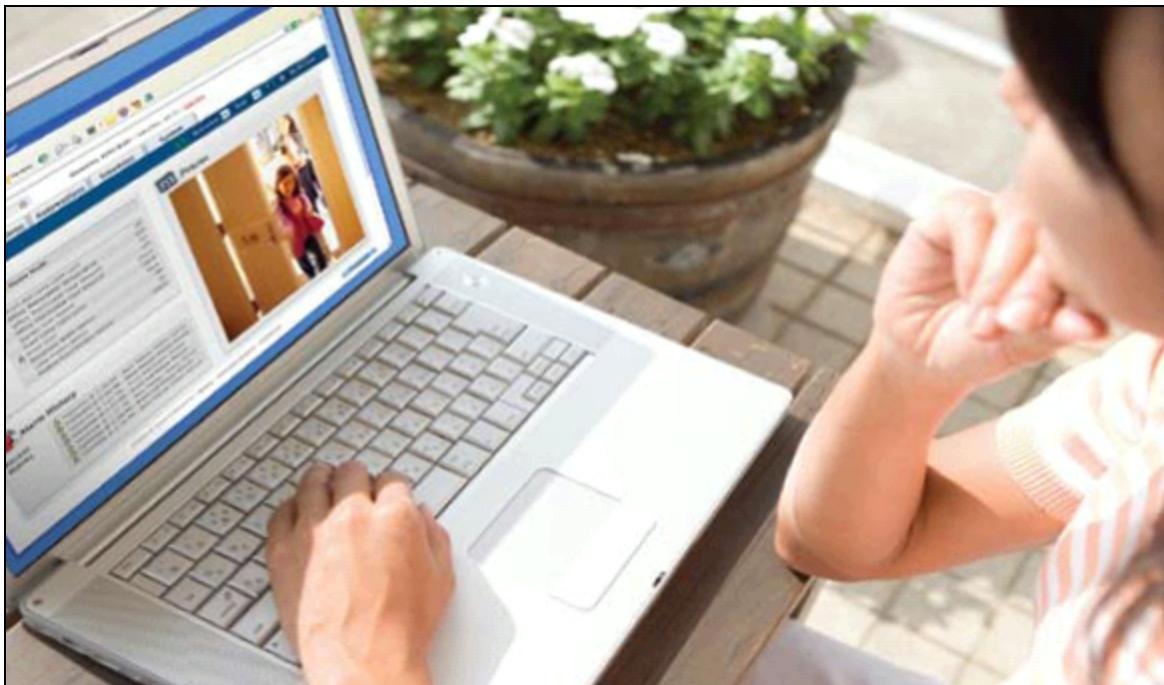




Touchstone Subscriber Portal User Guide

7.1 Oahu



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Document Information

Release version: 7.1 Oahu

Document name: Touchstone Subscriber Portal User Guide

Build date: 6/19/2015

Contents

Contents	3
Revision History	5
1 Signing In	6
1.1 Failed Sign-In Attempts	6
2 Main Page	7
2.1 Scene Header	9
2.2 Trouble Header	10
3 Managing Sensors	10
4 Managing Cameras, Video & Captured Images	17
4.1 Managing Camera Devices	17
4.2 Viewing & Capturing Live Video and Snapshots	22
4.3 Viewing Captured Images and Video	23
4.3.1 Viewing Images and Video	23
4.4 Managing Captured Videos and Images	25
4.4.1 Downloading Images and Video to Your Computer	26
4.4.2 Deleting Captured Images and Video	26
5 Managing Environmental Devices	27
5.1 Managing Thermostats	27
5.2 Managing Lights	34
5.3 Managing Door Locks	39
5.3.1 Making Rules for Door Locks	40
6 Viewing History Reports	41
6.1 All History Report	42
7 Managing Contacts for Rules	44
8 Managing Rules	46
8.1 Types of Rules	47
8.2 Rule Actions	47
8.3 Default Rules	49
8.4 Adding Schedule Rules	49
8.5 Event Rules	51
8.6 Non-Event Rules	53
8.7 Adding Rules	55
8.8 Thermostat Schedules Wizard	55
9 Managing Your Account Information	61
9.1 Viewing Your System Quotas	62
9.2 Changing Your Username	62
9.3 Changing Your Password	63
9.4 Viewing Your Address and Time Zone	64
10 Managing the Hub	64
10.1 Understanding the Hub's Status Lights	64
10.1.1 Power LED	65
10.1.2 Connectivity LED	65
10.1.3 Wi-Fi LED	66

10.1.4 Devices LED	66
10.2 Reboot the Hub	67
10.3 Swap a Bad Hub for a New One	67
11 Troubleshooting	70
11.1 General System and Communication Errors	70
11.2 Sensor Errors	70
11.3 Camera Errors	71
11.4 Lighting Errors	72
11.5 Thermostat Errors	72

Revision History

The following revisions have been made to this document.

Oahu 7.1

Removed the list of supported browsers from the following section: "Signing In" on page 6.

For information about supported browsers, see:

<https://share-icontrol.atlassian.net/wiki/display/CSKB/7.1+Oahu+Core+-+Build+Information+and+System+Requirements>

Nantucket 7.0

No updates

Maui 6.3

No updates

Lanai 6.2

When a Hub is RMA'd, the system downloads and applies the latest firmware before proceeding with the rest of the process. See "Swap a Bad Hub for a New One" on page 67.

Updated Main screen images with the new format in "Main Page" on page 7.

Updated images with HD cameras in "Managing Cameras, Video & Captured Images" on page 17.

Kodiak 6.1

The "Managing Cameras, Video & Captured Images" on page 17 section has been modified to describe how to changed the motion-capture settings for motion capable cameras. Images and terminology has been modify throughout the subsequent subsections to reflect the changes in the Cameras user interface.

The supported OS's and browsers are updated. When subscribers log in, the system checks their browser compatibility. If their browser is not supported, a pop-up is displayed. See "Signing In" on page 6.

v2: Changed the terminology in "Rule Actions" on page 47, Table 12 Rule Actions, "Send Email" and "Send Text Message" so that is clearer that subscribers cannot create rules that select individual emails or phone numbers for alerts.

Jamaica 6.0

The system supports door locks. See "Managing Door Locks" on page 39.

1 Signing In

To sign in to the Subscriber Portal: (click to view)

1. In a web browser, go to the Subscriber Portal URL provided to you.

The Sign In screen appears.

2. Enter your username and password.

Note: If you have forgotten your username or password, click the appropriate link on the Sign In page to begin the process of retrieving your username or resetting your password. Follow the instructions on the web pages or email messages associated with this process to restore your access to the Subscriber Portal.

The Main screen is displayed. See "Main Page" on page 7 for more information.

Note: If your browser is not supported by the Subscriber Portal, a pop-up is displayed that identifies supported browser versions. Click **OK** to continue.

1.1 Failed Sign-In Attempts

If you attempt to sign in unsuccessfully five times in a row (that is, enter the wrong username and password combination), the Sign In screen blocks you from signing in to the Subscriber Portal for 30 minutes. Even a valid username and password combination fails at that point. If this happens, a message informs you that your account has been locked and that you cannot sign in for 30 minutes. This is a security measure that prevents unauthorized users from guessing your username and password combination and fraudulently accessing your account.

2 Main Page

From the Main page you can:

- ❑ "Managing Rules" on page 46
- ❑ [Viewing and capture pictures and live video on page 22.](#)
- ❑ [Viewing and managing all your captured pictures and video clips on page 23.](#)
- ❑ [Managing environmental devices, such as thermostats and lights on page 27.](#)
- ❑ [Viewing history logs on page 41.](#)
- ❑ [Managing people who are contacted if an event occurs on page 44.](#)
- ❑ [View account information on page 61.](#)

The following images shows the areas of the Main page:

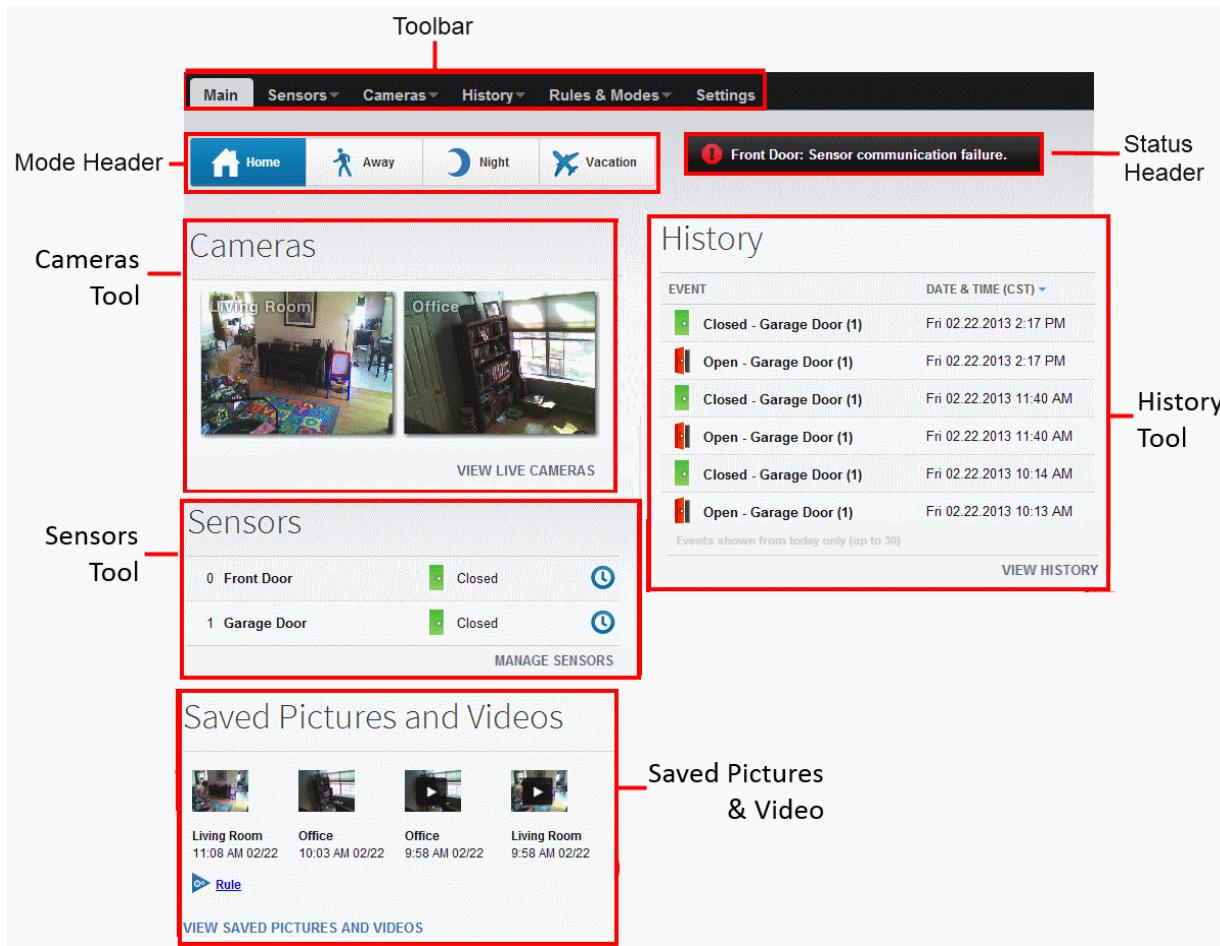


Figure 1: Subscriber Portal Main Page Elements

Note: These elements might appear in different locations on this page. Additional elements will be displayed if you install lights and thermostats.

If your account is approaching or has reached the limit of photos, videos, or SMS messages, the Quotas tool is displayed at the top of the right column.

Quotas	
STATE	DESCRIPTION
	Pictures saved per day At 10, no more pictures saved. 22 of 10 pictures saved today
	Videos saved per day At 1, no more videos saved. 1 of 1 videos saved today
	SMS messages per day At 2, no more SMS messages sent. 2 of 2 SMS sent today

[VIEW QUOTAS](#)

Figure 2: Quotas Tool

Click **View Quotas** for more information about the quotas assigned to your account. See "Viewing Your System Quotas" on page 62 for more information.

2.1 Scene Header

The scene header allows you to set a status for your Touchstone home system.

To change the scene, simply click the scene header.



The mode header updates



Choose one of the following status values:

Status	What It Means
Home	People are home. This is the default status until you change it.
Away	Your home is not occupied.
Night	Your home is occupied and everyone has gone to bed.
Vacation	Your home will be unoccupied for an extended amount of time.

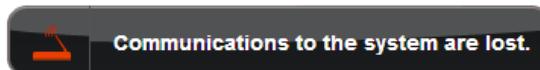
Modes are used to create rules that define what Touchstone should do when certain events happen. For example, you could create the following rules:

- When on vacation, send a text if the motion sensor detects motion.
- When in night mode, turn on the lights when a door opens.
- When in away mode, set the thermostat to 72 degrees.

See "Managing Rules" on page 46 for more information on creating rules.

2.2 Trouble Header

The Trouble header displays in the upper right hand of the Subscriber Portal. It displays when there is a connectivity (cellular, broadband, and so on) or power problem with the touchscreen. It also displays when a sensor goes down (such as due to a battery failure) or is being tampered. It only displays when there is a connectivity problem or when there is a problem with a sensor or other device.



When a trouble header is displayed, click it to display the Troubles screen, which lists all current troubles.

Troubles	
EVENT	DATE & TIME (CST) ▾
! ALERT - Having difficulty communicating with camera My Camera.	Wed 02.06.2013 10:48 AM
! ALERT - There are no more issues communicating with camera My Camera.	Wed 02.06.2013 10:38 AM
! ALERT - There are no more issues communicating with camera My Camera.	Wed 02.06.2013 8:30 AM
! ALERT - Having difficulty communicating with camera My Camera.	Wed 02.06.2013 8:28 AM

See "Troubleshooting" on page 70 for more information.

3 Managing Sensors

A maximum of 64 sensors and [environmental devices](#) are supported in the system. The following types of sensors are supported:

- Window/door
- Motion
- Carbon monoxide (CO)
- Water/flood

The main page of the Subscriber Portal displays the status of all your sensors.

Sensor Activity

0 Back Door		Closed	
1 Front Door		Closed	
2 Basement		Still	
3 CO Sensor		Clear	
4 Basement window		Closed	

[MANAGE SENSORS](#)

If the sensor icon is green, the sensor is in normal state. If a door/window icon is red, then the door or window is open. Otherwise, the sensor has detected motion, carbon monoxide, or water.

When you hover the mouse over the icon for any sensor, the recent history for that device appears. As soon as you move the mouse, the recent history disappears.

To manage your sensors:

1. On the Main page, in the Sensor Activity tool, click **Manage Sensors**.

OR

On the Toolbar, click **My Home > Sensors**.

The Sensors page is displayed.

Sensors

Review the sensor settings for your home.

#	NAME	BYPASS	STATE	HISTORY (CST)
0	Basement	Edit TURN SENSOR OFF	Still	Mon 02.04.2013 10:15 AM
1	Back Door	Edit TURN SENSOR OFF	Closed	Mon 02.11.2013 9:01 PM
2	Basement window	Edit TURN SENSOR OFF	Closed	Mon 02.11.2013 9:09 PM
4	CO Sensor	Edit	Clear	Sat 12.15.2012 2:04 PM

2. To disable a sensor click the Turn Sensor Off button. CO sensors cannot be disabled.

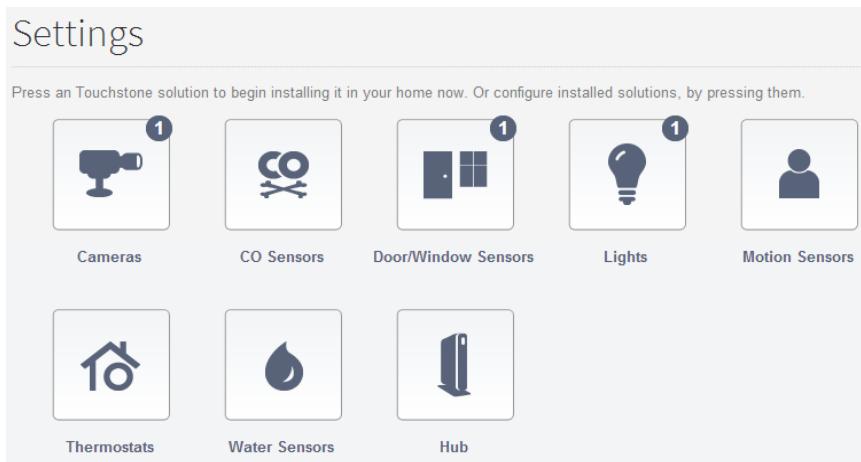
Note: If you turn off a sensor, any rules that act on that sensor will not work.

To add a sensor:

You can add sensors when you activate Touchstone, or at a later time. If you want to add a sensor that was not included with the original Touchstone package, make sure your service provider supports it.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



The number in the upper right corner of each icon indicates how many instances of that type of device have been installed already. The icon is blue if that type of device has not been installed.

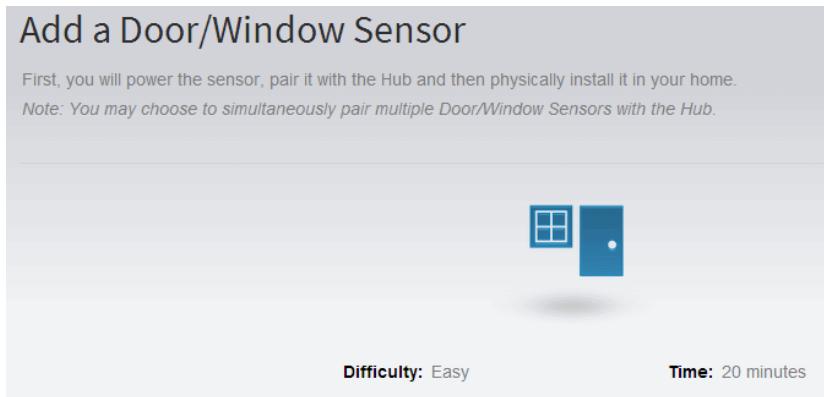
2. Click the type of sensor you want to add, such as door/window.

The sensor's Settings page is displayed.

The screenshot shows the 'Door/Window Sensors' settings page with a header: 'Settings > Door/Window Sensors'. Below the header is a button labeled 'ADD DOOR/WINDOW SENSOR' with the sub-instruction: 'Follow a simple step-by-step guide to add an additional door/window sensor to your network.' The main table lists three configured sensors:

DESCRIPTION	MODIFY	DIAGNOSTICS
Back Door		
Front Door		
Basement window		

- Click **Add Door/Window Sensor**. A page similar to the following is displayed.



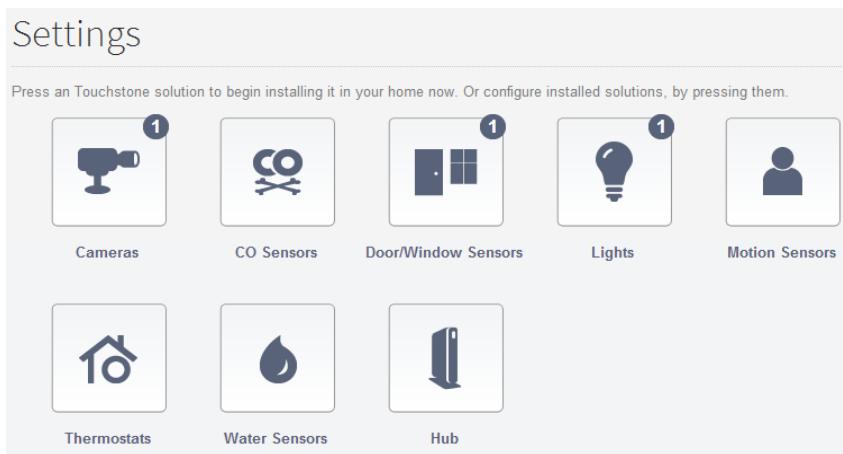
- Click **Next** and follow the directions displayed on the page. When you have completed the procedure, the sensor will be displayed on the Main page.

To modify the details of a sensor:

You can modify the label you have assigned to a sensor. This is useful if you named your sensors based on where you installed them and want to move them to another location. You can also change whether a Door/Window sensor is monitoring a door or window.

- On the Toolbar, click **Settings**.

The Settings page is displayed.



The number in the upper right corner of each icon indicates how many instances of that type of device have been installed already. The icon is blue if that type of device has not been installed.

2. Click the type of sensor you want to add, such as door/window.

The sensor's Settings page is displayed.

DESCRIPTION	MODIFY	DIAGNOSTICS
Back Door		
Front Door		
Basement window		

3. Click the Modify icon for the sensor you want to edit.

The Edit window is displayed.

Edit Door/Window Sensor

Type a new name for the sensor and Press Done.

Front Door

Door

Door
Window

CANCEL DONE

Note: You can modify whether a Door/Window sensor is modifying a door or window.

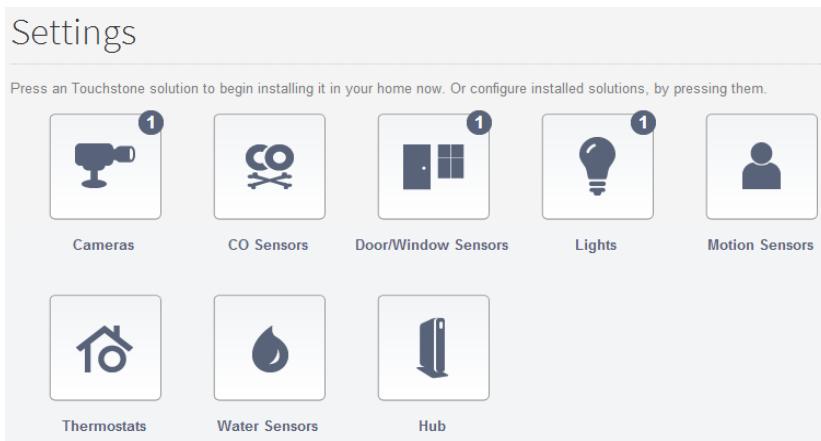
4. Click **Next** and follow the directions displayed on the page. When you have completed the procedure, the sensor will be displayed on the Main page.

To delete a sensor:

When you delete a sensor, Touchstone disables any rules that reference the sensor.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



2. Click the type of sensor you want to delete, such as door/window.

The sensor's Settings page is displayed.

DESCRIPTION	MODIFY	DIAGNOSTICS
Back Door		
Front Door		
Basement window		

4. Click the icon for the sensor you want to delete.

A confirmation dialog is displayed.

Delete Door/Window Sensor



Are you sure you want to remove this device from your home system?

You will no longer be able to control this device, unless you add it back to the system later.

YES

NO

5. Click **Yes** to remove the sensor from your home system.

4 Managing Cameras, Video & Captured Images

Depending on your package subscription, up to six cameras are supported on your system.

From the Main page, you can:

- [View, download, or delete captured images and video from any of your cameras](#). See "Viewing Captured Images and Video" on page 23.
- [Capture live video and snapshots from a selected camera](#). See "Viewing & Capturing Live Video and Snapshots" on page 22.

To create rules to automatically capture video and images based on a variety of criteria, see "Managing Rules" on page 46.

4.1 Managing Camera Devices

From the Subscriber Portal, you can do the following tasks to manage camera devices:

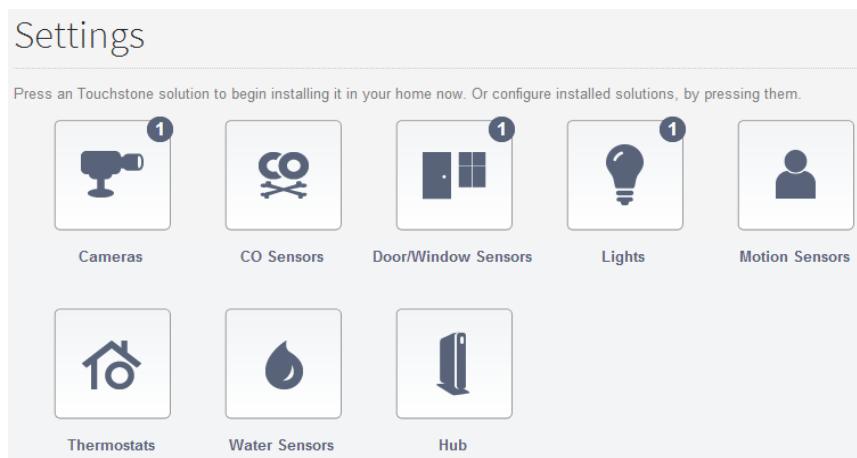
- Add a camera
- Rename a camera
- Change a camera's motion capture settings
- Delete a camera

To add a camera:

You can add cameras when you activate Touchstone, or at a later time. If you want to add a camera that was not included with the original Touchstone package, make sure your service provider supports it.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



2. Click **Cameras**.

The Camera Settings page is displayed.

The screenshot shows a 'Settings' menu with a 'Cameras' option selected. Below it, there's a button labeled 'ADD CAMERA' with the text 'Follow a simple step-by-step guide to add an additional camera to your network.' To the right, there's a table with one row containing a camera icon and the text 'My Camera'. On the far right of the table, there are 'DESCRIPTION' and 'MODIFY' columns. Under 'MODIFY', there are edit and delete icons.

- Click **Add Camera**. A page similar to the following is displayed.

The screenshot shows a 'Add a Camera' page. It features a large blue camera icon in the center. Below the icon, the text 'First, you will assemble the Camera, pair it with the Hub and then physically install it in your home.' and 'Note: Cameras must be paired with the Hub one at a time.' are displayed. At the bottom, there are two labels: 'Difficulty: Moderate' and 'Time: 30 minutes'.

Follow the directions displayed on the page. When you have completed the procedure, the camera will be displayed on the Main page.

To rename a camera:

You can modify the label you have assigned to a camera. This is useful if you have to move your camera to another part of your home.

- On the Toolbar, click **Settings**.

The *Settings page* is displayed.

The screenshot shows the 'Settings' page. At the top, it says 'Press an Touchstone solution to begin installing it in your home now. Or configure installed solutions, by pressing them.' Below this, there are several icons representing different devices, each with a small number in the top right corner indicating the count of installed instances. The icons are arranged in two rows: the first row includes 'Cameras' (1), 'CO Sensors' (1), 'Door/Window Sensors' (1), 'Lights' (1), and 'Motion Sensors' (0); the second row includes 'Thermostats' (1), 'Water Sensors' (1), and 'Hub' (1).

The number in the upper right corner of each icon indicates how many instances of that type of device have been installed already. The icon is blue if that type of device has not been installed.

2. Click the Cameras icon.

The sensor's Settings page is displayed.

DESCRIPTION	MODIFY
Weight Room	

3. Click the Modify icon for the camera you want to edit.

The Edit window is displayed.

Type a new name for the camera and Press Done.

CANCEL DONE

4. Enter the new name for the camera and click **Done**.

To manage the motion detection settings of a camera:

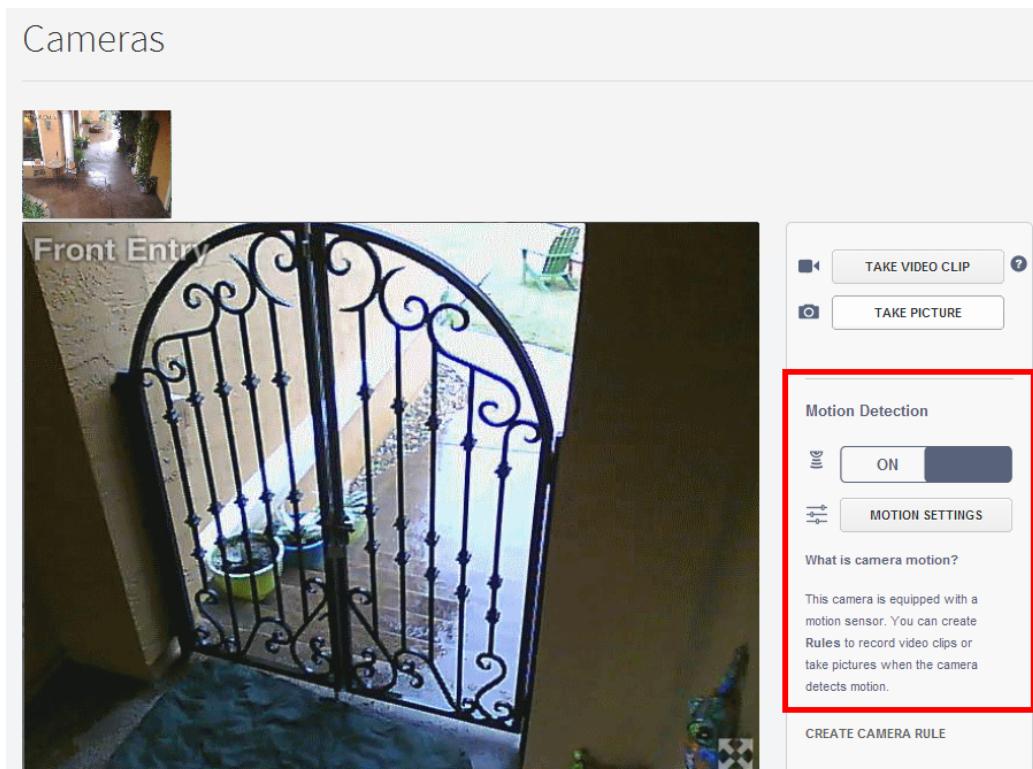
Some cameras are designed with integrated motion-detection. You can modify cameras sensitivity to detect motion via the touchscreen and the Subscriber Portal. If you find that your camera is detecting a lot or irrelevant motion, lower the sensitivity level, if you find that you are missing events, increase the sensitivity level. You can also toggle motion-detection on and off for each camera.

1. On the Toolbar, select **My Home>Cameras**.

The Cameras screen is displayed.

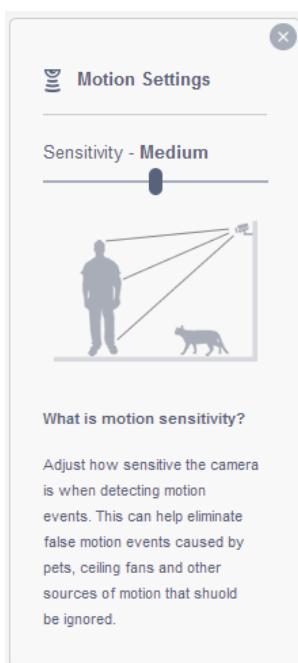
2. Click on the motion-capable camera to be modified.

A Camera that is motion capable has additional features in the below the Take Picture button.



3. Click to turn motion detection off for this camera.

4. To change the motion sensitivity for this camera, click .



The Motion Settings Tool is displayed.

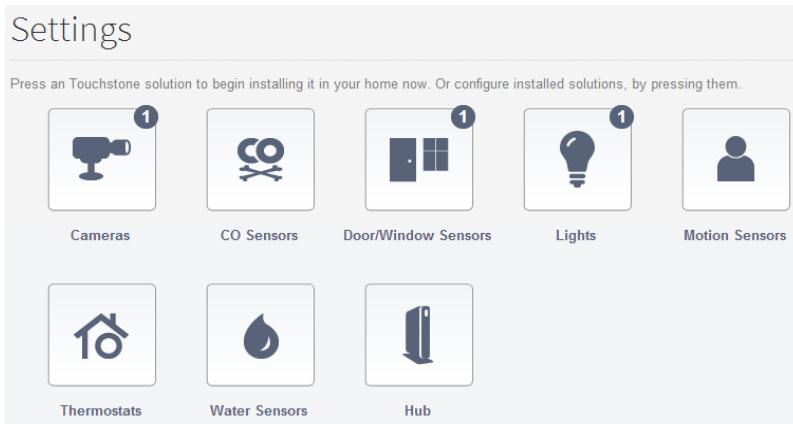
1. Drag the Sensitivity bar left and right to change the sensitivity to *Low, Medium, or High*.
2. Click to close the Motion Settings tool.

To delete a camera:

When you delete a camera, Touchstone disables any rules that reference the camera. Snapshots and video files are not deleted.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



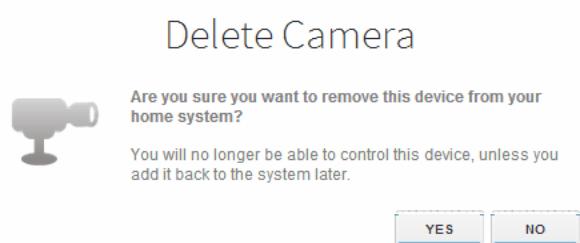
2. Click **Cameras**.

The camera's Settings page is displayed.

The screenshot shows the 'Settings > Cameras' page. It includes an 'ADD CAMERA' button and a note: 'Follow a simple step-by-step guide to add an additional camera to your network.' A table lists one camera entry: 'My Camera' with a camera icon, edit ('MODIFY') and delete ('DELETE') buttons.

4. Click the icon next to the camera you want to delete.

A confirmation dialog is displayed.



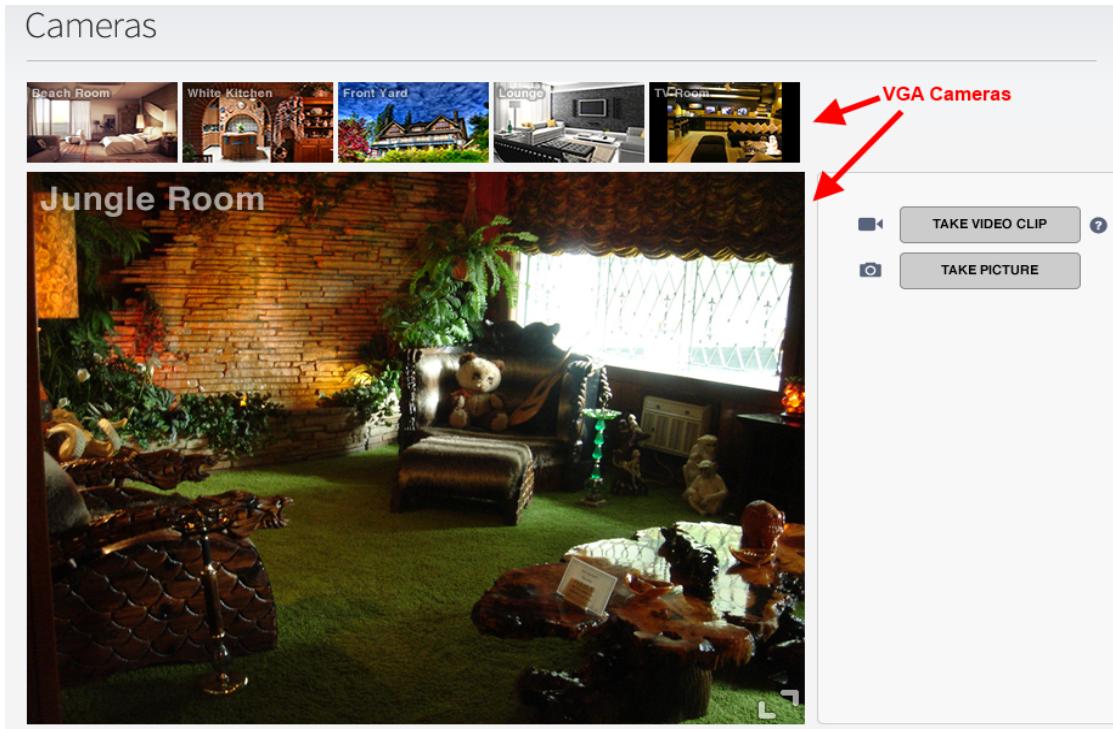
5. Click **Yes** to remove the camera from your home system.

4.2 Viewing & Capturing Live Video and Snapshots

To view live video from the cameras attached to your system and take snapshots or videos from them:

1. On the Main page, in the Cameras section, click **View Live Cameras**.

One of the cameras is displayed as live video. The other camera views (not live video) are arrayed above it. If you have both HD and VGA cameras, the HD cameras will be displayed in 16:9 aspect ratio (wide rectangular) and the VGA cameras are in 4:3 aspect ratio. The "not live video" VGA cameras are "letter boxed" (black bands on either side).

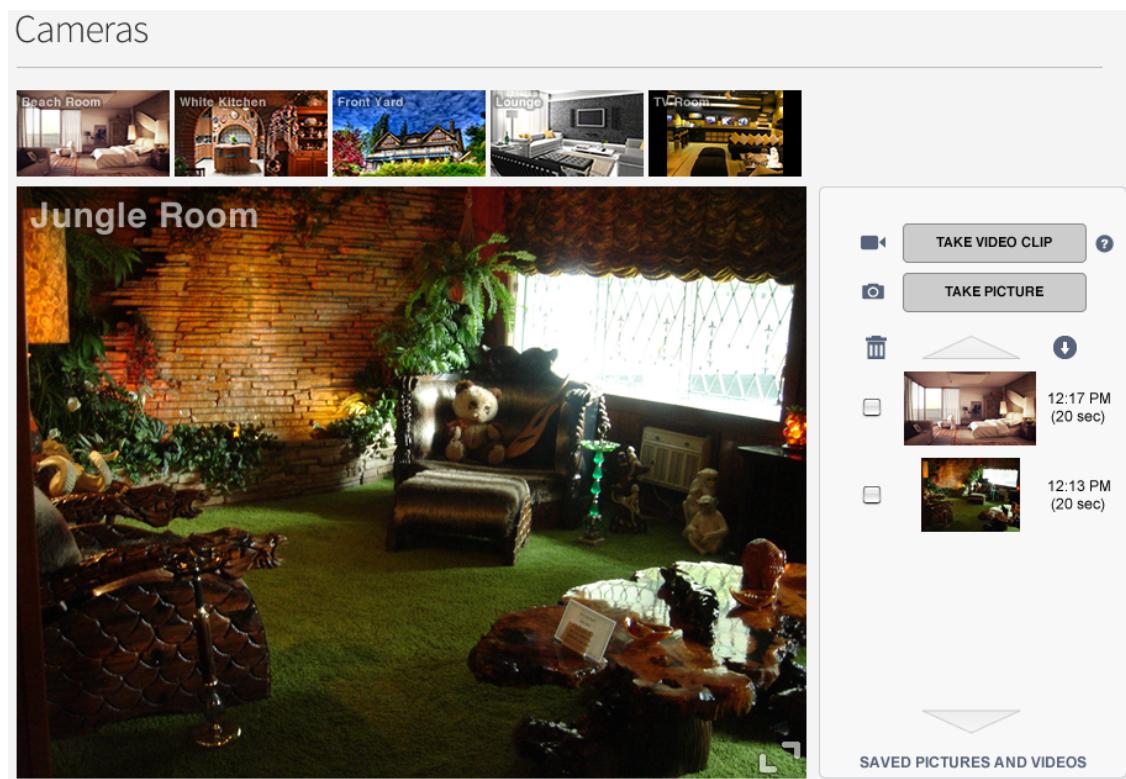


Note: Live video resolutions of either 640x480 or 320x200 are displayed as configured for the camera during activation. You must have Adobe Flash Player version 10 or greater to view video.

2. Click an image above the video to view live video from that camera.
3. To take a snapshot with the currently selected camera, click **Take Picture**.
4. To take a video clip (about 15 seconds) with the currently selected camera, click **Take Video Clip**.

Note: If a camera is not capable of video capture, then the **Take Video Clip** button is disabled for that camera.

Each time you click **Take Picture** or **Take Video Clip**, a thumbnail of the picture or clip is added below the Take Picture button -- from the most recent to the oldest.



Note: HD camera thumbnails are in 16:9 aspect ratio. VGA camera thumbnails are in 4:3 aspect ratio.

4.3 Viewing Captured Images and Video

When a rule triggers, the assigned camera takes five pictures in rapid succession. You can also take pictures from one of the attached cameras manually.

You can:

- View captured pictures and video
- [Download captured pictures and video to your computer](#)
- [Delete captured pictures and video](#)

4.3.1 Viewing Images and Video

You can view images that are manually and automatically captured by your system.

To view captured images:

1. Click **Saved Pictures and Videos** on the Main page:

The Saved Pictures and Videos page is displayed listing the captured pictures.

Saved Pictures and Videos		
		SELECT ALL DESELECT ALL DELETE DOWNLOAD
EVENT		DATE & TIME (CST)
	Picture - Office (3)	Fri 02.22.2013 10:03 AM
	Video Clip - Office (3)	Fri 02.22.2013 9:58 AM
	Video Clip - Living Room (2)	Fri 02.22.2013 9:58 AM
	Picture - Living Room (2)	Fri 02.22.2013 9:57 AM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:56 PM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:54 PM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:27 PM

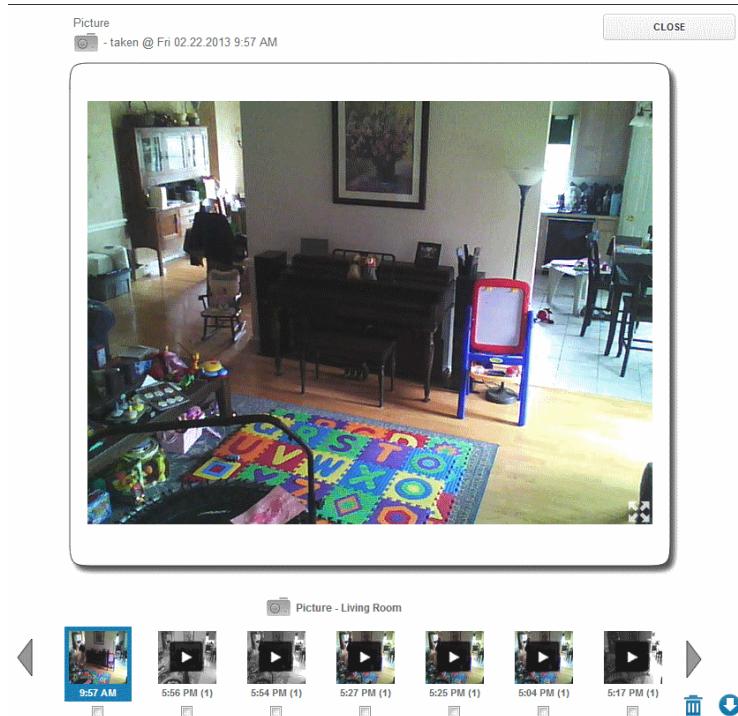
Note: HD camera thumbnails are in 16:9 aspect ratio. VGA camera thumbnails are in 4:3 aspect ratio.

Table 1: Explanation of the Saved Pictures and Videos Page

Element	
	A captured video that you can view or download.
	Multiple images captured in sequence (typically when a rule effect is "Take a Picture").
	A single image was taken manually.
	An image that was taken manually.
	A video clip was taken manually. The camera that took the picture
	The image(s) or video was taken as a result of a rule. Click Rule to view the rule that caused the image(s) or video to be taken.

Element		
		5 pictures in sequence  Rule (Front door opened)

2. Click the **Next**, **Previous**, or individual page numbers to navigate between pages of videos and images. You can specify whether to display 50, 100, or 200 items per page.
3. Click on an image to view it.



Images and videos that are captured as a result of a rule have a  icon above and below the image or video and the name of the rule.

Images and videos that are captured manually have a  icon (for images) and a  icon (for videos) above and below the image and video.

4.4 Managing Captured Videos and Images

You might need manage the videos and images your cameras capture. To do this, you can perform a bulk delete of videos and images. You can also download these files to your computer in a ZIP file.

You can:

- Download captured pictures and video to your computer
- [Delete capture pictures and video from your system](#)

4.4.1 Downloading Images and Video to Your Computer

To download image(s)/videos from the Saved Images and Video page:

From the Main Screen click **View Saved Pictures and Video**.

The selected files are saved to your browser's default download directory in a compressed **zip** file (named Media_[an ID number].zip).

You can click **Select All** to select all the files currently listed for downloading.

4.4.2 Deleting Captured Images and Video

To delete image(s)/videos from the Saved Images and Video page:

Select checkbox next to the images(s) and video(s) that you want to download and click **Download**.

Saved Pictures and Videos		
		SELECT ALL DESELECT ALL DELETE DOWNLOAD
<input checked="" type="checkbox"/>		5 pictures in sequence  Rule (Front door opened) Fri 02.22.2013 11:08 AM
<input checked="" type="checkbox"/>		Picture - Office (3) Fri 02.22.2013 10:03 AM
<input checked="" type="checkbox"/>		Video Clip - Office (3) Fri 02.22.2013 9:58 AM
<input type="checkbox"/>		Video Clip - Living Room (2) Fri 02.22.2013 9:58 AM
<input type="checkbox"/>		Picture - Living Room (2) Fri 02.22.2013 9:57 AM

You can click **Select All** to select all the files currently listed for deleting.

5 Managing Environmental Devices

Your system supports a maximum of 64 ZigBee [sensors](#) and environmental devices are supported for the system (not including cameras).

From the Main page, you can operate your environmental devices, including:

- [Managing Thermostats](#)
- "Managing Lights" on page 34

5.1 Managing Thermostats

The Subscriber Portal lets you monitor the state of up to five thermostats in real time and manage basic settings. The current states of your thermostats are displayed on the Main page.

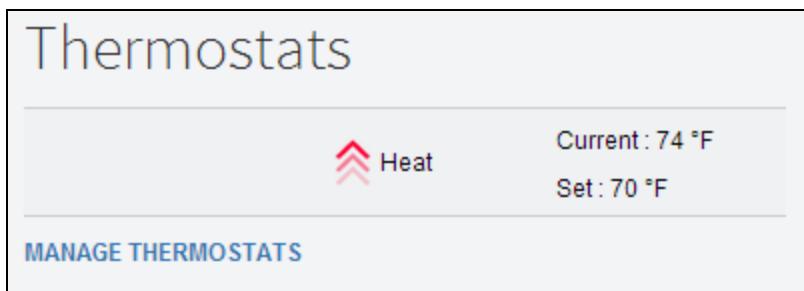


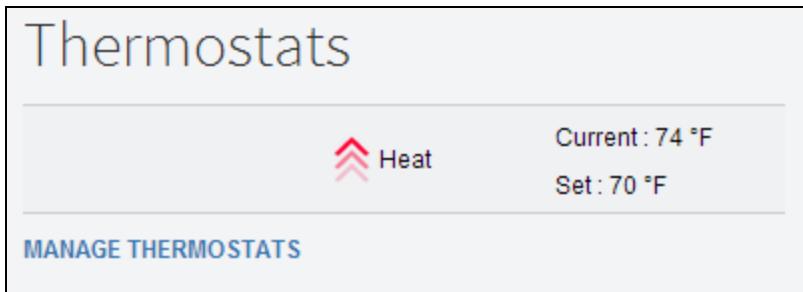
Figure 3: Thermostats Tool on the Main Page

Table 2: Thermostats Tool Options

Element	Description
Mode	 Thermostat is set to Cool. 
	 Thermostat is set to Heat.
Current	Current measured temperature of the premises.
Set	Current Cool/Heat setting of the thermostat.

To operate your thermostat:

1. On the Main page, in the Thermostat tool, click **Manage Thermostats**.

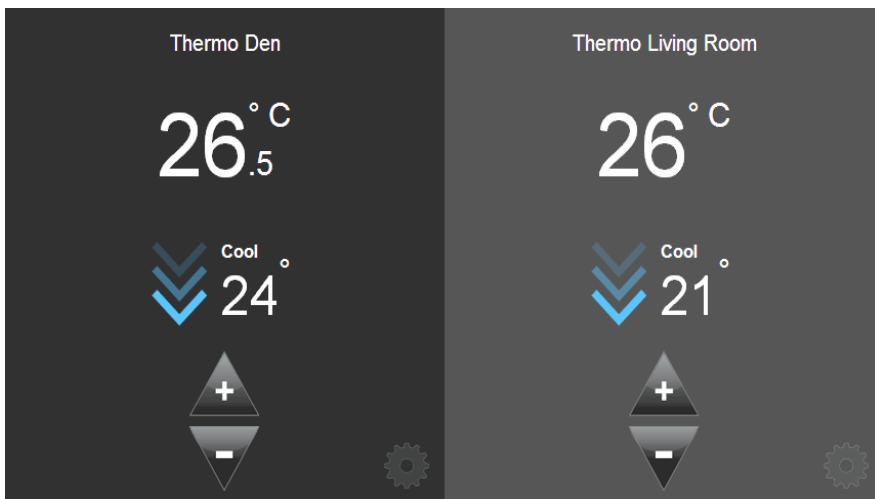


OR

On the Toolbar, click **Thermostats > Thermostats**.

The Thermostat page is displayed.

If you have multiple thermostats, they are displayed in modular form like the following.



2. You can change the temperature setting from this page, or you can click the icon to access the Thermostat Details page.

The Thermostat page is displayed (or is displayed immediately if you only have one thermostat)

device).

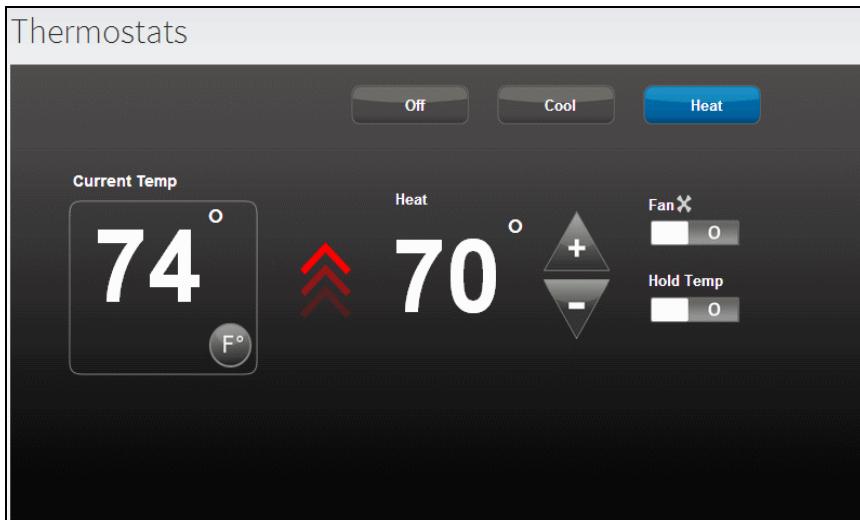


Table 3: Thermostats Tool Element

Element	Description	
Mode	 Thermostat is set to Cool and will prevent the room from warming above a set temperature.	
	 Thermostat is set to Heat and will prevent the room from cooling below a set temperature.	
	No icon Thermostat is set to Off and will not manage room temperature.	
Setting Increment	 Increase the current temperature setting.	
	 Decrease the current temperature setting	
Temperature Scale	 All temperature values are in Fahrenheit. Click to toggle to Celsius.	This setting only affects the Subscriber Portal. The temperature values of the thermostat must be set at the device.
	 All temperature values are in Celsius. Click to toggle to Fahrenheit.	
Fan	 On: Fan runs continuously, regardless of whether the heat or air conditioning is active. Click to toggle Off.	
	 Auto: Fan comes on only when the heat or air conditioning is active. Click to toggle On.	
Hold Temp	 On: Maintain the current mode and temperature settings and ignore any Rules that would otherwise change the temperature setting and mode. Click to toggle Off.	
	 Off: Allow the thermostat setting and mode to be changed by Rules. Click to toggle On.	

The following examples describe the page elements.

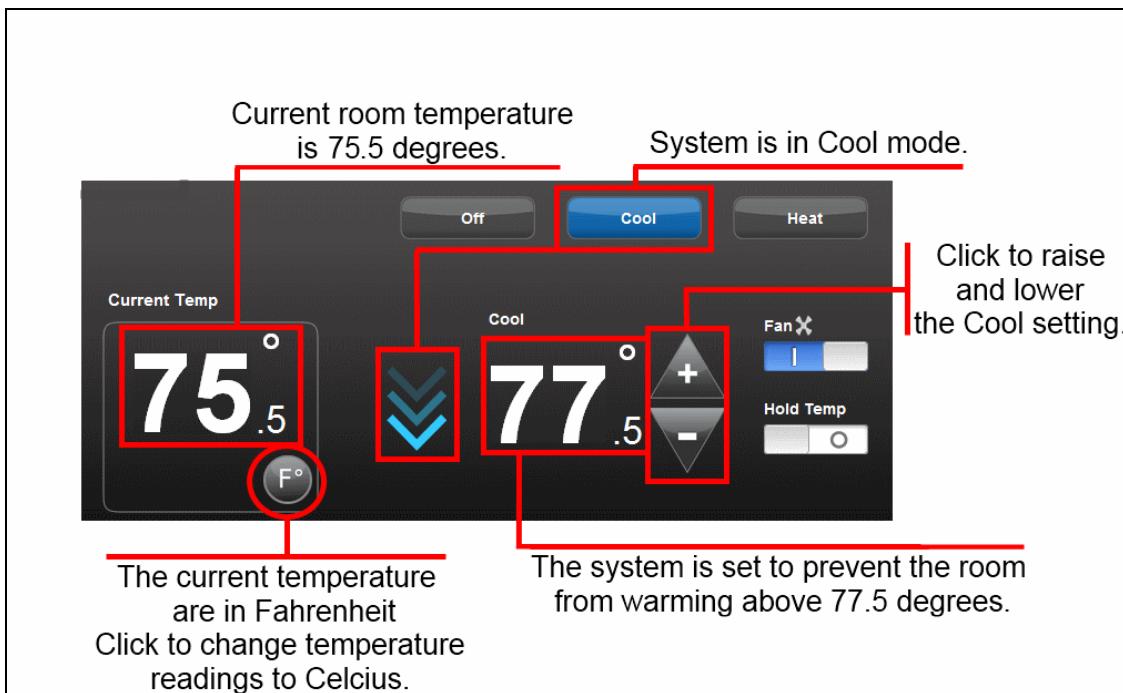


Figure 4: Mode Cool – Readings in Fahrenheit

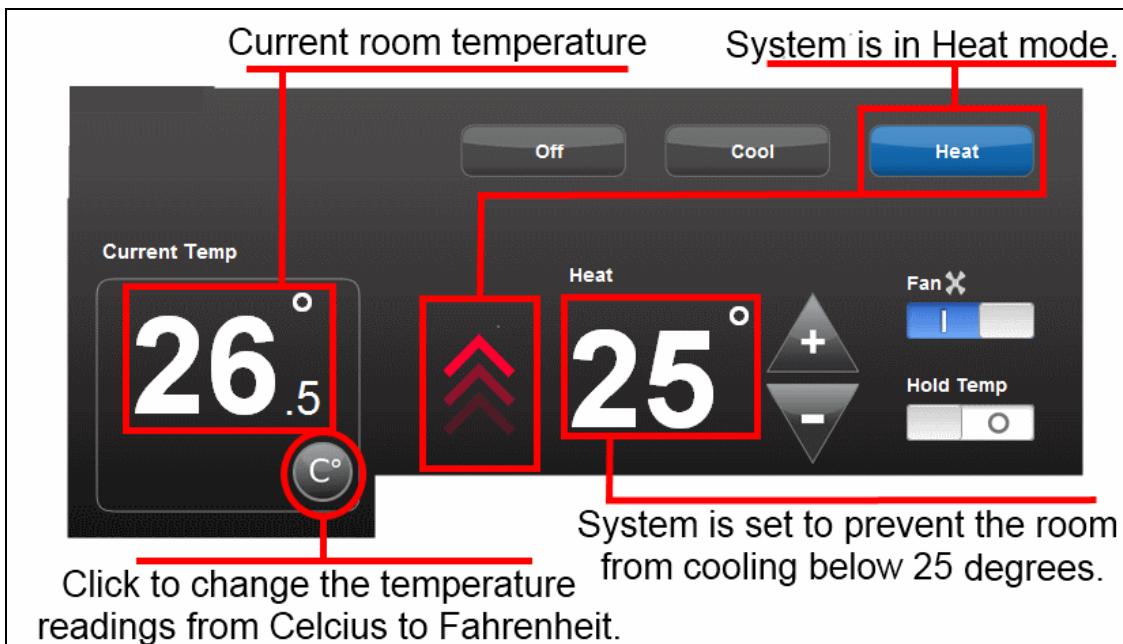


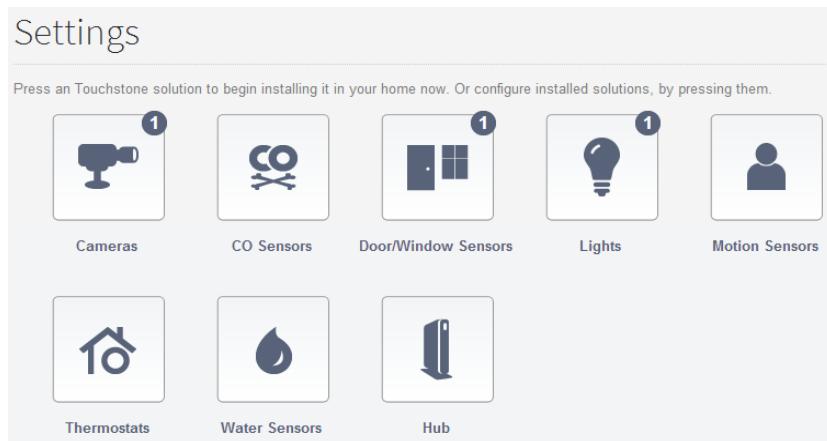
Figure 5: Mode Heat – Readings in Celsius

To add a thermostat:

You can add a thermostat when you activate Touchstone, or at a later time. If you want to add a thermostat that was not included with your original , make sure your service provider supports it.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



2. Click **Thermostats**.

The Thermostat Settings page is displayed.

DESCRIPTION	MODIFY
Living Room	

3. Click **Add Thermostat**. A page similar to the following is displayed.

First, you will power the Thermostat, pair it with the Hub and physically install it in your home.
Note: You may choose to simultaneously pair multiple thermostats with the Hub.

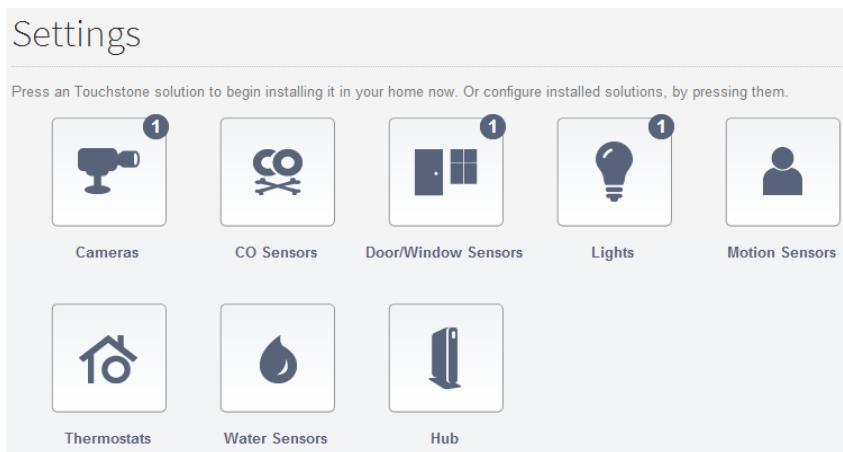
Difficulty: Challenge **Time:** 45 minutes **Accessories required:** Flat-head screwdriver
Phillips screwdriver
Level
Pencil
3/16" drill bit
Power drill

Follow the directions displayed on the page. When you have completed the procedure, the thermostat will be displayed on the Main page.

To delete a thermostat:

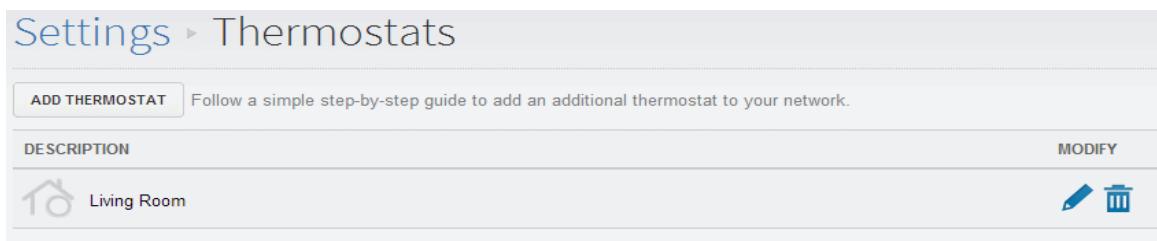
1. On the Toolbar, click **Settings**.

The Settings page is displayed.



2. Click **Thermostat**.

The thermostat's Settings page is displayed.



4. Click the icon next to the thermostat you want to delete.

A confirmation dialog is displayed.



Are you sure you want to remove this device from your home system?

You will no longer be able to control this device, unless you add it back to the system later.

YES

NO

5. Click **Yes** to remove the thermostat from your home system.

5.2 Managing Lights

The Subscriber Portal lets you remotely monitor and control light/appliance devices. The current states of your light devices is displayed on the Main page.

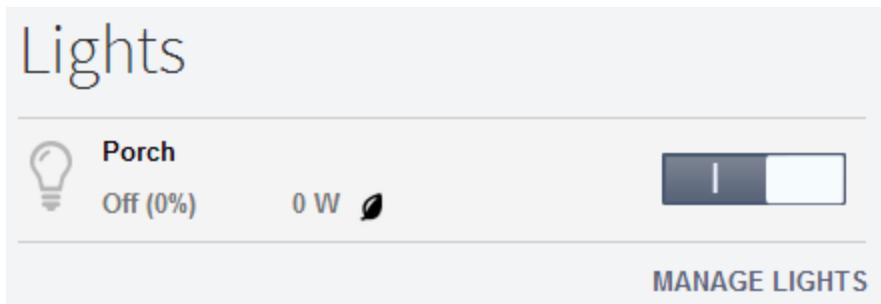
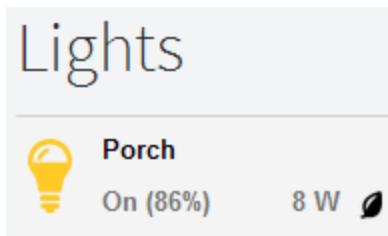


Table 4: Lights Tool Options

Element	Description
%	Shows the current dimming percentage of the light. 100% is undimmed. 0% is totally off. No % means the light is not set to dimmable.
On	Indicates whether the light is on or off or dimmed
Off	Indicates whether the light is on or off or dimmed
Dimmed	Indicates whether the light is on or off or dimmed

If the lighting device is Energy Management enabled, when the light is on, the TouchScreen displays a leaf icon, and how many watts are currently being drawn through the device by a lamp or appliance.



From the Subscriber Portal, you can manage your lights by turning them on or off and dimming them (if the light is dimmable).

You can also:

- Add a new light
- Toggle the dimmable capability of a light on and off
- Rename a light
- Delete a light from your system

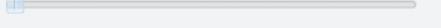
To manage your lights:

1. On the Main page, in the Lights tool, click **Manage Lights**.

OR

On the Toolbar, click **Devices> Lights**.

The Lights page is displayed.

NAME	CONTROLS
Front Porch	 100%
Back Porch	
Family Lamp	 0
Hall Lamp	 0 0% 

In the Lights tool, you can turn the light on or off by clicking the switch icon:

 is On.

 is Off.

If the light can be dimmed, you can also set the dimming percentage by dragging the bar.

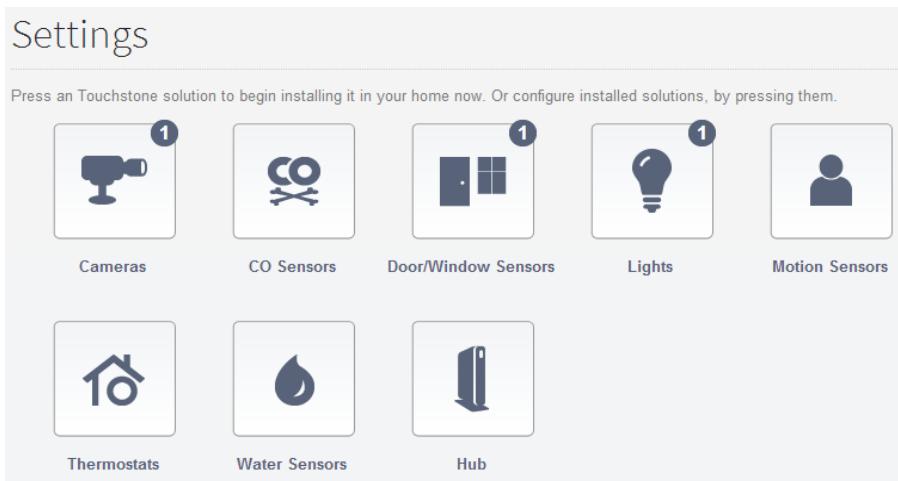
Note: You can also create rules that involve lights. See "Managing Rules" on page 46 for more information.

To add a light:

You can add lights when you activate Touchstone, or at a later time. If you want to add a light that was not included with the original Touchstone package, make sure your service provider supports it.

1. On the Toolbar, click **Settings**.

The Settings page is displayed.



2. Click **Lights**.

The Lights Settings page is displayed.

DESCRIPTION	MODIFY
Hall Lamp	
Front Porch	
Family Lamp	
Back Porch	

- Click **Add Light**. A page similar to the following is displayed.

Add light controls

First, you will physically install the light control in your home, power it up and pair it with the Hub.

Note: You may choose to simultaneously pair multiple Light Controls with the Hub.

Difficulty: Easy to Moderate **Time:** 10-30 minutes **Accessories required:** Flat-head screwdriver (In-wall).
Phillips screwdriver (In-wall).

Follow the directions displayed on the page. When you have completed the procedure, the light will be displayed on the Main page.

To modify the details of a light/appliance device:

You can change the name you have assigned to a light module. This is useful if you named a device based on where you installed it and want to move it to another location.

If a light device is dimmable, you can also toggle that capability on and off.

- On the Toolbar, click **Settings**.

The Settings page is displayed.

Settings

Press an Touchstone solution to begin installing it in your home now. Or configure installed solutions, by pressing them.

Cameras	CO Sensors	Door/Window Sensors	Lights	Motion Sensors
Thermostats	Water Sensors	Hub		

The number in the upper right corner of each icon indicates how many light devices have been installed already.

- Click **Lights**.

The light's Settings page is displayed.

DESCRIPTION	MODIFY
Hall Lamp	
Front Porch	
Family Lamp	
Back Porch	

- Click the Modify icon for the sensor you want to edit.

The Edit window is displayed.

Type a new name for the light and Press Done.

Dimmable

Non-dimmable

Dimmable

CANCEL DONE

To delete a light:

- On the Toolbar, click **Settings**.

The Settings page is displayed.

Press an Touchstone solution to begin installing it in your home now. Or configure installed solutions, by pressing them.

Cameras CO Sensors Door/Window Sensors Lights Motion Sensors

Thermostats Water Sensors Hub

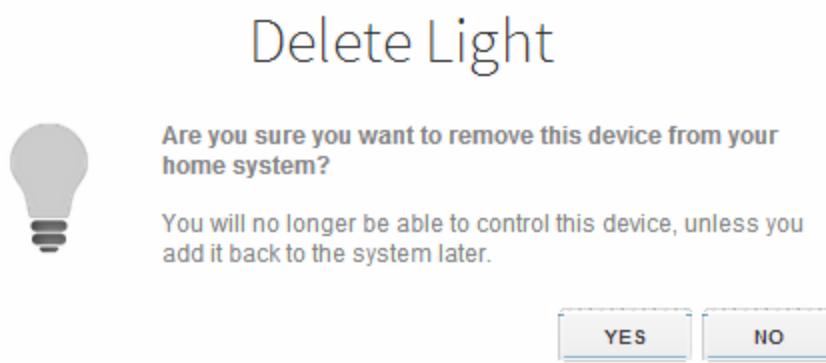
2. Click **Lights**.

The light's Settings page is displayed.

DESCRIPTION	MODIFY
Hall Lamp	
Front Porch	
Family Lamp	
Back Porch	

4. Click the icon next to the light you want to delete.

A confirmation dialog is displayed.



5. Click **Yes** to remove the light from your home system.

5.3 Managing Door Locks

Your system supports a maximum of 4 ZigBee door locks.

The current states of your door locks is displayed on the Main page.

Front Door Lock Unlocked

MANAGE DOOR LOCKS

Table 5: Lights Tool Options

Element	Description
Locked	 Indicates whether a door lock is locked or unlocked
Unlocked	

To manage your door locks:

In the Door Locks tool, you can turn the light on or off by clicking the switch icon:

 is Locked.

 is Unlocked.

5.3.1 Making Rules for Door Locks

You can create rules to lock and unlock door locks based on events with the following exceptions:

- ❑ You cannot create an Event rule to lock a door based on the mode changing to Home.
- ❑ You cannot create an Event rule that changes the mode to Home whenever the door becomes Locked.
- ❑ You cannot create an Event rule to unlock a door based on the mode changing to Night, Away, or Vacation.
- ❑ You cannot create an Event rule that changes the mode to Night, Away, or Vacation when the door becomes Unlocked.

6 Viewing History Reports

You can view reports of events based on a variety of criteria:

Table 6: Report Types

Report	Description
All History	Lists all recent events. Results of this report can be filtered.
Mode Changes	Lists the instances when someone changed the mode.
Trouble Events	A trouble event indicates that something is wrong with the Insight system. Possible problems include connectivity issues, low battery levels in devices, tampered devices.
Sensor Activity	Lists the instances where a sensor has triggered or returned to its normal state.
Last 24 Hours	List all Touchstone activity over the last 24 hours.
Saved Videos and Pictures	Provides links to videos and pictures.

To view history reports:

Select **History > report name** on the toolbar.

The selected history report is displayed. The following example shows all history.

EVENT	DATE & TIME (CST)
Still - SMC Clip (5)	Thu 02.07.2013 3:28 PM
Motion - SMC Clip (5)	Thu 02.07.2013 3:28 PM
Sensor Trouble - There are no more issues communicating with the Visonic CO sensor.	Thu 02.07.2013 2:41 PM
Still - SMC Clip (5)	Thu 02.07.2013 2:36 PM
Motion - SMC Clip (5)	Thu 02.07.2013 2:35 PM
Sensor Trouble - Having difficulty communicating with the Visonic CO sensor.	Thu 02.07.2013 2:34 PM
Still - SMC Clip (5)	Thu 02.07.2013 2:20 PM
Motion - SMC Clip (5)	Thu 02.07.2013 2:20 PM

See [All History Report](#) for information about filtering the results of this report.

6.1 All History Report

This report lists all the events logged by the system. Only the most recent 150 events are listed for each day. This report provides various tools for filtering the events listed. The filters can be used in conjunction with each other.

Click the **<Previous**, and the **Next>** links to display events that occurred on the previous or next day from the current one.

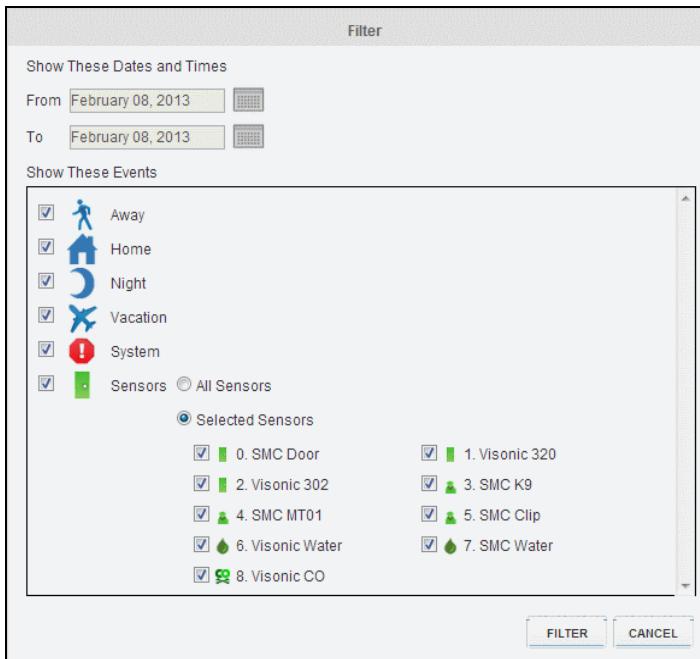
The screenshot shows a 'History' report interface. At the top, there is a 'FILTER' button, a date range selector ('Feb.07 2013' to 'Feb.08 2013'), and a calendar icon. Below these are links for navigating between days: '<<' (for Feb. 04), '04', '05', '06', '07' (highlighted in red), '08', and 'Feb.08 2013'. To the right of the date range, there are '<Previous | Next>' links, which are also circled in red.

Click a date in the header to view the events for that day.

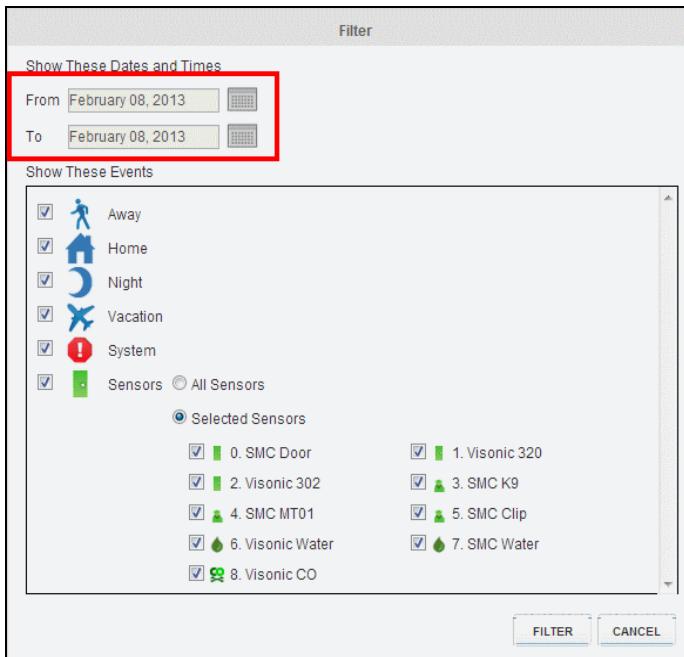
Click the calendar tool to filter out all but the events that occurred on a specific date.

The screenshot shows a 'History' report interface with a detailed calendar for February 2013. The calendar is highlighted with a red box. The date 'Feb.08 2013' is selected and highlighted with a red circle. The calendar shows the days of the week (S, M, T, W, T, F, S) and the dates from 27 to 9. The date '08' is highlighted with a red box. The rest of the interface shows event logs for those dates.

Click the **Filter** button to display the following tool..



You can use the data fields to From/To dates to list only events within those calendar dates.



You can select or unselect the “Show These Events” check boxes to specify what types of events to display in the All History report.

Also, you can select specific sensors to limit the results.

Click **Filter** to display your results.

7 Managing Contacts for Rules

The people defined in the Contacts for Rules page can be designated as recipients of emails and texts that are generated when a rule is triggered. These can be family members or possibly neighbors, if they will be checking your home while you are away on vacation.

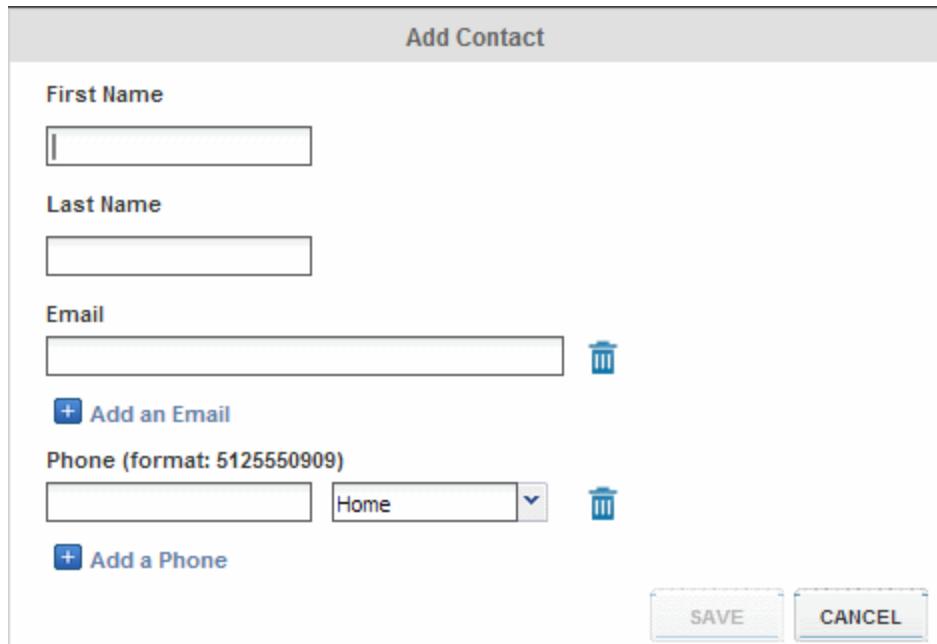
To add a contact:

1. Click **Rules > Contacts for Rules** on the toolbar.

The Contacts screen is displayed:

Contacts For Rules				
ADD CONTACT				
FIRST NAME	LAST NAME	EMAIL	PHONE	MODIFY
Joe	Smith	jsmith@example.com	5125557581 	 
Melinda	Smith	msmith@example.com	5125559036 	 

2. Click **Add Contact**.



The screenshot shows the 'Add Contact' dialog box. It has fields for First Name, Last Name, Email, and Phone number. There are buttons for adding more email and phone numbers, and buttons for Save and Cancel.

3. Enter a first name, last name, email address, and phone number. You can specify multiple email addresses and phone numbers.
4. Click **Save**.

To manage your contact list:

1. Click **Rules > Contacts for Rules** on the toolbar.

The Contacts screen is displayed:

Contacts For Rules				
ADD CONTACT				
FIRST NAME	LAST NAME	EMAIL	PHONE	MODIFY
Joe	Smith	jsmith@example.com	5125557581  Mobile	
Melinda	Smith	msmith@example.com	5125559036  Home	 

2. Click  to modify a contact.
3. Click  to remove a contact from the list.

Note: The person associated with the account is automatically added as a contact. You cannot delete this person from the list of contacts.

You cannot delete a contact if that person is defined in a rule.

8 Managing Rules

Rules allow you define how Touchstone responds to events that it detects or even events that do not happen. They also allow you to control non-sensor devices, such as cameras, lights, and thermostats.

Example rules include:

- Take snapshots or video Touchstone is in away mode, and the front door opens.
- Send an email or text message when any sensor encounters a trouble.
- Turn on a light every night at 9 PM and off at 6 AM.

To manage rules:

Click **Rules & Modes > Rules & Modes** on the toolbar.

OR use one of the following paths:

- Sensors > Rules & Modes**
- Cameras > Rules & Modes**
- Thermostats > Rules & Modes**
- Lights > Rules & Modes**

The Rules screen is displayed.

Rules & Modes			
ADD RULE	?	Filter By: ALL MODES	
DESCRIPTION	MODE	HOW OFTEN	MODIFY
Any Sensor Active When I'm Away, Contact Me	✖️✖️✖️✖️	Any Time	
Any Carbon Monoxide Sensor Active, Contact Me	✖️✖️✖️✖️	Any Time	
Any Non-motion Sensor Active at Night, Contact Me	✖️✖️✖️✖️	Any Time	
Any Sensor Active When I'm on Vacation, Contact Me	✖️✖️✖️✖️	Any Time	
Back Door Open Turn On Light	✖️✖️✖️✖️	Any Time	
Any Motion Sensor Motion Take Picture from My Camera	✖️✖️✖️✖️	Any Time	
Front Door Open Take Picture from My Camera	✖️✖️✖️✖️	Any Time	

8.1 Types of Rules

Table 7: Rule Types describes the types of rules you can configure for automatic actions performed by the Subscriber Portal system.

Table 7: Rule Types

Type	Description
Schedule	Actions occur regularly on specified times, dates, and date ranges without regard to an additional event. See " Adding Schedule Rules " on page 49 for more information.
Event	The rule triggers when an event occurs. See Event Rules for more information.
Non-event	The rule triggers when an expected event does not occur. For example, Send a text notification if the front door does not open between 3:30 PM. and 4:00 PM. on Monday through Friday when the kids are expected home. See Non-Event Rules for more information.
Thermostat Schedule	This option launches the Thermostat Schedule wizard to create a series of Schedule-type Rules

To have multiple actions occur for the same cause (schedule, event, non-event), create multiple rules.

8.2 Rule Actions

The purpose of a rule is to cause a single action to occur under specific circumstances. To have multiple actions occur for the same cause (schedule, event, non-event), create multiple rules.

Table 8: Rule Actions

Action	Description
Send Email	Send an email notification to everyone on your Contacts list. Depending on how your system is configured, an option to add a picture or video to the email message might appear. In some cases, picture and/or video attachments are not allowed with rules, because they require too much bandwidth and adversely affect the server's performance.
Send Text Message	Send an SMS notification to everyone on your Contacts list.
Take Picture	Have one of your cameras take a five pictures in quick succession.
Record Video Clip	Have one of your cameras take a short video clip.

Action	Description	
Turn on/Turn Off Light	Turn a light on or off.	
Set Thermostat to Cool	Have the Thermostat cool the premises to a specified temperature.	Your service provider might restrict the ability to set the thermostat to cool or heat as an action within a rule.
Set Thermostat to Heat	Have the Thermostat heat the premises to a specified temperature.	
Set Thermostat to Cool and Heat	Have the Thermostat cool or heat the premises to a specified range.	
Turn Thermostat Off	Turn the Thermostat off so that it is not maintaining the premises temperature.	

8.3 Default Rules

The following rules are created by default when you add a device

Default Rule	Description	Created When
Any Sensor Active When I'm Away, Contact Me	If your system is in the Away scene, and any of your sensors is faulted (such as a door opening), a text is sent to the account phone number.	You add a door/window sensor.
Any Sensor Active When I'm on Vacation, Contact Me	If your system is in the Vacation scene, and any of your sensors is faulted (such as a door opening), a text is sent to the account phone number.	You add a door/window sensor.
Any Non-motion Sensor Active at Night, Contact Me	If your system is in the Away scene, and any of your sensors except motion sensors is faulted (such as a door opening), a text is sent to the account phone number.	You add a door/window sensor.
Any Carbon Monoxide Sensor Active, Contact Me	If any of your carbon monoxide sensors is faulted, a text is sent to the account phone number.	You add a carbon monoxide sensor.
Any Water Sensor Active, Contact Me	If any of your water sensors is faulted, a text is sent to the account phone number.	You add a water sensor.

8.4 Adding Schedule Rules

- From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:

The screenshot shows a modal window titled "Add a Rule". Under the heading "▼ What Kind of Rule?", there are three radio button options:

- Schedule:** At a specified time, take action. For example, at 3:30 pm Monday through Friday capture video and send it to me (my kids should be home then.)
- Event:** When something happens, take action. For example, when a door opens, take a picture.
- Non-event:** When something does NOT happen at a specified time, take action. For example, if the front door does not open, from 3-4 PM when my kids should be coming home, send a text message.

At the bottom of the modal are two buttons: "SAVE" and "CANCEL".

- Select **Schedule**.

The criteria options for schedule rules are displayed.

① At a Specific Time

Sun Mon Tue Wed Thu Fri Sat
 OR Every Day
 Start Time
 07 : 00 AM Sunset

Repeat
 Do not repeat

② Do This

Select the Action...
 Send Email
 Send Text Message
 Set Away
 Set Home
 Set Night

③ When My Mode is

All Modes Home Away Night Vacation

④ Describe the Rule

Name the Rule...

3. Select the criteria for your rule.

- At a Specific Time** – The time and day or the time/day range when the rule applies.

For Schedule rules that apply during a time range, you can have the action repeat periodically during that time range. For example, you can have the system turn on a light for five minutes every 20 minutes between 7:00 PM and midnight.

- Do This** – The action the rule takes. See [Table 8: Rule Actions on page 47](#)
- When My Mode is** - The modes that the rule applies to.

4. The **Describe the Rule** field changes based on your selected criteria. This will be the name of the rule. Modify this field as desired.
5. Click **Save**.

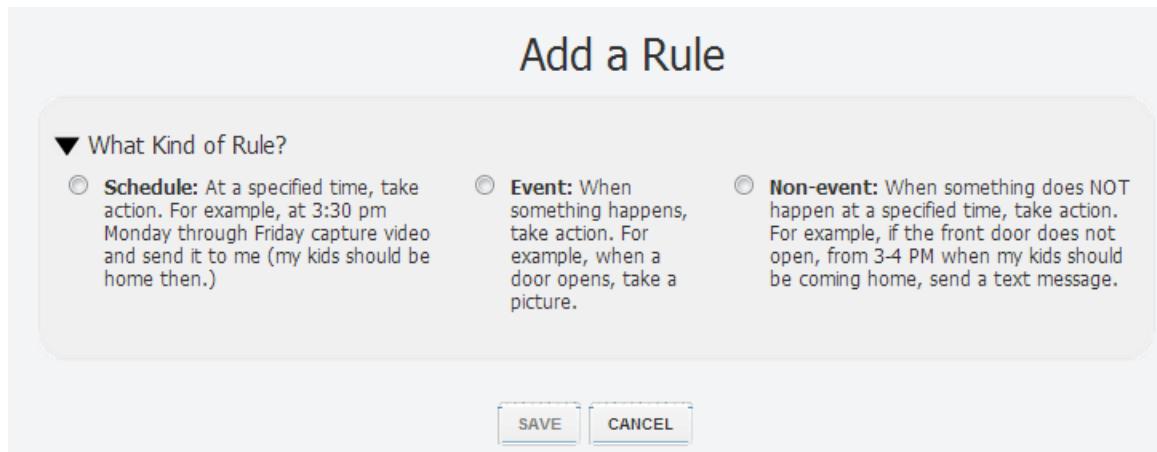
Thermostat Schedule rules can be built in the same way all other schedule rules but it is easier to use the [Thermostat Schedules Wizard](#). Rules created using this wizard are much more complex than normal Schedule rules.

8.5 Event Rules

Event rules are triggered when a sensor or the hub detects a change of state. This could include a door opening or closing, a sensor being tampered with, or a motion detector detecting motion.

- From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



- Select **Event**.

The criteria options for event rules are displayed.

① When My

② Becomes

③ Do This

④ How Often

⑤ When My Mode is

 All Modes Home Away Night Vacation

⑥ Describe the Rule

- Select the criteria for your rule.

- When My** – Select a specific sensor, a sensor type, or the Hub.
 - Becomes** – Select an event. The list of events vary, depending on which item you selected in the **When My** field. For example, if you selected a door/window sensor, options involving opening and closing are displayed.
 - Do This** – The action the rule takes. See [Table 7: Rule Types on page 47](#).
 - How Often** –The time range and days of the week when the rule is applicable. You can select **Any Time** to have the rule apply when the selected event occurs.
 - When My Mode Is** - Specifies the modes in which the rule applies.
4. Modify the **Describe the Rule** field as desired.
 5. Click **Save**.

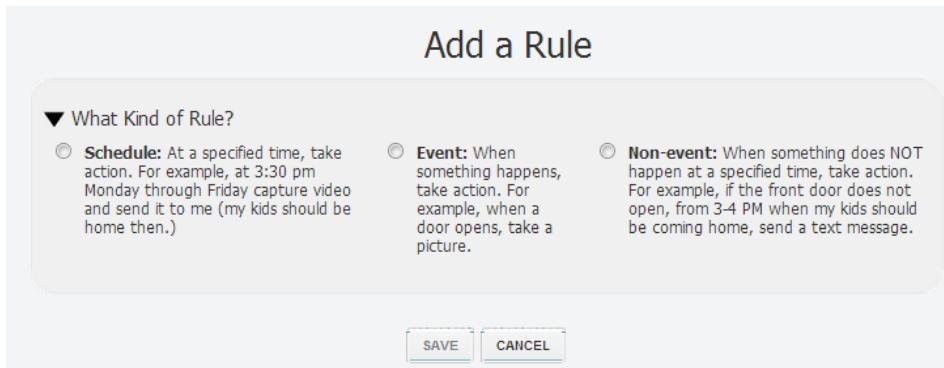
Note: If a dimmable light is set to zero and a rule causes the light to turn on, the light level increases to 30% when it turns on. But if a dimmable light is set to any other value (even 1%), the light turns on at the specified setting.

8.6 Non-Event Rules

Non-event rules are triggered when a specific event does not occur during a specific time range—either every day or on specified days.

1. From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



2. Select Non-event.

The criteria options for non-event rules are displayed.

① When My

- Back Door
- Basement
- Basement window
- CO Sensor
- Front Door
- Hub

② Does Not

Select an Event...

- Away
- Home
- Night
- Vacation

③ Between These Times

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<input type="checkbox"/>						

OR

Every Day
<input type="checkbox"/>

Start Time
07 : 00 AM Sunset

End Time
05 : 00 PM Sunrise

Often, you just want to leave a light on for 4 hours, to suggest that you are home. **Duration** determines how long a specified action occurs. For example, to turn lights on for four hours, choose a **Specified Time**, select **Turn Lights Back Off** and choose **4 Hours**.

Add End Time is also useful, when you want to create the appearance of being home by turning lights on and off. For example, you can repeat turning the lights on and off every hour, for four hours. To do this:

- Set a start time such as 7 PM and an **End Time** of 11 PM
- Choose **Repeat>Every Hour**
- Set the light on **Duration** to 30 Minutes.

④ Do This

Select the Action...

- Send Email
- Send Text Message
- Set Thermostat to Cool
- Set Thermostat to Heat
- Take Picture

⑤ When My Mode is

All Modes Home Away Night Vacation

⑥ Describe the Rule

Name the Rule...

CANCEL **SAVE**

3. Select the criteria for your rule.

- When My** – Select a specific sensor, a sensor type, or the Hub.
- Does not** – Select an event. The list of events vary, depending on which item you selected in the **When My** field. For example, if you selected a door/window sensor, options involving opening and closing are displayed.
- Between These Times** – The time/day range when the rule is applicable. Alternately, you can set times based on sunrise and/or sunset for your location.

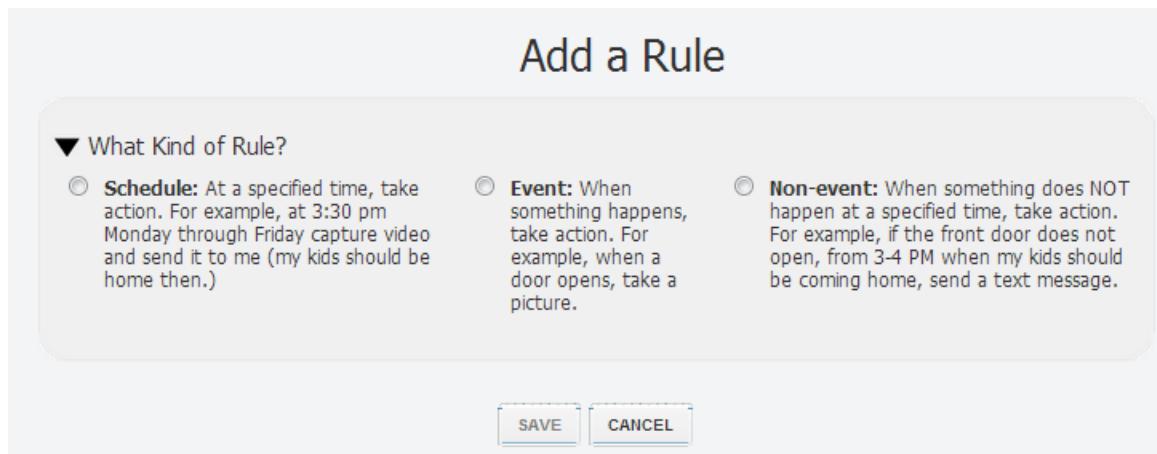
- Do This** – The action the rule takes. See [Table 7: Rule Types on page 47](#).
 - When My Mode Is** - Specifies the modes in which the rule applies.
4. Modify the **Describe the Rule** field as desired.
 5. Click **Save**.

8.7 Adding Rules

To add a rule:

1. From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



2. Select **Schedule**, **Event**, or **Non-event**.

The criteria options for the selected rule type are displayed.

Note: The options that appear in each list are dependent on your selections so far. For example, if you select a door/window sensor under When My, the options under Becomes include only conditions that relate to doors and windows (such as Open, Close, or Trouble). If you select a thermostat, however, the only option under Becomes is Temperature Exceeds Range, and you can specify the range.

3. Select the criteria for your rule.

The **Describe the Rule** field changes based on your selected criteria. This will be the name of the rule.

4. Modify the **Describe the Rule** field as desired.
5. Click **Save**.

8.8 Thermostat Schedules Wizard

This tool lets you create multiple Schedule rules for your thermostats.

The easiest way to launch the Thermostat Schedules wizard:

Click **Thermostats > Thermostat Schedules** on the toolbar.

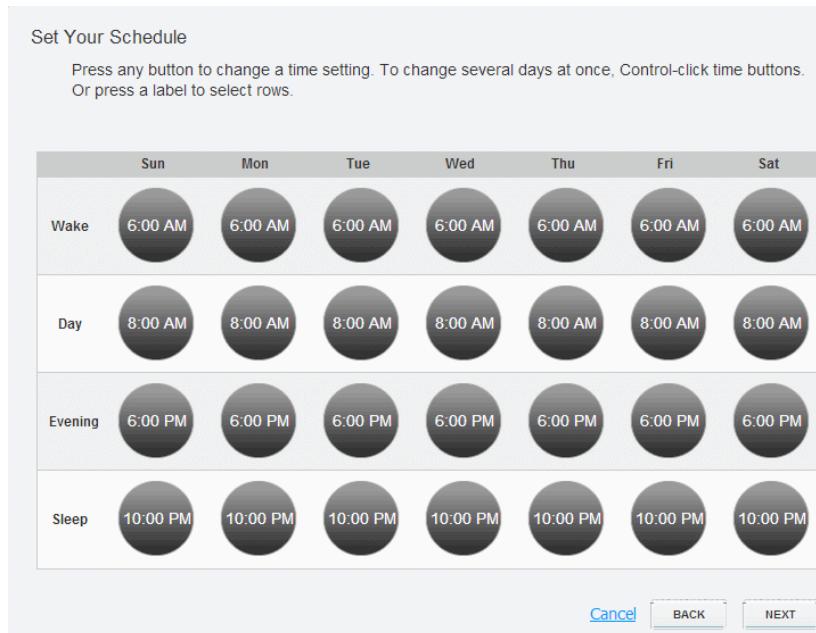
To add your Thermostat Schedule Rules:

1. Click the  icon to toggle it to . The temperature values are displayed in Celsius.

Click the  icon to toggle it to . The temperature values are displayed in Fahrenheit.

2. Click **Next**.

The Set Your Schedule screen is displayed.



Set Your Schedule

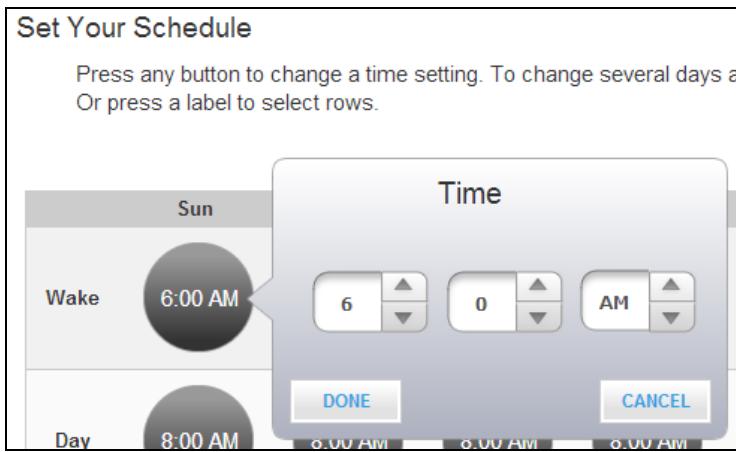
Press any button to change a time setting. To change several days at once, Control-click time buttons. Or press a label to select rows.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	6:00 AM						
Day	8:00 AM						
Evening	6:00 PM						
Sleep	10:00 PM						

Cancel BACK NEXT

From this screen you will set up to FOUR TIMES for each day of the week that the system will adjust the Thermostat setting of ALL thermostats.

3. Click on each **time** on each **day** to set time for the Temperature setting to change.



For example: On Sunday, you can plan for the thermostat(s) to set a particular temperature:

- On Monday
 - At 5:00 AM so you will be comfortable when you wake up
 - At 9:00 AM after everyone has left the house
 - At 3:30 PM when the children return from school
 - At 10:00 PM when everyone is going to bed
4. After all the times have been set, click **Next**.

The [Thermostat Name] Cool Settings screen is displayed.

Cool Settings
Energy Savings Tip
Setting your home temperature 8 degrees warmer, while away, can help reduce costs.

Press any button to change a temperature setting. To change several days at once, Control-click temperature buttons. Or press a label to select rows and columns.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	78 F						
Day	80 F						
Evening	78 F						
Sleep	78 F						

Cancel BACK NEXT

From this screen, you will set temperatures settings that the named thermostat will use at EACH time (that you configured in the previous screen) WHEN THE THERMOSTAT IS IN COOL MODE.

For example, these are the settings your system will use in the *Summer*.

Note: If you have more than one thermostat, you will get a chance to set that on later.

- After the thermostat's Cool settings have been set, click **Next**.

The *[Thermostat Name] Heat Settings screen* is displayed.



From this screen, you will set temperatures settings that the named thermostat will use at EACH time (that you configured in the previous screen) WHEN THE THERMOSTAT IS IN HEAT MODE.

For example, these are the settings your system will use in the *Winter*.

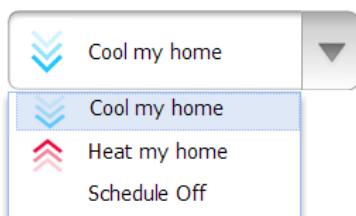
- After the thermostat's Heat settings have been set, click **Next**.

If you have more than one thermostat, steps 4 and 5 are repeated for each.

Note: A separate Schedule rule will be created for each thermostat.

After the Temperature Settings schedule has been programmed for all your thermostats, the Set the System Mode screen is displayed.

From this screen, you will determine whether ALL of your thermostats are will start in Heat mode or Cool mode or to have Schedule rules.



- After you selected a mode for your thermostat(s), click **Next**.

Congratulations!

You successfully configured your home temperature settings. Now the system will save and automatically run these rules for your home.

- Wake, Day, Evening and Sleep times
- Cool Settings
- Heat Settings
- Cool my home now

A Thermostat Schedule rule is created for each thermostat.

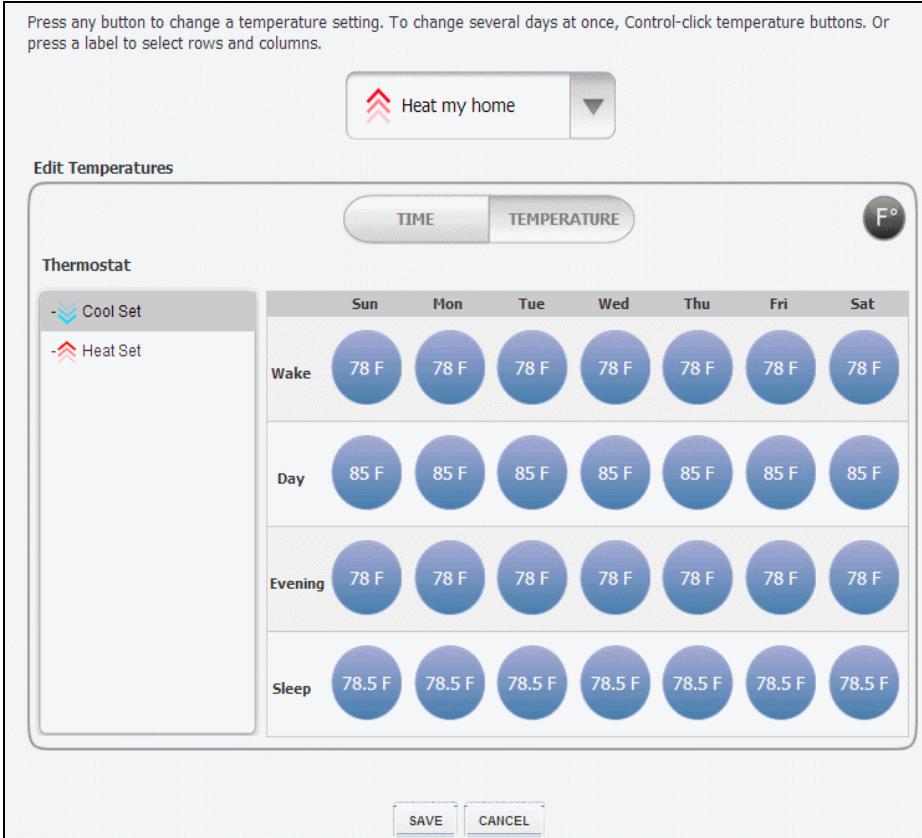
Rules & Modes			
DESCRIPTION	MODE	HOW OFTEN	MODIFY
Any Sensor Active When I'm Away, Contact Me		Any Time	
Any Carbon Monoxide Sensor Active, Contact Me		Any Time	
Any Non-motion Sensor Active at Night, Contact Me		Any Time	
Any Sensor Active When I'm on Vacation, Contact Me		Any Time	
Back Door Open Turn On Light		Any Time	
Any Motion Sensor Motion Take Picture from My Camera		Any Time	
Front Door Open Take Picture from My Camera		Any Time	
Schedule		Any Time	

Each Thermostat Schedule rule contains the times each day for the thermostat to change and its temperature settings depending on whether the thermostat is in Heat mode or Cool mode.

To edit your Thermostat Schedule Rules:

Click the  icon for the rule to open a special editing tool for Thermostat Schedule rules.

Press any button to change a temperature setting. To change several days at once, Control-click temperature buttons. Or press a label to select rows and columns.



9 Managing Your Account Information

You can manage some of the information related to your account on the My Account page.



When you click **My Account** from any page in the Subscriber Portal, the My Accounts page appears.

Quotas	Username	Password	Address
STATE	DESCRIPTION	QUOTA	
	Pictures saved per day At 50, no more pictures saved.	 0%	
	Pictures saved At 3000, oldest pictures deleted.	 0% 1 of 3000 pictures saved	
	Videos saved per day At 50, no more videos saved.	 0%	
	Videos saved At 100, oldest videos deleted.	 0% 0 of 100 videos saved	
	SMS messages per day At 100, no more SMS messages sent.	 0% 0 of 100 SMS sent today	

From this page, you can:

- View a list of how much of the allotted server space you have used for pictures, videos, and SMS messages. See "Viewing Your System Quotas" on page 62.
- Change your username. See "Changing Your Username" on page 62.
- Change your password. See "Changing Your Password" on page 63.
- View the address and time zone listed for the premises. See "Viewing Your Address and Time Zone" on page 64.

Note: Your service provider might require that you manage your username and password with another program. If this is the case, you cannot update your username or password on this screen.

9.1 Viewing Your System Quotas

When you click the **Quotas** tab, the My Account page displays information about your current daily quota status: the number of saved pictures, videos, and SMS messages your system has initiated today and how many you have left.

Your image, video, and SMS quotas limit the number of times you are allowed to take pictures and video or receive an SMS alert. When you have met your quota, you will not be allowed to capture more pictures or video. Contact support for information on upgrading your account.

Quotas	Username	Password	Address
STATE	DESCRIPTION	QUOTA	
	Pictures saved per day At 50, no more pictures saved.	 0%	0 of 50 pictures saved today
	Pictures saved At 3000, oldest pictures deleted.	 0%	1 of 3000 pictures saved
	Videos saved per day At 50, no more videos saved.	 0%	0 of 50 videos saved today
	Videos saved At 100, oldest videos deleted.	 0%	0 of 100 videos saved
	SMS messages per day At 100, no more SMS messages sent.	 0%	0 of 100 SMS sent today

Note: You cannot change any information on this page. It is for informational purposes only.

9.2 Changing Your Username

When you click the **User Manager** tab, the My Account page displays your current username.

Quotas	Username	Password	Address
	<input placeholder="Current Username" type="text" value="jsmith"/> <input placeholder="New Username" type="text"/> <input placeholder="Confirm New Username" type="text"/>		<input type="button" value="CHANGE USERNAME"/>

You can change your username by entering a new username in the New Username field and then entering it again in the Confirm New Username field. Then click **Change Username**. The next time you sign in to the Subscriber Portal, enter the new username.

The username may contain numbers, English uppercase and lowercase letters, as well as the following non-English characters:

Ä, ä, É, é, Ö, ö, Ü, ü, ß, À, à, Â, â, Æ, æ, Ç, ç, È, è, Ê, ê, Ë, ë, Î, î, ï, Ô, ô, œ, œ, Ù, ù, Û, û, Í, í, Ò, ò, Ó, ó, Ú, ú, Ñ, ñ, ¿, ¡

The following special characters are also supported:

!.#\$/%'*+ - ?^_`{|}~

Spaces cannot be used in a username.

Usernames are not case-sensitive.

Note: If your service provider requires you to manage your username with another program, the Current Username, New Username, and Confirm New Username fields are not displayed.

9.3 Changing Your Password

When you click the **Password Manager** tab, the My Account page allows you to change your password.

The screenshot shows a user interface for changing a password. At the top, there are tabs: Quotas, Username, Password (which is selected and highlighted in blue), and Address. Below the tabs is a form area. The form includes three text input fields: 'Old Password', 'New Password', and 'Verify'. Below these fields is a 'CHANGE PASSWORD' button. The entire form is contained within a light gray box.

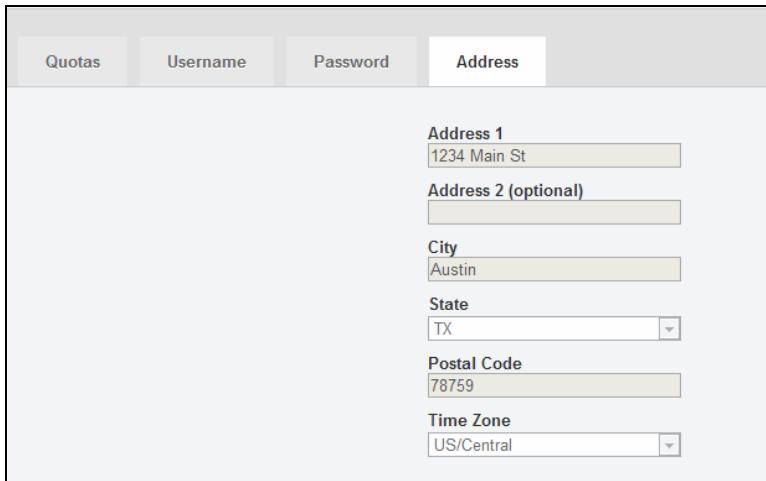
You can change your password by entering your current password in the Old Password field. Then enter a new password in the New Password field, and enter it again in the Verify field. Then click **Change Password**. The next time you sign in to the Subscriber Portal, use the new password.

Passwords may contain any character and are case-sensitive.

Note: If your service provider requires you to manage your password with another program, the Old Password, New Password, and Verify fields are not displayed.

9.4 Viewing Your Address and Time Zone

When you click the **Address** tab, the My Account page displays the address and time zone associated with your account.



Quotas	Username	Password	Address
			<p>Address 1 1234 Main St</p> <p>Address 2 (optional)</p> <p>City Austin</p> <p>State TX</p> <p>Postal Code 78759</p> <p>Time Zone US/Central</p>

Note: You cannot use the Subscriber Portal to change the address or time zone of the premises where the system is installed.

10 Managing the Hub

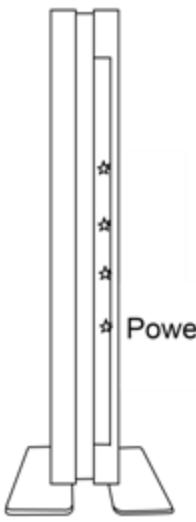
This page tells you how to perform the following simple maintenance procedures with your hub:

- Managing the Hub's Status Lights
- "Reboot the Hub" on page 67
- "Swap a Bad Hub for a New One" on page 67

10.1 Understanding the Hub's Status Lights

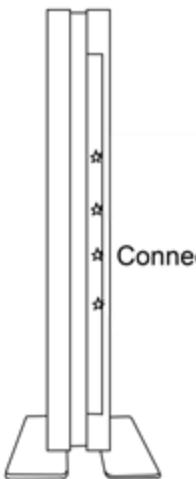
The LED colors alert you to the current state of the Hub.

10.1.1 Power LED

	Status	Description
	Off	No power
	Green (solid)	The Hub is on
	Green (flashing)	The Hub is on. Firmware update in progress. Do not unplug the Hub.

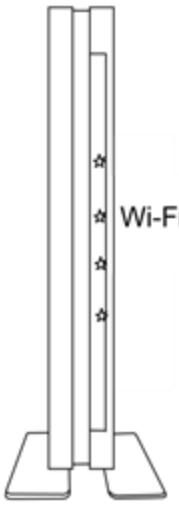
10.1.2 Connectivity LED

The following definitions assume the Hub is powered or in the process of turning on.

	Status	Description
	Red	No connection to the router/modem.
	Amber (flashing)	Not Activated to the Service Provider servers. Connected to the router/modem but not connected to the server.
	Amber (solid)	Activated to the Service Provider servers. Connected to the router/modem but not connected to the server.
	Green	Activated and connected to the Service Provider servers.

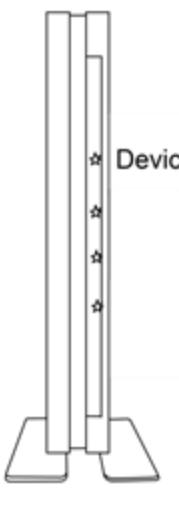
10.1.3 Wi-Fi LED

The following definitions assume the Hub is powered or in the process of turning on.

	Status	Description
	Off	No cameras are connected to the Hub (assuming the Hub is powered and not in the process of turning on).
	Green (solid)	Cameras are connected to the Hub. Not currently being viewed.
	Green (flashing)	Cameras are connected to the Hub. Currently being viewed.

10.1.4 Devices LED

The following definitions assume the Hub is powered or in the process of turning on.

	Status	Description
	Off	No RF devices (sensors, light modules, thermostats) are paired to the system.
	Green (solid)	Sensors in system. No troubles.
	Green (flashing)	Looking for RF devices to add to the system (discovery mode).
	Amber	At least one sensor is reporting a trouble.

10.2 Reboot the Hub

You might need to restart the hub when the Touchstone system is responding slowly, or when directed by a Customer Support representative.

To reboot the Touchstone Hub:

1. On the Main page, click **Settings**.
2. Click the Hub icon.



The Hub Diagnostics page is displayed.

The screenshot shows the 'Hub Diagnostics' section of the 'Hub' settings page. It features a small image of a hub on the left. To its right, the heading 'Hub Diagnostics:' is followed by three data items: 'Firmware Version: 5_2_0_00002_130206213010', 'CPE Id: 841b5e6001d2', and 'Wifi Mac Address:'. Below this section is a button labeled 'REBOOT HUB'. A note below the button states: 'If you choose to reboot the Hub, the Hub will completely power down and restart. Be certain you are ready to reboot the Hub before proceeding.'

3. Click **Reboot Hub**. Devices that have been paired with the Hub cannot be accessed until the reboot process is complete.

10.3 Swap a Bad Hub for a New One

If your Hub broken or goes bad, your Customer Support representative can replace it. Swapping the old hub with the new one does not require an special technical skills.

To swap a bad Touchstone Hub with a new one:

1. Contact your service representative to report the problem with your Hub. They will flag your system to be replaced.

- When you have new Hub, log in to the Subscriber Portal.

A new special screen is displayed instead of your usual Main page.

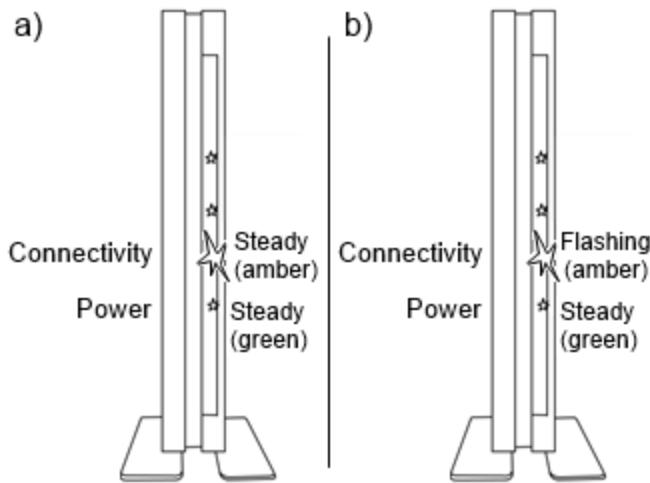


- If you do not want to do the swap right now, click **I Will Do This Later** to be taken to the Main page.

Otherwise, click the **Next** button.

- Follow the instructions on the subsequent screens and click **Next** to continue to the next screen.

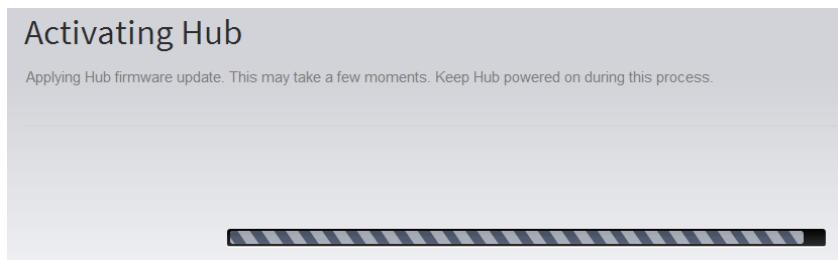
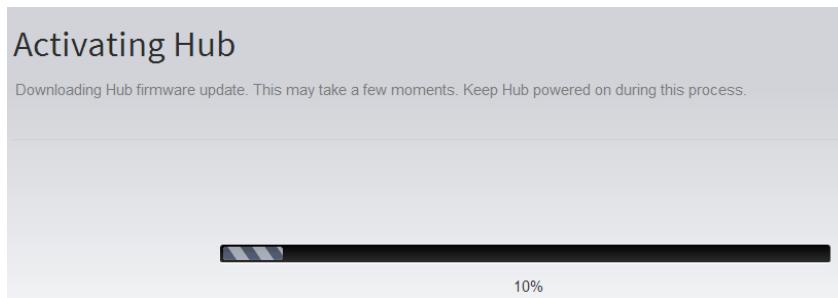
IMPORTANT: After powering up the hub, wait until the the Connectivity LED turns red, then steady amber, an then **flashing** amber before proceeding.



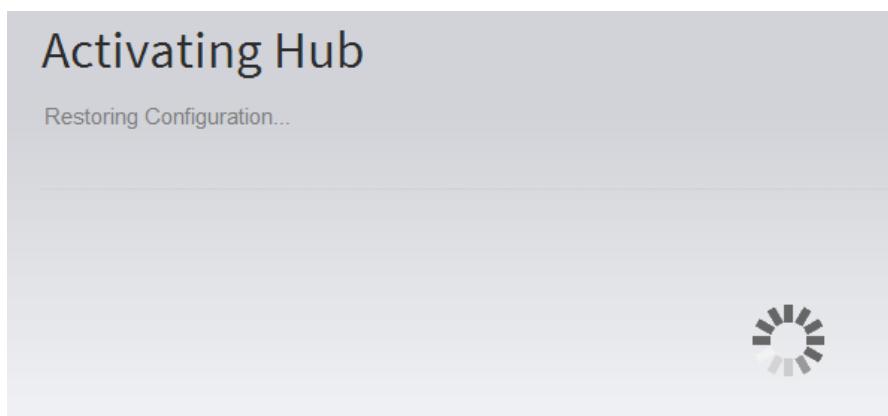
- When you have completed the necessary steps, the system will begin Activating your Hub.

IMPORTANT: Do not close the browser or unplug the Hub during this time.

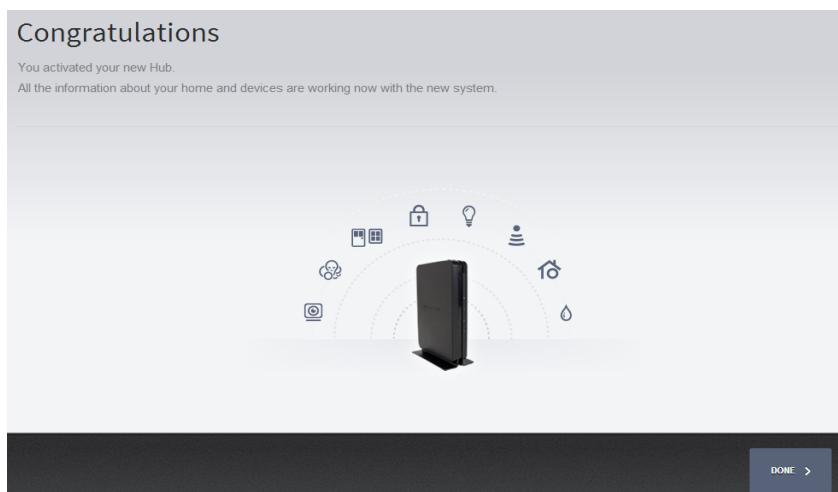
- The Hub will download and then apply the most recent firmware to the new Hub (if necessary):



- b. Then the system will apply your account configurations to the new Hub.



- c. When the update is complete, click Done to go to your Subscriber Portal page.



11 Troubleshooting

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

- [General System and Communication Errors](#)
- [Sensor Errors](#)
- [Camera Errors](#)
- [Lighting Errors](#)
- [Thermostat Errors](#)

11.1 General System and Communication Errors

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 Hub. See "[Managing the Hub](#)" on [page 64](#) for information about restarting the Hub from the Subscriber Portal.

IMPORTANT: Do not reset your Hub 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 hub.	<input type="checkbox"/> Verify the hub is powered on <input type="checkbox"/> Verify the hub 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.

11.2 Sensor Errors

Message	Cause	Resolution
Sensor Communication Failure	The Hub 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.

Message	Cause	Resolution
		Installing a light module between the Hub and the sensor might improve communication.
Sensor is tampered	The cover of the identified sensor has been removed.	Make sure that the sensor cover on the sensor 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.
Sensor communication is jammed	The Hub detects 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.	Contact Customer Care if this condition persists.
Sensor failed an over-the-air update and is most likely inoperable.	A firmware update failed.	Contact Customer Care.

11.3 Camera Errors

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

11.4 Lighting Errors

Message	Cause	Resolution
Having difficulty communicating with a light module	The Hub 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.
The light failed an over-the-air update and is most likely inoperable.	A firmware upgrade failed.	Contact Customer Care.

11.5 Thermostat Errors

Message	Cause	Resolution
Having difficulty communicating with a thermostat module	The Hub 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 Hub 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.
The thermostat failed an over-the-air update and is most likely inoperable.	A firmware upgrade failed.	Contact Customer Care.