

XFINITY™ HOME SECURITY USER MANUAL



xfinity™

WELCOME TO XFINITY HOME SECURITY

Whether you're home or away – at work or on the go –
XFINITY™ Home Security makes it easy for you to stay connected to
your home and family. This guide will help you get started right away.



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System and Service Specifications

The table below details the features that are included with your XFINITY Home Security package. Remember – to order any of the Add-On features, or to upgrade your service, simply call 1.800.XFINITY.

Core Services

	Basic	Preferred
24/7 Monitoring	YES	YES
Wireless Backup (Central Station Monitoring)	YES	YES
Web Portal Access	Glanceable Status & Arm/Disarm	Complete access
Mobile Access	NO	YES
Fire and Carbon Monoxide Monitoring*	NO	YES
E-mail and Text Alerts	NO	YES
Full Touch Screen Access	NO	YES
Home Automation (Lights and Thermostat)*	NO	YES

Equipment

	Basic	Preferred
Security Panel	YES	YES
Wireless Keypad	YES	YES
Motion Detector	YES	YES
Window/Door Sensors	YES (2)	YES (4)
Touch Screen	NO	YES
Key Chain Remote	NO	YES

Add-On Features

	Basic	Preferred
Video Monitoring*	NOT AVAILABLE	AVAILABLE*

*Requires equipment purchase.

System Status Icons

All interfaces, except for the security panel, include the following system icons that provide an at-a-glance overview of the status of your system.



The security system is disarmed.



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



An alarm state requires immediate attention.



The security panel or control box is offline.

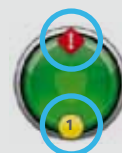
Smaller symbols appear on the green or red system icons when there is more information to report:



A red diamond indicates a sensor problem.



A yellow circle indicates that doors and 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.



A wave forms around the shield to indicate that motion is detected.



01 // TOUCH SCREEN

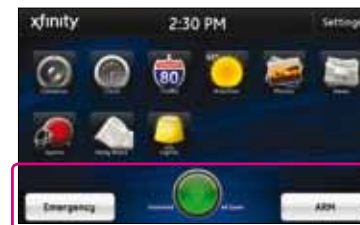
The interactive Touch Screen acts as the control center that enables you to operate your security system and interact with your home at the touch of a button. Use it to arm and disarm your system, view live video from cameras placed in your home, change light settings and view real-time web content, all from the full-color display. The following section provides an overview of your Touch Screen and offers quick tips on how to use the various features.



Home Screen

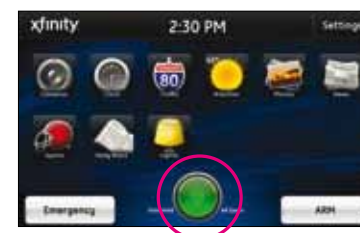
The Home Screen is the main display that provides quick access to all Touch Screen features. In addition to the descriptive icons that make it easy to navigate, this screen provides a visible and audible alert if a sensor is triggered when the system is armed or if an environmental sensor, such as a smoke detector, is activated.

Press the **[HOME]** button on the Touch Screen at any time to return to the Home Screen.



Security Bar

The Security Bar, along the bottom of the Home Screen, enables you to control your security system and, at a glance, know if doors are open, motion is detected, devices need attention and more.



System Icon

The System Icon is a graphical representation of the overall status of your system, while text on either side provides additional details.

Refer to Page 2 for an overview of the various system status icons.



Arm

1. Touch the **[ARM]** button on the Home Screen.
2. Select **[Arm Doors & Windows]** to arm the sensors on your doors and windows only, or **[Arm All]**, which also includes the motion detectors.
3. Or touch **[CANCEL]** to return to the Home Screen without arming the system.

Note: The Touch Screen generates short, audible alerts while arming, indicating 60 seconds for exit. Audible alerts last for 30 seconds for entry.



Disarm

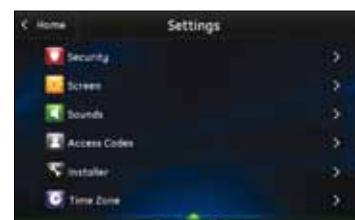
1. Touch the **[Disarm]** button on the Home Screen.
2. Enter your access code.
3. Touch **[OK]**.



Emergency

Sends an immediate alarm to the central monitoring station, indicating an emergency of a specific type – medical, fire or police.

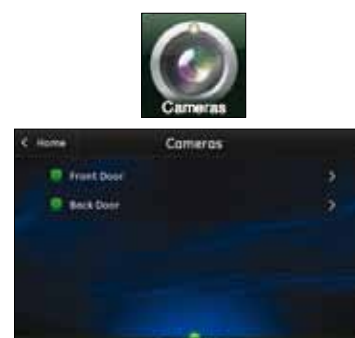
1. Touch **[Emergency]** on the Home Screen to display the individual emergency buttons.
2. Press the applicable button for 2 seconds to alert the proper authorities.
3. Note: Touch **[CANCEL]** to cancel the alarm.



Settings

Displays a list of settings options to customize your Touch Screen. For example, touch:

- **[Screen]** to change display background or to select a screen saver.
- **[Access Codes]** to add or delete users or set the security passcode for users.
- **[Time Zone]** to set the current time and your time zone.



Home Management

View live video from in-home cameras, adjust lighting and darken your Touch Screen display.

Cameras

When you touch **[Cameras]** on the Home Screen, the Touch Screen displays a live video feed for the cameras installed on your system.

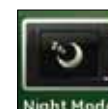
1. Press **[>]** to go to the next video feed (if applicable).
2. Press **[<]** to go to the previous video feed (if applicable).
3. Touch the display to enlarge the video image.



Lighting

The Touch Screen allows you to adjust the lighting throughout your home from a single location.

1. Touch the **[Lighting]** icon to display a list of the lighting modules installed in your home, as well as the current setting of each.
2. For lights equipped with an on/off switch only, touch the name of the lamp to change the current setting to the ON or OFF position.
3. For lamps equipped with a dimmer function, touch the name of the lamp to display the Light screen for that lamp. Use the brightness level icon to adjust the lighting.



Night Mode

Touch Night Mode to darken the Touch Screen and eliminate the light. Touch the screen or press the Home button when you are ready to wake it up.



Information/Media

Quick-glance, customizable information.

Clock

Touch the **[Clock]** icon to display the time.

1. To view it as an analog clock, touch the display.
2. Touch **[Analog]**.



Traffic

Displays a map of your area with live traffic data.

- **Green** patterns indicate no traffic delays.
- **Yellow** patterns indicate slightly delayed traffic.
- **Red** patterns indicate stop-and-go traffic.

To find a new location:

1. Touch **[+]**.
2. Use the keypad to enter the name of the location.
3. Press **[OK]**.
4. To remove the location from your presets, press **[-]** when it is selected.

To navigate:

1. Touch the display.
2. Press **[zoom in]** to zoom in and **[zoom out]** to zoom out.
3. Press **[next]** and **[previous]** to scroll through your preset locations.
4. Use the **[arrows]** to navigate.



News/Sports

Displays headlines, pictures and brief stories in a slideshow format.

1. Press **[Sports]** or **[News]**.
2. Touch the display.
3. Use the **[<]** and **[>]** buttons to scroll through the stories.
4. Press **[Settings]** to customize the stories you receive.



Weather

Displays the current weather conditions and a five-day forecast.

To add a location:

1. Press **[+]**.
2. Enter the zip code.
3. Press **[OK]**.
4. To remove a location, press **[-]** when it is selected.

To view multiple weather reports:

1. Touch the display.
2. Press **[>]** to view the next location.
3. Press **[<]** to view the previous location.



Photos

Displays photos from your Yahoo! flickr account in full-screen mode on the Touch Screen. A sample photo set will appear when the Yahoo! flickr feature is not enabled.

1. Press **[Photos]**.
2. Touch the display.
3. Use the **[<]** and **[>]** buttons to scroll through your photos.

Note: You need a Yahoo! flickr account with at least one photo set to personalize this feature. If you do not have a Yahoo! flickr account, you can sign up for one free at flickr.com and upload the photos you want to view on your Touch Screen.

To set your Touch Screen to display public photos from your Yahoo! flickr account:

1. Press **[Photos]**.
2. Touch **[Settings]**.
3. Touch **[Yahoo!/flickr Account]**.
4. Touch **[flickr Account ID]**.
5. Delete any default entry, enter your flickr account ID and touch **[OK]**.
6. Touch Yahoo! Username, enter your username and touch **[OK]**.
7. Touch Yahoo! Password, enter your password and touch **[OK]**.
8. Touch **[Use New Account Settings]**.

Note: If you do not have a Yahoo! flickr account you can sign up for one free at flickr.com.



Daily Word

Displays word of the day and its definition.

02 // SECURITY PANEL

The Security Panel provides additional access to your security system. You can use it to arm and disarm your system and more. This manual also shows you how to arm and disarm the system with your Key Chain Remote.



Arm/Disarm

1. Press **[DOORS+WINDOWS]** to arm the sensors on your doors and windows only.
2. Press **[DOORS+WINDOWS]** and then press **[MOTIONS]** to set the system to Arm All, which also includes the motion detectors.
3. To disarm the system, press **[DISARM]** on the panel and enter your access code.

Arm with Bypass

You can arm your system even if a door or window is open.

1. To arm the sensors on your doors and windows only, press **[DOORS+WINDOWS]**. The system will display a warning that a door or window is open. Press **[DOORS+WINDOWS]** again to arm the system.
2. To Arm All, press **[DOORS+WINDOWS]** twice and then press **[MOTIONS]**.

Arm/Disarm with Key Chain Remote

1. Press the **[lock symbol]** button until a red LED flashes once to arm Doors+Windows.
2. Press the **[lock symbol]** twice to set Arm All. The red LED on the key chain remote should flash twice – once for each push.
3. To disarm, press the **[unlock symbol]** button until you see the red LED blink once.
4. If the alarm fails to disarm, go to the control panel and press the **[DISARM]** button and enter your access code. Or contact your Central Monitoring Station as soon as possible.



03 // WEB ACCESS

Access your interactive home security system through your personal, secure web page. Check the status of your home, arm and disarm your system, see live video of your home, view video clips and pictures, change settings and much more, from anywhere you have Internet access.



Signing in

You will need to sign in each time you access the website.

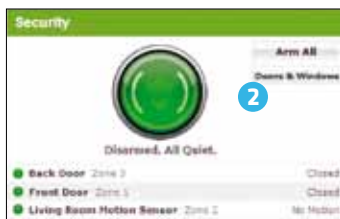
1. Go to xfinity.com/xhslogin.
2. Enter your Comcast.net Username and Password.
3. Click **[Sign In]**.

Forgot your Username and Password?
Call 1.800.XFINITY for support.

Website Summary Tab

The Summary tab provides a snapshot overview of your entire system. From this page, you can view general status information about your home and security system, and access various tabs to change system settings.

A screenshot of the xfinity website's Summary tab. The page shows a welcome message for Greg Roberts, a 'Sign Out' button, and a navigation bar with tabs: Summary, History, Alerts, Automations, Schedules, and System. The main content area is divided into several sections: Security, Other Devices, Notable Events, Cameras, and Today's Schedule. Annotations with pink lines point to specific parts of the page: 'See Pages 18-20' points to the top navigation bar; 'See Page 17' points to the 'System' tab; 'See Page 15' points to the 'Security' section; 'See Page 16' points to the 'Other Devices' section; 'See Page 16' points to the 'Notable Events' section; and 'See Page 17' points to the 'Today's Schedule' section. The 'Security' section shows a green circle with 'Disarmed. All Quiet.' and a list of sensors: Back Door (Zone 2), Front Door (Zone 1), and Living Room Motion Sensor (Zone 2). The 'Other Devices' section shows a Living Room Lamp (100%) and a Thermostat (65°F). The 'Notable Events' section shows a list of events: Today 9:24 AM - Disarmed, Today 9:24 AM - Armed All, Today 9:23 AM - Disarmed, Today 9:23 AM - Armed Doors and Windows, Today 9:23 AM - Disarmed, and Today 9:00 AM - Armed Doors and Windows. The 'Cameras' section shows a grid of camera feeds: Backyard Camera and Front Door Camera. The 'Today's Schedule' section shows a list of events: 8:00 AM - Turn Lamp Off at 8:00 AM, 8:30 AM - Turn Thermostat Off at 8:30 AM, 9:00 PM - Turn Lamp On at 9:00 PM, and 9:00 PM - Turn Thermostat On at 9:00 PM.



Security

Indicates the overall status of your security system.

To arm/disarm your security system:

1. Click **[Arm All]** to activate all security sensors including motion sensors.
2. Click **[Doors & Windows]** to activate security sensors on doors and windows only.
3. Once clicked, your system will arm in a few seconds and indicate the new status.
4. Click **[Disarm]** to return the security system to the disarmed state.



Current Home Management Mode:

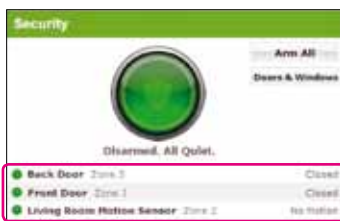
Your system will default to various modes based on its status:

- **Home** Your system is disarmed. You are at home and do not want to receive alerts of triggered sensors (for example, when someone opens a door or window).
- **Sleep** Doors & Windows are armed. You are at home and do not want motion sensor alerts but do want door/window sensor notifications (possibly when you are sleeping or napping).
- **Not Home** Arm All is armed. No one is at home, and you want all sensors active.



Device States

The current state of all security devices connected to your system appears here. Click the device name to see the recent history.

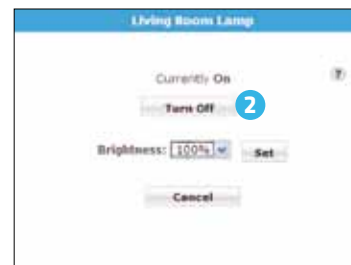


Other Devices

Indicates the status of devices connected to the system and allows you to quickly turn lights on or off and adjust your thermostat. If a scroll bar is visible, you can scroll down to see more information.

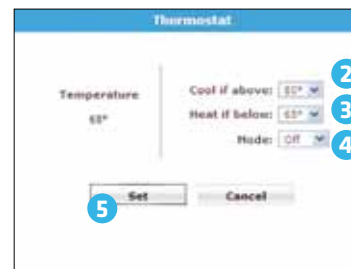
To turn a light on or off:

1. Click **[>>]** next to the light you want to adjust. A pop-up window will appear with the current status.
2. If the light is an On/Off Lamp, click **[Turn On]** or **[Turn Off]**.
3. If the light is on a dimmer, use the pulldown menu to adjust the desired brightness and click **[Set]**.



To adjust the thermostat:

1. Click **[>>]** next to the thermostat you want to adjust. A pop-up window will appear with the current temperature.
2. Select a **Cool if above** temperature
3. Select a **Heat if below** temperature
4. Choose a heating or cooling mode.
5. Click **[Set]**. Your change will take effect in a few seconds.



Notable Events

View details of recent activity that might warrant attention (i.e., alarms, unexpected conditions, etc.). Click an event for more details.



To view additional event history:

1. Scroll to the bottom of the list.
2. Click **[More]**.



Cameras

Displays live video and recent video clips and pictures from the cameras installed in your home.

To view individual pictures or video clips:

1. Click any picture or video clip from the camera you want to see (video clips have the < add video film icon > in the top left corner).
2. In the large view, click [**< Older**] to view the previous picture or video clip.
3. Click [**Newer >**] to view the next picture or video clip.
4. Use the buttons at the bottom of the screen to delete the picture or clip, e-mail the clip, save it to your computer and more.



To view live video:

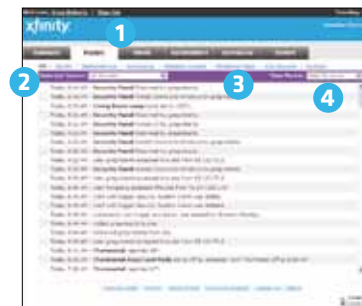
1. Click [**Live Video**]. A new window will appear with the requested video.
2. If you have more than one camera connected to your system, click Large View above one of the video screens to control the respective camera.
3. Click [**Take Picture**] to capture a still image. You can access the new image in the Cameras section of the Summary page.
4. Click [**Capture Clip**] to take and save a short video. You can access the new video clip in the Cameras section of the Summary Page.

Note: Please refer to pages 29–31 for full video viewing browser requirements.

Today's Schedule	
8:00 AM	Turn Lamp Off at 8:00 AM
8:30 AM	Turn Thermostat Off at 8:30 AM
5:00 PM	Turn Lamp On at 5:00 PM
6:00 PM	Turn Thermostat On at 6:00 PM

Today's Schedule

View schedules you created that control your system and devices. To learn how to add a new schedule, see the Schedules tab section.



History Tab

View details of actions the security system has taken during the past 24 hours, or as far back as 30 days.

1. Click the History tab.
2. Click [**Selected Device**] to narrow your view to a certain device.
3. Select an action from the top menu to narrow the history down further.
4. Click [**Time Period**] to change the time period of activities that are displayed.

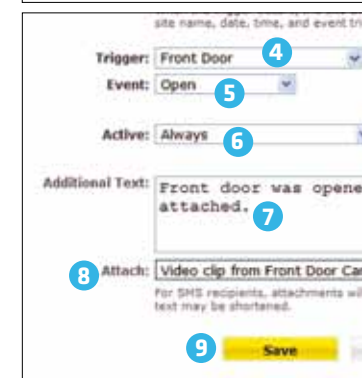
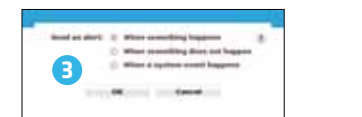


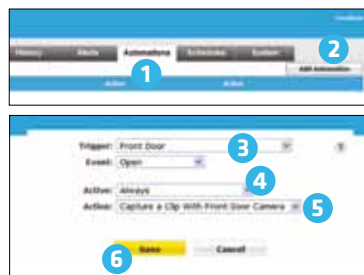
Alerts Tab

Click the Alerts tab to set your system to send an e-mail or text-message alert to you and others when events occur, or do not occur, in your home.

To add an Alert:

1. Click the Alerts tab.
2. Click [**Add Alert**].
3. To be alerted when an event occurs, click "When something happens" and then OK. You can also set up alerts for anticipated events that do not occur ("When something does not happen") or when a system event happens.
4. Select the "trigger" that will initiate the alert.
5. Select the specific event that is to occur.
6. Use the Active menu to determine when you want the alert to occur.
7. Create a custom message to accompany the notification.
8. Indicate if you would like the system to attach a picture or video clip to your alert.
9. Click [**Save**].





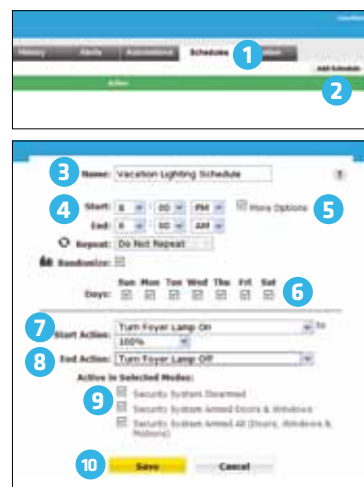
Automations Tab

Initiate specific actions when certain devices are triggered.

To add an Automation:

1. Click the Automations tab.
2. Click **[Add Automation]**.
3. Select a Trigger and an Event. For example, Front Door and Open.
4. Use the Active menu to determine when you want the Automation to occur.
5. Select the Action that will happen when this event occurs.
6. Click **[Save]**.

Tip: Use Automations to help you save energy. For example, set your system to turn lights and thermostats off when motion sensors detect no motion.



Schedules Tab

Your alarm system can be set to conduct various activities at predetermined days and times.

To create a new scheduled event:

1. Click the Schedules tab.
2. Click **[Add Schedule]**.
3. Give your new schedule a name. For instance, "Turn On/Off Light."
4. Select the time you would like this to occur.
5. Check "More Options" to establish Start and Stop times for this schedule.
6. Select the days this schedule will occur.
7. Choose a Start Action. For instance, "Turn Patio Lamp On" to turn the patio light on.
8. Choose an End Action. For instance, "Turn Patio Lamp Off" to turn the patio light off.
9. Select the Home Management Modes for this action to occur.
10. Click **[Save]**.

Tip: Use Schedules to help you save energy. Set lights and thermostats to turn off when you usually leave for work, and back on when you usually arrive home every day.



System Tab

Click the **[System]** tab to view the status of all devices connected to your system. Green lights indicate all devices are online and working properly.

Click **[Users]** to view a list of users who have access to your system. Select **[Add User]** to invite a new user to use your system or to give access to an existing user.

Click **[Settings]** to change time zone and Home Management Mode settings.



Support

Click **[Customer Support]** at the bottom of the page. You can choose to get online help or fill out the customer support form to contact Customer Support.

04 // MOBILE ACCESS

As an alternative to accessing your system through the web, you can use most web-enabled mobile phones, PDAs and smart phones to check the status of your home, arm/disarm your system, capture and view pictures, change thermostat settings, turn lights off and on, modify lighting levels and view recent events.

Log on

1. Launch the web browser on your mobile phone.
2. Go to **xfinity.com/xhslogin**.
3. Enter your Comcast.net Username and Password.

*Forgot your Username and Password?
Call 1.800.XFINITY for support.*

To Arm/Disarm Your Security System

1. Tap **[Security]**.
2. Select **[Doors & Windows]** to arm the sensors on your doors and windows only or **[Arm All]**, which also includes the motion detectors.
3. To disarm your system, tap **[Security]** and select **[Disarm]**.



Cameras

Take and watch video clips or see live video of your home (check your phone owner's manual to determine if your handset supports video). You can also take and view pictures.

Video

1. Select the camera you want to access.
2. Tap **[clips]** to view the most recent video clips.
3. Tap **[< Older]** to view previous clips, and **[Newer >]** to view more recent clips.
4. Tap **[Capture Video Clip]** to manually capture a video clip.

Live Video

To see live video, select the camera you want to access and then tap **[live]**.

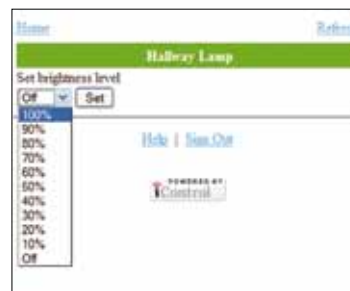
Pictures

1. Select the camera you want to access.
2. Tap **[pics]** to view the three most recent pictures taken with that camera.
3. Tap **[< Older]** to view previous pictures, and **[Newer >]** to view more recent pictures.
4. Tap **[Take Picture]** to manually take a photo.



Other Devices

Thermostat and lighting settings can be changed by clicking displayed temperatures and light levels.



Lighting

1. Select the lamp you want to adjust.
2. Tap the displayed light status.
3. Tap **[Turn On]** to turn the light on.
4. Tap **[Turn Off]** to turn the light off.
5. If the light is on a dimmer, use the pulldown menu to adjust the desired brightness.
6. Tap **[Set]**.




Thermostat

1. Select the thermostat you want to adjust and tap the temperature.
2. Use the pulldown menu to select the **"Cool if above"** temperature.
3. Use the pulldown menu to select the **"Heat if below"** temperature.
4. Choose a **"Mode"** (Heat/Cool/Off).
5. Tap **[Set]**.

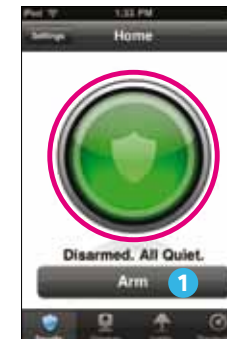


05 // iPHONE/iPOD TOUCH ACCESS

The iPhone application allows you to access a core set of security system functions using your iPhone or iPod Touch. The application contains only the essential functionality available through web access.

To launch the application, tap  on the home screen of your iPhone or iPod Touch.

Note: This application requires your iPhone or iPod Touch to be connected to the Internet. If you have never set up the Wi-Fi connection for your device, refer to your Apple documentation for instructions.



Security

The Security screen is the home screen for the application. It indicates the status of your security system and enables you to arm and disarm it.

To arm/disarm your security system:

1. On the Security screen, tap **[Arm]**.
2. Tap **[Arm All]** to activate all security sensors, including motion sensors.
3. Tap **[Arm Doors & Windows]** to activate security sensors on doors and windows only.
4. Once activated, your system will arm in a few seconds and indicate the new status.
5. Tap **[Disarm]** to return the security system to the disarmed state.



Cameras

The first time you tap **[Cameras]**, the Cameras screen appears and lists all installed and available cameras at your site. Here you can:

1. Tap **[Live]** next to any camera to display live video from the camera.
2. Tap the name of any camera to view thumbnails of the pictures and video clips captured by that camera.
3. Search through recent thumbnails and video clips by tapping **[1 Hour]**, **[4 Hours]**, **[Day]** or **[Week]**. Scroll through the calendar to narrow your search even more.
4. Tap on the icons that appear in the calendar to view the clip or image. Tap any picture or video thumbnail for a full-size view of that picture or video clip.



Lights

The Lights screen lists all of the lights connected to your system via the plug-in modules.

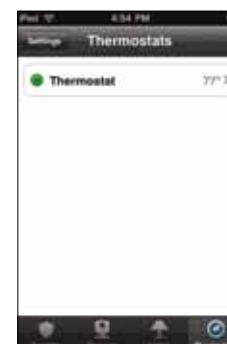
1. Tap the name of any light to display the Light screen for that light.
2. If the light is on, tap **[Off]** to turn it off.
3. If the light is off, tap **[On]** to turn it on.
4. If the light includes the dimmer function, you can adjust its brightness by sliding the slide bar. Slide to the left to make the light dimmer. Slide to the right to make the light brighter.
5. When you turn off a light with a dimmer, the brightness level goes all the way to the left. When you turn that light on again, the brightness level goes all the way to the right – full brightness.



Thermostat

The Thermostat screen lists all of the installed thermostats at your site.

1. Tap the name of any thermostat to display more information about that thermostat.
2. Press the up and down arrows to adjust the heat and cool set points.
3. The timeline below the temperature displays a graph that indicates the temperature fluctuations during the selected period of time.
4. The numbers on the right show the high and low temperatures during the selected period of time.
5. Tap **[Options]** as another means to change set points in addition to changing the thermostat mode.



Required Components

Watching live video in the web portal requires certain third-party components that are often already preinstalled 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 e-mail address in order to install QuickTime.

Browser-Specific 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:

- The QuickTime video player on Firefox 3.0 with Mac OS X has known video quality issues.
- 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 Firefox 3.x with Mac OS X might be blank. If this problem occurs, resize the video window.
- 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.
- Viewing live video does not work with Chrome Beta for Mac.

Supported Operating Systems and Browsers

Windows XP SP3 (32-bit)

Chrome 3.0+
Firefox 3.0.11+
Firefox 3.5
Firefox 3.6
Internet Explorer 6 SP3
Internet Explorer 7
Internet Explorer 8

Windows Vista (32-bit)

Chrome 3.0+
Firefox 3.0.11+
Firefox 3.5
Firefox 3.6
Internet Explorer 7
Internet Explorer 8

Windows 7 (64-bit)

Chrome 3.0+
Firefox 3.5
Firefox 3.6
Internet Explorer 7
Internet Explorer 8

Mac OS X (10.5 & 10.6)

Firefox 3.0.11+
Firefox 3.5
Firefox 3.6
Safari 3.2.3+
Safari 4.0.3+

Notes

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