



SECURITY & SMARTHOME

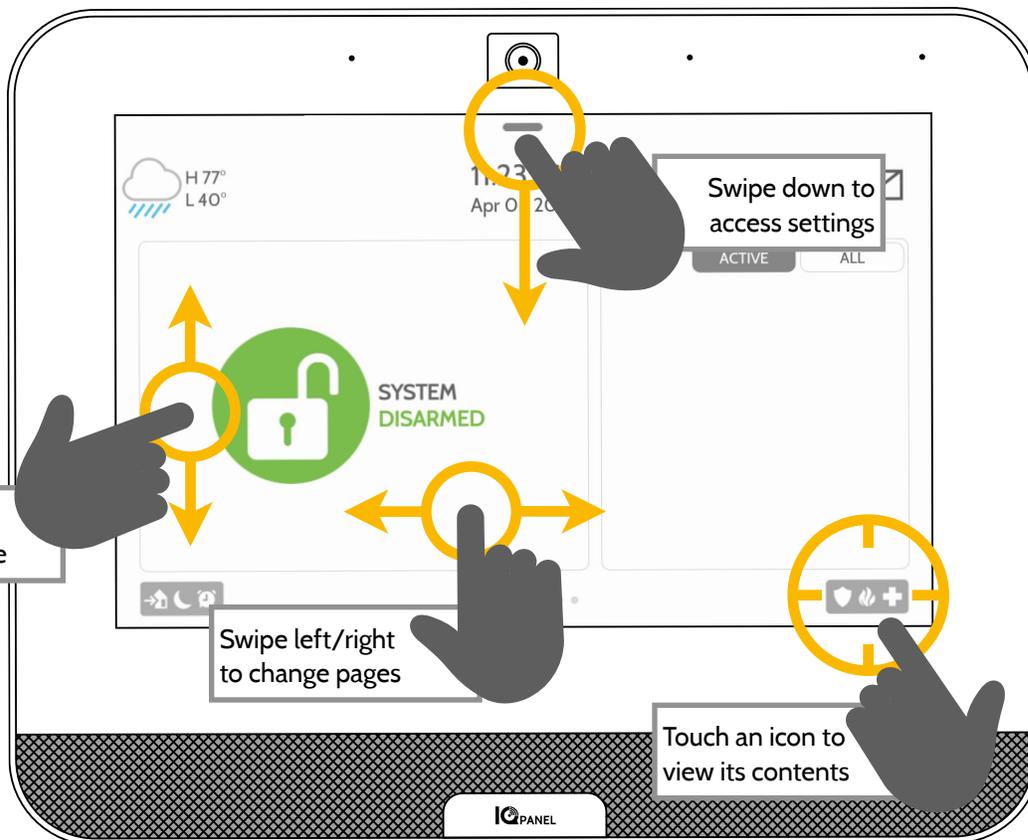
We hope you enjoy your new IQ Panel security and smart home platform. It will serve as the “brain” of your home for many years to come. With it you can control your lights, locks, thermostat, security and much more.

You won't need a manual to operate your IQ Panel, but you can use this guide to learn more about the features of this amazing new device. We hope it will add to your home's decor and make your home smarter and more energy efficient!

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Software Version: 4.1.0

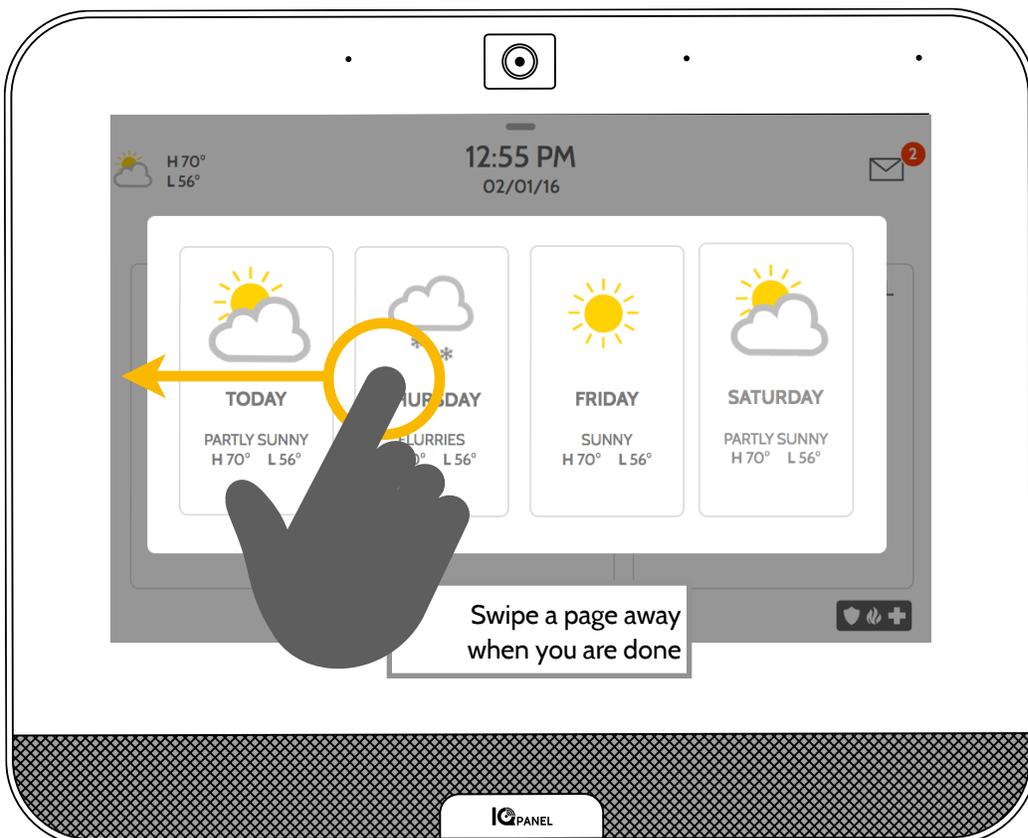
Navigation

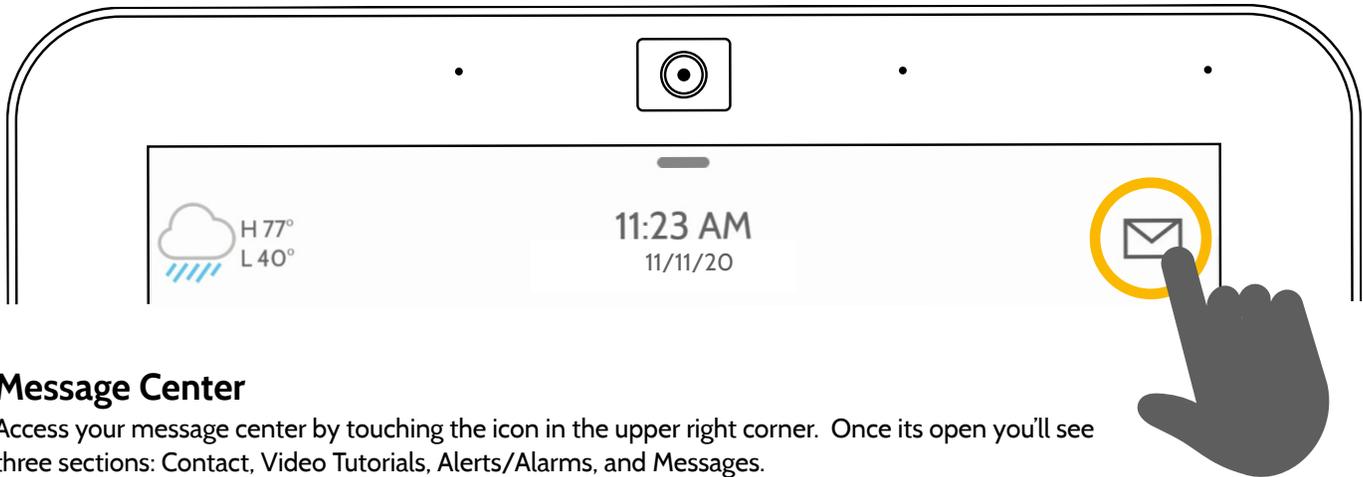
Move from page to page and access information on each page using finger touches, swipes, and scrolling.



Dismiss

To dismiss a pop up when you are done, swipe left or right to dismiss.

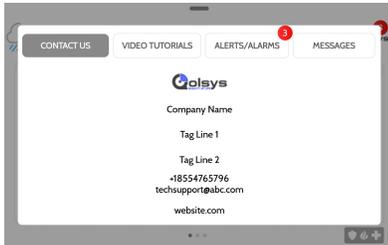




Message Center

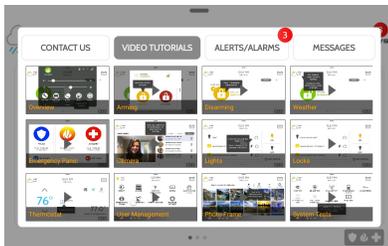
Access your message center by touching the icon in the upper right corner. Once its open you'll see three sections: Contact, Video Tutorials, Alerts/Alarms, and Messages.

(Note: This icon may appear different than shown, depending on your provider's settings)



Contact

Easy access to your provider's contact information, including phone number, email, and website.

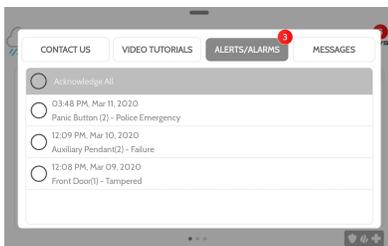


Video Tutorials

Watch videos to help you understand your system and service better.

To watch a video, touch a thumbnail. Video will begin playing automatically.

Video controls appear on screen. To exit, touch the "back" button.

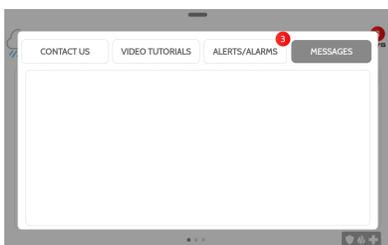


Alerts/Alarms

Alerts and alarms from your system like low battery alerts, alarms, and power failures.

To dismiss, touch the circle to the left of the message and touch "OK" to remove it from your message center.

You can also remove all messages at once by touching "Acknowledge All"

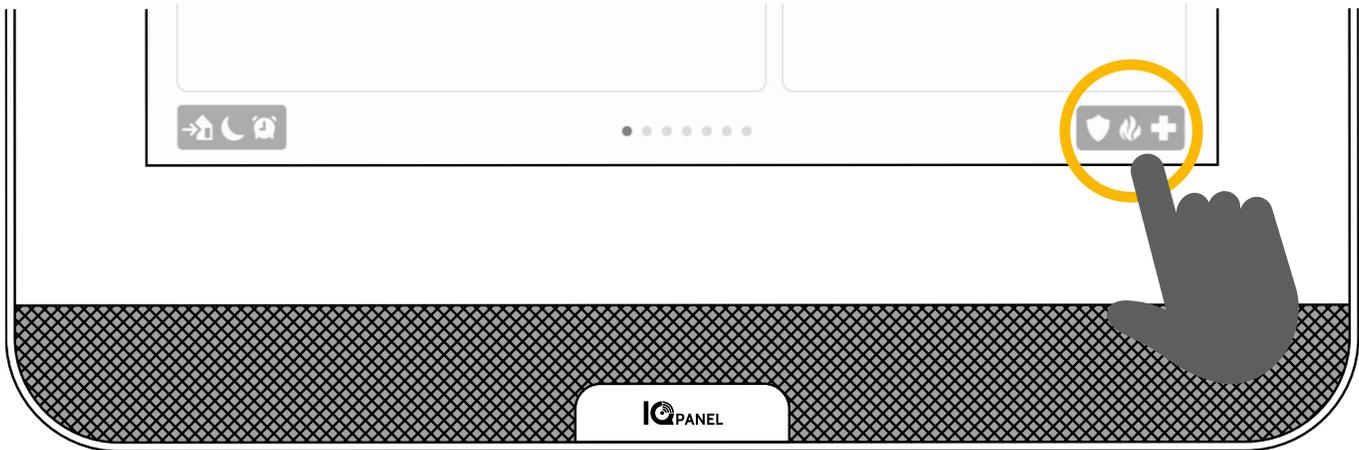


Messages

Messages from your provider will also appear here.

To dismiss, touch the circle to the left of the message and touch "OK" to remove it from your message center.

You can also remove all messages at once by touching "Acknowledge All"



Emergency Panic

If you have a police, fire, or medical emergency and your system is not armed or a sensor has not been triggered, you can send a manual emergency panic by touching the icon in the bottom right corner and selecting the type of emergency you are experiencing. (Note: based on your location, not all options may appear or be available to you.)



This is the central monitoring station, how can I help you?

Two-Way Voice

If your provider offers Two-Way Voice service you'll be able to speak to the monitoring agent from the speakers and microphone built right into your panel.

Alarm Types



Police: When touched it triggers the "Police" siren pattern and sends a police emergency signal to your provider's monitoring station.



Fire: When touched it triggers the "Fire" siren pattern and sends a fire emergency signal to your provider's monitoring station.



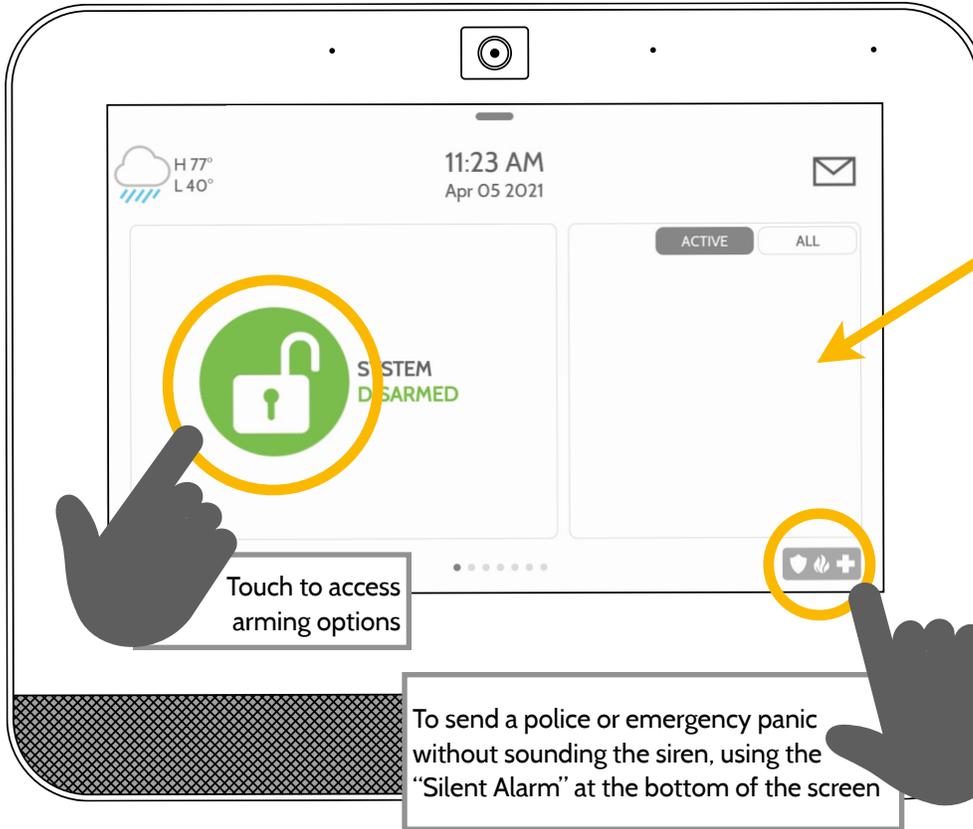
Emergency: When touched it triggers the "Emergency" siren pattern and sends an emergency signal to your provider's monitoring station.



Canceling an Emergency Panic
To cancel an emergency panic, touch the "cancel" button and enter a valid user code.



To send a police or emergency panic without sounding the siren, using the "Silent Alarm" at the bottom of the screen



Touch to access arming options

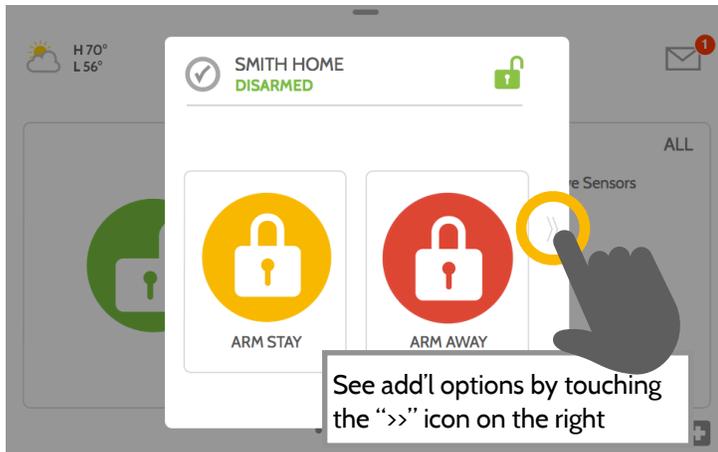
To send a police or emergency panic without sounding the siren, using the "Silent Alarm" at the bottom of the screen

Sensor List

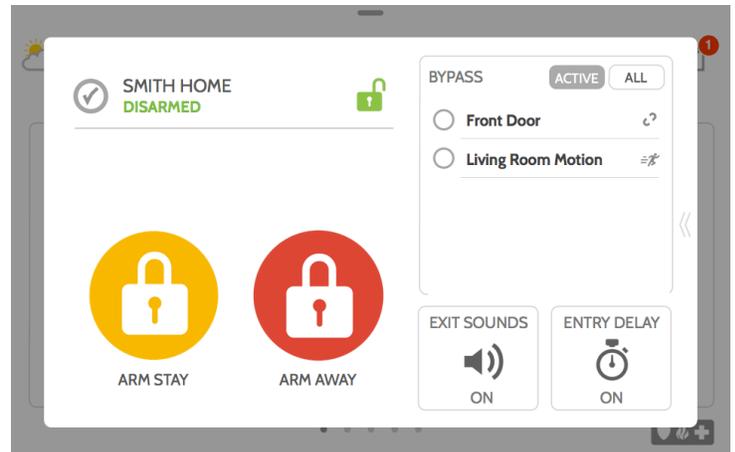
Open or active sensors appear in a scrollable list on the right. Touch the icons in the upper right corner to switch your view to either "Active" or "All" sensors.

Sensor status:

- Open
- Closed
- Active
- Idle
- Unreachable
- Tampered
- Synchronizing
- Not Networked
- Open Bypassed
- Closed Bypassed



See add'l options by touching the ">>" icon on the right



Arming Options

Quickly choose from "stay" or "away"



Arming Stay

Arms doors and windows only



Arming Away

Arms doors, windows and motions



Additional Options

View additional arming options by touching the ">>" icon on the right side.

Additional Arming Options

Select these options before choosing your arming type



Bypass

Touch the circle next to a sensor to bypass it during the arming sequence



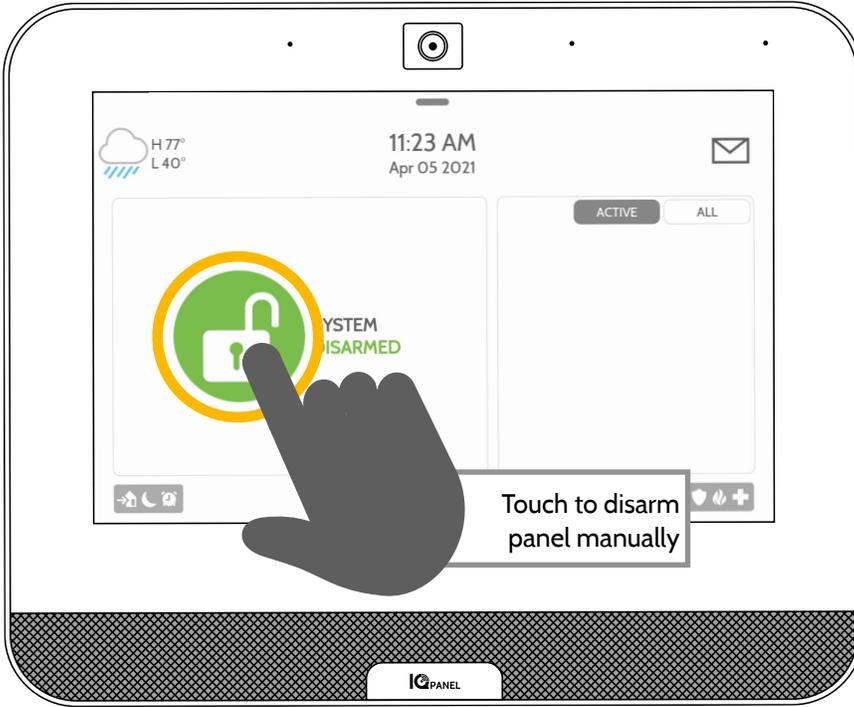
Exit Sounds

The panel beeps as the timer counts down. Silence these beeps before you choose the arming type.



Entry Delay

The panel will give you time to disarm once a "delay door" has been opened. Turn this off with a touch.



Disarming your System

When your system is armed, there are multiple ways to disarm:

Disarming Manually

To manually disarm your panel, touch the icon in the center of the screen. You will be prompted to enter a valid code. Failure to enter a valid code with the time required will trigger the alarm.

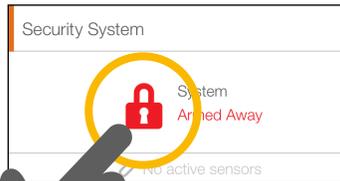
When someone manually disarms the panel the built in camera will take a photo and save it on the camera page along with the date, time, and name of the user.

Disarming Remotely

To remotely disarm your panel, login to your mobile app and touch the "disarm" icon.



Download the Alarm.com app in the App store or Google Play

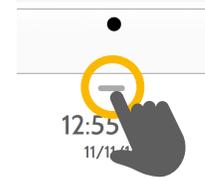


Disarming Automatically

You can connect your smartphone using Bluetooth and it will automatically disarm your IQ Panel from an "Armed Away" state when it comes within range. To connect a phone, follow the steps shown.



Bluetooth Touchless Disarming



Step 1:
Swipe down to access settings tray



Step 2:
Touch "SETTINGS"



Step 3:
Touch "ADVANCED SETTINGS"



Step 4:
Enter your code



Step 5:
Touch "BLUETOOTH DEVICES"

Step 6:
Put your Bluetooth device in "pairing" mode.

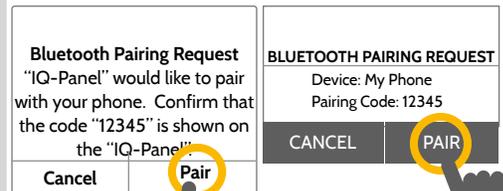
Step 7:
 Touch "ADD DEVICE" The panel will begin searching for new devices in range (It may take up to 60 seconds)

Step 8:
Select your device from the list



Step 9:
Touch "Pair"

Step 10:
When the messages appear on your phone and IQ Panel, ensure the numbers match and touch "Pair" on each.



**You can connect up to five (5) smartphones for touchless disarming. You may need to enable this setting in your Bluetooth settings.*

Alarms

If the alarm is triggered the IQ Panel will sound the siren and display a red alarm screen.



If your provider offers monitoring service, the panel will automatically contact your monitoring center using the dual path LTE and Wi-Fi connection.

To disarm, touch the screen and enter your passcode.

Two Way Voice

The built in microphones on the top of the panel and the Two-Way Voice speakers on the bottom of the panel activate after a connection to the monitoring station has been made.

False Alarms

In the event of a false alarm, press disarm and enter your user code. If your system is monitored, be ready to provide your verbal password to your security provider's monitoring agent if they contact you. If you are NOT able to provide the correct verbal passcode, the authorities may be contacted.



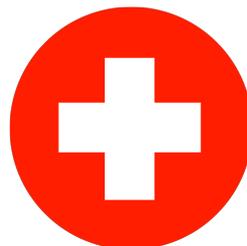
Police

When the system is armed and the alarm is tripped or you touch the "Police" emergency button the alarm sounds with the "Intrusion" siren and then activates the Two-Way Voice microphone and speaker, if available.



Fire

When a Smoke or Carbon Monoxide detector is triggered or someone taps the "Fire" panic on the IQ Panel the alarm sounds with the "Fire" siren and then activates the Two-Way Voice microphone and speaker, if available.



Emergency

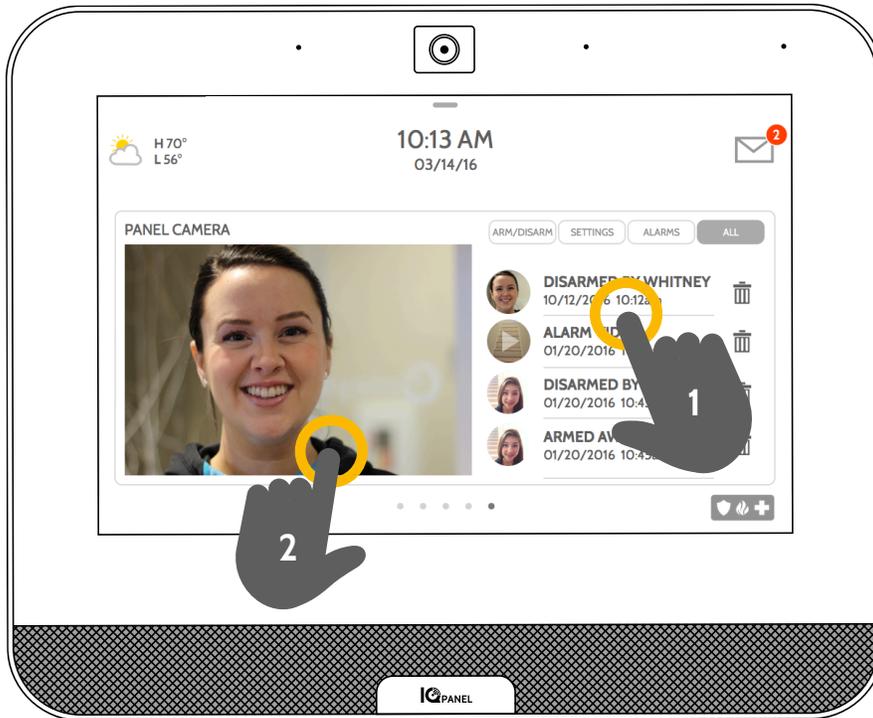
When you press an IQ Pendant or trigger an emergency signal from the IQ Panel, the alarm sounds with the "Emergency" siren and then activates the Two-Way Voice microphone and speaker.

Preventing false alarms:

False alarms are a terrible waste of your public service resources, and can erode your relationship with local authorities. In some areas, authorities even charge a fee for false dispatches.

Here's some tips for avoiding false alarms:

- Use your system regularly, be comfortable with its operation.
- Make sure everyone who has access to your home has a valid access code and is familiar with how to use the system.
- Ensure the doors you use the most are set up with delays to give you enough time to disarm the system when you open a door.
- Test your system regularly
- Develop a routine.
- Use alternative methods for arming and disarming (mobile app, bluetooth disarming, etc.)



Camera Page

Your IQ Panel's built in camera captures photos in a variety of situations:



Disarm Photos

When the panel is disarmed manually, the built in camera takes a photograph and saves it in the "ARM/DISARM" section. These photos are accompanied by the username of the individual who's code was used, the date, and the time.



Settings Photos

When someone attempts to access your panel settings with an invalid code, the built in camera takes a photograph and saves it in the "SETTINGS" section. These photos are accompanied by the date and time.



Alarm Photos

When the alarm is triggered, the built in camera takes a photograph and saves it in the "ALARMS" section.



Alarm Videos

When the alarm is triggered, the built in camera will record up to a 4 minute video clip. This video is stored locally on the panel only.

1- View Photo

Touch a photo thumbnail on the right to view it on the left.

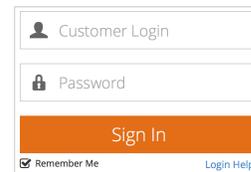
2- Full Screen

Touch the photo on the left to view it full screen. Touch it again to return to the camera page.



Note: While viewing photos full screen you can swipe left/right to view additional photos

Photos to your Phone



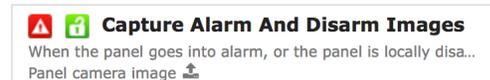
Alarm.com/Login
Get your username and password from your provider



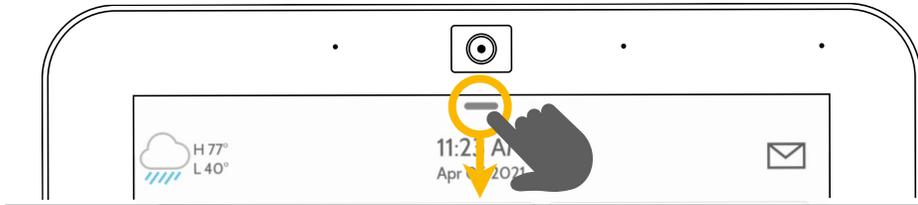
Click the "Images" tab



Click "Rules & Alerts"



Click "Capture Alarm And Disarm Images" to customize



Settings Tray

Access common settings by swiping down from the top of the screen.

Security Status

See your panel's security status in the upper right. Touch it to go directly to the security page

Volume

Slide left/right to adjust the panel voice

Settings

Touch to access the full settings page. From there you can also access "Advanced Settings" (which will require a passcode)

Messages & Alerts

Touch to access the message center including your provider's contact information, video tutorials, and system messages

Photo Frame

Touch to access the photo frame where you can customize the panel's screensaver

Close Tray

Swipe up to close the tray

Battery & Radios

Touch an icon to get more information
-Battery level
-Wi-Fi connection
-Bluetooth status
-LTE connection

Brightness

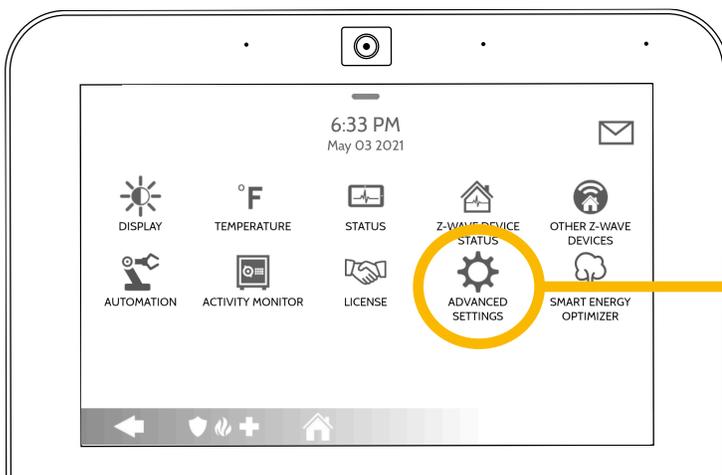
Slide left/right to adjust the screen brightness

Language

Touch to change panel language

Clean Screen

Disables the screen for 30 seconds to allow you to clean it without accidentally touching anything. (Touch the "standby" button on the side of the panel to cancel)



Settings Page

From here you can adjust individual sound settings, change your weather temperature from Fahrenheit to Celsius, see the status of your security and smart home devices, and more.

Advanced Settings

Only the Master code can access this area. From here you can manage users, run system tests, reboot your system, connect Bluetooth and Wi-Fi and more.

Photo Frame

When your panel is not in use, it turns into a customizable photo frame.

Settings

Inside settings you can choose whether you want photos or a weather clock, if you want the panel to turn itself off automatically in the evenings, and more.

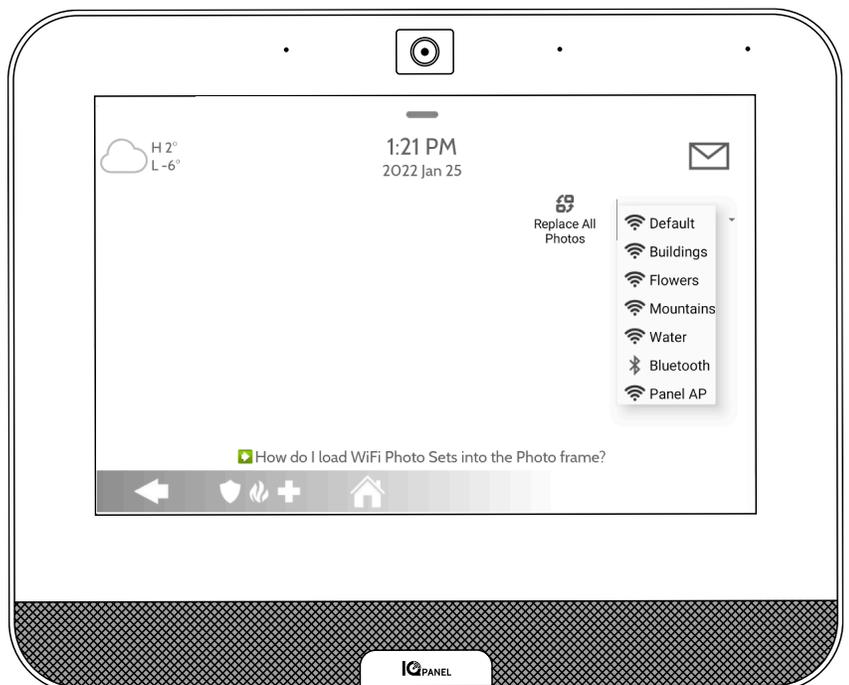
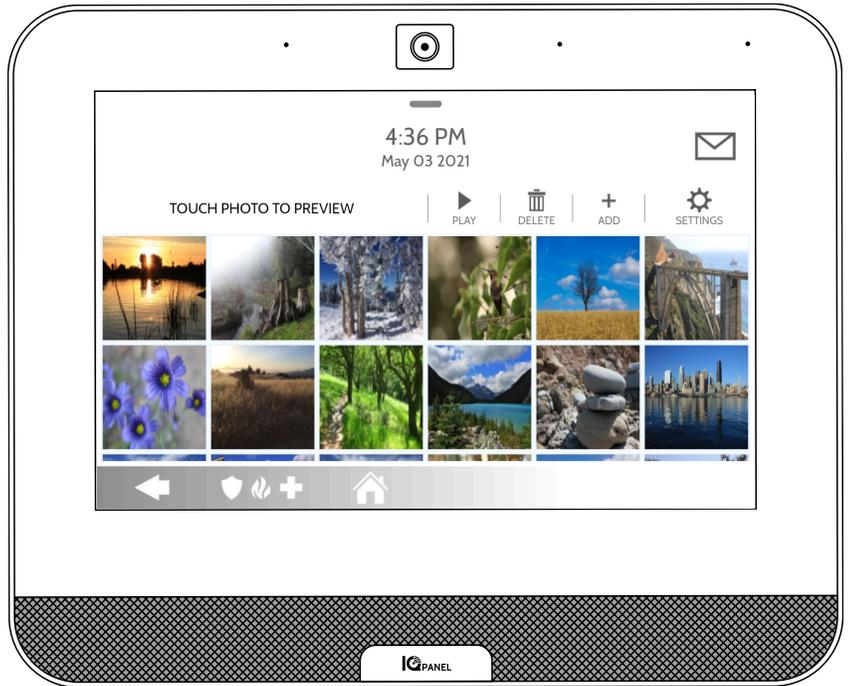
Add Photos

To add your own photos:

- 1 Touch "ADD"
- 2 Touch the drop down to select from various Wi-Fi photo packs (Default, Buildings, Flowers, etc) or to load photos via Bluetooth or the built-in Panel Access Point (Panel AP).
Note: Only Android phones may load photos over Bluetooth. All other phones need to use the Panel AP to load photos wirelessly.
- 3 Touch "Replace All Photos" if selecting one of the Wifi photo packs. For Bluetooth and Panel AP, follow the on-screen prompts to load your own photos from your device.

Delete

Touch a photo to select it. Touch "Delete" to delete it from your panel



User Types

You can add up to 242 users to your system, each with a custom name and access level you allow.

Master: Access panel functions, camera, and system settings.

User: Access panel functions, camera, but NOT system settings.

Guest: Used to give arm and disarm access to those users who will use the panel on a temporary basis

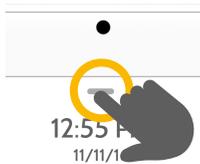
Expiration Date: Choose a specific date that will disable a user code automatically.



Notifications

By creating individual users, you can set up custom text notifications when they access or use your system, keeping you connected no matter where you are.

How to Add a New User



Step 1:
Swipe down to access settings tray



Step 2:
Touch "SETTINGS"



Step 3:
Touch "ADVANCED SETTINGS"



Step 4:
Enter your code*



Step 5:
Touch "User Management"



Step 6:
Touch "Add User"

First Name	<input type="text" value="Enter First Name"/>	Last Name	<input type="text" value="Enter Last Name"/>
User Code	<input type="text" value="Please enter User Co"/>	Confirm User Code	<input type="text" value="Please confirm US"/>
Type	<input type="text" value="User"/>	Expiration Date	<input type="text" value="Unlimited"/>

Add User Screen

Once on the "Add User" screen you can create a custom name and user code and indicate whether you want this person to be a Master, User, or Guest.

*Default master code is 1234. For security purposes this code should be changed once the system has been installed in your home

Testing Regularly

You should test your system regularly to ensure it is operating at peak efficiency. The IQ Panel has a number of tests built in that are easy to perform:



Wi-Fi Test

Run this test every 30 days or if the IQ Panel's Wi-Fi connection seems to be failing.



Sensor Test

Run this test every 30 days. As you start the test, open and close your doors, windows, and move in front of your motion sensors to ensure they work as expected.



Cellular/LTE Test

Run this test if your panel seems to have lost its ability to send and receive signals.



Image Sensor Config

Run this test if your image sensors stop working



Z-Wave Test

A series of Z-Wave tests to optimize your smart home network. "Reconfigure network" is your most useful test, repairing your network for you.



Dual Path Test

Run this test if your panel seems to have lost its ability to send and receive signals.



Panel Glass Break Test

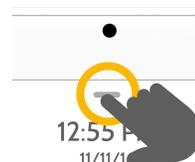
Use this to test your panel's microphone



Panel Test

Use this every 30 days to test a variety of panel functions

How to Access System Tests



Step 1:

Swipe down to access settings tray



Step 2:

Touch "SETTINGS"



Step 3:

Touch "ADVANCED SETTINGS"



Step 4:

Enter your master code*



Step 5:

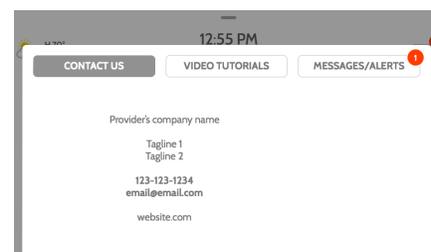
Touch "System Tests"

Encounter a Problem?

If you encounter a problem with your system, contact your provider right away.



Touch "Message Center" in the upper right corner of your panel to get your provider's contact information



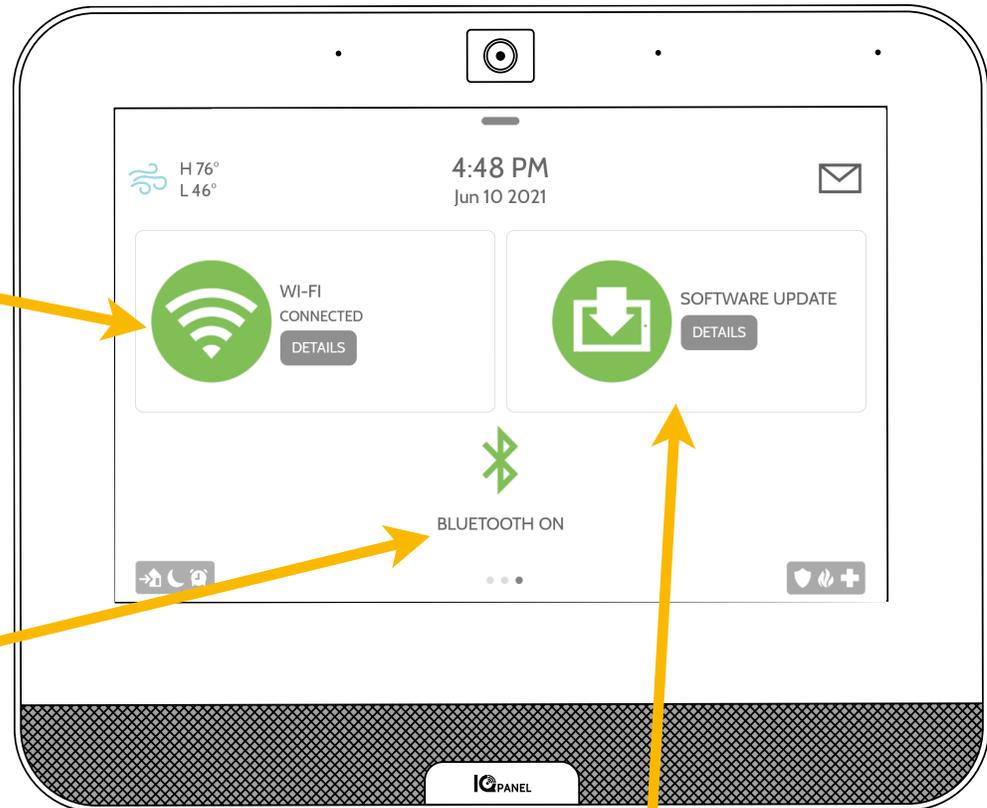
*Default master code is 1234. For security purposes this code should be changed once the system has been installed in your home

Manage My System

Make sure you are always connected to your home Wi-Fi network and that your software is up to date. You can also manage your Bluetooth connected devices directly from this screen.

Wi-Fi

Touch the icon to check the panel's Wi-Fi connection. The icon will be green if Wi-Fi is connected and red if it is not connected. You can also get quick details about the network you are connected to like the SSID, internet connection and more.



Bluetooth

The icon will be green if Bluetooth is ON and red if Bluetooth is OFF.

Software Update

Touch the icon to update the system to current software and get details about the last time an update was performed.