



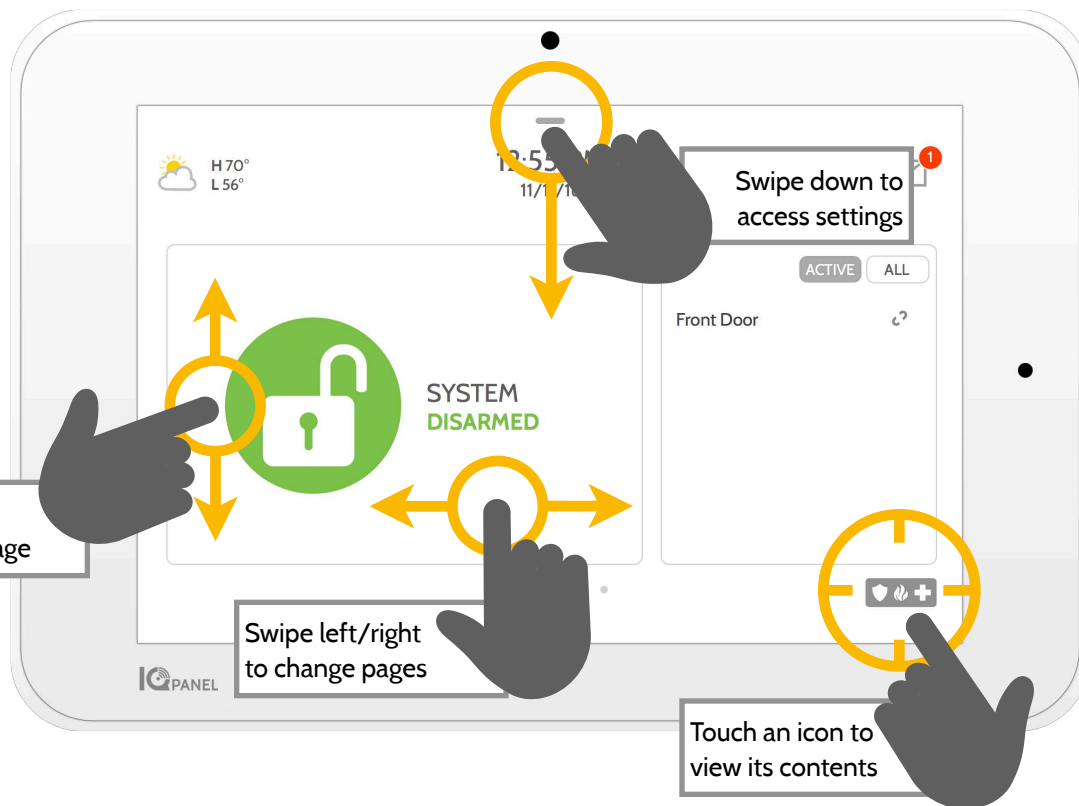
# SECURITY & SMARTHOME

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.

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.

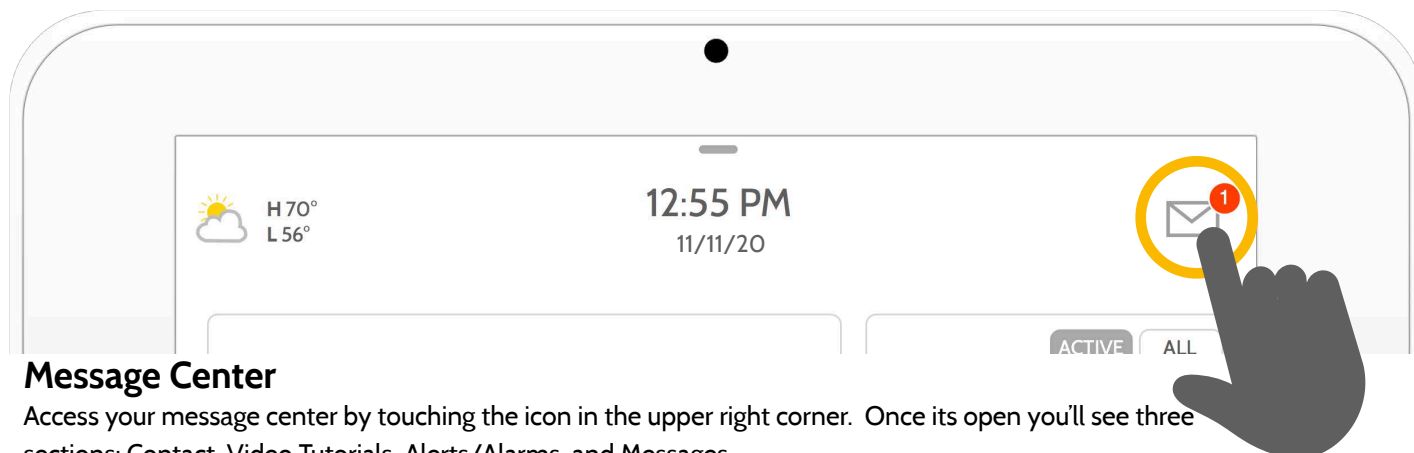
## Navigation

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



## Dismiss

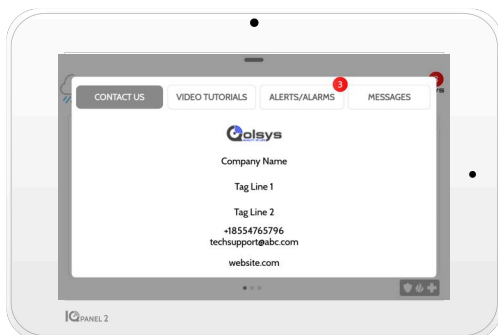
To dismiss a pop up when you are done, swipe left or right to dismiss.



## Message Center

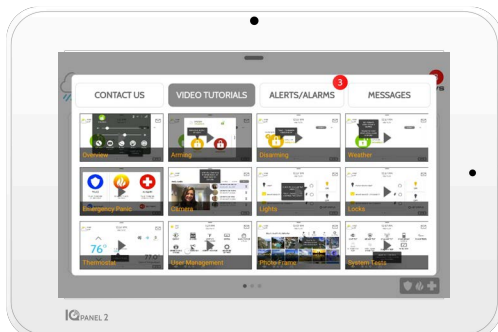
Access your message center by touching the icon in the upper right corner. Once its open you'll see three sections: Contact, Video Tutorials, Alerts/Alarms, and Messages.

*(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.

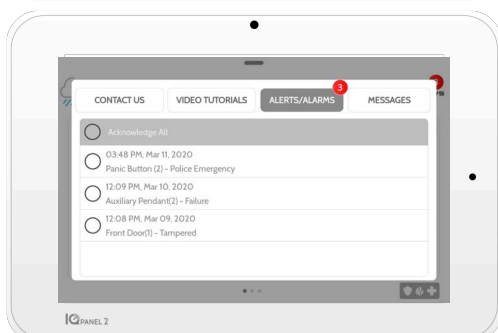


## Video Tutorials

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.

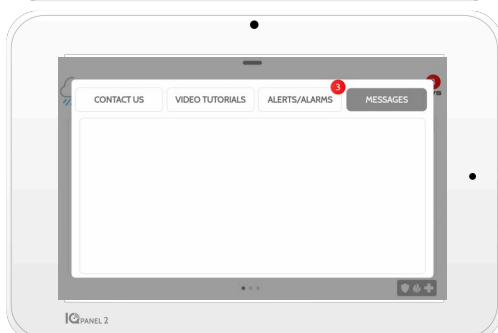


## Alerts/Alarms

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"

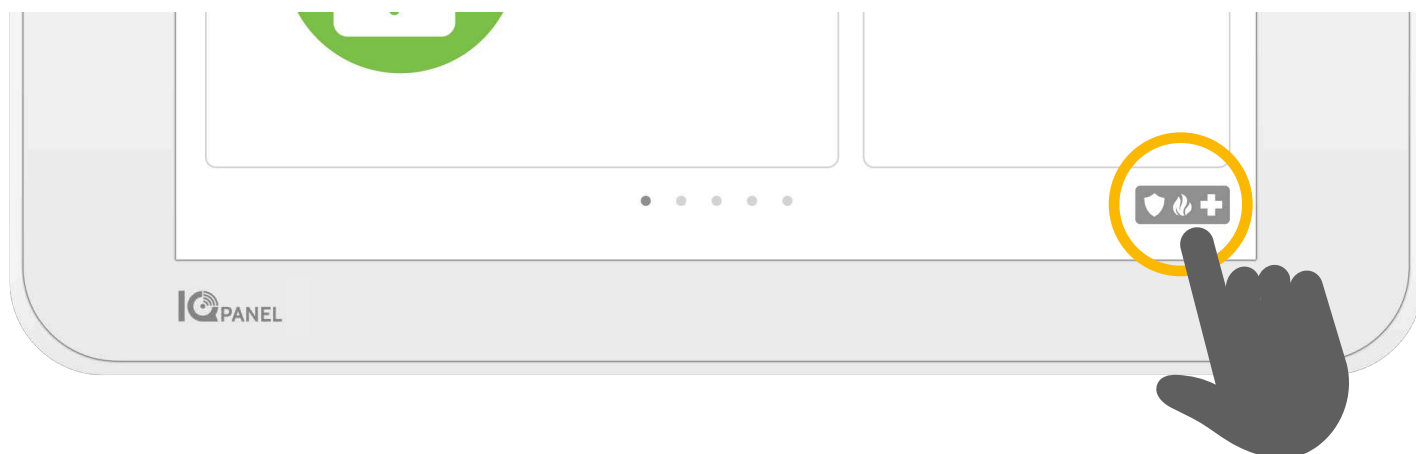


## Messages

Messages from your provider will also appear here.

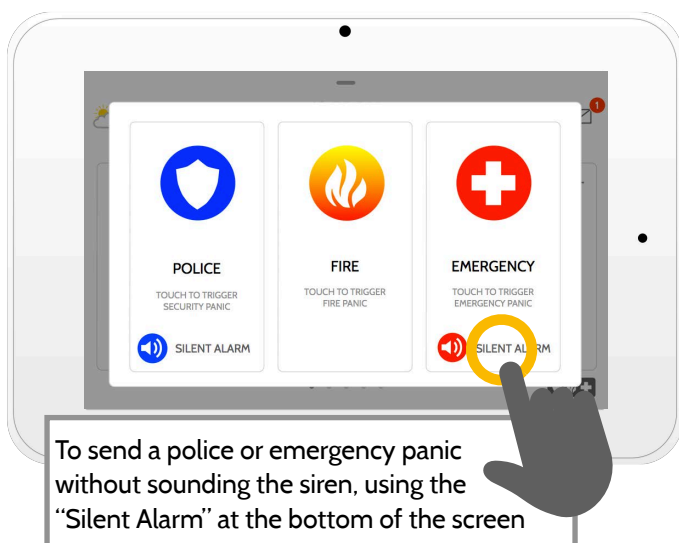
To dismiss, touch the circle to the left of the message and touch "OK" to remove it from your message center.

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.)*



## 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.

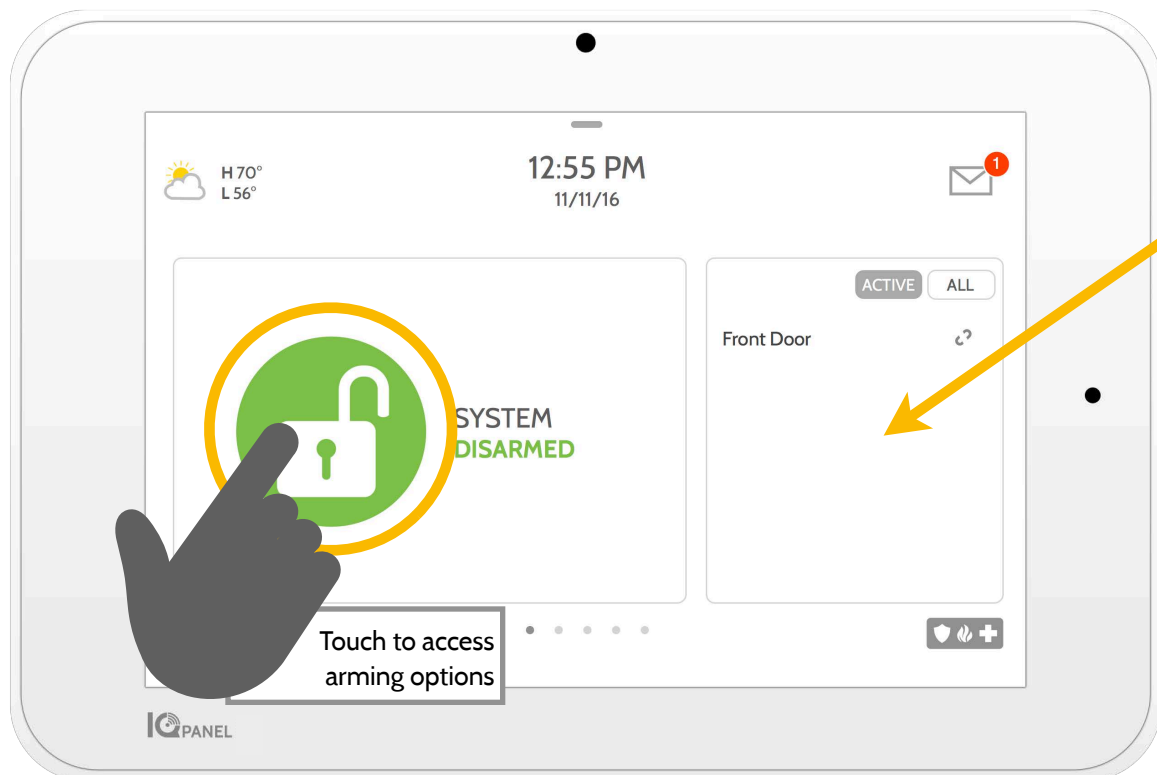


**Emergency:** When touched it triggers the "Emergency" siren pattern and sends an emergency signal to your provider's monitoring station.



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

# USING YOUR SYSTEM: ARMING

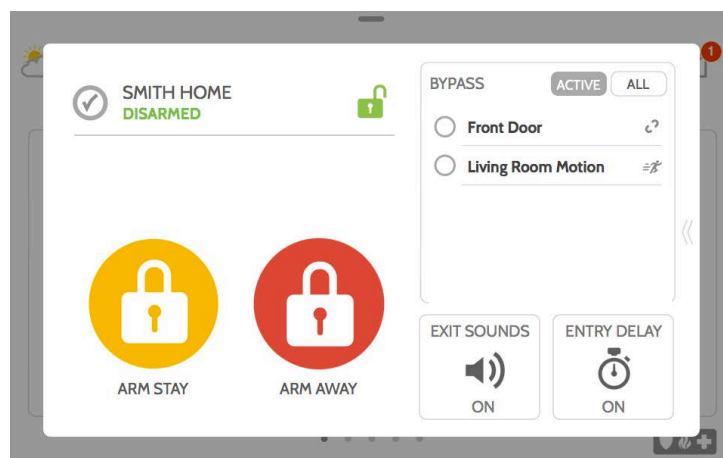
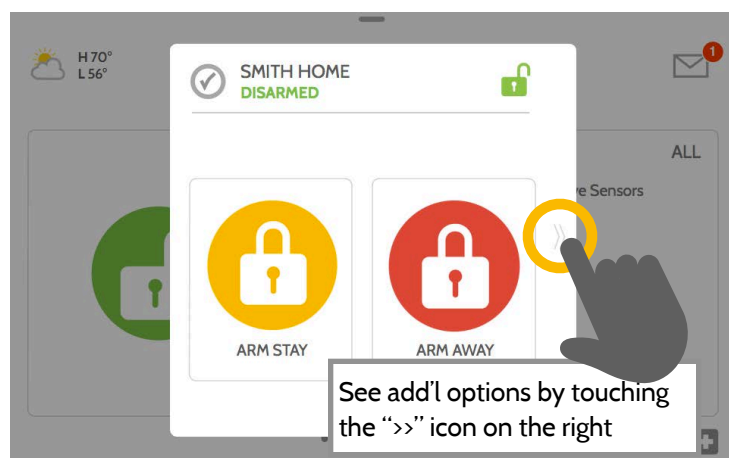


## Sensor List

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



## 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



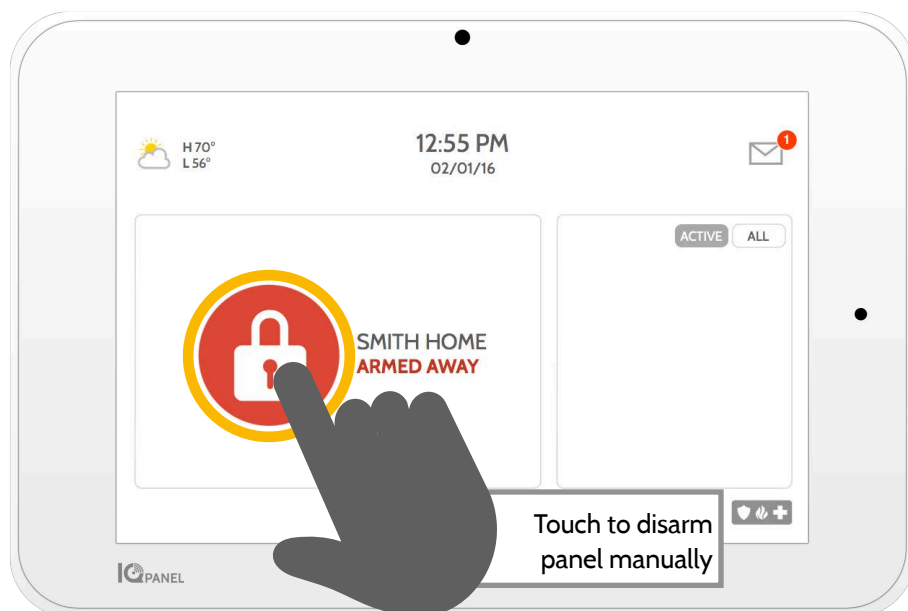
### Exit Sounds

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.

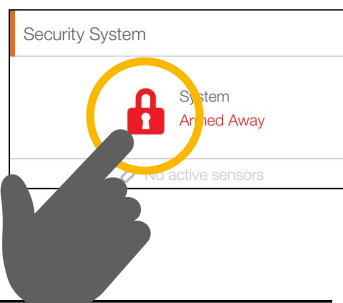


### Disarming Remotely

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





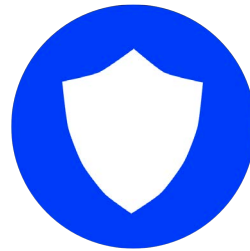
## Alarms

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.



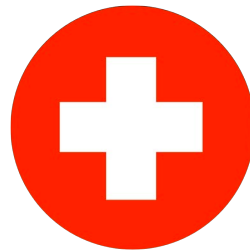
### Police

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.

## False Alarms

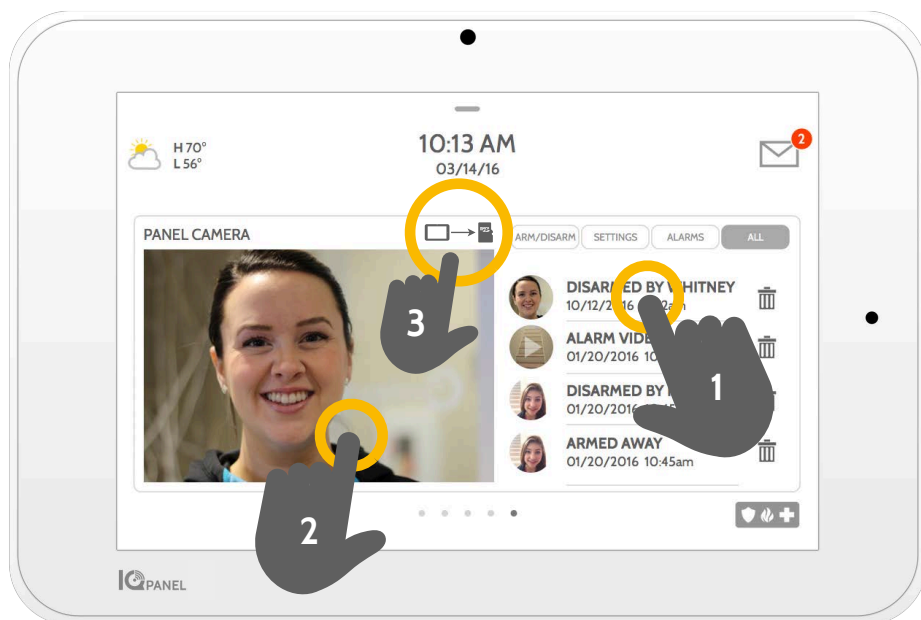
In the event of a false alarm, press disarm and enter your user code. If your system is monitored, be ready to provide your verbal password to your security provider's monitoring agent if they contact you. If you are NOT able to provide the correct verbal passcode, the authorities may be contacted.

## 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.)

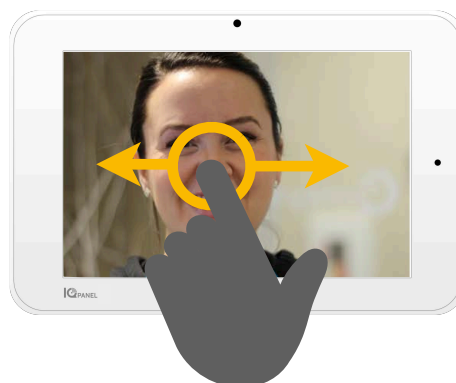


## 1- View Photo

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*

## 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.



## HOW TO ACCESS:

### 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

### 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)

### Battery & Radios

Touch an icon to get more information

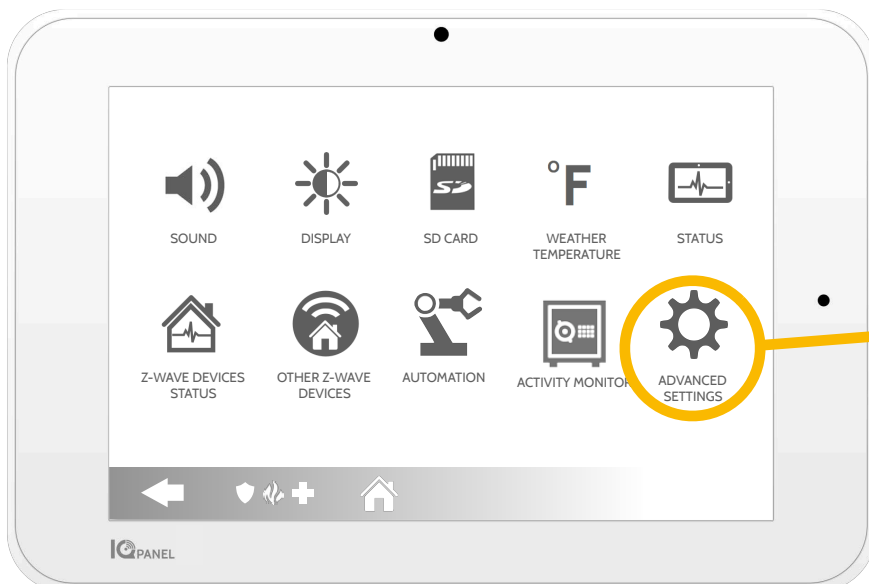
- Battery level
- Wi-Fi connection
- Bluetooth status
- LTE connection

### Brightness

Slide left/right to adjust the screen brightness

### Language

Touch to change panel language



### 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.



**Advanced Settings:** Can only be accessed using the Master code.

## Master Settings

Choose your first and second preferred languages to be toggled from the settings tray (see previous page) and require dealer or installer permission to access panel settings

## User Management

Program up to 242 individual user codes for each person that needs access to the system. Assign a name to each code so that you know who disarmed the system.

## About

View important information about your system such as: current software version, IMEI, hardware version, etc. This is a great place to look if troubleshooting an issue with Tech Support.

## System Tests

Perform various system test to ensure your system is working properly. This is another great place to go if troubleshooting an unknown issue with the system.

## Edit Sensor

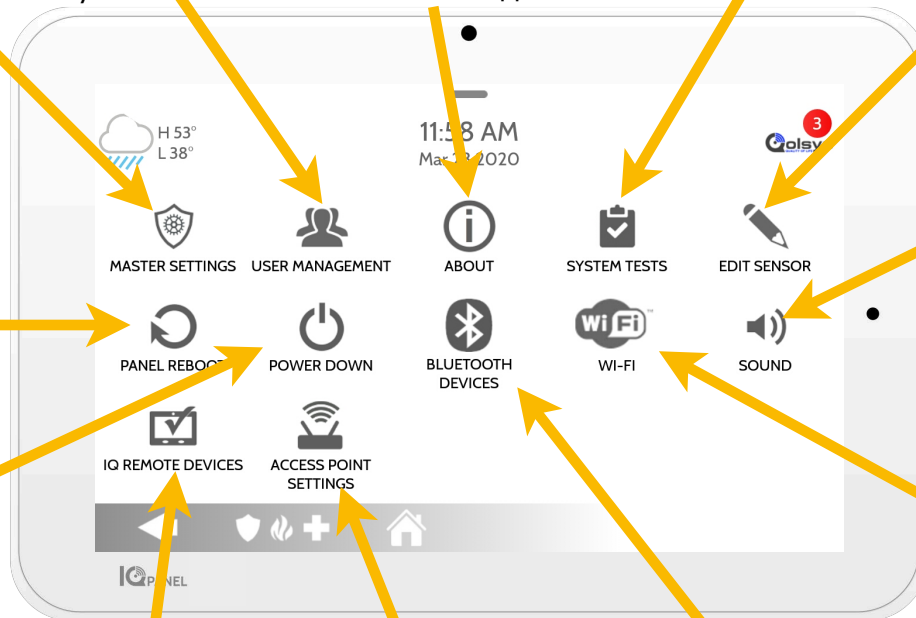
Don't like the names of your sensors? Easily customize your sensor names from here. You can also adjust the chime type and turn Voice Prompts on and off from here.

## Panel Reboot

Use this option if needing to restart your panel. If you're experiencing problems with your system, try performing a panel reboot. Often times, a system restart can help a system run

## Power Down

Use this option if needing to shut the system down for any reason. Shutting the system down any other way can cause potential issues.



## Sound

From the sound menu, you can adjust the volumes to your panel voices, beeps and chimes, and video tutorials. You can also edit sensor chimes, Z-Wave device prompts, Trouble Beeps and touch sounds.

## Wi-Fi

Connect the system to an internet connection to ensure the panel has a second path of communication. This will help speed up the communication time to the central station and greatly improve speed when controlling home automation

## IQ Remote Devices

From here, you can test Remote Wi-Fi signal strength and rediscover Remotes that have lost connection.

## Access Point Settings

Enable and disable access point for use with Wi-Fi devices. Check with your dealer before enabling or disabling or you could cause devices to loose connection.

## Bluetooth Devices

Easily turn on the bluetooth radio from here. This allows you to use the touch-less disarming feature. You can add, delete and edit your devices from here.

## Important Note

If for some reason you are unable to access the settings screen and need to reboot the system, you can do a hard reboot by holding the power button on the side for 30 seconds. This should only be done if absolutely necessary.



For additional help and questions on Advanced Settings, please reach out to your security dealer.

## 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.

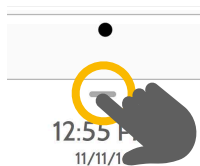
**Expiration Date:** Choose a specific date that will disable a user code automatically.



## 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"



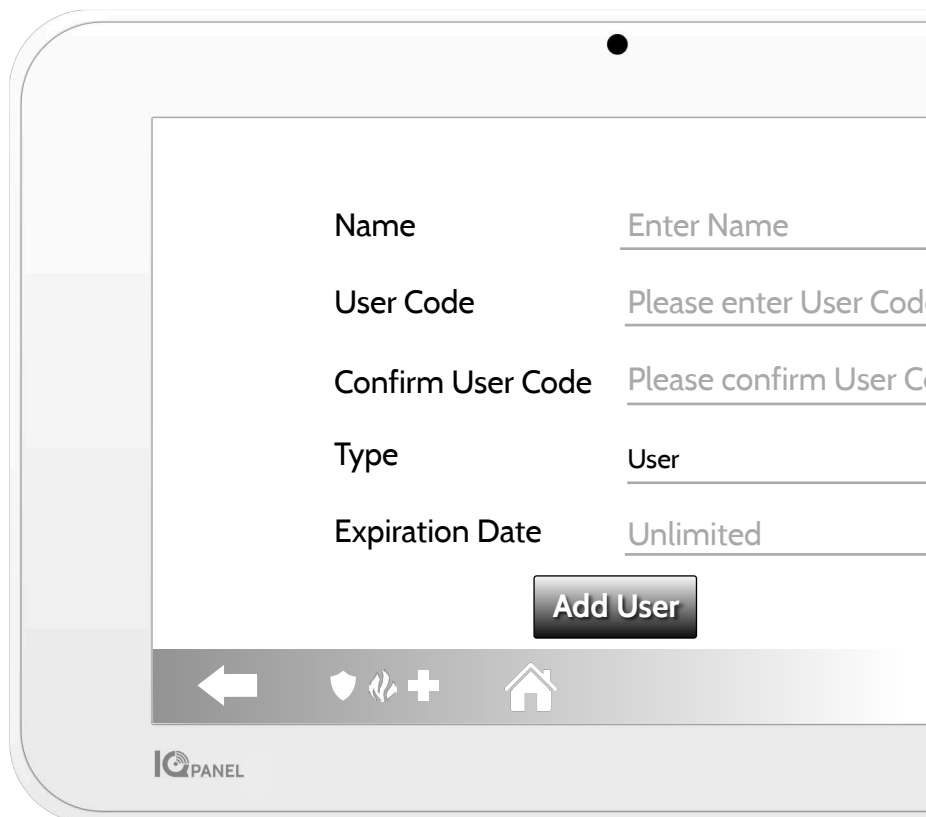
**Step 4:**  
Enter your code\*



**Step 5:**  
Touch "User Management"



**Step 6:**  
Touch "Add User"



The Add User screen displays a form with the following fields and values:

Name	Enter Name
User Code	Please enter User Code
Confirm User Code	Please confirm User Code
Type	User
Expiration Date	Unlimited

At the bottom right is an **Add User** button. Below the form is a navigation bar with icons for back, alarm, add, and home. The ICPANEL logo is at the bottom left.

### 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.



### 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

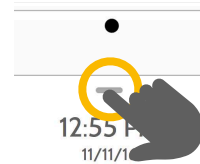
Use this to test your panel's microphone.



### 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:

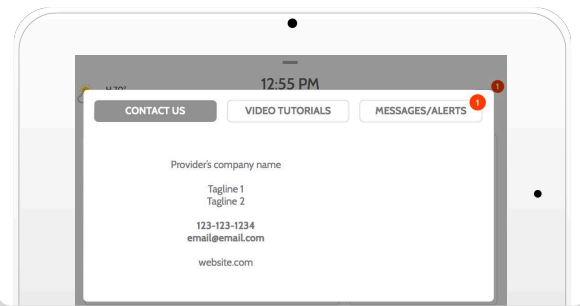
Touch "System Tests"

## Encounter a Problem?

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



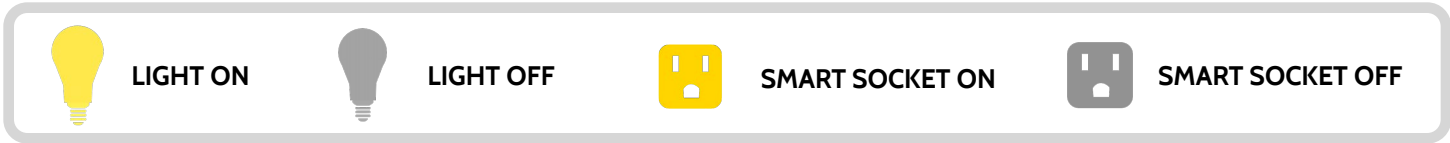
Touch "Message Center" in the upper right corner of your panel to get your provider's contact information



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

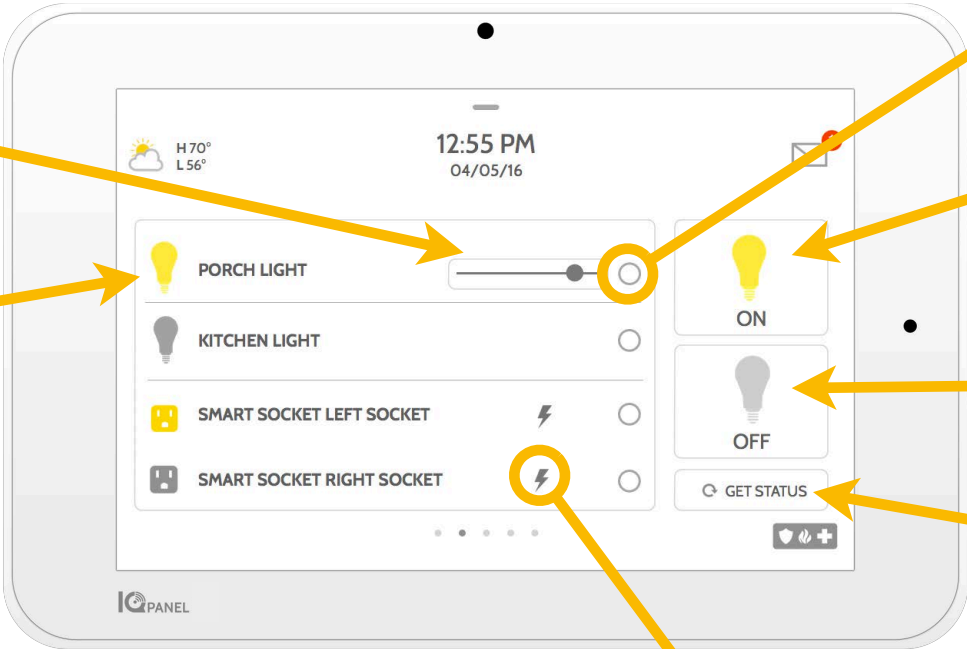
## Light Control

You can add up to 80 Z-Wave lights, lamp modules, or lightbulbs to your IQ Panel. This will allow you to control your lights locally on the panel and also from your mobile app. Once your first light is added to your system, the lights page will appear. Simply swipe over to access it.



**Dimmer**  
Touch the slider from left to right to adjust the brightness of a single dimmer

**ON/OFF**  
Touch a bulb or outlet icon to turn it on or off



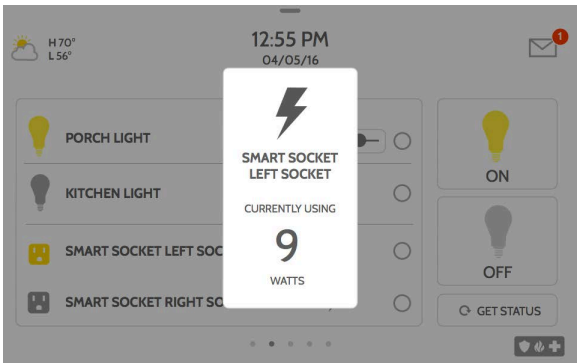
**Select**  
Touch the circle next to a light to select it

**ON**  
Touch turn on all selected lights

**OFF**  
Touch turn off all selected lights

**GET STATUS**  
Touch to check the status of all selected lights

**Energy**  
Touch the energy icon to see how much energy the outlet is currently using



**Mobile Access**  
You can also control your lights from your mobile app.

