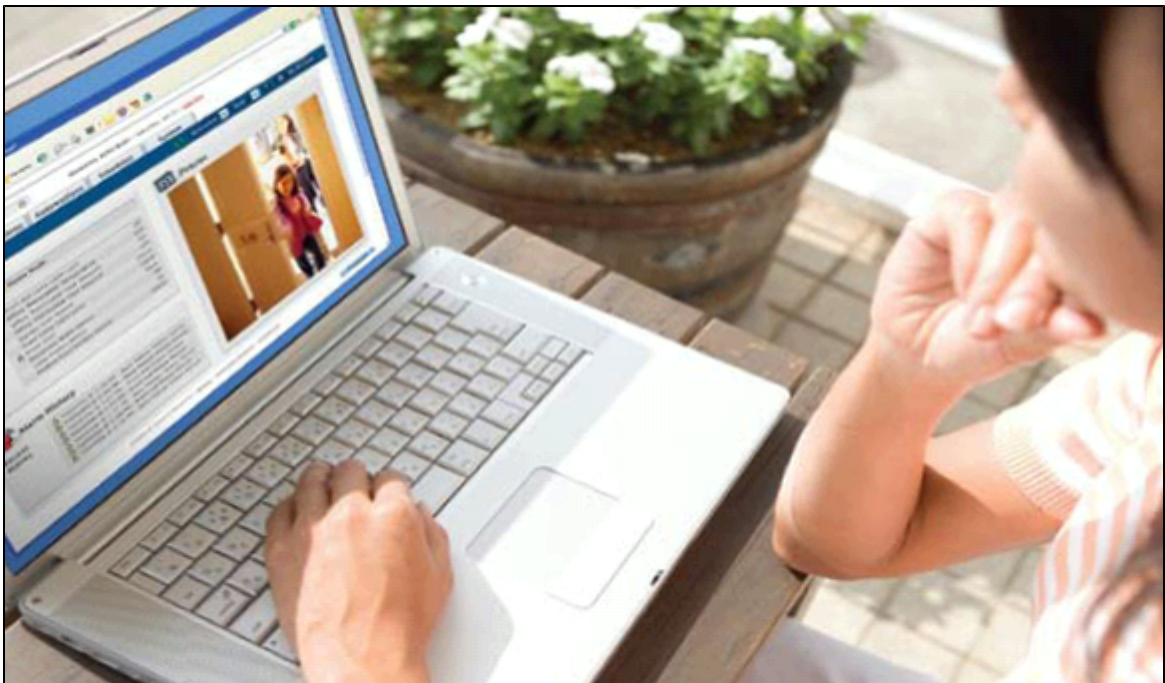




# Home System Installation Guide

*Technicolor TCA200*

Release 3.8 Grenada SU1



Copyright © 2011 iControl Networks All rights reserved.

No reproduction in whole or in part without prior written approval. iControl Networks, iControl, and iControl logo design are pending trademarks of iControl Networks. All other trademarks are the property of their respective owners. Information contained herein is subject to change without notice. The only warranties for iControl products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. iControl Networks shall not be liable for technical or editorial errors or omissions contained herein. All rights reserved.

## Audience

This guide is intended for people who want to use the Subscriber Portal to access their TouchScreen settings and monitor their location.

## Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

*Italic text*            Identifies new terms, emphasis, and book titles

**Bold text**            Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard

**Note:**            Notes provide extra information about a topic that is good to know but not essential to the process.

**CAUTION:**        Cautions draw your attention to actions that could compromise the security of your system or result in the loss of data.

## Overview

### To set up the security system in a customer premises:

1. Complete a Home Security Survey (HSS) for the customer.
2. Ensure the customer premise has access to the Internet.
3. Activate the TouchScreen (see [Installing the Security System](#) on page 5).

The TouchScreen can connect to the managed router/modem either wirelessly or by Ethernet cable. The TouchScreen communicates with sensors by radio frequency. Optional cameras communicate with the security network router wirelessly. The TouchScreen maintains communication with the system servers through the Internet and by Cellular.

The security network router MUST be installed “in front” of all other home networks relative to the Internet. Connect the customer’s home network to the Internet through the security network router by Ethernet cable as described on pages 14 and 16). The customer can install a retail router behind the security network router and access the Internet. The customer can choose to expose their retail router to the Internet through the DMZ of the security network router as described in the TouchScreen User Guide.

A MAXIMUM of six IP cameras and 31 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicate with the TouchScreen over Radio Frequency, such as Door/Window sensors and smoke detectors.

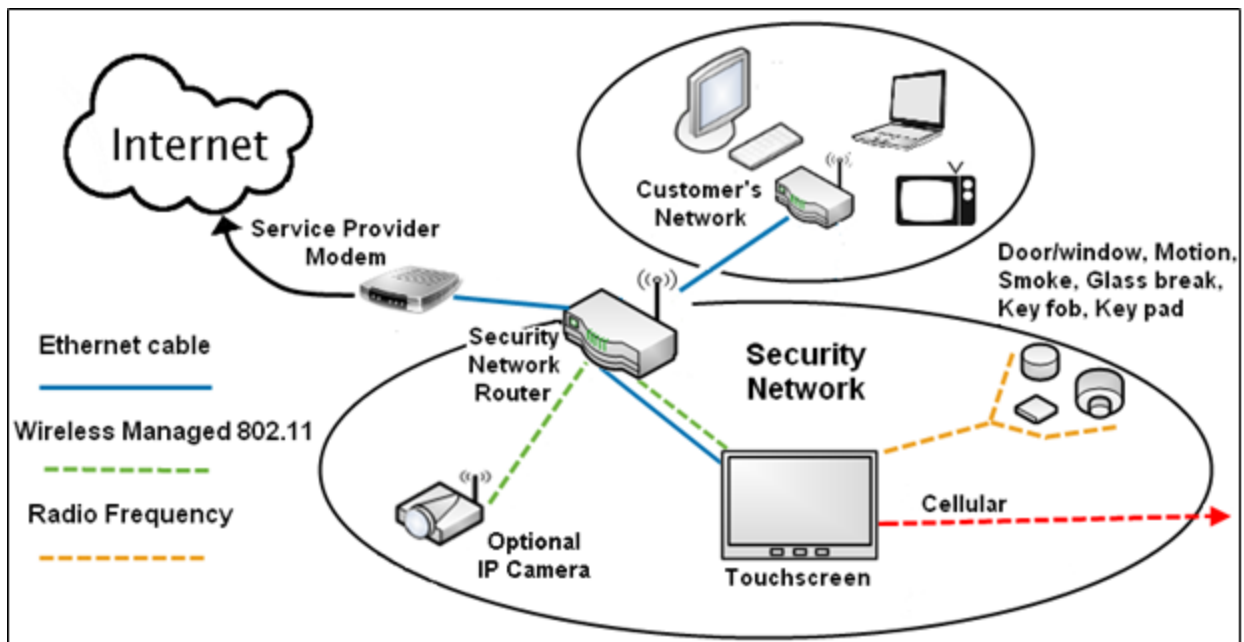


Figure 1: Home Security Configuration

## Installation Tools

The following are the tools required to install the security system:

- Digital multi-meter
- Rubbing alcohol with container to dilute with water
- Paper towels
- Drop cloth for work area
- Ladder 6'
- Compressed air and soft-bristled
- Assorted screwdrivers
- Sound sensor tester for testing glass break sensors
- Aerosol smoke tester
- Double-sided sticky tape
- Alternative double-sided sticky tape
- Tape measure
- Pocket level
- Multi-purpose scissors
- Flashlight
- Shoe covers
- Ethernet cable of sufficient length (used to configure the camera or if the TouchScreen will not connect to the router/modem wirelessly)

## Installing the Security System

Installing the security system in the customer's home consists of the following general processes. These processes are detailed in the following pages of this section:

- A. Setting up the Router (page [6](#))
- B. Installing the TouchScreen (page [7](#))
- C. Ensure your TouchScreen Configuration Information is Correct (page [11](#))
- D. Activating the System (page [13](#))
- E. Adding Sensors (page [22](#))
- F. Testing the Alarm Functionality of the Security System (page [30](#))
- G. Setting and Validating the Security Information (page [34](#))
- H. Mounting the Sensors (page [38](#))
- I. Activating the Subscriber Portal (page [38](#))
- J. Configuring the TouchScreen (page [39](#))

## Step A: Setting up the Router

1. Ensure the customer premises have access to the Internet.
2. Reset the home network router.

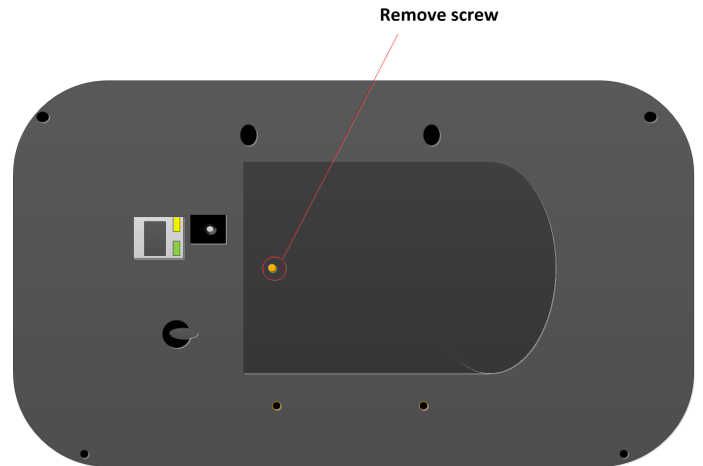
**Note:** Do this, also, if you are restarting the installation process after having established the connection between the TouchScreen and the router.

## Step B: Installing the Technicolor TouchScreen

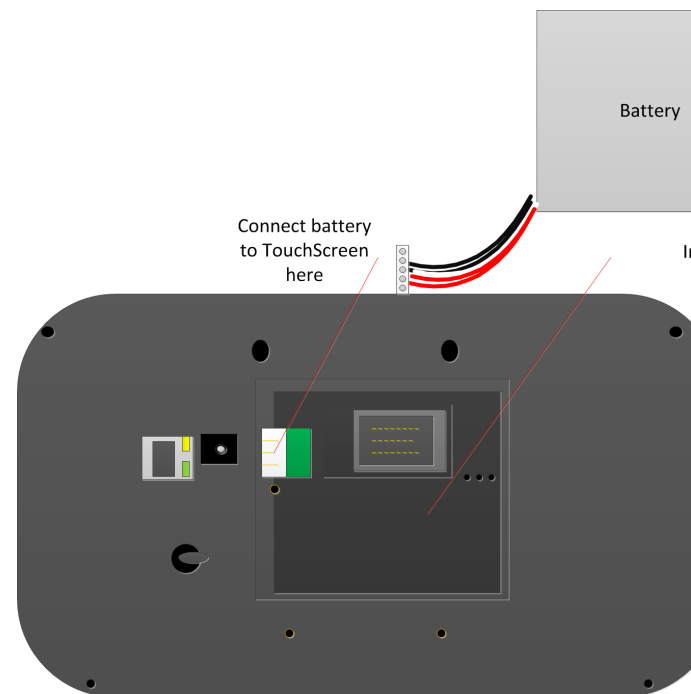
**Note:** To mount the TouchScreen on a wall, perform the procedure described on page 79.

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

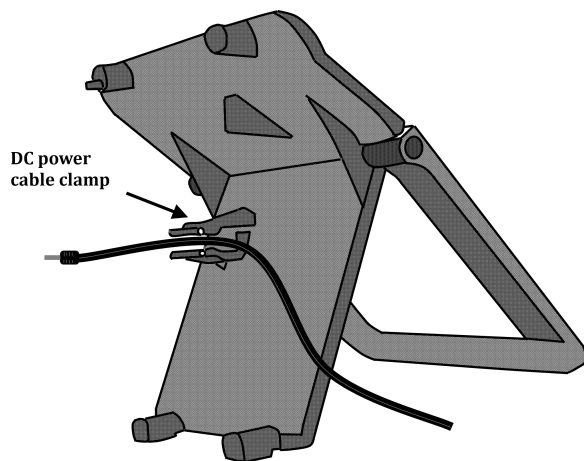
*The 4.0 volt lithium polymer battery is wrapped and unconnected in the battery compartment of the TouchScreen.*



3. Unwrap the battery from its packaging and install it in the battery compartment.
4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery.
5. Align and connect the battery's pins to the battery connector so that the wire order is (left-to-right) RED, WHITE, BLACK.

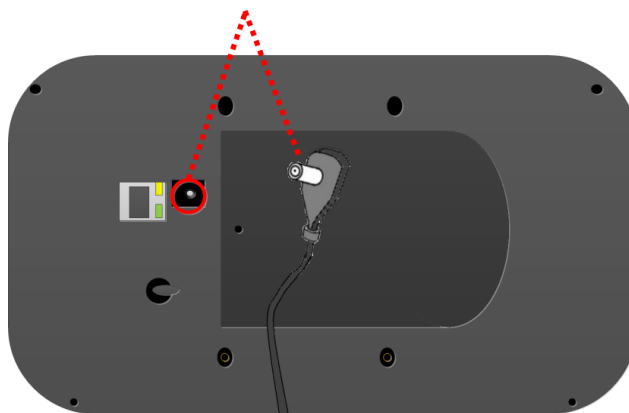


6. Replace the battery cover and the screw.
7. Place the DC power cable into the clamp of the TouchScreen stand.



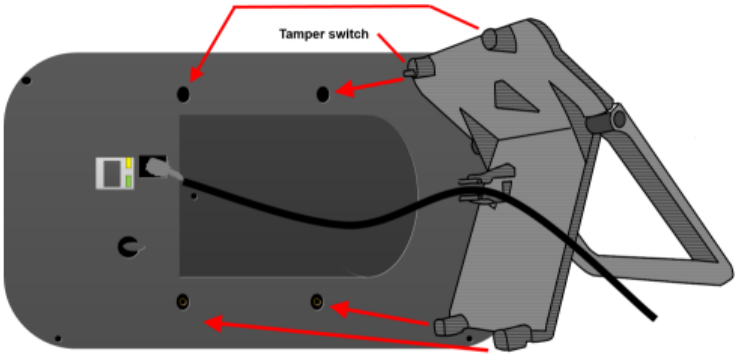
8. Connect the DC adapter cable to the back of the TouchScreen.

**Connect the DC adapter.**



9. Connect the stand to the back of the TouchScreen. Insert the longest peg into the Tamper Switch hole, which is the top right hole on the back of the TouchScreen.

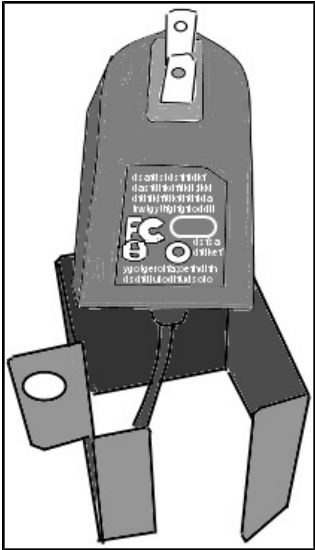


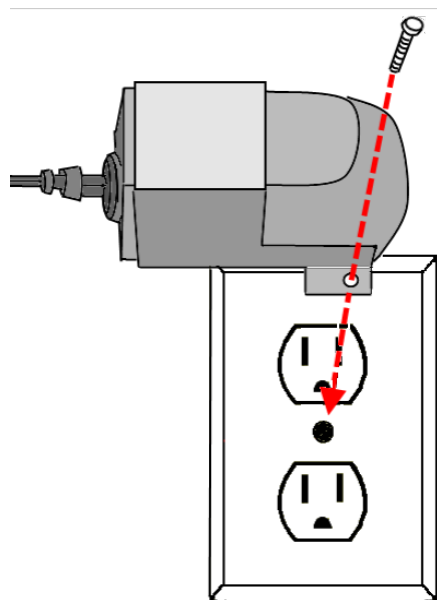


- 10. Position the TouchScreen near an un-switched wall outlet (not controlled by a light switch).
- 10. If the installation plan does not involve the TouchScreen connecting to the customer’s network wirelessly, then connect an Ethernet cable to the TouchScreen and the iControl-dedicated router.
- 11.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

**Table 1: A/C Power Supply Ratings**

Rating	Value
Voltage	100 - 240 V
Current	0.5A
Power	
Frequency	50/60 Hz





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

**Note:** If the TouchScreen does not display the Installation Welcome screen, you must reset it to factory default (see page 51).

*After a few seconds, the Installation Welcome screen is displayed on the TouchScreen.*



**Figure 2: Activation: Installation Welcome Screen**

**Note:** If the TouchScreen does not display the Installation Welcome screen, you must reset it to factory default (see page 51).

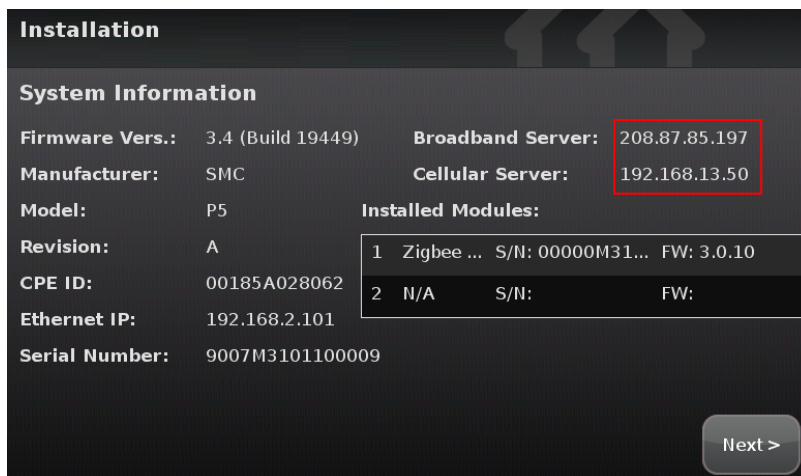
## Step C: Ensure Your TouchScreen Configuration Information Is Correct

1. Ensure you have the following information from Customer Care:

- Activation Code
- Broadband Server IP
- Cellular Server IP
- Cellular APN
- Deployment to which the TouchScreen, based on CPE ID, is applied in Inventory (only if your system uses deployments).

2. On the TouchScreen, tap **System Information**.

The System Information screen is displayed.



**Figure 3: Activation: System Information Screen**

3. Tap directly on the Broadband Server value (the IP).

*The Edit System Configuration Information screen is displayed.*

4. Tap the Broadband Server IP, Cellular Server IP, and the Cellular APN value to change them. When you tap them, a keyboard screen is displayed. Enter the new values and tap **Done**.

5. After all the values have been set, tap **Next**.

*The System Information screen is displayed.*

6. Tap **Next**.

*The Welcome screen is displayed.*



**Figure 4: Welcome to Product Activation Screen**

## Step D: Activating the System

1. Tap **Next**.

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



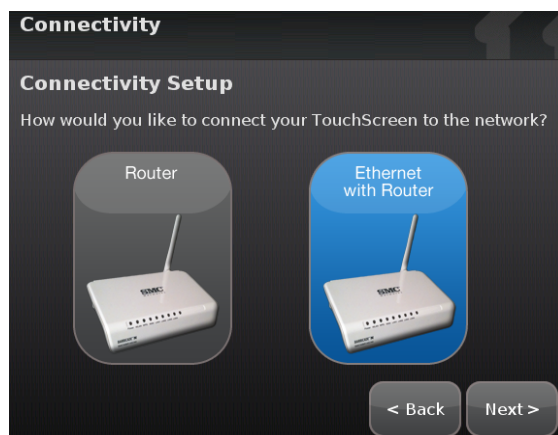
**Figure 5: Activation: Connectivity Setup Screen**

The activation process now supports the following routers:

- DOCSIS 2.x 8014-WN
- SMC WBR14S-N4
- Netgear WNR1000v1, WNR1000v2

2. Tap the type of router the TouchScreen will connect to, and tap **Next**.

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



The following options are displayed:

- ❑ **Router** - TouchScreen connects to the router/modem wirelessly. If you select this option, follow the procedures described in [For Wireless TouchScreen-to-Router Connectivity](#).
- ❑ **Ethernet with Router** TouchScreen connects to the router/modem using an Ethernet cable. If you select this option, following the procedures described in [For Cabled TouchScreen-to-Router Connectivity](#).

### For Wireless TouchScreen-to-Router Connectivity

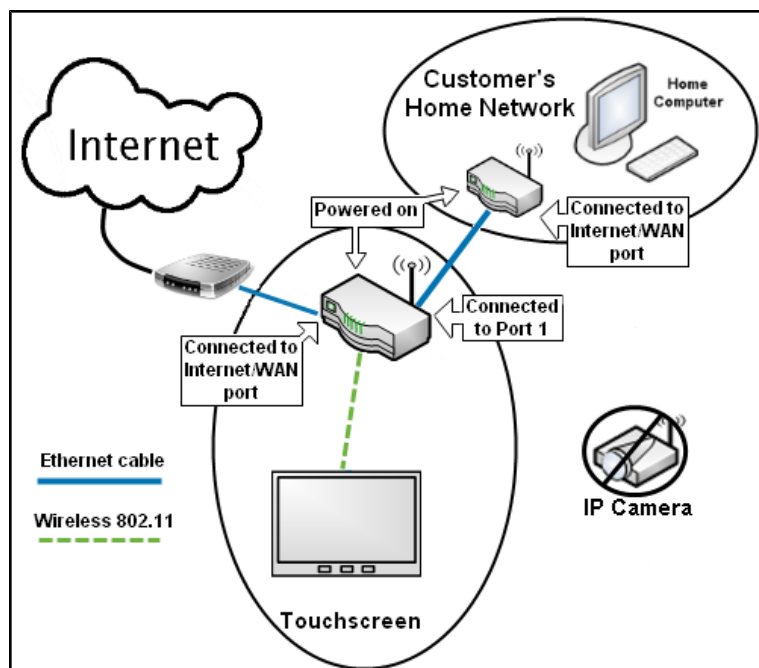


Figure 6: Activation: Initial Router Configuration, Wireless Router-to-TouchScreen

1. Tap **Router** and then tap **Next**.

*The Router Connection Checklist is displayed.*

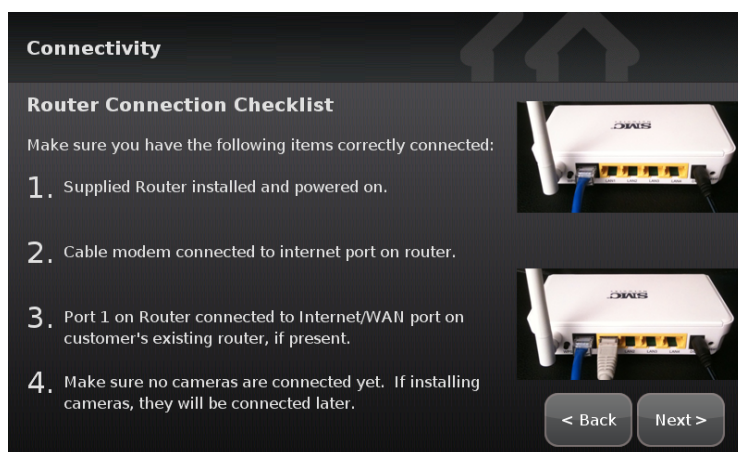
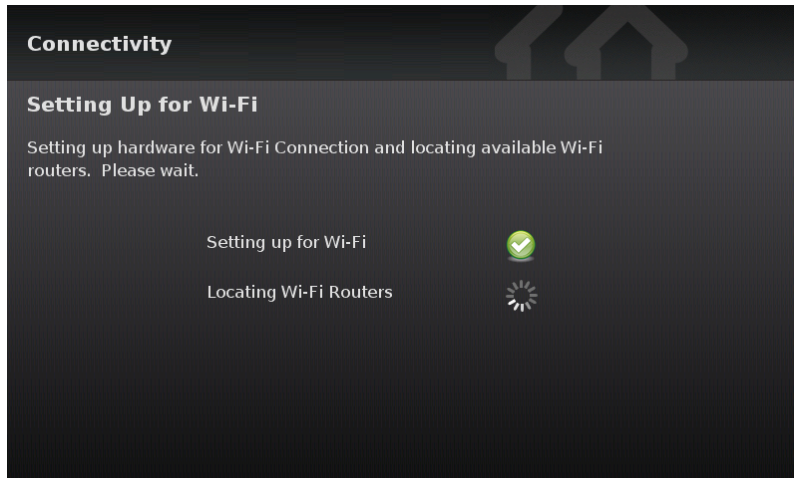


Figure 7: Activation: Router Connection Checklist Screen

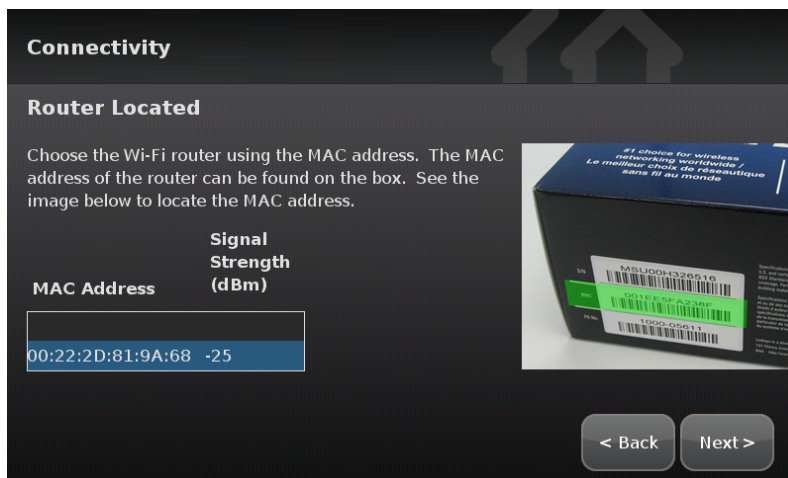
2. Follow the instructions on the Connection Checklist screen.

3. Tap **Next**.

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



**Figure 8: Activation: Setting Up for Wi-Fi Screen**



**Figure 9: Activation: Router Located Screen**

4. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).
5. Tap the MAC address for the correct router.
6. Tap **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.*



Figure 10: Activation: Configuring and Securing Router Screen

Continue to "Completing Activation" on page 17

### For Cabled TouchScreen-to-Router Connectivity

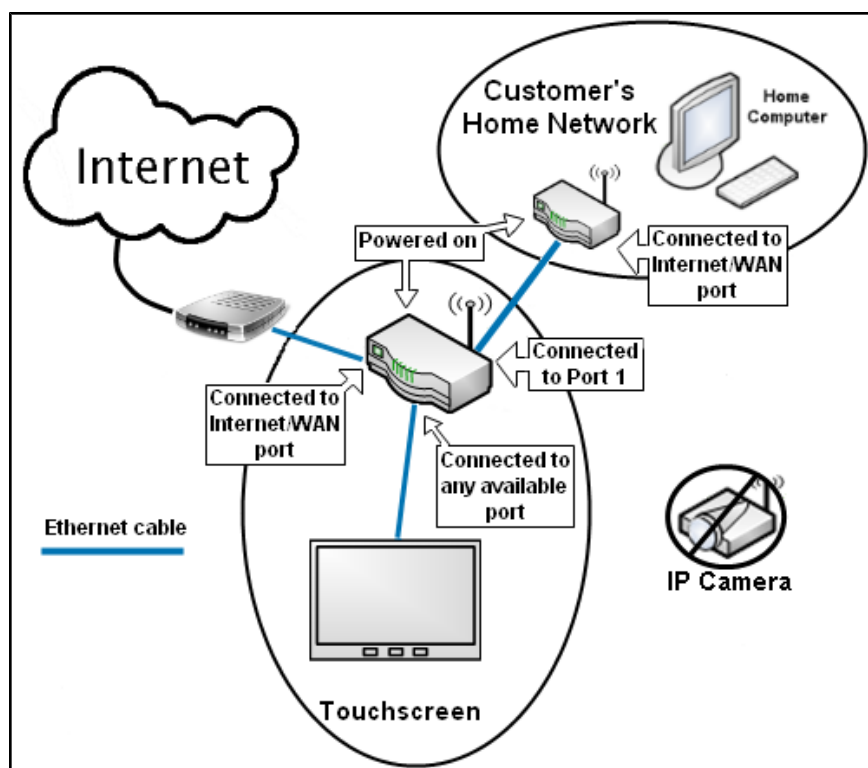
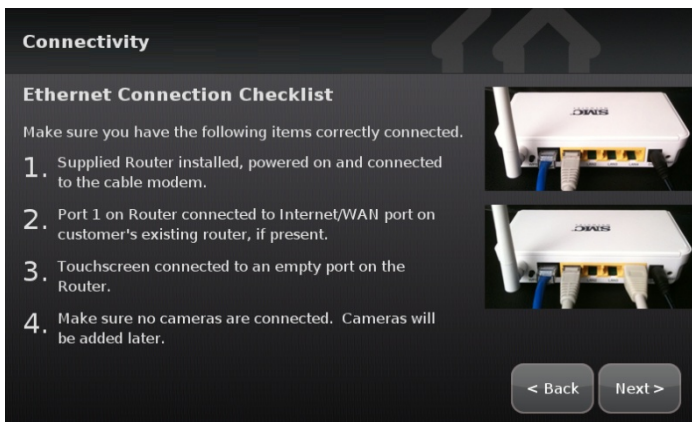


Figure 11: Activation: Initial Router Configuration, Ethernet Router-to-TouchScreen

1. Tap **Ethernet with Router** and then tap **Next**.

*The Ethernet Connection Checklist is displayed.*

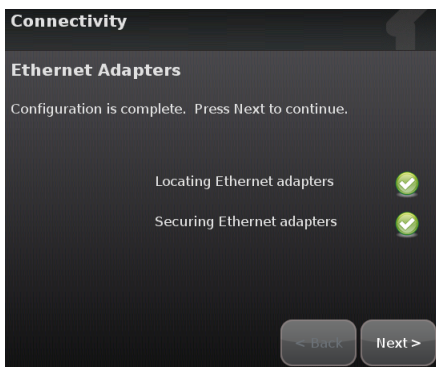




**Figure 12: Activation: Ethernet Connection Checklist Screen**

2. Follow the instructions on the Connection Checklist screen.
3. Tap **Next**.

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



**Figure 13: Activation: Ethernet Adapters Screen**

4. 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.

5. Tap **Next** and continue to [Completing Activation](#).

### **Completing Activation**

*The Wi-Fi and Cellular Strength screen displays the relative strength of the TouchScreen's connection to the router/modem and a GPRS/EDGE receiver.*

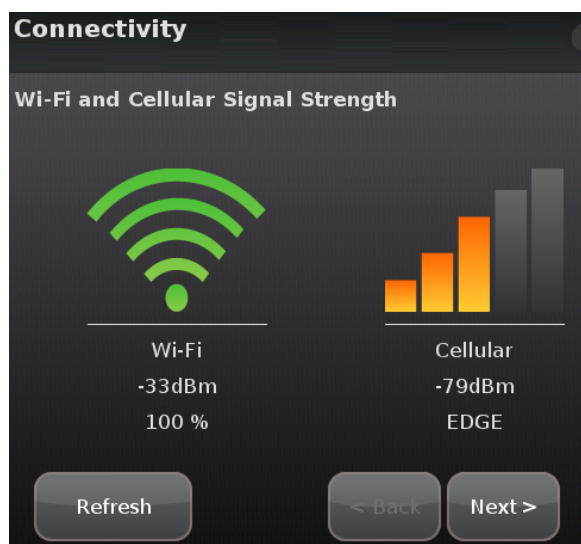
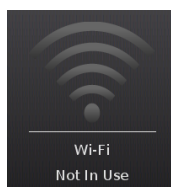


Figure 14: Activation: Wi-Fi and Cellular Signal Screen

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



1. Tap **Next**.

*The Testing Connectivity screen is displayed.*

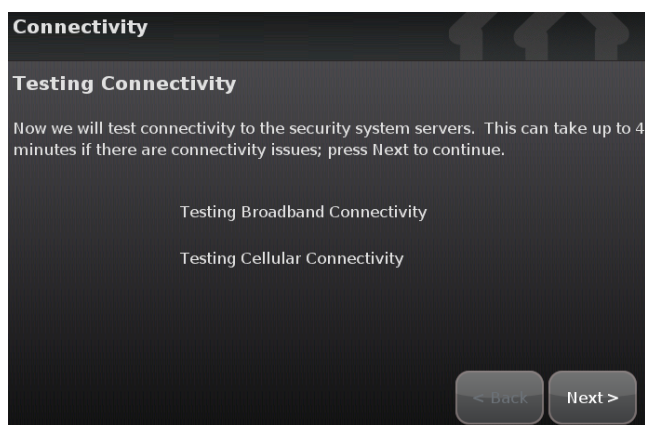
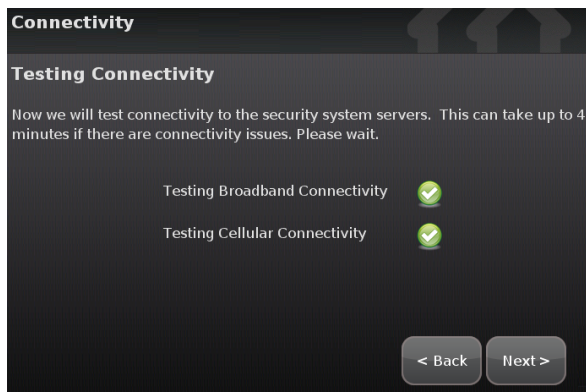


Figure 15: Activation: Testing Connectivity Screen

2. Tap **Next**.

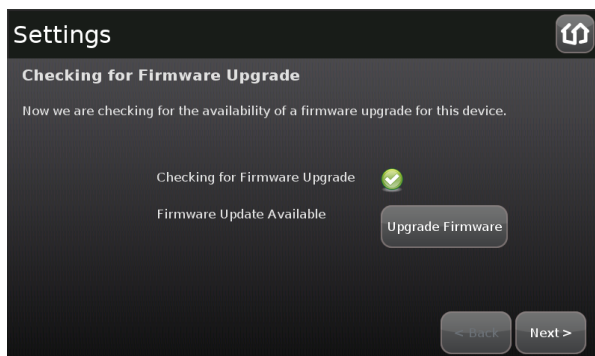
*The TouchScreen tests its connectivity with the Broadband servers and the Cellular servers (used for alarms and alerts when the broadband connection is unavailable).*



**Note:** This only tests the TouchScreen's ability to connect via broadband and cellular. It does not determine whether the server is actually connected to the servers over broadband and cellular.

- When the connectivity test is successful for each, tap **Next**.

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

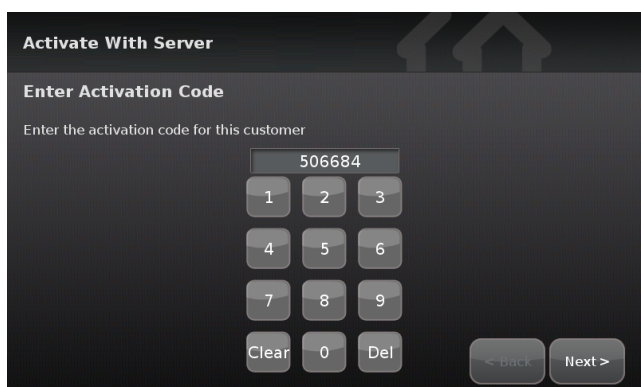


**Figure 16: Activation: Checking for Firmware Upgrade Screen**

- If an upgrade version is available, tap **Upgrade Firmware**.

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

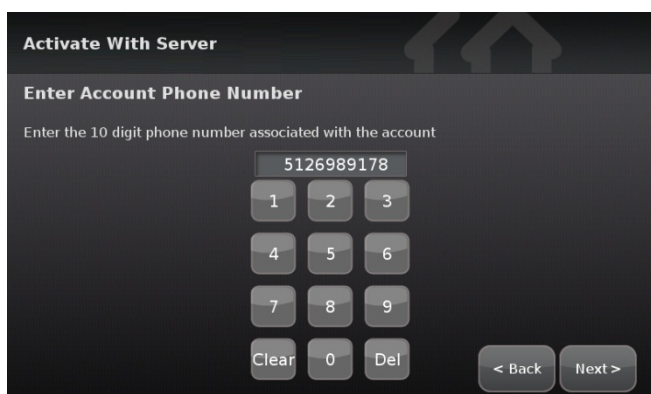
*The Enter Activation Code keypad is displayed.*



**Figure 17: Activation: Enter Activation Code Screen**

5. Enter the Activation Code and tap **Next**.

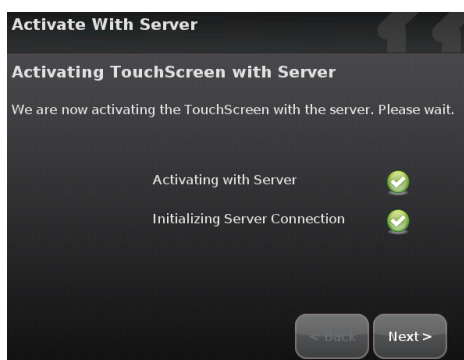
*The Account Phone Number keypad is displayed.*



**Figure 18: Activation: Enter Account Phone Number Screen**

6. Enter the Account phone number and tap Next.

*The system begins the process of activating the TouchScreen with the system servers.*



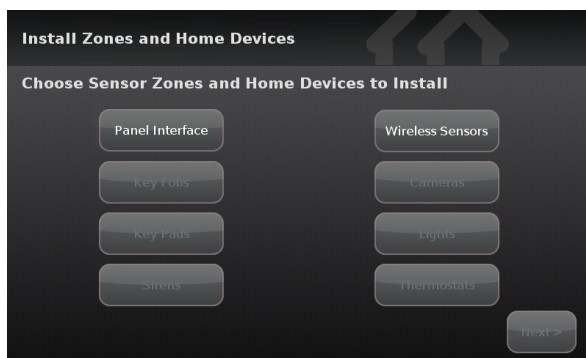
**Figure 19: Activation: Activating TouchScreen with Server Screen**

**Note:** If the Activation fails, check to ensure you have entered the Activation code and phone number correctly. If it still fails, contact Customer Care to ensure the following:

- ❑ Activation information is correct.
- ❑ Customer's account is ready for Activation.
- ❑ Customer's account is paired with another TouchScreen device.
- ❑ TouchScreen device is not paired with another account (RMA device).
- ❑ TouchScreen is added to inventory.
- ❑ TouchScreen CPE ID is assigned to the same deployment as the customer account.

7. When the server activation process is completed, tap **Next**.

*A screen is displayed offering options to pair the TouchScreen various security and environmental devices. You must connect your wireless sensors first.*



**Figure 20: Install Zones and Home Devices Screen**

**Note:** To test the security connectivity the Internet and cellular servers (after activation):  
From the Settings widget, tap **Advanced Settings** → **Connectivity** → **Test Connectivity**.  
The Wi-Fi and Cellular Signal Strength screen is displayed.

## Step E: Adding Sensors to the Security System

A MAXIMUM of six IP cameras and 31 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicate with the TouchScreen over Radio Frequency, such as Door/Window sensors and smoke detectors.

Once a sensor or peripheral has been paired to a TouchScreen, it MUST be deleted from that TouchScreen before it can be paired to a different TouchScreen. When a sensor is deleted from a TouchScreen, it is automatically reset to factory defaults and is placed in Search mode, ready to be paired with another TouchScreen. It is possible to pair a device to a second TouchScreen without deleting it from the original, but this could result in the paired device not being registered in the server databases. This situation is most often encountered in lab environments where Touchscreens and sensors/peripherals are often swapped back and forth on a regular basis.

- Sensors are devices that do one of the following:
- Monitor the opening and closing of doors and windows
- Detect motion
- Monitor the nearby sound of breaking glass
- Detect smoke and heat

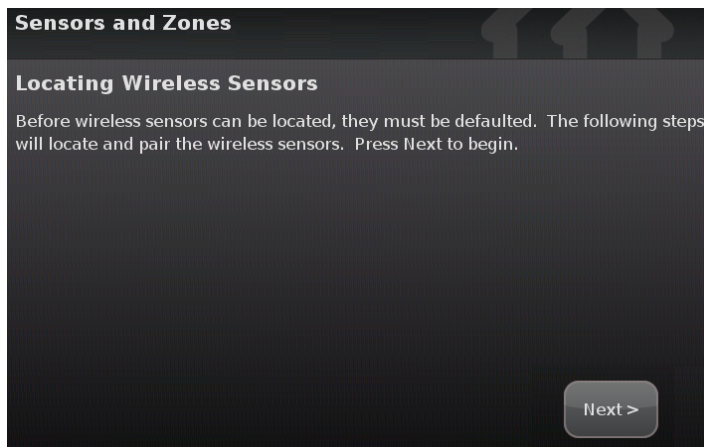
**IMPORTANT:** If you need to update the firmware on any sensor before adding it to the security system, you must reset the sensor to factory defaults before adding it to the OpenHome Converge system. This is essential so that it can receive the necessary changes to communicate with the TouchScreen.

**Note:** This step can be performed after Activation.

1. Tap **Wireless Sensors**.



*The Locating Wireless Sensors screen is displayed.*



**Figure 21: Sensors and Zones: Locating Wireless Sensors Screen**

See the installation documentation for each of your sensor device types to prepare them to be added to the TouchScreen and to place them in Search mode.

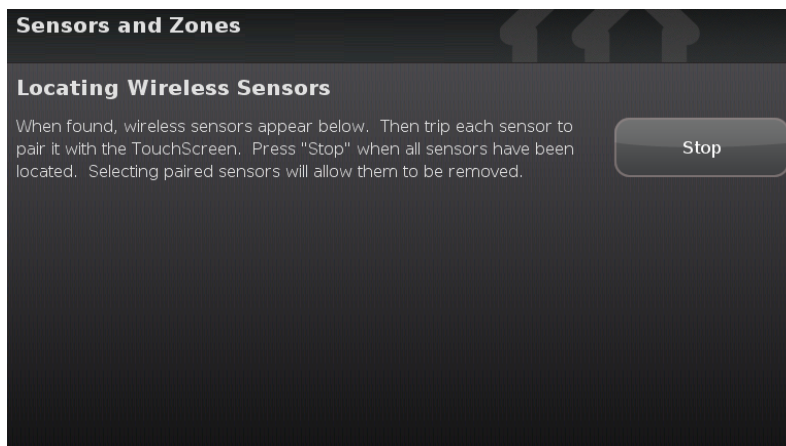
Available sensors meet the following requirements:

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

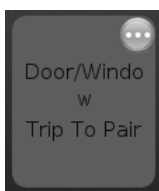
**Note:** See the sensor installation documentation for how to tell if a sensor is in Search mode, how to tell if it is not in Search mode, and how to restart Search mode if it is not.

2. Tap **Next**.

*A Stop button is displayed on the Locating Wireless Sensors screen. The TouchScreen searches for sensors that are available to be added.*

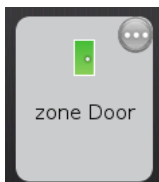


*As sensors are found, a grayed icon is displayed for that sensor.*



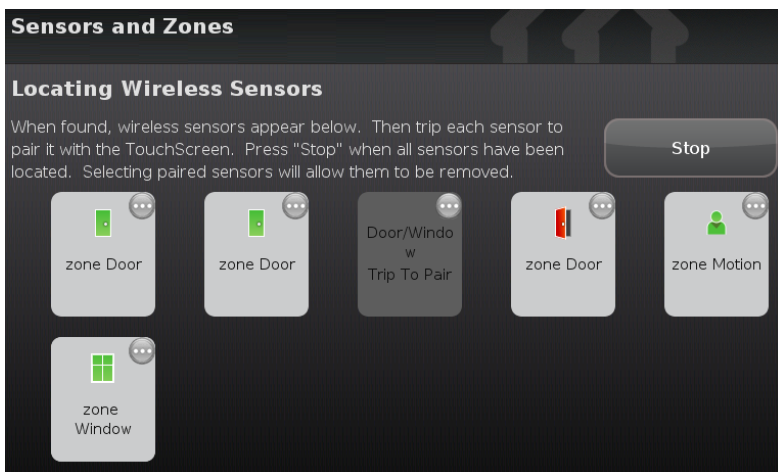
3. Fault each found sensor to pair it to the TouchScreen. For example, for door/window sensors, separate the magnet and reed switch.

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



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

**Note:** Any located sensors that were not paired are released by the TouchScreen. Sensors can be added later (see page 59).



*The Wireless Sensors Located screen notes the number of wireless sensors found and paired.*



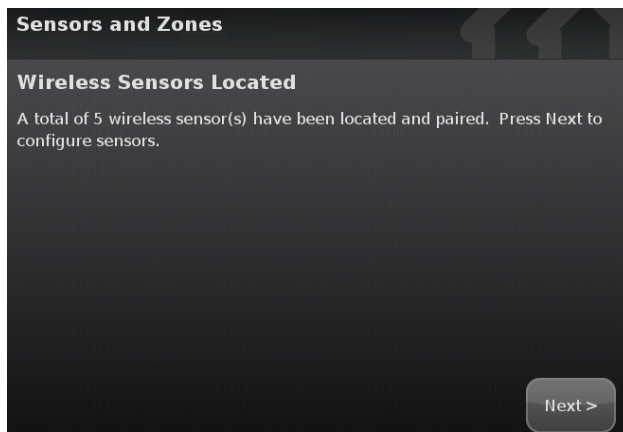


Figure 22: Sensors and Zones: Wireless Sensors Located Screen

6. Tap **Next**.

*The Configure Wireless Sensors screen is displayed showing icons of the sensors that were located and paired.*

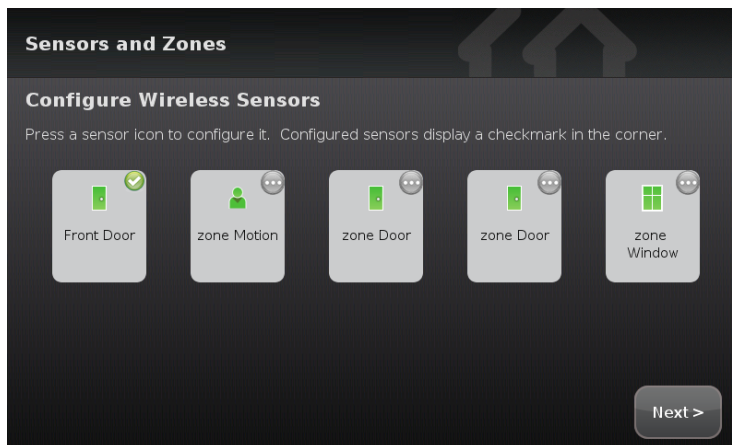


Figure 23: Sensors and Zones: Configure Wireless Sensors Screen

7. Tap each sensor icon to configure it.

*The Add Sensor/Zone Modify screen is displayed.*

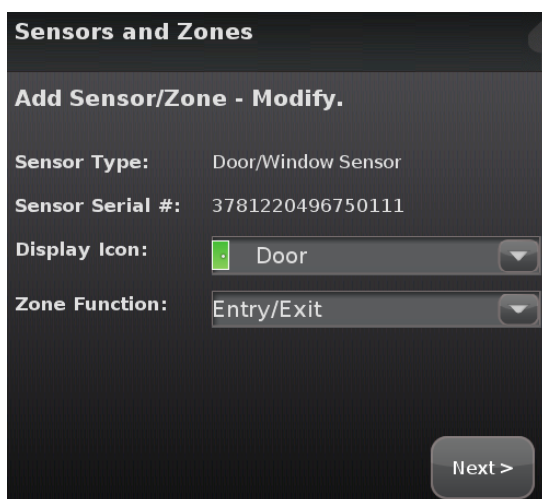
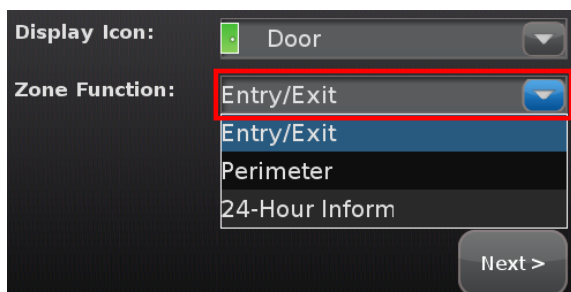


Figure 24: Sensors and Zones: Add Sensor/Zone - Modify Screen

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

8. Change the Display Icon (if multiple options are available) and the Zone Function by touching the currently selected value.



**Table 2: Security Zone Functions**

Security Zone Function	Description	Sensor Types
Entry/exit	<p>For doorways that are used to enter the premises.</p> <p>When the system is armed, faulting this type of sensor starts an Entry Delay countdown rather than sending an immediate alarm.</p> <p>During Exit Delay, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.</p>	Door/window sensor
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/window sensor  Motion detector  Glass break detector
Interior Follower	<p>Monitors the internal living spaces of the premises and trigger an immediate alarm if the system is armed in Away mode;</p> <p>Not armed when the system is in Arm Stay or Arm Night mode.</p>	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

*The Add Sensor/Zone Modify screen is displayed.*

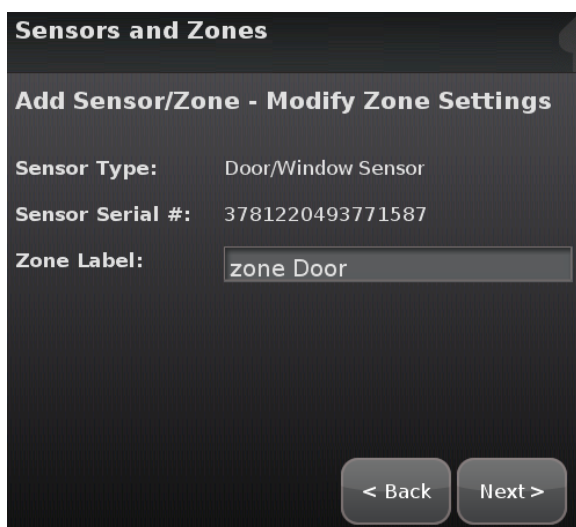
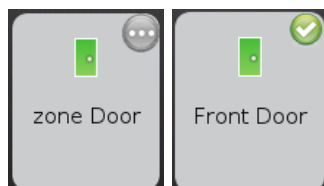


Figure 25: Sensors and Zones: Add Sensor/Zone - Modify Screen

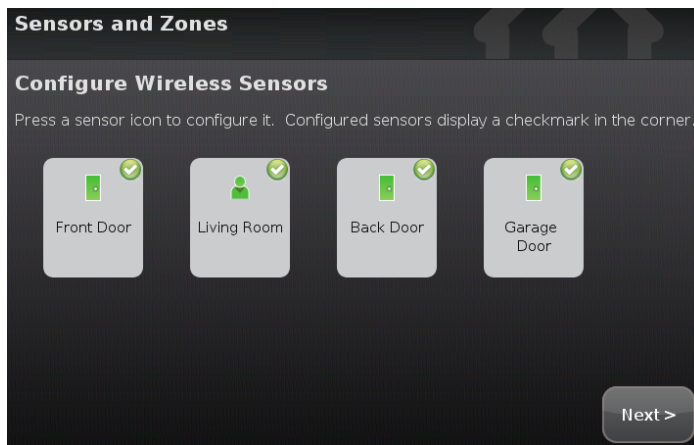
9. To modify any text field on the TouchScreen such as the Zone Label, tap the field to display a keyboard. Tap **Done** to save your changes.



As each sensor is configured, the circle in the upper right of each icon changes from  to .



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



**Figure 26: Sensors & Zones: Configure Wireless Sensors Screen**

11. If all of the sensors have not been configured, the TouchScreen displays the Modify screens for each sensor to allow you to review its details. Modify the details as needed or tap **Next** to cycle through all the sensors.

*The wireless sensors are marked as configured.*



12. From this point you can configure any or all of the following devices:
 

<ul style="list-style-type: none"> <li><input type="checkbox"/> Panel Interfaces (see <a href="#">Step A: Adding Panel Interfaces to the Security System on page 1</a>)</li> <li><input type="checkbox"/> Cameras (see <a href="#">Step A: Adding Cameras to the Security System on page 1</a>)</li> <li><input type="checkbox"/> Lights (see <a href="#">Step A: Adding Lighting Devices to the Security System on page 1</a>)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Thermostats (see <a href="#">Step A: Adding a Thermostat to the Security System on page 1</a>)</li> <li><input type="checkbox"/> Key Fobs (see <a href="#">Step A: Adding Key Fobs to the Security System on page 1</a>)</li> <li><input type="checkbox"/> Key Pads (see <a href="#">Step A: Adding Key Pads to the Security System on page 1</a>)</li> </ul>
--	---

After all the devices are configured—or if you want to configure the devices later—tap **Next** to go to [Step F: Testing the Alarm Functionality of the Security System on next page](#).

## Step F: Testing the Alarm Functionality of the Security System

The Test Alarm screen is displayed.

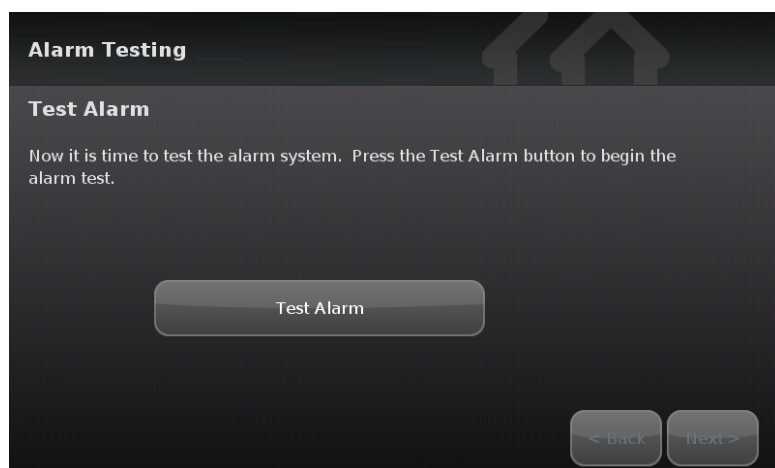
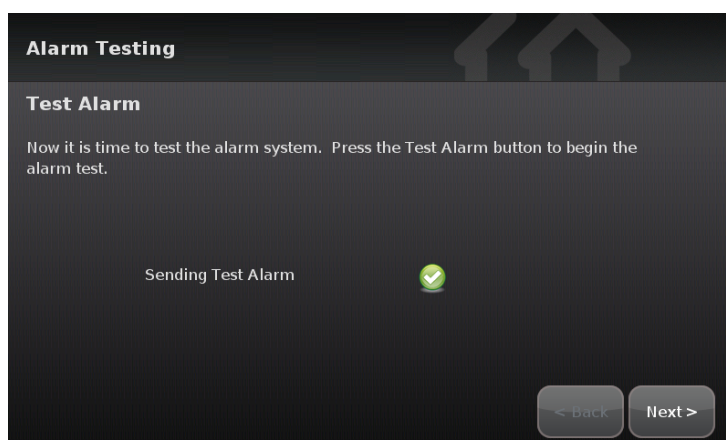


Figure 27: Alarm Testing: Test Alarm Screen

This step sends a test alarm—through the system servers—to the central monitoring station as though a genuine alarm had been tripped.

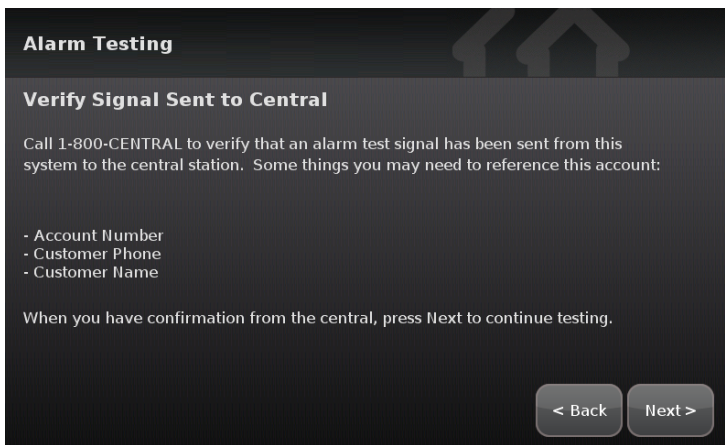
1. Tap **Test Alarm**.

*The TouchScreen informs you that the signal was sent to the central monitoring station. In the event reports on the Management Portal Account Information screen (History tab and Alarms tab), this event is reported as “alarm test mode”.*



2. After the test alarm has been sent, tap **Next**.

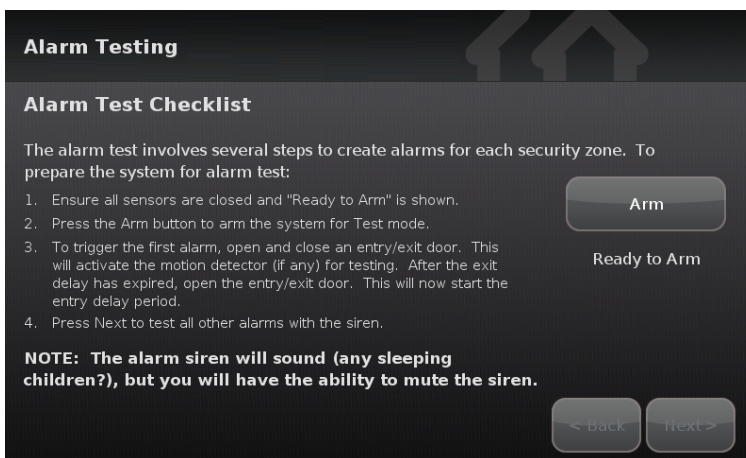
*The Verify Signal Sent to Central screen is displayed providing a phone number to the central monitoring station and the confirmation information of the current customer account.*



**Figure 28: Alarm Testing: Verify Signal Sent to Central Screen**

3. Call the provided phone number and give the confirmation information to the representative.
4. When you have confirmed that the test alarm was sent successfully, tap **Next**.

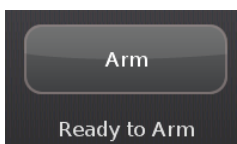
*The Alarm Test Checklist is displayed.*



**Figure 29: Alarm Testing: Alarm Test Checklist Screen**

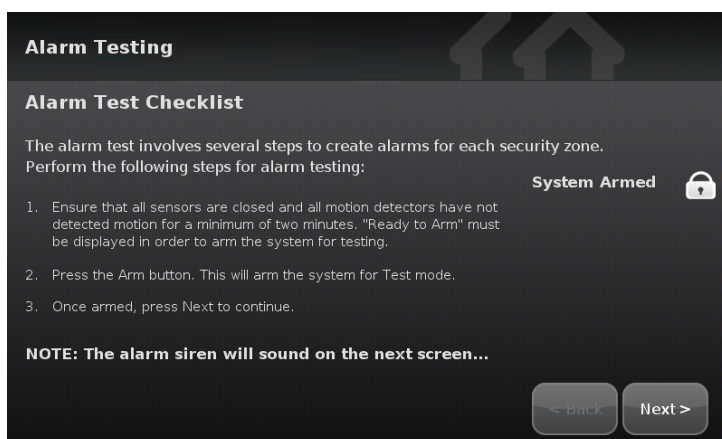
5. Ensure all the security zones are unfaulted (that is, doors and windows closed, motion detectors not showing motion, etc.)

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



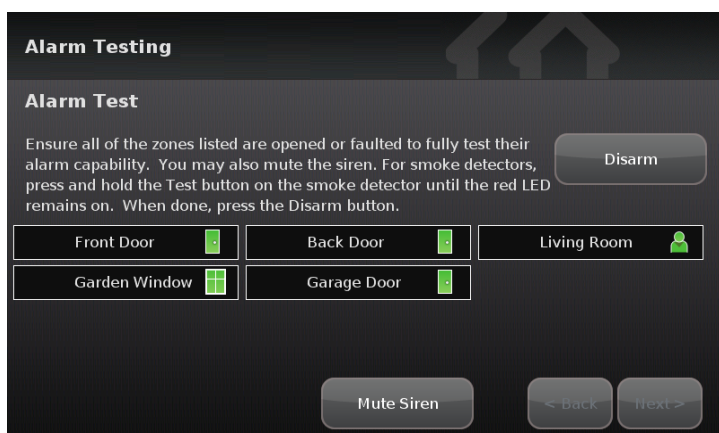
6. Tap **Arm**.

*The after a 10 second Exit Delay period, the button changes to the label System Armed.*



7. Tap **Next**.

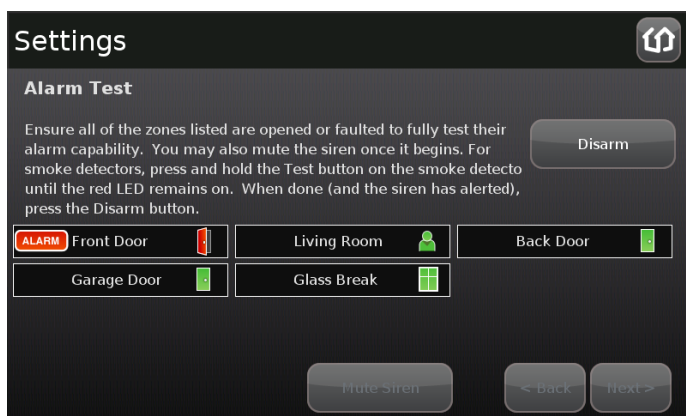
*The Alarm Test screen is displayed.*



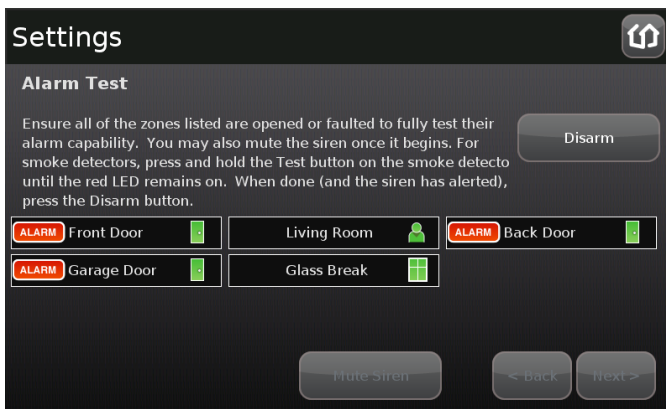
**Figure 30: Alarm Testing: Alarm Test Checklist Screen**

8. Fault each alarm in turn.

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



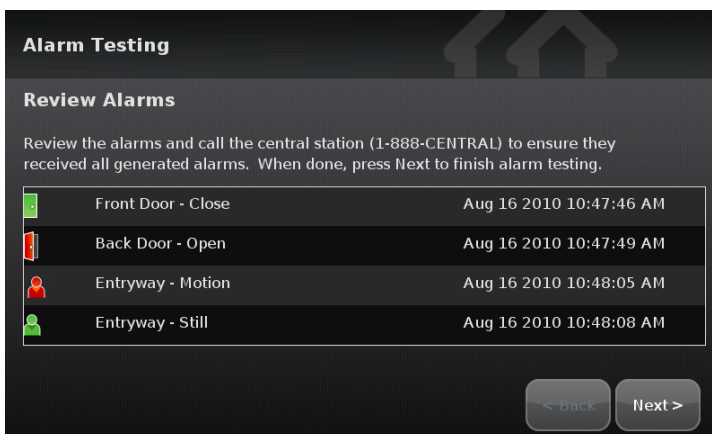




**Figure 31: Alarm Testing: Alarm Test Screen**

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

*The Review Alarms screen is displayed showing the phone number to contact the central monitoring station to ensure they received all the generated alarms.*



**Figure 32: Alarm Testing: Review Alarms Screen**

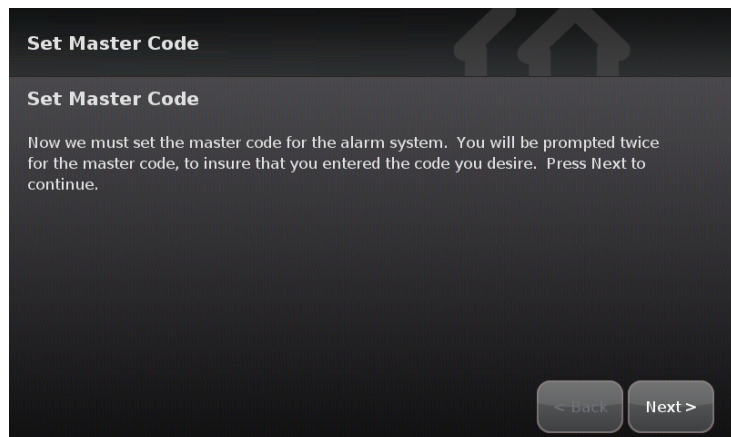
11. Contact the central monitoring station.
12. If they received all the generated alarms, tap **Next**.

See [Testing Alarms](#) on page 44, for how to test alarms after the installation is complete.

## Step G: Setting and Validating the Security Information

The Master code is the keypad code that is required for the customer to access the Settings widget and to create and manage other codes.

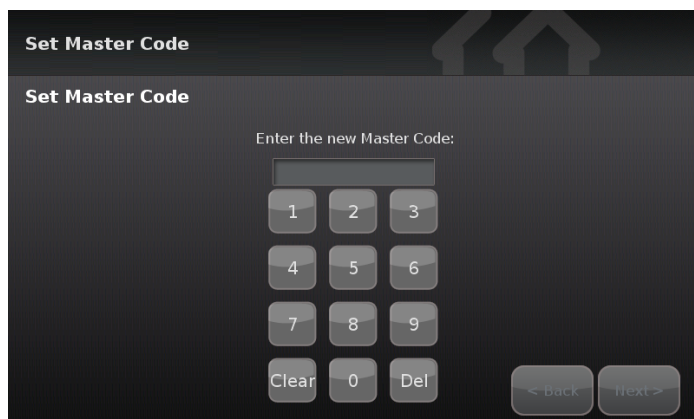
*The Set Master Code is displayed.*



**Figure 33: Set Master Code Screen**

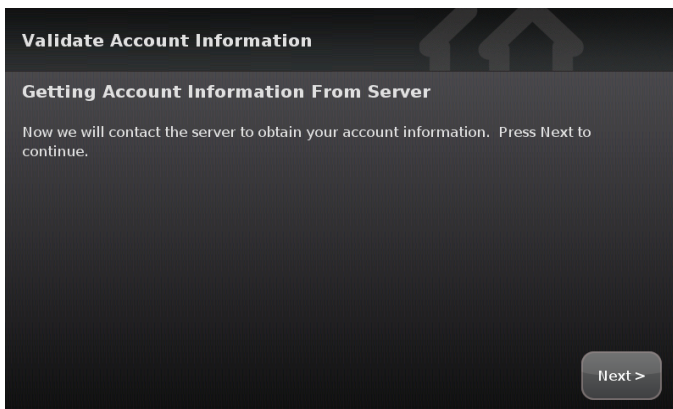
1. Tap **Next**.

*A keypad is displayed.*



2. Enter a four-digit code twice, and tap **Done**.

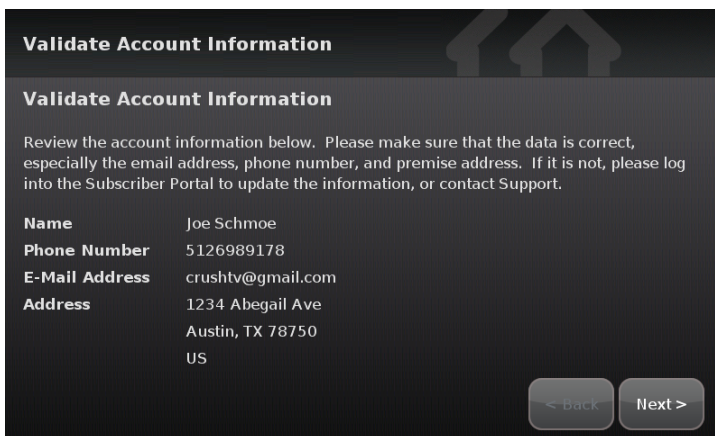
*The Getting Account Information From Server screen is displayed.*



**Figure 34: Validate Account Information: Getting Account Information From Server Screen**

3. Tap **Next**.

*The Validate Account Information screen is displayed.*



**Figure 35: Validate Account Information: Validate Account Information Screen**

4. Ensure that the displayed account information for the customer is accurate—especially the following:

- Phone number that the central monitoring station calls after an alarm
- Email address that will receive an email necessary to perform the Subscriber Portal activation

**Note:** This information is associated with the Activation code you entered.

5. Tap **Next**.

*The Getting Security Secret Word From Server screen is displayed.*

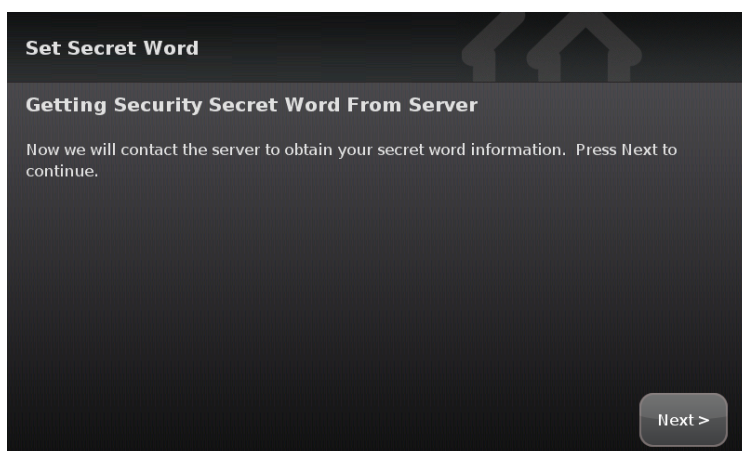


Figure 36: Set Secret Word: Getting Security Secret Word From Server Screen

6. Tap **Next**.

*The Set Security Secret Word screen is displayed.*

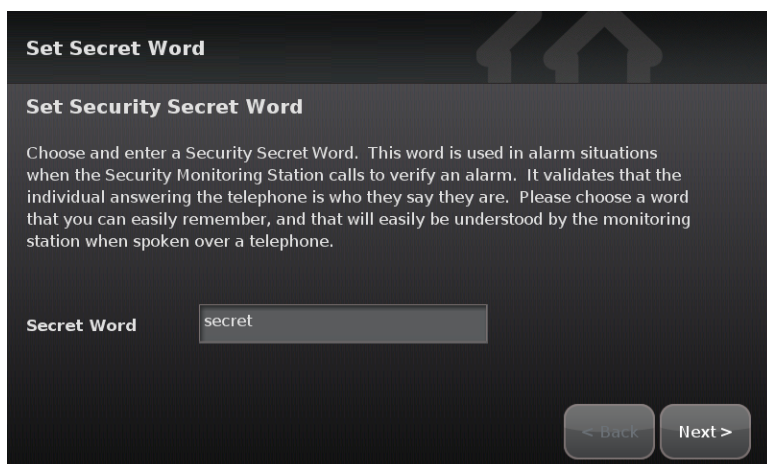


Figure 37: Set Secret Word: Set Security Secret Word Screen

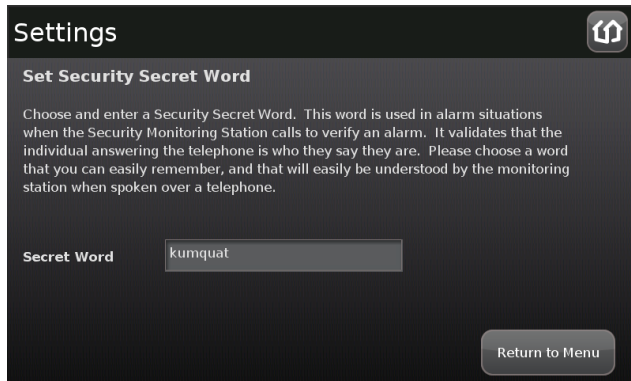
7. Show the customer the secret word displayed on the screen. Explain that this is the word that they will give to the central monitoring station when it calls to verify whether an alarm is false.
8. Tap the **Secret Word** field.

*A keyboard screen is displayed.*



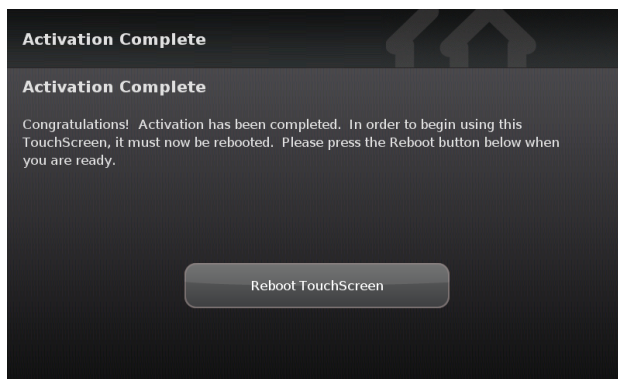
9. Have the customer type a new secret word and then tap **Done**.

*The Set Security Secret Word screen is displayed again.*



10. Tap **Next**.

*The Activation Complete screen is displayed.*



**Figure 38: Activation Complete Screen**

11. Tap **Reboot Touchscreen**.

*The TouchScreen reboots.*

## Step H: Mounting the Sensors

1. Mount the sensors and peripherals as described in the sensor documentation.
2. Test each sensor's signal strength as described on page 63.

**IMPORTANT:** The minimum distance for the sensors to communicate with the TouchScreen is beyond most practical limits. However, the distance can be limited occasionally by the materials for the walls, electrical interference, and other conditions. To ensure a strong signal from each sensor, test each sensor as described on page 44.

## Step I: Configuring the TouchScreen

If necessary, perform the following operations:

- ❑ Modify the Entry and Exit delay time periods (see page 48)
- ❑ Modify the alarm transmission delay (see page 49)
- ❑ Modify the “swinger shutdown” (see page 50)

Reset the TouchScreen to factory defaults (see page 50)

**Note:** This will cause the device to require activation again, which in turn will require that the customer’s account be reset as well.

- ❑ Check for a new firmware update (see page 52)
- ❑ Manage the sensors/security zones (see [Table 3: Sensor Operations](#) on page 40)
- ❑ Manage the cameras (see [Table 4: Manage Camera Operations](#) on page 40)
- ❑ Manage key fobs and key pads (see [Table 5: Manage Peripheral Operations](#) on page 41)
- ❑ Manage lights and thermostats (see [Table 6: Manage Environmental Device Operations](#) on page 41)

Technicians can also perform the following general activities that are also available to the customer.

**Note:** See the *TouchScreen User Guide* for information about these activities.

- ❑ Manage the Quickarm settings.
- ❑ Manage the way sensors are listed in TouchScreen reports and tools.
- ❑ View and test the TouchScreen’s connectivity to the central monitoring stations.
- ❑ Manage the keypad codes and secret word.
- ❑ View the customer’s account information.
- ❑ Manage your TouchScreen device sounds, screensaver, etc.
- ❑ View technical information about the TouchScreen device.

Sensors consist of door/window sensors, motion detectors, glass break detectors, and smoke alarms.

**Table 3: Sensor Operations**

Operation	Description		
Modify sensor details	Change (within limits) the details of a sensor (see page 1)		
Delete a sensor	Remove a camera from being managed by the TouchScreen (see page 1).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default	
Add a sensor	Find a new sensor that is available to be added (see page 59)		
Create a cross zone association	Configure two sensors to trip an alarm only if they are both faulted (see page 67); For example, an alarm sounds when a door sensor is faulted ONLY if an associated motion sensor also is faulted.		
View sensor diagnostics	View the connectivity details and signal strength of a sensor (see page 63)		
Manage fire alarm settings	Toggle Fire Alarm Verification to determine how the system triggers fire alarms (see page 54)	Disabled	Central monitoring station is contacted when one smoke alarm sounds.
		Enabled	Central monitoring station is notified when: <ul style="list-style-type: none"> <li><input type="checkbox"/> Multiple smoke detectors sound an alarm</li> <li><input type="checkbox"/> One smoke detector sounds an alarm for 60 seconds</li> </ul>

**Table 4: Manage Camera Operations**

Operation	Description	
Modify a camera	Change the name identifying each camera in the TouchScreen and the Subscriber Portal.  Set or modify the zone to which the camera is assigned. When a camera is assigned to a zone, the camera takes a series of pictures if that zone trips an alarm.	
Delete the camera from the security system	Remove a camera from being managed by the TouchScreen (see page 1).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default
Add a camera to the security system	Add an additional camera to the TouchScreen – up to six (see page 1)	
Replace a camera	Swap the current camera with another one (see page 1)	



**Table 5: Manage Peripheral Operations**

Operation		Description
Delete a key fob	Remove a key fob from being able to access the security system (see page 1).	Use these actions in sequence to reset a key fob's details to factory default.
Add a key fob	Find a new key fob that is available to be added (see page 1).	
Modify a key fob	Change the name identifying each key fob in the TouchScreen and the Subscriber Portal. (see page 1).	
Delete a key pad	Remove a key pad from being able to access the security system (see page 1).	Use these actions in sequence to reset a key pad's details to factory default.
Add a key pad	Find a new key pad that is available to be added (see page 1).	
Modify a key pad	Change the name identifying each key pad in the TouchScreen and the Subscriber Portal (see page 1).	

**Table 6: Manage Environmental Device Operations**

Operation		Description
Delete a lighting device	Remove a lighting device from your system (see page 1).	
Add a lighting device	Pair a new lighting device to your system (see page 1).	
Modify a lighting device	Change the name identifying each key fob in the TouchScreen and the Subscriber Portal. (see page 1).	
Delete a thermostat	Remove a thermostat from your system (see page 1).	
Add a thermostat	Pair a new thermostat to your system (see page 1).	
Modify a thermostat	Change the name identifying each key pad in the TouchScreen and the Subscriber Portal (see page 1).	

## Step J: Activating the Subscriber Portal

1. With the customer, check the inbox for the email address of the customer's account (the address displayed on the Validate Account Settings screen).

*The customer has received an email notification that their security system has been activated. The email provides a temporary username and password to the Subscriber Portal. The Subscriber Portal provides options for managing their account and security settings.*

2. Note the temporary password in the email and tap the link in the email.

*The Subscriber Portal login is displayed. The temporary username field is already filled in.*

3. In the password field, enter the temporary password that was provided in the email.

*Step 1 of the activation process is displayed.*

4. Enter the Master code you set during the TouchScreen activation.

5. Tap **Next**.

*Step 2 of the activation process is displayed.*

6. Enter (twice) a username and a password that the customer will use to access the Subscriber Portal.

7. Tap **Next**.

*The Subscriber Portal is displayed.*

8. Have the customer save the URL of the Subscriber Portal to the bookmarks in their browser.