IQ Pro User Manual

29011119R002

Contents

IQ Pro panel overview....7
Using the IQ Pro system....7
IQ Pro applicable models....7
Monitoring the IQ Pro system....7
Maintaining the IQ Pro system....8
Using LCD alphanumeric keypads....9
Function keys and status lights....9
Away arming with the LCD keypad....10
Stay arming with the LCD keypad....11
Night arming the system with the keypad....11
No-entry arming....12
Quick Exit....12
Arming errors....12
Arming errors and exit faults....12
Bypassing sensors....12
Bypassing individual zones....13
Bypassing all open zones....13
Bypass options....14
[Auto Bypass = ON]....14
[Auto Bypass = OFF]....14
Bypass groups....14
Disarming the system with a keypad....14
Disarming error....14
LCD keypads emergency keys....15
Changing the brightness of the LCD keypad....15
Changing the contrast of the LCD keypad....16
Setting the buzzer volume....16
Wireless keys and proximity tags....17
Using wireless keys....17
Arming the system with a 2-way wireless key....17
Disarming the system with a 2-way wireless key....17
PG9929....17
PG9939....18
Using proximity tags....18
Arming the system with a proximity tag....18
Disarming the system with a proximity tag....18
Using the IQ Remote Touchscreen....19
Navigating the IQ Remote Touchscreen....19
Using the Emergency Panic....19
Arming and disarming with the IQ Remote....20
Arming options....20

Disarming options ... 21
IQ Remote alarms ... 22
IQ Remote settings ... 22
IQ Remote sensor status icons ... 23
Dismissing a pop-up ... 24
Using the message center ... 24
Mobile user app ... 24
Alarms ... 25
Accidental fire alarms ... 25
Silence fire alarm bells ... 25
Fire Alarm ... 25
Carbon monoxide detector ... 25
Intrusion alarm ... 25
Viewing alarms in memory ... 26
Resetting smoke detectors ... 26
User code functions ... 27
Auto-arm time ... 27
Editing User Labels ... 27
Assigning partitions to users ... 27
Managing Users ... 27
Adding users ... 27
Opening the Access Code Menu ... 27
Trouble conditions ... 28
Trouble conditions on the IQ Remote ... 28
Trouble conditions on the LCD keypad ... 28
Managing Partitions ... 29
Partitions ... 29
Single Partition Operation ... 29
Multiple partition operation ... 29
Fire and CO Zone Types ... 30
Additional features ... 31
Turning the chime on or off ... 31
System Lockout due to invalid attempts ... 31
Command outputs ... 31
Reference sheets ... 32
System information ... 32
Service contact information ... 32
User access codes ... 33
Additional access codes ... 35
Zone information ... 36
Safety Instructions ... 38

Regular Maintenance....38
Testing your system....38
Cleaning....38
Locating Detectors and Escape Plan....39
Smoke detectors....39
Fire escape planning....40
Carbon monoxide detectors....41
End-user License Agreement....42
FCC Compliance Statement....45
Copyright and Trademark....46

IQ Pro panel overview

The IQ Pro alarm system supports wireless, hardwired, proximity sensor LCD and the IQ Pro Remote Touchscreen keypad. The security system has several zones of area protection, each connected to one or more sensors, for example, motion detectors, glassbreak detectors, and door contacts.

Important: Only the installer or service professional should have access to the control panel. Some features must be enabled by the installer.

Note: References to the IQ Pro model include the IQ Pro P model unless stated differently.

Using the IQ Pro system

Depending on the system configuration, you can control the IQ Pro alarm system several ways using the following methods.

- LCD keypad (refer to Using LCD alphanumeric keypads)
- Wireless Keys (refer to Using wireless keys)
- Proximity Tags (refer to Using proximity tags)
- IQ Remote touchscreen (refer to Using the IQ Remote Touchscreen)
- Mobile user app (refer to Mobile user app)

IQ Pro applicable models

This document covers the IQ Pro and IQ Pro P models.

Note: The x refers to the operating frequency. 4 refers to 433MHz, 8 refers to 868MHz and 9 refers to 912-919MHz.

Table 1: Compatible devices

Model	Description
IQ Remote	Wi-Fi IQ Remote Touchscreen
IQ Remote PG	PowerG IQ Remote Touchscreen
HS2TCH	Touchscreen keypad (hardwired)
HS2LCD	2 x16 LCD Keypad
HS2LCDP	2 x16 LCD Keypad with Prox
HS2LCDRFx	2 x16 LCD Keypad with PowerG Transceiver
HS2LCDWFx	2 x16 Wire Free LCD Keypad
HS2LCDRFPROx	2 x16 LCD Keypad with PowerG Transceiver and Prox
HS2LCDWFPROx	2 x16 Wire Free LCD Keypad with Prox
HS2LCDWFVPROx	2 x16 Wire Free LCD Keypad with Prox and Voice

Note: Only HS2LCD keypad models must be used for UL/ULC listed Residential Fire applications.

Monitoring the IQ Pro system

The IQ Pro system transmits alarms, troubles, and emergency information to a central station. If an alarm is initiated in error, call the central station to prevent an unnecessary response.

Maintaining the IQ Pro system

Keep your alarm controller in optimal condition by following the instructions included in this manual and marked on the product.

Lightly dust the security equipment with a slightly moistened cloth.

Do not use abrasives, thinners, solvents or aerosol cleaners (spray polish) that may enter through holes in the control panel and cause damage. Do not wipe the front cover with alcohol, water, or any other liquid.

Using LCD alphanumeric keypads

Function keys and status lights

You can use shortcut keys to access options or features on all keypad models, except IQ remote models. Use the scroll keys to view the list of options in each menu.

Table 2: Keypad status lights and keys

Status lights	Description
	Ready - Indicates system normal. Must be on to arm the system. All zones must be secured or bypassed and the system disarmed for this light to activate.
	Armed- Indicates the system is armed. If the Ready light and the Armed light are both on, an Exit Delay is in progress.
	Trouble - On indicates a system malfunction or tamper. Flashing indicates that the keypad has a low battery. Follow the instructions displayed or enter [*][2] to view the trouble.
	AC Power - Indicates AC Power is present. The AC Power light is off when AC is absent.

Table 3: Function keys

Key	Description
	Stay arming arms doors and windows only.
	Away arming arms doors, windows and motion detectors.
	Chime turns exit sounds on and off.
	Resets detectors to exit an alarm condition.
	Quick Exit to exit the premises without disarming/rearming the system.

ⓘ **Note:** Press and hold function keys for two seconds.

Table 4: Emergency keys

Key	Description
	Press and hold both keys simultaneously to generate a fire alarm.
	Press and hold both keys simultaneously to generate a medical emergency alarm.
	Press and hold both keys simultaneously to generate a panic alarm.

Table 5: Actions

Action	Press
Arming and Disarming	
Away arm	Press Away Arm for 2 seconds + [Access Code†]
Stay arm	Press Stay Arm for 2 seconds + [Access Code†]
Night Arm	When armed in stay mode [*][1] + [Access Code†]
Disarm	[Access Code]
No-Entry Arming	[*][9] + [Access Code†]
Quick Arm /Quick Exit	[*][0]
Cancel arm Sequence	[Access Code]
Bypassing - All bypass commands begin with [*][1] + [Access Code†]	
Bypass Individual Zones	[Three-digit zone #]
Bypass All Open Zones	[9][9][8]
Common Functions	
Turn Chime ON/OFF	[*][4] + [Access Code†] or
Change Brightness	[*][6] [Master Code] + [1][2] + **< >**
Change Contrast	[*][6] [Master Code] + [1][3] + **< >**
Buzzer Volume	[*][6] + [Master Code] + [1][4] + **< >**
View Troubles	[*][2] + [Access Code†] + **< >**
View Alarms	[*][3] + [Access Code†] + **< >**

ⓘ **Note:** † Access codes are optional based on security system installer configuration and whether secure arming is enabled.

Away arming with the LCD keypad

Away mode activates the complete alarm system by arming all perimeter sensors and arming all interior sensors.

To arm the system in Away Mode, complete the following steps.

1. Ensure all windows and doors are closed and the Ready indicator is on.
2. To arm using the Away key, press and hold the Away key for 2 seconds and, if required, enter your access code or to Quick Arm the system press [*][0].
   a. If zones are bypassed, the, *** Warning * Bypass Active** is displayed. After successfully initiating the arming sequence, the armed indicator turns on and the Ready indicator remains lit. The Exit Delay timer begins counting down. The keypad beeps six times, continues beeping every second until beeping rapidly in the final ten seconds.
   b. The system can be configured to have a persistent exit delay that ends when the exit door is opened and closed, or when a button is pressed outside the protected premises.
3. To cancel the arming sequence, enter your access code. When the exit delay timer expires and the system is armed, the Ready indicator turns off. The Armed indicator remains on and the keypad stops sounding.

   ⓘ **Note:** The installer configures the exit delay timer and whether or not an access code is required for arming the system.

Stay arming with the LCD keypad

Stay mode partially activates your alarm system by arming all perimeter sensors, and bypassing all interior sensors to arm the system in Stay mode.

1. Ensure all windows and doors are closed and the Ready indicator is on.
2. Press and hold the Stay key for 2 seconds and, if required, enter your access code. Do not leave the premises.
3. If zones are bypassed, the LCD keypad a warning is displayed. After you successfully initiate the arming sequence the Armed indicator turns on. The Ready indicator remains lit.
4. To cancel the arming sequence, enter your access code or present your proximity tag. When the exit delay timer expires and the system is armed, the Ready indicator turns off and the Armed indicator remains on. The bypass or system indicator activates.

Night arming the system with the keypad

Night mode partially activates the alarm system by bypassing all internal sensors configured as night zones, arming all perimeter sensors, and arming all other internal sensors.

You can arm the system in Night mode after you arm the system in Stay mode and you press [*][1] on the keypad. The keypad can also be configured with a function key to arm the system in Night mode. To access armed interior areas when the system is armed in Night Mode, you must disarm the system.

To arm the system in night mode, complete the following steps.

1. If configured, press and hold the Night Arm key for 2 seconds or
2. When the system is armed in Stay mode at any keypad press [*][*] OR press [*][1].
3. If required, enter your access code. All interior zones are armed, except for devices programmed as Night Zones. The Night Mode icon turns on. To gain access to interior areas that are armed during Night mode disarm the system by entering your [access code].

No-entry arming

No-entry arming arms the system in Stay mode by removing the Entry Delay from configured zones, arming all perimeter sensors, bypassing all interior sensors. When you use the No-entry arming feature, an attempt to enter through a door or window creates an instant alarm. To arm the system in No-Entry mode, complete the following steps.

1. Check that the Ready indicator is on and your system is ready to be armed.
2. Press [*][9] and, if required, enter your [access code].
3. If zones have been bypassed, a warning message displays on the LCD keypad.
4. After you successfully initiate the arming sequence the Armed light flashes as a reminder that the system is armed and has no entry delay. The keypad sounds fast beeps. The keypad displays **Exit Delay in Progress**.
5. To cancel the arming sequence, enter your access code. When the exit delay timer expires, the system is armed.

Quick Exit

Use the Quick Exit feature if the system is armed and you would like to leave without disarming and re-arming the system. Quick Exit provides a two minute exit delay to leave the premises without triggering an alarm.

1. When the system is already armed and the Armed light is lit, press and hold the Quick Exit key for 2 seconds or press [*][0].
2. Exit the premises before the exit delay timer expires. After exiting, the delay timer is canceled.

Arming errors

An error tone (long beep) sounds on the keypads if the system is unable to arm.

Arming errors occur if:

- The system is not ready to arm (i.e., sensors are open). and no Auto-bypass option is enabled on the IQ Pro.
- An incorrect user code is entered.
- A trouble is present and has not been viewed by the user. This operation must be enabled by the installer.

To correct an arming error, complete the following steps:

1. Ensure all sensors are secure. Your keypad identifies all open zones.
   a. If the trouble light is on, enter [*][2] and enter [99] or scroll to the Acknowledge All Troubles prompt and press [*], if your installer has configured your system to impede arming when a trouble is present.
   b. Try arming the system again. For details on arming the system, see one of the previous arming procedures.
   c. If errors persist contact your installer.

Arming errors and exit faults

The IQ Pro audibly notifies you of errors when you are attempting to arm the system or exit the premises.

Bypassing sensors

⚠ **WARNING:** If a zone is not operating correctly, contact the installer immediately.

When you bypass a zone, protection is removed from specified zones the next time your system is armed. Bypassed zones on an HS2LCD series keypad are indicated on the LCD screen as shown in the following table. If you use an icon keypad, the bypass indicator lights and the bypassed zone numbers are displayed.

Note: For UL listed installations, zones can only be bypassed manually.

Note: Bypass Groups are not permitted in UL listed installations.

Table 6: LCD Keypad Zone Indications

LCD Display	Indication	Description
Zone Label < >	none	Zone is ready for arming.
Zone Label < > O	O	Zone is currently open. You cannot arm the system.
Zone Label < > B	B	Zone is bypassed.

Bypassed zones:

- Must be selected before arming the system
- Allow for access to protected areas when the system is armed
- Allow you to arm the system if a zone is temporarily out of service
- Reduce the level of security
- Do not sound an alarm
- Are automatically canceled each time the system is disarmed

Note: Bypass All Open Zones allows the user to quickly bypass all open zones with a single command. **Clear Bypass** instantly clears all bypass conditions from the zones assigned to the partition. Ensure that no zones are unintentionally bypassed when arming your system.

Note: For security reasons, your installer programs the system to prevent you from bypassing certain sensors, for example, smoke detectors. For more information about fire sensors, see Fire and CO Zone Types.

Bypassing individual zones

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required enter your [access code] or present your proximity tag.
3. Directly bypass zones by entering their [3-digit zone #]. If using an LCD keypad press [*] or scroll to the preferred zone using the scroll keys and press [*].
4. To toggle and unbypass a zone reenter the [3-digit zone #] or press [*] again. To bypass more zones repeat steps 3 and 4.
5. To exit bypassing mode press [#], if the system is ready to arm the Ready indicator lights.

Bypassing all open zones

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required, enter your [access code] or present your proximity tag.
3. Press [9][9][8] OR scroll to Bypass Options using the keys and press [*]. Scroll to Bypass Op Zones and press [*].

Bypass options

[Auto Bypass = ON]

LCD Keypad: The burglary sensor is on. Press Stay or Away arm or enter the user code. The panel temporarily bypasses the open sensor and arms. The LCD keypad displays **Warning Bypass Active** at the beginning of the exit delay for 3 sec and bypass notification is received on user app.

ⓘ **Note:** Auto Bypass is not permitted for UL Commercial Burglar Alarm use.

[Auto Bypass = OFF]

LCD Keypad: The burglary sensor is on. Press Stay/Away arm. The error tone sounds and the system does not arm. Select [*][1] and select “Bypass Open Zones”. The system is in temporary bypass mode for the next 2 minutes. If you are arming during this time, any open sensor is automatically temporary bypassed and the ready LED flashes in the. The LCD keypad displays **Warning Bypass Active** at the beginning of the exit delay for 3 seconds and the bypass notification is received on the user app.

Bypass groups

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required, enter your [access code].
3. Enter the three-digit zone number of the zones you want bypassed or scroll and press [*] to select zones.
4. Press [9][9][5] to program the bypass group or scroll to **Bypass Options** and press [*].
5. Scroll to **Program Bypass Group** and press [*]. The keypad beeps three times.
6. Press [#] to exit.

ⓘ **Note:** Bypass groups must not be used in UL listed applications.

Disarming the system with a keypad

To disarm the system with an LCD complete the following steps.

1. Enter your access code anytime the system is armed.
2. If you walk through the entry door, the keypad beeps.

ⓘ **Note:** The duration of the **Entry timer** is programmed by the installer. The installer will advise the maximum duration of entry delay that was programmed in the system. For UL it cannot exceed 60 seconds. The system allows 254 seconds.

Disarming error

If your code is invalid, the system does not disarm and a 2-second error tone sounds. If this occurs, press [#] and re-enter your access code.

LCD keypads emergency keys

Important: Only use in an emergency.

If you press both the emergency keys you generate a fire, medical, or panic alarm, and you alert the monitoring station. To generate a fire, medical, or panic alarm, complete the following step:

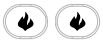
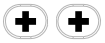
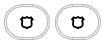
- Press both alarm keys simultaneously for two seconds.

The keypad beeps to indicate that the alarm input is accepted and that an alert is sent to the monitoring station.

Note: Medical and panic alarms are audible by default. The installer can configure them to be silent.

Note: Only HS2LCD keypad models must be used for Residential Fire applications.

Table 7: Emergency keys

Type	Key
Fire alarm	
Medical alarm	
Panic alarm	

Verify with your alarm company that your system is equipped with emergency keys.

Changing the brightness of the LCD keypad

To change the LCD brightness, complete the following steps:

1. On the keypad, press *** 6**.
2. Enter your access code.
3. Use the **Arrow** keys to navigate to **Bright Control**, and press *****.
4. Navigate to the brightness level that you want.
5. Press **#**.

Changing the contrast of the LCD keypad

To change the LCD contrast, complete the following steps:

1. On the keypad, press *** 6**.
2. Enter your access code.
3. Use the **Arrow** keys to navigate to **Contrast Control**, and press *****.
4. Navigate to the contrast value that you want.
5. Press **#** .

Setting the buzzer volume

ⓘ **Note:** UL/ULC listed applications the keypad buzzer sound level must not be set to 0.

To set the buzzer volume, complete the following steps:

1. On the keypad, press *** 6**.
2. Enter your access code.
3. Use the **Arrow** keys to navigate to **Buzzer Control**, and press *****.
4. Navigate to the volume level that you want.
5. Press **#**.

Wireless keys and proximity tags

In addition to the keypad, you can control the IQ Pro system with:

- 2-way wireless keys
- Proximity tags

Using wireless keys

If configured, you can arm or disarm the IQ Pro system using the PG9929 or PG9939 wireless keys.

Users who are in close proximity to their premises can use wireless keys to arm and disarm their system, and to call for help.

Note: The panic feature has not been evaluated by UL for the PG9929/PG9939.

For additional information, refer to your Wireless Key Instruction Sheet.

Arming the system with a 2-way wireless key

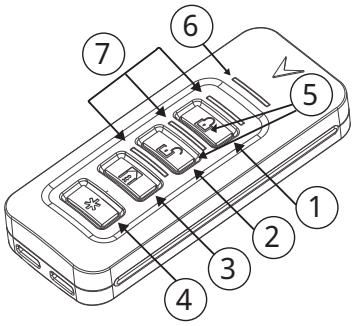
1. Press the arm button when the system is disarmed.

Disarming the system with a 2-way wireless key

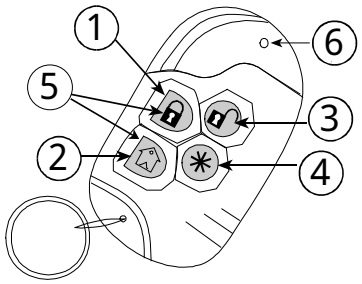
1. Press the disarm button anytime the system is armed.
2. If you walk through the entry door the keypad beeps, enter a valid user code before the entry delay expires.

Note: After you disarm a system with an HS2LCD keypad using a 2-way wireless key, always check the alarm memory to determine if any alarms have occurred during the armed period.

PG9929



Callout	Description	Callout	Description
1	Away arm	5	Command ouput 1
2	Stay arm	6	Message LED
3	Disarm	7	Status LEDs
4	Panic		



Callout	Description	Callout	Description
1	Away arm	4	Panic
2	Stay arm	5	Command ouput 1
3	Disarm	6	LED

Using proximity tags

The IQ Pro supports up to 1000 proximity tags. Contact your service provider for more details.

Proximity tags can be used to arm and disarm the system, perform a programmed function and can also be used in place of your user access code.

To operate, present the tag close to the tag reader icon on your keypad. The LED bar flashes 3 times when a valid proximity tag is presented.

ⓘ **Note:** Proximity tags must be enrolled on the system.

Arming the system with a proximity tag

To arm or set the system with a proximity tag, complete the following steps.

1. Present your proximity tag to a keypad equipped with a proximity sensor when the green Ready light is on.
2. If configured by your installer, enter a valid access code..

Disarming the system with a proximity tag

You can disarm or unset the system with a proximity tag.

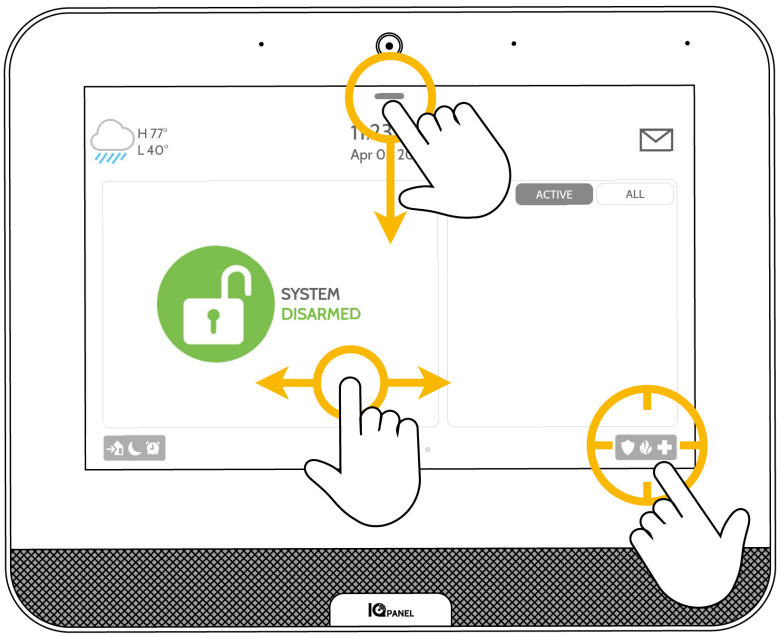
1. Present your proximity tag to a keypad with a proximity sensor when the system is armed.
2. If configured by your installer, enter a valid access code.
3. If you walk through the entry door, the keypad beeps. Present your proximity tag to avoid an alarm condition.

Using the IQ Remote Touchscreen

If you are using the IQ Remote PG keypad, refer to the following section.

Navigating the IQ Remote Touchscreen

Access information on each screen by tapping, swiping or scrolling. Swipe left or right to change screens, tap on an icon to view its contents.



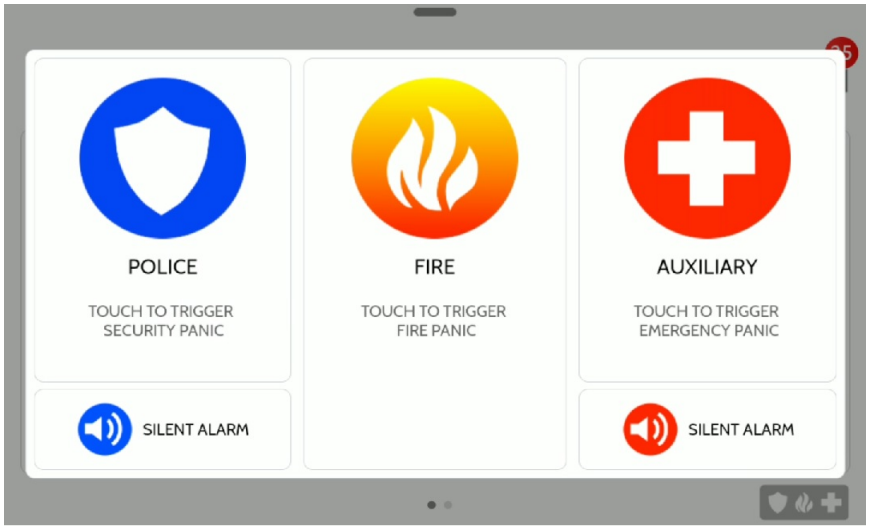
Using the Emergency Panic

If you have a police, fire, or medical emergency and your system is not armed or a sensor has not been triggered, you can send a manual emergency panic by touching the icon in the bottom right corner and selecting the type of emergency you are experiencing. Check with your service provider for availability.

Touch the **Police** icon to send a police emergency signal to the central monitoring station.

Touch the **Fire** icon to send a fire emergency signal to the central monitoring station.

Touch the **Auxiliary** icon to send an emergency signal to the central monitoring station.



To send a police or emergency panic without sounding the siren, touch the **Silent Alarm** at the bottom of the screen.

To cancel an emergency panic, touch the **Cancel** icon and enter a valid user code.

Arming and disarming with the IQ Remote

Several arming and disarming options are available on the IQ Remote keypad.

Arming options

When arming your system, choose from **Stay** or **Away** arming by selecting one of the lock options on your screen. Touch the green, unlocked icon to access arming options.

Table 8: Arming options

Icon	Description
	Arm Stay arms doors and window sensors only. Select this option when you stay home.
	Arm Away arms doors, windows and all motion detectors. Select this option when you are away from home.
	Additional Options can be accessed by touching the **> >** icon on the right.

Disarming options

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

To disarm your system manually, touch the red lock icon in the center of the keypad screen then enter a valid code. Failure to enter a valid code in the required time triggers an alarm.

To disarm remotely, sign in to your Alarm.com mobile app and tap the red lock icon.

IQ Remote alarms

If the alarm is triggered the IQ Pro sounds the siren and displays a red alarm screen.

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

To disarm, touch the screen and enter a valid user code.

False Alarms

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

Preventing False Alarms

False alarms are a waste of public service resources. In some areas authorities can charge a fee for a false dispatch.

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

IQ Remote settings

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

Table 9: IQ Remote settings

Setting	Description
Security Status	View the status of your system in the upper left corner. Touch the lock icon to go directly to the security screen.
Battery/Wi-Fi/Bluetooth	Touch the icons to view more information on battery level, Wi-Fi connection, LTE connection or Bluetooth status.
Volume	Slide the volume bar left or right to adjust the system volume.
Brightness	Slide brightness bar left or right to adjust the screen brightness.
Language	Touch the globe icon to the change the language.
Clean Screen	Touching the **Clean Screen** icon disables the screen for 30 seconds, allowing you to clean it without accidentally selecting a setting.
Advanced Settings	Allows you to manage users, run system tests, restart your system and more. Only the master code can access these settings.

IQ Remote sensor status icons

Open or active sensors appear in a list on the right of your touchscreen. Touch the icons in the upper right corner to switch your view to either **Active** or **All** sensors. A status icon appears next to each sensor.

Figure 1: Sensors

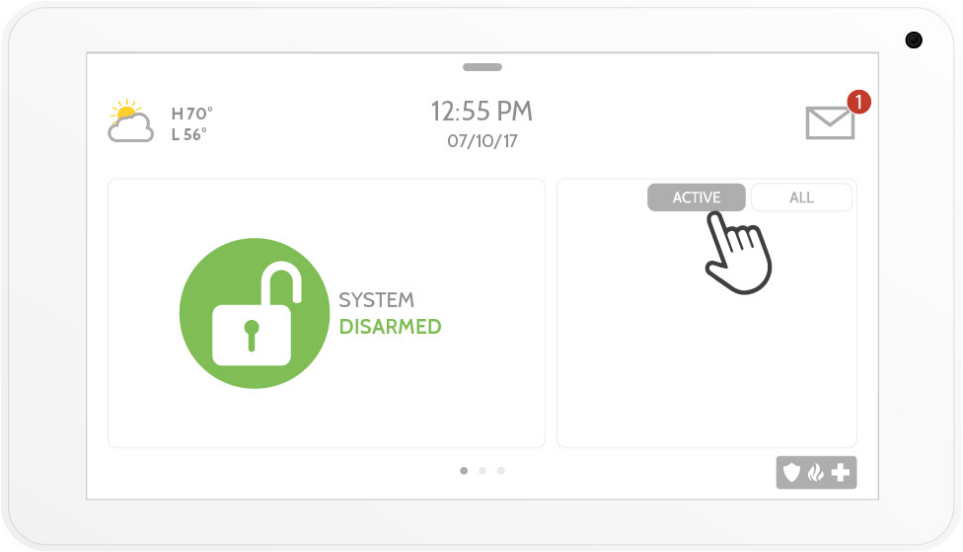


Table 10: Sensor status icons

Icon	Definition
	Open
	Closed
	Active
	Idle
	Unreachable
	Tampered
	Synchronizing
	Not Networked Trouble

Dismissing a pop-up

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

Using the message center

Access your message center by touching the envelope icon in the upper right corner. When it is open, you see three sections: **Contact**, **Alerts/Alarms**, and **Messages**.

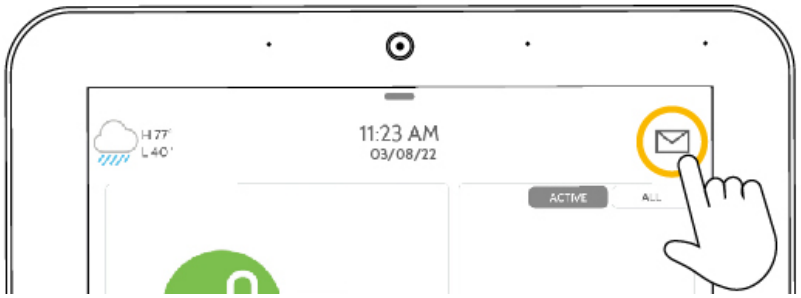


Table 11: Message Center

Section	Description
Contact	Access your service provider contact information including phone number, email and website.
Alerts/ Alarms	View alerts and alarms from your system such as low battery alerts, alarms, and power failures. To dismiss, touch the circle to the left of the message and touch **OK** to remove it from your message center. You can remove all messages at the same time by touching **Acknowledge All**.
Messages	View messages from your provider here. To dismiss, touch the circle to the left of the message and touch **OK** to remove it from your message center. You can remove all messages at the same time by touching **Acknowledge All**.

Mobile user app

Arm, disarm, view event troubles, edit users and more with the Alarm.com mobile user app. Download the Alarm.com user app in the App Store or Google Play and follow the instructions for arming and disarming.

ⓘ **Note:** The mobile user app has not been evaluated by UL, not for use in UL/ULC certified installations.

Alarms

The system generates different alarm sounds, each with a different purpose and priority.

Table 12: Alarm sounds

Priority	Type of Alarm	Sound
1	Fire	Temporal 3 (3 short beeps followed by a 1.5 second pause, repeat)
2	Carbon Monoxide	Temporal 4 (4 short beeps, followed by a 5 second pause, repeat)
3	Intrusion (Burglary)	Continuous siren
4	Flood	1 second on, 3 seconds off, repeating

Accidental fire alarms

If the fire alarm sounds accidentally, complete the following steps:

1. Enter your access code to silence the alarm.
2. Call your central station to avoid a dispatch.

ⓘ **Note:** Verify with your alarm company that your system is equipped with fire detection.

Silence fire alarm bells

You can silence a fire alarm by entering a valid access code. The message is displayed on an LCD or touch screen keypad. The message does not clear until all the fire zones are restored on system.

Fire Alarm

If a fire alarm occurs, follow your emergency evacuation plan immediately!
If the Fire Alarm was accidental (e.g., burnt toast, bathroom steam, etc.)

1. Enter your Access Code to silence the alarm.
2. Call your central station to avoid a dispatch.

ⓘ **Note:** Verify with your alarm company that your system is equipped with fire detection.

For information on resetting smoke detectors see: “Resetting Smoke Detectors”.

Carbon monoxide detector

⚠ **WARNING:** When the CO alarm sounds immediately move outdoors or to an open door or window. If the CO alarm activates it indicates the presence of carbon monoxide (CO), which can be fatal.

Review your carbon monoxide alarm installation or user manual to determine the necessary actions required to ensure your safety and ensure that the equipment is operating correctly. Incorporate the steps outlined in the guide into your evacuation plan.

Intrusion alarm

⚠ **WARNING:** If you are unsure of the source of the alarm approach with caution.

The intrusion and burglary alarm is a continuous siren. If the Intrusion alarm was accidental, complete the following steps:

1. Enter your Access Code to silence the alarm. If the code is entered in 30s (or the programmed value of the dialler delay) the transmission of the alarm to the monitoring station is cancelled.
2. Call your central station to avoid a dispatch.

Viewing alarms in memory

When an alarm occurs the keypad indicator illuminates. View the alarm memory provides more information on the sensor(s) that were activated.

To view alarms in memory, press [*][3] or use the scroll keys to navigate to alarm memory and press [*].

Resetting smoke detectors

After an alarm condition, reset smoke detectors to exit the alarm condition.

ⓘ **Note:** Verify with your alarm company if this function is required on your system.

To reset the sensors, complete the following steps:

1. When there is a fire alarm condition on the system, enter the user code to silence the alarm. After that, enter the user code again which sends a sensor reset command to the smoke detectors and clears the Bells Silenced message on the keypad.
2. If a smoke detector does not reset, it may still be detecting an alarm condition. If unsuccessful, the alarm reactivates or continues. Contact your alarm system provider.

User code functions

The IQ Pro allows for a variety of user configurable functions as listed below.

Auto-arm time

Edit using the IQ Installer app or the Alarm.com user app.

Editing User Labels

You can edit user labels using the IQ Installer app or Alarm.com user app.

Assigning partitions to users

You can assign partitions to a user using the IQ Installer app or the Alarm.com user app.

Managing Users

The maximum number of access codes are as follows:

- A maximum of 1000 users can be associated with IQ Pro panel.
- Whenever a new partition is created/assigned, a duress code is assigned to it.

Each user access code can be:

- Uniquely labeled.
- Assigned a proximity tag. In order to operate, proximity tags must be enrolled in the system.
- Assigned to operate specific partitions only. For more information on partitions see **Managing Partitions**.
- Configured with additional attributes. For more information see **Configuring Additional User Options**.

ⓘ **Note:** Your installer configures all access codes to be either 4 or 6 digits.

When you create individual users, you can set up custom notifications on the user app when they access or use your system.

The following are the various user types you can create:

- Master: Access panel functions and system settings
- User: Access panel functions but not system settings
- Guest: Give arm and disarm access to users who use the panel on a temporary basis

ⓘ **Note:** You can choose a specific date that disables a user code automatically.

Adding users

You can add a new users and user codes using the IQ Installer app or Alarm.com user app.

Opening the Access Code Menu

To add, change, or delete Access Codes first open the Access Code Menu: User Management option in the IQ Installer app or from the Alarm.com user application.

Trouble conditions

Trouble conditions on the IQ Remote

When a trouble occurs on your system, a notification is sent to your message center. View your message center by touching the envelope icon in the upper right corner of your touchscreen.

View the section on sensor status for more details.

Trouble conditions on the LCD keypad

When a trouble condition occurs, your alarm system identifies the trouble by displaying an error message on the LCD keypad. If additional help is required, contact your alarm service provider for service.

When the system detects a trouble condition the following occurs:

- The Trouble indicator turns on.
- The keypad beeps twice every 10 seconds. Press the [*] key to silence the keypad beeps.

Press [*][2] to examine troubles.

To override this condition, enter [*][2], scroll to Acknowledge All Troubles and press [*] or enter 99. Arming of your system can be impeded by a trouble.

Managing Partitions

A partition is a limited area of the premises which operates independently from the other areas. Partitioning a system can be beneficial if the property has outbuildings that need to be secured independently of a main area or if the home has a separate apartment. Each partition can have its own keypad, or a keypad can have access to all partitions. User access to partitions is controlled with an access code. A master code can access the entire system and partitions, while a user code is limited to assigned partitions.

Partitions

ⓘ **Note:** Access to this feature must be configured by installer.

Single Partition Operation

Single partition keypads provide access to alarm functionality for an assigned partition. Single partition keypads behave as follows:

- Displays the armed state of the partition.
- Displays open zones, if assigned to the partition
- Displays bypassed zones and allows zone bypassing or creating bypass groups of zones assigned to the keypad partition.
- Displays system troubles (system low battery, system component faults/tampers).
- Displays alarms in memory that occurred on the partition.
- Allows the door chime to be enabled/disabled.
- Activate system test (sounds bells/PGMs assigned to the partition)
- Allow label programming (user labels for the partition)
- Control command outputs (those assigned to the partition, or global outputs such as smoke detector reset)
- Display temperature (not evaluated by UL)

Multiple partition operation

A user can operate up to eight partitions using one keypad. If more than one partition is enabled then the keypad can be assigned to multiple partitions.

An LCD keypad assigned to multiple partitions displays a Global Screen that indicates assigned partition statuses like ready, armed, alarm and trouble conditions.

Select a partition from 1 to 8 to arm, disarm or view troubles on that partition.

Loaning a keypad

If a keypad is assigned to one partition, a user can still access other partitions by loaning the keypad.

Press and hold the **#** button for 2 seconds to display the status of all eight partitions.

The user can select a partition and enter the correct code to access it. If no partition is selected from the Global screen, the keypad reverts to its assigned partition in several seconds.

Table 13:
Partitions display

1 2 3 4 5 6 7 8
R X A ! E - - A

Table 14: Indicators and descriptions

Indicator	Description
1 - 8	Partition number
R	Partition is ready to be armed
X	Partition is in exit delay
N	Partition is not ready to be armed
!	Partition is in alarm
E	Partition is in entry delay
-	Partition is not configured
A	Partition is armed

Fire and CO Zone Types

- If a fire zone generates an alarm only the partition the fire zone is assigned to will go into alarm. Other partitions retain their current state.
- One or more keypads may be located on any partition.
- On alarm, the fire auto-scroll display appears on all partition keypads. Fire alarm silence and fire system reset may be done directly on any partition keypad. To silence a fire or CO alarm from a global keypad requires that the global keypad be loaned to one of the partitions.

Additional features

Turning the chime on or off

Turn the chime to audibly notify you when an entry/exit sensor is activated. Press and hold the **Chime** key.

System Lockout due to invalid attempts

If too many invalid access codes are entered, your system automatically locks out input from all keypads, wireless and proximity keys, for a specified duration. When any keys are pressed, an error tone sounds. The fire, medical and panic keys are still active during Keypad Lockout.

Command outputs

While being useful for many applications, Command outputs are typically configured to operate items such as garage doors or electric gates. This is a supplementary feature that has not been investigated by UL/ULC. Must be configured by installer. To activate a Command Output:

- Press [*][7] and if required enter your [access code] OR press [*] and use the scroll keys to navigate to Output Control.
- Press the number configured to the command output OR use the scroll keys to navigate to the desired command output and press [*].

Reference sheets

Fill out the following information for future reference and store this guide in a safe place.

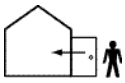
System information

□ [F] FIRE

□ [M] MEDICAL

□ [P] PANIC

The Exit Delay Time is _____ seconds.

 The Entry Delay Time is _____ seconds.

Service contact information

Central Station Information

Account #: _____ Telephone #: _____

Installer Information

Company: _____ Telephone #: _____

Battery Installation / Service Date:

_____

_____

_____

Important: If you suspect a false alarm signal has been sent to the central monitoring station, call the station to avoid an unnecessary response.

User access codes

Master Code [01] : _____

ⓘ **Note:** The IQ Pro system supports up to 1000 users.

User	Access Code	User	Access Code	User	Access Code	User	Access Code
01		02		03		04	
05		06		07		08	
09		10		11		12	
13		14		15		16	
17		18		19		20	
21		22		23		24	
25		26		27		28	
29		30		31		32	
33		34		35		36	
37		38		39		40	
41		42		43		44	
45		46		47		48	
49		50		51		52	
53		54		55		56	
57		58		59		60	
61		62		63		64	
65		66		67		68	
69		70		71		72	
73		74		75		76	
77		78		79		80	
81		82		83		84	
85		86		87		88	
89		90		91		92	
93		94		95		96	
97		98		99		100	
100		101		102		103	
104		105		106		107	
108		109		110		111	
112		113		114		115	
116		117		118		119	
120		121		122		123	
124		125		126		127	
128		129		130		131	
132		133		134		135	
136		137		138		139	
140		141		142		143	

User	Access Code	User	Access Code	User	Access Code	User	Access Code
144		145		146		147	
148		149		150		151	
152		153		154		155	
156		157		158		159	
160		161		162		163	
164		165		166		167	
168		169		170		171	
172		173		174		175	
176		177		178		179	
180		181		182		183	
184		185		186		187	
188		189		190		191	
192		193		194		195	
196		197		198		199	
200		201		202		203	
204		205		206		207	
208		209		210		211	
212		213		214		215	
216		217		218		219	
220		221		222		223	
224		225		226		227	
228		229		230		231	
232		233		234		235	
236		237		238		239	
240		241		242			

Additional access codes

Copy this page as needed to record additional access codes.

User	Access Code	User	Access Code	User	Access Code	User	Access Code

Zone information

Zone	Protected Area	Sensor Type	Zone	Protected Area	Sensor Type
01			02		
03			04		
05			06		
07			08		
09			10		
11			12		
13			14		
15			16		
17			18		
19			20		
21			22		
23			24		
25			26		
27			28		
29			30		
31			32		
33			34		
35			36		
37			38		
39			40		
41			42		
43			44		
45			46		
47			48		
49			50		
51			52		
53			54		
55			56		
57			58		
59			60		
61			62		
63			64		
65			66		
67			68		
69			70		
71			72		
73			74		
75			76		

Zone	Protected Area	Sensor Type	Zone	Protected Area	Sensor Type
77			78		
79			80		
81			82		
83			84		
85			86		
87			88		
89			90		
91			92		
93			94		
95			96		
97			98		
99			100		
101			102		
103			104		
105			106		
107			108		
109			110		
111			112		
113			114		
115			116		
117			118		
119			120		
121			122		
123			124		
125			126		
127			128		

Safety Instructions

This equipment is stationary-fixed and must be installed by Service Persons only (Service Person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task and of measures to minimize the risks to that person or other persons). It must be installed and used within an environment that provides the pollution degree max 2, over voltages category II, in non-hazardous, indoor locations only.

⚠ **WARNING:** When using equipment connected to the mains and/or to the telecommunication network, there are basic safety instructions that should always be followed. Refer to the safety instructions provided with this product and save them for future reference. To reduce the risk of fire, electric shock and/or injury, observe the following:

- Do not attempt to service this product yourself. Opening or removing the cover can expose you to dangerous voltage or other risk. Refer servicing to qualified service persons.
- Only use authorized accessories with this equipment.
- Do not leave or deposit any object on the top of the cabinet of this equipment. The cabinet as it is installed on the wall is not designed to support any supplementary weight.
- Do not touch the equipment and its connected cables during an electrical storm, there is a risk of electric shock.
- Never touch uninsulated wires or terminals unless the equipment has been disconnected from the mains supply and from the telecommunication network.
- Ensure that cables are positioned so that accidents cannot occur. Connected cables must not be subject to excessive mechanical strain. Do not spill any type of liquid on the equipment.
- Do not subject the connected cables to an excessive mechanical strain.

These safety instructions should not prevent you from contacting the distributor or the manufacturer to obtain any further clarification or answers to your concerns.

Regular Maintenance

Keep your Alarm Controller in optimal condition by following all the instructions that are included within this manual and/or marked on the product. It is the end-user and/or installer's responsibility to ensure that the disposal of the used batteries is made according to the waste recovery and recycling regulations applicable to the intended market.

Testing your system

Test all system keypad LEDs, keypad sounders, bells and sirens.

➤ **Important:** If your system fails to function properly, contact your installation company.

➤ **Important:** All smoke detectors must be tested by your smoke detector installer once per year.

Cleaning

- Clean the unit by wiping with a damp cloth only. Do not use any other liquid.
- Do not use abrasives, thinners, solvents or aerosol cleaners (spray polish) that could enter through holes in the Alarm Controller and cause damage or create hazards.
- Do not wipe the front cover with alcohol.

Locating Detectors and Escape Plan

The following information is for general guidance only and it is recommended that local fire codes and regulations be consulted when locating and installing smoke and CO alarms.

Smoke detectors

Research has shown that all hostile fires generate smoke to a greater or lesser extent. Experiments with typical fires in homes indicate that detectable quantities of smoke precede detectable levels of heat in most cases. For these reasons, smoke alarms should be installed outside of each sleeping area and on each story of the home.

The following information is for general guidance only and it is recommended that local fire codes and regulations be consulted when locating and installing smoke alarms.

It is recommended that additional smoke alarms beyond those required for minimum protection be installed. Additional areas that should be protected include: the basement; bedrooms, especially where smokers sleep; dining rooms; furnace and utility rooms; and any hallways not protected by the required units. On smooth ceilings, detectors may be spaced 9.1m (30 feet) apart as a guide. Other spacing may be required depending on ceiling height, air movement, the presence of joists, uninsulated ceilings, etc. Consult National Fire Alarm Code NFPA 72, CAN/ULC-S553-02 or other appropriate national standards for installation recommendations.

- Do not locate smoke detectors at the top of peaked or gabled ceilings; the dead air space in these locations may prevent the unit from detecting smoke.
- Avoid areas with turbulent air flow, such as near doors, fans or windows. Rapid air movement around the detector may prevent smoke from entering the unit.
- Do not locate detectors in areas of high humidity.
- Do not locate detectors in areas where the temperature rises above 38ºC (100ºF) or falls below 5ºC (41ºF).
- Smoke detectors must always be installed in USA in accordance with Chapter 29 of NFPA 72, the National Fire Alarm Code: 29.5.1.1.

Where required by applicable laws, codes, or standards for a specific type of occupancy, approved single- and multiple-station smoke alarms shall be installed as follows:

1. In all sleeping rooms and guest rooms.
2. Outside of each separate dwelling unit sleeping area, within 6.4 m (21 ft) of any door to a sleeping room, the distance measured along a path of travel.
3. On every level of a dwelling unit, including basements.
4. On every level of a residential board and care occupancy (small facility), including basements and excluding crawl spaces and unfinished attics.
5. In the living area(s) of a guest suite.
6. In the living area(s) of a residential board and care occupancy (small facility).

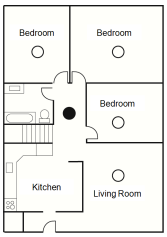


Figure 1

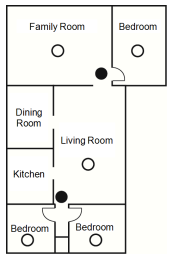


Figure 2

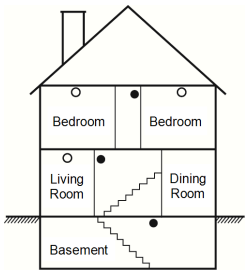


Figure 3

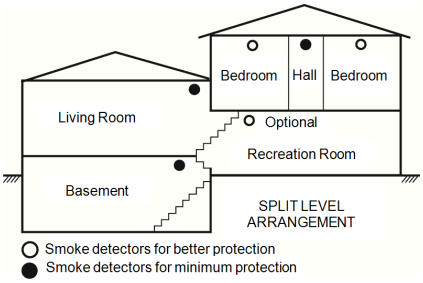


Figure 3a

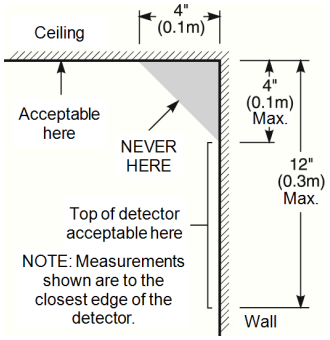


Figure 4

Fire escape planning

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

- Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.
- Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

- Make sure that all border doors and windows are easily opened. Ensure that they are not painted shut, and that their locking mechanisms operate smoothly.
- If opening or using the exit is too difficult for children, the elderly or handicapped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.
- If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use.
- Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.
- Each person should know the predetermined assembly point where everyone can be accounted for (e.g., across the street or at a neighbor's house). Once everyone is out of the building, call the fire department.
- A good plan emphasizes quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings as this can waste valuable time. Once outside, do not re-enter the house. Wait for the fire department.
- Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone will know what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building’s construction.

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

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

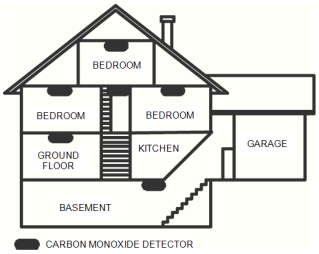


Figure 5

Carbon monoxide detectors

Carbon monoxide is colorless, odorless, tasteless, and very toxic, it also moves freely in the air. CO detectors can measure the concentration and sound a loud alarm before a potentially harmful level is reached. The human body is most vulnerable to the effects of CO gas during sleeping hours; therefore, CO detectors should be located in or as near as possible to sleeping areas of the home. For maximum protection, a CO alarm should be located outside primary sleeping areas or on each level of your home. Figure 5 indicates the suggested locations in the home.

Do NOT place the CO alarm in the following areas:

- Where the temperature may drop below -10ºC or exceed 40ºC
- Near paint thinner fumes
- Within 5 feet (1.5m) of open flame appliances such as furnaces, stoves and fireplaces
- In exhaust streams from gas engines, vents, flues or chimneys
- Do not place in close proximity to an automobile exhaust pipe; this will damage the detector

PLEASE REFER TO THE CO DETECTOR INSTALLATION AND OPERATING INSTRUCTION SHEET FOR SAFETY INSTRUCTIONS AND EMERGENCY INFORMATION.

End-user License Agreement

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Always ensure you obtain the latest version of the User Manual.

FCC Compliance Statement

Regulatory Information covers models IQ Pro and IQ Pro P

FCC modification statement - Tyco Safety Products has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. Tyco Safety Products Canada Ltd. n'approuve aucune modification apportée à l'appareil par l'utilisateur, quelle qu'en soit la nature. Tout changement ou modification peuvent annuler le droit d'utilisation de l'appareil par l'utilisateur.

FCC AND ISED CANADA INTERFERENCE STATEMENT - This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. This device complies with ISED Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'ISED 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 radio électrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC CLASS B DIGITAL DEVICE NOTICE -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 experienced radio/television technician for help.

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

FCC/ISED CANADA WIRELESS NOTICE

This equipment complies with FCC and ISED Canada radiation exposure limits set forth for an uncontrolled environment. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. Cet appareil est conforme aux limites d'exposition aux rayonnements de la ISED Canada pour un environnement non contrôlé.

L'antenne doit être installé de façon à garder une distance minimale de 20 centimètres entre la source de rayonnements et votre corps. This transmitter included with this product must not be co-located or operating in conjunction with any other antenna or transmitter. L'émetteur ne doit pas être colocalisé ni fonctionner conjointement avec à autre antenne ou autre émetteur.

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Tech support: 1-800-387-3630 (Canada and U.S), or 1-905-760-3036 (International)