



# IQ Pro User Manual



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# IQ Pro panel overview

The IQ Pro alarm system supports wireless, hardwired, proximity sensor LCD and the IQ Pro Remote Touchscreen keypad. The security system has several zones of area protection, each connected to one or more sensors, for example, motion detectors, glassbreak detectors, and door contacts. The alarm system includes also a ZWave compatible radio and with it you can control your lights, locks, thermostat, and much more.

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

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

## Using the IQ Pro system

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

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

## IQ Pro applicable models

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

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

**Table 1: Compatible devices**

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

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

## Monitoring the IQ Pro system

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

## Maintaining the IQ Pro system

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

Lightly dust the security equipment with a slightly moistened cloth.





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

# Using LCD alphanumeric keypads






## Function keys and status lights

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

**Table 2: Keypad status lights and keys**




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

**Table 3: Function keys**


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

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

**Table 4: Emergency keys**

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

**Table 5: Actions**

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

① **Note:** † Access codes are optional based on security system installer configuration and whether secure arming is enabled.

## Away arming with the LCD keypad

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

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

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

- ① **Note:** The installer configures the exit delay timer and whether or not an access code is required for arming the system.

## Stay arming with the LCD keypad

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

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

## Night arming the system with the keypad

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

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

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

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

## No-entry arming

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

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

## Quick Exit

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

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

## Arming errors

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

Arming errors occur if:

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

To correct an arming error, complete the following steps:

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

## Arming errors and exit faults

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

## Bypassing sensors

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

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

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

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

**Table 6: LCD Keypad Zone Indications**

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

Bypassed zones:

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

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

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

## Bypassing individual zones

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

## Bypassing all open zones

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

## Bypass options

### [Auto Bypass = ON]

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

① **Note:** Auto Bypass is not permitted for UL Commercial Burglar Alarm use.

### [Auto Bypass = OFF]

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

## Bypass groups

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

① **Note:** Bypass groups must not be used in UL listed applications.

## Disarming the system with a keypad

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

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

① **Note:** The duration of **Entry timer** is programmed by the installer. The installer will advise the maximum duration of entry delay that was programmed in the system. For UL it cannot exceed 60 seconds. The system allows 254 seconds.

## Disarming error

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

## LCD keypads emergency keys

► **Important:** Only use in an emergency.

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




- Press both alarm keys simultaneously for two seconds.

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

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

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

**Table 7: Emergency keys**

Type	Key
Fire alarm	
Medical alarm	
Panic alarm	

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

## Changing the brightness of the LCD keypad

To change the LCD brightness, complete the following steps:

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

## Changing the contrast of the LCD keypad

To change the LCD contrast, complete the following steps:

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

## Setting the buzzer volume

① **Note:** UL/ULC listed applications the keypad buzzer sound level must not be set to 0.

To set the buzzer volume, complete the following steps:

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

## Wireless keys and proximity tags

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

- 2-way wireless keys
- Proximity tags

### Using wireless keys

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

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

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

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

#### Arming the system with a 2-way wireless key

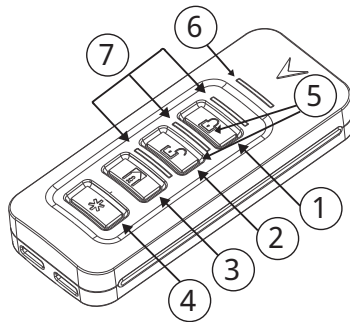
1. Press the arm button when the system is disarmed.

#### Disarming the system with a 2-way wireless key

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

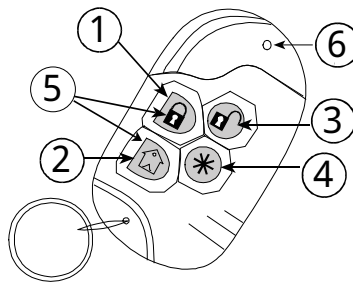
**Note:** After you disarm a system with an HS2LCD keypad using a 2-way wireless key, always check the alarm memory to determine if any alarms have occurred during the armed period.

#### PG9929



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

#### PG9939



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

## Using proximity tags

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

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

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

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

### Arming the system with a proximity tag

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

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

### Disarming the system with a proximity tag

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

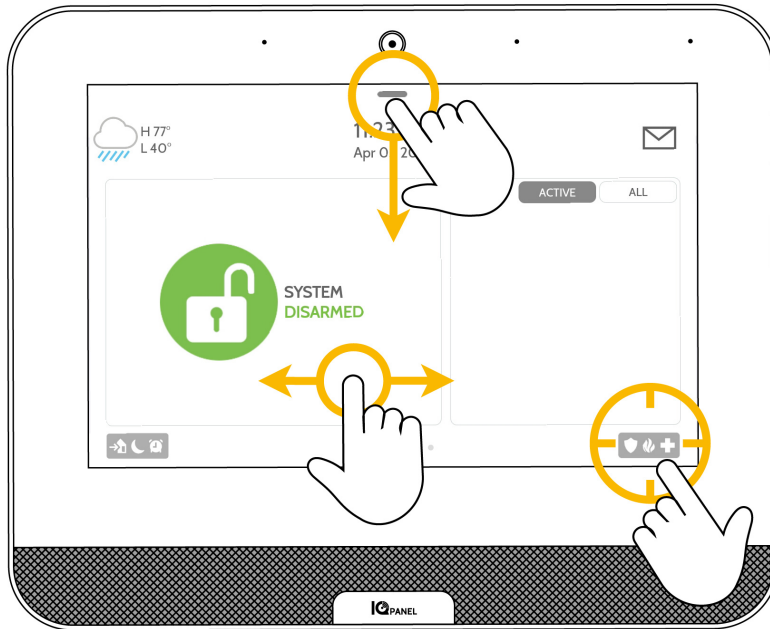
1. Present your proximity tag to a keypad with a proximity sensor when the system is armed.
2. If configured by your installer, enter a valid access code.
3. If you walk through the entry door, the keypad beeps. Present your proximity tag to avoid an alarm condition.

# Using the IQ Remote Touchscreen

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

## Navigating the IQ Remote Touchscreen

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



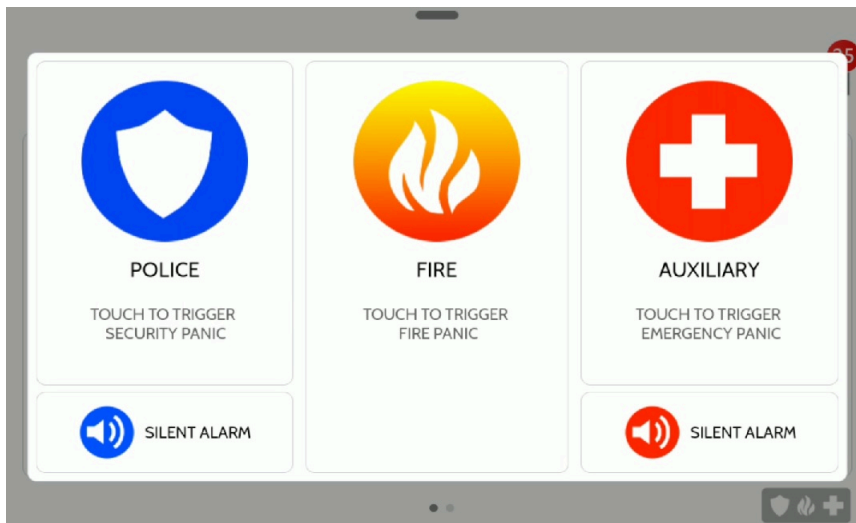
## Using the Emergency Panic

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

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

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

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



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

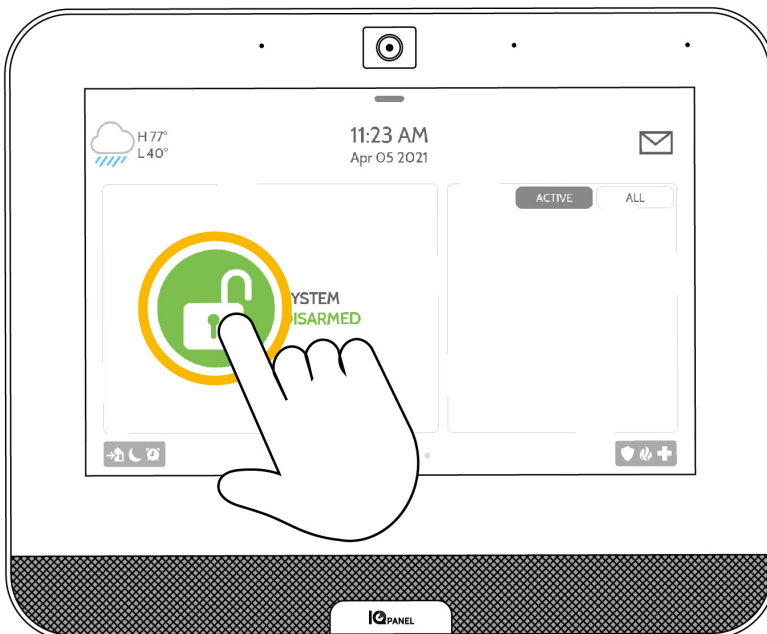
To cancel an emergency panic, touch the **Cancel** icon and enter a valid user code.

## Arming and disarming with the IQ Remote




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

### Arming options

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



**Table 8: Arming options**

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

### Disarming options

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

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



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

## IQ Remote alarms

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

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

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

### False Alarms

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

### Preventing False Alarms

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

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

## IQ Remote settings

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

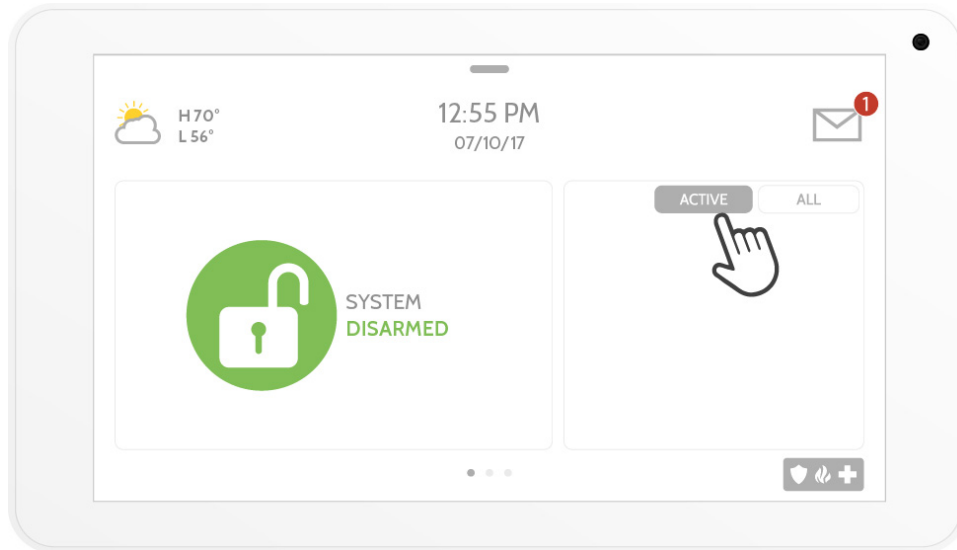
**Table 9: IQ Remote settings**

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




## IQ Remote sensor status icons

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



**Figure 1: Sensors**



**Table 10: Sensor status icons**

Icon	Definition
	Open
	Closed
	Active
	Idle
	Unreachable
	Tampered

**Table 10: Sensor status icons**

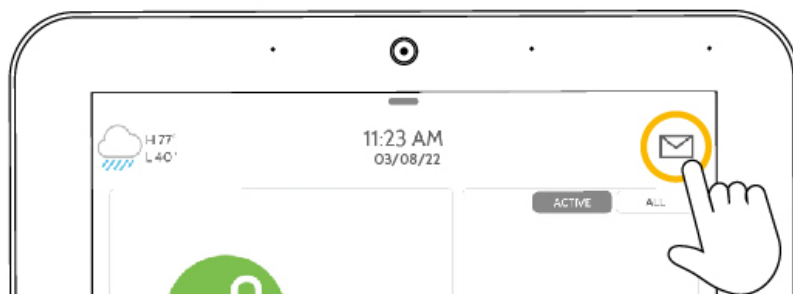
Icon	Definition
	Synchronizing
	Not Networked Trouble

## Dismissing a pop-up

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

## Using the message center

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



**Table 11: Message Center**

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

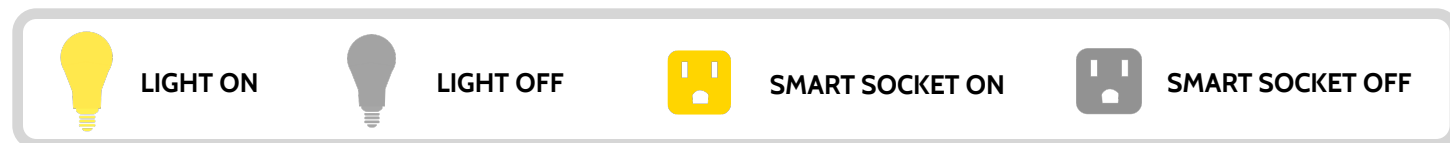
## Mobile user app

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

- ① **Note:** The mobile user app has not been evaluated by UL, not for use in UL/ULC certified installations.

## Light Control

You can add up to 80 Z-Wave lights, lamp modules, or lightbulbs to your IQ Panel. This will allow you to control your lights locally on the panel and also from your mobile app. Once your first light is added to your system, the lights page will appear. Simply swipe over to access it.



### Dimmer

Touch the slider from left to right to adjust the brightness of a single dimmer

### ON/OFF

Touch a bulb or outlet icon to turn it on or off

### Select

Touch the circle next to a light to select it

### ON

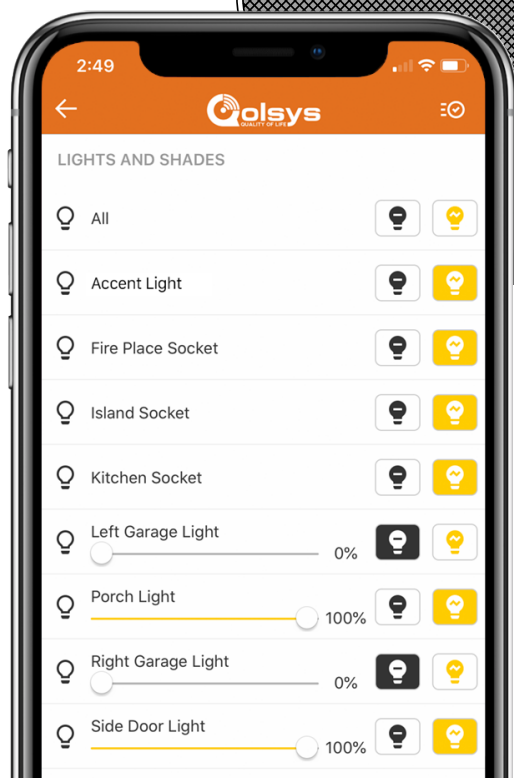
Touch turn on all selected lights

### OFF

Touch turn off all selected lights

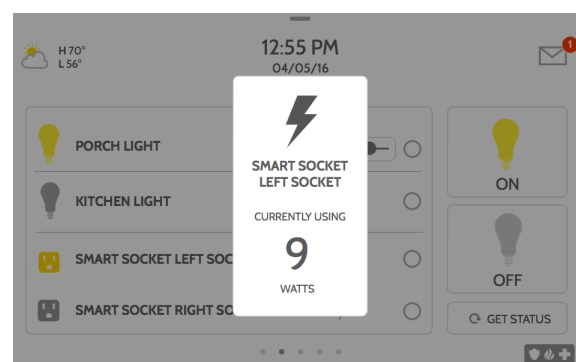
### GET STATUS

Touch to check the status of all selected lights



## Energy

Touch the energy icon to see how much energy the outlet is currently using



## Mobile Access

You can also control your lights from your mobile app.

## Lock Control

You can add up to 6 Z-Wave locks to your IQ Panel. This will allow you to control your locks locally on the panel and also from your mobile app. Once your first lock is added to your system, the lock page will appear. Simply swipe over to access it. If you have more than one lock swipe up and down to access each one.



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

## Thermostat Control

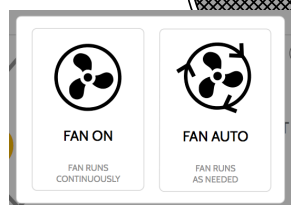
You can add up to 10 thermostats to your IQ Panel. This allows you to control the temperature in your home locally on the panel and also from your mobile app. Once your first thermostat is added to your system, the thermostat page will appear. Simply swipe over to access it. If you have more than one thermostat swipe up and down to access each one.

**Up/Down**  
Touch the arrows to adjust the target temperature

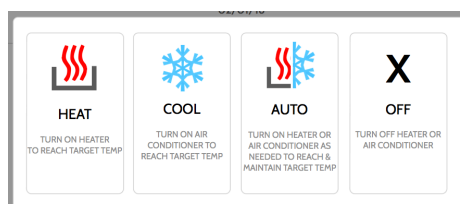
**Switch**  
If you have more than one thermostat, swipe up and down to access each one.

**Battery level**  
Displays how much battery is left in your thermostat

**Current Temp**  
Displays the current temperature in your home



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



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



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