

Mediacom<sup>®</sup> the power to simplify

# home controller

*The Power to Control and Secure  
Your Home from Virtually Anywhere.*

**USER MANUAL**





# home controller

Introducing a whole new level of security for the things that matter most in your life. Whether you're home or away, at your desk or on the go, our interactive home security system makes it simple to monitor your property, keep your loved ones safe, and stay connected to home and family from anywhere.

This user manual was designed to help you learn how to use the features of your new system.

## Service and Support

866-455-1595

## Web Portal Address

[mediacomcable.com/homecontroller](http://mediacomcable.com/homecontroller)



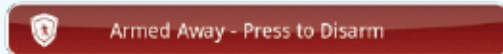
## Contents

<b>System Status Icons</b> .....	1
<b>System &amp; Zone Trouble Header</b> .....	1
<b>TouchScreen</b> .....	2
Introduction .....	2
Home Screen.....	2
Security Status Header.....	2
Arm.....	3
Disarm .....	3
Emergency.....	3
Settings.....	4
Home Management (Camera & Lights) .....	4
Thermostats.....	5
Information, Media and Entertainment (Clock, Radio, Word of the Day, Weather, and Life 360) .....	5/6
Movies .....	7
Mapquest .....	7
News Republic .....	8
<b>Key Fob Keychain Remote</b> .....	9
Introduction .....	9
Checking System Status .....	9
Arming and Disarming the System (Arm Away, Arm Stay and Disarming the system).....	9/10
Sending an Emergency Police Alarm.....	10
<b>Web Access</b> .....	11
Introduction .....	11
Signing In .....	11
Main Tab.....	11
Security .....	12
To Arm a Disarmed System .....	12
To Disarm the System .....	12
Managing Keypad Codes .....	12
Zone Activity .....	13
History .....	13
Cameras.....	14
Rules (Alerts, Automations and Schedules) .....	15
Manage TouchScreen Apps .....	16/17
Thermostats .....	18
Lights.....	18
<b>Mobile Access</b> .....	19
Introduction .....	19
Security .....	20
Cameras.....	21
History .....	21
Thermostat .....	22
Lights.....	22
Door Locks.....	22
<b>Security Monitoring</b> .....	23
Central Monitoring Station.....	23
How to Test Your System.....	24

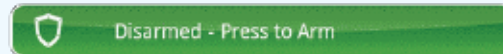
## System Status Icons

The various user interfaces include the following icons that provide an at-a-glance overview of the status of your system.

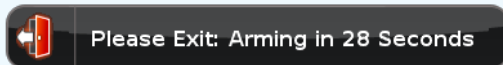
The security status of your system is displayed in the large Security Status header.



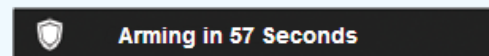
This is the Security Status header when the status is "Armed."



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



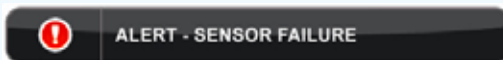
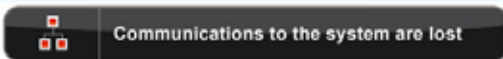
When you arm the system, an exit delay period begins. The System Status header indicates the number of seconds before the system is armed. You must exit the premises and secure the entry/exit door before the exit delay period ends.



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 (generally, around 30 seconds long).

## System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right corner of the Subscriber Portal and TouchScreen. Whenever there is an issue with the TouchScreen such as connectivity, power, or sensor problems the System & Zone Trouble Header will display.



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

## Introduction

The interactive TouchScreen 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 and view real-time web content all from the full-color display. This section provides an overview of your TouchScreen and offers quick tips on how to use its various features.



## Home Screen

The Home Screen is the main display that provides quick access to all TouchScreen features. In addition to the descriptive icons that make navigating easy, 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.

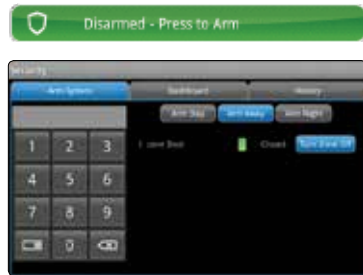
Press the  button on the TouchScreen at any time to return to the Home Screen.

## Security Status Header

The Security Status header appears in the upper left corner of the TouchScreen. It displays whether the system is armed or disarmed. During an alarm, the Security Status header changes to show an Alarm state.

Displayed events that prevent arming replace the Security Status header altogether.

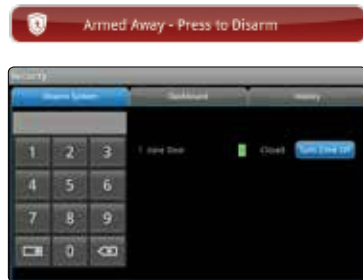




## Arm

1. Touch the **Disarmed - Press to Arm** button on the Home Screen.
2. Select **Arm Stay** to arm the sensors on your doors and windows with only a 60-second exit delay, or **Arm Night** with no delay. Or select **Arm Away** to arm all sensors including the motion detectors.
3. Press the **Turn Zone Off** button for any security zones that you want to bypass.
4. Follow prompt to enter code to **Turn Zone Off**.
5. Enter your 4-digit security code to arm the system.

*Note: The TouchScreen generates short, audible alerts while arming, indicating 30 seconds for exit. Audible alerts last for 30 seconds for entry.*




## Disarm

1. Touch the **Armed Away - Press to Disarm** button on the Home Screen.
2. Enter your 4-digit security code to disarm the system.

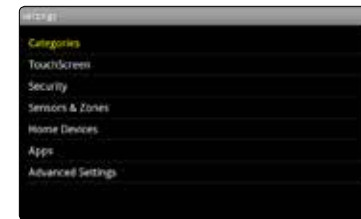


## Emergency

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

1. Touch  on the bottom of the TouchScreen to display the individual emergency buttons.
2. Press the applicable button to alert the proper authorities.
3. Note: Enter your 4-digit security code to cancel the alarm.

*Note: Pressing the police button will sound a silent panic. Pressing the screen a second time will sound an audible alarm.*



## Settings

This button will display a list of setting options to customize your TouchScreen. Categories include:

1. **TouchScreen** – Clean screen, screensaver, sound and button configurations, etc.
2. **Security** – Manage keypad codes, default arming app configuration, alarm test.
3. **Sensors & Zones** – Change zone order, etc.
4. **Home Devices** – Add, edit and delete devices that control cameras, key fobs and more.
5. **Apps** – Add, remove and reorder apps.
6. **Advanced Settings** – Account information, security secret word, connectivity and TouchScreen reboot features.



## Home Management

View live video from cameras.

### 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. Multiple cameras will display as thumbnails.



### Lights

Adjust settings for lights throughout your home.

1. Touch the **Lights** app to display a list of the lighting modules installed in your home, as well as the current setting of each.
2. Change the current setting with the power switch.
3. For lamps equipped with a dimmer function, use the slider bar to adjust the brightness level.





## Thermostats

Adjust settings for thermostats installed throughout your home.

1. Touch the **Thermostats** app.
2. Change mode to **Off, Cool** or **Heat**.
3. When in **Cool** or **Heat** mode, use the arrows to adjust.
4. Turn on **Hold** to maintain the mode and ignore any other programming configured on the Thermostat device.



## Information, Media and Entertainment

Quick-glance, customizable information.

### Clock

Touch the clock app icon to display the time.

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



### TuneIn Radio

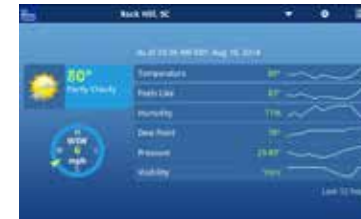
Listen to the world's radio with music, news, talk and comedy streaming from every continent.

1. Touch the **TuneIn Radio** app.
2. Browse from the menu to select station.



## Word of the Day

Check the word of the day and its definition.



## Weather

View forecast and weather radar.

1. Touch the **Weather** app.
2. Touch drop down arrow to set your location.
3. Click on the top right icon to choose between maps and 5 day forecast views.



## Life360

Keeping your family safe and in sync.

1. Touch the **Life360** app.
2. Touch to log into your account or create a new account.v



## Movies

Check movie times, reviews and watch trailers.

1. Touch the **Flixster** app.
2. Touch the **Theaters** tab at the top.
3. Select the theater, then check reviews and watch trailers.



## Mapquest

Get driving directions, check traffic conditions and view maps.

1. Touch the **Mapquest** app.
2. Type in your destination address.
3. Get step-by-step driving directions.



## News Republic

Access news articles every day from trusted sources.

1. Tap the **News Republic** app.
2. Choose your news category to view stories or watch videos.



## Introduction

The wireless key fob gives you additional access to your system, enabling you to:

- Check the current system status (armed or disarmed).
- 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. Tap and hold **Disarm** for 1.5 seconds to show the LED light that will verify the current status of security system.
2. The LED flashes red once to indicate that it has contacted the system, then:
  - Solid green for three seconds if the system is disarmed.
  - Solid red for three seconds if the system is armed.
  - Solid amber for three seconds if the system is not ready to be armed (open zone, trouble).




- Solid red for three seconds indicates the Arm Stay function is activated with no exit delay.
- LED will flash amber seven times when door/window is open or when the sensor is faulted.

## Disarming the System

Press and hold **Disarm** for 1.5 seconds to disarm the system.

- One green flash indicates that the key fob is communicating with touchpad.
- Solid green for three seconds indicates system is disarmed.

## Sending an Emergency Police Alarm

Press and hold the  button for 2.25 seconds to send an immediate alarm to Central Monitoring for Police assistance.

- The touchpad will initiate an audible siren.
- LED flashes red once to show the key fob has contacted system, then flashes red seven times.

## Arming and Disarming the System

### Arm Away

Press and hold **Arm** for 1.5 seconds to activate the Arm Away function.

- LED flashes red once to show key fob has contacted the system, then displays solid red for three seconds to indicate beginning of exit delay.
- LED will flash amber seven times when the door/window is open or when the sensor is faulted.



### Arm Stay

The Hitron key fob does not have a dedicated Arm Stay button.

Double tap and hold **Arm** for 1.5 seconds to activate the Arm Stay function.

- One amber flash indicates that the key fob is communicating with touchpad.

**Introduction**

Access your interactive home security system through your personal, secure web page at [mediacomcable.com/homecontroller](http://mediacomcable.com/homecontroller) and click on the Home Controller portal link. 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.



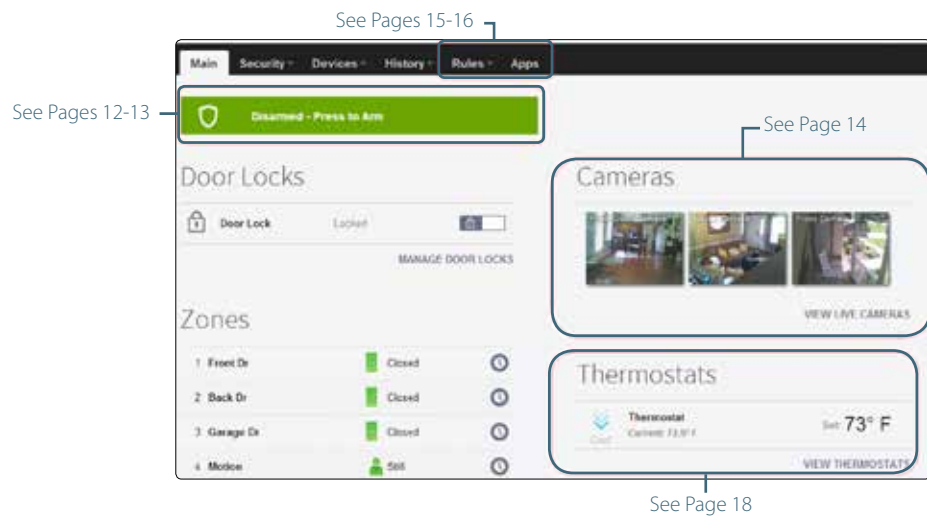
**Signing In**

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

1. Go to the subscriber portal.
2. Enter your username and password.
3. Click **Sign In**.

**Main Tab**

The Main 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.

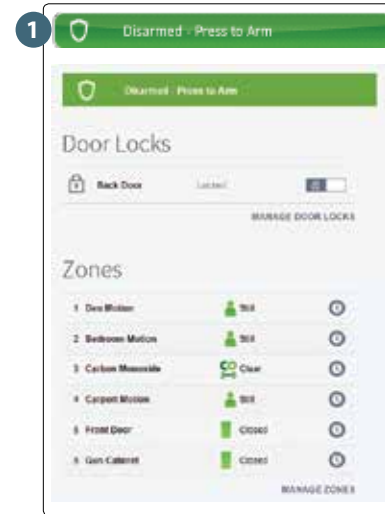


**Security**

Indicates the overall status of your security system.

**To arm a disarmed 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 Away** — Everyone is leaving the house.
  - **Arm Stay** — There are still people in the premises.
  - **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 security code.
5. Click **Arm Now**.



**To disarm the system:**

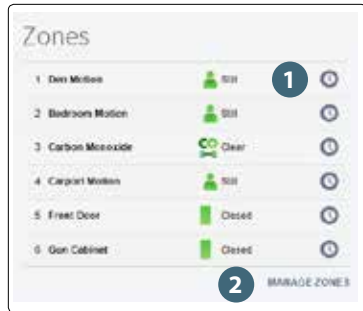
1. Click the Security Status header when it is in the Armed state. Or select **Security > Disarm** on the toolbar.
2. Enter your 4-digit security code, and click **Disarm**.

To manage other security settings, click **Security** on the toolbar.

**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.





### Zone Activity

The current state of all security devices connected to your system appears here.

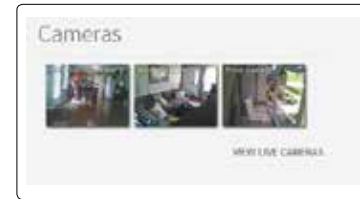
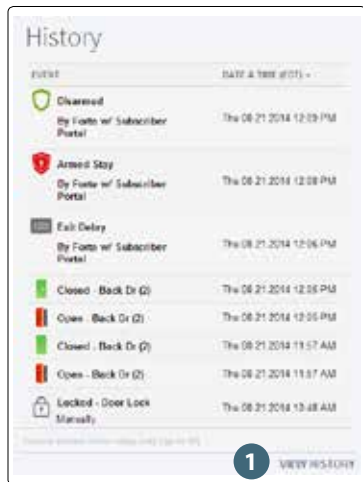
1. Hover over the clock icon next to the sensor name to see the recent history.
2. Click **Manage Zones** to edit zone names and to turn zones off.



### History

View recent security device activity, alarm events and more.

1. Click **View History** or click the **History Tab** to view all events or to sort by date and event type.



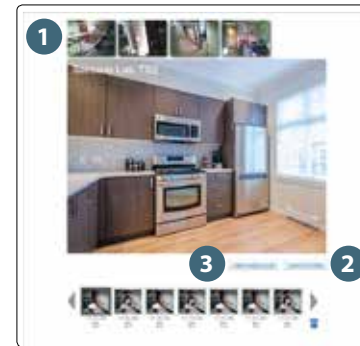
### Cameras

Displays live video and enables you to capture pictures or video clips from cameras installed in your home.

#### Viewing & Capturing Live Video and Snapshots

To view live video from the cameras attached to your system and take snapshots or videos, 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 one of the smaller images above the main 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 20 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 Pictures and Video Clips

To view captured images:

1. Select **History > Saved Pictures and Videos** on the toolbar.

The displayed screen lists the pictures and video clips captured manually and automatically (during alarm events).

2. Click on an image to view the captured images.

3. Images that were captured automatically during an alarm have an ALARM button and display the security zone that caused the images to be taken.

4. Images that were captured manually have a camera icon.

5. To delete an image or video, check the box below the captured image or video and click the trash can.





## Rules (Alerts, Automations and Schedules)

**Rules** are flexible methods for generating a variety of system actions (such as sending an email alert) whenever something else happens under specific circumstances.

To manage rules, click the **Rules** Tab. Select **Rules** from the drop down.



Click **Add Rule** and select which type of rule you'd like to configure:

- **Schedule** - Actions occur regularly on 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 detector, smoke alarm, etc.).
- **Non-event** - Actions occur when an expected event does not occur at a security zone. For example, an SMS notification is sent if the front door does not open between 3:30pm and 5pm on Monday through Friday when the kids are expected home.

### To set a Schedule:

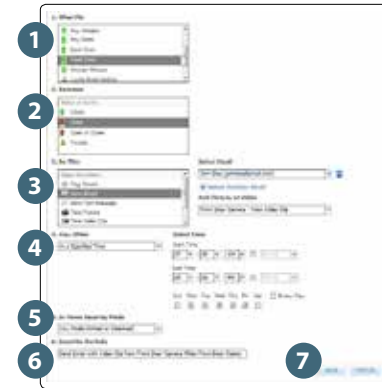
1. Determine the Start Time for your Schedule. Check the box if you would like to add an End Time. Determine if you want the Schedule to repeat during the set times and then click the applicable Days.
2. Determine the action the rule will take. Depending on the action, you may have additional items to select.
3. Select the arming mode that applies to the rule.
4. Describe the rule.
5. Click **Save**.



### To add a Contact:

1. Select **Contacts for Rules** on Rules Tab. This allows you to add people you want to receive system alerts from the rules.

### 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 that applies to the rule.
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 that applies to the rule.
6. Describe the rule.
7. Click **Save**.

## Manage TouchScreen Apps

You can manage what TouchScreen apps are displayed on your TouchScreen, configure them, and determine how they are displayed from the Subscriber Portal only.

Click **Apps** on the toolbar.

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





### Adding TouchScreen Apps

1. In the top menu bar, click on the TouchScreen app you want to add.
2. Click **Install**. The Subscriber Portal pushes the app to the TouchScreen. An “installing” message is displayed while the app is being added.
3. Once you’ve added more than 10 apps, you must manage apps from your TouchScreen.



### Deleting TouchScreen Apps

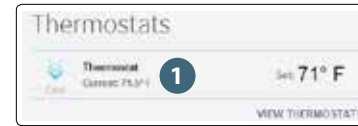
1. From the Manage Apps screen, hover your cursor over the app you want to delete. A label is displayed over the app.
2. Click **Delete**.
3. Click **Delete App** in the displayed confirmation dialog box.



### Repositioning TouchScreen Apps

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

1. Click **Reposition Apps** to re-arrange the apps.
2. Drag and drop the apps to the preferred location on the TouchScreen.
3. When all the apps are repositioned to your satisfaction, click **Update**.



### Thermostats

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

1. On the Main screen, in the Thermostats tool, click **View Thermostats**. The current temperature appears in the middle 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 **Unit of Measure** button to toggle the display between Fahrenheit or Celsius.
3. On the top of the screen, you can click **Off, Cool** or **Heat**, or set the mode.
4. Turn **Fan** on or off using the toggle switch.
5. You can click **Hold** to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.



### Lights

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

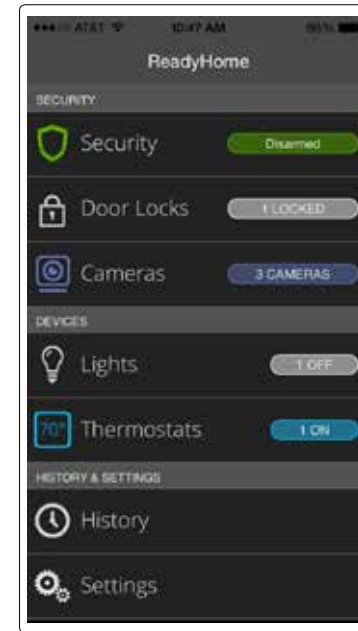
1. On the Main screen, in the Lights tool, click **Manage Lights**.
2. In the Lights tool, you can turn the light on or off and set its dimming percentage.

## Introduction

The mobile application allows you to access a core set of security system functions using your Android device, iPhone®, iPod touch® or iPad®. The application contains only the essential functionality available through web access.

Download the “My home touchscreen” app by Comporium from the App Store or Google Play. Then, launch the application. Enter your Home Controller Username and Password and click **Login**.

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



## Security

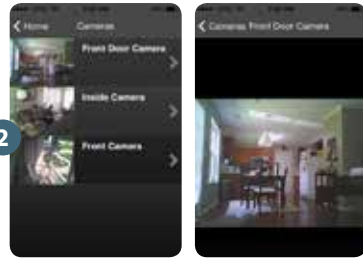
Remotely control your security system and view current arm/disarm status.

### 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 **Disarmed – Press to Arm**.
4. Tap **Arm Stay** or **Arm Night** to arm the sensors on your doors and windows only with a 120-second exit delay. Or select **Arm Away** to include the motion detectors.
5. Enter your 4-digit security code to arm the system.
6. Once activated, your system will arm in a few seconds and indicate the new status.

### To disarm your security system:

1. On the Home screen, tap **Security**.
2. On the Security screen, tap **Armed – Press to Disarm**.
3. Enter your 4-digit security code to disarm the system.

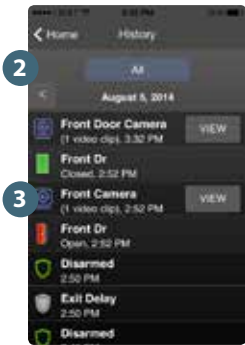


## Cameras

View live video or captured pictures and video clips.

### To view live video from your cameras:

1. On the Home screen, tap **Cameras**.
2. From the list, tap the camera you'd like to access. Live video will appear for that respective camera.



### 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 History:
  - **All** – View images captured manually from the Subscriber Portal or as a result of a Schedule rule configured in the Subscriber Portal.
  - **Alarm** – View images captured as part of an alarm.
  - **Arm** – View images captured as part of an arming event.
  - **Zone** – View images captured as part of a zone event.
3. Tap **Pictures/Video** to view the captured images and video.



## 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
  - **Pictures/Video** – Pictures/Video events.



## Thermostats


Adjust all thermostats connected to your system.

1. On the Home screen, tap **Thermostats**.
2. Tap the name of any thermostat to control that thermostat.
3. Tap the mode button to switch from cool to heat, or turn off.
4. Tap + or – to change the Heat or Cool temperature setting.



## Lights

Adjust all lights connected to your system via plug-in modules.

1. On the Home screen, tap **Lights**.
2. If the light is on, tap bulb to turn it off.
3. If the light is off, tap bulb to turn it on.
4. If the light includes the dimmer function, you can adjust its brightness by tapping  and tapping your preferred setting.



## Door Lock

How to “pair” (connect) your Kwikset door lock to your Home Controller system:

1. Tap **Settings**. Then tap Home Devices > Door Locks > Add Door Locks
2. Place the Kwikset door lock in “pairing mode” by pressing the **A** button on the interior assembly 4 times. Then tap **Next**.
3. The new Door Lock icon will appear when found. Tap **Done** after it is found.
4. Tap **Next**.
5. Tap the door lock icon to configure.
6. Enter a new name for the door lock. Tap **Next** to complete the edit. Then tap **Return to Menu**.





## **The central monitoring station provides 24/7 UL-approved monitoring for your residence or business.**

The following information will provide you an overview of what occurs when the central monitoring station receives an alarm signal:

### **Burglary and Fire**

- 1.** Customer Notification - Two calls are placed in an attempt to notify the customer
- 2.** Dispatch Authorities

### **Panic**

- 1.** Dispatch Authorities - No calls are made first
- 2.** Customer List Notification

Suggested Action: Leave the house immediately if you have any doubt about your safety.

## **How to Test Your System**

### **Alarm system testing procedures**

The purpose of testing the alarm system is to ensure proper local operation and proper communication to the central station. The following procedure should be done at least once per month.

- 1.** Call the security monitoring station at 866-455-1595 to place your account on test. You will need your account number and your personal security password.
- 2.** Arm your system in the “stay” mode. This will allow you to test your perimeter devices, such as doors and windows. Remember your entry door has a time delay, and will not activate the alarm until both the entry and exit delays have expired. As you open each door or window it is not necessary to reset the system each time.
- 3.** Arm your system in the “away” mode. This will allow you to test the interior devices. Open an entry exit door.
- 4.** If you have any external panic devices such as a wireless key fob, they can be tested at this time.
- 5.** After all testing is complete, ensure you reset your alarm system by entering your code or using the off button on your wireless key fob.
- 6.** Call the security monitoring station at 866-455-1595 and ask if they have received all of your test alarms. If there is any question, re-test the affected part of the system again.

call today for  
service and support  
**866-455-1595**



**TECHNICIAN NAME:**

**LICENSE #:**

**[mediacomcable.com/homecontroller](http://mediacomcable.com/homecontroller)**