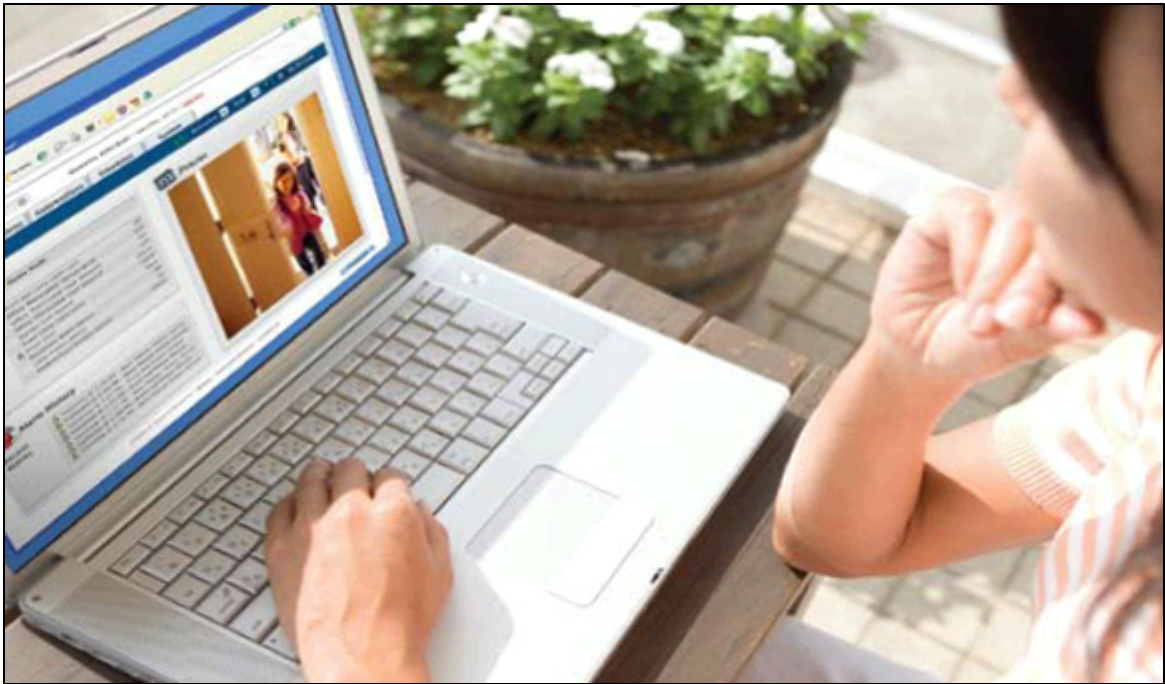




TouchScreen User's Guide

Technicolor TCA200

Release 3.8 Grenada



PN: 631-00008-01 Rev 3.8 Grenada SU1

August 4, 2011

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Compliances

FCC Notice

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

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

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

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



Device Purpose

Fire/Alarm Central Panel

UL1023 Notice

This device complies with UL1023.

UL985 Notice

This device complies with UL985.

UL1635 Notice

This device complies with UL1635.

ULC S545 Notice

This device complies with ULC S545.

ULC C1023 Notice

This device complies with ULC C1023.

ETL Notice

This device complies with all ETL and ETLC safety requirements.

Insert copy of ETL sticker when available



Limitations of Security Products

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

AN ALARM SYSTEM IS NOT A SUBSTITUTE FOR INSURANCE.

Contents

Compliances.....	2
Device Purpose.....	2
UL1023 Notice.....	2
UL985 Notice.....	2
UL1635 Notice.....	3
ULC S545 Notice.....	3
ULC C1023 Notice.....	3
ETL Notice.....	3
Limitations of Security Products.....	3
Welcome to the TouchScreen.....	6
Understanding Security Network Components.....	7
Understanding the Security Zone Types.....	8
Understanding Alarms.....	9
Configuring the TouchScreen.....	9
Subscriber Portal.....	10
Using the TouchScreen.....	11
Understanding the TouchScreen Controls.....	11
Understanding the Screen.....	12
Security Status Header.....	12
System & Zone Trouble Header.....	13
Content Area.....	18
Low Power Mode.....	19
Managing Your System Security.....	21
Understanding Arming Modes.....	21
Arm Away Mode.....	21
Arm Stay Mode.....	22
Arm Night Mode.....	23
Understanding Your Protection Against Smash & Grab Attacks.....	23
Arming and Disarming the System.....	23
Disarming the System & Understanding What Happens During an Alarm.....	23
To disarm the system from the TouchScreen:.....	25
Arming the System.....	26
Sending an Emergency Alarm.....	28
Managing Sensors.....	29
Disable a Sensor.....	30
Viewing Your Zone Event History.....	30
Changing the Order that Security Zones are Listed in the TouchScreen.....	31
Testing Your Alarms.....	32
Managing Connectivity Between the TouchScreen and the Central Monitoring Stations.....	35
Viewing Signal Strength.....	35
Testing Your Connectivity.....	36
Managing the Passcodes in your Security System.....	36
Managing your Keypad Codes.....	37
Managing Your Secret Word.....	39
View Your Security Account Information.....	39
Maintaining & Configuring the TouchScreen Device.....	40

Reboot the TouchScreen.....	40
Understanding and Configuring Screen Brightness & Screen Dimming.....	40
Configuring the Screensaver.....	44
Configuring the Tones and Volume Levels.....	45
Cleaning the TouchScreen Screen.....	46
Viewing Technical Specifications of Your TouchScreen.....	47
Appendix 1: TouchScreen Installation and Maintenance.....	48
Installing the Technicolor TouchScreen.....	48
Battery Requirements.....	52
Replacing the Battery.....	52
Recommendations for Sensor Installation and Placement.....	54
System Limitations.....	56
Emergency Preparations.....	57
Appendix D: Quick Reference Tables.....	59

Welcome to the TouchScreen

The purpose of this document is to explain the following in the OpenHome Converge system:

- ❑ Understand and operate the TouchScreen device
- ❑ Arm and disarm your security system
- ❑ Send a panic alarm
- ❑ View system status and arm/disarm the system
- ❑ Manage connectivity between the TouchScreen and the Central Monitoring Stations
- ❑ Manage pass codes
- ❑ Manage security zones
- ❑ Manage emergency dispatch contact information
- ❑ View history logs
- ❑ View account information

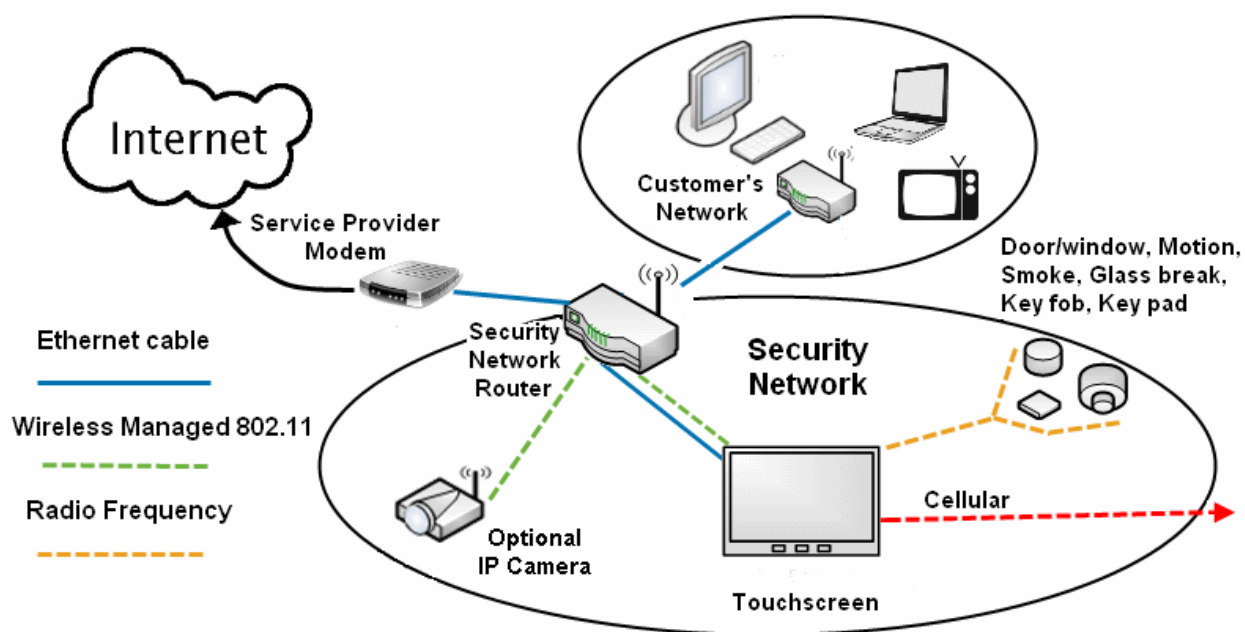


Figure 1: Security Network

Understanding Security Network Components

Security Network Components describes the equipment included with your security system.

Table 1: Security Network Components

Component	Description
TouchScreen	The device used to interface with your security system.
Sensors	Doorway/window Monitors the opening and closing of potential entry and exit points.
	Motion (indoor) Monitors movement within the premises
Security Network Router	The hub of your security network. This device is installed between your broadband modem and your home network router.
Smoke Detector	This device sounds an alarm when smoke is detected.

Understanding the Security Zone Types

Security zones are the sensors that detect movement and the opening and closing of doors and windows. The sensors communicate wirelessly with your TouchScreen. Security zones are added to the system and configured by your installer. You can enable and disable each security zone using the Security widget.

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> <p>Note: For more information on Entry/Exit delays, see "Managing Your System Security" on page 21</p>	Door/Window
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/Window sensor Motion detector Glass break detector
Interior Follower	<p>Monitors the internal living spaces of the premises and triggers an immediate alarm if the system is armed in Away mode.</p> <p>Not armed when the system is in Armed Stay mode.</p>	Motion detector
24-Hour Inform	When this security zone is tripped, there is never an alarm. However, an event is recorded in the history, and the TouchScreen emits a configured sound.	Door/Window sensor Motion detector Glass break detector
24-Hour Fire	Generates an immediate fire alarm if triggered.	Smoke alarm

Note: To bypass a zone from the TouchScreen, tap Turn Zone Off and enter your passcode. To bypass a zone from a Honeywell Vista 20P keypad, enter your user code, press the Bypass key, then press the two-digit number of the zone to be bypassed.

Understanding Alarms

When an alarm is tripped an audible alert is sounded. From that point, you have a specific amount of time (default: 30 seconds) to enter your keypad code or an alarm will sound. If a valid keypad code is not entered within a specific time (default: 30 seconds) of the audible alarm sounding, a message is sent to a central monitoring station. See "[Disarming the System & Understanding What Happens During an Alarm](#)" on page 23 for more information.

The central monitoring station will attempt to contact the persons listed on the account. When they reach a person listed on the account, they will ask for the Secret Word to affirm whether a genuine emergency is occurring. If no one on the list can be contacted, or if the person contacted gives the wrong Secret Word, the central monitoring station immediately dispatches police or other appropriate emergency personnel.

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

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

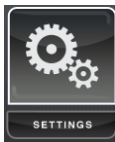
Configuring the TouchScreen

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

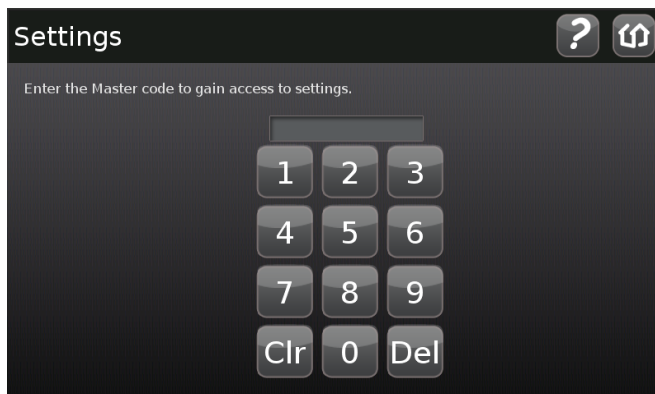
Note: You cannot access the Security app if the security system is armed.

To access the Settings app:

1. From the Home screen (see page 18) tap the Settings widget.

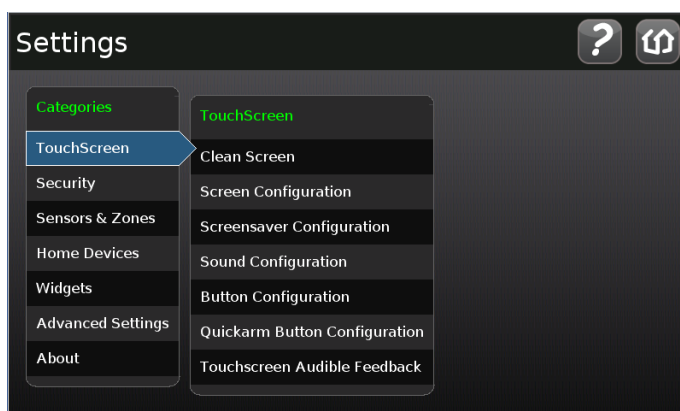


The Keypad screen is displayed.



2. Tap the numbers to enter your keypad code.

The Settings menu is displayed.



From the Settings Widget you can do the following:

- Manage the way sensors are listed in TouchScreen reports and tools (page 30)
- Test your alarms (page 32)
- Manage your keypad codes and secret word (page 36)
- View your account information (page 39)
- Manage your TouchScreen device settings (page 45)
- View technical information about your TouchScreen device (page 47)

Subscriber Portal

The Subscriber Portal is a web-based tool that allows you to remotely connect to your security system. You can access the Subscriber Portal from a PC or mobile Internet device. Many operations that can be done from the TouchScreen can also be performed from the Subscriber Portal.

Your installer has provided you with the URL address of the Subscriber Portal as well as a username and password to access it.

See the Subscriber Portal User Guide for more information.

Using the TouchScreen

Understanding the TouchScreen Controls

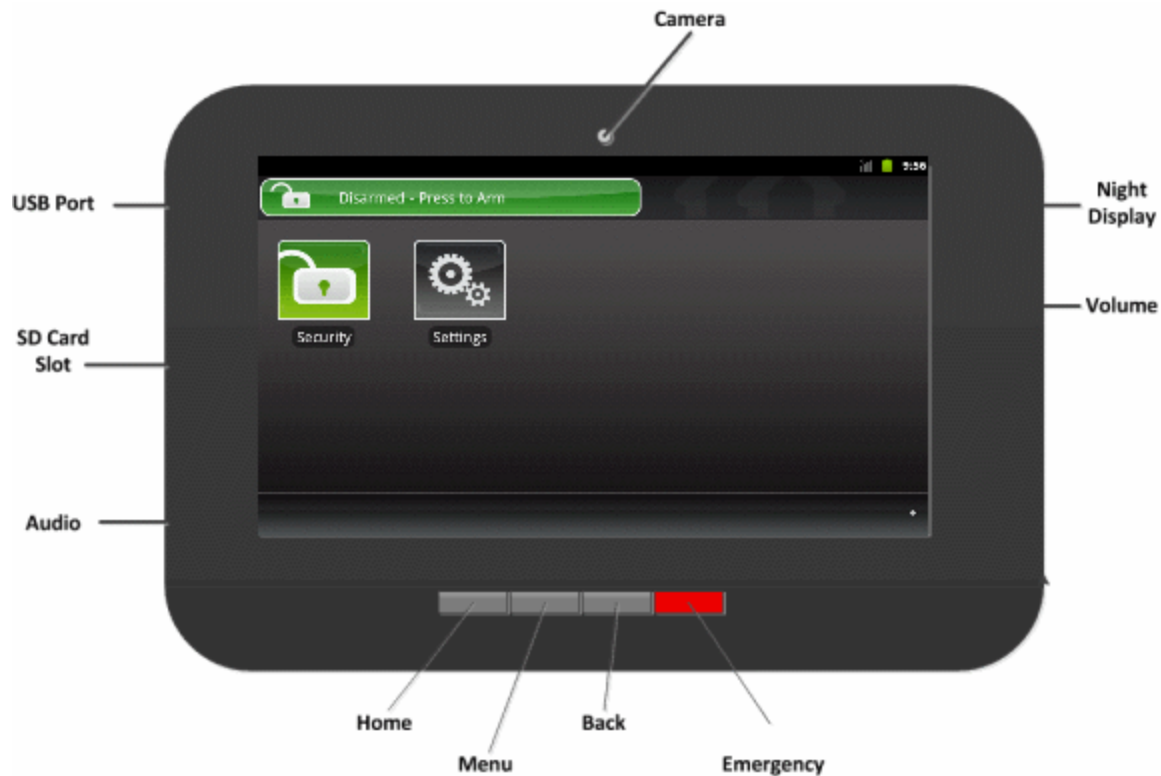






Figure 2: TouchScreen Device & Home Screen

Button	Description
	Home button. Press this button to go to the Home screen in the TouchScreen screen. The button is located at the bottom center in front of the device.
	Android menu button. Press this button to display the Android configuration menu. Refer to the Android documentation provided by Google for more information.
	Back button. Press this button to return to the previous screen.
	Emergency Alarm button. Press this button to manually and immediately send an alarm to the appropriate call center. The button is located at the bottom right in front of the device. When A/C power is available, this button is lit. See page 28 for more information.

Understanding the Screen

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

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

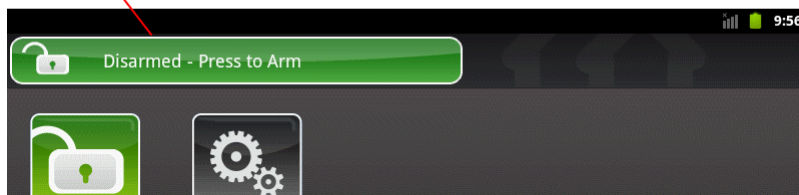
If the screen is black (showing nothing) this is because the system is not receiving A/C power. The display is powered off to conserve battery life.

The screen is divided into the following operational sections:

- ❑ Security Status Header (see page 12)
- ❑ System & Zone Trouble Header (see page 13)
- ❑ Date/Time Bar (see TouchScreen Device & Home Screen on page 11)
- ❑ Content Area (see page 18)

Security Status Header

System Status Bar

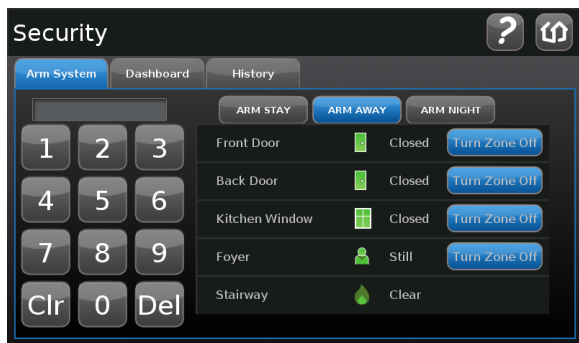


The Security Status header displays in the upper left hand of the TouchScreen. It tells you whether the system is armed or disarmed and other information. Tap this header to arm or disarm the system.

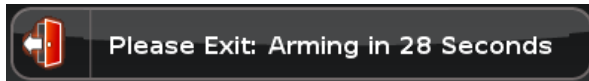
Also, during troubles that would prevent arming (such as a monitored door or window being opened) an announcement replaces the Arm/Disarm status.



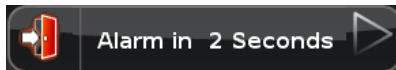
If you tap this header at that time, the TouchScreen presents the Arm System tab of the Security widget.



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



During the Entry Delay, the header changes to announce the number of seconds before the alarm goes off.



System & Zone Trouble Header

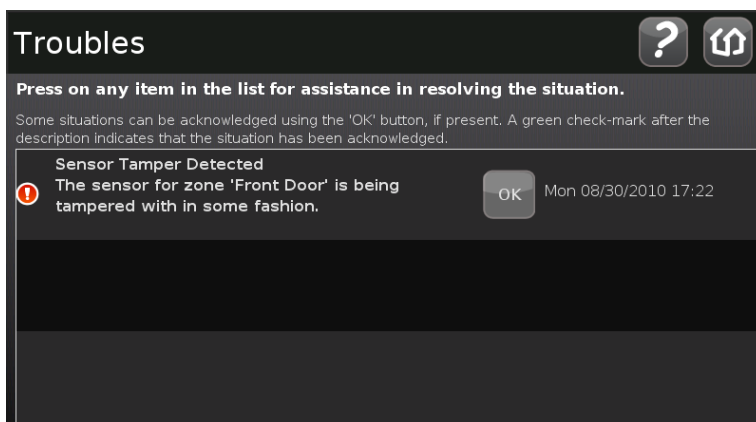
System & Zone Trouble Header



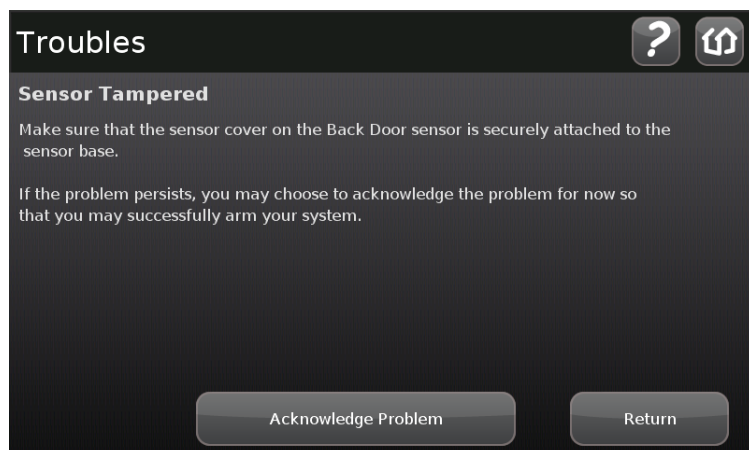
The System & Zone Trouble header displays in the upper right hand of the TouchScreen. It only displays when there is a connectivity (cellular, broadband, etc.) or power problem with the TouchScreen, when a sensor goes down (such as due to a battery failure), or a sensor is being tampered with (such as the cover being opened).



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

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



Tap the text next to the  to view help on resolving that trouble (resolution information).



Tap  to mark the trouble as acknowledged . An acknowledged trouble mutes its audible alerts for twelve hours. After that time, the trouble begins alerting again. You must acknowledge it by tapping the OK button again to silence the alerts.

From the resolution information, you can:

- Tap **Return** to view the Troubles list again where you can choose to acknowledge the current trouble or view the resolution information for other troubles.
- Tap **Acknowledge Problem** to acknowledge the current trouble immediately and return to the Troubles list.

Table 2: System & Zone Trouble Header Messages

Message	Cause	Resolution
AC Power Disconnected	<p>TouchScreen is not receiving A/C power.</p> <p>The system is in Low Power Mode (see page 19)</p>	<p>Confirm that the power adapter is plugged into the TouchScreen.</p> <p>Confirm that the power adapter is plugged into an un-switched outlet.</p> <p>Confirm that the un-switched outlet has power.</p> <p>Install the power adapter into another outlet.</p>
Alarm communication failed	TouchScreen is not accessing the Internet through the local network, nor does it have cellular connectivity.	<p>Restore Internet connectivity as soon as possible.</p> <p>If the lack of cellular connectivity persists, contact Customer Care.</p>
Battery failure	<p>Backup battery for the TouchScreen is dead, and there is a loss of external power.</p> <p>After external power is restored, it takes approximately 21 hours for the battery to be fully charged.</p>	When AC Power is restored the battery will recharge. If not, have the battery connection checked.
Battery Low	See Sensor Battery Low.	<p>Confirm that the power adapter is plugged into an un-switched outlet.</p> <p>If A/C power is connected but has been off for an extended period, the battery could still be charging.</p>
Battery Removed	Battery for the TouchScreen has become detached.	Open the battery cover and check the battery connection.
Broadband Connection Lost	TouchScreen is not accessing the Internet through the local network, but the device still has cellular connectivity.	<p>Restore Internet connectivity as soon as possible.</p> <p>Cellular connectivity allows only enough communication with central monitoring to communicate major events such as alarms.</p>
Camera Connection Failed	TouchScreen cannot communicate with one of your IP cameras.	Ensure that the camera is powered on, and that it is in range of the Wi-Fi router. The power indicator light on the camera should be on solid.
Cellular Communication Lost	TouchScreen cannot communicate over the cellular network.	If this problem persists, contact Customer Care.

Message	Cause	Resolution
Communication Jammed	<p>TouchScreen has detected an attempt to jam its communication with the sensors.</p> <p>Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.</p>	This could be a burglary in progress.
Lost Power	External power for the sensor or device named in this alert is not connected. Only applicable to devices that required external power.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Needs Cleaning	Sensor named in this alert is dirty or dusty.	Clean the identified sensor.
Network Connection Lost	No broadband or cellular connectivity to the TouchScreen.	<p>Restore Internet connectivity as soon as possible.</p> <p>Contact Customer Care to report your loss of cellular connectivity.</p>
Sensor Battery Low	<p>The battery in the sensor is getting low. It should be replaced as soon as possible.</p> <p>A low battery report is issued when the battery reaches 2.75 volts for sensors.</p>	<p>Replace the battery as soon as possible.</p> <p>Replace with a battery of the same size and capacity.</p> <p>If you cannot replace the battery immediately, you can choose to acknowledge the problem (tap OK in the Troubles list) for now so you can arm your system.</p> <p>If after replacing the battery the problem persists, contact Customer Care.</p>
Sensor Communication Failure	<p>TouchScreen cannot communicate with the identified sensor.</p> <p>The most common cause for a sensor communication failure is a low battery.</p> <p>The TouchScreen checks its communication integrity with the sensors every 27 minutes. This message is posted when the sensor does not respond within 6 hours.</p>	<p>Replace the battery.</p> <p>OR</p> <p>Replace the sensor.</p> <p>Replace the battery immediately with a battery of the same size and capacity.</p> <p>If you cannot replace the battery at this time, you may choose to acknowledge the problem for now so that you may successfully arm your system. If after replacing the battery the problem persists, contact Customer Care.</p>

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

Message	Cause	Resolution
		Use the Settings app to add, edit, and delete keypad codes Contact Customer Care.
Tamper Detected	Cover of the identified sensor or device has been removed.	Check the sensor or device.
Unknown Trouble	An unknown condition occurred.	Contact Customer Care.
Zone Swinger Shutdown	A sensor has been too many times resulting in alarms (default is one time). No more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed. The Swinger Shutdown feature helps prevent a runaway TouchScreen from tying up the central station.	Disarm the system to stop the swinger shutdown. Contact customer care to find out the maximum number of alarms sent to central monitoring before swinger shutdown for your system.

Content Area

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

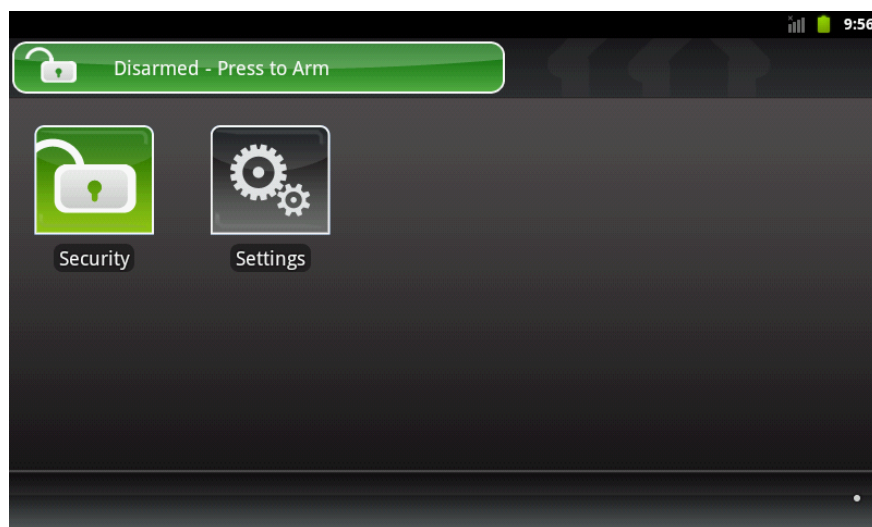



Figure 3: Content Area

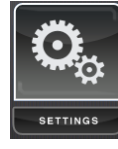
Home Screen

The Home screen is the default interface when the user accesses the TouchScreen screen. It can be accessed at any time by pressing the  button, which is located below the display area.

The TouchScreen provides the following apps:



Select the Security app to view options related to arming/disarming the system, enabling/disabling security zones, viewing history logs, and recent security zone events.



Select the Settings app to access tools to modify the TouchScreen configurations.

Low Power Mode

The TouchScreen is powered by a back-up battery and A/C power. When A/C power is lost, the TouchScreen places itself in Low Power mode.

WARNING: Low Power Mode is an emergency backup mode designed to ensure your security system will continue to communicate alarms during unforeseen power outages. During Low Power Mode, your system loses remote control functionality and only broadcasts major system events such as alarms.

When the A/C power to the TouchScreen is lost, the following occurs:

1. The lights on the buttons go dark.
2. The TouchScreen stops communicating over broadband with the central monitoring station and the system servers (if the premise has lost power the router will be down as well).
3. The TouchScreen stops sending heartbeats signals to the system servers over cellular.
4. The TouchScreen reports an AC Power Loss trouble in the Trouble Header.
5. The TouchScreen tries to send an AC Power Loss message to the system servers over cellular (if connectivity is available). If the system servers receive the message, the Subscriber Portal and other mobile devices report an AC Power Loss trouble, and will never report a Connectivity Loss trouble messages for as long as Low Power Mode continues.
 - Note:** The Subscriber Portal and mobile devices might eventually report a loss of broadband and cellular connectivity if the AC Power Loss message was not received for some reason. In this case, they will not report an AC Power Loss trouble.
6. Fifteen seconds after the attempt to send the message, the screen of the TouchScreen goes dark.
7. While in Low Power Mode:
 - ❑ When the screen is tapped, the TouchScreen “wakes up” temporarily to display the Home screen, but you will not be able to use any TouchScreen apps that need to communicate with remote sources. For example, you will not be able to use the News app or Sports app at all.
 - ❑ The TouchScreen stays awake only enough to continue communicating with the sensors and monitoring for other events.
 - ❑ Most non-alarm events are not sent to the system servers or the central monitoring station, although you can view them in the History (page 30) on the TouchScreen only. The exceptions are the following:

- Alarms
- Arming the system
- Disarming the system
- When the back-up battery power drops below the required operational levels, the following occurs:
 - The screen does not wake up when it is tapped.
 - There is no broadband or cellular connectivity.

Otherwise the TouchScreen is still operational. It continues to communicate with sensors and peripherals so it might produce sounds based on security zone events. When the TouchScreen is in this state, 90 seconds after A/C power is restored, the device is automatically rebooted.

8. Just before the TouchScreen goes completely dead due to the loss of battery power, it attempts to send a "Loss of Power" message to the system servers over cellular.

Managing Your System Security

The section describes the important concepts and management operations for your security system.

This section explains:

- ❑ The various arming mode options (see page 21)
- ❑ Your system's protection against Smash & Grab intrusions (see page 23)

As described in this section, you can:

- ❑ Arm and disarm your security system (see page 23)
- ❑ Send an Emergency Alarm (see page 28)
- ❑ Manage your security sensors (see page 29)

Understanding Arming Modes

You can arm the system by multiple scenarios:

- ❑ Arm Away—Everybody leaving
- ❑ Arm Stay—People are still active inside (see page 22)
- ❑ Arm Night—Everybody going to bed (see page 23)

Different arming modes utilize different rules for when sensors are tripped and for Entry/Exit delays. An Exit delay is a short period of time after the system is armed for you to leave the premises (default 60 seconds). An Entry delay is a short period of time after a sensor is tripped at an Entry/Exit door if the system is armed (default 30 seconds). You must enter a valid keypad code within the Entry delay period to avoid sounding an alarm. Consult with your installer or Customer Care representative to customize the Entry/Exit delays on your system.

Note: After the alarm is faulted the Alarm Transmission Delay period starts (see page 24).

In the Armed state and during the Entry Delay period, if the central system loses all connectivity with your TouchScreen, an alarm is immediately sent to the central monitoring station. This prevents an intruder from attempting to stop an alarm by destroying the TouchScreen. See "[Understanding Your Protection Against Smash & Grab Attacks](#)" on page 23 for more information.

Arm Away Mode

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

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

For the Arm Away mode Entry/Exit Delay, the following rules apply:

- ❑ When armed, the system audibly beeps once per second announcing that the system is in the Exit Delay period. During the last 10 seconds of the Exit Delay state, the system audibly fast beeps (two beeps per second).
- ❑ When an entry/exit zone is opened, the Entry Delay period sounds an audible beep each second. The system beeps twice per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm.
- ❑ A numerical countdown timer on the TouchScreen indicates how much time remains in the Exit Delay.
- ❑ If an entry/exit zone is faulted, restored and then faulted again prior to the end of the exit delay then the Exit Delay is restarted. This only occurs once.
- ❑ If no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.
- ❑ After Exit Delay, the Security Status header is relabeled Armed Away and sounds 2 short beeps.
- ❑ If an Entry/Exit zone is opened the Entry Delay period starts with an audible beep each second. The system beeps twice per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm. During the Entry Delay period, the motion detectors will not log events.

Arm Stay Mode

The Arm Stay mode is used to arm the system when there are still people in the premises. The following rules apply:

- ❑ Alarm trips immediately if a monitored Perimeter zone (non-entry/exit door or window) is opened.
- ❑ Interior motion detectors not armed.
- ❑ Entry/Exit zones start an Entry Delay.
- ❑ Exit Delay starts when the system is armed.
- ❑ Exit Delay does not beep and is twice the length of Alarm Away mode.

For the Arm Stay mode, the Entry/Exit Delay, the following rules apply:

- ❑ When an entry/exit zone is opened the Entry Delay period sounds an audible beep each second. The system beeps twice per second in the last 10 seconds of the Entry Delay period. The keypad code must be entered during this period to avoid sounding an alarm.
- ❑ When the system is armed, the Exit Delay period starts, BUT there is no audible beep during the Exit Delay period (as there is in Arm Away). The Exit Delay period is the time between the system being armed and the alarms actually being activated. This gives the user time to leave through an entry/exit security zone.

- ❑ The Exit Delay period is twice as long as for the Arm Away mode, and there is no audible alert during the countdown.
- ❑ A numerical countdown timer indicates how much time remains in the Exit Delay period.
- ❑ If an entry/exit zone is faulted, restored and then faulted again prior to the end of the exit delay then the Exit Delay is restarted. This only occurs once.
- ❑ After Exit Delay, the Security Status header is relabeled Armed Stay and sounds 3 short beeps.

Arm Night Mode

The Arm Night mode, is used when everyone is going to bed.

This mode works the same as Arm Stay except that there is no Entry Delay period. If an entry/exit zone is opened, an alarm sounds immediately.

Note: There is still an Alarm Transmission Delay period (see page 24).

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

Understanding Your Protection Against Smash & Grab Attacks

Your security system communicates continuously (via broadband and cellular) with the monitoring servers. There is always the possibility that an intruder will attempt to defeat your security system by breaking in to the premises and destroying the TouchScreen. But this is the most futile method they could use. Central monitoring contacts the authorities immediately if both of the following happens while the system is armed:

- ❑ Perimeter sensor is faulted or the system starts the Entry delay (see "Understanding Arming Modes" on page 21 for more information on Entry delays).
- ❑ Total communication with the TouchScreen is lost

Arming and Disarming the System

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



Message the Security Status header displays when the status is "Armed".

Tap to disarm the system.



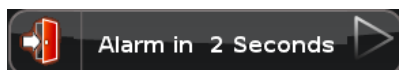
Message the Security Status header displays when the status is "Disarmed".

Tap to arm the system.

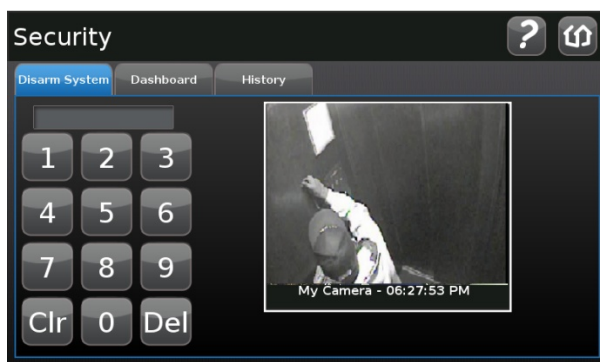
Disarming the System & Understanding What Happens During an Alarm

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

- ❑ The System Status Header **During the Entry Delay**, the header changes to announce the number of seconds before the alarm goes off.



- The Security app screen displays either the camera associated with the security zone where you entered the premises or the default camera, if no camera is associated with that zone.



- The TouchScreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.

If a valid keypad code is not entered by the end of the Entry Delay period, an alarm sounds. From the time an alarm sounds (or starts silently), for most reasons, you have 30 seconds (default) to enter a valid keypad code to disarm the system and prevent an alarm being sent to the central monitoring station. This is called the Alarm Transmission delay or the Abort Window.

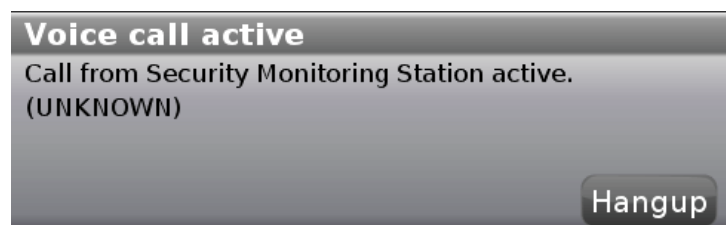
The Alarm Transmission Delay is a required period that prevents a report to the central station during an alarm was triggered innocently.

IMPORTANT: Emergency alarms (see page 28) and smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. Consult Customer Care to understand the number of seconds configured for the Alarm Transmission Delay in your system.

After the Alarm Transmission Delay period, you still have 5 minutes to disarm the system. If you do this and a monitoring operator has not contacted you yet, central monitoring is notified that you have cancelled the alarm.

When the Alarm Transmission delay period ends, monitoring operator will attempt to contact the persons on your Emergency Dispatch list in the order you have determined. This list is maintained in the Subscriber Portal. The monitoring operator will ask for the secret word in ensure the person is a valid Emergency Dispatch contact.

Depending on the procedures determined by your service provider, the monitoring operator might attempt to contact you through the TouchScreen device itself. In this case, there will be a series of ring tones, and then you will hear the voice of a monitoring operator will contact someone through the TouchScreen device. A dialog is displayed in the screen, alerting your that an open call is active on your TouchScreen.



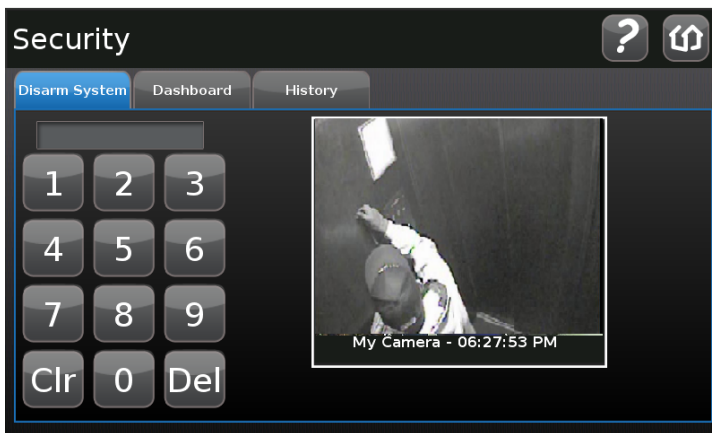
- ❑ To disarm the system from the TouchScreen, see page 25.
- ❑ To disarm the system from the Subscriber Portal, see page 25.

To disarm the system from the TouchScreen:

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

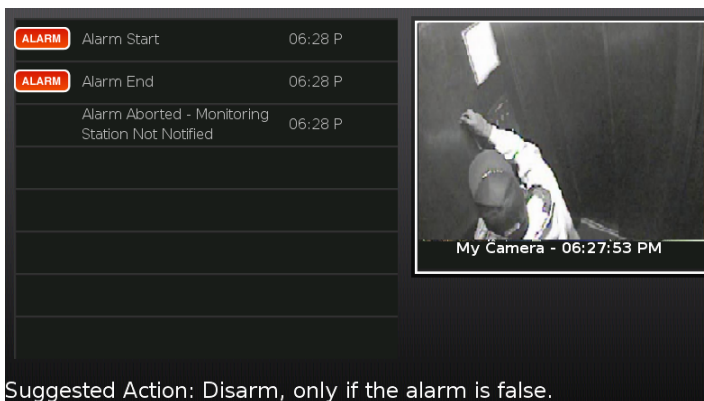


The Security app is displayed with a keypad and the Disarm System tab active. If the sensor that was tripped is associated with a camera, the view from that camera is displayed. If the sensor is not associated with a camera, the view from the default camera is displayed.



2. Enter your security code.

If the alarm was triggered, the camera view and alarm history are displayed.



To disarm the system remotely from the Subscriber Portal:

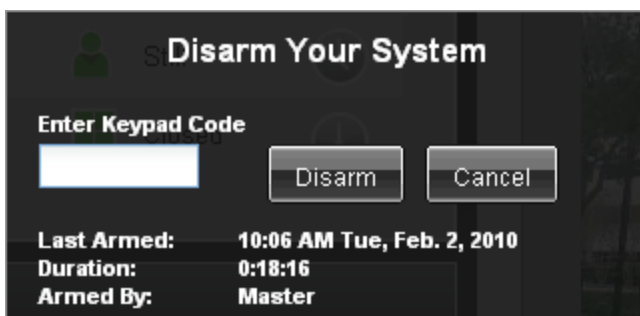
1. Click the Security Status header when it is in Armed state.



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



A dialog is displayed.



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

If you type in the wrong keypad code, delete the wrong code and enter the correct one.

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



Arming the System

To cancel the arming process, see page 28.

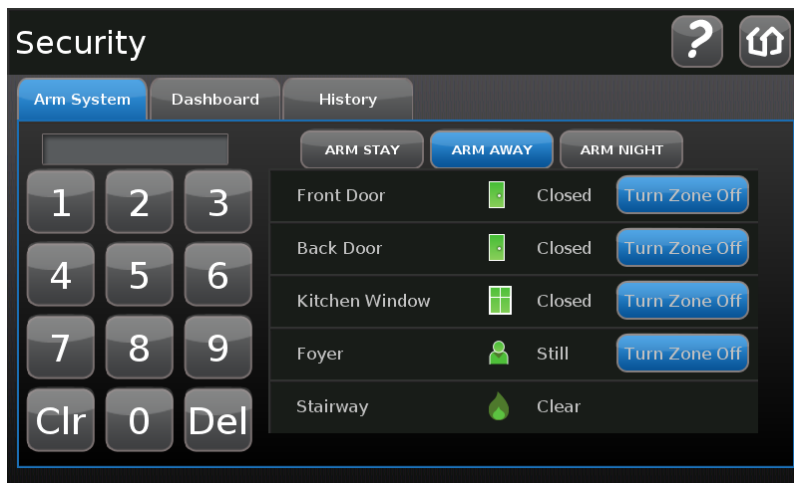
To configure audible feedback, see page 28.

To arm the system from the TouchScreen:

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



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



2. Tap an arming mode (Arm Stay, Arm Away, or Arm Night) and enter your security code.
3. The Security Status header changes to display a countdown message.



The text of the message will vary, depending on which arming mode you selected.

Special Rules:

- ❑ If you selected the Arm Away mode, you have until the Exit Delay is over to exit the premises.

Otherwise, the system is automatically armed in Arm Stay mode. There is still an Exit Delay period for the other Arming modes as well, but they do not require that the door open and close during the period.
- ❑ If you open and shut an Entry/Exit door during the Exit Delay and then re-enter the premise, the Exit delay restarts at 120 seconds for Arm Stay and Arm Night or 60 seconds for Arm Away. It will only do this one time. If the wrong code is entered, the countdown timer resets to 60 or 120 seconds.
- ❑ 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.

Bypassing Zones.

To arm the system, the TouchScreen requires that a sensor zone be turned off (bypassed), if it has any of the following troubles:

- ❑ Sensor Tamper Detected
- ❑ Tamper Detected
- ❑ Sensor Communication Failure

It is NOT necessary to bypass for any other troubles. Instead, you must acknowledge the trouble before arming the system.

Canceling the Arming Process

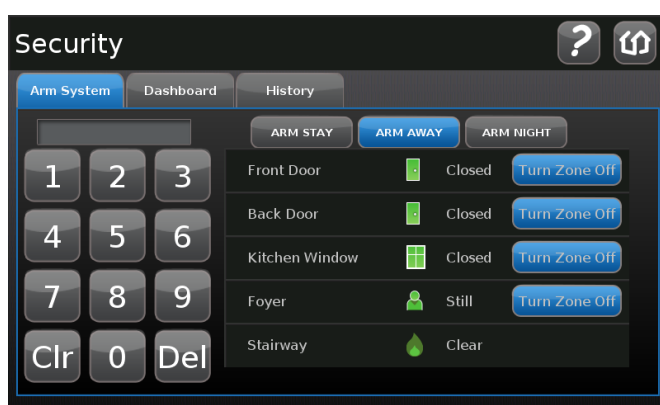
If you arm the system in Arm Away or Arm Stay mode, the Security Status header displays a countdown of the number of seconds until the Exit Delay is over. You can choose to cancel the arming process.

To cancel the arming process:

1. Tap the Security Status header while it is displaying a countdown.

The Security app is displayed with a keypad and the Disarm System tab active. The view from the camera(s), if any, is displayed.

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



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

Setting Audible Feedback for the TouchScreen

By default, the TouchScreen makes a sound any time you provide input by tapping it. This audible feedback can be disabled.

To configure audible feedback:

1. From the Settings app (see "[Configuring the TouchScreen](#)" on page 9), select **Touchscreen TouchScreen Audible Feedback**.

The Audible TouchScreen Feedback screen is displayed.

2. Select **No** from the Provide Audible drop-down menu to disable feedback sounds or **Yes** to enable them.

Sending an Emergency Alarm

You can manually trip an alarm in the event of an emergency by clicking the Emergency button. Emergency alarms are reported without an Entry delay or Alarm Transmission delay.

To manually trip an alarm:

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



The Emergency screen is displayed.



2. Tap **Fire** to send an alarm for emergency fire assistance.

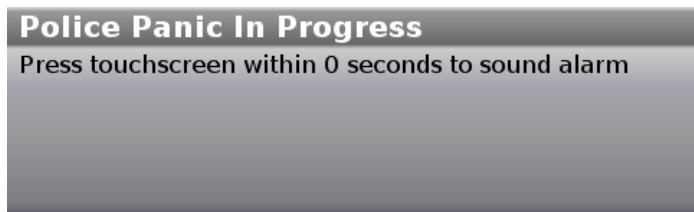
The TouchScreen sounds a repeating, high-pitched chime.

Tap **Medical** to send an alarm for emergency medical assistance.

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

Tap **Police** to send an alarm for police assistance.

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



Managing Sensors

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

You can:

- Have a sensor not monitored when the system is armed (see page 30)
- View your security zone event history (see page 30)
- Change the order that security zones are listed in the TouchScreen (see page 31)

Disable a Sensor

You can turn a zone off, which means the zone is not monitored when the system is armed. This is useful during periods when a sensor is being repaired. You can only turn a zone off when the system is disarmed.

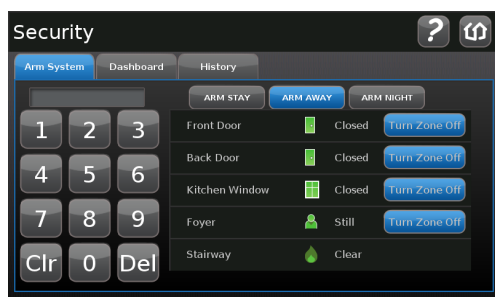
The system continues to log the activity of zones that are turned off in the Event History (see [Viewing Your Zone Event History](#) on page 30).

To turn zones off:

1. Disarm the system (see "[Arming and Disarming the System](#)" on page 23)
2. Tap the Security icon on the Home screen (see page 18).



The Arm System tab is displayed.



3. Tap the **Turn Zone Off** button for the zone to turn off the zone.

Tap the **Turn Zone On** button for the zone to be monitored for alarms.

The buttons are toggled between Turn Zone On and Turn Zone Off as you tap them.

Note: If some zones are turned off, the Security Status header reports this when the system is disarmed.

Viewing Your Zone Event History

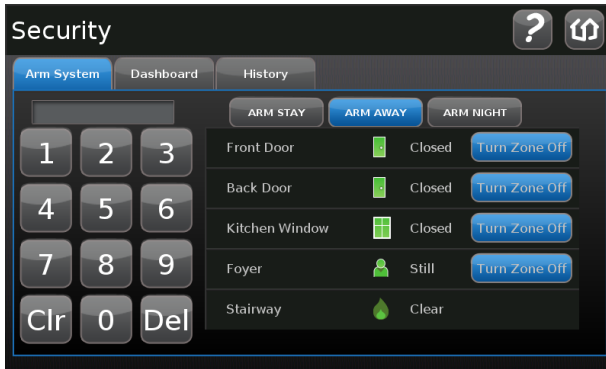
When something occurs at a zone, whether or not the system is armed, or the zone is turned off, the security system logs an event.

To view the Zone Event History:

1. Tap the Security app on the Home screen.



The Arm System tab is displayed.



2. Tap the **History** tab.

The Zone Event History is displayed.

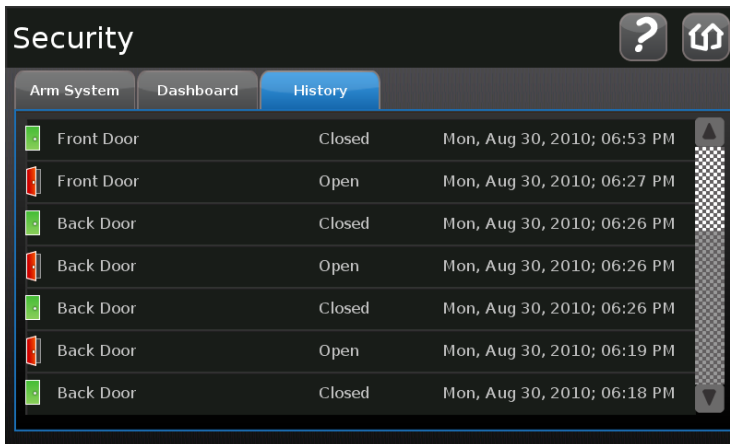
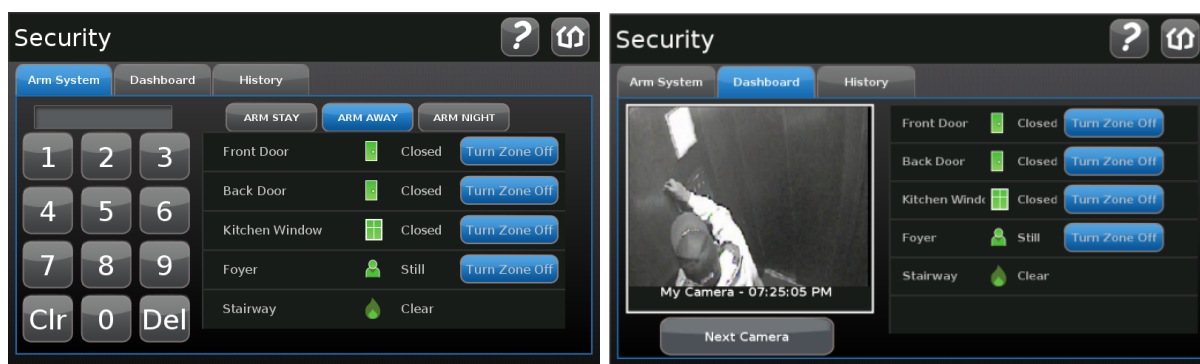


Table 3: Zone Activity Events

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

Changing the Order that Security Zones are Listed in the TouchScreen

If you have a lot of sensors, you might have to scroll down to see them all in screens that manage and report on security zones such as the Arm System tab and the Dashboard tab of the Security app. You can designate more important sensors to always be listed first.



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

From the Settings app (see "Configuring the TouchScreen" on page 9), tap **Sensors & Zones** **Change Zone Order**.

The Change Zone List Order screen is displayed.

From this screen you can move items up and down in all lists that display order. For example, if you tapped **To Top** in the zone Window, that zone would move from the bottom of the list to the top.

Testing Your Alarms

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

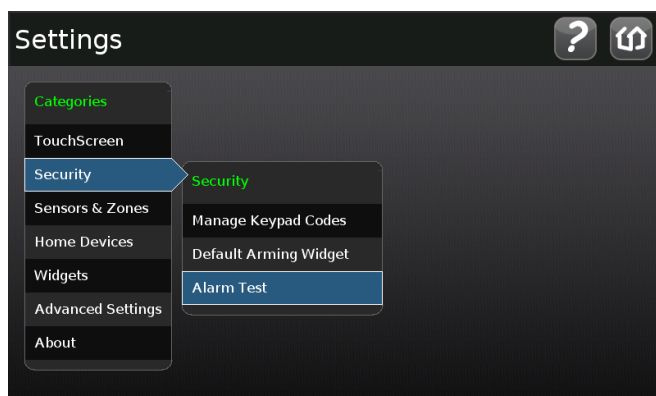
Once per month, it is imperative that you do the following:

- ❑ Test your alarm capability
- ❑ Review the signal strength of the TouchScreen to your Internet router and the cellular receivers (see page 35)

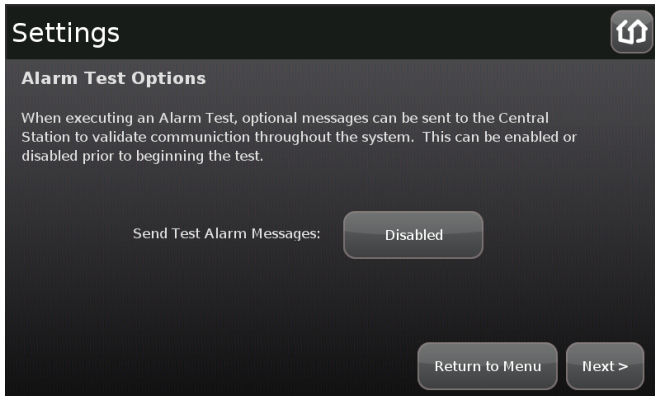
When testing your alarms, you can choose to report your alarms to central monitoring to ensure end-to-end integrity. By default, the system lets you test the reliability of your alarms without sending a signal to central monitoring.

To test your alarms:

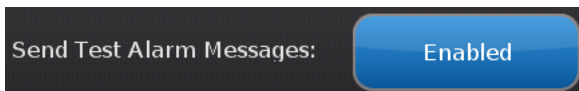
1. From the Settings app (see "Configuring the TouchScreen" on page 9), tap **Security** **Alarm Test**.



The Alarm Test Options screen is displayed.



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

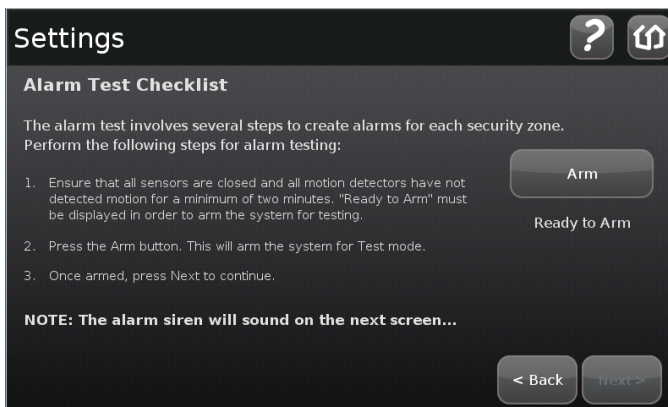


Note: If the Enabled button is already displayed, tap Enabled to choose to have your test alarms NOT sent to central monitoring.

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

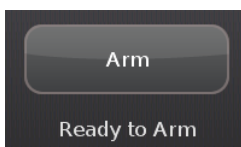
4. Tap the **Next** button.

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**.

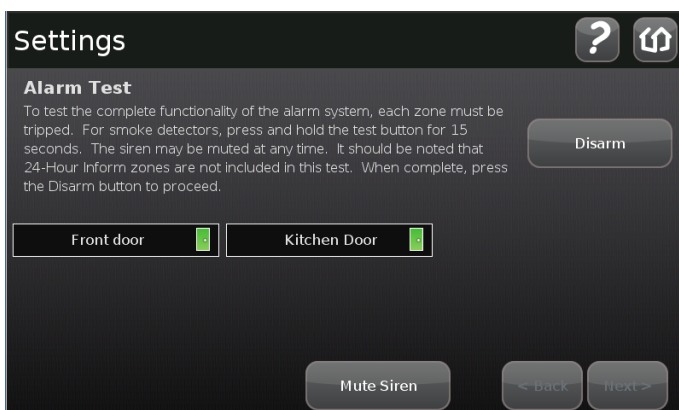
Your security system is armed in the special Test mode. The Exit Delay is only 10 seconds long. Motion sensors are turned off (not tripping alarms but recording events) until an Entry/Exit security zone is faulted.

The Arm button changes to a System Armed notice.



7. Tap **Next**.

The Alarm Test screen is displayed.

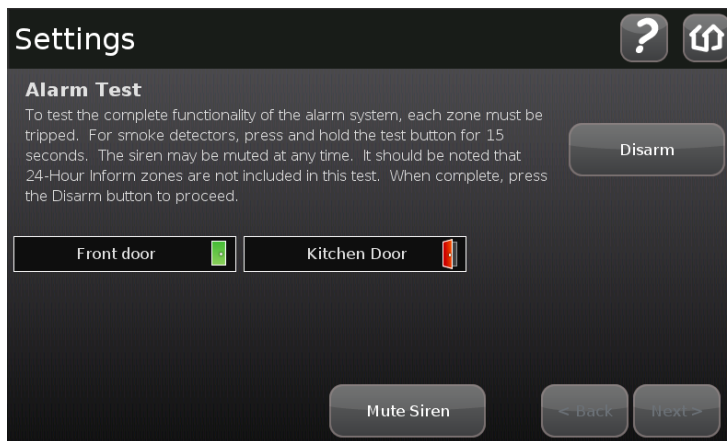


8. Open and close an Entry/Exit door.

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.



- Fault each additional alarm and ensure that it is marked as alarm (see [Sensor Testing Operations](#)).

Table 4: 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.

Managing Connectivity Between the TouchScreen and the Central Monitoring Stations

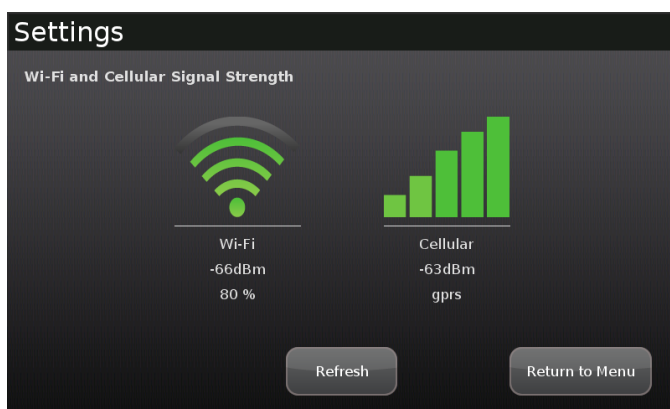
The TouchScreen is constantly communicating with central monitoring stations. It connects via your service provider using broadband. It also connects to a cellular network if your internet connectivity goes down. The TouchScreen can connect to your service provider's modem through a cable or Wi-Fi (wirelessly).

Viewing Signal Strength

To view the current signal strength of the TouchScreen's Wi-Fi connection to your service provider's modem:

- From the Settings app (see "[Configuring the TouchScreen](#)" on page 9), tap **Advanced Settings** **Connectivity** **Wi-Fi & Cellular Signal Strength**.

The Wi-Fi and Cellular Signal Strength screen is displayed, graphically displaying the detected signal strength of the Wi-Fi connection to the router and the GPRS/EDGE connection to the cellular network.



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

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

Testing Your Connectivity.

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

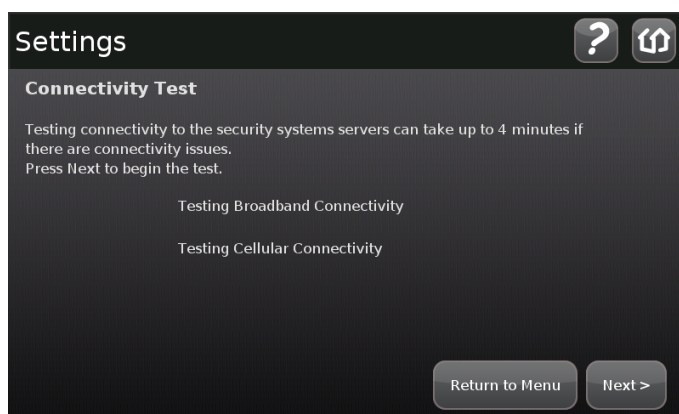
To test the TouchScreen connectivity:

1. From the Settings app (see "Configuring the TouchScreen" on page 9), tap **Advanced Settings Connectivity**.

The Connectivity menu is displayed.

2. Tap **Test Connectivity**.

The Connectivity Test screen is displayed.



3. Tap **Next** to start the test. This can take as little as 30 seconds or as long as four minutes.

Managing the Passcodes in your Security System

Your security system provides the following default keypad codes:

- Master
- Guest (a "Guest" permission-level)

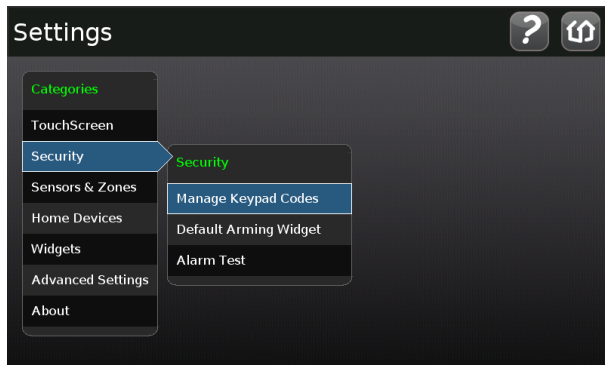
- ❑ Duress (see [Understanding the Duress Keypad Code](#) on page 38)

The Master keypad code allows you to add, modify, and delete codes. See [Keypad Code Permission Levels](#) on page 38 keypad code types.

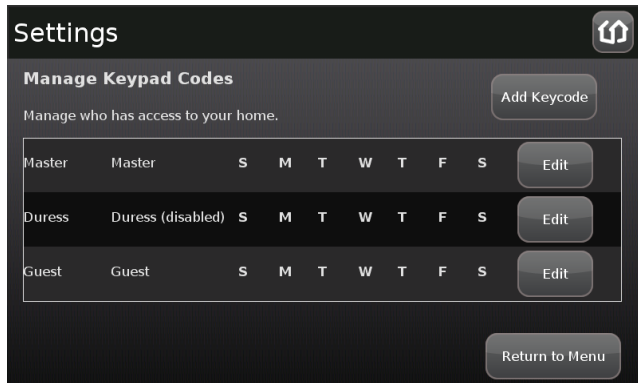
Managing your Keypad Codes

To manage your keypad code:

From the Settings menu (see "[Configuring the TouchScreen](#)" on page 9), tap **Security** **Manage Keypad Codes**.



The Manage Keypad Codes screen is displayed.



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

To add a new keypad code:

From the Manage Keypad Codes screen, tap **Add Keypad Code**.

The Add Keypad Code screen is displayed.

Table 5: Keypad Code Permission Levels

Arming Level	Description
Standard or Guest	User can arm and disarm the system.
Arm Only	User can only arm the system.
Master	User can create, edit, and delete keypad codes, as well as arm and disarm the system. This level is provided with the system and cannot be added.
Distress	User is granted full access to the TouchScreen. The TouchScreen sends a silent alarm to the central monitoring station, and the police are dispatched. This level is provided with the system and cannot be added.

To modify a keypad code:

1. From the Manage Keypad Codes screen, tap **Edit**.

The Edit Keypad Code screen is displayed.

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

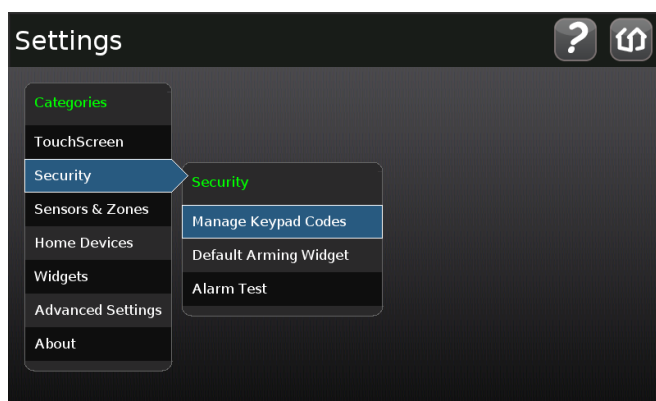
Understanding the Duress Keypad Code

The Duress keypad code is used to if an intruder forces you to disarm your system or access your security settings. Rather than entering your keypad code, enter the Duress keypad code. When you do this, you will be granted full access to your TouchScreen, but a silent alarm is immediately sent to the central monitoring station and police are dispatched.

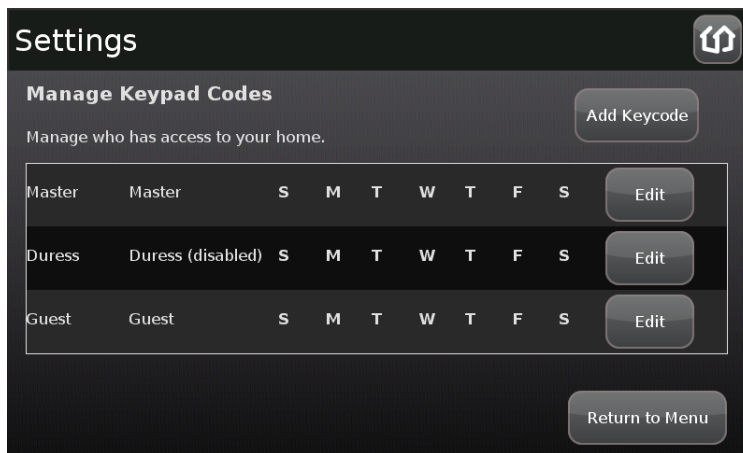
By default, the Duress Code is disabled.

To enable and manage your Duress keypad code:

1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **Security** **Manage Keypad Codes**.



The Manage Keypad Codes screen is displayed.



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

Managing Your Secret Word

When an alarm is sent to a central monitoring station, they will attempt to contact you to verify that a true emergency is occurring. When you answer, they will ask for your secret word as an additional verification.

To view and modify your secret word:

1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **Advanced Settings Security Secret Word**.

The Set Security Secret Word screen is displayed.

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

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

3. Click **Done** to save your changes.

Click **Cancel** to cancel the change operation.

View Your Security Account Information

To view your account information:

1. From the Settings app (see "Configuring the TouchScreen" on page 9), tap **Advanced Settings Account Information**.

The Validate Account Information screen is displayed.

2. Go to the Subscriber Portal to view your account information, or contact Customer Care to modify it.
3. Tap **Return to Menu** to return to the Settings menu.

Maintaining & Configuring the TouchScreen Device

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

Reboot the TouchScreen

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

To turn the TouchScreen off and on:

From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **Advanced Settings Reboot Touchscreen**.

The TouchScreen turns itself off and back on.

Understanding and Configuring Screen Brightness & Screen Dimming

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

- ❑ Set the default brightness level of the TouchScreen from level 10 (the brightest and the default setting) to level 1 (the dimmest). See page 40
- ❑ Have the screen dim automatically to a preconfigured setting after a configured period of inactivity (see page 40)
- ❑ Have the screen and the TouchScreen LEDs dim completely automatically each day at a set time, and then brighten at a set time (see page 42). This is called Night Mode.

Note: The Night Mode screen brightness setting is not the same as Arm Night Mode as described on page 23.

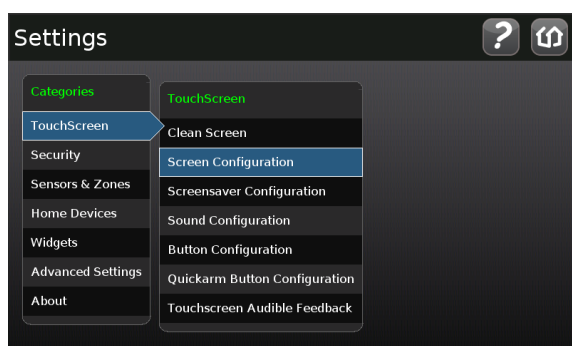
To manually place the TouchScreen in Night Mode:

Press the Night Mode button, which is located on the right side of the TouchScreen. When a user touches the screen, it brightens to the default brightness level.

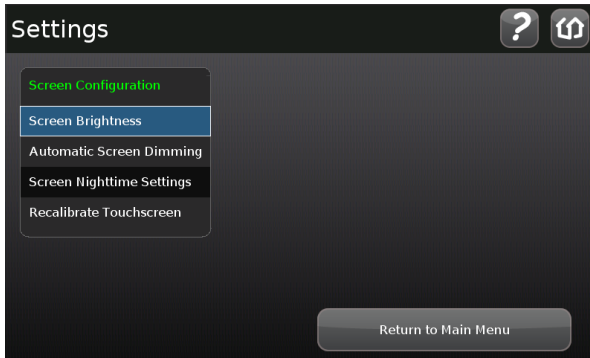
Configuring the Screen Brightness Settings

To configure the default screen brightness:

1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **TouchScreen Screen Configuration**.



The Screen Configuration menu is displayed.



2. Tap **Screen Brightness**.

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



Configuring Automatic Screen Dimming and Night Mode Dimming

You can choose to have the screen dim to a set level after a period of inactivity (this can be used instead of a screensaver or in conjunction with a screen saver. See [Configuring the Screensaver](#) on page 44 for how to configure a screensaver to be displayed after a period of inactivity.

Additionally, you can choose to have the screen dim completely during configured hours, called Night Mode (see page 42). During this time, the buttons on the front of the TouchScreen darken completely.

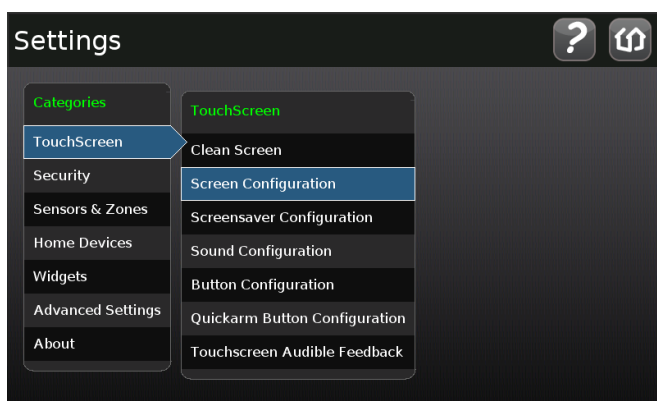
The TouchScreen will not enter Night Mode when it is Armed.

Note: The Night Mode brightness setting is not the same as Arm Night Mode as described on page 23.

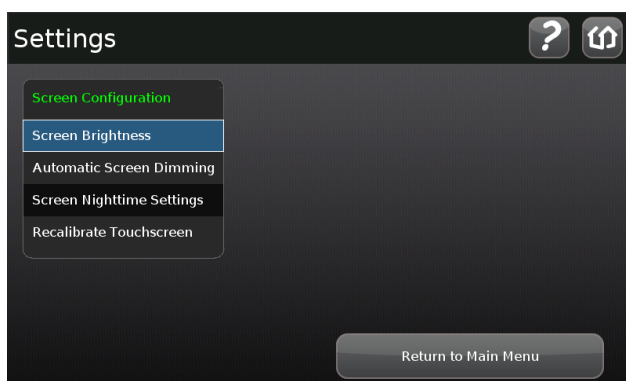
To configure the screen to dim after a period of inactivity:

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

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 9), tap **TouchScreen Screen Configuration**.

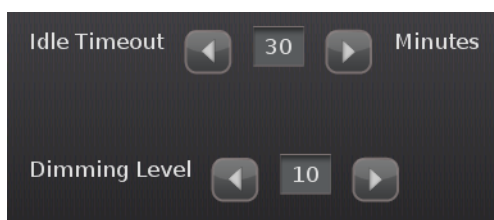


The Screen Configuration menu is displayed.



2. Tap **Automatic Screen Dimming**.

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



The Idle Timeout maximum is 30 minutes. It decreases in increments of 5 minutes.

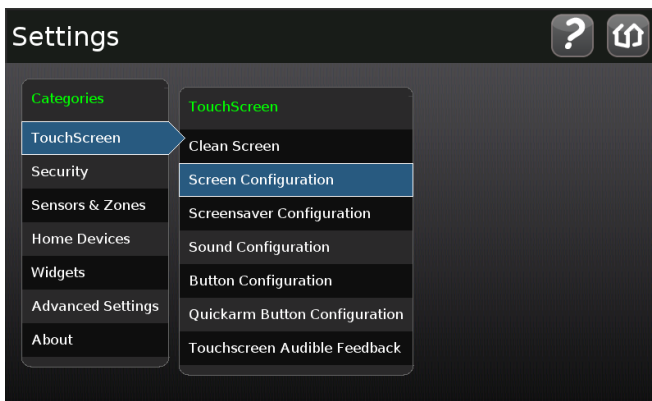
To have the screen never dim due to inactivity, set the Dimming Level to 10. This also requires that the Backlight off at night setting is No.

To configure the screen to dim completely during a set time period (Night Mode):

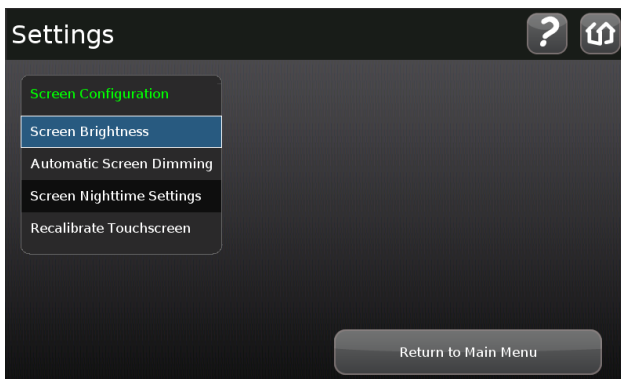
Note: When a user touches the screen, it will brighten to its default brightness level.

Note: At the set time range, the screen will dim to its lowest setting (1).

1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **TouchScreen Screen Configuration**.



The Screen Configuration menu is displayed.



2. Tap **Screen Nighttime Settings**.

Some backlight controls are provided.

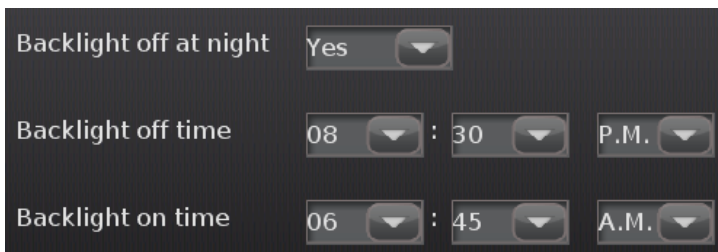


Table 6: Screen Night Mode Settings Controls

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

Configuring the Screensaver

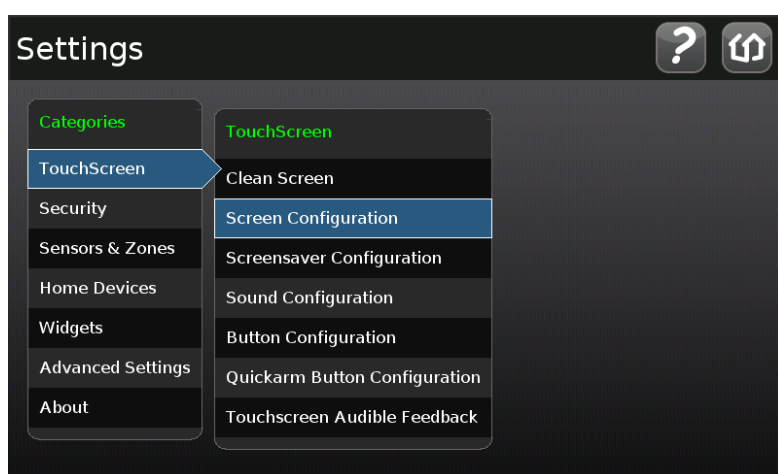
You can configure the TouchScreen to display a screen saver after the device has been inactive for some period of minutes.

The TouchScreen will not enter screensaver mode when it is Armed.

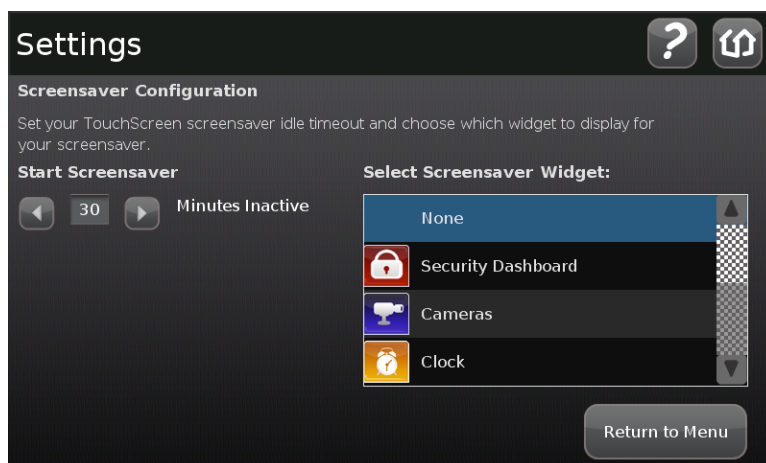
See also: [Understanding and Configuring Screen Brightness & Screen Dimming on page 40](#) for how to have the screen dim to a configured level after a period of inactivity. This can be used instead of a screensaver or in conjunction with a screensaver.

To configure the TouchScreen screensaver:

1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **TouchScreen Screensaver Configuration**.

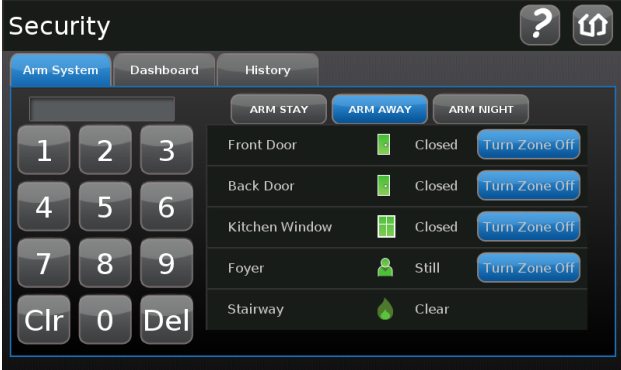


The Screensaver Configuration screen is displayed.



2. Tap the **Start Screensaver** arrow buttons to choose the number minutes of inactivity before the TouchScreen will start the screensaver. The options are in five second increments. The maximum number of seconds is 30 and the least is 5.
3. In the Select Screensaver Widget menu, tap the app that will be used as a screensaver.

Table 7: Commonly Used Screensavers

Control	Description
None	The screen never goes to screensaver.
Security Dashboard	Screen displays the Arm System tab from the Security app. 
Camera	Displays stills of the cameras attached to the security system (updated every 5 seconds). If there is only one camera attached to the security system, it displays live video.
Clock	Displays the current time in digital or analog.
Photos	Displays a slideshow of photos from your Flickr account.

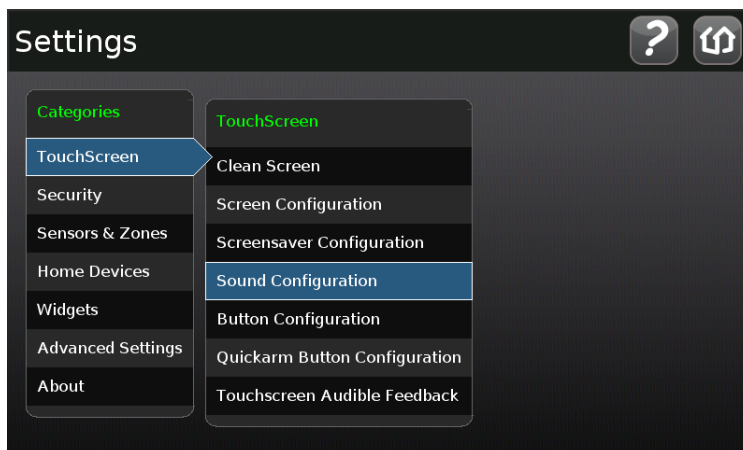
Configuring the Tones and Volume Levels

You can configure the sounds the TouchScreen plays when a security zone is faulted or cleared.

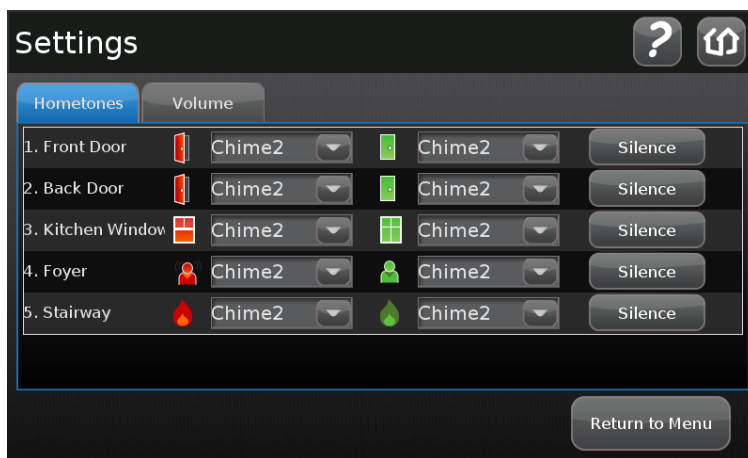
You can also configure the volume that the TouchScreen sounds are played.


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


1. From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **TouchScreen** **Sound Configuration**.



The Sounds Configuration screen displayed.



Red icons (for example ) designate the sound played when a zone is faulted.

Green icons (for example ) designate the sound played when a zone is cleared.

2. Tap a field to display a menu to sounds to play when a zone is faulted or cleared.



3. Tap **Silence** to have the TouchScreen never play a tone when the associated security zone is faulted.

Cleaning the TouchScreen Screen

The TouchScreen can be hard to clean without accidentally pressing buttons; even accidentally arming or disarming the system.

To clean the TouchScreen screen:

1. From the Settings menu (see "[Configuring the TouchScreen](#)" on page 9), select **Touchscreen Clean Screen**.

The Clean Screen is displayed.

2. Tap **Clean Screen** for 30 Seconds to display the Cleaning screen.

You have 30 seconds to clean the TouchScreen without fear of pressing buttons.

Viewing Technical Specifications of Your TouchScreen

From the Settings menu (see "Configuring the TouchScreen" on page 9), tap **About**.

The About This TouchScreen screen displayed.

Table 8: About This TouchScreen Details

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

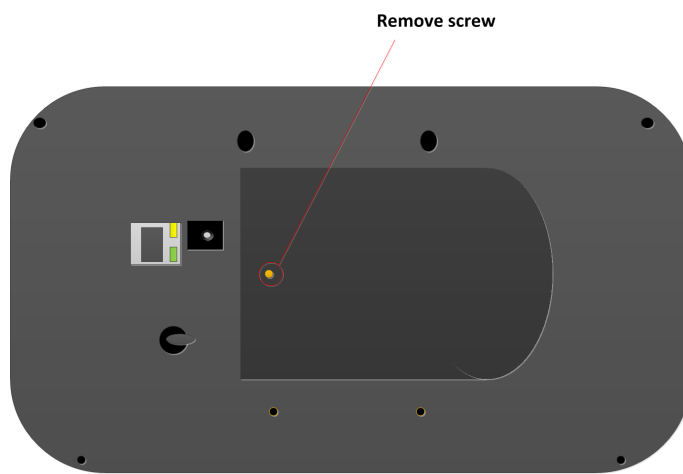
Appendix 1: TouchScreen Installation and Maintenance

Installing the Technicolor TouchScreen

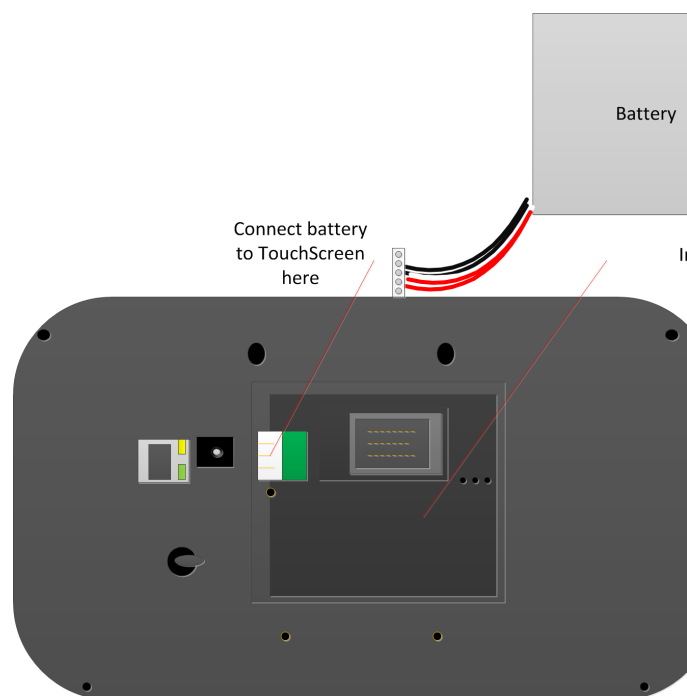
1. Remove the TouchScreen from its packaging.
2. Use a P1 Phillips screwdriver to remove the (1) screw from the battery cover of the TouchScreen, and detach the cover.

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

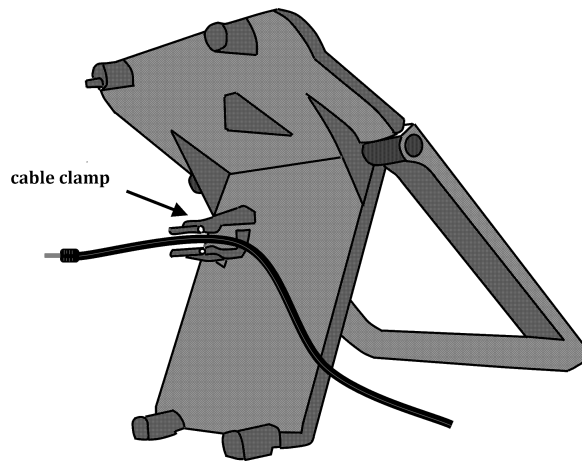
Warning: The rechargeable battery that came with your TouchScreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.



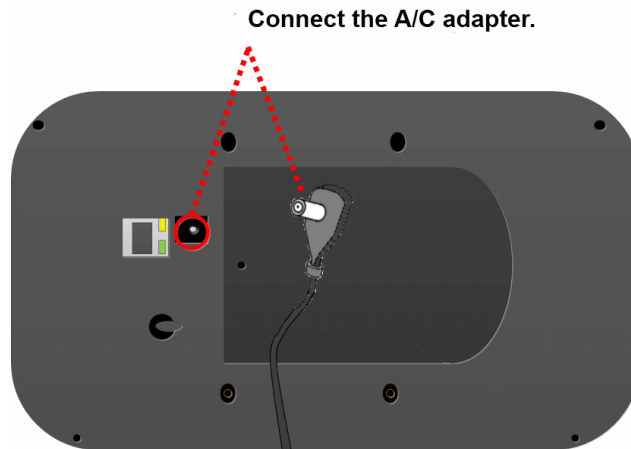
3. Unwrap the battery from its packaging and install it in the battery compartment.
4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery.
5. Align and connect the battery's pins to the battery connector so that the wire order is (left-to-right)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



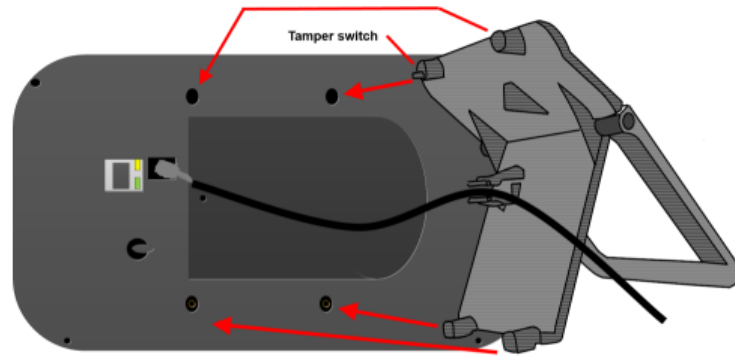
6. Replace the battery cover and the screw.
7. Place the AC power cable into the clamp of the TouchScreen stand.



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



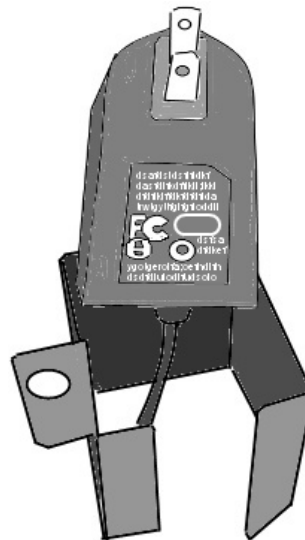
9. Connect the stand to the back of the TouchScreen. Insert the longest peg into the Tamper Switch hole, which is the top right hole on the back of the TouchScreen.

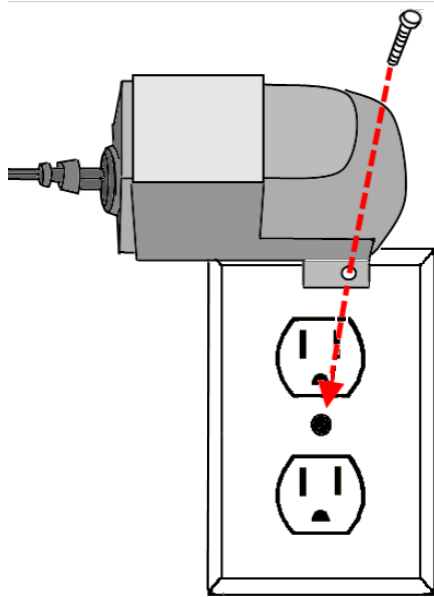


10. Position the TouchScreen near an un-switched wall outlet (not controlled by a light switch).
10. If the installation plan does not involve the TouchScreen connecting to the customer's network wirelessly, then connect an Ethernet cable to the TouchScreen and the iControl-dedicated router.
11. Insert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

Table 9: AC Power Supply Ratings

Rating	Value
Voltage	100 - 120V
Current	0.5A
Frequency	60 Hz





12. Remove the center screw from the wall outlet.
13. Plug the TouchScreen's AC 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.

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

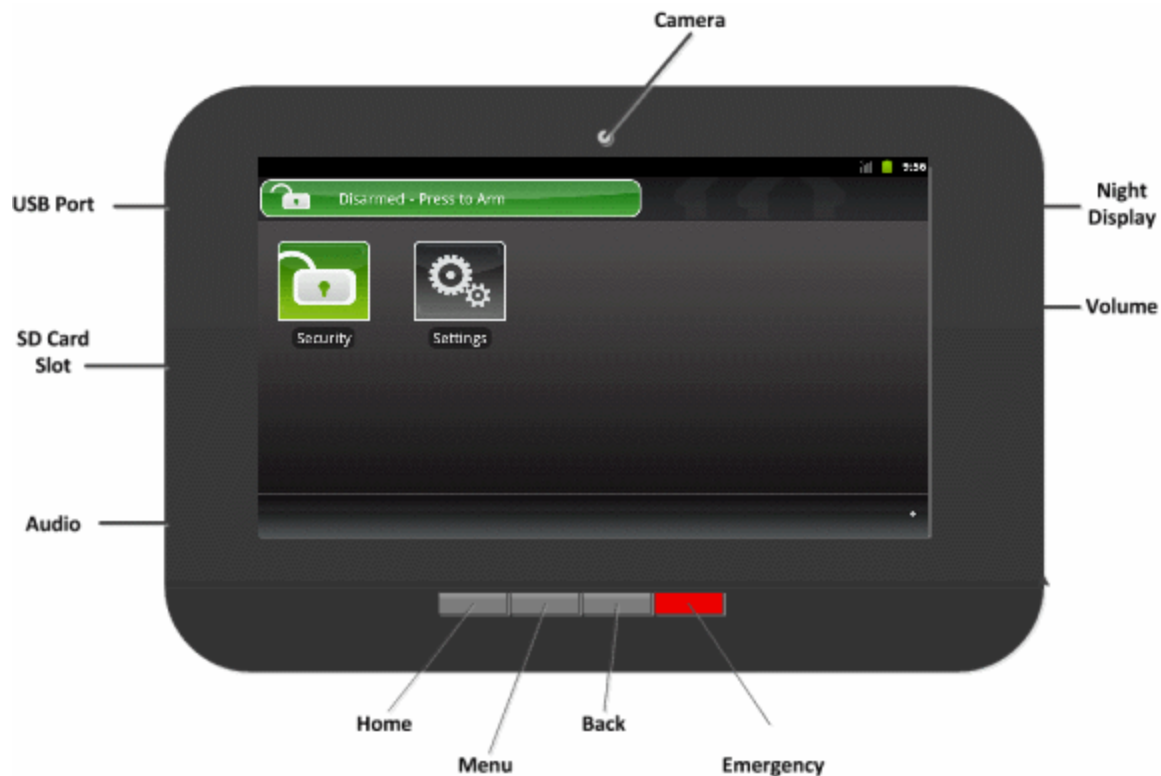


Figure 4: Activation: Installation Welcome Screen

Note: If the TouchScreen does not display the Installation Welcome screen, you must reset it to factory default.

Battery Requirements

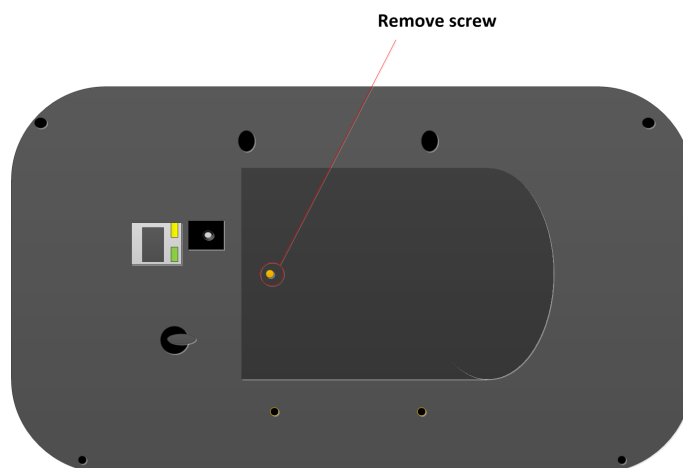
Table 10: Device Batteries

Device	Device Type	Batteries		
TouchScreen	Central Controller	GSP055771	4 volt Lithium Polymer 4400mAh (16.28WH)	1
Door/ Window Sensor	Sensor	CR2	3 volt Lithium	1
Motion Detector Sensor		CR123A		3
Glass Break Detector		CR123A		1
Smoke/Heat Detector		CR123A		2

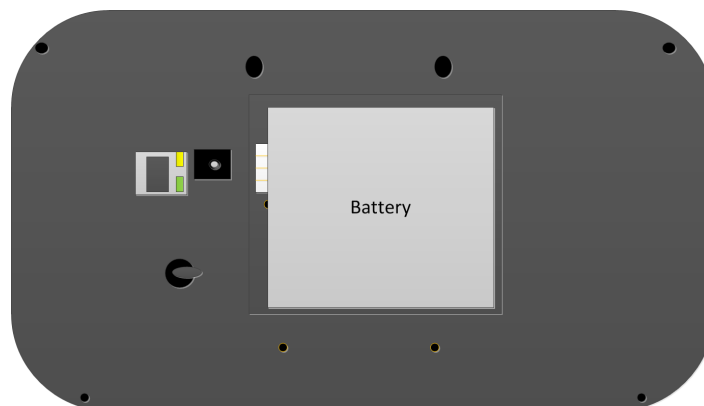
Replacing the Battery

Warning: The rechargeable battery that came with your TouchScreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.

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

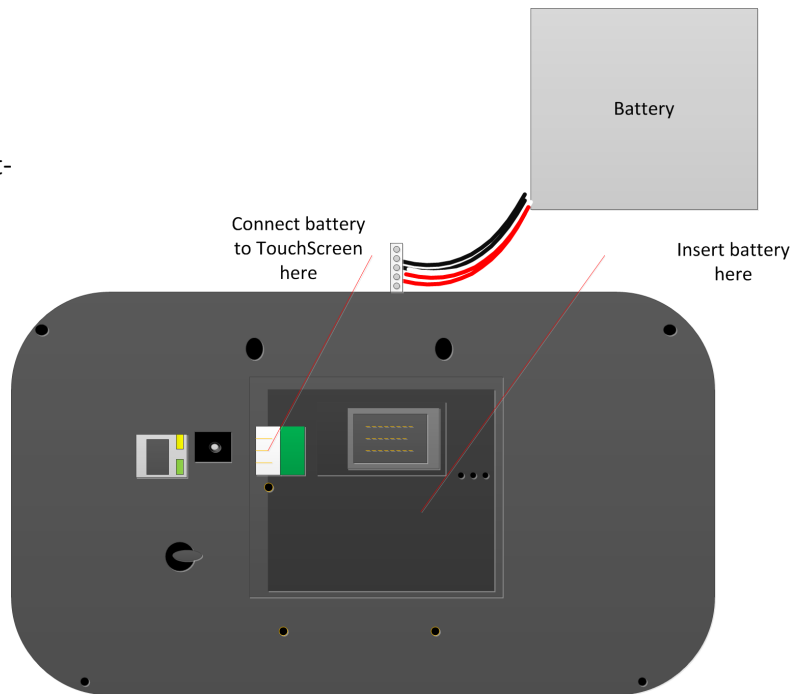


2. Lift the battery out of the receptacle and disconnect the battery from the TouchScreen by gently pulling the base of the connector.



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.

Recommendations for Sensor Installation and Placement

Door/Window Sensors and Glass Break Detectors

Install door/window sensors and/or glass break detectors at every possible location of entry, both upstairs and down.

Glass Break Detectors

For best detector performance, select a mounting location that is:

- Within 7.6 m (25 ft) of the protected glass
- Within clear view of the protected glass
- On the same wall as the protected glass
- At least 2 m (6.5 ft) from the floor
- At least 1 m (3 ft) from forced-air ducts
- At least 1 m (3 ft) from sirens or bells greater than 5 cm (2 in.) 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.

System Limitations

Your security system is designed to provide continued protection in the case of a temporary loss of power or internet connectivity. Still, no alarm system can guarantee protection from burglary or fire in every case. Test your system once a week to be sure it is working as expected (see "[Testing Your Alarms](#)" on [page 32](#)). Pay attention to the following:

- ❑ It is possible to hear the alarms clearly when you are sleeping, or in all parts of the house?
- ❑ Are there unprotected points of entry?
- ❑ Are there locations of the house that are separated from all the smoke sensors by a closed door?
- ❑ Are there sensors on all levels of the house?
- ❑ Have you changed your keypad codes recently to prevent someone from figuring one of them out?

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

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

Emergency Preparations

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

- ❑ Learn your security system. Get to know how to arm and disarm it and what to do when the authorities or central monitoring calls.
- ❑ Make sure everyone (who should know) knows the Secret Word, when to use it, and that it should not be shared.
- ❑ Understand the difference between your keypad code and the duress code.
- ❑ Understand that you should never enter the premises if you hear an alarm. Call police from a cell phone or a neighbor's phone.
- ❑ Make a plan for how to leave the house in the case of an emergency. Establish multiple routes and consider how the routes should be different based on the emergency.
- ❑ Save yourself first! Do not stop to rescue any possessions.
- ❑ Do not open a door if the handle is hot.
- ❑ Agree on a single outdoor location for everyone to meet.
- ❑ Call the fire department or police from a neighbor's phone.

Use the rest of this page to draw or write multiple escape plans for each member of the family.

Smoke Detector Installation Recommendations

The National Fire Protection Association (NFPA) recommends the following for the number and placement of smoke detectors.

Place smoke alarms as follows:

- ❑ In every bedroom, in hallways, and on every level of the premises, including the attic and basement.
- ❑ High on a wall or on a ceiling (because smoke rises).
- ❑ If a smoke detector is placed on a ceiling, position at least 4 inches (10.2 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 (20 ft) away from kitchens or other areas where combustion particles are present.
- ❑ Install smoke detectors at least 2.5 m (8 ft) 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 and air conditioning 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.

Appendix D: Quick Reference Tables

This section provides tables that list the ranges and default settings for features in your security system. The tables are grouped in the following categories:

- ❑ System & Security settings
- ❑ TouchScreen device settings (62)
- ❑ Advanced system settings (62)

Table 11: System & Security Settings, Ranges, and Defaults.

Feature	Comments		Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed. The Exit Delay for Arm Stay and Arm Night modes is twice the configured Exit Delay up to 120 seconds.		Default: 60 seconds Range: 45 seconds to 240 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second. Twice/second during the last 10 seconds.		Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.		One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.		This feature is not configurable.
Unvacated Premises	During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.		This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.		Default: 30 seconds Range: 30 to 240 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second Twice/second during the last 10 seconds.		This feature is not configurable.
Disarm	Enter a keypad code to disarm the system.		This feature is not configurable.
Control Buttons		Home button	The functions of these buttons cannot be changed.
		Emergency Alarm button	
Emergency Alarms (aka manual alarms)		TouchScreen: Press to access Emergency Alarm options	The functions of these buttons cannot be changed.
Alarm Transmission Delay (aka Abort Window)	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.		Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Alarm Transmission Delay	System disarmed by entering a valid keypad code in the TouchScreen or a key pad. If invalid keypad code entered, alarm restarts.		This feature is not configurable.
When alarms are successfully aborted	If system is disarmed within the Alarm Transmission Delay period, no alarm transmission occurs.		By default, verify contacts are notified by SMS and

Feature	Comments	Ranges & Defaults
(that is, disarmed during the Alarm Transmission Delay period)	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.	email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.	This feature is not configurable.
Duress Code	A four digit code that sends silent alarm immediately. Otherwise, same as Master keypad code.	Default: Duress Code is disabled.
Initiating Emergency Alarms (aka manual alarms)	This is a two-step action from the TouchScreen.	Not configurable.
Cross Zoning	Two security zones that only trip an alarm if they are both faulted within a configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 2 trips Range: 1 to 6 trips
Fire Alarm Verification	When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a detector is in an alarm for 60 seconds or more.	Default: Disabled
Call Waiting	Old-fashioned security systems use phone lines to send alarms to central monitoring, so they require a caution included with their control panels alerting the installer that call waiting features can prevent successful connection to the central station. Since the TouchScreen connects to central monitoring over broadband and cellular, this alert is not required.	
System Test	Perform the system test as described on page 32.	
Communications	Test the security system to ensure that it is in proper communication with central monitoring as described in on page 36.	
Test In Progress	The titles of all alarm test process screens begin with "Alarm Test".	Not configurable.
Automatic Termination of Test	There are no conditions that would result in the automatic termination of Test mode. The user must tap the Disarm button on the Alarm Test screen to end the alarm test.	
Screen Brightness	The relative brightness of the TouchScreen screen.	Default: 10 (brightest) Range: 1 to 10

Table 12: Screen Settings, Ranges, and Defaults

Feature	Comments	Ranges & Defaults
Automatic Screen Dimming	Idle Timeout	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
	Dimming Level	Default: 10 (brightest) Range: 1 to 10
Screen Nighttime Settings	Backlight off at night	Default: No Range: Yes or No
	Backlight off time	Default: 12:00 .A.M.
	Backlight on time	Default: 12:00 .A.M.
Screensaver Configuration	Minutes Inactive before screensaver comes on	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
Sound Configuration	Volume control	Default: 13 (loudest) Range: 0 (mute) to 13

Table 13: Advanced Settings Range and Defaults

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