

Xfinity Home Quick Start Guide

Learn how to set up your system, customize features
and create a safer home that fits your life.



Get the most from your services

Browse the resources below to get the full benefits of your Xfinity Home system.

Need more info? For helpful product information, FAQs and more: xfinity.com/support/home-security

Set up your online account by signing into the subscriber portal: xfinity.com/XfinityHomeLogin

Questions about your bill? Go to My Account for information on your service plan, features and billing: xfinity.com/MyAccount

Purchase additional equipment: Visit xfinity.com/Home-Security/Devices or call 1-800-XFINITY

IMPORTANT: Check with your municipality to see if you are required to obtain an Alarm Permit for your home security system. If your home requires one, please update your account with the permit number and expiration date in the Subscriber Portal (xfinity.com/XfinityHomeLogin). Under settings, click **Security** and scroll to **Alarm** ordinance and permit registration. For more information, visit xfinity.com/support/home-security.

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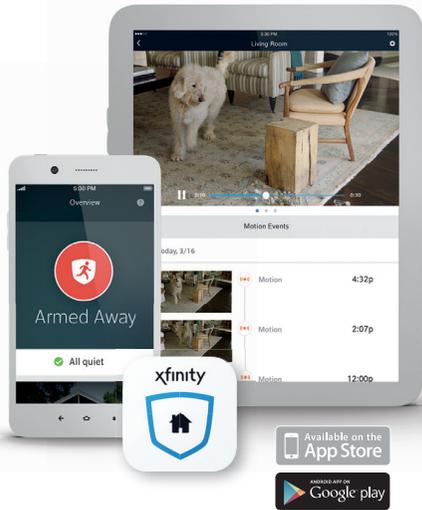
Save on Home Insurance

Xfinity is teaming up with Hippo to help protect your home and its essentials with smarter home insurance. Plus, Xfinity customers can save with special discounts for 24/7 professional monitoring and Internet-enabled smart devices. Visit <http://MyHippo.com/XHWelcome>.

Ask your technician to fill out the enclosed Certificate of Alarm System to see if you can save.

Five ways to manage your system at home and on the go

With Xfinity Home, you can access your system from anywhere, on any device. Use any of the methods on this page to **arm/disarm** your system, **monitor system status**, **review** the latest **activity** and **view live video**.



1. Xfinity Home app

Download the Xfinity Home app to access your system on your mobile device and customize rules.

- The app will ask for permission to add the Xfinity Home SMS and Professional Monitoring Station phone numbers as contacts to your device. This allows your device to quickly identify text messages from Xfinity Home if your security alarm goes off or there is an important message. Tap **OK**.
- Once the app is installed, sign in using your Xfinity username and password and set up Touch ID, Fingerprint ID, or Face ID, if applicable.

2. Xfinity X1

If you subscribe to X1, you can use the Xfinity Home app on your TV to control your system from the comfort of your couch. The X1 Voice Remote allows you to access your system using your voice!

Just say "Xfinity Home Arm Stay" or "Xfinity Home Cameras" and so much more!



IMPORTANT: Do not unplug or move your Touchscreen Controller from its install location. Doing so may interrupt Professional Monitoring connectivity and service.

3. Touchscreen Controller

This hub is a critical part of your security service. It communicates directly with your devices and with the Professional Monitoring Station, and it allows you to:

- Manage your system settings
- Personalize Keypad Codes for family, friends and anyone who needs access to your home
- View the weather
- Send an emergency alarm

4. Online Subscriber Portal

Log in to the Subscriber Portal to manage your system and account settings in greater detail from your computer:

- Update emergency contacts
- Personalize Keypad Codes for family, friends and anyone who needs access to your home
- Update your alarm permit number (if applicable)

Log in now at xfinity.com/XfinityHomeLogin



5. Wireless Keypad

Your system may include a wireless keypad. This device can live anywhere in your home and allows you to arm/disarm your system.



Arm and disarm your system

Your system responds differently depending on which arm setting you choose. Learn the meaning of the three arm settings and when to use each one:



Stay

When relaxing at home



Away

When away at work, school or vacation



Night

When everyone is in for the night

Here is how your system responds to each arm setting:

| | Stay | Away | Night |
|---------------------------|-----------|----------|-----------|
| Door/Window Sensors Armed | ✓ | ✓ | ✓ |
| Motion Sensors Armed | ✗ | ✓ | ✗ |
| Entry Delay | 2 minutes | 1 minute | NO DELAY |
| Exit Delay | 2 minutes | 1 minute | 2 minutes |

Important arm/disarm information

The Professional Monitoring Station is immediately notified of any sensor trip. **Entry/Exit** delay refers to the time allowed to disarm the system before the alarm is processed by the Professional Monitoring Station for the possible dispatch of authorities. Entry delays occur when a door is opened while the system is armed and Exit delays occur immediately after arming the system. **Entry/Exit** delay is configurable by a technician.

In **Night** mode, motion sensors are not activated by default, but your technician can reconfigure these settings at installation upon request.

Arm your system:

| | |
|---------------------------------|--|
| Xfinity Home app | <ol style="list-style-type: none"> 1. Open Xfinity Home app 2. On the Home screen, tap Disarmed 3. Tap Stay, Away or Night 4. Enter your 4-digit Master Keypad Code or use your Touch ID, Fingerprint ID or Face ID |
| Xfinity X1 | <ol style="list-style-type: none"> 1. Press the Xfinity button on your remote 2. Open Xfinity Home in Apps 3. Select Security status and press OK 4. Select Stay, Away or Night and press OK 5. Enter your 4-digit Master Keypad Code <div style="border: 1px solid #00a0e3; padding: 5px; margin-top: 10px;"> Or use your X1 Voice Remote. Just press the Microphone button and say "Xfinity Home Arm." </div> |
| Touchscreen Controller | <ol style="list-style-type: none"> 1. Tap Ready on the Home screen 2. On the Security screen, tap Press to Arm 3. Tap Stay, Away or Night 4. Enter your 4-digit Master Keypad Code |
| Online Subscriber Portal | <ol style="list-style-type: none"> 1. Log in to the Subscriber Portal at xfinity.com/XfinityHomeLogin using your Xfinity username and password 2. Click Arm System 3. Click Stay, Away or Night 4. Enter your 4-digit Master Keypad Code 5. Click Arm System |
| Wireless Keypad | <ol style="list-style-type: none"> 1. Select Stay, Away or Night 2. Enter your 4-digit Master Keypad Code 3. The selected arm-state button will turn red when activated |

Disarm your system:

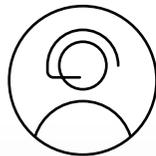
| | |
|---------------------------------|---|
| Xfinity Home app | <ol style="list-style-type: none"> 1. Open Xfinity Home app 2. On the Home screen, tap Armed 3. Enter your 4-digit Master Keypad Code or use your Touch ID, Fingerprint ID or Face ID |
| Xfinity X1 | <ol style="list-style-type: none"> 1. Press the Xfinity button on your remote 2. Open Xfinity Home in Apps 3. Select Security status and press OK 4. Select Disarm and press OK 5. Enter your 4-digit Master Keypad Code <div style="border: 1px solid #00a0e3; padding: 5px; margin-top: 10px;"> Or use your X1 Voice Remote. Just press the Microphone button and say "Xfinity Home Disarm." </div> |
| Touchscreen Controller | <ol style="list-style-type: none"> 1. Tap Disarm on the Home screen 2. Enter your 4-digit Master Keypad Code |
| Online Subscriber Portal | <ol style="list-style-type: none"> 1. Log in to the Subscriber Portal at xfinity.com/XfinityHomeLogin using your Xfinity username and password 2. Click Disarm System 3. Enter your 4-digit Master Keypad Code 4. Click Disarm System |
| Wireless Keypad | <ol style="list-style-type: none"> 1. Enter your 4-digit Master Keypad Code within the Entry/Exit delay timeframe |

How your alarm works

In the event that your alarm is triggered, this is the chain of events you can expect.



Alarm triggered. Based on your settings, you'll receive a text, email and/or app notification. If you know this is a false alarm, cancel via the mobile app using your Master or Secondary Keypad Code. If canceled, you will not receive a call.



If the alarm is not canceled, our Professional Monitoring Station will attempt to call you. If they can't reach you, they'll try your emergency verification contacts before contacting the authorities.



You let the Professional Monitoring Station know it's a false alarm and provide your passcodes

OR



We notify the authorities and your emergency dispatch contacts:

- If we cannot reach you
- If we reach you and you confirm it's an emergency

If you live where visual verification of an alarm is required by law, our Professional Monitoring Station must first dispatch private patrol personnel to verify any alarm that is not canceled or confirmed before they can notify the authorities. The patrol personnel doesn't prevent criminal activity or offer protection, they just provide verification of a security breach.

Important Keypad Codes and Passcodes

These are the codes you and your family need to know in order to control your security system. **Go to page 15 of this guide to write in codes for future reference.**

Master Keypad Code

Your Xfinity Home system can have only one Master Keypad Code; this code allows users to:

- Arm and disarm the system.
- **Cancel an alarm** from the Touchscreen Controller, Subscriber Portal and any device with the Xfinity Home app.
- Add, change and delete Secondary Keypad Codes.
- View and change all Touchscreen Controller settings.

Secondary Keypad Codes

You can add Secondary Keypad Codes for family members or friends who only need limited access to your system. Secondary Keypad Codes cannot be used to add, change or delete other codes.

Central Station Passcode

This security feature allows you to identify yourself or someone you trust to the Professional Monitoring Station in the event of an alarm. In addition to your Keypad Codes, you must choose your verbal password during your initial system setup, but you can easily change it whenever you'd like.

Quick Tip: If you are in a duress state during a triggered alarm situation and provide the wrong Central Station Passcode to the Professional Monitoring Station, they will notify the authorities.

Make sure your emergency contacts know your Keypad Codes and Central Station Passcode to ensure they can respond to any triggered alarm.

Updating your emergency contacts

Your Emergency Verification Contacts will be called if the alarm is triggered. Your Emergency Dispatch Contacts will be notified when an emergency has been verified and authorities are on their way. It is critical to keep both updated. It's easy to set up or change your emergency contacts:

1. Log in on the [Xfinity Home mobile app](#).
2. Under [Settings](#), click [Security](#) and scroll to [Emergency Dispatch Setup](#) or [Emergency Verification Setup](#).
3. Click [Add Contact](#).
4. Enter the contact information and press [Save](#).

Make sure your emergency contacts know your Keypad Codes and Central Station Passcode so they can respond to any triggered alarm.

Quick Tip: Be sure to add the Professional Monitoring Station phone number – [844-382-9363](#) – to your contacts to recognize our call in case of emergency.

Customize your system by setting rules

Rules are personalized commands designed to control your home's devices. You can create rules based on your lifestyle for simpler, more efficient home management.

Create a rule:

1. To get started, log in to the [Xfinity Home mobile app](#).
2. From the toolbar, select [Automation](#).
3. Select [Create a Rule](#).
4. Follow the on-screen prompts to create your customized rules.

Rule examples:

- Scenario 1: Want to know when the kids made it home after school? Add a rule to receive a text when the front door opens in the afternoon.
- Scenario 2: Add a rule to receive a text message about your system status.
- Scenario 3: Add a rule for the front-door camera to take a video when the door is opened after midnight.

How to prevent false alarms

False alarms can pull first responders away from real emergencies, and **sometimes result in fines from local authorities.**

1. Assess the activity in your home

If you expect activity inside your home, set your system to **Stay** to deactivate your motion sensors. If you are away, set your system to **Away** and be sure to keep your motion sensors away from large fans, heaters, curtains and plants.

2. Download the Xfinity Home app

You can use the app when you're away from home to quickly verify an alarm, and if needed, cancel an emergency dispatch.

3. Know how to cancel an alarm

If an alarm is unintentionally tripped, you can cancel the alarm by disarming the system with the Xfinity Home app, the Touchscreen Controller or the Wireless Keypad. If the Professional Monitoring Station calls, you can also cancel using your Central Station Passcode.

4. Keep emergency contacts updated and informed

In the event of an alarm, if your primary contact does not answer, we will try to reach your emergency verification contacts. Contacts must know the Central Station Passcode to cancel the alarm.

5. Monitor and change sensor batteries

The Touchscreen Controller will alert you when sensor batteries are low. Visit [xfinity.com/XfinityHomeBatteryReplacement](#) to learn how to replace a low battery.

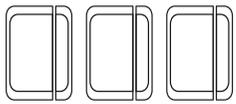
6. Test your system

Testing your alarm every month ensures that your system is working properly and is ready to respond to any issues. Use the alarm-test mode when testing the system or changing batteries in your devices to avoid setting off a false alarm.

Get to know your equipment

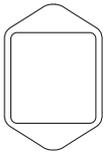
Xfinity Home makes it easy to look after your family, your home and your valuables from anywhere. Take a closer look at the components and equipment that keep your system running smoothly.

Available Equipment:



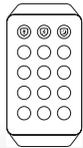
Door/Window Sensors

Sensors detect when a door or window is opened. Set rules to receive real-time text and email alerts when this happens.



Motion Sensor

Detect any unexpected motion in the home while you're away. Set rules to get real-time alerts of activity or trigger an action in other connected devices, like turning on lighting or recording video clips.



Wireless Keypad

This device allows you to arm/disarm your system.



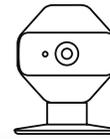
Touchscreen Controller

This is your central hub that connects all of your Xfinity Home devices and connects to the Professional Monitoring Station.



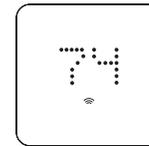
Yard Sign and Window Decals

Display your Xfinity Home yard sign and window decals in prominent locations so others know your home is protected.



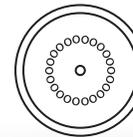
Indoor/Outdoor Camera

View live video feeds from anywhere or receive video clips to check in on what's happening at home. By purchasing 24/7 video recording, you can rewind, review and share footage saved in the cloud.



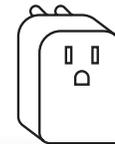
Smart Thermostat

Adjust your thermostat remotely. It includes EcoSaver – a thermostat solution that learns your home and makes adjustments based on your preferences and the weather.



Smoke Detector

When an alarm is triggered, your Smoke Detectors alert the Professional Monitoring Station, which will notify emergency personnel for you, even if you aren't home.



Outlet Controller

This device allows you to control lights and small appliances remotely, or set rules to connect it to other devices.



Other Partner Devices

Xfinity Home works with other popular smart devices like door locks, lighting, thermostats and more that seamlessly integrate into your system for one personalized platform using your Xfinity Home app.

FAQs

How do I replace batteries in my door/window sensors?

1. Make sure your system is in disarm mode and test mode before replacing batteries.
2. Remove cover from the sensor to expose the battery. The battery is in the larger compartment of the sensor attached to the window or door frame.
3. Note the position of positive and negative on the existing battery.
4. Remove and replace battery with the new one.
5. Replace the cover on the sensor.

When you open a door/window sensor to replace the battery, your Xfinity home system will alert you that the sensor is being tampered with. Don't worry! The tamper alert will clear when you re-assemble the sensor to the base or replace the battery cover.

If the sensor comes off the door or window, it can be re-attached with double-sided tape.

My system has lost network connectivity. How do I restore it?

1. Make sure the Touchscreen Controller is plugged into a working outlet that isn't controlled by a light switch.
2. Check that the power cable is plugged securely into the back of the Touchscreen Controller.
3. Make sure the Touchscreen Controller is in its originally installed location. Never move the Touchscreen Controller from its original location.
4. Reboot the Touchscreen Controller. Tap the **More** icon (three dots at the upper-right corner). Then tap **Settings**.
5. Enter your Master Keypad Code to access your system's settings menu. Tap the Advanced Settings option, followed by the Reboot Touchscreen option.

6. Follow the onscreen prompts. The Touchscreen Controller will take approximately one to three minutes to reboot.
7. Once restarted, if the Touchscreen Controller is still displaying the lost network connection alert, you may need to reboot your wireless gateway.

How do I test my system?

NOTICE: Be sure to contact the Professional Monitoring Station (1-800-455-1207) to let them know you are testing your alarm. Make sure all doors/windows with sensors are closed and that Motion Sensors haven't been triggered for about two minutes.

1. Go to your Settings and enter your Master Keypad Code.
2. On the categories screen, tap **Security** and then tap **Alarm Test**.
3. Tap **Disabled** to enable messaging, then tap **Next**. Or just tap **Next** to leave messaging disabled.
4. Tap **Arm**. You'll hear an alert beep and the Arm button will change to **System Armed**. The system is now armed in Test Mode.
5. Tap **Next**. Test each security zone by tripping the sensors. You'll be able to see which zones you've tripped.
6. When you've tested every zone, tap **Disarm**.
7. Contact the Professional Monitoring Station to be sure they've received the alarms. If all alarms have been received, let them know that testing is complete. Your system will automatically exit the Alarm test after 30 minutes.

For more troubleshooting help, visit [xfinity.com/support/home-security](https://www.xfinity.com/support/home-security)

Please keep this information in a safe place.

**Learn more about your codes
and emergency contacts on pages 8 - 10.**

Xfinity Account Username: _____

Xfinity Account Password: _____

Don't have a username and password?

Go to: xfinity.com/GetStarted

Master Keypad Code: _____

Secondary Keypad Code: _____

Central Station Passcode: _____

Emergency Verification Contact 1: _____

Emergency Verification Contact 2: _____

Emergency Dispatch Contact 1: _____

Emergency Dispatch Contact 2: _____

Restrictions apply. Features may vary depending on level of service. Camera required to view video. Thermostat required for thermostat control. Standard data charges apply to app download and usage. Check with your carrier. **AL:** 001484, 001504; **AR:** 12-030; **AZ:** ROC 280515, BTR 18287-0; **CA:** CSLB 974291, ACO 7118; **CT:** ELC 0189754-C5; **DE:** FAL-0299, FAC-0293, SSPS 11-123; **FL:** EF0000921, EF20001002, EF0001095; **GA:** LVU406303, LVU406264, LVU406190; LVU406354; **IL:** PACA 127-001503; **LA:** F1691; **MA:** SS-001968; **MD:** 107-1776; **ME:** LM50017039; **MI:** 3601206217; **MN:** TS674412; **MS:** **15018010**; **NC:** 2335-CSA, 29443-SP-FA/LV; **NJ:** Burglar and Fire Alarm Business Lic. # 34BF00047700; **NM:** 373379; **NY:** licensed by the N.Y.S. Department of State 12000305421; **OH:** LIC# 53-89-1732; **OR:** CCB 192945; **SC:** BAC-13497, FAC-13440; **TN:** ACL 1597, ACL 1604; **TX:** ACR-1672104, -1818, B16922, B02571; **UT:** 8226921-6501; **VA:** 2705145289, DCJS 11-7361; **VT:** ES-02366; **WA:** COMCABS892DS; **WASHINGTON, DC:** ECS 902687, BBL 602512000005; **WV:** WV049211.

Valid 1/1/2019. See xfinity.com/support/home-security for current list.