

# Alarms

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


**Table 12: Alarm sounds**

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

## Accidental fire alarms

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

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

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

## Silence fire alarm bells


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

## Fire Alarm

If a fire alarm occurs, follow your emergency evacuation plan immediately!


If the Fire Alarm was accidental (e.g., burnt toast, bathroom steam, etc.)

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

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


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

## Carbon monoxide detector

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

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

## Intrusion alarm

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

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

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

## Viewing alarms in memory

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

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

## Resetting smoke detectors

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

① **Note:** Verify with your alarm company if this function is required on your system.

To reset the sensors, complete the following steps:

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

# User code functions

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

## Auto-arm time

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

## Editing User Labels

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

## Assigning partitions to users

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


## Managing Users

The maximum number of access codes are as follows:

- A maximum of 242 users can be associated with IQ Pro panel.
- Whenever a new partition is created/assigned, a duress code is assigned to it.

Each user access code can be:

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

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

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

The following are the various user types you can create:

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

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

## Adding users

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

## Opening the Access Code Menu

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

# Trouble conditions

## Trouble conditions on the IQ Remote

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

View the section on [sensor status](#) for more details.

## Trouble conditions on the LCD keypad

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

When the system detects a trouble condition the following occurs:

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


Press [\*][2] to examine troubles.

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

# Managing Partitions

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

## Partitions

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

### Single Partition Operation

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

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

### Fire and CO Zone Types

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

## Additional features

### Turning the chime on or off

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

### System Lockout due to invalid attempts

If too many invalid access codes are entered, your system automatically lock out inputs from all keypads, wireless and proximity keys, for a specified duration. When any keys are pressed, an error tone will sound. FMP keys are still active during Keypad Lockout.

### Command outputs

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

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

## Reference sheets

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

### System information

- ☐ [F] FIRE
- ☐ [M] MEDICAL
- ☐ [P] PANIC



The Exit Delay Time is \_\_\_\_\_ seconds.



The Entry Delay Time is \_\_\_\_\_ seconds.

### Service contact information

#### Central Station Information

Account #: \_\_\_\_\_ Telephone #: \_\_\_\_\_

#### Installer Information

Company: \_\_\_\_\_ Telephone #: \_\_\_\_\_

#### Battery Installation / Service Date:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

### Access codes and sensor / zone information

Master Code [01] : \_\_\_\_\_


#### Access Code Reference Sheet

User	Access Code	User	Access Code	User	Access Code	User	Access Code
01		02		03		04	
05		06		07		08	
09		10		11		12	
13		14		15		16	
17		18		19		20	
21		22		23		24	
25		26		27		28	
29		30		31		32	
33		34		35		36	

User	Access Code	User	Access Code	User	Access Code	User	Access Code
37		38		39		40	
41		42		43		44	
45		46		47		48	
49		50		51		52	
53		54		55		56	
57		58		59		60	
61		62		63		64	
65		66		67		68	
69		70		71		72	
73		74		75		76	
77		78		79		80	
81		82		83		84	
85		86		87		88	
89		90		91		92	
93		94		95		96	
97		98		99		100	
100		101		102		103	
104		105		106		107	
108		109		110		111	
112		113		114		115	
116		117		118		119	
120		121		122		123	
124		125		126		127	
128		129		130		131	
132		133		134		135	
136		137		138		139	
140		141		142		143	
144		145		146		147	
148		149		150		151	
152		153		154		155	
156		157		158		159	
160		161		162		163	
164		165		166		167	



User	Access Code	User	Access Code	User	Access Code	User	Access Code
168		169		170		171	
172		173		174		175	
176		177		178		179	
180		181		182		183	
184		185		186		187	
188		189		190		191	
192		193		194		195	
196		197		198		199	
200		201		202		203	
204		205		206		207	
208		209		210		211	
212		213		214		215	
216		217		218		219	
220		221		222		223	
224		225		226		227	
228		229		230		231	
232		233		234		235	
236		237		238		239	
240		241		242			

 **Note:** Copy this page as needed to record additional access codes.

#### Sensor/Zone Information

Zone	Protected Area	Sensor Type	Zone	Protected Area	Sensor Type
01			02		
03			04		
05			06		
07			08		
09			10		
11			12		
13			14		
15			16		
17			18		
19			20		

Zone	Protected Area	Sensor Type	Zone	Protected Area	Sensor Type
21			22		
23			24		
25			26		
27			28		
29			30		
31			32		
33			34		
35			36		
37			38		
39			40		
41			42		
43			44		
45			46		
47			48		
49			50		
51			52		
53			54		
55			56		
57			58		
59			60		
61			62		
63			64		
65			66		
67			68		
69			70		
71			72		
73			74		
75			76		
77			78		
79			80		
81			82		
83			84		
85			86		

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

# Safety Instructions

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

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

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

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

## Regular Maintenance

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

### Testing your system

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

- **Important:** If your system fails to function properly, contact your installation company.
- **Important:** All smoke detectors must be tested by your smoke detector installer once per year.

### Cleaning

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

# Locating Detectors and Escape Plan

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

## Smoke detectors

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

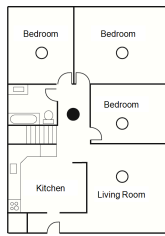
The following information is for general guidance only and it is recommended that local fire codes and regulations be consulted when locating and installing smoke alarms.

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

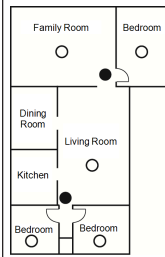
- Do not locate smoke detectors at the top of peaked or gabled ceilings; the dead air space in these locations may prevent the unit from detecting smoke.
- Avoid areas with turbulent air flow, such as near doors, fans or windows. Rapid air movement around the detector may prevent smoke from entering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

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

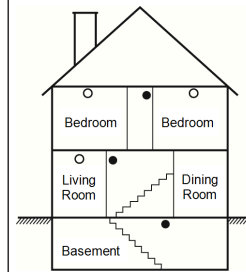
1. In all sleeping rooms and guest rooms.
2. Outside of each separate dwelling unit sleeping area, within 6.4 m (21 ft) of any door to a sleeping room, the distance measured along a path of travel.
3. On every level of a dwelling unit, including basements.
4. On every level of a residential board and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



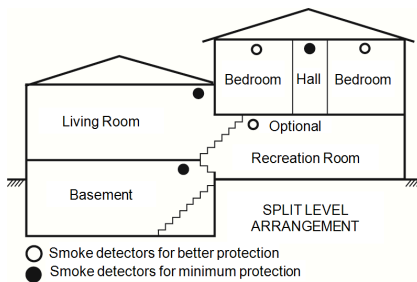
**Figure 1**



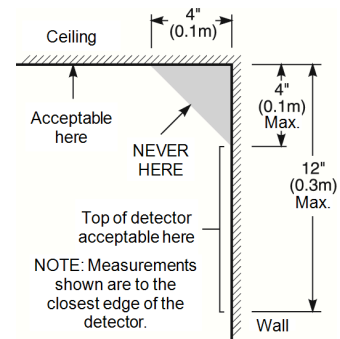
**Figure 2**



**Figure 3**



**Figure 3a**



**Figure 4**

## Fire escape planning

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

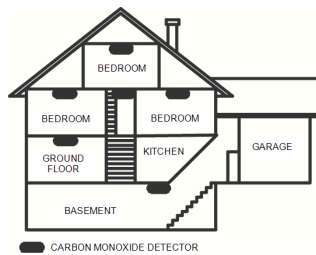
- Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.
- Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

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

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

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



**Figure 5**

## Carbon monoxide detectors

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

Do NOT place the CO alarm in the following areas:

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

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

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WARNING: DSC recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this SOFTWARE PRODUCT to fail to perform as expected.

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

# FCC Compliance Statement

Regulatory Information covers models IQ Pro and IQ Pro P

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

FCC AND ISED CANADA INTERFERENCE STATEMENT - This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. This device complies with ISED Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'ISED Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radio électrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC CLASS B DIGITAL DEVICE NOTICE -This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

FCC/ISED CANADA WIRELESS NOTICE

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

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

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

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