**HeliTouch** is an intuitive touchscreen interface for the Helix security panel. It is AC-powered and communicates wirelessly.

**Features**
- Real time status
- 7-inch color display
- Wall or table mounting
- 2-Year warranty

**Overview of Installation Steps**
1. Confirm Helix has a WiFi DeviceLink communication card installed
2. Choose a mounting location (wall or table) within reach of the 10-foot power cable
3. Verify signal strength at the proposed location before drilling
4. Enroll into Helix
5. Finish mounting on the wall (if opting for wall mounting)
6. Test

**Table Mounting**
For table mounting slide the feet onto the underside of the plastic enclosure. The fit is intended to be quite snug so some force may be required for the feet to “click” into place.
Signal Strength

Signal strength should be verified before committing to a location. Power HeliTouch with the included power adapter. HeliTouch should display “NOT ENROLLED”. If it does not then hold the “Factory Default” button for five seconds to clear enrollment memory.

Make sure Helix is powered up. Temporarily place HeliTouch in the desired mounting location. If your target Helix reports a signal strength less than 25% then relocate HeliTouch.

Tips

- HeliTouch lists all Helix panels within range, not just the ones in enrollment mode.
- Typically only one Helix will be listed because only one Helix is in range.
- Helix “names” include the last four characters of the Helix MAC address. The Helix MAC address is printed on a label on the bottom of Helix. In the example on this page the last four characters are “CDEF”.
- The signal strength percentages do not update very quickly. Tap “Restart” to force an update of signal strength.
- If the target Helix does not appear on the list then confirm that Helix has a WiFi DeviceLink installed and is powered.
**Wall Mounting Option One → Using the Template**

1. Put the below template on the wall and drill holes through the two black dots.

   ![Template Diagram]

   2 3/8 Inches

2. Put the screws in the wall but leave a gap to accommodate the HeliTouch plastic.

   ![Screw Diagram]

3. Position HeliTouch over the top screwhead first and then tilt HeliTouch to allow the lower screwhead to slip through the lower plastic keyhole.

4. Rotate HeliTouch into place until level. Adjust screw gap and repeat to ensure a tight fit.
Wall Mounting Option Two → Involving Dissassembly

This approach requires removing the enclosure in order to access the mounting holes. The plastic enclosure cover is hinged at the top, and latched at the bottom. Open the enclosure by lifting at the two spots shown below.

The tablet is held in place with a latch on top and two latches on the bottom. Release the tablet by pushing upward on the upper latch and tipping the tablet outward. Unplug the USB power connector from the tablet and set the tablet aside.

After removing the tablet the wall mounting holes will be visible.

The power cable can exit the enclosure through the rectangular hole (typical) or can be completely hidden by drilling a third (big) hole in the wall inside one of the big round holes in the plastic. This will require fishing the wire behind the drywall to a location with an AC power outlet. Regardless, during reassembly, be sure to use strain relief channels for the power cable. Details on this are found on the “More Tips” page of this document.
Enrollment

After confirming the signal strength is good, enroll HeliTouch by putting Helix into enrollment mode and tapping on the desired Helix name on the HeliTouch screen.

HeliTouch will progress through stages of discovery and authentication and upon success will show the below disarmed screen.

If you made a mistake and tapped the wrong Helix then press the Restart button.

Some troubleshooting steps if enrollment fails:
- Confirm Helix is in enroll mode
- Tap the Restart button and try again
- Check whether Helix already has the maximum of four HeliTouches enrolled
The time zone is configured online.

The main banner indicates Helix status such as “DISARMED” or “ARMED STAY”.

Tap one of the arming buttons to arm Helix.

Tap for information on Helix.

Tap for information on Zones.

Tap to access settings such as volume, screen brightness & chime.

Press and hold for two seconds to trigger fire alarm.

Press and hold for two seconds to trigger panic alarm.

Tap to disable entry delay.

Tap before arming to arm silently.
More Tips

• To **remove the optional HeliTouch feet** open the enclosure and remove the tablet and locate and depress each foot’s locking tab while sliding the foot off the enclosure.

• The power cable arrives **properly routed for strain relief**. Always make sure the power cable is routed through the strain relief channels in the upper left corner of the enclosure.

• If HeliTouch is not used for a while (10 minutes) then HeliTouch **turns its screen off**. It turns back on when the screen is touched or when a non-panic alarm occurs. The screen can be manually turned off with a button found inside the gear menu.

• On the top left of the tablet is a physical **volume rocker**. It is not used. HeliTouch volume is set inside the gear menu.

• On the top left of the tablet is a **power button**. This button is typically never used. It can, however, be pressed and held for several seconds to reboot HeliTouch.

• There are two ways to **unenroll HeliTouch**. If Helix is nearby then put Helix in enrollment mode. When Helix is in enrollment mode then HeliTouch will display an unenrollment button in the gear menu. If Helix is NOT nearby then HeliTouch will display a factory default button that can be pressed to unenroll HeliTouch.

• Helix can support up to four HeliTouches.
## Specifications

<table>
<thead>
<tr>
<th>Physical Specifications</th>
<th>8.8 x 4.8 x 3.3 inches (22 x 12 x 8.4 cm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions With Feet</td>
<td>8.8 x 4.8 x 3.3 inches (22 x 12 x 8.4 cm)</td>
</tr>
<tr>
<td>Dimensions Without Feet</td>
<td>8.8 x 4.8 x 1.2 inches (22 x 12 x 3.0 cm)</td>
</tr>
<tr>
<td>Weight</td>
<td>18 oz (510 grams)</td>
</tr>
<tr>
<td>Mounting Fasteners</td>
<td>#4 or #6 screws (not included)</td>
</tr>
<tr>
<td>Environmental Specifications</td>
<td></td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>32°F to 120°F (0°C to 49°C)</td>
</tr>
<tr>
<td>Maximum Humidity</td>
<td>85% non-condensing relative humidity</td>
</tr>
<tr>
<td>Device Specifications</td>
<td></td>
</tr>
<tr>
<td>Battery Life</td>
<td>4 Hours</td>
</tr>
<tr>
<td>Wireless Range</td>
<td>300 feet in open air</td>
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<tr>
<td>Screen Resolution</td>
<td>1024 x 600 pixels</td>
</tr>
<tr>
<td>Screen Size</td>
<td>7 inches diagonally</td>
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<tr>
<td>Accessories</td>
<td></td>
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<tr>
<td>Power Supply</td>
<td>RE012-13</td>
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<tr>
<td>WiFi DeviceLink</td>
<td>RE926RX</td>
</tr>
<tr>
<td>RE657</td>
<td>FCC, IC</td>
</tr>
</tbody>
</table>

### WARRANTY
Resolution Products, Inc. will replace all non-portable products that are defective in their first five (5) years, and all portable products that are defective in their first two (2) years.

### IC NOTICE
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 NOTICE
This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference that may be received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the Resolution Products, Inc. could void the user's authority to operate this equipment.

FCC ID: 2AASJSTP-103

### CE DECLARATION OF CONFORMITY
Hereby, Resolution Products, Inc. declares that this is in compliance with the essential requirements and other relevant provisions of directive 1999/5/EC.

(This declaration can be translated to other languages via a myriad of translation tools found on the Internet.)

IC: 21031-ANANDAT1

### Specifications subject to change without notice

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Tech Support Line (877) 260-5578