



COX HomelifeSM

Protect. Monitor. Control.

USER GUIDE

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Advanced Security and Automation for your life

This User Guide is designed to help you learn how to take full advantage of your new system to protect, to monitor, and to control the things that matter most in your life. The guide covers the components of your system; describes how to program, arm and disarm it; and discusses the ways you can control your system remotely—from a laptop or tablet computer, key fob, smart phone or tablet.

If you have questions, please visit us online or call us 24/7.

Online Support: www.cox.com/homelifesupport

Online Subscriber Portal: <https://portal.coxhomelife.com>

Toll-free: 1-877-404-2568

Components and Operation

Depending on what you have purchased, your installed system may include the following



The Cox Homelife system uses a dedicated router and your data modem to communicate with the Central Monitoring Station, backed up by an advanced cellular communications network.

The router included in your system should not be changed, including factory settings and cable configuration, nor disconnected unless you're advised by Cox Communications.

In case of a power outage or loss of broadband services, the Touchscreen will continue to communicate with the Central Monitoring Station using cellular backup. The Touchscreen also includes a battery backup that will last for about 24 hours.

Touchscreen Control Panel


The interactive Touchscreen control panel enables you to operate your security system and interact with your home at the tap of a button. Depending on the options you have purchased, you can use it to arm and disarm your system, view live video from cameras placed in your home, change light and thermostat settings, and view real-time web content — all from the full-color display.

Warning: Do not move your Touchscreen once it has been installed. This can cause the system to lose connectivity and malfunction during an emergency.



HOME SCREEN

The Home screen is the main display that provides quick access to all Touchscreen features and apps. In addition to the icons that make it easy to navigate, 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 **Home**  button on the Touchscreen at any time to return to the Home screen.

SECURITY STATUS HEADER

The Security status of your security system is displayed in the large **Security Status Header** in the upper left-hand corner of your Touchscreen. It displays whether the system is armed or disarmed, and provides a countdown timer for exit delays during system arming. During an alarm, the Security Status Header changes to show an Alarm state.

When a condition such as an open door prevents the system from being armed, the condition is displayed in the Security Status Header.

SECURITY STATUS HEADER

System Status Colors and Icons

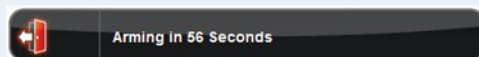
The **Security Status Header** can display different colors and icons that give you a quick overview of your system's status.



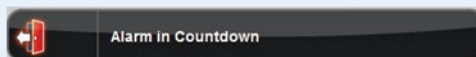
A red bar with the locked padlock icon displays when the system is armed.



A green bar with the unlocked padlock icon displays when the system is disarmed.



When you arm the system, an exit delay period begins. The **System Status Header** indicates the number of seconds remaining before the system is armed. You must leave the home and secure the door before the exit delay period ends.



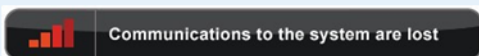
When someone enters the home when the system is armed, an entry delay period starts (usually 30 seconds). You have to disarm the system before the entry delay period expires to prevent an alarm.

SYSTEM AND ZONE TROUBLE HEADER

The **System and Zone Trouble Header** displays in the upper-right-hand corner of the Touchscreen (and in the same position on the subscriber Web Portal). It displays when there is a connectivity or power problem with the Touchscreen. It also displays when a sensor is inoperable (such as due to a battery failure), or is being tampered with.

System and Zone Trouble Header

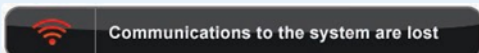
You can tap the **System and Zone Trouble Header** to get more information about the trouble being reported.



Cellular connectivity has been lost



Broadband connectivity has been lost



Wi-Fi connectivity has been lost



Power failure



Critical sensor failure



Multiple troubles detected



ARMING THE SYSTEM

The Touchscreen is used to arm and disarm the system.

1. Tap the **Disarmed - Press to Arm** button on the Home screen or tap the **Security App**.
2. Select **Arm Stay**, **Arm Away**, or **Arm Night** mode.
3. Enter your **4-digit keypad code** to arm the system - the countdown to arming (exit delay) will begin.

The Touchscreen generates short, audible alerts while arming, indicating, for example, that you have 60 seconds to exit the premises when arming your system in Arm Away mode. When you enter your home when the system is armed, you will hear audible alerts for 30 seconds (default entry delay) while you disarm your system.

Arming Mode	Used When	Zones Armed
Arm Away	When EVERYONE leaves the home	Perimeter (doors, windows) Interior (motion detectors)
Arm Stay	When SOMEONE stays home	Perimeter (doors, windows)
Arm Night	When household has gone to bed	Perimeter (doors, windows) Interior (zones set for arm)

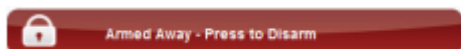
Note: You can also arm and disarm your system from optional key fobs or wireless keypads, which can be installed near your entrance and exit doors. However, the wireless keypad does not sound audible alerts or give visual confirmation that the system is armed or disarmed.

BYPASSING ZONES

All zones must be cleared, bypassed, or trouble acknowledged before arming.

1. During the arming process, select the **zones** you wish to bypass.
2. Press the **Turn Zone Off** button next to each security zone that you want to bypass.
3. Enter your **4-digit keypad code** to confirm and continue the arming process.

Note: Bypassed zones will return to their “on” state each time your system is disarmed.



DISARMING THE SYSTEM

If disarming your system when armed in either Arm Stay or Arm Night mode, follow this step:

1. Tap the **Armed – Press to Disarm** button on the Home screen or tap the **Security App**.
2. Enter your **4-digit keypad code**.


Note: When entering the home and the system is armed in Arm Away mode, the keypad is already displayed and ready for you to enter your 4-digit keypad code.



PANIC ALARMS

Initiating a panic alarm sends an immediate alarm to the Central Monitoring Station, indicating an emergency of a specific type — medical, fire or police.

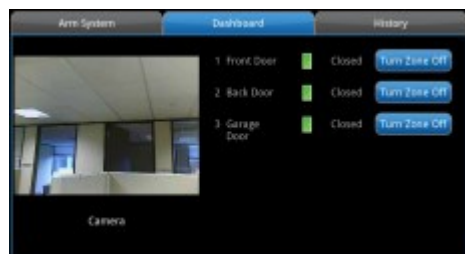
To initiate a panic alarm:

1. Press the red **panic button**  on the lower front of the Touchscreen to display the individual emergency options.
2. Tap the applicable emergency panic icon - Medical, Fire or Police - to alert the proper authorities.

Important: When tapping the Police panic, it defaults to a silent panic alarm. However, you will have five seconds to tap the screen again to initiate an audible alarm.

Panic Alarm Type	Touchscreen Response	Central Monitoring Station Response
Fire	Repeating high-pitched siren	Calls first “call to verify” number before dispatching Fire
Medical	Repeating triple beep	Calls both “call to verify” numbers before dispatching Medical
Police - Audible	Repeating high-pitched siren	Calls both “call to verify” numbers before dispatching Police
Police - Silent	No indication given	Calls first “call to verify” number before dispatching Police

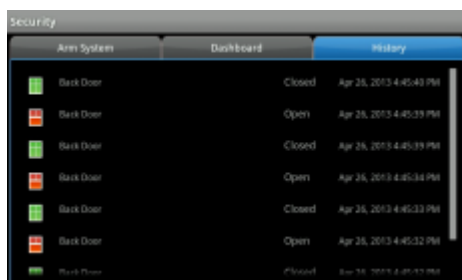
3. Enter your 4-digit code to silence the alarm. However, note that the Central Monitoring Station has already received the alarm signal and may be contacting you or your Emergency Dispatch Contacts to verify the emergency.



DASHBOARD VIEW

The Dashboard on your Touchscreen allows you to quickly view your cameras and zone activity.

1. Tap the **Security** app.
2. Tap the **Dashboard** tab.
3. If there are multiple cameras, tap **Next Camera** to cycle through the other cameras.
4. Tap the **Turn Zone Off** button for the zone to turn off the zone.
Tap the **Turn Zone On** button for the zone to be monitored for alarms.



EVENT HISTORY

When something occurs at a zone, whether or not the system is armed, or the zone is turned off, the security system logs an event.

If you want to view the history of events on your system, follow these steps:

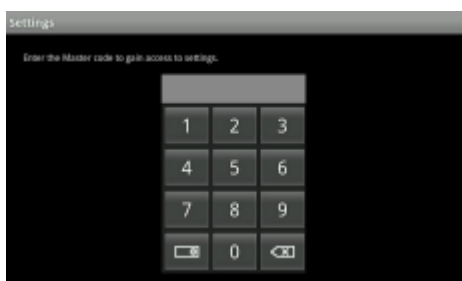
1. Tap the **Security** app on the **Home** screen.
2. Tap the **History** tab.
3. View all zone events for your system.



CENTRAL STATION PASSCODE

Your **Central Station Passcode** (or 'Secret Word') is used to cancel a dispatch by the Central Monitoring Station in the event of a false alarm. Please make sure your passcode (word) is easy to remember, pronounce and spell.

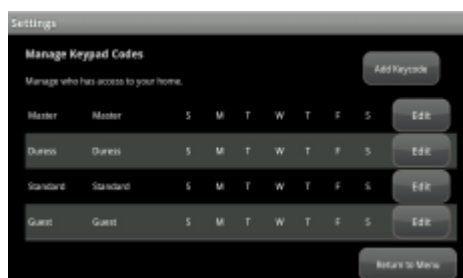
1. Tap the **Settings** App.
2. Select the **Advanced Settings** category and then select **Set Central Station Passcode**
3. View your current passcode, or set a new one.
4. Tap the **Return to Menu** button to save or exit.



KEYPAD CODES

System setup, arming and disarming functions are controlled by your 4-digit keypad code. These codes are chosen by you and can be shared with household members and trusted guests or service professionals.

1. Tap the **Settings** App.
2. Select the **Security** category and then select **Manage Keypad Codes**.
 - Tap the **Add Keycode** button to create a new code.
 - Create a name for the code, such as “Babysitter”.
 - Enter your **4-digit keypad code**.
 - Select the **level**, or type of code desired (see below).
 - Select the **days** it should be active.
 - Tap **Save**.
3. Tap the **Edit** button next to existing keypad codes to make changes and tap **Save**.



Code Level	Used For
Master Code	Arming, disarming and configuring system settings
Guest Code	Arming and disarming the system
Standard Code	Arming, disarming and bypass zones
Arm Only Code	Arming the system
Duress Code	Disarm only—silent panic sent to Central Monitoring Station for immediate police dispatch

Touchscreen Settings

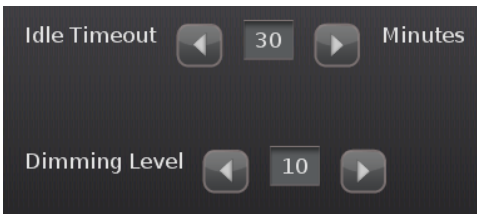
You can customize your Touchscreen using the various settings available.



TOUCHSCREEN BRIGHTNESS

Adjust the Touchscreen's brightness to your needs.

1. From the **Settings** app, select **Touchscreen** and then select **Screen Configuration**.
2. Tap **Screen Brightness**.
3. Use the arrows to set the brightness level from 1-10 (default is 10).
4. Tap the **Return to Menu** button to save your changes or exit.



AUTOMATIC SCREEN DIMMING

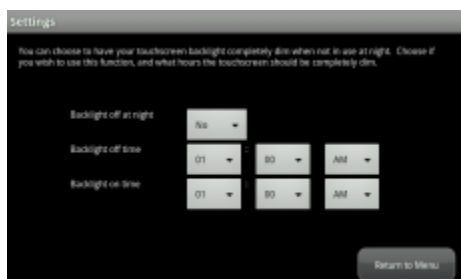
You can choose to have the screen dim to a set level after a period of inactivity (this can be used instead of a screensaver or in conjunction with a screen saver).

To configure the screen to dim after a period of inactivity:

1. From the **Settings** app, select the **Touchscreen** category and then select **Screen Configuration**.
2. Select **Automatic Screen Dimming**.
3. Choose how long your Touchscreen is idle before the screen with automatically dim, from 5 to 30 minutes.
4. Then choose the desired screen brightness the Touchscreen should dim to (1 – 10, 10 being brightest and 1 being least bright).
5. Tap the **Return to Menu** button to save your changes or exit.

To have the screen never dim due to inactivity, set the **Dimming Level** to 10. This also requires that the **Backlight off at night** setting is set to **No** (refer to Screen Nighttime Settings).

Note: When a user touches the screen, it will brighten to its default brightness level.



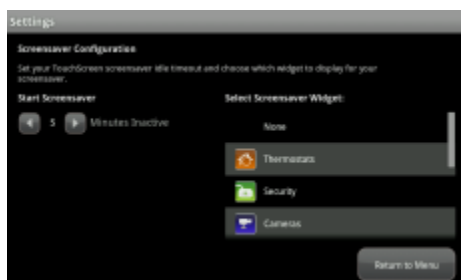
SCREEN NIGHTTIME SETTINGS

You can choose to have the screen dim completely during configured hours, called **Night Mode**. During this time, the buttons on the front of the Touchscreen darken completely. The Touchscreen will not enter Night Mode when your system is armed.

To configure the screen to dim completely during a set time period (Night Mode):

1. From the **Settings** app, select the **Touchscreen** category and then select **Screen Configuration**.
2. Select **Screen Nighttime Settings**.
3. Next to **Backlight off at night**, select **Yes**.
4. Enter the time you want the backlight to turn off at night, and on in the morning.
5. Tap the **Return to Menu** button to save your changes or exit

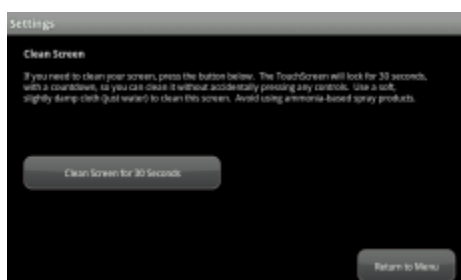
Note: When a user touches the screen, it will brighten to its default brightness level.



SCREENSAVER CONFIGURATION

The screensaver feature lets you choose an app or widget to display on your Touchscreen after a predefined period of time.

1. From the **Settings** app, select the **Touchscreen** category and then select **Screensaver Configuration**.
2. Use the arrows to set the time you want to start the screensaver, from 5 – 30 minutes of inactivity.
3. Select a widget to display by scrolling through available apps on the right hand side of the screen.
4. Tap the **Return to Menu** button to save your changes or exit.



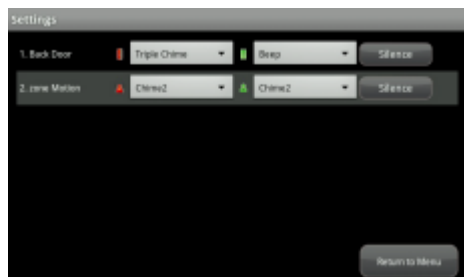
CLEAN SCREEN

Temporarily make the Touchscreen inactive for easy cleaning.

1. From the **Settings** app, select the **Touchscreen** category and then select **Clean Screen**.

2. Tap **Clean Screen for 30 seconds** button to clean your screen without accidentally pressing any Touchscreen controls.
3. Tap the **Return to Menu** button to exit.

Note: Please use a soft cloth, slightly-dampened with water only.



SOUND CONFIGURATION

You can configure the sound of the chime that alerts you to a perimeter zone faulting (i.e., door/window opening and closing) as well as the volume.

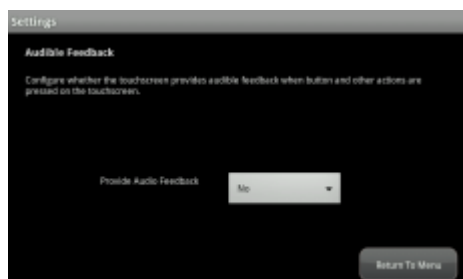
1. From the **Settings** app, select the **Touchscreen** category and then select **Sound Configuration**.

Hometone Configuration

1. Select the **Hometone Configuration** option to change the chimes for each perimeter zone.
2. For each zone, select the desired sound for when the zone is opened or closed.
3. Press the **Silence** button to silence it altogether.
4. Tap the **Return to Menu** button to save or exit.

Volume Configuration

1. Select the **Volume Configuration** option to change the volume of the chimes.
2. Select a volume setting from 1 – 7. You will hear a chime as you press the arrow keys, indicating the set volume.



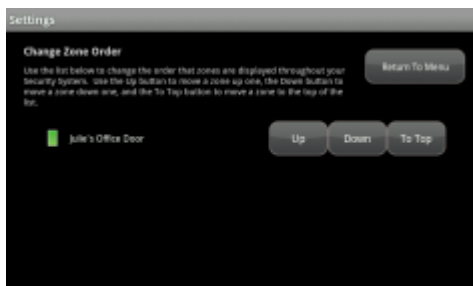
AUDIBLE FEEDBACK

Configure audible feedback when buttons or other actions are pressed on the Touchscreen.

1. Select the **Touchscreen** category and then select tap **Audible Feedback**.
2. To turn off Audible Feedback, change **Provide Audio Feedback** to **No**.
3. To turn on Audible Feedback, change **Provide Audio Feedback** to **Yes**.
4. Tap the **Return to Menu** button to save or exit.

Sensors and Zones

Security zones are defined by sensors that can detect events in the home. Events include doors or windows opening and closing, motion, glass breaking, smoke or carbon monoxide. You may change the order that your zones are displayed throughout your security system using your Touchscreen.

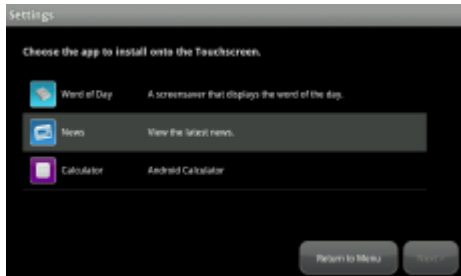


CHANGE ZONE ORDER

1. From the **Settings** app, select the **Sensors & Zones** category and then tap **Change Zone Order**.
2. Use the **Up**, **Down** or **To Top** buttons to reorder your zones.
3. Tap the **Return to Menu** button to save or exit.

Touchscreen Apps

These are applications running on your Touchscreen that enable you to interact with and manage your system. Similar to apps found on your smart phone.



INSTALLING TOUCHSCREEN APPS

To install an app to the Touchscreen:

1. From the **Settings** App, select the **Apps** category and select **Add App**.
2. Scroll through the list of available apps.
3. Tap the app to install and then tap **Next**. The app to be added is displayed, including a view of the initial screen of that app.
4. Tap **Next** to begin installation. Once completed, you will receive confirmation of its successful installation.
5. Tap **Next** to again display the list of apps available to be installed.

Note: Your updates will not be received by the Touchscreen if your device does not currently have broadband access. When broadband access is restored, the new apps are installed.

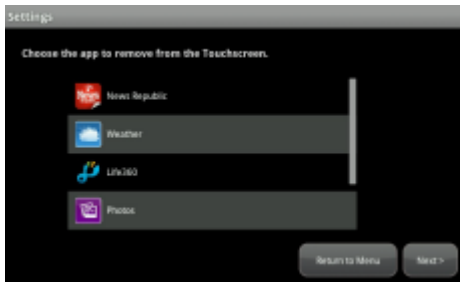


REORDERING APPS ON THE HOME SCREEN

System apps and device apps are always displayed in the Home Screen first. The custom apps are displayed — by default—in the order they were installed. The Home screen can only accommodate 10 apps. Additional apps are displayed on subsequent screens. Simply swipe the screen to the left or right to navigate between screens.

To change the order of the apps as they are displayed in the Home screen:

1. From the **Settings** App, select the **Apps** category and select **Reorder Apps**.
2. Tap **Up** to move the app higher in the sequence of displayed apps, or **Down** to move it lower. If you tap **To Top**, the app appears first in the list of sortable apps.
3. Tap **Return to Menu** to save or exit.



UNINSTALLING TOUCHSCREEN APPS

Important: Custom apps can be uninstalled from your Touchscreen. However, system apps (Security and Settings) and apps to support optional home devices (such as Cameras, Lights, or Thermostats) cannot be uninstalled.

To uninstall an app from your Touchscreen:

1. From the **Settings** App, select the **Apps** category and select **Remove App**.
2. Tap the app to uninstall and then tap **Next**.
3. The app to be removed is displayed. Tap **Next** to continue with the uninstallation.
4. The Touchscreen displays the following confirmation: **The [name] app has been removed.**
5. Tap **Next** to display the list of installed apps again.

Home Device Apps

If you have purchased optional home devices such as cameras, thermostats or lighting modules, you can manage them through your Touchscreen control panel.



CAMERAS

View live video from cameras installed on your system.

1. From the Home Screen, tap the **Cameras** app.
2. Images of all the camera views are displayed (updated every five seconds).

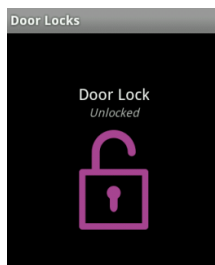
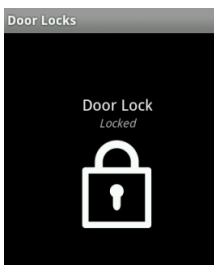
Note: If only one camera is connected to the system, live video will automatically appear.



THERMOSTATS

Adjust settings for thermostats installed in your home.

1. From the Home Screen, tap the **Thermostats** app.
2. Change mode to **Cool**, **Heat** or **Off**.
3. When in **Cool** or **Heat** Mode, use the - /+ toggles to change the set point.
4. Tap **On/Off** button under **Hold** to change the mode and ignore any other programming configured on the **Thermostat** device.
5. Tap **On/Off** button under **Fan** to change mode.



DOOR LOCKS

The Door Lock icon allows you to view the status of your locks and lock or unlock your doors.

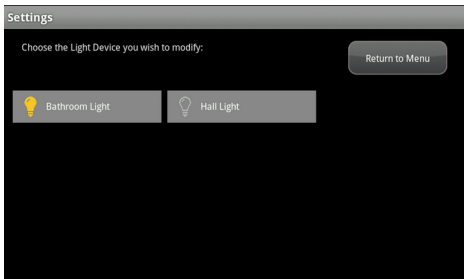
1. Tap the **Lock image** to lock or unlock the door.



LIGHTS

You can adjust settings for lights throughout your home.

1. From the Home Screen, tap Lights 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 to the On or OFF position. For lamps equipped with a dimmer function, use the slide bar to adjust the brightness level. Lights can be dimmed in 20% increments.



EDITING LIGHTS

Each lighting device has a name assigned to it when it is added and is designated as dimmable or not. These properties can be modified via the Touchscreen **Settings** app.

1. From the **Home Devices** category, select **Lighting**.
2. Tap the **Edit Lights** option. The screen displays each installed device.
3. Select the desired **lighting device** to modify.
4. Tap the **Light Name** field to display a keyboard screen to change the label of the lighting device. Click **Done** on the keyboard when you have finished editing the name.
5. Tap the **Dimmable field** to choose (**Yes** or **No**) to use the dimming features of the lighting device if available.
6. Tap **Next** to return to the **Edit Lights** screen.
7. Tap the **Return to Menu** button to save or exit.

System Testing & Verification

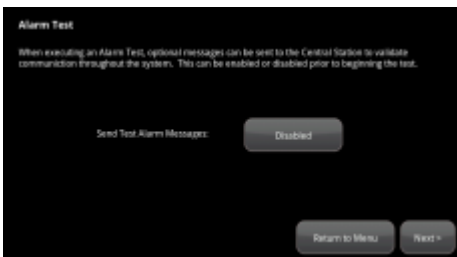
You can test your system, including alarm, broadband and cellular connectivity using your Touchscreen.



ACCOUNT INFORMATION

You can validate your account information directly on the Touchscreen.

1. Go to the **Settings** app and select **Advanced Settings**.
2. Select the **Account Information** option to view your current account information on record.
3. Tap the **Return to Menu** button to exit.



ALARM TEST

It's important to test your system on a regular basis (recommended monthly).

Before beginning your test, call **1-855-261-2501** to place your system in test mode .

1. Go to the **Settings** app and select **Security**.
2. Select **Alarm Test**.
3. Tap the gray **Disabled** button to enable sending test alarm messages to the Central Monitoring Station.
4. Tap **Next** to continue and follow the instructions on your screen.

Note: Ensure all the security zones are unfaulted (that is, doors and windows are closed, motion detectors are not showing motion, etc.). When the security zones are ready for testing, "Ready to Arm" is displayed under the Arm button.



TESTING CONNECTIVITY

The Touchscreen can test its connectivity to the Internet and cellular networks.

To test the Touchscreen connectivity:

1. Go to the **Settings** app and select **Advanced Settings**.
2. Select **Connectivity** and then tap **Test Connectivity**.
3. Tap **Next** to start the test. This test can take as little as 30 seconds or as long as 4 minutes.



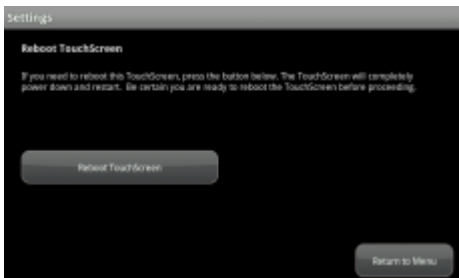
WI-FI AND CELLULAR SIGNAL STRENGTH

To view the current signal strength of the Touchscreen's Wi-Fi connection to your service provider's modem:

1. Go to the **Settings** app and select **Advanced Settings**.
2. Select **Connectivity**.
3. Tap **Wi-Fi & Cellular Signal Strength**.

Result: The Wi-Fi and Cellular Signal Strength screen displays, graphically displaying the detected signal strength of the Wi-Fi connection to the router and the GPRS/EDGE connection to the cellular network.

Note: If your Wi-Fi connection is weak, move the Touchscreen closer to the Internet router. If your cellular signal is weak, move the Touchscreen to another part of the house where it can obtain a stronger signal.



REBOOT TOUCHSCREEN

Occasionally, a problem might arise that could be solved by rebooting the Touchscreen.

1. From the Touchscreen home screen, tap **Settings**.
2. From the Settings menu, tap **Advanced Settings**.
3. From the **Advanced Settings** menu, tap **Reboot TouchScreen**.
4. From the **Reboot TouchScreen** window, tap **Reboot TouchScreen**.

Note: If prompted, re-enter the keypad code.


Result: A message will display confirming reboot. The screen will take one to two minutes to reboot. Once the reboot is complete the Touchscreen home screen will display.

Wireless Keypad

A keypad is a wireless peripheral device that lets you perform certain Touchscreen functions in additional locations in your premises. For example, you could have a key pad installed near a less frequently used entry or in an upstairs bedroom to ensure its Emergency Panic Alarm feature is always readily accessible. The following Touchscreen functions can be performed from the keypad:

- Check the current system status (armed, disarmed, or “not ready”).
- Arm the system in Arm Away mode or Arm Stay mode (see the Touchscreen User Guide section for an explanation of arming modes).
- Disarm the system.

CHECKING SYSTEM STATUS

1. Press the **star** button  to light the LED to show the current status of the security system.
2. The disarm button lights to show the current status of the security system.



- **Green** for three seconds if the system is disarmed.
- **Red** for three seconds if the system is armed.
- **Orange** for three seconds if the system is not ready to be armed (for example, a door is open).

ARMING THE SYSTEM


Note: From the key pad, you can arm your system in Arm Away mode or Arm Stay. Arm Night mode must be performed from the Touchscreen or Subscriber Portal.

Arm Away Mode

1. Enter a valid keypad code followed by the button to arm the system in **Arm Away** mode.


The button turns red for three seconds to indicate that the Exit Delay has started (default 30 seconds—Touchscreen beeps during this period). If the system is not ready (because, for example, a door or window is open) the button flashes orange seven times.

Arm Stay Mode

1. Enter a **valid keypad code** followed by the  to arm the system in **Arm Stay** mode.



The button turns red for three seconds to indicate that the Exit Delay has started (twice as long as the period configured for Arm Away—up to 120 seconds with no beeping from the Touchscreen). If the system is not ready (because, for example, a door or window is open) the button flashes orange seven times.

DISARMING THE SYSTEM

1. Enter a **valid keypad code** followed by pressing  to **disarm** the system.

The disarm button turns green for three seconds to indicate that the system has been disarmed. There is no Entry Delay period.

SENDING PANIC ALARM

1. Press and hold the  and  for three seconds to send an audible panic alarm to the central monitoring station for police assistance.

The LED flashes red to indicate that the alarm has been sent. Additionally, contact persons will receive email and SMS notifications if they are configured to do so.

Wireless Key Fobs

The wireless Key Fob Remote gives you additional access to your system in or near your home, enabling you to:

- Arm the system in Arm Away mode or Arm Stay mode.
- Disarm the system before entering the premises.
- Check the current system status (Armed, Disarmed, or Not Ready).


GUEST KEY FOB




Arming the System

From the key fob, you can arm your system in Arm Away mode or Arm Stay mode (Arm Night mode must be performed from the Touchscreen control panel or the Subscriber Web Portal.)


Arm Away

- Press the  for about two seconds to arm the system in **Arm Away** mode if the home will be unoccupied.
- The LED will flash orange seven times if the system is not ready (i.e., if a door or window is open). The LED flashes red once to indicate that it has contacted the system, then lights red for one second. The 30 second exit delay starts.


Arm Stay

- Press the  for about two seconds to arm the system in **Arm Stay** mode if there will still be people in the home.
- The LED flashes red once to indicate that it has contacted the system, then lights red for one second. The exit delay starts.

Disarming the System

- Before entering the home when the system is Armed, press the  button for about two 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 one second indicating that the system is **Disarmed**.

Checking System Status


- Press the  button for two seconds to light the LED to show the **status** of the security system.

The LED flashes red once to indicate that it has contacted the system, then:

- Lights green for three seconds if the system is Disarmed
- Lights red for three seconds if the system is Armed
- Lights orange for three seconds if the system is Not Ready to be Armed (for example, if a door is open)

Note: If the key fob is out of range of the Touchscreen, the LED flashes red three times quickly.

Sending a Panic Alarm


- Press and hold the  button for three seconds to send a silent alarm to the Central Monitoring Station for police assistance.
- The LED flashes orange to indicate that the alarm has been sent.

Note: The Touchscreen will not react in any way, but if you check the History tab on the Security app, you can see that an alarm was sent. Additionally, any contact persons that you have identified receive email and SMS (text) notifications.


EXTENDED RANGE KEYFOB

Arming the System

Arm Away


Press the  once for about two seconds until the LED flashes red, then lights red.

Arm Stay


Press the  once for about one second, release the button, then press again for about two seconds until LED flashes amber, then lights red.



Disarming the System


Press the  for about two seconds until LED flashes green, then lights green.

Checking System Status

Press the  once and hold for about two seconds, then press again for about two seconds until LED flashes amber.

- If the LED light turns green then system is disarmed
- If the LED light turns red then the system is armed
- If the LED light turns amber then the system is not ready

Sending a Panic Alarm

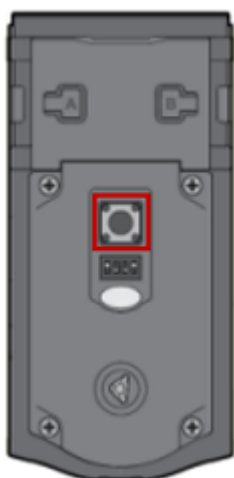
Press the  button for about three seconds until LED light flashes red.

Door Locks

The door lock allows you to enter the home without the use of a key. The following functions can be performed using the door lock:

- Check the current status (locked or unlocked) using the Touchscreen, subscriber portal or mobile app.
- Lock and unlock your doors using the touchpad on the door, Touchscreen, subscriber portal or mobile app.

NOTE: Door Locks are not currently available in all areas. Please call 1-877-404-2568 for more information.



SETTING USER CODES

1. Remove the interior cover using the included hex key.
2. Press and hold the **Program Button** (5 seconds) until the keypad flashes green.
3. On the keypad, use the number keys to enter the new **4-8 digit user code**.
4. Press the **lock button**.

Expected result: If the keypad flashes green and beeps once, the programming was successful. Follow the same steps to create additional user codes.



LOCKING THE DOOR

Press the **lock button**.

Note: If no user codes are programmed, the lock button will be disabled.

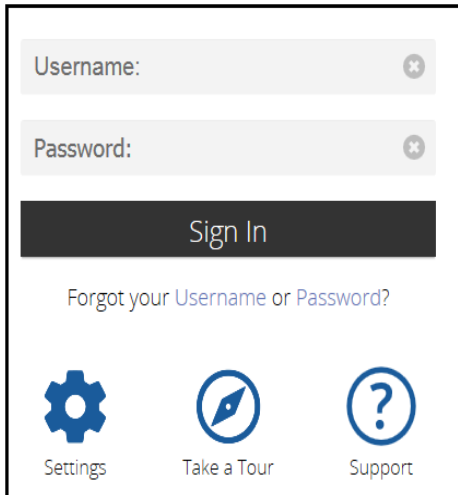
UNLOCKING THE DOOR

1. Press the Lock Button. (optional, but necessary in order to illuminate the keypad)
2. Enter valid user code.

Note: if three incorrect codes are entered consecutively, or if three timeouts occur within one minute, the keypad will be locked for 60 seconds. After 60 seconds, try again.

Subscriber Portal Access

You can access your Cox Homelife system through a personal, secure web page called the Subscriber Portal. That means you can check the status of your system, arm and disarm your security zones, see live camera video, view video clips and pictures, and change settings from anywhere you have Internet access.



SIGN IN PAGE

Before signing in, you can access your Portal **Settings**, **Take a Tour** of the Homelife features, or access online **Support** pages by clicking the icons below the Sign In button. Click on forgot Username or Password for assistance in retrieving forgotten credentials.

Settings

Open **Settings** on the Subscriber Portal.

Accessing **Settings** from the **Sign In** page, you can access things like Cox's Privacy Policy and Terms and Conditions.

Take a Tour

This function allows customers to see a demo system via the Subscriber Portal. It will include available options that you may not currently have with your system and you are able to "test drive" it without impact to your personal account.

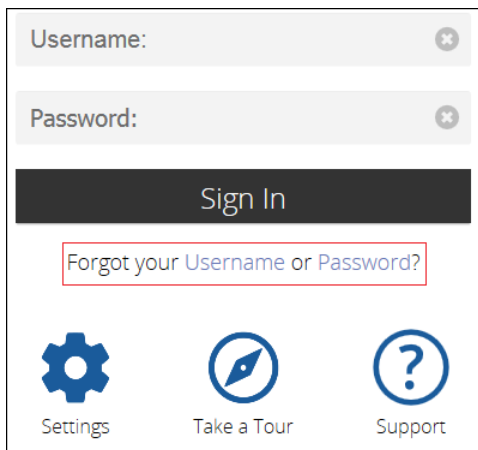
Support

When you click **Support** you will navigate to the [Cox.com Homelife Support pages](http://Cox.com/HomelifeSupportpages) for access to learning and support materials.

SIGNING IN

You will need to sign in each time you access the Subscriber Portal site.

1. Go to <https://portal.coxhomelife.com>.
2. Enter your Cox Homelife **Username** and **Password** on the **Sign In** page. These are the same credentials you use when signing in to the Cox Homelife mobile app.
3. Click **Sign In**.

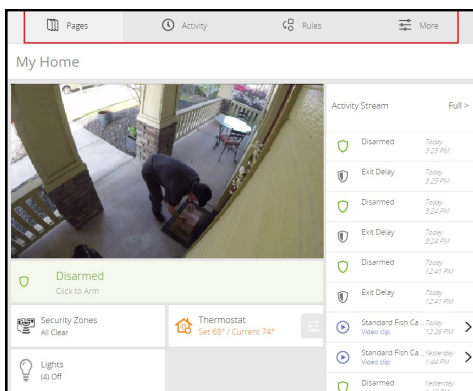


Result: Upon the first sign in, a first time user experience called “Getting Started” is shown to orient you to the Portal and all that you can do with it. Upon all subsequent sign ins, the **My Home** screen displays.

Notes:

- If you forget your username or password, click the appropriate link on the Sign In page to begin the process of retrieving your username or resetting your password. Follow the instructions on the web pages or email messages associated with this process to restore your access to the Portal.
- If an incorrect password is entered five times in a row, you will not be able to access your account for 30 minutes.

NAVIGATING THE SUBSCRIBER PORTAL



Once signed in to the Subscriber Portal, four menus display across the top of the page.

The **Pages** menu contains the My Home page, as well as any custom pages that you create.

The **Activity** menu shows a view of all activity captured by the devices that are part of your Homelife system.

The **Rules** menu contains all rules you currently have set, as well as is where you go to create new rules.

The **More** menu contains many functions for management of your system. Some include: Keypad Codes for security keypad code management, Contacts for who gets contacted in an emergency or who gets rules-based notifications, and many more.

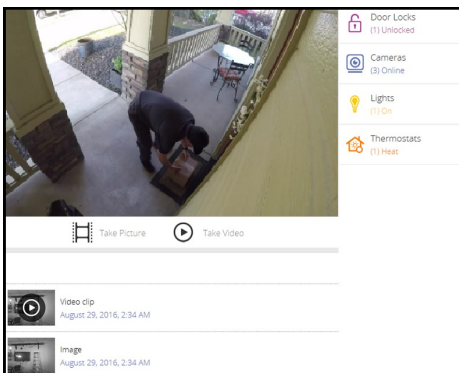
Pages - My Home Page

The **My Home** page provides a snapshot of the key devices on your Homelife system. From this page, you can view general status information, arm and disarm your system, as well as access any of your devices or features.

My Home Page - Devices and Features

Cameras

If you have a camera paired to your system, a camera view automatically displays front and center on your My Home page. By clicking on the Cameras tile you will be able to view live video, capture pictures or 15 second video clips manually from cameras installed in your home. If you have more than one camera, click the tile for access to select a specific camera.



Viewing and Capturing Live Video and Pictures

To view live video from the cameras attached to your system and take pictures or video clips:

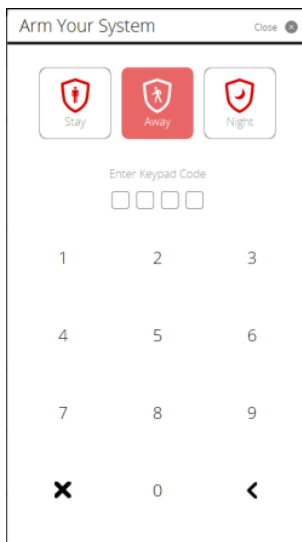
1. Click the **Cameras** tile.
2. Click on a specific **camera** to see live video from that camera.
3. To capture a picture and save it, click the **Take Picture** icon.
4. To take a 15 second video clip, click **Take Video** icon.
5. To delete pictures or video clips, select the image and click the **DELETE** button.
6. To save a picture or video clip to your computer, select the image and click the **SAVE** button.

Adjust Motion Detection Settings

To adjust the motion sensitivity on your cameras that have built in motion detection:

1. Click the **More** menu.
2. Click the **Manage Devices** tile.
3. From the Manage Devices list, locate the camera you want to adjust and click the **EDIT** button.
4. Adjust to **High**, **Medium**, **Low**, or **Off**.
5. Click **SAVE** to save the adjusted setting.

Note: This may help minimize getting alerts every time something sways in the breeze or small bugs pass by the camera.



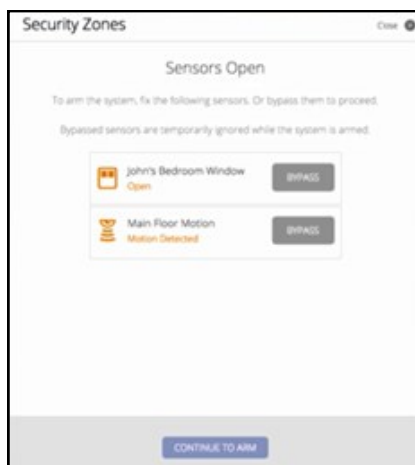
Security

Shows you your system's current arm state and is where you arm or disarm the system.

Arming & Disarming

To arm your system:

1. Click the green **Disarmed—Click to Arm** tile.
2. Select the **Arming Mode**.
 - **Away** — Everyone is leaving the home.
 - **Stay** — There are still people in the home.
 - **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 after the system is in the Arm Stay mode, an alarm sounds immediately.
3. Enter your **4-digit keypad code**.



Note: If any of your security zones are faulted, such as if a protected window is left open, you will be alerted to these faults at the time of arming. You may choose to bypass a faulted zone during the arming process by clicking the **Bypass** button. Bypassed zones will not be monitored and if breached, they will not be reported to the Central Monitoring Station. Bypassed zones will return to their protected state each time your system is disarmed.

4. The system will countdown to the selected arm state.

To disarm your system:

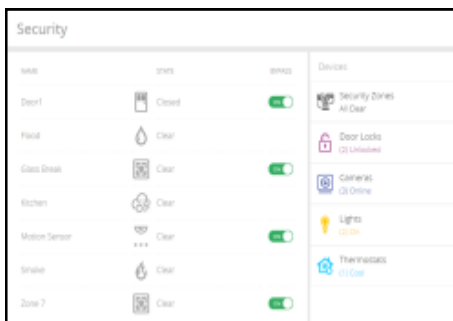
1. Click the red **Armed** tile.
2. Enter your **4-digit keypad code**.
3. The system will disarm and the security tile will shown as green and read **Disarmed**.

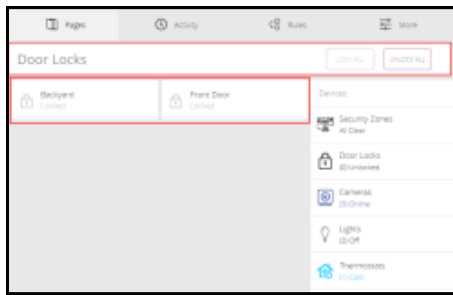
Security Zones

Shows the current state of all security devices connected to your system.

To manage your Security Zones:

1. Select the **Security Zones** tile.
2. From this screen you can bypass zones by using the **ON/OFF** toggle. Bypassed zones will not be monitored by the Central Monitoring Station when the system is armed and, if associated with a rule, will not trigger rules.





Door Locks

If you have a door lock paired to your system, the Door Locks tile shows the current state of all door locks connected to your system. If you have more than one door lock, click the tile to select a specific door lock.

To manage your door locks:

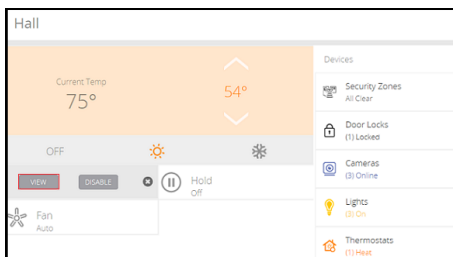
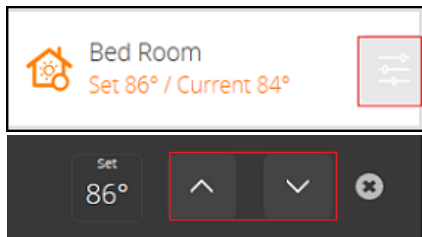
1. On the **My Home** page, click the **Door Locks** tile.
2. Click the **Lock All** or **Unlock All** button to control all connected doors at once.
3. Click the tile for the individual lock to lock and unlock an individual door lock.

Thermostats

If you have a thermostat paired to your system, the Thermostats tile shows the current state of all thermostats connected to your system, and whether they are set to heat or cool. It also displays current temperature in the home and the current set temperature. If you have more than one thermostat, click the tile to select a specific thermostat.

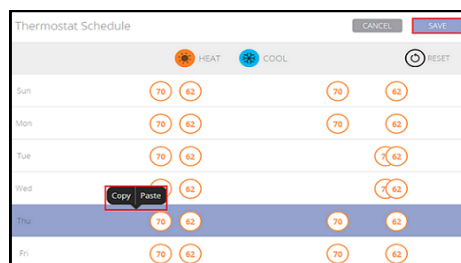
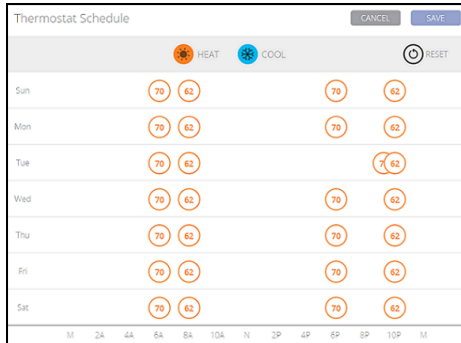
To manage your thermostats:

1. On the **My Home** page, click the **Thermostats** tile. The current temperature and set point display on each individual thermostat's tile.
2. Click on the **Quick Adjust** square icon.
3. The current temperature displays, click on the arrows to adjust the temperature up or down.
4. Click on an individual thermostat tile and the Thermostat page displays for you to make other adjustments.
5. Click the **snowflake** (Cool), **sun** (Heat), or **OFF** to set the mode.
6. Clicking the Fan tile to **On** runs the fan continuously, or to **Auto** to only come on when heat / air conditioning is active.
7. Click the **Hold** tile to select **On** or **Off**.
8. Click the **Schedule** tile to display **VIEW** or **DISABLE** to create or disable your thermostat schedules.



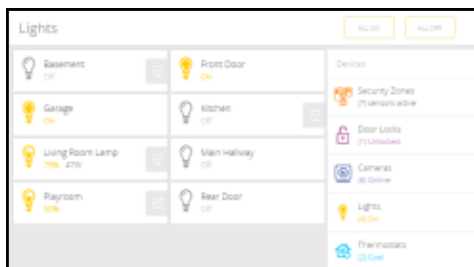
To set a Thermostat Schedule:

1. To create a schedule, click the **Thermostat** tile.
2. Click the square adjustment icon within Schedule and click **VIEW** to display your current schedule or to create a new one.
3. In the schedule, click on the blue (for cool) or orange (for heat) dot for each day you want to change any of the set temperatures.
4. To add a new set-point, click the window in a blank space, then drag any temperature set points up or down to select the temperature, and left or right to select the time of day to begin that setting.
5. When changes are completed, click the **check mark** to keep your new setting, or the **X** to delete it.
6. To duplicate settings, click on the daily schedule you want to copy, click **Copy**. Click on the day where you want to paste, click **Paste**.
7. Click the **Save** button to save and exit out of the schedule.



Lights

If you have a lighting device paired to your system, the **Lights** tile displays the current state of all lights connected to your system, on or off. If you have more than one lighting device, click the tile to select a specific light. The current state of your light settings displays on the My Home page.



Follow these steps to manage your lights:

1. On the **My Home** page, click the **Lights** tile.
2. Click the **All On** or **All Off** button to control all lighting devices at once.
3. Click the tile for the individual light to turn it on or off.

Note: For dimmable lights, click the square adjustment icon for the selected light. Then use the slider to adjust the brightness.

CVR Playback

If you have Continuous Video Recording (CVR) added to your system's cameras, the CVR Playback tile shows at all times. Click the tile to select the cameras you would like to capture 24/7 video recordings and view all captured video.

Help Center

You will be directed to a page with several menus with access to more specific content to assist you.

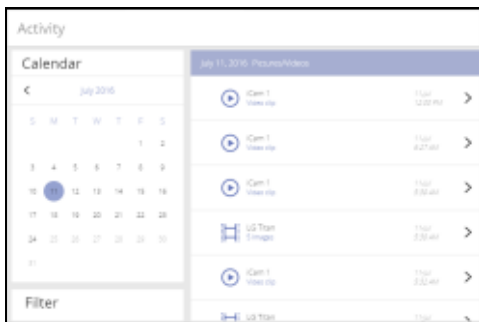
- DIY Install Guide for information on how to self-install devices to your Homelife system.
- FAQs and Videos for commonly asked questions, tips, and videos.
- Troubleshooting for troubleshooting tips for common problems.
- Phone Support for a click-to-call directly to Homelife Support.

Shop

The Shop tile directs you to the Cox eCommerce store where you can shop for additional devices to add to your Homelife system.

Activity

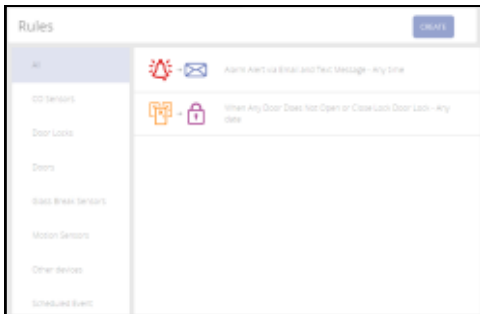
A full accounting of all system activity is available in the Activity menu. Scroll down to the Filter section to select the activities that are shown based on alarms, camera motion, zones, troubles, and more. Click within the calendar to select a specific date to view, up to 30 days in the past



To view captured images from the Activity menu:

1. Select **Activity** from the menu bar. The displayed screen lists the pictures and video clips captured manually and automatically (if triggered during preset rule events).
2. Choose a date from the calendar.
3. Select **Pictures/Videos** from the **Filter** section.
4. To delete images, select the captured image and click the **DELETE** button.
5. To download images, select the captured image and click the **SAVE** button.

Rules



You can set up individual, personalized rules for your home's security, lighting, thermostat's energy usage and more. You can also setup alerts and notifications for when predefined events occur, such as receiving a text message when the door opens between certain hours.

To setup a Rule:

1. Click the **Rules** menu.
2. To create a new Rule, click the **CREATE** button and the screens will walk you through each step to setup a new rule.
3. To **disable** or **remove** an existing rule, select the desired rule, and then either toggle the rule off to temporarily disable it, or click the **REMOVE** button to delete it.
4. To make edits to the rule, tap the square adjustment icon next to the desired setting.

More

Your account settings can be accessed by clicking the More menu. Here you can view and modify your username and password or access the Getting Started Guide. Selecting the Take a Tour feature will sign you out of the app and present you with a tour of the app's features (also accessible from the sign in screen).



Keypad Codes

Keypad Codes are used to arm or disarm the system. Multiple codes can be assigned to track who enters and leaves the premises.

To manage keypad access codes:

1. Click the **More** menu.
2. Select **Keypad Codes**.
3. From this screen you can view current keypad codes, add a new code or modify current codes.

Note: Before making any changes to existing keypad codes, or when adding new ones, you will be required to authenticate by entering the Master keypad code.

Account

The screenshot shows the 'Account' page with a navigation bar at the top containing 'Pages', 'Activity', 'Rules', and 'More'. The 'Account' section is highlighted. Below it, the 'Basic Information' section contains the following fields: 'Username' (with a 'Take a Tour' link), 'Address 1' (555 Twin Dolphin Drive, Suite 300), 'City' (Redwood City), 'State' (CA), 'Postal Code' (94065), and 'Time Zone' (US/Central-6). At the bottom of this section are two buttons: 'CHANGE USERNAME' and 'CHANGE PASSWORD'. Below the basic information is a 'Quotas' section with a table containing columns for 'Category', 'Description', 'Quota', and 'Progress'.

Basic information like username, address, and secret word are stored here. You can also access system quotas for pictures, videos and SMS and store alarm permit and expiration information.

To manage Username and Password:

1. Click the **More** menu.
2. Select **Account**.
3. Click **Change Username**
4. Enter a new username and enter it again in the Confirm Username field and click **save**.
5. Click **Change Password**.
6. Enter the old password, followed by the new password and enter the new password again in the Confirm password field and click **save**.

To view or edit your Secret Word:

The screenshot shows the 'Secret Word' section. It has a label 'Secret Word' followed by a text input field containing five asterisks. Below the input field is a button labeled 'SAVE ALL'.

1. Click the **More** menu.
2. Select **Account** and scroll to the Secret Word section.
3. Click the **View/Edit** button.
4. Enter your **4-digit keypad code**.
5. Your current Secret Word displays.
6. Click in the text box to edit, type a new word, and click the **SAVE ALL** button.

Notes:

- Make your Secret Word easy to remember, pronounce and spell. You will have to give this word verbally to the Central Monitoring Station.
- In the event of an alarm, the Central Monitoring Station cannot view your passcode; they simply type it into their console as you speak it to determine if it matches in order to cancel the alarm.

A screenshot of a web form titled "Alarm Ordinance And Permit Registration". The form has two input fields: "Alarm Permit Number" with the value "06060909" and "Expires On" with the value "2016-10-10". Below these fields is a blue button labeled "SAVE ALL".

Alarm Ordinance And Permit Registration	
Alarm Permit Number	06060909
Expires On	2016-10-10
<button>SAVE ALL</button>	

To save your Alarm Permit and Expiration information:

1. Click the **More** menu.
2. Select **Account**.
3. Scroll to the **Alarm Ordinance and Permit Registration** section.
4. Enter your **Alarm Permit Number** and **Expires On**
5. Click the **SAVE ALL** button.

Note: This does not file your permit or report it to your municipality. This section serves as a storage place for this information for your reference.

Contacts			
Name	Email	Phone	Modify
Call before police in emergency			
Jane Doe		Home 9123456789	
Jane Doe		Mobile 9123456789	
Call after police in emergency			
Jane Doe		Other 9123456789	
Jane Doe		Home 9123456789	
Rules Contacts			
Jane Doe	jane@anydomain.com	9123 555 1212 (Home)	
Jane Doe	jane@anydomain.com	9123 555 4789 (Home)	

Contacts

Contacts are the people who get contacted in an emergency or who gets rules-based alerts or notifications. The two contacts listed as “Call before police in emergency” can be edited, but you cannot delete them; they are required. These are the primary contacts that the Central Monitoring Station will call to verify alarms by asking for your designated Secret Word.

The contacts listed as “Call after police in emergency” will be called after the authorities have been dispatched to the home; these contacts can be edited and deleted.

Rules contacts are the people you would like to notify via email or text when certain notification-based rules are executed.

To add Contacts:

1. Click the **More** menu.
2. Select **Contacts**.
3. Click the **plus icon** in one of the three contact lists to add a contact.
4. Enter a **First Name**, **Last Name**, and **Phone number**.
5. Select if the phone number is **home**, **mobile**, or **other**.
6. Click **SAVE**.

Note: For Rules Contacts, enter an email address in addition to the First Name, Last Name and Phone number.

To edit Contacts:

1. Click the **More** menu.
2. Select **Contacts**.
3. Click the **pencil icon**.
4. Make edits and click **SAVE**.

To delete “Call after police in emergency” or Rules Contacts:

1. Click the **pencil icon**.
2. Click the **Delete button**.
3. Click **OK** in the confirmation dialog box.

Note: You must have two contacts listed in “Call before police in emergency” who will be contacted prior to dispatching the proper authorities. These are required and cannot be deleted.

IMPORTANT: Rules Contacts information is not used by the Central Monitoring Station when an alarm occurs.

Contacts			
Name	Email	Phone	Modify
Call before police in emergency			

Edit Contact

Close

First Name

A

Last Name

Customer

Email

anyname@anydomain.net

+ Add an email

Phone

1235551212

Home

+ Add a Phone

DELETE

SAVE

Apps

You can manage which Touchscreen apps are displayed on your Touchscreen Control Panel, configure them, and determine how they are displayed.

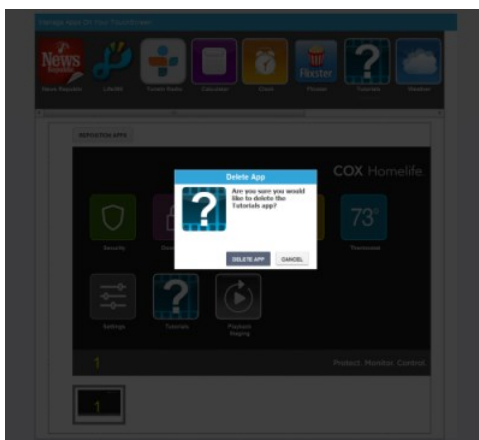
1. Click the **More** menu.
2. Select **Apps**.
3. The apps that display on top of the screen are those available to be added. The apps displayed in the Touchscreen image are those apps currently displayed on the Touchscreen, and the apps are positioned in the image just as they are on the actual Touchscreen.



To add Touchscreen apps:

1. Hover your cursor over the **app** you want to add from the top menu bar.
2. Click **Install** and a popup displays with details of the app.
3. To continue with install, click the **Install** button.

Result: The Subscriber Portal pushes the app to the Touchscreen. An “installing” message displays while the app is being added.



To delete Touchscreen apps:

1. Hover your cursor over the app you want to delete.
2. Click **Delete**.
3. Then click **Delete** in the Delete App confirmation dialog box.

To reposition Touchscreen apps:

1. Click **Reposition Apps** to rearrange 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 **Save**.

Note: You can change the order in which Touchscreen apps are displayed on the Touchscreen. All apps, except the **Security, Settings, Cameras, Thermostats, and Lights** apps, can be moved to your preferred locations on the Touchscreen.

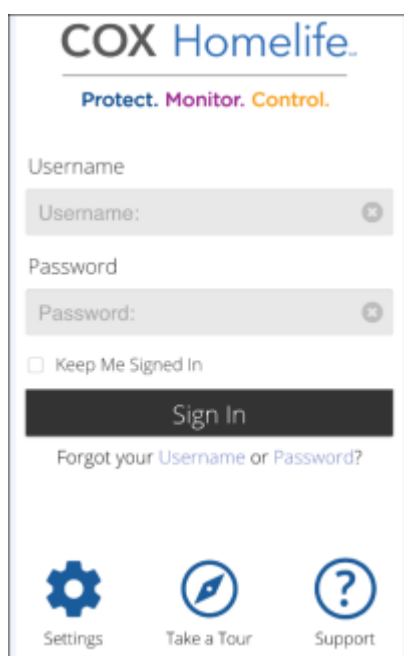
Mobile App

The iPhone® and Android™ mobile apps allow you to access most security system functions using your Android device, Apple® iPhone®, iPod Touch® or iPad®.

Download the Android app from the Google Play Store.

Download the iOS app from Apple App Store.

Note: This application requires your Android™, iPhone®, iPod Touch®, or iPad® to be connected to the Internet.

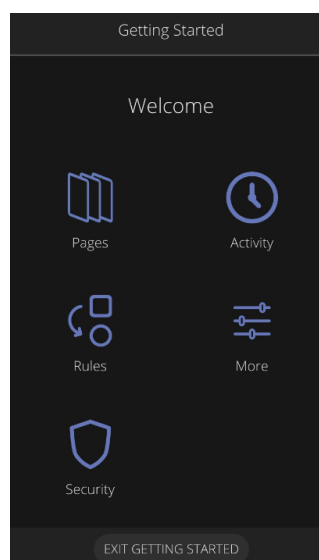


SIGN IN SCREEN

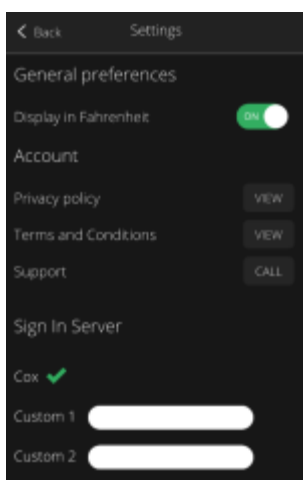
SIGNING IN

1. Open the **Cox Homelife** mobile app.
2. Enter your Cox Homelife **Username** and **Password** on the **Sign In** screen. These are the same credentials you use when signing in to the online Cox Homelife Subscriber Portal.

Result: Upon the first sign in, you will see a first time user experience, called Getting Started, to orient you to the app. Upon all subsequent sign ins the **My Home** screen displays.



Note: If you forget your Username or Password, click the appropriate link on the Sign In page to begin the process of retrieving your username or resetting your password. Follow the instructions on the screen or in the email messages associated with this process to restore your access.



Settings

1. Open **Settings** on the mobile app.

Note: Make certain the green checkmark displays next to the Cox server name and if it doesn't, then tap Cox to move it from the custom server to Cox server.

2. Accessing **Settings** from the **Sign In** page, you can access things like Cox's Privacy Policy and Terms and Conditions.

Note: Use the Keep Me Signed in checkbox found above the Sign In button to save your credentials and automatically sign in each time you access the Homelife app.

Take a Tour

This function allows customers to see a demo system version of the app. It includes available options that you may not currently have with your system and you are able to "test drive" it.

Support

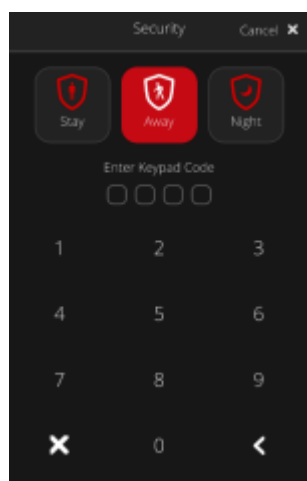
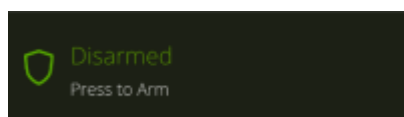
If accessing on a mobile phone, this function allows you to click-to-call Homelife Support directly from the Sign In screen. If accessing on a tablet, when you tap the Support icon you will navigate to the [Cox.com Homelife Support](http://Cox.com/HomelifeSupport) pages for access to learning and support materials; the Technical Support phone number is also listed.

SECURITY

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

To arm your security system

1. On the **My Home** screen, tap **Security-Disarmed**.
2. On the Security screen, tap **Disarmed – Press to Arm**.
3. The **Choose How to Arm** screen displays. Make a selection based on your present situation.
 - Tap **Arm Stay**: Someone is staying in your home. You may want to arm only certain zones.
 - Tap **Arm Away**: No one is staying in your home. You may want to arm all zones.
 - Tap **Arm Night**: Someone is staying in your home. You may want to arm only certain zones.
4. Enter your **4-digit keypad code** to arm the system.



Note: The system provides you with a countdown, during which you may cancel the arming process. To cancel you need to **re-enter** your 4-digit keypad code.

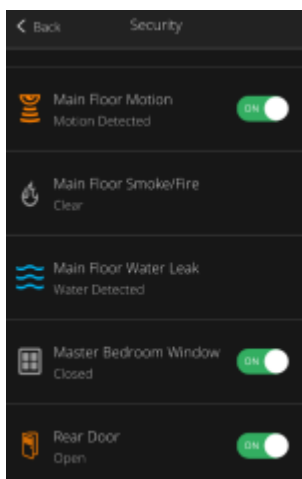
To disarm your security system

1. On the **My Home** screen, tap the **Security—Armed**.
2. Enter your **4-digit keypad code** to disarm the system. Once the system is disarmed, the security tile turns green and reads **Disarmed – Press to Arm**.

SECURITY ZONES

Use the following steps to enable or disable Security Zones:

1. On the **My Home** screen, tap the **Security Zones** tile to display the **Security** screen.
2. Tap the **On/Off** toggle button beside each changeable zone to enable or disable the Security Zone.



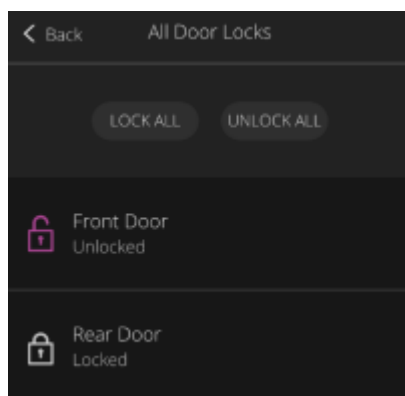
Note: Zones that are turned off do not trip alarms when they are faulted. Fire / Smoke detectors, CO detectors nor Flood Sensors can be turned off. If any Security Zones are currently faulted, preventing the system from being armed, you must toggle the button to OFF for that zone before arming the system.

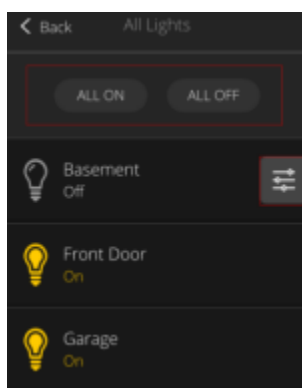
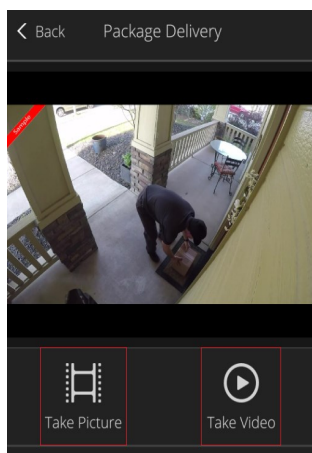
DOOR LOCKS

If you have a door lock paired to your system, the Door Locks tile shows the current state of all door locks connected to your system. If you have more than one door lock, click the tile to select a specific door lock.

To manage your door locks:

1. On the **My Home** page, tap the **Door Locks** tile.
2. Click the **Lock All** or **Unlock All** button to control all connected doors at once.
3. Click the tile for the individual lock to lock and unlock an individual door lock.





CAMERAS

The Cameras tile allows you to view live video or captured pictures and video clips from your cameras.

To view live video from your cameras:

1. On the **My Home** screen, tap the **Cameras** tile.
2. The **Cameras** screen displays, select a desired camera to view live video, captured pictures, and video clips from that specific camera.

To Capture Pictures or Video Clips:

1. Tap on a live camera feed.
2. To capture a picture and save it, tap on the **Take Picture** icon.
3. To capture a 15 second video clip and save it, tap on the **Take Video** icon.
4. To view a previously recorded video clip or picture, tap on the clip or picture below the live video.
5. To view your other cameras, swipe right or left.

Note: When the **Take Picture** or **Take Video** function is performed, a thumbnail of the picture / clip is added to the thumbnails at the bottom of the screen.

LIGHTS

If you have a lighting device paired to your system, the Lights tile will show the current state of all lights connected to your system, on or off. If you have more than one lighting device, click the tile to select a specific light. The current state of your light settings is displayed on the My Home page.

To manage your lights:

1. On the **My Home** page, click the **Lights** tile.
2. Click the **All On** or **All Off** button to control all lighting devices at once.
3. Click the tile for the individual light to turn it on or off.

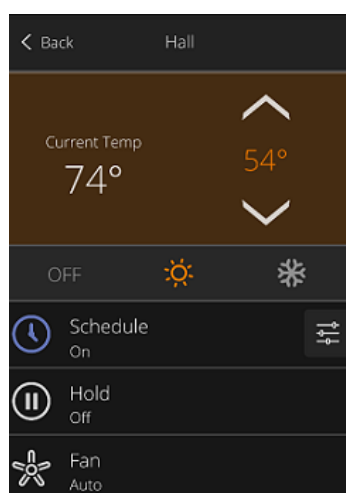
Note: For dimmable lights, click the square adjustment icon for the selected light. Then use the slider to adjust the brightness.

THERMOSTATS

If you have a thermostat paired to your system, the Thermostats tile will show the current state of all thermostats connected to your system, and whether they are set to heat or cool. It will also display current temperature in the home and the current set temperature. If you have more than one thermostat, click the tile to select a specific thermostat.

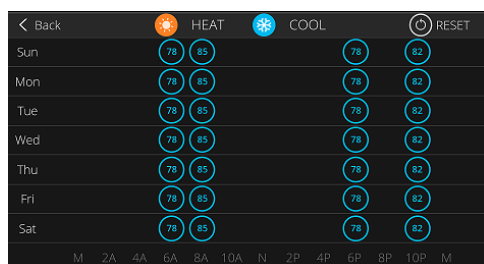
To manage your thermostats:

1. On the **My Home** screen, tap the **Thermostats** tile. The current temperature and set point display on each individual thermostat's tile.
2. After selecting an individual thermostat, on the top of the Thermostat page, you can tap **Off**, **Heat**, or **Cool** to set the mode.
3. You can tap the **up** and **down arrow** buttons to adjust the temperature.
4. Tap the fan button to **ON** to run the fan continuously, or to **AUTO** to put it into auto mode, so the fan comes on only when the heat or air conditioning is active.
5. Tap the **Hold** button on to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.

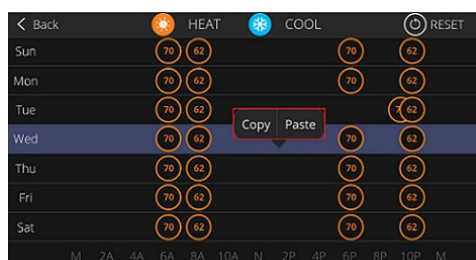


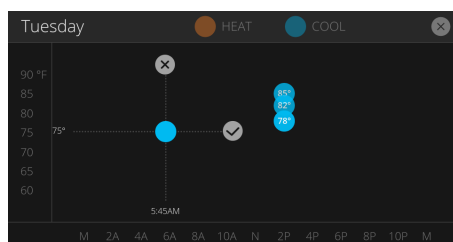
Setting a Thermostat Schedule:

You may also view, modify, enable or disable any thermostat schedules you have created.



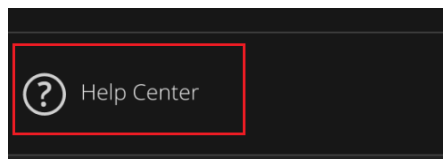
1. Once you have selected a specific thermostat and you are in the screen, tap the square adjustment icon within Schedule and tap **VIEW** to see your current schedule.
2. To change any of the set temperatures, tap the blue (for cool) or orange (for heat) dot for each day you want to set.
3. To add a new set-point, tap the screen in a blank space, then drag any temperature set points up or down to select the temperature, and left or right to select the time of day to begin that setting.
4. To adjust an existing set-point, press and drag the dot to adjust the temperature up or down to the desired setting, and left or right to select the time of day to begin that setting.
5. To duplicate settings, select a day and tap the schedule you want to duplicate, tap **Copy**. Tap the day where you want to paste, tap **Paste**. Continue copying the schedule for each day you want to duplicate.





- When changes are complete, tap the **check mark** to keep your new setting, or the **X** to delete it.
- Exit out of the schedule by tapping **SAVE** in the top right corner, and then tap **BACK** in the top left corner to return to that specific thermostat's screen.

HELP CENTER



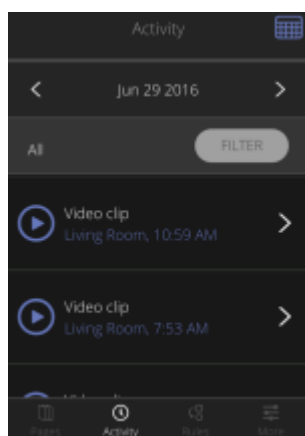
- On the **My Home** screen, tap the **Help Center** tile.
- You will be directed to a page with several menus with access to more specific content to assist you.
 - DIY Install Guide for information on how to self-install devices to your Homelife system.
 - FAQs and Videos for commonly asked questions, tips, and videos.
 - Troubleshooting for troubleshooting tips for common problems.
 - Phone Support for a click-to-call directly to Homelife Support.

Shop

The Shop tile directs you to the Cox eCommerce store where you can shop for additional devices to add to your Homelife system.

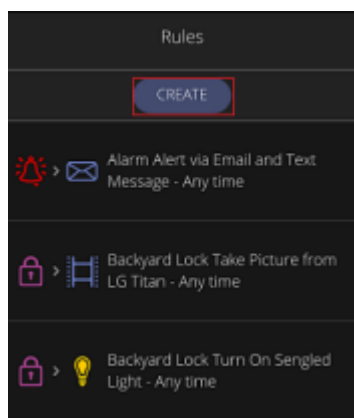
ACTIVITY

View a log of events that have occurred or were triggered by the system.



To view the Activity captured by your system:

- Tap the **Activity** menu.
- Choose to view activity events based on the following criteria:
 - All** — All logged events.
 - Alarm** — Alarm events.
 - Camera Motion** — Motion events.
 - Door Locks**—Unlock/Lock Door events.
 - Pictures/Video**—Saved images from events.
 - Security System/System** — Arm/Disarm events.
 - Troubles** — Device or system troubles
 - Zone/Sensors** — Events related to security zones.
- Use the calendar in the top right corner to search activity by date going up to 30 days in the past.



RULES

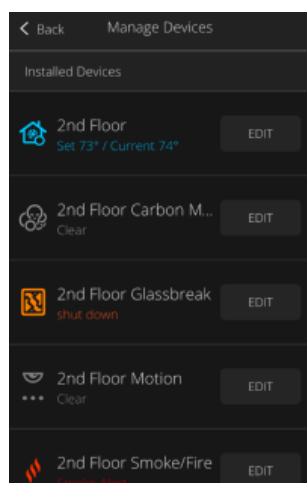
Create, enable and disable rules with your app.

To manage your rules follow these steps:

1. Tap the **Rules** menu.
2. To create a new Rule, tap the **CREATE** button and the screens will walk you through each step to setup a new rule.
3. When you're done creating the desired rule tap **SAVE** and a message stating that your rule is being saved will display.
4. To **disable** or **remove** an existing rule, select the desired rule, and then either toggle the rule off to temporarily disable it, or press the **REMOVE** button to delete it.
5. To make edits to the rule, tap the square adjustment icon next to the desired setting and tap **cancel** to discard your changes or **SAVE** to save them.

MORE

The More menu offers access to several additional features for managing your devices and your system.



Manage Devices

View and edit the devices paired to your system.

1. Tap **Manage Devices**.
2. Click the **EDIT** button next to the desired device to change the name of the device.

Note: For motion-enabled cameras you can adjust motion sensitivity and for lights, you can specify whether it is dimmable or functions only as on/off.

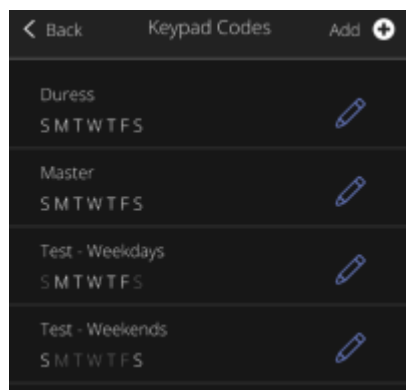
Pages

You can create new pages in which devices can be grouped as you would like to see them, or delete any new pages you have created. You cannot delete your primary **My Home** page.

To create a custom page:

1. Tap **Pages**.
2. You can create new customized pages or tap on any current pages to edit.

Note: From your **My Home** page, swipe left to access and edit any of the customized pages you've created.



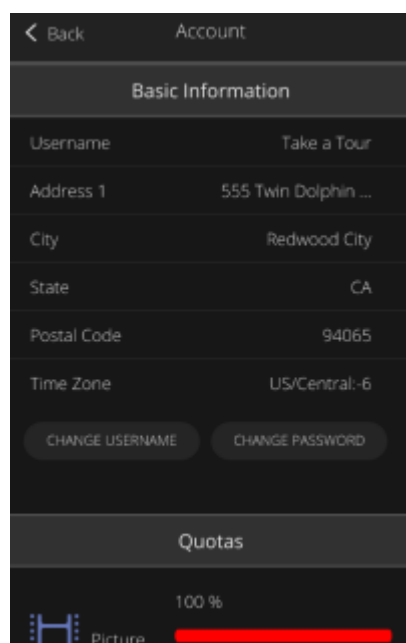
Keypad Codes

Control your security system access via keypad codes. This is where you manage your master, duress and any guest/custom keypad codes that are used to arm and disarm your system.

To add a new keypad code to be used on your system:

1. Tap **Keypad Codes**.
2. To add a new keypad code, tap **Add**.
3. For additional security you will have to enter your master security keypad code first before creating any new codes.
4. Next, create a name for your new code, select the desired arming level, and enter your desired 4-digit code. Then select the days this code should be active.
5. Tap **SAVE** at the top of the screen.

Note: To edit an existing code use the pencil icon and enter your master security keypad code before editing the code.



Account

Manage your username, password and see home info.

- Tap **Account**.

Basic Information, Quotas and Alarm Registration

You can change your username or password, view the address of the secured home, view the quotas for pictures, videos, and SMS messages or enter your Alarm Permit Number.

Central Station Passcode (Secret Word)

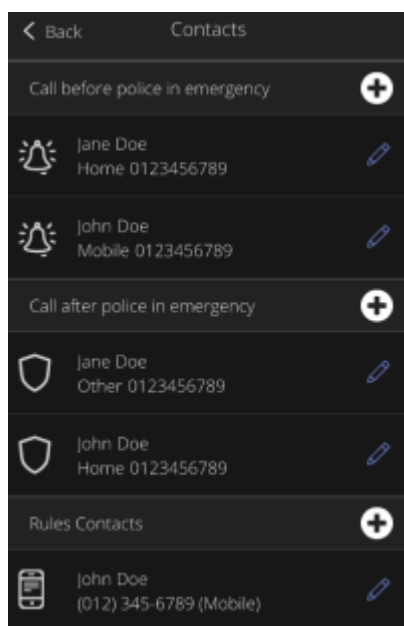
Your passcode is used to cancel a dispatch by the Central Monitoring station in case of a false alarm.

To set up your Central Station Passcode:

1. Scroll to the bottom of the **Account** screen and click the **View/Edit** button.
2. Enter your **4-digit keypad code**.
3. Edit the word and click the **SAVE ALL** button.

Notes:

- Make your Secret Word easy to remember, pronounce and spell. You will have to give this word verbally to the Central Monitoring Station.
- In the event of an alarm the Central Monitoring Station cannot view your passcode; they will simply type it into their console as you speak it to determine if it matches in order to cancel the alarm.



Contacts

Contacts are the people who get contacted in an emergency or who gets rules-based alerts or notifications.

The two contacts listed as “Call before police in emergency” can be edited, but you cannot delete them; they are required. These are the primary contacts that the Central Monitoring Station will call to verify alarms by asking for your designated Secret Word.

The contacts listed as “Call after police in emergency” will be called after the authorities have been dispatched to the home; these contacts can be edited and deleted.

Rules contacts are the people you would like to notify via email or text when certain notification-based rules are executed. In order to use Rules, you must set up Rules Contacts.

To add Contacts:

1. Tap the **More** menu.
2. Select **Contacts**.
3. Tap the **plus icon** in one of the three contact lists to add a new contact.
4. Enter a **First Name**, **Last Name** and **Phone number**.
5. Select if the phone number is **home**, **mobile**, or **other**.
6. Tap **SAVE**.

Note: For Rules Contacts you will need to enter an email address in addition to the First Name, Last Name and Phone number.

To edit Contacts:

1. Tap the **More** menu.
2. Select **Contacts**.
3. Tap the **pencil icon** listed in-line with a specific contact.
4. Make edits and click **SAVE**.

To delete “Call after police in emergency” or Rules Contacts:

1. Tap the **pencil icon**.
2. Tap the **Delete button**.
3. Tap **OK** in the confirmation dialog box.

Note: You must have 2 contacts listed in “Call before police in emergency” who will be contacted prior to dispatching the proper authorities. These are required and cannot be deleted.

IMPORTANT: Rules Contacts information is not used by the Central Monitoring Station when an alarm occurs.

System Settings

Adjust overall setting for your system.

- Under **General preferences** you can enable the app to play sounds and display temperatures in Fahrenheit (default, though Celsius is available).
- The **Account** section allows you to view the Cox Communications Privacy policy, Terms Conditions. You can also specifically Sign Out of the app here. There is also a click-to-call Homelife Tech Support if you are accessing from a mobile phone.
- The **Sign In Settings** gives you the option of logging in with a four-digit PIN. The PIN will allow you to by-pass the user name and password while still providing a level of security. You can also choose to stay signed in and not have to enter your username or password when accessing your mobile app. This functions the same as checking “Keep Me Signed In” on the Sign In screen.

Getting Started

This section will take you through a clickable experience called “Getting Started” which shows how to use the app. This is shown upon first login and is available in the More menu if you like to access it later.

Take a Tour

This function allows customers to see a demo system via the Subscriber Portal. It will include available options that you may not currently have with your system and you are able to “test drive” it without impact to your personal account.

IMPORTANT NOTES ABOUT YOUR COX HOMELIFE SYSTEM

Home Security Permit

Remember to secure a home security permit. Emergency services may not be deployed if a home security permit is required by your city but is not on file. Please update the Cox Homelife Subscriber Portal or mobile app with your permit number and expiration date.

Passwords

Keep your passwords in a safe, secure place other than this User Guide, and be sure your Secret Word is easy to remember, pronounce and spell.

Touchscreen Control Panel

Don't move or relocate the Touchscreen once it has been installed to ensure proper operation. This can impact your Homelife system's performance.

Router

The Homelife Security router included in your system should not be changed, including factory settings and cable configuration, nor disconnected unless you're advised by Cox Homelife Technical Support.

Cox Homelife Support: 1-877-404-2568