



STS7000 Home Security Touch Screen Installation Guide

Note: This document is for certification purposes. Images are for position only and might differ from the actual product.



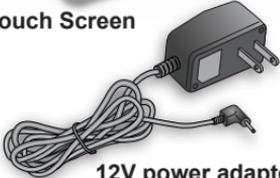
Package Contents



Touch Screen



Stand



12V power adapter



USB adapter

Hardware Features

The Touch Screen includes a stand and controls as shown here.



- **Stand.** To put the Touch Screen in an upright position, position the device in the stand.

- **12V power adapter input.** To recharge the battery or to run on electricity instead of the battery, plug the power cord into the 12V power adapter input.

Configure the Touch Screen

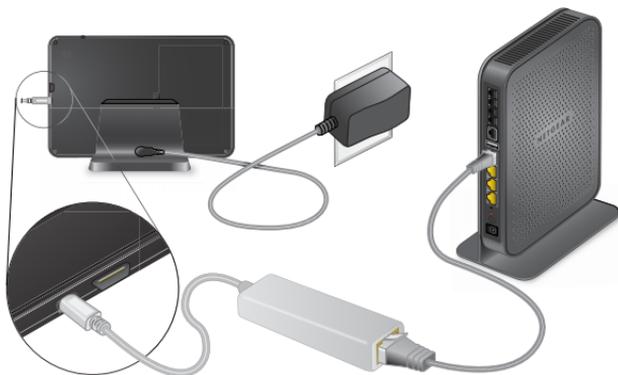
- **To configure the touch screen for use with a wireless network:**
1. Plug the USB adapter into the USB port on the back of the Touch Screen.



2. Connect the adapter to the gateway device LAN port with an Ethernet cable.



3. Plug the power adapter into the 12V power adapter input.



Add the Touch Screen

➤ To add the Touch Screen to your wireless network:

1. Open your web browser.
2. In the address bar, type: <https://www.example.com>.

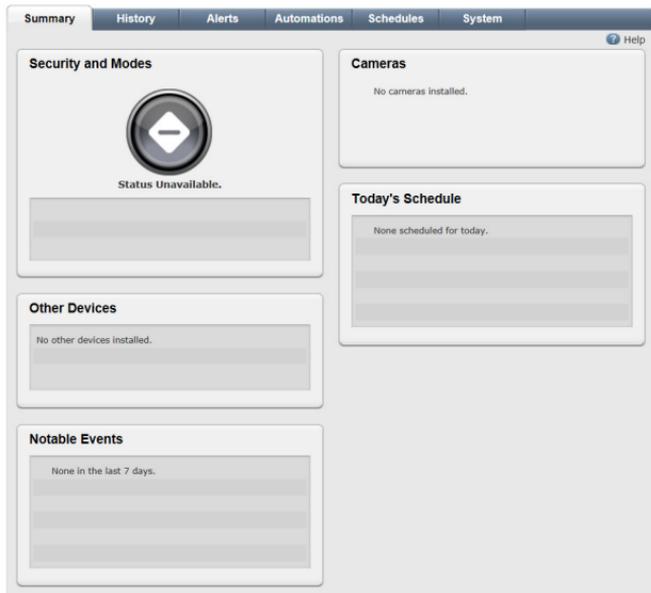
A sign-in screen displays.



The screenshot shows a web browser window with a sign-in page. The page has a white background and a blue border. At the top, it says "Please Sign In" in blue. Below that are two input fields: "Username:" with the placeholder "Username@domain.com" and "Password:" with a masked password "*****". A blue "Sign In" button is centered below the fields. A red circle with a hand cursor icon is overlaid on the "Sign In" button, indicating it is a touch screen. Below the button, it says "Forgot your username or password?". At the bottom of the page, there is a blue footer bar with white text: "Security Services, Inc. | Privacy Policy | Terms of Use | Customer Support | Contact".

3. Type your user name and password.
4. Click **Sign In**.

The following screen displays.



5. Click the **System** tab.

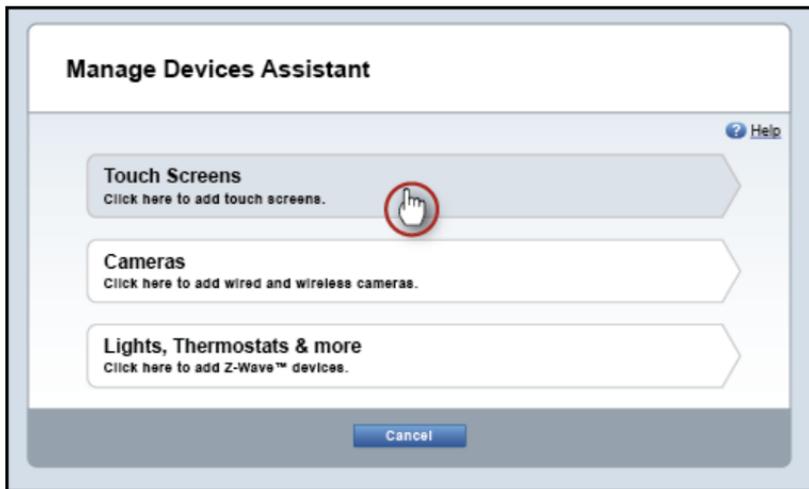
The screenshot shows a web interface for a security system. At the top right, it says "Welcome," "Wednesday, Nov 30," and "Sign Out". Below this is a navigation bar with tabs: "Summary", "History", "Alerts", "Automations", "Schedules", and "System". The "System" tab is highlighted with a red box, and a red arrow points from it to a "Manage Devices" button. Below the navigation bar, there is a sub-menu with "Devices", "Site Settings", "Users", "My Profile", and "My Profile History". The main content area is titled "System" and contains a table with columns "Name", "Zone", "Device Type", and "Recent Alarm". The table lists several devices under three categories: "System" (Security Panel, Gateway), "Sensors" (Back Door, Front Door, Motion Detector), and "Remotes" (4 Button Remote). A mouse cursor is hovering over the "Manage Devices" button.

Name	Zone	Device Type	Recent Alarm
System			
Security Panel			
Gateway			
Sensors			
Back Door			
Front Door			
Motion Detector			
Remotes			
4 Button Remote			

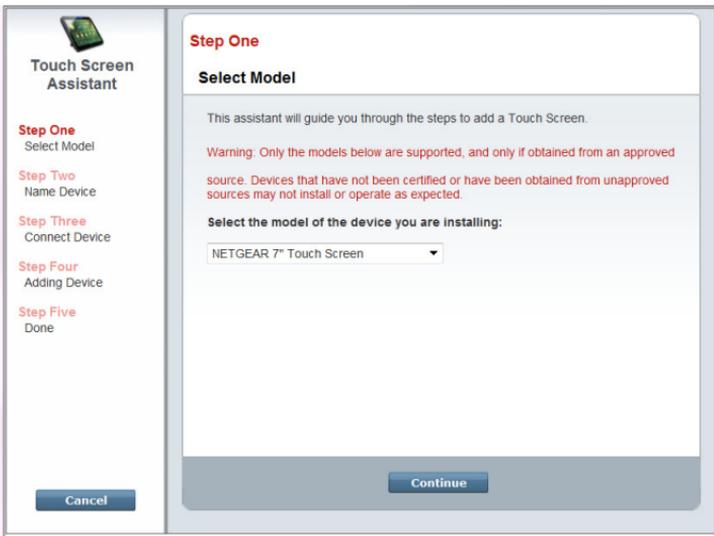
6. Click **Manage Devices**.

For the Manage Devices option to appear, your gateway needs to be connected to the Internet.

The Manage Devices Assistant screen displays.



7. Click Touch Screens.



The screenshot shows a software window titled "Touch Screen Assistant". On the left side, there is a vertical navigation pane with a small image of a tablet at the top. Below the image, the text "Touch Screen Assistant" is displayed. The navigation pane lists five steps: "Step One Select Model", "Step Two Name Device", "Step Three Connect Device", "Step Four Adding Device", and "Step Five Done". At the bottom of this pane is a "Cancel" button. The main area of the window is titled "Step One Select Model". It contains the following text: "This assistant will guide you through the steps to add a Touch Screen." followed by a warning: "Warning: Only the models below are supported, and only if obtained from an approved source. Devices that have not been certified or have been obtained from unapproved sources may not install or operate as expected." Below the warning, it says "Select the model of the device you are installing:" followed by a drop-down menu that currently displays "NETGEAR 7\" Touch Screen". At the bottom of the main area is a "Continue" button.

8. From the drop-down list, select **NETGEAR 7" Touch Screen (HSS101)**.
9. Click **Continue**.

The Name Devices screen displays.

Touch Screen Assistant

Step One
Select Model

Step Two
Name Device

Step Three
Connect Device

Step Four
Adding Device

Step Five
Done

Step Two
Name Device

Enter a name for your Touch Screen.
Next, locate the MAC ID on the back of the Touch Screen and enter it below.



Name:

MAC ID:

10. Enter a name for your Touch Screen.
11. Type the MAC ID.

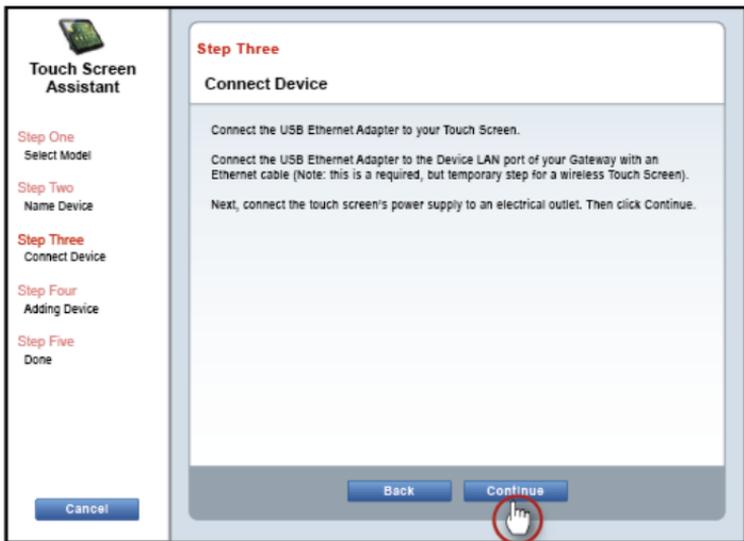
The MAC ID appears inside the back of the Touch Screen and contains 12 characters, either numbers or the letters A–F.



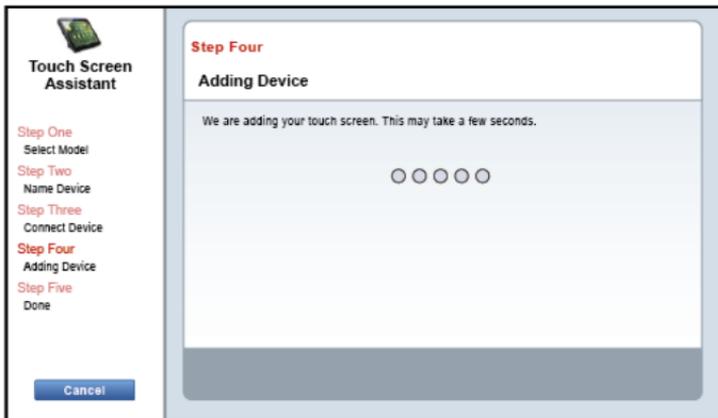
Note: The placement of the MAC ID label might differ from the MAC ID location depicted in Step Two of the Touch Screen Assistant.

12. Click **Continue**.

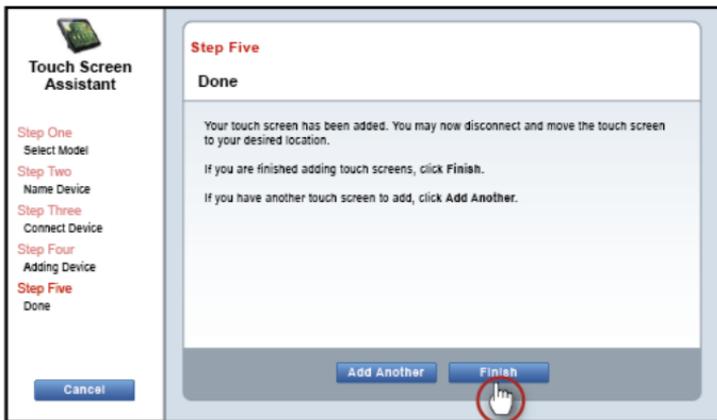
The Connect Device screen displays.



13. Click **Continue**.



Wait while the Touch Screen is added to your wireless network. Adding the touch screen can take up to two minutes.



14. To add an additional Touch Screen, click **Add Another**.
15. When you have added all the touch screens, click **Finish**.

16. Disconnect the Ethernet cable from the USB adapter.
17. Disconnect the USB adapter from the Touch Screen.
18. Move the Touch Screen and power supply to your desired location.
19. Plug the power adapter into the 12V power adapter input.
It might take up to 5 minutes to connect to the wireless network. If the touch screen does not connect, see [*Troubleshooting*](#).

Troubleshooting

This section provides information about troubleshooting your Touch Screen.

- **Dark screen.** The screen is blank (dark).

Reason. The Touch Screen is set to night mode.

Resolution. To change the mode, tap the screen.

The screen is dark except the logo, time, and a message that security information is not available from this device.

Reason. The connection between the Touch Screen and the gateway is lost.

Resolution. To display technical information about your Touch Screen, tap the logo in the top-left corner, then, in the screen that displays, tap **Version Information**.

- **WiFi Connection.** Lost or intermittent WiFi connection.

Reasons.

- If the microwave oven is on, it can disrupt WiFi service.
- 2.4 GHz cordless telephones can interfere with the Touch Screen's WiFi connection because they operate at the same frequency as other devices on a LAN.
- A 2.4 GHz wireless gaming adapter is nearby.
- A 2.4 GHz baby monitor is nearby.

- The Touch Screen is too far from the gateway.

Resolutions.

- The Touch Screen must be within 50 feet of the gateway.
If the Touch Screen is mounted outside the range of the wireless network, consider including the Model WN2000RPT-111NAS Wi-Fi Extender for increased range.
- Turn off the microwave oven. No need to unplug it.
- If you determine that your cordless phone is interfering, you can:
 - Change the location of the Touch Screen or the base of the cordless phone.
 - Switch the channel on the access point. If that does not work, try another channel.
 - Operate the phone with the antenna lowered, if that is an option.
 - Use a phone that is not a 2.4 GHz phone.

Support

Contact your Internet service provider for technical support

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Compliance

For the current EU Declaration of Conformity, visit:

http://support.netgear.com/app/answers/detail/a_id/11621/.

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