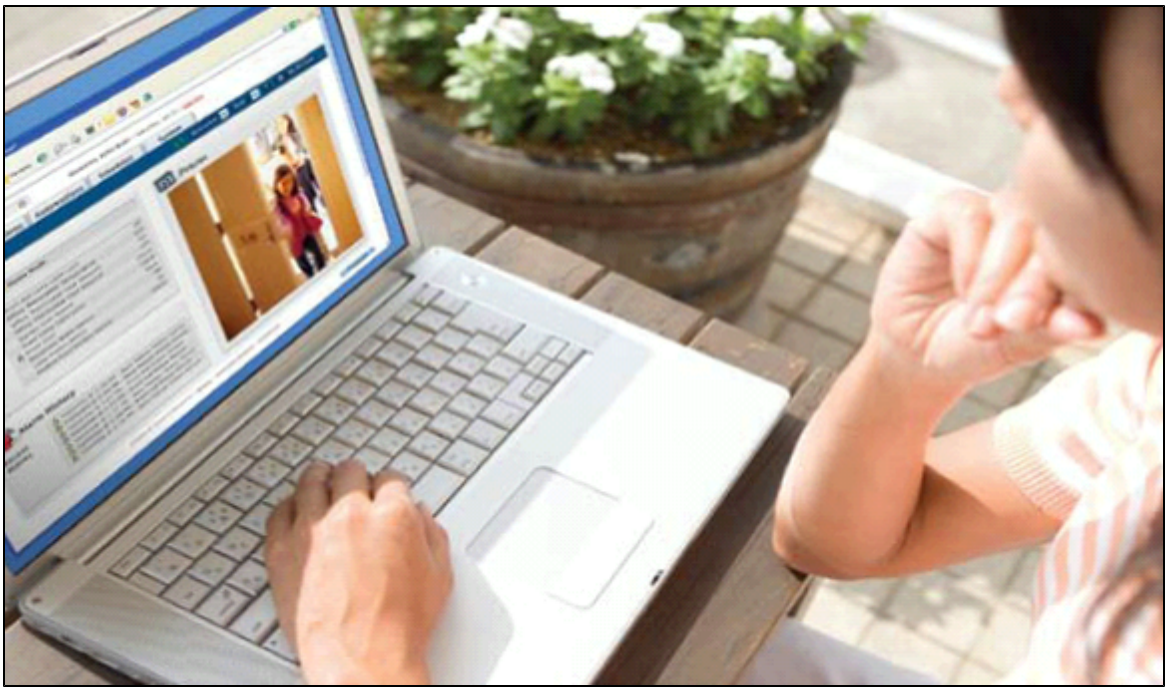
Web Portal User Guide

For Systems Using an In-Home Gateway



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Preface

About This Guide

This guide provides information about how to use the web portal to manage remote interactive services for your home or business.

Audience

This guide is intended for people who want to use the web portal to access and manage remote interactive services for their home or business.

Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

Italic text	Identifies new terms, emphasis, and book titles
Bold text	Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard

Note: Notes provide extra information about a topic that is good to know but not essential to the process.

CAUTION: Cautions draw your attention to actions that could compromise the security of your system or result in the loss of data.

Web Portal Basics

Overview of the Web Portal

The web portal provides a way for you to monitor and manage your security system. This topic addresses the general layout of the web portal. The remaining help topics are divided into chapters that address each of the tabs and other types of information about the web portal.

Note: Some features described in this document are not included in all installations, either because your system configuration does not support them or because they are not included in your service package. Those features include:

- Alerts
- History
- Automations
- Schedules
- System (installed devices and users)

If you are interested in adding any of these features to your installation, please contact your service provider.

The following information is displayed at the top of the page throughout the application, regardless of which tab is selected:

- A logo
- A welcome message that includes your name as a link

  You can click your name link to view or edit your user profile. (See "Editing Your Profile" on page 55 for more information.)
- The current date
- A **Sign Out** link

  You can click the **Sign Out** link if you want to sign out before navigating to a different web site. If you do not sign out, you remain signed in for approximately 30 minutes, even if you navigate to a different web page. For security purposes, it is a good idea to sign out whenever you are not actively using the web portal.
- The name of your site

  If you have access to more than one site, the site names appear on a drop-down list, and you can switch between the sites by selecting a different site name from the list. (See "Changing To a Different Site" on page 5 for more information.)
- The date and time of your last sign in and the number of failed sign-in attempts, if any, since your last sign-in.

The sign-in information appears only on the first page you see when you sign in. After you navigate away from that page, the sign-in history is no longer displayed. (See "Signing In" on page 3 for more information.)

Below the information at the top of the page are some tabs (depending on your configuration):

- Summary (See "Overview of the Summary Tab" on page 7.)
- History (See "Overview of the History Tab " on page 22.)
- Alerts (See "Overview of the Alerts Tab" on page 24.) – visible only if you are the site owner
- Automations (See "Overview of the Automations Tab" on page 33.)
- Schedules (See "Overview of the Schedules Tab" on page 37.)
- System (See "Overview of the System Tab" on page 44.)

You can click each tab to display information about that part of the portal. Refer to the chapter for each tab for details about its uses and functionality.

To the right of and below the tabs is the icon and **Help** link, which you can click to access online help for the current page. (See "Online Help" on page 5 for more information about the online help system.)

At the bottom of each page is a series of links that you can click to display more general information that you might find helpful.

Browser Requirements

Watching live video in the web portal requires certain third-party components that are often already pre-installed with your web browser. If they are not installed, when you attempt to play live video, a message appears prompting you to install them. The required components are:

- Sun Java Runtime Environment (JRE) 1.5 or later
- Apple QuickTime Player 7 or later

You can download JRE 1.5 or later at:

http://www.java.com/en/download/manual.jsp

You can download QuickTime 7 or later at:

http://www.apple.com/quicktime/download/

Note: You do not need to install iTunes, and you do not need to submit an email address in order to install QuickTime.

Browser-Specific Video Limitations

Most supported browsers with the default configuration play video clips and run live video with no problems. A few specific versions of browsers do have known issues. The following are known browser-specific limitations:

- Viewing live video with Safari with Mac OS X occasionally causes the browser to close unexpectedly. If this problem occurs, restart the browser.
- Video clip playback on Safari with Snow Leopard OS might occasionally show a question mark icon (?) instead of video. If this problem occurs, try to play the clip again.
- With the Chrome browser versions 10 and 11 running on Mac OS X, when live video starts to play, the image flickers for about three seconds, after which the video plays fine. This is due to a Chrome/Mac OS X-specific QuickTime Player bug. (This behavior is not a problem in Windows.)

Site Owner Privileges

There are certain features of the system that only site owners can use. For example, only site owners can set up alerts. Non-owners do not see the Alerts tab at all.

The following table lists all of the features and services available to site owners only.

Feature or Service	Related Help Topics
Change your site name and other site settings	"Managing Your Site Settings" on page 51
Change your security panel access code	"Changing the Security Panel Master Access Code" on page 47
Add, edit, replace, or delete devices	"Managing Devices" on page 45
Add, edit, delete, or receive alerts	"Overview of the Alerts Tab" on page 24
Add, edit, or delete users	"Managing Users" on page 51
Change which of your sites are available to other users	"Editing Your Profile" on page 55

Signing In

Each time you use the web portal, you must sign in with your username and password. Depending on your system configuration, the process for setting up and obtaining them differs. To set up your password the first time you sign in, follow the specific directions provided by your system installer and in any emails you receive associated with this process.

After signing in to the web portal the first time, the Terms of Use agreement appears. After reading the agreement, click **I Agree**.

Following acceptance of the Terms of Use agreement, the system might prompt you to complete other set-up steps. When the set-up steps are complete, the web portal launches and displays the Summary tab. See "Overview of the Summary Tab" on page 7 for details about this tab.

Each time you sign in after you complete the initial set-up, you simply enter your username and password, and the Summary tab appears right away.

Signing Out

When you finish using the web portal, it is important that you explicitly sign out. If you navigate to a different web site without signing out of the web portal, your web portal session remains in effect for several minutes. If someone else uses your computer, they might be able to access your system without

you knowing.

To sign out of the web portal:

Click **Sign Out** at the top of any page of the web portal. You exit the web portal and, at this point, you can navigate to another web site or close your browser.

Forgotten Username or Password

If you ever forget your username or password, navigate to the Sign In page, and click the appropriate link to begin the process of retrieving or resetting your username or password. Follow the instructions on the web pages or email messages associated with this process to restore your access to the web portal.

Sign-In Security

A number of security measures are in place to protect your account. Which of these are enabled depends on your system configuration. For example, if the system detects attempts to guess your password, additional steps might be required for you to sign in, or additional sign in attempts might be prohibited for a period of time.

Security measures typically include enforcement of rules about which characters your username and password can contain. In any case, it is always a good idea to use a *strong* password. A strong password consists of at least six characters (and the more characters, the stronger the password) that are a combination of letters, numbers, and allowed symbols. Passwords are typically case-sensitive, so a strong password contains both upper and lower case letters. Strong passwords do not contain words that can be found in a dictionary or parts of your own name.

Automatic Sign Out By the Web Portal

After a period of inactivity (typically 30-60 minutes), the web portal automatically signs you out. If that happens, you must sign in again to return to your site.

Note: The number of minutes of inactivity before the portal signs you out depends on your system configuration.

After a single web portal session runs a certain period of time (generally 24 hours), the web portal automatically signs you out, even if you have been actively using it all that time. This is a security measure set up for your protection. As with the inactivity sign out, you must sign in again to return to your site.

Note: The maximum session length before the portal signs you out depends on your system configuration.

Arming and Disarming the Security System

Arming and disarming refers to the state of your security panel. The state of the security panel dictates whether it monitors and sends an alarm for all perimeter and interior sensors, perimeter sensors only, or does not monitor or send an alarm for any sensors. (Perimeter sensors are mainly window/door sensors. Interior sensors are mainly motion sensors.)

The possible states for your security system are:

- **Armed Away** or **Armed All:** Both perimeter and interior sensors cause alarms, if triggered. For example, no one is at home, and all sensors are activated.
- **Armed Stay** or **Armed Doors & Windows:** Motion sensors do not cause alarms if they detect motion, but door/window sensors do cause alarms if they are opened. For example, someone is at home, but you want the security panel to monitor the doors and windows.
- **Disarmed:** No perimeter or interior sensors cause alarms, if triggered. For example, people are at home, so none of the sensors need to be activated. You might also disarm the security panel on a particular day, even though you are not at home, because you know that your cleaning service is coming that day.
- **Disarmed with uncleared alarm:** The system has been disarmed, but a previous alarm has not been cleared. To clear the alarm, disarm the system again.
- **Armed Night-Stay:** Same as Armed Stay, but also arms preselected interior sensors (programmed by your installer), while other sensors are disarmed.
- **Armed with No Entry Delay:** If you set your system to Armed Maximum or Armed Instant from the security panel, the gateway reports the state as Armed Stay (for Armed Instant) or Armed Away for Armed Maximum) with the No Entry Delay option turned on. When the No Entry Delay option is on, arming is immediate; the system does not wait for someone to enter or exit the premises before setting the armed state. Disarming the system turns the No Entry Delay option off.

To arm or disarm your security panel, click one of the buttons in the Security section of the Summary tab. (See "Overview of the Summary Tab" on page 7 for more information.)

Changing To a Different Site

If you have access to more than one site, your site name appears on a drop-down list. You can change to any other site on the list by selecting it from the drop-down list.

Online Help

You can click **Help** on any screen or window in the web portal to display context-sensitive help for the current page. Then you can use the navigation bar at the left and the toolbar above to find the help you need.

Within the help window, on the navigation bar to the left, you can:

- Click any folder icon (or) in the TOC (table of contents) to open or close a chapter.
- Click any topic icon ( ) in the TOC to view that topic in the content pane.
- Click **Index** to look up information in this help system alphabetically.
- Click **Search** to find specific words or phrases anywhere in the help content.
- Click **Glossary** to view a glossary of terms used in the help content.
- Click **Favorites** to view a list of topics you marked as your favorites. You can click to set the currently displayed help topic as a favorite.

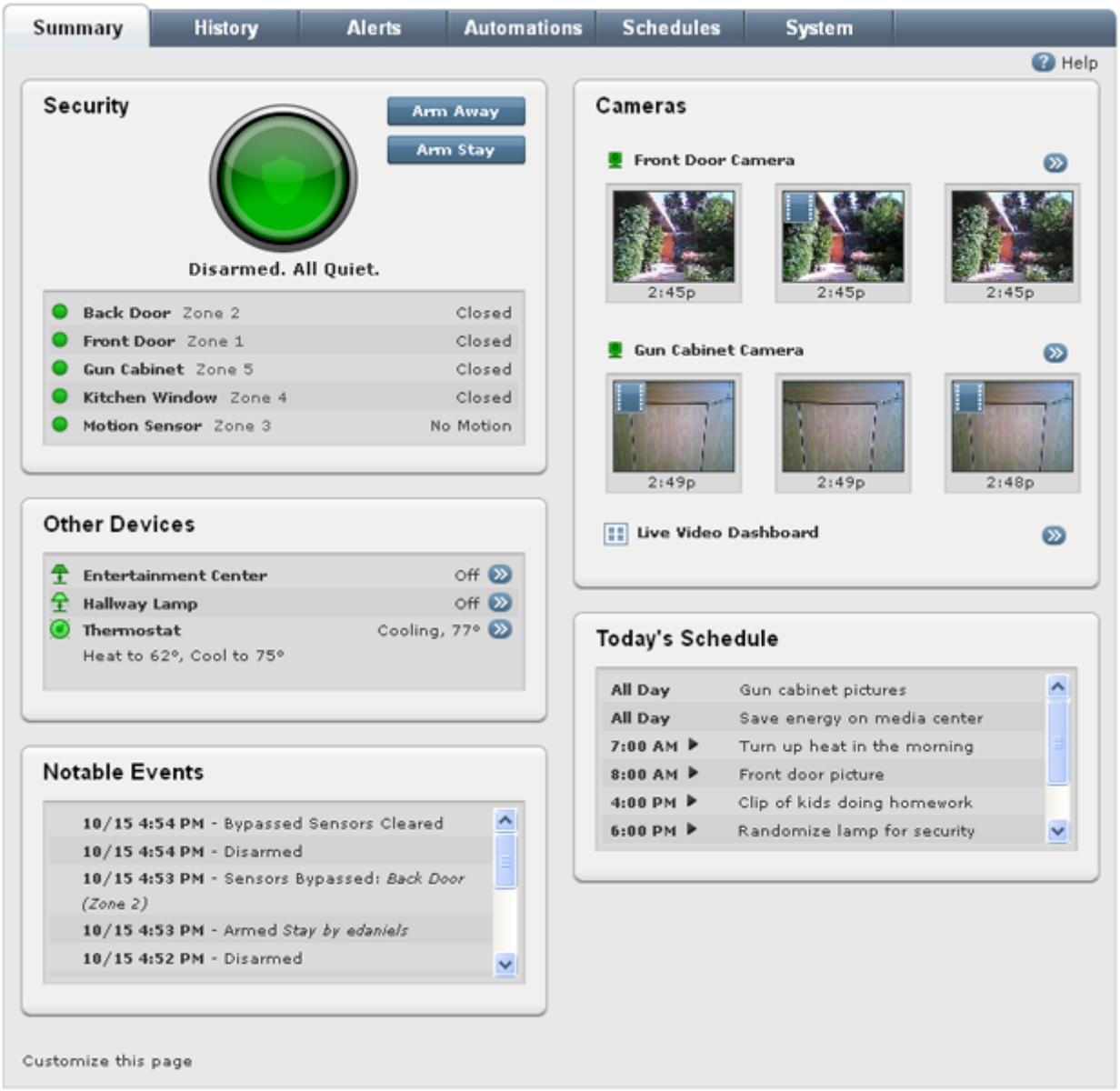
On the toolbar above, you can hover over the icons for tips that indicate the function of each.

At the top of each topic, *breadcrumbs* (You are here:) indicate the location of the displayed topic in the TOC.

Summary Tab

Overview of the Summary Tab

The Summary tab gives you an overview of your entire system.



It consists of the following sections:

- **Security:** Indicates the arm state of the security system and the current status of all security and environmental sensors at your site.
- **Other Devices:** Displays the current status of the non-security devices installed at your site.
- **Notable Events:** Displays security panel and sensor activity that might be considered unusual or

might require your attention, such as the state of the security system.

- **Cameras:** Displays recent pictures and video clips from cameras installed at your site.
- **Today's Schedule:** Displays the schedules set up to run today.

Note: Your Summary tab might not include all of the features described, depending on your configuration.

In addition, there might be a scrolling message across the bottom of the page (when enabled).

You can customize the Summary tab by clicking **Customize This Page** at the bottom of the page. (See "Customizing the Summary Tab" on page 11 for details.)

The following sections describe the sections of the Summary tab in more detail.

Security

The Security section provides a quick status report on your security system, including:

- The system icon, which indicates the security system's status (See "System Icon" on page 8 for more information about the system icon.)
- The status of each security and environmental sensor at your site:

Icon	Description
	No sensor activity
	Sensor activity
	Motion detected
	Low battery, tamper or other device trouble, alarm or environmental sensor tripped, offline
	Installing
	Unknown

In this section, you can:

- Click one of the arming buttons to arm or disarm your security panel. (See "Arming and Disarming the Security System" on page 4 for details.)
- Click the system icon to display the History page for your security panel. (See "Overview of the History Tab " on page 22 for details.)
- Click the name of a sensor on the list to display the History page for that sensor. (See "Overview of the History Tab " on page 22 for details.)

System Icon

The system icon appears in the Security section of the Summary tab. It is a graphical representation of the overall status of your system.

The system icon's color indicates its state:

The security system is disarmed.

The security system is armed, either all sensors or doors and windows only.

An alarm state that requires immediate attention.

The security panel or gateway is offline.

Smaller symbols appear on the green or red system icons when there is more information to report:

A red diamond indicates a sensor problem.

A yellow circle indicates that doors or windows are open. A number appears in the yellow circle to indicate the number of open sensors.

Sometimes both a red diamond and a yellow circle appear, indicating both a problem with a sensor and an open door or window.

Waves form around the shield to indicate that motion is detected.

You can click the system icon to display the History tab with Security Panel selected as the filter. (See "Overview of the History Tab " on page 22 for more information.)

Other Devices

The Other Devices section lists all of the Z-Wave devices installed at your site, such as lighting modules, door locks, and thermostats. If a scroll bar is visible, you can scroll down to see more items on the list.

A status icon appears to the left of each device. The following table lists all of the possible icons you might see in this section.

Icon	Description
	Door locked
	Door unlocked
	Light off
	Light on
	Temperature within set range
	Temperature outside of set range
	Camera online
	Low battery or offline
	Installing
	Unknown

You can click next to any device to view the actions available for that device. (See "Managing Door Locks" on page 20, "Managing Lights" on page 20, and "Managing Thermostats" on page 21 for more information.)

If you click **Other Devices**, the History tab displays the history of all installed devices. (See "Overview of the History Tab " on page 22 for more information about the History tab.)

Notable Events

The Notable Events section displays security panel and sensor activity over the last seven days that might be considered unusual or requires your attention. The types of activities that generate notable events are:

- Security system arming and disarming
- Security system alarms and cleared alarms (including the sensors associated with each)
- Trouble with security system components (security panel or sensors), such as low-battery, AC power loss (for security panel), or tamper conditions
- Tripped conditions in life-safety sensors (such as smoke detectors) or environmental sensors (such as freeze sensors), which might or might not be associated with a security panel alarm
- Bypassed sensors

For each event listed, the Notable Events section displays the date and time, along with a description of the event. A yellow triangle appears next to events where a problem occurred. For example, when you successfully arm or disarm the security system, no yellow triangle appears; the listing is for your information only. But when a smoke alarm is tripped, a yellow triangle appears next to that listing to draw your attention to it.

In this section, you can click **Notable Events**, **More** (at the end of the list), or any event on the list to display the history of all notable events on the History tab. (See "Overview of the History Tab " on page 22 for more information about the History tab. Note that the time period selected on the History tab might be different; however, you can select whatever time period you want.)

Cameras

The Cameras section displays thumbnails of the most recent pictures and video clips from each of your cameras. Video clip thumbnails include the small film clip icon ( ) in the top left corner to distinguish them from still pictures.

In this section, you can:

- Place the cursor over a thumbnail (without clicking) to display information about that picture or video clip, including the date and time it was taken, the camera used, and the user, schedule, or automation that took the picture or captured the video clip.
- Click a thumbnail to view it in the large view. (See "Managing Pictures and Video Clips" on page 11 for more information about actions you can take in the large view.)

- Click next to any camera to display live video for that camera in a pop-up window. (See "Working With Live Video" on page 16 for more information.)
- Click the name of a camera to display thumbnails of pictures taken with that camera in a pop-up window. Whether it displays picture or video clip thumbnails depends on the last action you performed with that camera. For example, if you viewed pictures last, it displays picture thumbnails; if you viewed video clips last, it displays video clip thumbnails.
- Click **Cameras** to display in the large view of the most recent picture taken with the camera whose pictures you most recently viewed.
- Click **Live Video Dashboard** to display the Live Video Dashboard in a pop-up window.

Today's Schedule

The Today's Schedule section shows the actions scheduled to occur today. You can click any action listed to view or edit details for that action. (See "Editing Schedules" on page 43 for information about how to edit schedules.)

If you click **Today's Schedule**, it displays the Schedules tab. (See "Overview of the Schedules Tab" on page 37 for more information about schedules.)

Customizing the Summary Tab

You can set up the Summary tab to show or hide each section, as well as the scrolling message at the bottom of that page. You can also set the number of large pictures and thumbnails to display for each camera in the Cameras section. If you display the large picture, it is the most recent picture or video clip captured by each camera.

To customize the Summary tab:

1. Click the **Summary** tab, if it is not already displayed.
2. Click **Customize this page** (at the bottom of the page).

   The Customize Summary Page displays a list of options that you can select to appear on the Summary tab. By default, all options are selected.
3. Uncheck any sections that you do not want to appear on the Summary tab.
4. Under Cameras, select the number of large pictures/videos clips and the number of thumbnails you want to display for each camera.

   If you select some of each, the thumbnails are displayed below the large picture for each camera. The large picture/video clip displayed is the most recent.
5. Click **Save**.

   You return to the Summary page with your changes visible immediately.

Managing Pictures and Video Clips

Your site stores all the pictures and video clips from each of your cameras for a certain number of days (determined by your system configuration but commonly 30 days).

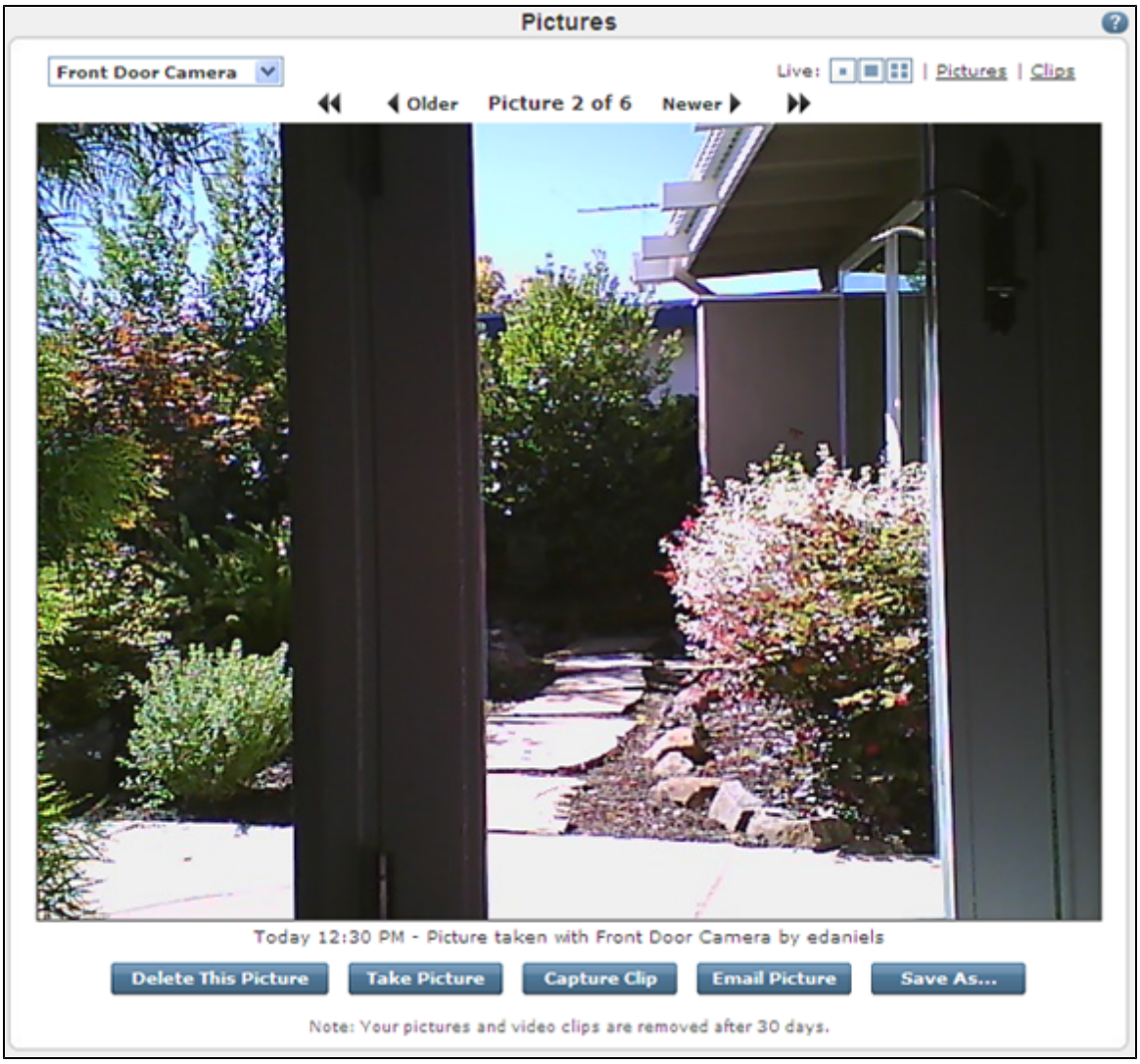
You can use the pictures and video clips in many ways:

- Capture activities of family to share with others.
- Show friends your home or vacation house.
- Document the arrival of service workers.
- Show your staff the conditions in a store or office.
- Determine who was present when a door was opened or motion was sensed.

Note: The resolution of still pictures is 640x480 pixels. All video clips are displayed at 320x240 or 640x320 pixels, depending on whether you set your preference for thumbnails or large images. (See "Customizing the Summary Tab" on page 11.)

To view individual pictures or video clips:

1. Click the **Summary** tab, if it is not already displayed.
2. Click any picture or video clip in the Cameras section to display that picture in the large view of the Pictures window.



In the large view of the Pictures window, you can click:

- The camera drop-down list to select a different camera. When you select another camera, this window displays the most recent picture/video clip from that camera.
- **Older** to display an older picture or video clip from the associated camera (not an option if you are viewing the oldest picture stored).
- **Newer** to display a more recent picture or video clip from the associated camera (not an option if you are viewing the most recent picture stored).
- ◀◀ to display the oldest picture or video clip from the associated camera.
- ▶▶ to display the newest picture or video clip from the associated camera.
- ▪ to display live video from that camera only in a small window.
- ■ to display live video from that camera only in a large window.
- ⊞ to display the live video dashboard for multiple cameras.

- **Pictures** to display up to 25 of the most recent pictures taken by the associated camera.
- **Clips** to display up to 25 of the most recent video clips captured by the associated camera.
- **Delete This Picture** to remove it from the stored image collection.

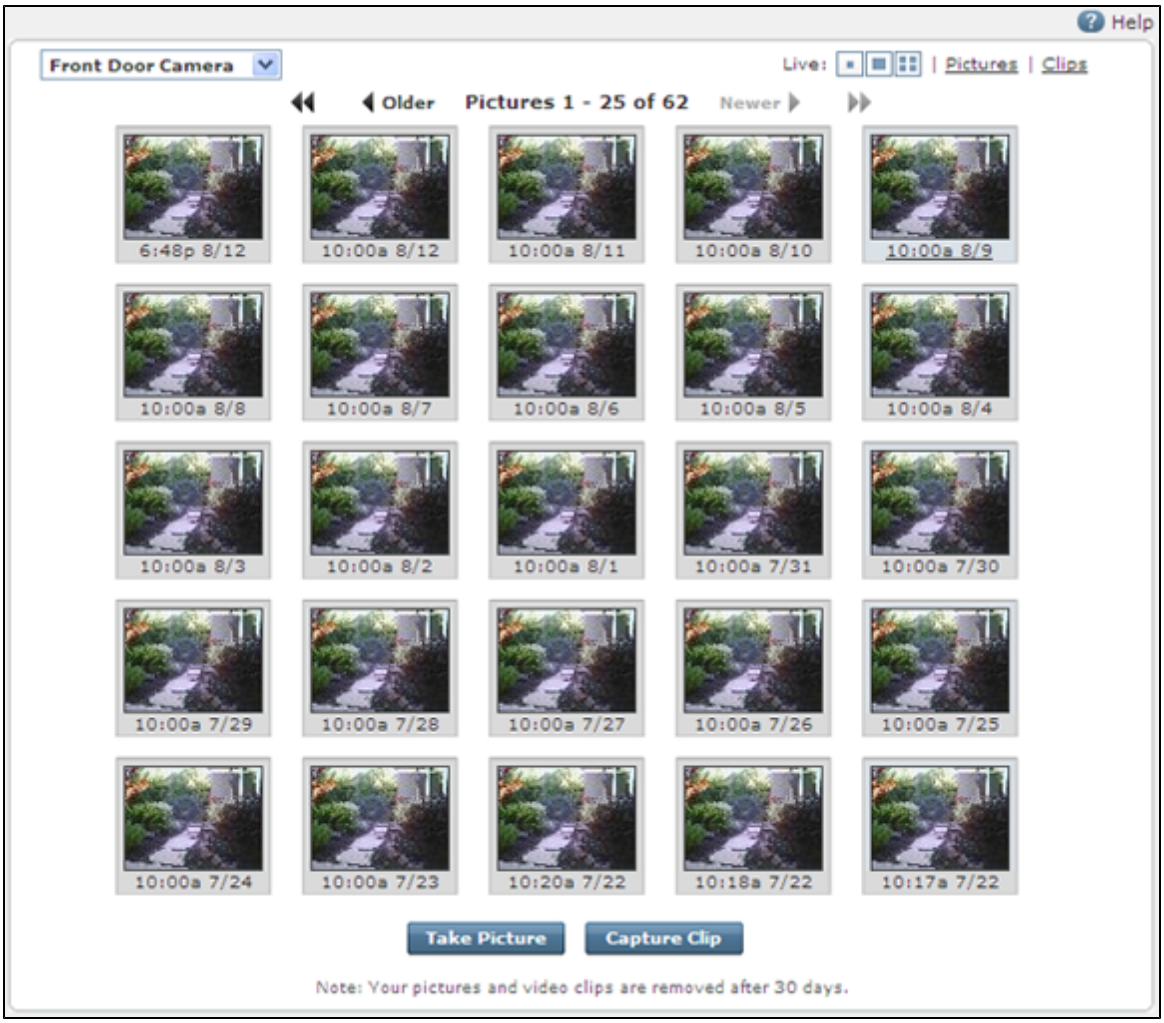
  Note: You cannot delete the only picture stored for a particular camera. (See "Deleting Pictures and Video Clips" on page 19.)

- **Take Picture** to take a picture with the associated camera. (See "Taking Pictures or Capturing Video Clips Manually" on page 19.)
- **Capture Clip** to capture a video clip with the associated camera. (See "Taking Pictures or Capturing Video Clips Manually" on page 19.)
- **Email Picture** to send the displayed picture to someone through email. (See "Emailing Pictures or Video Clips" on page 18.)
- **Save As** to save the picture or video clip to your hard drive, if you want to keep it beyond the allotted time pictures and clips are saved by your site. (See "Saving Pictures or Video Clips" on page 18.)

To view thumbnails of all pictures and video clips from a particular camera:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of a camera listed in the Cameras section.

   Thumbnails of the stored pictures from that camera appear in the thumbnail view of the Pictures window.



In the thumbnail view of the Pictures window, you can click:

- The camera drop-down list to select a different camera. When you select another camera, this window displays thumbnails from that camera.
- **Older** to display an older picture or video clip from the associated camera (not an option if you are viewing the oldest picture stored).
- **Newer** to display a more recent picture or video clip from the associated camera (not an option if you are viewing the most recent picture stored).
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- ■ to display live video from that camera only in a large window.
- ▦ the live video dashboard for multiple cameras.
- **Pictures** to display up to 25 of the most recent pictures taken by the associated camera.

- **Clips** to display up to 25 of the most recent video clips captured by the associated camera.
- **Take Picture** to take a picture with the associated camera. (See "Taking Pictures or Capturing Video Clips Manually" on page 19.)
- **Capture Clip** to capture a video clip with the associated camera. (See "Taking Pictures or Capturing Video Clips Manually" on page 19.)

Working With Live Video

You can watch live video from any of your cameras. That means that you can watch what is going on in the areas covered by your cameras at any time.

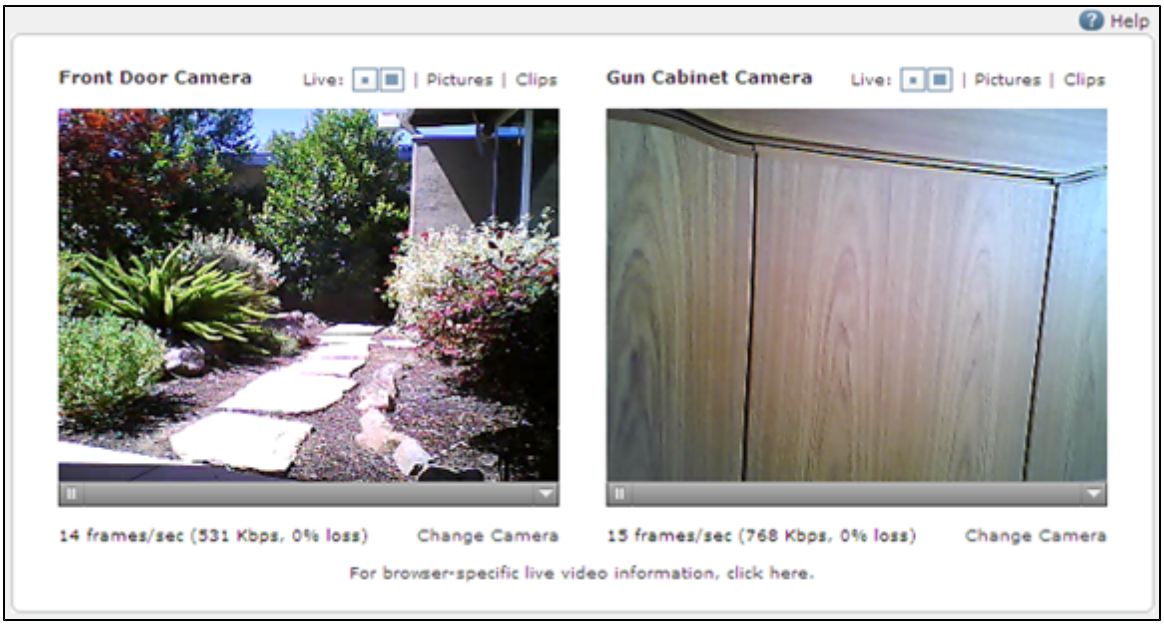
Note: When you attempt to watch live video, the software checks your computer to be sure you have all of the required applications installed. If you receive an error or time-out message, see "Resolving Live Video Problems" on page 87 for help.

There are two ways to watch live video:

- Displaying live video from all of your installed cameras in the Live Video Dashboard:

  In the Cameras section of the Summary tab, click **Live Video Dashboard**. The Live Video Dashboard appears in a pop-up window and displays a video from each camera installed at your site.

  Note: Watching live video from more than one camera at a time requires a very fast Internet connection. If you have trouble watching live video this way, try watching it from one camera at a time.



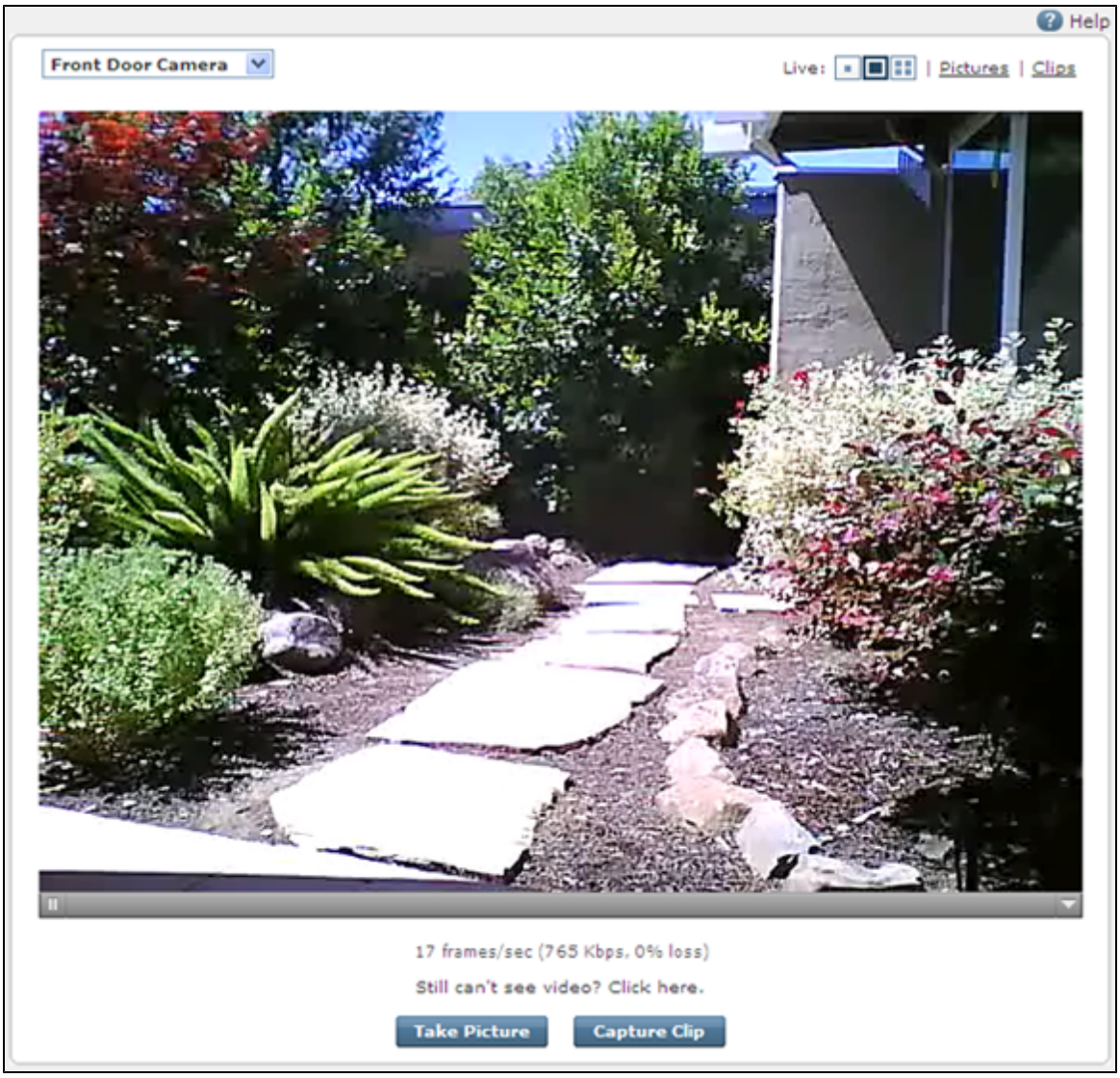
  On the Live Video Dashboard, you can click:

  - above an image to display live video from that camera only in a small window.
  - above an image to display live video from that camera only in a large window.

- **Pictures** to display thumbnail images of the 25 most recent pictures taken by the associated camera.
- **Clips** to display thumbnail images of the 25 most recent video clips captured by the associated camera.
- **Change Camera** to select a different camera from a drop-down list to display in that pane.

- Displaying live video from an individual camera:

  In the Cameras section on the Summary tab, click » next to a camera, or click **Live** at the top of the Pictures window when viewing thumbnails.



  On the Live Video screen for a single camera, you can click:

  - The camera drop-down list to select a different camera. When you select another camera, this window displays live video from that camera.
  - ▣ to display the live video in a smaller window (when viewing the larger window).

- to display the live video in a larger window (when viewing the smaller window).
- to display the live video dashboard for multiple cameras.
- **Pictures** to display thumbnail images of the 25 most recent pictures taken by the associated camera.
- **Clips** to display thumbnail images of the 25 most recent video clips captured by the associated camera.
- **Take Picture** to take a picture with the associated camera.
- **Capture Clip** to capture a video clip with the associated camera.

Emailing Pictures or Video Clips

You can email pictures or video clips to anyone with an email address (friends, family, caregivers, business associates, and so on).

Note: To watch video clips that you send, the recipient must be running a compatible version of QuickTime on the computer where they receive the email.

To email a picture or video clip:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture or video clip was captured.

   The thumbnails from that camera appear on the Pictures pop-up window.
3. Click the thumbnail of the picture or video clip you want to send.

   The large view of the picture or video clip appears.
4. Click **Email Picture** or **Email Clip** at the bottom of the window.

   A pop-up window appears with all of the text boxes (To, Subject, and Message) prefilled with information.
5. Change the information in any text box, if desired, and then click **Send**.

Saving Pictures or Video Clips

Your site retains all of the pictures and video clips taken by each of your cameras for a certain number of days (determined by your service provider but commonly 30 days). If you want to save any pictures or video clips beyond that time, you can save them to the hard drive on your computer.

To save a picture or video clip to your hard drive:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture or video clip was captured.

   The thumbnails from that camera appear on the Pictures pop-up window.

3. Click the thumbnail of the picture or video clip you want to save.

   The large view of the picture or video clip appears.

4. Click **Save As**.

   In some browsers, a dialog asks if you want to open or save the file. If your browser saves the file directly to a specified folder, skip the remaining steps.

5. Click **Save**.

   A standard Save As window appears.

6. Navigate to the location where you want to store the picture or video clip file on your computer, change the default name of the file, if desired, and click **Save**.

Deleting Pictures and Video Clips

You can delete pictures or video clips from your site, if you no longer need or want them.

To delete a picture or video clip:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture of video clip was captured.

   The thumbnails from that camera appear on the Pictures pop-up window.

3. Click the thumbnail of the picture or video clip you want to delete.

   The large view of the picture or video clip appears.

4. Click **Delete This Picture** or **Delete This Clip**.

   A message prompts you to confirm that you want to delete the picture or video clip.

5. Click **OK**.

   As soon as you click **OK**, the portal deletes the selected picture or video clip and displays the next older picture or video clip taken by the same camera.

Note: You can delete only one picture or video clip at a time. You cannot delete the only remaining picture or video clip stored for a particular camera.

Taking Pictures or Capturing Video Clips Manually

You can take pictures or capture video clips manually when you want to capture the current scene, regardless of whether or not the camera is scheduled to take a picture or video clip at that time.

To take a picture or video clip manually:

1. Click the **Summary** tab, if it is not already displayed.
2. In the Cameras section, click next to the camera you want to use.

   The live video pop-up window appears.

3. Click **Take Picture** or **Capture Clip**.

   A message informs you that the picture or video is being captured and will be available soon.

4. Click **OK**.

5. Click the **Summary** tab, if it is not already displayed, or, if it is, refresh your browser.

   The new picture or video clip appears in the Cameras section of the Summary tab.

Taking Pictures or Capturing Video Clips as Part of Automations, Alerts, or Schedules

You can include a picture or video clip with an alert as an email attachment. The included picture is the one most recently taken by the selected camera at the time of the alert. For more details on alerts, see "Overview of the Alerts Tab" on page 24.

You can include a picture or video clip as part of an automation. For more details, see "Overview of the Automations Tab" on page 33.

You can schedule pictures or video clips to be captured automatically at various times of the day, in different modes, and on different days of the week. For more details on how to set up schedules, see "Overview of the Schedules Tab" on page 37.

Managing Door Locks

If you click » next to a door lock in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device. The button that appears indicates the state of the lock. For example, if the **Lock** button appears, the door is unlocked. If the **Unlock** button appears, the door is locked.

Note: Because of the internal mechanism in automatic door locks, it takes an extra few seconds for the door lock to respond. This is normal behavior.

On this screen, you can:

- Lock the door by clicking **Lock**.
- Unlock the door by clicking **Unlock**.

A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab, and moments later the change appears in the Other Devices section.

Managing Lights

If you click » next to a lighting device in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device.

On this screen, you can:

- Turn the light on by clicking **Turn On**. (If it is a dimmer switch, you can set the brightness level as well or accept the default, **Last Setting**.)
- Turn the light off by clicking **Turn Off**.

- Change the light's brightness level (for dimmer switches only) by selecting the desired level from the Brightness drop-down list and then clicking **Set**.

A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab, and moments later the change appears in the Other Devices section.

Managing Thermostats

If you click or the current temperature next to a thermostat in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device.

On this screen, you can change the settings for:

- **Cool to:** The air conditioner turns on if the temperature goes above that setting.
- **Heat to:** The heat turns on if the temperature goes below that setting.
- **Mode:** Allows you to set the thermostat to **Heat**, **Cool**, or **Off**.
- **Fan:** Allows you to set the fan to always on or to come on automatically when heating or cooling is active.

Make any desired changes, and then click **Set** to save the changes.

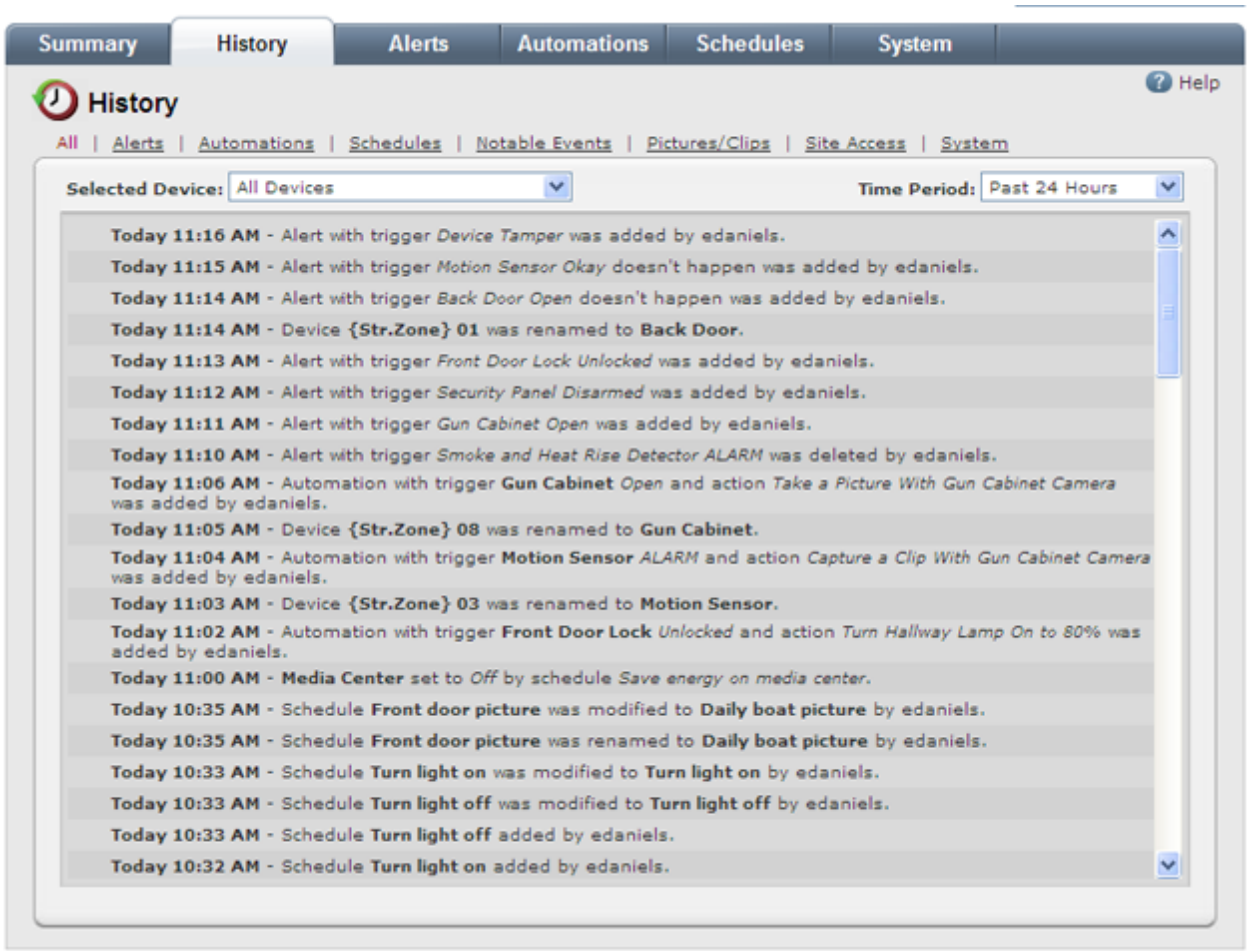
A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab, and moments later the change appears in the Other Devices section.

History Tab

Overview of the History Tab

The History tab displays logged information about the following types of occurrences during the default time period:

- Alerts sent
- Automations triggered
- Schedules executed
- Notable Events that occurred
- Pictures/Clips taken/captured (and when these actions failed)
  - appears if a picture was taken
  - appears if a video was captured
- Site Access (including admin users who signed in as the site owner)
- System events, such as devices that went offline/online



You can click any of the links across the top to view a specific type of information, or click **All** to view all types of historical information. If you click **All**, you can select a device from the Selected Device drop-down list, or select **All Devices** to view logged information about all devices at your site. You can also select a different time period, if desired, from the Time Period drop-down list.

Alerts Tab

Overview of the Alerts Tab

Alerts provide information about what is happening at your site, so you can be aware of all events, even when you are away. You can set up your system to send email and/or text messages (SMS) to a PC, PDA, or cell phone, alerting you when each type of event occurs or in the absence of an event. You can determine the type of alert and what kinds of events you want to know about.

In addition, you can specify that a picture or video clip accompany the alert. In that case, the email message contains the picture as an attachment or a link to the video clip.

Note: Due to their short length and text-based content, text messages do not include picture attachments or video clip links.

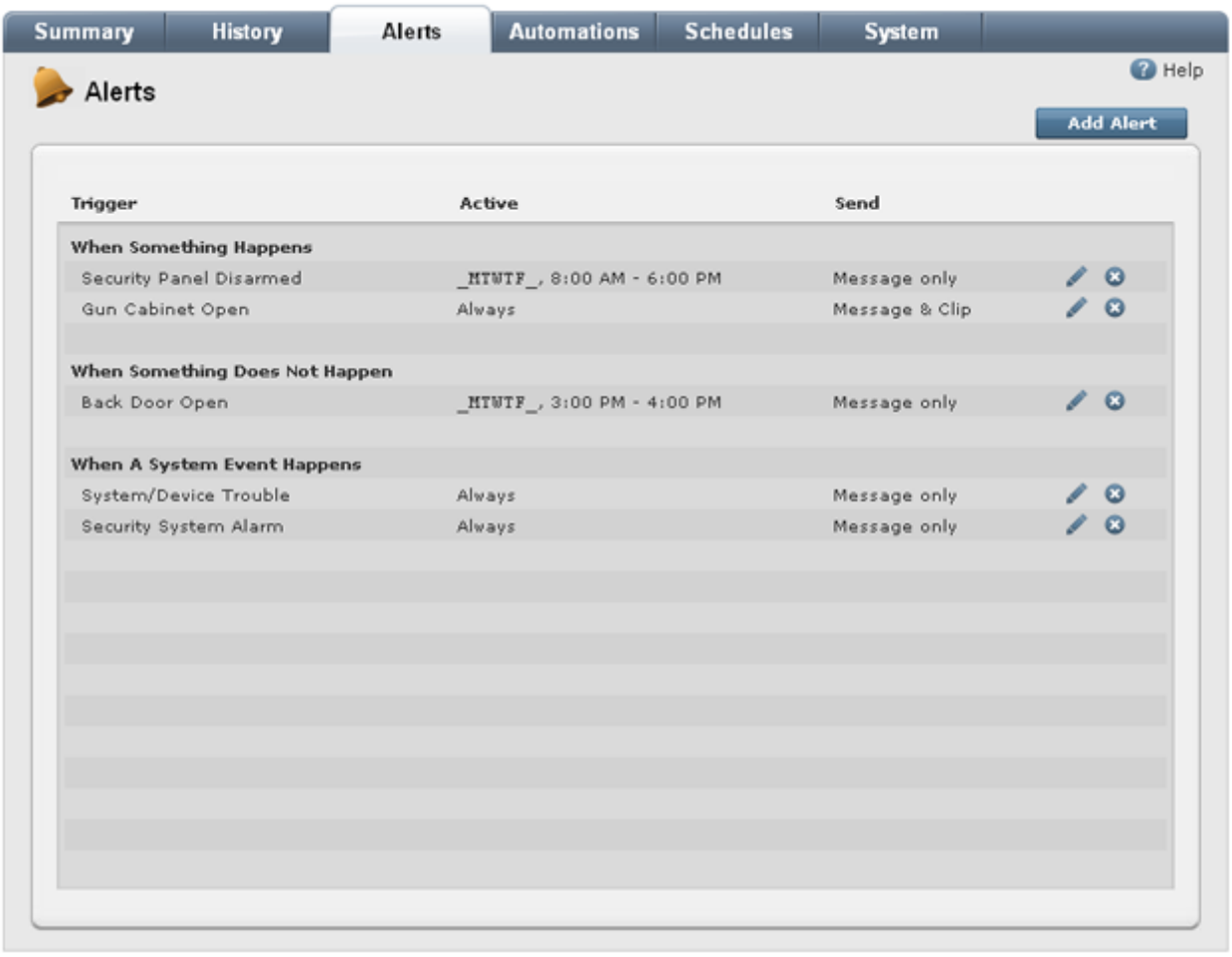
The recipient can view the attached picture or click the link to view the video clip in the web or mobile portal (depending on whether the user received the email message on a computer or mobile device). This process requires that the user sign in to the portal, if he or she is not already signed in.

Note: The Alerts tab is available to site owners only. If you allow other users to sign in to your web portal with their own usernames and passwords, they do not see the Alerts tab at all. In addition, alerts go out to the site owner only, not to other portal users. (You can assign up to three email addresses and up to three mobile phone numbers for text messages in the site owner's user settings. See "Editing Your Profile" on page 55 for more information.)

The types of alerts are:

- **Event Alerts:** When something happens (See "Event Alerts" on page 25.)
- **Exception Alerts:** When something does not happen (See "Exception Alerts" on page 26.)
- **System Event Alerts:** When an unusual system condition occurs (See "Adding System Event Alerts" on page 29.)

The following Alerts tab displays a sampling of different types of alerts.



The Trigger column lists the events that cause the alerts to be sent. The Active column shows the conditions under which the alert is to be sent. The Send column indicates whether a picture or video will be included with the alert, or if the alert will contain a message only.

On this screen, you can:

- Add alerts. (See "Adding Event Alerts" on page 26, "Adding Exception Alerts" on page 28, and "Adding System Event Alerts" on page 29.)
- Edit alerts. (See "Editing Alerts" on page 31
- Delete alerts. (See "Deleting Alerts" on page 31.)

Event Alerts

The event alert is a powerful tool that allows you to set up alerts for a specific device alarms or events. When a particular device detects a change, such as a door opening or someone entering a room, the system can send an alert.

For example, if you live alone and want to know if your security system is disarmed when you are not at home, you can set up an alert to keep you informed.

Exception Alerts

Exception alerts are the opposite of event alerts. You set up exception alerts to notify you when an action or event does *not* occur within a specified time period.

For example, if your son does not come home (front door does not open) when he is expected, the system sends you an alert. If your elderly mother usually wakes up between 7am and 8:30am, but the motion sensor in the kitchen does not detect motion by 8:30am, the system sends you an alert, so you can go over and check on her.

System Event Alerts

System event alerts cover any changes in the system, such as a system configuration change, a device that is tampered with, a server connection that is lost, or a problem with the system.

Adding Alerts

When you click **Add Alert** on the Alerts tab, the Select Alert Type pop-up window appears.

On this screen, you can select:

- **When something happens** to receive an email or text message when something happens (See "Adding Event Alerts" on page 26 for further instructions.)
- **When something does not happen** to receive an email or text message when something does not happen (See "Adding Exception Alerts" on page 28 for further instructions.)
- **When a system event happens** to receive an email or text message when a system event occurs (See "Adding System Event Alerts" on page 29 for further instructions.)

Make your selection, and then click **OK**.

Adding Event Alerts

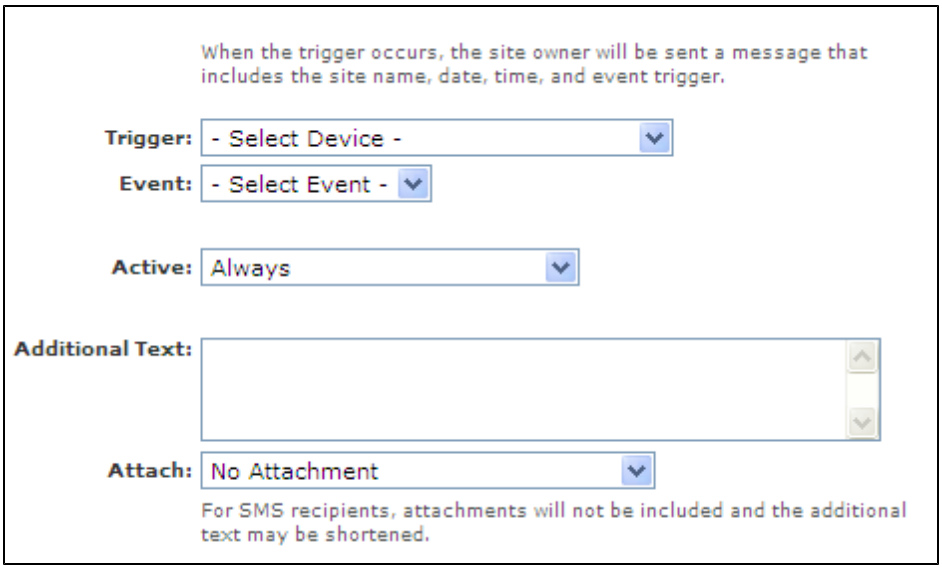
You can add event alerts to be notified when a particular device detects a change.

To add an event alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.

   The Select Alert Type pop-up window appears.
3. Accept the default selection, **When something happens**, and click **OK**.

   The Alert When Something Happens pop-up window appears.



4. Select a trigger for this alert from the Trigger drop-down list.

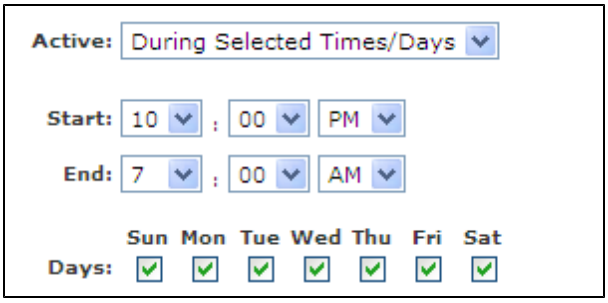
   The list of triggers available depends on which devices are installed at your site.

5. Select an event from the Event drop-down list.

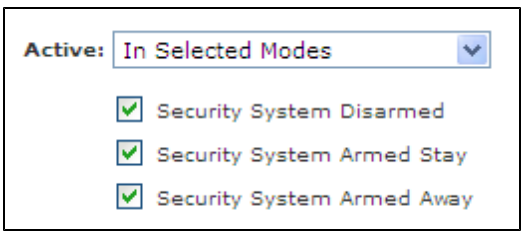
   The events listed are directly related to the selected trigger, so there are no options on this list until you select a trigger.

6. From the Active drop-down list, select the conditions under which you want the alert to be sent.

   If you select **During Selected Times/Days**, you can specify the times and days when the alert is to be sent. In unselected times and days, no alert is sent, even if the specified trigger event occurs.



   If you select **In Selected Modes**, you can specify in which modes the alert is to be sent. In unselected modes, no alert is sent, even if the specified trigger event occurs.



   If you want to receive the alert under all conditions, leave the default selection **Always**.

7. Enter text in the Additional Text box, if desired.
8. Attach a picture or video clip, if desired.

   This option works well if, for example, you have a camera pointed at a door and want to see who opened it. If you choose to send a picture or video clip, a new picture or video clip is automatically captured at the time of the event and sent along with the alert. The email contains pictures as attachments and video clips as links.

   Note: If you send a video clip with the email message, the recipient must be an authorized user on your site.
9. Click **Save**.

   You return to the Alerts tab, and the new alert is listed in the When Something Happens section.

Adding Exception Alerts

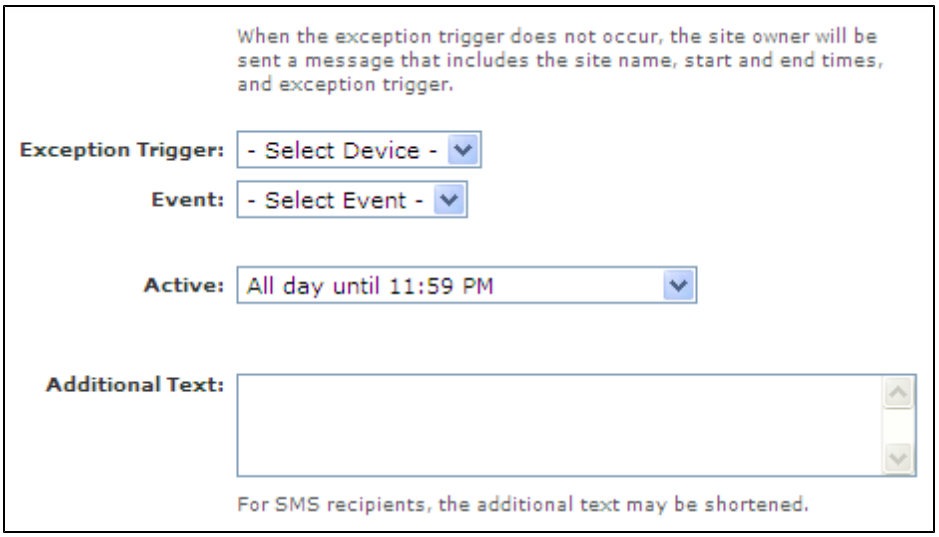
You can add an exception alert to be notified when an expected event does not occur.

To add an exception alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.

   The Select Alert Type pop-up window appears.
3. Select **When something does not happen**, and click **OK**.

   The Alert When Something Does Not Happen pop-up window appears.



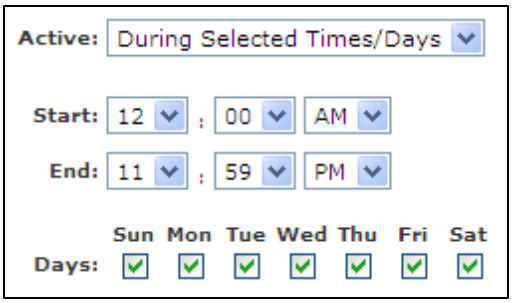
4. Select a trigger for this alert from the Exception Trigger drop-down list.

   The list of triggers available depends on which devices are installed at your site.
5. Select an event from the Event drop-down list.

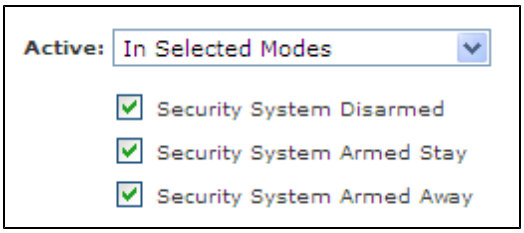
The exception trigger is the event you want to monitor. For example, if you want to be notified if your children do not come home from school on time (that is, do not open the front door during a specified period of time), you can select **Front Door** as the trigger and **Open** as the event. You are basically saying that if the front door does *not* open, alert me at the end of the specified time period.

6. From the Active drop-down list, select the conditions under which you want the alert to be sent.

   If you select **During Selected Times/Days**, you can specify the times and days when the alert is to be sent. In unselected times and days, no alert is sent, even if the specified trigger event does not occur.



   If you select **In Selected Modes**, you can select the modes when the alert is to be sent. In unselected modes, no alert is sent, even if the specified trigger event does not occur.



   If you want to receive the alert under all conditions, leave the default selection **Always**.

7. Enter text in the Additional Text box, if desired.

8. Click **Save**.

   You return to the Alerts tab, and the new alert is listed in the When Something Does Not Happen section.

Adding System Event Alerts

You can add system event alerts to be notified when a system event occurs. System events include a system configuration change, a device that is tampered with, the server connection goes down, or there is a problem with the system.

To add a system event alert:

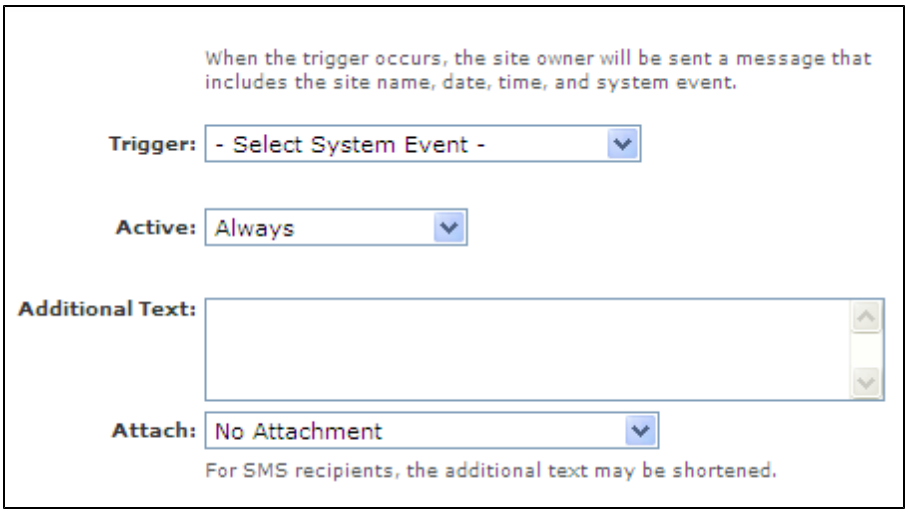
1. Click the **Alerts** tab, if it is not already displayed.

2. Click **Add Alert**.

The Select Alert Type pop-up window appears.

3. Select **When a system event happens**, and click **OK**.

   The Alert When System Event Happens pop-up window appears.



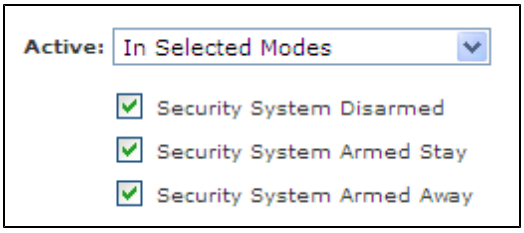
4. From the Trigger drop-down list, select a trigger for this alert.

   The list of triggers available depends on which devices are installed at your site.

Trigger	Triggering Event
Security System Alarm	The security panel reported an alarm, or an alarm condition was cleared.
System/Device Trouble	Trouble was detected for the system or a device, or a trouble condition was cleared. Trouble is defined as a device going offline, a device with low battery power, a system AC power failure, or a user locked out after failed sign in attempts. For systems that do not distinguish device tampers from general trouble, device tampers are also included in this type of trigger.
Device Tamper	A device's tamper sensor was triggered, or a tamper condition was cleared. **Note:** This option is available only for security panels that report tamper events separately from general trouble events. If this trigger is unavailable for your system, to receive alerts about device tampers, create a System Event Alert with a trigger for System/Device Trouble.
System Configuration Change	A device was added or deleted.

5. From the Active drop-down list, select the conditions under which you want the alert to be sent.

If you select **In Selected Modes**, you can specify in which mode(s) the alert is to be sent. In unselected modes, no alert is sent, even if the specified trigger event occurs.



If you want to receive the alert under all conditions, leave the default selection **Always**.

6. Enter text in the Additional Test box, if desired.

2. Attach a picture or video clip, if desired.

   If you choose to send a picture or video clip, a new picture or video clip is automatically captured at the time of the event and sent along with the alert. The email contains pictures as attachments and video clips as links.

   Note: If you send a video clip with the email message, the recipient must be an authorized user on your site.

7. Click **Save**.

   You return to the Alerts tab, and the new alert is listed in the When A System Event Happens section.

Editing Alerts

You can change any of the settings for an alert, except the trigger.

To edit an alert:

1. Click the **Alerts** tab, if it is not already displayed.

2. Click next to the alert you want to edit.

   The Alert pop-up window appears.

3. Make the desired changes, and click **Save**.

   See "Adding Event Alerts" on page 26, "Adding Exception Alerts" on page 28, or "Adding System Event Alerts" on page 29 for details, depending on which type of alert you are editing.

   Note: You cannot change the trigger of an alert. If you want to change the trigger, delete the alert and create a new one. (See "Deleting Alerts" on page 31.)

   You return to the Alerts tab, and the changes are displayed.

Deleting Alerts

You can delete event, exception, and system event alerts.

To delete an alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click to the right of the alert you want to delete.

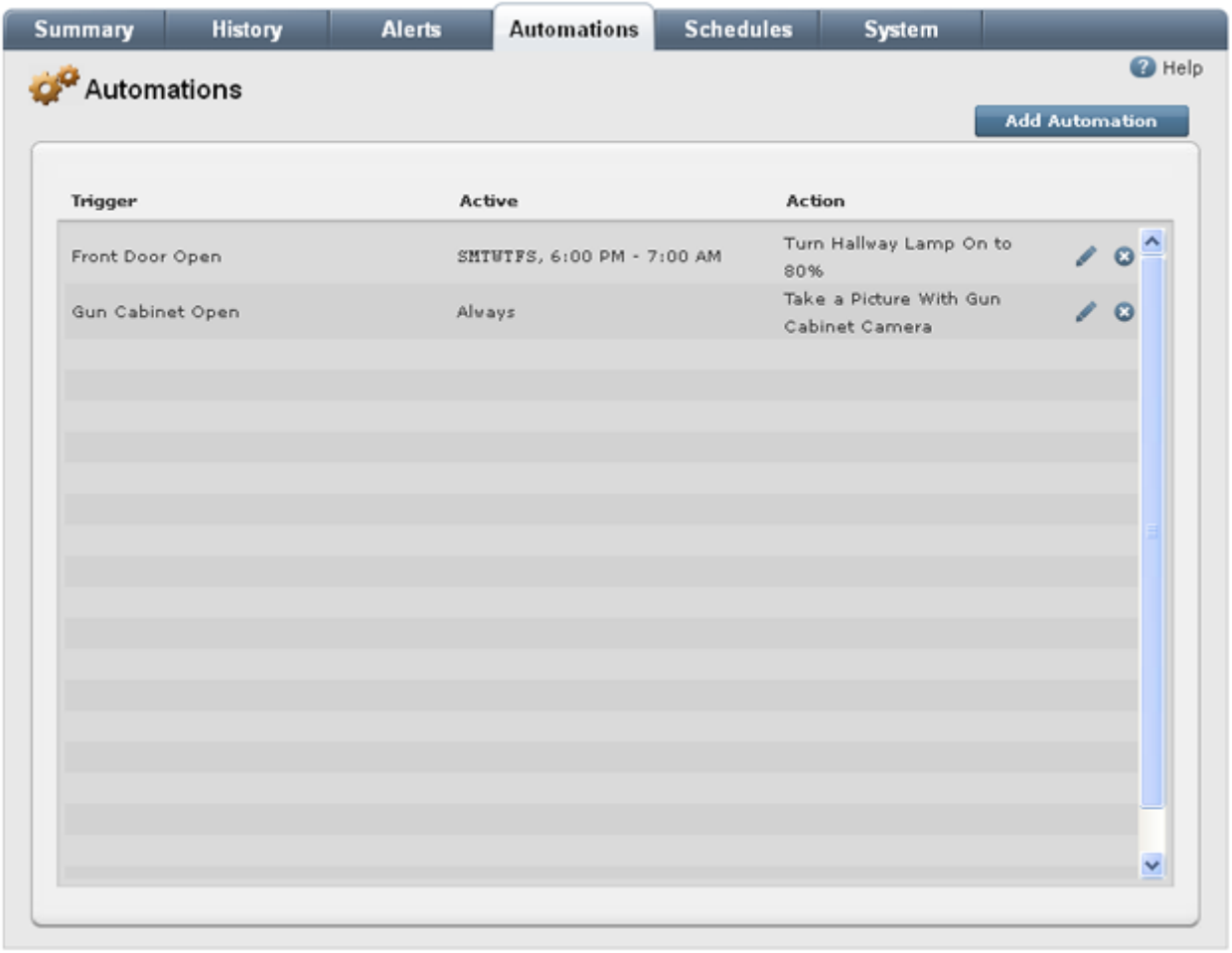
   A pop-up window prompts you to confirm the deletion.
3. Click **Yes** to complete the deletion.

   You return to the Alerts tab, and the deleted alert is no longer listed. When you delete the last alert of a certain type (such as an event alert), the section for that type of alert no longer appears on the Alerts tab.

Automations Tab

Overview of the Automations Tab

Automations connect a change in one device with the action of another device. For example, you might set up an automation so a camera takes a picture if a door/window sensor detects an open door. You can specify the days and time or modes in which they occur.



An automation consists of a *trigger* (a change in a device) and the action to be taken as a result of that change. Devices such as door/window sensors or motion sensors are triggered when a door is opened or motion is detected in a room. The resulting action can be a camera taking a picture or video clip, turning a light on or off, locking/unlocking a door, or changing a thermostat setting.

You can set up automations to occur only in specified modes. For example, if someone opens the front door when you are at home and the system is disarmed, you probably don't need to do anything. But if someone opens the front door when you are not at home and the system is armed, you might want a record of who came in or went out. To accomplish this, you create an automation that captures a video with your front entry camera any time the front door opens and the system is in Armed Stay or Armed Away modes. (See "Adding Automations" on page 34 for more information.)

Adding Automations

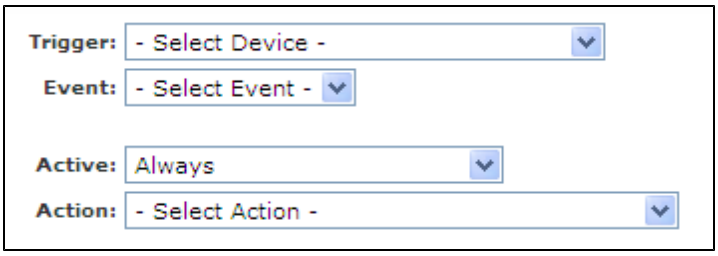
Automations allow you to cause a specific action when a device is triggered.

CAUTION: Be careful not to set up automations that might conflict or cycle. For example, if one automation locks the door when the panel is armed, and another automation disarms the panel when the door is locked, it would cycle continuously.

To add a new automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click **Add Automation**.

   The Add Automation pop-up window appears.

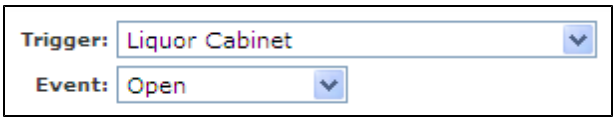


3. Select a trigger for this automation from the Trigger drop-down list.

   The list of triggers available depends on which devices are installed at your site.

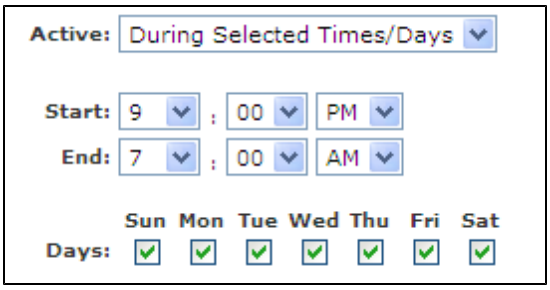
4. Select an event from the Event drop-down list.

   The events listed are directly related to the selected trigger, so there are no options on this list until you select a trigger.

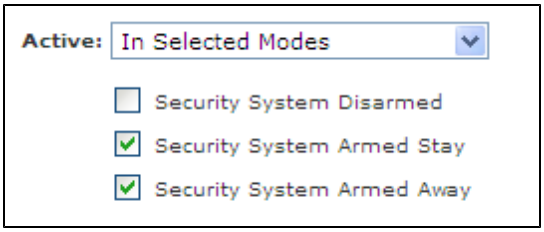


5. From the Active drop-down list, select the conditions under which you want the automation action to occur.

   If you select **During Selected Times/Days**, you can specify the times and days when the automation action is to occur. In unselected times and days, no automation action occurs, even if the specified trigger event occurs.

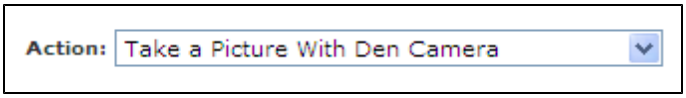


If you select **In Selected Modes**, you can specify in which modes the automation action is to occur. In the unselected modes, no automation action occurs, even if the specified trigger event occurs.



If you want the automation action to occur under all conditions, leave the default selection **Always**.

6. From the Action drop-down list, select the action you want to take place when the trigger occurs.



If the action involves taking a picture or capturing a video clip, the resulting picture or video clip appears in the Cameras section of the Summary tab.

7. Click **Save**.
8. You return to the Automations tab with the new automation added to the list.

Editing Automations

After you create an automation, if it is not working as planned, you can edit its details.

To edit an automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click next to the automation you want to change.

   The Edit Automation pop-up window appears.
3. Make the desired changes, and click **Save**.

   See "Adding Automations" on page 34 for details.

   Note: You cannot change the trigger of an automation. If you want to change the trigger, delete the automation and create a new one. (See "Deleting Automations" on page 35.)

   You return to the Automations tab, and the changes are displayed.

Deleting Automations

If you no longer want an automation to be in effect, you can delete it.

To delete an automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click to the right of the automation you want to delete.

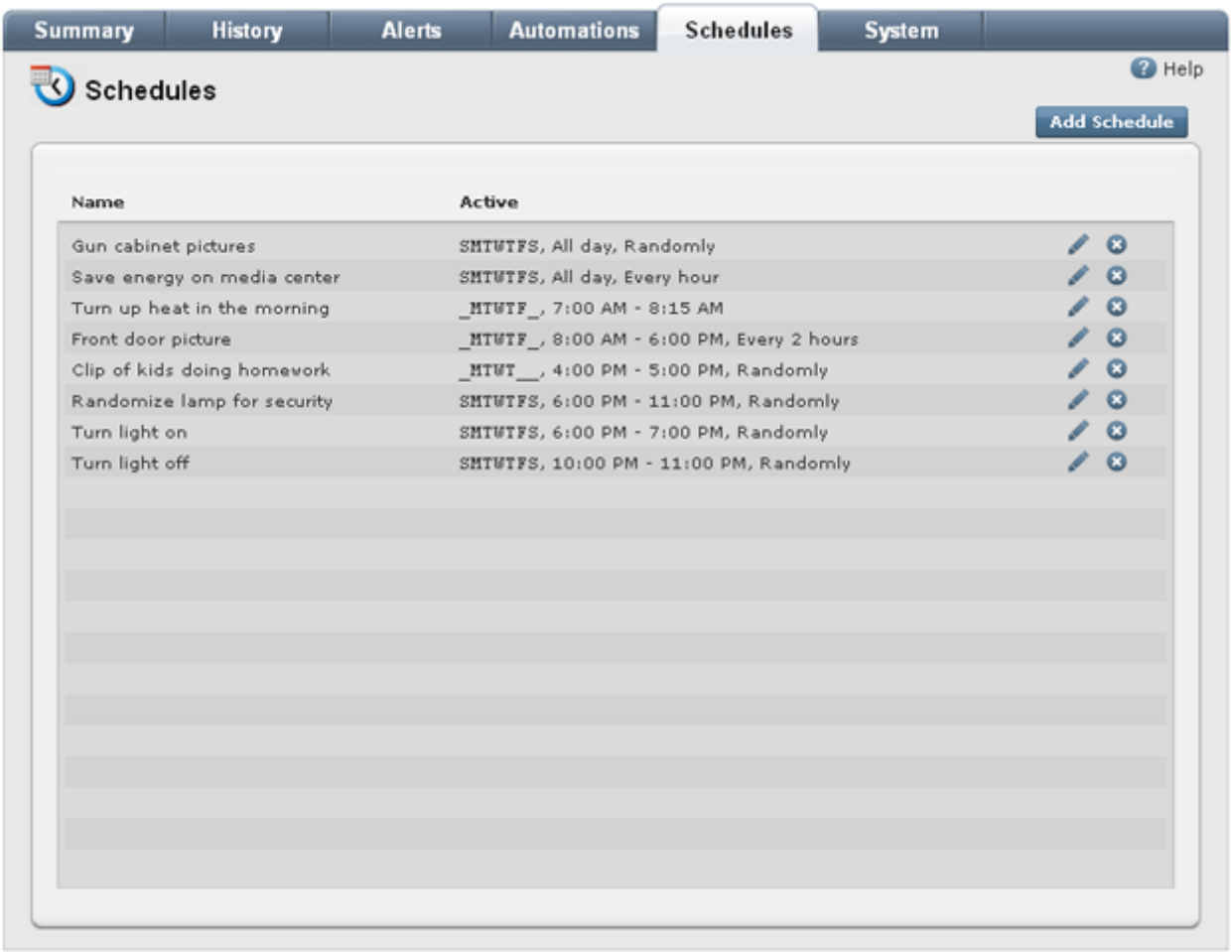
   A pop-up window prompts you to confirm the deletion.
3. Click **Yes** to complete the deletion.

Schedules Tab

Overview of the Schedules Tab

Schedules allow you to manage your devices, such as thermostats, lamp modules, and cameras, as well as the arm state of your security system, if desired.

The following Schedules tab shows some examples of the types of schedules you can create.

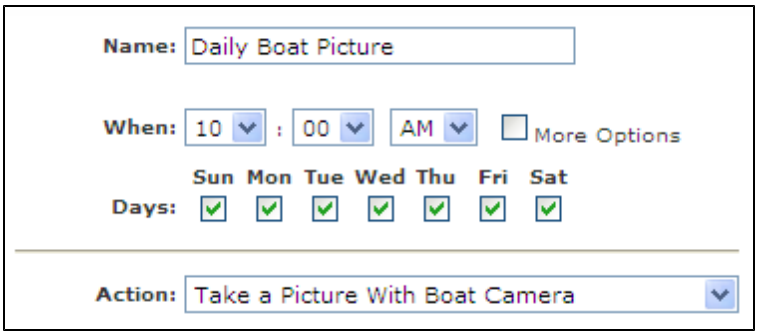


There is a wide range of features to select from when designing your schedules. You can set a schedule to repeat an action daily or only on certain days of the week. The action can occur at a specific time of day, at random times within a time range or throughout the day, or repeatedly at certain intervals.

The following sections show examples of schedules for different purposes. (See "Adding Schedules " on page 41 for more details.)

Simple Schedule

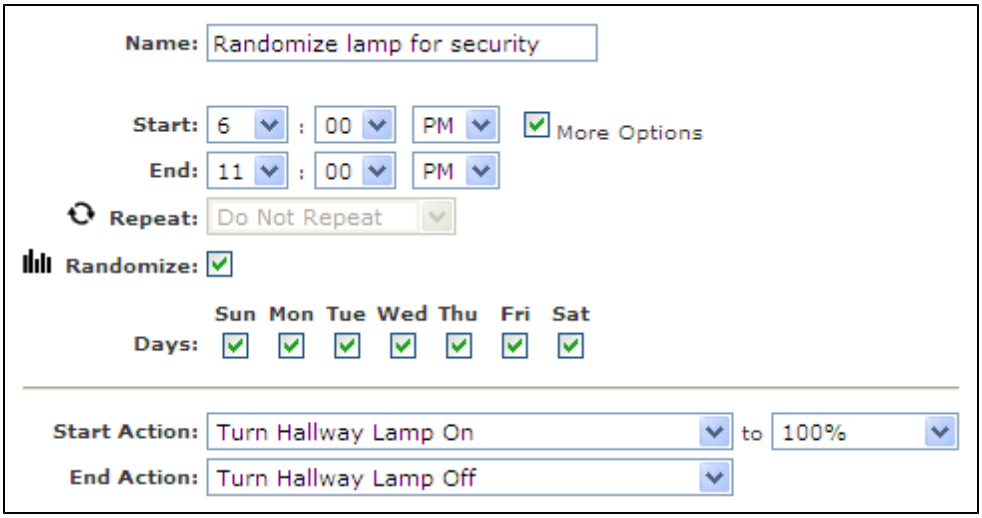
This type of schedule takes the specified action at the same time every day. The following example shows a simple schedule for a camera to take a picture of the owner's boat beside the house everyday at 10am.



Simple Schedule With Start and End Times

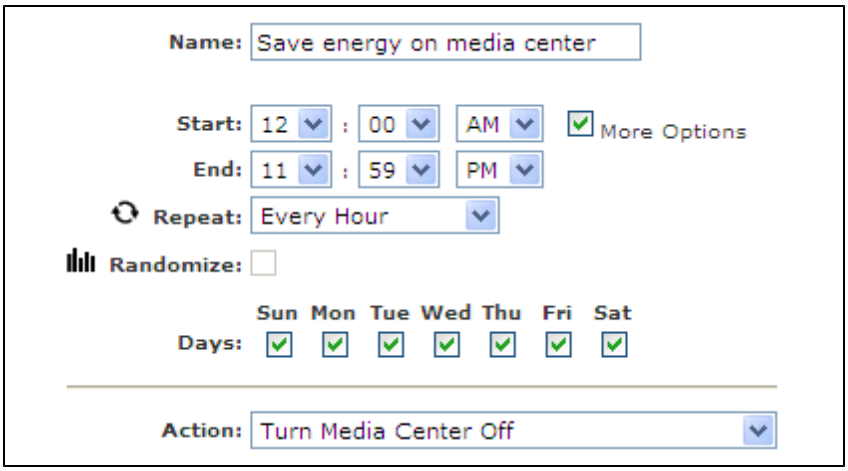
This is a daily schedule that takes a specified action at the start time and another action at the end time. You can use this type of schedule for traditional cycle-type programming, such as turning certain lights on and off everyday, thermostat heating and cooling periods, and so on.

For example, you can create a schedule that turns on a particular light at 6pm each evening and turns it off at 11pm. In this example, the schedule is in effect every day.



Scheduling Repeated Actions

You can schedule actions that repeat during a specified time period. For example, you can schedule a Z-Wave appliance module to turn off your media center (TV, stereo, DVD player, and so on) every 30 minutes throughout the day. This ensures that you save energy during the hours you are not likely to use the media center, even if someone does turn it on for a period of time during those hours.



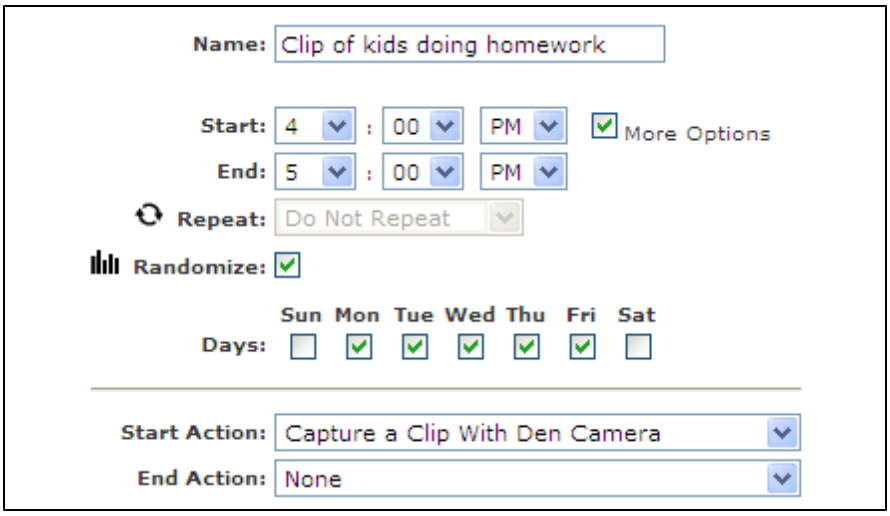
Scheduling Random Actions

You can schedule an action to occur randomly. In fact, you can schedule just a single action (such as capturing a video clip anytime during a certain period of time), or you can schedule both start and end actions to occur during the specified period of time.

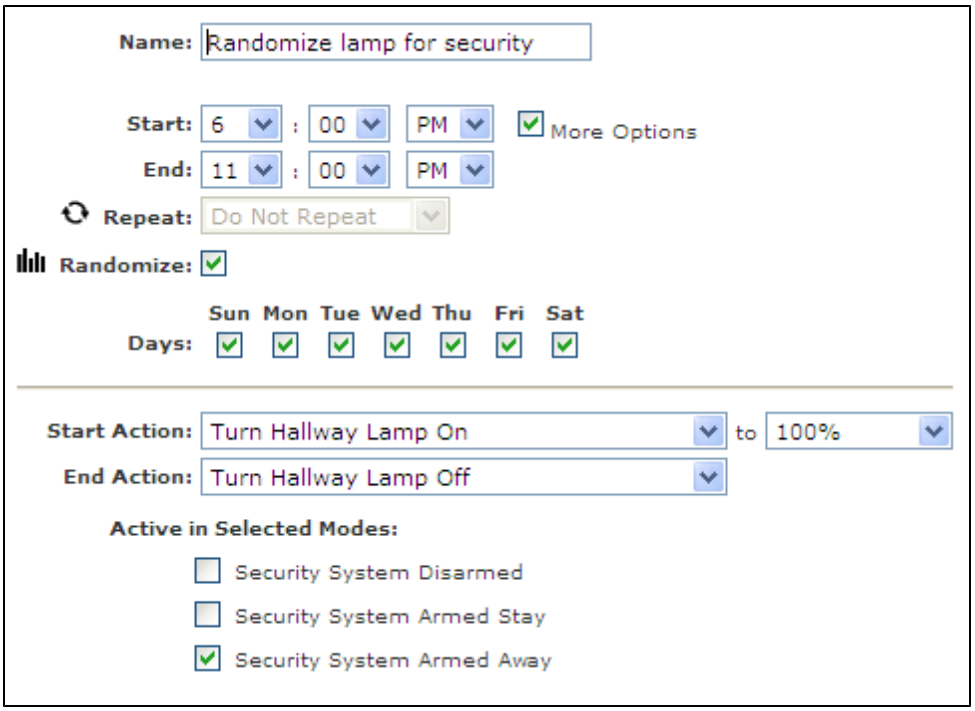
If you specify a start action only, it occurs once at a random time during the specified time period.

If you specify both start and end actions, the start action occurs at a random time during the first half of the specified time period, and the end action occurs at a random time during the second half of the specified time period.

For example, you could create a schedule that captures a video clip of your teenagers at a random time between 4pm and 5pm on week days, when they are supposed to be doing their homework in the den after school. This action does not require an end action and will occur sometime between 4pm and 5pm.



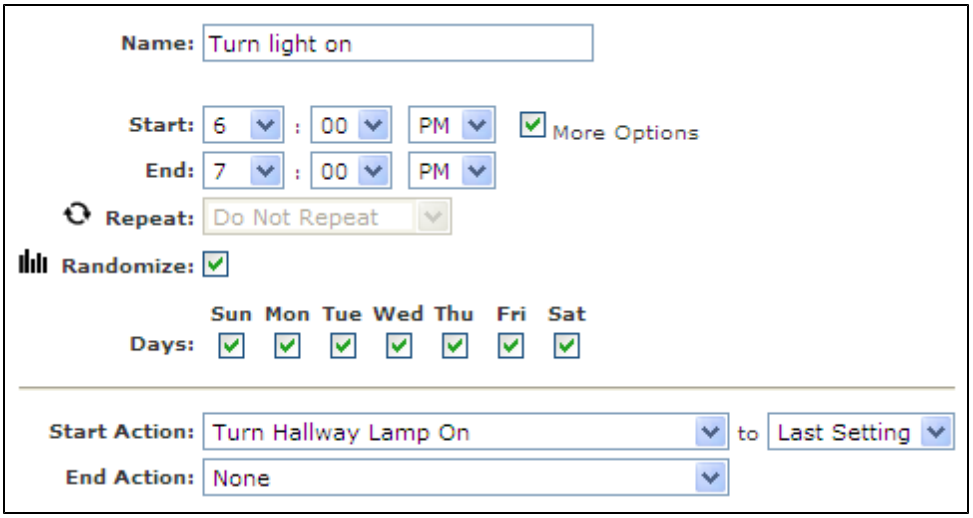
An example of a schedule with both start and end actions is one that turns your lights on and off at random times during the evening.

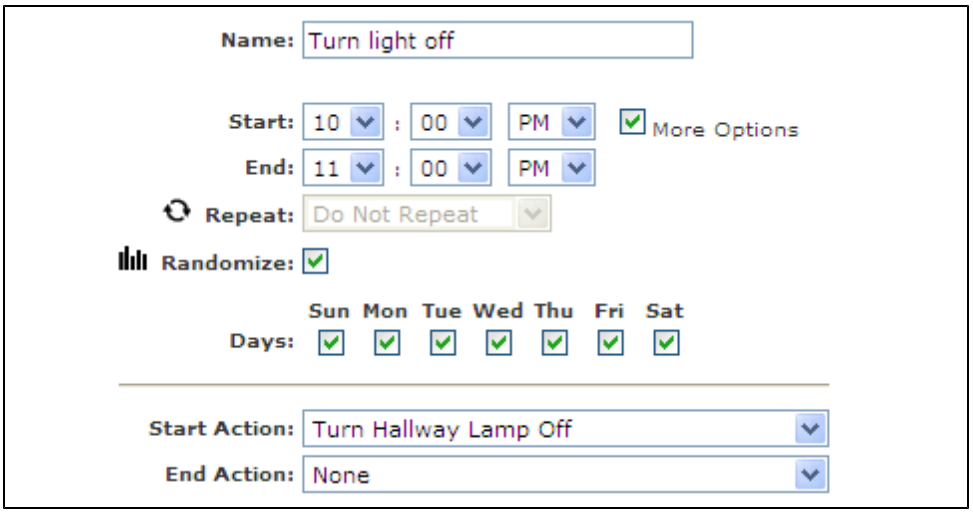


This schedule would turn your lights on sometime between 6pm and 8:30pm, and it would turn them off sometime between 8:31pm and 11pm.

Creating Two Schedules For Opposite Actions

In the previous example, the lights could conceivably turn on at 8:30pm and off at 8:31pm. If you want to control the time periods a bit more but still randomize the time to some extent, you can set up two separate schedules—one single-action schedule to turn a light on during a specified time period (such as 6pm to 7pm) and another single-action schedule to turn it off during a specified time period (such as 10pm to 11pm). The following screen shots show you how to accomplish this task.





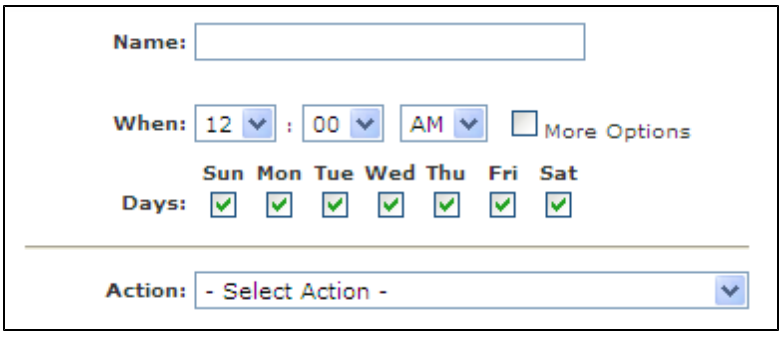
Adding Schedules

Schedules allow you to control your devices, such as thermostats, lamp modules, and cameras, as well as the security panel itself, whether you are at home or not. (See "Overview of the Schedules Tab" on page 37 for details about each type of schedule you can create.)

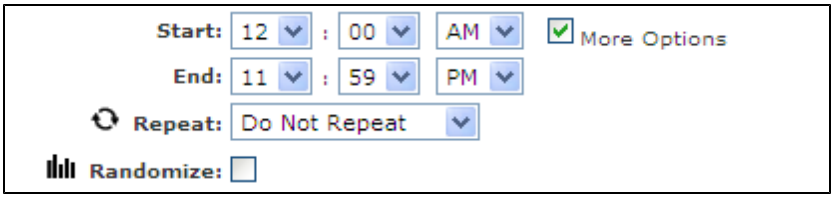
To add a schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click **Add Schedule**.

   The Add Schedule pop-up window appears.



3. Enter a unique name for the schedule that indicates something about its purpose.
4. Set the time when the action is to occur.
5. If you select **More Options**, additional options appear.



In these fields, you can specify the time the action should end, set the action to repeat, or randomize the action.

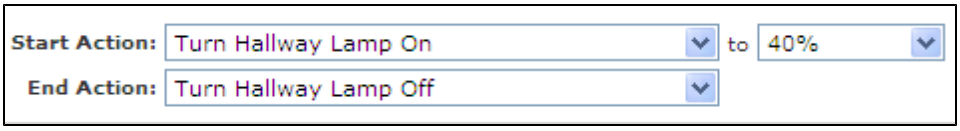
- To turn a light on at a specific time and off at another time, set the end time for the time you want to turn it off.
- To specify an all-day schedule, select 12:00am as the start time and 11:59pm as the end time (the default settings).
- To repeat the action, select the frequency from the **Repeat** drop-down list.
- To randomize the action, click the check box next to **Randomize**. (See "Overview of the Schedules Tab" on page 37 for details about randomized schedules.)

Note: You cannot repeat and randomize the same action. You must select **Do Not Repeat** from the Repeat drop-down list to enable the Randomize option. Alternatively, you can deselect (uncheck) the **Randomize** option to enable the Repeat option.

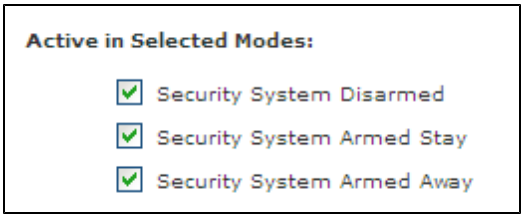
When you use the Repeat option, the End Action option is disabled. Since your designated action (such as a camera taking a picture every hour) repeats at regular intervals, there is no need for an end action. Likewise, when you select an end action, the Repeat option is disabled.

6. Select the days on which you want the action to occur.
7. Select the action you want to occur from the Action drop-down list.

   If you specified an end time, this option is labeled Start Action.
8. Some devices (such as dimmer lamp modules and thermostats) provide an additional drop-down list to the right with more options (such as brightness level and temperature). If additional options appear on a drop-down list, select an option.
9. Select an action from the End Action drop-down list, if it appears (that is, if you specified an end time).



   Some actions do not require an end action, such as taking a picture or capturing a video clip.
10. Under Active in Selected Modes, select the modes in which you want the schedule to be active.



11. Click **Save**.

You return to the Schedules tab, and the new schedule appears on the list.

Editing Schedules

After you create a schedule, if it is not working as planned, you can edit its details.

To edit a schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click next to the schedule you want to change.

   The Edit Schedule pop-up window appears.
3. Make the desired changes, and click **Save**.

   See "Adding Schedules " on page 41 for details.

   You return to the Schedules tab, and the changes are displayed.

Deleting Schedules

If you no longer want a scheduled action to happen, you can delete it.

To delete a schedule:

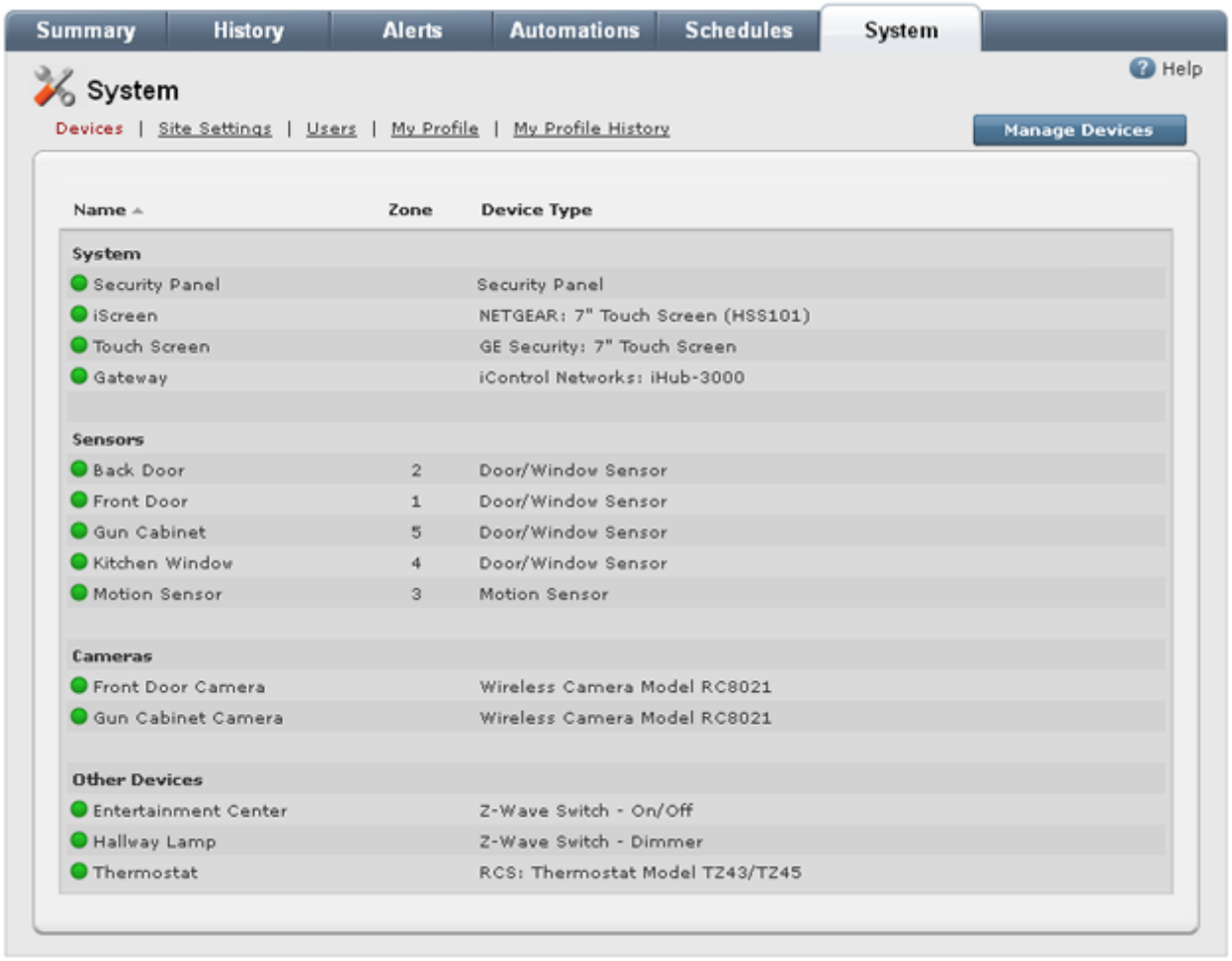
1. Click the **Schedules** tab, if it is not already displayed.
2. Click to the right of the schedule you want to delete.

   A pop-up window prompts you to confirm the deletion.
3. Click **Yes** to complete the deletion.

System Tab

Overview of the System Tab

The System tab lists all of the installed devices at your site and the status of each device, as well as any recent alarms that occurred.



You can click the column title **Zone** to sort the sensors by zone number within each section. You can click the column title **Name** to sort the sensors alphabetically by name. An arrow next to the column title indicates that the list is sorted by that column.

You can check the list to determine whether all of the installed devices are working properly. To the left of each device name is a status icon, which provides the following information.

Status Icon	Sensor State
	Online
	Unknown[1]

[1] If the gateway or security panel is offline, the status of all sensors is unknown.

Status Icon	Sensor State
	Offline
	Installing

You can click any device name to display detailed information about it. (See "Managing Devices" on page 45 for more information.)

In some cases, a **Manage Devices** button appears at the top of the page. (See "Adding Devices" on page 47 for more information.)

Above the list of devices on this page are links that you can click for more information and functionality:

- Click **Site Settings** to change your site name or time zone. (See "Managing Your Site Settings" on page 51.)
- Click **Users** to display a list of users who have access to your site. Then you can change your own account settings and, if you are the site owner, you can add or delete other users' access to your site. (See "Managing Users" on page 51.)
- Click **My Profile** to view or change your account information. (See "Editing Your Profile" on page 55.)
- Click **My Profile History** to view your recent history of access to your site from the web portal, mobile portal, and iPhone App.

  Note: You can view all the recent history of all users' access to your site on the History tab. (See "Overview of the History Tab " on page 22 for more information.)
- Click **Devices** from any other page to return to the default view.

Managing Devices

When you click the name of a device on the System tab, the device details page appears. This page allows any user who has access to your site to view information about the selected device. On the security panel's device details page, you can change the security panel's master access code. (See "Changing the Security Panel Master Access Code" on page 47 for details.)

In addition, if your system configuration supports it, site owners can make changes to devices. The type of changes you can make depends of the type of device. (See "Managing Your Gateway" on page 46 for more information about the gateway. Refer to the "About Your Devices" chapter for more information about other devices.)

If you are the site owner, depending on your configuration, you can:

- Manage your gateway. (See "Managing Your Gateway" on page 46 for details.)
- Add devices. (See "Adding Devices" on page 47 for details.)
- Rename devices. (See "Renaming Devices" on page 49 for details.)

- Replace devices. (See "Replacing Devices" on page 49 for details.)
- Delete devices. (See "Deleting Devices" on page 50 for details.)

Managing Your Gateway

When you select Gateway on the System tab, its device details page appears. This page provides the following details about your gateway:

- **Status:** Indicates whether the gateway is online or offline.
- **Manufacturer:** The name of the gateway manufacturer.
- **Model:** The model number of the gateway.
- **Serial Number:** The hardware serial number for the gateway.
- **Next Update:** The date and time of the next sync.
- **Last Update:** The date and time of the last sync.
- **Firmware Version:** The current firmware version.
- **Hardware Version:** The gateway model and operating system.

Under Communication Link Status, it provides:

- **Primary Connection Type:** The communication type used by gateway (broadband or cellular).
- **Broadband Connection Status:** The status of the broadband network interface (active or inactive).
- **Cellular Connection Status:** The status of the cellular network interface (available or unprovisioned).
- **Cellular Signal Strength:** The strength of the gateway's cellular connection. (0 is no connection and 5 is the strongest connection. This item appears only if the site is provisioned for cellular backup.)

Under Network Address information, it provides:

- **Broadband LAN IP Address:** The address of the gateway on the local network behind the router.
- **Broadband LAN MAC:** The hardware ID of the interface connected to the local network.
- **Device LAN IP Address:** The address of the gateway's private network.
- **Device LAN MAC:** The hardware ID of the interface for the gateway's private network.
- **Router LAN IP Address:** The internal address of the router to which the gateway is connected.
- **Router WAN IP Address:** The external address of the router to which the gateway is connected.

When you finish reviewing the information, click **OK** to return to the System tab.

Changing the Security Panel Master Access Code

The security panel master access code is the numeric code that you enter on your security panel to arm or disarm it and to change its settings. It is a good precaution to change your master access code periodically, especially if multiple people use the same code. There are some additional reasons why you might want to change your master access code, such as:

- An unauthorized person has somehow obtained the code.
- You want to prohibit a previously authorized person from entering your site.
- You want to give the code to someone who feeds your pets or waters your plants while you are on vacation, and then you want to change it again when you return.

When you change the security panel master access code, change the code to the same code both in the web portal and on the security panel.

Note: Some panel configurations support code synchronization between the web portal and security panel, so changing the code in the web portal also changes it on the security panel and vice versa.

When you change the code in the web portal, a message reminds you to change the code on the security panel, if that is required. If you do not see that reminder, it means that your configuration supports code synchronization, and you do not need to change the code on the security panel separately.

Note: Only the site owner can change the master access code.

To change your master access code:

1. Click the **System** tab, if it is not already displayed.
2. Click the name of your security panel.

   The Security Panel page displays information about your security panel.
3. Click **Change** next to Security Panel Access Code.

   The Change Security Panel Access Code pop-up window appears.
4. Enter a new code in the text box, and click **Save**.

Adding Devices

Whether you can add devices to your site or not depends on the type of system and service you have, as well as whether you are the site owner. If you are authorized to add devices, a **Manage Devices** button appears on the System tab.

If the **Manage Devices** button does appear on the System tab, use the following procedure to add devices. This procedure is general and applies to all devices. For more information about a particular device, refer to the device-specific sections in the **About Your Devices** chapter.

To add a device to your site:

1. Click the **System** tab, if it is not already displayed.
2. Click **Manage Devices**.

   The Manage Devices Assistant appears.
3. Click the type of device you want to install.

   The installation assistant for the specified device type appears.

   Note: The gateway must be no more than 12 feet from a lamp module or 5 feet from a thermostat or door lock during installation. You can move the Z-Wave devices to their permanent locations after installation is complete.
4. Follow the instructions in the assistant.

   Note: The device name that you assign to the device during the installation process appears in the portals exactly as you enter it during the installation process. If you enter all capital letters (such as "FRONT DOOR"), it appears that way in the portals. So if you want it to appear as "Front Door", enter it that way during installation.

Installing Inclusion Controllers

An inclusion controller is an optional remote control device that allows you to install Z-Wave devices without having to bring your computer to each Z-Wave device location.

Note: For security reasons, you cannot install Z-Wave door locks with an inclusion controller.

If you are installing an inclusion controller, the installation assistant prompts you to set the device to receive mode. This section provides instructions for how to set each of the supported inclusion controllers to receive mode.

To set the GE/Jasco inclusion controller to receive mode:

1. Press and hold **SETUP** until the display reads "LGHT SETUP".
2. Press either arrow key to scroll until the display reads "TRANSFER".
3. Press **OK.**

   The screen displays "PRIMARY".
4. Press either arrow key to scroll until the display reads "RECEIVE".
5. Press **OK**.

   The screen displays "RECEIVING", and the inclusion controller is in receive mode.

To set the TrickleStar inclusion controller to receive mode:

1. Move the switch on the inclusion controller to **Configuration Mode**.
2. Press and hold **Up** for two seconds to enter configuration mode.

The LED indicator light turns green.

3. Press **Up** four times within two seconds to put the device into replication transmit mode.

   The inclusion controller is in receive mode.

To set the Aeon Labs Minimote inclusion controller to receive mode:

1. Press **Learn**.

   The blue LED blinks slowly, which indicates that the inclusion controller is in receive mode.

Renaming Devices

If you are the site owner, depending on your system configuration, you can change the name of most devices. The device name can include numbers, upper and lower case letters, and special characters, such as apostrophes and hyphens.

To rename a device:

1. Click the **System** tab, if it is not already displayed.
2. Click the name of the device you want to change.

   The device details page appears.

3. Edit the name of the device, as desired.

   Note: The device name that you assign to the device appears in the application exactly as you enter it. If you enter all capital letters (such as "FRONT DOOR"), it appears that way on the System and Summary tabs. So if you want it to appear as "Front Door", enter it that way here.

4. Click **Save**.

   You return to the System tab, and the new device name appears on the list.

Replacing Devices

If you are the site owner, depending on your system configuration, you can replace some devices (if they are defective or you need to replace them for another reason) on the device details page.

Note: If you are replacing a camera, factory reset the replacement camera before you begin the procedure below. (See "IP Cameras" on page 80 for information about how to factory reset a camera.)

To replace a device:

1. Connect the new device to the Device LAN port of your gateway with an Ethernet cable.

   Note: This is a required but temporary step. If the Device LAN port on the gateway is occupied, you can temporarily disconnect the current device, use the Ethernet cable in Device LAN port to connect the camera, and then reconnect the other device after completing the device replacement.

2. Connect the device's power supply to an electrical outlet.

3. When the device is fully powered up, click the **System** tab in the web portal, if it is not already displayed.

   Note: An IP camera is fully powered up when the POWER and NETWORK LEDs on the front of the camera turn solid green. A Touch Screen is fully powered up when its home page is displayed.

4. Click the name of the device you want to replace.

   The device details page appears.

5. Click **Replace**.

   The Replace Device pop-up window for the selected device appears.

6. Enter the ID for the new device in the ID field, and click **Replace**.

   You return to the device details page.

7. Click **Save**.

   You return to the System tab, and the new device appears on the list.

Deleting Devices

If you are the site owner, depending on your system configuration, you can delete most devices from your site when you no longer need them.

Note: Deleting a camera deletes all of its pictures and video clips. If you want to save any pictures or video clips captured by that camera, be sure to do so before you delete the camera. (See "Managing Pictures and Video Clips" on page 11 for information about archiving pictures and video clips.)

To delete a sensor, keychain remote, or other device, use the security panel. Refer to the manufacturer's instructions for your security panel for details. When you delete a device from the security panel, it is automatically removed from the system.

Note: If you delete a sensor from the gateway, it is not deleted from the security panel.

If you have a Touch Screen, you can use it to delete a device. (Refer to the *Touch Screen User Guide* for details.) When you delete a device using the Touch Screen, it is automatically removed from the system.

To delete a camera, Z-Wave device, or Touch Screen from your site:

1. Click the **System** tab, if it is not already selected.
2. Click the name of the device you want to delete.

   The Device page displays information about the selected device.

3. Click **Delete**.

   A pop-up window prompts you to confirm the deletion.

4. Click **Yes** to complete the deletion.

Note: If you attempt to delete a device that is referenced in an automation, alert, or schedule, a message informs you that you must either delete the automation, alert, or schedule, or replace the device in all automations, alerts, and schedules in which it is referenced before you can delete the device. Click **OK** to exit without deleting the device.

Managing Your Site Settings

The Settings page displays the current settings for your site. On this page, you can change your time zone.

If you are the site owner, you can also change the name of the site on this page. To do so, simply edit the text in the Site Name text box, and then click **Save**.

Setting Your Time Zone

Since a date and time is recorded for almost everything that happens at your site, it is important for you to set your time zone correctly.

Note: Setting the time zone in the web portal changes it for the web portal, mobile portal, and iPhone App. It does not change it for the Touch Screen, if you have one.

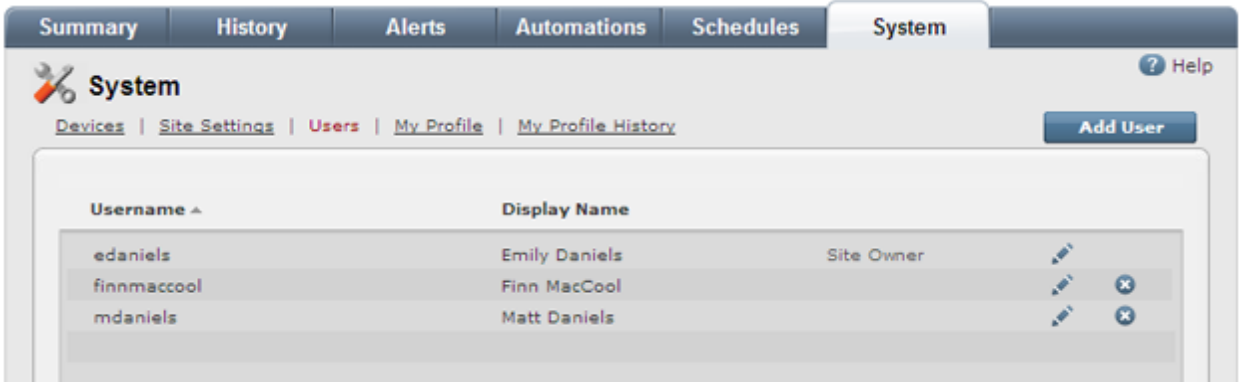
To set your time zone:

1. Click the **System** tab, if it is not already displayed.
2. Click **Site Settings**.

   The Site Settings page appears.
3. Select your local time zone from the Time Zone drop-down list.
4. Click **Save**.

Managing Users

The Users page lists all of the users set up for your site. For each user, this page lists a description (generally, the person's full name or title, such as caregiver, nanny, or Mom).



You can click the column title **Username** to sort the list of users by username. You can click the column title **Display Name** to sort the list of users alphabetically by display name. An arrow next to the column title indicates that the list is sorted by that column.

On this page, if you are the site owner, you can:

- Add users. (See "Giving Users Access to Your Site" on page 52.)
- Edit users' settings. (See "Editing Your Profile" on page 55.)
- Delete users (other than yourself). (See "Removing Users' Access to Your Site" on page 55.)

If you are not the site owner, you can edit your own user settings. (See "Editing Your Profile" on page 55 for more information.)

Giving Users Access to Your Site

You can add family members, friends, or household staff to your site's authorized user list, so they can access your site and make changes, as needed.

To give users access to your site:

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

   A list of the users who have access to your site appears.
3. Click **Add User**.

   The Select User Type pop-up window appears.

   Note: Depending on your system configuration, you might or might not see the Select User Type pop-up window. If the Give Access to Existing User pop-up window appears instead, skip this section and refer to "Giving Access to Existing Users" on page 53 for details.
4. If you want to:

   - Add a user who has never had access to the web portal before, click **Invite a new user**. (See "Adding New Users" on page 52.)
   - Give access to someone who already has access to another site, click **Give access to an existing user**. (See "Giving Access to Existing Users" on page 53.)

   Note: Only the site owner can add users or give access to other users.

Adding New Users

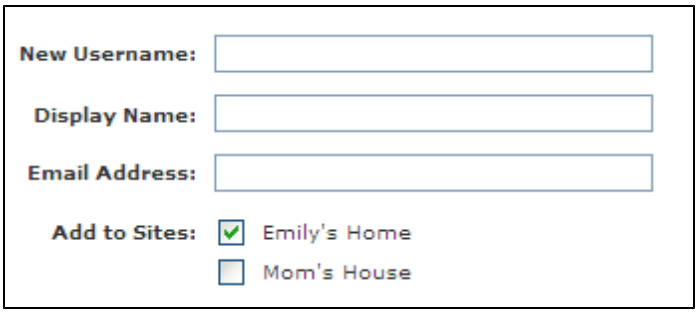
You can add new users who have no other access to your site.

Note: Depending on your system configuration, you might or might not see the Select User Type pop-up window when you click **Add User** on the Users page of the System tab. If the Give Access to Existing User pop-up window appears instead, skip this section.

To add a new user:

1. On the Select User Type pop-up window, accept the default selection, **Invite a new user**, and click **OK**.

   A pop-up window appears.



2. Enter the required information.

   The username is what the invited user will use to sign in to your site. The display name can be the user's real name (such as Emily or Mom) or a descriptive term (such as Morning Manager, House Sitter, or Grandpa's Caregiver). The email address is where the invitation will be sent.

   If you own multiple sites, you can select any of those sites for the invited user. If there is only one site (which is true in most cases), the sites section does not appear.

3. Click **Send Invitation**.

   A message confirms that the invitation was sent.

4. Click **OK**.

   You return to the Users page.

   When the user receives the invitation, he or she can follow the instructions to sign up for access to your site. When the user completes the sign-up process, his or her name appears on the Users page. (See "Signing In" on page 3 for information about signing in for the first time when you receive an invitation from the site owner.)

Giving Access to Existing Users

You can allow someone who already has access to at least one site to access your site as well. This works well when one person is responsible for managing two households (such as your elderly father's house and your own), or when you simply want someone you trust (such as your sister) to be able to make changes to your system.

Note: Only the site owner can give access to other users.

To give access to an existing user:

1. On the Select User Type pop-up window, select **Give access to an existing user,** and click **OK**.

   The Give Access to Existing User pop-up window appears.

2. Enter the username or email address (depending on the prompt) that the user signs in with on other sites.

   If you own more than one site, all of those sites appear next to Add to Sites.

3. Select the site(s) to which you want to give the user access.

   The site where you are currently signed in is automatically selected.

4. Click **Save**.

   You return to the Users page of the System tab, and the name of the user you added appears on the list.

Changing Other Users' Access to Your Site

For sites you own, you can:

- Remove another user's access to your site (for users who have already accepted your invitation for site access).
- Edit or resend an invitation to a user to access your site (for users who have not yet accepted your invitation for site access).

To remove a user's access to sites that you own:

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

   The Users page appears.

3. Click next to the name of the user whose site access you want to change.

   A list of sites you own appears next to Available Sites, and a check mark appears next to each site to which the user currently has access.

4. Click the check box next to any site to:
   - Select it to grant access.
   - Deselect it to remove access.
5. Click **Save**.

   You return to the list of users on the System tab, and the change takes effect immediately.

To edit or resend an invitation to a user to access your site:

Note: This functionality is not available for all configurations.

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

   The Users page appears.

3. Click next to the name of the user whose invitation you want to edit or resend.

   The selected user's details appear.

4. You can:

   - Change the information on the invitation by clicking **Edit Invitation**. Then make the desired changes, and click **Send Invitation**.
   - Resend the invitation using the same information by clicking **Resend Invitation**.

   A message confirms that the invitation was sent.

5. Click **OK**.

Removing Users' Access to Your Site

You can remove other users' access to your site, if you no longer want them to use it.

Note: When you remove a user from your site, it does not delete the user's account. If the user has access to other sites, their access to those accounts remains unchanged.

To remove a user's access to your site:

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.
3. Click to the right of the user you want to remove.

   A pop-up window prompts you to confirm the action.

4. Click **Yes** to complete the action.

   You return to the Users page, and the removed user is no longer on the list.

Editing Your Profile

You can change your user settings by editing your profile.

Note: Depending on your system configuration, you might not be able to change some of the settings on this page.

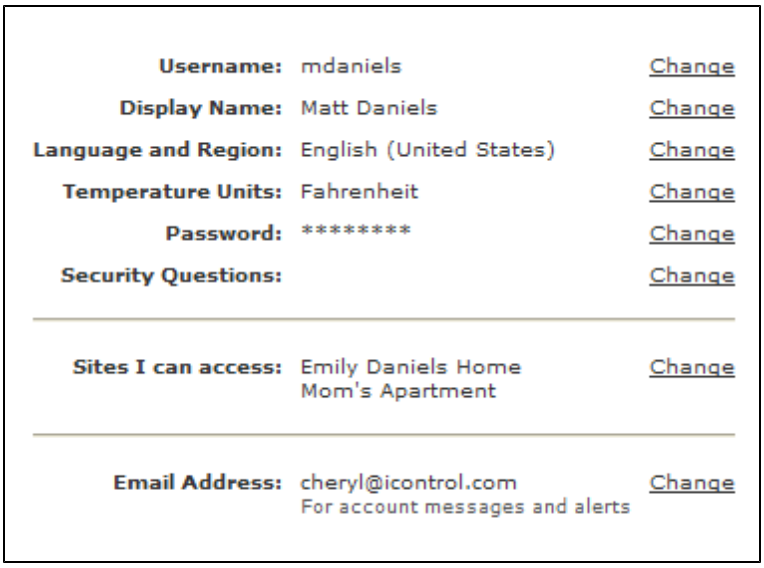
To edit your profile:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile**.

   The My Profile page appears.

For the site owner

For non-site owners



3. Click **Change** to modify any of your account information.

   A pop-up window appears. (See the following subsections for more information.)

Changing Your Username

There are a few reasons why you might want to change your username. For example, a previously trusted person knows your username and password but you no longer trust that person, or your username is your email address and you change it and want to update your username to your new email address.

Note: Depending on your system configuration, you might or might not be able to change your username within the web portal.

To change your username:

1. On the My Profile page, click **Change** next to Username.

   A pop-up window appears.

2. Enter the new username in the New Username text box.

3. Enter your current password in the Password text box.

4. Click **Save & Sign Out**.

   You return to the Sign In page, and you can sign in using your new username.

Changing Your Display Name

Your display name appears in a number of places throughout the portals. You can change your display name any time you want.

To change your display name:

1. On the My Profile page, click **Change** next to Display Name.

   A pop-up window appears.

2. Enter the new display name in the Display Name text box.

3. Click **Save**.

   You return to the My Profile page, and the change takes effect immediately.

Changing Your Preferred Language

The language and region you select determines the language that appears on the screen. You can change your preferred language and region any time you want.

To change your preferred language and region:

1. On the My Profile page, click **Change** next to Language and Region.

   A pop-up window appears.

2. Select your preferred language and region from the drop-down list.

3. Click **Save**.

   You return to the My Profile page, and the change takes effect immediately.

Changing Your Preferred Temperature Units

Your temperature units preference determines whether your thermostat settings appear in Celsius or Fahrenheit.

Note: This setting affects all clients, including the web portal, all touch screens, and all mobile devices you might use to connect to your site. The clients do not display the scale (C or F) associated with any displayed temperatures.

You can change your preferred temperature units any time you want.

To change your preferred temperature units:

1. On the My Profile page, click **Change** next to Temperature Units.

   A pop-up window appears.

2. Select your preference from the drop-down list.

3. Click **Save**.

   You return to the My Profile page, and the change takes effect immediately.

Changing Your Password

Changing your password periodically is a good habit, which results in greater security for your web portal account.

Note: Depending on your system configuration, you might or might not be able to change your password within the web portal.

To change your password:

1. On the My Profile page, click **Change** next to Password.

   A pop-up window appears.

2. Enter a new password in the New Password text box.

3. Enter the new password again in the Confirm New Password text box to ensure that you entered what you intended.

4. Enter your current password in the Password text box.

5. Click **Save**.

   A message informs you that your password was successfully changed. The next time you sign in, you must use the new password.

6. Click **OK**.

   You return to the My Profile page.

Changing Your Security Questions

The first time you sign in to the web portal, the system might prompt you to select and answer some security questions. If you ever forget your password, the system requires that you answer your security questions before it allows you to reset your password.

Changing your security questions periodically is a good habit, which results in greater security for your web portal account.

Note: Depending on your system configuration, you might or might not be able to configure security questions within the web portal. If the Security Questions option does not appear when you first sign in and does not appear on the My Profile page, ignore this section.

To change your security questions:

1. On the My Profile page, click **Change** next to Security Questions.

   A pop-up window appears.

   Note: To protect your privacy, this window does not display any previous security questions or answers. When you complete this form, it replaces all previous values.

2. Select security questions from the drop-down lists, and enter answers that you are likely to remember.
3. Enter your current password in the Password text box.
4. Click **Save**.

   You return to the My Profile page, and the new security questions go into effect immediately.

Changing Your Site Access

You can remove your own access to sites you do not own, and you can remove other users' access to sites you do own. (See "Changing Other Users' Access to Your Site" on page 54 for more information about changing other users' access to sites you own.)

Note: You cannot remove your own access to sites that you own.

To change your site access:

1. On the My Profile page, click **Change** next to Sites I can access.

   A pop-up window appears and displays a list of sites to which you have access. A check mark appears in the check box next to each site.

2. Click to deselect the check box(es) next to the site(s) to which you want to remove your access.
3. Enter your current password in the Password text box.
4. Click **Save**.

   You return to the My Profile page, and the change takes effect immediately.

Changing Your Email Address (or Mobile Phone Number)

The system sends system alerts and other notifications to the site owner. Site owners can specify up to three addresses for email messages and up to three mobile phone numbers for text messages. Non-site owners can specify one email address only.

Note: When the system sends out an alert, it sends email and/or text messages to all email addresses and mobile phone numbers specified. However, the system sends service email messages (such as password resetting instructions) to the first email address only.

You can change your email addresses and mobile phone numbers any time you want.

To change your email addresses or mobile phone numbers:

1. On the My Profile page, click **Change** next to Send alerts for sites I own to.

   A pop-up window appears.

2. Edit your email address in the first Email Addresses text box, if desired.

   Note: In some cases, you are not allowed to change your primary email address.

   If you are not the site owner, skip steps 3 and 4.

3. If you want alerts sent to other email addresses, enter or edit up to two more email addresses in the text boxes provided.

4. If you want text message alerts sent to one or more mobile phones, as well as the specified email addresses, enter one or more mobile phone numbers in the Mobile Numbers text boxes, and select the associated mobile phone service provider for each number from the drop-down lists.

   Be sure to include the area code for each number you enter.

5. Enter your current password in the Password text box.

6. Click **Save**.

   You return to the My Profile page, and the changes take effect immediately.

Managing Access Codes

An access code is a sequence of numbers that is required to arm or disarm the security system, and to access other protected security system functions. If desired, a unique access code can be created (at the security panel keypad or on a touch screen) for each person who will use the security system, so that history and alerts will indicate which access code was used to arm or disarm the system.

Access Code Types

The security system supports several different types of access codes. Each type offers a specific level of access and capabilities. These are the most common types:

- **Master Code:** The main access code for your security system. In addition to being able to perform basic functions like arming and disarming the site, the master access code is required for more advanced functions like adding, editing, or deleting other access codes, and changing certain system settings.

- **Standard Codes:** Access codes for additional users. These codes arm and disarm the security panel, but they cannot perform more advanced functions like adding, editing, or deleting access codes. Generally, you give these codes to family members and service workers. Each access code can be assigned a unique name, so that history will show which access code was used for arming or disarming.

  Your security system may also support special types of standard codes. For example, an Arm Only Code, if available, can only be used to arm the system, but not to disarm it. A Babysitter Code, if available, cannot be used to disarm the system unless it was also used to arm the system.

- **Duress Code:** A special access code to be used in emergency/duress situations only. When used, in addition to performing the requested function on the security system, a special type of silent alarm is also generated. For example, if an intruder surprises you when you are arriving home and forces you to enter the home and disarm the security system, you can enter the duress code instead of your usual access code to disarm the security system and send a silent alarm to the central monitoring station that indicates that you are under duress. To the intruder, it looks like you are entering the normal code to disarm the system, but the central monitoring station will notify the authorities that you are under duress, and they will respond as a robbery in progress. The duress alarm allows you to obey your captor while still sending for help.

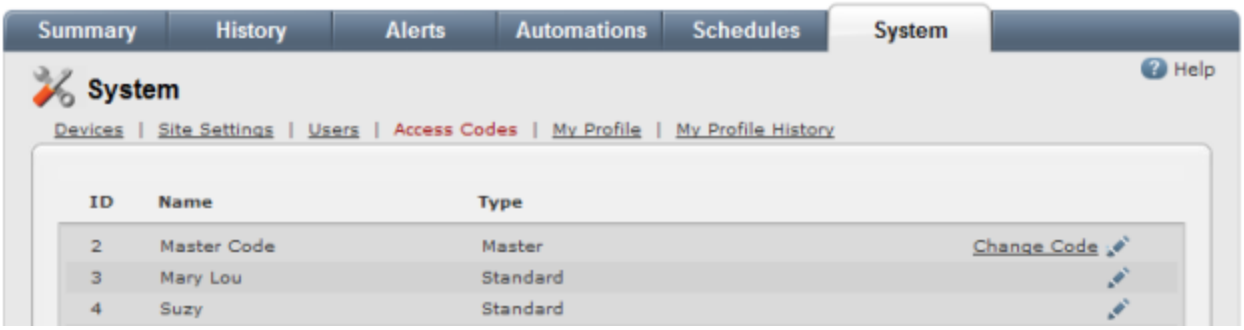
In more advanced security systems, you may also encounter other access code types, such as Supervisor Codes or Partition Master Codes. These are associated with the advanced functions of the security system, such as multiple partition support. Consult the user guide for your security system for further details about when and how to use these types of access codes.

Access Codes List

Click the **System** tab, then **Access Codes** to view the Access Codes page.

Note: It could take up to 20 seconds before the list of access codes is displayed. The actual delay will depend on the type of security system you have.

For each access code defined for your security system, this page lists the ID assigned by the security system, the name given to the access code by the site owner (or a default name if no name was assigned), and the type of access code.



On this page, if you are the site owner, you can:

- Change the name for any of the listed access codes. (See "Editing Your Profile" on page 55.)
- Change the Master Access Code that is stored in the web portal. To do this, click **Change Code**, then follow the directions in "Changing the Security Panel Master Access Code" on page 47.

Note: You cannot currently use the web portal to add or delete access codes, or to change the unique code associated with an access code. These functions must be performed at the security panel keypad or on the touch screen (if your system has one).

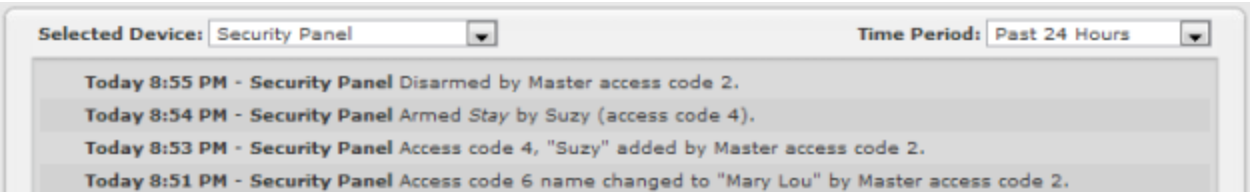
Access Codes in History

When an access code is used to arm or disarm the system from a security system keypad or a touch screen, or a keyfob associated with an access code is used to arm/disarm, the history of that event will indicate which access code was used. If you have assigned names to the access codes, then history will

also show those names.

Note: An access code will not be shown in history when the system is armed from a touch screen, since an access code is not required. Similarly, using Quick Arm to arm from a security system keypad does not show an access code in history for that arming event (since one is not entered for Quick Arm).

Changes to access code labels are also logged in history.



Access Codes in Alerts

If an access code is used to arm or disarm the security system, email and text message alerts related to that arm/disarm event will indicate which access code was used.

Editing Access Codes

The site owner user can change the name assigned to any access code defined for your security system. This name is shown in the Access Codes list page, for arm and disarm events in history, and for alerts sent when the system is armed or disarmed. If no name is assigned to an access code, the system creates a default name.

To change an access code name:

1. As the site owner user, click the **System** tab, if it is not already displayed.
2. Click **Access Codes**.

   A list of access codes defined for your security system is displayed.
3. Click next to the access code you want to change.
4. The Edit Access Code pop-up window appears.
5. Enter a name for the access code, and click **Save**.
6. You return to the Access Codes list page, and the new name is displayed.

   The access code name change will also be logged in history for the Security Panel.

Viewing Your User Profile

You can view your user settings in your user profile.

To view your user profile:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile**.

The My Profile page appears. (See "Editing Your Profile" on page 55 for information about making changes to your user settings.)

Viewing Your Profile History

You can view the history of your own site access, if desired.

To view your profile history:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile History**.

   A list of every time you accessed your site in the last 24 hours from any location appears.

You can select a different time period, if desired, from the Time Period drop-down list. To view all access to your site from all users, click the **History** tab. (See "Overview of the History Tab " on page 22 for more information.)

Usage Scenarios

The following scenarios are designed to help you think of ways you can make better use of your security system.

Remotely Unlock a Door

If you have a door lock device installed, you can remotely open the door for a service worker, an unexpected visitor, or your teenage son when he forgets his key without compromising your access code. The person you want to let in your house can call you when they arrive, and you can perform the following procedure to remotely unlock the door.

To remotely unlock a door:

1. Click the **Summary** tab, if it is not already selected.
2. In the Other Devices section, click ⏩ next to the door lock device for the door you want to open.

   The door lock actions pop-up window appears.

3. Click **Unlock**.

   A message informs you that the door will be unlocked in a few seconds.
4. If the person leaves before you get home, you can remotely lock the door by following the same steps and clicking **Lock**.

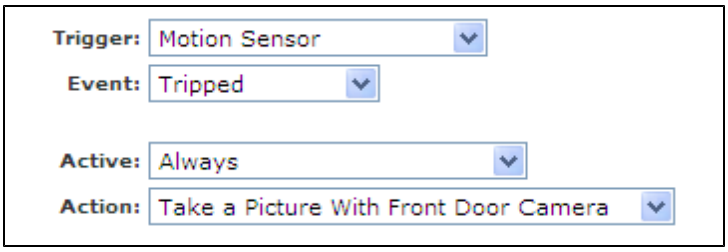
Take a Picture When Someone Comes to the Front Door

If you have a motion sensor and camera at your front door, the system can take a picture whenever someone comes to the door when you are not at home. You can look at the pictures at any time from the Summary tab. The following procedure provides an example of this type of automation.

To create this automation:

1. Click the Automations tab, if it is not already displayed.
2. Click **Add Automation**.
3. From the Trigger drop-down list, select the motion sensor at your front door.

4. From the Event drop-down list, select **Tripped**.
5. From the Active drop-down list, select **Always**.
6. Select **Take a Picture With Front Door Camera** (substituting the name of your camera) from the Action drop-down list.



7. Click **Save**.

   You return to the Automations tab. If motion is detected at the front door, the system takes a picture of your front door.

Turn Off Power to Media Center

Even though your TV and related devices are turned off, they draw small amounts of power that wastes energy as long as they are connected to a power source. To save energy, you can schedule your system to turn off the power to your entire home media center when you are unlikely to be using it.

Connect all of the electronic devices you want to control (TV, stereo, cable/satellite box, VCR, DVD player, and so on) to a plug strip or surge protector. Then connect the plug strip or surge protector to a Z-Wave appliance module, and plug that into a wall outlet. The action in this schedule cuts the power to the plug strip or surge protector, saving the energy that each of those devices would have used while you are asleep or away from home.

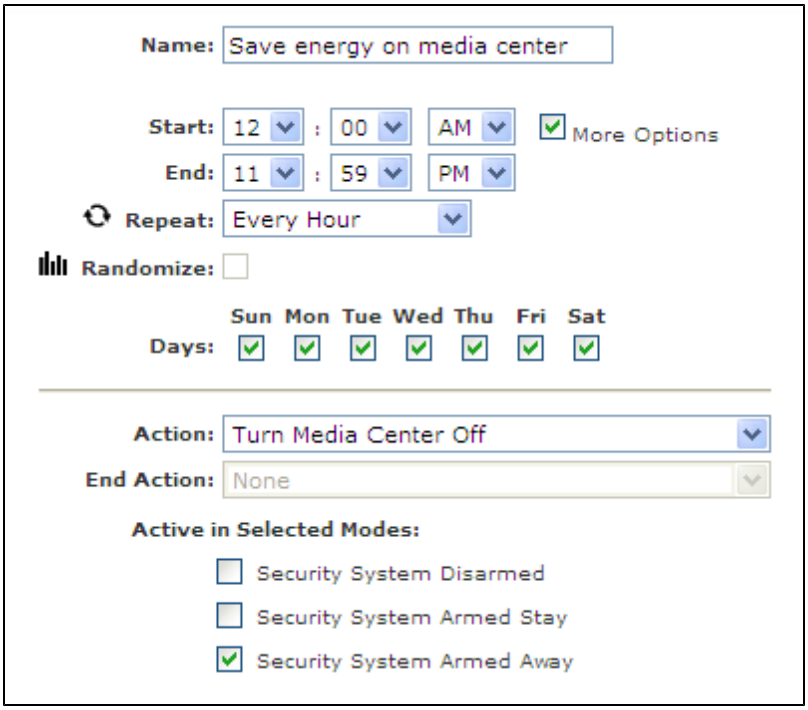
To set up the schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click **Add Schedule**.

   The Add Schedule pop-up window appears.
3. Enter the name of the schedule, such as **Save energy on media center**.
4. Leave the default setting for the start time.
5. Select **More Options**, and leave the default setting for the end time.
6. For Repeat, select **Every Hour.**
7. By repeating the action, you ensure that the power to your media center is not left on for more than an hour when you are asleep or not at home.
8. Leave all of the days of the week selected.

9. For Action, select **Turn Media Center Off** (or the name of your media center's appliance module, if different).

10. For mode, deselect **Security System Disarmed** and **Security System Armed Stay**.



11. Click **Save**.

    You return to the Schedules tab, and the new schedule appears on list. This schedule turns off the media center appliance module every hour while you are asleep or not at home but leaves it on when you are at home.

Send Me an Alert When Motion Is Detected in the Master Bedroom

If you have an area that you do not expect other people to enter when you are not at home, such as the master bedroom, the system can send you an alert when a motion sensor senses movement in that location. The following procedure provides an example of this type of alert.

To create this alert:

1. Click the **Alerts** tab, if it is not already displayed.

2. Click **Add Alert**.

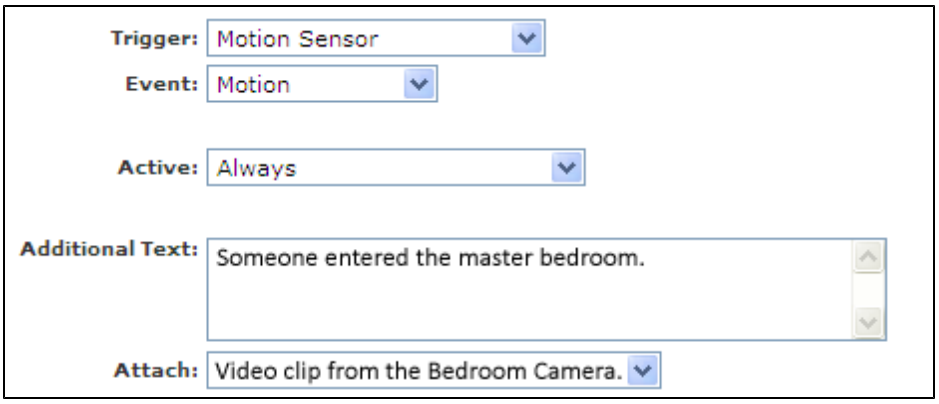
3. On the Select Alert Type pop-up window, accept the default selection, **When something happens**, and click **OK**.

   The Alert When Something Happens pop-up window appears.

4. From the Trigger drop-down list, select the name of the motion sensor in your master bedroom.

5. From the Event drop-down list, select **Motion**.

6. From the Active drop-down list, select **Always**.
7. Enter the message you want to appear in the email or text message to yourself in the Additional Text text box.
8. If you have a nearby camera, you can attach a picture or video clip from that camera by selecting it from the Attach drop-down list (for email only), so you can see who was near your pool.



9. Click **Save**.

   You return to the Alerts tab, and the new alert appears on the When Something Happens list. If motion is detected in the master bedroom, the system sends you an alert with the message you wrote. The email alert includes a video clip from the selected camera.

Send Me an Alert When the Medicine Cabinet Opens

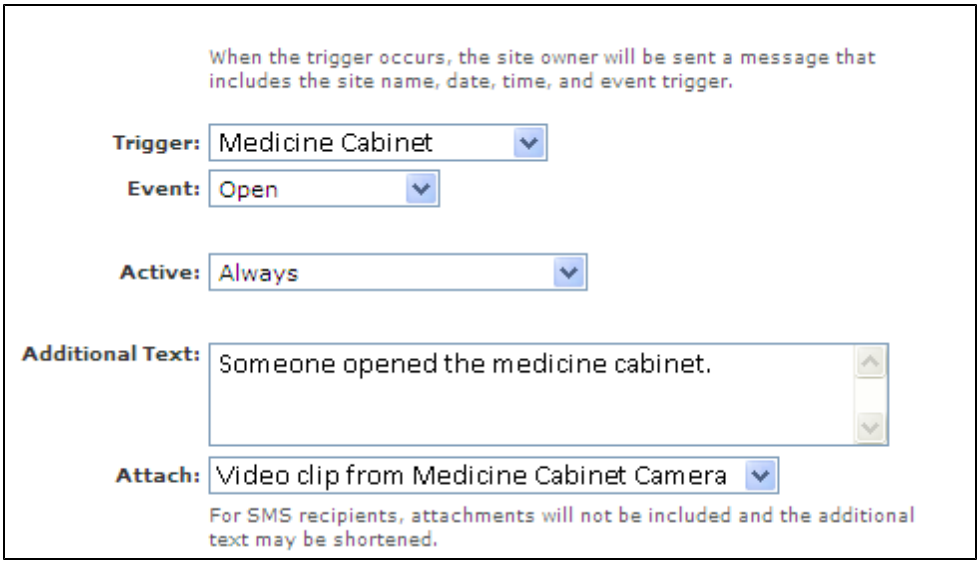
If you have a location in your home that your children are not allowed to open, such as medicine cabinets, safes, and liquor cabinets, the system can send you an alert when the door/window sensor on that location opens. The following procedure provides an example of this type of alert.

To create this alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, accept the default selection, **When something happens**, and click **OK**.

   The Alert When Something Happens pop-up window appears.
4. From the Trigger drop-down list, select the desired door/window sensor.
5. From the Event drop-down list, select **Open**.
6. From the Active drop-down list, select **Always**.
7. Enter the message you want to appear in the email or text message to yourself.
8. If you have a nearby camera, you can attach a picture or video clip from that camera from the

Attach drop-down list (for email only), so you can see who opened the liquor cabinet.



9. Click **Save**.

   You return to the Alerts tab, and the new alert appears on the When Something Happens list. Each time the medicine cabinet door opens, the system sends you an alert with the message you wrote. The email alert includes a video clip from the selected camera.

Turn on Lights to Make the House Appear Occupied

You can schedule your system to randomly turn on lights connected to Z-Wave lamp modules to make your house appear occupied while you are away. To do so, you create a schedule for each module.

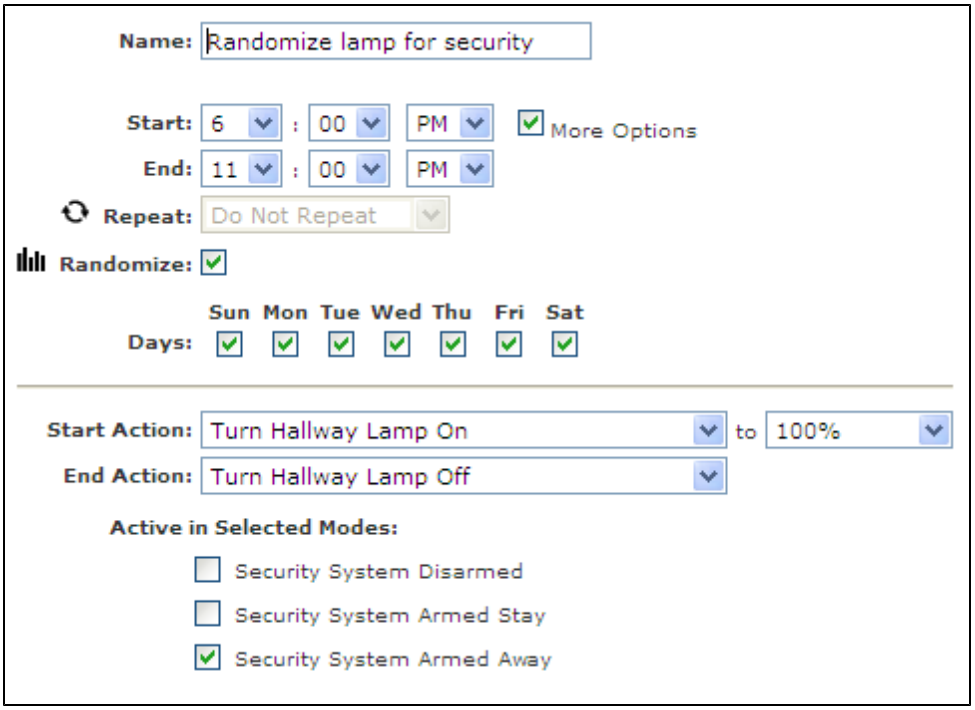
To create this schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click **Add Schedule**.

   The Add Schedule pop-up window appears.
3. In the Name text box, enter **Randomize hallway lamp** (or the name of a lamp module of your choice).
4. For start time, specify the earliest time you want the lamp to turn on.
5. Click **More Options** and specify the latest time you want the lamp to turn off.
6. Select **Randomize**.
7. If you want the schedule to operate every day of the week, leave all of the Days check boxes checked.
8. From the Start Action drop-down list, select **Turn Hallway Lamp On** (substituting the name of your lamp module), and select the desired brightness level, if it is a dimmer module.

9. Under End Action, select **Turn Hallway Lamp Off** (substituting the name of your lamp module).

10. If you want this schedule to operate only when you are not home, deselect the **Security System Disarmed** and **Security System Armed Stay** check boxes.



11. Click **Save**.
    You return to the Schedules tab. With this schedule, when you are not home, the selected lamp turns on every night between 6pm and 8:30pm (the first half of the specified timeframe) and turns off between 8:31pm and 11pm (the second half of the specified timeframe).

12. Repeat steps 2 through 11 for each lamp you want turn on and off randomly.

    Each light controlled by a lamp module can have a different schedule. Of course, not all lights controlled by a lamp module need to have a schedule. You decide which lights are controlled by a schedule.

Adjust the Heat at Different Times of the Day

If you want to turn down your heat on weekdays while you are at work and while you sleep at night, but turn it up first thing in the morning and during the evening when you are at home, you can create two schedules, one for the morning and one for the evening.

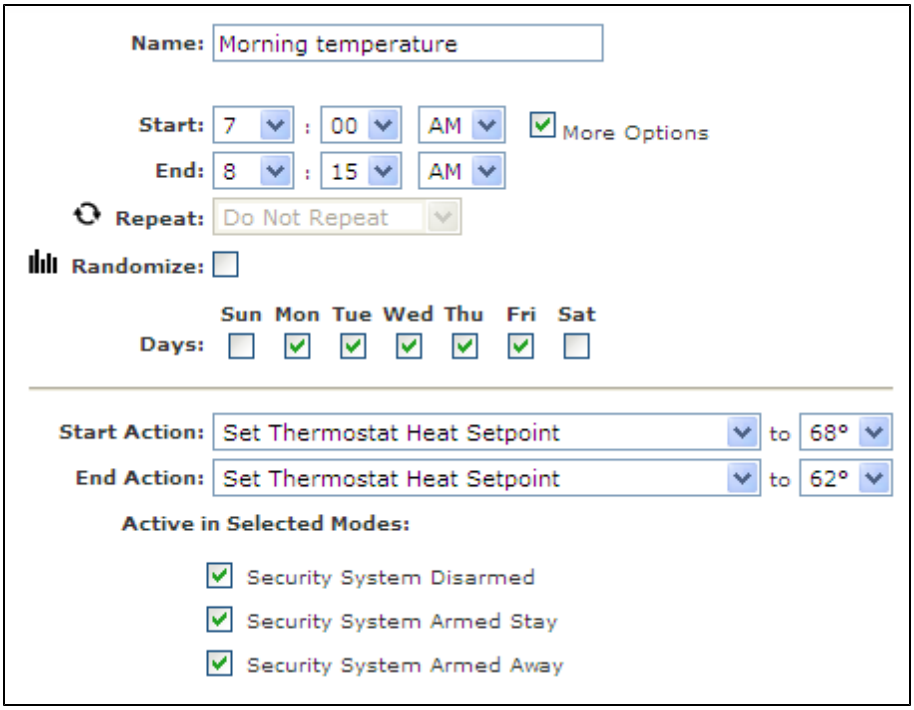
To create the morning schedule:

1. Click the **Schedules** tab, if it is not already selected.

2. Click **Add Schedule**.

3. Enter the name of the schedule, such as **Morning Temperature**.

4. Select the time in the morning when you want to turn up the heat.
5. Click **More Options** to display the end time.
6. Select the time you want to turn down the heat.
7. Select the days you want this schedule to occur.
8. For Start Action, select **Set Thermostat to Heat to**, and select the temperature to which you want to turn up the heat.
9. For End Action, select **Set Thermostat to Heat to**, and select the temperature to which you want to turn down the heat.
10. Select one or more modes in which you wish this schedule to occur.



11. Click **Save**.

To create the evening schedule:

1. Repeat the procedure for the morning schedule with the times you want to turn the heat up and then down in the evening.
2. Name the schedule appropriately (such as "Evening Temperature").

Send Me an Alert When the Mail Arrives

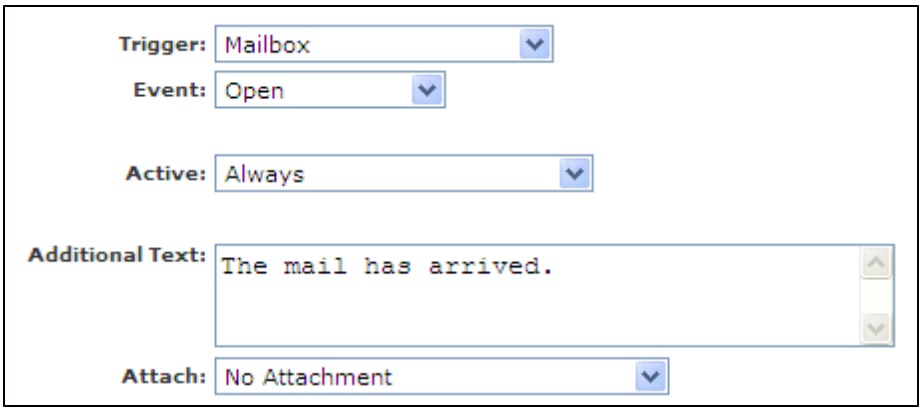
If you want to know when your postal mail arrives each day, you can install a door/window sensor on your mailbox and then set up an alert to be triggered when the mailbox is opened.

To create this alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, accept the default selection, **When something happens**, and click **OK**.

   The Alert When Something Happens pop-up window appears.
4. From the Trigger drop-down list, select the name of the door/window sensor on your mailbox.
5. From the Events drop-down list, select **Open**.
6. From the Active drop-down list, select **Always**.

   With this setting, whether you are at home or not, you know when the mail arrives.
7. Enter the message you want to appear in the email or text message to yourself.
8. Leave the default selection on the Attach drop-down list, **No Attachment**.



9. Click **Save**.

   You return to the Alerts tab, and the new alert appears on the When Something Happens list. Anytime the mailbox opens, the system sends you an alert with the message you wrote.

Send Me an Alert When My Son Is Late

If you have a son who comes home from school on his own to an empty house, you can make sure you know about it if he is late. The system can send you an alert if your front door does not open within the timeframe when you expect your son to come home.

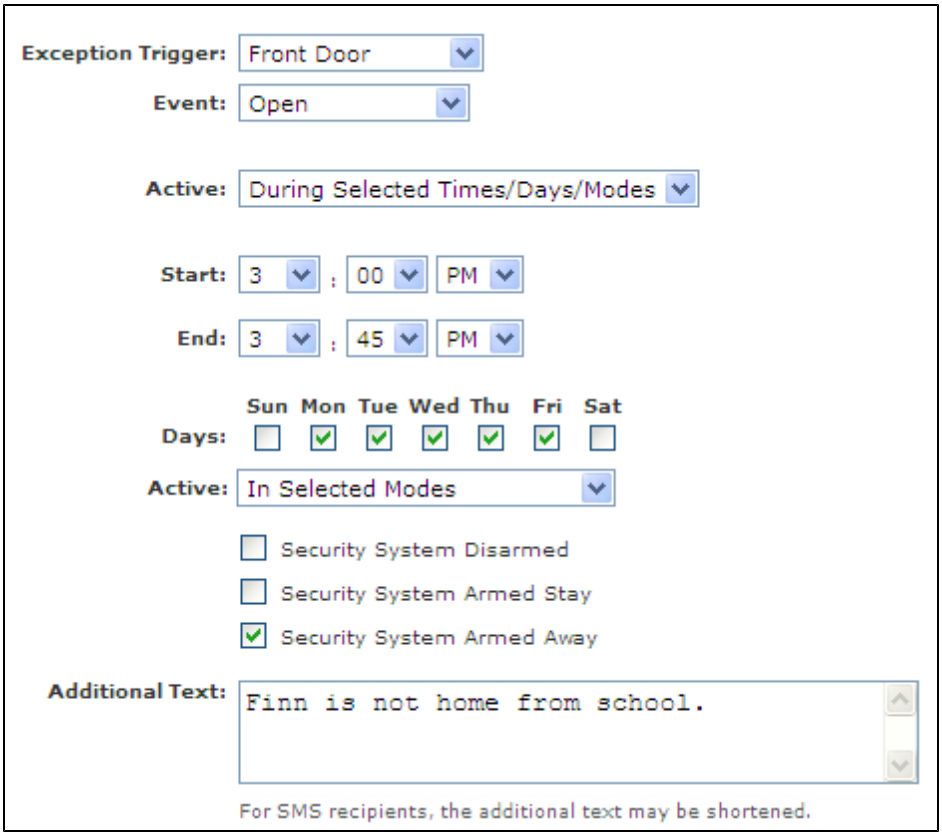
To set up this alert:

1. Click the Alerts tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, select **When something does not happen**, and click **OK**.

The Alert When Something Does Not Happen pop-up window appears.

4. From the Exception Trigger drop-down list, select **Front Door** (or the name of the door/window sensor where you expect your son to enter the house).
5. From the Event drop-down list, select **Open**.
6. From the Active drop-down list, select **During Selected Times/Days/Modes**.
7. For the Start time, select the earliest time you expect your son to come home.
8. For the End time, select the latest time you expect your son to come home.

   This the time the alert will be sent to you.
9. Deselect the days **Sun** and **Sat**, since there is no school on those days.
10. Deselect all modes except **Security System Armed Away**, since you only need this type of alert if you are not at home.
11. Enter the message you want to appear in the email or text message to yourself in the Additional Text text box.



12. Click **Save**.

You return to the Alerts tab, and the new alert appears on the When Something Does Not Happen list. If your front door does not open between 3:00pm and 3:45pm on any weekday, the system sends you an alert with the message you wrote.

About Your Devices

Gateway

Information can be obtained about the gateway from its device details page on the web portal or by physically looking at the device. Both sources of information can be useful for troubleshooting.

Device Details

From the gateway device details page you can view details about your hardware and connection status. (See "Managing Your Gateway" on page 46 for details about the types of information available on this page.)

Front Panel

The front panel of your gateway provides the following indicators:

Indicator	Description
Power LED	Solid **Green**: Normal operation Pulsing **Green**: Initial state when starting up Pulsing **Orange**: Downloading new firmware (Operation might be sluggish for "lifestyle" services.) Pulsing **Red**: Critical failure (very rare) Dark (no light): No power
Broadband LED	Solid **Green**: Normal operation Quickly Blinking **Green**: Activity Pulsing **Orange**: Trying to contact the server after a failure Pulsing **Red**: Rejected by server (Contact customer support.) Dark (no light): No power
Cellular LED (If unlabeled, see the next row.)	Solid **Green**: Normal operation Quickly Blinking **Green**: Activity Pulsing **Orange**: Trying to contact the server after a failure Pulsing **Red**: Configuration problem with GPRS modem, no SIM card inserted, or rejected by the server (Contact customer support.) Dark (no light): No power
Unlabeled LED (If labeled "Cellular", see the previous row.)	Dark (no light): No power

Indicator	Description
Devices LED	Solid **Green**: Normal operation Quickly Blinking **Green**: Activity Solid **Orange**: One or more devices are offline. Dark (no light): No power

The SIM card slot is also on the front of certain gateways equipped for cellular alarm reporting. If your gateway is equipped with cellular alarm reporting capabilities, your service provider will provide a SIM card for the gateway to connect to the cellular network.

Back Panel

The back panel of the gateway provides the following ports and buttons:

Port/Button	Description
SYNC Button	The SYNC button forces the gateway to connect to the iConnect servers. Under normal operation, the use of this button is not needed.
Broadband Port	The broadband port is where the gateway is connected to the customer's router with an Ethernet cable. This is the gateway's external network interface.
Wi-Fi Antenna	The Wi-Fi antenna is the external antenna for the gateway's cellular communications module. In some cases, the gateway may not be equipped for cellular backup, in which case the antenna port is capped.
Reset Button	You can press the reset button with a paperclip or similar object to restore your gateway to its factory default settings. It is recommended that this be done only as part of troubleshooting steps with a support representative.
Device LAN Port	The device LAN port is the gateway's internal network connection. It is used for connecting to cameras and other networked devices in the gateway site.
USB Ports	The gateway's USB ports are for future implementation of additional product features.
Security Port	The security port is for security panels that require a wired connection.
Power Connection	This is where the gateway's power adapter is connected. The gateway power adapter has an input of 100-240 Volts, 50/60 Hertz and 0.5 Amps. The output of the gateway power adapter is +12 Volts and 25 Amps.

Bottom

The bottom of the gateway contains a label with the following information.

Information Type	Description
Activation Key	The activation key is used when first setting up your gateway for service.
Serial Number	The serial number is a unique identifier for your gateway.

Information Type	Description
Device MAC	The device MAC is the hardware address that corresponds to the device LAN port on the back panel of the gateway.
Broadband MAC	The broadband MAC is the hardware address that corresponds to the broadband port on the back panel of the gateway.
SIM ID	If your gateway is equipped for cellular backup service, it comes with a SIM card for connecting to the cellular network. The SIM ID is the SIM card's unique identifier.
Home ID	The gateway home ID is the Z-Wave unique ID used for building the Z-Wave mesh network.

Note: Your gateway should not be plugged into a wall socket controlled by a light switch.

Security Panels

If your gateway is integrated with a security panel, the gateway communicates with the security panel using a wired connection. This tight integration allows the gateway to retrieve and update sensor information (such as names and zone numbers) directly from the security panel.

Note: Because of this tight integration, updates to sensor names and the like should be performed on the security panel. The ability to add, edit, and delete sensors using the web portal is disabled.

You can view your security panel information by clicking **Security Panel** on the System tab in the web portal. The Security Panel page appears.

The Security Panel Access Code is the master access code for your security panel. The gateway uses this code to arm and disarm your security panel and to enable remote administration. (See "Changing the Security Panel Master Access Code" on page 47 for more information.)

Sensors

Door and Window Sensors

Your door/window sensors can be triggered when doors, windows, mailboxes, wall or medicine cabinets, entertainment centers, liquor cabinets, or closets are opened or closed. The door/window sensor has two components: the sensor itself (the larger piece) and the sensor magnet.

When a door or window is opened, the magnetic field between these two components is broken, triggering the sensor to communicate with your security panel. Your Summary tab then displays the sensor as open in the Devices section with a yellow circle next to the name of the sensor.

Checking the Sensor's Status

You can check the status of your door/window sensor in the Security section on your Summary tab. The Security section lists the current states of all sensors installed at your site. A door/window sensor has two states: Open and Closed. When it is open, there is a yellow circle to the left of its name.

Note: For wired door/window sensors, there is sometimes a several-minute delay in reporting the closed state. This is due to a security panel limitation in reporting wired device states. This delay does not occur for wireless door/window sensors.

Motion Sensors

You can use a motion sensor as part of any automation. When the motion sensor detects motion in a room, the status changes, and the system takes some action, such as taking a picture with a nearby camera or turning lights on or off. For example:

- When someone enters a site where the motion sensor monitors the area, an alarm event is generated that notes that a person has arrived at your site.
- If a person comes to a front door or a particular room (where there is a motion sensor and a light), you can have a light come on when the motion sensor detects that person's motion and go off when no motion is detected.

Note: If the motion is very brief (such as a waving a hand in front of the sensor), the light might turn on and then quickly turn off. This is due to the motion sensor sending a no motion message to the security panel as soon as it detects no motion.

For details on how to create automations, see "Adding Automations" on page 34.

You can also use your motion sensor with alerts. For example:

- Add an alert to send an email or text message to one or more people whenever a motion sensor detects motion.
- Add an exception alert that sends an email or text message if the motion sensor detects no motion. You may have a store that should open at 9am. If no one is present inside the store to manage it, you can receive an alert with a custom message that alerts you that the store is not staffed.

For details on how to create alerts, see "Adding Automations" on page 34.

Smoke and Heat Sensors

Smoke/heat sensors detect smoke and heat in their general location. They can be used in garages, offices, storage areas, bedrooms, basements, and warehouses, and are especially useful near space heaters.

If smoke or heat is present, the device activates its siren, communicates with your site, and generates an alarm in your web portal. The smoke/heat sensor has an indicator light that turns red in an alarm condition.

You can set up the system to send you an alert when the sensor alarms. For details on how to add an alert, see "Adding Alerts" on page 26.

Water Sensors

Water sensors alert you when a water leak has occurred in your home or business, so that you can minimize any potential damage. In your home, you can place water sensors near your hot water heater, in your basement, or under sinks. In your business, you can use them in storage rooms, warehouses,

laboratories, or anywhere that rain water, run-off, or snow could create water damage.

Water that reaches the sensor's contact points activates the sensor, causing it to transmit an alarm to your security panel. The presence of water is indicated in the Security section of the Summary tab, where a red diamond appears next to the water sensor's name. You could also receive an email or text message alert about the water, if you add an alert for it.

If the water recedes, the sensor indicates this change, returning to Okay status. A water sensor can indicate the presence or absence of water only, not its depth or volume.

You can make the water sensor part of an alert. For example, the system can send an email to you if the device senses water, alerting you or others to investigate the situation. For details on how to create an alert, see "Adding Alerts" on page 26.

Freeze Sensors

Freezing conditions can destroy plumbing elements and appliances that contain water. Freeze sensors can be added to your site to generate an alarm, if low temperatures threaten damage to your property. The freeze sensor detects temperatures below a particular level (which varies with manufacturers but is generally around 41 degrees Fahrenheit— 5 degrees Celsius).

Freeze sensors:

- Monitor temperature continuously 24 hours a day and activate if the temperature drops below the set level
- Communicate low temperature conditions to the security panel and cause an alarm to sound
- Continually test their batteries and notify the system when they are low

Freeze sensors can be installed in any location that you want to protect from low temperatures. However, avoid locations near exterior walls that may become excessively cold.

About Z-Wave Devices

Z-Wave devices create what is referred to as a *mesh network*, so they can communicate more efficiently with the gateway. The mesh network allows devices to be located further away from the gateway than if each Z-Wave device had to communicate directly with the gateway, since the devices relay communications from more distant devices to closer devices until the message gets to the gateway.

The successful installation of Z-Wave devices depends on several factors. Many devices support "long-range install", which means that they can be installed at some distance from the gateway. Others do not and must be located very close to the gateway during installation and moved to their final location after the installation is complete.

If you are the site owner, a **Refresh** button appears on the final installation page of the Z-Wave installation assistant and on the Z-Wave device details page of the System tab. When you click **Refresh**, the gateway optimizes the Z-Wave mesh network, based on the current locations of all installed Z-Wave devices. This facilitates optimal communication among the devices and the gateway.

There are two times when you should click the **Refresh** button:

- After you complete the installation of all of Z-Wave devices and move them to their permanent locations.
- After you move one or more Z-Wave devices to a new location.

  The mesh network tells each device on the network which devices to communicate with in order to get information to the gateway. When you physically move a device, it breaks a connection in the network, which can cause communication problems. For instance, you might move a device that was closest to the gateway further away. Since that device was probably used by all of the other devices to relay messages to the gateway, all of the devices are likely to have communication problems. When you click **Refresh**, the gateway determines the new location of each device and optimizes the order in which they relay messages.

The refresh process may take a while to complete. For example, for a small number of devices, it could take five minutes, but for a network of many devices, it could take 30 minutes or more. The status of the refresh operation is not visible to you, so if you click **Refresh**, wait for it to complete, and do not click **Refresh** again.

Lighting Devices

Lighting devices provide a convenient, automated lighting solution for your site. You can use:

- Fluorescent light and appliance modules with on/off switches for fluorescent lights and appliances
- Lamp modules for dimming incandescent lights

From your web portal, you can:

- Set up an automation to have lights turn on, off, brighten, or dim based on room occupancy using a motion sensor. See "Adding Automations" on page 34 for more information.
- Schedule lights to turn on, off, brighten, or dim based on the time of the day and day of the week. See "Adding Schedules " on page 41 for more information.
- Schedule lights to turn on, off, brighten, or dim. See "Adding Schedules " on page 41 for more information.
- Turn lights on, off, or brighten or dim them at any time. (See "Managing Lights" on page 20 for more information.)

Thermostats

You can add a Z-Wave thermostat to your system to maximize your energy conservation and comfort. Z-Wave thermostats allow you to control your heating/air conditioning system whether you are on site or away from the premises.

Today, most programmable thermostats require you to enter a specific set time and day of the week to control your temperature. When you are not on site for extended periods of time, the programmable thermostat continues to cool or heat your site, wasting valuable energy. The Z-Wave thermostat takes energy conservation one step further.

By automating the temperature settings based on activities at your site, you can maximize comfort and energy conservation. For example, when you leave your site in the winter, you can configure the thermostat to automatically turn the temperature down when the garage door opener is activated. When you enter your site later, opening the garage door automatically signals the thermostat to turn the temperature back up to your comfort level. You can create the opposite settings for the summer months.

Door Locks

Z-Wave door locks allow you to monitor access to your home around the clock. You can lock and unlock doors from any location with your web/mobile portal or iPhone App. You can set up automations to send text or email updates about door lock activity, so you always know who is at home. In addition, you can receive battery level status and low battery alerts from the system.

With the web portal, using automations, you can set up more complex actions in which a door lock controls another device or another device controls a door lock. For example, you can create automations that:

- Lock all doors when the security system is armed.
- Turn on lighting when a door is unlocked.
- Unlock all doors when there is a fire alarm.

See "Adding Automations" on page 34 for information about how to set up these actions.

IP Cameras

You can use supported Internet Protocol (IP) cameras to take pictures or video clips, or to watch live video at your site. You can take pictures and video clips manually or automatically. See "Taking Pictures or Capturing Video Clips Manually" on page 19 and "Taking Pictures or Capturing Video Clips as Part of Automations, Alerts, or Schedules" on page 20.

Resetting a Camera to Factory Settings

While attempting to add a camera, if you see a message in the camera assistant that tells you to factory reset your camera, perform the following procedure.

To factory reset a camera:

CAUTION: Do not factory reset a camera unless instructed to do so by the camera installation assistant. If you factory reset a camera that was already added to your system, you will have to delete it and then add it again using the camera assistant.

1. Ensure that the camera is powered on.
2. Push and hold the reset button on the camera for at least 15 seconds.

   Note: Depending on the camera, the reset button might be a button, or you might need to unbend a thin paperclip and insert it in a small hole to depress the reset button.

Typically, the power LED on the camera blinks several times to confirm that the reset was completed successfully. The camera often restarts after a reset, which could take several minutes. Wait several minutes after a reset before continuing with any other operations that involve that camera.

Wi-Fi Extenders

Wi-Fi networks in a typical home are sometimes prone to weak or non-existent signals in some portion of the house. Without any obstructions, Wi-Fi signals theoretically can reach 300-500 feet. But, unless you live in a space with no walls, you are more likely to see decent signals in the 75-150 foot range.

Wi-Fi networks use a weak radio signal that can be blocked or weakened by any number of construction materials: cinder block, concrete, metal, and even wood and drywall. The more barriers between the gateway and its devices, the weaker the signal.

Before you invest in any more technology, you can try a couple of simple tests to see if your signal improves. Start by moving the gateway around, if possible. Moving it around in the room as well as moving it to another room can sometimes make a noticeable difference.

In general, the best gateway location to get coverage throughout the house is as close to the center as possible and on the second floor if it is a two-story house. Keep the gateway off the floor and away from walls and large metal objects, like file cabinets.

If changing the placement of the gateway or the channel does not solve Wi-Fi range issues for all Wi-Fi devices, you can install a Wi-Fi extender.

Note: You can install only one extender per network.

The Wi-Fi extender must be located within signal range of your wireless gateway. The stronger the signal, the more it has to boost, so experiment with placement. It works best in situations where there is a weak signal in the desired location. Install the extender halfway between the gateway and the remote device you are trying to connect.

Note: If you ever replace your Wi-Fi extender, you can delete the old device and then add the new one. (See "Deleting Devices" on page 50 for information on how to delete a device in the web portal.)

Troubleshooting

General Troubleshooting Tips

The following table lists some common issues and their resolutions.

Symptoms	Reasons	Resolutions
You are unable to access the web portal.	You might not be connected to the Internet.	In your browser, navigate to a known web site (such as google.com) to be sure you are connected to the Internet.
After changing the master security code on the Touch Screen, it does not work on the security panel.	You must change the master security code on the security panel as well as on the Touch Screen.	Change the master security code on the security panel to the same code you set on the Touch Screen.
The Live Video Dashboard link does not appear on the Summary tab.	1. It can take up to five minutes for the link to appear after you plug in a camera. 2. No camera is installed. (Check your System tab to be sure a camera is installed.)	1. Refresh/reload the web page in your browser. If that does not work, sign out of the web portal, and then sign back in. 2. Install a camera. (See "Adding Devices" on page 47.)
» does not appear next to a camera on the Summary tab.	The camera is offline.	Resolve any problems with the camera.
No pictures or videos appear on the Summary tab.	1. No camera is installed. (Check your System tab to be sure a camera is installed.) 2. There are no schedules or automations that include taking a picture or video.	1. Install a camera. (See"Adding Devices" on page 47.) 2. Create at least one schedule or automation that takes a picture or video, or take a picture manually. (See "Adding Schedules " on page 41, "Adding Automations" on page 34, or "Taking Pictures or Capturing Video Clips Manually" on page 19 for more information.)
You cannot delete the last picture or video.	The portal does not allow you to delete the last picture or video, if there is only one left.	No action required.

Symptoms	Reasons	Resolutions
The timestamps on your pictures and videos are incorrect.	Your time zone is not set correctly.	Adjust your time zone. (See "Managing Your Site Settings" on page 51.)
When I took a picture, nothing happened.	When you take a picture or capture a video clip, it takes between 5 seconds and 3 minutes to complete the action, depending on a number of factors, including how recently your gateway communicated with the server. During the indicated time window, the servers receive your request, communicate with your gateway, and then initiate the local devices to act. Finally, your Summary tab is updated with the new settings or status.	Wait for the picture to appear. If it does not appear within 3 minutes, refresh your browser window on the Summary tab.
A device that you expect to appear in the Other Devices section of the Summary tab is not listed.	The installation process might not be finished, the device might not have been installed, or the device is not a Z-Wave device.	Check the System tab to be sure the device is listed. Then: ❑ If it is listed with a gray status icon, it is still in the process of being installed. Wait until the status icon turns green on the System tab, and then check the Other Devices section of the Summary tab again. ❑ If it is not listed on the System tab, it is not installed. Install the device. (See "Adding Devices" on page 47.)
The Security section of the Summary tab informs you that broadband is unavailable.	Your broadband connection is down.	Power cycle your cable or DSL modem, then your router, and finally your gateway (in that order). If your broadband connection is still down, contact your broadband provider for help.
An alert includes a picture or video clip without any motion in it.	You set up an event alert to take a picture or video clip when a motion	Use a door/window sensor

Symptoms	Reasons	Resolutions
	sensor senses movement. Motion sensors are slow to react and send information. By the time the camera receives the instruction to take a picture or video clip, the motion has stopped.	instead of a motion sensor to trigger the alert, if possible. If you do use a motion sensor to trigger the alert, capture video clip instead of taking a picture. Cameras store a certain amount of video clip information at all times. So a video clip that you capture actually starts two seconds before the trigger. So, if you set up an alert for a camera to capture a video clip with a motion sensor trigger, the captured video clip actually includes two seconds before the motion was sensed and five seconds afterwards.
You are getting alerts when you think you should not get them.	1. You set up an event alert instead of an exception alert. 2. You selected the wrong type of trigger for your exception alert.	1. Delete the event alert and set up an exception alert instead. 2. Change the trigger in the exception alert. (Review step 4 of "Adding Exception Alerts" on page 28 for details.)
You are not getting alerts when you think you should get them.	You set up an exception alert instead of an event alert.	Delete the exception alert and set up an event alert instead. (See "Overview of the Alerts Tab" on page 24 for a description of each type of alert.)
A scheduled event is not occurring as expected.	1. You set up a schedule for only one or two modes, but the current mode is not included. 2. If the system is in the process of refreshing the Z-Wave network, the devices cannot be controlled by the gateway. **Note:** The system refreshes	1. Change the schedule to include all modes. 2. Reschedule the event for a time when the Z-Wave network is not refreshing.

Symptoms	Reasons	Resolutions
	the Z-Wave network everyday at 3am local time, and it could take up to two hours for the refresh to complete, depending on how many Z-Wave devices you have installed.	
A device you installed is not listed on the System tab.	The device name is the same as another device previously installed (for example, a door/window sensor and a motion sensor are both named "Kitchen").	Delete and re-add the missing device with a unique name. (You can use the security panel to delete it, because the security panel differentiates devices by zones, not by name.)
A device is listed on the System tab with a red status icon.	The device is offline, alarmed, tripped, tampered, or has a low or dead battery. The status icon indicates the exact state. (See "Overview of the System Tab" on page 44 for a definition of each status icon.)	Correct the problem with the device.
A device is listed on the System tab with a yellow status icon.	The device is open or was bypassed, motion was detected, or its state is unknown because the gateway or security panel is offline. The status icon indicates the exact state. (See "Overview of the System Tab" on page 44 for a definition of each status icon.)	Correct the problem with the device.
A device is listed on the System tab with a gray status icon.	The device is in the process of being activated. **Note:** The activation could take as long as 64 minutes for some devices.	No action required.
The security panel is listed on the System tab with a red status icon.	The gateway might be too close to the security panel, and their RF signals may be conflicting.	Make sure the gateway is at least 12 feet away from the security panel.
An IP camera is listed on the System tab with a red status icon.	The camera might be too far away from the gateway. Cameras must be within 100 feet of the gateway.	Move the camera or the gateway, so they are closer to each other.
After relocating a camera, it no longer communicates with the gateway. (That is, when you try	Either the camera is too far away from the gateway, or there are surfaces between the camera and gate-	Relocate the camera either closer to the gateway or where there are no surfaces between

Symptoms	Reasons	Resolutions
to take a picture, capture a video, or watch live video, it does not work.)	way that interfere with wireless communication (such as brick walls, double-pane glass, metal).	them that interfere with wireless communication.
A Z-Wave device is listed on the System tab with a red status icon.	The Z-Wave device might be too far away from the gateway. The gateway must be no more than 12 feet from a lamp module or 5 feet from a thermostat module during installation. (After installation, you can move the Z-Wave devices further away and click the Refresh button on any Z-Wave device details page to refresh the Z-Wave mesh network. See "About Z-Wave Devices" on page 78 for details.)	Move the Z-Wave device or the gateway, so they are closer to each other during installation.
A thermostat appears on the System tab as "Wayne Dalton: On/Off Switch".	You held the include button too long when you installed the device.	Delete and then reinstall the thermostat. Do not hold the include button; press and release it.
A door/window sensor reports itself as open when it is closed.	1. The sensor may be installed incorrectly. 2. There might be too much space between the sensor and the magnet.	1. Verify that the arrows on the sensor and the magnets are aligned. 2. Re-position the sensor and magnet to decrease the space between them.
A motion sensor continues to report "Motion" in the Security section of the Summary tab after the motion has stopped.	Motion sensors have a built-in four-minute delay. If, after four minutes, it does not detect any motion, it reports "No Motion".	No action required.
The cellular signal strength (for cellular backup) is between 1 and 3. (Applicable only if you subscribe to cellular backup service.) You can determine the signal strength by selecting the gateway on the System tab. The Cellular Signal Strength value appears under Communication Link Status.	1. The cellular antenna is not connected. 2. The gateway is in a solid cabinet or not near a window or door.	1. Connect the antenna that came with the gateway to the connector on the gateway labeled Cellular. 2. Reposition the gateway so it is not in a cabinet, and its antenna is closer to a window or door.

Symptoms	Reasons	Resolutions
A signal strength of 4 or 5 is optimal.		
The cellular signal strength is 0. (Applies only if you subscribe to cellular backup service.)	The required SIM card is not installed in the gateway.	Install the SIM card in the gateway, and reboot the gateway. (Refer to the installation guide for your system configuration for instructions.)
The cellular signal strength is N/A.	The primary connection type is currently broadband, so the cellular signal strength is not applicable.	No action required.

Resolving Live Video Problems

If you attempt to watch live video and receive an error or time-out message, you must take whatever action is recommended in the message. That might be upgrading QuickTime, upgrading Java, changing your camera settings, or a combination of those actions.

The following procedures describe how to resolve the most common issues.

If a message prompts you to associate the MIME type with QuickTime:

If your computer is configured to play MPEG4 videos with a different video player than QuickTime (such as Windows Media Player), a message appears asking you if you want to reassociate the MIME type with QuickTime. If that message appears, take one of the following actions:

- Click **Yes** to make QuickTime your default media player
- Select **Do not prompt in the future**, and click **No**.

If you click **No** but do not select the check box, this message will appear every time you play a video clip in the web portal.

If a message prompts you to install or upgrade QuickTime:

Note: During the following installation, your browser might close, and you will lose access to these instructions until your browser restarts and you can sign in to the web portal again. So, for your convenience, if this computer is connected to a printer, print this page of instructions.

1. Go to http://www.apple.com/quicktime/download.
2. Install the latest version of the free QuickTime player by clicking the **Free Download Now** button and following the instructions provided on the screen.

   Note: You do not need to install iTunes, and you do not need to submit an email address in order to install QuickTime.

There might be several pauses—some up to 2 minutes—with no activity during the following installation steps. These pauses are normal. If this happens, be patient and wait for the next step to appear.

3. When a message prompts you to run or save the file, click **Run**.
4. When a message prompts you again to run the software, click **Run** to start the QuickTime installer.
5. During the installation, respond to the prompts as they are displayed.

   In general, accept the default settings for each step of the installation. However, you may change the settings, assuming you understand the impact of the change.

   Note: During the installation, a message might inform you that all running QuickTime applications must be shut down. Click **OK** to dismiss this message.

   Note: This action might close your browser windows. If it does, when your browser restarts, return to the web portal, sign in, and click **Help?** at the top of any page. Then navigate to **Troubleshooting > Resolving Live Video Problems** to return to this help page.
6. At the end of the installation, click **Finish**.

   Note: After you click **Finish**, a message might prompt you to upgrade to the QuickTime Pro product, which is not required. Click **No Thanks** to dismiss the message.
7. Return to the web portal and attempt to watch live video again. (See "Working With Live Video" on page 16 for details.)
8. If you get another error or time-out message, continue with the next procedure.

If a message prompts you to install or upgrade Java:

Note: During the following installation, your browser might close, and you will lose access to these instructions until your browser restarts and you can sign in to the web portal again. So, for your convenience, if this computer is connected to a printer, click **Print This Page** above to print this page of instructions.

1. Go to http://www.java.com/en/download/manual.jsp.
2. Find the section of the page that pertains to your operating system. For example, if you have Windows XP, go to the Windows section of the page.

   Note: You do not need to perform the steps to verify the Java version. Go directly to the download process.
3. Click the download link for your operating system:

   - For Apple OS X, click the link that provides instructions on how to use the Mac's Software Update feature to update your Java version, and skip the rest of this procedure.
   - If you have a Windows operating system, click the **Online** link for your operating system (e.g. Windows 7, XP, Vista, 2000, 2003).

Note: If there is no **Online** link listed, or if you are having problems installing the online version, select an **Offline** link.

For 64-bit Windows operating systems, select the 32-bit Java download link, and run the 32-bit version of your browser. (QuickTime currently requires this.)

A message prompts you to install the software.

4. Click **Run**.

   Respond to the prompts as they are displayed. You can accept the default settings for each step of the installation. However, you do not need to install the Yahoo! Toolbar. Be sure to deselect that option before continuing to the next step of the installation, unless you want to install it. During the software installation, a message keeps you informed of the progress.

   Note: When the installation is complete, you must restart your browser. When you do, it closes this window and the web portal. When your browser restarts, return to the web portal, sign in, and click **Help?** at the top of any page. Then navigate to **Troubleshooting > Resolving Live Video Problems** to return to this help page.

5. Be sure to select the check box next to **Restart my browser(s) now to verify the installation**, and click **Finish**.

6. Return to the web portal and attempt to watch live video again. (See "Working With Live Video" on page 16 for details.)

If you get another error or time-out message, it is likely that you are experiencing some form of video connectivity problem. Possible causes include:

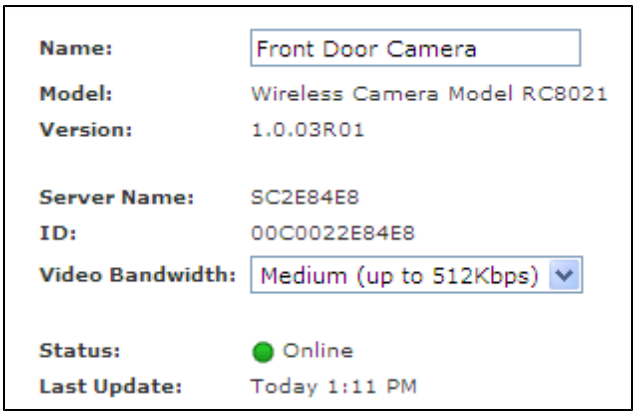
- Insufficient Internet uplink from gateway to the Internet (for example, your camera is uploading at 500 Kbps, but your DSL uplink can support only 384 Kbps).
- Insufficient Internet downlink from Internet to browser (for example, your camera is uploading at 500 Kbps, but your remote location supports only 384 Kbps downlink, or you are using a dial-up connection to view live video).
- Low quality Wi-Fi connection from camera to gateway (for example, your camera is too far from your gateway).
- Low quality Wi-Fi connection at your remote PC (for example, you are using a PC at a Wi-Fi location with very heavy Wi-Fi usage).
- The Internet or your local network is experiencing data connectivity or packet loss.

Continue with the next procedure.

To adjust your video connectivity settings:

1. Click the **System** tab, if it is not already displayed.
2. Click the name of the camera from which you want to watch live video (the camera whose video connectivity settings you want to change).

   The Device page for that camera appears.



2. From the Video Bandwidth drop-down list, select the bandwidth that best matches the actual video bandwidth of your computer.

   If the camera uses Wi-Fi, there may be locations in the house where less ideal Wi-Fi connectivity warrants an even lower bandwidth setting. When experimenting, please note that it could take up to 60 seconds for changes made in the web portal to take effect on the camera, and the change temporarily closes any current live video streams.

3. Click **Save**.

4. Return to your web portal and attempt to watch live video again. (See "Working With Live Video" on page 16 for details.)

5. If you get another error or time-out message, contact customer support.

-3285 Disconnected Error

If a message informs you about a "-3285 Disconnected" error and your computer is on a network using an outbound Internet proxy, you might need to manually configure your browser's proxy settings in order to support live video.

To configure your browser's proxy settings for Mac OS X:

1. Open Safari.

2. Navigate to **Preferences > Advanced > Proxy Change Settings**.

3. In the Bypass proxy settings for these Hosts and Domains text box, add **127.0.0.1**.

4. Click **OK** to save the change, and retry live video.

To configure your browser's proxy settings for Windows Internet Explorer:

1. Open Internet Explorer.

2. Go to **Tools > Internet Options > Connections > LAN Settings > Advanced**.

   Note: If the check box next to Use a proxy server for your LAN is not checked, it indicates that you are not using an outbound Internet proxy. Cancel out of this procedure as it is not appropriate for your configuration.

3. In the Exceptions text box, add **127.0.0.1**.
4. Click **OK** on all windows to save the changes, and retry live video.

To configure your browser's proxy settings for Windows Firefox:

1. Open Firefox.
2. Go to **Tools > Options > Advanced > Network > Settings**.
3. In the No Proxy for text box, add 127.0.0.1.
4. Click **OK** twice to save the change, and retry live video.

To configure your browser's proxy settings for Windows Chrome:

1. Open Chrome.
2. Click the wrench icon on the browser toolbar, and select **Options** from the drop-down menu.
3. Click **Under the Hood**.
4. Beside Network, click **Change proxy settings**.

   The Internet Properties dialog appears, and the Connections tab is selected.
5. Click **LAN settings**.
6. Clear the check box next to **Automatically detect settings**.

   Note: This procedure changes your proxy settings, potentially disabling your web proxy. Consult your system administrator if you are unsure about this setting.

Glossary

A

AC Power

Alternating Current - An electrical current whose magnitude and direction varies continuously and sinusoidally. AC is the form in which electricity is delivered to businesses and residences--standard electrical power.

All Quiet

All doors and windows are closed, no motion is detected, and no other sensors have been tripped recently.

Automation

A process in which a change in one device triggers an action by another device. For example, when a door/window sensor detects an open door, you can create an automation that causes a camera to take a picture.

B

Broadband

Generally refers to connections to the Internet with much greater bandwidth than you can get with a modem. There is no specific definition of the speed of a "broadband" connection but, in general, any Internet connection using DSL or cable is considered a broadband connection.

Bypass

Temporarily disarm a sensor that would otherwise be able to trigger an alarm.

C

Cellular

The type of wireless communication that is most familiar to mobile phones users. Called "cellular" because the system uses many base stations to divide a service area into multiple "cells". Cellular calls are transferred from base station to base station as a user travels from cell to cell.

D

Dashboard

A type of display that organizes and presents information in a way that is easy to read.

Device

Any device on your home security network that is not a sensor, such as the gateway, security panel, lamp modules, cameras, and so on.

E

Event

When a device's status changes, the event is displayed in the Recent Events section of the Summary tab. For example, when a motion sensor detects motion in the room it is monitoring, a fault is recorded, and the event appears under Recent Events.

Exception

Exceptions are events that do not occur when they should. You set up the system to alert you if something you expect to occur does not happen. For example, if you expect your children to arrive home between certain hours, you can set up the system to send you an alert if a door does not open during those hours.

G

Gateway

The gateway is the device that manages the connections and communications among the various devices in your home security and home automation system. It is literally the heart of the system.

GPRS

General Packet Radio Services - A packet-based wireless communication service that provides fast data rates and continuous connection to the Internet for mobile phone and computer users.

H

Home Management Mode

A condition (Home, Sleep, or Not Home) that allows you to set up your devices to behave differently without arming and disarming the security panel. For example, by putting your site in Not Home mode, you can activate all your sensors without arming your security panel.

I

Inclusion Controller

An optional remote control device that allows you to install Z-Wave devices without having to bring your computer to each Z-Wave device location.

L

Live Video

Video of a scene at the current moment.

Low Battery

Indicates that the battery is on a sensor, device, or the security panel's back-up battery.

M

Mesh Network

A collection of Z-Wave devices that communicate among themselves and relay messages to the gateway.

Mode

The arming state of your security system or the home management mode, if enabled. Modes allow you to set up your devices to behave differently without arming and disarming the security panel.

O

Offline

Disconnected from and not communicating with other devices on a network.

Online

Connected to and communicating with other devices on a network.

P

Picture

A still image taken by a camera.

S

Sensor

Any device that receives a signal or stimulus (such as heat, pressure, light, motion, and so on) and responds to it in a distinctive manner.

Sensor Problem

Indicates that a sensor is offline, has been tampered, or has a low battery.

Subdisarm

Subdisarming is a way to disarm the 24-hour protection sensors, such as you might have on a gun cabinet or wall safe, as well as all other sensors.

T

Tamper

Modify a sensor or device resulting in an alarm condition (for example, by opening a sensor or device).

Trip

To put in motion or move to act. When something trips a sensor, it causes it to provide some type of alert, alarm, or indication that it detected something. For example, you can trip a smoke detector by pressing its test button and cause it to sound an alarm.

U

Unknown

The gateway cannot determine the state of a sensor or device. This usually happens when the gateway or security panel is offline.

V

Video Clip

A short motion video captured by a camera.

Z

Zone

A specific area of protection, such as front door, kitchen window, and so on.

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