Knowledge Base

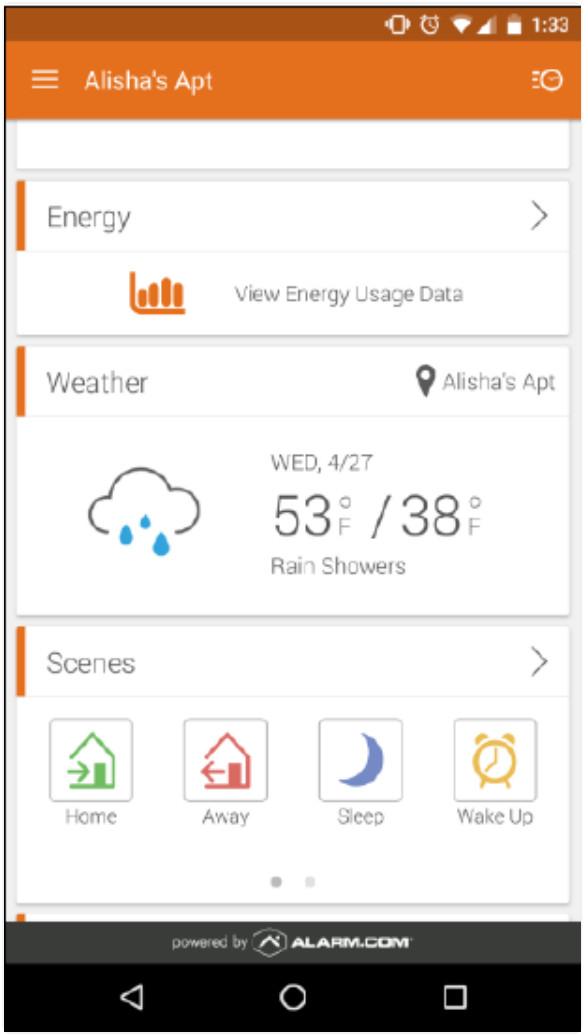
Create/edit a Scene

Scenes allow users to configure a button in the iOS and Android Customer app to execute multiple actions across multiple devices at once.

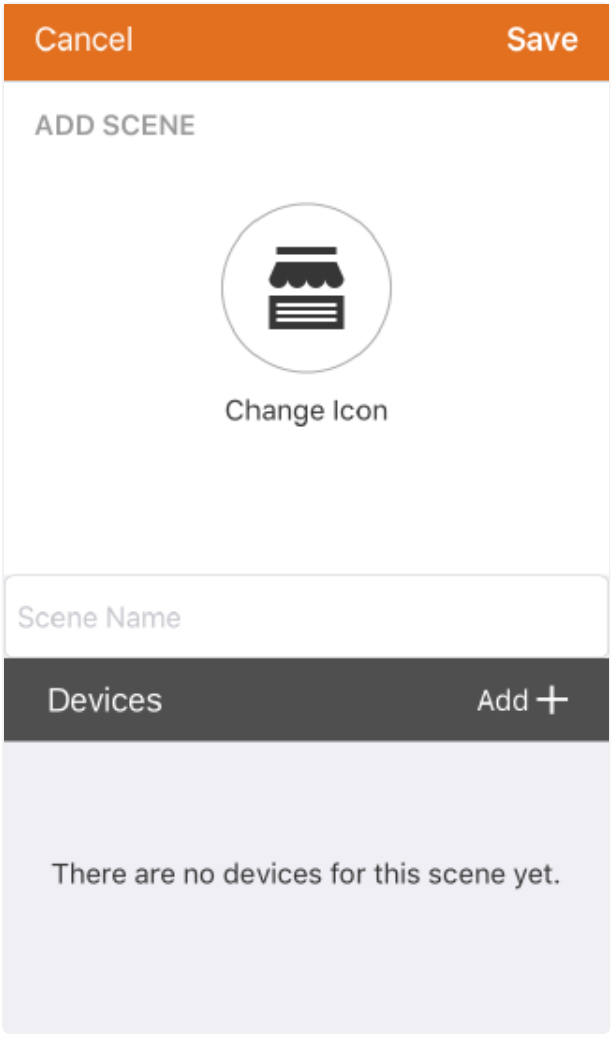
Scenes can be configured from both the Customer Website and Customer app. The Customer app must be used for configuration if the account does not have any physical automation devices installed. For more information about what devices can be controlled by scenes, see How do Scenes work?.

To create/edit a scene using the Customer app:

1. Log into the Customer app.
2. In *Scenes*, tap › .



3. To edit an existing scene, tap › on the scene.
    a. Tap **Edit**.
    b. Edit the scene as desired.
4. To create a new scene, tap + .

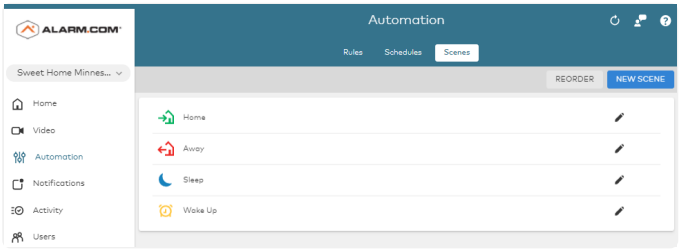


5. In the *Scene Name* field, enter the desired name for the scene.
6. Tap the icon symbol to change the icon image and color to represent the Scene.
7. In *Devices*, tap **Add +** to select the device the scene will control.
8. Depending on the equipment enrolled in the user's system, there are the following types of actions:
    - In *Security System*, tap to select the desired **arming status**. The panel can be placed into *Disarmed*, *Armed (Stay),* or *Arm (Away)* status.
    - In *Lock, t*ap to select the desired **lock status**. Locks can be locked or unlocked.
    - In *Garage*, tap to select the desired **garage door status.** Garage doors can be opened or closed.
    - In *Thermostat*, tap the desired **thermostat status**. Thermostats can be set to a custom temperature, mode, schedule, fan status, and/or specific temperature sensors.
    - In *Lights*, tap the desired **light status**. Lights can be set to *On, Off,* or a specified brightness level (with compatible devices).
9. Once all the actions are set, tap **Save**.

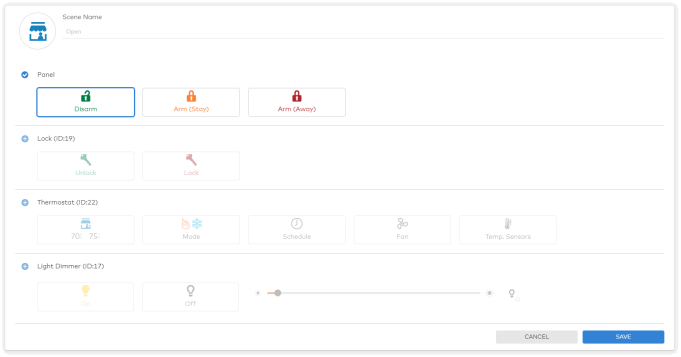
To create a scene using the Customer Website:

Important: To create/edit scenes using the Customer Website, the user's service package must include automation and an automation device must be installed on the account. If automation is not in their service package or there is no automation device installed on the account, the user can only create/edit scenes using the Customer app.

1. Log into the Customer Website.
2. Click **Automation**.
3. Click **Scenes**.



4. To edit an existing scene, click ✎ next to the name of the scene.
5. To create a new scene, click **New Scene**.



6. In the *Scene Name* field, enter the desired name for the scene.
7. Tap the icon symbol to change the icon image and color to represent the scene.
8. Depending on the equipment enrolled in the user's system, there are the following types of actions:
   - For panels, click to select the desired **arming status**. The panel can be placed into *Disarmed*, *Armed (Stay),* or *Arm (Away)* status.
   - For locks*,* click to select the desired **lock status**. Locks can be locked or unlocked.
   - For garage doors, click to select the desired **garage door status.** Garage doors can be opened or closed.
   - For thermostats, click the desired **thermostat status**. Thermostats can be set to a custom temperature, mode, schedule, fan status, and/or specific temperature sensors.
   - For lights, click the desired **light status**. Lights can be set to *On*, *Off*, or a specified brightness level (with compatible devices).
9. Click **Save**.