



uControl User Guide

TouchScreen



Security + Monitoring + Automation

Compliances

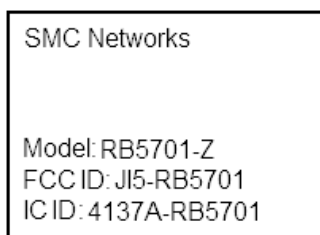
FCC Notice

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.



Device Purpose

Fire/Alarm Central Panel

UL 1023 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 how to do the following:

- Arm and disarm your security system
- View system status and arm/disarm the system
- Manage passcodes
- Manage security zones
- Manage emergency dispatch contact information
- Manage alerts
- Manage contacts
- View history logs
- View account information

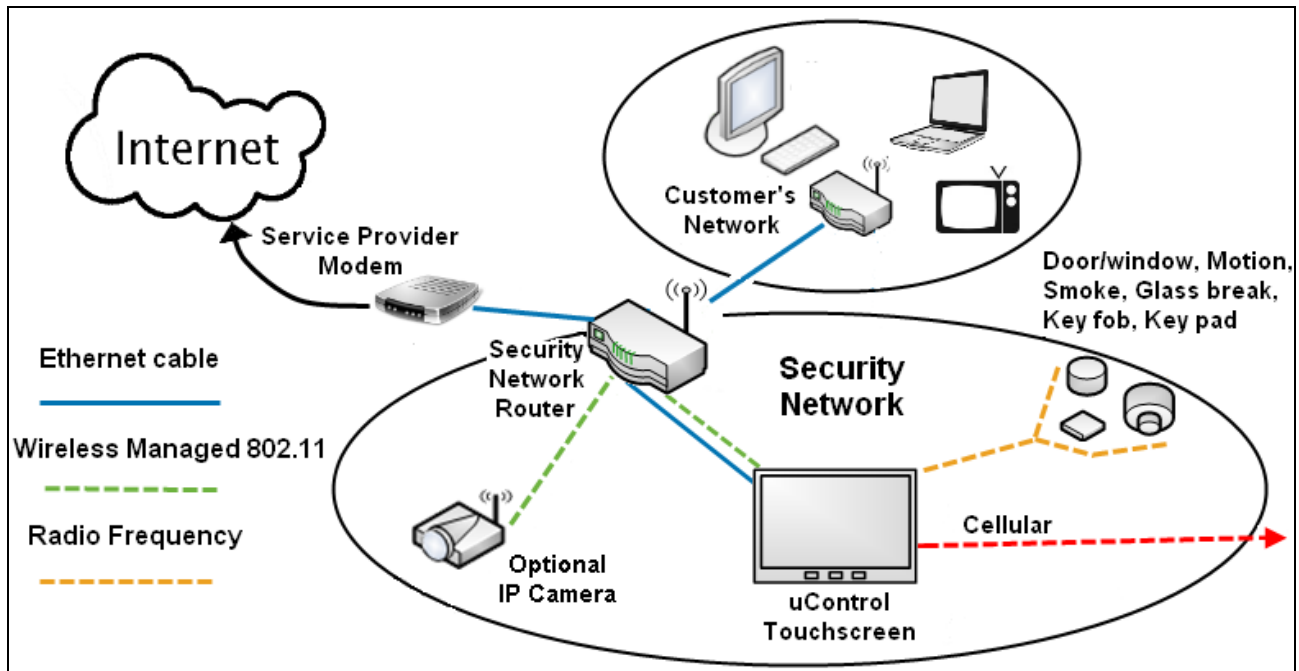


Figure 1: Security Network

Understanding Security Network Components

Table 1 describes the equipment included with your security system.

Table 1: Security Network Components

Component	Description	
TouchScreen	The device used to interface with your security system.	
A/C Adapter	Provides power to the TouchScreen from an outlet in your secured premises	
Sensors	Doorway/ window	Monitors the opening and closing of potential entry and exit points
	Motion (indoor)	Monitors movement within the premises
Cameras (indoor)	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.	
Security Network Router	The hub of your security network. This device is installed between your broadband modem and your home network router.	

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

Security Zone Function	Description	Sensor Types
Note: For more information on Entry/Exit delays, see Understanding Arming Modes on page 16.		
Entry/exit	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.	Door/Window
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/Window sensor
		Motion detector
		Glass Break detector
Interior Follower	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;	Motion detector
24-Hour Inform	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.	Door/Window sensor
		Motion detector
		Glass Break detector
24-Hour Fire	Generates an immediate fire alarm if triggered	Smoke alarm

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. 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 and affirm whether a genuine emergency is occurring. If no one on the list can be contacted, or if the person contacted gives the wrong Secret Word, the central monitoring station immediately dispatches police or other appropriate emergency personnel.

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

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

Configuring the TouchScreen

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

To access the Settings widget:

1. From the Home screen (see page 11) touch the Settings widget.

The Keypad screen is displayed.

2. Touch the numbers to enter your keypad code.

The Settings menu is displayed.

From the Settings Widget you do the following:

- Manage the Quickarm settings (page 26)
- Manage the way sensors are listed in TouchScreen reports and tools (page 30)
- Manage your cameras (page 32)
- Test your alarms (page 34)
- View and test the TouchScreen's connectivity to the central monitoring stations (page 34)
- Manage your keypad codes and secret word (page 50)
- View your account information (page 53)
- Manage your TouchScreen device sounds, screensaver, etc. (page 54)
- View technical information about your TouchScreen device (page 59)

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

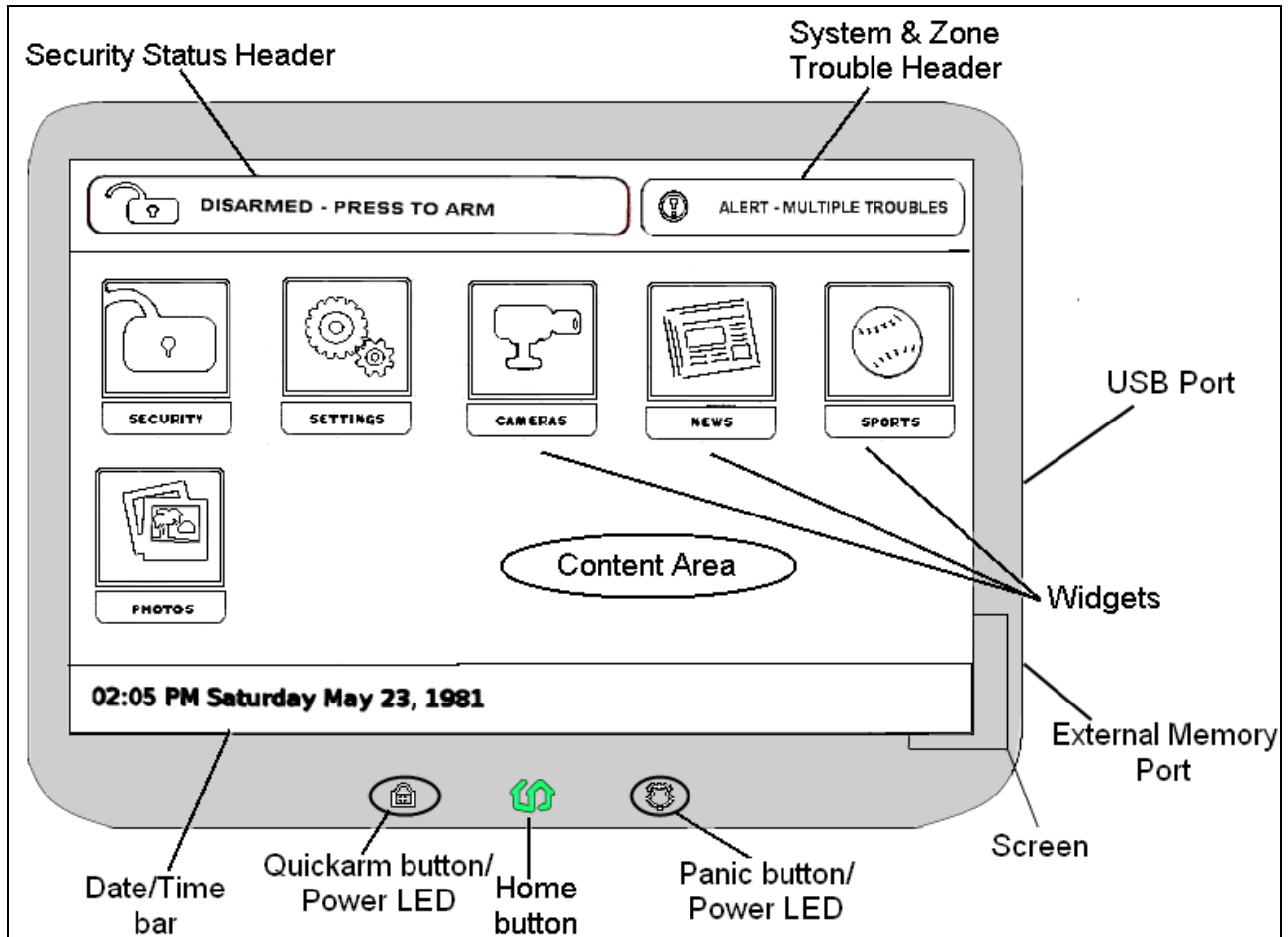





Figure 2: TouchScreen Device & Home Screen

Table 3: TouchScreen Controls

Component	Description	More Information
Screen	Interfaces with your security system	See page 10
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.	See Figure 2
Quickarm button 	Press this button to start the Quickarm function. The button is located at the bottom left in front of device. When A/C power is available, this button is lit.	See page 26
Panic 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 27

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 (LPM).

In LPM the following occurs:

- The screen goes dark.
- The Quickarm button LED and the Panic button LED goes dark.
- The TouchScreen stops communicating with the central monitoring station and the uControl servers over broadband.
- The TouchScreen sends an alert over cellular to the uControl servers that the system is in LPM.
- The TouchScreen stays awake only enough to continue communicating with the sensors and monitoring for other events.

When the screen is touched, the TouchScreen “wakes up” temporarily, but you will not be able to use widgets that need to communicate with remote sources. For example, you will not be able to use the News widget or Photo widget at all.

When an event or alarm occurs, the TouchScreen wakes up only enough to send a notification to the uControl servers.

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

Table 4: TouchScreen Screen Elements

Component	Description		More Information
Security Status Header	Tells you whether the system is armed or disarmed and other information. Touch this header to arm or disarm the system. This element displays in the upper left corner of the TouchScreen screen.		See page 12
System & Zone Trouble Header	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). This element displays in the upper right corner of the TouchScreen screen.		See page 12
Content Area	Home	Shows the widgets that have been installed to the system	See page 11 and Figure 2
	Widgets	Select to access applications that extend the functionality of TouchScreen	
	Security	Select the Security widget to view options related arming/disarming the system, enabling/disabling security zones, and viewing history logs recent security zone events	
	Settings	Select the Settings widget to access tools to modify the TouchScreen configurations.	
	Cameras	Select the Cameras widget to view a live feed of all the cameras in your security system.	
Date/Time Bar	Displays the current date and time		Not applicable

Content Area

This area contains the interactive functionality of your TouchScreen. When you use or modify a widget, this is where the tools and options are provided.

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

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).

Widgets

The widgets are applications that provide additional functionality through the TouchScreen. The Security and Settings widgets are the only non-optional widgets. All other widgets can be enabled and disabled from the Subscriber Portal. From the Subscriber Portal you can also do the following:

- Reposition the order that widgets are displayed in the Content Area
- Configure widgets that require it before being used

Note: Your updates will not be received at the TouchScreen if your device does not currently have Internet access.

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. Touch this header to arm or disarm the system.

During an alarm the Security Status header changes to show an Alarm state, such as “ALARM | OPEN – FRONT DOOR” or “ALARM | MOTION – SEC ZONE 1”.

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 touch this header at that time, the TouchScreen presents you will dialog to arm the system with the capability to turn off the problem security zone.

During the Exit Delay, the header changes to announce “ARMING IN <X> SECONDS” (where <X> is the number of seconds before the system is armed).

During the Entry Delay, the header changes to announce “ALARM IN <X> SECONDS” (where <X> is 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 a System & Zone header is displayed, click it to display the Troubles screen listing all current troubles with TouchScreen and the sensors.

Table 5: System & Zone Trouble Header Messages

Component	Cause	Solution
AC Power Loss	TouchScreen is not receiving A/C power. The system is in Low Power Mode (see page 9).	Confirm that the power adapter is plugged into the TouchScreen. Confirm that the power adapter is plugged into an unswitched outlet. Confirm that the unswitched outlet has power. Install the power adapter into another outlet.

Table 5: System & Zone Trouble Header Messages

Component	Cause	Solution
Alarm communication failed	TouchScreen is not accessing the Internet through the local network, nor does it have cellular connectivity.	Restore Internet connectivity as soon as possible. If the lack of cellular connectivity persists, contact Customer Care.
Battery failure	Backup battery for the TouchScreen is dead, and there is a loss of external power. After external power is restored, it takes approximately 21 hours for the battery to be fully charged.	When AC Power is restored the battery will recharge. If not, have the battery connection checked.
Battery Low	See <i>Sensor Battery Low</i> .	Confirm that the power adapter is plugged into an unswitched outlet. If A/C power is connected but has been off for an extended period, the battery could still be charging.
Battery Removed	Battery for the TouchScreen has become detached	Open the battery cover and check the battery connection.
Broadband connection failed	TouchScreen is not accessing the Internet through the local network, but the device still has cellular connectivity.	Restore Internet connectivity as soon as possible.
Cellular communication failed	TouchScreen cannot communicate over the cellular network.	If this problem persists, contact Customer Care.
Communication Jammed	TouchScreen has detected an attempt to jam its communication with the sensors. Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.	This could be a burglary in progress.
Lost Power	External power for the sensor or device named in this alert is not connected. Only applicable to devices that required external power.	Restore power to the sensor or device as soon as possible to avoid draining the battery
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Needs Cleaning	Sensor named in this alert is dirty or dusty	Clean the identified sensor

Table 5: System & Zone Trouble Header Messages

Component	Cause	Solution
Network connection failed	No broadband or cellular connectivity to the TouchScreen	Restore Internet connectivity as soon as possible; Contact Customer Care to report your loss of cellular connectivity
Sensor Battery Low	Battery for the sensor named in this alert is low. This is 2.75v for sensors and key pads and 2.6v for key fobs.	Replace the battery as soon as possible
Sensor Communication Failure	TouchScreen cannot communicate with the identified sensor	Replace the battery OR Replace the sensor.
Sensor Communication Jammed	TouchScreen's communication with the identified sensor is being jammed. Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.	This could be a burglary in progress.
Sensor Lost Power	External power for the identified sensor or device is not connected	Restore power to the sensor or device as soon as possible to avoid draining the battery
Sensor Needs Cleaning	Identified smoke detector is dirty or dusty	Clean the identified smoke detector.
Sensor Tamper Detected	Cover of the identified sensor has been removed.	Check the identified sensor.
Sensor Test Button Pressed	Test button for the identified sensor was pressed	If a sensor test is not in progress, check the identified sensor.
System Battery Low	TouchScreen has lost A/C power and is on battery backup. The battery voltage is 3.7v, that is about 5% remaining power. Complete loss of power to the TouchScreen is imminent.	Check the A/C adapter. Restore A/C power to the TouchScreen as soon as possible.
System not ready to Arm	Door or window is open.	Open the Security widget and check the security zones, door or window might be open
System Power Lost	TouchScreen has lost A/C power and is on battery backup	Check the A/C adapter; Restore A/C power to the TouchScreen as soon as possible

Table 5: System & Zone Trouble Header Messages

Component	Cause	Solution
System Tampered	The back cover or battery cover of the TouchScreen has been removed	Replace the cover as soon as possible.
System Upgrade in Progress Message	Firmware update currently in progress	No action required; Message will go away when the update is completed.
System will not Arm	User entered an invalid keypad code when attempting to arm the system	Reattempt to enter the security code. Use the Settings widget to add, edit, and delete keypad codes Contact Customer Care.
Tamper Detected	Cover of the identified sensor or device has been removed	Check the sensor or device.
Zone Swinger Shutdown	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.	Disarm the system to stop the swinger shutdown. Contact customer care to find out the maximum number of alarms sent to central monitoring before swinger shutdown for your system.

Managing Your System Security

Understanding Arming Modes

You can arm the system by multiple scenarios:

- Arm Away—Everybody leaving
- Arm Stay—People are still active inside (see page 18)
- Arm Night—Everybody going to bed (see page 19)

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 rep to customize the Entry/Exit delays on your system.

Note: After the alarm sounds (or does not sound for the Alarm Transmission Delay period starts (see page 20).

During 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 *Protection Against Smash & Grab* on page 28 for more information.

Arm Away Mode

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

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

For the Arm Away mode, the 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 Away 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 20).

Note 2: There is still an Exit Delay period that works the same as in *Arm Stay* mode.

Arming and Disarming the System

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



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



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

Disarming the System

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

- The System Status Header changes to announce “ALARM IN <X> SECONDS” (where <X> is the number of seconds before the system is armed)
- The TouchScreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.
- Enter a valid keypad code to disarm the system.

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.

Consult with your installer or Customer Care to understand the Alarm Transmission Delay that is configured in your system. The Alarm Transmission Delay period prevents a report to the central station if a valid keypad code system is not entered to disarm during the Entry Delay or any event in which an alarm was triggered innocently. **IMPORTANT:** Emergency alarms (see page 27) and smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. After the Alarm Transmission Delay period, you still have 5 minutes to disarm the system. If you do this and central monitoring has not contacted you, central monitoring is notified that you have cancelled the alarm.

To disarm the system from the TouchScreen:

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

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

OR

Touch the Security widget to display the Dashboard, then touch the Arm System tab:

2. Enter your security code and click Disarm.

The Security Status header displays that the system is disarmed.

To disarm the system remotely from the Subscriber Portal:

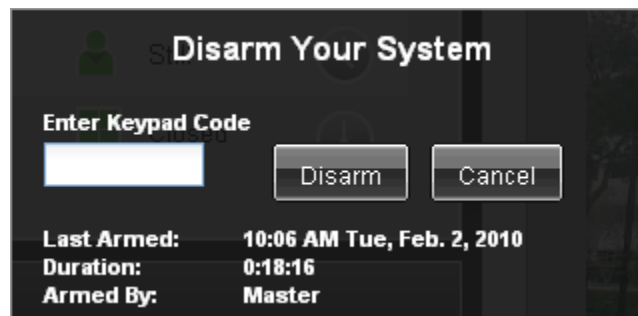
1. Click the Security Status header when it is in *Armed* state.



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

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 TouchScreen or Key Pad:

1. Touch 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. Touch an Arming mode and enter your security code.

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.



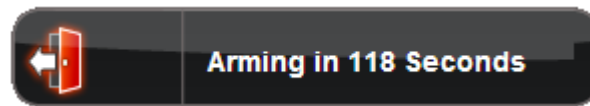
Or select **Security**→**Arm** from the toolbar.



A dialog is displayed:



2. Enter your keypad code.
3. Chose 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 16).
5. Click **Arm Now**.
6. The Security Status Header displays a countdown for the Exit Delay period.



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. Touch the Security Status header while it is displaying a countdown.

The keypad is displayed.

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

Quickarming the System

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



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.

To configure Quickarming:

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), 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 touching the Security Status header.

Sending a Emergency Alarm

You can manually trip an alarm in the event of an emergency by clicking the Panic button.

To manually trip an alarm:

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



The Emergency screen is displayed.



2. Touch **Fire** to send an alarm to the Fire Station central monitoring station.

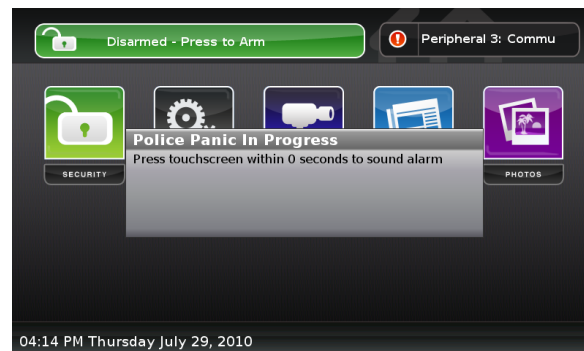
The TouchScreen sounds a repeating, high-pitched chime.

Touch **Medical Panic** to send an alarm to the Medical central monitoring station.

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

Touch **Police** to send an alarm to the Police central monitoring station.

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



Protection Against Smash & Grab

Your security system communicates continuously (via Internet 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 16 for more information on Entry delays).
- Total communication with the TouchScreen is lost

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.

Disable a Sensor

You can turn a zone off, 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 30).

To turn zones off:

1. Disarm the system (see *Arming and Disarming* and on page 20)
2. Touch the Security icon on the Home screen (see page 11).

The Dashboard is displayed. One of your camera views is displayed. Touch Next Camera to see the view from a different Camera.

3. Touch the Turn Zone Off button for the zone to turn off the zone.
4. Touch 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 touch them.

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. Touch the Security widget on the Home screen.

The Dashboard is displayed. One of your camera views is displayed. Touch Next Camera to see the view from a different Camera.

2. Touch the History tab.

The Zone Event History is displayed.

Table 6: Zone Activity Events

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

Changing the Order that Security Zones are Listed in the TouchScreen

If you have a lot of sensors, you might have to scroll down to see them all in screens that manage and report on security zones. You can designate more important sensors to always be listed at the top of screens and reports.

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

From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **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 touched **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.

IMPORTANT: The camera images are accessible to the TouchScreen device and (for one of the cameras) to the Subscriber Portal. NOTHING ELSE. Service Provider tools do not have access to these images.

You can configure the following details for each camera:

- 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 (see the following page)

To change the name of a camera (as displayed in the TouchScreen and Subscriber Portal):

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Cameras → Edit a Camera**.

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

2. Touch the image or label of the camera to select it.

The details of the selected camera are displayed.

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

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. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Cameras → Edit a Camera**.

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

2. Touch the image or label of the camera to select it.

The details of the selected camera are displayed.

3. Touch the Associated Zone fields to display menu of options for assigning the camera to a security zone. See Table 7.
4. Touch **Next**.

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

Table 7: Associated Zone Menu Options for Cameras

Arming Mode	Description
Default Camera	Not used at this time. Currently, this option is functionally the same as <i>Unassigned to Zone</i> .
Unassigned to Zone	This camera is not associated with another sensor
<Security zone name>	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.

Testing Your Alarms

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

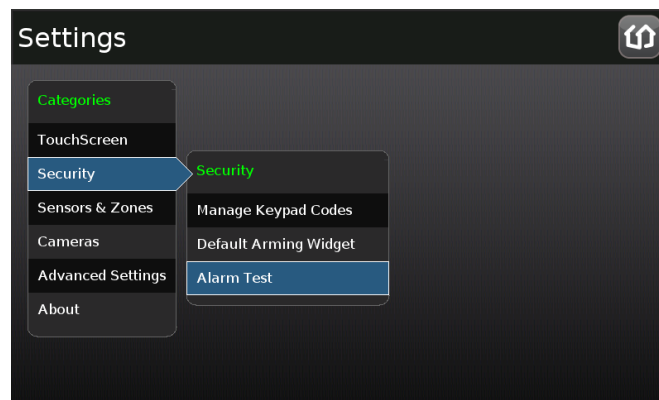
Once per month, it is imperative that you do the following:

- Test your alarm capability
- Review the signal strength of the TouchScreen to your Internet router and the cellular receivers (see page 39)
- Test your connectivity to the Internet and cellular servers (see page 39)

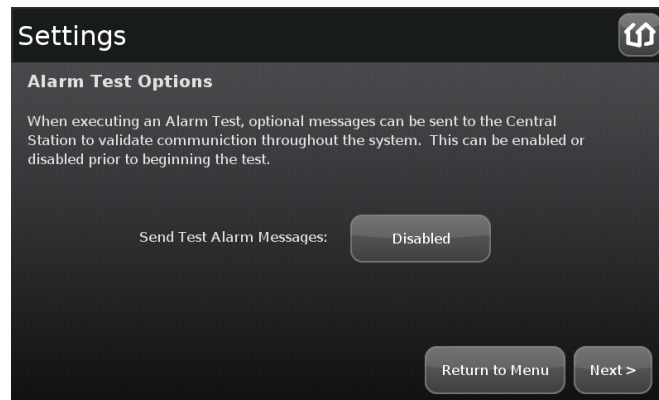
When testing your alarms, you can choose to report your alarms to central monitoring to ensure end-to-end integrity. By default, the system lets you test the reliability of your alarms without sending a signal to central monitoring.

To test your alarms:

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Security** → **Alarm Test**.

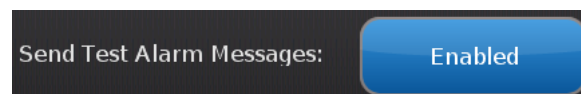


The Alarm Test Options screen is displayed.



- To have your test alarms reported to central monitoring, touch **Disabled**.

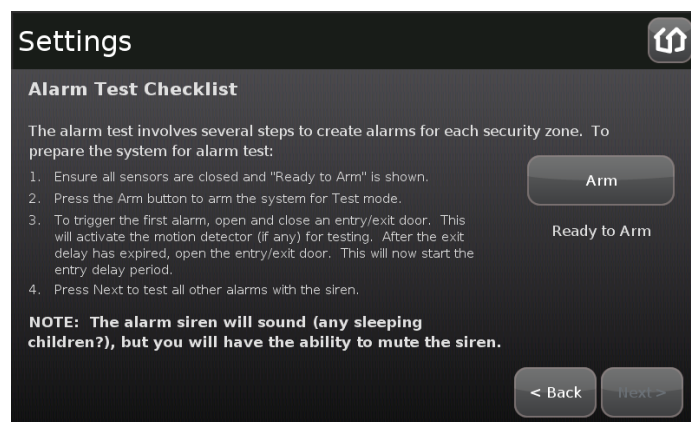
*The button changes to **Enabled**. Your test alarms will be sent to central monitoring.*



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

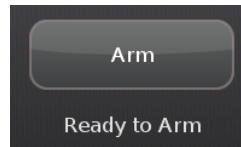
IMPORTANT: If you enable *Send Test Alarm Messages*, contact your central monitoring station and tell them you are testing your system.

The Alarm Test Checklist is displayed.



- 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.



4. Touch **Arm**.

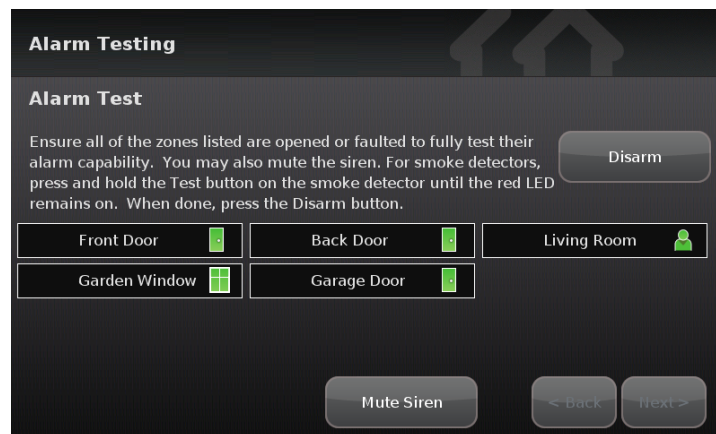
Your security system is armed in the special Test mode. The Exit Delay is only 10 seconds long. Motion sensors are turned off (not tripping alarms but recording events) until an Entry/Exit security zone is faulted.

The Arm button changes to a System Armed notice.



5. Touch **Next**.

The Alarm Test screen is displayed.

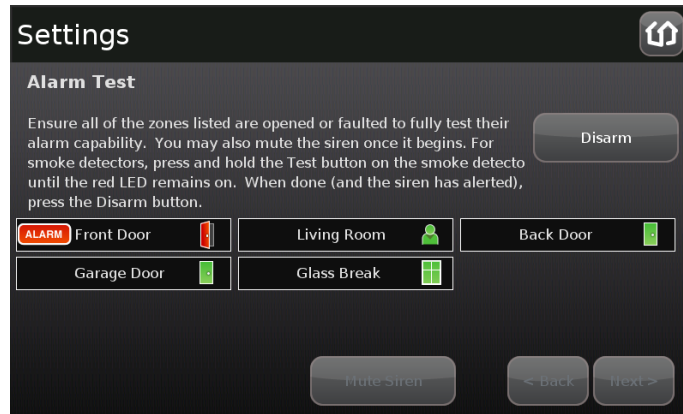


6. Open and close an Entry/Exit door.

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, touch **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.

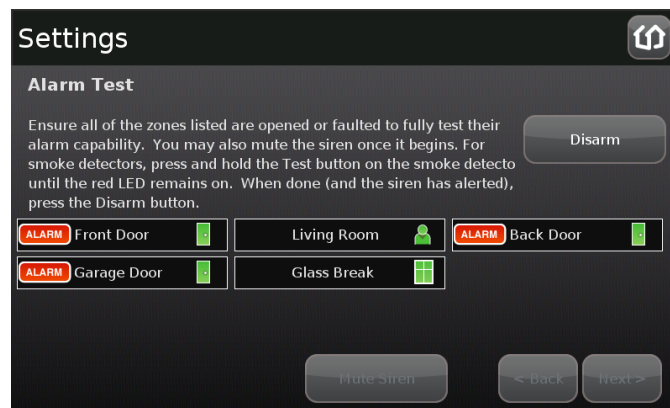


- Fault each additional alarm and ensure that it is marked as alarm (see Table 8).

Table 8: Sensor Testing Operations

Sensor	Testing Process
Door/Window	Open and close the door or window.
Motion Detector	Avoid the motion detector's view for three minutes after arming the system, then walk in front of it.
Smoke Detector	Press and hold the sensor's "Test" button until the siren sounds, approx 10 seconds.
Glass Break Detector	Use a glass break simulator.
Key Fob	Arm and disarm system with the key fob
Key Pad	Arm and disarm system with the key pad

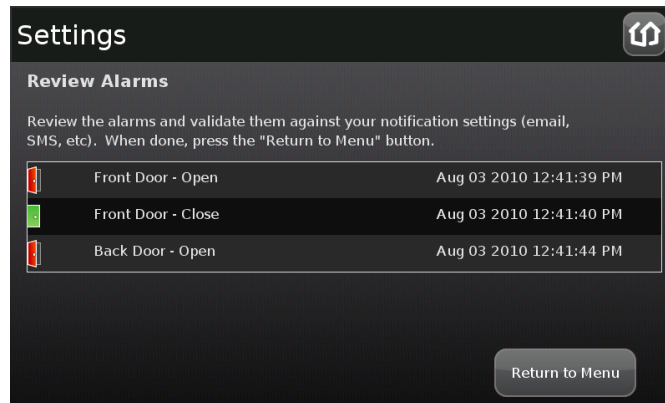
The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.



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

9. Touch **Next**.

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



10. Review the zone event history.

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

12. 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.

13. Touch **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 widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings** → **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 connection to the cellular network.

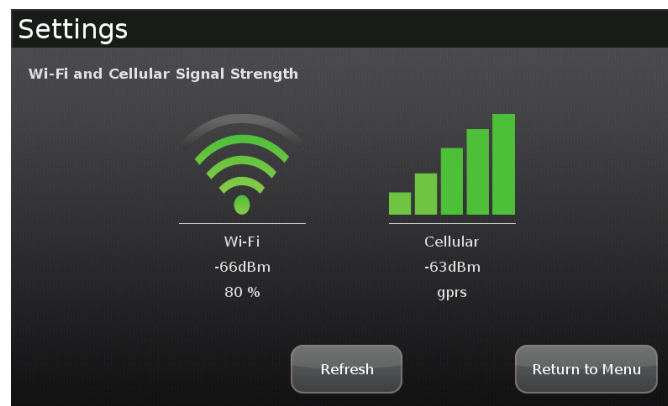


Figure 3: Wi-Fi & Cellular Signal Strength Displays

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

If your cellular signal is weak, try moving the TouchScreen to another part of the house where it can obtain a stronger signal.

Testing Your Connectivity

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

To test the TouchScreen connectivity:

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings** → **Connectivity**.

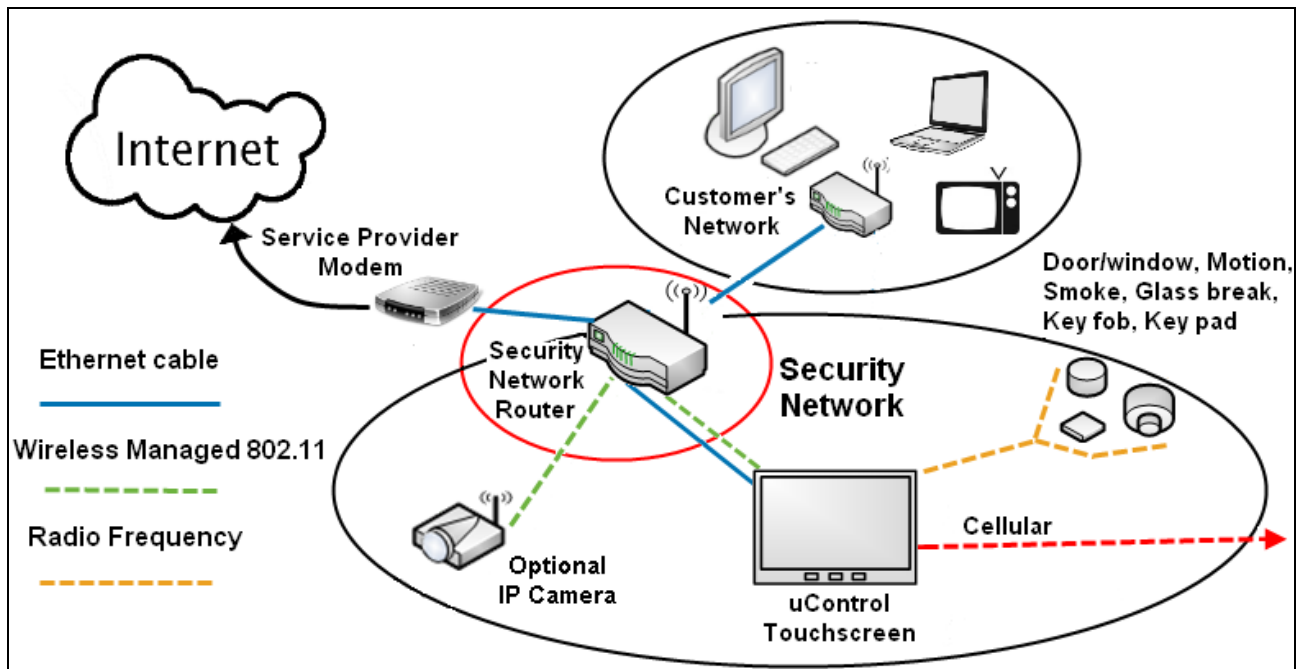
The Connectivity menu is displayed.

2. Touch **Test Connectivity**.

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

Configuring a New or Reset Security Network Router to Work within the Security Network

When the security network was originally installed, the Installer performed various procedures to “activate” your network for use. One of those procedures was to configure your security network router for use by the TouchScreen.



Use this procedure either of the following is true:

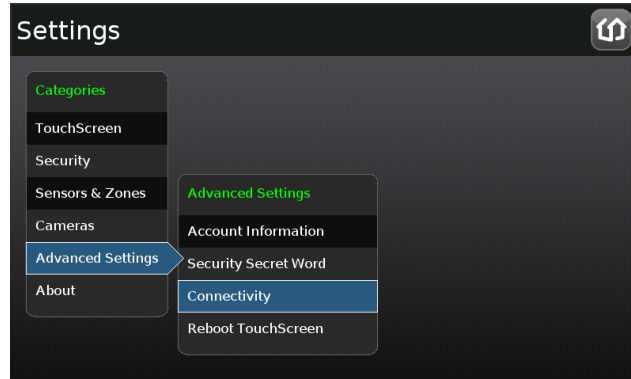
- The security network router has been swapped with a new one.
- The security network router is connected to the TouchScreen wirelessly and has been reset to its original factory defaults by depressing the reset button for 15 seconds

This procedure resets the following attributes on the security network router for the TouchScreen to use it:

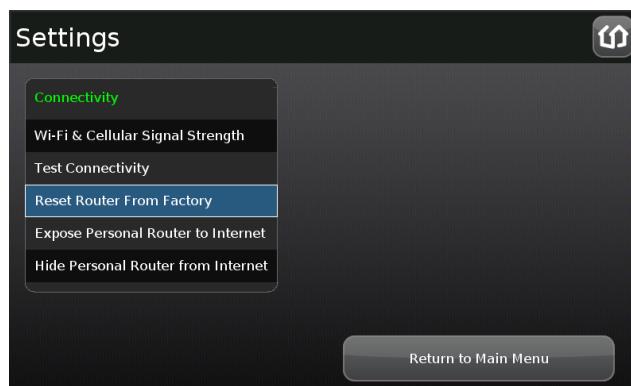
- Username and password
- Service Set ID (SSID) for 802.11 (WPA 2) access

To reconfigure the security network router for use by the security system:

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings** → **Connectivity**.

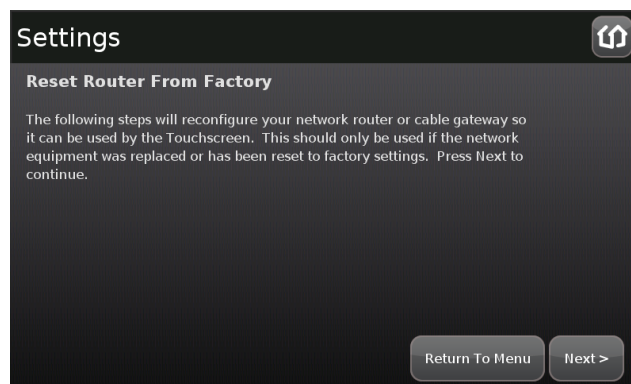


The Connectivity menu is displayed.



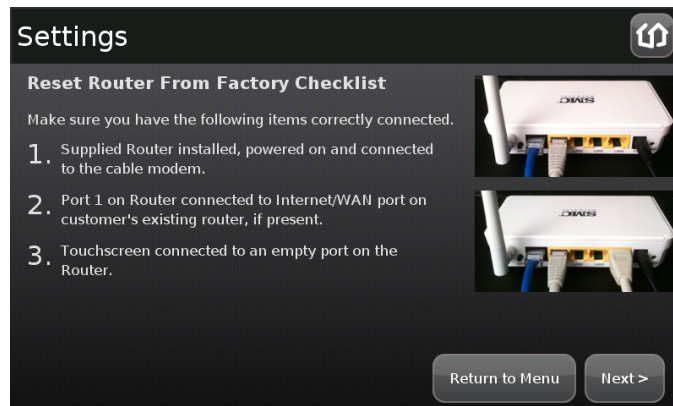
2. Touch **Reset Router From Factory**.

The Rest Router From Factory screen is displayed.



3. Touch **Next**.

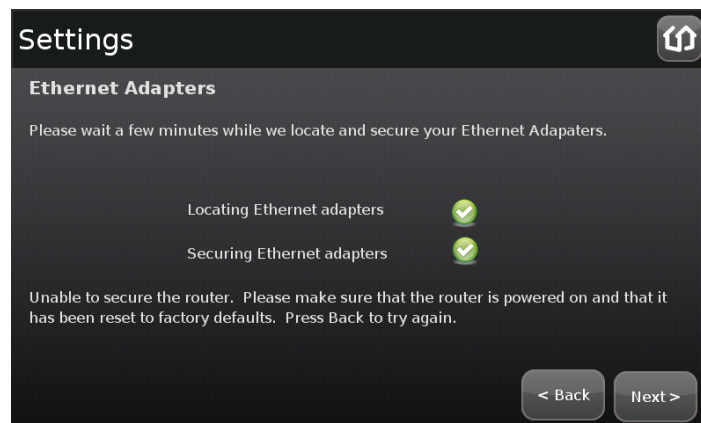
The Rest Router From Factory Checklist screen is displayed.



4. Perform the steps listed on the screen in order.

5. Touch **Next**.

The Ethernet Adapters screen is displayed. The TouchScreen reconfigures the router so that it can securely use it as the hub of the security network.



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.

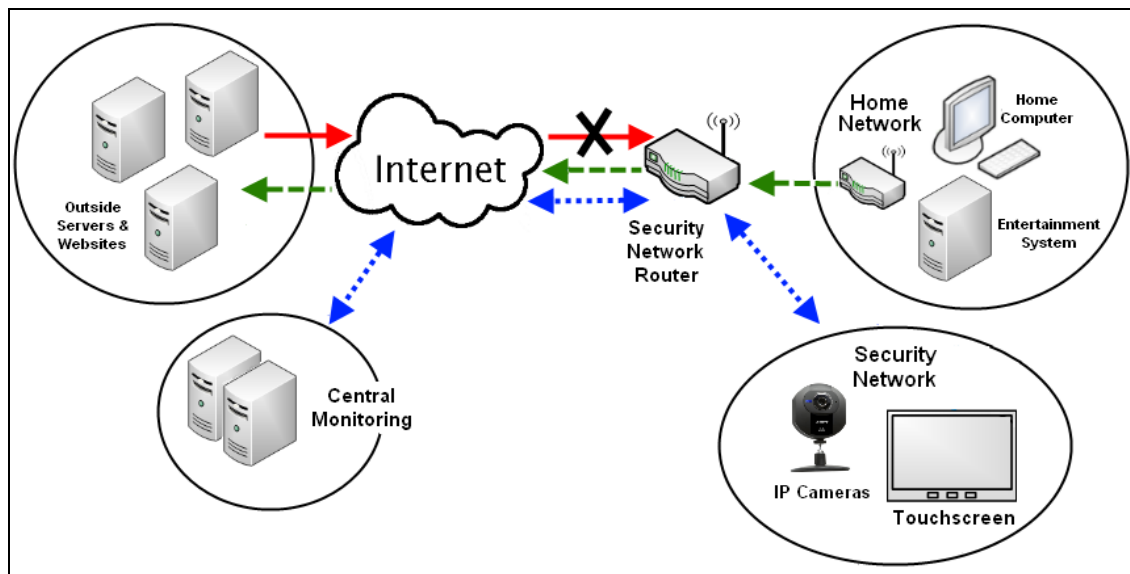


Figure 4: Security Network Router Blocks Access to Your Home Network from the Internet (Default)

You can choose to have your security network router expose your home network to devices in the Internet (see Figure 5). 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 47).

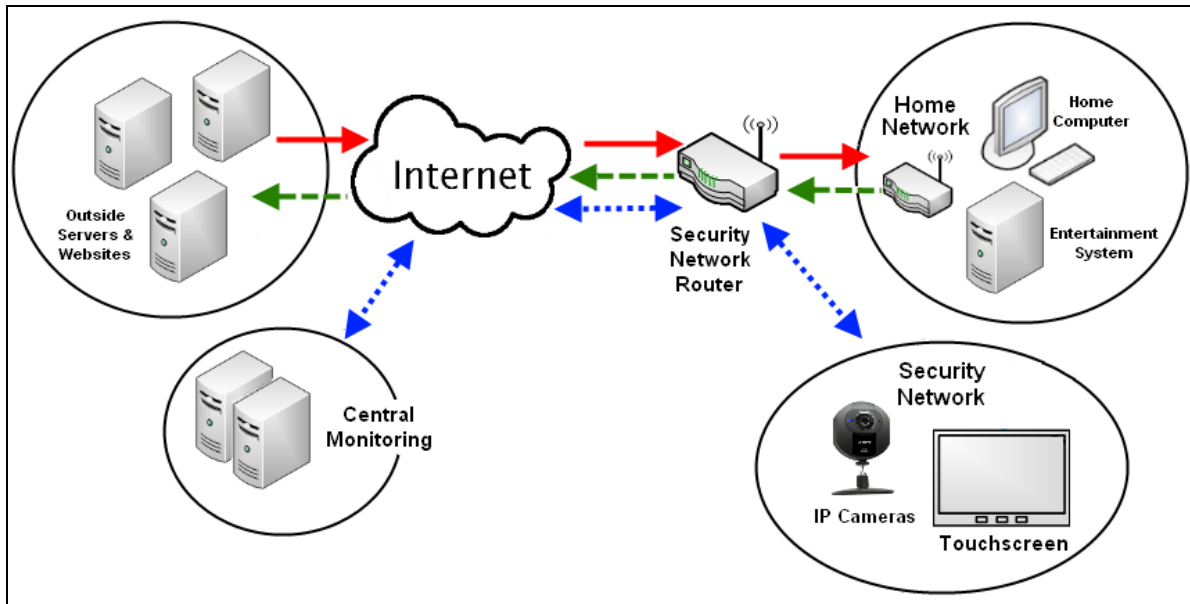
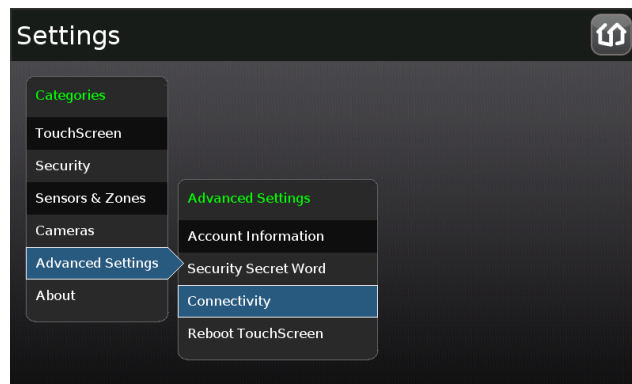


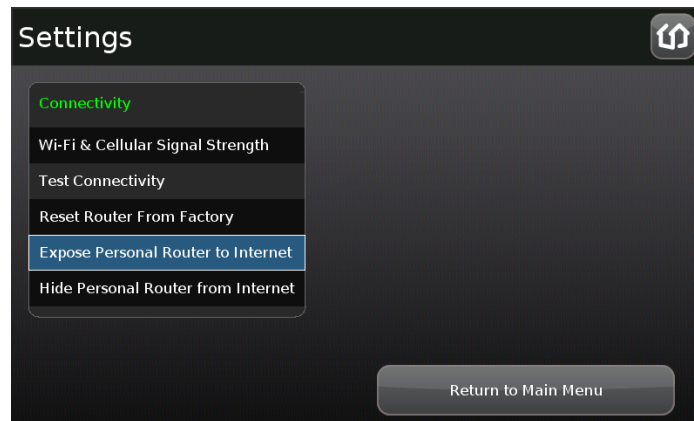
Figure 5: Security Network Router *Can* Permit Access to Your Home Network from the Internet

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

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings** → **Connectivity**.

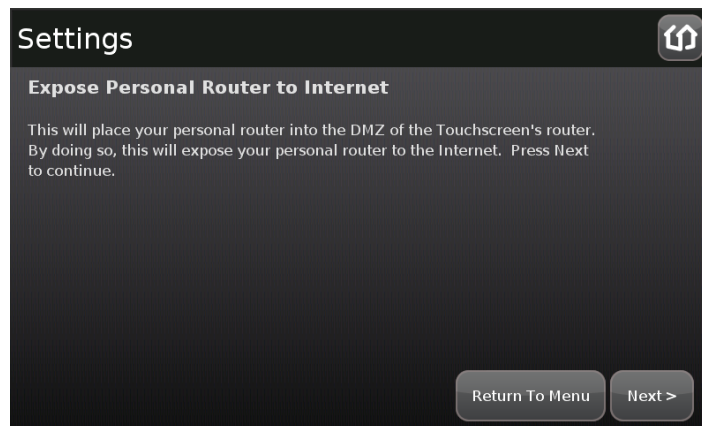


The Connectivity menu is displayed.



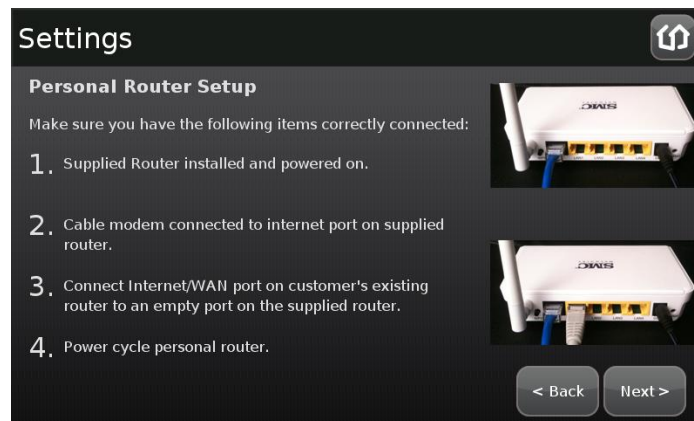
2. Touch **Expose Personal Router to Internet**.

The *Expose Personal Router to Internet* screen is displayed.



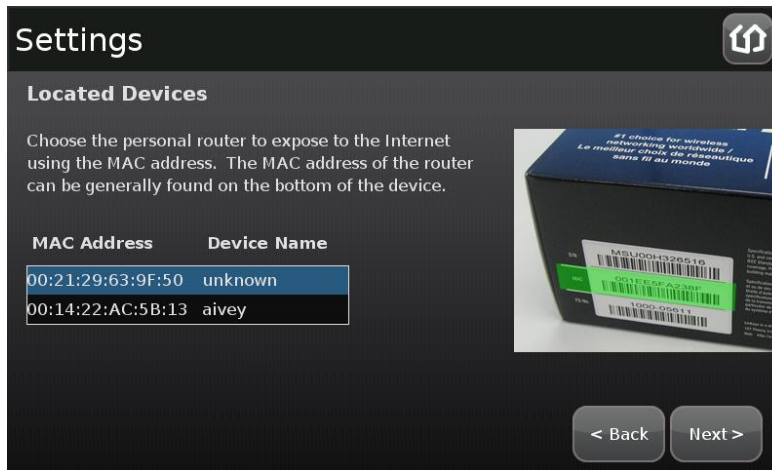
3. Touch **Next**.

The *Personal Router Setup* screen is displayed.



4. Touch **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.

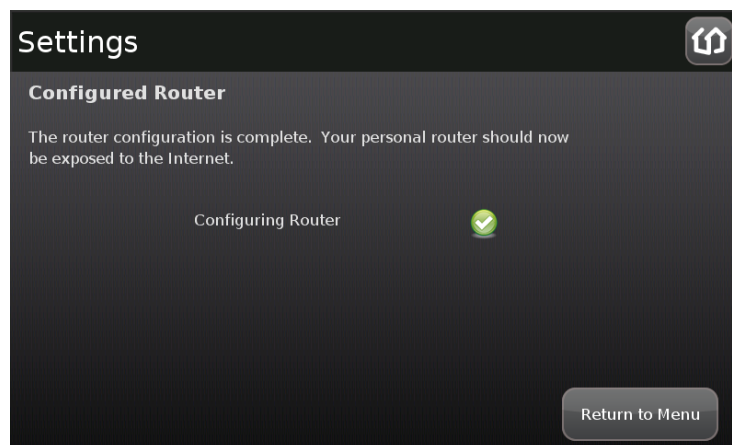


The available routers are listed by MAC address.

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

6. Touch **Next**.

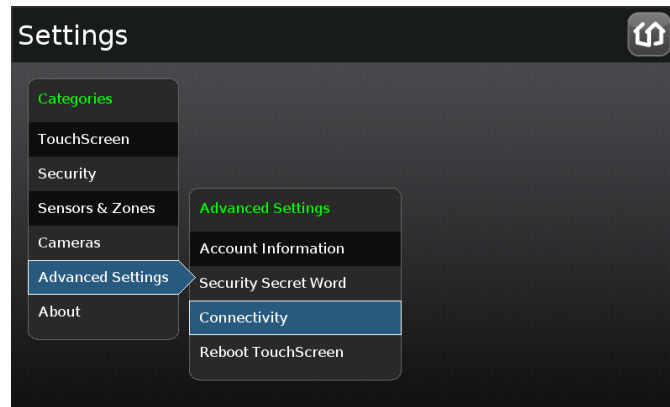
The *Configured Router* screen is displayed. The *TouchScreen* configures the security network router to expose the selected router (and the home network devices connected to it) to the Internet.



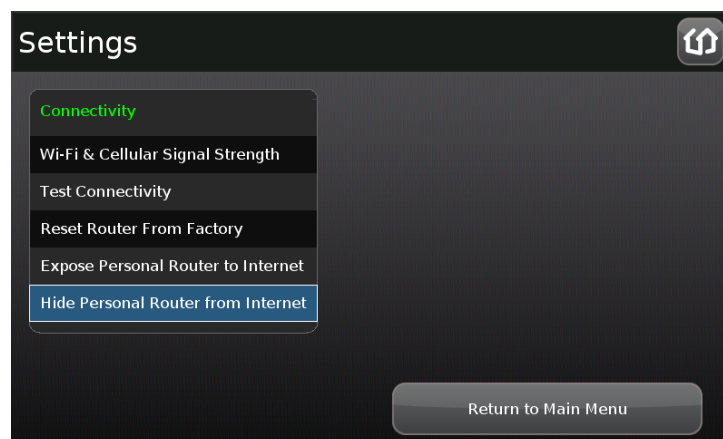
To hide access to your home network router by the Internet:

See Figure 4 on page 44.

1. From the Settings widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings** → **Connectivity**.

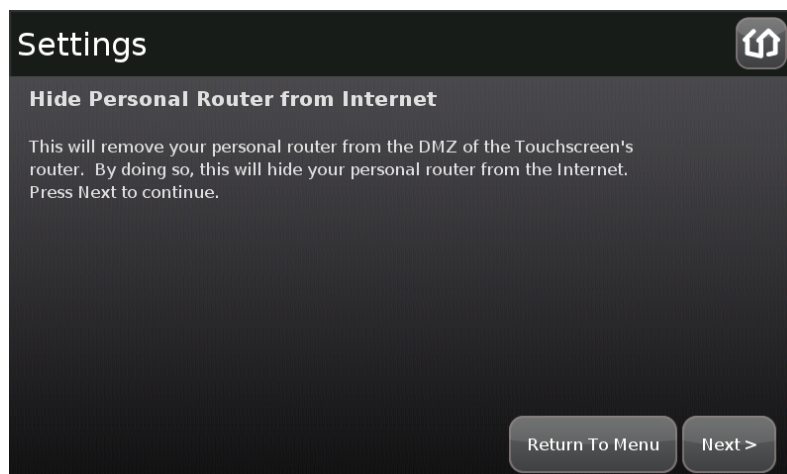


The Connectivity menu is displayed.



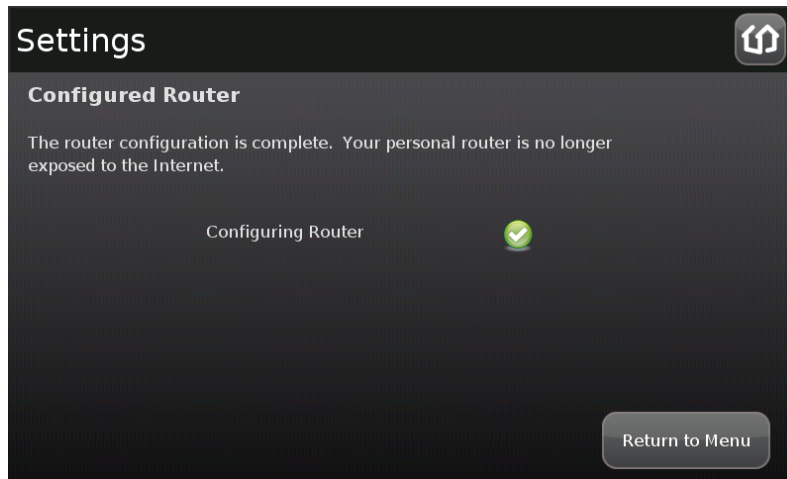
2. Touch **Hide Personal Router to Internet**.

The Hide Personal Router to Internet screen is displayed.



3. Touch Next.

The Configuring Router screen is displayed.



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

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 52)

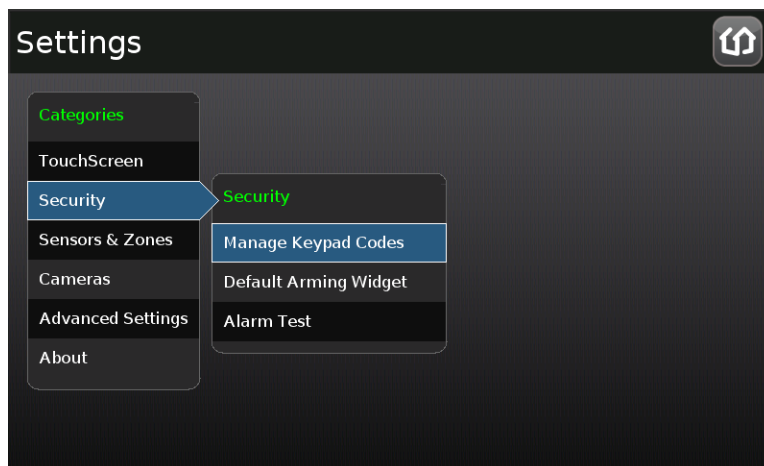
You can add additional keypad codes for

See Table 9 on page 51 keypad code types.

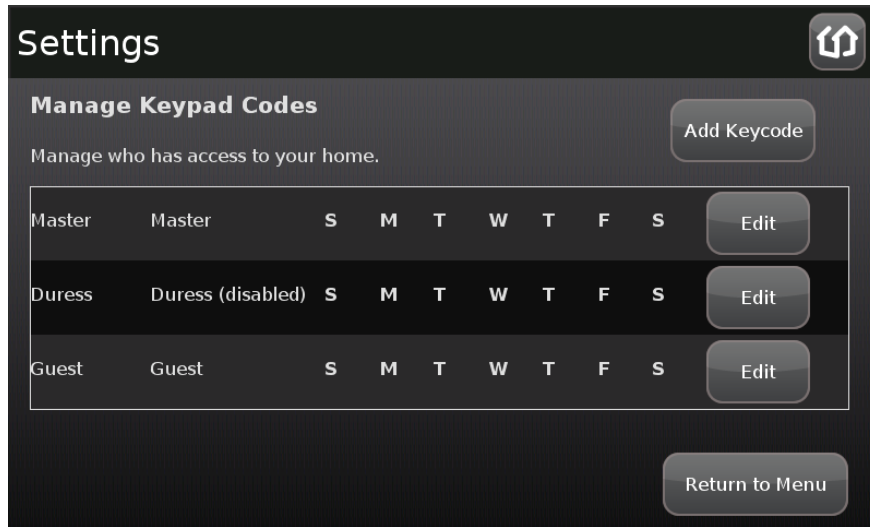
Managing your Keypad Codes

To manage your keypad code:

From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **Security**→ **Manage Keypad Codes**.



The Manage Keypad Codes screen is displayed.



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

To add a new keypad code:

From the Manage Keypad Codes screen, touch **Add Keycode**.

The Add Keypad Code screen is displayed.

Table 9: Keypad Code Permission Levels

Arming Mode	Description
Standard	User can am.
Arm Only	User can arm the system in any of the three modes
Guest	User can arm and disarm the system

To modify a keypad code:

From the Manage Keypad Codes screen, touch **Edit**.

The Edit Keypad Code screen is displayed.

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

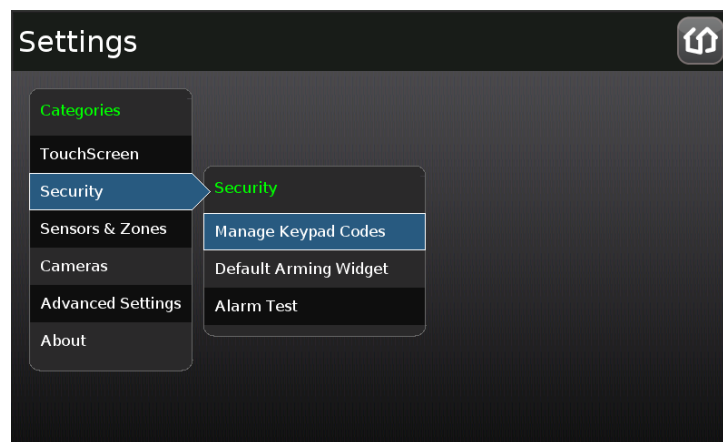
Understanding the Duress Keypad Code

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.

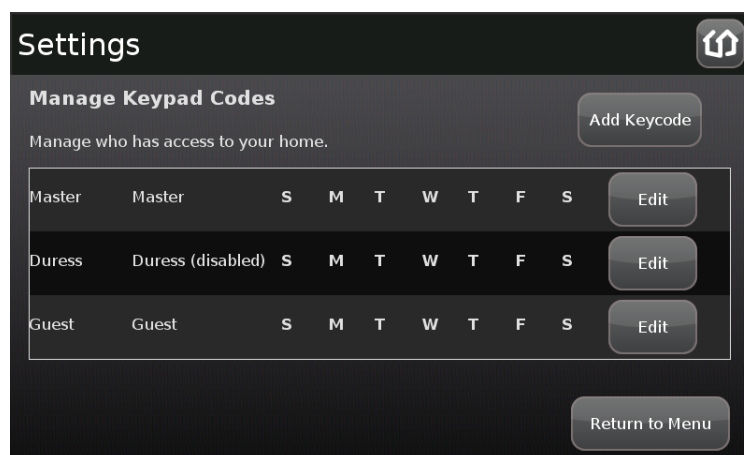
By default, the Duress Code is disabled.

To enable and manage your Duress keypad code:

1. From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **Security**→ **Manage Keypad Codes**.



2. The Manage Keypad Codes screen is displayed.



3. 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 5), touch **Advanced Settings**→
Security Secret Word.

The Set Security Secret Word screen is displayed.

2. To change the secret word, touch 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 widget (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings**→
Account Information.

The Validate Account Information screen is displayed.

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

Touch **Next** to return to the Settings menu.

Maintaining and Configuring the TouchScreen Device

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

Reboot the TouchScreen

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

To turn the TouchScreen off and on:

1. From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **Advanced Settings**→
Reboot Touchscreen.

The TouchScreen turns itself off and back on.

2. Touch **Reboot Touchscreen**.

The TouchScreen turns itself off and back on.

Configuring the Screen Brightness Settings

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

- Dim the default setting from level 10 (the brightest and the default setting) to level 1 (the dimmest).
- Have the screen dim automatically to a preconfigured setting after a configured period of inactivity
- Have the screen dim automatically each day at a set time, and then brighten at a set time (nighttime setting).

To configure the default screen brightness:

1. From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **TouchScreen→**
Screen Configuration.

The Screen Configuration screen is displayed.

2. Touch **Screen Brightness.**

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



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

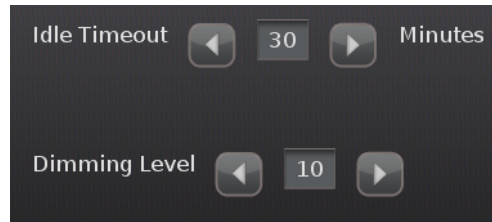
Note: When a user touches the screen, it will brighten to its default brightness level.

1. From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **TouchScreen→**
Screen Configuration.

The Screen Configuration screen is displayed.

2. Touch **Automatic Screen Dimming.**

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



The Idle Timeout maximum is 30 minutes. It 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 during a set time period:

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 5), touch **TouchScreen** → **Screen Configuration**.

The Screen Configuration screen is displayed.

2. Touch **Screen Nighttime Settings**.

Some controls are provided. See Table 10.

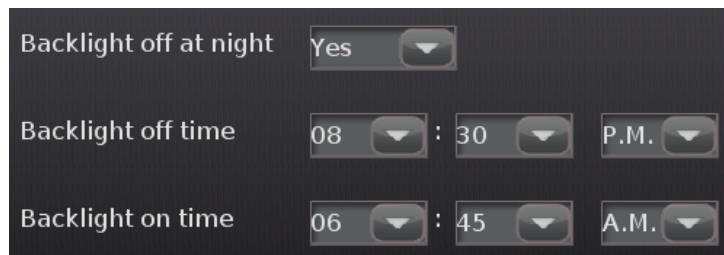


Table 10: Screen Nighttime Settings Controls

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

Configuring the Screensaver

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

To configure the TouchScreen screensaver:

From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **TouchScreen→Screensaver Configuration**.

The Screensaver Configuration screen is displayed.

From this screen you can choose (among others) to have your screensaver display:

- A slideshow of photos from your Photo widget
- Information from your Weather widget
- News headlines from your News widget

Configuring the Tones and Volume Levels

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

From the Settings menu (see *Configuring the TouchScreen* on page 5), touch **TouchScreen→Sound Configuration**.

The Sounds Configuration screen displayed.

From this screen you can change the tones the TouchScreen plays when an Entry/Exit door is opened and closed. You can also change the tones played when someone walks in front of a motion detector.

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

From the Sounds Configuration screen, touch the **Volume** tab.

The Volume screen is displayed.

From this screen you cause the TouchScreen tones to be louder or quieter.

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 5), select **Touchscreen→ Clean Screen**.

The Clean Screen is displayed.

2. Touch **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 5), touch **About**.

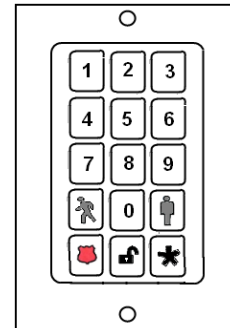
The About This Touchscreen screen displayed.

Table 11: 'About This Touchscreen' Details

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



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 16 for an explanation of arming modes)
- Disarm the system
- Send a silent 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 16 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 18 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 20).

Sending an Emergency Police Alarm

Press and hold the  button for about 2 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 widget, 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 6).

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

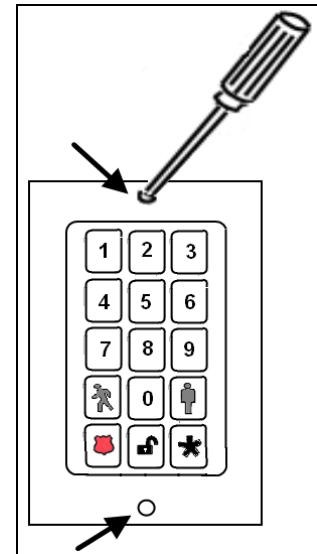
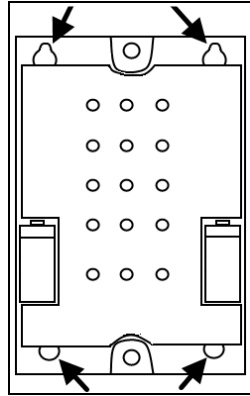


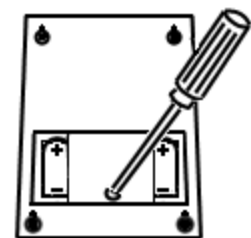
Figure 6

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

Changing the Batteries in the Key Pad

To replace the batteries in the key pad:

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




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 16 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.

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 16 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 18 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.

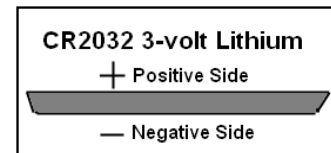
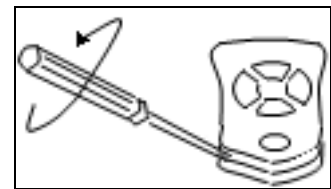
Sending an Emergency Police Alarm

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 widget, 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.



CR2032 3-volt Lithium
 + Positive Side
 — Negative Side

Appendix C: Device Installation and Maintenance

Battery Requirements

Table 12: Device Batteries

Device	Device Type	Batteries		
		Model	Type	Quantity
TouchScreen	Central Controller	P5 TS	4 volt Lithium	1
Door/ Window Sensor	Sensor	CR2	3 volt Lithium	1
Motion Detector Sensor		CR123A		3
Glass Break Detector		CR123A		1
Smoke/Heat Detector		CR123A		2
Key Fob	Peripheral	CR2032		2
Key Pad		CR2		2
Camera		N/A (A/C power adapter)		

Installation Information

TouchScreen Installation Options

The TouchScreen can be positioned on a flat surface or mounted to the wall (see page 69). 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 unswitched wall outlet (not controlled by a light switch).

Positioning the TouchScreen on a Flat Surface

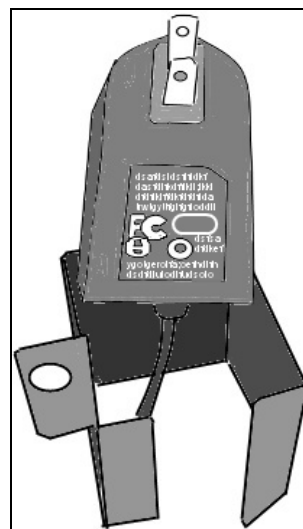
The TouchScreen can be positioned on a flat surface.

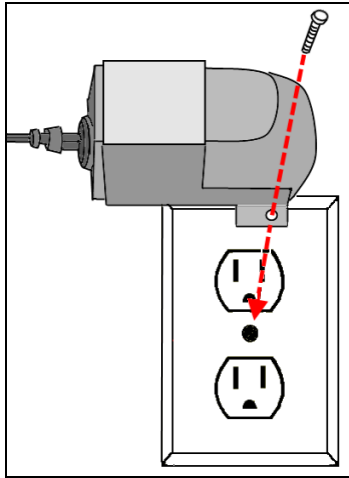
Recommendations:

- 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:

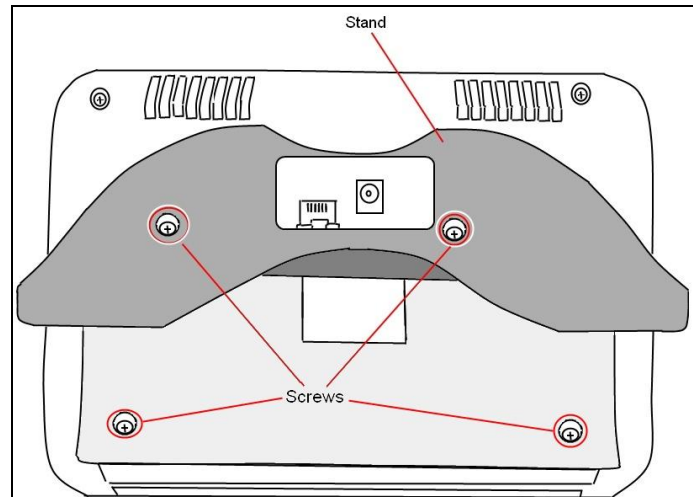
1. Insert the A/C adapter into the bracket.



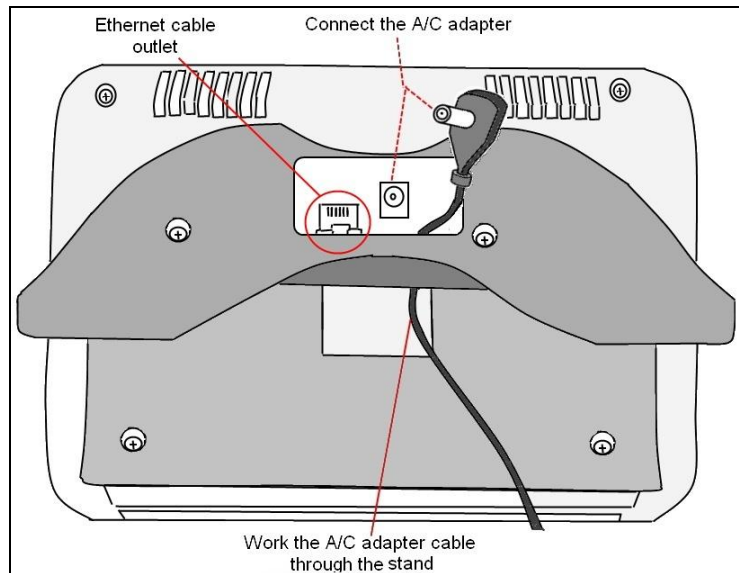


2. Remove the center screw from the wall outlet.
3. Plug the TouchScreen's A/C adapter into the TOP plug of the wall outlet, and replace the center screw through the bracket hole.

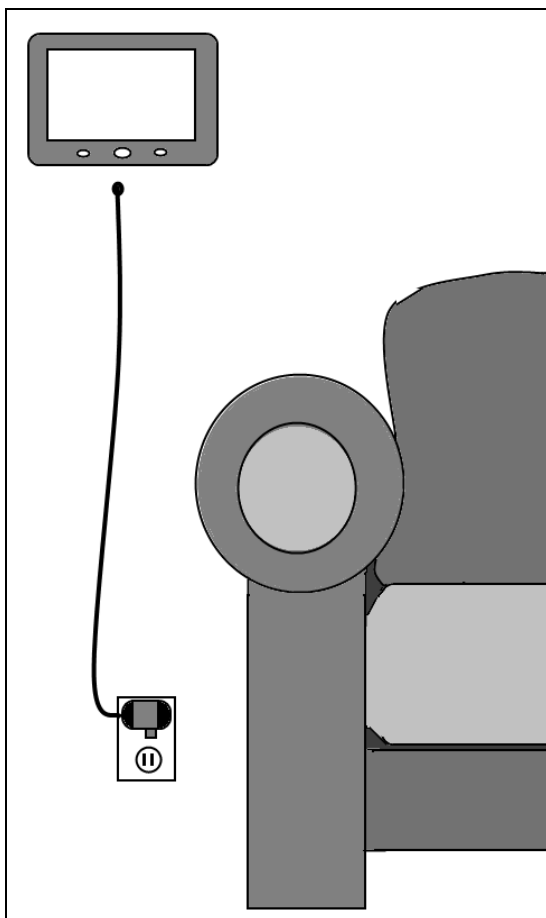
4. Use a P1 Phillips screwdriver to install the (4) screws for the TouchScreen stand.



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 uControl-dedicated router.

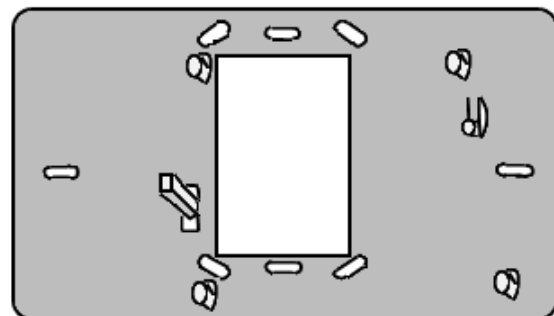


Mounting the TouchScreen on the Wall Mount



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

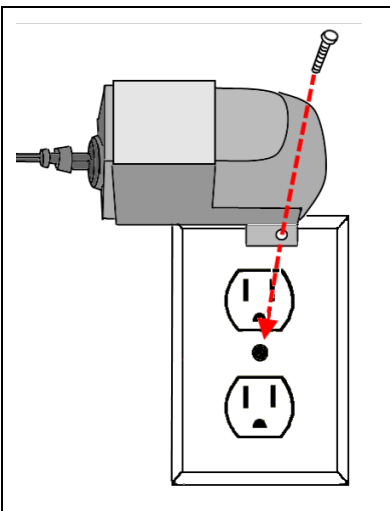
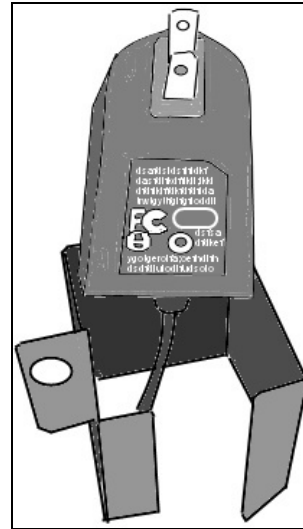
Wall Mount



Note: See page 72 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 7:
 - a. Cut a hole in the wall near an unswitched 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/

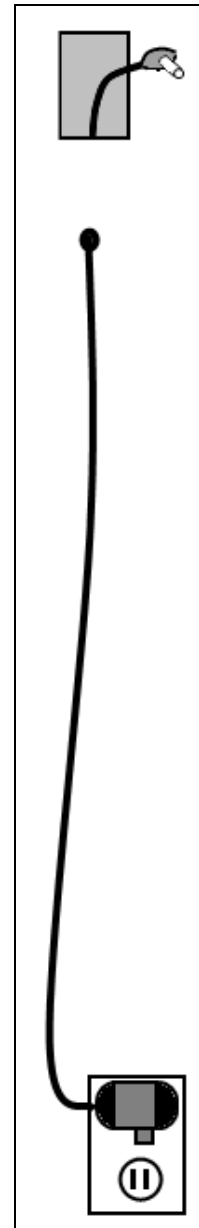
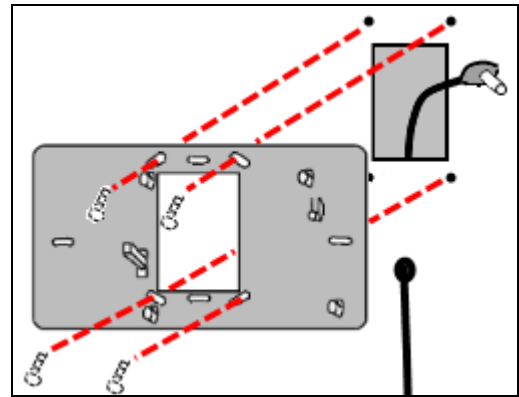
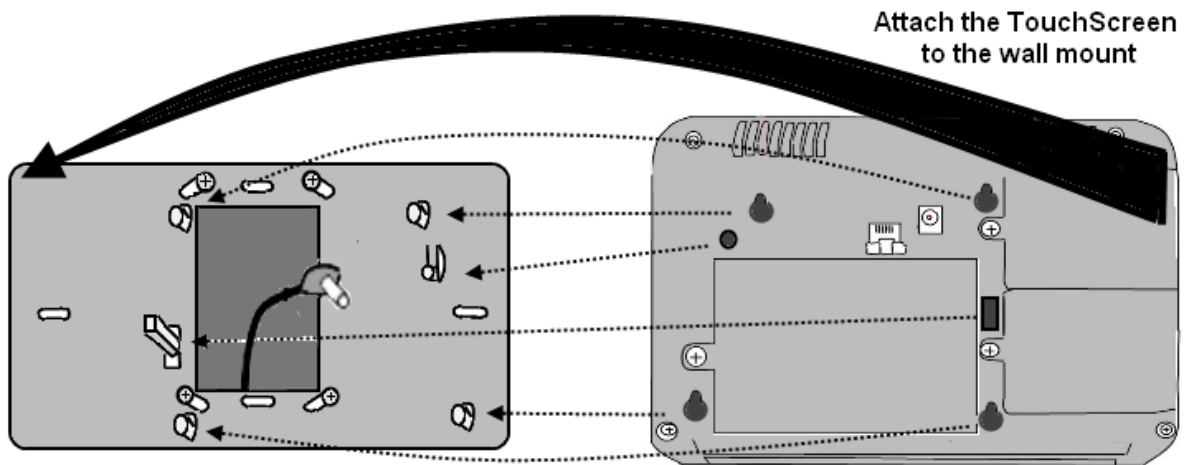
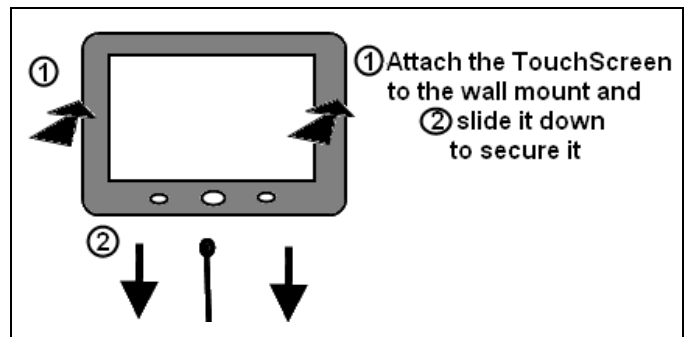


Figure 7

5. Use the included screws to affix the wall mount to the wall over the cut-out (Figure 8).
6. Attach the TouchScreen to the wall mount by aligning the wall mount protuberances to the holes in the back of the TouchScreen (Figure 9).


Figure 8

Figure 9

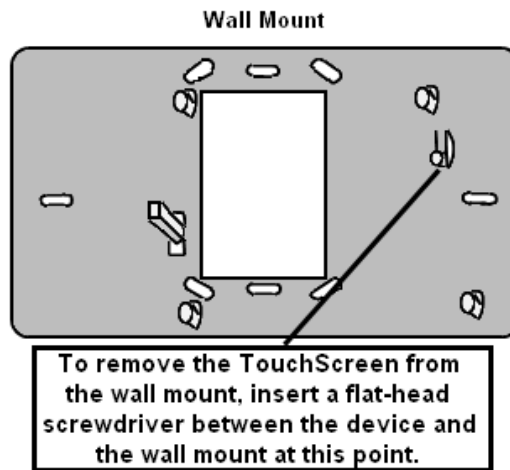
7. After the TouchScreen has been attached to the wall mount, slide it down to secure it in place.



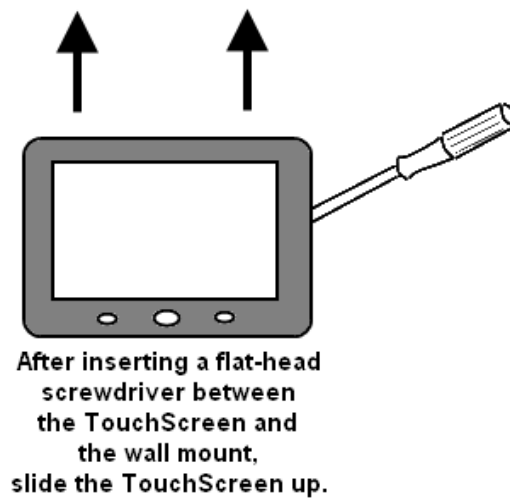
Separating the TouchScreen from the Wall Mount

To remove the TouchScreen from the wall mount:

1.



2.



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.

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 infested 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 34). 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 (81)
- Advanced system settings (81)

Table 13: System & Security Settings Ranges & Defaults




Feature	Comments	Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed; The Exit Delay for Arm Stay and Arm Night modes is twice the configured Exit Delay up to 120 seconds.	Default: 60 seconds Range: 30 seconds to 99 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second. Twice/second during the last 10 seconds.	Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.	This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.	Default: 30 seconds Range: 30 to 99 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second Twice/second during the last 10 seconds.	This feature is not configurable.
Disarm	Enter a keypad code to disarm the system.	This feature is not configurable.
Control Buttons	 Home button	The functions of these buttons cannot be changed.
	 Quickarm button	
	 Emergency Alarm button	

Table 13: System & Security Settings Ranges & Defaults





Feature	Comments	Ranges & Defaults
Emergency Alarms (aka manual alarms)	 <p>TouchScreen: Press to access Emergency Alarm options</p> <hr/> <p>Key Fob/Key Pad: Press and hold for 1.5 seconds to send a Panic alarm for police assistance</p>	The functions of these buttons cannot be changed.
System Acknowledgement	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.	This feature is not configurable.
Remote Arming	<p>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.</p>  Arm Stay Mode  Arm Away Mode	The functions of these buttons cannot be changed.
Remote Disarming	<p>Using the key fob, the system can be disarmed from outside the premises. There is no Entry Delay.</p>  Disarm system	This feature is not configurable.
Alarm Transmission Delay (aka Abort Window)	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.	Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Alarm Transmission Delay	System disarmed by entering a valid keypad code in the TouchScreen or a key pad. If invalid keypad code entered, alarm restarts.	This feature is not configurable.
When alarms are successfully aborted (that is, disarmed during the Alarm Transmission Delay period)	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.	By default, Verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period. .
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.	This feature is not configurable.
Duress Code	A four digit code that sends silent alarm immediately. Otherwise, same as Master keypad code.	Default: Duress Code is disabled.

Table 13: System & Security Settings Ranges & Defaults

Feature	Comments	Ranges & Defaults
Initiating Emergency Alarms (aka manual alarms)	This is a two-step action from the TouchScreen.	Not configurable.
Cross Zoning	Two security zones that only trip an alarm if they are both faulted within a configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 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. 34	
Communications	Test the security system to ensure that it is in proper communication with central monitoring as described in on page 39.	
Test In Progress	The titles of all alarm test process screens begin with "Alarm Test".	Not configurable.
Automatic Termination of Test	There are no conditions that would result in the automatic termination of Test mode. The user must touch the Disarm button on the Alarm Test screen to end the alarm test.	

Table 14: TouchScreen Settings Ranges & Defaults

Feature	Comments	Ranges & Defaults
Screen Brightness	The relative brightness of the TouchScreen screen.	Default: 10 (brightest) Range: 1 to 10
Automatic Screen Dimming	Idle Timeout	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
	Dimming Level	Default: 10 (brightest) Range: 1 to 10
Screen Nighttime Settings	Backlight off at night	Default: No Range: Yes or No
	Backlight off time	Default :12:00 .A.M.
	Backlight on time	Default :12:00 .A.M.
Screensaver Configuration	Minutes Inactive before screensaver comes on	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
Sound Configuration	Volume control	Default: 13 (loudest) Range: 0 (mute) to 13
Button Configuration	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).	Default: Red (armed) Green (not armed) Amber (not ready to be armed)
Quickarm button configuration	<i>Quickarm Button Starts Quickarm</i> option causes the Quickarm button to arm the system in Arm Away mode without entering a keypad code. <i>Quickarm Button Prompts for Arming</i> option causes the Quickarm button to display the keypad screen for arming	Default: Quickarm Button Starts Quickarm

Table 15: Advanced Settings Range & Defaults

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