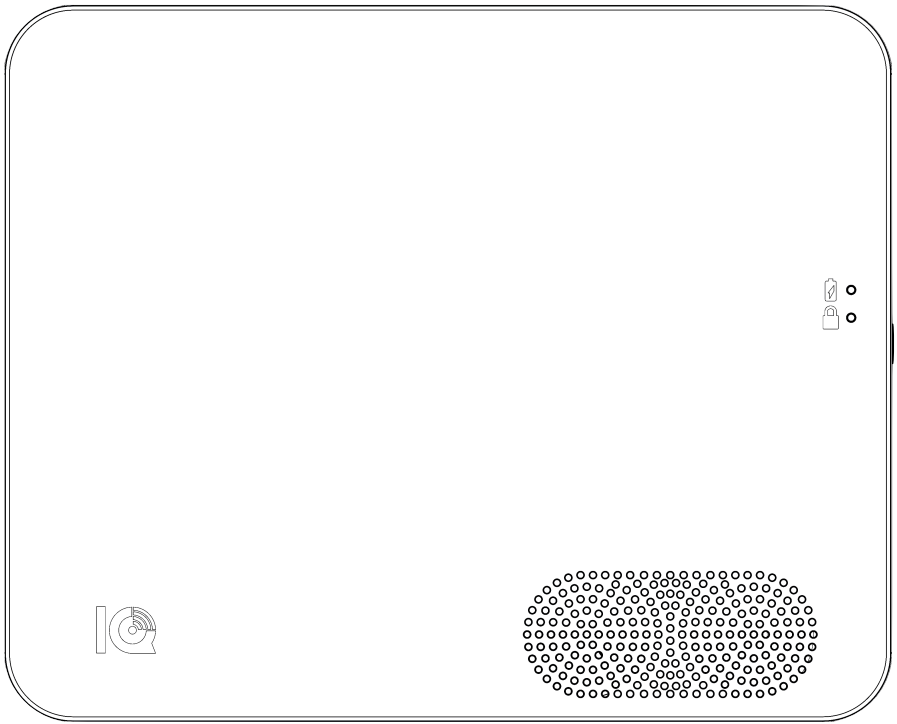
IQ5NS
INSTALLATION MANUAL

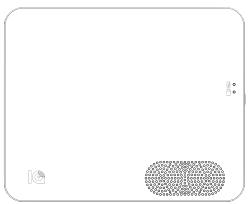
IQ5 NS
Software Version 5.0



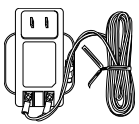
The IQ5 NS is an All-In-One control panel, providing full security and smart home functionality

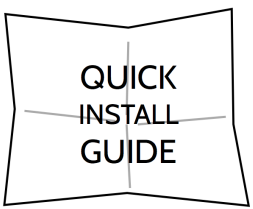
INCLUDED IN BOX

IQ5 NS



Power Supply





ABOUT THIS GUIDE

This document outlines the basic hardware specifications and software directions to install and customize the IQ5 NS. Note that the information presented is not comprehensive, but is specifically dedicated to those menus, features, and systems accessible solely to those with the proper installation code. Features accessible to users and installers alike are outlined in the IQ5 NS User Guide. In this document, reference to "EN Grade 2" refers to EN50131 Grade 2 Certified product. The information contained herein is proprietary, and is solely owned by Qolsys Inc. Any reproduction, modification or distribution without permission is strictly prohibited.

SUPPORT



QUESTIONS?

Contact us at
intrusion-support@jci.com

TABLE OF CONTENTS

Johnson Controls

PANEL OVERVIEW
5- Exterior Front
6- Exterior Back
7- Interior

INSTALLING THE PANEL
9- Wall Mount
10- Table Stand Option
11- Wiring Diagram
12- Powering the Panel

USER INTERFACE
14- LED Indicators
15- Speaker Annunciations

PROGRAMMING
17- IQ Installer Interface
18- Connecting to IQ Installer
19- Setup Wizard
20- Configuration
22- User Management
23- Installation

SECURITY SENSORS
25- Security Sensors
26- Auto Learn Sensor
27- Add Sensor
28- Sensor Type
29- Sensor Name
30- Sensor Groups
47- Chime Type
48- Voice Prompts
49- Bypass
50- Partition Name
51- Source
52- Edit Sensor
53- Delete Sensor

WI-FI DEVICES
54- Wi-Fi Devices
56- Access Point Options
57- IQ Remote Devices
58- 3rd Party Connections

Z-WAVE™ DEVICES
60- Z-Wave Devices
61- Z-Wave Options

AUTOMATION DEVICES
64- Add Device
65- Clear Device
66- Remove All Z-Wave

BLUETOOTH DEVICES
69- Add Phone
70- Edit Devices
71- Delete Devices
72- Remove All Devices
73- Bluetooth Settings

INSTALLER/DEALER SETTINGS
75- Installer/Dealer Settings
84- System Logs
85- Siren and Alarms
88- Security and Arming
92- Sound
96- Partitions

SYSTEM TESTS
97- System Tests
98- Wi-Fi Test
99- Sensor Test
100- Cellular Test
101- Z-Wave Test
102- Rediscover Network
103- Neighbor Info
104- Counters
106- Advanced Z-Wave Diag
107- PowerG Test
108- Dual Path Test
109- Input Voltage Test
110- Daughter Cards Test
111- Panel Test

CUSTOMIZATION
113- Contact Info
114- Dealer Logo
115- Connecting to Wi-Fi

MAINTENANCE
117- Upgrade Software
118- Upgrade Software Using Wi-Fi
119- Upgrade Software via Panel AP
120- Background Download Updates
121- Battery Replacement

TROUBLESHOOTING
124- About
127- Power Down
128- Panel Reboot
129- Hard Reboot
130- Panel Test Troubleshooting

LEGAL
132- Important Information

SPECIFICATIONS
150- Specifications North America
152- Supported 319 MHz S-Line Sensors
153- Supported 345 MHz Sensors
154- Supported 433 MHz (DSC) Sensors
155- Supported 433 MHz (AT&T) Sensors
156- Supported PowerG Sensors
157- Supported Zigbee Sensors
158- Specifications Europe & UK
160- Supported PowerG Sensors EU & UK
161- Supported 433 Sensors Iceland
162- Specifications Latin America
164- Supported PowerG Sensors LatAM
165- Specifications Brazil/Costa Rica

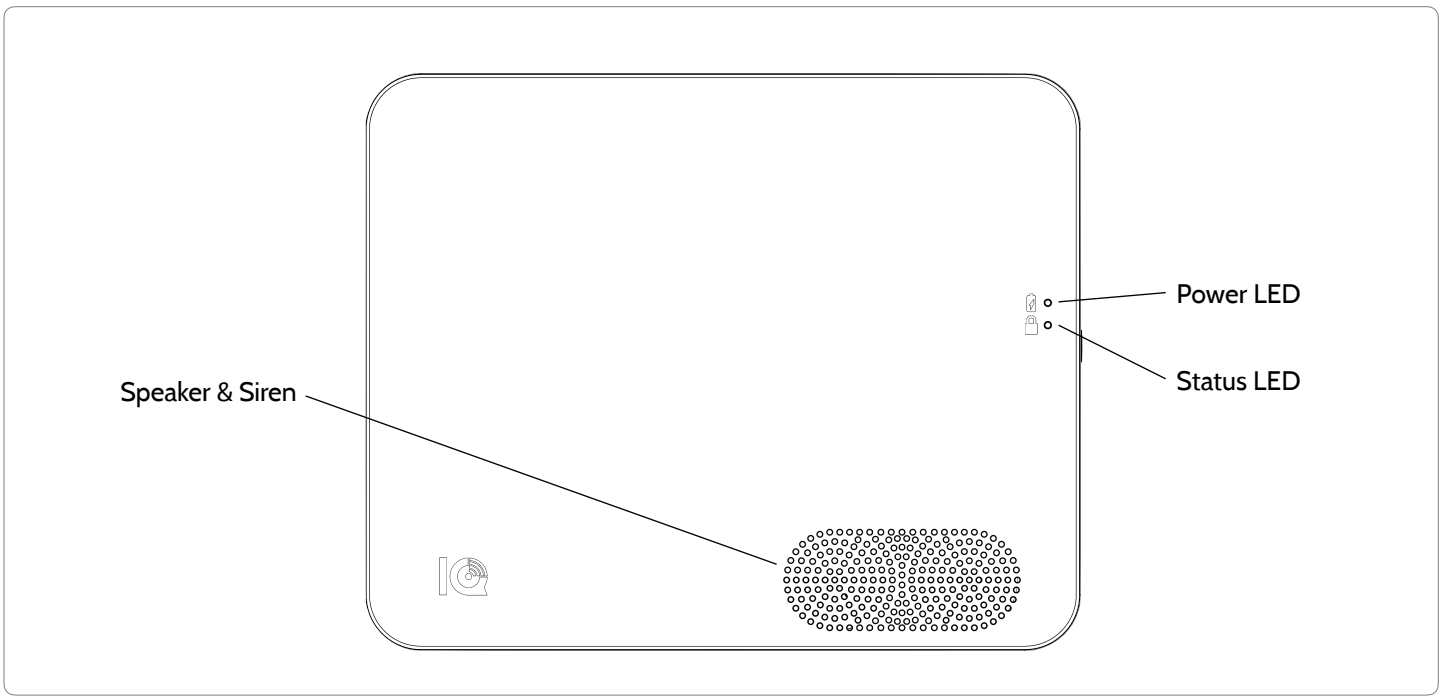
PANEL OVERVIEW

For US and CANADA: 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) and with National Electric Code, ANSI/NFPA 70. Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this Product. In Canada the product shall be installed in accordance with the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-S540.

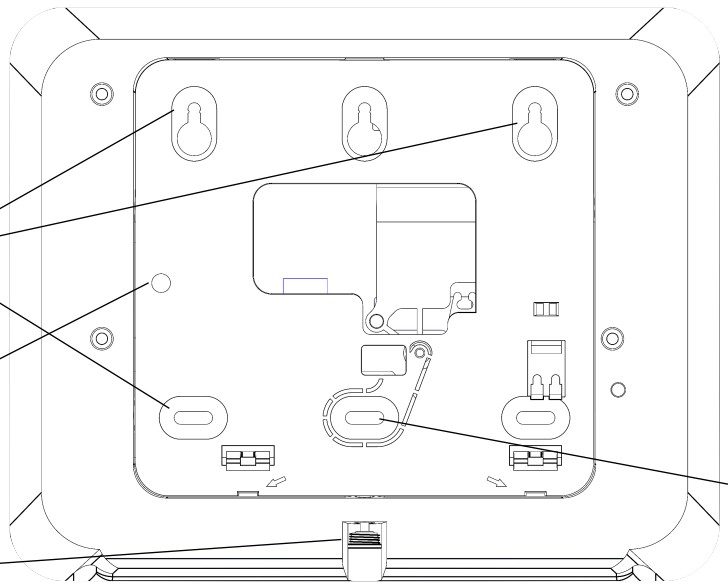
Warning: For Canadian installations this Product and all sensors associated with it (collectively, the "System") should be tested once a week. The test shall be performed also with primary DC power de-energized. For recommended smoke detectors maintenance instructions refer to user manual associated with compatible Qolsys model QS5110-840 and PowerG model PG9936 smoke detectors.

For All Countries: Warning: This Product should be installed in accordance with the National and Local Fire Codes and National and Local Electrical Codes. Printed information describing proper installation, operation, testing, maintenance, evacuation planning, repair service, recycling and disposal is to be provided with this Product. Warning: For all installations this Product and all sensors associated with it (collectively, the "System") should be tested once a week. The test shall be performed also with primary DC power de-energized. For all Sensors, Detectors, and other accessories, follow the recommended maintenance instructions for each device.

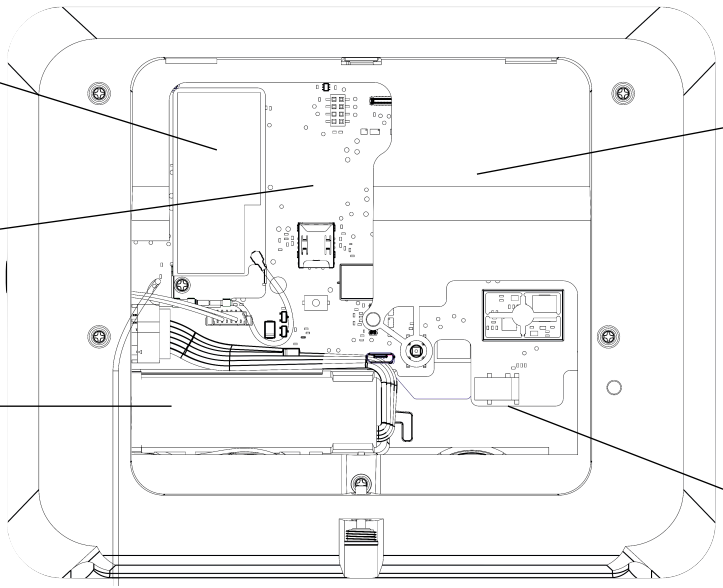
EXTERIOR FRONT



EXTERIOR BACK



INTERIOR



***CAUTION** The battery should NEVER be disconnected without following proper power-down procedures
Failure to comply may result in data corruption, panel failure, and a void of the manufacturer's warranty

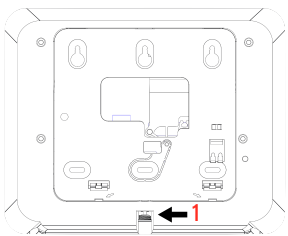
INSTALLING THE PANEL

INSTALLING THE PANEL

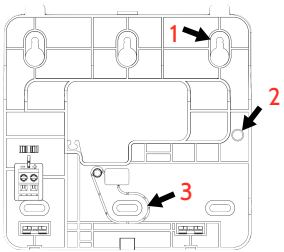
WALL MOUNT

Note: For UL/ULC Commercial Burg installations (UL2610/ULC-S304 Security Level II compliant) and EN Grade 2 installations use only wall mount option

This product when installed as per these instructions does not present the risk of fire, electric shock, or injury to persons.



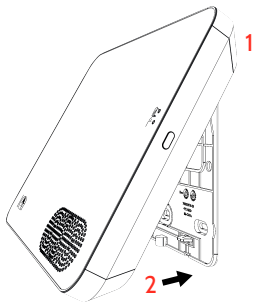
1. With a small phillips screwdriver, undo the locking screw from the back of the panel, remove the SmartMount backplate.



1. Mount the backplate to the wall using #6 flat head screws* and appropriate wall anchors if needed, ensuring it is level.

2. If using the model with the legacy security radio, in the provided hole on the right hand side of the backplate drill a 1/4" hole in the wall and feed the white RF antenna into the wall.

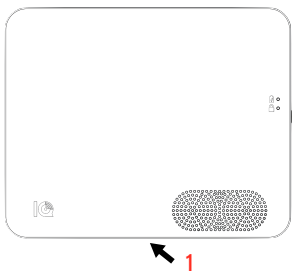
3. A screw is required in break-away wall tamper for UL 2610 and EN Grade 2 installations.



Connect the power supply to the barrel jack on the back of the panel.

1. Latch the top of the IQ5 NS onto the SmartMount backplate.

2. Swing the panel down towards the backplate and press firmly against the wall.

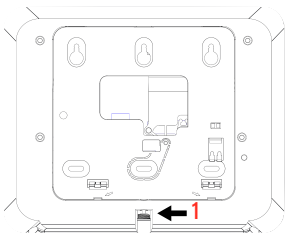


1. With a small phillips screwdriver, screw in the locking screw from the bottom of the panel to secure it to the wall.

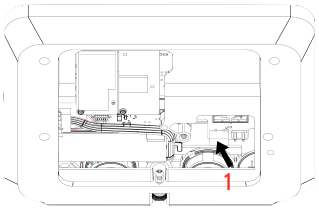
*Screws shall be a minimum of 1" in length (25.4mm), size #6 (M3.5)

TABLE STAND (OPTIONAL)

Do not use for UL2610 or EN Grade 2 or equivalent installations

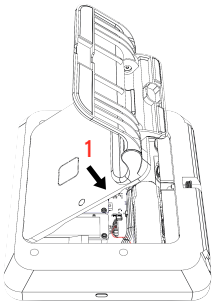


1. With a small phillips screwdriver, undo the locking screw from the back of the panel, remove the SmartMount backplate.



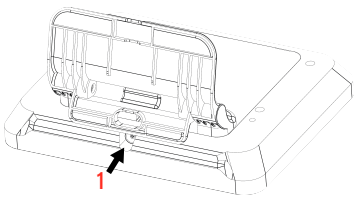
1. With the included power supply and cable, plug the barrel connector into the barrel jack as shown above.

Be sure the barrel connector is properly seated.



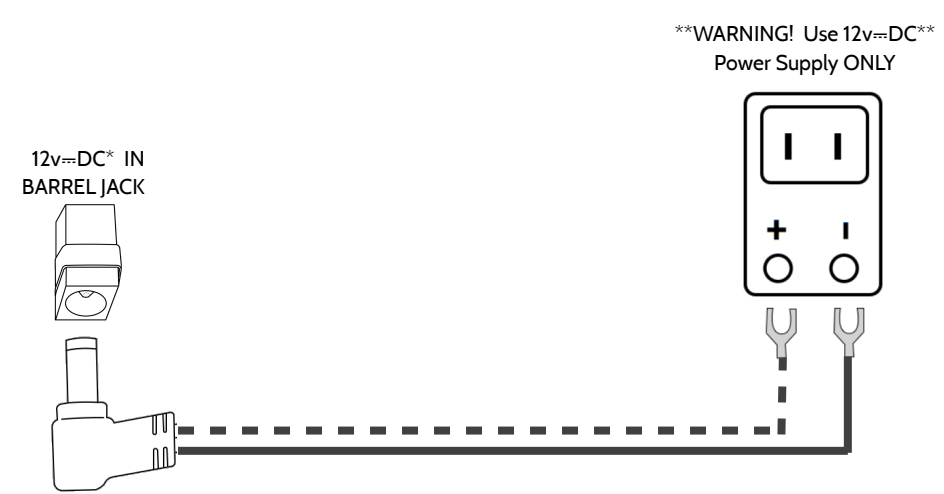
1. Locate the SmartMount table stand and insert the hooks into the back of the panel, then swing down and press into place.

Be sure that the power wire is routed out the middle of the table stand using the provided slot.



1. With a small phillips screwdriver, screw in the locking screw from the bottom of the panel to secure it to the table stand.

WIRING DIAGRAM



BARREL JACK FOR USE WITH SUPPLIED BARREL CONNECTOR CABLE ONLY. STRIPED WIRE IS POSITIVE (+)

Input rating: 100-240vAC, 50/60Hz, 0.68A
Output rating: 12.0vDC, 1.0A
SW-120100A

For EN Grade 2 installations use only model SW61-120100-03 Output rated: 12VDC/1A

NOTES

IMPORTANT:

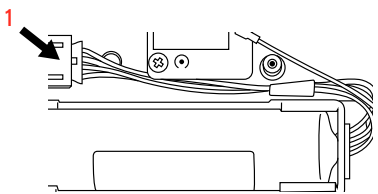
- 12v⎓DC Transformer: Use 18AWG (0.75mm²) wire no longer than 98.5ft (30m) to ensure sufficient power is received at the panel.

* The minimum permissible wire size shall not be smaller than 22 AWG (0.33mm²)

** 12v⎓DC power supply output shall not exceed 15VA (15W) under any conditions

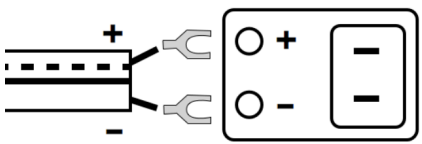
POWERING THE PANEL

Note: This unit must be powered by a 24-hour, 120 V, 60 Hz or 230-240 VAC, 50 Hz circuit (as appropriate for your country) that cannot be turned off by a switch, dimmer, or Residual Current Device. Failure to provide this circuit may prevent it from providing constant protection. Power supply shall be located within same room as control unit.



1. Connect Battery **FIRST.**

Failure to plug in the battery first could result in an incorrect battery reading on the Panel.



2. Then connect power supply.

WARNING! Use included 12v⎓DC Power Supply ONLY

If using the provided cable, the "striped" wire is (+)
Note: Power supply shall be located within same room as control unit

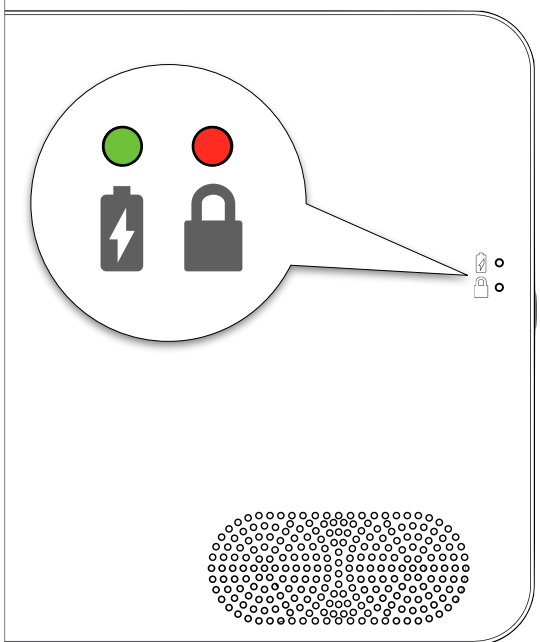


3. Press and hold the power button on the right side of the panel for 3 seconds to power up.

USER INTERFACE

LED INDICATORS

The front of the IQ5 NS includes 2 LED indicators, letting an installer or end user know the status of the system at a glance.

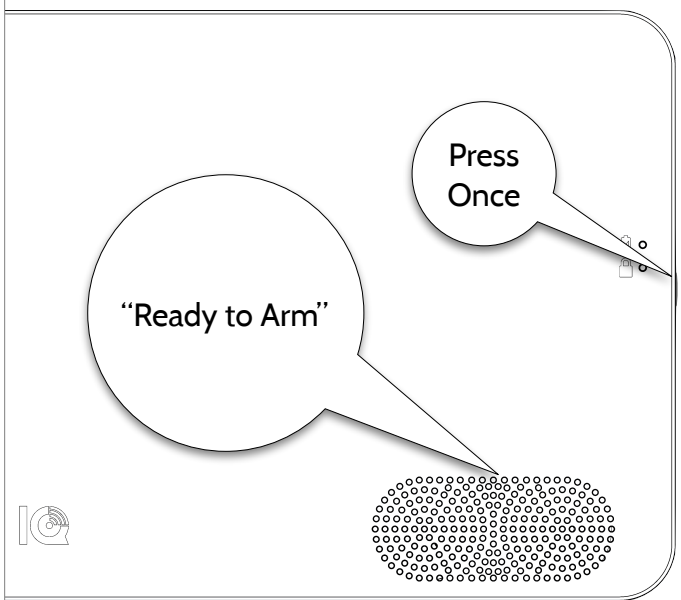


Power LED	
Solid Green	System is Powered by AC
Flashing Green	System is Powered by Battery Only. Loss of AC Power
Off	System is Powered Down

Status LED	
Solid Green	Disarmed, Ready to Arm
Flashing Green	Ready to Arm but has open zones
Solid Orange	Trouble on the System
Flashing Orange	RF Jam Trouble
Solid Red	System Armed
Flashing Red	Alarm has occurred
Flashing Red (Rapidly)	Active Fire Alarm, Bell silenced
Flashing Blue	Rebooting after Software Update
Solid Blue	IQ Installer Pairing Mode

SPEAKER ANNUNCIATIONS

In addition to the LED Indicators, the speakers may also announce system statuses when the Power Button on the right side of the system is pressed.



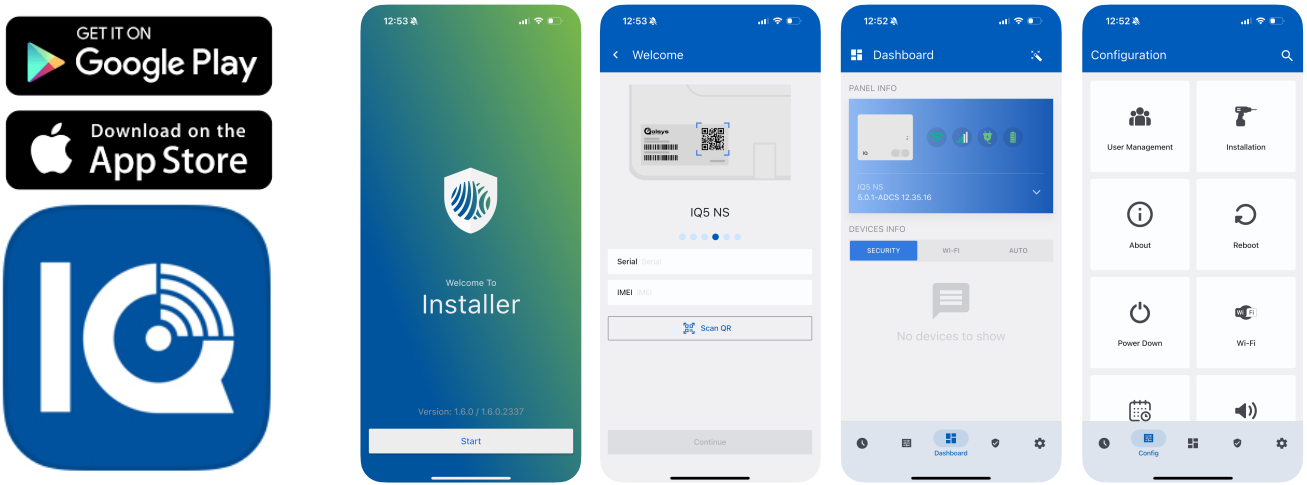
Power Button	
Press and Hold for 3 seconds	System will Power On if currently powered down
Press once when System Disarmed	Announces alarms, troubles and status. Alarms and troubles can be cleared by pressing power button after annunciations end.
Press twice within 3 seconds when System Disarmed	Initiates a Pairing window for the IQ Installer Interface. When enabled in programming, may also initiate a cell test.
Press and hold for 30 seconds	Hard Reboot

Note: System statuses are announced in the following order: Alarms > Troubles > Ready to Arm or which zones are open (whichever is applicable for the system).

PROGRAMMING

IQ INSTALLER INTERFACE

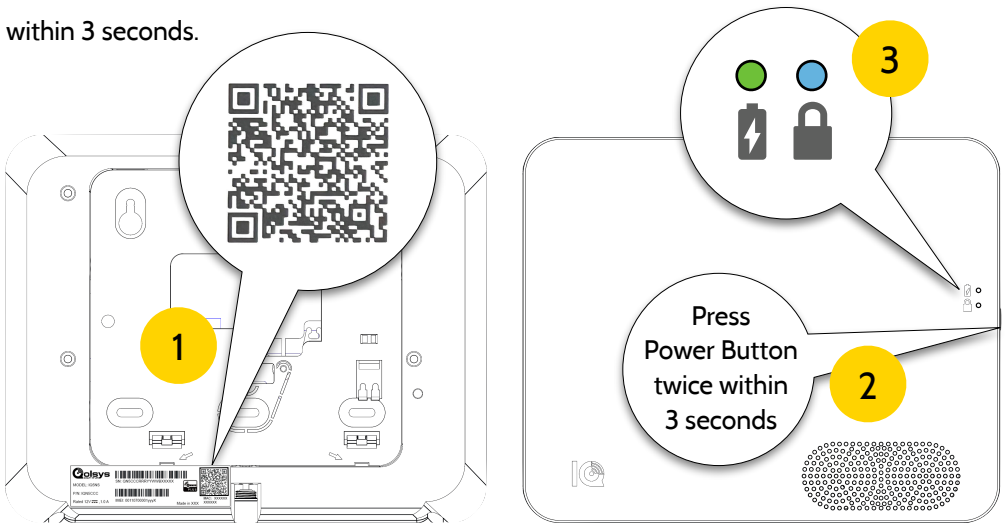
IQ5 NS uses the "IQ Installer Interface" (v1.2+) for local system installer programming over Wi-Fi, taking the place of the built-in touchscreen found on IQ Panel 5 & IQ5 Hub. This application is available for iOS and Android devices and can be downloaded on both the Apple and Google Play stores by searching for the phrase "IQ Installer Interface".



CONNECTING IQ INSTALLER TO IQ5 NS

Use the IQ Installer Interface to connect to IQ5 NS to complete system setup. To connect, complete the following steps:

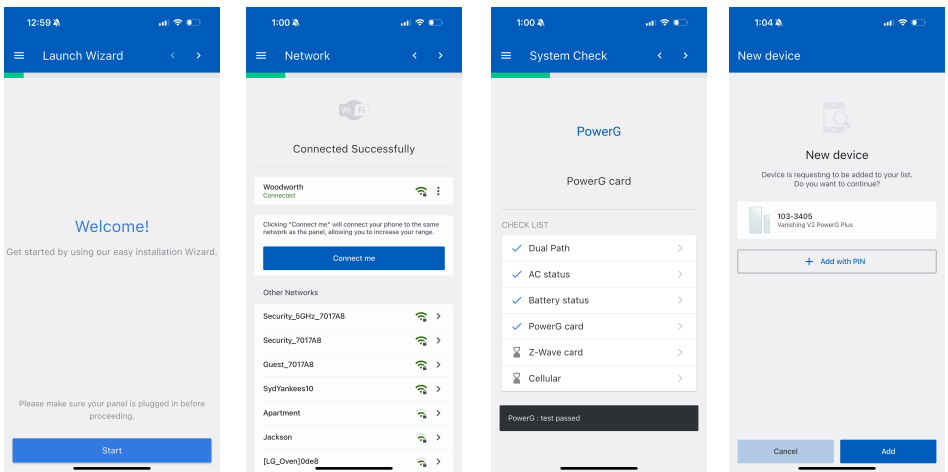
1. Open IQ Installer, tap **Start** on the phone screen to begin. Tap **Scan QR Code**, then position your phone and scan the QR label on the back of the panel or the side of the box. Tap **Continue**.
2. Press the **Power Button twice** within 3 seconds.
3. The **Status LED** will turn solid **Blue**. Tap **Next** on the screen.
4. Enter the default Installer (1111) or Dealer (2222) code to connect.
5. When prompted, change the default code to a new installer code.
6. Select **Dashboard**, then tap **Launch Wizard**.



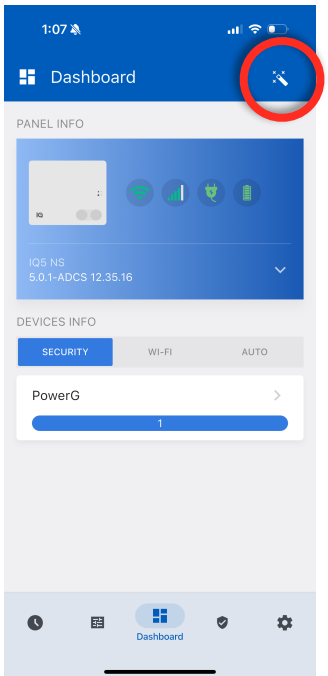
SETUP WIZARD

Setup Wizard

The "Easy Install Wizard" is an onscreen, step-by-step programming tool that makes the already fast and intuitive installation process even easier, ensuring every install is consistent and follows best practices.



FIND IT

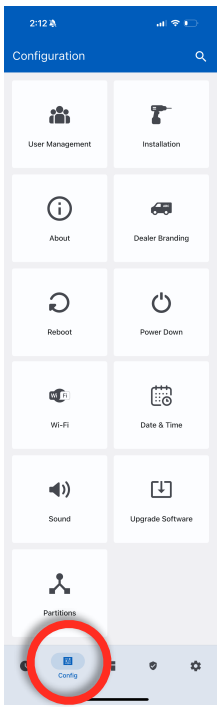


CONFIGURATION

The following settings can be configured on the IQ5 NS via the Configuration menu.

Setting	Description
User Management	The IQ5 NS can save up to 242 user access codes. Only Dealer, Installer and Master codes can create or edit user access codes.
Installation	Enroll Devices, program and configure IQ Pro settings.
About	View information about the IQ5 NS system including battery status, software, hardware, Wi-Fi and more.
Dealer Branding	Customize your Dealer Contact info here.
Reboot	Reboots the system if the panel is experiencing difficulties.
Power Down	Turns off the system.
Date & Time	Adjust the date, time & time format settings on the system.
Wi-Fi	Select to view if the system is connected to the Wi-Fi network.

FIND IT



CONFIGURATION

Setting	Description
Sound	Enable/Disable the Chime, Trouble Beeps and customize other sounds.
Upgrade Software	Upgrade the software version using Wi-Fi or Panel AP.
Partitions	Create and edit partitions, view a list of users and sensors assigned to a partition. **NOTE:** Partitions must be Enabled under Dealer Settings.

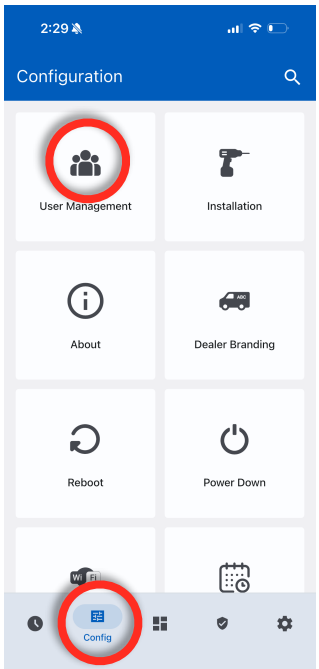
USER MANAGEMENT

The IQ5 NS can hold up to 242 user codes. Only Dealer, Installer and Master user codes can create or edit user codes. Once a code is created, all information can be edited, except for the "User Type".

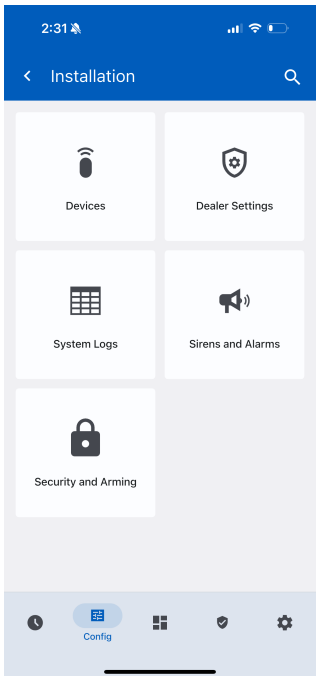
User Type	Access Level	Partition Access
Dealer	All settings as well as Master Reset and access to change Dealer Contact information	All Partitions
Installer	All Settings	All Partitions
Master	All user-related features and Settings, including connecting to Wi-Fi, User Management, Sound App and Sensor customization	All Partitions
User	Arming/Disarming	A user may only access their assigned partition
Guest	Arming/Disarming	A user may only access their assigned partition
Duress	Disarming (but sends duress signal to security provider).	Each partition gets a unique Duress Code

NOTE: When "6 Digit User Code" is ENABLED a "00" will be appended to all existing 4 digit codes

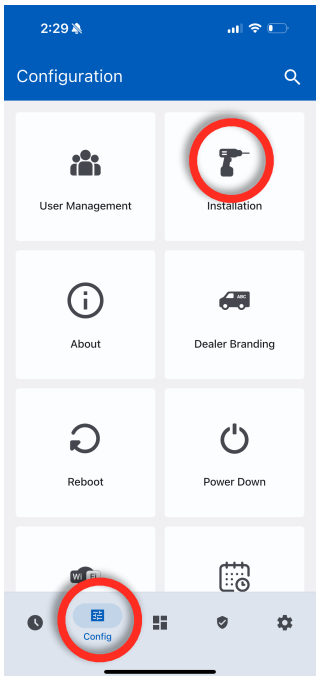
FIND IT



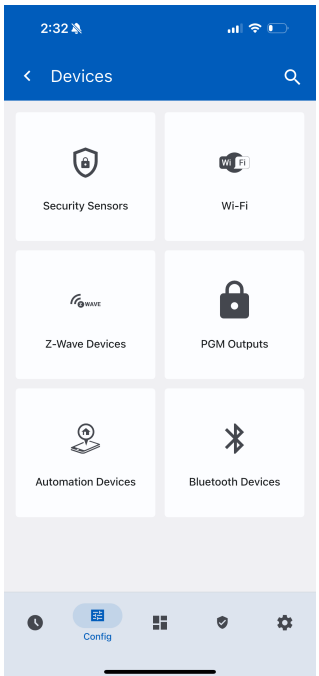
INSTALLATION



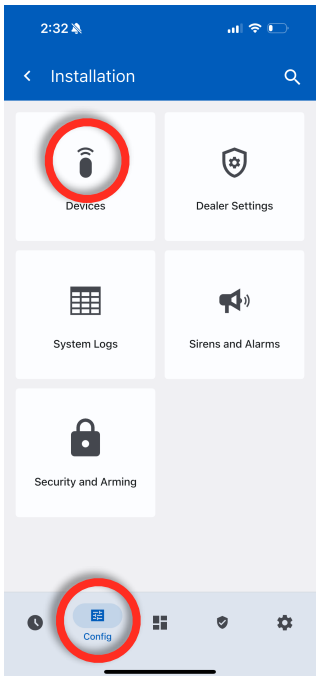
FIND IT



DEVICES



FIND IT

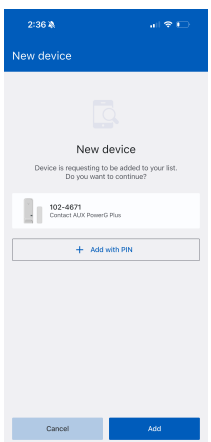


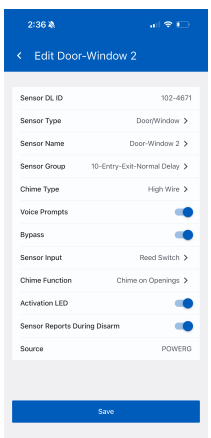
SECURITY SENSORS

AUTO LEARN SENSOR

Note: SRF433 is not for EN Grade 2 Installations. SRF319 and SRF345 are not for UKCA or CE/EN Grade 2 Installations







1. Select "**Auto Learn Sensor**" then press "**Start Autolearn**"

2. Open/Close or Tamper a sensor to enroll. For PowerG contacts, hold the "enroll" button until the yellow LED flashes.

3. IQ Installer will pop up and display the sensor's DL code. Select OK to confirm.

4. Configure **Partition Name**, **Sensor Type**, **Sensor Group**, **Sensor Name**, **Chime Type** and **Voice Prompts** with the smart filtering drop down lists.

5. Select "**Save**" to complete and move to the next sensor.

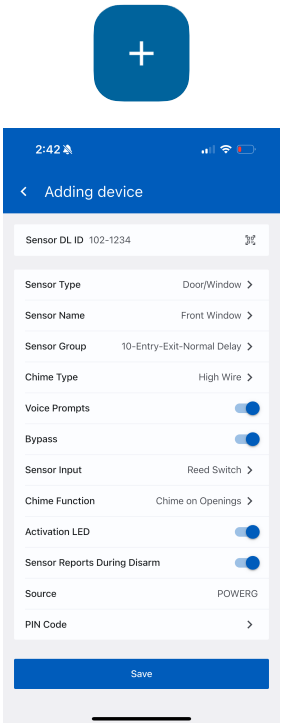
NOTE:

When enrolling an "S-Line" sensor, the panel will auto detect that it's encrypted and change the "Source" field to S-Line.

When enrolling a sensor of a different frequency (345MHz, 433MHz, PowerG) the Source field will change to accommodate the incoming signal type.

When a sensor with the frequency 345 is used, you will be given an additional field to specify the Loop #.

ADD SENSOR



1. Select "**Manual PowerG**" or "**Manual SRF**"

2. Tap the field marked "**Sensor DL ID**" to open the keyboard. Enter the DL code or Sensor ID on the back of the device and touch "Save"

3. Choose **Sensor Type** from list

4. Choose **Sensor Name** from the list or create a "Custom Name" using the built in keyboard with Custom Text to Speech.

5. Indicate **Sensor Group** from list

6. Choose **Chime Type** from list

7. Indicate whether you want **Voice Prompts** on or off

8. Use the drop down menu to select which **Partition** you would like the sensor to be added to (if enabled)

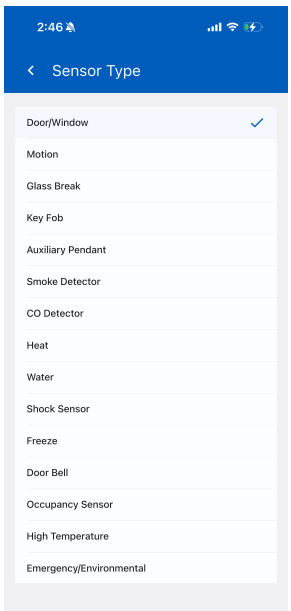
9. Select the appropriate **Source** based on the frequency of device being manually learned in

10. Click "**Add New**" to save the information and complete the process.

SENSOR TYPE

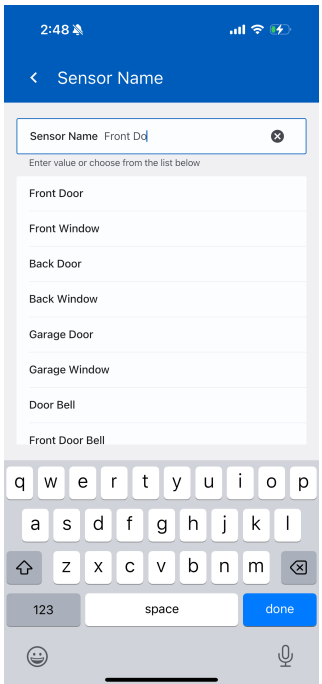
When adding or editing security devices you can choose from the following sensor types:

Door/Window
Motion
Glass Break
Key Fob
Keypad
Auxiliary Pendant
Smoke Detector
CO Detector
Hardwire Translator
Wireless Translator
Temperature
Heat
Water
Shock Sensor
Freeze
Tilt
Door Bell
Smoke-M
Door/Window-M
Occupancy Sensor
Siren
High Temperature



Note: for UL/cUL, only UL/cUL listed devices shall be used: Door/Window contact: 60-362N-10-319.5, Motion Detector: 60-639-95R, Smoke Detector: IQ Smoke QS5110-840. For UL2610 installations use only UL listed PowerG devices.

SENSOR NAME



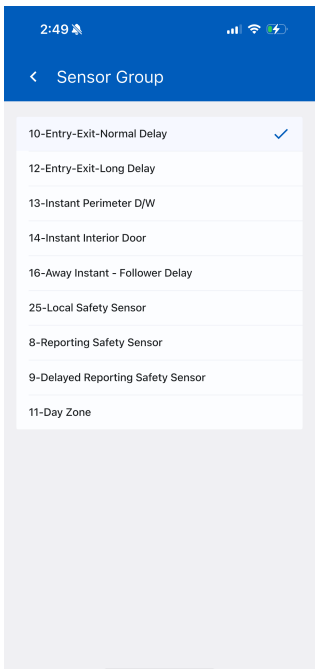
When you select the sensor name field you can choose from a variety of preset sensor names by scrolling up and down or create a custom description.

SENSOR GROUP

Sensor groups will change the behavior of the sensor. These are tied directly to your Sensor Type, displaying only what's relevant.

Touch the "Sensor Group" drop down to change.

A full list of Sensor Groups and descriptions can be found under "Sensor Groups" listed in the manual below.



SENSOR GROUPS

IQ5 NS supports PowerG along with ONE "legacy" frequency (319.5 MHz, 345 MHz, or 433 MHz) depending on which RF daughter card is pre-installed. Sensor Group numbers and behaviors remain the same across all frequencies. When pairing a 345 MHz sensor with the Panel, an additional option for "Loop" number will be shown. IQ5 NS also supports the use of Zigbee daughter card in conjunction with compatible Zigbee devices for UL/ULC Residential Fire and Burglary applications.
Note: SRF433 is not for EN Grade 2 Installations. SRF319 and SRF345 are not for UKCA or CE/EN Grade 2 Installations

DOOR/WINDOW

GROUP	NAME	SUPERVISED	SCENARIO
10	Entry-Exit- Normal Delay	Y	Gives a period of time to exit the home or to disarm the panel when returning before sounding the alarm
12	Entry-Exit- Long Delay	Y	Gives a period of time to exit the home or to disarm the panel when returning before sounding the alarm. This can be a separate delay from the "normal delay"
13	Instant Perimeter D/W	Y	Door or window that triggers an alarm **instantly** when system is armed
14	Instant Interior Door	Y	An interior sensor that triggers an alarm **instantly** while armed to both stay and away. Does not trip if an entry/exit sensor is tripped first

DOOR/WINDOW

GROUP	NAME	SUPERVISED	SCENARIO
16	Away Instant- Follower Delay	Y	Interior door that **triggers alarm instantly** when system is armed to away mode only
25	Local Safety Sensor	Y	This sensor does **not** report or trigger an alarm. This is a **chime only** sensor when "Activity Monitoring" is active, regardless of panel status. Used for medicine cabinets, chemical storage etc
8	Reporting Safety Sensor	Y	This sensor reports to the central station and **triggers** an alarm when "Activity Monitoring" is active, regardless of panel status
9	Delayed Reporting Safety Sensor	Y	This sensor reports to the central station and triggers an alarm when "Activity Monitoring" is active, regardless of panel status. This sensor has an entry delay

*345 MHz door/window sensors will have the option to change the "Loop" number to 1 or 2. This will allow the sensor to be programmed twice as 2 different zones.

* Power G Door/Window contact PGx945, PGx309, PGx312 adds an additional drop down menu to determine the contact type, Reed Switch or Aux.

MOTION

GROUP	NAME	SUPERVISED	SCENARIO
17	Away- Instant Motion	Y	Active only when armed to "Away", and trips instantly when motion is detected. Does **not** trip if an entry/exit sensor is tripped first
15	Stay- Instant Motion	Y	Active in both "Stay" & "Away" modes, and trips instantly when motion is detected. Does **not** trip if an entry/exit sensor is tripped first
35	Stay- Delay Motion	Y	Active in both "Stay" & "Away" modes. Triggers an entry delay when motion is detected. Does **not** trip if an entry/exit sensor is tripped first
20	Away- Delay Motion	Y	Active when armed to "Away". Triggers an entry delay when motion is detected. Does **not** trip if an entry/exit sensor is tripped first
25	Safety Motion	Y	This sensor does **not** report or trigger an alarm. This is a chime only sensor when "Activity Monitoring" is active, regardless of panel status. Used for medicine cabinets, storage, activity tracking, etc

MOTION

GROUP	NAME	SUPERVISED	SCENARIO
43	Away- Instant, Stay- Delay Motion	Y	Active in both "Stay" & "Away" modes. During Away mode, trips instantly when motion is detected. Does **not** trip if an entry/exit sensor is tripped first. During Stay mode, triggers an entry delay when motion is detected.
44	Away- Instant Interior Motion	Y	Active only when armed to "Away", and trips instantly when motion is detected. Does **not** follow entry/exit delay rules and is always instant.
45	Away- Stay- Instant Interior Motion	Y	Active in both "Stay" & "Away" modes. Trips instantly when motion is detected. Does **not** follow entry/exit delay rules and is always instant.

*345 MHz motion sensors will have the option to change the "Loop" number to 1, 2 or 3. This will allow the sensor to be programmed twice as 2 different zones where supported by the device.

*Power G Motion Detectors with Prefix 120, 122, 130, 140 and 142 offer additional functions such as High Traffic Shutdown and Sensitivity Level. Motions with prefix 123, 126, 127, 128 and 129 offer High Traffic Shutdown only as an additional function.

SENSOR GROUPS

GLASS BREAK

*345 MHz glass break sensors can be programmed as "Loop" 1 only

GROUP	NAME	SUPERVISED	SCENARIO
13	Glass Break	Y	Active in both "Stay" and "Away" mode
17	Glass Break -Away Only	Y	Active in "Away" mode only

KEY FOB

*345 MHz Keyfobs will follow the IQ Panel's Keyfob programming and functionality

GROUP	NAME	SUPERVISED	SCENARIO
1	Mobile Intrusion	N	**Worn or carried**, the button(s) is/are programmed to trigger a **police panic**
3	Mobile Silent	N	**Worn or carried**, the button(s) is/are programmed to trigger a **silent police panic**
4	Fixed Auxiliary	Y	Installed in a **fixed location** such as night stand, the button(s) is/are programmed to trigger an Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
5	Fixed Silent Auxiliary	Y	Installed in a **fixed location** such as night stand, the button(s) is/are programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.

SENSOR GROUPS

KEY FOB

*345 MHz Keyfobs will follow the IQ Panel's Keyfob programming and functionality

GROUP	NAME	SUPERVISED	SCENARIO
6	Mobile Auxiliary	N	**Worn** as a wrist watch or pendant, the button(s) is/are programmed to trigger an Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
7	Mobile Silent Auxiliary	N	**Worn** as a wrist watch or pendant, the button(s) is/are programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.

KEYPAD

GROUP	NAME	SUPERVISED	SCENARIO
0	Fixed Intrusion	Y	Installed in a **fixed location**, the keypad is programmed to trigger a **police panic.** **NOTE:** Hold-up functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
1	Mobile Intrusion	N	**Keypad can be mobile** and is programmed to trigger a **police panic**
2	Fixed Silent	Y	Installed in a **fixed location**, the keypad is programmed to trigger a **silent police panic**
3	Mobile Silent	N	Keypad can be mobile and is programmed to trigger a **silent police panic**

KEYPAD

GROUP	NAME	SUPERVISED	SCENARIO
4	Fixed Auxiliary	Y	Installed in a **fixed location** such as night stand, the keypad is programmed to trigger an Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
5	Fixed Silent Auxiliary	Y	Installed in a **fixed location** such as night stand, the keypad is programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
6	Mobile Auxiliary	N	Keypad can be mobile and is programmed to trigger an Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
7	Mobile Silent Auxiliary	N	Keypad can be mobile and is programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.

AUXILIARY PENDANT

*345 MHz auxiliary pendants can be programmed as "Loop" 1 only

GROUP	NAME	SUPERVISED	SCENARIO
0	Fixed Intrusion	Y	Installed in a **fixed location** such us under a desk, the button(s) is/are programmed to trigger a **police panic**
1	Mobile Intrusion	N	Worn or carried, the button(s) is/are programmed to trigger a **police panic**
2	Fixed Silent	Y	Installed in a **fixed location** such us under a desk, the button(s) is/are programmed to trigger a **silent police panic**
3	Mobile Silent	N	**Worn or carried**, the button(s) is/are programmed to trigger a **silent police panic**
4	Fixed Auxiliary	Y	Installed in a **fixed location** such as night stand, the button(s) is/are programmed to trigger an auxiliary panic
5	Fixed Silent Auxiliary	Y	Installed in a **fixed location** such as night stand, the button(s) is/are programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
6	Mobile Auxiliary	N	Worn as a wrist watch or pendant, the button(s) is/are programmed to trigger an **Auxiliary** panic
7	Mobile Silent Auxiliary	N	**Worn** as a wrist watch or pendant, the button(s) is/are programmed to trigger a **silent** Auxiliary panic. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
25	Safety Auxiliary Pendant	N	Used for local alerts like a nurse call button. Will not report an alarm to the Central Station. **NOTE:** Medical functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.

SMOKE DETECTOR/HEAT

*345 MHz smoke sensors will have the option to change the "Loop" number to 1, 2 or 3. This will allow the sensor to be programmed twice as 2 different zones where supported by the device

GROUP	NAME	SUPERVISED	SCENARIO
26	Smoke-Heat	Y	Triggers an alarm when sensor detects smoke/rapid rise in heat

SMOKE-M

GROUP	NAME	SUPERVISED	SCENARIO
26	Smoke-Heat	Y	Triggers an alarm when sensor detects smoke or a rapid rise of heat. Use **ONLY** with Qolsys multi-sensor smoke (QS5110-840)

CO DETECTOR

*345 MHz carbon monoxide sensors can be programmed as "Loop" 1 only

GROUP	NAME	SUPERVISED	SCENARIO
34	CO	Y	Triggers an alarm when sensor detects Carbon Monoxide

HARDWIRE TRANSLATOR & WIRELESS TRANSLATOR

GROUP	NAME	SUPERVISED	SCENARIO
13	Takeover	Y	Triggers an alarm when sensor is tampered in "Stay" or "Away" mode

TILT

*345 MHz tilt sensors can be programmed as "Loop" 3 only

GROUP	NAME	SUPERVISED	SCENARIO
10	Entry-Exit- Normal Delay	Y	Triggers alarm after "normal delay" expires. Arms with both "Stay" and "Away"
12	Entry-Exit- Long Delay	Y	Triggers alarm after "long delay" expires. Arms with both "Stay" and "Away
25	Garage Tilt- Safety Tilt	Y	This sensor group does **not** report or trigger an alarm. This is a chime only sensor when "Activity Monitoring" is active, regardless of panel status. Great for detached garage/shops. **NOTE:** Functionality in conjunction with garage door openers has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.

SENSOR GROUPS

WATER

*345 MHz water sensors will have the option to change the "Loop" number to 1, 2 or 3. This will allow the sensor to be programmed twice as 2 different zones where supported by the device

GROUP	NAME	SUPERVISED	SCENARIO
38	Water Sensor	Y	Triggers an alarm when sensor detects presence of water. **NOTE:** flood sensor functionality has not been evaluated for UL/cUL, UKCA or CE/EN Grade 2.
25	Water Non-Reporting	Y	Used for local alerts. Will not report an alarm to the Central Station

Please note: When selecting "Water" you will see two additional options under "Sensor Sub-Type". For IQ TempH20 (QS5500-PO1) & the IQ Flood (QS5516-840/QS5536-840) select "IQ Flood", for all others, select "Other Flood"

SHOCK SENSOR

*345 MHz shock sensors will have the option to change the "Loop" number to 1 or 3. This will allow the sensor to be programmed twice as 2 different zones where supported by the device

GROUP	NAME	SUPERVISED	SCENARIO
13	Shock-Glass-Break	Y	Arms and trips shock sensors immediately when armed to both "Stay" and "Away"
17	Glass-Break-Away Only	Y	Arms and trips shock sensors immediately when armed only to "Away"

Please note: When selecting "Shock" you will see two additional options under "Sensor Sub-Type". For IQ Shock select "IQ Shock", for all others select "Other Shock". *Power G Shock Sensor with prefix 170 offers additional sensitivity level functions

FREEZE

*345 MHz temp sensors can be programmed as "Loop" 1 only

GROUP	NAME	SUPERVISED	SCENARIO
52	Freeze	Y	Triggers an alarm when sensor detects low temperatures. **NOTE:** temperature sensor functionality has not been evaluated by UL/cUL
25	Freeze Non-Reporting	Y	Used for local alerts. Will not report an alarm to the Central Station

Please note: When using the PGx905 with Group 52, Freeze, the Low threshold setting is set to 40°F (4°C) by default. The Low threshold can be customized between -22°F and 158°F (-40°C and 85°C).

HIGH TEMPERATURE

GROUP	NAME	SUPERVISED	SCENARIO
53	Temp Reporting	Y	Triggers an alarm when sensor detects high temperatures. **NOTE:** temperature sensor functionality has not been evaluated by UL/cUL
25	Temp Non-Reporting	Y	Used for local alerts. Will not report an alarm to the Central Station

Please note: When using the PGx905 with Group 53, the High threshold setting is set to 100°F (38°C) by default. The High threshold can be customized between -22°F and 158°F (-40°C and 85°C).

DOOR BELL

GROUP	NAME	SUPERVISED	SCENARIO
25	Local Safety Sensor	Y	This sensor does **not** report or trigger an alarm. This is a chime only sensor when "Activity Monitoring" is active, regardless of panel status. Great to automate lights, cameras and notifications etc

SIREN

GROUP	NAME	SUPERVISED	SCENARIO
33	Siren	Y	Used for supervising Z-Wave sirens for wireless connectivity. Reports to the central station.
25	Local Safety Sensor	Y	Used for supervising Z-Wave sirens for wireless connectivity. Local supervision only. Does **NOT** report to the central station.

DOOR/WINDOW-M (For use only with Multi-function Door/Window Sensors)

GROUP	NAME	SUPERVISED	SCENARIO
10	Entry-Exit- Normal Delay	Y	Gives a period of time to exit the home or to disarm the panel when returning before sounding the alarm
12	Entry-Exit- Long Delay	Y	Gives a period of time to exit the home or to disarm the panel when returning before sounding the alarm. This can be a separate delay from the "normal delay"
13	Instant Perimeter D/W	Y	Door or window that triggers alarm **instantly** when system is armed
14	Instant Interior Door	Y	An interior sensor that triggers an alarm **instantly** while armed to both stay and away. Does not trip if an entry/exit sensor is tripped first
16	Away Instant- Follower Delay	Y	Interior door that **triggers alarm instantly** when system is armed to away mode only

SENSOR GROUPS

Johnson Controls

DOOR/WINDOW-M (For use only with Multi-function Door/Window Sensors)

GROUP	NAME	SUPERVISED	SCENARIO
25	Local Safety Sensor	Y	This sensor does **not** report or trigger an alarm. This is a **chime only** sensor when "Activity Monitoring" is active, regardless of panel status. Used for medicine cabinets, chemical storage etc
8	Reporting Safety Sensor	Y	This sensor reports to the central station and **triggers** an alarm when "Activity Monitoring" is active, regardless of panel status
9	Delayed Reporting Safety Sensor	Y	This sensor reports to the central station and triggers an alarm when "Activity Monitoring" is active, regardless of panel status. This sensor has an entry delay

OCCUPANCY SENSOR

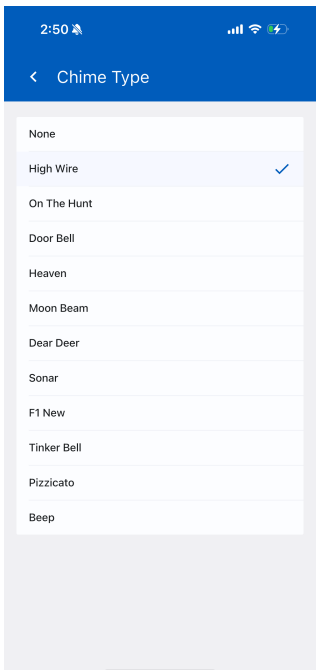
GROUP	NAME	SUPERVISED	SCENARIO
25	Local Safety Sensor	Y	This sensor group is to be used for monitoring activity in the home. This group does not report

TEMPERATURE

GROUP	NAME	SUPERVISED	SCENARIO
51	Temp Non Reporting	Y	Only for use with the PowerG Temp Sensor (PGx905). This sensor group does **not** report to the Central Station. Allows for actual temperature monitoring (thermometer) with customizable high/low threshold settings
52	Freeze	Y	Triggers an alarm when sensor detects low temperatures. **NOTE:** temperature sensor functionality has not been evaluated by UL/cUL
53	Temp Reporting	Y	Triggers an alarm when sensor detects high temperatures. **NOTE:** temperature sensor functionality has not been evaluated by UL/cUL

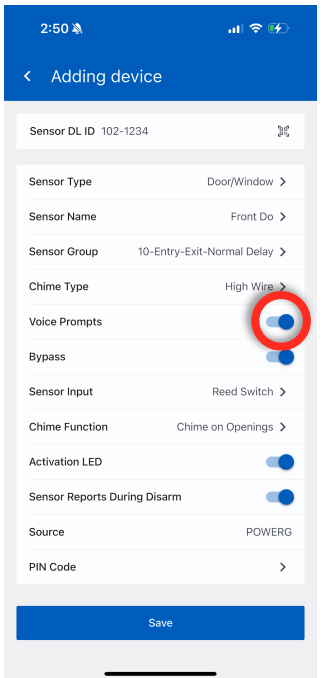
Please note: When using the PGx905 with Group 51, the High & Low threshold settings are set to 40°F and 100°F (4°C and 38°C) by default. When using Group 52, the Low threshold setting is set to 40°F (4°C) by default. When using Group 53, the High threshold setting is set to 100°F (38°C) by default. Thresholds can be customized between -22°F and 158°F (-40°C and 85°C).

CHIME TYPE



Because of the dynamic nature of the way the IQ5 NS pairs and understands each individual sensor, you can program each sensor to have a unique chime or even turn chiming off for that individual sensor. To customize your chime for a particular sensor touch the Chime Type drop down and choose from the list.

VOICE PROMPTS



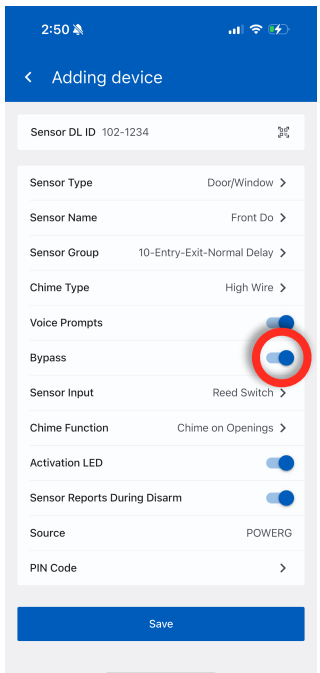
Voice prompts annunciate the sensor name when the sensor is opened or tripped.*

For door/window sensors, voice prompts are defaulted to "On". For most other sensors the default is "Off." Touch the drop down menu to change.

Choose individually which sensors should have voice prompts ON or OFF

*__NOTE:__ "Activity Monitoring Sensors" will also audibly report when they have been closed.

BYPASS



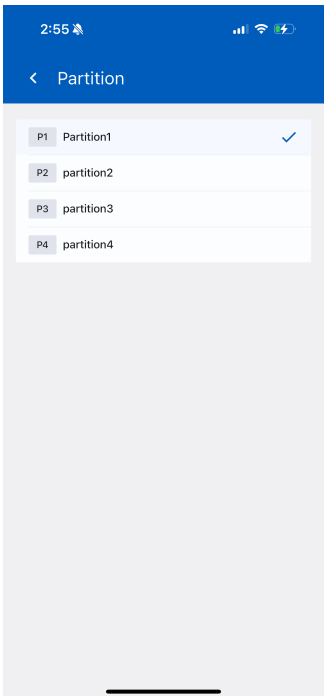
The Bypass setting determines whether or not a sensor is "bypassable". When Enabled, this sensor will show up in the bypass list. When Disabled, it will not.

This feature allows for enhanced security in applications where bypassing of unwanted zones by personnel may present a risk and allows an owner to prevent bypassing at an individual zone level.

PARTITION NAME

When Partitions are enabled (see Dealer/Installer Settings) you may then assign a sensor to a specific partition.

This will allow independent control and arming of that partition without disrupting the main panel's master partition. You may create and use up to 4 partitions.

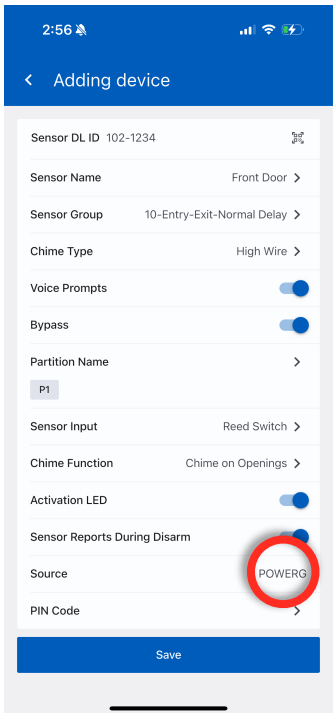


SOURCE

Source indicates the sensor's incoming frequency when pairing to the IQ5 NS.

The following options will be available depending on the pre-installed RF Daughter Card:

- PowerG
- SecurityRF
- SecurityRF-319
- S-Line
- SecurityRF-345
- 345RF 2G
- SecurityRF-433
- Zigbee

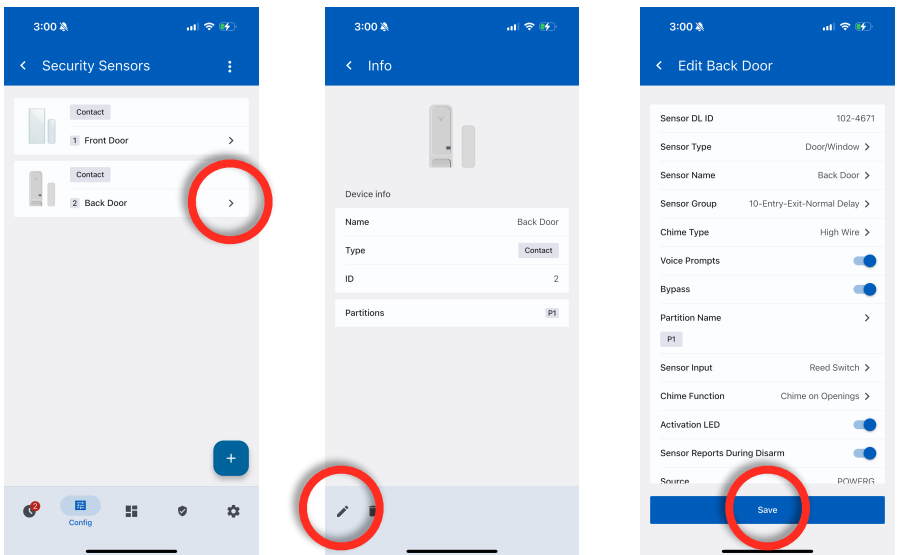


NOTE: PowerG modem radio cards are used also in UL/ULC listed Commercial burglary applications. SRF319, SRF433 (DSC Protocol), PowerG modem, Zigbee and SRF345 radio cards are used in UL/ULC listed Residential fire and burglary applications. SRF433 (AT&T Digital Life protocol) modem radio cards are used only in UL listed Residential fire and burglary applications. Zigbee and SRF433 are not for EN Grade 2, SRF319, SRF345 are not for UKCA or CE/EN Grade installations.

EDIT SENSOR

Edit Sensor
Edit sensors after they have already been learned in. All fields can be edited with the exception of the DL or Sensor ID.

To make changes to a sensor, touch the ">" icon next to the sensor that needs editing. Touch "Edit" then change desired fields and then touch "SAVE".

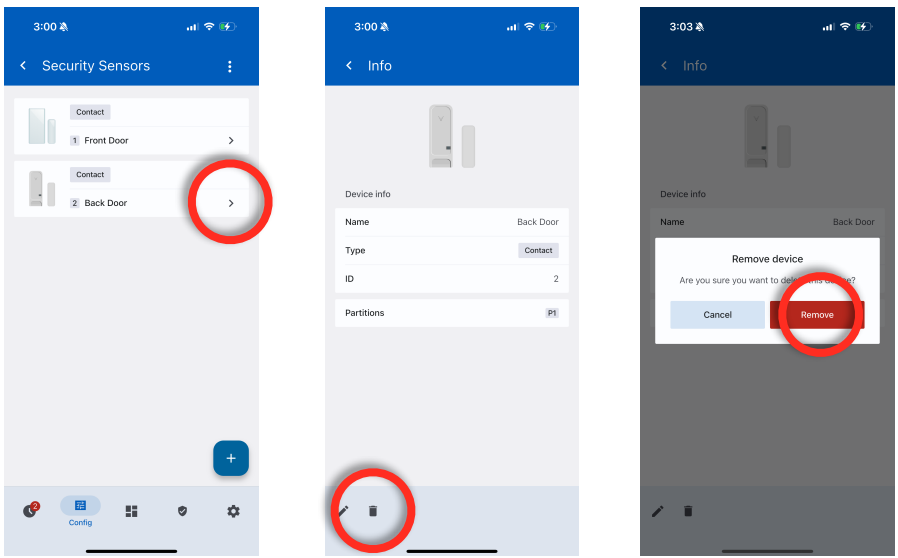


DELETE SENSOR

Delete Sensor
Delete each sensor individually or choose to delete more than one at a time. This is useful when needing to replace a sensor all together instead of simply editing programmed information.

To delete to an individual sensor, touch the ">" icon next to the sensor that needs to be deleted. Touch "Delete" then verify your selection by touching "Remove".

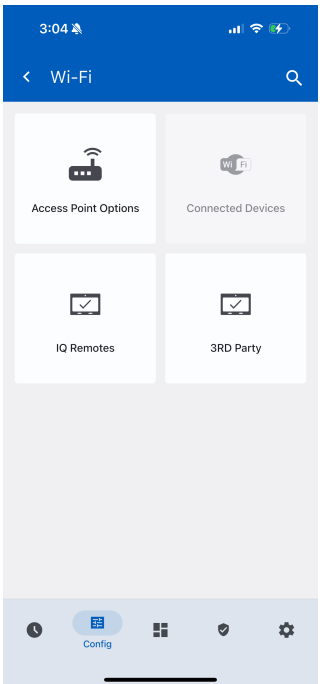
To delete all programmed sensors at the same time, use the trash can icon at the top of the page.

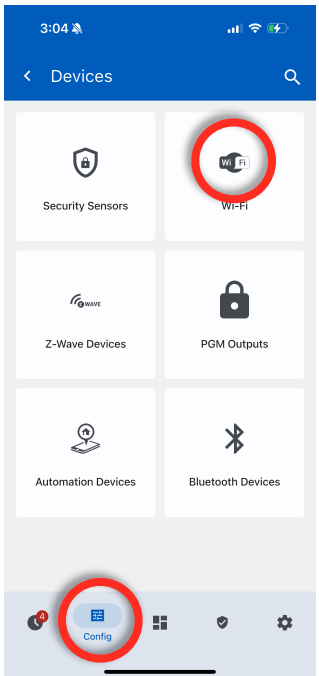


WI-FI DEVICES

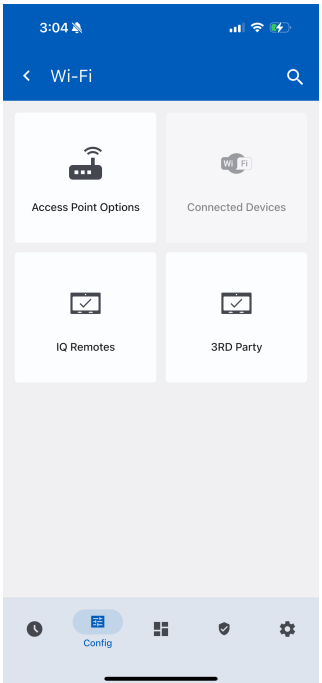
WI-FI DEVICES

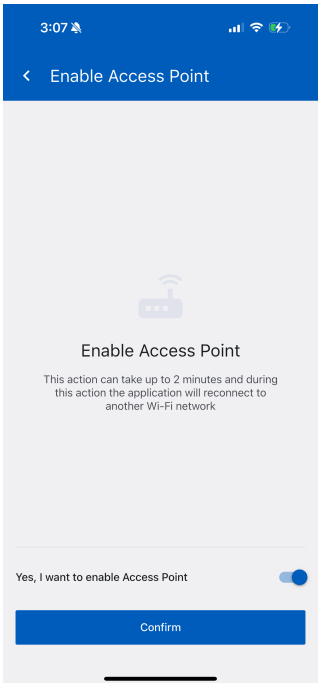
FIND IT

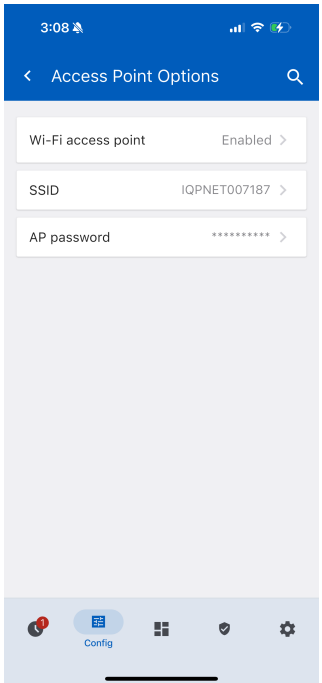




ACCESS POINT OPTIONS







WI-FI Access Point:
Enable or Disable the Panel Access Point.

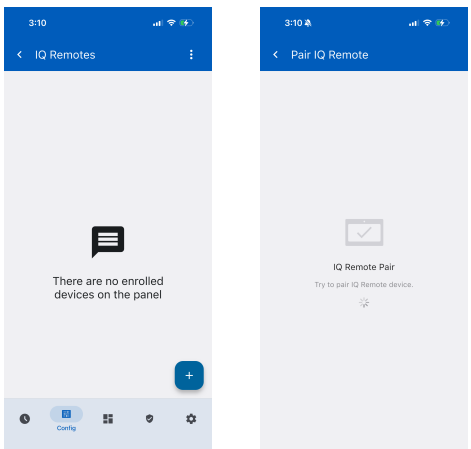
SSID:
Change the SSID Name. This is the name that other devices will use to connect to.

AP Password:
View or change current password in use for the Panel Access Point.

IQ REMOTES

IQ Remotes

Pair up to 3 IQ Remote Secondary Touchscreens to the panel via the customer's network or the panel's built in access point.



1. Connect the IQ Remote to the panel's access point or to the same Wi-Fi network the panel is connected to.
2. Select "+" on the IQ Installer App and then Pair on the IQ Remote to begin during this process the remote will also download and update to the current software version and reboot.
3. The remote device will pair to the panel and will show that it is active on the list. You can then edit (device name and sensor group), ping, delete or rediscover the device if necessary

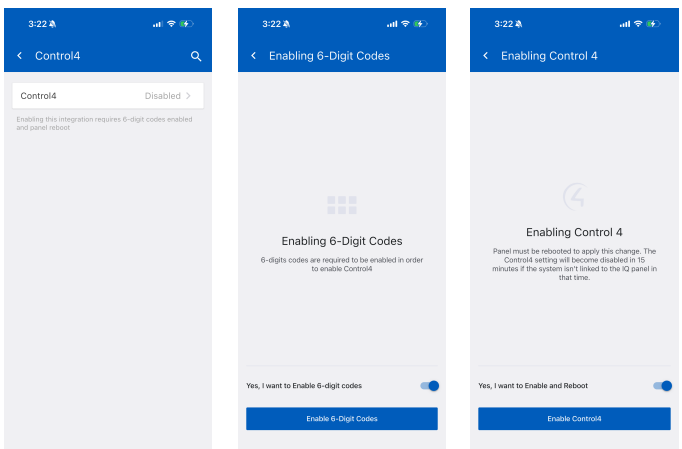
NOTE: The IQ Remote will automatically pair as Sensor Type "Keypad" and will appear on the zone list in the order in which it is paired. Sensor Groups 0, 1 & 2 are available options for this Sensor Type.

3RD PARTY CONNECTIONS

Note: Not authorized for EN Grade 2 installations

3rd Party Connections

Enable or disable 3rd party connections on the panel. This feature is used for specific 3rd party device integration



Prior to enabling Control4 integration you must enable 6-digit user codes.

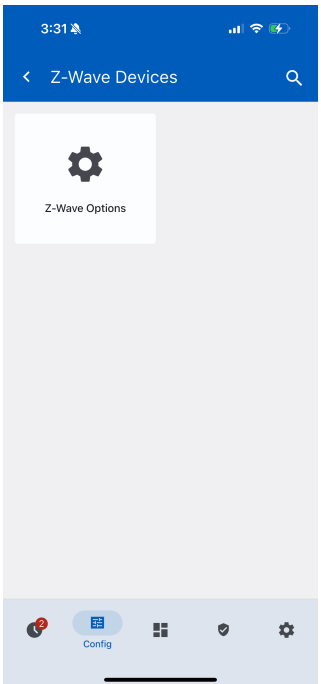
Enabling the "Control4" setting will cause the panel to reboot in order to apply the change. Once enabled a secure token can be generated in order to sync with Control4 integration.

NOTE: 6 digit User Codes are required in order to Enable Control 4 integration.

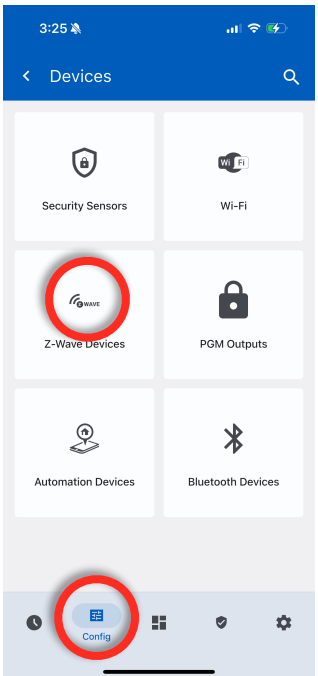
Z-WAVE DEVICES

Z-WAVE DEVICES

Note: Not authorized for EN Grade 2 installations



FIND IT

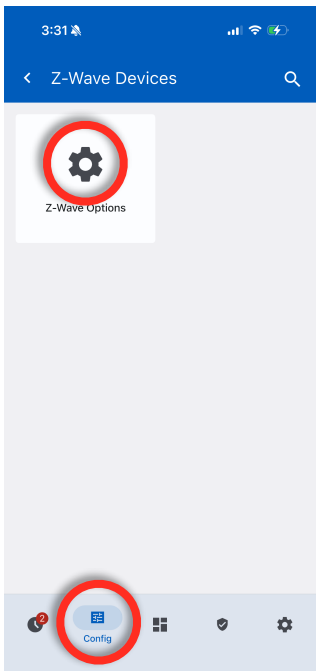


Z-WAVE OPTIONS

Z-Wave Options allow an installer to set a maximum number of Z-Wave devices allowed on the IQ5 NS in all categories and to control other Z-Wave settings.

Device	Default	Maximum Number Supported
Z-Wave Radio	Enabled	Activate or deactivate the Z-Wave radio. Please use this procedure only when the controller (panel) is missing or inoperable
Z-Wave Frequency Regions	Various	Sets automatically based on install region and Z-Wave hardware installed in the panel or manually choose between United States, United States Long Range, Europe, Australia/New Zealand, Hong Kong, India, Israel, Russia, China, Japan or Korea.
Z-Wave Loss of Supervisory	4	Select the length in hours (4, 24) before reporting a loss of supervision on Z-Wave Sirens.
Device Limit Thermostat	40	Maximum number of supported Thermostats is 40
Device Limit Door Lock	20	Maximum number of supported Z-Wave Door Locks is 20

FIND IT



NOTE: This feature has not been evaluated by UL/cUL. This is a supplementary functionality that will not interfere with the minimum mandatory operation of the life safety and burglary protection of the alarm system control unit. UL Note: Additional Z-Wave devices other than what has been indicated as maximum limits have not been evaluated by UL/cUL.

Z-WAVE OPTIONS

Device	Default	Maximum Number Supported
Device Limit Other Devices	21	Maximum number of misc Z-Wave devices is 21
Device Limit Garage Door	6	Maximum number of Garage Doors is 6
Device Limit Dimmer	80	Maximum number of Dimmers is 80

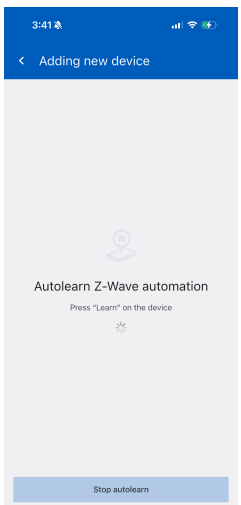
Johnson Controls

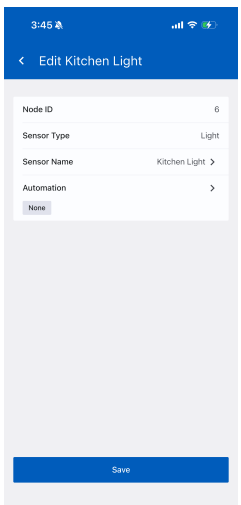
AUTOMATION DEVICES

AUTOMATION DEVICES

ADD DEVICE

1. Select "Add Device"





2. Touch "Autolearn Z-Wave" or "Autolearn PowerG". Then touch "Start autolearn"



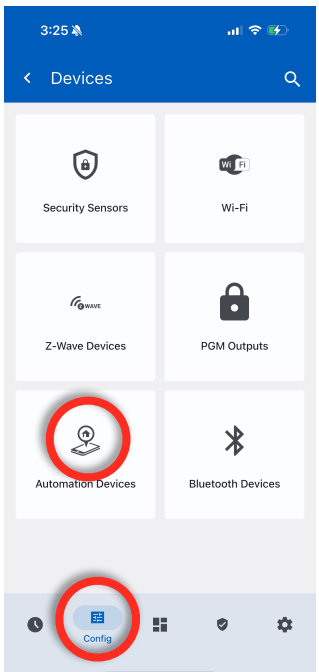
3. Press the "Pair" or "Learn" button on the device when the message appears. *(see individual device documentation for instructions on button location)*

4. Select the encryption type if required and enter the DSK*. Press "Continue" to add the device to the network.

5. Adjust the device name by touching "Edit" and making the appropriate selections.

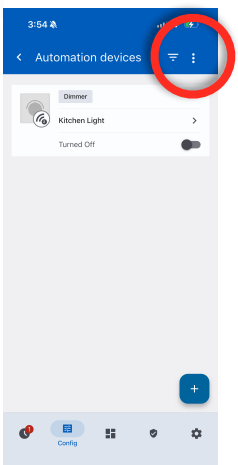
*S2 is a new Z-Wave Security Protocol. When an S2 node is attempting to be included it will request S2 security keys. These are based on the level of S2 security that the end device requires. These keys can be Unauthenticated, Authenticated or Access. These keys can be manually granted by selecting the appropriate option.

FIND IT

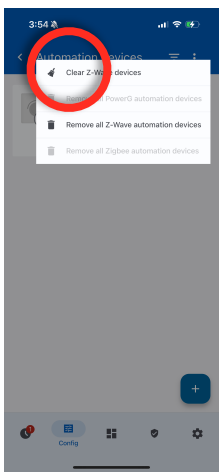


CLEAR DEVICE

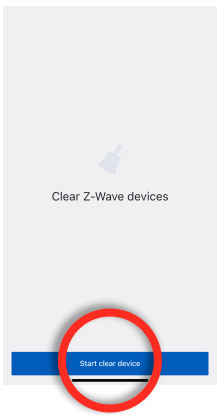
Clears Z-Wave device from a network, whether it was enrolled with another controller previously or the IQ5 NS. Also deletes a device from the IQ5 NS if currently paired.



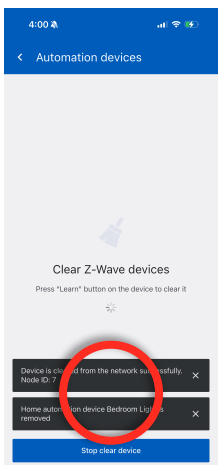
Touch the 3 “dots” at the top of the page



Touch “Clear Devices”



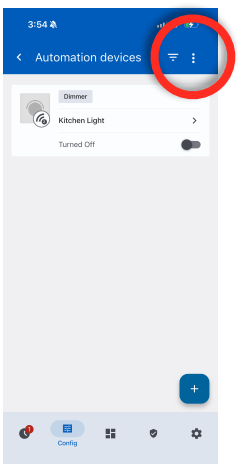
Press “Start Clear Device” then press the “Pair” or “Learn” button on device



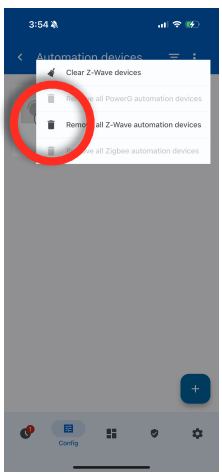
Pop automatically shown when cleared successfully

REMOVE ALL Z-WAVE

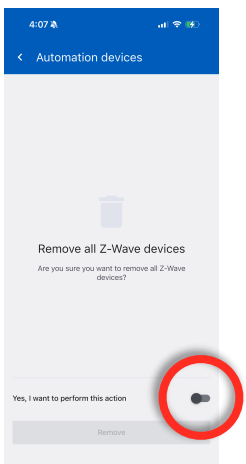
Deletes all Z-Wave devices from the panel and resets the panel's Z-Wave controller. **Note:** If this controller is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. This procedure will send a "Device Reset Locally" to all Z-Wave devices in the IQ5 NS's Lifeline Group (Group 1).



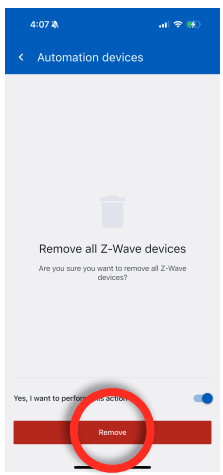
Touch the 3 "dots" at the top of the page



Touch "Remove All Z-Wave Automation Devices"



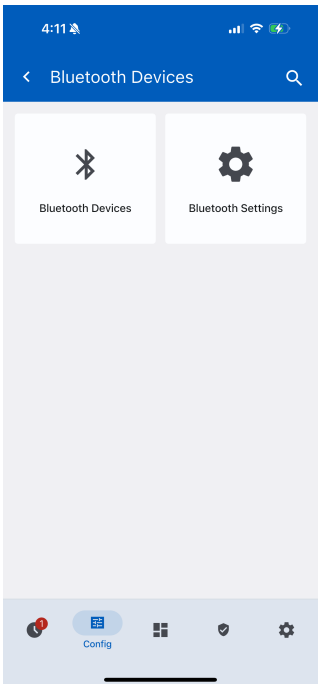
Enable "Yes, I want to perform this action"



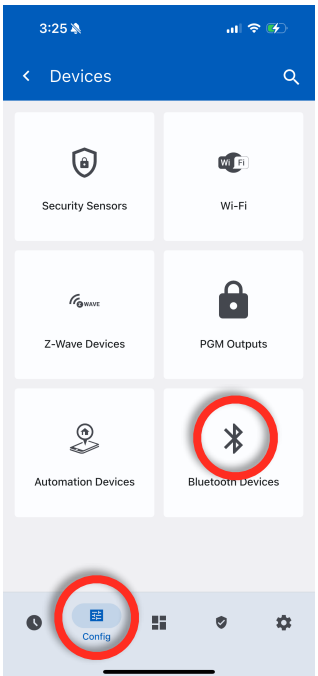
Touch "Remove"

BLUETOOTH DEVICES

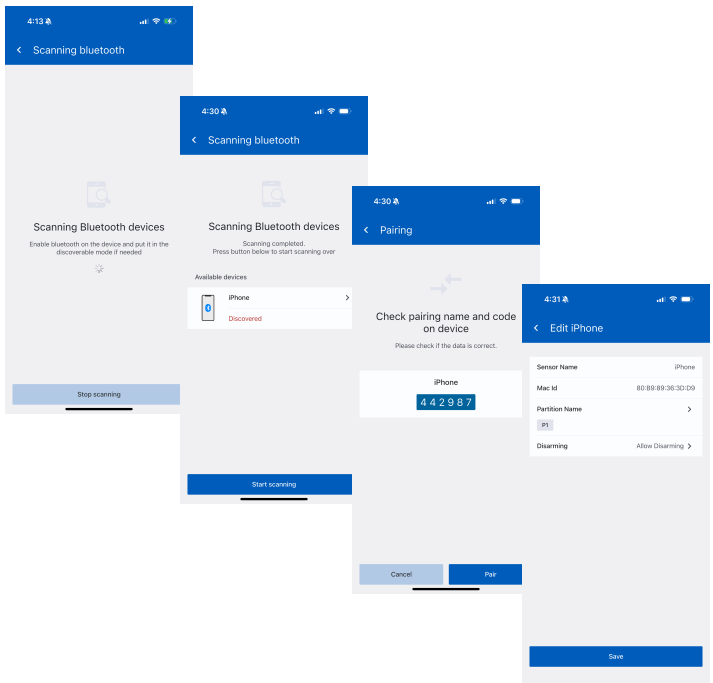
BLUETOOTH DEVICES



FIND IT



ADD PHONE



1. Select "Add Phone" 

2. Open the Bluetooth page on your mobile device. The panel will search for all available and in range Bluetooth devices.

3. Select the correct device from the list on the panel and ensure the pairing code matches that on your mobile device.

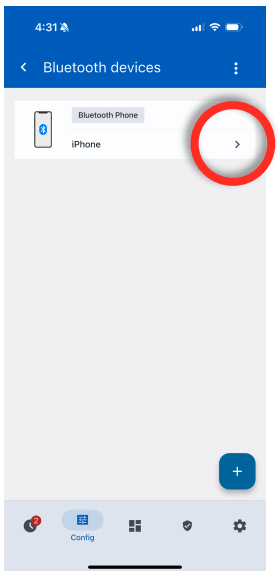
4. Touch "Pair" on the panel first, and then on your mobile device.

5. Choose whether to allow disarming or not, and select the Partition to be disarmed (if Partitions are enabled).

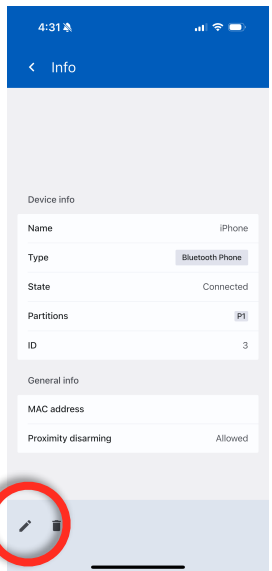
6. Your mobile device will now show under the "Paired Devices" list on the panel.

NOTE: Your phone may show the IQ Panel as "Not Connected". This is normal

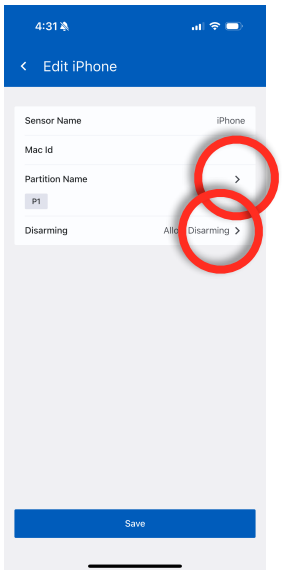
EDIT DEVICE



1. Select the device you would like to edit.



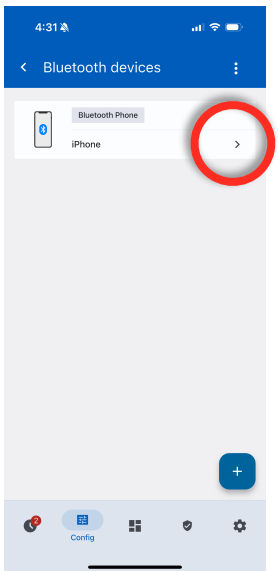
2. Touch the Pencil icon to Edit



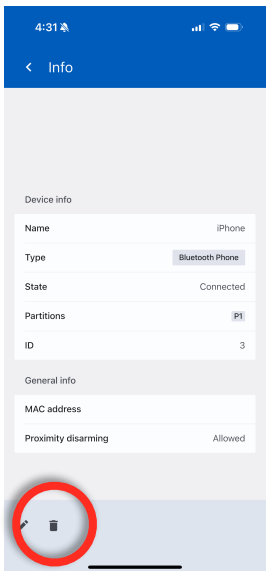
3. Configure Partition and Disarming capability as desired.

Note: A device can only be assigned to one Partition at a time.

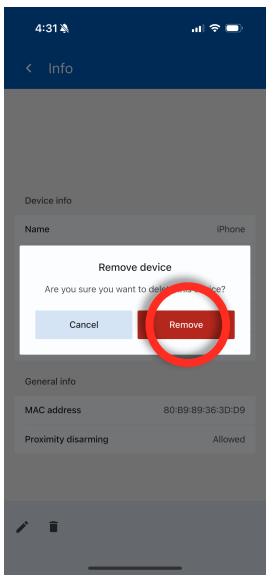
DELETE DEVICE



1. Select the device you would like to delete.

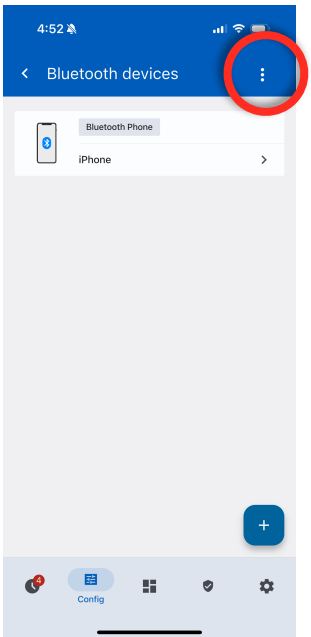


2. Touch the Trash icon to Delete



3. Touch "Remove" to confirm and delete the device.

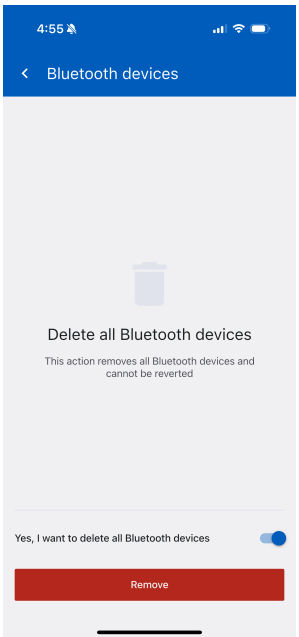
REMOVE ALL DEVICES



Touch the 3 “dots” at the top of the page.

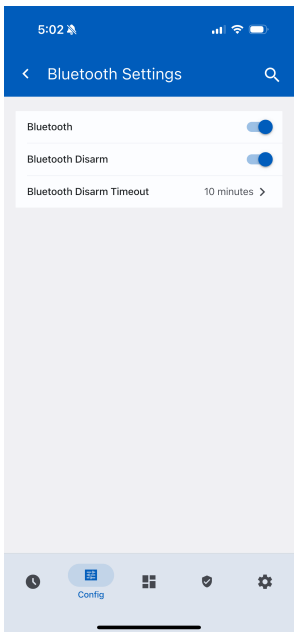


Touch “Delete all”



Touch “Remove” to confirm and delete all devices at once.

BLUETOOTH SETTINGS

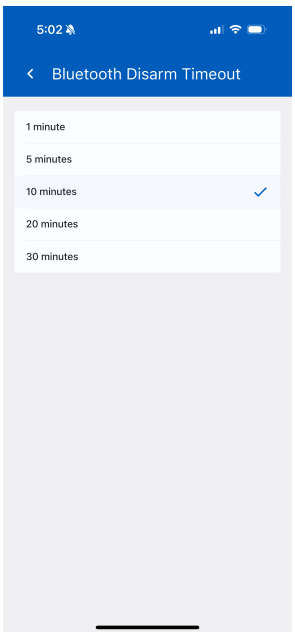


BLUETOOTH:
Select or un-select this slider to enable or disable the Bluetooth radio.

BLUETOOTH DISARM:
Select or un-select this slider to enable or disable the ability to disarm the panel via Bluetooth. To change this on an individual level you must edit the specific device.

BLUETOOTH DISARM TIMEOUT:
Change the time in which the panel must wait after it's been armed to away before it allows a Bluetooth device to disarm it. **Default 10 min**

Select from 1, 5, 10, 20 or 30 minute disarm timeout



INSTALLER/ DEALER SETTINGS

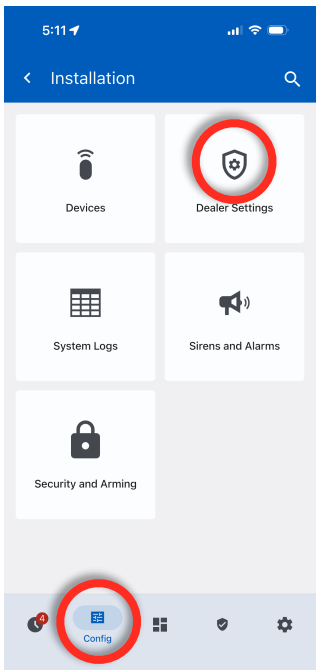
INSTALLER/DEALER SETTINGS

Installer/Dealer Settings

Change panel settings like supervisory times, power and cell loss timeout and SIA settings.

Communication Test		
Setting	**Default**	**Description**
Communication Test	Weekly	Choose Never, Daily, Weekly or Monthly when enabling the communication test. **NOTE:** For UL Resi Fire (UL985) the test frequency shall be set to Weekly. By default the system will be set to Weekly if UL985 is selected on Alarm.com
Communication Test Start Time	Randomized	Select the time of day that the panel will send its Communication Test. If no time is selected the time will automatically be randomized.
Page Configuration		
Check-in/Check-Out	Disabled	Choose whether or not you want a "Check-in" and "Check-out" button to appear as part of the Wellness Page UI. This feature allows a nurse to check in/out at the panel as record of their visit. **NOTE:** The Wellness Page must be enabled in order for this feature to also be enabled.

FIND IT



INSTALLER/DEALER SETTINGS

Setting	Default	Description
Home Control Page	Disabled	Choose whether or not you want the "Home Control Page" to appear as part of primary user interface on the panel. **NOTE:** Before the Home Control Page can be enabled there must be at least two (2) different "types" of automation devices added to the panel (Lights, Locks or Thermostats). This feature cannot be enabled if Partitions are enabled.
Door Lock Page	Enabled	Choose whether or not you want the "Door Lock Page" to appear as part of primary user interface on the panel anytime a Door Lock is added as a device.
Thermostat Page	Enabled	Choose whether or not you want the "Thermostat Page" to appear as part of primary user interface on the panel anytime a Thermostat is added as a device.
Scenes Support	Disabled	When enabled, a new icon will appear in the panel UI on left hand footer enabling the use of Scenes that have been created on Alarm.com. **NOTE:** This feature cannot be enabled if Partitions are enabled.
Stream Live Video Cameras to IQ Remote	Disabled	This setting allows a user to view cameras from the IQ Remote. When enabled, Cameras that are streaming to the primary panel will also stream to the IQ Remote.
Partitions Settings		
Partitions	Disabled	Create up to 4 partitions by enabling this feature.

INSTALLER/DEALER SETTINGS

Setting	Default	Description
Partitions Count	1	Shows how many partitions are active on the Panel (0, 1, 2, 3 or 4)
User Settings		
6 Digit User Code	Disabled	This is a global setting for all codes used on the panel and changes the input from 4 digits to 6 digits. When enabled, a "00" will be appended to all existing 4 digit codes
IQ Remote Reset Authentication	Disabled	If Enabled, the IQ Remote will require authentication (Dealer or Installer Code) to master reset it.
Duress Authentication	Enabled	Enables and Disables duress codes on the Panel
Zones Settings		
Commercial Sensor and Device Names	Disabled	Enabling this features changes the sensor name vocabulary from residential naming to commercial naming.
Zones Count	0	Shows a count of how many zones have been added to the Panel (1 - 128)

INSTALLER/DEALER SETTINGS

Setting	Default	Description
PowerG Camera Image Capture Count	1	Determines the number of Images to be uploaded by any PowerG PIR CAM when triggered during an Alarm. Choose between 1 or 10.
Open/Close Reports Allowed For Auto Learn	Enabled	Rather than sending a tamper to auto learn a sensor, enabling this will allow an open/close of the sensor to trigger auto learn.
ULC Commercial Power Restoration	Disabled	When enabled, ignore all sensor activity for 120 seconds after power restoration
Global Input Mode	End of Line	Sets the end of line supervision type for all hardwired zones on the system which have Input Mode set to Global. Choose from Normally Closed, End of Line or Double End of Line.
PowerG RF Jam Detection	Disabled	When enabled the system can detect when an unusual amount of RF signals are being transmitted in the PowerG spectrum leading to a potential loss of connectivity. This event reports to the central station when enabled. Choose from Disabled, UL20/20 or En 30/60. **NOTE:** For EN Grade 2 certified installations the option shall be enabled and set to EN 30/60.
SRF Jam Detection	Disabled	When enabled the system can detect when an unusual amount of RF signals are being transmitted on the frequency of the legacy daughter card installed in the panel (319.5MHz, 345MHz or 433MHz) leading to a potential loss of connectivity. This event reports to the central station when enabled. **NOTE:** Not evaluated for UK for CE/EN Grade 2
Jam Detection Local Alarm **NOTE:** Not evaluated by UL/cUL, UKCA or EN Grade 2	Disabled	When enabled the system will sound a local alarm. "Jam Detection" must be active for this to function properly.

INSTALLER/DEALER SETTINGS

Setting	Default	Description
SRF Jam Sensitivity Level **NOTE:** Not evaluated for UK or CE/EN Grade 2	Normal	Choose between HIGH and NORMAL sensitivity levels.
Loss of Supervisory Signals for Emergency Sensors	4	Select the length in hours (4, 12, 24) before reporting a loss of supervision on life safety devices. **NOTE:** For UL/cUL Resi Fire and UL Commercial Burg (UL2610) the wireless supervision window for Emergency sensors (Smoke, Heat & CO Detectors) shall be set to 4h
Loss of Supervisory Signals for PowerG Emergency Sensors	4	Select the length of time (20, 30 min, 1, 2, 4, 12, 18 hours) before reporting a loss of supervision on PowerG life safety devices. **NOTE:** For UL/cUL Resi Fire and UL Commercial Burg (UL2610) the wireless supervision window for Emergency sensors (Smoke, Heat & CO Detectors) shall be set to 2h
Loss of Supervisory Signals for Non Emergency Sensors	24	Select the length in hours (4, 12, 24) before reporting a loss of supervision on security devices. **NOTE:** For UL/cUL Resi Fire and UL Commercial Burg (UL2610) the wireless supervision window for Non-Emergency sensors (all intrusion sensors) shall be set to 4h. These devices shall not be used for EN Grade 2 compliant installations
Loss of Supervisory Signals for PowerG Non Emergency Sensors	24	Select the length of time (20, 30 min, 1, 2, 4, 12, 24 hours) before reporting a loss of supervision on PowerG security devices. **NOTE:** For UL/cUL Resi Fire and UL Commercial Burg (UL2610) the wireless supervision window for Non-Emergency sensors (all intrusion sensors) shall be set to 4h. For EN Grade 2, the supervision window shall be set for 20 minutes.

INSTALLER/DEALER SETTINGS

Setting	Default	Description
Loss of Cell Signal Timeout	30	Select the length in minutes (10-120) before reporting a loss in cellular signal. **NOTE:** For UL Commercial Burg (UL2610) the cell supervision is hardcoded to 200s
Light Reporting (PowerG)	Disabled	When Enabled, PowerG devices that support light sensor capabilities report light status to the Panel. Data is stored for future use.
Temperature Reporting (PowerG)	Disabled	When Enabled, PowerG devices that support temperature measurement, report temperature information to the Panel. Data is displayed on the panel home screen.
General Internal		
SIA Limits **NOTE**: For UL resi burg set entry delay to 45 sec and exit delay to max 120 sec. For UL Commercial Burg (UL2610) maximum entry and exit delay should not exceed 60 sec. **NOTE:** For ULC Security Level I (resi burg) set entry delay to 180 sec. For ULC Security Level II (commercial burg) set entry delay to 60 sec and exit delay to 45 sec max. **NOTE:** For EN Grade 2 installations set Entry Delay to 45 sec and Exit Delay to 30 sec.	Enabled	When **enabled**, the range for entry and exit delays is as follows: -Entry delay: 30-240 seconds, Exit Delay: 45-254 seconds When **disabled**, the range for entry and exit delays are as follows: -Entry delay: 5 to 240 seconds, Exit delay: 5 to 254 seconds When **enabled** the range for Dialer Delay is: 15 to 45 seconds When **disabled** the range for Dialer Delay is: 0 to 254 seconds

INSTALLER/DEALER SETTINGS

Setting	Default	Description
Power Management	Enabled	An energy-saving function when running on battery power only
WI-FI Warning Messages	Enabled	When enabled the panel display will automatically revert to the Manage My System page as the default page if Wi-Fi is not connected to encourage end users to stay connected.
EN Grade 2	Disabled	The setting enables EN Grade 2 compliance on the Panel. When Enabled, the following behaviors and/or settings are changed automatically: - Entry Procedure (EU) - follows entry procedures and alarm transmission delays specified by EN 50131 - Disables the "Auto Bypass" setting so that the Panel will protest arming when sensor and panel trouble conditions are present (i.e. Open, Tamper, Low Battery, etc) - Trouble condition alerts cannot be acknowledged until the condition is resolved - Trouble beeps are expanded to include fault indications required by EN 50131 - "Screen Lock" setting is enabled automatically. Screen will lock 30 seconds after Disarming - A new icon called "EU Events" is added to the "Settings" page which records mandatory history events specified by EN 50131. - "Loss of Supervisory Signals for PowerG Non-Emergency Sensors" is set to 2 hours by default. - "LED Indicator" setting is Disabled automatically. - "Dealer or Installer Access Requires User Permission" setting is Enabled automatically.
AC Delay Notification	60 Minutes	Panel will wait (1, 5, 10, 20, 30 or 60) minutes to report an AC off event to Alarm.com for EN Grade 2 systems. **NOTE:** This setting is greyed out and not selectable unless EN Grade 2 is Enabled.

INSTALLER/DEALER SETTINGS

Setting	Default	Description
EU Event Swinger Shutdown Count	3	Determines the number of times a particular event will record to "EU Events" log before shutdown. The count (3-10) will reset after and arm or disarm event. **NOTE:** This setting is greyed out and not selectable unless EN Grade 2 is Enabled.
Language	English/Español	Set the Panel's language toggle to your favorite 2 languages. Choose from English (United States), Français (Canada), Español (Estados Unidos), Italiano (Italia), Nederlands (Nederland), Norsk bokmål (Norge), Svenska (Sverige), Íslenska (Ísland), Deutsch (Deutschland), Magyar, (Magyarország), Dansk (Danmark), Română (România), Portuguesa (Portugal), Polskie (Polska), Suomalainen (Suomi), Français (France), Español (España), Hebrew, Türk (Türkiye).
Second Preferred Language	Spanish	Set the Panel's language toggle to your favorite 2 languages. Choose from English (United States), Français (Canada), Español (Estados Unidos), Italiano (Italia), Nederlands (Nederland), Norsk bokmål (Norge), Svenska (Sverige), Íslenska (Ísland), Deutsch (Deutschland), Magyar, (Magyarország), Dansk (Danmark), Română (România), Portuguesa (Portugal), Polskie (Polska), Suomalainen (Suomi), Français (France), Español (España), Hebrew, Türk (Türkiye).
LED Indicator	Enabled	Manually Enable/Disable the LED Status Light on the panel. **NOTE:** This setting will automatically be set to Disabled when EN Grade 2 is Enabled.
Temperature Scale	Fahrenheit	Set the Panel's temperature to desired scale. Choose from Fahrenheit or Celsius.

INSTALLER/DEALER SETTINGS

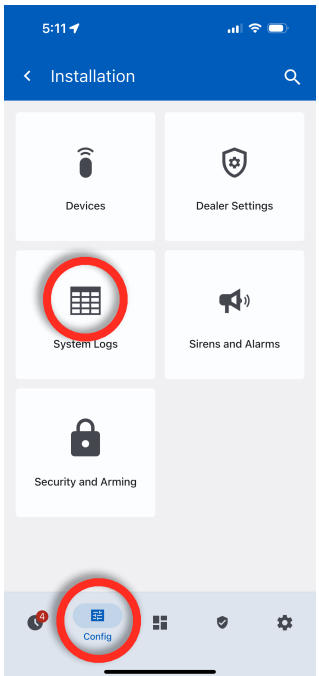
Setting	Default	Description
Secondary Panel	Disabled	Allows secondary panels to be added to the system.
Power Button Cell Test	Disabled	When enabled, pressing the Power button twice will initial a cellular test.
Power Down Event Communication	Disabled	Determines if the Panel sends a unique event code (enabled) or not (disabled) to Alarm.com and the CS if the Master Code is used to access the Power Down icon under Advanced Settings.
PowerG Camera Alarm Image Upload Limit	Enabled	Determines if PowerG PIR CAMs upload only images from the first motion event during an arming period (Enabled) or if they will upload images from the 1st, 2nd & 3rd motion events for that arming period (Disabled).
Master Reset		
Master Reset*	Restores panel to factory settings and erases all content.	

SYSTEM LOGS

System logs allow the panel to send non-customer identifying information to the server for troubleshooting and bug identification.

Setting	Default	Description
Upload logs to the server	*Requires manual push*	Tell the panel to begin uploading a history of its activity to the server. This information is used to troubleshoot bugs and diagnose panel problems. The panel will upload any logs saved in its memory
Auto Upload Logs	Disabled	Automatically upload the system's log to the servers every 24 hours
Log Level	Debug	Tell the panel how much information to record in log files. **No log output:** No information recorded **Fatal**: Record fatal or severely problematic information only **Error**: Record all errors and fatal issues **Warn**: Record warnings, errors, and fatal issues **Info**: Record all generic, non-customer related information **Debug**: Record diagnostic messages, Info, Warnings, Errors, and Fatal issues **Verbose**: Record all non-customer identifying information

FIND IT



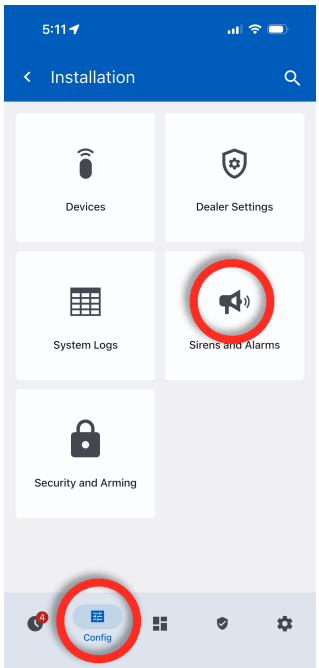
SIREN AND ALARMS

Siren and Alarms

Change siren and alarm settings for certain types of alarm events.

Setting	Default	Description
Panel Sirens	All Sirens On	**All Sirens Off:** This will disable the siren for all alarm types, except for life safety devices, including any hardwire or wireless external sirens. **All Sirens On:** This is the default setting which enables the siren for all alarms **Installer/Test Mode:** This disables the siren for all alarm types including any paired or hardwired external sirens for 30 mins then all sirens are re-enabled
Siren Annunciation	Disabled	Panel siren pauses periodically to announce which locations have triggered the alarm. **NOTE:** for UL/cUL this feature is not allowed for Fire, CO, Burglar Alarm
Burglary Alarm Confirmation	Disabled	When enabled, a confirmed alarm requires two sequential burglary alarms within the Burglary Alarm Confirmation Timer window. **NOTE:** This setting is greyed out and unavailable unless EN Grade 2 is enabled.

FIND IT



SIREN AND ALARMS

Setting	Default	Description
Burglary Alarm Confirmation Timer	60	Timer used for Burglary Alarm Confirmation. **NOTE:** This setting is greyed out and unavailable unless EN Grade 2 is enabled.
Fire Verification	Disabled	When enabled, panel requires two fire events from smoke detector (one detector twice or two detectors once each) **NOTE:** Not allowed on UL/cUL installations
PowerG Smoke Detector Siren	Fire Alarms Only	When set to "Fire Alarms Only", PowerG Smoke Detectors that are learned into the system will only sound during fire alarm events. When set to "All Alarms", PowerG Smoke Detectors will act as additional wireless sirens and will sound during all alarm events.
Severe Weather Siren Warning	Enabled	When enabled, siren will sound when the panel receives a severe weather alert. When disabled, panel will use severe weather chime
Dialer Delay **NOTE:** Shall not be used on EN Grade 2	:30	Amount of time (in seconds) before panel will attempt call to central station after an alarm event is triggered When SIA Limits enabled: :15 to :45 seconds When SIA Limits disabled: :0 to :254 seconds
Siren Timeout	4 min	Determine how long before siren stops sounding during an alarm event (4 minutes to 15 minutes). **NOTE**: For UL/cUL residential fire/burg applications the minimum bell timeout shall be set to 5 min. For UL Commercial Burglary installations, minimum bell time out shall be set to 15 minutes. For EN Grade 2 the minimum bell timeout shall be 90 sec and maximum bell timeout shall not exceed local regulations.

SIREN AND ALARMS

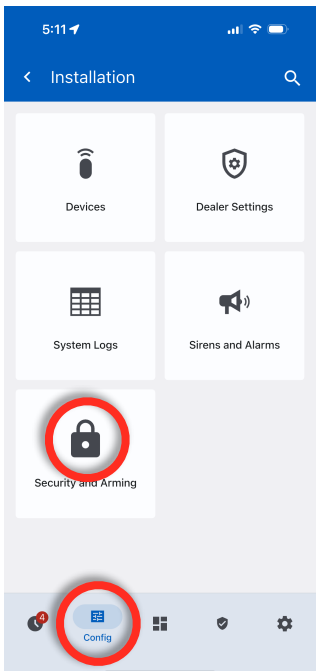
Setting	Default	Description
Water/Freeze/Temperature Siren	Enabled	When enabled, siren will sound when a water or freeze detector is triggered. When disabled, the panel emits a "water" tone
Police Panic	Enabled	Allows Police Panic to be enabled or disabled.
Fire Panic	Enabled	Allows Fire Panic to be enabled or disabled.
Auxiliary Panic	Enabled	Allows Auxiliary Panic to be enabled or disabled.
Audible Siren for Wireless Supervisory Failures	Disabled	When this setting is enabled and the system is armed, supervisory failures for non-emergency sensors are treated the same as a tamper and cause an alarm to be generated.

SECURITY AND ARMING

Security and Arming
Change arming settings, entry and exit delays, enable Duress Authentication and more.

Security		
Setting	**Default**	**Description**
Installer Code	1111	Code to access installer options only
Swinger Shutdown	Enabled	Determines whether the panel allows the same sensor to trip the alarm more than once during the same arming period. When Enabled, the sensor will trip according the to the Swinger Shutdown Count setting. When Disabled, a sensor may trip up to 128 times per arming period.
Swinger Shutdown Count	1	Determines the number of times the same sensor is allowed to trip the alarm during the same arming period (1-6). Swinger Shutdown must be enabled in order for this setting to work. **NOTE:** For EN Grade 2 it shall be set to 3

FIND IT



SECURITY AND ARMING

Arming		
Setting	**Default**	**Description**
Secure Arming	Disabled	Require user code for arming the panel. **NOTE**: this option shall be enabled for UL/cUL and EN Grade 2
Refuse Arming When Battery Low	Disabled	Will not allow panel to arm if battery is low (below 8%). **NOTE:** This option shall be enabled for EN Grade 2
Auto Bypass	Enabled	Toggle whether or not to bypass open or tampered sensors automatically. **NOTE**: Shall be disabled for UL/cUL. This setting is turned off and greyed out when the "En Grade 2" setting is enabled.
Final Exit Door Arming	Disabled	When enabled, if Arm Away is selected at the panel then there is no timed exit delay. Instead, the system is not fully armed until an Entry/Exit door is violated. **NOTE:** This setting is greyed out an unavailable unless EN Grade 2 is enabled.
Auto Stay	Enabled	If panel is armed "Away" but a delay door is not opened, the panel assumes you are still home and changes arming to "Stay" mode
Arm Stay - No Delay	Enabled	Arm stay immediately with no countdown timer
Auto Exit Time Extension	Enabled	Automatically extend countdown timer if delay door is opened during countdown process a second time
Keyfob Instant Arming	Enabled	When enabled, turns off exit delay if keyfob is used to arm the system

SECURITY AND ARMING

Setting	Default	Description
Keyfob Alarm Disarm	Disabled	When enabled this will Allow a keyfob to disarm alarm events.
Keyfob Disarming	Enabled	When Disabled, a Keyfob will not be able to disarm the panel
Engineer's Reset	Disabled	If a confirmed alarm occurs on a burglary zone, the system is locked out after disarming until a 5 digit reset code provided by the installer is entered in.
Engineer's Reset - Tamper	Disabled	Requires an engineer (Dealer/Installer code) to reset the system after a Tamper occurs. NOTE: This setting is turned off and greyed out until the "En Grade 2" setting is enabled.
Force Arm	Disabled	If a device has been Auto Bypassed during the arming sequence, and then subsequently restored (closed), either during the exit delay or after the system has already been armed, it will be un-bypassed and re-included in the protected area.
Instant Alarm When Delay Zone Open During Alarm on System	Enabled	When Enabled, and if the system is currently in the Alarm state, an Instant Alarm will be generated for delay zones that are tripped. When Disabled, delay zones will behave normally regardless of previous alarm conditions.
Allow Master to Enable/Disable Bluetooth Radio	Enabled	Allow the master code to access Bluetooth Devices.

SECURITY AND ARMING

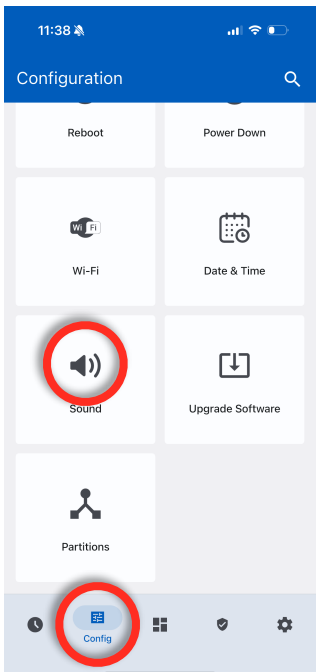
Delay Timers		
Setting	**Default**	**Description**
Normal Entry Delay	30 Secs	How much time users have to enter their code after opening a door (30-240secs). With SIA limits disabled the minimum time can be set to 5 secs. **NOTE:** For UL Commercial Burg (UL2610) maximum entry delay should not exceed 60s. For EN Grade 2 it shall not exceed 30 sec.
Normal Exit Delay	60 Secs	How much time users have to exit the location before the panel arms itself (30-254secs). With SIA limits disabled the minimum time can be set to 5 secs. Door/Window group 10 follows the "Normal Exit Delay" **NOTE:** For UL Commercial Burg (UL2610) maximum exit delay should not exceed 60s. For EN Grade 2 the maximum exit delay should not exceed 30s.
Long Entry Delay	100 Secs	A second separate entry delay that can be used on a sensor needing more time when tripped (45-240secs). With SIA limits disabled the minimum time can be set to 5 secs. **NOTE:** Not for use with EN Grade 2
Long Exit Delay	120 Secs	A second separate exit delay that can be used on a sensor needing more time when tripped (45-254secs). With SIA limits disabled the minimum time can be set to 5 secs. Door/Window group 12 follows the "Long Exit Delay". **NOTE:** Not for use with EN Grade 2
Settle Delay Timer	10 Secs	This feature provides a programmable delay before enabling motion detectors after the exit delay expires (0 - 10 seconds)
Panel Tamper	Enabled	This setting enables or disables the Panel Tamper switch on the back of the panel. **NOTE**: for UL/cUL and EN Grade 2 this setting shall be Enabled

SOUND

FIND IT

Sound
Customize panel sounds. Enable/Disable voices, chimes, trouble beeps and more.

Setting	Default	Description
Volume	n/a	Controls the panel's voice volume, beeps & chimes as well as media volume.
Voice Settings		
Voices	Enabled	This is a global setting for Sensors, Panel messages, Activity Monitoring Sensors, and Z-Wave device voices and indicates whether the panel should "speak"
Sensor	Enabled	Turns Sensor voices on (enabled) or off (disabled)
Panel	Enabled	Turns Panel voices on (enabled) or off (disabled)
Activity Monitoring	Enabled	Turns Activity Monitoring voices on (enabled) or off (disabled)



SOUND

Setting	Default	Description
Z-Wave Device Voice Prompts	Enabled	Turns Z-Wave Device voices on (enabled) or off (disabled)
Z-Wave Remote Voice Prompts	Enabled	Turns voices on (enabled) or off (disabled) for Z-Wave devices being controlled remotely (via Alarm.com)
Chime Settings		
All Chimes	Enabled	This is a global setting for Sensors, Panel messages and Activity Monitoring Sensors chimes and indicates whether the panel should emit tones or "beeps"
Sensor Chimes	Enabled	Turns chimes on (enabled) or off (disabled) for Sensors
Panel	Enabled	Turns Panel chimes on (enabled) or off (disabled)
Activity Sensor	Enabled	Turns Activity Sensor chimes on (enabled) or off (disabled)

SOUND

**Set to Enabled for EN Grade 2 installations.

*** Setting shall be set to 3 min for EN Grade 2 installations

Setting	Default	Description
Trouble Beeps		
Trouble Beeps**	Disabled	Toggles all sensor and panel trouble beeps on or off. By default all trouble beeps are disabled
PowerG Siren Trouble Beeps	Disabled	Determines whether PowerG sirens sound trouble beeps (enabled) or not (disabled)
RF Jam Trouble Beeps	Disabled	Determines whether a RF Jam condition sounds trouble beeps (enabled) or not (disabled)
Sensor Low Battery**	Disabled	Panel sounds when a sensor battery is low. Chime type and frequency are set below. By default these sounds are disabled
Sensor Tamper Beeps**	Disabled	Panel sounds when a sensor is tampered. Chime type and frequency are set below. By default these sounds are disabled
Edit Trouble Beep Chimes	n/a	Select the chime type for Sensor Low Battery, Sensor Tamper, and Panel Tamper
Trouble Beeps Timeout***	30	Determines the amount of time between each trouble beep. Length can be set between 3-60 mins. (default is 30 mins)
Fire and Life Safety Device Trouble Beeps	Disabled	Panel will sound a trouble alert if a fire safety device is tampered, failed or has a low battery (disabled by default)

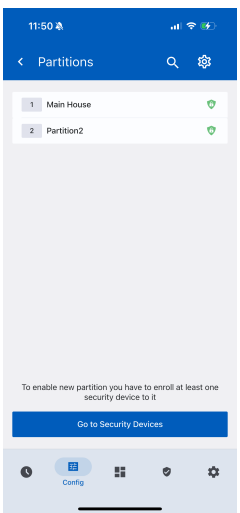
SOUND

Setting	Default	Description
Partition Sounds*		
Global Chimes and Voices	Disabled	Chimes and voices will play in all partitions
Global Fire Siren	Enabled	When Partitions are enabled this setting determines whether Fire alarms sound in all partitions (enabled) or in only the partition they are assigned to (disabled)
Global Intrusion Sounds and Sirens	Disabled	Intrusion alarms and entry/exit sounds will sound in all partitions
Global Auxiliary Sirens	Disabled	Auxiliary alarm will sound in all partitions
All Sounds in Partition 1	Disabled	Sounds and alarms from all other partitions will sound in partition 1
Other Sounds		
Exit Beeps	Enabled	Play exit beeps for the Quick Exit and Quick Access feature on the panel (enabled) or not (disabled)

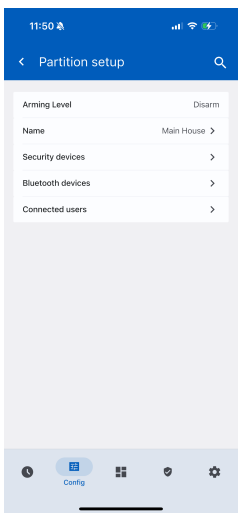
PARTITIONS*

Note: This feature has not been evaluated for EN Grade 2

Partitions
Edit the default name of a partition and view a list of users and sensors that are currently assigned to a given partition. Partitions 1, 2, 3 & 4 only appear when Partitions are enabled and when at least one sensor is learned into them.

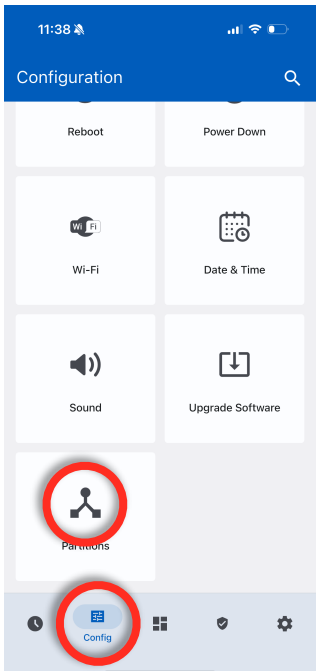


Overview:
View the number of partitions set up on a system. There must be at least one sensor assigned to a partition before it can be viewed/ edited.



Info:
View Users and Sensors associated with each partition and Edit the partition name to a custom name.

FIND IT



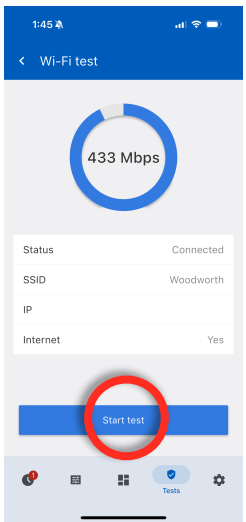
* The "Partitions" icon will only appear if Partitions are enabled under Installer/ Dealer Settings

SYSTEM TESTS

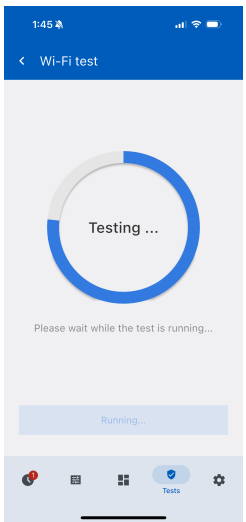
WI-FI TEST

Wi-Fi Test

The Wi-Fi test checks the IQ5 NS's connection to your network (router). Before running this test, be sure to connect the panel to the network.



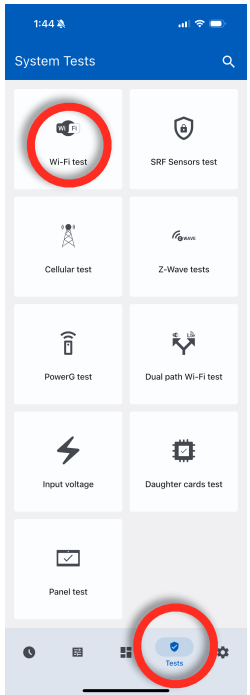
To perform a Wi-Fi Test, touch the "Start Test" button.



Once the test is complete it will return the connection speed to the router.

NOTE: If test fails, please check your Wi-Fi settings.

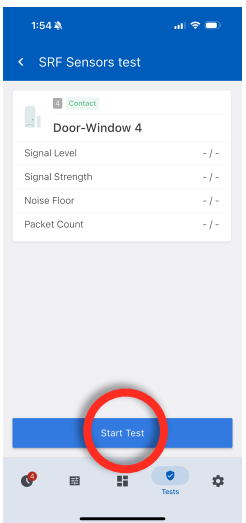
FIND IT

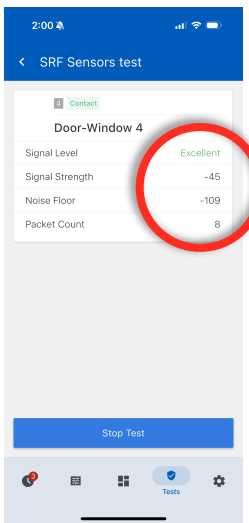


SENSOR TEST

Sensor Test

Shows actual dBm signal strength of each sensor and graphs sensor events against the ambient noise floor of the environment. Also displays the traditional packet count method.

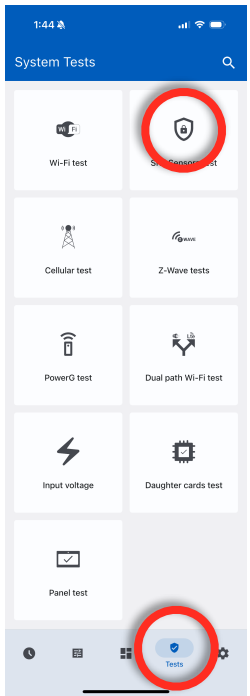




The Sensor Test shows a summary page of each sensor paired to the panel along with the last event's dBm level, noise floor and how many packets were received from the sensor.

Open and close a sensor to view an individual sensor's signal strength in real time.

FIND IT



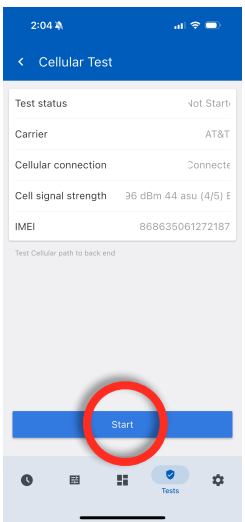
NOTE: For UL/cUL , perform a placement test first for all wireless initiating devices. The acceptable result shall be "Good".

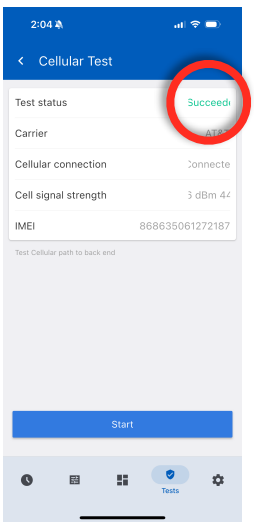
CELLULAR TEST

FIND IT

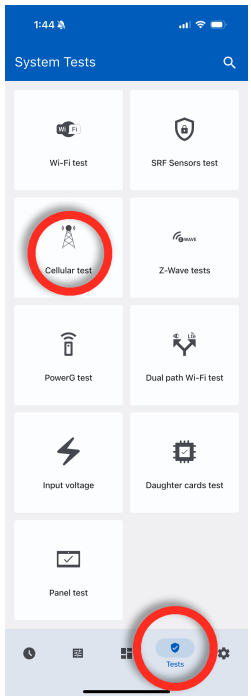
Cellular Test

Test the panel's built-in cellular radio connection. You must first activate the radio through Alarm.com prior to running this test. Cell signal strength is only available after the test has been ran successfully.





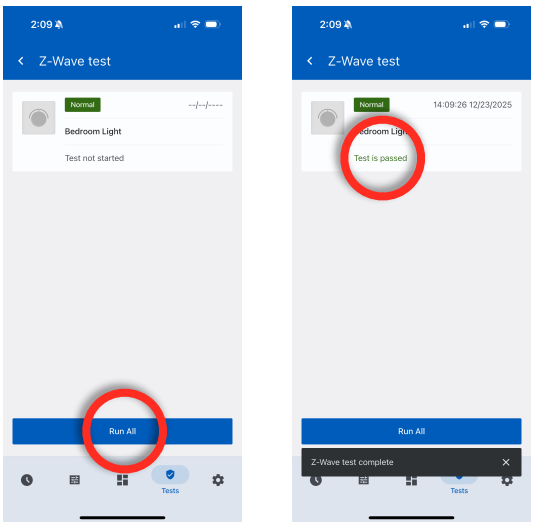
To begin the test press "Start" and watch for the results on the screen.



Z-WAVE TESTS

Z-Wave Test

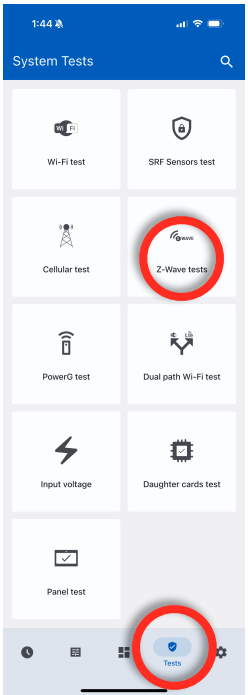
Test the connection between the panel and enrolled Z-Wave devices to ensure they are communicating properly.



To perform a Z-Wave Test, touch the "Run All" button. A successful test will result in a "Pass" and a time stamp.

NOTE: If a test fails, relocate device, change batteries and/or rediscover network.

FIND IT



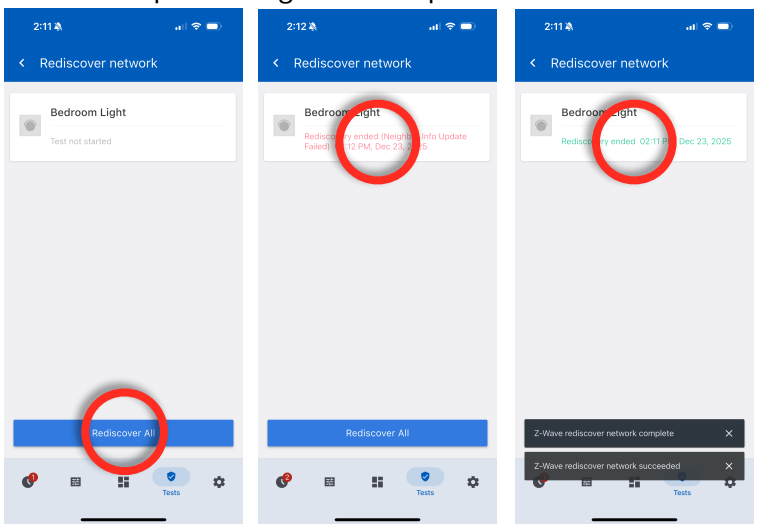
Z-WAVE TESTS

Rediscover Network

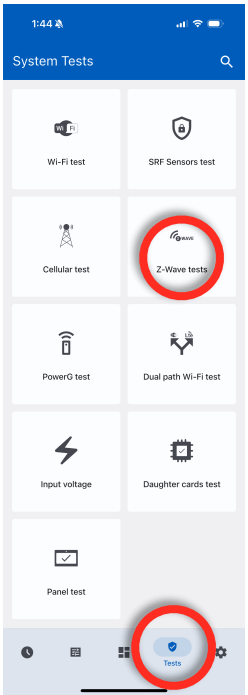
After installing or moving a Z-Wave device one should always "Rediscover the Network". This re-maps the network and ensures all devices have the most efficient communication path leading back to the panel.

Touch "Rediscover All" to run the test. A result including a time stamp will appear.

NOTE: If a test fails, relocate device, change batteries and/or rediscover network.



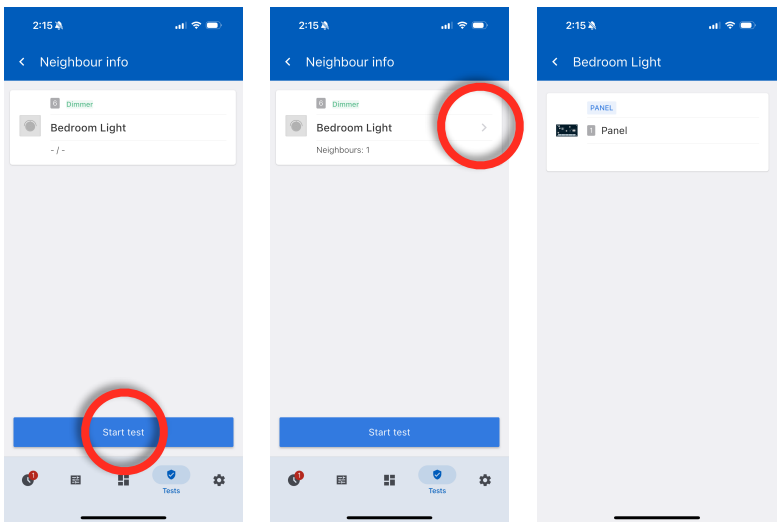
FIND IT



Z-WAVE TESTS

Neighbor Info

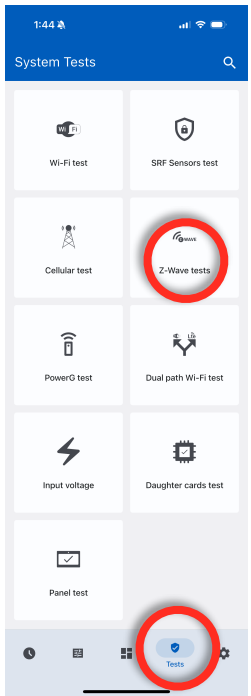
Use "Neighbor Info" to view which devices can "see" each other. The more neighbors a device can see means more possible routes back to the controller.



Touch "Start Test" to query the neighbor nodes.

Once ran the number of neighbor nodes will appear beneath the device. Touch the › icon to view the list of individual devices it can see (including the Panel).

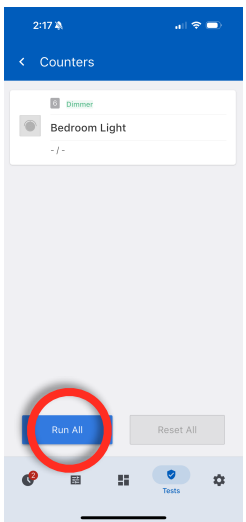
FIND IT

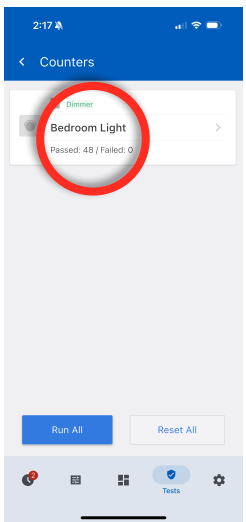


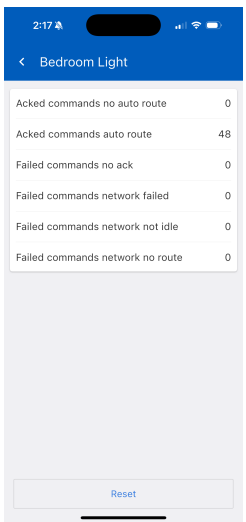
Z-WAVE TESTS

Counters

View a numerical representation of the Z-Wave network. View Passed and Failed commands as a whole or from an individual device. A well designed network should have at least a 98% acknowledgment vs failed rate.





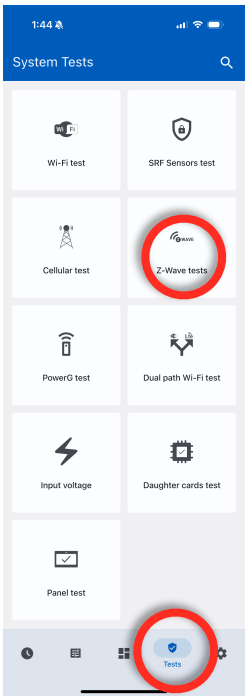


Touch "Run All" to query the Counter list.

Once ran the number of Passed vs Failed counters will appear beneath the device.

Touch the > icon to view the list of individual Acked' and Failed counters.

FIND IT



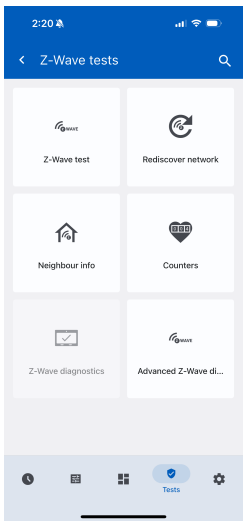
Z-WAVE TESTS

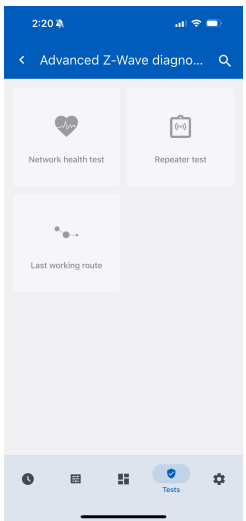
COUNTER	DESCRIPTION
Acked commands no auto route	Command was successful and acknowledged by the sensor; it did not use the normal automatic Z-Wave network route to execute the command for this device (command was re-routed on the Z-Wave network in order to succeed)
Acked commands auto route	Command was successful and acknowledged by the sensor; it used the normal automatic Z-Wave network route to execute the command for this device.
Failed commands Network failed	Not possible to transmit data because Z-Wave network is busy (jammed). Command failed to execute.
Failed commands Network not idle	Auto-routed command failed because Z-Wave network is not yet stable. Command failed to execute.
Failed commands Network no route	Auto-routed command failed because there is no successful Z-Wave network route to the device. Command failed to execute
Reset All	Resets all counters back to 0 as to better diagnose the network

Z-WAVE TESTS

Advanced Z-Wave Diagnostics

Advanced Z-Wave diagnostics gives access to Network Health Test, Repeater Test & Last Working Route. Reserved for future use.



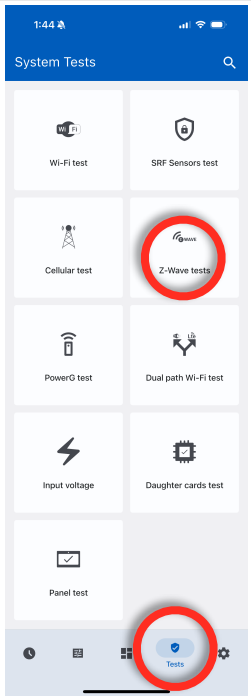


Network Health Test
Shows the minimum, maximum & average node response times on the network

Repeater Test
Tests the connection to dedicated Z-Wave repeaters on the network

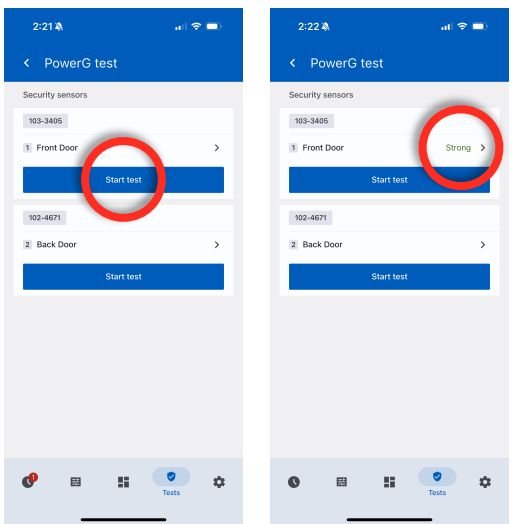
Last Working Route
Shows the last working route for a specific node on the network. Also allows you to set a static "sticky" route

FIND IT



POWER G TEST

PowerG Test
Ping a PowerG sensor and receive back its signal strength. You can view the average signal strength over 24hrs as well as review the PowerG PIR CAM image.



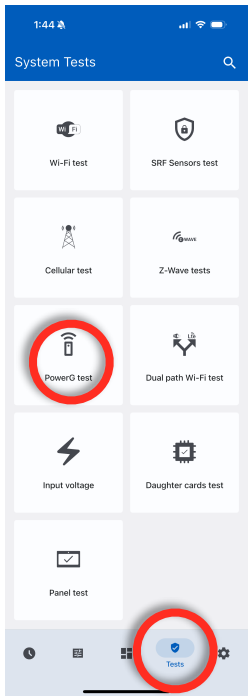
Touch "Start Test" to query the signal strength from the sensor.

Touch the **>** symbol to see additional information about the sensor.

STRENGTH can be: Strong, Good, Poor or No Signal

Note: for UL/cUL and EN Grade 2 installations the signal strength shall be "Strong"

FIND IT



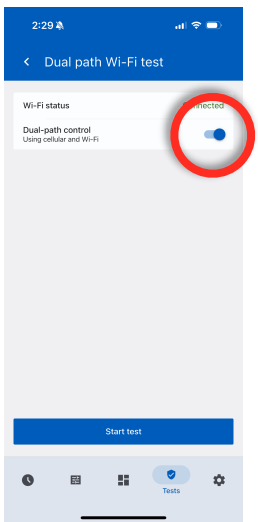
*PowerG daughter card must be installed in the panel to access this test.

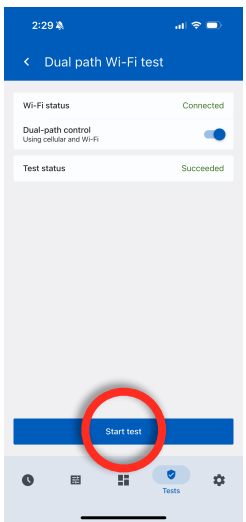
DUAL PATH WIFI TEST

FIND IT

Dual Path WiFi Test

When enabled, dual path connectivity allows the IQ5 NS to use both cellular and Wi-Fi radios for signals and communication simultaneously.



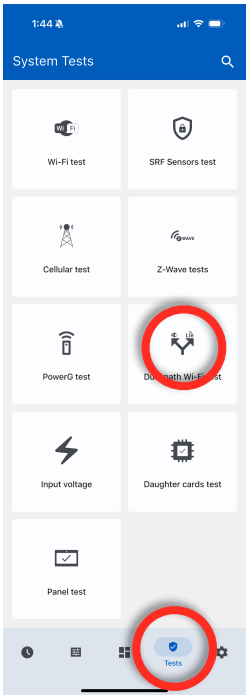


By default Dual-Path Control is enabled. To disable, "toggle" the Dual-path control slider off.

You can also run a Dual-Path Wi-Fi test to ensure that the Dual Path is connecting properly. Unlike the standard Wi-Fi test (which checks connection to the router) the panel will check the broadband connection to Alarm.com.

NOTE: The IQ5 NS must be connected to a Wi-Fi network to enable Dual Path

NOTE: IQ5 NS is compatible with the following UL/ULC listed monitoring station receivers: SG-System I/II/III/IV/5. Wi-Fi is for supplemental use only for UL/cUL

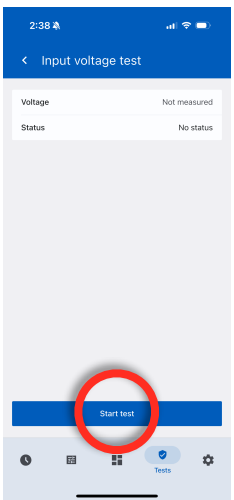


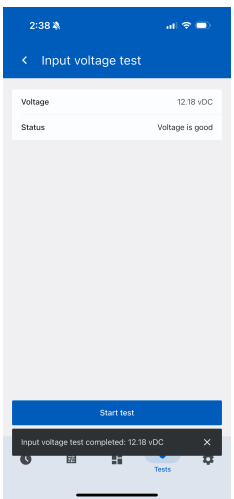
INPUT VOLTAGE TEST

Input Voltage Test
Measure the voltage received at the Panel in real-time.

Press "Start Test" to run a real-time voltage test on the Panel. If voltage received is between 4.9vDC and 14.0vDC, you will get a "Voltage is Good" message.

Note: Test results may vary each time you run the test based on current draw of the panel at that time.

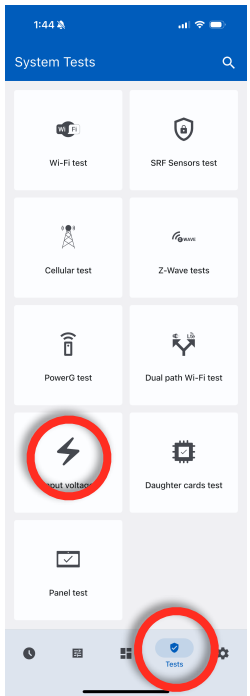




If voltage is below 4.9vDC or above 14.0vDC, you will receive a "Voltage is Low or High" message and action should be taken to correct the voltage condition (i.e. use thicker gauge wire or shorten the wire run).

Note: Wire run length and gauge should not exceed UL specification.

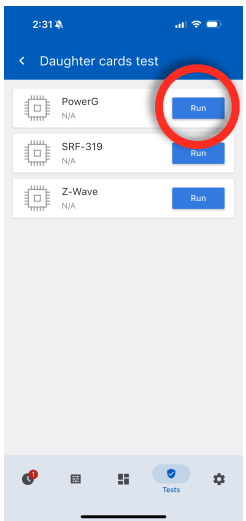
FIND IT

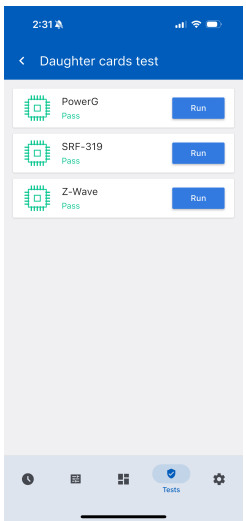


DAUGHTER CARDS TEST

Daughter Cards Test

Tests the integrity of installed daughter cards . Slots not populated will not show up on the page.

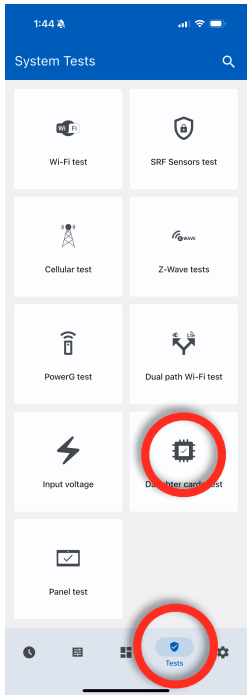




Select “Run” on an individual available card to start the test. In some cases the test may take several minutes after which the panel will show a result of a “Pass” or “Fail”.

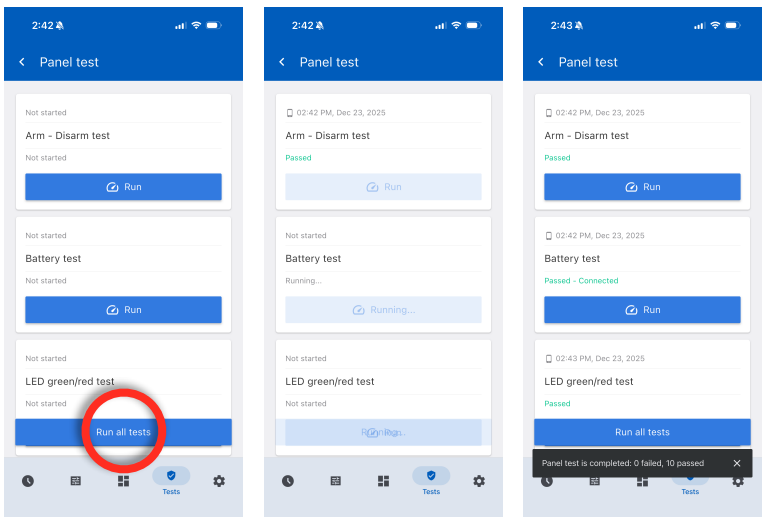
If the test results in “Fail” double check the daughter card connection, reboot the panel and rerun the test again.

FIND IT



PANEL TEST

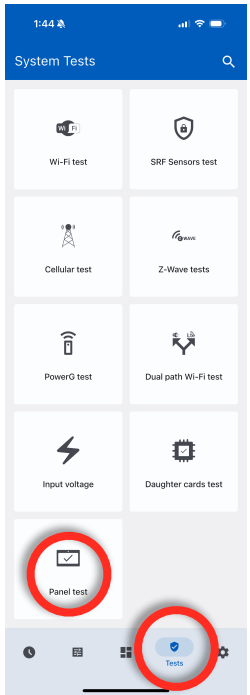
Panel Test
Runs through and tests all panel processes either all at once or one at a time.



Select "Run" to perform an individual test or "Run All Tests" to perform a test of all processes.

The following Tests are available:
- Arm/Disarm
- Battery
- LED
- Panel Tamper
- AC Status
- Internet
- Wi-Fi
- Upgrade Service
- Z-Wave Module
- Sirens

FIND IT

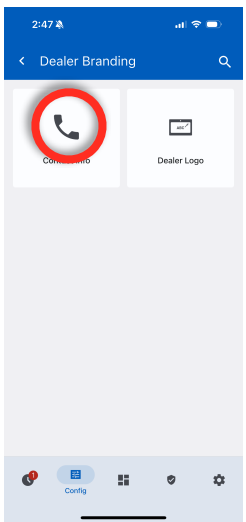


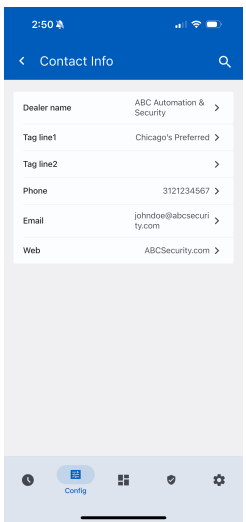
CUSTOMIZATION

DEALER BRANDING*

Contact Info

Customize your contact info and determine what you'd like to be displayed in "Contact Us", located on the right side of the "Home Screen" header. Dealer Contact fields allow up to 50 characters, Tag Line 2 allows up to 50.

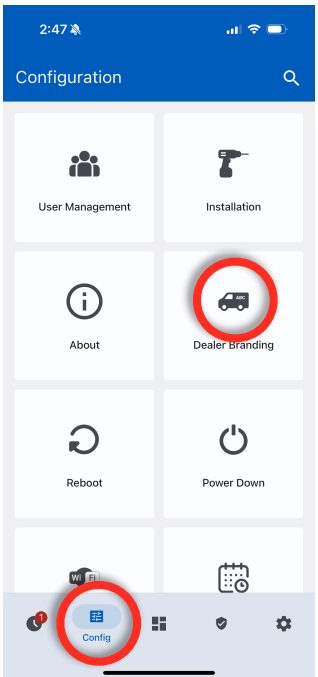




Example:

ABC Security
Automation & Security
Chicago's Preferred
312-123-4567
johndoe@abcsecurity.com
ABCSecurity.com
60601

FIND IT

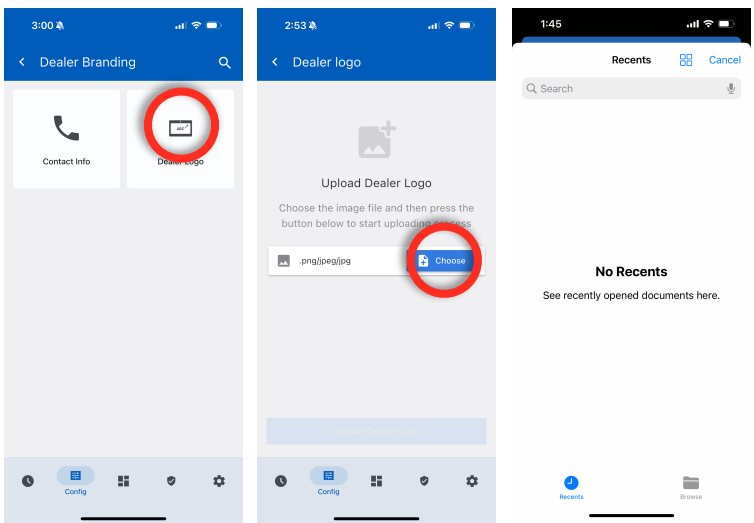


*This page available only through the Dealer Code

DEALER BRANDING*

Dealer Logo

Load a Custom Logo to brand the user interface where a touchscreen keypad is used.

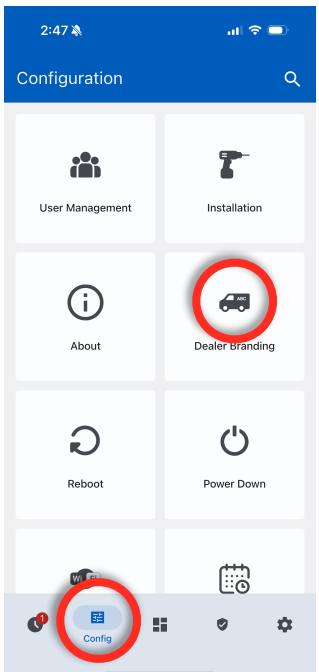


1- Touch Dealer Logo.

2- Then touch "Choose" and browse to the location where the logo is on your phone.

3- Once the logo is selected it can be uploaded to the Panel.

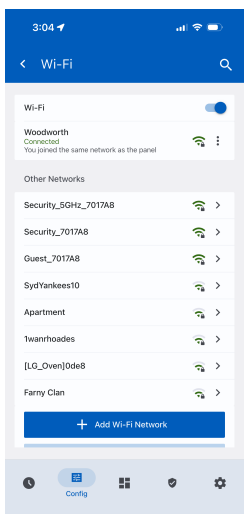
FIND IT

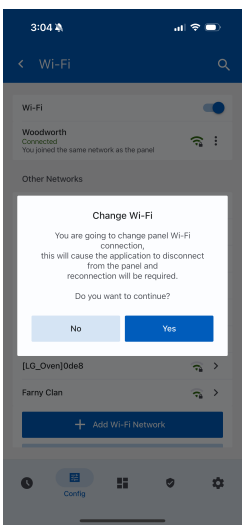


*This page available only through the Dealer Code

CONNECTING TO WI-FI

To connect to a Wi-Fi network, follow the steps below:

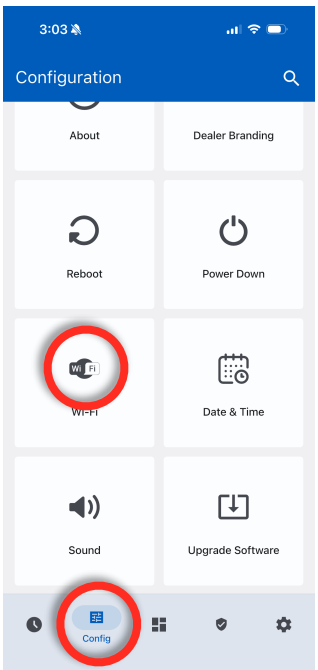




Touch "Wi-Fi" under the configuration tab, then select a network from the list to connect to. Type in the password (encryption key) to connect.

Note: If you are connected to the IQ NS via the Installer App on the local Wi-Fi network, the app will disconnect once the panel connects the new network and you will need to re-connect.

FIND IT



MAINTENANCE

UPGRADE SOFTWARE

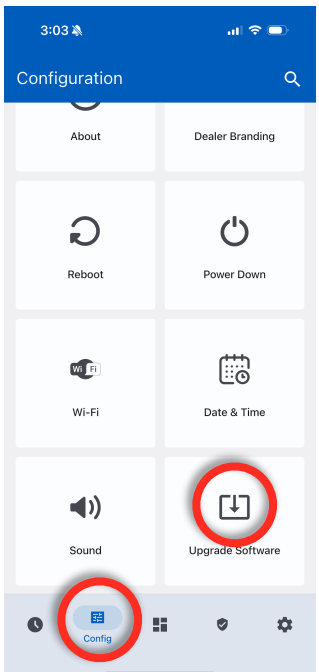
Upgrade Software

Upgrade the panel's software version using Wi-Fi.

Setting	Description
Manual Upgrade	Connect to the Panels' built-in Access Point to install new software
Background Download for Updates	Allows the panel to check for new software in the background and download it to local storage so that it can be applied at a later date. Default **Enabled**
Automatic Check Interval	Determines interval the IQ5 NS will look for software update. Available options are Every Night, Once a Week, Once a Month. Default **Once a Week**
Allow SW Update from Manage My Home	Allows the panel to be updated by an end user via the Manage my Home page on the Touchscreen UI. Default is **Enabled**
Patch Tag	A code corresponding to a specific software update on the server
Automatic Patch Check	Search the network for updates and install new software **NOTE:** For UL/cUL or EN Grade 2 installations remote software uploading is not allowed

NOTE: Proper maintenance requires prompt administration of any software updates

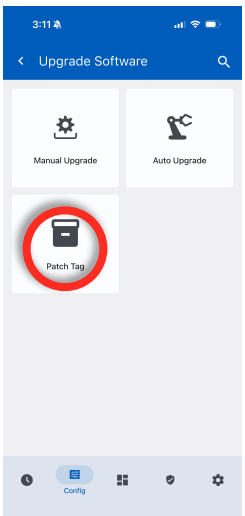
FIND IT

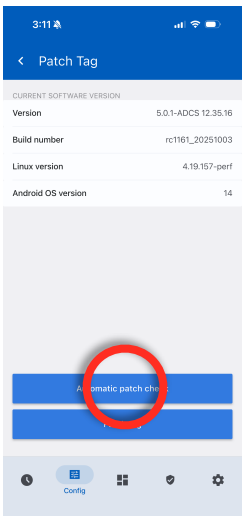


UPGRADE SOFTWARE USING WI-FI

Keeping your panel up to date is essential in ensuring it receives the newest features and is free from bugs.

To perform a software update using Wi-Fi follow the steps below:





1- Ensure your panel is connected to Wi-Fi and has an internet connection.

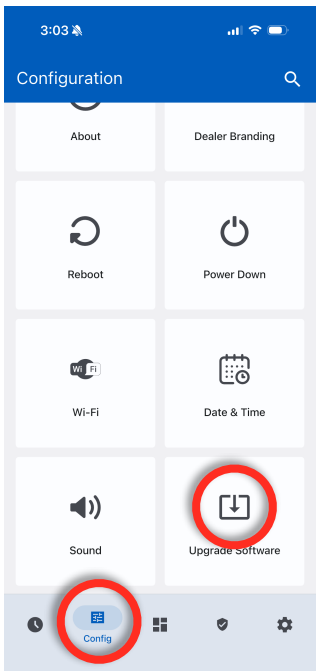
2- From "Configuration" then "Upgrade Software", touch "Patch Tag".

3- Touch "Automatic Patch Check". The IQ5 NS will check for the latest software update. If your panel is up to date you will see a message confirming that you have the most recent software version.

5- If a software update IS available the panel will automatically begin downloading it. Once downloaded the Panel will annunciate "Firmware update started, do not powered down panel. Panel will reboot during update"

6- The status LED will change to RED during the update and will then flash BLUE when rebooting

FIND IT

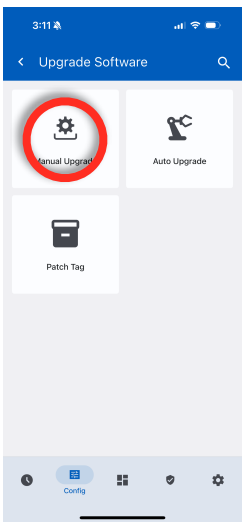


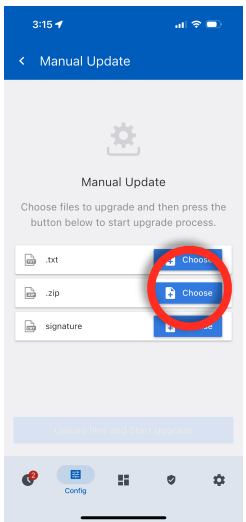
NOTE: For UL/cUL or EN Grade 2 installations the remote software feature shall not be used and the panel shall not be setup to remotely upgrade.

UPGRADE SOFTWARE USING ACCESS POINT

Most updates are downloaded over Wi-Fi, but in the event that Wi-Fi is not present at the installation site, a Panel can be updated with files transferred from a local device (phone, tablet, computer, etc) via the built-in Panel Access Point.

To perform a software update using the Panel Access Point follow the steps below:





1- Download the needed software update files from the Dealer Portal to your device.

2- Go to “Configuration”, “Upgrade Software” then touch “Manual Upgrade”.

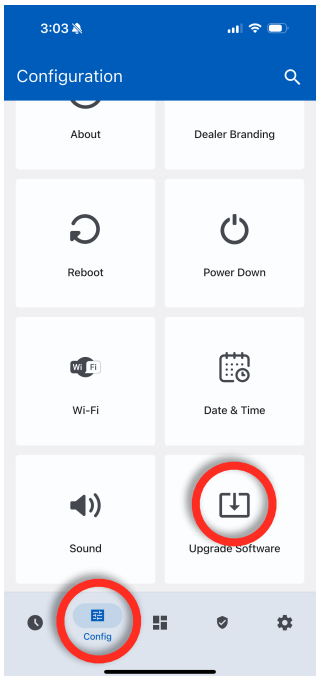
3- Touch “Choose” for the .txt, .zip and signature files and load them from your device into the IQ Installer App

4- Press “Upload Files and Start Upgrade” to begin the update using the local files from your device.

5-Once downloaded the Panel will annunciate “Firmware update started, do not powered down panel. Panel will reboot during update"

6- The status LED will change to RED during the update and will then flash BLUE when rebooting

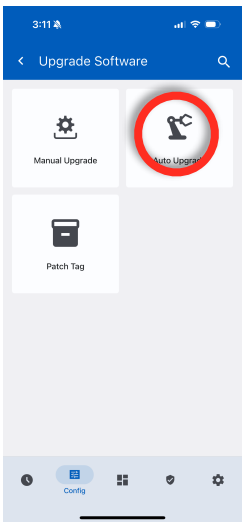
FIND IT

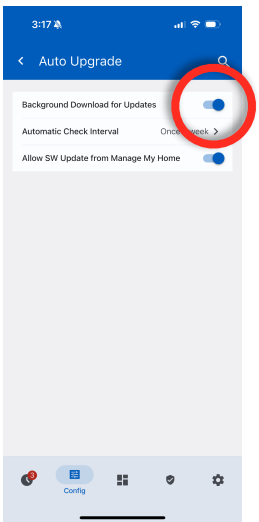


NOTE: For UL/cUL or EN Grade 2 installations the remote software feature shall not be used and the panel shall not be setup to remotely upgrade.

BACKGROUND DOWNLOAD FOR UPDATES

Turning on Background Download for Updates enables the panel to check for a new software version based on the Automatic Check Interval (default is Once a Week).



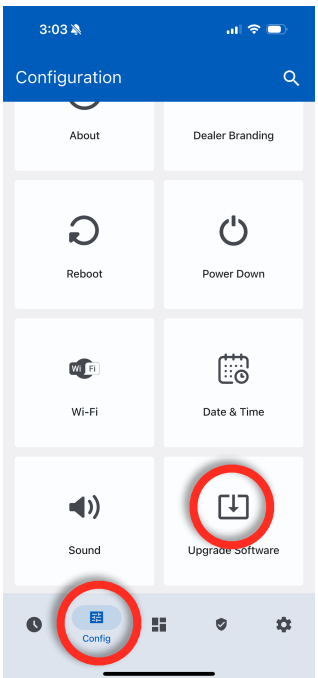


1- Go to "Configuration", "Upgrade Software" then touch "Auto Upgrade".

2- Make sure the "Background Download for Updates" toggle is on.

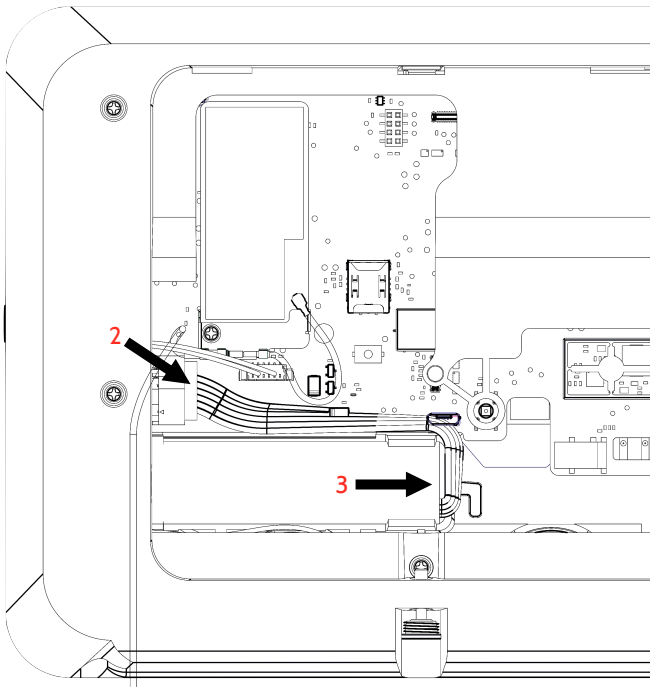
3- Change the update interval by selecting "Automatic Check Interval".

FIND IT



BATTERY REPLACEMENT

NOTE: This device and Lithium Battery shall be recycled and disposed of in accordance with your country (i.e. US, Canada, etc) and Laws including UK and and European Directives and any other National and Local Regulations and Laws



1. **Power down panel:** Go to Settings/Advanced Settings and enter the Installer/Dealer/Master code, then select "Power Down"
2. **Unplug Battery Connector:** Once the panel is powered down, unplug 6 pin battery connector from the board.
3. **Remove Battery:** Pull up on the edge of the battery with your finger to release it from the plastic hold down.
4. **Install New Battery:** Press the battery into place. Route the cable between the battery and the daughter cards. Plug the 6 pin connector back in and power the panel back up.

CAUTION:
Do **NOT** use a screwdriver or anything sharp that could puncture the battery.

Do **NOT** pull on the battery cable to try and remove battery.

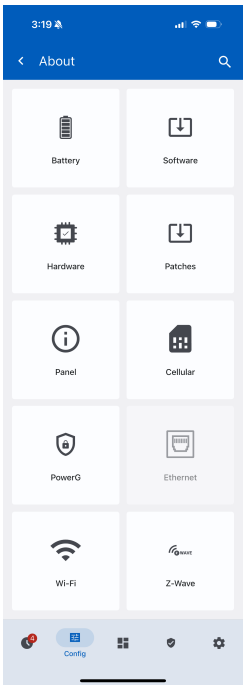
BATTERY REPLACEMENT

WARNING: The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not disassemble, heat above 60°C, or incinerate. Replace battery with Icon Energy Systems (Shenzhen) Co Ltd, Model IAN034NA or Ningbo Veken Battery Co. Ltd., Model VT27 only. Use of another battery may present a risk of fire or explosion.

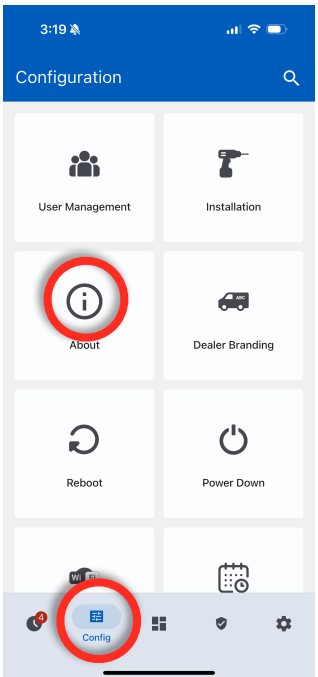
WARNING: Dispose of used battery promptly. Keep away from children. Do not disassemble, do not crush and do not expose of in Fire. Do not leave battery in extremely low air pressure.

TROUBLESHOOTING

ABOUT



FIND IT



ABOUT

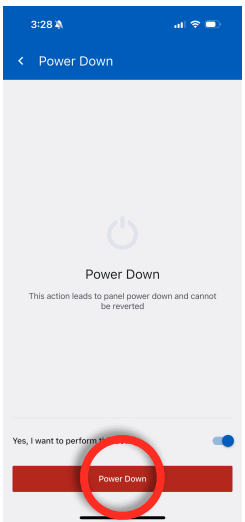
Item	Description	
Battery	Battery Status: Disconnected, Charging, Full	Battery Level: Displayed in %
Software	Software Version: Current Software Version Build Number:	LInux Version: Android Version:
Hardware	Hardware Version: Manufacturer: Qolsys Inc. San Jose, CA PCA Serial #: Part #: System Configuration:	System Serial #: RF PIC Version: EEPROM Format Version:
Patches	Patch Description: Details of all previous patches applied	Last Upgrade Date:
Panel	MAC Address:	Panel Up Time:
Cellular	Cellular Name: Current Carrier Cellular Connection: no signal, registered etc. Cellular Signal Strength: x/5 bars, (xx/xx) internal IMEI: Alarm.com radio number	IMSI: Carrier Sim Information ICCID: Carrier Sim Information Baseband Version:

ABOUT

Item	Description	
PowerG	Modem Firmware Version Modem Build Number Radio Firmware Version	Radio Software ID PowerG RF Band PowerG Card Type
Ethernet	Status IP Address	Internet
Wi-Fi	Connection: Connected/Disconnected IP Address: Panel's IP Address when connected SSID: Network panel is connected to	Speed: Connection speed shown in Mbps Internet: Can the panel communicate outside the home. Available/Unavailable
Z-Wave	Home ID: Z-Wave Firmware Version: Z-Wave API Version: Manufacturing ID: Product Type:	Product ID: Frequency: Region: Zipgateway SDK Version

POWER DOWN

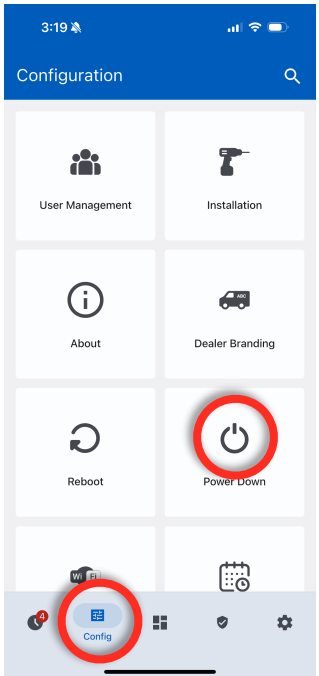
DO NOT remove all power without following the steps below. In the event of needing to move the panel from one location to another it is safe to unplug the power supply while leaving the battery plugged in.



1. From the Configuration Menu select "Power Down"
2. Toggle on "Yes, I want to perform this action"
3. Select "Power Down"
4. Wait for panel LED to turn off
5. Disconnect the power

IMPORTANT: Failure to perform these steps in the proper sequence may result in data corruption and/or panel failure.

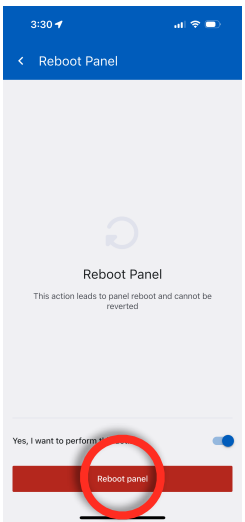
FIND IT



REBOOT PANEL

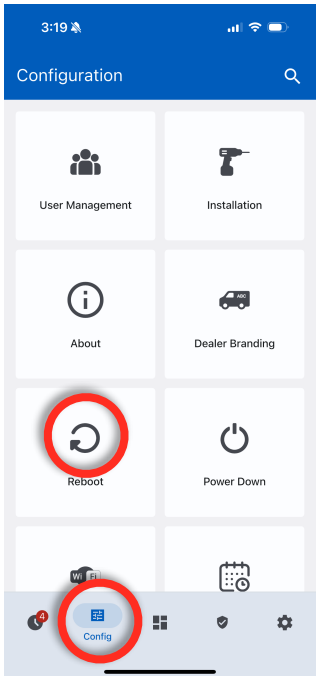
FIND IT

If the panel is experiencing difficulties you can often resolve it by rebooting the operating system.

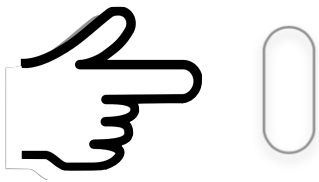


1. From the Configuration Menu select "Reboot"
2. Toggle on "Yes, I want to perform this action"
3. Select "Reboot Panel"
4. Wait for the panel to restart

IMPORTANT: Failure to perform these steps in the proper sequence may result in data corruption and/or panel failure.



HARD REBOOT



x 30 sec

IMPORTANT: Performing a hard reboot may result in data corruption and/or panel failure. Only use this when absolutely necessary.

QUESTIONS? Contact us at intrusion-support@jci.com

PANEL TEST TROUBLESHOOTING

If you run a panel test and it fails, use the following steps to fix the issue.

Test	Description	If fails:
Arm-Disarm	Tests the arm/disarm operation	Reboot panel, run test again then if necessary perform a master reset and repeat test
Battery	Checks panel battery health	1) Make sure the battery is connected 2) If test continues to fail, replace the battery
LED Green/Red	Check panel LED operation	1) Reboot the panel and run the test again 2) Master reset and repeat test
AC Status	Check panel AC power status	1) Inspect the wire leads are secure and properly connected on the terminal block and adapter. 2) Repeat test.
Internet Connection	Check panel's Internet connectivity	1) Go to Wifi Setting page, Enable Wifi and connect to a Wifi Network 2) Make sure Internet is available on the home router. You can check internet information in the "About" section. 3) Contact your network service provider on continued internet connectivity failure.

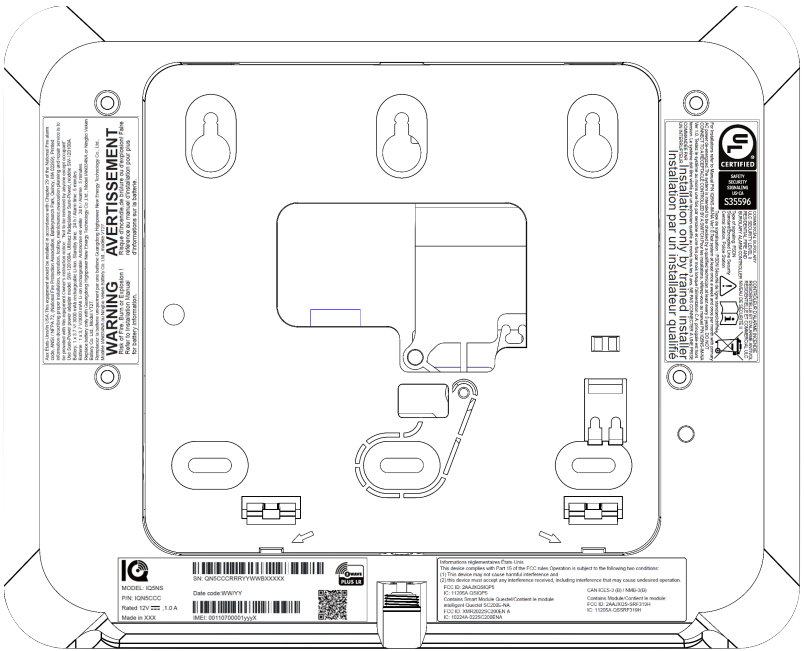
PANEL TEST TROUBLESHOOTING

Test	Description	If fails:
Wi-Fi	Tests whether panel is connected to Wifi network	1) Go to Wifi Setting page and enable wifi. 2) Connect to a Wifi Network
Upgrade Service	Checks that the panel can receive updates from the Qolsys servers	1) Verify internet and Wi-Fi connections.
Z-Wave	Check panel's Z-Wave module operation	1) Reboot the panel and repeat test. 2) Master reset and repeat test
Sirens	Check that the panel's siren is functioning properly (Burglar, Auxiliary, Fire & CO).	1) Verify the siren is plugged in
Panel Tamper	Check panel Tamper state	1) Check to ensure backplate is secure and installed properly. 2) Repeat test.

LEGAL

IMPORTANT

Important warning and information can be found on exterior back of the panel.



UL/cUL RESIDENTIAL FIRE & BURGLARY INSTALLATIONS

This product has been tested and found in compliance with the following standards: UL1023 Household Burglar-Alarm System Units, UL985 Household Fire Warning System Units, ULC-S545 Residential Fire Warning Systems Control Units and ULC-S304 Security Level I Control Units, Accessories and Receiving Equipment for Intrusion Alarm Systems. For ULC Installations refer to the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-S540:

- Use only the compatible power supply referenced in this Installation Manual. 24 h standby power must be provided for fire applications and 4h for burglary only applications (AC trouble must be transmitted to SRC within 60 minutes).
- Priority of signals on the Panel is set as Fire, CO, Burg, Panic, Aux and then Flood.
- Use at least one compatible listed Smoke Detector for Fire Installations.
- The entry delay shall not exceed 45 sec (UL) and 180 sec (ULC Security Level 1).
- The exit delay shall not exceed 120 seconds (UL).
- The control panel supports the Temporal 3 pattern for fire alarm notification
- Test transmission cycle shall be set for 7 days transmission for Residential Fire applications, or 30 days for Residential Burglary only applications.
- If Wireless Repeater is required to be employed with a RF Smoke Detectors or CO Detectors, two repeaters must be installed to cover EACH Smoke Detector and/or EACH CO detector.

UL/cUL RESIDENTIAL FIRE & BURGLARY INSTALLATIONS

Note: For ULC Residential Fire and Burglary (ULC-S304 Level I) installations set for daily test transmission, Wireless Supervision window shall be set to 4 hours for UL/ULC Residential Fire Installations. Wireless Supervision window shall be set to 24 hours for Residential Burglary Installations only. RF Jam detection shall be enabled.
For UL 985 6th Ed. Compliant installations using also the Wi-Fi connection, ensure Power for network equipment such as hubs, switches, routers, servers, modems, etc., is backed up or powered by an uninterruptible power supply (UPS), standby battery or the control unit, capable of facilitating 24 h standby

Note: For UL residential fire and burglary applications, it can be used with UL listed compatible siren models PG9901 or PG9911 to provide mandatory local notifications for fire and burglary alarms. A maximum of two daughter radio cards (PowerG, SRF319, SRF345, SRF433 [DSC or AT&T], and Zigbee) shall be used in the available slots.

Note: SRF345, SRF433 and SRF433 AT&T cards along with the compatible devices are UL/cUL listed only for use in residential fire and burglary applications (ULC-S304 Security Level I).

Note: For UL installations, it is required to install either a IQ Remote PG or HS2LCDWF9 keypad, or a PG9929 or PG9939 keyfob in order to be able to arm and disarm the system locally.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS

This product has been tested and found in compliance with the following standards: UL2610 Central Station Burglar-Alarm Units and ULC-S304 Control Units, Accessories and Receiving Equipment for Intrusion Alarm Systems, Security Levels I-II.

The subscriber control unit shall provide for the connection of protective wiring, conductors, and attachments in accordance with the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681 in USA and in accordance with ULC-S301, CSA C22.1, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations and ULC-S302 Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, in Canada.

Note: The product is not intended for installation outdoors or outside the protected premises.

This product is UL/ULC listed under the following categories: AMCE/AMCX7 Central Stations Alarm Units, UTOU/UTOU7 Control Units and Accessories, Household System Type NBSX/NBSX7 Household Burglar Alarm System Units. Zigbee card shall not be installed. For further information on this product's listings please also refer to the official listing guides published at the UL website (www.ul.com) under Online Directory Section.

Programming:
The notes in the Installation Manual describing the system configurations for UL/uLC listed installations shall be implemented. RF Jam detection shall be enabled. Panel Siren is for supplementary use.

Use only PowerG sensors listed in "Supported PowerG Sensors" of this installer manual for UL/ULC Commercial Burglary installations. Require valid user code to arm this system must be enabled.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

UL2610 Central Station Mercantile with Standard or Encrypted Line Security Service and ULC-S304 Security Level I-II/A3 Active communication channel:

- The installation must use the integral cellular communicator, which sends events over Cellular Data Network to the compatible Sur-Gard System I/II/III/IV/5 receiver.
- The communication path supervision window is set to 180s with 90s heartbeat and the compromise detection takes place within 3 minutes. The panel is using encrypted line security AES256. NIST certificate A7382.
- Wireless Supervision window shall be enabled and set to 4 hours
- Open/Closing acknowledgment shall be enabled
- For ULC-S304 compliant installations using also the Wi-Fi connection, ensure Power for network equipment such as hubs, switches, routers, servers, modems, etc., is backed up or powered by an uninterruptible power supply (UPS), standby battery or the control unit, capable of facilitating 24 h standby.
- The entry delay shall not exceed 60s (UL) and 60s (ULC Security Level II).
- The exit delay shall not exceed 60s (UL) and 45s (ULC Security Level II).
- Test the system for operation upon completion of installation
- Replace compatible initiating devices transmitters batteries yearly

Note: For UL certified Commercial Burglary Central Station applications the IQ5 NS provides an acknowledgment signal to the user interface to confirm that a normal closing signal has been received once the system has been armed. The device causes an audible and visual indication, when it receives the acknowledgment signal transmitted from the monitoring station compatible receiver: "Panel – Arming Response from Central Station is Acknowledged"

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

Protection of the Control Unit:
The local control unit and the local power supply must be protected in one of the following ways:

- The control unit and audible alarm device must be in a protected area which is armed 24 hours a day.
- Each partition must arm the area protecting the control unit and the audible alarm device power supply. This may require duplicate protection armed by each partition. Access to this protected area, without causing an alarm, will require that all partitions be disarmed.
- In all cases described above, the protected area for the control unit must be programmed as not-bypassable

For installations employing packet switched (network) communications such as Cellular/Wi-Fi/Ethernet the following recommendations shall be followed:

- Select the Internet Service Providers that have redundant servers/systems and Back-up power.
- Routers shall have Firewalls enabled and methods to identify and protect against "Denial of Service" attacks (i.e. via "spoofing").
- For UL Commercial Burglary applications the loss of communication with the monitoring station shall be treated as an alarm condition by monitoring station personnel when the burglar alarm system is in the armed state, and as a trouble condition while the system is disarmed. Packet switched data network (PSDN) interface equipment, manufactured by other than the burglar alarm equipment manufacturer, that is not provided with the burglar alarm system and/or not required for the processing of the signals shall be evaluated to the applicable requirements of the Standard for Information Technology Equipment - Safety - Part 1: General Requirements, UL 60950-1, or the Standard for Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements, UL 62368-1, as communication equipment. Any network interface device which adds value or manipulates the original data packet such as changing transmission formats, adding encryption, and the like, shall comply with the applicable requirements noted in this standard.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

- When using the Ethernet card the communication medium between protected property and communications service provider shall be for the exclusive use of the protected property and is not to be shared with other communications service provers subscribers.

User Information:

- The installer should advise the user and note in the User's Manual
- Service organization name and telephone number
- The programmed exit and entry time
- Instructions to test system weekly
- Note that the installer code cannot arm or disarm the system
- The installer should caution the user not to give system information (e.g., codes, bypass methods, etc.) to casual users (e.g., service people) and to only give out codes set to expire within 24 hours
- Identification of the conditions that might be expected to result in false alarms or impaired operation of the product(s): arming the system and not respecting the exit delay, entering the protected premises and not respecting the entry delay for disarming the system can cause false alarms.

FCC & ISED CANADA COMPLIANCE STATEMENT

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.

CAUTION! This equipment complies with radiation exposure limits set forth for uncontrolled environment. The antenna(s) used for these transmitters must be installed to provide a separation distance of at least 27 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.
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.

FCC & ISED CANADA COMPLIANCE STATEMENT continued...

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.

FCC & ISED CANADA COMPLIANCE STATEMENT continued...

Déclaration d'exposition aux radiations:
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 27 cm de distance entre la source de rayonnement et votre corps.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1.l'appareil ne doit pas produire de brouillage, et
2.l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
3.Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Cet appareil est conforme à la norme RSS-247 d'Industrie Canada. L'opération est soumise à la condition que cet appareil ne provoque aucune interférence nuisible.
Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faites des radios intégrées qui ont été testées.

CE COMPLIANCE STATEMENT

CE DECLARATION OF CONFORMITY

This product is in conformity with the Electromagnetic Compatibility Directive 2014/30/EU, the Low Voltage Directive 2014/35/EU, and the RoHS3 Directive (EU) 2015/863.
The product is labelled with the CE mark as proof of compliance with the above mentioned European Directives. Also, a CE declaration of conformity (DoC) for this product can be found at www.qolsys.com

Simplified EU Declaration of Conformity Hereby, Qolsys Inc. declares that the radio equipment type is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.qolsys.com

Frequency Bands	Maximum Power	Frequency Bands	Maximum Power
868.0 MHz - 868.6 MHz	15 mW	868.7 MHz - 869.2 MHz	15 mW
Wi-Fi 2402 - 2480.5MHz	2.1 mW	Wi-Fi 2412 - 2462 MHz	219.3 mW
Wi-Fi 5108 - 5240 MHz	66.7 mW	Wi-Fi 5260 - 5320 MHz	67.1 mW
Wi-Fi 5500 - 5700 MHz	69.8 mW	Wi-Fi 5745 - 5825 MHz	66.2 mW
BLE 2402 - 2480 MHz	6.3 mW	UMTS I/LTE B1 2100 MHz	0.25 W
UMTS VIII/LTE B8 900 MHz	0.25 W	LTE B20 700MHz	0.25 W

European single point of contact: Tyco Safety Products, Voltaweg 20,6101 XK Echt, Netherlands.
UK single point of contact: Tyco Security Products, Unit 1, 3 & 4, Letchworth Industrial Estate, Works Road, Letchworth Garden City, Hertfordshire SG6 1FF

EN COMPLIANCE STATEMENT

EUROPEAN EN50131 COMPLIANCE STATEMENT (Only for those products labeled EN50131 Compliant)
This product, IQ5 NS, has been certified by Telefication/Kiwa for installations in accordance with EN50131 up to Grade 2, Class I and meets the requirements of Grade 2, Class I equipment per Standards: EN50131-1:2006+A1:2009+ A2:2017+A3:2020, EN50131-3:2009, EN50131-4: 2019, EN50131-10: 2014, EN50131-6:2017 Type A, EN50136-1:2012, EN50136-2:2013 ATS category SP2, SP4, DP1, DP3.

For EN50131 compliant installations, with alarm control panel IQ5 NS, only the intrusion portion of the alarm system may be activated.
For EN50131 compliant installations, the following functions must be disabled:
-Fire Alarm
-CO Alarm
-Auxiliary (Medical) Alarm functions

The PowerG peripheral devices have two-way communication functionality, providing additional benefits as described in the technical brochure. This functionality has not been tested to comply with the respective technical requirements and should therefore be considered outside the scope of the product's certification.

EN COMPLIANCE STATEMENT continued...

Enable "EN Grade 2" Setting
By enabling "EN Grade 2" setting, the following parameters will be changed automatically.
- Entry Procedure (EU) - Follows entry procedures and alarm transmission delays specified by EN 50131-1 standards section 8.38
- Enables arming protest feature when trouble conditions are present. The user must override any troubles in order to arm the system.
- Trouble conditions will remain present until a user has acknowledged them.
- Trouble beeps are expanded to include fault indications required by EN 50131-1 section 8.5.2
- Screen will automatically lock 30 seconds after disarming the system.
- EU Event history buffer - Found in the basic settings menus, EU Events will record mandatory history events specified by EN 50131-1 section 8.10
- Enables "EU Event Swinger Shutdown Count" - setting to change the count to 3 events allowed for any individual event during an arming cycle
- "Auto Bypass" setting is not available
- Panel allows 5 incorrect user code attempts and then locks access for 90 seconds

The installer must be responsible for settings the rest of the following parameters in order to be EN 50131-1 compliant:
- Enable "Screen Lock" settings
- Set "Loss of Supervisory Signals for PowerG non-emergency sensors" to 20 minutes
- Set "Normal Entry Delay" to maximum 45 seconds
- Set Trouble Beeps Timeout to 3 minutes
- Enable "PowerG RF Jam" EN 30/60
- Set "Dialer Delay" must remain at 30 seconds
- Disable "LED Indicator"
- Disable "Fire Panic" and "Auxiliary Panic"
- Enable 6 digit access codes
- "Voice Prompt" needs to be disabled for the security sensors for EN compliant installations

User must enable "Dealer or Installer Access Requires User Permission

EN COMPLIANCE STATEMENT continued...

Notes for EN50136-1:2012 Compliant Installations:
The IQ5 NS has an integral communicator using the Qolsys proprietary serial interface. The communicator circuitry operates in pass-through mode and it does acknowledge the alarm to the compatible controls panel after an acknowledgement has been received from the compatible alarm receiver.

The IQ5 NS integral communicators are compatible with the following receivers: Sur-Gard System I-IP Receiver, version 1.41+. Sur-Gard System II Receiver, version 2.14+, Sur-Gard SG-DRL3-IP, version 2.36+ (for Sur-Gard System III Receiver), Sur-Gard SG-DRL4-IP version 1.29+ (for Sur-Gard System IV Receiver), and Sur-Gard SGDRL5-IP version 1.04+ (for Sur-Gard System 5 Receiver).

1. The IQ5 NS integral communicator is monitored by the control panel and it is programmed via the programming menu available from the website portal.
2. The LTE Cellular path is immune to conducted and radiated RF fields with levels up to 10V/m as tested per EN50130-4 Standard.
3. The IQ5 NS integral communicator conforms with radiated emissions levels for Class B equipment as per standards EN61000-6-3/ EN55032/CISPR32.
4. The IQ5 NS integral communicator has one cellular communication path using 900/1800/2100 MHz Public Cellular Network and one Wi-Fi 2.4/5GHz communication path. It can use one, the cellular path (SP2 or SP4) or both in backup configuration (DP1 or DP4 using cellular as primary path and Wi-Fi as back-up).
5. The IQ5 NS integral communicator used AES128 encryption algorithm for communication with compatible receivers. The AES 128 encryption of data communication ensures substitution and information security.
6. The IQ5 NS integral communicator has been tested for compliance in conjunctions with the following applicable standards: EN50136-1:2012+A2:2018, EN50136-2:2013, EN50131-10:2014, ATS configuration: SP2, SP4 and DP1, DP3.

For EN50131-1:2006/A1:2009/A2:2017/A3:2020 compliant installations, the following programming options shall be set as described: Test transmission interval set to 24h for SP2 and DP1 configuration. Supervision shall be set to 180s for SP4 and DP3 configurations. IQ5 NS integral communicator has been certified by Telefication in accordance with EN50131-1:2006/A1:2009/A2:2017/A3:2020, EN50131-10:2014 requirements for Grade 2, Class I and EN50136-2:2013 Configuration: SP2, SP4, DP1 and DP3.

UK COMPLIANCE STATEMENT

PD6662 COMPLIANCE STATEMENT (Only for those products used in UK installations)

The IQ5 NS is suitable for use in systems installed to conform to PD6662:2017 (with notification options: A, B, C, D, or F) at Security Grade 2 and environmental Class I. BS8243:2010 + A1:2014, where Option:

A. denotes use of 2 remotely powered sirens and single path rated SP2 communicator
B. denotes use of a self powered siren (ex. PG8901/PG8911) and a single path rated SP2 (24h supervision, use Cell only) communicator
C. denotes use of a dual path rated DP1 (24h supervision, use Cell and Wi-Fi) communicator, use of sirens is optional
D. denotes use of single path rated SP4 (180s supervision, use Cell only) communicator, use of sirens is optional
F. denotes use of a dual path rated DP3 (180s supervision, use Cell and Wi-Fi) communicator, use of sirens is optional

ADDITIONAL LEGAL INSTRUCTIONS

Recycling and Disposal:



Dispose in accordance with applicable legislation. This product must be disposed of separately from general household waste. Take it to a designated waste collection point in your area for safe disposal or recycling in accordance with National (i.e. US, Canada, European, Mexico, etc), Regional, State and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

Declaración para México
La operación de este equipo está sujeta a las siguientes dos condiciones:
(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Este equipo no cuenten desde su fabricación, con todos los componentes que permitan el establecimiento automático de llamadas de voz mediante la fun-cionalidad VoLTE.

SPECIFICATIONS

SPECIFICATIONS - NORTH AMERICA

Items	Parameters	IQ5 NS
Platform	Android OS	Android 14
Processor	Quad Core	Qualcomm DragonWing Quad Core SOM (System On a Module) with 32 GB of NAND Flash
User Codes	Up to 242	Role based (Dealer, Installer, Master, User, Guest, Duress)
Network	WiFi	Wi-Fi 802.11 a/b/g/n/ac dual band 2.4/5ghz - including built-in router capability
	Cellular	LTE CAT4 (Bands 2/25, 4/66, 5/26, 7, 12/17, 13, 14 (non-First Net)
Z-Wave Long Range™ 800	Up to 167 Devices	167 total devices (80 lights, 20 Locks, 40 Thermostats, 21 Misc, 6 Garage Doors)
PowerG Automation	Up to 100 Devices	100 total devices (80 lights, 20 Locks)
PowerG	Up to 128 devices	915 MHz, long range, secure encrypted two-way wireless
Security RF		Depending on the model; either S-Line encrypted 319.5MHz, 345MHz or 433MHz
Bluetooth	Disarming	Bluetooth Low Energy (BLE) 5.0
Flash Memory	Internal Storage	32GB NAND Flash

SPECIFICATIONS - NORTH AMERICA

Johnson Controls

Items	Parameters	IQ5 NS
LED Indicator	Status LED	Green (Disarmed), Red (Armed), Triple full color RGB LED
Speaker/Siren	2w x 1	Front Facing 2watt x1 speaker and 85dB piezo siren
Microphone	MEMs x 1	1 MEMs (micro electro mechanical system) Microphone
Tamper	Tamper Switch	Dual Panel and wall tamper switch with spring release
Battery	Type 18650	Lithium Ion 3000mAh. Ningbo Veken Battery Co., Ltd, Model VT27 or Icon Energy System Co. Ltd, Model IAN034NA
Buttons	Hard Button	Single wake/sleep button used for sleep/wake, hard reboot, and clean screen cancel
Mechanical	Dimension	6.1"H x 7.5"W x 1"D (155mm x 191mm x 26mm)
Power Supply	AC/DC External Plug-in Adapter	Output: 12vDC (⎓) 1000mA CC, Input 100-240VAC 50/60Hz. Adapter evaluated at 120vAC for UL/cUL
Mount	Back Plate	SmartMount wall mount included. SmartMount table stand sold separately.
Certification	UL/ULC	UL/ULC Residential Fire and Burglary and UL/ULC Commercial Burglary Alarm Control Unit. Compliant with standards: UL985, UL1023, UL2610, ULC-S545, ULC-S304
	FCC	2AAJXQSIQP5 (may contain additional modules with separate FCC ID's)
	IC	11205A-QSIQP5 (may contain additional modules with separate IC ID's)
	NOM, IFETEL	Certificado No.: Reserved
Temperature	Operational	0 to 49C, up to 93% relative humidity, indoor, dry ordinary locations use only
	Storage	-20 to 50C (not evaluated by UL/ULC)

SUPPORTED 319 MHz S-LINE SENSORS

Detector Type	Model
IQ Door/Window-S	QS1133-840[UL], (UL Listed M/N: 60-362N-10-319.5), QS1135-840, QS1136-840, QS1137-840
IQ Motion-S	QS1230-840[UL], (UL Listed M/N: 60-639-95R), QS1231-840
IQ Glass-S	QS1431-840[UL], (UL Listed M/N: IQ Glass-S)
IQ Smoke	QS5110-840, QS5130-840[UL]
IQ CO	QS5210-840[UL]
Keyfobs	QS1331-840
Tilt Sensor	QS1131-840
Flood Detector	QS5536-840
Temperature Sensor	QS5535-840
IQ Hardwire 16-F	QS7133-840[UL]

NOTE: [UL] indicates that the device is certified to UL standards. These devices are not suitable for UL Commercial Burg applications.

SUPPORTED 345 MHz SENSORS

Detector Type	Model
Door/Window Contact	5816WMWH[UL RB (NO ULC)]
Door/Window Contact	5815[UL RB]
Motion Detector	5800PIR-COM[UL RB]
Motion Detector	5898[UL RB]
Motion Detector	5800PIR[UL RB]
Glass Break Detector	5853[UL RB]
Smoke Detector	5806W3[UL RF (NO ULC)]
Smoke Detector	5808W3[UL RF]
Smoke/CO Detector	5800COMBO[UL RF]
CO Detector	5800CO[UL RF]
CO Detector	GG-CO8345 (2GIG-CO8-345)[UL RF (NO ULC)]

NOTE: Use only UL/ULC listed devices for UL/ULC certified installations.

SUPPORTED 433 MHz (SRF433 DSC) SENSORS

Detector Type	Model
Door/Window Sensor	WS4945NA[UL RB]
Motion Detector	WS4904P[UL RB]
Motion Detector	WLS914-433[UL RB]
Glass Break Sensor	WLS912L-433[UL RB]
Shock Sensor	EV-DW4927SS[UL RB]
Smoke Detector	WS4936[UL RF]
Carbon Monoxide Detector	WS4933[UL RF]
2 Button Key Fob	WS4949[UL RB]
4 Button Key Fob	WS4939[UL RB]
Pendant Button	WS4938[UL RB]
Wireless Repeater	WS4920[UL RF/RB]

NOTE: Use only UL/ULC listed devices for UL/ULC certified installations.

SUPPORTED 433 MHz (SRF433 AT&T Digital Life) SENSORS

Johnson Controls

Detector Type	Model
Door/Window	SW-ATT-V2[UL]
Recessed Door/Window Contact	SW-ATT-RDW[UL]
PIR Motion Detector	SW-ATT-PIR[UL]
Glassbreak Detector	SW-ATT-GB[UL]
Smoke Detector	SW-ATT-SMKT[UL]
Wireless CO Detector	SW-ATT-CO[UL]
Keyfobs	SW-ATT-FOB
Repeater/Signal Booster	SW-ATT-RPTR4[UL]
Hardwire Translator	SW-ATT-TAKRF[UL]

NOTE: [UL] indicates that the device is certified to UL standards. These devices are to be used only for UL residential fire and burg applications and are not suitable to UL Commercial Burg applications. IQ5 NS shall use security RF modem radio card model SRF-433AT&T (Digital Life protocol).

SUPPORTED POWER-G SENSORS - NORTH AMERICA

Detector Type	Model
Door/Window	PG9945[UL RF/CB], PG9307[UL RB], PG9309, PG9312[UL CB]
Door/Window - Shock Sensor	PG9935[UL CB]
Dual Tech (PIR+Microwave) Motion Detector	PG9984(P)[UL CB]
Glassbreak Detector	PG9922[UL CB]
Heat Detector	PG9936H[UL RF]
Keypads	IQ Keypad-PG, IQ Keypad Prox-PG
Keyfobs	PG9929, PG9939, PG9949, PG9938[UL CB]
Outdoor Motion Detector	PG9902, PG9974(P), PG9994(P)[UL CB]
PIR Motion Detector	PG9904(P), PG9914, PG9924, PG9862, PG9872[UL CB]
PIR Motion Detectors with Camera	PG9934(P), PG9944[UL CB]
Sirens	PG9901[UL RF/RB], PG9911[UL RF/RB]
Smoke/Heat Detector	PG9936, PGP9976, SMD-976 PGP[UL RF]
Wireless CO Detector	PG9933[UL RF]
Wireless Repeater	PG9920[UL CB]
Vanishing Door/Window Contact	PG9303[UL CB], PG9975[UL RB]
PowerG Wired to Wireless Converter (Supervisory window must be set to 200 sec when used with Fire and/or CO devices)	PG9HRDW8, PG9WLSHW8[UL RFB CB]

NOTE: Only the PowerG sensors marked with [UL CB] in the table above shall be used in UL/ULC Residential and Commercial Burg (UL2610/ ULC-S304 Security Level I-II) listed installations. Devices marked with [UL RB] in the table above shall be used only in UL/ULC Residential Burg (UL1023/ULC-S304 Security Level I) listed installations. Devices marked with [UL RF] in the table above can be used in UL/ULC Residential Fire (UL985/ULC-S545) listed installations.

SUPPORTED ZIGBEE SENSORS

Detector Type	Model
Door/Window	SZ-DWS08[UL]
Combo Smoke/Heat/CO	CMB-937[UL]

NOTE: [UL] indicates -Use only UL/ULC listed devices for UL/ULC certified installations (UL/ULC Residential Fire and Burglary applications only. Not evaluated for UL/ULC Commercial Burglary applications.

SPECIFICATIONS - EUROPE & UNITED KINGDOM

Johnson Controls

Items	Parameters	IQ5 NS
Platform	Android OS	Android 14
Processor	Quad Core	Qualcomm DragonWing Quad Core SOM (System On a Module) with 32 GB of NAND Flash
User Codes*	Up to 242	Role based (Dealer, Installer, Master, User, Guest, Duress). For EN50131 certified installations use only 6 digit codes, up to 999.998 combinations of codes available. Codes disallowed 000000 and 000001
Network	WiFi	Wi-Fi 802.11 a/b/g/n/ac dual band 2.4/5ghz - including built-in router capability
	Cellular	LTE CAT4 (Bands 1, 3, 7, 20, 28A, 28B). For units with 3G WCDMA (Bands 1 and 3).
Z-Wave Long Range 800	Up to 167 Devices	167 total devices (80 lights, 20 Locks, 40 Thermostats, 21 Misc, 6 Garage Doors)
PowerG	Up to 128 devices	868 MHz, long range, secure encrypted two-way wireless
Security RF		Depending on the model; DSC 433MHz (Iceland Only)
Bluetooth	Disarming	Bluetooth Low Energy (BLE) 5.0
Flash Memory	Internal Storage	32GB NAND Flash
LED Indicator	Status LED	Green (Disarmed), Red (Armed), Triple full color RGB LED. Note: Not enabled for EN50131 certified systems
Speaker/Siren	2w x 1	Front Facing 2watt speakers x1 and 85dB piezo siren. Type Z per EN50131-4: internal, self-powered

*Note: User interface is disabled for 90s after 5 invalid code entries have been made.

SPECIFICATIONS - EUROPE & UNITED KINGDOM

Items	Parameters	IQ5 NS
Microphone	MEMs x 1	1 MEMs (micro electro mechanical system) Microphone
Tamper	Tamper Switch	Dual Panel and wall tamper switch with spring release
Battery	Type 18650	Lithium Ion 3.7v/3Ah. Ningbo Veken Battery Co., Ltd, Model VT27 or Icon Energy System Co. Ltd, Model IAN034NA. Low battery threshold: 3.6v and 10% indication for battery capacity
Buttons	Hard Button	Single wake/sleep button used for sleep/wake, hard reboot, and clean screen cancel
Mechanical	Dimension	6.1"H x 7.5"W x 1"D (155mm x 191mm x 26mm)
	Weight	Approximately 1.3 kg
Power Supply	AC/DC External Plug-in Adapter	Output: 12vDC (⎓) 1000mA CC, Input 230 VAC -10%/+15%, 0.68A, 50Hz (for CE/EN Certified Systems). Current consumption during set & unset procedure: 70mA; quiescent current: 285 mA; max current in alarm mode: 1070 mA. Control Panel and power supply are suitable for installation only within the protected premises.
Standyby Time		24h (Battery recharge time [up to 80% of capacity]: 12 h. Energy level of battery in its charged state is 100 %).
Mount	Back Plate	SmartMount wall mount included. SmartMount table stand sold separately. For EN 50131 systems only wall mount is allowed.
Certification	Europe	CE & CertAlarm (EN Grade 2): Denmark: FP; Finland: FFFH; Norway: FG; Sweden: SBSC
	Great Britain	UKCA: Pending. PD 6662 & BS 8243: Pending
Environment		Altitude: Min 0 m to Max 2000m Humidity range: 20% RH to 93% RH (non-condensing) Operating Ambient Temperature: Min -10°C to Max 40°C Storage Ambient Temperature: in -20°C to Max 55°C EN50130-5 Class I - Indoor ordinary location

SUPPORTED POWER-G SENSORS - EUROPE & U.K.

Detector Type	Model
Door/Window	PG8945
Door/Window - Shock Sensor	PG8935
Dual Tech (PIR+Microwave) Motion Detector	PG8984(P)
Glassbreak Detector	PG8922
Heat Detector	PG8936H
Keyfobs	PG8929, PG8938, PG8939, PG8949 Note: AES128 encryption used, Over 1.000.000 combinations of unique identification codes available.
Outdoor Motion Detector	PG8944, PG8974(P), PG8994(P)
PIR Motion Detector	PG8904(P), PG8914, PG8924, PG8934(P)
PIR Motion Detectors with Camera	PG8934(P), PG8944
Sirens	PG8901, PG8911
Smoke Detector	PG8936
Wireless CO Detector	PG8913
Wireless Repeater	PG8920
Vanishing Door/Window Contact	PG8975
PowerG Wired to Wireless Converter	PG8HRDW8, PG8WLSHW8

SUPPORTED 433 MHz SENSORS (ICELAND ONLY - CE COMPLIANT)

Detector Type	Model
Door/Window Sensor	WS4945NA
Motion Detector	WS4904
Motion Detector	WLS914-433
Glass Break Sensor	WLS912L-433
Shock Sensor	EV-DW4927SS
Smoke Detector	WS4936
Carbon Monoxide Detector	WS4933
2 Button Key Fob	WS4949
4 Button Key Fob	WS4939
Pendant Button	WS4938
Wireless Repeater	WS4920

SPECIFICATIONS - LATIN AMERICA (EXLUDES BRAZIL, COSTA RICA)

Items	Parameters	IQ5 NS
Platform	Android OS	Android 14
Processor	Quad Core	Qualcomm DragonWing Quad Core SOM (System On a Module) with 32 GB of NAND Flash
User Codes	Up to 242	Role based (Dealer, Installer, Master, User, Guest, Duress).
Network	WiFi	Wi-Fi 802.11 a/b/g/n/ac dual band 2.4/5ghz - including built-in router capability
	Cellular	LTE CAT4 (Bands 2*, 4* & 7. *not available in Argentina). For units with 3G WCDMA (Bands 2, 4 & 5).
Z-Wave Plus 800	Up to 167 Devices	167 total devices (80 lights, 20 Locks, 40 Thermostats, 21 Misc, 6 Garage Doors)
PowerG	Up to 128 devices	915 MHz, long range, secure encrypted two-way wireless
Security RF		Depending on the model; either S-Line encrypted 319.5MHz, 345MHz or 433MHz
Bluetooth	Disarming	Bluetooth Low Energy (BLE) 5.0
Flash Memory	Internal Storage	32GB NAND Flash
LED Indicator	Status LED	Green (Disarmed), Red (Armed), Triple full color RGB LED. Note: Not enabled for EN50131 certified systems
Speaker/Siren	2w x 1	Front Facing 2watt x1 speaker and 85dB piezo siren

SPECIFICATIONS - LATIN AMERICA (EXLUDES BRAZIL, COSTA RICA)

Items	Parameters	IQ5 NS
Microphone	MEMs x 1	1 MEMs (micro electro mechanical system) Microphone
Tamper	Tamper Switch	Dual Panel and wall tamper switch with spring release
Battery	Type 18650	Lithium Ion 3000mAh. Ningbo Veken Battery Co., Ltd, Model VT27 or Icon Energy System Co. Ltd, Model IAN034NA
Buttons	Hard Button	Single wake/sleep button used for sleep/wake, hard reboot, and clean screen cancel
Mechanical	Dimension	6.1"H x 7.5"W x 1"D (155mm x 191mm x 26mm)
Power Supply	AC/DC External Plug-in Adapter	Output: 12vDC (⎓) 1000mA CC, Input 100-240VAC 50/60Hz.
Mount	Back Plate	SmartMount wall mount included. SmartMount table stand sold separately.
Certification	Argentina	Reserved
	Chile	
	Columbia	
	Uruguay	
Temperature	Operational	0 to 49C, up to 93% relative humidity, indoor, dry ordinary locations use only
	Storage	-20 to 50C

SUPPORTED POWER-G SENSORS - LATIN AMERICA

Detector Type	Model
Door/Window	PG9945 , PG9307, PG9309, PG9312
Door/Window - Shock Sensor	PG9935
Dual Tech (PIR+Microwave) Motion Detector	PG9984(P)
Glassbreak Detector	PG9922
Heat Detector	PG9936H
Keyfobs	PG9929, PG9939, PG9949, PG9938
Outdoor Motion Detector	PG9902, PG9974(P), PG9994(P)
PIR Motion Detector	PG9904(P), PG9914, PG9924, PG9862, PG9872
PIR Motion Detectors with Camera	PG9934(P), PG9944
Sirens	PG9901, PG9911
Smoke Detector	PG9936
Wireless CO Detector	PG9933
Wireless Repeater	PG9920
Vanishing Door/Window Contact	PG9303, PG9975
PowerG Wired to Wireless Converter	PG9HRDW8, PG9WLSHW8

SPECIFICATIONS - BRAZIL, COSTA RICA

Items	Parameters	IQ5 NS
Platform	Android OS	Android 14
Processor	Quad Core	Qualcomm DragonWing Quad Core SOM (System On a Module) with 32 GB of NAND Flash
User Codes	Up to 242	Role based (Dealer, Installer, Master, User, Guest, Duress).
Network	WiFi	Wi-Fi 802.11 a/b/g/n/ac dual band 2.4/5ghz - including built-in router capability
	Cellular	LTE CAT4 (Bands B1*, B3, B5* & B7. *Not available in Brazil). For units with 3G WCDMA (Bands 1 and 3).
Z-Wave Plus 700/800	Up to 167 Devices	167 total devices (80 lights, 20 Locks, 40 Thermostats, 21 Misc, 6 Garage Doors)
PowerG	Up to 128 devices	915 MHz (Costa Rica), 433MHz (Brazil), long range, secure encrypted two-way wireless
Security RF		Depending on the model; either S-Line encrypted 319.5MHz, 345MHz or 433MHz
Bluetooth	Disarming	Bluetooth Low Energy (BLE) 5.0
Flash Memory	Internal Storage	32GB NAND Flash
LED Indicator	Status LED	Green (Disarmed), Red (Armed), Triple full color RGB LED. Note: Not enabled for EN50131 certified systems
Speakers/Siren	2w x 1	Front Facing 2watt x1 speaker and 85dB piezo siren

SPECIFICATIONS - BRAZIL, COSTA RICA

Items	Parameters	IQ5 NS
Microphone	MEMs x 1	1 MEMs (micro electro mechanical system) Microphone
Tamper	Tamper Switch	Dual Panel and wall tamper switch with spring release
Battery	Type 18650	Lithium Ion 3000mAh. Ningbo Veken Battery Co., Ltd, Model VT27 or Icon Energy System Co. Ltd, Model IAN034NA
Buttons	Hard Button	Single wake/sleep button used for sleep/wake, hard reboot, and clean screen cancel
Mechanical	Dimension	6.1"H x 7.5"W x 1"D (155mm x 191mm x 26mm)
Power Supply	AC/DC External Plug-in Adapter	Output: 12vDC (⎓) 1000mA CC, Input 100-240VAC 50/60Hz.
Mount	Back Plate	SmartMount wall mount included. SmartMount table stand sold separately.
Certification	Argentina	Reserved
	Chile	
	Columbia	
	Uruguay	
Temperature	Operational	0 to 49C, up to 93% relative humidity, indoor, dry ordinary locations use only
	Storage	-20 to 50C (not evaluated by UL/ULC)



Qolsys Inc. proprietary.
Reproduction without permission is not permitted.

Document#: IQ5NS-IM-NA
Version: 1.0
Revision Date: 2509
Software Version: 5.0