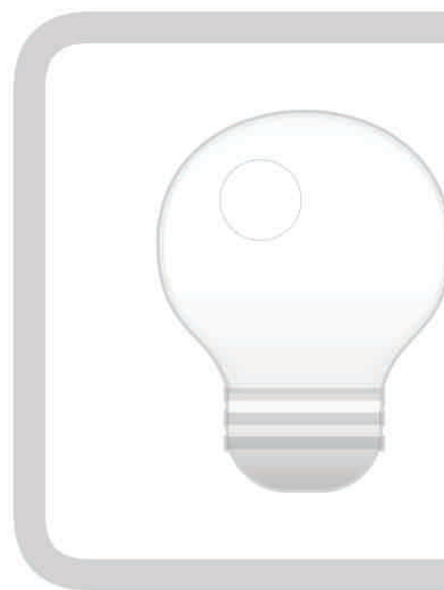




## **uControl Installation Guide**

### **TouchScreen**



**Security + Monitoring + Automation**

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## Table of Contents

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<b>OVERVIEW.....</b>	<b>1</b>
<b>INSTALLATION TOOLS .....</b>	<b>2</b>
<b>INSTALLING THE SECURITY SYSTEM.....</b>	<b>3</b>
<b>TECHNICIAN OPERATIONS.....</b>	<b>62</b>
TESTING ALARMS.....	64
CONFIGURING THE ENTRY/EXIT DELAY PERIODS.....	69
CONFIGURING THE ALARM TRANSMISSION DELAY.....	71
CONFIGURING THE SWINGER SHUTDOWN FEATURE.....	73
RESETTING THE TOUCHSCREEN TO FACTORY DEFAULTS.....	74
CHECKING FOR NEW FIRMWARE UPDATES FOR THE TOUCHSCREEN.....	76
ENABLING FIRE ALARM VERIFICATION .....	79
<b>MANAGING THE PHYSICAL DEVICES IN YOUR SECURITY SYSTEM .....</b>	<b>81</b>
MANAGING SENSORS & ZONES.....	82
MANAGING CROSS-ZONE ASSOCIATIONS .....	91
MANAGING CAMERAS.....	95
MANAGING KEY FOBS.....	106
MANAGING KEY PADS .....	112
REPLACING A TOUCHSCREEN.....	119
<b>TROUBLESHOOTING.....</b>	<b>131</b>
<b>APPENDIX A: GENERAL CONCEPTS OF THE SECURITY SYSTEM .....</b>	<b>132</b>
ARMING AND EXITING A PREMISES.....	132
DISARMING AND ENTERING A PREMISES.....	133
THE DURESS CODE .....	134
<b>APPENDIX B: TOUCHSCREEN PLACEMENT OPTIONS .....</b>	<b>135</b>
POSITIONING THE TOUCHSCREEN ON A FLAT SURFACE.....	135
MOUNTING THE TOUCHSCREEN ON THE WALL.....	136
<b>APPENDIX C: RECOMMENDATIONS FOR SENSOR INSTALLATION AND PLACEMENT .....</b>	<b>139</b>
DOOR/WINDOW SENSORS AND GLASS BREAK DETECTORS .....	139
GLASS BREAK DETECTORS .....	139
MOTION DETECTORS.....	140
SMOKE DETECTOR INSTALLATION RECOMMENDATIONS.....	141
CAMERA INSTALLATION RECOMMENDATIONS .....	142
<b>APPENDIX D: USING THE KEY PAD .....</b>	<b>143</b>
CHECKING SYSTEM STATUS.....	143
ARMING THE SYSTEM.....	144
ARM AWAY MODE.....	144
ARM STAY.....	144
DISARMING THE SYSTEM.....	144
SENDING AN EMERGENCY POLICE ALARM .....	145
MOUNTING THE KEY PAD.....	145
CHANGING THE BATTERIES IN THE KEY PAD .....	146

<b>APPENDIX E: USING THE KEY FOB .....</b>	<b>147</b>
CHECKING SYSTEM STATUS.....	147
ARMING THE SYSTEM.....	148
ARM AWAY MODE.....	148
ARM STAY.....	148
DISARMING THE SYSTEM.....	148
SENDING AN EMERGENCY POLICE ALARM .....	149
CHANGING THE BATTERIES IN THE KEY FOB.....	149
<b>APPENDIX F: INSTALLER QUICK REFERENCE (SIA) .....</b>	<b>150</b>

## Overview

To set up the security system in a customer premises:

1. Complete a Home Security Survey (HSS) for the customer.
2. Ensure the customer premise has access to the Internet.
3. Activate the TouchScreen (see *Installing the Security System* on page 3).

The TouchScreen can connect to the managed router/modem either wirelessly or by Ethernet cable. The TouchScreen communicates with sensors by radio frequency. Optional cameras communicate with the uControl router wirelessly. The TouchScreen maintains communication with the uControl servers through the Internet and by Cellular.

The uControl security network MUST be installed “in front” of all other home networks relative to the Internet. Connect the customer’s home network to the Internet through the security network router by Ethernet cable as described on pages 11 and 14). The customer can install a retail router behind the security network router and access the Internet. The customer can choose to expose their retail router to the Internet through the DMZ of the security network router as described in the *TouchScreen User Guide*.

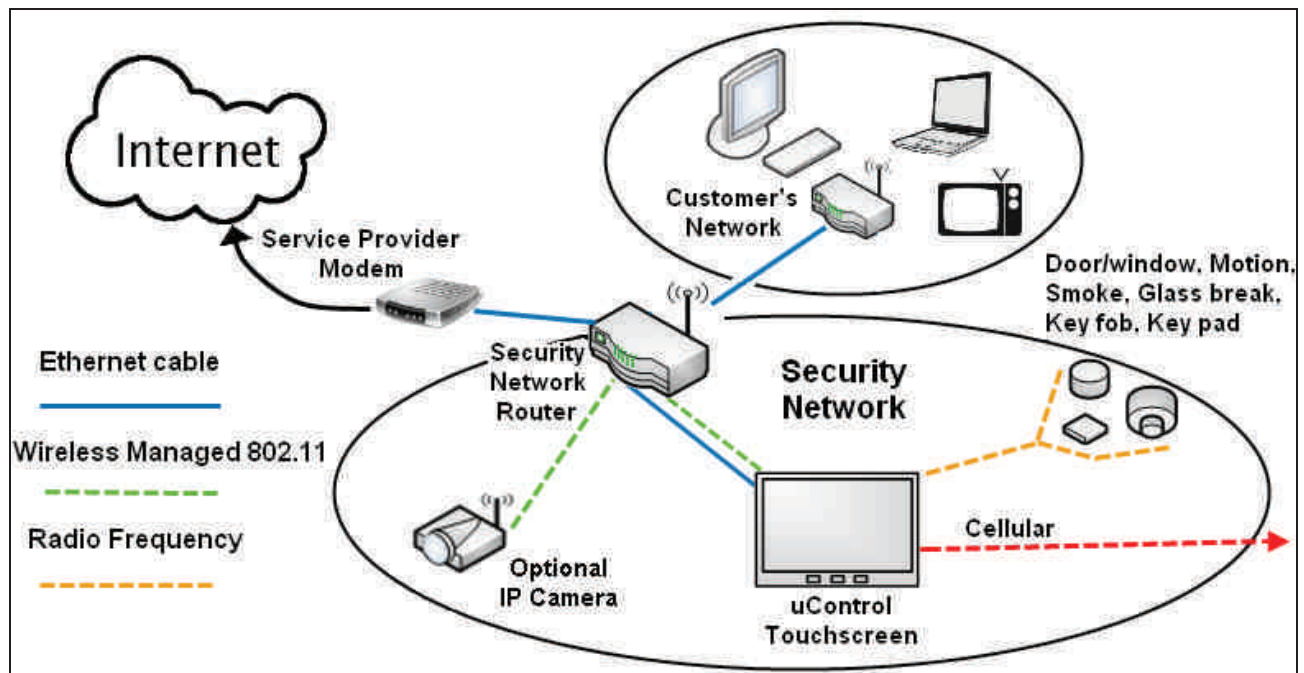


Figure 1: uControl Home Security Configuration

## Installation Tools

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The following are the tools required to install the security system:

- Digital multi-meter
- Rubbing alcohol with container to dilute with water
- Paper towels
- Drop cloth for work area
- Ladder 6'
- Compressed air and soft-bristled
- Assorted screwdrivers
- Sound sensor tester for testing glass break sensors
- Aerosol smoke tester
- Double-sided sticky tape
- Alternative double-sided sticky tape
- Tape measure
- Pocket level
- Multi-purpose scissors
- Flashlight
- Shoe covers
- Ethernet cable of sufficient length (used to configure the camera or if the TouchScreen will not connect to the router/modem wirelessly)

# Installing the Security System

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Installing the security system in the customer's home consists of the following general processes. These processes are detailed in the following pages of this section:

- A.** Setting up the Router (page 4)
- B.** Installing the TouchScreen (page 4)
- C.** Ensure your TouchScreen Configuration Information is Correct (page 8)
- D.** Activating the System (page 9)
- E.** Adding Sensors (page 21)
- F.** Adding Key Fobs (page 28)
- G.** Adding Key Pads (page 33)
- H.** Adding Cameras (page 38)
- I.** Testing the Alarm Functionality of the Security System (page 48)
- J.** Setting and Validating the Security Information (page 53)
- K.** Mounting the Sensors (page 57)
- L.** Configuring the TouchScreen (page 58)
- M.** Activating the Subscriber Portal (page 57)

To install the security system in a customer premises:

### A. Setting up the Router

1. Ensure the customer premises have access to the Internet.
2. Reset the home network router.

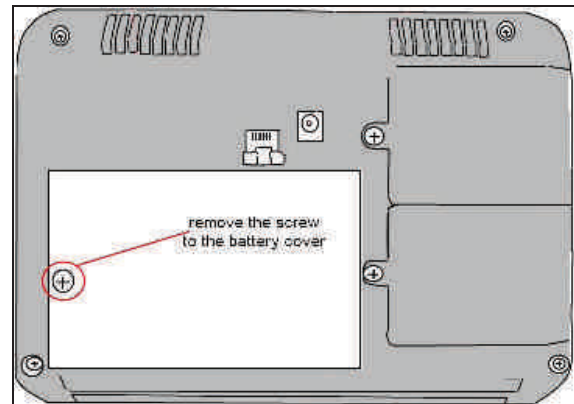
**Note:** Do this, also, if you are restarting the installation process after having established the connection between the TouchScreen and the router.

### B. Installing the TouchScreen

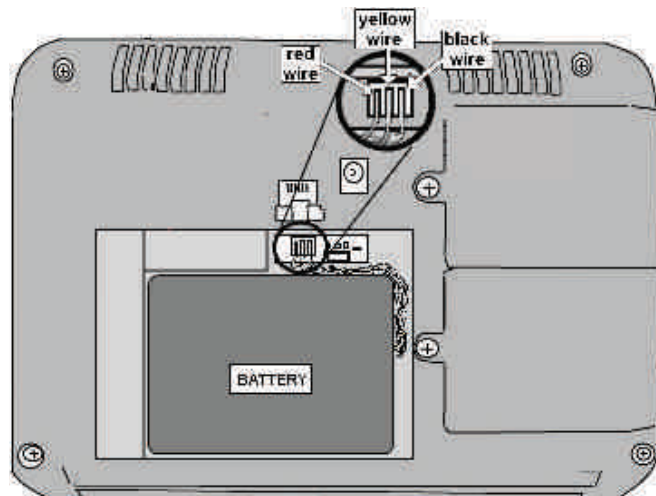
**Note:** To mount the TouchScreen on a wall, perform the procedure described on page 136.

1. Remove the TouchScreen from its packaging.
2. Use a P1 Phillips screwdriver to remove the (1) screw from the battery cover of the TouchScreen, and detach the cover.

*The 4 volt lithium polymer battery is wrapped and unconnected in the battery compartment of the TouchScreen.*

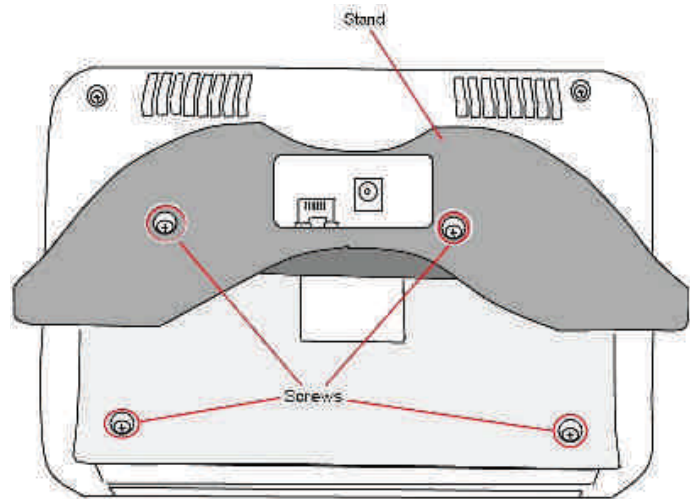


3. Unwrap the battery from its packaging and install it in the battery compartment.
4. Position the battery and cables inside the battery compartment so the cables lie along the top of the battery as shown in the illustration to the right.
5. Align and connect the battery's pins to the battery connector so that the wire order is (left-to-right) RED, YELLOW, BLACK.

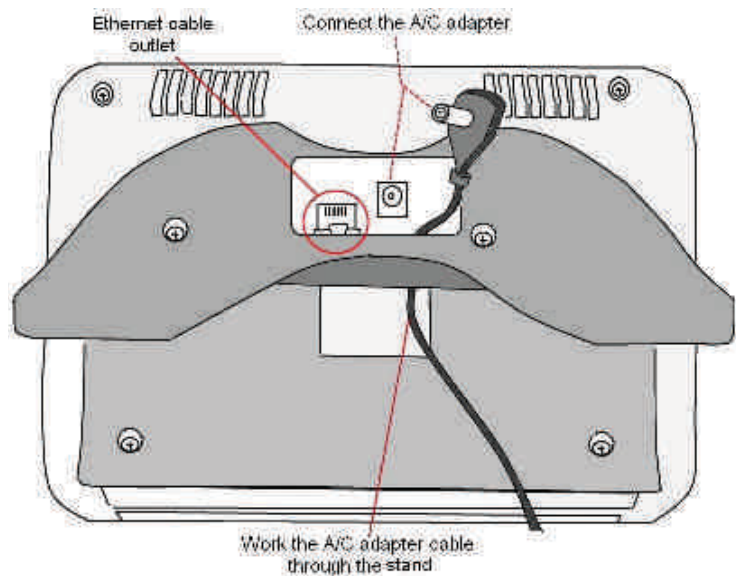




6. Replace the battery cover and (1) screw.
7. Use a P1 Phillips screwdriver to install the (4) screws for the TouchScreen stand.



8. Connect the A/C adapter cable to the back of the TouchScreen, working the cord through the stand.
9. Position the TouchScreen near an unswitched wall outlet (not controlled by a light switch).

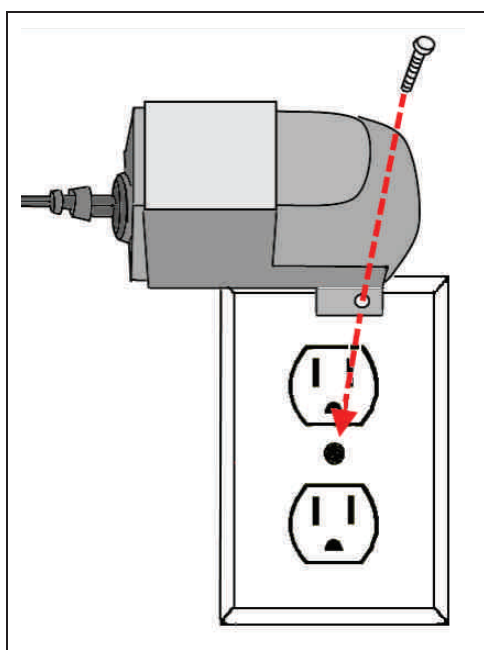
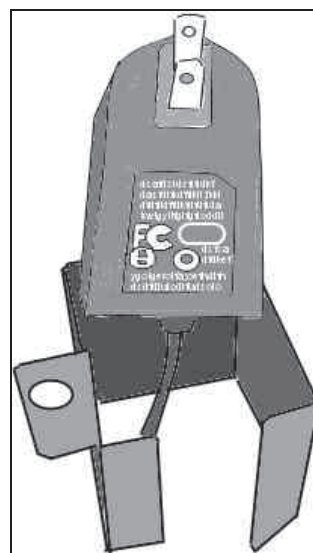


10. If the installation plan does not involve the TouchScreen connecting to the customer's network wirelessly, then connect an Ethernet cable to the TouchScreen and the uControl-dedicated router.

11. Insert the A/C adapter into the bracket as shown.

**Table 1: A/C Power Supply Ratings**

Rating	Value
Voltage	115 VAC
Current	0.181A
Power	20W
Frequency	60 Hz



12. Remove the center screw from the wall outlet.
13. Plug the TouchScreen's A/C adapter into the TOP plug of the wall outlet, and replace the center screw through the bracket hole.

*The Quickarm button and Panic button LEDs are lit when the TouchScreen has A/C power. After a few seconds, the Installation Welcome screen is displayed on the TouchScreen.*



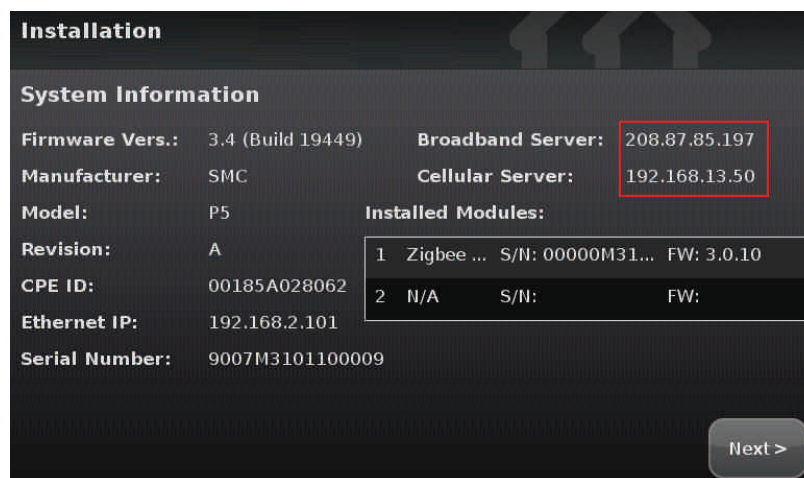
**Figure 2: Activation: Installation Welcome Screen**

**Note:** If the TouchScreen does not display the Installation Welcome screen, you must reset it to factory default (see page 74).

### C. Ensure your TouchScreen Configuration Information is Correct

1. Ensure you have the following information from Customer Care:
  - **Activation Code**
  - **Broadband Server IP**
  - **Cellular Server IP**
  - **Cellular APN**
  - **Deployment** to which the TouchScreen, based on CPE ID, is applied in Inventory (only if your system uses deployments).
2. On the TouchScreen, touch **System Information**.

*The System Information screen is displayed.*



**Figure 3: Activation: System Information Screen**

3. Touch directly on the Broadband Server *value* (the IP).
- The Edit System Configuration Information screen is displayed.*
4. Touch the Broadband Server IP, Cellular Server IP, and the Cellular APN value to change them. When you touch them, a keyboard screen is displayed. Enter the new values and click **Done**.
  5. After all the values have been set, touch **Next**.

*The System Information screen is displayed.*

6. Touch **Next**.

*The Welcome screen is displayed.*



## D. Activating the System

1. Touch **Next**.

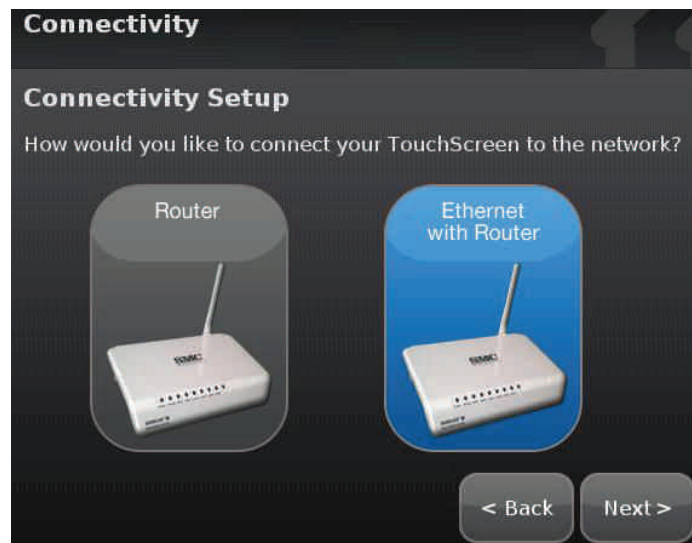
*The Connectivity Setup screen displays the type of Internet routers to which the TouchScreen will connect.*



**Figure 4: Activation: Connectivity Setup Screen**

2. Touch the type of router the TouchScreen will connect to, and touch **Next**.

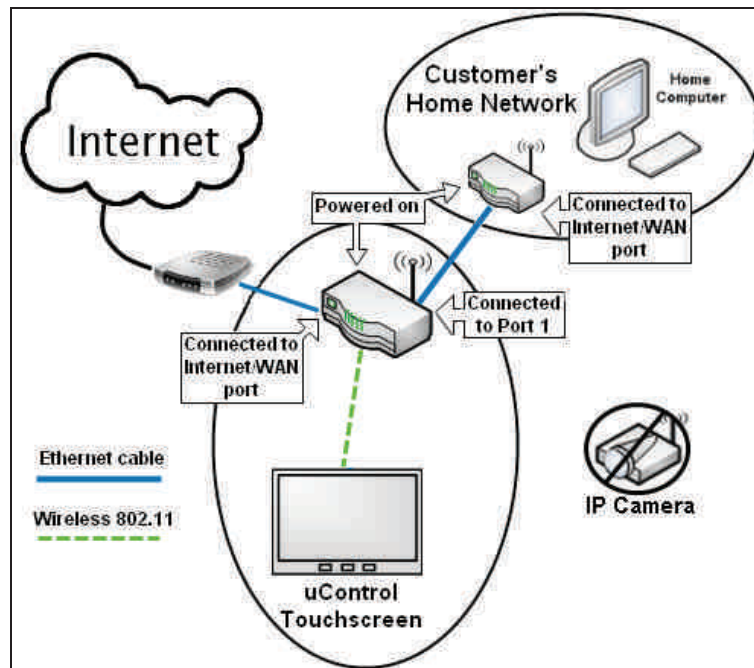
*The Connectivity Setup screen displays options for connecting to the router/modem.*



**Note:** The following options are displayed: d

- **Router** TouchScreen connect to the router/modem wirelessly  
See the following page for steps to connect wirelessly.
- **Ethernet with Router** TouchScreen connects to the router/modem using an Ethernet cable  
See page 14 for steps to connect by Ethernet.

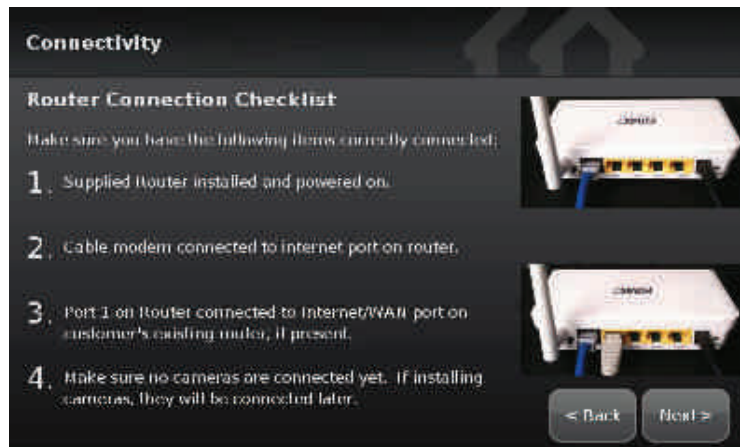
For wireless Touch Screen-to-Router connectivity:



**Figure 5: Activation: Initial Router Configuration, Wireless Router-to-TouchScreen**

- a. Touch **Router** and then touch **Next**.

*The Router Connection Checklist is displayed.*



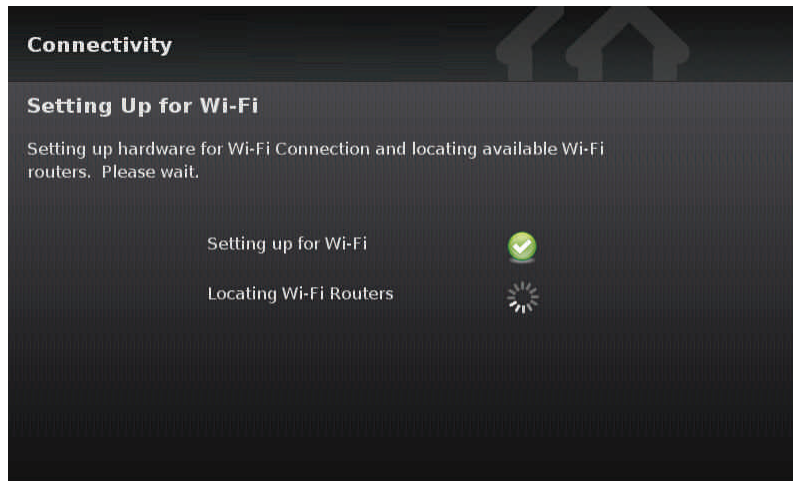
**Figure 6: Activation: Router Connection Checklist Screen**

- b. Follow the instructions on the Connection Checklist screen.

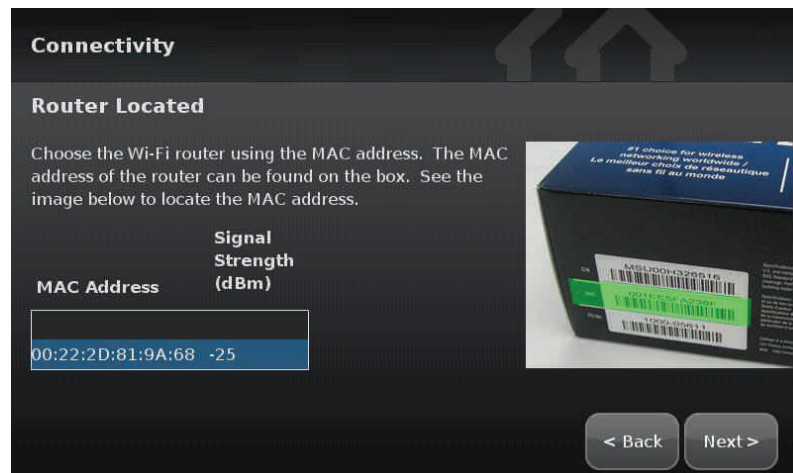


- c. Click **Next**.

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



**Figure 7: Activation: Setting Up for Wi-Fi Screen**



**Figure 8: Activation: Router Located Screen**

- d. Check the MAC address for the router/modem to which the TouchScreen must connect (usually located at the back of the device).
- e. Touch the MAC address for the correct router.
- f. Touch **Next**.

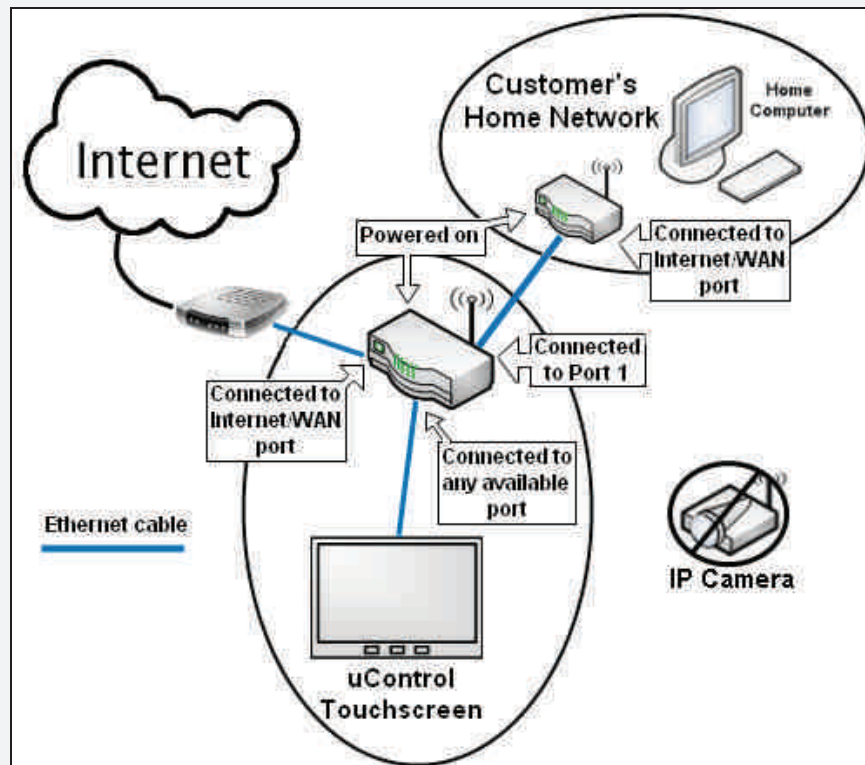


*The Configuring and Securing the Router screen is displayed as the TouchScreen establishes a firm connection with the router/modem, the Broadband servers, and the Cellular connectivity servers.*



**Figure 9: Activation: Configuring and Securing Router Screen**

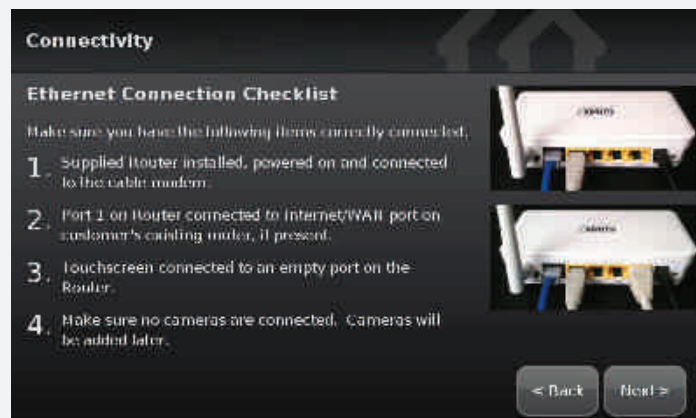
For cabled Touch Screen-to-Router connectivity:



**Figure 10: Activation: Initial Router Configuration, Ethernet Router-to-TouchScreen**

- a. Touch **Ethernet with Router** and then touch **Next**.

*The Ethernet Connection Checklist is displayed.*



**Figure 11: Activation: Ethernet Connection Checklist Screen**

- b. Follow the instructions on the Connection Checklist screen.
- c. Click **Next**.

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



**Figure 12: Activation: Ethernet Adapters Screen**

- d. 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.

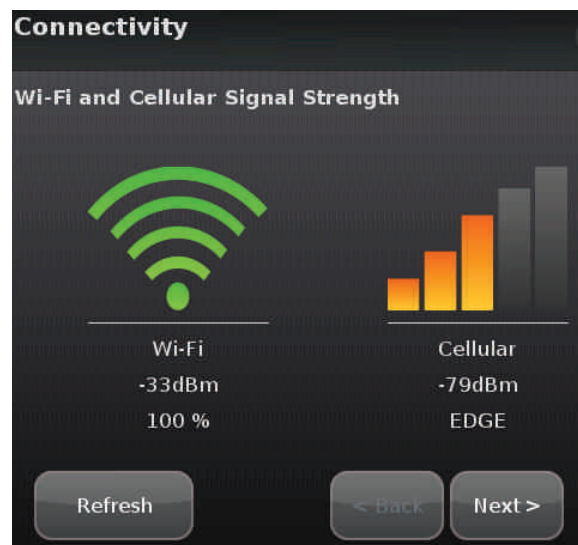
3. After the TouchScreen successfully establishes its connections, touch **Next**.

*The Wi-Fi and Cellular Strength screen displays the relative strength of the TouchScreen's connection to the router/modem and a GPRS receiver.*

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

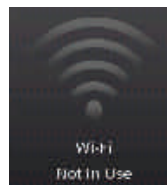
From the Settings widget, touch **Advanced Settings → Test Connectivity**.

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



**Figure 13: Activation: Wi-Fi and Cellular Signal Screen**

**Note:** If the router is connected to the TouchScreen by Ethernet, then Wi-Fi is not tested.



4. Touch **Next**.

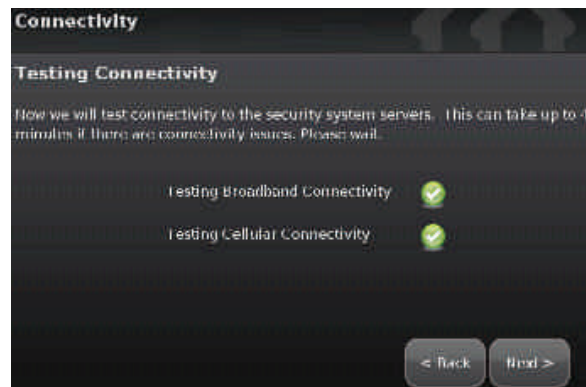
The *Testing Connectivity* screen is displayed.



**Figure 14: Activation: Testing Connectivity Screen**

**5. Touch Next.**

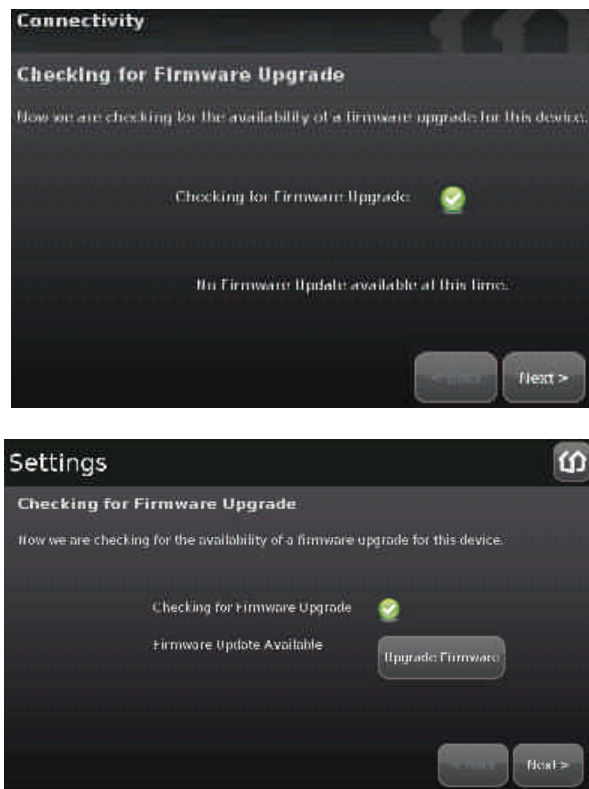
The *TouchScreen* tests its connectivity with the Broadband servers and the Cellular servers (used for alarms and alerts when the broadband connection is unavailable).



**Note:** This only tests the TouchScreens ability to connect via broadband and cellular. It does not determine whether the server is actually connected to the servers over broadband and cellular.

**6. When the connectivity test is successful for each, touch Next.**

*The TouchScreen checks for a newer firmware version to install.*

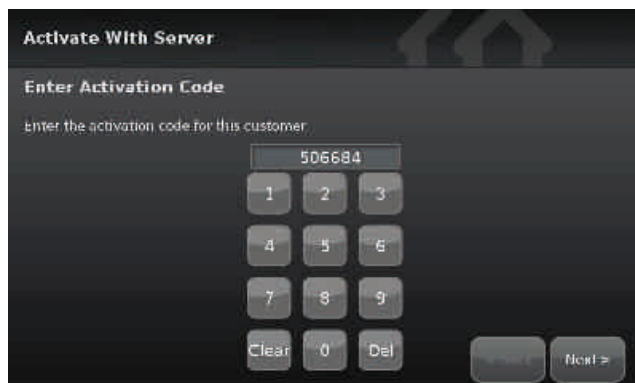


**Figure 15: Activation: Checking for Firmware Upgrade Screen**

7. If an upgrade version is available, touch **Upgrade Firmware**.

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

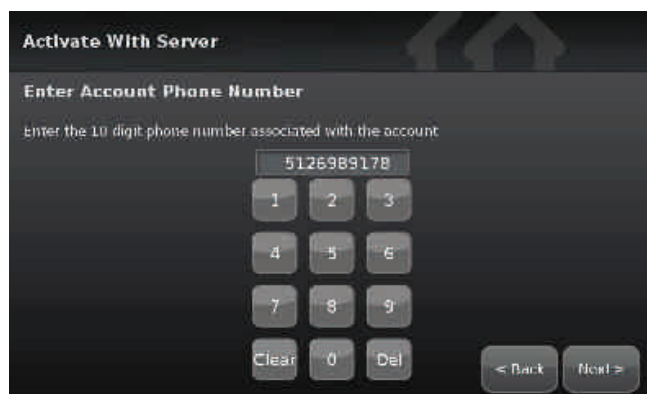
*The Enter Activation Code keypad is displayed.*



**Figure 16: Activation: Enter Activation Code Screen**

8. Enter the Activation Code and touch **Next**.

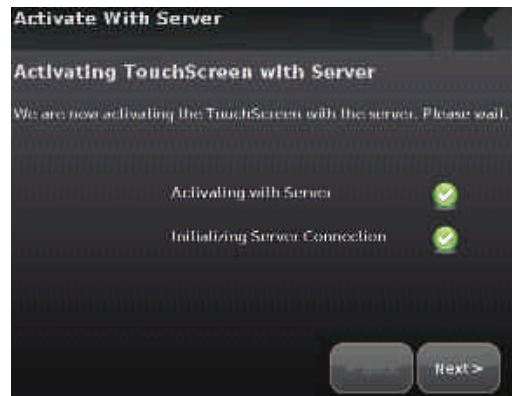
*The Account Phone Number keypad is displayed.*



**Figure 17: Activation: Enter Account Phone Number Screen**

9. Enter the Account phone number and touch **Next**.

*The system begins the process of activating the TouchScreen with the system servers.*



**Figure 18: Activation: Activating TouchScreen with Server Screen**

**Note:** If the Activation fails check to ensure you have entered the Activation code and phone number correctly. If it still fails, contact Customer Care to ensure the following:

- Activation information is correct.
- Customer's account is ready for Activation.
- Customer's account is paired with another TouchScreen device.
- TouchScreen device is not paired with another account (RMA device).
- TouchScreen is added to inventory.
- TouchScreen CPE ID is assigned to the same deployment as the customer account.

**10.** When the server activation process is completed, touch **Next**.



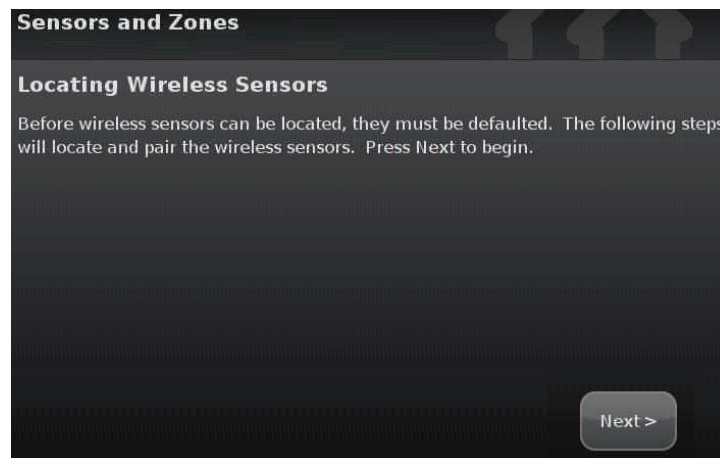
## E. Adding Sensors to the Security System

Sensors are devices that do one of the following:

- Monitor the opening and closing of doors and windows
- Detect motion
- Monitor the nearby sound of breaking glass
- Detect smoke and heat

**Note:** This step can be performed after Activation.

*The Locating Wireless Sensors screen is displayed.*



**Figure 19: Sensors and Zones: Locating Wireless Sensors Screen**

11. See the installation documentation for each of your sensor device types to prepare them to be added to the TouchScreen and to place them in Search mode.

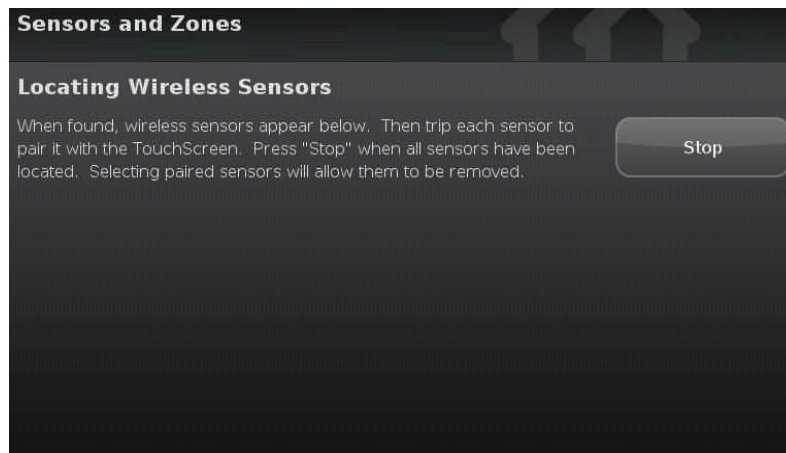
**Note 1:** See the sensor installation documentation for how to tell if a sensor is in Search mode, how to tell if it is not in Search mode, and how to restart Search mode if it is not.

**Note 2:** Available sensors meet the following requirements:

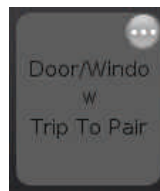
- Defaulted
- Not currently paired with another TouchScreen device
- Currently in Search mode

12. Click **Next**.

*A Stop button is displayed on the Locating Wireless Sensors screen. The TouchScreen searches for sensors that are available to be added.*

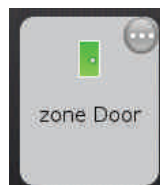


*As sensors are found, a grayed icon is displayed for that sensor.*



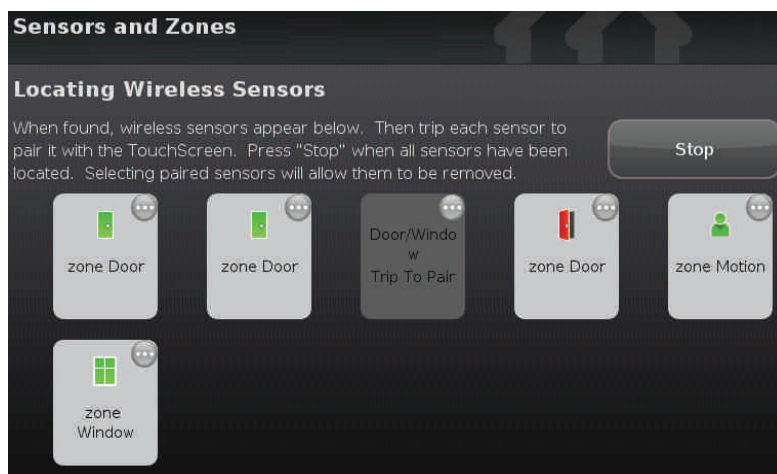
13. Fault each found sensor to pair it to the TouchScreen. For example, for door/window sensors, separate the magnet and reed switch.

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

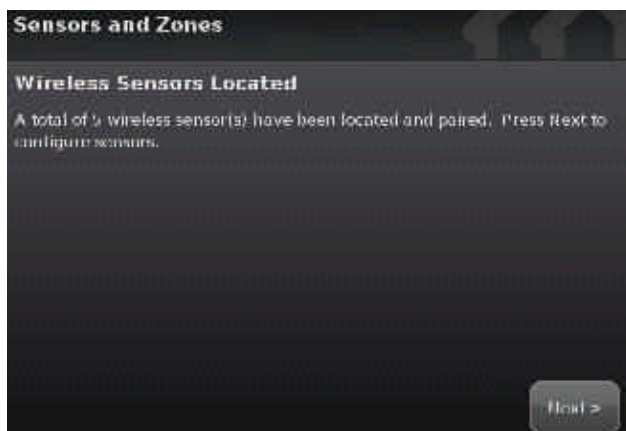


14. Determine that all the sensors have been located by the TouchScreen.
15. When all the sensors are found and paired, touch **Stop**.

**Note:** Any located sensors that were not paired are released by the TouchScreen. Sensors can be added later (see page 85).



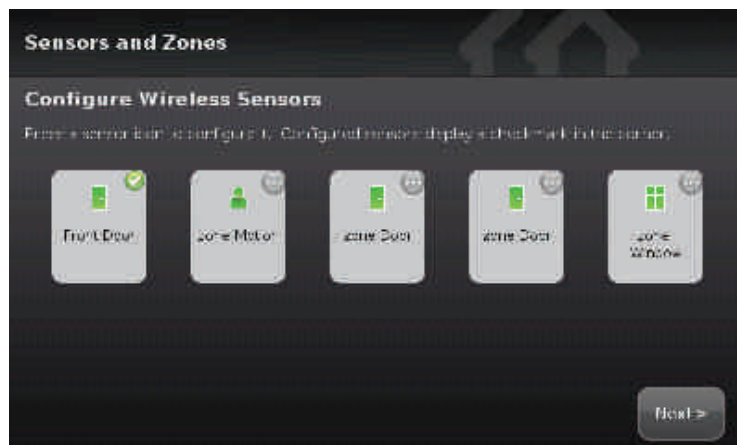
*The Wireless Sensors Located screen notes the number of wireless sensors found and paired.*



**Figure 20: Sensors and Zones: Wireless Sensors Located Screen**

16. Touch Next.

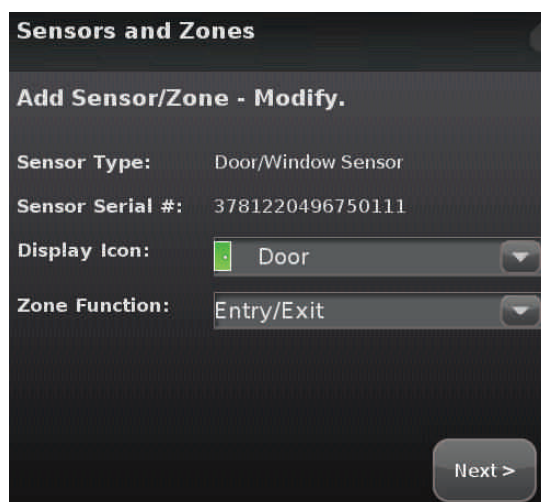
The *Configure Wireless Sensors* screen is displayed showing icons of the sensors that were located and paired.



**Figure 21: Sensors and Zones: Configure Wireless Sensors Screen**

17. Touch each sensor icon to configure it.

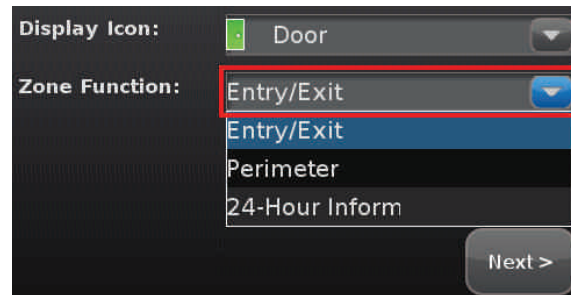
The *Add Sensor/Zone Modify* screen is displayed.



**Figure 22: Sensors and Zones: Add Sensor/Zone - Modify Screen**

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

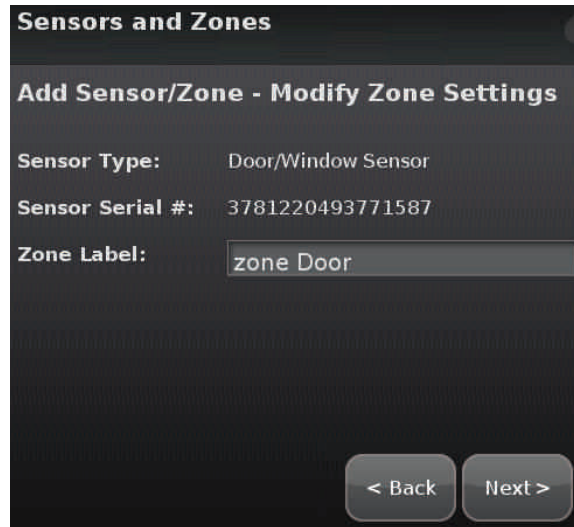
Change the Display Icon (if multiple options are available) the Zone Function by touching the currently selected value.



**Table 2: Security Zone Functions**

Security Zone Function	Description	Sensor Types
Entry/exit	For doorways that are used to enter the premises.  When the system is armed, faulting this type of sensor starts an Entry Delay countdown rather than sending an immediate alarm.  During Exit Delay, this zone can be repeatedly faulted. Doorways can be configured to be entry/exit or non-entry/exit.	Door/window sensor
Perimeter	If faulted when the system is armed or during an Entry/Exit delay, an alarm is tripped.	Door/window sensor
		Motion detector
		Glass Break detector
Interior Follower	Monitors the internal living spaces of the premises and trigger an immediate alarm if the system is armed in Away mode;  Not armed when the system is in Arm Stay or Arm Night mode.	Motion detector
24-Hour Inform	When this security zone is tripped, there is never an alarm, but an event is recorded in the history and the TouchScreen makes a configured sound.	Door/window sensor
		Motion detector
		Glass break detector
24-Hour Fire	Generates an immediate fire alarm if triggered	Smoke alarm

The Add Sensor/Zone Modify screen is displayed.

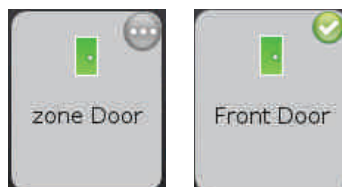


**Figure 23: Sensors and Zones: Add Sensor/Zone - Modify Screen**

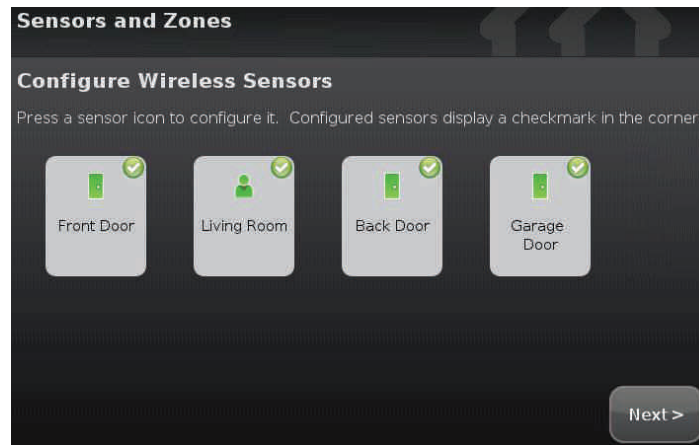
18. To modify any text field on the TouchScreen such as the Zone Label, touch the field to display a keyboard. Touch **Done** save your changes.



As each sensor is configured, the circle in the upper right of each icon changes from  to .



19. When all the sensors are properly configured, touch **Next** in the Configure Wireless Sensors screen.



**Figure 24: Sensors & Zones: Configure Wireless Sensors Screen**

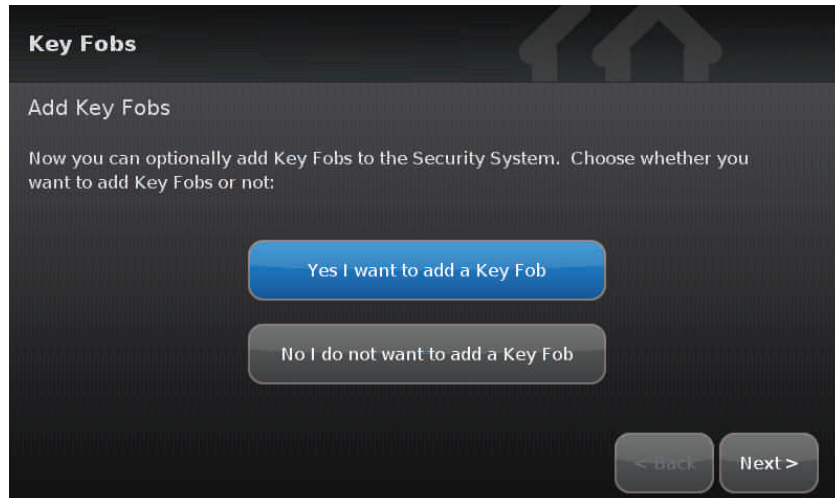
20. If all of the sensors have not been configured, the TouchScreen displays the Modify screens for each sensor to allow you to review its details. Modify the details as needed or touch Next to cycle through all the sensors.

## F. Adding Key Fobs to the Security System

A key fob is a mobile tool that lets customers arm and disarm their system with the touch of a button.

**Note:** This step can be performed after Activation.

*The Add Key Fob screen is displayed.*



**Figure 25: Key Fobs: Add Key Fobs Screen**

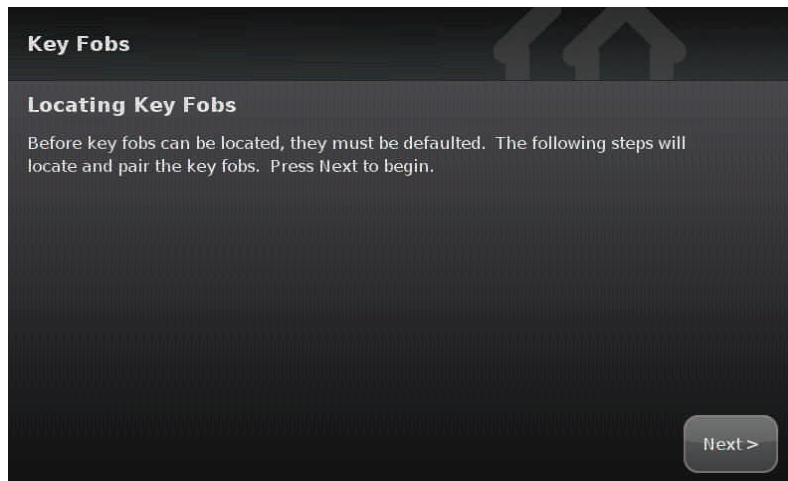
1. Touch **No I do not want to add a Key Fob** and then **Next** to skip this step.

Touch **I want to add a Key Fob** and then **Next** to begin the process to find and pair key fobs to the TouchScreen.

**CAUTION:** The *Add Key Fob* screen is very similar in appearance to the *Add a Key Pad* screen. Be careful that you do not accidentally pass through the following *Adding a Key Pad* step unless you want to.



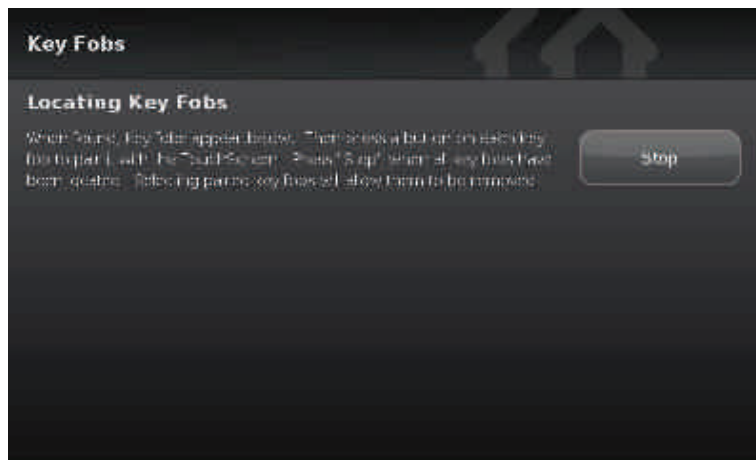
The *Locating Key Fobs* screen is displayed.



**Figure 26: Key Fobs: Locating Key Fobs Screen**

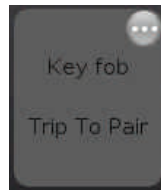
2. Touch **Next** to begin searching for key fobs to add.

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, a darkened icon is displayed for it.



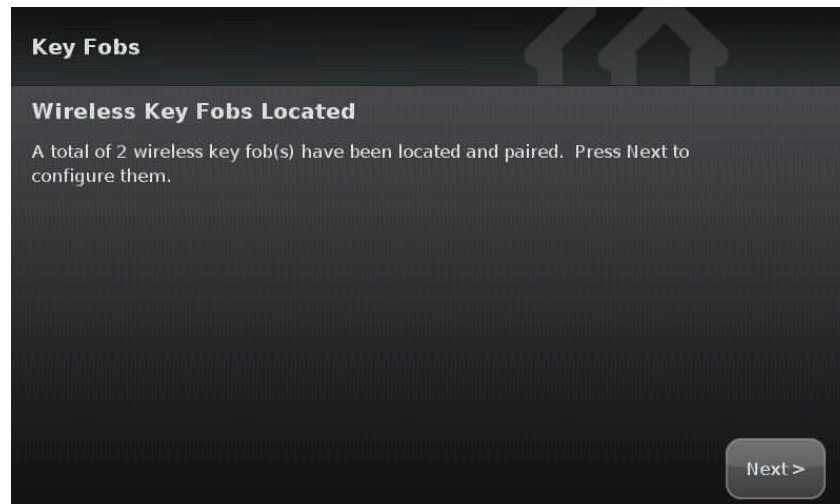
4. Press the star button  to pair the found key fob.

The key fob is paired with the TouchScreen and the icon is ungreyed.



5. Repeat steps 3 and 4 for each key fob with the TouchScreen.
6. When all the key fobs have been found and paired, touch **Stop**.

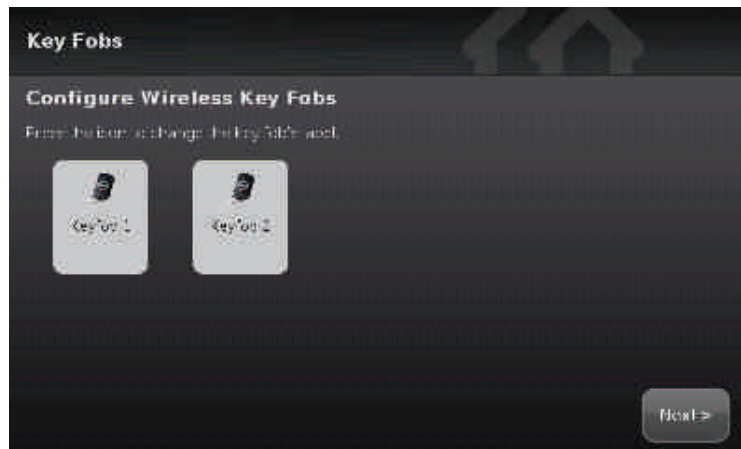
The *Wireless Key Fobs Located* screen notes the number of key fobs found and paired.



**Figure 27: Key Fobs: Wireless Key Fobs Located Screen**

7. Touch **Next**.

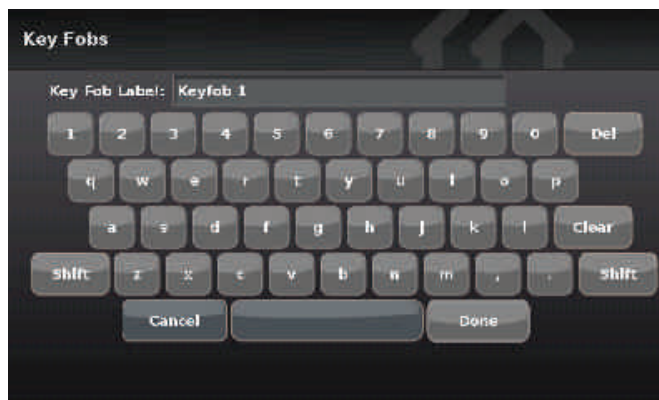
*The Configure Wireless Key Fobs screen is displayed.*



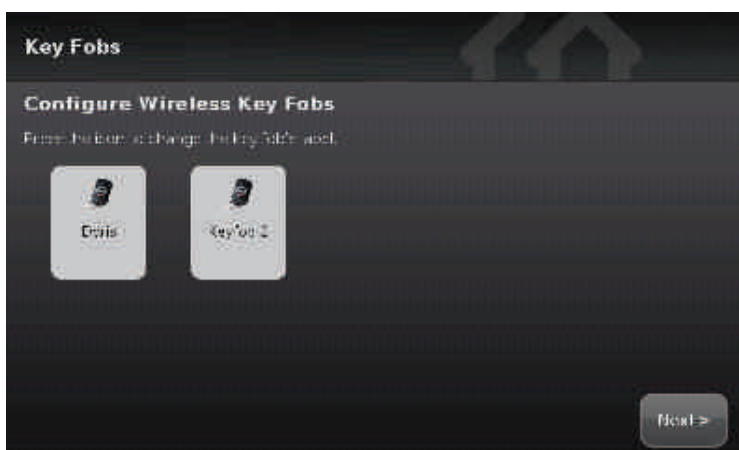
**Figure 28: Key Fobs: Configure Wireless Key Fobs Screen**

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

9. A keyboard screen is displayed. Enter a name for the key fob.



10. Touch **Done** to return to the Configure Wireless Key Fobs screen.



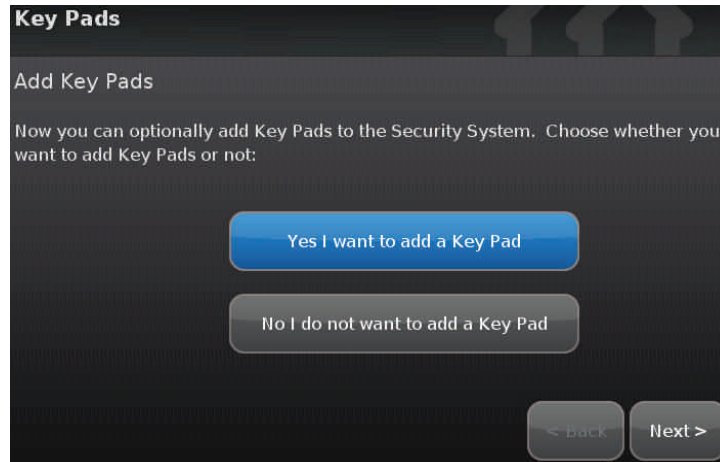
11. After all the key fobs are configured, touch **Next**.

### G. Adding Key Pads to the Security System

A key pad is an interface item that lets customers enter security codes anywhere somewhere besides their TouchScreen.

**Note:** This step can be performed after Activation.

*The Add Key Pad screen is displayed.*

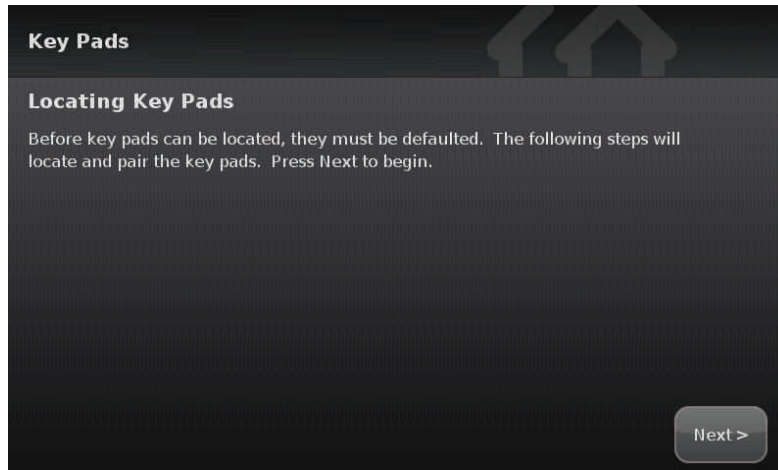


**Figure 29: Key Pads: Add Key Pads Screen**

1. Touch **No I do not want to add a Key Pad** and then **Next** to skip this operation.

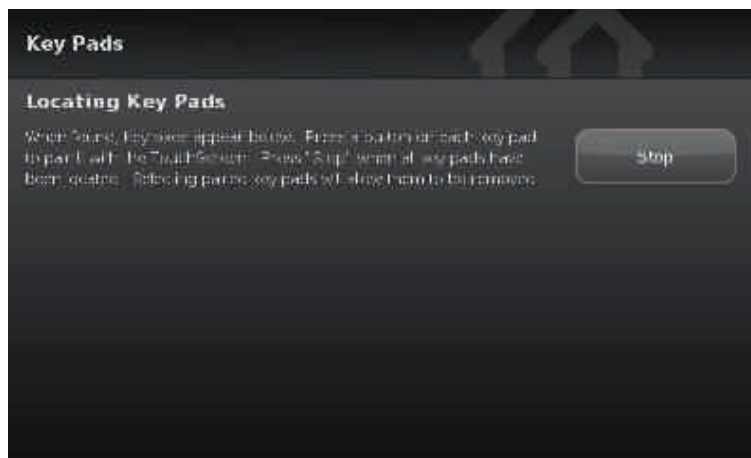
Touch **I want to add a Key Pad** and then **Next** to begin the process to find and pair a key pad to the TouchScreen.

The Locating Key Pads screen is displayed.



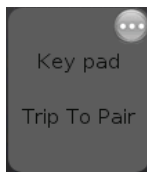
2. Touch **Next** to begin searching for key pads to add.

A **Stop** 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).



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

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



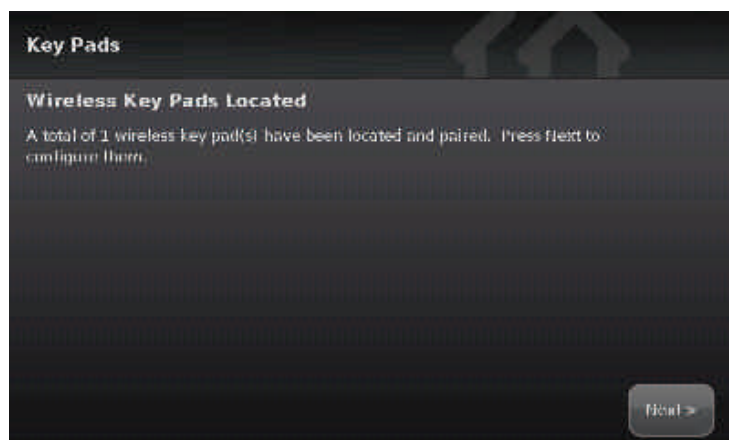
4. Press the star button  to pair the found key pad.

*The key pad is paired with the TouchScreen and the icon is ungreyed.*



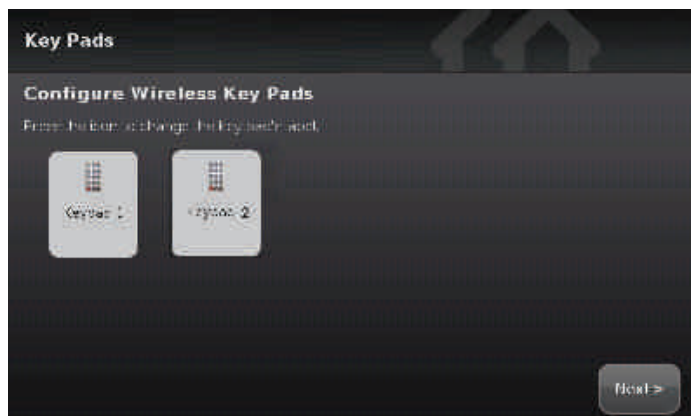
5. Repeat steps 3 and 4 for each key pad with the TouchScreen.
6. When all the key pads have been found and paired, touch **Stop**.

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



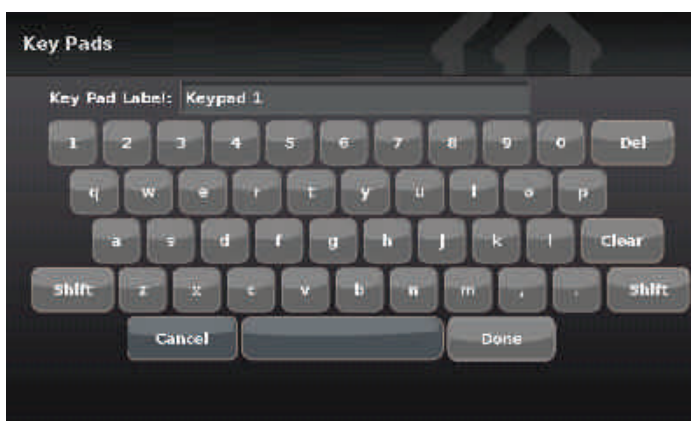
7. Touch **Next**.

The *Configure Wireless Key Pads* screen is displayed.



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

A *keyboard* screen is displayed.





9. Enter a name for the key pad, and touch **Done** to return to the Configure Wireless Key Pads screen.



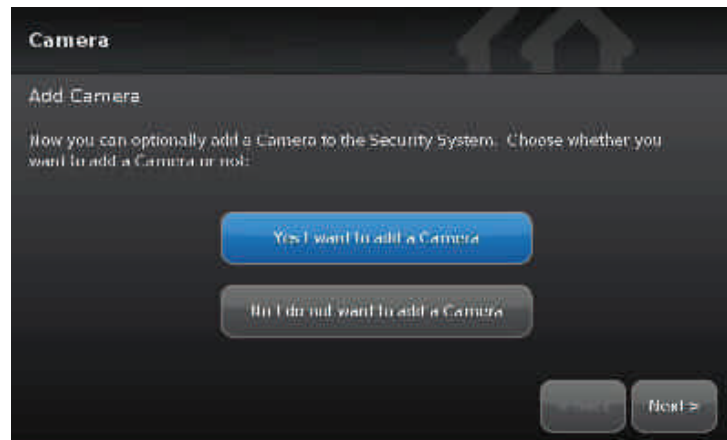
10. After all the key pads are configured, touch **Next**.

## H. Adding Cameras to the Security System

Up to six cameras can be paired with a TouchScreen.

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

*The Add a Camera screen is displayed.*

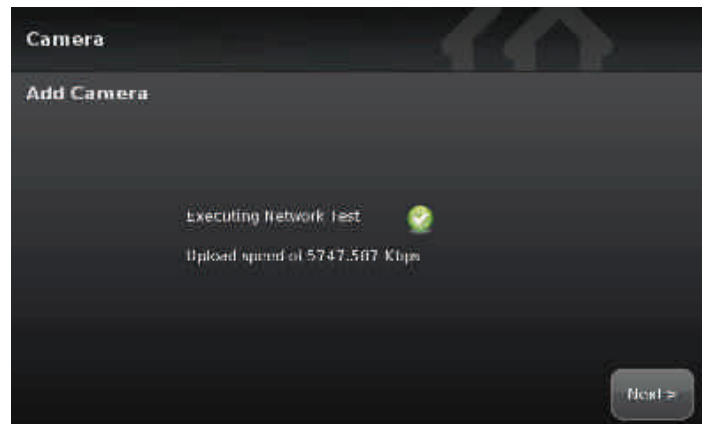


**Figure 30: Camera: Add Cameras Screen**

**Note:** You can skip this step and add the camera later. See page 96.

1. Touch **No I do not want to add a Camera** and then **Next** to skip this operation.
2. Select **Yes I want to add a Camera** and then **Next** to skip this operation.

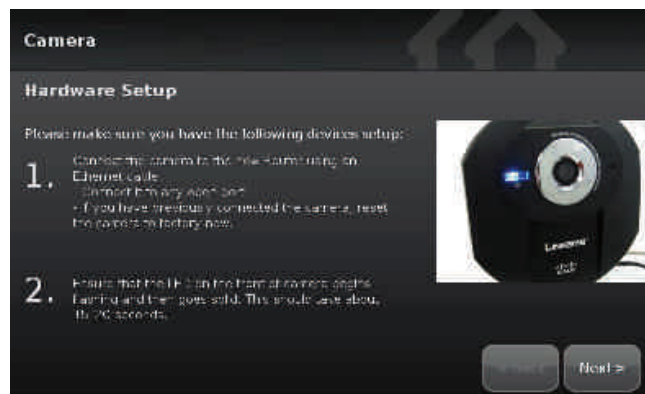
*The TouchScreen uploads a binary file multiple times to the system servers to determine the security system's upload speed. The screen displays the current calculated upload speed.*



**Note:** The Upload Speed is used by the system to set the default video quality for the camera.

3. Touch **Next**.

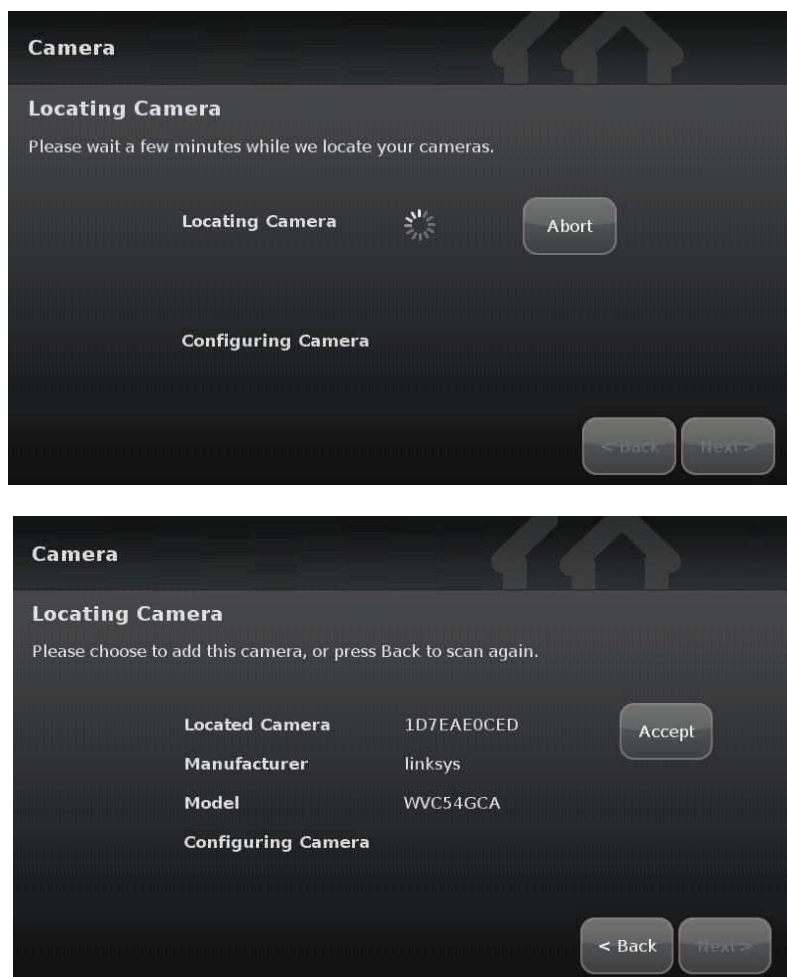
*The Hardware Setup screen is displayed.*



**Figure 31: Camera: Hardware Setup Screen**

4. Perform the steps described on the Hardware Setup screen (including connecting a camera to the TouchScreen's router with an Ethernet cable and rebooting the camera), and then touch **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 32: Camera: Locating Camera Screen**

5. Touch **Accept** to pair the camera with the Touchscreen.

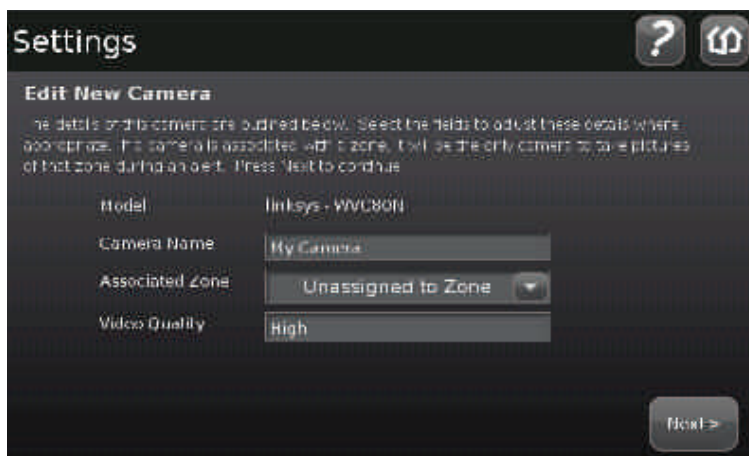
After a few seconds the Configuring Camera field is marked "Done".



**Figure 33: Camera: Configuring Camera Screen**

#### 6. Touch **Next**.

The *Edit New Camera* screen is displayed.

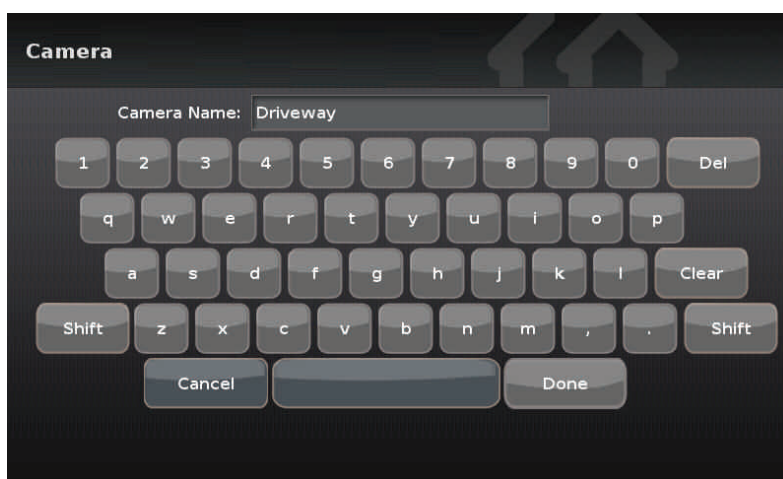


**Figure 34: Camera: Edit New Camera Screen**

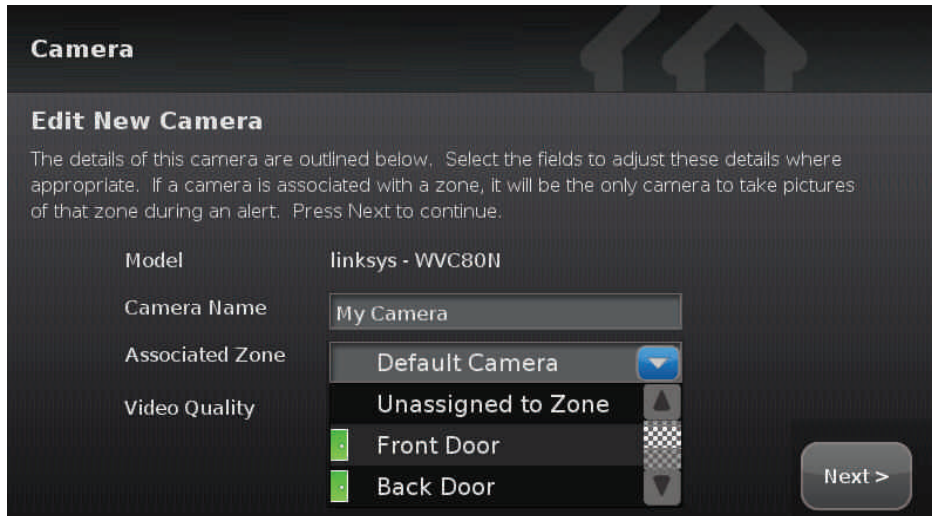
Table 3: Edit New Camera Options

Arming Mode	Description	Can Be Modified?
Model	Model ID for the new camera	No
Camera Name	Name assigned to camera device (see step 7)	Yes
Associated Zone	See Table 4: Associated Zone Menu Options for Cameras on page 43 (see step 8)	
Video Quality	Level of video detail captured by the camera. (see step 9)	

7. Touch the Camera Name fields to display a keyboard screen and rename the Camera zone to something that clearly differentiates it from any other cameras. Click **Done** to accept your changes.



8. Touch the Associated Zone field to assign the camera to a security zone.



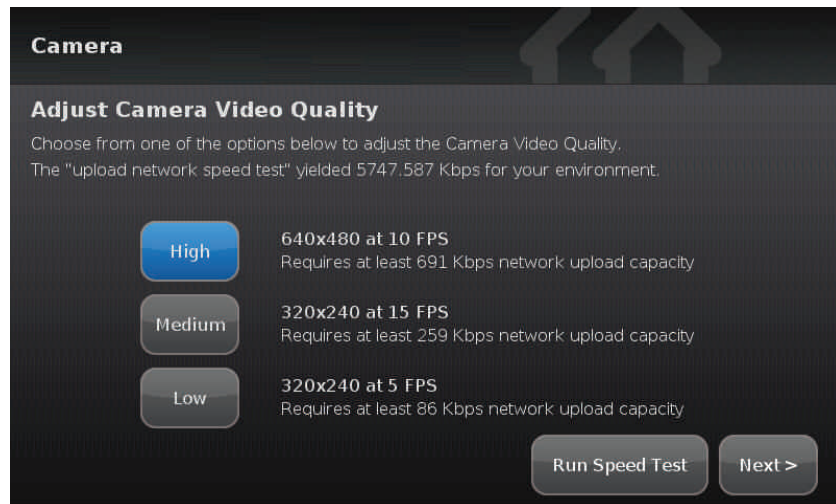
When a camera is assigned to a zone, it takes a series of pictures when an alarm is tripped at that zone. A camera can be assigned to zones for the following types of sensors: door/window sensor, motion detector, glass break detector, smoke detector.

**Table 4: Associated Zone Menu Options for Cameras**

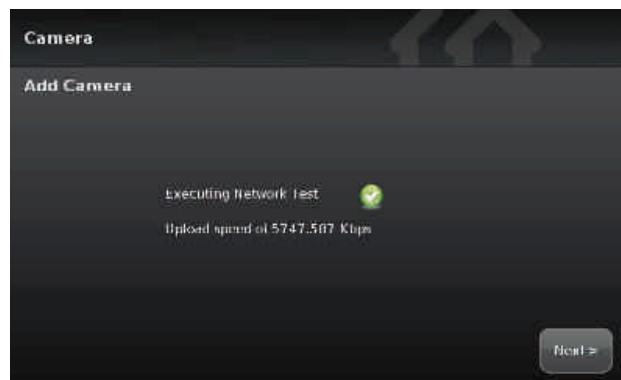
Arming Mode	Description
Default Camera	Not used at this time. Currently, this option is functionally the same as <i>Unassigned to Zone</i> .
Unassigned to Zone	This camera is not associated with another sensor.
<Security zone name>	This camera is associated with the selected zone. It will take a series of pictures automatically when the zone trips an alarm, whether or not the alarm is ultimately sent to the central monitoring station.

9. Touch the Video Quality field to modify the level of video detail captured by the device.
  - a. Touch **High**, **Medium** or **Low**, whichever option has a recommended value for the *network upload capacity* is less than the *upload network speed*.

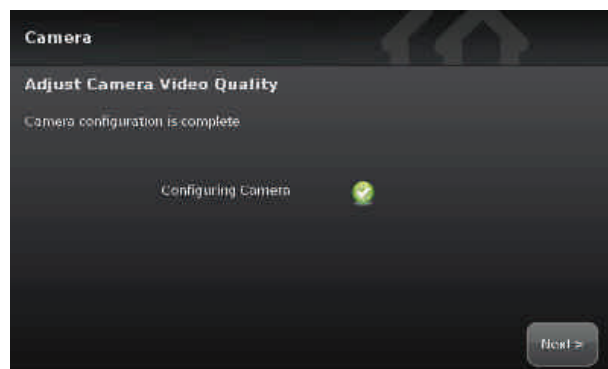
The *Adjust Camera Video Quality* screen is displayed.



- b. To update the upload network speed, touch **Run Speed Test**.



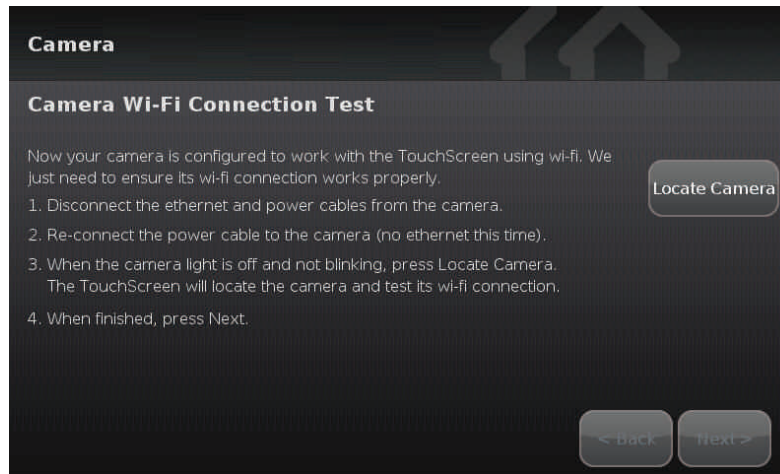
- c. Touch **Next** to return to the Adjust Camera Video Quality screen.
- d. Touch the appropriate video quality based on the measured speed, and touch **Next**.





10. Touch **Next**.

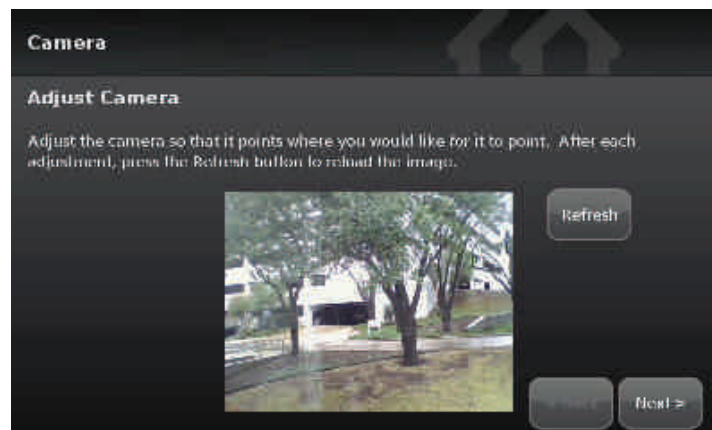
*The Camera Wi-Fi Connection Test screen is displayed.*



**Figure 35: Camera: Camera Wi-Fi Connection Test Screen**

11. To have the camera connected to the TouchScreen wirelessly, follow the instructions in the Camera Wi-Fi Connection Test screen (including disconnecting the camera from the TouchScreen router and rebooting the camera) and touch **Locate Camera**.
12. When the camera has been successfully paired wirelessly to the TouchScreen, touch **Next**.

*The Adjust Camera screen is displayed.*

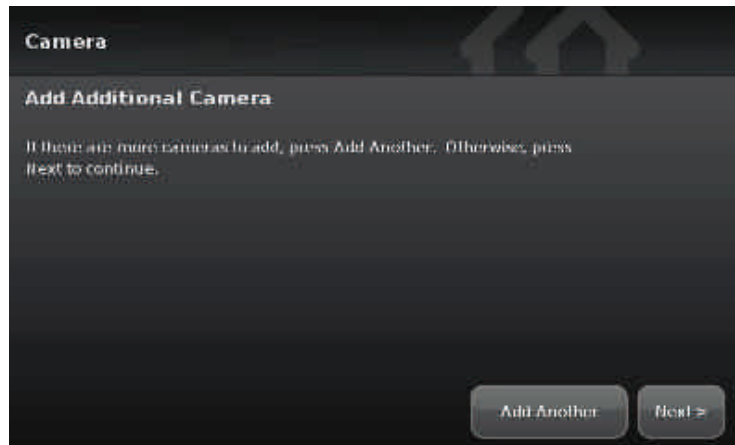


**Figure 36: Camera: Adjust Camera Screen**

13. Point the camera as needed.

14. Touch **Next**.

*The Add Additional Camera screen is displayed.*



**Figure 37: Camera: Add Additional Camera Screen**

15. Touch **Next** to go on to I. Testing the Alarm Functionality of the Security System.

Touch **Add Another** to add an additional camera. Repeat steps 4 through 14.

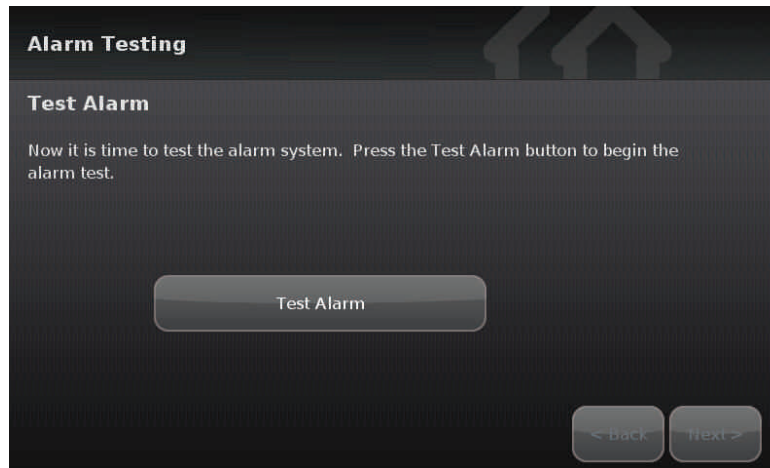
*The Camera widget is added to the Home screen in the TouchScreen.*

**Table 5: Troubleshooting the Camera Installation**

Arming Mode	Description
Unable to pair the camera to TouchScreen	<p>Confirm that the camera is plugged into the security router during configuration and has been restored to factory defaults.</p> <p>Perform the following procedure:</p> <p>Reset the camera to factory defaults (hold the reset button for 30 seconds).</p> <p>Reboot the camera.</p>
Located but not able to Secure	Compare the MAC address on the screen with the MAC address on the back of the camera. They should match.
Poor picture, slow refresh in live-view, Wireless Camera Strength, no IP found (no LED light on front of camera)	Relocate/ reposition camera and re-test
Located but not able to Secure	Confirm the that the MAC address is correct by matching the MAC address on the screen with the MAC address on the back of the camera
Intermittent Connectivity	Confirm good Wi-Fi connectivity

## I. Testing the Alarm Functionality of the Security System

*The Test Alarm screen is displayed.*

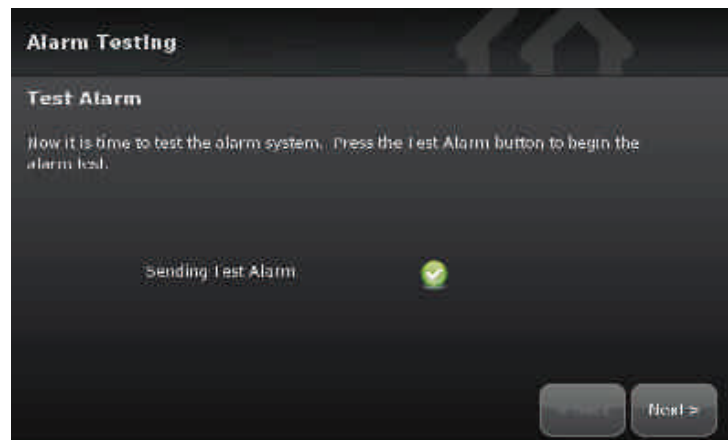


**Figure 38: Alarm Testing: Test Alarm Screen**

This step sends a test alarm—through the system servers—to the central monitoring station as though a genuine alarm had been tripped.

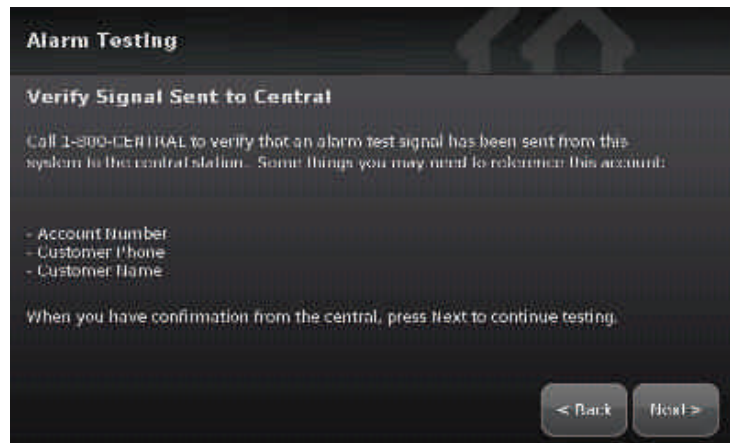
### 1. Touch **Test Alarm**.

*The TouchScreen informs you that the signal was sent to the central monitoring station. In the event reports on the Management Portal Account Information screen (History tab and Alarms tab), this event is reported as “alarm test mode”.*



### 2. After the test alarm has been sent, touch **Next**.

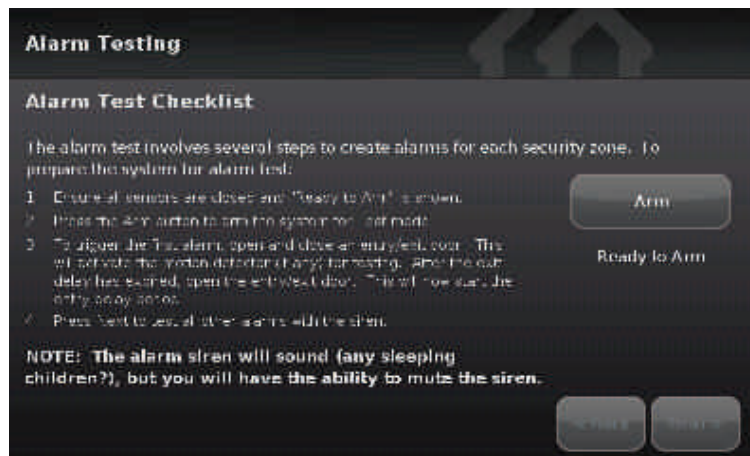
The *Verify Signal Sent to Central* screen is displayed providing a phone number to the central monitoring station and the confirmation information of the current customer account.



**Figure 39: Alarm Testing: Verify Signal Sent to Central Screen**

3. Call the provided phone number and give the confirmation information to the representative.
4. When you have confirmed that the test alarm was sent successfully, touch **Next**.

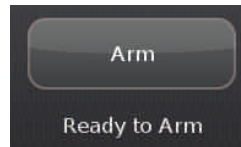
The *Alarm Test Checklist* is displayed.



**Figure 40: Alarm Testing: Alarm Test Checklist Screen**

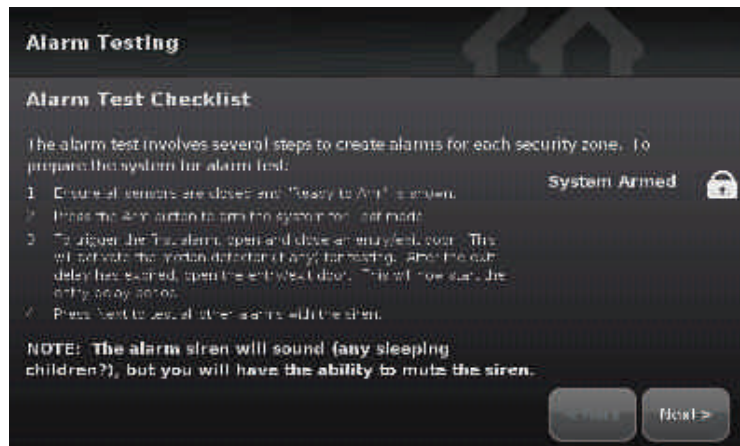
5. Ensure all the security zones are unfaulted (that is, doors and windows closed, motion detectors not showing motion, etc.)

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



## 6. Touch Arm.

The after a 10 second Exit Delay period, the button changes to the label System Armed.



## 7. Touch Next.

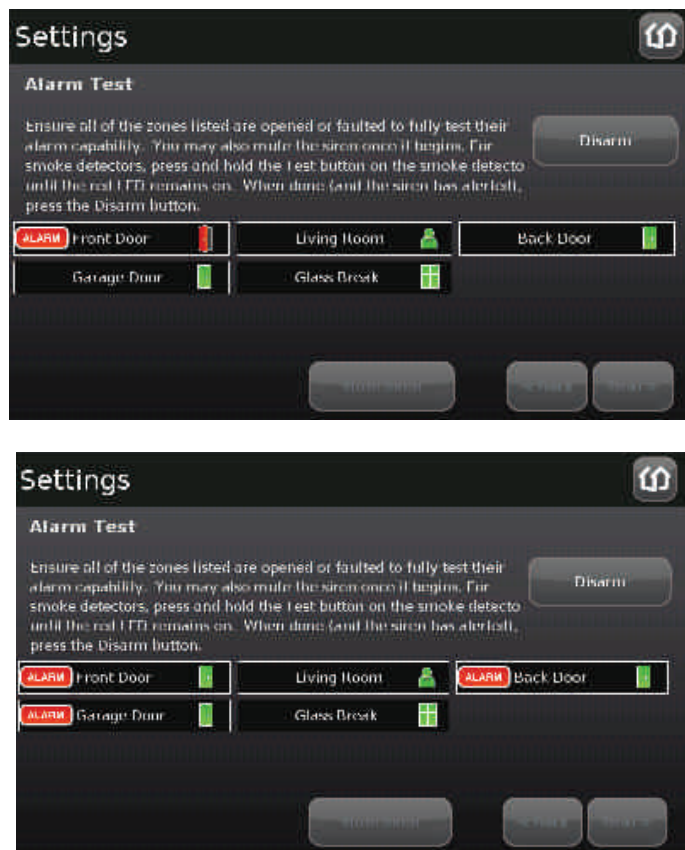
The Alarm Test screen is displayed.



**Figure 41: Alarm Testing: Alarm Test Checklist Screen**

## 8. Fault each alarm in turn.

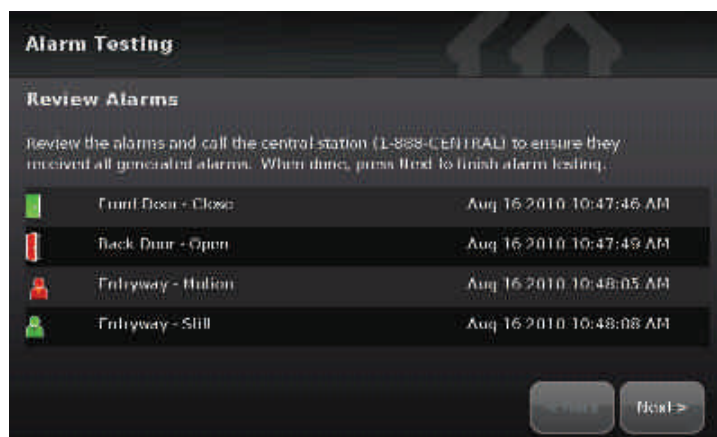
The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.



**Figure 42: Alarm Testing: Alarm Test Screen**

9. After all the alarms have been faulted and the system has noted it, touch **Disarm**.
10. Touch **Next**.

The *Review Alarms* screen is displayed showing the phone number to contact the central monitoring station to ensure they received all the generated alarms.



**Figure 43: Alarm Testing: Review Alarms Screen**

11. Contact the central monitoring station.
12. If they received all the generated alarms, touch **Next**.

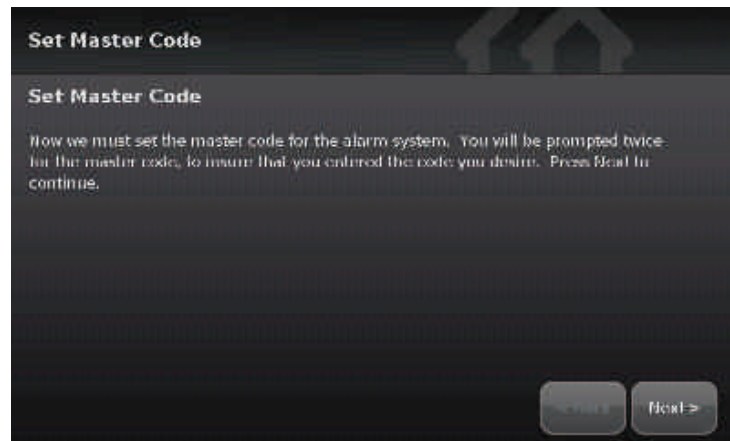
See *Testing Alarms* on page 64, for how to test alarms after the installation is complete.



## J. Setting and Validating the Security Information

The Master code is the keypad code that is required for the customer to access the Settings widget and to create and manage other codes.

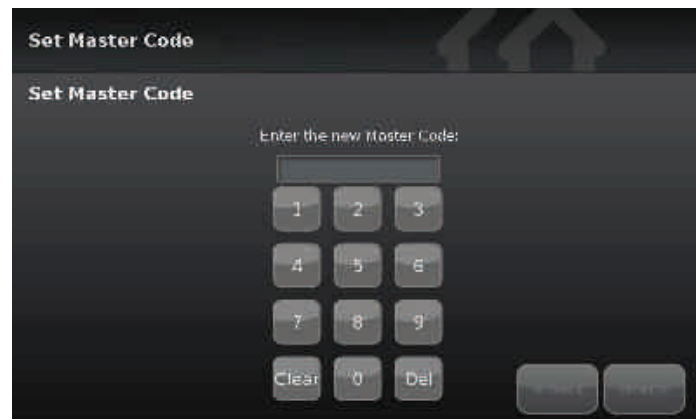
*The Set Master Code is displayed.*



**Figure 44: Set Master Code Screen**

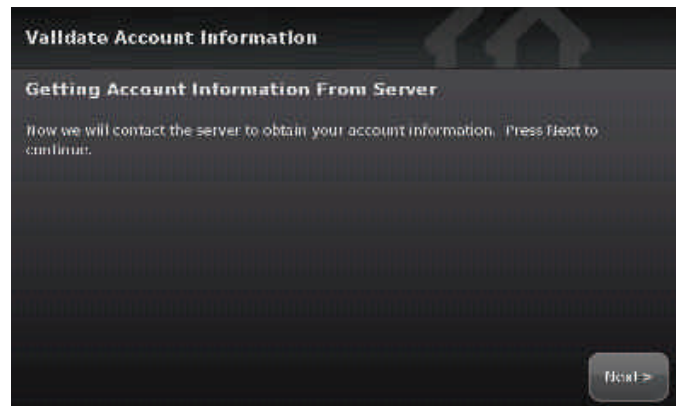
1. Touch **Next**.

*A keypad is displayed.*



2. Enter a four-digit code twice, and touch **Done**.

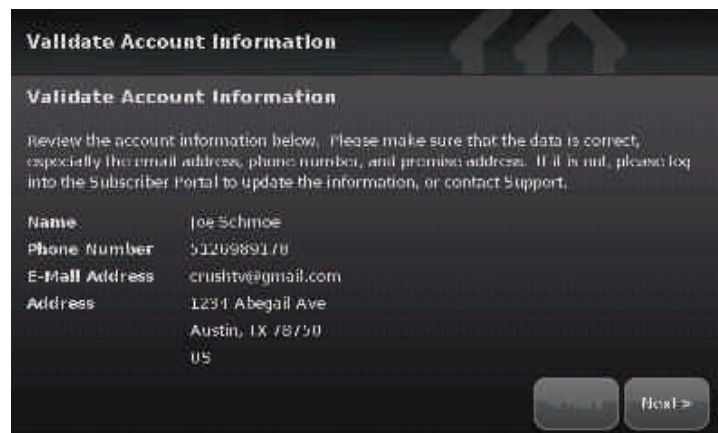
The *Getting Account Information From Server* screen is displayed.



**Figure 45: Validate Account Information: Getting Account Information From Server Screen**

3. Touch **Next**.

The *Validate Account Information* screen is displayed.



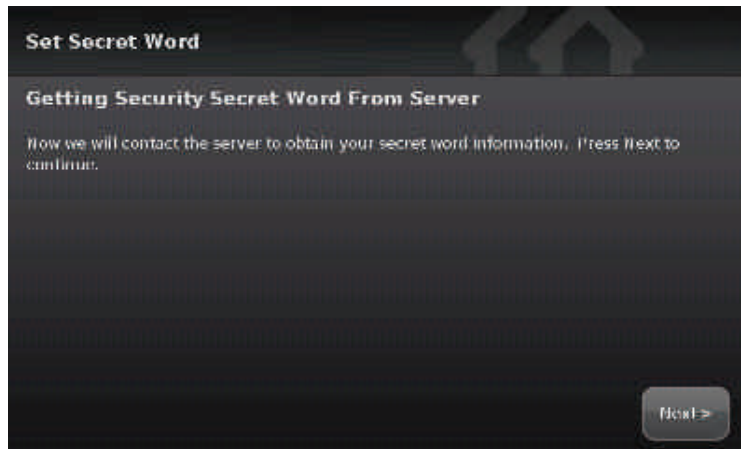
**Figure 46: Validate Account Information: Validate Account Information Screen**

4. Ensure that the displayed account information for the customer is accurate—especially the following:
  - Phone number that the central monitoring station calls after an alarm
  - Email address that will receive an email necessary to perform the Subscriber Portal activation

**Note:** This information is associated with the Activation code you entered.

5. Touch **Next**.

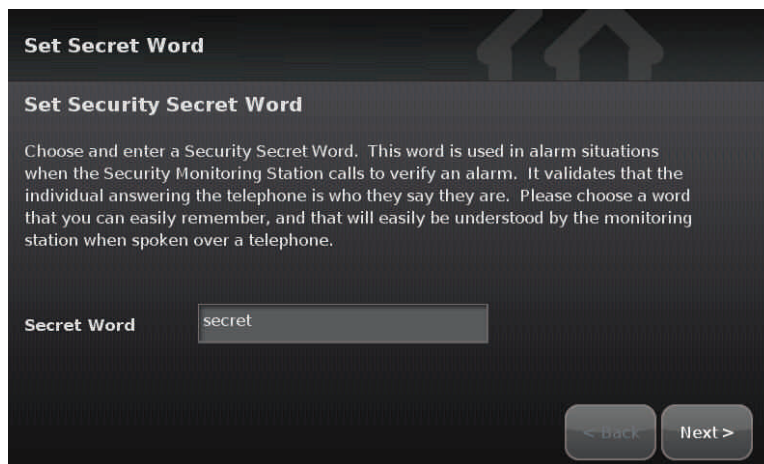
*The Getting Security Secret Word From Server screen is displayed.*



**Figure 47: Set Secret Word: Getting Security Secret Word From Server Screen**

6. Touch **Next**.

*The Set Security Secret Word screen is displayed.*



**Figure 48: Set Secret Word: Set Security Secret Word Screen**

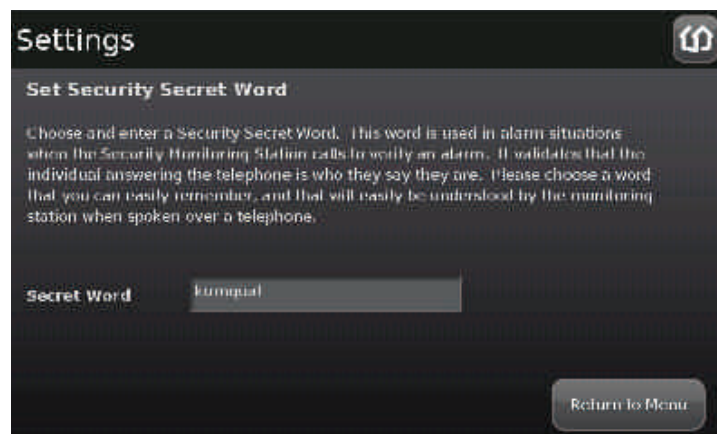
7. Show the customer the secret word displayed on the screen. Explain that this is the word that they will give to the central monitoring station when it calls to verify whether an alarm is false.
8. Touch the Secret Word field.

*A Keyboard screen is displayed.*



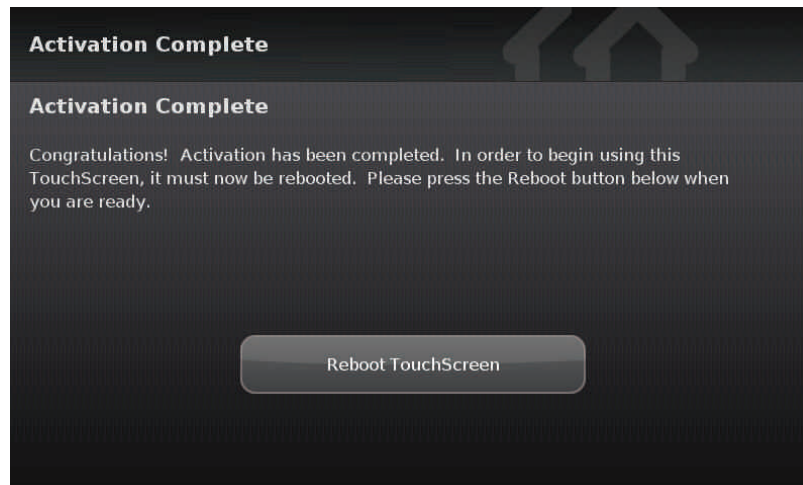
9. Have the customer type a new secret word and then touch **Done**.

*The Set Security Secret Word screen is displayed again.*



10. Touch **Next**.

*The Activation Complete screen is displayed.*



**Figure 49: Activation Complete Screen**

11. Touch **Reboot Touchscreen**.

*The TouchScreen reboots.*

## **K. Mounting the Sensors**

1. Mount the sensors and peripherals as described in the sensor documentation.
2. Test each sensor's signal strength as described on page 89.

**IMPORTANT:** The minimum distance for the sensors to communicate with the TouchScreen is beyond most practical limits. However, the distance can be limited occasionally by the materials for the walls, electrical interference, and other conditions. To ensure a strong signal from each sensor, test each sensor as described on page 64.

## L. Configuring the TouchScreen

If necessary, perform the following operations:

- Modify the Entry and Exit delay time periods (see page 69)
- Modify the alarm transmission delay (see page 71)
- Modify the “swinger shutdown” (see page 73)

Reset the TouchScreen to factory defaults (see page 73)

**Note:** This will cause the device to require activation again, which in turn will require that the customer’s account be reset as well.

- Check for a new firmware update (see page 76)
- Manage the sensors/security zones (see Table 6 on page 59)
- Manage key fobs and key pads (see Table 8 on page 60)
- Manage the cameras (see Table 7 on page 60)

Technicians can also perform the following general activities that are also available to the customer.

**Note:** See the *TouchScreen User Guide* for information about these activities.

- Manage the Quickarm settings
- Manage the way sensors are listed in TouchScreen reports and tools
- View and test the TouchScreen’s connectivity to the central monitoring stations (also described in this document on page 16)
- Manage the keypad codes and secret word
- View the customer’s account information
- Manage your TouchScreen device sounds, screensaver, etc
- View technical information about the TouchScreen device

**Table 6: Sensor Operations**

Operations	Description		
Sensors consist of door/window sensors, motion detectors, glass break detectors, and smoke alarms.			
Modify sensor details	Change (within limits) the details of a sensor (see page 83)		
Delete a sensor	Remove a sensor from being managed by the TouchScreen (see page 88).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default	
Add a sensor	Find a new sensor that is available to be added (see page 85)		
Create a cross-zone association	Configure two sensors to trip an alarm only if they are both faulted (see page 91);  For example, an alarm sounds when a door sensor is faulted ONLY if an associated motion sensor also is faulted.		
View sensor diagnostics	View the connectivity details and signal strength of a sensor (see page 89)		
Manage fire alarm settings	Toggle Fire Alarm Verification to determine how the system triggers fire alarms (see page 79)	Disabled	Central monitoring station is contacted when one smoke alarm sounds
	By default, the system immediately contacts the central monitoring station immediately whenever a smoke detector goes into alarm.	Enabled	Central monitoring station is notified when: <ul style="list-style-type: none"><li>Multiple smoke detectors sound an alarm</li><li>One smoke detector sounds an alarm for 60 seconds.</li></ul>

**Table 7: Manage Camera Operations**

Operations	Description	
Modify a camera	Change the name identifying each camera in the TouchScreen and the Subscriber Portal.  Set or modify the zone to which the camera is assigned. When a camera is assigned to a zone, the camera takes a series of pictures if that zone trips an alarm.	
Delete the camera from the security system	Remove a camera from being managed by the TouchScreen (see page 104).	Use these actions in sequence to reset a sensor's IP/MAC addresses to factory default
Add a camera to the security system	Add an additional camera to the TouchScreen – up to six (see page 96)	
Replace a camera	Swap the current camera with another one (see page 104)	

**Table 8: Manage Peripheral Operations**

Table 3: Manage Fob and Pad Operations		
Operation	Description	
Delete a key fob	Remove a key fob from being able to access the security system (see page 110).	Use these actions in sequence to reset a key fob's details to factory default.
Add a key fob	Find a new key fob that is available to be added (see page 106).	
Modify a key fob	Change the name identifying each key fob in the TouchScreen and the Subscriber Portal. (see page 109).	
Delete a key pad	Remove a key pad from being able to access the security system (see page 117).	Use these actions in sequence to reset a key pad's details to factory default.
Add a key pad	Find a new key pad that is available to be added (see page 112).	
Modify a key pad	Change the name identifying each key pad in the TouchScreen and the Subscriber Portal (see page 115).	



### M. Activating the Subscriber Portal

1. With the customer, check the inbox for the email address of the customer's account (the address displayed on the *Validate Account Settings* screen).

*The customer has received an email notification that their security system has been activated. The email provides a temporary username and password to the Subscriber Portal. The Subscriber Portal provides options for managing their account and security settings.*

2. Note the temporary password in the email and click the link in the email.

*The Subscriber Portal login is displayed. The temporary username field is already filled in.*

3. In the password field, enter the temporary password that was provided in the email.

*Step 1 of the activation process is displayed.*

4. Enter the Master code you set during the TouchScreen activation.

5. Click **Next**.

*Step 2 of the activation process is displayed.*

6. Enter (twice) a username and a password that the customer will use to access the Subscriber Portal.

7. Click **Next**.

*The Subscriber Portal is displayed.*

8. Have the customer save the URL of the Subscriber Portal to the bookmarks in their browser.

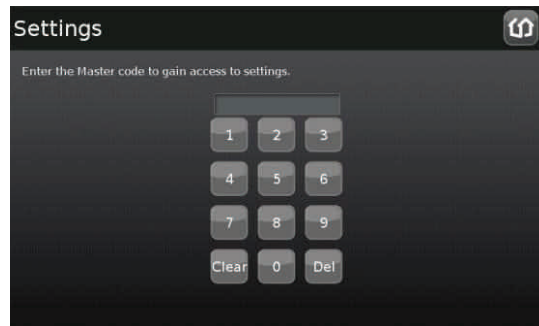
## Technician Operations

Customers can use the Settings widget to access a variety of operations to configure and maintain their security system as described in the uControl TouchScreen User Guide. When an installer accesses the Settings widget with an Installer keypad code, they have access to the same operations as well other operations unavailable to a customer.

### To access the Installers Settings menu:

1. From the Home screen, touch the Settings widget.

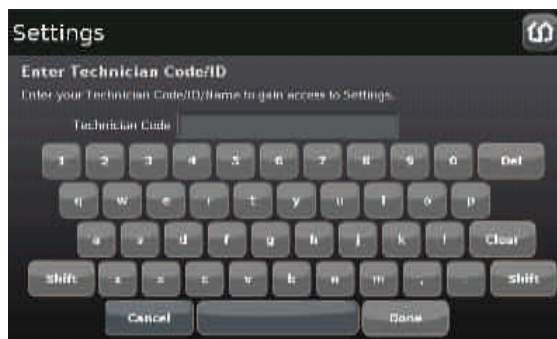
*A keypad is displayed.*



2. Enter the Installers keypad code.

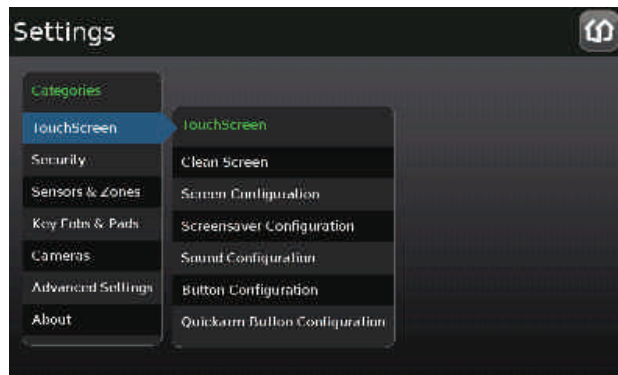
**Note:** Not the customer's *Master* keypad code.

*A keyboard screen is displayed.*



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

*The Installer Settings menu is displayed.*



The following Installer operations are available from the Installer Settings menu:

- Configure the Entry/Exit delay periods (page 69)
- Configure the Alarm Transmission delay (page 71)
- Configure the Swinger Shutdown feature (page 73)
- Reset the TouchScreen to factory defaults (page 74)
- Check for new firmware versions (page 76)
- Manage sensors and zones (page 82)
- Create cross-zone associations for sensors (page 91)
- Manage the camera (page 95)
- Manage key fobs (page 106)
- Manage key pads (page 112)
- Performing the RMA procedure (page 119)
- Resetting your managed router (page )
- Add or remove an unmanaged router to pass through the uControl DMZ (page )

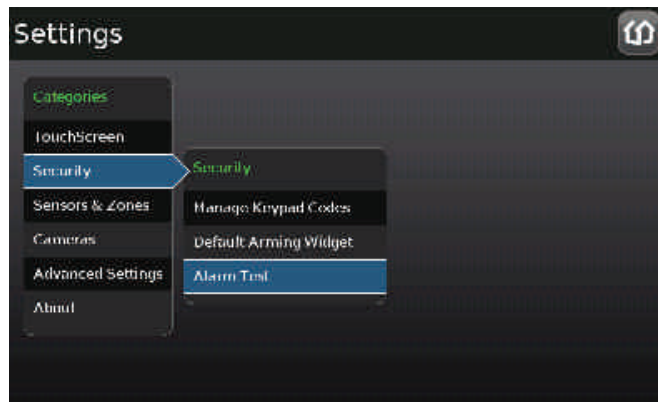
Both customers and Installers can test the alarm capabilities, by following the procedure described on page 64.

## Testing Alarms

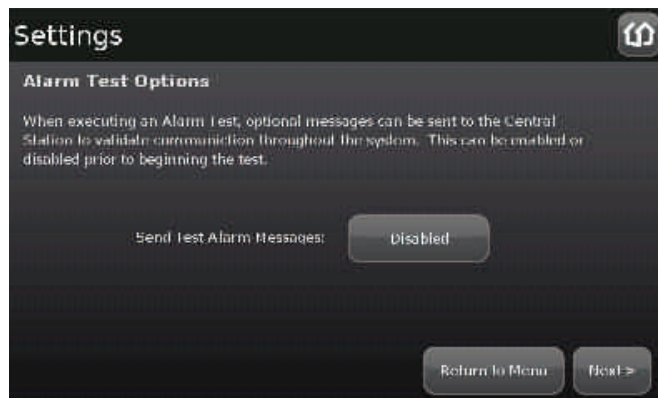
Installers can test the alarm system without going through the entire activation process.

**To test alarms (after activation):**

1. Call the central monitoring and tell them you are about to test your system.
2. From the Installers Settings widget (see page 62), touch **Security** → **Alarm Test**.

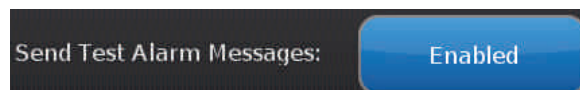


*The Alarm Test Options screen is displayed.*



3. To have your test alarms reported to central monitoring, touch **Disabled**.

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

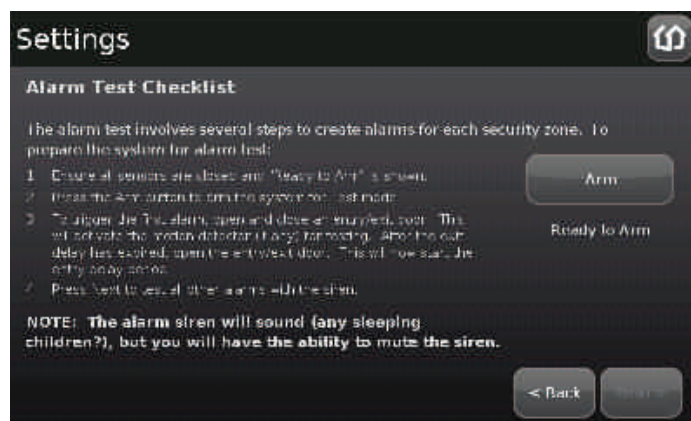


**Note:** If the Enabled button is already displayed, touch **Enabled** to choose to have your test alarms NOT sent to central monitoring.

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

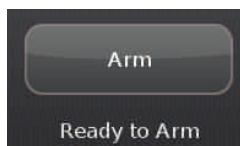
4. Ensure all the security zones are unfaulted (that is, doors and windows closed, motion detectors not showing motion, etc).

*The Alarm Test Checklist is displayed.*



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

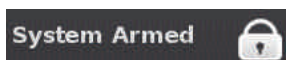
*When the security zones are ready for testing, "Ready to Arm" is displayed under the Arm button.*



6. Touch **Arm**.

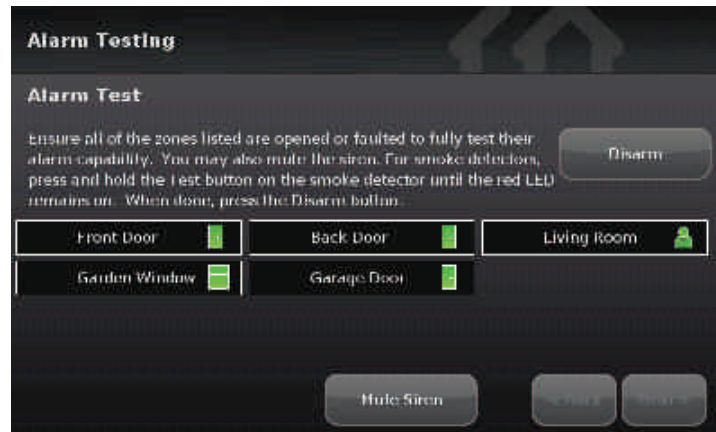
*Your security system is armed in the special Test mode. The Exit Delay is only 10 seconds long. Motion sensors are turned off (not tripping alarms but recording events) until an Entry/Exit security zone is faulted.*

*The Arm button changes to a System Armed notice.*



## 7. Touch **Next**.

*The Alarm Test screen is displayed.*

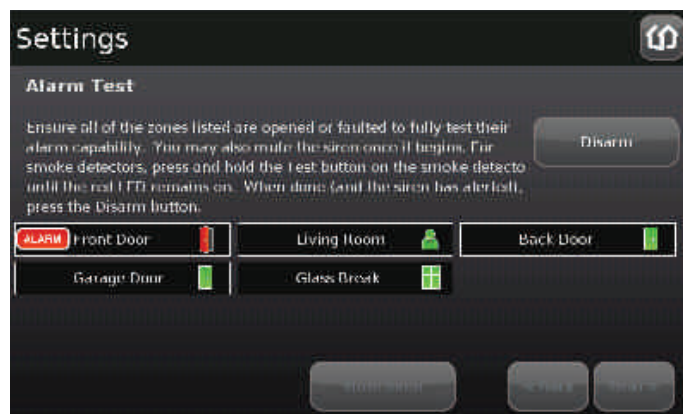


## 8. Open and close an Entry/Exit door.

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

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

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

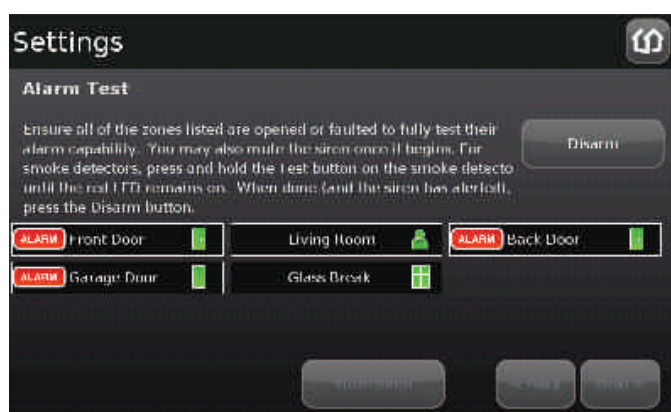


## 9. Fault each additional alarm and ensure that it is marked as alarm (see Table 9).

**Table 9: Sensor Testing Operations**

Sensor	Testing Process
Door/Window	Open and close the door or window.
Motion Detector	Avoid the motion detector's view for three minutes after arming the system, then walk in front of it.
Smoke Detector	Press and hold the sensor's "Test" button until the siren sounds, approx 10 seconds
Glass Break Detector	Use a glass break simulator.
Key Fob	Arm and disarm system with the key fob
Key Pad	Arm and disarm system with the key pad

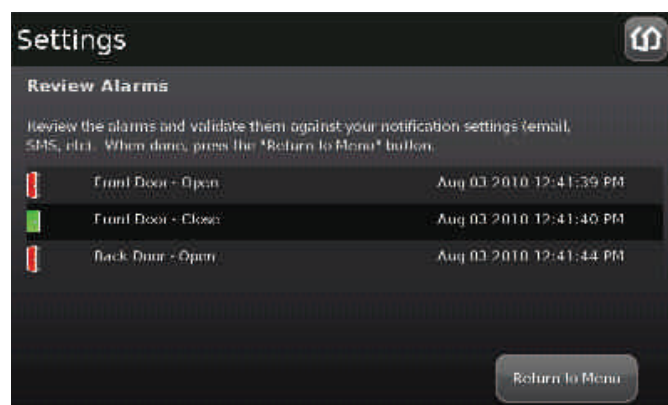
*The TouchScreen notes that each sensor communicated an event to the TouchScreen and initiated an alarm.*



10. After all the alarms have been faulted and the system has noted it, touch **Disarm**.

11. Touch **Next**.

*The Review Alarms screen is displayed showing a history of the zones in your system.*



12. Review the zone event history.
13. Ensure you have received any configured alerts via email or SMS.
14. If you enabled *Send Test Alarm Messages*, contact the central monitoring station Test number to ensure that they received all the generated alarms. If all the alarms were received successfully, tell them that you are no longer testing alarms.
15. Touch **Next** to return to the Settings menu.



## Configuring the Entry/Exit Delay Periods

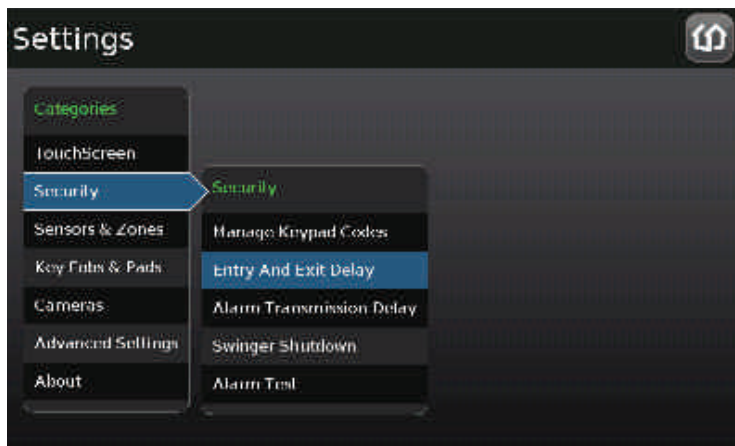
The Entry Delay period is the amount of time from an Entry/Exit sensor being faulted until an alarm sounds. The customer has until the end of the Entry Delay period to enter a valid keypad code. There is no Entry Delay period for Perimeter type sensors (such as window sensors or non-entry door sensors). There is an audible beeping during the Entry Delay period. This beeping sound is not configurable and cannot be muted.

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. The system will arm 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).

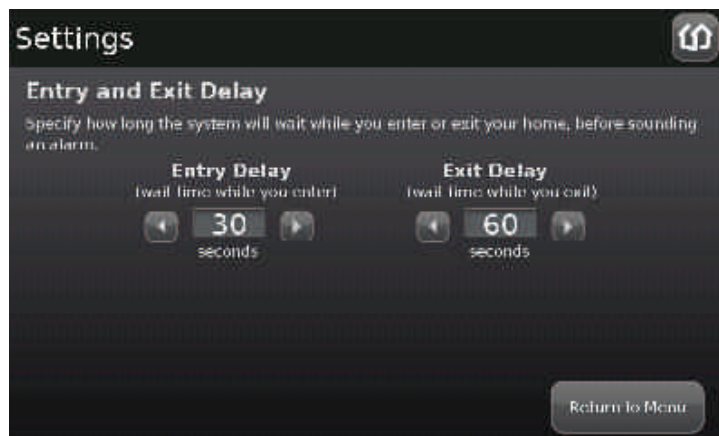
The Entry/Exit Delay periods are configurable by an Installer.

**To configure the Entry/Exit Delay periods:**

1. From the Installer Settings Menu, touch **Security → Entry And Exit Delay**.



*The Entry and Exit Delay screen is displayed.*



2. Touch the right and left-pointing arrows to increase and decrease the Entry Delay and Exit Delay periods by increments of 5 seconds.

**Note:** The Entry/Exit Delay periods cannot be less than 30 seconds. In most cases, these periods should not exceed 60 seconds.

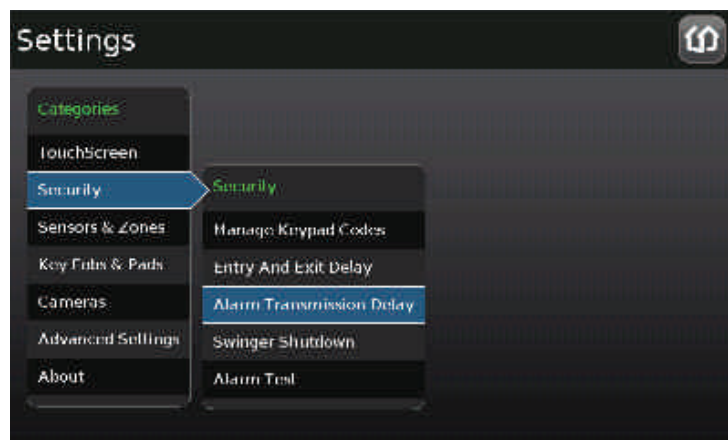
## Configuring the Alarm Transmission Delay

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. )

The Alarm Transmission Delay period is configurable by an Installer.

**To configure the Alarm Transmission Delay period:**

1. From the Installer Settings Menu, touch **Security** → **Alarm Transmission Delay**.



*The Alarm Transmission Delay screen is displayed.*

