

**BlueStream**  
fiber



**WELCOME TO  
TOTAL HOME SECURITY  
WITH BLUE STREAM FIBER**

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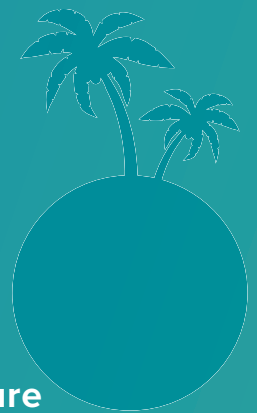
# Get the Most From Your Services

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Browse the resources below to get the full benefits of your Blue Stream Fiber Total Home Security System.

- For helpful product information, FAQs and more, visit <https://www.bluestreamfiber.com/home-products/home-security/>.
- You can also reach customer service by calling **833-683-2855**.
- Download the Total Connect App on your iOS or Android device and set up your account.
- Call the Blue Stream Central Monitoring Station at **800-633-2677** to put your system in test mode or cancel an alarm signal.

Please keep this Quick Start Guide in a convenient place for future reference. Visit <https://www.bluestreamfiber.com/home-products/home-security/> for more information on using your system.



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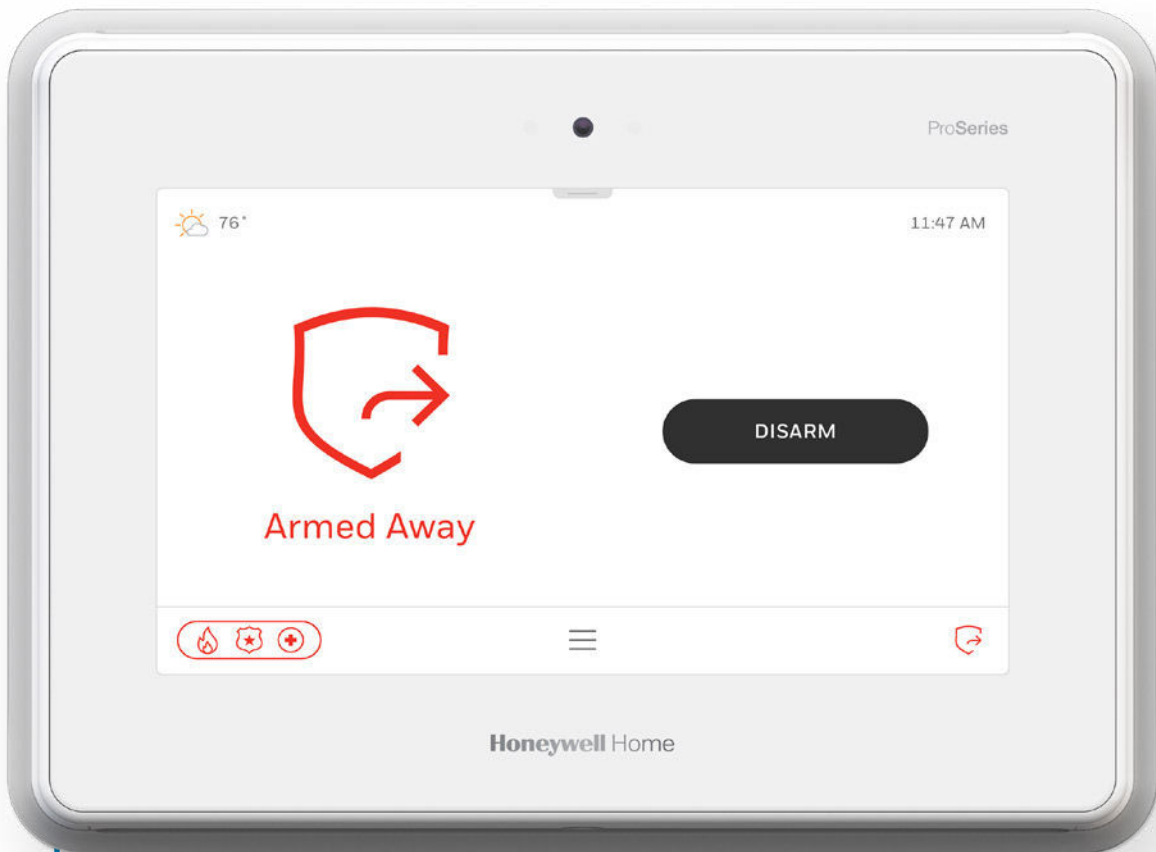
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# Manage Your System at Home or On the Go

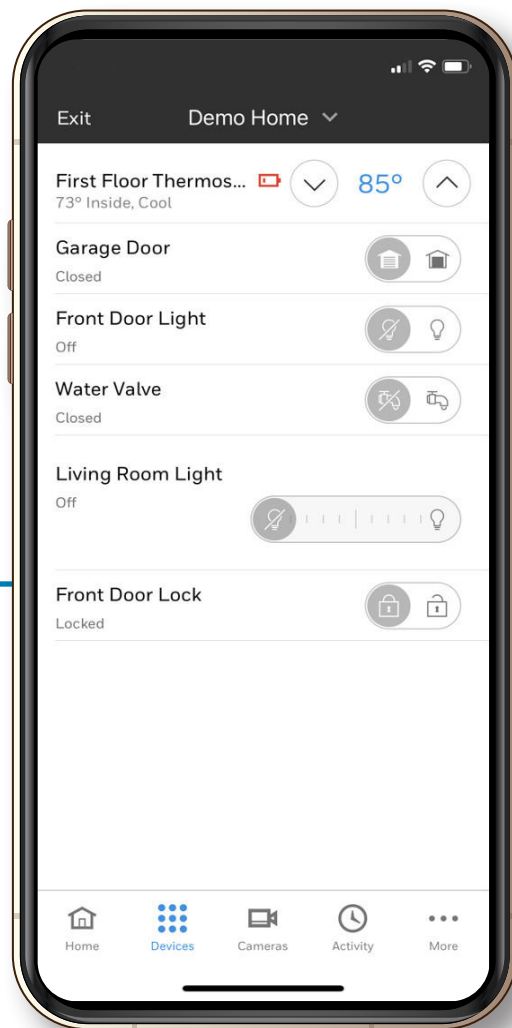
# 1

## 7" ALL-IN-ONE TOUCHSCREEN CONTROL PANEL



- Fully interactive touchscreen to control all your connected devices
- The brains of your system; provides you with real-time system status information
- Arm, disarm and manage your system
- Access to your Alexa App

## 2 THE TOTAL CONNECT APP



- View notifications and see all activity
- See messages
- Check the status of your alarm, arm and disarm remotely
- Control all your smart devices, check the weather at your home and view cameras\*

*\*if applicable*

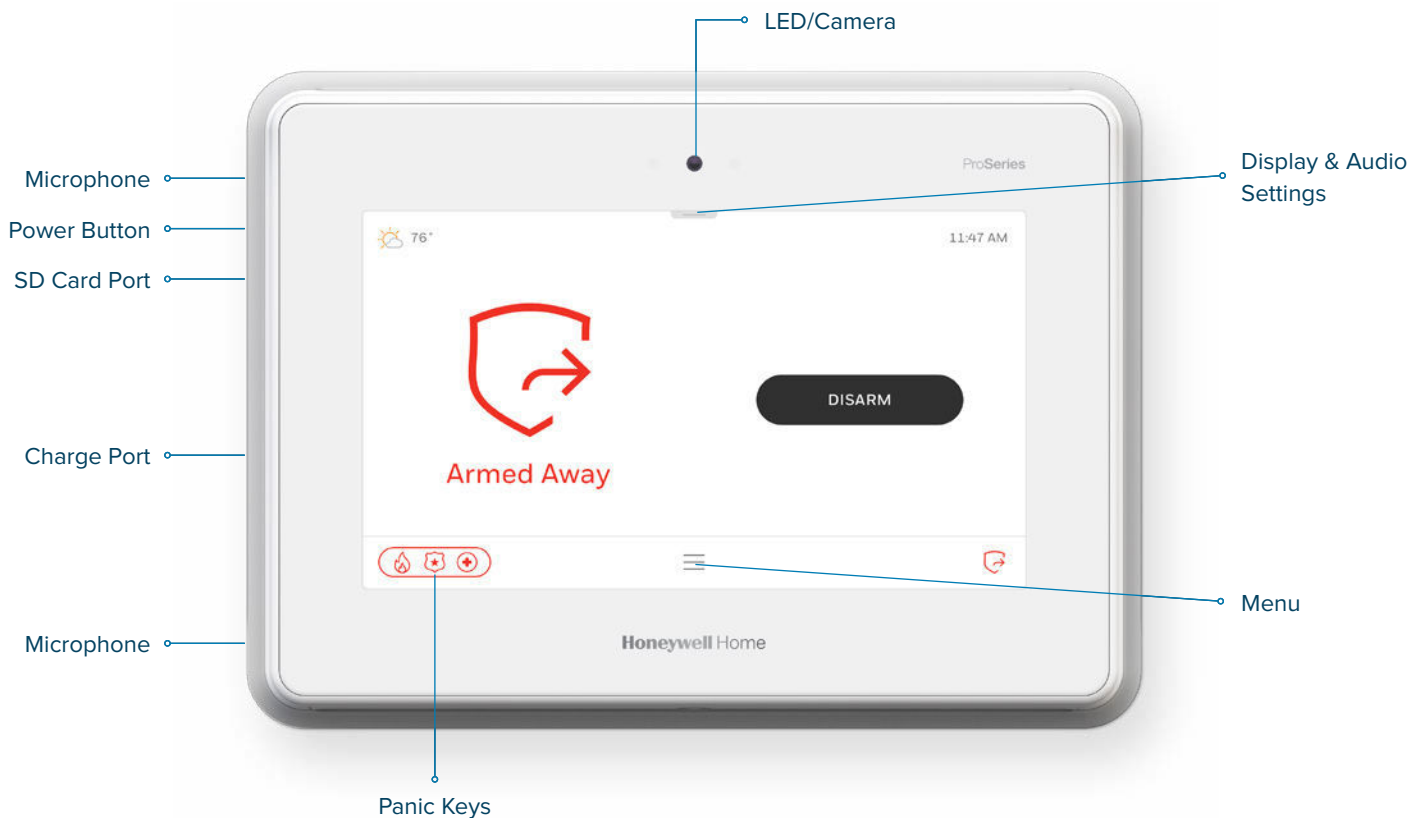
# Your Touchscreen

## GENERAL INFORMATION

The Touchscreen Control Panel is a wireless touchscreen that allows you to perform security and automation functions, as well as monitor the status of your security system.

## NAVIGATING MENUS

System status is displayed on the left side of the screen, and the time and date are displayed on the top right of the Security Screen. The Security Screen displays the system status and selection of “icons.” The displayed pages and options may vary slightly depending on the devices and services that are installed in or connected to the system.










## SYSTEM STATUS LED FUNCTIONS

LED	STATUS	MEANING
Power (Left)	<b>Green</b> - Steady	AC Connected/Battery Charged
	<b>Off</b>	No AC Power
Status (Right)	<b>Green</b> - Steady	System Ready to Arm
	<b>Red</b> - Steady	System Armed
	<b>Red</b> - Flashing	Alarm or Alarm Memory
	<b>Off</b>	Not Ready to Arm
	<b>Amber</b> - Steady	System Trouble
	<b>Green/Red</b> - Flashing	Programming Mode








# Your Touchscreen

## FUNCTION ICONS

	<b>ARM AWAY</b>	Indicates the system is armed in Away mode
	<b>ARM HOME</b>	Indicates the system is armed in Home (Stay) mode
	<b>ARM NIGHT</b>	Indicates the system is armed in Night mode
	<b>DISARMED</b>	Indicates the system is disarmed
	<b>MENU</b>	Provides access to Menu
	<b>CANCEL</b>	Displayed during Exit Delay. Select to cancel Arming session.
	<b>RESTART TIMER</b>	Displayed during Exit Delay. Select to restart the Exit Delay one time.





## FUNCTION ICONS (CONTINUED)

	<b>SECURITY</b>	Indicates the system is disarmed
	<b>FAVORITES</b>	Future use
	<b>DEVICES</b>	Provides access to Z-Wave functions
	<b>SENSORS</b>	Provides access to Zone information and options
	<b>CAMERAS</b>	Provides access to cameras
	<b>SCENES</b>	Provides access to Smart Scenes
	<b>EVENTS</b>	Provides access to system events










# Your Touchscreen

## FUNCTION ICONS (CONTINUED)

	<b>SETTINGS</b>	Provides access to system settings
	<b>TOOLS</b>	Provides access to user programming options (Master User Code required for access)
	<b>HELP</b>	Future use
	<b>FIRE</b>	Alerts the monitoring company that a fire condition exists (Displays zone 995)
	<b>POLICE</b>	Alerts the monitoring company that a police emergency exists (Displays zone 999, default is silent)
	<b>MEDICAL</b>	If programmed, alerts the monitoring company to medical emergency (Displays zone 996)
	<b>POLICE SILENT</b>	Alerts the monitoring company that a police emergency exists (No audible alarm)

# How to Arm, Disarm and Bypass Your System





## ARM THE SYSTEM

STEPS	ICONS	COMMANDS
1		If the system is “Ready to Arm,” touch the  button.
2		Select  when you’re away from home
	OR	
		Select  when you’ll be home and all motion detectors are not armed
	OR	
		Select  when you’ll be home at night but certain motion detectors will be armed
3		Enter user code <ul style="list-style-type: none"><li>• System arms in selected mode</li><li>• Exit Delay countdown begins</li><li>• Keypad beeps begin, if enabled (Silent Exit mutes countdown beeps)</li><li>• Keypad will not display if your installer has “Quick Arm” feature enabled in the system</li></ul>

# How to Arm, Disarm and Bypass Your System






## PANIC ALARMS

See your installer for types of Panic alarms programmed for your system.

STEPS	ICONS	COMMANDS
1		Select the Panic icon in the bottom-left of most screens
2		Select the Fire icon to alert the monitoring company that a fire condition exists (Displays zone 995)
	OR	
		Select the Police icon to alert the monitoring company that a police emergency exists ( Displays zone 999, default is silent)
	OR	
		Select the Medical icon to alert the monitoring company to other types of emergency (Displays zone 996)



## ASSIGN USER CODES

STEPS	ICONS	COMMANDS
1		Select the Menu icon
2		Scroll down and select Settings icon
3	User Management	Select “User Management”
4		Enter the current Master or Partition Master Code. The default Master Code is 1234.
5		Select the “+” icon in the top-right of the screen
6	Name Label	Enter the user’s name and select “SAVE”
7		Select the Pencil icon to the right of the “Pin” box. Then, enter the 4-digit user code for the new user.

# How to Arm, Disarm and Bypass Your System



## DISARM THE SYSTEM

1. Select **DISARM**
2. Enter 4-digit user code
3. *What Happens*
  - System disarms
  - Entry Delay beeps stop (if beeps enabled)
4. **Memory of Alarm**
  - If an alarm has occurred, zones with alarms remain displayed
  - Repeat Disarm sequence to clear display

Call the Blue Stream Central Monitoring Station at 800-633-2677 to put your system in test mode or cancel an alarm signal.

## ALERTS

System alerts will be displayed at the lower-right side of the Home Screen. The alerts will be displayed on a red banner when the fault occurs (Example: ! System AC Loss). If the fault clears (e.g., System AC Loss or Low Battery) but has not been acknowledged, the banner is replaced by the alert icon that includes the number of active alerts.

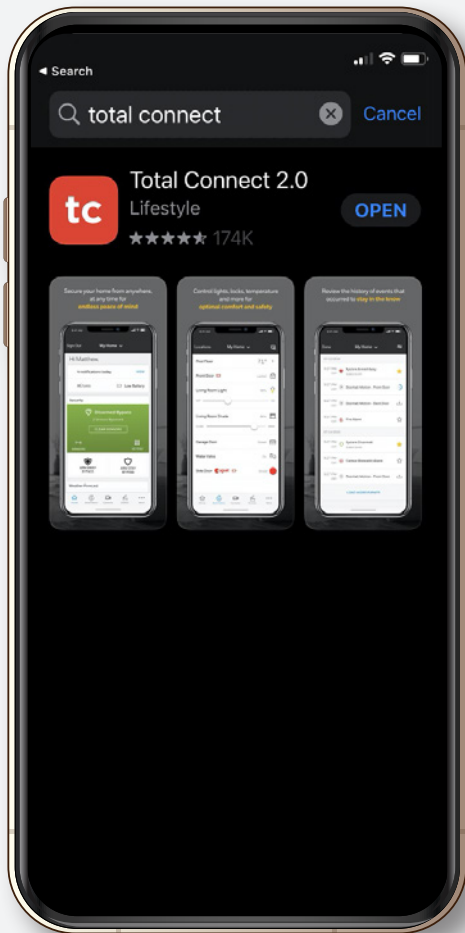
1. **Select the alert banner or icon to view the alert.** The system advances to the Active Issues screen and displays a description of the issue(s).
2. **Select CLEAR RESOLVED ISSUES.**
3. **Enter the 4-digit Master Code to acknowledge.**
4. **Select < to return to home security screen.**





# Your Total Connect App

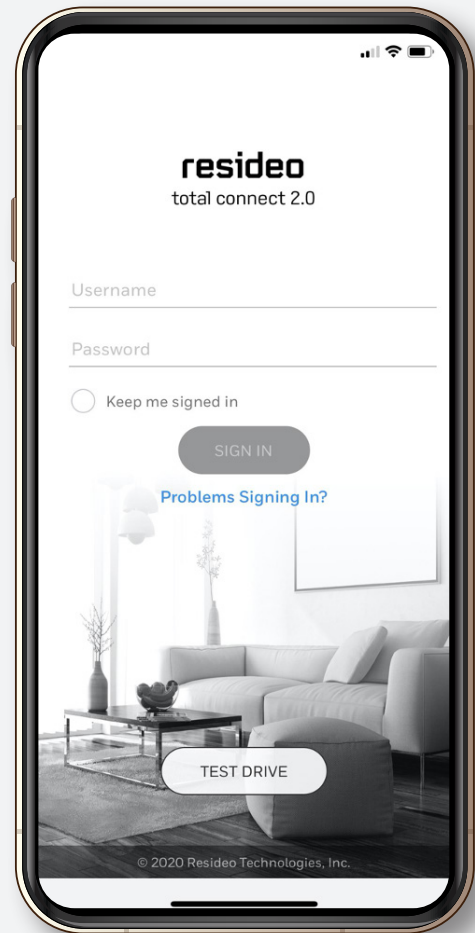
Complete control of your total home security system is at your fingertips—wherever you may be.



## STEP 1:

### DOWNLOAD TOTAL CONNECT 2.0 FROM THE APP STORE ON YOUR PHONE.

Go to the App Store or Google Play Store on your device and download Total Connect 2.0.



## STEP 2:

### LOG IN

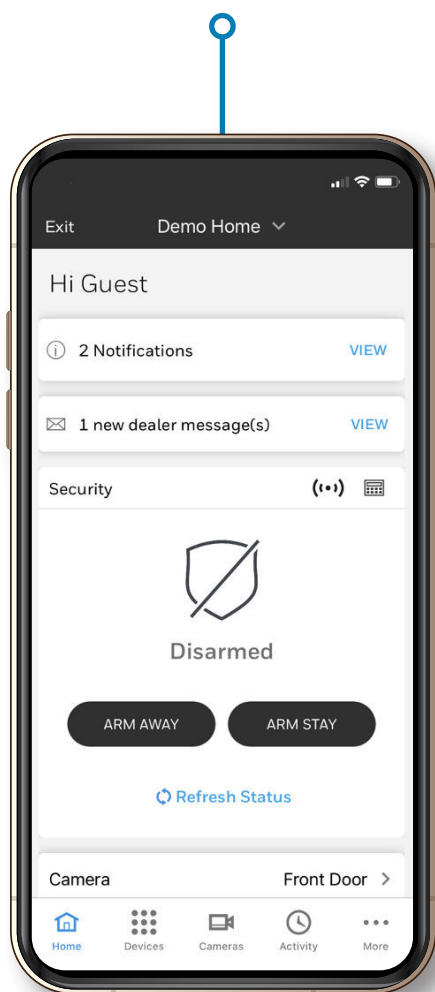
You'll need to use your username and password to login. Your username and password will be sent via email when your alarm system is activated. Tip: Use the Quick Info page in the back of this booklet to keep all your login information in one place.

# Your Total Connect App

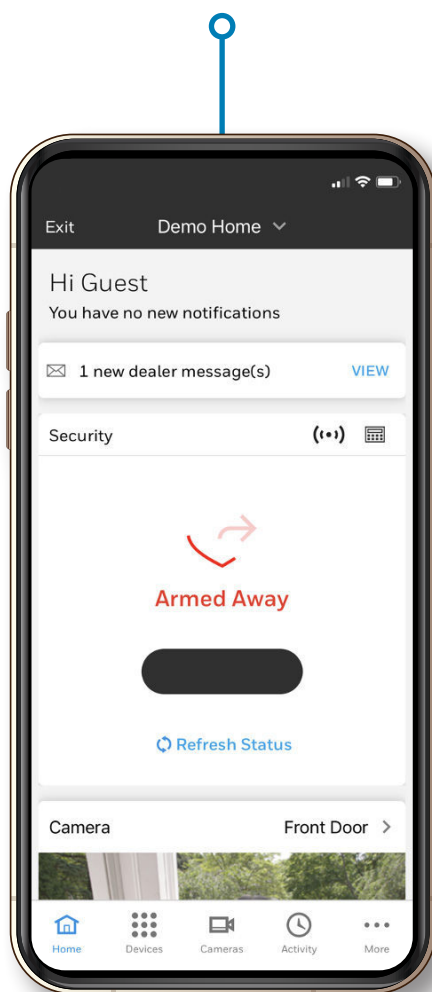
## ARM & DISARM REMOTELY

The app makes it easy for you to arm and disarm your alarm with the touch of your finger, from wherever you may be.

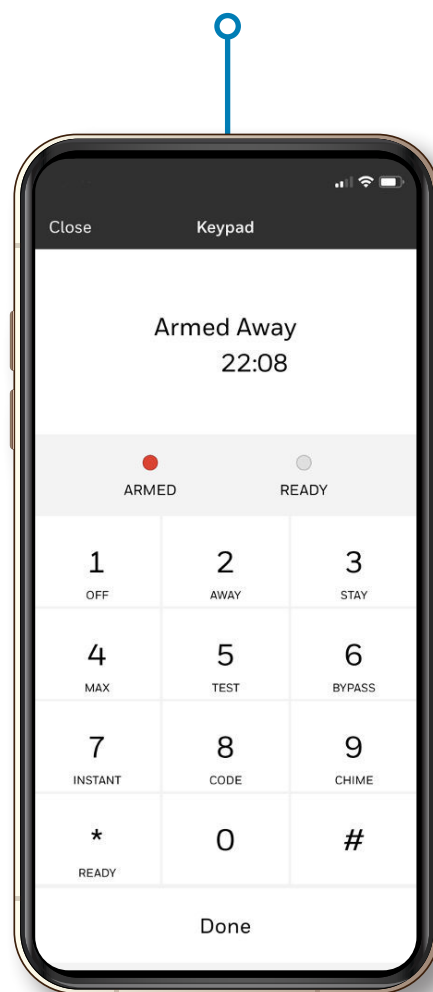
### DISARM



### ARM



### KEYPAD

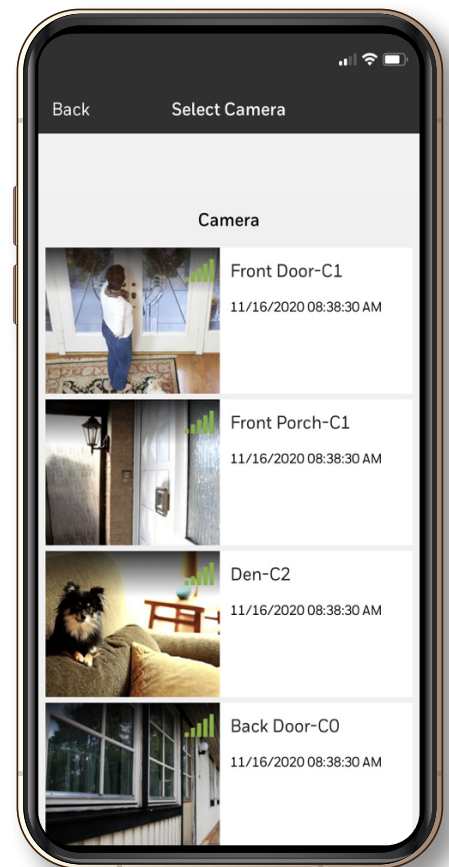
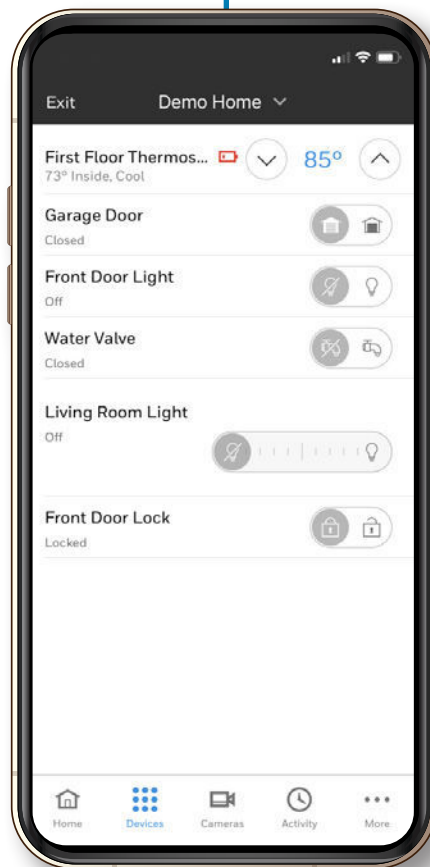
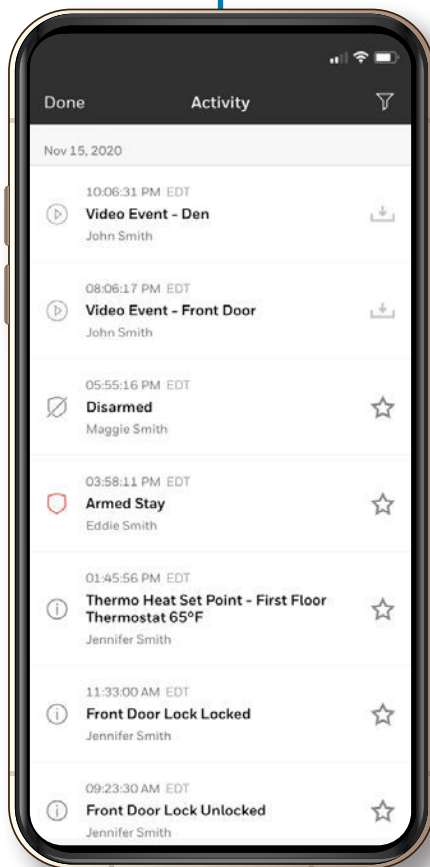


## VIEW ACTIVITY

You can easily view activity from connected smart devices in your home. See when the alarm was armed and disarmed, check your thermostat, and view your cameras.

## CONTROL YOUR WHOLE HOME

If your system does include a smart thermostat or other smart devices, you can use the control panel within the app to view and change their settings.



## VIEW CAMERAS

Keeping an eye on your home has never been easier. The Total Connect App allows you to view activity at each camera in or around your home. You can also view each camera live for added peace of mind.

# Wireless Key Fob

You're in control! Our compact wireless key fob offers the features of traditional keypads with convenient fingertip control. The press of a single button lets you operate your security system, lights, garage doors and more.

The wireless key fob features four buttons that can be programmed for individual control or can be paired for two-button control. These options allow for a total of eight functions like arming, disarming, panics, trigger relays, etc. The wireless keys come pre-programmed right out of the box in high-security (encrypted) mode for that added layer of security against cyberattacks.

## LIGHTS

The LED on the remote serves a triple function, indicating:

- That a transmission has been sent when a user activates a function
- If the wireless key is in high-security or normal mode
- If the remote battery is low

## BUTTONS

The buttons are recessed and include easy-to-understand icons to help alleviate user-generated false alarms.

- Four individually programmable buttons
- Eight functions when using two-button operation



Button 1: \_\_\_\_\_

Button 2: \_\_\_\_\_

Button 3: \_\_\_\_\_

Button 4: \_\_\_\_\_

Button 5\*: \_\_\_\_\_

*(press and hold BOTH buttons to activate)*

Button 6\*: \_\_\_\_\_

*(press and hold BOTH buttons to activate)*

Button 7\*: \_\_\_\_\_

*(press and hold BOTH buttons to activate)*

Button 8\*: \_\_\_\_\_

*(press and hold BOTH buttons to activate)*

# Passcodes + Passwords

## SYSTEM INFORMATION

There are four pieces of confidential information that you must create to use the system. **Write them down on this guide and keep them in a safe place.**

### SECURITY PASSCODE:

*A simple word or phrase that will identify you as the owner when speaking with the alarm representative*

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### MASTER KEYPAD CODE:

*4 digits*

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### SECONDARY KEY CODE:

*4 digits; different than your Master Keypad Code. This code can be shared with anyone who needs temporary access to your home such as a dog walker.*

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### TOTAL CONNECT APP USERNAME + PASSWORD:

*Allows you to log in to the app*

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## QUICK INFO

Use this section for quick references.

### BLUE STREAM ACCOUNT USERNAME:

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### BLUE STREAM ACCOUNT PASSWORD:

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Don't have a username and password?

Go to: <https://www.bluestreamfiber.com/home-products/home-security/>

## EMERGENCY CONTACTS

### EMERGENCY VERIFICATION CONTACT 1:

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### EMERGENCY VERIFICATION CONTACT 2:

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# Important Support Resources

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## **Blue Stream Fiber Customer Support**

Call us at **833-683-2855** to report a problem, inquire about billing, purchase additional equipment or modify your account.

## **Central Monitoring Station**

Call the Blue Stream Central Monitoring Station at **800-633-2677** to put your system in test mode or cancel an alarm signal.

***NOTE: Your security passcode (secret word) is required.***