USER MANUAL

ABOUT THIS DOCUMENT

This document describes the user interface and controls for the Qolsys IQ Panel, a "Smart home" control and automation system. Within these pages you will find how to enable and simplify home security, home control, energy management, home healthcare, and other services. The IQ Panel uses wireless technology to communicate with a broad set of wireless peripherals and sensors, and can also communicate with your security and home control provider's monitoring and safety systems, your smart phone and remote access from your personal computer. If you have questions about the use, features, or any aspect of this product, please consult your security and home control dealer or visit http://Qolsys.com.

CERTIFICATION

Intertek

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QS-9004-VRZ (Verizon CDMA)
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QS9014-484-00-06 (Telefonica HSPA)

Conforms to UL Std. 1023, 985 & 1635
Certified to ULC Std. C1023 & S545

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ALL-IN-ONE, ALWAYS CONNECTED

CONGRATULATIONS!

We'd like to thank you for making the decision to purchase the IQ Panel. We hope you'll enjoy using it as much as we enjoyed developing it. Our name name is Qolsys, (pronounced kwal-siss) and stands for "Quality Of Life Systems." We built our organization on the belief that we can improve the quality of life through innovation and technology. This panel is the culmination of 3 years of development and testing, and we think you'll love it.

It's got everything you need in a single, easy to use device, and because we developed the software using a Google Android operating system, we can continue to refine your experience over time with software updates and innovative new devices.

The IQ Panel is more than just a security panel, its a home automation and control platform, giving you access and control over what is going on in your home at all times. To take full advantage of the power of this amazing device you'll want to download the free Alarm.com app to your smartphone or tablet. This will be your link to your home when you are away, keeping you connected and ensuring you have the control you need. We've tried to make the panel easy to use, and provide this manual as a reference to help you take advantage of all the features available. If you have questions on anything, don't hesitate to contact your security or home control provider.

Welcome to the future!
-The Qolsys team

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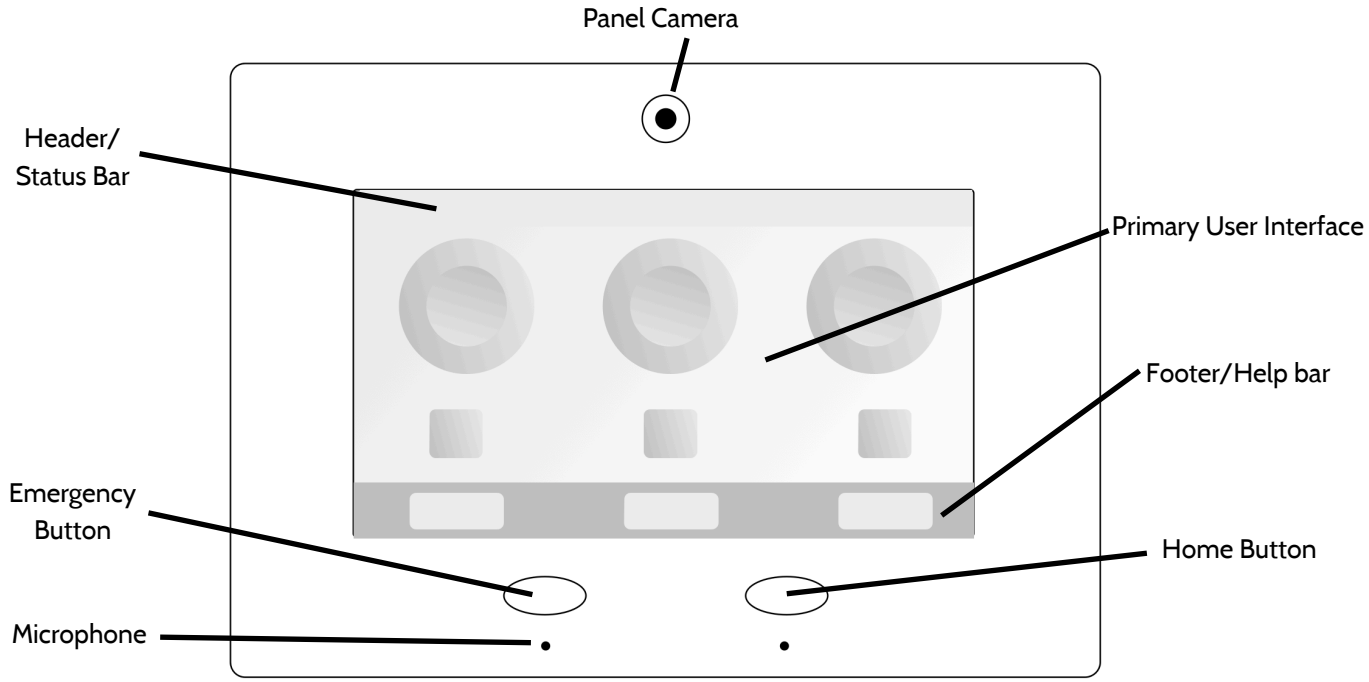
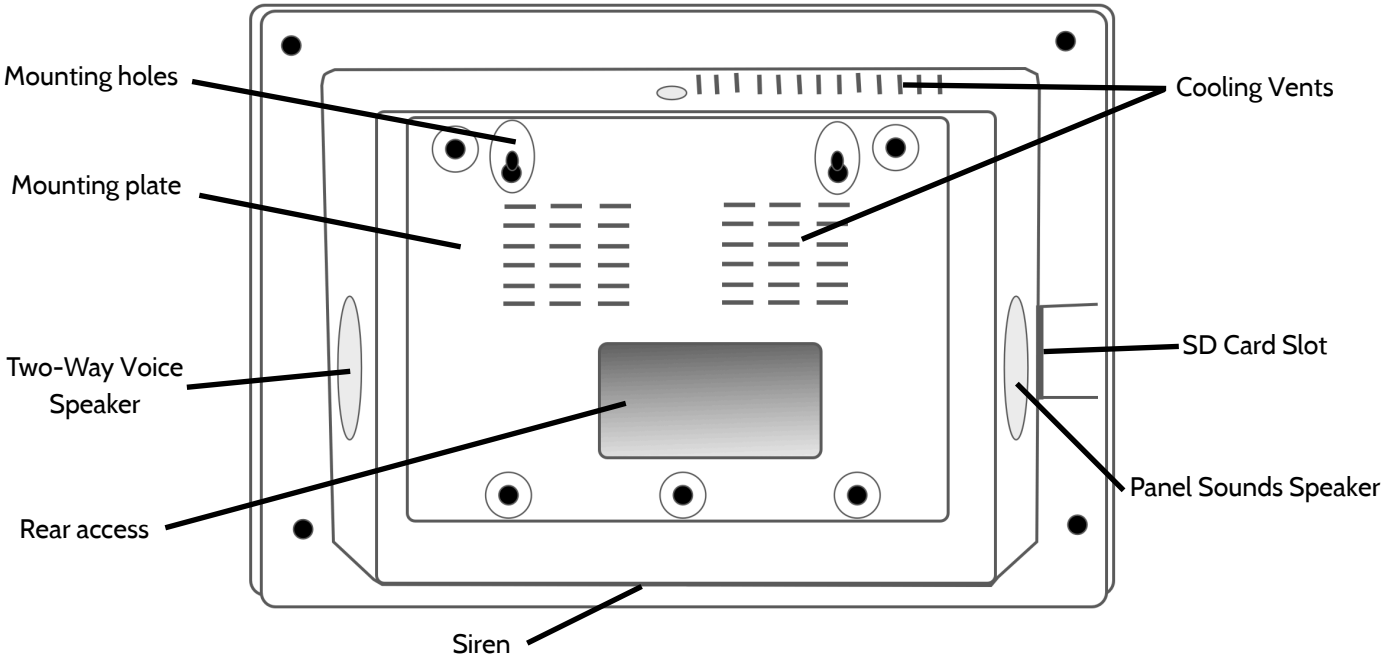
HARDWARE OVERVIEW

FRONT



BACK



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IQ PANEL- HOME SCREEN OVERVIEW

HOME SCREEN

The home page is the primary page shown on the IQ Panel. It is the first page the user will see, and it is the default page when the user pushes the home button on the panel. It is divided into three sections: The header/status bar, the primary user interface, and the footer/help bar.

The home page displays the most important and most frequently used Apps. It allows the user to arm or disarm the security system; monitor the overall status of the system; view weather, time, and date information; and execute various security, home control, and other functions of the system.

FIND IT

7" TOUCHSCREEN

TOUCHSCREEN

In an emergency you need an immediate response to your touch, so we built the IQ Panel with a 7" RESISTIVE TOUCH screen so it even works with gloves, fingernails, etc.

ALERTS

ALERTS

The IQ Panel uses a common alerts system to draw your attention to various items. When you see the alert, touch the screen to find out what information is being shared.

UPGRADE SERVICES

UPGRADE SERVICES

The IQ Panel is always improving. As new features are developed they may be made available to you. Contact your security provider for details.

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IQ PANEL- HEADER/STATUS BAR

STATUS TYPES & COLOR CODES

The header bar is color coded based on system status, and shows the date, time, and current status.

August 11, 2014	SYSTEM READY - DISARMED	Mon - 03:24 PM

The **green** header is labeled "System Ready – Disarmed" and indicates that all of the sensors are closed and the system is ready to be armed.

August 11, 2014	SYSTEM NOT READY - DISARMED	Mon - 03:25 PM

The **yellow** header is labeled "System Not Ready – Disarmed" and indicates that one or more of the sensors are open. Touch this yellow bar to see a list of open sensors.

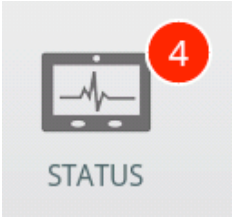
August 11, 2014	SYSTEM ARMED - STAY MODE	Mon - 03:25 PM

The **orange** header is labeled "System Armed- Stay Mode" and means that any entry through a protected door or window will trigger the alarm. Note: When armed, the home button and panic button will glow red.

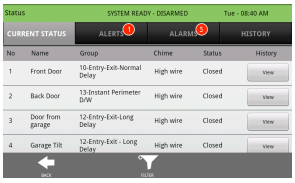
August 11, 2014	SYSTEM ARMED - AWAY MODE	Mon - 03:27 PM

The **red** header is labeled "System Armed- Away Mode" and means that any entry through a protected door or window or crossing the path of a motion detector will trigger the alarm. Note: When armed, the home button and panic button will glow red.

STATUS



If you want to know whether your sensors are open or closed, touch the "Status" app on the Home Screen



BACKLIT BUTTONS

The panel's "Panic" and "Home" buttons also illuminate to show panel status.

Green LED when Disarmed

Red LED when Armed

During a power outage these LED lights will NOT illuminate to save battery life if the panel is running on battery only

CHECKING STATUS OUTSIDE THE HOME

ALARM.COM®

You can also see the status of your home from your Alarm.com mobile application, or from any web browser by logging into your Alarm.com account.

Go to your device and search for "Alarm.com"

Available on the App Store

Available on the Android Market

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IQ PANEL- EMERGENCY BUTTON

EMERGENCY BUTTON

Below the 7" Touchscreen are two buttons: Emergency and Home.

The Emergency Button is marked with a "+" sign. This button can be pressed at any time, regardless of the panel's status or the page currently displayed on the screen.

When pressed, the panel will display the emergency services page, with access to police, fire, and auxiliary emergency alarms.

FIND IT

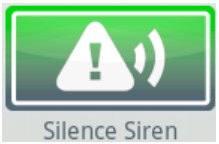
WHOOPS!

If you press the emergency button by mistake, simply tap the "Home" button or click "Back" to return to the previous page.

EMERGENCY TYPE

Select the icon that represents your emergency type. As soon as you tap the icon the siren will sound and an "emergency sent" message will appear.

SILENCE SIREN



On auxiliary and fire emergencies you can silence the siren by pressing the green button.

CANCEL REQUEST

To cancel an emergency request press the "cancel" button. For security purposes, you will be required to enter a valid user code.

If your security and home control provider offers 2-Way voice service you may receive a call from a monitoring agent through your panel's speaker and microphone.

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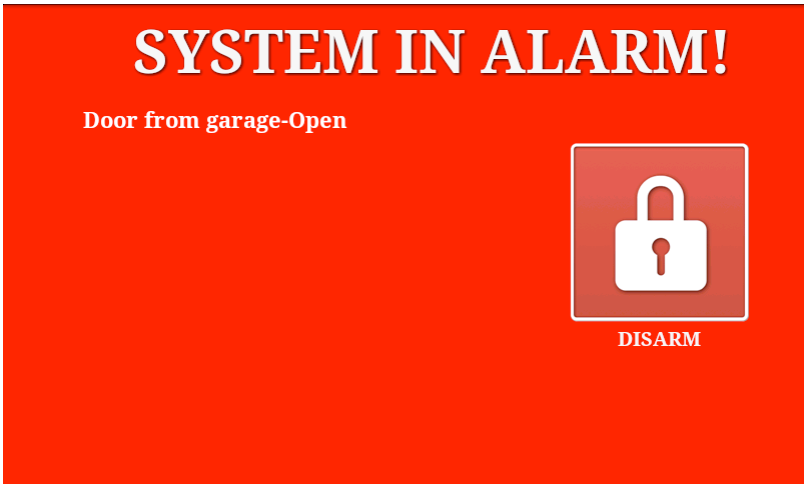
ALARM EVENTS

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

If your security provider offers monitoring service, the panel will automatically contact the monitoring center using the built in cellular 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.

AUXILIARY

When you press an IQ Pendant or trigger an "Auxiliary" emergency from the IQ Panel:
•The alarm sounds with the "**Auxiliary**" siren and then activates the Two-Way Voice microphone and speaker, if available.

FALSE ALARM

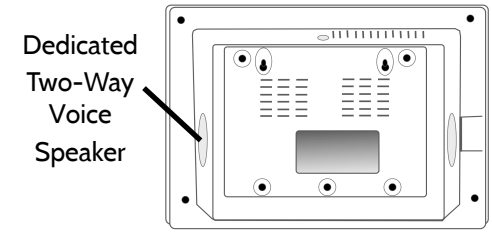
In the event of a false alarm, press disarm and enter your user code. If your system is monitored, be ready to provide your verbal password to your security provider's monitoring agent if they contact you. If you are unable to provide the correct verbal passcode, the authorities may be contacted.

TWO-WAY VOICE

Note that Two-Way Voice services are only activated after an alarm event and may not be available in all areas or with all security providers.

HARDWARE

The built in microphone on the front of the panel and the dedicated Two-Way Voice speaker on the side of the panel activate after a connection to the monitoring station has been made.



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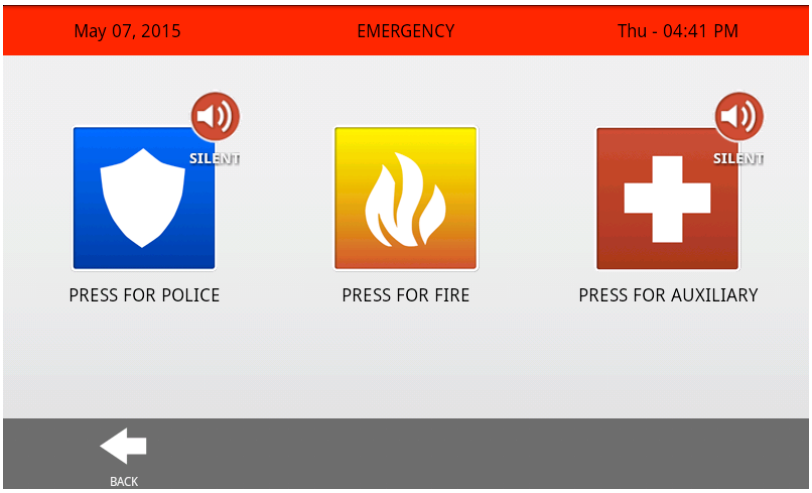
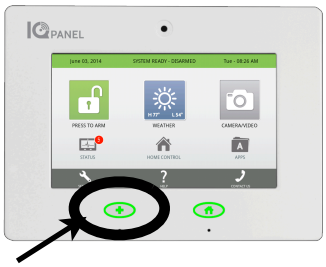
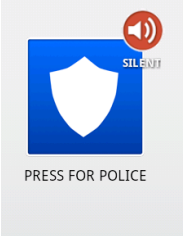
EMERGENCY PANIC





When you press the Emergency Button the Emergency Panic screen appears. Touching any of the buttons will trigger an alarm manually.

POLICE



An "Intrusion" alarm is triggered when you touch the "Police" panic button. (touching "silent" triggers a silent alarm.)
For your security, once a police siren has been triggered it cannot be silenced without a passcode.

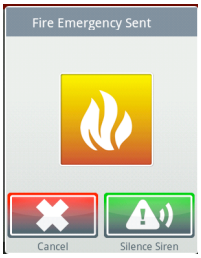
The alarm will sound until you touch cancel.

Note: Touching cancel requires your user code and will cancel the alarm reported to your security provider.

FIRE

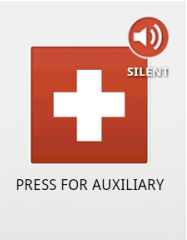
A "Fire" alarm is triggered when you touch the "Fire" panic button.

Note: There is no "Silent" function on the button itself, but once you touch it you can silence it.

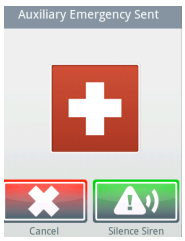


The alarm will sound until you touch cancel or touch "silence siren"
Note: Touching cancel requires your user code and will cancel the fire alarm reported to your security provider.

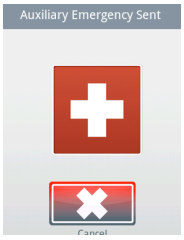
AUXILIARY



An "Auxiliary" alarm is triggered when you touch the "Auxiliary" panic button. (touching "silent" triggers a silent alarm.)



When the alarm is going off you can cancel it (requires passcode) or silence it until authorities arrive



If you create a silent alarm only the cancel button appears.
Touching it requires your user code and will cancel the alarm reported to your security provider.

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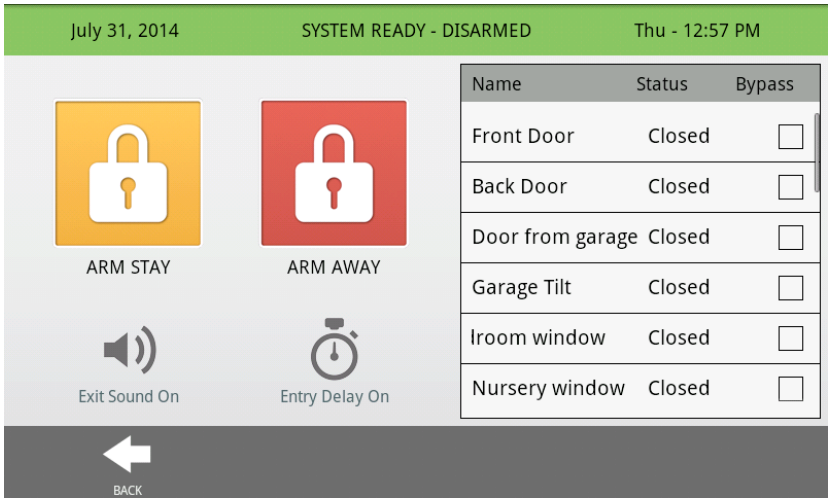
ARMING

The first icon on the home screen is used for arming and disarming.

PRESS TO ARM

The green "unlocked" icons means your system is currently disarmed and ready to arm and will coincide with a "System Ready" message in the Header/Status Bar. Touching this icon will provide you with two arming modes and several optional



BYPASS

Bypass sensors easily by checking the buttons next to the sensor name on the right side of the screen. The panel shows you the status of each device for easy reference and open sensors pop to the top of the list.

ARM STAY

Arming in "Stay" mode indicates that people will remain inside the home while the system is armed. Devices such as the IQ Motion and the Image Sensor may not be activated in this mode. We encourage users to activate this regularly, especially as they retire for the evening.

ARM AWAY

Arming in "Away" mode indicates that the home will be vacant while the system is armed. All devices, including the IQ Motion and the Image Sensor will be activated in this mode. We encourage users to activate this whenever they leave the home.

FIND IT

ARMING OPTIONS

EXIT SOUNDS

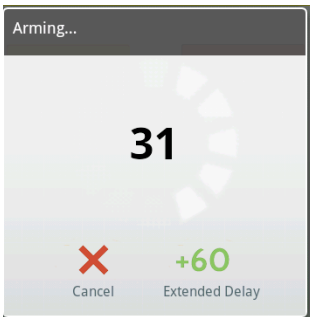
The panel beeps as the arming timer counts down. You can silence these beeps before you choose an arming type.

ENTRY DELAY

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

COUNTDOWN TIMER

When you arm "Away" a timer will appear, giving you time to leave the home before the system is activated.



NEED MORE TIME?

Extend the exit delay by either touching the +60 or by re entering your home if you had forgotten something.

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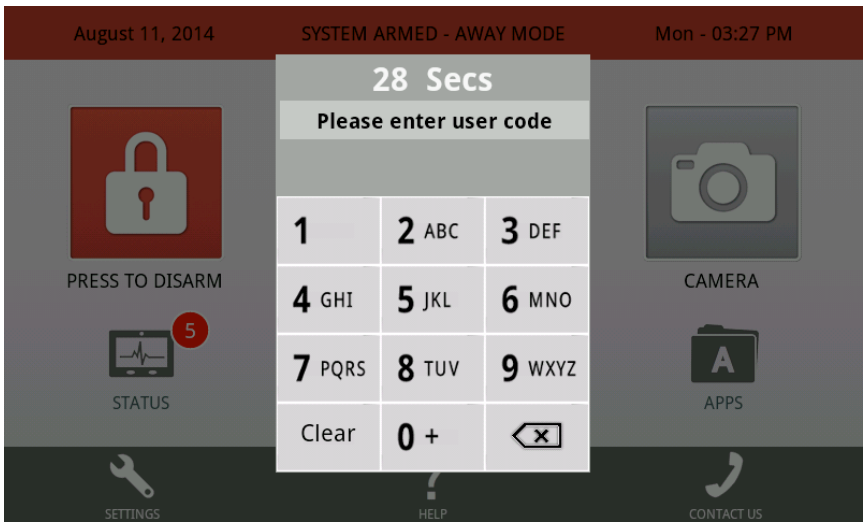
DISARMING

The first icon on the home screen changes appearance when the system is armed.

ARMED
When the system is armed, whether in "Stay" or "Away" mode, the icon turns red (or orange) and appears "locked." To disarm, tap this icon.

If a "delay" door is opened the panel will go into a countdown, allowing the user time to enter their code without triggering the alarm. The camera will take a picture and save the image in the camera app.



DISARM PHOTOS
When you disarm the system from the panel, the built-in IQ Camera will automatically take a photograph and store it in your Camera App, along with the date, time the panel was disarmed and user name. (Note: If an invalid user code was attempted, the system will log this as well)

ALARM PHOTOS
If your alarm is triggered, the panel will take a photograph and save it in "Alarm Photos" inside your Camera App.

FIND IT

COLOR CODED STATUS

The IQ Panel is designed to make knowing panel status easy. When armed, the buttons, arming button, and header bar will all appear red.

QUICK EXIT

QUICK EXIT *(STAY MODE ONLY)*
Need to grab the paper? Let the dog out? Head to work early and don't want to wake those asleep? When the system is armed, press "Quick Exit" for a 120 second period where you can open doors without deactivating the system.

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WEATHER

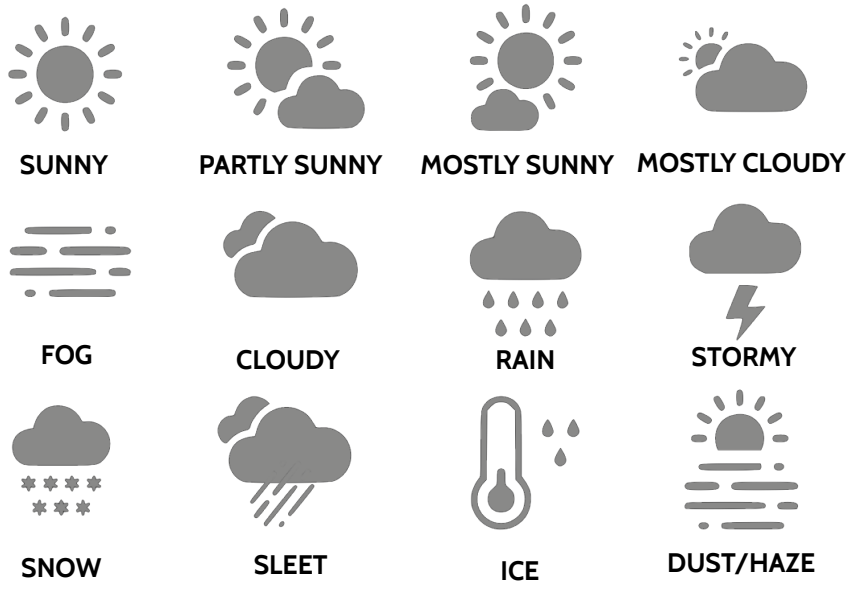
The second icon on the home screen is for weather

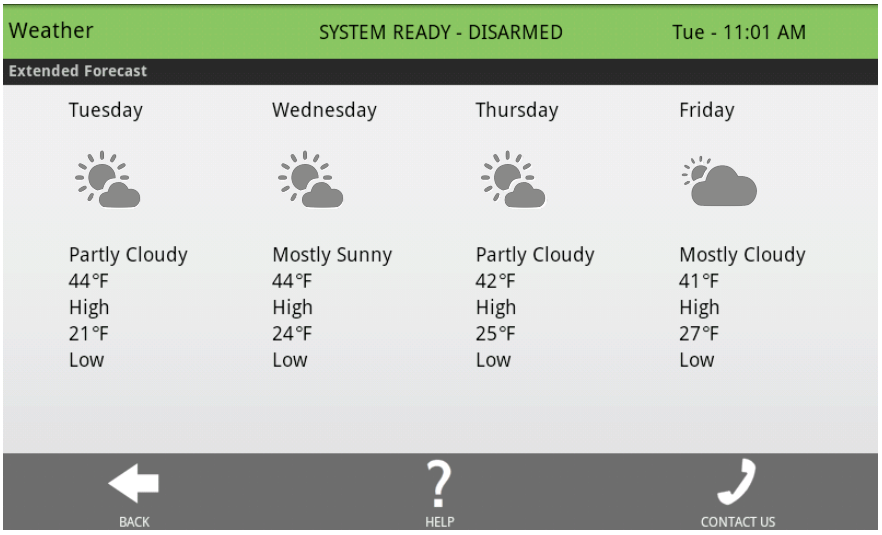
TODAY'S FORECAST

Today's forecast is displayed on the weather icon with a graphical representation of expected precipitation, as well as the High and Low temperatures for the day.

PRECIPITATION

The forecasted precipitation will be depicted visually on the panel, and will change based on the day's outlook.





FIND IT

LOCATION

Your weather reporting is based on your location, which is set by your dealer. When the IQ Panel is installed your dealer indicates your zip code in your Alarm.com account.

FORECAST

4

DAY FORECAST

If you touch the weather icon, you will get a four day weather forecast.

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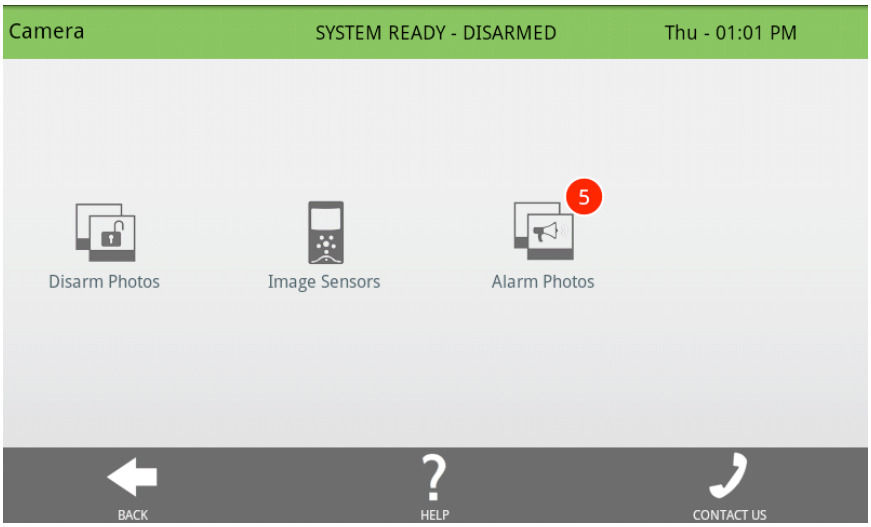
CAMERA

The third icon on the home screen is Camera app.

CAMERA APP

The Camera app is used to access the images taken by your built in panel camera and up to 5 Image Sensors.



DISARM PHOTOS

The IQ Panel will automatically take a photo every time a user attempts to disarm the panel. The 20 most recent images are saved in the camera app under "Disarm Photos" and also store the date, time, user and whether the code used was valid.

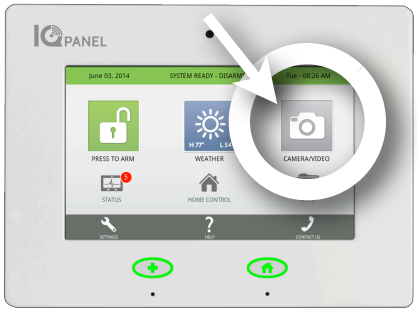
IMAGE SENSOR

The IQ Panel can support up to 5 Image Sensors. When pictures are taken, they will be saved and can be viewed from this app.

ALARM PHOTOS

The IQ Panel will automatically take a photo when the alarm is triggered, and another when the panel disarms. The 20 most recent images are saved in the camera app under "Alarm Photos" and also store the date and time they were captured.

FIND IT



CODE REQUIRED?

PROTECT YOUR IMAGES

You can protect the images taken by your cameras in one of two ways:

1- Require code to access the app.
This will require anyone trying to access the entire app to enter a valid user code.

2- Require code to delete images
This allows anyone to view the images, but only those with a valid user code can delete pictures.

To change these settings, contact your security and home control provider.

DISABLED

DISABLED APPS

In some cases these apps may be disabled by your security and home control provider. If this is the case the icon will appear light grey and give you an error message when you try to access them. Contact your provider for more information.

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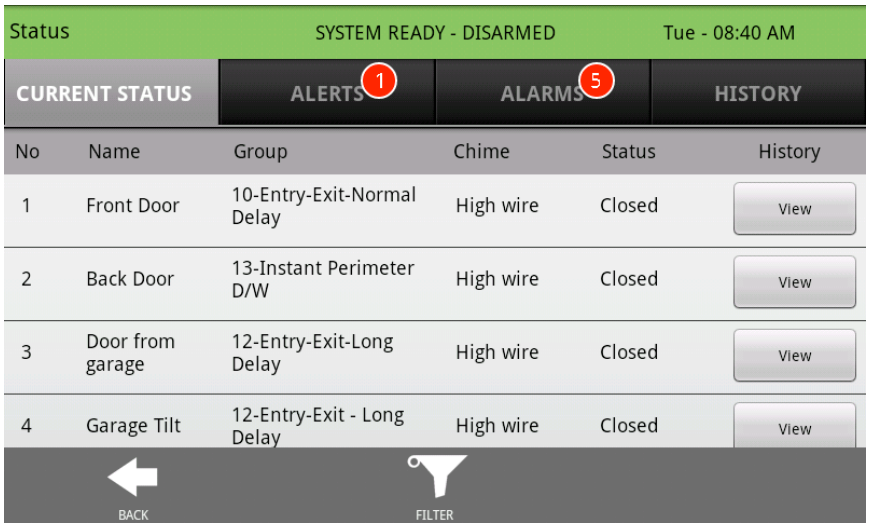
STATUS

The first icon on the second row is Status.

STATUS APP

The Status app is divided into four sections: Current Status, Alerts, Alarms and History.



CURRENT STATUS

The individual security sensors are listed by zone/area. The status and settings for each of the sensors are shown in a list. Use your finger to swipe up or down to see the entire list. To see the history for a specific sensor, click "View."

ALERTS

Alerts are messages about tampered sensors, low batteries, and failed communications. The total number of unacknowledged Alerts messages appears in the red bubble counter on this tab. The user may acknowledge each message separately, which will then eliminate the message from the list.

ALARMS

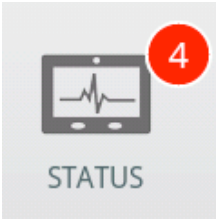
Alarms lists all unacknowledged messages about alarm events.

HISTORY

The last tab displays a history for all sensor activity connected to the IQ Panel . The system will store up to 100 events in the history listing.

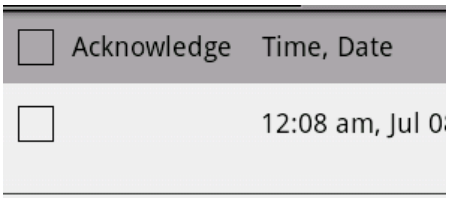
FIND IT

ALERTS



If the IQ Panel is reporting a new issue, it will display a bubble above the app showing the number of new items that may require your attention.

ACKNOWLEDGE



Acknowledge a single alert by tapping the check box to the left. Acknowledge all the alerts by tapping the check box at the top of the table.

FILTER

You can view specific results by touching the "Filter" button

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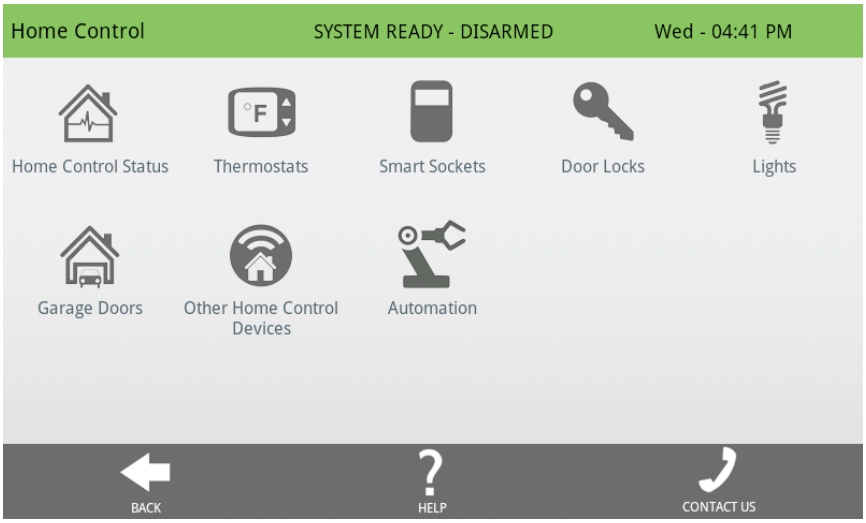
HOME CONTROL

The house icon on the second row is Home Control.

HOME CONTROL
Control all your home automation devices from one place.



Home Control Status
See the status of all your home control devices

Thermostat
See the current temperature, adjust target temps as desired, switch from heat to cool, auto or off

Smart Socket
Control each side of the smart socket, see current energy usage

Door Locks
See lock status, battery level and send a lock or unlock command.

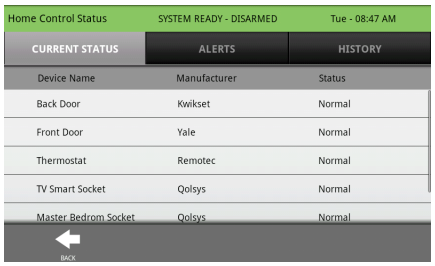
Lights
Control light modules from the IQ Panel, Turns lights on or off as needed

Other Home Control Devices
Devices such as Z-Wave repeaters, Z-Wave sirens and other misc devices that do not fall into the categories above are grouped here.

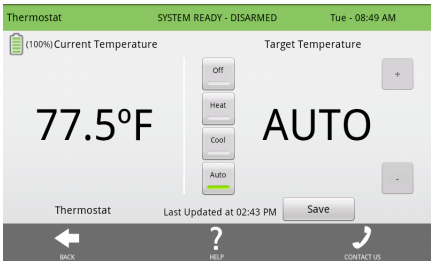
Garage Doors
Open and close your garage door as well as view the status locally from your panel. (Z-Wave garage door controller not available on Alarm.com)

Automation
Set up simple rules to automate lights. Have them follow rules when a front door opens, a doorbell rings or follow a schedule at night.

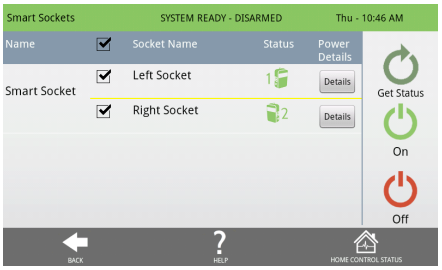
FIND IT



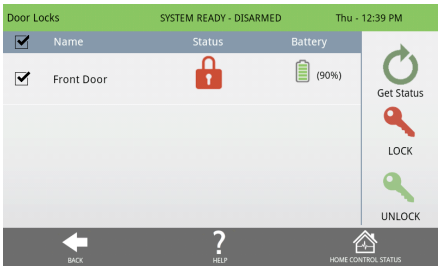
Home Control Status



Thermostats



Smart Sockets



Door Locks

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APPLICATIONS

The folder icon on the second row is labeled Apps.

APPS
Since the IQ Panel is built on the Android operating system, you have access to a variety of useful applications, and more to come as they are developed.

CLEAN SCREEN
Pressing this will completely deactivate the touchscreen for 30 seconds, giving you time to clean it off. Press the home button to deactivate.

ACTIVITY MONITOR
Sensors programmed to monitor activity in the home. Know when a medicine cabinet is opened or an elderly gets out of bed using a bed sensor.

HISTORY
See a complete history of all the panel's sensors and systems. (Most recent 100 items are displayed)

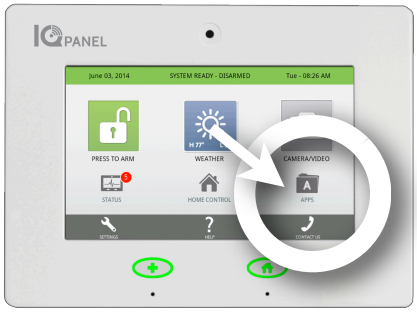
ALERTS
See what issues the panel may be experiencing.

PHOTO FRAME
Turn your IQ Panel into a digital photo frame when it's not being used.

SOUND SETTINGS
Adjust the sound settings for every aspect of your IQ Panel.

LANGUAGE TOGGLE
Quickly toggle your panel's primary language between English, Spanish and French.

FIND IT



ANDROID DEVELOPERS

The IQ Panel is built on Android, which allows Qolsys to add Apps developed by our team as well as by others in the Android Developer Community.

NOTE: For security purposes, the IQ Panel is not open to the Android Market.

UPGRADE SERVICES

Because the IQ Panel is built on the Android platform, new applications are sure to appear in the future. These new apps will appear on your panel using the upgrade services inside in your panel.

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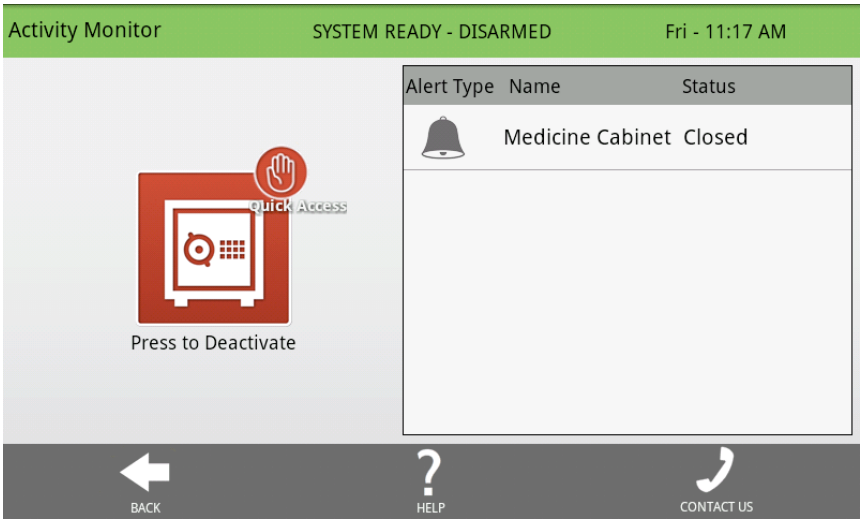
ACTIVITY MONITOR

Activity Monitoring sensors are created when the system is installed, and can be accessed from the Apps page.

ACTIVITY MONITORING

A way to monitor specific areas of your home without effecting the status of your security sensors.



Activity monitoring sensors function independently from the intrusion security system on the IQ Panel. These sensors provide warning information via voice prompts and/or chimes. The warning notifications will be announced anytime that an activity monitoring sensor is opened or closed (or motion detected for motion sensors). These sensors are defined at the time of installation.

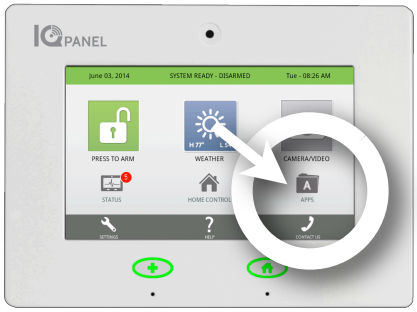
The Activity monitoring app allows the user to manage sensor behaviors. Functions are provided to Disable (turn off) the warning notifications, Quick Access (temporarily turn off the warning voice prompts and chimes), and to Enable (turn on) the warning notifications.

The right side of the display includes a list of all of the sensors by name and their respective status information (open, closed, or active). The right side of the display contains the sensor's control functions.

HOW TO DISABLE ACTIVITY MONITORING

To turn off all of the sensor voice prompts and chimes, press the "Deactivate" button on the left side of the display, then enter your user code to authorize. Once disabled, these sensors will not chime or set off the alarm.

FIND IT



ARMED ALARM

If a sensor is activated while the panel is armed, it will not sound the alarm and the alarm will remain in it's current state.

QUICK ACCESS

Need to access Activity Monitoring? Open the Activity Monitoring app and press "Quick Access." You will have 300 seconds to open and close the sensor without triggering the chime.

SENSOR LOCATIONS

The following could be great areas of the home to place a sensor to monitor it's activity:

Pool gate
Garage door
Home office
Toddler bedroom door
Gun safe
Medicine cabinet
Tool shed
Utility room
Cleaning supply closet
Bed sensor
Chair sensor

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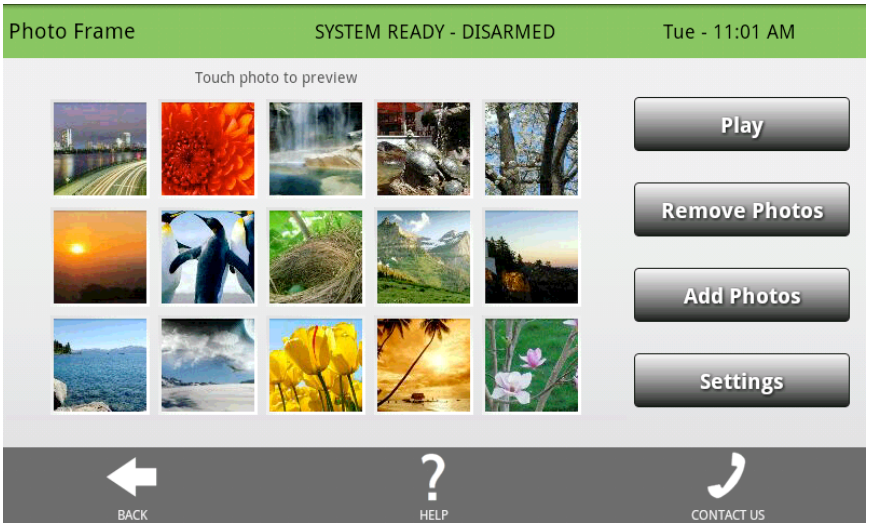
PHOTO FRAME

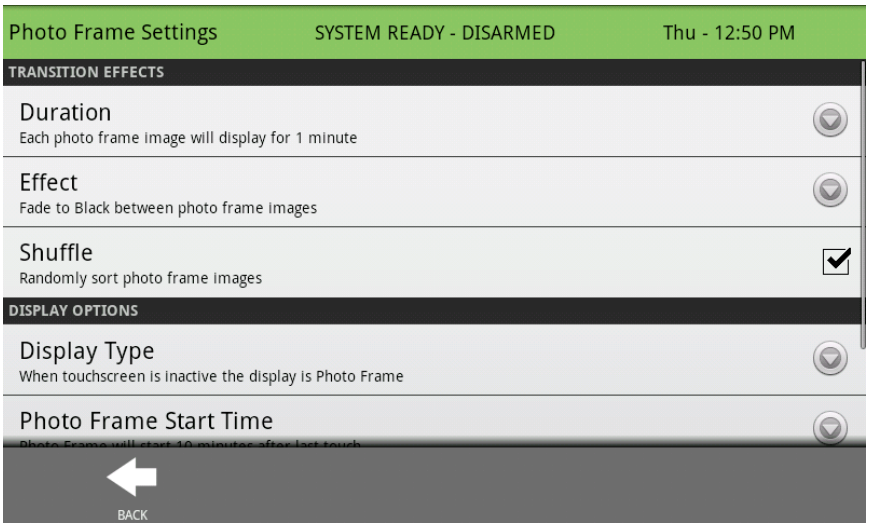
Press "Apps" and then select "Photo Frame."

PHOTO FRAME
Turn your IQ Panel into a digital photo frame. View pre loaded images or add some of your own!

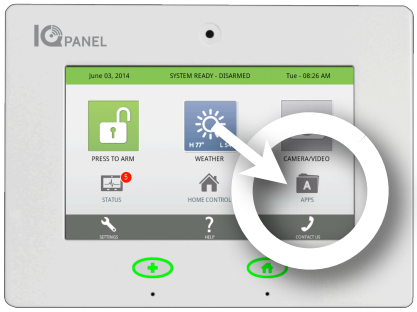
When you open the Photo Frame app, you will see thumbnails of the images saved in the panel, as well as buttons to play, remove and add photos as well as a settings button.



Tapping the "Settings" icon will allow you to customize your photo frame experience with preferences like duration, effects and display type .



FIND IT

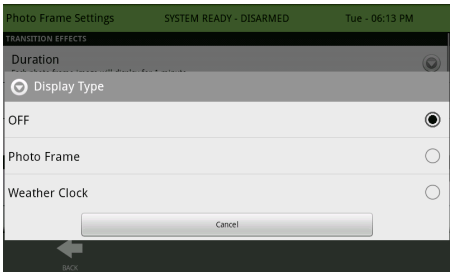


PREVIEW

To preview a photo, touch the picture from the photo frame app. It will expand to full screen. You can use the arrows to view the next or previous image, touch the trash can to delete an image, or go back to the Photo Frame Menu

DISPLAY TYPE

Choose a display type for your photo frame. You can opt to turn it off completely, scroll through pre loaded images or view a "weather clock"



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ADDING PHOTOS

1. Insert an SD Card* into your computer **We recommend using a "class 4" or higher SDHC card with 4gb – 16gb storage space*
2. Open the SD Card folder and create a new folder called "Photos"
3. Located the new pictures you want to use, making careful note of the requirements on the right.
4. Copy your pictures into the "Photos" folder on the SD Card.
5. Safely eject the SD Card from your computer.
6. Insert* the SD Card into the slot on the left side of the IQ Panel
   **Do not insert SD Card into panel if power is off*

Insert card with the label facing you

Card will slide all the way in.

7. Touch "Apps"
8. Touch "Photo Frame"
9. Touch "Add Photos"

10. Choose or

    deletes all the old ones, puts your new ones on

    adds your new photos to the ones already there

The panel will load the pictures and then "unmount" the SD Card so you can safely remove it. Your new photos will appear in the preview pane. Touch a photo to view full screen or press "Play" to test.

FIND IT

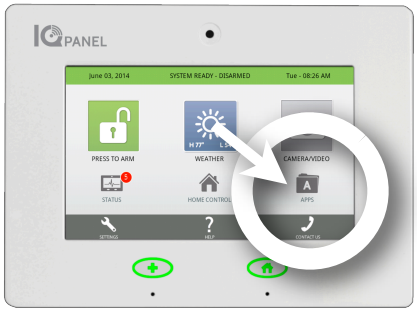
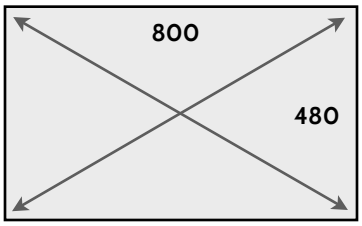


PHOTO REQUIREMENTS

Any photos you put on an SD Card to use on the IQ Panel must meet the following requirements:



DIMENSIONS
No larger than 800x480 pixels

FILE SIZE
Less than 1MB each

FILE TYPE
jpegs only

LOCATION
Saved on a SD Card in a folder called "Photos"

Photos

QUANTITY
No more than 20 total photos

20 MAX

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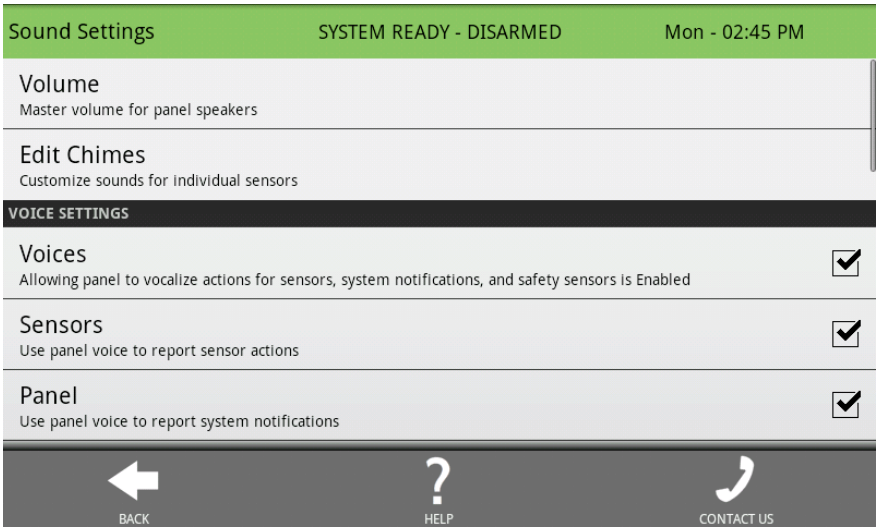
SOUND SETTINGS

Choose to customize your panel's sounds.

SOUND
Navigate to the "Sound" icon through the "Apps"folder or through your panel's "System Settings" to manage and customize your panel's volume, chimes, etc.



Voice Settings: Enable or disable the panel from speaking sensor names, panel status etc.

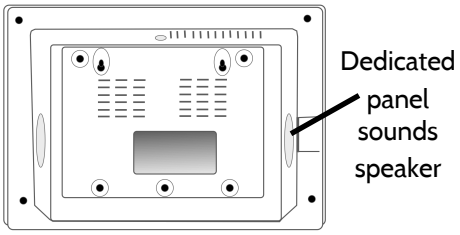
Chime Settings: The panel will "beep" or play a tone during certain system events, actions, etc. Turning these off will eliminate the beeping for most sensor and panel sounds.

Trouble Beeps: The panel will beep or sound when there is a problem that needs your attention, such as a low battery or a problem with one of your devices. Turning these off will silence the beeping, but will not dismiss the problem. Check the "Status" icon on the home screen for details.

FIND IT

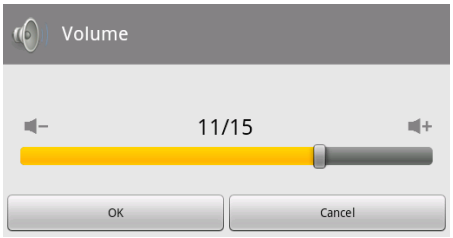
SPEAKER

Panel sounds come from the left speaker just behind the screen.



MASTER VOLUME

Selecting "Volume" allows you to control the panel's master volume. To adjust, touch the bar on the slider and move it from left to right.



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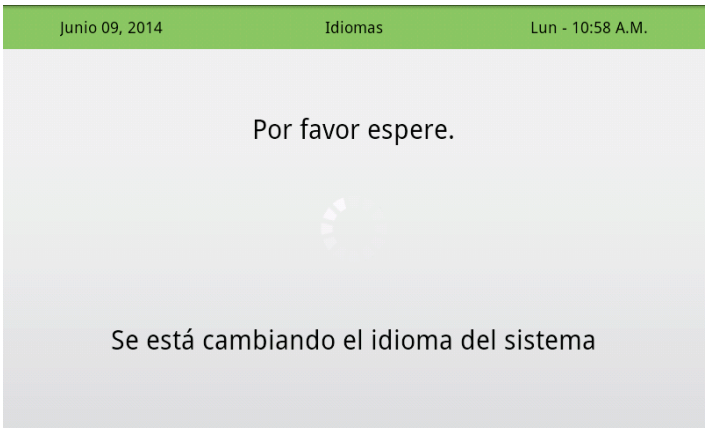
CHANGING LANGUAGE

ENGLISH, FRENCH OR SPANISH

Your panel can easily switch from English to French or Spanish to accommodate your language of choice. Note: This toggle changes the words on the screen and the spoken words, but will NOT change your sensor names.

1. Touch "Apps"

2. Touch the "Globe" icon to toggle between your primary and secondary language. To adjust these settings, press and HOLD the icon.

3. 

Wait while the panel switches languages

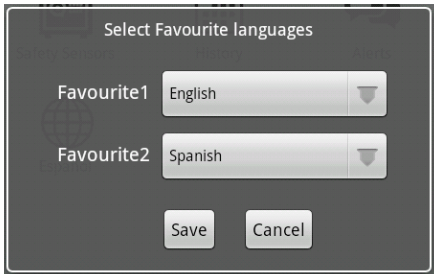
4.

The panel will go back to the home screen, now shown in selected language, in this case Spanish. To reverse the process repeat the steps above.

FIND IT

LANGUAGE SETTINGS

To change your language settings, press and HOLD the "globe" icon. You can then set your primary and secondary language preferences using the drop down menus that appear.



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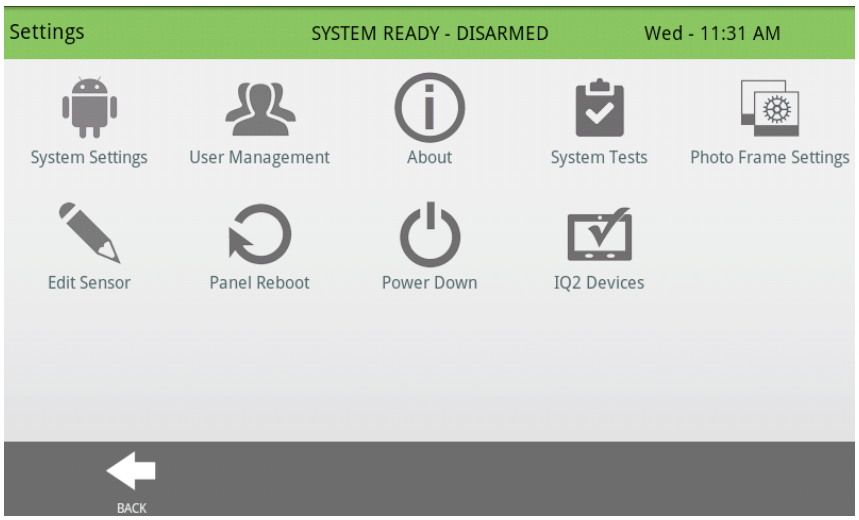
SETTINGS

The first icon in the footer/help section is "Settings."

SETTINGS

Inside settings you'll access a variety of options to customize the panel's interface and abilities to your location and situation. A valid master code is required to access this part of the system.

Users have the ability to adjust various settings to customize their experience. To access this area you will need to enter your master code.



FIND IT

MASTER CODE

In order to access the system settings you'll need to enter the MASTER CODE on the account.

To add, edit, or delete user codes, select "User Management" in Settings"

While the account can have many different codes, only the master code has permission to adjust system settings.

DEFAULT CODE

For security purposes the default master code should be changed when the system has been installed in your home:

DEFAULT MASTER CODE:

1234

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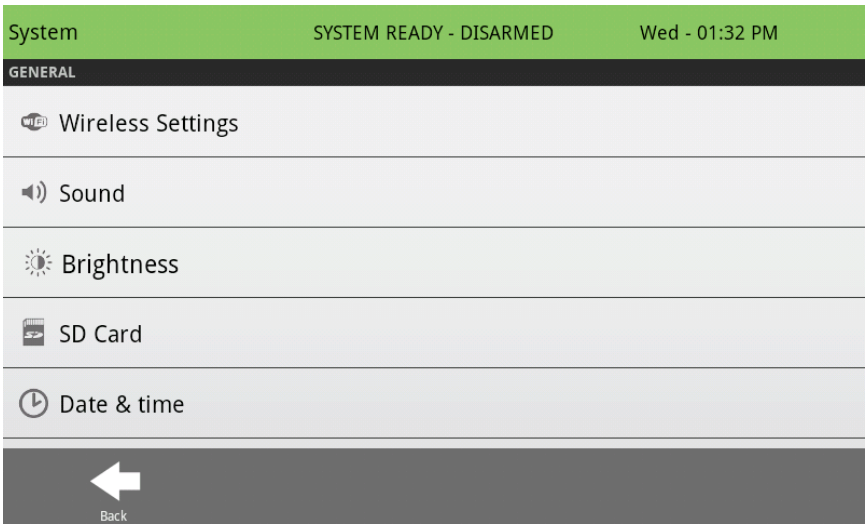
SYSTEM SETTINGS

From the home page, press "Settings" and then "System Settings."

SYSTEM SETTINGS
Access basic system settings like Wi-Fi, sound, and display settings.



Wireless Settings
View your current network or connect to new ones

Sound
Adjust the sound settings for your panel

Brightness
Change the panel's brightness

SD Card
See whether the panel detects an SD Card, and safely "eject" that SD Card when you are done using it.

Date and Time
Your date and time should set itself automatically based on your location.

FIND IT

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CONNECTING WI-FI

CONNECTING WI-FI

Connecting to a local Wi-Fi network will allow a wide variety of features and benefits.

To connect your panel to Wi-Fi, follow the steps below:

1. Press "Settings"

2.

Enter your master code

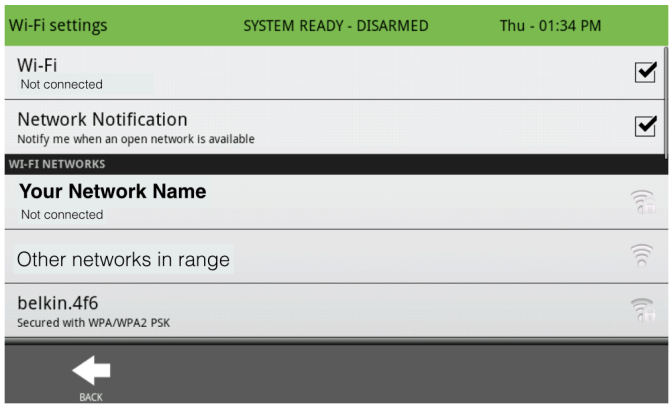
3. Select "System Settings"

4.

Select "Wireless Settings"

5.

Select "Wi-Fi Settings"

6. 

Choose your network from the list. (You may be required to enter your wi-fi network password if you have one)

FIND IT

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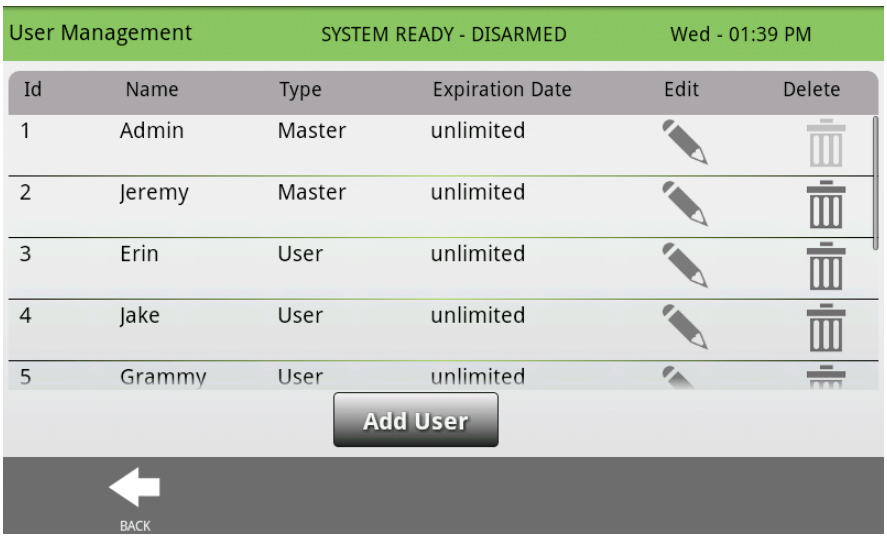
USERS

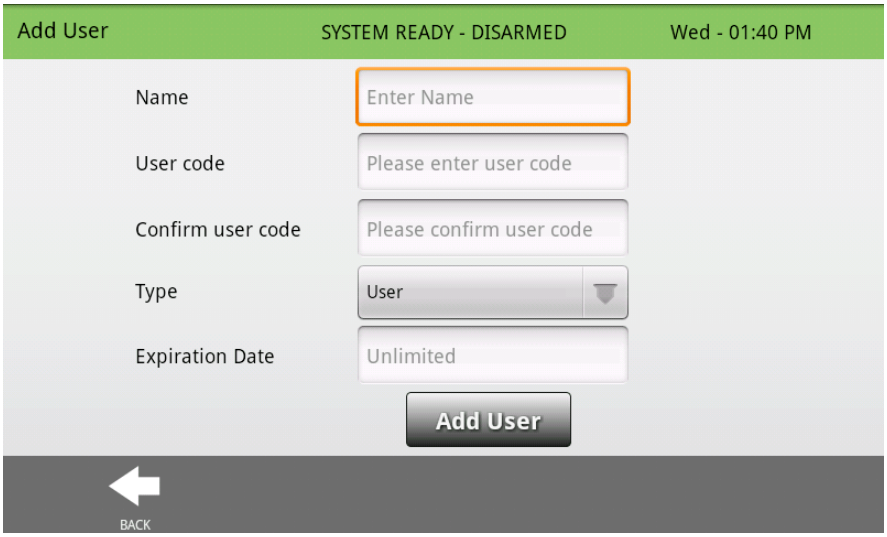
Access "User Management" through the "Settings" icon.

USERS

Add, delete, or edit names, access levels and individual user codes for those who access your system. You can add up to 242 users, so make sure everyone who should have access has their own code!



The IQ Panel allows multiple users to control the system. Each user can have their own unique user code to arm, disarm and allow the panel to track user logs. Users have the ability to add, edit, or delete users by pushing the corresponding buttons on the screen. Make the desired changes and tap "Save" to exit.



FIND IT

AUTO-UPDATE

When you make a change to a user, it will automatically update the information on your Alarm.com account.

If you make a change to a user on your Alarm.com portal, it will automatically update the information on your IQ Panel.

CODE TYPES

You can create users in the following categories:

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.

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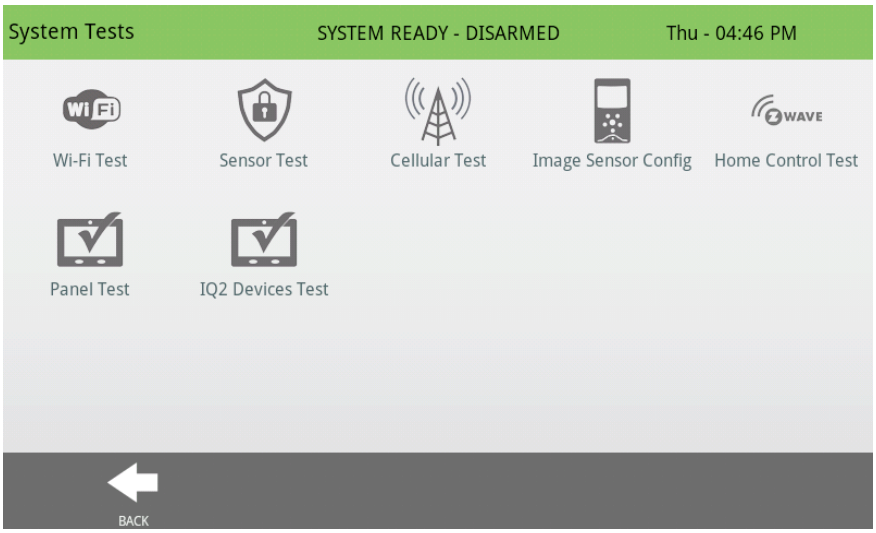
SYSTEM TESTS

Press "Settings" and select "System Tests"

SYSTEM TESTS
Testing your panel's various communication paths are essential in the upkeep of your alarm system.

The panel provides a variety of different tests you can use to make sure everything is communicating accurately and effectively.

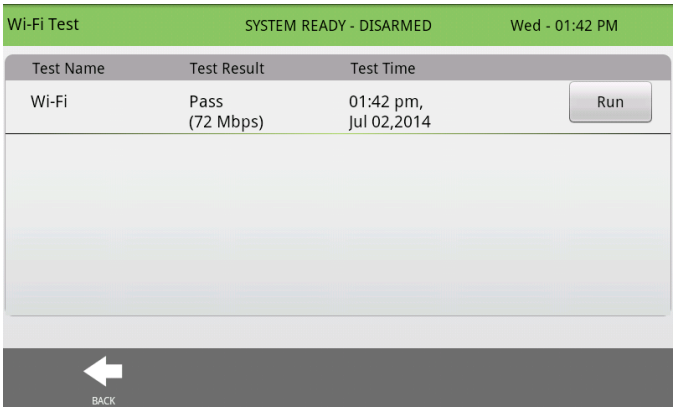


FIND IT

TEST WEEKLY

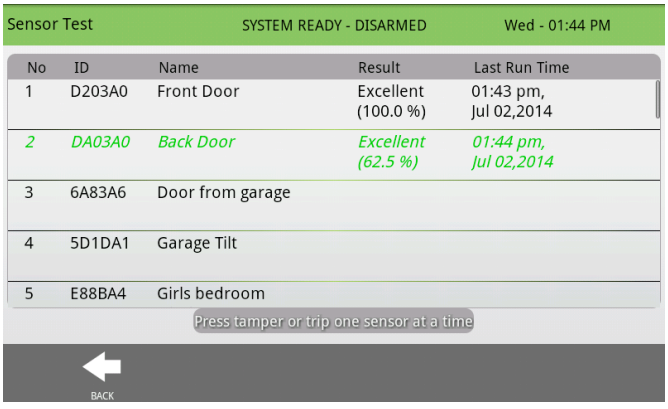
Test your system regularly (we suggest on a weekly basis). Ask your security provider for details.

WI-FI TEST



Test your Wi-Fi connection often to ensure a strong connection. *Please note: The test will check the panel's connection to your network or router, but will NOT verify if the router has internet connectivity*

SENSOR TEST



Perform a sensor test regularly. We recommend once a week to ensure all devices keep a strong signal.

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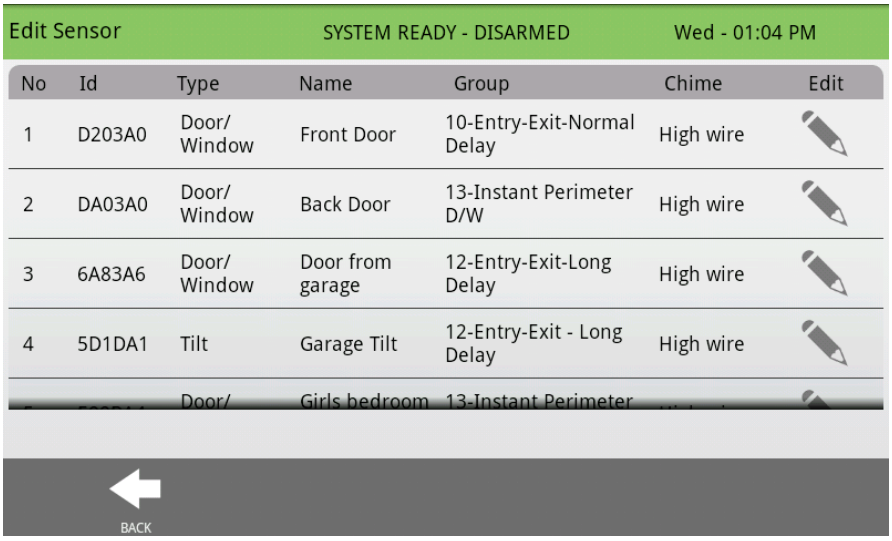
EDIT SENSOR

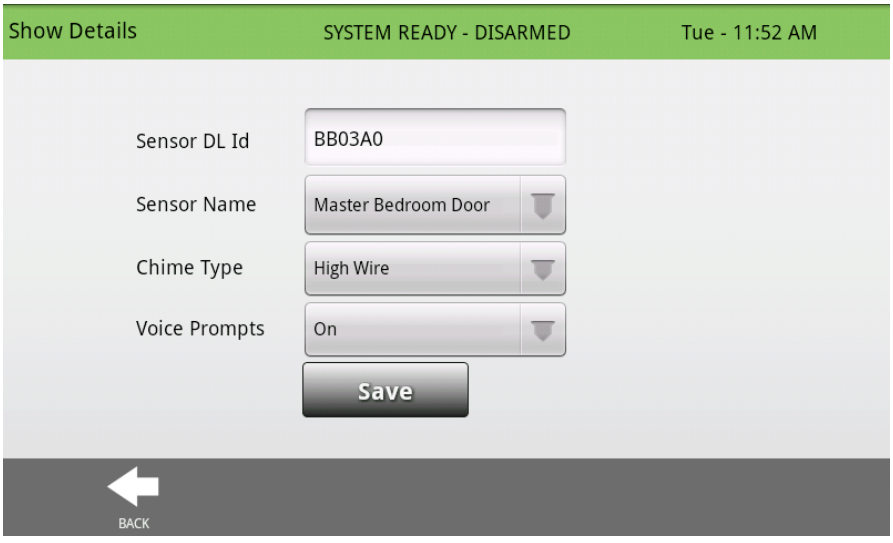
Edit the name and behavior of a sensor in the system.

EDIT SENSOR

Edit a sensor name and chime with which it's associated. Navigate to "Settings" then "Edit Sensors"



Edit a sensor by using our list from the drop down or customize your own. Choose a chime that suits it's location and whether or not you would like the panel to announce the sensor name by toggling voice prompts.



Make any changes you like and click "save" to exit.

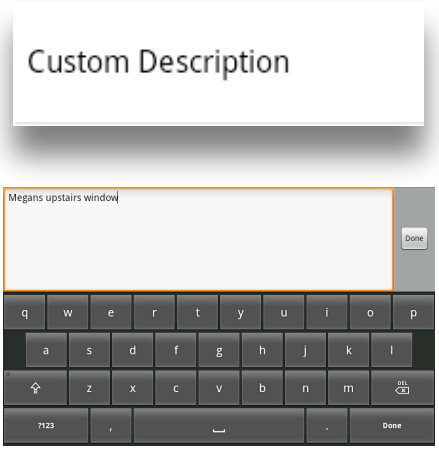
FIND IT

CUSTOM TEXT TO SPEECH

Because the IQ Panel uses an Android operating system, it can read almost any name and speak it when the sensor is opened.

Customize your system with specific names like "Megan's Upstairs Window"

To customize a sensor name, select "Custom Description" under "Sensor Name"



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PANEL REBOOT

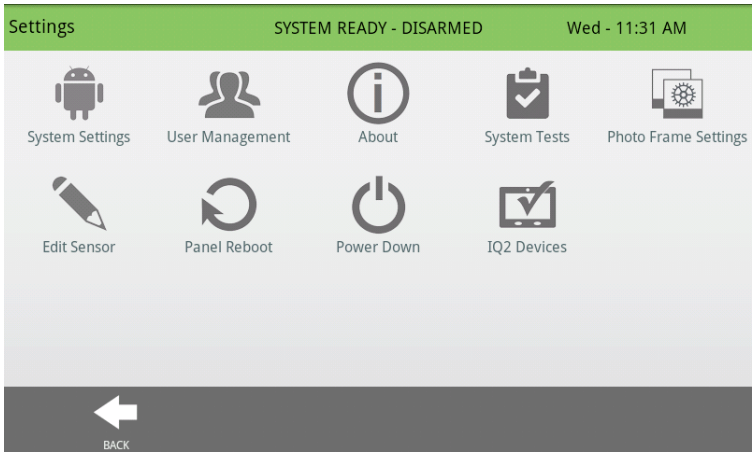
PANEL REBOOT

Sometimes technology needs a swift kick. Simply reboot your panel to keep it in line!.

1 Touch “Settings”

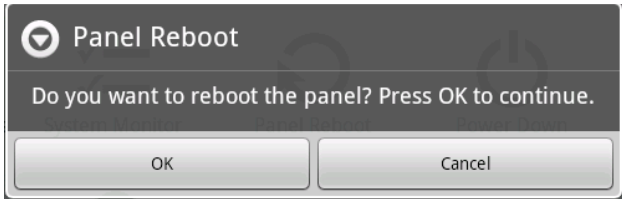
2 Enter your master code

3



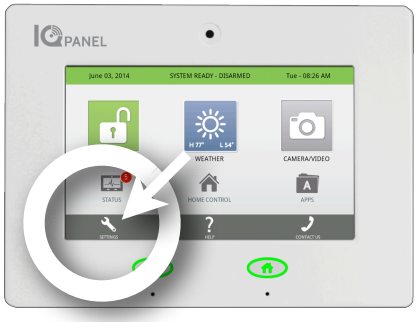
Touch “Panel Reboot”

4



Touch “OK” when the panel reboot pop up appears. Allow up to 5 mins for your panel to come back online.

FIND IT



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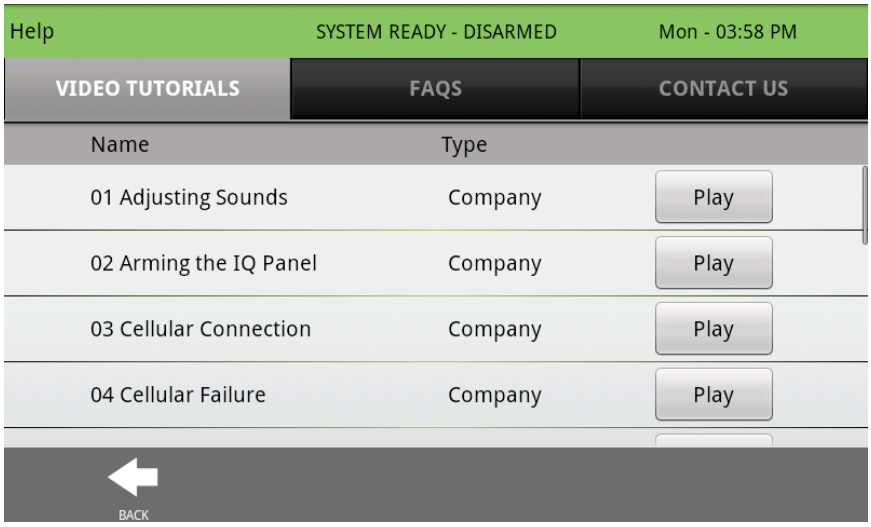
HELP

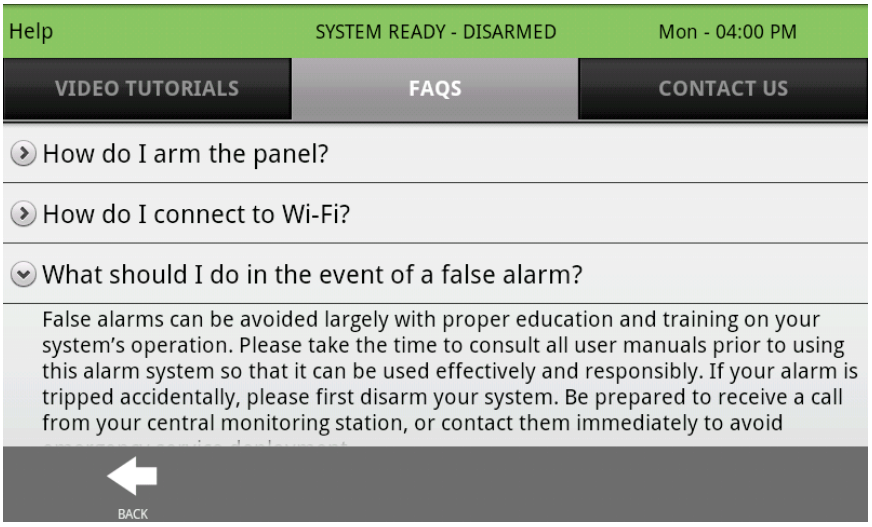
The second icon in the footer is "Help"

HELP APP

The "Help" app is divided into three sections: Video tutorials, FAQs, and Contact Us



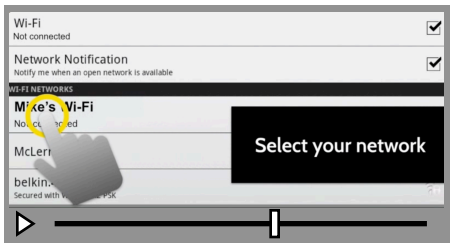
To watch a video, select the Video Tutorials tab and press "Play"



The FAQs tab shows answers to "Frequently Asked Questions".

FIND IT

VIDEO TUTORIALS



The built in library of video tutorials includes video instructions on common questions like "User Codes" and "Connecting Wi-Fi"

FAQs

The panel also has a tab with frequently asked questions that allow a user to find an answer the most common questions.

To access these questions, tap the "Help" icon and select "FAQs". The questions appear in a list and can be expanded by touching the arrow o the left.

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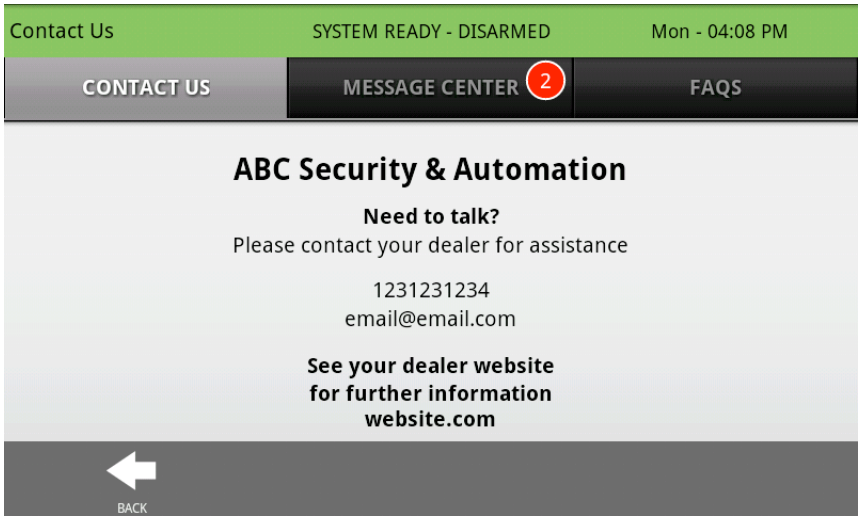
CONTACT US

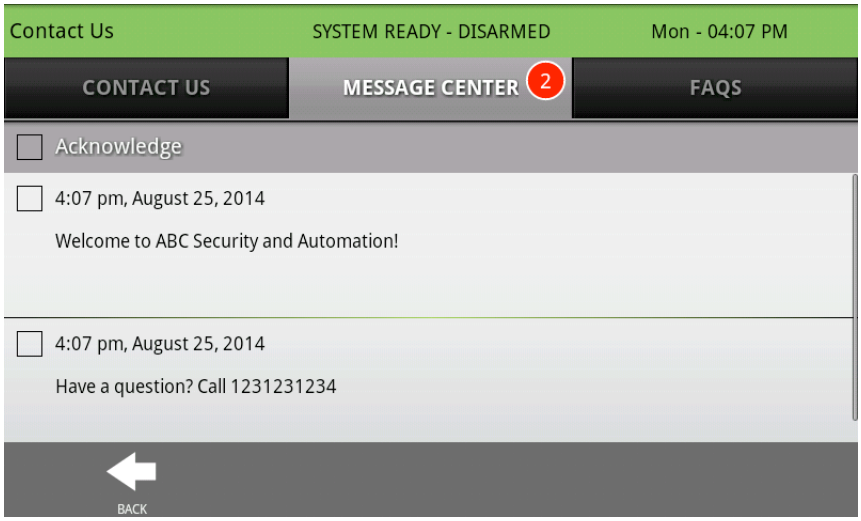
Select the "Contact Us" icon in the bottom right corner.

CONTACT US
Touching the "Contact Us" icon on the bottom right of your screen allows you to view your security provider's contact information.

(NOTE: the information shown here is for demonstration purposes only. Please refer to your own panel for your provider's information)



The message center tab holds messages from your security provider. To dismiss a message, touch the box to the left.



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NOTE:
In some cases, the "phone" icon shown here may be replaced with your security and home control provider's logo.

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E. Limited warranty. Please refer to our website, www.qolsys.com, for the latest Warranty and Return Policy applicable to this product.

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G. General. Any materials provided to You by Qolsys shall not be exported or reexported in violation of any export provisions of the USA or any other applicable jurisdiction. Any attempt to sublicense, assign, or transfer any of the rights, duties, or obligations hereunder shall be void. This Agreement shall be governed by and interpreted under the laws of the State of California, United States of America, without regard to conflicts of law provisions. You hereby consent to the exclusive jurisdiction of the state and federal courts located in Santa Clara County, California, to resolve any disputes arising under or in connection with this Agreement, with venue in Santa Clara County, California.

H. Acknowledgment. You acknowledge that You have read and understand this agreement and agree to be bound by its terms. You further agree that this agreement is the complete and exclusive statement of the agreement between You and Qolsys, and supersedes any proposal or prior agreement, oral or written, and any other communication relating to the subject matter of this agreement.

I. Intended use

Use the Product for its intended use only; refer to the data sheet and user documentation. Any use other than the Product's intended use will void any applicable warranties. For the latest Product information, contact your local vendor or visit us online at *www.qolsys.com*.

J. FCC compliance

Changes or modifications not expressly approved by Qolsys can void the user's authority to operate the Product. This Product has been tested and found to comply with FCC Rules.

This Product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this Product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the Product and receiver.

Connect the affected equipment and the Product to separate outlets, on different branch circuits.

Consult the dealer or an experienced radio/TV technician for help.

K. WARNINGS

Warning: Do **not** connect the Product to an AC receptacle that is controlled by a switch.

Warning: Do **not** connect the Product to a High Power AC receptacle.

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Warning: This Product should be installed in accordance with the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269). Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this Product.

Warning: Owner's instruction notice: The Product is not to be removed by anyone except occupant or certified dealer representative.

Warning: This Product and all sensors associated with it (collectively, the "System") should be tested once a week.

Warning: This System must be checked by a qualified technician at least once every three (3) years.

Warning: Users are advised to create their own Fire and Emergency Evacuation plan. Information to create a plan can be found at the following website, National Fire Protection Association (http://www.nfpa.org/categoryList.asp?categoryID=1979), United States Fire Administration (https://apps.usfa.fema.gov/publications/) or via other equivalent agencies.

Warning: This System **cannot** call the local police station directly ... all Police Panic Alarms and Intrusion Alarms will be sent to the dealer authorized central monitoring station who will then handle calling the local police as necessary. The Product **cannot** be configured to call the local police station.

Warning: This System **cannot** call the local fire station directly ... all Fire Panic Alarms and Fire Detection Alarms will be sent to the dealer authorized central monitoring station who will then handle calling the local Fire Department as necessary. The Product **cannot** be configured to call the local Fire Department.

Warning: This System **cannot** call local auxiliary emergency personnel directly ... all Auxiliary Panic Alarms will be sent to the dealer authorized central monitoring station who will then handle calling local auxiliary emergency personnel (often 911 personnel) as necessary. The Product **cannot** be configured to call local auxiliary emergency personnel (nor local 911 services).

Warning: The terminal block that is mounted inside the Product has 8 connectors for wires. There are two additional connectors for the first external sensor (labeled EXT1 + and EXT1 -), two additional connectors for the second external sensor (labeled EXT2 + and EXT2 -), and finally, two additional connectors for an external siren (labeled BUZZER + and BUZZER -).

L. BATTERY INFORMATION & WARNINGS

Main AC-DC Supply Converter

Voltage	Input 100-240V (AC-DC converter)
frequency,	50/60hz
max. input current	0.68A Max
Voltage	output 12V, 2A

Panel Battery

Battery Type	Lithium Ion Polymer battery
Lifetime Power Cycles	300+ Power Cycles (fully charged to fully discharged state)
DC voltage	8.4V max
battery model number	Springpower 704077
max. charging current	400mA
trickle charge current	50mA max
battery capacity in ampere-hours	2500maH

Warning: Battery Capacity Detection: The battery will be automatically monitored for low battery capacity. Warning messages will be sent to the Product and to the Alarm.com Backend informing the customer of the low battery condition (this occurs whenever the current battery capacity falls below 30% of the fully charged capacity). The Product will also provide optional trouble beep warnings for the low battery conditions. The Product warning messages can be viewed on the Security Status / Alerts Tab.

Warning: Battery Unplugged Detection: The battery will be automatically monitored to detect occurrences of the battery being unplugged. Warning messages will be sent to the Product and to the ADC Backend informing the customer of the unplugged battery. The Product will also provide optional trouble beep warnings for the unplugged battery condition. The Product warning messages can be viewed on the Security Status / Alerts Tab.

Warning: Battery Life: Greater than 5 years with use of the Product according to specifications. Change the battery after 5 years of service. .

Warning: Battery Handling: To maximize the life of the battery and for safety reasons the following precautions should be taken:

- The aluminum foil encasing the battery is delicate and should not be exposed to sharp objects such as knives, pins or sharp finger nails
- The battery should not be exposed to water
- Do not leave near a heat source. This will reduce the working life of the battery

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- Do not short circuit the battery by connecting the positive terminal to the negative terminal. High currents can be generated resulting in high temperatures and risking fire and personal injury

M. FALSE ALARM WARNINGS

The following warnings cover the likely potential situations that may cause False Alarms Reports (FAR) to be generated.

Cause of FAR: User fails to enter proper pass code or enters the wrong pass code while trying to disarm system.

Prevention: Carefully enter your passcode. Remember your passcode and/or write it down in a safe place that is easily accessible.

Cause of FAR: User fails to exit premise before exit delay timer expires while trying to arm system in Away Mode.

Prevention: Listen to exit beeps and last 10 second voice countdown ... if running out of time, then either press the Extend button to extend the exit delay or press cancel ... and then start the rearming process again once you are ready to leave the premises.

Cause of FAR: User opens a door, but fails to close the door before the exit delay timer expires while trying to arm system in Away Mode, thus causing an exit fault and alarm condition.

Prevention: Be careful to close the door tightly upon exit during the arming process. If an exit fault / alarm does occur, then quickly reenter the home and disarm the alarm.

Cause of FAR: Erroneous fire detection alarm from sensor.

Prevention: During installation, system can be set to require two fire sensor detections prior to generating central monitoring station fire alarm ... note a local fire alarm will still sound to alert the homeowner.

Cause of FAR: Erroneous Carbon Monoxide detection alarm from sensor.

Prevention: During installation, system can be set to require two Carbon Monoxide sensor detections prior to generating central monitoring station gas leak alarm ... note a local fire alarm will still sound to alert the homeowner.

Cause of FAR: Erroneous user fire, auxiliary or police panic alarm generated.

Prevention: Do not press the Emergency button unless there is a real emergency. If the emergency alarm is accidentally activated, then quickly enter the disarm pass code which will then cancel the alarm.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

–Reorient or relocate the receiving antenna.
–Increase the separation between the equipment and receiver.
–Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
–Consult the dealer or an experienced radio/TV technician for help.

This Class [B] digital apparatus meets all requirements of the Canadian Interference–Causing Equipment Regulations.
Cet appareil numérique de la classe [B] respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

IMPORTANT! Changes or modifications not expressly approved by Qolsys Inc. could void the user's authority to operate the equipment.

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

***CAUTION!** This equipment complies with radiation exposure limits set forth for uncontrolled environment. The antenna(s) used for this transmitters must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.*

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard (s). Son fonctionnement est soumis aux deux conditions suivantes: (1) ce dispositif ne doit pas causer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil

ATTENTION! Cet équipement est conforme aux limites d'exposition aux rayonnements définies pour environnement non contrôlé. L'antenne (s) utilisé pour cette émetteurs doit être installé pour fournir une distance de séparation d'au moins 20 cm de toute personne et ne doit pas être installé à proximité ou utilisé en conjonction avec une autre antenne ou émetteur.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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