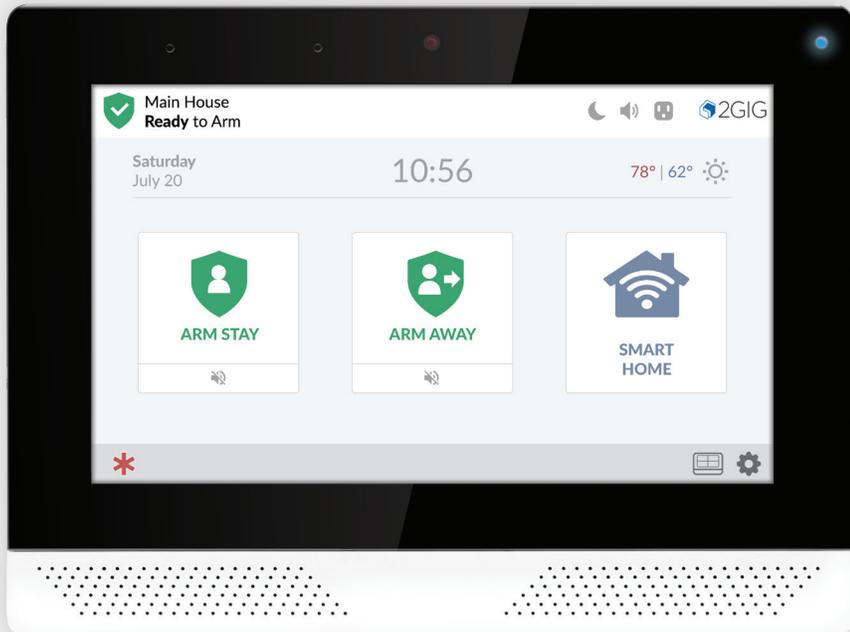


2GIG EDGE™



2GIG EDGE™ Security & Smart Home System **USER GUIDE**

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INTRODUCTION

This guide is designed for end users of the 2GIG EDGE™ Security & Smart Home System. It provides general system information, safety precautions and step-by-step instructions for operating the system. It is intended for use by owners of the 2GIG EDGE Security Panel whose system has been professional installed in a residential or commercial setting by an authorized alarm dealer.

For a list of alarm dealers and distributors of 2GIG® products in your area, visit: www.2gig.com.

TECHNICAL SUPPORT

Should you require support services for this system, contact Technical Support at Nice North America.

For support in the USA and Canada, contact Technical Support at Nice North America:

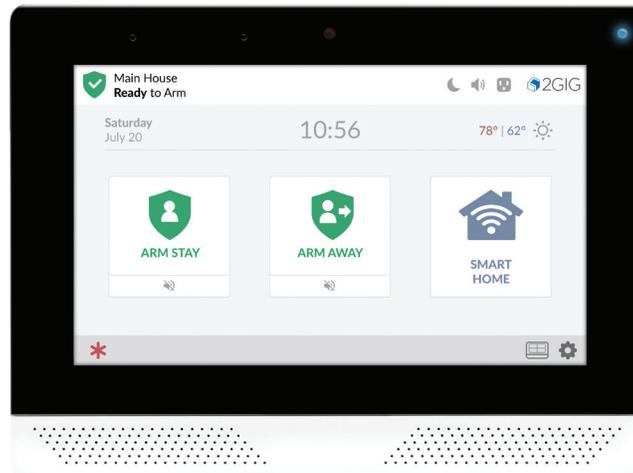
» **Phone:** 800-421-1587

» **Online:** <https://na.niceforyou.com/support/>

For support outside of the USA or Canada, contact a regional distributor. For a list of distributors in your region, visit the websites above.

SYSTEM FEATURES AND CAPABILITIES

This 2GIG EDGE panel introduces a major visual upgrade— offering a larger, touchscreen only experience, Facial Recognition, Bluetooth disarm and an intuitive user interface featuring convenient, gesture-based navigation.



Features

The system includes:

- » **Facial Recognition:** Built-in camera recognizes faces and can disarm the system as well as activate personalized home control features.
- » **Bluetooth disarm:** With Bluetooth capability, easily disarm the system without touching the panel.
- » **Photo snapshot:** On-board camera takes arm/disarm photos adding additional security and peace of mind knowing user codes are used by authorized user.
- » **Slideshow & Video Playback:** Videos and pictures can play on screen, making it easy to show how-to training videos or turn the panel into a photo display.
- » **Video Live View:** Cameras and doorbell cameras work with the panel, with up to 8 different camera feeds viewable directly from the panel. View 4 camera feeds at a time.
- » **Doorbell on the Panel:** See who's at the door and talk to them right from the panel.
- » **Touchscreen Display:** A large, full-color, 7-in (17.8 cm) diagonal touchscreen with an intuitive user interface.
- » **Built-in Glass Break:** Save on hardware costs by using the panel as a glass break sensor.
- » **Data Privacy & Panel processing of personal data:** Rather than sending images and private biometric data to the Cloud for processing, the 2GIG EDGE panel uses on-the-edge analytics to process and authenticate faces privately.

- » Smart Home Controls & Scenes: Customize your living space with advance automation rules, scenes and notifications to best fit your unique needs.
- » **Geofencing:** Location services allow for scenes activated based on location.
- » **LTE Communication:** Long Term Evolution with 4G connectivity to carrier networks (eg; Verizon, AT&T).
- » **Mobile System Control:** Easily control your system remotely utilizing your Remote Service Provider app.
- » **Dual Path (WiFi/Cell):** System communicates to the network using both the cellular LTE and WiFi. If one service goes down for any reason, the other is always available and communicating. Enjoy free and faster updates with WiFi connection.
- » Piezo Sounder and Internal Speaker: An extremely loud Piezo Sounder sounds external alarms. An internal speaker to delivers voice annunciations, chimes, other system notifications.

CAUTION! Long or repeated exposure to sounds at or above 85 dB can lead to Noise-Induced Hearing Loss (NIHL).

- » **LED Indicator:** Multi-color LED always keeps you informed of the system state.
- » **Home Button:** A soft button from any screen. Tap display to wake up the touchscreen to return to the touchscreen's Home screen (see [The Home Screen](#), page 11).
- » **Microphone and Speaker:** Built-in dual microphone with echo and noise cancellation provides clear 2-Way Voice communication during alarm events between users at the 2GIG EDGE Panel and operators at the Central Station.
- » **24-Hour Backup Battery:** A 24-hour rechargeable backup battery to support the 2GIG EDGE Panel during temporary AC power failures and outages.
- » **USB Port:** A convenient USB port at the top of the 2GIG EDGE Panel that can be used with a USB thumb drive (not supplied) to update the system's firmware. See [Firmware Update](#), pg. 57.
- » **WiFi:** The built-in WiFi module allows the system to be connected to a WiFi network for dual path communication, OTA updates, and connection with secondary keypads.
- » **Access Point:** The built-in Access Point allows for a direct connection with secondary keypads and approved cameras and doorbells via WiFi.
- » **Smart Areas:** (Optional) The system supports a Maximum of 4 Smart Areas. Zones may be assigned across Smart Areas to allow for independent control.
- » **Security Codes (4 digit or 6 digit):** The system supports a maximum of 100 unique, programmable, security codes for accessing system functions. Provided are one (1) Master User Code, one (1) Duress Code, and one (1) Installer Code (reserved for use by 2GIG alarm dealers and installers), and the ability to create 98 additional user codes for accessing the system.
- » **Z-Wave, Z-Wave Plus and S2 Compatibility:** Installers (and end users, if configured on the system) can add up to 232 smart home devices to communicate with the 2GIG EDGE Panel using the Z- Wave and Z-Wave Plus V2 wireless communication protocol. The 2GIG EDGE Panel can be included and operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers and/or other applications. All non-battery operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network. This device is a security enabled Z-Wave Plus V2 product that is able to use encrypted Z-Wave Plus V2 messages to communicate to other security enabled Z-Wave Plus V2 products.
- » **2-Way Voice:** (Optional) Operators at the Central Station can communicate directly with end users through the 2GIG EDGE Panel . Operators can also silently listen-in after receiving a user duress report.
- » **Date, Time, and Weather Forecasts¹:** Users can view the current date, time, and weather forecast in an easy-to-read format.
- » **System Vocabulary/Voice Descriptors:** A list of vocabulary words integrates with the on-screen user interface and audio announcements. This lets installers customize the sensor names that display on the 2GIG EDGE Panel, as well as for the audible system announcements. For example, when someone opens the front door, the system can be set up to announce "front door".

¹ Date, Time and Weather Forecasts are supported by most Remote Service Providers in most regions. Consult the provider to determine if this feature is enabled.

SAFETY PRECAUTIONS AND NOTATIONS

It is imperative that you observe all of the safety precautions documented in this guide. For your safety and the safety of others, the following table details how this guide calls special attention to information intended to safeguard life, health, and property.

DANGER!!! This notation is used to indicate hazardous situations which, if not avoided, will result in serious injury or death.	WARNING!! This notation is used to indicate potentially hazardous situations which, if not avoided, could result in serious injury or death.
CAUTION! This notation is used to indicate a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.	IMPORTANT: This notation is used to indicate a situation which, if not avoided, could result in property damage, equipment damage, or data loss.
NOTE: This notation is used to call attention to notable information that should be followed when installing, servicing, or using this product.	TIP: This notation is used to call attention to helpful hints related to using the product.

ADDITIONAL ACCESSORIES

The installer typically sets up the system to communicate with a variety of wired and/or wireless sensors. Some sensors are visible on the wall or ceiling. For example, Wireless Smoke/Heat/Freeze Alarms and Wireless Carbon Monoxide Detectors. Others may be hidden in door jambs. For example, Recessed Door/Window Contacts. Sensors might also be installed in additional locations. For example, a Glass Break Detector and a Passive Infrared Motion Detector.

NOTE: A variety of 2GIG® and GoControl® branded devices are compatible with the 2GIG EDGE panel. Sensors manufactured by other companies may also be compatible with the system.

IMPORTANT: To ensure that the system's sensors are operating properly, it is important for alarm dealers and system owners to ensure sensor batteries and wireless signals are tested at least once a year.

Depending on the specific installation, systems may also be installed with one or more of the following 2GIG accessories:

Kits & Keypads

- » 2GIG Control Panel Desktop Kit
- » 2GIG EDGE Remote Keypad
- » 2GIG PAD1

- » Universal Garage Door Receiver
- » 2GIG Tilt Sensor
- » 2GIG Bypass Sensor
- » 2GIG Flood Sensor
- » 2GIG Repeater

Antennas

- » 2GIG External Attic Mount Antenna

NOTE: eSeries sensors are only compatible with eSeries panels including 2GIG EDGE Panel.

Sensors & Peripherals

- » 2GIG Thin Door/Window Surface Contact
- » 2GIG Recessed Door/Window Contact
- » 2GIG Passive Infrared (PIR) Motion Detector
- » 2GIG Glass Break Detector
- » 2GIG Smoke/Heat/Freeze Alarm
- » 2GIG Smoke/Heat Detector
- » 2GIG Panic Button Remote
- » 2GIG Carbon Monoxide Sensor
- » 2GIG Takeover Module
- » 2GIG Doorbell

Smart Home Controls

Consult a dealer of 2GIG products for information about installing compatible Z-Wave smart home controls including:

- » Lights
- » Locks
- » Thermostats
- » Garage Doors
- » Doorbells

SETUP AND INSTALLATION

The 2GIG EDGE Security & Smart Home System must be installed by a qualified technician who is either employed by, or under contract with, a registered alarm dealer. The alarm must always be installed in accordance with your country's national electrical installation regulations and/or all applicable codes in the local jurisdiction.

Understanding these concepts will help when operating the system:

24-Hour Alarm Buttons

An installer can configure the 2GIG EDGE Panel to show or hide three 24-hour alarm buttons on the touchscreen: **Panic**, **Fire**, and **Emergency**. When the buttons are enabled and visible, users can manually trigger an alarm from the 2GIG EDGE Panel. Alarms can also be activated from a wireless keypad (if installed), from wireless sensors, or from portable devices (for example, a Panic Button Remote). See [Emergency Features](#), pg. 32.

Alarm

When the system detects an alarm condition, it immediately sounds an audible alarm that continues for a preset amount of time. If external alarm sounders or Z-Wave sirens have been installed, those devices also sound an audible alarm. During an alarm (and also after a user cancels or clears the alarm), the **Alarm History** reveals a chronological list of the alarms that have occurred by zone. The next time the system is armed, the system automatically clears the history. The history can also be cleared manually.

See [Clear the Alarm History](#), pg. 31.

Burglary Protection

Burglary protection is provided by a combination of perimeter and interior sensors installed on doors, windows, and other areas of a dwelling. See [Burglary Protection](#), pg. 17.

Security Codes

The system supports a maximum of 100 unique security codes (4 digit or 6 digit). There are four types of security codes supported by the system: (1) Master User, (2) User, (3) Duress, and (4) the Installer Code, which is reserved for use by alarm dealers and installer. See [Users](#), pg. 46.

Fire and Gas Protection

Fire and gas protection are provided by a combination of Wireless Carbon Monoxide Detectors and Wireless Smoke/Heat/Freeze Alarms that protect a dwelling 24 hours-a-day. When an alarm condition is detected, the system sounds an alarm and transmits a report to the Central Station so operators can dispatch the appropriate emergency services. See [Fire & Carbon Monoxide Protection](#), pg. 35.

Sensor Types

When programming the sensor into the system, the installer sets the sensor type for each device. This determines how and when the system will react when a sensor detects an alarm condition. Fire protection sensors protect the dwelling 24-hours a day, whereas burglary protection sensors only protect the premises when the system is armed.

Trouble Alerts

The system monitors itself for abnormal operating conditions and alerts when trouble is detected. Examples of alert conditions include AC power loss at the 2GIG EDGE Panel, low battery conditions at a sensor and more. See [Responding to Trouble Alerts](#), pg. 16. The installer can configure the system to transmit a variety of trouble alerts to the Central Station.

Wired and Wireless Sensors

Your system can be installed with wired sensors, wireless sensors or a combination of both. Some sensors are visible on the wall or ceiling (for example, Wireless Smoke/Heat/Freeze Alarms and Wireless Carbon Monoxide Detectors), while others may be hidden in doorjamb (for example, Recessed Door Contacts). Sensors can also be mounted in different locations (for example, Glass Break Detectors and Passive Infrared Motion Detectors).

Zones

The system's wired and/or wireless sensors that have been programmed by the installer are also sometimes referred to as zones. Examples of zones that are typically set up for a home installation include *Front Door*, *Sliding Glass Door*, *Living Room Bay Window*, and so on.

Use and Care of the System

To care for the system, observe the following:

- » **Humidity and Liquids** Do not expose the system to water, rain, extreme humidity, perspiration, or other liquids. The optimum humidity range for the system is 9-90% non-condensing.
- » **Extreme Heat or Cold** Do not expose the system to extreme heat or cold. The optimum operating temperature range is: 32 °F to 104 °F (0 °C to 40 °C). Do not expose system to direct sunlight.
- » **Shock and Vibration** For optimum protection against shock and vibration, make sure that your installer has securely mounted the touchscreen flush against the wall or properly installed it in a compatible desktop kit.

IMPORTANT: To prevent touchscreen damage during cleaning, see [Screensaver: Clean Mode](#), pg. 41.

ANSI/SIA CP-01-2010	2GIG System Feature	User Guide
4.2.2.1 Exit Time	Exit Delay	"Important Concepts" "Arm the System"
4.2.2.2 Progress Annunciation	Exit Delay Announcement	"Important Concepts" "Arm the System"
4.2.2.3 Exit Time Restart	Exit Delay Restart	"Important Concepts" "Arm the System"
4.2.2.4 Exit Error	Exit Error	"In the event of an Exit Error"
4.2.2.5 Unvacated Premises	Auto Stay	"Arm the System (Away Mode)"
4.2.3.1 Entry Delay	Entry Delay	"Important Concepts" "Disarming the System"
4.2.3.3 Disarm	Disarming Features	"Disarms the Alarm System"
4.2.4.1 Control Buttons	Keyfob/Remote Arming Mode on System Not Ready	"Remote Control Devices"
4.2.4.2 Manual Alarms	Emergency Alarm Features	"Activate a Manual Panic, Fire, or Emergency Alarm"
4.2.4.3 System Acknowledgment	Alert Keyfob Disarming After Alarm, Keyfob Arm/Disarm, Confirmation	"Arming the System Using a Keyfob"
4.2.4.4 Remote Arming	Keyfob Arming	"Arming the System Using a Keyfob"
4.2.4.5 Remote Disarming	Keyfob Disarming	"Disarming the System Using a Keyfob"
4.2.5.1 Abort Window	Abort Window Dialer Delay	"In the Event of a Burglary Alarm"
4.2.5.1.1 Disarm	Alarm Annunciation Silence	"In the Event of a Burglary Alarm"
4.2.5.1.2 Abort	Abort Window Alarm Cancel	"In the Event of a Burglary Alarm"
4.2.5.2 Alarm Transmission	Alarm Signal Sent	"In the Event of a Burglary Alarm"
4.2.5.3 Disarm	Panel Alarm Annunciation	"Disarming the System"
4.2.5.4 Cancel Window	Alarm Cancel Time, Alarm Cancel Display	"In the Event of a Burglary Alarm" "Silence a False Alarm"
4.2.6.1 Use of Duress Feature	User Duress Report	"Transmit a User Duress Report"
4.2.6.2 Duress Code	Duress Code	"Types of User Codes" "Users"
4.2.7 Initiation of Manual Alarms	Panic, Fire, or Emergency Alarm	"Activate a Manual Panic, Fire, or Emergency Alarm"
4.3.1 Cross Zoning	Cross Zone Verification	"Cross Sensor Zones"
4.3.2 Swinger Shutdown	Swinger Trouble	"Sensor Trip Error"
4.3.3 Fire Alarm	Fire & Carbon Monoxide Protection	"Fire & Carbon Monoxide Protection"
4.6.3 System Test	Panel Test, Sensor Test	"Testing the System"
4.6.6 Test in Progress	Test is in Progress	"Testing in Progress"

Limitations of Alarm Products

This security system cannot offer guaranteed protection against burglary, fire, or other emergencies. Any alarm, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons. For example:

- » Intruders may gain access through unprotected openings or have the technical sophistication to bypass an alarm sensor or disconnect an alarm warning device.
- » Intrusion detectors (sensors) do not work without power. Battery operated devices do not work without batteries, with dead batteries, or if the batteries are not put in properly. Devices powered solely by AC do not work if their AC power supply is cut off for any reason, however briefly.
- » Signals sent by wireless sensors may be blocked or reflected by metal before they reach the alarm Control Panel, even if the signal path has been recently checked during a weekly test.
- » Blockage can occur if a metal object has been moved into the sensor's signal path.
- » A user may not be able to reach a panic or emergency button quickly enough.
- » Cellular or broadband network is needed to transmit alarm signals from a premises to a Central Station may be out of service or temporarily out of service. Telephone lines are also subject to compromise by sophisticated intruders.
- » Even if the system responds to the emergency as intended, however, occupants may have insufficient time to protect themselves from the emergency situation. In the case of a monitored alarm system, authorities may not respond appropriately.
- » Alarm warning devices such as sirens, bells, or horns may not alert people or wake up sleepers if they are located on the other side of closed or partly open doors. If warning devices sound on a different level of the residence from the bedrooms, then they are less likely to waken or alert people inside the bedrooms. Even persons who are awake may not hear the warning if the alarm is muffled from a stereo, radio, air conditioner, or other appliance, or by passing traffic. Finally, alarm warning devices, however loud, may not warn hearing-impaired people or awaken deep sleepers.
- » While smoke detectors have played a key role in reducing residential fire deaths, they may not activate or provide early warning for a variety of reasons in as many as 35% of all fires. This is according to data published by the Federal Emergency Management Agency. Some of the reasons smoke detectors used in conjunction with this system may not work are where smoke cannot reach the detectors, such as in chimneys, in walls, or roofs, or on the other side of closed doors. Smoke detectors may have been improperly installed and positioned. Smoke detectors also may not sense a fire on another level of a residence or building. A second-floor detector, for example, may not sense a first floor or basement fire. Moreover, smoke detectors have sensing limitations. No smoke detector can sense every kind of fire every time. In general, detectors may not always warn about fires caused by carelessness and safety hazards like smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches or arson. Depending upon the nature of the fire and/or the locations of the smoke detectors, the detector, even if it operates as anticipated, may not provide sufficient warning to allow occupants to escape in time to prevent injury or death.
- » This equipment, like other electrical devices, is subject to component failure. Even though this equipment is designed to last as long as ten years, the electronic components could fail at any time.

The most common cause of an alarm system not functioning when an intrusion or fire occurs is inadequate maintenance.

Although installing an alarm system may make homeowners eligible for lower insurance rates, an alarm system is not a substitute for insurance. Homeowners, property owners, and renters should continue to act prudently in protecting themselves and continue to insure their lives and property.

PANEL LED BEHAVIOR

The 2GIG EDGE panel has a single LED light on the top right corner. Depending on the panel's alarm status, the multi-colored LED that will flash blue, white or red (see Alarm Status table below).



Alarm Status	AC Power LED Status	Battery Power LED Status
System Ready to Arm (all sensors closed)	Solid Blue	Flashing Blue
System Not Ready to Arm (one or more sensors open)	Solid White	Blinking White
Exit Delay Countdown / Armed	Solid Red	Flashing Red
Entry Delay Countdown / In Alarm / Armed After Alarm	Blinking Red	Blinking Red

THE TOUCHSCREEN

During periods of inactivity, the touchscreen automatically times out or starts the photo slideshow.

Tap any area on the touchscreen to wake the touchscreen.

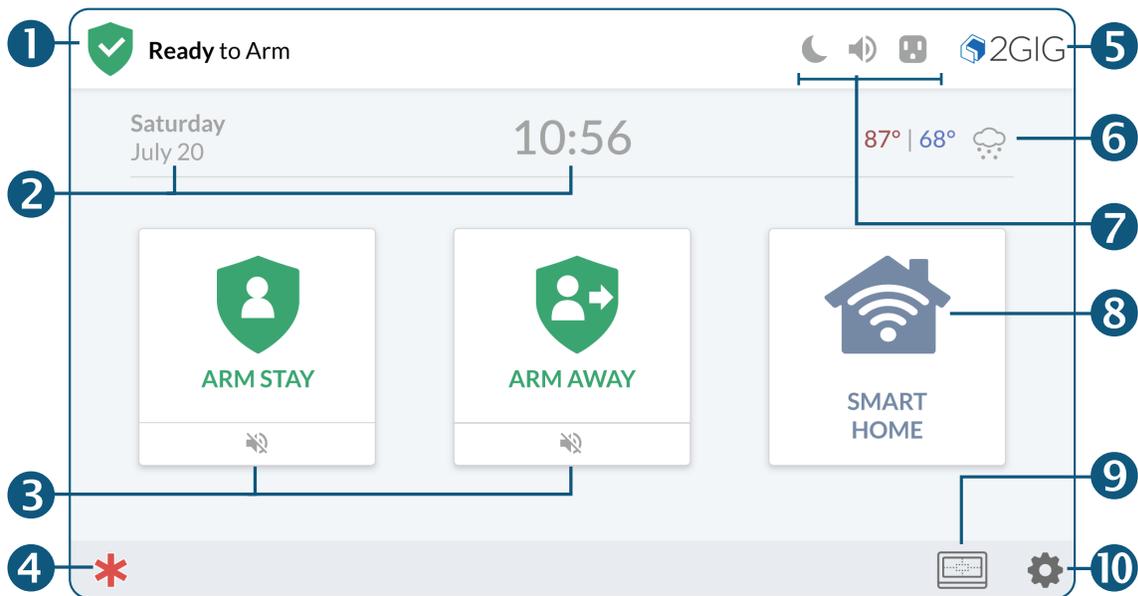
By default, the touchscreen enters sleep mode after one (1) minutes of inactivity.

To select a setting between 30 seconds and 10 minutes:

1. Tap **System Settings** (⚙️).
2. Display your face to the camera, or enter the Master User Code.
3. Tap **Screen** (📄).
4. Tap **Screen Timeout** to access options and change the setting.
5. Tap ◀️ to return to the previous menu.

The Home Screen

When you first wake the system, it reveals the Home screen.

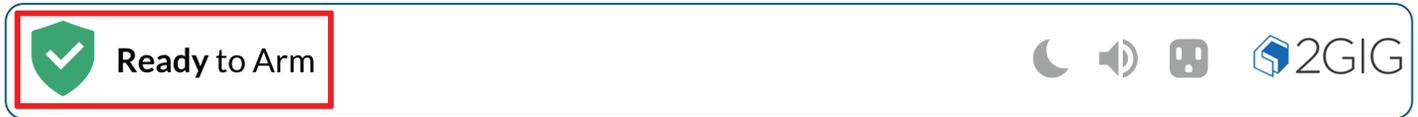


Feature	Does this ...
1 System Status	Reveals the system state: Ready to Arm, Not Ready to Arm, etc.
2 Date/Time	Shows the system date/time.
3 Arming Features	Tap Arm Stay or Arm Away to arm the system.
4 Emergency Icon	Tap for access to Panic, Fire and Emergency buttons.
5 System Logo	Tap System logo to access History, System Info, Dealer Info and Regulatory & Compliance. Press and Hold for 3 seconds for access to enter the Duress Code and transmit a user duress report to the Central Station.
6 Current Weather	This feature requires a service agreement. Contact your dealer for details.
7 System Icons	Indicates system information.
8 Smart Home	Tap for Smart Home options.
9 Smart Areas Icon	Tap to access Smart Areas status and arm/disarm options.
10 Settings Icon	Tap for access to the Settings menu.

System Status Messages

At the top-left of the screen, different messages appear to reveal the current system state.

System Status Messages



This table describes the different system status messages on the system.

This system status message ...	Indicates that ...
System Ready To Arm	Indicates all sensors are closed and the system is ready to be armed.
System Not Ready to Arm	One or more sensors are open.
System Ready To Arm (BYPASS)	The system is ready to arm and one or more sensors are on the Bypassed Sensors list. See Force Bypassing , pg. 22.
System Arming (STAY)	The system is in the process of arming itself in Stay Mode.
System Arming (AWAY)	The system is in the process of arming itself in Away Mode.
System Armed (Stay) System Armed (Away)	The system is armed and protecting the premises in STAY or AWAY mode.
Restarting Security Process	The security system is restarting. Typically, this only appears after an installer modifies a System Configuration setting.

System Icons

The status bar that appears on the top of the Home screen and on most system menus reveals a variety of icons providing system information and access to different functions.

System Status Bar



System Icons

Status Icons	Action Icons
Battery Power Status	Notifications
Battery Charging	Turn Display Sleep Mode On
On-Board Camera is active	Audible Beeps On
Power	Audible Beeps Off
Power Disconnected	Update is available

Notifications

There are three (3) types of messages that arrive as **Notifications**: *Alerts*, *Alarms*, and *Messages*.

The **Notifications** system produces an icon at the top of the screen that blinks and shows the number of new, unread messages. New messages are accompanied by beeps, once every minute until the message is read.

To read an alert message:

1. Tap the **Notification** icon (1).
2. In the drop-down menu, tap **Alerts**. The system reveals the alert messages.

Acknowledging an Alarm Message

If the system goes into an alarm state, a message is sent to the Inbox. To view an alarm message:

1. Tap the **Notification** icon (1).
2. In the drop-down menu, tap **Alarms**. The system reveals the alarm messages.
3. Press the back button (◀) to return to the previous screen.

Reading Incoming Messages

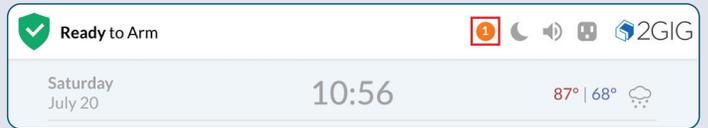
Your security provider has the ability to transmit messages about the installed 2GIG EDGE panel. When transmitting messages to the system, your security provider can:

- » Mark a Message as Public (read by any user) or Private (opened only by users who know the Master User Code).
- » Classify a Message as High Priority (ORANGE) or Low Priority (BLACK).
- » Specify When or If Messages Expire: There is no limit to the number of messages in the Inbox, but expired messages are automatically removed from the Inbox.

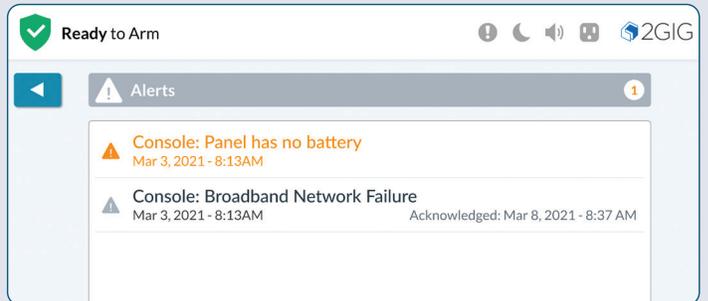
To read messages sent by your security provider:

1. Tap the **Notifications** icon.
2. In the drop-down menu, tap **Messages**. Before opening the message, it helps to understand the following:
 - » Messages in BLACK indicate Low priority.
 - » Messages in ORANGE indicate High priority.
 - » Messages in RED indicate an Emergency.
 - » Messages in GREY indicate that the message has been opened.
 - » A Lock icon indicates a Private message (🔒).

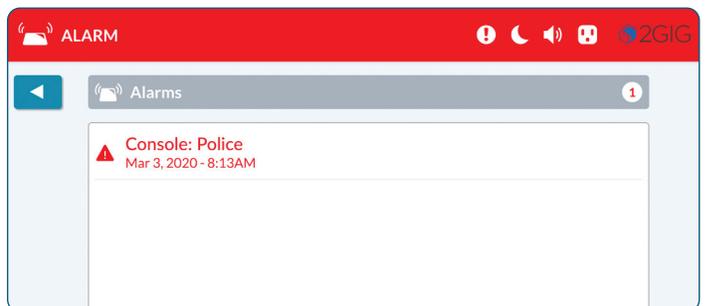
Notifications Icon (1)



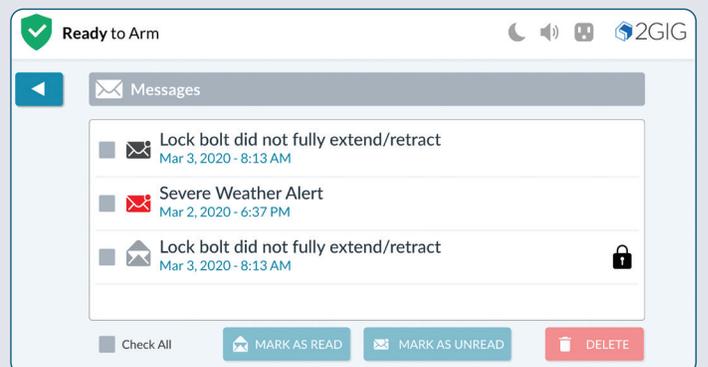
Unread Messages > Alert Messages



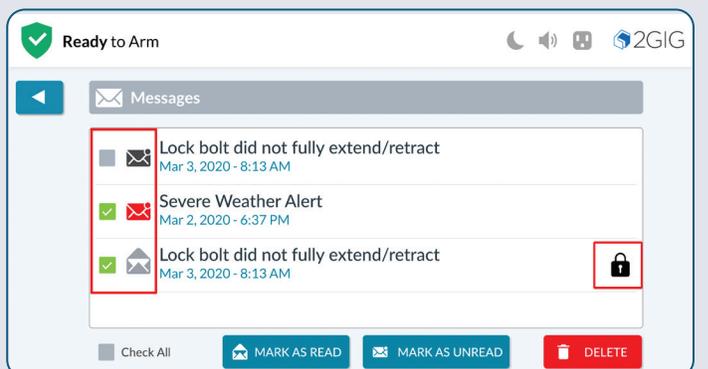
Unread Messages > Alarm Message



Messages > Reading Messages

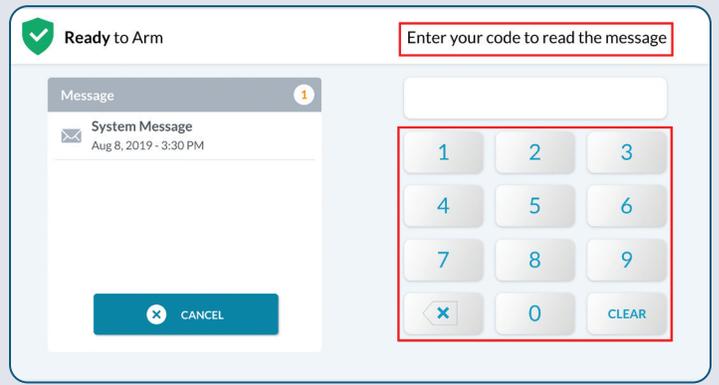


Messages—Priority and Security



4. Tap the desired message to open it.
5. If the message was marked as private, enter your system's Master User Code.
6. When the message appears, read the text.

Enter Your Code to Read the Message



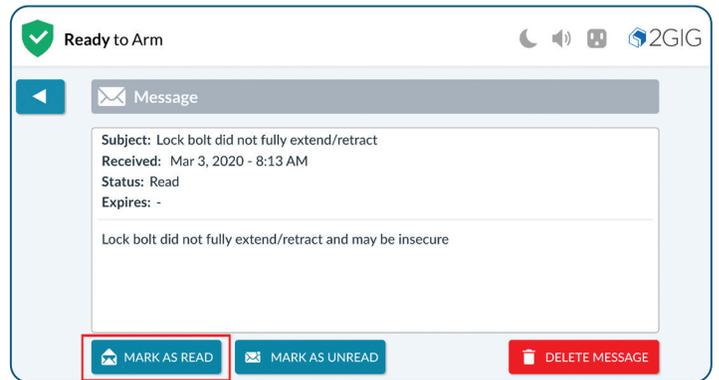
Marking a Message as Read

After reading a message, the system automatically marks the message as read. You can also manually mark the message as read.

To mark a message as read:

1. Open the desired message.
2. After reading the text, tap **MARK AS READ**. The system marks the message as read.

Messages > Mark as Read Button

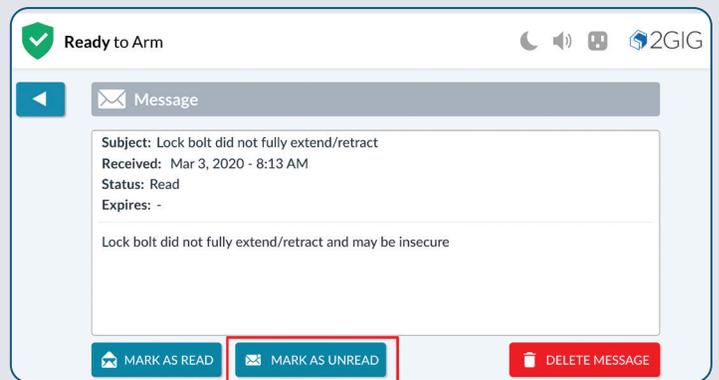


Marking a Message as Unread

If you want to keep a message in the unread status after reading it, you can mark the message as unread. To mark a message as unread:

1. Open the desired message.
2. After reading the text, tap **MARK AS UNREAD**. The system marks the message as unread.

Messages > Mark as Unread Button

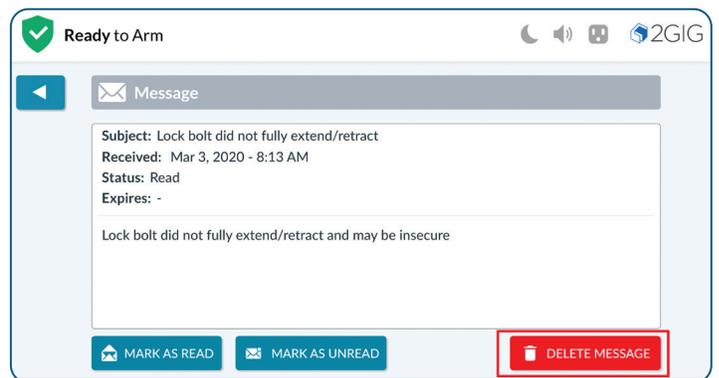


Deleting a Message

To delete a message:

1. Open the desired message.
2. After reading the text, tap **DELETE MESSAGE**.

Messages > Delete Message Button



Emergency Button/Indicator

Announce an emergency event by manually activating the alarm at the Control Panel.

This button is available on most displays (other than some system setup menus) for access to Panic, Fire or Emergency alarms.

See [Emergency Features](#), pg. 32, for complete instructions.

Viewing the Weather Forecast

Weather forecasts can be added as part of a service agreement. You can view five-day weather forecasts by tapping on the single day weather information on the Home screen of the touchscreen display.

Panel Information

Tap the **Logo** on the Home screen to reveal the **Panel Information** menu. This menu provides access to system *History*, *System Information*, *Dealer Info* (contact information for your alarm dealer) and *Regulatory & Compliance* information.

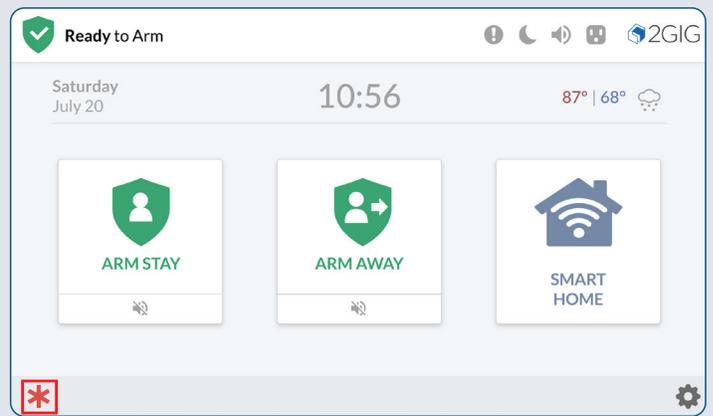
System Settings Button

Tap the **System Settings** button (⚙️) on the Home screen to reveal the **System Settings** menu and access general settings for the 2GIG EDGE Panel. To learn about the options in this menu, see [System Settings](#), pg. 41.

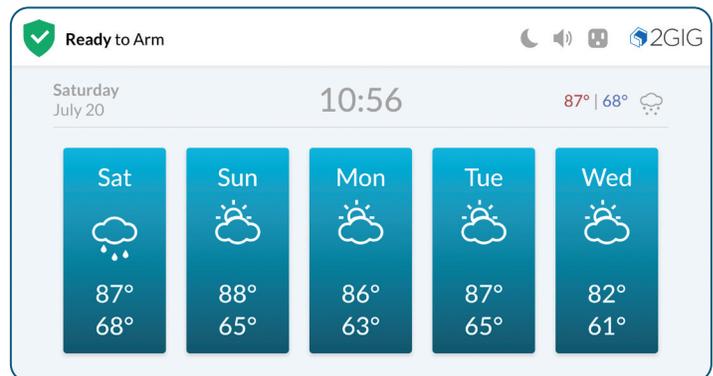
NOTE: To use this feature, you must know the Master User Code.

Screen image oversized to display all icons →

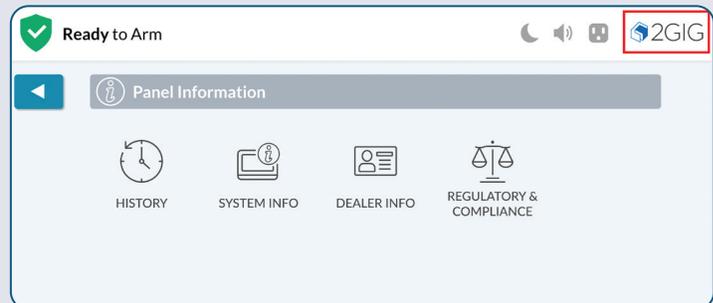
2GIG EDGE Panel—Alarm Button



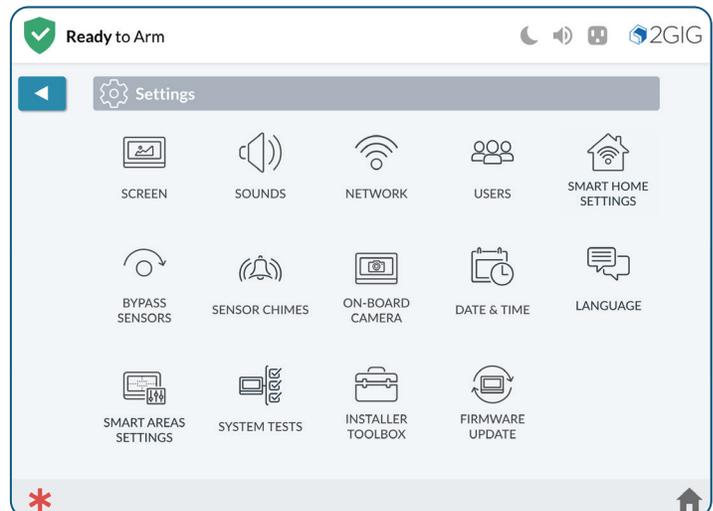
Five-Day Weather Forecast



Panel Information



System Settings Menu



RESPONDING TO TROUBLE ALERTS

To ensure that all system components are operating under optimal conditions, the system continually polls all of the wired and wireless sensors paired with the system. It also continuously checks the 2GIG EDGE Panel to ensure that it is operating properly. If a trouble condition is detected, the system alerts you of the issue.

Monitoring the System for Trouble Conditions

The system monitors the 2GIG EDGE Panel and its sensors, so it can notify when the following trouble conditions occur:

- » AC power loss to the panel
- » Cell radio connection interruption
- » Sensor low battery
- » Panel backup battery is low, bad or not installed
- » Sensor tamper
- » Panel tamper
- » Sensor supervision
- » Broadband network connection loss
- » RF Jam

When a Trouble Condition Occurs

When a trouble condition occurs, the system alerts you so that you can promptly address the issue and return your system to proper working order. In some cases, you may need to contact your alarm dealer of 2GIG products for assistance in resolving the trouble condition.

- » An alert notification is sent to the system's Inbox and the Messages icon flashes.
- » The system tones at 10 sec intervals every minute, until the alert is acknowledged.
- » Some Trouble Conditions are acknowledged by one beep, and then they transition to visual Trouble alert.

NOTES:

- 1 Attention required to the alert notifications will vary depending upon the severity of the trouble. Some troubles may create an audible alert and automatically transfer future alerts to a visual indicator on the panel. The visual alert will remain until the trouble has been resolved.
- 2 In some cases, an audible trouble alert will occur until acknowledged and repeat every 4 hrs until the condition causing the trouble has been resolved. Depending on the trouble type, you may have the option to transfer future alerts for the acknowledged trouble to be visual until the trouble has been resolved.
- 3 Acknowledging the trouble alerts may possibly be performed remotely through the Alarm.com app. Consult your dealer or Alarm.com account for more details.
- 4 Troubles that affect the whole system or Life Safety sensors are "Global". They will display and need to be acknowledged in each Smart Area.
- 5 Consult your installer to determine if the *Trouble Doesn't Sound at Night* feature is enabled on the system. When enabled, the system silences only the audible trouble alerts only during the hours of 10 p.m. to 9 a.m. It will not stop the visual trouble alert notification from displaying on the touchscreen so they can be acknowledged, nor will it stop the trouble alert report from being sent to the Central Station.
- 6 For compliance with UL 985: Household Fire Warning System Units, the six (6) trouble alert tones for Wireless Smoke/Heat/Freeze Alarms and Wireless Carbon Monoxide Detectors are required to sound at an interval of once every four (4) hours, until the condition causing the alert is resolved.
 - » A trouble report is sent to the Central Station.
- 7 Consult your installer to determine if the Trouble Reports to CS feature is enabled. When enabled, the system transmits trouble reports about sensors to the Central Station.

BURGLARY PROTECTION

During setup, the installer typically configures a variety of wireless and wired sensors to protect your dwelling from unwanted intrusion. Different types of sensors may be installed in your dwelling for burglary protection including door/window contacts, glassbreak detectors, image sensors and motion detectors. These sensors are intended to protect both the perimeter and interior of the premises.

NOTE: This burglary alarm system is in compliance with the standards defined in UL 681: Installation and Classification of Burglar and Holdup Alarm Systems and *UL 827: Central- Station Alarm Services*.

To help you get the most out of the burglary protection part of the system, it is useful to understand the concepts.

Perimeter and Interior Sensors

The system provides burglary protection using a combination of sensors that have been installed in and around your dwelling:

- » **Perimeter Sensors:** Sensors intended to place the system into an alarm state when an intruder enters a dwelling. Perimeter sensors (for example, Door/Window Contacts and Wireless Glass Break Detectors) are typically installed at possible entry points, such as front doors, sliding glass doors, back doors, side doors, garage doors, and windows.
- » **Interior Sensors:** Sensors intended to place the system into an alarm state by detecting forced entry of the premises by an intruder. Interior sensors are typically installed at possible movement points. For example, a motion detector might be installed to detect movement across a basement, down a hallway, or up a stairwell.

Once installed, the system continuously monitors all of its sensors. For an alarm to sound, burglary protection sensors must be armed (see [Arming the System](#), pg. 20).

The system is also programmed by the installer to notify you about different events. For example, when you open a perimeter door, it transmits a status message to the 2GIG EDGE Panel. The panel then shows that the door is open and the system announces the door's voice descriptor.

Protection Zones

When programmed into the system by the installer, each sensor is intended to protect a particular zone. Typical examples of zones that may be protected by a sensor include, *Front Door, Back Door, Basement Window, Laundry Room*, and so on. During programming, the installer may also create a voice descriptor for each zone. The 2GIG EDGE Panel uses the voice descriptor in two ways:

- » As a verbal announcement to notify occupants when a perimeter sensor is open, closed, or when an alarm is set off.
- » As the display name of the sensor's zone on the touchscreen.

Stay and Away Mode

Unlike fire protection sensors (which are always ON and protecting the dwelling), burglary protection sensors must be turned ON (see [Arming the System](#), pg. 20) and OFF (see [Disarming the System](#), pg. 26). This system can be armed in one of two modes:

- » **Stay Mode:** Arms the system except interior sensors. Arm the system in this mode when individuals will be occupying the premises. This arms only the sensor-protected perimeter doors and windows, leaving interior motion sensors or other interior doors unarmed. In a home setting, Stay Mode is frequently used during the evening hours when occupants do not intend to enter or exit the dwelling. This lets you move about without triggering the burglary alarm. Because all the interior burglary protection is OFF, an alarm would only be triggered if a sensor-protected perimeter door or window is opened.
- » **Away Mode:** Arms the system including interior sensors. Use this mode to arm the system when everyone will be leaving the premises. This mode arms all sensor-protected perimeter doors and windows, interior motion sensors, interior glass break sensors, and any other sensor-protected interior doors. Away Mode is frequently used during day time hours in residential installations and during non-business hours in commercial installations. Because all burglary protection features are ON, an alarm would be triggered when movement is detected, if any protected doors or windows are opened, or if glass breakage is detected (if glass break detectors have been installed).

Open and Closed Sensors

Before you can arm your system, all protected doors, windows, and other protection zones must be closed or bypassed (see [Force Bypassing](#), pg. 22). For example, if you leave a protected window open, the system considers it an open sensor. If a protected window is shut, the system considers it a closed sensor.

Bypassed Sensors

When sensors are left open, the system cannot be armed unless that sensor is closed (see *Open and Closed Sensors*, above) or added to the system's Bypassed Sensors list. Bypassed Sensors are ones that you intentionally decide to leave unprotected. See **Force Bypassing**, pg. 22.

NOTE: Bypassed sensors offer no protection and cannot cause an alarm. Use bypass if you want to arm your system with one or more sensors open and intentionally unprotected.

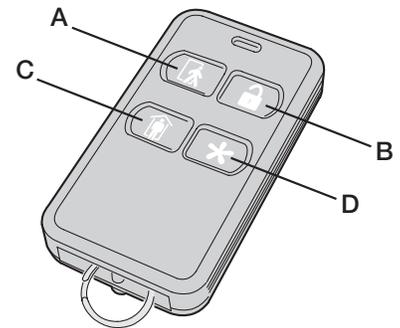
REMOTE CONTROL DEVICES

The installer can pair your system with one or more wireless keyfobs to give you the ability to arm/disarm your system away from, but within range of, the Control Panel using the keyfob's buttons. The 2GIG EDGE Panel can be paired to work with a maximum of 32 wireless keyfobs. Depending on your individual needs, keyfobs can also be configured by the installer to activate specific alarms.

Operate the System with a Keyfob

The installer can configure each keyfob to let you perform up to five (5) remote functions:

- A Arm the System in Away Mode
 - » Activate Emergency Alarm (see below)
- B Disarm the System
- C Arm the System in Stay Mode
- D Activate an Auxiliary Function



NOTE: Consult your installer to determine how your keyfob is configured to work with the system. Depending on your keyfob's setting, it may or may not be configured to disarm the system.

Arming the System Using a Keyfob

You can arm the system in Stay or Away mode using a keyfob that has been paired with the system.

- » **To arm the system in Stay Mode**, press the **Stay** button on the keyfob for two (2) seconds.
- » **To arm the system in Away Mode**, press the **Away** button on the keyfob for two (2) seconds.

NOTE: Depending on setup options, if any perimeter doors or windows are open, the system may not allow arming to Away mode with a wireless keyfob. Consult your installer to determine how this option is configured on your system.

Disarming the System Using a Keyfob

To disarm the system, press and hold the **Disarm** button on the keyfob for two (2) seconds.

NOTE: Consult your installer to determine how your keyfob is configured to work with the system. Depending on the individual keyfob settings, it may or may not be configured to disarm the system.

Activating an Auxiliary Function

To activate an auxiliary function, press and hold the **Auxiliary** button on the keyfob for two (2) seconds.

NOTE: Consult your installer to determine how your keyfob is configured to work with the system. Depending on the individual keyfob settings, it may be configured to set off an external siren/sounder or used to activate a different auxiliary function.

Activating an Alarm Using a Keyfob

To activate an emergency alarm, press and hold both the **Away** and **Disarm** buttons on the keyfob for five (5) seconds.

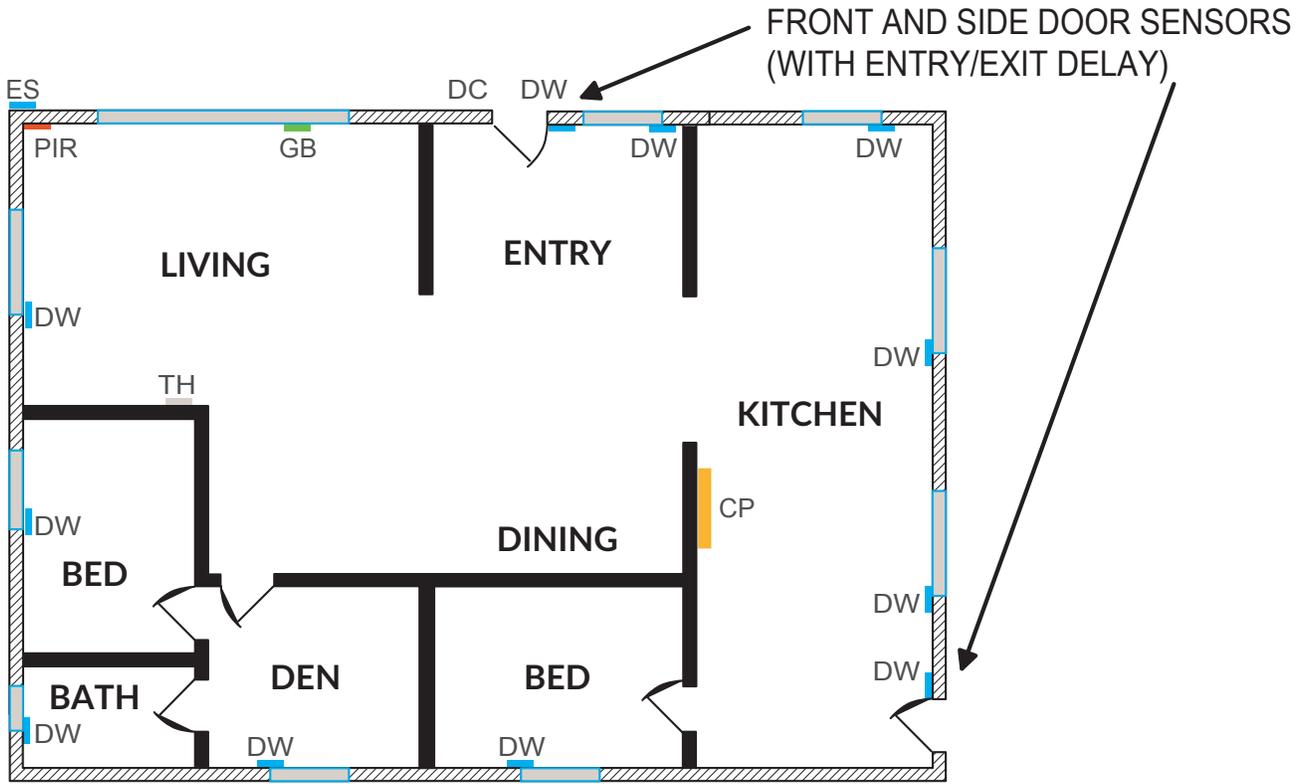
NOTES:

- 1 Consult your installer to determine what type of alarm your keyfob is configured to activate. Depending on the individual keyfob settings, this function might be disabled on your keyfob, or it might be configured to activate an auxiliary, audible, or silent panic alarm.
- 2 In order to cancel an emergency alarm activated with a keyfob, you must disarm the system at the 2GIG EDGE Panel.
- 3 If **Smart Areas** is enabled, a keyfob can be configured to perform Arm/Disarm/Alarm functions on one Smart Area.

SAMPLE BURGLARY ALARM PLAN

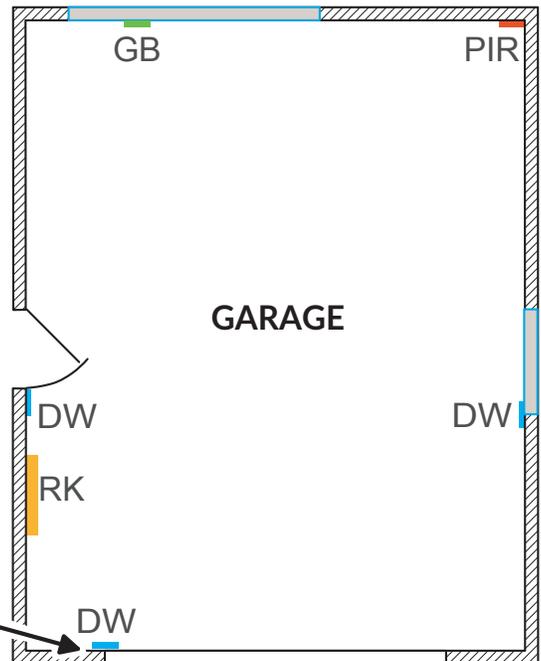
Before the installation, your alarm dealer will work with you to design, install, and configure a system intended to best protect your dwelling. This illustration is an example of a typical residential burglary alarm system offering both perimeter and interior protection:

Sample Burglary Alarm Plan



FRONT AND SIDE DOOR SENSORS
(WITH ENTRY/EXIT DELAY)

- CP: CONTROL PANEL
- DW: DOOR/WINDOW SENSOR
- PIR: MOTION DETECTOR
- GB: GLASS BREAK SENSOR
- RK: REMOTE KEYPAD
- ES: EXTERNAL SIREN
- DC: DOORBELL CAMERA
- TH: THERMOSTAT



MAIN AND SIDE GARAGE DOOR SENSORS
(WITH ENTRY/EXIT DELAY)

ARMING THE SYSTEM

You can arm the system only when the system status message indicates that it is in the *System Ready to Arm* or *System Ready to Arm (BYPASS)* state.

IMPORTANT: If any sensors are open (for example, a perimeter door or window is ajar) the system will be placed into the *System Not Ready to Arm* state and reveals the unprotected zone in **Sensors Not Ready** list on the touchscreen. Before you can arm the system, you must either close the open sensor(s) or bypass the open sensor(s). See **Force Bypassing**, pg. 22.

TIP: If you have purchased a keyfob (or multiple fobs) to control the 2GIG EDGE Panel, you can also arm the system using your keyfob. See **Arming the System Using a Keyfob**, pg. 18.

Arm the System (Stay Mode)

Stay Mode arms the system except interior sensors. Use this mode when occupants will be staying on the premises. In residential installations, Stay Mode is frequently used during the evening hours when occupants do not intend to enter or exit the dwelling. This lets you move about without triggering the burglary alarm. Because all the interior burglary protection is OFF, an alarm would only be triggered if a sensor-protected perimeter door or window is opened. To learn how to arm the system in Away Mode, see *Arm the System (Away Mode)*, next column.

NOTE: Consult your installer to determine if your system is configured with the *Quick Arming* feature. When enabled, the *Quick Arming* feature allows anyone to arm the system without entering a user code. When disabled, you must enter an active user code to arm the system.

To arm the system in Stay Mode:

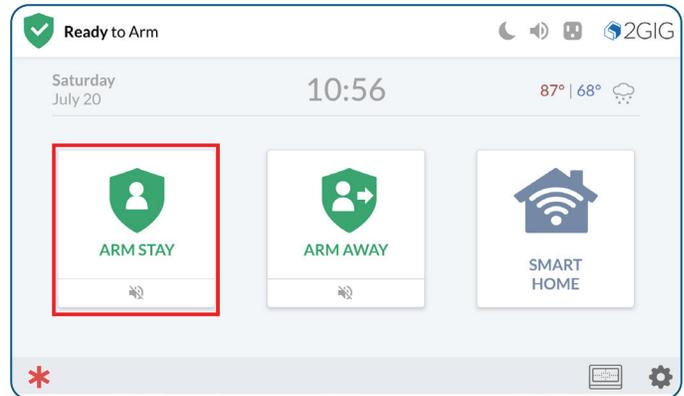
1. Ensure that all perimeter doors and windows are closed. The system status message should read *System Ready to Arm*. If the status messages reads *System Not Ready to Arm* and the **Sensors Not Ready** list appears, a protected door or window is open. You must first close that door/window or place it on the **Bypassed Sensors** list. See **Force Bypassing**, pg. 22.
2. At the Home screen, tap **ARM STAY**.
3. (Optional) At the Enter Your Code to Arm the System screen, enter an active user code. If the Quick Arming feature is enabled, you will skip this step and not be prompted for a user code.

A countdown timer appears and the system announces “Arming Stay”. The countdown gives occupants time to enter or exit the premises through a protected door.

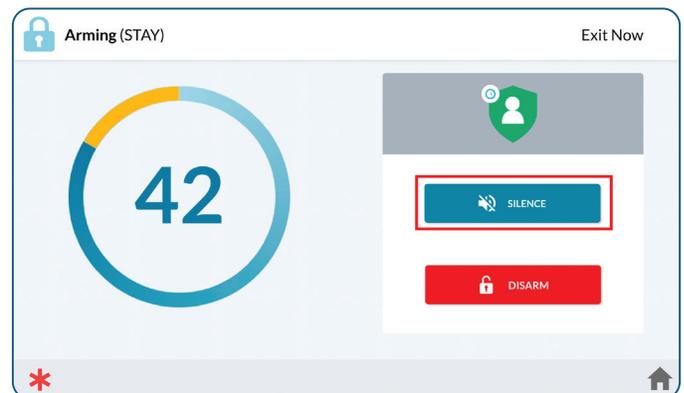
4. (Optional) To silence the countdown beeps and announcements, tap **Silence**. This turns the *Silent Exit* feature ON. Activating *Silent Exit* will extend the exit delay time.

Once the countdown expires, occupants will not be able to enter or exit through protected doors and windows without triggering the burglary alarm or an entry delay.

Armed Stay Mode



Silence Button - Silent Exit



Arm the System (Away Mode)

Away Mode arms the system including interior sensors. Use this mode when occupants will be leaving the premises. When arming the system in Away Mode, the system arms all sensor-protected perimeter doors and windows, interior motion sensors, interior glass break sensors, and any other sensor-protected interior doors. In residential installations, Away Mode is frequently used during daytime hours.

In commercial installations, it is most frequently used during non-business hours. Because all burglary protection features are ON, an alarm would be triggered when movement is detected, if any protected doors or windows are opened or if the system detects breaking glass.

To learn how to arm the system in Stay Mode, see [Arm the System \(Stay Mode\)](#) above.

NOTE: Consult your installer to determine if your system is configured with the **Quick Arming** feature. When enabled, the **Quick Arming** feature allows anyone to arm the system without entering a user code. When disabled, you must enter an active user code to arm the system.

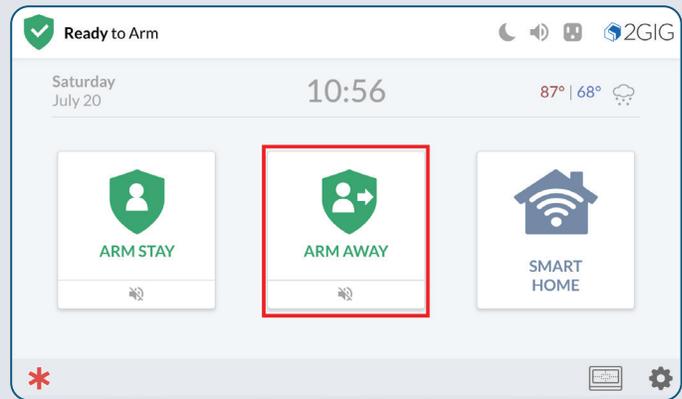
To arm the system in Away Mode:

1. Ensure that all perimeter doors and windows are closed. The system status message should read **System Ready to Arm**. If the status messages reads **System Not Ready to Arm** and the **Sensors Not Ready** list appears, a protected door or window is open. You must first close that door/window or place it on the **Bypassed Sensors** list. See [Force Bypassing](#), pg. 22 on the facing in the next section.
2. At the Home screen, tap **ARM AWAY**.
3. (Optional) At the **Enter Your Code to Arm the System** screen, enter an active user code. If the **Quick Arming** feature is enabled, you will skip this step and not be prompted for a user code.
4. (Optional) If you want to cancel the arming action before the countdown expires, tap Disarm. Then enter an active user code.

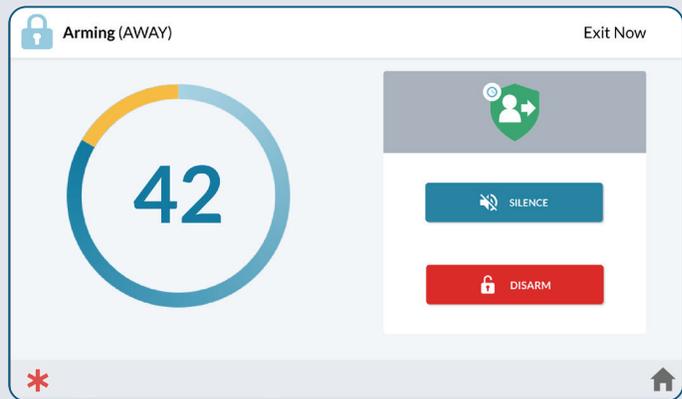
The countdown timer appears and the system announces “Arming Away”. The countdown gives occupants time to enter or exit the premises through a protected door.

During the **Exit Delay** countdown, the system emits a series of beeps that become faster during the last 10 seconds. Once the countdown expires, occupants will not be able to enter or exit through protected doors and windows without triggering the burglary alarm or Entry Delay.

Armed Away Mode



Countdown



NOTES:

1. Consult your installer to determine if the Exit Delay Restart feature is enabled on your system. This feature restarts the Exit Delay countdown if an occupant enters or exits through a protected door or window before the countdown expires.
2. (Optional) If you want to silence the countdown beeps and announcements, tap Silence. This turns the Silent Exit feature ON and extends the Exit Delay countdown.
3. Consult your installer to determine how the **Exit Delay** feature is configured on your system (45-120 seconds).
4. Consult your installer to determine if the Auto Stay feature is enabled on your system. If you arm the system in Away Mode and no one exits through an Exit Delay door before the countdown expires, the system will automatically arm itself in Stay Mode.

Force Bypassing

When a protected door or window is open, the system places the sensor on its Sensors Not Ready list. In order to arm the system, one must either close the sensor or place it on the system's Bypassed Sensors list.

Bypassed Sensors are ones that are intentionally left unprotected. This method of bypassing a sensor is called Force Bypassing. To learn how to manually bypass a sensor, see [Manually Bypassing a Sensor](#), pg. 53.

Opening a Sensor When the System is Disarmed

When a protected door or window is opened while the system is disarmed, the 2GIG EDGE Panel responds as follows:

- » The system status message on the touchscreen reads System Not Ready to Arm.
- » The Sensors Not Ready list and BYPASS ALL button appears.
- » The name of the protected zone appears on the Sensors Not Ready list.
- » The number of open sensors appears in the top-right corner of the list.
- » The system uses the voice descriptor assigned to the sensor to announce that the protected zone is open. If Chime is enabled, see [Chimes](#), page 54.

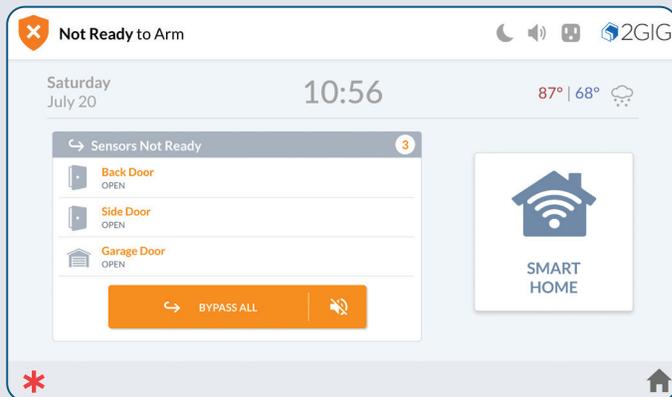
Force Bypassing a Sensor

If you want to arm the system and ignore the open sensor, you must force bypass the sensor.

To force bypass the sensor:

1. Below the **Sensors Not Ready** list, tap **BYPASS ALL**.
2. At the **Enter your code to bypass sensors** screen, enter an active user code.
3. When the system status message changes to **System Ready to Arm (BYPASS)**, you can arm the system. See [Arming the System](#), pg. 20.

System Not Ready to Arm—Sensors Not Ready List

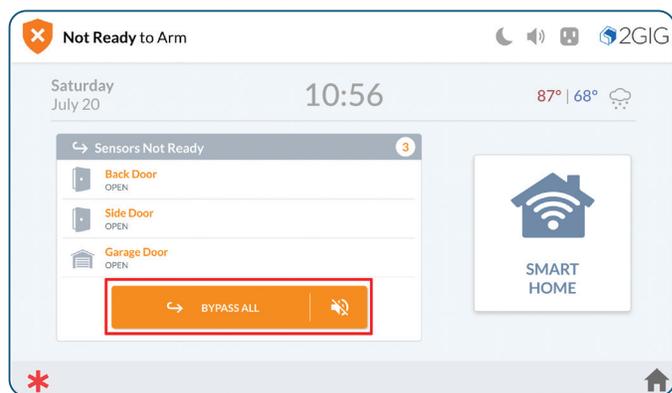


WARNING!! A bypassed burglary protection sensor does NOT provide security protection when the system is armed. See [Bypass Sensors](#), pg. 53.

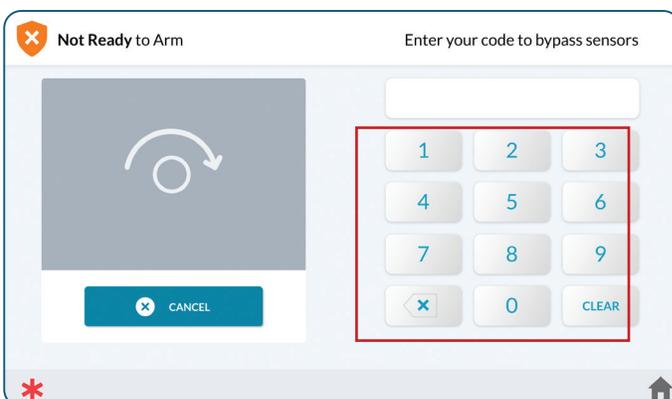
NOTES:

- 1 Residential alarm systems do not permit you to bypass sensors installed in fire, carbon monoxide, or emergency zones.
- 2 In order to bypass a sensor, you must enter a valid User Code.

Sensors Not Ready > Bypass All



Enter an Active User Code to Bypass Sensors



To remove a sensor from the Bypassed Sensor list:

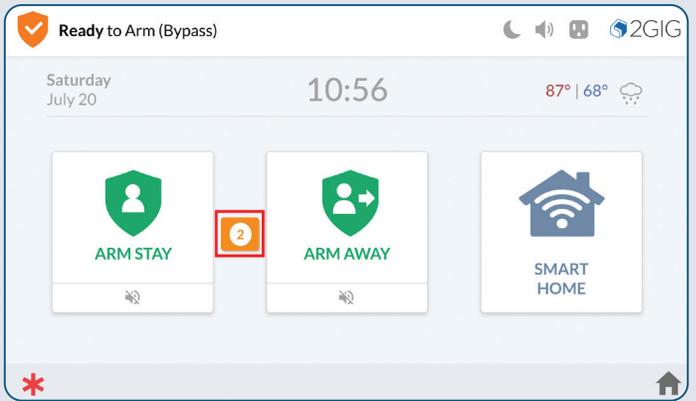
1. Tap the circle indicator showing how many devices are currently bypassed.

2. Below the Bypassed Sensors list, tap **CANCEL BYPASS**.

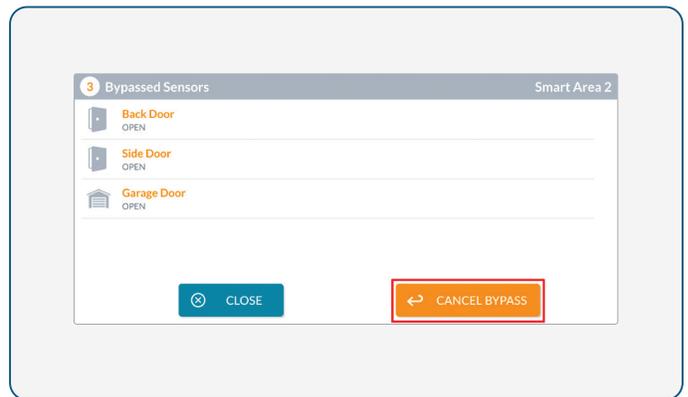
3. At the **Enter your code to cancel bypass** screen, enter an active user code.

This changes the system's status back to **System Not Ready to Arm** and moves the sensor to the **Sensors Not Ready** list.

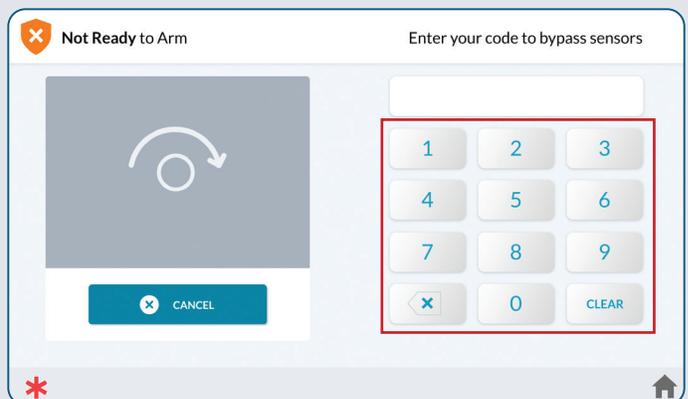
Bypassed Sensors Indicator



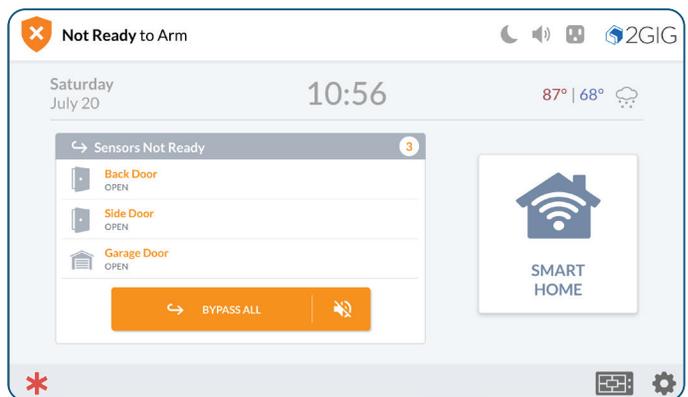
Bypassed Sensors > Cancel Bypass Button



Enter Your Code to Cancel Bypass



System Not Ready to Arm—Sensors Not Ready List



Use the Quick Exit Button

The **Quick Exit** button gives users the ability to start an *Exit Delay* countdown while the system is armed. This gives users the ability to leave the premises through an *Exit/Entry* door, instead of having to disarm and then rearm the system.

When the *Allow Quick Exit* setting is enabled, the **QUICK EXIT** button appears on the **System Armed (STAY)** screen.

NOTE: Consult your installer to determine if the Allow Quick Exit setting is enabled or disabled on the system.

To use the **QUICK EXIT** button:

1. Arm the system in Stay Mode. See [Arming the System](#), pg. 20.
2. At the **System Armed (STAY)** screen, tap **QUICK EXIT**.

This starts the *Exit Delay* countdown to give you time to exit through an *Exit/Entry* door without having to re-arm the system. At the end of the countdown, the system rearms itself in the Armed Stay mode.

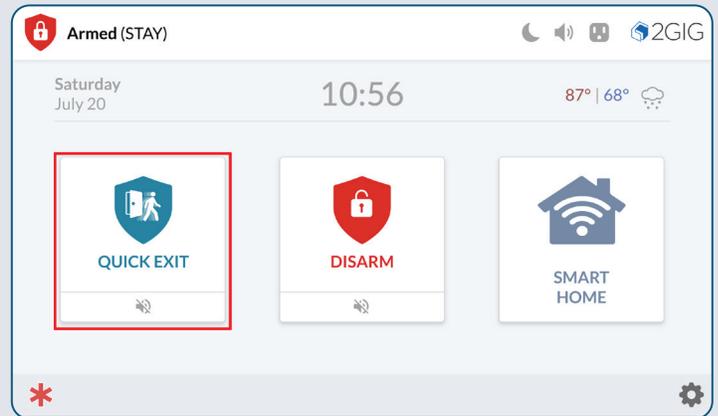
In the Event of an Exit Error

If you arm the system and an Exit/Entry door is left in a violated state or condition at the time the Exit Delay countdown expires (for example, the door you exit from doesn't close behind you), the 2GIG EDGE Panel sounds the local alarm and the Entry Delay countdown begins.

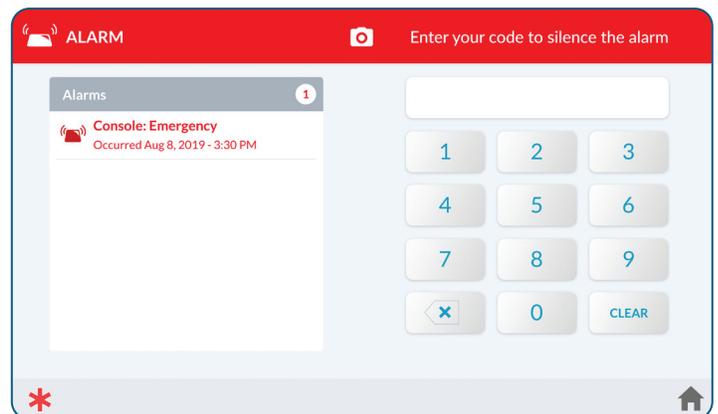
If you do not disarm the system when the Entry Delay countdown begins, the system automatically begins the alarm transmission sequence.

The panel also transmits an Exit Error report to the Central Station and displays an Exit Error message on the panel screen, as shown below.

System Armed—Quick Exit Button



Alarm Transmission & Exit Error Sequence



DISARMING THE SYSTEM

To turn the system's burglary protection sensors OFF, you disarm the system. Disarming the system also silences any type of alarm that might be sounding.

NOTE: To use this feature, you must have an active user code. See your system's Master User to obtain a code.

Disarm the System (Stay Mode)

When the system is armed in Stay Mode, any person with an active user code can disarm the system.

To disarm the system:

1. At the **System Armed** screen, tap **DISARM**.

TIP: If you want to exit the premises through one of the Exit/Entry doors while the system is armed in Stay Mode, tap the **QUICK EXIT** button. See *Use the Quick Exit Button* on the previous page.

2. At the **Enter your code to disarm the system** screen, enter an active user code.

The system is disarmed. If protected doors and windows are closed, the system sounds the **System Disarmed, Ready to Arm** announcement. If protected doors or windows are open, the system sounds the **System Disarmed Not Ready to Arm** announcement.

Disarm the System (Away Mode)

When the system is armed in Away Mode, any person with an active user code can disarm the system. You must enter the code before the **Entry Delay** countdown expires to avoid setting off the alarm.

To disarm the system from Away Mode:

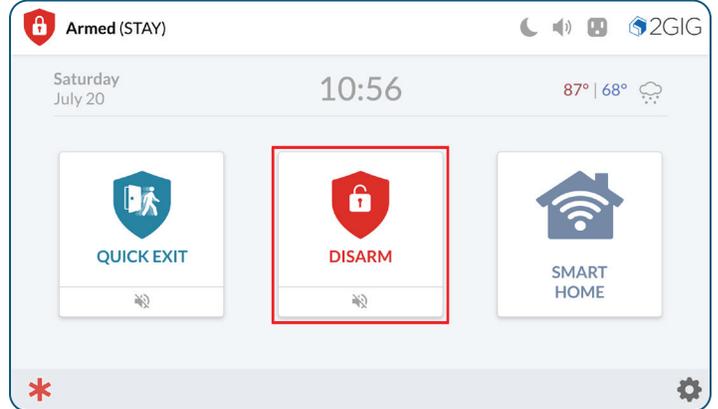
1. Enter the premises using one of the Exit/Entry doors. The system's **Entry Delay** beeps sound.

NOTE: Consult your installer to determine how the **Entry Delay** feature is configured on your system (30-240 seconds).

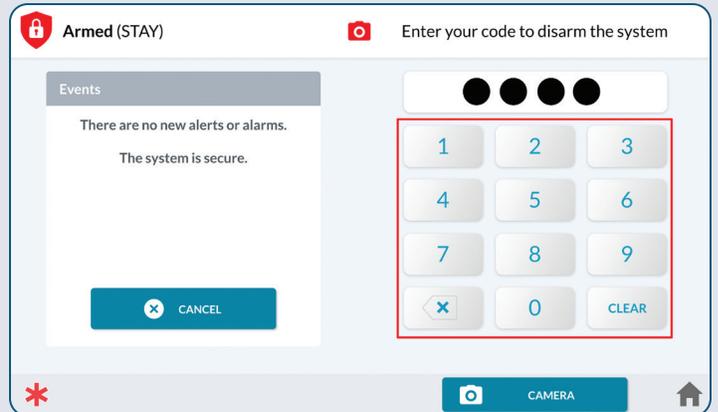
2. At the **Entry Delay** screen, enter an active user code. You must enter your code before the Entry Delay countdown expires.

The system is disarmed. If protected doors and windows are closed, the system sounds the **System Disarmed, Ready to Arm** announcement. If protected doors or windows are open, the system sounds the **System Disarmed Not Ready to Arm** announcement.

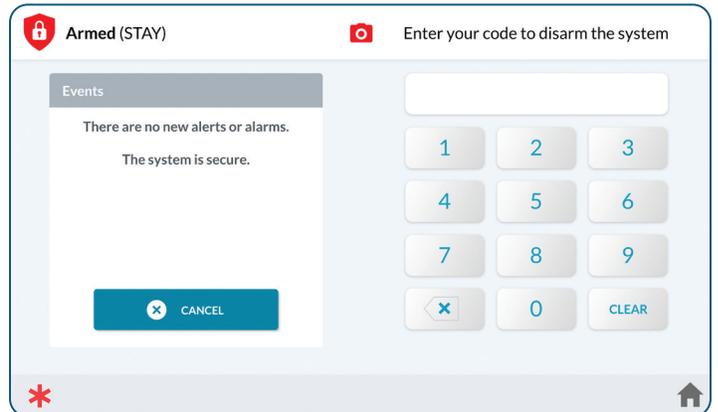
System Armed > Disarm Button



Enter Your Code to Disarm the System



Enter Your Code to Disarm the System



Disarm the System

When the system is armed, the Armed (Stay or Away) screen is displayed.

To disarm the system:

1. Tap the **DISARM** button.
2. To disarm with **Facial Recognition**, align the user's face within the frame of the camera, slightly moving the head from side to side.

OR

3. Tap the **KEYPAD** button to access the keypad and disarm using the disarm code.

IMPORTANT: Facial Recognition does not detect **Duress**. During a Duress situation, avoid making the face detection gesture. Instead, tap **KEYPAD** then enter duress code.

4. (OPTIONAL) Enter the *Duress Code*.

The system disarms and transmits a silent duress report to the Remote Service Provider.

Facial Recognition Profile Update

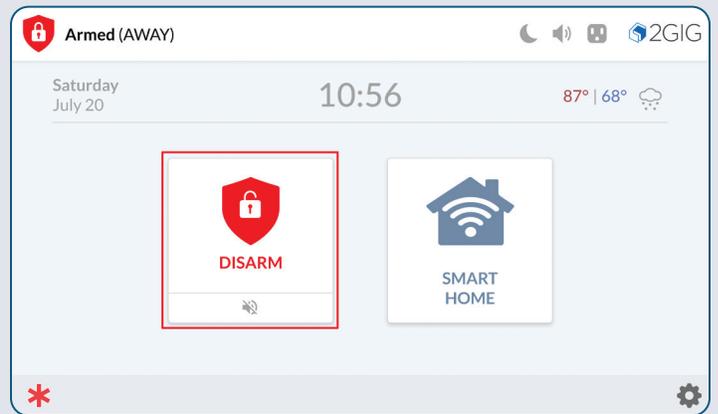
Due to differences in lighting and other factors during Facial Recognition disarming, there may be times when the panel prompts **Face Not Recognized**.

When this occurs, the **Enter Code** screen will appear, so the panel can be disarmed using the designated four or six digit disarming code.

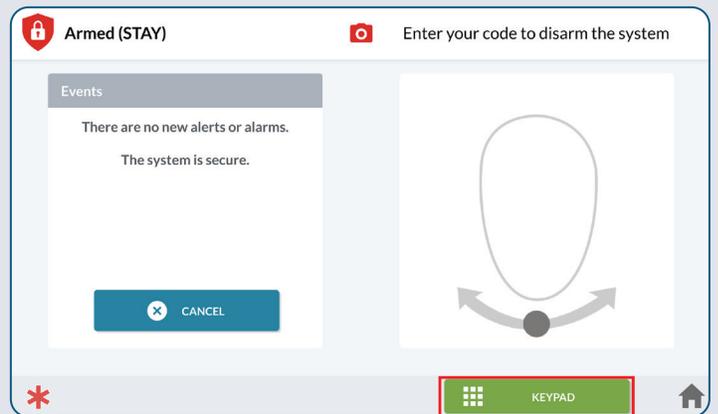
NOTE: See [Users](#), page 46, for Facial Recognition setup instructions.

1. Enter the four or six digit code to disarm.

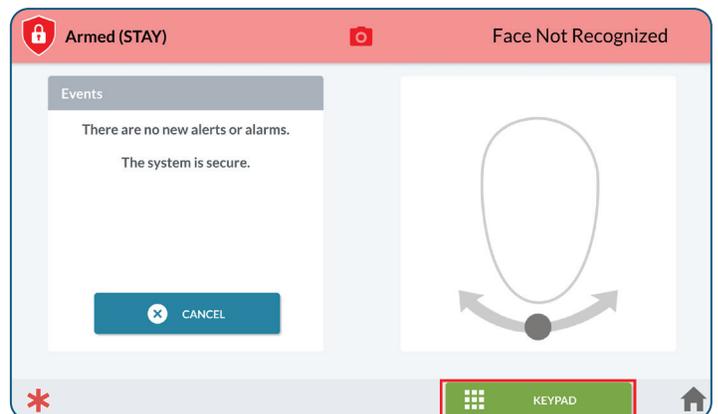
Disarm the System



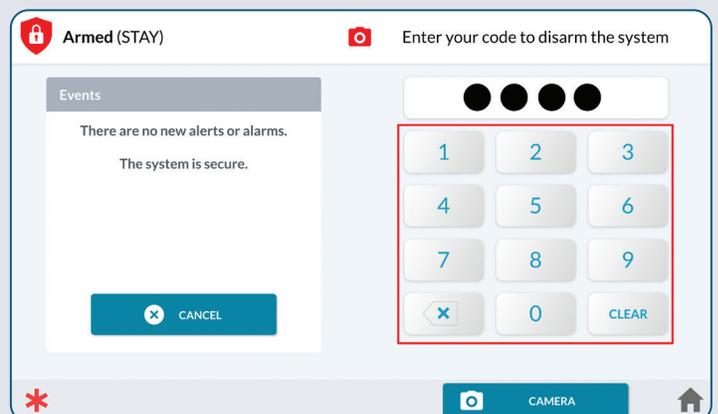
Disarm with Facial Recognition



Face Not Recognized



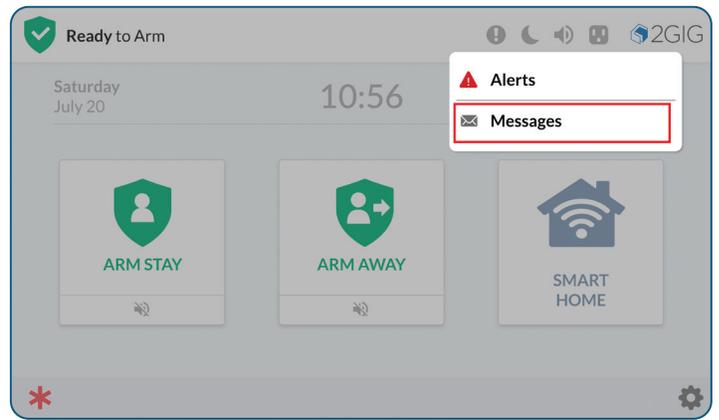
Enter Code



Once disarmed, the Home Screen will appear with a blinking Notification.

2. Tap the notification, then tap **Messages**.

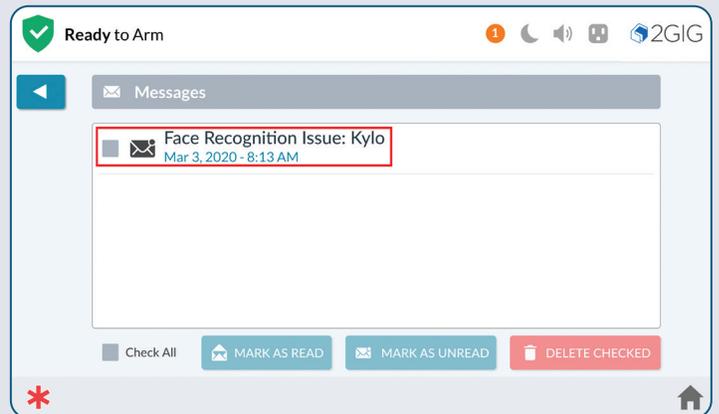
Home Screen - Message



3. Tap the message.

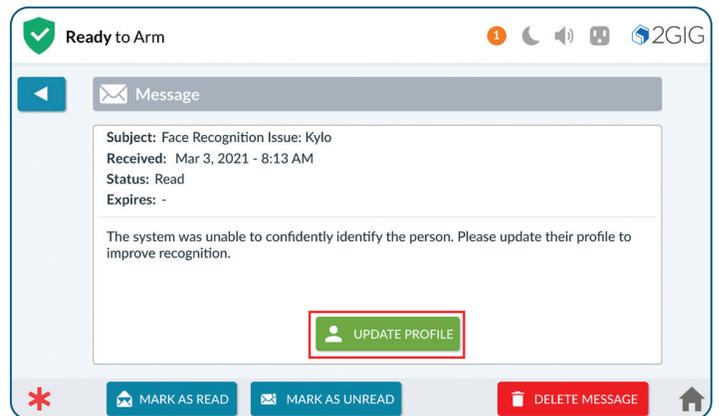
NOTE: These messages are only accessible to the Master user. Tapping the message will display the keypad to enter the master user code.

Messages



4. Tap **UPDATE PROFILE**.

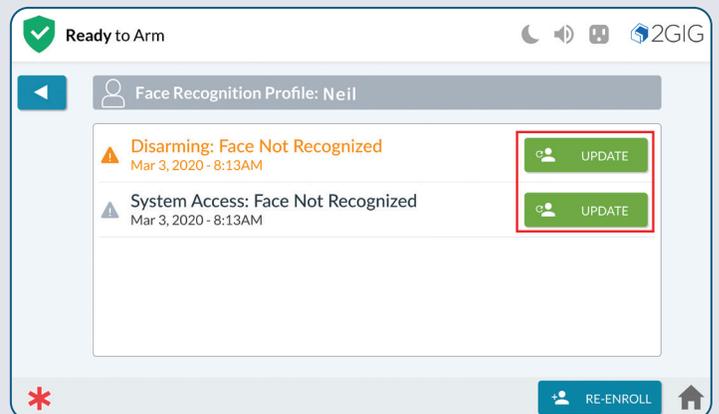
Message - Update Profile



5. Tap **UPDATE**.

NOTE: More than one Update may need to be performed, An update option will be created with each "Face not recognized" event, Each must be updated separately.

Facial Recognition Profile - Update

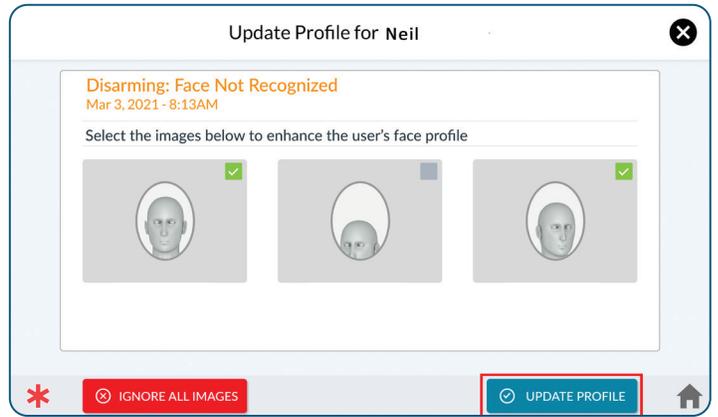


6. Tap to select/deselect new images captured by the panel's camera to associate them with the current profile.
7. Confirm that the photos belong to the person who's profile is being updated. Photos are associated with the user code used to disarm panel after a Facial Recognition update event.

NOTE: It's best to *deselect* photos that don't display a good representation of the face (ex: center photo displayed).

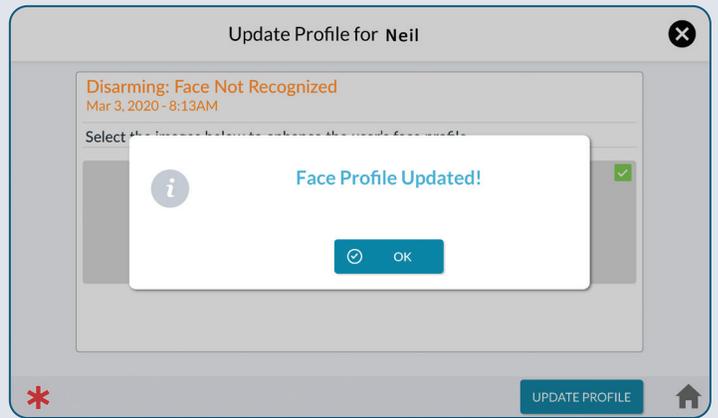
8. Tap **UPDATE PROFILE**.

Update Profile - Select Images



9. Once the Face Profile has been successfully updated, tap **OK**.
10. Tap to return to previous menus.

Update Profile Success



Transmit a User Duress Report

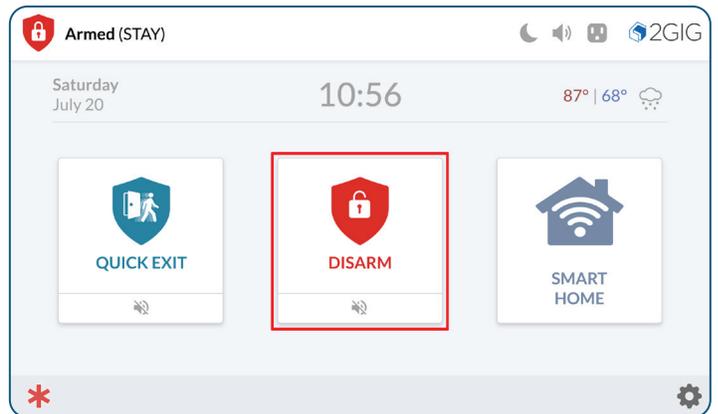
You can enter the Duress Code to transmit a user duress report to the Central Station without alerting an intruder that you're calling for help.

Transmitting a User Duress Report when the System is Armed

To transmit a user duress report when the system is armed:

1. At the **System Armed** screen, tap **DISARM**.

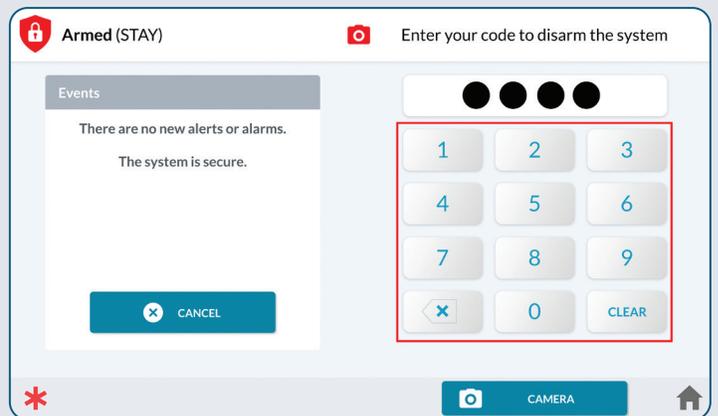
System Armed—Disarm Button



2. Enter the *Duress Code*.

The system disarms and transmits a silent duress report to the Remote Service Provider.

Enter the Duress Code



Transmit a Duress Signal when System is Disarmed

To transmit a user duress report when the system is disarmed:

1. At the Home screen or from one of the menus, press and hold the logo.
2. At the **Keypad**, enter the Duress Code.

The system will return to the Home screen, and the duress signal is sent to the Central Station.

NOTE: See [Activate the Duress Code](#), page 51, for Duress Code activation instructions.

In the Event of a Burglary Alarm

If one or more armed sensors are tripped while the system is armed in Stay or Away Mode, an alarm condition will occur, and the system's alarm siren will sound.

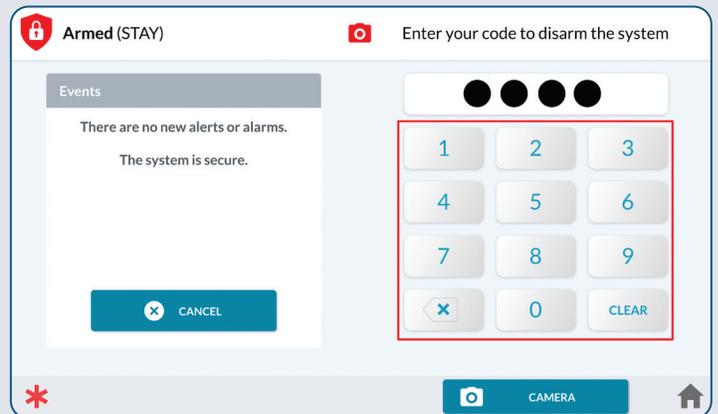
If an **Entry Delay** sensor is tripped while the system is armed in Stay or Away Mode, the **Entry Delay** countdown starts to give you time to disarm the system. If the system is not disarmed before the countdown expires, an alarm condition occurs, and the system's alarm siren will sound.

If more than one armed sensor is tripped, the system displays the triggered sensors in chronological order.

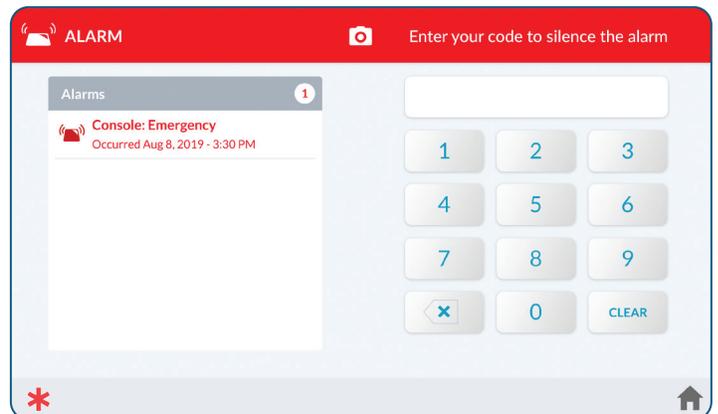
System Logo



Enter the Duress Code



Alarms Screen—Multiple Alarms in Chronological Order



Silencing the Alarm Sounder (for False Alarms)

If the system is in an active alarm state, any person with an active user code can silence the sounder by disarming the system.

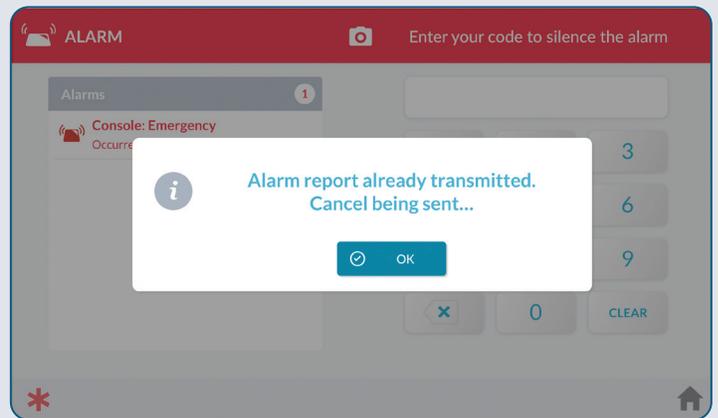
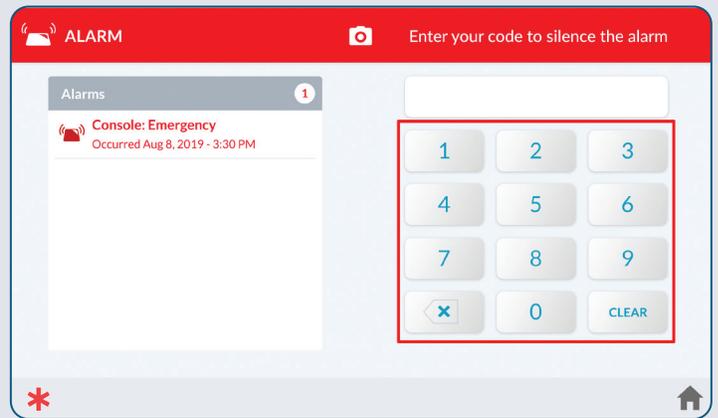
- » If you disarm the system **BEFORE** the Abort Window Dialer Delay countdown expires, the system cancels the alarm and stops the alarm report from being transmitted to the Central Station.
- » If you disarm the system **AFTER** the Abort Window Dialer Delay countdown expires, the system silences the alarm and transmits an alarm cancellation report to the Central Station.

NOTE: Consult your installer to determine how the **Alarm Abort Window Dialer Delay** feature is configured on your system (15-45 seconds). This setting specifies the number of seconds end users have to manually abort the alarm, in the event of a false alarm. For **ANSI/SIA CP-01-2010** compliance, the default setting is 30 seconds. For **UL 1023: Household Burglar Alarm Units** compliance, this setting may be configured to a maximum of 45 seconds.

To silence the alarm sounder:

1. When an **Alarm** is sounding, enter an active, user code.
2. Depending on how quickly you enter your code, one of the following occurs:
 - a. If you enter your code before the **Abort Window Dialer Delay** countdown expires, "**Disarming Canceled an Alarm Before it was Transmitted**" will be displayed.
 - b. If you enter your code after the **Abort Window Dialer Delay** countdown expires and before the **Alarm Cancel Time** expires, the following message appears.
3. Tap **OK** to dismiss the notification message.

Enter Your code to Silence the Alarm Screen



Clearing an Alarm

If an alarm occurs while you are away, the panel's Piezo Sounder will sound for a preset amount of time (as defined by the **Burglary Bell Cutoff Time** and/or the **Fire Bell Cutoff Time**). Upon entry, the system emits repeated beeps to warn you that an alarm was set off while you were away.

NOTE: Consult your installer to determine how the **Burglary Bell Cutoff Time** and **Fire Bell Cutoff Time** is configured on your system. The time can be configured to last **4 minutes**, **8 minutes**, **12 minutes**, **16 minutes**, or **Unlimited** (no cutoff). The default setting for both features is four (4) minutes.

CAUTION! If the system emits fast, repeated beeps (instead of the typical **Entry Delay** beeps), proceed indoors with extreme caution. For your safety, it is recommended that you immediately leave the premises, go to a secure location, and then contact your local authorities for assistance. If you have any reason to believe an intruder is present, do NOT enter the premises until the dwelling is deemed safe by local authorities.

To clear an alarm:

1. At the **Alarm** screen (after the *Burglary Bell Cutoff Time* or *Fire Bell Cutoff Time* expires), enter an active user code.
2. Depending on how quickly you enter your code, one of the following occurs:
 - a. If you enter your code before the *Alarm Cancel Time* countdown expires, the following message appears.

NOTE: Consult your installer to determine how the *Alarm Cancel Time* setting is configured on your system. For compliance with *ANSI/SIA CP-01-2010*, the factory default setting is five (5) minutes.

- b. If you enter your code after the *Alarm Cancel Time* countdown expires, the system reveals the **Alarm History**.

The system clears the alarm. You can also clear the Alarm History.

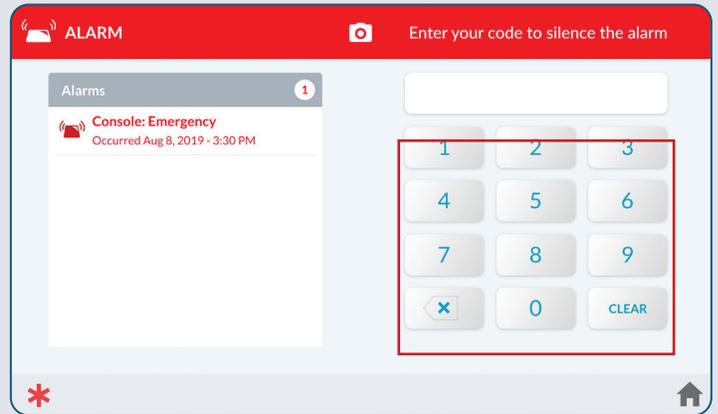
Clear the Alarm History

After an alarm is activated on the system while you are away, a notification message appears in the **Alarm History**.

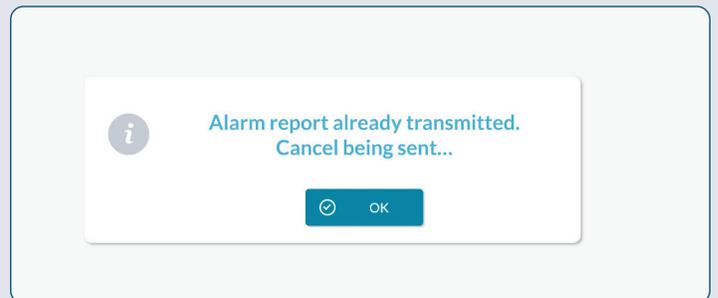
To clear the alarm history:

1. Tap the **Message** system icon. Then tap **Alerts**.

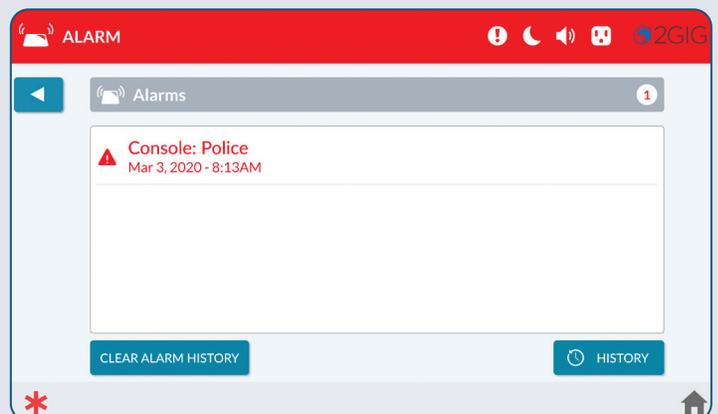
Enter Your Code to Clear the Alarm



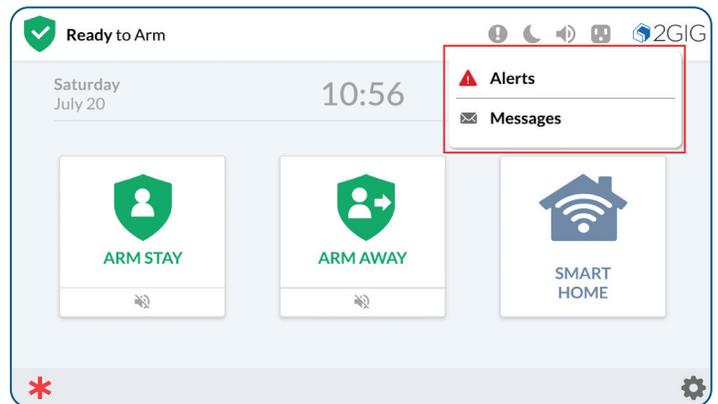
Alarm Report Already Transmitted ... Cancel Being Sent



Alarm History

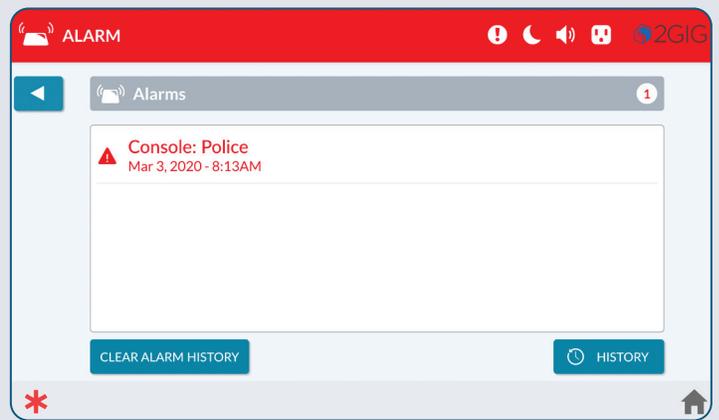


New Alerts



2. Review the **Alarms** list. Then tap **CLEAR ALARM HISTORY**.

Alarms Screen



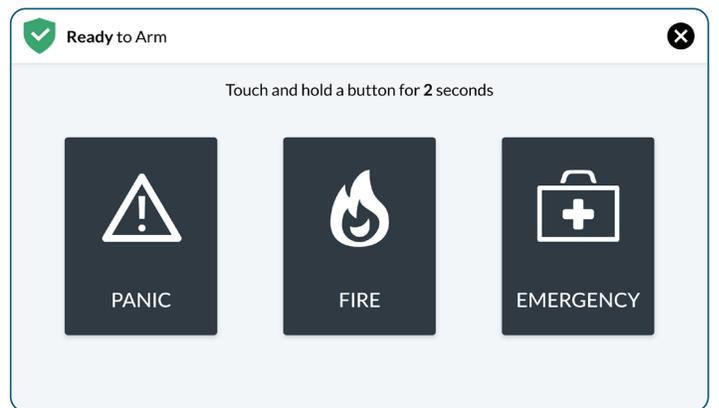
Emergency Features

24-Hour Alarm Buttons

Three 24-hour alarm buttons can be shown or hidden by the installer on the Control Panel's touchscreen: **Panic**, **Fire**, and **Emergency**.

You can open the following screen by pressing the * button on the Control Panel:

24-Hour Alarm Buttons



Panic Button

When activated, the system immediately goes into the alarm state. Depending on how the system is configured, the Control Panel emits a loud, patterned warning siren or sets off a silent panic alarm with no siren. The system also transmits a police report to the Central Station.

NOTES:

- 1 Consult your installer to determine if the *Police Emergency Key* is configured to sound an audible alarm or a silent panic alarm.
- 2 Consult your installer to determine if the *2-Way Voice* feature is enabled on the system. If enabled, setting off the Panic alarm gives operators at the Central Station the ability use the Control Panel's built-in speaker and microphone to converse with people on the premises.
- 3 Consult your installer to determine if the *Silent Panic/Burglary Listen Only* feature is enabled on the system. If enabled, setting off the Panic alarm gives operators at the Central Station the ability to use the Control Panel's built-in microphone to listen. If the panic alarm is sent, the operator can only listen. For your protection, the operator will not be heard at the panel.

Fire Button

When activated, the system immediately goes into the alarm state. The Control Panel emits a loud, patterned warning siren that is in compliance with *ANSI S3.41 Temporal-3 Fire Alarm Signal* and continues to sound until the system is disarmed (see [Disarming the System](#), pg 25) or the Fire Bell Cutoff Time expires. The system also transmits a Fire Report to the Central Station.

NOTES:

- 1 Consult your installer to determine how the Fire Bell Cutoff Time is configured on your system. The time can be configured to last *4 minutes*, *8 minutes*, *12 minutes*, *16 minutes*, or *Unlimited* (no cutoff). The default setting is four (4) minutes.
- 2 If Smart Areas is enabled the **Fire Button** will create a global alarm in all Smart Areas. The alarm must be acknowledged/cleared in each Smart Area.

Activate an Emergency Alarm

When activated, the system immediately goes into the alarm state. The Control Panel emits a loud, patterned warning siren and continues to sound until the system is disarmed (see [Disarming the System](#), pg 25). The system also transmits an Emergency Report to the Central Station.

Activate a Manual Panic, Fire or Emergency Alarm

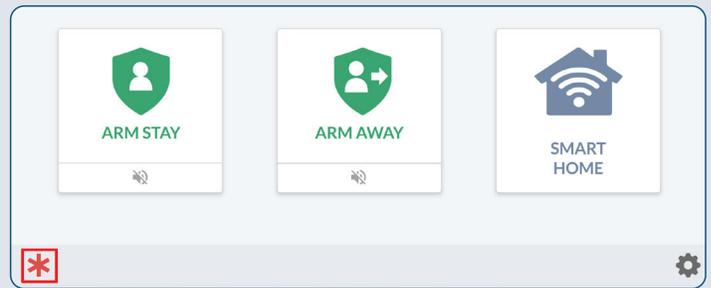
To activate a manual alarm:

1. Tap .
2. Touch and hold the **Panic, Fire, or Emergency** button for two (2) seconds.

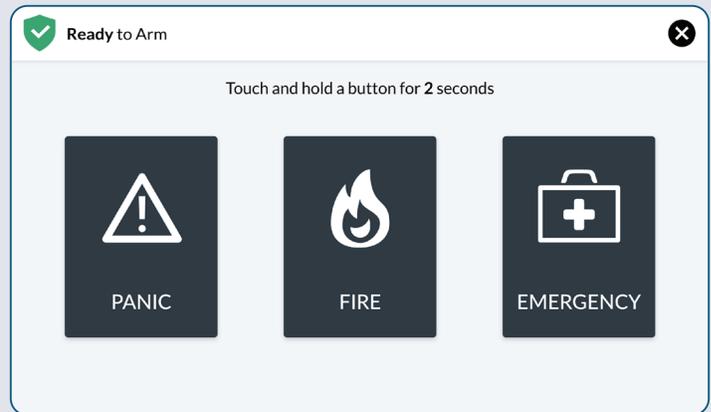
NOTE: Consult your installer about your system's emergency key settings. Typically, all three buttons are enabled and visible on the touchscreen by default. However, some systems may be configured to hide one or more of these buttons.

3. Once the alarm situation is resolved, clear the alarm by following the steps available in the [Event of a Burglary Alarm](#) section, page 29.

2GIG EDGE Panel—Alarm Button



24-Hour Alarm Buttons

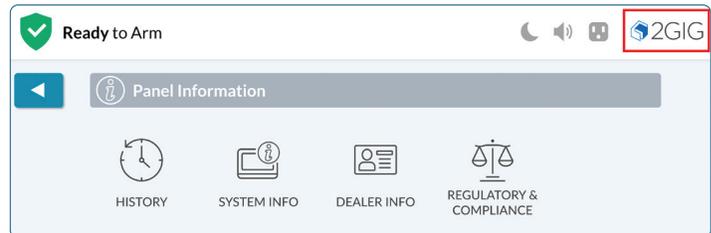


PANEL INFORMATION

The **Panel Information** menu provides access to the system's History, System information, Dealer Information and Regulatory & Compliance information.

Tapping the logo on the **Home** screen accesses the menu.

Panel Information



History

The **History** screen shows a chronological log of system events. Each event is recorded with a date and time stamp:

- » **Alarms:** Keeps a record of when alarm conditions are triggered and cleared.
- » **Arms/Disarms:** Keeps a record of when the system is armed and disarmed.
- » **Bypasses:** Keeps a record of when zone sensors are bypassed and unbypassed.
- » **Alerts:** Keeps a record of when the 2GIG EDGE Panel or a zone issue an alert. For example, low battery, AC power loss, or tamper conditions.

Filtering History

You can filter the list in the **History** screen to show or hide alarms, bypasses, or alerts.

At the **History** screen, tap one or more check boxes to add or remove filters.

System Info

The **System Info** screen shows the following information about your 2GIG EDGE Panel (depending on the features that are active in your system):

- » Serial Number
- » Panel Firmware Version
- » Radio Modem
- » IVS Version
- » IMEI
- » MAC Address
- » Z-Wave Home ID
- » Z-Wave Version
- » Panel IP Address
- » EFR32
- » Atmel
- » Xcore
- » WIFI+HWID
- » Build Version

Reboot

Tap Reboot to restart the panel. Master User pin number is required to complete the process.

Dealer Info

The **Dealer Info** screen shows basic contact information for your alarm dealer.

Filter History

Ready to Arm

History

Event Filters: Alarms Arm/Disarms Bypasses Alerts

Event Label
Mar 3, 2020 - 8:13AM

Alert triggered: Console, tamper
Mar 3, 2020 - 8:13AM

Alarm cleared: Console, Broadband Network Failure
Mar 3, 2020 - 8:13AM

Event Label

System Info Screen

System Ready to Arm

System Info

Edge Panel	
Serial Number	2028010023708015
Panel Firmware Version	0.2.20210117.67
Radio Modem	EC21AFAR05A06M4G
IVS Version	Intelli-vision 10-12-2020 Version-113
IMEI	01578500000645
MAC Address	CC:4B:73:7D:5A:26
Z-Wave Home ID	c22b4fe7
Z-Wave Version	7.13
Panel IP Address	10.5.147.103
EFR32	FF.19
Atmel	01.06
Xcore	0.2.0
WIFI+HWID	X10-DV2.0

REBOOT

Dealer Info Screen

Ready to Arm

Dealer Info

Name	Dealer Name
Phone	(555) 456-7890
Site	www.YourDealer.com
Address	Dealer Address

FIRE AND CARBON MONOXIDE PROTECTION

During setup, a professional installer typically configures a variety of wireless to provide the dwelling with continuous, 24-hour-a-day, heat, smoke, and gas protection. Most systems are installed with both Wireless Smoke/Heat/Freeze Alarms and Wireless Carbon Monoxide Detectors.

Important Concepts

To help you get the most out of your fire, heat, and gas protection system, it is useful to understand these concepts.

National Fire Alarm and Signaling Code

IN THE UNITED STATES, CANADA, AND OTHER COUNTRIES REQUIRED TO MEET THIS STANDARD: THIS EQUIPMENT MUST BE INSTALLED IN ACCORDANCE WITH CHAPTER 2 of ANSI/NFPA 72: National Fire Alarm and Signaling Code (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269).

IMPORTANT: This system ships with an approved 24-hour backup battery installed and is compliant with *UL 985: Household Fire Warning System Units*.

IMPORTANT: Specific requirements for Heat and Smoke Alarms vary from state to state and from region to region. A professional installer must always verify current requirements for your area with the local Fire Department.

NOTE: Instructions describing the proper installation, operation, testing, maintenance, evacuation planning, and repair service are provided in the printed *Installation Instructions* included with all 2GIG Wireless Smoke/Heat/Freeze Alarms and Wireless Carbon Monoxide Detectors.

Emergency Action Plan

Establish and regularly practice a plan of escape with all members of your household in the event of fire. The National Fire Protection Association recommends the following steps:

1. Mount your detector or your interior or exterior alarm sounders where they can be heard by all occupants.
2. Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other should be an alternate escape, such as a window, should the path to the escape door be impassable. Station an escape ladder at such windows if there is a long drop to the ground.
3. Sketch a floor plan of the building. Show windows, doors, stairs, and rooftops that can be used to escape. Indicate escape routes for each room. Keep these routes free from obstructions and post copies of the escape routes in every room.
4. Ensure that all bedroom doors are shut while you are asleep, preventing deadly smoke from entering while you escape.
5. Touch the door before opening it. If the door is hot, check your alternate escape route. If the door is cool, open it cautiously. Be prepared to slam the door shut if smoke or heat rushes in.
6. When smoke is present, crawl on the ground. Do not walk upright, since smoke rises and may overcome you. Air is typically clearest near the floor.
7. Escape quickly, but don't panic.
8. Establish a place outdoors, away from your house, where everyone can meet and then take steps to contact the authorities and account for those missing. Ensure that nobody returns to the premises.

In the Event of a Fire Alarm

Smoke and Carbon Monoxide (CO) detectors may be installed to protect the occupants of the dwelling from the harmful, and possibly deadly effects of smoke, heat, and fire-related dangers. The system's fire and emergency protection features are always protecting the premises.

NOTE: A professional installer must ensure that all Smoke/Heat Alarms are installed in compliance with all national, regional, and local laws, statutes, and guidelines.

Silence a False Fire Alarm

In the event of a false fire alarm (for example, burning food or another non-emergency condition), you can silence the alarm.

To silence the alarm:

1. Enter an active user code to silence the alarm.

IMPORTANT: Consult your installer to determine how the *Abort Window Dialer Delay* is configured on your system. This defines the amount of time the system will wait to initiate the digital dialer when an alarm condition is triggered and specifies the number of seconds you have to manually abort the alarm, before an alarm report is sent to the Central Station.

IMPORTANT: Consult your installer to determine how the *Alarm Cancel Time* is configured on your system. This defines the amount of time you have to send an alarm cancellation report to the Central Station. The factory default setting for the system is five (5) minutes.

2. Review the Alarms screen to determine which sensor activated the alarm.

NOTE: If the alarm restarts, smoke may be present in the alarm's detection chamber. Enter the user code again. Then fan the detection chamber on the sensor for 30 seconds.

3. After the problem has been addressed, tap the **Clear Alarm History** button.

NOTE: For Smoke/Heat Alarms and CO Detectors, the **Clear Alarm History** button will not permit you to clear any history until the 2GIG EDGE Panel receives a message from the sensor that it has returned to normal operations.

NOTE: If Smart Areas are configured, the Fire Alarm must be acknowledged and cleared in each Smart Area. This can be done at a keypad assigned to that area or by using the **Smart Areas** button on the home screen.

In the Event of a Carbon Monoxide Alarm

Detectors may have been installed to safeguard the occupants of your dwelling from the dangerous and possibly deadly effects of CO gas. See [Safety Precautions and Notations](#), pg 6.

If a CO alarm is activated, the system emits a warning siren until the system no longer detects CO in the environment.

To respond to a CO alarm event:

1. Gather all occupants and immediately move to fresh air (either go outdoors or stand by an open door/window).

DANGER!!! To protect yourself and others from injury and/or death, do not re-enter the home or move away from the open door/window until the premises has been approved for safe re-entry by emergency officials. To learn about other ways to safeguard your home from the harmful effects of CO, refer to the guidelines defined by your local, state, or regional officials.

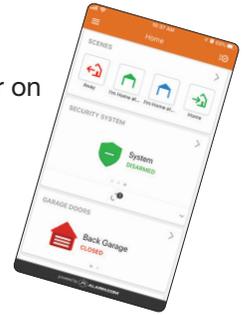
2. Dial 9-1-1 (or your region's emergency services number) to report the situation to authorities.
Always call from safe location.
3. Survey each person's health, checking for flu-like symptoms and other evidence of CO poisoning.

TIP: To prevent a future occurrence, contact an industry professional to evaluate all possible sources of CO gas in the dwelling.

NOTE: If Smart Areas are configured, the CO Alarm must be acknowledged and cleared in each Smart Area. This can be done at a keypad assigned to each area or by using the Smart Areas button on the home screen.

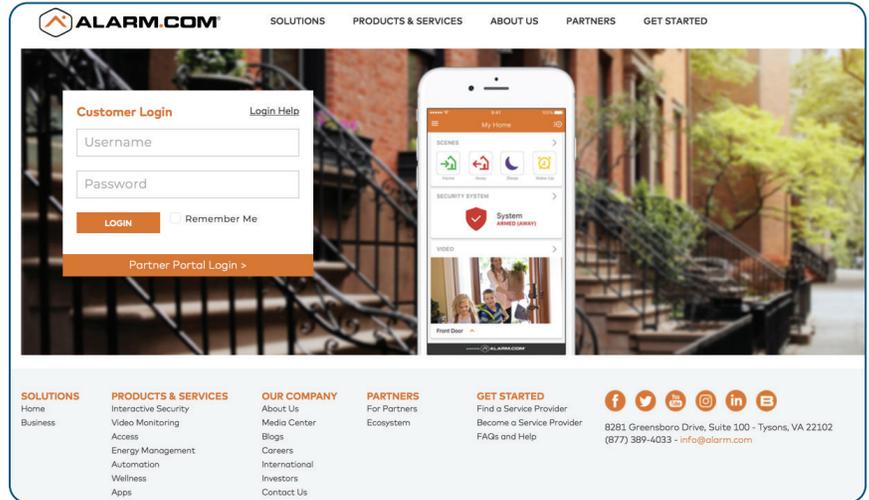
ALARM.COM SETUP

The Alarm.com mobile app allows you functional access to your 2GIG EDGE system using your Apple iOS or Android smart phone. To get started, download the app from the Apple App Store or on Google Play.



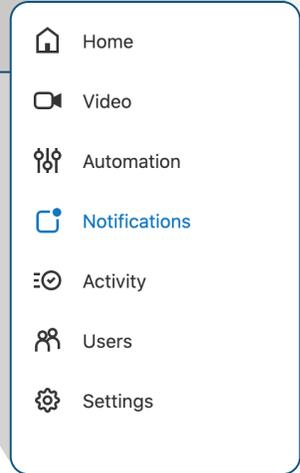
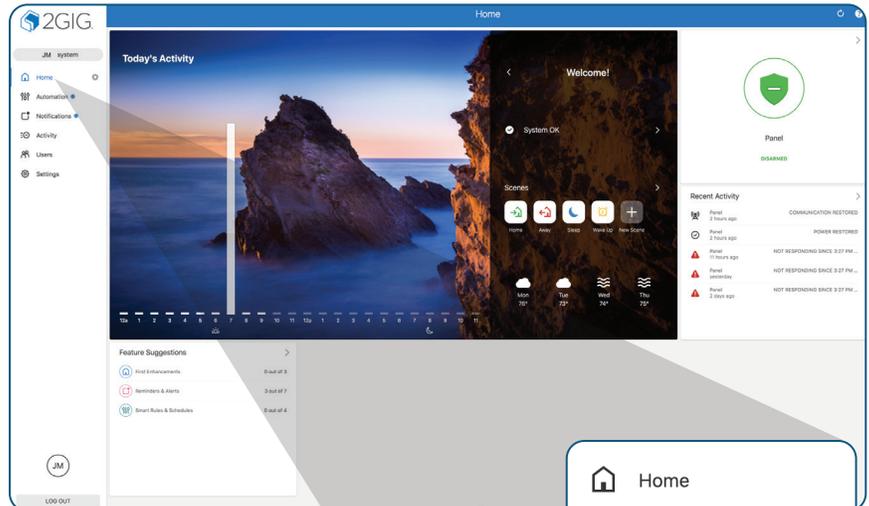
To get started:

1. Access the [Alarm.com portal](#). Or your dealer provided URL.
2. Enter the **Username** and **Password** provided by your dealer.
3. When prompted to agree to Alarm.com's terms and conditions, select "I Agree".
4. Create your new password following the Minimum Requirements.
5. Choose then answer a Security Question, then select **Confirm**.
6. Verify your email address. An email will be sent to your account. On the email, click **Verify** to complete the registration process.



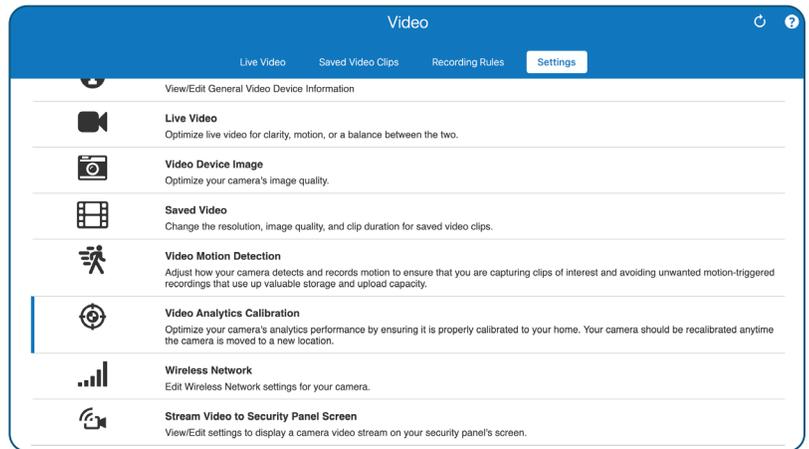
Account options are relocated on the left side of the screen:

- » Home
- » Video
- » Automation
- » Notifications
- » Activity
- » Users
- » Settings



Video

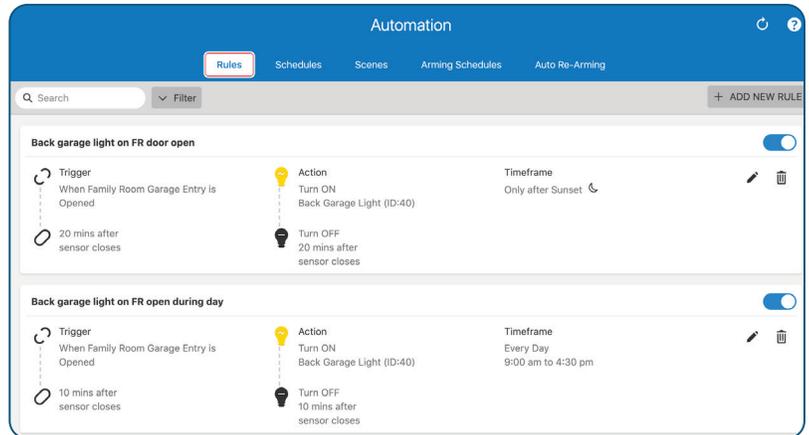
View Live Video, save video clips set rules for recording or adjust video settings.



Automation

Click **Add New Rule** to set a Trigger, Action and Timeframe for the new automated action.

Once a Rule is created, you can set Schedules, Scenes, Arming Schedules and setup Auto Re-Arming.



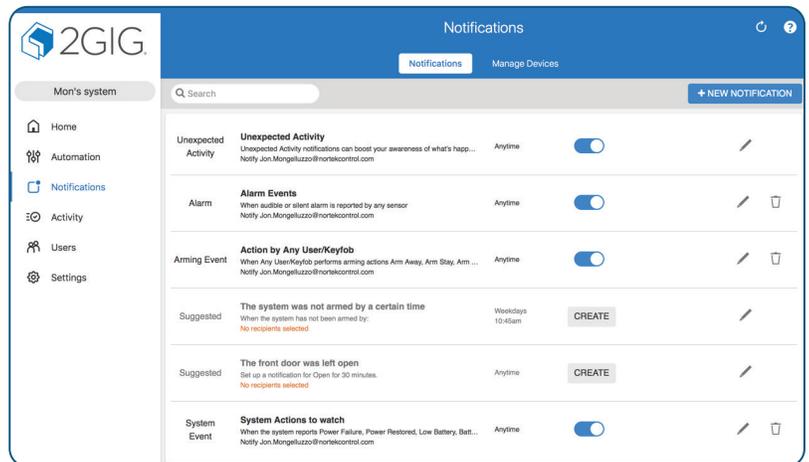
Notifications

Use this option to **Edit** (✎), **Enable** or **Disable** preset Notifications for specific events. When an option is enabled, the system sends a notification via email.

Choose **+New Notification** to create a notification that relate to these categories: **Standard**, **Property Awareness**, **Family**, **Second Home** and **Reminders**.

Activity

Review panel activity history, such as Website login, Alarms, open doors, etc.

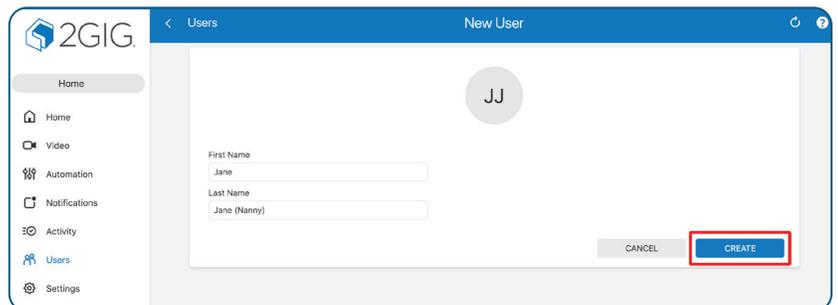


Users

When you access the Users option for the first time, the page will show the Master user and any users added from the panel.

Adding a New User

1. Click **Add New User**, then enter a First and Last name.
2. Click **CREATE**.



Device Access Screen

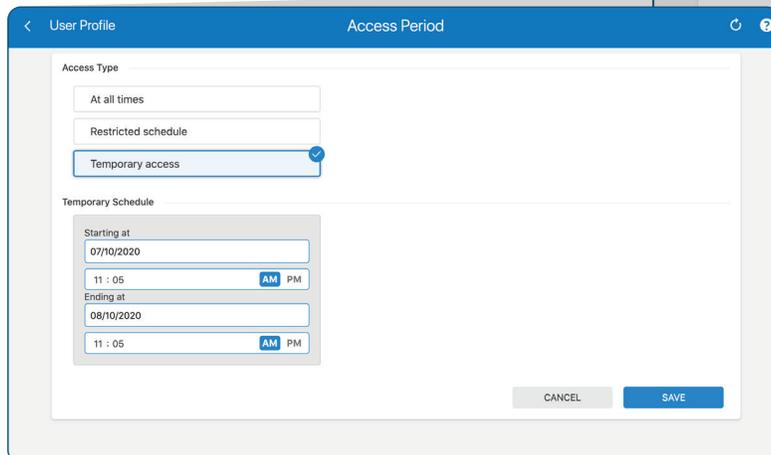
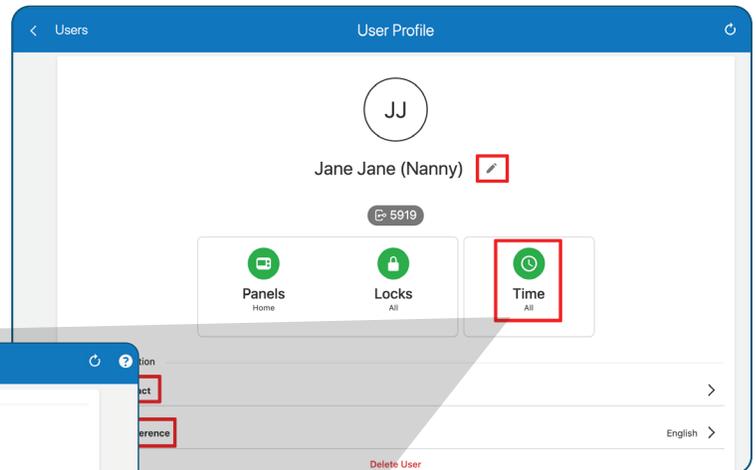
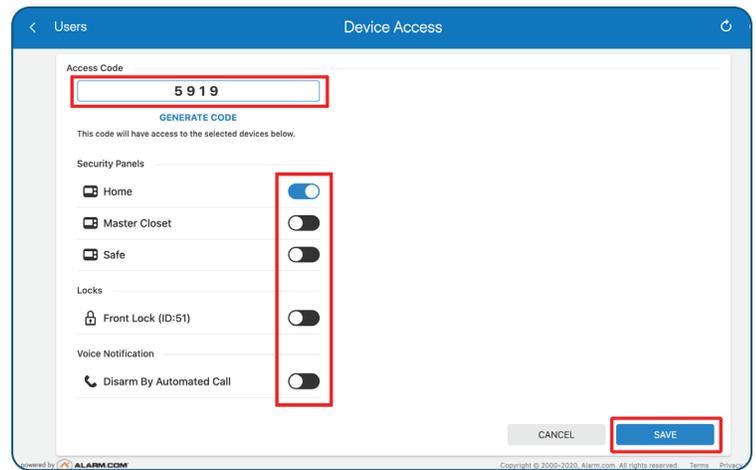
1. Enter four numbers to generate the user's access code.
2. Click on a switch to enable or disable selected devices for the new user.
3. When you're finished, select **SAVE**.

User Profile

1. Click the pencil icon (✎) to edit the User Profile name.
2. Click **Add Contact** to enter a phone number and/or email address.
3. Click **Language Preference** to specify the user's preferred language.
4. Select **SAVE** when finished.

Access Period

1. Click **Time** to set an Access Period for the new user.
2. Select *All Times*, set a *Restricted Schedule* or allow *Temporary Access*.



Settings

Login Settings

Make changes to the login, password, email address and other settings related to Login.

Account Management

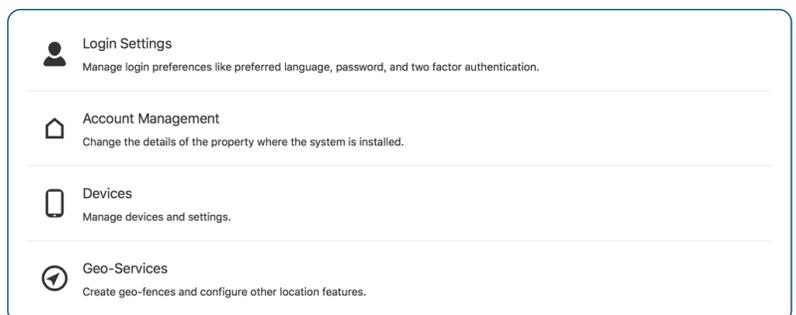
Edit *Account Information*, *System Information* and *Property Information*.

Devices

Manage devices and settings.

Geo-Services

Create geo-fences and configure location features.



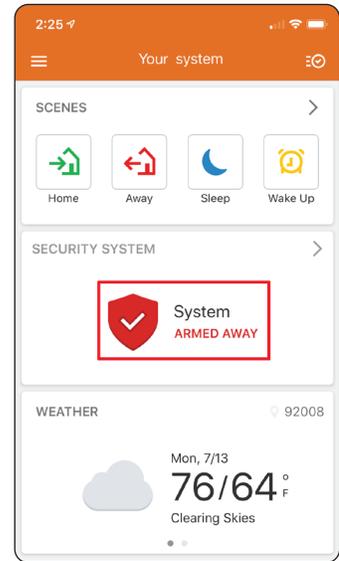
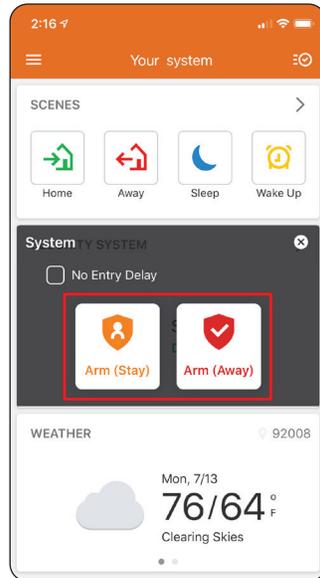
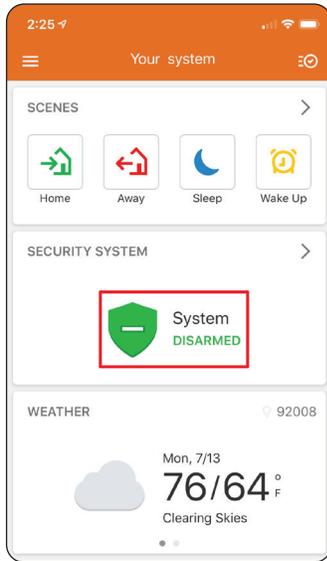
Visit www.alarm.com for more feature information.

THE ALARM.COM MOBILE APP

Arming

When the system is disarmed, the System DISARMED screen (🟢) is displayed.

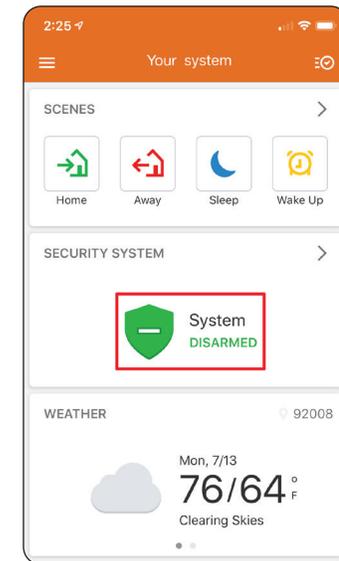
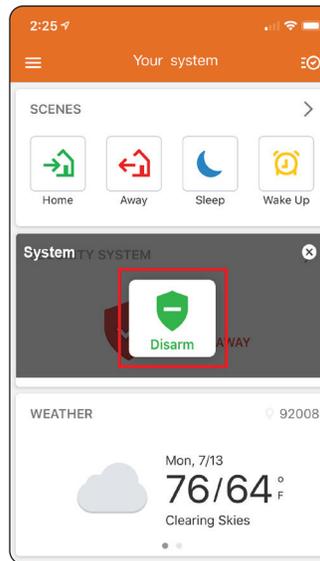
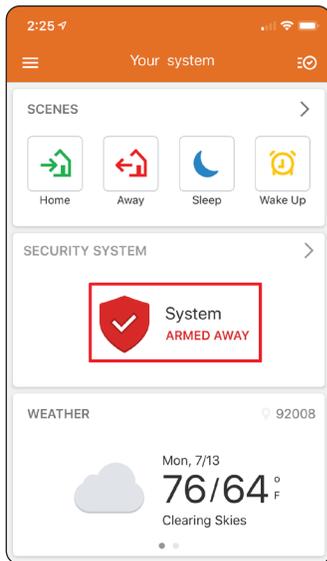
To arm the system, tap **SYSTEM DISARMED** (🟢). Tap **Arm (Stay)** (🛡️) or **Arm (Away)** (🛡️). When armed, **Safe ARMED (STAY or AWAY)** is displayed with a red icon (🔴).



Disarming

When the system is armed, the Armed (Stay or Away) (🔴) screen is displayed.

To disarm the system, tap **SYSTEM ARMED (STAY or AWAY)** (🔴). Tap **Disarm** (🟢). When armed, **System DISARMED** is displayed with a green icon (🟢).



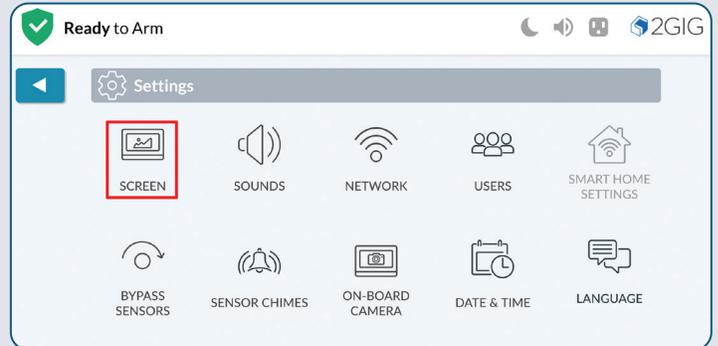
SYSTEM SETTINGS

At the Home Screen, tap the Settings Icon (⚙️) to view panel Settings.

Settings Icon on Home Screen



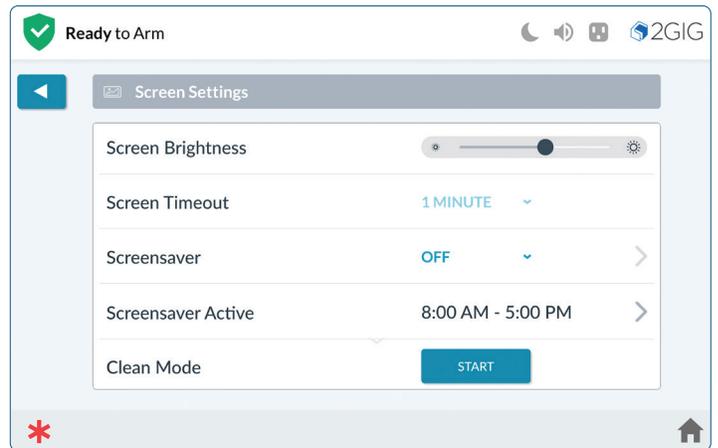
Settings - Screen Option



Screen

Use the **Screen** feature to adjust the screen brightness, backlight timeout, screensaver features and to place the touchscreen into Clean Mode.

Settings - Screen



Screen Brightness

Adjust the screen brightness to improve the readability of the text and images on the touchscreen and to avoid eye discomfort in darker environments or at night.

To adjust the screen brightness, swipe the **Screen Brightness** slide control to the left or right to decrease or increase the brightness.

Screen Timeout

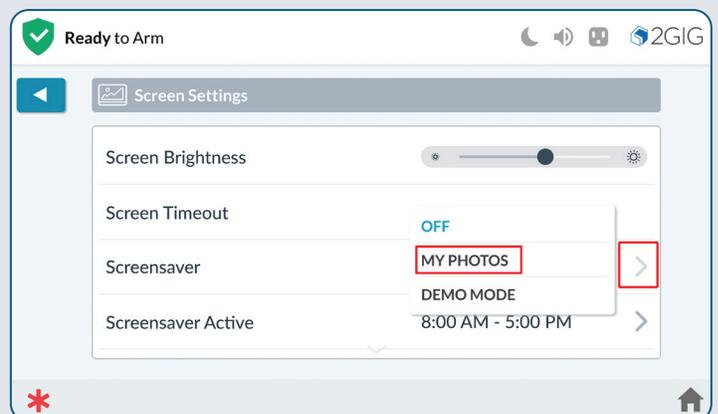
Tap the current setting, then select a new time for the screen to timeout (30 seconds to 10 mins). Default is 2 min.

Screen Saver

The Screen Saver setting allows for photos to be displayed when the screen times out.

1. Navigate to the Screen option (📄).
2. On the **Screensaver** settings, select the current setting then select from the dropdown list:
 - » OFF – No screensaver
 - » MY PHOTOS – Displays preloaded photos or photos you load, see the next section Screensaver: My Photos.
 - » DEMO MODE – For dealer use (must be configured in Installer Toolbox).

Screen Saver - Select from Dropdown



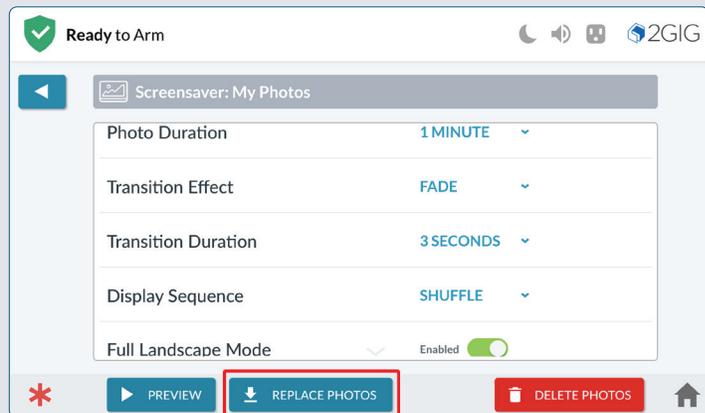
Screensaver: My Photos

1. On the Screensaver option, tap >.
2. To display your own photos:
 - a. Create a folder on a USB flash drive named: "Slideshow".

NOTE: The USB flash drive must be formatted FAT/FAT32.

- b. Copy up to 50 photos to the "Slideshow" folder on the USB flash drive. Supported file formats include: JPG, Windows BMP, and PNG.
- c. Insert the USB drive into the top of the panel (you will need to remove the cap to expose the USB connector).
- d. Press the "Replace Photos" button.
- e. Tap **REPLACE PHOTOS**. All previously loaded photos will be deleted from the Panel, and the new photos will be added.

Screen Saver - Replace Photos



Changing Screensaver Settings

Select from the following settings to adjust how your Screen Saver Photos are displayed:

1. **Photo Duration** – Select how long each photo will display before transitioning to the next photo (Options: 30 seconds, 1, 2, or 5 minutes).
2. **Transition Effect** – (Options: None, Fade, Push, and Wipe).
3. **Transition Duration** – Number of seconds to transition between photos. (Options: 2, 3, or 5 seconds).
4. **Display Sequence** – Order in which the photos are displayed. (Options: By Photo Name, Shuffle (Random)).
5. **Full Landscape Mode** – Tap to **Enable** or **Disable**.

Clean Screen

To clean the screen without affecting on-screen functions, press **START** for 30 seconds available for cleaning.

Wipe the touchscreen with a soft, dry, microfiber cloth that is specially designed for cleaning sensitive surfaces.

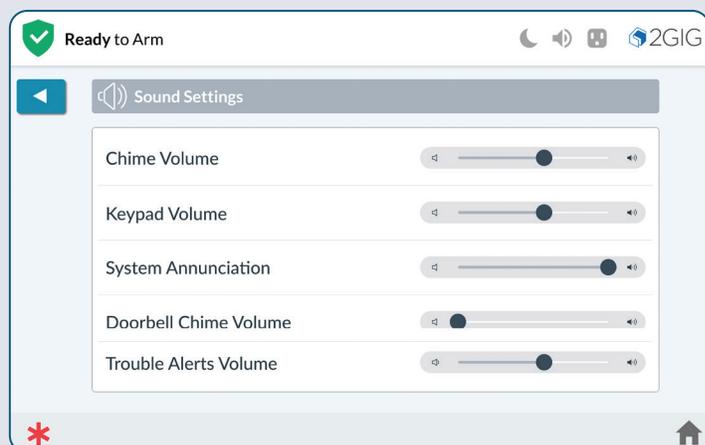
WARNING: Once cleaning mode begins, the touchscreen and all functions will be unavailable for 30 seconds, including the Emergency Buttons.

Sounds

The **Sounds** menu lets you adjust the volume of the voice, chime, doorbells, keypad tones, and system annunciations.

1. Touch and hold the desired control and then swipe to the left to lower the volume or swipe to the right to raise the volume:
 - >> Chime
 - >> Keypad
 - >> System Annunciation
 - >> Doorbells
 - >> Trouble Alerts Volume
2. Tap  when finished.

Sounds Menu Screen



Network

Connect to a Wireless Network

1. Navigate to the **System Settings** menu (⚙️) and tap **Network** (📶).

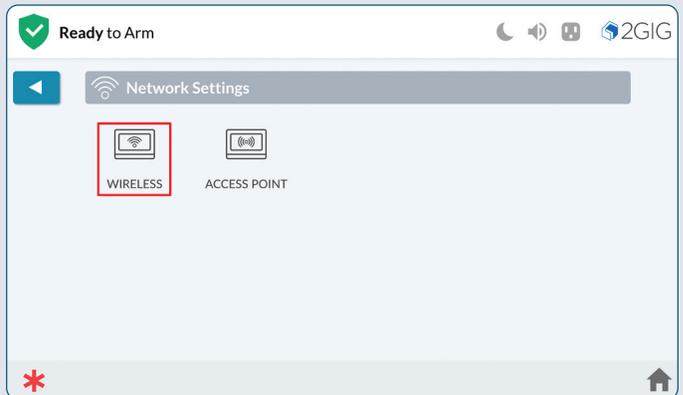
2. Tap **Wireless**. A list of available networks will be displayed.
3. Tap the preferred **Network** you want to connect.

4. Enter network password at the Keyboard Entry Screen, and tap **CONNECT**.

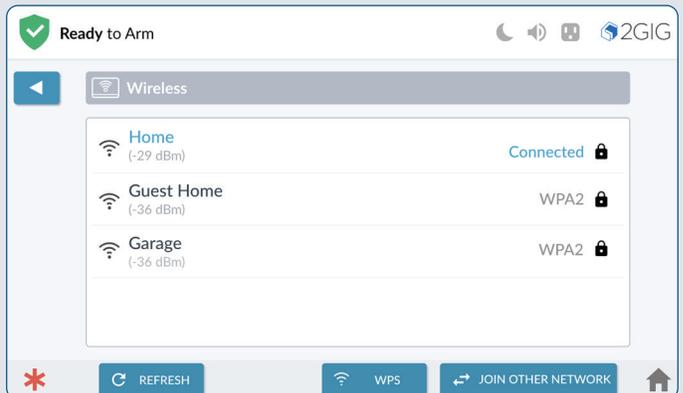
Forget Network

Tapping **FORGET NETWORK** disconnects the 2GIG EDGE Panel from the wireless network and erases the password so that it will not automatically reconnect to the network.

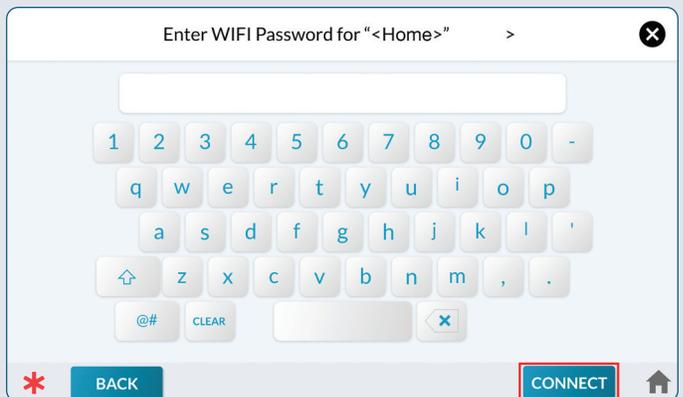
Wireless Selection



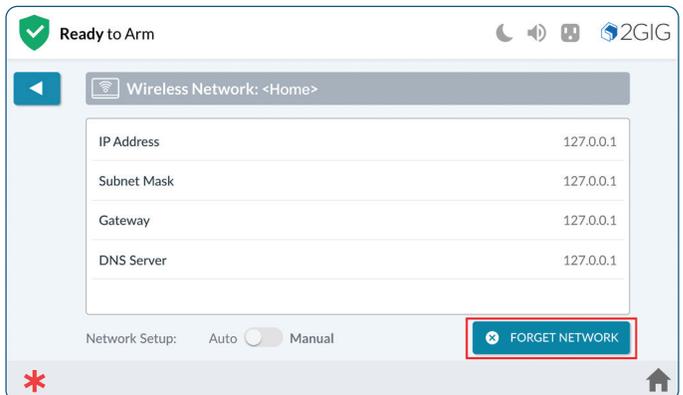
Select Wireless Network



Keyboard Entry Screen



Wireless Network Setup



Join Other Network

Tapping **Join Other Network** allows you to join a network not shown in the list.

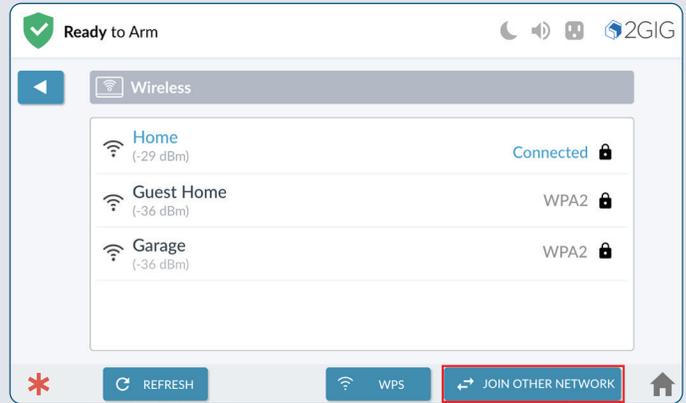
1. Return to the Wireless Network screen.
2. Tap **JOIN OTHER NETWORK**.
3. Enter the wireless network name, then tap **NEXT**.

4. Type in the other network's name, then tap **NEXT**.

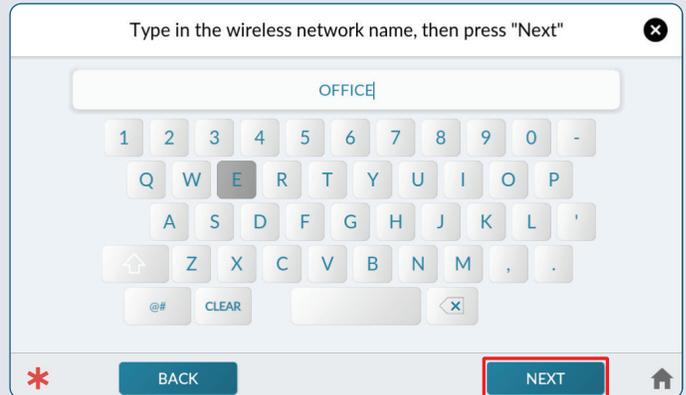
5. Select the **Security Type** and **Security Mode**, then tap **NEXT**.

6. Enter the password for the network, then tap **CONNECT**.

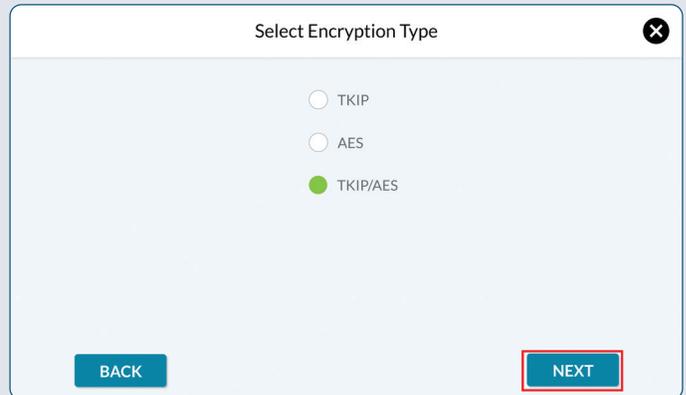
Join Other Network



Other Network Name



Select Encryption Type



Other Network Password



WPS

Tapping **WPS** allows you to connect securely to routers that support WPS.

1. Tap **WPS** on 2GIG EDGE Panel.

2. Tap **Connect**.

3. Locate and press the **WPS** on your router. 2GIG EDGE Panel will securely connect with the router.

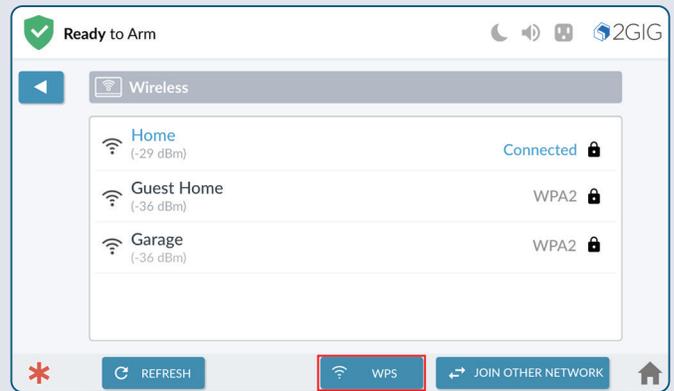
4. Once Authorization is successful, tap **ACCEPT**.

Access Point

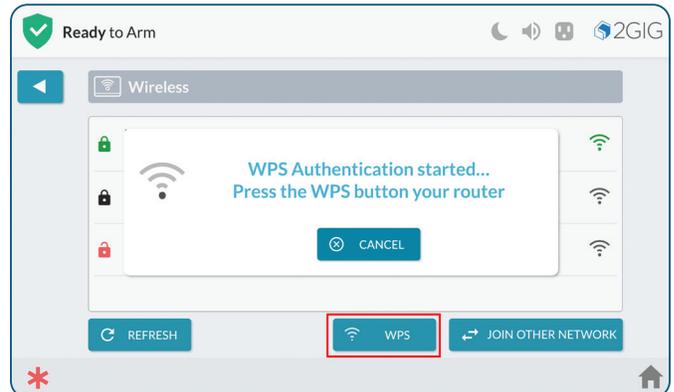
Setup the Panel Access Point.

1. Navigate to the Settings menu.
2. Tap **Access Point** .
3. Tap the **Access Point** switch to **Enabled**.
 - » **Optional:** Tap SSID to enter new SSID name
 - » **Optional:** Tap Password to assign a password.
 - » **Optional:** Tap the IP address. The last two octets of the Access Point can be changed to customize setup.
4. After any edits have been made, press **SAVE SETTINGS** to save revised settings.
5. Tap .

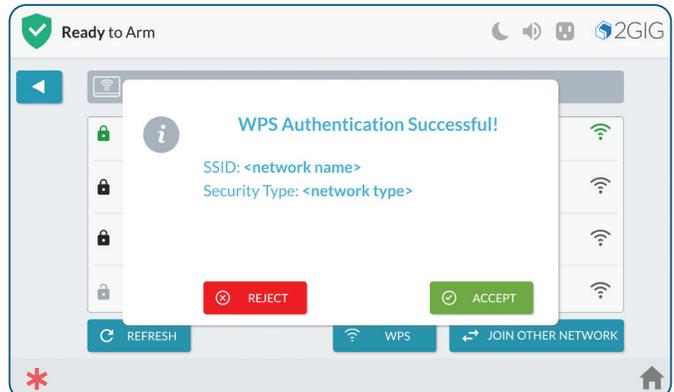
WPS Button



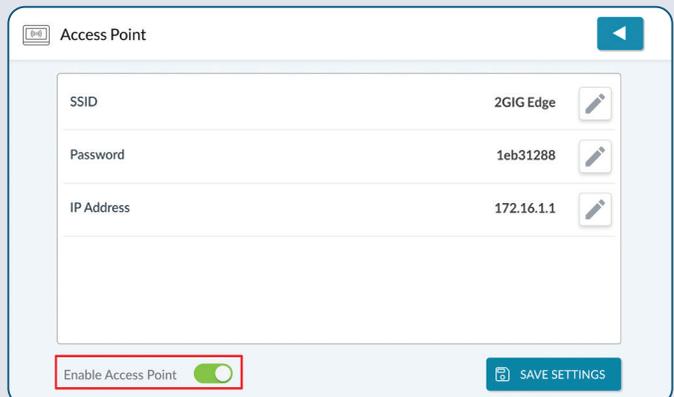
WPS Authentication Started



WPS Authentication Successful



Access Point



Users

The Users menu lets you add, edit, and delete users from the system.

NOTES:

- 1 To use this feature, you must know the Master User Code.
- 2 The system may be configured for 4 or 6-digit pin codes. Consult with your installer to determine the pin code length of the system.

Types of User Codes

There are different types of user codes to provide users with access to various system features:

IMPORTANT: Do Not Share Your User Codes.

- » **User Code:** A unique code to identify different system users and provide them with the ability to disarm the system.
- » **Master User Code:** A code typically known by one or two members of a household. The default code is 1111. To secure this code, it is recommended that you immediately change the default code to a unique one.

NOTE: If the system is configured for 6-digit pin codes, the default Master User code is 111111.

- » **Duress Code:** A code that you enter to silently notify your Remote Service Provider of an emergency event, such as being forcibly held against your will by an intruder.

Adding a User

You can add new users to the system. The system supports a total of 100 user codes (this includes both the Master User Code and Duress Code).

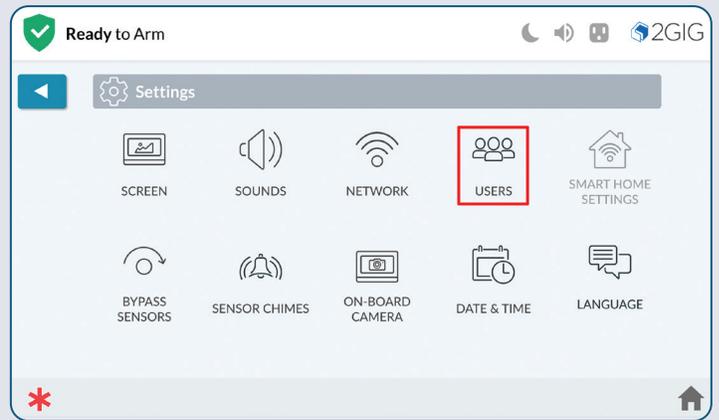
To add a user:

1. The first time you are adding a user, you will notice that two (2) users have already been created. The **Master User** and the **Duress** user.
2. Tap **ADD USER**.
3. At the **Enter a Name for the New User** screen, type the name for the new user. Then tap **NEXT**.
4. At the **Enter a code for User <Name>** screen, enter a unique code for the new user. Tap **NEXT**.

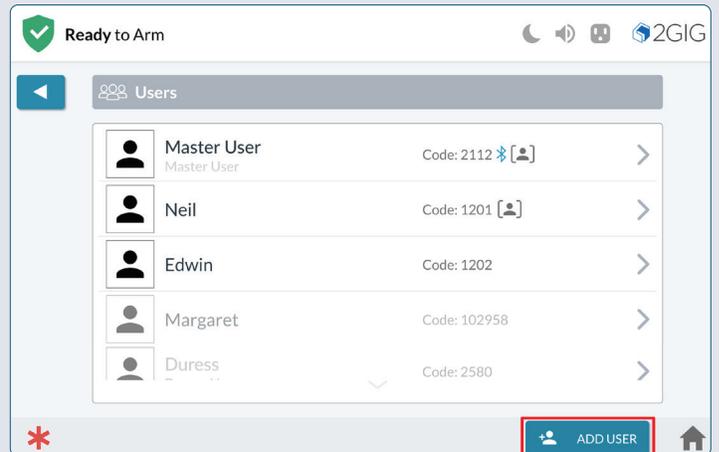
NOTE: If you attempt to add a code that is already in use, the system prompts you to enter a different code. Every user code must be unique.

5. Enter a name for the new user.

Settings



Users



Enter User Name



6. Enter an access code for the new User.
6. At the **Confirm code for user** screen, re-enter the code for the new user.
7. Tap **NEXT**.

Enter Code

8. To continue with Face Recognition setup, tap **NEXT** at the Enroll Facial Recognition screen.
9. Use your finger to scroll through the text to activate the **AGREE** button, then tap **AGREE** to move to the next step.

NOTE: All Users must agree to the *Biometric Information Privacy Policy and Consent* form in order to enrolled to use the Facial Recognition feature.

Enroll Face Recognition

Biometric Information Privacy Policy and Consent

Capture a Profile

1. At the Capture Your Profile Screen, tap **BEGIN** to get started.

Capturing Your Profile

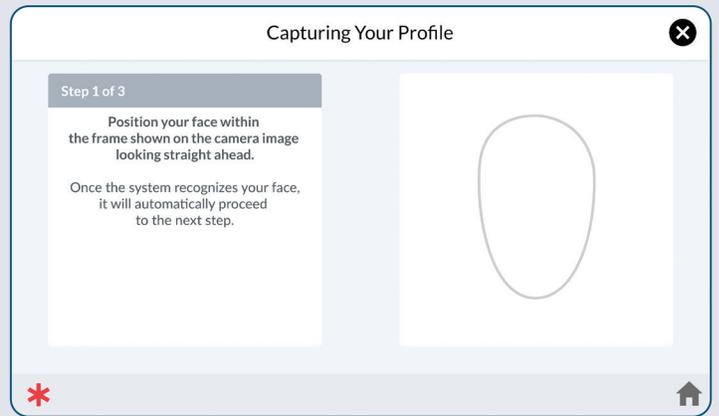
Profile - Facial Recognition

1. On-screen instructions guide you through the process of capturing your profile.

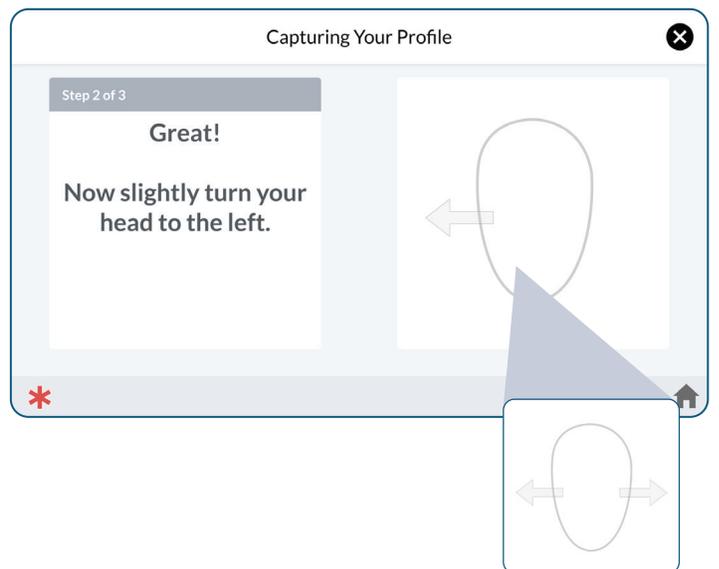
2. The subsequent profile steps will instruct you to slightly move your head in specific directions to complete the Facial Recognition process.

3. Once the Facial Recognition profile has been successfully captured, tap **PLAY TUTORIAL** to watch an overview of the Facial Recognition process, or tap **SKIP TUTORIAL** to continue setting up the profile.

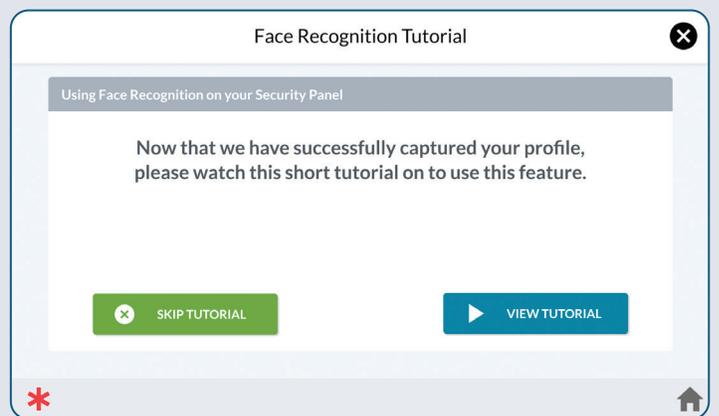
Facial Recognition - Step 1



Capture Profile



Facial Recognition Tutorial



Capturing Your Avatar

Following Facial Recognition Setup, you have the option to capture a photo to use as your personal avatar image.

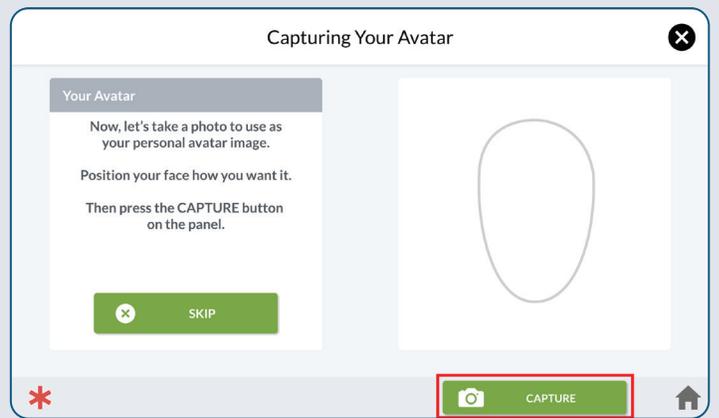
1. Align your face in the camera, then tap **CAPTURE**. Your photo will be displayed.
2. If you want to use the photo, tap **USE THIS IMAGE**.
3. Tap **RETAKE PHOTO** to capture a new photo.
4. Tap **SKIP** to decline capturing the avatar.

5. Tap the activation switch adjacent to the Recognition Modes you'd like to use with Facial Recognition, then tap **NEXT**.

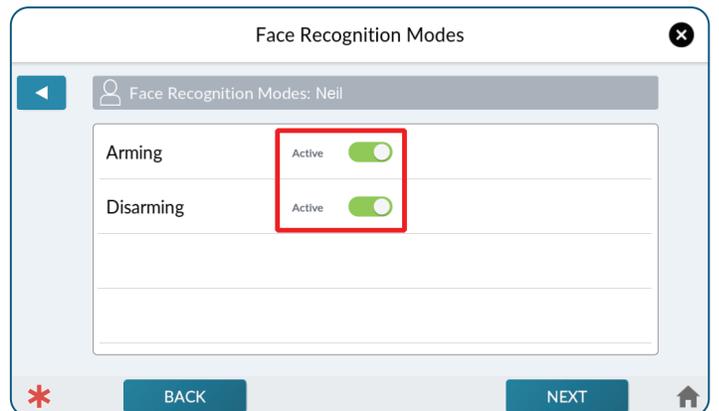
6. Tap **NEXT**.

7. The panel scans for discoverable Bluetooth devices.

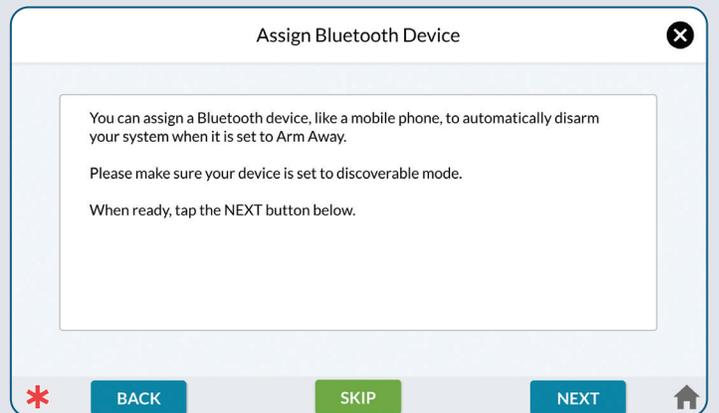
Capturing your Avatar



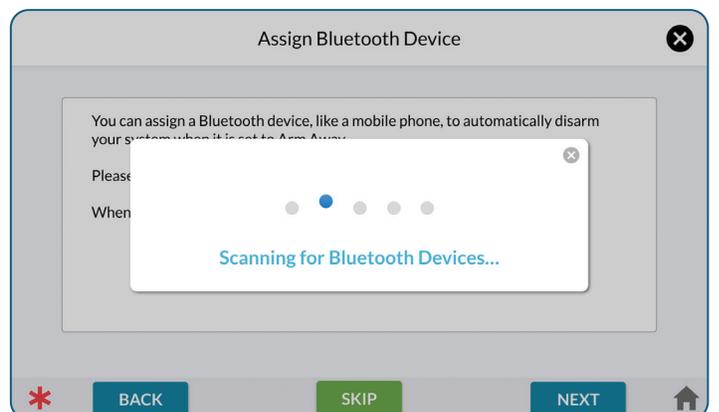
Facial Recognition Modes



Assign Bluetooth Device



Scanning for Bluetooth Devices



8. Once the phone is found, tap > to the right of the phone name.

NOTE: Make sure your phone is in *Pairing Mode*. If the phone doesn't appear in the list of available devices, tap **RESCAN**.

9. Confirm pairing on your smart phone.

NOTE: The number displayed on your smart phone should match the number displayed on the panel.

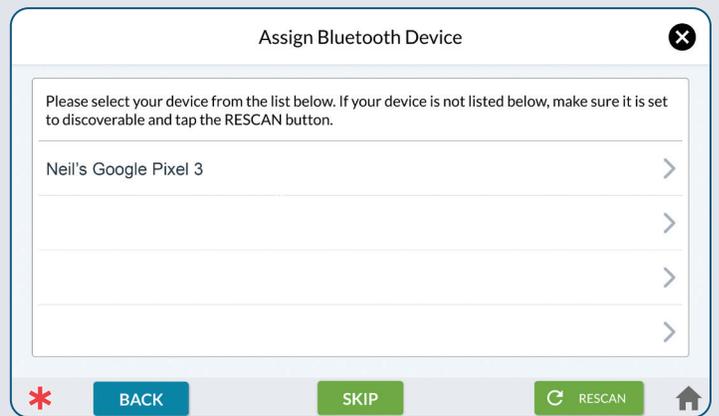
10. On the panel, tap **PAIR DEVICE**.

11. Your device is paired. Tap **OK**.

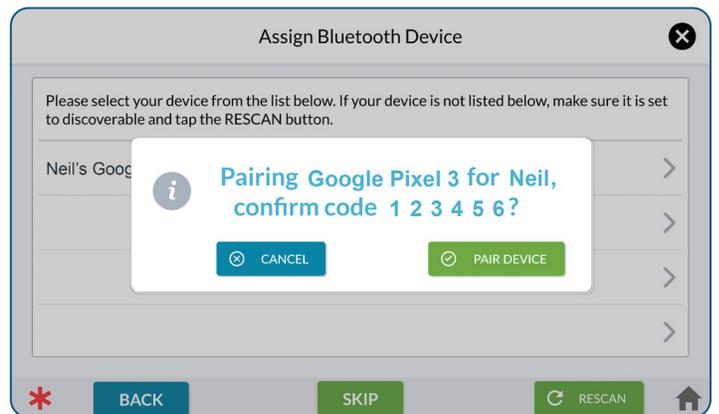
12. A summary of the User Created will be displayed.

13. Tap **DONE** to return to the Users screen.

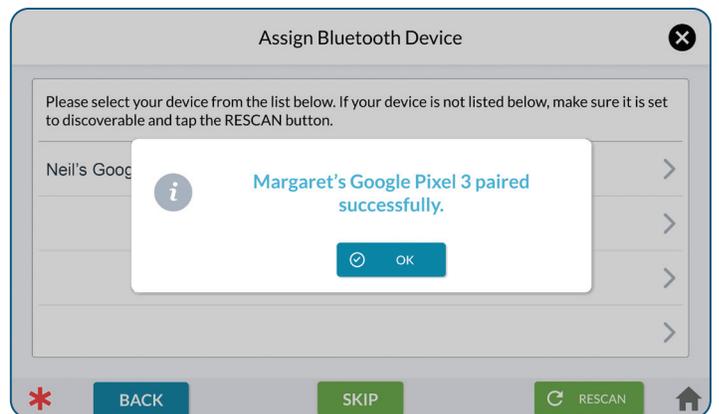
Assign Bluetooth Device



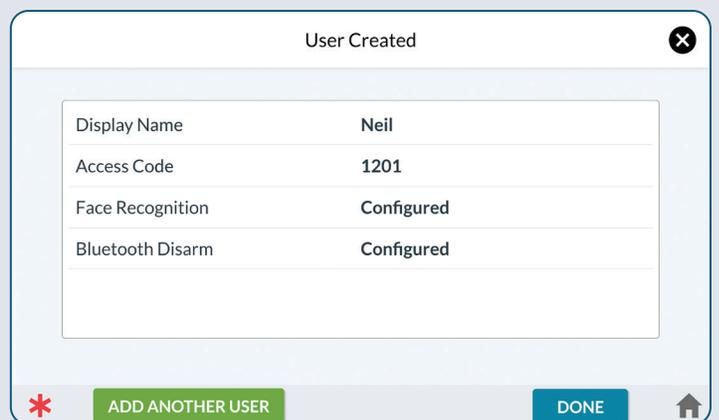
Pair Device



Paired Successfully



User Created



Editing a User

1. At the Users Screen, tap the pencil icon (✎) next to the desired user.

2. By default, each User's profile is Active.
3. To deactivate a User, move the **Account Status Active** slide control to the left (Active)

NOTE: Scroll down for more Edit User options.

Display Name

Tap (>) to access the keyboard to type a new name for the User, then select **SAVE**.

Access Code

Tap (>) to access the number pad to type a new code for the User, then select **NEXT**.

Enter the code again to confirm, then select **SAVE**.

Activating the Duress Code

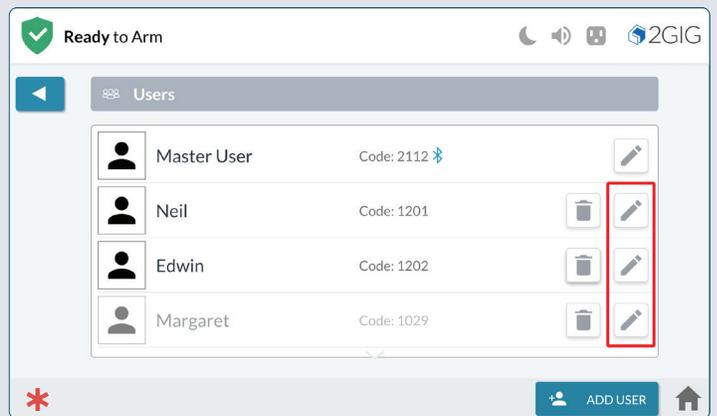
Although the Duress Code is listed by default on the Users screen, it is not activated by default.

To activate the Duress Code:

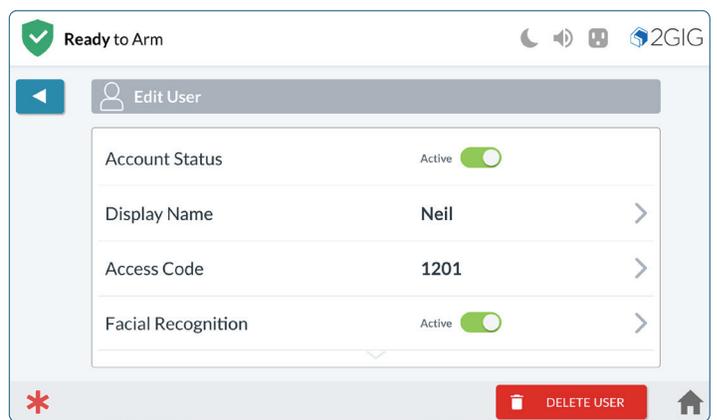
1. The first time you are adding a user, you will notice two (2) users have already been created: the **Master User** (which is active) and the **Duress** user (which is grayed out).
2. Tap the pencil icon (✎) next to the **Duress** user.

3. At the **Edit Duress User** screen, tap the **Active** toggle button next to **Account Status** to activate Duress code setup.

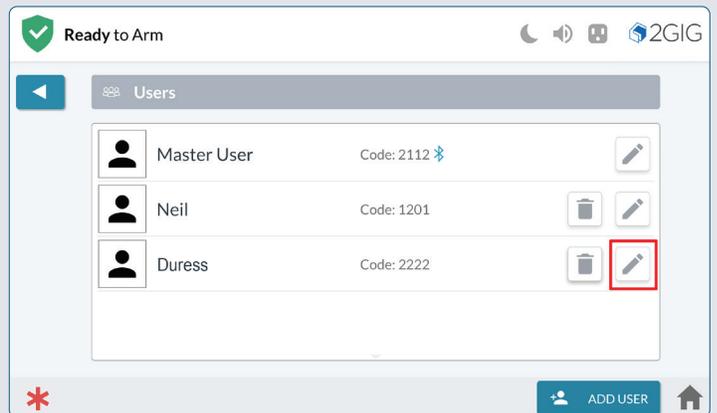
Users - Edit



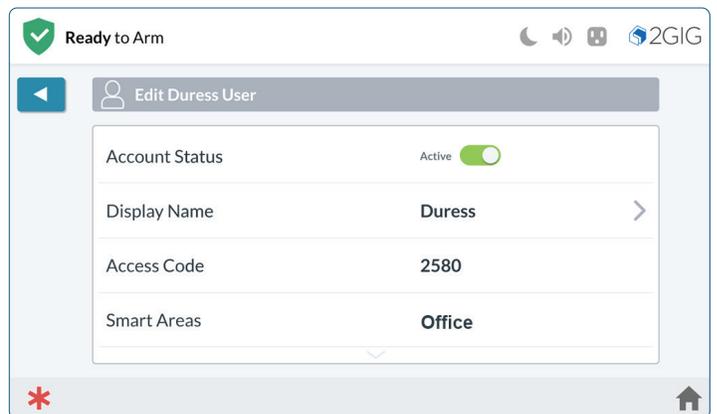
Edit User



Edit Duress Code



Activate Duress Code



4. Enter a new Duress Code.

Enter Duress Code

Update the user's access code

●●●●

1 2 3

4 5 6

7 8 9

< 0 CLEAR

* NEXT

5. Confirm the new code.

Confirm Duress Code

Confirm the user's access code

●●●●

1 2 3

4 5 6

7 8 9

< 0 CLEAR

* SAVE

6. If desired, tap the pencil icon (✎) next to **Display Name** to change “Duress” to another name.

NOTE: To change an existing Duress Access Code, tap the pencil icon (✎) for **Access Code**, then enter and confirm a new unique code.

Duress Code Added

System Ready to Arm

2GIG

Edit Duress User

Account Status Active

Display Name Duress >

Access Code 2222 >

Smart Areas Office

* DELETE USER

Enable Facial Recognition

1. If *Facial Recognition* is disabled, tap the switch adjacent to the *Facial Recognition* option to set it to **Active**.
2. See [Capture a Profile](#), page 47, for instructions on configuring Facial Recognition.

Enable Facial Recognition

Ready to Arm

2GIG

Edit User

Account Status Active

Display Name Neil >

Access Code 1201 >

Facial Recognition Active

* DELETE USER

Smart Home Settings

Refer to the Smart Home manual for 2GIG EDGE Security Panel.

Bypass Sensors

You can manually bypass a sensor using the **Bypass Sensors** button (🔄) in the **System Settings** menu.

When you need to bypass one or more perimeter or interior sensors, it is most common to manually bypass the sensor. There is also an alternate method for bypassing a sensor called *Force Bypassing*. See **Force Bypassing**, pg. 22.

NOTE: To use this feature, you must know the Master User Code.

Manually Bypassing a Sensor

When manually bypassing a sensor, tap the **Bypass Sensors** option in the **System Settings** menu to add the desired sensors to the **Bypassed Sensors** list.

WARNING!! A bypassed burglary protection sensor does NOT provide security protection when the system is armed.

1. Enable the **Bypass** option(s) to bypass selected sensors.
2. Press the back button (⏪).

The system is now ready to arm with selected sensors bypassed. The system bypasses the devices and its status changes to **Ready To Arm (BYPASS)**.

After the system is disarmed, bypassed sensors are automatically removed from the system's **Bypassed Sensors** list, unless the **Auto Bypass for Manual Bypass** feature is enabled.

NOTE: Consult your installer to determine if the Auto Bypass for Manual Bypass feature is enabled.

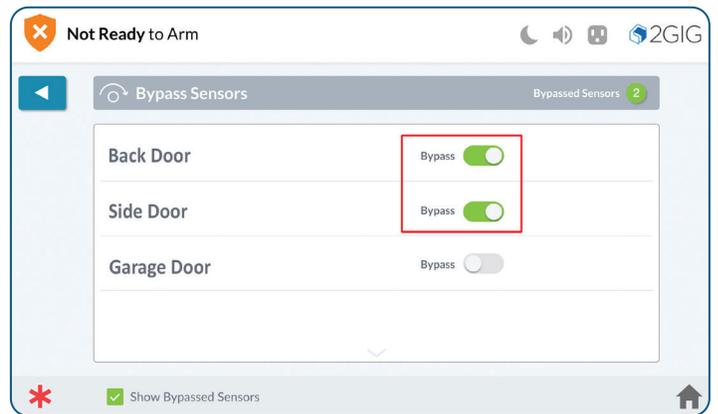
Removing Sensors from Bypassed Sensors List

After the system is disarmed, bypassed sensors are automatically removed from the system's **Bypassed Sensors** list, unless the **Auto Bypass for Manual Bypass** feature is enabled. If you decide you want to remove a sensor from the **Bypassed Sensors** list before you arm the system, use the steps detailed here.

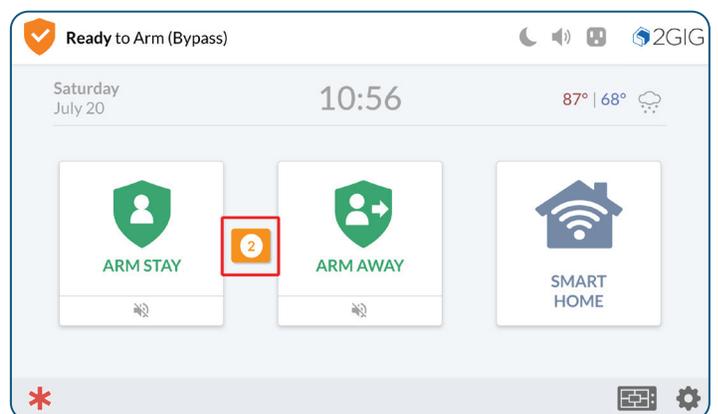
To remove a sensor from the **Bypassed Sensors** list:

1. At the System Settings screen, tap **Bypass Sensors**.
2. Move the slide control to the left for the desired sensor. This removes the sensor from the system's **Bypass Sensors** list.
3. Tap ⏪ when finished.

Bypass Sensors



Ready to Arm (Bypass)



Remove Bypass Sensors



Chimes

The master user can assign chimes to sensors to provide notification anytime a sensor is opened.

1. At the System Settings screen, tap **Sensor Chimes** (🔔).

2. Select a sensor from the list.
3. Tap the new setting.
4. Press the back button (⬅️) to return to the previous menus.

On-Board Camera

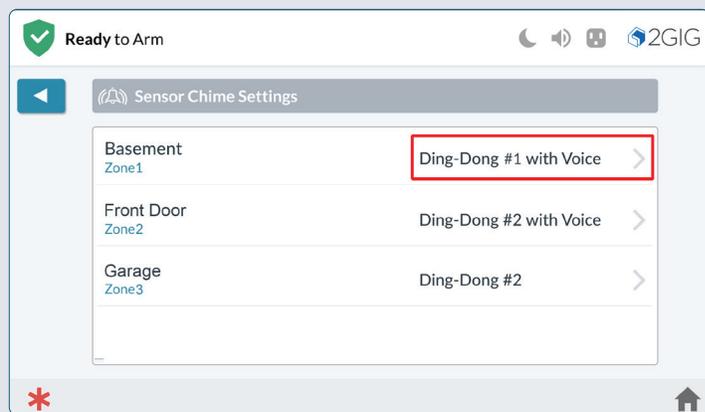
Adjust settings for the On-Board camera.

NOTE: On-Board camera is enabled by default. If disabled, all on-board camera features will be unavailable.

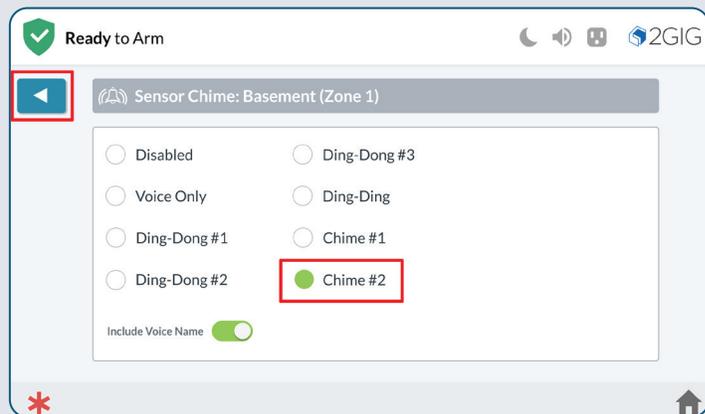
1. At the System Settings screen, tap **On-Board Camera** (📷).
2. Tap Photo Capture Settings (>).

3. Tap to **Enable** or **Disable** an Event.
4. Tap ⬅️ when finished.

Sensor Chimes



Select Sensor Chime



Built-In Camera Settings

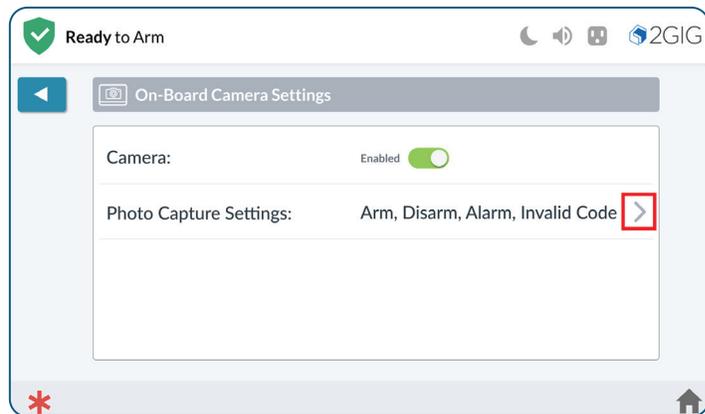
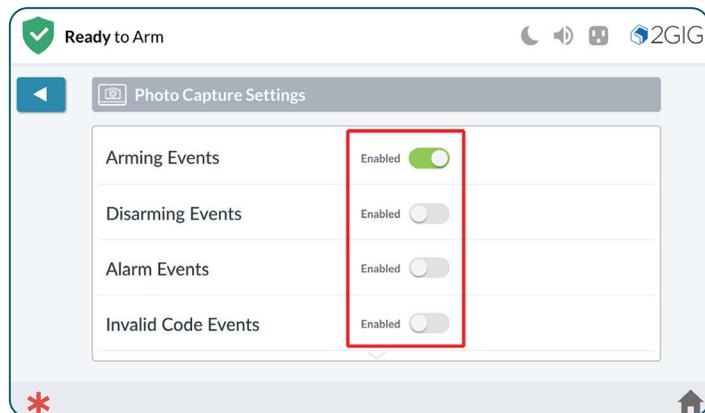


Photo Capture Settings



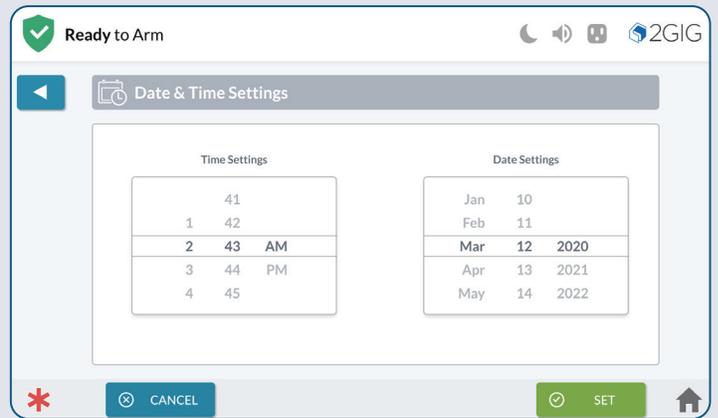
Date & Time

Set the panel's Date and Time.

1. At the System Settings screen, tap the **Date & Time** (📅) icon.
2. Use your finger to scroll and set Time and Date settings.
3. Tap  when finished.

NOTE: Date & Time is automatically updated during panel registration.

Date & Time Settings

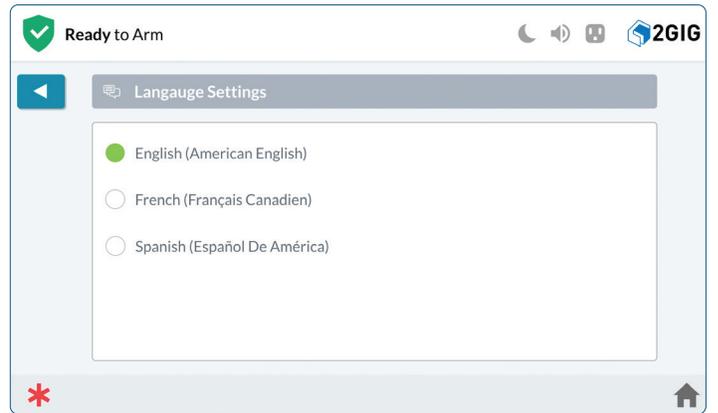


Language Settings

Language settings include English, French (French Canadian) and Spanish (South American).

1. Tap the preferred language.
2. Tap  when finished.

System Tests



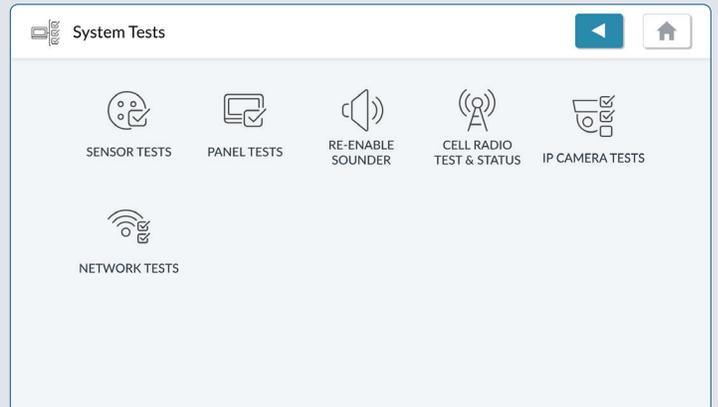
System Tests

To ensure continued protection and proper system operations, it is important to perform a sensor and console test on a weekly basis.

NOTE: To use this feature, you must know the Master User Code.

At the System Settings screen, tap **System Tests** (🔧). There are six tests available.

System Tests



Sensors Test

Tests signals between the installed sensors and the Control Panel.

1. Tap **Sensor Tests** (🔍). This places the 2GIG EDGE Panel into Walk Test Mode and transmits a **Walk Test Started** report to the Central Station.
2. At the **Sensors Test** screen, review the list of sensors installed with your system.

When tests are successful, a **GREEN** check mark appears to the left of the test name. This indicates the sensor is operating and the wireless signal strength was good.

WARNING!! If a **RED** ❌ appears, it indicates the test failed. If the sensor continues to fail, contact your dealer for technical assistance.

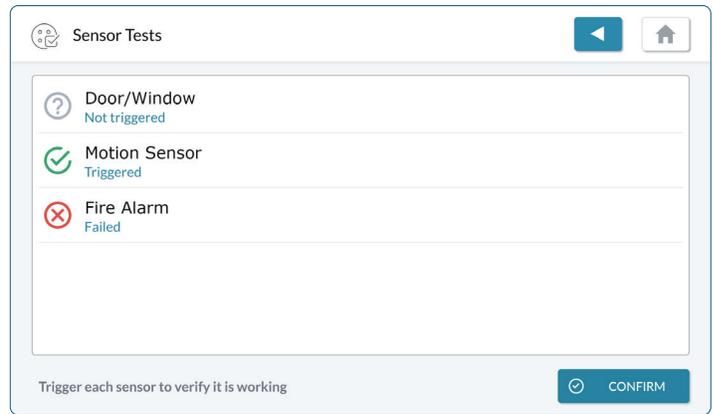
3. Tap the ⬅️ button to return to the System Test Menu.

Panel Tests

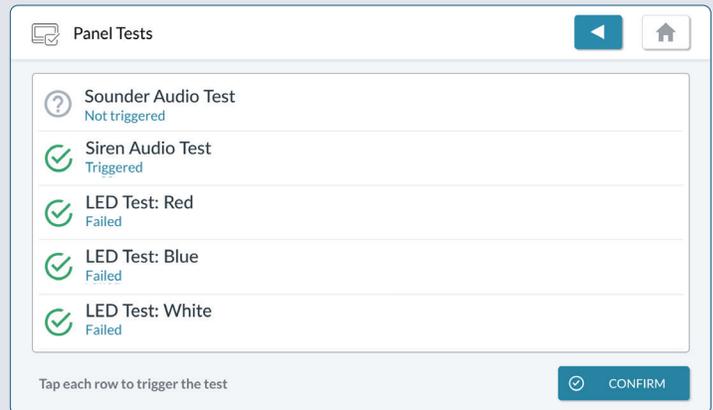
Tests the function of the panel's audio and status LED.

1. Tap **Panel Tests** (📄).
2. Tap **Button LED Test; Emergency, White**. A confirmation message appears.
3. Tap one of the following buttons:
 - **No:** Tap this button if the LED does not match what is described in the message.
 - **Yes:** Tap this button if the LED matches what is described in the message.
4. Repeat the above steps for each listed **Button LED** test.
5. Tap **CONFIRM**.

Sensor Tests



Panel Tests



Cell Radio Status

This option displays the cell radio's *Signal Strength*, *Serial Number*, *Subscriber ID*, as well as status for *Registration*, *Connection*, *Power* and *SIM*.

1. To test the Cell Radio, tap **TEST CELL RADIO**. "Cell Radio Test in Progress" will be displayed.

2. If the test is a success, a prompt is displayed.
3. Tap **OK** to return to the *Cell Radio Test & Status* screen.

Network Tests

Tap **START** to run a test on network connections: *LAN*, *Internet* and *Backend*.

When tests are successful, a **GREEN** check mark appears to the left of the test name. This indicates the network is operating and the signal strength was good.

WARNING!! If a **RED** ❌ appears, it indicates the test failed. If the network continues to fail, contact your dealer for technical assistance.

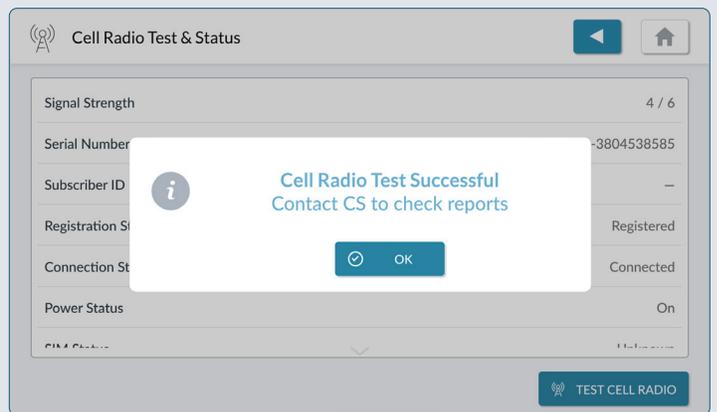
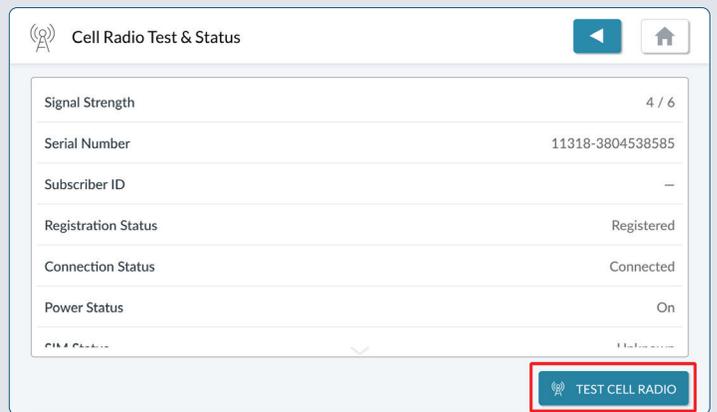
Firmware Update

This option is only available if a USB update is available, and the update was not initiated from the "pop-up".

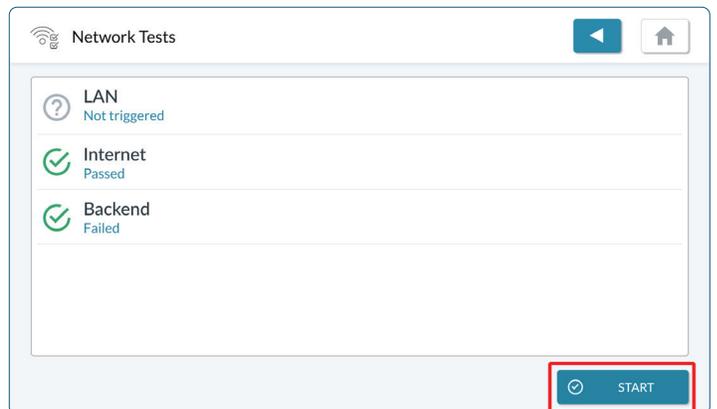
4. At the System Settings screen, tap the **Firmware Update** (🔧) icon.
5. A test will be performed to determine if the panel is ready to be updated. If all requirements are not met, a list will be displayed with red icons next to any aspect of the test that did not meet the requirement for a panel update.
6. Tap **UPDATE** to begin the USB update process.

NOTE: Red icons next to a specific requirement indicates that the test failed. Remedy the error, then repeat steps 1 through 3.

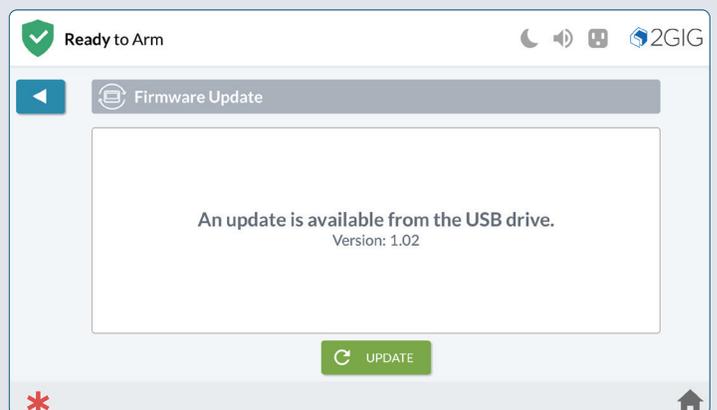
Cell Radio Status



Network Test



Firmware Update



LIMITED WARRANTY

This product is warranted against defects in material and workmanship for three (3) years (Power adapter and Battery 1 year). This warranty extends only to wholesale customers who buy directly from Nice North America LLC or through Nice North America's normal distribution channels. Nice North America LLC does not warrant this product to consumers. Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any.

There are no obligations or liabilities on the part of Nice North America LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or re-installation. All implied warranties for functionality are valid only until the warranty expires. This Nice North America LLC Warranty is in lieu of all other warranties, expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 1-855-546-3351 for an RA# and other important details.

Waste Electrical and Electronic Equipment (WEEE) Statement

This symbol on a product or on its packaging indicates that this product is not to be thrown away with everyday waste.

Instead, it is your responsibility to dispose of electrical and electronics equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment (W.E.E.E.). The separate collection and recycling of your waste electrical and electronic equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, or your household waste disposal service, or the shop where you purchased the product.

WARNINGS

Limitations of Alarm Products

This product should be tested periodically to make sure it is working properly. The product, if used properly, may reduce the risk of burglary, robbery, and other adverse events that have the potential to result in injury or loss of life; however, Nice North America is not an insurer. This product is neither insurance nor a guarantee that such an event will be prevented, and users should protect themselves with proper insurance. Nice North America makes no representation that this product cannot be compromised or circumvented, that it will provide an adequate warning, or that it will prevent any personal injuries, property damage, or other losses. Like any alarm product, it may be bypassed, it is subject to compromise, and it may fail to warn for a variety of reasons, including, but not limited to: improper installation or positioning; improper maintenance; tampering; dead or improperly installed batteries; sensing limitations; component failures; receivers; intrusions may be outside of a product's designated range and certain environmental conditions may impact performance, and audible alarm signals may be outside of hearing range, muted by doors, walls, and floors, unheard by deep sleepers or the hearing-impaired, or overwhelmed by other sounds.

Risk of Noise Induced Hearing Loss

The Alarm is equipped with a warning siren. Exposure to high sound levels or prolonged exposure to the warning siren can result in Noise Induced Hearing Loss (NIHL).

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ALARM DEALER INFORMATION

Company Name:

Your Account Number:

Installation Date:



2GIG Technical Service: 800-421-1587
www.2gig.com



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