Advisor TouchScreen Installation Sheet

With End User Quick Guide Tear-Out Sheet

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Figure 1. Advisor TouchScreen
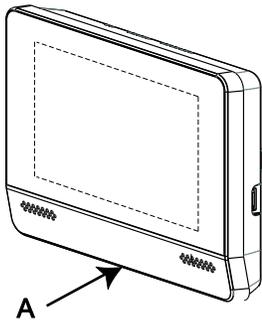
Figure 2. Connecting the Ethernet Cable from Advisor Panel to Advisor TouchScreen
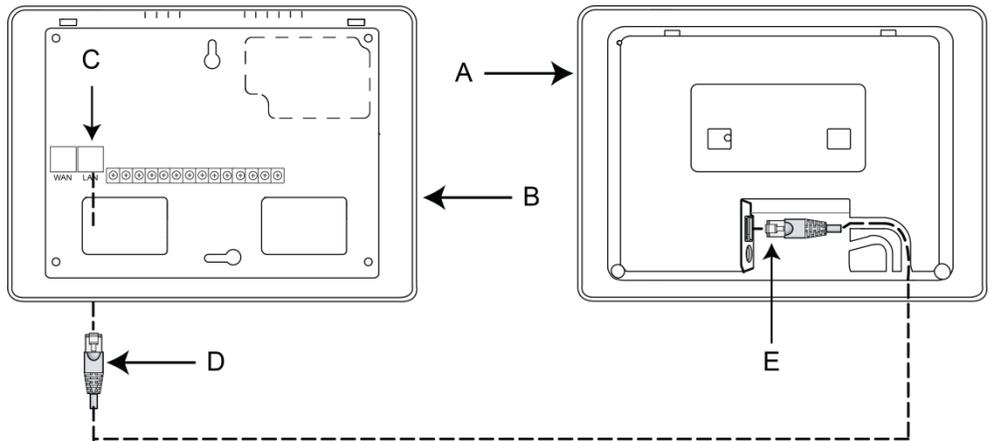
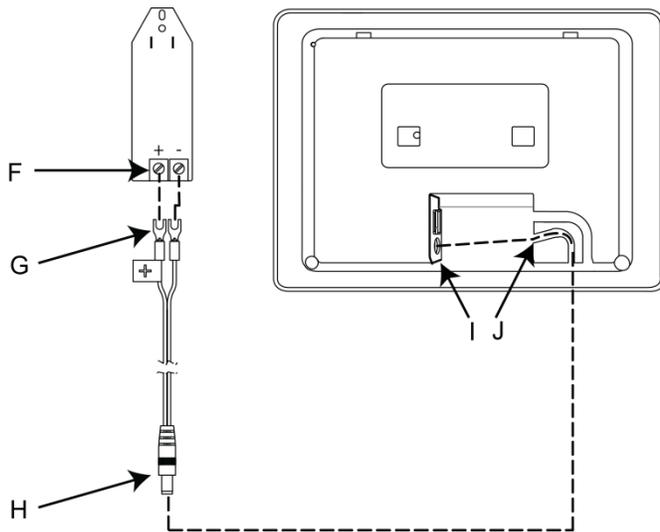**Figure 3. Connecting the Power Supply**

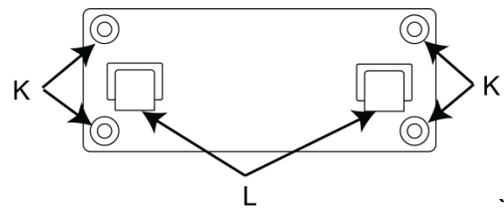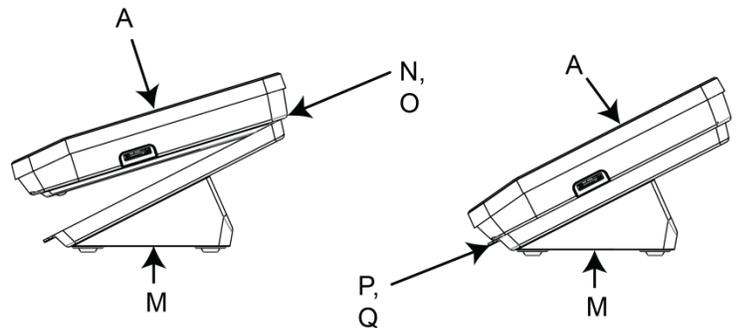**Figure 4. Wall Mount Bracket**

Figure 5. Tabletop Stand Installation

English: Installation Sheet

Description

The Advisor™ family of life-safety protection and comfort management systems detects situations and provides control and information to home and small business owners.

This document provides instructions on installing and programming the Advisor TouchScreen 7" (P/N AV-TS7) for use with an AdvisorOne panel. **Note:** Contact Interlogix Technical Support for other Advisor panels.

The Advisor TouchScreen extends the control and accessibility of an Advisor panel. Up to 32 (subject to change) Advisor TouchScreens can be used in an installation. When a TouchScreen is enrolled with an Advisor panel, the TouchScreen can control the system, including the panel and other TouchScreens.

Preparation and Installation

The installation procedure is a two-part process. First, the Advisor TouchScreen is enrolled into the panel via a temporary CAT5 cable connection at the Advisor panel. When enrolled, the Advisor TouchScreen is disconnected, moved, and mounted into its permanent location, and its communication re-established.

Temporarily Connecting/Enrollment of the Advisor TouchScreen to the Advisor Panel

1. Do not remove the film cover from the touch screen until installation is complete.

2. Temporarily place the Advisor TouchScreen (A in Figure 1) close to the Advisor panel (B in Figure 2).

3. Locate the LAN port (C in Figure 2) on the Advisor panel and plug the provided CAT5 cable (D in Figure 2) into it.

4. Locate the Ethernet LAN port on the Advisor TouchScreen and plug the other end of the CAT5 cable (E in Figure 2) into it.

5. Configure the power supply by connecting the end of the supplied wire that has a dashed marking to the **+** terminal on the DC output of the power supply (F, G in Figure 3). Connect the other wire that has no marking to the - terminal on the DC output. **Note: It is important that polarity is observed. Ensure consistency by wiring + to + and - to -. Failure to observe polarity may result in damage.**

6. Connect the power supply plug to the power jack into the Advisor TouchScreen (H, I, and J in Figure 3). Plug in the power supply.

7. With power supplied, the Advisor TouchScreen will display a screen similar to the one shown (**Note**: The exact screen content may be different). If no screen appears, refer to Troubleshooting on page 4.

   Note: Learning procedures vary by Advisor panel type. Follow the instructions for the specific panel the TouchScreen is being enrolled with.

   For Enrollment with an AdvisorOne Panel:

8. On the AdvisorOne panel, press the Settings icon on the lower left of the main screen.

   8-1. On the AdvisorOne panel, press **CONFIGURATION** to enter programming.

   8-2. Enter the Installer or dealer access code.

   8-3. From the Configuration & Programming screen, press **DEVICES**.

   8-4. From the Devices screen, press **EDIT** next to IP Devices.

   8-5. From the IP Devices screen, press **LEARN** to initiate TouchScreen learning.

   Note: It takes from 15 - 60 seconds to detect and configure the TouchScreen.

   8-6. Press **EDIT** next to the name of the TouchScreen. The default name is *Wireless Touch Screen*.
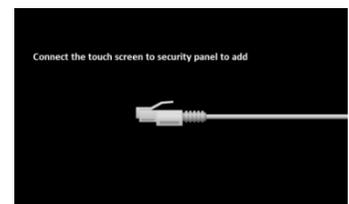
8-7. Optionally edit any of the following on the TouchScreen Properties screen:

Option	Description
Name	Press the field next to Name to enter the desired name for the TouchScreen. Press **DONE** to save the name.
CAR	Code Access Required. When enabled, a passcode is required for any access. In less secure areas, like a garage, enable this setting. For more secure areas, this setting can be disabled.
Partitions	Press the icon next to Partitions to edit the partitions that can access this TouchScreen.

8-8. Press **SAVE** to save the settings.

8-9. If successful, proceed to the mounting stage. If the TouchScreen configuration is unsuccessful, the *Failed to add device* message will display. Reset the TouchScreen and refer to Troubleshooting on page 4.

For Enrollment in other Advisor Panels: Contact Interlogix Technical Support.

Moving the TouchScreen to its Permanent Mounting Location

9. Remove power from the Advisor TouchScreen and disconnect the CAT5 Ethernet cable from the Advisor panel and the Advisor TouchScreen.

10. Move the Advisor TouchScreen to its permanent mounting location, taking into account the following:

   • Place the Advisor TouchScreen in a frequently used area, such as a hallway or entryway.

   • Place the Advisor TouchScreen within reach of a power outlet or PoE switch (Power over Ethernet). The Advisor TouchScreen may be powered using the 8-foot power cord, a 25-foot power cord (not included), or power over Ethernet (PoE).

   • Place the Advisor TouchScreen so that the wired/wireless communication can be established. For wired installations using CAT5 Ethernet cable, place the Advisor TouchScreen within 295 feet of the Advisor panel (maximum). For WiFi, place the Advisor TouchScreen within approximately 100 feet of the Advisor panel.

11 Mount the Advisor TouchScreen.

   For Mounting on a Wall with the Mounting Bracket:

   11-1. Run all necessary power and Ethernet connections to the desired TouchScreen location. Before drilling holes, be aware of any electrical wiring at the location.

   11-2. Hold the bracket against the wall and mark the four mounting hole locations with a pencil (K in Figure 4).

   11-3. Drill the four mounting holes. Insert the provided drywall anchors if no studs are present.

   Note: Use a Ø 1/8" pilot hole for the screw going into the wall stud. Use a Ø 3/16" pilot hole for the wall anchor.

   11-4. Secure the mounting bracket using the four mounting screws (provided) to the four mounting locations on the wall marked in step 12-3. Do not tighten the screws at this time.

   11-5. Level the mounting bracket and secure the four mounting screws.

   11-6. Connect the power plug and Ethernet CAT5 (if used) to the TouchScreen. If outside the wall, route through channel.

   11-7. Attach the Advisor TouchScreen to the mounting bracket that is secured to the wall, making sure the tabs on the mounting bracket engage the holes on the Advisor TouchScreen. Ensure that the TouchScreen is secure.

   11-8. Supply permanent power to the Advisor TouchScreen as noted in the table below.

Installation	Action	Note
US	1. On the new power supply, knock out the screw hole in the securement tab. 2. Plug the power supply into the outlet and secure with the supplied screw.	
Canada	Plug the power supply into the outlet.	Do not use the securement tab and screw.
All Other Installations	Follow regional requirements.	

11-9   For a wired LAN installation using CAT5 cable connected to the TouchScreen, connect the other end of the CAT5 cable to the Advisor panel LAN port and/or network switch. If using WiFi, disregard this step.

For Mounting on a Table with the Tabletop Stand:

12-1.   Attach the four rubber feet (provided) to the bottom of the tabletop stand (if not already attached).

12-2.   Connect the power plug and Ethernet CAT5 (if used) to the Advisor TouchScreen. If necessary, route the Ethernet CAT5 cable through the channel guide.

12-3.   Position/align the two tabs of the stand into the top slots on the back of the Advisor TouchScreen (N/O in Figure 5).

12-4.   Gently swing the stand down and engage the bottom tab of the stand with the bottom slot on the back of the Advisor TouchScreen (P/Q in Figure 5). Gently press down until the stand snaps into place.

12-5.   Plug the power supply into the outlet and secure it to the outlet through the hole in the securement tab (see table above).

12-6.   For a wired LAN installation using CAT5 cable connected to the Advisor TouchScreen, connect the other end of the CAT5 cable to the Advisor panel LAN port and/or network switch. If using WiFi, disregard this step.

To Remove the Tabletop Stand:

•   Carefully place the Advisor TouchScreen on a clean surface so that the stand is facing upward and the lower tab is facing you.

•   Hold the Advisor TouchScreen with one hand and gently grasp the lower part of the stand (J in Figure 3) and tab (D in Figure 2) with the other hand.

•   Carefully lift up on the stand to disengage the lower tab. When the lower tab disengages, slide the stand forward to disengage the upper tabs and remove the stand from the Advisor TouchScreen.

Contacting the Central Station

If the central monitoring station was notified, inform them that this operation is complete.

Troubleshooting

Note: There is no battery in the Advisor TouchScreen. If AC power is lost, the unit will not operate. When the Advisor TouchScreen regains power, the programming is still intact. If backup power is desired, the Advisor TouchScreen can be connected via PoE to a source providing backup power.

If the startup message does not appear on the Advisor TouchScreen after power is supplied

•   Verify that there is power. Check the polarity on the writing of the DC power supply (if used). Or, if using PoE, ensure that power is being injected onto the CAT5 cable.

•   Wait about a minute, then unplug and plug back in.

•   Eject any SD cards in the TouchScreen.

•   If failure continues and diagnosis is inconclusive, contact Interlogix Technical Support.

If information is displayed but the Advisor TouchScreen does not appear to be working with the panel

•   **For a wired LAN installation using CAT5 cable connected to the Advisor TouchScreen:**

–   Verify that the cable connection is properly made at both LAN Ports.

–   At the panel, verify the Advisor TouchScreen status (config/devices/IP devices/*TouchScreen Name/Status).*

–   If the status does not indicate CONNECTED, there is a networking issue between the panel and the Advisor TouchScreen. If so, diagnose the issue by testing the interface at config/test/IPdevices/IP devices/ *TouchScreen Name.*

–   It is possible that the learn-in sequence did not complete correctly. If so, power down the Advisor TouchScreen and repeat the learn-in process.

–   If failure continues and diagnosis is inconclusive, contact Interlogix Technical Support.

- **For a wireless LAN installation using Wi-Fi:**

  Wi-Fi may not have had time to be configured before the wired connection was removed. Check the status: config/devices/IP devices/*TouchScreen Name/Status.* Verify that the wireless status is operational. If not, reconnect the CAT5 cable between the panel and Advisor TouchScreen and wait until the wireless status indicates it is operational, at which time the CAT5 cable can be safely removed.

If the Advisor TouchScreen displays a red box indicating that the connection to the panel is temporarily lost

- **For a wired LAN installation using CAT5 cable connected to the Advisor TouchScreen**:
  – Verify that the cable connection is properly made at both LAN Ports.

- **For a wireless LAN installation using Wi-Fi:**
  – This could be a Wi-Fi range issue. Reduce the distance between the panel and the AdvisorTouchScreen.
  – Use an 80211 and network extender to try to increase the range.
  – Change the Wi-Fi channel of the connection. It may be conflicting with other network traffic in the area (Configuration/Communication/Interfaces/Wi-Fi Access Point/Channel). Overused channels are 1, 6, and 11. Select another channel number.

Specifications

Compatibility	AdvisorOne Panel. For other Advisor panels, contact Interlogix Technical support.
Dimensions	8.7" x 6.4" x 1.0" (220 mm x 162 mm x 25 mm)
Power	Provided power supply: Input 100-240VAC; Output: Class II, 12VDC,2amp
Power/PoE	Compatible with 802.3af injector/switch providing 42-64V
WAN/LAN	10/100 Mbps
Storage Temperature	-29 to 140ºF (-34 to 60ºC) (same as panel
Operating Temperature	32 to 122ºF (0 to 49ºC)
Maximum Humidity	85% relative humidity, noncondensing

Regulatory Information

This product does not meet UL requirements and therefore may not be sold and/or installed in some localities. Consult local authorities concerning appropriate use.

Industry Canada Compliance

IC:

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

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

FCC Compliance

FCC:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Manufacturer Information

UTC Fire & Security Americas Corporation, Inc.
1275 Red Fox Road, Arden Hills, MN
55112-6943, USA

Contact information

For general information, see www.interlogix.com. For customer/technical support, see www.interlogix.com/customer-support or call +1 855 286 8889.

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Installation in accordance with this manual, applicable codes, and the instructions of the authority having jurisdiction is mandatory.

While every precaution has been taken during the preparation of this manual to ensure the accuracy of its contents, Interlogix assumes no responsibility for errors or omissions.

Note to Dealer / Installer

The following page is information intended for the user of the Advisor TouchScreen. Remove and separate the following page and leave behind.

Advisor TouchScreen Quick Guide

The Advisor TouchScreen is a companion product to the Advisor security system. The Advisor TouchScreen can be used to extend access and control of the Advisor system to other locations within a building.

This Quick Guide provides high level information for the Advisor TouchScreen. For more detail or for information on the Advisor system in general, please refer to the Advisor User Guide.

To correctly identify the Advisor TouchScreen in your installation, look for the identifying slot on the right side of the display. If present, the device is an Advisor TouchScreen. If not present, the device may be the AdvsiorOne security system itself (the two have a similar look from the front). Depending on installation by the security provider, the Advisor Touchscreen (there can be up to 32 present) could be mounted directly to a wall or affixed to a stand and sitting on a flat surface.
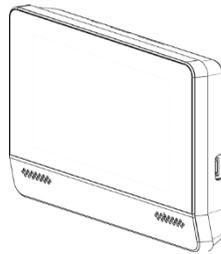
Wall mount Advisor TouchScreen   *Table mount Advisor TouchScreen*

The Advisor TouchScreen may have one or two cables protruding from the back, depending on its configuration. One is for power and one is a connection to the Advisor Security system. Do not move the cables or the unit without contacting your security provider.

Operating the Advisor TouchScreen

The main screen provides quick access to system features and control of the system.

Top Bar
The Emergency Button, Time and Date, and Dealer Information.

Folder
Displays application and alarm information.

Bottom Bar
Provides access to system status, settings, applications, and arming options.

At-A-Glance Icons
Provides sensor status for all monitored Doors, Windows, Motions, Property, and Assets.

Displaying Pictures / Using the microSD Card

To change or add pictures to show on the display, install a microSD card in an Advisor TouchScreen by inserting the microSD card into the slot. See A in figure below for correct orientation and note the location of the notch at the top of the microSD card.

Refer to Panel User Guide for more information.

A

microSD card