

SECURITY & SMARTHOME

We hope you enjoy your new security and smart home. With it you can control your lights, locks, thermostat, security and much more.

You won't need a manual to operate your system, 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!

Document: IQRPGUM
Revised on: 04/18/2023

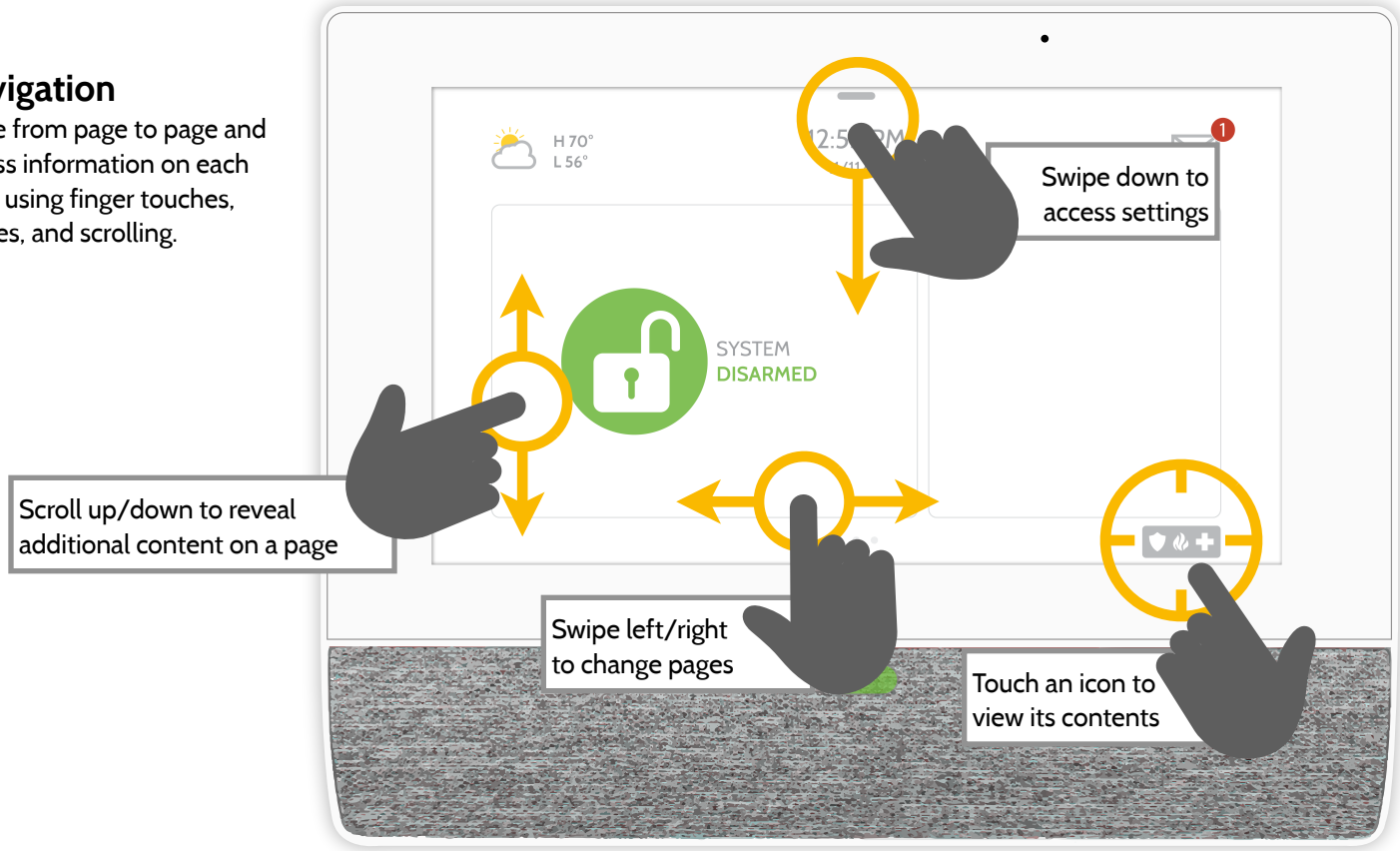
Disclaimer: PowerG enrollment shall be used with UL/ULC installation. Wi-Fi enrollment is not UL/ULC certified

Features are supported by PowerG and Wi-Fi, unless stated differently

USING YOUR SYSTEM: BASICS

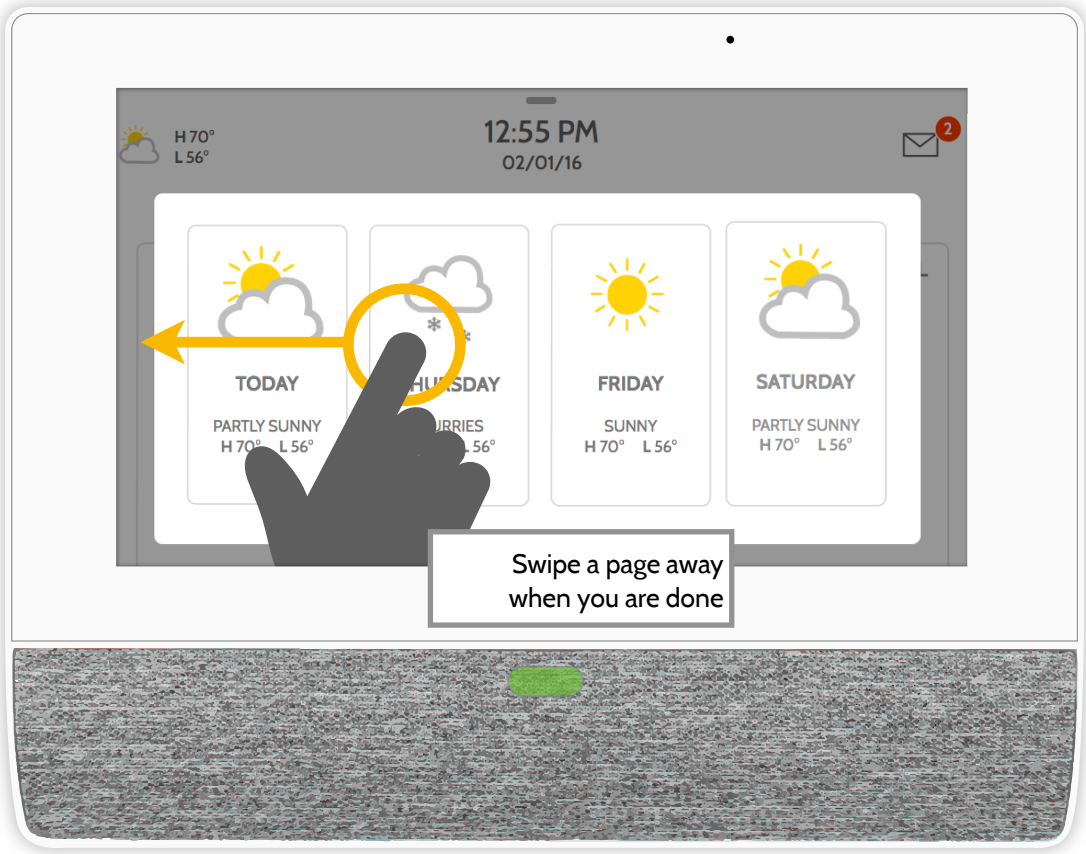
Navigation

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



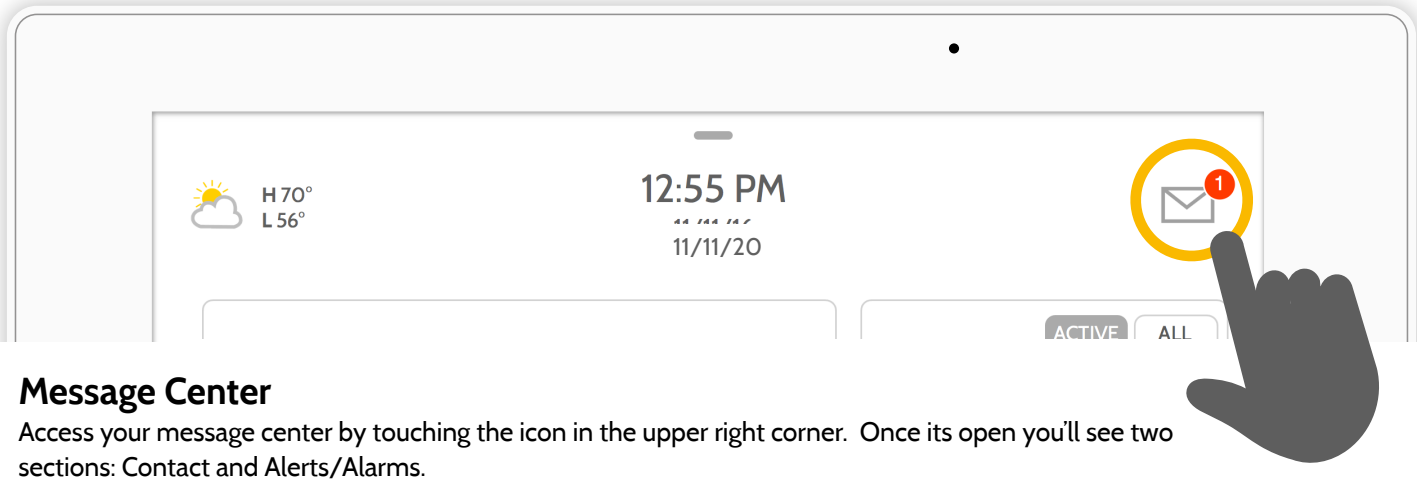
Dismiss

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



Note: Weather is only available when enrolled via Wi-Fi.

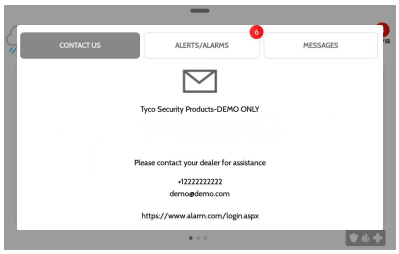
USING YOUR SYSTEM: MESSAGE CENTER



Message Center

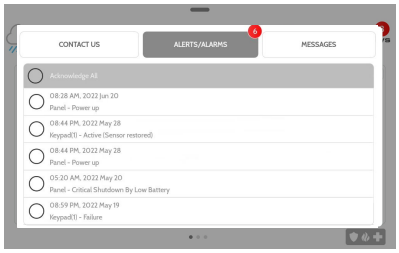
Access your message center by touching the icon in the upper right corner. Once its open you'll see two sections: Contact and Alerts/Alarms.

(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.

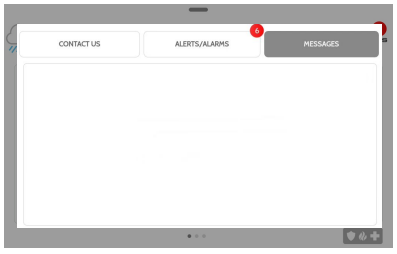


Alerts/Alarms

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"



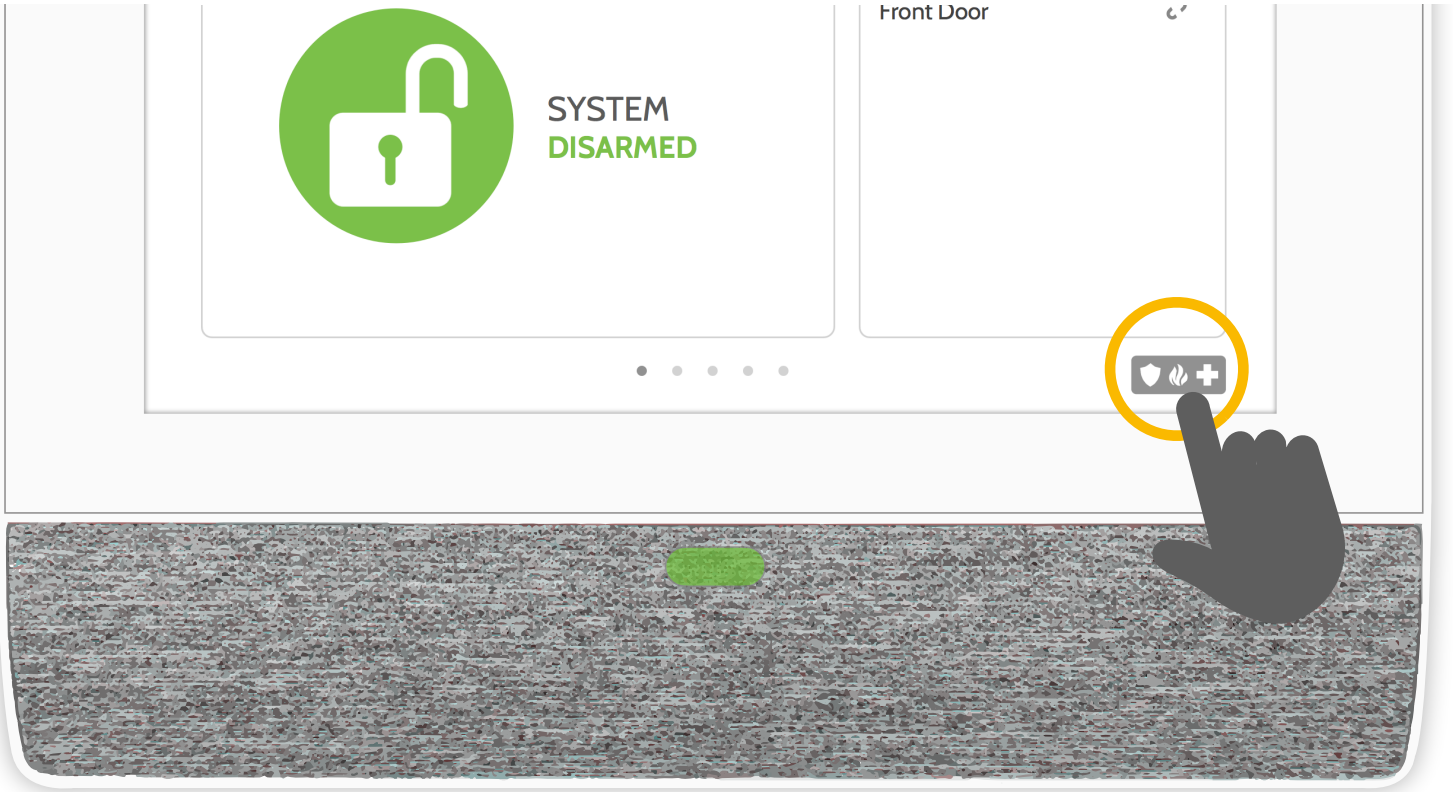
Messages

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.

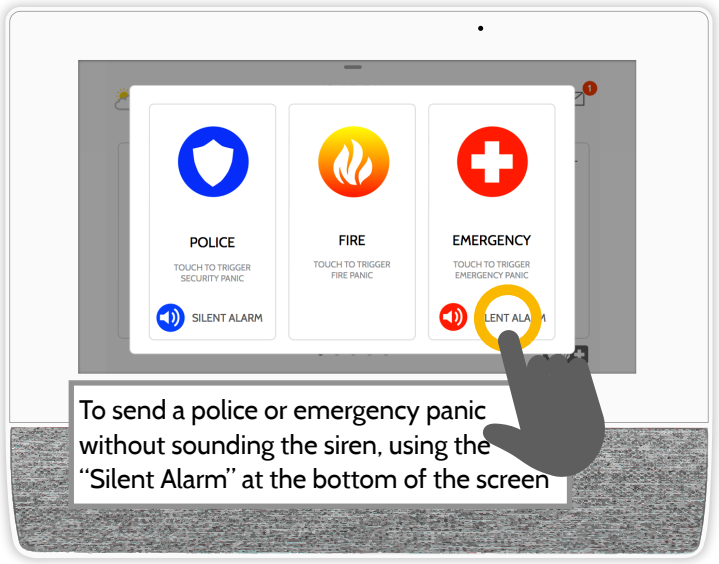
You can also remove all messages at once by touching "Acknowledge All"
Note: This is only available when enrolled with Wi-Fi.

USING YOUR SYSTEM: EMERGENCY PANIC



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.

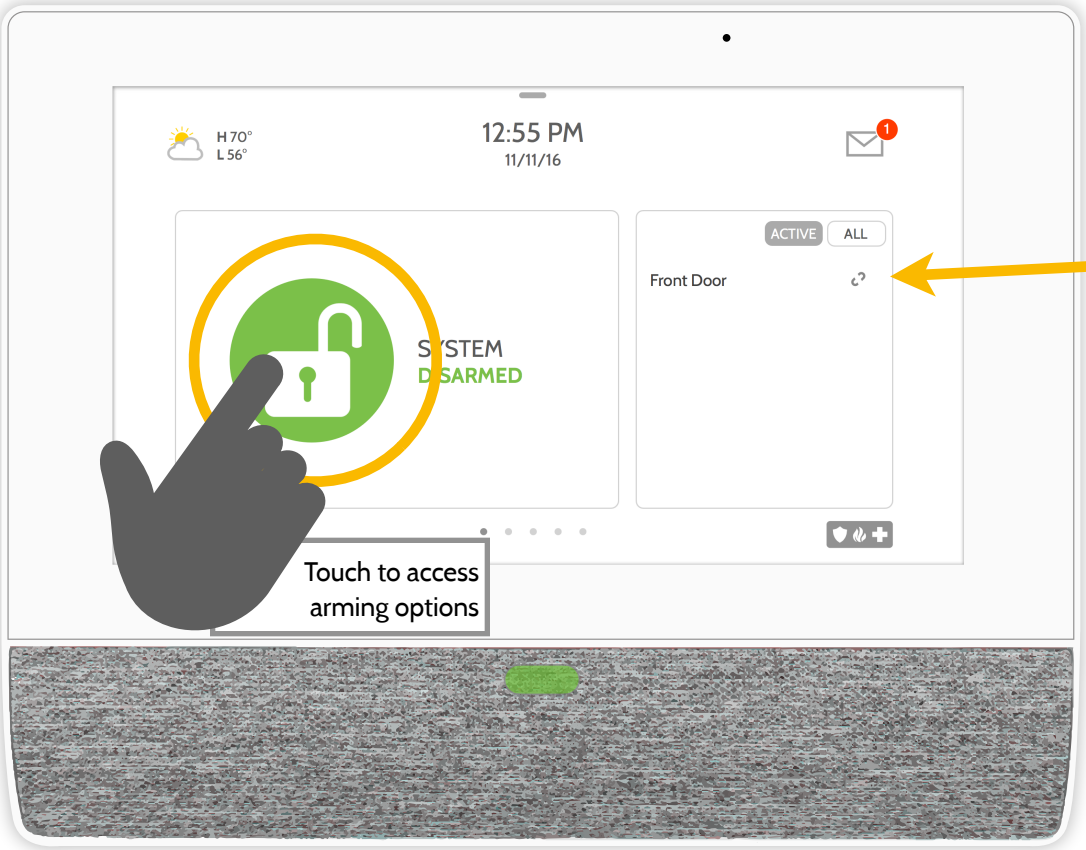
Fire: When touched it triggers the "Fire" siren pattern and sends a fire emergency signal to your provider's monitoring station.

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

X
Cancel

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

USING YOUR SYSTEM: ARMING

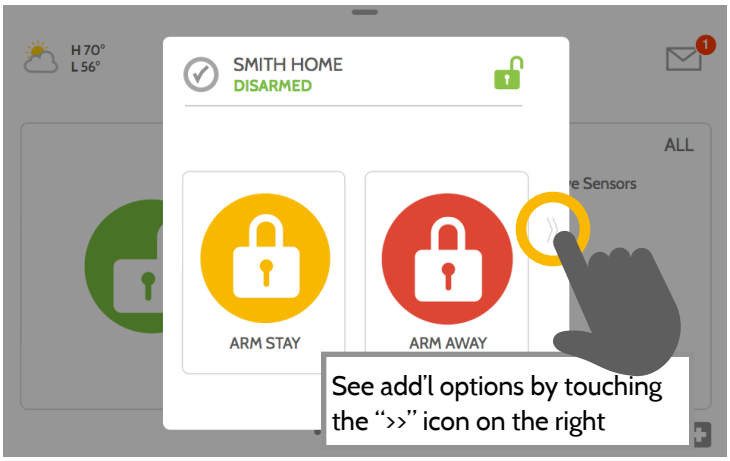


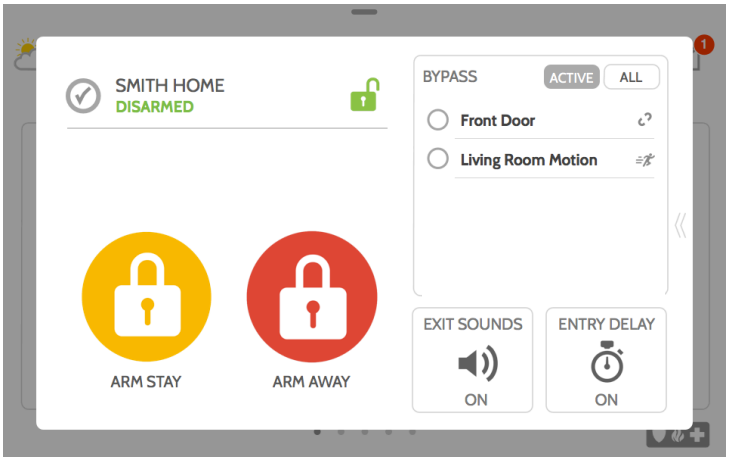
Sensor List

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

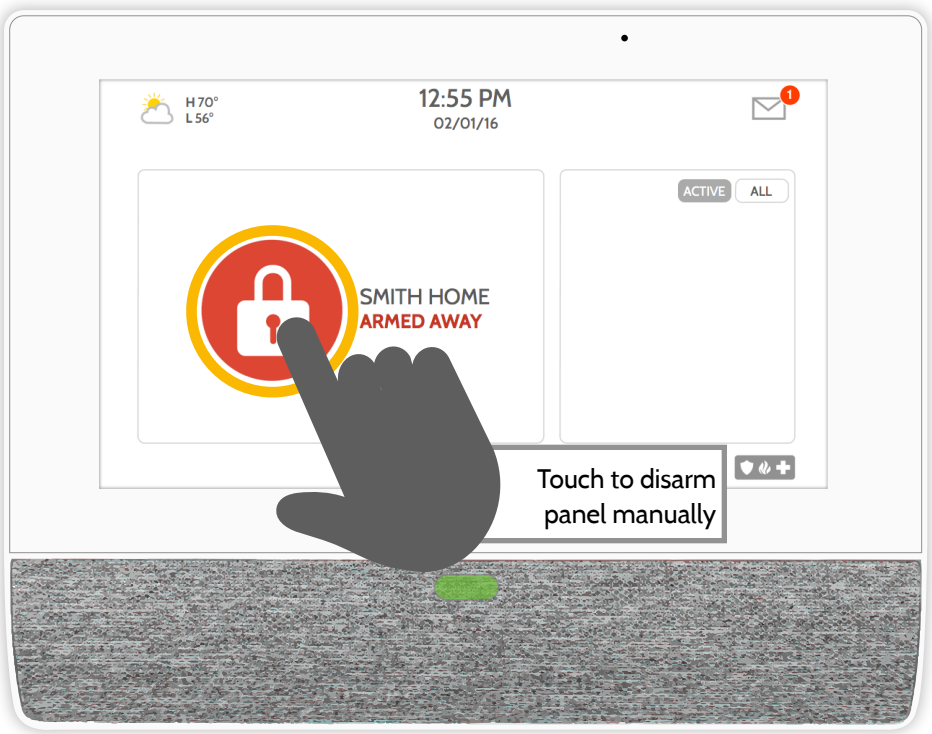
Exit Sounds

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.

USING YOUR SYSTEM: DISARMING



Disarming your System

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

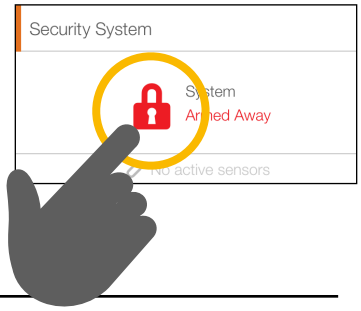
Disarming Manually

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.

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



Note: Remote disarming has not been evaluated by UL/cUL

ALARM EVENTS

Johnson Controls

Alarms

If the alarm is triggered the System 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.

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 System 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 System, the alarm sounds with the "Emergency" siren and then activates the Two-Way Voice microphone and speaker.

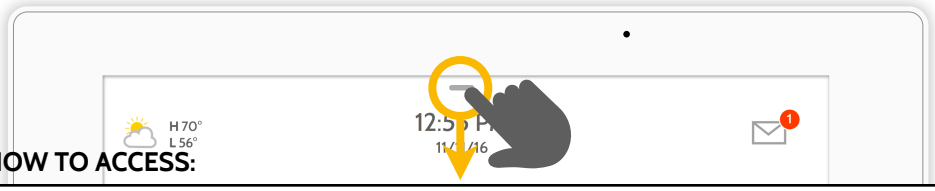
Preventing false alarms:

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.)

USING YOUR SYSTEM: SETTINGS

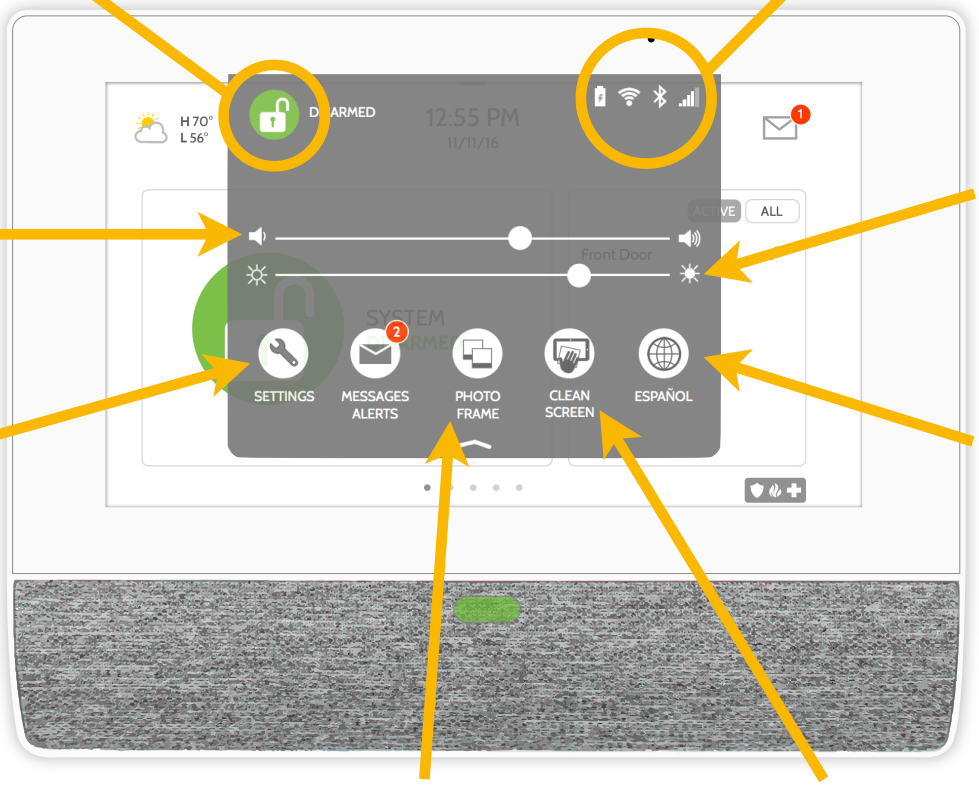


Settings Tray
Access common settings by swiping down from the top of the screen.

HOW TO ACCESS:

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

Battery & Radios
Touch an icon to get more information
-Battery level
-Wi-Fi connection
-PowerG Signal Strength
(PG enrollment only)



Volume
Slide left/right to adjust the panel voice

Brightness
Slide left/right to adjust the screen brightness

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

Language
Touch to change panel language
(only present on Wi-Fi enrollment. For PowerG enrollment, the IQ Remote PowerG follows the language setting from primary panel)

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

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)

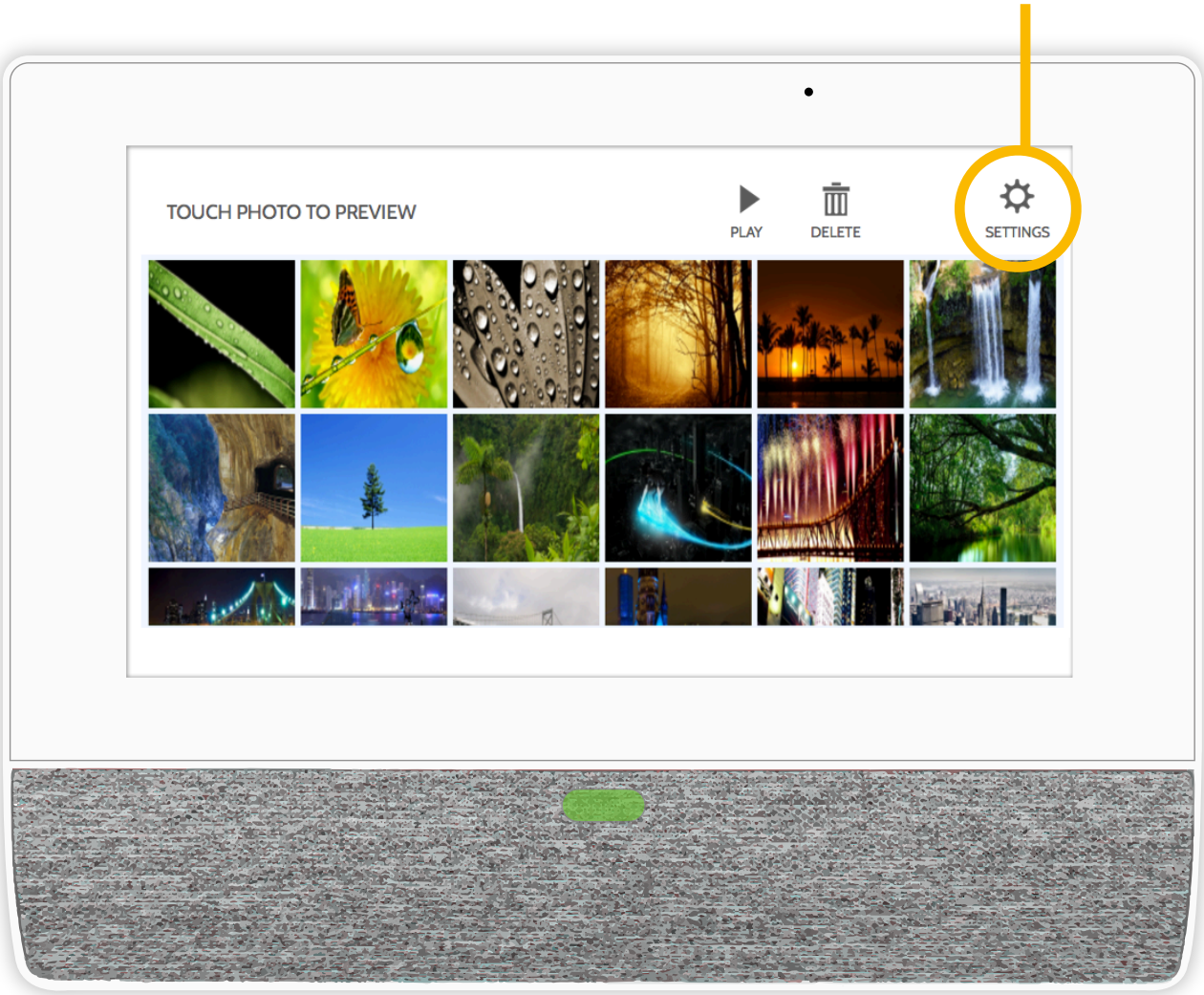
SETTINGS: PHOTO FRAME

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. *Note: Weather Clock is only available on wi-Fi enrollment.*



USING YOUR SYSTEM: LIGHTS

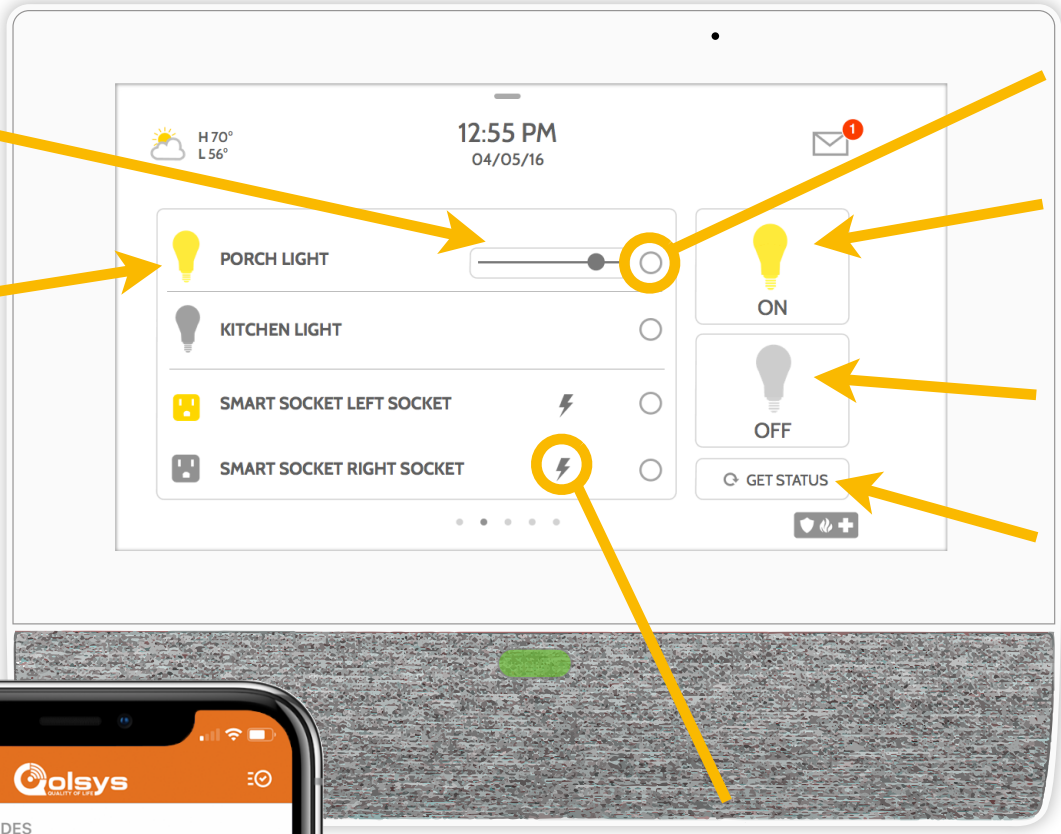
Light Control

You can add Z-Wave lights, lamp modules, or lightbulbs to your primary panel. This will allow you to control your lights locally on the panel, IQ Remote PowerG, 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

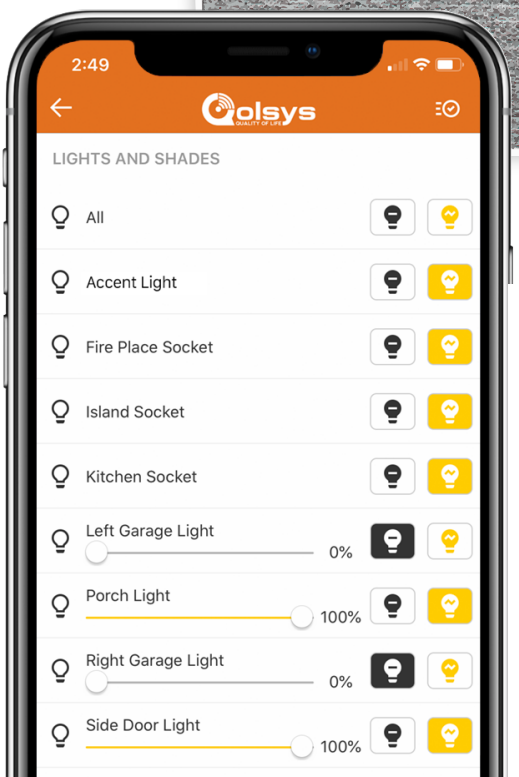


Select
Touch the circle next to a light to select it

ON
Touch turn on all selected lights

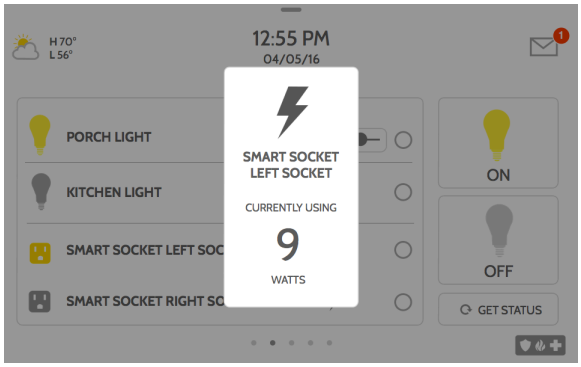
OFF
Touch turn off all selected lights

GET STATUS
Touch to check the status of all selected lights
*Available on Wi-Fi enrollment only





Energy
Touch the energy icon to see how much energy the outlet is currently using. *Available on Wi-Fi enrollment only



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

USING YOUR SYSTEM: LOCKS

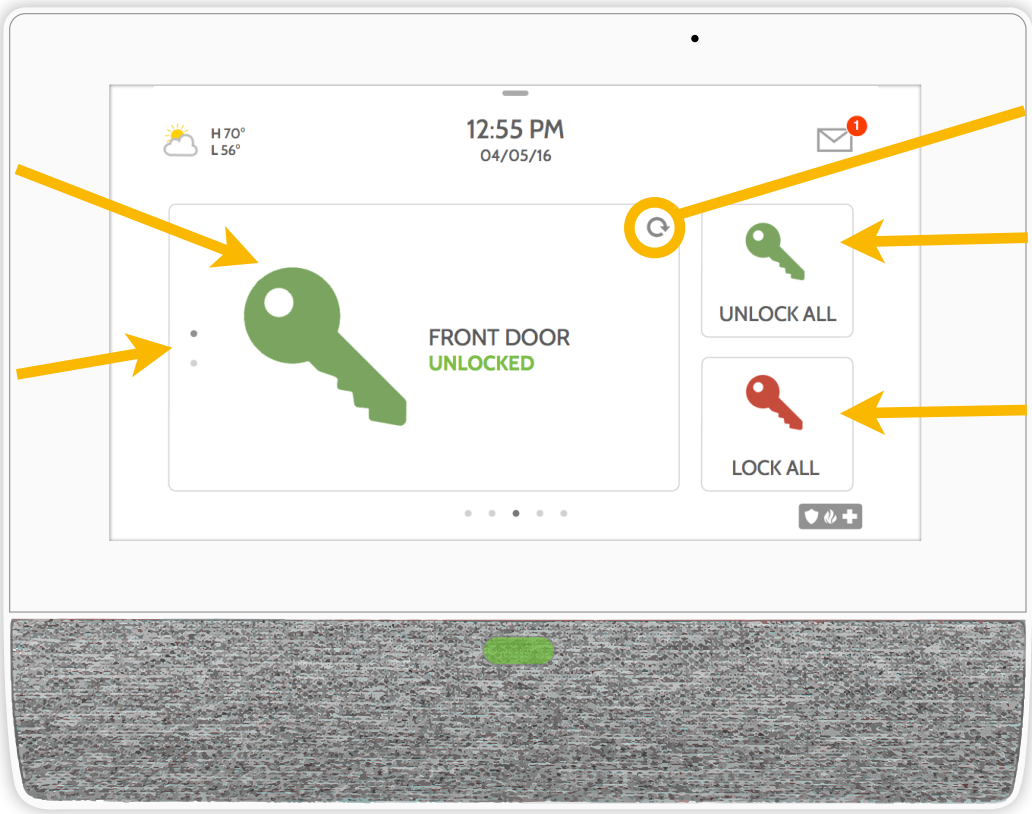
Lock Control

You can add Z-Wave locks to your primary panel. This will allow you to control your locks locally on the primary panel, IQ Remote PG and also from your mobile app. Once your first lock is added to your system, the lock page will appear. Simply swipe over to access each one.

UNLOCKED LOCKED

ON/OFF
Touch the key icon to unlock or lock it

Change Locks
If you have more than one lock, swipe up and down to access each one.



Get Status
Touch the refresh icon to check the lock's current status

UNLOCK ALL
Touch to unlock all your locks at once

LOCK ALL
Touch to lock all your locks at once



Mobile Access
You can also control your locks from your mobile app.

USING YOUR SYSTEM: THERMOSTAT

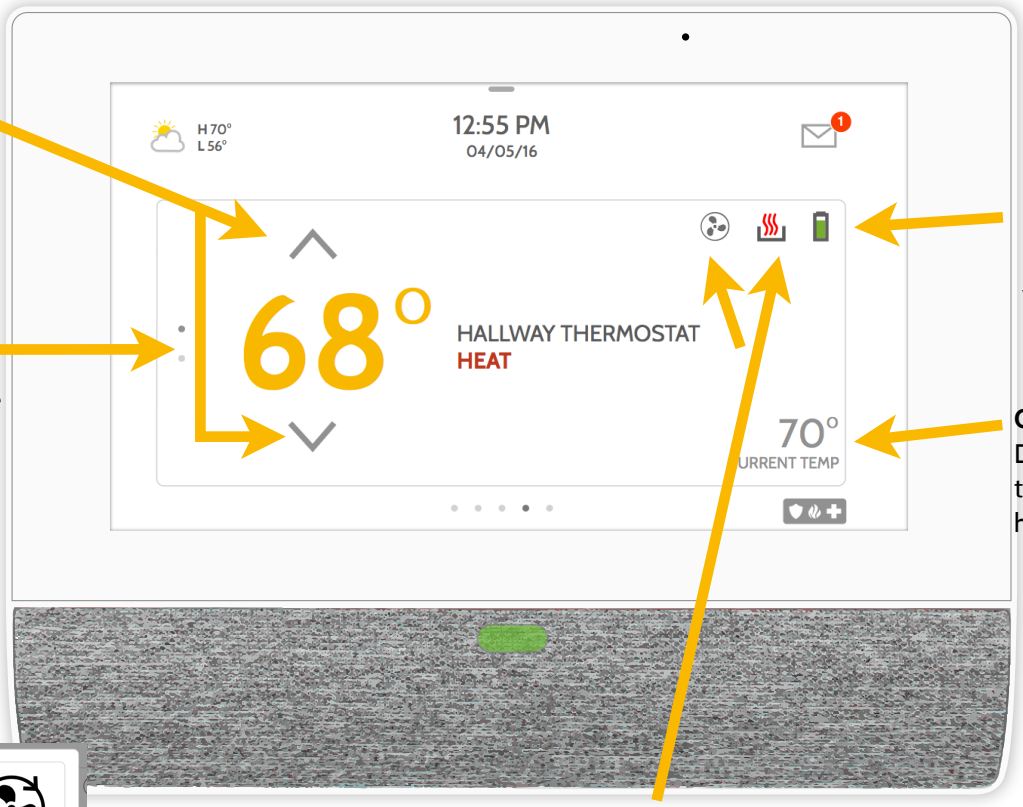
*Thermostat control only available when paired to the Panel on Wi-Fi

Thermostat Control

You can add Z-Wave thermostats to your primary panel. This will allow you to control the temperature in your home locally on the primary panel, IQ Remote PG and also from your mobile app. Once your first thermostat is added to your system, the thermostat page will appear. Simply swipe over to access it. If you have more than one thermostat swipe up and down to access each one.

Up/Down
Touch the arrows to adjust the target temperature

Switch
If you have more than one thermostat, swipe up and down to access each one.

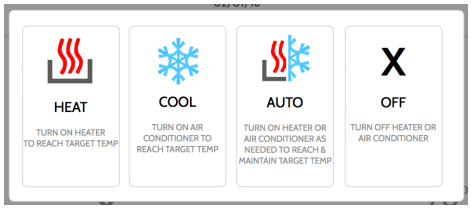


Battery level
Displays how much battery is left in your thermostat

Current Temp
Displays the current temperature in your home



Fan
Touch to change to "On" or "Automatic"



Mode
Touch to change this thermostat from heat to cool (or off) or use "automatic" which switches from heat to cool as needed to maintain your target temperature.



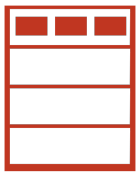
Mobile Access
You can also control your thermostat from your mobile app.

USING YOUR SYSTEM: GARAGE DOOR

*Garage Door control only available when paired to the Panel on Wi-Fi

Garage Control

You can add up to Z-Wave garage door controllers to your primary panel. This will allow you to control your door locally on the primary panel, IQ Remote PG and also from your mobile app. Once your first garage opener is added to your system, the garage page will appear. Simply swipe over to access each one. If you have more than one overhead garage door swipe up and down to access each one.



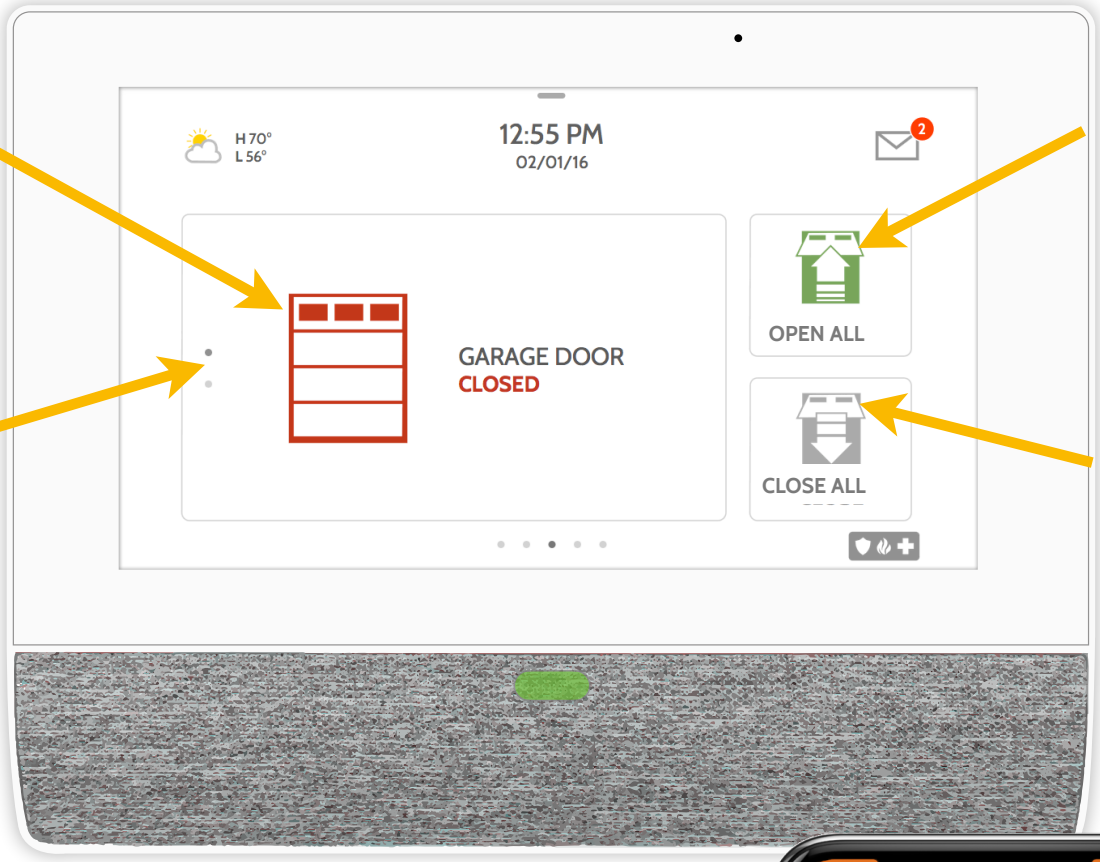
GARAGE CLOSED



GARAGE OPEN

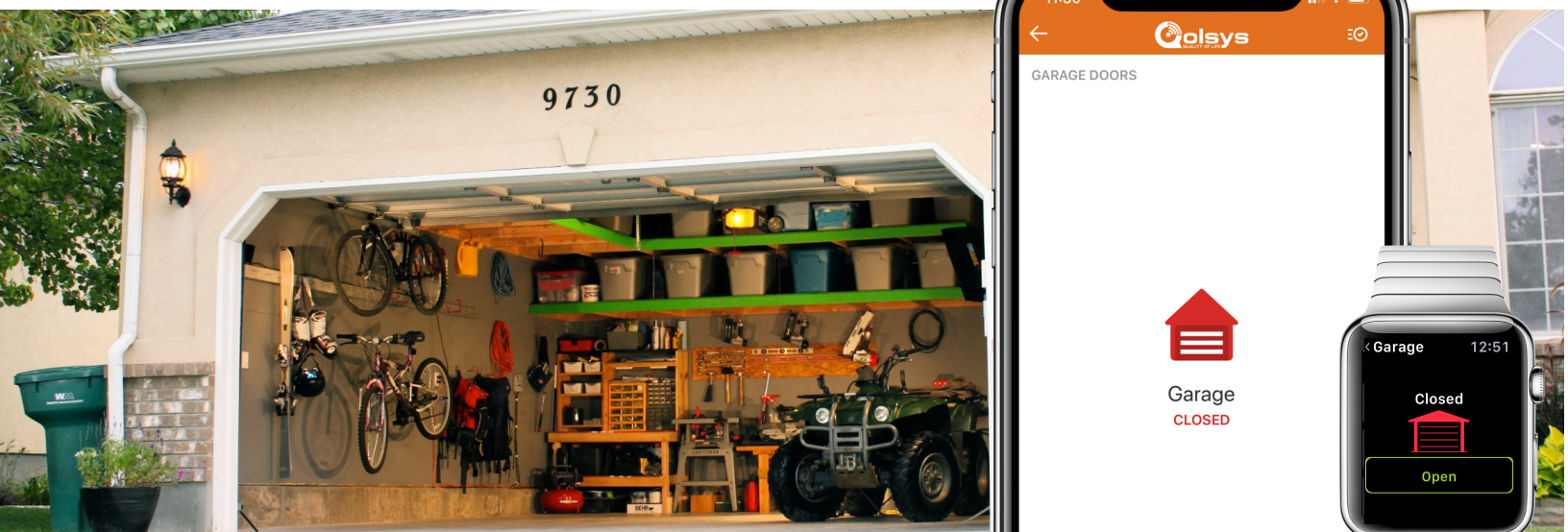
Open/Close
Touch the icon to open or close the garage door

Switch
If you have more than one garage door, swipe up and down to access each one.



Open
Touch the icon to open the garage door *(not available when the garage door is already closed)*

Close
Touch the icon to close the garage door *(not available when the garage door is already closed)*



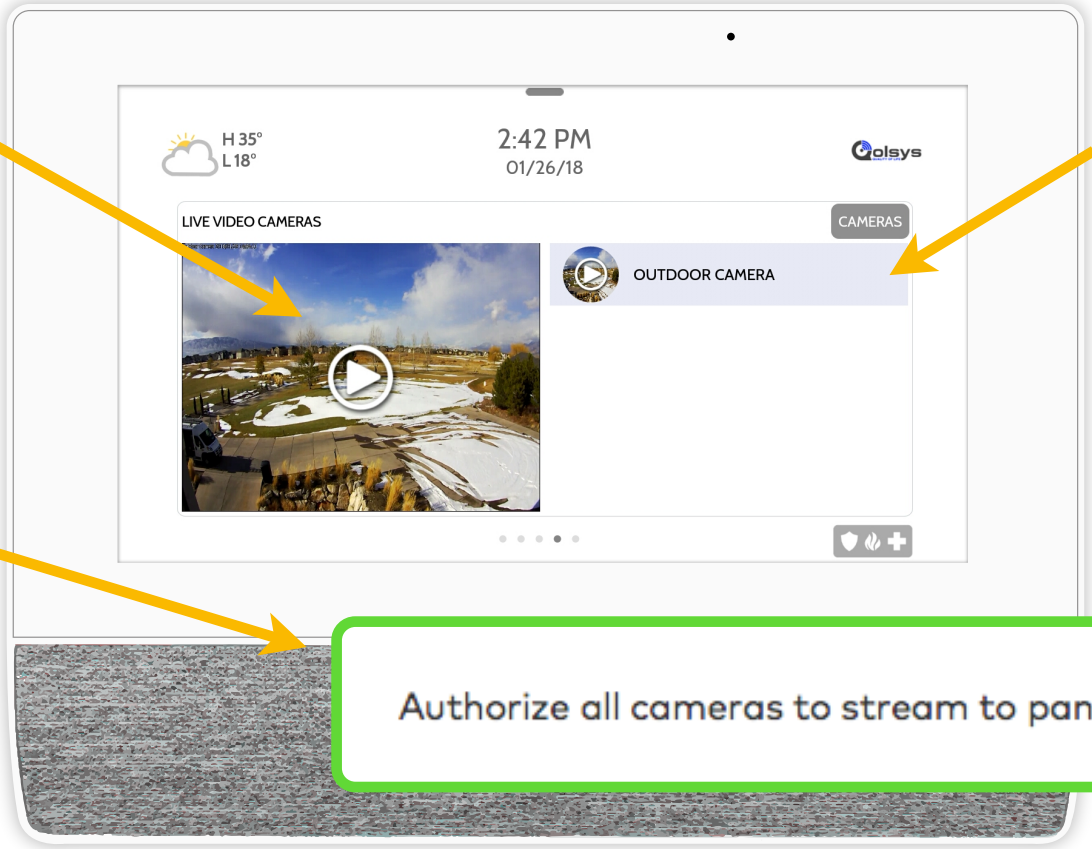
USING YOUR SYSTEM: LIVE VIEW

Live View

Easily view the live video feed from your Alarm.com video cameras on the 7" panel screen. This page will appear automatically if cameras are added to the account and the authorization has been given on the Alarm.com customer website. Supports live view of up to 40 cameras. Supported models: ADC-V521IR, ADC-V522IR, ADC-V622, ADC-V722W, ADC-VC725, ADC-VC726, ADC-VC825 & ADC-VC826.

Note: Live View is only available when enrolled via Wi-Fi.

Camera View
A thumbnail of the camera will be displayed for the highlighted camera. Click the play button to view full screen.



Cameras List
All supported cameras that are on the account and have been authorized will show here. Click the camera you would like to view.

Important Note
Cameras will only push to your panel if you have authorized them to do so from your Alarm.com customer website. This can be found under Video Settings.

Camera View
Full screen mode can be activated by clicking on the play button for each individual camera.



Exit
Click on the red X icon to exit full screen mode.

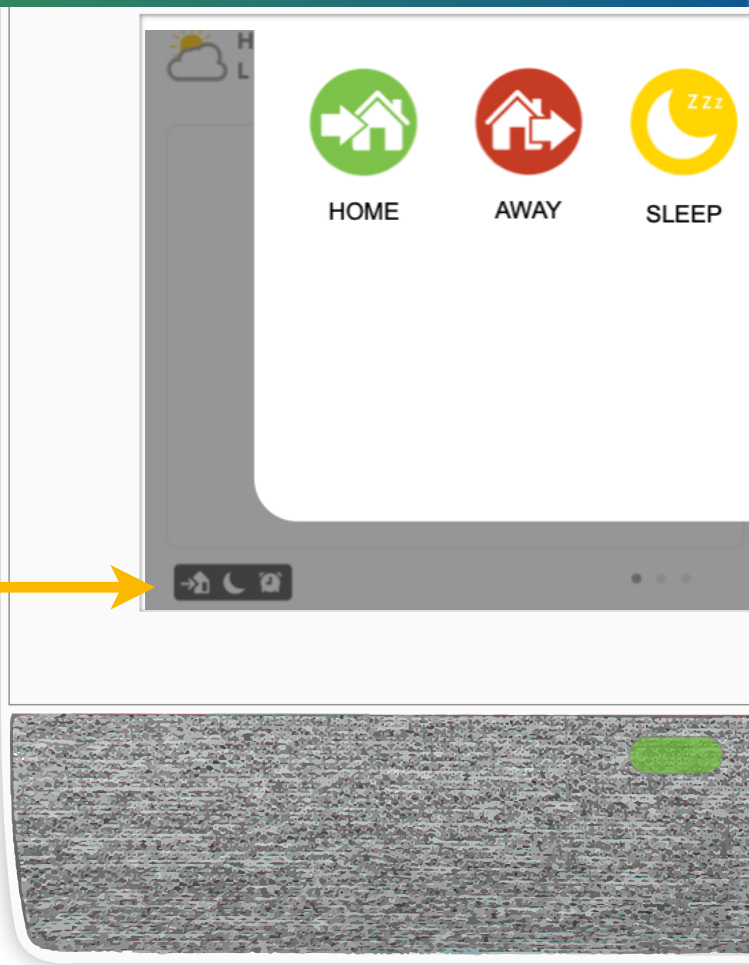
OPTIONAL SETTINGS: SCENES

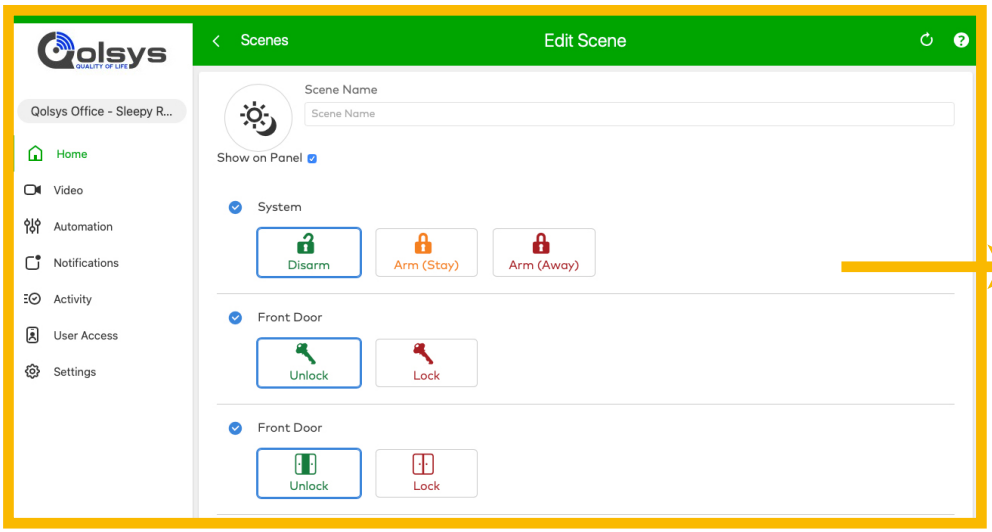
Alarm.com Scenes

If enabled by your dealer, Alarm.com Scenes allow you to control multiple devices with the click of a single button right from your touchscreen. Each option is a multi-device command that coordinates different smart devices to accomplish a complex task. Smart Scenes must be setup and customized from your Alarm.com customer portal before they can be used from the panel.

Note: Scenes are only available when enrolled via Wi-Fi.

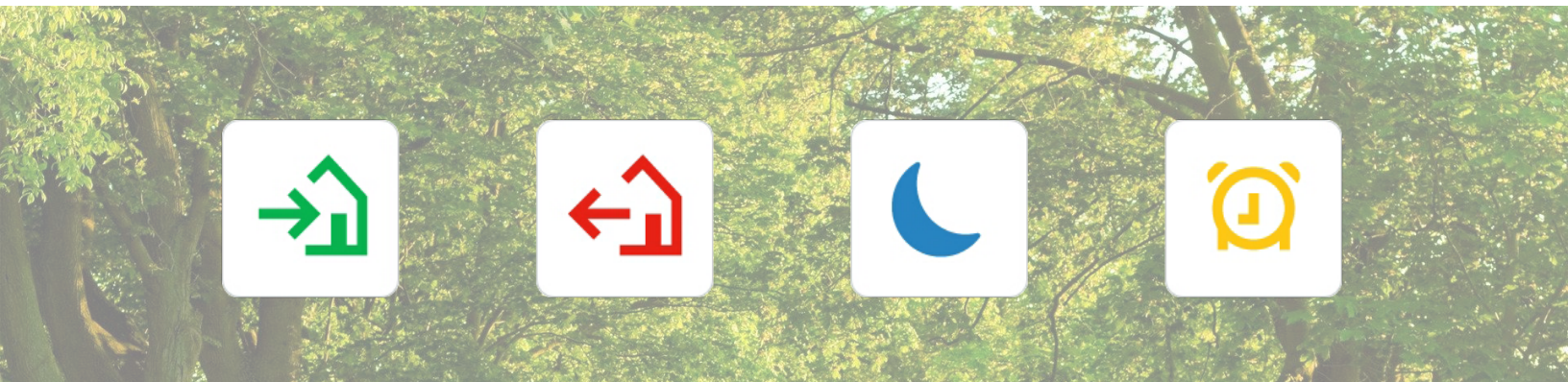






Alarm.com Scenes

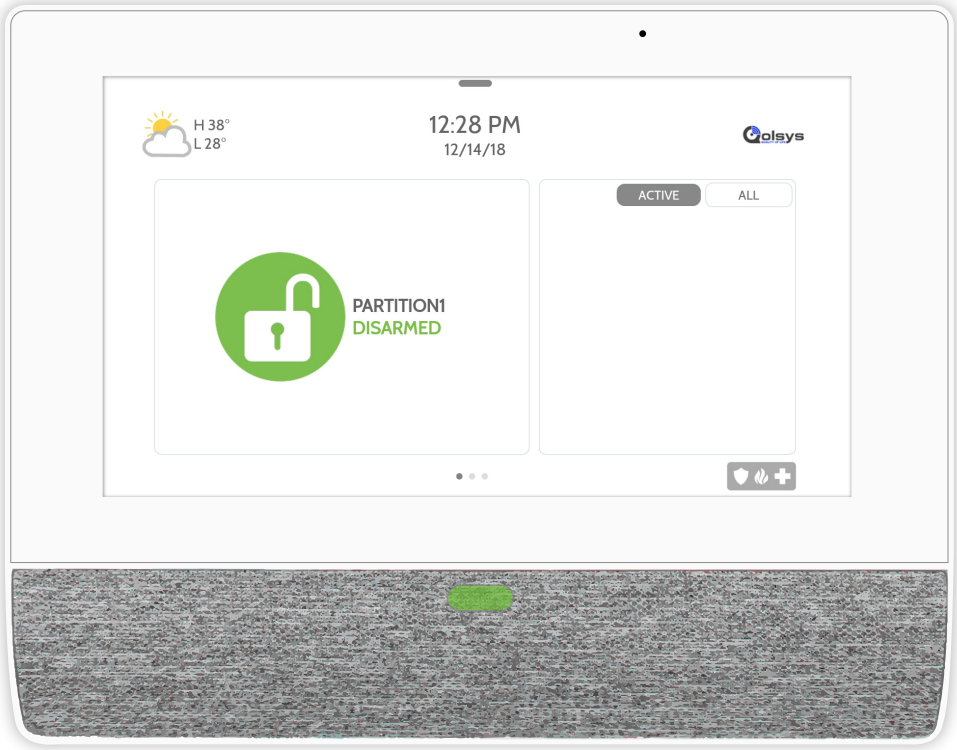
Setup your Scenes from your Alarm.com customer site. When logged in, navigate to the Automation tab. Here, you will be able to build custom scenes that control multiple smart devices within your home.



PARTITIONS

Partitions are enabled on the primary panel. Any area or zone that needs to be armed or disarmed separately from the rest of the structure can be turned into a partition. Partitions allows for the creation of zone groups in a home or building so that users can arm some sections of the property while leaving other areas disarmed. Partitioning enables greater personalization and functionality while simplifying installation.

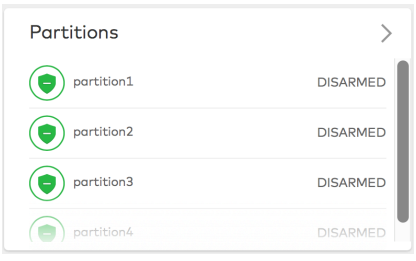
Each IQ Remote PowerG can be assigned to support only 1 partition on the primary panel. It controls its local zone status, alerts and notifications.

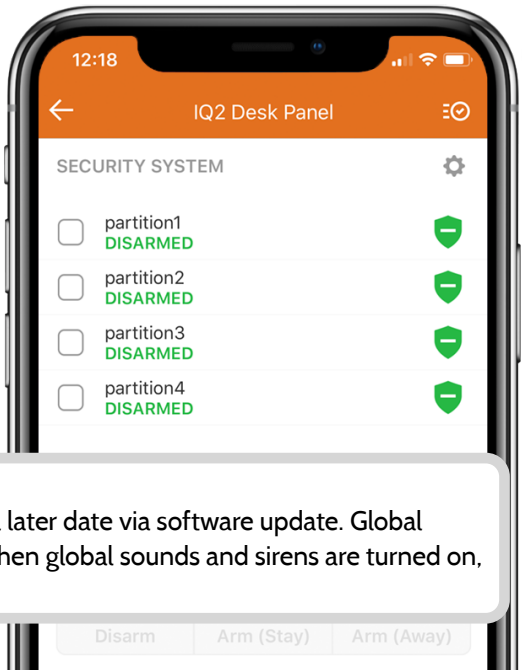


Important Note: If 6-digit codes are enabled in the panel but not changed in User Management, the panel will add two Zeros to the end of the original code. Example: If original user code is 1234 and 6-digit codes are enabled but the user code isn't changed, the new user code will be 123400.

Alarm.com

Partitions control can be accessed from the Alarm.com customer site as well from your mobile app.





Exclusions:

You cannot partition Z-Wave or Alarm.com cameras today. This functionality will come at a later date via software update. Global sounds and sirens can be turned on from the Sound menu when partitions are enabled. When global sounds and sirens are turned on, all sounds and sirens will sound across all partitions.

FCC REGULATORY INFORMATION

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.

NOTE: 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 equipment complies with radiation exposure limits set forth for uncontrolled environment. The antenna(s) used for this transmitter 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.

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

IC REGULATORY INFORMATION

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.

Cautions:

1. Devices operating in the 5150-5250 MHz frequency band are restricted to operate in-door only.
2. Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
3. Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Cet appareil est conforme aux normes d'exemption de licence RSS d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement

CAN ICES-3 (B)/NMB-3(B)

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement, votre corps, et d'autres antennes ou transmetteurs.

Avertissement:

1. Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur.
2. Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux
3. De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

FCC/IC STATEMENT

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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the Product and receiver.
3. 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.

Household Fire Safety Audit

Read this section for important information about fire safety. Most fires occur in the home. To minimize this danger, we recommend that a household fire safety audit be conducted and a fire escape plan be developed.

1.Are all electrical appliances and outlets in a safe condition? Check for frayed cords, overloaded lighting circuits, etc. If you are uncertain about the condition of your electrical appliances or household service, have a professional evaluate these units.

2.Are all flammable liquids stored safely in closed containers in a well-ventilated cool area? Cleaning with flammable liquids should be avoided.

3.Are fire-hazardous materials (e.g., matches) well out of reach of children?

4.Are furnaces and wood-burning appliances properly installed, clean and in good working order? Have a professional evaluate these appliances.

Fire Escape Planning

There is often very little time between the detection of a fire and the time it becomes deadly. It is thus very important that a family escape plan be developed and rehearsed.

1.Every family member should participate in developing the escape plan.

2.Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.

3.Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

1.Make sure that all border doors and windows are easily opened. Ensure that they are not painted shut, and that their locking mechanisms operate smoothly.

2.If opening or using the exit is too difficult for children, the elderly or handicapped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.

3.If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use.
4.Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.

5.Each person should know the predetermined assembly point where everyone can be accounted for (e.g., across the street or at a neighbor's house). Once everyone is out of the building, call the fire department.

6.A good plan emphasizes quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings as this can waste valuable time. Once outside, do not re-enter the house. Wait for the fire department.

7.Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone will know what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building's construction.

8.Make sure your fire warning system is operational by conducting weekly tests. If you are unsure about system operation, contact your installer.

9.We recommend that you contact your local fire department and request further information on fire safety and escape planning. If available, have your local fire prevention officer conduct an in- house fire safety inspection.