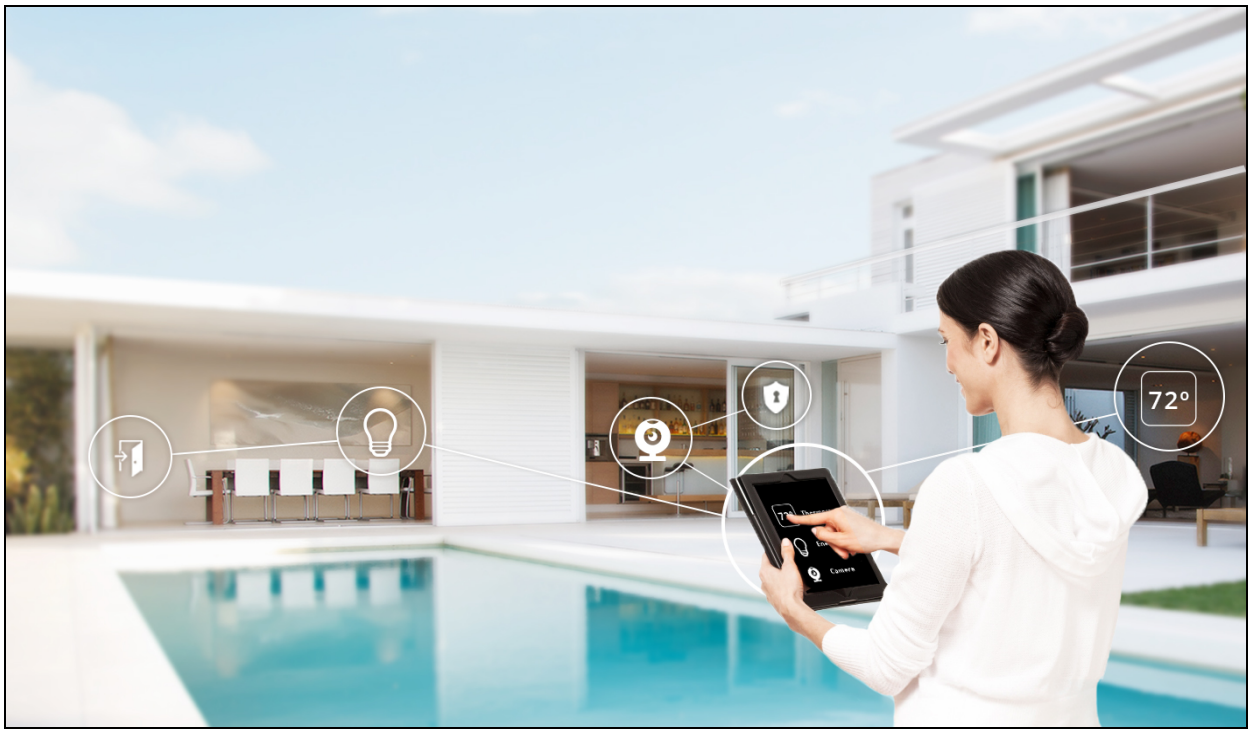
icontrol NETWORKS

Converge Installation Guide

7.3 Quadra



Document Information

Release version: 7.3 Quadra
Document name: Converge Installation Guide
Build date: 9/13/2016

Contents

Revision History

Release	Revisions
7.3 Quadra v5	1. Renamed document from *Home Security System Installation Guide* to *Converge Installation Guide*. 2. Updated UL 1023 and SIA CP-01 notes in section Configuring the Entry/Exit Delay Periods on page 43. 3. Added section Explaining Manual Alarms on page 40. 4. Removed the following appendicies and added links to the information in Installing the Touchscreen on page 11: 1. Installing a Technicolor Touchscreen 2. Replacing the Battery on a Technicolor Touchscreen 3. Installing an SMC RB6741-Z Touchscreen 4. Replacing the Battery on an SMC RB6741-Z Touchscreen
7.3 Quadra v4	Clarified the description of the use of the duress code in Installer Quick Reference (SIA) on page 92.
7.3 Quadra v3	1. Updated Replacing the Security Router or Cable Gateway on page 52 with the new menu name: "Replace Router/Gateway (RMA)". 2. Added the following to all the sections that involve adding a device: To successfully pair with the touchscreen, the device must: ❑ Be set to factory defaults. ❑ Have been deleted from the touchscreen if it had been previously configured. ❑ Be set in "search" or "pairing" mode **Note:** Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode. 3. Added a final step to Activating the Mobile and Web Apps on page 41 to verify that all paired devices are displayed on the browser and apps.
7.3 Quadra v2	Clarified when changes to motion sensitivity take effect in Modifying Camera Settings on page 69
7.3 Quadra v1	Updated information about supported ZigBee devices in "Overview" on page 9
7.2 Padre	No updates

Release	Revisions
7.1 Oahu	1. Added remediation steps to "Testing the Alarm Functionality of the Security System" on page 37 to allow the installer to delete potentially faulty sensors that can not be restored and preventing the alarm test to be executed and be able to continue with activation. 2. Consolidated Technicolor and SMC touchscreen installation guides. Added model specific installation instructions to the appendices "Installing a Technicolor Touchscreen" and "Installing an SMC RB6741-Z Touchscreen". 3. Moved Technicolor and SMC touchscreen battery replacement instructions to the appendices "Replacing the Battery on a Technicolor Touchscreen" and "Replacing the Battery on an SMC RB6741-Z Touchscreen". 4. Removed obsolete references to Camera zones. 5. Updated zone function behavior in "Security Zone Functions" on page 95 6. Removed the following note under Adding Cameras to the Security System on page 23: **Note:** The Sercomm iCamera is not supported on the D3GN-RRR gateway when the touchscreen is connected by Ethernet cable.
7.0 Nantucket	During the activation process, the firmware is now updated after the activation code is entered. A new screen, Obtaining Server Information on page 12, now appears after the Enter Account Phone Number screen and before the Check for Firmware Upgrade screen.
6.3 Maui	No updates
6.2 Lanai	No updates
6.1 Kodiak	1. A new section was added: "Managing Security Devices" on page 53 2. Adding a Camera on page 67 was updated to include motion-capable cameras. 3. The Activation B step now notes that the step is not necessary if your system uses Single Sign On. See "Activating the Mobile and Web Apps" on page 41. 4. v2: Added the following note to Adding Cameras to the Security System on page 23: **Note:** The Sercomm iCamera is not supported on the D3GN-RRR gateway when the touchscreen is connected by Ethernet cable.

Release	Revisions
6.0 Jamaica	1. The Activation process has been modified to add a review of the connectivity quality after the user enters his Master Code. 2. The Alarm Test procedure has been moved to the end of the Activation A process just before the touchscreen reboot. 3. A new section has been added to "Understanding the Diagnostic Tools" on page 83 that explains the new device/-connectivity health check tools. 4. The Adding a Camera section has been modified to include the following notice: **IMPORTANT:** You can opt to pair a camera without upgrading the firmware as long as it has the minimum allowed firmware already installed. If there is a newer firmware version available, the system will wait 1 hour after the final touchscreen reboot at the end of Activation before beginning the upgrade process.
5.3 Ibiza SU1	No updates
5.2 Ibiza	No updates
5.1 Hawaii SU1	No updates
5.0 Hawaii	New for Android touchscreens.

1 Overview

The purpose of this document is to guide the technician installing the touchscreen for the Converge home security system in a subscriber's home. Once the touchscreen is installed and powered on, refer to the *Converge Installation Guide* for activating and programming the security system.

2 Activating the Security System

2.1 Before you begin

1. Ensure you have the following information from Customer Care for the subscriber's account:
   - ❑ Activation Code
   - ❑ Broadband Server IP
   - ❑ Cellular Server IP
   - ❑ Cellular APN
2. Verify subscriber has Internet access.

   Note: The touchscreen connects to the central monitoring station over broadband and cellular, not the subscriber's telephone land-line. Configuring the call waiting alert is not required.
3. Have the following tools needed to install the security system:
   - ❑ Digital multi-meter
   - ❑ Rubbing alcohol with container to dilute with water
   - ❑ Paper towels
   - ❑ Drop cloth for work area
   - ❑ Ladder 6’
   - ❑ Compressed air and soft-bristled brush
   - ❑ Assorted screwdrivers
   - ❑ Sound sensor tester for testing glass break sensors
   - ❑ Aerosol smoke tester
   - ❑ Double-sided sticky tape
   - ❑ Alternative double-sided sticky tape
   - ❑ Tape measure
   - ❑ Pocket level
   - ❑ Multi-purpose scissors
   - ❑ Flashlight
   - ❑ Shoe covers
   - ❑ Ethernet cables (used to configure the camera or if the touchscreen will not connect to the router/modem wirelessly)

2.2 Setting up the Security Router

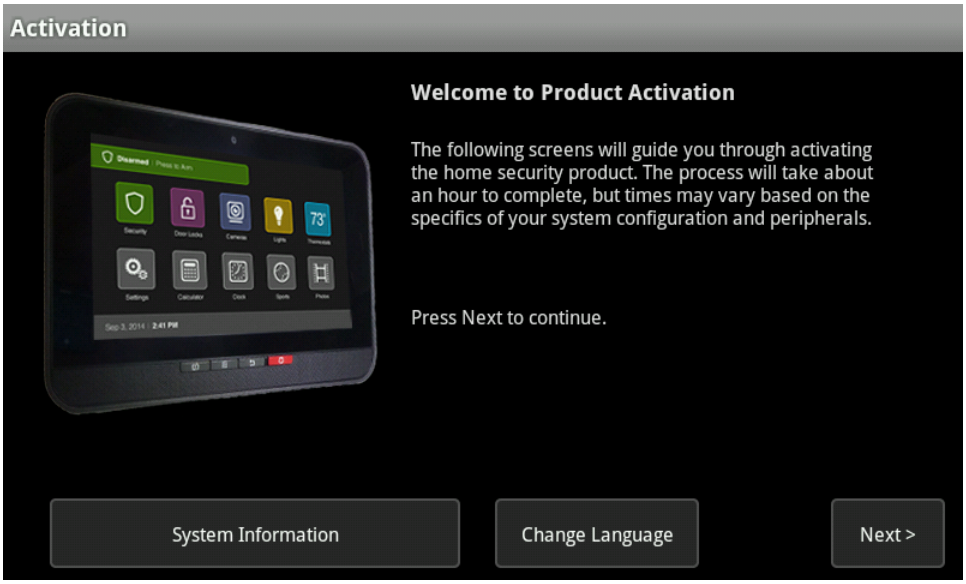
1. Plug the security router into an empty Ethernet port on the subscriber's cable modem, gateway or home router.
2. Power on the security router.
3. Reboot the cable modem, gateway or home network router the security router is connected to.
4. Wait for both devices to finish booting and verify the security router established a network link.

Note: See router documentation for descriptions of the icons and how to reset to factory defaults, if necessary.

2.3 Installing the Touchscreen

Refer to the documentation included in the touchscreen packaging for detailed instructions on setting up the touchscreen. A summary for each model can be located here:
https://share-icontrol.atlassian.net/wiki/display/CSKB/Icontrol+Devices

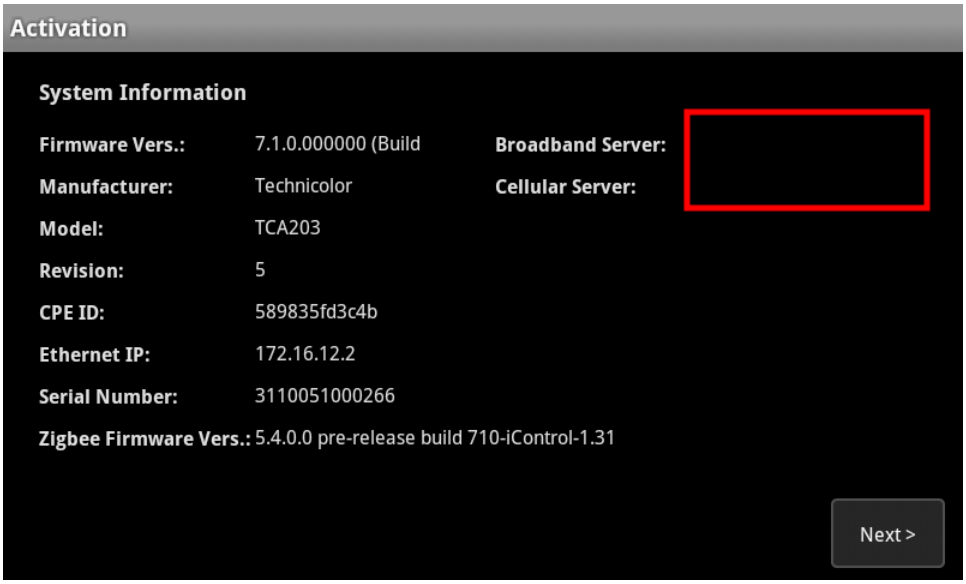
Once the touchscreen is powered up and the *Welcome* screen is displayed, proceed to the next step.



2.4 Verifying Touchscreen Server Configuration

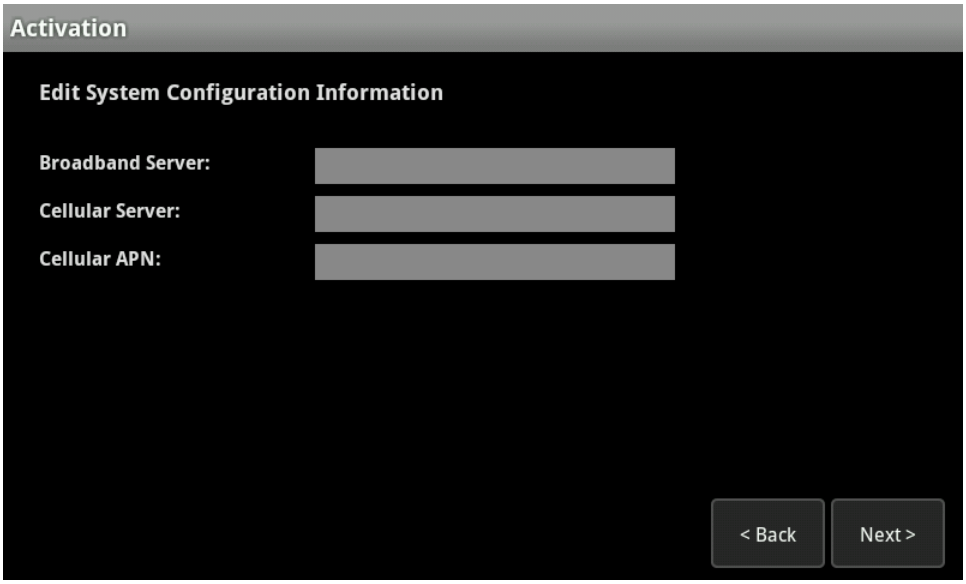
1. On the touchscreen, tap **System Information**.

   The System Information screen is displayed.



2. If the broadband server or cellular server IP addresses are incorrect, tap the area where the IP addresses are displayed.

   The Edit System Configuration Information screen is displayed.



3. Tap the Broadband Server IP, Cellular Server IP, or the Cellular APN field to change the value. When you tap them, a keyboard screen is displayed. Enter the new values and tap **Done**.
4. After all the values have been set, tap **Next**.

   The System Information screen is displayed.

5. Tap **Next**.

   The Welcome screen is displayed.

2.5 Activating the Touchscreen

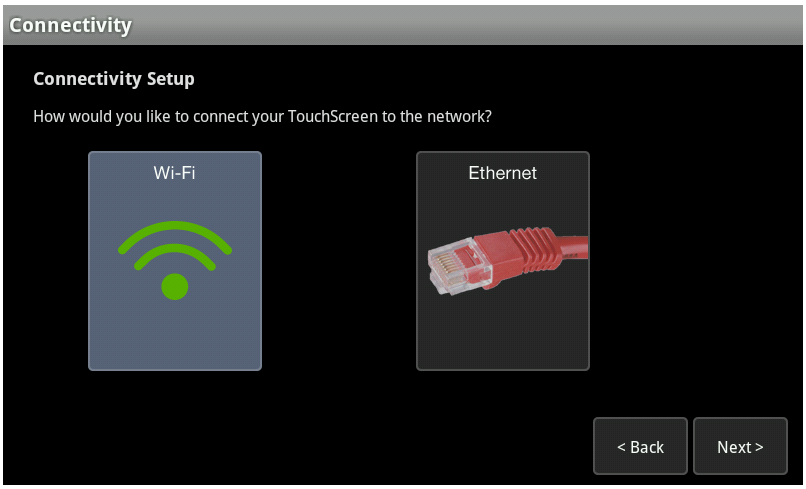
Note: To set the language used on the touchscreen, tap **Change Language** and choose the preferred language. This will cause the touchscreen to reboot.

1. Tap **Next** at the *Welcome* screen.

   The Connectivity Setup screen displays a list of supported Internet routers and cable gateways.

2. Tap to highlight the router or gateway the touchscreen will activate with, and tap **Next**.

   The next Connectivity Setup screen displays options for connecting to the router or Gateway.



The following options are displayed:

- **Wi-Fi** - If you select this option, follow the procedures described in "For Wireless Touch-screen-to-Router Connectivity" on page 13.
- **Ethernet** - If you select this option, follow the procedures described in "For Cabled Touch-screen-to-Router Connectivity" on page 15.

2.5.1 For Wireless Touchscreen-to-Router Connectivity

1. Tap **Wi-Fi** to highlight it and then tap **Next**.

   The Router Connection Checklist is displayed.

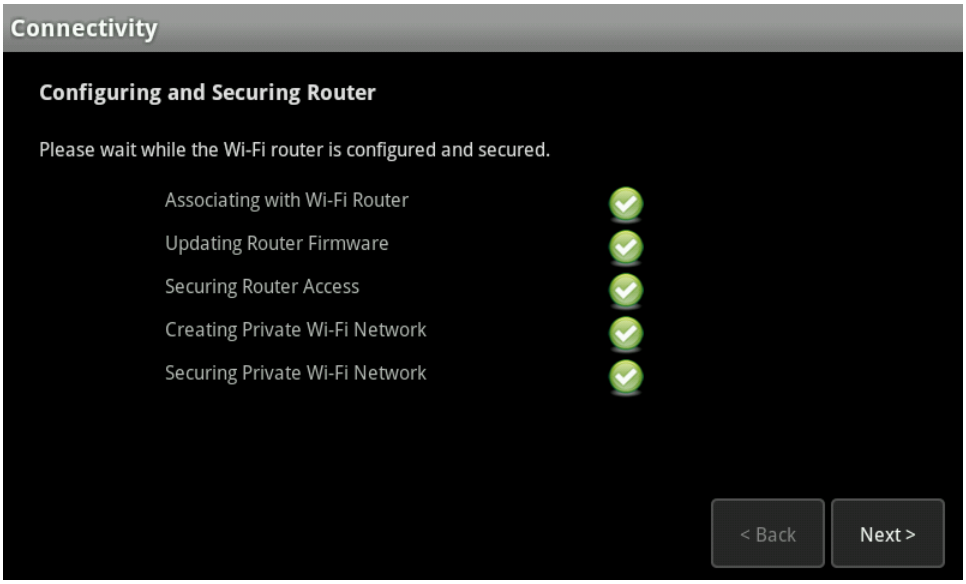
2. Follow the instructions on the Router Connection Checklist screen.
3. Tap **Next**.

   The touchscreen locates all the available wireless routers in range, and displays their MAC addresses.

   Note: If the touchscreen does not find the router, reposition the router and reset the router to factory defaults, tap **Back**, and try again.

4. Tap the MAC address matching MAC address of the security router or gateway and tap **Next**.

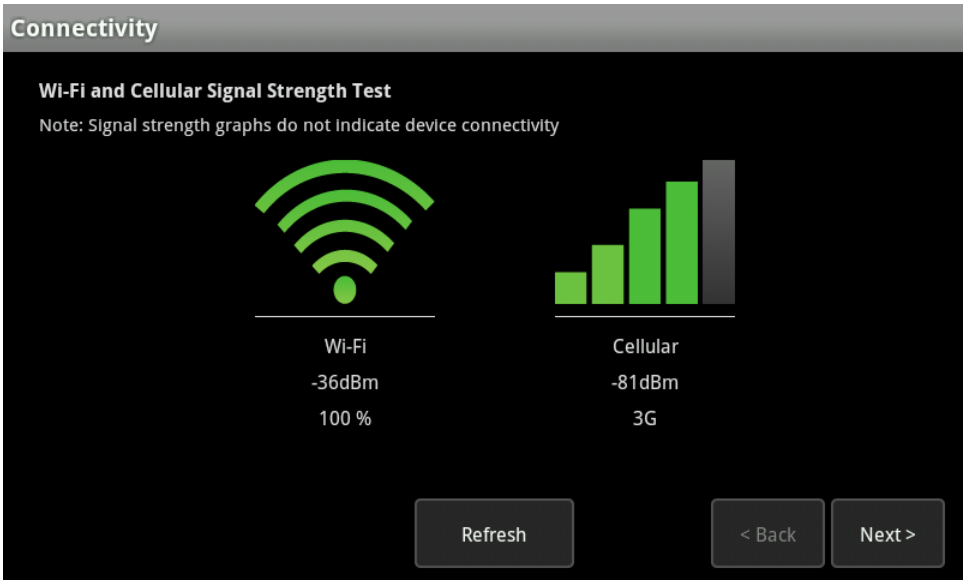
The Configuring and Securing the Router screen is displayed as the touchscreen establishes a secure connection with the router or gateway.



Note: If the touchscreen cannot secure the router, reset the router to factory defaults, tap **Back**, and try again.

5. Once the router or gateway is configured, tap **Next** to run the *Wi-Fi and Cellular Signal Strength Test*.

   The Wi-Fi and Cellular Signal Strength Test screen displays the relative strength of the touchscreen's connection to the router or gateway and to the GPRS/EDGE receiver.



6. Tap **Next** and continue go to "Completing Activation" on page 16

2.5.2 For Cabled Touchscreen-to-Router Connectivity

1. Tap **Ethernet** to highlight it and then tap **Next**.

   The Ethernet Connection Checklist is displayed.

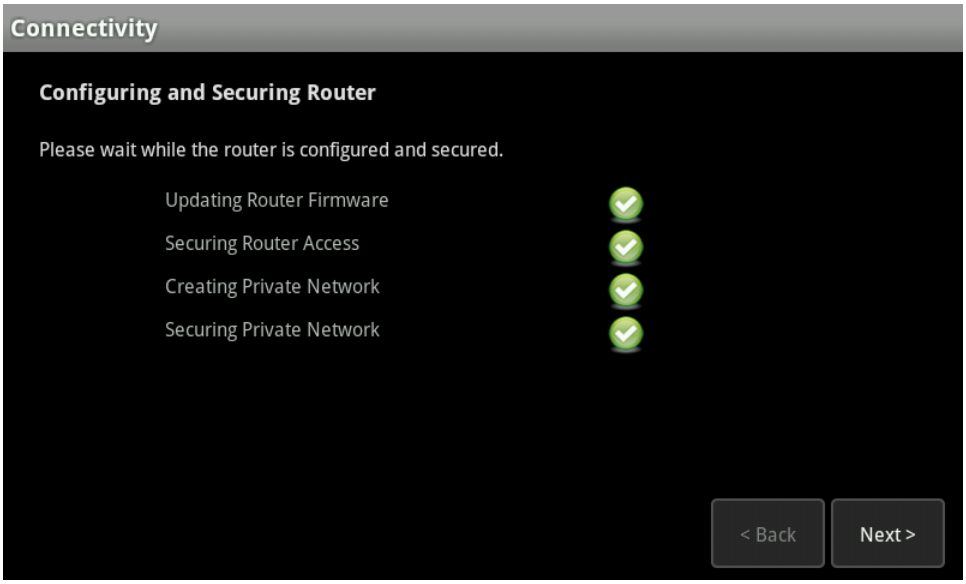
2. Follow the instructions on the Ethernet Connection Checklist screen.

3. Tap **Next**.

   The Setting Up for Ethernet screen is displayed.

4. Wait a few minutes for the router/modem to configure and secure the network.

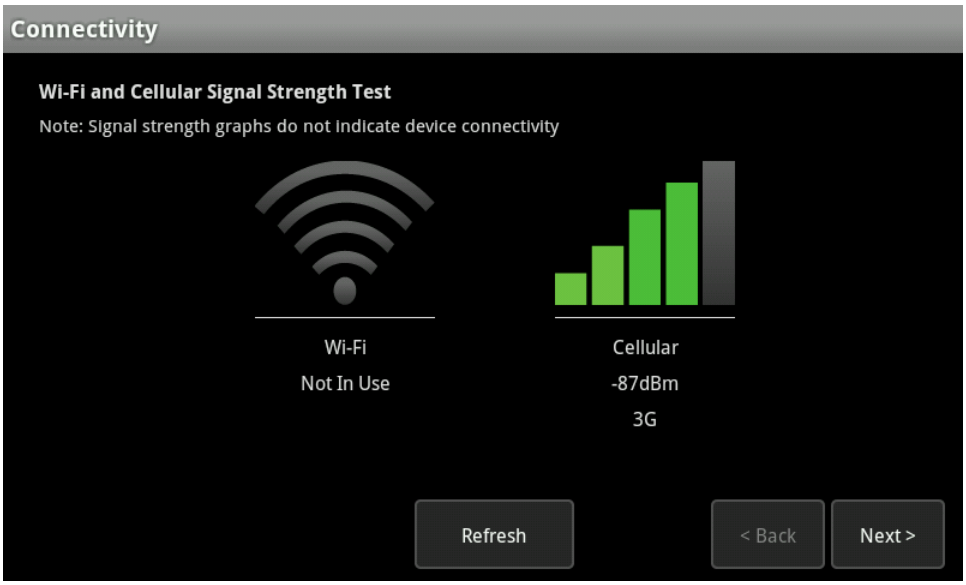
   The Configuring and Securing the Router screen is displayed as the touchscreen establishes a secure connection with the router or gateway.



   Note: If the touchscreen cannot find the router, reset the router to factory defaults, tap **Back** and try again.

5. Once the router or gateway is configured, tap **Next** to run the *Wi-Fi and Cellular Signal Strength Test*.

   The Wi-Fi and Cellular Signal Strength Test screen displays the relative strength of the touchscreen's connection to the router or gateway and to the GPRS/EDGE receiver.



Note: Wi-Fi signal strength is not tested when the touchscreen is connected via Ethernet.

6. Tap **Next** and continue the activation process.

2.5.3 Completing Activation

1. Tap **Next** to run the Connectivity Test.

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

2. When the connectivity test complete, tap **Next**.

   Note: If the test fails, verify the subscriber's internet access and the server and cellular IP addresses, tap **Back** and try again. If it still fails, contact Customer Care.

   The Enter Activation Code keypad is displayed.

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

   The Account Phone Number keypad is displayed.

4. Enter the Account phone number and tap **Next**.

   The Obtaining Server Information page is displayed.

   If this step fails, verify you have entered the activation code and phone number correctly. If it still fails, contact Customer Care to verify:

   - Activation information is correct.
   - subscriber's account is ready for activation.
   - Touchscreen is not associated with another account.
   - Touchscreen is in inventory.

- Touchscreen CPE ID is assigned to the same deployment as the subscriber account, if applicable.

5. Tap **Next**.

   The Check for Firmware Upgrade screen is displayed.

6. Tap **Next**.

   The touchscreen checks for a newer version of touchscreen firmware to install.

   If a newer firmware version is available, tap **Upgrade Firmware**. The touchscreen updates the firmware and then reboots.

   IMPORTANT: Skipping upgrading the firmware is not recommended. Features and fixes included in the newer version will be missed.

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

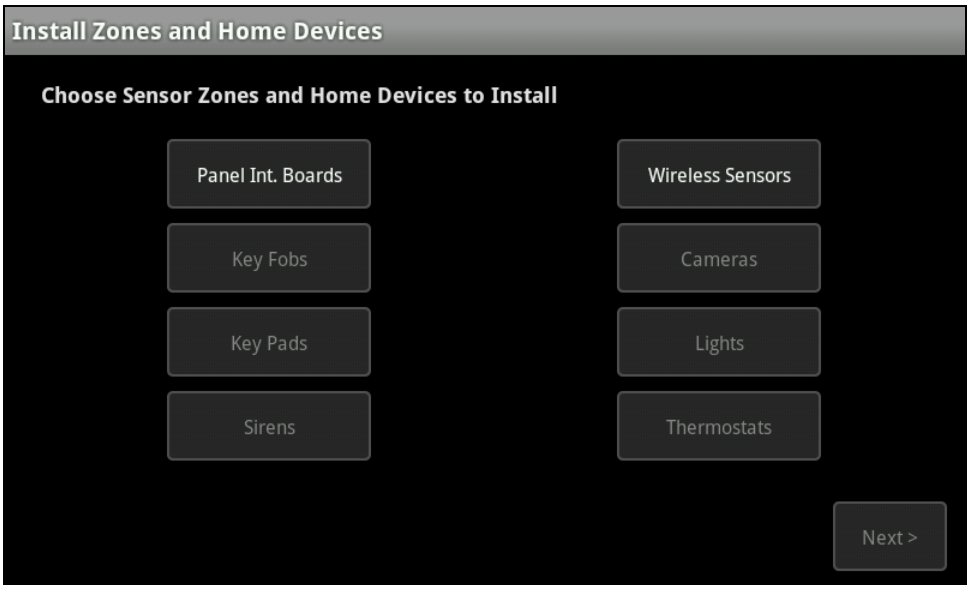
   The touchscreen begins activating with the system servers.

   If the Whitelist.xml file failed to download or is corrupted, a pop-up message is displayed: "Failed to download or invalid Whitelist.xml file on server. Please press download button to try again." Verify network connections and tap the button to try downloading the file again.

8. Tap **Next**.

   The Install Zones and Home Devices screen is displayed. Only the Panel Interface Boards and Wireless Sensors options are available. At least one must be installed in order to continue with activation.

   IMPORTANT: If the subscriber requires a panel interface module (PIM), the PIM should be installed first; see "Adding a Panel Interface Module to the Security System" on page 19. Otherwise, install the sensors next as described in "Adding Sensors to the Security System" on page 20.


Install Zones and Home Devices
Choose Sensor Zones and Home Devices to Install
Panel Int. Boards
Wireless Sensors
Key Fobs
Cameras
Key Pads
Lights
Sirens
Thermostats
Next >

2.6 Adding a Panel Interface Module to the Security System

The Panel Interface Module (PIM) is a device that allows the touchscreen to "take over" a previously-installed home security system so that its various elements operate as part of the new security system.

If you are installing a PIM, refer to the *Panel Interface Module Installation Guide* for DSC or Honeywell for complete installation instructions. If the PIM had been previously configured with another touchscreen, verify it has been deleted from the touchscreen.

IMPORTANT: Add the PIM to the touchscreen before adding any other sensors. By adding it first, the zone numbers defined on the subscriber's existing security system are more likely to match the zone numbering on the touchscreen.

Once you are done installing the PIM, you can add any or all of the following devices. If you want to add the devices later, go to "Setting and Validating the Security Information" on page 36 to continue activation.

- Wireless Sensors (see "Adding Sensors to the Security System" on page 20)
- Cameras (see "Adding Cameras to the Security System" on page 23)
- Lights (see "Adding Lighting Devices to the Security System" on page 26)
- Thermostats (see "Adding Thermostats to the Security System" on page 28)
- Key Fobs (see "Adding Key Fobs to the Security System" on page 30)
- Key Pads (see "Adding Key Pads to the Security System" on page 32)
- Sirens (see: "Adding Sirens to the Security System" on page 34)

2.7 Adding Sensors to the Security System

One or more of the sensors below can be added in this step:

- Door/window sensors: Detect the opening and closing of doors or windows
- Motion sensors: Detect motion
- Glass break sensors: Detect the sound of breaking glass
- Smoke detectors: Detect smoke and heat
- Carbon monoxide (CO) detectors: Detect carbon monoxide
- Water detectors: Detect water

1. Tap **Wireless Sensors** on the *Install Zones and Home Devices* screen.
2. *The Locating Wireless Sensors screen is displayed.*

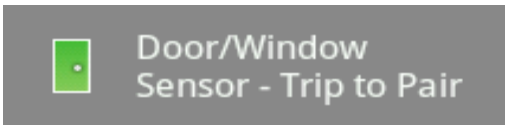
   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

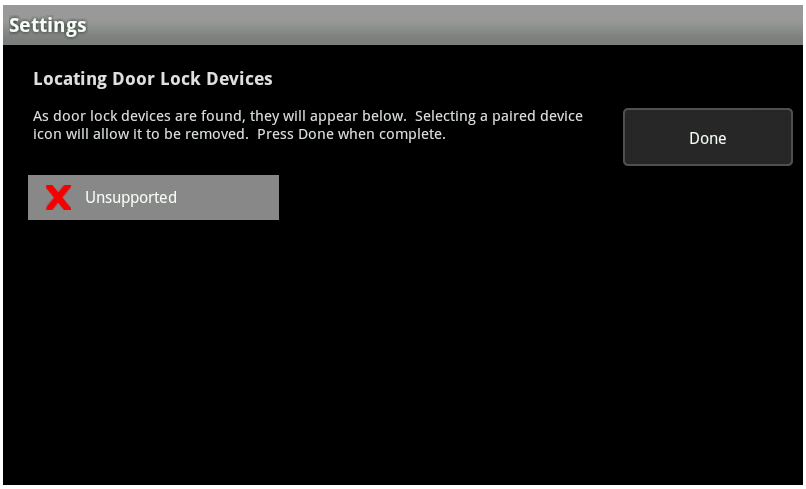
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.
3. Tap **Next** to begin search for sensors.

   Note: Multiple sensors can be paired at the same time

   As sensors are found, an icon is displayed for each sensor.

4. Fault each sensor as it is found to pair it to the touchscreen. For example, for door/window sensors, separate the magnet and reed switch.
5. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



6. Tap on the icon to display details about the device.

7. When all the sensors have been found and paired, tap **Done**.

   Note: Any located sensors that were not paired, including unsupported devices, are released by the touchscreen.

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

8. Tap **Next**.

   The Configure Wireless Sensors screen displays an icon for each sensor that was located and paired.

9. Tap the icon to configure the sensor.

   The Modify Zone Settings screen is displayed. The details that are available for configuration vary based on the type of sensor being configured.

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

    Refer to "Security Zone Functions" on page 95 for a full description of each zone function.

11. To modify the Zone Label, tap the field to display a keyboard and change the name. Tap **Done** to save your changes.

12. Tap **Next** to go to the next sensor.

    As each sensor is configured, the icon changes from  *to*  .

13. When all the sensors are configured, tap **Next**.

    At the Install Zones and Home Devices screen, the Wireless Sensors are marked as configured and the rest of the devices are available to configure.

14. From this point you can add any or all of the following devices. If you want to add the devices later, skip this step.

    - Panel Interface Module (see "Adding a Panel Interface Module to the Security System" on page 19)
    - Cameras (see "Adding Cameras to the Security System" on page 23)
    - Lights (see "Adding Lighting Devices to the Security System" on page 26)
    - Thermostats (see "Adding Thermostats to the Security System" on page 28)
    - Key Fobs (see "Adding Key Fobs to the Security System" on page 30)
    - Key Pads (see "Adding Key Pads to the Security System" on page 32)
    - Sirens (see: "Adding Sirens to the Security System" on page 34)

15. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.8 Adding Cameras to the Security System

The security system supports up to six cameras. This step can be performed after a PIM or wireless sensors have been added or you can skip this step and add the camera(s) later as described in Adding a Camera on page 67.

Note: If the subscriber's home requires a WiFi repeater, the camera must be configured with the touchscreen first, and then moved to the desired location on the far side of the repeater. See for more information about Wi-Fi repeaters.

1. Tap **Cameras** on the *Install Zones and Home Devices* screen.
2. *The Add Camera - Network Test screen is displayed.*

   Tap **Next**.

   The touchscreen uploads a binary file multiple times to the system servers to determine the network's upload speed. The screen displays the calculated upload speed. The Upload Speed is used by the system to set the default video quality for the camera.
3. Tap **Next**.

   The Hardware Setup screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.
4. Perform the steps described on the Hardware Setup screen. Refer to the camera documentation to determine when the camera shows it has found a network. When it has connected, tap **Next**.

   IMPORTANT: Only one camera at a time can be added to the security system.

   The Locating Camera screen is displayed and the camera details are displayed when the camera is located.

   Note: If you are having trouble with the camera installation, see Troubleshooting Camera Installation on page 71.
5. Tap **Accept** to begin pairing.

   During the Configuring Camera step, the touchscreen upgrades the camera firmware if needed. This can take up to 15 minutes.

Note: If the camera is being added to the system during activation, the option to skip upgrading the camera firmware will be displayed if the firmware version is at the minimum version set by Icontrol. If upgrading is skipped, the system will attempt to upgrade the camera **one hour** after the final touchscreen reboot at the end of activation. If the firmware version is below the minimum version set by Icontrol, the camera firmware will automatically upgrade to the latest version.

IMPORTANT: Skipping firmware upgrade is not recommended. Features introduced in the camera or touchscreen firmware can be missed if the camera is not at the latest firmware version.

6. Tap **Next** once configuration is complete.

   The Edit New Camera screen is displayed.

7. Tap the **Camera Name** field to display a keyboard screen and rename the Camera. Tap **Done** to save your changes.

8. Tap the **Video Quality** field to modify the level.

   The Adjust Camera Video Quality screen is displayed.

   a. Tap **High**, **Medium** or **Low.** Use the network upload speed as a guideline for picking the video quality level.

   b. *Optional*: To update the upload network speed, tap **Run Speed Test**, note the speed, then tap **Next** to return to the *Adjust Camera Video Quality* screen.

   c. Tap the appropriate video quality based on the network speed, and tap **Next** to return to the *Edit New Camera* screen.

9. If the camera supports motion detection, tap on the **Motion Sensitivity** tab.

   Select Motion Sensitivity screen is displayed.

10. Tap to select the desired setting.

11. Tap **Next**.

    The Camera Wi-Fi Connection Test screen is displayed.

12. Follow the directions on the *Camera Wi-Fi Connection Test* screen. When you have prepared the camera for Wi-Fi, tap **Verify Camera**.

    When the camera has been located, the **Verify Camera** button will be replaced with a green check mark. If you are having trouble pairing or locating the camera, refer to Troubleshooting Camera Installation on page 71 or the camera documentation.

13. Tap **Next**.

    The Adjust Camera screen is displayed.

14. Mount the camera at the desired location and adjust the view, then tap **Next** to complete the

process of adding a camera.

If you are going to add another camera, tap **Add Another** to go through this process again. Otherwise, tap **Next**.

15. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.9 Adding Lighting Devices to the Security System

Lighting devices are used to turn lights on and off and dim the lights if the device is capable. This step can be performed after a PIM or wireless sensors are installed or you can skip this step and add the lighting devices later as described in Adding Lighting Devices on page 60.

1. Tap **Lights** on the *Install Zones and Home Devices* screen.

   The Locating Lighting Devices screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

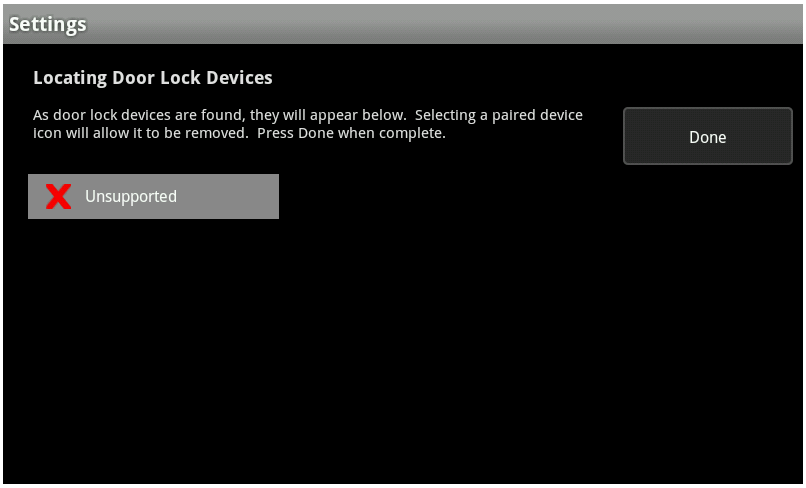
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for lighting devices.

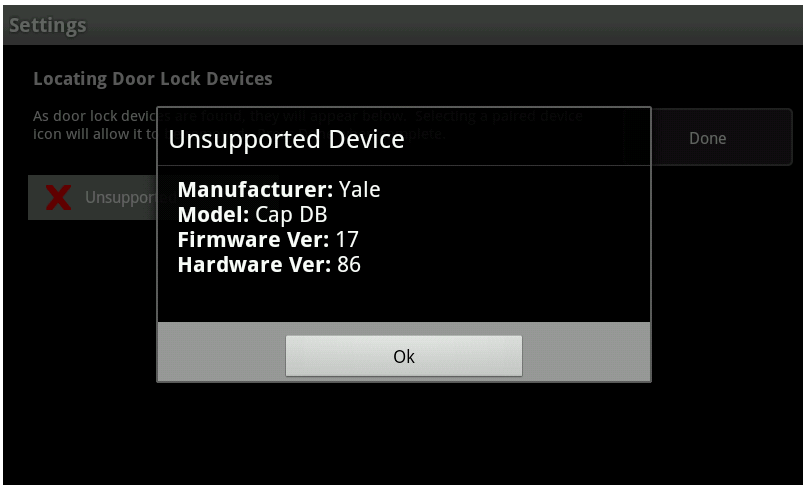
   Note: Multiple lighting devices can be paired at the same time

   As lighting devices are found, an icon is displayed for each device.

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



5. When all the lighting devices are found, tap **Done**.

   The system displays the number of devices that were found and paired.

6. Tap **Next**.

   The Configure Lighting Devices screen is displayed.

7. Tap the icon to configure the device.

8. Tap the **Light Name** field to change the label of the lighting device. Tap **Done** to save your changes.

9. Tap the **Dimmable** field to choose **Yes** or **No** to use the dimming features of the lighting device if it is capable.

10. After all the lighting devices are configured, tap **Next**.

11. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.10 Adding Thermostats to the Security System

The security system supports up to four thermostats. This step can be performed after a PIM or wireless sensors are installed or you can skip this step and add thermostats later as described in Adding a Thermostat on page 64.

1. Tap **Thermostats** on the *Install Zones and Home Devices* screen.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

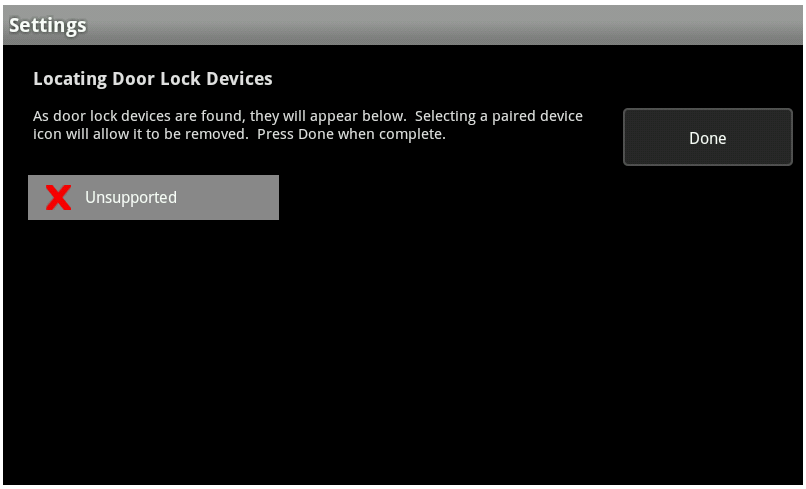
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for the thermostat(s).

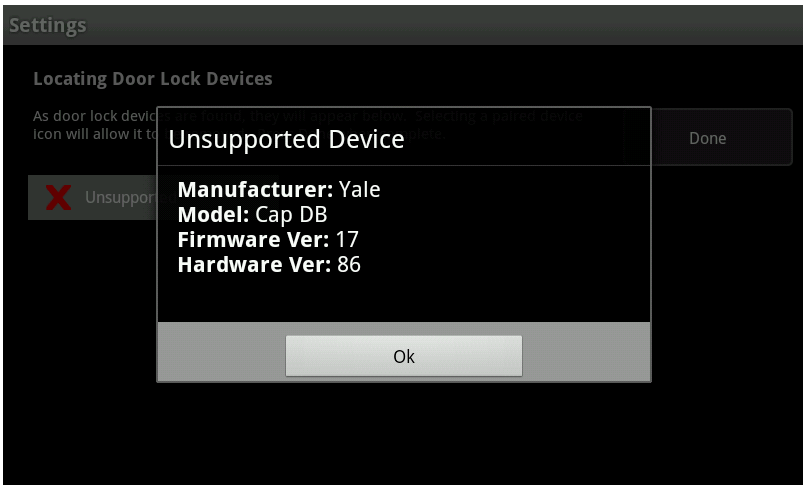
   Note: Multiple thermostats can be paired at the same time

   The Locating Thermostat Devices screen is displayed and when the thermostat device is found, an icon is displayed for that device.

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



5. Tap **Done** when all the thermostats have been found.

   The system notes the number of devices that were found and paired.

6. Tap **Next**.

   The Configure Thermostats screen is displayed showing all the paired thermostat devices.

7. Tap the icon to configure the thermostat.
8. Tap the **Thermostat Name** field to change the name of the thermostat and tap **Done** to save your changes.
9. Tap **Next** to return to the list of thermostats.
10. After all the thermostats are configured, tap **Next**.
11. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.11 Adding Key Fobs to the Security System

A key fob is a mobile device that allows subscribers to arm and disarm their system with the press of a button. This step can be performed after a PIM or wireless sensors are installed or you can skip this step and add a key fob later as described in Managing Key Fobs on page 71.

1. Tap **Key Fobs** on the *Install Zones and Home Devices* screen.

   The Locating Key Fobs screen is displayed.

   To successfully pair with the touchscreen, the device must:

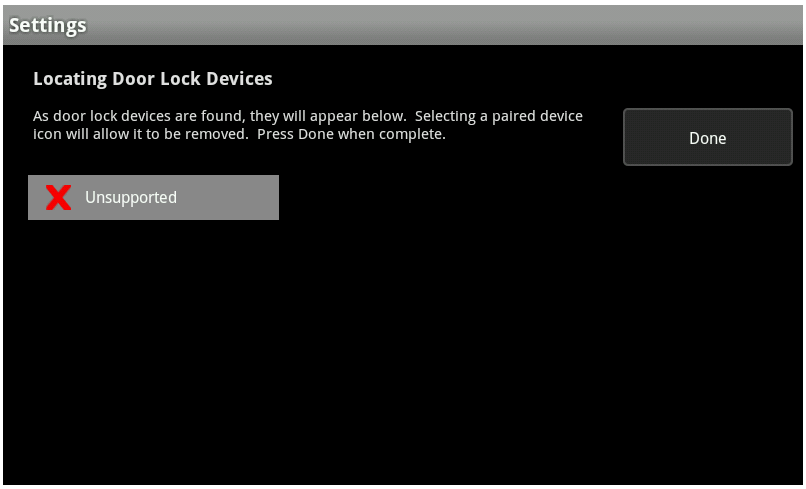
   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

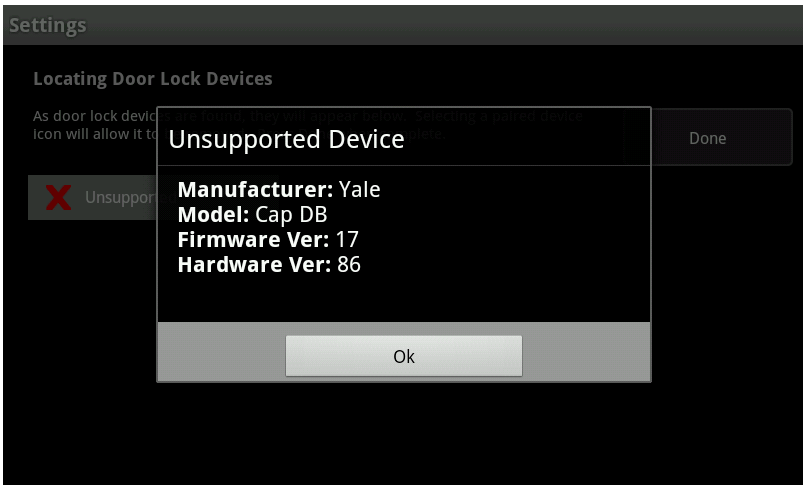
2. Tap **Next** to begin searching for key fobs.

   Note: Multiple key fobs can be paired at the same time

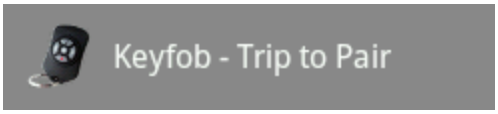
3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



As a key fob is found, an icon is displayed for each device.



5. Refer to the key fob documentation on how to trip the device.

   The key fob is paired with the touchscreen.

6. Repeat this procedure for each key fob being added to the touchscreen. When all the key fobs have been found and paired, tap **Done**.

   Note: Any located key fobs that were not paired are released by the touchscreen.

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

7. Tap **Next**.

   The Configure Wireless Key Fobs screen is displayed.

8. Tap the key fob icon to configure the device.

   The Edit Key fob screen is displayed.

9. Tap the **Key Fob Label** field to enter the name of the key fob. Tap **Done** to save your changes.
10. Tap **Panic Button Disabled** drop down to enable or disable the panic button.
11. Tap **Next** to return to the Configure Wireless Key Fobs screen or to go to the next key fob.
12. After all the key fobs are configured, tap **Next**.
13. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.12 Adding Key Pads to the Security System

A key pad provides subscribers another device to arm and disarm the security system. This step can be performed after a PIM or wireless sensors are installed or you can skip this step and add a key pad later as described in "Managing Key Pads" on page 74

1. Tap **Key Pads**.

   The Locating Key Pads screen is displayed.

   To successfully pair with the touchscreen, the device must:

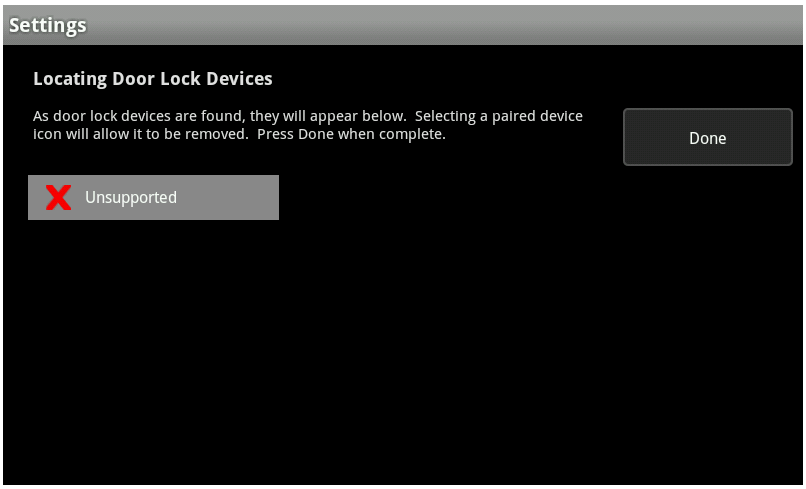
   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

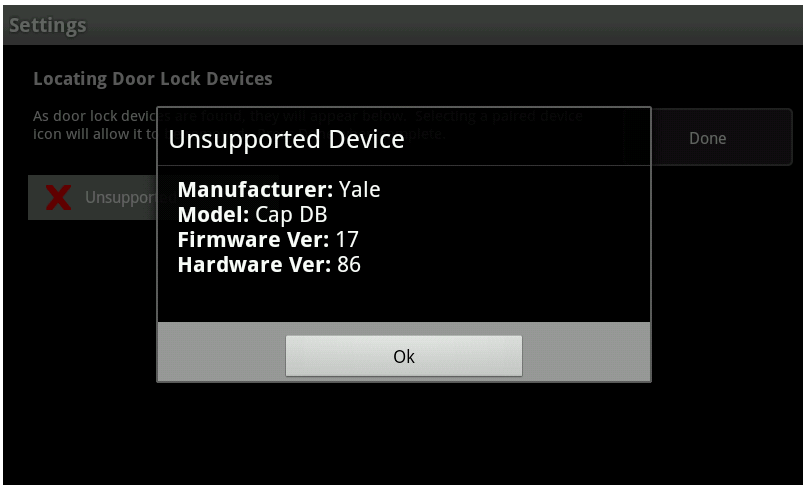
2. Tap **Next** to begin searching for key pads.

   Note: Multiple key pads can be paired at the same time

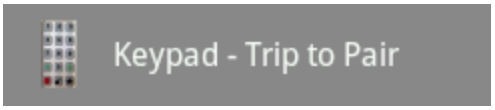
3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



When a key pad is found, an icon is displayed for each device.



5. Refer to the key pad documentation on how to trip the device.

   The key pad is paired with the touchscreen and the icon shows a green check mark.

6. Repeat this procedure for each key pad being added to the touchscreen. When all the key pads have been found and paired, tap **Done**.

   Note: Any located key pads that were not paired are released by the touchscreen.

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

7. Tap **Next**.

   The Configure Wireless Key Pads screen is displayed.

8. Tap the key pad icon to configure the device.
9. Tap the **Key Pad Name** field to enter a name for the key pad, and tap **Done** to save your changes.
10. After all the key pads are configured, tap **Next**.
11. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.13 Adding Sirens to the Security System

A siren is a multipurpose fire and burglar alarm signaling device that emits a sound greater than 85dB providing an audible alert in addition to the touchscreen's audible alert when the system goes into alarm. Some sirens also serve as a repeater, which increases the range of the wireless devices and sensors. Refer to the documentation provided with the siren to determine its capabilities. This step can be performed after a PIM or wireless sensors are installed or you can skip this step and add a siren later as described in "Adding a Siren" on page 76

1. Tap **Sirens** on the *Install Zones and Home Devices* screen.

   The Locating Sirens screen is displayed.

   To successfully pair with the touchscreen, the device must:

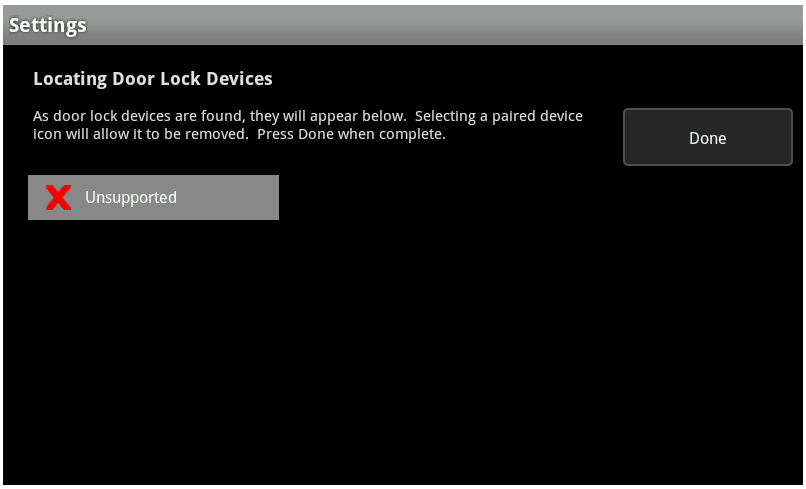
   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

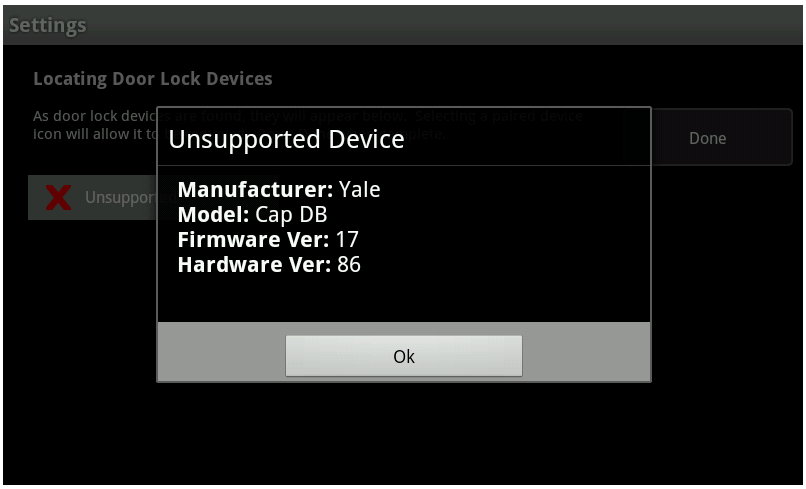
2. Tap **Next** to begin searching for sirens.

   Note: Multiple siren devices can be paired at the same time

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



As sirens are found,an icon is displayed for each siren.

3. Refer to the siren documentation on how to trip the device.

   The siren is paired with the touchscreen and the icon shows a check mark.

4. Repeat this procedure until all sirens have been paired. When all the sirens are found and paired, tap **Done**.

   Note: Any located sirens that were not paired are released by the touchscreen.

   The Wireless Sirens Located screen notes the number of wireless sirens found and paired.

5. Tap **Next**.

   The Configure Wireless Sirens screen is displayed.

6. Tap the icon to configure the siren.
7. Tap in the **Siren Name** field and enter a new label for the siren. Tap **Done** to save your changes.
8. After all the sirens have been configured, tap **Next**.
9. If all the devices have been added, tap **Next** to go to "Mounting the Devices" on page 36.

2.14 Mounting the Devices

Mount the sensors, cameras and peripherals as described in the device documentation. For general guidelines, see "General Guidelines for Sensor Placement " on page 90 in the Appendix.

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

2.15 Setting and Validating the Security Information

The Master code is the 4-digit keypad code that is required for arming and disarming the security system and to manage the security settings on the touchscreen. Advise the subscriber to make this code easy to remember and to keep it confidential.

1. Tap **Next**.

   The Set Master Code keypad is displayed.

2. Have the subscriber enter a four-digit code twice.

   The Getting Account Information From Server screen is displayed.

3. Tap **Next**.

   The Validate Account Information screen is displayed.

4. With the subscriber, verify the displayed account information is accurate. If any changes are needed, contact Customer Care.

5. Tap **Next** to continue activation.

   The Getting Security Secret Word From Server screen is displayed.

6. Tap **Next**.

   The Set Security Secret Word screen is displayed.

7. Explain to the subscriber that this is the word that they will give to the central monitoring station when it calls to verify an alarm has been triggered.

8. Tap the **Security Secret Word** field to bring up the keyboard.

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

   The Set Security Secret Word screen is displayed again.

10. If the subscriber is satisfied with the spelling of the secret word, tap **Next**.

2.16 Device Health Check

The Health Check tool displays the details of all the devices that have been paired with the system. This allows you to resolve any connectivity issues before you leave the premises.

Installers can review this information after activation as well. See "Understanding the Diagnostic Tools" on page 83 for more details about the Health Check tool.

1. If you have not already, move the paired devices to the locations where they will be installed.
2. Tap **Next** if you are not at the Diagnostics Tools screen.

   The ZigBee Health Check screen displays details for each ZigBee device paired with the system.

   Tap the row of a device to display additional details about that device. Tap **Back** to go back to the list of devices.

   Note: If any of the signals are weak, repositioning or relocating the device or touchscreen may be necessary.
3. Tap **Next**.

   The Wi-Fi Health Check screen displays details for each Wi-Fi device paired with the system.
4. Tap the row of a device to display additional details about that device. Tap **Back** to go back to the list of devices.

   Note: If any of the signals are weak, repositioning or relocating the device or touchscreen may be necessary.
5. Tap **Next** to continue activation.

2.17 Testing the Alarm Functionality of the Security System

This step sends an alarm signal to the system servers and the central monitoring station as though a real alarm has occurred.

1. Tap **Test Alarm**.

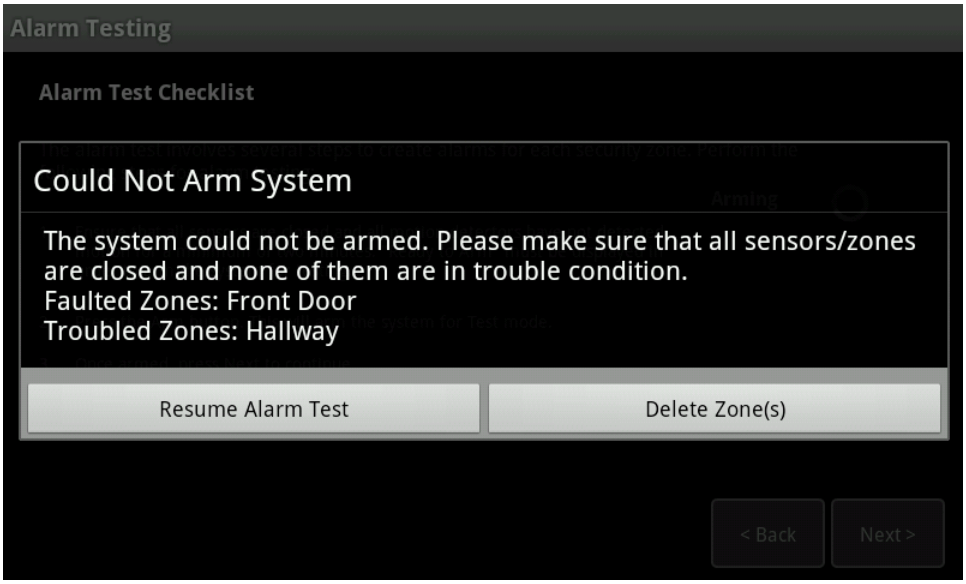
   The touchscreen sends an alarm signal to the central monitoring station.
2. After the test alarm has been sent, tap **Next**.

   The Verify Signal Sent to Central screen is displayed providing a phone number to the central monitoring station.
3. Call the phone number provided and give the subscriber information to the representative.
4. When you have confirmed that the test alarm was received successfully, tap **Next**.

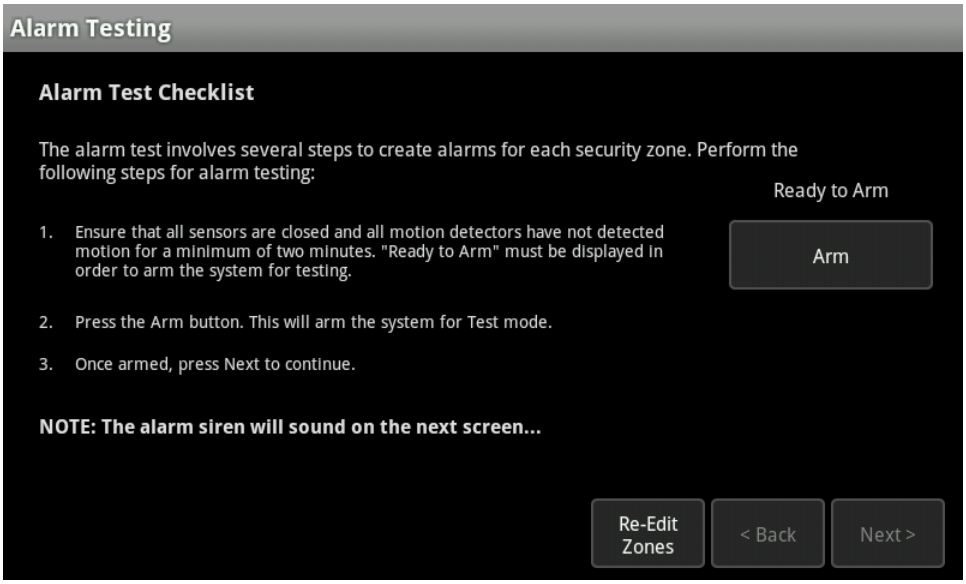
   The Alarm Test Checklist is displayed.
5. Ensure that none of the security zones are faulted (i.e. doors and windows are closed, motion detectors do not show motion, etc.) and that the stand is securely attached to the touchscreen.
6. Tap **Arm**.

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

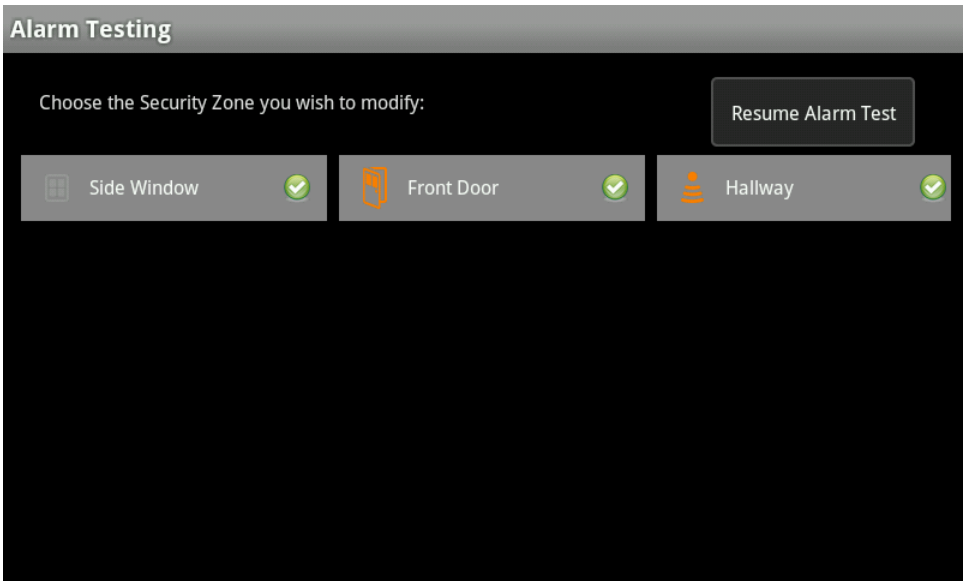
If there are zones that are either faulted or troubled, the system will not arm and a pop-up is displayed listing the sensors that are preventing it from arming.



Restore the faulted and troubled zones and tap **Resume Alarm Test** to return to the *Alarm Test Checklist screen*.

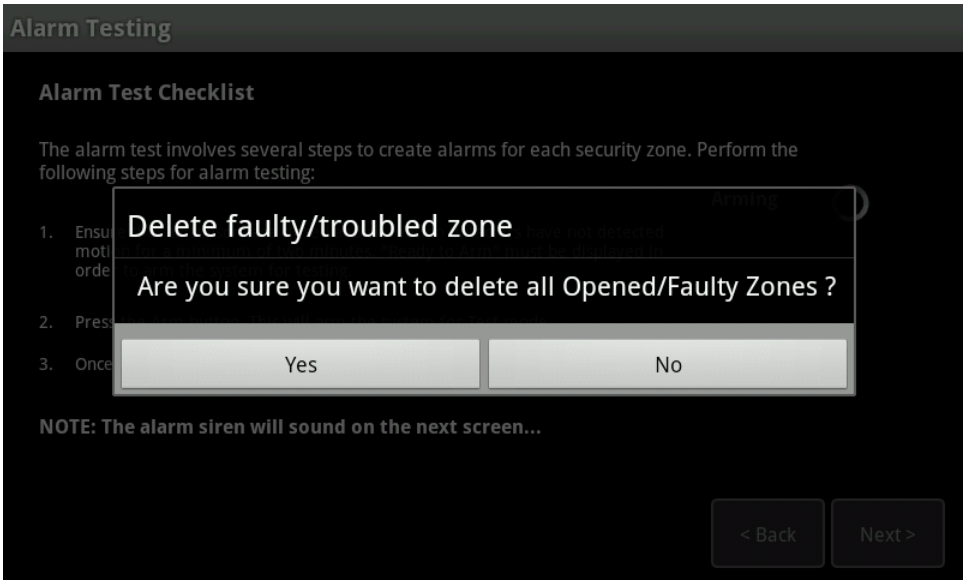


From this screen, you can tap **Arm** to try again. If arming still fails, tap **Resume Alarm Test** then tap **Re-Edit Zones** to modify any of the sensor zones.



Tap **Resume Alarm Test** when done, and attempt to arm again.

If a sensor is faulty and can not be restored, tap **Delete Zone(s)** on the pop-up notification, and tap **Yes** to delete all the faulted or troubled sensors. You will not be able to delete individual sensors at this point in activation. Sensors can be re-added once activation is complete. See "Adding a Sensor" on page 54.



Once the faulty sensor(s) has been deleted, attempt to arm the system once more and continue with alarm testing.

7. Tap **Next**.

   The Alarm Test screen is displayed.

8. Fault each sensor and wait for the touchscreen to show an alarm has been triggered.

Device	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, approximately ten seconds.
Glass Break Detector	Use a glass break simulator.
Water Detector	Dip or moisten the sensor.
Carbon Monoxide Detector	Press and hold the sensor's "Test" button until the siren sounds, approximately ten seconds.

Note: Some zone types do not generate an alarm but are listed here. See "Security Zone Functions" on page 95 for more information.

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

9. After all the sensors have been faulted and triggered an alarm, tap **Disarm**.
10. Tap **Next**.

    The Review Alarms screen is displayed listing all the events that triggered the alarms.
11. Contact the central monitoring station and verify they received all the alarm events.
12. If they received all the generated alarms, tap **Next**.

    The Activation Complete screen is displayed.
13. Tap **Reboot Touchscreen**.

    The touchscreen reboots and the system activation is complete.

2.18 Explaining Manual Alarms

2.18.1 Duress Keypad Code

Explain the Duress feature to the subscriber. The Duress code is a unique, four-digit code that immediately sends a silent alarm when used to arm or disarm the system. Alarms sent from use of the Duress feature are not recorded in the touchscreen history, however, they do appear in the Alarms report in the account System Status in the Management Portal. By default, the feature is disabled. The option to enable the feature is located in the subscriber settings menu, under **Security > Manage Keypad Codes**. See the "Understanding the Duress Keypad Code" section in *Converge User Guide*.

2.18.2 Emergency Alarms

Explain the emergency alarms available to the subscriber. The subscriber can manually generate an alarm by pressing the Panic button on the touchscreen and selecting **Fire**, **Medical**, or **Police**. To reduce false alarms, the user must tap and hold the desired alarm button for two seconds to trigger the alarm. Emergency alarms are reported without an Entry delay or Alarm Transmission delay. See the "Sending an Emergency Alarm" section in *Converge User Guide*.

2.19 Activating the Mobile and Web Apps

IMPORTANT: This step may not necessary if your deployment uses Single-Sign-On (SSO).

1. The subscriber will receive an email notification at the email address provided in the Validate Account Information screen.

   The email provides the link to the apps and a temporary username and password.

2. Have the subscriber open the email and log in to the Mobile or Web App using the temporary username and password.

3. Have the subscriber enter the Master code set during the touchscreen activation.

4. Click or tap **Next**.

   Step 2 of the activation process is displayed.

5. Have the subscriber enter a new username and a password that will be used to access the apps.

6. Click or tap **Next**.

   The Home screen is displayed.

7. Verify all devices paired with the touchscreen are displayed on the app(s).

IMPORTANT: If a device that is paired with the touchscreen is not displayed on the Mobile or Web App, the device may have been previously configured with another touchscreen and was not properly deleted from the touchscreen. The device must be deleted from the current touchscreen and another added.

3 Technician Operations

The installer settings menu includes several configuration options that are not available to the subscriber. This section includes several configuration options that can be set according to company policy or as per the subscriber. Below is a short list of options available via the settings menu:

Installer Only:

- Configure the Entry/Exit delay periods
- Configure the Alarm Transmission delay
- Configure the Swinger Shutdown feature
- Check for new firmware versions
- Perform an RMA procedure
- Replace the security router
- Reset the touchscreen to factory defaults
- Manage sensors and zones
- Create cross-zone associations for sensors
- Manage Panel Interfaces
- Manage key pads

Installer and subscriber:

- Manage cameras
- Manage lighting devices
- Manage thermostats
- Manage key fobs
- Manage door locks
- Test the alarm

For a full list of the settings available to the subscriber, refer to the *Converge User Guide*.

IMPORTANT: Do not give your installer code to anyone.

3.1 Getting Started

To access the Installer Settings menu:

1. From the Home screen, tap the **Settings** app.

   A keypad is displayed.

2. Enter your Installer key pad code.

   Note: Do not use the subscriber's Master key pad code.

   A keyboard screen is displayed.

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

   The Installer Settings menu is displayed.

3.2 Configuring the Touchscreen

If necessary, perform the following operations to configure the security system:

- Modify the Entry and Exit delay time periods (see page 43)
- Modify the Alarm Transmission delay (see page 44)
- Modify the "swinger shutdown" (see page 46)
- Check for a new firmware update (see page 46)
- Enable/disable fire alarm verification (see page 47)
- Test the alarm (see page 48)
- Reset the touchscreen to factory defaults (see page 49)
- Replace the touchscreen (RMA) (see page 50)
- Replace the security router (see page 52)

3.2.1 Configuring the Entry/Exit Delay Periods

The *Entry Delay* period is the time between an Entry/Exit sensor being faulted and the system going into alarm. The subscriber has until the end of the Entry Delay period to enter a valid keypad code. There is no Entry Delay period for other zone types (such as perimeter or non-entry door sensors). See "Security Zone Functions" on page 95 for a full description of all zone types. There is an audible beeping during the Entry Delay period (once per second) that speeds up during the last 10 seconds of the Entry Delay period (twice per second). This beeping sound is not configurable and cannot be muted. By default, the Entry Delay period is 30 seconds and can be set between 30 to 240 seconds.

Note: For UL 1023 installation the maximum Entry Delay should be programmed to maximum to 45 seconds and for SIA CP-01 installation the maximum Entry delay should be programmable between 30 seconds to 4 minutes.

The *Exit Delay* period is the time between the subscriber entering the code to arm the security system and the security system being armed. The subscriber has this period of time to exit through an Entry/Exit zone doorway. If the subscriber does not exit during this period, the system will not be armed in *Arm Away* mode. The system arms in *Arm Stay* mode. There is an audible beeping during the Exit Delay (once per second) that speeds up during the last 10 seconds of the Exit Delay period (twice per second). By default, the Exit Delay period is 60 seconds and can be set between 45 to 240 seconds.

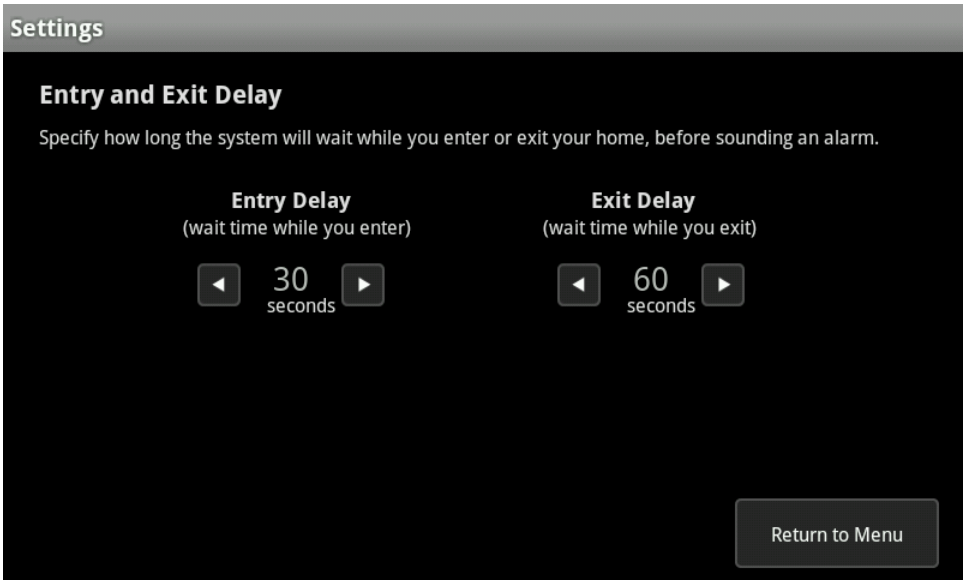
Note: For UL 1023 installation the maximum Exit Delay should be programmed to maximum to 120 seconds and for SIA CP-01 installation the maximum Exit delay should be programmable between 45 seconds to 4 minutes.

During 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 Exit Delay restarts. This only occurs once and it is not configurable.

To configure the Entry/Exit Delay periods:

1. From the Installer Settings menu, tap **Security > Entry And Exit Delay**.

   The Entry and Exit Delay screen is displayed.



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

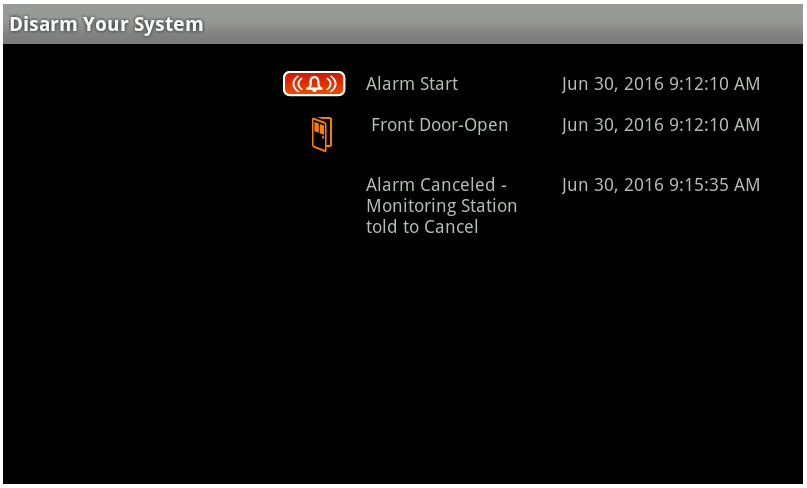
3. Tap **Return to Menu**.

3.2.2 Configuring the Alarm Transmission Delay

The *Alarm Transmission Delay* period (also called the Abort Window) is the length of time the system waits after an alarm sounds at the end of the Entry Delay period before sending the alarm signal to the central monitoring station. If the subscriber enters a valid keypad code to disarm the system during the Abort Window, the central monitoring station is not contacted. This helps prevent false alarms. The default setting is 30 seconds.

After the alarm transmission delay expires, the system notifies the central monitoring station and the *Cancel Window* begins. The period of time to cancel the alarm is a minimum of 5 minutes and can not be configured. When the cancel window expires, the alarm is reset and the touchscreen is armed in the same mode it was originally armed and continues to monitor the system for additional events.

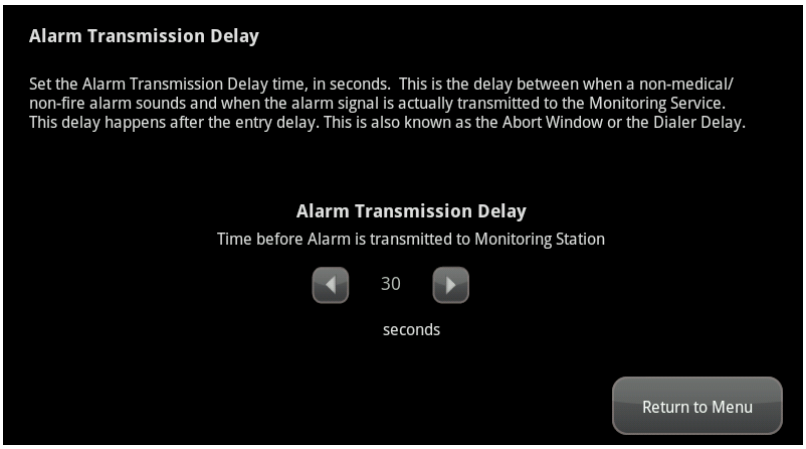
If an alarm has been generated, the event will be displayed on the screen along with the zone that generated the alarm and the date and time. Whether the alarm was aborted, canceled, or reset is also listed in the event history.



To configure the Alarm Transmission Delay period:

1. From the Installer Settings menu, tap **Security >Alarm Transmission Delay**.

   The Alarm Transmission Delay screen is displayed.



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

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

3. Tap **Return to Menu**.

3.2.3 Configuring the Swinger Shutdown Feature

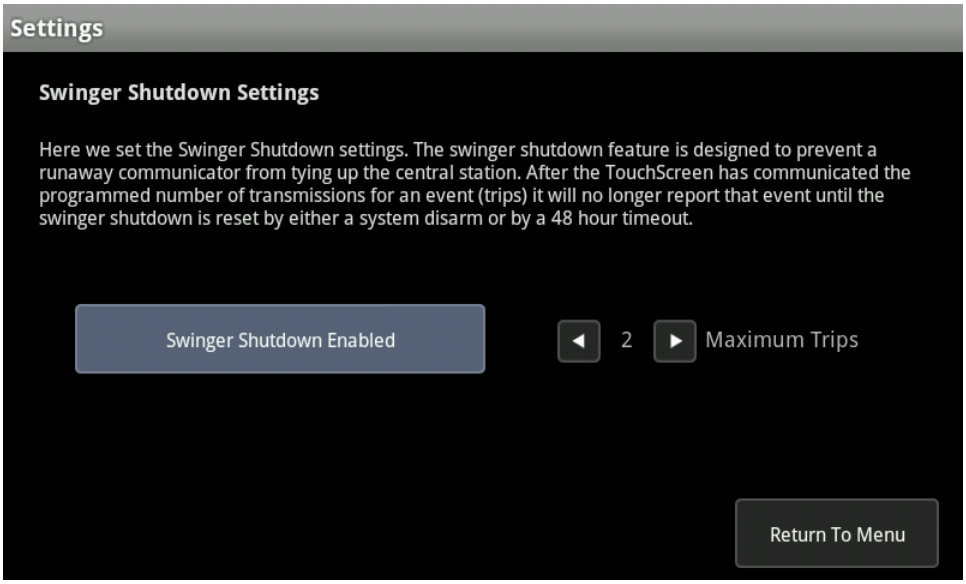
The Swinger Shutdown feature helps prevent a touchscreen from sending constant alarm signals to the central monitoring station due to a sensor being continuously tripped because it is faulty or due to another environmental cause. After the touchscreen has sent the alarm signal to the central monitoring station the set number of times, no more alarms are sent for 48 hours or until the security system is disarmed.

For example, if the swinger shutdown is set to a maximum of 2 "trips" and a door was not properly closed and it "flaps" causing it to momentarily open and close, the alarm will trigger the first 2 times it detects the door opening, but will no longer send an alarm signal if it opens a 3rd time and the subscriber has not disarmed the system in the same 48 hours. If the system is still armed after 48 hours and the door opens again, the alarm will trigger.

To configure the Swinger Shutdown setting:

1. From the Installer Settings menu, tap **Security > Swinger Shutdown**.

   The Swinger Shutdown Settings screen is displayed.



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

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

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

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

3.2.4 Checking for New Firmware Updates for the Touchscreen

You can look for an available update on the server if the firmware update was skipped during activation or during a service call.

To check for a firmware update:

1. From the Installer Settings menu, tap **Advanced Settings > Check for Firmware Update**.

   The Checking for Firmware Upgrade screen is displayed.

2. Tap **Next**.

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

3. Tap **Upgrade Firmware** to download and install the new firmware version (the system reboots).

   Table 1: Troubleshooting Firmware Updates

Problem	Cause/Resolution
Firmware Update Failure	Touchscreen reverts to the previous firmware build
Firmware Update Error	Touchscreen reverts to the previous firmware build
System Upgrade in Progress Message	Firmware update currently in progress, do not pull power or the battery

4. If no firmware update is available, tap **Return to Menu** to return to the *Advanced Settings* menu.

3.2.5 Enabling Fire Alarm Verification

Fire Alarm Verification only sends the alarm signal to the central monitoring if one of the following is true:

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

By default Fire Alarm Verification is disabled. The system immediately sends an alarm to the central monitoring station when a smoke alarm trips. However, to avoid false alarms due to smoke alarms tripping in non-emergencies (such as, when food burns on the stove or someone forgets to open the flu before using the fireplace), Fire Alarm Verification can be enabled. Consult with the subscriber whether to enable Fire Alarm Verification.

To enable or disable Fire Alarm Verification:

1. From the Installer Settings menu, tap **Sensors & Zones > Fire Alarm Settings**.

   The Fire Alarm Settings screen is displayed.

2. Tap **Enabled** to turn Fire Alarm Verification off.

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

3. Tap **Return to Menu** to return to the *Sensors & Zones* menu.

3.2.6 Testing Alarms

This was done during activation, however it can be done anytime by the installer or the subscriber.

To test alarms:

1. Call the central monitoring and tell them you are about to test the system.
2. From the Installers Settings app, tap **Security > Alarm Test**.

   The Alarm Test Options screen is displayed.
3. To have your test alarms reported to central monitoring, tap **Disabled**.

   The button changes to Enabled. Your test alarms are sent to the central monitoring station.

   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 the central monitoring station and tell them you are testing your system.
4. Tap **Next**.

   The Alarm Test Checklist is displayed.
5. Ensure all the security zones and the touchscreen are not reporting a trouble or are faulted (that is, doors and windows are closed, motion detectors do not show motion, etc.).

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

   Your security system is armed in the special Test mode. The Exit Delay is only ten seconds long. The Arm button changes to a System Armed.
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 ten 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 the siren is in working order is an important part of the test.

   After the end of the Entry Delay period, the siren sounds and the Entry/Exit zone you faulted is marked with an alarm tag.
9. Fault each additional device as described in the following table and ensure that it is marked as in alarm.

Device	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, approximately ten seconds.
Glass Break Detector	Use a glass break simulator.
Water Detector	Dip or moisten the sensor.
Carbon Monoxide Detector	Press and hold the sensor's "Test" button until the siren sounds, approximately ten seconds.

The touchscreen notes that each device communicated an event to the touchscreen and initiated an alarm.

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

    The Review Alarms screen is displayed showing a history of the alarms generated during the test.
12. Review the alarm events.
13. Verify the subscriber received all configured alerts via email or SMS.
14. If you enabled *Send Test Alarm Messages*, contact the central monitoring station's Test number to ensure that they received all the generated alarms. If all the alarms were received successfully, tell them that you are no longer testing alarms.
15. Tap **Return to Menu** to return to the *Security* menu.

3.2.7 Resetting the Touchscreen to Factory Defaults

When an activated touchscreen is reset to factory defaults all subscriber information and device configurations is lost. If the touchscreen is being replaced, contact Customer Care to verify the subscriber's account has been marked for RMA. If the security system is being removed, the subscriber's account must also be reset by Customer Care.

To reset the touchscreen:

1. The *premise passphrase* for the account for this operation. Contact Customer Care if it is not available.
2. From the Installer Settings menu, tap **Advanced Settings > Reset to Factory Defaults**.

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

   A key pad screen is displayed.

4. Enter your installer key pad code.

   A keyboard screen is displayed.

5. Enter the *premise passphrase* for the account and tap **Done**.

   The device resets and the Welcome to Product Activation screen is displayed.

To activate the system again:

1. Contact Customer Care to have the subscriber's account reset.
2. Follow the steps starting on page 10 to activate the system again.

To replace the touchscreen:

1. Contact Customer Care for the RMA code.

   IMPORTANT: Do not reset the subscriber's account. All configuration information will be lost.

2. Go to "Replacing the Touchscreen" on page 50

3.2.8 Replacing the Touchscreen

The Return Merchandise Authorization (RMA) procedure does not involve reconfiguring the subscriber's sensors, peripherals, or cameras. This procedure also does not require that the subscriber reactivate the Subscriber Portal. The zone configuration, key pad codes, configured alerts, images, and any other configurations are retained.

Activating the replacement touchscreen is similar to activating the touchscreen when the system is first installed, however an RMA code is used in place of an Activation code.

Note: The replacement touchscreen cannot have the same MAC address as the RMA'd touchscreen.

To replace a touchscreen with a new one:

1. Unplug the touchscreen, and remove the battery.
2. Reset the security router to factory defaults (see page 10).
3. Refer to the documentation included in the touchscreen packaging for instructions on setting up the touchscreen. Once the touchscreen is powered up and the Welcome screen is displayed, proceed to the next step.

   The touchscreen boots up and the Welcome screen is displayed.

4. Tap **System Information**.

   The System Information screen is displayed.

5. If the current account has not been marked for RMA already, contact Customer Care and request that it be marked for RMA.
6. Ensure you have the following information from Customer Care:

- CPE ID of the RMA'd touchscreen
- RMA Activation Code
- Account Phone Number
- Broadband Server IP address
- Cellular Server IP address
- Cellular APN

Note: If your system uses deployments, have Customer Care ensure that the new touchscreen (based on CPE ID) is applied to the subscriber's Deployment.

7. Tap directly on the Broadband Server IP address if it needs to be changed.

   The Edit System Configuration Information screen is displayed.

8. Change the Broadband Server IP address, Cellular Server IP address, or the Cellular APN values by touching them to display a keyboard in the screen. Enter the new values and tap **Done** to save your changes.

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

   The System Information screen is displayed.

10. Tap **Next**.

    The Welcome Screen is displayed.

11. Tap **Next** and follow the activation instructions described in " Activating the Touchscreen" on page 12 up to entering the Activation code screen.

    The Enter Activation Code keypad is displayed.

12. Enter the RMA Activation Code and tap **Next**.

13. Enter the Account Phone Number and tap **Next**.

    The Choose touchscreen to Replace screen is displayed.

14. Tap the CPE ID of the touchscreen to be replaced, and then tap **Next**.

    The Handling RMA Activation screen is displayed.

    The system activates the new touchscreen, retrieves the configuration and app settings of the original touchscreen, and restores connectivity with the home devices.

15. When the RMA activation is complete, tap **Next**.

    The RMA Activation Complete screen is displayed.

16. Tap **Reboot Touchscreen**.

The touchscreen reboots. After rebooting, it updates the apps according to the Subscriber Portal settings. This takes a few minutes.

3.2.9 Replacing the Security Router or Cable Gateway

This section describes how to replace an existing security router or cable gateway.

1. Delete the cameras from the touchscreen as described on page 69.
2. Disconnect the router or gateway from attached devices and power it off.
3. Verify the new router or gateway is set to factory defaults, connect it in place of the existing router or gateway and power it up.
4. Reboot the subscriber's router/modem/gateway, if needed.
5. From the Installer Settings menu, tap **Advanced Settings > Connectivity > Replace Router/Gateway (RMA)**.

   The Replace Router/Gateway (RMA) screen is displayed.
6. Tap **Next** and follow the activation instructions described in " Activating the Touchscreen" on page 12 up to the Configuring and Securing the Router screen.

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

   The Reset Router From Factory Screen displays a Reboot touchscreen button once the router has been configured.
7. Tap **Reboot Touchscreen**.
8. The touchscreen reboots and is at the home screen.
9. Re-add the cameras that were deleted in Step 1.

3.3 Managing Security Devices

This section will cover operations available for the following devices:

- Door/window sensors
- Motion detectors
- Glass break detectors
- Smoke/heat detectors
- Flood/water detectors
- Carbon monoxide detectors
- Sirens
- Key pads
- Key fobs

These operations are available in the Installer menu only:

- Add/edit/delete sensors/security zones
- Add/delete cross-zone associations
- Add/edit/delete key pads
- Run sensor diagnostics

These operations are also available to the subscriber:

- Add/edit/delete key fobs
- Change the order of the sensors displayed on the touchscreen

For detailed information about all the menu items in this section, see "Sensors & Zones Settings Menu" on page 99

IMPORTANT: Once a sensor or peripheral has been paired to a touchscreen, it MUST be deleted from that touchscreen before it can be paired again. When a sensor is deleted from a touchscreen, it is reset automatically to factory defaults and is placed in Search mode. Remove the batteries if the device is not going to be added so the touchscreen does not locate it when searching for devices.

3.3.1 Managing Security Sensors

3.3.1.1 Modifying Sensor Settings

Use this method to:

- Change the name of a sensor.
- Change the icon used to identify the type of sensor.
- Change the zone function of the sensor.

1. From the Installer Settings menu, tap **Sensors & Zones > Edit a Sensor/Zone**.

   The list of sensors installed is displayed.

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

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

3. Tap a field to change it.

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

4. Tap **Next** to go back to the list of sensors.

5. Tap **Return to Menu** when done to go back to the Sensors & Zones menu.

3.3.1.2 Adding a Sensor

1. From the Installer Settings menu, tap **Sensors & Zones > Add a Sensor/Zone**.

2. *The Locating Wireless Sensors screen is displayed.*

   To successfully pair with the touchscreen, the device must:

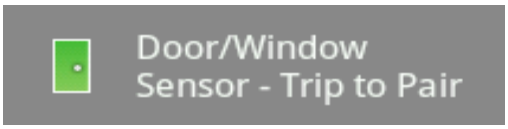
   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

3. Tap **Next** to begin search for sensors.

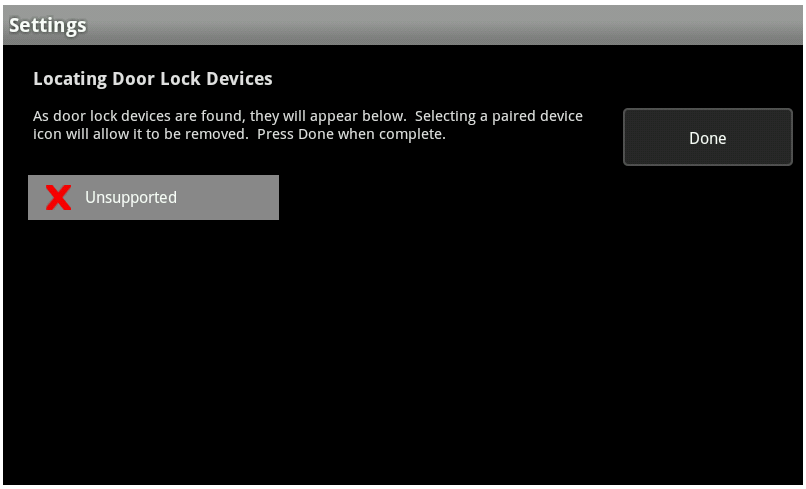
   Note: Multiple sensors can be paired at the same time

   As sensors are found, an icon is displayed for each sensor.



4. Fault each sensor as it is found to pair it to the touchscreen. For example, for door/window sensors, separate the magnet and reed switch.

5. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



6. Tap on the icon to display details about the device.

7. When all the sensors have been found and paired, tap **Done**.

   Note: Any located sensors that were not paired, including unsupported devices, are released by the touchscreen.

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

8. Tap **Next**.

   The Configure Wireless Sensors screen displays an icon for each sensor that was located and paired.

9. Tap the icon to configure the sensor.

   The Modify Zone Settings screen is displayed. The details that are available for configuration vary based on the type of sensor being configured.

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

    Refer to "Security Zone Functions" on page 95 for a full description of each zone function.

11. To modify the Zone Label, tap the field to display a keyboard and change the name. Tap **Done** to save your changes.
12. Tap **Next** to go to the next sensor.

    As each sensor is configured, the icon changes from  *to*  .

13. When all the sensors are configured, tap **Next**.
14. Tap **Return to Menu** when done to go back to the Sensors & Zones menu.

3.3.1.3 Deleting a Sensor

1. Contact Customer Care to get the *premise passphrase* for the subscriber's account.
2. From the Installer Settings menu, tap **Sensors & Zones > Delete a Sensor/Zone**.

   The premise passphrase keyboard screen is displayed.
3. Enter the subscriber's premise passphrase and then tap **Done**.

   An icon for each monitored sensor is displayed.
4. Tap the icon for the sensor you wish to delete.

   A confirmation dialog is displayed:

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

   The sensor icon is deleted. The sensor is no longer being monitored by the security system.
6. Remove the batteries from the sensor to keep it from going into search/pairing mode.

3.3.1.4 Viewing Sensor Details

To view details and diagnostic information about a sensor:

1. From the Installer Settings menu, tap **Sensors & Zones > Sensor Diagnostics**.

   An icon for each monitored sensor is displayed.
2. Tap the sensor icon to view its diagnostics.

   The following information is displayed about the sensor and security zone:
   - Sensor type (door/window, smoke detector, etc.)
   - Serial Number
   - Display Icon
   - Zone Function

- Sensor Temperature
- Sensor Battery Level
- Sensor RF (near/far)
- Visual indicator of the signal strength detected by the touchscreen

3.3.2 Managing Cross-Zone Associations

A cross-zone association requires ALL of the following events to occur for an alarm to be triggered:

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

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

Things to know about cross-zone associations:

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

IMPORTANT: Do not use a cross-zone association for an entry/exit security zone. When an entry/exit zone is used in a cross--zone association, the subscriber must fault both zones to set an Arm Away. If only one zone is faulted, then the touchscreen will arm in Arm Stay mode. In addition, an Entry Delay will not be started unless both zones are faulted.

If a cross-zone association needs to be modified, delete it and create a new one.

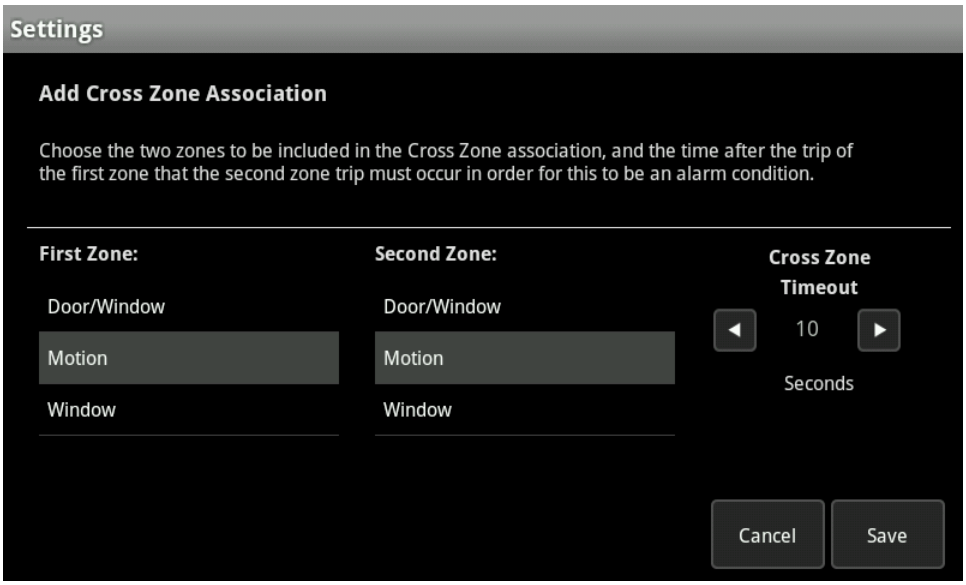
To create a cross-zone association:

1. From the Installer Settings menu, tap **Sensors & Zones > Cross Zone Association**.

   The Cross Zone Associations screen is displayed.

2. Tap **Add**.

   The Add Cross-Zone Associations screen is displayed.

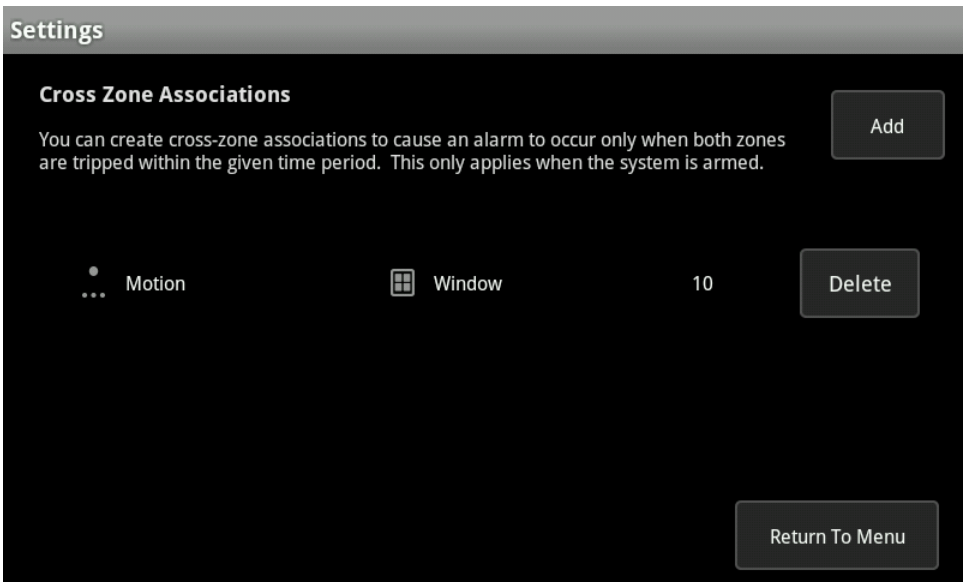


3. Tap a sensor/security zone listed in the First Zone column.
4. Tap a different sensor/security listed in the Second Zone column.
5. In the Cross Zone Timeout field, tap the arrows to set the number of seconds that the system will wait after the first sensor is faulted to see if the second sensor is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

To delete a cross-zone association:

1. From the Installer Settings menu, tap **Sensors & Zones > Cross Zone Association**.

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



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

   The cross-zone association is removed.

Note: This does not delete the sensors, only the cross-zone association. The sensors and their function are not affected.

3.3.3 Managing Panel Interfaces

Refer to the *Panel Interface Module Installation Guide* for DSC or Honeywell for complete instructions for managing panel interface modules.

3.4 Managing Home Devices

This section will cover operations available for the following devices:

- Cameras
- Thermostats
- Light Modules
- Door Locks
- Wi-Fi Repeater

These operations are available in both the Installer and subscriber menus:

- Add/edit/delete device

IMPORTANT: Once a device has been paired to a touchscreen, it MUST be deleted from that touchscreen before it can be paired again. When a device is deleted from a touchscreen, it is reset automatically to factory defaults and is placed in Search mode. Remove the batteries or unplug the device if it is not going to be added so the touchscreen does not locate it when searching for devices.

3.4.1 Managing Lighting Devices

3.4.1.1 Adding Lighting Devices

1. From the Settings menu, tap **Home Devices > Lighting > Add Lights**.

   The Locating Lighting Devices screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

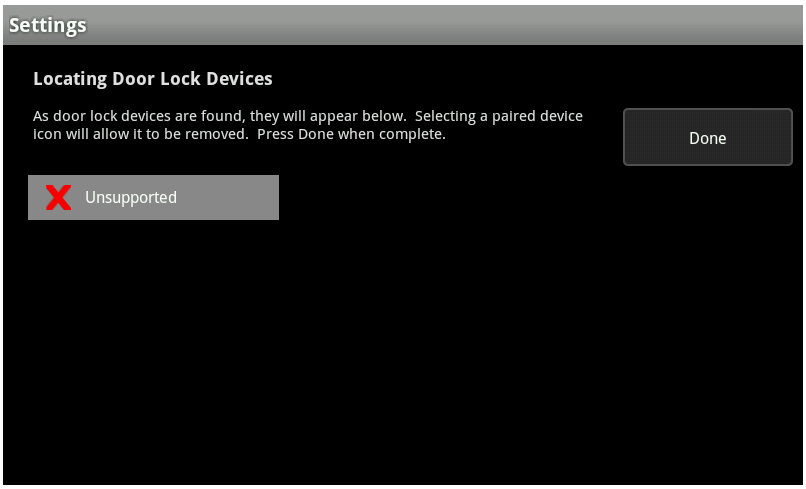
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for lighting devices.

   Note: Multiple lighting devices can be paired at the same time

   As lighting devices are found, an icon is displayed for each device.

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.

5. When all the lighting devices are found, tap **Done**.

   The system displays the number of devices that were found and paired.

6. Tap **Next**.

   The Configure Lighting Devices screen is displayed.

7. Tap the icon to configure the device.

8. Tap the **Light Name** field to change the label of the lighting device. Tap **Done** to save your changes.

9. Tap the **Dimmable** field to choose **Yes** or **No** to use the dimming features of the lighting device if it is capable.

10. After all the lighting devices are configured, tap **Next**.

11. Tap **Return to Menu** to return to the Lighting menu.

3.4.1.2 Modifying Lighting Device Details

1. From the Settings menu, tap **Home Devices > Lighting > Edit Lights**.

   The Settings screen is displayed showing icons of each lighting device.

2. Tap the icon for a lighting device to modify it.

   The details of the selected lighting device are displayed.

3. Tap the Light Name field to display a keyboard screen to change the label of the lighting device.
4. Tap the **Dimmable** field to choose (**Yes** or **No**) to use the dimming features of the lighting device if it is capable.
5. Tap **Next** to return to the Settings screen.
6. Tap **Return to Menu** to return to the Lighting menu.

3.4.1.3 Deleting Lighting Devices

1. From the Settings menu, tap **Home Devices > Lighting > Delete Lights**.

   The Settings screen is displayed showing an icon for each connected lighting device.

2. Tap the icon of the lighting device you want to remove.

   A confirmation is displayed.

3. Tap **Yes**.

   The lighting device icon is removed from the Settings screen.

4. Tap **Return to Menu** to return to the Lighting menu.

3.4.1.4 Using the Lights App

The app icon represents the state of the lighting device(s):

If any lighting device is on, the icon is "illuminated".

If all lighting devices are off, the icon is "dimmed".

1. From the Home Screen, tap the **Lights** app.

   The Lights screen displays controls for each of your installed lights.

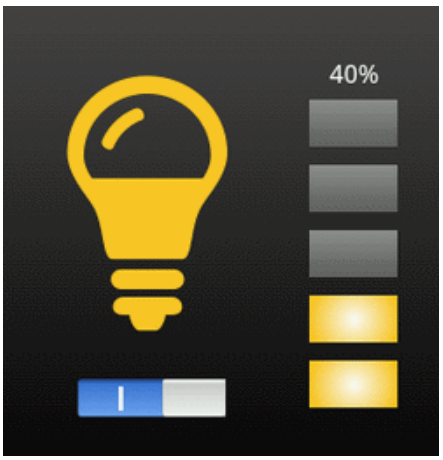
2. Tap the light icon to turn the light on or off.

Tap to turn on the light.

Tap to turn off the light.

Note: If the lighting device is Energy Management enabled, when the light is on, the touchscreen displays a leaf icon, and how many watts are being used.

3. If the light is dimmable, tap the gear icon to configure the power level.



Tap the top rectangle to provide full power to the light. To decrease the power, tap one of the lower rectangles. Each rectangle decreases the power level by 20 percent.

3.4.2 Managing Thermostats

3.4.2.1 Adding a Thermostat

1. From the Settings menu, tap **Home Devices > Thermostats > Add Thermostat**.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

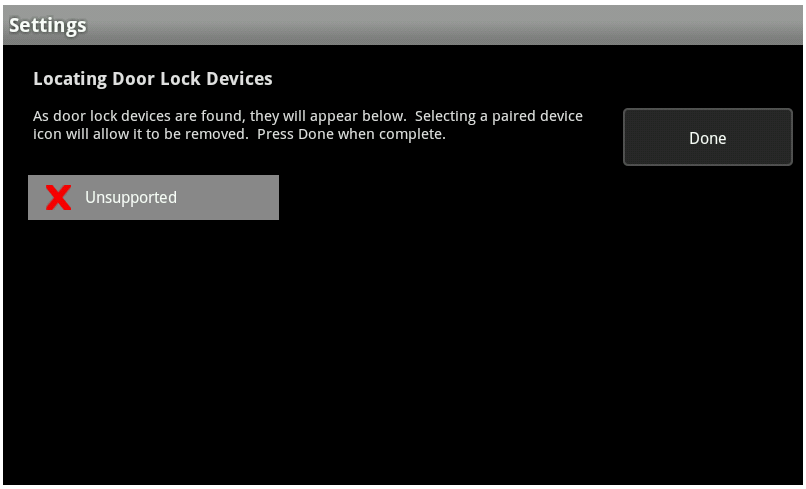
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for the thermostat(s).

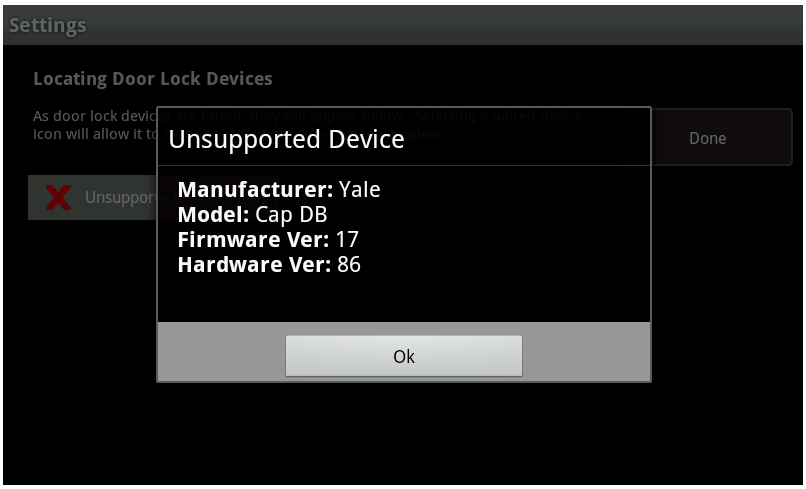
   Note: Multiple thermostats can be paired at the same time

   The Locating Thermostat Devices screen is displayed and when the thermostat device is found, an icon is displayed for that device.

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



5. Tap **Done** when all the thermostats have been found.

   The system notes the number of devices that were found and paired.

6. Tap **Next**.

   The Configure Thermostats screen is displayed showing all the paired thermostat devices.

7. Tap the icon to configure the thermostat.
8. Tap the **Thermostat Name** field to change the name of the thermostat and tap **Done** to save your changes.
9. Tap **Next** to return to the list of thermostats.
10. Tap **Return to Menu** to return to the Thermostats menu.

3.4.2.2 Modifying Thermostat Settings

Use this method to change the name of the thermostat(s).

1. From the Settings menu, tap **Home Devices > Thermostats > Edit Thermostat**.

   The Configure Thermostats screen is displayed showing icons of each installed thermostat.

2. Tap the icon for a thermostat to modify it.

   The details of the selected thermostat are displayed.

3. Tap the **Thermostat Name** field to display a keyboard screen to change the label of the device.
4. Tap **Next**.

   The Configure Thermostats screen is displayed again.

5. Tap **Return to Menu** to return to the Thermostats menu.

3.4.2.3 Deleting a Thermostat

1. From the Settings menu, tap **Home Devices > Thermostats > Delete Thermostat**.

   The Settings screen is displayed showing an icon for each connected thermostat.

2. Tap the icon of the thermostat you want to remove.

   A confirmation is displayed.

   ```
   Deleting a thermostat cannot be undone. Are you sure you want to delete the
   <thermostat device label>?
   ```

3. Tap **Yes**.

   The thermostat icon is removed from the Delete a Thermostat screen.

4. Tap **Return to Menu** to return to the Thermostats menu.

3.4.2.4 Using the Thermostats App

The thermostat(s) can be controlled manually or via the **Thermostat** app on the touchscreen. The app icon displays the current temperature of the thermostat and the mode setting:

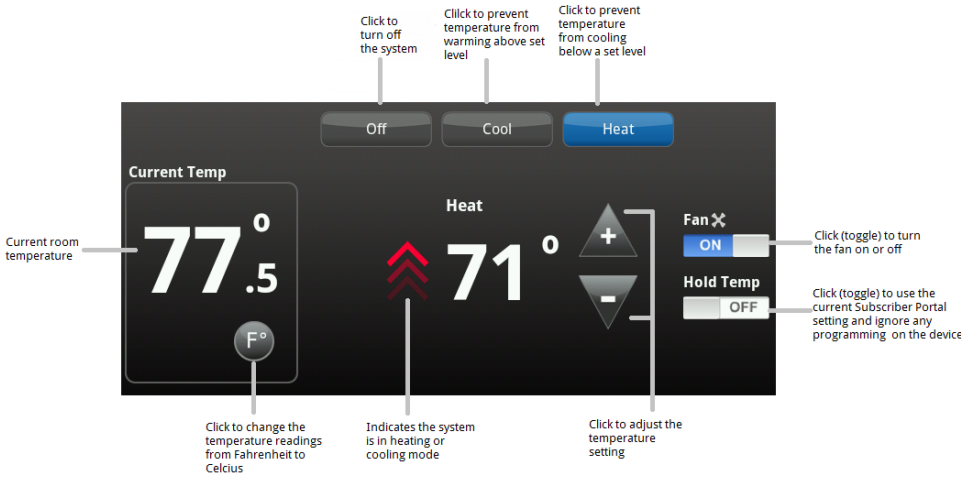
The thermostat is set to "Cool".

The thermostat is set to "Heat"

The thermostat is "Off".

If more than one thermostat is paired with the touchscreen, the temperature and setting the app icon displayed is random and can not be changed.

From the Home screen, tap the **Thermostats** app. The controls are described in the graphic below:



IMPORTANT: Programmed schedules for a thermostat on **Hold** will not run.

3.4.3 Managing Cameras

A maximum of 6 cameras are supported by the security system. The service provider may limit this number depending on the account configuration.

3.4.3.1 Adding a Camera

Note: If the home requires a WiFi repeater, the camera must be configured with the touchscreen first, and then moved to the desired location on the far side of the repeater. See Managing Wi-Fi Repeaters on page 79 for more information about Wi-Fi repeaters.

1. From the Settings menu, tap **Home Devices > Cameras > Add a Camera**.

   If a network speed test has not been performed recently, the Add Camera – Network Test screen is displayed. Otherwise, the Hardware Setup screen is displayed (go to step 3).

2. *The Add Camera - Network Test screen is displayed.*

   Tap **Next**.

   The touchscreen uploads a binary file multiple times to the system servers to determine the network's upload speed. The screen displays the calculated upload speed. The Upload Speed is used by the system to set the default video quality for the camera.

3. Tap **Next**.

   The Hardware Setup screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

4. Perform the steps described on the Hardware Setup screen. Refer to the camera documentation to determine when the camera shows it has found a network. When it has connected, tap **Next**.

   IMPORTANT: Only one camera at a time can be added to the security system.

   The Locating Camera screen is displayed and the camera details are displayed when the camera is located.

   Note: If you are having trouble with the camera installation, see Troubleshooting Camera Installation on page 71.

5. Tap **Accept** to begin pairing.

   During the Configuring Camera step, the touchscreen upgrades the camera firmware if needed. This can take up to 15 minutes.

Note: If the camera is being added to the system during activation, the option to skip upgrading the camera firmware will be displayed if the firmware version is at the minimum version set by Icontrol. If upgrading is skipped, the system will attempt to upgrade the camera **one hour** after the final touchscreen reboot at the end of activation. If the firmware version is below the minimum version set by Icontrol, the camera firmware will automatically upgrade to the latest version.

IMPORTANT: Skipping firmware upgrade is not recommended. Features introduced in the camera or touchscreen firmware can be missed if the camera is not at the latest firmware version.

6. Tap **Next** once configuration is complete.

   The Edit New Camera screen is displayed.

7. Tap the **Camera Name** field to display a keyboard screen and rename the Camera. Tap **Done** to save your changes.

8. Tap the **Video Quality** field to modify the level.

   The Adjust Camera Video Quality screen is displayed.

   a. Tap **High**, **Medium** or **Low.** Use the network upload speed as a guideline for picking the video quality level.

   b. *Optional*: To update the upload network speed, tap **Run Speed Test**, note the speed, then tap **Next** to return to the *Adjust Camera Video Quality* screen.

   c. Tap the appropriate video quality based on the network speed, and tap **Next** to return to the *Edit New Camera* screen.

9. If the camera supports motion detection, tap on the **Motion Sensitivity** tab.

   Select Motion Sensitivity screen is displayed.

10. Tap to select the desired setting.

11. Tap **Next**.

    The Camera Wi-Fi Connection Test screen is displayed.

12. Follow the directions on the *Camera Wi-Fi Connection Test* screen. When you have prepared the camera for Wi-Fi, tap **Verify Camera**.

    When the camera has been located, the **Verify Camera** button will be replaced with a green check mark. If you are having trouble pairing or locating the camera, refer to Troubleshooting Camera Installation on page 71 or the camera documentation.

13. Tap **Next**.

    The Adjust Camera screen is displayed.

14. Mount the camera at the desired location and adjust the view, then tap **Next** to complete the

process of adding a camera.

If you are going to add another camera, tap **Add Another** to go through this process again. Otherwise, tap **Next**.

The camera has been added.

15. Tap **Return To Menu** to return to the Cameras menu.

3.4.3.2 Modifying Camera Settings

Use this method to:

- Change the name of a camera.
- Change the video quality displayed by the touchscreen (Does not apply to OpenHome cameras).
- Change the motion sensitivity, if the camera supports motion detection.

1. From the Installer Settings menu, tap **Home Devices > Cameras > Edit a Camera**.

   The Edit a Camera screen is displayed.

2. Tap the image of the camera to select it.

   The details of the selected camera are displayed.

3. Tap the **Camera Name** field to display a keyboard screen and rename the camera. Tap **Done** to accept your changes.

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

   Tap the **Motion Sensitivity** down arrow to display the motion sensitivity screen and tap on the desired setting.

   Note: Once a motion event is detected, the camera starts a three-minute blackout period and it does not report any other events during that time. If another motion event is reported immediately after the blackout period, a new blackout period will begin. Changes made to motion sensitivity take effect immediately if the camera is not within the blackout period. If the setting was changed during the blackout period, the change will take effect once the blackout period expires.

4. Tap **Next** to return to the list of cameras to edit.

5. Tap **Return To Menu** to return to the Cameras menu.

3.4.3.3 Deleting a Camera

1. From the Installer Settings menu, tap **Home Devices > Cameras > Delete a Camera**.

   The Delete a Camera screen is displayed.

2. Tap the thumbnail for the camera to be deleted.

   A confirmation message is displayed:

Are you sure you want to remove <Camera name> from the system?

3. Tap **Yes**.

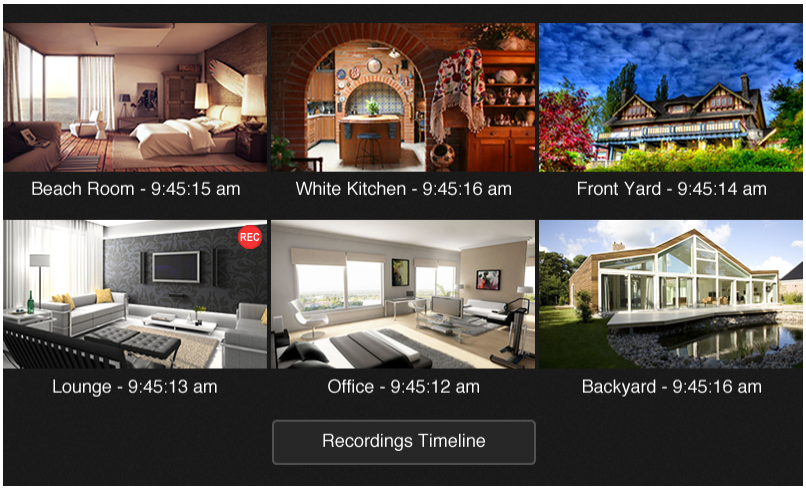
   The camera thumbnail is removed from the Delete a Camera screen.

4. Tap **Return to Menu** to return to the Cameras menu.

3.4.3.4 Using the Cameras App to View Live Video

1. From the Home screen, tap the **Cameras** app.

   A thumbnail image from each camera is displayed. The image is updated every 5 seconds.



2. Tap an image to view live video from that camera.

   Note: If there is only one camera attached to the security system, live video is displayed instead of a thumbnail image.

3. If the touchscreen loses connectivity with the camera while displaying live video, the following message is displayed:

   The system is having trouble connecting to your camera. Press OK to try to reconnect. If the issue persists, check that the camera is powered on and in range of the touchscreen.

3.4.3.5 Troubleshooting Camera Installation

Issue	Recommended Actions
Unable to pair the camera to the touchscreen	Confirm that the camera has been restored to factory defaults and that it is connected to the security router. Verify the camera connects to the network. See camera documentation for guidance. Perform the following procedure: 1. Reset the camera to factory defaults (hold the reset button for 35 seconds). 2. Reboot the camera and router.
Located but not able to secure	Compare the MAC address on the screen with the MAC address on the back of the camera. They should match.
❑ Poor picture ❑ Slow refresh in live-view ❑ Low Wireless Camera Strength ❑ No IP found (no LED light on front of camera)	Relocate or reposition camera and then re-test.
Intermittent connectivity	Confirm good Wi-Fi connectivity. Relocate or reposition camera and then re-test.
The camera thumbnail is replaced by an icon.	In the camera app on the touchscreen, an upgrade icon is displayed in place of the thumbnail image while a camera is upgrading its firmware.

3.4.4 Managing Key Fobs

A key fob is a small, mobile device that allows the user to control the security system remotely. Instead of a 4-digit keypad code, it uses dedicated buttons to arm, disarm, and send a panic alarm, and an LED that blinks to acknowledge the action. All actions performed via the key fob, follow the same guidelines as performing the actions via the touchscreen except when arming in arm away mode. When arming via the key fob, an entry/exit zone does not need to be faulted to arm away. Refer to the manufacturer's documentation for instructions on using the key fob.

3.4.4.1 Adding a Key Fob

1. From the Settings menu, tap **Home Devices > Key Fobs > Add Key Fob**.

   The Locating Key Fobs screen is displayed.

   To successfully pair with the touchscreen, the device must:

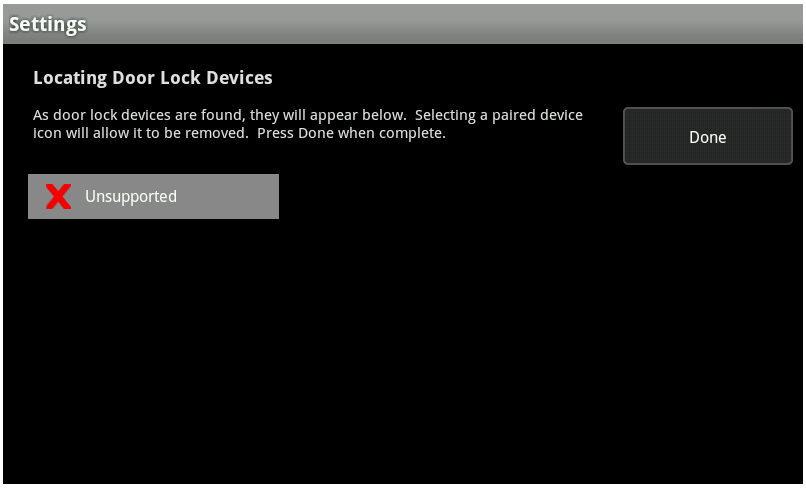
- Be set to factory defaults.
- Have been deleted from the touchscreen if it had been previously configured.
- Be set in "search" or "pairing" mode

Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for key fobs.

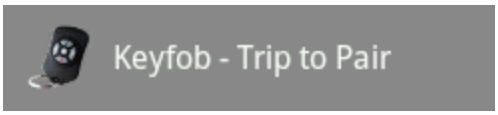
Note: Multiple key fobs can be paired at the same time

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.

As a key fob is found, an icon is displayed for each device.



5. Refer to the key fob documentation on how to trip the device.

   The key fob is paired with the touchscreen.

6. Repeat this procedure for each key fob being added to the touchscreen. When all the key fobs have been found and paired, tap **Done**.

   Note: Any located key fobs that were not paired are released by the touchscreen.

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

7. Tap **Next**.

   The Configure Wireless Key Fobs screen is displayed.

8. Tap the key fob icon to configure the device.

   The Edit Key fob screen is displayed.

9. Tap the **Key Fob Label** field to enter the name of the key fob. Tap **Done** to save your changes.
10. Tap **Panic Button Disabled** drop down to enable or disable the panic button.
11. Tap **Next** to return to the Configure Wireless Key Fobs screen or to go to the next key fob.
12. After all the key fobs are configured, tap **Next**.
13. Tap **Return to Menu** to return to the Key Fobs menu.

3.4.4.2 Modifying Key Fob Settings

Use this method to change the name of a key fob as it is displayed on the touchscreen and other locations and the behavior of the panic button:

1. From the Settings menu, tap **Home Devices > Key Fobs > Edit Key Fob**.

   The Settings screen displays an icon for each key fob.

2. Tap the icon to display the *Edit Key Fob* screen.
3. Tap the **Key Fob Label** field to display a keyboard.
4. Enter a new name and tap **Done** to save your changes.
5. Tap the arrow in the **Panic Button Disabled** field to select whether to disable the key fob panic button.
6. Tap **Next** to return to the Settings screen.
7. Repeat the previous steps to modify additional key fobs, or tap **Return to Menu** to go back to the Key Fobs menu.

3.4.4.3 Deleting a Key Fob

1. From the Settings menu, tap **Home Devices > Key Fobs > Delete Key Fob**.

   The Delete a Key Fob screen is displayed with an icon for each key fob.

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

   A confirmation message is displayed.

   `Are you sure you want to delete <Key Fob label>?`

3. Tap **Yes**.

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

4. Tap **Return to Menu** to go back to the Key Fobs menu.

3.4.5 Managing Key Pads

A wireless key pad provides subscribers another device that allows the user to arm and disarm the system, and send a panic alarm. It usually does not include a speaker or piezo but has built-in LEDs that blink to acknowledge the action. All actions performed via the key pad, follow the same guidelines as performing the actions via the touchscreen. Refer to the manufacturer's documentation for instructions on installing the key pad.

3.4.5.1 Adding a Key Pad

1. From the Settings menu, tap **Home Devices > Key Pads > Add Key Pad**.

   The Locating Key Pads screen is displayed.

   To successfully pair with the touchscreen, the device must:

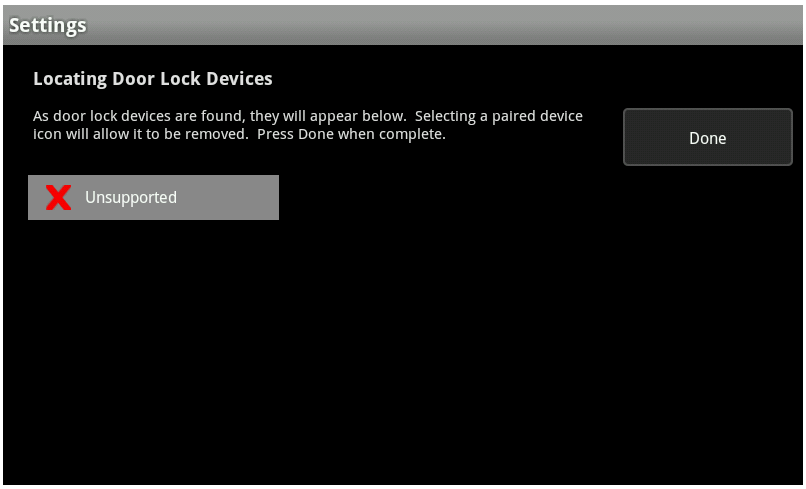
   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for key pads.

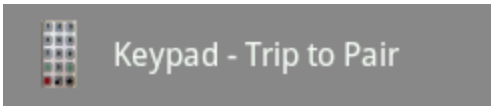
   Note: Multiple key pads can be paired at the same time

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.

When a key pad is found, an icon is displayed for each device.



5. Refer to the key pad documentation on how to trip the device.

The key pad is paired with the touchscreen and the icon shows a green check mark.

6. Repeat this procedure for each key pad being added to the touchscreen. When all the key pads have been found and paired, tap **Done**.

Note: Any located key pads that were not paired are released by the touchscreen.

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

7. Tap **Next**.

   The Configure Wireless Key Pads screen is displayed.

8. Tap the key pad icon to configure the device.
9. Tap the **Key Pad Name** field to enter a name for the key pad, and tap **Done** to save your changes.
10. After all the key pads are configured, tap **Next**.
11. Tap **Return to Menu** to go back to the *Key Pads* menu.

3.4.5.2 Modifying Key Pad Settings:

Use this method to change the name of a key pad as it is displayed on the touchscreen and other locations:

1. From the Settings menu, tap **Home Devices > Key Pads > Edit Key Pad**.

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

2. To modify the system label for the key pad, tap its icon to display a keyboard. Enter a new name and tap **Done**.
3. Repeat the previous step to modify additional key pads, or tap **Return to Menu** to go to the *Key Pad* menu.

3.4.5.3 Deleting a Key Pad

1. From the Settings menu, tap **Home Devices > Key Pads > Delete Key Pad**.

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

2. Tap the icon for the key pad to delete.

   A confirmation message is displayed.

3. Tap **Yes**.

   The key pad icon is removed from the Remove a Key Pad screen.

4. Tap **Return to Menu** to go to the *Key Pad* menu.

3.4.6 Managing Sirens

3.4.6.1 Adding a Siren

1. From the Settings menu, tap **Home Devices > Siren > Add Siren**.

   The Locating Sirens screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.

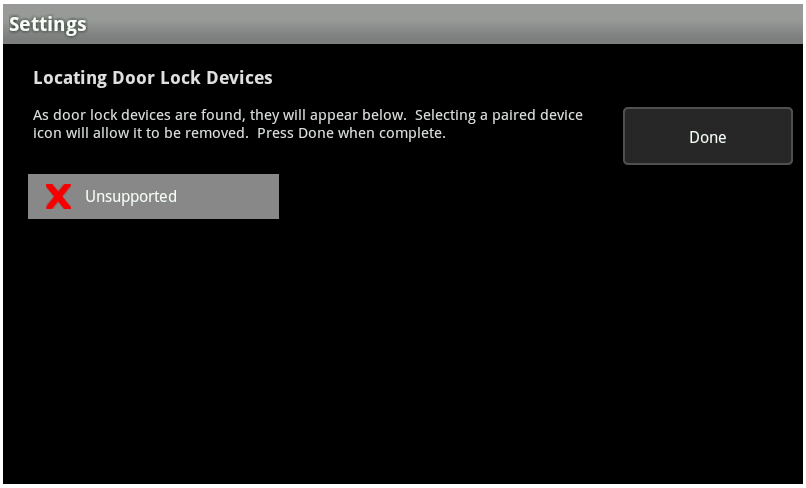
- Be set in "search" or "pairing" mode

Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

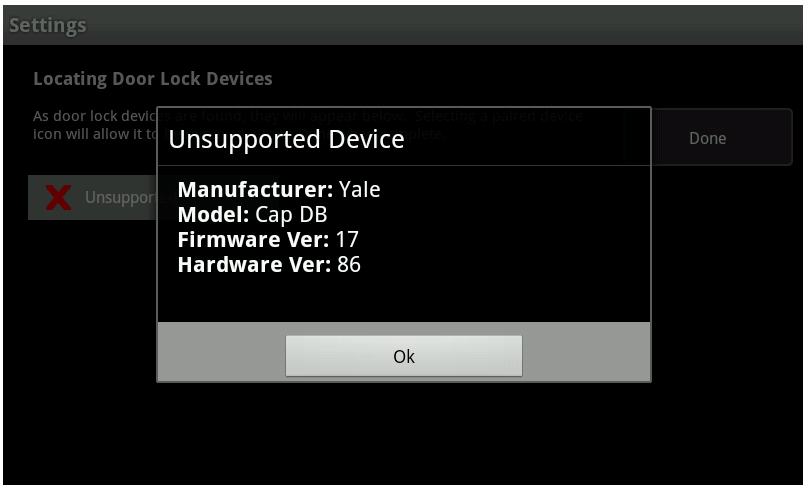
2. Tap **Next** to begin searching for sirens.

Note: Multiple siren devices can be paired at the same time

3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



4. Tap on the icon to display details about the device.



As sirens are found,an icon is displayed for each siren.

3. Refer to the siren documentation on how to trip the device.

The siren is paired with the touchscreen and the icon shows a check mark.

4. Repeat this procedure until all sirens have been paired. When all the sirens are found and paired, tap **Done**.

   Note: Any located sirens that were not paired are released by the touchscreen.

   The Wireless Sirens Located screen notes the number of wireless sirens found and paired.

5. Tap **Next**.

   The Configure Wireless Sirens screen is displayed.

6. Tap the icon to configure the siren.
7. Tap in the **Siren Name** field and enter a new label for the siren. Tap **Done** to save your changes.
8. After all the sirens have been configured, tap **Next**.
9. Tap **Return To Menu** when done.

3.4.6.2 Modifying Siren Settings

Use this method to change the name of a siren as it is displayed on the touchscreen and other locations:

1. From the Settings menu, tap **Home Devices > Sirens > Edit Siren**.

   The Settings screen is displayed showing icons of each installed siren.

2. Tap the icon of the siren to be modified.

   The settings of the selected siren are displayed.

3. Enter a new label for the siren.
4. Tap Done.

   The Settings screen is displayed again.

3.4.6.3 Deleting a Siren

1. From the Settings menu, tap **Home Devices > Sirens > Delete Siren**.

   The Remove Siren screen is displayed showing an icon for each connected siren.

2. Tap the icon of the siren you want to remove.

   A confirmation is displayed.

3. Tap **Yes**.
4. Tap **Back** to return to the Installer menu.

3.4.7 Managing Wi-Fi Repeaters

A Wi-Fi repeater extends the range of the Icontrol security router to enable communication between the touchscreen and other Icontrol Wi-Fi peripheral devices. Currently, only one Wi-Fi repeater is supported by the security system and only cameras are supported to connect via the Wi-Fi repeater. A Wi-Fi repeater can not be added during system activation, but it can be added at any time after activation by the installer or the subscriber.

3.4.7.1 Adding a Wi-Fi Repeater

1. From the Settings menu, tap **Home Devices > Wifi Repeater > Add Wifi Repeater**.

   The Wifi Repeater Connection Checklist screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Follow the directions displayed on the screen. When the repeater has been set up as directed, tap **Next**.

   The touchscreen locates the repeater and updates the repeater's firmware, if necessary. The repeater is also configured to use the same communication channel and have the same SSID as the security router.

   Note: If the system cannot find the repeater, reset the repeater to its factory settings, then restart it. Tap **Back**, then try again when the status indicator on the repeater is green.

3. When the configuration is complete, tap **Next**. The repeater has been added successfully.

4. Power off the Wi-Fi repeater and disconnect it from the security router. Place the repeater an equal distance between the security router and the device that is furthest from the router. If the repeater broadcasts stronger signals and is placed too close to the router, the repeater could cause the router to stop transmitting signals. As a result, the subscriber would need to restart the security router often. The optimal distance will differ in each home. Some experimentation may be required to determine placement.

3.4.7.2 Deleting a Wi-Fi Repeater

When a repeater is deleted, any connected devices can still communicate with the security router directly, if they are within range.

1. From the Installer Settings menu, tap **Home Devices > Wifi Repeater > Delete Wifi Repeater**.

   The Delete Wi-Fi Repeater screen is displayed.

2. Tap **Next**. The repeater is deleted from the security system. To add this device back to the security system, you must reset factory settings as directed by the repeater's documentation.

3.4.8 Managing Door Locks

Door locks can not be added during system activation. However, installation technicians and subscribers can add them at any time after activation. Up to 4 door locks can be added to the security system, however the service provider can configure this value. If this option does not appear or the number of door locks added is less than expected, check with Customer Care to verify the account is on the correct tier.

IMPORTANT: Follow all installation instructions provided with the door lock carefully. If the deadbolt is not aligned properly, then the door lock will not work as expected.

Note: Icontrol does not manage door lock master or user codes.

3.4.8.1 Adding a Door Lock

1. From the Settings menu, tap **Home Devices > Door Locks > Add Door Lock**.

   The Locating Door Lock Devices screen is displayed.

   To successfully pair with the touchscreen, the device must:

   - Be set to factory defaults.
   - Have been deleted from the touchscreen if it had been previously configured.
   - Be set in "search" or "pairing" mode

   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

2. Tap **Next** to begin searching for door locks.

   Note: Multiple door locks can be paired at the same time

   As door locks are found, an icon is displayed for each device.

3. Tap **Done** when all door locks have been paired.

   The Door Lock Devices Located screen is displayed.

4. Tap **Next**.

   The Configure Door Lock Devices screen is displayed.

5. Tap the icon for the door lock to be configured.

   The Configure Door Lock Devices screen is displayed.

6. Tap the **Door Lock Name** field to display a keyboard screen to change the label of the door lock, then tap **Done**.

7. Tap **Next** to return to the Settings screen or to the next door lock.

8. Tap **Return to Menu**to return to the Door Locks menu.

3.4.8.2 Modifying Door Lock Settings

Only the name of the door lock can be modified.

1. From the Settings menu, tap **Home Devices > Door Locks > Edit Door Locks**.

   The Settings screen is displayed.

2. Tap the icon for the door lock to be configured.

   The Modify Door Lock Device Settings screen is displayed.

3. Tap the **Door Lock Name** field to display a keyboard screen to change the label of the door lock, then tap **Done**.

4. Tap **Next** to return to the Settings screen.

5. Tap **Return to Menu** to return to the Door Locks menu.

3.4.8.3 Deleting Door Locks

Deleting the door lock resets it to factory defaults.

1. From the Settings menu, tap **Home Devices > Door Locks > Delete Door Locks**.

   The Delete Door Lock screen is displayed.

2. Tap the door lock to be deleted.

   A confirmation dialog is displayed.

3. Tap **Yes**

   The door lock icon is removed from the Settings screen.

4. Tap **Return to Menu** to return to the Door Locks menu.

3.4.8.4 Using the Door Locks App

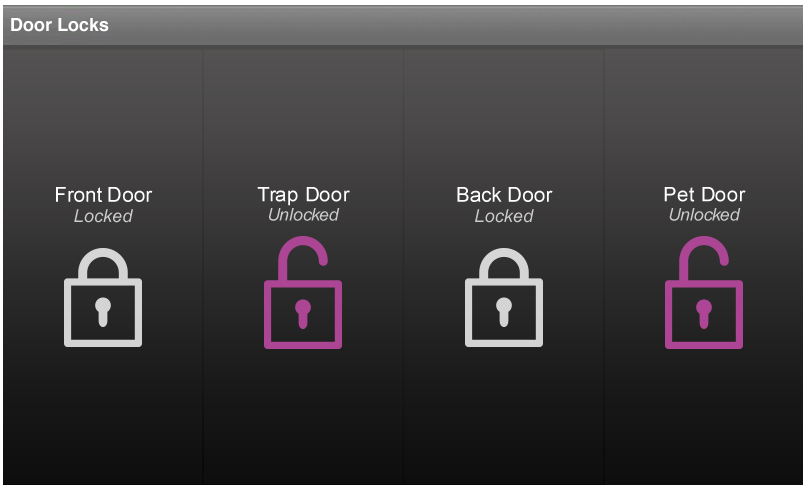
The app icon represents the state of the door lock(s):

If any door lock is unlocked, the icon displays an open padlock.

If all door locks are locked, the icon displays a closed padlock.

1. From the Home Screen, tap the **Door Locks** app.

   The Door Locks screen displays controls for each of your installed door locks.



2. Tap a door lock icon to change its status.

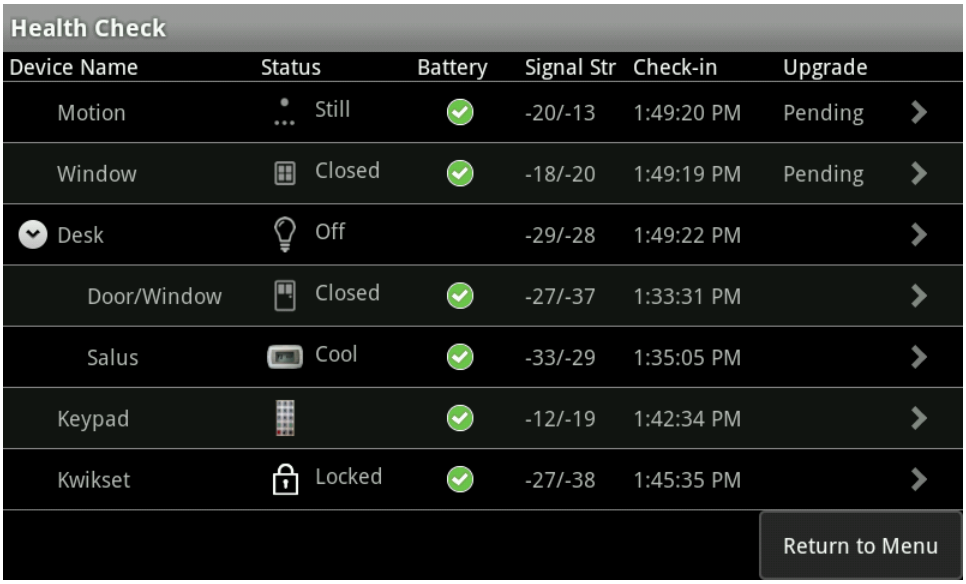
3.5 Understanding the Diagnostic Tools

The Diagnostic Tools display information about the connectivity and health of all the devices that are paired with the system. The Diagnostic Tools are only available from the Installers Settings menu.

3.5.1 ZigBee Status

To access the Diagnostic Tools to monitor ZigBee devices, from the Installer Settings menu, tap **Advanced Settings > Diagnostic Tools > ZigBee Status**.

Note: Key fobs are not monitored by the ZigBee Status diagnostic tool.



The ZigBee diagnostic tool main list displays the following information about each paired ZigBee device:

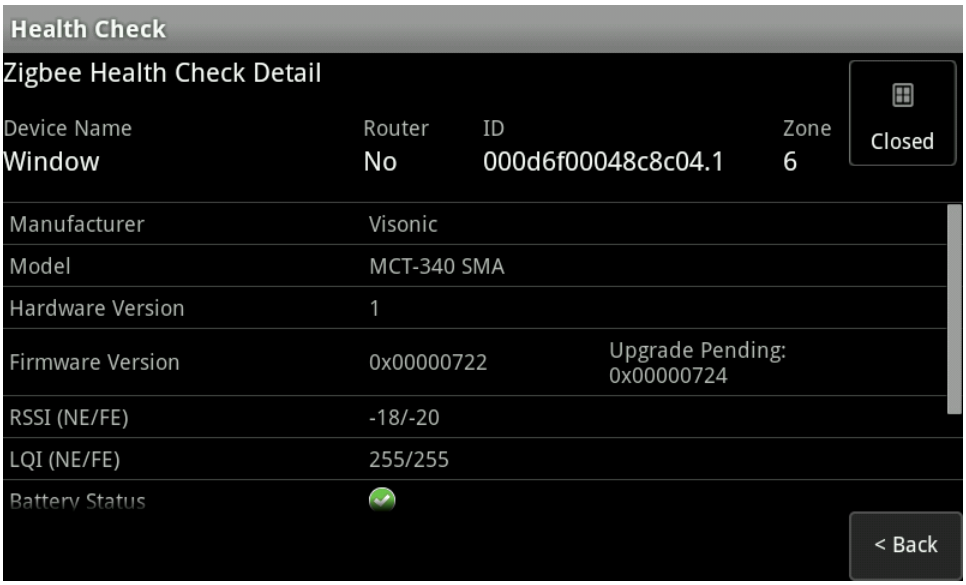
- **Device Name** The current configurable label for the device.
- **Status** The icon for the zone type (motion, light, glass, door, window, etc) and the current status of the device.
- **Battery** The battery state icons for good, low, and dead.

  Note: The Diagnostic Tool does not report the current battery status of door locks or legacy devices that do not report battery status.
- **Signal Str** The RSSI Near End/Far End of the device at the last check-in.

  Note: The Diagnostic Tool does not report the signal strength for lighting devices and thermostats.
- **Check-in** The time of day of the last check-in
- **Upgrade** Whether a firmware upgrade is available for the device
  - **No value** No firmware upgrades available.
  - **Pending** At least one firmware upgrade is available. No action is needed, the device will upgrade on its own.

3.5.1.1 Health Check Details

Tapping the row of a sensor on the main list will display the ZigBee Health Check Details for that sensor.



The following information is displayed:

- **Device Name** The label of the device
- **Router**
  - **Yes** The device is currently acting as a repeater for another device.
  - **No** The device is NOT currently acting as a repeater for another device.
- **ID** EUI64 of the device
- **Zone** Zone Number of device
- **Status** The current status of the device (open/closed, still/motion, etc) as well as the corresponding status icon for the device.
- **Manufacturer** Device manufacturer
- **Model** Device model
- **Hardware Version** Hardware version of the device
- **Firmware Version** Current firmware version on the device.
- **Trouble** The current Trouble reported by the device. Only displayed if the device is currently reporting a Trouble or has a bad signal strength/quality.

  Note: If there are multiple Troubles, then the most severe is displayed. If all the Troubles are of comparable severity, the Trouble is chosen randomly.

- **RSSI** The Near End/Far End dBm of the signal strength of the device.
- **LQI** (NE/FE) The Near End/Far End dBm of the signal quality of the device at last check-in.
- **Battery Status** The battery state icons for good, low, and dead.

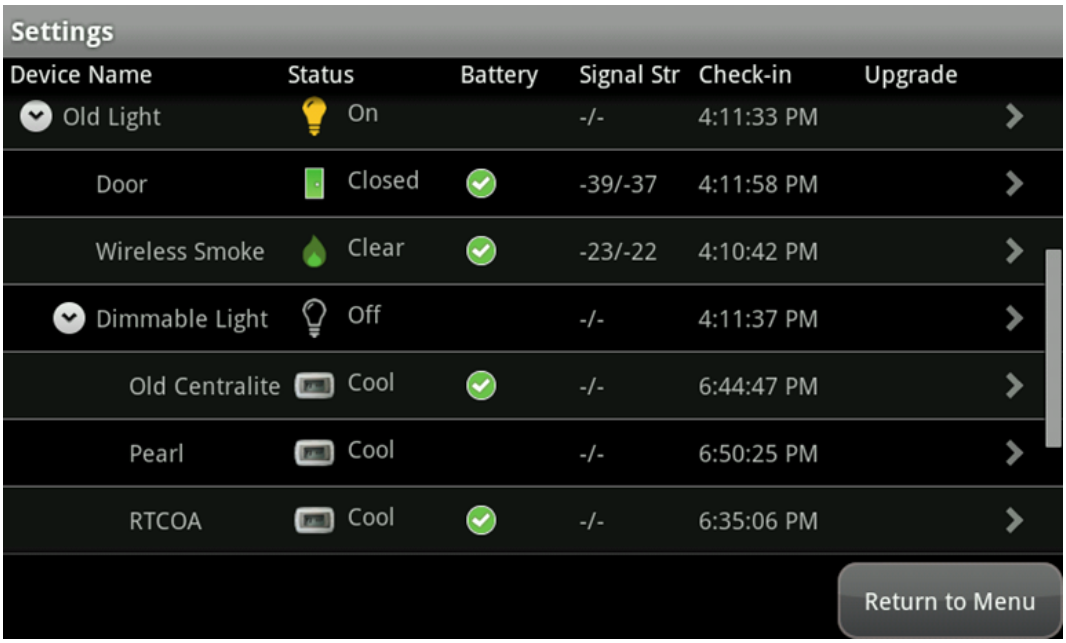
Note: The Diagnostic Tool does not report the current battery status of door locks or legacy devices that do not report battery status.

- **Battery Voltage** Current battery voltage level reported by the device.
- **Temperature** Current temperature reported by the device (in Celsius)
- **Channel** The current ZigBee channel used by the device.

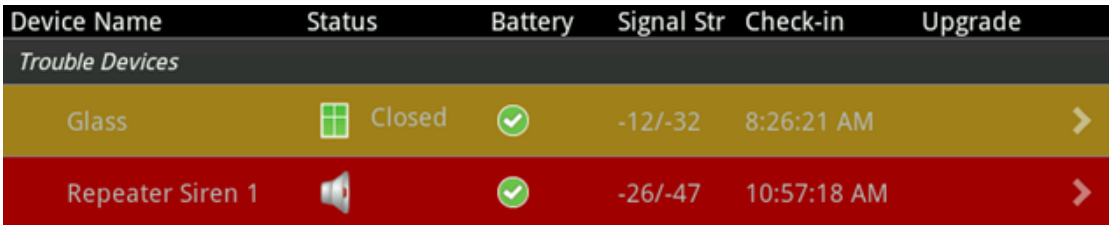
3.5.1.2 ZigBee Repeaters

Some devices can act as ZigBee repeaters between other devices and the touchscreen. If a device is serving as a repeater for one or more devices a icon is displayed to the left of the Device Name. Beneath it the devices that are communicating through the repeater device are listed and indented.

In the following picture, a light module (Old Light) is serving as a repeater for door/window sensors (Door), a smoke detector (Wireless Smoke), and another light module (Dimmable Light). In addition, "Dimmable Light" is also serving as a repeater for three ZigBee thermostats.



3.5.1.3 Troubles



Devices that are reporting a trouble are further detailed with Red or Yellow highlighting:

- **Yellow** Devices that report a trouble or have weak signal strength but are still in communication with the touchscreen.
- **Red** Devices that are out of communication with the touchscreen or have bad signal strength.

If a device has multiple Troubles, it will be red if one of the Troubles is that it is out-of-communication or has a bad signal strength/quality.

Low and bad signals are determined by the Received Signal Strength Indicator (RSSI) and the Link Quality Index (LQI). The RSSI measures the strength of the signal and the LQI measures the quality (noisiness) of the signal.

By default low signal strength/quality is:

- RSSI -65 to -84
- LQI 236 to 149

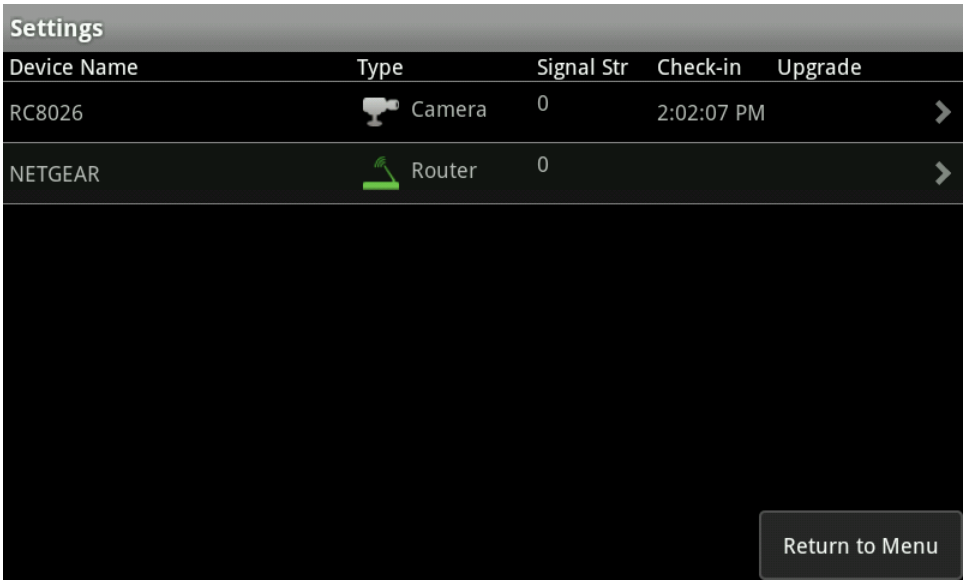
By default, bad signal strength/quality is:

- RSSI -85 or less
- LQI 150 or less

3.5.2 WiFi Status

To access the Diagnostic Tools to monitor ZigBee devices, from the Installer Settings menu, tap **Advanced Settings > Diagnostic Tools > WiFi Status**.

The *WiFi Status* diagnostic tool main list displays all devices that are paired to the touchscreen and can communicate over WiFi. This includes cameras, WiFi repeaters, and the security router/gateway.



Note: The security router/gateway status is reported even if it is paired with the touchscreen over Ethernet instead of WiFi.

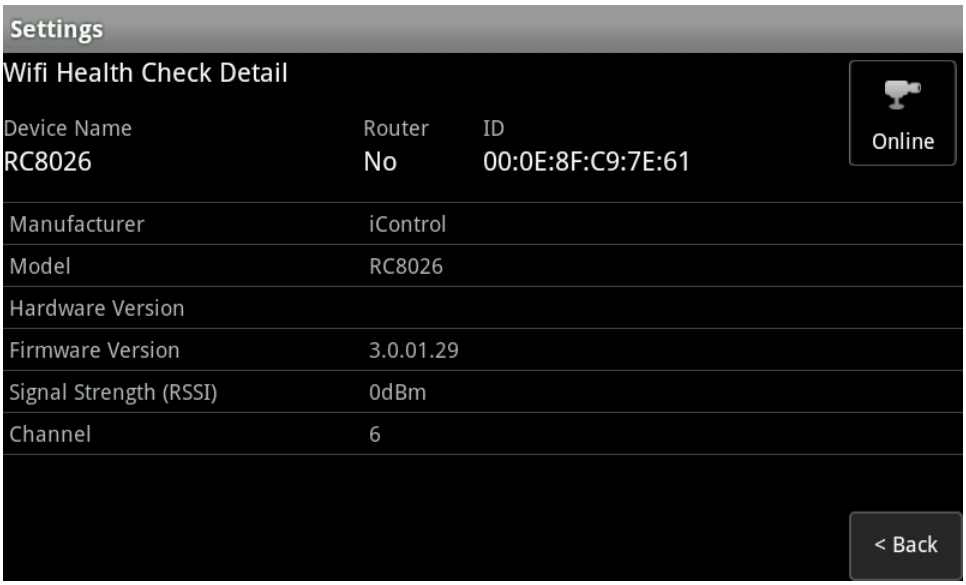
The WiFi diagnostic tool main list displays the following information about each paired WiFi device:

- **Device Name** The current configurable label for the device.
- **Type** Camera, Router, or WiFi Repeater
- **Signal Str** The RSSI of the device at the last check-in
- **Check-in** The time of day of the last check-in
- **Upgrade** Whether a firmware upgrade is available for the device.
  - **No value** No firmware upgrades available.
  - **Pending** At least one firmware upgrade is available. No action is needed, the device will upgrade on its own.

Note: There are no signal strength ratings or check-in times for routers or WiFi repeaters.

3.5.2.1 Health Check Details

Tapping the row of a Wi-Fi device on the main screen displays the the WiFi Health Check Details for that device.



The following information is displayed:

- **Device Name** The label of the device
- **Router**
  - **Yes** The device is currently acting as a repeater for another device.
  - **No** The device is NOT currently acting as a repeater for another device.

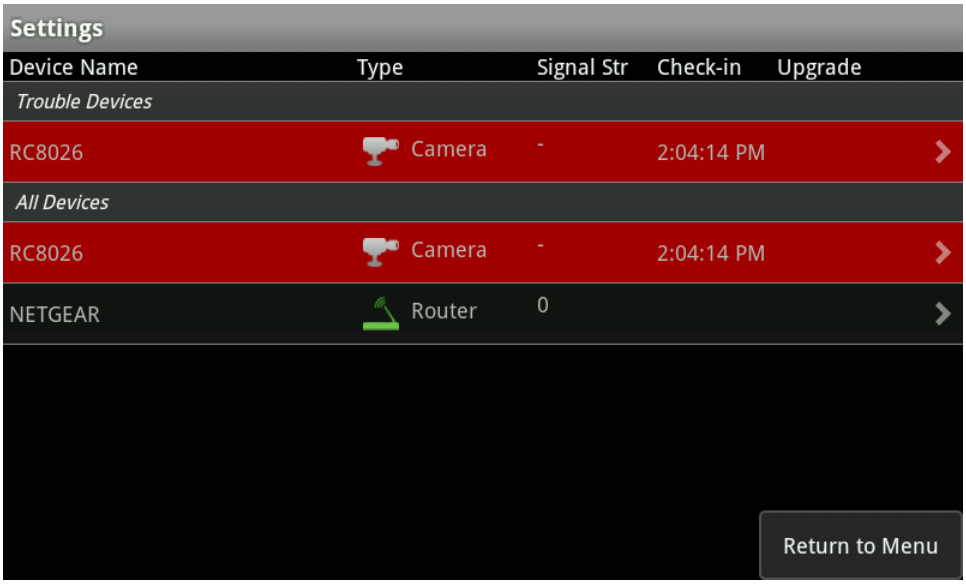
  Note: The Diagnostic Tool does not report whether the WiFi Repeater is acting as a repeater for one or more devices.
- **ID** The MAC address of the device.
- **Status** The communication state (online/offline) of the device.

  Note: The online/offline state of the WiFi Repeater is not reported.
- **Manufacturer** Device manufacturer
- **Model** Device model
- **Hardware Version** Hardware version of the device
- **Firmware Version** Current firmware version on the device.
- **Trouble** The current Trouble reported by the device. Only displayed if the device is currently reporting a Trouble or has a bad signal strength/quality.

  Note: If there are multiple Troubles, then the most severe is displayed. If all the Troubles are of comparable severity, the Trouble is chosen randomly.

- **RSSI** The dBm of the signal strength at last check-in.
- **Channel** The current WiFi channel used by the device.

3.5.2.2 Troubles



Trouble devices are further detailed with Red or Yellow highlighting:

- **Yellow** Devices that report a trouble or weak signal strength but are still in communication with the touchscreen.
- **Red** Devices that are out of communication with the touchscreen or with a bad signal strength.

If a device has multiple Troubles, it will be red if one of the Troubles is that it is out-of-communication or has a bad signal strength/quality.

Low and bad signals are determined by the Received Signal Strength Indicator (RSSI). The RSSI measures the strength of the signal.

By default low signal strength/quality is -65 to -84.

By default, bad signal strength/quality is -85 or less.

Appendix A: General Guidelines for Sensor Placement

This section provides placement recommendations for sensors.

A.1 Door/Window Sensors

Install door/window sensors at every location of entry, both upstairs and downstairs. Refer to the sensor documentation for more detailed instructions.

A.2 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 or door bell, and power tools
- In bathrooms (a slamming toilet seat can easily fault a glass break detector)

A.3 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 can walk 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

A.4 Smoke Detectors

Smoke alarms are an important part of a home fire escape plan. The National Fire Protection Association (NFPA) recommends the following for the number and placement of smoke detectors.

Place smoke alarms as follows:

- In every bedroom, in hallways, and on every level of the premises, including the attic and basement.
- High on a wall or on a ceiling (because smoke rises).
- If a smoke detector is placed on a ceiling, position at least 4 inches (12 cm) from the wall.
- Be careful about placing smoke detectors within 20 feet of a cooking appliance.

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/ A/C vents, fans, and fresh air intakes can drive smoke away from smoke detectors.
- Remember that dead air spaces may prevent smoke from reaching a smoke detector.

Appendix B: Installer Quick Reference (SIA)

Feature	Description	Ranges & Defaults
Exit Delay	The time allotted for the subscriber to exit the premises when the security system is armed. The time is doubled automatically for Arm Stay and Arm Night modes up to 120 seconds. **Note:** For UL 1023 installation the maximum Exit Delay should be programmed to maximum to 120 seconds and for SIA CP-01 installation the maximum Exit delay should be programmable between 45 seconds to 4 minutes.	Default: 60 seconds Range: 30 seconds to 240 seconds
Exit Delay Progress Annunciation	Touchscreen beeps once per second and then twice per second during the last ten seconds.	Disabled for Arm Stay and Arm Away. This feature is not configurable.
Exit Delay Restart	If Entry/Exit zone is faulted, restored and then faulted again prior to the end of the Exit Delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	If no Entry/Exit zone opens and closes during the Exit Delay, the Arming mode reverts to Armed Stay.	This feature is not configurable.
Recent Closing	If alarm is tripped within two minutes from end of Exit delay, a Recent Closing transmission is sent to the central monitoring station with the arming keypad code.	A Recent Closing transmission is not for alarms tripped by a smoke detector. This feature is not configurable.
Entry Delay	The time allotted for the subscriber to disarm the system after tripping an Entry/Exit security zone. **Note:** For UL 1023 installation the maximum Entry Delay should be programmed to maximum to 45 seconds and for SIA CP-01 installation the maximum Entry delay should be programmable between 30 seconds to 4 minutes.	Default: 30 seconds Range: 30 seconds to 240 seconds
Entry Delay Progress Annunciation	Touchscreen beeps once per second and then twice per second during the last 10 seconds.	This feature is not configurable.

Feature	Description	Ranges & Defaults
System Acknowledgment	When armed, touchscreen beeps three times. If armed by key fob, the key fob's LED flashes red once and the holds red for two seconds. When disarmed from the touchscreen, it beeps once. If disarmed key fob, the key fob's LED flash green once and then hold green for two seconds.	This feature is not configurable.
Remote Arming	Using key fob, system can be armed in Arm Away mode and Arm Stay mode. Exit Delay period works the same way as non-remote arming.	This feature is not configurable.
Abort Window	Length of time after an alarm sounds for the subscriber to enter a valid keypad code to prevent alarm from being sent to the central monitoring station.	Default: 30 seconds Range: Minimum is 15 seconds and the maximum is 45 seconds
Disarming During the Abort Window	System is disarmed by entering a valid keypad code on the touchscreen or a key pad. If an invalid keypad code is entered, the alarm restarts.	This feature is not configurable.
Aborting	If system is disarmed with within the Abort Window, no alarm transmission occurs. Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that the central monitoring station was not notified.	By default, "Verify" contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For five minutes after the end of the Abort Window the subscriber can disarm the system to send an Alarm Cancel to the central monitoring station.	This feature is not configurable.
Duress Code	Must be unique and created by the user.	Default Duress Code: Null
Use of Duress Feature	A four-digit code that immediately sends a silent alarm when used to arm or disarm the system. Alarms sent from use of the Duress feature are not recorded in the touchscreen history, however, they do appear in the Alarms report in the account System Status in the Management Portal.	Default: Duress Code is disabled.
Cross Zoning	Two security zones that only trip alarm if they are both faulted within configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range: 1 second to 999 seconds
Swinger Shutdown	After the touchscreen has sent an alarm the set number of times (trips) to the central monitoring station, no more alarms are sent to the central monitoring station for 48 hours or until the security system is disarmed.	Default: 2 trips Range: 1 to 6 trips

Feature	Description	Ranges & Defaults
Fire Alarm Verification	When enabled, the central monitoring station only contacts the authorities when multiple smoke detectors are faulted OR one detector is in an alarm for 60 seconds.	Default: Disabled
Call Waiting	The touchscreen connects to the central monitoring station over broadband and cellular, no call waiting alert is required.	
System Test	Perform the system test as described in *Converge Installation Guide*.	
Communications	Test the security system to ensure that it is in proper communication with the central monitoring station as described in *Converge Installation Guide*.	

Appendix C: Security Zone Functions

Zone Function	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Zone Function Use Case and Default Setting
Entry/Exit	Alarms	No action taken	Initiates entry delay. Alarms if entry delay expires.	Initiates entry delay. Alarms if entry delay expires.	Alarms immediately	Assign to zones used as premise entry and exit points. Default zone function for Door/Window sensors.
Perimeter	Alarms	No action taken	Alarms Immediately	Alarms immediately	Alarms immediately	Assign to sensors on windows and exterior doors. Default zone function for glass break sensors. Also available for Door/Window sensors.
Interior Follow	Alarms	No action taken	Alarms Immediately	No action taken	No action taken	Assign to motion sensors monitoring movement inside the premise. Will ONLY trip an alarm when the system is Armed Away. If faulted after the Entry Delay has begun, the user is allowed to pass through the area protected by the motion in order to disarm the system. Default zone function for motion sensors.

Zone Function	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Zone Function Use Case and Default Setting
Interior with Delay	Arm Away – Follows entry delay. Alarms if entry delay expires.* Arm Stay & Arm Night - Trouble on Trouble Header	No action taken	Initiates entry delay. Alarms if entry delay expires.	No action taken	No action taken	Assign to motion sensors used as premise entry and exit points. Available zone function for motion sensors.
Interior Follower Arm Night	Arm Away & Arm Night - Alarms* Arm Stay - Trouble on Trouble Header	No action taken	Alarms immediately	No action taken	Alarms immediately	Assign to motion sensors monitoring areas of low traffic, such as attics, basements, and garages. Available zone function for motion sensors.
Interior Delay Arm Night	Arm Away & Arm Night - Initiates entry delay. Alarms if entry delay expires.* Arm Stay - Trouble on Trouble Header	No action taken	Initiates entry delay. Alarms if entry delay expires.	No action taken	Initiates entry delay. Alarms if entry delay expires.	Assign to motion sensors used as premise entry and exit points that should be active when the system is armed in Arm Night mode. Available zone function for motion sensors.

Zone Function	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Zone Function Use Case and Default Setting
24-Hour Inform	Displays trouble message on touchscreen	No action taken	No Alarm, system stays Armed	No Alarm, system stays Armed	No Alarm, system stays Armed	Assign to zones used for notification or automation purposes. Default zone function for water sensors; also available for door/window, motion and glass break sensors.
Audible 24-Hour	Displays trouble message on touchscreen	Alarms immediately	Alarms immediately	Alarms immediately	Alarms immediately	Usually assigned to a zone containing an emergency button. Sends a report to the central station and provides an alarm sound at the keypad as well as an audible external alarm. Default zone function for carbon monoxide detectors. Available for Door/Window, glass break, and water sensors.

Zone Function	Tamper Armed	Faulted Unarmed	Faulted Arm Away	Faulted Arm Stay	Faulted Arm Night	Zone Function Use Case and Default Setting
Silent 24-Hour	Displays trouble message on touchscreen	Silent alarms immediately	Silent Alarms immediately	Silent Alarms immediately	Silent Alarms immediately	Usually assigned to a zone containing an emergency button. Sends a report to the central station, but provides no keypad display or sound. Available zone function for door/window and glass break sensors.
24-Hour Fire	Displays trouble message on touchscreen	Alarms immediately	Alarms immediately	Alarms immediately	Alarms immediately	The onlyzone function available for smoke sensors. Not an available zone function for any other sensor.
Trouble Day/Alarm Night	Displays trouble message on touchscreen	No action taken	No action taken	No action taken	Alarms immediately	Assign to zones that should generate an alarm when the system is armed, and a trouble when the system is disarmed. Of limited use with a smart security system that has separate notification capabilities. Available zone function for door/window and glass break sensors.

Appendix D: Sensors & Zones Settings Menu

Operation	Description		
Add a Sensor/Zone	Add a new door/window, motion, glass break, water, smoke, or carbon monoxide sensor to the security system. See "Adding a Sensor" on page 54.		
Delete a Sensor/Zone	Remove a door/window, motion, glass break, water, smoke, or carbon monoxide sensor from the security system. See "Deleting a Sensor" on page 56.		
Edit a Sensor/Zone	Edit the Display Icon, Zone Function, or Zone Label of a door/window, motion, glass break, water, smoke, or carbon monoxide sensor. See "Modifying Sensor Settings" on page 53		
Change Zone Order	Change the order that the zones are displayed throughout the security system: touch-screen, Subscriber Portal and mobile app.		
Sensor Diagnostics	View the device details and signal strength of a sensor. See "Viewing Sensor Details" on page 56		
Cross Zone Association	Configure two sensors to trip an alarm only if they are both faulted. For example, an alarm sounds when a door sensor is faulted ONLY if an associated motion sensor also is faulted. See "Managing Cross-Zone Associations" on page 57		
Fire Alarm Settings	Toggle Fire Alarm Verification to determine how the system triggers fire alarms. See "Enabling Fire Alarm Verification" on page 47	Disabled	Central monitoring station is contacted when one smoke alarm sounds.
		Enabled	Central monitoring station is notified when: ❑ Multiple smoke detectors sound an alarm, or ❑ One smoke detector sounds an alarm for 60 seconds.
Panel Interface	Add or delete a Panel Interface Board. See "Managing Panel Interfaces" on page 59.		

Appendix E: Compliances

E.1 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 use it in any way that is inconsistent with the information described in this guide without the expressed, written permission of the manufacturer. Doing so will void your authority to operate this equipment.

This device complies with FCC rules part 15 and Industry Canada RSS-210. 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.

This Class B digital apparatus complies with Canadian ICES-003.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

RF Exposure Information: This device is only authorized for use in a mobile or fixed application. At least 20 cm (8 inches) of separation distance between the touchscreen and the user's body must be maintained at all times to ensure compliance with the FCC and Industry Canada RF Exposure Requirements.

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.

E.2 Device Purpose

Household Fire/Alarm Central Panel

E.3 UL and ULC Notices

This device complies with UL 985, UL1023, UL1635, ULC S545, ULC C1023.

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

E.4 ETL Notice

This device complies with all ETL and ETLC safety requirements.

E.5 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.