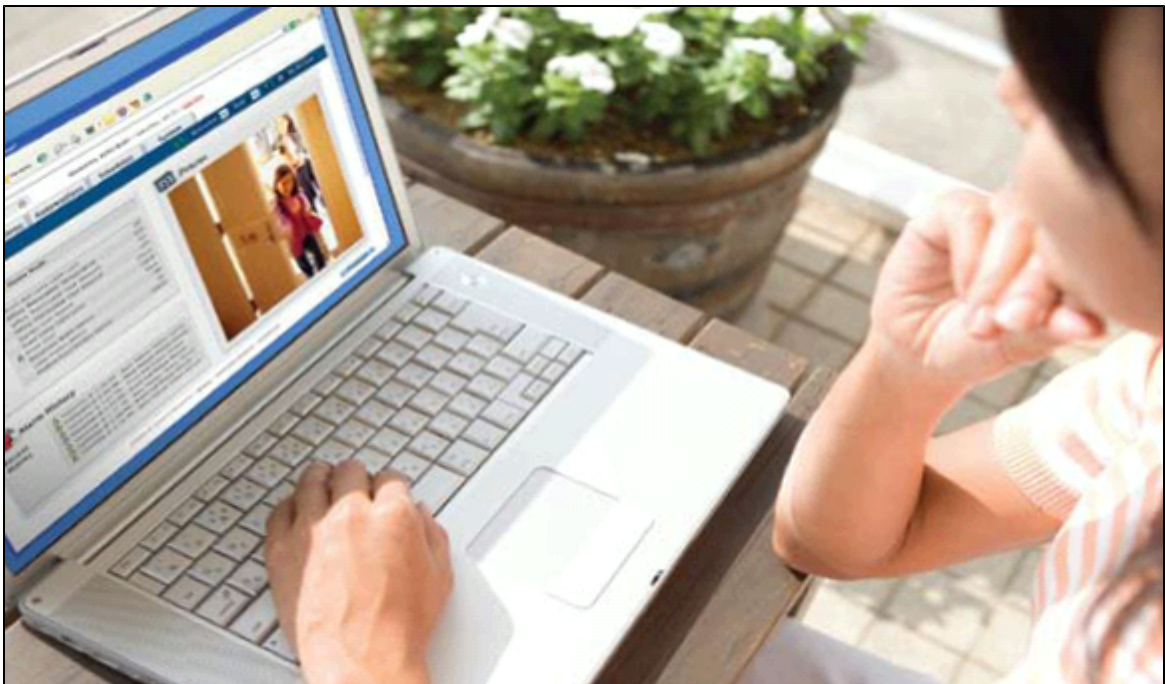




TouchScreen User Guide

Technicolor TCA203 Android

Release 5.1 Hawaii SU1



December 19, 2012

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Welcome to the TouchScreen

The purpose of this document is to explain how to do the following in the OpenHome Converge system:

- ❑ Understand and operate the TouchScreen device
- ❑ Arm and disarm your security system
- ❑ Send a panic alarm
- ❑ View system status and arm/disarm the system
- ❑ Manage connectivity between the TouchScreen and the Central Monitoring Stations
- ❑ Manage pass codes
- ❑ Manage security zones
- ❑ Manage emergency dispatch contact information
- ❑ View history logs
- ❑ View account information

Understanding Security Network Components

Your security network is made up of devices that consist of anything that communicates with the TouchScreen, such as Door/Window sensors, lighting devices, thermostats, Panel Interface devices, key pads, and key fobs. 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 following graphic shows how the network is set up.

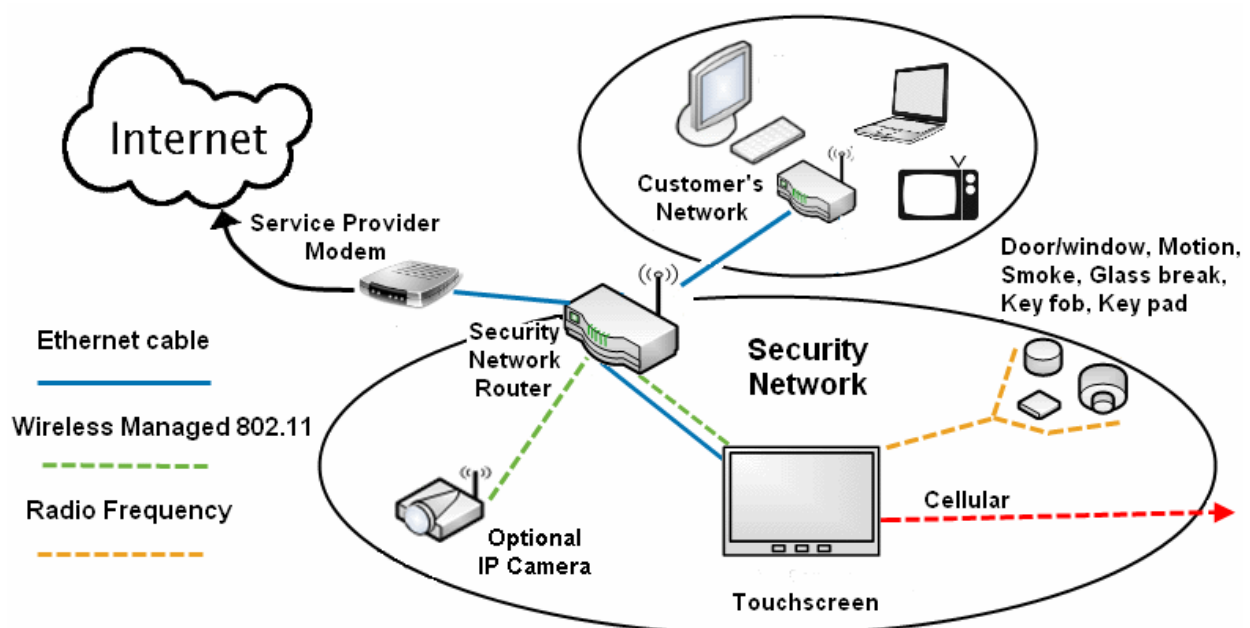


Figure 1: Security Network

The following table describes the equipment that may be included with your security system.

Table 1: Security Network Components

	Description
Security Network Router	This is the hub of your security network. This device is installed between your broadband modem and your home network router.
TouchScreen	The device used to interface with your security system.
Sensors	<p>Multiple types of sensors are available:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Doorway/window sensors monitor the opening and closing of potential entry and exit points. <input type="checkbox"/> Motion detectors monitor movement within the premises. <input type="checkbox"/> Carbon monoxide sensors trigger if carbon monoxide is detected. <input type="checkbox"/> Flood sensors trigger if water comes in contact with the sensor. <input type="checkbox"/> Glassbreak sensors trigger if a window is broken. <input type="checkbox"/> Smoke detectors trigger when smoke is detected.
Cameras	Up to six cameras can be installed in your security system. Cameras can be configured to take a series of pictures if a particular sensor is faulted.
Panel interface	This device connects to a traditional home security system and allows you to control its components from the TouchScreen.
Thermostats	This device is used to remotely control the indoor temperature of the premises.
Lights	These devices can be remotely controlled using the security system.
Wi-Fi Repeater	This device extends the range of the security network router to connect to devices that require Wi-Fi connectivity.
Siren Repeater	This device is used to connect to sensors and devices that require RF connectivity. It also functions as a siren.

Understanding the Security Zone Types

Security zones are the sensors that detect movement and the opening and closing of doors and windows. The sensors communicate wirelessly with your TouchScreen. Security zones are added to the system and configured by your installer. You can enable and disable each security zone using the Security app.

The following table describes the security zone types available.

Table 2: Security Zones

Security Zone Function	Description	Sensor Types
Entry/exit	For doorways that are used to enter and exit the premises and windows.	Door/Window

Security Zone Function	Description	Sensor Types
	<p>When the system is armed, faulting this type of sensor starts an Entry Delay countdown rather than sending an immediate alarm.</p> <p>During Exit Delay, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.</p> <p>Note: For more information on Entry/Exit delays, see "Managing Your System Security" on page 24</p>	
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/Window sensor Motion detector Glass break detector
Interior Follower	<p>Monitors the internal living spaces of the premises and triggers an immediate alarm if the system is armed in Away mode.</p> <p>Not armed when the system is in Armed Stay mode.</p>	Motion detector
Interior with Delay	Provides an entry delay if the motion sensor is tripped when the TouchScreen is armed. Entry Delay begins whenever the motion sensor detects motion, regardless of whether an entry/exit delay zone was tripped first.	Motion detector
Interior Follower Arm Night	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 detectors that are placed in areas of low traffic, such as attics, basements, and garages.	Motion Detector
Interior Delay Arm Night	Provides a delay equal to the entry delay when the detector is tripped. This zone can be used in a high-traffic area.	Motion Detector
24-Hour Inform	When this security zone is tripped, there is never an alarm. However, an event is recorded in the history, and the TouchScreen emits a configured sound.	Door/Window sensor Motion detector Glass break detector
24-Hour Fire	Generates an immediate fire alarm if triggered.	Smoke alarm
Silent 24-Hour	Usually assigned to a zone containing an emergency	Door/window sensor

Security Zone Function	Description	Sensor Types
	button. Sends a report to the central station, but provides no keypad display or sound.	
Audible 24-Hour	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.	Door/window sensor
Trouble Day/Alarm Night	Provides an instant alarm if faulted when armed in Alarm Away mode.	Door/window sensor

Understanding Alarms

When an alarm is tripped an audible alert is sounded. From that point, you have a specific amount of time (default: 30 seconds) to enter your keypad code or an alarm will sound. If a valid keypad code is not entered within a specific time of the audible alarm sounding, a message is sent to a central monitoring station. See ["Disarming the System & Understanding What Happens During an Alarm" on page 30](#) for more information.

The central monitoring station will attempt to contact the persons listed on the account. When they reach a person listed on the account, they will ask for the Secret Word to affirm whether a genuine emergency is occurring. If no one on the list can be contacted, or if the person contacted gives the wrong Secret Word, the central monitoring station immediately dispatches police or other appropriate emergency personnel.

If the alarm is not cleared within 4 minutes, the system resets so it can monitor additional alarm events.

If a sensor is faulted too many times resulting in alarms, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.

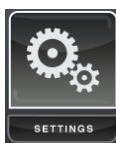
Configuring the TouchScreen

You can use the Settings app to access a variety of operations to configure and maintain your security system.

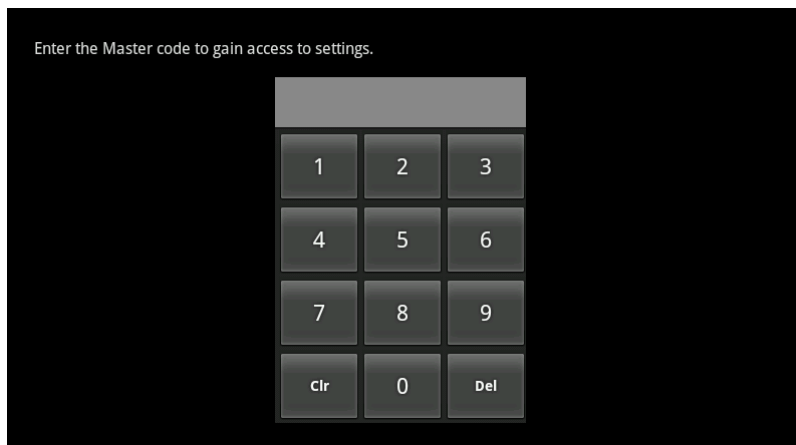
Note: You cannot access the Security app if the security system is armed.

To access the Settings app:

1. From the Home screen (see [page 20](#)) tap the Settings app.



The Keypad screen is displayed.



2. Tap the numbers to enter your keypad code.

The Settings menu is displayed.



From the Settings app you can do the following:

- ❑ Manage the way sensors are listed in TouchScreen reports and tools (page [46](#))
- ❑ Manage your cameras (page [48](#))
- ❑ Test your alarms (page [33](#))
- ❑ View and test the TouchScreen's connectivity to the central monitoring stations (page [41](#))
- ❑ Manage your keypad codes and secret word (page [37](#))
- ❑ View your account information (page [45](#))
- ❑ Manage your TouchScreen device settings (page [74](#))
- ❑ View technical information about your TouchScreen device (page [76](#))

Subscriber Portal

The Subscriber Portal is a web-based tool that allows you to remotely connect to your security system. You can access the Subscriber Portal from a PC or mobile Internet device. Many operations that can be done from the TouchScreen can also be performed from the Subscriber Portal. Some operations such as managing which apps are accessible from your TouchScreen can only be performed from the Subscriber Portal.

Your installer has provided you with the URL address of the Subscriber Portal as well as a username and password to access it.

See the *Subscriber Portal User Guide* for more information.

Using the TouchScreen

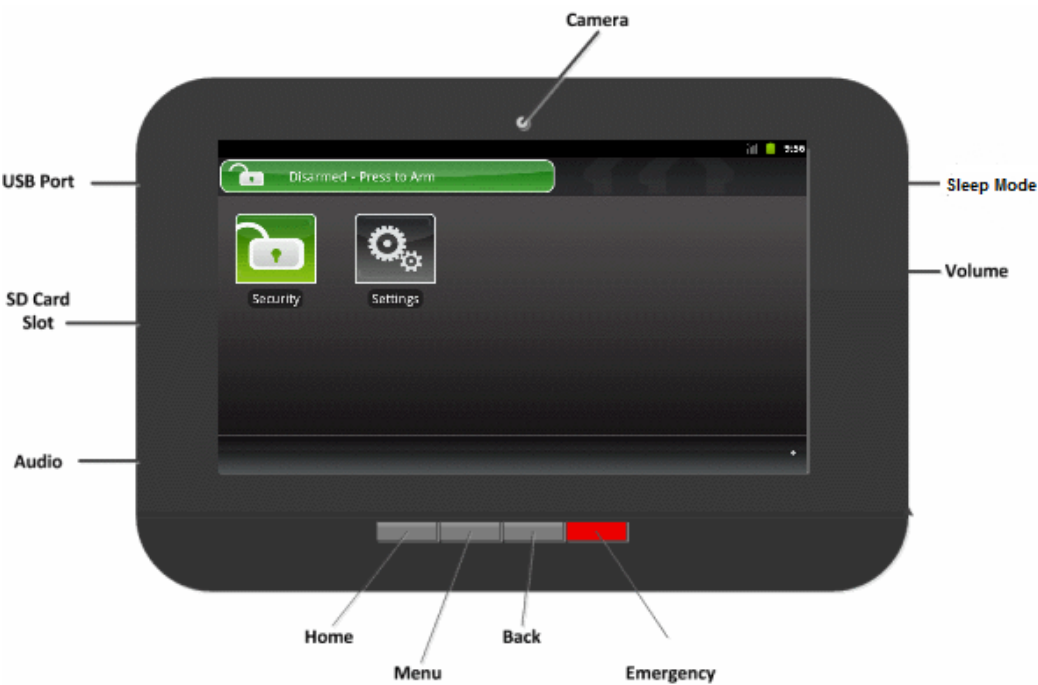
The Technicolor TCA203 TouchScreen is the center of your home security system. This Android-powered device allows you to perform actions such as arming and disarming your security system, monitoring the status of your security sensors, and sending emergency alarms.

For detailed information about operating an Android device, refer to the Android documentation provided by Google.

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.

Understanding the TouchScreen Controls






The following diagram shows the major components of the TouchScreen:



Each button is described in the following table:

Figure 2: TouchScreen Device & Home Screen

Button	Description
	Home button. Press this button to go to the Home (main) screen in the TouchScreen screen.

Button	Description
	Android menu button. Press this button to display the Android configuration menu.
	Back button. Press this button to return to the previous screen.
	Emergency Alarm button. Press this button to icons for fire, medical, or police service. Tap one of these icons to immediately send an alarm to the appropriate call center. The button is located at the bottom right in front of the device. When A/C power is available, this button is lit. See page 32 for more information.
	Sleep mode button. Press this button, which is located on the right side, to darken the TouchScreen. Tap the TouchScreen to return to the normal state.
	Volume switch. Press this button to adjust the volume of the TouchScreen.

Understanding the Screen

The TouchScreen communicates with your security system. It combines security and home controls on a graphical interface, providing:

- ❑ A real-time view of the system statuses
- ❑ Tools to manage your security system
- ❑ Additional optional applications such as news and weather

The first screen displayed is the Home screen. It is from this screen that you navigate through menus by tapping buttons to access the function you desire. If the screen is black (showing nothing) this is because the system is not receiving A/C power or the display is powered off to conserve battery life.

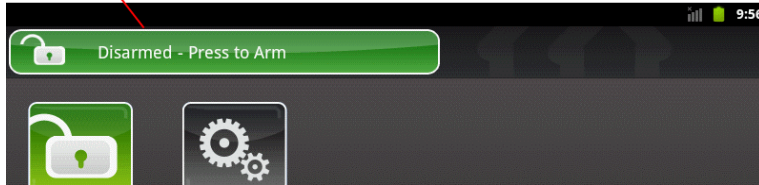
The screen is divided into the following operational sections:

- ❑ Security Status Header (see page 13)
- ❑ System & Zone Trouble Header (see page 14)
- ❑ Content Area (see page 20)

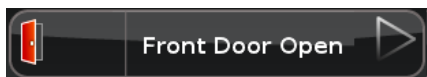
Security Status Header

The Security Status header displays in the upper left hand of the TouchScreen. It tells you whether the system is armed or disarmed and other information. Tap this header to arm or disarm the system.

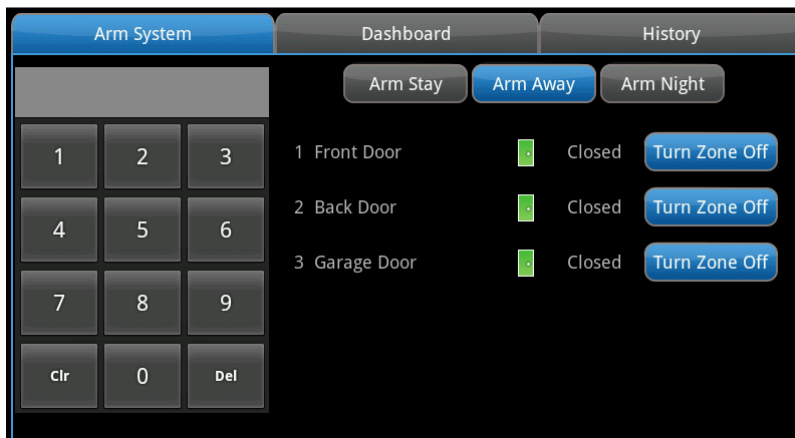
System Status Bar



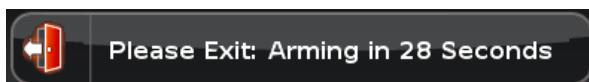
Also, during troubles that would prevent arming (such as a monitored door or window being opened) an announcement replaces the Arm/Disarm status.



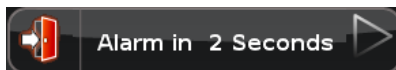
If you tap this header at that time, the TouchScreen presents the Arm System tab of the Security app.



During the Exit Delay, the header changes to announce the number of seconds until the system is armed.



During the Entry Delay, the header changes to announce the number of seconds before the alarm sounds.



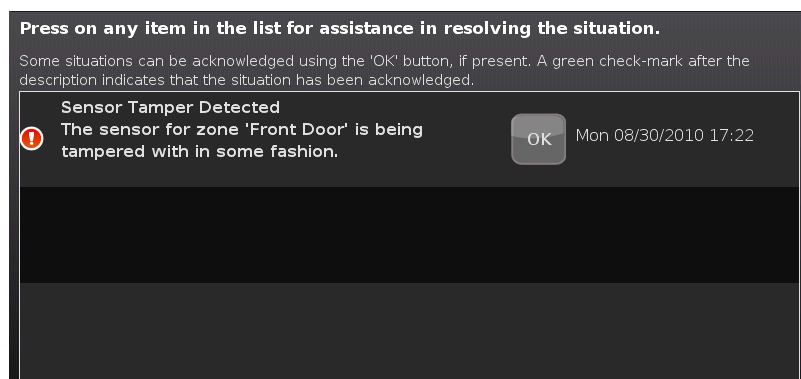
System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right hand of the TouchScreen. It only displays when there is a connectivity (cellular, broadband, etc.) or power problem with the TouchScreen, when a sensor goes down (such as due to a battery failure), or a sensor is being tampered with (such as the cover being opened).

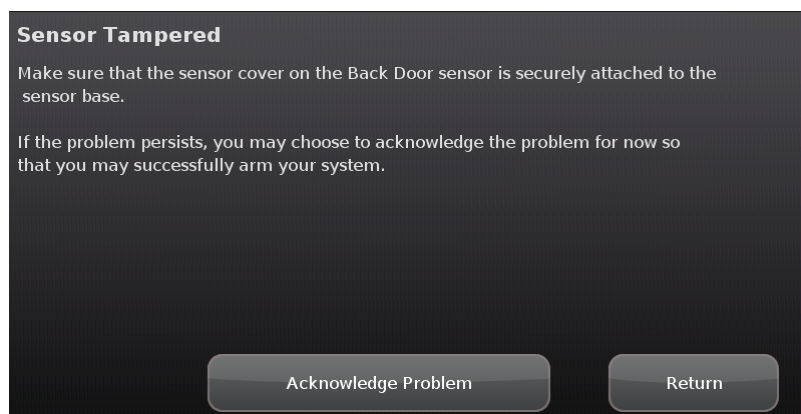




When the system reports a trouble, it sounds an audible alert regularly to ensure that you are aware of the problem.

When a System & Zone header is displayed, tap it to show the Troubles list which displays all the current troubles with the TouchScreen and sensors.



Tap the text next to the  to view help on resolving that trouble (resolution information).



Tap  to mark the trouble as acknowledged . An acknowledged trouble mutes the audible alerts for twelve hours. After that time, the trouble begins the alert again. You must acknowledge it by tapping the OK button again to silence the alerts.

From the resolution information, you can:

- ❑ Tap **Return** to view the Troubles list again where you can choose to acknowledge the current trouble or view the resolution information for other troubles.
- ❑ Tap **Acknowledge Problem** to acknowledge the current trouble immediately and return to the Troubles list.

The following table lists messages that can be displayed in the trouble header .

Table 3: System & Zone Trouble Header Messages

Message	Cause	Resolution
AC Power Disconnected	<p>TouchScreen is not receiving A/C power.</p> <p>The system is in Low Power Mode (see page 21).</p>	<p>Confirm that the power adapter is plugged into the TouchScreen.</p> <p>Confirm that the power adapter is plugged into an un-switched outlet.</p> <p>Confirm that the un-switched outlet has power.</p> <p>Plug the power adapter into another outlet.</p>
Alarm communication failed	TouchScreen is not accessing the Internet through the local network, nor does it have cellular connectivity.	<p>Restore Internet connectivity as soon as possible.</p> <p>If the lack of cellular connectivity persists, contact Customer Care.</p>
Battery failure	<p>Backup battery for the TouchScreen is dead, and there is a loss of external power.</p> <p>After external power is restored, it takes approximately 21 hours for the battery to be fully charged.</p>	When AC Power is restored the battery will recharge. If not, have the battery connection checked.
Battery Low	See Sensor Battery Low.	<p>Confirm that the power adapter is plugged into an un-switched outlet.</p> <p>If A/C power is connected but the TouchScreen has been off for an extended period, the battery could still be charging.</p>
Battery Removed	Battery for the TouchScreen has become detached.	Open the battery cover and check the battery connection.
Broadband Connection Lost	TouchScreen is not accessing the Internet through the local network, but the device still has cellular connectivity.	<p>Restore Internet connectivity as soon as possible.</p> <p>Cellular connectivity allows only enough communication with central monitoring to communicate major events such as alarms.</p>
Camera Connection Failed	TouchScreen cannot communicate with one of your IP cameras.	Ensure that the camera is powered on, and that it is in range of the Wi-Fi router. The power indicator light on the camera should be on solid.
Cellular Communication Lost	TouchScreen cannot communicate over the cellular network.	If this problem persists, contact Customer Care.
Communication Jammed	TouchScreen has detected an attempt	This could be a burglary in progress.

Message	Cause	Resolution
	<p>to jam its communication with the sensors.</p> <p>Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.</p>	
Lost Power	External power for the sensor or device named in this alert is not connected. Only applicable to devices that require external power.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Needs Cleaning	Sensor named in this alert is dirty or dusty.	Clean the identified sensor.
Network Connection Lost	No broadband or cellular connectivity to the TouchScreen.	<p>Restore Internet connectivity as soon as possible.</p> <p>Contact Customer Care to report the loss of cellular connectivity.</p>
Sensor Battery Low	<p>The battery in the sensor is getting low.</p> <p>A low battery report is issued when the battery reaches 2.75 volts for sensors.</p>	<p>Replace with a battery of the same size and capacity as soon as possible.</p> <p>If you cannot replace the battery immediately, you can choose to acknowledge the problem (tap OK in the Troubles list) for now so you can arm your system.</p> <p>If after replacing the battery the problem persists, contact Customer Care.</p>
Sensor Communication Failure	<p>TouchScreen cannot communicate with the identified sensor.</p> <p>The most common cause for a sensor communication failure is a low battery.</p> <p>The TouchScreen checks its communication integrity with the sensors every 27 minutes. This message is posted when the sensor does not respond within 6 hours.</p>	<p>Replace the sensor.</p> <p>OR</p> <p>Replace the battery immediately with a battery of the same size and capacity.</p> <p>If you cannot replace the battery at this time, you may choose to acknowledge the problem for now so that you can arm your system. If after replacing the battery the problem persists, contact Customer Care.</p>
Sensor Communication Jammed	TouchScreen's communication with the identified sensor is being jammed.	This could be a burglary in progress.

Message	Cause	Resolution
	Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.	
Sensor Lost Power	External power for the identified sensor or device is not connected.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Sensor Needs Cleaning	Identified smoke detector is dirty or dusty.	Clean the identified smoke detector.
Sensor Tamper Detected	Cover of the identified sensor has been removed.	<p>Make sure that the sensor cover on the sensor is securely attached to the sensor base.</p> <p>For smoke detectors, ensure the cover is securely in the twist-lock position on the base.</p> <p>If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.</p>
Sensor Test Button Pressed	Test button for the identified sensor was pressed.	If a sensor test is not in progress, check the identified sensor.
System Battery Low	TouchScreen has lost A/C power and is on battery backup. The battery voltage is 3.7 volt with about 5% remaining power. Complete loss of power to the TouchScreen is imminent.	<p>Check the A/C adapter.</p> <p>Restore A/C power to the TouchScreen as soon as possible.</p>
System not ready to Arm	Door or window is open.	Open the Security app and check the security zones, door or window might be open.
System Power Lost	TouchScreen has lost A/C power and is on battery backup.	<p>Check the A/C adapter.</p> <p>Restore A/C power to the TouchScreen as soon as possible.</p>
System Upgrade in Progress Message	Firmware update currently in progress.	<p>No action required.</p> <p>Message will go away when the update is completed.</p>
System will not Arm	User entered an invalid keypad code when attempting to arm the system.	<p>Reattempt to enter the security code.</p> <p>Use the Settings app to add, edit, and delete</p>

Message	Cause	Resolution
		<p>keypad codes.</p> <p>If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.</p>
Tamper Detected	Cover of the identified sensor or device has been removed.	<p>Make sure that the sensor cover on the sensor is securely attached to the sensor base.</p> <p>For smoke detectors, ensure the cover is securely in the twist-lock position on the base.</p> <p>If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.</p>
Unknown Trouble	An unknown condition occurred.	Contact Customer Care.
Zone Swinger Shutdown	<p>A sensor has been triggered too many times resulting in alarms (default is one time). No more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.</p> <p>The Swinger Shutdown feature helps prevent a runaway TouchScreen from tying up the central station.</p>	<p>Disarm the system to stop the swinger shutdown.</p> <p>Contact Customer Care to find out the maximum number of alarms sent to central monitoring before Swinger Shutdown for your system.</p>

Content Area

The Content area contains the interactive functionality of your TouchScreen. The TouchScreen apps are displayed here. When you use or modify an app, this is where the menus and tools are displayed.

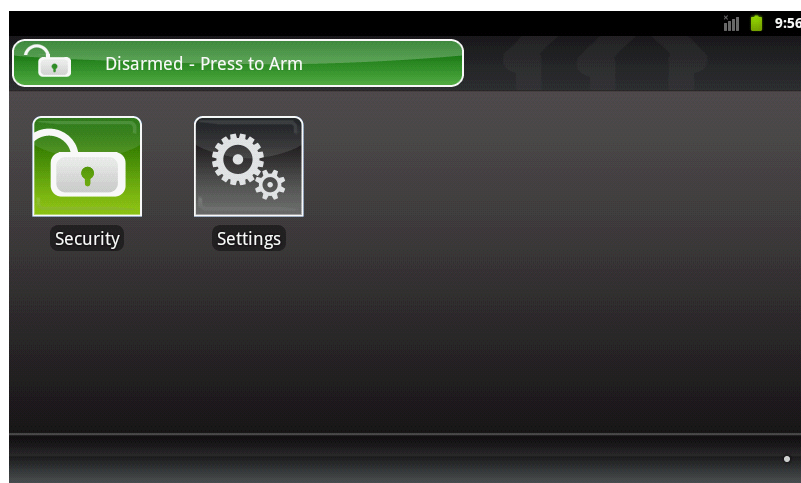



Figure 3: Content Area

Home Screen

The Home screen is the default interface when the user accesses the TouchScreen. Return to this screen at any time by pressing the Home button .

The TouchScreen provides additional apps when cameras, lighting devices, and thermostats are added to the system.

The Home screen displays a maximum of 10 TouchScreen apps at a time. They are like the apps installed on a smart phone. If you have more than 10 apps installed on the TouchScreen, the additional apps are displayed on additional screens.

The screen buttons under the apps denotes the number of screens the TouchScreen is currently employing to accommodate all the installed apps. In [Available App Screens](#), the presence of the two indicators mean the TouchScreen has two screens to accommodate its installed apps.

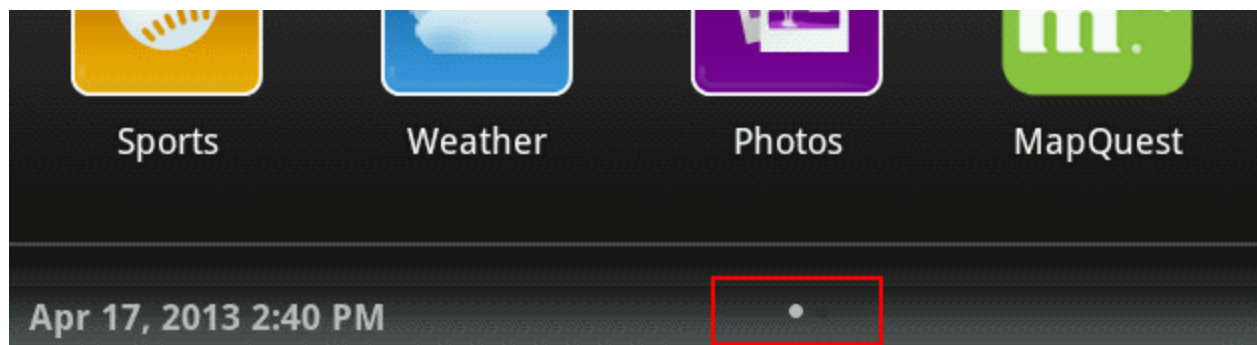


Figure 4: Available App Screens

You should think of the multiple screens as residing next to each other in a line. The indicator represents the screen currently displayed.

To access another screen of TouchScreen apps:

1. Swipe your finger across the TouchScreen from right to left. The screen is dragged over to reveal the next screen to the right.
2. To return to a previously viewed screen, sweep your finger over the screen from left to right.

Low Power Mode

The TouchScreen is powered by a back-up battery and A/C power. When A/C power is lost, the TouchScreen places itself in Low Power mode.

WARNING: Low Power Mode is an emergency backup mode designed to ensure that your security system continues to communicate alarms during unforeseen power outages. During Low Power Mode, your system loses remote control functionality and only broadcasts major system events such as alarms.

When the A/C power to the TouchScreen is lost, the following occurs:

1. The lights on the buttons go dark.
2. The TouchScreen stops communicating over broadband with the central monitoring station and the system servers (if the premise has lost power the router will be down as well).
3. The TouchScreen stops sending heartbeat signals to the system servers over cellular.
4. The TouchScreen reports an AC Power Loss trouble in the Trouble Header.
5. The TouchScreen tries to send an AC Power Loss message to the system servers over cellular if connectivity is available. If the system servers receive the message, the Subscriber Portal and other mobile devices report an AC Power Loss trouble, and will never report a Connectivity Loss trouble messages for as long as Low Power Mode continues.

Note: The Subscriber Portal and mobile devices eventually might report a loss of broadband and cellular connectivity if the AC Power Loss message was not received for some reason. In this case, they will not report an AC Power Loss trouble.

6. Fifteen seconds after the attempt to send the message, the screen of the TouchScreen goes dark.
7. While in Low Power Mode:
 - ❑ When the screen is tapped, the TouchScreen “wakes up” temporarily to display the Home screen, but you cannot use any TouchScreen apps that communicate with remote sources. For example, you are not able to use the News app or Sports app at all.
 - ❑ The TouchScreen stays awake only enough to continue communicating with the sensors and monitoring for other events.
 - ❑ Most non-alarm events are not sent to the system servers or the central monitoring station, although you can view them in the History (page 46) on the TouchScreen only. The exceptions are the following:

- ☐ Alarms
- ☐ Arming the system
- ☐ Disarming the system
- ☐ When the back-up battery power drops below the required operational levels, the following occurs:
 - ☐ The screen does not wake up when it is tapped.
 - ☐ There is no broadband or cellular connectivity.

Otherwise the TouchScreen is still operational. It continues to communicate with sensors and peripherals so it might produce sounds based on security zone events. When the TouchScreen is in this state, 90 seconds after A/C power is restored, the device is rebooted automatically .

8. Just before the TouchScreen goes completely dead due to the loss of battery power, it attempts to send a "Loss of Power" message to the system servers over cellular.

Show Security Cameras and Live Video

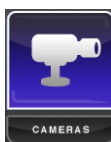
From the TouchScreen, you can display an overview of all the cameras in your security system.

You also can control other aspects of the cameras and video from the TouchScreen. See "[Managing Cameras](#)" on page 48 for how to:

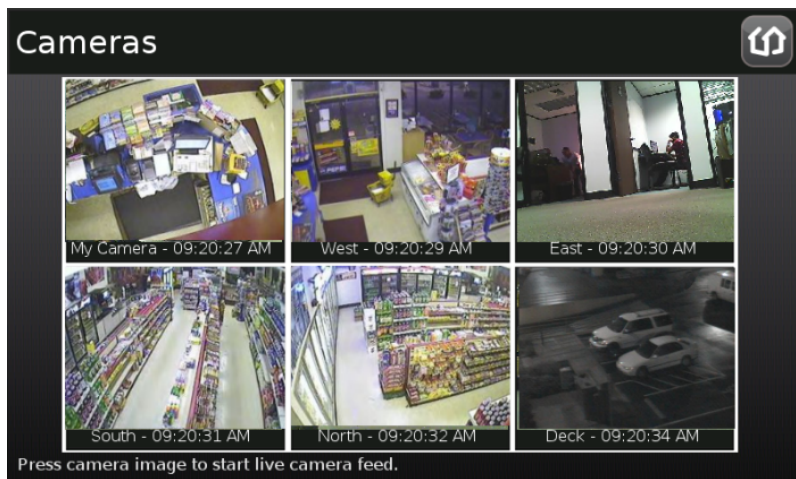
- ☐ Modify the video quality displayed by a camera.
- ☐ Change the name label on the camera.
- ☐ Associate the camera with a zone so that it takes a series of pictures when the zone initiates an alarm.
- ☐ Turn the camera LED on or off.

To display the images or live video from your cameras:

1. From the Home screen, tap the Camera app.



2. Images of all the camera views are displayed (updated every five seconds).



Note: If there is only one camera attached to the security system, the camera view displays live video.

3. Tap an image to view live video from that camera.



4. If the TouchScreen loses connectivity with the camera while displaying live video from it, the following message is displayed.

The system is having trouble connecting to your camera. Press **OK** to try to reconnect. If the issue persists, check that the camera is powered on and in range of your router.

5. When power and network connection is restored, tap **OK** to close the message.

Managing Your System Security

The section describes the important concepts and management operations for your security system.

This section explains:

- ❑ The various arming mode options (see page [24](#))
- ❑ Your system's protection against Smash & Grab intrusions (see page [26](#))

As described in this section, you can:

- ❑ Arm and disarm your security system (see page [27](#))
- ❑ Send an Emergency Alarm (see page [32](#))
- ❑ Test your alarm system (see page [33](#))
- ❑ Manage the connectivity between the TouchScreen and the monitoring station (see page [36](#))
- ❑ Manage the connectivity between your personal home network and the Internet (see page [41](#))
- ❑ Manage the passcodes in your security system (see page [37](#))
- ❑ View your security account information (see page [45](#))
- ❑ Manage your security sensors (see page [45](#))
- ❑ Manage your cameras (see page [48](#))
- ❑ Manage your environmental devices such as lights and thermostats (see page [63](#))

Understanding Arming Modes

You can arm the system for multiple scenarios:

- ❑ Arm Away—Everybody leaving
- ❑ Arm Stay—People active inside (see page [25](#))
- ❑ Arm Night—Everybody going to bed (see page [26](#))

Different arming modes use different rules for when sensors are tripped and for Entry/Exit delays. An Exit delay is a short period of time after the system is armed for you to leave the premises (default 60 seconds). Entry delay gives you time to disarm the system when you reenter the premises (default 30 seconds). You must enter a valid keypad code within the Entry delay period to avoid sounding an alarm. Consult with your installer or Customer Care representative to customize the Entry/Exit delays on your system.

Note: After the alarm is faulted the Alarm Transmission Delay period starts (see page [30](#)).

In the Armed state and during the Entry Delay period, if the central system loses all connectivity with your TouchScreen, an alarm is immediately sent to the central monitoring station. This prevents an intruder from attempting to stop an alarm by destroying the TouchScreen. See "[Understanding Your Protection Against Smash & Grab Attacks](#)" on page 26 for more information.

Arm Away Mode

The Arm Away mode is used when everyone is leaving the house. The following rules apply:

- ❑ Alarm trips immediately if a monitored Perimeter zone (non-entry/exit door or window) is opened.
- ❑ Interior motion detectors are armed.
- ❑ Entry/Exit zones start an Entry Delay.
- ❑ Exit Delay starts when the system is armed.

For the Arm Away mode, the following Entry/Exit Delay rules apply:

- ❑ When armed, the system audibly beeps once per second announcing that the system is in the Exit Delay period. During the last 10 seconds of the Exit Delay state, the system audibly fast beeps (two beeps per second).
- ❑ A numerical countdown timer on the TouchScreen indicates how much time remains in the Exit Delay.
- ❑ If an entry/exit zone is faulted, restored and then faulted again prior to the end of the exit delay then the Exit Delay is restarted. This only occurs once.
- ❑ If no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.
- ❑ After Exit Delay, the Security Status header is relabeled Armed Away and sounds 2 short beeps.
- ❑ If an Entry/Exit zone is opened the Entry Delay period starts with an audible beep each second. The system beeps twice per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm. During the Entry Delay period, the motion detectors will not log events.

Arm Stay Mode

The Arm Stay mode is used to arm the system when there are people in the premises. The following rules apply:

- ❑ Alarm trips immediately if a monitored Perimeter zone (non-entry/exit door or window) is opened.
- ❑ Interior motion detectors are not armed.
- ❑ Entry/Exit zones start an Entry Delay.
- ❑ Exit Delay starts when the system is armed.
- ❑ Exit Delay does not beep and is twice the length of Alarm Away mode.

For the Arm Stay mode, the following Entry/Exit Delay rules apply:

- ❑ When an entry/exit zone is opened, the Entry Delay period sounds an audible beep each second. The system beeps twice per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm.
- ❑ When the system is armed, the Exit Delay period starts, BUT there is no audible beep during the Exit Delay period (as there is in Arm Away). The Exit Delay period is the time between the system being armed and the alarms actually being activated. This gives the user time to leave through an entry/exit security zone.
- ❑ The Exit Delay period is twice as long as for the Arm Away mode, and there is no audible alert during the countdown.
- ❑ A numerical countdown timer indicates how much time remains in the Exit Delay period.
- ❑ If an entry/exit zone is faulted, restored and then faulted again prior to the end of the exit delay then the Exit Delay is restarted. This only occurs once.
- ❑ After the Exit Delay, the Security Status header is relabeled Armed Stay and sounds 3 short beeps.

Arm Night Mode

The Arm Night mode, is used when everyone is going to bed.

This mode works the same as Arm Stay except that there is no Entry Delay period. If an entry/exit zone is opened, an alarm sounds immediately.

Note: There is still an Alarm Transmission Delay period (see page 30).

Note: There is still an Exit Delay period that works the same as in Arm Stay mode.

Understanding Your Protection Against Smash & Grab Attacks

Your security system communicates continuously (via broadband and cellular) with the monitoring servers. There is always the possibility that an intruder will attempt to defeat your security system by breaking in to the premises and destroying the TouchScreen. But this is the most futile method they could use. Central monitoring contacts the authorities if the TouchScreen does not send an alarm or disarm notification after an Entry Delay.

The system detects a Smash & Grab event when it receives an Entry Delay event from a TouchScreen but does not receive an associated Alarm event or Disarm event within the configured window.

Mere connectivity loss during the Entry Delay period does not trigger a Smash & Grab as long as the Disarm or Alarm event was received by the server. Finally, it does not matter whether the TouchScreen has connectivity to the server only over the broadband or cellular channel.

Arming and Disarming the System

The Security status of your security system is displayed in the Security Status header.



The message that the Security Status header displays when the status is "Disarmed".

Tap to arm the system.



The message that the Security Status header displays when the status is "Armed".

Tap to disarm the system.

Arming the System from the TouchScreen

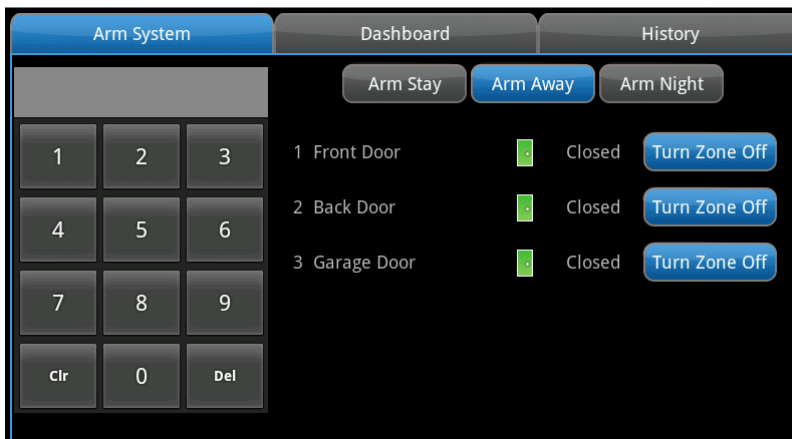
To arm the system with a key pad device, see page 93.

To arm the system from the TouchScreen:

1. Tap the Security Status header when it is in Disarmed state.



The Security Options screen is displayed with a keypad and the Arm System tab open.



2. Tap an arming mode (Arm Stay, Arm Away, or Arm Night) and enter your security code.
3. The Security Status header changes to display a countdown message.



The text of the message will vary, depending on which arming mode you selected.

Special Rules:

- ❑ If you selected the Arm Away mode, you have until the Exit Delay is over to exit the premises.

Otherwise, the system is automatically armed in Arm Stay mode. There is still an Exit Delay period for the other Arming modes as well, but they do not require that the door open and close during the period.

- ❑ If you open and shut an Entry/Exit door during the Exit Delay and then re-enter the premise, the Exit delay restarts at 120 seconds for Arm Stay and Arm Night or 60 seconds for Arm Away. It will only do this one time. If the wrong code is entered, the countdown timer resets to 60 or 120 seconds.
- ❑ If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay immediately starts and, if the system is not disarmed, an alarm will sound.

Bypassing Zones

To arm the system, the TouchScreen requires that a sensor zone be turned off (bypassed), if it has any of the following troubles:

- ❑ Sensor Tamper Detected
- ❑ Tamper Detected
- ❑ Sensor Communication Failure

It is NOT necessary to bypass for any other troubles. Instead, you must acknowledge the trouble before arming the system.

Note: Fire/smoke and carbon monoxide sensors cannot be bypassed.

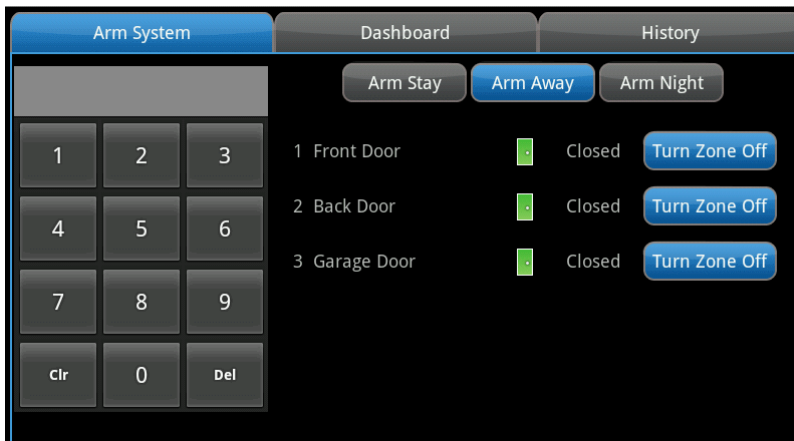
Cancelling the Arming Process

If you arm the system in Arm Away or Arm Stay mode, the Security Status header displays a countdown of the number of seconds until the Exit Delay is over. You can choose to cancel the arming process.

To cancel the arming process:

1. Tap the Security Status header while it is displaying a countdown.

The Security app is displayed with a keypad and the Disarm System tab active. The view from the camera(s), if any, is displayed.



2. Enter your security code to stop the arming process.

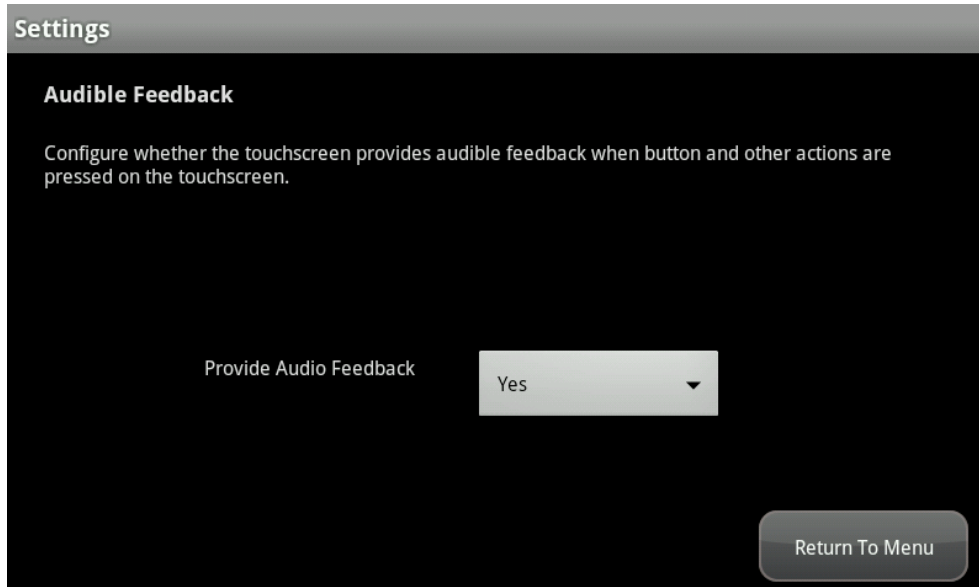
Setting Audible Feedback for the TouchScreen

By default, the TouchScreen makes a sound any time you provide input by tapping it. This audible feedback can be disabled.

To configure audible feedback:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), select **Touchscreen> TouchScreen Audible Feedback**.

The Audible Feedback screen is displayed.

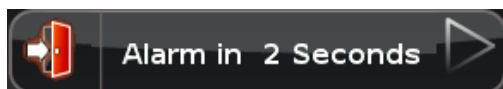


2. Select **No** from the Provide Audible drop-down menu to disable feedback sounds or **Yes** to enable them.

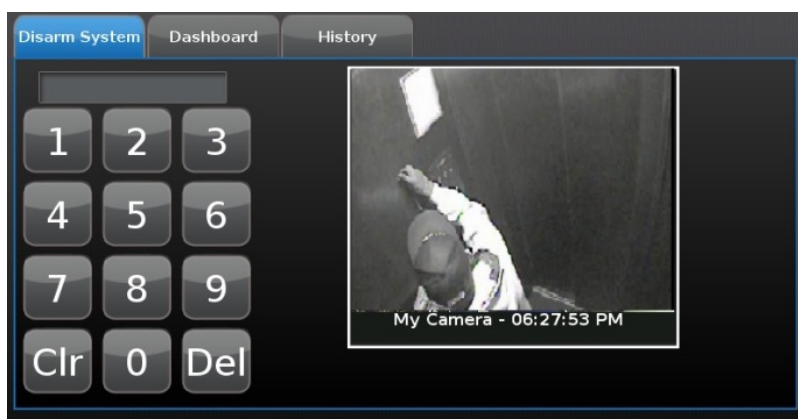
Disarming the System & Understanding What Happens During an Alarm

When you enter an armed premises, an Entry Delay period starts:

- During the Entry Delay, the header changes to announce the number of seconds before the alarm goes off.



- The Security app screen displays either the camera associated with the security zone where you entered the premises or the default camera, if no camera is associated with that zone.



- The TouchScreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.

If a valid keypad code is not entered by the end of the Entry Delay period, an alarm sounds. From the time an alarm sounds (or starts silently), for most reasons, you have 30 seconds (default) to enter a valid keypad code to disarm the system and prevent an alarm being sent to the central monitoring station. This is called the Alarm Transmission delay or the Abort Window.

The Alarm Transmission Delay is a required period that prevents a report to the central station if an alarm was triggered innocently.

IMPORTANT: Emergency alarms (see page 32) and smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. Consult Customer Care to understand the number of seconds configured for the Alarm Transmission Delay on your system.

After the Alarm Transmission Delay period, you still have 5 minutes to disarm the system. If you do this and a monitoring operator has not contacted you yet, central monitoring is notified that you have canceled the alarm.

When the Alarm Transmission delay period ends, monitoring operator will attempt to contact the persons on your Emergency Dispatch list in the order you have determined. This list is maintained in the Subscriber Portal. The monitoring operator will ask for the secret word to ensure the person is a valid Emergency Dispatch contact.

Depending on the procedures determined by your service provider, the monitoring operator might attempt to contact you through the TouchScreen device itself. In this case, there will be a series of ring tones, and then you will hear the voice of a monitoring operator through the TouchScreen device. A dialog is displayed in the screen, alerting you that an open call is active on your TouchScreen.



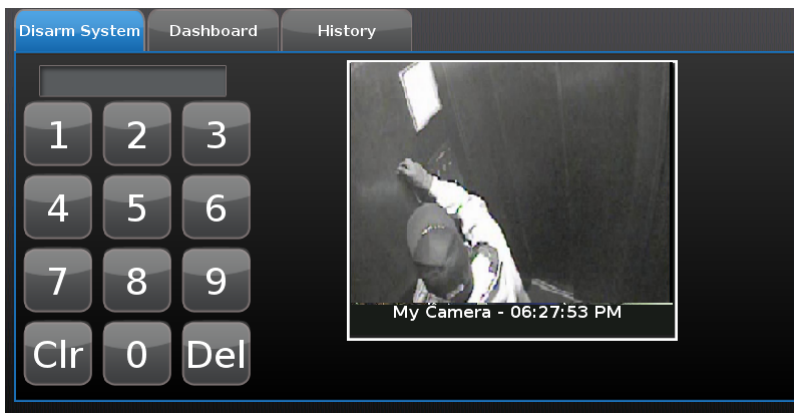
- ❑ To disarm the system from the TouchScreen, see page 31.
- ❑ To disarm the system with a key pad device, see page 93.

To disarm the system from the TouchScreen:

1. Tap the Security Status header when it is in Armed state.

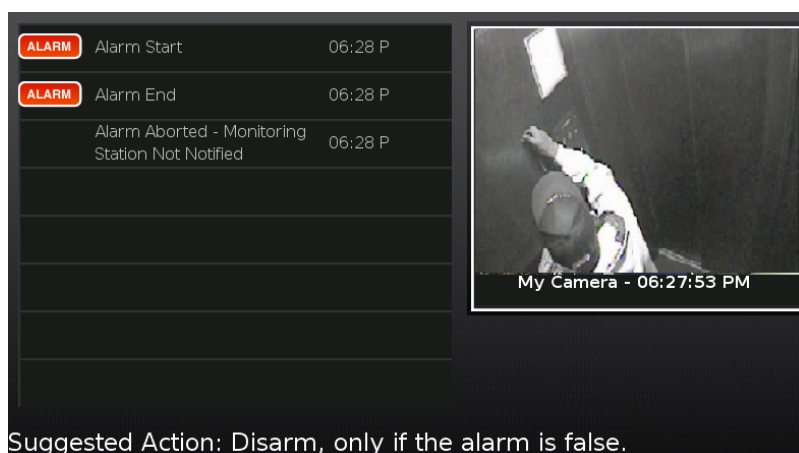


The Security app is displayed with a keypad and the Disarm System tab active. If the sensor that was tripped is associated with a camera, the view from that camera is displayed. If the sensor is not associated with a camera, the view from the default camera is displayed.



2. Enter your security code.

If the alarm was triggered, the camera view and alarm history are displayed.



Sending an Emergency Alarm

You can manually trip an alarm in the event of an emergency by clicking the Emergency button. Emergency alarms are reported without an Entry delay or Alarm Transmission delay.

To manually trip an alarm:

1. Press the Panic button on the lower front of the TouchScreen.



The Emergency screen is displayed.



2. Tap **Fire** to send an alarm for emergency fire assistance.

The TouchScreen sounds a repeating, high-pitched chime.

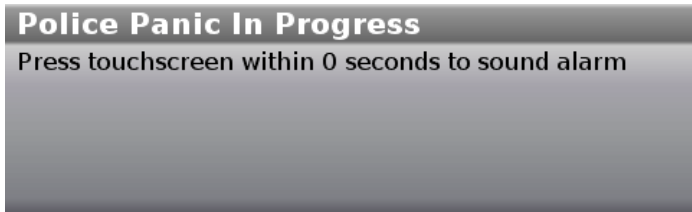
Tap **Medical** to send an alarm for emergency medical assistance.

The TouchScreen sounds an audible, repeating, triple beep signal.

Tap **Police** to send an alarm for police assistance.

By default the TouchScreen will not issue an audible signal. The TouchScreen displays a Police Panic In Progress alert on the TouchScreen. Tap the alert to sound an audible, continuous, high-

pitched chime.



Testing Your Alarms

You must test your security system at least once per week to ensure that it is working dependably.

Once per month, it is imperative that you do the following:

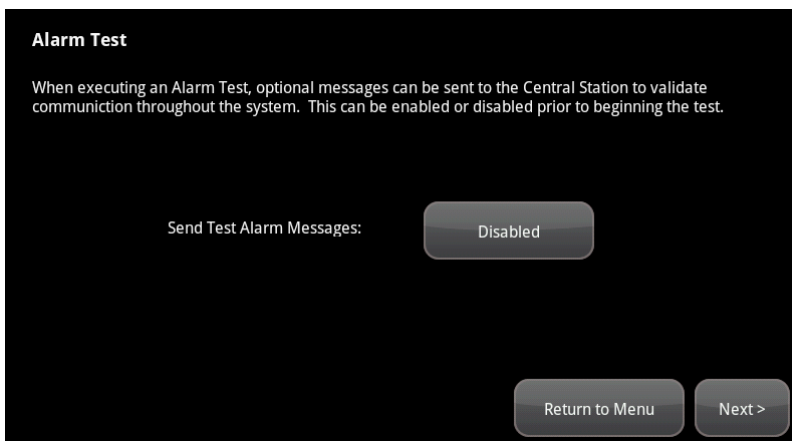
- ❑ Test your alarm capability
- ❑ Review the signal strength of the TouchScreen to your Internet router and the cellular receivers (see page 36)
- ❑ Test your connectivity to the Internet and cellular servers (see page 41)

When testing your alarms, you can choose to report your alarms to central monitoring to ensure end-to-end integrity. By default, the system lets you test the reliability of your alarms without sending a signal to central monitoring.

To test your alarms:

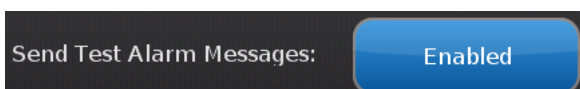
1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Security > Alarm Test**.

The Alarm Test screen is displayed.



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

The button changes to Enabled. Your test alarms will be sent to central monitoring.

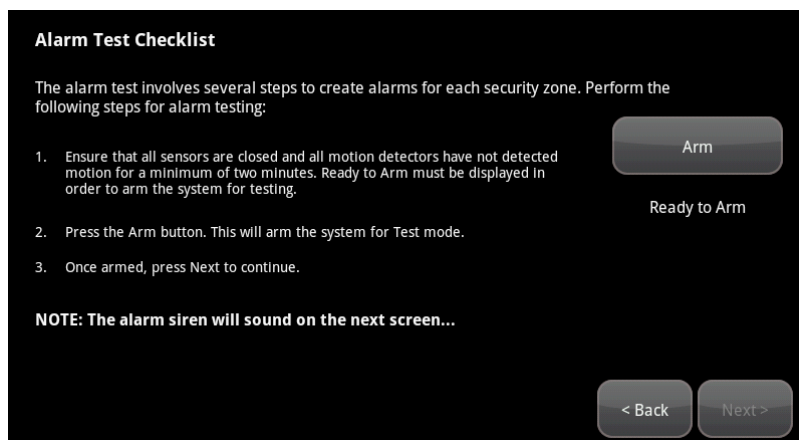


Note: If the Enabled button is already displayed, tap Enabled to choose to have your test alarms NOT sent to central monitoring.

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

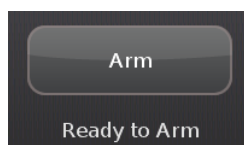
3. Tap the **Next** button.

The Alarm Test Checklist is displayed.



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

When the security zones are ready for testing, “Ready to Arm” is displayed under the Arm button.



5. Tap **Arm**.

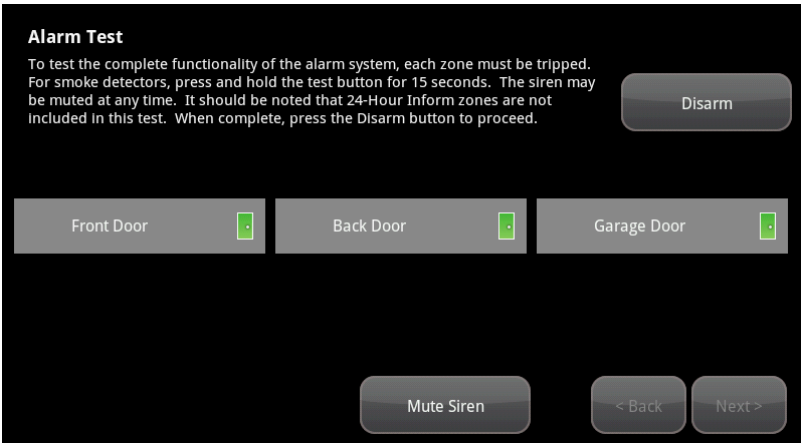
Your security system is armed in the special Test mode. The Exit Delay is only 10 seconds long. Motion sensors are turned off (not tripping alarms but recording events) until an Entry/Exit security zone is faulted.

The Arm button changes to a System Armed notice.



6. Tap **Next**.

The Alarm Test screen is displayed.

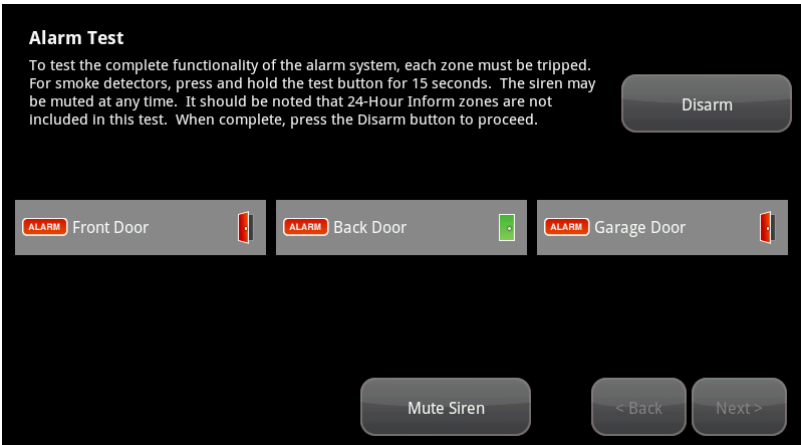


- 7. Open and close an Entry/Exit door.

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 10 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.



- 8. Fault each additional alarm and ensure that it is marked as alarm. The following table shows the types of tests to perform.

Table 4: 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 10 seconds.
Glass Break Detector	Use a glass break simulator.
Key Fob	Arm and disarm system with the key fob.
Key Pad	Arm and disarm system with the key pad.

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

Managing Connectivity Between the TouchScreen and the Central Monitoring Stations

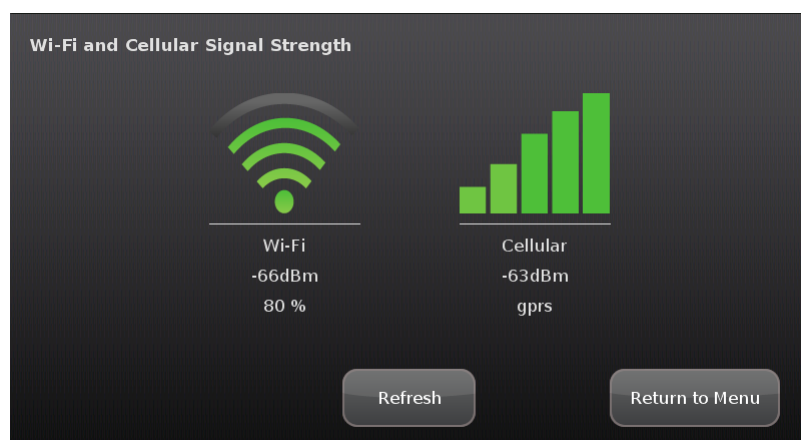
The TouchScreen is constantly communicating with central monitoring stations. It connects via your service provider using broadband. It also connects to a cellular network if your internet connectivity goes down. The TouchScreen can connect to your service provider's modem through a cable or Wi-Fi (wirelessly).

Viewing Signal Strength

To view the current signal strength of the TouchScreen's Wi-Fi connection to your service provider's modem:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Connectivity > Wi-Fi & Cellular Signal Strength**.

The Wi-Fi and Cellular Signal Strength screen is displayed, graphically displaying the detected signal strength of the Wi-Fi connection to the router and the GPRS/EDGE connection to the cellular network.



2. If your Wi-Fi connection is weak, try moving the TouchScreen closer to the Internet router. If your cellular signal is weak, try moving the TouchScreen to another part of the house where it can obtain a stronger signal.

Testing Your Connectivity

The TouchScreen can test its connectivity to the Internet and cellular networks.

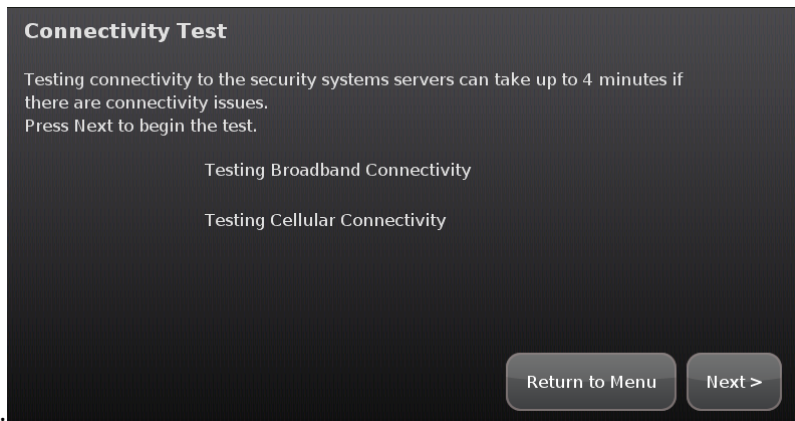
To test the TouchScreen connectivity:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Connectivity**.

The Connectivity menu is displayed.

2. Tap **Test Connectivity**.

The Connectivity Test screen is displayed.



3. Tap **Next** to start the test. This can take as little as 30 seconds or as long as four minutes.

Managing the Passcodes in your Security System

Your security system provides the following default keypad codes:

- ☐ Master
- ☐ Guest (a "Guest" permission-level)
- ☐ Duress (see [Understanding the Duress Keypad Code](#) on page 39)

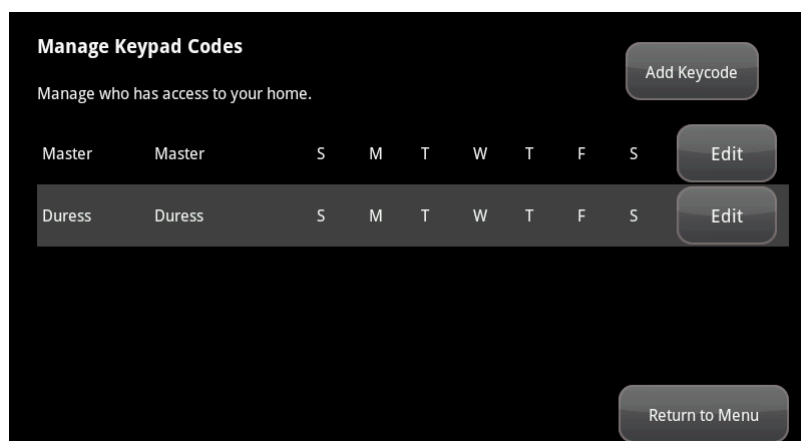
The Master keypad code allows you to add, modify, and delete codes. See [Keypad Code Permission Levels](#) on page 39 for keypad code types.

Managing your Keypad Codes

To manage your keypad code:

From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **Security > Manage Keypad Codes**.

The Manage Keypad Codes screen is displayed.

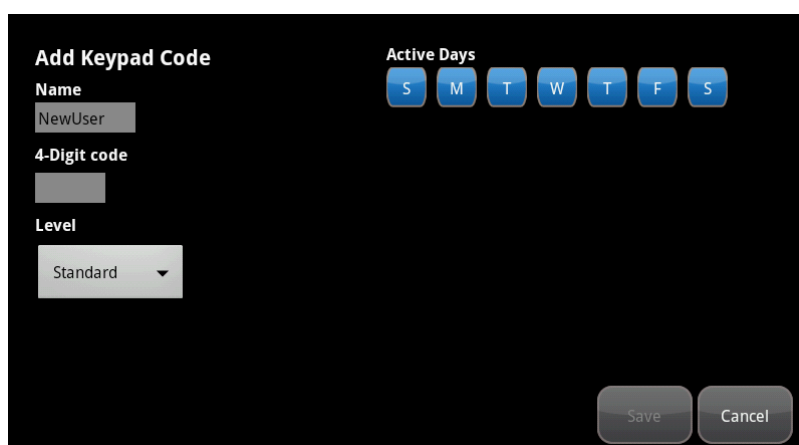


From this screen you can modify your keypad codes or add new ones.

To add a new keypad code:

1. From the Manage Keypad Codes screen, tap **Add Keycode**.

The Add Keypad Code screen is displayed.



2. Tap **Name** to enter a name or description of who will be using the keypad code.
3. Tap **4-digit code** to enter the keypad code. You will be required to enter the code twice to validate the code.
4. You can optionally disable the keypad code for certain days of the week. Active days are displayed in blue. Inactive days are displayed in gray.
5. Specify a permission level for this keypad code. The following table describes each permission level.

Table 5: Keypad Code Permission Levels

Arming Level	Description
Guest	User can arm and disarm the system.
Arm Only	User can only arm the system.
Standard	User can create, edit, and delete keypad codes, as well as arm and disarm the system. This level is provided with the system and cannot be added.
Duress	User is granted full access to the TouchScreen including arming/disarming and system settings. If entered, the TouchScreen sends a silent alarm to the central monitoring station, and the police are dispatched. This level is provided with the system and cannot be added.

To modify a keypad code:

1. From the Manage Keypad Codes screen, tap **Edit**.

The Edit Keypad Code screen is displayed.

Note: You cannot change the Permissions level of a keypad code.

Understanding the Duress Keypad Code

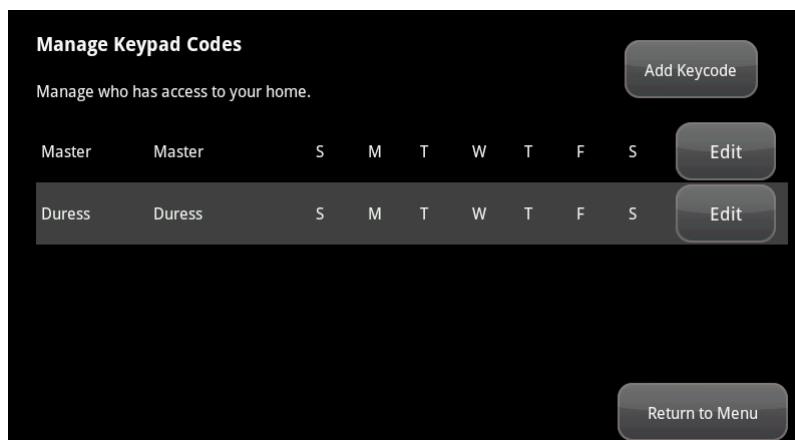
The Duress keypad code is used to if an intruder forces you to arm/disarm your system or access your security settings. Rather than entering your keypad code, enter the Duress keypad code. When you do this, you will be granted full access to your TouchScreen, but a silent alarm is immediately sent to the central monitoring station and police are dispatched.

By default, the Duress Code is disabled.

To enable and manage your Duress keypad code:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **Security > Manage Keypad Codes**

The Manage Keypad Codes screen is displayed.



From this screen you can modify your keypad codes or add new ones.

Managing Your Secret Word

When an alarm is sent to a central monitoring station, they will attempt to contact you to verify that a true emergency is occurring. When you answer, they will ask for your secret word as an additional verification.

To view and modify your secret word:

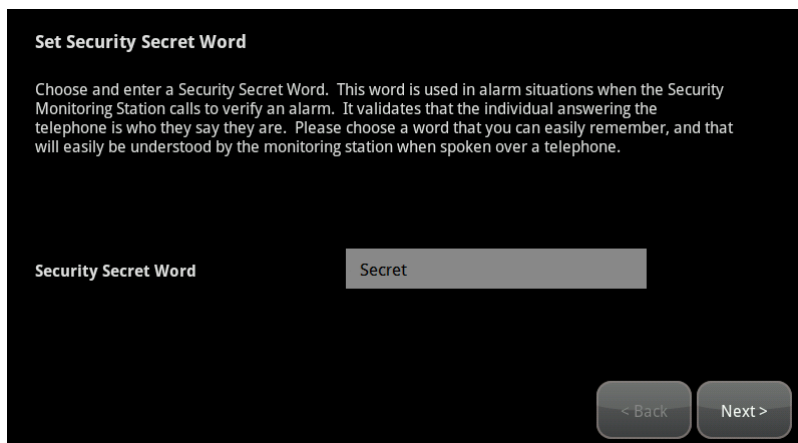
1. From the Settings menu (see "Configuring the TouchScreen" on page 8), tap **Advanced Settings > Security Secret Word**.

The Get Security Secret Word screen is displayed.



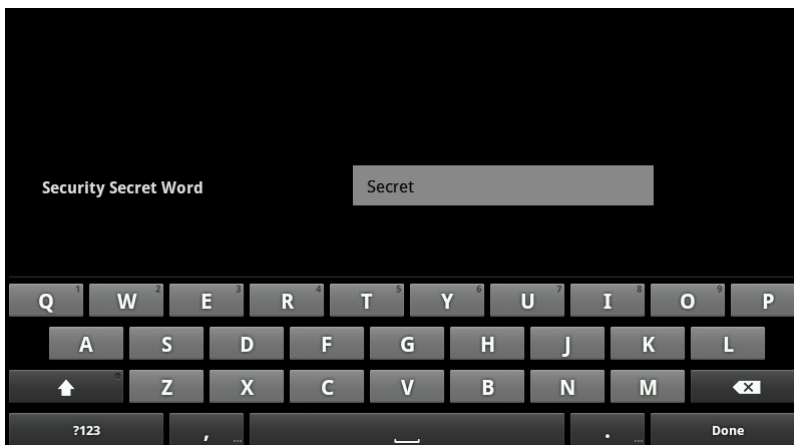
2. Tap **Next**.

The secret word is displayed for editing.



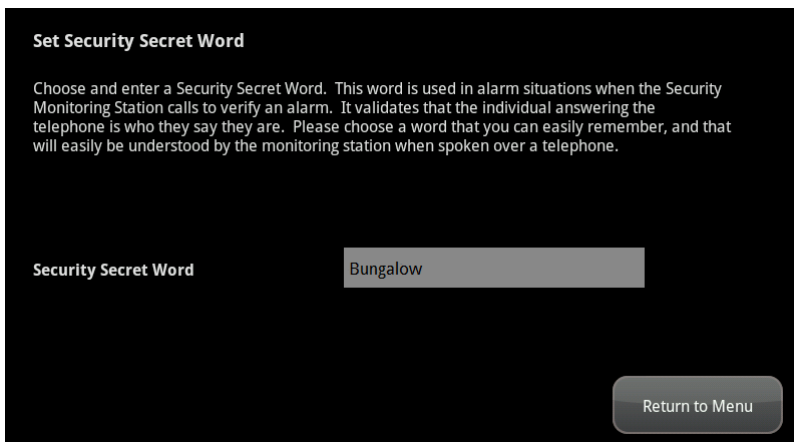
3. To change the secret word, tap the **Secret Word** field (square area).

A keyboard is displayed that enables you to change the secret word.



4. Tap **Done** to save your changes.

The Set Security Secret Word screen is displayed again.



Managing Connectivity between Your Home Devices and the Internet

Your home network accesses the Internet through your security network router DMZ. The router's DMZ selectively exposes your home network to the Internet.

By default, your home network can access the Internet, but entities in the Internet cannot access computers and devices in your home network. This can be a problem for certain types of computing and also for using entertainment systems to watch movies, play games, etc.

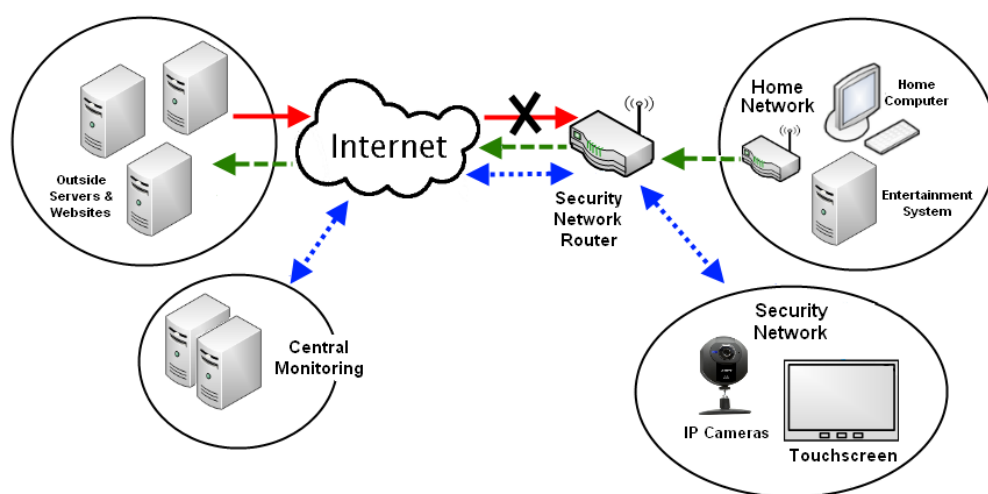


Figure 5: Security Network Router Blocks Access to Your Home Network from the Internet (Default)

You can choose to have your security network router expose your home network to devices in the Internet (see [Security Network Router Can Permit Access to Your Home Network from the Internet](#)). This will not change your security network's protection from outside entities.

If your home network is exposed to Internet entities, you can choose to hide it (see page 44).

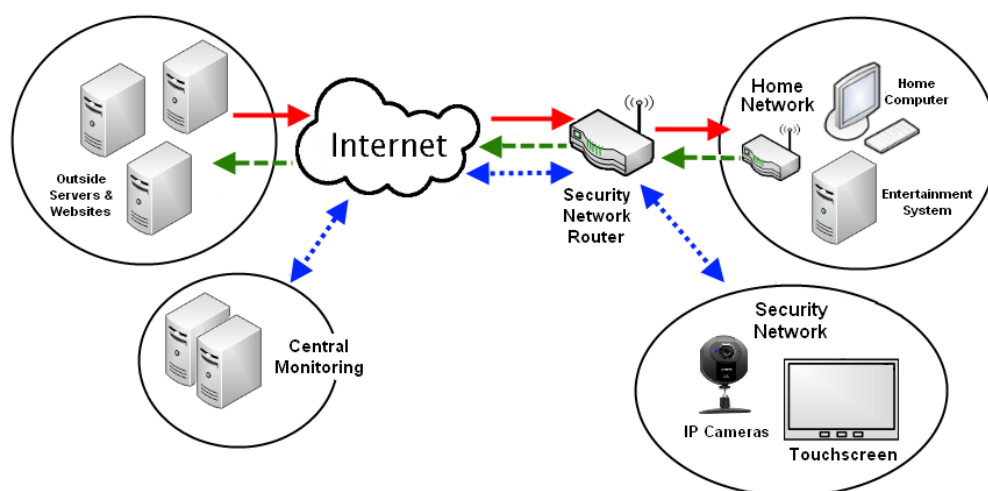
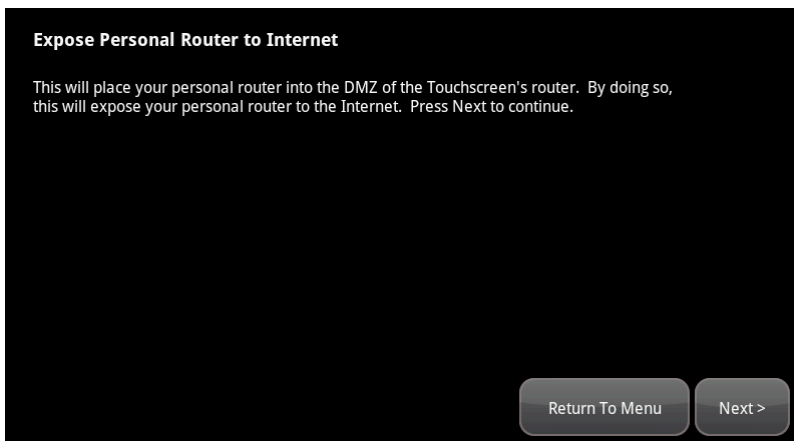


Figure 6: Security Network Router Can Permit Access to Your Home Network from the Internet

To permit access to your home network router from the Internet:

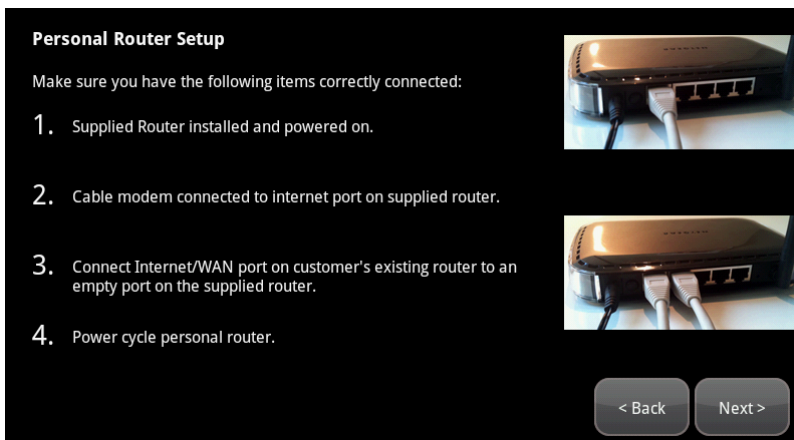
1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Connectivity> Expose Personal Router to Internet**.

The Expose Personal Router to Internet screen is displayed.



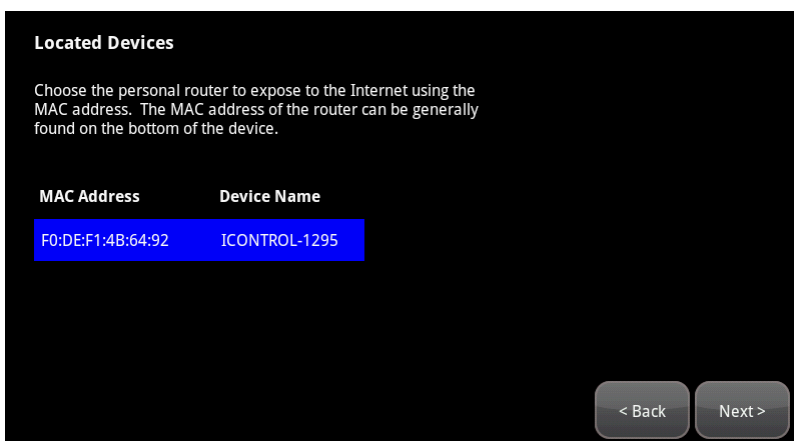
2. Tap **Next**.

The Personal Router Setup screen is displayed.



3. Tap **Next**.

The Search for Devices screen is displayed. When an available router is located that is connected to the security network router by an Ethernet cable, the Located Devices screen is displayed.

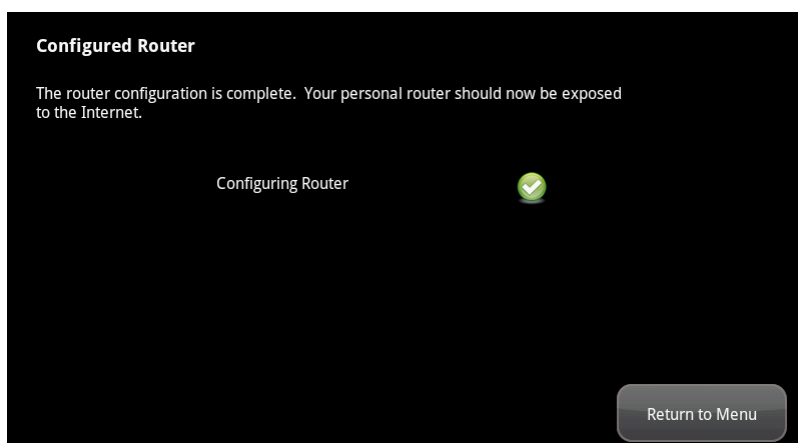


Note: The available routers are listed by MAC address.

4. Tap the MAC address of the router that needs to be exposed to the Internet.

5. Tap **Next**.

The Configured Router screen is displayed. The TouchScreen configures the security network router to expose the selected router (and the home network devices connected to it) to the Internet.

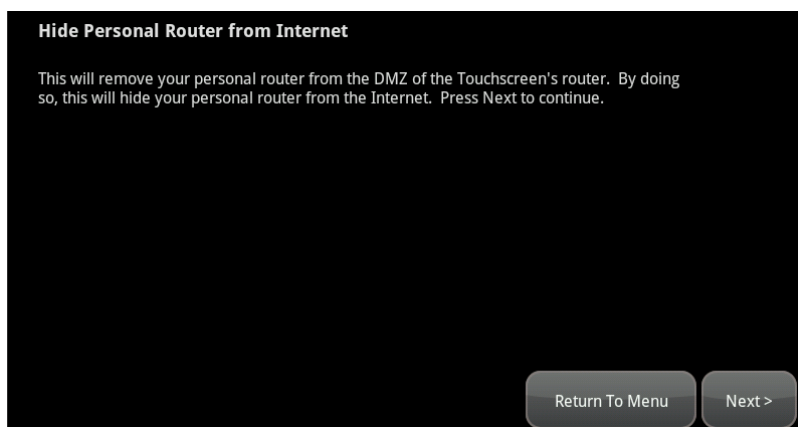


To hide access to your home network router from the Internet:

See [Security Network Router Blocks Access to Your Home Network from the Internet \(Default\)](#) on page 42.

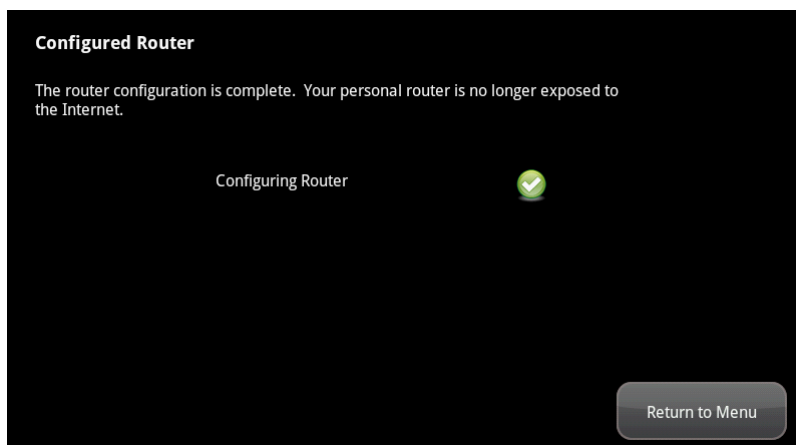
1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Connectivity > Hide Personal Router from Internet**.

The Hide Personal Router from Internet screen is displayed.



2. Tap **Next**.

The Configured Router screen is displayed.



The TouchScreen re-configures the security network router DMZ to hide any connected router from access by entities in the Internet.

View Your Security Account Information

To view your account information:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Account Information**.
The Validate Account Information screen is displayed.
2. Go to the Subscriber Portal to view your account information, or contact Customer Care to modify it.
3. Tap **Return to Menu** to return to the Settings menu.

Managing Sensors

You cannot add or delete the sensors in your security system, but you can control how they appear in reports, your TouchScreen and the Subscriber Portal.

You can:

- ☐ Have a sensor not monitored when the system is armed (see page 45)
- ☐ View your security zone event history (see page 46)
- ☐ Change the order that security zones are listed in the TouchScreen (see page 47)

Disable a Sensor

You can turn a zone off, which means the zone is not monitored when the system is armed. This is useful during periods when a sensor is being repaired. You can turn a zone off only when the system is disarmed.

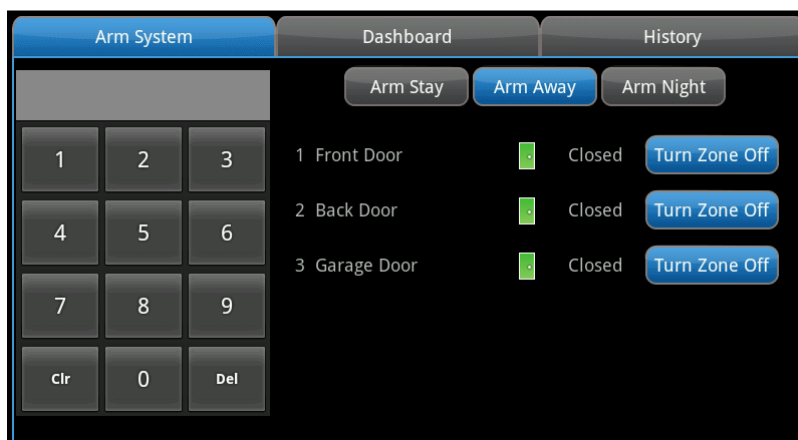
The system continues to log the activity of zones that are turned off in the Event History (see [Viewing Your Zone Event History](#) on page 46).

To turn zones off:

1. Disarm the system (see "Arming and Disarming the System" on page 27)
2. Tap the Security icon on the Home screen (see page 20).



The Arm System tab is displayed.



3. Tap the **Turn Zone Off** button for the zone to turn off the zone.

Tap the **Turn Zone On** button for the zone to be monitored for alarms.

The buttons are toggled between Turn Zone On and Turn Zone Off as you tap them.

Note: If some zones are turned off, the Security Status header reports this when the system is disarmed.

Viewing Your Zone Event History

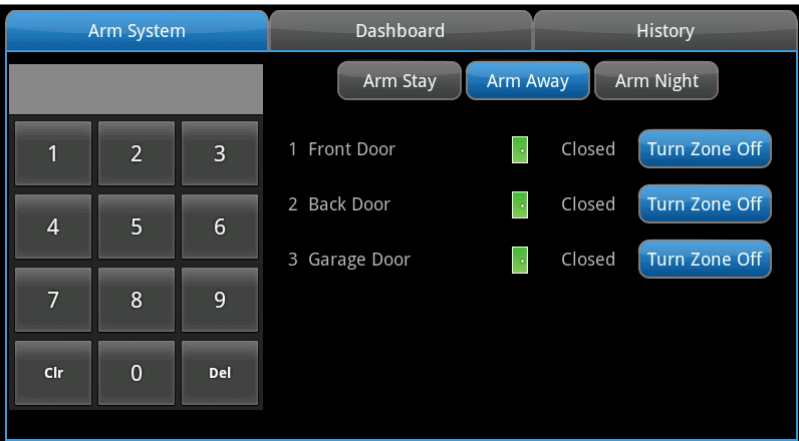
When something occurs at a zone, whether or not the system is armed, or the zone is turned off, the security system logs an event.

To view the Zone Event History:

1. Tap the Security app on the Home screen.



The Arm System tab is displayed.



2. Tap the **History** tab.

The Zone Event History is displayed.

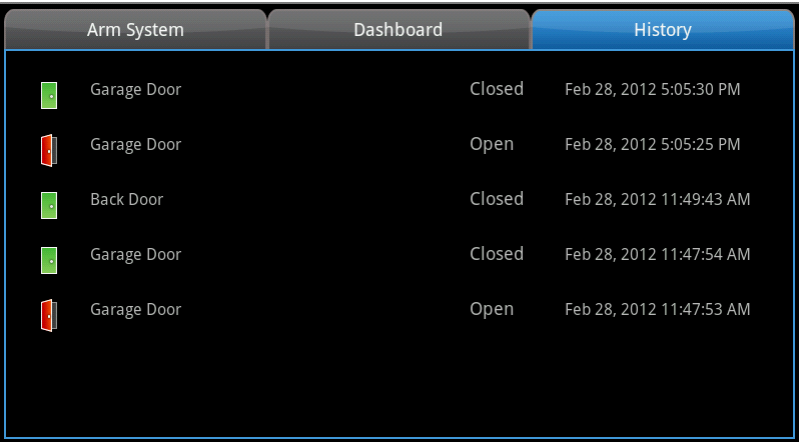



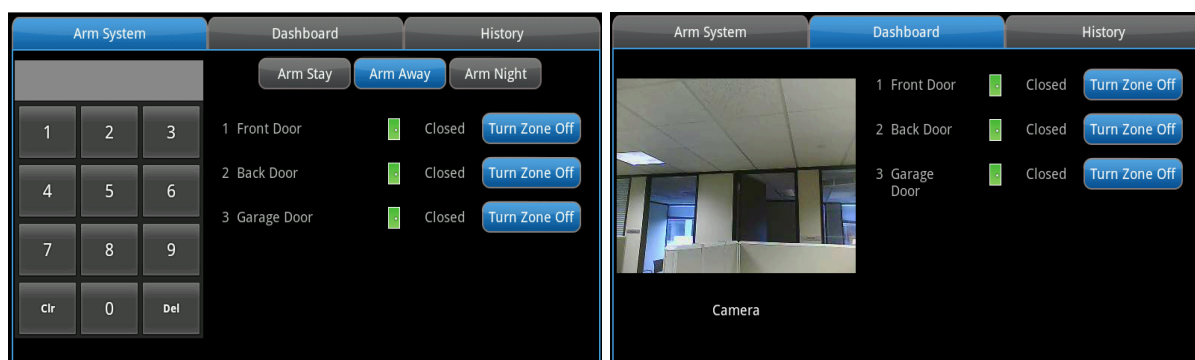


Table 6: Zone Activity Events

Icon	Description
	An Open/Closed doorway
	An Open/Closed window
	Motion detected / no motion since last detected motion

Changing the Order that Security Zones are Listed in the TouchScreen

If you have a lot of sensors, you might have to scroll down to see them all in screens that manage and report on security zones such as the Arm System tab and the Dashboard tab of the Security app. You can designate more important sensors to always be listed first.



To change the order that zones are listed in the TouchScreen screens:

From the Settings app (see "Configuring the TouchScreen" on page 8), tap **Sensors & Zones > Change Zone Order**.

The Change Zone List Order screen is displayed.

From this screen you can move items up and down in all lists that display order. For example, if you tapped **To Top** in the zone Window, that zone would move from the bottom of the list to the top.

Managing Cameras

You can have up to six cameras connected to a TouchScreen at a time. For each camera you can:

- ☐ Assign a name to it when it is added.
- ☐ Enable or disable the camera LED for some brands of cameras.
- ☐ Choose the video quality used by each camera based on the quality of the Wi-Fi between the camera and your security network.

Note: From the Subscriber Portal you can manually take pictures from a selected camera.

IMPORTANT: The camera images are accessible to the TouchScreen device and (for one of the cameras) to the Subscriber Portal. Service Provider tools do not have access to these images.

To modify the details of a camera:

1. From the Settings app (see "Configuring the TouchScreen" on page 8), tap **Home Devices**.

The Home Devices menu is displayed.

2. Tap **Cameras > Edit a Camera**.

The Edit a Cameras screen is displayed showing icons of each installed camera.

3. Tap the image or label of the camera to select it.

The details of the selected camera are displayed.

Edit New Camera

The details of this camera are outlined below. Select the fields to adjust these details where appropriate. Press Next when complete.

Model: SerComm_Camera_8021

Camera Name: Camera

Video Quality: Medium

Next >

Table 7: Edit Camera Options

Arming Mode	Description		Modifiable?
Model	Make and model ID for the camera		No
Camera Name	Name assigned to camera device		Yes
Video Quality	Level of video detail captured by the camera		Yes
Enable LED	On/Off	If set to On, the camera LED light is lit or blinks to note whether the camera is communicating with the router. If set to Off, the camera LED does not light.	Yes, for some brands of cameras. This field is not displayed if this value cannot be modified.

4. Tap the Camera Name fields to display a keyboard screen and rename the Camera zone. Tap **Done** to accept your changes.

Tap the **Enable LED** field to turn the camera LED on or off.

Tap the **Video Quality** field to test the upload network speed and determine the best video quality level for the current camera (see page 49).

5. Tap **Next**.

The Cameras screen is displayed again.

6. Tap a camera image to modify additional cameras or tap the Home icon to return the main screen.

To modify the video quality displayed by a particular camera:

When you modify the video quality, the system lets you choose to display live video in three levels based on the camera's connection speed to the system servers.

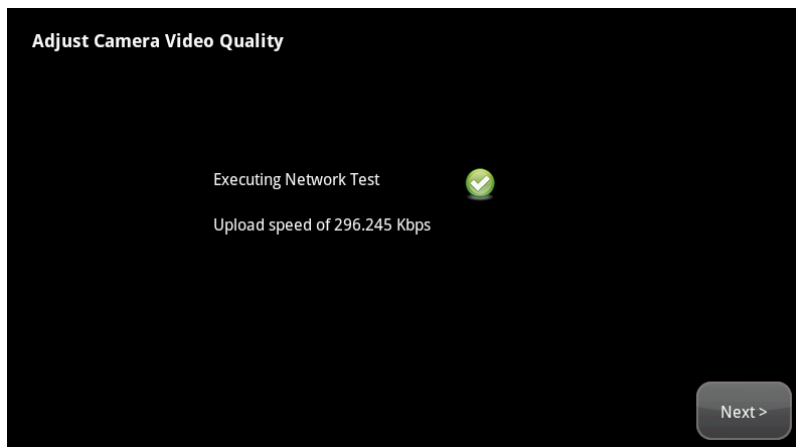
1. Access the details of a camera for editing as described starting on page 48.

The Edit a Camera screen is displayed showing a label and a captured image of all the camera views.

2. Tap the **Video Quality** field to determine the ideal level of video detail to be captured by the device.

The Adjust Camera Video Quality screen is displayed.

3. Tap **Run Speed Test** to have the TouchScreen upload a file to the system servers and gauge the amount of time it takes to receive an acknowledgement. This allows the TouchScreen to recommend video quality level.



4. Tap **Next** to return to the Adjust Camera Video Quality screen.
5. Tap the appropriate video quality based (**High**, **Medium**, or **Low**) on the measured speed of the Wi-Fi between the camera and your security network, and tap **Next**.

Adding Cameras to the Security System

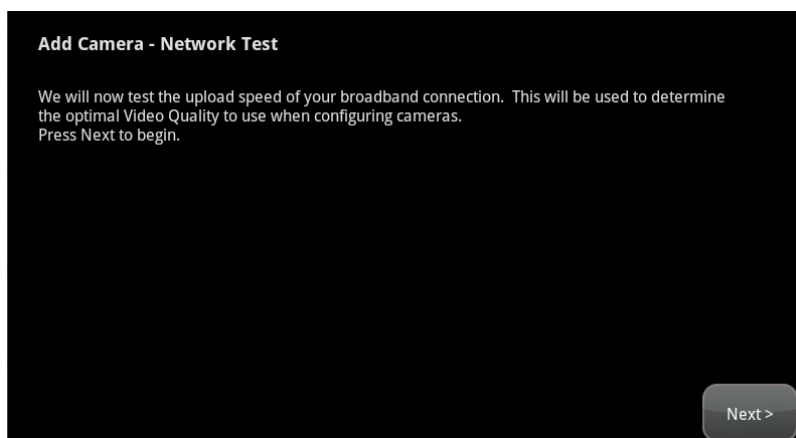
The TouchScreen supports up to six cameras. A camera is added to the security system by using an Ethernet cable to connect it to the security router. After the camera has been added to the security system, remove the cable, and place the camera in the desired location. If your home requires a Wi-Fi repeater, 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 68 for more information about Wi-Fi repeaters.

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.

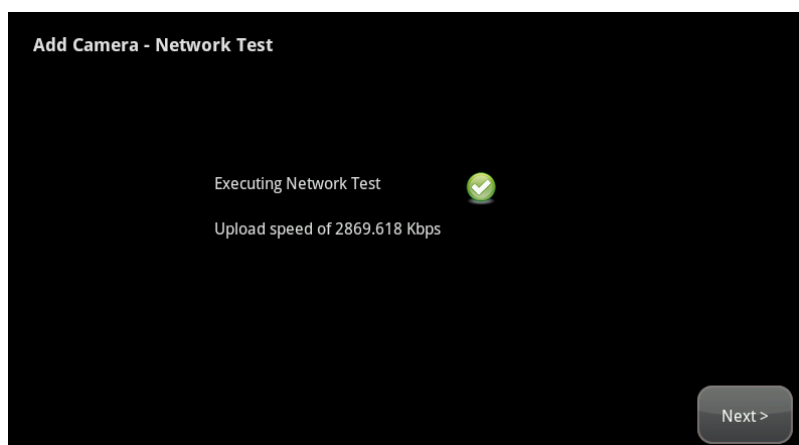
1. From the Settings menu, tap **Home Devices >Cameras > Add a Camera**.

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.

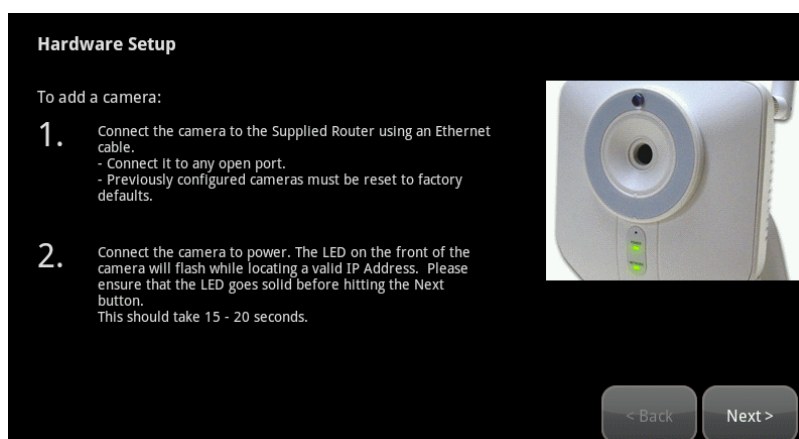


Figure 7: Camera: Hardware Setup Screen

4. Perform the steps described on the Hardware Setup screen. The steps vary, 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 Sercomm iCam installations. If you are installing an iCam, refer to the *Sercomm iCamera Installation Guide*.

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.

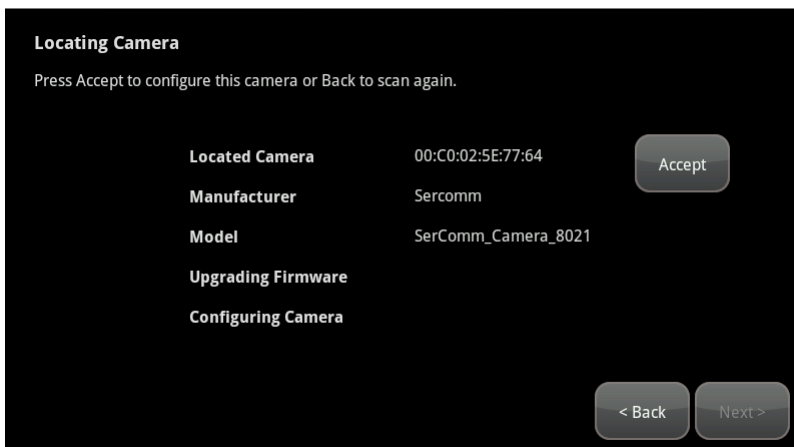


Figure 8: Camera: Locating Camera Screen

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.

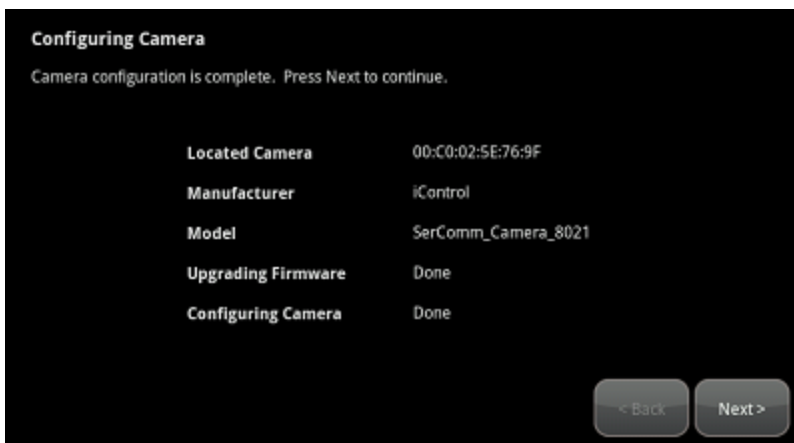


Figure 9: Camera: Configuring Camera Screen

6. Tap **Next**.

The Edit New Camera screen is displayed.

Figure 10: Camera: Edit New Camera Screen

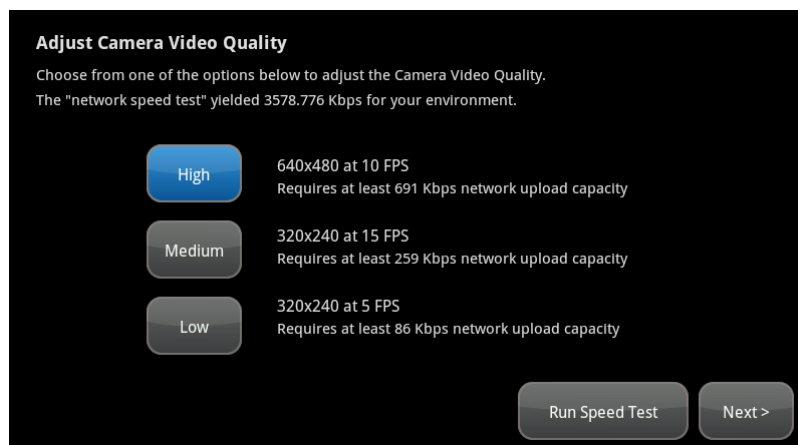
Table 8: Edit New Camera Options

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
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.

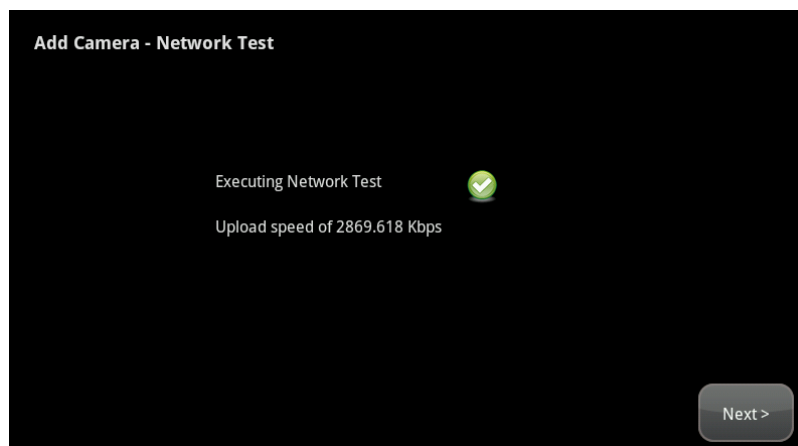
8. Tap the **Video Quality** field to modify the level of video detail captured by the device.
 - a. Tap **High**, **Medium** or **Low**. Use a value with a network upload speed that is less than the recommended upload network speed.

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**.

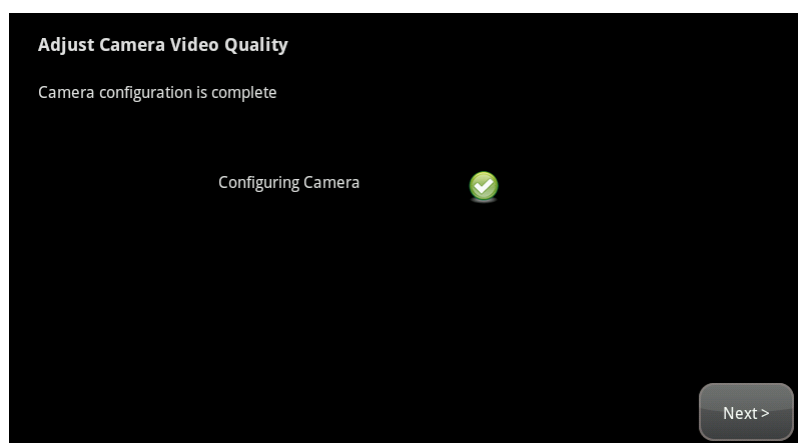


Figure 11: Camera: Adjust Camera Video Quality Screen

9. Tap **Next**.

The Camera Wi-Fi Connection Test screen is displayed.

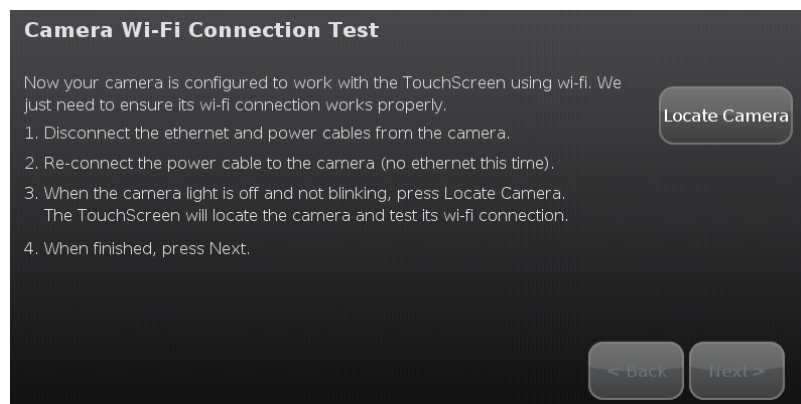


Figure 12: Camera: Camera Wi-Fi Connection Test Screen

10. 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**.
11. When the camera has been paired wirelessly to the TouchScreen, tap **Next**.

The Adjust Camera screen is displayed.

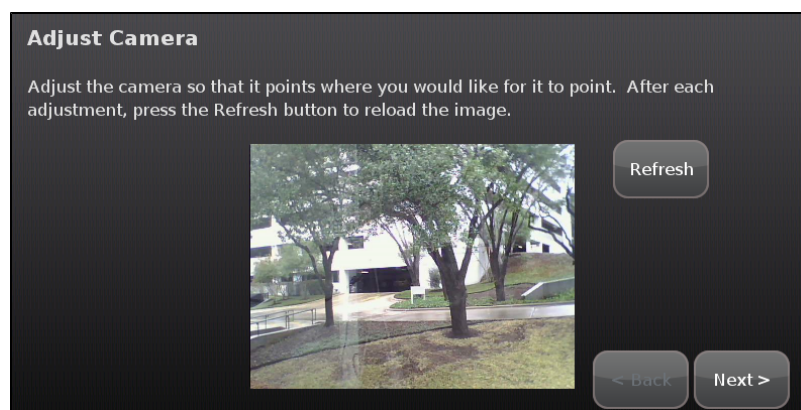
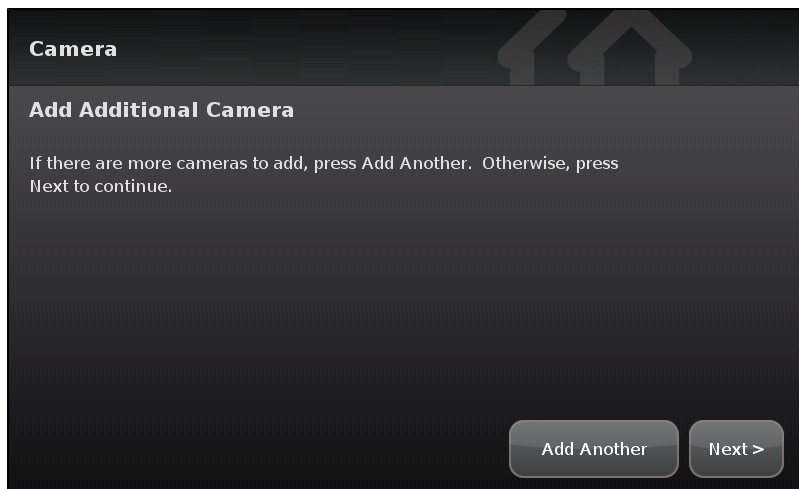


Figure 13: Camera: Adjust Camera Screen

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

The Add Additional Camera screen is displayed.



Camera: Add Additional Camera Screen

14. 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.

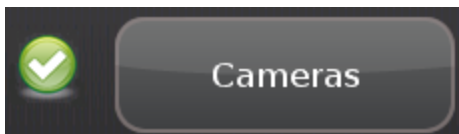


Table 9: Troubleshooting the Camera Installation

Issue	Description
Unable to pair the camera to the TouchScreen	<p>Confirm that the camera is plugged into the security router during configuration and has been restored to factory defaults.</p> <p>Perform the following procedure:</p> <ol style="list-style-type: none"> 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.

Adding Key Fobs to the Security System

A key fob is a mobile tool that allows you to arm and disarm your system with the press of a button. A key fob is often attached to a set of keys.

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.

1. From the Settings menu, tap **Home Devices > Key Fobs > Add Key Fob**.

The Locating Key Fobs screen is displayed.

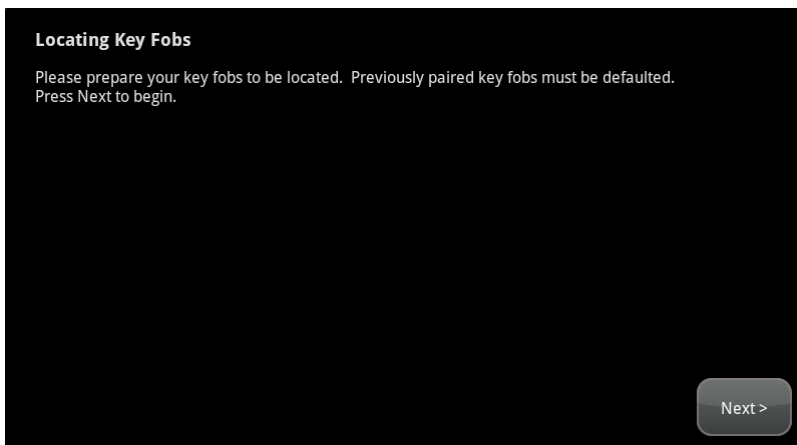
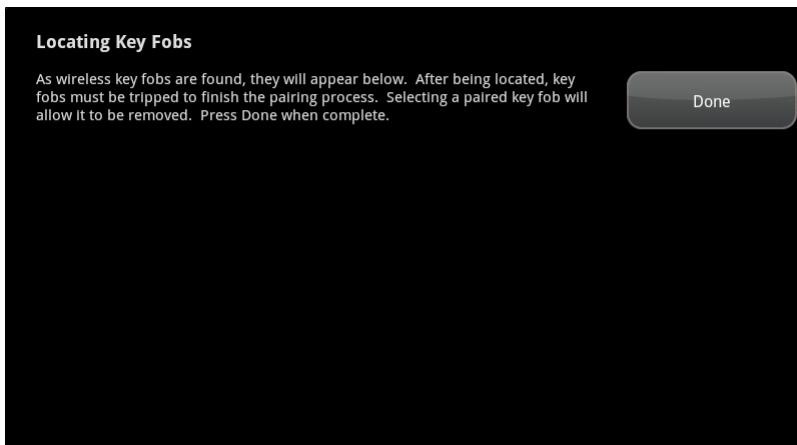


Figure 14: Key Fobs: Locating Key Fobs Screen

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).



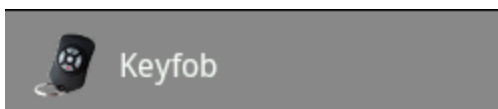
3. Default a key fob and place it in Search mode.

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.

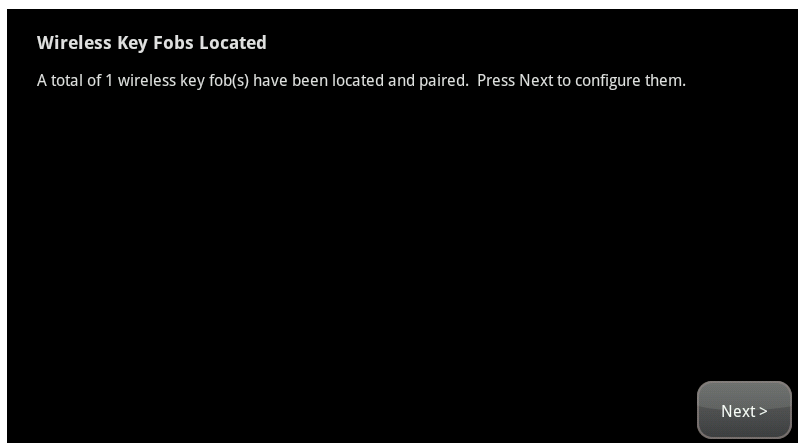


Figure 15: Key Fobs: Wireless Key Fobs Located Screen

6. Tap **Next**.

The Configure Wireless Key Fobs screen is displayed.

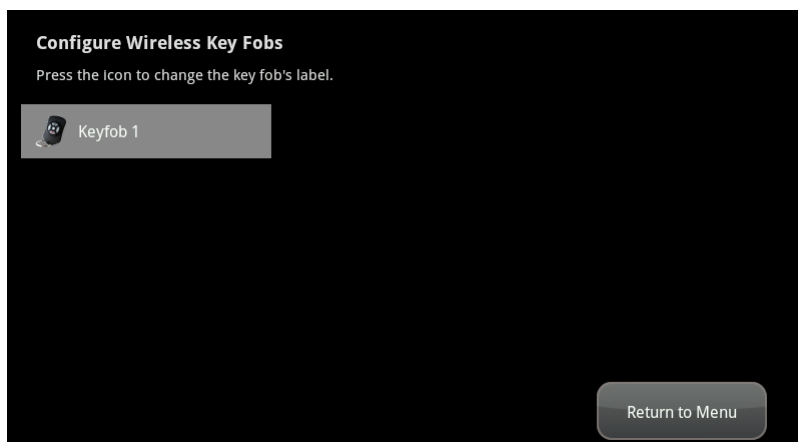


Figure 16: Key Fobs: Configure Wireless Key Fobs Screen

7. Tap each key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

The Edit Key fob screen is displayed.

Edit Keyfob

You may change the keyfob label, as well as whether or not the panic button on the keyfob is disabled.

Keyfob Label

Panic Button Disabled

8. Tap the Key Fob Label to display a keyboard.

Edit Keyfob

You may change the keyfob label, as well as whether or not the panic button on the keyfob is disabled.

Keyfob Label

! ? , " ' : () - / @ _

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

?123 , . Done

9. Enter a name for the key fob. Tap **Done**.

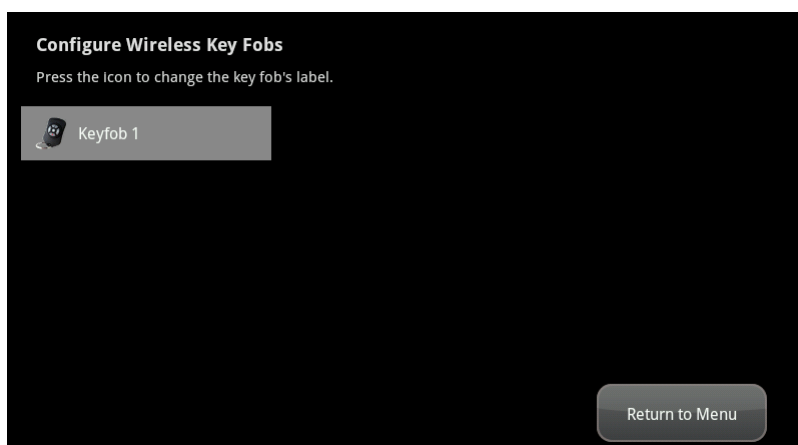
Edit Keyfob

You may change the keyfob label, as well as whether or not the panic button on the keyfob is disabled.

Keyfob Label

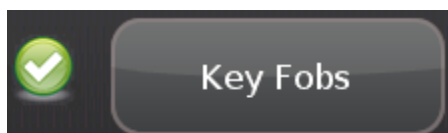
Panic Button Disabled

10. Tap the arrow to enable or disable the panic button.
11. Tap **Done** to return to the Configure Wireless Key Fobs screen



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

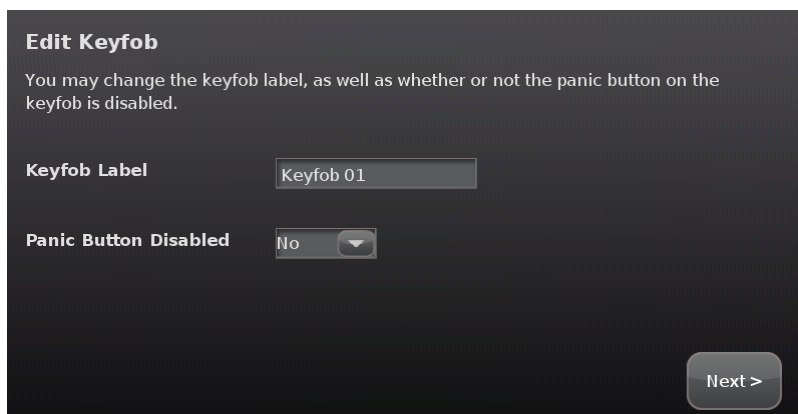
The Install Zones and Home Devices screen is displayed with the Key Fobs marked done.



Editing Key Fobs

To edit a key fob

1. From the Settings app, tap **Home Devices > Key Fobs**.
2. Tap **Edit Key Fob** to display the key fob settings.



From this screen, you can change the name of the key fob, and you can enable or disable the key fob panic button.

Managing Environmental Devices

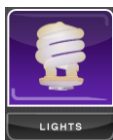
You can manage lights and thermostats from the TouchScreen and Subscriber Portal.

Managing Lights

You can have up to 30 lighting devices connected to a TouchScreen at a time. Each lighting device has a name assigned to it when it is added and is designated as dimmable or not.

To dim or turn off a light:

1. From the Home Screen, tap the Lights app.

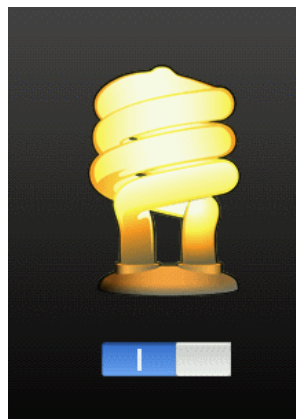


The Lighting screen displays controls for each of your installed lights.

2. Tap the light icon to turn the light on or off.



Tap to turn on the light.

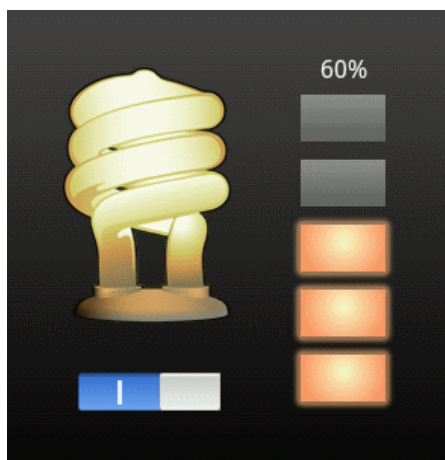


Tap to turn off the light.

Note: If the lighting device is Energy Management enabled, when the light is on, the TouchScreen displays a leaf icon, and how many watts are being used.



3. If the light is dimmable, select the power level. The top box indicates full power, and each box below it decreases the power level by 20 percent.



You can also perform the following operations:

- ☐ Modify lighting devices (page 64)
- ☐ Add lighting devices (page 65)
- ☐ Delete lighting devices (page 65)

Use the following method to:

- ☐ Change the name of a lighting device as it appears in reports on the TouchScreen and in the Subscriber Portal.
- ☐ Set the light to be dimmable or not

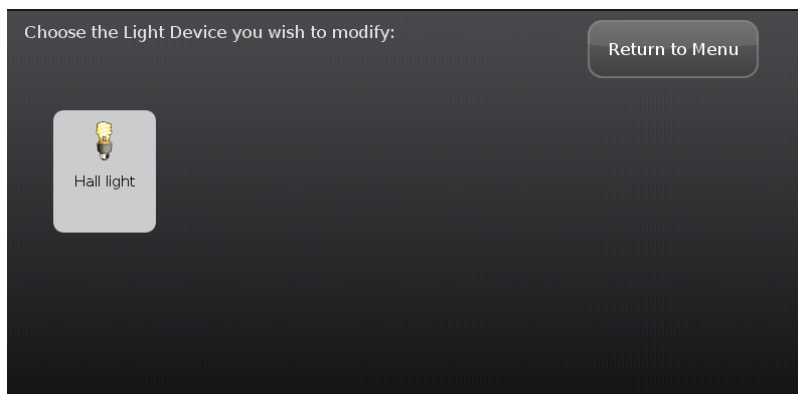
To modify the details of your lights:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Home Devices**.

The Home Devices menu is displayed.

2. Tap **Edit Lights**.

The Configure Lighting Devices screen is displayed showing icons of each installed light.



3. Tap the icon for a lighting device to modify it.

The details of the selected lighting device are displayed.

4. Tap the **Light Name** field to display a keyboard screen to change the label of the Lighting device.
5. Tap the **Dimmable** field to choose (Yes or No) to use the dimming features of the lighting device if available.
6. Tap **Next**.

The Choose the Light Device You Wish to Modify screen is displayed again.

To add a lighting device:

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.

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Home Devices**.

The Home Devices menu is displayed.

2. Tap **Lighting > Add Lights**.

The Locating Lighting Devices screen is displayed.

3. Tap **Next**.

4. Plug the lighting device into a wall socket. Secure it with a screw, if applicable.

The lighting devices should be unpaired when they are removed from their packaging. When it is installed in the socket, the LED flashes three times every five seconds indicating that it is in Search mode and ready to pair with a TouchScreen.

Note: If you have problems pairing a lighting device, refer to the lighting documentation for information about resetting the device to factory defaults.

As lighting devices are found, an icon is displayed for that device.

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

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

6. Tap **Next**.

The Configure Lighting Devices screen is displayed.

7. Tap a lighting device to configure it as described on page 64.

To remove a lighting device from the TouchScreen:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Home Devices**.

The Home Devices menu is displayed.

2. Tap **Lighting > Delete Lights**.

The Settings screen is displayed showing an icon for each connected lighting device.

3. Tap the icon of the lighting device you want to remove.

A confirmation is displayed:

Deleting a light device cannot be undone. Are you sure you want to delete the [lighting device label].

4. Tap **Yes**.

Managing Thermostats

You can have up to 4 thermostats connected to a TouchScreen at a time.

To control your thermostats:

1. From the Home Screen, tap the Thermostats app.



In the Thermostat app, you can set the mode to Cool, Heat, or Off.

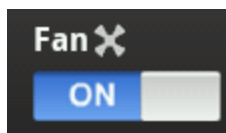


2. Toggle the Hold button to maintain the mode you set and ignore any other programming configured on the thermostat device.

IMPORTANT: Rules for a thermostat on Hold will not run.



3. Toggle the Fan button to turn the blower either on or off.



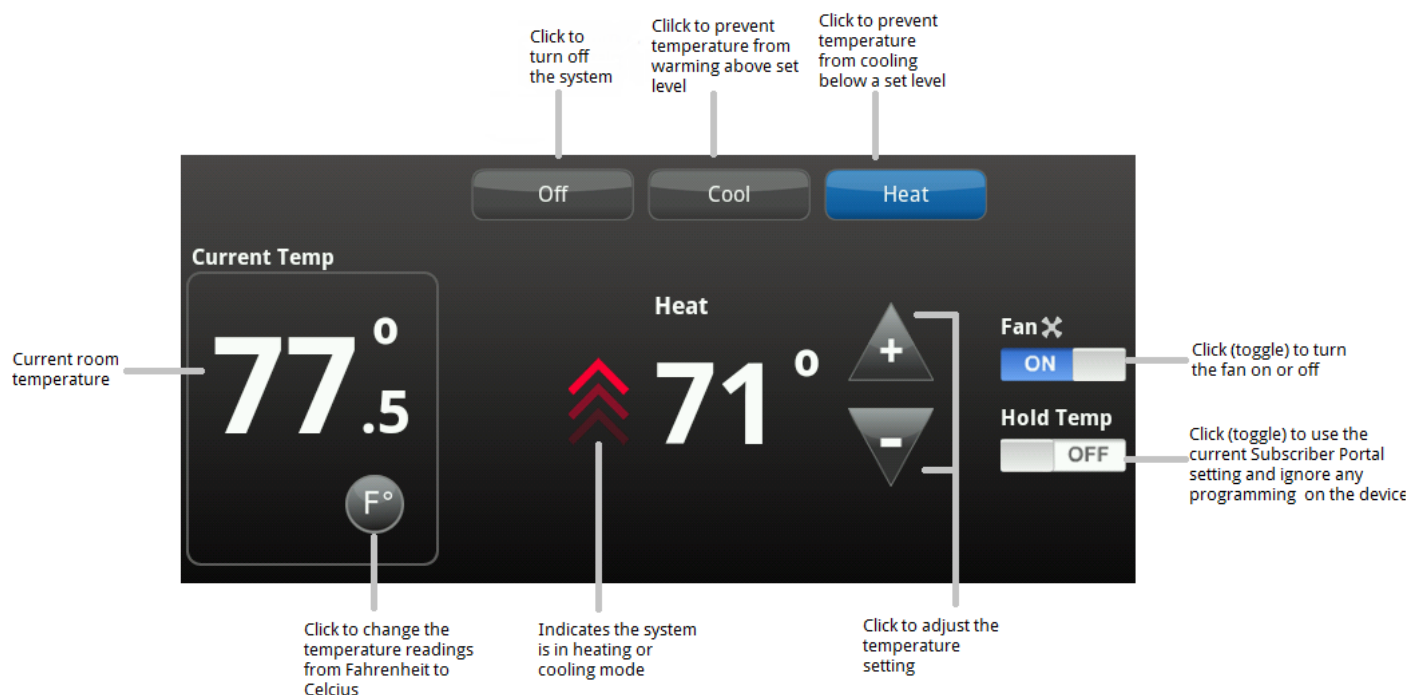


Figure 17: Thermostat Display



You can use the increment buttons in the Thermostat app on your TouchScreen to change the temperature beyond these settings.

Managing Wi-Fi Repeaters

A Wi-Fi repeater extends the range of the iControl security router to enable communication between the TouchScreen and other iControl Wi-Fi peripheral devices. Currently, cameras are the only supported Wi-Fi devices. Use a RF range extender to increase the range of ZigBee sensors, lights, and other devices.

Perform the operations in this section to manage Wi-Fi repeaters:

- ❑ Add a Wi-Fi repeater
- ❑ Delete a Wi-Fi repeater (page 69)

To add a Wi-Fi repeater to the security system:

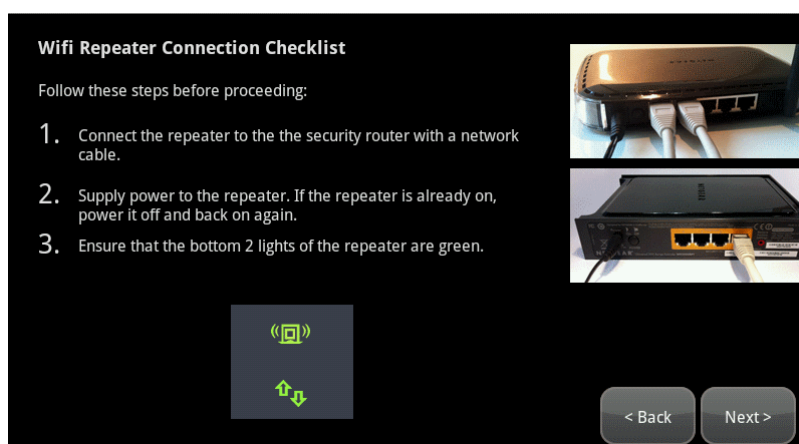
The Wi-Fi repeater must be connected to the router with an Ethernet cable during the installation process. After the TouchScreen configures the repeater, place the router in its final location. Keep the following in mind when determining where to place the repeater:

- ❑ Place the repeater an equal distance between the security router and the device that is furthest from the router. If the repeater broadcasts stronger signals and is placed too close to the router, the repeater could cause the router to stop transmitting signals. As a result, the customer would need to restart the security router often. The optimal distance will differ in each home. Some experimentation may be required to determine placement.
- ❑ If the customer has a home Wi-Fi repeater, avoid placing the security repeater nearby, if possible.

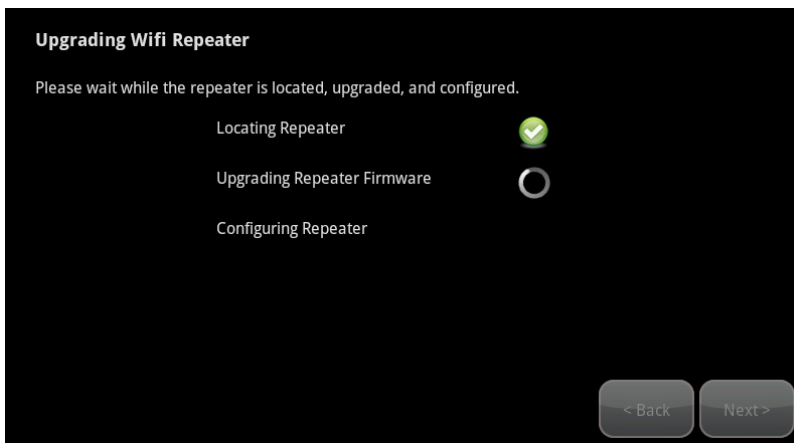
Note: The security system supports only one Wi-Fi repeater.

1. From the Settings menu, tap **Home Devices > Wifi Repeater > Add a Wifi Repeater**.

The Wifi Repeater Connection Checklist screen is displayed.



2. Follow the directions displayed on the screen. When the repeater has been set up as directed, tap **Next**.



The TouchScreen locates the repeater and updates the repeater's firmware, if necessary. The repeater is also configured to use the same communication channel and have the same SSID as the security router.

Note: If the system cannot find the repeater, reset the repeater to its factory settings, then restart it. Tap **Back**, then try again when the status indicator on the repeater is green.

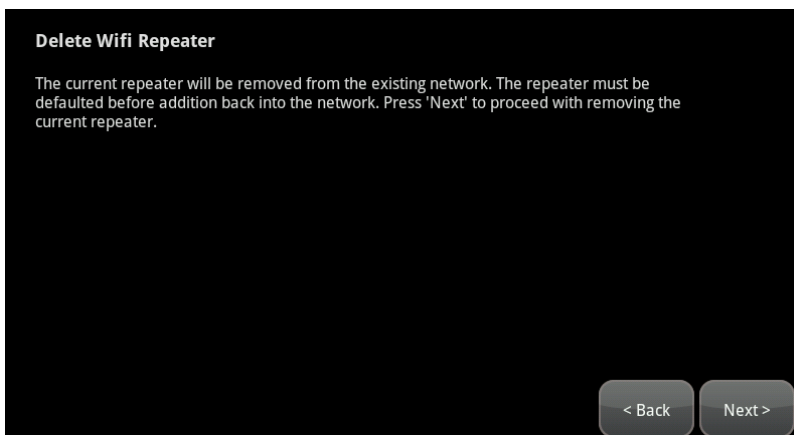
3. When the configuration is complete, tap **Next**. The repeater has been added successfully.

Immediately disconnect the repeater from the security router and power off the repeater. Then determine where the repeater will be placed and power on the repeater.

To delete a security Wi-Fi Repeater

When a repeater is deleted, any connected devices can communicate with the security router directly, if they are within range.

1. To delete the repeater from the security system, tap **Home Devices > Wifi Repeater > Delete a Wifi Repeater**.



The Delete Wi-Fi Repeater screen is displayed.

2. Tap **Next**. The TouchScreen deletes the repeater from the security system. To add this router back to the security system, you must reset factory settings as directed by the repeater's documentation.

Maintaining & Configuring the TouchScreen Device

You can configure the way the TouchScreen device displays your security information.

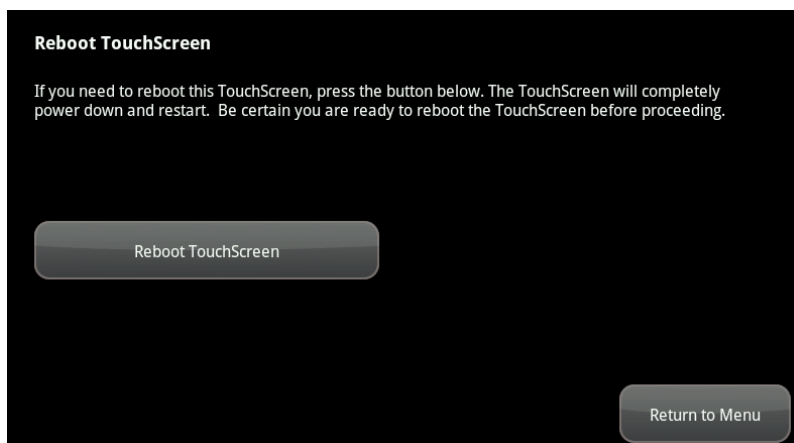
Reboot the TouchScreen

Occasionally, a problem might arise that could be solved by rebooting the TouchScreen.

To turn the TouchScreen off and on:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **Advanced Settings > Reboot Touchscreen**.

The Reboot TouchScreen screen is displayed.



2. Tap **Reboot TouchScreen**.

The TouchScreen turns itself off and back on.

Understanding and Configuring Screen Brightness & Screen Dimming

There are several options for configuring the TouchScreen's screen brightness:

- ☐ Set the default brightness level of the TouchScreen from level 10 (the brightest and the default setting) to level 1 (the dimmest). See page [72](#)
- ☐ Have the screen dim automatically to a preconfigured setting after a configured period of inactivity (see page [72](#))
- ☐ Have the screen and the TouchScreen LEDs dim completely automatically each day at a set time, and then brighten at a set time (see page [73](#)). This is called Night Mode.

Note: The Night Mode screen brightness setting is not the same as Arm Night Mode as described on page [26](#).

To manually place the TouchScreen in Night Mode:

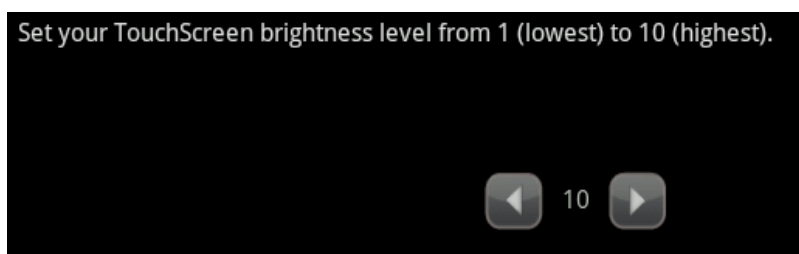
Press the Night Mode button, which located on the right side of the TouchScreen. When a user touches the screen, it brightens to the default brightness level.

Configuring the Screen Brightness Settings

To configure the default screen brightness:

From the Settings menu (see "Configuring the TouchScreen" on page 8), tap **TouchScreen > Screen Configuration > Screen Brightness**.

A control allows you to set the brightness level from 1-10 (default 10).



Configuring Automatic Screen Dimming and Night Mode Dimming

You can choose to have the screen dim to a set level after a period of inactivity (this can be used instead of a screensaver or in conjunction with a screen saver). See [Configuring the Screensaver](#) on page 74 for how to configure a screensaver to be displayed after a period of inactivity.

Additionally, you can choose to have the screen dim completely during configured hours, called Night Mode (see page 73). During this time, the buttons on the front of the TouchScreen darken completely.

The TouchScreen will not enter Night Mode when it is Armed.

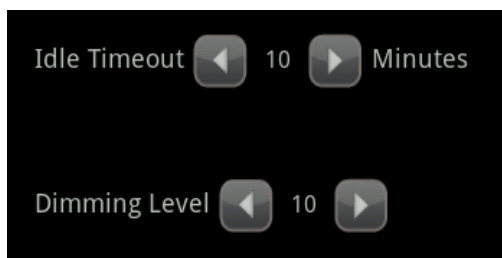
Note: The Night Mode brightness setting is not the same as Arm Night Mode as described on page 26.

To configure the screen to dim after a period of inactivity:

Note: When a user touches the screen, it will brighten to its default brightness level.

From the Settings menu (see "Configuring the TouchScreen" on page 8), tap **TouchScreen > Screen Configuration > Automatic Screen Dimming**.

A couple of controls are provided that allow you to set automatic dimming level and the amount of idle time for the TouchScreen to wait before dimming.



The Idle Timeout maximum is 30 minutes. It decreases in increments of 5 minutes.

To have the screen never dim due to inactivity, set the Dimming Level to 10. This also requires that the Backlight off at night setting is No.

To configure the screen to dim completely during a set time period (Night Mode):

Note: When a user touches the screen, it will brighten to its default brightness level.

Note: At the set time range, the screen will dim to its lowest setting (1).

1. From the Settings menu (see "Configuring the TouchScreen" on page 8), tap **TouchScreen > Screen Configuration**.

The Screen Configuration menu is displayed.



2. Tap **Screen Nighttime Settings**.

Some backlight controls are provided.

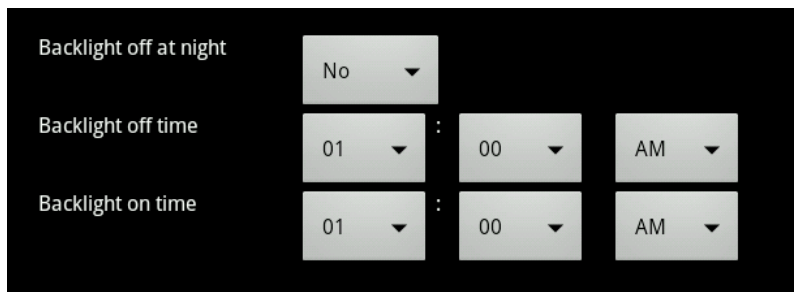


Table 10: Screen Night Mode Settings Controls

Control	Description	
Backlight off at night	Yes	The screen will dim during the configured time range.
	No	The screen will not dim during the configured time period. If it is configured to dim after a period of inactivity, that will still happen.
Backlight off time	Time that the screen automatically dims to level 1.	
Backlight on time	Time the screen automatically brightens to default level.	

Configuring the Screensaver

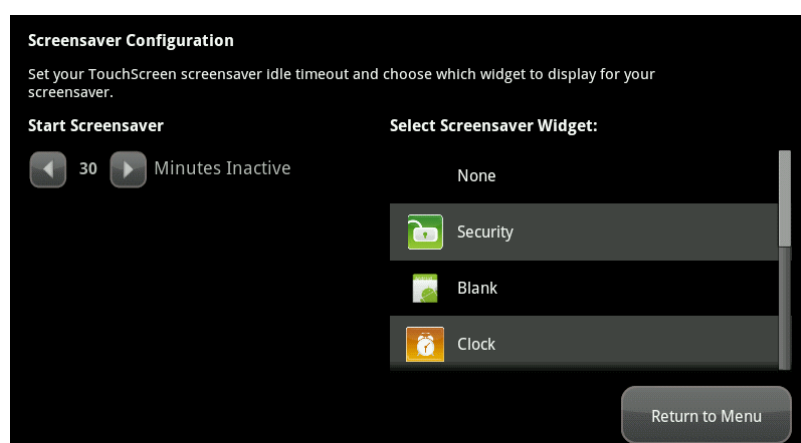
You can configure the TouchScreen to display a screen saver after the device has been inactive for some period of minutes.

See also "[Understanding and Configuring Screen Brightness & Screen Dimming](#)" on page 71 for how to have the screen dim to a configured level after a period of inactivity. This can be used instead of a screensaver or in conjunction with a screensaver.

To configure the TouchScreen screensaver:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **TouchScreen > Screensaver Configuration**.

The Screensaver Configuration screen is displayed.



2. Tap the **Start Screensaver** arrow buttons to choose the number minutes of inactivity before the TouchScreen will start the screensaver. The options are in five minute increments. The maximum number of minutes is 30 and the least is 5.
3. In the Select Screensaver App menu, tap the app that will be used as a screensaver.

Table 11: Commonly Used Screensavers

Control	Description
None	The screen never goes to screensaver.
Security	Screen displays the Arm System tab from the Security app.
Camera	Displays stills of the cameras attached to the security system (updated every 5 seconds). If there is only one camera attached to the security system, it displays live video.
Clock	Displays the current time in digital or analog.
Blank	Displays a blank screen
Photos	Displays a slideshow of photos from your Flickr account.

Configuring the Tones and Volume Levels

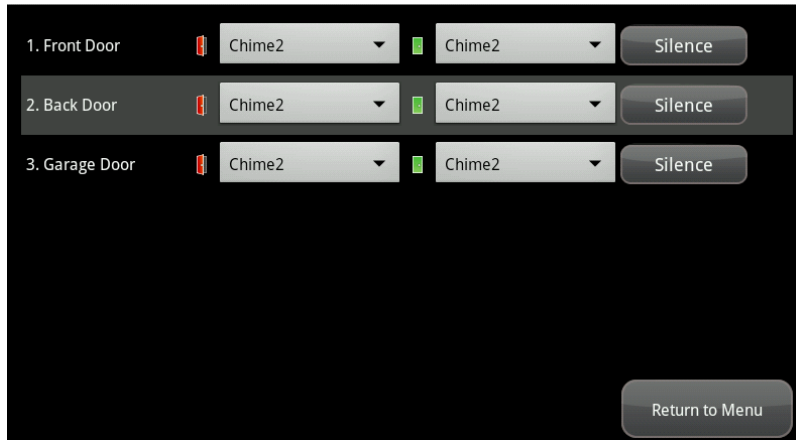
You can configure the sounds the TouchScreen plays when a security zone is faulted or cleared.


You can also configure the volume at which the TouchScreen sounds are played.


To set the tones that the TouchScreen uses when zone events occur:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **TouchScreen > Sound Configuration > Hometone Configuration**.

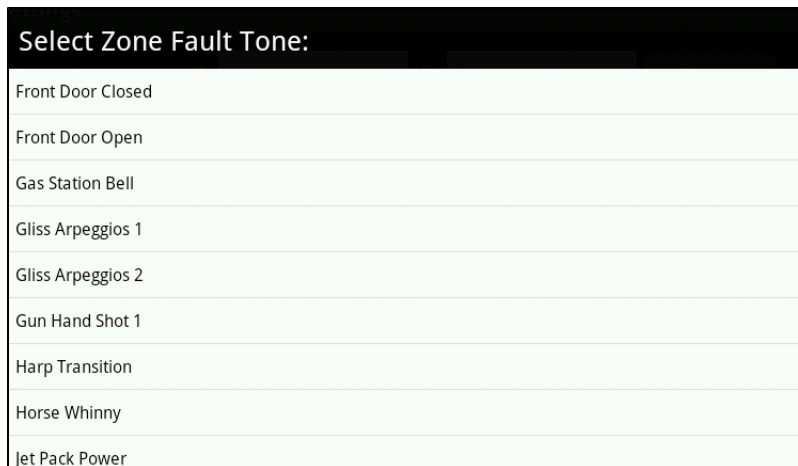
The Sound Settings Configuration screen is displayed.



Red icons (for example  for door being opened) designate the sound played when a zone is faulted.

Green icons (for example  for a door being closed) designate the sound played when a zone is cleared.

2. Tap a field to display a menu of sounds to play when a zone is faulted or cleared.

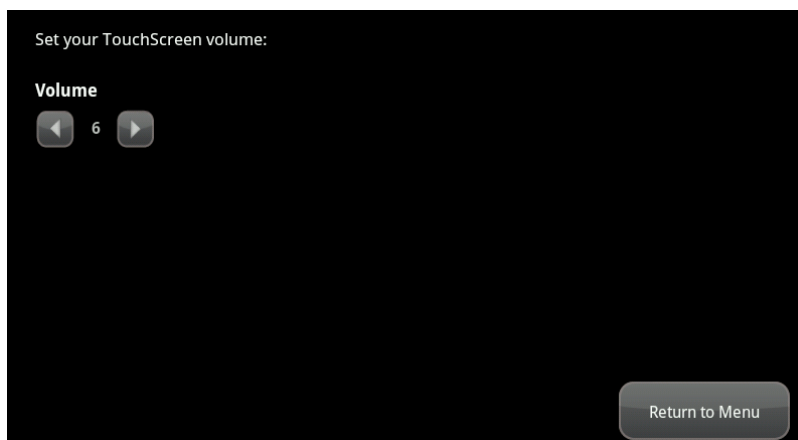


3. Tap **Silence** to have the TouchScreen never play a tone when the associated security zone is faulted.

To set the volume of a tone:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 8), tap **TouchScreen > Sound Configuration > Volume Configuration**.

The Volume Settings Configuration screen is displayed.



2. Tap the right and left arrow keys until you reach the appropriate volume level.

Cleaning the TouchScreen Screen

The TouchScreen can be hard to clean without accidentally pressing buttons; even accidentally arming or disarming the system.

To clean the TouchScreen screen:

1. From the Settings menu (see "Configuring the TouchScreen" on page 8), select **Touchscreen > Clean Screen**.

The Clean Screen is displayed.

2. Tap **Clean Screen** to display the Cleaning screen for 30 seconds.

You have 30 seconds to clean the TouchScreen without fear of pressing buttons. At the end of 30 seconds you can choose to finish or have more time to continue cleaning.

Viewing Technical Specifications of Your TouchScreen

From the Settings menu (see "Configuring the TouchScreen" on page 8), tap **About**.

Note: You might need to scroll down to display the **About** option.

The About This TouchScreen screen is displayed.

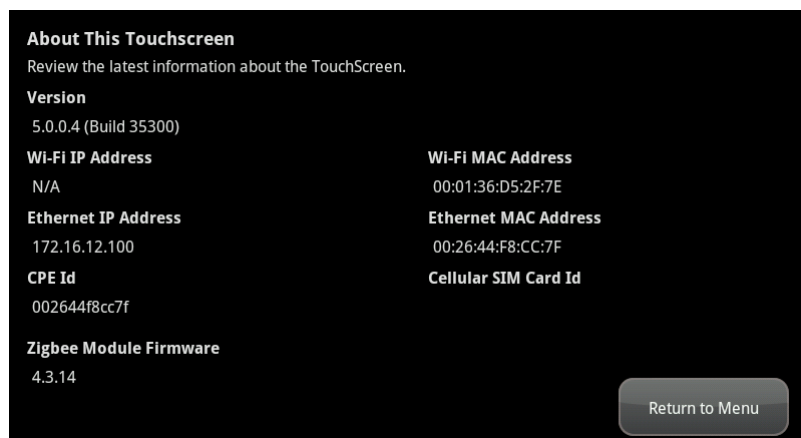


Table 12: About This TouchScreen Details

Arming Mode	Description
Version	Current firmware version installed on your TouchScreen.
Wi-Fi IP Address	Internet Protocol address assigned to your TouchScreen by your router to communicate with it wirelessly. Note: This value might change if you reset your router to factory defaults.
Ethernet IP Address	Internet Protocol address assigned to your TouchScreen by your Internet Service Provider's modem to communicate with it directly (not wirelessly). Note: This value might change if you reset your modem to factory defaults.
CPE ID	Unique identification code for your TouchScreen.
Wi-Fi MAC Address	Media Access Control address of the adapter your TouchScreen uses to wirelessly connect to your Internet Service Provider.
Ethernet MAC Address	Media Access Control address of the adapter your TouchScreen uses to connect directly (not wirelessly) to your Internet Service Provider.
Cellular SIM Card Id	Unique identification code used by your TouchScreen's cellular service provider to connect your device to the central monitoring stations when broadband service is unavailable.
Zigbee Module Firmware	The modules installed in the TouchScreen. These communicate with sensors and home devices.

Managing TouchScreen Apps

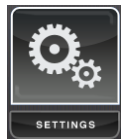
The TouchScreen apps are applications that provide additional functionality through the TouchScreen. The Security and Settings apps are required apps. The Cameras, Thermostats, and Lights apps are automatically installed if you have those devices connected to your system. All other apps can be fully managed from the TouchScreen using the Settings app:



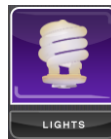
Select the Security app to view options related to arming/disarming the system, enabling/disabling security zones, viewing history logs, and recent security zone events.



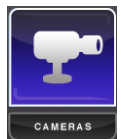
Select the Thermostats app to view the current state of all your thermostats.



Select the Settings app to access tools to modify the TouchScreen configurations.



Select the Lights app to view the current state of all your light control devices.



Select the Cameras app to view a live feed of all the cameras in your security system.

For more information about managing apps, see:

- ❑ Install available apps to the TouchScreen (see page 78)
- ❑ Reposition the order that apps are displayed in the Home screen (see page 79)
- ❑ Uninstall apps from the TouchScreen (see page 79)

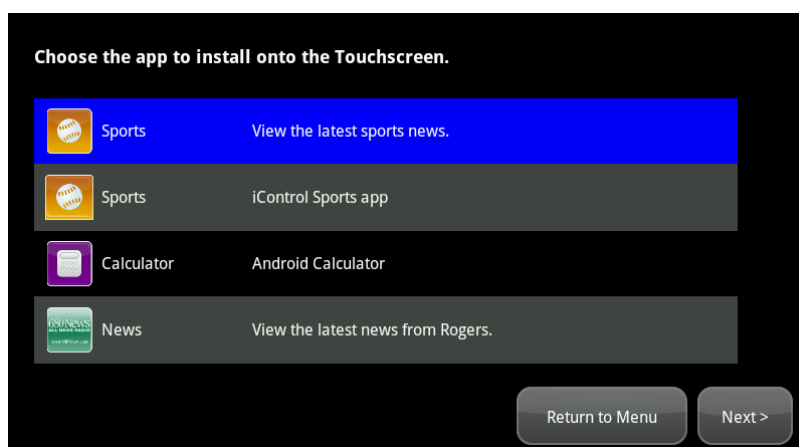
Installing TouchScreen Apps

You can choose to install custom apps to your TouchScreen.

To install an app to the Touchscreen:

1. From the Settings app (see "Configuring the TouchScreen" on page 8), tap **Apps> Add App**.

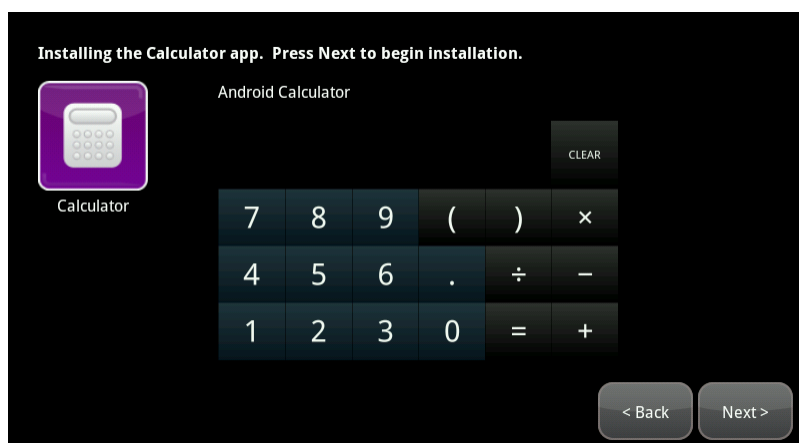
A list of apps available to be installed is displayed.



Tap the Up and Down arrows on the scrollbar to reveal additional apps.

2. Tap the app to install and then tap **Next**.

The app to be added is displayed, including a view of the initial screen of the app.



3. Tap **Next**.
4. The TouchScreen displays the following confirmation:

The [name] app was installed successfully.

5. Tap **Next** to again display the list of apps available to be installed.

Note: Your updates will not be received by the TouchScreen if your device does not currently have broadband access. When broadband access is restored, the new apps are installed.

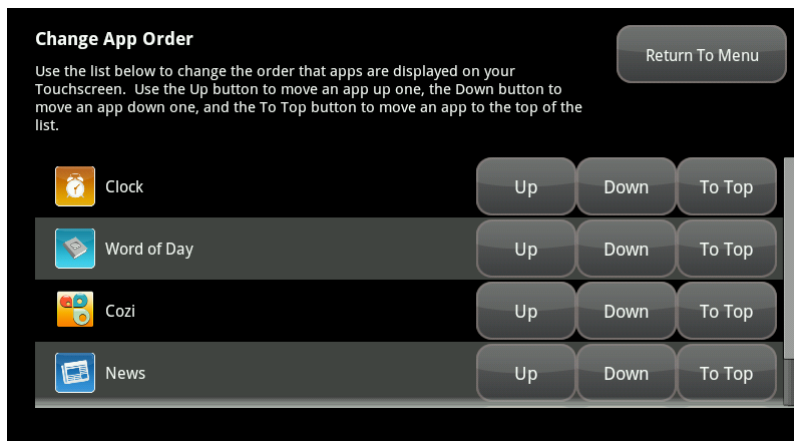
Reordering Apps on the Home Screen

System apps and device apps are always displayed in the Home Screen first. The custom apps are displayed —by default—in the order they were installed. The Home screen can only accommodate 10 apps. Additional apps are displayed on subsequent screens. By default, the apps are displayed in the Home screen according to the order they were installed.

To change the order of the apps as they are displayed in the Home screen:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Apps > Reorder Apps**.

A list of installed apps is displayed.



2. Tap the Up and Down arrows on the scrollbar to reveal additional apps.
3. Tap **Up** to move the app higher in the sequence of displayed apps, or **Down** to move it lower. If you tap **To Top**, the app appears first in the list of sortable apps.
4. When the apps are in the order you like, tap **Save Apps Order**.
5. Tap **Return to Menu** to return to the Settings screen.

Uninstalling Apps

Custom apps can be uninstalled from the TouchScreen. System apps (Security and Settings) and device apps (such as Cameras, Lights, or Thermostats) cannot be uninstalled.

To uninstall an app:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 8), tap **Apps > Remove App**.

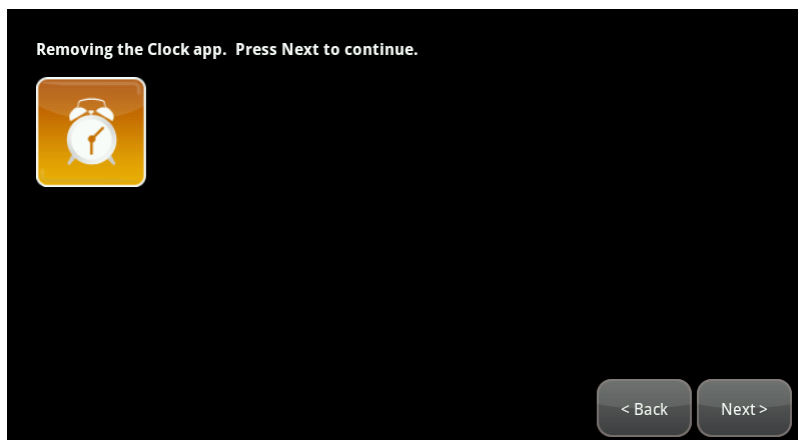
A list of installed apps is displayed.



Tap the Up and Down arrows on the scrollbar to reveal additional apps.

2. Tap the app to uninstall and then tap **Next**.

The app being removed is displayed.

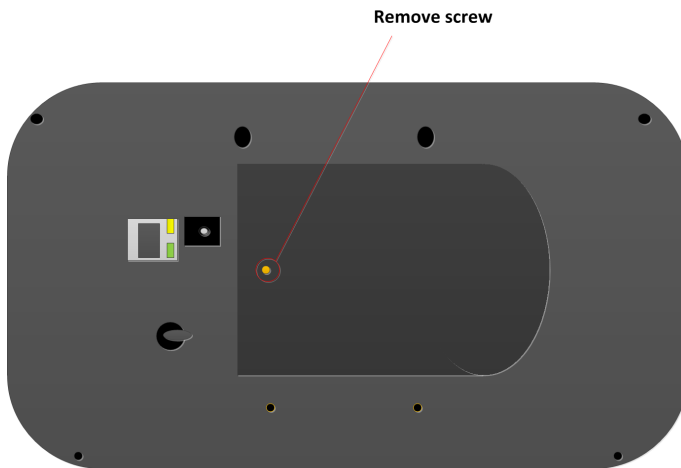


3. Tap **Next**.
4. The TouchScreen displays the following confirmation:
The [name] app has been removed.
5. Tap **Next** to display the list of installed apps again.

Appendix A: TouchScreen Installation and Maintenance

Installing the Technicolor TouchScreen

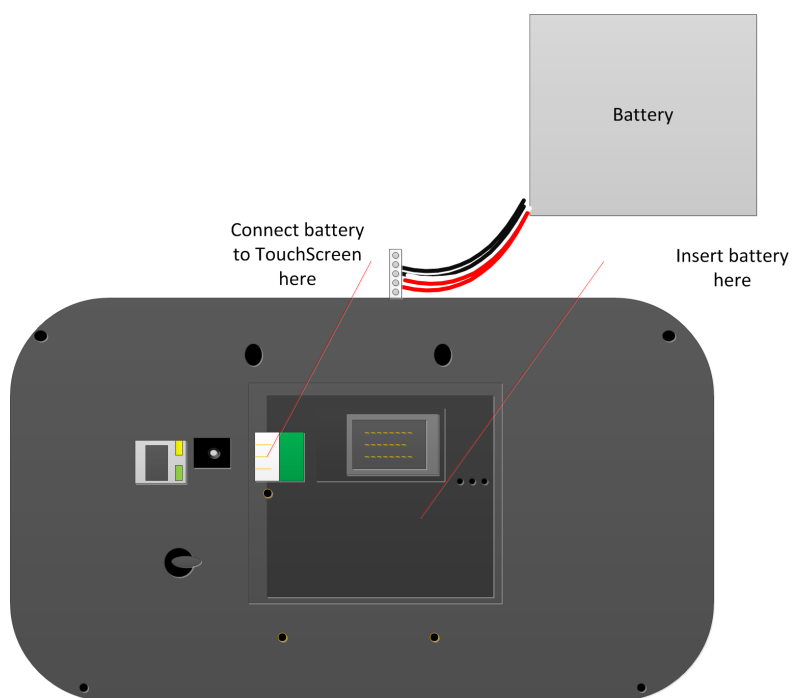
1. Remove the TouchScreen from its packaging.
2. Use a P1 Phillips screwdriver to remove the (1) screw from the battery cover of the TouchScreen, and detach the cover.



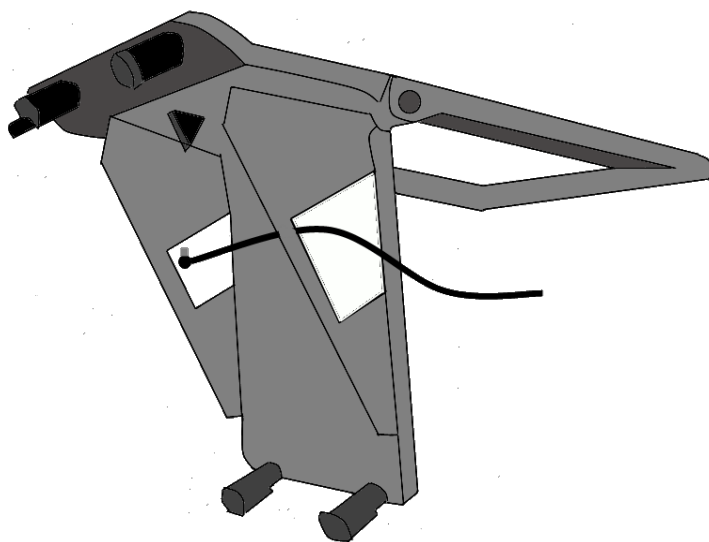
3. Unwrap the 4.0 volt battery from its packaging and install it in the battery compartment.

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.

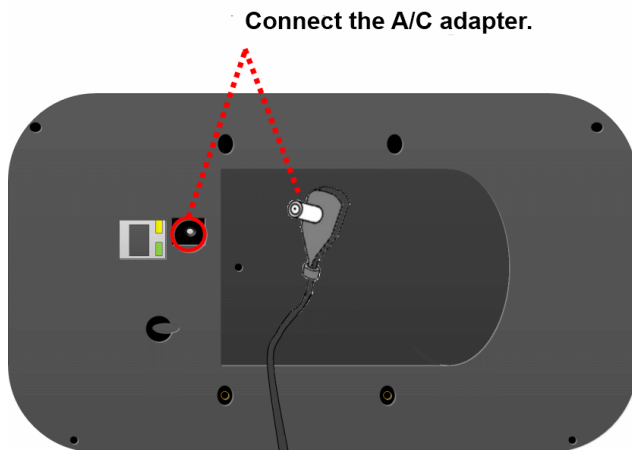
4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery.
5. Align and connect the battery's pins to the battery connector so that the wire order is (top-to-bottom) BLACK, BLACK, WHITE, RED, RED.



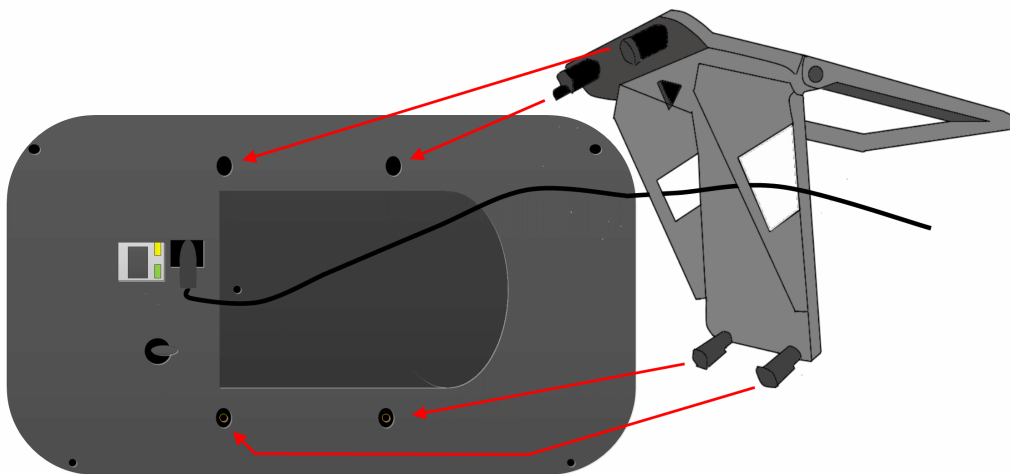
6. Replace the battery cover and the screw.
7. Place the AC power cable through the holes on the sides of the TouchScreen stand.



8. Connect the adapter cable to the back of the TouchScreen.



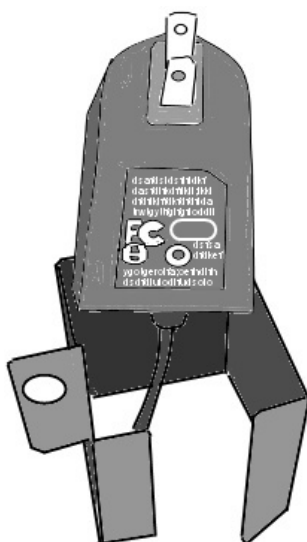
9. Connect the stand to the back of the TouchScreen. Insert the longest peg into the Tamper Switch hole, which is the top right hole on the back of the TouchScreen. Slide the stand downward until the pegs lock in place.



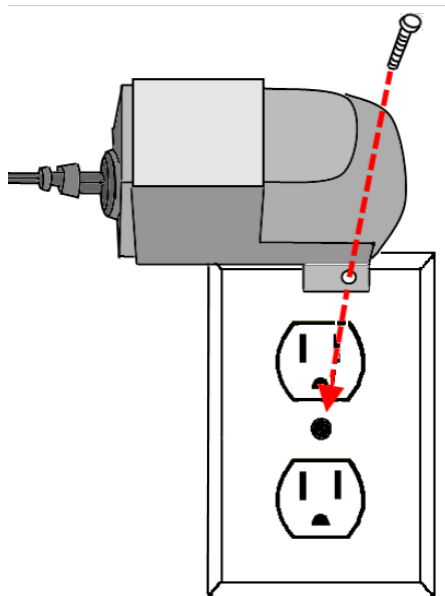
10. Position the TouchScreen near an un-switched wall outlet (not controlled by a light switch).
11. If the installation plan does not involve the TouchScreen connecting to the customer's network wirelessly, then connect an Ethernet cable to the TouchScreen and the iControl-dedicated router.
12. Insert the AC adapter into the bracket as shown.

**Table 13: 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.

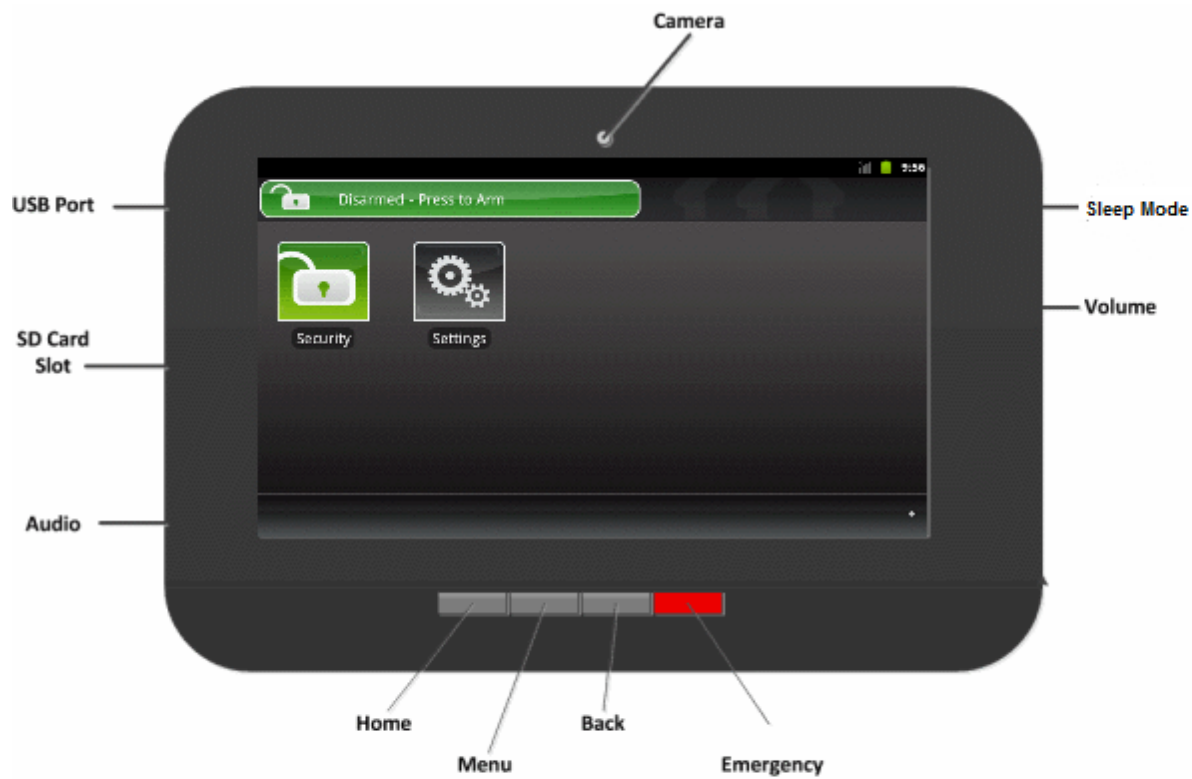


Figure 18: Activation: Installation Welcome Screen

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

Battery Requirements

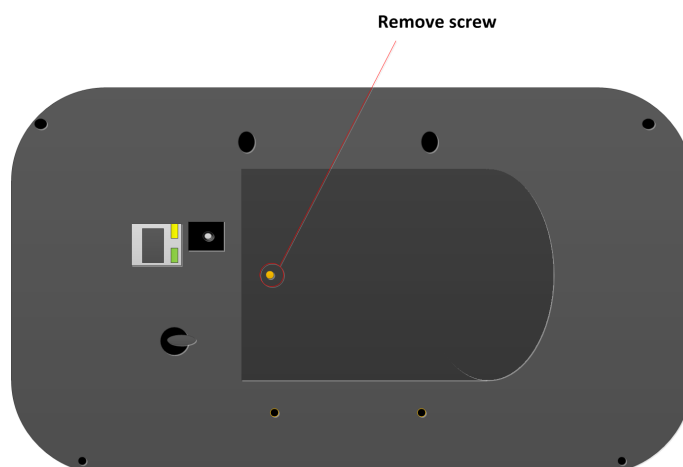
Table 14: Device Batteries

Device	Device Type	Batteries			
TouchScreen	Central Controller	GSP055771	4 volt Lithium Polymer 4400mAh (16.28WH)	1	
Door/ Window Sensor	Sensor	CR2	3 volt Lithium	1	
Motion Detector Sensor		CR123A		3	
Glass Break Detector		CR123A		1	
Smoke/Heat Detector		CR123A		2	

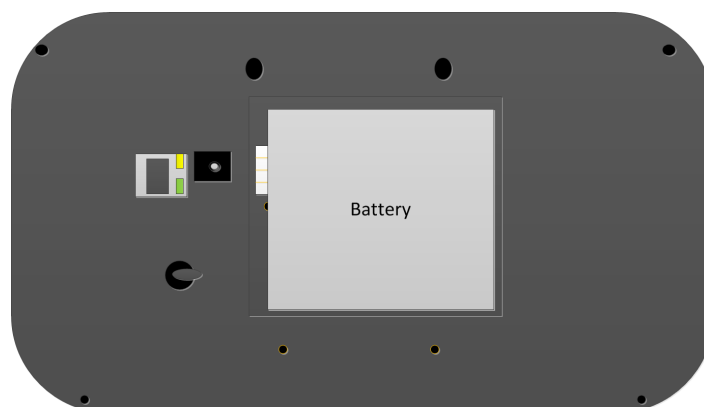
Replacing the Battery

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.

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

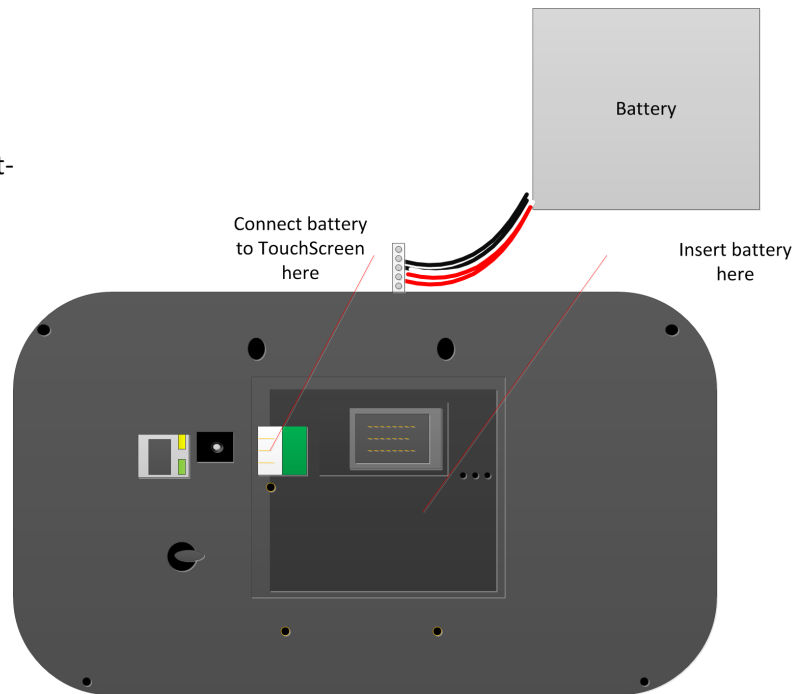


2. Lift the battery out of the receptacle and disconnect the battery from the TouchScreen by gently pulling the base of the connector.



3. Unwrap the battery from its packaging and install it in the battery compartment.

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.



6. Replace the battery cover and the screw.

Recommendations for Sensor Installation and Placement

Door/Window Sensors and Glass Break Detectors

Install door/window sensors and/or glass break detectors at every possible location of entry, both upstairs and down.

Glass Break Detectors

For best detector performance, select a mounting location that is:

- ☐ Within 7.6 m (25 ft) of the protected glass
- ☐ Within clear view of the protected glass
- ☐ On the same wall as the protected glass
- ☐ At least 2 m (6.5 ft) from the floor
- ☐ At least 1 m (3 ft) from forced-air ducts
- ☐ At least 1 m (3 ft) from sirens or bells greater than 5 cm (2 in.) in diameter
- ☐ On a window frame if any heavy window covering is present

Avoid mounting the detector in the following locations:

- ☐ In a corner
- ☐ On free standing post or pillars
- ☐ In rooms with noisy equipment such as air compressors, bells/ door bell, and power tools
- ☐ In bathrooms (a slamming toilet seat will easily fault a glass break detector)

Motion Detectors

When placing motion detectors, anticipate traffic patterns:

- ☐ The lanes of traffic most used by people in your home are also those most likely to be used by intruders.
- ☐ Foyers, stairways, hallways, and entrance-ways are excellent locations for a motion detector.
- ☐ Do not place motion detectors at the end of hallways where an intruder will be walking directly toward or away from the detector. For best coverage, mount the motion so that the likely direction of intruder motion is across the motion detector's pattern.

A motion detector facing the following can cause false-alarms or failures in detection:

- ☐ Direct sunlight
- ☐ Cold drafts
- ☐ Windows

- ❑ Uninsulated walls
- ❑ Heat sources such as fireplaces and heating vents
- ❑ Moving objects such as fans
- ❑ Air conditioning vents
- ❑ Glass furniture
- ❑ Obstructions such as curtains, plants, large furniture, doors

Note: Free roaming pets pose special problems for motion detectors. Your installer has been trained to help you configure your installation to address your specific pet needs.

Evacuation Plan

Develop an emergency evacuation plan for use in the event of fire. Here are some recommendations from the National Fire Protection Association.

- ❑ Make an evacuation plan for how to leave your home in the case of fire or other emergency. Sketch a map of your home that shows all the doors and windows. Discuss the plan with everyone in your home so that everyone will know what to do.
- ❑ Have at least two ways to exit each room. Make sure that windows and doors open easily.
- ❑ Discuss with your family and agree on a single meeting location outside your home.
- ❑ In the event of fire, get out and stay out. Don't go back inside for people, pets or possessions.
- ❑ Do not open a door if the handle is hot.
- ❑ If there is smoke stay low to the ground and go under the smoke.
- ❑ Escape your home before calling the fire department. Call the fire department and police from the outside meeting place using your cell phone or call from a neighbor's phone.
- ❑ Practice your home evacuation plan.

Additional Emergency Preparations

- ❑ Do not wait until an emergency occurs to make a plan. Talk to each other about what each person should do in different types of emergency.
- ❑ Learn your security system. Get to know how to arm and disarm it and what to do when the authorities or central monitoring calls.
- ❑ Make sure everyone (who should know) knows the Secret Word, when to use it, and that it should not be shared.
- ❑ Understand the difference between your keypad code and the duress code.
- ❑ Understand that you should never enter the premises if you hear an alarm. Call police from a cell phone or a neighbor's phone.

Smoke Detector Installation Recommendations

The National Fire Protection Association (NFPA) recommends the following for the number and placement of smoke detectors.

Place smoke alarms as follows:

- ❑ In every bedroom, in hallways, and on every level of the premises, including the attic and basement.
- ❑ High on a wall or on a ceiling (because smoke rises).
- ❑ If a smoke detector is placed on a ceiling, position at least 4 inches (10.2 cm) from the wall.
- ❑ Be careful about placing smoke detectors within 20 feet of a cooking appliance.
- ❑ Smoke alarms are an important part of a home fire escape plan.

For maintaining your smoke detector:

- ❑ Test alarms at least monthly by pushing the test button.
- ❑ Replace batteries in all smoke alarms at least once a year. If an alarm “chirps,” warning the battery is low, replace battery right away.
- ❑ Replace all smoke alarms when they are ten years old or sooner if they do not respond properly when tested.

Additionally we recommend:

- ❑ Maintain a 3 foot (about 1 meter) distance from air supply and return vents.
- ❑ DO NOT install smoke detectors in a garage or near furnaces.
- ❑ Install at least 6 m (20 ft) away from kitchens or other areas where combustion particles are present.
- ❑ Install smoke detectors at least 2.5 m (8 ft) away from bathrooms.
- ❑ DO NOT install in dirty, dusty, or insect infested areas.
- ❑ DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating and air conditioning vents, fans, and fresh air intakes can drive smoke away from smoke detectors.
- ❑ Remember that dead air spaces may prevent smoke from reaching a smoke detector.

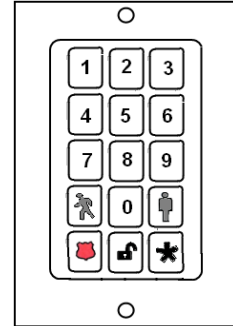
Camera Installation Recommendations

Camera views are accessible to TouchScreen users and family members who log into the Subscriber Portal. When placing cameras, consider whether what they are monitoring poses any privacy issues.



Appendix B: Using the Key Pad

A key pad is a wireless peripheral that lets you perform certain TouchScreen functions in additional locations in your premises. For example, you could install a key pad near a less-used entry or in an upstairs bedroom to ensure its Emergency Alarm feature is always readily accessible. The following TouchScreen functions can be performed from the key pad:

- ❑ Check the current system status (armed, disarmed, or “not ready”)
- ❑ Arm the system in Arm Away mode or Arm Stay mode (see the TouchScreen User Guide for an explanation of arming modes)
- ❑ Disarm the system
- ❑ Send a Panic alarm for police assistance.



Checking System Status


Press the  button to light the LED to show the current status of the security system. The  button lights to show the current status of the security system.


- ❑ Green for three seconds if the system is disarmed.
- ❑ Red for three seconds if the system is armed.
- ❑ Orange for three seconds if the system is not ready to be armed (for example, a door is open.)

Arming the System


From the key pad, you can arm your system in Arm Away mode or Arm Stay. Arm Night mode must be performed from the TouchScreen or Subscriber Portal.


Arm Away Mode

Enter a valid keypad code followed by the  button to arm the system in Arm Away mode (no one still in the premises). See the TouchScreen User Guide for an explanation of this arming mode.


The  button turns red for 3 seconds to indicate that the Exit Delay has started (default 30 seconds—TouchScreen beeps during this period). If the system is not ready (because, for example, a door or window is opened) the button flashes orange seven times.


Arm Stay

Enter a valid keypad code followed by the  button to arm the system in Arm Stay mode (there are still people within the premises). See the TouchScreen User Guide for an explanation of this arming mode.

The  button turns red for 3 seconds to indicate that the Exit Delay has started (twice as long as the period configured for Arm Away—up to 120 seconds with no beeping from the TouchScreen). If the system is not ready (because, for example, a door or window is opened) the button flashes orange seven times.

Disarming the System

Enter a valid keypad code followed by the  button to disarm the system.

The  button turns green for 3 seconds to indicate that the system has been disarmed. There is no Entry Delay period.

Sending an Emergency Police Alarm

Press and hold the shield and asterisk button for 2.5 seconds to send an audible panic alarm to the central monitoring station for police assistance.

The LED flashes red to indicate that the alarm has been sent. Additionally, contact persons will receive email and SMS notifications if they are configured to do so.

Mounting the Key Pad

To mount a key pad to the wall:

1. Use a Phillips screwdriver to remove the faceplate from the front of the key pad ([Remove the faceplate](#)).

Behind the circuit board, four holes are visible at the back of the device.

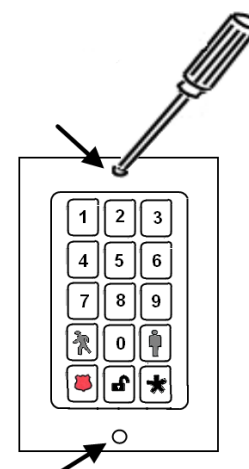
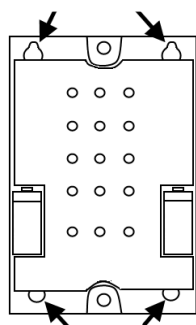


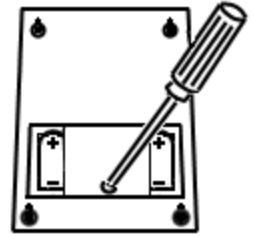
Figure 19: Remove the faceplate

2. Place the key pad on the wall where you want it located and use a pen to mark the location of the four holes.
3. Install four screws in the locations marked on the wall. Do not screw them in all the way.
4. Affix the key pad to the installed screws.
5. Replace the faceplate to the front of the key pad.

Changing the Batteries in the Key Pad


To replace the batteries in the key pad:

1. With a Phillips screwdriver, remove the screw from the battery cover in the back of the key pad and remove the cover.
2. Find the two supplied CR2 3-volt lithium batteries and install them positive end up.
3. Replace the battery cover.



To Reset the Key Pad to Default

When a key pad is originally removed from its packaging, it is already in factory default mode. When you install the battery as described on page 94, it will immediately begin searching for a TouchScreen with which it can pair.

To reset a key pad that has already been added to a TouchScreen and place it in Search mode, delete it from the TouchScreen, then press the  button.

In the rare event that you need to reset a key pad to factory default that is not paired to a nearby TouchScreen:

1. Remove the batteries.
2. Press the 2 and 8 buttons and hold them as you insert a battery.

The LED lights green.

3. Release the buttons immediately.
4. Replace the rest of the batteries.

Appendix C: Wi-Fi Repeater Placement

A Wi-Fi repeater (also called a Wi-Fi range extender) extends the range of the iControl security router to enable communication between the TouchScreen and other iControl Wi-Fi peripheral devices. Currently, cameras are the only supported Wi-Fi devices. Use a RF range extender to increase the range of Zigbee sensors, lights, and other devices.

If you to move the repeater to a different location, note the following:

- ❑ Place the repeater an equal distance between the security router and the camera that is furthest from the router. If the repeater broadcasts stronger signals and is placed too close to the router, the repeater could cause the router to stop transmitting signals. As a result, you would need to restart the security router often. The optimal distance will differ in each home. Some experimentation may be required to determine placement.
- ❑ If you have a home Wi-Fi repeater, avoid placing the security repeater nearby, if possible.




The repeater has the same name (SSID) as your security router. There is no way to determine whether the TouchScreen is communicating with a camera through the repeater or the security router. In addition, there is no way to test signal strength between a camera and the repeater.

Appendix D: Quick Reference Tables

This section provides tables that list the ranges and default settings for features in your security system. The tables are grouped in the following categories:

- ❑ System & Security settings
- ❑ TouchScreen device settings ([99](#))
- ❑ Advanced system settings ([99](#))

Table 15: System & Security Settings, Ranges, and Defaults.

Feature	Comments		Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed. The Exit Delay for Arm Stay and Arm Night modes is twice the configured Exit Delay up to 120 seconds.		Default: 60 seconds Range: 45 seconds to 240 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second. Twice per second during the last 10 seconds.		Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.		One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.		This feature is not configurable.
Unvacated Premises	During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.		This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.		Default: 30 seconds Range: 30 to 240 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second Twice per second during the last 10 seconds.		This feature is not configurable.
Disarm	Enter a keypad code to disarm the system.		This feature is not configurable.
Control Buttons		Home button	The functions of these buttons cannot be changed.
		Emergency Alarm button	
Emergency Alarms (aka manual alarms)		TouchScreen: Press to access Emergency Alarm options	The functions of these buttons cannot be changed.
Alarm Transmission Delay (aka Abort Window)	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.		Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Alarm Transmission Delay	System disarmed by entering a valid keypad code in the TouchScreen or a key pad. If invalid keypad code entered, alarm restarts.		This feature is not configurable.
When alarms are successfully aborted	If system is disarmed within the Alarm Transmission Delay period, no alarm transmission occurs.		By default, verify contacts are notified by SMS and

Feature	Comments	Ranges & Defaults
(that is, disarmed during the Alarm Transmission Delay period)	Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that central monitoring was not notified.	email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.	This feature is not configurable.
Duress Code	A four digit code that sends silent alarm immediately when used to arm or disarm the system. Otherwise, works the same as the Master keypad code.	Default: Duress Code is disabled.
Initiating Emergency Alarms (aka manual alarms)	This is a two-step action from the TouchScreen.	Not configurable.
Cross Zoning	Two security zones that only trip an alarm if they are both faulted within a configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 2 trips Range: 1 to 6 trips
Fire Alarm Verification	When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a detector is in an alarm for 60 seconds or more.	Default: Disabled
Call Waiting	Old-fashioned security systems use phone lines to send alarms to central monitoring, so they require a caution included with their control panels alerting the installer that call waiting features can prevent successful connection to the central station. Since the TouchScreen connects to central monitoring over broadband and cellular, this alert is not required.	
System Test	Perform the system test as described on page 33.	
Communications	Test the security system to ensure that it is in proper communication with central monitoring as described in on page 37.	
Test In Progress	The titles of all alarm test process screens begin with "Alarm Test".	Not configurable.
Automatic Termination of Test	There are no conditions that would result in the automatic termination of Test mode. The user must tap the Disarm button on the Alarm Test screen to end the alarm test.	
Screen Brightness	The relative brightness of the TouchScreen screen.	Default: 10 (brightest) Range: 1 to 10

Table 16: Screen Settings, Ranges, and Defaults

Feature	Comments	Ranges & Defaults
Automatic Screen Dimming	Idle Timeout	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
	Dimming Level	Default: 10 (brightest) Range: 1 to 10
Screen Nighttime Settings	Backlight off at night	Default: No Range: Yes or No
	Backlight off time	Default: 12:00 .A.M.
	Backlight on time	Default: 12:00 .A.M.
Screensaver Configuration	Minutes Inactive before screensaver becomes active.	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
Sound Configuration	Volume control	Default: 13 (loudest) Range: 0 (mute) to 13

Table 17: Advanced Settings Range and Defaults

Feature	Comments	Default
Expose Personal Router to Internet	Whether the retail router connected to the security system router is exposed to the Internet.	Default: Not exposed