This guide instructs you on how to use the Cox Business Detection Touchscreen panel to arm and disarm your security system and cancel a false alarm.

The following topics are covered:

- System Basics
- User Types
- How to Arm the Alarm System
- How to Add a New Touchscreen User
- How to Disarm the Alarm System
- How to Cancel a False Alarm

**System Basics**

This section displays an example of the touchscreen panel and describes the basic components viewable on the screen.

*Figure 1. Panel Overview*

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Settings access bar" /></td>
<td>Settings access bar (swipe down to access system settings).</td>
</tr>
<tr>
<td><img src="image" alt="Weather conditions" /></td>
<td>Weather conditions in your area</td>
</tr>
<tr>
<td><img src="image" alt="Current time and date" /></td>
<td>Current time and date</td>
</tr>
<tr>
<td><img src="image" alt="Message icon" /></td>
<td>Message icon (See the Note on the right.)</td>
</tr>
<tr>
<td><img src="image" alt="Alarm status" /></td>
<td>Alarm status. Green: <strong>Disarmed</strong> Yellow: <strong>Armed Stay</strong> Red: <strong>Armed Away</strong></td>
</tr>
<tr>
<td><img src="image" alt="List of active sensors" /></td>
<td>List of active sensors</td>
</tr>
<tr>
<td><img src="image" alt="List of all sensors" /></td>
<td>List of all sensors</td>
</tr>
<tr>
<td><img src="image" alt="Sensor status" /></td>
<td>Sensor status (See next page for all status symbols.)</td>
</tr>
</tbody>
</table>
How to Arm the Alarm System

1. Tap the System icon or the Disarmed icon on the alarm panel.
2. Press the lock icon on the left panel of the touchscreen. (See Figure 2)
3. Select the arming option (See Figure 3).
   - **Arm Away**: Arms all perimeter and motion zones; this is the most common arming mode.
   - **Arm Stay**: Arms perimeter zones only with entry delay.
   - **Exit Sounds**: Panel beeps as the allotted time to leave counts down. (Important: We recommend keeping this setting On.)
   - **Entry Delay**: The amount of time the security system waits before triggering the alarm when certain doors are opened. (Important: We recommend keeping this setting On.)
4. Enter your 4-digit Keypad Code.
   **Result**: The countdown to arming (exit delay) will begin.

Note: A red icon above the Cox Business Security Solutions logo indicates the number of system message(s) in the queue. Tap the icon to review.

How to Disarm the Alarm System

When your system is armed, you can disarm it from your touchscreen panel.

1. To disarm your panel, touch the icon in the center of the alarm panel and enter your 4-digit passcode.
   **Caution**: Failure to enter a valid code within the allotted time will trigger the alarm. (Note: See Canceling False Alarms for instructions.)

Figure 3. System Armed

Figure 4. Disarming Alarm (type: Armed Away)
Disarming Alarm (type: Armed Stay)

How to Add a New Touchscreen User

1. Swipe down the System Settings bar. (See Figure 1).
2. Touch Settings.
3. Touch Advanced Settings.
4. Enter your Master Code*.
5. Touch User Management.
6. Enter First Name and Last Name.
7. Enter a four-digit Access Code you will assign to the user.
8. Touch Add User.

*The default master code is 1234. For security purposes, this code should be changed once the system is installed.

How to Cancel a False Alarm

If your system is not disarmed in time, the Central Monitoring Station will call your emergency dispatch contacts and ask for the Secret Word and will confirm if the alarm is false. If it is a false alarm, authorities will not be dispatched.

Security Solutions Technical Support

For help with technical issues, call 1-844-601-5890. To access Online Help, visit www.cox.com/business/support/security-solutions.html.

Customers who have the Cox Business Panel Partitioning product may access the User Guide for information and support.