USING HOME MONITORING AND CONTROL WITH YOUR COMPATIBLE SMARTPHONE

A GUIDE TO OPERATING YOUR HOME MONITORING AND ENERGY CONTROL DEVICES

For use with: iPhone, iPod touch and Android powered smartphones

Home Monitoring and Control service provided by Verizon Online LLC
A separate subscription to Verizon FiOS TV is required for use with FiOS TV service.
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ABOUT THIS GUIDE

This document describes how to use your compatible smartphone or iPod touch® to operate your Home Monitoring and Control devices. You can also receive Notifications by SMS text messages on your compatible smartphone when device or Mode activity takes place*. (For details about how to set up your devices, please refer to the Home Monitoring and Control Owner’s Manual.)

*Wireless service provider text messages or SMS rates may apply.

Overview

Verizon’s Home Control mobile application for compatible smartphones lets you manage your home remotely from almost anywhere! This app lets you monitor activity inside and outside your home, easily and conveniently from the mobile device. Turn indoor lights and appliances on and off remotely. Adjust your thermostat setting from the office or while you’re on vacation. Unlock doors from your phone to let visitors in. Control your home’s energy usage and monitor those costly kilowatt hours! Receive text alerts on your compatible smartphone when activity takes place among selected devices.

You can download the app from iTunes (for iOS phones) or Market Place (for Android phones). (For more information, see Supported Smartphones below.)

What You Can Do from Your Smartphone

Do the Walk, Not Just the Talk

With Home Monitoring and Control, smartphones aren’t just about talking and sending text messages. In addition to the talk, we’ll do the walk — stepping you through all the cool stuff you can do from your phone to manage your home remotely.

- Turn on / off lights and appliances
- Unlock / lock doors
- Monitor your home’s energy usage and consumption
- Monitor home temperature and adjust your Smart Thermostat settings
- Run Modes to start selected device activity (such as automatically turning off all your lights and appliances, and adjusting your home’s temperature before going to bed at night)
- View live-streaming video from your Camera
- Receive Notifications when a Mode or device activity takes place; view the Activity Log showing all device and Mode activity (for example, lights or appliances were turned on / off, thermostat room temperature was set, camera recording began, etc.). (Notifications are set up only from your computer. For information on how to set up Notifications, please refer to the Home Monitoring and Control Owner’s Manual.)
Important!

All devices must first be set up through your computer using the Setup Wizard before you can operate them from your compatible smartphone. For information, please refer to the guide, Setting Up Your Home Control Devices, in the Home Monitoring and Control Manual Suite.

Supported Smartphones

- iOS 4.0 or higher (iPhone 3G, iPod touch 3rd Gen)
  
  **Note:** Camera live streaming feature is compatible with Apple devices (iPhone, iPod Touch) using iOS version 4.0 or older.

- Android 2.1 or higher (such as Motorola Droid/Droid2/DroidX, HTC Droid Incredible)

ADDITIONAL REFERENCE INFORMATION

The Home Monitoring and Control Reference Suite also includes:

- **A Tour of Verizon Home Monitoring and Control** — an introduction to the Home Monitoring and Control service. Provides an overview of the service devices, the Setup Wizard, and the Home Control web application. This is a must for beginners.

- **Setting Up Your Home Control Devices** — a guide to assist you with setup and activation of your devices. Highlights the online Setup Wizard to prepare you for this process.

- **Home Monitoring and Control Owner’s Manual** — the main comprehensive source for Home Monitoring and Control setup and operation from your computer. Setup information covers device configuration changes that can be performed after you have gone through the Setup Wizard to set up your devices. Available only online from the MyVerizon web portal.

- **Using Home Monitoring and Control with the FiOS® TV Application** — provides operating procedures from your Verizon FiOS TV Home Control application.*

  *Requires a separate subscription to FiOS TV service.
INSTALLING THE VERIZON HOME CONTROL APP ON YOUR COMPATIBLE SMARTPHONE

This chapter explains how to download and install the Verizon Home Monitoring and Control application (“app”) on your compatible smartphone.

Select the desired option:

- I want to install Home Monitoring and Control on my iPhone. See chapter topic, “How to Install the Home Monitoring and Control Application on Your iPhone”.

- I want to install Home Monitoring and Control on my Android. See chapter topic, “How to Install the Home Monitoring and Control Application on Your Android”.

FROM YOUR iPHONE

How to Install the Home Monitoring and Control Application

1. Tap the App Store app from your iPhone screen:

2. In the Search field at the top of the following screen, type verizon home control:
2. Tap the **Search** button.
   The Verizon Home Control app displays in the search results list:

3. Tap the **Verizon Home Control** app to download and install.
After installation, the **Home Monitoring and Control** app displays on your compatible smartphone:

FROM YOUR ANDROID

How to Install the Home Monitoring and Control Application

1. Tap the Market app from your Android screen:

2. In the Search field at the top of the Market screen, type Verizon Home Control.

3. Tap Search (located to the right of the Search field).
The Verizon Home Control app displays in the search results list:

4. Tap the **Verizon Home Control** app to download and install.

   After installation, the **Home Monitoring and Control** app displays on your compatible smartphone:

5. Proceed to the next chapter, **Accessing the Home Control Dashboard** (in Part Two: Android Users).
PART ONE:

iPHONE USERS

- Accessing the Home Control Dashboard
- Settings (Support / About)
- Energy
- Thermostats
- Notifications / Activity
- Modes
- Devices
- Cameras
- Sign Out
ACCESSING THE HOME CONTROL DASHBOARD

FROM IPHONE / IPOD TOUCH

1. Tap the Home Control app:

As you proceed to launch the app for the very first time, an end user license agreement (EULA) displays:
2. To continue and to accept the EULA terms, tap the Accept button.

3. At the Sign In screen, enter your MyVerizon User ID and Password, and then tap Sign In:

   The MyVerizon User ID and Password are what you set up when you first established Verizon Online High Speed Internet Service, FiOS TV, or FiOS Internet service. If you have forgotten your User ID or Password, tap the link on your screen, “Forgot User ID or Password?”.

   a. You will see an option when signing in that will allow you to select the option on this screen to stay signed in to the app. If you choose this option, your account information will be accessible to anyone who uses your device, include unauthorized users if you lose it. Please note that if you choose this option, any user accessing your service or home network will be able to view and manipulate your account and other sensitive information, as well as your devices. We recommend selecting the “Sign Out” link when you are no longer using the service.
b. If this is your first time signing on to the service, continue with Step 4 below.

c. If it is not your first time signing on to the service, skip to Step 7.

4. At the **Setup Access Code** screen, enter a 4-10 digit number for your new code, and then tap **Next** to continue (see figure on left below).

5. Re-enter your Access Code in the field and then tap **Confirm**.
The Home Control Dashboard displays, showing only the features and devices you have activated:

If the Gateway device goes offline (for example, if the network is experiencing problems), a message will display on your screen: “Your Home Monitoring and Control System is offline. Please try again later.”

6. IF YOU ARRIVED HERE FROM STEP 5: Please proceed to the next topic, “Using the Dashboard Features”.
7. IF YOU ARRIVED HERE FROM STEP 3c: At the Enter Access Code screen, enter your Access Code, and then tap Next:

The Home Monitoring and Control Dashboard displays:
8. Proceed to the topic, "Using the Dashboard Features".
Using the Dashboard Features

The figure below shows the Home Control Dashboard view from your compatible smartphone.

Dashboard View from iPhone (1 of 2)  Dashboard View from iPhone (2 of 2)

Dashboard Description

Click the links below to navigate directly to the desired compatible smartphone chapters in this manual.

1. **Energy** — Monitor your home’s daily energy consumption.

2. **Thermostats** — Adjust your thermostat settings for heating and cooling.

3. **Notifications / Activity** — View Notifications and your Activity Log. The Activity Log shows ALL Mode and device activity that has taken place throughout the day. Notifications are received when a Mode or certain device events happen (such as lights turned on, camera began recording, a door opened, etc.). Notifications are available only for certain devices (Gateway device, Cameras, Door Locks, Door / Window Sensor) and Modes. (Notifications are set up from your computer. For information on how to set up notifications, please refer to the *Home Monitoring and Control Owner’s Manual*.)

4. **Modes** — Activate your Modes. When a Mode is activated from your compatible smartphone, the devices you set up in the Mode will perform the specified actions. (Modes are set up from your computer using the Home Control application on the MyVerizon web portal. For information on how to set up a Mode, please refer to the *Home Monitoring and Control Owner’s Manual*.)

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5 **Devices** — Control your Devices — Lock / unlock door locks, turn appliances on / off, turn lights or lamps on / off and control the Dimmer brightness level. Also view Door / Window Sensor status, “Open” or “Closed”, (to see if the door or window being monitored is open or closed).

6 **Cameras** — View snapshots or live camera video feed from your HMC Indoor, Outdoor, or Pan and Tilt Camera.

7 **Settings** — View online Help, send feedback comments, and view service information. Sign out of the Home Control application.

**An Important Word about Timeouts**

For security reasons, whenever your smartphone service goes idle (that is, no user activity takes place for 3 minutes), a “timeout” occurs. When this happens, the Access Code screen will display, and you must enter your 4 to 10-digit PIN to continue.

![Access Code screen on iPhone](image-url)
SETTNGS

This chapter describes how to access support and service information through your compatible smartphone. The Settings screen allows you to access online Help related to Home Monitoring and Control. The “About” information allows you to send feedback, view account information and the Home Control software version number.

FROM IPHONE / IPOD TOUCH

How to View Support (Help) or “About” Information

1. From the Home Control Dashboard, scroll down and tap Settings:

   The Settings page displays showing your Account name and Home Control software version number:

   ![Settings screen](image)

   2. Select the desired option:

<table>
<thead>
<tr>
<th>To access online Help,</th>
<th>1. Tap Help.</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>The online <a href="#">Help screen</a> displays (see below).</td>
</tr>
<tr>
<td></td>
<td>2. Tap the desired link to access the Help information you need.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To access Feedback information,</th>
<th>1. Tap Feedback.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="#">Feedback screen</a> displays (see below).</td>
</tr>
<tr>
<td></td>
<td>2. In the E-Mail field, type your email address.</td>
</tr>
<tr>
<td></td>
<td>3. In the Name field, type your name.</td>
</tr>
<tr>
<td></td>
<td>4. In the Feedback field, type your feedback message for Verizon.</td>
</tr>
</tbody>
</table>
Using Home Monitoring and Control with Your Compatible Smartphone

<table>
<thead>
<tr>
<th>Help screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback screen</td>
</tr>
</tbody>
</table>

To close the Settings menu and return to the Home Control Dashboard,

1. Tap the **Close** button (just to the right of “Settings”).

   The service returns to the Dashboard screen.

5. When finished, tap the **Send Feedback** button.

   Your feedback is sent, and the service returns to the Dashboard screen.
Using Home Monitoring and Control with Your Compatible Smartphone
ENERGY

This chapter describes how to use the Energy feature to view your home’s energy consumption.

FROM iPhone / iPod touch

How to View Your Home’s Energy Usage

1. From the Home Control Dashboard, tap Energy:

The Energy screen displays showing the total amount of electricity in kilowatt hours (kWh) currently used in your home for each day of the current month. (This data is based on a connected HMC Energy Reader):
THERMOSTATS

This chapter describes how to use the Thermostats feature to view or adjust your home’s heating and cooling temperature settings.

FROM iPHONE / iPOD TOUCH

How to Adjust Your Smart Thermostat Settings

1. From the Home Control Dashboard, tap Thermostats:

2. From the Thermostats list, tap the icon for the Smart Thermostat you want to control:
The Smart Thermostat screen displays:

- **Tap Heat** to set your system’s operating mode to Heat. The heating system will turn on when the temperature drops below your Heat setpoint.
- **Tap Cool** to set your system’s operating mode to Cool. The cooling system will turn on when the temperature rises above your Cool setpoint.
- **Tap Auto** to let your thermostat automatically decide when to heat or cool, based on your heating and cooling preferences.
- **Tap to choose between Fan Auto (fan runs automatically) and Fan On (fan runs continuously)**
- **Tap Off** to turn off your Smart Thermostat.
- **Tap the orange Up button to raise the Smart Thermostat’s temperature setpoint.**
- **This number shows the current temperature setpoint value. This value is adjusted when you tap the orange or blue arrow to raise or lower your thermostat setting.**
- **Tap the blue Down button to lower the Smart Thermostat’s temperature setpoint.**
- **Tap to choose the thermostat schedule setting: Hold (suspends any schedule running and maintains a constant temperature), Run (runs the thermostat based on the schedule set via the Home Control web application), or Energy Savings (a preset recommended energy savings setting)**

**Adjusting Your Heating / Cooling / Auto System**

1. From the **Smart Thermostat** screen, do ONE of the following:
   a. **Tap Heat** to set your system’s operating mode to heat (see figure on left).
   b. **Tap Cool** to set your system’s operating mode to cool (see middle figure).
   c. **Tap Auto** to let your thermostat automatically decide when to heat or cool, based on room temperature (see figure on right). This mode applies only if the thermostat is wired to manage both heating and cooling systems.
2. Tap the **Up** and **Down** arrow buttons to raise or lower the setpoint value.

3. To choose the **Fan** mode setting:
   
a. Tap the arrow next to the **Fan Auto** / **Fan On** tab (whichever tab is currently shown) and select from the drop-down menu:

   ![Fan mode settings]

   i. **AUTO** runs your fan automatically when the Heating or Cooling system is on.
   
   ii. **ON** runs your fan continuously, even when the Heating or Cooling system is off. Use this setting for improved air circulation (not recommended for longer periods of time).
   
   iii. **Cancel** closes the menu without saving any changes.

4. To choose the **Thermostat** schedule setting:
   
a. Tap the arrow next to the **Run** / **Hold** / **Energy Savings** tab (whichever tab is currently shown) and select from the drop-down menu:

   ![Thermostat schedule settings]
i. **Hold** overrides the programmed or scheduled temperature settings and sets the Thermostat to the current temperature until you tap **Run** to cancel the Hold setting.

ii. **Run** cancels the “Hold” setting and sets the Thermostat to run the next available schedule at the appropriate time. (How to set up a Thermostat schedule is described in the *Home Monitoring and Control Owner’s Manual*.)

iii. **Energy Saving Mode** runs the thermostat at a preset Energy Savings setting.

iv. **Cancel** closes the menu without saving any changes.

**Turning Off Your Smart Thermostat**

1. From the **Smart Thermostat** screen, tap the **Off** button:

   ![Smart Thermostat Off Screen]

The thermostat is shut off completely.
NOTIFICATIONS / ACTIVITY

This chapter describes how to view Notification messages for Modes and certain devices when activity takes place. **Notifications are only available for your Gateway device, Door Locks, Cameras, and the Door / Window Sensor.** Notifications are set up by the user for these devices through the Home Control web application on your computer. For complete details about Notifications and how to set up messages for your compatible smartphone, see the main *Home Monitoring and Control Owner's Manual.*

Additionally, this chapter describes the Activity Log feature, which enables you to view all device and Mode activity from your compatible smartphone. For complete details, see the “Activity Log” chapter in the main *Home Monitoring and Control Owner’s Manual.*

FROM iPHONE / iPOD TOUCH

**How to View Your Notifications**

1. From the Home Control Dashboard, tap **Notifications / Activity:**

2. At the **Notifications / Activity Log** screen (see figure below):
   a. Tap **Notifications.**
   b. Tap the Notification message for which you would like to see details.

Notifications are only saved for limited time periods, regardless of whether they have been read or not. When the storage capacity becomes full, older Notifications are replaced by newer ones.
The Notification detail screen displays showing a detailed view of the selected message:

Oct. 04, 2011 04:42 PM
(Camera) Pan and Tilt Camera has detected motion
How to View Your Activity Log

If you are already at the Notifications / Activity Log screen, skip to Step 2 below.

1. From the Home Control Dashboard, tap Notifications / Activity:

2. At the Notifications / Activity Log screen (see figure below):
   a. Tap Activity Log.
   b. Tap the Activity Log message for which you would like to see details.
Activity Logs are only saved for limited time periods, regardless of whether they have been read or not. When the storage capacity becomes full, older Activity Logs are replaced by newer ones.

The Activity detail screen displays showing a detailed view of the selected message:
**MODES**

This chapter describes the Modes feature, which is used to run the Modes or programmed events that you have set up for selected devices. When the Run Now button is pressed from your compatible smartphone, device activity will start immediately. (For detailed information about Mode setup on your computer, see the “Creating Modes” chapter in the *Home Monitoring and Control Owner’s Manual*.)

When a Mode is run, whether it's on a schedule, triggered by an event, or activated manually, all devices in the Mode will start up. However, any device in the Mode that is offline for any reason (such as not connected to a power outlet) will not be run and will be marked “Offline” in the Home Control dashboard and other places where a device may be referred to.

**FROM IPHONE / IPOD TOUCH**

**How to Manually Activate a Mode**

1. From the Home Control Dashboard, tap Modes:

![Modes on Home Control Dashboard](image)
A list of Modes you have set up displays:

![Modes list](image)

2. Optionally, to view details of the desired Mode before activating it:
   
a. From the Modes list, select the desired Mode by tapping its name.

   In our example below, we will select the Mode called “Turn ON Indoor Light Module”. (When you create a Mode in the Home Control web application from your computer, you give it a custom name to remind you what it does. The custom name, however, may be cut off or abbreviated if too many characters are used in the name, as shown below.)
The Mode Detail screen displays to show which devices are included in the Mode:

At right is a list of devices inside the selected Mode that will start up when this Mode is activated. In this example, when the selected Mode, “Turn ON Indoor Light Module” is run, the Indoor Light Module will turn on.

If other devices were set up in this Mode, they would appear in the Devices list as well.

In the Mode Detail example above, the only device to activate inside the Mode is the Indoor Light Module (although you can activate multiple devices as desired). When this Mode is run, the light / lamp that is connected to the Indoor Light Module will turn on.

3. To activate this Mode, tap the Run Now button.

Processing takes place and then the service displays a confirmation message showing that the selected Mode has been activated:
4. Tap **OK** to close the Activation confirmation message.
DEVICES

This chapter describes how to use the Dashboard from your compatible smartphone to operate your devices remotely:

- Turn on / off incandescent lights and lamps that are connected to the Indoor Light Module. You can also dim the brightness to your lighting preference.
- Turn on / off appliances connected to the Appliance Switch (110 volt)
- Lock and unlock doors
- Monitor door / window activity with the Door / Window Sensor to see if the door or window is open or closed

Click the desired topic:

- How to Turn Your Lights On / Off Remotely
- How to Turn Your Appliances On / Off Remotely
- How to Unlock Your Door Remotely
- How to Monitor Your Door / Window Status Remotely

FROM iPHONE / iPOD TOUCH

How to Turn Your Lights On / Off Remotely

1. From the Home Control Dashboard, tap Devices:
2. From the Devices list, tap Indoor Light Module:

In our example, we selected the Indoor Light Module that is OFF (meaning the light / lamp that is connected to the Indoor Light Module is turned off).

The Indoor Light Module detail screen displays.

3. To turn on the light / lamp, tap the ON / OFF button ON.
4. Optionally, to adjust the brightness when the Indoor Light Module is ON, slide the control to the LEFT for a dimmer setting or to the RIGHT for a brighter setting:

5. Slide the control to the LEFT for a dimmer setting or to the RIGHT for a brighter setting.

6. To turn off the light / lamp, tap the **ON / OFF** button OFF.

   The status of the Indoor Light Module is now OFF:
How to Turn Your Appliances On / Off Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, tap the Appliance Switch 110 Volt ON / OFF button to turn on or off.
If the Appliance Switch button is OFF and you tap it from the Devices list to turn on, processing takes place as shown:

Original status is OFF  
Processing takes place...  
Current status is ON

3. To turn off the Appliance Switch, tap the green ON button.
How to Unlock Your Door Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, tap the Unlock Now button next to the appropriate door lock (Deadbolt Keypad Lock or Door Lever Keypad Lock).

After tapping the Unlock Now button, a message displays: “Lever lock is unlocked, and will relock in 5 seconds.” This message is followed by: “Updating Lock State…”
During this time, the door lock is activated and is placed in an “Unlocked” state. The person needing to gain entrance has approximately **5 seconds** to open the door. Afterwards, the door lock returns to a “Locked” state.

---

**Lock is unlocked, and will relock in 5 seconds.**

**Updating Lock State…**

---

- If you’re using the **Deadbolt Keypad Lock** and it is physically UNLOCKED, when you activate the door lock remotely through your HMC software to lock it again (by selecting “Lock Now”), the party standing **outside** the door will have 5 seconds to re-lock it from the outside by physically turning the deadbolt. Or, if the party is standing **inside** the door, they can simply re-lock it with the keypad knob (which does not require remote activation).
  - For more details on using the Deadbolt Keypad Lock, please refer to the “Deadbolt Keypad Lock” chapter in the *Home Monitoring and Control Owner’s Manual*.

- If you’re using the **Door Lever Keypad Lock** and you press the physical “Unlock” button (located on the indoor side of the lock), the door will remain UNLOCKED indefinitely until you either press the physical “Lock” button or tap the “Lock Now” button through your compatible smartphone.
How to Monitor Your Door / Window Status Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, look for Door and Window Sensor (but no need to tap it):

The status shows “Open” or “Closed”, indicating whether the door or window being monitored by the sensor device is open or closed.
CAMERAS

This chapter describes the Cameras feature, which allows you to monitor indoor and outdoor locations where a camera is installed. You can set your camera to display “Live Streaming” video (faster image motion) or “Snapshot” video (slower still-frame images). For complete details about Camera setup and operation, see the Camera chapters in the *Home Monitoring and Control Owner’s Manual*.

FROM IPHONE / IPOD TOUCH

**How to Set the Camera Viewing Mode**

1. **From the Home Control Dashboard**, tap **Cameras**:  

![Home Control Dashboard](image)

   The Cameras list (on right) displays showing all HMC cameras that you have set up.

2. Tap the desired camera from the list to view its live video feed.

3. To set up the camera in **live streaming** mode (faster, smoother image movement), tap the **Live Streaming On / Off** button **ON** as shown below.
Live streaming video displays:

4. To set up the camera in snapshot mode (slower, still-frame movement), tap the Live Streaming On / Off button OFF as shown below.

   Snapshot is displayed:

   Tip: If you tap the Refresh Frame button, the screen refreshes itself with the latest captured snapshot image.

   Note: The On / Off button is not used to physically turn the camera on or off. To turn off the camera, you must physically unplug it from the power outlet or turn on the Privacy button (Indoor Camera and Pan and Tilt Camera only).
CAMERA TIPS

- Live video images from your Camera can be viewed through the Home Control Dashboard on your compatible smartphone. Recorded video clips can be viewed only from your computer via the Home Control web application.

- Only one source at a time – compatible smartphone or computer – can view “live streaming” video from the same camera. In other words, if you are viewing live streaming video of the Pan and Tilt Camera from your computer, you will not be able to view the same live stream from your compatible smartphone.

  If this situation occurs, the following message will display on your compatible smartphone:

  o Video Streaming is currently not available because this stream is being viewed on another device.

- “Snapshot images” can be viewed from more than one source simultaneously.

- You can view live streaming video via your computer or compatible smartphone AND simultaneously on the FiOS TV application because the FiOS TV application uses a different method to view the camera feed.

- If your camera is set up in a “triggered” Mode, you can run the Mode from your compatible smartphone at any time to begin camera recording. (For details, please refer to the Home Monitoring and Control Owner’s Manual.)

- You may see a message, “Offline”, instead of the camera live feed if the Camera has lost power (not connected to a wall outlet or power supply) or your network connection is lost.
SIGN OUT

The Settings menu is where you go to sign out of the Verizon Home Control Dashboard.

FROM iPHONE / iPOD TOUCH

How to Log Out of the Dashboard

1. From the Home Control Dashboard, scroll down and tap Settings:

2. At the Settings menu, tap Sign Out.

You are now logged out of the Home Monitoring and Control Dashboard.
PART TWO:
ANDROID USERS

- Accessing the Home Control Dashboard
- Support / About Menu
- Energy
- Thermostats
- Notifications / Activity
- Modes
- Devices
- Cameras
- Sign Out
ACCESSING THE HOME CONTROL DASHBOARD

FROM ANDROID

1. Tap the Home Control app.

As you proceed to launch the app for the very first time, an end user license agreement (EULA) displays:
2. To continue and to accept the EULA terms, tap the Accept button.

3. At the Sign In screen, enter your MyVerizon User ID and Password, and then tap Sign In.

   The Verizon User ID and Password are what you set up when you first established Verizon Online High Speed Internet Service, FiOS TV, or FiOS Internet service. If you have forgotten your User ID or Password, tap the link on your screen, “Forgot User ID or Password?”.

   a. You will see an option when signing in that will allow you to select the option on this screen to stay signed in to the app. If you choose this option, your account information will be accessible to anyone who uses your device, include unauthorized users if you lose it. Please note that if you choose this option, any user accessing your service or home network will be able to view and manipulate your account and other sensitive information, as well as your devices. We recommend selecting the “sign out” link when you are no longer using the service.

   b. If this is your first time signing on to the service, continue with Step 4 below.

   c. If it is not your first time signing on to the service, skip to Step 7.

4. At the Setup Access Code screen, enter a 4-10 digit number for your new code, and then tap Next to continue (see figure on left below).
Using Home Monitoring and Control with Your Compatible Smartphone

Setting up a new Access Code

The service prompts you to verify your Access Code to make sure it was entered correctly (see figure on right above).

5. Re-enter your Access Code in the field and then tap Confirm.

The Home Control Dashboard displays, showing only the features and devices you have activated:

Verifying the Access Code

If the Gateway device goes offline (for example, if the network is experiencing problems), a message will display on your screen: “Your Home Monitoring and Control System is offline. Please try again later.”
6. IF YOU ARRIVED HERE FROM STEP 5: Please proceed to the next topic, “Using the Dashboard Features”.

7. IF YOU ARRIVED HERE FROM STEP 3c: At the Enter Access Code screen, enter your Access Code, and then tap Next:

The Home Monitoring and Control Dashboard displays:

7. Proceed to the next topic, “Using the Dashboard Features”.
Using the Dashboard Features

The figure below shows the Home Control Dashboard view from your compatible smartphone.

Dashboard View from Android

Support / About menu is enabled after accessing the Menu option from the keyboard or keypad

Dashboard Description

Click the links below to navigate directly to the desired compatible smartphone chapters in this manual.

1. **Energy** — Monitor your home’s daily energy consumption.

2. **Thermostats** — Adjust your thermostat settings for heating and cooling.

3. **Notifications / Activity** — View Notifications and your Activity Log. The Activity Log shows ALL Mode and device activity that has taken place throughout the day. Notifications are received when a Mode or certain device events happen (such as lights turned on, camera began recording, a door opened, etc.). Notifications are available only for certain devices (Gateway device, Cameras, Door Locks, Door / Window Sensor) and Modes. (Notifications are set up from your computer on the MyVerizon portal. For information on how to set up notifications, please refer to the *Home Monitoring and Control Owner’s Manual*. )
4 **Modes** — Activate your Modes. When a Mode is activated from your compatible smartphone, the devices you set up in the Mode will perform the specified actions. (Modes are set up from your computer using the Home Control application on the MyVerizon web portal. For information on how to set up a Mode, please refer to the *Home Monitoring and Control Owner’s Manual*.)

5 **Devices** — Control your Devices — Lock / unlock door locks, turn appliances on / off, turn lights or lamps on / off and control the Dimmer brightness level. Also view Door / Window Sensor status, “Open” or “Closed”, (to see if the door or window being monitored is open or closed).

6 **Cameras** — View snapshots or live camera video feed from your HMC Indoor, Outdoor, or Pan and Tilt Camera.

7 **Support / About Menu** — View Feedback / Help / About information, which is accessed from the Menu button on your phone’s physical keyboard or Menu icon on the software keypad.

7 **Sign Out** — Log out of the Home Control application.

**An Important Word about Timeouts**

For security reasons, whenever your compatible smartphone service goes idle (that is, no user activity takes place for 3 minutes), a “timeout” occurs. When this happens, the Access Code screen will display, and you must enter your 4 to 10-digit PIN to continue.

![Access Code screen on Android](image-url)
SUPPORT / ABOUT MENU

This chapter describes how to view Help and other service information through your compatible smartphone. The Support / About menu options allow you to access online Help related to Home Monitoring and Control, send feedback, and view service information.

FROM ANDROID

How to View Support (Help) or “About” Information

1. Go to the Home Control Dashboard.
2. From your phone’s keyboard or software keypad, press the Menu key.

The Support / About menu displays:

3. Select the desired option:

<table>
<thead>
<tr>
<th>To access Feedback information,</th>
<th>1. Tap Feedback.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Feedback screen displays (see below).</td>
</tr>
<tr>
<td>2. In the E-Mail field, type your email address.</td>
<td></td>
</tr>
<tr>
<td>3. In the Name field, type your name.</td>
<td></td>
</tr>
<tr>
<td>4. In the Feedback field, type your feedback message for Verizon.</td>
<td></td>
</tr>
<tr>
<td>5. When finished, tap the Send Feedback button.</td>
<td></td>
</tr>
</tbody>
</table>
Your feedback is sent, and the service returns to the Dashboard screen.

| To access online Help, | 1. Tap **Help**.  
|                         | The online [Help screen](#) displays (see below).  
|                         | 2. Tap the desired link to access the Help information you need. |

| To access HMC service information, | 1. Tap **About**.  
|                                   | The **About** information displays showing the current software release version (see below). |

**Feedback screen**

![Feedback screen](image)

**Help screen** (see next page)
Using Home Monitoring and Control with Your Compatible Smartphone

About screen
Using Home Monitoring and Control with Your Compatible Smartphone

Home Monitoring and Control service provided by Verizon Online LLC
ENERGY

This chapter describes how to use the Energy feature to view your home’s energy consumption.

FROM ANDROID

How to View Your Home’s Energy Usage

1. From the Home Control Dashboard, tap Energy:

The Energy screen displays showing the total amount of electricity in kilowatt hours (kWh) currently used in your home for each day of the current month.
THERMOSTATS

This chapter describes how to use the Thermostats feature to view or adjust your home’s heating and cooling temperature settings.

FROM ANDROID

How to Adjust Your Smart Thermostat Settings

1. From the Home Control Dashboard, tap Thermostats:

2. From the Thermostats list, tap the icon for the Smart Thermostat you want to control:
The Smart Thermostat screen displays:

- **Tap Heat** to set your system’s operating mode to Heat. The heating system will turn on when the temperature drops below your Heat setpoint.

- **Tap Cool** to set your system’s operating mode to Cool. The cooling system will turn on when the temperature rises above your Cool setpoint.

- **Tap Auto** to let your thermostat decide when to heat or cool, depending on your heating and cooling preferences.

- **Tap Off** to turn off your Smart Thermostat.

- **Tap the orange Up button** to raise the Smart Thermostat’s temperature setpoint.

- **This number shows the current temperature setpoint value.** This value is adjusted when you tap the orange or blue arrow to raise or lower your thermostat setting.

- **Tap the blue Down button** to lower the Smart Thermostat’s temperature setpoint.

- **Tap to choose the thermostat schedule setting:** **Hold** (suspends any schedule running and maintains a constant temperature), **Run** (runs the thermostat based on the schedule set via the Home Control Web application), or **Energy Savings** (a preset recommended energy savings setting).

Adjusting Your Heating / Cooling / Auto System

1. From the **Smart Thermostat** screen, do ONE of the following:
   a. **Tap Heat** to set your system’s operating mode to heat (see figure on left).
   b. **Tap Cool** to set your system’s operating mode to cool (see middle figure).
   c. **Tap Auto** to let your thermostat automatically decide when to heat or cool, based on room temperature (see figure on right). This mode applies only if the thermostat is wired to manage both heating and cooling systems.

- **Set your HVAC system’s operating mode to Heat**
- **Set your HVAC system’s operating mode to Cool**
- **Let your thermostat decide when to heat or cool, based on your preferences**
2. Tap the **Up** and **Down** arrow buttons to raise or lower the setpoint value.

3. To choose the **Fan** mode setting:
   
   a. Tap the arrow next to the **Fan Auto / Fan On** tab (whichever tab is currently shown) and select from the drop-down menu:
      
      
      
      
      i. **AUTO** runs your fan automatically when the Heating or Cooling system is on.
      
      ii. **ON** runs your fan continuously, even when the Heating or Cooling system is off. Use this setting for improved air circulation (not recommended for longer periods of time).
      
      iii. **Cancel** closes the menu without saving any changes.

2. To choose the **Thermostat** schedule setting:

   a. Tap the arrow next to the **Run / Hold / Energy Savings** tab (whichever tab is currently shown) and select from the drop-down menu:
      
      
      
      

Home Monitoring and Control service provided by Verizon Online LLC
i. **Hold** overrides the programmed or scheduled temperature settings and sets the Thermostat to the current temperature until you tap **Run** to cancel the Hold setting.

ii. **Run** cancels the “Hold” setting and sets the Thermostat to run the next available schedule at the appropriate time. (How to set up a Thermostat schedule is described in the *Home Monitoring and Control Owner’s Manual*).

iii. **Energy Savings** runs the thermostat at a preset Energy Savings setting.

**Turning Off Your Smart Thermostat**

1. From the **Smart Thermostat** screen, tap the **Off** button:

The thermostat is shut off completely.
NOTIFICATIONS / ACTIVITY

This chapter describes how to view Notification messages for Modes and certain devices when activity takes place. Notifications are only available for your Gateway device, Door Locks, Cameras, and the Door / Window Sensor. Notifications are set up by the user for these devices through the Home Control web application on your computer. For complete details about Notifications and how to set up messages for your compatible smartphone, see the main Home Monitoring and Control Owner's Manual.

Additionally, this chapter describes the Activity Log feature, which enables you to view all device and Mode activity from your compatible smartphone. For complete details, see the “Activity Log” chapter in the main Home Monitoring and Control Owner's Manual.

FROM ANDROID

How to View Your Notifications

1. From the Home Control Dashboard, tap Notifications / Activity:

2. At the Notifications / Activity Log screen (see figure below):
   c. Tap Notifications.
   d. Tap the Notification message for which you would like to see details.

Notifications are only saved for limited time periods, regardless of whether they have been read or not. When the storage capacity becomes full, older Notifications are replaced by newer ones.
The Notification detail screen displays showing a detailed view of the selected message:
How to View Your Activity Log

If you are already at the Notifications / Activity Log screen, skip to Step 2 below.

1. From the Home Control Dashboard, tap Notifications / Activity:

2. At the Notifications / Activity Log screen (see figure below):
   a. Tap Activity Log.
   b. Tap the Activity Log message for which you would like to see details.
Activity Logs are only saved for limited time periods, regardless of whether they have been read or not. When the storage capacity becomes full, older Activity Logs are replaced by newer ones.

The Activity detail screen displays showing a detailed view of the selected message:
Using Home Monitoring and Control with Your Compatible Smartphone

Home Monitoring and Control service provided by Verizon Online LLC
MODES

This chapter describes the Modes feature, which is used to run the Modes or programmed events that you have set up for selected devices. When the Run Now button is pressed from your compatible smartphone, device activity will start immediately. (For detailed information about Mode setup on your computer, see the “Creating Modes” chapter in the Home Monitoring and Control Owner’s Manual.)

When a Mode is run, whether it’s on a schedule, triggered by an event, or activated manually, all devices in the Mode will start up. However, any device in the Mode that is offline for any reason (such as not connected to a power outlet) will not be run and will be marked “Offline” in the Home Control dashboard and other places where a device may be referred to.

FROM ANDROID

How to Manually Activate a Mode

1. From the Home Control Dashboard, tap Modes:
A list of Modes you have set up displays:

![Modes list](image)

2. Optionally, to view details of the Mode before activating it:
   a. From the **Modes** list, select the desired Mode by tapping its **name**.

   In our example below, we will select the Mode called “Turn ON Indoor Light Module”. (When you create a Mode in the Home Control web application from your computer, you give it a custom name to remind you what it does. The custom name, however, may be cut off or abbreviated if too many characters are used in the name, as shown below.)
Using Home Monitoring and Control with Your Compatible Smartphone

The Mode Detail screen displays to show which devices are included in the Mode:

At right is a list of devices inside the selected Mode that will start up when this Mode is activated. In this example, when the selected Mode, “Turn ON Indoor Light Module” is run, the Indoor Light Module will turn on.

If other devices were set up in this Mode, they would appear in the Devices list as well.

In the Mode Detail example above, the only device to activate inside the Mode is the Indoor Light Module. When this Mode is run, the light / lamp that is connected to the Indoor Light Module will turn on.

5. To activate this Mode, tap the Run Now button.

Processing takes place and then the service displays a confirmation message showing that the selected Mode has been activated:
4. Tap **OK** to close the Activation confirmation message.
This chapter describes how to use the Dashboard from your compatible smartphone to operate your devices remotely:

- Turn on / off incandescent lights and lamps that are connected to the Indoor Light Module. You can also dim the brightness to your lighting preference.
- Turn on / off appliances connected to the Appliance Switch (110 volt)
- Lock and unlock doors
- Monitor door / window activity with the Door / Window Sensor to see if the door or window is open or closed

Click the desired topic:

- How to Turn Your Lights On / Off Remotely
- How to Turn Your Appliances On / Off Remotely
- How to Unlock Your Door Remotely
- How to Monitor Your Door / Window Status Remotely

**FROM ANDROID**

**How to Turn Your Lights On / Off Remotely**

1. From the **Home Control Dashboard**, tap **Devices**: 
2. From the Devices list, tap Indoor Light Module.

In our example, we selected the Indoor Light Module that is OFF (meaning the light / lamp that is connected to the Indoor Light Module is turned off).

The Indoor Light Module detail screen displays:
3. To turn on the light / lamp, tap the **ON** / **OFF** button **ON**.

4. Optionally, to adjust the brightness when the Indoor Light Module is **ON**, slide the control to the **LEFT** for a dimmer setting or to the **RIGHT** for a brighter setting:

   Slide the control to the **RIGHT** to increase light / lamp brightness up to 100%

   Slide the control to the **LEFT** to dim the brightness as desired. If you slide the dimmer all the way to “0%”, the switch does not turn off, but remains on at 0% until you tap the **On** button to turn the Indoor Light Module **OFF**.

   The brightness setting remains in effect when the Indoor Light Module is turned off. When the device is turned back on, your light / lamp will resume at the brightness setting.

   You can adjust the brightness setting when the Indoor Light Module button is **ON** or **OFF**.

5. To turn off the light / lamp, tap the **ON/OFF** button **OFF**.

   The status of the Indoor Light Module is now **OFF**.
Using Home Monitoring and Control with Your Compatible Smartphone

Home Monitoring and Control service provided by Verizon Online LLC
How to Turn Your Appliances On / Off Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, tap the Appliance Switch 110 Volt ON / OFF button to turn on or off.
If the Appliance Switch button is OFF and you tap it from the Devices list to turn on, processing takes place as shown below:

![Original status is OFF](image1.png)  ![Processing takes place](image2.png)  ![Current status is now ON](image3.png)

3. To turn off the Appliance Switch, tap the green ON button.
How to Unlock Your Door Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, tap the Unlock Now button next to the appropriate door lock (Deadbolt Keypad Lock or Door Lever Keypad Lock).

After tapping the Unlock Now button, a message displays: "Lever lock is unlocked, and will relock in 5 seconds." This message is followed by: "Updating Lock State..."
During this time, the door lock is activated and is placed in an “Unlocked” state. The person needing to gain entrance has approximately **5 seconds** to open the door. Afterwards, the door lock returns to a “Locked” state.

**Lock is unlocked, and will relock in 5 seconds.**

**Updating Lock State...**

- If you’re using the **Deadbolt Keypad Lock** and it is physically UNLOCKED, when you activate the door lock remotely through your HMC software to lock it again (by selecting “Lock Now”), the party standing outside the door will have 5 seconds to re-lock it from the outside by physically turning the deadbolt. Or, if the party is standing inside the door, they can simply re-lock it with the keypad knob (which does not require remote activation).
  
  o For more details on using the Deadbolt Keypad Lock, please refer to the “Deadbolt Keypad Lock” chapter in the *Home Monitoring and Control Owner’s Manual*.

- If you’re using the **Door Lever Keypad Lock** and you press the physical “Unlock” button (located on the indoor side of the lock), the door will remain UNLOCKED indefinitely until you either press the physical “Lock” button or tap the “Lock Now” button through your compatible smartphone.
How to Monitor Your Door / Window Status Remotely

1. From the Home Control Dashboard, tap Devices:

2. From the Devices list, look for Door and Window Sensor (but no need to tap it):
The status shows “Open” or “Closed”, indicating whether the door or window being monitored by the sensor device is open or closed.
CAMERAS

This chapter describes the Cameras feature, which allows you to monitor indoor and outdoor locations where a camera is installed. You can set your camera to display “Live Streaming” video (faster image motion) or “Snapshot” video (slower still-frame images). For complete details about Camera setup and operation, see the Camera chapters in the *Home Monitoring and Control Owner’s Manual*.

FROM ANDROID

How to Set the Camera Viewing Mode

1. From the Home Control Dashboard, tap Cameras:

The Cameras list (on right) displays showing all HMC cameras that you have set up.

2. Tap the desired camera from the list to view its live video feed.

3. To set up the camera in **live streaming** mode (faster, smoother image movement), tap the **Live Streaming On / Off button** **ON** as shown below.
Live streaming video displays:

4. To set up the camera in **snapshot** mode (slower, still-frame movement), tap the **Live Streaming On / Off** button **OFF** as shown below.

**Snapshot** is displayed:

**Tip:** If you tap the **Refresh Frame** button, the screen refreshes itself with the latest captured snapshot image.
Note: The On / Off button is not used to physically turn the camera on or off. To turn off the camera, you must physically unplug it from the power outlet or turn on the Privacy button (Indoor Camera and Pan and Tilt Camera only).

CAMERA TIPS

- Live video images from your Camera can be viewed through the Home Control Dashboard on your compatible smartphone. Recorded video clips can be viewed only from your computer via the Home Control web application.

- Only one source at a time – compatible smartphone or computer – can view “live streaming” video from the same camera. In other words, if you are viewing live streaming video of the Pan and Tilt Camera from your computer, you will not be able to view the same live stream from your compatible smartphone.

  If this situation occurs, the following message will display on your compatible smartphone:

  o Video Streaming is currently not available because this stream is being viewed on another device.

- “Snapshot images” can be viewed from more than one source simultaneously.

- You can view live streaming video via your computer or compatible smartphone AND simultaneously on the FiOS TV application because the FiOS TV application uses a different method to view the camera feed.

- If your camera is set up in a “triggered” Mode, you can run the Mode from your compatible smartphone at any time to begin camera recording. (For details, please refer to the Home Monitoring and Control Owner’s Manual.)

- You may see a message, “Offline”, instead of the camera live feed if the Camera has lost power (not connected to a wall outlet or power supply) or your network connection is lost.
SIGN OUT

FROM ANDROID

How to Log Out of the Dashboard

1. From the Home Control Dashboard, press the Menu key on your phone’s keyboard or software keypad.

2. At the popup Options menu, tap Sign Out:

   The service prompts, “Do you want to sign out?”
3. To continue, tap **OK**.

You are now logged out of the Home Control Dashboard, and the service returns to the Sign In page.