

2GIG-TOUCH-NA

User Manual

May 20, 2025

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1.Introduction

2GIG-TOUCH-NA uses modern, intuitive user interface on a 7" full-color, high-resolution display, providing users quick access to security and smart home functions, as well as a quick on-screen control of all areas.

As an multifunctional 345MHZ radio, Z-Wave smart home gateway with Wi-Fi, 4G/LTE, and Bluetooth capabilities, 2GIG-TOUCH-NA provides comprehensive solutions, including home security, visual verification, home automation, energy management, emergency monitoring, and remote management, for ultra-flexibility and convenience.

Moreover, 2GIG-TOUCH-NA features two-way hands-free communication through the built-in speaker and microphone.

Other innovative features include Bluetooth disarming, which allows users to conveniently disarm the security system even with their hands full.

System Feature

- **Two-way voice communication with 4G/LTE:** Built-in microphone and speaker allows user to make hands-free voice call in case of emergency.
- **Wi-Fi and 4G/LTE connection:**

The system supports dual path communication via Wi-Fi and 4G/LTE.

The panel uses the homeowner's Wi-Fi network as the primary communication path to the backend platform.

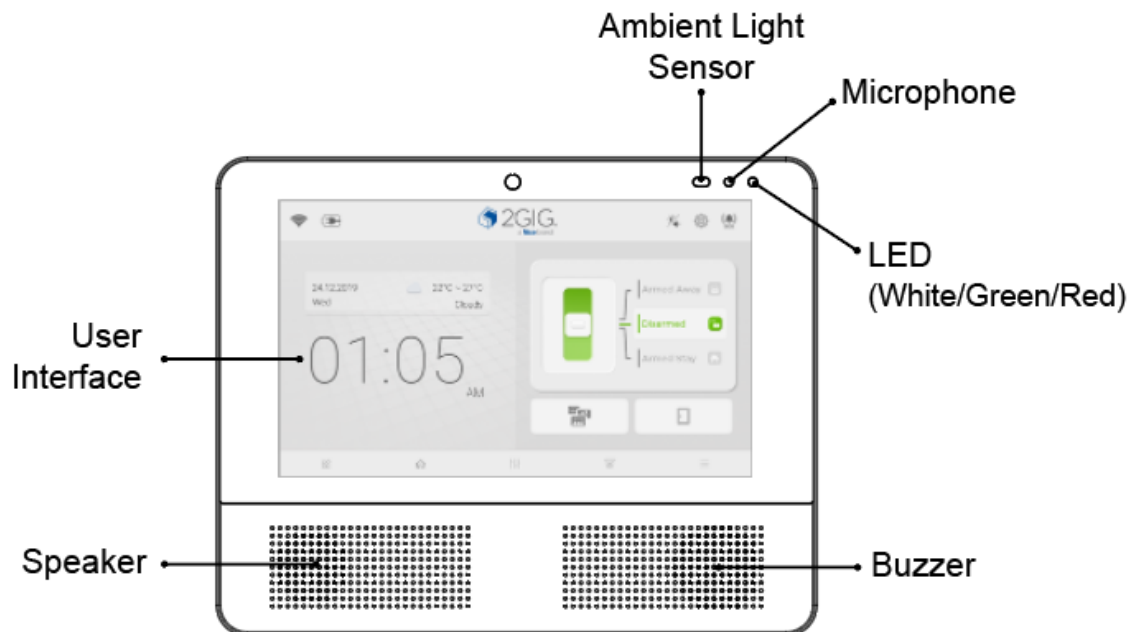
If Wi-Fi is unavailable or unreliable, the 4G/LTE connection serves as a secondary communication path to maintain connectivity with the backend platform.

- **Voice Prompt Reminder:** The panel plays voice prompts upon system mode change to remind user the system status.
- **Screen Saver:** After the screen has been idle for the programmed period (2 minutes by default), 2GIG-TOUCH-NA will display selected screen saver content.

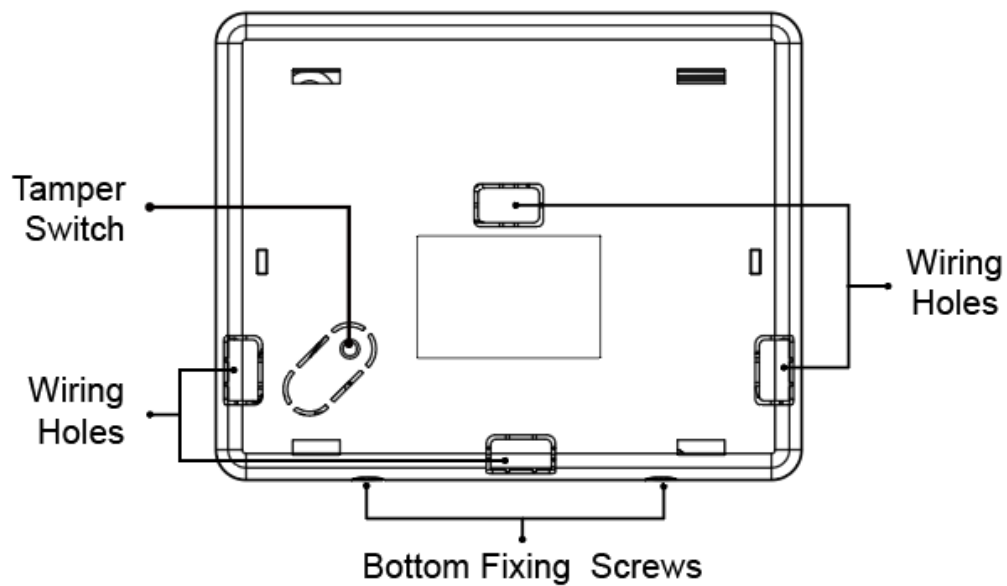
2. System Overview

2.1. Parts Identification

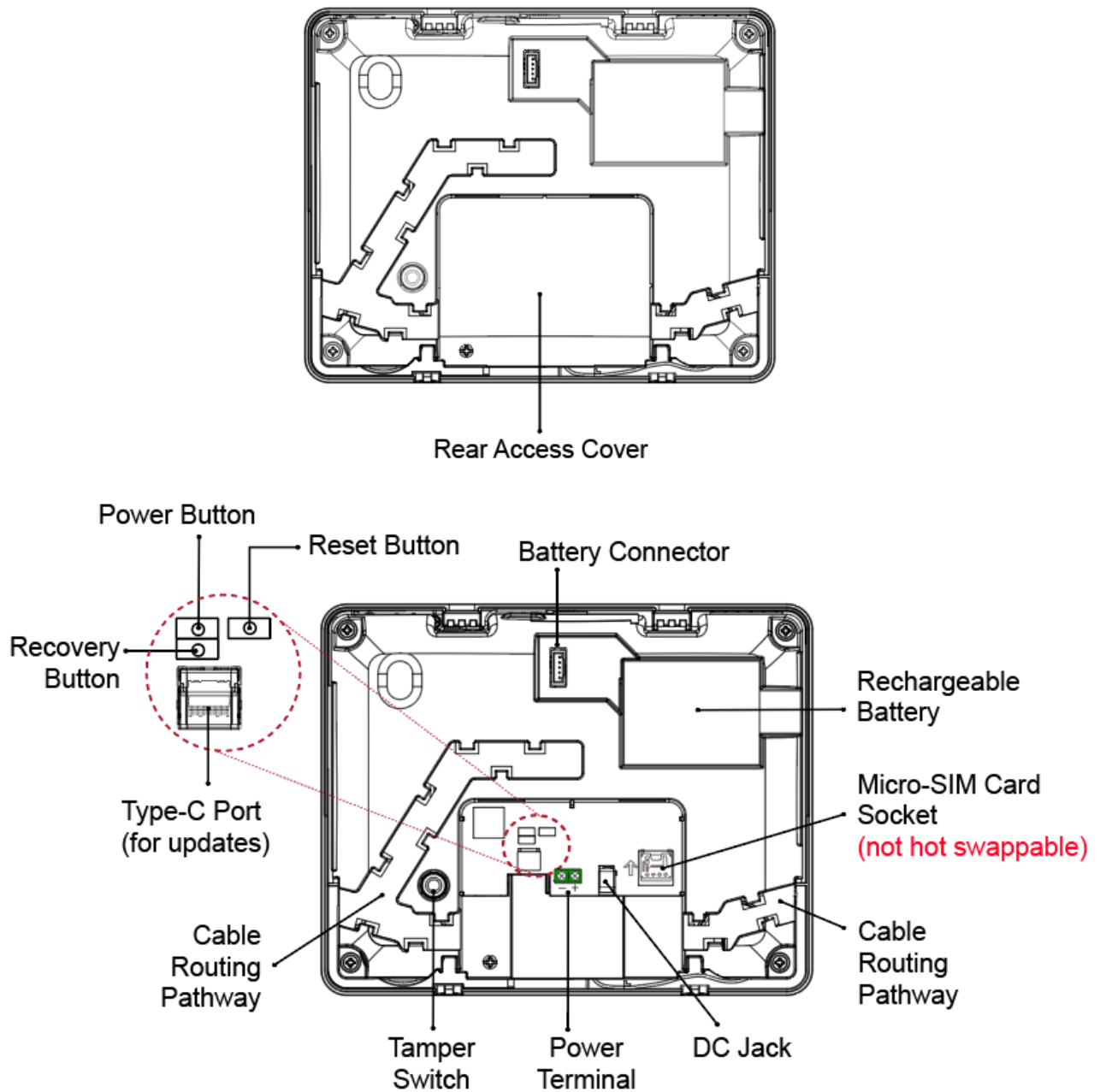
Front View



Back View



Internal View



Power Button	- Press and hold the power button for 2 seconds to access the selection menu for powering down or restarting the system. - Pressing and holding the button for 5 seconds will force the system to shut down immediately. - To power on the Panel, press and hold the power button for 2 seconds.
Reset Button	- Press the reset button to restart the Panel.
Recovery Button	- Reserved for Manufacturer Use Only – Do not press unless instructed by authorized personnel

2.2. LED Indicators

The LED indicators are used to indicate various system statuses.

LED	Behavior	System Status
Blue LED	Solid on	Standby
Red LED	Solid on	Arming & Armed
	Flashing	• Alarming • Entry Delay
White LED	Solid on	System Faults (device tamper open)
	Flashing	Low Power Mode

When operating on battery power, 2GIG-TOUCH-NA's LEDs will flash instead of staying solid.

2.3. Power Supply

Power Adapter

- 2GIG-TOUCH-NA is designed to use the power supply 100-240VAC 50/60Hz 1.7A 14VDC adapter.
- The panel also supports connection to a power supply via screw power terminal blocks.
- 2GIG-TOUCH-NA will automatically turn on after power is supplied.

Rechargeable Battery

- In addition to the adapter, there is a Lithium Polymer 2500mAh/3.7V rechargeable battery inside the panel, which serves as a backup in case of a power failure.
- During normal operation, the AC power adapter is used to supply power to the panel and at the same time recharge the battery.
- When the battery level is low, 2GIG-TOUCH-NA will report a low battery status. If the AC power adapter is not reconnected after this report and the battery continues to drain, a warning message will appear on the user interface. If the battery becomes too low for the system to function, it will automatically shut down to protect data.

3. Installation

3.1. System Deployment

2GIG-TOUCH-NA is designed to be wall-mounted or placed on a desktop with an optional desktop mount. Follow the guidelines below when planning installation location:

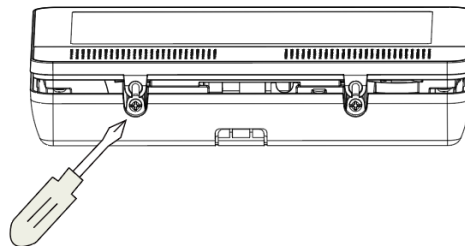
- The panel requires the mains power and Wi-Fi connection.
- As 4G/LTE serves as a secondary communication path, ensure there is good cellular coverage (Advisable to have a level of at least 4 out of 5).
- Avoid mounting the panel near large metal objects which may affect wireless radio strength.
- The panel should be protected by sensors, so that no intruder can reach it without first activating a sensor.
- When using routers to extend wireless communication coverage, remember to use only Routers with backup batteries for security sensors. If you use a Router without backup battery for security sensors, the Router will be powered down in case of AC failure, and you security sensors will lose connection with the Panel.

3.2. Hardware Installation

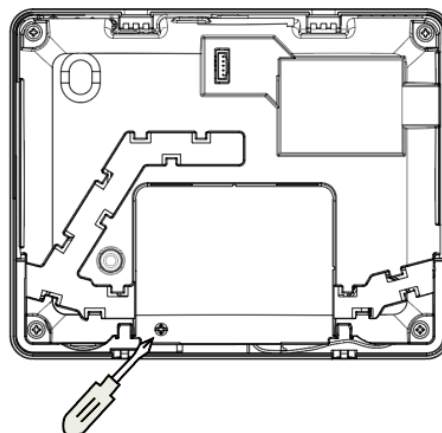
2GIG-TOUCH-NA is designed to be mounted on the wall or placed on a desktop with an optional desktop mount.

Follow the steps below to proceed.

- 1 The panel casing is secured by 2 bottom fixing screws. Loose the 2 fixing screws on the bottom to detach front cover from back plate.



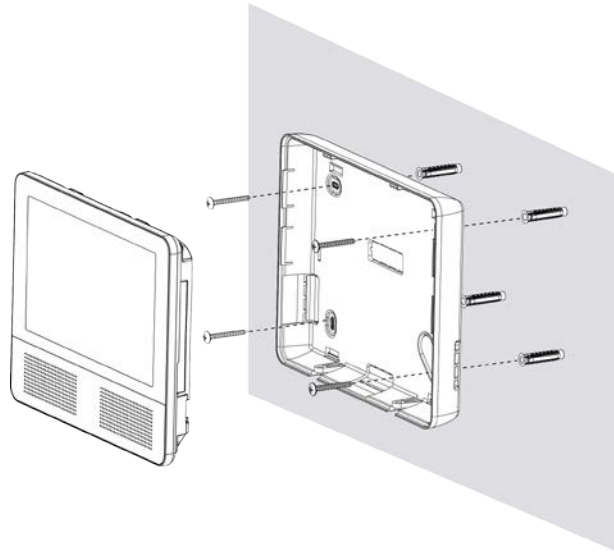
- 2 Remove the rear access cover.



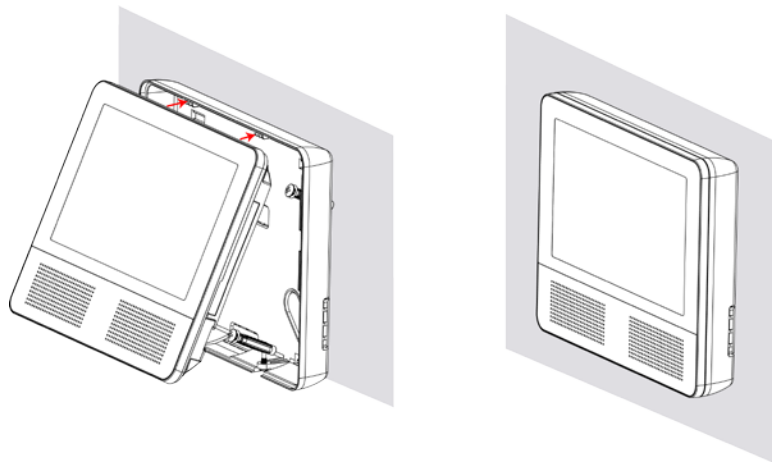
Wall Mounting

It is recommended to fit the Panel at approximately chest height where the touchscreen can be easily accessed and operated.

- I. Use the four knockouts on the back plate as template to drill holes on the wall.
- II. Insert the wall plugs.
- III. Screw the back plate onto the wall with the 4 screws provided.



Fit the top latching holes on the front cover onto the corresponding latches on the back plate, then push forward the front cover to close it. Tighten the 2 bottom fixing screws.

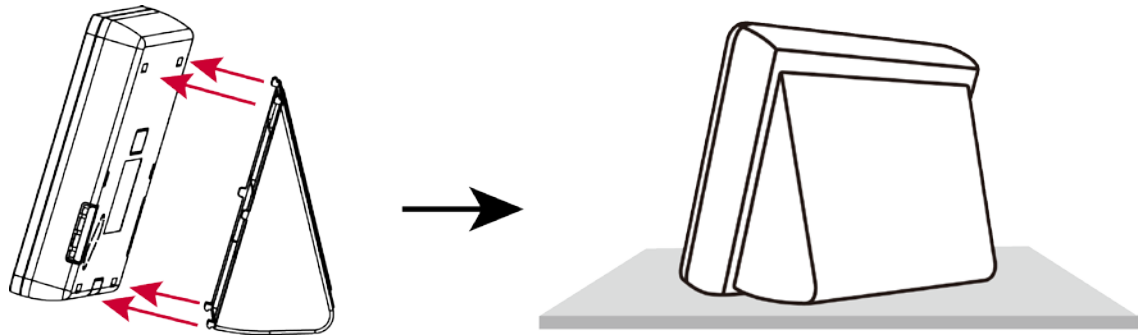


Desktop Deployment

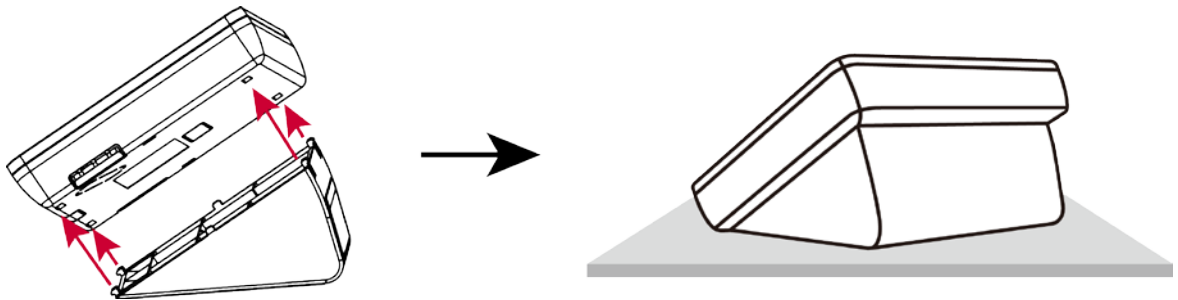
In addition to wall mounting, an optional desktop mount is available to make your Panel mobile and flexible.

The mount is angled, offering two adjustable settings:

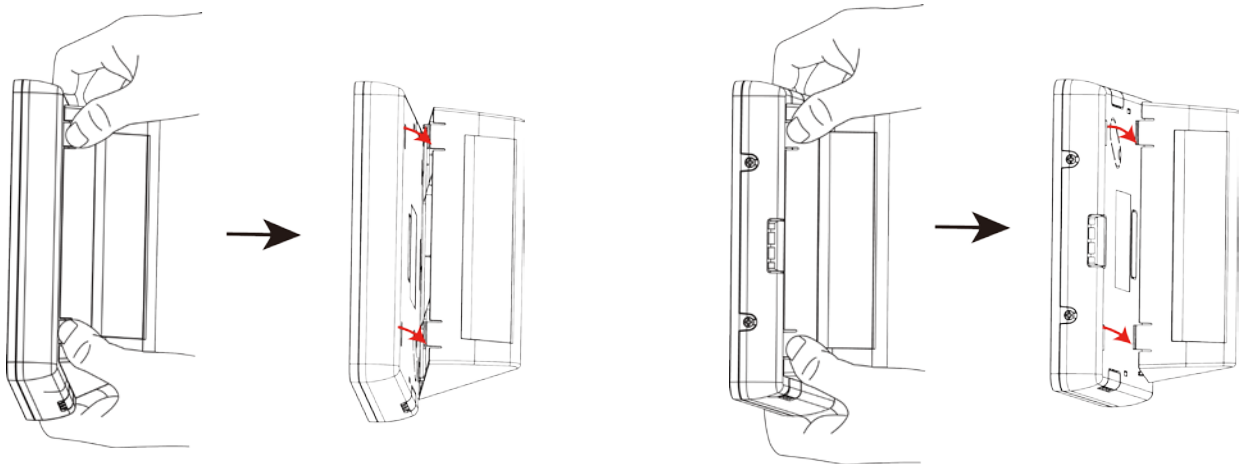
- **High angle:** Provides a viewing angle of approximately 72° to the desk or table.



- **Low angle:** Offers a viewing angle of approximately 45°.



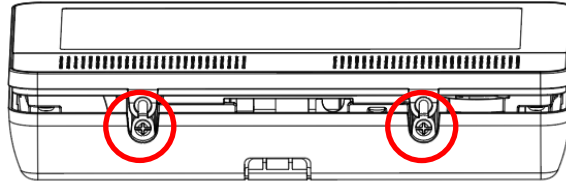
To remove the desktop mount, press both top latches firmly with your thumbs while simultaneously pulling the mount away from the Panel.



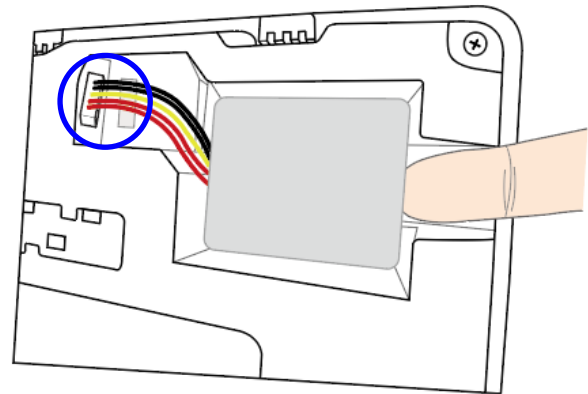
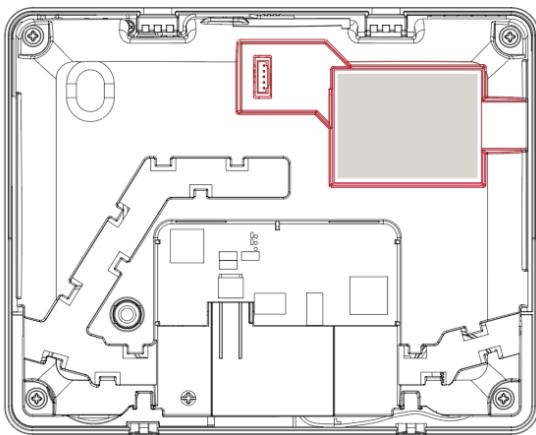
3.3. Battery Replacement

Battery Removal

- 1 Unscrew the two bottom fixing screws and remove the front cover from the back cover.

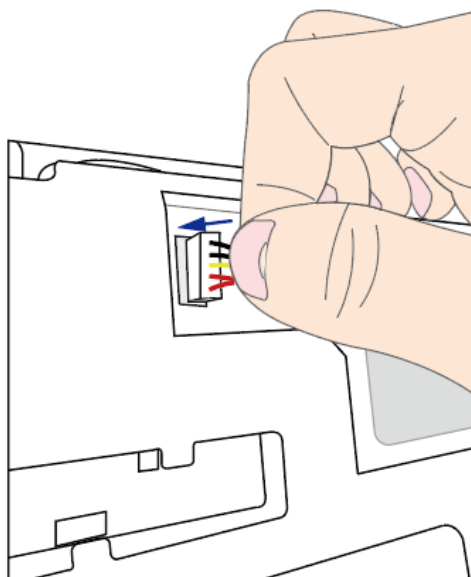


- 2 Turn the front cover over; the battery is located in the upper right corner.
- 3 Disconnect the battery connector, then insert a finger into the groove and pry out the battery.



Battery Installation

- 1 Place a new battery in the battery compartment.
 - 2 Connect the battery connector to the terminal.
- The battery connector features a foolproof mechanism to ensure correct connection.

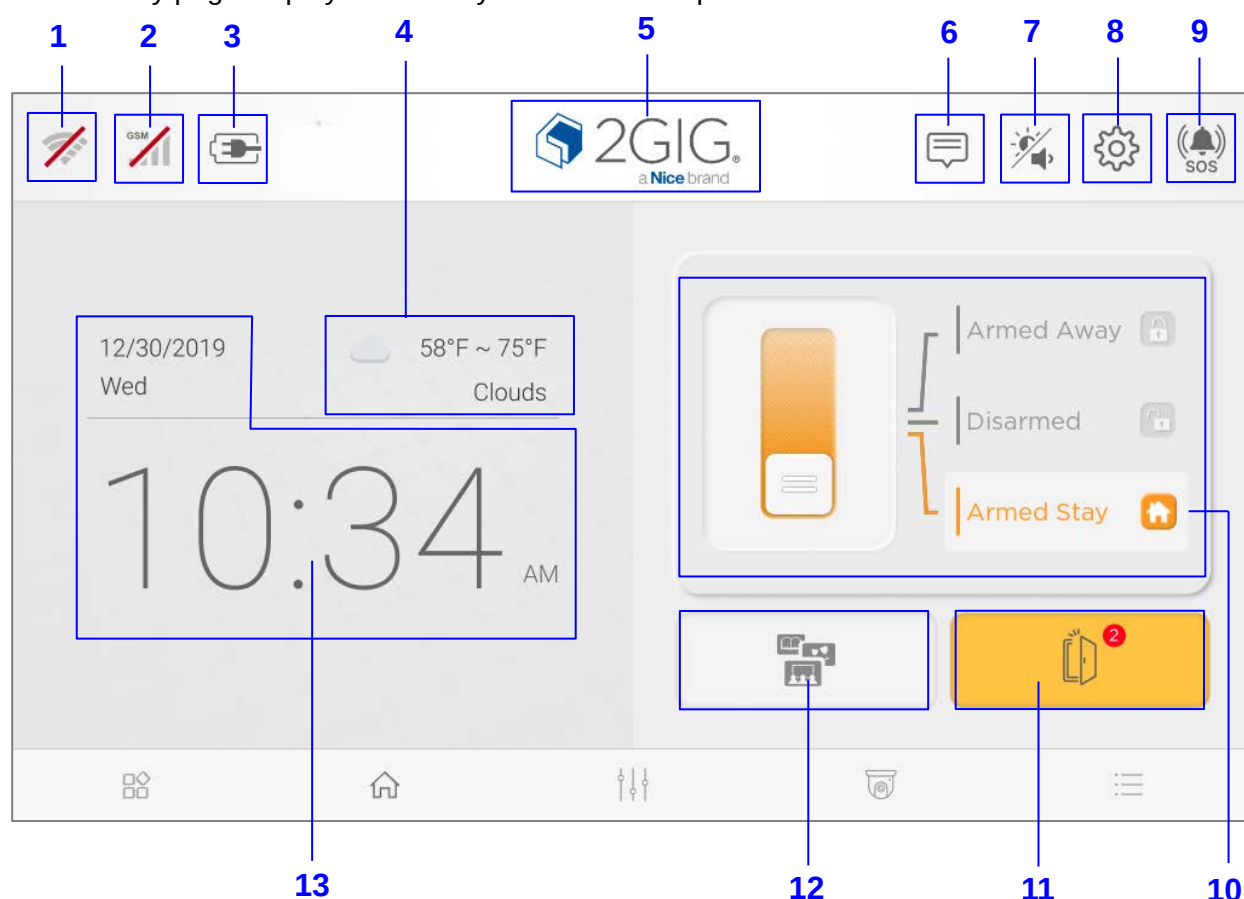


4. Operation

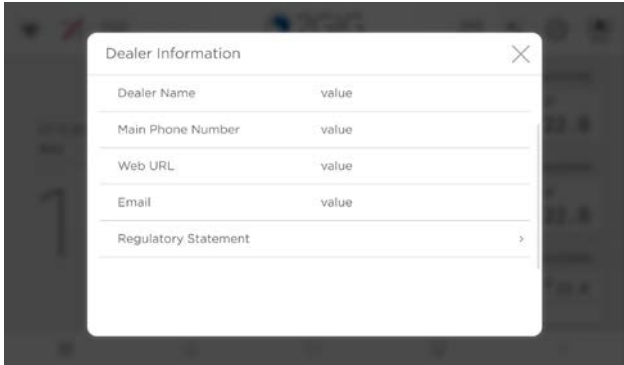
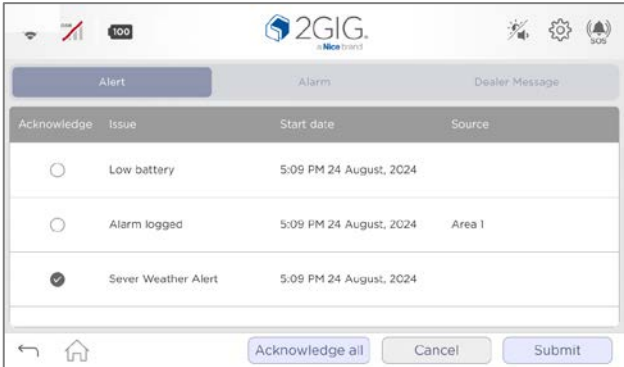
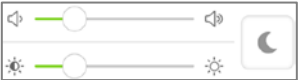
On the user interface of 2GIG-TOUCH-NA, users can change the system mode, control automation devices, edit and bypass devices, and access videos or captured images.

4.1. Security

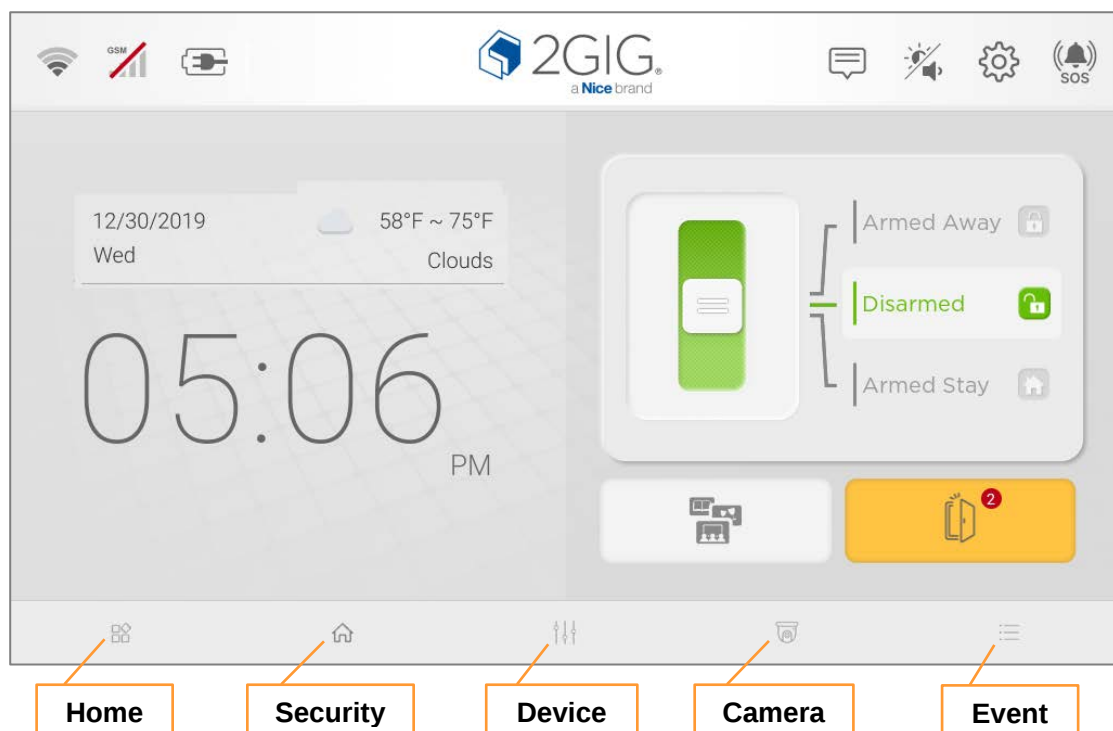
The Security page displays current system mode for quick control access.



Section	Icon	Description
1. Wi-Fi Indicator		When Wi-Fi is connected (Strong – Weak)
		When Wi-Fi is disconnected
	<Note> The panel primarily communicates with the backend platform via Wi-Fi, with 4G/LTE as a backup when Wi-Fi is unavailable.	
2. RSSI Level		When connecting to a cellular network, show the signal strength.
		When the panel is not connected to a cellular network
3. Battery Level		When 2GIG-TOUCH-NA is running on battery, its battery icon will display the current battery level in percentage.
		2GIG-TOUCH-NA is connected to an AC power supply

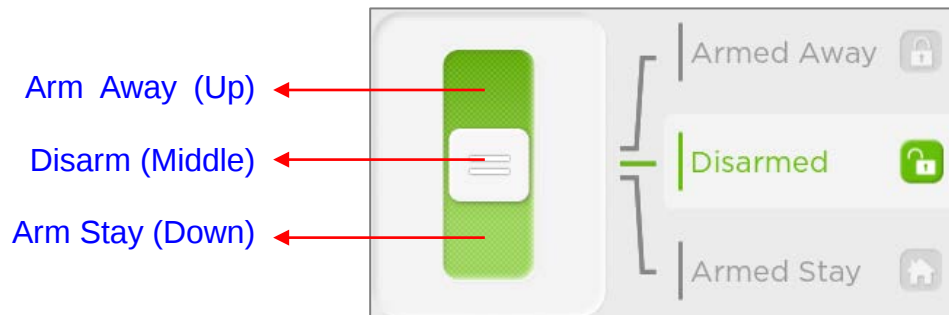
Section	Icon	Description
4. Weather	----	Tap to display the weather forecast for the next 4 days. 
5. Dealer Info		Tap the logo to view the dealer information. 
6. Notification		Tap to view notifications on Alert, Alarm & Dealer Messages. (Master or Installer Code is required to view Dealer Message.) 
7. Brightness / Volume		- Tap to access 2 slider bars for controlling brightness and volume level.  - (To be supported) Tap the Moon button  to toggle between light mode and dark mode (see 5.2.2. Night Mode for details).
8. Settings		Tap on the gear icon to access the Settings menu. Please refer to later section 5. Settings.
9. Panic Button		When clicked, a dialog box with four options — Police, Fire, Auxiliary, and Silent — will appear.  To activate an alarm, press and hold the desired button for 3 seconds. A progress bar will appear, indicating how long the button has been held.

10. System Mode	The system mode is indicated by three icons on the right. The background color of the selected mode for the area will change, while the other modes will be greyed out.  Disarmed Partially Armed Fully Armed	
11. Open Sensor	 	When the connected Door Contact and/or Garage Tilt Sensor is/are trigger (opened), the door-closed icon  will switch to a door-opened icon  with a number indicating how many sensors are currently open. Tap the door-opened icon to view the currently open sensor(s).
12. Scene Selection		Customized functions  Home  Away  Sleep  Wake Up  Custom 1  Custom 2  Custom 3  Custom 4
13. Date & Time	----	Display current date and time.

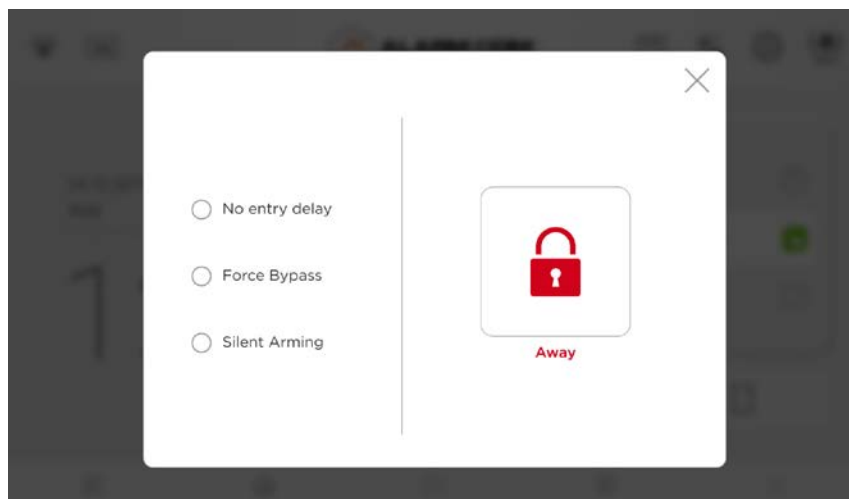


4.1.1. Change System Mode

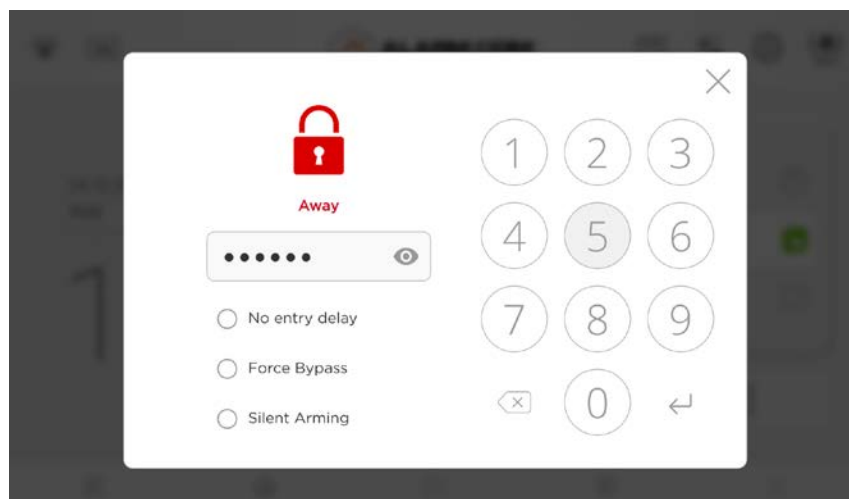
- Tap the Mode Switch to change mode, e.g. Away Arm (Up).



If “Quick Arming” function is enabled, user can fully arm or partially arm the system without entering the User PIN Code.

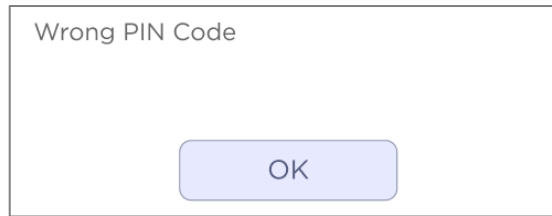


If “Quick Arming” function is disabled, users will need to enter one of the set User PIN Codes to fully arm or partially arm the system.



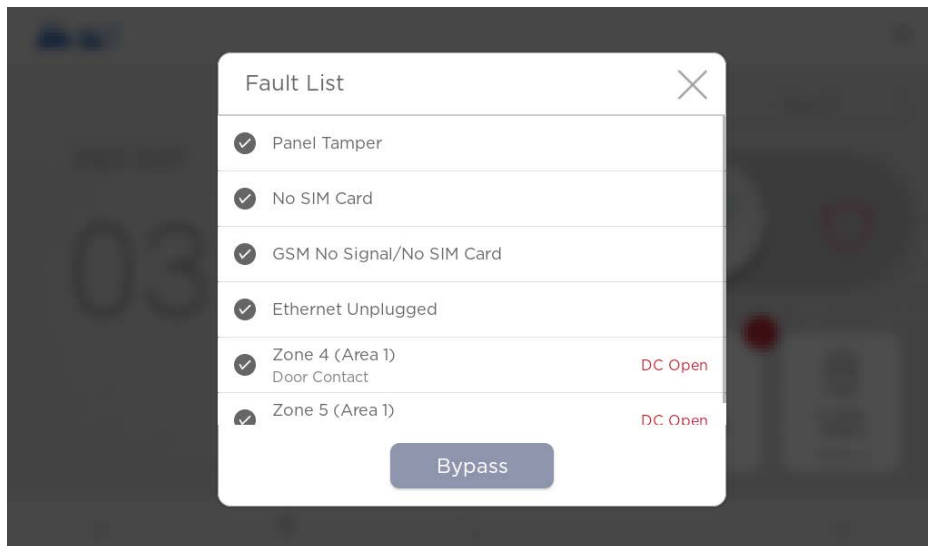
2GIG-TOUCH-NA will play voice prompts upon system mode change to remind users of the system status.

If incorrect PIN Code is entered, 2GIG-TOUCH-NA will display error message and arming will be aborted.



- When the system has existing fault events while arming, a fault message will appear. If you still want to arm the system, you will need to bypass the faults on the fault list first or repeat the arming action within 30 seconds to Force Arm.

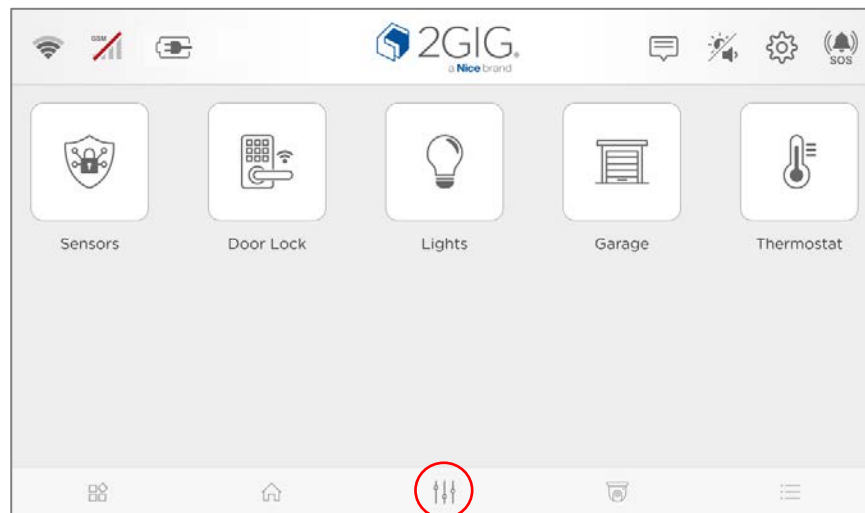
By checking all faults and tapping "Bypass", the faults are bypassed and the system is armed now.



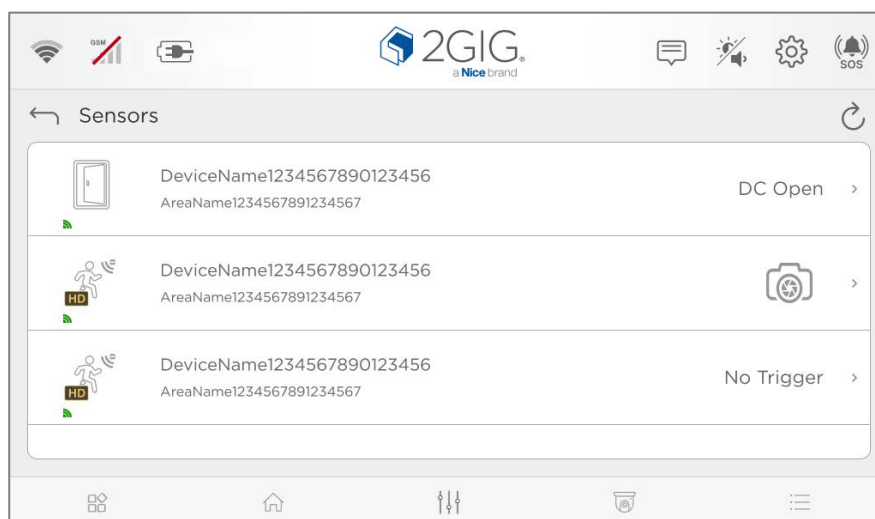
4.2. Device

The device page lists all available devices according to different categories.

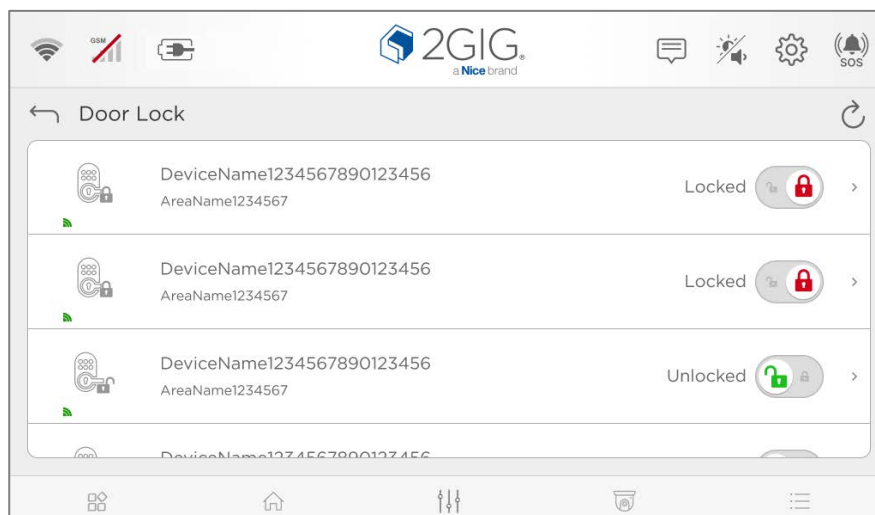
Click on a device category to display the devices under that category.



- **Sensors:** Displays all the learned-in sensors in the system.



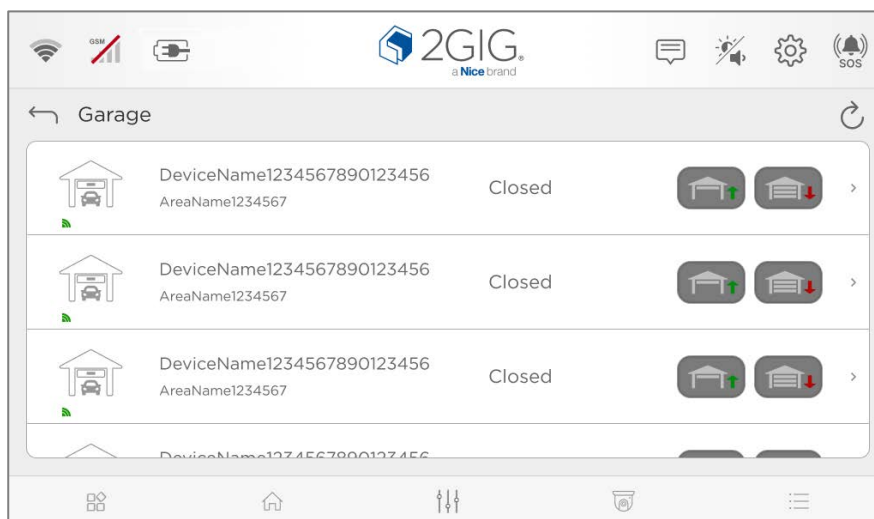
- **Door Lock:** Displays all the learned-in Door Locks in the system



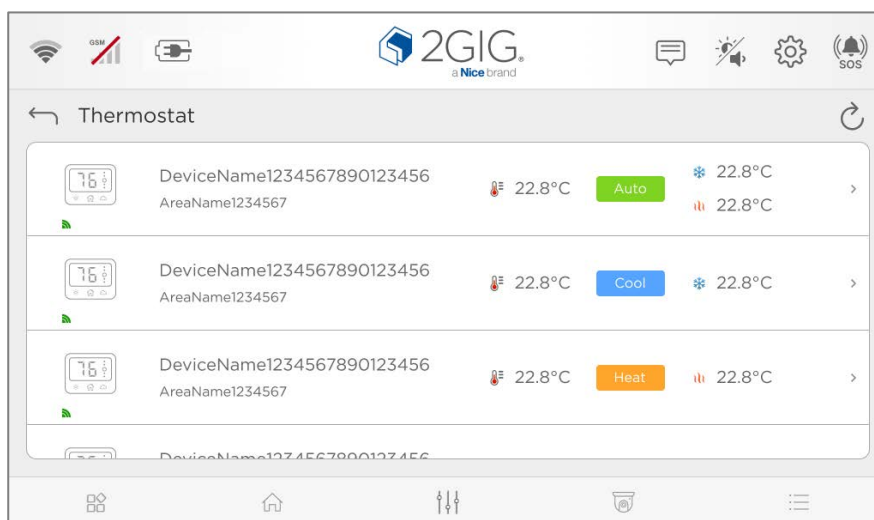
- **Lights:** Displays all the learned-in Light Sensors in the system



- **Garage:** Display all the learned-in Garage Sensors in the system

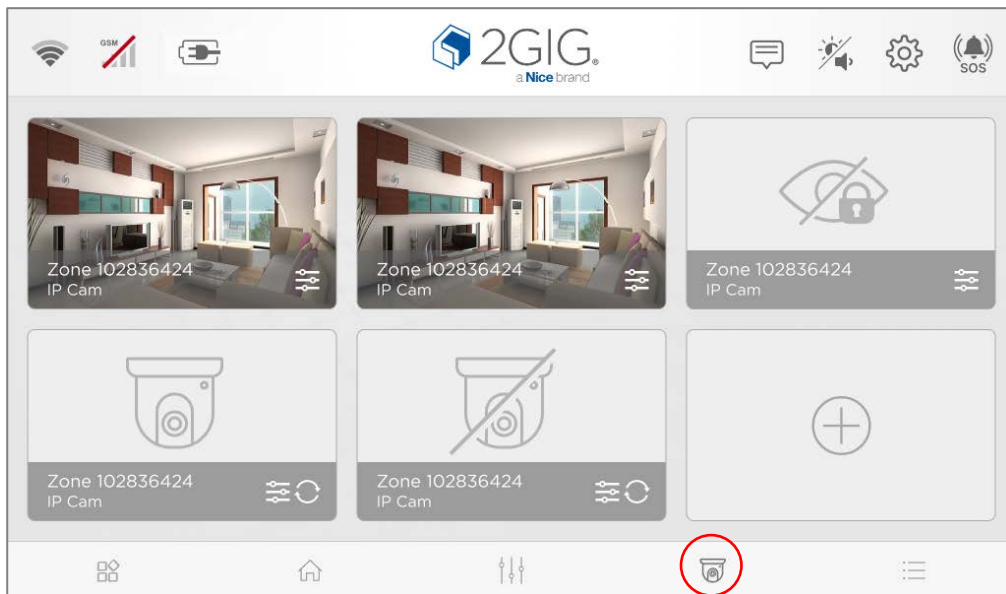


- **Thermostat:** Display all the learned-in thermostats in the system



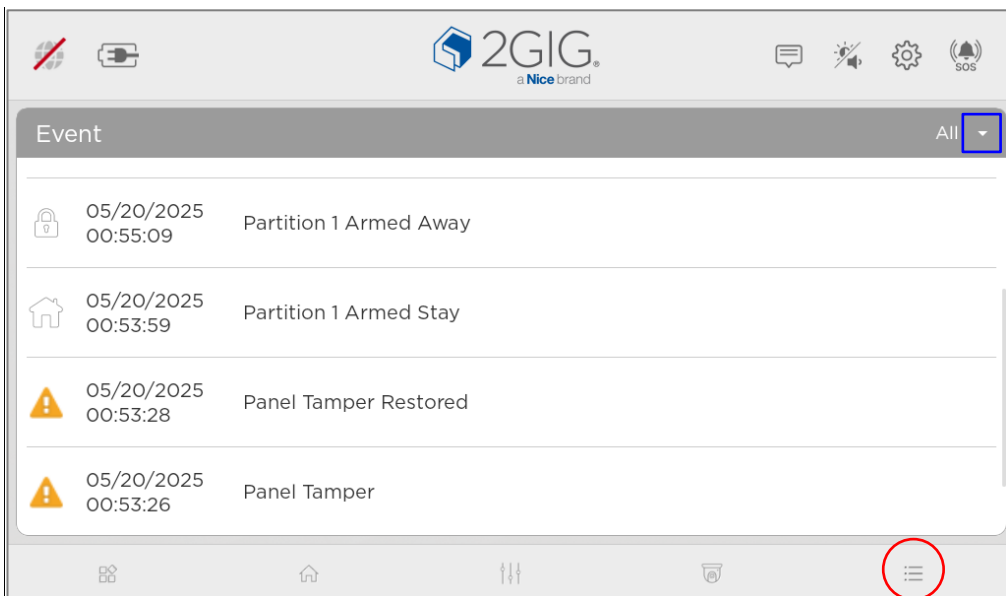
4.3. Camera Settings

This Camera Settings page is designed for customer's specific products.



4.4. Events

The Event page records all alarm/status events, pictures and video transmitted by the panel. You can view the image or video by tapping the image icon , if cameras are installed.

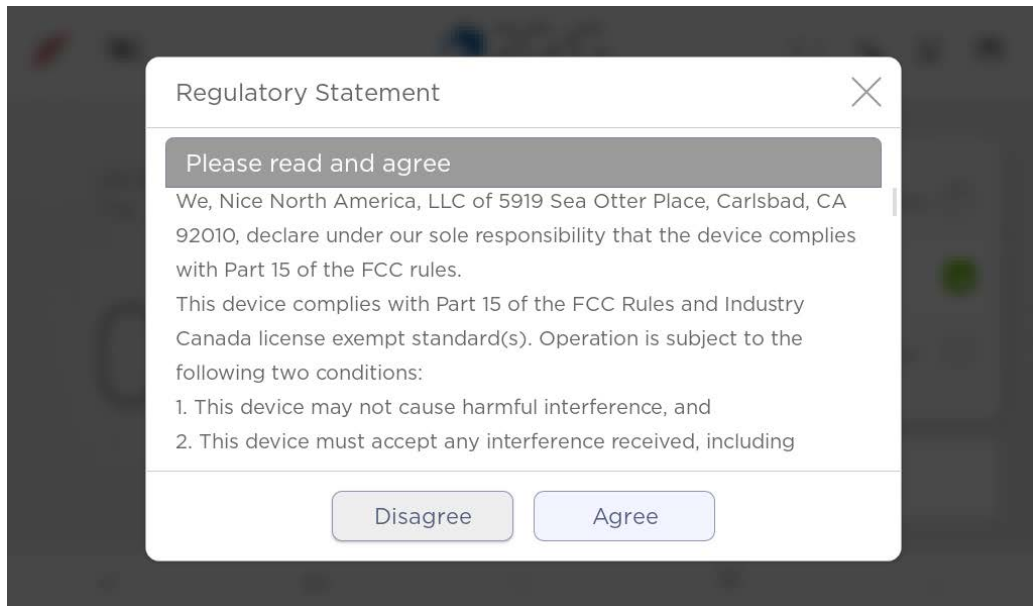


- **Filter:** Tap the Down icon  at the top right, below the SOS Panic Button, to select which event type to display.

Available event types include: **All**, **Alarm**, **Arm/Disarm**, **Trouble**, and **Bypass**.

4.5. Regulatory Statement

Users must agree to the Regulatory Statement before setting up 2GIG-TOUCH-NA.



The Regulatory Statement window to appear for agreement under the following conditions:

- When a user enters the **Installer Code** and access the **Settings** page for the first time.
- When a user enters the **Master Code** and access **User Management** page for the first time.
- When a user taps the logo to access the **Dealer Information** page and manually opens the Regulatory Statement window.

After performing a factory reset on 2GIG-TOUCH-NA, users must agree to the Statement again.

5.Settings

Tap the gear icon  on the top-right corner of the screen to access the **Settings** menu.

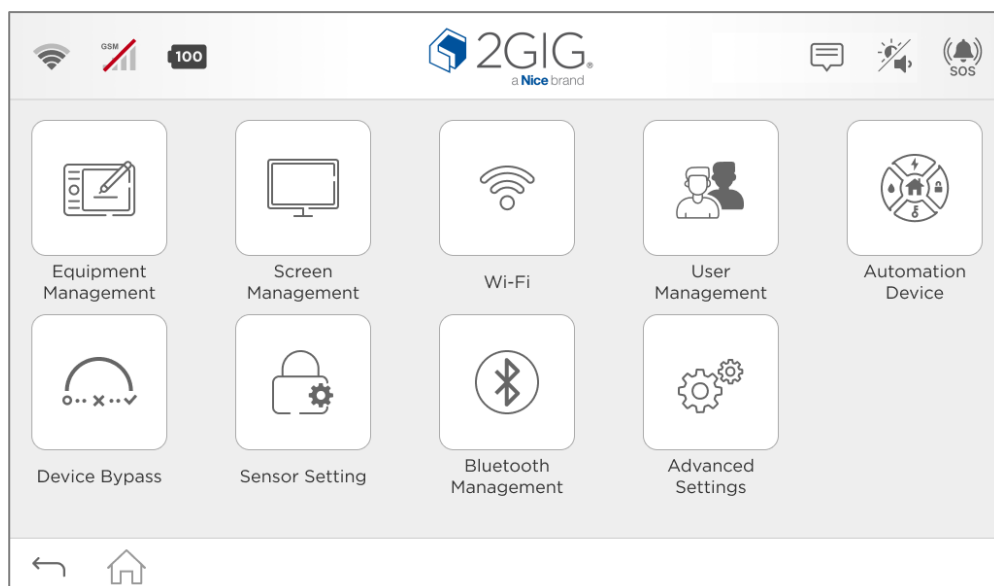


Accessing the **Settings** menu is only available when the system is disarmed. An error message “The operation is not allowed while the system is armed.” will appear when users tap the Settings icon in arm away or arm stay mode.

To access the **Settings** menu, you must enter either the **Installer Code** (default: **1561**) or the **Master Code** (default: **1111**).

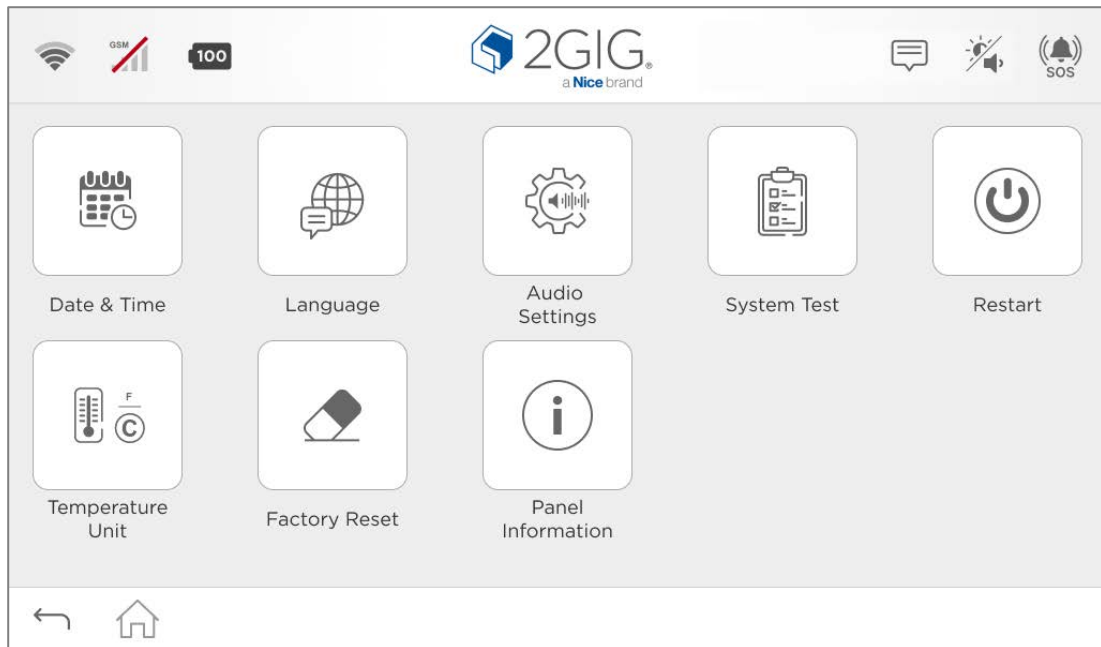
Access privileges differ between the Installer and the Master. The items displayed on the Settings page will vary depending on the code entered.

After entering the correct Master or Installer Code, the Settings menu will be displayed. 2GIG-TOUCH-NA will return to the Home page after 30 minutes of inactivity on the page.



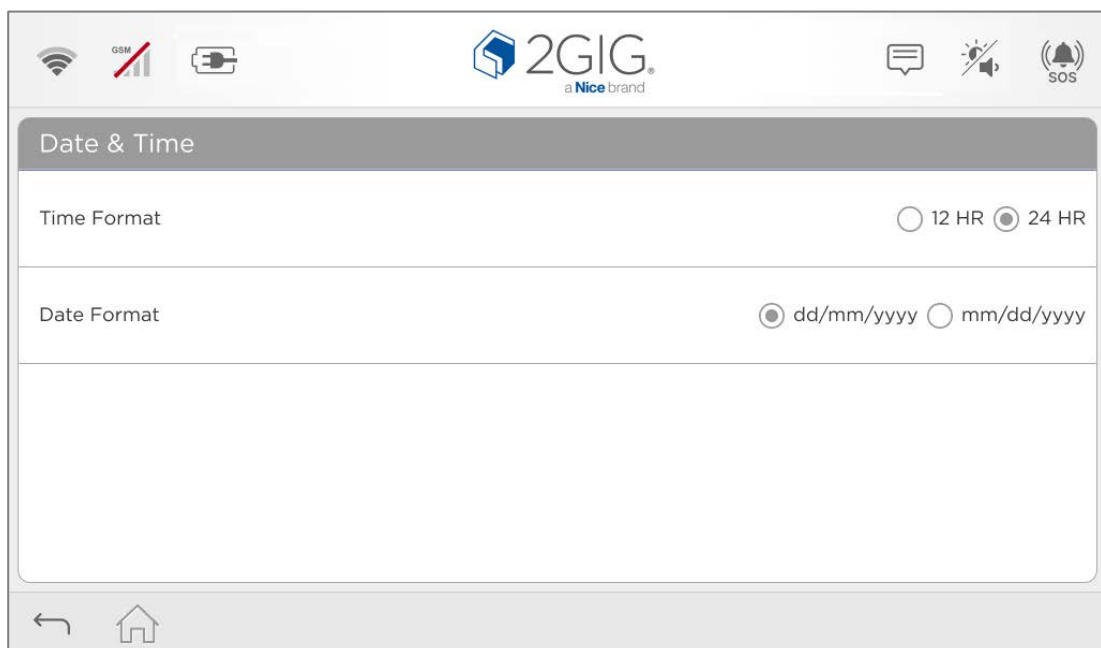
5.1. Equipment Management

The Equipment Management currently supports Date & Time, Language, Audio Settings, System Test, Restart, Temperature Unit, Factory Reset, and Panel Information. Other functions are currently reserved.



5.1.1. Date & Time

Users can select their preferred date and time format for display on the Home page. Changes are saved and applied automatically.



5.1.2. Language

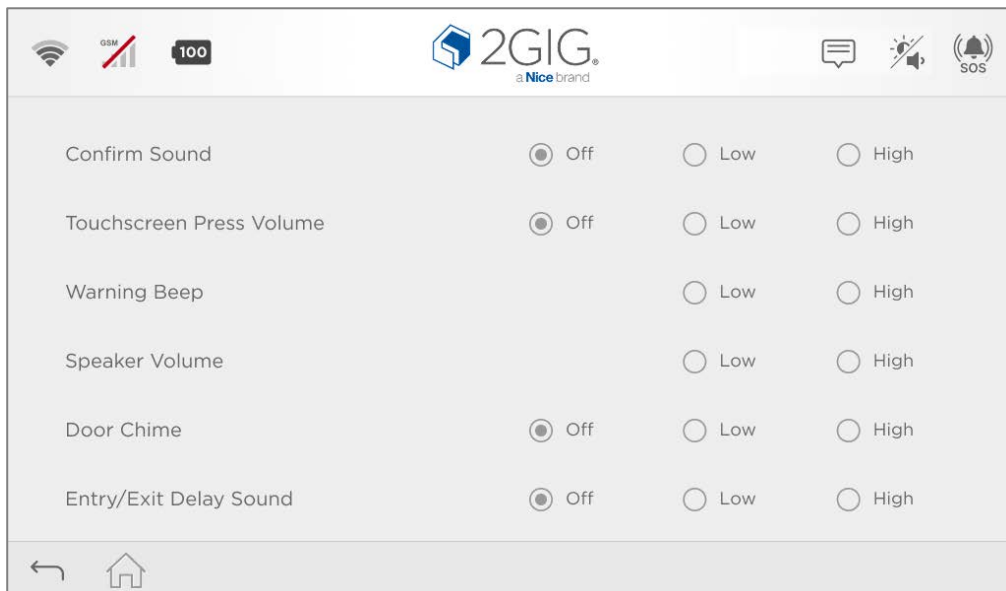
After selecting a preferred language for 2GIG-TOUCH-NA, users must restart the system for the change to take effect.

Available options: English, French, Spanish



5.1.3. Audio Settings

Select whether to mute the audio notification or the volume level for the notification. Changes are saved and applied automatically.



Confirm Sound

2GIG-TOUCH-NA will beep based on the volume setting here when it is reporting, or mute when set to Off.

Touchscreen Press Volume

2GIG-TOUCH-NA will make a sound as you type based on the volume setting here, or mute when set to **Off**.

Warning Beep

- 2GIG-TOUCH-NA will emit a two-tone beep every 30 second when a fault is detected. Set the volume level for this audio alert.
- When “Night Mode” feature is enabled, the warning beep will be muted during the configured Night Mode period.

Speaker Volume

Set the volume level for 2GIG-TOUCH-NA's speaker during 2-way communication.

Door Chime

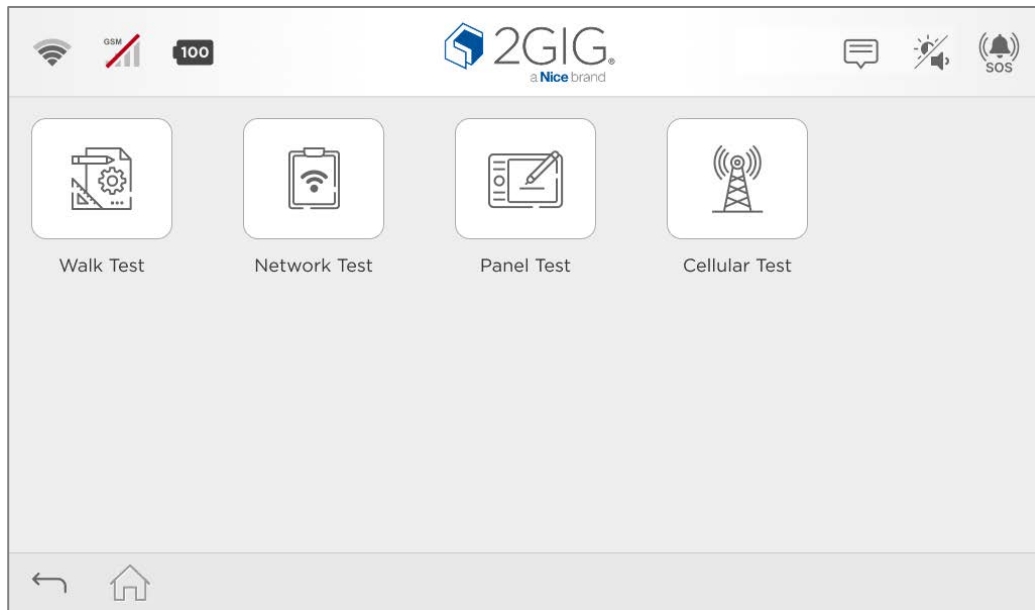
Set the volume of the Door Chime sound (Ding-Dong sound).

Entry / Exit Delay Sound

Set the volume level during entry / exit delay countdown for Arm Away or Arm Stay, or mute the countdown sound when set to **Off**.

5.1.4. System Test

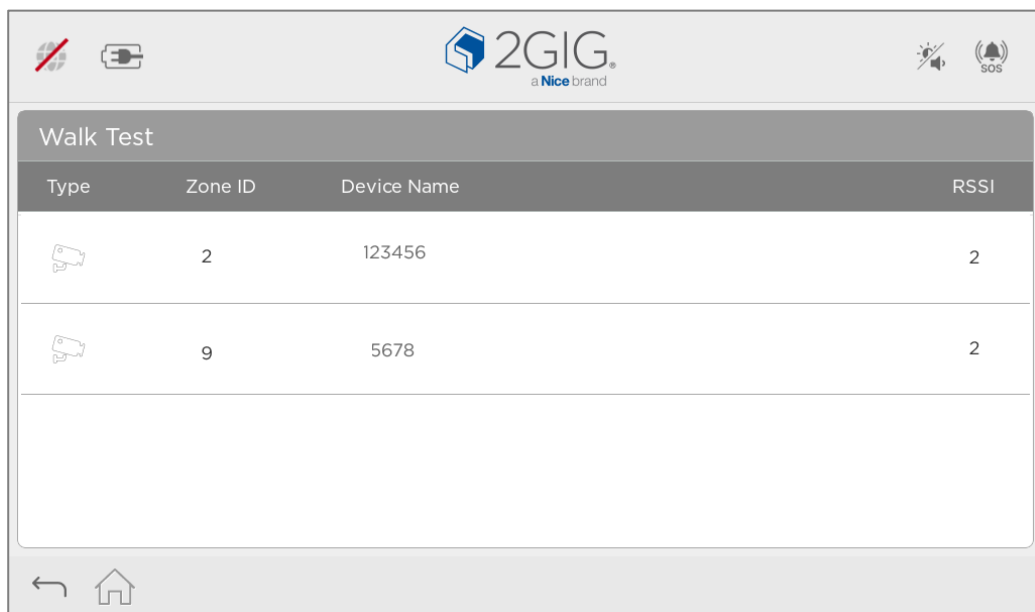
Users can run various tests to verify different functionalities.



5.1.4.1. Walk Test

After devices have been learned into 2GIG-TOUCH-NA, users can run a Walk Test to verify the effective signal range between the Panel and the devices. Press the test button on each device to transmit a test signal (refer to the device's user manual). When the signal is received, the device info and signal strength (RSSI value) will be displayed.

A "Walk Test Timeout" message will appear after 5 minutes of inactivity on this page.



5.1.4.2. Network Test

Tap “Test” at the bottom of the page to perform a network test on the LAN, Internet, and Backend connections.

- LAN Test: Verifies the Wi-Fi connection to the router.
- Internet Test: Checks if there is an active Internet connection.
- Backend Test: Confirms connectivity to the central station.

Note: Test results will be cleared if you leave this page.

Network Test	
Item	Result
LAN	✓ Pass
Internet	✗ Fail
Backend	✓ Pass

Test

5.1.4.3. Panel Test

2GIG-TOUCH-NA verifies the proper functioning of individual components, including Sounder Audio Test, Siren Audio Test, LED Test (Red, Green, Blue, White, and Off), and Panel Camera Test.

Panel Test	
Item	Result
Sounder Audio Test	✗ Failed
Siren Audio Test	✓ Pass
LED Test: Red	✓ Pass

Test Confirm Test All

Tap “Test” next to each item to run individual tests, or tap “Test All” to run all tests sequentially.

During LED Tests, the Panel will illuminate the corresponding color and prompt the user with a question: “Is the LED displaying Red / Green / Blue / White?” or “Is the LED off?”

- Tap “Yes” if the LED is displaying as expected (result: Pass)
- Tap “No” if not (result: Fail)

Note: A response is required within 20 seconds for each prompt; otherwise, the LED Test will need to be restarted.

5.1.4.4. Cellular Test

Cellular Test allows 2GIG-TOUCH-NA to verify whether its cellular module is operating properly. This includes checking the SIM status (whether it is active and correctly installed), as well as the cellular network registration and connection status.

The screenshot shows the 'Cellular Test' screen. At the top, there are status icons for Wi-Fi, GSM, and a battery level indicator. The 2GIG logo is in the center. Below the status bar, the title 'Cellular Test' is displayed. A table with two columns, 'Item' and 'Result', contains the following data:

Item	Result
Signal Strength	0/6
Serial Number	12345678923456789
Subscriber ID	value

Below the table is a blue 'Test' button. At the bottom of the screen, there are navigation icons for back and home.

5.1.5. Restart

Tap **Restart** to reboot 2GIG-TOUCH-NA. A confirmation message will appear, allowing the user to proceed or cancel the operation.

The dialog box contains the following text:

The security panel will power down and reboot.
Estimated time: 2 minutes

At the bottom, there are two buttons: 'Cancel' and 'Submit'.

5.1.6. Temperature Unit

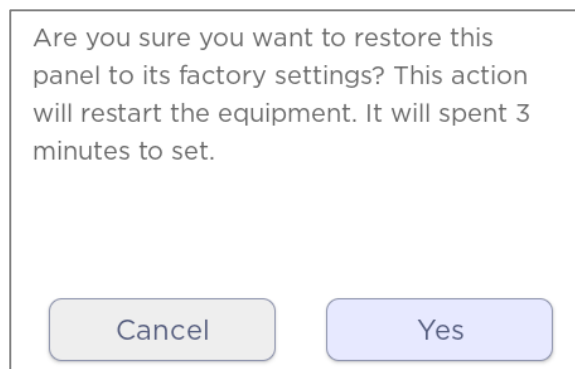
The current temperature unit will be indicated with a circle.

Tap “Temperature Unit” to switch between Celsius and Fahrenheit.

5.1.7. Factory Reset

Factory resetting 2GIG-TOUCH-NA will restore all settings (including network settings and device settings) to factory defaults, as well as remove all learned-in devices.

A confirmation message will appear, stating “Are you sure you want to restore this panel to its factory settings? This action will restart the equipment. It will spent 3 minutes to set.” You can then choose to proceed or cancel the operation.



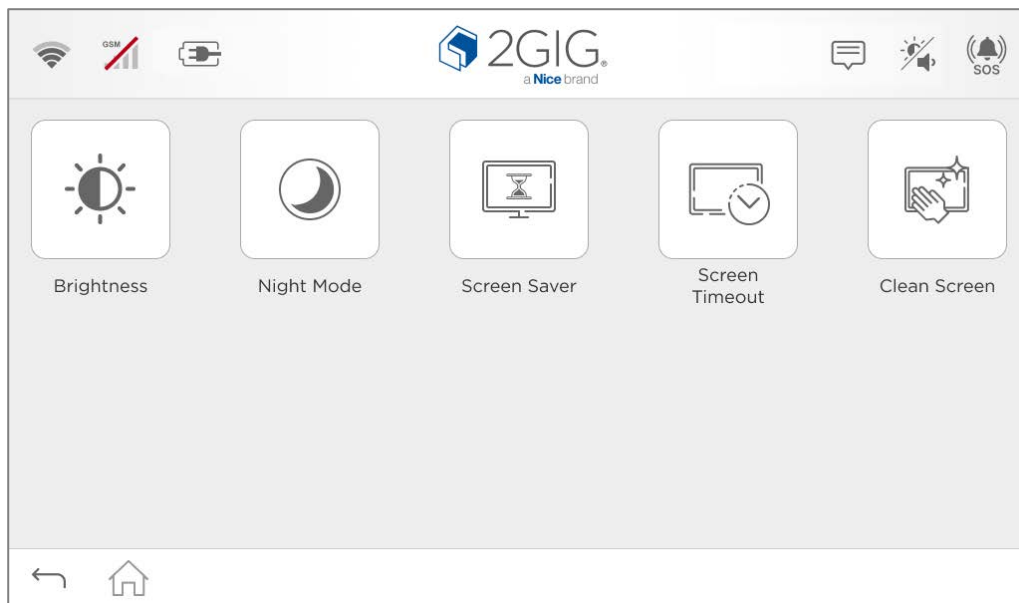
5.1.8. Panel Information

The “Panel Information” page displays hardware and software details related to 2GIG-TOUCH-NA.



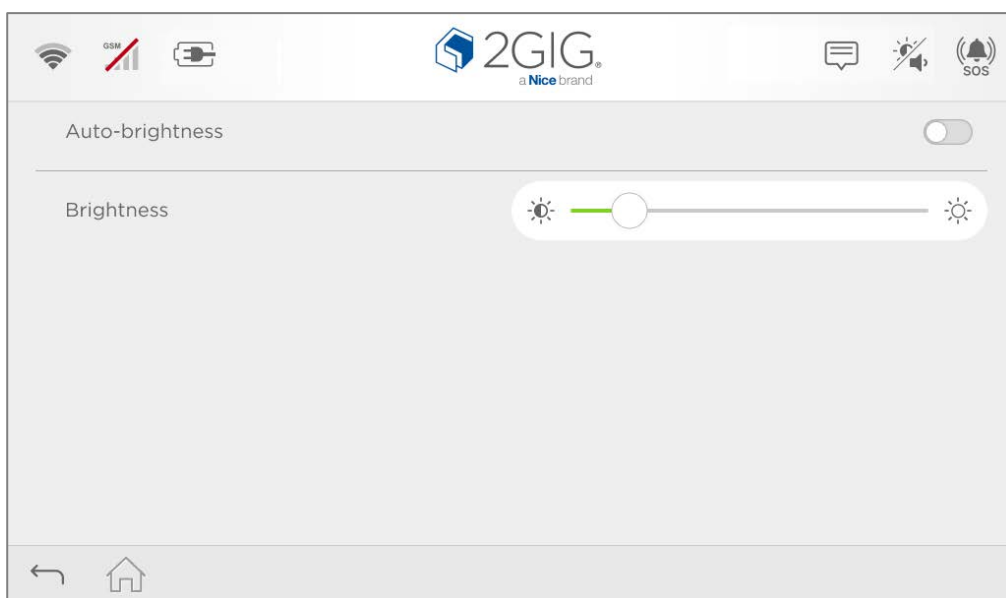
5.2. Screen Management

The Screen Management supports settings for Brightness, Night Mode, Screen Saver, Screen Timeout, and Clean Screen.



5.2.1. Brightness

Tap "Brightness" to adjust the screen brightness of 2GIG-TOUCH-NA. The change will apply immediately.

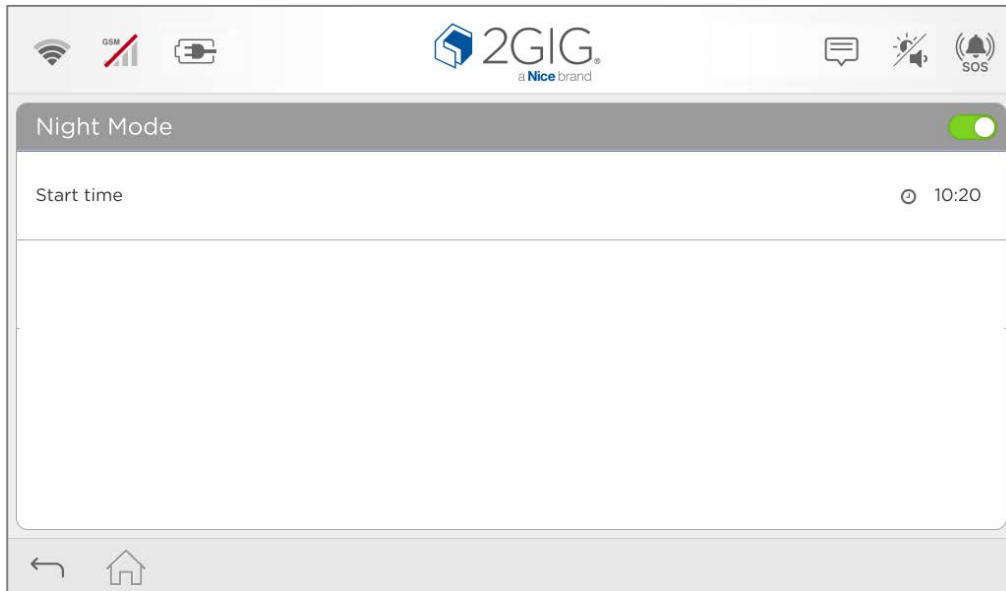


5.2.2. Night Mode

Tap “Night Mode” to set the start time for the screen to automatically switch to **dark mode**.

If Night Mode is turned off (default), the Start Time setting will be disabled.

When enabled, the screen will switch to dark mode at the specified time only if it is on, or returned to, one of the five main pages (i.e., Home, Security, Device, Cam, and Event). It will automatically switch to light mode **12 hours** later (this duration is not configurable).



Manual Light/Dark Mode Switch (To Be Supported)

- Users can manually switch between light and dark modes at any time by tapping the Moon button under the Brightness / Volume icon, even if the “Night Mode” feature is disabled.
- If the screen has entered dark mode due to the configured Night Mode start time,
 - ⇒ tapping the Moon button will immediately switch the screen to light mode, without resetting the 12-hour timer.
 - ⇒ If the user switches back to dark mode during the same 12-hour period, the screen will automatically return to light mode once the original 12-hour timer expires.



5.2.3. Screen Saver

After the screen remains idle for the duration define in Sleep Mode Timer, the Panel will enter Screensaver mode.



The screenshot shows a configuration screen for the 2GIG Screensaver. At the top, there is a status bar with icons for Wi-Fi, battery, and signal strength, followed by the 2GIG logo and 'a Nice brand' text. Below this, the screen is divided into two main sections: 'Screensaver Content' and 'Sleep Mode Timer'. The 'Screensaver Content' section has a single option, 'Blank', which is selected with a radio button. The 'Sleep Mode Timer' section has three options: '30 sec(s)', '1 min(s)', and '2 min(s)'. The '1 min(s)' option is selected with a radio button. At the bottom of the screen, there are navigation icons for back and home.

Screensaver Content

When “Blank” is selected, 2GIG-TOUCH-NA will display a black screen with no content after the duration set in the sleep mode timer has elapse.

Sleep Mode Timer

Set the duration of inactivity after which 2GIG-TOUCH-NA enters Screensaver mode.

Tap the screen to leave Screensaver mode.

Date & Time (To Be Supported)

Select to enable or disable whether to display the current Date and Time for Screensaver.

5.2.4. Screen Timeout (To Be Supported)

- Screen Timeout is the duration the screen stays on after the last user interaction before it automatically turns off. For example, if Screen Timeout is set to 1 minute, the screen will turn off 1 minute after the last user action. The change will apply immediately.
- The duration set in Screen Timeout does not apply when 2GIG-TOUCH-NA is operating on battery power. The screen will automatically turn off shortly after use.
- To turn the screen back on, simply tap it once.
- While the screen is off and 2GIG-TOUCH-NA is running on battery power, certain functions, such as Bluetooth disarm, will be temporarily disabled.



- When both Screen Timeout and Sleep Mode Timer are configured, the Screen Timeout setting takes precedence over the Sleep Mode Timer for Screensaver.

Example 1: If Sleep Mode Timer is set to 1 minute and Screen Timeout is set to 2 minutes:

⇒ A blank content (i.e., black screen with no content) will appear after 1 minute of inactivity, as defined by the Sleep Mode Timer.

⇒ The screen will fully turn off after another minute, as defined by the Screen Timeout setting.

Thus, if the screen turns off 2 minutes after becoming idle, it indicates that the Screen Timeout has taken effect.

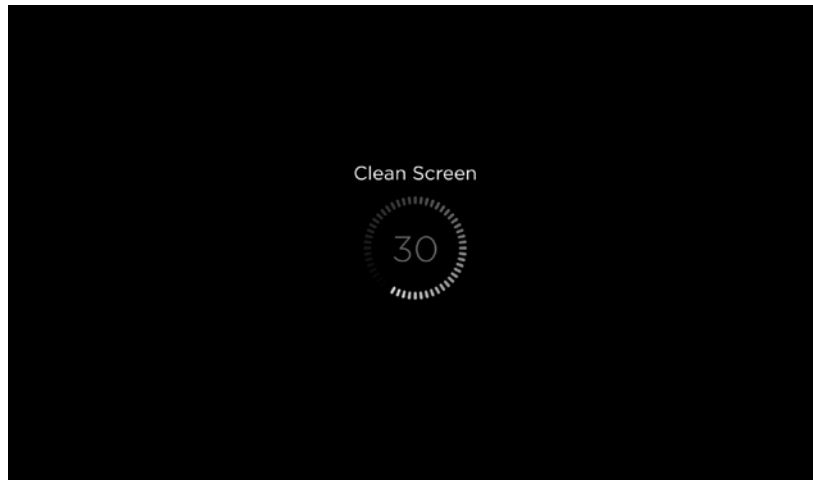
Example 2: If Screen Timeout is set to 1 minute and Sleep Mode Timer is set to 2 minutes:

⇒ The screen will turn off completely after 1 minute of inactivity, as defined by the Screen Timeout setting.

⇒ The screen will remain off afterwards. Once the screen is fully off, 2GIG-TOUCH-NA will disregard the Sleep Mode Timer setting.

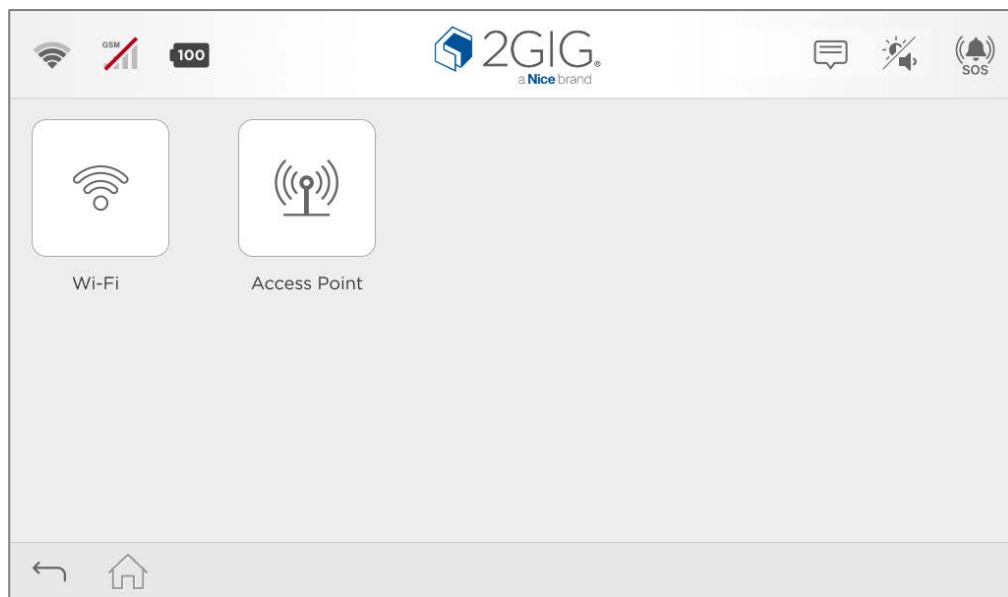
5.2.5. Clean Screen

Tap **Clean Screen** to clean the screen. Any operation and touch input will be temporarily disabled during the 30-second countdown.



5.3. Wi-Fi

The Wi-Fi page includes two features: Wi-Fi and Access Point.



5.3.1. Wi-Fi

Use the toggle switch on this page to enable or disable the Wi-Fi function.

When Wi-Fi is enabled, 2GIG-TOUCH-NA will continuously scan for available networks and display them in a list. Select a network to connect, and enter the password if required.



- The status will show **Connecting** during the connection process and **Disconnected** if the connection fails.



- Once connected successfully, the status will change to **Connected**, and the SSID and IP address will be displayed.



At the bottom of the Wi-Fi list, the **Add Network** option allows users to manually enter credentials to join a hidden Wi-Fi network.

Add Network

SSID:

dfsafjdafs

Network Type:

WPA/WPA2

Password:

••

Cancel

OK

5.3.2. Access Point

Use the toggle switch to enable or disable the Access Point function for hotspot sharing.

Tap “Edit” to modify the SSID and password as needed.

2GIG[®]
a Nice brand

Hotspot Sharing

SSID

TouchPanel_Unknown

Password

prnbj275sbw3rsp

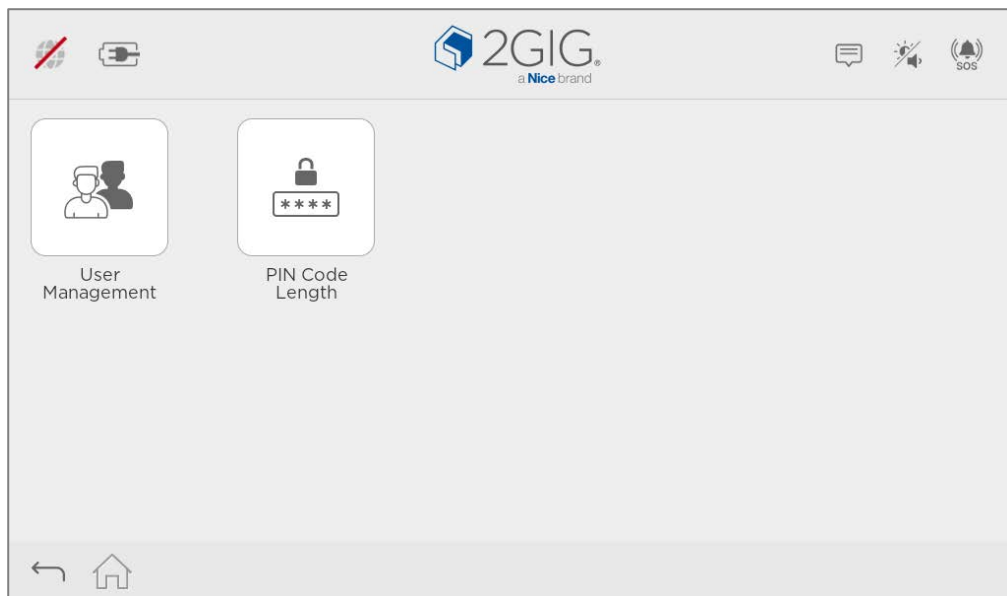
IP Address

-

Edit

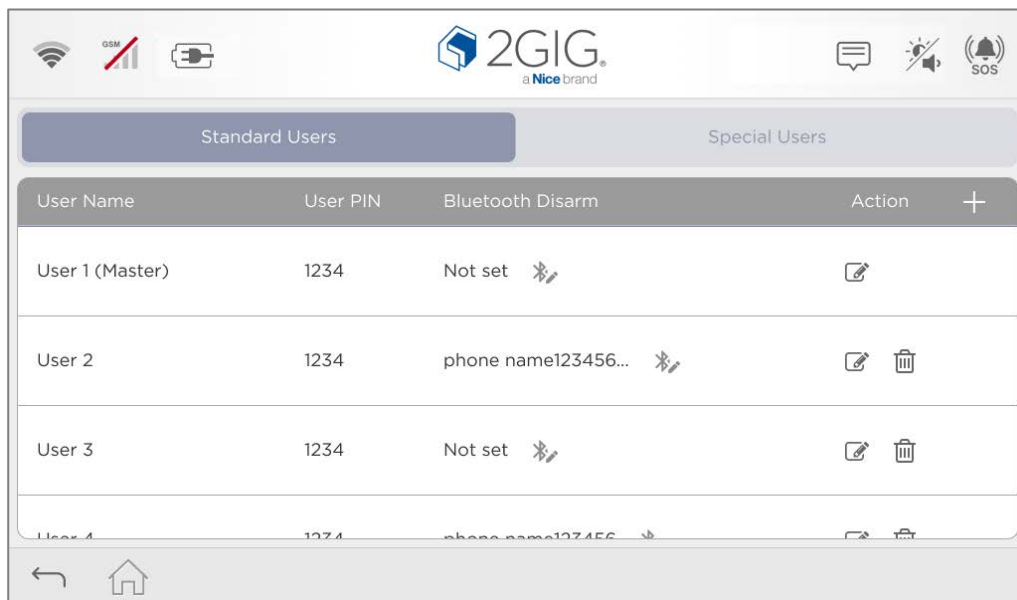
5.4. User Management

User Management allows users to configure system user accounts and adjust PIN code settings on 2GIG-TOUCH-NA.



5.4.1. User Management

User Management contains two categories: Standard Users and Special Users.



Standard Users

Standard Users are listed in the order they were created (from oldest to newest).

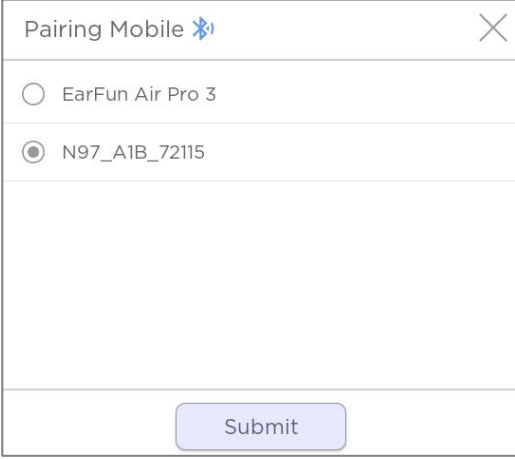
New users can only be added in the Standard Users section.

The first Standard User is designated as the Master User; their User PIN serves as the system's Master Code, which is required for changing the system modes.

- Bluetooth Disarm: disarms the system using paired Bluetooth devices

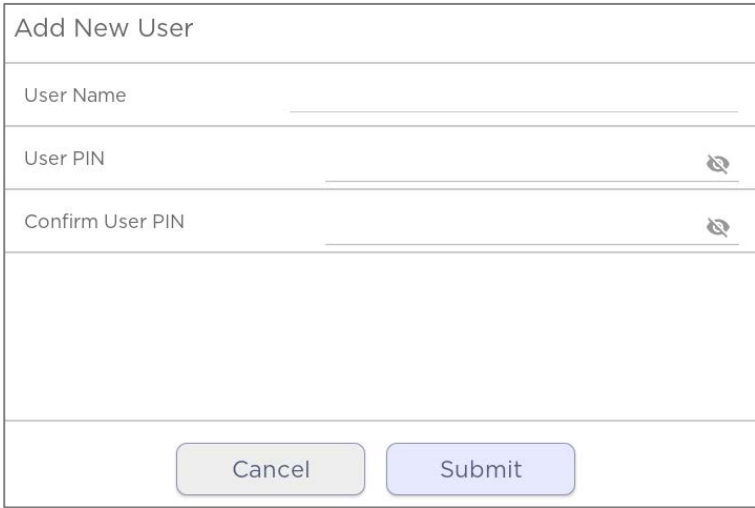
- Show the device name if a phone is paired.
- Show “-“ if the user is the Installer.
- Show “Not set” if no Bluetooth device is paired.

When the Edit icon next to “Not Set”  is tapped, a “Pairing Mobile” window will appear to allow device selection and pairing.



A dialog box titled "Pairing Mobile" with a close button (X) in the top right corner. It contains two radio button options: "EarFun Air Pro 3" and "N97_A1B_72115". The second option is selected. At the bottom, there is a "Submit" button.

- Action:
 - Tap the Edit icon  to modify the User name and/or User PIN.
 - Tap the Trash can icon  to delete the user.
- Add  :
Tapping **Add** will open the window below for adding new users.

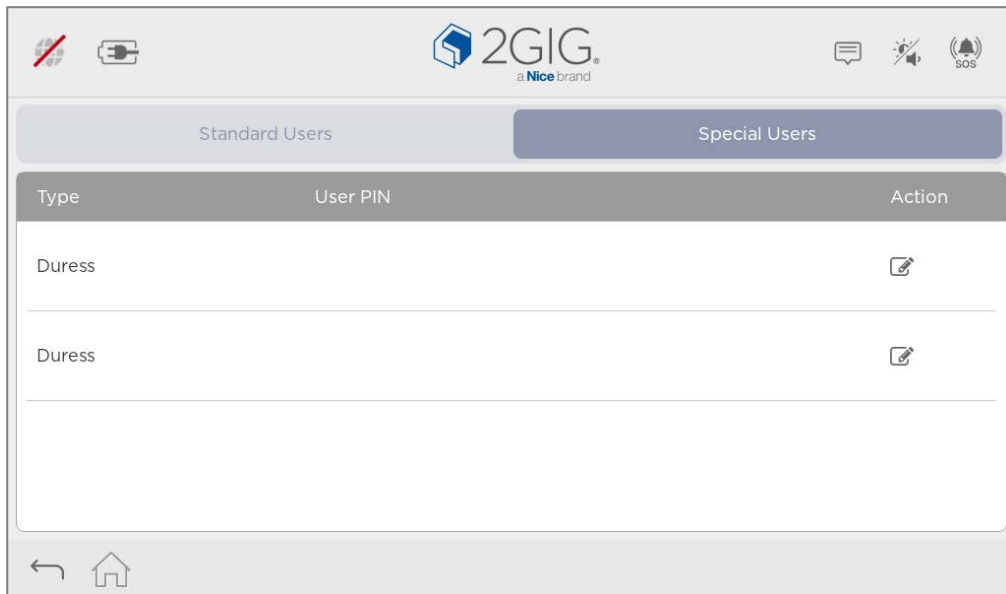


A dialog box titled "Add New User". It contains three input fields: "User Name", "User PIN", and "Confirm User PIN". The "User PIN" and "Confirm User PIN" fields have toggle icons (an eye with a slash) to show or hide the input. At the bottom, there are "Cancel" and "Submit" buttons.

- The User Name can contain up to 18 characters, and the User PIN is limited to 4 or 6 digits. If the entered User PIN duplicates an existing code, an error message will prompt the user to enter a different one.

Special Users

Special Users contains Duress 1 and Duress 2. Functions such as adding and deleting users are not supported. Users can only edit the user name and PIN.



5.4.2. PIN Code Length

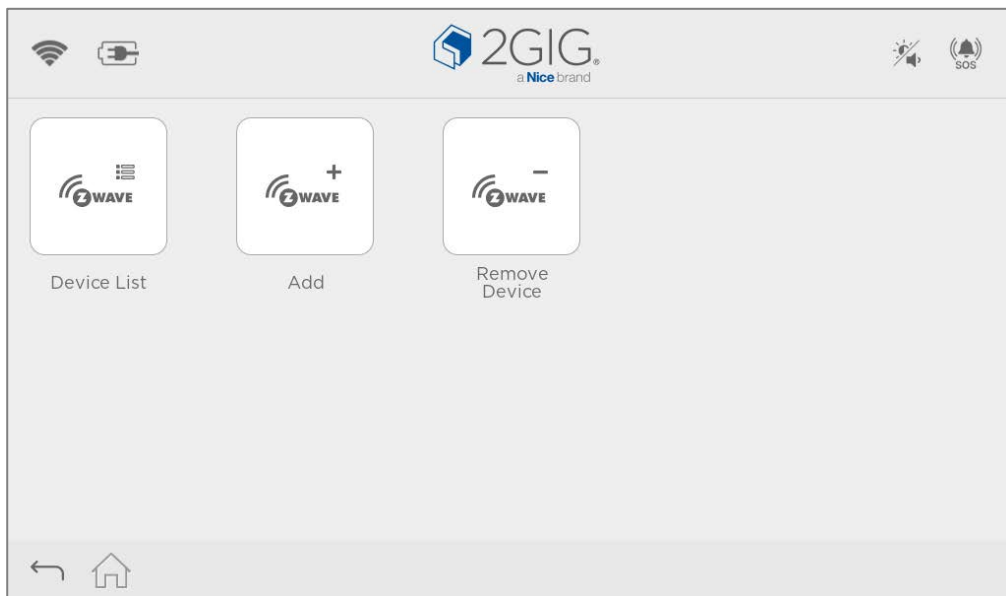
PIN Code Length is to set the number of digits for users' PINs.

- If the PIN length is changed to 4 digits, all previously set 6-digit PINs will be truncated to the first 4 digits (e.g., "123456" becomes "1234").
- If the PIN length is changed to 6 digits, all previously set 4-digit PINs will be appended with "00" (e.g., "1234" becomes "123400").



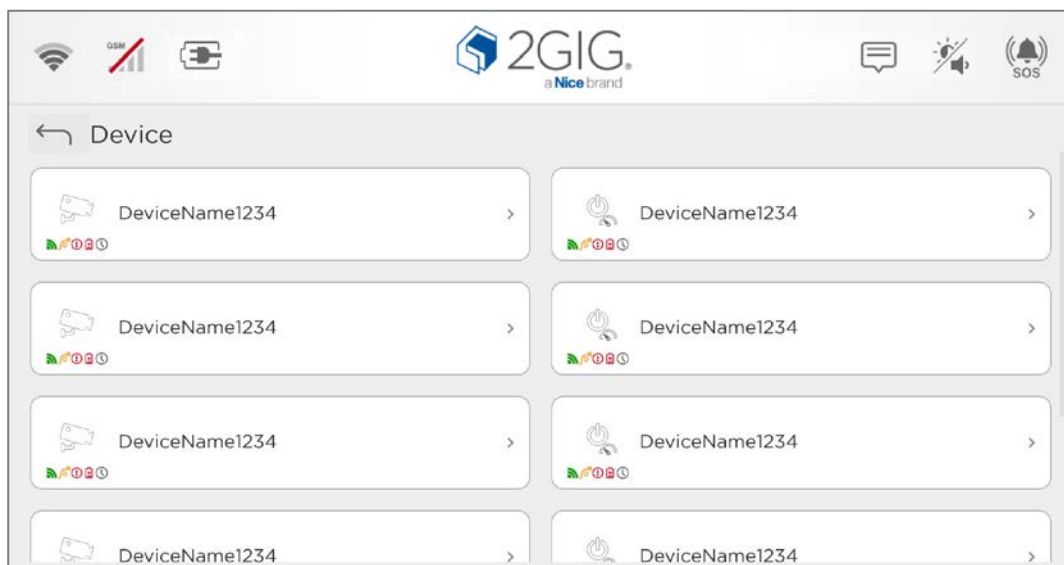
5.5. Automation Device

Users can view the enrolled automation Z-Wave devices, add new ones, and delete them from this page.



5.5.1. Device List

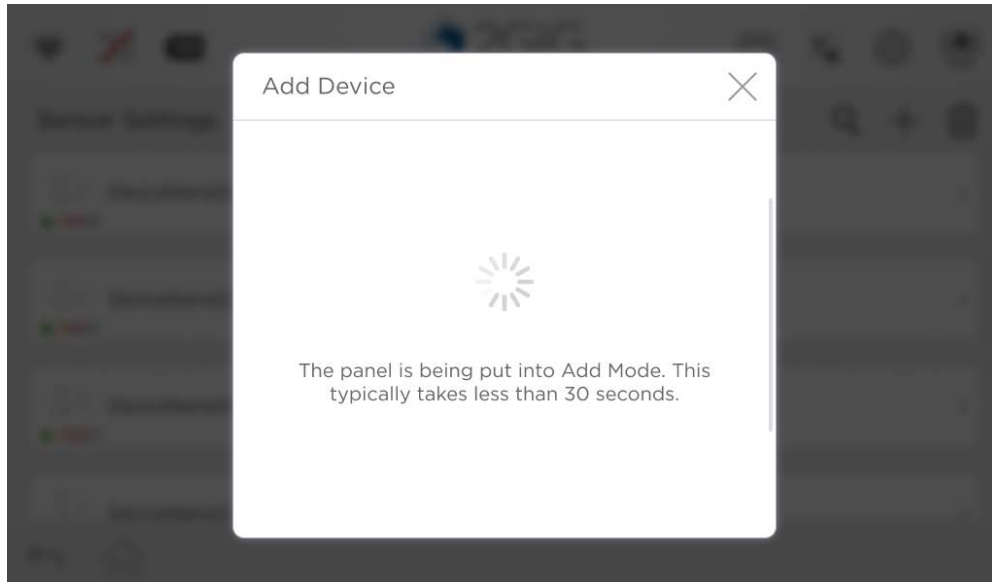
This page displays all enrolled security devices. Users can only tap a device to view its information and settings. Editing and adjustment of features / settings will be supported in a future update.



5.5.2. Add

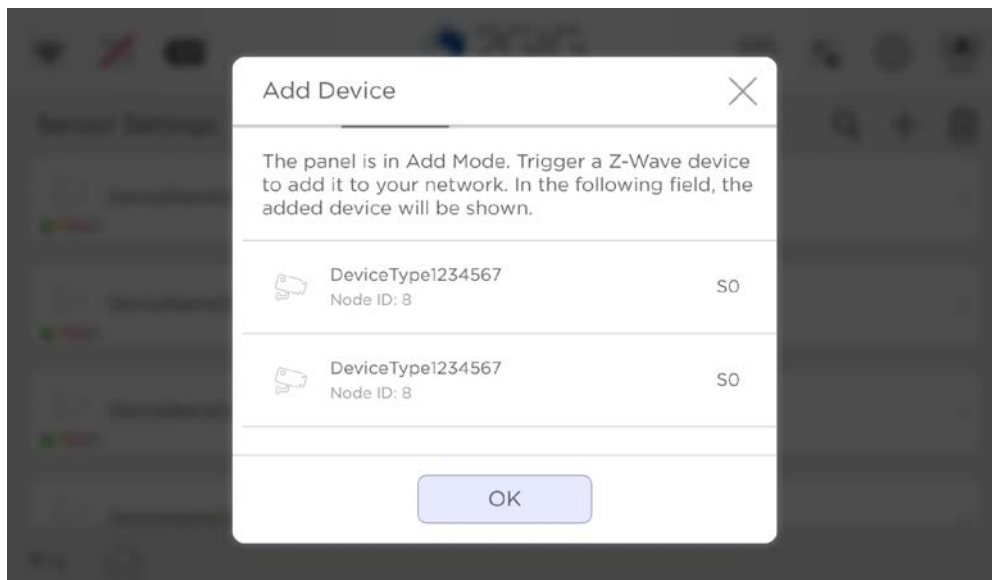
- 1 Tap **"Add"** for 2GIG-TOUCH-NA to include automation devices.

The Panel will first enter Add Mode within 30 seconds, and then begin scanning for Z-Wave devices.



- 2 Trigger the device(s) to be added; once detected, the triggered device(s) will be automatically included in the network.

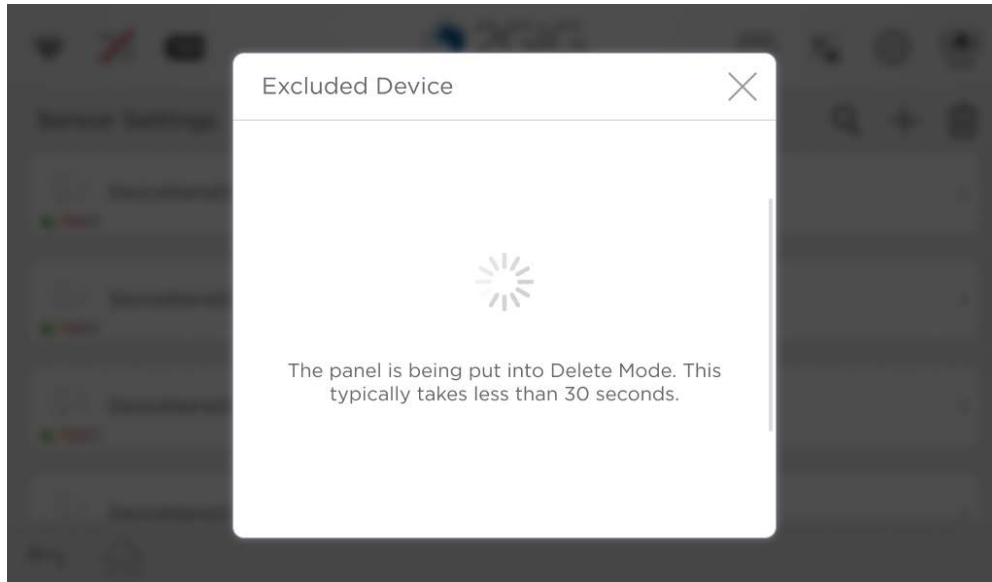
The screen will display a list of added devices along with their corresponding Z-Wave security levels on the right.



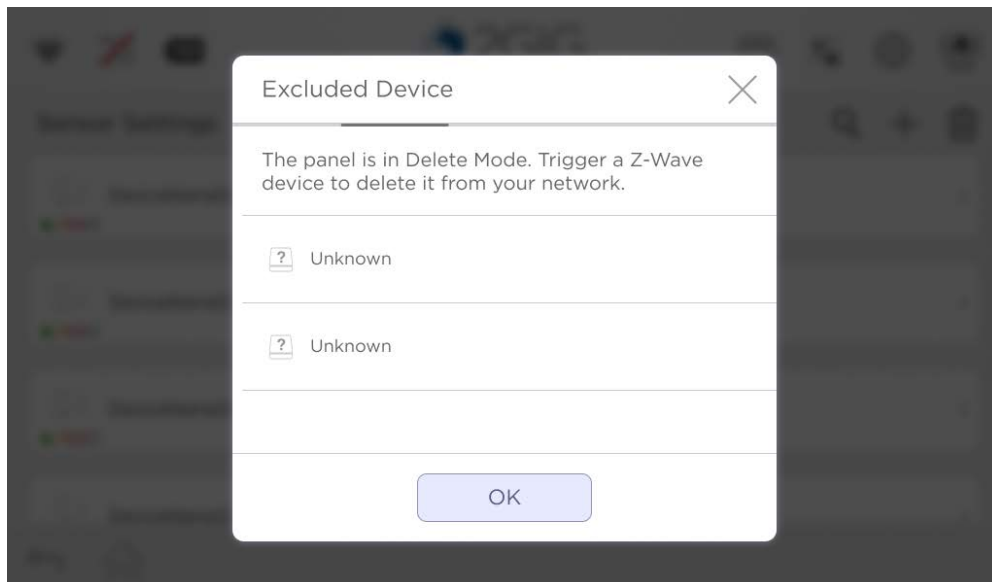
5.5.3. Remove Device

- 1 Tap **"Remove Device"** for 2GIG-TOUCH-NA to exclude automation devices.

The Panel will first enter Delete Mode within 30 seconds, and then begin scanning for Z-Wave devices.



- 2 Trigger the device(s) to be excluded; once detected, the triggered device(s) will be listed.
- 3 Tap **"OK"** to delete them all from the network.



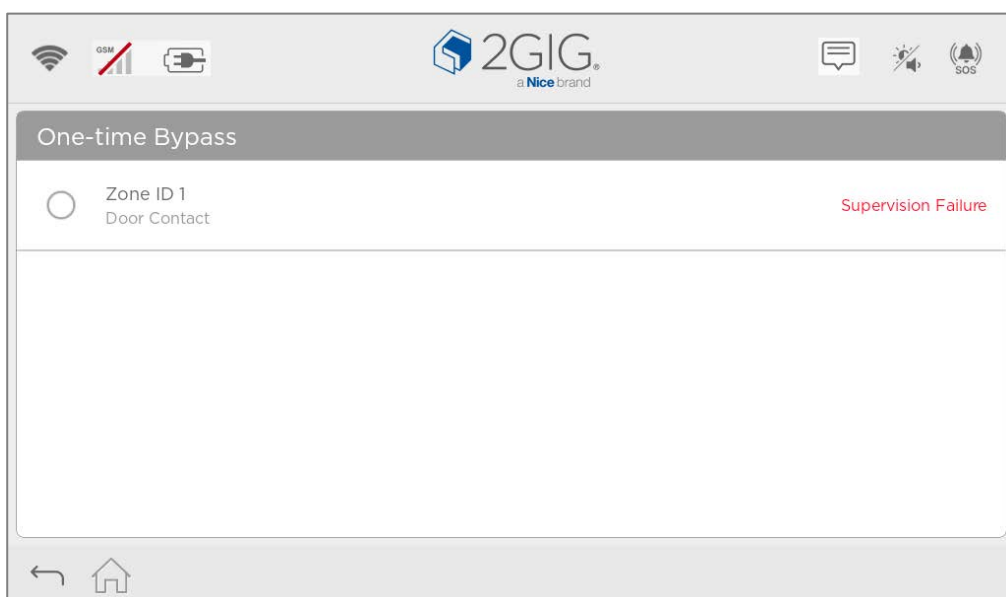
5.6. Device Bypass

The Installer can choose to bypass the selected devices either permanently (until manually deselected) or as a one-time bypass (which lasts until the system is disarmed).



The Master User is limited to perform one-time bypasses only.

Selecting (ticking) a device will immediately bypass it. Deselecting (unticking) will remove the bypass.



5.7. Sensor Settings

This page displays all enrolled devices / sensors and allows users to add, edit, or delete devices.

The screenshot shows the 2GIG Sensor Settings interface. The top bar includes the 2GIG logo and status icons. The main area is split into two panels. The left panel, 'Sensor List (Left Panel)', shows a list of zones: 'Zone 1 (panic)' (occupied), 'Zone 2 (Empty)', 'Zone 3 (Empty)', and 'Zone 4 (Empty)'. The right panel, 'Sensor Info (Right Panel)', displays details for the selected sensor (Zone 1): 'Serial Number' R3:09964800, 'Sensor Class' eSeries Sensor, 'TXID' 0628296e, and 'SKU/Device ID' Panic. A 'Learn' button is next to the TXID. At the top right of the right panel are 'Reset' and 'Save' buttons. The bottom of the interface has a back arrow and a home icon.

Sensor List (Left Panel)

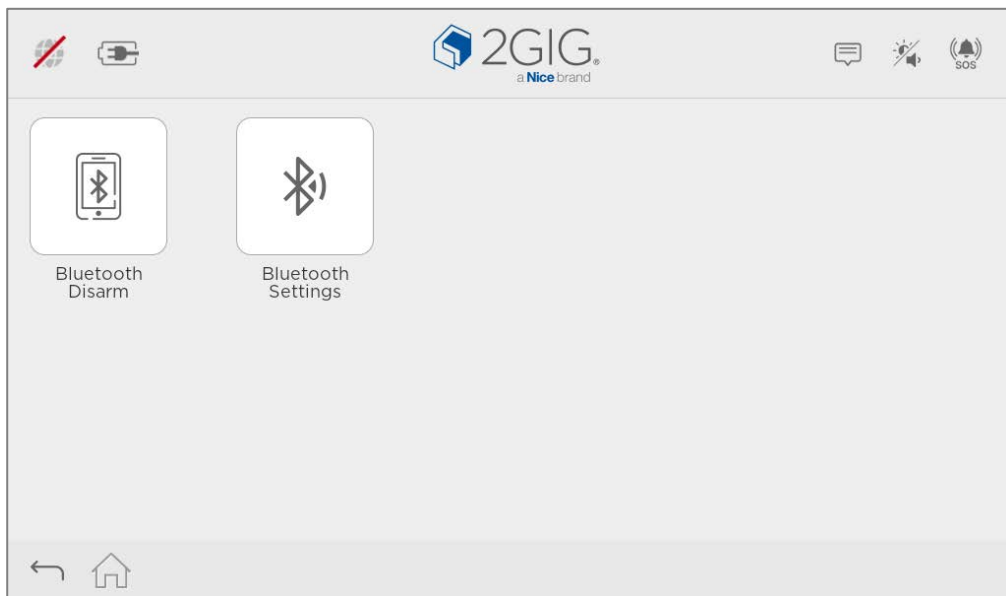
- This section displays all 128 zones of 2GIG-TOUCH-NA.
- Use the Search  function to quickly find a device by entering a keyword, instead of scrolling through the full list.
- For occupied zones, the device name (if provided) and the zone number are displayed. Empty zones are labeled as “Empty”.
- Selecting an empty zone allows users to manually add a device by either entering its TXID or by tapping “**Learn**” to scan and automatically enroll a detected device.

Sensor Info (Right Panel)

- This section displays detailed information and settings for the selected sensor, which can be edited and configured.
- If changes are made and the user attempts to leave the page or select another device without saving, a prompt will appear, asking whether to discard the changes or continue editing.
- Tapping the “Reset” button while a device is selected will remove (delete) the device from the zone.

5.8. Bluetooth Management

The Bluetooth Management page offers two functions: **Bluetooth Disarm** and **Bluetooth Settings**.



5.8.1. Bluetooth Disarm

Users can disarm the system using paired Bluetooth devices.

This feature is available only when AC power is connected and the Bluetooth is enabled.

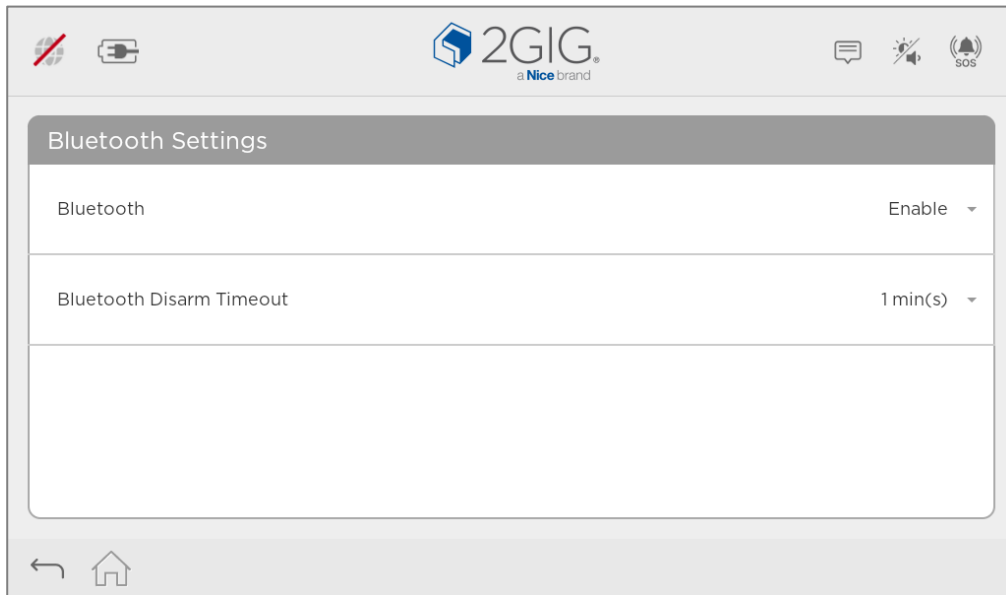
When tapping “Bluetooth Disarm”, all paired Bluetooth devices will be listed.

To remove a paired device, tap the trash can icon. The removal will also be reflected in the **User Management** section.



5.8.2. Bluetooth Settings

Tapping “Bluetooth Settings” opens two options: **Bluetooth** and **Bluetooth Disarm Timeout**.



Bluetooth

Enable or disable Bluetooth feature of 2GIG-TOUCH-NA.

This feature must be turned on to allow disarming via the paired Bluetooth devices.

Bluetooth Disarm Timeout

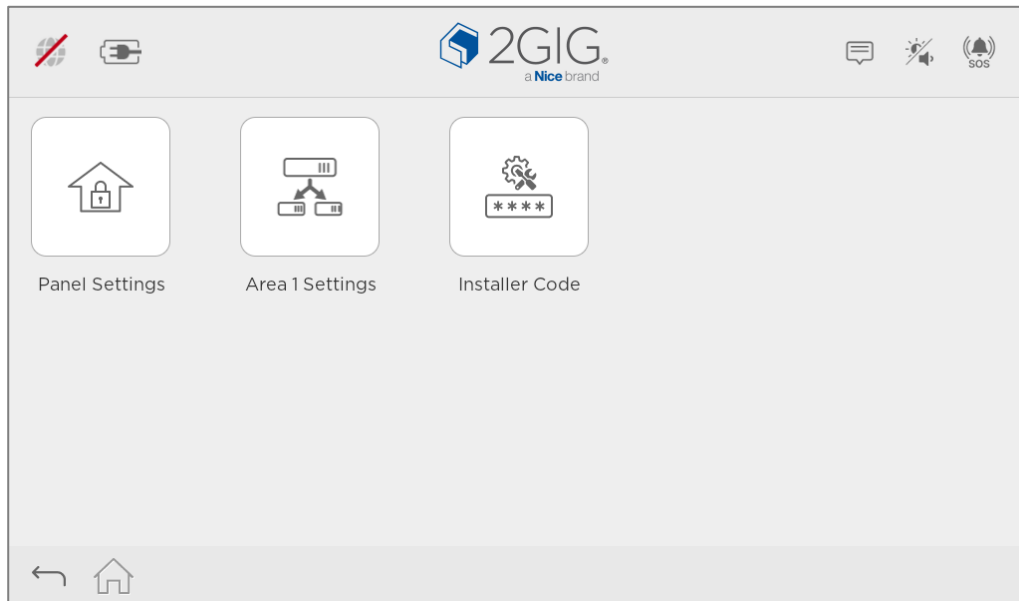
This setting adjusts the time the panel waits after it is armed away before it allows a Bluetooth device to disarm it. This is to give users enough time to distance themselves from the system in order to prevent accidental disarms.

The settings will apply immediately.



5.9. Advanced Settings

The **Advance Settings** page provides 3 main settings: **Panel Settings**, **Area 1 Settings**, and **Installer Code**.



5.9.1. Panel Settings

Tap **Panel Settings** to access additional system configuration options for 2GIG-TOUCH-NA.



AC Fail Report

Select how long 2GIG-TOUCH-NA should wait during a power loss before reporting an AC failure.

Jamming Report

Set the interval for repeated jamming reports if signal jamming is detected.

Auto Check-in Interval

When enabled, 2GIG-TOUCH-NA automatically sends periodic check-in reports to indicate normal operation.

Select the interval between auto check-in reports.

Auto Check-in Offset Period

- After the system powers on or reboots, the first auto check-in report is sent based on this offset period setting. Subsequent reports will follow the regular interval set in the Auto Check-in Interval.
- Select how long the system should wait before sending the first auto check-in report after powering on.

Voice Prompt

Enable or disable 2GIG-TOUCH-NA's voice prompt function

Alert on Disarm with Keyfob

When the system is disarmed using a keyfob during an active alarm, a unique sound alert will be emitted if this function is enabled.

Panel Tamper Report

- When enabled, the system will send a Panel Tamper Report if a tamper fault is detected. The Panel must bypass the fault to arm the system.
- When disabled, the system will not send a Panel Tamper Report, and it can be armed.

Dialer Delay

Set the waiting time before dialing for report.

5.9.2. Area 1 Settings

Tap **Area 1 Settings** to access additional system configuration options for 2GIG-TOUCH-NA.



Area 1 Settings	
Supervision Check	Off
Supervision for Fixed Device	Disable
Alarm Length	1 min(s)
Entry/Exit Only Final Beeps	5 sec(s)
Auto Stay	Disable
Quick Exit	Disable
Quick Arming	Disable

All Mode

Supervision Check

- When enabled, 2GIG-TOUCH-NA will monitor supervision signals from learned-in devices.
- When disabled, supervision signals will not be monitored.

Supervision for Fixed Device

Select the interval for receiving supervision signals from fixed devices such as PIR Cameras, Door Contacts, Indoor Sirens, Outdoor Bellboxes, etc.

Alarm Length

Configure the duration that the external siren should sound during an alarm event.

Entry / Exit Only Final Beeps

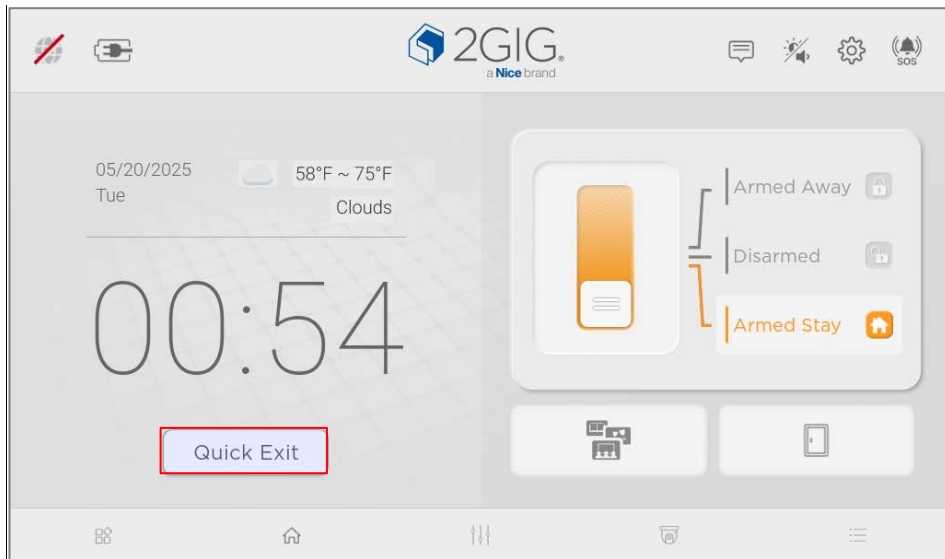
- Defines when 2GIG-TOUCH-NA emits warning beeps during entry or exit countdown periods.
- If set (e.g., to 5 seconds), 2GIG-TOUCH-NA will emit warning beeps only during the **final 5 seconds** of the countdown.
- When disabled, beeps will sound throughout the entire countdown duration.

Auto Stay

When enabled, the system will automatically switch to Arm Stay mode if the users away-arm it but no exit delay sensor (e.g., a Door Contact) is triggered during the exit delay period.

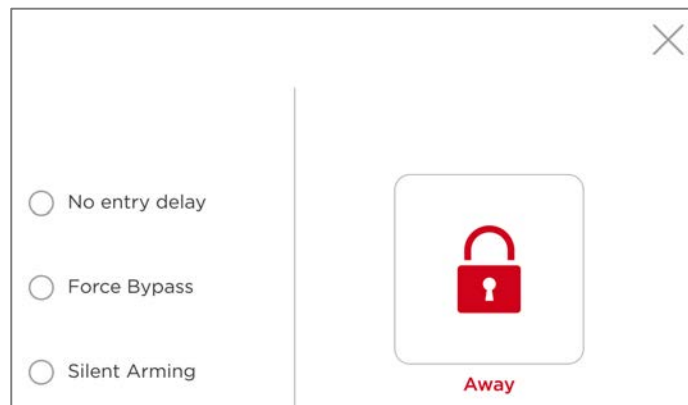
Quick Exit

When enabled, a “**Quick Exit**” button will appear under the time in the Security page. Tapping it will initiate a 60-second exit delay without the option to extend it via the **Add 30 Seconds** button.

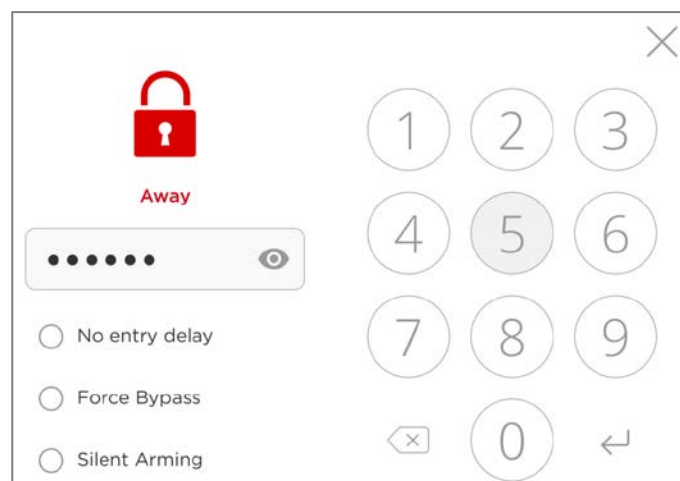


Quick Arming

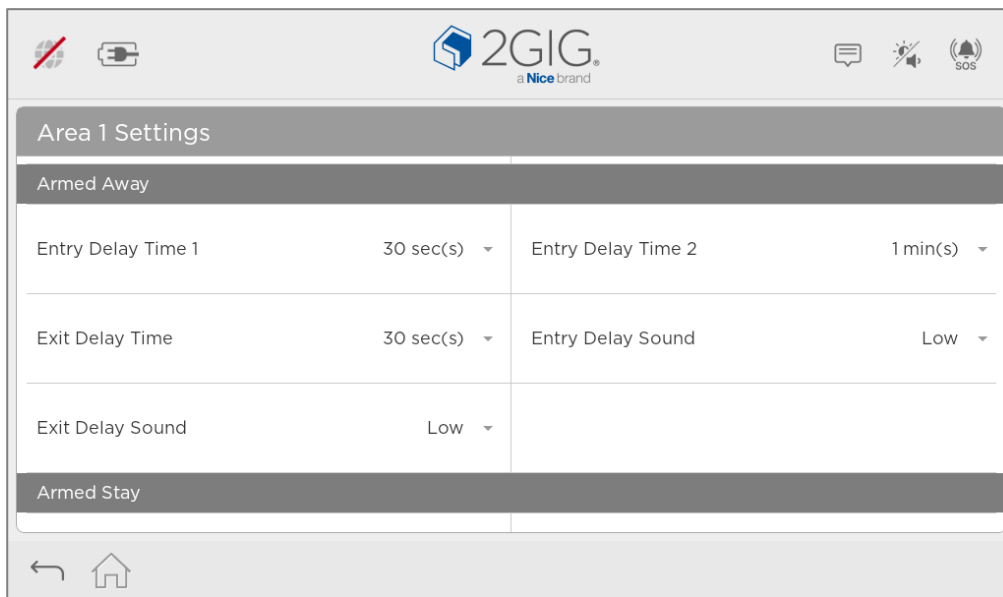
- When enabled, the system can be armed without entering a User PIN.



- When disabled, entering a User PIN is required to arm the system.



Armed Away / Armed Stay



Area 1 Settings

Armed Away

Entry Delay Time 1	30 sec(s) ▾	Entry Delay Time 2	1 min(s) ▾
Exit Delay Time	30 sec(s) ▾	Entry Delay Sound	Low ▾
Exit Delay Sound	Low ▾		

Armed Stay

Entry Delay Time 1

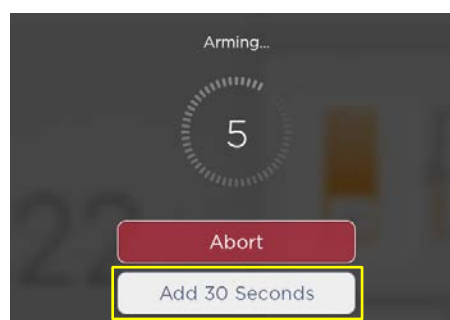
- Set Entry Delay Timer 1 for armed mode. When a sensor configured with Start Entry Delay 1 is triggered, 2GIG-TOUCH-NA will start the countdown based on the time set here.
- If the system is not disarmed before the countdown ends, an alarm will be activated.

Entry Delay Time 2

- Set Entry Delay Timer 2 for armed mode. When a sensor configured with Start Entry Delay 2 is triggered, 2GIG-TOUCH-NA will start the countdown based on the time set here.
- If the system is not disarmed before the countdown ends, an alarm will be activated.

Exit Delay Time

- Set Exit Delay Timer for arming the system. When the system is armed, 2GIG-TOUCH-NA will begin counting down based on the configured time and will switch to armed mode once the countdown ends.
- Users must leave the area protected by entry/exit sensors before the countdown finishes; otherwise, an alarm will be triggered.
- If additional time is needed, tap “**Add 30 Seconds**” to extend the countdown. The extension can only be applied once per arming cycle.



Entry Delay Sound

Enable or disable the beeps during entry delay countdown.

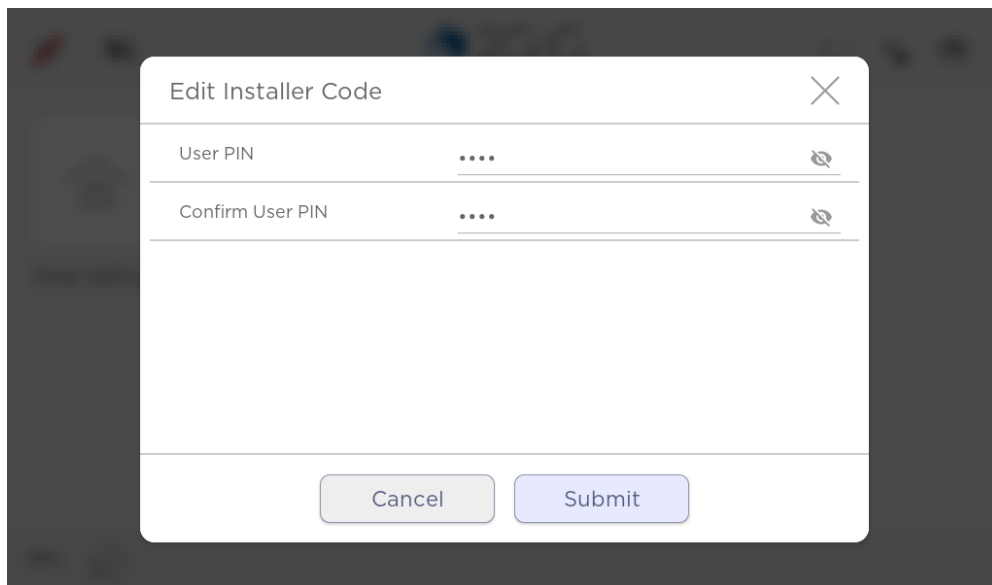
Exit Delay Sound

Enable or disable the beeps during exit delay countdown.

5.9.3. Installer Code

Tap **Installer Code** to change the Installer Code for 2GIG-TOUCH-NA as needed. The length (4 or 6 digits) of the Installer Code depends on the setting for PIN Code Length.

If the new PIN entered duplicates an existing code, an error message will appear.

A screenshot of a mobile application interface showing a dialog box titled "Edit Installer Code". The dialog box has a close button (X) in the top right corner. It contains two input fields: "User PIN" and "Confirm User PIN", both masked with four dots. To the right of each field is a small icon of a crossed-out eye, indicating that the PIN is hidden. At the bottom of the dialog box are two buttons: "Cancel" and "Submit". The background of the screen is dark and blurred.

6. Panel Update

Users can perform a firmware update on 2GIG-TOUCH-NA by connecting a flash drive containing a newer firmware version to the panel's Type-C port.

Update Requirements

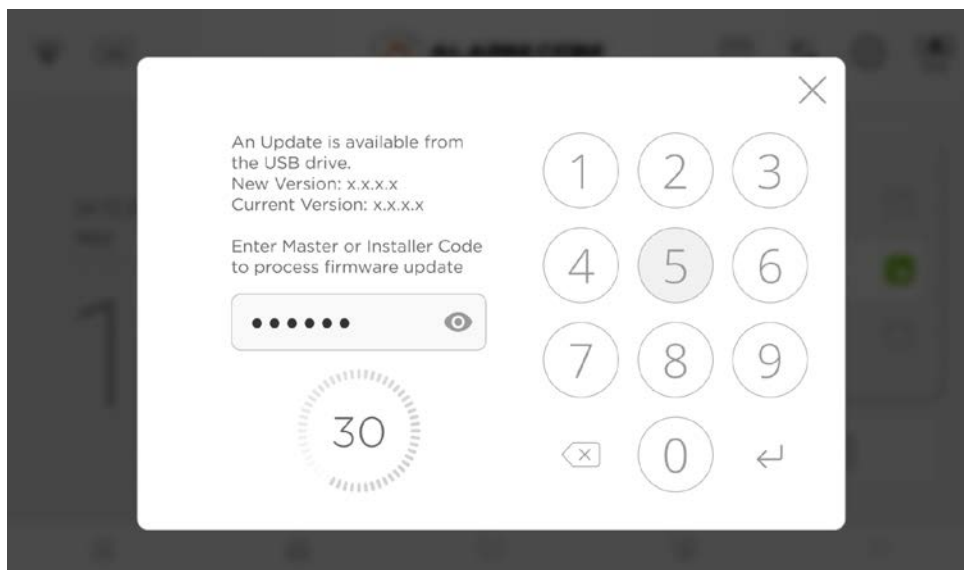
To initiate the update, the following conditions must be met:

- The system must be disarmed,
- 2GIG-TOUCH-NA must be connected to AC power, and
- Battery level must be above 50%.

Additionally, ensure the flash drive contains the **newer** version in **“.zip”** format **only**.

Update Process

- Plug the flash drive into 2GIG-TOUCH-NA's Type-C port. Use a USB Type-A to USB Type-C adapter if necessary.
- If 2GIG-TOUCH-NA detects a newer firmware version, it will prompt the user to enter the **Installer** or **Master Code** regardless of the current screen, and begin a 60-second timer.



- Enter the Installer or Master Code within 60 seconds, then press ↵ .
 - If the code is correct, the system will automatically proceed with the update.
 - If the code is incorrect, the message “Wrong Master Code” will appear.

[NOTE]

- If no code is entered before the 60-second timer expires, the PIN Code keypad will disappear, and a firmware update icon  will appear, indicating a pending firmware update.



- If the flash drive is removed, the update icon will disappear.

I. Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

FCC Caution: To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).

FCC Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Statement

This device complies with Industry Canada licence-exempt RSS standard.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Radiation Exposure Statement:

This equipment complies with RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Cet équipement est conforme aux CNR-102 d'Industrie Canada. Cet équipement doit être installé et utilisé avec une distance minimale de 20 centimètres entre le radiateur et votre corps. Cet émetteur ne doit pas être co-localisées ou opérant en conjonction avec autre antenne ou émetteur. Les antennes utilisées pour cet émetteur doivent être installés et fournir une distance de séparation d'au moins 20 centimètre de toute personne et doit pas être co-située ni fonctionner en conjonction avec une autre antenne ou émetteur.