

XFINITY® HOME

SECURITY • CONTROL • ENERGY



SECURE

GETTING STARTED

xfinity
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 from XFINITY Home, this manual will help you get started right away.



XFINITY Home — Control

If you have a Hub from XFINITY Home, download your [Getting Started Manual](#).



CONTENTS

XFINITY Home provides the next generation of home security technology to today's generation of families.

You get all the features you expect from a home security system plus, with remote connectivity, you can stay connected to your home from anywhere with an Internet connection.

Ready to take charge of your home system? Choose how you want to connect and let's get started:

At Home

- [Touch Screen](#)
- [Wireless Keypad](#)
- [Keychain Remote](#)

Anywhere with Internet

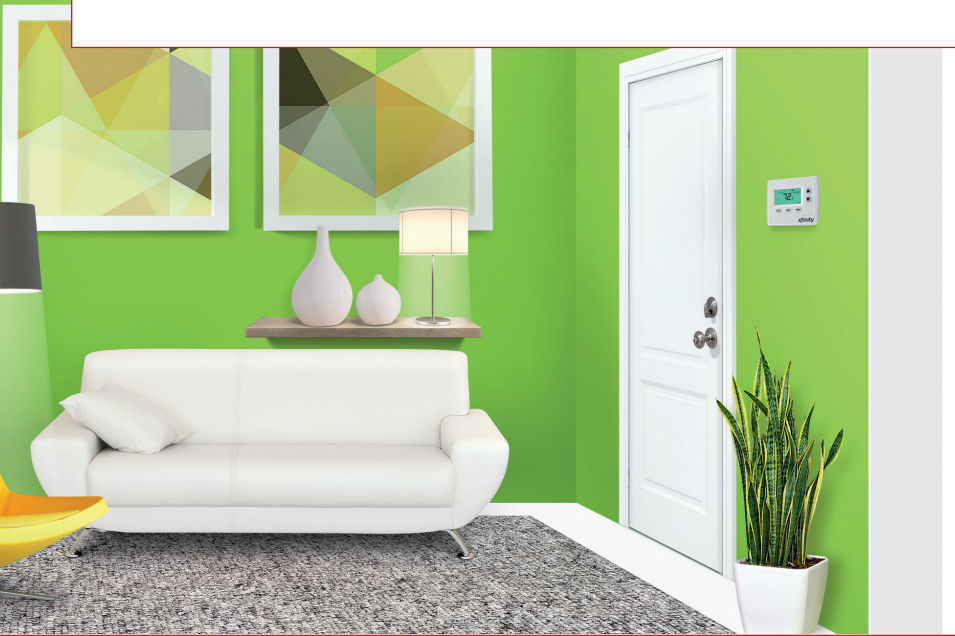
- [Mobile App](#)
- [Subscriber Portal](#)

QUESTIONS?

Learn more and watch How-To Videos at comcast.com/XFINITYHomeSupport

TOUCH SCREEN

The Touch Screen acts as the control center for your XFINITY Home system enabling you to manage each feature with simple touch navigation and easy-to-follow prompts. You can use the Touch Screen to arm and disarm your system, view live video from your cameras, change settings on devices such as lights and motion sensors and view real-time web content - all from the full-color display.



TOUCH SCREEN





Important: Please do not move your Touch Screen. Doing so may interrupt your connectivity and service.

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 while the system is armed or if an environmental sensor, such as a smoke detector, is activated.

The Quick Control buttons, along the bottom of the Touch Screen, 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 .

Security Status Messages

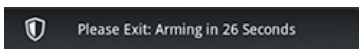
Security Status messages appear in the upper left corner of your Home screen providing an at-a-glance overview of your system's status. Here's what they mean:



The system is armed..



The system is disarmed.



When the system is armed, an exit delay immediately starts counting down the number of seconds before the arming becomes active.

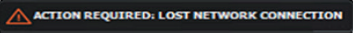
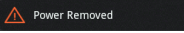
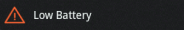
Touch Screen continues on next page...

QUESTIONS?

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System & Zone Trouble Header

System trouble messages let you know when there is a power or connectivity (cellular or broadband) problem with your system. Here's what they mean:

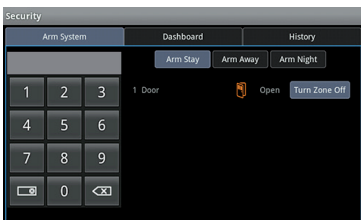
	No broadband or cellular connectivity
	Power failure
	Low battery

Tapping a trouble message on the Touch Screen takes you to the Troubles screen with additional information on some situations. Some trouble messages can be acknowledged by tapping OK which clears them from the Home screen.

More information on system trouble messages can be found at [Fixing Trouble Messages](#). You can learn how to resolve additional Touch Screen issues at [Troubleshooting Your Touch Screen](#)

What are Armed Modes?

You can arm your Home - Secure system in three modes - **Arm Away**, **Arm Stay**, and **Arm Night**.



Arm Away

Arm Away gives you time to leave the house (Exit Delay) and then activates your system, including the motion sensors. When you come home, you have time to disarm the system (Entry Delay) so you don't trigger an alarm. If you activate Arm Away and no one leaves the house using a monitored door, the system automatically switches to Arm Stay mode.

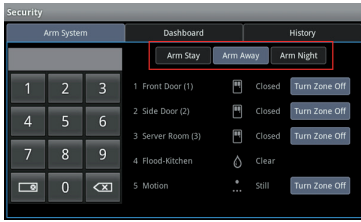
Exit Delay for Arm Away

- If you open and shut an Entry/Exit door during the Exit Delay and then re-enter the house, the Exit Delay restarts at 120 seconds. It only does 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.

Touch Screen continues on next page...

QUESTIONS?

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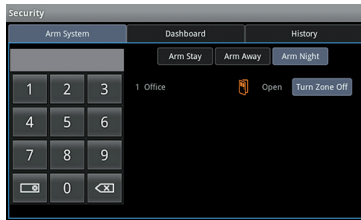


Arm Stay

Arm Stay is for when you are home and awake. Security features are activated as in Arm Away, but motion sensors are not (so you don't trip the alarm while you're in the house).

Exit Delay for Arm Stay

- If you open and shut an Entry or Exit door during the Exit Delay and then re-enter the premises, the Exit Delay restarts. It will only do this one time.
- If an Entry or 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.



Arm Night

Arm Night is for when you go to sleep. The system is activated as in Arm Away and Arm Stay, but with no Entry Delay when you disarm the system. Motion sensors can be activated with or without an Exit Delay, depending on your setup. Typically, motion sensors are activated immediately in areas where you are not going to be, while motion sensors are delayed in places you'll pass through on your way to your bedroom.

Exit Delay for Arm Night

- If you shut an Entry or Exit door during the Exit Delay and then re-enter the premises, the Exit Delay restarts. It will only do this one time.
- If an Entry or 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.

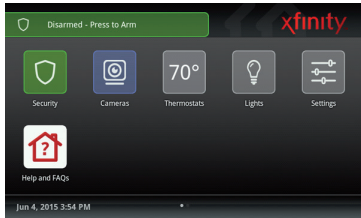
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QUESTIONS?

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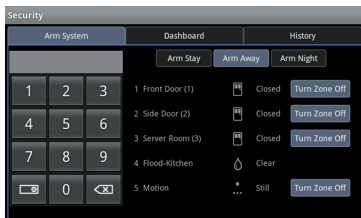
Using Your Touch Screen to Arm and Disarm

Your security system status is displayed in the Security Status bar at the top of your Home screen.



Arm

1. Tap the **Disarmed** Security Status bar or tap the **Security** icon.
2. Tap the button for the Armed mode you want to activate: **Arm Stay**, **Arm Away** or **Arm Night**.
3. To bypass individual sensors (also called zones), click **Turn Zone Off** next to the sensor you want to turn off. If you turn off a sensor, that sensor won't trigger an alarm when the system is armed.
4. Using the keypad, enter a valid keypad code. The Exit Delay begins.



Disarm

1. On the Home screen, tap the **Armed** Security Status bar or tap the **Security** icon.
2. Using the keypad, enter a valid keypad code. The system is disarmed.

Sending an Emergency Alarm

Use the Emergency button to send an alarm to get help fast in an emergency.



1. Press 

Touch Screen continues on next page...

QUESTIONS?

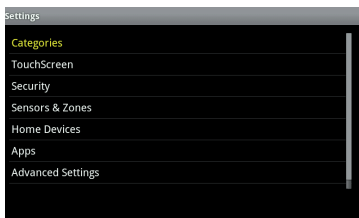
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2. On the Emergency screen, tap the icon for the type of help you need and hold it for two seconds. Your alarm sounds and an alarm is sent to the Central Monitoring Station.
3. Once you send the alarm, the Disable Your System keypad displays. To cancel the alarm, enter your 4-digit Master Keypad Code.

Settings

Some features of your Touch Screen can be customized using the Settings menu. The master code is required for access. From Settings you can:



- **Touch Screen:** Configure the screen and screensaver; change sound and audible feedback settings; [change the language to Spanish](#); and, set a brief hold on functionality so that the display can be cleaned.
- **Security:** Manage keypad codes and test the alarm.
- **Sensors & Zones:** Change the zone order.
- **Home Devices:** Add, edit, and delete devices, such as lights, cameras, thermostats, sensors, and door locks.
- **Apps:** [Add, delete and reorder your apps](#).
- **Advanced Settings:** Manage account information and connectivity, set the central station passcode, and reboot the Touch Screen.

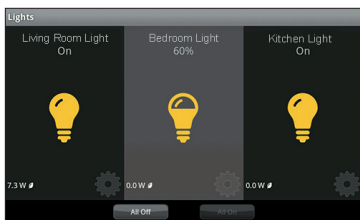
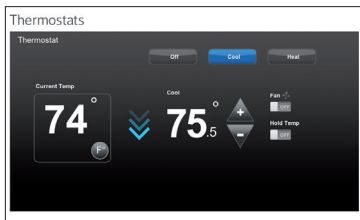
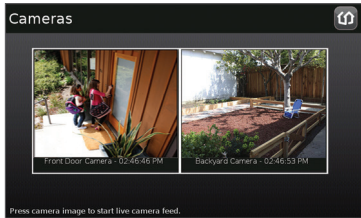
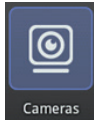
Touch Screen continues on next page...

QUESTIONS?

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Home Management

View live video from in-home cameras and adjust your lighting and thermostat settings.



Cameras

View live video from cameras installed in your home.

1. Tap the **Cameras** app.
2. Tap a camera image to view live video from that camera. If only one camera is connected to the system, live video automatically displays.

Thermostat

Adjust settings for thermostats installed throughout your home.

1. Tap 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. Tap **Fan** to turn the fan on or off.
5. Tap **Hold** to maintain the mode and ignore any other programming configured on the thermostat.

Lights

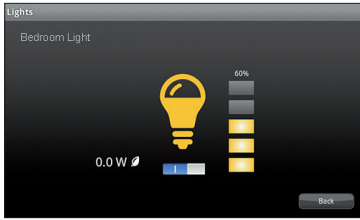
Adjust settings for lights throughout your home.

1. Tap the **Lights** app to display the lights installed in your home.
2. Tap the light bulb to turn the light on or off.


Touch Screen continues on next page...

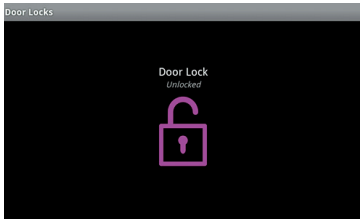
QUESTIONS?

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For lights equipped with a dimmer:

1. Tap .
2. Tap the scale to adjust the brightness level. Once set, this is your default brightness level for this light.



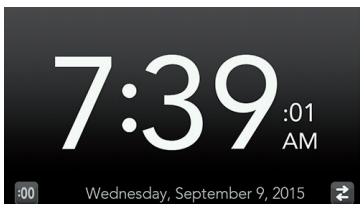
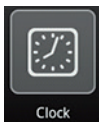
Door Locks

Lock and unlock Kwikset door locks installed in your home .

1. Tap the **Door Locks** app to display the locks installed in your home.
2. Tap the lock icon to lock and unlock the door.



Information

Customizable information at-a-glance.



Clock

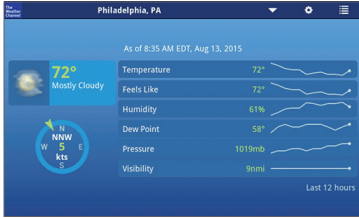
Displays the time in full screen.

1. Tap the **Clock** app.
2. Tap  to add seconds to the digital time display.
3. Tap  to change to an analog clock.

Touch Screen continues on next page...

QUESTIONS?

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Weather

Displays the current weather conditions and a 5-day forecast.

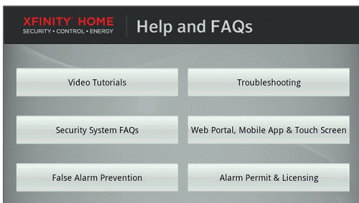
Tap the Weather app to view the current conditions and conditions over the last 12 hours display.

From the Current Conditions screen:

- Tap  to view weather for different locations.
- Tap  to change measurements from °F to °C or from U.S. customary to metric.
- Tap  to view the radar map, 5-day forecast, alerts, or app help.

Questions?

Get answers to frequently asked questions and other help topics. right from your Touch Screen.



Help and FAQs

1. Tap the **Help and FAQs** app.
2. Tap a topic.

Troubleshooting your Touch Screen

Is there a problem with your Touch Screen? Learn what you can do at [Troubleshooting Your Touch Screen](#).

End of Touch Screen.

QUESTIONS?

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WIRELESS KEYPAD

You can use your wireless keypad to arm and disarm your system, check the system status and send a panic alarm to your local police.

Learn more at [Features and Functionality](#).



KEYCHAIN REMOTE

The wireless Keychain Remote gives you additional access to your system when you are in range of your Touch Screen. You can check the current system status, arm and disarm the system without codes and send an audible panic alarm for police assistance.

Learn more at [Using Your Keychain Remote](#).

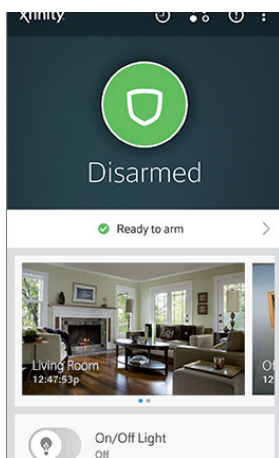


MOBILE ACCESS

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

With the mobile app, you can arm and disarm your system, view live video from your cameras, and manage your thermostat, lights, and other devices from anywhere you can connect to the Internet.

Learn how to stay connected and control your Home - Secure system at [Getting Started with the XFINITY Home Mobile App](#).



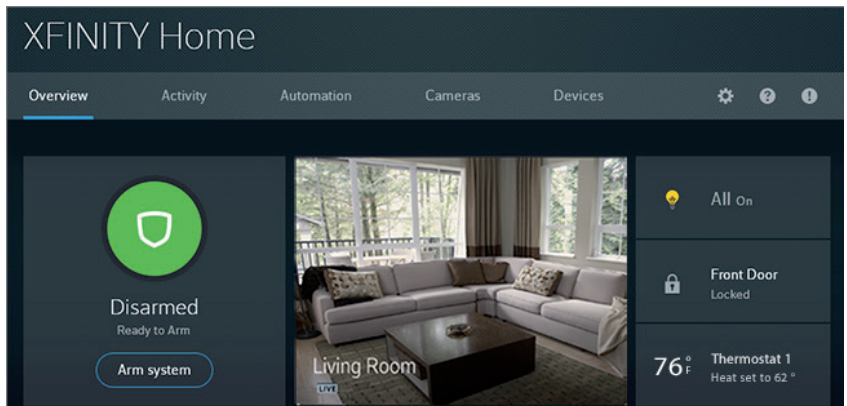
This app requires your mobile device to be connected to the Internet.

Apple, the Apple logo, iPhone®, iPod touch® and iTunes are trademarks of Apple Inc., registered in the U.S. and other countries. iPad® is a trademark of Apple Inc. App Store is a service mark of Apple Inc. Android is a trademark of Google Inc. Use of this trademark is subject to Google Permissions.

WEB ACCESS

Enjoy peace of mind while you're away from home with your Subscriber Portal - the personal, secure web page where you can monitor and control the security features in your XFINITY Home system from anywhere you have Internet access.

With the Subscriber Portal, you can check the status of your home, arm and disarm your system, schedule your thermostat, turn lights on and off, view video and pictures of your home, change settings, and much more.



Ready to harness the power of the portal? Go to [Getting Started with Your XFINITY Home Subscriber Portal](#).