Compliances

**FCC Notice**

This device has been designed, constructed, and tested with for compliance with FCC Rules that regulate intentional and unintentional radiators. As the user of this device, you are not permitted to make any alterations or modifications to this equipment or to use it in any way that is inconsistent with the information described in this quick-start guide, without the express written permission of SMC Networks. Doing so will void your warranty to operate this equipment.

This device complies with Part 15 of the FCC rules. Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

The “IC” designation preceding the radio certification number indicates that this device complies with the Industry of Canada specifications.

<table>
<thead>
<tr>
<th>SMC Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model: RB5701-Z</td>
</tr>
<tr>
<td>FCC ID: J15-RB5701</td>
</tr>
<tr>
<td>IC ID: 4137A-RB5701</td>
</tr>
</tbody>
</table>

**Device Purpose**

Fire/Alarm Central Panel

**UL1023 Notice**

This device complies with UL1023.

**UL985 Notice**

This device complies with UL985.

**UL1635 Notice**

This device complies with UL1635.

**ULC S545 Notice**

This device complies with ULC S545.

**UL985 Notice**

This device complies with ULC C1023.
**ETL Notice**

This device complies with all ETL and ETLC safety requirements.

---

**Limitations of Security Products**

Security products and alarm systems do not offer guaranteed protection against burglary, fire, or other emergencies. They may fail to warn for diverse reasons, including (but not limited to): power failure, dead batteries, improper installation, coverage, coverage areas overlooked during installation, defeat by technically sophisticated intruders, component failure, or inadequate maintenance. Alarm systems should be checked weekly to ensure that all devices are working properly.

AN ALARM SYSTEM IS NOT A SUBSTITUTE FOR INSURANCE.
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Welcome to the TouchScreen

The purpose of this document is to explain 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

Figure 1: Security Network
**Understanding Security Network Components**

Table 1 describes the equipment included with your security system.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TouchScreen</td>
<td>The device used to interface with your security system.</td>
</tr>
<tr>
<td>A/C Adapter</td>
<td>Provides power to the TouchScreen from an outlet in your secured premises</td>
</tr>
<tr>
<td>Sensors</td>
<td></td>
</tr>
<tr>
<td>Doorway/window</td>
<td>Monitors the opening and closing of potential entry and exit points</td>
</tr>
<tr>
<td>Motion (indoor)</td>
<td>Monitors movement within the premises</td>
</tr>
<tr>
<td>Cameras (indoor)</td>
<td>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.</td>
</tr>
<tr>
<td>Security Network Router</td>
<td>The hub of your security network. This device is installed between your broadband modem and your home network router.</td>
</tr>
<tr>
<td>Thermostats</td>
<td>This device is used to remotely control the indoor temperature of the premises.</td>
</tr>
<tr>
<td>Smoke Detector</td>
<td>This device sounds an alarm when smoke is detected.</td>
</tr>
<tr>
<td>Lights</td>
<td>These devices can be remotely controlled using the security system.</td>
</tr>
</tbody>
</table>
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 widget.

Table 2: Security Zone Types

<table>
<thead>
<tr>
<th>Security Zone Function</th>
<th>Description</th>
<th>Sensor Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry/exit</td>
<td>For doorways that are used to enter the premises. When the system is armed, faulting this type of sensor starts an Entry Delay countdown rather than sending an immediate alarm. During Exit Delay, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.</td>
<td>Door/Window</td>
</tr>
<tr>
<td>Perimeter</td>
<td>If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.</td>
<td>Door/Window sensor, Motion detector, Glass Break detector</td>
</tr>
<tr>
<td>Interior Follower</td>
<td>Monitors the internal living spaces of the premises and trigger an immediate alarm if the system is armed in Away mode; Not armed when the system is in Armed Stay mode;</td>
<td>Motion detector</td>
</tr>
<tr>
<td>24-Hour Inform</td>
<td>When this security zone is tripped, there is never an alarm, but an event is recorded in the history and the TouchScreen makes a configured sound.</td>
<td>Door/Window sensor, Motion detector, Glass Break detector</td>
</tr>
<tr>
<td>24-Hour Fire</td>
<td>Generates an immediate fire alarm if triggered</td>
<td>Smoke alarm</td>
</tr>
</tbody>
</table>

Note: For more information on Entry/Exit delays, see Understanding Arming Modes on page 33.

Note: To bypass a zone from the TouchScreen, tap Turn Zone Off and enter your passcode. To bypass a zone from a Honeywell Vista 20P keypad, enter your user code, press the Bypass key, then press the two-digit number of the zone to be bypassed.
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 (default: 30 seconds) of the audible alarm sounding, a message is sent to a central monitoring station. See Disarming the System on page 37 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.
Welcome to the TouchScreen-Configuring the TouchScreen

**Configuring the TouchScreen**

Your TouchScreen’s default settings are configured from the Settings widget.

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

**To access the Settings widget:**

1. From the Home screen (see page 20) tap the Settings widget.

   ![Settings Widget](image)

   *The Keypad screen is displayed.*

2. Tap the numbers to enter your keypad code.

   *The Settings menu is displayed.*
From the Settings Widget you can do the following:

- Manage the Quickarm settings (page 45)
- Manage the way sensors are listed in TouchScreen reports and tools (page 50)
- Manage your cameras (page 53)
- Test your alarms (page 60)
- View and test the TouchScreen’s connectivity to the central monitoring stations (page 60)
- Manage your keypad codes and secret word (page 72)
- View your account information (page 76)
- Manage your TouchScreen device sounds, screensaver, etc. (page 83)
- View technical information about your TouchScreen device (page 97)

**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 widgets 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.
Using the TouchScreen

Understanding the TouchScreen Controls

- **Screen**: The interfaces to your security system. See page 13.

- **Home button**: Press this button to go to the Home screen in the TouchScreen screen. The button is located at the bottom center in front of the device.

- **Quickarm button**: Press this button to start the Quickarm function. The button is located at the bottom left in front of the device. When A/C power is available, this button is lit. See page 45 for more information.

- **Emergency Alarm button**: Press this button to manually and 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 46 for more information.
Understanding the Screen

The TouchScreen screen is used to interface with your security system. It provides:

- A real-time view of the system statuses
- Tools to manage your security system
- Additional optional applications

If the screen is black (showing nothing) this is because the system is not receiving A/C power. The display is powered off to conserve battery life.

The screen is divided into the following operational sections:

- Security Status Header (see page 14)
- System & Zone Trouble Header (see page 14)
- Date/Time Bar (see Figure 2)
- 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.

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 widget.

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

During the Entry Delay, the header changes to announce the number of seconds before the system is armed).

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 is reporting a trouble, it sounds an audible alert regularly to ensure you are aware of the problem.

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

Tap the text next to the ![info](https://i.imgur.com/5Z5.png) to view help on resolving that trouble (resolution information).

Tap ![ok](https://i.imgur.com/5Z5.png) to mark the trouble as acknowledged ![acknowledge](https://i.imgur.com/5Z5.png). An acknowledged trouble mutes its audible alerts for twelve hours. After that time, the trouble begins alerting 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.

### Table 3: System & Zone Trouble Header Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Power Loss</td>
<td>TouchScreen is not receiving A/C power.</td>
<td>Confirm that the power adapter is plugged into the TouchScreen.</td>
</tr>
<tr>
<td></td>
<td>The system is in Low Power Mode (see page 28.)</td>
<td>Confirm that the power adapter is plugged into an un-switched outlet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confirm that the un-switched outlet has power.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Install the power adapter into another outlet.</td>
</tr>
<tr>
<td>Alarm communication</td>
<td>TouchScreen is not accessing the Internet through the local network,</td>
<td>Restore Internet connectivity as soon as possible.</td>
</tr>
<tr>
<td>failed</td>
<td>nor does it have cellular connectivity.</td>
<td>If the lack of cellular connectivity persists, contact Customer Care.</td>
</tr>
<tr>
<td>Battery failure</td>
<td>Backup battery for the TouchScreen is dead, and there is a loss of</td>
<td>When AC Power is restored the battery will recharge. If not, have the</td>
</tr>
<tr>
<td></td>
<td>external power.</td>
<td>battery connection checked.</td>
</tr>
<tr>
<td></td>
<td>After external power is restored, it takes approximately 21 hours for</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the battery to be fully charged.</td>
<td></td>
</tr>
<tr>
<td>Battery Low</td>
<td>See Sensor Battery Low.</td>
<td>Confirm that the power adapter is plugged into an un-switched outlet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If A/C power is connected but has been off for an extended period, the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>battery could still be charging.</td>
</tr>
<tr>
<td>Battery Removed</td>
<td>Battery for the TouchScreen has become detached</td>
<td>Open the battery cover and check the battery connection.</td>
</tr>
<tr>
<td>Broadband connection</td>
<td>TouchScreen is not accessing the Internet through the local network,</td>
<td>Restore Internet connectivity as soon as possible.</td>
</tr>
<tr>
<td>failed</td>
<td>but the device still has cellular connectivity.</td>
<td>Cellular connectivity allows only enough communication with central</td>
</tr>
<tr>
<td></td>
<td></td>
<td>monitoring to communication major events such as alarms.</td>
</tr>
<tr>
<td>Camera Connection Failed</td>
<td>TouchScreen cannot communicate with one of your IP cameras.</td>
<td>Ensure that the camera is powered on, and that it is in range of the Wi-Fi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>router. The power indicator light on the camera should be on <strong>solid</strong>.</td>
</tr>
</tbody>
</table>
### Table 3: System & Zone Trouble Header Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular communication failed</td>
<td>TouchScreen cannot communicate over the cellular network.</td>
<td>If this problem persists, contact Customer Care.</td>
</tr>
<tr>
<td>Communication Jammed</td>
<td>TouchScreen has detected an attempt to jam its communication with the sensors.</td>
<td>This could be a burglary in progress.</td>
</tr>
<tr>
<td></td>
<td>Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.</td>
<td></td>
</tr>
<tr>
<td>Lost Power</td>
<td>External power for the sensor or device named in this alert is not connected. Only applicable to devices that required external power.</td>
<td>Restore power to the sensor or device as soon as possible to avoid draining the battery</td>
</tr>
<tr>
<td>Low Battery Detected</td>
<td>Battery for the identified sensor is low.</td>
<td>Replace the battery as soon as possible.</td>
</tr>
<tr>
<td>Needs Cleaning</td>
<td>Sensor named in this alert is dirty or dusty</td>
<td>Clean the identified sensor</td>
</tr>
<tr>
<td>Network connection failed</td>
<td>No broadband or cellular connectivity to the TouchScreen</td>
<td>Restore Internet connectivity as soon as possible; Contact Customer Care to report your loss of cellular connectivity</td>
</tr>
<tr>
<td>Sensor Battery Low</td>
<td>The battery in the sensor is getting low. It should be replaced as soon as possible.</td>
<td>Replace the battery as soon as possible. Replace with a battery of the same size and capacity.</td>
</tr>
<tr>
<td></td>
<td>A low battery report is issued when the battery reaches is 2.75v for sensors and key pads and 2.6v for key fobs.</td>
<td>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. If after replacing the battery the problem persists, contact Customer Care.</td>
</tr>
<tr>
<td>Sensor Communication Failure</td>
<td>TouchScreen cannot communicate with the identified sensor.</td>
<td>Replace the battery OR Replace the sensor. Replace the battery immediately with a battery of the same size and capacity.</td>
</tr>
<tr>
<td></td>
<td>The most common cause for a sensor communication failure is a low battery.</td>
<td>If you cannot replace the battery at this time, you may choose to acknowledge the problem for now so that you may successfully arm your system. If after replacing the battery the problem persists, contact Customer Care.</td>
</tr>
<tr>
<td></td>
<td>The TouchScreen checks its communication integrity with the sensors every 27 minutes. This message is posted when the sensor fails two checks in a row.</td>
<td></td>
</tr>
</tbody>
</table>
### Table 3: System & Zone Trouble Header Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensor Communication Jammed</td>
<td>TouchScreen’s communication with the identified sensor is being jammed.</td>
<td>This could be a burglary in progress.</td>
</tr>
<tr>
<td></td>
<td>Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.</td>
<td></td>
</tr>
<tr>
<td>Sensor Lost Power</td>
<td>External power for the identified sensor or device is not connected</td>
<td>Restore power to the sensor or device as soon as possible to avoid draining the battery</td>
</tr>
<tr>
<td>Sensor Needs Cleaning</td>
<td>Identified smoke detector is dirty or dusty</td>
<td>Clean the identified smoke detector.</td>
</tr>
<tr>
<td>Sensor Tamper Detected</td>
<td>Cover of the identified sensor has been removed.</td>
<td>Make sure that the sensor cover on the sensor is securely attached to the sensor base.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For smoke detectors, ensure the cover is securely in the twist-lock position on the base.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the problem persists, you can choose to acknowledge the problem (tap ACK) in order to be able to arm your system until Customer Care can provide a permanent solution.</td>
</tr>
<tr>
<td>Sensor Test Button Pressed</td>
<td>Test button for the identified sensor was pressed</td>
<td>If a sensor test is not in progress, check the identified sensor.</td>
</tr>
<tr>
<td>System Battery Low</td>
<td>TouchScreen has lost A/C power and is on battery backup. The battery voltage is 3.7v that is about 5% remaining power. Complete loss of power to the TouchScreen is imminent.</td>
<td>Check the A/C adapter. Restore A/C power to the TouchScreen as soon as possible.</td>
</tr>
<tr>
<td>System not ready to Arm</td>
<td>Door or window is open.</td>
<td>Open the Security app and check the security zones, door or window might be open.</td>
</tr>
<tr>
<td>System Power Lost</td>
<td>TouchScreen has lost A/C power and is on battery backup</td>
<td>Check the A/C adapter; Restore A/C power to the TouchScreen as soon as possible</td>
</tr>
<tr>
<td>System Upgrade in Progress</td>
<td>Firmware update currently in progress</td>
<td>No action required; Message will go away when the update is completed.</td>
</tr>
</tbody>
</table>
Table 3: System & Zone Trouble Header Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>System will not Arm</td>
<td>User entered an invalid keypad code when attempting to arm the system</td>
<td>Reattemp to enter the security code.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Use the Settings app to add, edit, and delete keypad codes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact Customer Care.</td>
</tr>
<tr>
<td>Tamper Detected</td>
<td>Cover of the identified sensor or device has been removed</td>
<td>Check the sensor or device.</td>
</tr>
<tr>
<td>Zone Swinger Shutdown</td>
<td>A sensor has been 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. The Swinger Shutdown feature helps prevent a runaway TouchScreen from tying up the central station.</td>
<td>Disarm the system to stop the swinger shutdown.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact customer care to find out the maximum number of alarms sent to central monitoring before swinger shutdown for your system.</td>
</tr>
</tbody>
</table>
Content Area

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

Home Screen

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

- Pressing the Home button (center bottom of the TouchScreen)
- Tapping the Home icon (in the top-right of any screen except the Home screen)
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 Figure 4, the presence of the two indicators mean the TouchScreen has two screens to accommodate its installed apps.

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

Figure 4: There are Two Screens Available on this TouchScreen
To access another screen of TouchScreen apps:

1. Swipe your finger across the TouchScreen from right to left.

   1.) Sweep your finger over the screen from right to left

   2.) 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.
TouchScreen Apps (Widgets)

The TouchScreen apps are applications that provide additional functionality through the TouchScreen. The Security and Settings apps are non-optional 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:

- Install available apps to the TouchScreen (see page 23)
- Reposition the order that apps are displayed in the Home screen (see page 25)
- Uninstall apps from the TouchScreen (see page 26)

Select the **Security app** to view options related to arming/dis arming the system, enabling/disabling security zones, and viewing history logs 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.

**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 10), tap **Widgets → Add a Widget**.
A list of apps available to be installed is displayed.

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

3. 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.

4. Tap Next.

5. The TouchScreen displays the following confirmation:

   The [name] widget was installed successfully.

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

Note: Your updates will not be received at 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 10), tap Widgets → Reorder Widgets.

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 Widget 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 or Thermostats) cannot be uninstalled.

**To uninstall an app:**

1. From the Settings app (see *Configuring the TouchScreen* on page 10), tap **Widgets → Remove a Widget**.

A list of installed apps is displayed.
2. Tap the Up and Down arrows on the scrollbar to reveal additional apps.

3. Tap the app to uninstall and then tap **Next**.  
   *The app being removed is displayed.*

4. Tap **Next**.

5. The TouchScreen displays the following confirmation:
   The [name] widget has been removed.

6. Tap **Next** to display the list of installed apps again.
**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 your security system will continue 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 Quickarm button LED and the Panic Alarm button LED goes 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 heartbeats 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 might eventually 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 will not be able to use any TouchScreen apps that need to communicate with remote sources. For example, you will not be able to use the News app or Photo 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 50) 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 automatically rebooted.

8. Just before the TouchScreen goes completely dead due to the loss of battery power, it attempts to sends 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.

See Managing Cameras on page 53 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).

   ![Cameras](image)

   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.

   ![Camera Connection Failed](image)

   Camera Connection Failed

   Unable to establish live video connection to camera; please make sure the camera is powered on and connected to the network.

   OK

5. Tap OK to close the message, or when video is restored the message closes automatically.
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 33)
- Your system’s protection against Smash & Grab intrusions (see page 36)

As described in this section, you can:

- Arm and disarm your security system (see page 37)
- Send an Emergency Alarm (see page 46)
- Manage your security sensors (see page 47)
- Manage your cameras (see page 53)
- Manage your environmental devices such as lights and thermostats (see page 77)
- Test your alarm system (see page 60)
- Manage the connectivity between the TouchScreen and the monitoring station (see page 64)
- Manage the connectivity between your personal home network and the Internet (see page 66)
- Manage the passcodes in your security system (see page 72)
- View your security account information (see page 76)
Understanding Arming Modes

You can arm the system by multiple scenarios:

- Arm Away—Everybody leaving
- Arm Stay—People are still active inside (see page 35)
- Arm Night—Everybody going to bed (see page 35)

Different arming modes utilize 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). An Entry delay is a short period of time after a sensor is tripped at an Entry/Exit door if the system is armed (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 38).

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 36 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 Entry/Exit Delay, the following 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).
- 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.
- 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 still 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 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 Entry/Exit Delay, the following 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 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 1: There is still an Alarm Transmission Delay period (see page 38).

Note 2: 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 immediately if both of the following happens while the system is armed:

• Perimeter sensor is faulted or the system starts the Entry delay (see Understanding Arming Modes on page 33 for more information on Entry delays).

• Total communication with the TouchScreen is lost
**Arming and Disarming the System**

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

![Armed Stay - Press to Disarm](image)

Message the Security Status header displays when the status is "Armed". Click to disarm the system.

![Disarmed - Press to Arm](image)

Message the Security Status header displays when the status is "Disarmed". Click to arm the system.

**Disarming the System & Understanding What Happens During an Alarm**

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

- The System Status Header changes to announce the number of seconds before the system is armed

![Alarm In 2 Seconds](image)

- The Security app screen is displayed either the camera associated with the security zone where you entered the premises or (if no camera is associated with that zone) the Default camera

- 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 during an alarm was triggered innocently. **IMPORTANT:** Emergency alarms (see page 46) 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 in 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 cancelled 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 in 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 will contact someone through the TouchScreen device. A dialog is displayed in the screen, alerting your that an open call is active on your TouchScreen.

- To disarm the system from the TouchScreen, see page 39.
- To disarm the system from the Subscriber Portal, see page 40.
- To disarm the system with a key pad device see page 98.
- To disarm the system with a key fob, see page 101.
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 Arm System tab open. 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.

The camera view and Alarm History is displayed.

3. Suggested Action: Disarm, only if the alarm is false.
To disarm the system remotely from the Subscriber Portal:

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

Or select **Security→Disarm** from the toolbar.

A dialog is displayed.

2. Enter your keypad code and click **Disarm**.

3. The Security Status Header displays a countdown for the

4. The Security Status Header changes to show that the system is disarmed. There is no Entry Exit.
Arming the System

To arm the system from the Subscriber Portal see page 42.
To arm the system with a key pad device see page 98.
To arm the system with a key fob, see page 101.
To quickarm the system, see page 45.
To cancel the arming process, see page 44.

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 and enter your security code.

3. The Security Status header changes to display an Exit Delay countdown.
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. It will only do this one time.
- 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.

To arm the system remotely from the Subscriber Portal:

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

Or select Security → Arm from the toolbar.

A dialog is displayed.

2. Enter your keypad code.

3. Choose whether any of the monitored security zones will be turned off (bypassed) or turned on (armed)
4. Choose the Arming Mode by clicking **Arm Stay**, **Arm Away**, or **Arm Night** (see *Understanding Arming Modes* on page 33).

5. Click **Arm Now**.

6. The Security Status Header displays a countdown for the Exit Delay period.

7. When the system is armed the Security Status Header immediately changes to show that state.
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 Arm System tab open.

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

Tap the Quickarm button on the lower front of the TouchScreen to immediately arm the system in Alarm Away mode.

When the Quickarm button is pressed, you have 10 seconds to cancel this action. After that, a 60 second Exit Delay begins to allow you to exit the premises. You must wait until the end of the 10 second countdown is complete to open and close an Exit/Entry door to leave the premises.

To cancel the Quickarm during the Exit Delay, tap the System Status Header to display a Keypad screen. Enter your keypad code.

If a Turned On security zone is not completely closed when the 10 confirmation period completes, the Quickarm operation is canceled. If the Entry/Exit doorway is not completely closed at the end of the Exit Delay, the Quickarm action will fail.

By default, Quickarming does not require a security code, but it can be configured to require it.

If you do not exit through an entry/exit security zone, the system arms in Alarm Stay mode. If a non-entry/exit security zone is opened during the countdown, an alarm is tripped.

Note: You service provider might have configured your system to not include the 10 second confirmation period.

To configure Quickarming:

1. From the Settings app (see Configuring the TouchScreen on page 10), select Touchscreen → Quickarm Button Configuration.

The Quickarm Button Configuration screen is displayed.

2. Select Quickarm Button Starts Quickarm to start arming the system in Alarm Away mode immediately.

Select Quickarm Button Prompts for Arming to display the Security Options screen with a keypad when the Quickarm button is pressed.

Note: This option makes the Quickarm button work the same way as tapping the Security Status header.

User cannot have a door/window sensor in the open position when the initial 10 second countdown completes, and must wait until the 60 second countdown begins, before he can exit the premise and actually have the system arm itself correctly.
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.
Managing Sensors

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

You can:

• Have a sensor not monitored when the system is armed (see page 48)
• View your security zone event history (see page 50)
• Change the order that security zones are listed in the TouchScreen (see page 52)
Disable a Sensor

You can turn a zone off (see the following page), that is, have the zone not be monitored when the system is armed. This is useful during periods when a sensor is being repaired. You can only turn a zone off 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 50).

To turn zones off:

1. Disarm the system (see Arming and Disarming and on page 37)
2. Tap the Security icon on the Home screen (see page 20).

The Arm System tab is displayed.

OR

Tap the Dashboard tab to view your cameras well as your zones.

The Default camera is displayed.

3. Tap Next Camera to cycle through the other cameras.
   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>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Open/Closed doorway</td>
</tr>
<tr>
<td>An Open/Closed window</td>
</tr>
<tr>
<td>Motion detected / no motion since last detected motion</td>
</tr>
</tbody>
</table>
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 10), 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. Each camera has a name assigned to it when it is added.

Each camera can also be associated with a sensor so that it takes a series of pictures when an alarm is tripped by the sensor.

You can choose to enable or disable the camera LED for some brands of cameras.

You can 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:

Use this method to:

• Change the name of a camera as it appears in reports on the TouchScreen and in the Subscriber Portal.
• Assign, reassign, and unassign a camera to a sensor so that it takes a series of pictures when an alarm is tripped by the sensor
• Modify the image quality displayed by the TouchScreen
• Determine whether the camera LED is lit or not

1. From the Settings app (see Configuring the TouchScreen on page 10), 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.

![Image of Settings screen](image)

Table 5: Edit a Camera Options

<table>
<thead>
<tr>
<th>Arming Mode</th>
<th>Description</th>
<th>Can Be Modified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>Make and model ID for the camera</td>
<td>No</td>
</tr>
<tr>
<td>Camera Name</td>
<td>Name assigned to camera device</td>
<td>Yes</td>
</tr>
<tr>
<td>Associated Zone</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 6: Associated Zone Menu Options for Cameras

<table>
<thead>
<tr>
<th>Arming Mode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Camera</td>
<td>If any door sensor <em>not assigned to a camera</em> trips an alarm, this camera will take a series of pictures.</td>
</tr>
<tr>
<td>Unassigned to Zone</td>
<td>This camera is not associated with another sensor and it is not the Default camera.</td>
</tr>
<tr>
<td>&lt;Security zone name&gt;</td>
<td>This camera is associated with the selected zone. It will take a series of pictures automatically when the zone trips an alarm, whether or not the alarm is ultimately sent to the central monitoring station.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Video Quality</th>
<th>Level of video detail captured by the camera</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable LED</td>
<td>On</td>
<td>Yes, for some brands of cameras;</td>
</tr>
</tbody>
</table>
Table 5: Edit a Camera Options

<table>
<thead>
<tr>
<th>Arming Mode</th>
<th>Description</th>
<th>Can Be Modified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Camera LED is does not light.</td>
<td>This field is not displayed if this value cannot be modified.</td>
</tr>
</tbody>
</table>

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

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

   Tap the Associated Zone field to display menu of options for assigning the camera to a security zone (see page 55).

   Tap the Video Quality field to test the upload network speed and determine the best video quality level for the current camera (see page 57).

   **Note:** 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.

![Adjust Camera Video Quality]

   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.

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 assign a camera to a security zone so that it takes a series of pictures whenever an alarm is tripped by the security zone:**

   1. Access the details of a camera for editing as described starting on page 53.
The Edit a Camera screen is displayed showing a label and a captured image of all the camera views.

2. Tap the Associated Zone fields to display menu of options for assigning the camera to a security zone. See Table 6.

3. Tap Next.

The Cameras screen is displayed showing image of all the camera views updated every five seconds.
To modify the video quality displayed by a particular camera:

1. Access the details of a camera for editing as described starting on page 53.

   *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 High, Medium or Low to select the video quality of the camera value for the network upload capacity is less than the upload network speed.
4. To update the upload network speed, tap **Run Speed Test**.

![Settings](image)

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

6. Tap the appropriate video quality based on the measured speed of the Wi-Fi between the camera and your security network, and tap **Next**.

![Camera](image)
Editing Key Fobs

To edit a key fob

1. From the Settings app, tap Home Devices → Key Fobs

![Edit Key Fob](image1)

2. Tap Edit Key Fob to display the key fob settings

![Edit Key Fob](image2)

From here, you can change the name of the key fob, and you can enable or disable the key fob panic button.
Testing Your Alarms

You must test your security system at least once per week to ensure that it is in 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 64)
- Test your connectivity to the Internet and cellular servers (see page 65)

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 10),
   tap Security → Alarm Test.

   The Alarm Test Options screen is displayed.

2. To have your test alarms reported to central monitoring, tap Disabled.
3. The button changes to **Enabled**. Your test alarms will be sent to central monitoring.

   ![Send Test Alarm Messages: Enabled]

   **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.

   *The Alarm Test Checklist is displayed.*

4. Ensure all the security zones are unfaulted (that is, doors and windows closed, motion detectors 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 (see Table 7).

Table 7: Sensor Testing Operations

<table>
<thead>
<tr>
<th>Sensor</th>
<th>Testing Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door/Window</td>
<td>Open and close the door or window.</td>
</tr>
<tr>
<td>Motion Detector</td>
<td>Avoid the motion detector’s view for three minutes after arming the system, then walk in front of it.</td>
</tr>
<tr>
<td>Smoke Detector</td>
<td>Press and hold the sensor’s “Test” button until the siren sounds, approx. 10 seconds.</td>
</tr>
</tbody>
</table>
Table 7: Sensor Testing Operations

<table>
<thead>
<tr>
<th>Sensor</th>
<th>Testing Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glass Break Detector</td>
<td>Use a glass break simulator.</td>
</tr>
<tr>
<td>Key Fob</td>
<td>Arm and disarm system with the key fob</td>
</tr>
<tr>
<td>Key Pad</td>
<td>Arm and disarm system with the key pad</td>
</tr>
</tbody>
</table>

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

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

10. Tap **Next**.

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

11. Review the zone event history.

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

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

14. Tap **Next** to return to the Settings menu.
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 10), 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.

   ![Wi-Fi and Cellular Signal Strength](image)

   **Figure 5: Wi-Fi & Cellular Signal Strength Displays**

2. If your Wi-Fi connection is weak, try moving the TouchScreen closer to the Internet router.

   **Note:** 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 10), 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 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 6: 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 Figure 7). 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 70).

![Diagram showing security network router and connectivity between home devices and the Internet]

**Figure 7: 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 10), tap **Advanced Settings → Connectivity**.
The Connectivity menu is displayed.

2. Tap Expose Personal Router to Internet.

The Expose Personal Router to Internet screen is displayed.

3. Tap Next.

The Personal Router Setup screen is displayed.

4. 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.

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

6. 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 Figure 6 on page 66.

1. From the Settings app (see Configuring the TouchScreen on page 10), tap Advanced Settings → Connectivity.

   ![Settings menu](image)

   *The Connectivity menu is displayed.*

2. Tap Hide Personal Router from Internet.
The Hide Personal Router from Internet screen is displayed.

3. 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.
Managing Your System Security - Managing the Passcodes in your Security System

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 74)

The Master keypad code allows you to add, modify, and delete codes. See Table 8 on page 73 keypad code types.

Managing your Keypad Codes

To manage your keypad code:

From the Settings menu (see Configuring the TouchScreen on page 10), tap Security → Manage Keypad Codes.

The Manage Keypad Codes screen is displayed.

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

To add a new keypad code:

From the Manage Keypad Codes screen, tap Add Keypcode.

The Add Keypad Code screen is displayed.
Table 8: Keypad Code Permission Levels

<table>
<thead>
<tr>
<th>Arming Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard or Guest</td>
<td>User can arm and disarm the system.</td>
</tr>
<tr>
<td>Arm Only</td>
<td>User can only arm the system.</td>
</tr>
<tr>
<td>Master</td>
<td>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.</td>
</tr>
<tr>
<td>Distress</td>
<td>User is granted full access to the TouchScreen. 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.</td>
</tr>
</tbody>
</table>

To modify a keypad code:

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 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 10), tap Security → Manage Keypad Codes.

   The Manage Keypad Codes screen is displayed.

   Note: 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 10), tap Advanced Settings → Security Secret Word.

   The Set Security Secret Word screen is displayed.

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

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

3. Click Done to save your changes.

   Click Cancel to cancel the change operation.
View Your Security Account Information

To view your account information:

1. From the Settings app (see Configuring the TouchScreen on page 10), tap Advanced Settings → Account Information. The Validate Account Information screen is displayed.

2. Go to the Subscriber Portal to modify your account information, or contact Customer Care.

3. Tap Next to return to the Settings menu.
Managing Environmental Devices

You can managing lights and thermostats (see page 81) 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.*

If the ON/OFF button shows ON, the light’s power is turned on.
If the button shows OFF, the light’s power is turned off.

2. Tap the ON/OFF button to turn the light off.

3. Tap the minus (-) or plus (+) button to decrease and increase the Dim level of the light.

You can perform the following operations:

- Modify lighting devices (page 78)
- Add lighting devices (page 79)
- Delete lighting devices (page 80)
To modify the details of your lights:

Use this 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

1. From the Settings app (see Configuring the TouchScreen on page 10), tap Home Devices.

   The Home Devices menu is displayed.

2. Tap Lighting → 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 Configure Lighting Devices 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 10), 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.
   
   The lighting devices should be unpaired when they are removed from their packaging. When it is installed in socket the LED will flash three times every five seconds indicating that is is in Search mode—ready to pair with a TouchScreen.
   
   **Note:** If you have problems pairing a lighting device, do the following to reset it to factory default:

   Press the On/Off button as you plug the device into the socket.

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

6. When all the lighting devices are found, tap **Done**.
   
   *The system notes the number of devices that were found and paired.*

7. Tap **Next**.
   
   *The Configure Lighting Devices screen is displayed.*
8. Tap a lighting device to configure it as described on page 78.

To remove a lighting device from the TouchScreen:

1. From the Settings app (see Configuring the TouchScreen on page 10), 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 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 control your thermostats for light:

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 and ignore any other programming configured on the Thermostat device.

3. Toggle the Fan button to turn on the blower either all the time or only when the system is currently cooling or heating the room.
Figure 8: Mode “Cool”/ Readings in Fahrenheit

Figure 9: Mode “Heat”/ Readings in Celsius

Note: The bar range for you to control Thermostat temperature settings is:

- 9-33 degrees Celsius
- 51-91 degrees Fahrenheit

Your thermostat device might have a wider range.

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

From the Settings menu (see Configuring the TouchScreen on page 10), tap Advanced Settings → Reboot Touchscreen.

The TouchScreen turns itself off and back on.

Recalibrate the TouchScreen

Use this operation to improve how well the screen senses when and where you tap.

IMPORTANT: The first step in this operation is that the TouchScreen is automatically rebooted.

To configure the default screen brightness:

1. From the Settings menu (see Configuring the TouchScreen on page 10), tap TouchScreen → Screen Configuration.

The Screen Configuration menu is displayed.

2. Tap Recalibrate Touchscreen.
The Recalibrate TouchScreen screen is displayed.

3. Tap Recalibrate Touchscreen.

The TouchScreen reboots and the screen goes black. After a while, a calibration icon is displayed in the corner of the screen.

4. Tap the calibration icon.

The icon is displayed successively in the other three corners and then the center of the screen.

5. Tap the calibration icon each time the calibration icon is displayed.

TouchScreen continues to boot up.
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 86
- Have the screen dim automatically to a preconfigured setting after a configured period of inactivity (see page 85)
- Have the screen and the TouchScreen LEDs (that is, the and buttons) dim completely automatically each day at a set time, and then brighten at a set time (see page 89). This is called Night Mode.
  Note: The Night Mode screen brightness setting is not the same as Arm Night Mode as described on page 35.

To manually place the TouchScreen in Night Mode:

1. Press the Home button twice in quick succession.
2. A confirmation message is displayed.
3. If the confirmation dialog is not tapped, the screen and the and buttons darken completely.
4. When a user touches the screen, it brightens to its default brightness level.
Configuring the Screen Brightness Settings

To configure the default screen brightness:

1. From the Settings menu (see Configuring the TouchScreen on page 10), tap TouchScreen → Screen Configuration.

The Screen Configuration menu is displayed.

2. Tap 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 91 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 89). During this time, the lock and sleep buttons also darken completely. **Note:** The Night Mode brightness setting is not the same as Arm Night Mode as described on page 35.

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.

1. From the Settings menu (see Configuring the TouchScreen on page 10), tap **TouchScreen → Screen Configuration**.

![Screen Configuration menu](image)

The Screen Configuration menu is displayed.

2. Tap **Automatic Screen Dimming**.

![Automatic Screen Dimming](image)
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 decreased in increments of 5 minutes. To have the screen never dim due to inactivity, set the Dimming Level to 10.
To configure the screen to dim completely during a set time period (Night Mode):

**Note 1:** When a user touches the screen, it will brighten to its default brightness level.

**Note 2:** 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 10), tap **TouchScreen→ Screen Configuration.**

   ![Screen Configuration Menu](image1)

   *The Screen Configuration menu is displayed.*

2. Tap **Screen Nighttime Settings.**

   ![Nighttime Settings Menu](image2)

   *Some controls are provided. See Table 9.*
### Table 9: Screen Night Mode Settings Controls

<table>
<thead>
<tr>
<th>Control</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backlight off at night</td>
<td>Yes The screen will dim during the configured time range</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Backlight off time</td>
<td>Time that the screen automatically dims to level 1.</td>
</tr>
<tr>
<td>Backlight on time</td>
<td>Time the screen automatically brightens to default level.</td>
</tr>
</tbody>
</table>
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 85 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 10), tap TouchScreen→ Screensaver Configuration.

   The Screensaver Configuration screen is displayed.

2. Tap the Start Screensaver arrow buttons to choose the number of minutes of inactivity before the TouchScreen will start the screensaver. The options are in five second increments. The maximum number of minutes is 30 and the least is 5.

3. In the Select Screensaver Widget menu, tap the app that will be used as a screensaver.
## Table 10: Commonly Used Screensavers

<table>
<thead>
<tr>
<th>Control</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>The screen never goes to screensaver.</td>
</tr>
<tr>
<td>Security Dashboard</td>
<td>Screen displays the Arm System tab from the Security app.</td>
</tr>
<tr>
<td>Camera</td>
<td>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.</td>
</tr>
<tr>
<td>Clock</td>
<td>Displays the current time in digital or analog.</td>
</tr>
<tr>
<td>Flickr</td>
<td>Displays a slideshow of photos from your Flickr account.</td>
</tr>
</tbody>
</table>
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 that 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 10), tap TouchScreen → Sound Configuration.

The Sounds Configuration screen 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 to 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 the tones that the TouchScreen uses when zone events occur:

**Note:** This also configures the ring tone level when a monitoring operator calls your device during an alarm event (see page 37 for more information).

1. From the Settings menu (see *Configuring the TouchScreen* on page 10), tap **TouchScreen → Sound Configuration**.

![Sounds Configuration screen displayed.](image)

2. Tap the **Volume** tab.

   *The Volume screen is displayed.*

![Volume screen](image)

3. From this screen you can cause the TouchScreen tones to be louder or quieter (13 = loudest, 0 = mute).
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 10), select **Touchscreen → Clean Screen**.
   *The Clean Screen is displayed.*

2. Tap **Clean Screen for 30 Seconds** to display the Cleaning screen.
   *You have 30 seconds to clean the touchscreen without fear of pressing buttons.*
**Viewing Technical Specifications of Your TouchScreen**

From the Settings menu (see *Configuring the TouchScreen* on page 10), tap **About**.

*The About This TouchScreen screen displayed.*

<table>
<thead>
<tr>
<th>Arming Mode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>Current firmware version installed on your TouchScreen</td>
</tr>
</tbody>
</table>
| 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 |
Appendix A: 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 (page 33 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 page 34 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 page 35 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. This Disarm works the same as though you performed this operation from the TouchScreen (see page 37).

**Sending an Emergency Police Alarm**

Press and hold the and buttons for about 3 seconds to send a silent alarm to central monitoring for police assistance.

The button flashes orange to indicate that the alarm has been sent. The TouchScreen will not react in any way, nor will any siren sound, but if you check the History tab on the Security app, you are able to see that an alarm was 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 (Figure 10).
2. Behind the circuit board, four holes are visible at the back of the device.
3. Place the key pad on the wall where you want it located, and use a pen to mark the location of the four holes.
4. Install four screws in the locations marked on the wall. Do not screw them in all the way.
5. Affix the key pad to the installed screws.
6. 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.
Appendix B: Using the Key Fob

A key fob is a wireless peripheral that lets you perform certain TouchScreen functions in additional locations in your premises.

- Check the current system status (armed, disarmed, or “not ready”)
- Arm the system in Arm Away mode or Arm Stay mode (page 33 for an explanation of arming modes)
- Disarm the system before entering the premises
- Send a silent Panic alarm for police assistance

Checking System Status

1. Press the button to light the LED to show the current status of the security system.
2. The LED flashes red once to indicate that it has contacted the system then:
   - Lights green for three seconds if the system is disarmed.
   - Lights red for three seconds if the system is armed.
   - Lights 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.

Note: Even if a smoke detector is in a trouble state, you can still arm the system.

Arm Away Mode

Press the button for about 2 seconds to arm the system in Arm Away mode (no one still in the premises). See page 34 for an explanation of this arming mode.

The LED flashes red once to indicate that it has contacted the system then lights red for one second. The Exit Delay starts (default 30 seconds—TouchScreen beeps during this period).

Arm Stay

Press the button for about 2 seconds to arm the system in Arm Stay mode (there are still people within the premises). See page 35 for an explanation of this arming mode.

The LED flashes red once to indicate that it has contacted the system then lights red for one second. The Exit Delay starts—twice as long as the period configured for Arm Away (up to 120 seconds with no beeping from the TouchScreen).

Disarming the System

Before entering the premises in Armed state, press the button for about 2 seconds to disarm the system without entering the premises.

The LED flashes green once to indicate that it has contacted the system then lights green for one second indicating that the system is disarmed.

Sending an Emergency Police Alarm

Press and hold the button for 3 seconds to send a silent alarm to central monitoring for police assistance. The LED flashes orange to indicate that the alarm has been sent. The TouchScreen will not react in any way, but if you check the History tab on the Security app, you are able to see that an alarm was sent. Additionally, Contact persons will receive email and SMS notifications if they are configured to do so.
Changing the Batteries in the Key Fob

To replace the batteries in the key pad:

1. Holding the key fob in one hand, carefully insert the tip of a flat-head screwdriver into the casing seam.
2. Push lightly and twist the screwdriver handle.
3. Find the supplied CR2032 3-volt lithium battery.
4. Remove the circuit board and rubber button pad from the key fob casing.
5. Insert the battery in the battery slot positive side away from the circuit board.
6. Replace the circuit board in the key fob casing.

Note: You might need to press the button three times for the battery status to be fully gathered and reported to the TouchScreen.
Appendix C: TouchScreen Installation and Maintenance

Battery Requirements

Table 12: Device Batteries

<table>
<thead>
<tr>
<th>Device</th>
<th>Device Type</th>
<th>Batteries</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Model</td>
<td>Type</td>
</tr>
<tr>
<td>TouchScreen</td>
<td>Central Controller</td>
<td>PS TS 4 volt Lithium</td>
</tr>
<tr>
<td>Door/ Window Sensor</td>
<td>Sensor</td>
<td>CR2</td>
</tr>
<tr>
<td>Motion Detector Sensor</td>
<td>Sensor</td>
<td>CR123A</td>
</tr>
<tr>
<td>Glass Break Detector</td>
<td>Sensor</td>
<td>CR123A</td>
</tr>
<tr>
<td>Smoke/Heat Detector</td>
<td>Sensor</td>
<td>CR123A</td>
</tr>
<tr>
<td>Key Fob</td>
<td>Peripheral</td>
<td>CR2032</td>
</tr>
<tr>
<td>Key Pad</td>
<td>Peripheral</td>
<td>CR2</td>
</tr>
<tr>
<td>Camera</td>
<td>N/A (A/C power adapter)</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Installation Information

TouchScreen Installation Options

The TouchScreen can be positioned on a flat surface or mounted to the wall (see page 108). Wherever the TouchScreen is placed, ensure that it is in a location where its sirens and other audible signals can be clearly heard by the occupants. Additionally, the TouchScreen should be located where someone entering the premises can easily access it to disarm it. Finally, the TouchScreen must be placed near an un-switched wall outlet (not controlled by a light switch).

Positioning the TouchScreen on a Flat Surface

The TouchScreen can be positioned on a flat surface.

Recommendations:

- Position the TouchScreen on a flat surface that is not subject to vibrations or wobbles.
- Ensure the flat surface is not subject to traffic that could topple it or bump the TouchScreen.
- Do NOT position the TouchScreen near a cordless phone stand or microwave as these devices could interfere with the communication with the sensors.

To position the TouchScreen on a flat surface:

1. Insert the A/C adapter into the bracket.
2. Remove the center screw from the wall outlet.

3. Plug the TouchScreen’s A/C adapter into the TOP plug of the wall outlet, and replace the center screw through the bracket hole.

4. Use a P1 Phillips screwdriver to install the (4) screws for the TouchScreen stand.
5. Connect the A/C adapter cable to the back of the TouchScreen, working the cord through the stand.

6. 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 security network router.
Mounting the TouchScreen on the Wall Mount

Rather than placing the TouchScreen on a table, desk, or counter, the device can be mounted on the wall using the wall mount.

**Wall Mount**

Note: See page 111 for how to remove the TouchScreen from the wall mount.
To mount the TouchScreen to the wall:

1. Insert the A/C adapter into the bracket.

2. Remove the center screw from the wall outlet.

3. Plug the TouchScreen’s A/C adapter into the TOP plug of the wall outlet, and replace the center screw through the bracket hole.

4. As shown in Figure 11:
   a. Cut a hole in the wall near an un-switched wall outlet (not controlled by a light switch).
   b. Drill a hole under the cut-out and work the A/C cable into the hole and out of the cut-out/
5. Use the included screws to affix the wall mount to the wall over the cut-out (Figure 12).

6. Attach the TouchScreen to the wall mount by aligning the wall mount protuberances to the holes in the back of the TouchScreen (Figure 13).

7. After the TouchScreen has been attached to the wall mount, slide it down to secure it in place.
Separating the TouchScreen from the Wall Mount

1. To remove the TouchScreen from the wall mount, insert a flat-head screwdriver between the device and the wall mount at this point.

2. After inserting a flat-head screwdriver between the TouchScreen and the wall mount, slide the TouchScreen up.
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 (25ft) of the protected glass
- Within clear view of the protected glass
- On the same wall as the protected glass
- At least 2 m (6.5ft) from the floor
- At least 1 m (3ft) from forced-air ducts
- At least 1 m (3ft) from sirens or bells greater than 5 cm (2in.) 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.
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 (12 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.

3. Additionally we recommend:

- Maintain a 3 foot (about 1 meter) distance from air supply & return vents
- DO NOT install smoke detectors in a garage or near furnaces.
- Install at least 6 m (20ft) away from kitchens or other areas where combustion particles are present.
- Install smoke detectors at least 2.5 m (8ft) away from bathrooms.
- DO NOT install in dirty, dusty, or insect infected areas.
- DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating/ A/C 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 a monitoring poses any privacy issues.
System Limitations

Your security system is designed to provide continued protection in the case of a temporary loss of power or Internet connectivity. Still, no alarm system can guarantee protection from burglary or fire in every case. Test your system once a week to be sure it is working as expected (see Testing Your Alarms on page 60). Pay attention to the following:

• It is possible to hear the alarms clearly when you are sleeping, or in all parts of the house?

• Are there unprotected points of entry?

• Are there locations of the house that are separated from all the smoke sensors by a closed door?

• Are there sensors on all levels of the house?

• Have you changed your keypad codes recently to prevent someone from figuring one of them out?

Also, you are alerted if the security system loses all connectivity to Internet and cellular service; however, such an event will make it impossible for your system to send alarms during that time.

Finally, your security system might make you eligible for reduced insurance premiums. Still, a security system is no substitute for insurance, and a security system cannot compensate you for any loss of life or property. For this reason, all sensible safety precautions for preventing fire and intruders are still necessary.
Emergency Preparation

Do not wait until an emergency occurs to make a plan. Talk to each other about what each person should do in an emergency. For example:

• 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.

• Make a plan for how to leave the house in the case of an emergency. Establish multiple routes and consider how the routes should be different based on the emergency.

• Save yourself first! Do not stop to rescue any possessions.

• Do not open a door if the handle is hot.

• Agree on a single outdoor location for everyone to meet.

• Call the fire department or police from a neighbor’s phone.

Use the rest of this page to draw or write multiple escape plans for each member of the family.
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 (120)
- Advanced system settings (120)

Table 13: System & Security Settings Ranges & Defaults

<table>
<thead>
<tr>
<th>Feature</th>
<th>Comments</th>
<th>Ranges &amp; Defaults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exit Delay</td>
<td>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.</td>
<td>Default: 60 seconds Range: 30 seconds to 99 seconds</td>
</tr>
<tr>
<td>Exit Delay Progress Annunciation</td>
<td>TouchScreen beeps once per second. Twice/second during the last 10 seconds.</td>
<td>Disabled for Arm Stay &amp; Arm Away. This feature is not configurable.</td>
</tr>
<tr>
<td>Exit Delay Restart</td>
<td>Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.</td>
<td>One time only. This feature is not configurable.</td>
</tr>
<tr>
<td>Exit Error</td>
<td>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.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Unvacated Premises</td>
<td>During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Entry Delay</td>
<td>The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.</td>
<td>Default: 30 seconds Range: 30 to 99 seconds</td>
</tr>
<tr>
<td>Entry Delay Progress Annunciation</td>
<td>TouchScreen beeps once per second Twice/second during the last 10 seconds.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Disarm</td>
<td>Enter a keypad code to disarm the system.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Control Buttons</td>
<td>Home button</td>
<td>The functions of these buttons cannot be changed.</td>
</tr>
<tr>
<td></td>
<td>Quickarm button</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency Alarm button</td>
<td></td>
</tr>
<tr>
<td>Emergency Alarms</td>
<td>TouchScreen: Press to access Emergency Alarm options</td>
<td>The functions of these buttons cannot be changed.</td>
</tr>
<tr>
<td>(aka manual alarms)</td>
<td>Key Fob/Key Pad: Press and hold for 1.5 seconds to send a Panic alarm for police assistance</td>
<td></td>
</tr>
</tbody>
</table>
### Table 13: System & Security Settings Ranges & Defaults

<table>
<thead>
<tr>
<th>Feature</th>
<th>Comments</th>
<th>Ranges &amp; Defaults</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Acknowledgement</td>
<td>When armed, TouchScreen beeps 3 times. If armed by key fob, key fob’s LED flashes red once and the holds red for two seconds. When disarmed from the TouchScreen, beeps once. If disarmed key fob, key fob’s LED flash green once and then hold green for two seconds.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Remote Arming</td>
<td>Using the key fob, system can be armed in Arm Away mode and Arm Stay mode. Exit Delay period works the same way as non-remote arming.</td>
<td>The functions of these buttons cannot be changed.</td>
</tr>
<tr>
<td>Remote Disarming</td>
<td>Using the key fob, the system can be disarmed from outside the premises. There is no Entry Delay.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Alarm Transmission Delay (aka Abort Window)</td>
<td>Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.</td>
<td>Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.</td>
</tr>
<tr>
<td>Disarming During the Alarm Transmission Delay</td>
<td>System disarmed by entering a valid keypad code in the TouchScreen or a key pad. If invalid keypad code entered, alarm restarts.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>When alarms are successfully aborted (that is, disarmed during the Alarm Transmission Delay period)</td>
<td>If system is disarmed with within the Alarm Transmission Delay period, no alarm transmission occurs. 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.</td>
<td>By default, Verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period.</td>
</tr>
<tr>
<td>Cancel Window</td>
<td>For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.</td>
<td>This feature is not configurable.</td>
</tr>
<tr>
<td>Duress Code</td>
<td>A four digit code that sends silent alarm immediately. Otherwise, same as Master keypad code.</td>
<td>Default: Duress Code is disabled.</td>
</tr>
<tr>
<td>Initiating Emergency Alarms (aka manual alarms)</td>
<td>This is a two-step action from the TouchScreen.</td>
<td>Not configurable.</td>
</tr>
</tbody>
</table>
### Table 13: System & Security Settings Ranges & Defaults

<table>
<thead>
<tr>
<th>Feature</th>
<th>Comments</th>
<th>Ranges &amp; Defaults</th>
</tr>
</thead>
</table>
| 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: 1 trip  
Range: 1 to 6 trips          |
| Fire Alarm Verification| When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a one detector is in an alarm for 60 seconds. | 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 Installer that a 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 60                          |                                        |
| Communications         | Test the security system to ensure that it is in proper communication with central monitoring as described in on page 65. |                                        |
| Test In Progress       | The titles of all alarm test process screens begin with “Alarm Test”.    | Not configurable.                     |
| Automatic Termination  | 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               |
## Appendix D: Quick Reference Tables

### Table 14: TouchScreen Settings Ranges & Defaults

<table>
<thead>
<tr>
<th>Feature</th>
<th>Comments</th>
<th>Ranges &amp; Defaults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Screen Dimming</td>
<td>Idle Timeout</td>
<td>Default: 30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Range: 5 minutes to 30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(in 5 minute increments)</td>
</tr>
<tr>
<td></td>
<td>Dimming Level</td>
<td>Default: 10 (brightest)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Range: 1 to 10</td>
</tr>
<tr>
<td>Screen Nighttime Settings</td>
<td>Backlight off at night</td>
<td>Default: No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Range: Yes or No</td>
</tr>
<tr>
<td></td>
<td>Backlight off time</td>
<td>Default: 12:00 .A.M.</td>
</tr>
<tr>
<td></td>
<td>Backlight on time</td>
<td>Default: 12:00 .A.M.</td>
</tr>
<tr>
<td>Screensaver Configuration</td>
<td>Minutes Inactive before screensaver comes on</td>
<td>Default: 30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Range: 5 minutes to 30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(in 5 minute increments)</td>
</tr>
<tr>
<td>Sound Configuration</td>
<td>Volume control</td>
<td>Default: 13 (loudest)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Range: 0 (mute) to 13</td>
</tr>
<tr>
<td>Button Configuration</td>
<td>Select the colors the Home button displays when the system is armed, not armed, and not ready to be armed (for example, a door is open).</td>
<td>Default: Red (armed)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green (not armed)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Amber (not ready to be armed)</td>
</tr>
<tr>
<td>Quickarm button configuration</td>
<td><strong>Quickarm Button Starts Quickarm</strong> option causes the Quickarm button to arm the system in Arm Away mode without entering a keypad code.</td>
<td>Default: Quickarm Button Starts Quickarm</td>
</tr>
<tr>
<td></td>
<td><strong>Quickarm Button Prompts for Arming</strong> option causes the Quickarm button to display the keypad screen for arming</td>
<td></td>
</tr>
</tbody>
</table>

### Table 15: Advanced Settings Range & Defaults

<table>
<thead>
<tr>
<th>Feature</th>
<th>Comments</th>
<th>Ranges &amp; Defaults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expose Personal Router to Internet</td>
<td>Whether the retail router connected to the security system router is exposed to the Internet</td>
<td>Default: Not exposed</td>
</tr>
</tbody>
</table>