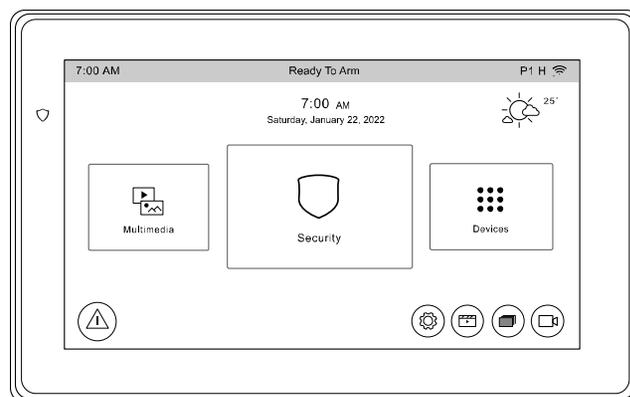# Honeywell Home

TuxedoW Home Automation and Security System

User Guide

NOTE: This device is a Security Enabled Z Wave Controller

Table of Contents

Introduction

Congratulations on your purchase of a TuxedoW touchscreen-controlled security system. TuxedoW is a **touchscreen keypad** that controls your **Vista** security system. The clear, simple controls are easy to learn and easy to use. Press ⊞ in the lower right corner of the screen to see videos with step-by-step tutorials on setting up and customizing your system.

About this guide

- TuxedoW is occasionally referred to simply as 'Tuxedo' throughout
- The term **system** refers to the entire Vista-based security system
- The terms '**user code**' and '**authorized code**' are used interchangeably
- The illustrations in this guide may differ slightly from what you see on your touchscreen

Features

TuxedoW offers burglary protection and options for fire/carbon monoxide protection as well as programmable Panic buttons for other types of emergency. (Panic buttons must be initially set up by your installer.)

Typically, your system is set up to automatically transmit alarms or status messages to a central alarm monitoring station.

TuxedoW can also control compatible devices such as wireless light switches and dimmer modules, door locks, thermostats, water valve monitoring devices and cameras.

In addition to the TuxedoW touchscreen, your system may include:

- One or more additional touchscreen keypads
- Window and door sensors for burglary protection
- Smoke, carbon monoxide or combustion detectors
- Lighting controls and other home automation devices

The system monitors all the sensors in your home, displaying alerts and other status information on the touchscreen(s). The sensors are grouped into zones to provide concise, useful information in an emergency. See **Introduction to Security System Operation** on for more about the zones on your premises.

Total Connect

TuxedoW supports the Total Connect remote service for controlling Z-Wave devices and Scenes. For more information, see .

Navigating the TuxedoW interface

Working with TuxedoW typically begins on the Home screen. This is the default display you'll see once system setup is complete. By default, the Home screen is displayed at most times; it can be customized via the Multimedia application.

On the Home screen

- Arm and disarm the **Security** system. See **page 6** for more information.
- Manage **Multimedia** features including display of videos and pictures on the touchscreen. See **page 17**.
- Control home **Automation Devices** such as lights, locks and thermostats. See **page 28**.

System Information

For the current software and software versions and other system information, touch ⊚ at lower right on the Home screen. See **page 14**.
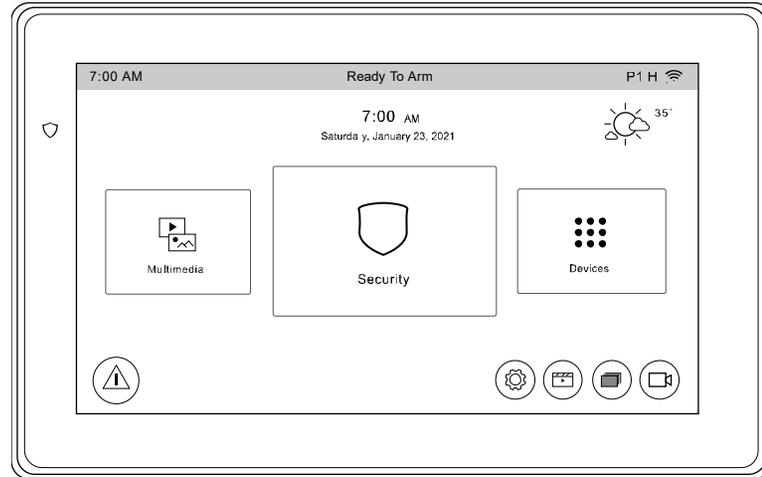
tuxedow-001-V1

Weather Forecast

The weather forecast is displayed in the upper right corner of the Home screen. Touch the Weather graphic to set the forecast for your location. On the weather settings screen, touch the **Region** dropdown to set the country where you live. Touch the **Zip Code/Postal Code** field to enter the code for your location. Touch ↻ at lower left on the Weather screen to update the forecast.

Note that your system must be connected to the Internet to receive weather information.

Wi-Fi Cameras

TuxedoW is compatible with camera models iPCAM-PT, iPCAM-PT2, iPCAM-PT2A, iPCAM-WI2 and iPCAM-WI2B.

Icons and Their Meanings

ICON	FUNCTION	ICON	FUNCTION
(home icon)	**Home**: Returns display to the Home screen.	(keypad icon)	**Authorized Code**: Use to enter 4-digit user code.
(shield icon)	**Security**: When green, **arms** the system in one of three arming modes. When red, touch to **disarm** the system.	(multimedia icon)	**Multimedia**: Controls slideshow and video features
(panic icon)	**Panic**: Displays Emergency functions (as programmed by the installer). **Note**: This icon is displayed and active on all screens except while in the **Clean Screen** mode.	(keypad reset icon)	**Keypad Reset**: Press to reset the Touchscreen.
(setup gear icon)	**Setup**: Accesses setup screens for System Info, System Setup, System Wi-Fi, Account, Display & Audio Setup and Brightness / Volume.	(Brightness / Volume sliders)	Adjusts display brightness and notifications volume.
(apply checkmark icon)	**Apply**: Press to accept changes**.**	(more choices icon)	**More Choices**: Access to Event Logs, Console Mode and Show Zones
(Wi-Fi icon)	**Wi-Fi**: Accesses Wi-Fi setup screens. Used to connect to Wi-Fi networks (if installed and programmed by your installer).	(disp & audio setup icon)	**Disp & Audio Setup**: Accesses setup screens for voice notifications, screen backlighting, Homepage configuration, temperature display and other personalization options.
(info *i* icon)	**Control Panel Message**: Alerts user to a control panel message.	(voice status sounder icon)	**Voice Status Sounder**: Press to hear system status verbally.
(micro SD card icon)	**Micro SD card loaded**		

System Trouble Icons

The Security screen displays one or more of these icons if system troubles occur. If a Trouble icon appears, contact your security professional.

ICON	FUNCTION
	AC Loss – The system is not receiving AC power.
	Bell Failure – The system bell or siren has a problem. **Note:** This icon appears only in residential systems.
	Expander Failure – There is a failure in an expansion module. If this notification appears, contact your security professional.
	Low Battery – The battery that powers the system during an AC power loss is low.
	LRR Supervision Failure – The communication device used to communicate with the central station has a supervision failure.
	Max Attempts Exceeded – The system has exceeded the maximum number of attempts to communicate with the Central Station.
	Pager Failure – The system cannot communicate with an assigned pager.
	Telco-1 Cut – The system is not able to communicate with the central monitoring station over the primary phone line.
	Telco-2 Cut – The system is not able to communicate with the central monitoring station over the secondary phone line.
	Wireless Failure – The system is not able to communicate with its wireless devices.

User Codes

When users are added to the system, each is assigned a 4-digit **user code**. This code enables the user's access to features and functions which she or he is authorized to use. For more information about assigning codes and defining each user's privileges, see **page 22**.

Extended Functionality

Extended functions are those that can be accessed through a standard alpha keypad or through the Console Emulation Mode on the TuxedoW Touchscreen. Refer to the alarm system's user guide for more information on these features.

Status LED

The LED to the left of the touchscreen shows different colors to indicate status:

POWER / RESET BUTTON

GREEN
• Ready To ARM

RED
• System Armed
• System Alarm

NOT ILLUMINATED
• Not Ready to Arm
• Alarm Silenced (Alarm Memory)

7:00 AM   Ready To Arm   P1 H

7:00 AM
Saturday, January 23, 2021   35°

Multimedia   Security   Devices

tuxedow-002-V2
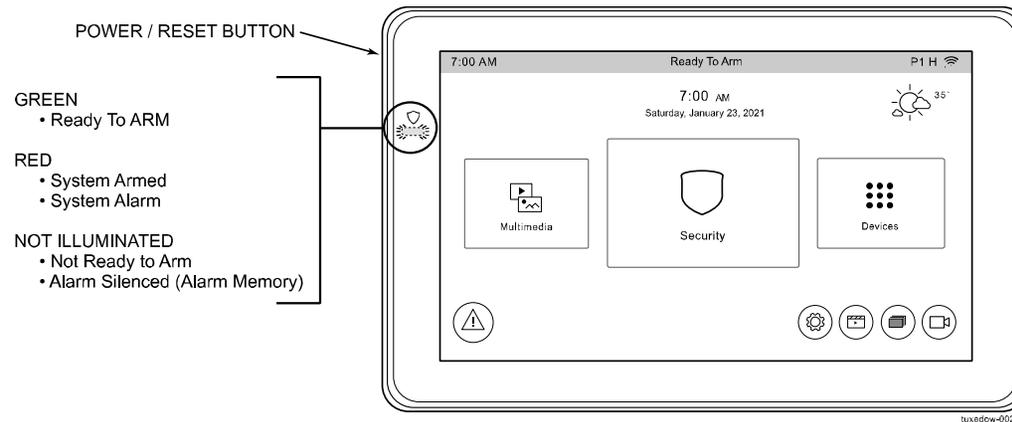
To reset the system, press and hold the side power/reset button for 3 seconds and then touch the **Press Here to Reset** message on the screen to begin the reset process. The system can also be reset by pressing and holding the power/reset button for approximately 15 seconds, until the system resets automatically.

Safe Mode

In the rare event your TuxedoW cannot successfully communicate in its graphic mode with the rest of the system, Safe Mode offers a backup method to ensure that you can operate the system. See **Safe Mode** on **page 24** for more information.

Operating Your Security System

Arming Modes

You can enable protection in any of these three arming modes: **Away**, **Stay** and **Night**.

Mode	Function	Exit Delay	Entry Delay	Perimeter Armed	Interior Armed
AWAY ARM AWAY	Press to arm when no one is staying on the premises. When armed in **AWAY** mode, the system sounds an alarm if a protected door or window is opened, or if any movement is detected inside the premises.	Yes	Yes	Yes	Yes
STAY ARM STAY	Press to arm when you are staying home but might expect someone to use the entrance door later. When armed in **STAY** mode, the system sounds an alarm if a protected door or window is opened, but movement within the premises is not monitored.	Yes	Yes	Yes	No
NIGHT ARM NIGHT	Press to arm when you are staying home and do not expect anyone to use the entrance door. *Your installer may have configured NIGHT Mode differently than the default settings; have the installer explain the specific settings of NIGHT Mode.*	Yes	Yes (set for Away or Stay Mode) No (set for Instant or Maximum Mode)	Yes	Yes (set for Away or Maximum Mode) No (set for Stay or Instant Mode) See Night Mode note below

NOTES: On **commercial** systems, **Away Auto Stay** mode is displayed as **Away** (with all zones monitored). However, some interior zones may not be armed.

On **residential systems only**, Night Mode arms all perimeter zones plus all zones listed in your system's **Zone List 5**. Refer to the system's documentation for more information on Zone Lists.

The Voice Status Sounder (◁)) icon indicates the Voice feature. Touch the Voice Status Sounder icon to hear system status. Wait 3 seconds and press again to hear Zone Faults or Trouble conditions. Voice status will annunciate even if Voice mode and Chime mode are disabled. Note that the Voice feature must be enabled (by the installer) for this icon to function correctly during an alarm condition.

There is a communicator delay of 30 seconds. This delay will prevent a report to the central station if the system is disarmed within 30 seconds after an intrusion alarm is triggered. This delay can be removed, or it can **be increased up** to 45 seconds at the option of the user by consulting with the installer. Note that emergency, carbon monoxide, and fire-type alarms are normally reported without delay.

Arming the System

Note: Close all protected exterior ("perimeter") windows and doors before arming. To arm the system:

ICON	ACTION	NOTES
	1. From the Home screen, touch the Security icon. 2. Press the selected arming icon. • A text message appears stating which zones types are arming and whether or not there is an entry delay • The screen changes to display the remaining exit delay time, and… • The exit delay time continues counting down to **1**.	**NOTE:** If Quick Arm is not enabled in your system, a prompt to enter your User Code is displayed. When the system is armed for Stay, Night Stay and Instant mode, the touchscreen beeps 3 times. When the system is armed for Away and Maximum mode, you will hear steady beeps then rapid beeping during the last 10 seconds of Exit Delay. When exit delay time expires, the screen automatically changes to indicate the system is "Armed".

How to Display Faults

The Display Faults function is used when you see a **Not Ready Fault** message and want to determine where the fault is and what type of fault it is. To display faults, do the following:

ICON	ACTION	NOTES
	1. Touch the following icons: **Security → More Choices → Show Zones**. Select the down arrow to view faults. You can also press the ⚠ icon to display faults. 2. If the fault cannot be corrected, you may choose to bypass a zone by selecting it, highlighting it and then touching the **Bypass Selected** icon.	The drop-down menu displays a listing of fault types. Select the fault type to view and current status is displayed on the screen. Take corrective action as needed, such as closing windows or doors to correct the fault. **Distressed Zones Icons** | Alarm	Troubles	Faults	Bypass	Low Battery	All	

How to Bypass Zones

The Bypass function is used when you want to arm the system with one or more zones left open. Bypassed zones are unprotected and do not cause an alarm when violated while the system is armed.

- **Residential** systems do not allow bypassing fire, carbon monoxide or emergency zones. On **commercial** fire systems, a specified user may be allowed to bypass fire, carbon monoxide and system zones, but that user must be enabled to do so by the system installer.
- There are limits on the number of zones that can be bypassed at one time. On **residential** systems, ten (10) zones can be bypassed at once; on **commercial** systems, the limit is five (5).

To bypass zones, do the following:

ICON	ACTION	NOTES
	1. From the Home screen, touch the **Security** and **More Choices** icons.	**Note:** If any zones are bypassed or faulted, a **Display Faults** icon is also displayed on this screen.
	2. Press the **Show Zones** icon.	While the touchscreen is requesting and receiving the zone data from the system, the screen displays **Please Wait!** Then the zones and their current status are displayed.
	3. Highlight the zone(s) to be bypassed and touch the **Bypass Selected** icon. 4. Enter the 4-digit user code.	**Note:** If zones have already been bypassed, the top of this screen says **Ready Bypass** and **To Bypass Zones, Enter Code**.
	5. Touch the **Refresh Data** icon.	The **More Choices** screen is displayed showing the system status **Ready-Bypass**.

How to Clear Bypassed Zones

Bypassed zones are automatically **un**-bypassed when the system is disarmed. To un-bypass a zone manually, take these steps:

SCREEN	ACTION	NOTES
	1. Touch the SHOW ZONES icon. 2. Touch the **CLEAR BYPASSES** icon.	While the touchscreen is requesting and receiving zone data from the system, the screen displays **Please Wait!** Then the zones and their current status are displayed.
	3. Enter your 4-digit user code. The **More Choices** screen is displayed showing the system as **Ready to Arm**.	**NOTE:** If the system is armed, **un-bypassing** a zone will **disarm** the system. If zones are still faulted (not ready) the system will show the status **Not Ready Fault**.

Disarming the System

IMPORTANT: If you return to your home or business and the main burglary alarm is sounding, DO NOT enter the premises, but call the police from a safe location nearby. If you return to your home or business after an alarm has occurred and the main sounder has shut itself off, the keypad beeps rapidly upon entering, indicating that an alarm has occurred during your absence. **LEAVE IMMEDIATELY and CONTACT THE POLICE** from a safe location nearby.

The system may be disarmed using either of two methods. One method is employed when you enter the premises and the other is when you have been in the premises with the system armed (i.e., Stay and Night arming modes).

To disarm the system when entering the premises:

The touchscreen automatically displays **Entry Delay Active** when you enter the premises.

ICON	ACTION	NOTES
1 2 3 / 4 5 6 / 7 8 9 / ↺ 0 ×	Enter your 4-digit user code.	The partition is disarmed and the **Arming** screen displays **Ready to Arm**. (See **page 10** for more about Partitions.) **NOTE:** If you have a commercial system and a time window has been defined for when you may disarm the system, the system does not disarm if you are outside that time window.

To disarm the system when you're on the premises:

ICON	ACTION
DISARM	1. Press the **Disarm** button 2. Enter your 4-digit user code.

To disarm Multi-Partitions:

ICON	ACTION	NOTES
🛡	1. Touch the **Security** icon. 2. Touch the **Arm Multi-Partition** icon. 3. Touch the **Disarm** icon. 4. Enter your 4-digit user code. 5. Highlight the partition(s) to disarm and press **OK** or press **ALL** to disarm all partitions.	All selected partitions should be disarmed, user can enter multi-partition list to check the status of partitions.

How to Check the Status of Other Partitions

This system supports between one and eight Partitions (depending on the system.) Partitioning enables a single physical alarm system to control up to eight areas of protection (partitions) depending on the system you have purchased. Each Touchscreen is assigned a default partition for display purposes and shows only that partition's information.

NOTE: A letter "**H**" following the partition name or number indicates that this is the default partition for the touchscreen. For example, if your physical site is a four-apartment housing unit, your alarm system may be configured with four partitions. Each apartment's zones (door, windows, smoke detectors, etc.) are assigned to separate partitions, giving each apartment independent arming/disarming control of its own partition (area). A landlord or manager may be granted access to all partitions, so he/she can control the entire system.

If a user is so authorized, a touchscreen or other touchscreen in one partition can be used to perform system functions in another partition. (Note that only those partitions authorized and programmed by the installer can be accessed in this manner.)

To check the status of other partitions, perform the following:

ICON	ACTION	NOTES
  P1 H	1. Touch the Security icon. 2. Select the **Current Partition** icon; in this case it displays **P1 H** unless changed by the installer). 3. Enter the code authorized to access other partition(s). If the code is accepted, the system displays the partitions that user has access to.	This screen displays the available partitions and their current status. The current partition is shown at the top of the display (**P1**). To change this assignment, select the appropriate icon (e.g., press **P2** to switch control to Partition 2). **NOTE:** After leaving this screen when using a residential system, the selected partition in the touchscreen automatically reverts back to the touchscreen's home partition after two minutes. When using commercial systems, you must select the touchscreen's home partition to return to it. **NOTE:** A code may have access to some or all of the available partitions.

Fire and Carbon Monoxide Alarm Operation

Your fire alarm system and carbon monoxide detector (if installed) is on 24 hours a day, providing continuous protection. In the event of an emergency, the installed smoke, heat, carbon monoxide detectors automatically send signals to your Control/Communicator, triggering a loud interrupted sound from the touchscreen. An interrupted sound is also produced by optional exterior sounders. EVACUATE ALL OCCUPANTS FROM THE PREMISES IMMEDIATELY. Notify your Central Station/Security Company immediately and wait for further instructions.

In Case of Fire Alarm

A FIRE message appears at your touchscreen and remains on until you silence the alarm.

- Should you become aware of a fire emergency before your detectors sense the problem, go to your nearest touchscreen and manually initiate an alarm by pressing the panic key assigned as FIRE emergency (if programmed by the installer) and hold down for at least 2 seconds.
- Evacuate all occupants from the premises.
- If flames and/or smoke are present, leave the premises and notify your local Fire Department immediately.

Silencing and Clearing a Fire/Carbon Monoxide Alarm

1. Silence, acknowledge, and clear the alarm by:
   a. **For Residential Systems:** Press **Touch here to Silence** on the display to silence the alarm.
      For Commercial Systems: Enter your code; this action silences the alarm and acknowledges disarming the system (if it was armed at the time of the alert).
   b. **For Residential Systems:** Press the **CLEAR** icon followed by your code. This acknowledges the alarm and the disarming of the system (if armed).
      For Commercial Systems: Press the **CLEAR** icon followed by your code. The system attempts to clear the alarm from memory. If NOT successful (i.e., smoke in the detector) the Security screen is displayed and the Display Faults icon displays a "Not Ready Fault".
   c. Press the **DISPLAY FAULTS** icon on the Arming screen. The faulted fire/carbon monoxide zone is displayed.
   d. Press the **CLEAR** icon and then enter your code. This clears the Fire Alarm/CO Alarm from the system.
2. If the touchscreen does not indicate a **READY** condition after the second sequence, press the **DISPLAY FAULTS** key on the Arming screen to display the zone(s) that are faulted. Be sure to check that smoke detectors/carbon monoxide detectors are not responding to smoke, heat, or gas producing objects in their vicinity. In this case, eliminate the source of heat, smoke or leak.
3. If this does not remedy the problem, there may still be smoke/gas in the detector. Clear it by fanning the detector for about 30 seconds.
4. When the problem has been corrected, clear the display by entering the **DISPLAY FAULTS** icon on the Arming screen, selecting the fire or carbon monoxide zone, pressing the **CLEAR** icon and then entering your user code.

Note: Contact your Central Station/Security Company for servicing if you have further problems with your system.

More Choices

How to Clear/Hide a Control Panel Message

The (*i*) icon alerts the user to a **control panel message**. When a Control Panel Message is displayed, the user has two options. The user can clear the message immediately or minimize the window and clear it at a later time.

To Clear/Hide the Control Panel Message, do the following:

ICON	ACTION	NOTES
(*i*)	1. To clear, press **CLEAR**. 2. Enter your 4-digit user code **or**: 3. To hide, press **HIDE** to clear the Control Panel Message later.	Once your user code is accepted, the Control Panel Message is cleared. If the alarm is still present, press **CLEAR** again and then enter your user code again. Press the **HIDE** icon to address the condition later.

Advanced System Features

While most of the commonly used security functions are available from the touchscreen's advanced user interface, there are some less used, advanced features that can either be accessed through Console Emulation mode on the touchscreen or a standard alpha keypad. To use features not supported by the touchscreen, refer to the system's user guide.

Console Emulation Mode

Console Emulation Mode allows you to use a touchscreen interface just as you would a regular system touchscreen. All commands shown in Console Emulation mode can also be executed from a standard alpha keypad.

Notes:
- Using Console Emulation Mode to enter GOTO commands is **not** recommended. Unsatisfactory operation may result from issuing GOTO commands in Console Emulation mode.
- Two-icon Panics (**1** & *****, **3** & **#** and ***** & **#**) **do not** function in Console Emulation Mode. The A, B, C, and D icons <u>do</u> function if programmed as Panic keys. Check with your system installer for details.
- **On commercial systems with alphanumeric keypads ONLY**:
  - Pressing a key for 5 seconds calls up Help information about functions associated with that key.
  - Pressing the ***** key for 5 seconds displays information on zone descriptors.

How to Initiate Console Emulation Mode

ICON	ACTION	NOTES
(•••)	1. From the Home screen, touch the **Security** icon. 2. Touch the **More Choices** icon 3. Touch the **Console Mode** icon.	Perform functions as you would from a standard alpha keypad.

How to View the Event Log

Your system records events in its operation in a **log**; each event is logged with the time and date of its occurrence. Logging must be set up by your installer. To view the Event Log, do the following:

ICON	ACTION	NOTES
(⋯) 📄	1. From the Home screen, touch the **Security** icon and then the **More Choices** icon. 2. From the **Event Logs** menu, select the **Events** drop-down arrow to view the logged history of events. Your choices are: **All Events**, **System**, **Alarms**, **Troubles**, **Bypasses**, and **Open/Close**. 3. Select the **Partitions** drop-down arrow to open and view the partitions list.	**NOTE:** While keypad is requesting and receiving the event log data from the system, the "Event Log" screen displays "**Please Wait!**" The **Next>>** and **<<Previous** icons are shown for commercial systems only when 100 or more events are in the log. They are not shown for residential systems. When more than 100 events exist, pressing **All Partitions** or **All Events** displays the **Next >>** and **<< Previous** icons, indicating the previous 100 events or the next 100 events.

How to Send Emergency Messages

Fire, police or medical emergency messages can be sent to the central monitoring station from the **Emergency** screen.

Press the **PANIC** icon at lower left on the screen to open the **Emergency** screen.

Take these steps to send an emergency message:

ICON	ACTION	NOTES
(⚠) **PANIC**	1. Press the **PANIC** icon and hold it for at least 2 seconds 2. Press the **FIRE**, **POLICE**, **Silent Panic** or **MEDICAL** icon. The screen from which you pressed the **PANIC** icon reappears.	• The **Emergency** screen cannot be accessed while the touchscreen is in **Clean Screen** mode. • Emergency messages are <u>optional</u> and might not be included with your account. Ask your security professional if emergency messages are configured and available on your system.

Emergency Icons

🔥	★	★	✚
Fire	Police	Silent Panic	Medical

Setup

The **Setup** screen is used to set your preferences and configure other details of the system's operation. Setup provides access to **System Info, System Setup, System Wi-Fi, Account, Display & Audio Setup, Brightness** and **Volume.**

Some of these settings may require that you enter your **user code**.

On the <u>Home screen</u>, touch the circled gear icon ⊚ in the lower right corner. The **Setup** screen appears.

On each screen, press ◀ in the upper left corner to return to the previous screen. Press 🏠 to return to the Home screen.

System Information

ICON	ACTION

⚙	On the <u>Setup screen</u>, touch ⚙ **System Info** for details on your system's software and firmware and the keypad's internet connection.
	   ○ Select the **Enable Remote Upgrade** checkbox to allow over-the-air firmware and software updates
	   ○ Touch **SYNC IP TO SERVER** to confirm Tuxedo's connection to the internet.

System Setup

ICON	ACTION

🖥	On the **Setup** screen, touch 🖥 **System Setup** to access these functions and features:
	
	  📅 Time/Date Setup **page 20**
	  ❄ C/S Setup **page 21**
	  👤 User Setup **page 21**
	  ⚙ Advanced Setup **page 23**
	  🔍 Tuxedo Sync **page 26**
	  👤 User Profile **page 26**
	  📋 Quick Programming **page 27**
	  🔄 Controller Initial **page 27**

System Wi-Fi

TuxedoW supports the **2.4GHz** and **5GHz** Wi-Fi standards.

ICON	ACTION
	NOTE: If the Wi-Fi network you want to connect to isn't listed, touch the ↻ button to scan (or <u>re</u>-scan) the area for available Wi-Fi networks. On the <u>Setup</u> <u>screen</u>, touch 📶 **System WiFi** to see a list of available Wi-Fi networks. 1. Choose your Wi-Fi network name (also called the **SSID**) from the list 2. When prompted, enter your network password 3. Touch **Connect**. **OR** 1. Touch ⊕ to add a new network manually 2. Enter the network's name (SSID) and password 3. Select the type of security your network uses, probably WPA or WPA2 4. Press Connect or Cancel.

Account

Use these controls **to set up remote access** for as many as six users from web browsers on desktop PCs or mobile devices. Other User-related settings are accessed through **System Setup** on **pages 21** and **26**.

Read more about Total Connect 2.0 on **page 42**.

ICON	ACTION	NOTES
	On the <u>Setup</u> <u>screen</u>, touch 👥 **Account**. 1. Enter the user's name and create the user's password. 2. Check the appropriate box(s) • Secured Web Server Access (HTTPS) • Authentication for Web Server Local Access 3. Touch ✓ to save. Touch ‹ to return to the previous screen.	The keypad's IP Address is used on a standard web browser to control user functions such as Security, Z-Wave operation, and camera viewing. **Supported Browsers:** ○ IE (Edge) Version 10+ ○ Safari Version 6+ ○ FireFox Version 10+ ○ Opera Version 12.10+ ○ Chrome Version 14+ ○ Android Webview • For Remote Access, and for higher security when viewing from a web enabled device or PC on a different sub-net, create a log-in page for users. Enter the required information for each field. • With HTTPS enabled: For remote access, make sure the router's port #443 is open. Also, browser will generate a security warning before loading the webpage. It is normal to accept the warning in order to access the webpage.

Display & Audio

You may be required to enter your 4-digit user code to access these settings.

IMPORTANT: **Panic** alarms **cannot be initiated** while the keypad is in cleaning mode

ICON	ACTION	NOTES
	At left, the **Operating Mode** selection dictates the notification sounds heard whenever a door or window is open, or other change in system status occurs. • **Chime Mode** – Chimes sound at the keypad • **Voice Mode** – Voice annunciates at the keypad **Select both checkboxes for:** • **Voice Chime** – Chime sounds followed by voice annunciation	Along with the notification by chime and/or voice, the **system status** bar at the top of most screens will display **Fault** or **Not Ready To Arm**.
	At right, set these preferences: • **Languages** – Select **English**, Canadian **French** or **Spanish** for Latin America • **Backlight off After** – Set how long it takes for the screen to go dark after the last button-press or the last change is saved • **To Homepage After** – Set how long it takes for the display to return to the Home screen from other screens • **Auto Slideshow After** – Set how long it takes for the display to show your user-selected photos (if a slideshow has been set up) • **Temperature Unit** – Select Fahrenheit or Celsius	The **Backlight off After**, **To Homepage After** and **Auto Slideshow After** settings all include the option "**Never**".
	At bottom right: • Touch **CLEAN SCREEN** to begin cleaning the keypad • Touch **Continue** to disable the touch controls in the screen while cleaning	Other than routine cleaning, the keypad is maintenance-free. Be sure to follow the on-screen cleaning instructions. • **Don't** use any liquids, sprays or products containing ammonia on the screen • **Do** use a soft, damp cloth on the screen
	Touch ⊘ to save any changes you've made to the Languages, screen or temperature display setting.	

Brightness and Volume Controls

ICON	ACTION	NOTES
Brightness Volume	Move the bars left or right to increase/decrease screen brightness or voice/chime volume.	Changes are saved when you exit ⟨ this screen.

Multimedia Application

Multimedia features are accessed via the ▶ icon on the left side on the Home screen. You can set up a slideshow-type display of personal photos or play videos on the touchscreen.

Photo and video files are transferred to your system via Micro SD/SDHC memory card (not supplied). The memory card must remain in the TuxedoW in order to use these features. When a memory card is loaded, the [▥] icon appears in the upper right corner of the screen.

NOTE:

UL	Multimedia functionality is supplementary only and has not been evaluated by UL.

About the Memory Card

- Micro SD/SDHC cards up to 64GB may be used
- Cards must be formatted with the FAT32 file system.
- Recommended brands are Kingston or Samsung

Loading and Handling the Memory Card

Load memory cards as seen in the illustration at right.
- Make sure the card clicks into place when inserted into its slot
- To remove the card, gently push it again to release the catch, and it will pop out far enough to be grasped with fingernails
- Avoid touching the contacts on the card
- Quit slide show/video application before removing memory card

Please remember that in everyday handling, memory cards can malfunction or be damaged by electrostatic discharges, causing loss of the information on the card. In some extreme cases, the keypad may need to be reset.

NOTES
- Resideo is not responsible for any loss of personal information (files, videos, photos, etc.).
- Many computers, cameras and other devices have built-in slots for SD/SDHC memory cards but may not accommodate the Micro SD/SDHC cards used by TuxedoW. However, Micro SD/SDHC cards **can** be used on these devices with an adapter like the one shown in the illustration at right.

Supported File Formats

Images: .**jpg**, .**bmp**, .**png**, .**jpeg**
Videos: .**avi**, .**ts**, .**mpg**, .**mp4**, .**mov**, .**mkv**, .**flv**

IF MICRO SD CARD HAS BEEN USED WITH AN ADAPTER, REMOVE IT FROM THE ADAPTER AND INSERT IT INTO THE CONTROL PANEL AS SHOWN

INSERT CARD

NOTE: FRONT OF MICRO SD CARD FACES SAME WAY AS FRONT OF TOUCHSCREEN
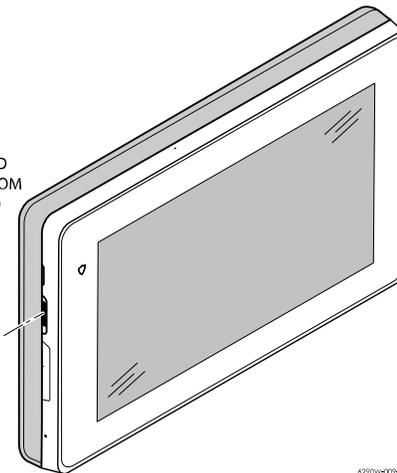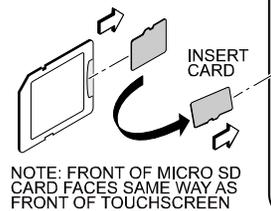
629DW-009-V4

Slideshow Setup

ICON	ACTION	NOTES

	1. Insert a Micro SD card containing pictures in a supported file format.
	
	2. On the Home screen, select **Multimedia** . The Multimedia menu opens.
	
	3. Touch the **Picture** icon. The touchscreen displays thumbnails representing the contents of the memory card. Any folders contained in the card will be represented by a thumbnail of the first file in that folder.
	
	4. Press the **Play** icon. The slideshow begins.
	
	    • To start the slideshow with a specific image, tap that image's thumbnail and then the Play icon.
	
	5. Touch the screen again to interrupt the slideshow and return to the menu.
		Two other still-image options are available from the Multimedia menu:
		
		• **Home screen wallpaper**. Select an image and touch . White crop marks appear over the image.
		
		    ○ Move and resize the crop marks with your finger. Note that only the **size** and not the shape of the crop area can be changed. This intentionally restricts the proportions of the image you set to the same aspect ratio as the touch screen.
		
		    ○ Touch to set the image as the Home screen's wallpaper.
		
		• **File information**. Select an image and touch . TuxedoW displays the image's file name, its file size, the date/time last saved and other information. To dismiss the display, touch **CLOSE** in the lower right corner of the information box.

Video Setup

ICON	ACTION	NOTES
	1. Insert a Micro SD card containing videos in a supported file format. 2. On the Home screen, select **Multimedia** . The Multimedia menu opens. 3. Touch the **Video** icon. A list of available videos appears. See the notes at right for options available from the list of videos. 4. Tap the video to be played and playout begins.	• Select (SD) to see only videos on the SD card • Select (EVENTS) to see videos recorded by connected cameras when triggered by system events such as Arms/Disarms and motion detection • Touch ⚙ at lower right for sorting and filtering options • Select (SHOW ALL) to list all event-triggered recordings • Select (FILTER BY CAMERAS) to list only recordings from selected cameras • Select (FILTER BY CRITICAL) to list only recordings marked as Critical • Touch (DELETE ALL) to delete all event-triggered recordings • Touch ↓ in the lower right corner to download all event-triggered videos from their cameras to the SD card in your Tuxedo.

Time/Date Setup

- Touch (Get Time) for the touchscreen to set its time display from the security system.
  - o   For Vista residential and newer commercial systems such as VISTA-128BPT: The system may update the touchscreen's time periodically
- To manually set the current time, do the following:

ICON	ACTION
	1. On the Home screen, touch the **Settings** ⚙ icon. The Settings menu appears. 2. Select **System Setup** 🖳 and then **Time/Date Setup** 🗓. The setup screen appears; each column on the setup screen is a scroll wheel. 3. Scroll to select **Year**, **Month**, **Day**, **Hour** and **Minute** in the blue center row. • If **12 Hour** is selected in the dropdown to the right, the choice of **AM** or **PM** is also displayed and the hours scroll from 1-12. • If **24 Hour** is selected, the hours scroll from 1-23 and the AM/PM choice is not offered. 4. Use the other dropdown menu to select a format for the date display. 5. Touch ⊘ (*This is the first of two steps to save your settings and start the clock at the time you've set)*. The system asks **Set time on the security system as well?** • Select Yes if you want the entire security system to run on the time you have set manually. • Select No to set the time only on the touchscreen.

Daylight Savings Time

With **DST On** selected, the keypad adjusts for Daylight Savings time at the selected date and time.

ICON	ACTION
	1. Touch (DST) 2. At upper right on the next screen, turn **DST On** ⬤ 3. Set **Start DST** and **End DST** by scrolling the same way you set current time and date 4. Touch ⊘ to save settings

CS Setup

These settings are part of the installer's initial setup. They are not accessible to users.

User Setup

Users of the security system are divided into categories (details below). Each type of user has a different degree of access to the system's functions and features (the user's **Authority Level**). At the time of installation, your security professional assigns **Master User** status to a designated system user (in residential settings, typically the homeowner). In everyday use, the Master User sets up and manages other users, designating them as Master, Normal, Guest or No Access. In addition to user type/authority level, each user is assigned a 4-digit **user code**.

The system uses these codes to distinguish between users and restrict certain functions to the appropriate person(s).

All users are automatically assigned a **user number**, which cannot be changed. Do not confuse user numbers with user *codes*.

The maximum number of Users that can be added is varies with the specifics of your security system.

Remember that only the Master User can add or delete users or edit users' information.

Authority Levels

Authority Level	Functions	Equivalent System Name	
		Residential Systems	**Commercial Systems**
Master	Can perform all security functions, add/delete users in assigned partition, program scheduled events, and change partition master code	Partition Master	Level 1 Master
Normal	Perform security functions (arm, disarm)	Standard User	Level 3 Operator A
Guest	Can arm the system in assigned partitions but cannot disarm the system unless the system was armed with this code. **Note:** Do not assign this level if Quick Arm is enabled in your system.	Guest	Level 4 Operator B
No Access	Used to restrict access from a partition.	N/A	N/A

How to Add a User

ICON	ACTION	NOTES
⊕	1. Press the Setup → System Setup → User Setup icons. 2. Press ⊕ and enter the Master User's user code. 3. Select the Partitions, and access level for this user; Master, Normal, Guest or No Access. 4. Press the box next to User Number and enter an available (3-digit) user number. 5. Type the username (6 characters maximum, no spaces between characters). 6. Press the box next to RF Button Zone (if used); enter the 3-digit RF Button Zone for this user. 7. Press ⊘ to Save the user information or press the Back ‹ arrow to return to the previous screen.	On the **Data Entry** screen, enter the user information. • Use the **Shift** key for capital letters • Use the **BS** (Backspace) key to make corrections. • The **@#$** key is not available for use at this time. These characters cannot be saved. If assigning this user to wireless key, enter one of the zone numbers of the keyfob (the wireless key must be programmed first before it can be assigned to a user). Select the partitions, access level, and enter an available user number for this user. **For available user numbers, see the instructions that came with your Vista system.**

How to Add an Existing User to a Second Keypad

After adding a user to the first keypad, the same user can be added to a second keypad. From the second keypad go to **User Setup** and enter the same user name and same user code (see **How to Add a User**, above). The second keypad will automatically update the user information. Press **Save**.

How to Delete a User

ICON	ACTION
	1. Select the User you want to delete. 2. Press the **X** icon in the lower right-hand corner 3. Enter your Authorized code. The **Confirm Delete** screen is displayed.

How to Edit a User

ICON	ACTION	NOTES
	1. Select the User you want to edit. 2. Enter your Authorized code. 3. Select the options needed for this user and press ⊘ to Save.	User's <u>names</u> and <u>numbers</u> cannot be edited. To change a user's name or number, that user must be deleted and added again.

Advanced Setup

On the Home screen touch **Setup** (⚙), then on the Setup screen, touch **System Setup** ⬚. Next, on the System Setup screen, touch **Advanced Setup** ⚙.

Power Mode Setup

ICON	ACTION	NOTES
▯	1. On the Advanced Setup screen, touch ▯ 2. Click the **Power Save Mode** checkbox to enable this feature. 3. Select the **Turn off Network** and/or **Override Display Settings** options. 4. Press ✓ to save settings. Press ‹ to return to the previous screen.	**Turn off Network** disables Tuxedo's Wi-Fi connection when the battery drops to a critical level. **Override Display Settings** suspends custom user settings such as screen brightness (**page 17**) and the **Backlight Off After** time setting (**page 16**) to minimize battery drain.

Night Setup

ICON	ACTION	NOTES
🌙	1. On the Advanced Setup screen, touch 🌙 2. Select the arming mode to be activated when **NIGHT** is selected on the Security screen. 3. Press ✓ to save settings. Press ‹ to return to the previous screen.	The Night function can be set to arm the system in one of five arming modes: • Away • Stay • Instant • Night • Maximum

Keypad Reset

Use this function to reset Tuxedo and download a fresh copy of the system's information to the keypad.

ICON	ACTION	NOTES
↻	1. On the Advanced Setup screen, touch ↻. The touchscreen asks "**Processor Reset: Are you sure you want to reset?**" 2. Select **OK** to reset (power cycle) or **Cancel** to quit.	**Be sure you want to do this before proceeding.**

End-User License

To review the Privacy Statement and End-User License Agreement (EULA), do this:

ICON	ACTION
(document icon)	1. On the Advanced Setup screen, touch (icon). 2. The EULA is displayed.

Factory Default

To restore the keypad to factory defaults, do this:

ICON	ACTION	NOTES
(back arrow icon)	1. On the Advanced Setup screen, touch (back arrow icon) 2. Select **OK** to reset or **Cancel** to quit	DO NOT USE THIS OPTION UNLESS DIRECTED TO BY YOUR SECURITY PROFESSIONAL. All settings will be erased and the keypad will reset!

Safe Mode

In the rare event Tuxedo loses contact with the system, **Safe Mode** offers a backup for continued operation. In Safe Mode, the display is simplified, allowing control of the system until the communication problem is corrected.

If normal operation is disrupted, Tuxedo displays **Problems detected. Start Keypad in Safe Mode?** and requests a response within 30 seconds. Answer **Yes** and Tuxedo switches to Safe Mode. If you answer **No**, Tuxedo tries to communicate with the system again. After 3 unsuccessful attempts, the keypad switches to Safe Mode automatically. Safe Mode can also be initiated manually (see below). If the system has switched to Safe Mode, the Home screen shows **Safe Mode** against a yellow bar at top and the (! SAFE MODE !) icon appears in the lower right corner of the screen.

ICON	ACTION
(! SAFE MODE !)	To **exit** Safe Mode: 1. Touch the (! SAFE MODE !) icon. Tuxedo requests confirmation. 2. Touch (✓) to proceed (or (✕) to cancel). The keypad resets and normal operation resumes **if** the original communication problem has been resolved.
	To **initiate** Safe Mode manually: 1. Touch (gear icon) on the Home screen 2. On the Setup screen, touch **System Setup** (icon) 3. On the System Setup screen, touch **CS Setup** (icon) 4. On the CS Setup screen, touch **Options** (icon) 5. On the Options screen, touch **Safe Mode** and then (✓). Tuxedo requests confirmation. 6. Touch **Yes** and Tuxedo restarts in Safe Mode.

NOTE: Use caution when responding Yes or No. Pressing the screen outside the area of the Yes and No buttons may cause them to be obscured by another part of the display. If this occurs, the touchscreen continues its 30 second countdown and resets to Normal Mode (or Safe Mode if this is the third time that the warning message appeared).

Note that Safe Mode offers **limited** operation. While in Safe Mode:

- You can use the Security icon to access **Console Emulation Mode** in order to clear faults, disarm the system or enter additional alpha keypad-type commands specified in this User Guide. Almost all functions that can be performed from a non-graphic keypad are available on the touchscreen while in Safe Mode. See **page 12** for more about Console Emulation Mode.
- You can press the **Panic** key(s) and generate emergency messages as defined in the system's home partition for this keypad.
- The LED on the front of the keypad indicates the keypad's Home partition status.
- Chimes continue to function.
- If an alarm occurs, it is displayed **only** on the **Console mode** screen and not on the Home/Security screen.

Tuxedo Sync

To access the **Device Synchronize Management** screen, press the **Tuxedo Sync** icon.

Use the **Discover** option to detect other TuxedoW panels on the same network. Other panels discovered appear in a list.

ICON	Function	Description
	DISCOVER TUXEDO	Automatically searches for any other TuxedoW panels on the same network.
	ADD	Manually add a Tuxedo by entering the Name, IP Address, MAC and model number
	EDIT	Change the name of a touchscreen or other keypad
	REMOVE DEVICE	Removes the selected TuxedoW from the list
	REMOVE ALL	Deletes all TuxedoW panels from the list
	SYNC ZWAVE DEVICE NAME	Reconciles the names of Z-Wave devices displayed on a secondary Tuxedo keypad with the names saved on the primary keypad.

User Profile

To access a user's information, press the **User Profile** icon.

ICON	ACTION
	View or change Tuxedo's user-assigned name, the region where you live and your ZIP or postal code. 1. Touch ⊘ to save 2. Touch ‹ to return to the previous screen or Home

Quick Programming

Used by the dealer to program the security system. Requires Installer-level access.

Controller Initial

To access the **Controller Initial Setup Wizard,** touch ⟳ .

ICON	ACTION
⟳	**Step 1: Wi-Fi Setup** 1. Select a network from the list of available networks and enter the password **OR**: • Press ⊕ to set up a new network name (**SSID**), security option (**WEP** or **WPA/WPA2 PSK**) and password 2. Press **Connect** or **Cancel** 3. Press **NEXT** **Step 2: Important operation information** 4. **Name** your Tuxedo touchscreen, choose the region where you live and enter your ZIP or postal code 5. Press **NEXT** **Step 3: Remote Login Setup** 6. Enter each user's User Name and password. Passwords must be at least 8 characters and must contain at least one uppercase letter, one lowercase letter and one number. 7. Check the box labeled **SECURED WEB SERVER ACCESS (HTTPS)** 8. Check the box labeled **AUTHENTICATION FOR WEB SERVER LOCAL ACCESS** 9. Press **SAVE** and then **FINISH**

Automation

TuxedoW uses **Z-Wave** technology to automate devices in a home control network.

To view videos about Tuxedo setup, press ⊡ in the lower right corner of the Home screen. Follow the instructions beginning on **page 29** to **Enroll** (add) devices into your home control network.

UL	Automation functionality is supplementary only and has not been evaluated by UL. Access control functionality has not been evaluated by UL and may not be used in UL Listed applications.

To access automation functions, touch ⠿ **Devices**.

Z-Wave Icons

Icon	Description	Icon	Description	Icon	Description
ROOM	Intuitively organize devices by room for easy programming and operation.	SCENE	Set up combinations of automation features to operate multiple devices with one command.	SETUP	Add and delete Z-Wave devices in your system.
THERMOSTAT	Set up and operate Wi-Fi thermostats	GROUP	Create groups of devices for use with Scenes.	REFRESH	Updates the status display of devices in your system.
ADD DEVICE	Includes/adds (Enrolls) devices into the network.	REMOVE FAILED	Removes all failed devices from the device list.	MORE	Accesses the REPLACE FAILED and Z-WAVE DEFAULT options
REMOVE DEVICE	Excludes/deletes (Removes) devices from the network.	DEVICE SETUP	Edit a device's name, change its icon and view the details of associated devices.	REPLACE FAILED	Click to replace a failed device.
ABORT OPERATION	Aborts or cancels the ADD/REMOVE DEVICE action.	DEVICE SEARCH	Searches for a selected device and updates the status.	Z-WAVE DEFAULT	Resets the Z-Wave controller to factory settings.

Including (Adding) Z-Wave Devices in Your System

Each device must be installed according to the manufacturer's instructions.

WARNING
Automation is intended for lifestyle convenience. Do not use automation for life safety and property protection.

Including a Light, Switch or Outlet Module

ICON	ACTION	NOTES
	1. Plug the Z-Wave module into an AC outlet and plug the lamp or other device into the Z-Wave module 2. On the Home screen, touch the **Devices** ⠿ icon and then **SETUP** ⊘⟩⟩ to display the **Z-Wave Device Management** screen 3. Press the **ADD DEVICE** ＋ icon. Tuxedo indicates that the Inclusion process has begun. 4. Press the **Function button** on the device. 5. Tuxedo displays **Device Added Successfully**	**Note:** Z-Wave devices vary; consult the device manufacturer's instructions for details, including the location of the Function button. • If a simple on/off device has been included, Tuxedo displays an On/Off button on the **Devices** ⠿ screen. • If a <u>dimmer</u> module is added, an On/Off button and a dimmer slide control are displayed.

Including a Resideo Thermostat

Install your Resideo thermostat according to the manufacturer's instructions. The device should be mounted in its final location and tested before being added to the system.

Note: Resideo is not responsible for property damages due to improper setting of the thermostat modes.

To Include a **Resideo** thermostat into a Z-Wave network, follow these steps:

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Press the **ADD DEVICE** icon Follow the **Z-Wave Inclusion** instructions in the thermostat's Installation Guide. 3. To complete inclusion, press **Done**. 4. Press **Exit** to return to normal operation. 5. At the Tuxedo touchscreen, verify activation by pressing the **Back** icon; wait 30 seconds 6. Press the **Refresh** icon; the new device is displayed.	**Note:** If you're installing another brand of thermostat, the Z-Wave inclusion process may differ from the steps shown here. Follow the instructions in the documentation that came with your device. **Also note** that some thermostats do not update temperature status automatically, i.e. Wayne Dalton. The keypad displays a series of messages: • Start Add device. Please press function key on device • Adding Controller Unit • Adding Slave Unit • Device added successfully

Including a Z-Wave Door Lock

Refer to the lock's instructions and assemble it, **making sure its orientation/handedness is correct.** Connect necessary cables, then install batteries. The Inclusion process should be carried out within 5 ft of the keypad.

NOTE: When setting a user code, program it into TuxedoW **before** programming it into the door lock. User codes must be 4 digits.

Include the lock as follows:

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Press the **ADD DEVICE** icon. 3. At the door lock, program the selected user code from the panel; refer to the device's instructions.	**Note:** Door locks may vary; consult the documentation accompanying your device for instructions on the Inclusion process and programming a new user code. The keypad displays a series of messages: • Please press function key on device • Adding to Security Network • Device added successfully **Important:** If software is upgraded on the TuxedoW keypad, enroll the door lock again and re-set the user code in the door lock.

Wi-Fi Thermostat Programming

Follow the installation instructions provided with Resideo Wi-Fi thermostats to join the Wi-Fi network.

Enrolling

Press **Devices** > **Thermostats** (displays Wi-Fi thermostat management page) > **Account** > enter the username and password > **Save**.

NOTES:

- Enrolling a Wi-Fi thermostat in the TuxedoW keypad will synchronize that thermostat with your Total Connect account.
- Enrolling the same thermostat in the **Total Comfort** app will result in a duplicate entry showing the same device in the Total Connect app.
- Account must be configured at **www.mytotalconnectcomfort.com**
- The keypad must be connected to the internet to perform the association.
- If the account is associated correctly the keypad displays **Account associated. Start loading devices. Please wait…**
- If the account association fails the keypad displays **Account association failed. Please try again later.**
- Wi-Fi thermostats can be renamed using the Total Connect app, or on your account's web page in a PC browser.
- If using a secondary controller, the user name and password for MyTotalComfort must be entered.
    NOTE: Scenes programmed on a secondary keypad are **local only**; these scenes will <u>not</u> appear in Total Connect.
- The thermostat must be associated with the primary controller to use Total Connect.
- Z-Wave and Wi-Fi thermostats (maximum 5) are combined in automation for a <u>maximum number of 20</u>.
- After successful association the thermostat is controllable via Total Connect.
- The **Hold function** and **schedules** created through MyTotalComfort cannot be changed from the TuxedoW panel.

Removing a Thermostat and/or Account Association

To disconnect a Wi-Fi thermostat from TuxedoW, you must delete the thermostat from your Total Connect Comfort account. The thermostat will no longer appear once Total Connect has performed a routine synchronization of its information with your system.

To delete the thermostat from your account, press **Devices** > **Thermostats** (displays Wi-Fi thermostat management page) > **Account** > remove the username and password > **Save**.

NOTE: Pressing **Save** removes the current association and **all** Wi-Fi thermostats included automatically. The keypad displays, **Account Association Removed**.

Excluding (Removing) Z-Wave Devices in Your System

Note that individual Z-Wave devices are sometimes referred to as **nodes** in the Z-Wave network.

Excluding a Light, Switch or Outlet Module

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Highlight the device you want to remove and select **REMOVE DEVICE** 3. On the device itself, press the **Function** button to complete the Exclusion process.	• The **Remove Device** option clears the node from the keypad and restores the device to its default settings. • If the Exclusion process fails, or to remove a defective device, refer to the **Z-Wave Troubleshooting** section on **page 41**.

Excluding a Resideo Thermostat

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Highlight the device you want to remove and select **REMOVE DEVICE** Refer to the thermostat's documentation for instructions on removing a Z-Wave network connection. 3. Once the exclusion process is complete, press **Done**.	**IMPORTANT:** Resideo is not responsible for property damage due to improper setting of the thermostat modes. • The **Remove Device** option clears the node from the keypad and restores the device to its default settings. • If the Exclusion process fails, or to remove a defective device, refer to the **Z-Wave Troubleshooting** section on **page 41**.

Excluding a Door Lock

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Highlight the lock in the list of devices and select **REMOVE DEVICE** 3. On the door lock, press the **Function** button to remove the device from the keypad.	• **Remove Device** clears the node from the keypad and restores the device to its default settings. • If Exclusion fails (or to remove a defective device), refer to the **Z-Wave Troubleshooting** section on **page 41**. • When Excluding a door lock, the user code associated with that lock will remain in the system. For more information, refer to the TuxedoW Installation and Setup Guide, Resideo document **800-25176**.

Abort a Z-Wave Action

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Select the device name from the list and touch the **ABORT OPERATION** icon to stop the process.	Use the **ABORT OPERATION** option if you mistakenly make the wrong selection (**Add**, **Delete** or **Remove Failed Device**)

Remove Failed Devices

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Touch the **Remove Failed** icon	This option removes any Z-Wave device that has failed from the list.

Device Setup

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Highlight the Z-Wave device you want to work with 3. Touch the Device Setup ✎ icon to edit the device's details From here, you can change the **Device Name** and/or the **Display icon** (the onscreen symbol representing the device). Device Association: See the NOTES at right.	Every Z-Wave enabled device has a maximum number of secondary controllers to which it can send updates. For example, a given thermostat might be able to send updates to five additional Tuxedos on the same network. However, thermostats from other manufacturers may not have that ability.

Replace Failed Device

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Touch **More** ⬚ 3. Select the failed device 4. Touch the **REPLACE FAILED** ⇌ icon.	The **Replace Failed Device** option walks you through the process of replacing a malfunctioning Z-Wave device. Follow the onscreen prompts.

Default the Z-Wave Controller

ICON	ACTION	NOTES
	1. On the Home screen, press the **Devices** and then **Setup** icons to display the **Z-Wave Device Management** screen 2. Touch **More** (⋯) 3. Touch the **Z-Wave Default** ↺ icon to delete all devices from the controller and reset to factory defaults. 4. Touch **Yes** to continue or **No** to cancel.	This procedure performs a **Z-Wave Set Default** command. Please use the procedure only when the Z-Wave network's primary controller is missing or otherwise inoperable. The touchscreen will display this message: **WARNING!! This Z-WAVE controller is about to be factory defaulted and will lose all devices in the enrolled list. All Z-WAVE devices must be re-enrolled after this reset. Each device will have to be excluded before it can be re-enrolled.**

Scene Setup

Scenes are used to control connected devices when the system receives a user-defined **trigger**. The trigger can be the system's clock and calendar, or the **condition** of connected devices (locked/unlocked, lights on or off, thermostats reaching a pre-defined temperature). Scenes can also be **triggered manually**.

To set up a Scene:

ICON	ACTION	NOTES
⣿ ⚒ ✚	1. On the Home screen, touch **Devices** ⠿ 2. Touch **SCENE** ⚒ at the bottom of the screen 3. Press **Add** to set up functions for the new Scene 4. Enter a **SCENE NAME** and touch the onscreen keyboard's ⊘ icon to save it 5. Select a **Condition** (optional), **Trigger** and **Action** for the Scene. See the example below.	• A Scene must have a **trigger** and at least one **action** to work. The **Condition** section is optional. • Don't forget to press **SAVE** after each setting you enter **Scene Icons** ⊕ Add ✎ Edit ⊗ Delete

Scene Rules

- **Triggers** and **Conditions** include: *Time setting, Security mode, Thermostat setting, Door & Garage Door status* and *Water Valve status*.
- **Actions** include: *Security mode, Lights On/Off, Thermostat setting, Door & Garage Door* <u>lock</u> *status, Water Valve status* and *Recording*.
- A Trigger event can initiate as many as 3 Actions.
- A Trigger event and a Condition cannot be the same. For instance, if you set a Security event like Arming as a Trigger, you cannot select a Security event to serve as a Condition.
- As many as 10 Scenes can be created and saved from the touchscreen itself. However, the system can be operated by up to 20 Scenes coming from Total Connect.
- In commercial systems, the programming option for **Global Keypad** must be set to "**0**". Otherwise, some Scenes will not work properly.

Note: The Condition is a 'pre-condition' set to occur prior to a trigger event. See the example on the next page.

Sample Scene

Let's say you want to have lights turn on when the system is disarmed, but only at night. Make these settings:

Condition	Define "only at night" by entering Start and End times
Trigger	Set Trigger *type* as Security and specify 'System **Disarm**'
Action	Set to Light(s): **On**

Critical Events

Check the **Critical Event** checkbox to record and store a maximum of two events if the SD card is not available. If more than two critical events occur, then the older one is replaced by the latest event.

Scene Setup Options

Don't forget to **SAVE** after each selection!

Conditions

Conditions define criteria that must be met for a Scene to start. If condition(s) are set, the condition(s) must prevail at the time of the scene for the trigger to work. **Note** that Conditions include the same categories as Triggers. As above, you cannot make the same setting for Trigger and Condition.

In the Condition box, press the Add icon

- **To set the time**, press the **TIME** button: "Set the occurrence" to **Repeated**, or **Once**. If "Repeated" was selected, choose the desired days of the week; if **ONCE** was selected, **Enter Date.** The Time can be set to execute automatically at **Sunrise** or **Sunset** by pressing the **Sunrise/Sunset** option. **Note:** The Sunrise/Sunset feature depends on the Region selected in the **weather forecast** settings and requires internet access. Or, press the **Timer** button to have the scene execute only within a specified time window; press on the "hour/minutes" displayed to enter the desired time on the keypad. Press **AM/PM** as needed.
- **To set the security mode**, press the **Security** icon and select **DISARM**, **NIGHT** (triggers upon Arm Away), **AWAY SECURED, STAY** (triggers when the exit delay has expired) or **ALARM.**
- **To make thermostat settings**, press the **thermostat** icon and select a device from the dropdown menu. Use the Up and Down buttons to increase/decrease the temperature or press the onscreen temperature value box and enter 2 digits for the desired temperature. **Note:** We recommend that you **test** thermostats first to ensure that they work properly with the Scene feature.
- **To set door lock status**, press the **door** icon and select a device from the dropdown menu. Select **Locked** or **Unlocked**.
- **To set zones**, press the **Zones** icon and select a zone from the dropdown menu. Select **Restore**, **Alarm** or **Fault**.
  Note: Do not use zone Restore option in the Condition field.
- **To set garage door lock status**, press the **garage door** icon and select an opener from the drop-down menu. Select the Condition **OPENED** or **CLOSED**.
- **To set Water Valve status**, press the water valve icon and select a device from the dropdown menu. Select the Condition **OPENED** or **CLOSED**.

Triggers

In the Trigger box, press the Add icon

- **To set the time**, press the **TIME** button: "Set the occurrence" to **Repeated**, or **Once**. If "Repeated" was selected, choose the desired days of the week; if **ONCE** was selected, **Enter Date.** The Time can be set to execute automatically at **Sunrise** or **Sunset** by pressing the **Sunrise**/**Sunset** option. **Note:** The Sunrise/Sunset feature is dependent on the "Region" selected in the **weather forecast** settings and requires internet access. Or, press the **Timer** button to have the scene execute only within a specified time window; press on the "hour/minutes" displayed to enter the desired time on the keypad. Press **AM/PM** as needed.
- **To set a security mode**, press the **Security** icon and select: **DISARM**, **NIGHT, AWAY SECURED**, **AWAY**, **STAY** or **ALARM** (for residential systems only).
- **To make thermostat settings**, press the **thermostat** icon and select a device from the dropdown menu. Use the Up and Down buttons to increase/decrease the temperature or press the onscreen temperature value box and enter 2 digits for the desired temperature. **Note:** We recommend that you **test** thermostats first to ensure that they work properly with the Scene feature.
    - **To set door lock status**, press the **door** icon. Select a device from the dropdown menu (see notes below). Select **Locked**, **Unlocked** or **Code Unlocked**.
    - **To set garage door lock status**, press the **garage door** icon and select an opener from the drop-down menu (see notes below). Select the Condition **OPENED** or **CLOSED**.
    - **To set Water Valve status**, press the water valve icon and select a device from the dropdown menu (see notes below). Select the Condition **OPENED** or **CLOSED**.
    - **To set zones**, press the **Zones** icon and select a zone from the dropdown menu. Select **Restore**, **Alarm** or **Fault**. **Note**: Do not use zone Restore option in the Condition field.
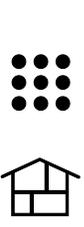
Actions

In the Action box, press the Add icon

- **To set a security mode**, press the **Security** icon and select: **DISARM**, **AWAY**, **STAY, NIGHT** or **DISARM WITH CODE.** Enter a **User Code** if required.
- **To set a light to turn On/Off**, press the **Light** icon and select a **Lighting Device** OR Lighting Device *Group* from the dropdown. Select the action **ON** or **OFF**; if the device is a dimmer switch, set the desired level. Press the **ON FOR TIME** button to have the scene execute only within a specified time window; press on the "Hour/Minutes" displayed to enter the desired time on the keypad. Press **AM/PM** as needed.
- **To make thermostat settings**, press the **thermostat** icon and select a thermostat or *Thermostat Group* from the dropdown. Press the **Set Mode** button to select the Action **Off**, **Heat**, **Cool**, **Auto** or **EM** (emergency) **Heat**. Press the **Set Energy** button and select **Save Energy** or **Normal** mode. Press the **Set Point** button and enter desired temperatures for **Heat Point** and **Cool Point**. **Note:** We recommend that you **test** thermostats first to ensure that they work properly with the Scene feature.
- **To set door lock status**, press the **door** icon and select a device from the dropdown menu (see notes below). Select the action **Locks** or **Unlocks**.
- **To set garage door lock status**, press the **garage door** icon and select an opener from the dropdown menu (see notes below). Select the Condition **OPENED** or **CLOSED**.
- **To set Water Valve status**, press the **water valve** icon and select a water valve or *Water Valve Group* from the dropdown menu (see notes below). Select the Condition **OPENED** or **CLOSED**.
- **To set Camera Recording**, press **Recording** icon; select a camera to record. The selected camera **must** have a MicroSD card loaded.

NOTES:

1. Motorized door lock bolts physically lock and unlock the door when activated, but if the door lock installed is a non-motorized type, activation allows the door to be manually unlocked without a key. See **Compatible Devices** on **page 45** for more information.

2. Some thermostats do not update temperature status automatically (i.e., Wayne Dalton).

3. Scenes that are triggered by a door unlocking will **not be triggered** if the lock in question is a Kwikset SmartCode electronic deadbolt that is **opened with a key**. In this situation, enter a user code.

Create a Room

Multiple devices can function as a group by associating them in a "Room". To create a Room:

ICON	ACTION	NOTES
	1. On the Home screen, touch **Devices** ▦ 2. Touch **ROOM** ⌂ at the bottom of the screen	Room names (i.e., All, etc.) are displayed across the top of the screen. Enter the new device name using the onscreen keyboard.
	3. Press **ADD** and enter a room name 4. Press **SAVE** 5. Highlight the device(s) on the list that you want to add to this Room and press **SAVE**	**Room Setup Icons** ⊕ Add ⊘ Edit ⊗ Delete ✓ Save

Setting a Secondary (Keypad) Controller

After all Z-Wave devices have been enrolled with the main TuxedoW touchscreen functioning as primary Z-Wave controller, the enrollment information can be copied to another keypad that serves as a **secondary Z-Wave controller**.

Note that as many as 232 secondary controllers can be added.

Keeping the controllers within 10 feet of each other, apply power to the secondary controller and do the following:

ICON	ACTION	NOTES
	1. At the Primary Controller, press the **Devices** and **Setup** icons to display the Z-Wave Device Management screen 2. At the Primary Controller, press **Add** 3. At the Secondary Controller, remove any Z-Wave devices that have been added 4. Press **More** > **Learn Mode** and wait for the controllers to exchange data. **NOTE:** This process may take several minutes depending on the size of your Z-Wave network.	**IMPORTANT**: If used with a remote service such as Total Connect, TuxedoW should not be configured as a secondary controller. When the Primary Controller icon is pressed, the message **Please remove all Z-wave devices from network first** is displayed. To default the controller (remove all Z-Wave devices) press **Devices** > **Setup** > **More** > **Z-Wave Default***. • The message **Scanning for Devices** is displayed. • Next, the message **Updating Devices. Please Wait** appears. When the device information from the Primary Controller is downloaded to the Secondary Controller: • The secondary controller displays **Controller Add Success** • the primary controller displays **Device Added Successfully** ***NOTE**: Make sure you're defaulting the TuxedoW that is intended as the **secondary** controller. Defaulting the primary controller will delete all the Z-Wave devices previously connected.

Updating Controllers (Keypads) with New or Removed devices

When devices are added or removed from the Z-Wave network, the device information needs to be updated in the Controllers. To update this information, you <u>do not</u> have to remove the device first. From the Primary controller, do the following:

ICON	ACTION	NOTES
⊕	1. Press **Add** on Primary controller. 2. Press **Devices** > **Setup** > **More** > **Learn Mode** on Secondary controller.	The controller scans for device changes. The message **Devices added Successfully** is displayed.

Removing a Secondary Controller (Keypad)

To remove the Secondary controller, do the following:

ICON	ACTION	NOTES
⊗	1. At the primary controller keypad, press **Delete**. 2. At the secondary controller keypad, press **Delete**.	Both keypads will display **Device Remove** and the secondary controller keypad will revert back to primary controller.

Z-Wave Troubleshooting

PROBLEM	SOLUTION	
Cannot add new device.	Make sure the Z-Wave device is within range of the TuxedoW touchscreen; you may need to move the device closer to the keypad. Refer to the Z-Wave device's instructions for the recommended distance.	

Device is within proper range but still is not enrolled.		1. At the TuxedoW touchscreen:
		  a. Press the **Devices** icon from the Home screen and then press the **Setup** icon to display the **Z-Wave Device Management** screen.
		  b. If the device does not appear on the screen, press the **Remove Device** icon.
		2. At the Z-Wave device, press the **Function Key**. The screen will display the message **Device Removed**.
		3. At the TuxedoW Touchscreen, **Enroll** the device again.

Selected device will not delete.	⚠	When deleting a device, if the selected device remains on the screen, highlight the device name and press the **REMOVE FAILED** icon.

Total Connect

TuxedoW supports Resideo's Total Connect network for controlling Z-Wave devices and Scenes remotely from iOS or Android devices or internet-connected PCs. Consult your security professional for more information on Total Connect.

Scenes can be created locally at the Tuxedo W keypad or via Total Connect

- o Scenes created at the TuxedoW keypad <u>cannot</u> be viewed from Total Connect.
- o Scenes created in Total Connect can be viewed from either Total Connect **or** directly from TuxedoW's **Scenes** screen.
- o Scenes created in Total Connect can be edited only via Total Connect.

	View in Total Connect	Edit in Total Connect	View from TuxedoW	Edit at TuxedoW
Scenes created in Total Connect	Yes	Yes	Yes	No
Scenes created at TuxedoW keypad	No	No	Yes	Yes

NOTES

- It is assumed that Z-Wave® devices have already been enrolled in TuxedoW. If not, refer to the *Devices (Automation)* section in TuxedoW's Installation Instructions (800-25176) for details on enrolling Z-Wave devices and creating Scenes. It is also assumed the installer has an AlarmNet Direct account and is familiar with Total Connect. If not, contact an AlarmNet representative to open an account.
- For troubleshooting purposes, Total Connect server information (including IP addresses) can be viewed on the **Total Connect Server Setup** screen by pressing the **TC Server Info** button (see **page 43**).

Total Connect Setup

NOTE:
- If there is more than one keypad in your system, **only the primary** keypad can be enrolled in Total Connect.
- If used for Total Connect, TuxedoW should **not** be configured as a secondary controller.

To use Total Connect:

1. Verify that the TuxedoW is connected to your Wi-Fi network **and that the network has access to the internet**.
2. Enable AlarmNet Direct, enroll the communication device and TuxedoW keypad, and enable Total Connect usage. The screen displays **Using TuxedoW Automation Module (Yes /No)**; select **Yes**. You will need TuxedoW's MAC ID and CRC number, which can be found on a label on the back of the keypad or on its carton.
3. Open a Total Connect account for the user if an account does not already exist.
4. After a Total Connect account has been set up, the Tuxedo W touchscreen must be reset (powered down and restarted).
5. Enable automation devices to be controlled by Total Connect. See **Enabling Devices for Total Connect** on **page 43**. After devices have been remote-enabled, follow the prompts to synchronize data with Tuxedo W. Syncing is required before the enabled devices will appear in Total Connect.

Controlling Automation (Z-Wave) Devices Remotely

Use Total Connect to control Z-Wave devices like lamp modules (binary switch), dimmer modules (multilevel switch), thermostats, etc., from iOS or Android devices or internet-connected PCs.

1. Access the Total Connect account and navigate to the **Automation** section of the Dashboard.

2. Select a displayed device and click the desired action. Refer to Total Connect's online FAQs at **https://totalconnect.helpshift.com** for more about controlling Z-Wave devices.

Creating Scenes with Total Connect

Use the Automation section of Total Connect's dashboard to create up to 20 scenes. Refer to Total Connect's online FAQs (URL above) for further details and device limitations for creating an automation scene.

1. Access the Total Connect account and navigate to the Automation module. Click **Create New**. Enter a name for the scene, select an icon, and then click the check boxes for the various device actions desired for that scene. Set the thermostat, if used, to the desired mode and/or temperature for that scene. Click **Save** when done.

   NOTE: Scenes created in Total Connect can be edited only from Total Connect.

2. After scenes have been created, follow the prompts to synchronize the data with TuxedoW. Syncing is required before scenes created in Total Connect will display on the TuxedoW screen.

Viewing and Controlling Total Connect Scenes from TuxedoW

Use the **Scenes** icon to display and control scenes that have been created in Total Connect.

1. On the Home/Security screen, press the **Devices** and **Scene Setup** icons, then press the **Remote** button. The screen displays a list of scenes created in Total Connect.

   NOTE: To see scenes created locally on the TuxedoW, click the **Local** button.

2. To control a Remote scene, select the scene and then select the appropriate action (ex. Run).

Enabling Devices for Total Connect

1. From the Home/Security screen, press **Setup** > **System Setup** > **CS Setup** > **TC Server Info**.
2. Press the **TC** icon; the **Z-Wave Device Management For Total Connect** screen is displayed.
3. Select the device that you want to enable/disable in Total Connect.
   NOTE: Devices are defaulted to Enable.
4. Press the **Save** icon when done.
5. After devices have been enabled for Total Connect, follow the Total Connect prompts to synchronize the data with Tuxedo W. Syncing is required before the enabled devices will display in Total Connect.

NOTES:

- The Device IDs given Z-Wave devices may differ on TuxedoW's screens and Total Connect web pages.

- On Total Connect, the maximum number of supported devices is 40 switches, 3 thermostats, and 4 door locks.

Total Connect Server Screen for Troubleshooting

The **TC Server Info** screen displays the current server information and Z-Wave device status. This information is typically used for troubleshooting IP connections in collaboration with a service technician.

To access Total Connect Server Information and Z-Wave Status from the Tuxedo W keypad, do the following:

1. From the Home Screen, press the **Setup** icon and then press **System Setup** > **CS Setup**; enter the installer code (if required). Press the **TC SERVER INFO** button.

2. The "Total Connect Server Setup" screen is displayed with the current Server information and Z-Wave Status (enabled/disabled).

   NOTE: These fields are for reference only and cannot be edited.

3. Press the Connect icon to test the connection to the AlarmNet servers.

Notes on Z-Wave Devices and TuxedoW

1. TuxedoW ignores Z-Wave Basic Command Class commands it receives, but it will send Basic Command Class commands to some devices, depending on their capabilities.

2. This product can be operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers. All non-battery operated nodes within the network will act as **repeaters**, regardless of vendor, to increase the network's reliability.

3. TuxedoW supports a single Association Group (1 – also known as the **lifeline group**) with a single NodeID.

4. Supported Command Classes:

Non-Secure Command Classes	Secured Command Classes
i. ZWAVEPLUS_INFO ii. TRANSPORT_SERVICE iii. CRC_16_ENCAP iv. APPLICATION_STATUS v. SECURITY_2 vi. SECURITY vii. INCLUSION_CONTROLLER viii. SUPERVISION ix. MULTI_CMD	x. NETWORK_MANAGEMENT_INCLUSION xi. NETWORK_MANAGEMENT_BASIC xii. NETWORK_MANAGEMENT_PROXY xiii. NETWORK_MANAGEMENT_INSTALLATION_MAINTENANCE xiv. ASSOCIATION_GRP_INFO xv. DEVICE_RESET_LOCALLY xvi. MANUFACTURER_SPECIFIC xvii. POWERLEVEL xviii. NODE_PROVISIONING xix. FIRMWARE_UPDATE_MD xx. ASSOCIATION xxi. VERSION

5. DSK is located on the back of the unit at the bottom of the FCC label.

Compatible Devices

Z-Wave devices may vary; follow the instructions for your specific device when adding and deleting devices into the Z-Wave network. Refer to the table below for some of the compatible devices.

Door Locks

Yale Real Living Push Button Lever Lock

Yale Real Living Touchscreen Lever Lock

Yale Real Living Push Button Deadbolt Lock

Yale Real Living Touchscreen Deadbolt Lock

Schlage Link Deadbolt Lock

Schlage Link Lever Lock

Kwikset SmartCode Lever Lock

Kwikset SmartCode Deadbolt Lock

Thermostats

Honeywell ECC

Wayne Dalton Z-Wave Thermostat

Trane Z-Wave Thermostat

Appliance

HomeManageable Appliance Module

Wayne Dalton Small Appliance Module

GE Wireless Lighting Control Plug-in Appliance Module

Lights

Leviton/ViziaRF+ Switches

Leviton/ViziaRF+ Dimmers

Leviton/ViziaRF+ Plug-in Modules

GE Wireless Lighting Control Dimmers

GE Wireless Lighting Control Switches

GE Wireless Lighting Control Plug-in Lamp Modules

Not all Z-wave devices have been tested and some features may produce unpredictable results.

Wireless Range

Things to consider regarding RF range:

- o   Each wall or obstacle (such as refrigerators, big screen TVs, etc.) between the remote and the destination device will reduce the maximum range of 100 feet (30 meters) by approximately 25-30%.

- o   Brick, tile or concrete walls block more of the RF signal than walls made of wooden studs and drywall.

Note: The product should not be disposed of with other household waste. Check for the nearest authorized collection centers or authorized recyclers. The correct disposal of end-of-life equipment will help prevent potential negative consequences for the environment and human health.

Wi-Fi® and the Wi-Fi logo are registered trademarks of Wi-Fi Alliance.

⚠	**RF EXPOSURE WARNING** The Tuxedo W Touchscreen must be installed to provide a separation distance of at least 7.8 in. (20 cm) from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures. **Mise en Garde** **Exposition aux Fréquences Radio:** L'antenne (s) utilisée pour cet émetteur doit être installée à une distance de séparation d'au moins 7,8 pouces (20 cm) de toutes les personnes.

Warning: 5G Band 5150-5250 MHz is only for indoor use.

NOTE: If the touchpad is defaulted, it will cause the Z-Wave module to default.

Routine care

- o   Treat the components of your security system as you would any other electrical equipment. Do not slam sensor-protected doors or windows.

- o   Keep dust from accumulating on the keypad and all protective sensors, particularly on motion sensors and smoke detectors.

- o   Keypad case and sensors should be carefully dusted with a dry soft cloth. Do not spray water or any other fluid on the units.

Two Year Limited Warranty

1.   Limited Warranty.
a.   General

Subject to the terms and conditions of this Limited Warranty and except as provided in Section 1(b), Seller warrants its products to be free from defects in materials and workmanship under normal use and service, normal wear and tear excepted, for 24 months from the manufacture date code; provided, however, that in the event the Buyer presents a proper invoice relating to the purchased product and such invoice bears a date later than the manufacture date, then Seller may at its discretion, reflect the warranty period as commencing at invoice date. Except as required by law, this Limited Warranty is only made to Buyer and may not be transferred to any third party.

Seller shall have no obligation under this Limited Warranty or otherwise if:
(i)   The product is improperly installed, applied or maintained;
(ii)   Installed outside of stated operating parameters, altered or improperly serviced or repaired by anyone other than the Seller/Seller's Authorized Service/Repair Center;
(iii)   Damage is caused by outside natural occurrences, such as lightning, power surges, fire, floods, acts of nature, or the like.
In addition, this Limited Warranty shall not apply to:
(iv)   Defects resulting from unauthorized modification, misuse, vandalism, alterations of serial numbers, other causes unrelated to defective materials or workmanship, or failures related to batteries of any type used in connection with the products sold hereunder.

Non-Seller branded products are warranted by the third party manufacturer for a period as defined by the third party manufacturer. Seller assigns to the Buyer those warranties and only those warranties extended by such third party manufacturers or vendors for non-Seller branded products. Seller does not itself warrant any non-Seller branded product an sells only on an as is basis.

b.   Exceptions to Warranty With Respect to Resideo Manufactured Products listed below:

Hardwire Contacts - Seller warrants parts for Hardwire Contacts in accordance with the terms of the above limited warranty for a period of five (5) years from the manufacture date code.
Hardwire PIRs - Seller warrants parts for Hardwire PIRs in accordance with the terms of the above limited warranty for a period of five (5) years from the manufacture date code.
Mobile Internet Device (tablet) – Seller warrants the Mobile Internet Device (tablet) in accordance with the terms of the above limited warranty for a period of one (1) year from date of purchase.

2.   EXCLUSION OF WARRANTIES, LIMITATION OF LIABILITY

THERE ARE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. TO THE FULL EXTENT PERMITTED BY LAW, IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY (i) CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING IN ANY WAY TO THE PRODUCT AND/OR FOR BREACH OF THIS OR ANY OTHER WARRANTY OR CONDITION, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY SELLER'S OWN NEGLIGENCE OR FAULT AND EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. Any product description (whether in writing or made orally by Seller or Seller's agents), specifications, samples, models, bulletin, drawings, diagrams, engineering sheets, or similar materials used in connection with the Buyer's order are for the sole purpose of identifying the Seller's products and shall not be construed as an express warranty or condition. Any suggestions by Seller or Seller's agents regarding use, applications, or suitability of the products shall not be construed as an express warranty or condition unless confirmed to be such in writing by Seller. Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the products will in all cases provide adequate warning or protection. Buyer understands and will cause its customer to understand that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON ANY CLAIM AT ALL INCLUDING A CLAIM THE PRODUCT FAILED TO GIVE WARNING. However, if Seller is held liable whether directly or indirectly for any loss or damage with respect to the products it sells, regardless of cause or origin, its maximum liability shall not in any case exceed the purchase price of the product, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against the Seller.

3.   Limitation on Liability to Buyer's Customers.

Buyer agrees to limit liability to its customers to the fullest extent permitted by law. Buyer acknowledges that Seller shall only be deemed to give consumers of its products such statutory warranties as may be required by law and at no time shall Buyer represent to its customers and/or users of the Seller's products that Seller provides any additional warranties. By accepting the products, to the fullest extent permitted by law, Buyer assumes all liability for, and agrees to indemnify and hold Seller harmless against and defend Seller from, any and all suits, claims, demands, causes of action and judgments relating to damages, whether for personal injury or to personal property, suffered by any person, firm, corporation or business association, including but not limited to, Buyer's customers and/or users of the products because of any failure of the products to detect and/or warn of the danger for which the goods were designed or any other failure of the products whether or not such damages are caused or contributed to by the sole or joint concurring negligence or fault of Seller.

4.   Returns and Repairs.

Subject to the terms and conditions listed below, during the applicable warranty period, Seller will repair or replace, at its sole option, free of charge any defective products returned prepaid. Seller reserves the right to replace any defective product under warranty with new, refurbished or remanufactured product. In the event you have a problem with any Seller product, please call and request a RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER from the Service Department.
In the USA call 800-573-0154.
Shipping Address:
Resideo Security Service Center
12220 Rojas Drive
Suite 700
El Paso, TX 79936

Continued from the previous page

Be sure to have the model number, serial number, and the nature of the problem available for the customer service representative. Prior authorization MUST be obtained for all returns, exchanges, or credits. ITEMS SHIPPED TO SELLER WITHOUT A CLEARLY IDENTIFIED RMA NUMBER MAY BE REFUSED.

Products returned will be tested to verify the defect. Upon verification of the defect, the product will be repaired, exchanged, or credited to Buyer's account, at the sole discretion of Seller. In the event of replacement, the returned product will be credited to Buyer's account and a new invoice issued for the replacement item. Seller reserves the right to issue a credit only in lieu of replacement. If the product is found to be in good working order or its inability to function properly is a result of user damage or abuse, the product will be returned in the same condition as received unless repair is possible and requested by Buyer and in each case, freight charges will be the responsibility of the Buyer. Repairs of such nature will incur a charge for parts and labor and will proceed only by agreement with Buyer to accept the charge.

Non-Warranty Repair - Buyer will be charged for repairs on out of warranty product. Applicable charges will be calculated and quoted when an RMA number is issued. Charges may vary based on actual product condition. For all non-warranty repairs Buyer will be billed for all parts, labor and shipping costs. Non-warranty repairs are warranted for 90 days from date of repair.

Return for Credit Unused Product - At its option, Seller may accept as a return for credit unused product in its original package and in a condition that could be sold as new provided the product was purchased from Seller no more than thirty (30) days prior to the date of return. Buyer must provide proof of purchase within the preceding thirty (30) days and method of payment. Returns must include all original instructions and packaging within the original box. Special order items are non-returnable (unless otherwise specified by Seller). All returns are subject to a fifteen percent (15%) restocking fee. For non-returnable items, no return privileges apply. Buyer must contact Customer Service and obtain a Return Authorization for Credit (RAC) number. Unauthorized returns are not accepted and will be returned freight collect.

Bad-Out-of-Box Replacement - For products sold through distribution, Resideo will provide the following privileges solely to its direct distributor buyer: Buyer may return a product deemed to be defective within 180 days from the manufacture date code for credit or a replacement product. If the product is found to be in good working order or if the damage or defect is not covered by the scope of the sellers warranty in section 1 above, the product will either be: (i) returned in the same condition as received or (ii) processed as per Buyer's request, and in either event, the freight charges will be the responsibility of the Buyer.

5.   Governing Law

If the Buyer acquires the Seller's product in the United States of America, the laws of the State of New York apply to this Limited Warranty.

6.   Miscellaneous

Where any term of this Limited Warranty is prohibited by such laws, it shall be null and void, but the remainder of the Limited Warranty shall remain in full force and effect.

FEDERAL COMMUNICATIONS COMMISSION (FCC) & INDUSTRY CANADA (IC) STATEMENTS

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

CLASS B DIGITAL DEVICE STATEMENT

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information:

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- If using an indoor antenna, replace it with a quality outdoor antenna.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the radio or television receiver away from the receiver/control.
- Move the antenna leads away from any wire runs to the receiver/control.
- Plug the receiver/control into a different outlet so that it and the radio or television receiver are on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

INDUSTRY CANADA CLASS B STATEMENT

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC / IC STATEMENT

This device complies with Part 15 of the FCC Rules, and Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la partie 15 des règles de la FCC et exempt de licence RSS d'Industrie Canada. Son fonctionnement est soumis aux conditions suivantes: (1) Cet appareil ne doit pas causer d'interférences nuisibles. (2) Cet appareil doit accepter toute interférence reçue y compris les interférences causant une réception indésirable.

Responsible Party / Issuer of Supplier's Declaration of Conformity: Ademco Inc., a subsidiary of Resideo Technologies, Inc., 2 Corporate Center Drive., Melville, NY 11747, Ph: 516-577-2000

Partie responsable / Émetteur de la déclaration de conformité du fournisseur : Ademco Inc., une filiale de Resideo Technologies, Inc., 2 Corporate Center Drive., Melville, NY 11747, Tél. 516 577-2000

resideo

www.resideo.com

Resideo Technologies, Inc
2 Corporate Center Drive, Suite 100
P.O. Box 9040, Melville, NY 11747

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