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Overview

Cox Business Security Solutions (CBSS) provides Alarm Panel Partitioning that allows customers to separate their alarm system in different physical areas called “partitions.” Each Partition can be armed and disarmed individually and monitored independently by our 24/7 Central Monitoring Station (CMS). This feature provides greater flexibility in how customers choose to secure their business. For example, the front office can be monitored separately from the warehouse.

Note: Customers can have a maximum of four (4) partitions. A total of 128 sensors can be installed and divided between the partitions.

What’s Covered

The following topics are covered in this guide:

- How to access the CBSS portal from MyAccount and the app
- How to set up users in the portal and on the panel
- How to arm/disarm an alarm via the CBSS App, the IQ Panel 2, and the Portal
- How to move a sensor from one partition to another

Terms

The table below contains a list of terms and definitions you will see in this guide.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADC</td>
<td>Abbreviation for Alarm (dot) com (Alarm.com). Cox Business is an authorized service provider for ADC’s business security technology.</td>
</tr>
<tr>
<td>CMS</td>
<td>Central Monitoring Station. Cox Business has a 24/7 monitoring center that responds to any alarm signals generated by your system. Depending on the type of alarm signal, the CMS may contact you or your Emergency Dispatch Contacts to verify the emergency.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>IQ Panel 2</td>
<td>The main alarm touchscreen panel manufactured by Qolsys. This device is always located in Partition 1.</td>
</tr>
<tr>
<td>Example: IQ Panel 2:</td>
<td>![IQ Panel 2 Image]</td>
</tr>
<tr>
<td>IQ Remote</td>
<td>A secondary tablet that pairs with the IQ Panel 2. <em>(Note: One (1) IQ Remote is needed for each of the remaining partitions: 2, 3, and 4.)</em></td>
</tr>
<tr>
<td>Example: IQ Remote:</td>
<td>![IQ Remote Image]</td>
</tr>
<tr>
<td>SPO</td>
<td>Security Profile Owner. Otherwise known as a “super user” of his/her Cox Business alarm system. This individual manages security system users and collaborates with Cox Business to set up the alarm system.</td>
</tr>
<tr>
<td>Z-wave</td>
<td>A low power wireless communications protocol that uses low-energy radio waves. It is used for wireless control of devices such as thermostats and lights. <em>(Note: Z-wave devices are always in Partition 1. If all sensors are removed from a partition, they default to Partition 1.)</em></td>
</tr>
</tbody>
</table>
### Alarm Settings Available per Device

Review the table below to see a list of settings you can configure in the CBSS Portal, the CBSS app, and the IQ Panel 2.

<table>
<thead>
<tr>
<th>Setting</th>
<th>MyAccount Portal</th>
<th>Mobile App</th>
<th>Touchscreen/Panel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arm/Disarm Partition</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add Panel Users (with permissions)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>View Sensor and Status in Partition</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Edit Partition Name</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add/Move/Delete Sensors in Partition</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>View and Control Environmental Devices</td>
<td>Partition 1</td>
<td>Partition 1</td>
<td>Partition 1</td>
</tr>
</tbody>
</table>
Accessing the CBSS Portal

In the following sections, you will see how to access the alarm panel through the MyAccount portal and the mobile app.

**How to Access the CBSS Portal through MyAccount**

The MyAccount portal allows you to perform the same actions as you can on the IQ Panel 2.

*Figure 1. Access Cox Business Security Solutions Portal*
Use the following steps to access the portal through MyAccount.

1. Enter coxbusiness.com in your web browser and click the Sign In MyAccount drop-down menu to access the Login screen.

![Sign In MyAccount](image1)

**Figure 2. Sign In MyAccount**

2. Enter your User ID (email address) and Password in the fields provided. *(Note: If you forget your password, click the Forgot Password? link. If you forget your User ID, click the Need help? link.)*

3. Click the Sign In button.

**Result:** The MyAccount Welcome page appears. *(See Figure 1.)*

4. Scroll to the My Services section and click the Security Solutions tab.

5. Click the Security System Login icon.

**Result:** The Cox Business Security Solutions home page appears.
Figure 4. **Cox Business Security Solutions home page (example)**
How to Access the CBSS Portal through the App

Use the following steps to download the CBSS app.

1. From your mobile device, go to your app store and press the Search icon.
3. Download the app.
Adding Users and Setting User Permissions

The CBSS Alarm Panel Partitioning feature allows customers to add new users and set their permissions for single and/or multiple partitions.

In this section, you will see how to add a user via the CBSS portal and the IQ 2 Panel and how to set the user’s permissions.

Figure 6.  Cox Business Security Solutions home page (example)

You can add up to 242 users to your system, each with a custom name and access level you allow. There are three types of users: Master, User, and Guest.

- **Master** users can access panel functions, camera, and system settings.
- **Users** can access panel functions and the camera, but not system settings.
- **Guests** can arm and disarm a panel on a temporary basis.

**Facts About Permissions**

- Users must have access to the CBSS Portal or app.
- Panel users can be assigned access to one or more “partitions” (areas with alarm sensors).
- Panel users can be assigned permissions to arm/disarm one or more partitions.
- Users can have temporary or permanent access to partitions.
- Users without access to Partition 1 cannot access Z-wave devices; e.g., thermostats and lights.
- Users assigned to a specific partition will not be able to arm/disarm from the IQ Remote unless they have access to the IQ Panel 2+ touchscreen.
• In the event of a false alarm, the business owner or designated personnel will receive a call from Central Monitoring. The individual must provide their "secret word" to cancel (disarm) the alarm. Users who are not assigned to Partition 1 are unable to disarm an alarm.

• If a Partition user disarms the partition they are assigned to and any other part of the system is still armed, the red light on the IQ Remote will remain on to show that there are still actively armed areas of the system.

   **Note:** A panel user with Master/Full Control or Custom Settings can set up Partition permissions if they have **Add User Permissions**.

### How to Add a Panel User via the CBSS Portal

**Figure 7. User List screen**

Use the following steps to add panel users through the CBSS Portal.

1. Login to MyAccount. (**Tip:** Follow the steps in How to Access the CBSS Portal through MyAccount to login.)

2. Click the **Users** option in the left navigation panel. (See **Figure 6**.)
   **Result:** A list of CBSS users appears. (See **Figure 7**.)

3. Click the **Add New User** button in the upper right corner.
   **Result:** The New User screen appears. (See **Figure 8**.)

4. Enter the **First Name** and **Last Name** of the new user in the corresponding fields.
5. Click the **Create** button. **Result:** The Device Access window appears. (See Figure 9.)

6. Enter the user’s four-digit **Access Code** in the corresponding field box or click the **Generate Code** link and the system will automatically create the code. (**Important:** Each user must be assigned a unique access code.)

7. Select the partition(s) you want the user to access and slide the corresponding toggle to the right.

8. Click the **Save** button. (**Note:** If you save the new user without generating an access code and/or assigning a Partition, click the **Panels** icon (Figure 10) on the Users screen and perform steps 6 and 7 above.)

**Figure 8. New User screen**

![New User screen](image)

**Figure 9. Device Access screen**

![Device Access screen](image)
9. Click the **+ Add Contact** field label to enter a mobile number and email address for the user. *(Note: Click the Save button after each entry.)*

10. (Optional) Click the **SHARE USER CODE** to send an email to someone that contains the name of the user, their access code, and the partition(s) to which they’re assigned.
How to Add a User on the IQ 2 Panel

You may elect to add a user directly through the panel.

Figure 11. Add User screen in IQ 2 Panel

Use the following steps to add a user on the IQ 2 Panel.

1. Press/swipe the gray bar at the top of the panel.

2. Press the **Settings** icon.

3. Press the **Advanced Settings** icon.

   *(Note: Only users with Master level panel permission can access this function.)*

4. Enter your panel access code.

5. Press the **User Management** icon.

6. Press the **Add User** button.

7. Press the **Enter Name** field and type the name of the new user and press the **keyboard** icon.

8. Press the **User Code** field and type a four-digit code the user will need to arm/disarm the panel. Press the right arrow.

9. Press the **Please confirm User Code** field and re-enter the four-digit code. Press the right arrow again.
10. Press the down arrow in the **Type** field and select the user type: User, Master, or Guest.

11. (Optional): If the user will only need temporary access, press the **Expiration Date** field and select the date the access will expire. Otherwise, leave the default setting, “Unlimited.”

12. Press the **Add User** button again to finish.

13. Press the Back or Home icon at the bottom of the panel to exit.

**How to Set Up a User’s Access Type and Time Schedule**

When you create a user, you can modify the time and day the user can access the partition panel.

Use the following steps to set up a user’s permission schedule.

1. Login to MyAccount. **(Tip:** Follow the steps in How to Access the CBSS Portal through MyAccount to login.)

2. Click the **Users** option in the left navigation panel. **Result:** A list of users appears. (See **Figure 7**.)

3. Click the user for whom you want to set a permission schedule. **Result:** The User Profile screen appears. (See **Figure 12**.)

4. Click the **Time icon**. **Result:** The Access Period screen appears. (See **Figure 13**.) **(Note:** There are three (3) types of panel access: **At all times**, **Restricted schedule**, and **Temporary access**. The default setting is **At all times**.)

**Figure 12. User Profile screen**

5. Proceed to step 5 to set a Restricted Schedule.
6. To set specific days and times that the user can access the Partition, click **Restricted schedule**.
   **Result:** The Weekly Schedule screen appears. (See Figure 14.)

**Figure 14. Restricted Schedule settings screen**

7. Click the days of the week you want the user to have access to the partition.
8. From the **Starting at** drop-down menu, click the time of day that the user will begin to have access.
9. From the **Ending at** drop-down menu, click the time of day that the user’s access will stop.
10. Click the **Save** button.
   **Result:** The user’s access schedule is set.
11. To set a longer period that a user can access a partition, click **Temporary access**.
    **Result:** The Temporary Schedule fields appear.
12. Enter a starting date and time and an ending date and time. **(Note:** Before you enter values as shown in Figure 15, the default displays the current date and time.)
13. Click the **Save** button.  
**Result:** The user's access schedule is set.

### How to Edit or Delete a User

1. Login to MyAccount. (**Tip:** Follow the steps in How to Access the CBSS Portal through MyAccount to login.)
2. Click the **Users** option in the left navigation panel.  
**Result:** A list of users appears. (See **Figure 7**.)
3. Click the **action** icon ••• to the right of the user you want to modify or remove.  
**Result:** A menu of options appears.
4. Click the **Edit** link to change the partition to which the user has access, change the time of access, enter or modify contact information, set language preference (currently English only), share the user's partition access code or delete the user.  
**Result:** The information is saved immediately.
Understanding Alarm Panel Partitions

As was stated earlier, partitions are areas in a business with sensors that are unique to that area. For example, Partition 1 may be the front office. Partition 2 may be the warehouse, while partitions 3 and 4 are other areas that need to be secured individually.

**Note**: Partitions are established at the time of install by Cox Business technicians.

Based on a user’s permission levels, they can access one or more partitions from the CBSS portal, app, and panel. Their access can be granted on a temporary or permanent basis.

This section describes how to arm and disarm an alarm in a partition using the CBSS portal, app, and the panel itself.

The following symbols display to the right of each sensor. They are described below.

**Figure 17.  Sensor symbols**

- Open
- Closed
- Active
- Idle
- Unreachable
- Tampered
- Synchronizing
How to Arm/Disarm a Partition from the IQ Panel 2

Use the following steps to arm and disarm a partition from the IQ Panel 2.

1. Tap the partition you want to arm or disarm. In the example above, Partition 1 will be armed.
   **Result**: The options to disarm appear.

Figure 19. **Arm Stay / Arm Away panel**
2. Select the type of alarm option you want to enable:
   - **ARM STAY** turns on the alarm for doors and windows only.
   - **ARM AWAY** turns on the alarm for doors, windows, and motions.

3. Press the double arrows on the right of the screen to select additional arming options. 
   **Result:** The next set of alarm options appears.

4. Press the circle next to a sensor to **Bypass** it during the arming sequence.

   **Figure 20. Additional Alarm settings**

5. Press the **Exit Sounds** icon to set off the police or emergency panic alarm without sounding the siren.

6. Press the **Entry Delay** icon to give a person time to disarm once a “delay door” is opened.

7. To disarm the alarm, press the armed icon

   **Result:** The Alarm Disarmed icon appears.
How to Arm/Disarm a Partition from the CBSS Portal

Figure 21. Arm/Disarm from CBSS Portal

Use the following steps to arm/disarm a partition from the CBSS portal.

1. Login to MyAccount. **(Tip: Follow the steps in How to Access the CBSS Portal through MyAccount to login.)**
   **Result:** The main portal screen appears.

2. Scroll to the partitions section on the screen. **(Note: The section may appear in a different location on the screen based on the size of your monitor.)**

3. Click the icon for the partition you want to arm/disarm. In Figure 22, both partitions are disarmed. In this example, the Front Office alarm will be turned on. (See Figure 23.)

Figure 22. Partitions (example)

Figure 23. Activate Alarm Options

4. Select the type of alarm option you want to enable:
   - **No Entry Delay** means the panel will not give you time to disarm once a “delay door” has been opened.
• **Silent Arming** enables the police or emergency panic alarm without sounding the siren.
• **Stay** turns on the alarm for doors and windows only.
• **Away** turns on the alarm for doors, windows, and motions.

**Result:**
The partition status changes. (See Figure 24.)

**Figure 24. Armed Partition Status Change**

5. To disarm the alarm, click the armed partition (displayed in orange).
   **Result:** A dialog box appears for that partition.

**Figure 25. Disarm Partition**

6. Click the **DISARM** button.
   **Result:** The alarm is turned off.
How to Arm/Disarm a Partition from the CBSS App

1. Open the CBSS app on your mobile device.
   **Result:** The main page appears.
2. Tap the partition you want to arm or disarm. In this example, the Front Office needs to be armed.
   **Result:** Types of alarm options appear.

Use the following steps to arm/disarm a partition from the CBSS app.
3. Tap the type of alarm option you want to enable:
   - **Silent Arming** enables the police or emergency panic alarm without sounding the siren.
   - **No Entry Delay** means the panel will not give you time to disarm once a delay door has been opened.
   - **Arm (Stay)** turns on the alarm for doors and windows only.
   - **Arm (Away)** turns on the alarm for doors, windows, and motions.

   **Result:**
   The partition status changes.

4. To disarm an alarm from the app, open the app and tap the armed partition (shown in orange).
   **Result:** The Disarm icon appears.

5. Tap the icon.
   **Result:** The partition is disarmed.
Figure 29. **Disarm partition icon**
Moving Sensors to Different Partitions

The IQ Panel 2 allows you to move sensors from one partition to another quickly and easily. Only users who have the “Master (panel access) Code” can perform this task.

Use the following steps to move a sensor between partitions.

1. From the alarm panel in Partition 1, enter the four-digit master code to sign in and to unlock the panel touchscreen.

   Figure 30.  **Gray settings bar**

   ![Gray settings bar](image)

2. Touch the gray tab at the top of the panel.
   **Result:** A drop-down menu appears.

3. Press the **Settings** icon.
   **Result:** The first group of settings appear.

4. Press the **Advanced Settings** icon.

5. Press the **Edit Sensor** icon.
   **Result:** The sensor details screen appears.

6. Select the sensor you want to place in a partition and press the **edit** icon at the right. (See **Figure 31**.)
   **Result:** The select partition screen appears. (See **Figure 32**.)
Moving Sensors to Different Partitions

Figure 31. **Partition Identifier (PTID) screen**

![Partition Identifier (PTID) screen](image)

7. Select the partition in which you want to move the sensor.

Figure 32. **Select Partition screen**

![Select Partition screen](image)

8. Click the **Save** button.
Confirm Sensor/Partition Changes

When you move a sensor to another partition, perform the steps below to check for accuracy.

1. Navigate to the Partition Identifier screen (*Figure 31*) and look at the number in the “PTID” column. It displays the partition in which the sensor is located.

2. Arm and Disarm (test) each partition to ensure they function properly.
Panel, Remote, and Partitioning Facts

If power fails at a customer’s business, battery back-up should last 24 hours. If the back-up falls below 80%, the panel’s WiFi will drop and the IQ Remote will not be able to communicate with the panel. Therefore, users set up for different partitions need to have access to the app or the portal.

Sirens are audible only in the Partition they are located. For example, if an indoor siren is set on Partition 2, the siren will only be audible on an active alarm for Partition 2. It will not be audible for other partitions.

If the business wants a siren to sound across multiple partitions, additional sirens must be placed in the remaining partitions. The IQ remote will have audible tone in the partition to which they are set up and the panel will sound when tripped in Partition 1.

- The IQ panel 2 is the touchscreen for Partition 1.
- IQ Remote is the touchscreen for secondary Partitions (2, 3 or 4).
- Z-Wave devices are available on Partition 1 only.
- If all sensors are removed from a Partition, they default to Partition 1.
- Power Saver mode is enabled for all ADC installations.

End of Document