Home System Installation Guide

Technicolor TCA203

Release Hawaii 5.1 SU1

Audience

This guide is intended for people who want to use the Subscriber Portal to access their TouchScreen settings and monitor their location.

Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

Italic text	Identifies new terms, emphasis, and book titles
Bold text	Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard
Note:	Notes provide extra information about a topic that is good to know but not essential to the process.
IMPORTANT:	Important items draw your attention to actions that could compromise the security of your system or result in the loss of data.

Overview

To set up the security system in a customer premises:

1. Complete a Home Security Survey (HSS) for the customer.

2. Ensure the customer premise has access to the Internet.

3. Activate the TouchScreen (see Installing the Security System on page 5).

The TouchScreen can connect to the managed router/modem either wirelessly or by Ethernet cable. The TouchScreen communicates with sensors by radio frequency. Optional cameras communicate with the security network router wirelessly. The TouchScreen maintains communication with the system servers through the Internet and by Cellular.

The security network router MUST be installed "in front" of all other home networks relative to the Internet. Connect the customer's home network to the Internet through the security network router by Ethernet cable as described on pages 15 and 17. The customer can install a retail router behind the security network router and access the Internet. The customer can choose to expose their retail router to the Internet through the DMZ of the security network router as described in the TouchScreen User Guide.

A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.
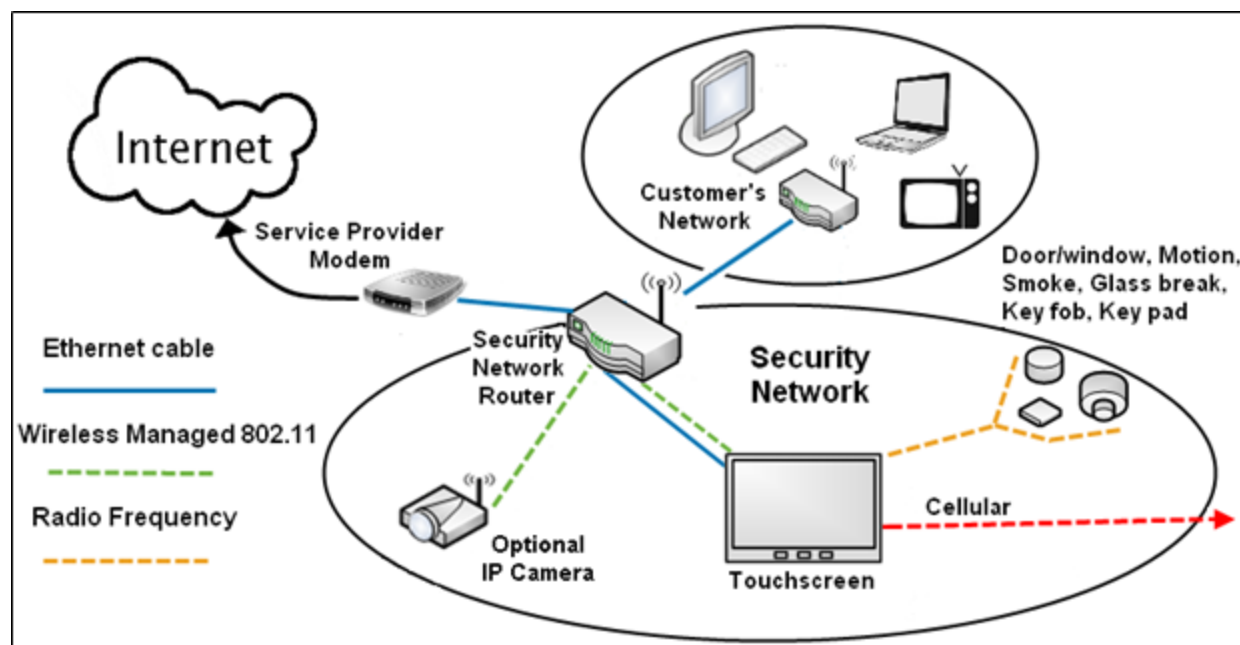

Figure 1: Home Security Configuration

Installation Tools

The following are the tools required to install the security system:

- ❑ Digital multi-meter
- ❑ Rubbing alcohol with container to dilute with water
- ❑ Paper towels
- ❑ Drop cloth for work area
- ❑ Ladder 6'
- ❑ Compressed air and soft-bristled brush
- ❑ Assorted screwdrivers
- ❑ Sound sensor tester for testing glass break sensors
- ❑ Aerosol smoke tester

- ❑ Double-sided sticky tape
- ❑ Alternative double-sided sticky tape
- ❑ Tape measure
- ❑ Pocket level
- ❑ Multi-purpose scissors
- ❑ Flashlight
- ❑ Shoe covers
- ❑ Ethernet cable of sufficient length (used to configure the camera or if the TouchScreen will not connect to the router/modem wirelessly)

Installing the Security System

Installing the security system in the customer's home consists of the following general processes. These processes are detailed in the following pages of this section:

Step A: Setting up the Router

1. Ensure the customer premises has access to the Internet.

2. Reset the home network router.

Note: Do this, also, if you are restarting the installation process after having established the connection between the TouchScreen and the router.

Step B: Installing the Technicolor TouchScreen

1. Remove the TouchScreen from its packaging.

2. Use a P1 Phillips screwdriver to remove the (1) screw from the battery cover of the TouchScreen, and detach the cover.

Remove screw
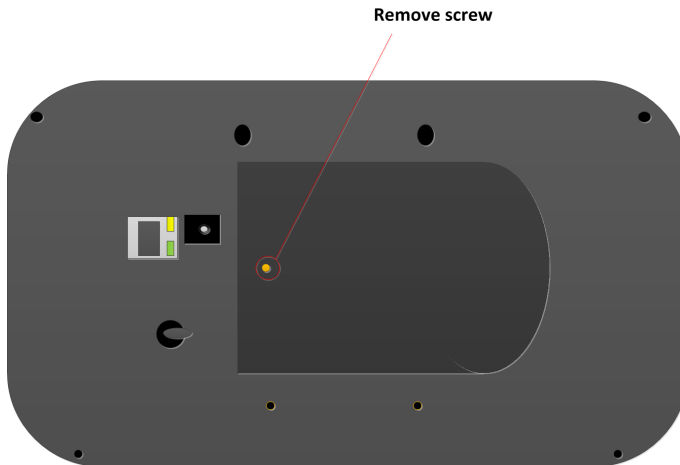
3. Unwrap the 4.0 volt battery from its packaging and install it in the battery compartment.

   Warning: The rechargeable battery that came with your TouchScreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.

4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery.

5. Align and connect the battery's pins to the battery connector so that the wire order is (top-to-bottom) BLACK, BLACK, WHITE, RED, RED.

Battery

Connect battery
to TouchScreen
here

Insert battery
here
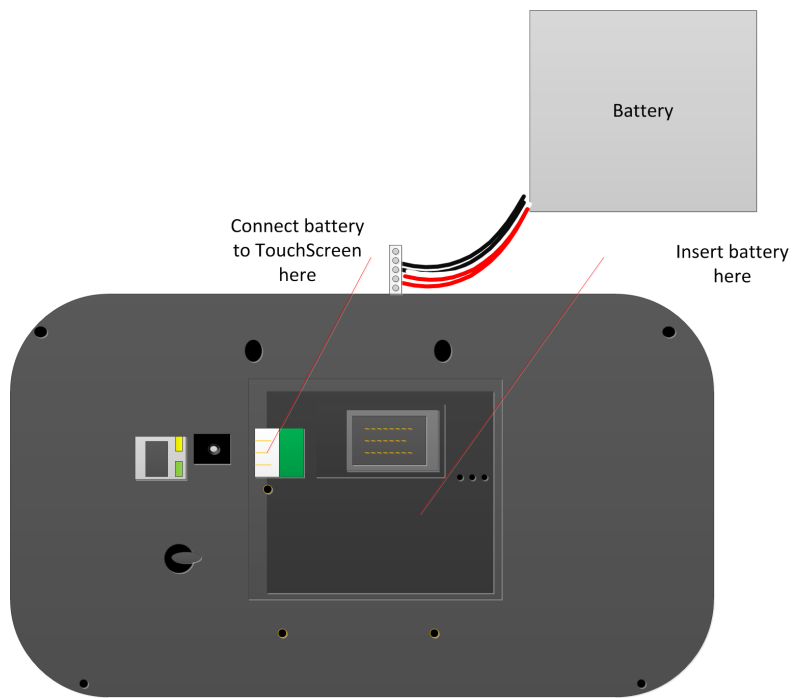
6. Replace the battery cover and the screw.

7. Place the AC power cable through the holes on the sides of the TouchScreen stand.
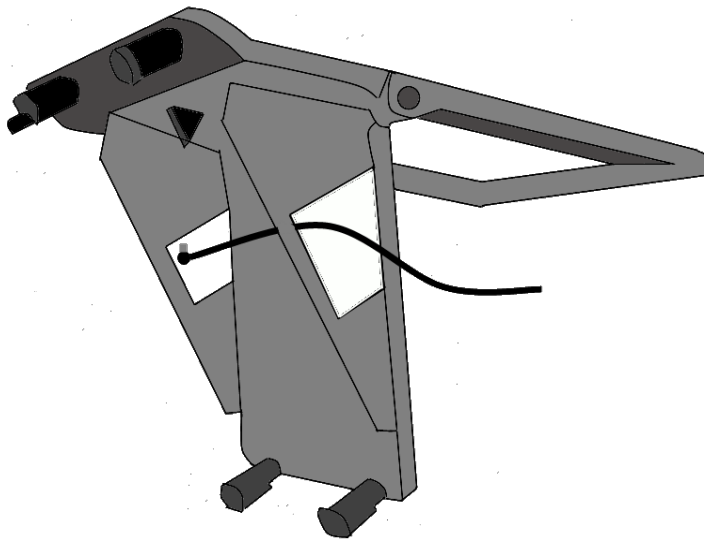
8. Connect the adapter cable to the back of the TouchScreen.

Connect the A/C adapter.
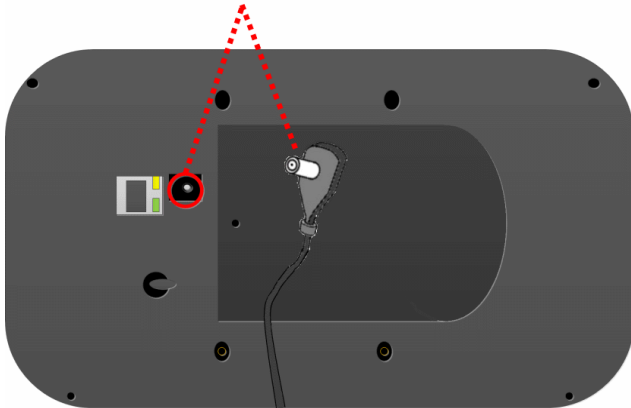
9. Connect the stand to the back of the TouchScreen. Insert the longest peg into the Tamper Switch hole, which is the top right hole on the back of the TouchScreen. Slide the stand downward until the pegs lock in place.
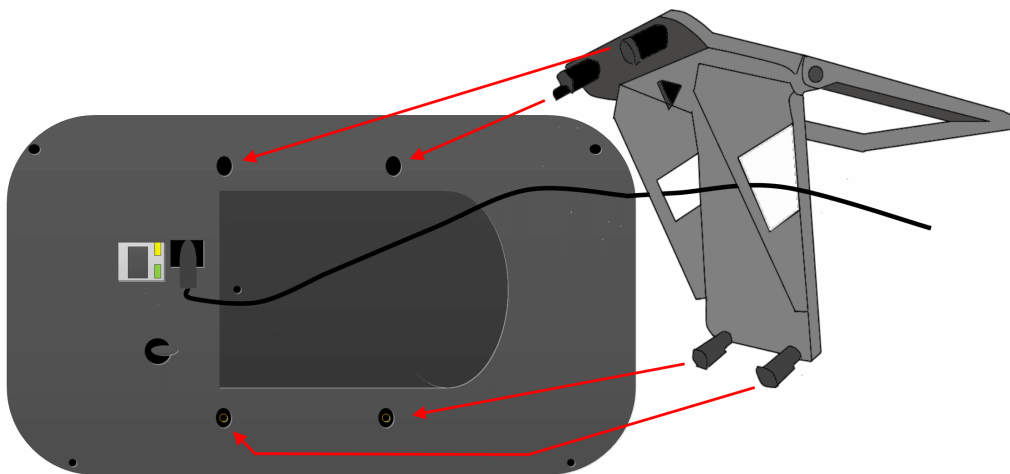
10. Position the TouchScreen near an un-switched wall outlet (not controlled by a light switch).

11. If the installation plan does not involve the TouchScreen connecting to the customer's network wirelessly, then connect an Ethernet cable to the TouchScreen and the iControl-dedicated router.

12. Insert the AC adapter into the bracket as shown.

Table 1: AC Power Supply Ratings

Rating	Value
Voltage	100 - 120V
Current	0.5A
Frequency	60 Hz
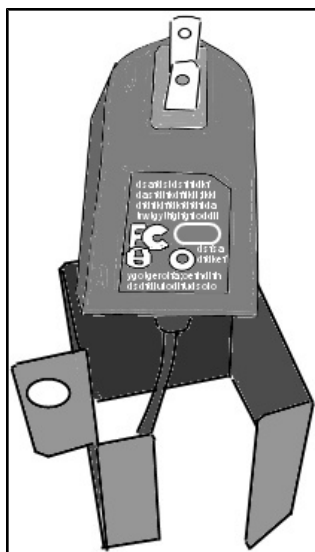
13. Remove the center screw from the wall outlet.

14. Plug the TouchScreen's AC adapter into the TOP plug of the wall outlet, and replace the center screw through the bracket hole.
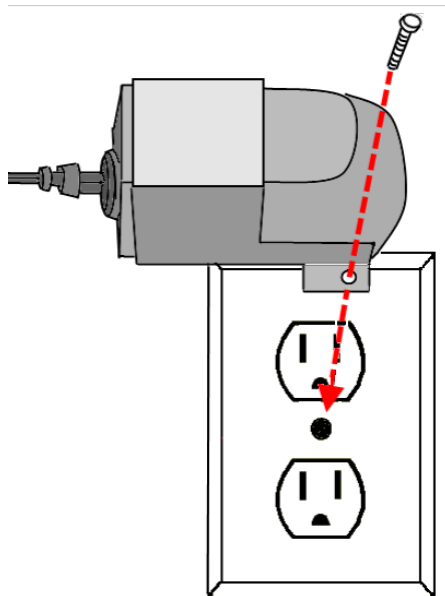
After a few seconds, the Installation Welcome screen is displayed on the TouchScreen.

Figure 2: Activation: Installation Welcome Screen

Note: If the TouchScreen does not display the Installation Welcome screen, you must reset it to factory default (see page 88).

Step C: Ensure Your TouchScreen Configuration Information Is Correct

1. Ensure you have the following information from Customer Care:

   ❑ Activation Code

   ❑ Broadband Server IP

   ❑ Cellular Server IP

   ❑ Cellular APN

   ❑ Deployment to which the TouchScreen, based on CPE ID, is applied in Inventory (only if your system uses deployments)

2. On the TouchScreen, tap **System Information**.

   The System Information screen is displayed.

System Information

Firmware Vers.:	5.0.0.4 (Build 35103)	**Broadband Server:**	10.0.6.10
Manufacturer:	Technicolor	**Cellular Server:**	172.16.70.5
Model:	TCA200	**Installed Modules:**	
Revision:	1		
CPE ID:	002644f8cc7f		
Ethernet IP:	N/A		
Serial Number:	002644f8cc7f		

Next >
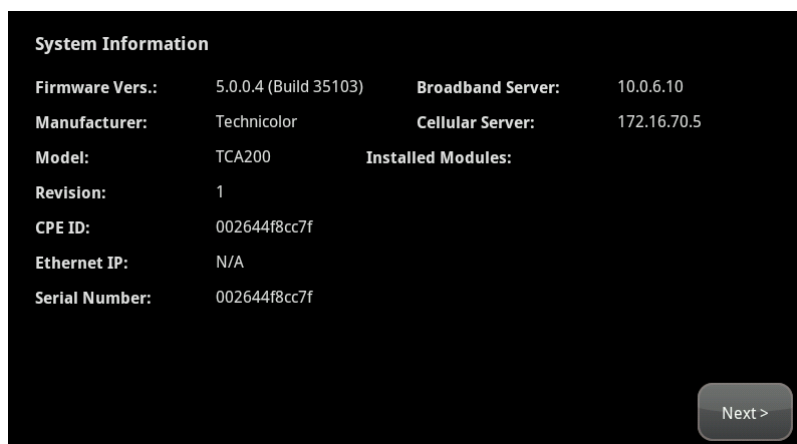
Figure 3: Installation: System Information Screen

3. Tap directly on the Broadband Server value (the IP).

   The Edit System Configuration Information screen is displayed.

4. Tap the Broadband Server IP, Cellular Server IP, and the Cellular APN value to change them. When you tap them, a keyboard screen is displayed. Enter the new values and tap **Done**.

5. After all the values have been set, tap **Next**.

   The System Information screen is displayed.

6. Tap **Next**.

   The Welcome screen is displayed.

Figure 4: Welcome to Product Activation Screen

Step D: Activating the System

Note: To set the language used in the TouchScreen, tap **Change Language** and choose the preferred language.

1. Tap **Next**.

   The Connectivity Setup screen displays the type of Internet routers and cable gateways to which the TouchScreen can connect.
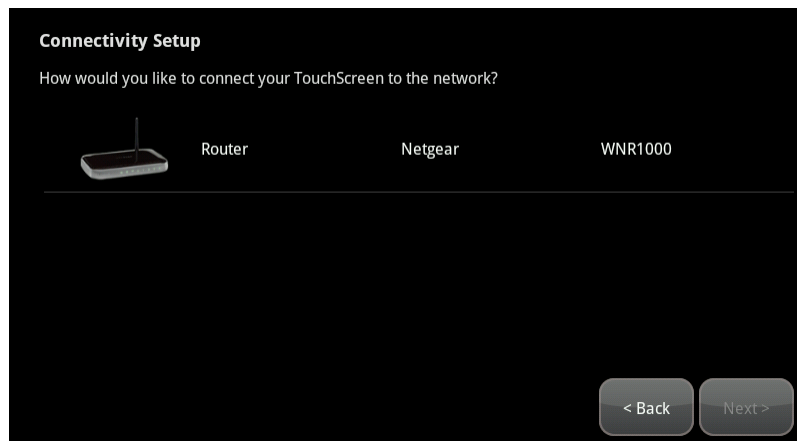

Figure 5: Connectivity: Connectivity Setup Screen

Note: The routers and gateways displayed on the screen may vary.

The activation process supports the following routers and gateways:

- ❑ Netgear WNR1000v2

- ❑ SMC D3GN-RRR (Wi-Fi connection only)

- ❑ SMC D3GNV-NCS, -IMS

Note: If WPS is supported on the router, it is disabled during the activation process.

2. Tap the type of router the TouchScreen will connect to, and tap **Next**.

   The Connectivity Setup screen displays options for connecting to the router/modem.
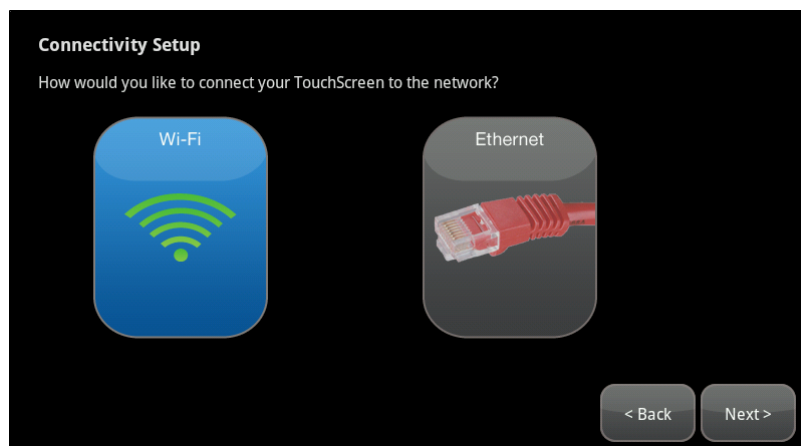
Figure 6: Connectivity: Connectivity Setup Screen Router/Modem Options

The following options are displayed:

❑ **Wi-Fi** - TouchScreen connects to the router/modem wirelessly. If you select this option, follow the procedures described in For Wireless TouchScreen-to-Router Connectivity.

❑ **Ethernet** - TouchScreen connects to the router/modem using an Ethernet cable. If you select this option, follow the procedures described in For Cabled TouchScreen-to-Router Connectivity.

For Wireless TouchScreen-to-Router Connectivity
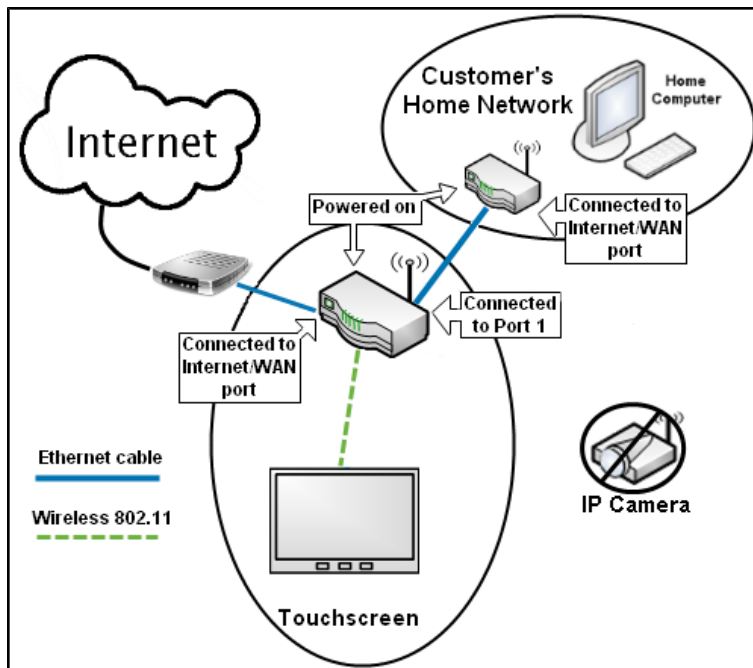
Figure 7: Activation: Initial Router Configuration, Wireless Router-to-TouchScreen

1. Tap **Wi-Fi** and then tap **Next**.

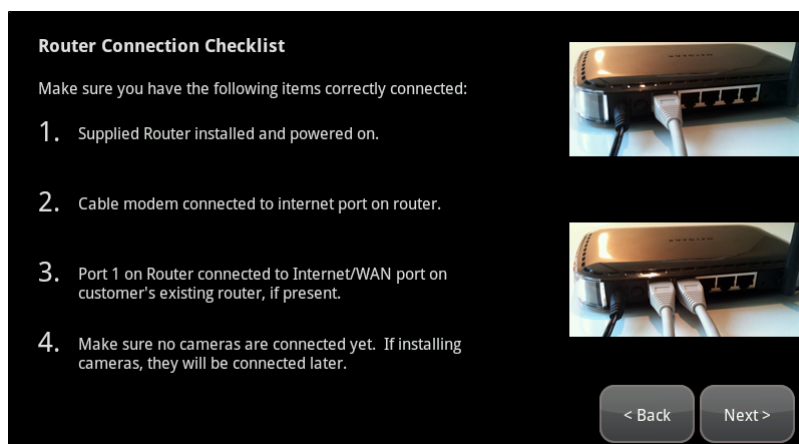   *The Router Connection Checklist is displayed.*

Figure 8: Activation: Router Connection Checklist Screen

2. Follow the instructions on the Router Connection Checklist screen.

3. Tap **Next**.

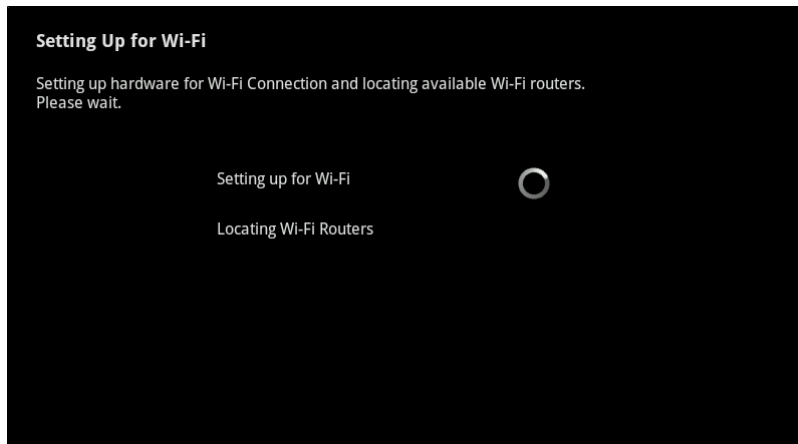*The TouchScreen locates all the available wireless routers in range, and displays their MAC addresses.*

Setting Up for Wi-Fi

Setting up hardware for Wi-Fi Connection and locating available Wi-Fi routers.
Please wait.

Setting up for Wi-Fi

Locating Wi-Fi Routers

Figure 9: Activation: Setting Up for Wi-Fi Screen

Router Located

Choose the Wi-Fi router using the MAC address. The MAC address of the router can be found on the box. See the image below to locate the MAC address.

MAC Address	Signal Strength (dBm)
20:4e:7f:56:1d:96	-67
e0:91:f5:0f:b7:66	-69
e0:91:f5:0f:8d:ea	-74
20:4e:7f:7e:05:d0	-79

user name: admin   password: password
SECURITY PIN   20001100
SERIAL   26B2995H0003C
MAC   0024B2587017
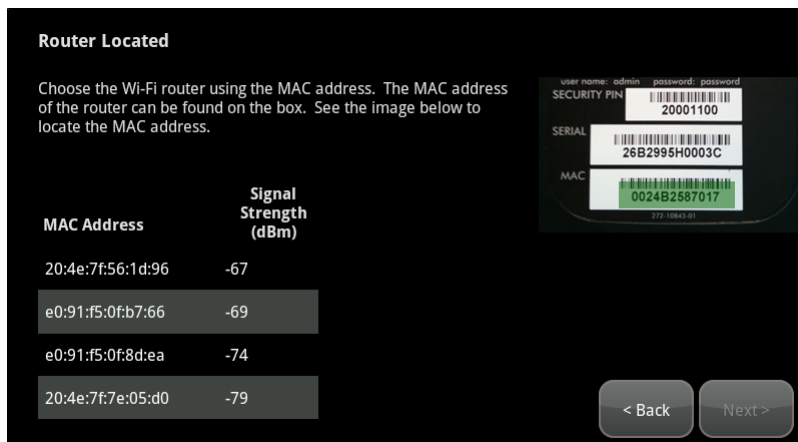272-10843-01

< Back   Next >

Figure 10: Activation: Router Located Screen

4. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).

5. Tap the MAC address for the correct router.

6. Tap **Next**.

The Configuring and Securing the Router screen is displayed as the TouchScreen establishes a firm connection with the router/modem, the Broadband servers, and the Cellular connectivity servers.
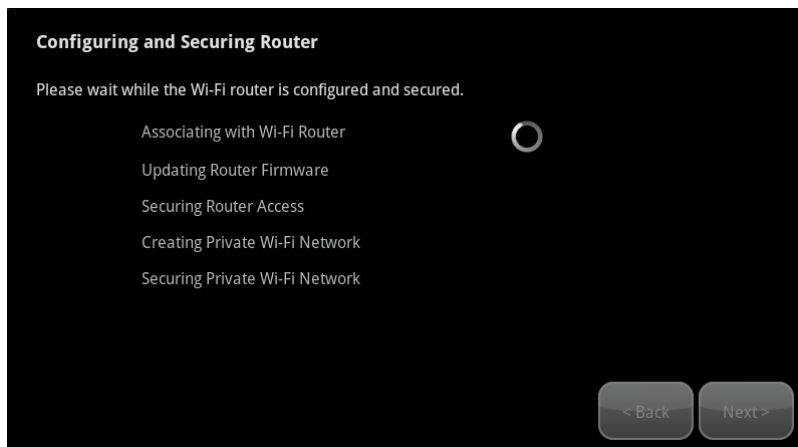
Configuring and Securing Router

Please wait while the Wi-Fi router is configured and secured.

> Associating with Wi-Fi Router
>
> Updating Router Firmware
>
> Securing Router Access
>
> Creating Private Wi-Fi Network
>
> Securing Private Wi-Fi Network

< Back   Next >

Figure 11: Activation: Configuring and Securing Router Screen

Continue to "Completing Activation" on page 19

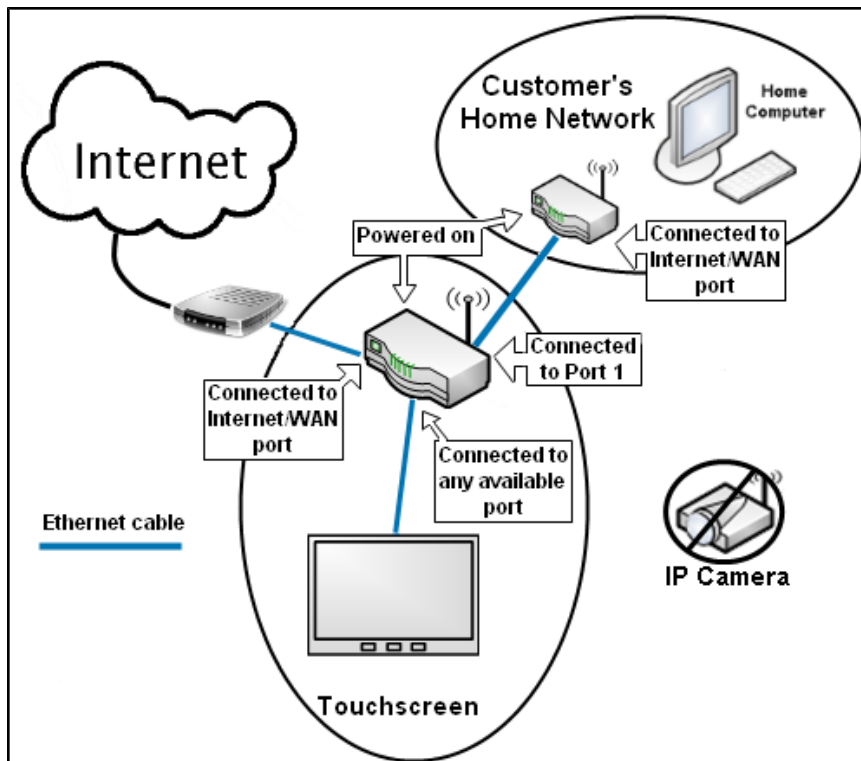## For Cabled TouchScreen-to-Router Connectivity

Figure 12: Activation: Initial Router Configuration, Ethernet Router-to-TouchScreen

1. Tap **Ethernet with Router** and then tap **Next**.

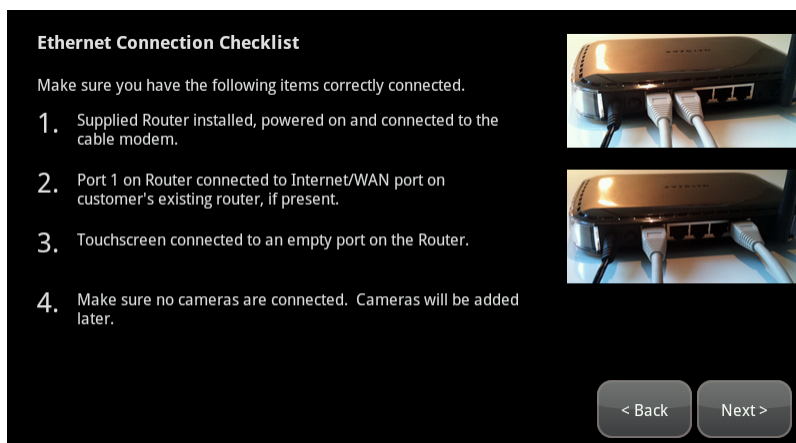   *The Ethernet Connection Checklist is displayed.*

Figure 13: Activation: Ethernet Connection Checklist Screen

2. Follow the instructions on the Ethernet Connection Checklist screen.

3. Tap **Next**.

    The Ethernet Adapters screen is displayed. The TouchScreen locates and secures the Ethernet adapter.
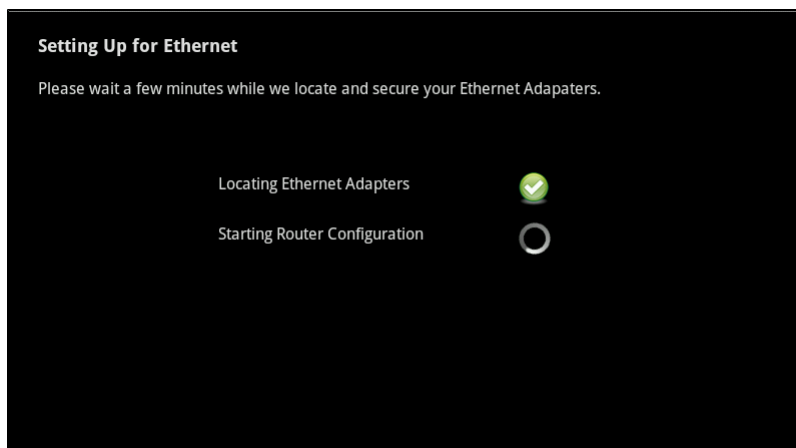

Figure 14: Activation: Ethernet Adapters Screen

4. Wait a few minutes for the router/modem to configure and secure the network.

    Note: If the system cannot find the proper router, ensure it has been reset to factory default.

    The Configuring and Securing the Router screen is displayed as the TouchScreen establishes a firm connection with the router/modem, the Broadband servers, and the Cellular connectivity servers.
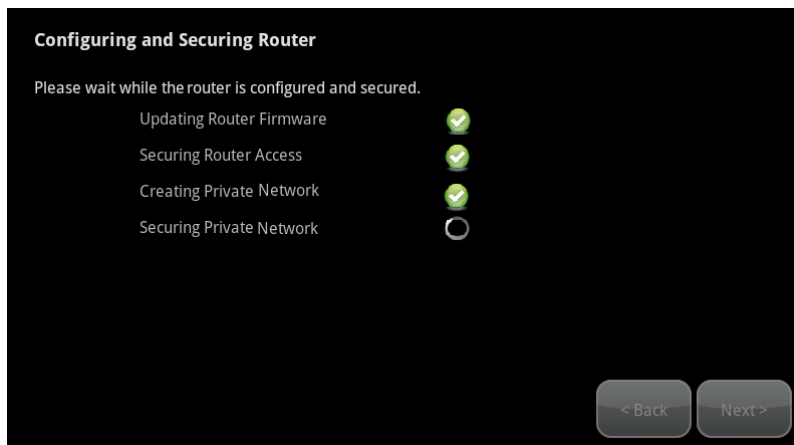
Figure 15: Activation: Configuring and Securing Router Scree

5. Tap **Next** and continue to Completing Activation.

Completing Activation

The Wi-Fi and Cellular Strength screen displays the relative strength of the TouchScreen's connection to the router/modem and a GPRS/EDGE receiver.
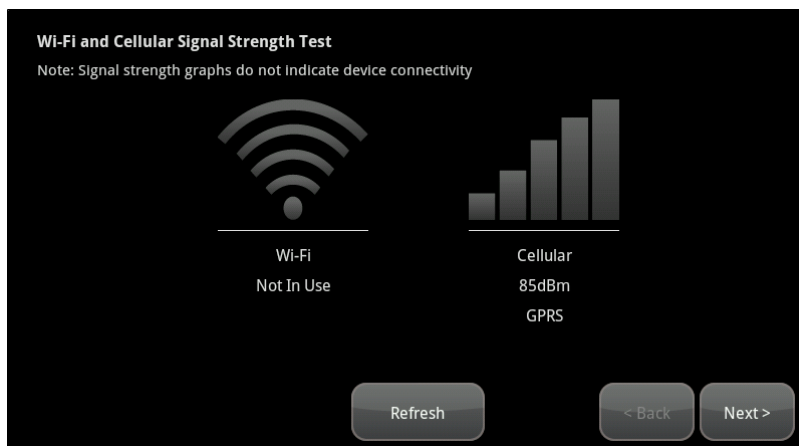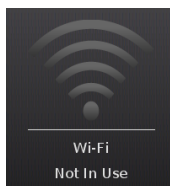

Figure 16: Activation: Wi-Fi and Cellular Signal Screen

Note: If the router is connected to the TouchScreen by Ethernet, then Wi-Fi is not tested.

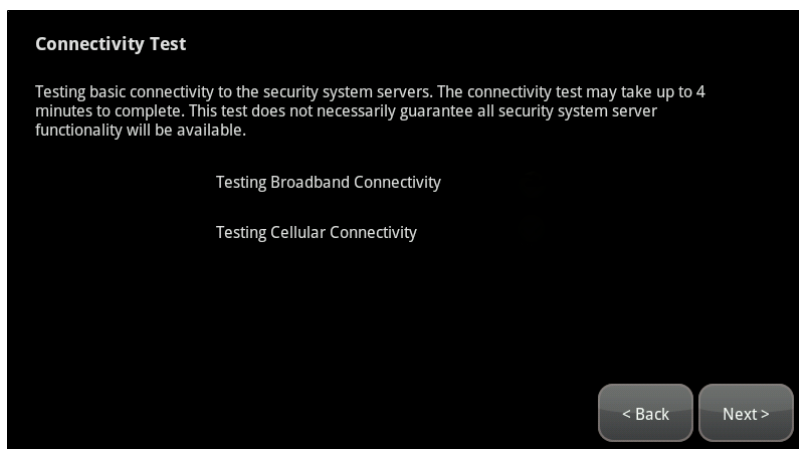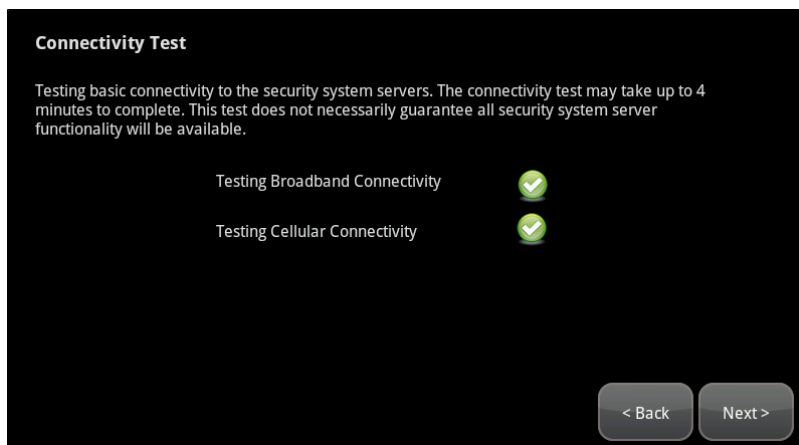1. Tap **Next**.

   The Testing Connectivity screen is displayed.

Figure 17: Activation: Testing Connectivity Screen

2. Tap **Next**.

   The TouchScreen tests its connectivity with the Broadband servers and the Cellular servers, which is used for alarms and alerts when the broadband connection is unavailable.

3. **Figure 18: Activation: Testing Connectivity Complete Screen**

   Note: This only tests the TouchScreen's ability to connect by broadband and cellular. It does not determine whether the TouchScreen is actually connected to the servers over broadband and cellular.

4. When the connectivity test is successful for each, tap **Next**.

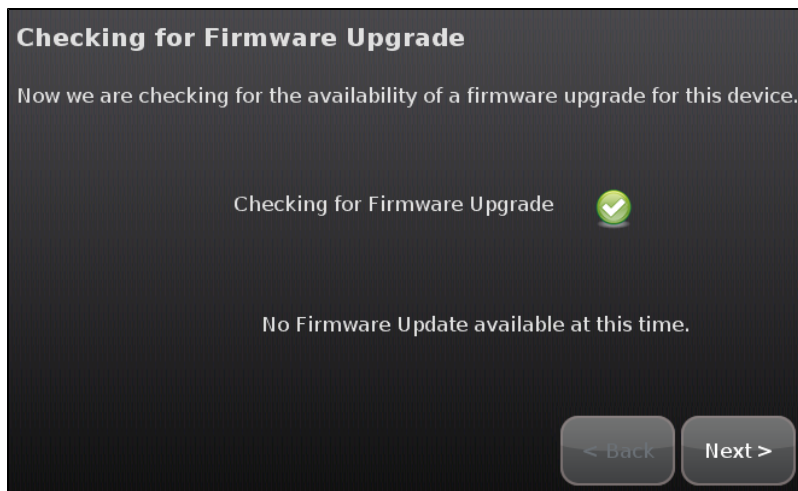   *The TouchScreen checks for a newer firmware version to install.*

Figure 19: Activation: Checking for Firmware Upgrade Screen

5. If an upgrade version is available, tap **Upgrade Firmware**. The TouchScreen updates the firmware and then reboots. The Activate With Server page is displayed afterward.

    If an upgrade is not available or after the upgrade is installed, tap **Next**.
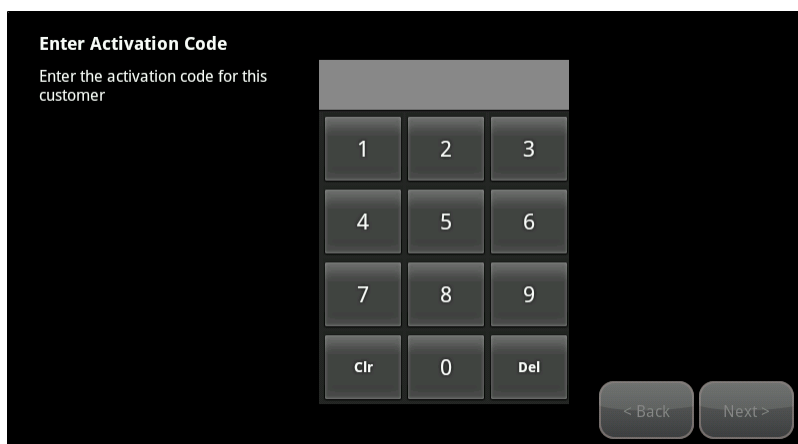
    The Enter Activation Code keypad is displayed.

Figure 20: Activation: Enter Activation Code Screen

6. Enter the Activation Code and tap **Next**.

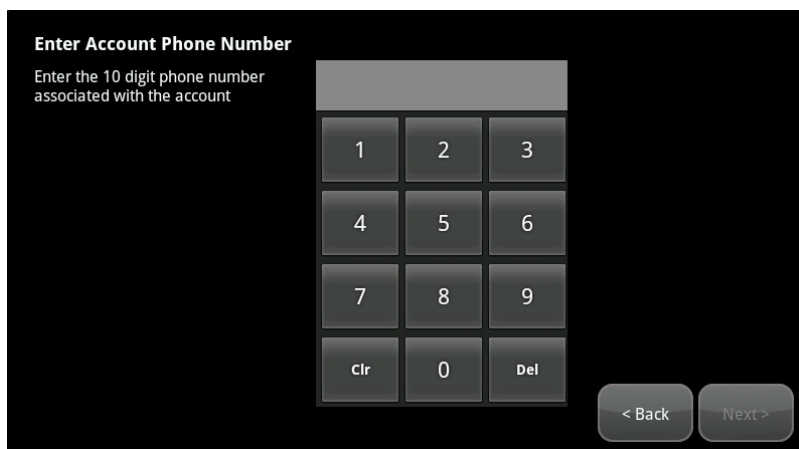   *The Account Phone Number keypad is displayed.*

Figure 21: Activation: Enter Account Phone Number Screen

7. Enter the Account phone number and tap **Next**.

The system begins the process of activating the TouchScreen with the system servers.
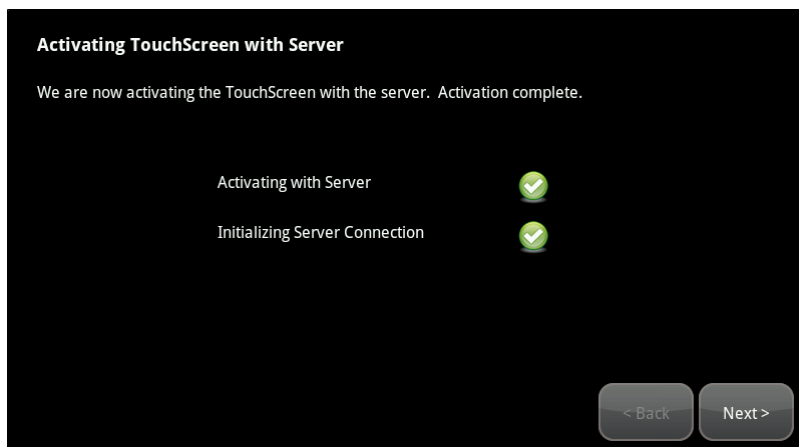
Figure 22: Activation: Activating TouchScreen with Server Screen

If the Activation fails, check to ensure you have entered the activation code and phone number correctly. If it still fails, contact Customer Care to ensure the following conditions are met:

❑   Activation information is correct.

❑   Customer's account is ready for activation.

❑   Customer's account is not paired with another TouchScreen device.

❑   TouchScreen device is not paired with another account (RMA device).

❑   TouchScreen is added to inventory.

❑   TouchScreen CPE ID is assigned to the same deployment as the customer account.

8. When the server activation process is completed, tap **Next**.

A screen is displayed offering options to pair the TouchScreen with various security and environmental devices. If the customer requires a panel interface module, the module should be installed first. Otherwise, install the sensors next.
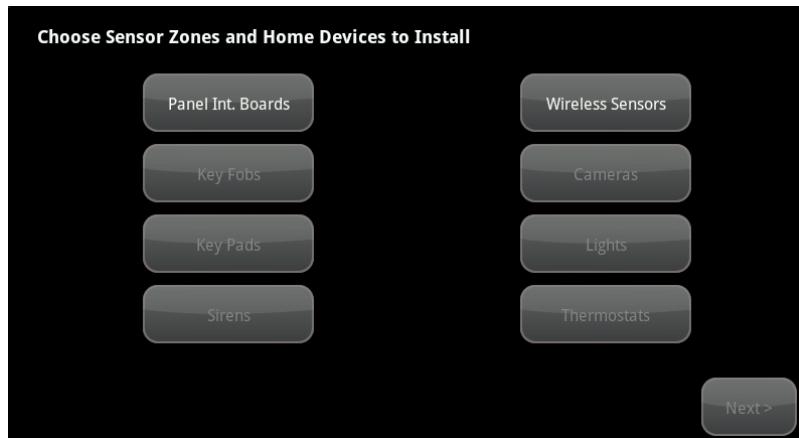

Figure 23: Install Zones and Home Devices Screen

Note: To test the security connectivity the Internet and cellular servers (after activation):

From the Settings app, tap **Advanced Settings** → **Connectivity** → **Test Connectivity**.

The Wi-Fi and Cellular Signal Strength screen is displayed.

Step E: Adding Panel Interface Modules to the Security System

The Panel Interface Module (PIM) is a device that allows the TouchScreen to takeover an a previously-installed wireless home security system so that its various elements operate as part of the new overall security system.

Refer to the *iControl OpenHOME™ Converge Panel Interface Module Installation Guide* for complete installation instructions. The *Panel Interface Module Installation Guide* contains a worksheet for determining whether an auxiliary power supply is needed as well as specific instructions for connecting a panel interface module (PIM) to an alarm panel.

> **Note:** Add all PIMs to the TouchScreen before adding any other sensors. That way, the zone numbers defined on the customer's existing security system are more likely to match the zone numbering on the TouchScreen.

Before you begin:

❏ A PIM must already be installed in each alarm panel before you begin this procedure.

❏ The PIM is in Locate mode and ready to be paired with the TouchScreen for 90 seconds after applying power to the alarm panel. If the status LED on the PIM is NOT blinking three times every five seconds, it is possible that the PIM needs to be reset to factory default. Refer to the *Panel Interface Module Installation Guide* for information about resetting the PIM to factory default.

The panel interface is ready to be paired if the following conditions are true:

  ❏ It is in the default state

  ❏ It is in Search Mode (The LED blinks three times every five seconds)

  ❏ It is not currently paired with another TouchScreen

To add a panel interface board to the security system:

1. Tap **Panel Int. Boards** on the TouchScreen.

Choose Sensor Zones and Home Devices to Install

Panel Int. Boards   Wireless Sensors

Key Fobs   Cameras

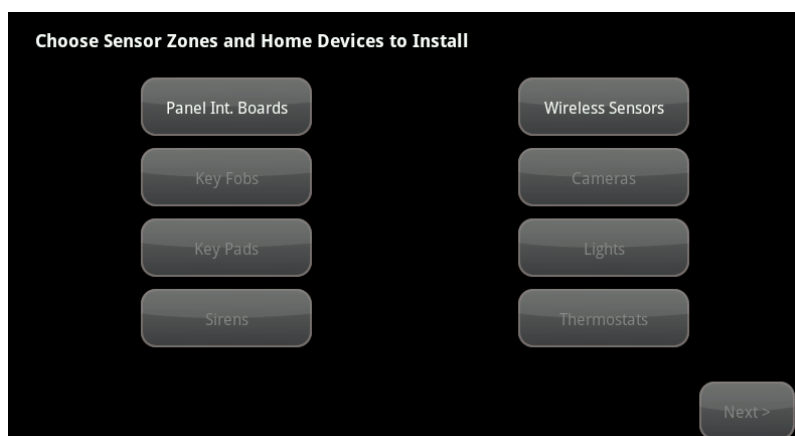Key Pads   Lights

Sirens   Thermostats

Next >

Figure 24: Install Zones and Home Devices: Choose Sensor Zones and Home Devices to Install Screen

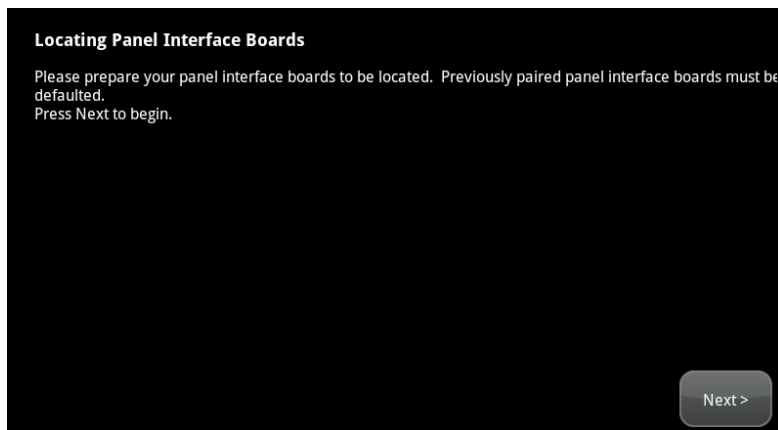*The Locating Panel Interface Boards screen is displayed.*

**Figure 25: Settings: Locating Panel Interface Boards Screen**

2. Tap **Next** to begin searching for panel interface boards.

   A PIM can be located only within the first 90 seconds of being powered up. The Vista panel Alphanumeric Keypad should display "Scanning for Network."

   If it displays "No Network Found", then press any button on the keypad to restart the process or cycle power to the PIM.

   Note: Remember that a zone managed by the Vista alarm panel might have multiple sensors within that zone. When these zones are paired with the TouchScreen, they are located as a single sensor. For example, a wired zone that has five window sensors (in series) is managed by the TouchScreen as if it were a single sensor.

   The TouchScreen searches for boards that are available to be added, then displays all the panel interface boards it can find.
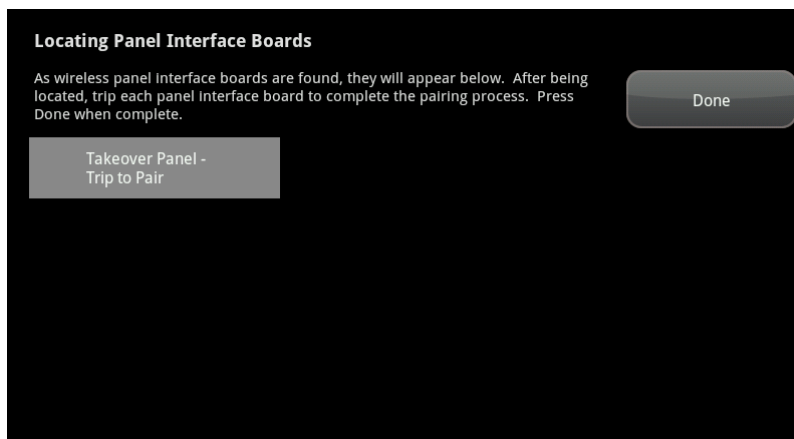

   Note: If ALL available installed PIMs are not found, select **Done** to return to the Technician Settings menu without adding.

3. Press a key on the Honeywell key pad to trip the panel interface board.

   The panel interface is paired with the TouchScreen and the icon is a lighter shade of gray.

4. When all the PIMs are located and paired, tap **Next**.

The TouchScreen searches for zones connected to the panel system. This can take a few minutes. When all the zones are found, an icon for each is displayed on the Configure Panel Interface Sensors screen.
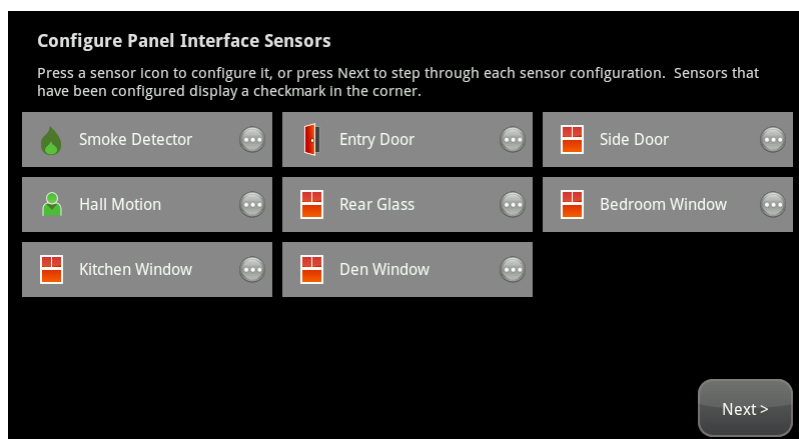
Note: When zones connected to the Vista alarm panel are found by the TouchScreen, it automatically configures their functionality (for example, entry/exit, perimeter, etc.) and sensor type (for example, door/window, motion detector, etc.) based on various criteria. The *Panel Interface Module Installation Guide* describes the mapping of sensors that are auto-configured by the TouchScreen. It is necessary to review the newly added sensors to determine whether they require manual configuration.

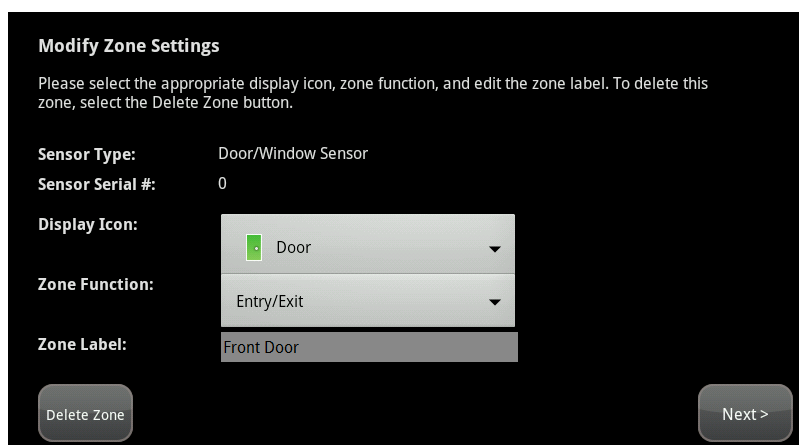5. Tap a Zone icon to display the Edit Sensor/Zone – Modify Zone Settings screen.

Figure 26: Settings: Edit Sensor/Zone - Modify Zone Settings Screen

The items that are available for configuration may vary based on the type of sensor being configured.

6. Configure the sensor. For more information about each option, see Security Zone Functions on page 33.

7. If you need to delete a zone, click Delete Zone. The Delete Zone confirmation dialog is displayed. Click **Yes** to delete the zone or **No** to keep it.

8. Otherwise, tap **Next** to configure the next sensor. Continue until all the sensors have been configured. If you need to change the settings of a sensor, see Managing Sensors & Zones on page 94.

This action can be performed after wireless sensors are installed as described on Step F: Adding Sensors to the Security System on next page You can skip this step and add panel interfaces later as described on page 139.

Step F: Adding Sensors to the Security System

A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

Once a sensor or peripheral has been paired to a TouchScreen, it MUST be deleted from that TouchScreen before it can be paired to a different TouchScreen. When a sensor is deleted from a TouchScreen, it is automatically reset to factory defaults and is placed in Search mode, ready to be paired with another TouchScreen. It is possible to pair a device to a second TouchScreen without deleting it from the original, but this could result in the paired device not being registered in the server databases. This situation is most often encountered in lab environments where TouchScreens and sensors/peripherals are often swapped back and forth on a regular basis.

Sensors are devices that do one of the following:

❑ Monitor the opening and closing of doors or windows

❑ Detect motion

❑ Monitor the nearby sound of breaking glass

❑ Detect smoke and heat

❑ Detect the presence of carbon monoxide

IMPORTANT: If you need to update the firmware on any sensor before adding it to the security system, you must reset the sensor to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

Note: This step can be performed after Activation.

1. Tap **Wireless Sensors**.
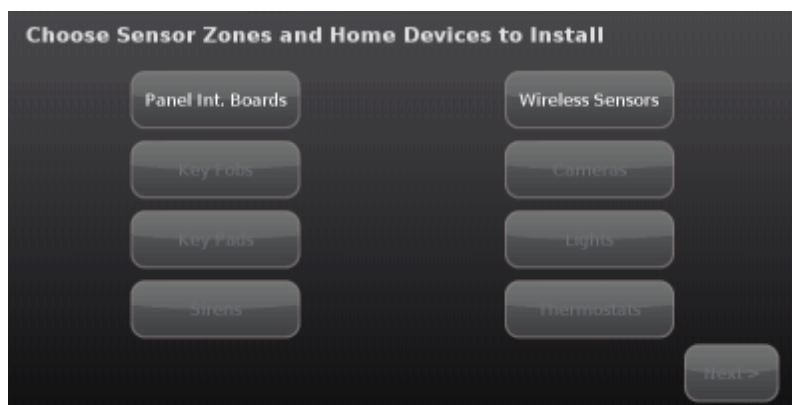
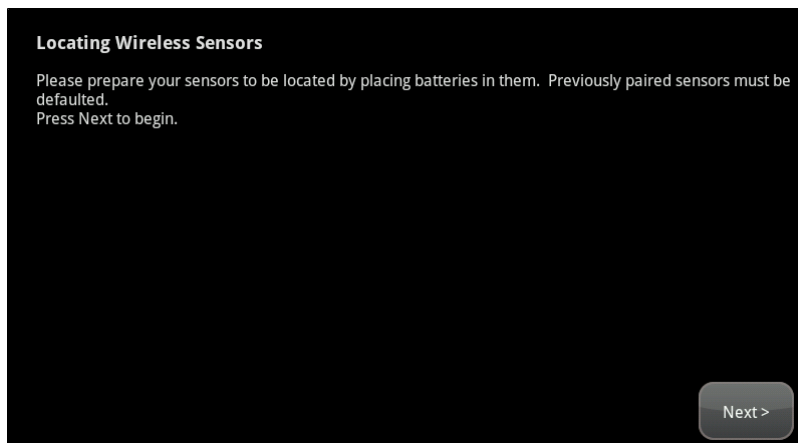*The Locating Wireless Sensors screen is displayed.*

Figure 27: Sensors and Zones: Locating Wireless Sensors Screen

See the installation documentation for each of your sensor device types to prepare them to be added to the TouchScreen and to place them in Search mode.

Available sensors meet the following requirements:

❑ Defaulted

❑ Not currently paired with another TouchScreen device

❑ Currently in Search mode

Note: See the sensor installation documentation for how to tell if a sensor is in Search mode, how to tell if it is not in Search mode, and how to restart Search mode if it is not.

2. Tap **Next**.

A Done button is displayed on the Locating Wireless Sensors screen. The TouchScreen searches for sensors that are available to be added.
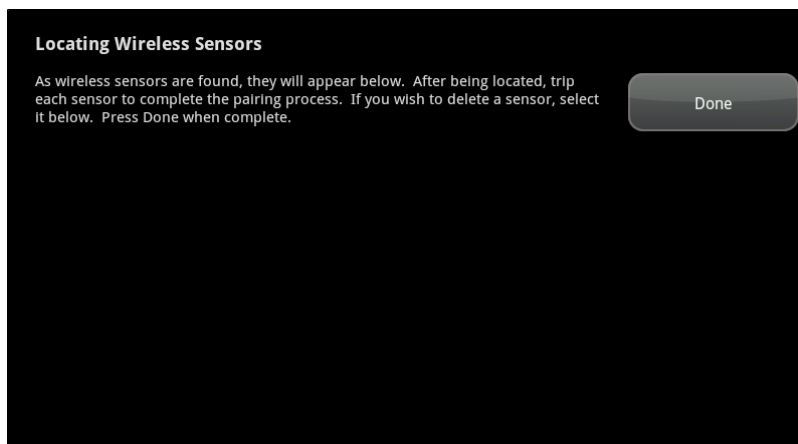

As sensors are found, an icon is displayed for that sensor.
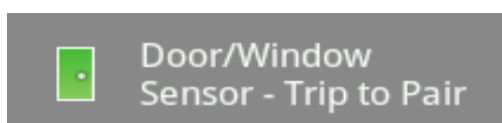
3. Fault each found sensor to pair it to the TouchScreen. For example, for door/window sensors, separate the magnet and reed switch.

4. Determine that all the sensors have been located by the TouchScreen.

5. When all the sensors are found and paired, tap **Done**.

> **Note:** Any located sensors that were not paired are released by the TouchScreen. Sensors can be added later (see page 96).
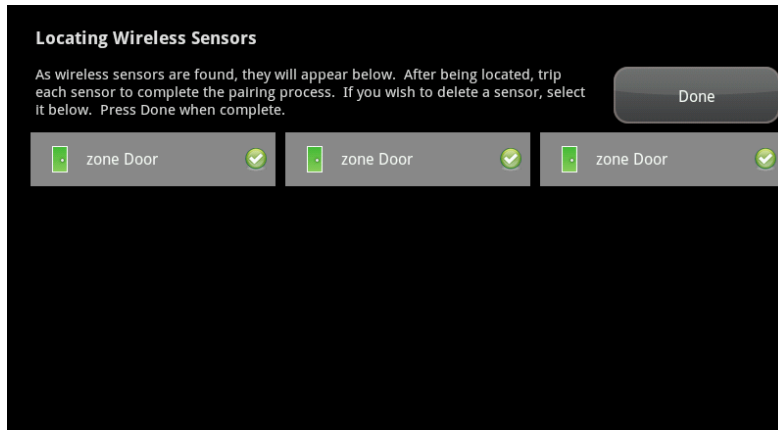
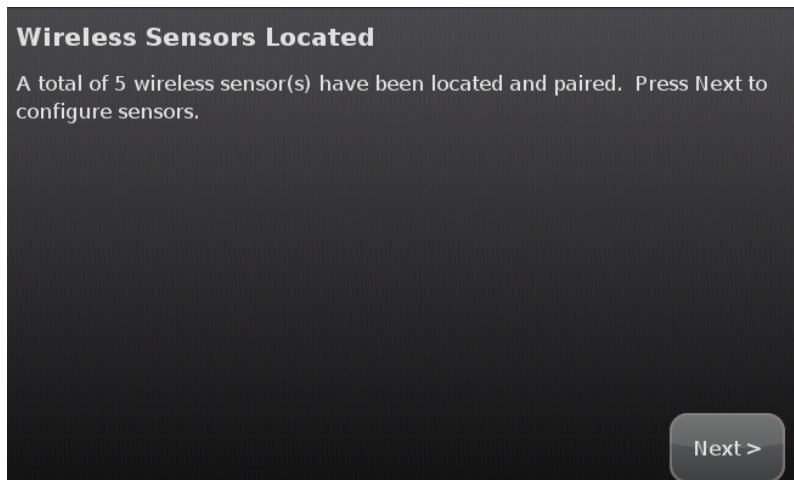*The Wireless Sensors Located screen notes the number of wireless sensors found and paired.*

Figure 28: Sensors and Zones: Wireless Sensors Located Screen

6. Tap **Next**.

The Configure Wireless Sensors screen is displayed showing icons representing the sensors that were located and paired.

Add Camera - Network Test

We will now test the upload speed of your broadband connection. This will be used to determine the optimal Video Quality to use when configuring cameras.
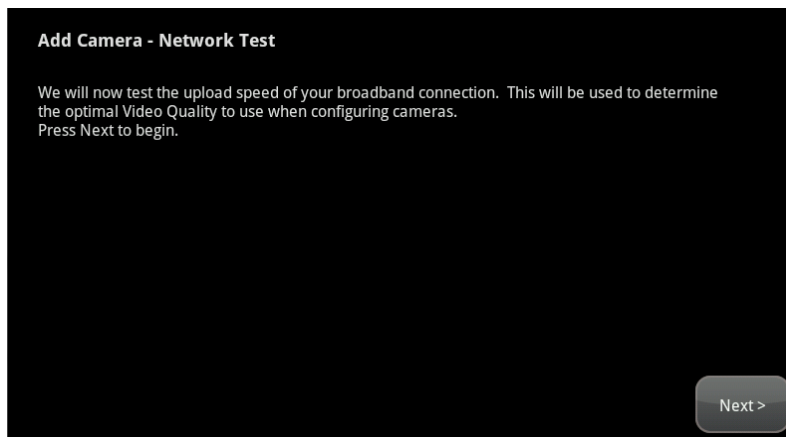Press Next to begin.

Next >

Figure 29: Sensors and Zones: Configure Wireless Sensors Screen

7. Tap each sensor icon to configure it.
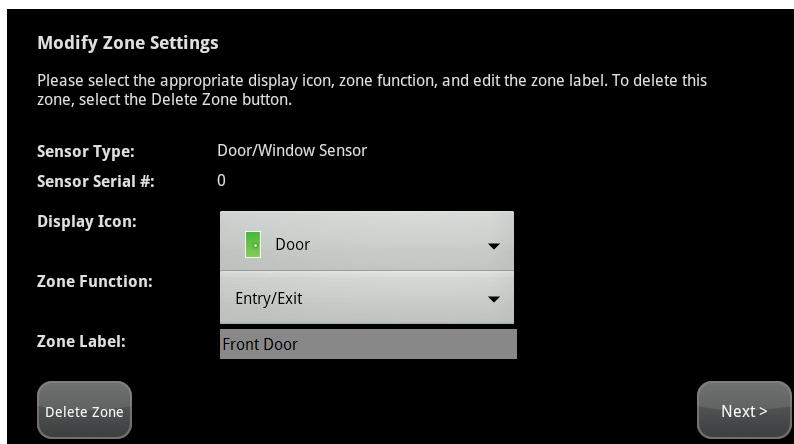
    The Add Sensor/Zone - Modify screen is displayed.

Modify Zone Settings

Please select the appropriate display icon, zone function, and edit the zone label. To delete this zone, select the Delete Zone button.

Sensor Type: Door/Window Sensor
Sensor Serial #:   0

Display Icon: Door

Zone Function: Entry/Exit

Zone Label: Front Door

Delete Zone   Next >

Figure 30: Sensors and Zones: Add Sensor/Zone - Modify Screen

The details that are available for configuration vary based on the type of sensor being configured.

8. Change the Display Icon (if multiple options are available) and the Zone Function by touching the currently selected value.
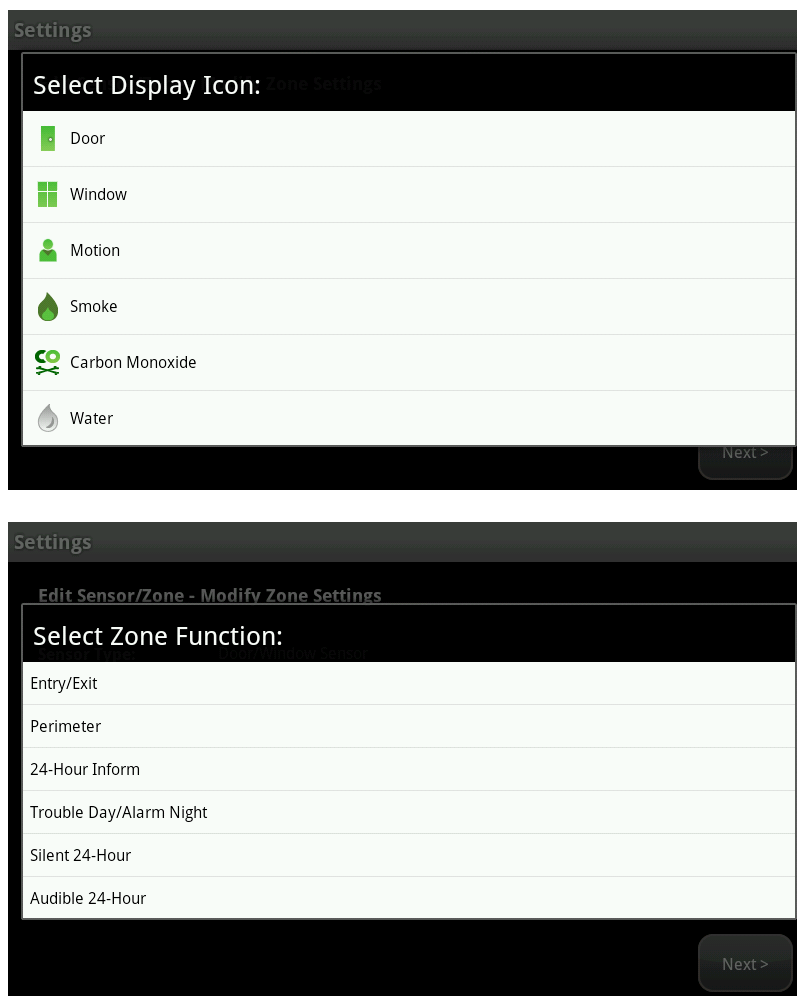
Settings

Select Display Icon:

Door

Window

Motion

Smoke

Carbon Monoxide

Water

Next >

Settings

Edit Sensor/Zone - Modify Zone Settings

Select Zone Function:

Entry/Exit

Perimeter

24-Hour Inform

Trouble Day/Alarm Night

Silent 24-Hour

Audible 24-Hour

Next >

Figure 31: Sensors and Zones: Add Sensor/Zone - Modify Zone Settings Screen

The following table describes the functionality of each zone function.

Table 2: Security Zone Functions

Zone Func-tion	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Comments
Entry/Exit	Alarms	No action taken	Initiates entry delay. Alarms if entry delay expires.	Initiates entry delay. Alarms if entry delay expires.	Alarms immediately	For doorways that are used to enter the premises. When the system is armed, faulting this type of sensor starts an Entry Delay countdown (except in arm night mode) rather than sending an immediate alarm. Default function for Door/Window sensors.
Perimeter	Alarms	No action taken	Alarms Immediately	Alarms immediately	Alarms immediately	If faulted when the system is armed or during an Entry/Exit Delay, an alarm is tripped. Default function for glass break sensors. Also available for Door/Window sensors
Interior Follow	Alarms	No action taken	Alarms Immediately	No action taken	No action taken	Monitors the internal living spaces of the premises and trigger an

Zone Func-tion	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Comments
						immediate alarm if the system is armed in Away mode. Not armed when the system is in Arm Stay or Arm Night mode. Default function for motion sensors
Interior with Delay	Initiates entry delay. Alarms if entry delay expires	No action taken	Initiates entry delay. Alarms if entry delay expires.	No action taken	No action taken	Available for motion sensors
Interior Follower Arm Night	Alarms	No action taken	Alarms immediately	No action taken	Alarms immediately	Allows the use of a motion detector in Arm Night mode. The alarm trips immediately if motion is detected. This zone should be assigned to motion detec-tors that are placed in areas of low traffic, such as attics, basements, and garages.
Interior Delay Arm Night	Alarms if entry delay expires	No action taken	Alarms if entry delay expires	No action taken	Alarms if entry delay expires	Provides a delay equal to the entry delay when the detec-tor is tripped. This zone can be used in a high-

Zone Func-tion	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Comments
						traffic area.
24-Hour Inform	Displays trouble message on Touch-Screen	No action taken	No Alarm, system stays Armed	No Alarm, system stays Armed	No Alarm, system stays Armed	Default function for water sensors; also available for door/window and glass break sensors
Audible 24-Hour	Displays trouble message on Touch-Screen	Alarms immediately	Alarms immediately	Alarms immediately	Alarms immediately	Usually assigned to a zone containing an emergency button. Sends a report to the central station and provides an alarm sound at the keypad as well as an audible external alarm. Available for Door/Window, glassbreak, water, and CO sensors
Silent 24-Hour	Displays trouble message on Touch-Screen	Silent alarms immediately	Silent Alarms immediately	Silent Alarms immediately	Silent Alarms immediately	Usually assigned to a zone containing an emergency button. Sends a report to the central station, but provides no keypad display or sound. Available for door/window and glassbreak sensors
24-Hour	Displays trou-	Alarms	Alarms	Alarms	Alarms	Default function

Zone Function	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Comments
Fire	ble message on Touch-Screen	immediately	immediately	immediately	immediately	for smoke sensors
Trouble Day/Alarm Night	For Armed Stay and Armed Away, displays trouble message on Touch-Screen. For Armed Night, triggers an alarm.	No action taken	No action taken	No action taken	Alarms immediately	Available for door/window and glassbreak sensors

1. To modify any text field on the TouchScreen such as the Zone Label, tap the field to display a keyboard. Tap **Done** to save your changes.
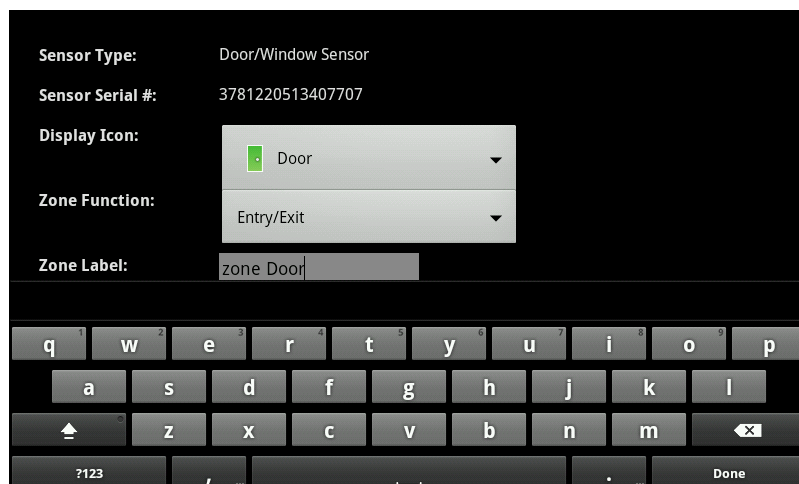
As each sensor is configured, the circle in the upper right of each icon changes from *to* .

9. When all the sensors are configured properly, tap **Next** in the Configure Wireless Sensors screen.
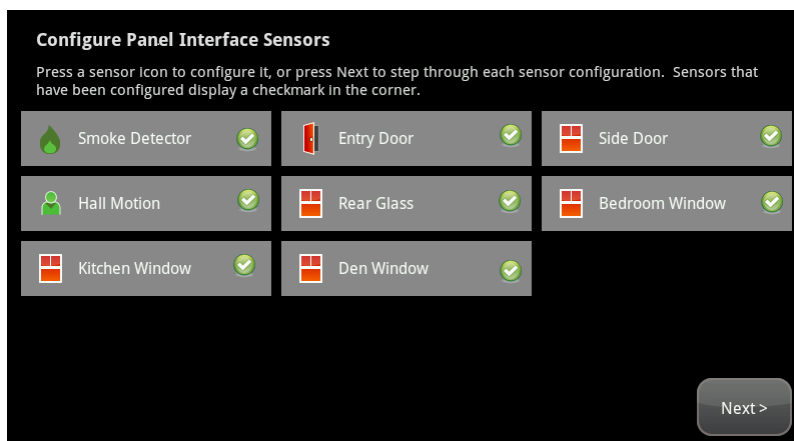
Figure 32: Sensors & Zones: Configure Wireless Sensors Screen

10. If all of the sensors have not been configured, the TouchScreen displays the Modify screens for each sensor to allow you to review its details. Modify the details as needed or tap **Next** to cycle through all the sensors.

    The wireless sensors are marked as configured.

11. From this point you can configure any or all of the following devices:

❑ Panel Interfaces (see Step E: Adding Panel Inter-face Modules to the Security System on page 24)

❑ Cameras (see Step G: Adding Cameras to the Security System on next page)

❑ Lights (see Step H: Adding Lighting Devices to the Security System on page 47)

❑ Thermostats (see Step I: Adding a Ther-mostat to the Security System on page 50)

❑ Key Fobs (see Step J: Adding Key Fobs to the Security System on page 53)

❑ Key Pads (see Step K: Adding Key Pads to the Security System on page 57)

After all the devices are configured—or if you want to configure the devices later—tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on page 65.

Step G: Adding Cameras to the Security System

The TouchScreen supports up to six cameras. A camera is added to the security system by using an Ethernet cable to connect it to the security router. After the camera has been added to the security system, remove the cable, and place the camera in the desired location. If the customer's home requires a Wi-Fi repeater, the camera must be connected to the router first, and then moved to the desired location on the far side of the repeater. See "Managing Wi-Fi Repeaters" on page 144 for more information about Wi-Fi repeaters.

This action can be performed after wireless sensors are installed as described on Step F: Adding Sensors to the Security System on page 28. You can skip this step and add the camera later.

IMPORTANT: The camera images are accessible to the TouchScreen device, the Subscriber Portal, and mobile apps. The Service Provider does not have access to these images.

IMPORTANT: If you need to update the firmware on any camera before adding it to the security system, you must reset the camera to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

The Install Zones and Home Devices screen is displayed.
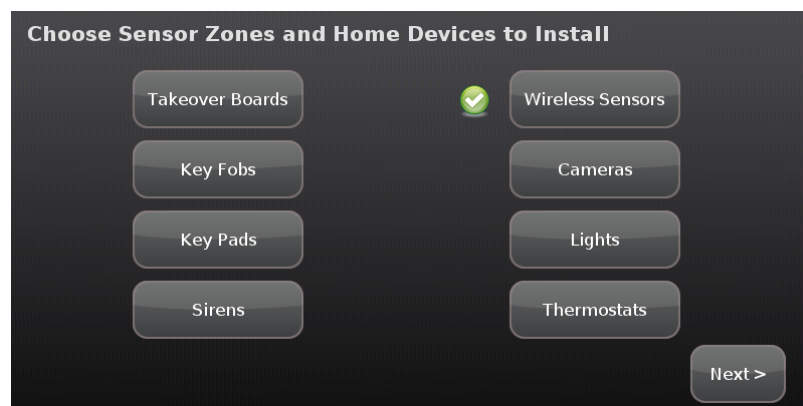

1. Tap **Cameras**.

   From the Settings menu, tap **Home Devices >Cameras > Add a Camera**.

   The Add Camera – Network Test screen is displayed.
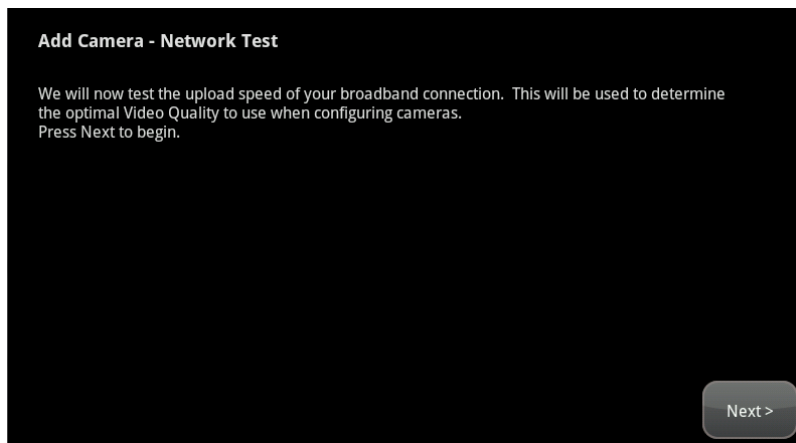
2. Tap **Next**.

   The TouchScreen uploads a binary file multiple times to the system servers to determine the security system's upload speed. The screen displays the current calculated upload speed. The Upload Speed is used by the system to set the default video quality for the camera.
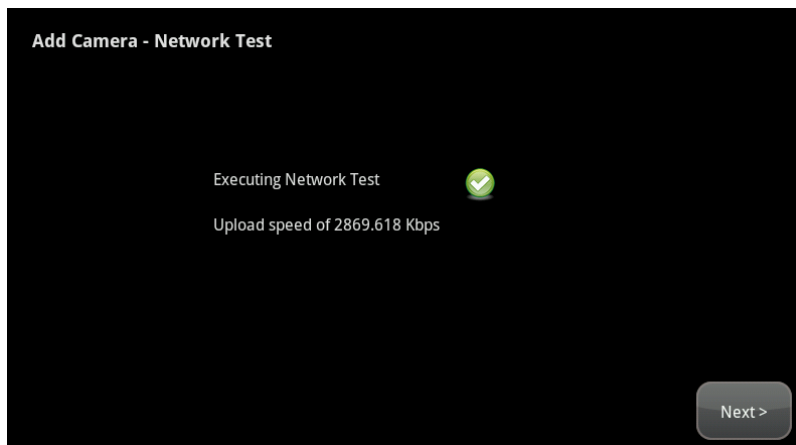
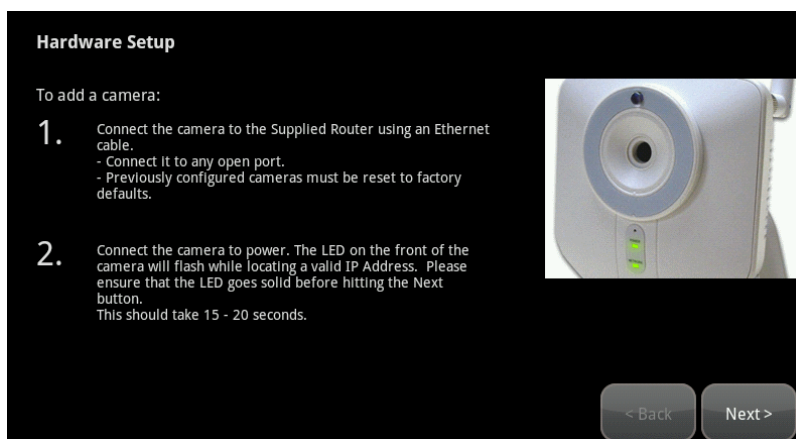3. Tap **Next**.

   The Hardware Setup screen is displayed.

Figure 33: Camera: Hardware Setup Screen

4. Perform the steps described on the Hardware Setup screen, including connecting a camera to the TouchScreen's router with an Ethernet cable and rebooting the camera, and then tap **Next**.

> **IMPORTANT:** The Camera Hardware Setup screen does not apply to iCam installations. If you are installing an iCam, use the following steps to properly add the camera to your TouchScreen.

a. Connect an Ethernet cable to the iCam.

b. Connect the iCam Y-connector to the other end of the iCam Ethernet cable.

c. Connect the other Ethernet connector of the iCam Y-connector to an open port in the security network router.

d. Connect the iCam's A/C power cable to the iCam Y-connector and plug it into a home power outlet.
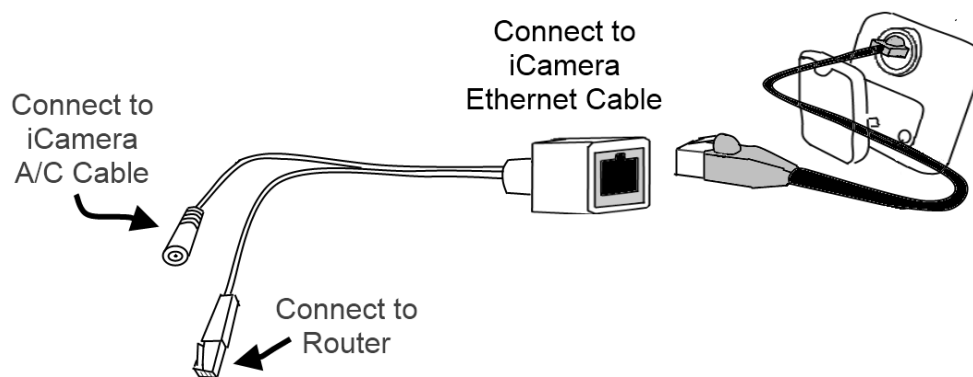
e. Reset the iCam to factory defaults. To do this, use your finger to press (until you feel a click) the Reset/WPS button in the back of the camera and hold it. Hold the button down for 20 seconds or until LED Left briefly flashes.

f. Release the button.

The center LED turns on and off as the device boots up. When the LED Left and Center are on and steady, the iCam is reset to factory defaults and ready to be paired to the TouchScreen

The Locating Camera screen is displayed. The system locates the camera that is connected to the TouchScreen's router with an Ethernet cable, and displays its details.
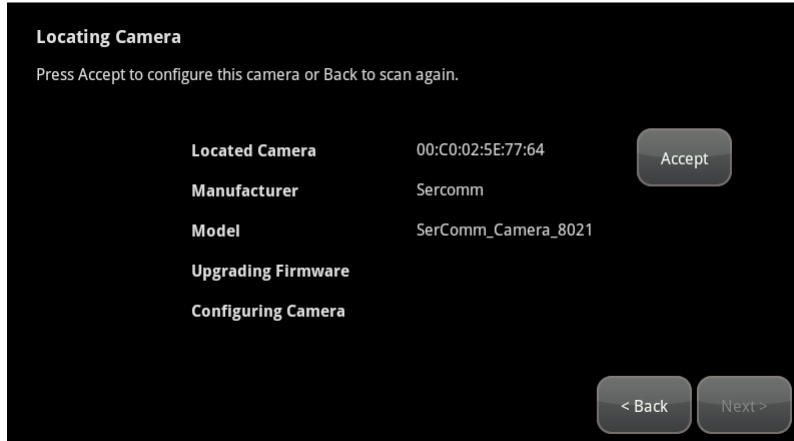

Figure 34: Camera: Locating Camera Screen

5. Tap **Accept** to pair the camera with the TouchScreen.

After the system finishes, the Configuring Camera field is marked "Done". During the Configuring Camera step, the system upgrades the camera firmware if needed. This can take up to 15 minutes.
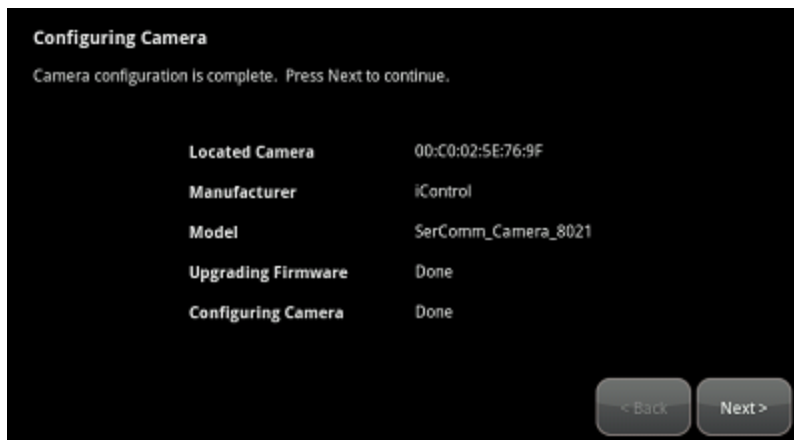
Figure 35: Camera: Configuring Camera Screen

6. Tap **Next**.

The Edit New Camera screen is displayed.

Figure 36: Camera: Edit New Camera Screen

Table 3: Edit New Camera Options

Field	Description	Can Be Modified?
Model	Model ID for the new camera. The camera manufacturer and model information are sent to the server and logged for inventory reporting and tech support purposes.	No
Camera Name	Name previously assigned to the camera device.	Yes
Associated Zone	A camera can be assigned to zones for the following types of sensors: door/window sensor, motion detector, glass break detector, smoke detector.	Yes
Video Quality	Level of video detail captured by the camera.	Yes

7. Tap the **Camera Name** fields to display a keyboard screen and rename the Camera zone to something that clearly differentiates it from any other camera. Tap **Done** to accept your changes.

8. Tap the **Associated Zone** field to assign the camera to a security zone

When a camera is assigned to a zone, it takes a series of pictures when an alarm is tripped at that zone. A camera can be assigned to zones for the following types of sensors: door/window sensor, motion detector, glass break detector, smoke detector.

Table 4: Associated Zone Menu Options for Cameras

Arming Mode	Description
Default Camera	If any door sensor not assigned to a camera trips an alarm, this camera takes a series of pictures.
Unassigned to Zone	This camera is not associated with another sensor and it is not the Default camera.
<Security Zone Name>	This camera is associated with the selected zone. It takes a series of pictures automatically when the zone trips an alarm, whether or not the alarm is ultimately sent to the central monitoring station.

9. Tap the **Video Quality** field to modify the level of video detail captured by the device.

    a. Tap **High**, **Medium** or **Low.** Use a value with a network upload speed that is less than the recommended upload network speed.

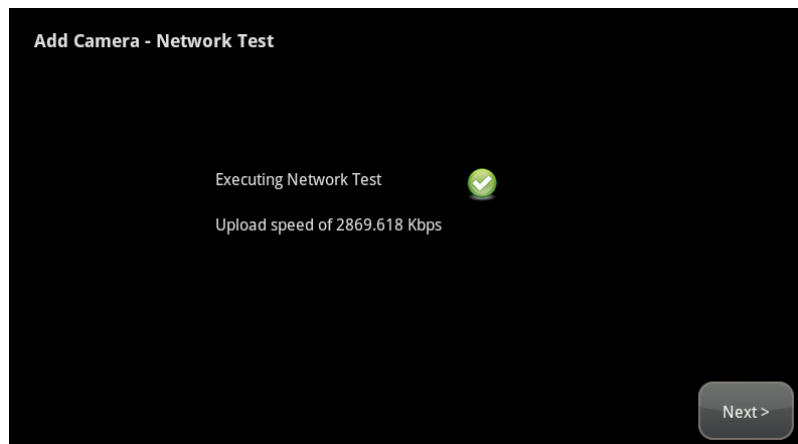   *The Adjust Camera Video Quality screen is displayed.*

    b. To update the upload network speed, tap **Run Speed Test**.

The TouchScreen uploads a file to the system servers to measure the time until it receives an acknowledgement.

c. Tap **Next** to return to the Adjust Camera Video Quality screen.

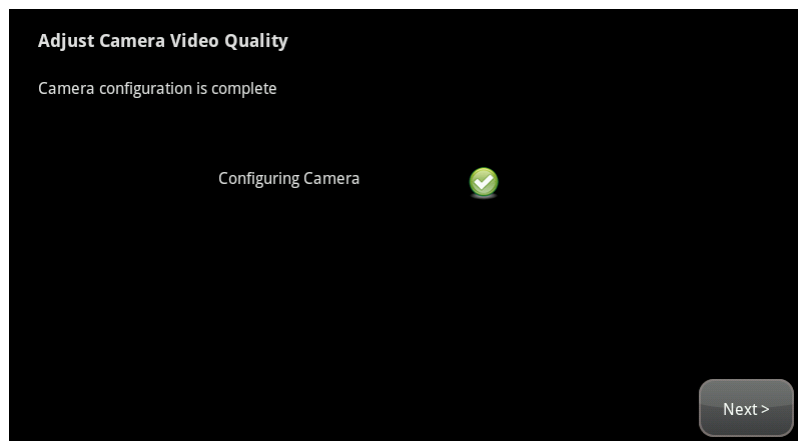d. Tap the appropriate video quality based on the measured speed, and tap **Next**.

Figure 37: Camera: Adjust Camera Video Quality Screen

10. Tap **Next**.
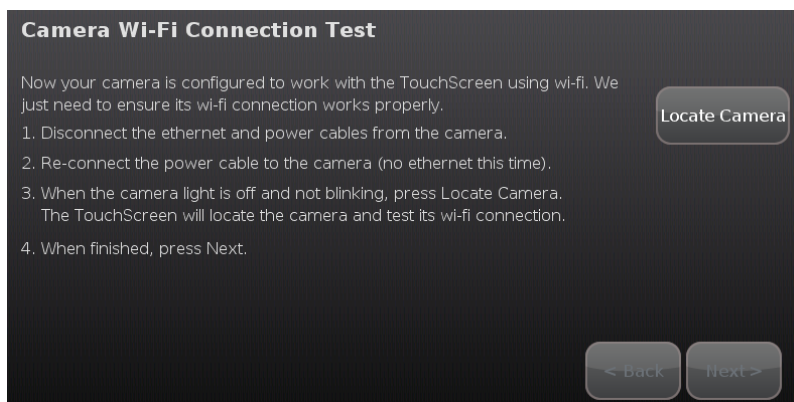
The Camera Wi-Fi Connection Test screen is displayed.

**Figure 38: Camera: Camera Wi-Fi Connection Test Screen**

11. To have the camera connected to the TouchScreen wirelessly, follow the instructions in the Camera Wi-Fi Connection Test screen (including disconnecting the camera from the TouchScreen router and rebooting the camera) and tap **Locate Camera**.

12. When the camera has been paired wirelessly to the TouchScreen, tap **Next**.

The Adjust Camera screen is displayed.
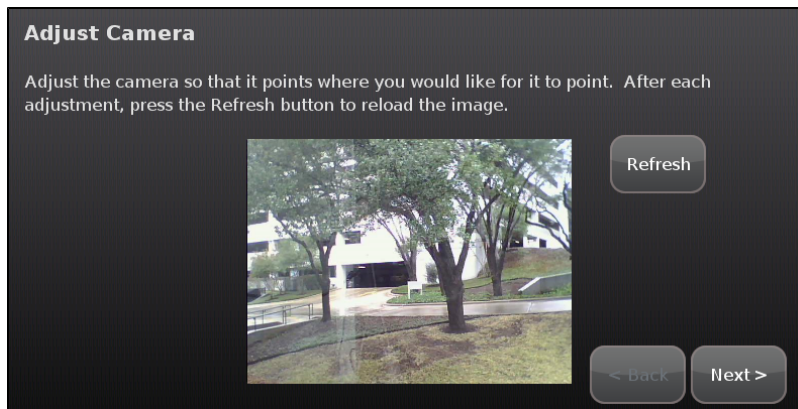
Figure 39: Camera: Adjust Camera Screen

13. Point the camera as needed.
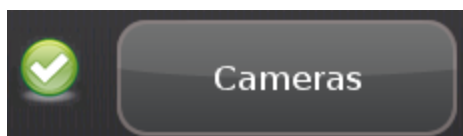
14. Tap **Next**.

The Add Additional Camera screen is displayed.
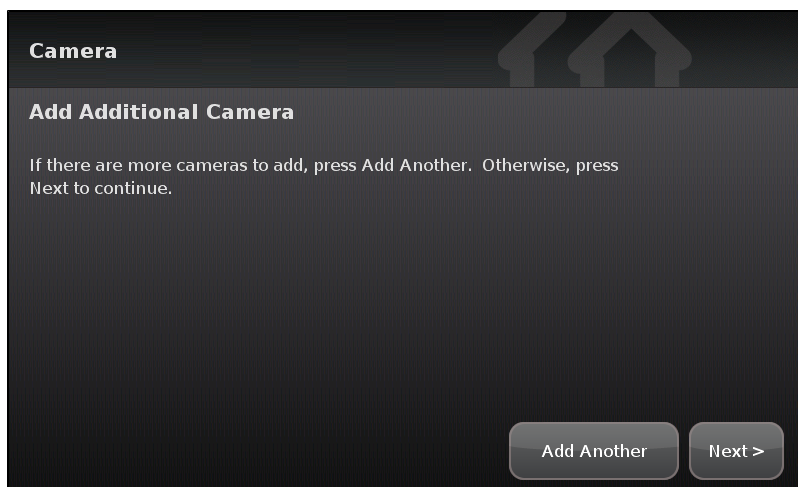
Camera: Add Additional Camera Screen

15. Tap **Add Another** to add an additional camera. Repeat the steps as directed.

Tap **Next** to return to the Install Zones and Home Devices screen is displayed with the Cameras marked done.

16. If you are done configuring devices, tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on page 65.

Table 5: Troubleshooting the Camera Installation

| Issue	Description
Unable to pair the camera to the TouchScreen	Confirm that the camera is plugged into the security router during configuration and has been restored to factory defaults. Perform the following procedure: 1. Reset the camera to factory defaults (hold the reset button for 30 seconds). 2. Reboot the camera.
Located but not able to Secure	Compare the MAC address on the screen with the MAC address on the back of the camera. They should match.
Poor picture, slow refresh in live-view, Wireless Camera Strength, no IP found (no LED light on front of camera)	Relocate or reposition camera and then re-test.
Intermittent connectivity	Confirm good Wi-Fi connectivity.
Tapping on an upgrading camera in the camera widget produces an error dialog.	The camera images are halted while the camera is upgraded. When the upgrade is finished, the images become available.
The camera image is replaced by an icon.	In the camera widget on the TouchScreen, an upgrade icon is displayed in place of the thumbnail image while a camera is upgraded.

Step H: Adding Lighting Devices to the Security System

Lighting devices control whether a light is turned on or off. The system can even manage dimmable lights.

This action can be performed after wireless sensors are installed as described on Step F: Adding Sensors to the Security System on page 28. You can skip this step and add the lighting devices later as described on page 125.

> **IMPORTANT:** If you need to update the firmware on any lighting device before adding it to the security system, you must reset the lighting device to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

The Install Zones and Home Devices screen is displayed.
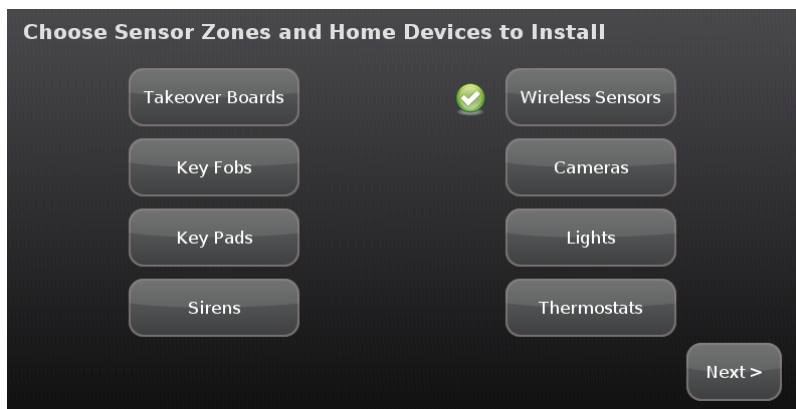

1. Tap **Lights**.

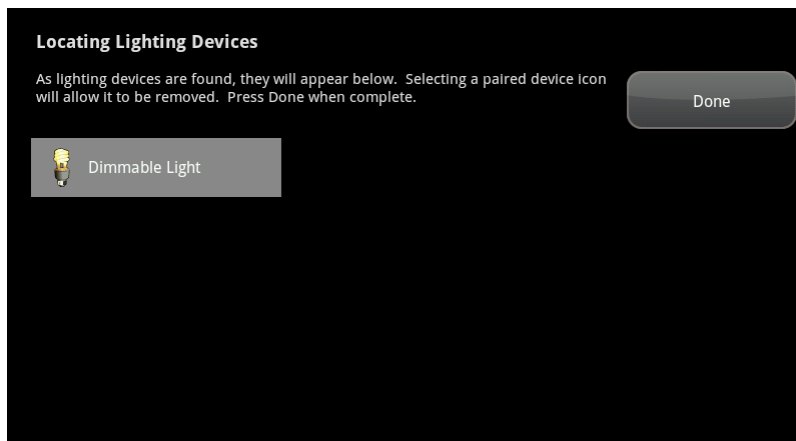   *The Locating Lighting Devices screen is displayed.*
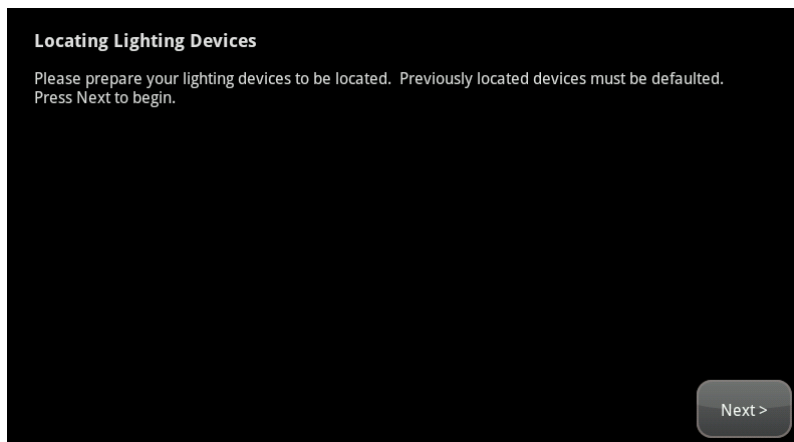
2. Tap **Next**.

3. Plug the lighting device into a wall socket. Secure it with a screw.

The lighting devices should be unpaired when they are removed from their packaging. When one is installed in socket, the LED flashes three times every five seconds indicating that it is in Search mode and ready to pair with a TouchScreen. If you have problems pairing a lighting device, do the following to reset it to factory default:

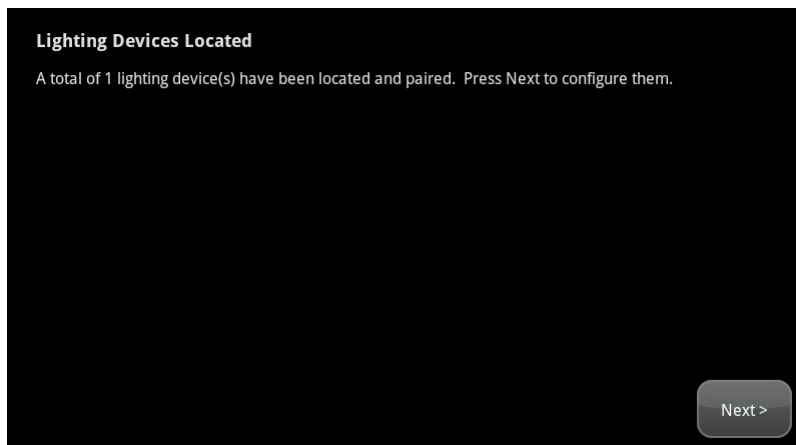Press the On/Off button as you plug the device into the socket.
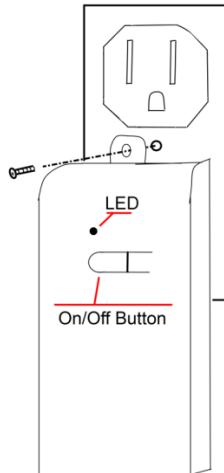
As lighting devices are found, an icon is displayed for that device.
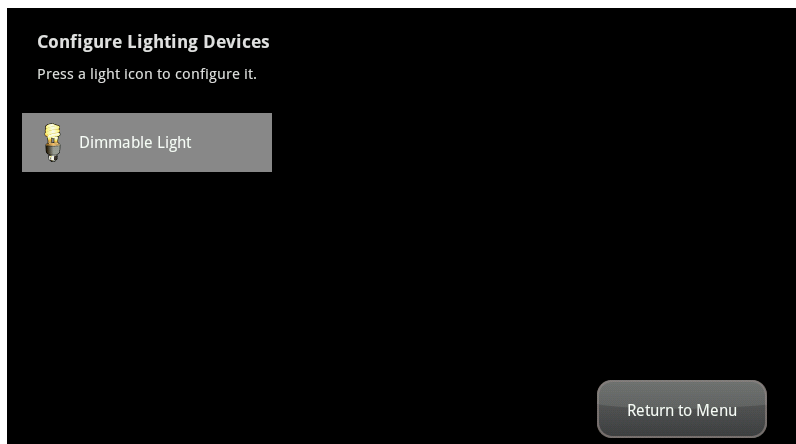

4. When all the lighting devices are found, tap **Done**.

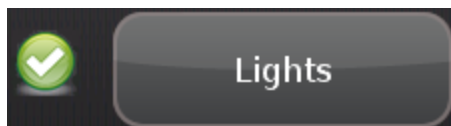   *The system notes the number of devices that were found and paired.*

5. Tap **Next**.

   The Configure Lighting Devices screen is displayed.

6. Tap a lighting device to configure it as described on page 125.

7. After all the lighting devices are configured, tap **Next**.

   The Install Zones and Home Devices screen is displayed with Lights marked done.


8. If you are done configuring devices, tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on page 65.

Step I: Adding a Thermostat to the Security System

This action can be performed after wireless sensors are installed as described on Step F: Adding Sensors to the Security System on page 28. You can skip this step and add a thermostat later as described on page 121.

The Install Zones and Home Devices screen is displayed.
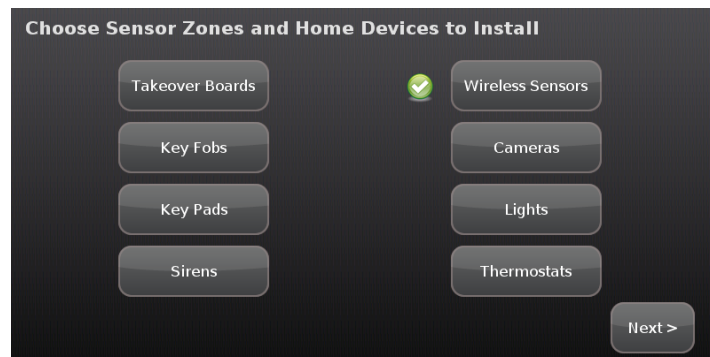
1. Tap **Thermostats**.

   The Locating Thermostat Devices screen is displayed.
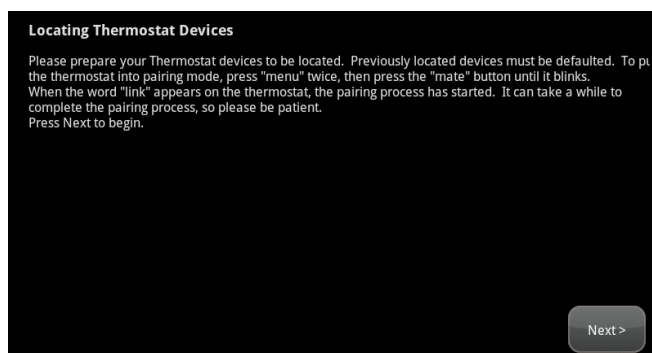
2. Tap **Next**.

   The Locating Thermostat Devices screen is displayed.

3. Tap **Next**.

4. Reset the device to factory default to place it in Search mode.

   a. Remove the cover at the top of the thermostat device.

      A circuit board is displayed with a black button labeled Reset on the leftward side.
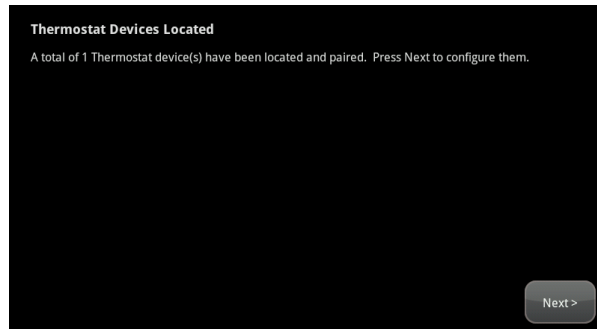
   b. Press the Reset button.

      The device is reset to factory default.

   c. Press the **Menu** button twice.

   d. In the tap screen, press the **Mate** label twice (below the radio tower icon).
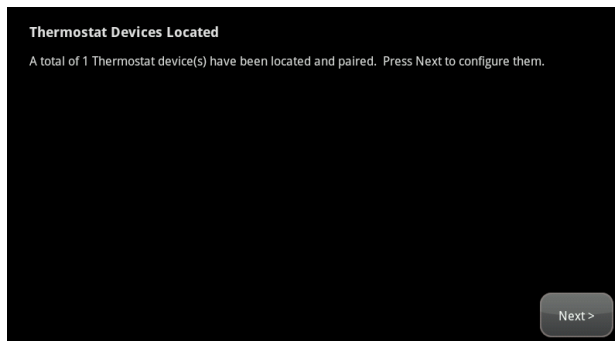
The Mate label begins blinking to indicate that the device is in Search mode.

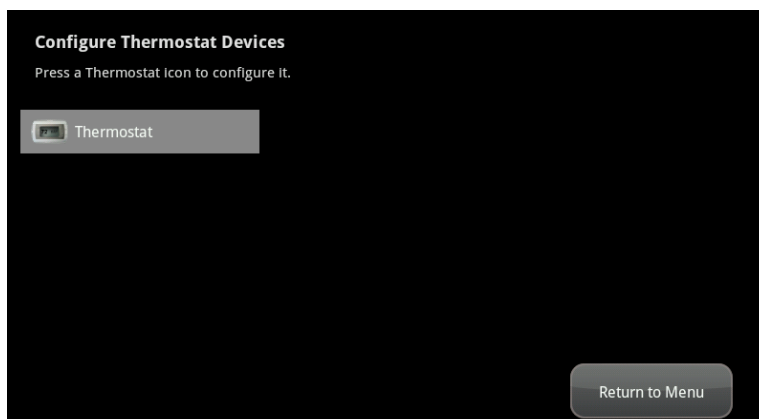*When the thermostat device is found, an icon is displayed for that device.*

5. Tap **Done**.

    The system notes the number of devices that were found and paired.

6. Tap **Next**.

    The Configure Thermostats screen is displayed showing all the paired thermostat devices.

7. Tap a device icon to configure it as described on page 121.

8. After all the thermostats are configured, tap **Return to Menu**.

    The Install Zones and Home Devices screen is displayed with Thermostats marked done.

9. If you are done configuring devices, tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on page 65.

Step J: Adding Key Fobs to the Security System

A key fob is a mobile tool that lets customers arm and disarm their system with the press of a button.

> **Note:**   This step can be performed after Activation.

> **IMPORTANT:** If you need to update the firmware on any key fob before adding it to the security system, you must reset the key fob to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

The Install Zones and Home Devices screen is displayed.
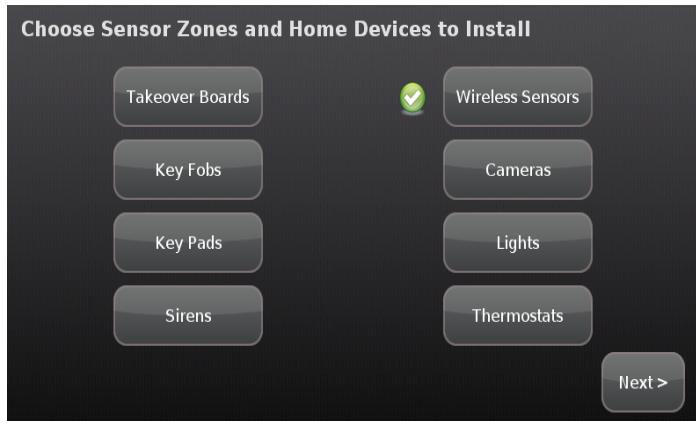
1. Tap **Key Fobs**.

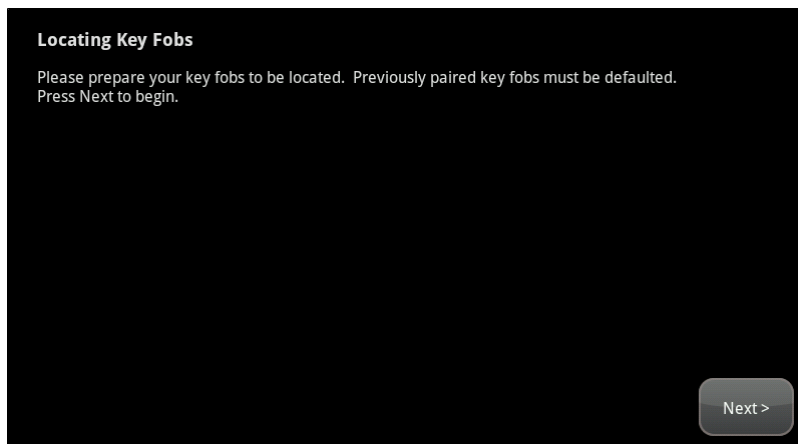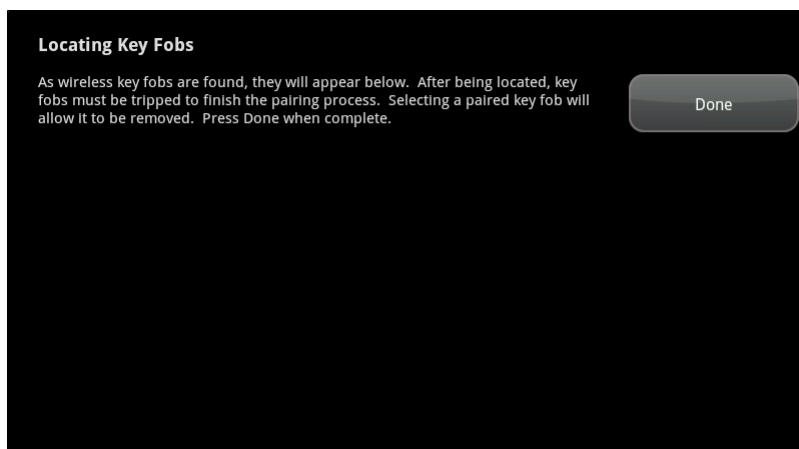   *The Locating Key Fobs screen is displayed.*

Figure 40: Key Fobs: Locating Key Fobs Screen

2. Tap **Next** to begin searching for key fobs to add.

   A Stop button is displayed on the Locating Key Fobs screen. The TouchScreen searches for key fobs that are available to be added (defaulted and in Search mode).
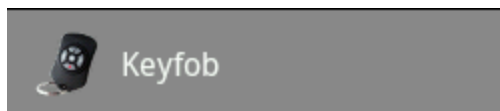
3. Default a key fob and place it in Search mode.

When a key fob is found,an icon is displayed for it.

4. Press the star button to pair the found key fob.

The key fob is paired with the TouchScreen.

5. Repeat this procedure for each key fob with the TouchScreen. When all the key fobs have been found and paired, tap **Stop**.

The Wireless Key Fobs Located screen notes the number of key fobs found and paired.
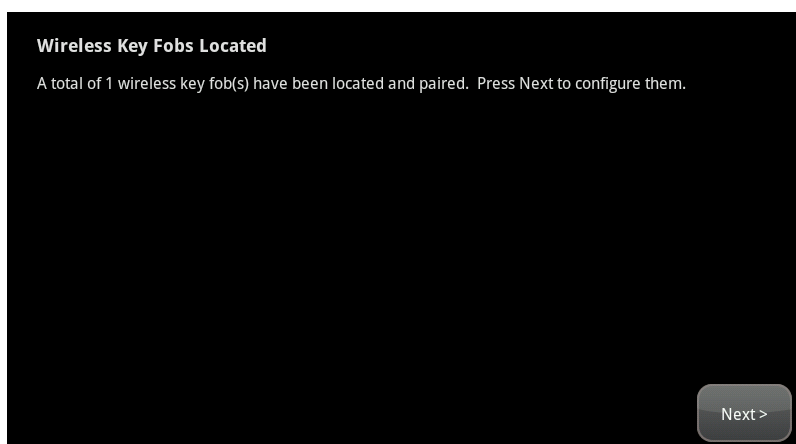
Figure 41: Key Fobs: Wireless Key Fobs Located Screen

6. Tap **Next**.

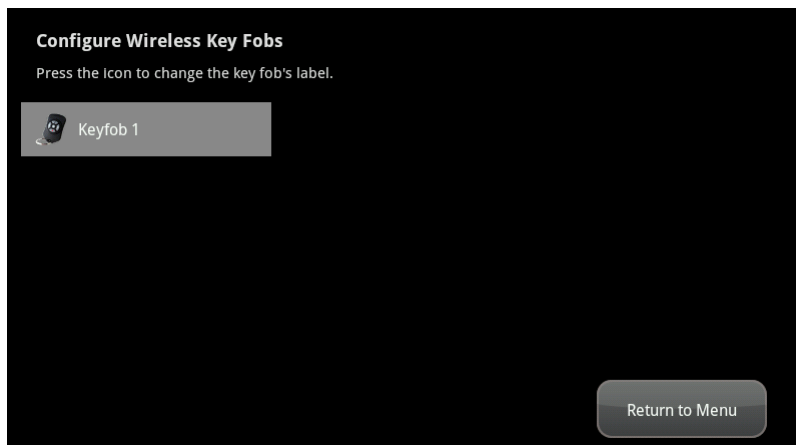*The Configure Wireless Key Fobs screen is displayed.*

Figure 42: Key Fobs: Configure Wireless Key Fobs Screen

7. Tap each key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.
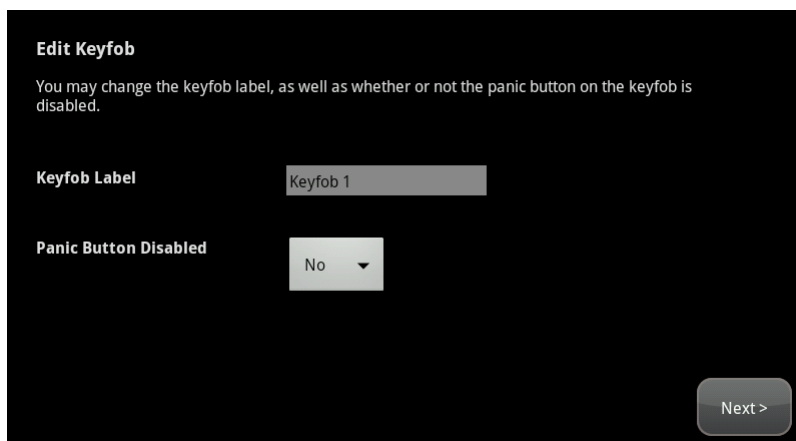
   The Edit Keyfob screen is displayed.
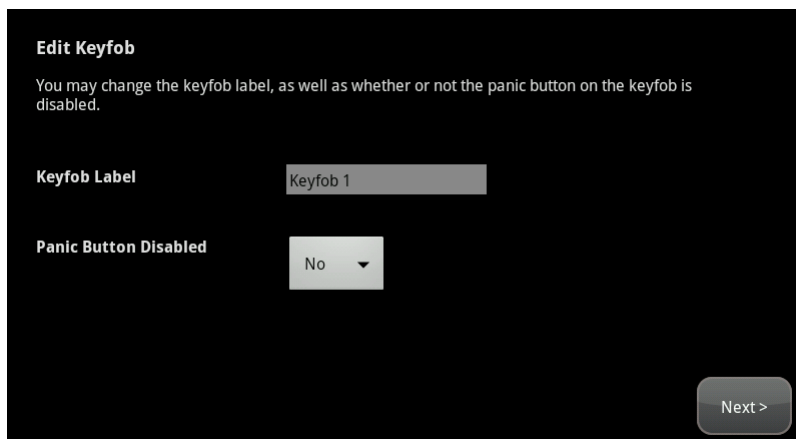
2. Tap the Key Fob Label to display a keyboard.
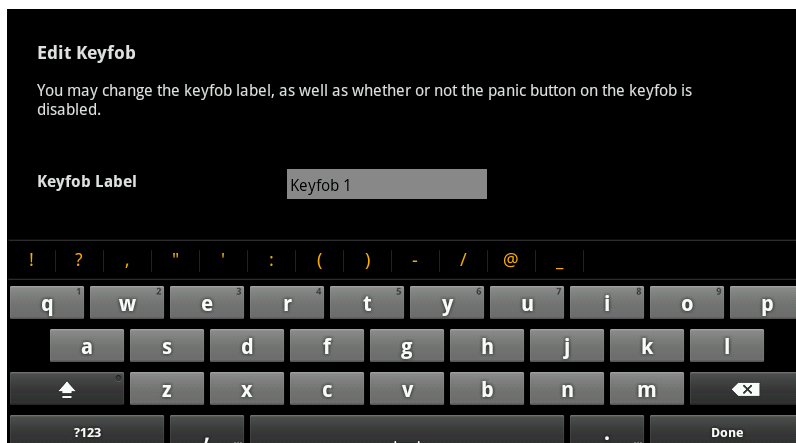
3. Enter a name for the key fob. Tap **Done**..
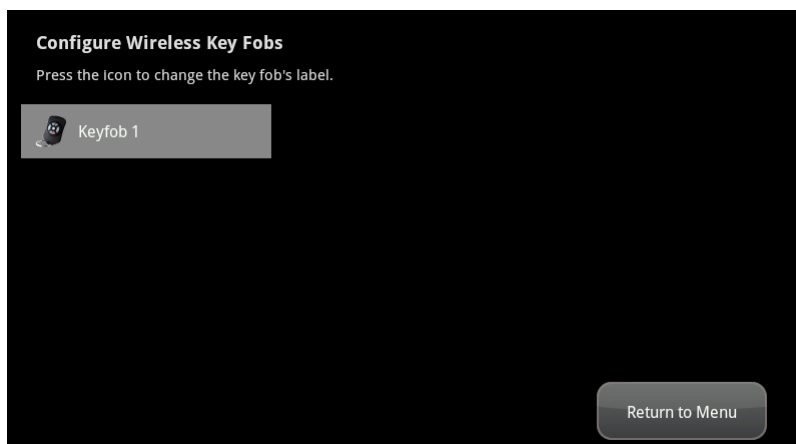
4. Tap the arrow to enable or disable the panic button.

5. Tap **Done** to return to the Configure Wireless Key Fobs screen

6. After all the key fobs are configured, tap **Next**.

   The Install Zones and Home Devices screen is displayed with the Key Pads marked done.
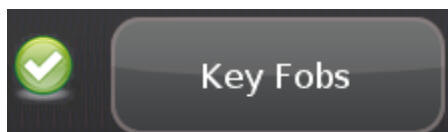
7. If you are done configuring devices, tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on page 65.

Step K: Adding Key Pads to the Security System

A key pad provides customers a way to enter security codes without using the TouchScreen.

Note: This step can be performed after Activation.

IMPORTANT: If you need to update the firmware on any key pad before adding it to the security system, you must reset the key pad to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

The Install Zones and Home Devices screen is displayed.
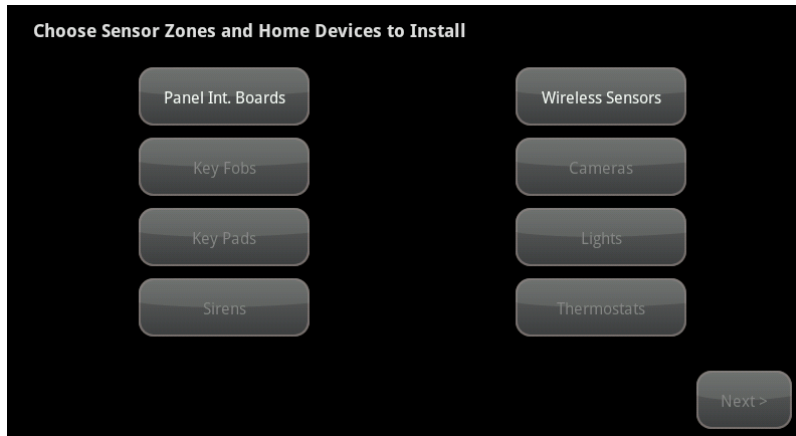
1. Tap **Key Pads**.

   The Locating Key Pads screen is displayed.
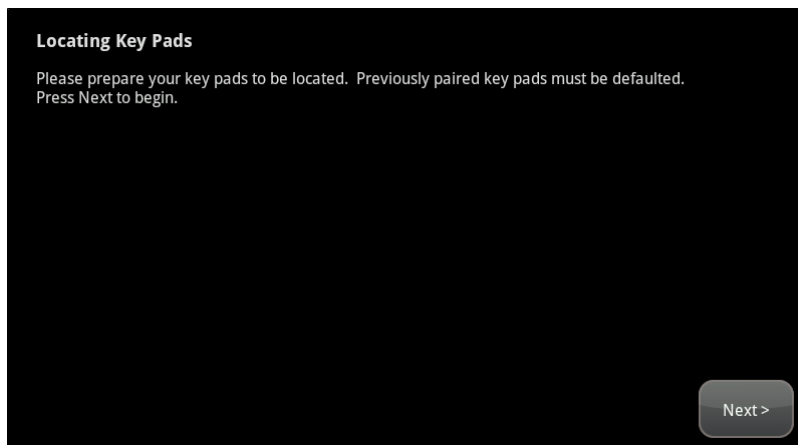
2. Tap **Next** to begin searching for key pads to add.

   A Done button is displayed on the Locating Key Pads screen. The TouchScreen searches for key pads that are available to be added (defaulted and in Search mode).
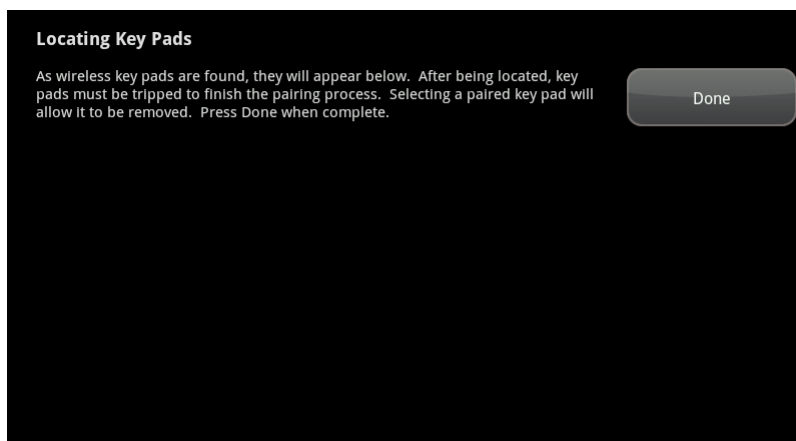
3. Default a key pad and place it in Search mode.

   When a key pad is found, an icon is displayed for it.
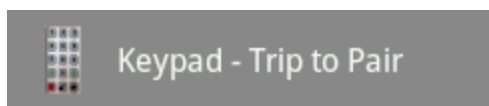
4. Press the star button ⚘ to pair the found key pad.

   The key pad is paired with the TouchScreen and the icon shows a checkmark.

5. Repeat this procedure for each key pad with the TouchScreen. When all the key pads have been found and paired, tap Done.

   The Wireless Key Pads Located screen notes the number of key pads found and paired.
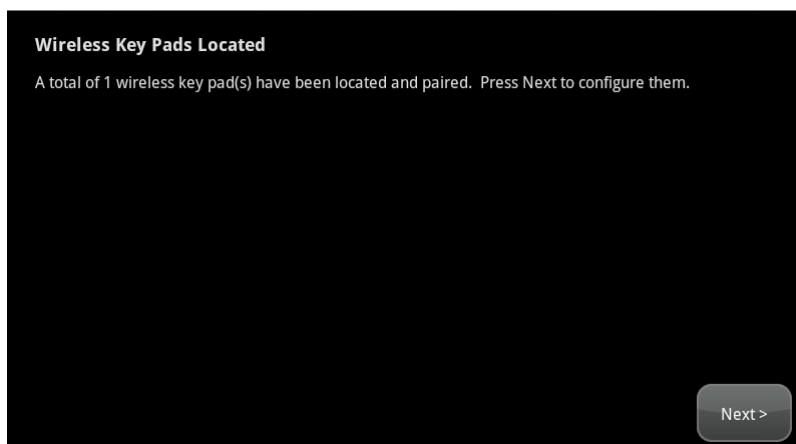
6. Tap **Next**.

   The Configure Wireless Key Pads screen is displayed.
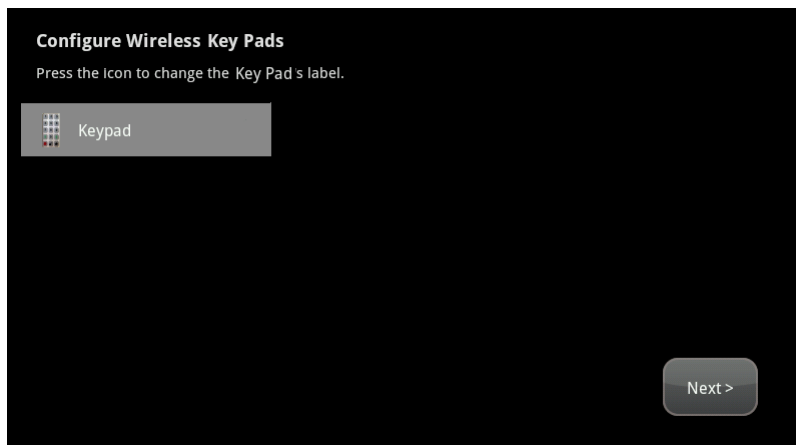
7. Tap each key pad icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

    A keyboard screen is displayed.
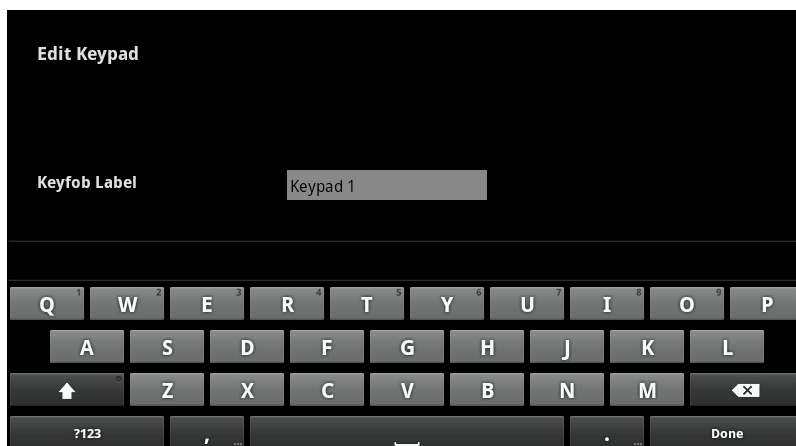
8. Enter a name for the key pad, and tap **Done** to return to the Configure Wireless Key Pads screen.
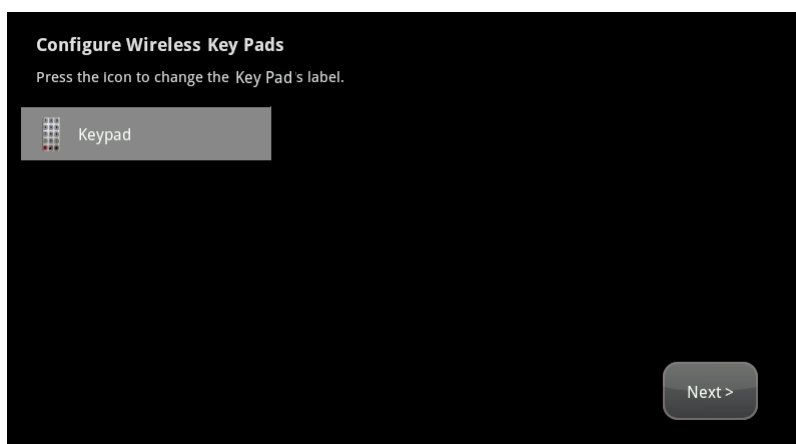
9. After all the key pads are configured, tap **Next**.

    The Install Zones and Home Devices screen is displayed with the Key Pads marked done.
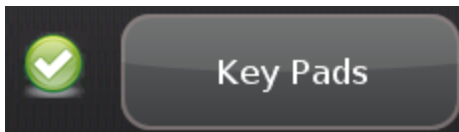
10. If you are done configuring devices, tap **Next** to go to .

Step L: Adding Sirens to the Security System

A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. Zig-Bee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

Once a sensor or peripheral has been paired to a TouchScreen, it MUST be deleted from that TouchScreen before it can be paired to a different TouchScreen. When a sensor is deleted from a TouchScreen, it is automatically reset to factory defaults and is placed in Search mode, ready to be paired with another TouchScreen. It is possible to pair a device to a second TouchScreen without deleting it from the original, but this could result in the paired device not being registered in the server databases. This situation is most often encountered in lab environments where TouchScreens and sensors/peripherals are often swapped back and forth on a regular basis.

A siren is a multipurpose fire and burglar alarm signaling device that emits sound at levels greater than 85dB, loud enough to provide an audible alert and scare intruders. Some sirens also serve as a repeater, which increases the range of your wireless devices and sensors. Refer to the documentation provided with the siren to determine its capabilities.

IMPORTANT: If you need to update the firmware on any sensor before adding it to the security system, you must reset the sensor to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

Note: This step can be performed after Activation.

1. Tap **Sirens**.
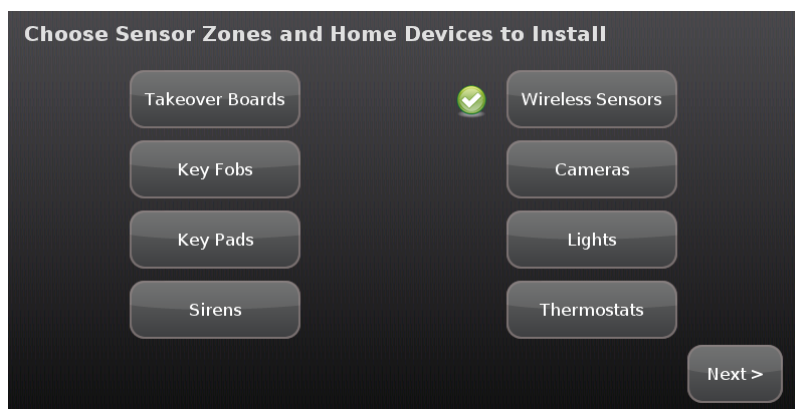
The Locating Sirens screen is displayed.

Locating Sirens

Please prepare your sirens to be located. Previously paired sirens must be defaulted.
Press Next to begin.

Next >
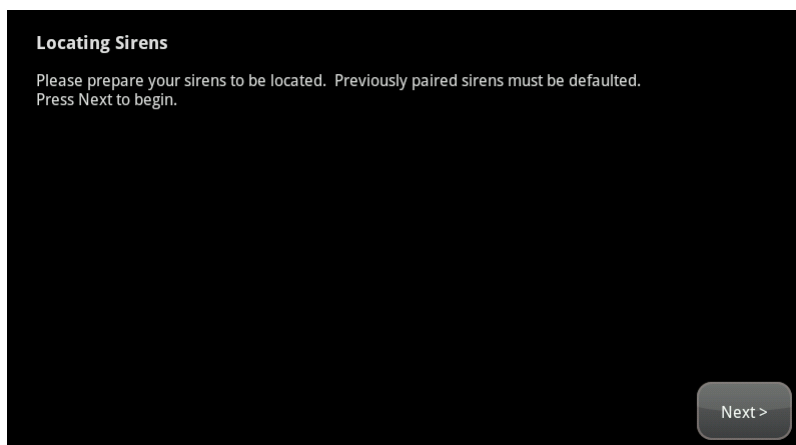
Figure 43: Locating Sirens Screen

See the installation documentation for the sirens to prepare them to be added to the
TouchScreen and to place them in Search mode.

Available sirens meet the following requirements:

❑   Defaulted

❑   Not currently paired with another TouchScreen device

❑   Currently in Search mode

Note: See the siren installation documentation for how to tell if a siren is in Search mode,
how to tell if it is not in Search mode, and how to restart Search mode if it is not.

2. Tap **Next**.

The TouchScreen searches for sirens that are available to be added.

Locating Sirens

As wireless sirens are found, they will appear below. After being located, sirens
must be tripped to finish the pairing process. Selecting a paired siren will allow it
to be removed. Press Done when complete.

Done
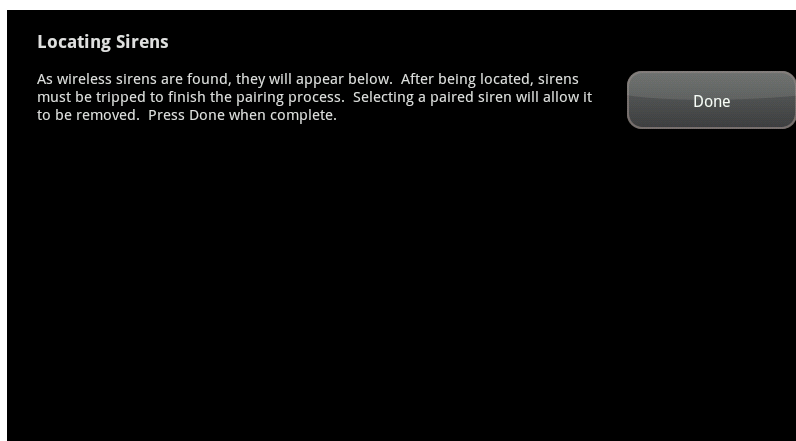
As sirens are found,an icon is displayed for that siren.

MTL Repeater Siren
- Trip to Pair
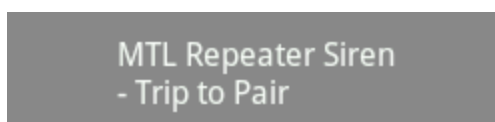
3. Fault each found siren to pair it to the TouchScreen.

   The siren is paired with the TouchScreen and the icon shows a checkmark.

   MTL Repeater Siren ✓
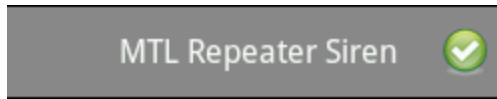
4. Determine that all the sirens have been located by the TouchScreen.

5. When all the sirens are found and paired, tap **Done**.

   Note: Any located sirens that were not paired are released by the TouchScreen. Sirens can be added later (see page 96).

   The Wireless Sirens Located screen notes the number of wireless sirens found and paired.

   Wireless Sirens Located
   A total of 1 wireless siren(s) have been located and paired. Press Next to configure them.
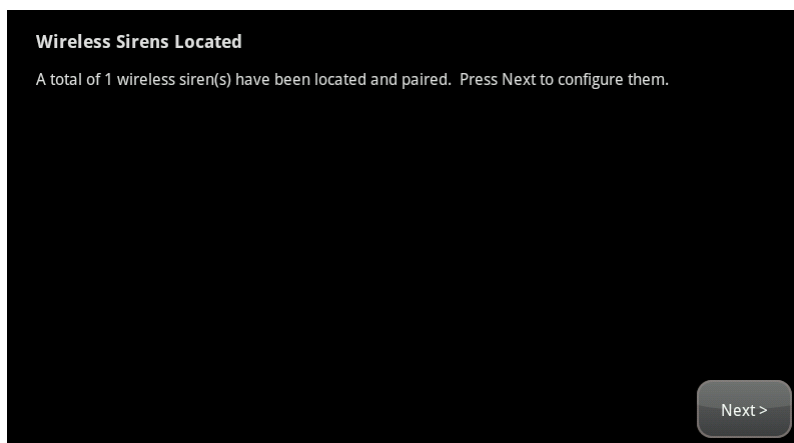
   Next >

6. Tap **Next**.

   The Configure Wireless Sirens screen is displayed showing icons representing the sirens that were located and paired.

   Configure Wireless Sirens
   The following sirens are paired with the touchscreen. Select an icon to configure it.

   Siren 1

   Return to Menu
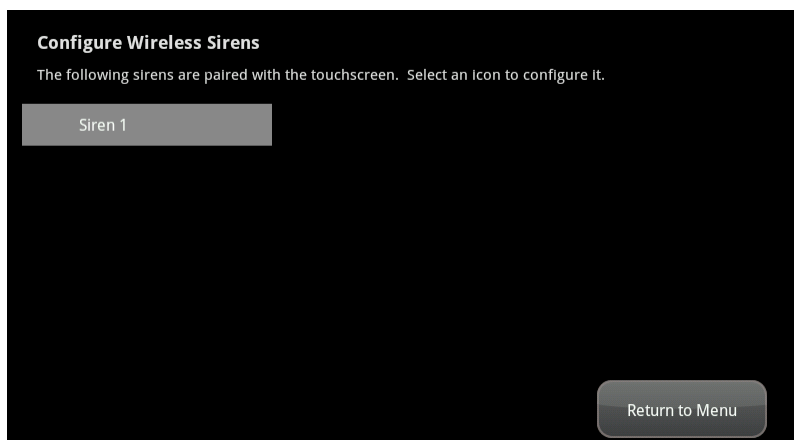
7. Tap each siren icon to configure it.

   The Settings screen is displayed.

Modify Siren Device Settings

Please edit the siren label.

Siren Name: Siren 1

Next >
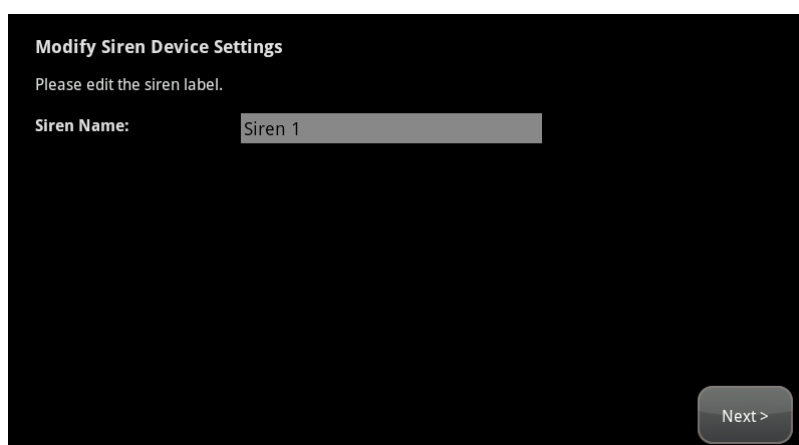
Enter a new label for the siren, if desired. Tap **Done** to save your changes.

The wireless sirens are marked as configured.

8. From this point you can configure any or all of the following devices:

❏ Panel Interfaces (see Step E: Adding Panel Interface Modules to the Security System on page 24)

❏ Cameras (see Step G: Adding Cameras to the Security System on page 38)

❏ Lights (see Step H: Adding Lighting Devices to the Security System on page 47)

❏ Thermostats (see Step I: Adding a Thermostat to the Security System on page 50)

❏ Key Fobs (see Step J: Adding Key Fobs to the Security System on page 53)

❏ Key Pads (see Step K: Adding Key Pads to the Security System on page 57)

After all the devices are configured—or if you want to configure the devices later—tap **Next** to go to Step M: Testing the Alarm Functionality of the Security System on the facing page.

Step M: Testing the Alarm Functionality of the Security System

The Test Alarm screen is displayed.
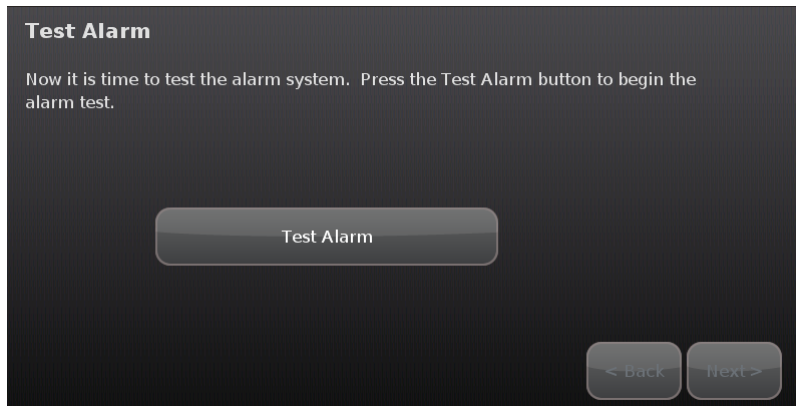
Figure 44: Alarm Testing: Test Alarm Screen

This step sends a test alarm, through the system servers, to the central monitoring station as though a genuine alarm has been tripped.

1. Tap **Test Alarm**.

    The TouchScreen informs you that the signal was sent to the central monitoring station. In the event reports on the Management Portal Account Information screen (History tab and Alarms tab), this event is reported as "alarm test mode".
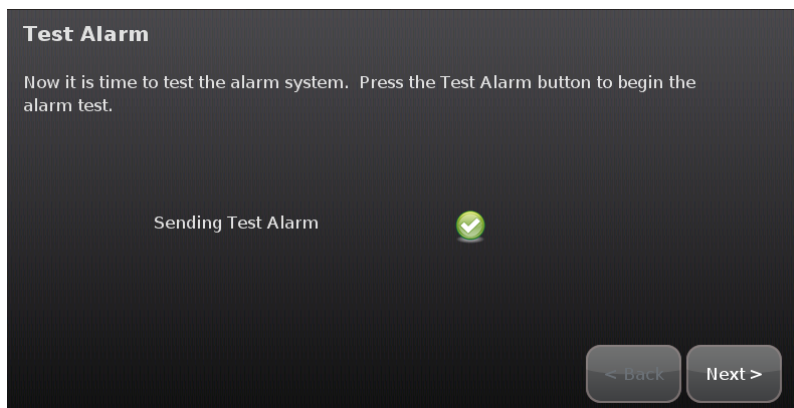
2. After the test alarm has been sent, tap **Next**.

    The Verify Signal Sent to Central screen is displayed providing a phone number to the central monitoring station and the confirmation information of the current customer account.
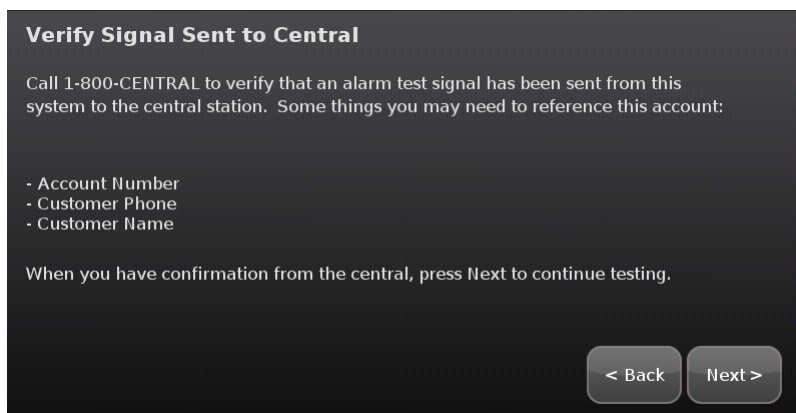
Figure 45: Alarm Testing: Verify Signal Sent to Central Screen

3. Call the provided phone number and give the confirmation information to the representative.

4. When you have confirmed that the test alarm was sent successfully, tap **Next**.

   The Alarm Test Checklist is displayed.
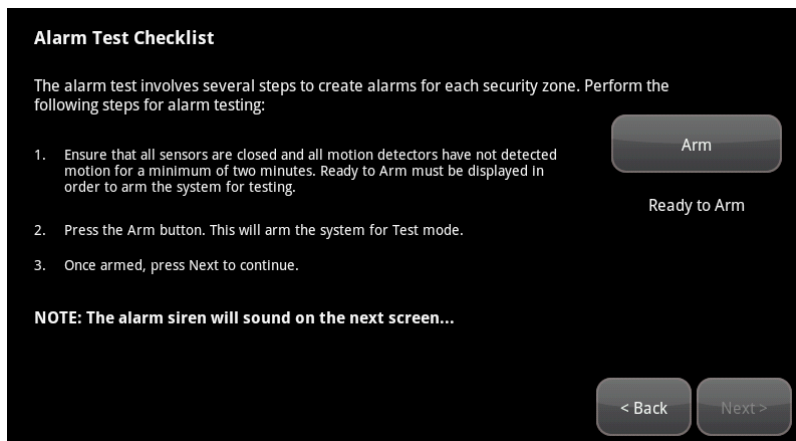
Figure 46: Alarm Testing: Alarm Test Checklist Screen

5. Ensure that all the security zones are not faulted (that is, doors and windows are closed, motion detectors do not show motion, etc.).

   When the security zones are ready for testing, "Ready to Arm" is displayed under the Arm button.
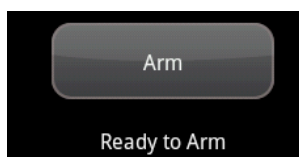
6. Tap **Arm**.

   The after a ten second Exit Delay period, the button changes to the label System Armed.
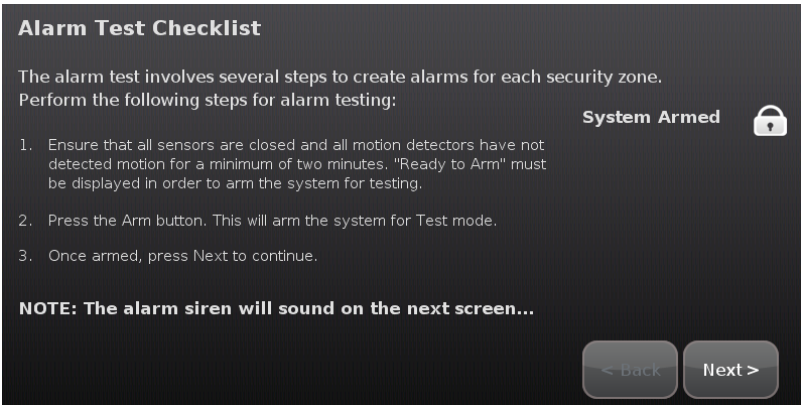
Figure 47: Alarm Testing: Alarm Test Checklist Screen

1. Tap **Next**.

   The Alarm Test screen is displayed.
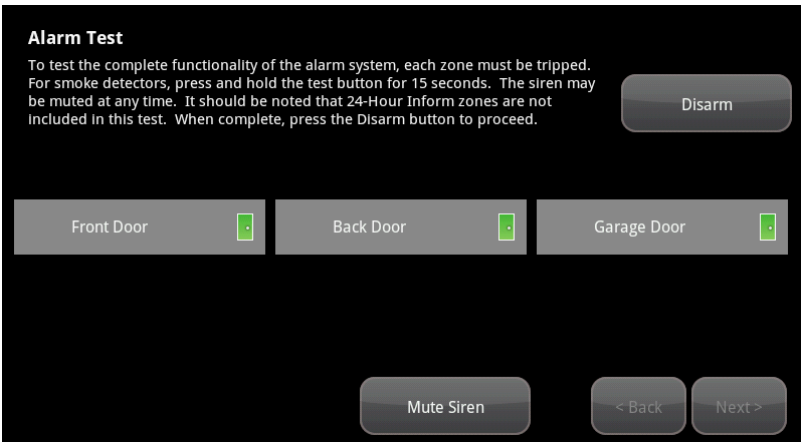
Figure 48: Alarm Testing: Alarm Test Screen

2. Fault each alarm in turn.

   The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.
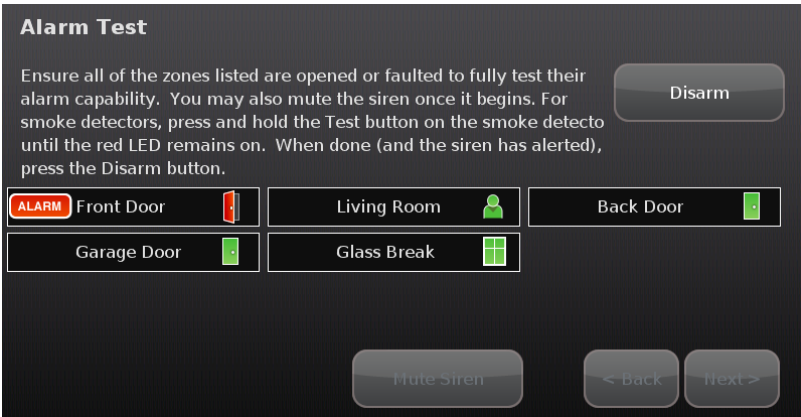
3. After all the alarms have been faulted and the system has noted it, tap **Disarm**.

4. Tap **Next**.

    The Review Alarms screen is displayed showing the phone number to contact the central monitoring station to ensure they received all the generated alarms.
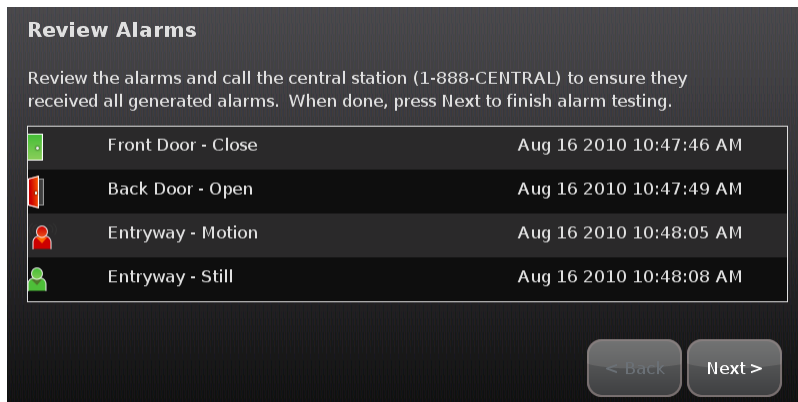
Figure 49: Alarm Testing: Review Alarms Screen

5. Contact the central monitoring station.

6. If they received all the generated alarms, tap **Next**.

See Testing Alarms on page 81, for how to test alarms after the installation is complete.

Step N: Setting and Validating the Security Information

The Master code is the keypad code that is required for the customer to access the Settings app and to create and manage other codes.

The Set Master Code is displayed.
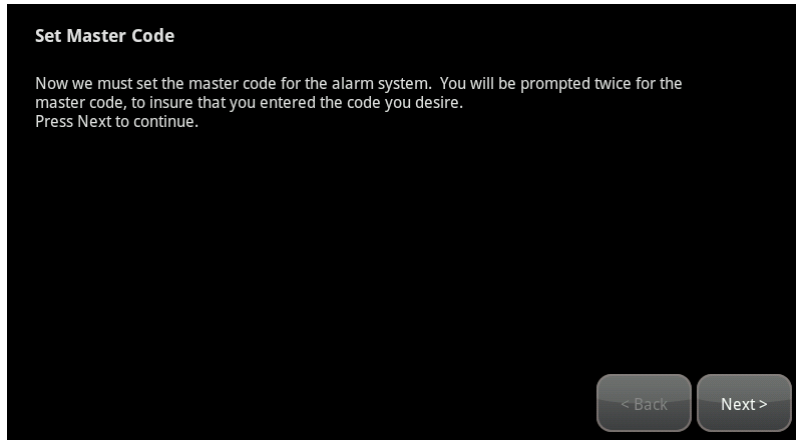
Figure 50: Set Master Code Screen

1. Tap **Next**.

    A keypad is displayed.
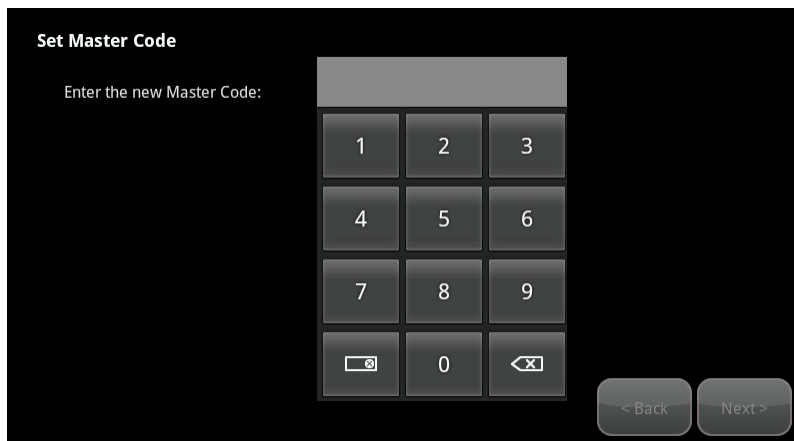
2. Enter a four-digit code twice, and tap **Done**.

    The Getting Account Information From Server screen is displayed.
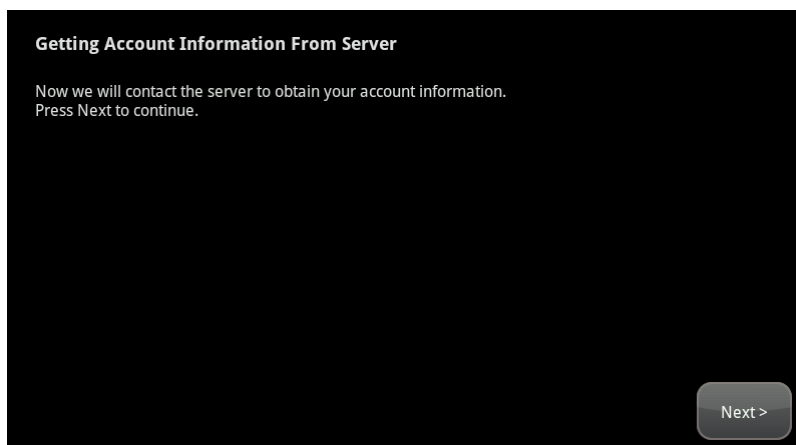
Figure 51: Validate Account Information: Getting Account Information From Server Screen

3. Tap **Next**.

   The Validate Account Information screen is displayed.
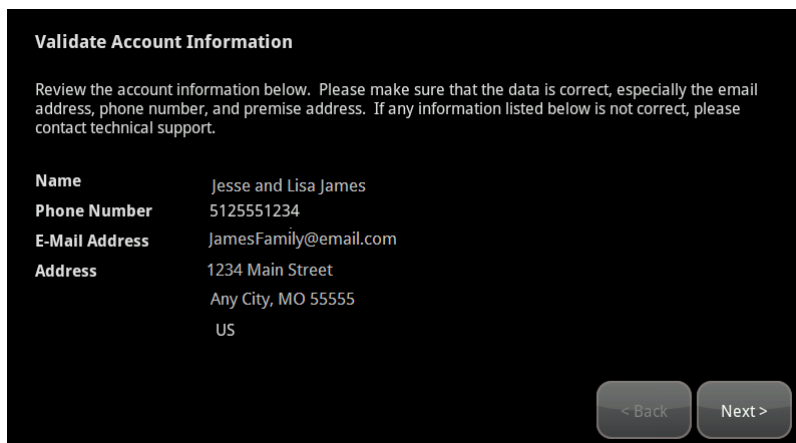
Figure 52: Validate Account Information: Validate Account Information Screen

4. Ensure that the displayed account information for the customer is accurate—especially the following:

   ❑ Phone number that the central monitoring station calls after an alarm

   ❑ Email address that receives an email necessary to perform the Subscriber Portal activation

   Note: This information is associated with the Activation code you entered.

5. Tap **Next**.

   The Getting Security Secret Word From Server screen is displayed.

Figure 53: Set Secret Word: Getting Security Secret Word From Server Screen

6. Tap **Next**.

    The Set Security Secret Word screen is displayed.
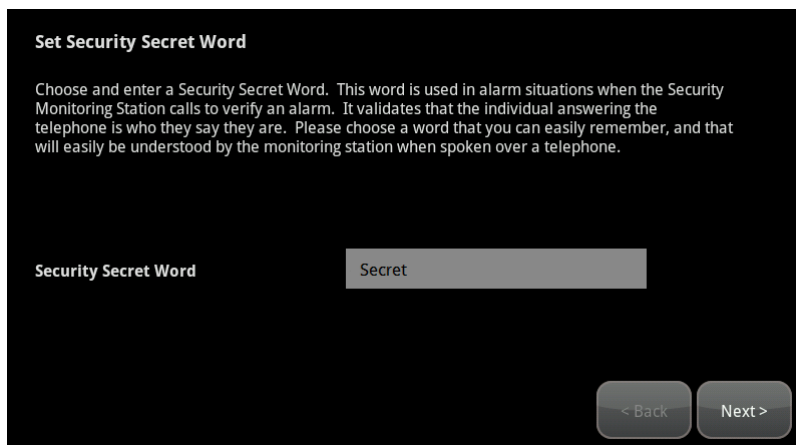
Figure 54: Set Secret Word: Set Security Secret Word Screen

7. Show the customer the secret word displayed on the screen. Explain that this is the word that they give to the central monitoring station when it calls to verify whether an alarm is false.

8. Tap the **Secret Word** field.

    A keyboard screen is displayed.
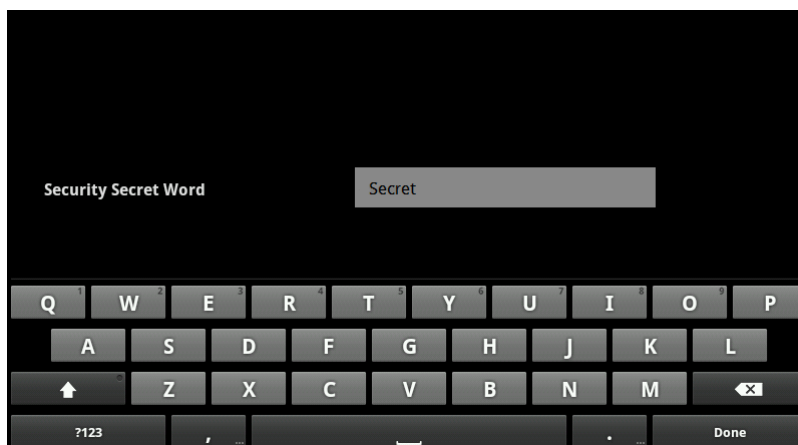
9. Have the customer type a new secret word and then tap **Done**.

   The Set Security Secret Word screen is displayed again.
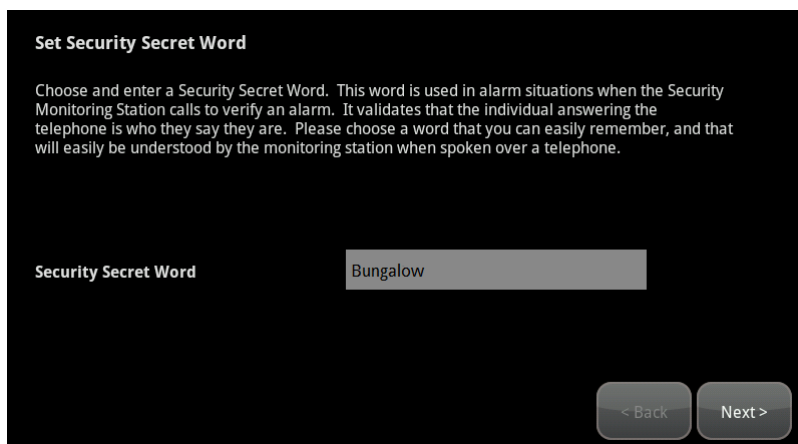
10. Tap **Next**.

    The Activation Complete screen is displayed.
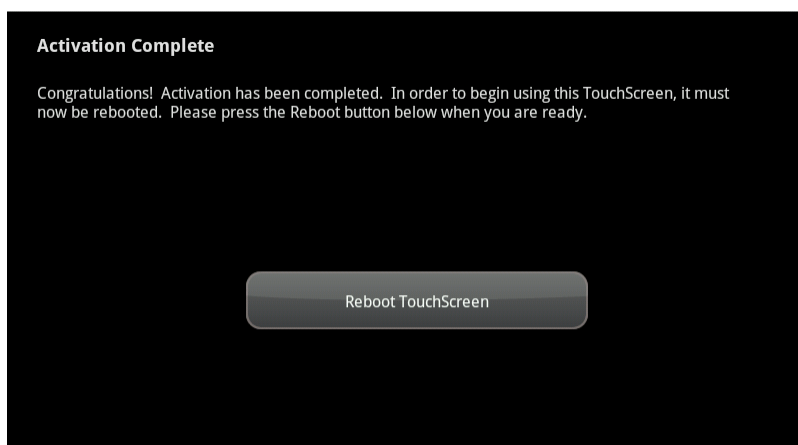
Figure 55: Activation Complete Screen

11. Tap **Reboot TouchScreen**.

The TouchScreen reboots.

Step O: Mounting the Sensors

1. Mount the sensors and peripherals as described in the sensor documentation.

2. Test each sensor's signal strength as described on page 100.

   IMPORTANT: The minimum distance for the sensors to communicate with the TouchScreen is beyond most practical limits. However, the distance can be limited occasionally by the materials for the walls, electrical interference, and other conditions.

Step P: Configuring the TouchScreen

If necessary, perform the following operations:

- ❑ Modify the Entry and Exit delay time periods (see page 85)

- ❑ Modify the Alarm Transmission delay (see page 86)

- ❑ Modify the "swinger shutdown" (see page 87)

- ❑ Reset the TouchScreen to factory defaults (see page 87)

  Note: This causes the device to require activation again, which in turn requires that the customer's account be reset as well.

- ❑ Check for a new firmware update (see page 90)

- ❑ Manage the sensors/security zones (see Table 6: Sensor Operations on page 76)

- ❑ Manage the cameras (see Table 7: Manage Camera Operations on page 77)

- ❑ Manage key fobs and key pads (see Table 8: Manage Peripheral Operations on page 77)

- ❑ Manage lights and thermostats (see Table 9: Manage Environmental Device Operations on page 78)

Technicians also can perform the following general activities that are available to the customer.

  Note: See the *TouchScreen User's Guide* for information about these activities.

- ❑ Manage the way sensors are listed in TouchScreen reports and tools

- ❑ View and test the TouchScreen's connectivity to the central monitoring stations

- ❑ Manage the keypad codes and secret word

- ❑ View the customer's account information

- ❑ Manage your TouchScreen device sounds, screensaver, etc.

- ❑ View technical information about the TouchScreen device

Sensors consist of door/window sensors, motion detectors, glass break detectors, and smoke alarms.

Table 6: Sensor Operations

Operation	Description		
Modify sensor details	Change (within limits) the details of a sensor (see page 95).		
Delete a sensor	Remove a sensor from being managed by the TouchScreen (see page 98).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default.	
Add a sensor	Find a new sensor that is available to be added (see page 96).		
Create a cross zone association	Configure two sensors to trip an alarm only if they are both faulted (see page 104). For example, an alarm sounds when a door sensor is faulted ONLY if an associated motion sensor also is faulted.		
View sensor diagnostics	View the connectivity details and signal strength of a sensor (see page 100).		
Manage fire alarm settings	Toggle Fire Alarm Verification to determine how the system triggers fire alarms (see page 92	Disabled	Central monitoring station is contacted when one smoke alarm sounds.
		Enabled	Central monitoring station is notified when: ❑ Multiple smoke detectors sound an alarm. ❑ One smoke detector sounds an alarm for 60 seconds.

Table 7: Manage Camera Operations

Operation	Description	
Modify a camera	Change the name identifying each camera in the TouchScreen and the Subscriber Portal. Set or modify the zone to which the camera is assigned. When a camera is assigned to a zone, the camera takes a series of pictures if that zone trips an alarm.	
Delete the camera from the security system	Remove a camera from being managed by the TouchScreen (see page 119).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default.
Add a camera to the security system	Add an additional camera to the TouchScreen – up to six (see page 112).	
Replace a camera	Swap the current camera with another one (see page 120).	

Table 8: Manage Peripheral Operations

Operation	Description	
Delete a key fob	Remove a key fob from being able to access the security system (see page 130).	Use these actions in sequence to reset a key fob's details to factory default.
Add a key fob	Find a new key fob that is available to be added (see page 130).	
Modify a key fob	Change the name identifying each key fob in the TouchScreen and the Subscriber Portal (see page 129).	
Delete a key pad	Remove a key pad from being able to access the security system (see page 138).	Use these actions in sequence to reset a key pad's details to factory default.
Add a key pad	Find a new key pad that is available to be added (see page 135).	
Modify a key pad	Change the name identifying each key pad in the TouchScreen and the Subscriber Portal (see page 135).	

Table 9: Manage Environmental Device Operations

Operation	Description
Delete a lighting device	Remove a lighting device from your system (see page 128).
Add a lighting device	Pair a new lighting device to your system (see page 127).
Modify a lighting device	Change the name identifying each key fob in the TouchScreen and the Subscriber Portal (see page 125).
Delete a thermostat	Remove a thermostat from your system (see page 124).
Add a thermostat	Pair a new thermostat to your system (see page 121).
Modify a thermostat	Change the name identifying each key pad in the TouchScreen and the Subscriber Portal (see page 123).

Step Q: Activating the Subscriber Portal

1. With the customer, check the inbox for the email address of the customer's account (the address displayed on the Validate Account Settings screen).

   The customer has received an email notification that the security system has been activated. The email provides a temporary username and password to the Subscriber Portal. The Subscriber Portal provides options for managing account and security settings.

2. Note the temporary password in the email and click the link in the email.

   The Subscriber Portal login is displayed. The temporary username field is already filled in.

3. In the password field, enter the temporary password that was provided in the email.

   Step 1 of the activation process is displayed.

4. Enter the Master code you set during the TouchScreen activation.

5. Tap **Next**.

   Step 2 of the activation process is displayed.

6. Enter (twice) a username and a password that the customer will use to access the Subscriber Portal.

7. Tap **Next**.

   The Subscriber Portal is displayed.

8. Have the customer save the URL of the Subscriber Portal to the bookmarks in their browser.

Technician Operations

Customers can use the Settings menu to access a variety of operations to configure and maintain their security system as described in the *iControl TouchScreen User's Guide*. When an installer accesses the Settings menu with an Installer keypad code, he has access to operations available to the customer as well as other operations unavailable to a customer.

Getting Started

To access the Installers Settings menu:

1. From the Home screen, tap the **Settings** app.

   A keypad is displayed.
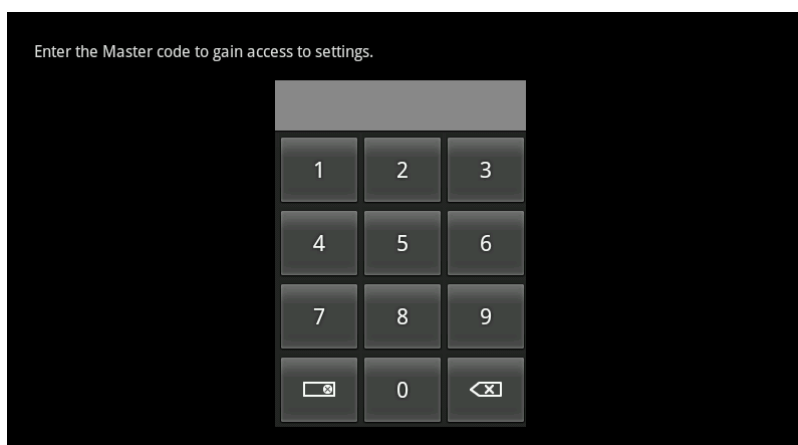
2. Enter the Installers keypad code.

   Note: Not the customer's Master keypad code.

   A keyboard screen is displayed.
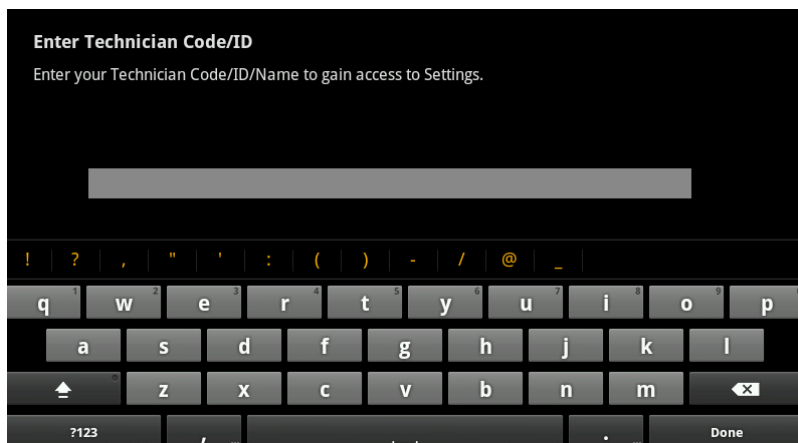
3. Enter your Technician Code and tap **Done**.

The Installer Settings menu is displayed.

The following Installer operations are available from the Installer Settings menu:

- ❑ Configure the Entry/Exit delay periods (page 85)

- ❑ Configure the Alarm Transmission delay (page 86)

- ❑ Configure the Swinger Shutdown feature (page 87)

- ❑ Reset the TouchScreen to factory defaults (page 88)

- ❑ Check for new firmware versions (page 90)

- ❑ Manage sensors and zones (page 94)

- ❑ Create cross-zone associations for sensors (page 104)

- ❑ Manage the camera (page 112)

- ❑ Manage the lighting devices (page 125)

- ❑ Manage thermostats (page 121)

- ❑ Manage key fobs (page 129)

- ❑ Manage key pads (page 135)

- ❑ Manage Panel Interfaces (page 139)

- ❑ Perform the RMA procedure (page 146)

- ❑ Reset your managed router (see the *TouchScreen User Guide*)

- ❑ Allow or block an unmanaged router passing through the iControl DMZ (see the *TouchScreen User Guide*)

Both customers and Installers can test the alarm capabilities by following the procedure described on page 81.

Testing Alarms

Installers can test the alarm system without going through the entire activation process.

To test alarms (after activation):

1. Call the central monitoring and tell them you are about to test the system.

2. From the Installers Settings app (see page 80), tap **Security > Alarm Test**.

   The Alarm Test Options screen is displayed.
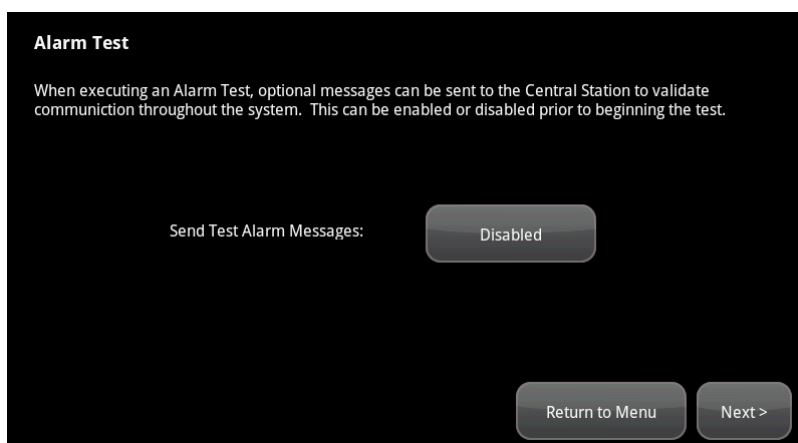
Figure 56: Settings: Alarm Test Options Screen

3. To have your test alarms reported to central monitoring, tap **Disabled**.

   The button changes to Enabled. Your test alarms are sent to the central monitoring station.
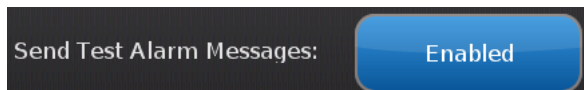
   Note: If the Enabled button is already displayed, tap **Enabled** to choose to have your test alarms NOT sent to central monitoring.

   IMPORTANT: If you enable Send Test Alarm Messages, contact the central monitoring station and tell them you are testing your system.

4. Ensure all the security zones are not faulted (that is, doors and windows are closed, motion detectors do not show motion, etc.).

   The Alarm Test Checklist is displayed.
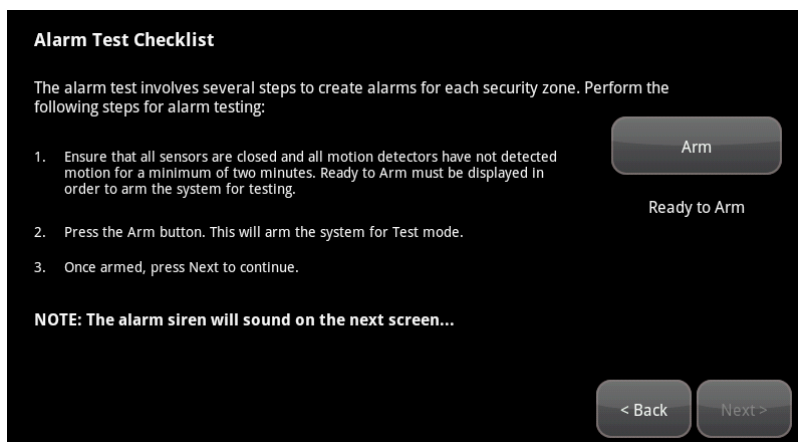
Figure 57: Settings: Alarm Test Checklist Screen

5. Ensure all the security zones are not faulted (that is, doors and windows are closed, motion detectors do not show motion, etc.).

When the security zones are ready for testing, "Ready to Arm" is displayed under the Arm button.
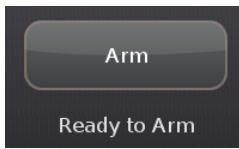
6. Tap **Arm**.

   Your security system is armed in the special Test mode. The Exit Delay is only ten seconds long. Motion sensors are turned off (not tripping alarms but recording events) until an Entry/Exit security zone is faulted.
   The Arm button changes to a System Armed notice.

7. Tap **Next**.

   The Alarm Test screen is displayed.
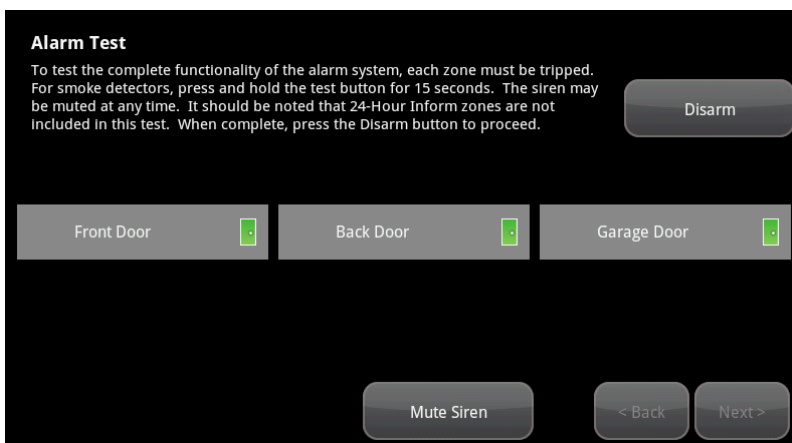
Figure 58: Alarm Testing: Alarm Test Screen

8. Open and close an Entry/Exit door.

   The Entry Delay period starts (default 30 seconds). The TouchScreen begins beeping once per second. The beeping speeds up to twice per second in the last ten seconds of the Entry Delay period. The motion detectors are turned on.

   Note: To mute the siren, tap **Mute Siren**. This is not recommended. Ensuring that your siren is in working order is an important part of the test.

   After the end of the Entry Delay period ends, the siren sounds (unless you muted it) and the Entry/Exit zone you faulted is marked with an alarm tag.
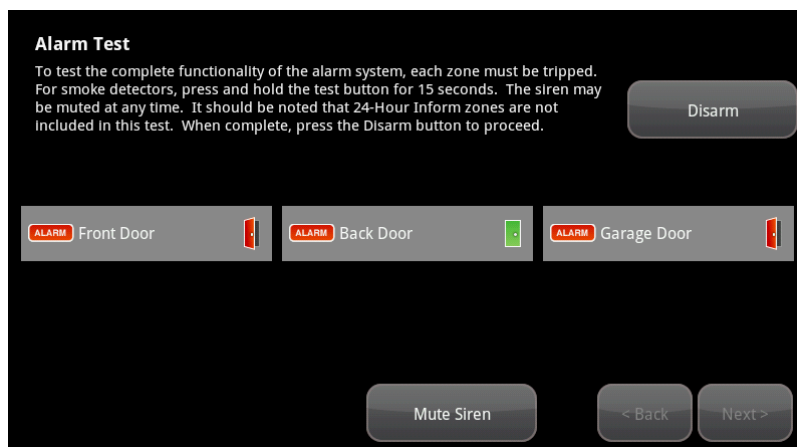
Figure 59: Settings: Alarm Test Screen

9. Fault each additional alarm as described in the following table and ensure that it is marked as alarm.

Table 10: Sensor Testing Operations

Sensor	Testing Process
Door/Window	Open and close the door or window.
Motion Detector	Avoid the motion detector's view for three minutes after arming the system, then walk in front of it.
Smoke Detector	Press and hold the sensor's "Test" button until the siren sounds, approximately ten seconds.
Glass Break Detector	Use a glass break simulator.
Key Fob	Arm and disarm the system with the key fob.
Key Pad	Arm and disarm the system with the key pad.

The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.

10. After all the alarms have been faulted and the system has noted it, tap **Disarm**.

11. Tap **Next**.

The Review Alarms screen is displayed showing a history of the zones in your system.

Figure 60: Settings: Review Alarm Screen

12. Review the zone event history.

13. Ensure you have received any configured alerts via email or SMS.

14. If you enabled *Send Test Alarm Messages*, contact the central monitoring station's Test number to ensure that they received all the generated alarms. If all the alarms were received successfully, tell them that you are no longer testing alarms.

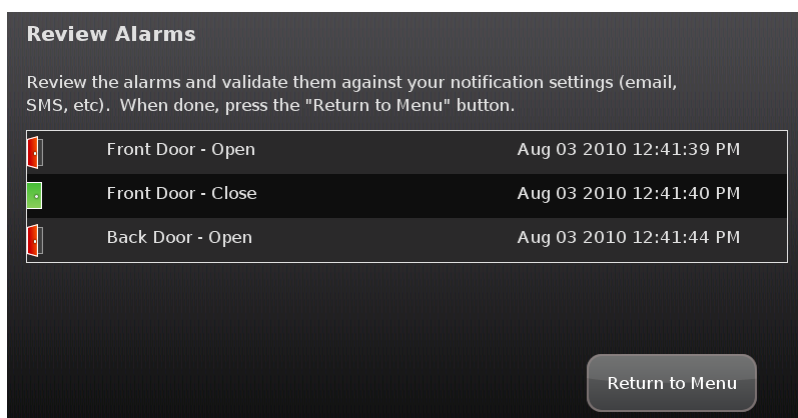15. Tap **Next** to return to the Settings menu.

Configuring the Entry/Exit Delay Periods

The Entry Delay period is the amount of time from an Entry/Exit sensor being faulted until an alarm sounds. The customer has until the end of the Entry Delay period to enter a valid keypad code. There is no Entry Delay period for Perimeter type sensors (such as window sensors or non-entry door sensors). There is an audible beeping during the Entry Delay period. This beeping sound is not configurable and cannot be muted.

UL Installations: For UL residential burglary alarm installations, the Entry Delay period shall not be set above a maximum of 45 seconds.

SIA Guidelines: The Entry Delay time must default to 30 seconds. The combined Entry Delay and abort window should not exceed 1 minute.

The Exit Delay period is the amount of time that starts when the security system is armed. The customer has this period of time to exit through an Entry/Exit sensor doorway. If the customer does not exit during this period, the system cannot be armed in Arm Away state. The system arms in Arm Stay state. There is an audible beeping during the Exit Delay (once per second) that speeds up during the last 10 seconds of the Exit Delay (twice per second).

UL installations: For UL residential burglary alarm installations, the Exit Delay time shall not exceed 120 seconds.

SIA Guidelines: The Exit Delay time defaults to 60 seconds. The minimum Exit Delay is 45 seconds.

The Entry/Exit Delay periods are configurable by an Installer only.

   Note: The default Entry/Exit Delay periods may be different than the values shown.

To configure the Entry/Exit Delay periods:

1. From the Installer Settings menu, tap **Security >Entry And Exit Delay**.

   The Entry and Exit Delay screen is displayed.
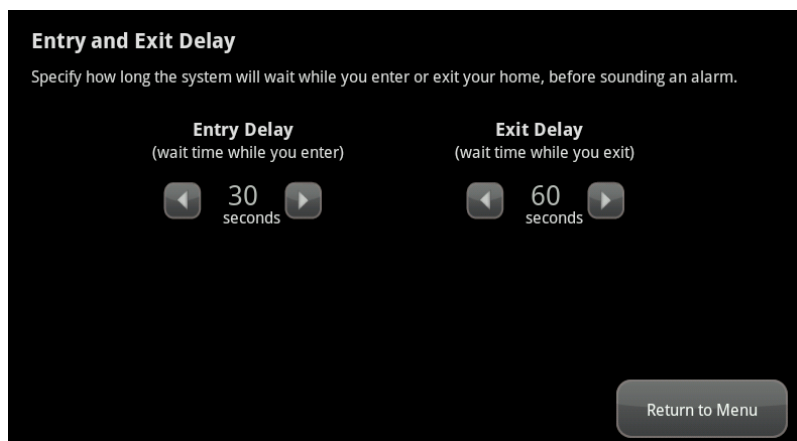
Figure 61: Settings: Entry and Exit Delay Screen

2. Tap the right and left-pointing arrows to increase and decrease the Entry Delay and Exit Delay periods by increments of five seconds.

3. Tap **Return to Menu**.

Note: The Entry/Exit Delay periods cannot be less than 30 seconds. In most cases, these periods should not exceed 60 seconds.

Configuring the Alarm Transmission Delay

The Alarm Transmission Delay period (also called the Abort Window) is the length of time after an alarm sounds for the customer to enter a valid key pad code before the central monitoring station is contacted. This period starts when the customer fails to enter his key pad code during the Entry Delay period. The central monitoring station is not contacted until after the Alarm Transmission Delay period. This helps prevent false alarms.

The Alarm Transmission Delay period is configurable by an Installer.

To configure the Alarm Transmission Delay period:

1. From the Installer Settings menu, tap **Security >Alarm Transmission Delay**.

> Security
>
> Manage Keypad Codes
>
> Entry And Exit Delay
>
> Alarm Transmission Delay
>
> Swinger Shutdown
>
> Alarm Test
>
> < Back

The Alarm Transmission Delay screen is displayed.

> **Alarm Transmission Delay**
>
> Set the Alarm Transmission Delay time, in seconds. This is the delay between when a non-medical/ non-fire alarm sounds and when the alarm signal is actually transmitted to the Monitoring Service. This delay happens after the entry delay. This is also known as the Abort Window or the Dialer Delay.
>
> **Alarm Transmission Delay**
> Time before Alarm is transmitted to Monitoring Station
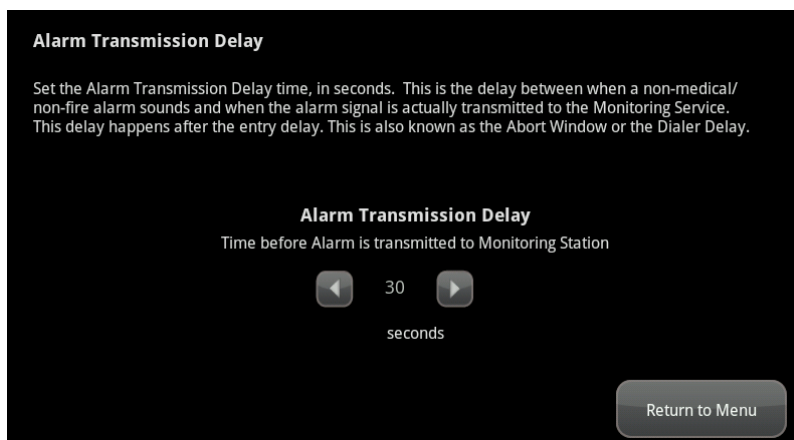>
> ◄ 30 ►
>
> seconds
>
> Return to Menu

Figure 62: Settings: Alarm Transmission Delay Screen

2. Tap the right and left-pointing arrows to increase and decrease the Alarm Transmission Delay period.

> **Note:** The Alarm Transmission Delay period cannot be less than 15 seconds or exceed 45 seconds.

3. Tap **Return to Menu**.

Configuring the Swinger Shutdown Feature

The Swinger Shutdown feature helps prevent a runaway TouchScreen from tying up the central monitoring station. After the TouchScreen has sent an alarm the set number of times (trips) to the central monitoring station, no more alarms are sent for 48 hours or until the security system is disarmed.

To configure the swinger shutdown:

1. From the Installer Settings menu, tap **Security** → **Swinger Shutdown**.
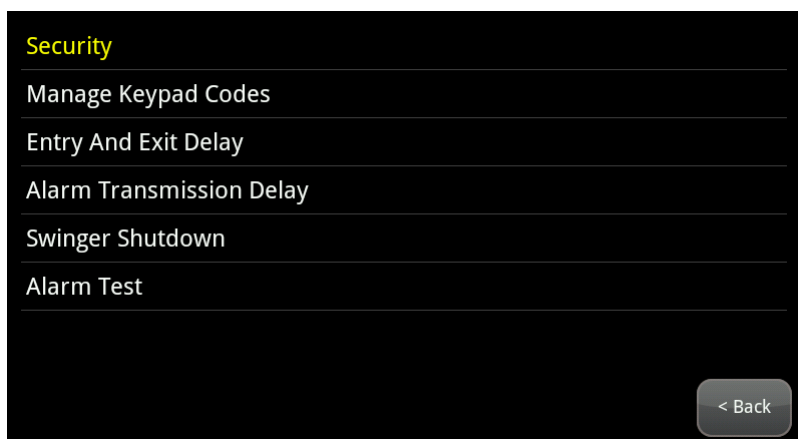
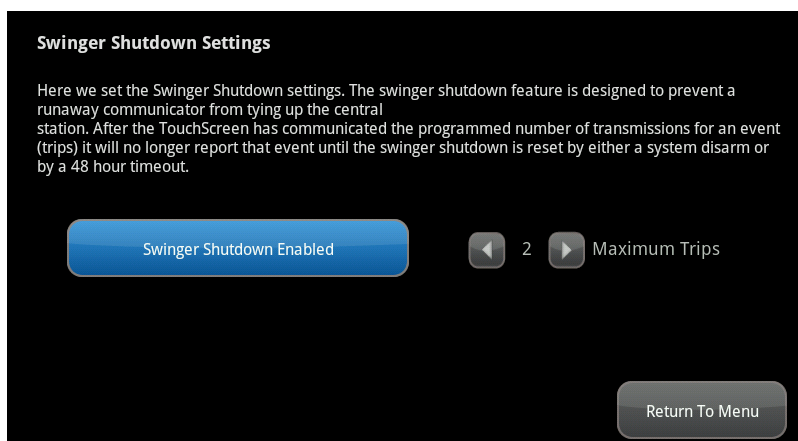*The Swinger Shutdown Settings screen is displayed.*

Figure 63: Settings: Swinger Shutdown Settings

2. Tap the right and left-pointing arrows to increase and decrease the number of swinger shutdown trips (Maximum Trips).

    Note: The number of trips cannot be less than 1 or exceed 6.

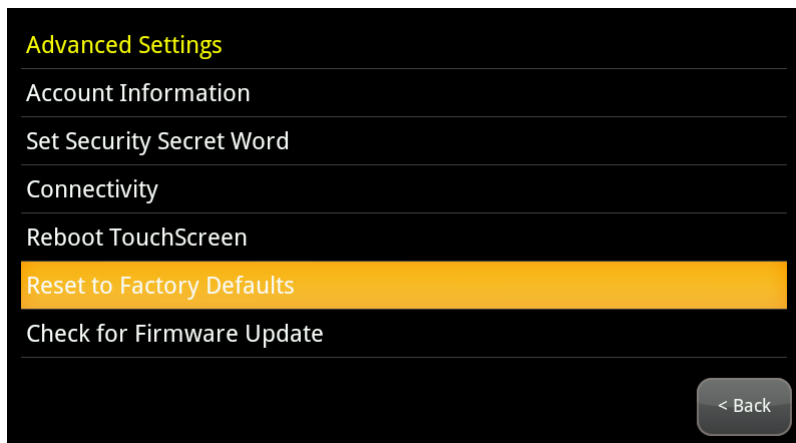3. Tap **Swinger Shutdown Enabled** to disable this feature.

    Tap **Swinger Shutdown Disabled** to enable this feature.
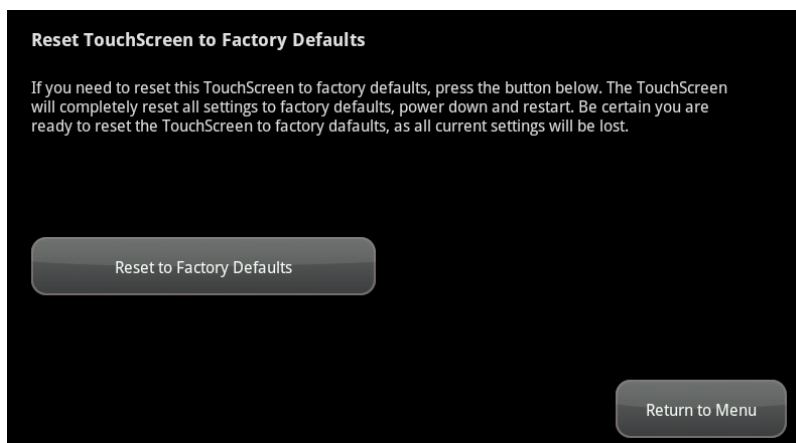
Resetting the TouchScreen to Factory Defaults

When an activated TouchScreen is reset to factory defaults, the customer's account must also be reset by Customer Care in order for it to be reactivated.

To reset the TouchScreen:

1. Ensure you have the premise passphrase for the account.

2. From the Installer Settings menu, tap **Advanced Settings** → **Reset to Factory Defaults**.
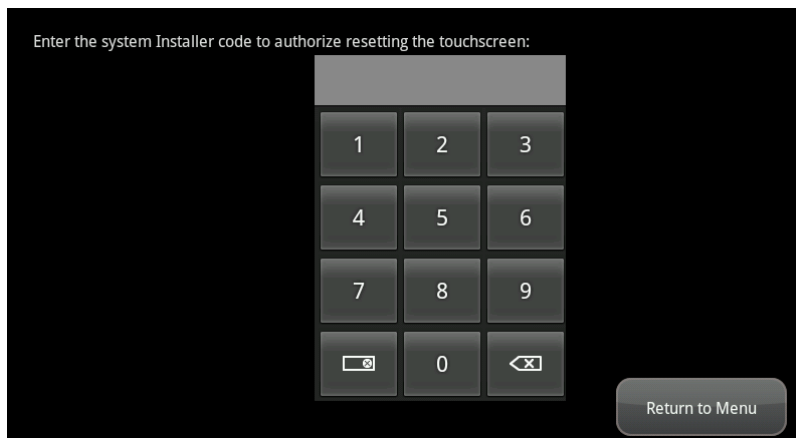
Advanced Settings
Account Information
Set Security Secret Word
Connectivity
Reboot TouchScreen
Reset to Factory Defaults
Check for Firmware Update

< Back

The Reset Touchscreen to Factory Defaults screen is displayed.

Reset TouchScreen to Factory Defaults

If you need to reset this TouchScreen to factory defaults, press the button below. The TouchScreen will completely reset all settings to factory defaults, power down and restart. Be certain you are ready to reset the TouchScreen to factory dafaults, as all current settings will be lost.

Reset to Factory Defaults

Return to Menu

3. Tap **Reset to Factory Defaults**.

   The Keypad screen is displayed.

Enter the system Installer code to authorize resetting the touchscreen:

1	2	3
4	5	6
7	8	9
	0	

Return to Menu

4. Enter the Installer keypad code.

   The Keyboard screen is displayed.
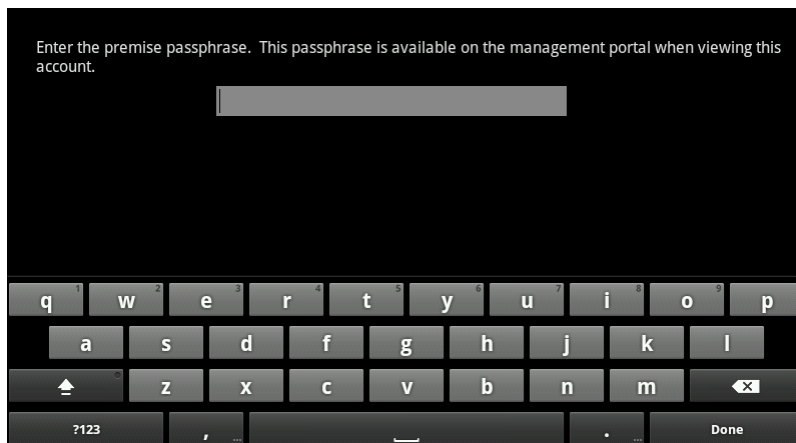
5. Enter the PREMISE PASSPHRASE for the current account.

   The device resets and the Installation screen is displayed.

To activate the system again:

1. Contact Customer Care to have the customer's account reset.

2. Follow the steps starting on page 14 to activate the system again.

Checking for New Firmware Updates for the TouchScreen

You can have a TouchScreen look for an available update on the server or install an update from a USB drive (see page 91).

To check for a firmware update on the server:

1. From the Installer Settings menu, tap **Advanced Settings → Check for Firmware Update**.
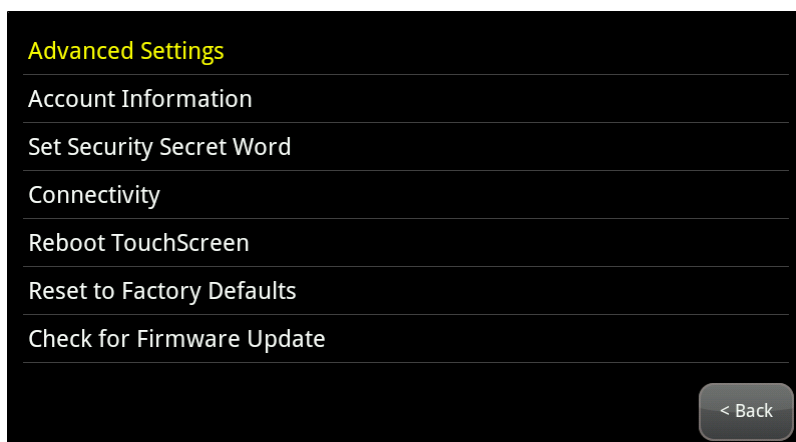
   The Checking for Firmware Upgrade screen is displayed. The TouchScreen immediately checks for newer firmware updates that are available to be installed on the device's hardware version.