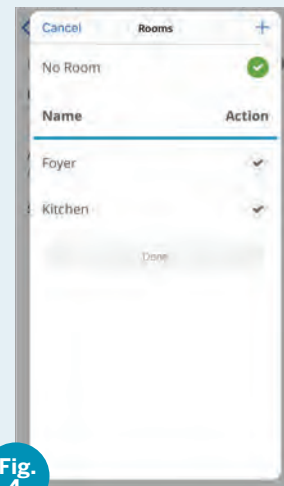
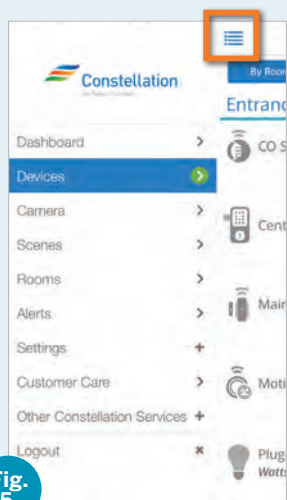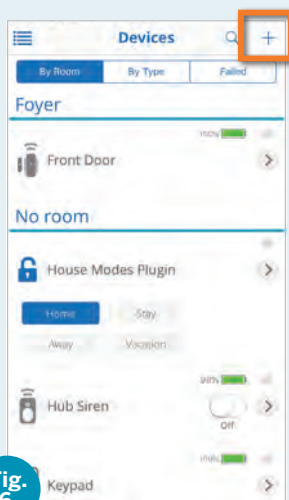**7.** Repeat these steps to add additional devices
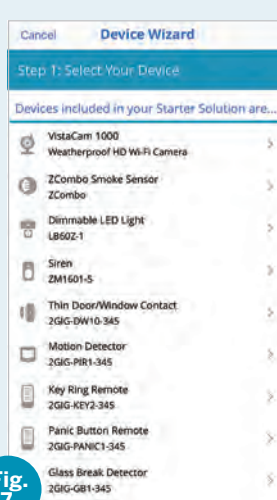

Fig. 4


Fig. 5


Fig. 6


Fig. 7
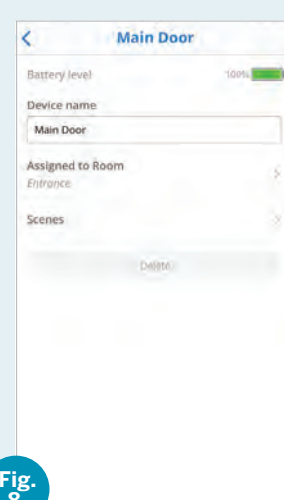

Fig. 8

**NOTE:** Download the set up instructions for your devices at
**constellationconnect.com/support**

# ⑥ **Personalize**

Modes and Scenes enable you to personalize your Constellation Connect system allowing you to customize what will happen when a trigger event occurs.

## Understanding Modes

Modes allow you to quickly and easily automate multiple functions into one simple button. For example, when you are Away, your hub will automatically turn off the lights and adjust the thermostat to reduce energy consumption. Click any of the 'Default' buttons and start customizing your "My Modes". *Although modes are customizable, we do not recommend changing security device defaults as it may affect professional monitoring alerts.*

**1.** In Dashboard, select the device by touching the "⟩" to the right of the "My Modes"

**2.** Click the Mode you want to customize (Home, Away, Stay, or Vacation)

**3.** Choose from the on-screen options to customize your selected Mode

| Home | Away | Stay | Vacation |
|------|------|------|----------|
| Used when arriving home or during the day when there is movement in your home. | Used when you leave home and do not expect any movement in your home (other than by pets). | Used when people are home and you expect movement but want your system to be armed. | Used when you leave home for an extended period of time and do not expect any movement. |

## Creating a Scene

Scenes allow you to automate single or multiple devices on your Constellation Connect system based on the type of trigger you select.

**There are four types of Triggers that can be used to setup a scene:**

**Device –** The Scene will begin when a sensor or other device in your system changes state, such as a door opens or temperature changes.

**Schedule –** The Scene will begin hourly, daily, weekly, monthly or according to whatever schedule you choose, or can be based on sunrise/sunset times for your specific location.

**Manual –** Create a new button that appears on your Dashboard and selecting this button will start the Scene.

**Location** *(for GPS enabled devices)* **–** The Scene will begin when leaving or entering the geofence area you have defined.

## Scene Example – Turn Lights On At Sunset

**Step 1: Select a Trigger**

**1.** Select "Scenes" in the app menu *(Fig. 9)*

**2.** Click the "+" in the upper right corner of the Scenes screen

**3.** In this example, select "Schedule" to turn the lights on according to a schedule *(Fig. 10)*

**4.** Select when you want the scene to run: For this Scene because we want the lights to come on every day select "Daily" *(Fig. 10)*

**Step 2: Device Actions**

**1.** Select "Actions" to move to the Device Actions setup screen

**2.** Click the "+" to select the action and if you want that action to happen immediately or after a delay: For this example we are going to choose "Add immediate action" as we want this action to take place immediately each day at sunset

**3.** Press the arrow to the right of each device you want to turn on and select "Next" in the top right corner

**4.** Slide the Off/On toggle to the "On" position and optionally choose the brightness of your device, if applicable *(Fig. 11)*

**5.** Select "Done" in the top right of your screen to move on to Step 3

**Step 3: Complete Setup**

**1.** Select "Finish"

**2.** Name your scene and select the rooms that will utilize the scene

**3.** **REQUIRED:** Select the right arrow under "This Scene runs..." and choose what modes you want this scene to run in – then select "Done" – *(Fig. 12)*

**4.** Select "Save" to complete setup

**5.** Click "Ok" in the popup indicating the Scene was created" – wait a few moments and your new scene will appear in the list

Now that you have completed the scene setup you can choose to test the scene. From the Scenes page you can run the scene by selecting the play button adjacent to the scene you wish to test. From the Scenes page you also have the option of "Modifying" or "Removing" any scenes you have created.
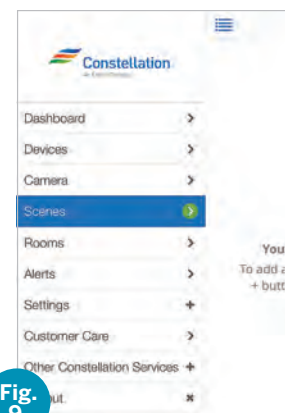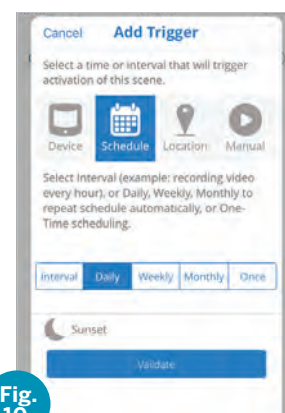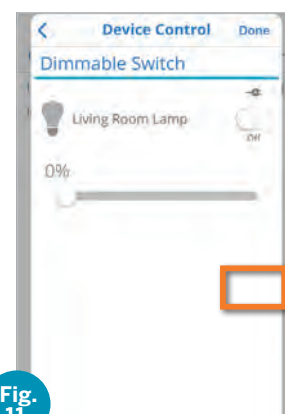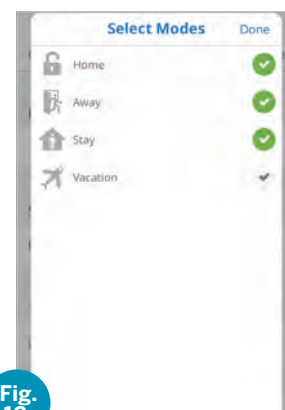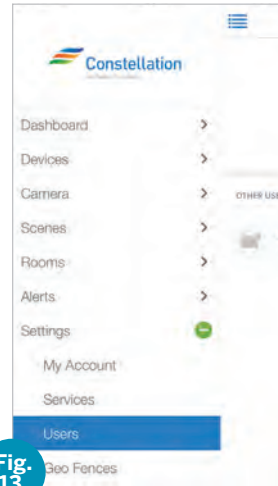

Fig. 9


Fig. 10


Fig. 11


Fig. 12

## Adding Additional Users

**1.** From your Dashboard under "Settings" select "Users" *(Fig. 13)*

**2.** On the Users page select or press "+" to add an additional user to your system

**3.** Enter the new user's first name, last name and email address for an invitation that will be sent to create a log-in to your system

**4.** Designate user type: Account Administrator, Advanced User, Basic User or Notifications - Only Recipient

**5.** Press "Next"and set which Hubs the user will have access to if you have more than one system *(Fig. 14)*

**6.** Select "Done" to complete the setup



Fig. 13



Fig. 14

| Permissions | Account Administrator | Advanced User | Basic User | Notifications-Only Recipient |
|---|---|---|---|---|
| Receive text and/or email notifications about events | ✔ | ✔ | ✔ | ✔ |
| Operate the Hub system by changing Modes and operating devices such as lamp dimmers | ✔ | ✔ | ✔ | |
| Create and change Scenes and Notifications, configure Modes and change device setups | ✔ | ✔ | | |
| Create new user accounts and change user permissions, including which aspects of system operation each user is permitted | ✔ | | | |

# 7 Arm and disarm your system

You can arm your Constellation Connect home security system using the mobile app, web portal, key fob or keypad. Additionally, you can take advantage of the Geofencing capabilities to automate the Arming and Disarming of your system (see "Geofencing").

Your Constellation Connect home security and automation system has four Modes, one to disarm and three to arm your security system in different states: Away, Stay and Vacation. To learn more about each mode and how to customize see "Configuring Modes".

| | |
|---|---|
| **Home:** System DISARMED<br>Any motion activated devices and siren **WILL** disarm | **Away:** System ARMED<br>Any motion activated devices **WILL** arm |
| **Stay:** System ARMED<br>Any motion activated devices **WILL NOT** arm | **Vacation:** System ARMED<br>Any motion activated devices **WILL** arm |

## Using the Mobile App or Web Portal

From the dashboard you will see the four Modes that you can set:

- To **DISARM** press the "Home" button *(Fig. 15)*

  *This operation should be performed prior to entering your home, however the delay feature (set through My Modes) provides you the time you may need to disarm if necessary.*

- To **ARM** press the "Away", "Stay" or "Vacation" button *(Fig. 16)*

  *This operation can be performed after you leave your home or just prior to leaving your home utilizing the delay feature (set through My Modes) to provide you with the time you may need to exit your home.*
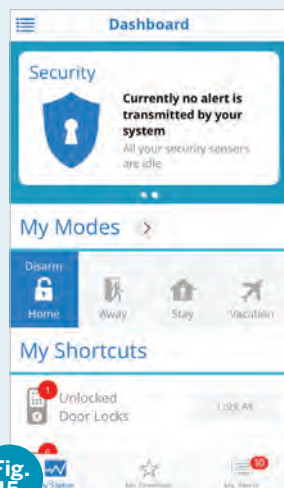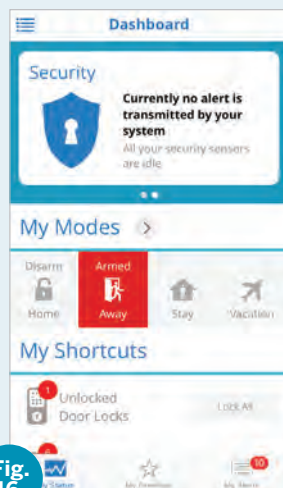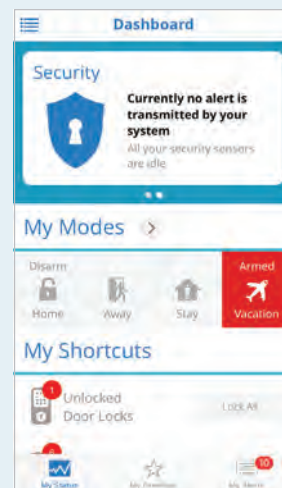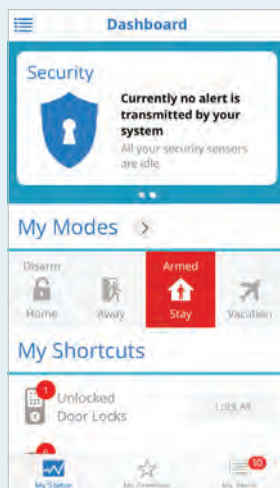
**Fig. 15**

**Fig. 16**

## Using the Key Fob or Keypad

With the included key fob or keypad, you have the option to set the Mode of your security system to Disarm, Arm Away and Arm Stay as well as to trigger the Panic Mode feature of your system.

**1** **DISARM**
**2** **ARM Away**
**3** **ARM Stay**
**4** **Panic Button**

To operate the key fob, simply press the corresponding button for 2 seconds.

To operate the keypad, press the corresponding button followed by the 4-digit security code that you set when setting up your keypad.

To trigger the Panic Mode, simultaneously press and hold both the shield buttons on the bottom of your keypad for 3 seconds.

# Your Account and Devices Information

After signing up for professional monitoring, record your confirmation code and security password here and store in a safe place. Also after setting up your devices, place the extra TX ID stickers here and include the device name and location in your home. You will need the barcodes to add devices again in the event of a system reset.

Professional Monitoring Confirmation Code: _____

Security Password: _____

| TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER |
|---|---|---|---|---|
| Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ |
| Location: _____ | Location: _____ | Location: _____ | Location: _____ | Location: _____ |
| TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER |
| Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ |
| Location: _____ | Location: _____ | Location: _____ | Location: _____ | Location: _____ |
| TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER |
| Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ |
| Location: _____ | Location: _____ | Location: _____ | Location: _____ | Location: _____ |
| TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER |
| Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ |
| Location: _____ | Location: _____ | Location: _____ | Location: _____ | Location: _____ |
| TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER | TX ID STICKER |
| Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ | Device Name: _____ |
| Location: _____ | Location: _____ | Location: _____ | Location: _____ | Location: _____ |