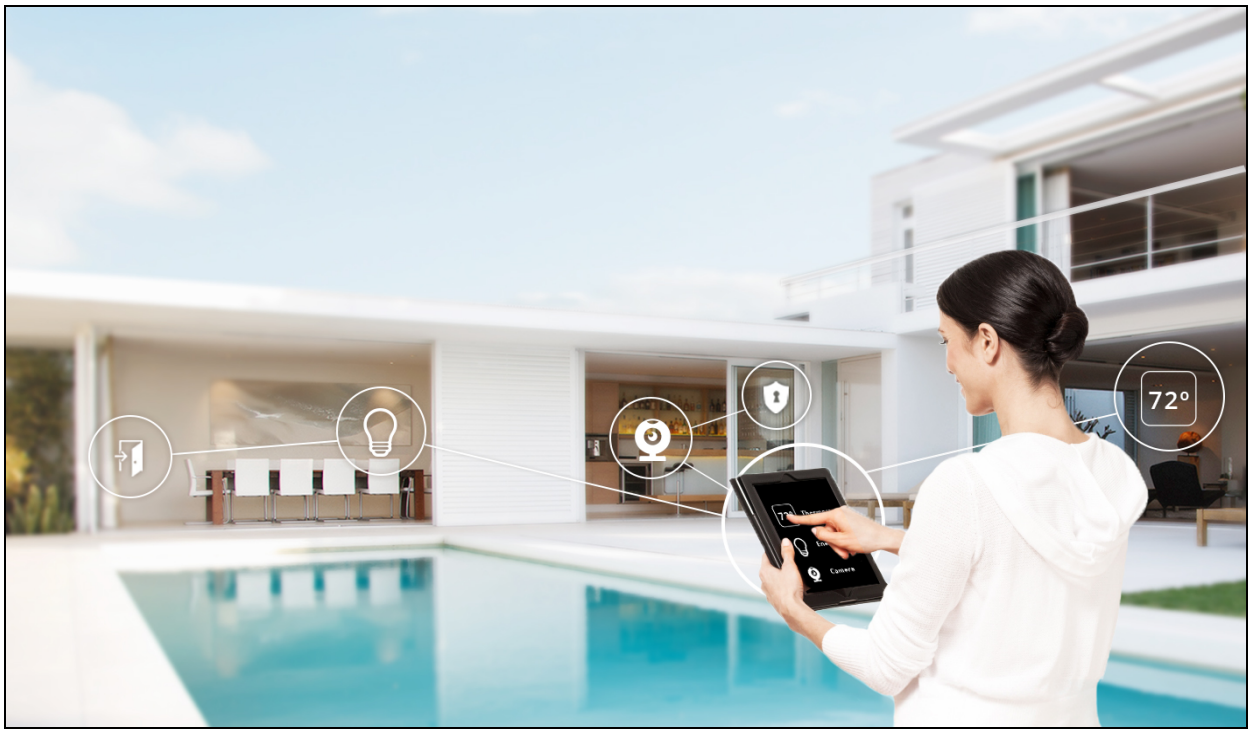
icontrol NETWORKS

Converge User Guide

7.3 Quadra



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Revision History

Release	Revisions
7.3 Quadra v6	❑ Renamed the document from *Touchscreen User Guide* to *Converge User Guide*. ❑ Replaced the appendices "Technicolor TCA203 Touchscreen" and "SMC RB6741-Z Touchscreen" with Supported Touchscreens on page 81.
7.3 Quadra v5	❑ Removed the section "Pairing Sensors and Devices". Subscribers do not have the ability to manage sensors. ❑ Removed the section "Managing Connectivity between Your Home Devices and the Internet". The feature is no longer applicable. ❑ Removed the section "Installing the Technicolor Touchscreen". Subscribers do not install the touchscreen. ❑ Moved "Understanding the TouchScreen Controls" to "Technicolor TCA203 Touchscreen". ❑ Added the section "SMC Aegis Touchscreen". ❑ Replaced the section "Subscriber Portal" with Browser Interfaces and Mobile App on page 12. ❑ Added the section Configure Do Not Disturb Settings on page 46.
7.3 Quadra v4	❑ Updated the descriptions of the arming levels Managing the Security System Passcodes on page 27. ❑ Updated the description of the use of the duress code in Managing the Security System Passcodes on page 27.

Release	Revisions
7.3 Quadra v3	❑ 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. ❑ Added the following to Getting Started With TVR on page 73: IMPORTANT: Be sure to turn off recording before removing the SD card. Removing the SD card while recording is in progress may corrupt the SD card. ❑ Added the following to Accessing and Managing Recordings (TVR) on page 77: Video on the SD card is encrypted and can only be viewed on the touchscreen. To view videos on another device, you can export video in one-hour segments to a USB drive by doing the following: ❑ Added the following to TVR FAQs on page 78: Can I view the video on my SD card from my computer? No. Video on the SD card is encrypted and can only be viewed on the touchscreen. To view videos on another device, you can export video in one-hour segments to a USB drive.
7.3 Quadra v2	Clarified when changes to motion sensitivity take effect in the section Modifying Camera Settings on page 61
7.3 Quadra v1	Updated the section Recorded Video Playback (TVR) on page 75: ❑ Removed "motion clear" events from the table since the events are no longer displayed on the events panel ❑ Added instructions on viewing recorded video tied to an event
7.2 Padre	Updated "Touchscreen Video Recording (TVR)" on page 73: ❑ Images were updated to show the new icons. ❑ Recording can be started from the camera thumbnails screen. ❑ Timeline changed from toggling between Day/Hour to toggling between Hour/Minute. ❑ A new dialog was added to warn the user that recording will stop if another camera is already recording when attempting to record from another.
7.1 Oahu	Added new section: "Touchscreen Video Recording (TVR)" on page 73

Release	Revisions
7.0 Nantucket	Updates to the text in "Sending an Emergency Alarm" on page 26.
6.3 Maui	Updated the section: "Pairing Sensors and Devices" to change the icon from *Discovered* to *Discovering*. The functionality to expose a subscriber's home router to the Internet has been removed. The "Expose Personal Router to Internet" option in the Advanced menu of the Settings app has been removed. Removed section *"Managing Connectivity between Your Home Devices and the Internet"*.
6.1 Kodiak	Updates were made to the following sections regarding the new motion capable cameras: ❑ Modifying Camera Settings on page 61 ❑ Adding a Camera on page 59 Added a new section: "Pairing Sensors and Devices".

1 Welcome to the OpenHome Converge System

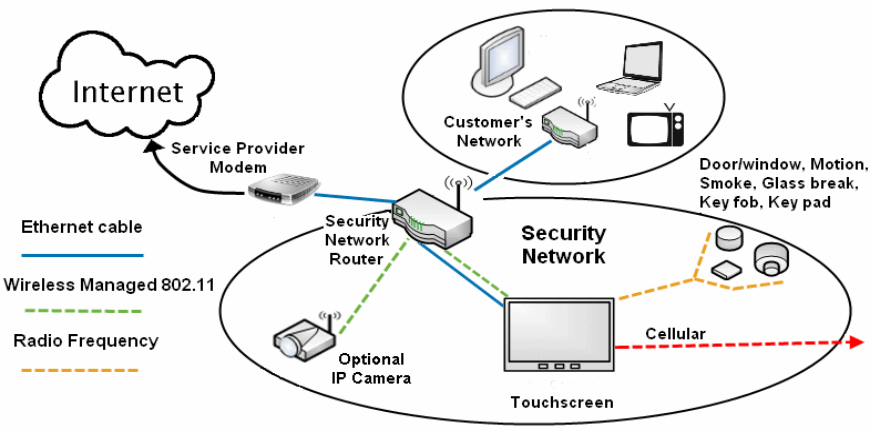
The purpose of this document is to explain how to do the following in the OpenHome Converge system:

- Understand and operate the touchscreen
- Arm and disarm your security system
- Send a panic alarm
- View the system status
- Manage connectivity between the touchscreen and the Central Monitoring Stations
- Manage passcodes
- Manage security zones
- Manage emergency dispatch contact information
- View history logs
- View account information

1.1 Understanding Security Network Components

Your security network is made up of devices that consist of anything that communicates with the touchscreen, such as door/sindow sensors, lighting devices, thermostats, Panel Interface Modules, keypads, and key fobs. The touchscreen communicates with sensors by radio frequency. Optional cameras communicate with the security network router via WiFi. The touchscreen maintains communication with the system servers through the Internet and by cellular.

The following graphic shows how the network is set up.



The following table describes the equipment that may be included with your security system.

	Description
Security Network Router	This is the hub of your security network. This device is installed between your broadband modem and your home network router.
Touchscreen	The device used to interface with your security system.
Sensors	Multiple types of sensors are available: ❑ Door/window sensors monitor the opening and closing of potential entry and exit points. ❑ Motion detectors monitor movement within the premises. ❑ Carbon monoxide sensors trigger if carbon monoxide is detected. ❑ Flood sensors trigger if water comes in contact with the sensor. ❑ Glassbreak sensors trigger if a window is broken. ❑ Smoke detectors trigger when smoke is detected.
Cameras	Up to six cameras can be installed in your security system. Cameras can be configured to take a series of pictures if a particular sensor is faulted.
Panel Interface Module	This device connects to a traditional home security system and allows you to control its components from the touchscreen.
Thermostats	This device is used to control the indoor temperature of the premises.
Lights	Light and appliance modules can be turned on and off from the touchscreen, the browser interface, or the mobile app.
Door Locks	Electronic door locks can be locked and unlocked from the touchscreen, the browser interface, or the mobile app..
Wi-Fi Repeater	This device extends the range of the security network router to connect to devices that require Wi-Fi connectivity.
Siren Repeater	This device is used to connect to sensors and devices that require RF connectivity. It also functions as a siren.

1.2 Understanding Security Zones

Each security sensor paired with the touchscreen is assigned a zone function at the time of installation. The zone function indicates how the touchscreen should interpret the signals from the sensor when it is armed or disarmed. The sensors communicate wirelessly with your touchscreen. The following table describes the security zone functions and types available.

Zone Function	Description	Sensor
Entry/Exit	Used to monitor doorways from which users enter and exit the premises. Depending on how the system is armed, faulting this sensor generates an audible alarm.	Door/Window
Perimeter	Used to monitor windows or doorways that are not used to enter or exit an armed premises. Faulting this sensor generates an audible alarm immediately.	Door/Window Glass Break Detector
24-Hour Inform	Used in areas that need monitoring, but faulting the sensor does not generate an alarm if the system is armed.	Door/Window Glass Break Detector Motion Detector Water Detector
Trouble Day/Alarm Night	Used on doors or windows that need monitoring only when the system is Armed Night. It generates an alarm if the sensor is faulted or tampered when the system is Armed Night.	Door/Window
Silent 24-Hour	Used in areas that need monitoring and generates an alarm if the sensor is faulted, whether the system is armed or disarmed, but there is no sound from the touchscreen, keypad(s), or siren to indicate the alarm has been generated.	Door/Window
Audible 24-Hour	Used in areas that need monitoring and generates an audible alarm if the sensor is faulted, whether the system is armed or dis-armed.	Door/Window Carbon Monoxide Detector Water Detector
Interior Follower	Used to monitor large areas inside the premises. Depending on how the system is armed, faulting this sensor generates an audible alarm.	Motion Detector
Interior with Delay	Used to monitor areas near entry and exit points. Depending on how the system is armed, faulting this sensor generates an audible alarm.	Motion Detector

Zone Function	Description	Sensor
Interior Follower Arm Night	Used to monitor large areas inside the premises. Depending on how the system is armed, faulting this sensor generates an audible alarm.	Motion Detector
Interior Delay Arm Night	Used to monitor large areas inside the premises. Depending on how the system is armed, faulting this sensor generates an audible alarm.	Motion Detector
Fire 24-Hour	Used only for smoke detectors and generates an audible alarm when smoke is detected, whether the system is armed or dis-armed.	Smoke Detector

Note: Regardless of zone function, if a sensor is faulted too many times resulting in an alarm, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.

1.3 Understanding Alarms

When an alarm is tripped an audible alert is sounded. From that point, you have a specific amount of time (default: 30 seconds) to enter your keypad code or an alarm will sound. If a valid keypad code is not entered once the audible alarm is generated, a message is sent to a central monitoring station. The central monitoring station will attempt to contact the persons listed on the account. When they reach a person listed on the account, they will ask for the Secret Word to affirm whether a genuine emergency is occurring. If no one on the list can be contacted, or if the person contacted gives the wrong Secret Word, the central monitoring station immediately dispatches police or other appropriate emergency personnel.

See Disarming the System & Understanding What Happens During an Alarm on page 24 for more information.

1.4 Browser Interfaces and Mobile App

The legacy Subscriber Portal and the Web and Mobile Apps are web-based tools that allow you to remotely connect to your security system. Many operations that can be done from the touchscreen can also be performed from the legacy Subscriber Portal and the Web and Mobile Apps.

Your service provider or installer has provided you with the URL address of the legacy Subscriber Portal and the Web and Mobile Apps as well as a username and password to access it.

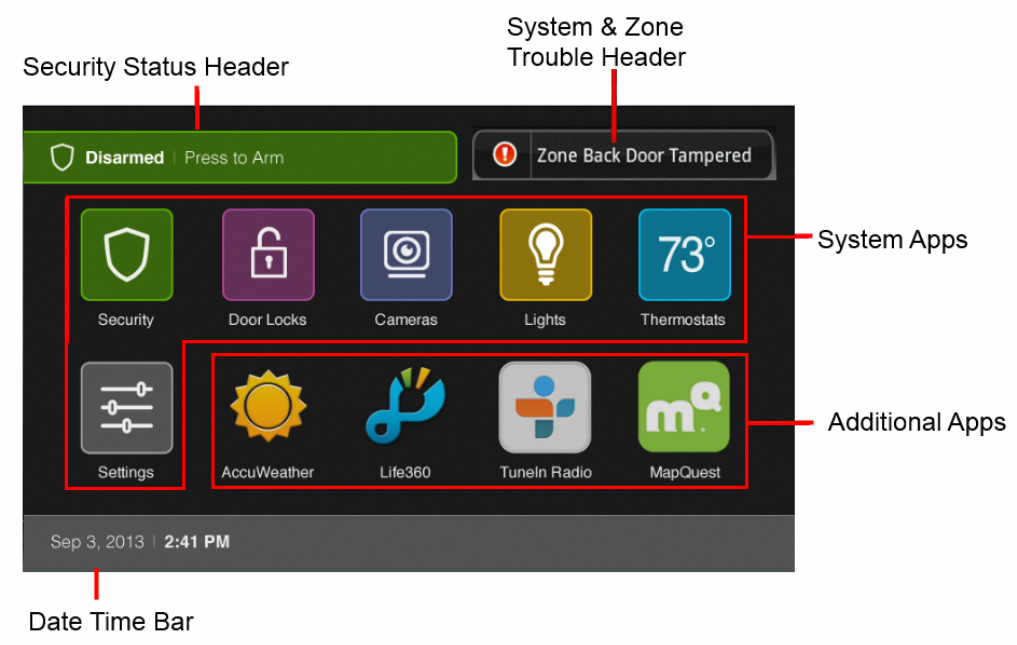
2 Understanding the Home Screen

The touchscreen is the center of your home security system. This Android-powered device allows you to perform actions such as arming and disarming your security system, monitoring the status of your security sensors, and sending emergency alarms. It combines security and home controls on a graphical interface, providing:

- A real-time view of the system status
- System apps to manage your security system
- Additional apps, such as news and weather

The first screen displayed is the Home screen. The screen is divided into the following operational sections:

- Security Status Header
- System & Zone Trouble Header
- Date/Time Bar
- Content Area for the system and additional apps



2.1 Security Status Header

The Security Status header is located on the upper left hand of the touchscreen. It indicates whether the system is armed, disarmed, or in alarm. It displays the countdown of the entry and exit delays, and it displays the name of the zone when a security sensor is faulted. Tapping on the security status header opens up the arm/disarm screen.

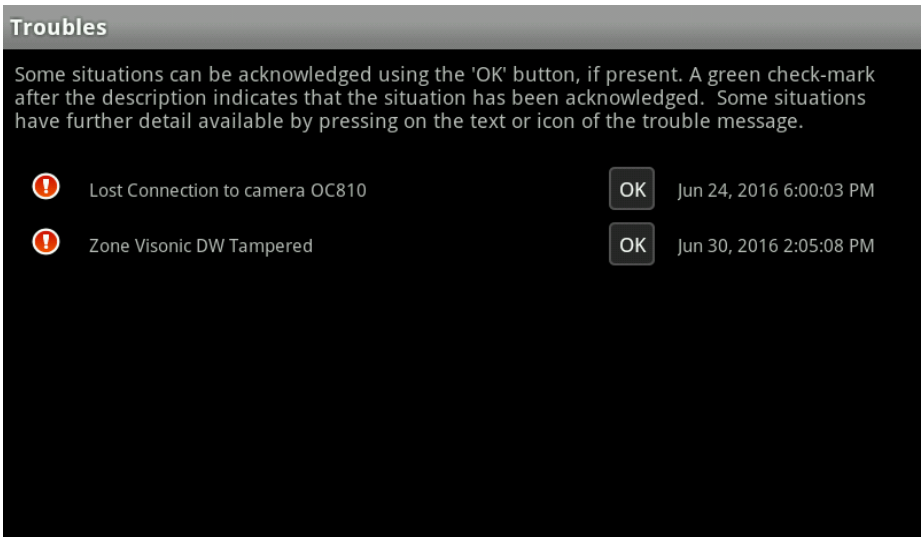
2.2 System & Zone Trouble Header

The System & Zone Trouble header is displayed on the upper right hand of the touchscreen only when the system and/or a paired device reports a trouble.

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

Tapping on the System & Zone Trouble header displays all the current troubles reported by the touchscreen and paired devices.

1. Tap on the System & Zone Trouble header to display all the current troubles reported by the touchscreen and paired devices.



2. Tap the text next to the  to view help on resolving that trouble (resolution information). Not all troubles have additional resolution information.

3. Tap **Return** to view the Troubles list again where you can choose to acknowledge the current trouble or view the resolution information for other troubles.

4. Tap  to mark the trouble as acknowledged  . Acknowledging a trouble mutes the audible alerts a certain period of time, depending on the device reporting the trouble. After that time, the trouble generates the alert again. You must acknowledge it by tapping the OK button again to silence the alerts. Some audible alerts can be muted during certain hours, see Configure Do Not Disturb Settings on page 46.

Note: If the trouble is not cleared and the alert is reported after the reset period, the trouble notification in the troubles list screen on the touchscreen and in the history or activity sections in the browser interface and mobile app includes the time and date the trouble was originally reported.

The following table lists some of the messages that can be displayed in the trouble header and the acknowledgment reset duration.

Message	Cause	Resolution
AC Power Disconnected	Touchscreen is not receiving A/C power. The system is in Low Power Mode (see page 38).	Confirm that the power adapter is plugged into the touchscreen. Confirm that the power adapter is plugged into an outlet. Confirm that the outlet has power. Plug the power adapter into another outlet.
Alarm communication failed	Touchscreen is not accessing the Internet through the local network, nor does it have cellular connectivity.	Restore Internet connectivity as soon as possible. If the lack of cellular connectivity persists, contact Customer Care.
Battery failure	Backup battery for the touchscreen is dead, and there is a loss of external power. After external power is restored, it takes approximately 21 hours for the battery to be fully charged.	When AC Power is restored the battery will recharge. If not, have the battery connection checked.
Battery Low	See Sensor Battery Low.	Confirm that the power adapter is plugged into an un-switched outlet. If A/C power is connected but the touchscreen has been off for an extended period, the battery could still be charging.
Battery Removed	Battery for the touchscreen has become detached.	Open the battery cover and check the battery connection.
Broadband Connection Lost	Touchscreen is not accessing the Internet through the local network, but the device still has cellular connectivity.	Restore Internet connectivity as soon as possible. Cellular connectivity allows only enough communication with central monitoring to communicate major events such as alarms.

Message	Cause	Resolution
Camera Connection Failed	Touchscreen cannot communicate with one of the IP cameras.	Ensure that the camera is powered on, and that it is in range of the Wi-Fi router. The power indicator light on the camera should be on solid.
Cellular Communication Lost	Touchscreen cannot communicate over the cellular network.	If this problem persists, contact Customer Care.
Communication Jammed	Touchscreen has detected an attempt to jam its communication with the sensors. Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.	This could be a burglary in progress. Check for devices that could be interfering with the signal.
Lost Power	External power for the sensor or device named in this alert is not connected. Only applicable to devices that require external power.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Low Battery Detected	Battery for the identified sensor is low.	Replace the battery as soon as possible.
Needs Cleaning	Sensor named in this alert is dirty or dusty.	Clean the identified sensor.
Network Connection Lost	No broadband or cellular connectivity to the touchscreen.	Restore Internet connectivity as soon as possible. Contact Customer Care to report the loss of cellular connectivity.
Sensor Battery Low	The battery in the sensor is getting low.	Replace with a battery of the same size and capacity as soon as possible. If you cannot replace the battery immediately, you can choose to acknowledge the problem (tap OK in the Troubles list) for now so you can arm your system. If after replacing the battery the problem persists, contact Customer Care.

Message	Cause	Resolution
Sensor Communication Failure	Touchscreen cannot communicate with the identified sensor. The most common cause for a sensor communication failure is a low battery. The touchscreen checks its communication integrity with the sensors every 27 minutes. This message is posted when the sensor does not respond within 6 hours.	Replace the battery with a battery of the same size and capacity. Replace the sensor.
Sensor Communication Jammed	touchscreen's communication with the identified sensor is being jammed. Most likely, someone is using a device designed to scramble the radio frequency (RF) signal of the sensors.	This could be a burglary in progress. Check for devices that could be interfering with the signal.
Sensor Lost Power	External power for the identified sensor or device is not connected.	Restore power to the sensor or device as soon as possible to avoid draining the battery.
Sensor Needs Cleaning	Identified smoke detector is dirty or dusty.	Clean the identified smoke detector.
Sensor Tamper Detected	Cover of the identified sensor has been removed.	Make sure that the sensor cover on the sensor is securely attached to the sensor base. For smoke detectors, ensure the cover is securely in the twist-lock position on the base. If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.
System Battery Low	Touchscreen has lost A/C power and is on battery backup. The battery voltage is 3.7 volt with about 5% remaining power. Complete loss of power to the touchscreen is imminent.	Check the A/C adapter. Restore A/C power to the touchscreen as soon as possible.
System not ready to Arm	Door or window is open.	Open the Security app and check the security zones, door or window might be open.

Message	Cause	Resolution
System Power Lost	touchscreen has lost A/C power and is on battery backup.	Check the A/C adapter. Restore A/C power to the touchscreen as soon as possible.
System Upgrade in Progress	Firmware update currently in progress.	No action required. Message will go away when the update is completed.
System will not Arm	User entered an invalid keypad code when attempting to arm the system.	Reattempt to enter the security code. Use the Settings app to add, edit, and delete keypad codes. If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.
Tamper Detected	Cover of the identified sensor or device has been removed.	Make sure that the sensor cover on the sensor is securely attached to the sensor base. For smoke detectors, ensure the cover is securely in the twist-lock position on the base. If the problem persists, you can choose to acknowledge the problem (tap Acknowledge Problem) to be able to arm your system until Customer Care can provide a permanent solution.
Unknown Trouble	An unknown condition occurred.	Contact Customer Care.
Zone Swinger Shutdown	A sensor has been triggered too many times resulting in alarms (default is one time). No more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed. The Swinger Shutdown feature helps prevent a runaway touchscreen from tying up the central station.	Disarm the system to stop the swinger shutdown. Contact Customer Care to find out the maximum number of alarms sent to central monitoring before Swinger Shutdown for your system.

2.3 Content Area

The Content area includes all the interactive functionality of your security system. By default, the following apps are loaded onto the touchscreen:

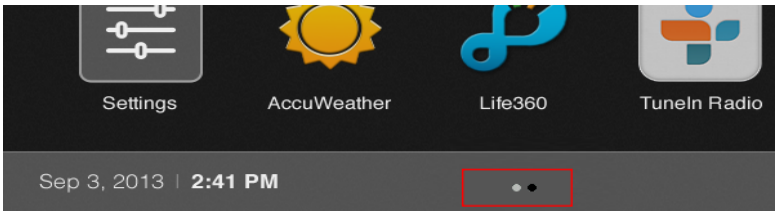
The Security app gives the user access to arm/disarm the system, enable/disable security zones, view history logs, and recent security zone events.

The Settings app gives the user access to modify the touchscreen and security configurations.

An additional app will be loaded when cameras, lighting devices, door locks, and thermostats are added to the system.

The Home screen displays a maximum of 10 touchscreen apps at a time. If you have more than 10 apps installed on the touchscreen, the additional apps are displayed on another screen.

The screen buttons under the apps denotes the number of screens the touchscreen is currently employing to accommodate all the installed apps. In the image below, the presence of the two dots indicate the touchscreen has two screens to accommodate its installed apps.



To access another screen of touchscreen apps:

1. Swipe your finger across the touchscreen from right to left. The screen is dragged over to reveal the next screen to the right.
2. To return to a previously viewed screen, sweep your finger over the screen from left to right.

3 Using Your Security System

This section explains:

- The security system's arming modes
- The system’s protection against Smash & Grab intrusions
- How to arm and disarm your security system
- How to send an Emergency Alarm
- How to manage your keypad codes and secret word
- How to perform an alarm test

3.1 Understanding Arming Modes

The system can be armed in the following modes:

- Arm Away
- Arm Stay
- Arm Night

The system uses the arming mode to determine how to react to events sent by the sensors. Depending on the arming mode, the system can delay sending an alarm and wait for the user to disarm, trigger an alarm immediately, report a trouble, or take no action when it receives an event. At least one door is set as an entry/exit zone when the system is installed. This is usually the door the user most frequently uses to enter and exit the premises.

Entry and exit delays are associated with the sensors assigned to entry/exit zones. The delays allow the user to enter or exit the premises without triggering the alarm.

The exit delay is the period of time after the user arms the system and the system is armed. The exit delay is 60 seconds by default, but can be set between 45 and 255 seconds at the time of installation. If the entry/exit door remains faulted when the exit delay expires, an alarm is generated.

The entry delay begins when the entry/exit door is faulted and an alarm is generated when the time expires and a valid keypad code is not entered. The entry delay period is 30 seconds by default, but can be set between 30 seconds and 4 minutes at the time of installation.

3.1.1 Arm Away Mode

The Arm Away mode is used when everyone leaves the premises. The following rules apply:

- Exit delay starts when the user enters the correct key code to arm the system.
- An alarm is generated immediately when a monitored zone (non-entry/exit door or window) is faulted.

- The entry delay starts when an entry/exit zone or an interior follower with delay zone is faulted.
- An alarm is generated if the system is not disarmed before the entry delay expires.

During the Arm Away entry and exit delays:

- The touchscreen beeps once per second during the entry and exit delays. During the last ten seconds of the entry and exit delays, the touchscreen beeps twice per second until it expires.
- A timer displayed on the touchscreen, browser, and apps indicates how much time remains in the exit delay.
- After the exit delay expires, the security status header on the touchscreen, browser, and apps displays **Armed Away** and the touchscreen emits two short beeps.
- If an entry/exit door is opened, closed, and then opened again prior to the end of the exit delay, then the exit delay is restarted. This only occurs once.
- If an entry/exit door is not opened and closed during the exit delay, the arming mode changes to **Armed Stay**.

3.1.2 Arm Night Mode

The Arm Night mode is used when there are people in the premises, but no one is expected to be moving about the premises, i.e., everyone is going to bed. The following rules apply:

- Exit delay starts when the user enters the correct key code to arm the system.
- An alarm is generated immediately when a monitored zone is faulted, except Interior follower, interior with delay, and interior delay arm night function types.
- Interior follower and interior with delay function types do not generate an alarm when faulted.
- The entry delay starts when an interior delay arm night zone is faulted.
- An alarm is generated if the system is not disarmed before the entry delay expires.

During the Arm Night entry and exit delays:

- The touchscreen beeps once per second during the entry delay period. During the last ten seconds of the entry delay, the touchscreen beeps twice per second until it expires.
- The exit delay is twice the length of the Arm Away exit delay.
- The touchscreen does not beep during exit delay.
- A timer displayed on the touchscreen, browser, and apps indicates how much time remains in the exit delay.
- After the exit delay expires, the security status header on the touchscreen, browser, and apps displays **Armed Night** and the touchscreen emits three short beeps.

3.1.3 Arm Stay Mode

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

- Exit delay starts when the user enters the correct key code to arm the system.
- An alarm is generated immediately when a monitored zone (non-entry/exit door) is faulted, except interior follower function types.
- Interior follower function types do not generate an alarm when faulted.
- The entry delay starts when an entry/exit zone is faulted.
- An alarm is generated if the system is not disarmed before the entry delay expires.

During the Arm Stay entry and exit delays:

- The touchscreen beeps once per second during the entry delay period. During the last ten seconds of the entry delay, the touchscreen beeps twice per second until it expires.
- The exit delay is twice the length of the Arm Away exit delay.
- The touchscreen does not beep during exit delay.
- A timer displayed on the touchscreen, browser, and apps indicates how much time remains in the exit delay.
- After the exit delay expires, the security status header on the touchscreen, browser, and apps displays **Armed Stay** and the touchscreen emits three short beeps.

3.2 Understanding Your Protection Against Smash & Grab Attacks

Your security system communicates continuously (via broadband and cellular) with the monitoring servers. There is the possibility that an intruder will attempt to defeat your security system by destroying the touchscreen, e.g., Smash & Grab. This is not an effective way to disable the security system.

The system detects a Smash & Grab event when it receives an Entry Delay event from a touchscreen but does not receive an associated Alarm event or Disarm event within the configured window. The central monitoring station contacts the authorities if the touchscreen does not send an alarm or disarm notification after an Entry Delay.

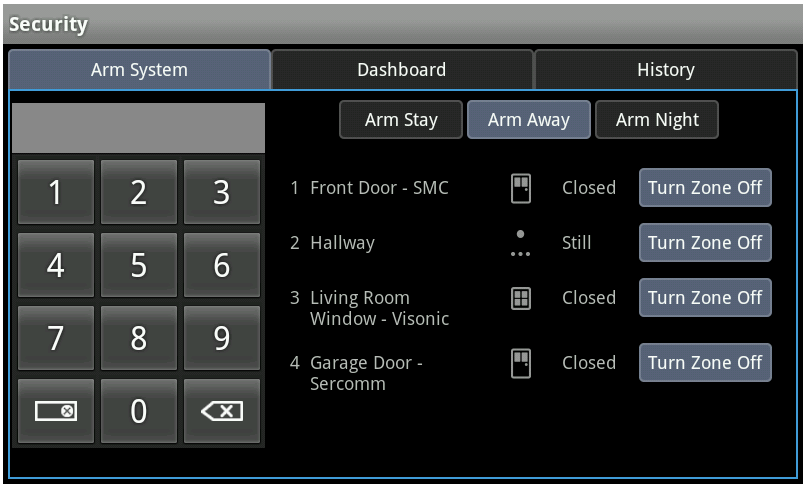
Mere connectivity loss during the Entry Delay period does not trigger a Smash & Grab event as long as the Disarm or Alarm event was received by the server. Finally, it does not matter whether the touchscreen has connectivity to the server only over the broadband or cellular channel.

3.3 Arming the System

The system is armed and disarmed in the same manner regardless of the mode. You can arm the system via the touchscreen, the browser, or mobile app using a valid keypad code. Regardless of the user interface used to arm the system, if you are leaving the premises, you must leave during the exit delay period using the entry/exit door or disarm the system to prevent generating an alarm. The exit delay is the period of time after you arm the system and the system is armed.

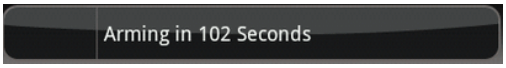
1. Tap the Security Status header when it is in Disarmed state.

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



2. Tap an arming mode (Arm Stay, Arm Away, or Arm Night) , then enter your security code.

   The Security Status header changes to display a countdown message.



3. The status LED tuns red when the system is armed and the Home screen is displayed.

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

3.3.1 Turn Zones Off (Bypassing Zones)

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

- Sensor Tamper Detected
- Tamper Detected
- Sensor Communication Failure

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

Note: Fire/smoke and carbon monoxide sensors cannot be bypassed.

3.3.2 Canceling the Arming Process

When you arm the system, the Security Status header displays a countdown of the number of seconds until the Exit Delay is over. You can cancel the arming process before it is complete.

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

   The Security app is displayed with a keypad and the Disarm System tab active.

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

3.4 Disarming the System & Understanding What Happens During an Alarm

To enter the premises without immediately generating an alarm, you must use an entry/exit door and enter the correct keypad code using any user interface to disarm the system before the entry delay period expires. The entry delay begins when the entry/exit door is faulted, and an alarm is generated when the time expires and a valid keypad code is not entered.

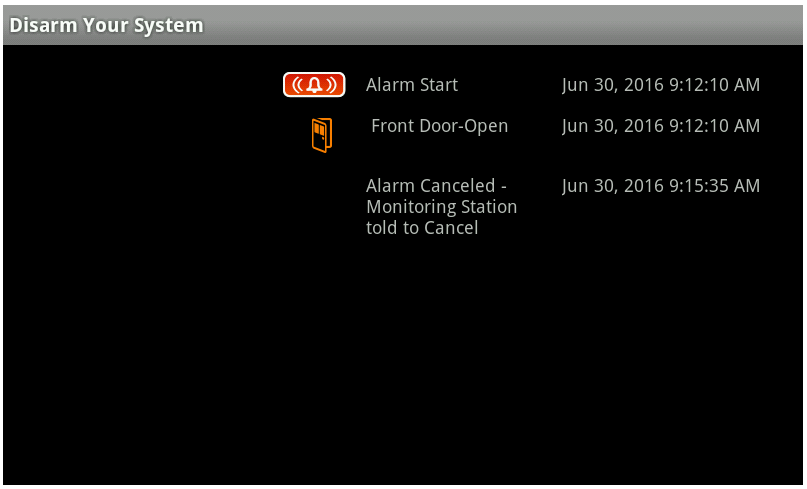
1. During the entry delay, the touchscreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.
2. The Security app is displayed with a keypad and the Disarm System tab active.
3. Enter your security code. The touchscreen is silenced as you enter the code.
4. The status LED tuns green when the system is disarmed and the Home screen is displayed.

If a valid keypad code is not entered by the end of the entry delay, an alarm is generated and the touchscreen emits an audible alarm; however, the central monitoring station is not notified immediately. The period of time after the alarm is generated and when the system notifies the central monitoring station is the alarm transmission delay, or abort window. The alarm transmission delay is a required time period used to prevent a report to the central station if an alarm was triggered accidentally. The default time period is 30 seconds, but can be programmed to be between 0 and 45 seconds.

IMPORTANT: Smoke alarms are reported without an alarm transmission delay or an entry delay

You can still enter a valid keypad code to disarm the system and cancel the alarm after the alarm transmission delay expires. The period of time to cancel the alarm is a minimum of 5 minutes. When the alarm transmission delay ends, the system notifies the central monitoring station. At the end of the 5 minutes, 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. You can disarm the system at any time, however once the central monitoring station receives the alarm transmission, the operator may attempt to contact you to verify the alarm or dispatch authorities.

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.



Note: If the system is in the entry delay and the server loses all connectivity with the touchscreen, the system assumes an intruder has attempted to defeat the security system by destroying the touchscreen. See "Understanding Your Protection Against Smash & Grab Attacks" on page 22 for more information.

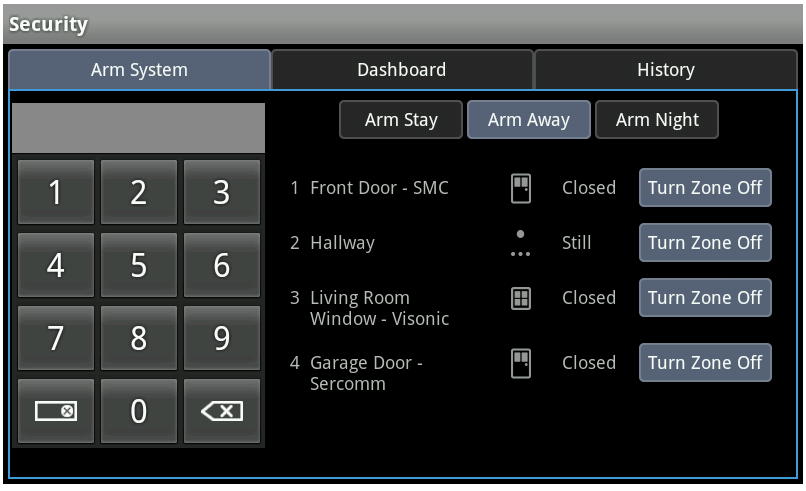
Note: If your service provider has configured the system so that the operator can attempt to contact you through the touchscreen using two-way voice calling, a series of ring tones sounds and then the voice of a monitoring operator comes through the touchscreen speaker in the event of an alarm. A dialog box is also displayed on the screen, alerting you that a call is in progress on the touchscreen.

3.4.1 Viewing Your Zone Event History

All zone events are recorded by the touchscreen, whether or not the system is armed or the zone is turned off.

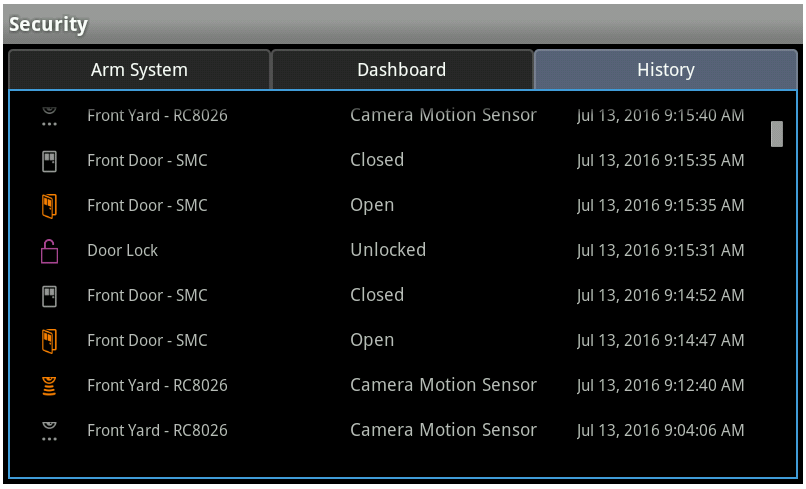
1. Tap the Security app on the Home screen.

The Arm System tab is displayed.



2. Tap the **History** tab.

The Zone Event History is displayed.



3.5 Sending an Emergency Alarm

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

To manually trip an alarm:

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

   The Emergency screen is displayed.

2. Press **Fire** for two seconds to send an alarm for emergency fire assistance.

   The touchscreen sounds a repeating, high-pitched chime.

   Press **Medical** for two seconds to send an alarm for emergency medical assistance.

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

   Press **Police** for two seconds to send an alarm for police assistance.

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

3.6 Managing the Security System Passcodes

The Master keypad code and the secret word was set up by the technician at the time of installation. The Master keypad code has full access to all the security options available to the subscriber. Keep this code safe. Additional keypad codes can be added to the system for other members on the household instead of sharing the Master keypad code. The additional keypad codes have different permission levels, as described in the table below.

Arming Level	Description
Arm Only	User can only arm the system.
Duress	Immediately sends a silent alarm when used to disarm the system. The system can only have one Duress keypad code.
Guest/Standard	User can arm and disarm the system.
Master	User can as arm and disarm the system as well as access all the subscriber menus in the touchscreen. The system can only have one Master keypad code.

The security secret word (also known as the central station passcode) is used in alarm situations when the central monitoring station calls the emergency contact(s) to verify an alarm. It validates that the person answering the telephone is authorized to take the call.

This section explains how to:

- Add more keypad codes.
- Modify and delete keypad codes.
- Use the Duress code.
- View and modify your secret word.

3.6.1 Add a Keypad Code

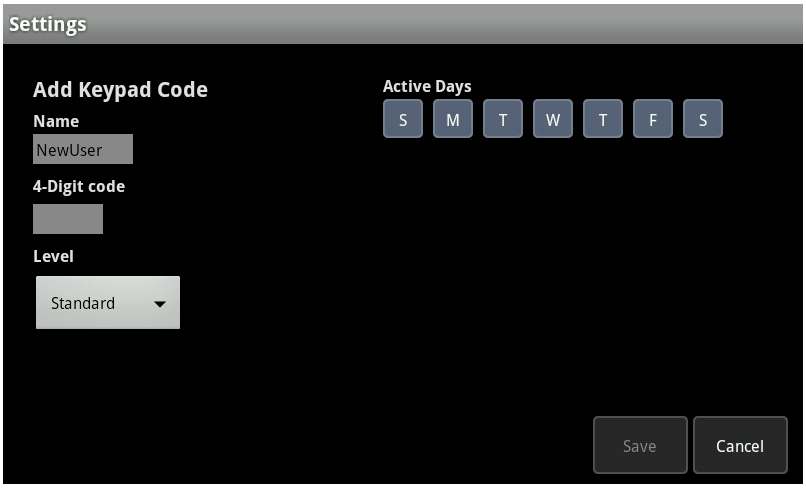
1. From the Home screen, tap the Settings app.

2. Enter the Master keypad code.

   The Settings menu is displayed.

3. Tap **Security > Manage Keypad Codes**.
4. Tap the **Add Keycode** button at the top of the screen.

   The Add Keypad Code screen is displayed.



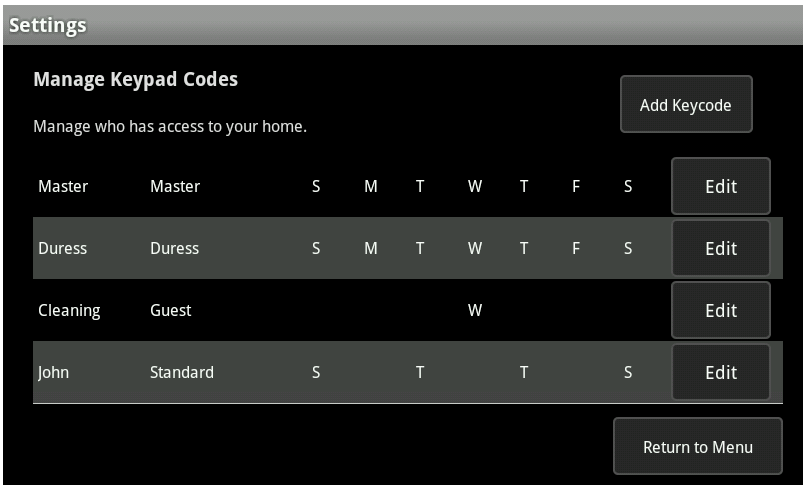
5. Tap **Name** to enter a name or description of who will be using the keypad code.
6. Tap the **4-digit code** field to enter a unique 4-digit keypad code. You will be required to enter the code twice to validate the code.
7. You can optionally disable the keypad code for certain days of the week. Active days are displayed in blue. Inactive days are displayed in gray.
8. Specify a permission level for this keypad code.
9. Tap **Save** to add the keypad code to the system.
10. Tap **Return to Menu** to return to the Manage Keypad Codes screen or the Home button to return to the Home screen.

3.6.2 Modify or Delete a Keypad Code

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

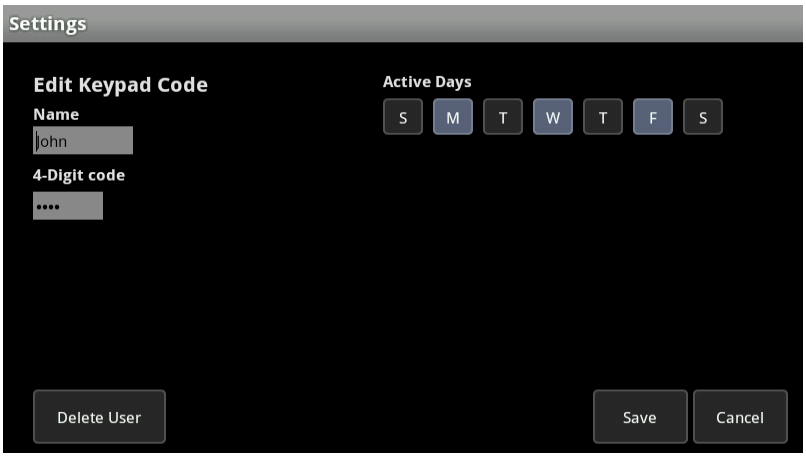
2. Enter the Master keypad code.
3. On the Settings Menu, tap **Security > Manage Keypad Codes**.

   The Manage Keypad Codes screen is displayed.



4. Tap the **Edit** button next to the keypad code you want to modify or delete.

   The Edit Keypad Code screen is displayed.



5. Enter new keypad code details as needed.

   Note: The permissions level of a keypad code can not be changed.

6. Tap the **Save** button when done.
7. To delete the keypad code, tap the **Delete User** button at the bottom corner.

3.6.3 Understanding the Duress Keypad Code

The Duress keypad code is used to disarm the system and send a silent alarm to the central monitoring station. It gives the appearance of disarming the security system if an intruder is forcing you to disarm your system.

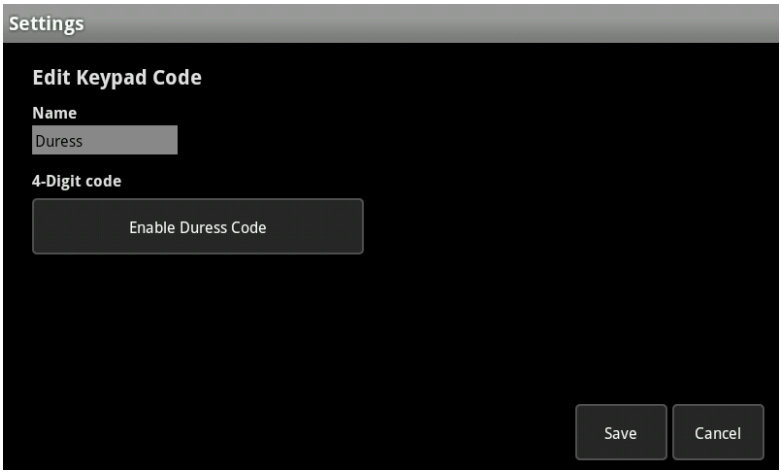
IMPORTANT: By default, the Duress Code is disabled.

To enable and manage your Duress keypad code:

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

2. Enter the Master keypad code.
3. On the Settings Menu, tap **Security > Manage Keypad Codes**.

   The Manage Keypad Codes screen is displayed.
4. Tap the **Edit** button for the Duress keypad code.



5. Tap **Enable Duress Code** to enable the use of the code. A field for the 4-digit code will appear.
6. Enter a unique 4-digit code and tap the **Save** button.

3.6.4 Managing Your Secret Word

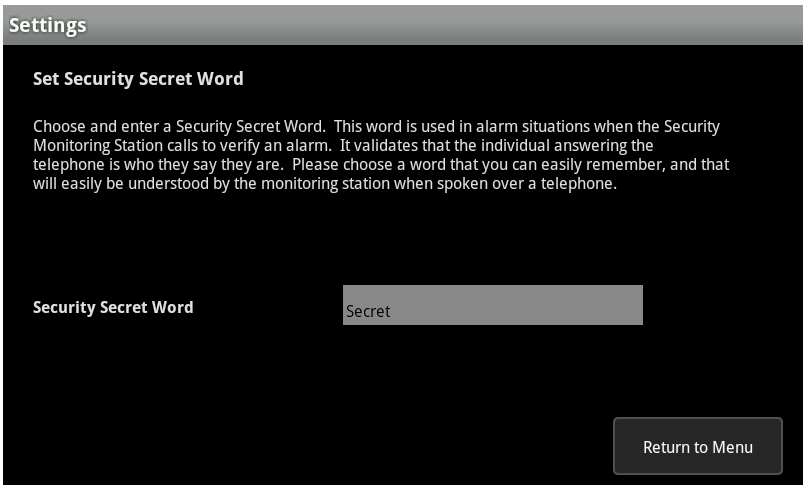
When an alarm is sent to a central monitoring station, they will attempt to contact you to verify that a true emergency is occurring. When you answer, the operator will ask for your secret word as an additional verification.

To view and modify your secret word:

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

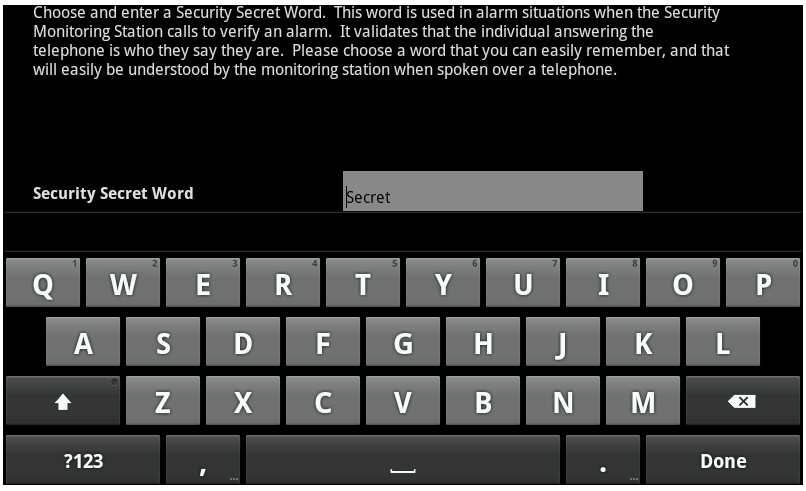
2. Enter the Master keypad code.
3. From the Settings menu, tap **Advanced Settings > Security Secret Word**.

   The secret word is displayed for editing.



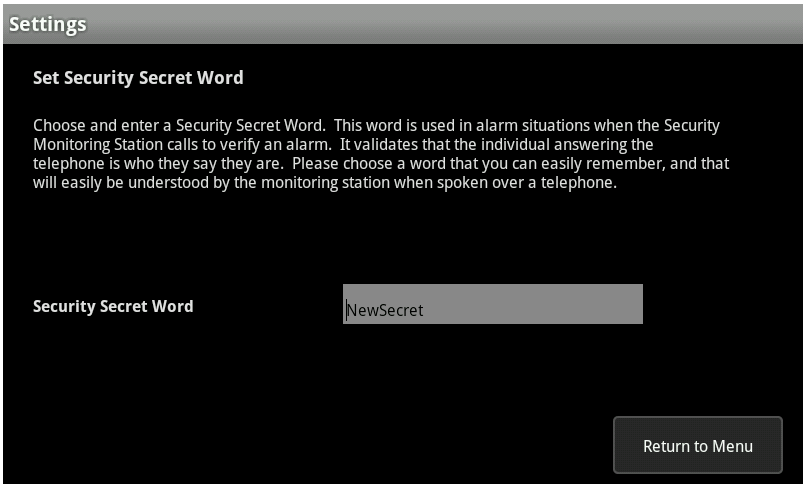
4. To change the secret word, tap the **Secret Word** field.

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



5. Tap **Done** to save your changes.

The Set Security Secret Word screen is displayed again.



6. Tap **Return to Menu** to return to the **Advanced Settings** menu or the **Home** button to return to the Home screen.

3.7 Managing Sensors and Zones

A maximum of 64 security sensors and environmental devices can be paired with your system. Only an authorized technician can add or delete security sensors on your security system.

This section explains how to:

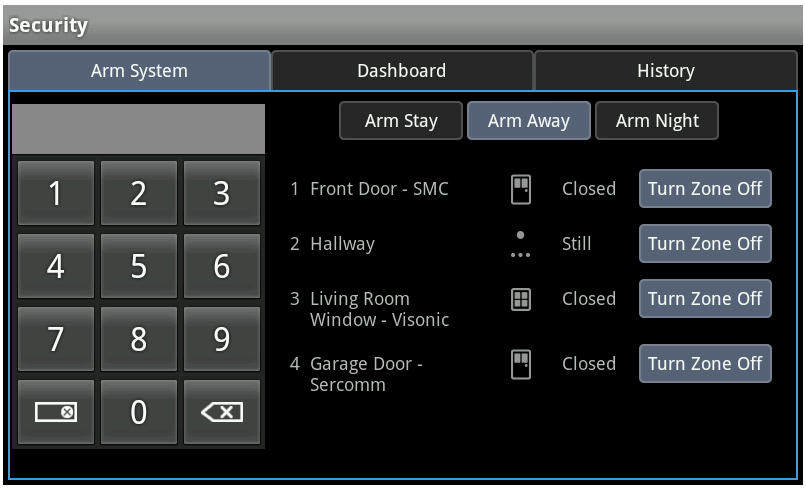
- Disable a sensor so it is not monitored when the system is armed
- View your security zone event history
- Change the order that security zones are listed in the touchscreen

3.7.1 Disable a Sensor

You can turn a zone off, or bypass, some sensors. During this time, the zone is not monitored when the system is armed. This is useful during periods when a sensor is being repaired. You can turn a zone off only when the system is disarmed. The system continues to log the zone's activity of zones in the Event History. The zone is re-enabled when the system is disarmed.

1. Verify the system is disarmed.
2. Tap the Security icon on the Home screen.

The Arm System tab is displayed.



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

   Note: The Master keypad code is required to turn a zone off.

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

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

   Note: If zones are turned off, it is reported on the Security Status header.

3.7.2 Changing the Order that Security Zones are Listed in the Security App

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

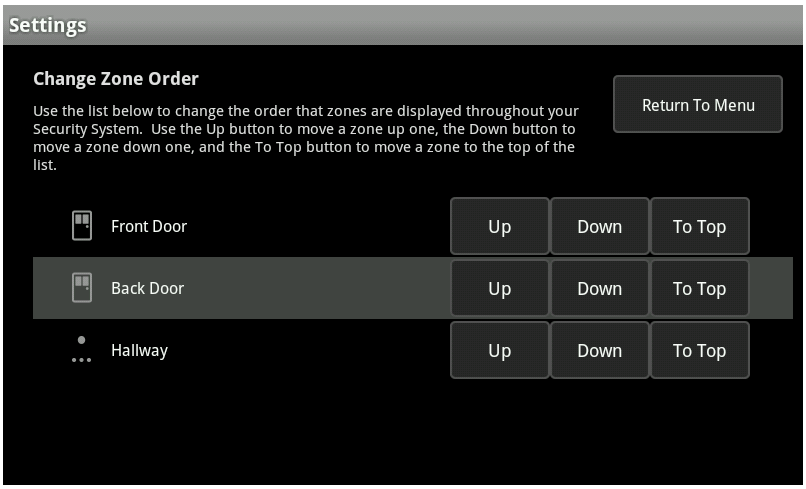
1. From the Home screen, tap the Settings app.

2. Enter the Master keypad code.

   The Settings menu is displayed.

3. Tap **Sensors & Zones > Change Zone Order**.

   The Change Zone List Order screen is displayed.

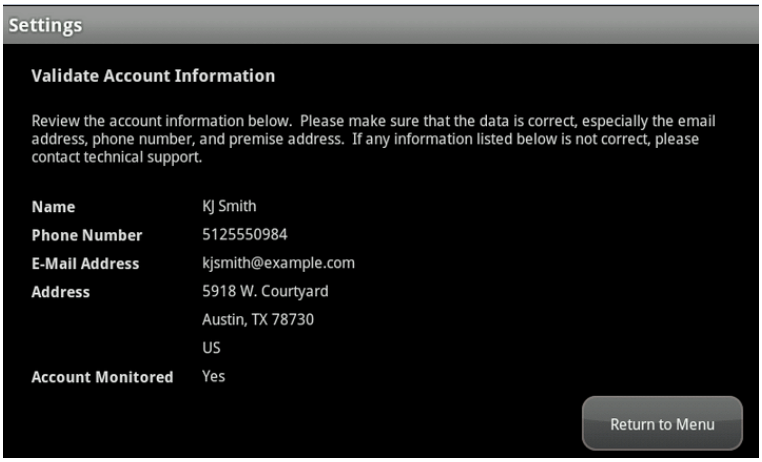


4. Use the arrows next to the zone name to move it up or down in the display order.

3.8 View Your Account Information

1. From the Settings menu, tap **Advanced Settings > Account Information**.

   The Validate Account Information screen is displayed.



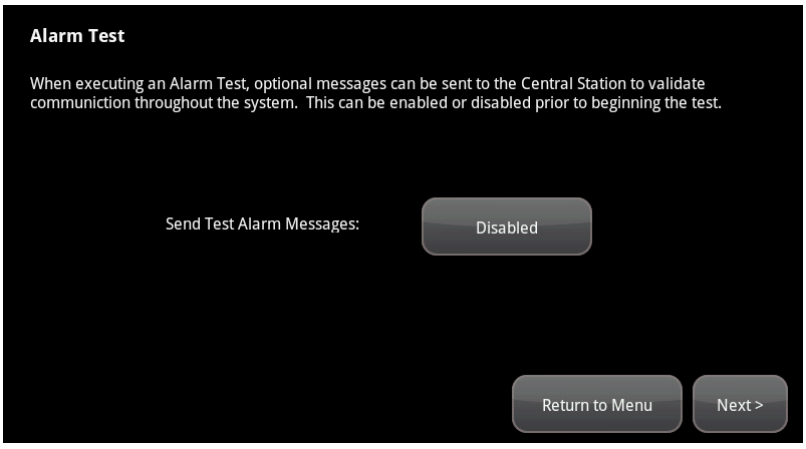
2. Contact Customer Care if any corrections or changes needed.
3. Tap **Return to Menu** to return to the Advanced Settings menu.

3.9 Testing Your Security System

At least once per month, test your security system to ensure that it is working dependably. By default, the system lets you test the alarm without sending a signal to the central monitoring station, however, you can choose to report your alarms to the central monitoring station to ensure end-to-end integrity.

1. Tap on the Settings app on the Home screen
2. Enter the Master keypad code.
3. On the Settings menu, tap **Security > Alarm Test**.

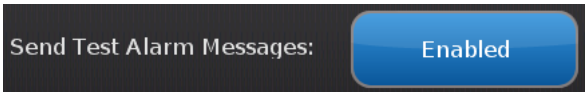
   The Alarm Test screen is displayed.



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

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

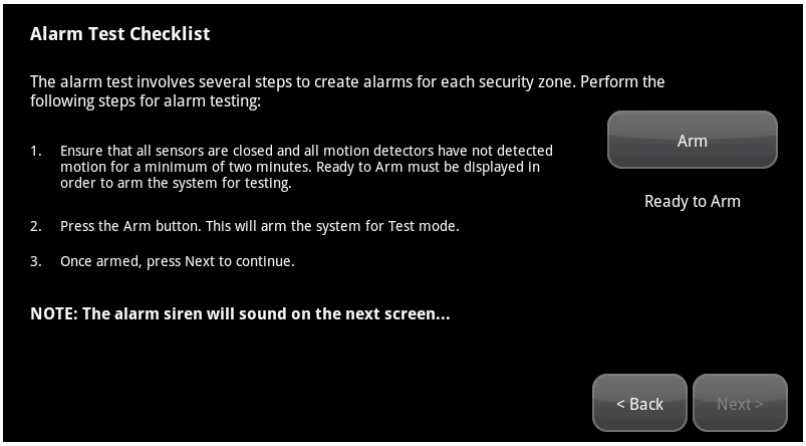
The button changes to **Enabled**. *Your test alarms will be sent to central monitoring.*



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

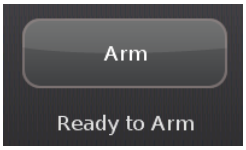
5. Tap the **Next** button.

   The Alarm Test Checklist is displayed.



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

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



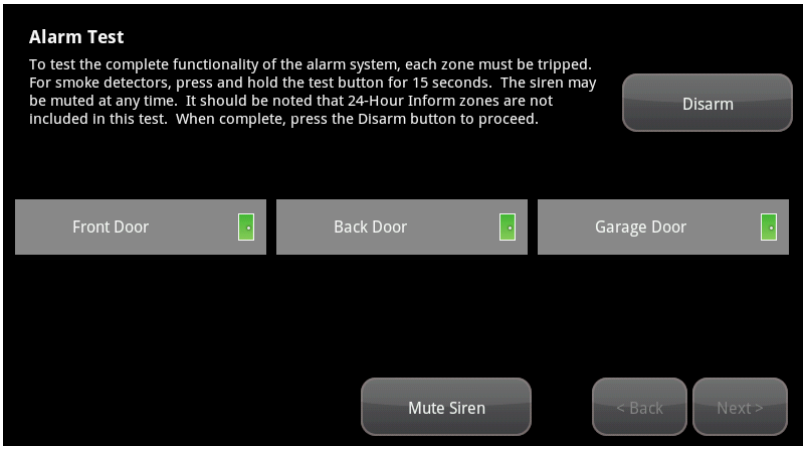
7. Tap **Arm**.

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

   The Arm button changes to a System Armed notice.

8. Tap **Next**.

The Alarm Test screen is displayed, listing all the security devices.



9. Open and close an Entry/Exit door.

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

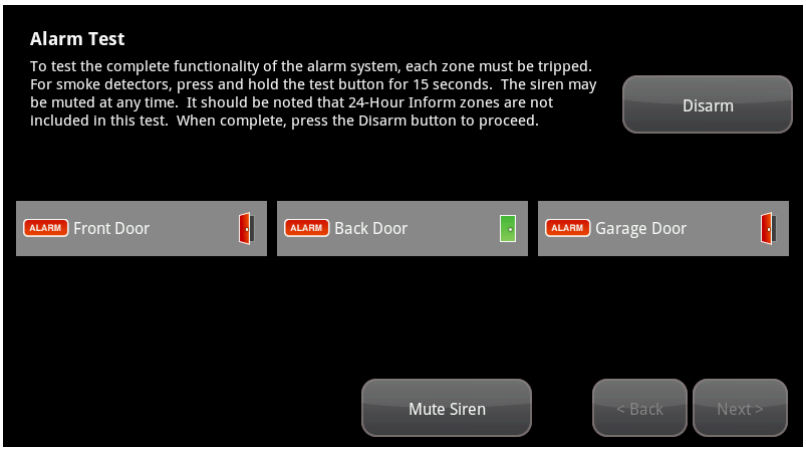
   Note: To mute the siren, tap **Mute Siren**. This is not recommended. Ensuring that your siren is in working order is an important part of the test.

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

10. Fault each additional device and ensure that it is marked as "alarm". The following table shows the types of tests to perform.

Sensor	Testing Process
Door/Window	Open and close the door or window.
Motion Detector	Avoid the motion detector's view for three minutes after arming the system, then walk in front of it.
Smoke Detector	Press and hold the sensor's "Test" button until the siren sounds, approximately 10 seconds.
Carbon Monoxide Detector	Press and hold the sensor's "Test" button until the siren sounds, approximately 10 seconds.
Water Detector	Dip the end of the sensor in a shallow bowl of water.
Glass Break Detector	Use a glass break simulator or create a loud, slamming noise.

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



11. Once all the sensors are marked as "alarm", tap **Disarm** to disarm the system.
12. If your test alarms are enabled to be reported to the central monitoring station, they may call you to confirm the alarms.
13. Tap **Next** to view the list of the alarms generated by the sensors.
14. Tap **Return to Menu** when done.

3.10 Low Power Mode

The touchscreen runs on A/C power and must be plugged into a wall outlet at all times. The touchscreen has an emergency back-up battery to ensure that your security system continues to communicate alarms during power outages. When A/C power is lost, the touchscreen places itself in Low Power mode. During Low Power Mode, your system loses remote control functionality and only broadcasts major system events such as alarms.

When the touchscreen enters Low Power Mode, the following occurs:

1. The touchscreen LEDs turn off.
2. The touchscreen stops communicating over broadband with the central monitoring station and the system servers (if the premise has lost power the router will be down as well).
3. The touchscreen stops sending heartbeat signals to the system servers over cellular.
4. The touchscreen reports an AC Power Loss trouble in the Trouble Header.
5. The touchscreen tries to send an AC Power Loss message to the system servers over cellular if connectivity is available. If the system servers receive the message, the trouble will be displayed on the remote user interfaces.

   Note: The remote user interfaces eventually might report a loss of broadband and cellular connectivity if the AC Power Loss message was not received. In this case, they will not report an AC Power Loss trouble.
6. Fifteen seconds after the attempt to send the message, the screen of the touchscreen is dimmed.

While in Low Power Mode:

1. When the screen is tapped, the touchscreen “wakes up” temporarily to display the Home screen, but you cannot use any touchscreen apps that communicate with remote sources. For example, you are not able to use the News app or Sports app.
2. The touchscreen continues to communicate with the sensors and monitoring for other events.
3. Most events are not sent to the system servers or the central monitoring station, although you can view them in the History on the touchscreen only. The exceptions are the following:
   - Alarms
   - Arming the system
   - Disarming the system
4. When the back-up battery power drops below the required operational levels, the following occurs:
   - The screen does not wake up when it is tapped.
   - There is no broadband or cellular connectivity.
   - *Generally*, rules are disabled
5. Just before the back-up battery goes completely dead, the touchscreen attempts to send a “Loss of Power” message to the system servers over cellular.

4 Configuring the Touchscreen

This section explains how to:

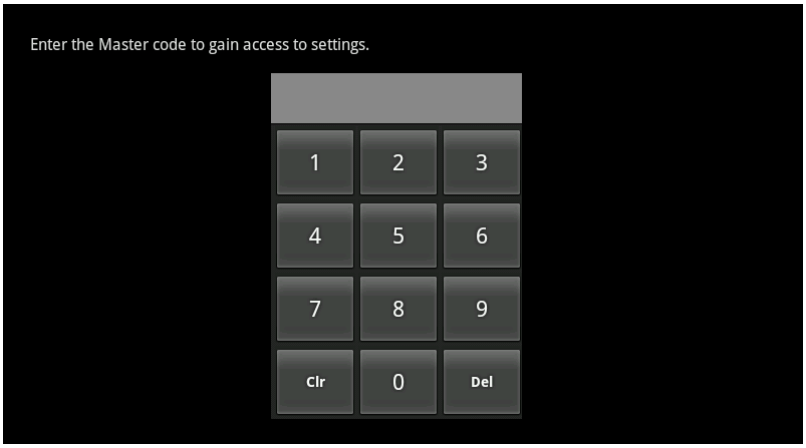
- Maintain the touchscreen
- Configure the touchscreen's screen brightness and dimming
- Configure the sounds emitting from the touchscreen
- Configure the touchscreen's screensaver
- Set the language
- Set "Do Not Disturb" behaviors
- Reboot the touchscreen

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

To access the Settings app:

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

The Keypad screen is displayed.

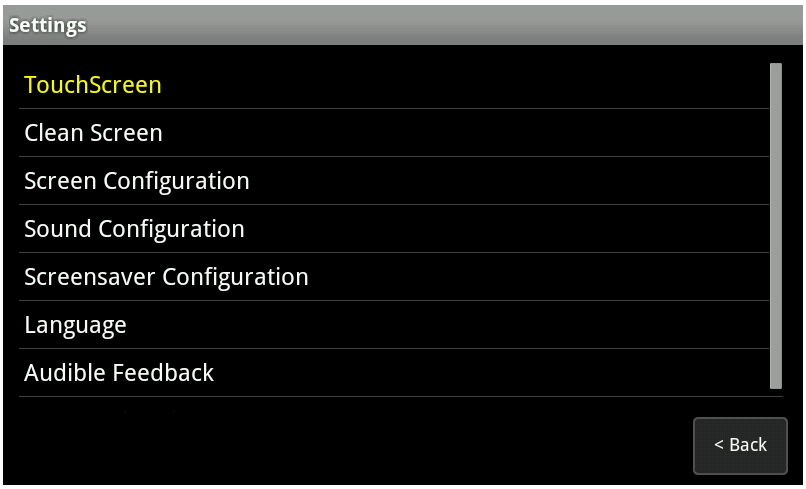


2. Enter the Master keypad code.

The Settings menu is displayed.

3. Tap **TouchScreen**.

   The TouchScreen menu is displayed.

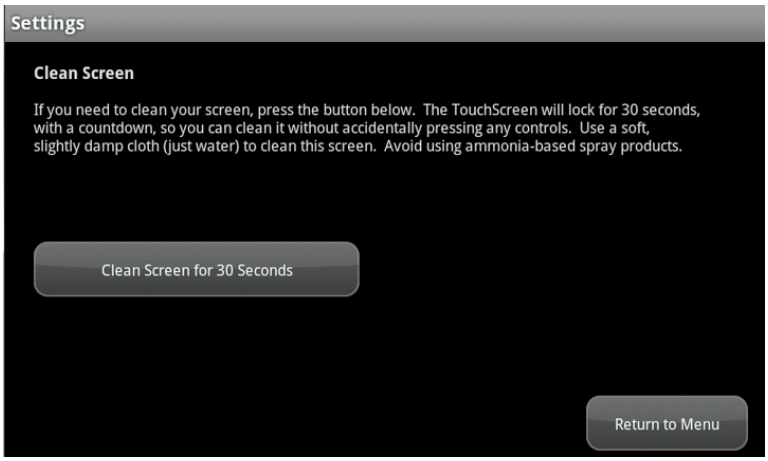


4.1 Cleaning the Touchscreen Screen

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

1. From the Settings menu, select **TouchScreen > Clean Screen**.

   The Clean Screen is displayed.



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

   You have 30 seconds to clean the touchscreen without fear of pressing buttons. At the end of 30 seconds you can choose to finish or have more time to continue cleaning.

4.2 Configure Screen Brightness & Dimming

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

- Set the default screen brightness level of the touchscreen.
- Have the screen dim automatically after a period of inactivity.

4.2.1 Set the Screen Brightness

1. From the Settings menu, tap **TouchScreen > Screen Configuration > Screen Brightness**.

2. Tap the arrows to set the brightness level from 1 to 10 (default is 10).
3. Tap **Return to Menu** to go back to the **Screen Configuation** menu or the Home button to return to the Home screen.

4.2.2 Configuring Automatic Screen Dimming

You can have the screen dim after a period of inactivity (this can be used instead of a screensaver or in conjunction with a screen saver). See "Configuring the Screensaver" on page 44 for how to configure a screensaver to be displayed after a period of inactivity. When you touch the screen, it will brighten to its default brightness level.

1. From the Settings menu, tap **TouchScreen > Screen Configuration > Automatic Screen Dimming**.

2. Tap the arrows to set the Idle Timeout from 5 to 30 minutes (default is 10 minutes).
3. Tap the arrows to set the Dimming Level from 1 to 10 (default is 10).

   Note: To have the screen never dim due to inactivity, set the Dimming Level to 10.

4. Tap **Return to Menu** to go back to the **Screen Configuation** menu or the Home button to return to the Home screen.

4.3 Configuring the Hometones and Volume Level

There are several options for configuring the sounds emitting from the touchscreen:

- Choose the sounds the touchscreen plays when a security zone is faulted or cleared (Hometones).
- Set the volume at which the touchscreen sounds are played.

4.3.1 Configure the Hometones:

1. From the Settings menu, tap **TouchScreen > Sound Configuration > Hometone Configuration**.

   The Sound Settings Configuration screen is displayed.

   Each zone has two options, one to indicate the zone is faulted, i.e., a door being opened, and one to indicate the zone has been restored, i.e., the door is closed. You can choose the sound the touchscreen makes for each option of each zone.

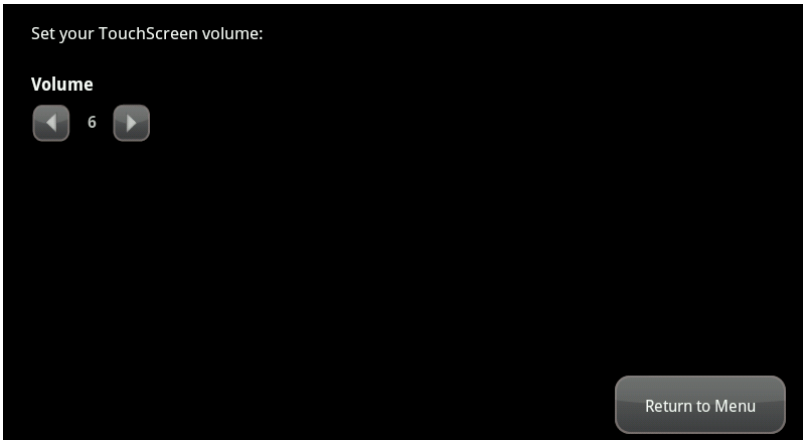
2. Tap a field to display the list of sounds to play when a zone is faulted or cleared.

3. Tap **Silence** to have the touchscreen never play a tone when the associated security zone is faulted or restored.
4. Tap **Return to Menu** to go back to the **Sound Configuation** menu or the Home button to return to the Home screen.

4.3.2 Set the Volume of the Hometones

1. From the Settings menu, tap **TouchScreen > Sound Configuration > Volume Configuration**.

   The Volume Settings Configuration screen is displayed.



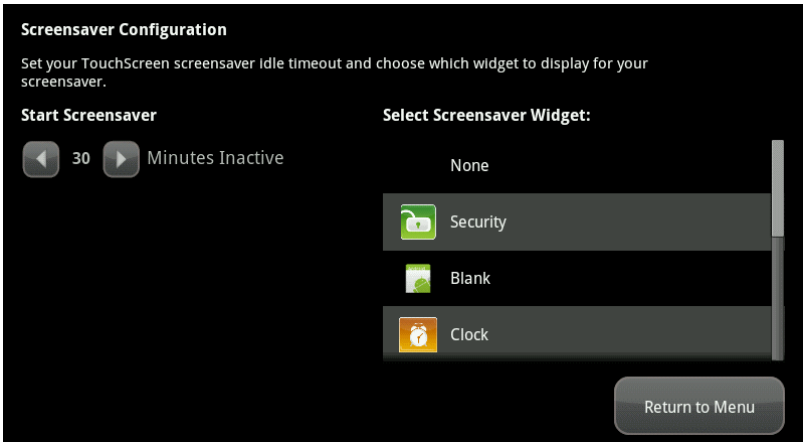
2. Tap the arrows to set the volume level from 1 to 7 (default is 7).
3. Tap **Return to Menu** to go back to the **Sound Configuation** menu or the Home button to return to the Home screen.

4.4 Configuring the Screensaver

You can configure the touchscreen to display a screen saver after the device has been inactive for some time. See Configure Screen Brightness & Dimming on page 42 for instructions on how to have the screen dim after a period of inactivity. This can be used instead of the screensaver or in conjunction with the screensaver.

1. From the Settings menu, tap **TouchScreen > Screensaver Configuration**.

   The Screensaver Configuration screen is displayed.



2. Tap the **Start Screensaver** arrow buttons to set the period of inactivity before the touchscreen will start the screensaver between 5 minutes and 30 minutes.

3. Tap the desired app to use as a screensaver on the Select Screensaver Widget menu. The table below lists the apps commonly used as screensavers.

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

4. Tap **Return to Menu** to go back to the **TouchScreen** menu or the Home button to return to the Home screen.

4.5 Set the Touchscreen Language

You can change the language used by the touchscreen when displaying apps, menus, and dialogs if your service provider has configured the touchscreen with more than one language.

1. From the Settings menu, tap **TouchScreen > Language**.

2. Tap the desired language and tap **Apply**.

3. The touchscreen must reboot for the setting to take effect. On the pop-up, tap **Yes** to reboot your touchscreen or tap **No** to keep the current language.

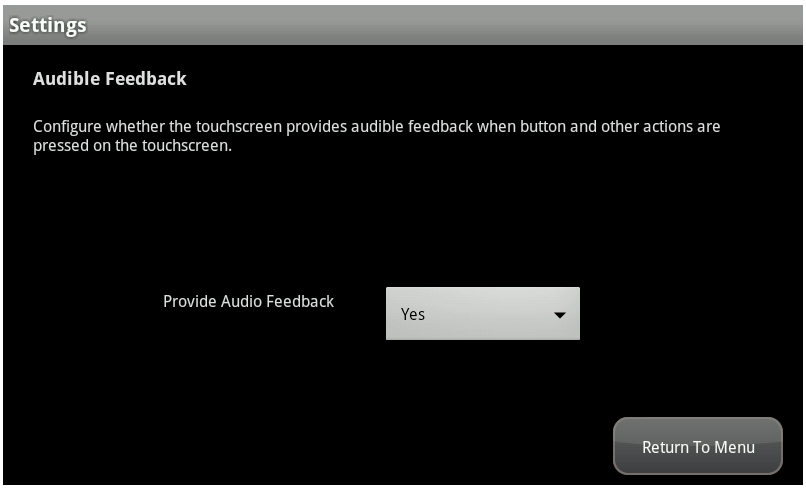
4. After the touchscreen reboots, you will return to the Home screen.

4.6 Set Audible Feedback

By default, the touchscreen makes a sound any time you tap on the screen. This audible feedback can be disabled.

1. From the Settings menu, tap **TouchScreen > Audible Feedback**.

   The Audible Feedback screen is displayed.



2. Select **No** from the Provide Audible Feedback drop-down menu to disable feedback sounds or **Yes** to enable them.
3. Tap **Return to Menu** to go back to the TouchScreen menu or press the Home button to return to the Home screen.

4.7 Configure Do Not Disturb Settings

The touchscreen's "Do Not Disturb" settings allow you to minimize the light and sounds emitted by the touchscreen during a period of time. This is also called "Night Mode".

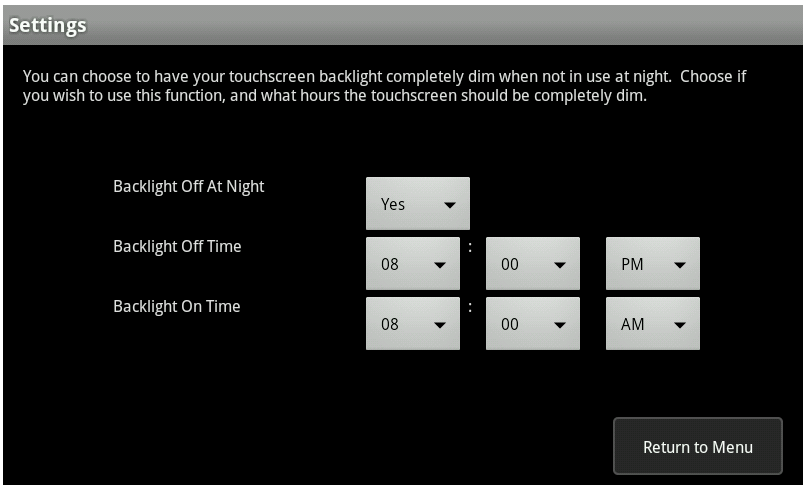
You can configure the time periods when to:

- Dim the screen to level 1 and back to default.
- Mute the sound the touchscreen emits when the system or a zone is reporting a trouble.

4.7.1 Set the Screen Backlight Dim Period

1. From the Settings menu, tap **TouchScreen > Do Not Disturb > Screen Backlight**.

   The Backlight controls are displayed.



2. Use the drop down menus to configure the times.

Control	Description	
Backlight Off At Night	Yes	The screen will dim during the configured time range.
	No	The screen will not dim during the configured time period, however, if it is configured to dim after a period of inactivity, that will still occur.
Backlight Off Time	The time the screen automatically dims to level 1.	
Backlight On Time	The time the screen automatically brightens to the default level.	

3. Tap **Return to Menu** to go back to the **Do Not Disturb** menu or press the Home button to return to the Home screen.

Note: If your touchscreen has a Night Mode button, pressing it will manually place the touchscreen in Night Mode and dim the screen. When you touch the screen, it brightens to the default brightness level.

4.7.2 Set the Trouble Sound Muting Period

If enabled, some trouble sounds are muted by default between the hours of 10 PM and 8 AM, local time. Only the audible alert is muted; the trouble is reported to the service provider and on all the user interfaces. The trouble audible alert will be emitted 1 minute after the muting period has ended.

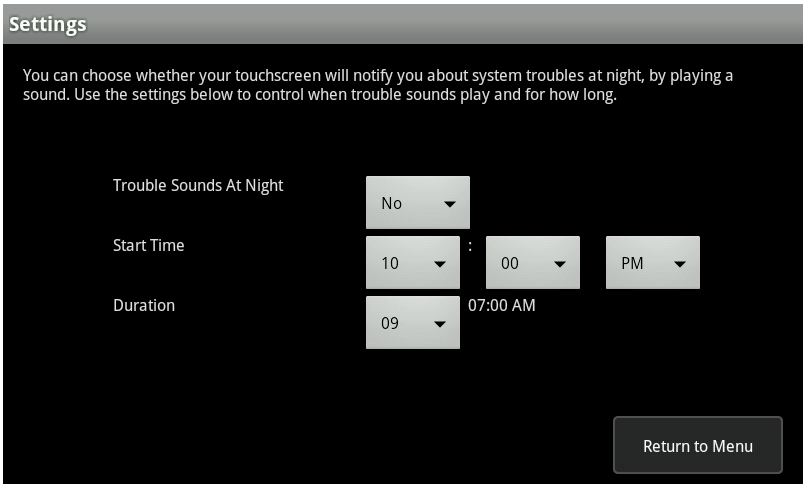
The troubles listed below can not be muted:

- The system has a low battery
- The system has a bad battery
- The system's battery has been removed
- The system has lost power
- A security sensor has been tampered
- A security sensor is dirty

- The panel interface module (PIM) has been tampered
- The panel interface module (PIM) has lost power
- A siren has been tampered
- A wireless keypad has been tampered

1. From the Settings menu, tap **TouchScreen > Do Not Disturb > Trouble Sound**.

   The Trouble Sound controls are displayed.



2. Use the drop down menus to configure the times.

Control	Description	
Trouble Sounds At Night	Yes	If the system or a zone is reporting a trouble, the touchscreen will emit the audible beep(s).
	No	If the system or a zone is reporting a trouble, the touchscreen will not emit the audible beep(s) for the duration configured.
Start Time	The time the touchscreen mutes the trouble audible beep(s).	
Duration	The number of hours the trouble audible beep(s) should be muted. The maximum number of hours is 10. The end time is displayed next to the drop down.	

3. Tap **Return to Menu** to go back to the **Do Not Disturb** menu or press the Home button to return to the Home screen.

4.8 Managing Touchscreen Connectivity

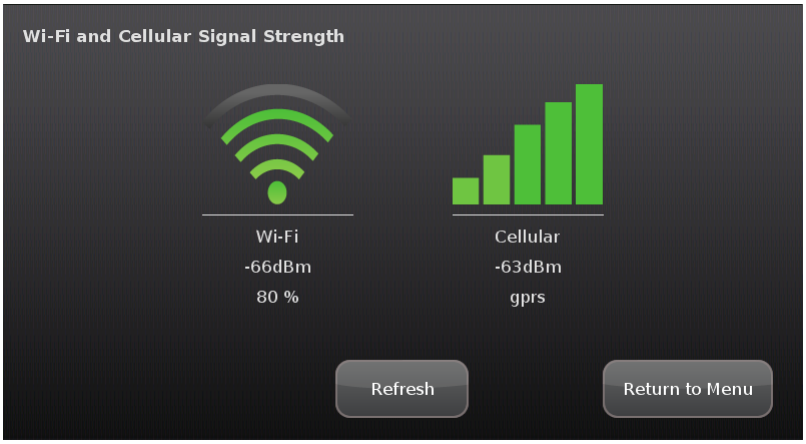
The touchscreen is constantly communicating with the system servers via your broadband connection. It also connects to a cellular network if your internet connectivity goes down. This section explains how to:

- View the signal strength of the touchscreen's Wif-Fi and cellular connections
- Test the connection between the touchscreen and the system servers via Wi-Fi and cellular.

4.8.1 Viewing Signal Strength

1. From the Settings menu, tap **Advanced Settings > Connectivity > Wi-Fi & Cellular Signal Strength**.

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

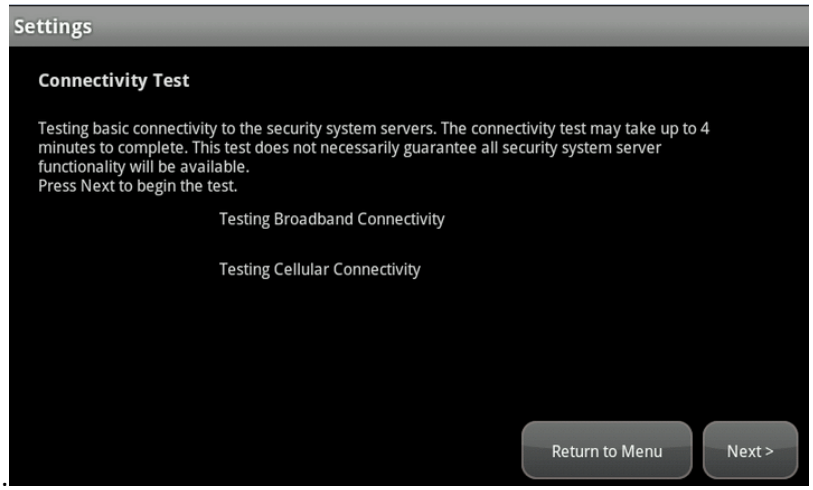


2. If your Wi-Fi connection is weak, try moving the touchscreen closer to the Internet router. If your cellular signal is weak, try moving the touchscreen to another part of the house where it can obtain a stronger signal.

4.8.2 Testing Your Connectivity

1. From the Settings menu, tap **Advanced Settings > Connectivity > Test Connectivity**.

   The Connectivity Test screen is displayed.



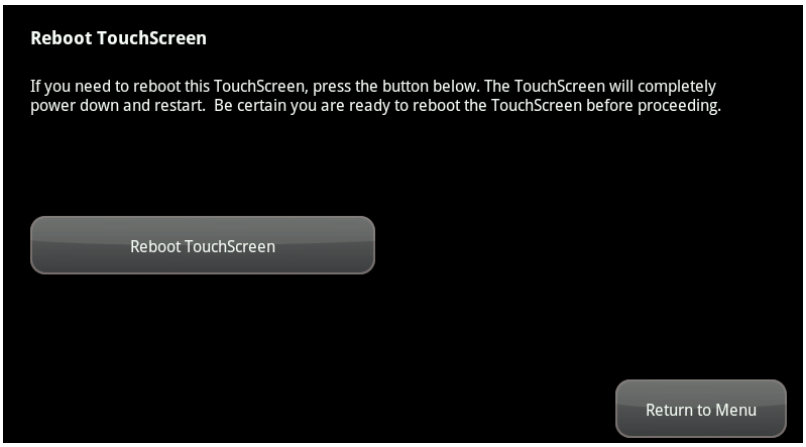
2. Tap **Next** to start the test. This can take as little as 30 seconds or as long as four minutes.
3. Tap **Return to Menu** when the tests have completed.

4.9 Reboot the Touchscreen

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

1. From the Settings menu, tap **Advanced Settings > Reboot Touchscreen**.

   The Reboot Touchscreen screen is displayed.



2. Tap **Reboot TouchScreen**.

   The touchscreen reboots and the Home screen is displayed when the reboot is complete.

4.10 Viewing Technical Specifications of Your touchscreen

1. From the Settings menu, tap **About**.

   Note: You might need to scroll down to display the **About** option.

   The About This touchscreen screen displayed.

Field	Description
Version	Current firmware version installed on your touchscreen.

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

5 Managing Home Devices

Only an authorized technician can add or delete security sensors in your security system, but you can add, modify, and delete the following types of devices from the touchscreen:

- Lighting devices
- Thermostats
- Cameras
- Wi-Fi repeaters
- Key fobs
- Door locks

The security system supports a maximum of 128 **total** ZigBee devices. ZigBee devices are devices that communicate with the touchscreen over ZigBee radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface modules (PIMs), key pads, key fobs and smoke detectors.

IMPORTANT: If you try to pair more than 128 ZigBee devices with the system, the excess ZigBee devices cannot be paired but will be shown on the touchscreen as unsupported.

A maximum of 64 ZigBee **security** devices are supported by the system. Security devices include sensors, PIM, key pads, and door locks. Sensors configured as 24-hour Inform zones do not count against this maximum. Devices configured through a PIM do not count against this maximum—only the PIM itself.

IMPORTANT: If more than 64 security devices are paired with the system, the system cannot be armed. If you try to arm the system when more than 64 security devices are paired, the following error message occurs:

System cannot be armed; too many security devices are configured and not bypassed. Bypass some zones, or reconfigure them to be 24-hour Inform zones.

5.1 Managing Lighting Devices

5.1.1 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

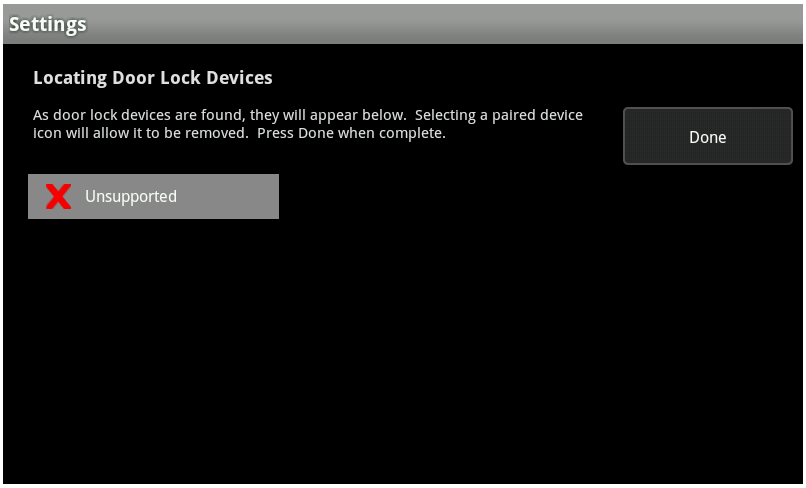
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

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.

5.1.2 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.

5.1.3 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.

5.1.4 Using the Lights App

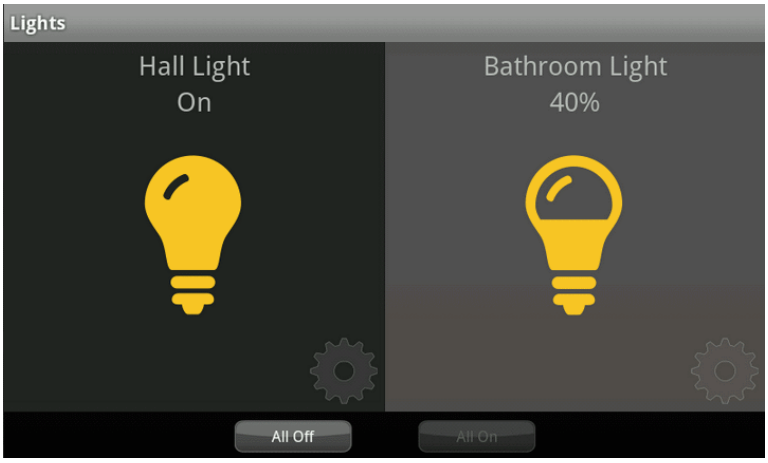
The app icon represents the state of the lighting device(s):

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.



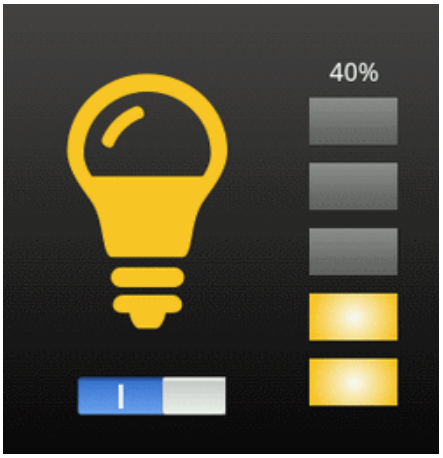
2. Tap the light icon to turn the light on or off.

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.

5.2 Managing Thermostats

5.2.1 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

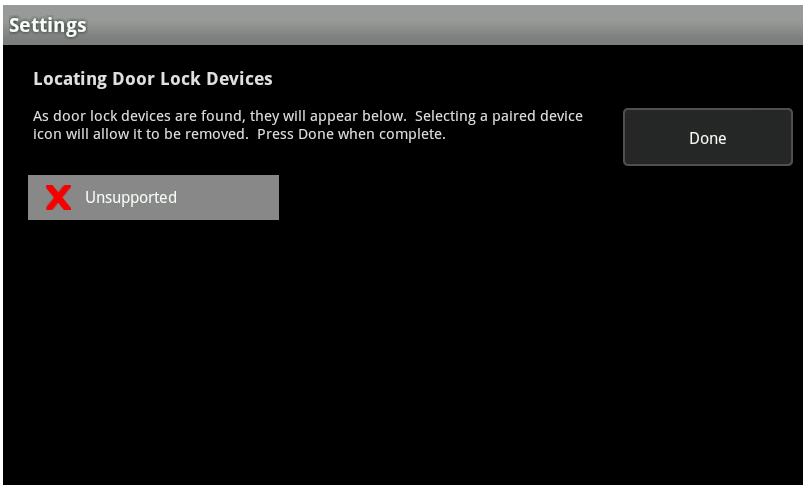
   Note: Refer to the documentation included with the device for instructions on setting the device in "search" or "pairing" mode.

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

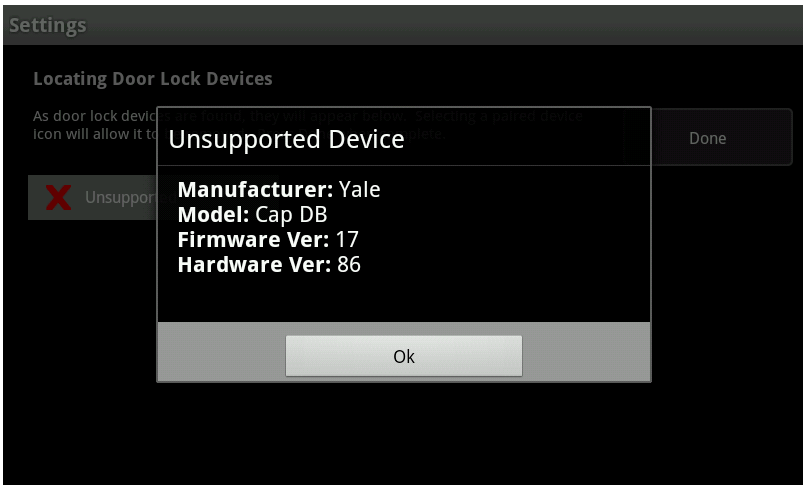
   Note: Multiple thermostats can be paired at the same time

   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.

5.2.2 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.

5.2.3 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.

5.2.4 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:

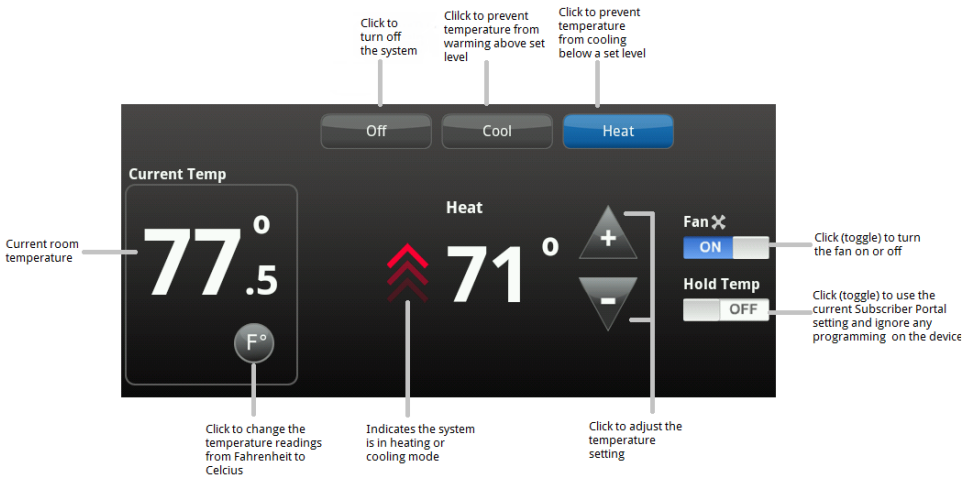
The thermostat is set to "Cool".

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.

5.3 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.

5.3.1 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 63 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 63.

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 63 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.

5.3.2 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.

5.3.3 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**.

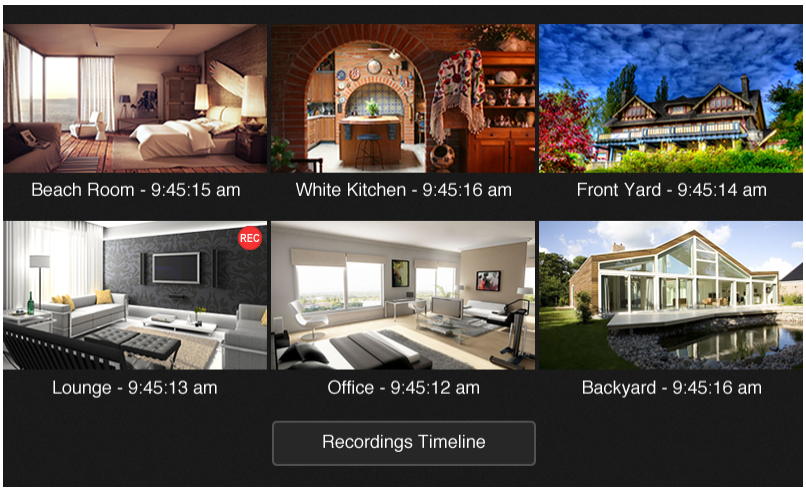
   The camera thumbnail is removed from the Delete a Camera screen.

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

5.3.4 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.

5.3.5 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.

5.4 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.

5.4.1 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.

5.4.2 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.

5.5 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.

5.5.1 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:

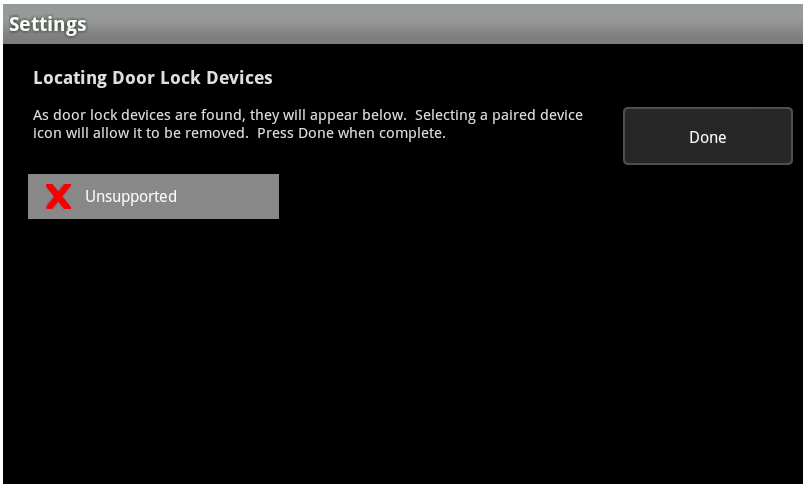
- Be set to factory defaults.
- Have been deleted from the touchscreen if it had been previously configured.
- Be set in "search" or "pairing" mode

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

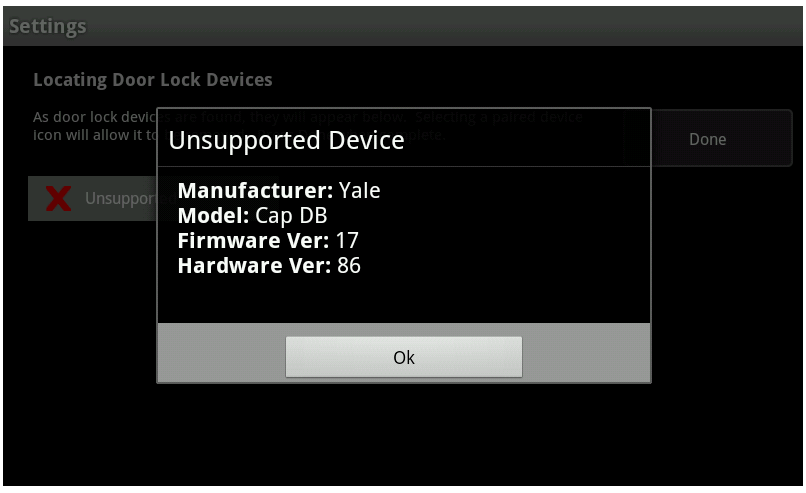
2. Tap **Next** to begin searching for key fobs.

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

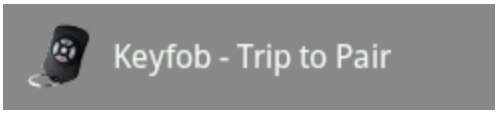
3. If a device is found and it is not supported in the account's tier or package, the icon will display "Unsupported".



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.

5.5.2 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.

5.5.3 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.

5.6 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.

5.6.1 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.

5.6.2 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.

5.6.3 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.

5.6.4 Using the Door Locks App

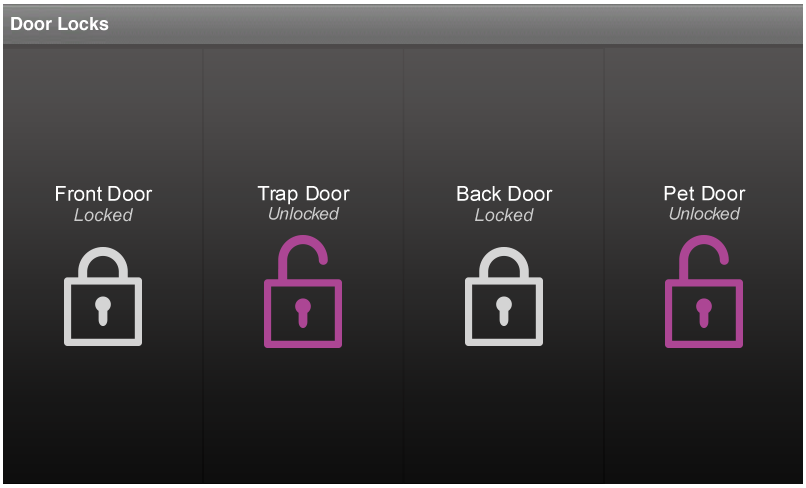
The app icon represents the state of the door lock(s):

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.

6 Managing Touchscreen Apps

The touchscreen apps are applications that provide additional functionality through the touchscreen. The Security and Settings apps are required and loaded by default. The Cameras, Thermostats, Door Locks, and Lights apps are automatically installed when those devices are added to your system. Other apps provided by your service provider are managed from the touchscreen using the Settings app.

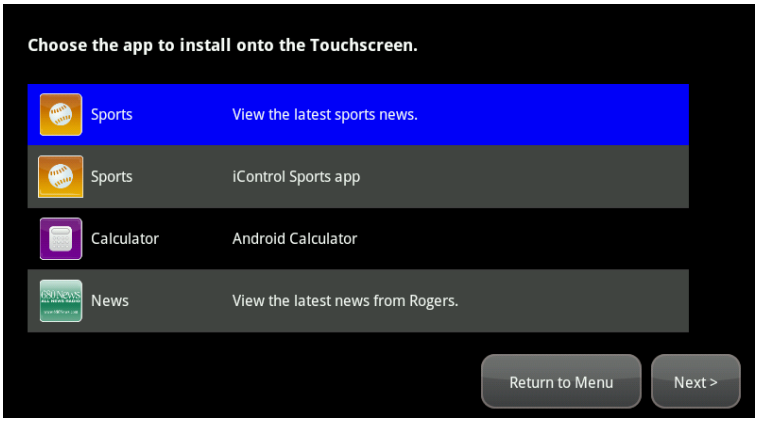
This section explains how to:

- Install available apps on the touchscreen
- Reposition the order that apps are displayed in the Home screen
- Uninstall apps from the touchscreen

6.1 Installing Touchscreen Apps

1. From the Settings menu, tap **Apps > Add App**.

   A list of apps available to be installed is displayed.



2. Tap to select the app to install and then tap **Next**.

   The app to be added is displayed, including a view of the initial screen of the app.

3. Tap **Next**.

4. The touchscreen displays the following confirmation:

   The [name] app was installed successfully.

5. Tap **Next** to again display the list of apps available to be installed.

   Note: Your updates will not be received by the touchscreen if your device does not currently have broadband access. When broadband access is restored, the new apps are installed.

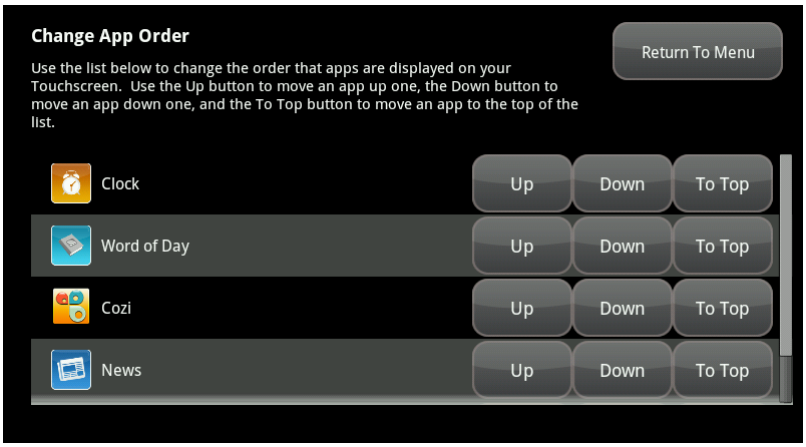
6.2 Reordering Apps on the Home Screen

System apps and device apps are always displayed in the Home Screen first. The custom apps are displayed —by default—in the order they were installed. The Home screen can only accommodate 10 apps. Additional apps are displayed on subsequent screens. By default, the apps are displayed in the Home screen according to the order they were installed.

To change the order of the apps as they are displayed in the Home screen:

1. From the Settings menu, tap **Apps > Reorder Apps**.

   A list of installed apps is displayed.



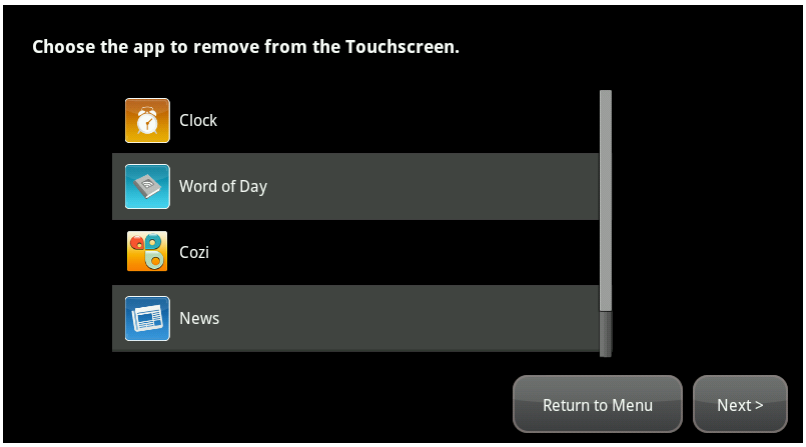
2. Tap **Up** to move the app higher in the sequence of displayed apps, or **Down** to move it lower. If you tap **To Top**, the app appears first in the list of sortable apps.
3. When the apps are in the order you like, tap **Save Apps Order**.
4. Tap **Return to Menu** to return to the Settings screen.

6.3 Uninstalling Apps

Note: System apps (Security and Settings) and device apps (such as Cameras, Lights, Door Locks, and Thermostats) cannot be uninstalled.

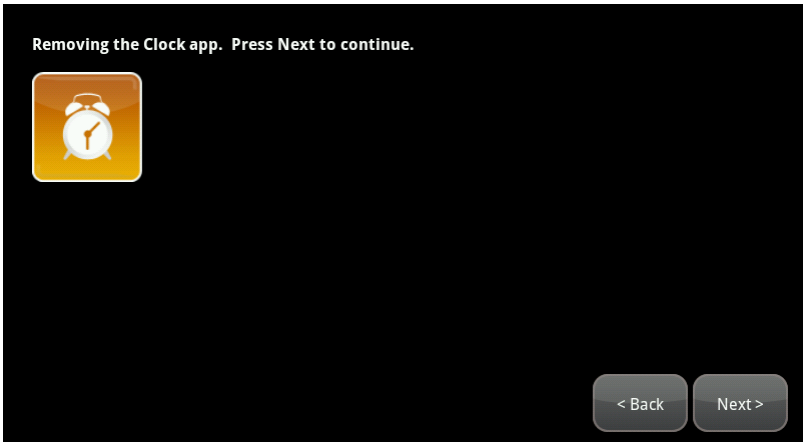
1. From the Settings menu, tap **Apps > Remove App**.

   A list of installed apps is displayed.



2. Tap to select the app to uninstall and then tap **Next**.

   The app being removed is displayed.



3. Tap **Next**.
4. The touchscreen displays the following confirmation:

   The [name] app has been removed.

5. Tap **Next** to display the list of installed apps again.

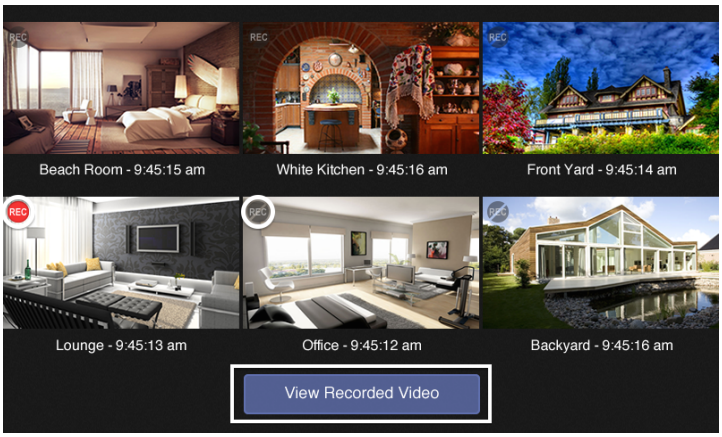
Note: If your service provider has deactivated an app, it may still be functional while installed on your touchscreen. However, if you delete it from your touchscreen, you will not be able to re-install it unless your service provider makes the app available again.

7 Touchscreen Video Recording (TVR)

You can record continuous video from one camera at a time to an SD card inserted into the touchscreen. Up to seven days of 24-hour recorded video can be stored on the SD card. Once that limit is reached, the oldest video clips will be deleted and replaced with new video.

Video recorded from the touchscreen is not viewable from the Subscriber Portal, your service provider's Management Portal, or Mobile App. While on the SD card, the video is encrypted and can only be played back on the touchscreen Cameras app. You can transfer unencrypted video clips to a USB drive in one-hour increments and view using another video player. You must enter the Master Code to transfer video files to a USB drive.

The title bar on the Cameras app has been removed to increase the video viewing area, and the **View Recorded Video** button has been added as shown in the image below. The icon on the camera view indicates that the camera is capable of recording video and that it is currently not recording. If the icon is not available, the camera is not capable of recording video. The REC icon on the camera view indicates that video from that camera is being recorded to the SD card. You can tap the icon on any camera view to start or stop recording. Entering the Master Code is required in both cases.



7.1 TVR Prerequisites

- Contact Customer Care to ensure that your touchscreen is using a firmware version that supports TVR.
- Contact Customer Care to ensure that your video cameras support TVR.
- An empty Class 10, 64 GB SD card is required in order to support seven full days of recording. This requirement must be met to ensure that the SD card meets performance criteria. Micro SD card with adapter is not supported.

IMPORTANT: When using the SD card for TVR, the SD card will be reformatted and all data will be permanently deleted from the card. Back up any data on the SD card before using the SD card for TVR.

7.2 Getting Started With TVR

You can record video from only one camera at a time:

1. Close the Cameras app on the touchscreen (if it is already open).
2. Verify the SD card is unlocked and insert it into the SD card slot on the side of the touchscreen.
3. Open the Cameras app on the touchscreen.
4. Tap the REC icon on the camera from which you want to record. If you have more than one camera, this can be done on the camera thumbnails screen or from the individual camera live view screen.
5. Enter the Master Code to start recording. The REC icon on the camera view indicates that video from that camera is being recorded to the SD card.

   IMPORTANT: After you enter the Master Code, the SD card will be reformatted and all data will be permanently deleted from the card.

   Note: If the SD card is not Class 10, a dialog box will appear asking you to insert a 64 GB Class 10 SD Card and recording will not start.

   Note: If the SD card is Class 10 but below 64 GB, you will not achieve 24/7 video recording. A dialog box will pop up estimating how much recording time can be achieved.

6. Press the **View Recorded Video** button at any time during the recording to display the timeline of recorded video segments, as shown in the image below. Video clips will not be viewable on the timeline until up to five minutes of recording have elapsed.

   Video segments are recorded in five-minute intervals (e.g. 1:05, 1:10, etc.). For example, if you start recording at 1:03, the first recorded segment will be two minutes (i.e. 1:03 - 1:05), and then the next recorded segments will be five minutes (i.e. 1:05 - 1:10).

   When the SD card is full, recording continues and previously recorded video segments are overwritten (oldest first). If a video segment falls outside the preceding seven days, it will be deleted.

7. To stop recording, tap the REC icon on the camera view or thumbnail and enter the Master Code.

IMPORTANT: Be sure to turn off recording before removing the SD card. Removing the SD card while recording is in progress may corrupt the SD card.

Note: Recording will also stop if the touchscreen power supply is interrupted or if the touchscreen reboots. If the touchscreen reboots, recording will resume when it connects to the server.

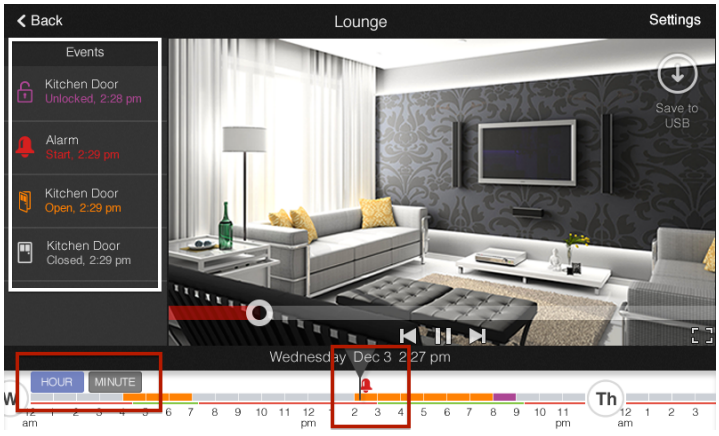
7.3 Recording Video from Another Camera (TVR)

Video can only be recorded from a single camera at a time. If you are recording from one camera and you wish to record video from a different camera:

1. Return to the camera thumbnails screen
2. Tap the icon on the camera from which you want to record.
3. If another camera is still recording, a warning message will pop up.
   a. Select **Continue** to stop recording from the other camera and start recording on the current camera.
   b. Select **Cancel** to continue recording from the other camera.
4. Enter the Master Code. Recording switches to the selected camera.

7.4 Recorded Video Playback (TVR)

The video playback screen can be accessed at any time, while video is recording or after recording has stopped. The screen has three sections: the Media Player, the Events Panel, and the Recordings Timeline. You can select previously recorded video segments to play back by sliding the timeline selector left or right of the marker. The video for that segment plays automatically. If there were events during that segment, they will be displayed on the Events Panel.



You can toggle the timeline between the hour or minute for more granularity when searching for a specific time or event. When the **Hour** button is selected, the segments on the timeline are in one-hour increments. When the **Minute** button is selected, the segments are in five-minute increments. The segments are displayed as color-coded bars described in the following table. There are two different types of bars: events bars and arm-status bars.

If a bar on the timeline is...	Then during that time increment...
▬ (black events bar)	No video is available.

If a bar on the timeline is...	Then during that time increment...
(orange events bar)	An event occurred.
(purple events bar)	A door lock event occurred.
(gray events bar)	Video is available but no events occurred.
(red status bar)	The system was in the armed state.
(green status bar)	The system was in the disarmed state.

Icons displayed in the events panel to the left of the camera view indicate the specific events that occurred during the time recording, as described in the following table. You can tap on any event on the panel to start playing recorded video 5 seconds before that event.

Event Icon	Description
	An alarm occurred. This is the only icon that is also displayed on the timeline
	System was armed away, night or stay
	A door locked/unlocked
	A door opened/closed
	A window opened/closed
	A motion sensor detected motion
	A camera detected motion
	A water sensor detected moisture/cleared
	A glass break sensor detected breaking glass/cleared
	A smoke detector detected smoke/cleared
	A carbon monoxide detector detected carbon monoxide/cleared

While a recorded video segment is playing, you can drag the slider on the playback bar left or right across the camera view to select a specific time in the segment, as shown in the following image. You can use the media controls to pause, play, move to the next clip, move to the previous clip, and toggle full-screen mode.

7.5 Accessing and Managing Recordings (TVR)

7.5.1 Saving Video Files to a USB Drive

Video on the SD card is encrypted and can only be viewed on the touchscreen. To view videos on another device, you can export video in one-hour segments to a USB drive by doing the following:

1. Insert a USB drive into the USB port on the side of the touchscreen.
2. On the timeline, select the video clip that you want to save.
3. Select **Save to USB**.
4. Enter the Master Code. The video is saved as a single file to the USB drive. The "save complete" message displays when the file transfer is complete.

IMPORTANT: Video files saved to the USB drive are unencrypted.

Each video file saved to the USB drive includes aggregated video clips from the 30-minute time period before and after the selected time. The name of each file includes the timestamps of both the beginning and end of the saved video in the following format:

`<begin-date>_<begin-time>-<end-date>_<end-time>.mp4`

Example: `2015-04-10_075349-2015-04-10_082501.mp4`

7.5.2 Deleting Recorded Video From the SD Card

You can delete the recorded video on the SD card from the touchscreen. This action deletes everything from the SD card (i.e. reformats the SD card).

IMPORTANT: Your videos will be permanently deleted.

1. Open the Cameras app.
2. Tap **View Recorded Video**.
3. Tap **Settings**.
4. Tap **Delete All Recordings**.

7.6 TVR FAQs

7.6.1 What happens when the SD card gets full?

Video segments on the SD card are overwritten (oldest first).

7.6.2 Can I record continuously for more than seven days?

No. Seven days is the maximum amount of recording time allowed. Video that falls outside the preceding seven days will be deleted.

7.6.3 Does audio get recorded?

No. Audio recording is not supported.

7.6.4 Can I use rules to enable/disable continuous recording?

No. Rules cannot be configured to enable/disable continuous recording.

7.6.5 Can I enable/disable continuous recording from the Subscriber Portal or the Mobile App?

No. Recording can be enabled/disabled only from the touchscreen.

7.6.6 Can I view continuous recording from the Subscriber Portal or the Mobile App?

No. Continuous recording can only be viewed on the touchscreen.

7.6.7 Can I view the video on my SD card from my computer?

No. Video on the SD card is encrypted and can only be viewed on the touchscreen. To view videos on another device, you can export video in one-hour segments to a USB drive.

7.6.8 Can I record video directly to a USB drive?

No. You can save one-hour increments of previously recorded video to the USB drive.

7.6.9 Can I view the live stream of another camera while recording is in progress?

Yes. While continuous video recording from one camera is in progress, you can view the live stream of another camera from the touchscreen, the Subscriber Portal, and the Mobile App.

7.6.10 Can I exit the Cameras app on the touchscreen while continuous recording is in progress?

Yes. Recording continues when you exit the Cameras app on the touchscreen.

7.6.11 Can I delete specific video clips from the SD card?

No. You can only delete all recordings from the SD card.

7.7 Troubleshooting TVR

7.7.1 What if an "SD Card corrupt" trouble appears on the touchscreen or Subscriber Portal after initially inserting the SD card?

- Make sure that the SD card is not locked.
- Ignore the trouble. This trouble will clear when recording begins. If the touchscreen is not able to reformat the SD card, you will need to replace the SD card.

7.7.2 What if the SD card is removed from the touchscreen while recording is in progress?

Be sure to turn off recording before removing the SD card. Removing the SD card while recording is in progress may corrupt the SD card. Recording should resume if the SD card is reinserted. If the SD card became corrupt and the touchscreen was not able to reformat it, a trouble message will be displayed on the touchscreen and on the Subscriber Portal and you will need to replace the SD card.

7.7.3 What if the touchscreen does not recognize the SD card?

- Make sure that the SD card is not locked.
- Reboot the touchscreen with the card inserted; this will not cause a trouble message in the touchscreen or Subscriber Portal unless the SD card is corrupted or locked.
- Micro SD card with adapter is not supported.

7.7.4 What if my iCamera/OC810 does not support continuous recording?

The camera firmware must be upgraded. Contact Customer Care for more information.

7.7.5 What if video quality is poor or there are gaps in recording?

- Ensure that the camera is within appropriate range of the router or gateway to which the touchscreen is connected.
- The SD card may be corrupted or defective. Press the **Delete All Recordings** button to delete everything from the SD card (i.e. reformat the SD card). If that does not improve video or recording quality, consider replacing your SD card.

  IMPORTANT: Your videos will be permanently deleted.

7.7.6 What if a video file transferred to the USB drive is less than one hour?

- The video may be corrupted.
- The camera may have been offline during that time.

- Video recorded from cameras with different resolutions during that hour may produce a different file per camera.

Appendix A: Supported Touchscreens

For more information on the Converge touchscreens, see:
https://share-icontrol.atlassian.net/wiki/display/CSKB/Icontrol+Devices

Appendix B: System Limitations

Your security system is designed to provide continued protection in the case of a temporary loss of power or internet connectivity. Still, no alarm system can guarantee protection from burglary or fire in every case. Test your system once a week to be sure it is working as expected (see Testing Your Security System on page 35). Pay attention to the following:

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

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

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

Appendix C: Emergency Preparations

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

- Learn your security system. Get to know how to arm and disarm it and what to do when the authorities or central monitoring calls. See Using Your Security System on page 20.
- Make sure everyone (who should know) knows the Secret Word, when to use it, and that it should not be shared. See Managing Your Secret Word on page 30.
- Understand the difference between your keypad code and the duress code. See "Understanding the Duress Keypad Code" on page 30.
- Understand that you should never enter the premises if you hear an alarm. Call police from a cell phone or a neighbor's phone.
- Make an evacuation plan for how to leave the house in the case of an emergency. Establish multiple routes and consider how the routes should be different based on the emergency.

C.1 Evacuation Plan

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

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

Appendix D: Troubleshooting

The following sections provide information about the trouble messages you may see and what you can do to resolve them.

D.1 General System and Communication Troubles

Most communication errors are temporary. If the tips for resolving communication problems listed do not help, try restarting your home router or gateway, then restart your system, if applicable.

IMPORTANT: Do not reset your system to default factory settings unless instructed by a Customer Care representative.

Message	Cause	Resolution
An issue is affecting the system.	Unknown	Contact Customer Care if the condition persists.
Communications to the system are lost.	The system servers can not connect to the system.	❑ Verify the system is powered on ❑ Verify the system is connected to the Internet
System Upgrade in Progress	Firmware update currently in progress.	No action required. Message will go away when the update is completed.

D.2 Sensor Troubles

Message	Cause	Resolution
Sensor Communication Failure	The system cannot communicate with the identified sensor. Possible causes include low battery and RF connectivity failure.	Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the sensor. If you have any electronics on your home network that communicate with RF or Bluetooth, make sure they are not being used near the sensor. Installing a light module between the system and the sensor might improve communication.
Sensor is tampered	The cover of the identified sensor has been removed.	Make sure that the sensor cover is securely attached to the sensor base. If the problem persists, contact Customer Care.
Low Sensor Battery	The battery in the sensor is getting low.	Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the sensor.

D.3 Camera Trouble

Message	Cause	Resolution
Having difficulty communicating with camera	The system cannot communicate with one of your cameras.	Ensure that the camera is powered on, and that it is in range of the system. The power indicator light on the camera should be solid. If the camera is on, then disconnect the power source, wait a few minutes, then reconnect the power source.

D.4 Lighting Trouble

Message	Cause	Resolution
Having difficulty communicating with a light module	The system cannot communicate with one of your light modules.	If you have any electronics in your home network that communicate with RF or Bluetooth, make sure they are not being used near the light. If your light module is movable, place it in another location and see if the problem resolves itself. If so, move the light module back to the original location. If the error message returns, the RF signal may be weak in that part of your home.

D.5 Thermostat Troubles

Message	Cause	Resolution
Having difficulty communicating with a thermostat module	The system cannot communicate with your thermostat	If you have any electronics in your home network that communicate with RF or Bluetooth, make sure they are not being used near the thermostat. Installing a light module between the system and the thermostat might improve communication.
Low Thermostat Battery	The battery in the sensor is getting low.	Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the thermostat.

Appendix E: Quick Reference Tables

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

- System & Security settings
- touchscreen device settings (86)

Table 1: System & Security Settings, Ranges, and Defaults.

Feature	Comments		Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed. The Exit Delay for Arm Stay and Arm Night modes is twice the configured Exit Delay up to 120 seconds.		Default: 60 seconds Range: 45 seconds to 240 seconds
Exit Delay Progress Annunciation	touchscreen beeps once per second. Twice per second during the last 10 seconds.		Disabled for Arm Stay & Arm Away. This feature is not configurable.
Exit Delay Restart	Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay, then Exit Delay restarts.		One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.		This feature is not configurable.
Unvacated Premises	During Arm Away, if no Entry/Exit Zone opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.		This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone.		Default: 30 seconds Range: 30 to 240 seconds
Entry Delay Progress Annunciation	touchscreen beeps once per second Twice per second during the last 10 seconds.		This feature is not configurable.
Disarm	Enter a keypad code to disarm the system.		This feature is not configurable.
Control Buttons		Home button	The functions of these buttons cannot be changed.
		Emergency Alarm button	

Feature	Comments		Ranges & Defaults
Emergency Alarms (aka manual alarms)		touchscreen: Press to access Emergency Alarm options	The functions of these buttons cannot be changed.
		Key Fob/Key Pad: Press and hold for 1.5 seconds to send a Panic alarm for police assistance	
System Acknowledgement	When armed, touchscreen beeps 3 times. If armed by key fob, key fob's LED flashes red once and the holds red for two seconds. When disarmed from the touchscreen, beeps once. If disarmed key fob, key fob's LED flash green once and then hold green for two seconds.		This feature is not configurable.
Remote Arming	Using the 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.		The functions of these buttons cannot be changed.
Remote Disarming	Using the key fob, the system can be disarmed from outside the premises. There is no Entry Delay.		This feature is not configurable.
Alarm Transmission Delay (aka Abort Window)	Length of time after an alarm sounds for the customer to enter a valid keypad code to prevent alarm from being sent to central.		Default: 30 sec. Range: Minimum is 15 sec. and the maximum is 45 sec.
Disarming During the Alarm Transmission Delay	System disarmed by entering a valid keypad code in the touchscreen or a key pad. If invalid keypad code entered, alarm restarts.		This feature is not configurable.
When alarms are successfully aborted (that is, disarmed during the Alarm Transmission Delay period)	If system is disarmed within the Alarm Transmission Delay period, no alarm transmission occurs. Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that central monitoring was not notified.		By default, verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For 5 minutes after the end of the Abort Window, customer can disarm system to send an Alarm Cancel to central monitoring.		This feature is not configurable.
Duress Code	A four digit code that immediately sends a silent alarm when used to arm or disarm the system.		Default: Duress Code is disabled.
Initiating Emergency Alarms (aka manual alarms)	This is a two-step action from the touchscreen.		Not configurable.

Feature	Comments	Ranges & Defaults
Cross Zoning	Two security zones that only trip an alarm if they are both faulted within a configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range 1 second to 999 seconds.
Swinger Shutdown	After the touchscreen has sent an alarm the set number of times (trips) to central monitoring, no more alarms will be sent to central monitoring for 48 hours or until the security system is disarmed.	Default: 2 trips Range: 1 to 6 trips
Fire Alarm Verification	When enabled, central only contacts the authorities when multiple smoke detectors are faulted OR a detector is in an alarm for 60 seconds or more.	Default: Disabled
Call Waiting	Old-fashioned security systems use phone lines to send alarms to central monitoring, so they require a caution included with their control panels alerting the installer that call waiting features can prevent successful connection to the central station. Since the touchscreen connects to central monitoring over broadband and cellular, this alert is not required.	
System Test	Perform the system test as described on page 35.	
Communications	Test the security system to ensure that it is in proper communication with central monitoring as described in on page 48.	
Test In Progress	The titles of all alarm test process screens begin with “Alarm Test”.	Not configurable.
Automatic Termination of Test	There are no conditions that would result in the automatic termination of Test mode. The user must tap the Disarm button on the Alarm Test screen to end the alarm test.	
Screen Brightness	The relative brightness of the touchscreen screen.	Default: 10 (brightest) Range: 1 to 10

Table 2: Screen Settings, Ranges, and Defaults

Feature	Comments	Ranges & Defaults
Automatic Screen Dimming	Idle Timeout	Default: 30 minutes Range: 5 minutes to 30 minutes (in 5 minute increments)
	Dimming Level	Default: 10 (brightest) Range: 1 to 10

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

Appendix F: Compliances

F.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.

F.2 Device Purpose

Household Fire/Alarm Central Panel

F.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.

F.4 ETL Notice

This device complies with all ETL and ETLC safety requirements.

F.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.