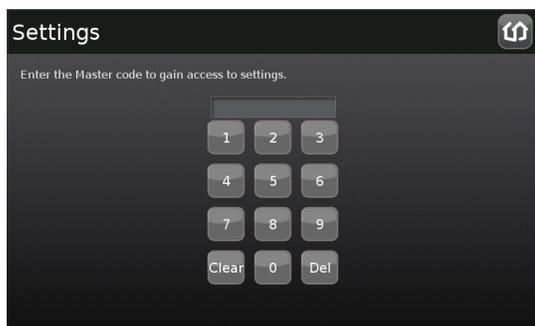# Technician Operations

Customers can use the Settings widget to access a variety of operations to configure and maintain their security system as described in the uControl TouchScreen User Guide. When an installer accesses the Settings widget with an Installer keypad code, they have access to the same operations as well other operations unavailable to a customer.

Getting Started

To access the Installers Settings menu:

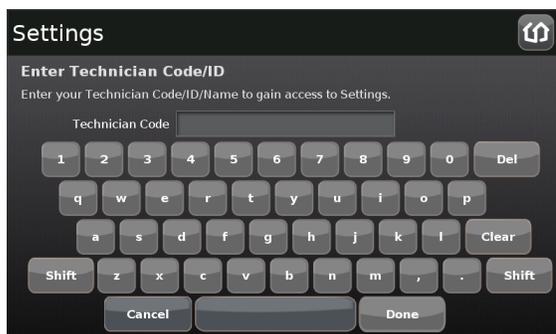1. From the Home screen, tap the Settings widget.

   A keypad is displayed.
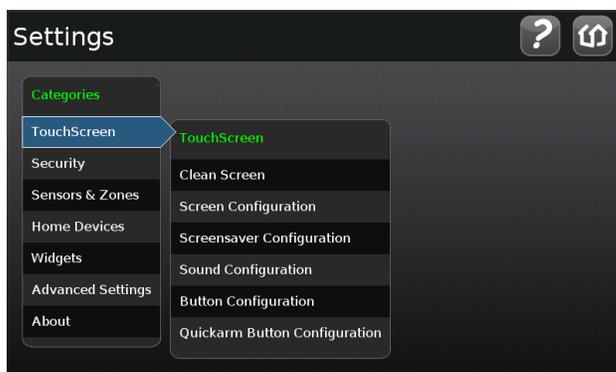

2. Enter the Installers keypad code.

   Note: Not the customer's Master keypad code.

   A keyboard screen is displayed.

3. Enter your Technician Code and tap **Done**.

The Installer Settings menu is displayed.

The following Installer operations are available from the Installer Settings menu:

❑ Configure the Entry/Exit delay periods (page 48)

❑ Configure the Alarm Transmission delay (page 49)

❑ Configure the Swinger Shutdown feature (page 50)

❑ Reset the TouchScreen to factory defaults (page 51)

❑ Check for new firmware versions (page 52)

❑ Manage sensors and zones (page 57)

❑ Create cross-zone associations for sensors (page 67)

❑ Performing the RMA procedure (page 1)

❑ Resetting your managed router (see the TouchScreen User Guide)

Both customers and Installers can test the alarm capabilities, by following the procedure described on page 44.
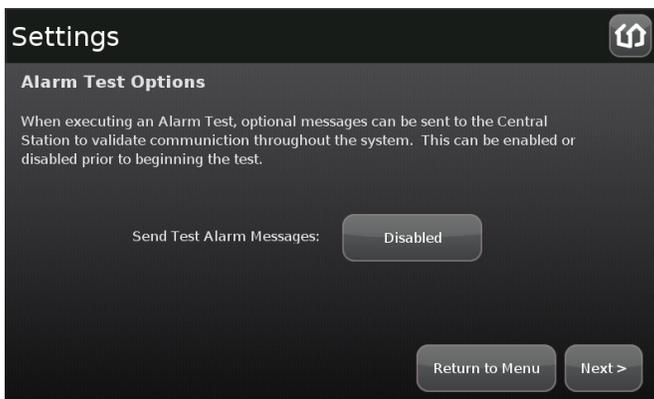
Testing Alarms

Installers can test the alarm system without going through the entire activation process.

To test alarms (after activation):

1. Call the central monitoring and tell them you are about to test your system.

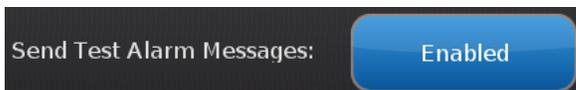2. From the Installers Settings widget (see page 43), tap **Security → Alarm Tes**t.
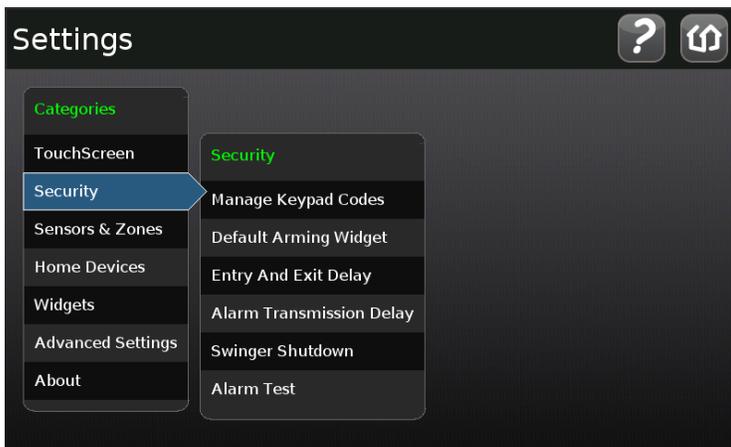
The Alarm Test Options screen is displayed.

3. To have your test alarms reported to central monitoring, tap **Disabled**.

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

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

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

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

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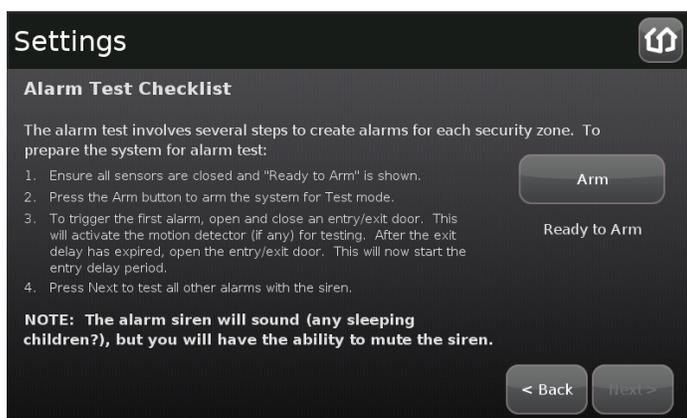
5. Ensure all the security zones are unfaulted (that is, doors and windows closed, motion detectors not showing motion, etc.).

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

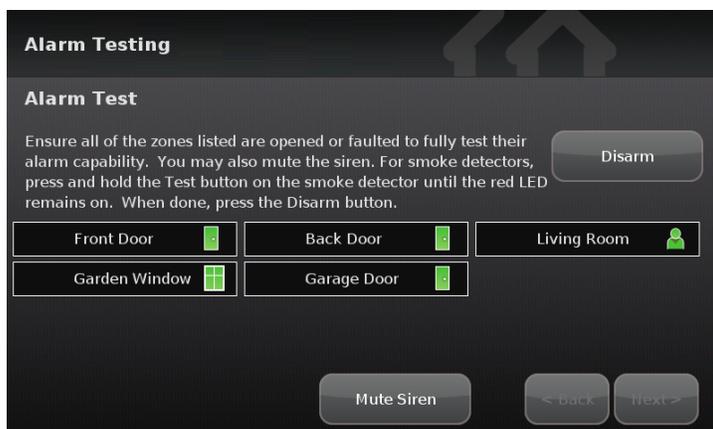6. Tap **Arm**.

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

7. Tap **Next**.

   *The Alarm Test screen is displayed.*

8. Open and close an Entry/Exit door.

The Entry Delay period starts (default 30 seconds). The TouchScreen begins beeping once per second. The beeping speeds up to twice per second in the last 10 seconds of the Entry Delay period. The motion detectors are turned on.

Note: To mute the siren, tap Mute Siren. This is not recommended. Ensuring that your siren is in working order is an important part of the test.

After the end of the Entry Delay period ends, the siren sounds (unless you muted it) and the Entry/Exit zone you faulted is marked with an alarm tag.
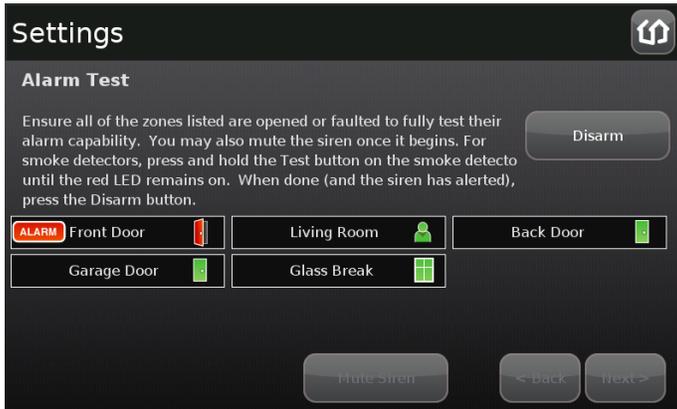

9. Fault each additional alarm as described in the following table and ensure that it is marked as alarm.

Sensor Testing Operations

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

The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.
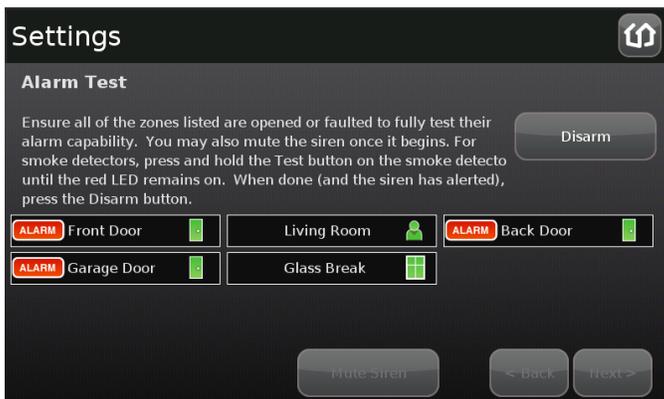
10. After all the alarms have been faulted and the system has noted it, tap **Disarm**.

11. Tap **Next**.

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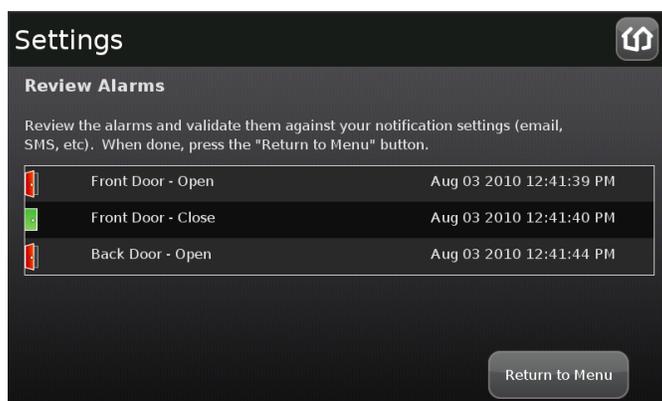
12. Review the zone event history.

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

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

15. Tap **Next** to return to the Settings menu.

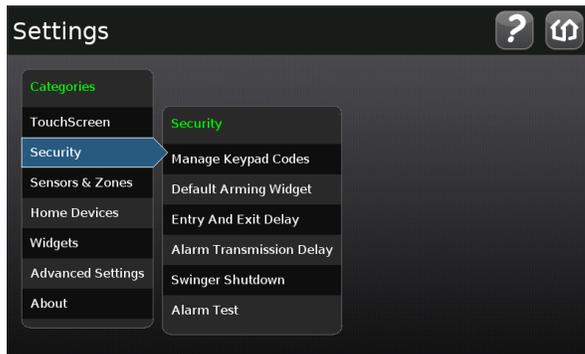## Configuring the Entry/Exit Delay Periods

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). There is an audible beeping during the Entry Delay period. This beeping sound is not configurable and cannot be muted.

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. There is an audible beeping during the Exit Delay (once per second) that speeds up during the last 10 seconds of the Exit Delay (twice per second).
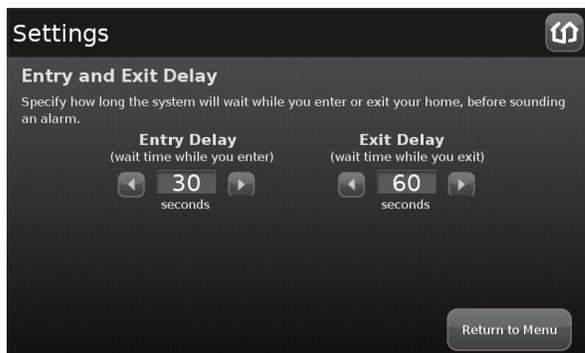
The Entry/Exit Delay periods are configurable by an Installer.

To configure the Entry/Exit Delay periods:

1. From the Installer Settings Menu, tap **Security → Entry And Exit Delay**.

   The Entry and Exit Delay screen is displayed.

2. Tap the right and left-pointing arrows to increase and decrease the Entry Delay and Exit Delay periods by increments of 5 seconds.

3. Tap **Return to Menu**.

Note: The Entry/Exit Delay periods cannot be less than 30 seconds. In most cases, these periods should not exceed 60 seconds.

Configuring the Alarm Transmission Delay

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.)

The Alarm Transmission Delay period is configurable by an Installer.

To configure the Alarm Transmission Delay period:

1. From the Installer Settings Menu, tap **Security → Alarm Transmission Delay**.
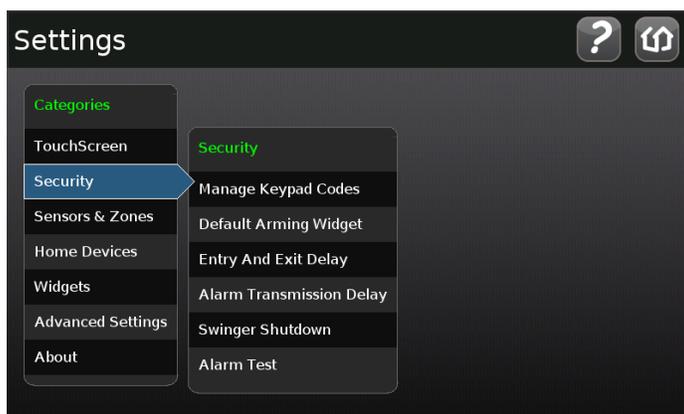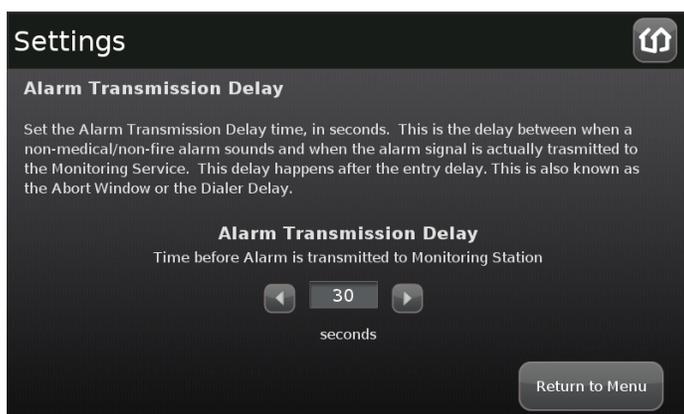

The Alarm Transmission Delay screen is displayed.

2. Tap 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.

3. Tap **Return to Menu**.

## 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, tap **Security** → **Swinger Shutdown**.
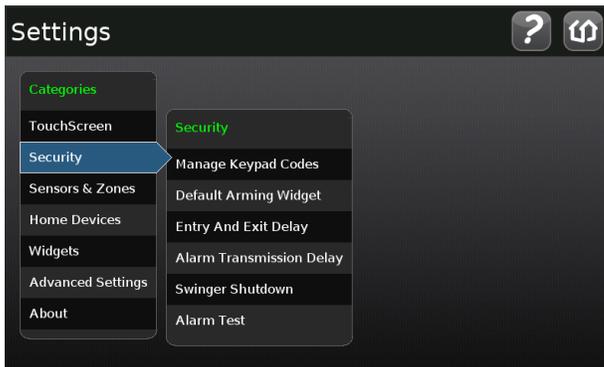
The Swinger Shutdown Settings screen is displayed.
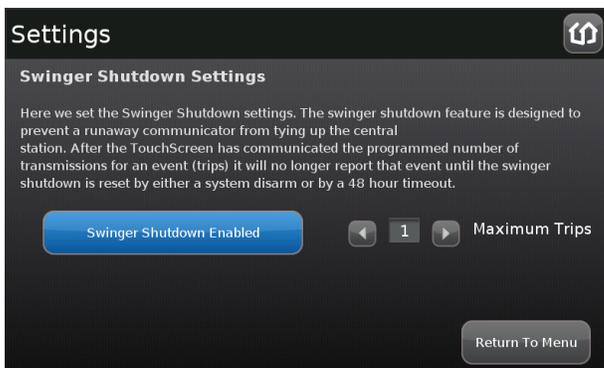
2. Tap the right and left-pointing arrows to increase and decrease the number of swinger shutdown trips (Maximum Trips).

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

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

   Tap **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, tap **Advanced Settings** → **Reset to Factory Defaults**.
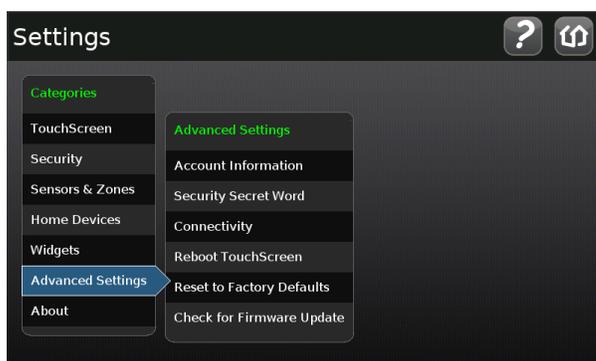
The Reset Touchscreen to Factory Defaults screen is displayed.

3. Tap **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.

To activate the system again:

1. Contact Customer Care to have the customer's account reset.

2. Follow the steps starting on page 13 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 54).

To check for a firmware update on the server:

1. From the Installer Settings Menu, tap **Advanced Settings → Check for Firmware Update**.
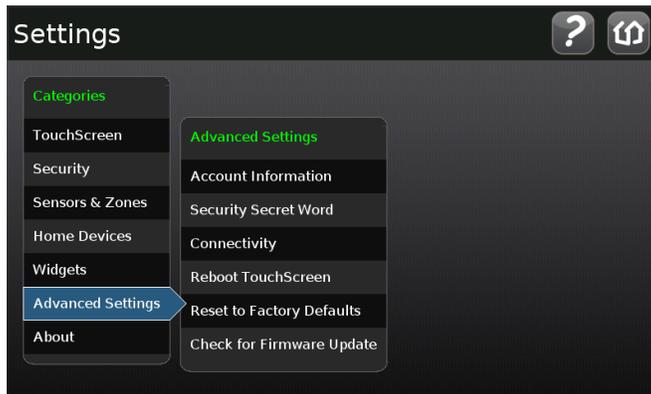
The Checking for Firmware Upgrade screen is displayed. The TouchScreen immediately checks for newer firmware updates that are available to be installed on the device's hardware version.

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

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

<p align="center">**Table 7: Troubleshooting Firmware Updates**</p>

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. Tap **Upgrade**.

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

   After reboot, the system displays the confirmation dialog again.

5. Tap **Cancel**, and remove the USB drive.
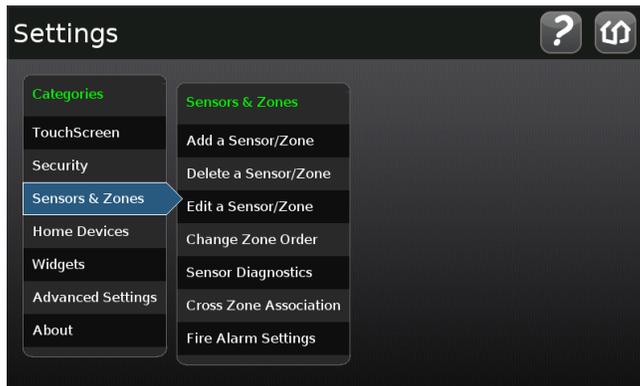
Enabling Fire Alarm Verification

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
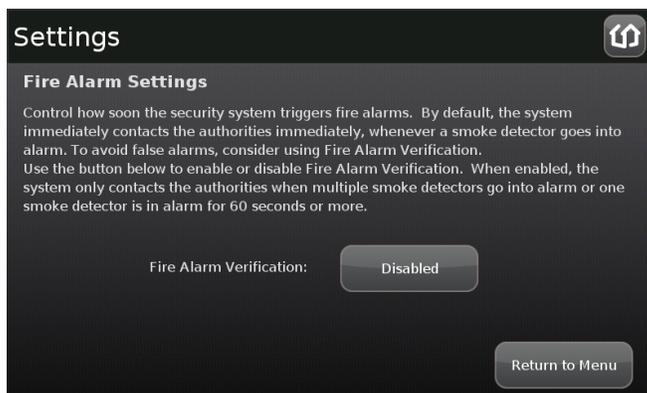
By default Fire Alarm Verification is disabled: The system immediately sends an alarm to central monitoring when the smoke alarm trips. However, smoke alarms are notorious for tripping in non-emergencies (such as, when food burns on the stove or someone forgets to open the flu before using the fireplace). 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, tap Sensors & Zones → Fire Alarm Settings.

The Fire Alarm Settings screen is displayed.

2. Tap **Enable** to turn Fire Alarm Verification on.

   Tap **Disabled** to turn Fire Alarm Verification off.

Managing the Physical Devices in the Security System

The TouchScreen is designed to work with numerous types of physical devices.

> 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.

IMPORTANT: 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.

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 57
Motion Detector Sensor		CR123A		3	
Glass Break Detector		CR123A		1	
Smoke/Heat Detector		CR123A		2	

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:

- ❑ Modify (page 58)

- ❑ Add (page 59)

- ❑ Delete (page 62)

- ❑ View details and diagnostics (page 63)

- ❑ Reset (page 64)

These operations are performed from the Installer Settings Menu (see Technician Operations on page 43). The TouchScreen User Guide has instructions for changing the order that zones are listed in the TouchScreen.
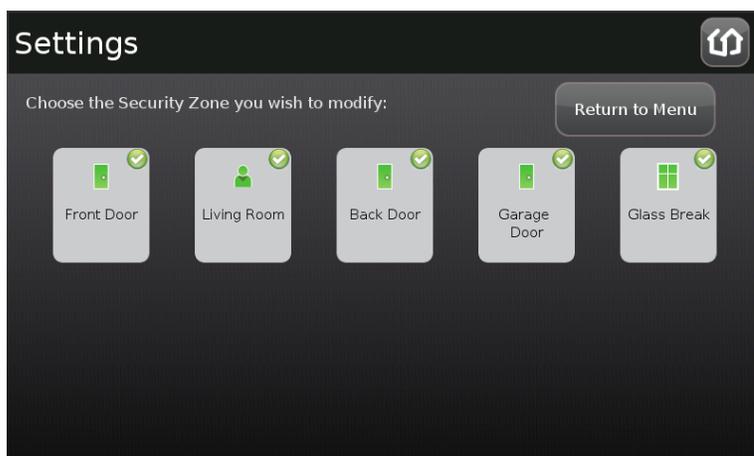
Maintaining Sensors

Modifying Sensor Details

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

1. From the Installer Settings Menu, tap **Sensors & Zones** → **Edit a Sensor/Zone**.
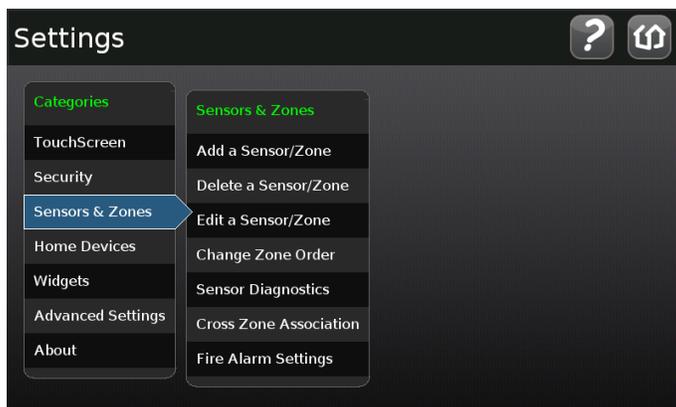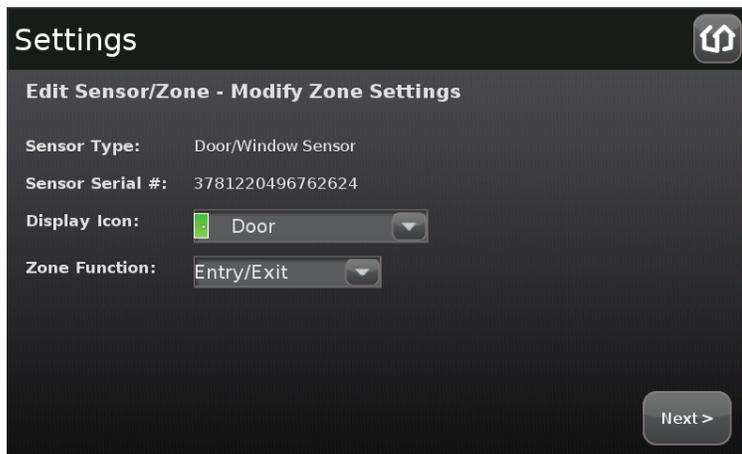
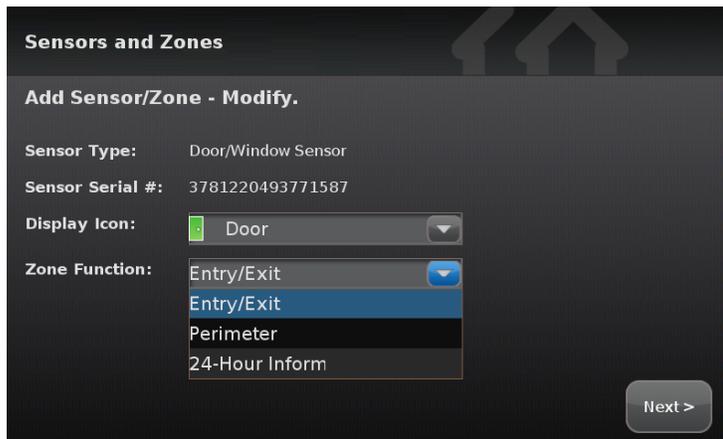*A series of icons are displayed that represent each installed sensor being monitored by the security system.*

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

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

3. Tap 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. Tap **Next** to move through the wizard.

5. Tap **Return to Menu** when the sensor modifications are complete.

Adding Sensors

To add a sensor to the security system:

A sensor must meet the following requirements before it can be added to the security system:

❑ Defaulted

❑ Not currently paired with another TouchScreen device
   Note: To unpair a sensor from the current TouchScreen, you must delete it (see 62).

❑ Currently in Search mode

1. From the Installer Settings Menu, tap **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.

   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.

3. 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.
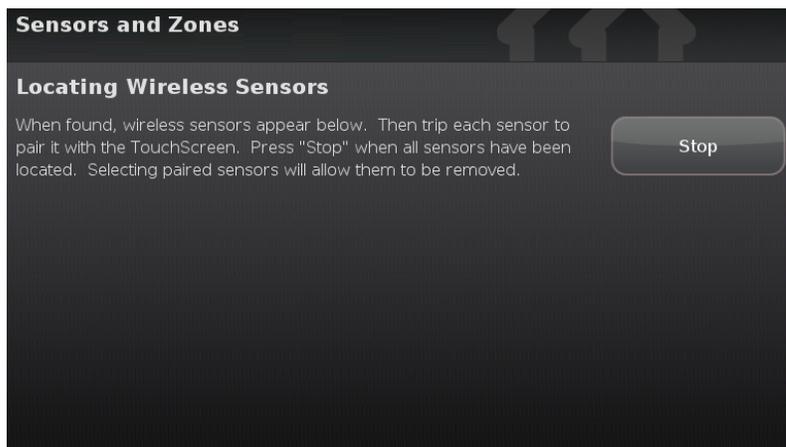
4. Fault each found sensor to pair it to the TouchScreen.

   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.

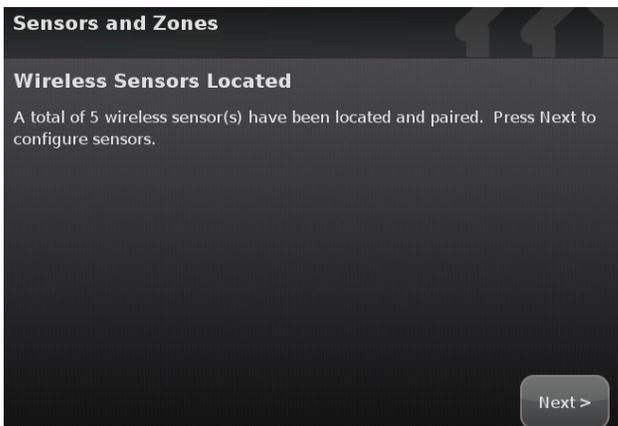*The icon for each sensor is undarkened as it is faulted and the TouchScreen beeps. The sensor is paired to the TouchScreen.*
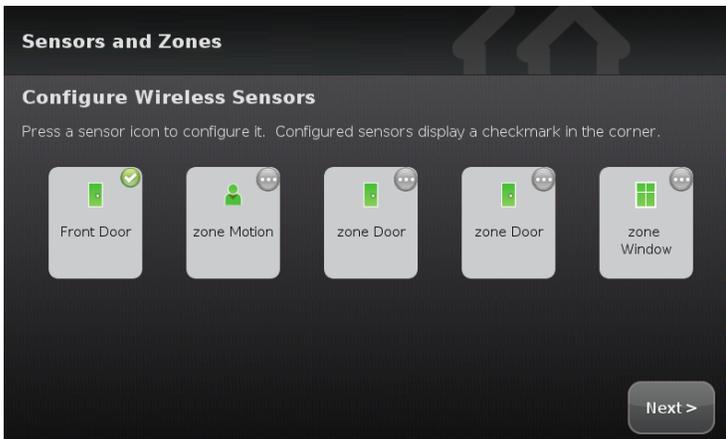

5. Determine that all the sensors have been located by the TouchScreen.

6. When all the sensors are found and paired, tap **Stop**.

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

7. Tap **Next**.

    The Configure Wireless Sensors screen is displayed.

8. Tap each sensor icon to configure it.

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

   See Adding Sensors to the Security System on page 22

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

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

Deleting Sensors

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, tap **Sensors & Zones** → **Delete a Sensor/Zone**.
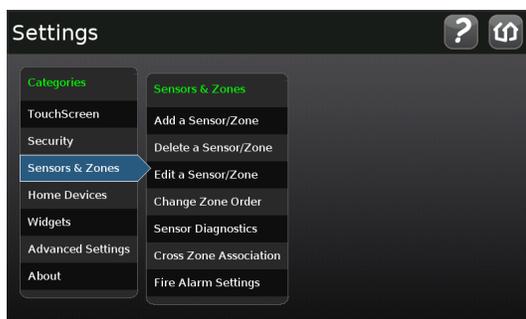
   The Premise Passphrase keyboard screen is displayed.

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

   An icon for each monitored sensor is displayed.

4. Tap the sensor icon to delete its sensors.

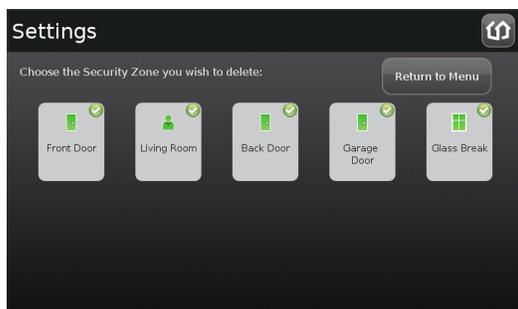   *A confirmation dialog is displayed:*

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

5. Tap **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.

Viewing Sensor Details

To view details and diagnostic information about a sensor:

1. From the Installer Settings Menu, tap **Sensors & Zones → Sensor Diagnostics**.
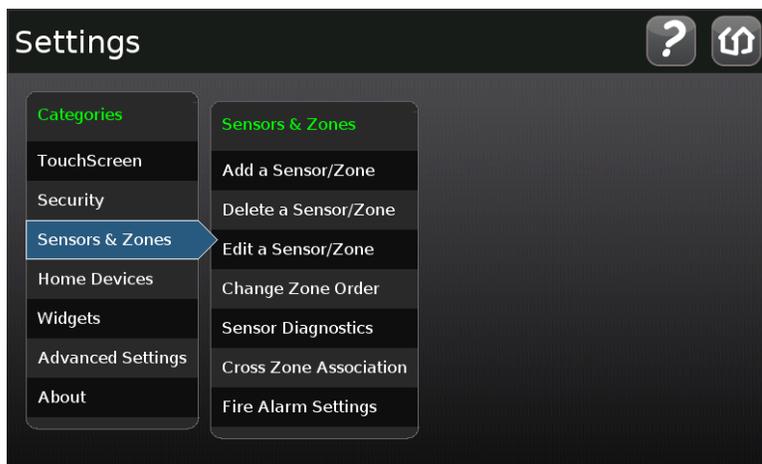
   An icon for each monitored sensor is displayed.

2. Tap 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

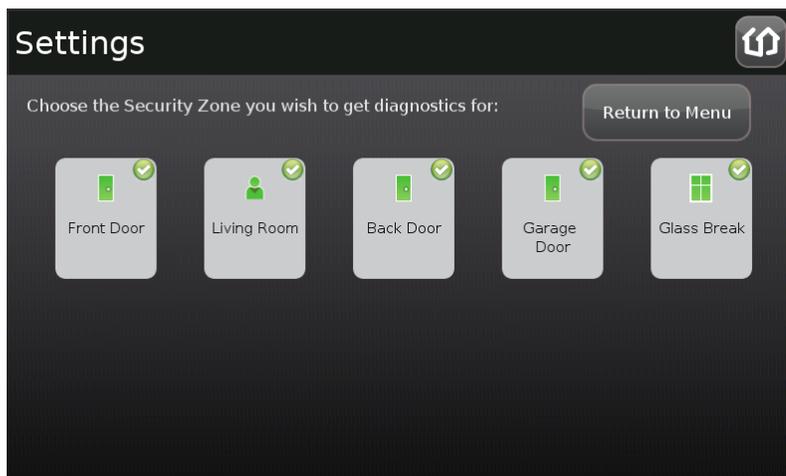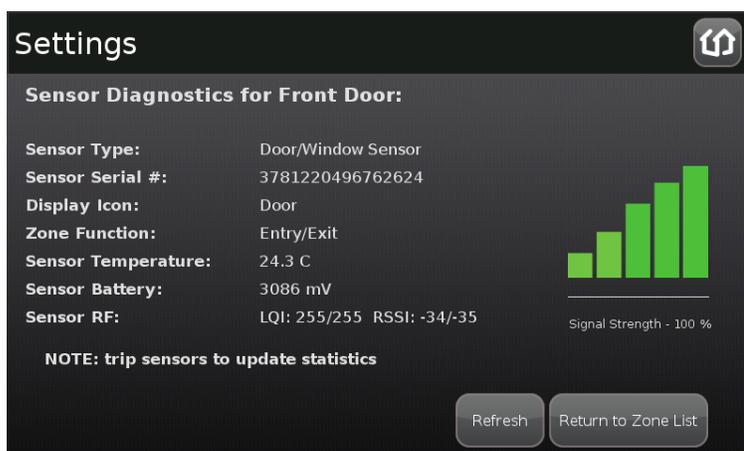❑ Security zone details such as its Display Icon and its function (Entry/Exit, Perimeter, etc.)

Resetting Sensors to Factory Default

When a sensor is originally removed from its packaging, it is already in factory default mode. When you install the battery as described in the documentation, it will immediately begin searching for a TouchScreen with which it can pair.

To reset a sensor that has already been added to a TouchScreen and place it in Search mode, delete it as described in its included documentation.

In the rare event that you need to force default a sensor that is not paired to a nearby TouchScreen, see the following pages in each case:

❑ Door/window sensors—page 65

❑ Glass break detector—page 65

❑ Motion detector—page 66

❑ Smoke detector—page 67

To force default a door/window sensor:

1. Find the locking mechanism on the bottom of the SMCDW01-Z.

2. Holding the SMCDW01-Z in one hand, carefully insert the tip of a screwdriver into the locking mechanism.
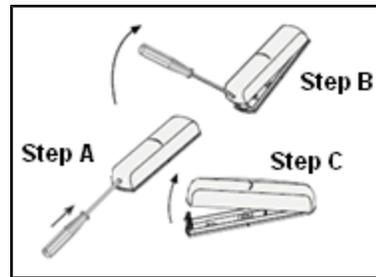
3. Push lightly upwards from the back of the SMCDW01-Z until the back plate separates from the sensor.

4. Remove the battery.

5. While pressing and holding the tamper switch, insert the battery into the SMCDW01-Z, with the positive (+) end oriented towards the tamper switch. The front panel LED goes ON.

6. After 1 second, release the tamper switch. The LED blinks green.

7. Replace the SMCDW01-Z back plate.
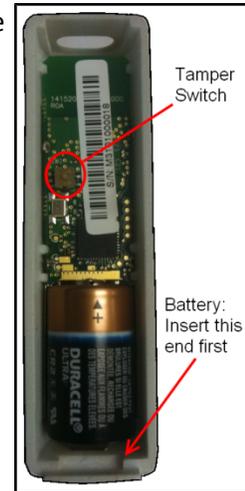
To force default a glass break detector:

1. Remove the cover from the glass break detector.

2. Remove the battery.

3. While pressing and holding the tamper switch, insert the battery into the glass break detector. The front panel LED goes ON.
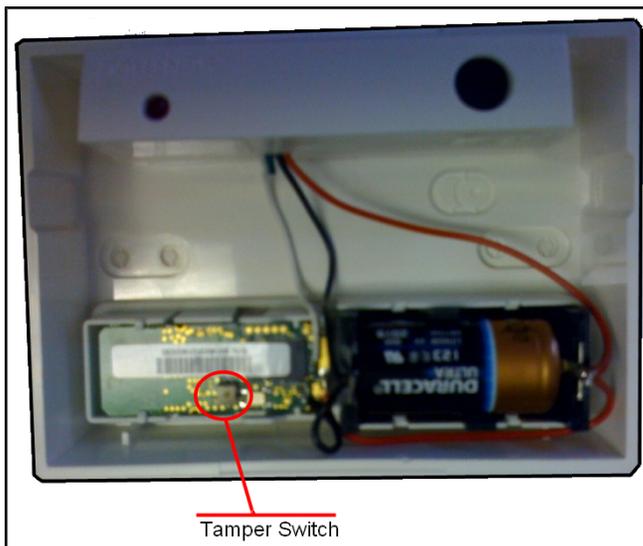
4. After 1 second, release the tamper switch. The LED blinks green.

5. Replace the glass break detector cover.

To force default a motion detector:

1. Remove the back cover from the motion detector.

2. Remove the batteries.

3. Remove the front cover.

4. While pressing and holding the tamper switch, insert a single battery into the motion detector. The front panel LED goes ON.
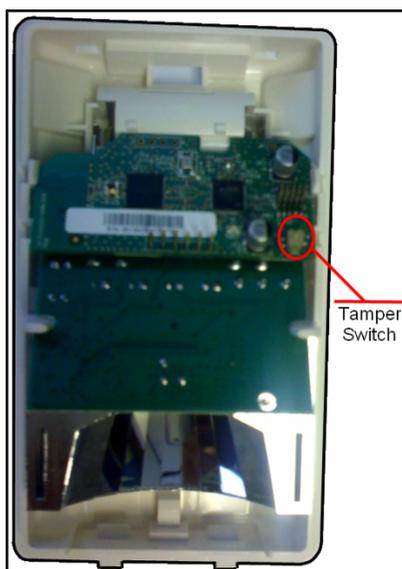
5. After 1 second, release the tamper switch. The LED blinks green.

6. Replace the front cover and all the batteries to the motion detector.

7. Replace the back cover.

To force default a smoke detector:

1. Twist the back cover of the smoke detector to remove it from the device.

2. Remove the batteries.

3. Use a screwdriver to release the securing tabs that secure the front cover and remove it.
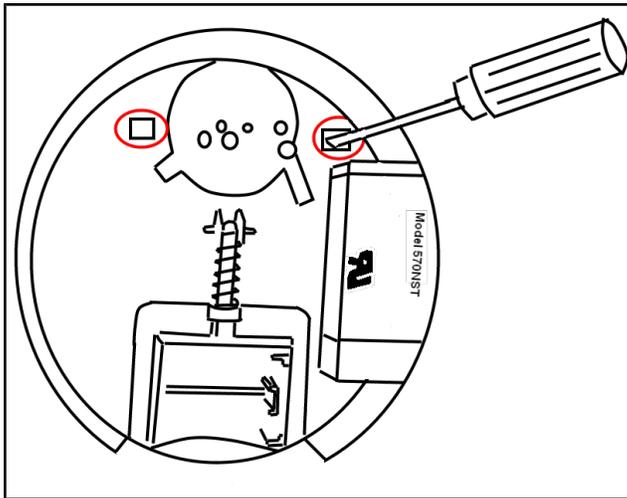
The tamper switch is located on the circuit board that is at a 90º angle to the casing plane.
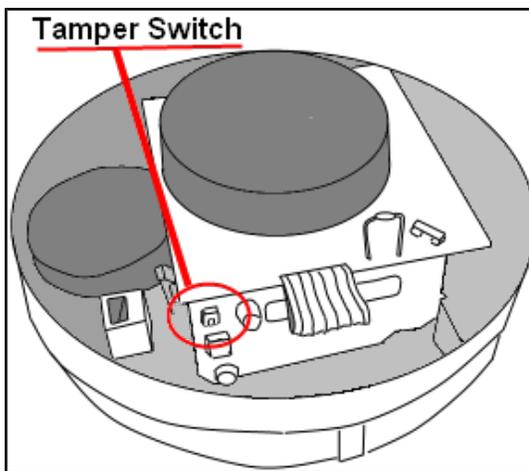
4. While pressing and holding the tamper switch, insert a single battery into the smoke detector. The LED goes ON.

5. After 1 second, release the tamper switch. The LED blinks green.

6. Replace the front cover.

   Replace all the batteries to the smoke detector and the back cover.

Managing Cross-Zone Associations

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

❑ Two specific sensors are faulted

❑ The sensors 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 69) 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, tap **Sensors & Zones → Cross Zone Association**.
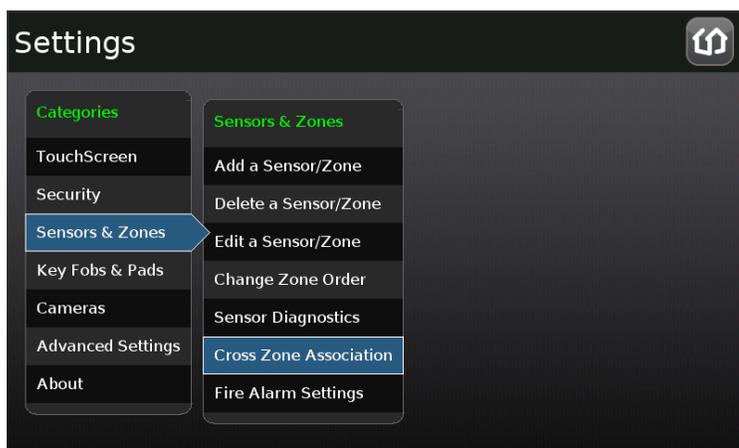
The Cross Zone Associations screen is displayed.
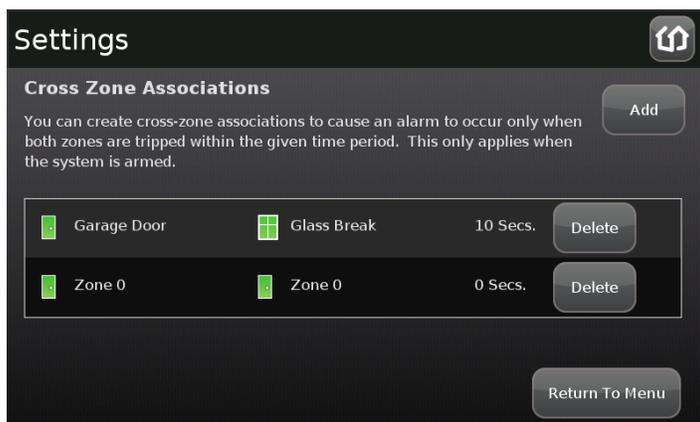
2.   Tap **Add**.

The Add Cross-Zone Associations screen is displayed.
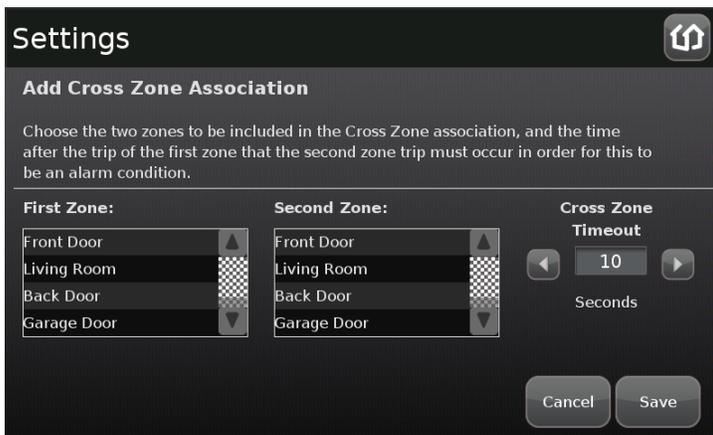
3. Tap a sensor/security zone listed in the First Zone column.

4. Tap a different sensor/security listed in the Second Zone column.

5. In the Cross Zone Timeout field, tap 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. Tap **Save** to create the cross-zone association.

To delete a cross-zone association for two sensors:

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

The Cross Zone Associations screen is displayed listing each cross-zone association.
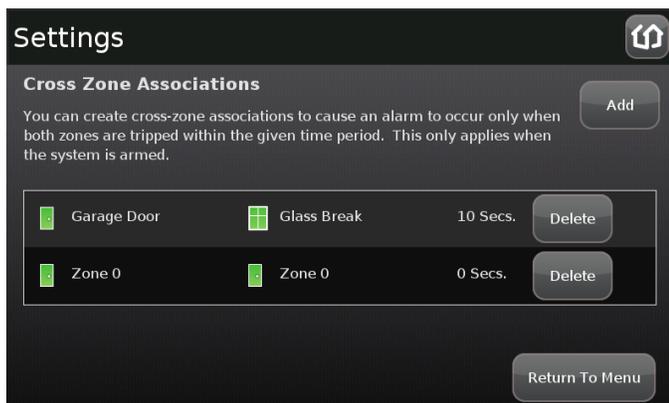
2. Tap **Delete** next to a cross-zone association.

   The cross-zone association is removed.

Swapping the Security Network Router

This section describes how to replace the security network router with a new one. Also, use this procedure to repair the TouchScreen with the security network router after you have reset the router factory defaults.
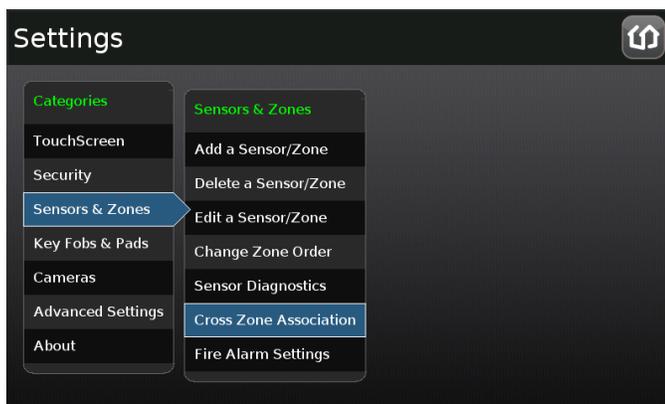
To replace a TouchScreen with a new one:

1. If Sercomm cameras are installed to the security system, upgrade the camera firmware to version 1.0.07 or later.

2. Delete the cameras from the TouchScreen as described on page 1.

3. Reset the security network router to factory defaults; that is, the router to which the TouchScreen is most directly connected.

4. If you are swapping the current router for a new one, unplug the router and disconnect it from the TouchScreen (if it is connected by Ethernet).

5. Reboot your broadband modem.

6. Reconnect the new router in place of the original. Ensure it is set to factory defaults. Ensure the new router is fully operational with Wi-Fi enabled.

7. For installing the Netgear router in a non-standard installation where the security network router is placed behind the service provider's modem/router, place the router into the DMZ of the of the modem/router.

8. From the Settings Menu, tap **Advanced Settings→ Connectivity**.
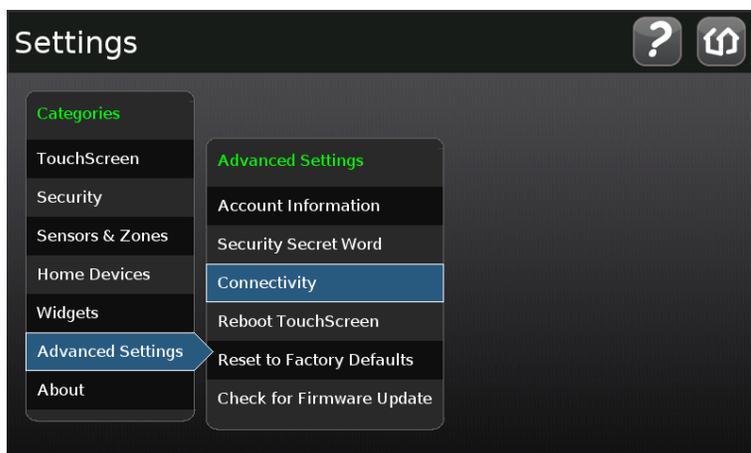
   The Connectivity Screen is displayed.
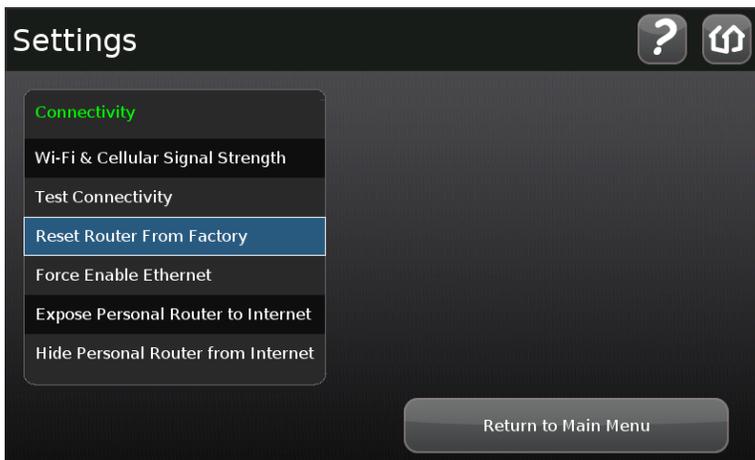
9. Select **Reset Router From Factory**.

   The Connectivity menu is displayed.
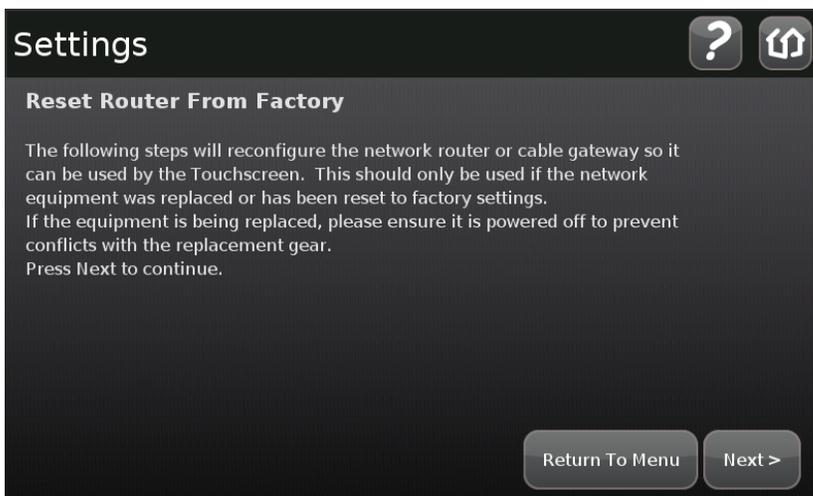
10. Tap **Next**.

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

11. Tap the type of router the TouchScreen will use and tap **Next**.

    The Connectivity Setup screen displays options for connecting to the router/modem.
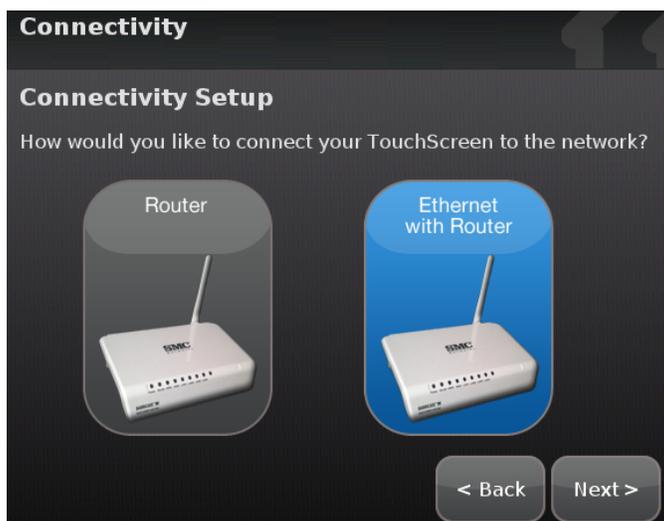
    The following options are displayed:

    ❑ Router — Connect to the router/modem wirelessly)

    ❑ Ethernet with Router — Connect to the router/modem using an IEEE 802.3 Ethernet cable

12. Tap the method for the TouchScreen to connect to the router/modem and tap **Next**.

    If Router was selected, the Router Connection Checklist is displayed.
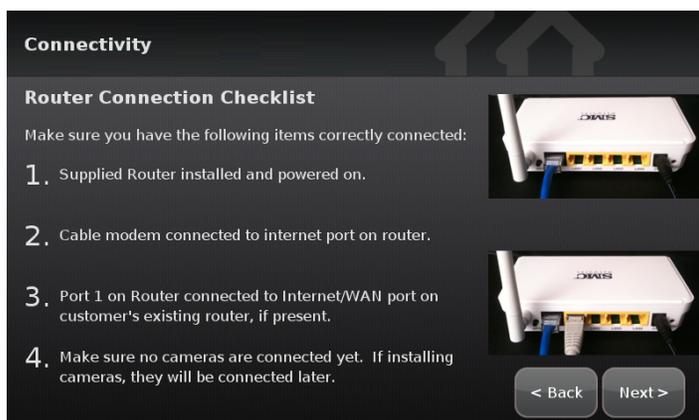
    If Ethernet with Router was selected, the Ethernet Connection Checklist is displayed.
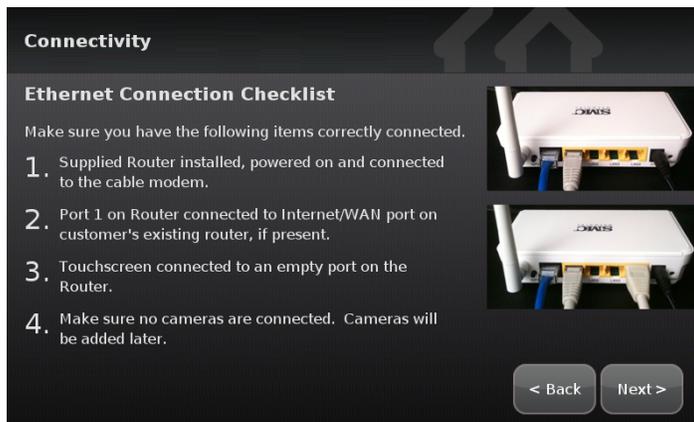
13. Follow the instructions on the Connection Checklist screen.

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

   ❑ For wireless connectivity, see page 76.

   ❑ For wired connectivity, see page 76.

For wireless connectivity:

1. Tap **Next**.

The TouchScreen locates all the available wireless routers in range, and displays their MAC address.
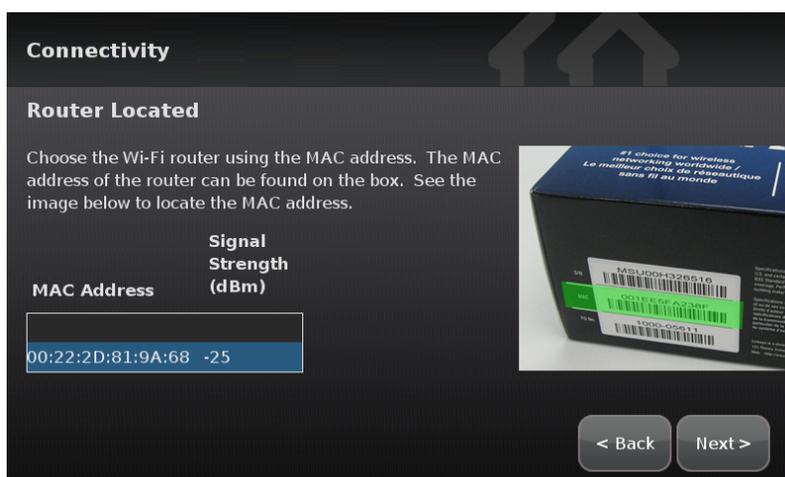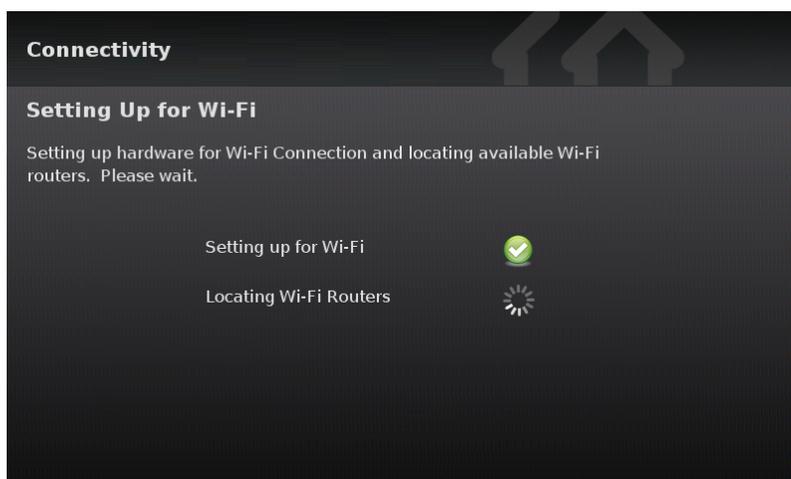
2. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).

3. Tap the MAC address for the correct router.

4. 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.

   Note: This step takes longer than it does during Activation. The items on this screen will vary based on your particular router.

5. Tap **Reboot TouchScreen**.

6. Re-install the cameras as described on page 1.

For cabled connectivity:

1. Tap **Next**.

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

   Note: This step takes longer than it does during Activation. The items on this screen will vary based on your particular router.
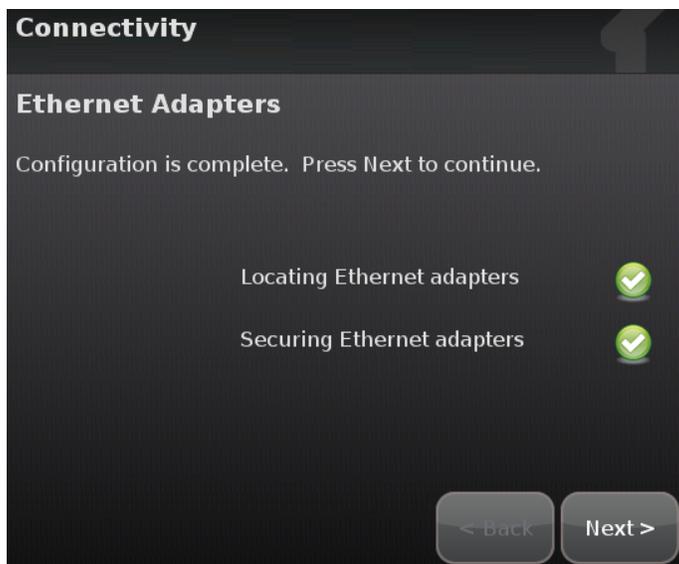
2. Wait a few minutes for the router/modem to reassign IP addresses.

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

The Reset Router From Factory Screen displays a Reboot TouchScreen button.

3. Tap **Reboot TouchScreen**.

4. Re-install the cameras as described on page 1.

Troubleshooting Router Swapping

Troubleshooting Router Swapping

Problem	Cause	Solution
Firmware Update Problem	See Troubleshooting Firmware Updates on page 54.	
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

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. There is an audible beeping during the Exit Delay (once per second) that speeds up during the last 10 seconds of the Exit Delay (twice per second). 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 flashes green once and then holds 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

The TouchScreen can be positioned on a flat surface or mounted to the wall (see page 79). 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 1.

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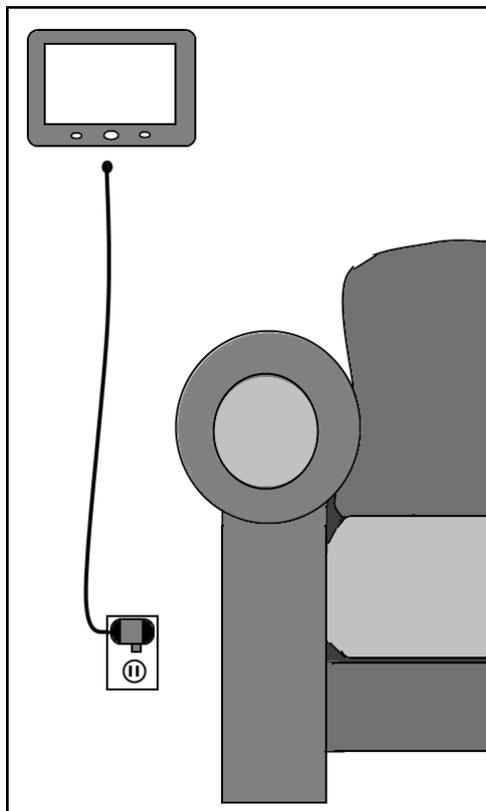
Rather than placing the TouchScreen on a table, desk, or counter, the device can be mounted on the wall using the wall mount.
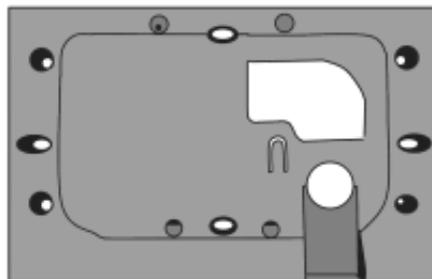
To mount the TouchScreen to the wall:

.
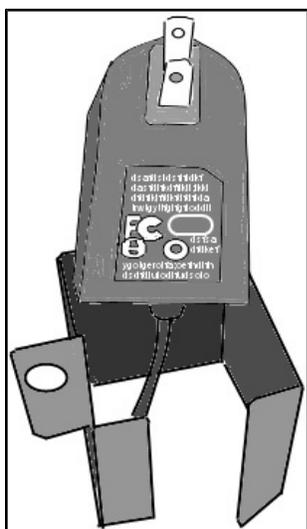
1. Insert the A/C adapter into the bracket.
   See Table 2: A/C Power Supply Ratings on page 1 for electrical ratings for the A/C power supply.
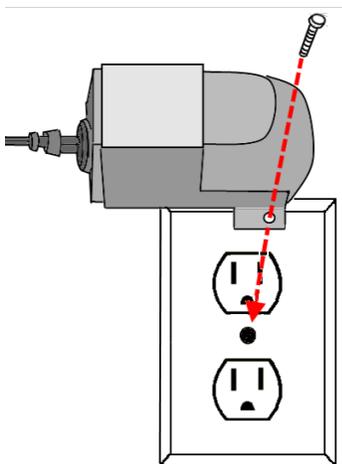
2. Remove the center screw from the wall outlet.

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 Cut a hole in the wall:

   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 39: Cut a hole in the wall

5. Use the included screws to affix the wall mount to the wall over the cut-out (Affix the wall mount).
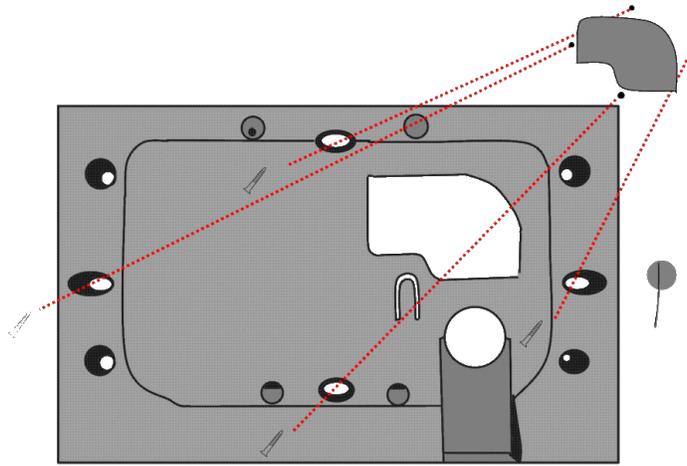
Figure 40: Affix the wall mount

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

Attach the TouchScreen to the wall mount
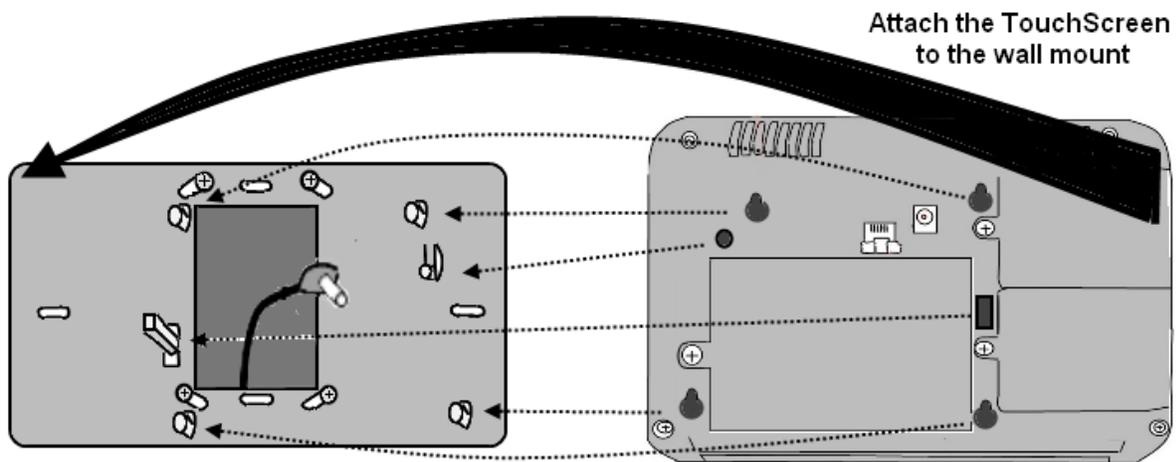
Figure 41: Attach the TouchScreen to the wall mount

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

① ② Attach the TouchScre
to the wall mount and
② slide it down
to secure it
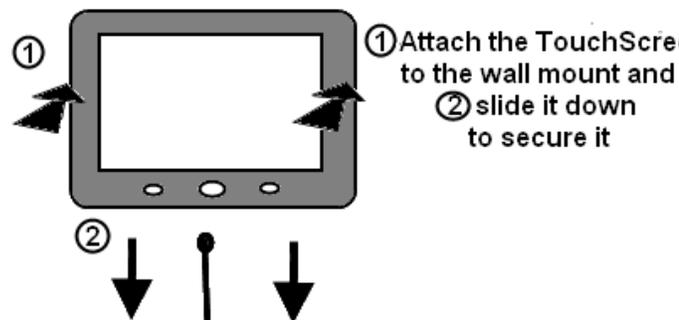
Appendix C: General Info for Sensor Placement

This section provides placement recommendations for sensors and cameras.

Door/Window Sensors Placement Recommendations

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 & Management 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: Installer Quick Reference (SIA)

Installer Quick Reference [CP-01 4.6.1]

Feature	Description	Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed Length is doubled for Arm Stay and Arm Night modes up to120 seconds	Default: 60 seconds Range: 30 seconds to 99 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second. Twice/second during the last 10 seconds.	Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	If Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	If no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.	This feature is not configurable.
Recent Closing	If alarm is tripped within 2 minutes from end of Exit Delay, Recent Closing transmission sent to Central with the arming keypad code.	A Recent Closing transmission is not for alarms tripped by a Smoke Detector. This feature is not configurable
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.	Default: 30 sec. Range: 30 seconds to 99 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second Twice/second during the last 10 seconds	This feature is not configurable.
System Acknowledgement	When armed, TouchScreen beeps 3 times. If armed by key fob, key fob's LED flashes red once and the holds red for two seconds. When disarmed from the TouchScreen, beeps once. If disarmed key fob, key fob's LED flash green once and then hold green for two seconds.	This feature is not configurable.
Remote Arming	Using key fob, system can be armed in Arm Away mode and Arm Stay mode. Exit Delay period works the same way as non-remote arming.	This feature is not configurable.
Abort Window	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.	Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Abort Window	System disarmed by entering a valid keypad code in the	This feature is not configurable.

Feature	Description	Ranges & Defaults
	TouchScreen or a key pad. If invalid keypad code entered, alarm restarts.	
Aborting	If system is disarmed with within the Abort Window, no alarm transmission occurs. Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that central monitoring was not notified.	By default, Verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.	This feature is not configurable.
Use of Duress Feature	A four digit code that sends silent alarm immediately. Otherwise, same as Master keypad code.	Default: Duress Code is disabled.
Duress Code	Must be unique and created by the user.	Default Duress Code: Null
Cross Zoning	2 security zones that only trip alarm if they are both faulted within configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 2 trip Range: 1 to 6 trips
Fire Alarm Verification	When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a one detector is in an alarm for 60 seconds.	Default: Disabled
Call Waiting	The TouchScreen connects to central monitoring over broadband and cellular, no call waiting alert is required.	
System Test	Perform the system test as described in step Step F: Testing the Alarm Functionality of the Security System on page 30. Or, afterward as described in Testing Alarms on page 44.	
Communications	Test the security system to ensure that it is in proper communication with central monitoring as described in Step F: Testing the Alarm Functionality of the Security System on page 30.	