

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

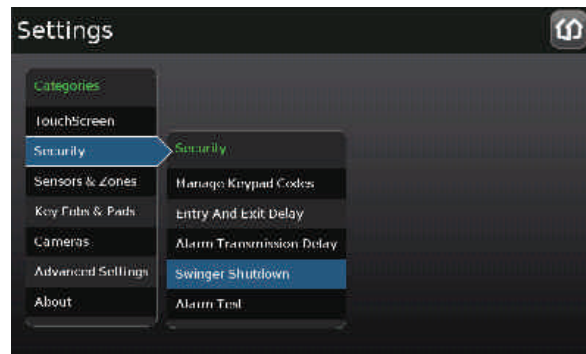
**Note:** The Alarm Transmission Delay period cannot be less than 15 seconds or exceed 45 seconds.

## Configuring the Swinger Shutdown Feature

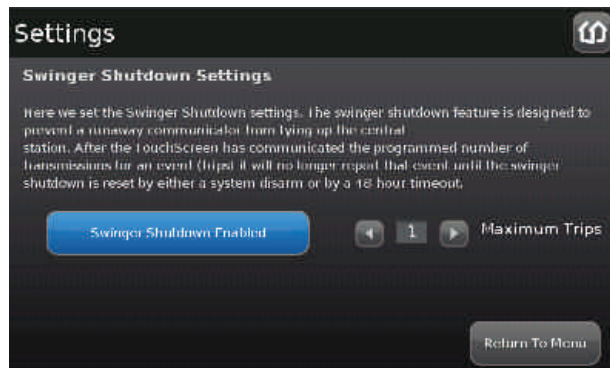
The Swinger Shutdown feature helps prevent a runaway TouchScreen from tying up the central station. After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.

To configure the swinger shutdown:

1. From the Installer Settings Menu, touch **Security** → **Swinger Shutdown**.



The Swinger Shutdown Settings screen is displayed.



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

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

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

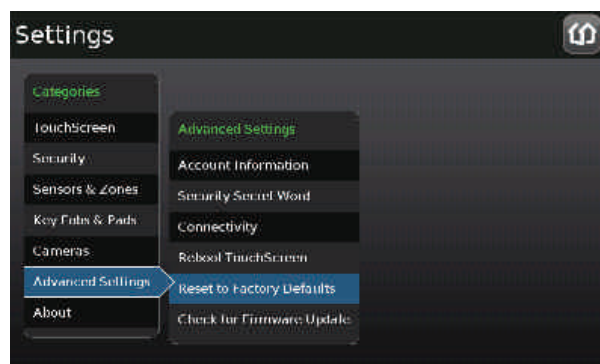
Touch **Swinger Shutdown Disabled** to *enable* this feature.

## Resetting the TouchScreen to Factory Defaults

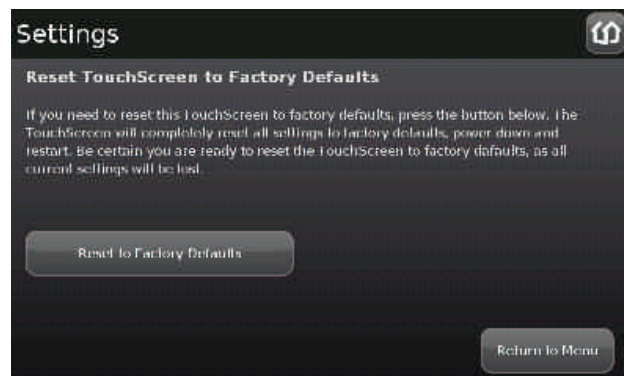
When an activated TouchScreen is reset to factory defaults, the customer's account must also be reset by Customer Care in order for it to be reactivated.

### To reset the TouchScreen:

1. Ensure you have the premise passphrase for the account.
2. From the Installer Settings Menu, touch **Advanced Settings** → **Reset to Factory Defaults**.



*The Reset Touchscreen to Factory Defaults screen is displayed.*



3. Touch **Reset to Factory Defaults**.

*The Keypad screen is displayed.*

4. Enter the Installer keypad code.

*The Keyboard screen is displayed..*

5. Enter the PREMISE PASSPHRASE for the current account.

*The device resets and the Installation screen is displayed.*

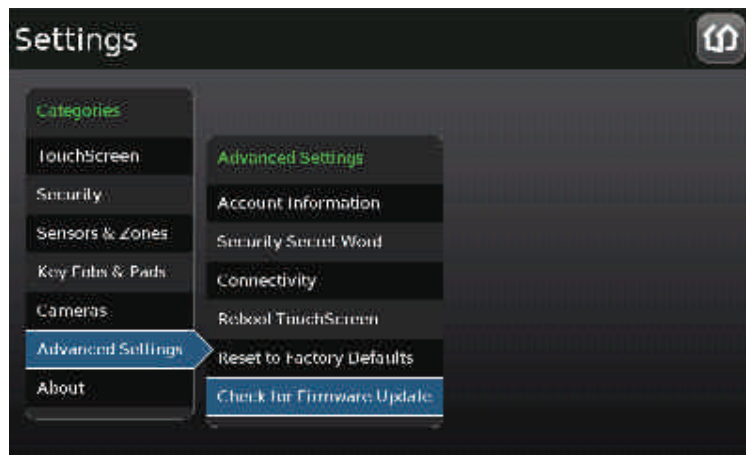
6. To activate the system again:
  - a. Contact Customer Care to have the customer's account reset.
  - b. Follow the steps starting on page 9 to activate the system again.

## Checking for New Firmware Updates for the TouchScreen

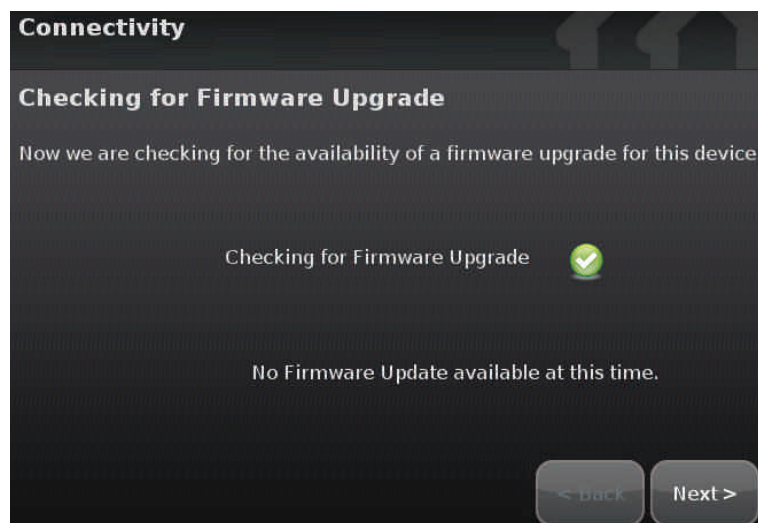
You can have a TouchScreen look for an available update on the server or install an update from a USB drive (see page 78).

To check for a firmware update on the server:

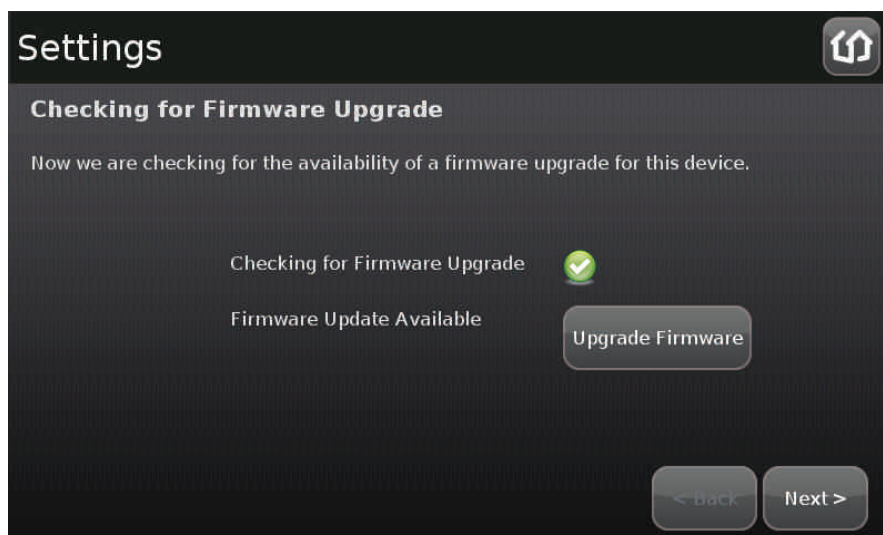
1. From the Installer Settings Menu, touch **Advanced Settings** → **Check for Firmware Update**.



The *Checking for Firmware Upgrade* screen is displayed. The TouchScreen immediately checks for newer firmware updates that are available to be installed on the device's hardware version.



*If a newer firmware version is available for the current device's hardware version, an Upgrade Firmware button is displayed.*



2. Touch **Upgrade Firmware** to download and install the new firmware version (the system will reboot).

**Table 10: Troubleshooting Firmware Updates**

Problem	Cause/Resolution
Firmware Update Failure	TouchScreen reverts back to the previous firmware build
Firmware Update Error	TouchScreen reverts back to the previous firmware build
System Upgrade in Progress Message	Firmware update currently in progress

**To install a firmware update from a USB drive:**

**Important:** The TouchScreen will install an earlier firmware version or even the same firmware version using this method.

1. Save a build image (for example, `SMC_P5_19424_ucontrol.upg`) to a USB drive in the root directory.
2. Change the filename to `ucontrol.upg`.
3. Insert the USB drive into the TouchScreen USB port.

*The TouchScreen displays the following confirmation:*

A USB drive has been inserted, and a firmware upgrade image has been found on it. Do you wish to upgrade firmware using this image?

4. Touch **Upgrade**.

*The Firmware Update process starts. The TouchScreen reboots after it is complete.*

*After reboot, the system displays the confirmation dialog again.*

5. Touch **Cancel**, and remove the USB drive.

## Enabling Fire Alarm Verification

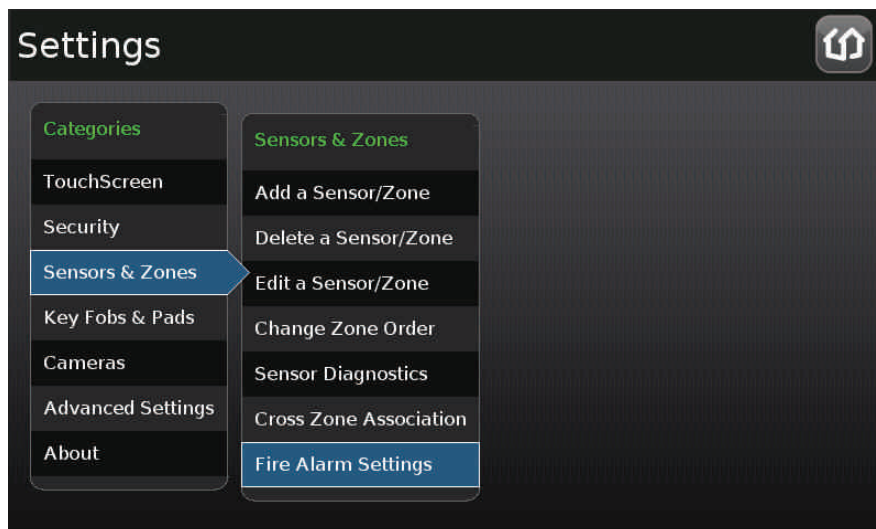
Fire Alarm Verification causes the system to contact central monitoring when one of the following is true:

- Multiple smoke detectors fault
- A single smoke detector faults for 60 seconds

By default Fire Alarm Verification is disabled: The system immediately sends an alarm to central monitoring when the smoke alarm trips. However, smoke alarms are notorious for tripping in non-emergencies (such as, when food burns on the stove or someone forgets to open the flu before using the fireplace). With the customer's agreement, this can be avoided using Fire Alarm Verification.

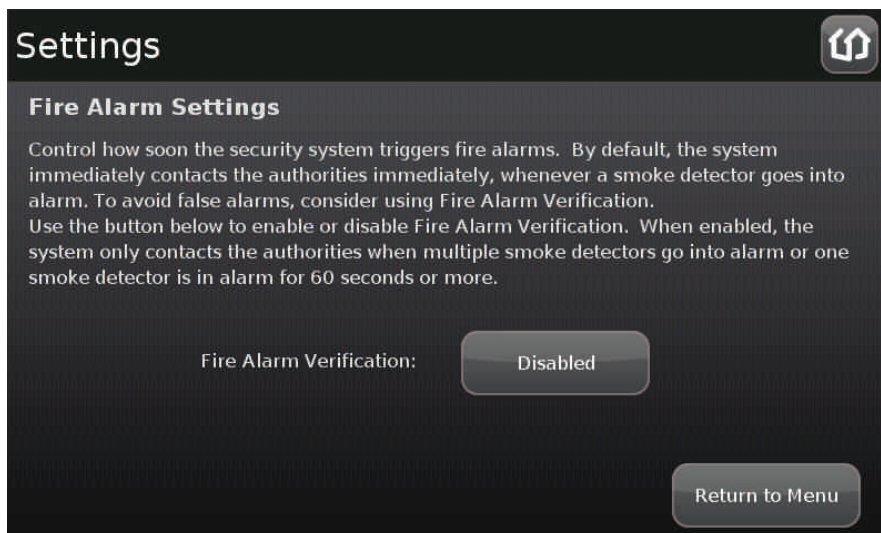
**To enable or disable Fire Alarm Verification:**

1. From the Installer Settings menu, touch **Sensors & Zones** → **Fire Alarm Settings**.





*The Fire Alarm Settings screen is displayed.*



2. Touch **Enable** to turn Fire Alarm Verification *on*.
3. Touch **Disabled** to turn Fire Alarm Verification *off*.

## Managing the Physical Devices in Your Security System

The TouchScreen is designed to work with num

**Table 11: Device Details**

Device	Device Type	Batteries			Management Instructions
		Model	Type	Quantity	
TouchScreen	Central Controller	P5 TS	4 volt Lithium	1	N/A
Door/ Window Sensor	Sensor	CR2	3 volt Lithium	1	Page 82
Motion Detector Sensor		CR123A		3	
Glass Break Detector		CR123A		1	
Smoke/Heat Detector		CR123A		2	
Key Fob	Peripheral	CR2032		2	Page 106
Key Pad		CR2	2	Page 112	
Camera		N/A (A/C power adapter)			Page 95

## Managing Sensors & Zones

A sensor is a physical device that detects events in the security system, such as a door opening or movement in a room. A security zone is the representation of a sensor that is being monitored by the TouchScreen. A security zone consists of the following:

- Details of the associated sensor
- Way the sensor is used in the security system (such as, to monitor entries and exits or to monitor the windows)
- Useful name assigned to the security zone

The operations in this section are used to manage the following categories of wireless sensors and security zones to the security system:

- Door/window
- Motion detector
- Glass Break detector
- Smoke alarm

Perform the following operations to manage sensors:

- Reset (page 83)
- Modify (page 83)
- Add (page 85)
- Delete (page 88)
- View details and diagnostics (page 89)

These operations are performed from the Installer Settings Menu (see *Technician Operations* on page 62).

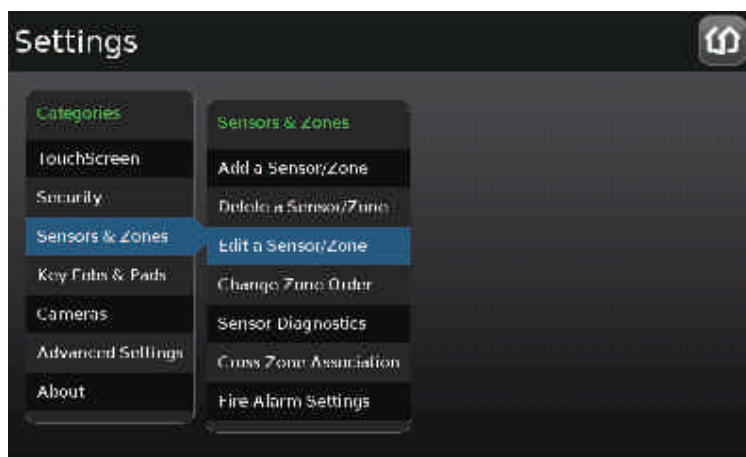
The uControl TouchScreen User Guide has instructions for changing the order that zones are listed in the TouchScreen.

### To reset a sensor to factory defaults:

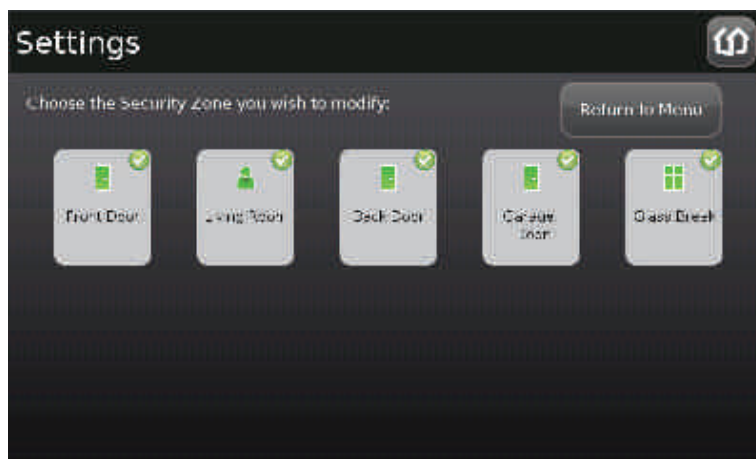
1. Delete the associated security zone from the TouchScreen (see page 88).
2. Reset the sensor to factory defaults as described in its installation documentation.
3. Add the sensor again to the TouchScreen (see page 85).

### To modify the details for a sensor/zone in the security system:

1. From the Installer Settings Menu, touch **Sensors & Zones** → **Edit a Sensor/Zone**.

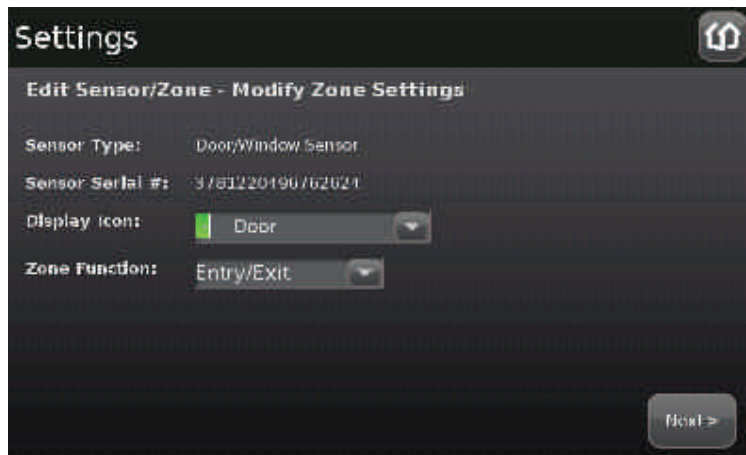


*A series of icons are displayed that represent each installed sensor being monitored by the security system.*



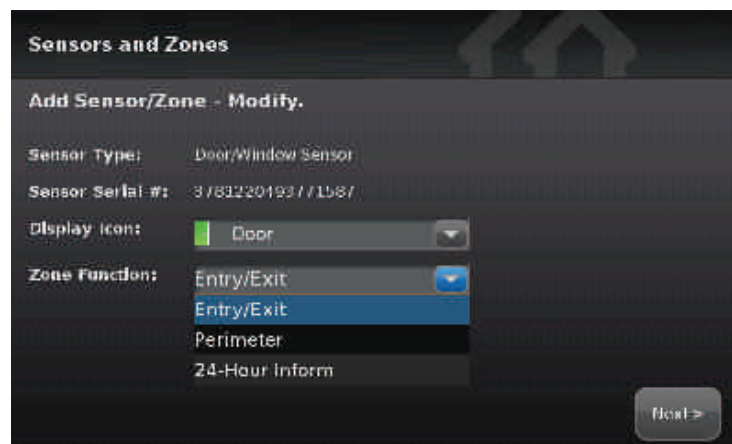
2. Touch the icon for the sensor that you want to modify.

The *Edit Sensors/Zone—Modify Zone Settings* wizard is displayed.



3. Touch a field to change it.

Touching menu fields display a menu of items. Touching text fields displays a keyboard screen to change a label.

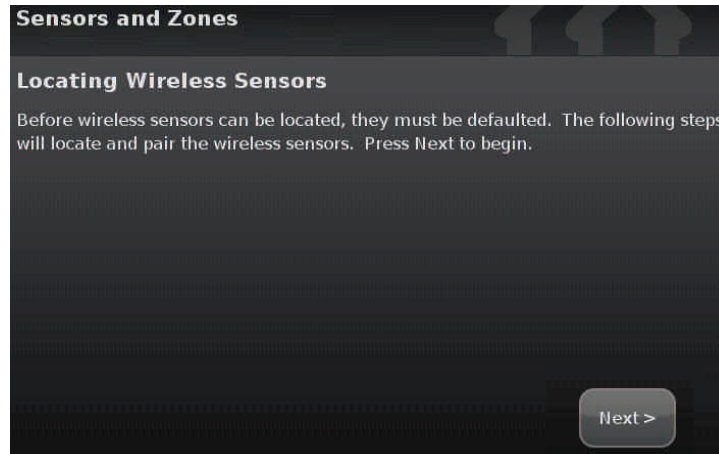


4. Touch **Next** to move through the wizard.
5. Touch **Return to Menu** when the sensor modifications are complete.

To add a sensor to the security system:

1. From the Installer Settings Menu, touch **Sensors & Zones** → **Add a Sensor/Zone**.

*The Locating Wireless Sensors screen is displayed.*



2. Ensure each sensor to be added to the TouchScreen is in Search mode.

**Note 1:** See the sensor installation documentation for how to tell if a sensor is in Search mode, it is not in Search mode, and how to restart Search mode if it is not.

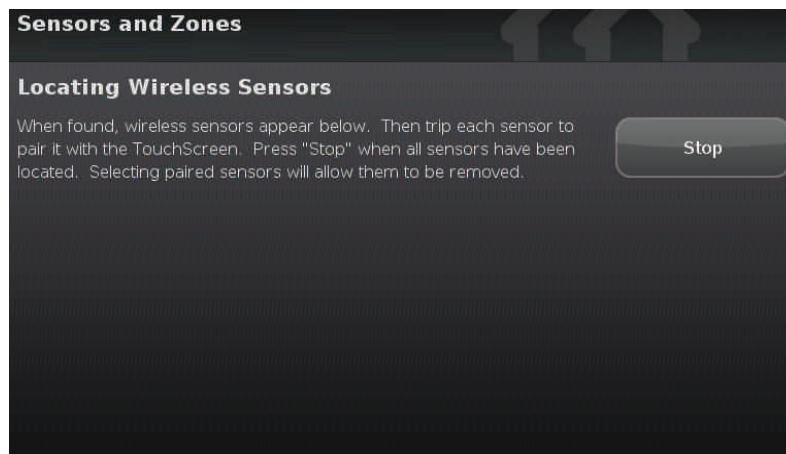
**Note 2:** Available sensors meet the following requirements:

- Defaulted
- Not currently paired with another TouchScreen device
- Currently in Search mode

**Note:** To unpair a sensor from the current TouchScreen, you must delete it (see 88).

3. Click **Next**.

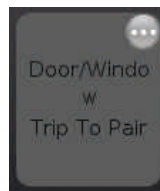
*A Stop button is displayed on the Locating Wireless Sensors screen. The TouchScreen searches for sensors that are available to be added. As sensors are found, a grayed icon is displayed for that sensor.*



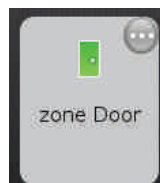
4. Fault each found sensor to pair it to the TouchScreen.

For example, for Door/Window sensors, separate the magnet and reed switch to mimic a door being opened.

*As sensors are found, a grayed icon is displayed for that sensor.*

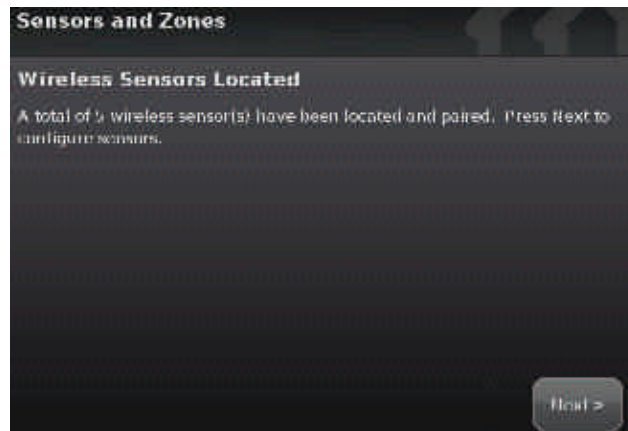


*The icon for each sensor is undarkened as it is faulted and the TouchScreen beeps. The sensor is paired to the TouchScreen.*



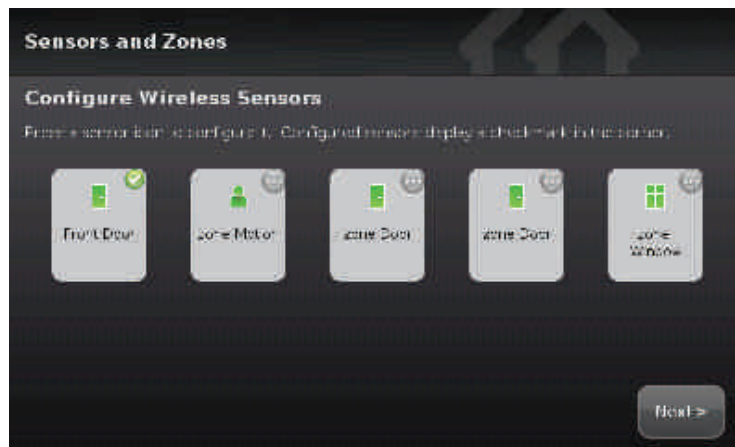
5. Determine that all the sensors have been located by the TouchScreen.
6. When all the sensors are found and paired, touch **Stop**.

*The system notes the number of wireless sensors found and paired.*



7. Click **Next**.

*The Configure Wireless Sensors screen is displayed.*



8. Touch each sensor icon to configure it.

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

See Table 2 on page 25

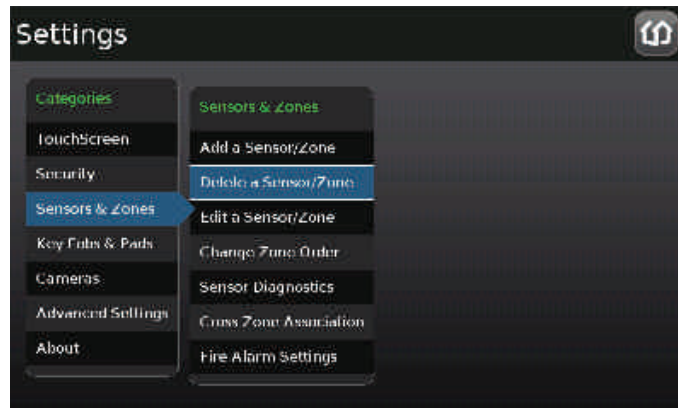
To modify a text field such as the Zone Label, touch the field to display a keyboard.

9. When all the sensors are properly configured, touch **Next** in the Configure Wireless Sensors screen.

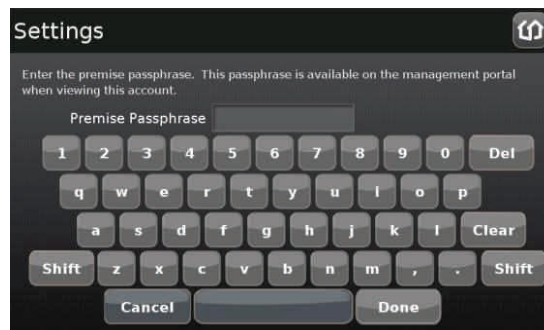


To delete a sensor to the security system:

1. Contact Customer Care to get the Premise Passphrase for the current customer's account.
2. From the Installer Settings Menu, touch **Sensors & Zones** → **Delete a Sensor/Zone**.

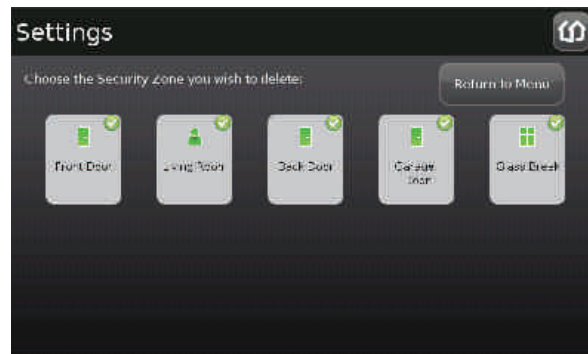


The Premise Passphrase keyboard screen is displayed.



3. Enter the customer's Premise Passphrase and touch **Done**.

An icon for each monitored sensor is displayed.



4. Touch the sensor icon to delete its sensors.

*A confirmation dialog is displayed:*

Deleting a zone cannot be undone. Are you sure you want to delete the  
<zone name> zone?

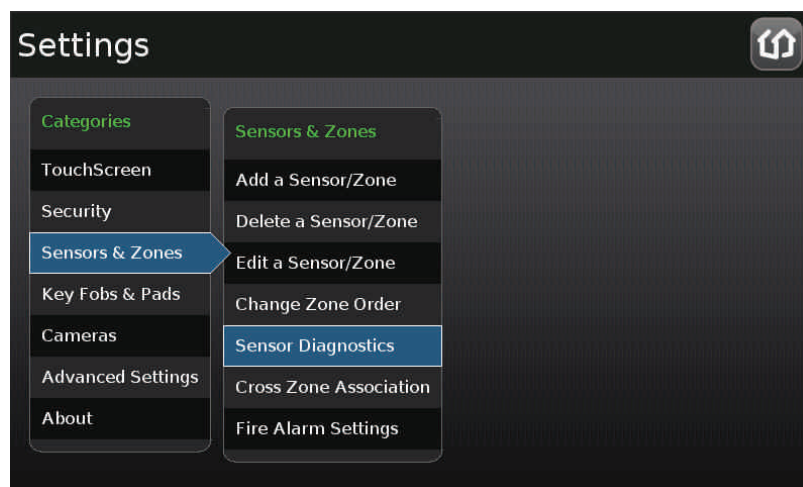
5. Touch **Yes**.

*The sensor icon is deleted. The sensor is no longer being monitored by the security system.*

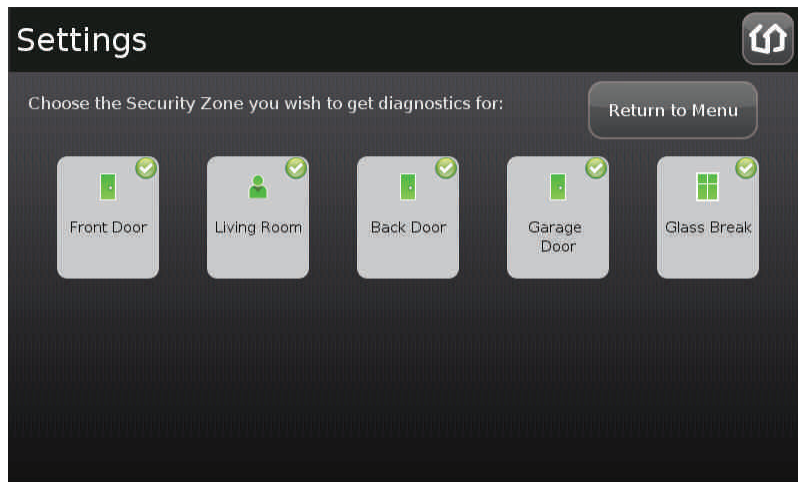
6. Fault the sensor to have it reset to factory default and placed in Search mode to be re-added to a TouchScreen.

**To view details and diagnostic information about a sensor:**

1. From the Installer Settings Menu, touch **Sensors & Zones → Sensor Diagnostics**.

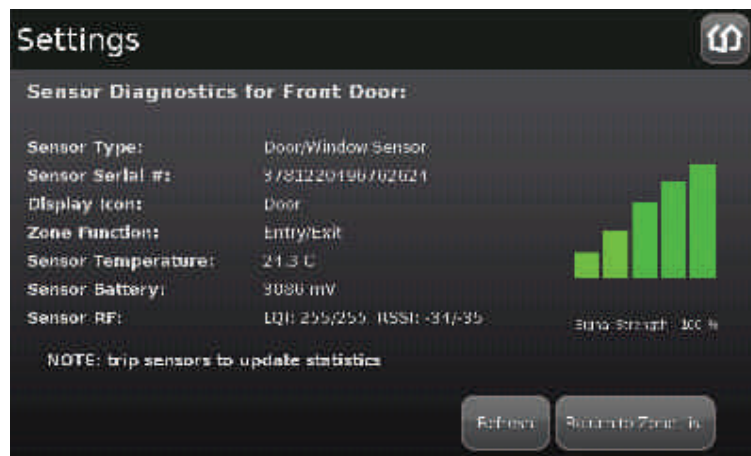


*An icon for each monitored sensor is displayed.*



2. Touch the sensor icon to view its diagnostics.

*The details about the sensor are displayed.*



The following information is displayed about the sensor and security zone:

- Sensor serial number and type (Door/Window, smoke detector, etc.)
- Sensor signal strength detected by the TouchScreen
- Security zone details such as its Display Icon and its function (Entry/Exit, Perimeter, etc)

## Managing Cross-Zone Associations

A cross-zone association requires the following for an alarm to be tripped:

- Two specific sensors are faulted
- The sensor are faulted in a particular order
- The sensors are faulted within a set time period

For example, you can require that a door be opened *and* that a motion sensor detect movement in order for an alarm to be tripped. This can be useful way to avoid a pet inadvertently setting off a motion sensor alarm.

If a Cross-Zone association needs to be modified, delete it (page 93) and create a new one.

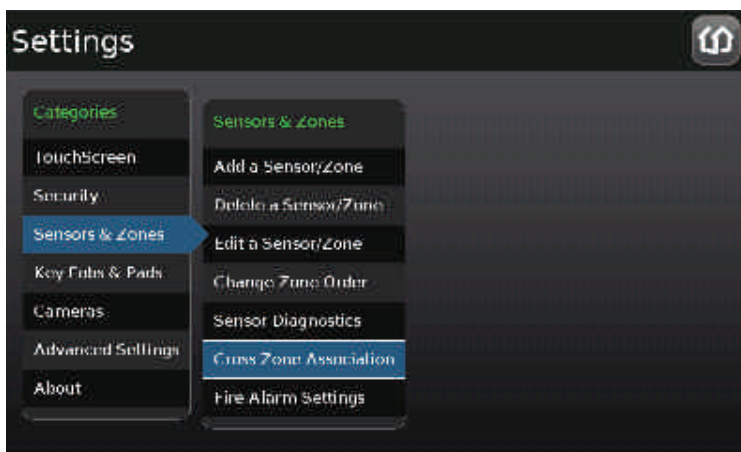
Things to Know about cross-zone associations:

- Neither sensor in a cross-zone association will trip an alarm individually *ever*, in any situation.
- The associated zones will not trip an alarm if they are faulted in the wrong order.
- You cannot associate a single sensor in more than one cross-zone association.

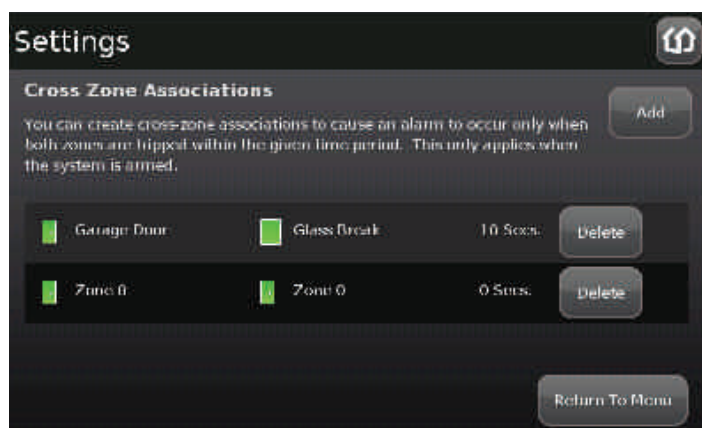
**Important:** Do not use a Cross-Zone association for an Entry/Exit security zone. A Cross-Zone association will override the Entry Delay for such exits.

To create a cross-zone association for two sensors:

1. From the Installer Settings Menu, touch **Sensors & Zones** → **Cross Zone Association**.

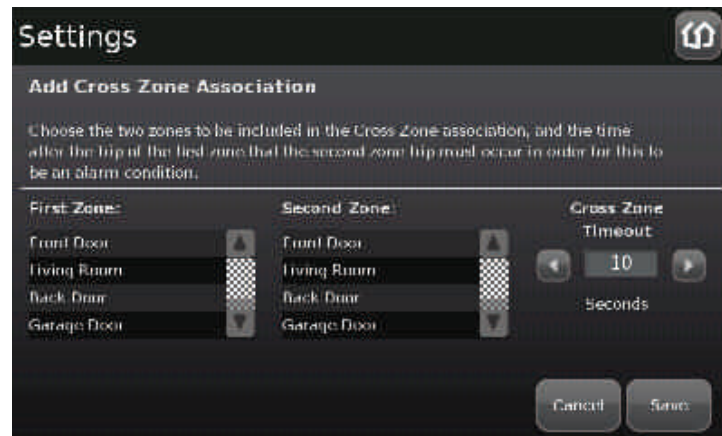


*The Cross Zone Associations screen is displayed.*



2. Touch **Add**.

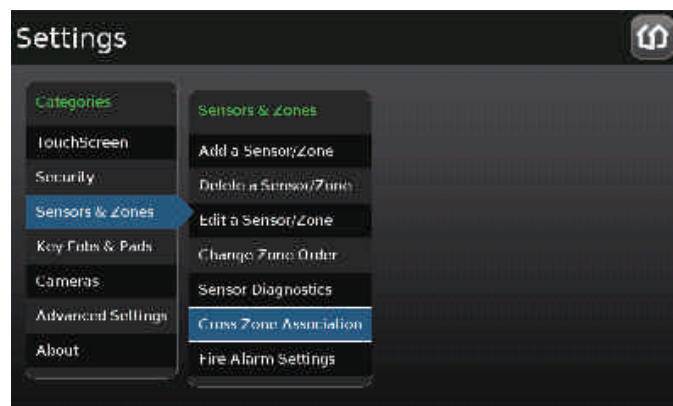
The *Add Cross-Zone Associations* screen is displayed.



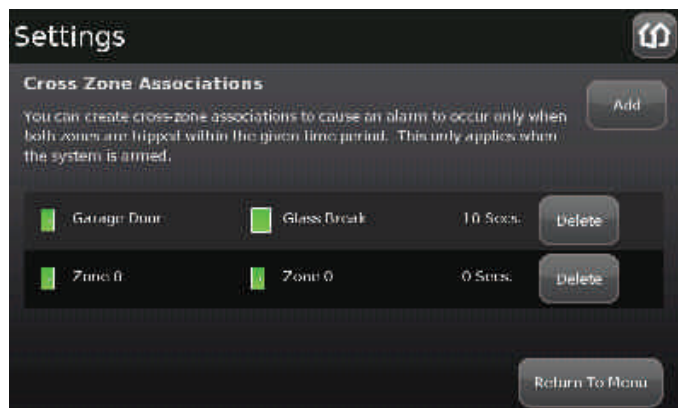
3. Touch a sensor/security zone listed in the First Zone column.
4. Touch a different sensor/security listed in the Second Zone column.
5. In the Cross Zone Timeout field, touch the arrows to set the number of seconds that the system will wait after ONE of the sensors is faulted to see if the OTHER sensor is faulted.
6. Touch **Save** to create the cross-zone association.

**To delete a cross-zone association for two sensors:**

1. From the Installer Settings Menu, touch **Sensors & Zones → Cross Zone Association**.



*The Cross Zone Associations screen is displayed listing each cross-zone association.*



2. Touch **Delete** next to a cross-zone association.

*The cross-zone association is removed.*

## 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.

See page 102 for how 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

See page 104 if you need to replace a camera with another one.

If you are reinstalling the same camera, delete it (see page 104) and then add it again (see the following procedure below).

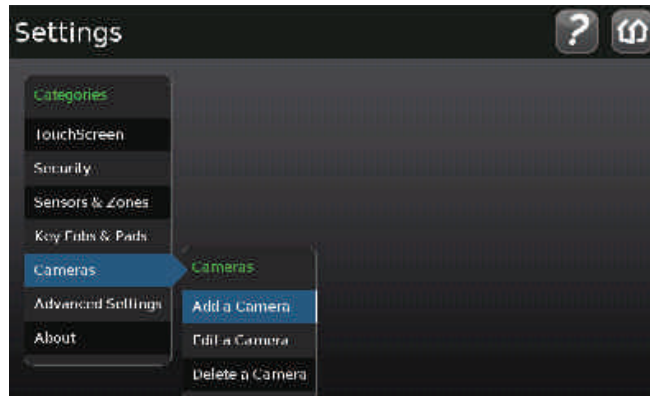
Operations to manage the camera are performed from the Installer Settings Menu (see *Technician Operations* on page 62)

**Note:** See Table 5 on page 47 for troubleshooting tips on installing a camera.

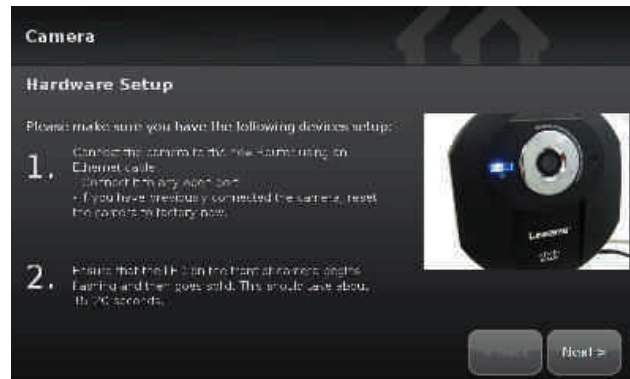


To add a camera to the security device:

1. From the Installer Settings Menu, touch **Cameras** → **Add a Camera**.

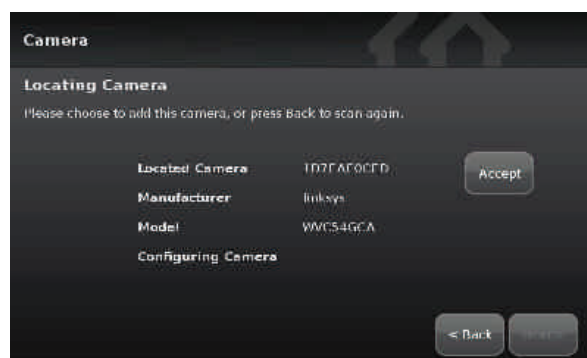
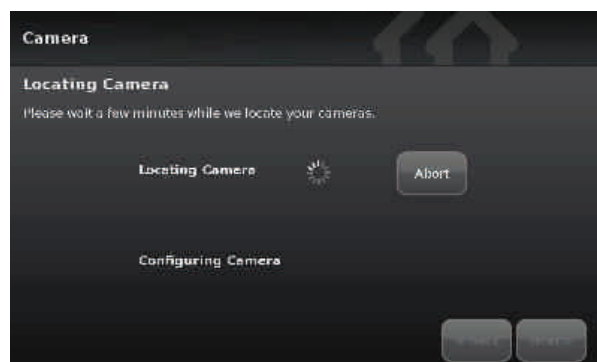


*The Hardware Setup screen is displayed.*



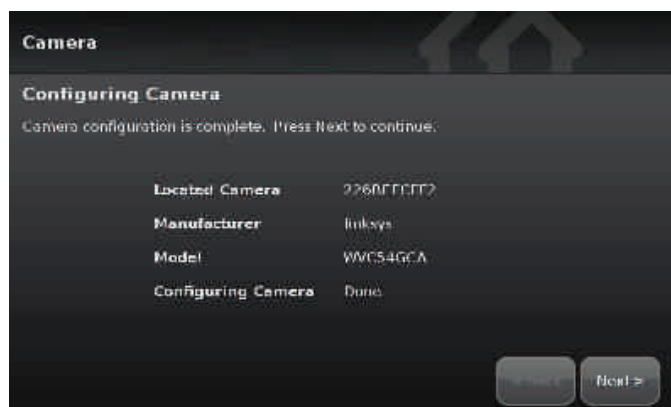
2. Perform the steps described on the Hardware Setup screen.
3. Touch **Next**.

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



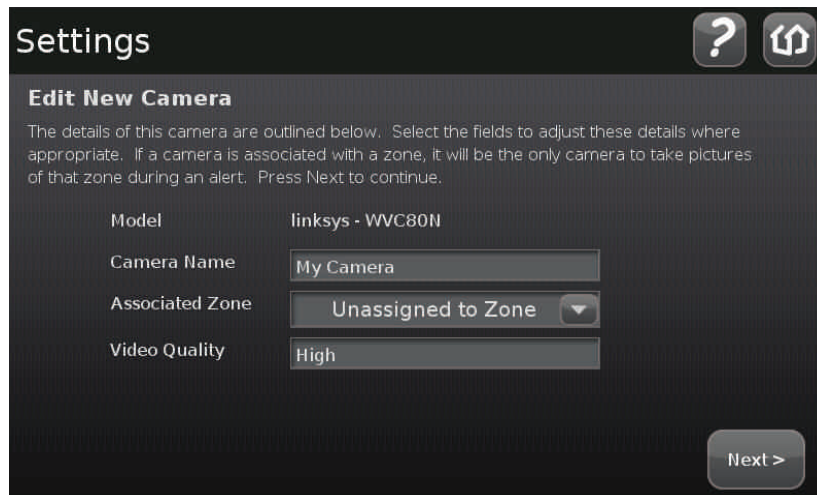
4. Touch **Accept** to pair the camera with the Touchscreen.

After a few seconds the *Configuring Camera* field is marked "Done".



5. Touch **Next**.

The *Edit New Camera* screen is displayed.



**Settings** ? ↶

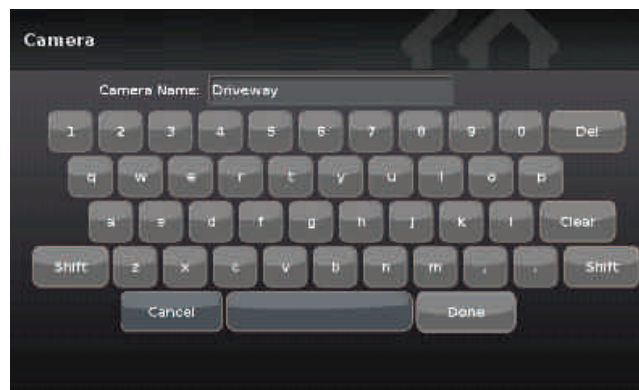
**Edit New Camera**

The details of this camera are outlined below. Select the fields to adjust these details where appropriate. If a camera is associated with a zone, it will be the only camera to take pictures of that zone during an alert. Press Next to continue.

Model	linksys - WVC80N
Camera Name	<input type="text" value="My Camera"/>
Associated Zone	<input type="text" value="Unassigned to Zone"/> ▼
Video Quality	<input type="text" value="High"/>

Next >

6. Touch the Camera Name fields to display a keyboard screen and rename the Camera zone to something that clearly differentiates it from any other cameras. Click **Done** to accept your changes.



**Camera** ↶

Camera Name:

1 2 3 4 5 6 7 8 9 0 Del

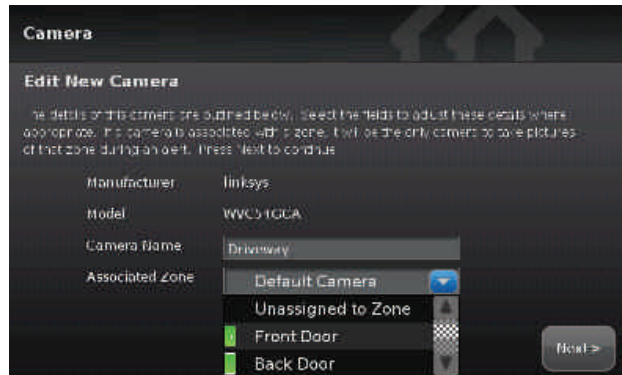
q w e r t y u i o p

a s d f g h j k l Clear

Shift z x c v b n m , . Shift

Cancel Done

7. Touch the Associated Zone field to assign the camera to a security zone.



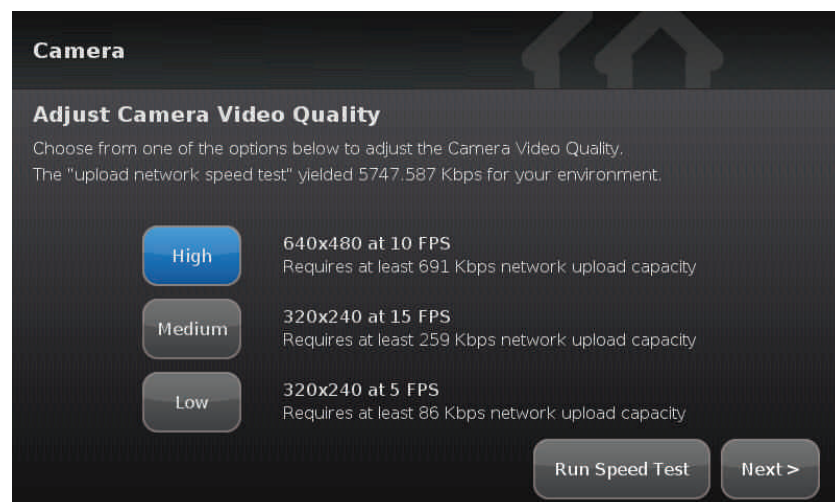
When a camera is assigned to a zone, it takes a series of pictures when an alarm is tripped at that zone. A camera can be assigned to zones for the following types of sensors: door/window sensor, motion detector, glass break detector, smoke detector.

See Table 4 on page 43 information about the Associated Zone menu options.

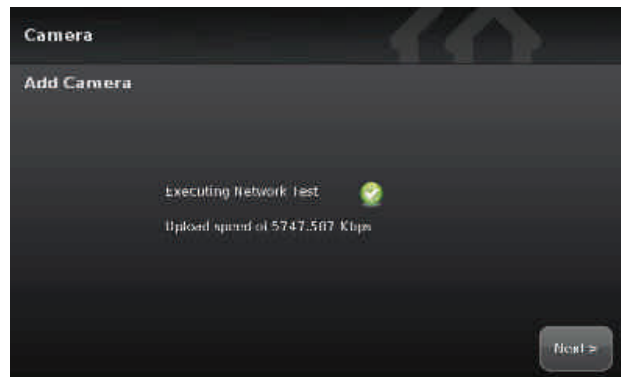
8. Touch the Video Quality field to determine the ideal level of video detail to be captured by the device.

- a. Touch **High**, **Medium** or **Low**, whichever option has a recommended value for the *network upload capacity* is less than the *upload network speed*.

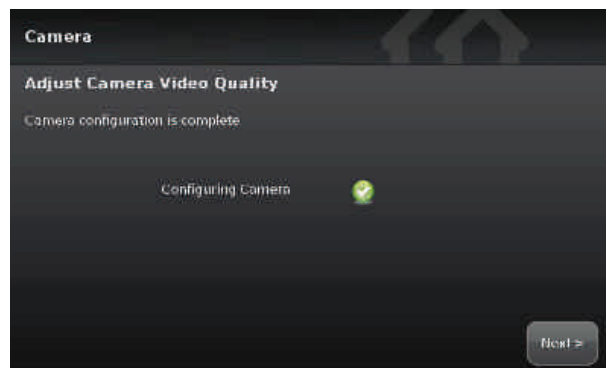
*The Adjust Camera Video Quality screen is displayed.*



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

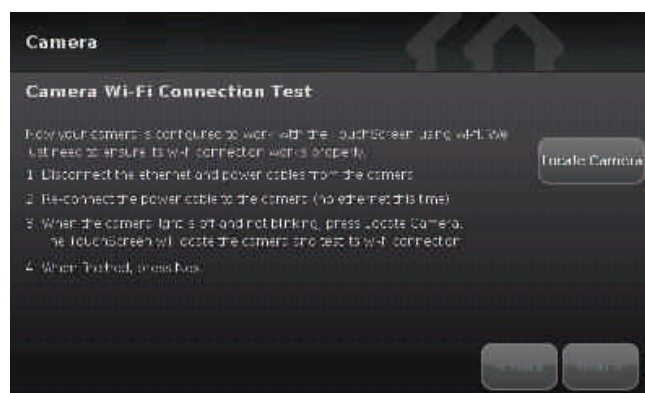


- c. Touch **Next** to return to the Adjust Camera Video Quality screen.
- d. Touch the appropriate video quality based on the measured speed, and touch **Next**.



- 9. Touch **Next**.

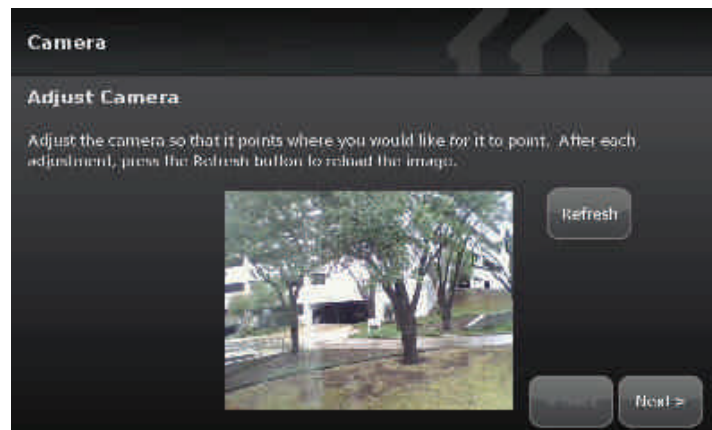
*The Camera Wi-Fi Connection Test screen is displayed.*



- 10. Follow the instructions in the Camera Wi-Fi Connection Test screen to have the camera connected to the TouchScreen wirelessly.

11. When the camera has been successfully paired wirelessly to the TouchScreen, touch **Next**.

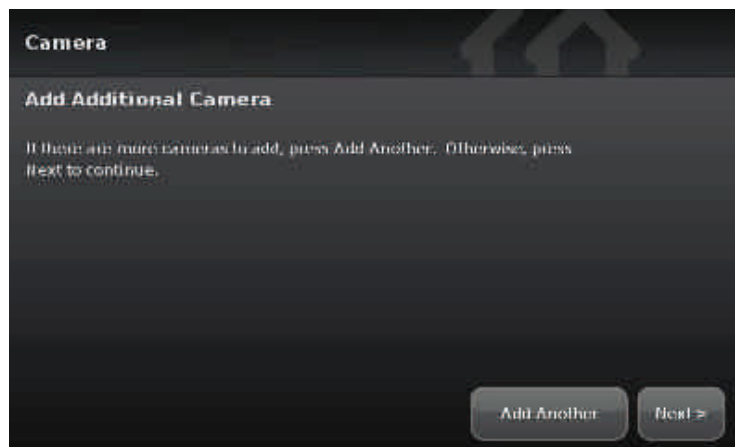
*The Adjust Camera screen is displayed.*



12. Point the camera as needed.

13. Touch **Next**.

*The Add Additional Camera screen is displayed.*



14. Touch **Add Another** to add an additional camera. Repeat steps 2 on page 13.

Touch **Next** to end this operation.

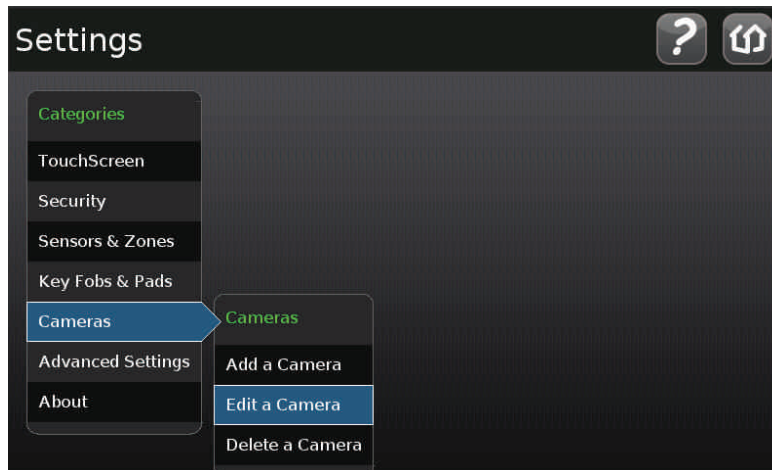
*If this is the first camera added to the system, the Camera widget is added to the Home screen in the TouchScreen.*

### To modify the details of a camera:

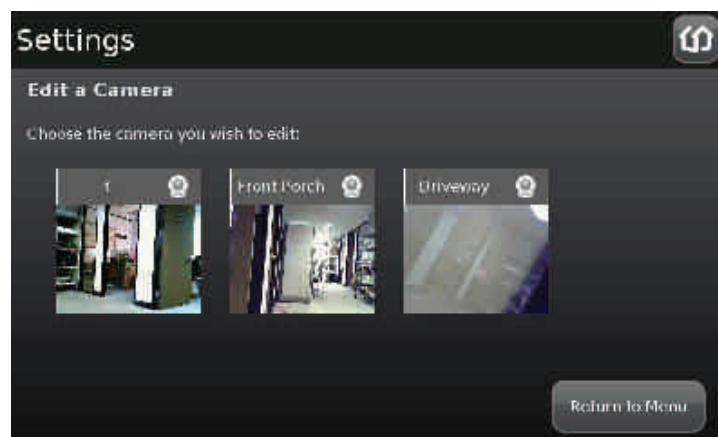
Use this method to:

- 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

1. From the Installer Settings Menu, touch **Cameras** → **Edit a Camera**.

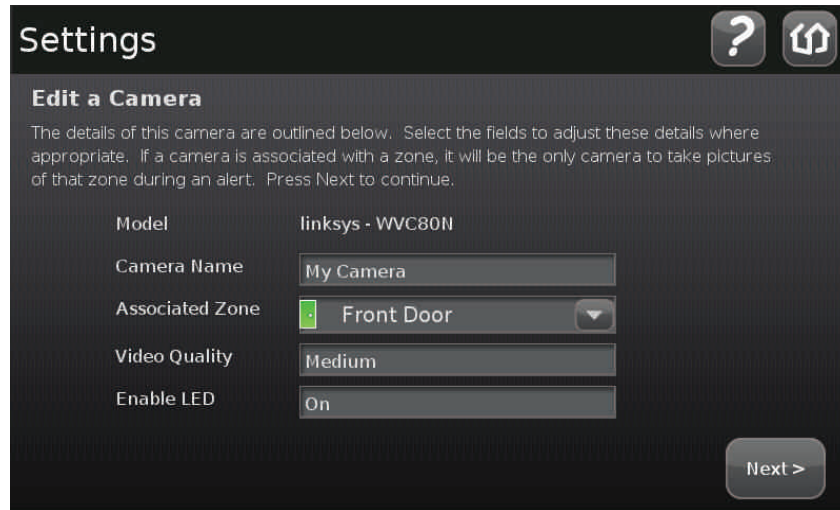


The *Edit a Camera* screen is displayed showing a label and a captured image for each camera view.



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

*The details of the selected camera are displayed.*



**Settings**

**Edit a Camera**

The details of this camera are outlined below. Select the fields to adjust these details where appropriate. If a camera is associated with a zone, it will be the only camera to take pictures of that zone during an alert. Press Next to continue.

Model	linksys - WVC80N
Camera Name	<input type="text" value="My Camera"/>
Associated Zone	<input type="button" value="Front Door"/>
Video Quality	<input type="text" value="Medium"/>
Enable LED	<input type="text" value="On"/>

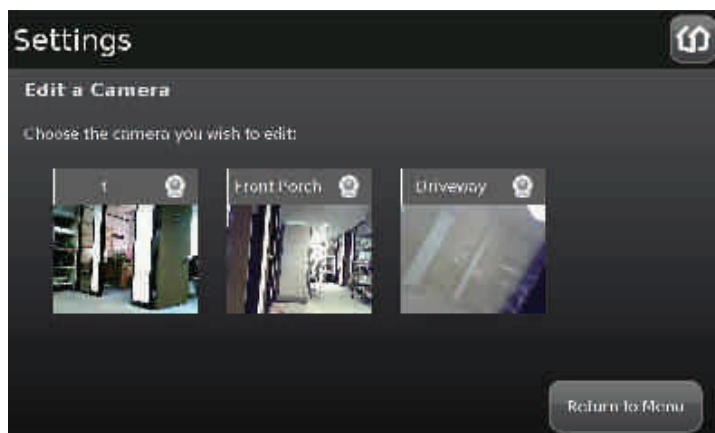
3. Touch the Camera Name fields to display a keyboard screen and rename the Camera zone. Click **Done** to accept your changes.

Touch the Associated Zone field to display menu of options for assigning the camera to a security zone. See Table 4 on page 43 information about the Associated Zone menu options.

Touch the Video Quality field to test the upload network speed and determine the best video quality level for the current camera.

4. Touch **Next**.



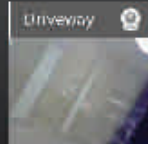
*The Edit a Camera screen is displayed showing a label and a captured image of all the camera views.*



**Settings**

**Edit a Camera**

Choose the camera you wish to edit:

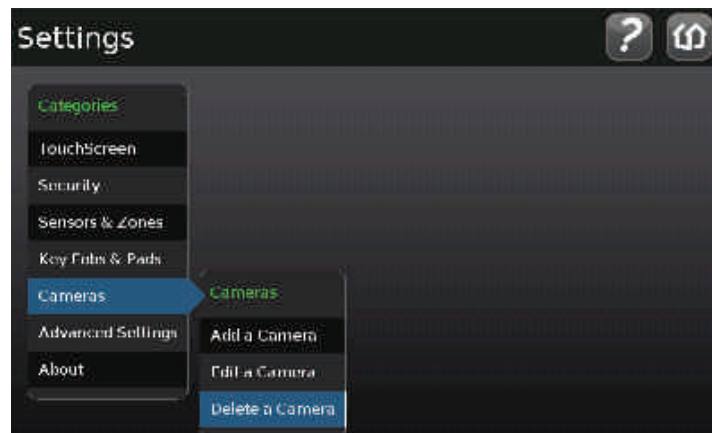


**To replace the camera currently installed in the security system with another camera:**

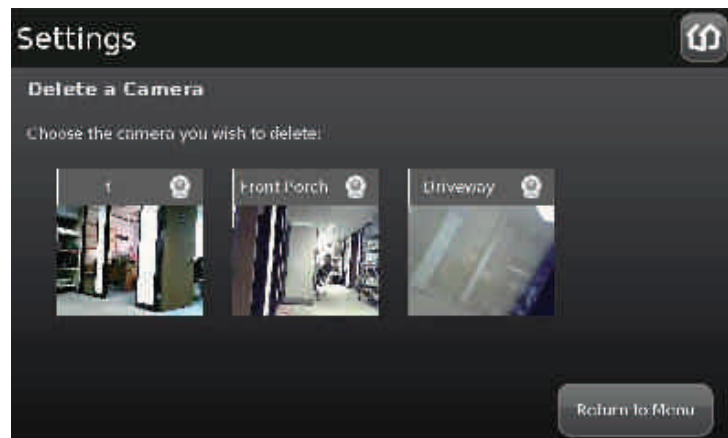
1. Perform the Delete a Camera operation on page 104 for the old camera.
2. Reset the new camera to factory defaults and connect an Ethernet cable to it.
3. Perform the Add a Camera operation on page 96 for the new camera.

**To delete a camera attached to the security system:**

1. From the Installer Settings Menu, touch **Cameras → Delete a Camera**.



*The Delete a Camera screen is displayed with an image representing the cameras currently installed to the SECURITY system.*



2. Touch the image for the installed camera.

*A confirmation message is displayed:*

Are you sure you want to delete <Camera zone name>.

3. Touch **Yes**.

*The camera image is removed from the Delete a Camera screen.*

## Managing Key Fobs

A key fob is a mobile device used to quickly arm and disarm the security system. The following operations are used to manage key fobs.

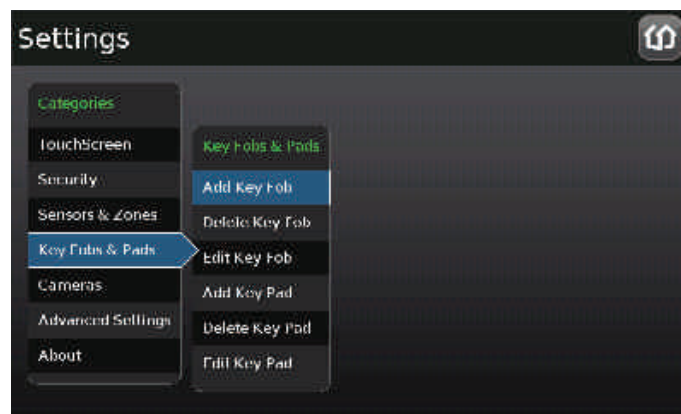
Perform the operations in this section to manage key fobs:

- Add
- Delete (page 110)
- Reset to default (page 110)
- Change the name of a key fob as shown in reports on the TouchScreen and in the Subscriber Portal (page 109)

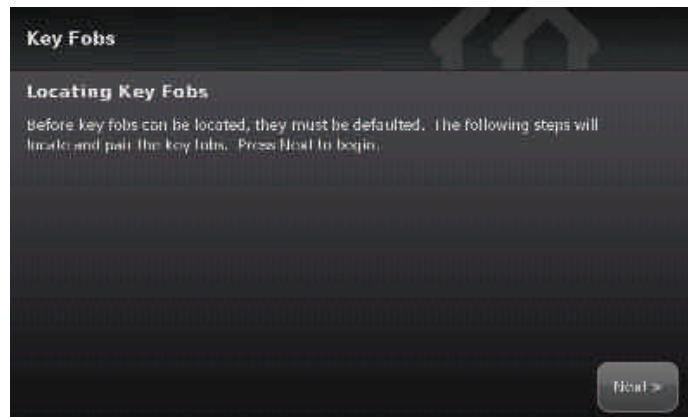
These operations are performed from the Installer Settings Menu (see *Technician Operations* on page 62).

**To add a key fob to the security system:**

1. From the Installer Settings Menu, touch **Key Fobs & Pads → Add Key Fob**.

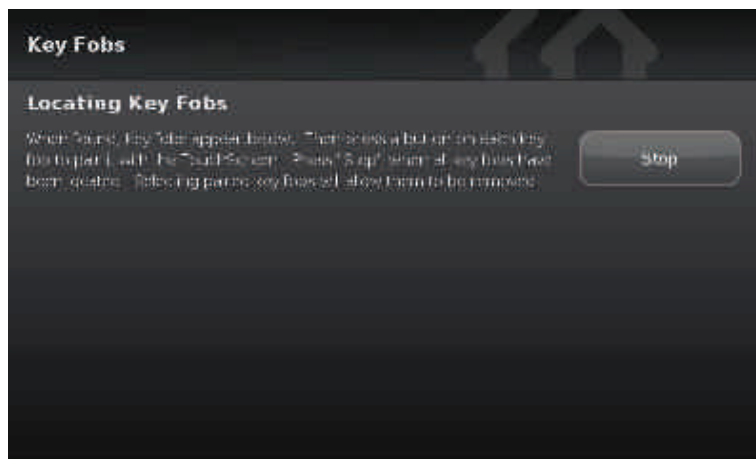


*The Locating Key Fobs screen is displayed.*



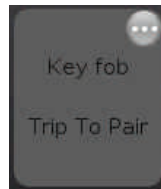
2. Touch **Next** to begin searching for key fobs to add.

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



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

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



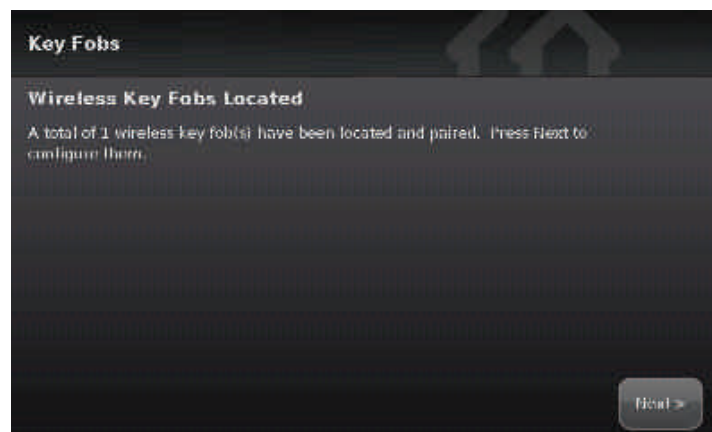
4. Press the star button  to pair the found key fob.

*The key fob is paired with the TouchScreen and the icon is ungreyed.*



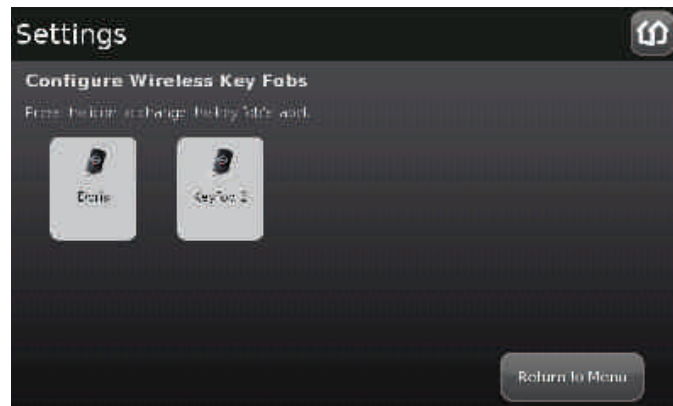
5. Touch the key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.
6. Touch **Stop**.

*The Wireless Key Fobs Located screen notes the number of key fobs found and paired.*



7. Touch **Next**.

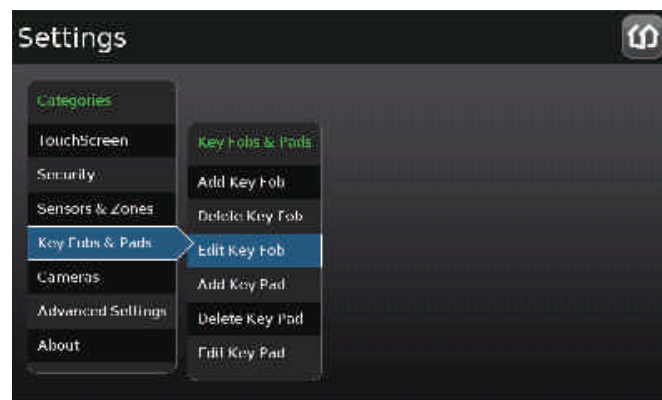
*The Configure Wireless Key Fobs screen is displayed.*



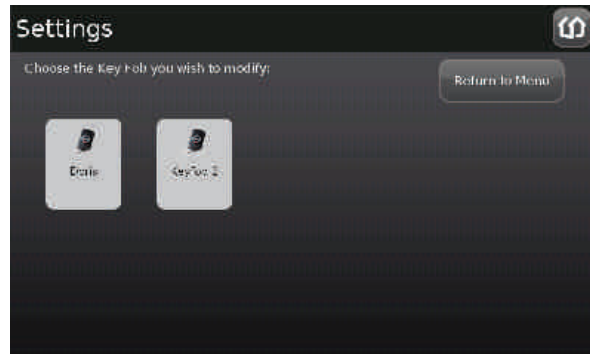
8. Touch the key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

**To change the name of a key fob:**

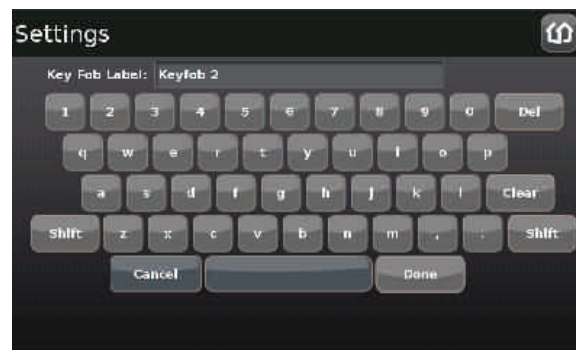
1. From the Installer Settings Menu, touch **Key Fobs & Pads** → **Edit Key Fob**.



*The Settings screen displays a rectangular icon for each key fob currently added to the system.*



2. To modify the system label for the key fob, touch its icon to display a keyboard.



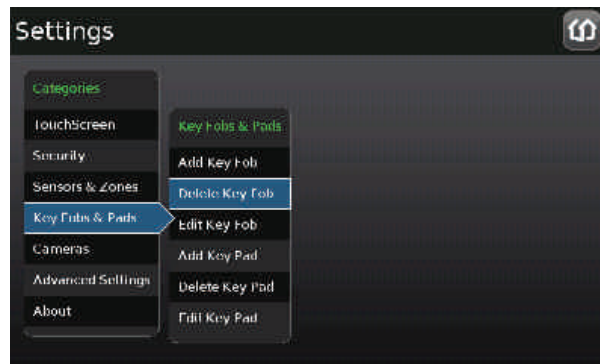
3. Enter a new name and touch **Done**.
4. Repeat the previous step to modify additional key fobs, or touch **Return to Menu** to end this operation.

### To reset a key fob to factory defaults:

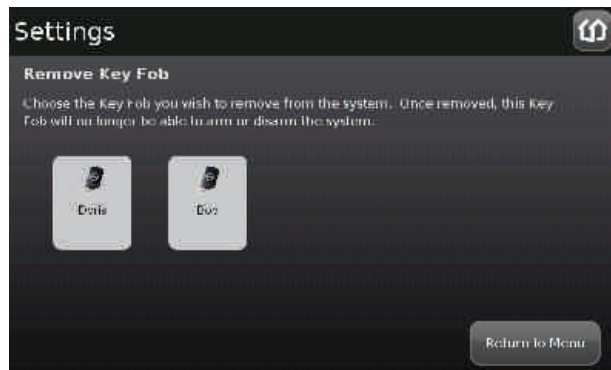
1. Delete the associated key fob from the TouchScreen (see the following procedure).
2. Reset the key fob to factory defaults as described in its installation documentation.
3. Add the sensor again to the TouchScreen (see page 106).

### To delete a key fob from the security system:

1. From the Installer Settings Menu, touch **Key Fobs & Pads** → **Delete Key Fob**.



The Delete a Key Fob screen is displayed with an icon representing each key fob currently installed to the security system.



2. Touch the icon for the key fob to delete.


A confirmation message is displayed:

Are you sure you want to delete <Key Fob name>.

3. Touch **Yes**.

The key fob icon is removed from the Delete a Key Fob screen.

4. Touch **Yes**.

5. After deleting the key fob from the TouchScreen, press the  button on the key fob to reset the device to default and to place it in Search mode so it can be added to a TouchScreen again.



## Managing Key Pads

A key pad is a mobile device used to remotely enter key pad codes.

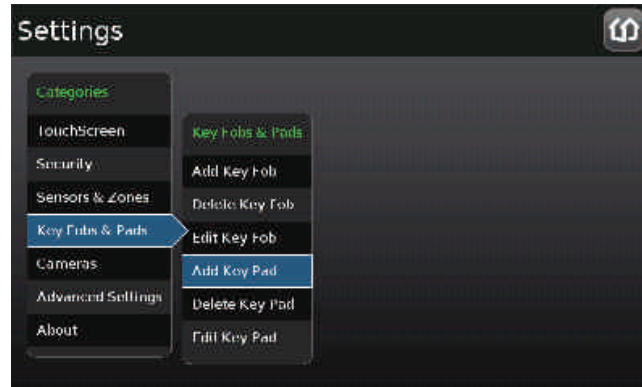
Perform the operations in this section to manage key pads as described in this section:

- Add
- Delete (page 117)
- Reset to default (page 117)
- Change the name of a key pad as shown in reports on the TouchScreen and in the Subscriber Portal (page 115)

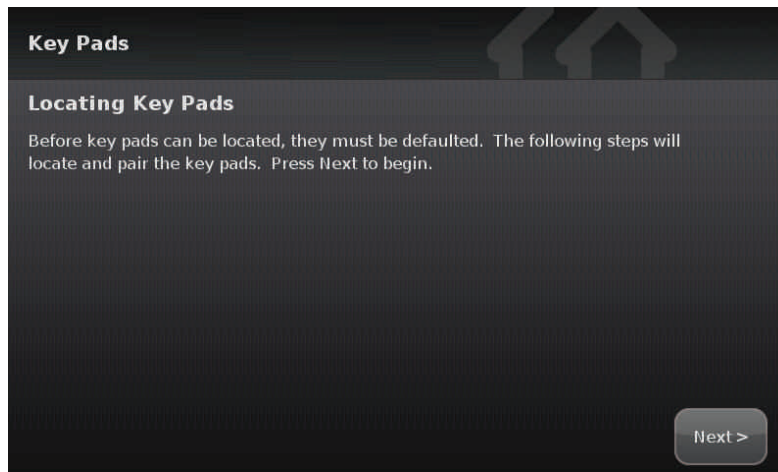
These operations are performed from the Installer Settings Menu (see *Technician Operations* on page 62).

**To add a key pad to the security system:**

1. From the Installer Settings Menu, touch **Key Fobs & Pads** → **Add Key Fob**.

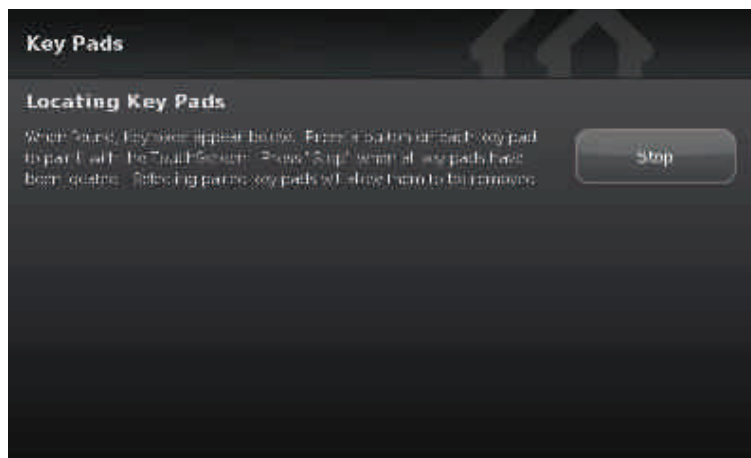


*The Locating Key Pads screen is displayed.*



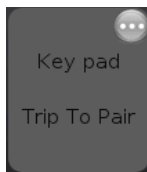
2. Touch **Next** to begin searching for key fobs to add.

*A Stop button is displayed on the Locating Key Pads screen. The TouchScreen searches for key pads that are available to be added (defaulted and in Search mode).*



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

*When a key pad is found, a darkened icon is displayed for it.*



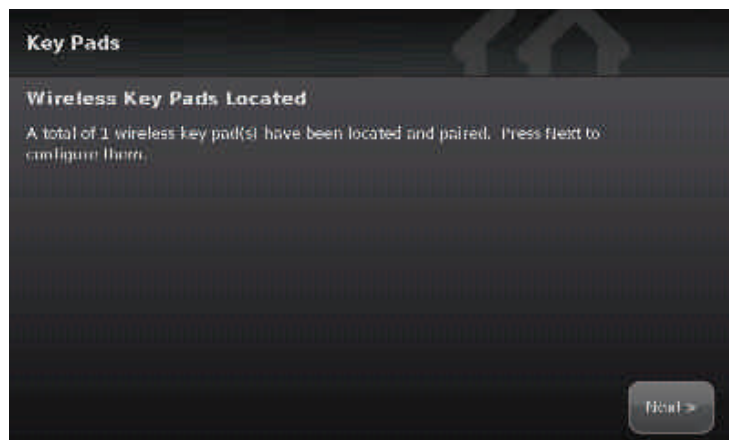
4. Press the star button  to pair the found key pad.

*The key pad is paired with the TouchScreen and the icon is ungreyed.*



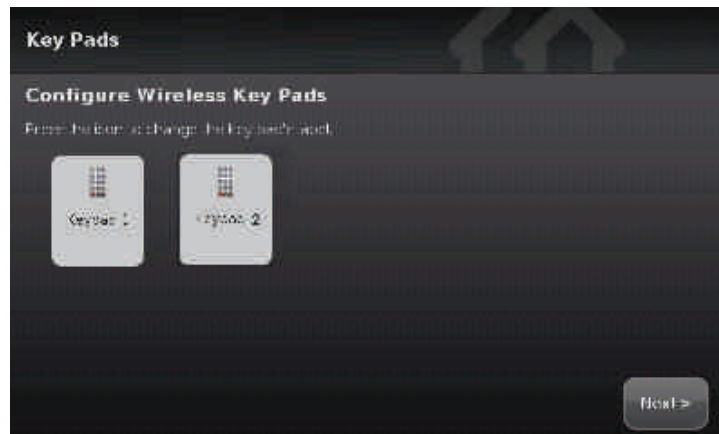
5. Touch **Stop**.

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



6. Touch **Next**.

*The Configure Wireless Key Pads screen is displayed.*



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

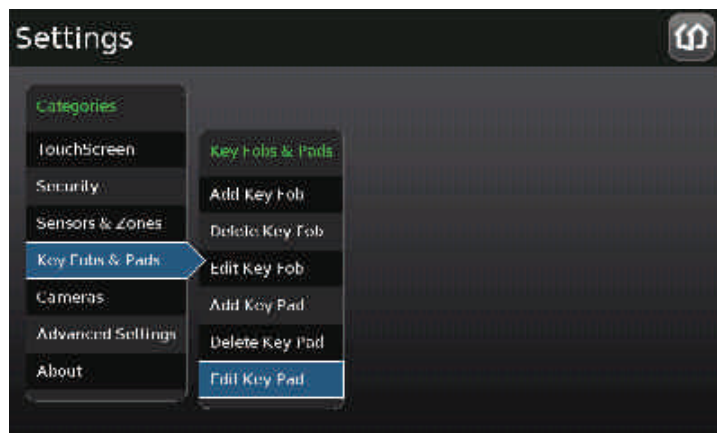
*A keyboard screen is displayed.*



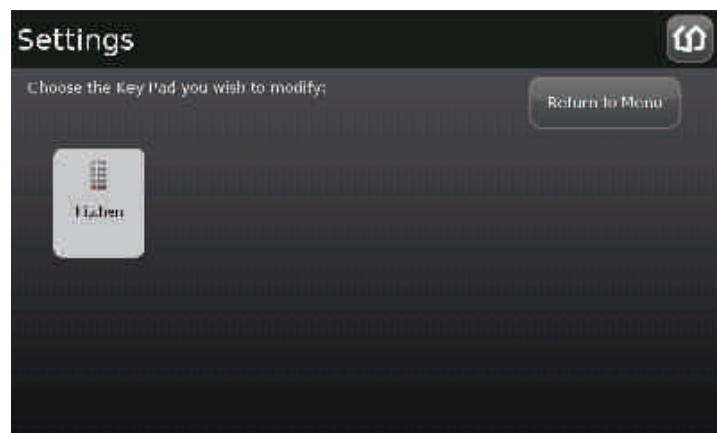
8. Enter a name for the key pad, and touch **Done** to return to the Configure Wireless Key Pads screen.

**To change the name of a key pad:**

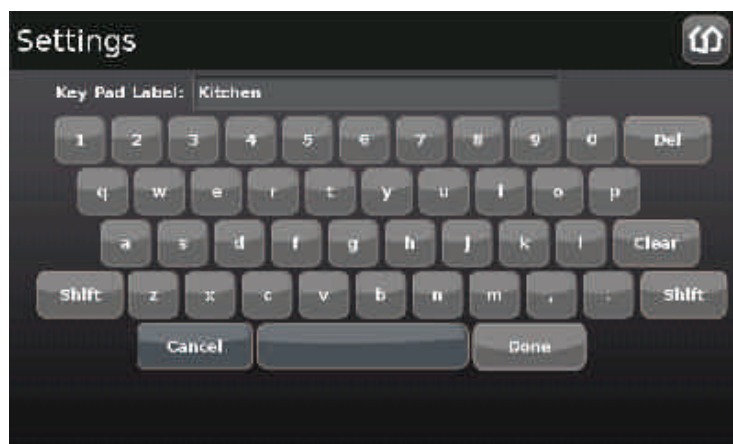
1. From the Installer Settings Menu, touch **Key Fobs & Pads** → **Edit Key Fob**.



The Settings screen displays a rectangular icon for each key pad currently added to the system.



2. To modify the system label for the key pad, touch its icon to display a keyboard. Enter a new name and touch **Done**.



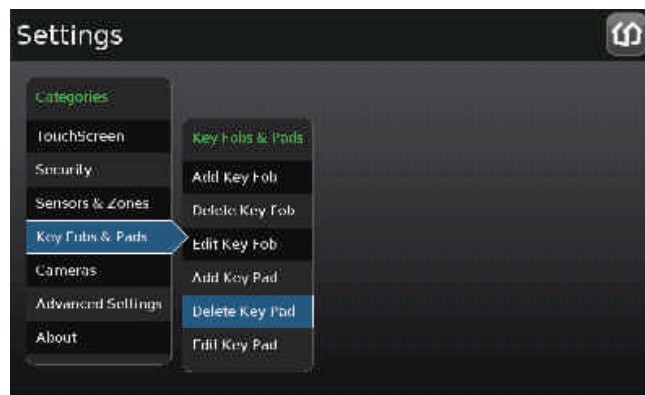
3. Repeat the previous step to modify additional key pads, or touch **Return to Menu** to end this operation.

### To reset a key pad to factory defaults:

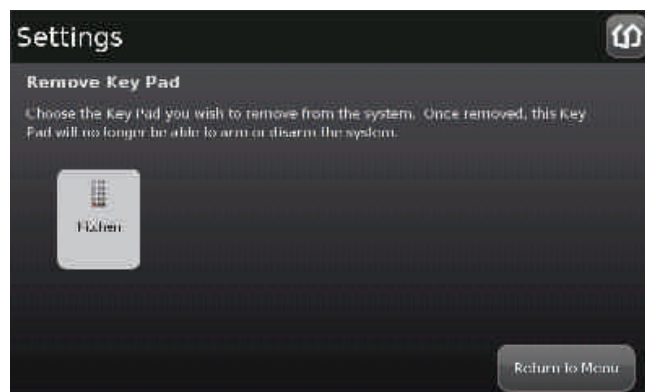
1. Delete the associated key pad from the TouchScreen (see page 117).
2. Reset the key pad to factory defaults as described in its installation documentation.
3. Add the key pad again to the TouchScreen (see page 112).

### To delete a key pad from the security system:

1. From the Installer Settings Menu, touch **Key Fobs & Pads** → **Delete Key Fob**.



The Delete a Key Pad screen is displayed with images representing the key fobs currently installed to the security system.




2. Touch the icon for the key fob to delete.

*A confirmation message is displayed:*

Are you sure you want to delete <Key pad name>.

3. Touch **Yes**.

*The key pad icon is removed from the Delete a Key Fob screen.*

4. After deleting the key pad from the TouchScreen, press the  button to reset the device to default and place it in Search mode so it can be added to a TouchScreen again.

## Replacing a TouchScreen

The Return Merchandise Authorization (RMA) procedure does not involve configuring the customer's sensors, peripherals, or cameras. This procedure also does not require that the customer reactivate the Subscriber Portal. The zone configuration, key pad codes, configured alerts, images, and any other configurations are retained. The device-swap is seamless from the user point-of-view.

The replacement device cannot have the same MAC address as the RMA'd TouchScreen. The ZigBee module in the replacement device cannot contain sensor information from a previous installation.

### To replace a TouchScreen with a new one:

1. Unplug the RMA'd TouchScreen, and remove the battery.
2. Reset the security network router to factory defaults, that is, the router to which the TouchScreen is most directly connected (see page 1).
3. Install the new TouchScreen as described in section B on page number 4.

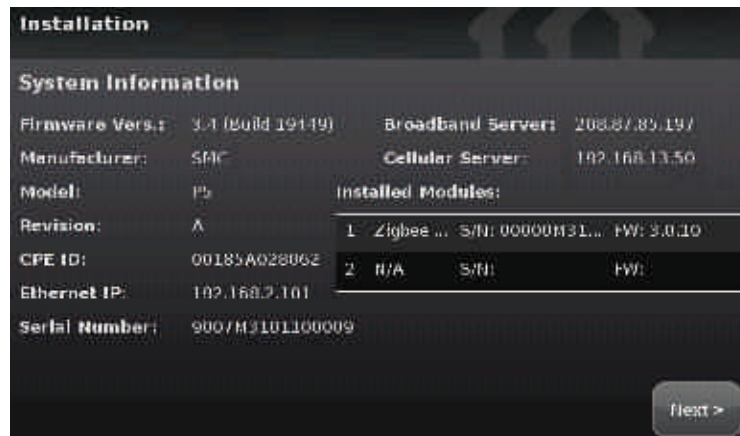
*The TouchScreen boots up and the Welcome Screen is displayed.*



4. Touch System Information.

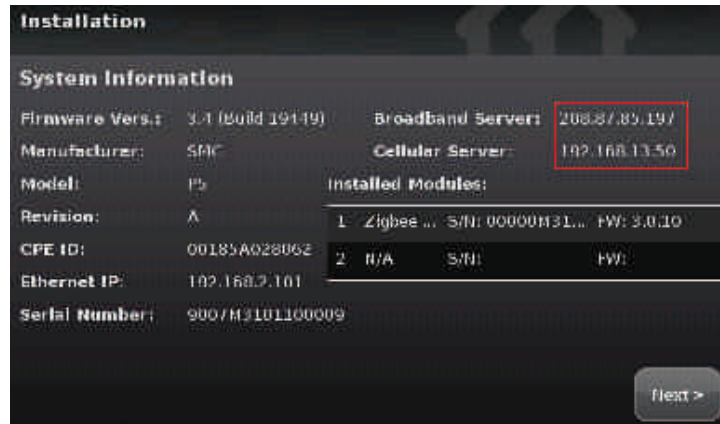


*The System Information screen is displayed.*



5. If the current account has not been marked for RMA already, contact Customer Care and request that it be marked for RMA.
6. Ensure you have the following information from Customer Care:
  - **CPE ID** of the RMA'd TouchScreen
  - **RMA Activation Code**
  - **Account Phone Number**
  - **Broadband Server IP**
  - **Cellular Server IP**
  - **Cellular APN**
  - If your system uses deployments, have Customer Care ensure that the new TouchScreen (based on CPE ID) is applied to the customer's **Deployment**.

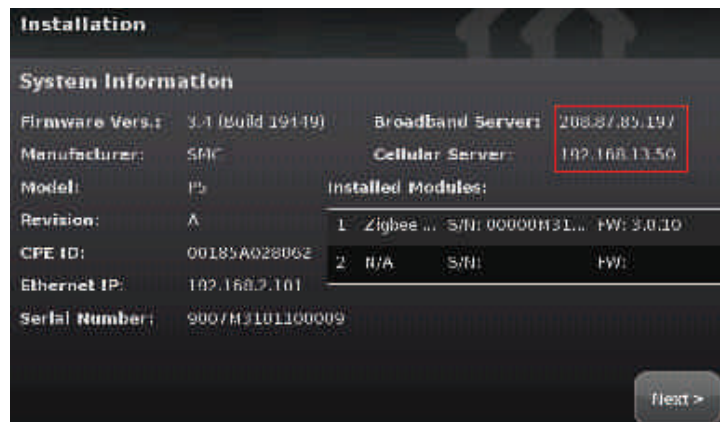
7. Touch directly on the Broadband Server *value* (the IP).



*The Edit System Configuration Information screen is displayed.*

8. Change the Broadband Server IP, Cellular Server IP, and the Cellular APN values by touching them to display a keyboard in the screen. Enter the new values and touch **Done**.
9. After all the values have been set, touch **Next**.

*The System Information screen is displayed.*



10. Touch **Next**.

*The Welcome Screen is displayed.*



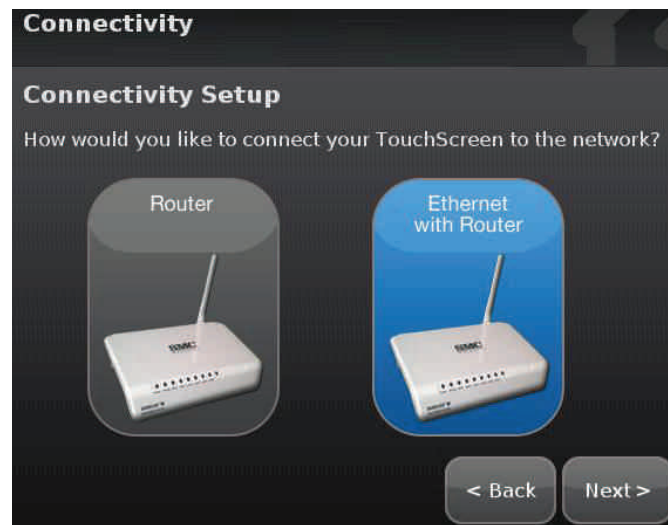
**11.** Touch **Next**.

*The Connectivity screen displays the type of Internet router to which the TouchScreen will connect.*



**12.** Touch the type of router the TouchScreen will use and touch **Next**.

*The Connectivity Setup screen displays options for connecting to the router/modem.*

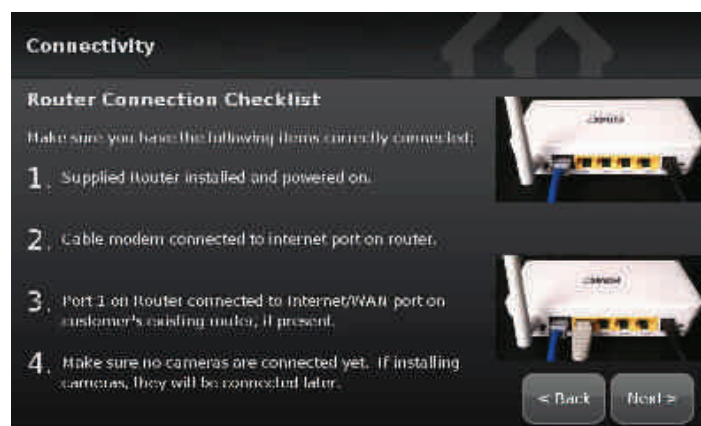


**Note:** The following options are displayed:

- Router — Connect to the router/modem wirelessly)
- Ethernet with Router — Connect to the router/modem using an IEEE 802.3 Ethernet cable

**13.** Touch the method for the TouchScreen to connect to the router/modem and click **Next**.

*If Router was selected, the Router Connection Checklist is displayed.*



*If Ethernet with Router was selected, the Ethernet Connection Checklist is displayed.*



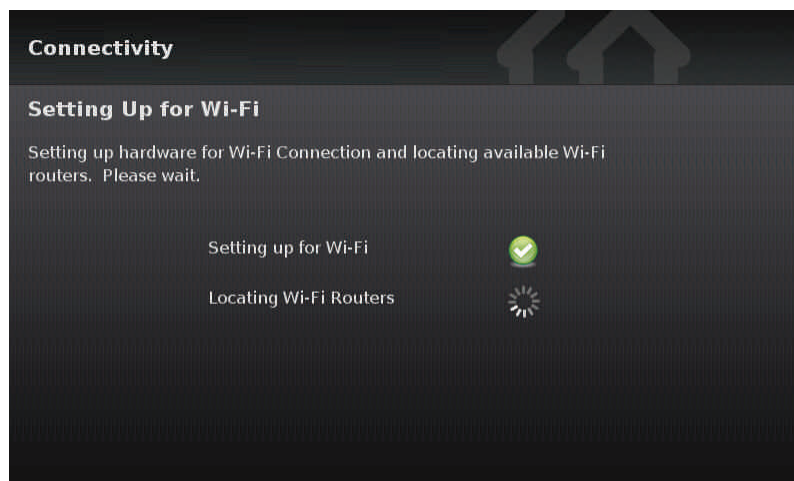
14. Follow the instructions on the Connection Checklist screen.

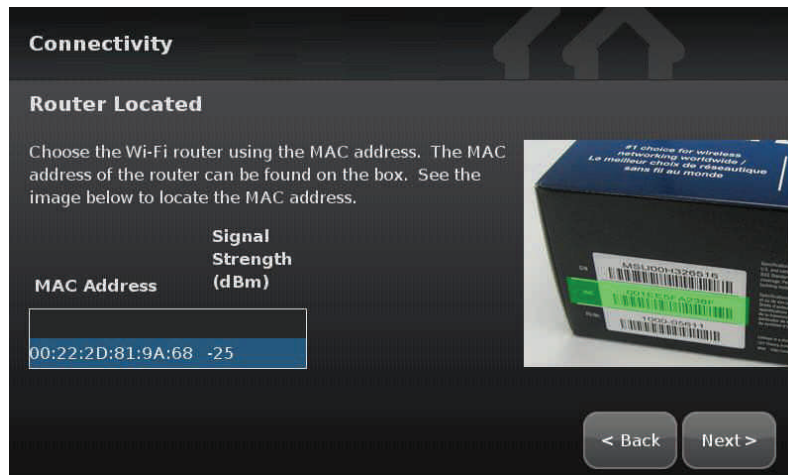
15. Reset the router/modem to factory defaults and then reboot it.

**For wireless connectivity:**

a. Click Next.

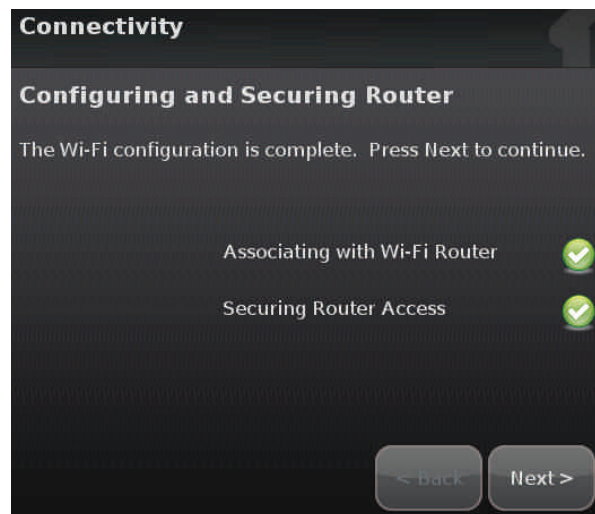
*The TouchScreen locates all the available wireless routers in range, and displays their MAC address.*





- b. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).
- c. Touch the MAC address for the correct router.
- d. Touch **Next**.

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



## For cabled connectivity:

- a. Click **Next**.

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



- b. Wait a few minutes for the router/modem to reassign IP addresses.

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

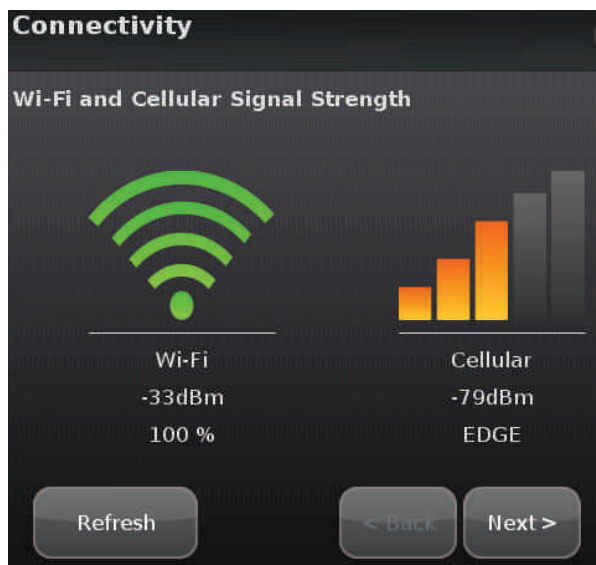
16. After the TouchScreen successfully establishes its connections, touch **Next**.

*The WiFi & Cellular Strength screen displays the relative strength of the TouchScreen's connection to the router/modem and a GPRS receiver.*

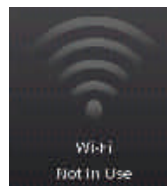
**To test the security connectivity the Internet and cellular servers (after activation):**

From the Settings widget, touch **Advanced Settings → Test Connectivity**.

*The WiFi and Cellular Signal Strength screen is displayed.*



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



17. Touch **Next**.

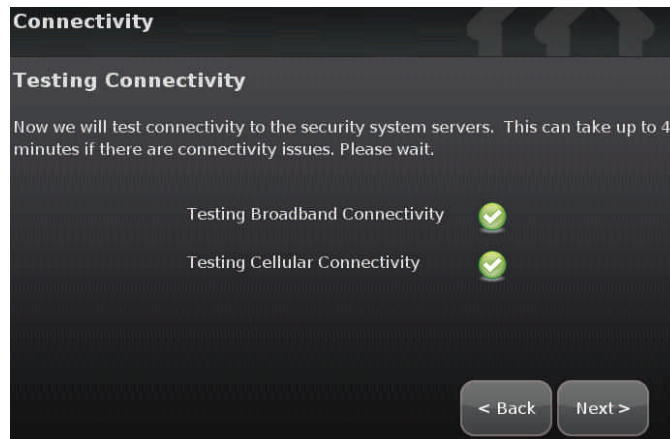
*The Testing Connectivity screen is displayed.*



18. Touch **Next**.



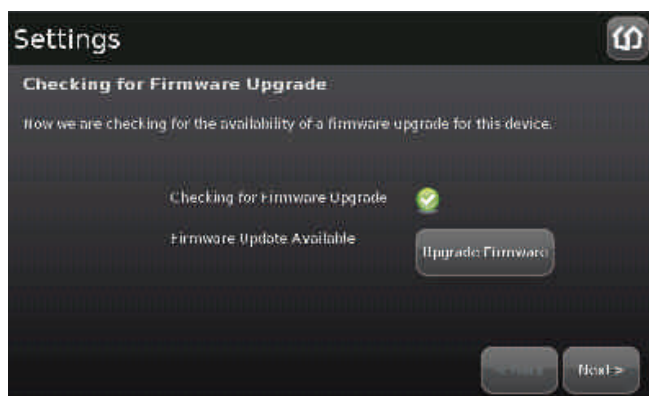
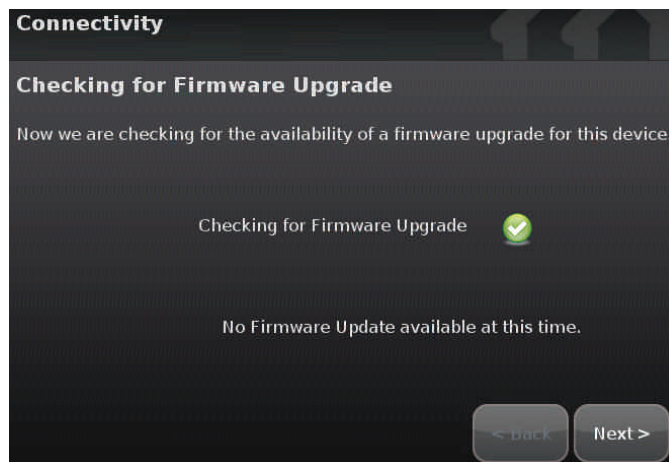
*The TouchScreen tests its connectivity with the Broadband servers and the Cellular servers (used for alerts when the broadband connection is unavailable).*



**Note:** If there is a problem with the connectivity to either type of server, contact Customer Care.

19. When the connectivity test is successful for each, touch **Next**.

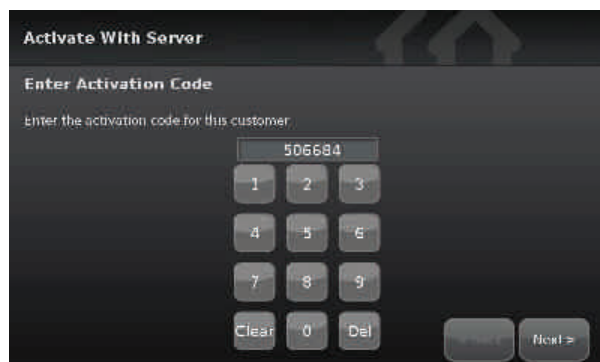
*The TouchScreen checks for a newer firmware version to install.*



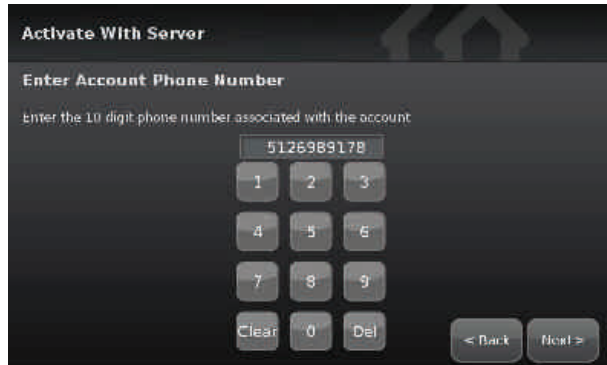
**20.** If an upgrade version is available, touch **Upgrade Firmware**.

If an upgrade is not available or after the upgrade is installed, touch **Next**.

*The Enter Activation Code keypad is displayed.*



21. Enter the **RMA Activation Code** and touch **Next**.
22. Enter the Account Phone Number and touch **Next**.



*The Choose TouchScreen to Replace screen is displayed.*

23. Touch the CPE ID of the TouchScreen to be replaced, and then touch **Next**.

*The Handling RMA Activation screen is displayed.*

*The system activates the new TouchScreen, retrieves the configuration and widget settings of the replaced TouchScreen, and restores the connectivity relationship with the Home's sensors and peripherals (key fobs and cameras).*

24. When the RMA activation is complete, touch **Next**.

*The RMA Activation Complete screen is displayed.*

25. Touch **Reboot Touchscreen**.

*The TouchScreen reboots. After rebooting, it updates the widgets according to the Subscriber Portal settings. This will take a few minutes.*

## Troubleshooting

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**Table 12: General Troubleshooting Aids**

Problem	Cause	Solution
Firmware Update Problem	See Table 10 on page 77.	
Invalid Code	User entered an invalid keypad code.	Use the Settings widget to add, edit, and delete keypad codes
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 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.
System will not Disarm	User entered an invalid keypad code when attempting to disarm the system	

## Appendix A: General Concepts of the Security System

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### *Arming and Exiting a Premises*

The Exit Delay period is the amount of time that starts when the security system is armed. The customer has this period of time to exit through an Entry/Exit sensor doorway. If the customer does not exit during this period, the system cannot be armed in Arm Away state. The system will arm in Arm Stay state. 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 beeps twice per second. 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 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. If no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.

When the system arms, the TouchScreen beeps three times. If the system is armed from the key fob, the peripheral's LED flashes red once and the holds red for two seconds. Using the key fob, the system can be armed in Arm Away mode and Arm Stay mode. There is still an Exit Delay period that works the same way as when the system is disarmed from the TouchScreen.

If an alarm is tripped within two (2) minutes after the expiration of the Exit Delay period, a Recent Closing transmission is sent to Central Monitoring along with the keypad code used to arm the system. **IMPORTANT:** A Recent Closing transmission is not for alarms tripped by a Smoke Detector.

## ***Disarming and Entering a Premises***

The Entry Delay period is the amount of time from an Entry/Exit sensor being faulted until an alarm sounds. The customer has until the end of the Entry Delay period to enter a valid keypad code. There is no Entry Delay period for Perimeter type sensors (such as window sensors or non-entry door sensors). The TouchScreen audibly beeps once per second announcing that the system is in the Entry Delay period. During the last 10 seconds of the Entry Delay state, the system beeps twice per second. When the system is disarmed from the TouchScreen, it beeps once. If it is disarmed from a key pad, the peripheral's LED flash green once and then hold green for two seconds.

The Alarm Transmission Delay period (also called the Abort Window) is the length of time after an alarm sounds for the customer to enter a valid keypad code. This period starts when the customer fails to enter his keypad code during the Entry Delay period. The central monitoring station is not contacted until after the Alarm Transmission Delay period. This helps prevent false alarms. During an alarm, the system can be disarmed by entering a valid keypad code in the TouchScreen or a key pad peripheral. As soon as the customer enters a single digit in the keypad screen or on the key pad peripheral, the TouchScreen alarm is temporarily silenced. If the user enters an invalid keypad code, the alarm starts again. If the alarm system is disarmed with a keypad code within the Alarm Transmission Delay period, no alarm transmission shall occur.

The persons named on the Contact list can opt 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.

After the Alarm Transmission Delay period is completed, the customer still has 5 minutes (the Cancel Window) to disarm the system. If the customer does this during the Cancel Window and central monitoring has not contacted her, central monitoring is automatically notified that the customer has cancelled the alarm.

## ***The Duress Code***

The Duress keypad code is used if an intruder forces the customer to disarm her system or access her security settings. Rather than entering her keypad code, she enters the Duress keypad code. When she does this, she is granted full access to her TouchScreen, but a silent alarm is immediately sent to the central monitoring station and police are dispatched. The Duress Code is enabled and configured from the *Manage Keypad Codes* screen accessible from the Settings Widget.

## Appendix B: TouchScreen Placement Options

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The TouchScreen can be positioned on a flat surface or mounted to the wall (see page 136). 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.

### ***Positioning the TouchScreen on a Flat Surface***

The TouchScreen can be positioned on a flat surface.

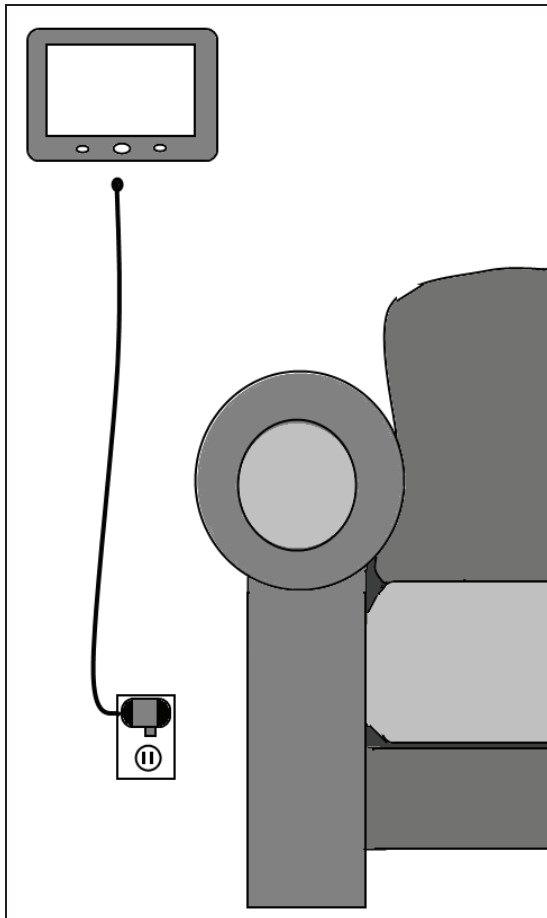
#### **Recommendations:**

- 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.
- Position the TouchScreen near an unswitched wall outlet (not controlled by a light switch).
- Do NOT position the TouchScreen near a cordless phone stand or microwave as these devices could interfere with the communication with the sensors.

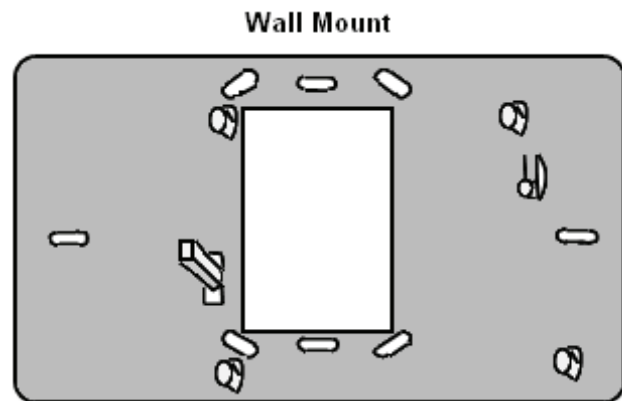
To install the TouchScreen to be positioned on a flat surface, use the instructions on page 4.



## Mounting the TouchScreen on the Wall

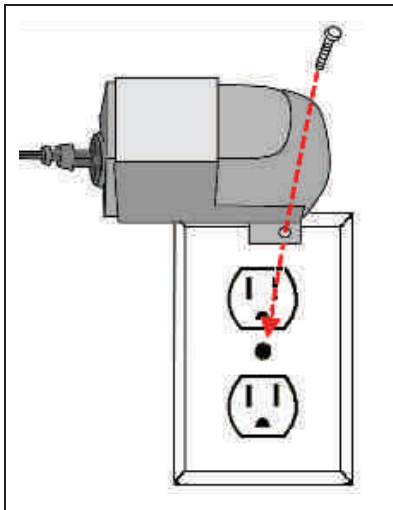
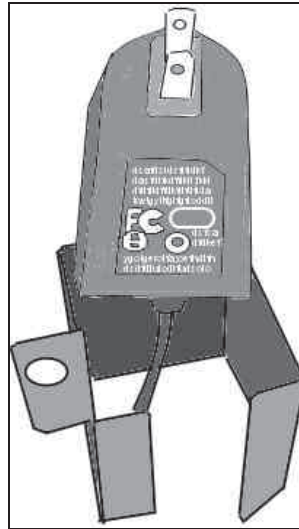


Rather than placing the TouchScreen on a table, desk, or counter, the device can be mounted on the wall using the wall mount.



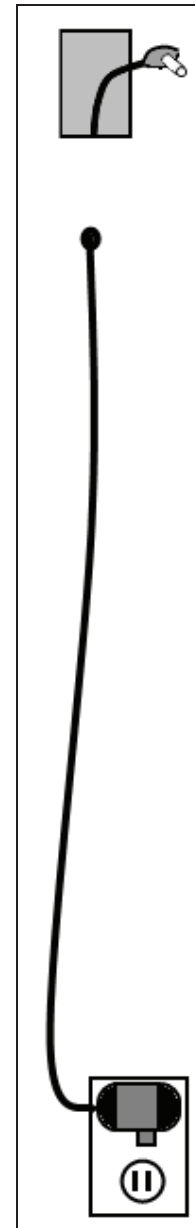
To mount the TouchScreen to the wall:

1. Insert the A/C adapter into the bracket.  
See Table 1 on page 6 for electrical ratings for the A/C power supply.



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 50:
  - 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 50**

5. Use the included screws to affix the wall mount to the wall over the cut-out (Figure 51).
6. Attach the TouchScreen to the wall mount by aligning the wall mount protuberances to the holes in the back of the TouchScreen (Figure 52).

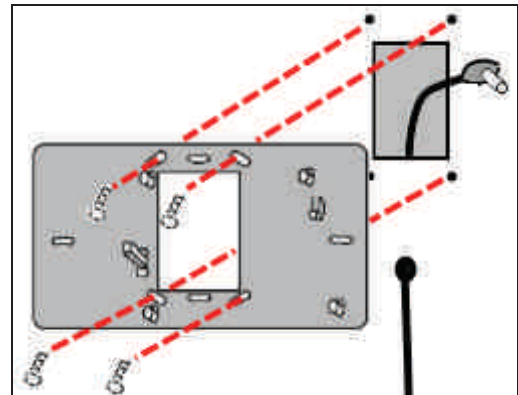


Figure 51

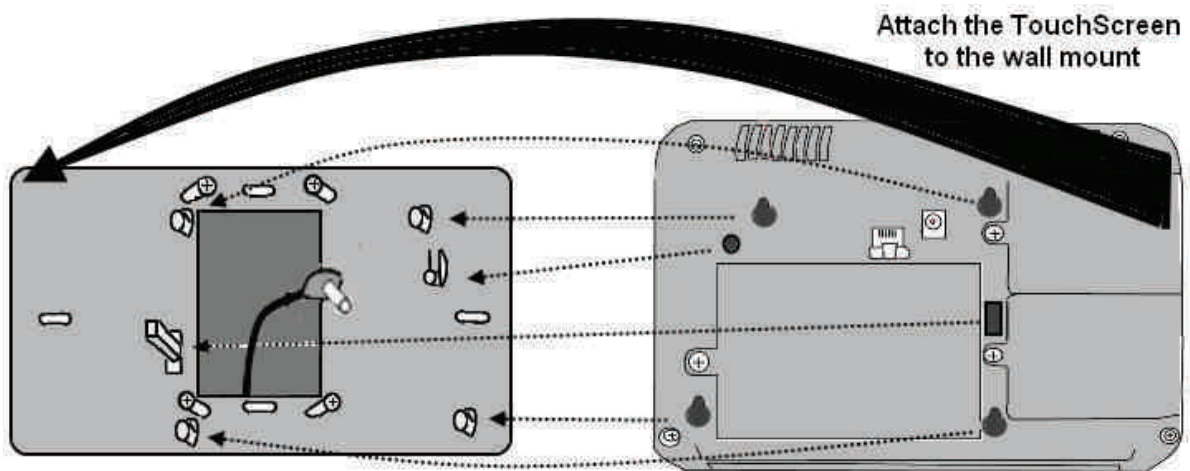
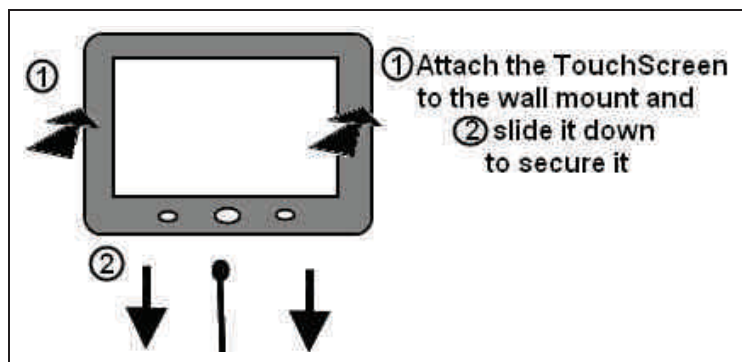


Figure 52

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



## Appendix C: Recommendations for Sensor Installation and Placement

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### ***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 infected areas.

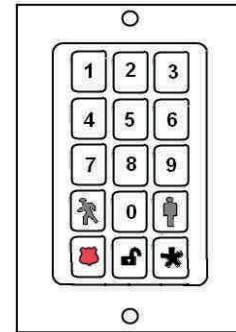
- DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating/A/C vents, fans, and fresh air intakes can drive smoke away from smoke detectors.
- Remember that dead air spaces may prevent smoke from reaching a smoke detector.

### ***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.



## Appendix D: Using the Key Pad

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



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

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


### Arm Stay

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

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


## Disarming the System

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

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

## Sending an Emergency Police Alarm

Press and hold this button for about 2 seconds to send a silent alarm to central monitoring for police assistance. This Disarm works the same as though you performed this operation from the TouchScreen.

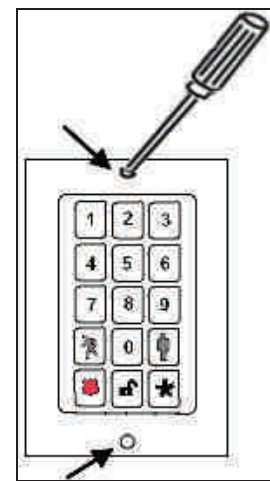
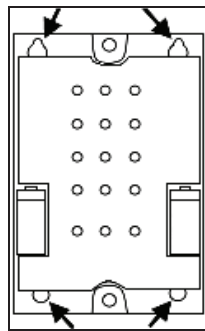
The  button flashes red to indicate that the alarm has been sent. The TouchScreen will not react in any way but if you check the History tab on the Security widget, you are able to see that an alarm was sent. Additionally, Contact persons will receive email and SMS notifications if they are configured to do so.

## 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 53).

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



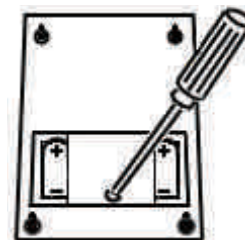
**Figure 53**

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 E: Using the Key Fob

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A key fob is a wireless peripheral that lets you remotely perform certain TouchScreen functions anywhere within RF range of the TouchScreen, including outside the premises.



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

**Note:** When a key fob button is pressed, the LED flashes red once to indicate that it has contacted the TouchScreen. If the key fob is out of range of the TouchScreen, the LED flashes red three times quickly.


### Checking System Status

1. Press the  button for 1.5 seconds 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 1.5 seconds to arm the system in Arm Away mode (no one still in the premises). See the *TouchScreen User Guide* for an explanation of this arming mode.


*The 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 1.5 seconds to arm the system in Arm Stay mode (there are still people within the premises). See the *TouchScreen User Guide* for an explanation of this arming mode.


*The 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 1.5 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 2.25 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.

