Bright House Networks
Home Security and Control

Peace of mind included.
With Bright House Networks Home Security and Control, you can live in constant contact and **customized comfort.**

Welcome to a home management system that puts you in control of your security and comfort. A system you can access and adjust no matter where you are. A system that’s personalized to your preferences, no matter how often they change.

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**Your System Components**

**BASIC HOME SECURITY EQUIPMENT INCLUDED IN YOUR WIRELESS PACKAGE**

- Touchscreen
- Wireless Motion Detector
- Wireless Window/Door Sensors (2)
- Yard Sign and Window Decals

**OPTIONAL HOME SECURITY EQUIPMENT AVAILABLE**

- Wireless Keypads
- Smoke Detectors
- Key Fobs
- Wireless Video Cameras
- Glass Break
- Flood Sensor
- Siren Repeater
- Thermostat
- CO Detector

Not Pictured: Additional Window/Door Sensors, Motion Detectors, Lighting Module
Security Zones.

Security Zones are created with sensors that can detect events in the home, such as the opening and closing of doors and/or windows, motion, smoke, etc.

ENTRY/EXIT ZONE
For doorways that are used to regularly enter/exit the home. When armed and tripped, these zones start an Entry Delay countdown.

PERIMETER ZONE
When armed and tripped, the alarm will sound immediately.

24 - HOUR INFORM ZONE
When tripped (even if the system is armed), there is never an alarm, but the event is recorded in the history section of the touchscreen and online portal.

Arming Modes.

There are three different modes in which you can arm your security system.

ARM AWAY
Use when everyone is leaving the house. This activates all of the sensors, including the motion detectors.

ARM STAY
Use when people are still home and active. The motion detectors are not armed, but the door and window sensors are armed as usual.

ARM NIGHT
Use if everyone’s home and going to bed. The motion detectors are not armed. If a door or window in the Entry/Exit Zone is opened, there is no delay period. The alarm will immediately sound.
To get started:
Make sure your touchscreen is plugged in and the apps are visible.

Arm & Disarm.

TO ARM:
1. At the top of the touchscreen, tap the Security Status Header when it is in a disarmed state, or tap the Security app.
2. Select the Arming Mode.
3. Enter your Keypad Code.
4. The Security Status Header changes to display an Exit Delay countdown in the upper left-hand corner.
5. If you select the Arm Away mode, but do not trip an Entry/Exit Zone during the Exit Delay, the security system will automatically set to Arm Stay mode.

TO DISARM:
1. Tap the Security Status Header when it is in an armed state, or tap the Security app.
2. Enter your Keypad Code. The Security Status Header will confirm that the system is disarmed.

View Video.
To display images or live video from cameras on the touchscreen:
1. From the Main screen, touch the Cameras app.
2. Images of all the camera views are displayed (updated every five seconds).
3. Touch an image to view live video from that camera.
THE TOUCHSCREEN

Sending a panic alarm.

In case of an emergency, you can manually trip the alarm with the Panic Button.

1. Press the RED Panic Button on the bottom right of the touchscreen.

2. The Emergency screen is displayed.

3. Press and hold one panic button (Fire, Medical, or Police) to trigger an alarm.

4. To send an alarm for emergency fire assistance, press Fire, hold and wait for confirmation:
   - The Touchscreen will sound a repeating, high-pitched chime.

5. To send an alarm for emergency medical assistance, press Medical, hold and wait for confirmation:
   - The Touchscreen will sound an audible, repeating, triple beep signal.

NOTE: When “Police” is selected, you have the option to send either a silent duress signal or an audible panic alarm.

6. To send a silent duress signal or audible panic alarm for police dispatch, press Police and hold the button until you see the following message appear:
   “Press the touchscreen within 5 seconds to sound the alarm.”
   - If you do not touch the screen within the allotted time, a silent duress signal will be sent to the ERC and the police will be dispatched.
   - If you touch the screen within the allotted time, your alarm will begin to sound within a few seconds and police will be dispatched.

When your alarm goes off.

POTENTIAL BURGLARY:

The alarm will sound if an armed Entry/Exit Zone is tripped and the system is not disarmed before the Entry Delay countdown completes, or when an armed Perimeter Zone is tripped.

At this point, you still have an additional 30 seconds to enter a valid security code before the Emergency Response Center (ERC) is notified.

If a valid Keypad Code is not entered within the 30 seconds, then the ERC will be notified and will attempt the listed premise contact first, followed by the other persons listed on your Emergency Contact List.

If the ERC agents reach someone, they will ask for the Secret Word and dispatch emergency personnel if needed.

NOTE: The correct secret word should only be given if there is NO emergency.

If the ERC agents are unable to reach someone, emergency personnel will be immediately dispatched.

FIRE OR SMOKE ALARM:

When tripped, the Emergency Response Center will attempt to contact the homeowner at the listed premise contact first. If they cannot be reached, the fire department will be dispatched, then another attempt to notify the homeowner will be made at the second/back-up phone number.
To get started:

1. Go to brighthouse.com/homesecurity
2. Click on the link to sign in.
3. Enter your username and password that you received at the time of installation in the login area.

Arm & Disarm.

TO ARM:
1. Click the Arm/Disarm button when it is in a disarmed state. A dialog box will display.
2. Select the Arming Mode.
3. Enter your Keypad Code.
4. Click Arm Now.

TO DISARM:
1. Click the Arm/Disarm button when it is in an armed state.
2. Enter your Keypad Code.
3. Click Disarm.

THE ONLINE PORTAL

Rules.

Using the Rules option on the online portal, you can customize your Bright House Networks system to set up events or to notify you when certain events occur (or do not occur) in your home. You can change these Rules at any time. There are three types of Rules.

SCHEDULE:
At a specified time, take action. For example, on Wednesday, turn on the living room light at 7:00 pm.

EVENT:
When the front door opens, record a video clip or take a picture (great when your kids come home from school).

NON-EVENT:
When something does NOT happen at a specified time, take action. For example, if the front door does not open from 3:00–4:00 pm when the kids should come home, send a text message.

TO ADD A RULE:
1. Log on to the online portal and click the Rules tab.
2. From the Rules screen, click Add Rule.
3. Select Schedule, Event, or Non-event.
4. Select the criteria for your Rule.
5. Modify the Describe the Rule field as desired.
6. Click Save.
Each time you click Take Picture or Take Video Clip, a thumbnail of the picture/clip is added at the bottom of the screen.

TO VIEW RECORDED PICTURES OR VIDEOS:
1. Log on to the online portal and scroll over the Cameras tab on the menu bar.
2. From the Cameras drop down menu, click Saved Pictures and Videos.
3. Click on a thumbnail image to view your saved images or videos.

TO DOWNLOAD PICTURES OR VIDEOS:
1. Log into the Customer Portal.
2. Click View Saved Pictures and Videos. A list of all saved pictures and videos displays.
3. Check the box next to the picture/video icon.
4. Click Download. The Save As box displays.
5. Select the location to save the pictures/video.
6. Click Save. The pictures/video save to the selected location.

TO DELETE PICTURES OR VIDEOS:
1. Log into the Customer Portal.
2. Click View Saved Pictures and Videos. A list of all saved pictures and videos displays.
3. Check the box next to the picture/video icon(s) to be deleted.
4. Click Delete. A confirmation box displays.
5. Click Yes. The selected pictures/video is deleted.

CONTACTS FOR RULES:
You must also set up your contacts for these rules. These contacts will be where/to whom your text and/or email alerts are received.

NOTE: These contacts are separate from the contacts you set up for emergency dispatch.

TO SET UP CONTACTS:
1. Log into the Customer Portal.
2. Select ‘Contacts for Rules’ from the “Rules” drop down menu.
3. On the Contact for Rules page Click Add Contact.
4. Enter the contact’s information in the popup display. The Add Contact popup displays.
5. Click Save. The newly created contact displays on the Contacts for Rules page.

View Video.

See live video and recent video clips and pictures from the cameras installed in your home.

TO VIEW LIVE VIDEO:
1. Log on to the online portal and click on the View Live Video link in the Cameras window on the main page.
2. You will see live video from your primary camera.
3. To view live video from another camera, click on the thumbnail image of the camera you want to view.
4. To take a snapshot with the currently selected camera, click Take Picture.
5. To take a 15-second video clip with the currently selected camera, click Take Video Clip.
To get started:

Arm, Disarm, view live camera feeds, adjust the lighting or temperature, and more, anytime, anywhere from most smartphones and wireless devices. Search for “Bright House Home Security” wherever you typically add apps for your particular mobile devices. Once you launch the app, log in using your online portal username and password.

Arm & Disarm.

TO ARM:
1. Tap the green Security bar to display the Security screen.
2. Tap Disarmed – Press to Arm. The Choose How to Arm screen is displayed.
3. Select one of the following: Arm Stay, Arm Away, or Arm Night.
4. Enter your Keypad Code.
5. Once the system is armed, the green bar turns red and reads Armed – Press to Disarm.

TO DISARM:
1. Tap the red Security bar to display the Security screen.
2. Tap Armed – Press to Disarm. The keypad is displayed.
3. Enter your Keypad Code. The system is disarmed.

TO DISABLE SOUND:
Simply mute your device or adjust your sounds via the settings menu.
Security is just the start.

Your Bright House Networks system has all kinds of convenient features you can personalize to your preference, and update or change as often as you’d like. Here are just a few.

NEWS AND WEATHER
Wondering what it’s like outside, or what’s going on in the world? Use the apps on your touchscreen to check the weather, news, and more before you leave the house.

KEEP AN EYE ON THE HOUSE
Curious if the dog walker showed up, or the kids made it home from school on time? Take a look at your cameras remotely, or personalize your system to snap a picture when the door opens.

TURN ON THE LIGHTS
Don’t like coming home to a dark house? Use the lighting controls to flip on entry lights—right before you pull in the driveway.

ADJUST YOUR THERMOSTAT
Want to change the temperature so your house is cozy and comfortable when you get home? You can set the thermostat remotely so it’s just the way you like it when you arrive home.
FAQ:

Q: WHAT HAPPENS IF MY TOUCHSCREEN LOSES POWER?

Your touchscreen contains a backup battery, so the features of your security system will still be available for approximately 24 hours after you lose power. To conserve power, your touchscreen will turn off the display until you touch it, and it will disable features non-essential to security (e.g., apps). It will also begin beeping intermittently to notify you of the power loss. To stop the beeping, touch the touchscreen to illuminate it > click on the Trouble message on the top right of the home screen > click OK next to the AC Power loss message. Note: if power is not restored within 6 hours of acknowledging the power loss, the beeping will begin again.

Q: HOW DO I CHANGE OR ADD A KEYPAD CODE?

From the Main screen of the touchscreen, scroll over Settings > enter your current Keypad Code > click on Security > Manage Keypad Codes.

OR

From the Bright House Networks Home Security and Control online portal, scroll over the Security tab and choose Keypad Codes from the drop down menu.

Q: HOW DO I CREATE OR EDIT MY EMERGENCY DISPATCH LIST?

From the Bright House Networks Home Security and Control online portal, scroll over the Security tab and choose Emergency Dispatch Setup from the drop down menu.

Q: WHAT ARE ENTRY/EXIT ZONES AND PERIMETER ZONES?

Entry/Exit Zones are the doors most commonly used when you exit or enter your home. When an armed Entry/Exit Zone sensor is tripped, an Entry Delay begins. Perimeter Zones are all other doors and windows. If an armed Perimeter Zone sensor is tripped, there is no Entry Delay, and the alarm will sound instantly.

Q: HOW DO I REPORT ISSUES OR CONTACT SOMEONE WITH QUESTIONS ABOUT BRIGHT HOUSE NETWORKS HOME SECURITY?

Please call us at 1-855-821-1313.
Contact our Bright House Networks Home Security and Control Specialists any time.
1-855-821-1313

Serviceable areas only. Some restrictions apply.
Products and price of equipment and services subject to change.
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