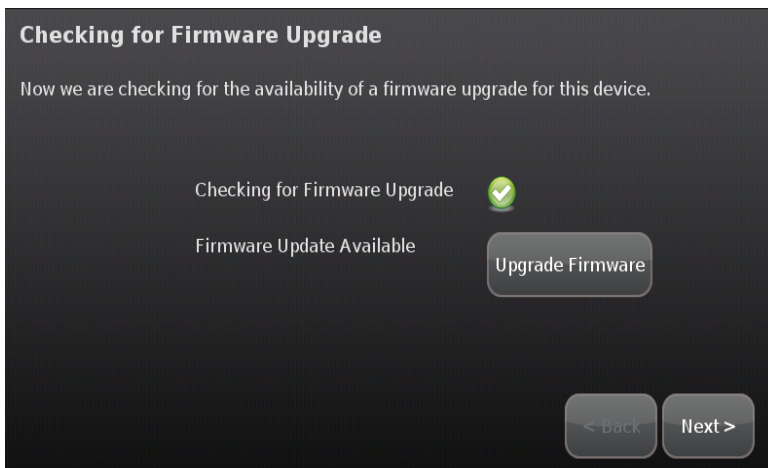**Figure 64: Connectivity: Checking for Firmware Upgrade Screen**

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

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

Table 11: Troubleshooting Firmware Updates

Problem	Cause/Resolution
Firmware Update Failure	TouchScreen reverts back to the previous firmware build
Firmware Update Error	TouchScreen reverts back to the previous firmware build
System Upgrade in Progress Message	Firmware update currently in progress

To install a firmware update from a USB drive:

IMPORTANT: The TouchScreen will install the same firmware version or even an earlier firmware version using this method.

1. Save a build image to a USB drive in the root directory.

2. Change the filename to `ucontrol.upg`.

3. Insert the USB drive into the TouchScreen USB port.

The TouchScreen displays the following confirmation:

```
A USB drive has been inserted, and a firmware upgrade image has been found on it.
Do you wish to upgrade firmware using this image?
```

4. Tap **Upgrade**.

   The Firmware Update process starts. The TouchScreen reboots after it is complete.

   After reboot, the system displays the confirmation dialog again.

5. Tap **Cancel**, and remove the USB drive.
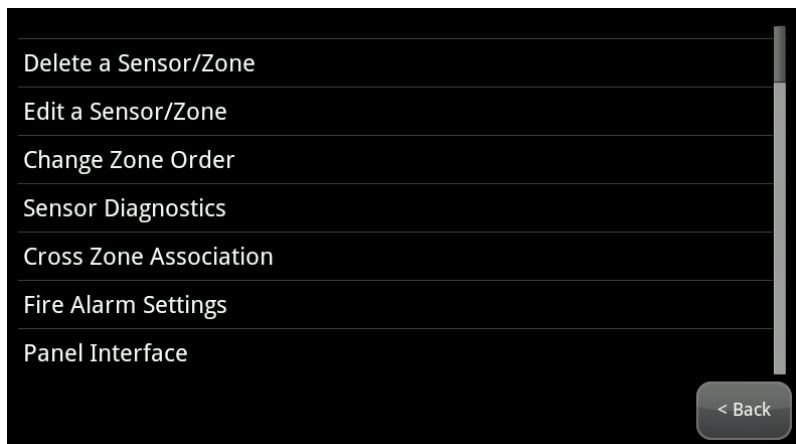
Enabling Fire Alarm Verification

Fire Alarm Verification causes the system to contact central monitoring when one of the following is true:

❑   Multiple smoke detectors fault

❑   A single smoke detector faults for 60 seconds

By default Fire Alarm Verification is disabled. The system immediately sends an alarm to the central monitoring station when the smoke alarm trips. However, smoke alarms are notorious for tripping in non-emergencies (such as, when food burns on the stove or someone forgets to open the flu before using the fireplace). With the customer's agreement, this can be avoided using Fire Alarm Verification.

To enable or disable Fire Alarm Verification:

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

   Delete a Sensor/Zone
   Edit a Sensor/Zone
   Change Zone Order
   Sensor Diagnostics
   Cross Zone Association
   Fire Alarm Settings
   Panel Interface

   < Back

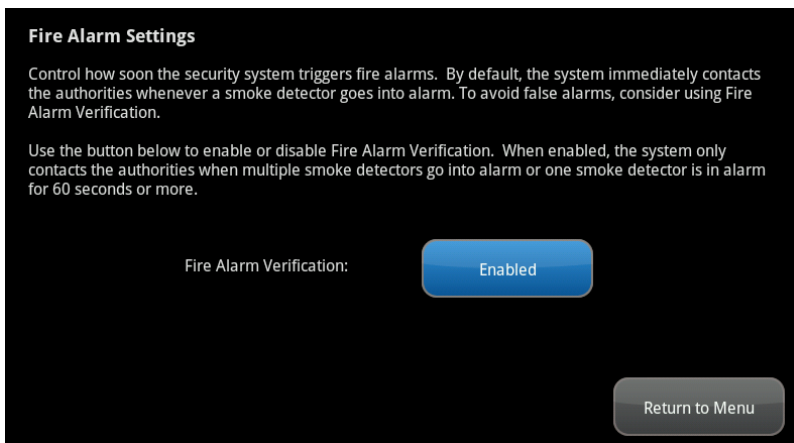   *The Fire Alarm Settings screen is displayed.*

Figure 65: Settings: Fire Alarm Settings Screen

2. Tap **Enable** to turn Fire Alarm Verification on.

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

Managing Sensors & Zones

A sensor is a physical device that detects events in the security system, such as a door opening or movement in a room. A security zone is the representation of a sensor that is being monitored by the TouchScreen. A security zone consists of the following:

- ❑ Details of the associated sensor

- ❑ Way the sensor is used in the security system (such as, to monitor entries and exits or to monitor the windows)

- ❑ Useful name assigned to the security zone

The operations in this section are used to manage the following categories of wireless sensors and security zones to the security system:

- ❑ Door/window

- ❑ Motion detector

- ❑ Glass break detector

- ❑ Smoke alarm

Perform the following operations to manage sensors:

- ❑ Modify (page 95)

- ❑ Add (page 96)

- ❑ Delete (page 98)

- ❑ View details and diagnostics (page 100)

- ❑ Reset (page 101)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80). The *TouchScreen User's Guide* has instructions for changing the order that zones are listed in the TouchScreen.

> **IMPORTANT:** Once a sensor or peripheral has been paired to a TouchScreen, it MUST be deleted from that TouchScreen before it can be paired to a different TouchScreen. When a sensor is deleted from a TouchScreen, it is reset automatically to factory defaults and is placed in Search mode, ready to be paired with another TouchScreen. It is possible to pair a device to a second TouchScreen without deleting it from the original, but this could result in the paired device not being registered in the server databases. This situation is most often encountered in lab environments where TouchScreens and sensors/peripherals are often swapped back and forth on a regular basis.

Maintaining Sensors

Modifying Sensor Details

To modify the details for a sensor/zone in the security system:

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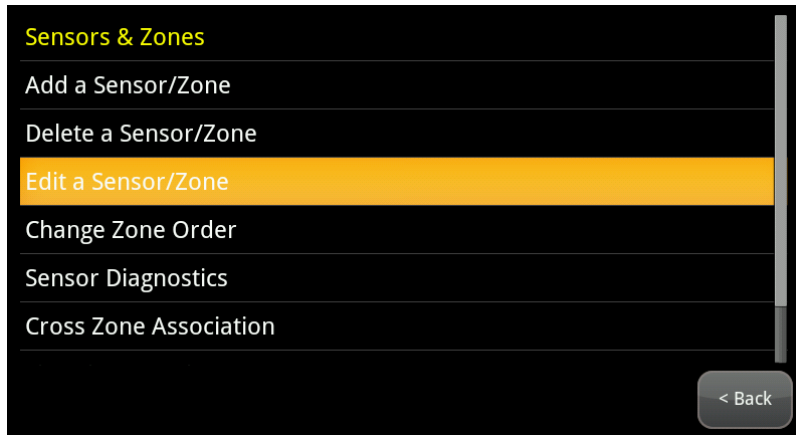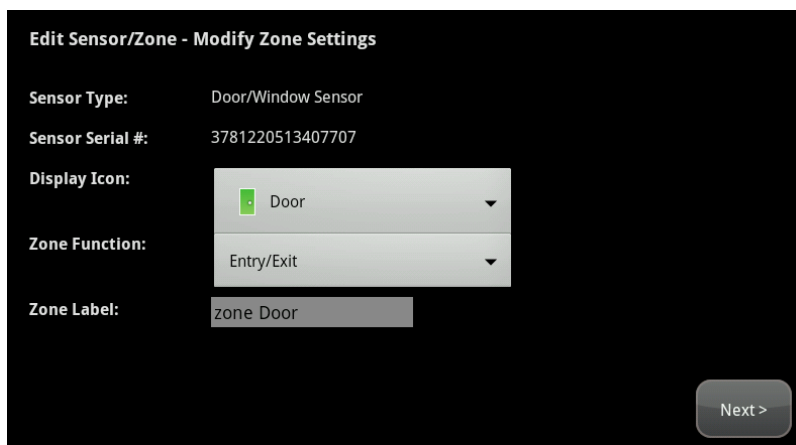

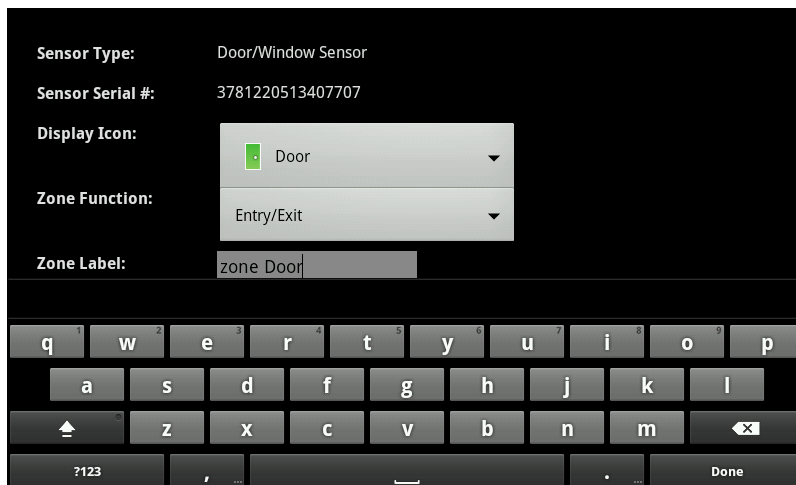*A series of icons are displayed that represent each installed sensor being monitored by the security system.*

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

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

Edit Sensor/Zone - Modify Zone Settings

Sensor Type:	Door/Window Sensor
Sensor Serial #:	3781220513407707
Display Icon:	Door ▼
Zone Function:	Entry/Exit ▼
Zone Label:	zone Door

Next >

3. Tap a field to change it.

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

Sensor Type:	Door/Window Sensor
Sensor Serial #:	3781220513407707
Display Icon:	Door ▼
Zone Function:	Entry/Exit ▼
Zone Label:	zone Door

q w e r t y u i o p
a s d f g h j k l
z x c v b n m ⌫
?123 , . Done

4. Tap **Next** to move through the wizard.

5. Tap **Return to Menu** when the sensor modifications are complete.

Adding Sensors

To add a sensor to the security system:

A sensor must meet the following requirements before it can be added to the security system:

❑   Defaulted

❑   Not currently paired with another TouchScreen device
Note: To unpair a sensor from the current TouchScreen, you must delete it (see 98).

❑   Currently in Search mode

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

   *The Locating Wireless Sensors screen is displayed.*
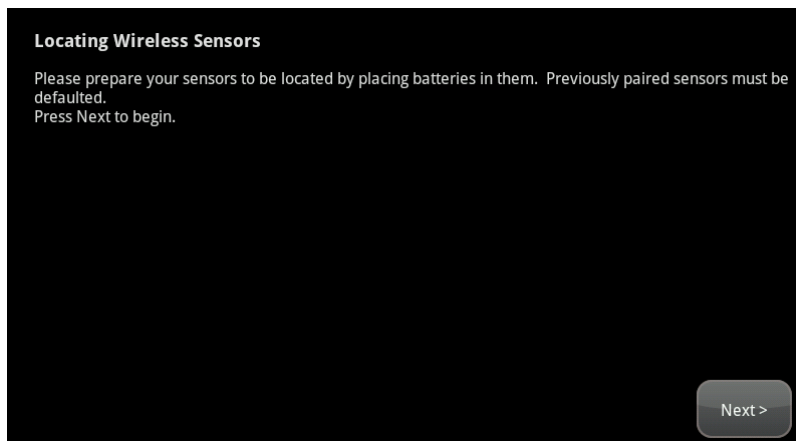
2. Ensure each sensor to be added to the TouchScreen is in Search mode.

   See the sensor installation documentation for how to tell if a sensor is in Search mode, it is not in Search mode, and how to restart Search mode if it is not.

3. Tap **Next**.

   A Stop button is displayed on the Locating Wireless Sensors screen. The TouchScreen searches for sensors that are available to be added. As sensors are found, a grayed icon is displayed for that sensor.
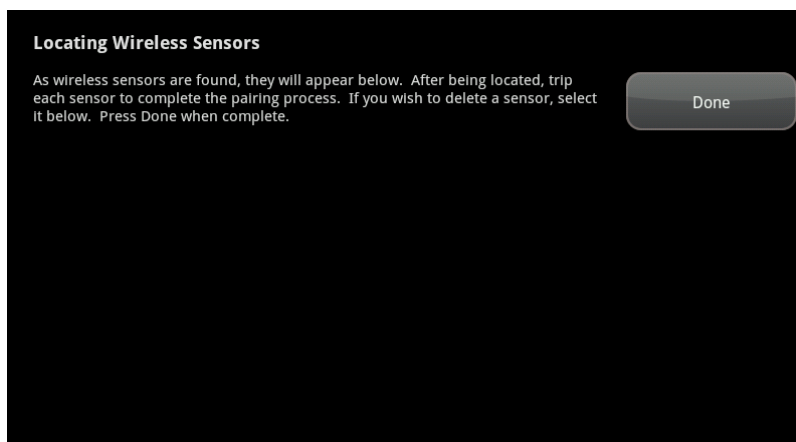
4. Fault each found sensor to pair it to the TouchScreen.

   For example, for door/window sensors, separate the magnet and reed switch to mimic a door being opened.

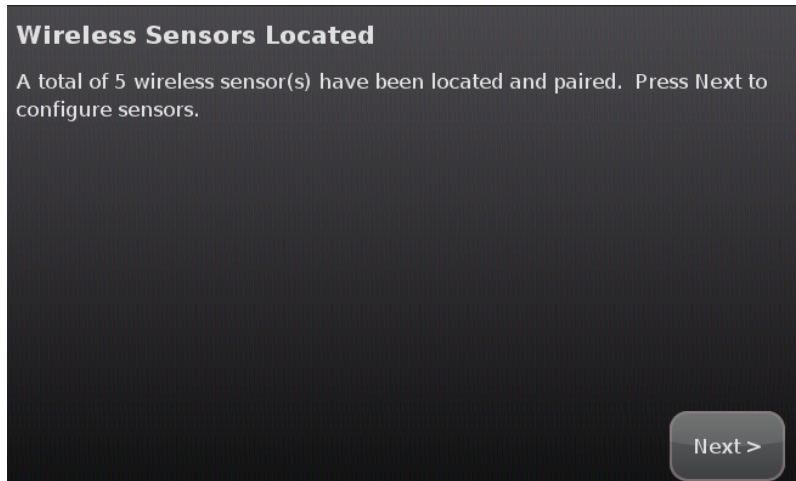   *As sensors are found, an icon is displayed for that sensor.*

   The icon for each sensor changes as it is faulted, and the TouchScreen beeps. The sensor is paired to the TouchScreen.

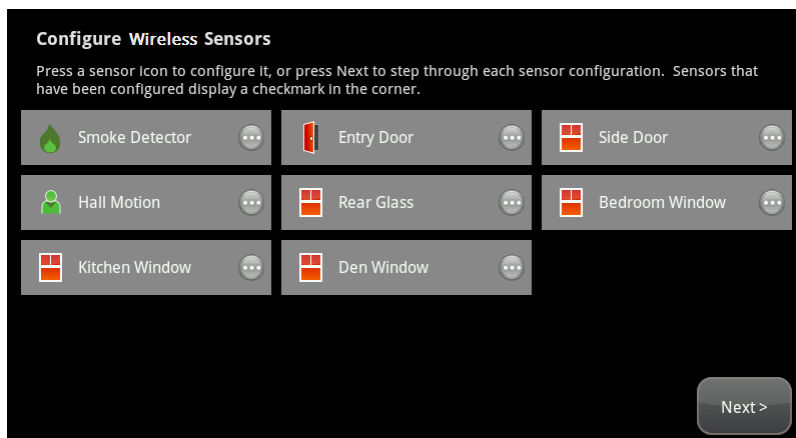5. Determine that all the sensors have been located by the TouchScreen.

6. When all the sensors are found and paired, tap **Done**.

   The system notes the number of wireless sensors found and paired.

7. Tap **Next**.

   The Configure Wireless Sensors screen is displayed.

8. Tap each sensor icon to configure it.

   The details that are available for configuration vary based on the type of sensor being configured.

   See Table 2: Security Zone Functions on page 28

   To modify a text field such as the Zone Label, tap the field to display a keyboard.

9. When all the sensors are properly configured, tap **Next** in the Configure Wireless Sensors screen.
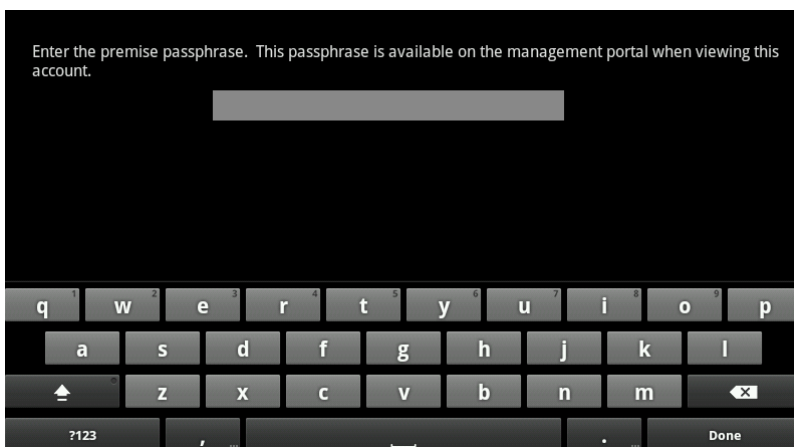
Deleting Sensors

To delete a sensor to the security system:

1. Contact Customer Care to get the Premise Passphrase for the current customer's account.

2. From the Installer Settings menu, tap **Sensors & Zones → Delete a Sensor/Zone**.
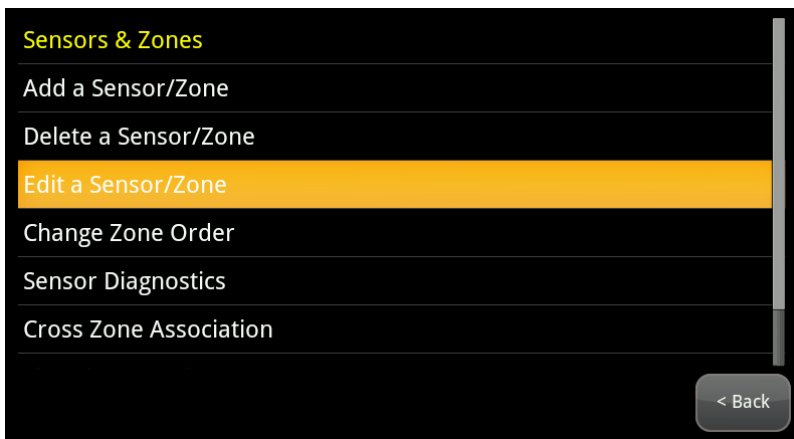
The Premise Passphrase keyboard screen is displayed.

3. Enter the customer's Premise Passphrase and then tap **Done**.

   An icon for each monitored sensor is displayed.

4. Tap the sensor icon to delete its sensors.

   A confirmation dialog is displayed:

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

5. Tap **Yes**.

   The sensor icon is deleted. The sensor is no longer being monitored by the security system.

6. Fault the sensor to have it reset to factory default and placed in Search mode to be re-added to a TouchScreen.
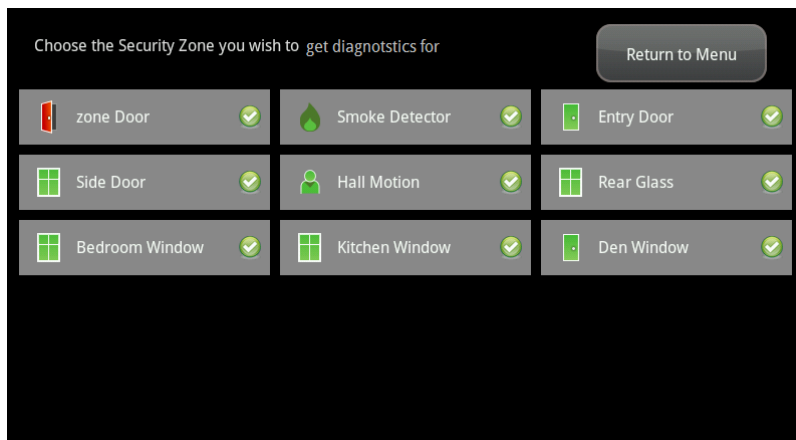
Viewing Sensor Details

To view details and diagnostic information about a sensor:

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

   An icon for each monitored sensor is displayed.

2. Tap the sensor icon to view its diagnostics.

   The details about the sensor are displayed.

```
Sensor Diagnostics for zone Door:

Sensor Type:            Door/Window Sensor
Sensor Serial #:        3781220513407707
Display Icon:           Door
Zone Function:          Entry/Exit
Sensor Temperature:     23.8 C
Sensor Battery:         3024 mV
Sensor RF (near/far):   LQI: 255/255  RSSI: 243/241
                                              Signal Strength:
                                                   100 %
    NOTE: trip sensors to update statistics


                                    Refresh    Return to Zone List
```

The following information is displayed about the sensor and security zone:

- Sensor serial number and type (door/window, smoke detector, etc.)

- Sensor signal strength detected by the TouchScreen

- Security zone details such as its Display Icon and its function (entry/exit, perimeter, etc.)

Resetting Sensors to Factory Default

When a sensor is originally removed from its packaging, it is already in factory default mode. When you install the battery as described in the documentation, it immediately begins searching for a TouchScreen with which it can pair.

To reset a sensor that has already been added to a TouchScreen and place it in Search mode, delete it as described in its included documentation.

In the rare event that you need to force default a sensor that is not paired to a nearby TouchScreen, see the following pages in each case:

- Door/window sensors—page 102

- Glass break detector—page 102

- Motion detector—page 103

- Smoke detector—page 103

To force default a door/window sensor:

1. Find the locking mechanism on the bottom of the SMCDW01-Z.

2. Holding the SMCDW01-Z in one hand, carefully insert the tip of a screwdriver into the locking mechanism.
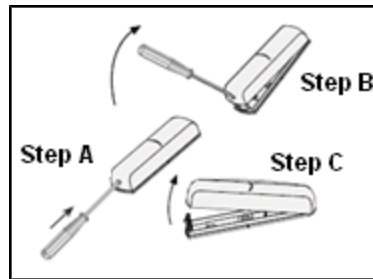


3. Push lightly upwards from the back of the SMCDW01-Z until the back plate separates from the sensor.

4. Remove the battery.

5. While pressing and holding the tamper switch, insert the battery into the SMCDW01-Z, with the positive (+) end oriented towards the tamper switch. The front panel LED goes ON.

6. After 1 second, release the tamper switch. The LED blinks green.

7. Replace the SMCDW01-Z back plate.
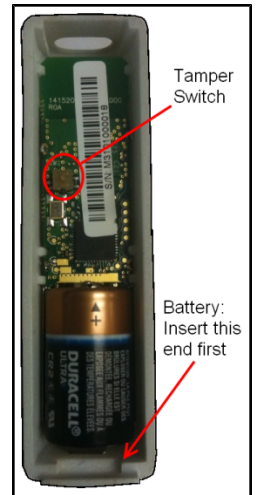
To force default a glass break detector:

1. Remove the cover from the glass break detector.

2. Remove the battery.

3. While pressing and holding the tamper switch, insert the battery into the glass break detector. The front panel LED goes ON.
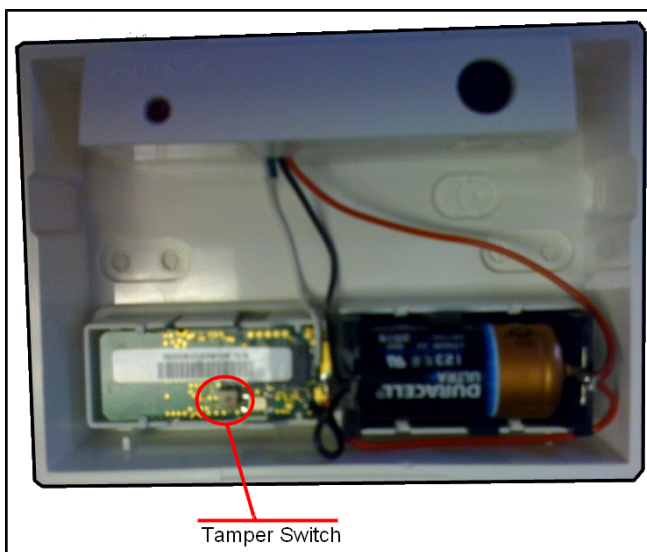
4. After 1 second, release the tamper switch. The LED blinks green.

5. Replace the glass break detector cover.

**To force default a motion detector:**

1. Remove the back cover from the motion detector.

2. Remove the batteries.

3. Remove the front cover.

4. While pressing and holding the tamper switch, insert a single battery into the motion detector. The front panel LED goes ON.
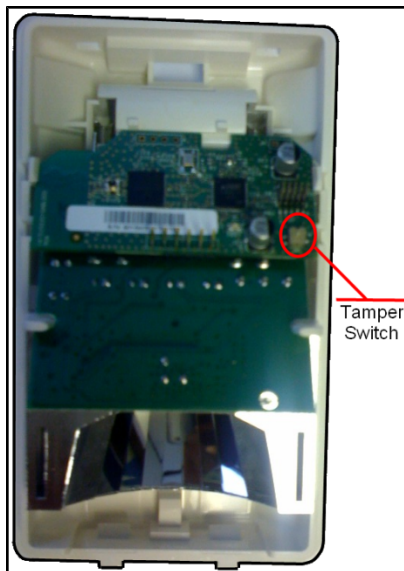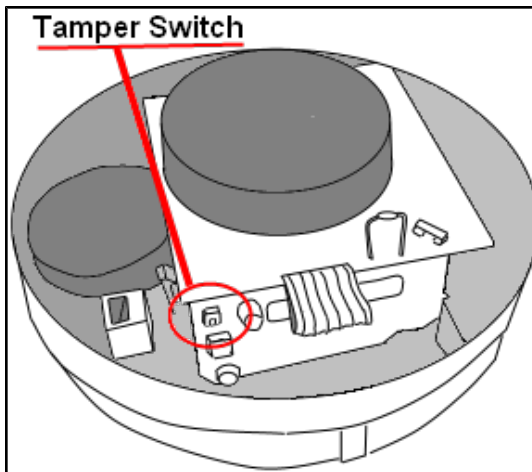

5. After 1 second, release the tamper switch. The LED blinks green.

6. Replace the front cover and all the batteries to the motion detector.

7. Replace the back cover.

To force default a smoke detector:

1. Twist the back cover of the smoke detector to remove it from the device.

2. Remove the batteries.

3. Use a screwdriver to release the securing tabs that secure the front cover and remove it.
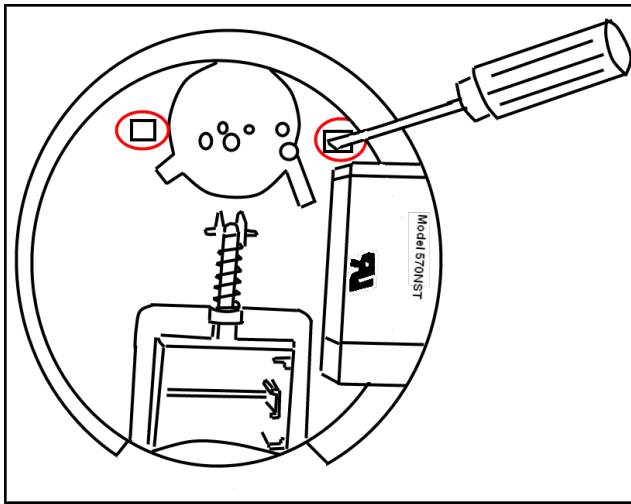
The tamper switch is located on the circuit board that is at a 90º angle to the casing plane.

4. While pressing and holding the tamper switch, insert a single battery into the smoke detector. The LED goes ON.

5. After 1 second, release the tamper switch. The LED blinks green.

6. Replace the front cover.

7. Replace all the batteries to the smoke detector and the back cover.

Managing Cross-Zone Associations

A cross-zone association requires the following for an alarm to be triggered:

❑ Two specific sensors are faulted

❑ The sensors are faulted in a particular order

❑ The sensors are faulted within a set time period

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

Things to know about cross-zone associations:

❑ Neither sensor in a cross-zone association ever triggers an alarm individually, in any situation.

❑ The associated zones do not trigger an alarm if they are faulted in the wrong order.

❑ You cannot associate a single sensor in more than one cross-zone association.

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

If a cross-zone association needs to be modified, delete it (page 106) and create a new one.

To create a cross-zone association for two sensors:

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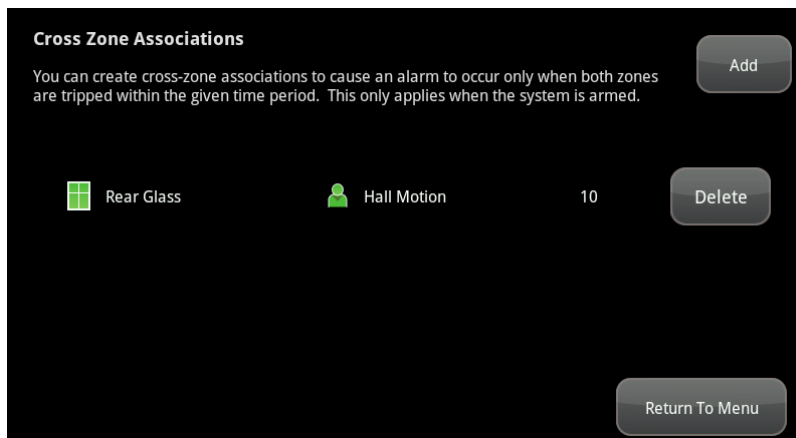

The Cross Zone Associations screen is displayed.

Figure 66: Settings: Cross Zone Associations Screen

2. Tap **Add**.

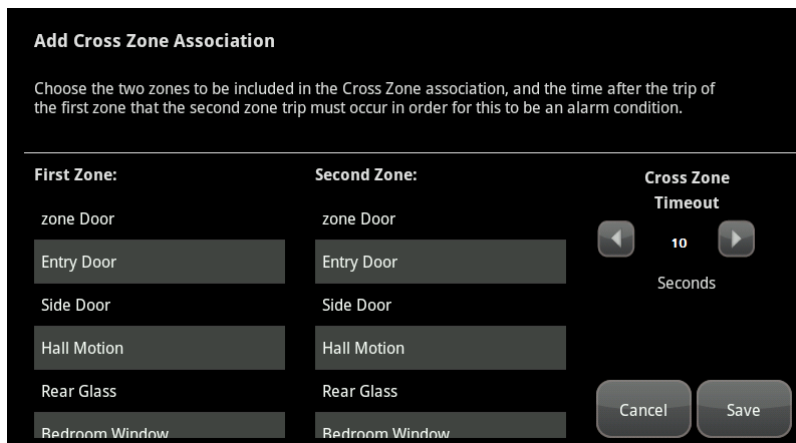   *The Add Cross-Zone Associations screen is displayed.*

**Figure 67: Settings: Add Cross-Zone Associations screen**

3. Tap a sensor/security zone listed in the First Zone column.

4. Tap a different sensor/security listed in the Second Zone column.

5. In the Cross Zone Timeout field, tap the arrows to set the number of seconds that the system will wait after ONE of the sensors is faulted to see if the OTHER sensor is faulted.

6. Tap **Save** to create the cross-zone association.

To delete a cross-zone association for two sensors:

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

    The Cross Zone Associations screen is displayed listing each cross-zone association.
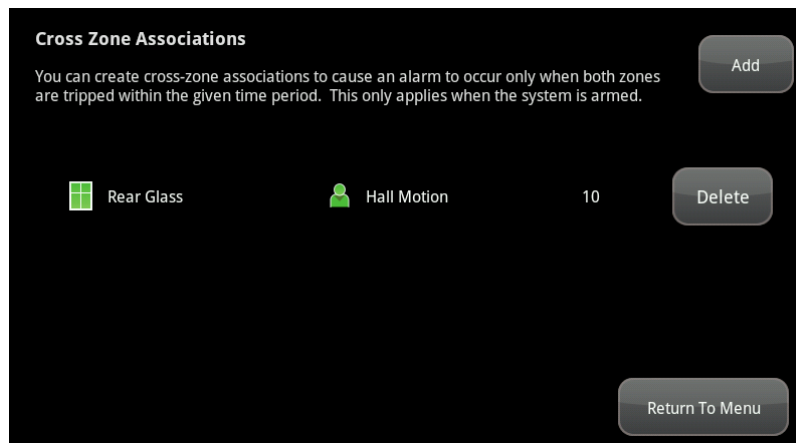
2. Tap **Delete** next to a cross-zone association.

   The cross-zone association is removed.

Managing Sirens

> A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

You can perform the following tasks to manage sirens:

❑ Modify sirens (page 107)

❑ Add sirens (page 109)

❑ Delete sirens (page 110)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).
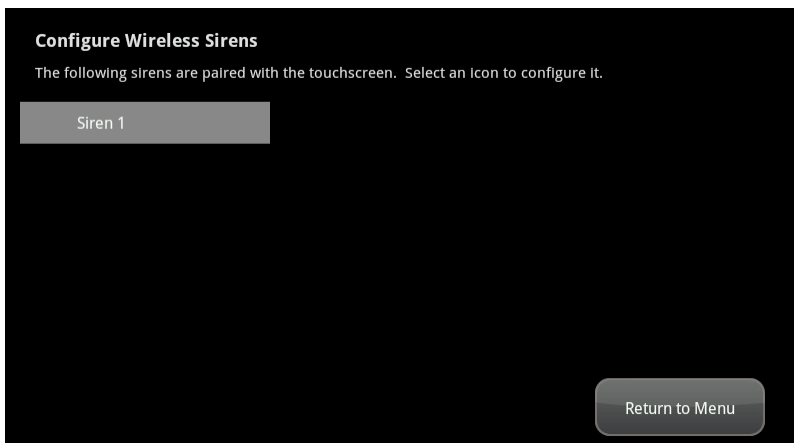
To modify the details of a siren:

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

1. From the Installer Settings menu, tap **Home Devices**.
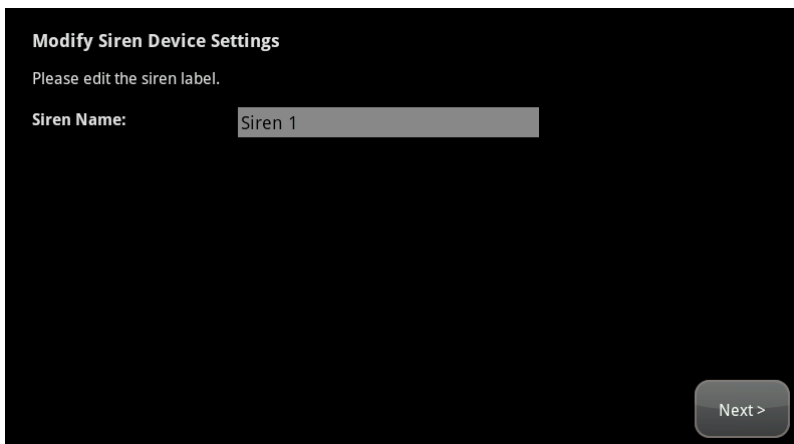
   The Home Devices menu is displayed.

2. Tap **Sirens→ Edit Siren**.

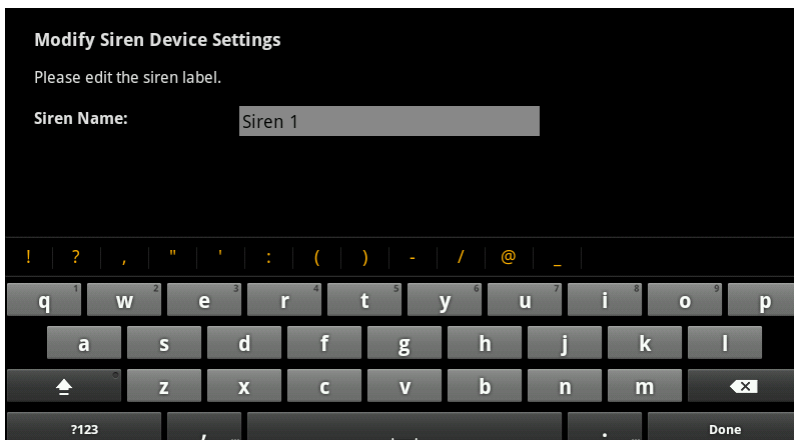   *The Settings screen is displayed showing icons of each installed siren.*

Configure Wireless Sirens

The following sirens are paired with the touchscreen. Select an icon to configure it.

Siren 1

Return to Menu

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

   The details of the selected siren are displayed.

Modify Siren Device Settings

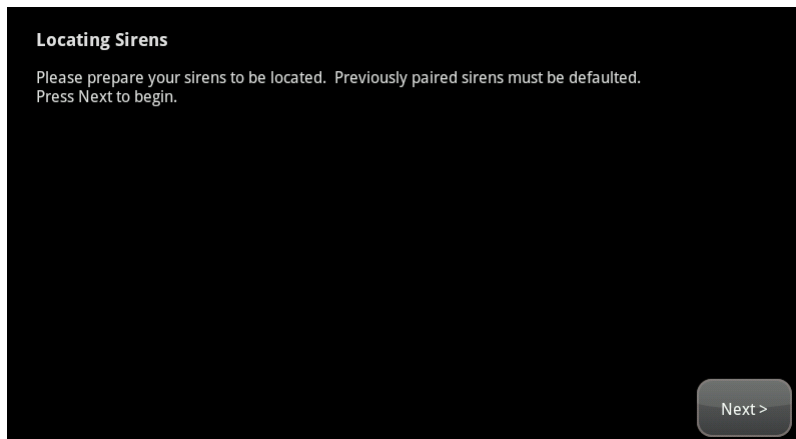Please edit the siren label.

Siren Name: Siren 1

Next >

4. Enter a new label for the siren.

Modify Siren Device Settings

Please edit the siren label.

Siren Name: Siren 1

| ! | ? | , | " | ' | : | (|) | - | / | @ | _ |

| q | w | e | r | t | y | u | i | o | p |

| a | s | d | f | g | h | j | k | l |

| ⬆ | z | x | c | v | b | n | m | ⌫ |

| ?123 | , | ⎵ | . | Done |

5. Tap Done.

   The Settings screen is displayed again.

To add a siren:

1. From the Installer Settings menu, tap **Home Devices**.

   The Home Devices menu is displayed.

Home Devices
Lighting
Thermostats
Cameras
Key Fobs
Key Pads
Sirens
< Back
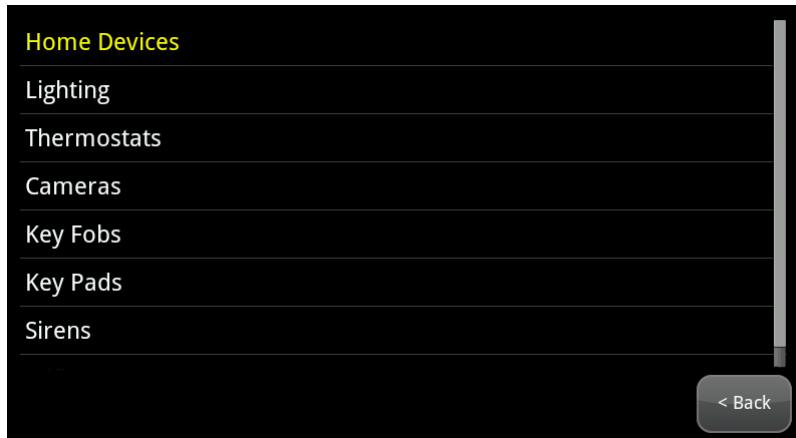
2. Tap **Siren→ Add Siren**.

   The Locating Sirens screen is displayed.

   Locating Sirens

   Please prepare your sirens to be located. Previously paired sirens must be defaulted.
   Press Next to begin.

   Next >

3. Tap **Next**.

   As sirens are found, an icon is displayed for that device.

   MTL Repeater Siren
   - Trip to Pair

4. Fault each found siren to pair it to the TouchScreen.

   The siren is paired with the TouchScreen and the icon shows a checkmark.

   MTL Repeater Siren ✓
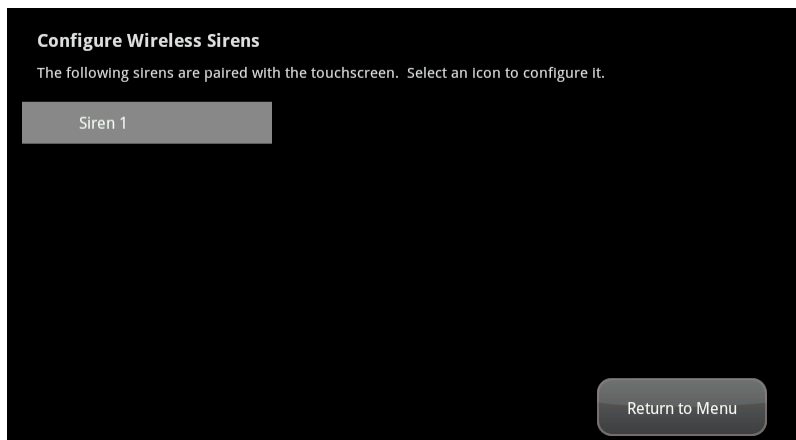
To add a siren:
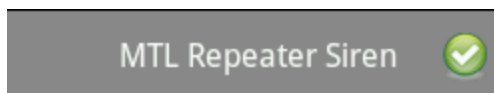
5. Determine that all the sirens have been located by the TouchScreen.

6. When all the sirens are found, tap **Done**.

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

   Wireless Sirens Located

   A total of 1 wireless siren(s) have been located and paired. Press Next to configure them.
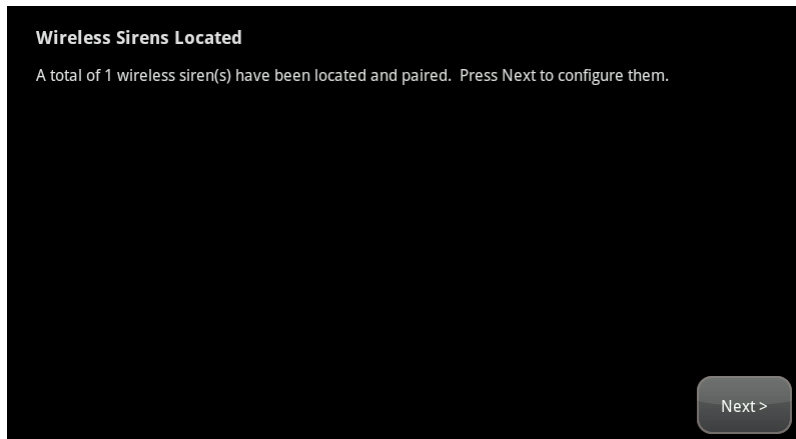
   Next >

7. Tap **Next**.

   The Configure Sirens screen is displayed.

   Configure Wireless Sirens

   The following sirens are paired with the touchscreen. Select an icon to configure it.

   Siren 1

   Return to Menu

8. Tap a siren to assign a label as described on page 107.

To remove a siren from the TouchScreen:

1. From the Installers Settings menu, tap **Home Devices**.
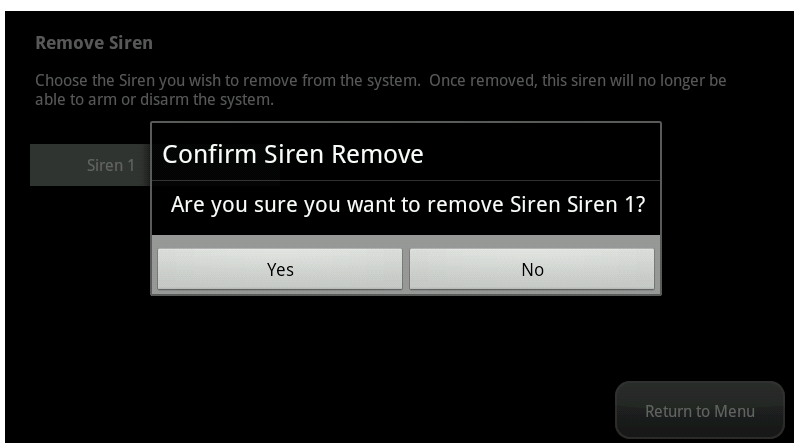
   The Home Devices menu is displayed.

Home Devices

Lighting

Thermostats

Cameras

Key Fobs

Key Pads

Sirens

< Back
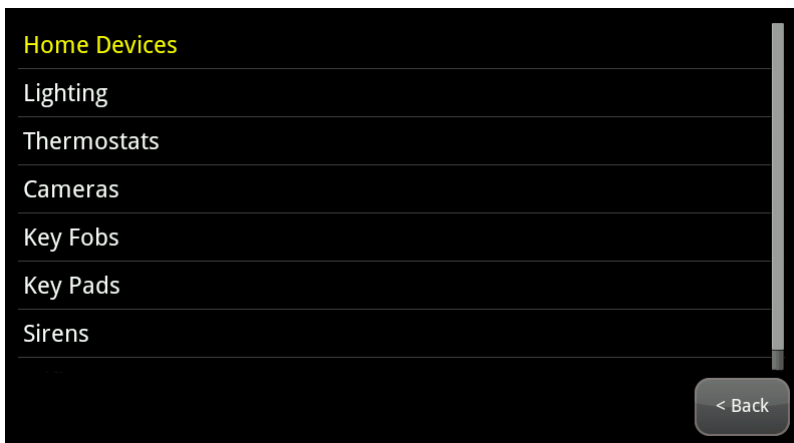
2. Tap **Sirens→ Delete Siren**.

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

Remove Siren

Choose the Siren you wish to remove from the system. Once removed, this siren will no longer be able to arm or disarm the system.

Siren 1

Return to Menu
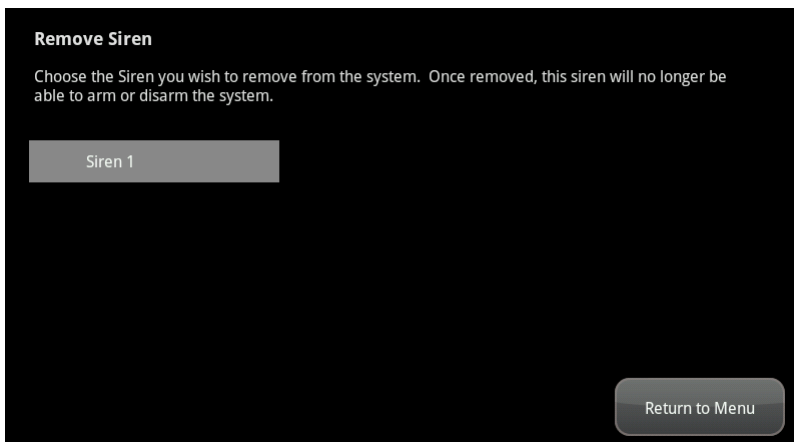
3. Tap the icon of the siren you want to remove.

   A confirmation is displayed.

Remove Siren

Choose the Siren you wish to remove from the system. Once removed, this siren will no longer be able to arm or disarm the system.

Siren 1

Confirm Siren Remove

Are you sure you want to remove Siren Siren 1?

Yes   No

Return to Menu

4. Tap **Yes**.

Managing Cameras

You can have up to six cameras connected to a TouchScreen at a time. Each camera has a name assigned to it when it is added. Each camera also can be associated with a sensor so that it takes a series of pictures when an alarm is tripped by the sensor.

> **IMPORTANT:** The camera images are accessible to the TouchScreen device and (for one of the cameras) to the Subscriber Portal. NOTHING ELSE. Service Provider tools do not have access to these images.

You can do the following to manage the cameras associated with your security system:

❑ Add a camera (page 112)

❑ Modify a camera (page 118)

    Modifying a camera includes:

    ❑ Change the label

    ❑ Assign, reassign, and unassign a camera to a sensor so that it takes a series of pictures when an alarm is tripped by the sensor

    ❑ Set the video quality displayed for the camera

    ❑ Turn the camera LED on and off

❑ Delete a camera (page 119)

❑ Replace a camera (page 120)

> **Note:** If you are reinstalling the same camera, delete it (see page 119) and then add it again (see the following procedure).

Operations to manage the camera are performed from the Installer Settings menu (see Technician Operations on page 80).

> **Note:** See Adding Cameras to the Security System on page 38 for troubleshooting tips on installing a camera.

To add a camera to the security device:

Notes:

❑ See "Adding Cameras to the Security System" on page 38 for information about installing the iCamera to the security system and for troubleshooting tips on installing a camera.

❑ Cameras must be connected to the security router during installation. Do not connect a camera to a Wi-Fi repeater.

1. From the Installer 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).
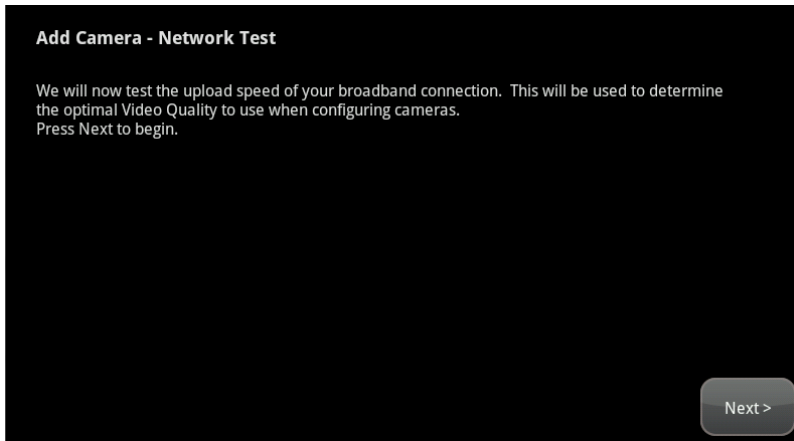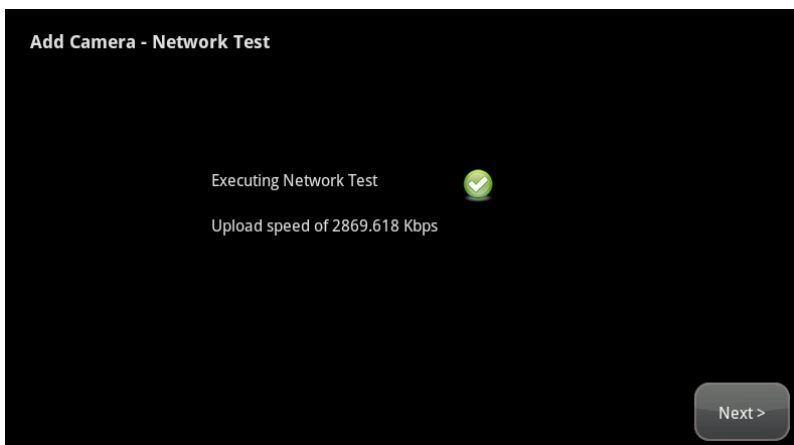

   Figure 68: Settings: Add Camera - Network Test Screen

2. Tap **Next** to have the TouchScreen upload a file to the system servers to measure the time until it receives an acknowledgement.

   The system performs the speed test and displays the calculated upload speed. Note this speed for choosing your video quality.

3. Tap **Next**.

   The Hardware Setup screen is displayed.
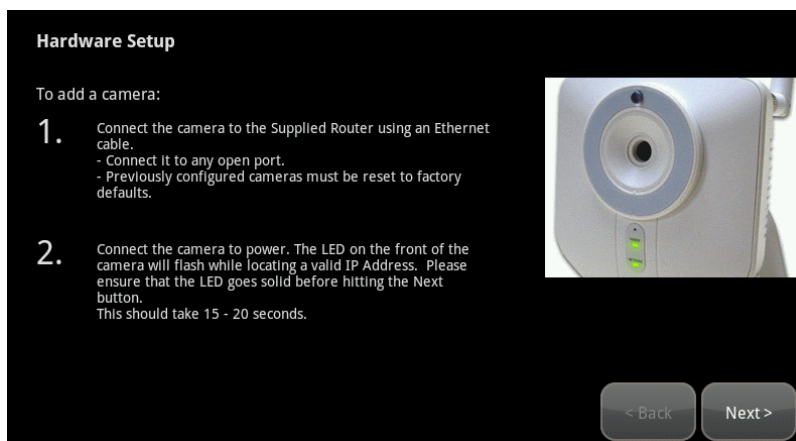
Figure 69: Camera: Hardware Setup Screen

4. Perform the steps described on the Hardware Setup screen.

5. Tap **Next**.

   The Locating Camera screen is displayed. The system locates the camera that is connected to the TouchScreen's router with an Ethernet cable, and displays its details.
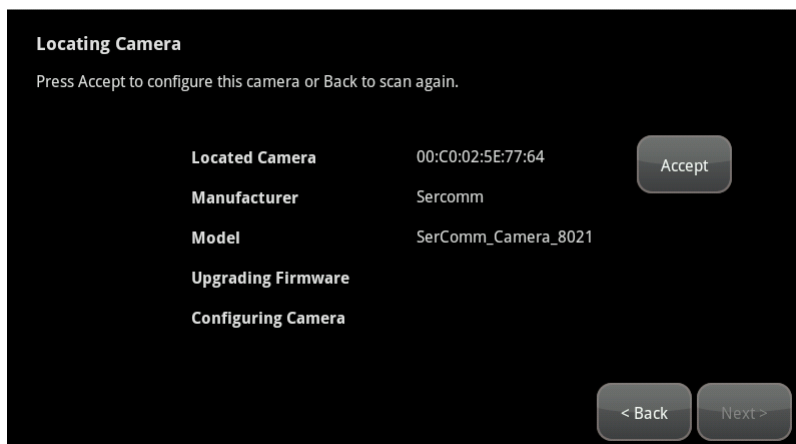
Figure 70: Camera: Locating Camera Screen

6. Tap **Accept** to pair the camera with the TouchScreen.

   After the system finishes, the Configuring Camera field is marked "Done". During the Configuring Camera step, the system upgrades the camera firmware if needed. This can take up to 15 minutes.
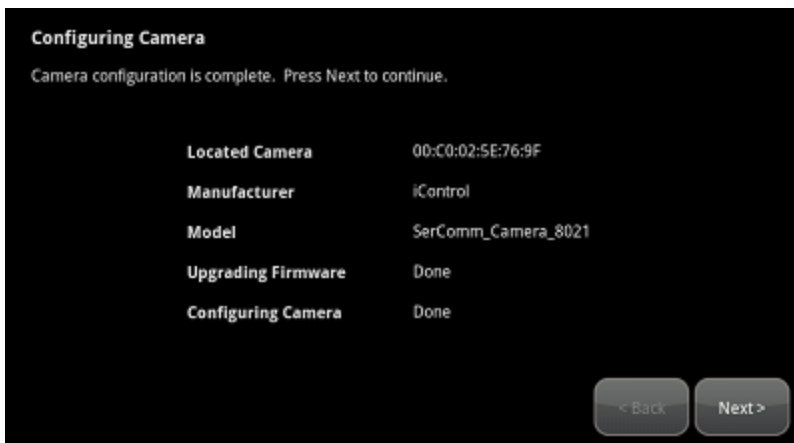
Figure 71: Camera: Configuring Camera Screen

7. Tap **Next**.

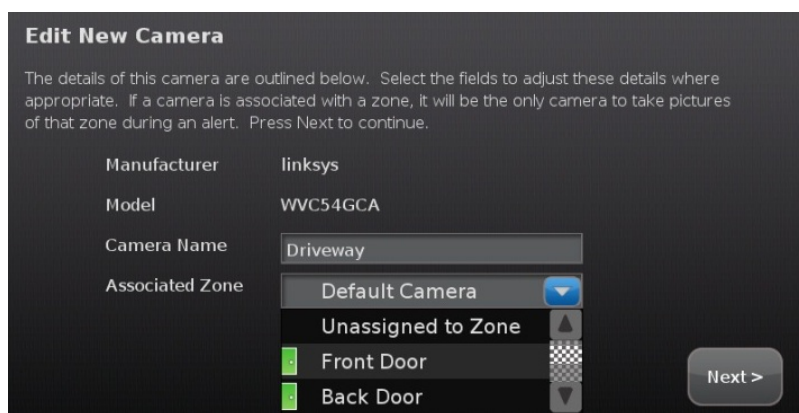   *The Edit New Camera screen is displayed.*
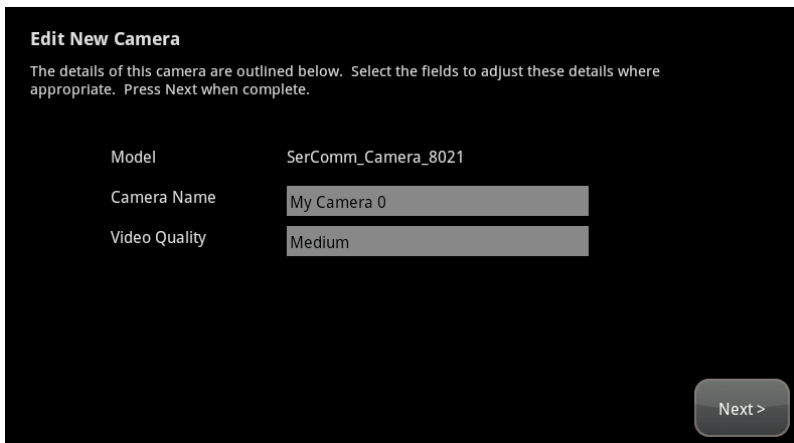
Figure 72: Settings: Edit New Camera Screen

8. Tap the **Camera Name** fields to display a keyboard screen and rename the Camera zone to something that clearly differentiates it from any other cameras. Tap **Done** to accept your changes.
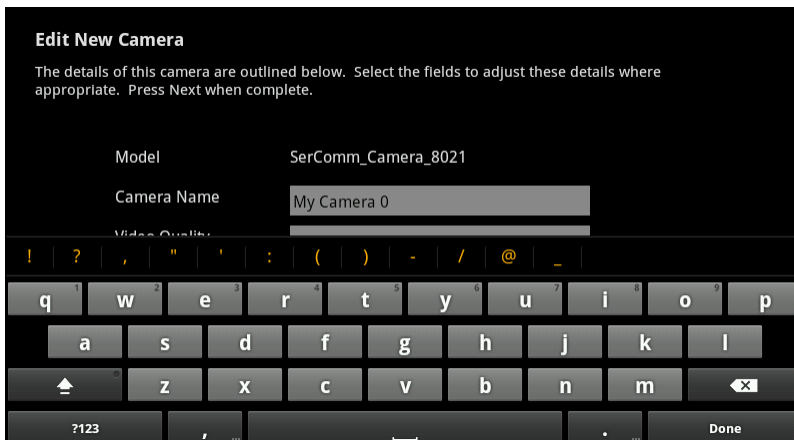
9. Tap the **Associated Zone** field to assign the camera to a security zone.

When a camera is assigned to a zone, it takes a series of pictures when an alarm is tripped at that zone. A camera can be assigned to zones for the following types of sensors: door/window sensor, motion detector, glass break detector, smoke detector.

See Table 2: Associated Zone Menu Options for Cameras on page 1 information about the Associated Zone menu options.

10. Tap the **Video Quality** field to determine the ideal level of video detail to be captured by the device.

   a. Tap **High**, **Medium** or **Low**—whichever option has a recommended value for the network upload capacity is less than the upload network speed.

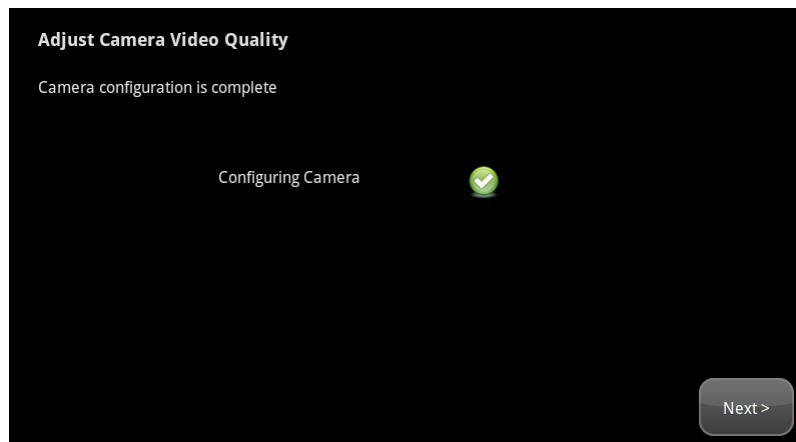   *The Adjust Camera Video Quality screen is displayed.*
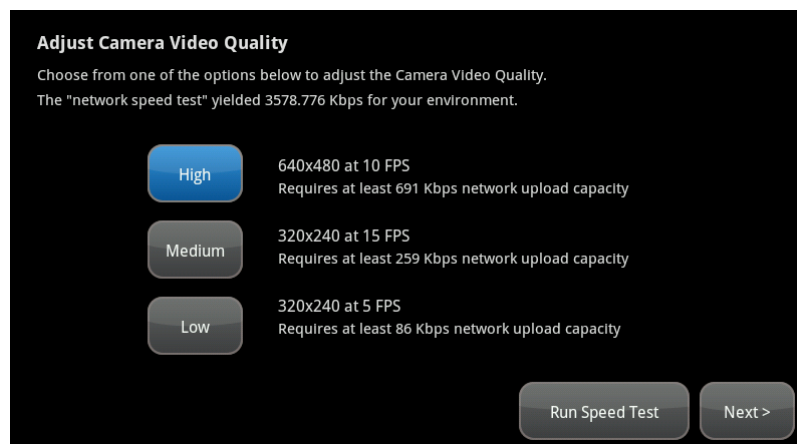
   b. To update the upload network speed, tap **Run Speed Test**.

   The TouchScreen uploads a file to the system servers to measure the time until it receives an acknowledgement.
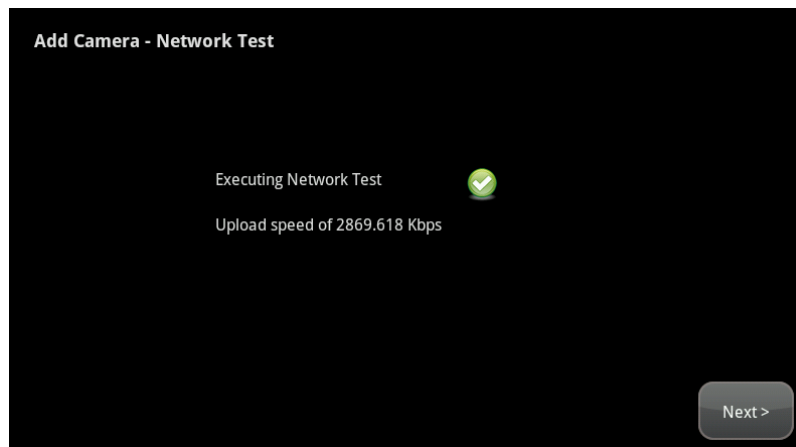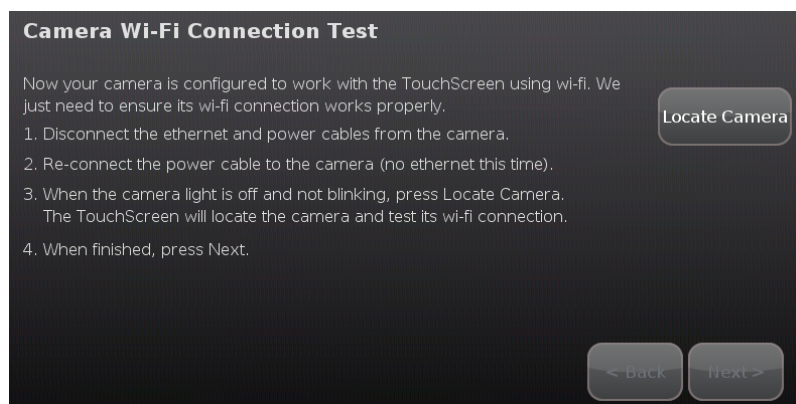
c. Tap **Next** to return to the Adjust Camera Video Quality screen.

d. Tap the appropriate video quality based on the measured speed, and then tap **Next**.

e. Tap **Next**.

The Camera Wi-Fi Connection Test screen is displayed.

11. Follow the instructions in the Camera Wi-Fi Connection Test screen to have the camera connected to the TouchScreen wirelessly.

12. When the camera has been successfully paired wirelessly to the TouchScreen, tap **Next**.

The Adjust Camera screen is displayed.
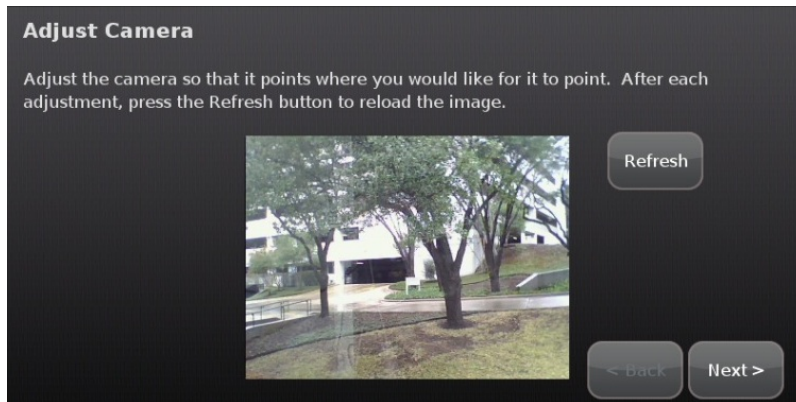
13. Point the camera as needed.

14. Tap **Next**.

The camera has been added.

To modify the details of a camera:

Use this method to:

❑ Change the name of a camera as it appears in reports on the TouchScreen and in the Subscriber Portal.

❑ Assign, reassign, and unassign a camera to a sensor so that it takes a series of pictures when an alarm is tripped by the sensor

❑ Modify the image quality displayed by the TouchScreen

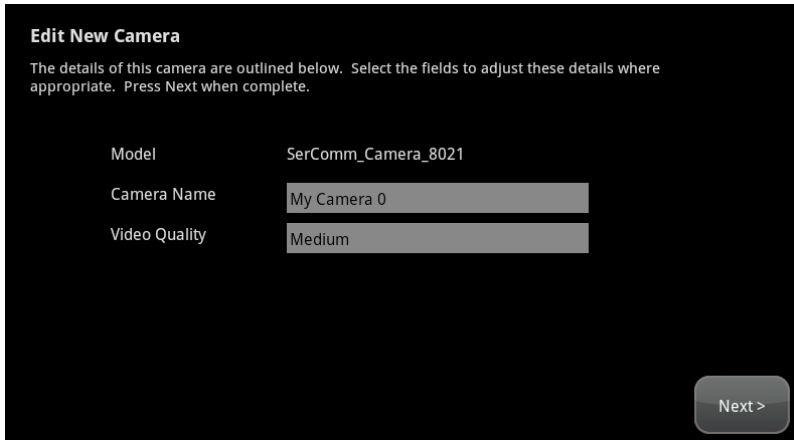❑ Determine whether the camera LED is lit or not

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

The Edit a Camera screen is displayed showing a label and a captured image for each camera view.
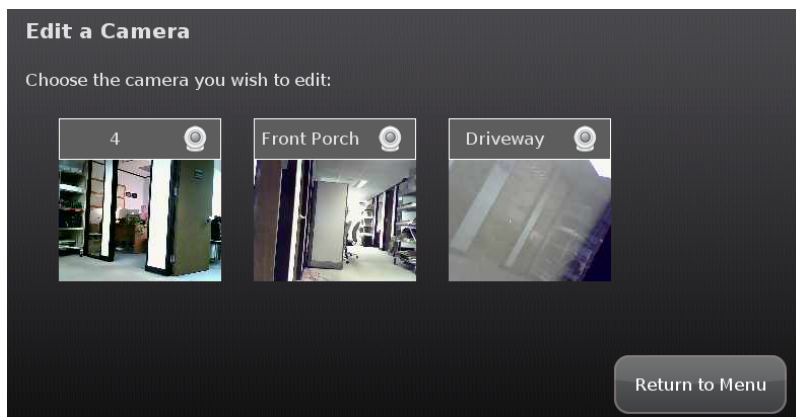
2. Tap the image or label of the camera to select it.

*The details of the selected camera are displayed.*

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

   Tap the Associated Zone field to display menu of options for assigning the camera to a security zone. See Associated Zone Menu Options for Cameras on page 43 information about the Associated Zone menu options.

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

4. Tap **Next**.

   The Edit a Camera screen is displayed showing a label and the camera views updated every five seconds.
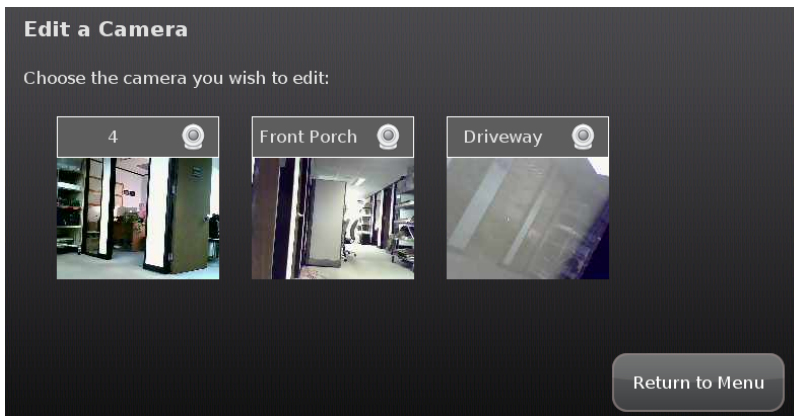
To delete a camera attached to the security system:

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

   The Delete a Camera screen is displayed with an image representing the cameras currently installed to the SECURITY system.
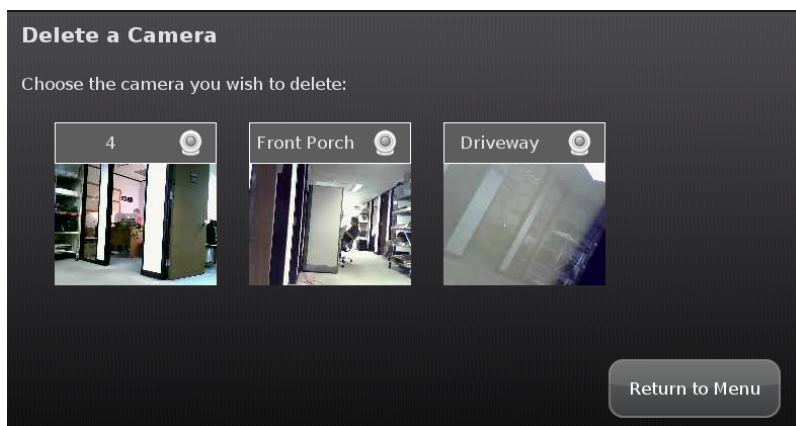
Figure 73: Settings: Delete a Camera Screen

2. Tap the image for the installed camera.

   A confirmation message is displayed:

   ```
   Are you sure you want to delete <Camera zone name>?
   ```
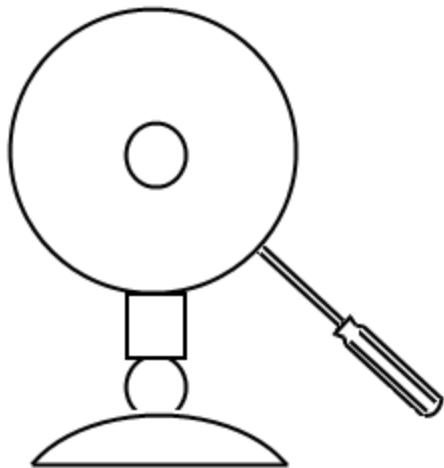
3. Tap **Yes**.

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

4. Reset the new camera to factory defaults as described below and connect an Ethernet cable to it.

To reset a camera to factory default:

Use a screwdriver, pen, or paper clip to depress the default button on the lower side of the camera for 30 seconds.

To replace the camera currently installed in the security system with another camera:

1. Perform the Delete a Camera operation on page 119 for the old camera.

2. Reset the new camera to factory defaults as described in the previous operation.

3. Perform the Add a Camera operation on page 112 for the new camera.

Managing Thermostats

> A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

A thermostat is a device for managing the environmental temperature of the premises.

Important: The Thermostat must always remain in Simple mode to operate properly.

Perform the operations in this section to manage thermostats:

❑ Add

❑ Delete (page 121)

❑ Change the name of a thermostat as shown in reports on the TouchScreen and in the Subscriber Portal (page 123)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

To add a thermostat to the environmental system:

Recommendation: When performing this operation, add the thermostats one at a time.

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

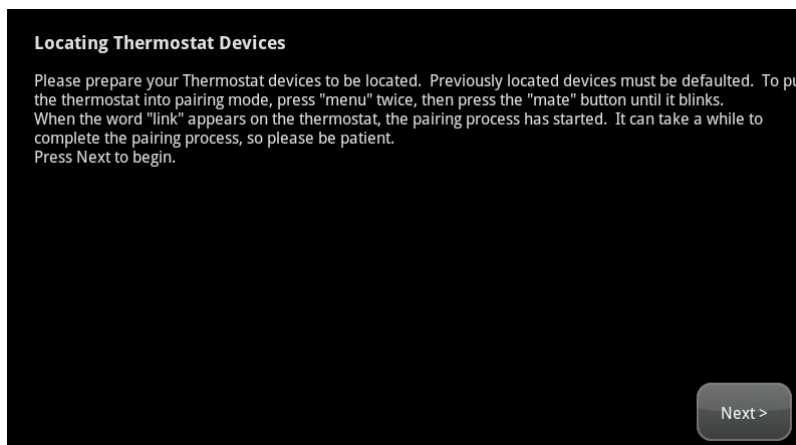   *The Locating Thermostat Devices screen is displayed.*

Locating Thermostat Devices

Please prepare your Thermostat devices to be located. Previously located devices must be defaulted. To pu
the thermostat into pairing mode, press "menu" twice, then press the "mate" button until it blinks.
When the word "link" appears on the thermostat, the pairing process has started. It can take a while to
complete the pairing process, so please be patient.
Press Next to begin.

Next >

Figure 74: Settings: Locating Thermostat Devices Screen

2. Tap **Next**. Ensure the thermostats are ready to be paired.

   a. Remove the cover at the top of the thermostat device.

      A circuit board is displayed with a black button labeled Reset on the leftward side.

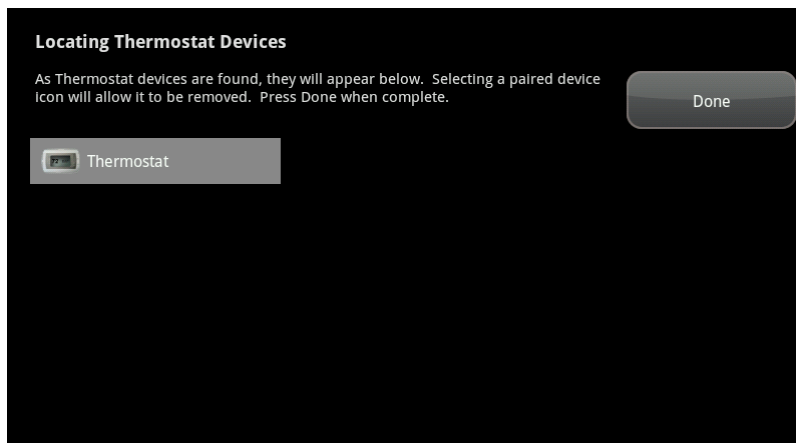b. Press the **Reset** button.

   The device is reset to factory default.

c. Press the **Menu** button twice.

d. In the thermostat touch screen tap the Mate label twice (below the radio tower icon).
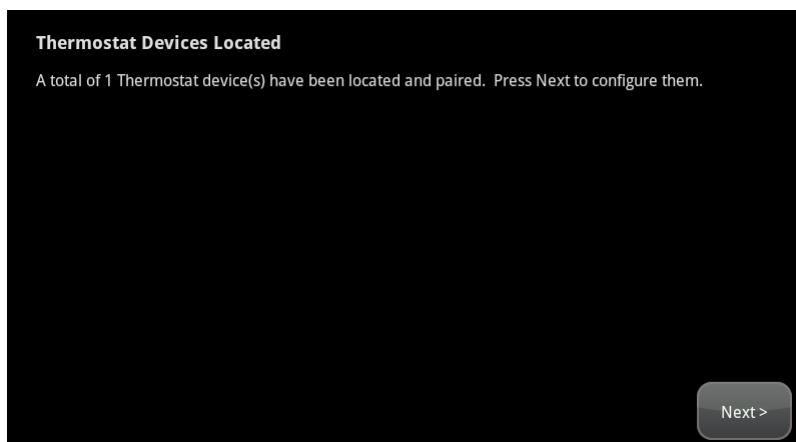
   The Mate label begins blinking to indicate that the device is in Search mode.

*When the thermostat device is found, an icon is displayed for that device.*

Locating Thermostat Devices

As Thermostat devices are found, they will appear below. Selecting a paired device icon will allow it to be removed. Press Done when complete.

Done

Thermostat

3. Tap **Done**.

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

Thermostat Devices Located

A total of 1 Thermostat device(s) have been located and paired. Press Next to configure them.

Next >

4. Tap **Next**.

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

Configure Thermostat Devices
Press a Thermostat icon to configure it.

Thermostat

Return to Menu
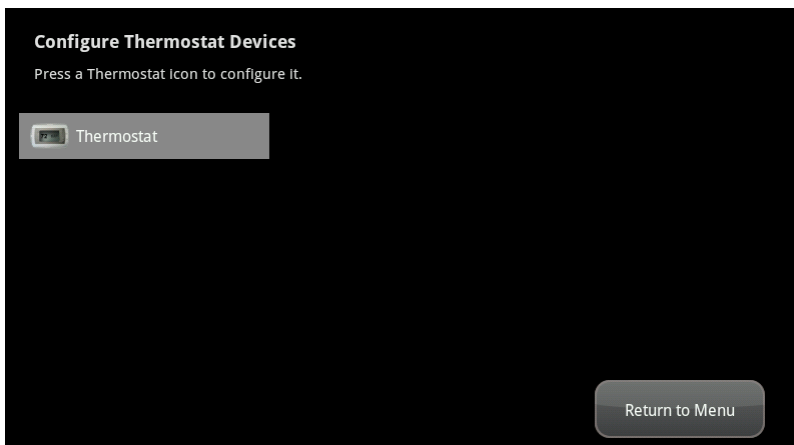
5. Tap a device icon to configure it.

To modify a thermostat in the environmental system:
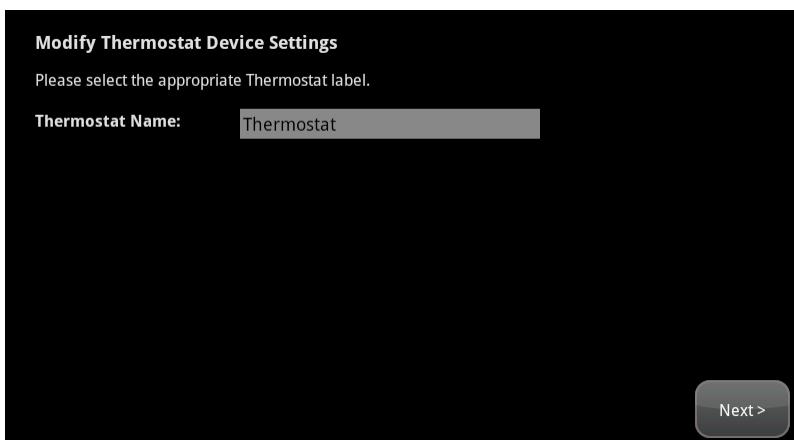
1. From the Installer Settings menu, tap **Home Devices > Thermostats > Edit Thermostat**.

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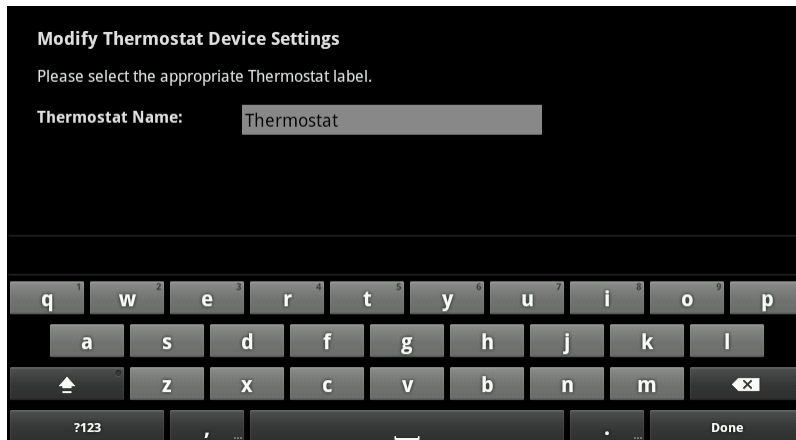

Choose the Thermostat Device you wish to modify:

Return to Menu
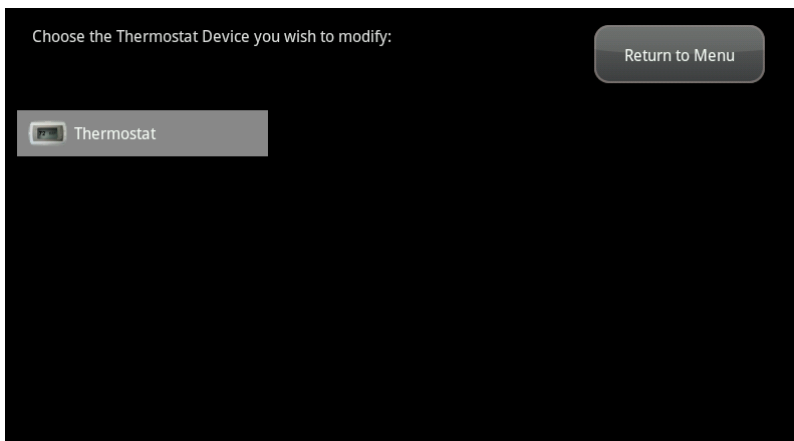
Thermostat

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

   The details of the selected thermostat are displayed.

Modify Thermostat Device Settings
Please select the appropriate Thermostat label.

Thermostat Name: Thermostat

Next >

Home System Installation Guide

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

Modify Thermostat Device Settings

Please select the appropriate Thermostat label.

Thermostat Name: Thermostat

q	w	e	r	t	y	u	i	o	p
	a	s	d	f	g	h	j	k	l
⬆	z	x	c	v	b	n	m	⌫

?123   ,   ___   .   Done

4. Tap **Next**.

   The Configure Thermostats screen is displayed again.

**To delete a thermostat in the environmental system:**

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

2. Tap **Thermostats → Delete Thermostat**.

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

Choose the Thermostat Device you wish to modify:

Return to Menu
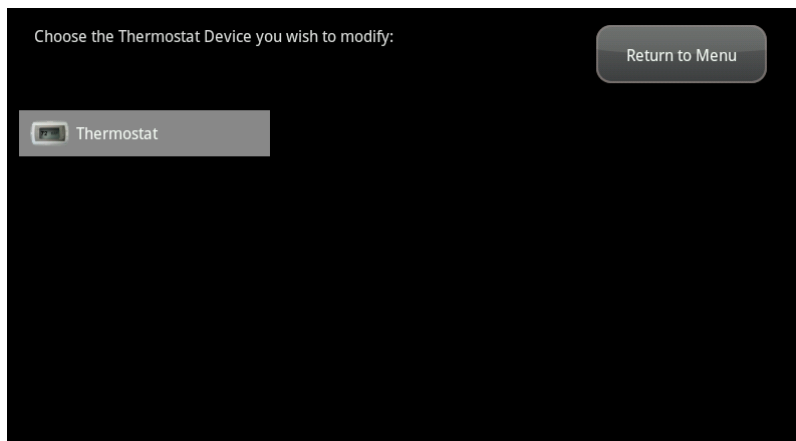
Thermostat

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

   A confirmation is displayed.
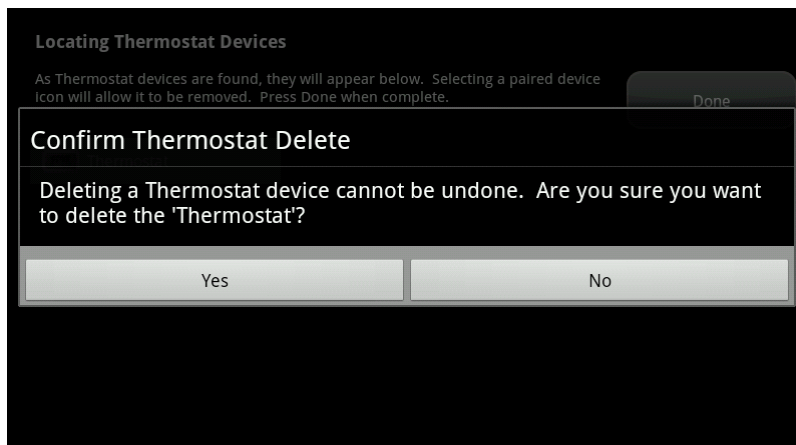
4. Tap **Yes**.

Managing Lights

> A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

A lighting device allows the customer to turn lights on and off or dim them from the TouchScreen or Subscriber Portal.

❑ Modify lighting devices (page 125)

❑ Add lighting devices (page 127)

❑ Delete lighting devices (page 128)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

To modify the details of your lights:

Use this method to:

❑ Change the name of a lighting device as it appears in reports on the TouchScreen and in the Subscriber Portal.

❑ Set the light to be dimmable or not.

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

The Configure Lighting Devices screen is displayed showing icons of each installed light.
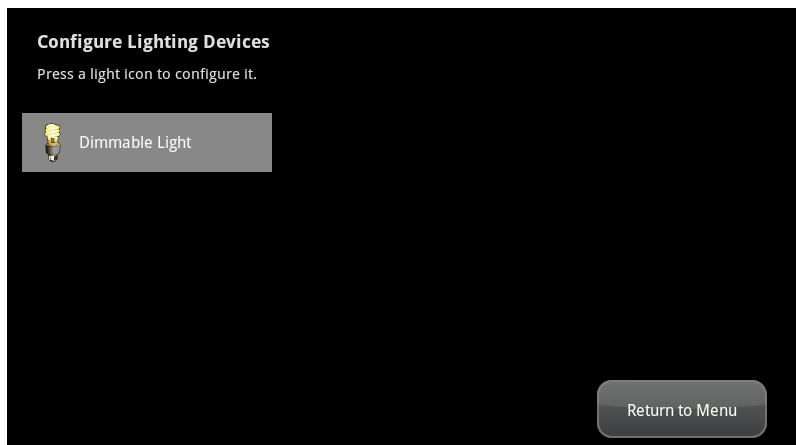
Figure 75: Settings: Configure Lighting Devices Screen

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

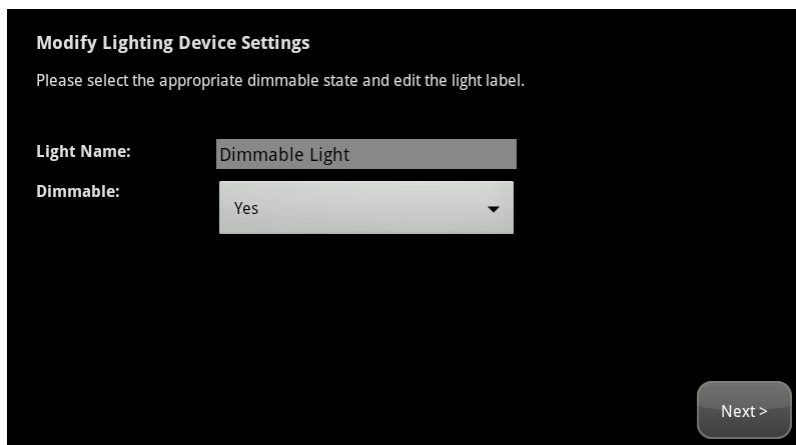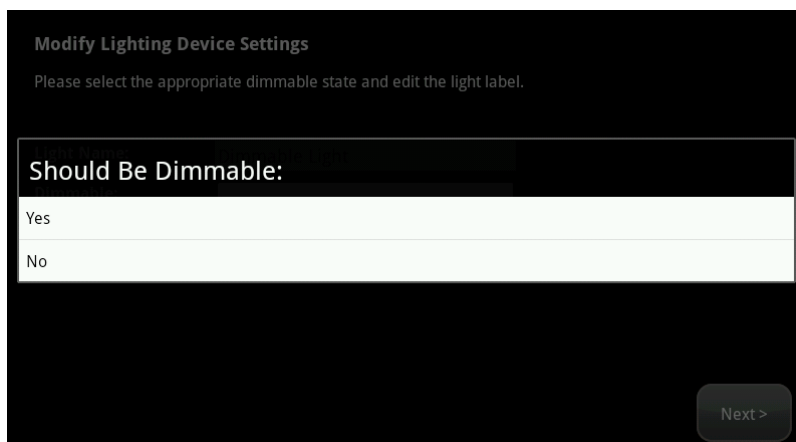   *The details of the selected lighting device are displayed.*

Figure 76: Settings: Modify Lighting Device Settings Screen

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 available.
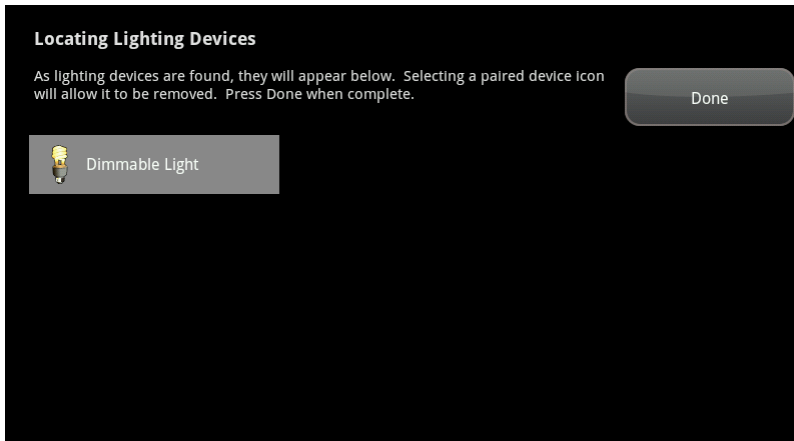
5. Tap **Next**.

The Configure Lighting Devices screen is displayed again.

To add a lighting device:

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

The Locating Lighting Devices screen is displayed.

7. Tap **Next**.

8. Plug the lighting device into a wall socket. Secure it with a screw.

The lighting devices should be unpaired when they are removed from their packaging. When one is installed in socket the LED flashes three times every five seconds indicating that it is in Search mode and ready to pair with a TouchScreen. If you have problems pairing a lighting device, do the following to reset it to factory default:

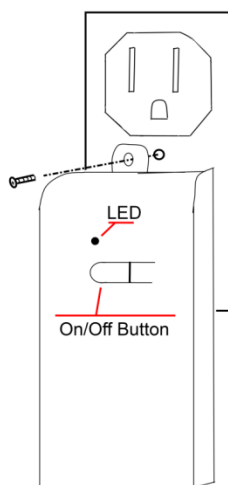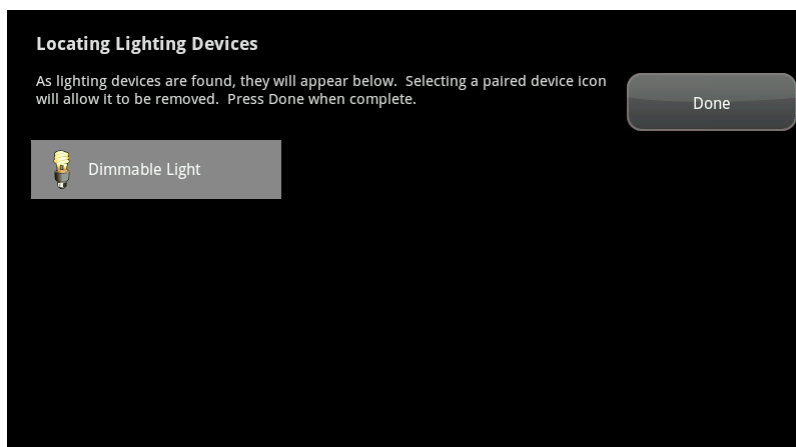Press the On/Off button as you plug the device into the socket.

Figure 77: Secure the lighting device with a screw.

As a lighting device is found, an icon is displayed for that device.

Locating Lighting Devices

As lighting devices are found, they will appear below. Selecting a paired device icon will allow it to be removed. Press Done when complete.
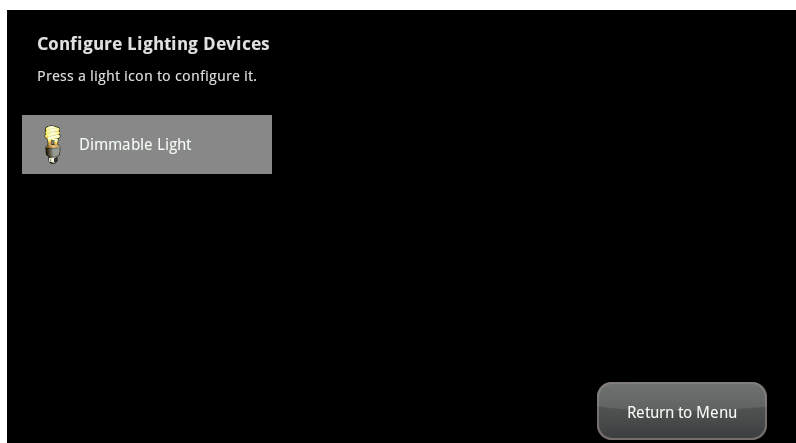
Done

Dimmable Light

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

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

10. Tap **Next**.

   *The Configure Lighting Devices screen is displayed.*

Configure Lighting Devices

Press a light icon to configure it.

Dimmable Light

Return to Menu

11. Tap a lighting device to configure it as described on page 125.

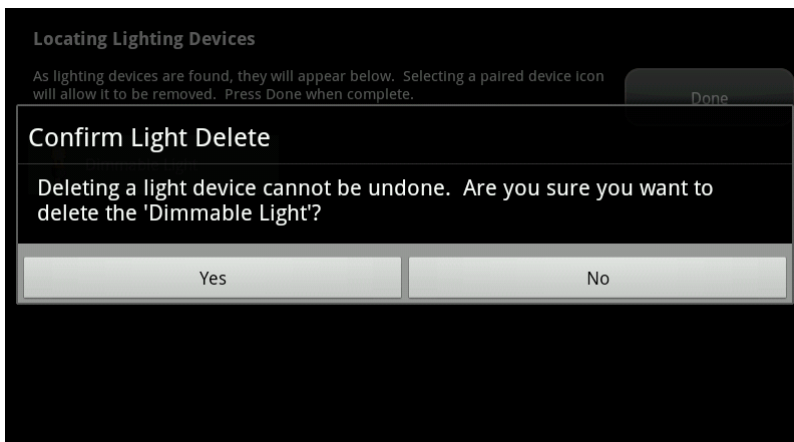**To remove a lighting device from the TouchScreen:**

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

    The Settings screen is displayed showing an icon for each connected lighting device.
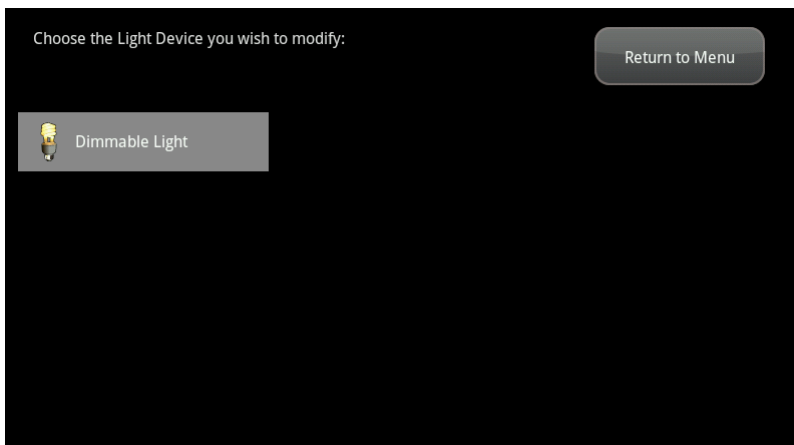
2. Tap the icon of the lighting device you want to remove.

   A confirmation is displayed.

3. Tap **Yes**.

Managing Key Fobs

> A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

A key fob is a mobile device used to quickly arm and disarm the security system. The following operations are used to manage key fobs.

Perform the operations in this section to manage key fobs:

❑ Add

❑ Change the name of a key fob as shown in reports on the TouchScreen and in the Subscriber Portal (page 132)

❑ Reset to default (page 134)

❑ Delete (page 134)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

To add a key fob to the security system:

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

    The Locating Key Fobs screen is displayed.

Locating Key Fobs

Please prepare your key fobs to be located. Previously paired key fobs must be defaulted.
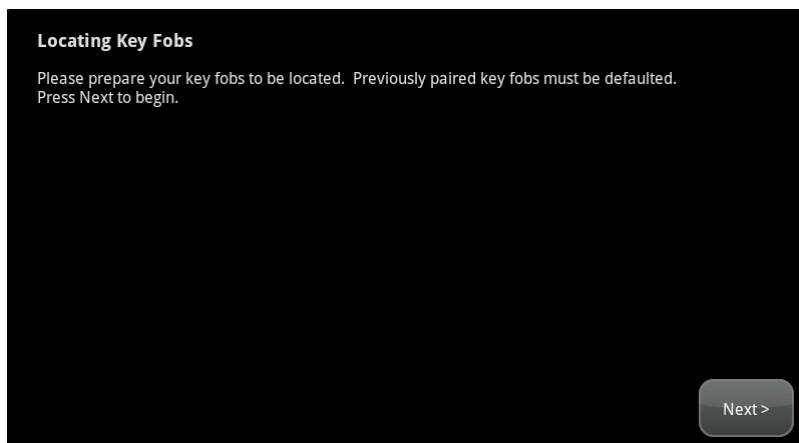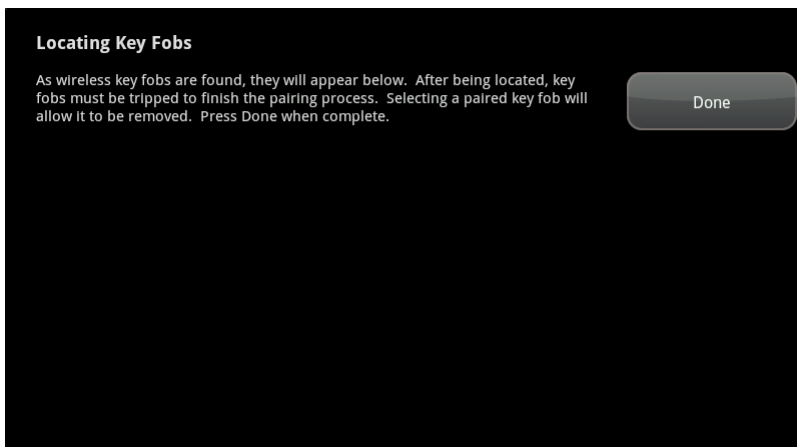Press Next to begin.

Next >

Figure 78: Key Fobs: Locating Key Fobs Screen
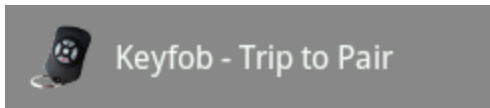
2. Tap **Next** to begin searching for key fobs to add.

    A Stop button is displayed on the Locating Key Fobs screen. The TouchScreen searches for key fobs that are available to be added (defaulted and in Search mode).
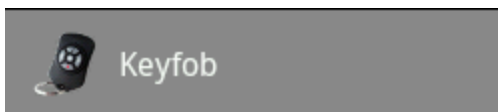
3. Default a key fob and place it in Search mode.

   When a key fob is found, an icon is displayed for it.

4. Press the star button ✲ on the key fob to pair it.

   The key fob is paired with the TouchScreen.

5. Tap the key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

6. Tap Done.

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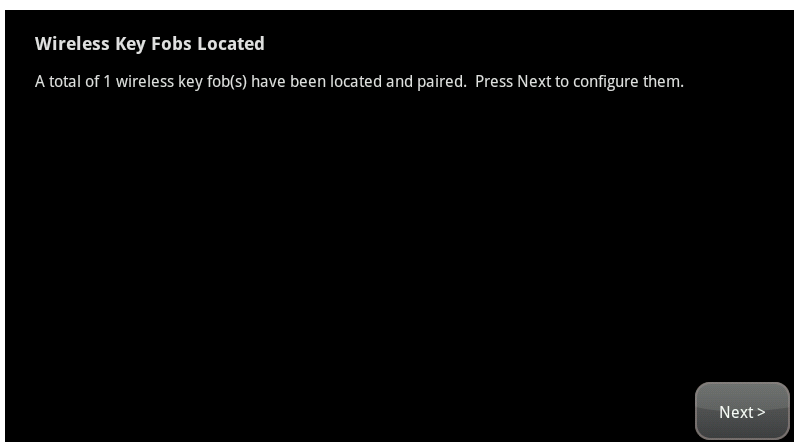

Figure 79: Key Fobs: Wireless Key Fobs Located Screen

7. Tap **Next**.

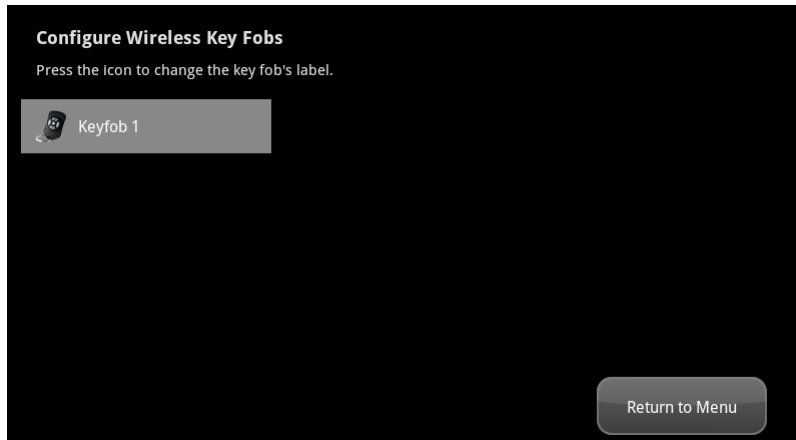*The Configure Wireless Key Fobs screen is displayed.*

Figure 80: Key Fobs: Configure Wireless Key Fobs Screen

8. Tap the key fob icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

To edit a key fob:

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

The Settings screen displays a rectangular icon for each key fob currently added to the system.
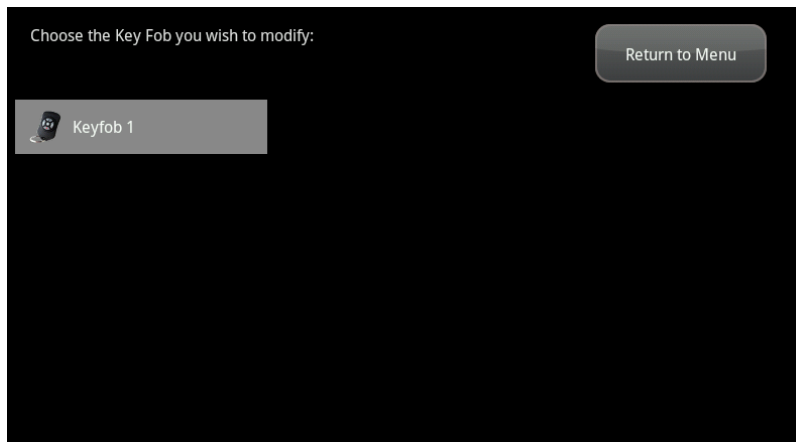
2. To modify the properties of the key fob, tap its icon to display the Edit Key Fob screen.

Figure 81: Settings: Edit Key Fob Screen

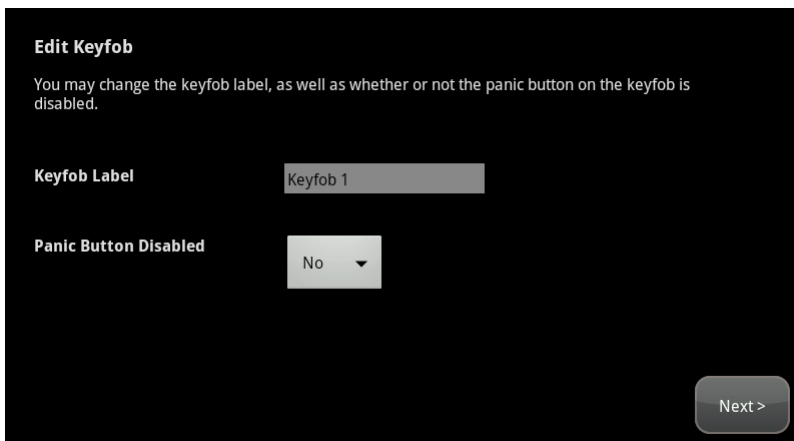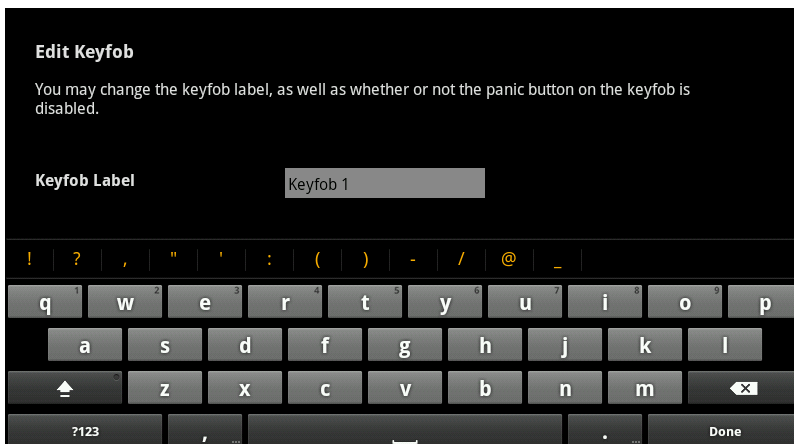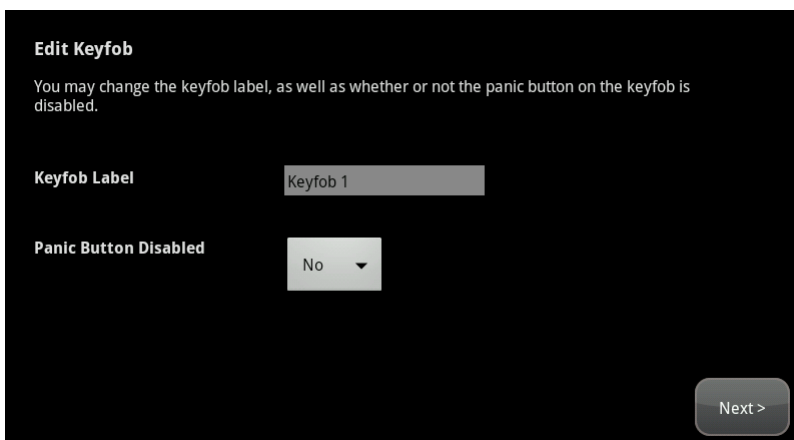3. Tap the Key Fob Label field to display a keyboard.

4. Enter a new name and tap **Done** to return to the Edit Key Fob screen.

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 end this operation.

To reset a key fob to factory defaults:

When a key fob is originally removed from its packaging, it is already in factory default mode. When you install the battery as described on page 53, it immediately begins searching for a TouchScreen with which it can pair.

To reset a key fob that has already been added to a TouchScreen and place it in Search mode, delete it as described on page 134, then press the � button.

To delete a key fob from the security system:

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

   The Delete a Key Fob screen is displayed with an icon representing each key fob currently installed to the security system.
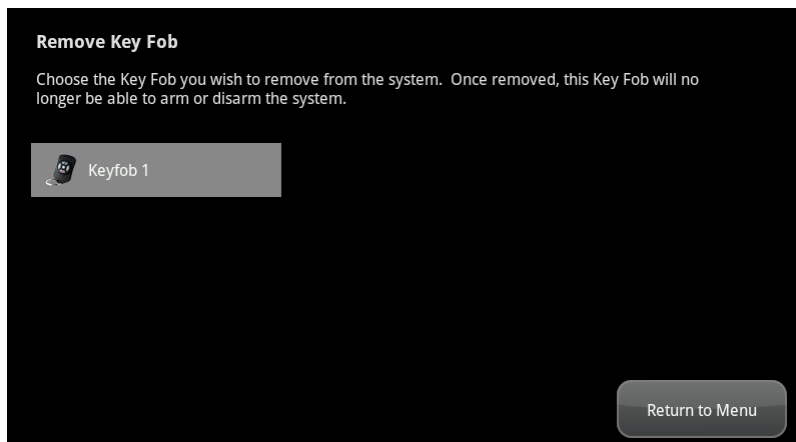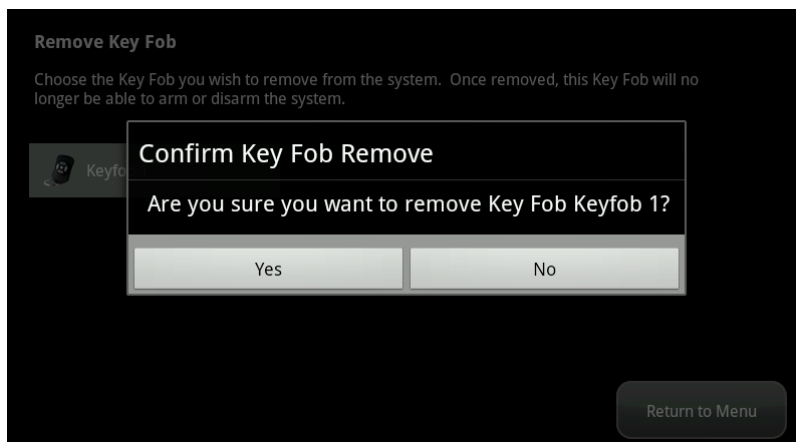
Figure 82: Settings: Remove Key Fob Screen

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

   A confirmation message is displayed.

3. Tap **Yes**.

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

4. Tap **Yes**.

5. After deleting the key fob from the TouchScreen, press the ✢ button on the key fob to reset the device to default and to place it in Search mode so it can be added to a TouchScreen again.

Managing Key Pads

> A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

A key pad is a mobile device used to remotely enter keypad codes.

Perform the operations in this section to manage key pads as described in this section:

❑ Add

❑ Change the name of a key pad as shown in reports on the TouchScreen and in the Subscriber Portal (page 137)

❑ Reset to default (page 138)

❑ Delete (page 138)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

To add a key pad to the security system:

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

   The Locating Key Pads screen is displayed.

   Locating Key Pads

   Please prepare your key pads to be located. Previously paired key pads must be defaulted. Press Next to begin.
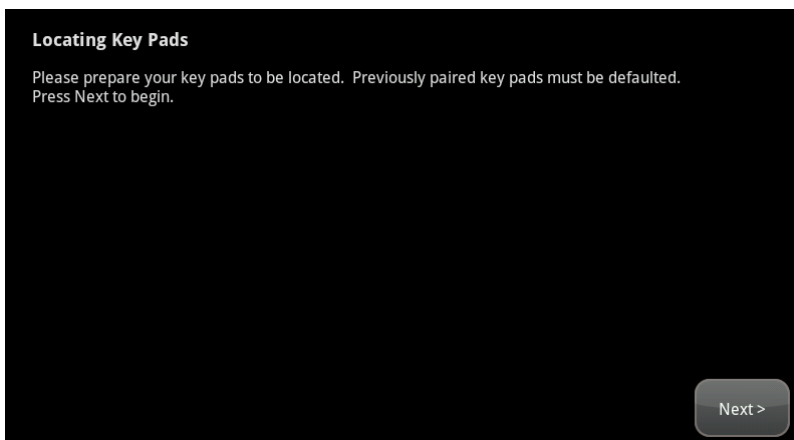
   Next >

Figure 83: Key Pads: Locating Key Pads Screen

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

   A Done button is displayed on the Locating Key Pads screen. The TouchScreen searches for key pads that are available to be added (defaulted and in Search mode).

   Locating Key Pads

   As wireless key pads are found, they will appear below. After being located, key pads must be tripped to finish the pairing process. Selecting a paired key pad will allow it to be removed. Press Done when complete.

   Done
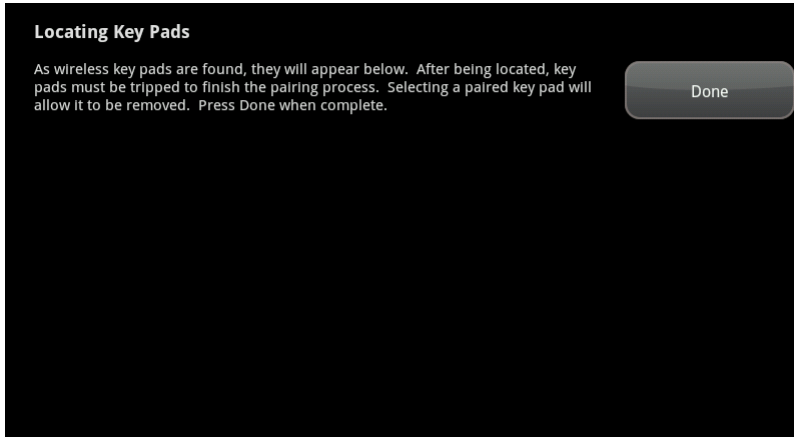
3. Default a key pad and place it in Search mode.

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

   Keypad - Trip to Pair

4. Press the star button ✿ to pair the found key pad.

   The key pad is paired with the TouchScreen and the icon shows a checkmark.

   Keypad ✓

5. Tap **Stop**.

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

   Wireless Key Pads Located

   A total of 1 wireless key pad(s) have been located and paired. Press Next to configure them.
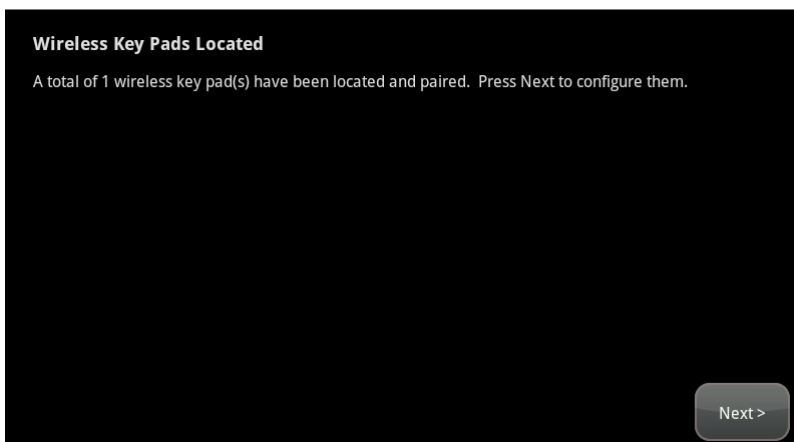
   Next >

Figure 84: Key Pads: Wireless Key Pads Located Screen

6. Tap **Next**.

    The Configure Wireless Key Pads screen is displayed.
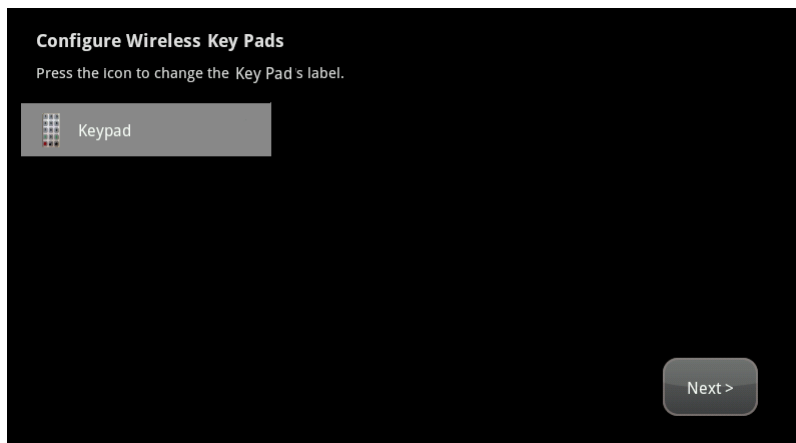
7. Tap each key pad icon to configure the name that is used for it in the TouchScreen and Subscriber Portal.

    A keyboard screen is displayed.
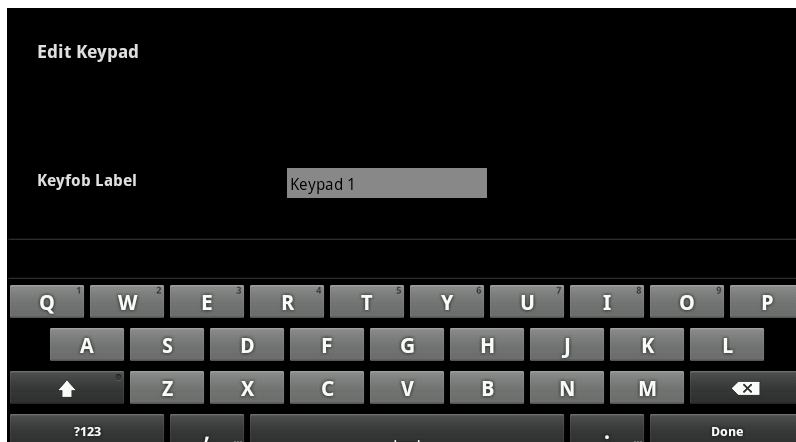
8. Enter a name for the key pad, and tap **Done** to return to the Configure Wireless Key Pads screen.

To change the name of a key pad:

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

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

2. To modify the system label for the key pad, tap its icon to display a keyboard. Enter a new name and tap **Done**.

3. Repeat the previous step to modify additional key pads, or tap **Return to Menu** to end this operation.

To reset a key pad to factory defaults:

When a key pad is originally removed from its packaging, it is already in factory default mode. When you install the battery as described on page 171, it immediately begins searching for a TouchScreen with which it can pair.
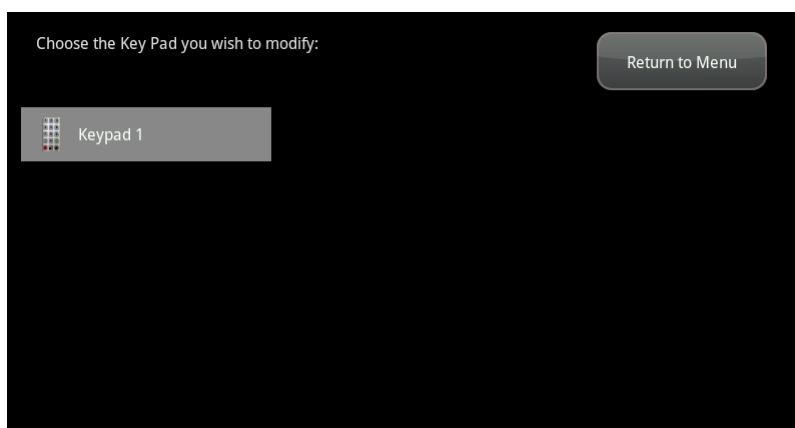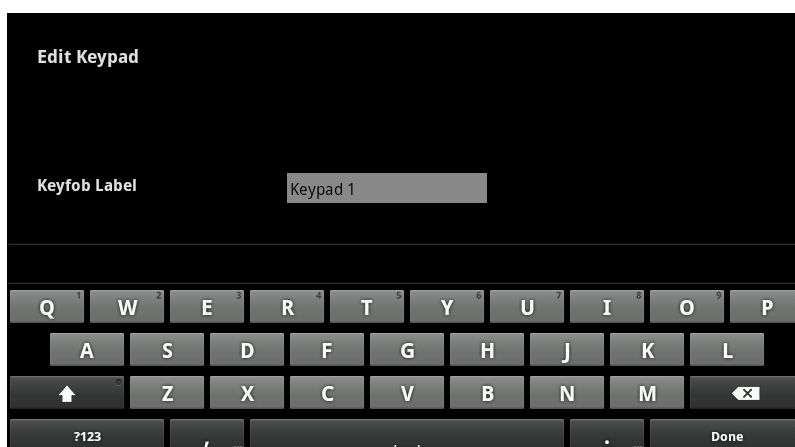
To reset a key pad that has already been added to a TouchScreen and place it in Search mode, delete it as described on page 138, then press the � button.

In the rare event that you need to reset a key pad to factory default that is not paired to a nearby TouchScreen see page 171.

To delete a key pad from the security system:

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

   The Delete a Key Pad screen is displayed with images representing the key pads currently installed to the security system.
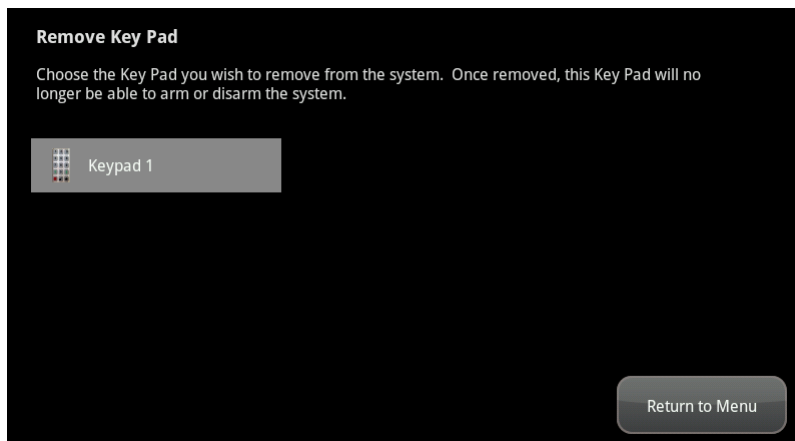
Figure 85: Settings: Remove Key Pad Screen

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

A confirmation message is displayed.
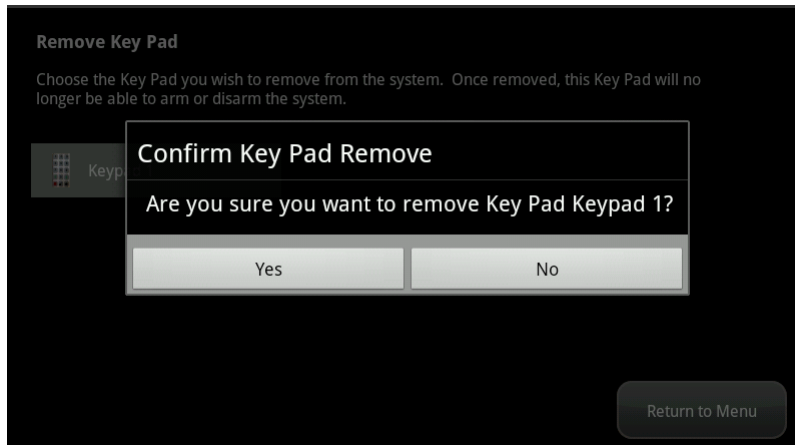
Figure 86: Remove Key Pad: Confirmation

4. Tap **Yes**.

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

5. After deleting the key pad from the TouchScreen, press the ⚙ button to reset the device to default and place it in Search mode so it can be added to a TouchScreen again.

Managing Panel Interfaces

A MAXIMUM of six IP cameras and 47 ZigBee devices are supported for the system. ZigBee devices consist of anything that communicates with the TouchScreen over radio frequency, such as door/window sensors, lighting devices, thermostats, panel interface devices, key pads, and key fobs and smoke detectors.

A panel interface is a device that allows you to control sensors defined on a Honeywell Vista 20P system. For information about installing and wiring a panel interface, see Adding Panel Interface Modules to the Security System on page 24.

When you add a panel interface, the TouchScreen locates sensors that are defined in the Honeywell Vista systems. They are managed in the same way as wireless sensors that you add to the TouchScreen. For information, see Managing Sensors & Zones on page 94.

Perform the operations in this section to manage panel interfaces as described in this section:

❑ Add

❑ Delete (page 142)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

To add a panel interface to the security system:

1. Before beginning this process, record the zone names assigned to each zone and their zone numbers.

2. From the Settings menu, tap **Sensors and Zones > Panel Interface > Add Panel Interface Boards**. (You might need to scroll down on the Sensors and Zones screen to see the Panel Interface option.)

   The Locating Panel Interface Boards screen is displayed.
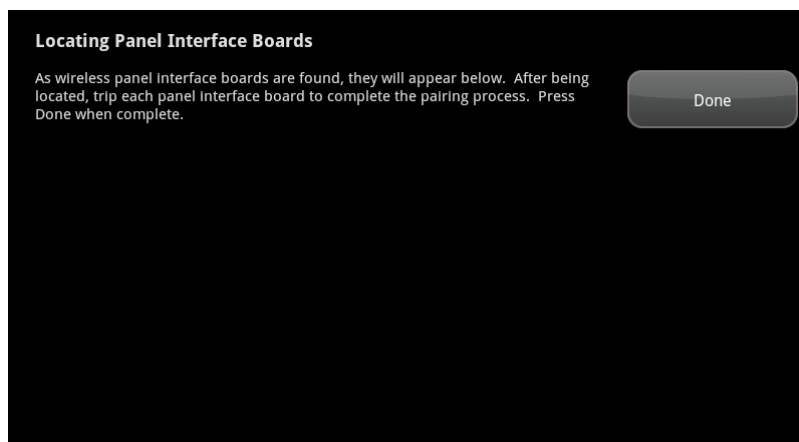
Figure 87: Settings: Locating Panel Interface Boards Screen

The Panel Interface can be located only within the first 90 seconds of powering up. The Alarm Panel Alphanumeric Keypad should display "Scanning for Network." If not, then press any button on the keypad to restart the process, or cycle power to the Panel Interface.

Note: Remember that a zone managed by the alarm panel might contain multiple sensors. When these zones are paired with the TouchScreen, they are located as a single sensor. For example, a wired zone that contains five smoke detectors is managed by the TouchScreen as if it were a single smoke detector.

3. Tap **Next** to begin searching for panel interface boards.

    The TouchScreen searches for boards that are available to be added. To be available, the board must meet the following requirements:

    ❏   Defaulted

    ❏   Not currently paired with another TouchScreen

    ❏   In Search mode (LED blinking three times every five seconds)

    The TouchScreen displays all the panel interface boards it can find.
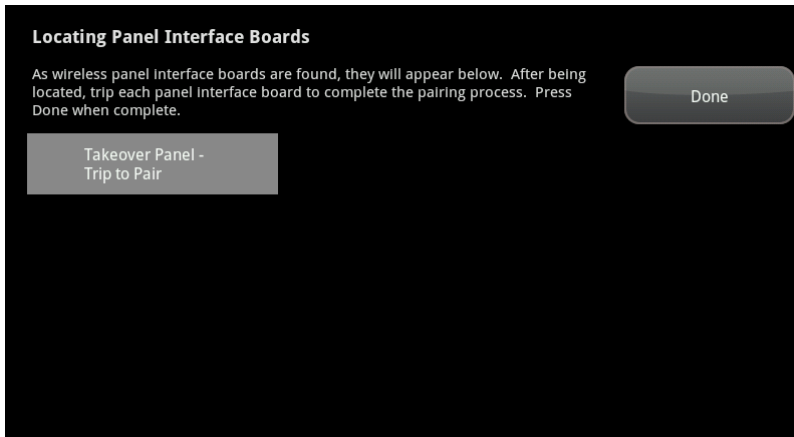
    Note: If all available installed PIMs are not found, tap **Done**. On the next page, tap **Cancel Panel Interface Add** to return to the Technician Settings menu without adding.

4. Press a key on the Honeywell key pad to trip the panel interface board.

    The panel interface is paired with the TouchScreen, and the icon is a lighter shade of gray.

    The TouchScreen searches for zones connected to the panel system. This can take a few minutes. When all the zones are found, an icon for each is displayed on the Configure Panel Interface Sensors screen.

> **Note:** When zones that are connected to an alarm panel are found by the TouchScreen, it automatically configures their functionality (for example, entry/exit, perimeter, etc.) and sensor type (for example, door/window, motion detector, etc.) based on various criteria. Section 6, Zone Auto-Configuration describes the way zones are auto-configured by the TouchScreen. It is necessary to review the added sensors to determine whether they require manual configuration.

5. Tap a Zone icon to display the Edit Sensor/Zone – Modify Zone Settings screen.
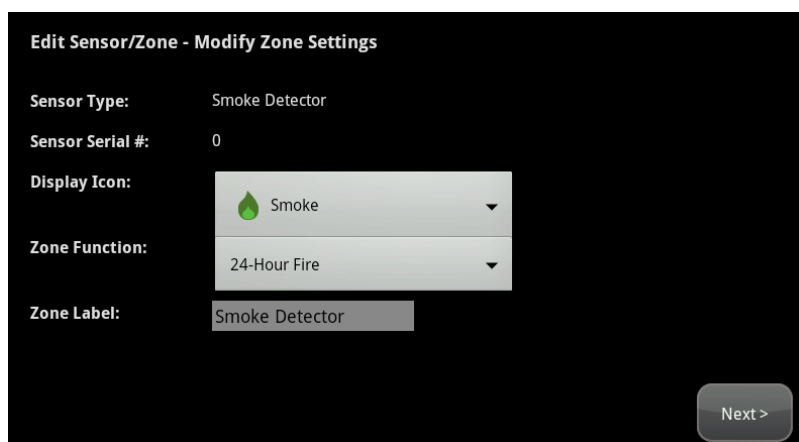
The items that are available for configuration may vary based on the type of sensor being configured.

6. Configure the sensor. For more information about each option, see Table 2: Security Zone Functions on page 33.

7. Tap **Next** to configure the next sensor. Continue until all the sensors have been configured. If you need to change the settings of a sensor, see Managing Sensors & Zones on page 94.

To delete panel interfaces:

Deleting a PIM from the premises removes all the zones associated with the alarm panel from the TouchScreen.

1. From the Installer Settings menu, tap **Sensors and Zones > Panel Interface > Delete Panel Interface Boards**. (You might need to scroll down on the Sensors and Zones screen to see the Panel Interface option.)

   The following screen is displayed.
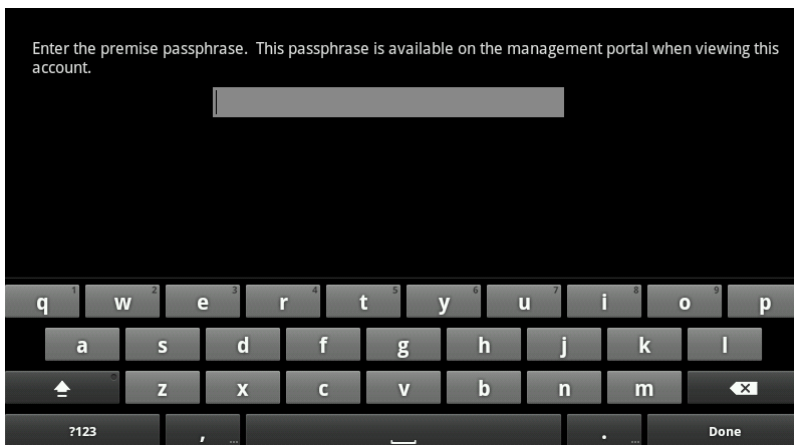
The Passphrase screen is displayed.

2. Type the passphrase to access the Remove Panel Interface Boards and Zones screen.

   A confirmation message is displayed.
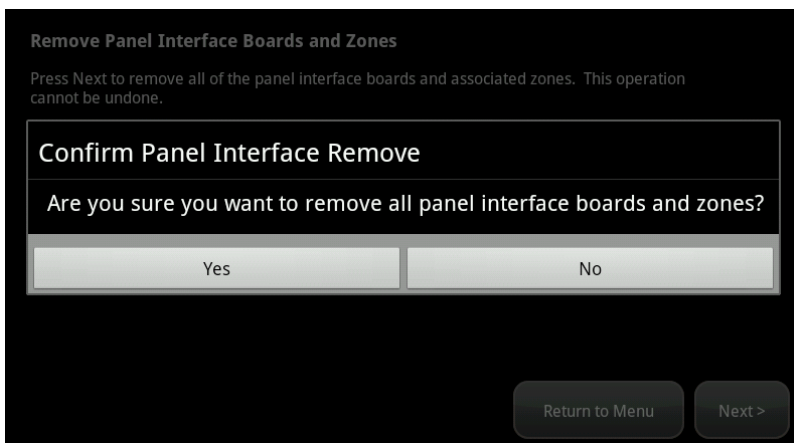
3. Tap **Yes**.

   The panel interface and all its zones and sensors are removed from the TouchScreen.

All the PIMs added to the system are deleted. Additionally, all zones connected to the Vista alarm panel are also removed from the iControl environment.

Notes:

❑ This process might take up to 15 minutes depending on how many zones are connected to the Vista alarm panel.

❑ A working PIM that is deleted is automatically reset to default mode.

❑ The zones that were previously connected to the Vista System are still connected. If the PIM (or an upgraded one) is re-paired with the TouchScreen, it finds the zones just as it did before.

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, cameras are the only supported Wi-Fi devices. Use a RF range extender to increase the range of ZigBee sensors, lights, and other devices.

Perform the operations in this section to manage Wi-Fi repeaters:

❑ Add a Wi-Fi repeater

❑ Delete a Wi-Fi repeater (page 145)

These operations are performed from the Installer Settings menu (see Technician Operations on page 80).

Note: Wi-Fi repeaters cannot be added during system activation.

To add a Wi-Fi repeater to the security system:

The Wi-Fi repeater must be connected to the router with an Ethernet cable during the installation process. After the TouchScreen configures the repeater, place the router in its final location. Keep the following in mind when determining where to place the repeater:

❑ 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 customer would need to restart the security router often. The optimal distance will differ in each home. Some experimentation may be required to determine placement.

❑ If the customer has a home Wi-Fi repeater, avoid placing the security repeater nearby, if possible.

Note: The security system supports only one Wi-Fi repeater.

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

    The Wifi Repeater Connection Checklist screen is displayed.
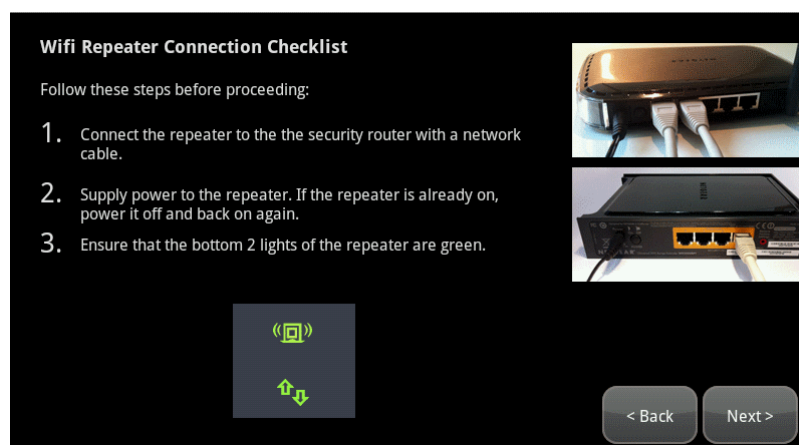
2. Follow the directions displayed on the screen. When the repeater has been set up as directed, tap

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.

> **IMPORTANT:** Immediately disconnect the repeater from the security router and power off the repeater. Then determine where the repeater will be placed and power on the repeater.
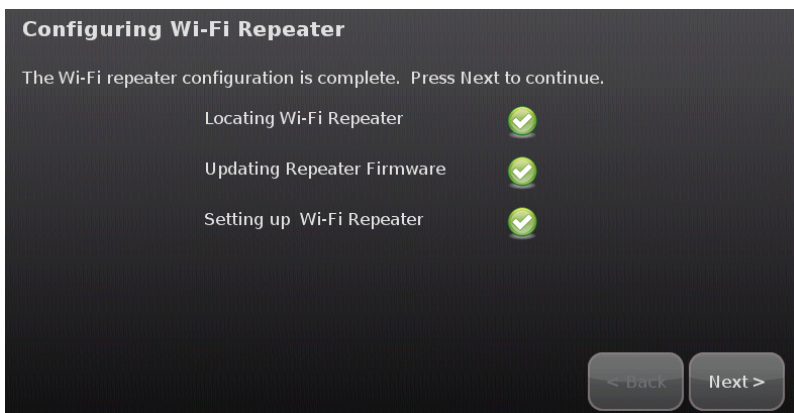
To delete a security Wi-Fi Repeater

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

1. To delete the repeater from the security system, tap **Home Devices > Wifi Repeater > Delete a Wifi Repeater**.

Delete Wifi Repeater

The current repeater will be removed from the existing network. The repeater must be defaulted before addition back into the network. Press 'Next' to proceed with removing the current repeater.

< Back   Next >
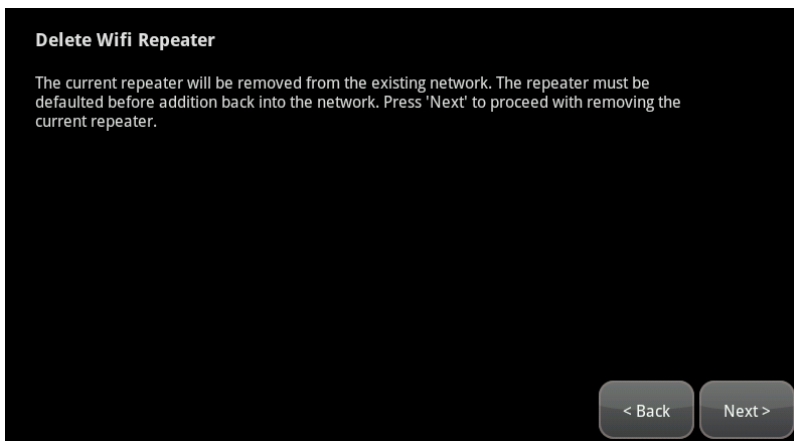
The Delete Wi-Fi Repeater screen is displayed.

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

Replacing a TouchScreen

The Return Merchandise Authorization (RMA) procedure does not involve configuring the customer's sensors, peripherals, or cameras. This procedure also does not require that the customer reactivate the Subscriber Portal. The zone configuration, key pad codes, configured alerts, images, and any other configurations are retained. The device-swap is seamless from the user point-of-view.

The replacement device cannot have the same MAC address as the RMA'd TouchScreen.

To replace a TouchScreen with a new one:

1. Unplug the RMA'd TouchScreen, and remove the battery.

2. Reset the security network router to factory defaults, that is, the router to which the TouchScreen is most directly connected (see page 3).

3. Install the new TouchScreen as described in the section "Installing the Technicolor TouchScreen" on page 7

The TouchScreen boots up and the Welcome screen is displayed.

Welcome to Product Activation

The following screens will guide you through activating the home security product. The process will take about an hour to complete, but times may vary based on the specifics of your system configuration and peripherals.

Press Next to continue.

System Information   Change Language   Next >

Figure 89: Installation: Welcome Screen

4. Tap **System Information**.

    The System Information screen is displayed.
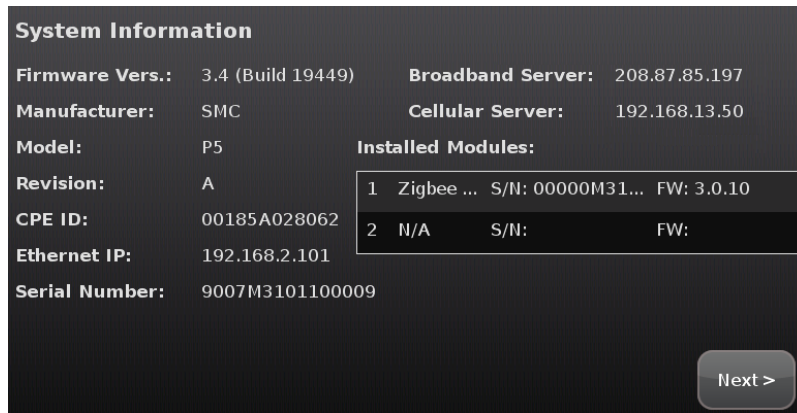
Figure 90: Installation: System Information Screen

5. If the current account has not been marked for RMA already, contact Customer Care and request that it be marked for RMA.

6. Ensure you have the following information from Customer Care:

    ❑   CPE ID of the RMA'd TouchScreen

    ❑   RMA Activation Code

    ❑   Account Phone Number

    ❑   Broadband Server IP

    ❑   Cellular Server IP

    ❑   Cellular APN

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

7. Tap directly on the Broadband Server value (the IP).
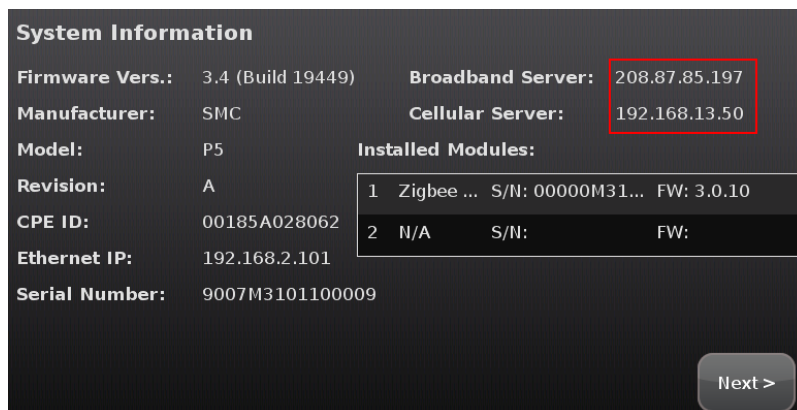
The Edit System Configuration Information screen is displayed.

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

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

The System Information screen is displayed.
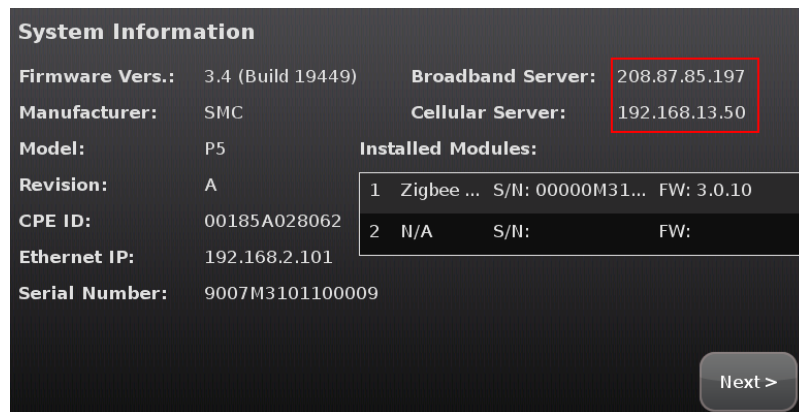
10. Tap **Next**.

The Welcome Screen is displayed.
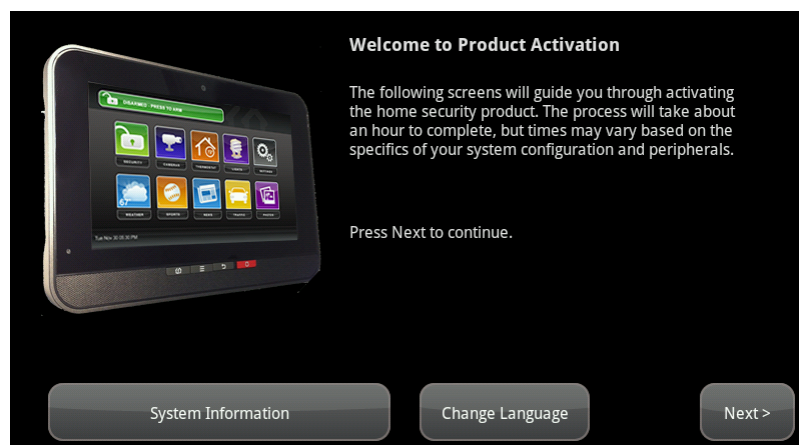
11. Tap **Next**.

The Connectivity Setup screen displays the type of Internet router to which the TouchScreen will connect.
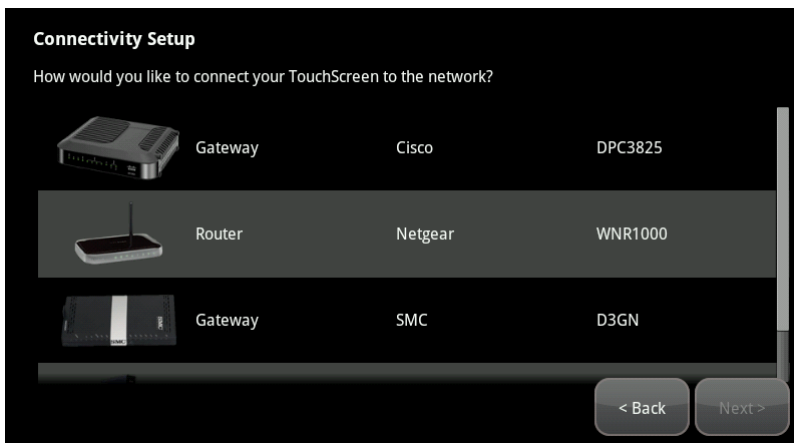
Figure 91: Connectivity: Connectivity Setup Screen

12. Tap the type of router the TouchScreen will use and tap **Next**.

   The Connectivity Setup screen displays options for connecting to the router/modem.
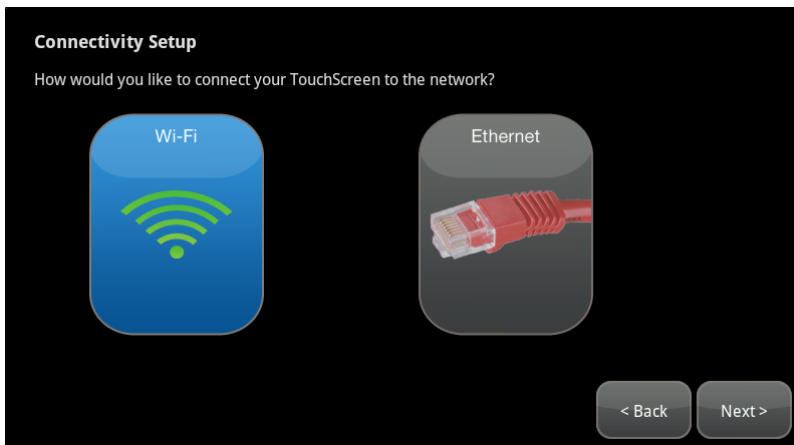
   The following options are displayed:

   ❑ Router — Connect to the router/modem wirelessly

   ❑ Ethernet with Router — Connect to the router/modem using an IEEE 802.3 Ethernet cable

13. Tap the method for the TouchScreen to connect to the router/modem and tap **Next**.

   If Router was selected, the Router Connection Checklist is displayed.

   Figure 92: Connectivity: Router Connection Checklist Screen

   If Ethernet with Router was selected, the Ethernet Connection Checklist is displayed.
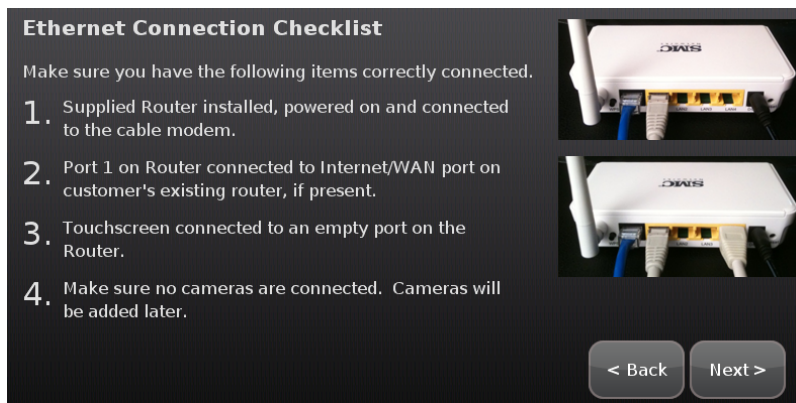
Figure 93: Connectivity: Ethernet Connection Checklist

14. Follow the instructions on the Connection Checklist screen.

15. Reset the router/modem to factory defaults and then reboot it.

   ❑ For wireless connectivity, see page .

   ❑ For wired connectivity, see page .

For wireless connectivity:

1. Tap **Next**.

The TouchScreen locates all the available wireless routers in range, and displays their MAC address.
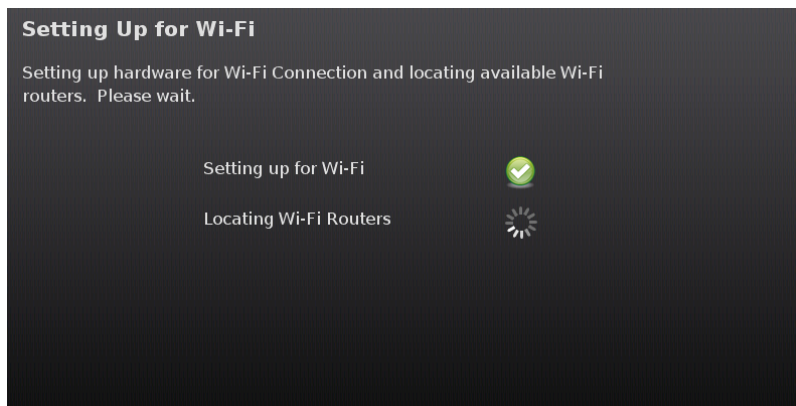
Figure 94: Connectivity: Setting Up for WI-FI Screen
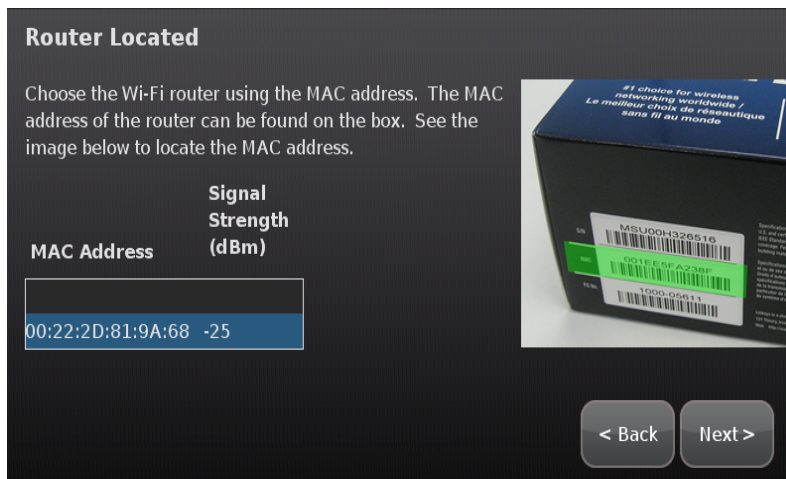
Figure 95: Connectivity: Router Located Screen

2. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).

3. Tap the MAC address for the correct router.

4. Tap **Next**.

    The Configuring and Securing the Router screen is displayed as the TouchScreen establishes a firm connection with the router/modem, the Broadband servers, and the Cellular connectivity servers.
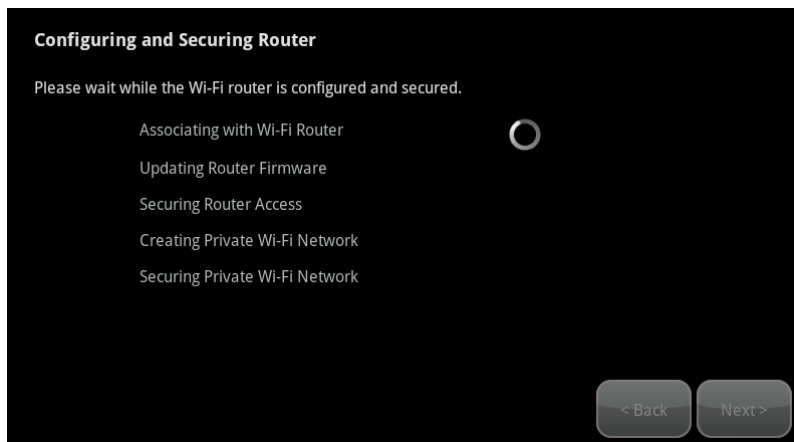
Figure 96: Configuring and Securing Router Screen

For cabled connectivity:

1. Tap **Next**.

    The Ethernet Adapters screen is displayed. The TouchScreen locates and secures the Ethernet adapter.
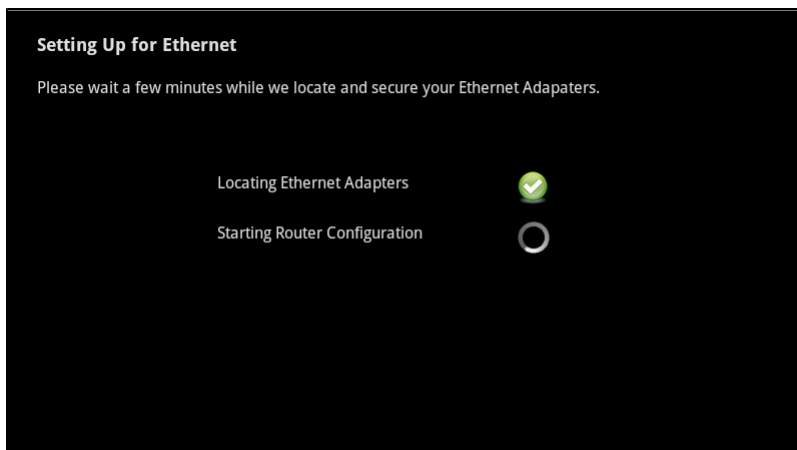
Figure 97: Connectivity: Ethernet Adapters Screen

2. Wait a few minutes for the router/modem to reassign IP addresses.

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

After the TouchScreen successfully establishes its connections:

1. Tap **Next**.

   The Wi-Fi & Cellular Strength screen displays the relative strength of the TouchScreen's connection to the router/modem and a GPRS/EDGE receiver.
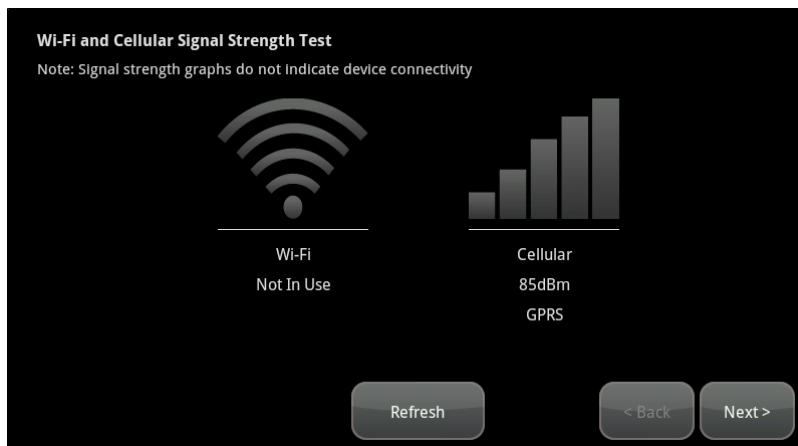
Figure 98: Connectivity: Wi-Fi & Cellular Strength Screen

   Note: To test the security connectivity the Internet and cellular servers (after activation):

   From the Settings app, tap **Advanced Settings → Connectivity → Test Connectivity**.

   The Wi-Fi and Cellular Signal Strength screen is displayed.

If the router is connected to the TouchScreen by Ethernet, then Wi-Fi is not tested.
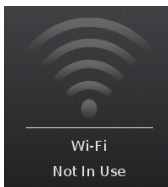
2. Tap **Next**.

   The Testing Connectivity screen is displayed.
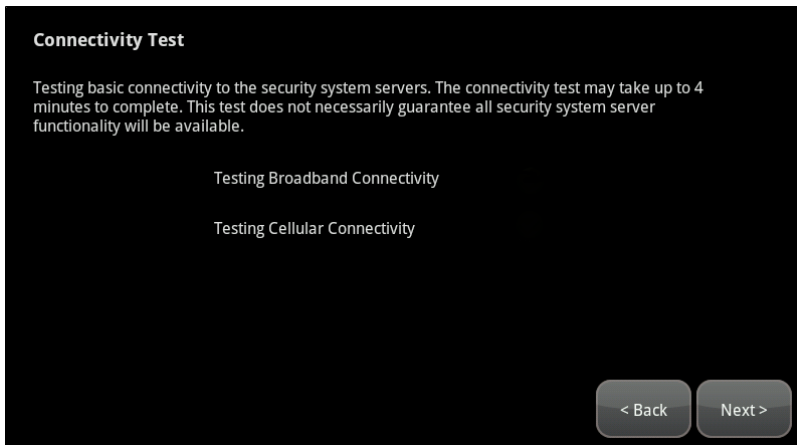
Figure 99: Connectivity: Testing Connectivity Screen

3. Tap **Next**.

   The TouchScreen tests it connectivity with the Broadband servers and the Cellular servers (used for alerts when the Broadband connection is unavailable).
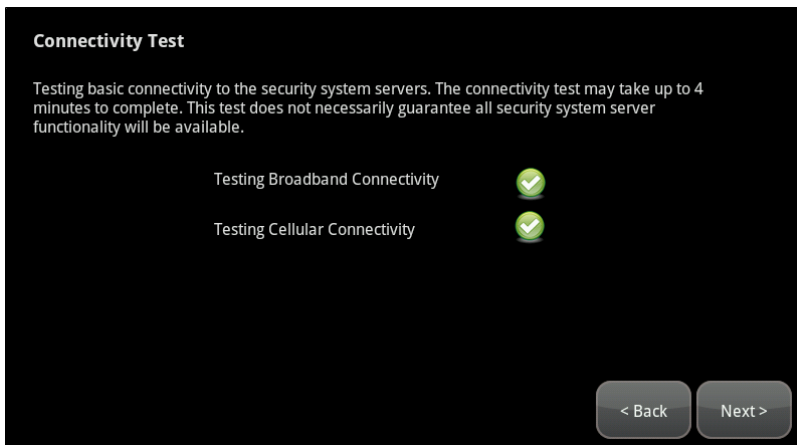
   Note: If there is a problem with the connectivity to either type of server, contact Customer Care.

4. When the connectivity test is successful for each, tap **Next**.

   The TouchScreen checks for a newer firmware version to install.
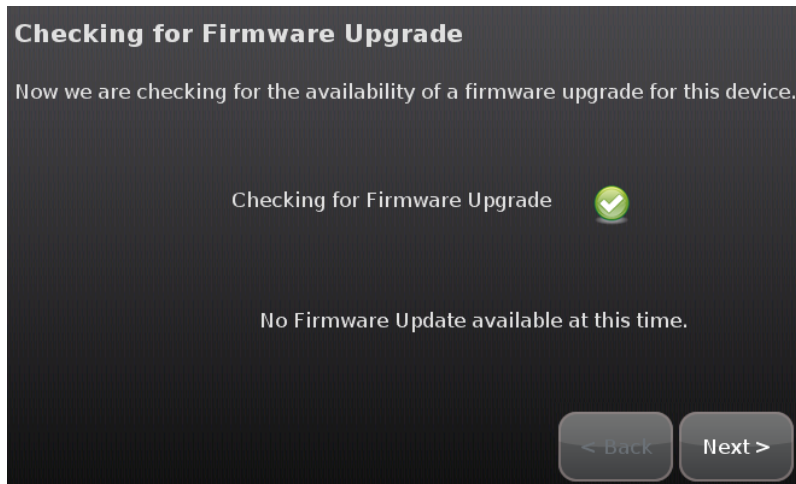
Figure 100: Settings: Checking for Firmware Upgrade Screen

5. If an upgrade version is available, tap **Upgrade Firmware**.

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

   The Enter Activation Code keypad is displayed.
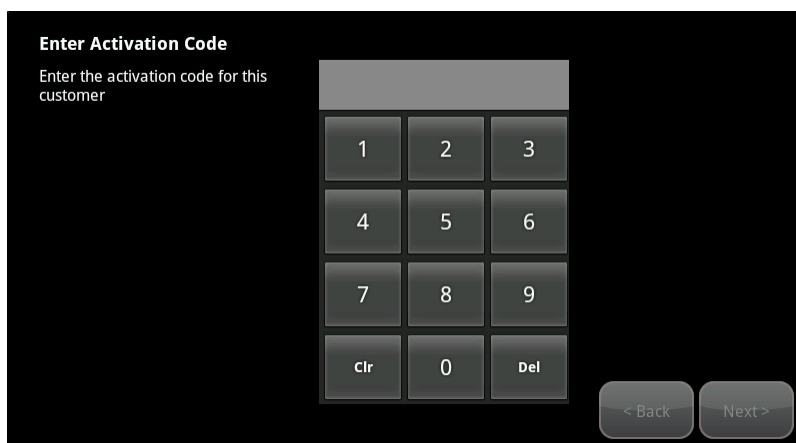
Figure 101: Activate With Server: Enter Activation Code Keypad

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

7. Enter the Account Phone Number and tap **Next**.
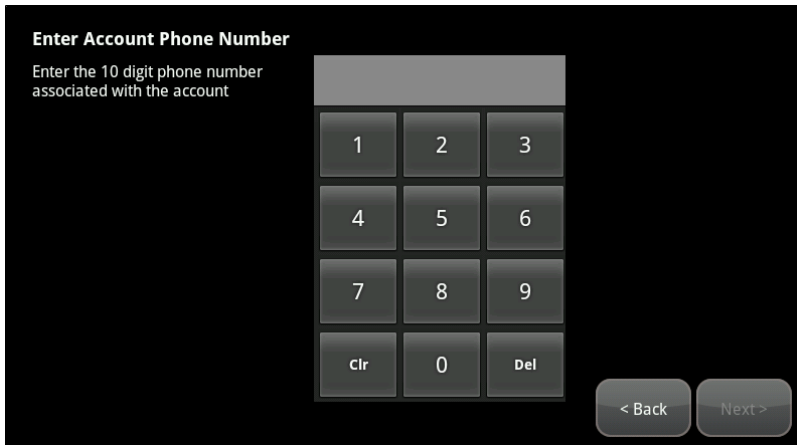
The Choose TouchScreen to Replace screen is displayed.

8. Tap the CPE ID of the TouchScreen to be replaced, and then tap **Next**.

The Handling RMA Activation screen is displayed.

The system activates the new TouchScreen, retrieves the configuration and app settings of the replaced TouchScreen, and restores the connectivity relationship with the Home's sensors and peripherals (key fobs and cameras).

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

The RMA Activation Complete screen is displayed.

10. Tap **Reboot TouchScreen**.

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

Replacing the Security Network Router

This section describes how to replace an existing security network router. This procedure can also be used to reassociate the TouchScreen with an existing security network router after the router has been reset to factory defaults.

To Replace the Security Network Router:

To replace the security network router:

1. If SerComm cameras are installed to the security system, upgrade the camera firmware to version 1.0.07 or later.

2. Delete the cameras from the TouchScreen as described on page 119.

3. If you are replacing the existing router with a new router, unplug the existing router and

disconnect it from the TouchScreen (if it is connected by Ethernet).

4. Reboot your broadband modem.

5. Reconnect the new router in place of the existing router. Ensure that the new router is set to factory defaults, and is fully operational with Wi-Fi enabled.

6. For installing the Netgear router in a non-standard installation where the security network router is placed behind the service provider's modem/router, place the router into the DMZ of the modem/router.

7. From the Settings menu, tap **Advanced Settings > Connectivity > Reset Router from Factory**.

The Reset Router From Factory screen is displayed.

Reset Router From Factory

The following steps will reconfigure the network router or cable gateway so it can be used by the Touchscreen. This should only be used if the network equipment was replaced or has been reset to factory settings.

If the equipment is being replaced, please ensure it is powered off to prevent conflicts with the replacement gear.

Press Next to continue.

Return To Menu   Next >

Figure 102: Settings: Reset Router From Factory Screen

8. Tap **Next**.

The Connectivity screen displays the type of Internet router to which the TouchScreen will connect.

Connectivity Setup

How would you like to connect your TouchScreen to the network?

Router   Netgear   WNR1000

< Back   Next >
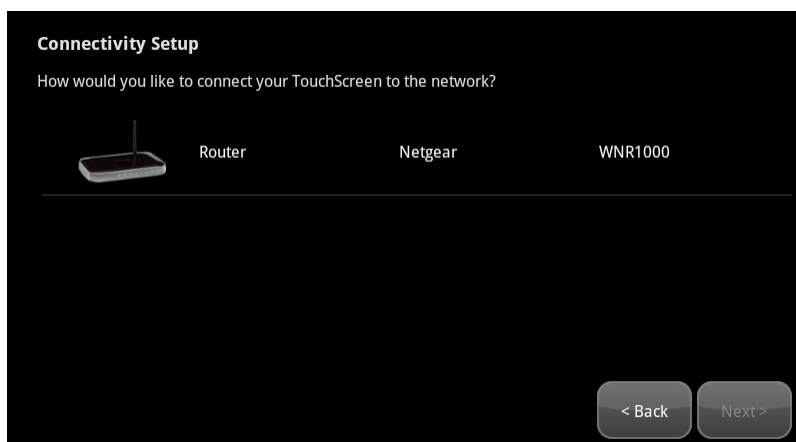
Figure 103: Connectivity: Connectivity Setup Screen

9. Tap the type of router the TouchScreen will use and tap **Next**.

The Connectivity Setup screen displays options for connecting to the router/modem.
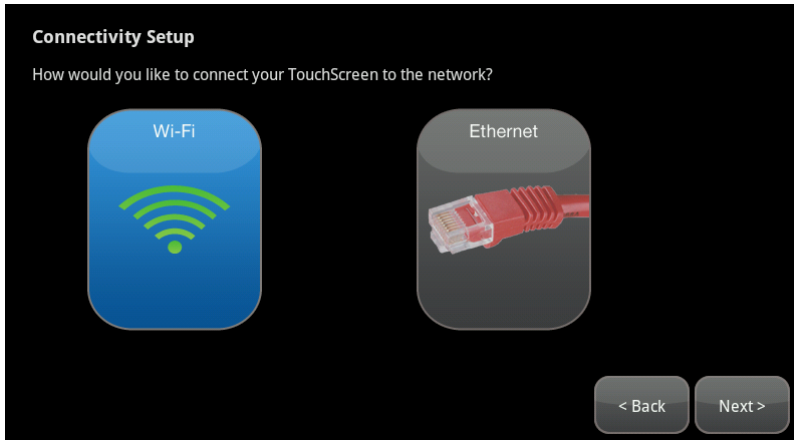
The following options are displayed:

- ❏ Router — Connect to the router/modem wirelessly

- ❏ Ethernet with Router — Connect to the router/modem using an IEEE 802.3 Ethernet cable

10. Tap the method for the TouchScreen to connect to the router/modem and tap **Next**.

If Router was selected, the Router Connection Checklist is displayed.
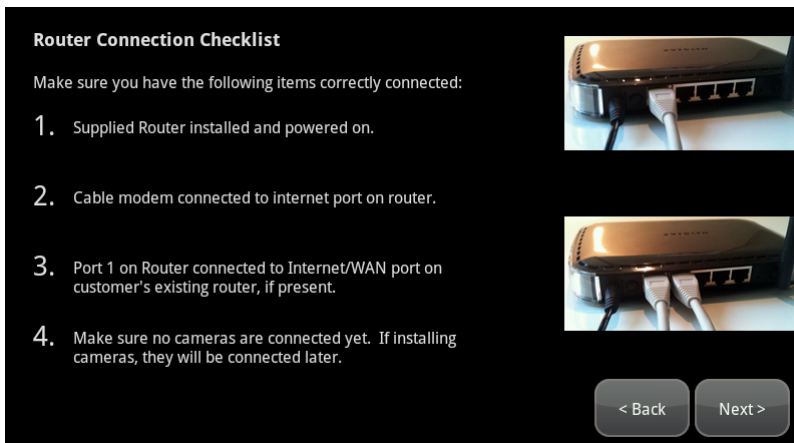
Figure 104: Connectivity: Router Connection Checklist Screen

If Ethernet with Router was selected, the Ethernet Connection Checklist is displayed.

Ethernet Connection Checklist

Make sure you have the following items correctly connected.

1. Supplied Router installed, powered on and connected to the cable modem.

2. Port 1 on Router connected to Internet/WAN port on customer's existing router, if present.

3. Touchscreen connected to an empty port on the Router.

4. Make sure no cameras are connected. Cameras will be added later.

< Back   Next >
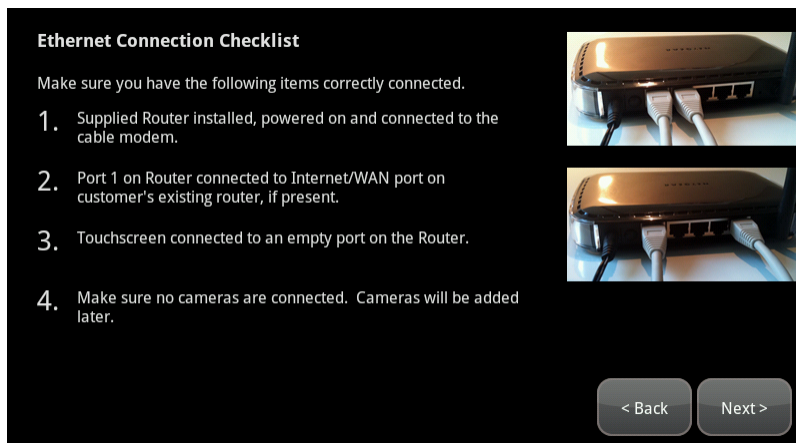
Figure 105: Connectivity: Ethernet Connection Checklist

11. Follow the instructions on the Connection Checklist screen.

12. Reset the router/modem to factory defaults and then reboot it.

❑ For wireless connectivity, see page .

❑ For cabled connectivity, see page .

For wireless connectivity:

1. Tap **Next**.

The TouchScreen locates all the available wireless routers in range, and displays their MAC address.

Setting Up for Wi-Fi

Setting up hardware for Wi-Fi Connection and locating available Wi-Fi routers. Please wait.

Setting up for Wi-Fi

Locating Wi-Fi Routers
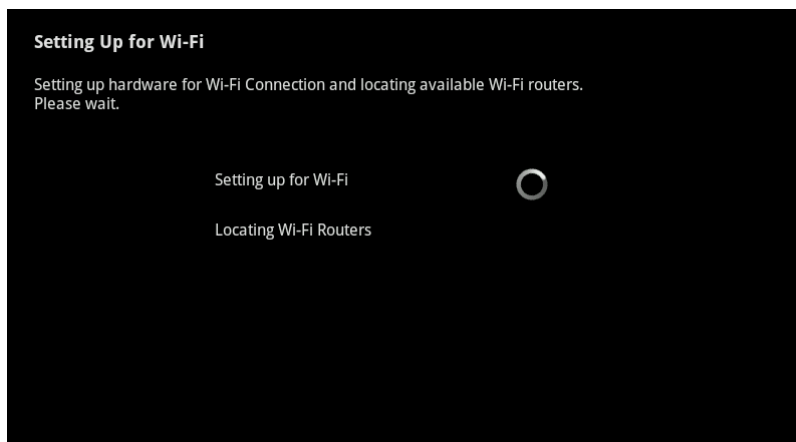
Figure 106: Connectivity: Setting Up for WI-FI Screen
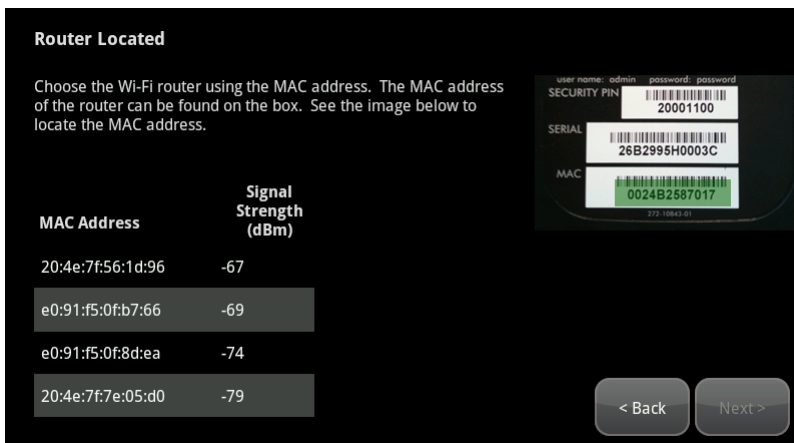
Figure 107: Connectivity: Router Located Screen

2. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).

3. Tap the MAC address for the correct router.

4. Tap **Next**.

The Configuring and Securing the Router screen is displayed as the TouchScreen establishes a firm connection with the router/modem, the Broadband servers, and the Cellular connectivity servers.

> **Note:** This step takes longer than it does during Activation. The items on this screen will vary based on your particular router.
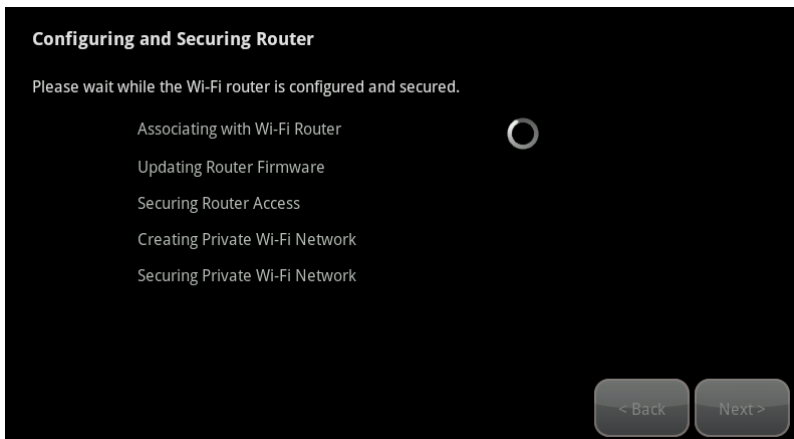
Figure 108: Connectivity: Configuring and Securing Router Screen

5. Tap **Reboot TouchScreen**.

For cabled connectivity:

1. Tap **Next**.

   The Ethernet Adapters screen is displayed. The TouchScreen locates and secures the Ethernet adapter.

   Note: This step takes longer than it does during Activation. The items on this screen will vary based on your particular router.
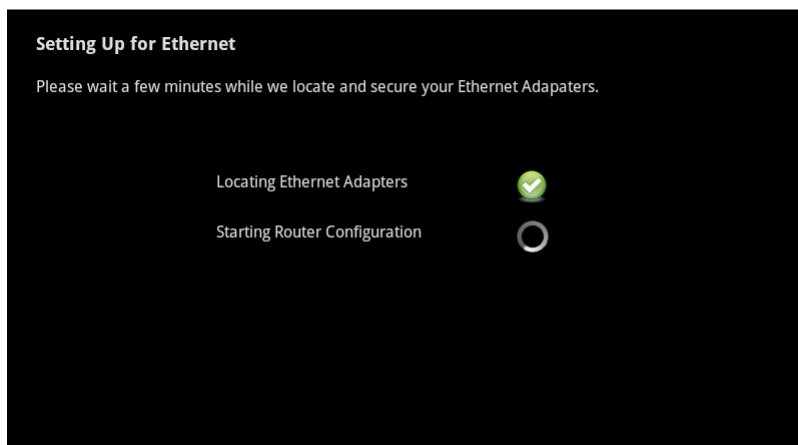
Figure 109: Connectivity: Ethernet Adapters Screen

2. Wait a few minutes for the router/modem to reassign IP addresses.

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

   The Reset Router From Factory Screen displays a Reboot TouchScreen button.

3. Tap **Reboot TouchScreen**.

Troubleshooting Router Swapping

Table 12: Troubleshooting Router Swapping

| Problem	Cause	Solution
Problem Connecting to Cameras After a Swap	The cameras might not have been deleted properly prior to swapping an SMCWBR14S-N4 router. For more information on troubleshooting cameras, see Table 5: Troubleshooting the Camera Installation on page 46	1. Log into the router. 2. Go to Network tab. 3. If there are a lot of port mappings in the UPnP table, the camera was not reset properly. 4. Uncheck the "Traverse" UPnP settings. 5. Reboot router. 6. Delete the camera(s) 7. Re-add the camera(s)
Firmware Update Problem	See Checking for New Firmware Updates for the TouchScreen on page 90.	
Invalid code	User entered an invalid keypad code.	Use the Settings app to add, edit, and delete keypad codes.
System not ready to Arm	Door or window is open.	Open the Security app and check the security zones, door or window might be open.
System 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. Contact Customer Care.
System will not Disarm	User entered an invalid keypad code when attempting to disarm the system.	
Camera or WI-FI repeater displays solid red LED signal	The cameras or WI-FI repeater need to be re-added.	Refer to: "Adding Cameras to the Security System" on page 38 "Managing Wi-Fi Repeaters" on page 144

Appendix A: General Concepts of the Security System

Arming and Exiting a Premises

The Exit Delay period is the amount of time that starts when the security system is armed. The customer has this period of time to exit through an Entry/Exit sensor doorway. If the customer does not exit during this period, the system cannot be armed in Arm Away state. Instead, the system arms in Arm Stay state.

There is an audible beeping during the Exit Delay (once per second) that speeds up during the last 10 seconds of the Exit Delay (twice per second). The system audibly beeps once per second announcing that the system is in the Exit Delay period. During the last 10 seconds of the Exit Delay state, the system beeps twice per second. If an Entry/Exit zone is faulted, restored and then faulted again prior to the end of the exit delay then the Exit Delay is restarted. This only occurs once. If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay immediately starts and, if the system is not disarmed, an alarm sounds. If no Entry/Exit zone opens and closes during the Exit Delay, the arming mode reverts to Armed Stay.

When the system arms, the TouchScreen beeps three times. If the system is armed from the key fob, the peripheral's LED flashes red once and the holds red for two seconds. Using the key fob, the system can be armed in Arm Away mode and Arm Stay mode. There is still an Exit Delay period that works the same way as when the system is disarmed from the TouchScreen.

If an alarm is tripped within two (2) minutes after the expiration of the Exit Delay period, a Recent Closing transmission is sent to the central monitoring station along with the keypad code used to arm the system.

> **IMPORTANT:** A Recent Closing transmission is not for alarms tripped by a smoke detector.

Disarming and Entering a Premises

The Entry Delay period is the amount of time from an Entry/Exit sensor being faulted until an alarm sounds. The customer has until the end of the Entry Delay period to enter a valid keypad code. There is no Entry Delay period for Perimeter type sensors (such as window sensors or non-entry door sensors). The TouchScreen audibly beeps once per second announcing that the system is in the Entry Delay state. During the last 10 seconds of the Entry Delay state, the system beeps twice per second. When the system is disarmed from the TouchScreen, it beeps once. If it is disarmed from a key pad, the peripheral's LED flashes green once and then holds green for two seconds.

The Alarm Transmission Delay period (also called the Abort Window) is the length of time after an alarm sounds for the customer to enter a valid keypad code. This period starts when the customer fails to enter his keypad code during the Entry Delay period. The central monitoring station is not contacted until after the Alarm Transmission Delay period. This helps prevent false alarms. During an alarm, the system can be disarmed by entering a valid keypad code in the TouchScreen or a key pad peripheral. As soon as the customer enters a single digit in the keypad screen or on the key pad peripheral, the TouchScreen alarm is temporarily silenced. If the user enters an invalid keypad code, the alarm starts again. If the alarm system is disarmed with a keypad code within the Alarm Transmission Delay period, no alarm transmission occurs.

The persons named on the Contact list can opt 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.

After the Alarm Transmission Delay period is completed, the customer still has five minutes (the Cancel Window) to disarm the system. If the customer does this during the Cancel Window and the central monitoring station has not contacted her, central monitoring is automatically notified that the customer has cancelled the alarm.

The Duress Code

The Duress keypad code is used if an intruder forces the customer to arm/disarm her system or access her security settings. Rather than entering her keypad code, she enters the Duress keypad code. When she does this, she is granted full access to her TouchScreen, but a silent alarm is immediately sent to the central monitoring station and police are dispatched. The Duress Code is enabled and configured from the Manage Keypad Codes screen accessible from the Settings app. Alarms sent from use of the Duress feature are not recorded in the TouchScreen history, however, they do appear in the history on the Management Portal.

Appendix B: General Info for Sensor Placement

This section provides placement recommendations for sensors and cameras.

Door/Window Sensors Placement Recommendations

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

Glass Break Detectors

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

- ❑ Within 7.6 m (25 ft.) of the protected glass
- ❑ Within clear view of the protected glass
- ❑ On the same wall as the protected glass
- ❑ At least 2 m (6.5 ft.) from the floor
- ❑ At least 1 m (3 ft.) from forced-air ducts
- ❑ At least 1 m (3 ft.) from sirens or bells greater than 5 cm (2 in) in diameter
- ❑ On a window frame if any heavy window covering is present

Avoid mounting the detector in the following locations:

- ❑ In a corner
- ❑ On free standing post or pillars
- ❑ In rooms with noisy equipment such as air compressors, bells or door bell, and power tools
- ❑ In bathrooms (a slamming toilet seat can easily fault a glass break detector)

Motion Detectors

When placing motion detectors, anticipate traffic patterns:

- ❑ The lanes of traffic most used by people in your home are also those most likely to be used by intruders.
- ❑ Foyers, stairways, hallways, and entrance-ways are excellent locations for a motion detector.
- ❑ Do not place motion detectors at the end of hallways where an intruder can walk directly toward or away from the detector. For best coverage, mount the motion so that the likely direction of intruder motion is across the motion detector's pattern.

A motion detector facing the following can cause false-alarms or failures in detection:

- ❑ Direct sunlight
- ❑ Cold drafts

- Windows

- Uninsulated walls

- Heat sources such as fireplaces and heating vents

- Moving objects such as fans

- Air conditioning vents

- Glass furniture

- Obstructions such as curtains, plants, large furniture, doors

Note: Free roaming pets pose special problems for motion detectors. Your installer has been trained to help you configure your installation to address your specific pet needs.

Smoke Detector Installation & Management Recommendations

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

Place smoke alarms as follows:

- In every bedroom, in hallways, and on every level of the premises, including the attic and basement.

- High on a wall or on a ceiling (because smoke rises).

- If a smoke detector is placed on a ceiling, position at least 4 inches (12 cm) from the wall.

- Be careful about placing smoke detectors within 20 feet of a cooking appliance.

For maintaining your smoke detector:

- Test alarms at least monthly by pushing the test button.

- Replace batteries in all smoke alarms at least once a year. If an alarm "chirps," warning that the battery is low, replace the battery right away.

- Replace all smoke alarms when they are ten years old or sooner if they do not respond properly when tested.

Additionally we recommend:

- Maintain a 3 foot (about 1 meter) distance from air supply and return vents.

- DO NOT install smoke detectors in a garage or near furnaces.

- Install at least 6 m (20 ft.) away from kitchens or other areas where combustion particles are present.

- Install smoke detectors at least 2.5 m (8 ft.) away from bathrooms.

- DO NOT install in dirty, dusty, or insect infested areas.

❑ DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating/ A/C vents, fans, and fresh air intakes can drive smoke away from smoke detectors.

❑ Remember that dead air spaces may prevent smoke from reaching a smoke detector.

Camera Installation Recommendations

Camera views are accessible to TouchScreen users and family members who log into the Subscriber Portal. When placing cameras, consider whether what they are monitoring poses any privacy issues.

Appendix C: Replacing the TouchScreen Battery

The following table lists the battery requirements for the TouchScreen.

Device	Device Type	Batteries	Comments
TouchScreen	Central Controller	GSP055771	4 volt Lithium Polymer 4400mAh (16.28WH)

Warning: The TouchScreen requires a type GSP055771 battery. This battery should be available only through the service operator.

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


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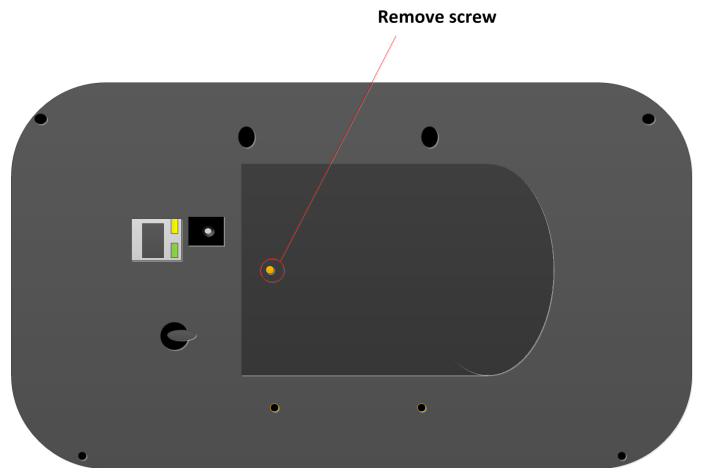
2. Lift the battery out of the receptacle and disconnect the battery from the TouchScreen by gently pulling the base of the connector.
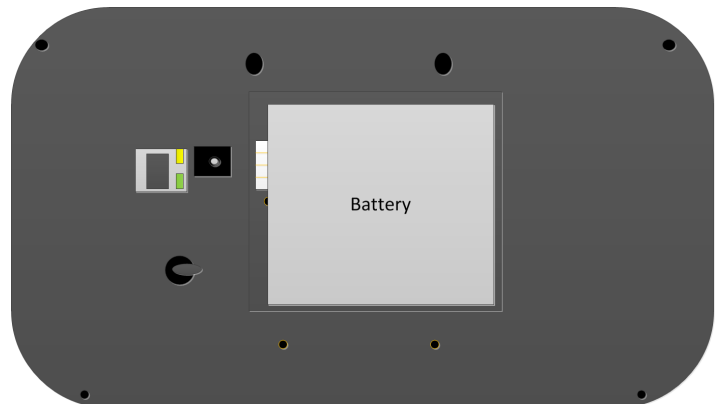
Battery

3. Remove the battery from its packaging and install it in the battery compartment.

4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery.

5. Align and connect the battery's pins to the battery connector so that the wire order is (top-to-bottom) BLACK, WHITE, RED.

Battery

Connect battery to TouchScreen here

Insert battery here
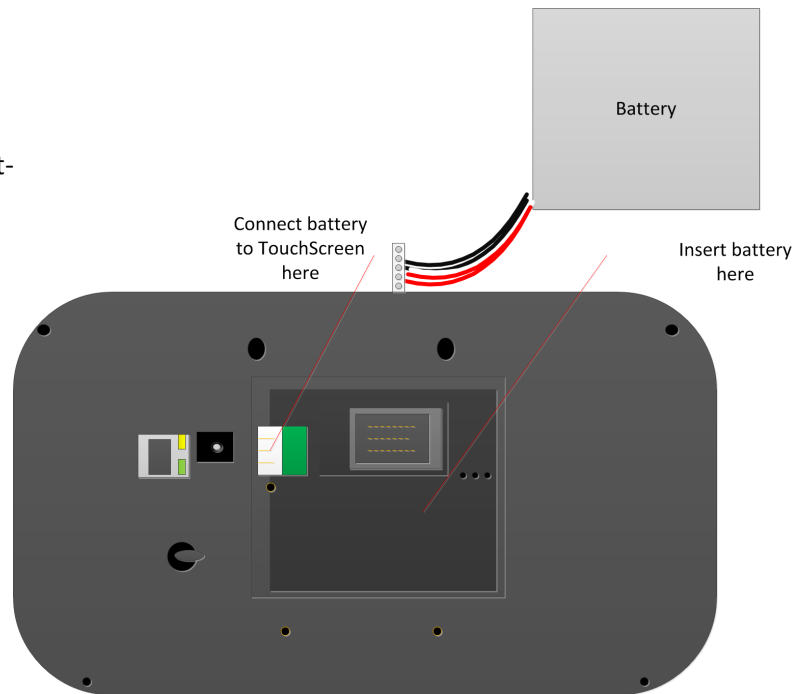
6. Replace the battery cover and the screw.

Appendix D: Using the Key Pad

A key pad is a wireless peripheral that lets you perform certain TouchScreen functions in additional locations in your premises. For example, you could install a key pad near a less-used entry or in an upstairs bedroom to ensure its Emergency Alarm feature is always readily accessible. The following TouchScreen functions can be performed from the key pad:
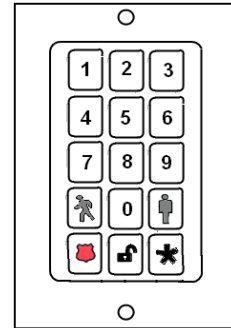
❑ Check the current system status (armed, disarmed, or "not ready")

❑ Arm the system in Arm Away mode or Arm Stay mode (see the TouchScreen User Guide for an explanation of arming modes)

❑ Disarm the system

❑ Send a silent Panic alarm for police assistance

Checking System Status

Press the button to light the LED to show the current status of the security system. The button lights to show the current status of the security system.

❑ Green for three seconds if the system is disarmed

❑ Red for three seconds if the system is armed

❑ Orange for three seconds if the system is not ready to be armed (for example, a door is open)

Arming the System

From the key pad, you can arm your system in Arm Away mode or Arm Stay. Arm Night mode must be performed from the TouchScreen or Subscriber Portal.

Arm Away Mode

Enter a valid key pad code followed by the button to arm the system in Arm Away mode (no one in the premises). See the *TouchScreen User's Guide* for an explanation of this arming mode.

The button turns red for three seconds to indicate that the Exit Delay has started (default 30 seconds) and the TouchScreen beeps during this period. If the system is not ready because, for example, a door or window is opened, the button flashes orange seven times.

Arm Stay

Enter a valid keypad code followed by the button to arm the system in Arm Stay mode (there are people within the premises). See the *TouchScreen User's Guide* for an explanation of this arming mode.

The ⬚ button turns red for three seconds to indicate that the Exit Delay has started (twice as long as the period configured for Arm Away—up to 120 seconds) with no beeping from the TouchScreen. If the system is not ready because, for example, a door or window is opened, the button flashes orange seven times.

Disarming the System

Enter a valid key pad code followed by the ⬚ button to disarm the system.

The ⬚ button turns green for three seconds to indicate that the system has been disarmed. There is no Entry Delay period.

Sending an Emergency Police Alarm

Press and hold the shield and asterisk button for 2.5 seconds to send an audible panic alarm to the central monitoring station for police assistance.

The LED flashes red to indicate that the alarm has been sent. Additionally, contact persons receive email and SMS notifications if they are configured to do so.

Mounting the Key Pad

To mount a key pad to the wall:

1. Use a Phillips screwdriver to remove the faceplate from the front of the key pad (Remove the faceplate).

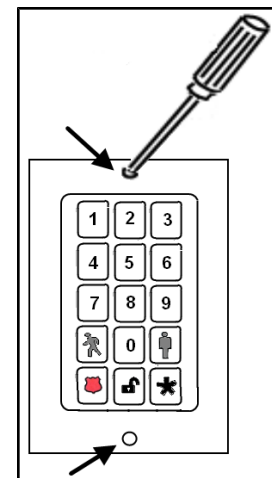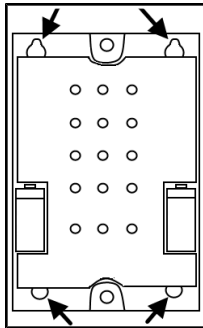*Behind the circuit board, four holes are visible at the back of the device.*

Figure 110: Remove the faceplate

2. Place the key pad on the wall where you want it located and use a pen to mark the location of the four holes.

3. Install four screws in the locations marked on the wall. Do not screw them in all the way.

4. Affix the key pad to the installed screws.

5. Replace the faceplate to the front of the key pad.

Changing the Batteries in the Key Pad

To replace the batteries in the key pad:

1. With a Phillips screwdriver, remove the screw from the battery cover in the back of the key pad and remove the cover.

2. Find the two supplied CR2 3-volt lithium batteries and install them positive end up.

3. Replace the battery cover.
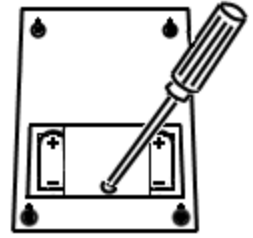
To Reset the Key Pad to Default

When a key pad is originally removed from its packaging, it is already in factory default mode. When you install the battery as described on page 171, it immediately begins searching for a TouchScreen with which it can pair.

To reset a key pad that has already been added to a TouchScreen and place it in Search mode, delete it as described on page 138, then press the ✤ button.

In the rare event that you need to reset a key pad to factory default that is not paired to a nearby TouchScreen:

1. Remove the batteries.

2. Press the 2 and 8 buttons and hold them as you insert a battery.

   The LED lights green.

3. Release the buttons immediately.

4. Replace the rest of the batteries.

Appendix E: Installer Quick Reference (SIA)

Table 13: Installer Quick Reference [CP-01 4.6.1]

Feature	Description	Ranges & Defaults
Exit Delay	The time allotted for the customer to exit the premises when the security system is armed. The time is doubled automatically for Arm Stay and Arm Night modes up to 120 seconds.	Default: 60 seconds Range: 30 seconds to 99 seconds
Exit Delay Progress Annunciation	TouchScreen beeps once per second and then twice per second during the last ten seconds.	Disabled for Arm Stay and Arm Away. This feature is not configurable.
Exit Delay Restart	If Entry/Exit zone is faulted, restored and then faulted again prior to the end of the Exit Delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	If no Entry/Exit zone opens and closes during the Exit Delay, the Arming mode reverts to Armed Stay.	This feature is not configurable.
Recent Closing	If alarm is tripped within two minutes from end of Exit delay, a Recent Closing transmission is sent to the central monitoring station with the arming keypad code.	A Recent Closing transmission is not for alarms tripped by a smoke detector. This feature is not configurable.
Entry Delay	The time allotted for the customer to disarm the system after tripping an Entry/Exit security zone. **Note:** *In accordance with UL standards, this standard intends that the aggregate of the Entry Delay and Abort Window is not to be programmed to exceed one minute.*	Default: 30 seconds Range: 30 seconds to 99 seconds
Entry Delay Progress Annunciation	TouchScreen beeps once per second and then twice per second during the last 10 seconds.	This feature is not configurable.
System Acknowledgement	When armed, TouchScreen beeps three times. If armed by key fob, the key fob's LED flashes red once and the holds red for two seconds. When disarmed from the TouchScreen, beeps once. If disarmed key fob, the key fob's LED flash green once and then hold green for two seconds.	This feature is not configurable.
Remote Arming	Using key fob, system can be armed in Arm Away	This feature is not con-

Feature	Description	Ranges & Defaults
	mode and Arm Stay mode. Exit Delay period works the same way as non-remote arming.	figurable.
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 the central monitoring station.	Default: 30 seconds Range: Minimum is 15 seconds and the maximum is 45 seconds
Disarming During the Abort Window	System is disarmed by entering a valid keypad code on the TouchScreen or a key pad. If an invalid keypad code is entered, the alarm restarts.	This feature is not configurable.
Aborting	If system is disarmed with within the Abort Window, no alarm transmission occurs. Contacts can opt not to receive SMS and/or email messages notifying them when an alarm was aborted and that the central monitoring station was not notified.	By default, Verify contacts are notified by SMS and email when an alarm is disarmed during the Alarm Transmission Delay period.
Cancel Window	For five minutes after the end of the Abort Window the customer can disarm the system to send an Alarm Cancel to the central monitoring station.	This feature is not configurable.
Use of Duress Feature	A four-digit code that immediately sends a silent alarm when used to arm/disarm the system or access security settings. Otherwise, this works the same as the Master keypad code. Alarms sent from use of the Duress Feature are not recorded in the TouchScreen history, however, they do appear in the history on the Management Portal.	Default: Duress Code is disabled.
Duress Code	Must be unique and created by the user.	Default Duress Code: Null
Cross Zoning	Two security zones that only trip alarm if they are both faulted within configured period of time. Can only be created after the security zones have been added in a separate step.	Default: 10 seconds Range: 1 second to 999 seconds
Swinger Shutdown	After the TouchScreen has sent an alarm the set number of times (trips) to the central monitoring station, no more alarms are sent to the central monitoring station for 48 hours or until the security system is disarmed.	Default: 2 trip Range: 1 to 6 trips
Fire Alarm Verification	When enabled, the central monitoring station only contacts the authorities when multiple smoke detectors are faulted OR one detector is in an alarm for 60 seconds.	Default: Disabled
Call Waiting	The TouchScreen connects to the central monitoring station over broadband and cellular, no call waiting alert is required.	
System Test	Perform the system test as described in Step M: Testing the Alarm Functionality	

Feature	Description	Ranges & Defaults
	of the Security System on page 65. Or, afterward as described in Testing Alarms on page 81.	
Communications	Test the security system to ensure that it is in proper communication with the central monitoring station as described in Step M: Testing the Alarm Functionality of the Security System on page 65.	