



Touchscreen for XFINITY Home

## Getting Started Guide

Product name: Integrated Device

Model name: TCHT2AA0



# Compliances

## FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

RF Exposure information: At least 20cm (8 inches) of separation distance between Touchscreen and the user's body should be maintained to ensure compliance with FCC RF Exposure Requirements.

## Device Purpose

Household Fire/Alarm Central Panel

## Responsible Party - U.S. Contact Information

Technicolor Connected Home LLC, 5030  
Sugarloaf Parkway, Building 6  
Lawrenceville, GA  
30044 USA, 317-587-5466

FCC Part 15B Supplier's Declaration of Conformity  
The FCC Part 15B Supplier's Declaration of  
Conformity (SDoC) for your product is available  
at the following internet address:  
[www.technicolor.com/ch\\_regulatory](http://www.technicolor.com/ch_regulatory)

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

## Safety

This device complies with UL 985, UL1023, UL1635.

**WARNING:** The rechargeable battery is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.

## Evacuation Plan

Develop an emergency evacuation plan for use in the event of fire.

Here are some recommendations from the National Fire Protection Association.

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

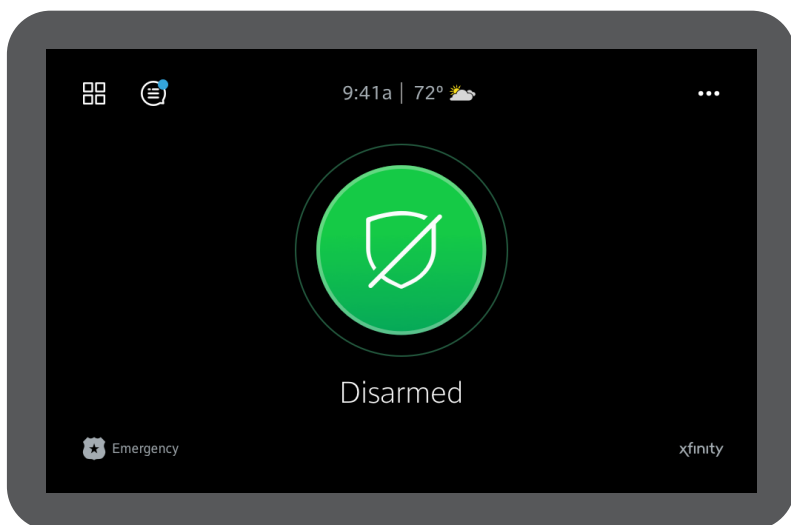
# Using Touchscreen

Touchscreen is the center of your home security system. This device allows you to perform actions such as arming and disarming your security system, monitoring the status of your security sensors, and sending emergency alarms.

**NOTE:** This guide provides an overview of Touchscreen and its basic operation. This guide assumes Touchscreen has been activated and you have assigned a Keypad Code. For more information, see Touchscreen User's Guide and the Home System Installation Guide.

The follow diagram shows the major components of Touchscreen:





## Understanding Touchscreen

Touchscreen communicates with your security system. It combines security and home connectivity into a graphical interface that provides a real time view of your security devices and tools to manage your security system.

The first screen displayed is Home screen. Through interaction with this screen you can access the functions you desire, including:

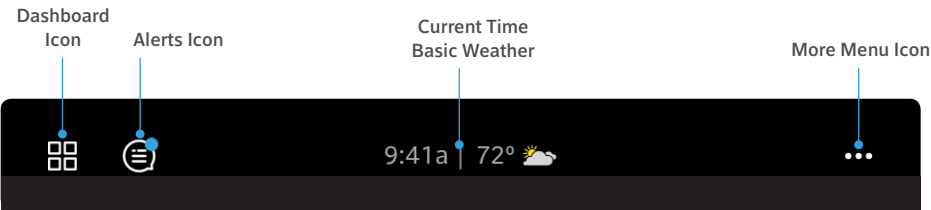
- Arming and Disarming your Security System
- Accessing and Managing System Alerts, Recent Activity, and Settings
- Accessing the Dashboard Screen
- Initiating a Panic Alarm




The screen is divided into the following operational sections:

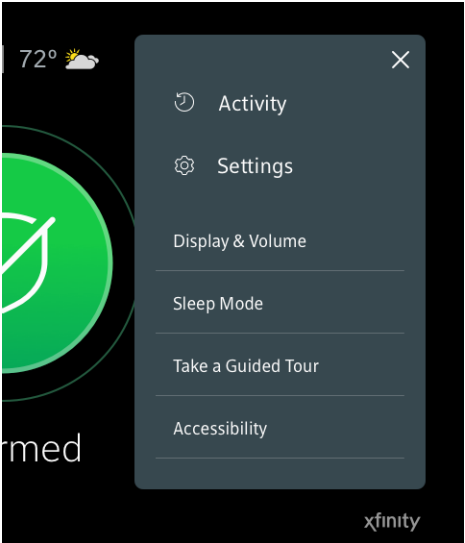
- System Header for Navigation and Reference
- Security Status Content Area
- Footer Area



# System Navigation and Reference Header

The System Navigation and Reference header displays at the top of Touchscreen. On the left side, it provides a navigation icon allowing you to access the Dashboard screen. Centrally it provides the current time and basic weather information. The right side provides a trouble indicator, when system troubles are present, access to recent System Activity, and access to System Settings.



	Tapping More Menu icon will open a window providing access to additional features including: Activity, Settings, Display & Volume, Sleep Mode, Take a Guided Tour, and Accessibility.
	Tapping Activity icon will allow you to review recent zone activity for your security system.
	Tapping the Setting icon will allow you to manage your devices and security.



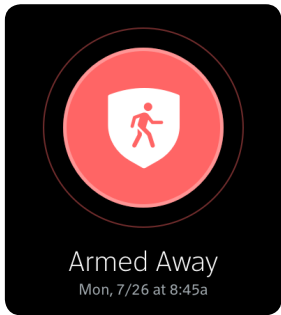
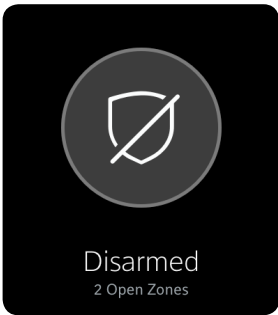
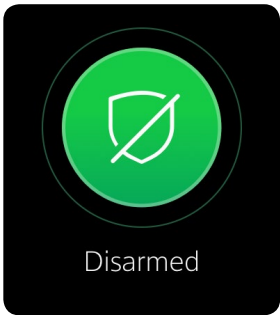
	Tapping Dashboard icon will allow you to access your home devices and additional zone information.
	Blue dot will appear when your system has an alert. The system will also sound an audible alert regularly to ensure that you are aware of the problem. Tapping the icon will open a list of all the current alerts.

**NOTE:** Settings access is disabled when the Security System is armed.

# Security Status Content Area

The centrally displayed Security Status Content area contains the current status of your Touchscreen Security System. The various statuses displayed will tell you if your system is:

- Disarmed – (Green) Disarmed and ready to be armed
- Disarmed – (Grey) Disarmed and not ready to be armed due to arm-blocking zones (Open Zones or Alerts)
- Armed – (Red) Armed in Away, Stay, or Night mode



## Footer Area

The Footer section contains Emergency icon, located in the bottom left of the screen. Tapping this icon will provide you the ability to sound an immediate audible alarm and send an alert to the Central Monitoring Station that an Emergency Alarm has been initiated.



Emergency Icon

# Understanding Arming Modes

You can arm the system for multiple scenarios:

- Arm Away – Best for leaving your home unattended
- Arm Stay – Ideal for hanging out at home
- Arm Night—Best for when everyone is in bed

Different arming modes use different rules for when sensors are tripped and for Entry/Exit delays. An Exit delay is a short period of time after the system is armed for you to leave the premises. Entry delay gives you time to disarm the system when you reenter the premises. You must enter a valid keypad code within the Entry delay period to avoid sounding an alarm.

## Arm Away Mode

Arm Away mode is used when everyone is leaving the house. The following rules apply:

- Alarm trips immediately if a monitored Perimeter zone (non-entry/exit door or window) is opened.
- Interior motion detectors are armed.
- Entry/Exit zones start an Entry Delay.
- Exit Delay starts when the system is armed.

## Arm Stay Mode

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

- Alarm trips immediately if a monitored Perimeter zone (non-entry/exit door or window) is opened.
- Interior motion detectors are armed.
- Entry/Exit zones start an Entry Delay.
- Exit Delay starts when the system is armed.
- Exit Delay does not beep and is twice the length of Alarm Away mode.

## Arm Night Mode

Arm Night mode, is used when everyone is going to bed.

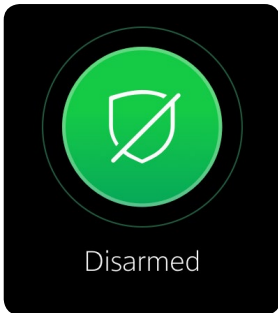
This mode works the same as Arm Stay except that there is no Entry Delay period. If an entry/exit zone is opened, an alarm sounds immediately.

**NOTE:** There is still an Exit Delay period that works the same as in Arm Stay mode.



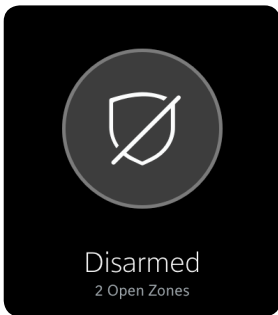
# Arming and Disarming the System

The Security status of your security system is displayed in the Security Status content area.



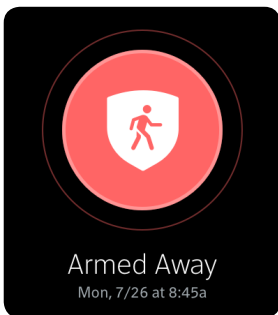
## Disarmed - Ready

When your security system is disarmed and ready to be armed, the security status will be shown as "Disarmed" with a green shield. Tap the big green circle to arm your system.



## Disarmed - Not Ready

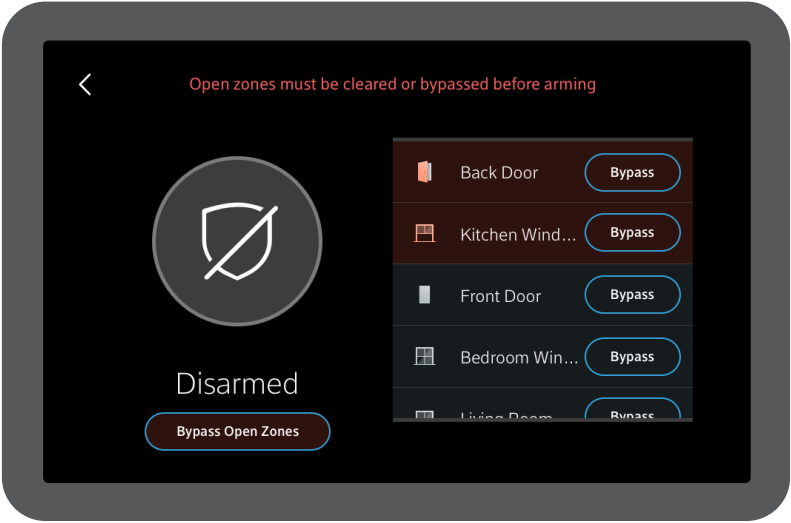
A grey shield is displayed, when your security system is disarmed, but unable to be armed due to an open zone or an alert that prevents arming. The status below "Disarmed" will advise how many zones are preventing you from arming your system and whether the status is caused by an open zone, an alert, or both!



## Armed

When your security system is armed, the security status will be shown as "Armed Away", "Armed Stay", or "Armed Night" based on the arm mode selected when the system was armed. The status will also show you the date and time that the security system was armed.

Tapping the grey Security Shield will open a Bypass Options screen which will allow you to see the current status of all of your security zones, and give you the option to bypass all Arm-Blocking Zones, or bypass any zone individually. If the affected zones are closed or alerts are resolved the status will automatically update to Disarmed - Ready.



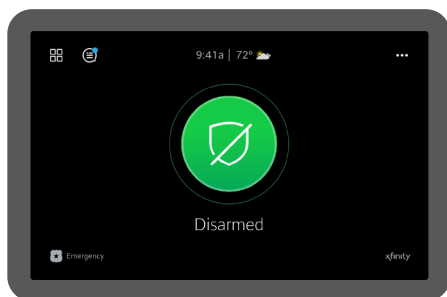
Zones that are currently preventing you from arming the system are easily distinguished by the different row color.

Tapping the **Bypass Open Zones** button will temporarily turn off, or “bypass” the affected zones so you can arm your security system.

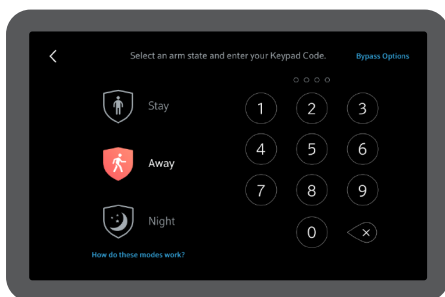
**IMPORTANT NOTE:** Bypassed Zones are NOT armed and will not trigger an alarm if tripped while the system is armed.

## Arming the System from Touchscreen

To arm the system from Touchscreen:

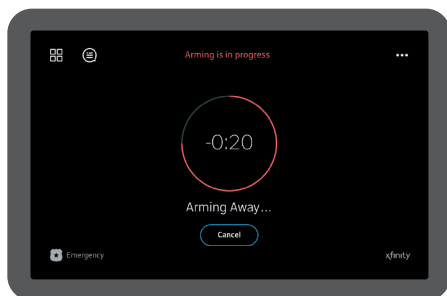


- 1 Tap the Security Status shield when it is in Disarmed - Ready state.

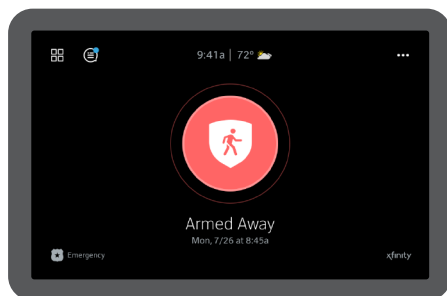


- 2 The Arm Modes screen is displayed with a keypad and "Away" selected as the default arm mode.

Select the desired arm mode (not required for Away) and enter your keypad code.



- 3 The Touchscreen will begin the Exit Delay period and the screen changes to display a countdown timer.



- 4 The LED turns red when the system is armed. The text of the message will vary, depending on which arm mode you selected.

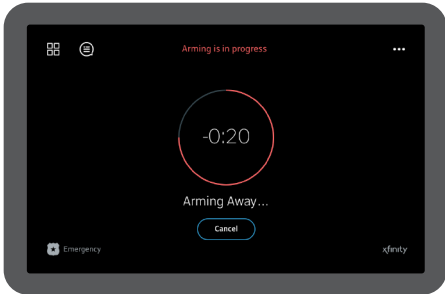
## Special Rules

- If you selected Arm Away mode, you have until the Exit Delay is over to exit the premises. Otherwise, the system is automatically armed in Arm Stay mode. There is still an Exit Delay period for the other Arm modes, but they do not require that the door open and close during the period.
- If you open and shut an Entry/Exit door during the Exit Delay and then re-enter the premise, the Exit delay restarts at 120 seconds for Arm Stay and Arm Night or 60 seconds for Arm Away. It will only do this one time.
- If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay immediately starts and, if the system is not disarmed, an alarm will sound.

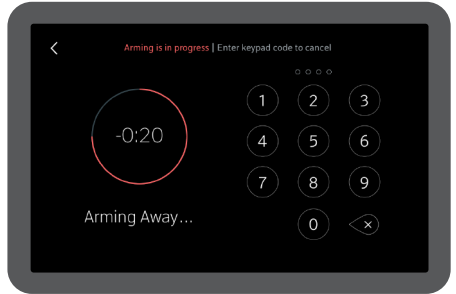
# Arming the System from Touchscreen

When you arm the system, the screen displays a countdown of the number of seconds until the Exit Delay is over. You can choose to cancel the arming process.

To cancel the arming process:



- 1 Tap the **Cancel** button located below the countdown timer and Arm Mode.

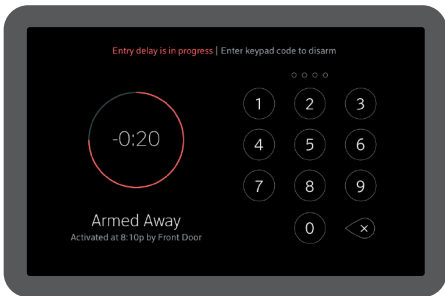


- 2 Touchscreen displays the countdown timer along with a keypad.

Enter your Keypad Code to stop the arming process.

# Disarming the System

When you enter an armed premises, an Entry Delay period starts:



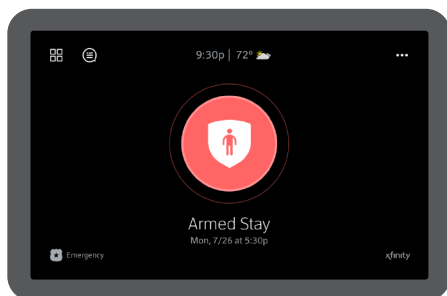
- 1 During the Entry Delay, Touchscreen display changes to announce the number of seconds before the alarm goes off.
- 2 Touchscreen beeps audibly once every second, until the last 10 seconds when it beeps twice a second.

If a valid keypad code is not entered by the end of the Entry Delay period, an alarm sounds. From the time an alarm sounds, for most reasons, you have 30 seconds to enter a valid keypad code to disarm the system and prevent an alarm being sent to the central monitoring station. This is called the Alarm Transmission delay or the Abort Window.

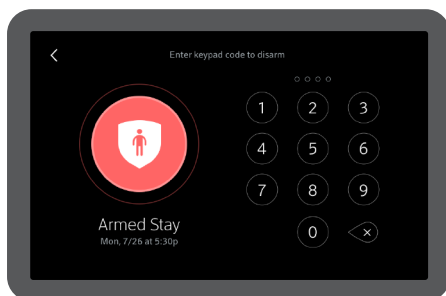
The Alarm Transmission Delay is a required period that prevents a report to the central monitoring station if an alarm was triggered innocently.

**IMPORTANT NOTE:** Emergency alarms and smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. Consult Customer Care to understand the number of seconds configured for the Alarm Transmission Delay on your system.

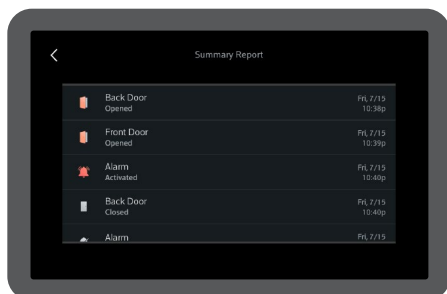
To disarm the system from Touchscreen:



- 1 Tap the Security Status shield when it is an Armed State.



- 2 Enter your Keypad Code.

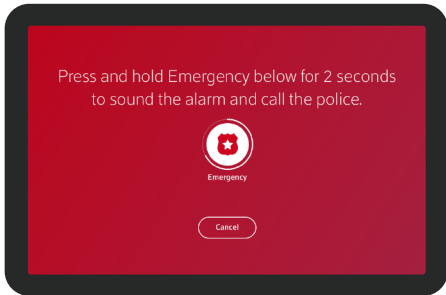



- \* If an alarm was triggered prior to entering your Keypad Code, an alarm Summary Report will be displayed after disarming your Security System.

# Sending An Emergency Alarm


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

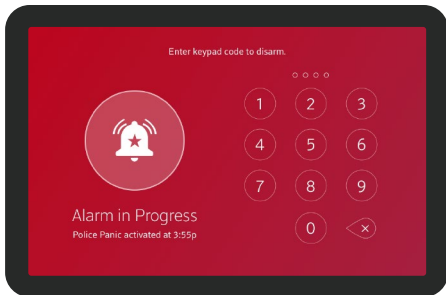
To manually trip an alarm:



1 Press the  Emergency button located in the lower left corner of many screens.

2 The Emergency Confirmation screen appears.

Press and hold the red  Emergency button for 2 seconds to sound an alarm and call the police.



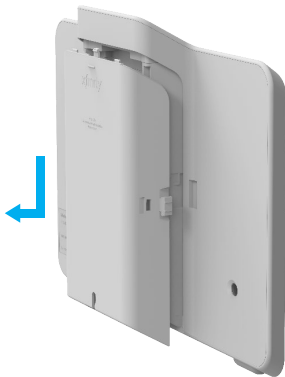
3 Touchscreen will immediately issue a continuous audible alarm and display an Alarm in Progress screen which includes a keypad for disarming the system if desired.

# Touchscreen Installation and Maintenance

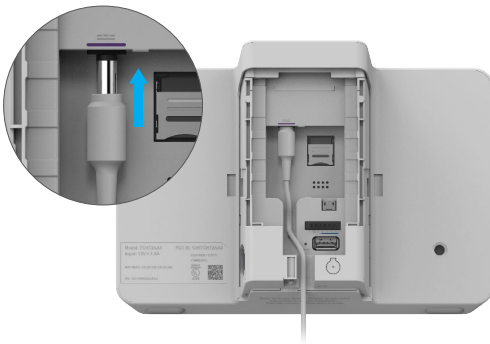
## Installing Technicolor Touchscreen



- 1 Remove Touchscreen from its packaging.

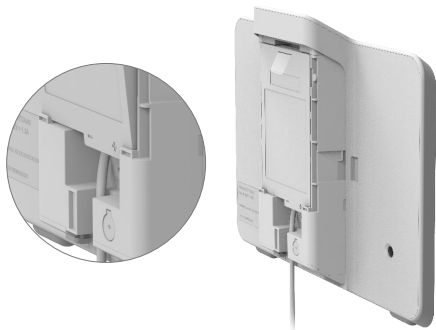


- 2 Remove the back plate from the back of Touchscreen by sliding it downward, then pulling it out.

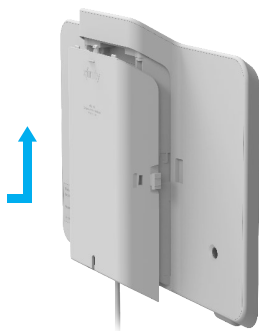


- 3 Feed the AC power cable through the bottom channel and connect to the power port on the back of Touchscreen.

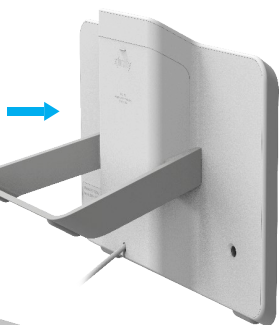
**WARNING:** The rechargeable battery that came with your Touchscreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.



- 4 Unwrap the 4 volt battery from its packaging and insert the end with the +/– contacts first. Snap the opposite end down in the battery compartment to complete battery installation.



- 5 Place down the back plate then slide up to snap the back plate in. Tuck the AC power cable into the channel at the bottom of the back plate.



- 6 Connect the stand to the back plate of Touchscreen by sliding in both ends.



- 7 Position Touchscreen near an un-switched wall outlet (not controlled by a light switch).





8 Remove the center screw from the wall outlet.

9 Plug Touchscreen's AC adapter into the wall outlet, and replace the center screw through the bracket hole.

	Rating
Input	100~120VAC 50/60Hz
Output	12VDC/1.5A



10 After a few seconds, the Installation Welcome screen is displayed on Touchscreen.

**NOTE:** If Touchscreen does not display the Installation Welcome screen, you must reset it to factory default.

**IMPORTANT NOTE:** The maximum distance for the sensors to communicate with Touchscreen is 50 feet. However, the distance can be limited occasionally by the materials for the walls, electrical interference, and other conditions. Installation is in accordance with National Electrical Code, ANSI/NFPA 70-1996, and National Fire Alarm Code, NFPA 72-1993, Chapter 29.

## Replacing the Battery

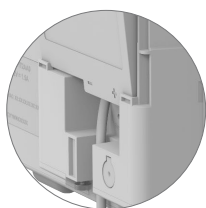
**WARNING:** The rechargeable battery that came with your Touchscreen is only available through your service operator. If your battery needs to be replaced, contact your service operator to arrange for replacement.



- 1 Remove the back plate from the back of Touchscreen by sliding it downward, then pulling it out.



- 2 Disconnect the battery from Touchscreen by lifting it out of the compartment using the battery pull tab.



- 3 Unwrap the 4 volt battery from its packaging and insert the end with the +/– contacts first. Snap the opposite end down in the battery compartment to complete battery installation.



- 4 Snap the back plate to the back of Touchscreen by placing down the back plate then slide up to snap the back plate in.

## Evacuation Plan

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

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

## Additional Emergency Preparations

- Do not wait until an emergency occurs to make a plan. Talk to each other about what each person should do in different types of emergency.
- Learn your security system. Get to know how to arm and disarm it and what to do when the authorities or central monitoring calls.
- Make sure everyone (who should know) knows the Secret Word, when to use it, and that it should not be shared.
- Understand the difference between your keypad code and the duress code.
- Understand that you should never enter the premises if you hear an alarm. Call police from a cell phone or a neighbor's phone.

# Recommendations for Sensor Installation and Placement

## Door/Window Sensors

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

## Motion Detectors

When placing motion detectors, anticipate traffic patterns:

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

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

- Direct sunlight
- Cold drafts
- Windows
- Uninsulated walls
- Heat sources such as fireplaces and heating vents
- Moving objects such as fans
- Air conditioning vents
- Glass furniture
- Obstructions such as curtains, plants, large furniture, doors

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

## Smoke Detector Installation Recommendations

The National Fire Protection Association (NFPA) recommends the following for the number and placement of smoke detectors.

Place smoke alarms as follows:

- In every bedroom, in hallways, and on every level of the premises, including the attic and basement.
- High on a wall or on a ceiling (because smoke rises).
- If a smoke detector is placed on a ceiling, position at least 4 inches (10.2 cm) from the wall.
- Be careful about placing smoke detectors within 20 feet of a cooking appliance.
- Smoke alarms are an important part of a home fire escape plan.

For maintaining your smoke detector:

- Test alarms at least monthly by pushing the test button.
- Replace batteries in all smoke alarms at least once a year. If an alarm “chirps,” warning the battery is low, replace battery right away.
- Replace all smoke alarms when they are ten years old or sooner if they do not respond properly when tested.

Additionally we recommend:

- Maintain a 3 foot (about 1 meter) distance from air supply and return vents.
- DO NOT install smoke detectors in a garage or near furnaces.
- Install at least 6 m (20 ft) away from kitchens or other areas where combustion particles are present.
- Install smoke detectors at least 2.5 m (8 ft) away from bathrooms.
- DO NOT install in dirty, dusty, or insect infested areas.
- DO NOT install near areas fresh air inlets or returns or excessively drafty areas. Heating and air conditioning vents, fans, and fresh air intakes can drive smoke away from smoke detectors.
- Remember that dead air spaces may prevent smoke from reaching a smoke detector.

## Camera Installation Recommendations

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

# Installer Quick Reference

Feature	Description	Ranges & Defaults
Exit Delay	<p>The time allotted for the subscriber to exit the premises when the security system is armed. The time is doubled automatically for Arm Stay and Arm Night modes up to 120 seconds.</p> <p><b>Note:</b> For UL 1023 installation the maximum Exit Delay should be programmed to maximum to 120 seconds and for SIA CP-01 installation the maximum Exit delay should be programmable between 45 seconds to 4 minutes.</p>	<p>Default: 60 seconds Range: 30 seconds to 240 seconds</p>
Exit Delay Progress Annunciation	Touchscreen beeps once per second and then twice per second during the last ten seconds.	Disabled for Arm Stay and Arm Away. This feature is not configurable.
Exit Delay Restart	If Entry/Exit zone is faulted, restored and then faulted again prior to the end of the Exit Delay, then Exit Delay restarts.	One time only. This feature is not configurable.
Exit Error	If an Entry/Exit door is left open at the end of Exit Delay, the Entry Delay starts and, if the system is not disarmed, an alarm sounds.	This feature is not configurable.
Unvacated Premises	If no Entry/Exit zone opens and closes during the Exit Delay, the Arming mode reverts to Armed Stay.	This feature is not configurable.
Recent Closing	If alarm is tripped within two minutes from end of Exit delay, a Recent Closing transmission is sent to the central monitoring station with the arming keypad code.	A Recent Closing transmission is not for alarms tripped by a smoke detector. This feature is not configurable.
Entry Delay	<p>The time allotted for the subscriber to disarm the system after tripping an Entry/Exit security zone.</p> <p><b>Note:</b> For UL 1023 installation the maximum Entry Delay should be programmed to maximum to 45 seconds and for SIA CP-01 installation the maximum Entry delay should be programmable between 30 seconds to 4 minutes.</p>	<p>Default: 30 seconds Range: 30 seconds to 240 seconds</p>
Entry Delay Progress Annunciation	Touchscreen beeps once per second and then twice per second during the last 10 seconds.	This feature is not configurable.
System Acknowledgement	When armed, Touchscreen beeps three times. If armed by key fob, the key fob's LED flashes red once and the holds red for two seconds. When dis- armed from the touchscreen, beeps once. If disarmed key fob, the key fob's LED flash green once and then hold green for two seconds.	This feature is not configurable.

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



Issued Date: 09 / 08 / 2018