

# XFINITY® HOME

SECURITY • CONTROL • ENERGY



## SECURE USER MANUAL

**xfinity**<sup>®</sup>  
the future of awesome™

# WELCOME TO XFINITY® HOME

You can't always be at home, but you never have to be far from it. Get peace of mind with XFINITY® Home, the total home security and control solution that simplifies your life.

Which XFINITY Home service do you have?



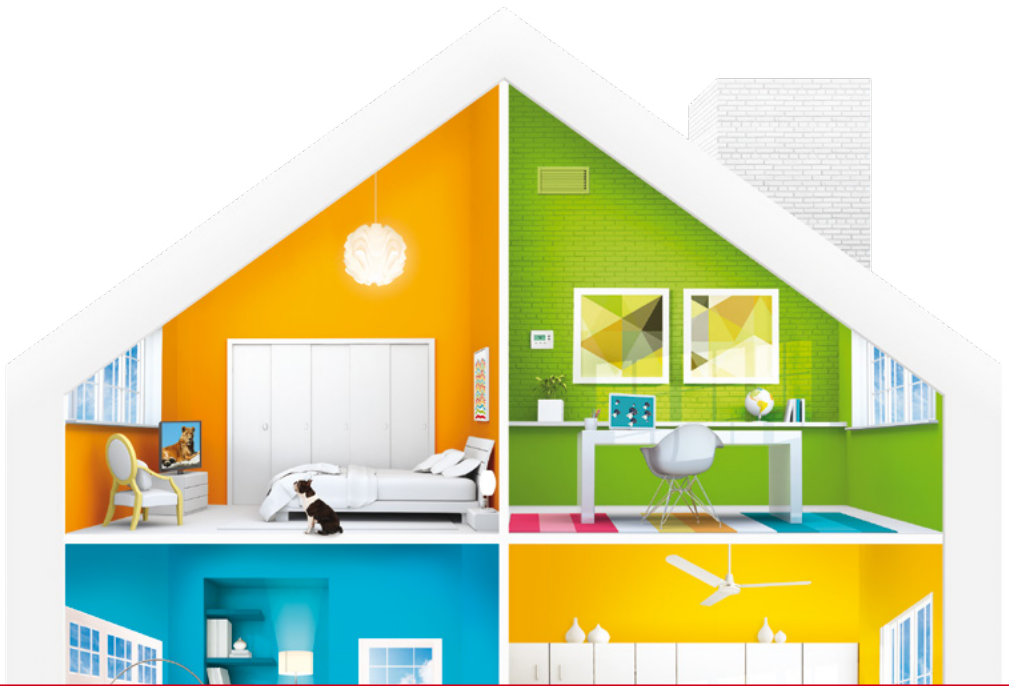
## XFINITY Home — Secure

If you have a Touch Screen Controller from XFINITY Home, this User Manual will help you get started right away.



## XFINITY Home — Control

If you have a Hub from XFINITY Home, download your User Manual here: [comcast.com/XHControlSupport](http://comcast.com/XHControlSupport)



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## QUESTIONS?

Learn more and watch How-To Videos at [comcast.com/XFINITYHomeSupport](https://comcast.com/XFINITYHomeSupport) or scan QR code.

Standard data charges apply. Check with your carrier.

# SYSTEM & SERVICE SPECIFICATIONS

The table below details the features that are included with your XFINITY Home — Secure package. Remember, to order any of the add-on features or to upgrade your service, simply call 1-800-XFINITY.

	XFINITY Home Secure 300	XFINITY Home Secure 350
<b>Core Services</b>		
24/7 Professional Monitoring	✓	✓
Battery & Cellular Backup	✓	✓
Real-Time Email & Text Alerts	✓	✓
Live Video Monitoring*	✓	✓
Remote Lighting & Thermostat Control*	✓	✓
XFINITY™ Home app for mobile devices	✓	✓
Fire Monitoring*	✓	✓
<b>Enhanced Services</b>		
Enhanced Video Monitoring with Video Alerts & Clips	\$6.95/month*	✓
XFINITY Home Warranty Plan	\$4.95/month	✓
EcoSaver™	\$6.95/month**	✓
EcoSaver™ is a new technology that learns your heating and cooling preferences to save energy while keeping you comfortable. Learn more at <a href="http://comcast.com/EcoSaver-Secure">comcast.com/EcoSaver-Secure</a>		
<b>Equipment</b>		
Touch Screen Controller	✓ 1 included	✓ 1 included
Wireless Keypad	✓ 1 included	✓ 1 included
Motion Sensor	✓ 1 included	✓ 1 included
Door or Window Sensor	✓ 3 included	✓ 3 included
Thermostat		✓ 1 included**
Indoor/Outdoor Camera		✓ 2 included
Lighting Controller		✓ 2 included

Now you can self-install certain add-on devices for your XFINITY Home system. Visit [comcast.com/XFINITYHome](http://comcast.com/XFINITYHome) to find out more.

\*For Secure 300 customers, requires equipment purchase. Fire monitoring requires purchase of secondary smoke detectors that supplement your existing primary household smoke alarms.

\*\* Thermostats/EcoSaver and Carbon Monoxide Detector not available in all multi-dwelling unit locations. One indoor/outdoor camera can be substituted for the thermostat in Secure 350 plans. Visit [comcast.com/XFINITYHomeSupport](http://comcast.com/XFINITYHomeSupport) for more details.

# SYSTEM STATUS ICONS

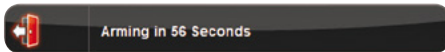
The various user interfaces include the following icons that provide an at-a-glance overview of the status of your system. The Security Status of your security system is displayed in the large Security Status header on the left side of your screen.



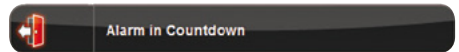
This is the Security Status header when the status is "Armed:"



This is the Security Status header when the status is "Disarmed:"



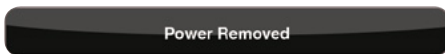
When you arm the system, an exit delay period begins. The Security Status header indicates the number of seconds before the system is armed.



You must exit the premises and secure the entry/exit door before the exit delay period ends. When someone enters an armed premises, an entry delay period starts (between 30 seconds and 2 minutes).

## System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right of the Subscriber Portal and Touch Screen Controller. It only displays when there is a connectivity or power problem with the Touch Screen Controller (cellular or broadband). It also displays when a sensor is inoperable (such as due to a battery failure) or being tampered with.



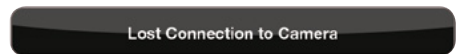
No connection to power outlet.  
Reconnect within 24 hours.



No connectivity.



Critical sensor failure. Actual sensor name will be displayed.



No connectivity to camera.

When a System & Zone Trouble header is displayed, click it to display more information.

### QUESTIONS?

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# 01 // TOUCH SCREEN CONTROLLER

The interactive Touch Screen Controller 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 Controller and offers quick tips on how to use the various features.





# TOUCH SCREEN CONTROLLER






## Home Screen

The Home Screen is the main display that provides quick access to all Touch Screen Controller 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 while the system is armed or if an environmental sensor, such as a smoke detector, is activated.

Press the   buttons on the Touch Screen Controller at any time to return to the Home Screen.







## Quick Control for 3-Button Touch Screen Controller

The Quick Control buttons, along the bottom of the Touch Screen Controller, enable you to quickly arm your system , go to the Home Screen  or send an emergency police, fire or medical alert to the monitoring station .



## Quick Control for 4-Button Touch Screen Controller

For 4-Button Touch Screen Controllers, the Quick Control buttons enable you to quickly go to the Home Screen , access the alphanumeric keypad , go back to the previous screen  or send an emergency police, fire or medical alert to the monitoring station .



## System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right of the Touch Screen Controller when there is a connectivity (cellular or broadband) or power problem, when a sensor is inoperable (such as due to a battery failure) or a sensor is being tampered with (such as the cover being opened).

Touch Screen Controller continues on next page...

## QUESTIONS?

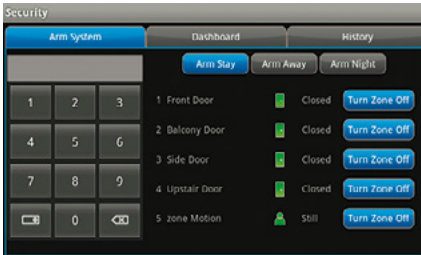
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## Arm

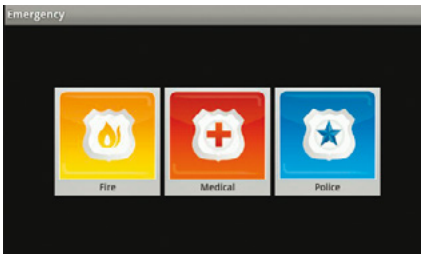
1. Touch the **[Press to Arm]** button on the Home Screen.
2. Select **[Arm Stay]** to arm the sensors on your doors and windows with an entry delay or **[Arm Night]\*** with no entry delay. Select **[Arm Away]** to arm all sensors including motion sensors. If a sensed door or window is not opened and closed within the entry delay, the system will automatically default to **[Arm Stay]**.
3. Enter your 4-digit master code to arm the system.

\*Motion sensors can be configured to be armed in night mode.




## Disarm

1. Touch the **[Press to Disarm]** button on the Home Screen.
2. Enter your 4-digit master code to disarm the system.



## Emergency

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

1. Touch  at the bottom of the Touch Screen Controller to display the individual emergency buttons.
2. Press the applicable emergency button to alert the proper authorities.

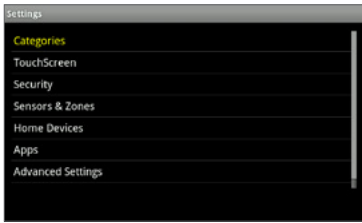
Note: Enter your 4-digit master code to cancel the alarm.

Touch Screen Controller continues on next page...

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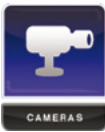




## Settings

Displays a list of settings options to customize your Touch Screen Controller. Categories include:

- **[Touch Screen]** Configurations for language, screen, screensaver, sound, buttons, etc.
- **[Security]** Manage keypad codes, alarm test
- **[Sensors & Zones]** Change zone order, etc.
- **[Home Devices]** Add, edit and delete devices that control lighting, cameras, thermostats, keychain remote and more
- **[Apps]** Add, remove and reorder apps
- **[Advanced Settings]** Manage account information, security secret word, connectivity and Touch Screen Controller



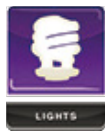
## Home Management

View live video from in-home cameras, adjust lighting and thermostat settings and darken the Touch Screen Controller display.

### Cameras

View live video from cameras installed on your system.

1. Touch the **[Cameras]** app.
2. Touch the camera image to view live video from that camera. If only one camera is connected to the system, live video will automatically appear.



### Lights

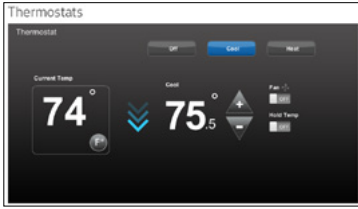
Adjust settings for lights throughout your home.

1. Touch the **[Lights]** app to display a list of lighting modules installed in your home.
2. Touch the light bulb to turn the light On or Off.
3. For lamps equipped with a dimmer function, standardize buttons **[Settings]** and then touch the scale to adjust the brightness level. Once set, this will be your default brightness level for this light.

Touch Screen Controller continues on next page...

## QUESTIONS?

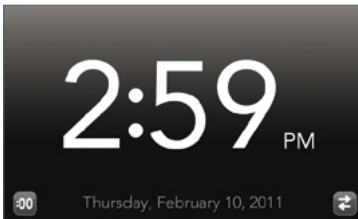
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### Thermostat

Adjust settings for thermostats installed throughout your home.

1. Touch the **[Thermostat]** app.
2. Change mode to Cool, Heat or Off.
3. When in Cool or Heat mode, use the **[+]** or **[-]** toggles to change the setpoint.
4. Touch **[Fan]** to turn the fan On or Off.
5. Touch **[Hold]** to maintain the mode and ignore any other programming configured on the thermostat.



### Information, Media & Entertainment

Customizable information at a glance.\*

#### Clock

Displays the time in full screen.

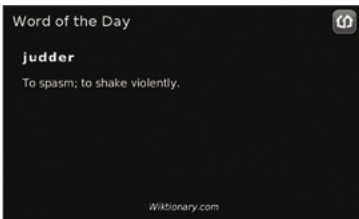
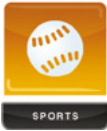
1. Touch the **[Clock]** app.
2. Touch **[00]** to add seconds to the digital time display.
3. Touch **[?]** to change to an analog clock.

\*These apps can be downloaded through the Settings menu.

Touch Screen Controller continues on next page...

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## News/Sports

Displays news and sports headlines and brief stories.

1. Touch the **[News]** or **[Sports]** app.
2. Choose from different categories using the bar at the top of the screen.
3. Touch a headline at the bottom of the screen to display the brief story.

## Weather

Displays the current weather conditions and a 4-day forecast.

1. Touch the **[Weather]** app. The current conditions and 4-day forecast will appear.
2. Touch **[Local Radar]** for a weather radar view of your location.
3. Touch the **[Location]** button to view weather for different locations.

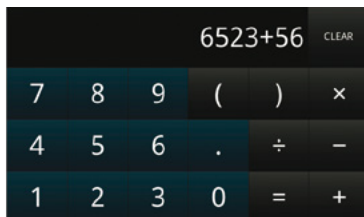
## Word of the Day

Displays the word of the day and its definition.

Touch Screen Controller continues on next page...

## QUESTIONS?

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### Calculator

Basic mathematical functions similar to handheld or desktop calculators.



### Sudoku

(Only available on certain Touch Screen Controllers)

Challenge your mind and have fun at the same time.

1. Touch the **[Sudoku]** app.
2. Choose the level of difficulty — easy, medium or hard.
3. Play game.

End of Touch Screen Controller.

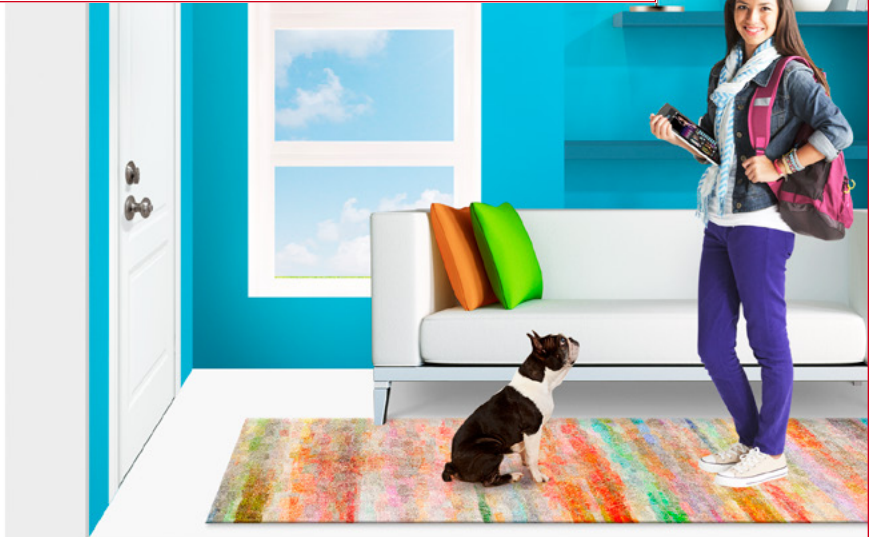
## QUESTIONS?

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## 02 // KEYCHAIN REMOTE


The wireless keychain remote gives you additional access to your system, enabling you to:

- Check the current system status (armed, disarmed or not ready).
- Arm the system in **[Arm Away]** mode or **[Arm Stay]** mode.
- Disarm the system before entering the premises.
- Send an audible panic alarm for police assistance.





## Checking System Status


1. Press the  button to light the LED to show the current status of the security system.
2. The LED flashes red once to indicate that it has contacted the system, then:
  - Lights green for 3 seconds if the system is disarmed
  - Lights red for 3 seconds if the system is armed
  - Lights orange for 3 seconds if the system is not ready to be armed (for example, a door is open)

## Arming the System

From the Keychain Remote, you can arm your system in **[Arm Away]** or **[Arm Stay]** mode. **[Arm Night]** mode must be activated from the Touch Screen Controller or Subscriber Portal.




### Arm Away

Press the  button for about 2 seconds to arm the system in **[Arm Away]** mode (the home is unoccupied).

The LED flashes red once to indicate that it has contacted the system, then lights red for 1 second. The exit delay starts.

### Arm Stay

Press the  button for about 2 seconds to arm the system in **[Arm Stay]** mode (there are still people on the premises).

The LED flashes red once to indicate that it has contacted the system, then lights red for 1 second. The exit delay starts.




Keychain Remote continues on next page...

## QUESTIONS?

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## Disarming the System

Before entering the premises in armed state, press the  button for about 2 seconds to disarm the system without entering the premises.

The LED flashes green once to indicate that it has contacted the system, then lights green for 1 second indicating that the system is disarmed.



## Sending an Emergency Police Alarm

Press and hold the  button for 3 seconds to send an audible alarm to central monitoring for police assistance. The LED flashes orange to indicate that the alarm has been sent. Additionally, contact persons will receive email and SMS notifications if the system is configured to do so.

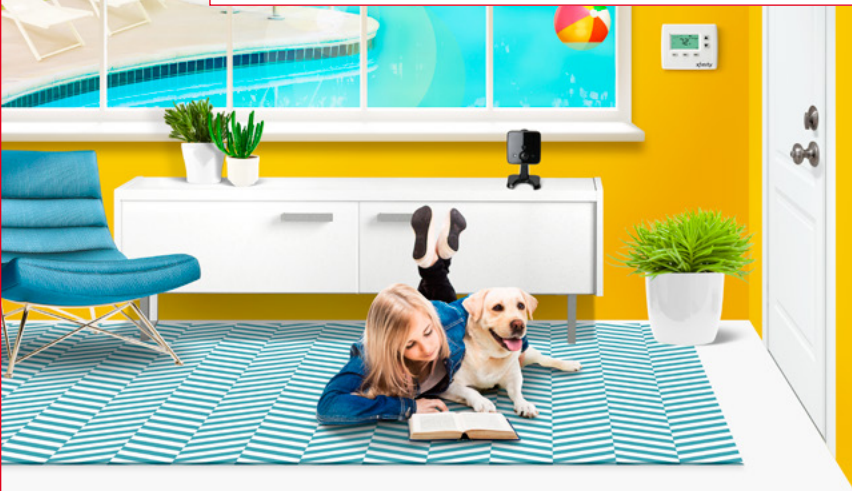
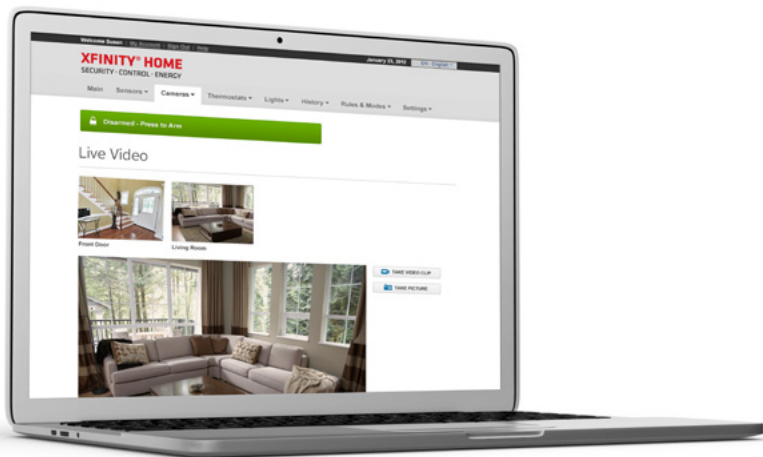
End of Keychain Remote.

### QUESTIONS?

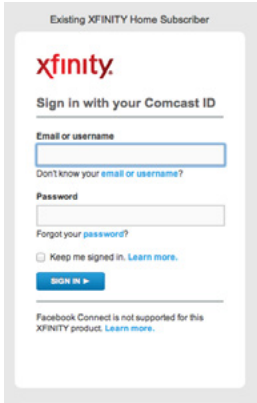
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## 03 // WEB ACCESS

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







## Signing In

To sign in to the Subscriber Portal:

1. In a Web browser, go to [xfinity.com/XHPortal](http://xfinity.com/XHPortal) to access your Subscriber Portal.
2. Enter your Comcast ID and Password.\*

\*If you do not have a Comcast ID, you can easily set one up at [xfinity.com/XHPortal](http://xfinity.com/XHPortal)

## 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.

**Toolbar**

**Security Status Header**

**Zone Activity Tool**

**Cameras**

**Thermostats**

**Lights**

**Saved Pictures and Videos**

**History Tool**

**Camera Tool**

**Thermostats Tool**

**Lights Tool**

Web Access continues on next page...

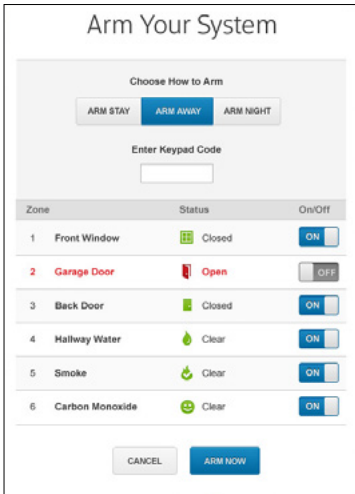


## Security

Indicates the overall status of your security system.

### To disarm the system:

1. Click the Security Status header when it is in the Armed state:  
Or select **[Security > Disarm]** on the toolbar.
2. Enter your 4-digit master code, and click **[Disarm]**.



### To arm the system:

1. Click the Security Status header when it is in the Disarmed state.  
Or select **[Security > Arm]** on the toolbar.
2. If any security zones are currently faulted, preventing the system from being armed, you must click the **[Turn Zone Off]** button for that zone before arming the system.
3. Select the arming mode.
  - Arm Stay — There are still people on the premises.
  - Arm Away — Everyone is leaving the house.
  - Arm Night — 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.
4. Enter your 4-digit master code.
5. Click **[Arm Now]**.



## Managing Keypad Codes

Keypad codes are used to arm or disarm the system. Multiple keypad codes can be assigned to track who enters and leaves the premises. To manage keypad access codes, select **[Security > Keypad Codes]** on the toolbar and add a new access code or modify current access codes.

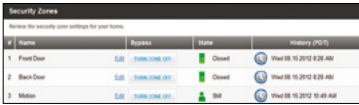
Web Access continues on next page...

## QUESTIONS?

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## Managing Security Zones

To manage security zones, select **[Security > Security Zones]** on the toolbar. From this screen, you can modify the names of the zones used by the Subscriber Portal and turn zones off and on.



Name	Device	Status	History (PST)
1 Front Door	10000-1000-1011	Closed	View 08/10/2012 8:20 AM
2 Back Door	10000-1000-1011	Closed	View 08/10/2012 8:20 AM
3 Motion	10000-1000-1011	Off	View 08/10/2012 10:45 AM

## Setting Up Your Emergency Contacts

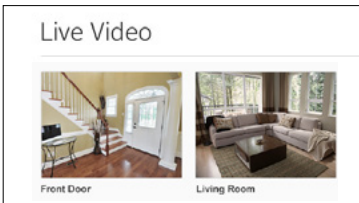
The Emergency Dispatch contacts are the persons contacted by a call center when an alarm is tripped. To manage Emergency Dispatch contacts, select **[Security > Emergency Dispatch Set]** on the toolbar.



Call Order	When to Call	First Name	Last Name	Phone	Modify
1	1000, alarm, alarm calling	John	Ash	Jack Tron 2122000000	Home
2	1000, alarm, alarm calling	John	Ash	1214827100	Home

## Cameras

Displays snapshots on main screen and live video for each camera. If you have Enhanced Video Monitoring, it enables you to capture still pictures or video clips from cameras installed in your home.

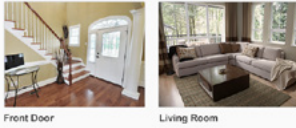


Web Access continues on next page...

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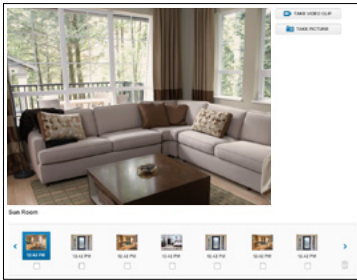
## Live Video




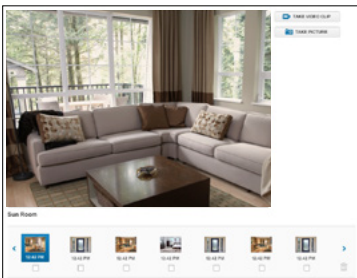
## Viewing & Capturing Live Video & Snapshots

To view live video from the cameras attached to your system and — if you have Enhanced Video Monitoring service — take snapshots or videos, click **[View Live Cameras]** or click **[Cameras > Live Video]** on the toolbar.

One of the cameras is displayed as live video. The other camera views (not live video) are arrayed above it.




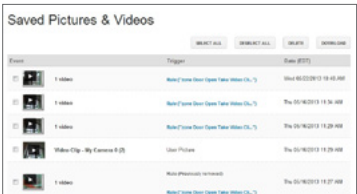
1. Click an image above the video to view live video from that camera.
2. To take a snapshot with the currently selected camera, click **[Take Picture]**.
3. To take a video clip (about 15 seconds) with the currently selected camera, click **[Take Video Clip]**.
4. To delete snapshots or video clips, select one or more check boxes and click the trash can .



## Viewing Captured Images

To view captured images:

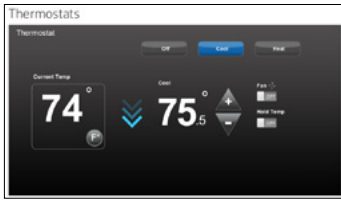
1. Select **[Cameras > Saved Pictures and Videos]** on the toolbar. The Saved Pictures screen is displayed listing the pictures captured manually and automatically (during alarm events).
2. Click on an image to view the images captured in the manual or automatic session.
3. Images that were captured automatically during an alarm have an ALARM button next to the image thumbnail and display the security zone that caused the images to be taken.
4. Images that were captured manually have a camera icon next to the image thumbnail.
5. To delete images, select the check box for each captured image and click the trash can .



Web Access continues on next page...

## QUESTIONS?

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## Managing Thermostats

The current states of your thermostats are displayed on the Main Screen. To manage your thermostats:

1. On the Main Screen, in the Thermostat tool, click **[View Thermostats]**.

OR

On the toolbar, click **[Thermostats > Thermostats]**.

The current temperature appears on the left of the screen. The unit of measure button on the right indicates whether the temperature is displayed in Fahrenheit or Celsius.

2. You can click the unit of measure button to toggle the display between Fahrenheit or Celsius.
3. On the top of the screen, you can click **[Cool, Heat or Off]** to set the mode.
4. You can click **[Fan]** to turn on the fan continuously, regardless of whether the heat or air conditioning is active. Click **[Fan]** again to change it back to Auto, so the fan comes on only when the heat or air conditioning is active.
5. You can click **[Hold]** to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.

Web Access continues on next page...

### QUESTIONS?

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1

**Let's Get Started**

This wizard will help you manage your home temperature, on your schedule.

You can specify cooling and heating temperatures based on the times that you prefer. Some controls zones are when you wake, when you leave, when you return and when you sleep.

These settings control all seven days of the week.

All temperature settings will be shown in Fahrenheit. Press the button to display Celsius by default.

**Cancel** **Next**

2

**Set Your Schedule**

Press any button to change a time setting. To change several days at once, Control-click time buttons. Or press a label to select rows and columns.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	6:30 AM	6:00 AM	6:00 AM	6:00 AM	6:30 AM	6:00 AM	6:00 AM
Day	8:30 AM	8:00 AM	8:00 AM	8:00 AM	8:30 AM	8:00 AM	8:00 AM
Evening	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM
Sleep	10:00 PM	10:00 PM	11:30 PM	11:00 PM	10:00 PM	10:00 PM	11:30 PM

**Cancel** **Back** **Next**

3

**Test C Thermostat Cool Settings**

Press any button to change a temperature setting. To change several days at once, Control-click temperature buttons. Or press a label to select rows and columns.

**Energy Savings Tip**  
Setting your home temperature 1 degree cooler, with every fan that runs saves.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	78 F	78 F	78 F	78 F	78 F	78 F	78 F
Day	81 F	81 F	81 F	81 F	81 F	81 F	81 F
Evening	78 F	78 F	78 F	78 F	78 F	78 F	78 F
Sleep	80 F	82 F	81 F	80 F	80 F	82 F	81 F

**Cancel** **Back** **Next**

4

**Test C Thermostat Heat Settings**

Press any button to change a temperature setting. To change several days at once, Control-click temperature buttons. Or press a label to select rows and columns.

**Energy Savings Tip**  
Setting your home temperature 1 degree cooler, with every fan that runs saves.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	78 F	78 F	78 F	78 F	78 F	78 F	78 F
Day	80 F	82 F	81 F	80 F	80 F	82 F	81 F
Evening	78 F	78 F	78 F	78 F	78 F	78 F	78 F
Sleep	80 F	82 F	82 F	82 F	82 F	82 F	82 F

**Cancel** **Back** **Next**

**Set the System Mode**

OK, you defined schedules for your thermostats. How would you like your system to run now?

**Cancel** **Back** **Next**

**Congratulations!**

You successfully configured your home temperature settings. Now the system will care and automatically run these rules for you home.

- Wake, Day, Evening and Sleep times
- Test C Thermostat Cool Settings
- Test C Thermostat Heat Settings
- Cool my home now

**Next**

## Scheduling Thermostats

You can schedule your thermostats so they're automated for efficiency. If you already have Schedule rules set up that tell your thermostats what time to turn on or off, delete them first:

- On the toolbar, click **[Rules > Rules]**.
- Choose each of the Schedule rules shown in the list for your thermostats and click the trash can icon

To set up your Thermostat Scheduler:

1. On the toolbar, click **[Thermostats > Thermostat Schedules]**.
2. In the Wizard, set your schedule using the grid by row (Wake, Day, Evening or Sleep) or column (day of the week). You can either select a single time of day per type or hold the Ctrl key on your keyboard to select multiple times at once.
3. When you have finished scheduling times for each day of the week, click **[Next]**. You can now set your temperature for **Cool** and then **Heat** the same way you set your times.
4. Now choose which **System Mode** you would like to run right now. **Cool** and **Heat** will use the schedules you just set up. **Schedule Off** will continue with your existing settings without turning the **Scheduler** on. When you're done, click **[Finish]**.

You can change any of your settings by clicking **[Rules > Rules]** and selecting the pencil icon

To learn more or watch our How-To Videos, visit [comcast.com/XFINITYHomeSupport](http://comcast.com/XFINITYHomeSupport)

Web Access continues on next page...

## QUESTIONS?

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## Managing Lights

The current state of your light settings is displayed on the Main Screen. To manage your lights:

On the Main Screen, in the Lights tool, click **[Manage Lights]**.

OR

On the toolbar, click **[Lights > Lights]**.

In the Lights tool, you can turn the lights on or off and set dimming percentage.

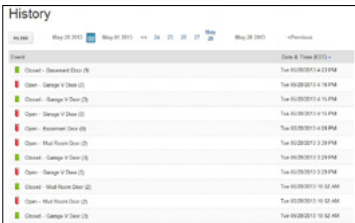


## Viewing History Reports

You can view reports of events based on a variety of criteria:



- All history (with tools to filter your results)
- Alarms
- System arming or disarming events
- System trouble events
- Security zone activity
- Events occurring in the previous 24 hours

Select **[History > Last 24 Hours]** on the toolbar to view the respective report.



## Managing Contacts

Contacts are the persons available to receive SMS or email communications from your system. These are different from your Emergency Dispatch Contacts.

1. In the **[Rules]** tab, click **[Contacts for Rules]**.
2. Click **[Add Contact]** to add a new contact.
3. Click  to modify a contact.
4. Click  to remove a contact from the list.

Note that alerts set up under Rules will be sent to all your recipients and cannot be delivered to only select individuals in your list.

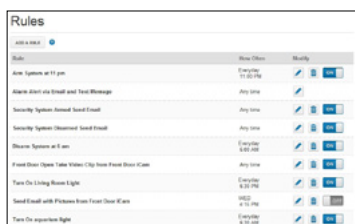


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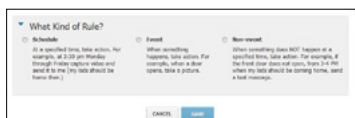
## QUESTIONS?

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## Managing Rules



Rule	When Occurs	Priority
Arm System at 11 pm	Everyday 11:00 PM	1
Alarm Alarm via Email and Text Message	Any time	1
Security System Armed Sound Alarm	Any time	1
Security System Disarmed Sound Alarm	Any time	1
Disarm System at 5 am	Everyday 5:00 AM	1
Front Door Open Take Video Clip from Front Door Cam	Any time	1
Turn On Living Room Light	Everyday 8:30 PM	1
Send Email with Pictures from Front Door Cam	Everyday 8:30 PM	1
Turn On Bedroom Light	Everyday 8:30 PM	1



**What Kind of Rule?**

**Schedule**  
All in specified times. Take action, for example, at 11:00 pm Monday through Friday, capture video and send it to my phone when the alarm rings.

**Event**  
When something happens, take action. For example, when a door opens, take a picture.

**Non-event**  
When something does NOT happen at specified times, take action. For example, if the front door does not open, take a photo when the door should be coming home, send a text message.

Rules are flexible methods for generating a variety of system actions (such as sending an SMS or turning on a light) whenever something else happens under (potentially) very specific circumstances.

To manage rules, click **[Rules]** on the toolbar. The Rules screen is displayed.

To add a rule, click **[Add Rule]** and determine which type of rule you'd like to configure:

- **Schedule** — Actions occur regularly at specified times, dates and date ranges without regard to an additional event.
- **Event** — Actions occur when a specified event occurs at a security zone (door, window, motion sensor, smoke alarm, etc.).
- **Non-event** — Actions occur when an expected event does not occur at a security zone. For example, send an SMS notification if the front door does not open between 3:30pm and 5pm on Monday through Friday when the kids are expected home.

Web Access continues on next page...

### QUESTIONS?

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### To set a Schedule rule:

1. Determine the start time for your schedule. Check the box if you would like to add an end time.
2. Determine if you want the schedule to repeat during the set times and then click the applicable days.
3. Determine the action the rule will take. Depending on the action, you may have additional items to select.
4. Select the arming mode the rule applies to.
5. Describe the rule.
6. Click **[Save]**.

Remember not to set up Schedule rules in this screen. Instead, use the Thermostat Scheduler feature shown on page 19.

### To set an Event rule:

1. Select a specific security zone that will trigger the action, or select the entire system.
2. Determine what happens at the security zone or the security system to trigger the action.
3. Select the action the rule will take. Depending on the action, you may have additional items to select.
4. Determine the time range and days of the week when the rule is applicable. You can select **[Any Time]** to have the rule apply whenever the selected event occurs.
5. Select the arming mode the rule applies to.
6. Describe the rule.
7. Click **[Save]**.

### To set a Non-event rule:

1. Select a specific security zone to monitor.
2. Determine the event that fails to occur during the specified time range.
3. Determine the time/day range when the rule is applicable.
4. Select the action the rule will take if the specified conditions are met. Depending on the action, you may have additional items to select.
5. Select the arming mode the rule applies to.
6. Describe the rule.
7. Click **[Save]**.

Web Access continues on next page...

## Commonly Used Rules

Find out more great ways XFINITY Home lets you look after your home, family and valuables from anywhere. You can set up these helpful rules on your Subscriber Portal.

To learn how, refer to the steps in the previous pages or watch our video at [comcast.com/XFINITYHomeSupport](http://comcast.com/XFINITYHomeSupport)

### Make sure your kids are home safe and sound.

#### Are the kids home from school yet?

When you're on the go, use our Camera and Door Sensor to keep track of when they get in. Record a video clip and receive it by email when your front door opens after 2:30pm.

#### Who did my kids bring home with them?

Keep an eye on who enters your home. Take a picture of the back door when it opens when your home is unarmed and you are away.

#### Was a restricted cabinet opened?

Use our Door Sensor to help you be in the know. Receive a text message when your restricted cabinet opens, every day.

### Make sure your home is secure and under control when you travel.

#### Does my home help discourage intruders when I'm away?

Use our Light Switch to make it appear as if you're home. Turn on your lights at sunset and off at sunrise every day when you are away.

#### Did I turn my curling iron off?

Our Appliance Controller gives you peace of mind. Turn off your curling iron every day when you leave the house.

Web Access continues on next page...

## QUESTIONS?

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### **Is someone trying to break in?**

Be the first to know with our Window Sensor. Receive a text message and emailed photo when a window opens while the monitoring service separately and automatically alerts the police.

### **Make sure your lights are on when you need them.**

#### **How can I ensure my home is always well lit?**

Always return from work to a well-lit home with our Light Switch. Schedule your lights to turn on at sunset and off at sunrise every day.

#### **How can I save energy with everyday activities?**

Use our Light Switch with Dimmer to automate how much energy you use. Turn on lamps during the day at a dim setting of 60%.

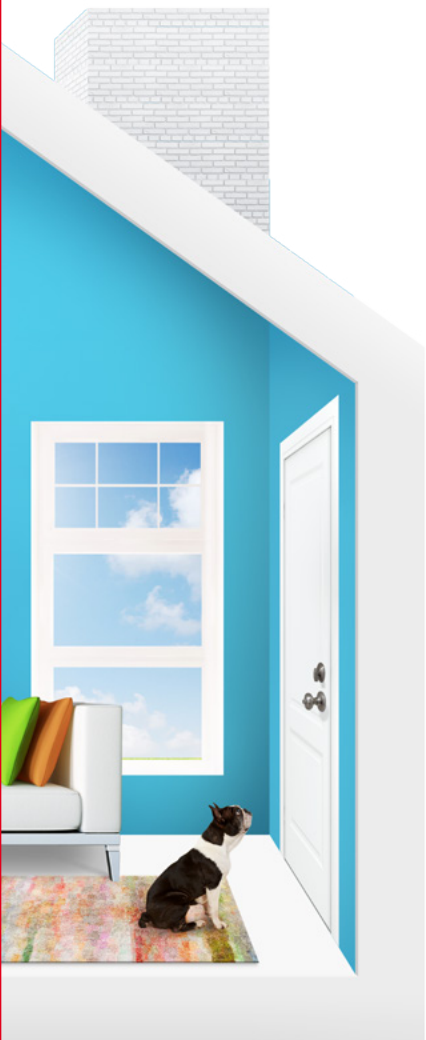
### **Look after your pets when you're away.**

#### **Are they behaving while I'm at work?**

Check in on your dog's activities with our Camera and Motion Sensor. Take a picture of your living room when motion is detected and receive it by email between 9am and 5pm on weekdays.

#### **Did the dog walker come while I was out?**

Know exactly when your dog was let out with our Door Sensor. Receive a text message when your front door opens between 9:30am and 4:15pm on weekdays.



Web Access continues on next page...

### **QUESTIONS?**

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**Get a text message or have a video clip automatically emailed when your door is opened.**

**How long was the plumber in my home?**

Keep track of hours spent by contractors in your home with our Door Sensor. Receive a text message when your front door opens or closes between 8:30am and 4:30pm.

**Did my babysitter have friends over?**

Use our Camera and Door Sensor to be in the know. Take a picture of your front door when it opens and your home is unarmed while you are away.

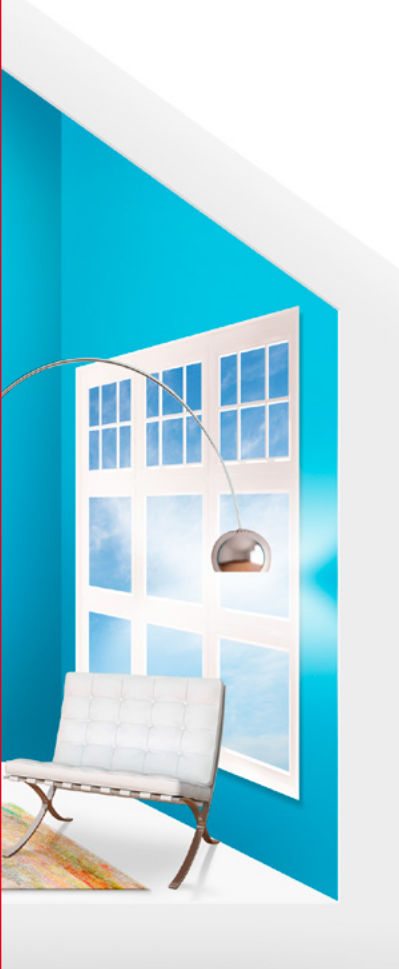
**Make sure your elderly family member is safe even when alone.**

**Did they take their medication?**

Use our Door Sensor to enhance your peace of mind. Receive a text message when the medicine cabinet opens, every day.

**Did they get up?**

When you're not there, know that all is well with our Motion Sensor. Receive a text when motion is detected in the bedroom between 6am and 10pm, every day.



Web Access continues on next page...

**QUESTIONS?**

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## Managing Touch Screen Controller Apps

You can manage which apps are displayed on your Touch Screen Controller, configure them and determine how they are displayed only from the Subscriber Portal.

Click **[Apps]** on the toolbar.

The apps at the top of the screen are those available to be added. The apps displayed in the Touch Screen Controller image below are currently active. The apps are positioned in the image just as they are on the actual Touch Screen Controller.

Note: Click the arrows on either side of the apps to scroll through them.



From the Manage Apps Screen, you can:

- Add or remove apps to and from the Touch Screen Controller.
- Modify how the apps work.
- Reposition how the apps are displayed on the screen.

Note that Security, Settings and Camera apps cannot be moved, configured or removed.



Adding Touch Screen Controller apps

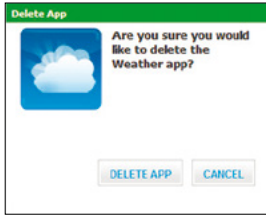
1. Click on the Touch Screen Controller app you want to add to display a dialog.
2. Click **[App]**.

The Subscriber Portal pushes the app to the Touch Screen Controller. An “updating” message is displayed while the app is being added.

Web Access continues on next page...

### QUESTIONS?

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### Deleting Touch Screen Controller apps

1. From the Manage Apps screen, hover your cursor over the app. A label is displayed over the app.
  2. Click **[Delete]**.  
A confirmation dialog is displayed.
  3. Click **[Delete App]**.
- 



### Repositioning Touch Screen Controller apps

You can change the order in which apps are displayed on the Touch Screen Controller. All apps, except the Security, Settings and Camera apps, can be moved to your preferred location.

1. Click **[Reposition Apps]** to rearrange the apps.
2. Drag and drop the apps to the preferred location on the Touch Screen Controller.
3. When all the apps are repositioned to your satisfaction, click **[Update]**.

The apps have been updated and the new app locations have been pushed to the Touch Screen Controller.

End of Web Access.

### QUESTIONS?

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## 04 // MOBILE ACCESS

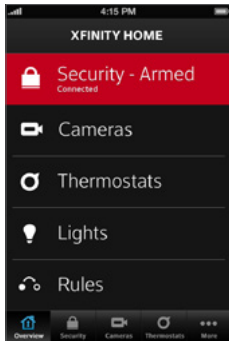
The XFINITY™ Home app allows you to access a core set of security system functions using your iPhone®, iPod touch®, iPad® or Android™ mobile device.

To launch the app, tap the XFINITY Home icon on the Home Screen of your iPhone®, iPod touch®, iPad® or Android™ mobile device.



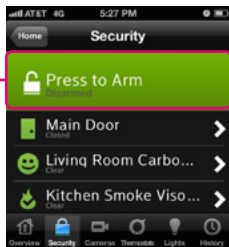
Note: This app requires your mobile device to be connected to the Internet.

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## Home Screen

The Home Screen gives you one-touch access to all XFINITY Home features.

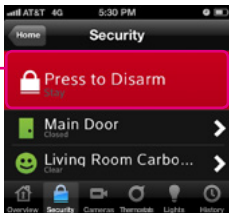


Arm

## Security

To arm your security system:

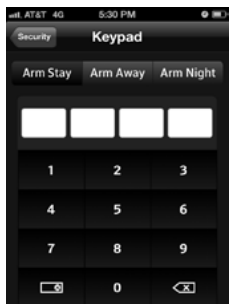
1. On the Home Screen, tap **[Security]**.
2. To bypass any Home Security Zone, tap the respective zone and use the On/Off toggle.
3. On the Security screen, tap **[Press to Arm]**.
4. Tap **[Arm Stay]** to arm the sensors on your doors and windows with an entry delay, or **[Arm Night]** with no entry delay. Or select **[Arm Away]** to include the motion sensors.
5. Enter your 4-digit master code to arm the system.
6. Once activated, your system will arm in a few seconds and indicate the new status.



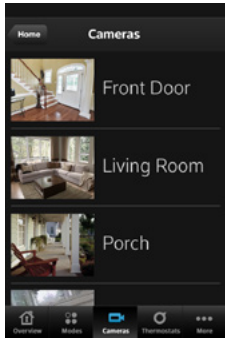
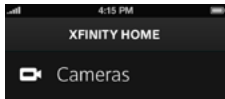
Disarm

To disarm your security system:

1. On the Home Screen, tap **[Security]**.
2. On the Security screen, tap **[Press to Disarm]**.
3. Enter your 4-digit master code to disarm the system.



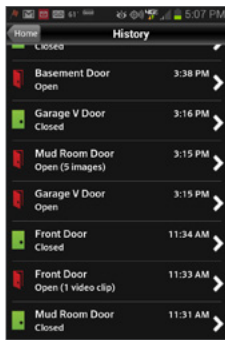




## Cameras

To view captured video clips or pictures from your cameras if you have Enhanced Video Monitoring:

1. On the Home Screen, tap **[Cameras]**.
2. From the list, tap the camera you'd like to access. The most recent captured image will appear.
3. Tap **[Video]** to view live video.



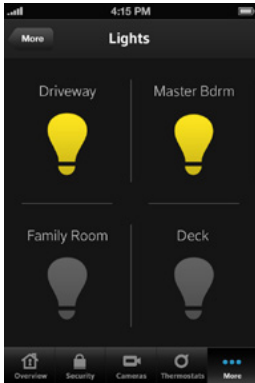
To view captured video clips or pictures from your cameras:

1. On the Home Screen, tap **[History]**.
2. Use the menu at the top of the screen to filter the history:
  - All — All logged events
  - Alarm — Alarm events
  - Arm — Arm/Disarm events
  - Zone — Events related to security zones
3. Click on any event with images or video to view captures.

Mobile Access continues on next page...

## QUESTIONS?

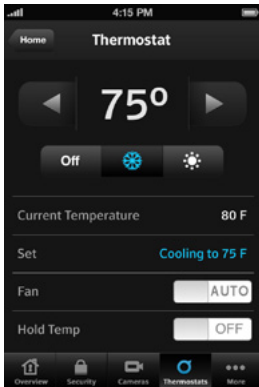
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## Lights

The Lights Screen lists all of the lights connected to your system via Lighting and Appliances Controllers.

1. On the Home Screen, tap **[Lights]**.
2. If the light is **[Off]**, tap the light to turn it **[On]**.
3. If the light is **[On]**, tap the light to turn it **[Off]**.
4. If the light includes the dimmer function, you can adjust its brightness by tapping the gear icon and then one of the boxes on the right. Tap the top boxes to make the light brighter. Tap the lower boxes to make the light dimmer.



## Thermostats

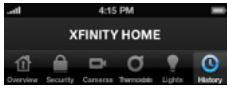
The Thermostat Screen lists all of the installed thermostats in your home.

1. On the Home Screen, tap **[Thermostats]**.
2. Tap the name of any thermostat to control that thermostat.
3. Tap **Off** to turn off the thermostat.
4. Tap to set the thermostat to Cool mode.
5. Tap to set the thermostat to Heat mode.
6. Tap the left arrow to decrease the temperature. Tap the right arrow to increase the temperature.
7. Tap the On button next to **[Fan]** to turn on the fan continuously, regardless of whether the heat or air conditioning is active. Click the button again to change it back to Auto, so the fan comes on only when the heat or air conditioning is active.
8. Tap the button next to **[Hold Temp]** to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.

Mobile Access continues on next page...

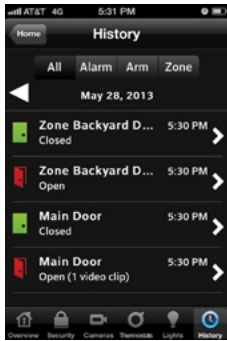
## QUESTIONS?

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## History

View a log of events that have occurred in the system.



1. On the Home Screen, tap **[History]**.
2. Choose to view a history of recent events based on the following criteria:
  - All — All logged events
  - Alarm — Alarm events
  - Arm — Arm/Disarm events
  - Zone — Events related to security zones

End of Mobile Access.

## QUESTIONS?

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# BROWSER REQUIREMENTS

The Subscriber Portal supports the following browsers:

- Internet Explorer 8.0 or later
- Firefox 16 or later
- Chrome 23 or later
- Safari 6

Adobe Flash is required.


## QUESTIONS?

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