

TouchScreen for XFINITY Home

## Getting Started Guide

TCA300 Install

xfinity®

# Compliances

## FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

**CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Exposure information: At least 20cm (8 inches) of separation distance between the touchscreen and the user's body should be maintained to ensure compliance with FCC RF Exposure Requirements.

## Device Purpose

Fire/Alarm Central Panel

## Safety

This device complies with UL 985, UL1023, UL1635.

**WARNING:** The rechargeable battery is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.

## Evacuation Plan

Develop an emergency evacuation plan for use in the event of fire. Here are some recommendations from the National Fire Protection Association.

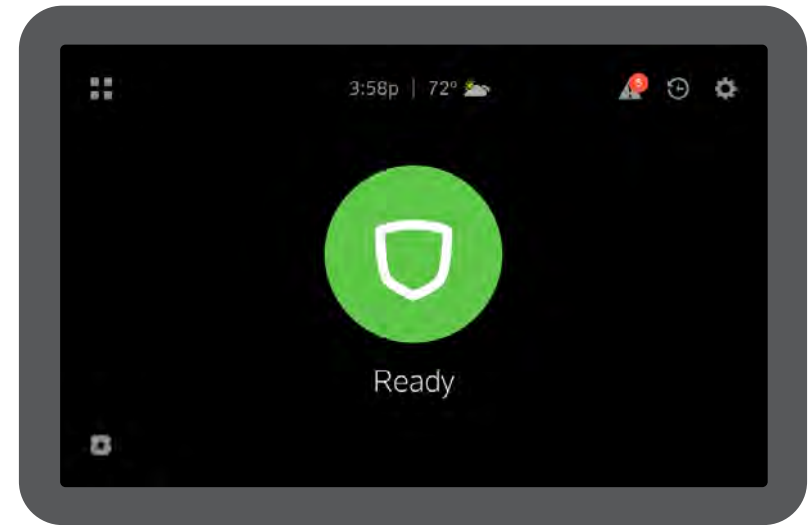
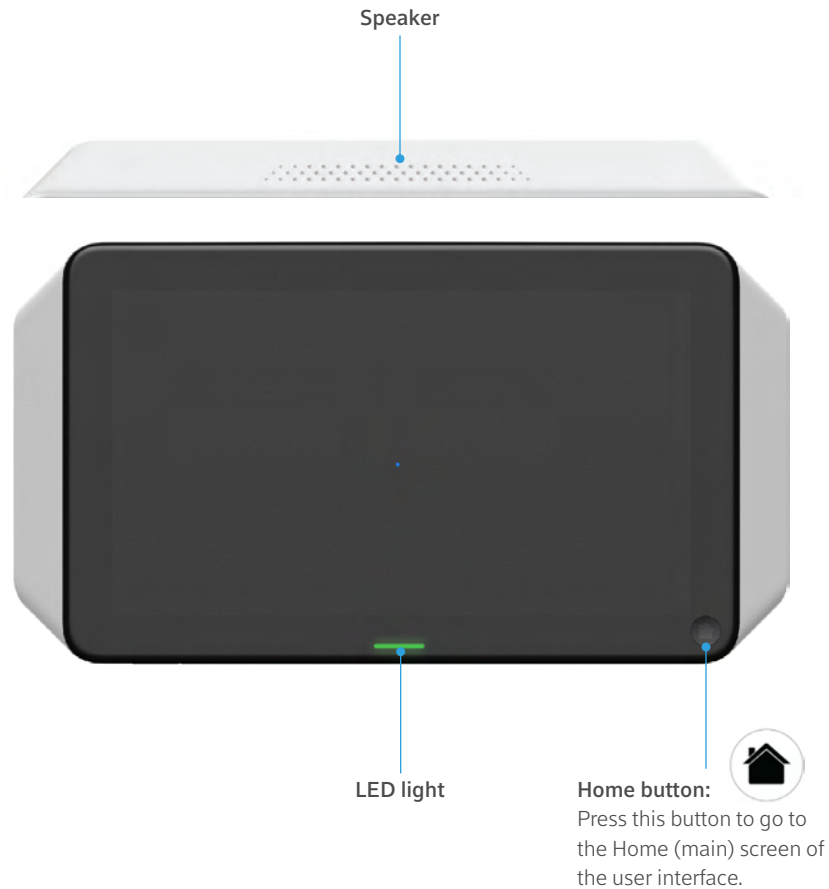
- Make an evacuation plan for how to leave your home in the case of fire or other emergency. Sketch a map of your home that shows all the doors and windows. Discuss the plan with everyone in your home so that everyone will know what to do.
- Have at least two ways to exit each room. Make sure that windows and doors open easily.
- Discuss with your family and agree on a single meeting location outside your home.
- In the event of fire, get out and stay out. Don't go back inside for people, pets or possessions.
- Do not open a door if the handle is hot. If there is smoke stay low to the ground and go under the smoke.
- Escape your home before calling the fire department. Call the fire department and police from the outside meeting place using your cell phone or call from a neighbor's phone.
- Practice your home evacuation plan.

## Using the TouchScreen

The TouchScreen is the center of your home security system. This device allows you to perform actions such as arming and disarming your security system, monitoring the status of your security sensors, and sending emergency alarms.

**NOTE:** This guide provides an overview of the TouchScreen and its basic operation. This guide assumes the TouchScreen has been activated and you have assigned a Keypad Code. For more information, see the TouchScreen User's Guide and the Home System Installation Guide.

The follow diagram shows the major components of the TouchScreen:



## Understanding the Screen

The TouchScreen communicates with your security system. It combines security and home connectivity into a graphical interface that provides a real time view of your security devices and tools to manage your security system.

The first screen displayed is the Home screen. Through interaction with this screen you can access the functions you desire, including:

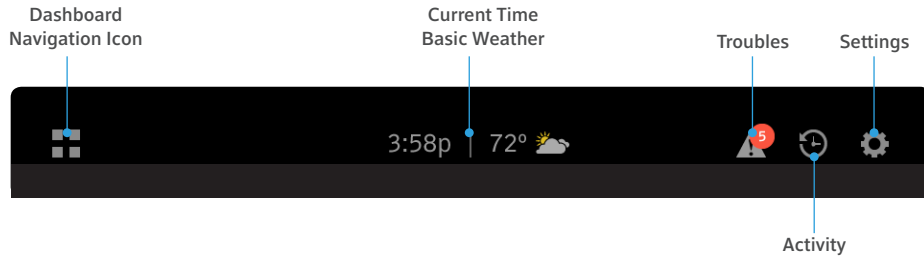
- Arming and Disarming your Security System
- Accessing and Managing System Troubles, Recent Activity, and Settings
- Accessing the Dashboard Screen
- Initiating a Panic Alarm





The screen is divided into the following operational sections:

- System Header for Navigation and Reference
- Security Status Content Area
- Footer Area

## System Navigation and Reference Header

The System Navigation and Reference header displays at the top of the TouchScreen. On the left side, it provides a navigation icon allowing you to access the Dashboard screen. Centrally it provides the current time and basic weather information. The right side provides a trouble indicator, when system troubles are present, access to recent System Activity, and access to System Settings.



	Tapping the Dashboard Navigation icon will allow you to access the Dashboard screen which provides additional zone information.
	The Trouble icon will appear when a system trouble is present. The system will also sound an audible alert regularly to ensure that you are aware of the problem. Tapping the icon will open a list of all the current troubles with the TouchScreen and Sensors. A red badge with a number on the trouble icon indicates the total number of trouble alerts that have not been snoozed. If troubles are snoozed without resolving them, the trouble indicator will still appear but the red badge will not be present.
	Tapping the Activity icon will allow you to review recent zone activity for your security system.
	Tapping the Activity icon will allow you to review recent zone activity for your security system.

**NOTE:** Settings access is disabled when the Security System is armed.

## Security Status Content Area

The centrally displayed Security Status Content area contains the current status of your TouchScreen Security System. The various statuses displayed will tell you if your system is:

- Ready – (Green) Disarmed and ready to be armed
- Not Ready – (Grey) Disarmed and not ready to be armed due to an arm-blocking event or trouble
- Armed – (Red) Armed in Away, Stay, or Night mode



## Footer Area

The Footer section contains the Panic Alarm icon, located in the bottom left of the screen. Tapping this icon will provide you the ability to sound an immediate audible alarm and send an alert to the Central Monitoring Station that a Panic Alarm has been initiated.



## Understanding Arming Modes

You can arm the system for multiple scenarios:

- Arm Away – Best for leaving your home unattended
- Arm Stay – Ideal for hanging out at home
- Arm Night—Best for when everyone is in bed

Different arming modes use 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. Entry delay gives you time to disarm the system when you reenter the premises. You must enter a valid keypad code within the Entry delay period to avoid sounding an alarm.

### 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.

### Arm Stay Mode

The Arm Stay mode is used to arm the system when there are 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 are 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.

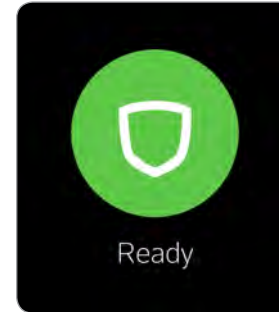
### Arm Night Mode

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 Exit Delay period that works the same as in Arm Stay mode.

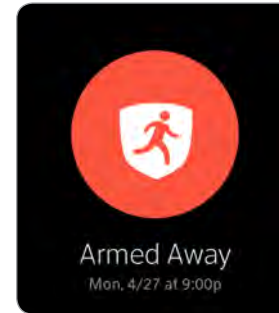
## Arming and Disarming the System

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



### Ready

When your security system is disarmed and ready to be armed, the security status will be shown as “Ready” with a green shield background. Tap the big green circle to arm your system.



### Armed

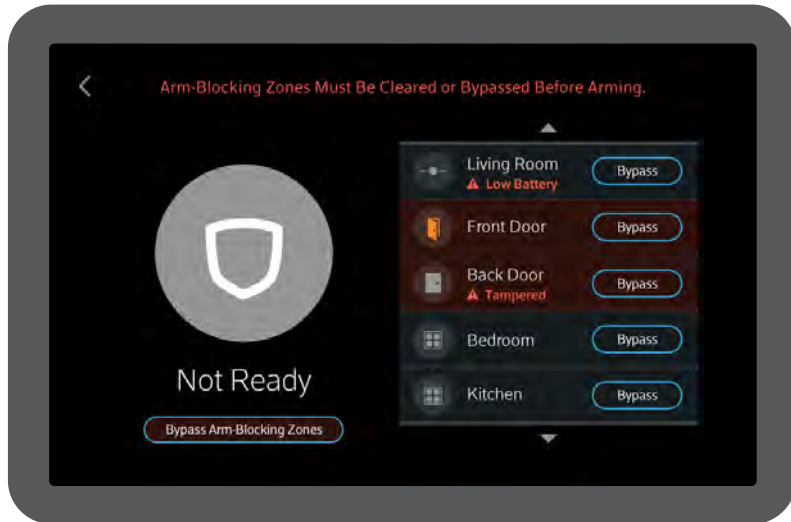
When your security system is armed, the security status will be shown as “Armed Away”, “Armed Stay”, or “Armed Night” based on the arming mode selected when the system was armed. The status will also show you the date and time that the security system was armed.



### Not Ready

Not Ready is displayed, and the Security Shield background is grey, when your security system is disarmed, but unable to be armed due to an Open Zone or Zone Fault that prevents arming. The status below “Not Ready” will advise how many zones are preventing you from arming your system and whether the status is caused by an open zone, a troubled zone, or both!

Tapping the grey Security Shield will open a Bypass Options screen which will allow you to see the current status of all of your security zones, and give you the option to bypass all Arm-Blocking Zones, or bypass any zone individually. If the affected zones are closed or troubles are resolved the status will automatically update to Ready.



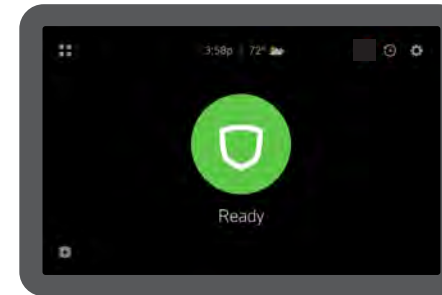
Zones that are currently preventing you from arming the system are easily distinguished by the different row color.

Tapping the **Bypass Arm-Blocking Zones** button will temporarily turn off, or “bypass” the affected zones so you can arm your security system.

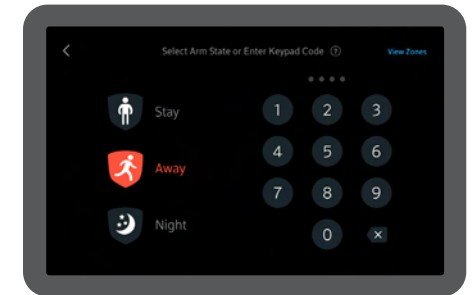
**IMPORTANT NOTE:** Bypassed Zones are NOT armed and will not trigger an alarm if tripped while the system is armed.

## Arming the System from the TouchScreen

To arm the system from the TouchScreen:

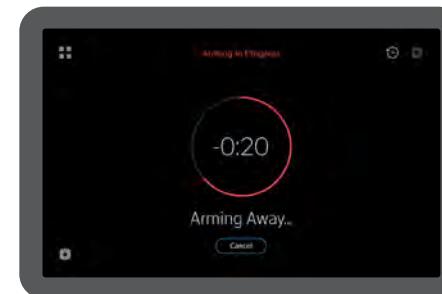


1 Tap the Security Status shield when it is in Disarmed (Ready) state.

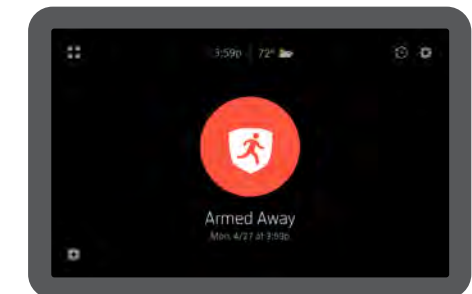


2 The Arm State selection screen is displayed with a keypad and “Away” selected as the default Arm State.

Select the desired Arm State (not required for Away) and enter your keypad code.



3 The TouchScreen will begin the Exit Delay period and the screen changes to display a countdown timer.



4 The LED turns red when the system is armed. The text of the message will vary, depending on which arming mode you selected.

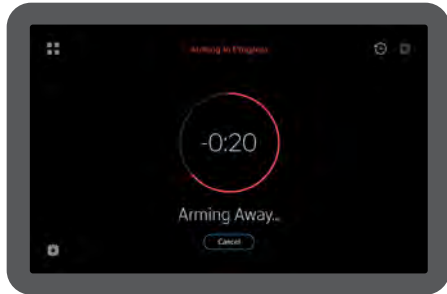
### Special Rules

- 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, 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 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.

## Arming the System from the TouchScreen

When you arm the system, the Security Status Content area 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 **Cancel** button located below the countdown timer and Arming Mode.

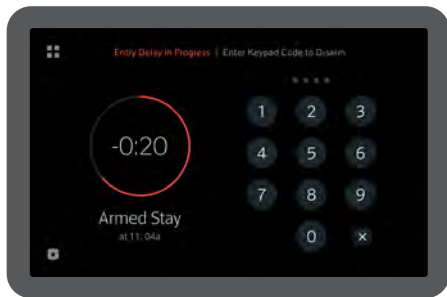


- 2 The TouchScreen displays the countdown timer along with a keypad.

Enter your Keypad Code to stop the arming process.

## Disarming the System

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



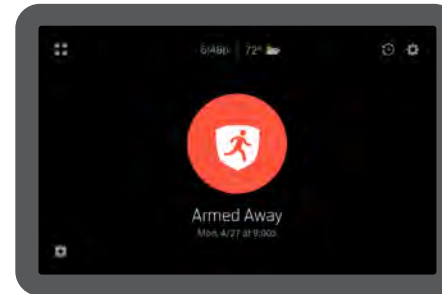
- 1 During the Entry Delay, the TouchScreen display changes to announce the number of seconds before the alarm goes off.
- 2 The TouchScreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.

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, for most reasons, you have 30 seconds 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.

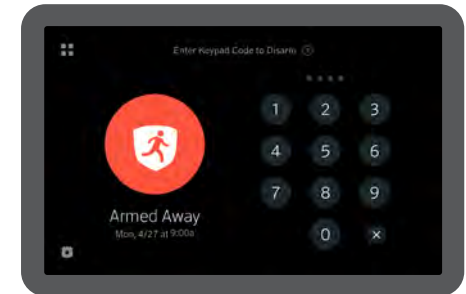
The Alarm Transmission Delay is a required period that prevents a report to the central station if an alarm was triggered innocently.

**IMPORTANT NOTE:** Panic alarms 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 on your system.

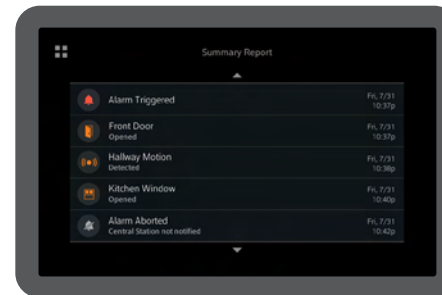
To disarm the system from the TouchScreen:



- 1 Tap the Security Status shield when it is an Armed State.



- 2 Enter your Keypad Code.

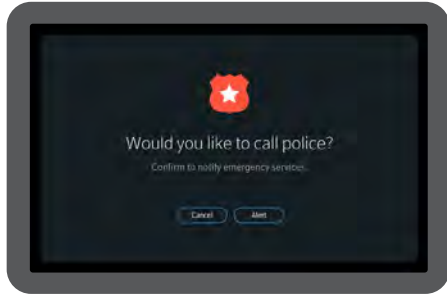



- 3 If an alarm was triggered prior to entering your Keypad Code, an alarm Summary Report will be displayed after disarming your Security System.

## Sending An Emergency Alarm


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

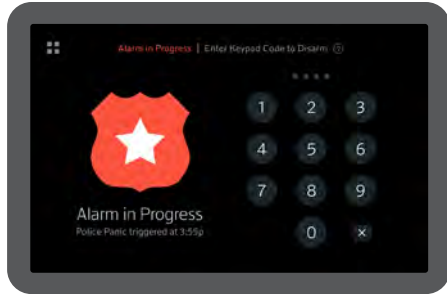
To manually trip an alarm:



1 Press the  Panic button located in the lower left corner of many screens.

2 The Panic Confirmation screen appears.

Press the  button to send an alarm for police assistance.



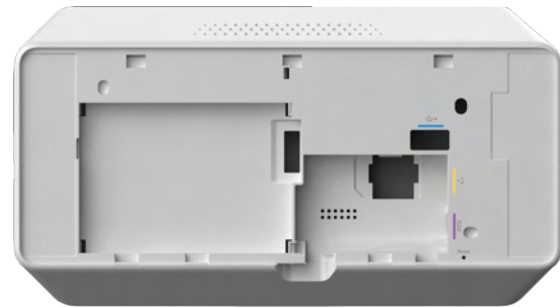
3 The TouchScreen will immediately issue a continuous audible alarm and display an Alarm in Progress screen which includes a keypad for disarming the system if desired.

## TouchScreen Installation and Maintenance

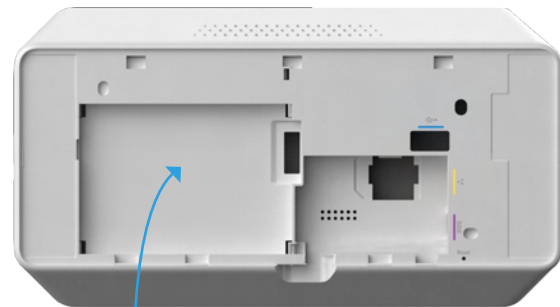
### Installing the Technicolor TouchScreen



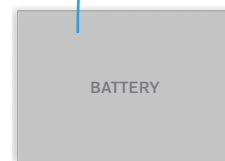
1 Remove the TouchScreen from its packaging.



2 Remove the back plate from the back of the TouchScreen by pulling the center of the bottom edge upward, then sliding the top tabs out of the slots.

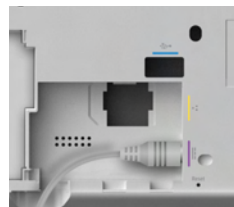


3 Unwrap the 4 volt battery from its packaging and insert the end with the +/- contacts first. Snap the opposite end down in the battery compartment to complete battery installation.



**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.





- 4 Feed the AC power cable through the circular hole on the back plate and connect to the power port on the back of the TouchScreen.
- 5 Snap the back plate to the back of the TouchScreen by inserting the top tabs into the slots first, then pressing the bottom into place. Ensure all slack from the AC power cable is pulled through the back plate.
- 6 Connect the stand to the back of the TouchScreen.
- 7 Position the TouchScreen near an un-switched wall outlet (not controlled by a light switch).
- 8 (Optional) – If encountering networking issues, connect an Ethernet cable to the TouchScreen and the iControl-dedicated router.

Table 1: AC Power Supply Ratings

Rating	Value
Voltage	12V DC
Current	1.5A
Frequency	60 Hz



- 9 Plug the TouchScreen's AC adapter into the wall outlet, and replace the center screw through the bracket hole.
- 10 After a few seconds, the Installation Welcome screen is displayed on the TouchScreen.

**IMPORTANT NOTE:** The minimum distance for the sensors to communicate with the TouchScreen is beyond most practical limits. However, the distance can be limited occasionally by the materials for the walls, electrical interference, and other conditions.

Figure 1: 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 2: Device Batteries

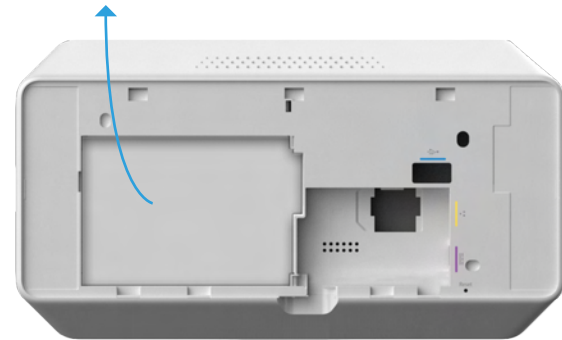
Device	Device Type	Batteries		
TouchScreen	Central Controller	GETAC U46P313.00	4 volt Lithium Polymer 2520mAh/10.08Wh	1
Door/ Window Sensor	Sensors	2450 coin cell	3 volt Lithium	1
Motion Detector Sensor		CR123A		3
Glass Break Detector		CR123A		1
Smoke/Heat Detector		CR123A		2

## Replacing the Battery

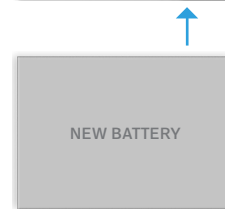
**WARNING:** The rechargeable battery that came with your TouchScreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.



**1** Remove the back plate from the back of the TouchScreen by pulling the center of the bottom edge upward, then sliding the top tabs out of the slots.



**2** Disconnect the battery from the TouchScreen by lifting it out of the compartment using the battery pull tab.



**3** Unwrap the 4 volt battery from its packaging and insert the end with the +/- contacts first. Snap the opposite end down in the battery compartment to complete battery installation.

**4** Snap the back plate to the back of the TouchScreen by inserting the top tabs into the slots first, then pressing the bottom into place.

## 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.

## Evacuation Plan

Develop an emergency evacuation plan for use in the event of fire. Here are some recommendations from the National Fire Protection Association.

- Make an evacuation plan for how to leave your home in the case of fire or other emergency. Sketch a map of your home that shows all the doors and windows. Discuss the plan with everyone in your home so that everyone will know what to do.
- Have at least two ways to exit each room. Make sure that windows and doors open easily.
- Discuss with your family and agree on a single meeting location outside your home.
- In the event of fire, get out and stay out. Don't go back inside for people, pets or possessions.
- Do not open a door if the handle is hot.
- If there is smoke stay low to the ground and go under the smoke.
- Escape your home before calling the fire department. Call the fire department and police from the outside meeting place using your cell phone or call from a neighbor's phone.
- Practice your home evacuation plan.

## Additional Emergency Preparations

- Do not wait until an emergency occurs to make a plan. Talk to each other about what each person should do in different types of emergency.
- 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.

## 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 and 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 infested 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.

## 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 are monitoring poses any privacy issues.