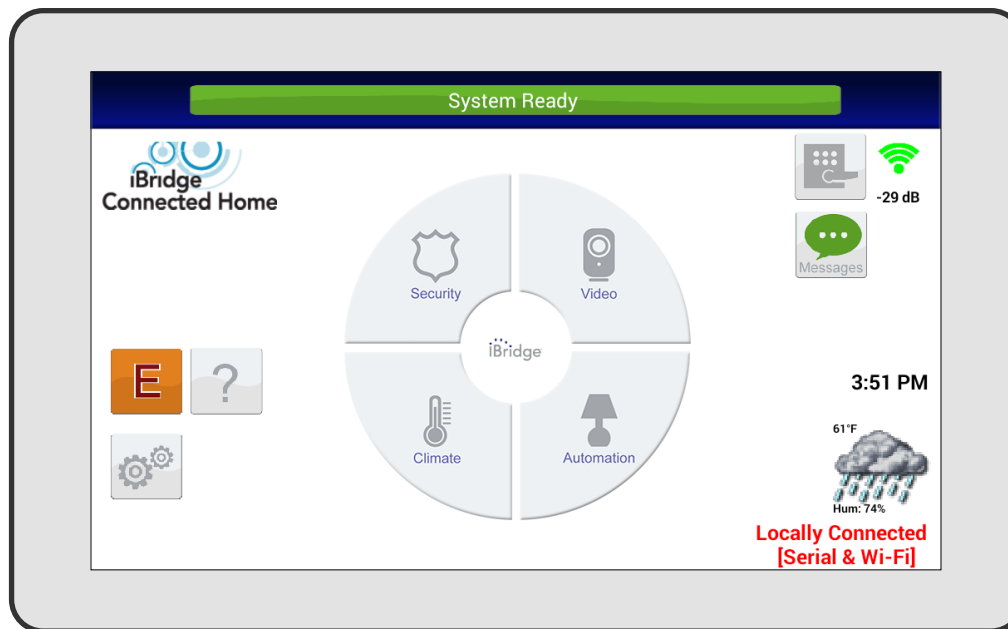


# Using your iBridge<sup>®</sup> App

<http://www.napcosecurity.com/>



## INTRODUCTION

The **iBridge® App** is a "smart" user -friendly, interactive app designed for your Napco security system. Its interactive touch screens will not only display the status of your system, but will also give you step-by-step instructions to guide you through all operations.

This booklet contains important information about the operation of your system with the **iBridge® App**; read it carefully and keep it handy for future

reference. Check the Glossary for terms that may be unfamiliar to you.

You'll probably find subjects or screens mentioned in this booklet that do not apply to your system. NAPCO keypads and control panels have such a wide variety of features that few security systems, if any, will ever need them all. Your alarm professional has chosen appropriate features for your particular needs.

Regardless of how your system

has been configured, rest assured that it has been carefully designed and engineered to the highest industry standards. To assure optimum safety and security, familiarize yourself with this equipment. Periodically check its condition and state of readiness by testing it at least once a week in both the ac/battery and battery-only modes (ask your alarm professional how to make these tests).

### IMPORTANT - TEST YOUR SYSTEM WEEKLY (For iSecure systems, go to page 3).

#### Test your sounding device and backup battery

(These tests should only be performed on weekends or at a time designated by your alarm company.)

1. While disarmed, tap **Security, Other Options, Keypad Mode**, **[MENU]**.
2. Answer NO (tap **[AWAY]**) until "ACTIVATE SIREN TEST" appears in the window.
3. Tap YES (**[STAY]**) to execute the test. The alarm will sound for about two seconds.
  - If the alarm does not sound, call for service.
  - If the battery is low, "LOW BATTERY E02-00 SERVICE" will appear in the display indicating a low battery condition. Allow 24 hours for the battery to recharge. If the trouble continues, call for service.

#### Test your central station communicator

(Activate Dialer Test programmed?  YES  NO)

1. Notify your Central Station of the impending test.
2. While disarmed, enter your User Code and tap **[MENU]**.
3. Answer NO (tap **[AWAY]**) until "ACTIVATE DIALER TEST" appears in the window.
4. Tap YES (**[STAY]**) to send a test code to the central station.
  - If the test is not successful, "COMM FAIL E03-00 SERVICE" will display, indicating a communication failure. Call for service.

**Note:** Any subsequent successful transmission will clear a "Failure to Communicate" system trouble.

## For iSecure Systems: IMPORTANT - TEST YOUR SYSTEM WEEKLY

### Test your sounding device and backup battery

(These tests should only be performed on weekends or at a time designated by your alarm company.)

1. While disarmed, at the Home Screen, tap **Security > MENU**.
2. Answer NO by tapping **BYPASS** until "**ACTIVATE SIREN TEST Y/N**" appears in the window.
3. Tap YES by tapping **MENU** to execute the test. The alarm will sound for about two seconds.
  - If the alarm does not sound, call for service.
  - If the battery is low, "**LOW BATTERY E02-00 SERVICE**" will appear in the display indicating a low battery condition. Allow 24 hours for the battery to recharge. If the trouble continues, call for service.

### Test your central station communicator

1. Tap the **User Settings** ("gears") icon (shown at right).
2. Tap "**Test Wi-Fi Connection**". In the screen that appears, verify the Wi-Fi signal strength is sufficient. If insufficient, relocate Hub.
3. Tap "**Run Diagnostics**". Wait for the process to complete.
  - The parts of the test that were not successful will have an "**X**" next to their description(s). **Important:** For wireless keypads connected using Wi-Fi only, an "**X**" will always appear next to "**Serial Connection**". Contact your security dealer if any parts of the system are in need of correction.



## TO SILENCE AN ALARM, ENTER YOUR CODE, AND TAP or

WITH ISECURE SYSTEMS, ENTER YOUR CODE AND  
TAP **DISARM**. IF A FIRE ALARM, SEE PAGE 28.

FOR SERVICE, CALL: \_\_\_\_\_

CENTRAL STATION: \_\_\_\_\_

EXIT DELAY: \_\_\_\_\_

ENTRY DELAY: \_\_\_\_\_

FIRE ALARM SOUND\*:  
\_\_\_\_\_

BURGLARY ALARM SOUND\*:  
\_\_\_\_\_

KEYPAD FIRE ENABLED?  YES  NO

KEYPAD PANIC ENABLED?  YES  NO

KEYPAD AUX. ENABLED?  YES  NO

\*FIRE HAS PRIORITY OVER BURGLARY.

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## INTRODUCTION

### THANK YOU FOR CHOOSING NAPCO

This guide will introduce you to the features of your new **iBridge® App**. If you have an iSecure security system, use 01413, available at [tech.napcosecurity.com](http://tech.napcosecurity.com).

For assistance, please go to:

- [www.napcosecurity.com](http://www.napcosecurity.com)

For User Guides and other documentation, go to:

- [tech.napcosecurity.com](http://tech.napcosecurity.com)

**Note:** Screen images, icons and instructions shown in this guide may vary depending on the firmware version installed.

### IMPORTANT CUSTOMER INFORMATION

With regard to non-Napco software applications, if you use, link to or download a service or software application such as a non-

NAPCO location-based GPS type service, chat room, marketplace or social network from this device, you should carefully review the terms of service or application. If you use any of these non-NAPCO services or applications, personal information you submit may be read, collected, or used by the service or application provider and/or other users of those services. NAPCO is not responsible for your use of those applications or for the information you choose to share with others. Specific terms and conditions, privacy policies and terms of use apply to those non-NAPCO applications and services. Please carefully review all conditions and terms applicable to those services and software applications for all privacy policies, risks or waivers. Your Napco Limited Warranty and other terms and conditions govern your use of all NAPCO wireless products and services.

Before using your **iBridge® App** for the first time, please read and understand the important safety and legal information packaged with your device.

## IMPORTANT NOTE

Although the instructions in this guide are depicted using the GEM-K1CA "K Series" keypad buttons, this guide can also be used with the "classic" GEM-RP1CAe2 keypad or with the screens that appear in the NAPCO iSecure security system. If your system uses the "classic" GEM-RP1CAe2 keypad, the "classic" **INTERIOR**, **INSTANT**, **FUNCTION** and **ON/OFF** buttons can be used in place of the "K Series" model **STAY**, **AWAY**, **MENU** and **ENTER** buttons respectively. Refer to the User Guide that came with your wired keypad for more information. Most of the screen images in this guide were created using the Android operating system; most of the corresponding iOS screens are similar. Changes to the app may occur over time, so keep in mind that all images and text are subject to change without notice.

## HOME SCREEN ICONS

The "Home Screen" may contain other touchable icons, including:



**SECURITY:** This icon is your gateway to your alarm system. From here you can arm, disarm, bypass and control all system operations.



**VIDEO:** (optional) Tap to discover and view the camera transmissions in your system.



**AUTOMATION:** (optional) Tap to control Z-Wave home automation system components, including lighting and other devices.



**CLIMATE:** (optional) Tap to control the Z-Wave home automation thermostats and other climate control devices.



**LOCKING DEVICES:** (optional) Tap to access the Z-Wave door locking devices in your system.



**TROUBLES:** Appears if a problem occurs in the system that may prevent arming (see **SYSTEM TROUBLE ERROR CODES**). If you are unable to clear the trouble to allow the system to be armed, call for service immediately.



**EMERGENCY Buttons:** Used to signal a Fire, Police or Auxiliary emergency.



**USER SETTINGS:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).



**HELP:** On-screen instructions for Z-Wave functions.



**HOME:** Tap to return directly to the Home Screen.



**SIGNAL:** Displays the wireless signal power. The indicator displays 3 bars maximum; the more bars lit, the stronger the wireless signal. A red "X" appears when the device is not connected.

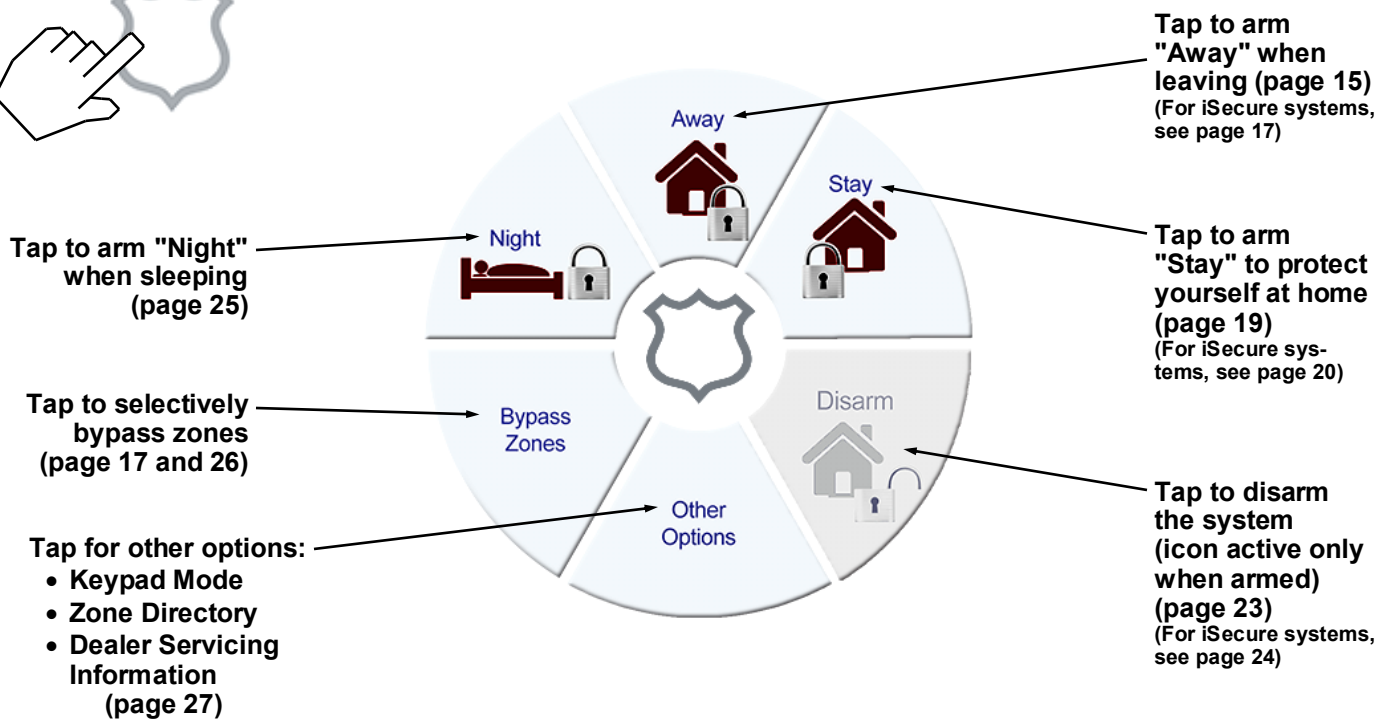
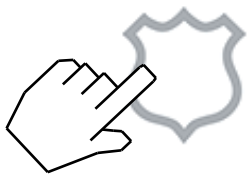


**MESSAGES:** Tap to open the iBridge *Messenger* login screen. The iBridge *Messenger* SMS/MMS Notification Service keeps you informed and in control of your protected premises through emails, SMS messaging, or video alerts (10-second MMS video clips) sent to your smart phone.

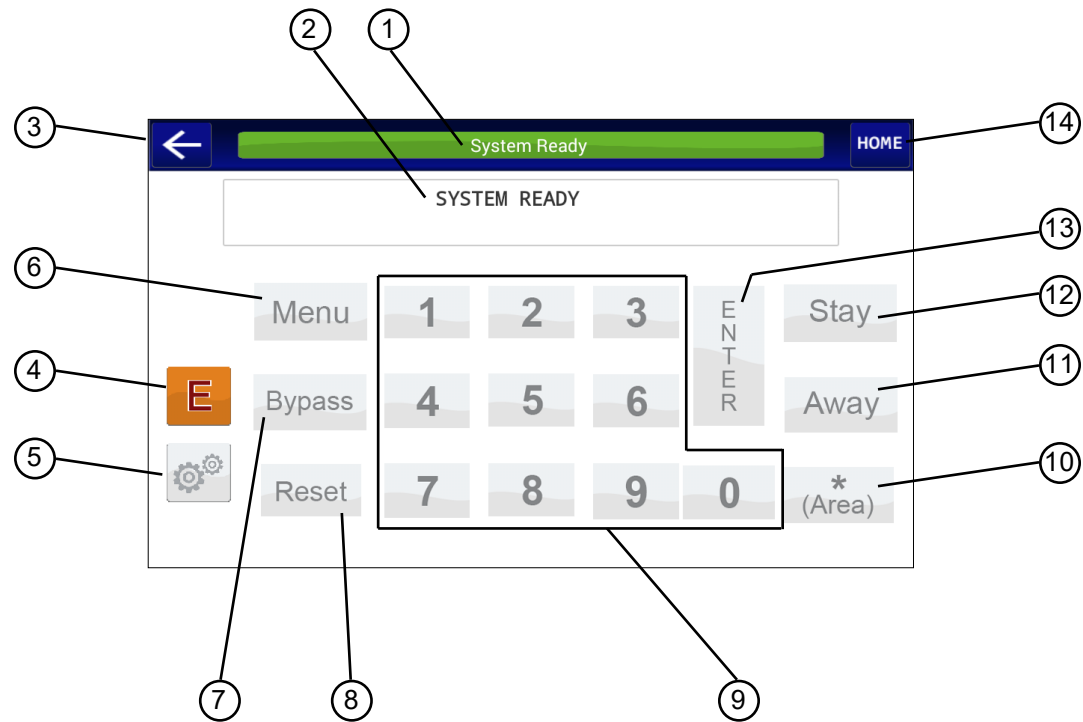


**GARAGE:** (optional) Tap to control and monitor the status of garage doors in your Z-Wave system.

# ENTER YOUR SECURITY SYSTEM






# "K SERIES" KEYPAD MODE: CONTROLS & INDICATORS

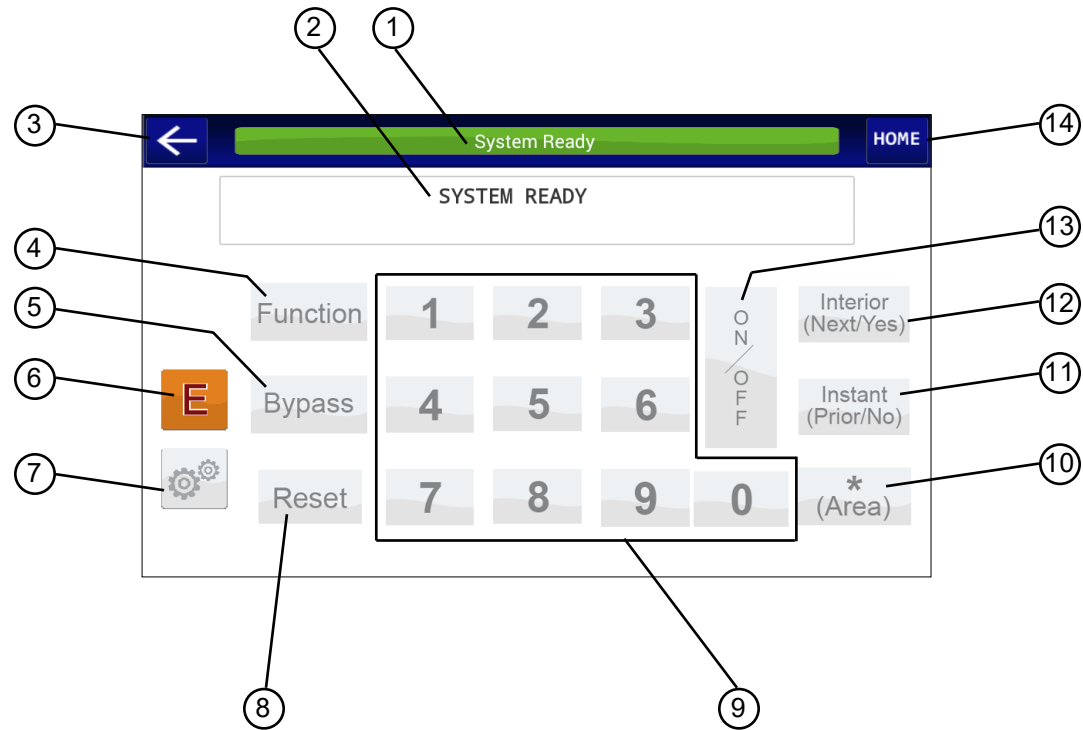






## "K SERIES" KEYPAD MODE: CONTROLS & INDICATORS

- 1. Banner:** Displays system status messages, zone descriptions, etc.
- 2. Keypad Window:** Displays system status messages, zone descriptions, etc.
- 3. BACK Button:** Tap to return to the previously selected screen.
- 4. EMERGENCY Buttons:** Used to signal a Fire, Police or Auxiliary emergency (for example, a medical emergency).
- 5. USER SETTINGS:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).
- 6. MENU Button:** Selects available system functions as displayed in the window. The selected function is executed by tapping the  button.
- 7. BYPASS Button:** (1) Deactivates selected zones from the system. (2) Unbypasses a bypassed zone (GEM-P816/1632/1664/3200/9600/X255 panels only).
- 8. RESET Button:** (1) Resets various system troubles, displays, etc. (see text). (2) Resets residential smoke detectors.
- 9. Numerical Keys (1-9, 0):** Used to enter codes, zone numbers, etc.
- 10. AREA Button ():** Selects other areas (see Manager's Mode on page 18).
- 11. AWAY Button:** (1) Arms all zones in the system, with display indicating the exit time remaining. (2) Scrolls window display backward (**PRIOR**). (3) Answers "No" to questions in the window display.
- 12. STAY Button:** (1) Bypasses all Interior Zones simultaneously ("STAY Mode") to allow free movement within the premises. Hold down  when the system is armed in "STAY Mode" to cancel entry delay on Exit/Entry zones, causing an instant alarm upon violation. (2) Scrolls the window display forward (**NEXT**). (3) Answers "Yes" to questions in the window display.
- 13. ENTER Button:** Input entry key. Causes the entered code or selected function to be executed.
- 14. HOME:** Tap to return directly to the Home Screen.

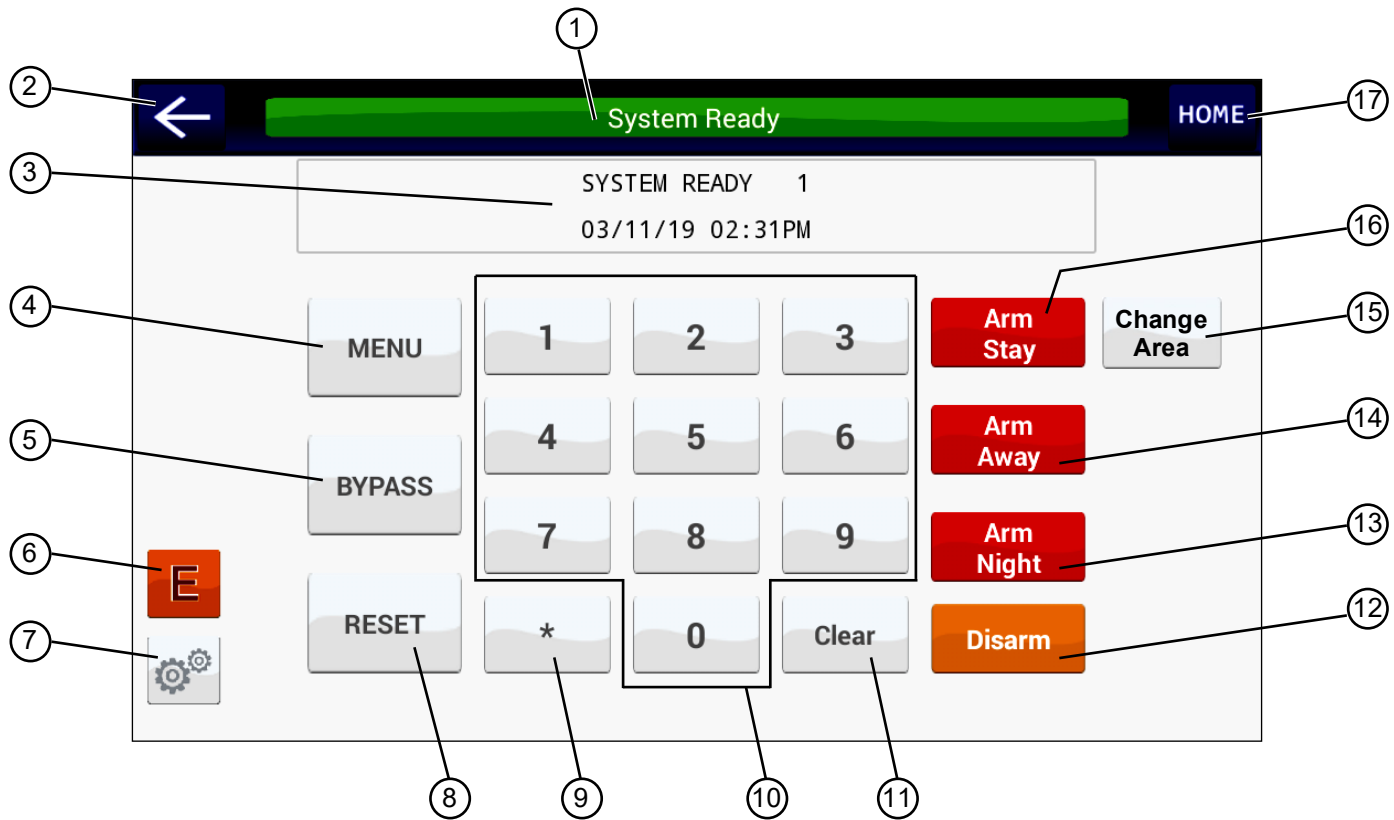
# "CLASSIC" KEYPAD MODE: CONTROLS & INDICATORS



## "CLASSIC" KEYPAD MODE: CONTROLS & INDICATORS

1. **Banner:** Displays system status messages, zone descriptions, etc.
2. **Keypad Window:** Displays system status messages, zone descriptions, etc.
3. **BACK Button:** Tap to return to the previously selected screen.
4. **FUNCTION Button:** Selects available system functions as displayed in the window. The selected function is executed by tapping the  button.
5. **BYPASS Button:** (1) Deactivates selected zones from the system. (2) Unbypasses a bypassed zone (GEM-P3200/9600/X255 panels only).
6. **EMERGENCY Buttons:** Used to signal a Fire, Police or Auxiliary emergency (for example, a medical emergency).
7. **USER SETTINGS:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).
8. **RESET Button:** (1) Resets various system troubles, displays, etc. (see text). (2) Resets residential smoke detectors.
9. **Numerical Keys (1-9, 0):** Used to enter codes, zone numbers, etc.
10. **AREA Button (  ): Selects other areas (see Manager's Mode on page 18).**
11. **INSTANT Button:** (1) Cancels entry delay on Exit/Entry Zones, causing an instant alarm upon violation. (2) Scrolls window display backward (PRIOR). (3) Answers "NO" to questions in the window display.
12. **INTERIOR Button:** (1) Bypasses all Interior Zones simultaneously to allow free movement within the premises. (2) Scrolls the window display forward (NEXT). (3) Answers "YES" to questions in the window display.
13. **ON/OFF Button:** Input entry key. Causes the entered code or selected function to be executed.
14. **HOME:** Tap to return directly to the Home Screen.

# iSecure: SECURITY KEYPAD CONTROLS & INDICATORS



## iSecure: SECURITY KEYPAD CONTROLS & INDICATORS

- 1. Banner:** Displays system status messages, zone descriptions, etc.
- 2. BACK Button:** Tap to return to the previously selected screen.
- 3. Keypad Window:** Displays system status messages, zone descriptions, Area number, system date and time.
- 4. MENU:** Enter User Code first, then tap **MENU**. Selects available system functions as displayed in the window. The selected function is executed by tapping **ENTER**. Turn to page 32 for descriptions of the Function Menu buttons that appear. (2) Scrolls window display backward (**PRIOR**). (3) Answers "No" to questions in the window display. (2) Scrolls the window display forward (**NEXT**). (3) Answers "Yes" to questions in the window display.
- 5. BYPASS:** (1) Deactivates selected zones from the system. (2) Unbypasses a bypassed zone.
- 6. Emergency Buttons:** Used to signal an audible Fire, Police or Auxiliary emergency (for example, a medical emergency).
- 7. User Settings:** Tap to allow changes to the way your app operates (see **USER SETTINGS MENU** on page 50).
- 8. RESET:** (1) Resets various system troubles, displays, etc. (see text). (2) Resets residential smoke detectors.
- 9. Area (\*):** Selects other areas (see **Manager's Mode** on page 18).
- 10. Numerical Keys (1-9, 0):** Used to enter codes, zone numbers, etc.
- 11. Clear:** Tap to clear previously entered data.
- 12. Disarm:** Enter code and tap **Disarm** to turn off your alarm system.
- 13. Arm Night:** When retiring for the evening, after all family members are home, tap **Arm Night** to bypass all Interior Zones simultaneously to allow free movement within the premises, while the protection of armed perimeter zones is maintained. In addition, the exit delay is canceled on the exit/ entry zone(s), causing an instant alarm upon violation.
- 14. Arm Away:** Arms all zones in the system, with display indicating the exit time remaining.
- 15. Change Area:** Selects other areas (see **Manager's Mode** on page 18).
- 16. Arm Stay:** (1) Bypasses all Interior Zones simultaneously ("STAY Mode") to allow free movement within the premises. Press and hold down when the system is armed in "STAY Mode" to cancel entry delay on Exit/Entry zones, causing an instant alarm upon violation.
- 17. HOME:** Tap to return directly to the Home Screen.

## iSecure: KEYPAD WARNING ICONS

Multiple combinations of icons may appear on the Home Screen\*:



### "Zones Bypassed"

- Icon appears when zone(s) are bypassed (see "Selectively Bypassing Zones" on page 17)



### "Fire"

- Appears during a Fire Alarm
- When Pulsing: Fire Alarm Silenced



### "System Trouble"

- Appears when a Fire or general trouble is detected
- Flashing: Trouble has been acknowledged
- Low battery: Go-Anywhere Smart Hub backup battery low voltage condition detected
- AC Power Loss: Icon appears during AC power outages; disappears when AC power restored

## ARMING "AWAY": SETTING THE ALARM WHEN LEAVING\*

If the feature "EZ-ARM" is programmed, the arming steps will change. Ask your alarm installer if EZ-ARM is enabled. (Optional - Is EZ-ARM programmed? YES NO) **Note: With iSecure systems, go to page 17.**


**1** Close all perimeter windows and doors before arming. The words "**System Ready**" must appear in order to arm. If "**Zones Faulted**" displays followed by the number and description of each faulted zone, then note each problem zone and secure it by closing a window, door, etc. When all zones are secure, the window will display "**System Ready**".

**2** From the Home Screen, tap **Security**.



**3** Tap **Away**.



- If EZ-ARM is enabled: The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- If EZ-ARM is NOT enabled: Enter your code and tap . **Note:** If you enter a wrong code, "**INVALID ENTRY, TRY AGAIN**" will display.

The Keypad Window will display "**PLEASE EXIT IN XXX SECONDS**" (where "XXX" represents the exit time remaining, in 10-second steps).

**4** **Leave the premises.** Leave through the exit door before the exit time expires.

**If you are unable to arm...**

If you attempt to arm with a faulted Zone, a 3-second tone will sound at the tablet. The audible message "**There is a Zone open, please secure and try again**" and the text "**CAN'T ARM SYSTEM, ZONE FAULTED**" will display in the window, indicating that the faulted zone(s) must be secured before the panel can be armed.

If you cannot secure the faulted zone(s), cannot locate or repair the problem yourself, either call your alarm installer for assistance, or you can *temporarily* bypass the problem zone(s) from the system (see **Bypassing Zones** on page 17).

\*For iSecure systems, go to page 17.

## ARMING "AWAY": SETTING THE ALARM WHEN LEAVING\*

### Arming with a System Trouble

If you attempt to arm with a "SYSTEM TROUBLE" display alternating with an indicated trouble code (e.g. "E02-00" (low battery); see SYSTEM TROUBLE ERROR CODES), a 3-second tone will sound at the keypad. The window will display "CAN'T ARM SYSTEM, PRESS RESET KEY". If you cannot correct the problem immediately, tapping **RESET** will enable you to arm in this condition. Be sure to call for service as soon as possible.

### Area Arming (Optional)

Some systems may be divided, or partitioned, into smaller independent subsystems, which are referred to as Areas. In a system that has been partitioned into multiple areas, one or more area may be armed while others remain disarmed.

#### Manager's Mode (Optional)

The Manager's Mode allows the user to arm / disarm other areas in a partitioned system. *To arm/disarm a different area:*

1. While disarmed, tap **Security, Other Options, Keypad Mode**. Tap the numerical key representing the other area number.
2. Tap **\*** followed by **1**. The keypad will now provide status and control of that area.
3. Enter your User Code followed by **AWAY** (use **ON** for "Classic" keypad configurations) to arm or disarm the area.
4. Tap **\*** followed by **1** to return to the home area.

#### Global Arming (Optional) (Available only with the GEM-P1632/1664/3200/9600/X255 panels)

To **arm** all areas simultaneously, tap **9P**, **\*** and enter your code followed by **1**.

To **disarm** all areas simultaneously, tap **0**, **\*** and enter your code followed by **1**.

- The User Code must be valid in all area(s).
- If any zone is not secured, the keypad will display "**CAN'T ARM SYSTEM, AREA X IN TROUBLE**", where X indicates the number of the Area in trouble. All faulted zones in the respective area(s) must be secured or bypassed. **Note:** If a system trouble is indicated, the system cannot be armed using this method.



## iSecure: ARMING AWAY: SETTING THE ALARM WHEN LEAVING



Security

### Arming the System - Arm Away

1. **From the Home Screen**, tap **Security** to display the keypad.
2. **Check the touchscreen.** On the face of the unit are two lights. The top green **STATUS** light must be lit in order to arm. If the green **STATUS** light is off, the description of any unsecured zone(s) will display. Find each problem zone and secure by closing windows, doors, etc. When all zones are secure, the green **STATUS** light will light and the Keypad Window and Banner and will both read, "**System Ready**".
3. **Arm the system.** Enter your User Code followed by **Arm Away**. On the Hub, the green **STATUS** light will turn off and the red **ARMED** light will turn on. **Note:** If you enter an invalid User Code, the system will beep 4 times and a voice prompt will inform you of the invalid code. Re-enter your User Code.
4. **Leave the premises.** Leave through the exit door before the exit time expires.

Arm  
Away



(TROUBLE Icon)

### Priority Arming

If you attempt to arm the system with an unsecured ("faulted") zone, a 3-second tone will sound and the **TROUBLE** icon will appear on the left side of the screen (shown at left), indicating that the zones must be secured before the system can be armed.



(BYPASS Icon)

### Selectively Bypassing Zones

If you cannot locate or repair a faulted zone, it can be removed from the system, *or bypassed* from the system:

1. If you start at the Home Screen, tap **Security** to display the keypad.
2. At the keypad, tap the zone number, then tap **BYPASS**.

The **BYPASS** icon will appear (shown at left) indicating that a zone has been bypassed.

**Note:** Bypassed zones are unprotected! If an unsecured zone cannot be secured, have the system checked as soon as possible. To remove the bypass from the zone (to "unbypass"), repeat this procedure, and the **BYPASS** icon will disappear. **Note:** Some installations may require a code before bypassing or unbypassing a zone. If in doubt, ask your security system installer if a code is required. See page 26 for more information.

BYPASS

## iSecure: ARMING AWAY: SETTING THE ALARM WHEN LEAVING



### System Trouble

If you attempt to arm with the **TROUBLE** icon displayed, a 3-second tone will sound and a voice prompt will inform you of the inability to arm at the Go-Anywhere Smart Hub. This means the system has detected a problem that may prevent it from operating normally. A number corresponding to the trouble will then appear in the display (for example, 'E-02 Low Battery' indication). Refer to **SYSTEM TROUBLE ERROR CODES** on page 64 for descriptions of these troubles. If you cannot correct the problem immediately, press **RESET** and you will then be able to arm the system in this condition. **Note:** If you cannot clear the trouble, have the system checked as soon as possible.

### Area Arming (Optional)

In a system that has been partitioned into two Areas, one of the Areas may be armed while the other remains disarmed. **Note:** iSecure systems provide for a maximum of two (2) Areas; tap the **Change Area** button (shown at right) to toggle between Areas. See next section, "**Manager's Mode**".

Change  
Area

\*

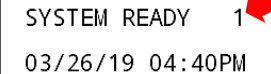
### Manager's Mode

The Manager's Mode allows you to arm / disarm selected Areas in a partitioned system. *To arm a different Area:*

1. If you start at the Home Screen, tap **Security** to display the keypad.
2. At the keypad, take note of the current Area number displayed at the top of the Keypad Window. For example, "**SYSTEM READY 1**" indicates the keypad is currently providing status and control of Area 1.
3. At the keypad, tap the **Change Area** button. Notice the number will change to Area 2. The keypad will now provide status and control of that Area.
4. Enter your User Code followed by **Arm Away**.

To return to the other Area, simply repeat steps 2 and 3. Be aware of the following:

- The User Code must be valid in both Areas.
- If any zone is not secured, the **TROUBLE** icon will appear (shown above). All faulted zones in the respective Area(s) must be secured or bypassed. **Note:** If a system trouble is indicated, the system cannot be armed using this method.
- Only one Area can be armed at a time.
- The **BYPASS** icon appears on the left side of the keypad screen when zones are bypassed.




SYSTEM READY 1  
03/26/19 04:40PM


## ARMING "STAY": PROTECTING YOURSELF AT HOME

Interior Zones, when bypassed, allow free movement within the home while the protection of armed perimeter zones is maintained. If the feature "EZ-ARM" is programmed, the arming steps will change. Ask your alarm installer if EZ-ARM is enabled. (Optional - Is EZ-ARM programmed? YES NO)

**1** Close all perimeter windows and doors before arming. The words "**System Ready**" must appear in order to arm. If "**Zones Faulted**" displays followed by the number and description of each faulted zone, then note each problem zone and secure it by closing a window, door, etc. When all zones are secure, the window will display "**System Ready**".

**2** From the Home Screen, tap **Security**. 

**3** Tap **Stay**. 

- If EZ-ARM is enabled: The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- If EZ-ARM is NOT enabled: Enter your code and tap . **Note:** If you enter a wrong code, "INVALID ENTRY, TRY AGAIN" will display. The Keypad Window will display "**PLEASE EXIT IN XXX SECONDS**" (where "XXX" represents the exit time remaining, in 10-second steps).

**4** **Remain inside the premises.** Persons wishing to exit can leave through the exit door before the exit time expires.

### If you are unable to arm...

If you attempt to arm with a faulted Zone, a 3-second tone will sound at the tablet. The audible message "**There is a Zone open, please secure and try again**" and the text "**CAN'T ARM SYSTEM, ZONE FAULTED**" will display in the window, indicating that the faulted zone(s) must be secured before the panel can be armed.

If you cannot secure the faulted zone(s), cannot locate or repair the problem yourself, either call your alarm installer for assistance, or you can *temporarily* bypass the problem zone(s) from the system (see **Bypassing Zones** on page 17).

\*For iSecure systems, go to page 20.

## iSecure: ARMING STAY: PROTECTING YOURSELF AT HOME

### Arm Stay

Interior zones, when bypassed, allow for free movement within the home while the protection of armed perimeter zones is maintained. To bypass interior zones:

1. If you start at the Home Screen, tap **Security** to display the keypad.
2. Enter your User Code followed by **Arm Stay**.



On the Hub, the red **ARMED** light on, the green **STATUS** light will turn off and the **BYPASS** icon will turn on to indicate zones are bypassed.

On the touchscreen, the Banner and Keypad Window will count down the exit time (in 10-second decrements), and will display, "**PLEASE LEAVE NOW**" allowing you the option to leave the premises during this exit delay or remain inside.

### Automatic Interior Bypass (Optional - *Automatic Interior Bypass* programmed? YES NO)



Your system may have been programmed for Automatic Interior Bypass, allowing the system to recognize when you have armed AWAY but remained in the house, thereby prompting the system to automatically adjust the interior protection accordingly.

- If you arm AWAY but do not exit (the exit door does not open and close), all Interior zones will automatically bypass at the end of the exit delay (thus arming STAY). On the Hub, the red **ARMED** and yellow **BYPASS** lights will turn on, and on the touchscreen, the Banner and Keypad Window will read, "**ARMED STAY**", indicating that it is safe to move within the premises.

## EASY EXIT / EMERGENCY BUTTONS\*

### Easy Exit (Optional - Easy Exit programmed? YES NO)

Your system may have been programmed for Easy Exit, which allows a user to exit the premises while the system is armed STAY. By activating Easy Exit while the system is armed STAY, the Exit Delay countdown will take place, during which time you are permitted to leave through the exit door. The Easy Exit Delay time will be identical to the Exit Delay time the system gives you each time it is armed STAY. This will allow, for example, an early morning commuter to exit the house, without having to disarm and rearm the system, awaking the family.

- With the system armed STAY, open the keypad screen by pressing and holding the **Disarm** button. 
- At the keypad, tap  to activate Easy Exit on your system. (GEM-P3200/9600/X255 V20 or greater, GEM-P816/P1632/P1664 V9A or greater)

### E

### Emergency Buttons (Only available if programmed with the **User Settings** button)

The Emergency Buttons, if programmed, are always active, whether the system is armed or disarmed.



- **Fire Emergency:** From the Home Screen, tap the "E" button, then tap the button marked "**Fire**" (shown at left) to alert the central station of a fire emergency. \*(Is Fire Emergency programmed?  YES  NO)



- **Auxiliary Emergency:** From the Home Screen, tap the "E" button, then tap "**Aux**" (shown at left) to alert the central station of an auxiliary emergency (for example, a medical emergency). \*(Is Aux. Emergency programmed?  YES  NO)



- **Police Emergency:** From the Home Screen, tap the "E" button, then tap the button marked "**Police**" (shown at left) to alert the central station of a police emergency. \*(Is Police Emergency programmed?  YES  NO)

\*For iSecure systems, go to page 22.

## iSecure: EASY EXIT / EMERGENCY BUTTONS

### Easy Exit (Optional - Easy Exit programmed? YES NO)

Your system may have been programmed for Easy Exit, which allows you to exit the premises while the system is armed STAY or armed NIGHT. By activating Easy Exit while the system is armed STAY or NIGHT, the Exit Delay countdown will take place, during which time you are permitted to leave through the exit door. The Easy Exit Delay time will be identical to the usual Exit Delay time the system gives you each time it is armed STAY or NIGHT. This will allow, for example, an early morning commuter to exit the house, without having to disarm and rearm the system, awaking the family.



To activate Easy Exit on your system while the system is armed STAY or NIGHT: At the keypad, press and hold the **Disarm** button.



FIRE



POLICE



AUX

(To activate, press and hold until beep)

**Note:** Fire and Police buttons, when activated, are audible within the premises.

### Emergency Buttons (Only available if programmed)

If programmed, Emergency Buttons are always active, whether the system is armed or disarmed. Fire and Police buttons, when activated, are audible within the premises.

**Fire Emergency:** Tap the gold "E" button, then press and hold the **FIRE** button to alert the central station of a fire emergency.\*

(Fire Emergency programmed?  YES  NO)

**Police Emergency:** Tap the gold "E" button, then press and hold the **POLICE** button to alert the central station of a police emergency.\*

(Police Emergency programmed?  YES  NO)

**Auxiliary Emergency:** Tap the gold "E" button, then press and hold the **AUX** button to alert the central station of an Auxiliary emergency.\*


(Auxiliary Emergency programmed?  YES  NO)

\* **Note:** Discuss your Emergency features with your installation company.

## DISARMING (TURNING OFF THE ALARM) WHEN RETURNING\*

### Disarming the System





- 1 Enter your premises through the Entry/Exit door. The keypad will sound a steady tone to remind you to disarm the system before your Entry Delay time expires. The keypad automatically appears.
- 2 Enter your User Code and tap . The Keypad Window will read "**System Ready**", indicating that the system has been disarmed. If you enter an invalid code, the keypad will beep 4 times, signifying an error. Re-enter your code immediately. 10 seconds before Entry Delay expires, the keypad will emit a pulsing warning tone.

### Alarm Indication / Silencing an Alarm


If "ALARM" is displayed, an alarm occurred while you were out. Proceed with caution! If you suspect that an intruder may still be on the premises, leave immediately and call authorities from a neighbor's telephone.













#### To silence an audible alarm:

- 1 At the keypad screen, enter your code and tap . After the system is disarmed, the window will continue to display "ALARM" followed by the zone(s) violated.
- 2 To reset the display, note the zones violated, then tap .

**Ambush** (Optional) Your Ambush Code Type is: TYPE 1 (Prefix) TYPE 2 (Unique)

My Ambush Code is \_\_\_\_\_

If an intruder forces you to disarm your system, enter your Ambush Code and tap . There are two types of Ambush Codes: (1) A 2-digit code (prefix) entered just prior to your normal User Code and (2) A separate and unique User Code.

- *Example Type 1 (Prefix):* If your User Code is 1234 and your Ambush Code is 99, tap       .
- *Example Type 2 (Unique):* If your User Code is 1234 and your Ambush Code is 8899, tap     .

Using your Ambush Code will send a *silent alarm* to the central station. The window will display "SYSTEM READY" as if the system were normally disarmed. There will be no indication that a silent alarm has been sent.

\*For iSecure systems, go to page 24.

## iSecure: (DISARMING) TURNING OFF THE ALARM WHEN RETURNING

### Disarming the System

Disarm

1. Enter your premises through the entry/exit door. The Hub will sound a steady tone to remind you to disarm the system before your entry delay time expires.
2. Enter your User Code and tap **Disarm**. On both the Hub and touchscreen, the red **ARMED** lights will go out, indicating that the system has been disarmed.
  - If you enter an invalid User Code, the Hub will beep 4 times, signifying an error. Re-enter your User Code immediately. **Note:** 10 seconds before the entry delay expires, the Hub will emit a pulsing warning tone.

### Alarm Indication / Silencing an Alarm

If the red **ARMED** light is flashing upon entry, an alarm occurred while you were away. The display will scroll the number(s) of the violated zone(s). Proceed with caution! If you suspect that an intruder may still be on the premises, leave immediately and call authorities from a neighbor's telephone!

#### To silence an audible alarm:

Disarm

1. Enter your User Code and press **Disarm**. After the system is disarmed, the window will continue to display the number(s) of the zone(s) violated.
2. To reset the display, note the zones violated, then press **Reset**.

### Ambush (Optional) My Ambush Code is \_\_\_\_\_

If an intruder forces you to disarm your system, enter your Ambush Code and press **Disarm**. Using your Ambush Code will send a *silent alarm* to the central station. Simply enter the 2-digit code (prefix) just prior to your normal User Code.

- *Example:* If your User Code is 1 2 3 4 and your Ambush Code is 9 9, press **9 9 1 2 3 4 ENTER**.

The Hub and touchscreen red **ARMED** light will go out and the green **STATUS** light will turn on, as if the system were normally disarmed. The system will appear to be disarmed normally, and there will be no indication that a special "silent" alarm has been sent to the central station.



## ARMING "NIGHT": PROTECTING YOURSELF WHEN SLEEPING

### Night Mode: Instant Protection


When retiring for the evening, after all family members are home, you can cancel the entry delay on the Entry Zone(s) and arm the system in "Night Mode" to allow for "Instant Protection". When armed in Night Mode, opening any entry door will cause an immediate alarm.

When arming with instant Night Mode protection, the exit delay will remain in effect, allowing exiting of the premises just after arming. While armed, the window will display "SYSTEM ARMED" ("SYSTEM ARMED I" will display with the GEM-P3200/9600/X255 control panels) and the red colored Banner will read "Night" to indicate *instant protection*.

But once armed with instant Night Mode, opening any entry door will cause an immediate alarm.

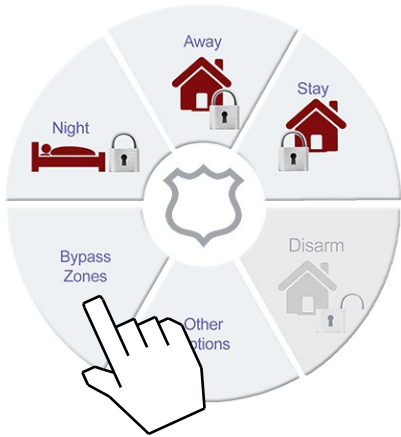
A red rectangular button with the words "Arm Night" in white text.

With iSecure, if you start at the Home Screen, tap **Security** to display the keypad, then enter your User Code followed by **Arm Night**.

- If EZ-ARM is enabled: The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- If EZ-ARM is NOT enabled: Enter your code and tap  (with iSecure, tap **DISARM**). **Note:** If you enter a wrong code, "INVALID ENTRY, TRY AGAIN" will display.
- **With iSecure Systems:** On the Hub, the red **ARMED** light will rapidly blink, the green **STATUS** light will turn off and the **BYPASS** icon will turn on to indicate zones are bypassed.

The Keypad Window will display "EXIT TIME XXX", "PLEASE LEAVE NOW" (where "XXX" represents the exit time remaining, in 10-second steps).

# BYPASSING ZONES



**CAN'T ARM SYSTEM  
ZONES FAULTED**

**ZONES FAULTED**

**BYPASS BYPASSED**

If you attempt to arm with a faulted Zone, a 3-second tone will sound at the tablet. The audible message "There is a Zone open, please secure and try again" and the text "ZONES FAULTED" will display in the window, indicating that the faulted zone(s) must be secured before the panel can be armed.

If you cannot locate or repair the problem yourself, call your alarm installer for assistance.

If you cannot get immediate help, bypass the problem zone(s) from the system as follows:

**Selectively Bypassing Zones**

From the Home Screen, tap **Security**, then tap **Bypass Zones**. With iSecure systems, see page 17.

Bypass the problem zone(s) from the system by tapping **[BYPASS]**, then the zone number (or vice versa).

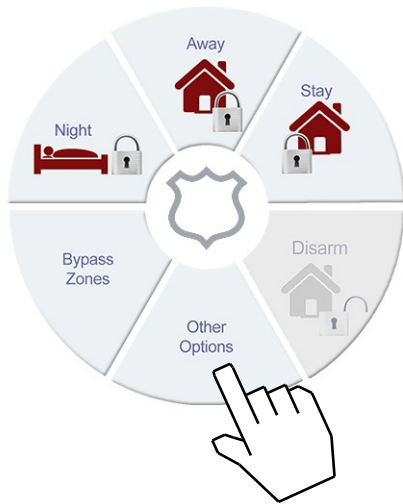
**Note:** *Bypassed zones are unprotected.* If armed with zones bypassed, be sure to have the system checked and corrected as soon as possible.

**With iSecure Systems:** On the Hub, the red **ARMED** light will rapidly blink, the green **STATUS** light will turn off and the **BYPASS** icon will turn on to indicate zones are bypassed. See page 17.

With the problem zone(s) bypassed from the system, you can:

- Arm "Away" (see page 15; with iSecure systems, see page 17)
- Arm "Stay" (see page 19; with iSecure systems, see page 20)
- Arm "Night" (see page 25)

## OTHER OPTIONS\*



Your app includes a wide variety of features. Tap **Other Options** to access the following:

- **Keypad Mode:** Tap to open the keypad screen, allowing your app to behave just like a standard wired keypad, but with the added benefit of the Banner at the top of the screen, providing additional guidance to control system conditions.
- **Zone Directory:** Tap to display a listing of all protected zones in the Area. If needed, tap the up or down arrow buttons (located on the right side) to scroll through the zone directory (required for GEM-P816/1632/1664/3200/9600/X255 panels). If faulted zones exist in your system, the faulted zone will appear in the Keypad Window. To bypass a zone from the system, tap **BYPASS**, then the zone number (or vice versa). (**Note:** This function available with GEM-P1632 and GEM-P1664 control panel firmware version 9a or later).
- **Service:** For installer use only.

\*Not all options available with iSecure systems.

## FIRE PROTECTION



*(Applicable only where local ordinance permits use of this alarm control panel for fire protection.)*





(iSecure  
FIRE Icon)

### Fire-Zone Alarm\*

If a fire is detected, "FIRE ALARM" will be displayed and the keypad sounder will pulse. In addition, the "System Trouble" icon will flash.

1. If a fire is in progress, evacuate the premises immediately! If necessary, call the Fire Department from an outside phone.
2. Tap the  button to silence the keypad sounder. **Note:** With iSecure systems, the **RESET**, **Clear** and **HOME** buttons will silence and clear the alarm if the device initiating the alarm condition has been corrected.
3. If there is no evidence of a fire, enter your User Code and tap  to turn off the alarm.
4. Check smoke detector(s). If a smoke detector tripped, its red alarm indicator light will be on.


After the alarm condition is corrected (thermostat cooled down; smoke cleared from detector; etc.), tapping  again will reset the keypad within about 10 seconds.

**NOTE:** When the Fire Zone is reset, the FIRE icon on the left side of the display will go out. If the FIRE icon is still displayed, the fire zone has not been properly reset. If you cannot clear this condition by tapping , call for service.



(iSecure  
TROUBLE  
Icon)

### Fire-Zone Trouble\*

1. If a problem in the fire-circuit is detected, "FIRE TROUBLE" and the Zone number will display and the sounder will pulse to signal a malfunction. The "System Trouble" icon will flash, and the audible message "System has detected trouble condition" will sound.
2. Tap  to silence the sounder. Call for service immediately!

\*Exact messages and behavior varies depending on control panel.

## FIRE PROTECTION

### Preparing a Fire Escape Plan

Even with the most advanced fire alarm system, adequate protection requires an escape plan.

To prepare your plan, draw floor plans of your building. (Space is provided on the next page). Show two exits - a front or back door and a window from each room. (Make sure the window works. You may need a special fire-escape ladder if the window is high up). Write down your outside meeting place.

### Family Rehearsal

Rehearse each of the following activities:

1. Everyone in his room with the doors closed.
2. One person sounds the alarm.

3. Each person tests his door.
4. Pretend the door is hot and use the alternate escape exit.
5. Everyone meets outdoors at the assigned spot.

### Important! - Read Carefully

Discuss these escape procedures with all those who use the building:

1. In a residence, sleep with the bedroom door closed. A closed door will hold back deadly smoke while you escape.
2. When the fire alarm signals, escape quickly. Do not stop to pack.
3. Test the door. If it is hot, use your alternate route through the window. If the door is cool, brace your shoulder against it and open it

cautiously. Be ready to slam the door if smoke or heat rushes in. Crawl through smoke, holding your breath. Close the doors again on leaving to help prevent the fire from spreading.

4. Go to your specific outdoor meeting place so you can see that everyone is safe.
5. Assign someone to make sure nobody returns to the burning building.
6. Call the Fire Department from a neighbor's telephone.

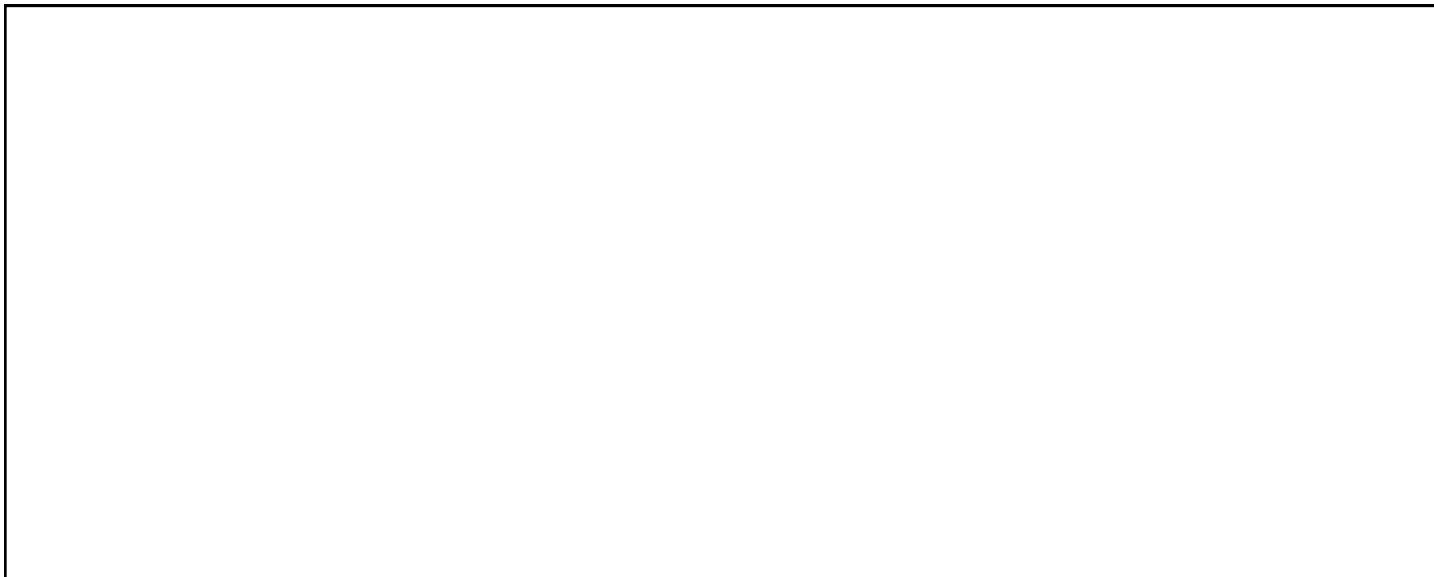
### Would You Like More Safety Information?

For more information on home fire detection, burn safety, and home fire safety, write to the National Fire Protection Association, Public Affairs Dept. 05A, Batterymarch Plaza, Quincy, MA 02269.

## FIRE PROTECTION

### Floorplan

Draw a plan of your premises in the space provided below.



Floorplan

# FIRE PROTECTION

## LIMITATIONS OF FIRE ALARM WARNING SYSTEM

Although a fire alarm system may be of a reliable and state-of-the-art design, neither it nor its peripheral detection devices can offer guaranteed protection against fire. Any such equipment may fail to warn for a variety of reasons:

Control panels, communicators, dialers, smoke detectors, and many other sensing devices will not work without power. Battery-operated devices will not work without batteries, with dead batteries, or with improperly-installed batteries. Devices powered solely by AC will not work if their power source is cut off for any reason.

Fires often cause a failure of electrical power. If the system does not contain a working battery backup power supply, and if the electrical circuit feeding the devices is cut or is not providing power for any reason, the system will not detect heat or smoke or provide any warning of a possible fire.

Telephone lines needed to transmit alarm signals to a central monitoring station may be out of service.

Smoke detectors, though highly effective in reducing fire deaths, may not

activate or provide early-enough warning for a variety of reasons: (a) they may not sense fires that start where smoke cannot reach them, such as in chimneys, walls, roofs, behind closed doors, etc.; (b) they may not sense a fire on a different level of the residence or building; (c) they have sensing limitations; no smoke detector can sense every kind of fire every time.

Thermostatic heat detectors do not always detect fires because the fire may be a slow smoldering low-heat type (producing smoke); because they may not be near the fire; or because the heat of the fire may bypass them. These detectors will not detect oxygen levels, smoke, toxic gases, or flames. Therefore, they may only be used as part of a comprehensive fire-detection system in conjunction with other devices. Under no circumstances should thermostatic heat detectors be relied upon as the sole measure to ensure fire safety.

Alarm warning devices such as sirens, bells, or horns may not alert someone behind a closed or partially-opened door. Warning devices located on one level are less likely to alert those on a different level. Even those who are awake may not hear the warning if the alarm is obscured by

noise from a stereo, radio, air conditioner, or other appliance, or by passing traffic, etc. Alarm warning devices, however loud, may fail to warn the hearing impaired.

Alarm products, as all electrical devices, are subject to component failure. Even though the equipment is designed for many years of trouble-free performance, electronic components could fail at any time.

Above are some of the reasons that fire alarm equipment could fail. The most common cause of an alarm system not functioning when a fire occurs is inadequate testing and maintenance. The system should be tested at least weekly to ensure that all the equipment is working properly.

While an alarm system may make one eligible for lower insurance rates, it is not a substitute for insurance. Homeowners, property owners, and renters are therefore urged to maintain adequate insurance coverage of life and property.

## FUNCTION MENU\*

The keypad can provide access to a wide assortment of utility functions. The functions are displayed in a prompting "YES/NO" format. From the Home Screen, tap **Security, Other Options, Keypad Mode**, then proceed as follows:

- 1 To enter the Function Menu, tap **MENU**.
  - In all UL-listed or high-security installations, a valid User Code must first be entered followed by **MENU**.
- 2 To skip a function, answer NO (**AWAY**) or **MENU**.
- 3 To select and execute a function, answer YES (**STAY**) or **ENTER**.
  - Functions may be manually scrolled forward or backward using **MENU** and **BYPASS**, respectively.
  - To return to normal keypad operation, tap the **RESET** button. The keypad will automatically return to its normal operating mode if no activity is detected for longer than one minute.

**DISPLAY  
ZN FAULTS      Y/N**

**Display Zone Faults?** Displays the zone number of zones that are not secured. If needed, tap the NEXT and PRIOR Buttons, as displayed on-screen, to scroll faulted zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

**DISPLAY  
ZN BYPASSED   Y/N**

**Display Zones Bypassed?** Displays bypassed zones. If needed, tap NEXT (**STAY**) and PRIOR (**AWAY**) to scroll bypassed zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

**DISPLAY  
ZN DIRECTORY   Y/N**

**Display Zone Directory?** Displays a listing of all zones in the Area. If needed, tap NEXT (**STAY**) and PRIOR (**AWAY**) to scroll zone directory (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*). (**Note:** This function available with GEM-P1632 control panel firmware version 9a or later).



## FUNCTION MENU

<b>ACTIVATE SIREN TEST</b>	<b>Y/N</b>
--------------------------------	------------

**Activate Siren Test?** Activates the alarm (while disarmed) for about 2 seconds and performs a battery test. If the alarm does not sound, call for service.

- If the battery is low, a "LOW BATTERY E02-00 SERVICE" will appear in the display indicating a low battery condition. Allow 24 hours for the battery to recharge. If the trouble continues, call for service.

<b>SYSTEM TBL</b>	<b>Y/N</b>
-------------------	------------

**Display System Troubles?** Displays 1- or 2-digit error code along with a description of a problem detected in the system. (See SYSTEM TROUBLE ERROR CODES for a full description of these codes). Use NEXT (**STAY**) and PRIOR (**AWAY**) to scroll system troubles. (For GEM-P3200/9600/X255 panels only).

<b>DISPLAY FIRE ALARM</b>	<b>Y/N</b>
-------------------------------	------------

**Display Fire Alarms?** Displays alarms that have occurred on the Fire Zone(s). Tap the NEXT and PRIOR Buttons to scroll zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

<b>DISPLAY FIRE TRBL</b>	<b>Y/N</b>
------------------------------	------------

**Display Fire Troubles?** Displays trouble conditions that have been detected on the Fire Zone(s). Use NEXT (**STAY**) and PRIOR (**AWAY**) to scroll zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

<b>ACTIVATE CHIME</b>	<b>Y/N</b>
---------------------------	------------

**Activate Chime?** The Chime Mode will sound a tone at the keypad when the programmed zone is faulted while disarmed. To deactivate the Chime Mode, re-enter the Function Mode and when "DEACTIVATE CHIME" is displayed, tap YES (**STAY**). **Note:** The Chime Mode is disabled while armed.

<b>ACTIVATE WATCH</b>	<b>Y/N</b>
---------------------------	------------

**Activate Watch Mode?** (Optional - Watch Mode programmed? YES NO) This optional feature simultaneously turns on all zones designated as Day Zones, which will cause an indication at the keypad if a zone is opened while the system is disarmed. To deactivate the Watch Mode, arm, then disarm. All Day Zones will revert to regular Burglary Zones. **Note:** The Watch Mode is disabled while armed. (**Note:** This function available with GEM-P9600 and GEM-P3200 control panels only).

## FUNCTION MENU

**RESET  
SYS TRBL**      Y/N

**Reset System Trouble?** System troubles display and sound at the keypad. Correcting the trouble will clear most indications, however the following error codes will require manual reset: E13; E19; E20 and E22. (See SYSTEM TROUBLE ERROR CODES for a description of error codes.)

**RESET  
SENSOR MSG**      Y/N

**Reset Sensor Watch Failure?** (Sensor Watch programmed? YES NO). Your system may have been programmed for Sensor Watch, a feature which supervises the motion sensors in the system. If a Sensor Watch failure occurs, a System Trouble E22-NN will result, where NN represents the zone number of the sensor in question. To reset, tap **RESET** to clear the display, enter the Function Menu, scroll to "RESET SENSOR MSG" and tap **RESET**. If you cannot correct the problem, call for service. (**Note:** This function available with GEM-P9600 and GEM-P3200 control panels only).

**START  
EXIT TIME**      Y/N

**Start Exit Time?** (Optional) (Start Exit Time programmed? YES NO) In Commercial Burglary systems, exit delay may have been programmed to start after a central-station "ringback" (verification) signal has been received. If the ringback tone has not been received within about 30 seconds after arming, a communication problem may exist. Use this function to start exit delay manually, then exit the premises immediately. Be sure to have your alarm specialist check communications with the central station as soon as possible. (**Note:** This function available with GEM-P9600 and GEM-P3200 control panels only).

## FUNCTION MENU

**ACTIVATE  
DIALER TEST      Y/N**

**Activate Telephone Test?** (Telephone Test programmed? YES NO). Sends a communicator test to the central station. A communication failure will be indicated at the keypad by a system trouble "E03-FAIL TO COMM" display. Repeat the test to attempt to correct a communication failure, as any successful communication will clear this display.

**TO ARM IN 1-4 HRS  
PRESS 1-4      Y/N**

**Delay Arming 1-4 hours.** (Not for UL-listed systems). Your system may be set to arm automatically after a delay period of 1 to 4 hours.

To Delay Arm the system:

- With the function "TO ARM IN 1-4 HRS" displayed in the window, enter the desired Delay Arming time in hours (, , , or ) , followed by .

**TO DELAY AUTOARM  
PRESS 1-4      Y/N**

(display for GEM-P3200 / 9600 / X255)

At the end of this 1 - 4 hour Delay Arming period, the siren will sound a 2-second warning and the keypad will begin a 15-minute arming countdown with the sounder pulsing. The sounder may be silenced at this time by tapping , but it will turn back on with a steady warning tone 1 minute prior to arming, at which time the building must be exited.

The same steps can be used to delay a scheduled Auto Arming, if your system has been programmed as such.

# FUNCTION MENU

<b>ACTIVATE PROGRAM</b>	<b>Y/N</b>
-----------------------------	------------

**Activate Program?** Activates the Program Mode from Keypad No. 1. **Note:** This feature is disabled while armed. (See PROGRAMMING USER CODES)

<b>ACTIVATE DOWNLOAD</b>	<b>Y/N</b>
------------------------------	------------

**Activate Download?** For installer's use only. If accidentally enabled, tap **RESET** to exit. **Note:** This feature is disabled while armed.

<b>RELAY CONTROL</b>	<b>Y/N</b>
--------------------------	------------

**Relay Control?** (Relay Control programmed? YES NO). Turns ON or OFF one or more programmed Relay Groups. Tap **ENTER** to turn the displayed group on or off; tap NEXT (**STAY**) to proceed to the next group, or PRIOR (**AWAY**) to scroll back to the previous group. Tap **RESET** when done. (**Note:** This function available with GEM-P3200/9600/X255 control panels only).

- Relay Group 01: [ \_\_\_\_\_ ]
- Relay Group 02: [ \_\_\_\_\_ ]
- Relay Group 03: [ \_\_\_\_\_ ]
- Relay Group 04: [ \_\_\_\_\_ ]
- Relay Group 05: [ \_\_\_\_\_ ]
- Relay Group 06: [ \_\_\_\_\_ ]
- Relay Group 07: [ \_\_\_\_\_ ]
- Relay Group 08: [ \_\_\_\_\_ ]

## CENTRAL STATION MONITORING

Your alarm specialist may have programmed your system to be monitored by a central station. The built-in digital communicator can transmit emergency signals and status reports to the central station 24 hours a day.

### Communicator Features

**Abort Delay.** Ask your installer which of your zones have Abort Delay, a delay that enables you to reset the system before it communicates to the central station. Your system has a SIA CP-01 required Abort Delay of 30 seconds. It may be removed or increased up to 45 seconds (at your option) by consulting with your installer.

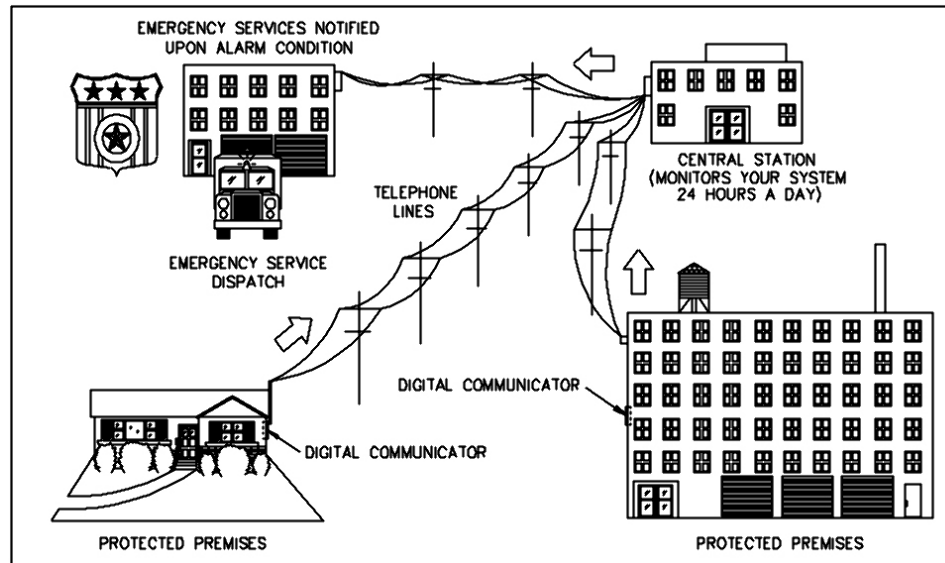
**Regular Burglary (Non-24-Hour)** Zone reports are aborted by disarming within the delay period. 24-Hour Zones and zones programmed to report restores must be restored first, then the panel armed and disarmed, all within the delay period.

### Opening and/or Closing Reporting.

Your system can notify the central

station every time it is disarmed or armed. Any or all of up to 96 different users can each be identified. If your system reports on arming (Closing Report), the central

station will acknowledge arming. This will signal at the keypad as a "ringback" beep. **Note:** If the ringback signal is not heard, call for service.



## ADVANCED FEATURES\*

### Security Bypass/Unbypass

(Security Bypass programmed? YES NO).

In high-security applications, zones may be bypassed (or unbypassed) only if a valid code is entered first, as follows:

1. Enter a User Code valid for bypass, then tap **[BYPASS]**.
2. Tap **[BYPASS]** then the zone number (or vice versa) to deactivate that zone.

Similarly, a bypassed zone may be unbypassed using the same procedure.

(This feature available for GEM-P3200/9600/X255 panels only).

### Start Exit Time After Ringback (for Commercial Burglary Systems only)

(Optional - Start Exit Time programmed? YES NO).

If your system reports to a central station, your panel may have been programmed to start exit delay after the central-station ringback (verification) signal. Then, after arming, your system will communicate to the central station. After the central station acknowledges receipt (ringback), exit delay will start. If ringback is not heard within about 30 seconds, a communication problem may exist; call for service. Function 11 (Start Exit Time) may then be used to manually start the exit delay, however reporting capability may be sacrificed. (If your system does not report or the ringback feature was not programmed, exit delay will start as soon as your code is entered. Also note that if an exception window is programmed, and the closing is within that window, no ringback is provided. Ask your alarm professional if this feature is enabled.) (This feature available for GEM-P3200/9600/X255 panels only).

### Exit-Delay Restart

(Exit-Delay Restart programmed? YES NO).

On arming, the programmed exit delay will start. After the exit/entry door has been opened and then closed, exit delay will restart if the door is opened again. The Exit-Delay Restart feature will occur one time only in any arming period. (This feature available for GEM-P3200/9600/X255 panels only).

## PROGRAMMING (OPTIONAL)\*

### User Program Mode

Your Installer has programmed into your system a special User Program Code which can be used to not only Arm and Disarm the system, but also to enter the User Program Mode, where you can program other User Codes, Zone Descriptions and also set the system Time and Date. The following explains how you will use this code to program or erase additional User Codes:

**ACTIVATE  
PROGRAM            Y/N**


**ENTER USER CODE  
  123    -    -**

**ENTER USER CODE  
          -    -**






**ENTER USER CODE  
  4567   -   -**

**Note:** The GEM-X255 panel will display users in 3 digits, for example:  
**001    4567   -   -**

### Enter the User Program Mode

1. Enter your User Code, then tap  to enter the Function Mode.
2. Answer NO until "ACTIVATE PROGRAM Y/N" is displayed, then tap YES. "ENTER USER CODE" will display indicating that the system is ready for User Code programming.



















### Programming / Reprogramming a User Code

1. Enter the digits of the user number to be programmed, followed by  . (Example: For User 4, enter "04  "). (For the GEM-X255 panel, enter all three digits of the user number).
2. Enter the new User Code. **Note:** User Codes may be up to 6 digits in length.
3. Tap  to save the new User Code. Duplicate Codes are not allowed; therefore a duplicate

Code entered in the LCD Window will erase when  is tapped.

Repeat Steps 1 through 3 for each User Code to be programmed.

### Erasing a User Code

1. Enter the digits of the user number to be erased followed by  .
2. Tap   to erase each digit of the User Code and then tap .
  - Example: Erase User 3's 4-digit User Code: (For the GEM-X255 panel, enter all three digits of the User #).
  - Tap             .

\*Not available with iSecure systems.

## PROGRAMMING (OPTIONAL)\*

### Reviewing a Programmed User Code

To review an existing User Code, enter the user number and the corresponding User Code will display. (For the GEM-X255 panel, always enter all three digits of the user number).

### Exiting the User Program Mode

When you have completed programming or erasing User Codes, tap **RESET** to exit the User Program Mode.

#### Programming Example:

Program the User 3 Code to "3784".

1. Enter your User Code, followed by **MENU**.
2. Answer NO (tap **AWAY**) repeatedly until "ACTIVATE PROGRAM Y/N" is displayed, then tap YES (**STAY**). The display will read: "ENTER USER CODE"
3. Tap **0** **3** for User No. 3, then tap **MENU**, **MENU**, followed by **3** **7F** **8A** **4**. (For the GEM-X255 panel, enter all three digits of the user number).
4. Tap **ENTER** to save the code. **Note:** Duplicate Codes are not allowed; therefore a duplicate Code entered in the LCD Window will erase when **ENTER** is tapped. Tap **RESET** to exit the Program Mode.

#### Notes:

- If the system contains more than one keypad, only the keypad designated "No. 1" may be used for programming (if in doubt which is No. 1, ask your installer).
- While in Program Mode, burglar and fire alarm functions are disabled.
- In selecting your codes, do not program repetitive numbers (1111), consecutive numbers (1234), your birth date, address, or other obvious combinations. Choose a code of up to six digits (a minimum of four is recommended, and required in UL installations). If the keypad detects no Program Mode activity for more than about 4 minutes, three short beeps will sound. Tap **RESET** to silence.



## PROGRAMMING (OPTIONAL)\*

### Programming Zone Descriptions

The zone descriptions which appear on the keypad display may be programmed using the standard wired keypad in the User Program Mode.

<b>ACTIVATE PROGRAM</b>	<b>Y/N</b>
-------------------------	------------

<b>01- FRONT DOOR</b>
-----------------------

CELL PHONE-STYLE ENTRY			
TAP	CHARACTERS DISPLAYED IN SEQUENCE	HOLD * AND TAP	CHARACTERS DISPLAYED IN SEQUENCE
1	ABC1	1	abc1
2	DEF2	2	de f2
3	GHI3	3	ghi3
4	JKL4	4	jk l4
5	MNO5	5	mno5
6	PQR6	6	pqr6
7	STU7	7	stu7
8	VWX8	8	vwx8
9	YZ90	9	yz90
0	(SPACE) . - . ( ) , / : ? #	0	(Reserved)

### Enter the User Program Mode

1. Enter your User Code, then tap **MENU** to enter the Function Mode.
2. Answer NO (tap **AWAY**) until "ACTIVATE PROGRAM Y/N" is displayed, then tap YES (**STAY**).
3. "ENTER USER CODE" will display, tap NEXT (**STAY**) and the keypad will display the Zone 1 Description.

### Entering a new zone description (Cell Phone-Style Entry)

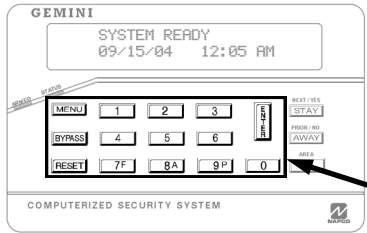
- Use buttons **MENU** and **BYPASS** to move the cursor under the letter to be changed.
- Tap **0** through **9P** and **\*** to select letters. The first tap will display the first character, the next tap will display the next character. See the table at left and the next page for more information.
- Use buttons **MENU** and **BYPASS** to move the cursor as needed. Tap **ENTER** to save.

### To advance to the next zone (or to any other zone):

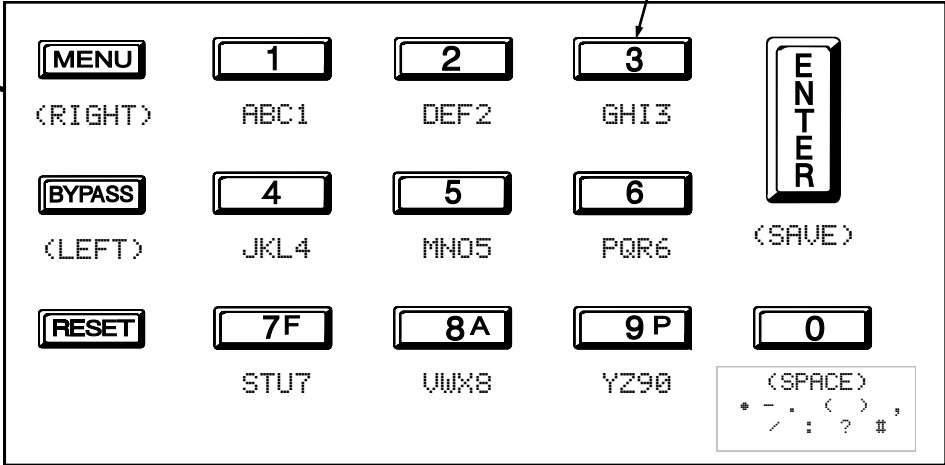
- Move the cursor to the displayed zone number (i.e., "01") using **MENU** and **BYPASS**.
- Change the zone number using keys **0** through **9P**. Enter two digits for the zone number (after entering the first digit, the cursor will automatically advance to the second digit). When the second zone number digit is entered, the cursor will automatically advance to the right, allowing the description locations to be entered.
- Always tap **ENTER** to save each zone description.

\*Not available with iSecure systems.

# ENTER ZONE DESCRIPTIONS -- "CELL PHONE STYLE"\*



**EXAMPLE:** Repeatedly tap **3** to display "G H I 3" in sequence



CELL PHONE-STYLE ENTRY			
TAP	CHARACTERS DISPLAYED IN SEQUENCE	HOLD * AND TAP	CHARACTERS DISPLAYED IN SEQUENCE
1	ABC1	1	abc1
2	DEF2	2	def2
3	GHI3	3	ghi3
4	JKL4	4	jkl4
5	MNO5	5	mno5
6	PQR6	6	pqr6
7	STU7	7	stu7
8	VWX8	8	vwx8
9	YZ90	9	yz90
0	(SPACE) * - . ( ) ' / : ; ? #	0	(Reserved)

Use **MENU** and **BYPASS** buttons to move the cursor as needed. Tap **ENTER** to save.  
 Hold **\*** and tap the number to display lowercase letters in sequence.

\*Not available with iSecure systems.

## PROGRAMMING (OPTIONAL)\*

### Programming the system Date and Time.

The User Program Mode may also be used to set the system Date and Time which display on the keypad.

ACTIVATE  
PROGRAM Y/N

ENTER DATE  
00/00/00

ENTER DATE  
07/29/18

ENTER TIME  
(12:00A)

ENTER TIME  
(06:30P)

### Enter the User Program Mode

1. Enter your User Code, then tap **MENU** to enter the Function Mode.
2. Answer NO (**AWAY**) until "ACTIVATE PROGRAM Y/N" is displayed, then tap YES (**STAY**).
3. "ENTER USER CODE" will display, tap NEXT (**STAY**) until the keypad displays the "Enter Date" screen.

### Programming the Date

1. At the Enter Date screen, simply punch in the correct date using the numeric keypad buttons.  
☞ For example, for July 29, 2018, enter: **0** **7F** **2** **9P** **1** **8A**
2. Tap **STAY** to save the Date.

### Programming the Time

After entering in the Date, tap NEXT (**STAY**) for the Time Entry screen.

1. At the Enter Time screen, simply punch in the correct time using the numeric keypad buttons and if necessary, tap any numeric button to change the AM display to PM (or vice versa).  
☞ For example, for 6:30 PM, enter: **0** **6** **3** **0** (**0** if necessary)
2. Tap **STAY** to save the Time.

\*Not available with iSecure systems.

## KEYPAD MESSAGES

The keypad can display the following functional messages. Other diagnostic messages are available for the installer or servicer. Should any unfamiliar messages appear, call your dealer for service.

<b>SYSTEM READY C (DATE) (TIME)</b>	All zones operating; system can be armed. If displayed, "C" denotes Chime Mode on. ( <b>Note:</b> This message may have been customized by your installer.)
<b>PLEASE WAIT FOR RINGBACK</b>	Panel reporting to central station on arming. If necessary, wait for ringback signal before exiting.
<b>EXIT TIME XXX PLEASE LEAVE NOW</b>	Exit delay in progress. XXX denotes exit time remaining, in seconds. If displayed, "S" indicates Service Code active; "I" indicates arming with Instant protection.
<b>ENTRY TIME XXX DISARM NOW</b>	Entry delay in progress. XXX shows entry time remaining, in seconds.
<b>ARMED STAY I (DATE) (TIME)</b>	System armed. With the GEM-P3200/9600/X255 panels, the "I" indicates arming with Instant protection.
<b>ZONES FAULTED</b>	Zones not secured (doors or windows may be open). Faulted zone(s) will scroll.
<b>ZONES NOT NORMAL CAN'T ARM SYSTEM</b>	Arming attempted with faulted zone. The display will scroll the zone faults. Secure the zone(s) and arm system.
<b>*DAY ZONE TRBL*</b>	(With pulsing sounder). Trouble condition on a Day Zone (followed by one or more zone descriptions). Tap the <b>RESET</b> button to silence sounder.

## KEYPAD MESSAGES

**\*\*\*\*ALARM\*\*\*\***

Alarm condition, followed by zone description(s). "ALARM" and zones will display after system is disarmed. Note zones, then tap **RESET** to clear keypad.

**\*\*\*FIRE TRBL\*\*\***

*(With pulsing sounder.)* Trouble condition on a Fire Zone. Tap **RESET** to silence sounder. Correct trouble or call for service.

**\*\*\*FIRE ALARM\*\*\***

*(With pulsing sounder.)* Alarm condition on a Fire Zone. Tap **RESET** to silence sounder. Evacuate premises or correct cause of alarm.

**CODE DENIED  
INCORRECT AREA**

*(For partitioned systems only);* code not valid for area.

**INVALID ENTRY  
TRY AGAIN**

Wrong code entered.

**CAN'T ARM  
SYSTEM/  
AREA # IN TROUBLE**

*(In Manager's Mode.)* Arming prevented due to unsecured zone. "#" represents number of area with unsecured zone. Tap the area number, then the **\*** button, then **VIEW** to view zones in that area. Correct problem, then arm as normal. (For GEM-P1632/1664/3200/9600/X255 panels only).

## KEYPAD MESSAGES

**ATTEMPTING TO  
CANCEL**

The system is in the process of reporting a cancel signal to central station which will cancel the alarm which it has just reported.

**ALARM CANCELED**

The alarm signal has been cancelled during the Abort Delay (before an alarm signal report was sent to the central station). If cancelled after the alarm signal report was sent, this message appears when the system receives an acknowledgment from the central station of the cancellation of the alarm signal.

**\*SYSTEM TROUBLE\***

Indicates problem(s) detected on system. (See examples below and *SYSTEM TROUBLE ERROR CODES* for a complete list of system troubles and corrective actions.)

**AC POWER FAIL  
E01-00 SERVICE**

Check power transformer. Check for blown fuse or circuit breaker; general power outage.

**LOW BATTERY  
E02-00 SERVICE**

Battery weak. If not recharged within 24 hours, replace battery.

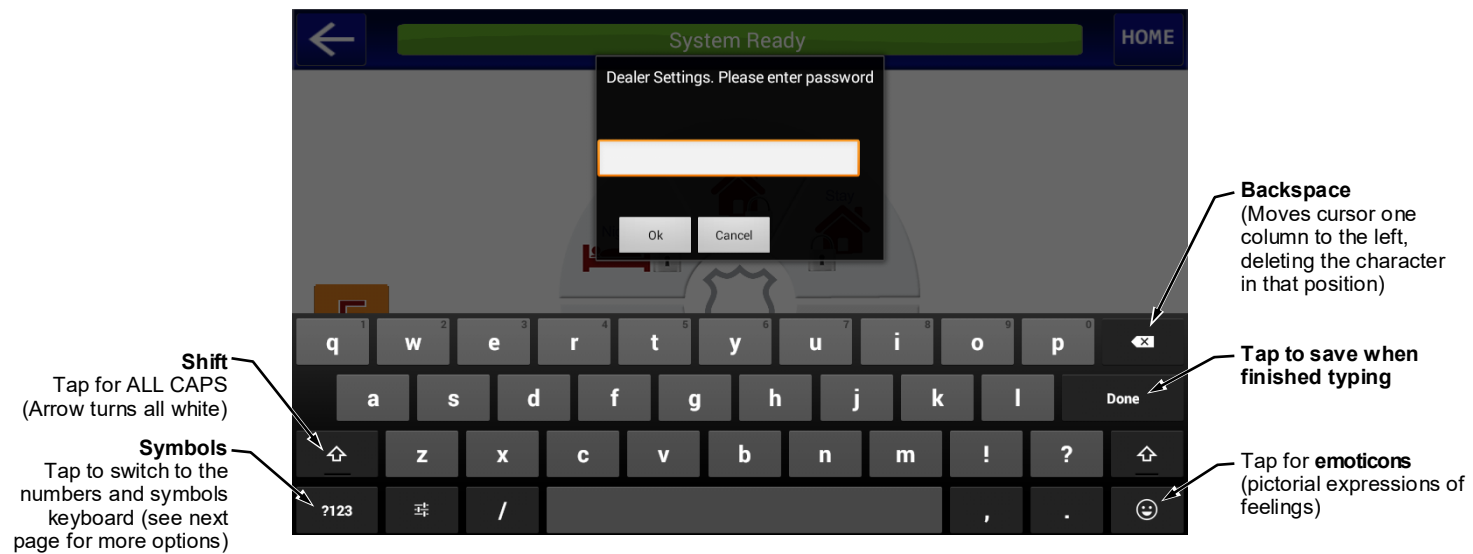
**COMM FAIL  
E03-00 SERVICE**

Communication failure to central station.

## USING THE ONSCREEN KEYBOARD

### Standard Keyboard

The "Standard" onscreen keyboard allows you to type text, numbers and other characters. With some applications, the onscreen keyboard opens automatically; most other applications require you to tap a text field to open the keyboard.



# USING THE ONSCREEN KEYBOARD (CONT'D)



### Numbers and Symbols

On the "Standard" keyboard shown on the previous page, tap the "?123" key and switch to the "Numbers and Symbols" keyboard shown below.

**Backspace**  
(Moves cursor one column to the left, deleting the character in that position)

**Tap to save when finished typing**

**Tap for emoticons**  
(pictorial expressions of feelings)

**ABC**  
Tap to switch back to the "Standard" keyboard (shown on previous page)

Tap for additional symbols shown on next page

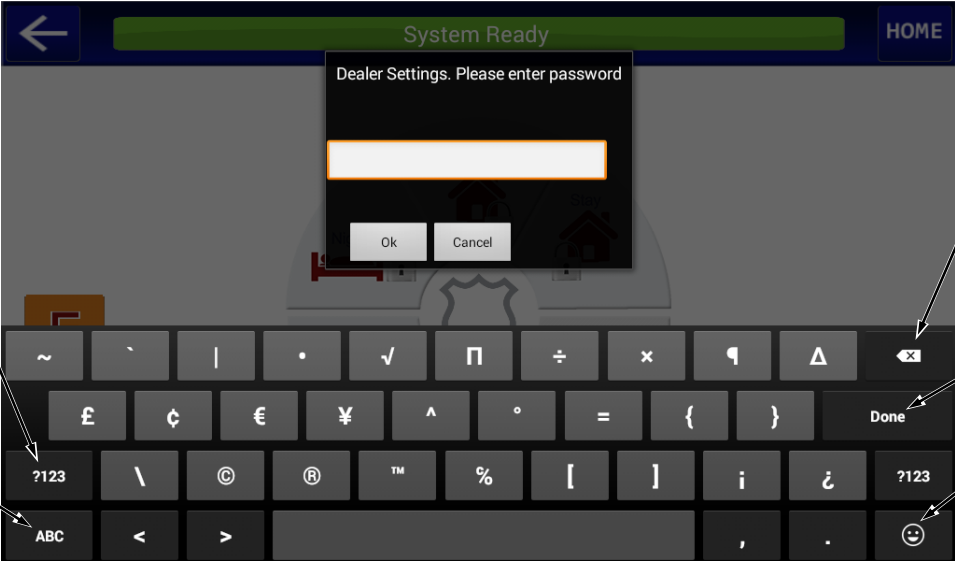


# USING THE ONSCREEN KEYBOARD (CONT'D)



### Additional Symbols

On the "Numbers and Symbols" keyboard shown on the previous page, tap the "~|<" key and switch to the "Additional Symbols" keyboard shown below.



**?123**  
Tap to return to the "Numbers and Symbols" keyboard shown on previous page

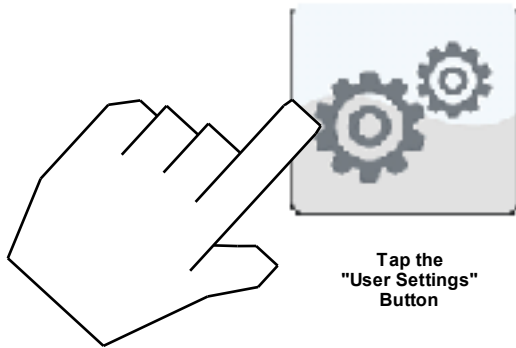
**ABC**  
Tap to switch back to the "Standard" ALL CAPS keyboard

**Backspace**  
(Moves cursor one column to the left, deleting the character in that position)

**Done**  
Tap to save when finished typing

**Emoticon**  
Tap for **emoticons** (pictorial expressions of feelings)

## USER SETTINGS MENU



- Home
- Startup Wizard
- Z-Wave
- Enable KeySwitch Arming\*
- Configure Remote Logins
- Voice
- Remote Login Mode
- App Version

\*Not available with iSecure systems.

## USER SETTINGS

**Note:** Not all settings are available in all systems.

### Setup Wizard (Startup Wizard)

Tap to re-start the Setup Wizard to configure how the app will be used, its Wi-Fi connection settings to the customer's Wi-Fi network and iBridge radio, and optionally the NAPCO StarLink account(s). See the **NAPCO iBridge IBR-TOUCH & IBR-TOUCH-WL Quick Start Guide** (WI2297) for step-by-step instructions to help guide you through the Wizard.

### Run Diagnostics

Tap to run a system diagnostics test for components selected the last time the **Setup Wizard** was run (typically when the touchscreen was first powered). Functional components are marked with a check; items not configured or not enabled are marked with an "x". Selections are blank when the Wizard is run for the first time. If you wish to continue through the **Setup Wizard** (described below), tap **Configure**; otherwise tap **Continue to App** to return to the Home screen (or **Test Again** to repeat the test). See the **NAPCO iBridge IBR-TOUCH & IBR-TOUCH-WL Quick Start Guide** (WI2297) for step-by-step instructions to help guide you through the Wizard.

### Test Wi-Fi connection

Tap to analyze the strength of the wireless connection between the device running the app and the customer's router (and/or ISEE-WAP). When installing, be sure the large "Wi-Fi Icon" is colored green (OK) to ensure a strong wireless signal. In addition, the signal strength in dBm units (signal level relative to 1 milliwatt) is provided for those more familiar with readings expressed using standard radio communication terminology. The dBm units are expressed in negative numbers; therefore the higher the negative number, the weaker the signal. For example, a reading of -20 is stronger than -30.

### Clean Tablet Screen

Allows you to safely clean the touchscreen display surface without making changes to the system. Tap to set a length of time during which all inputs to the system through the touchscreen are disabled. Enter a time in seconds, tap **Yes**, and the screen will turn black with dark gray numbers counting up to the number of seconds entered, then will count down to zero and return to normal operation. For example, entering "20" will

## USER SETTINGS (cont'd)

**Note:** Not all settings are available in all systems.

disable the keypad for a total of 40 seconds.

### **Change LED Level**

Provides a sliding bar to control the brightness of the red and green LEDs located on the face of the tablet.

### **Tablet Settings**

**Sound:** Controls sound intensity and feedback settings (unavailable with some models).

**Volumes:** Set the sound for video, Notifications and Alarms.

**Touch sounds:** Check to enable feedback sound made when certain onscreen items are touched.

**Display:** Allows changes to the display screen

**Brightness:** Tap to open a sliding status bar control. Increase or decrease the screen brightness by sliding your finger left or right across the status bar

**Sleep:** Specifies how much user idle time (touchscreen is operational but not being used) must elapse before the screen dims. The default setting is "never". **Note:** When this feature is enabled and the screen dims, the app also enters "sleep mode", an inactive

state to save power. To re-awaken, simply touch the screen or a non-screen button. Screen timeout selections include **15 seconds, 30 seconds, 1 minute, 2 minutes, 10 minutes, 30 minutes** and **never**.

**Font size:** Controls the size of the lettering that appears in the Dealer and User Settings menus.

### **Date & Time:**

**Automatic:** When checked to enable, retrieves date/time data automatically from network resources. When enabled, the next two selections are ghosted ("grayed out" and not selectable).

**Set date:** Tap to open a dialog that allows the month, day and year to be manually set in the app. **Note:** The "Automatic" menu selection (above) must be unchecked to enable this menu item.

**Set time:** Tap to open a dialog that allows the current time to be manually set in the app. **Note:** The "Automatic" menu selection (above) must be unchecked to enable this menu item.

**Select time zone:** Tap to select a time zone to

## USER SETTINGS (cont'd)

**Note:** Not all settings are available in all systems.

be used in the touchpad.

**Use 24-hour format:** Check to display 24-hour military time, as measured in hours numbered to twenty-four from one midnight to the next. For example, 3:23 pm would be displayed as "15:23".

### **About Tablet:**

**Update OS via USB:** Select to update the Android operating system. Be sure the update .zip file (WinZip) is located in the top root directory of the USB drive (such as a thumb drive, portable hard drive, memory stick, etc.). Use a USB socket to install the OS. Once inserted into the USB socket, tap this selection (if already inserted, remove and re-insert). Allow up to 15 seconds for the update process to begin; once started, DO NOT remove the USB drive!

**Kernel version:** For NAPCO use only. Details the version of the kernel within the operating system of the device running the app.

**Build Number:** The file name of the firmware currently running.

### **Reboot Tablet**

Tap (and tap **OK** to the warning popup) to re-start the app.

### **Home**

**Weather Options** - Local weather reports can be displayed on the Home Screen.

**Refresh Frequency:** Tap to set how often to automatically update the weather report feed. Selections include 5, 10, 15, 20, 30, 40, 50, 70, 80, 90 and 100 minutes. More frequent updates increase data use and slightly decrease battery life between charges.

**Weather Feed:** Check to display a weather report feed on the Home Screen. Uncheck to remove the weather feed from the Home Screen. **Note:** To customize the weather report feed to a particular Zip Code, see the following menu entries below.

**Zip code entry:** Check to associate the weather report feed to the area of the United States specified by the Zip Code entered in the field below. Uncheck to disassociate the weather feed from

## USER SETTINGS (cont'd)

**Note:** Not all settings are available in all systems.

this Zip Code.

**Zip Code:** Tap to set the Zip Code to which the Weather Feed is associated.

**Update Z-Remote Clock (Update Automation Clock)** - Synchronizes the IBR-ZREMOTE module or StarLink radio internal clock with the same time as the app.

**Lock Display on Keypad View** - Enabled (checked) when "Keypad Only" is selected in the Setup Wizard (see below). When enabled, pressing **Security** in the **Home** screen immediately displays the virtual security system Gemini keypad, and not the intermediary "pie wedges" that are displayed when "Full Functionality" is selected in the Setup Wizard.

**Set Keypad as the Only View** - When enabled, pressing the **Home** button immediately and continually displays the virtual security system Gemini keypad. **Note:** The User Setting "**Enable KeySwitch Arming**" (detailed above) must first be disabled.

### Automation Management

Opens the **Automation Management** screen, allowing the configuration of Z-Wave devices, including the assignment of devices to Groups, the creation of Z-Wave

Events, etc. See the **Using your iBridge® IBR-TOUCH Series Z-Wave® Home Automation System (OI409)** for more information.

**Enable KeySwitch Arming** (not available in iSecure systems)

When checked (enabled), allows a zone input to be used to arm/disarm the security system. The Area will arm/disarm when the programmed zone is momentarily shorted through use of a momentary switch. See the setting **Home > Set Keypad as the Only View**, below.

### Voice

Check to enable (or uncheck to disable) touchscreen voice prompts.

### App Version

Displays the current version number of the app firmware.

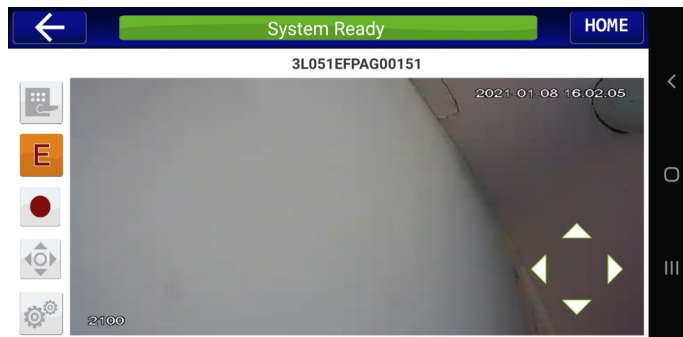
## "VIDEO" BUTTON ICONS



If your system has video cameras, tap the **Video** button to view real-time video feed.

You can tap one of the images to enlarge, or scroll down and tap one of the other images.

If you want to enroll a camera, first activate the camera at [www.NapcoComNet.com](http://www.NapcoComNet.com), then click the "+" icon (see "**Video**" Button > **Enroll Cameras** for step by step instructions).



Live video feed of multiple ISV2 cameras in your iBridge system



**Home** - Tap to go to the app Home Screen.



**Back** - Tap the "back" arrow located at the top left to return to the previous screen.



**Locking Devices** - (optional) Tap to access the Z-Wave door locking devices in your system.



**Emergency Buttons** - Tap to signal a Fire, Police or Auxiliary (for example, medical) emergency. Only available if programmed, then always active.



**Camera Discovery** - Tap to initiate the network scanning process to find all cameras attached to the iBridge network (in preview screen).



**Add Camera** - Jumps directly to the **iBridge Wifi Config** screen (shown on page 58), where you can select a method to enroll an ISV2 series camera into your iBridge app.

(continued) 55

## "VIDEO" BUTTON ICONS (CONT'D)



Live video feed of multiple ISV2 cameras in your iBridge system



**Record** - Tap to start recording a 10 second live video segment; saved to your local device.



**Pan/Tilt** - (Optional; for use with pan/tilt cameras only). Tap the directional arrows to pan (left-right) and tilt (up/down) the camera lens.



**User / Dealer Settings** - Tap to go to **User Settings**. Press and hold to go to **Dealer Settings**.



**Motion Trigger Setup** - Tap to enable and set motion detection areas. When enabled, notifications and alerts can be sent when motion detection movement is sensed (see **Email Configuration**, below).



**Recorded Video** - Tap to access a chronological list of all past snapshots and videos stored in your local smart device (see page 57).



**Email Configuration** - Tap to add the email address that will receive motion-triggered video clip email notifications.



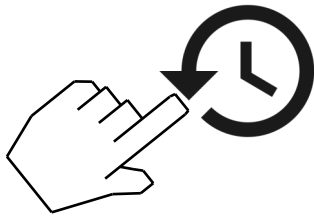
**Time Zone Configuration** - Tap to set your time zone. Also allows you to enable or disable Daylight Saving Time (**DST**).



**Camera Info** - Tap to access information about the camera, including its unique Serial Number and MAC address embedded at the factory, its current firmware Version and the currently assigned network IP Address.



## "VIDEO" BUTTON ICON: RECORDED VIDEO



If your system has video cameras, tap the **Recorded Video** button to access a chronological list of all past snapshots and videos stored in your local smart device.

The **Recorded Video** selection has several options, detailed at right.

If you want to enroll a camera, first activate the camera at [www.NapcoComNet.com](http://www.NapcoComNet.com), then click the "+" icon (see **"Video" Button > Enroll Cameras** for step by step instructions).



**Recorded Video** - Tap to access a chronological list of all past snapshots and videos stored in your local smart device.

- **Stored Video:** Enable to allow video to be stored on your local device.
- **Triggered Video:** Enable to allow videos to be stored that were recorded due to motion detection (see Motion Trigger Setup on page 56).
- **On Demand Video:** Enable to allow the manual recording of live video (to be stored on your local device).
- **Search:** Tap to allow for quick searches of videos by entering the date and time in the following format: YYYY MM DD.

## "VIDEO" BUTTON > ENROLL CAMERAS

**Note:** Enrollment procedure is similar for the **IBV-DBELL Video Doorbell**. Refer to the instructions included with the unit.

← System Ready HOME

**iBridge Wifi Config**  
Please select a configuration method

Configure WiFi using Ethernet  Configure WiFi wirelessly  Configure camera that has NO WiFi

← System Ready HOME

**iBridge Wifi Config**  
Please connect your iBridgeCamera to your router with a network cable. Then enter router's ssid, password and camera's serial number.

Configure WiFi using Ethernet  Configure WiFi wirelessly  Configure camera that has NO WiFi

Serial No. :  

Wifi SSID :

Wifi Password :   Show

Configure

### Camera Enrollment

After activating the camera at [www.NapcoComNet.com](http://www.NapcoComNet.com), there are 3 configuration methods that can be used to enroll your **ISV2** series camera into your iBridge app:

- A. Configure Wi-Fi using an Ethernet Cable**
- B. Configure Wi-Fi wirelessly**
- C. Configure camera that has NO Wi-Fi**

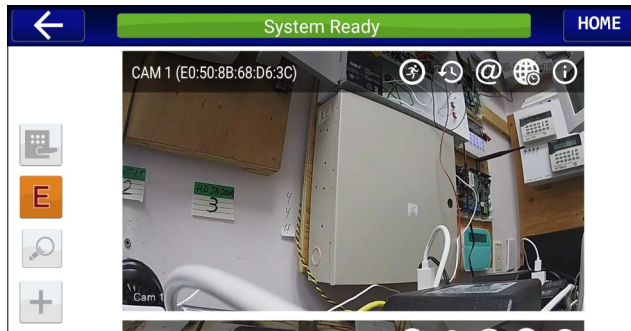
Tap one of the 3 radio buttons to select the configuration method (full instructions for each detailed below). If cameras will be configured to your subscriber's Wi-Fi router using an Ethernet cable (method "A", above), we recommend performing this procedure with your mobile device in the same room as the wireless router or access point before mounting the camera (also be sure the final mounting location is within wireless range of the router / access point). Perform the enrollment procedure with your mobile device connected to the local 2.4GHz Wi-Fi network and after logging into your iBridge app:

#### A. Configure Wi-Fi using an Ethernet Cable

This method requires temporary use of an RJ-45 Ethernet network cable to make the network connection to the camera.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Connect the camera to the router using the RJ-45 cable.
3. Tap the "QR Code Magnifying Glass" icon (located to the right of the **Serial No.** field). Use the mobile device's camera to scan the QR code of the video camera you wish to enroll (or tap within the **Serial No.** field to type the characters manually).

## "VIDEO" BUTTON > ENROLL CAMERAS (CONT'D)



Live video feed of multiple ISV2 cameras in your iBridge system

4. Type the **Wifi SSID** and **Wifi Password** of the Wi-Fi network to which your mobile device is connected, then tap **CONFIGURE**.  
**Important:** Be sure the password is typed correctly or the camera will not connect to your wireless network (tap **Show** if you wish to view the characters).
5. Wait for the Wi-Fi connection to complete. When finished, the live video feed will appear.

### If Camera Does Not Connect

As you enroll multiple cameras, keep the cameras physically separated to avoid Wi-Fi signal interference. Move the mobile device closer to the router and retry. Verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

### B. Configure Wi-Fi wirelessly

With this method, the network connection to the camera is configured wirelessly.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Tap the "QR Code Magnifying Glass" icon (located to the right of the **Serial No.** field). Use the mobile device's camera to scan the QR code of the video camera you wish to enroll (or tap within the **Serial No.** field to type the characters manually).
3. Type the **Wifi SSID** and **Wifi Password** of the Wi-Fi network to which your mobile device is connected, then tap **CONFIGURE**.  
**Important:** Be sure the password is typed correctly or the

## "VIDEO" BUTTON > ENROLL CAMERAS (CONT'D)

camera will not connect to your wireless network (tap **Show** if you wish to view the characters).

4. Wait for the Wi-Fi connection to complete. When finished, the live video feed will appear.

### If Camera Does Not Connect

As you enroll multiple cameras, keep the cameras physically separated to avoid Wi-Fi signal interference. Move the mobile device closer to the router and retry. Verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

### C. Configure camera that has NO Wi-Fi

Use this method when you wish to connect the camera to the subscriber's router using a permanently installed Ethernet cable.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Tap within the **Serial No.** field and manually type the characters of the video camera serial number.
3. Tap **CONFIGURE**. Wait for the connection to complete. When finished, the live video feed will appear.



### If Camera Does Not Connect

Verify all physical plug/socket and power connections. Verify the serial number was typed correctly. If the camera still does not connect, verify the subscriber's router is not limiting the number of IP addresses it can assign to a device, or limiting the MAC addresses to which it can communicate ("MAC address filtering"). If still unable to connect, try rebooting the camera and the subscriber's router, then verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

## GLOSSARY

Following are brief descriptions of terms and features used herein that may be unfamiliar to you. Some of the features are programmable options that may or may not apply to your particular system.

**Abort Delay** - A delay period that allows the control panel to be reset, thus aborting a report to a central station.

**Access Code** - A code (up to 6 digits) used to remotely unlock a door.

**Ambush Code** - A code entered when forced to disarm. Sends a silent alarm to the central station with no indication at the keypad. There are two types: (1) A 2-digit code (prefix) entered just prior to your normal User Code and (2) A separate and unique User Code used in place of your normal User Code.

**Area** - Some systems may be

divided, or partitioned, into smaller independent subsystems, which are referred to as Areas. Each Area may be controlled by its own keypad or by a keypad of a different Area through Managers Mode.

**Arming/Disarming** - Turning the system on/off by entering your code at the keypad, then tapping



**Battery** - Backup power source in the control-panel enclosure to provide protection in the event of a power failure.

**BYPASS Button** - Enables you to manually remove one or more

protective zones from the system.

**Central Station** - Monitors incoming reports and emergency messages from a digital communicator and notifies the proper authorities.

**Chime** - A keypad beep while disarmed alerting that the programmed zone has been opened.


**Closing Window** - (Optional.) A time interval within which closing (arming) is permitted without reporting to the central station.

**Communicator** - Reports intrusions, emergencies, openings, closings, etc. directly to the central station over telephone lines.


## GLOSSARY (CONT'D)

**Control Panel** - The brain of the system, it controls all system functions.

**Directory** - A listing of the programmed zone descriptions stored in memory.

**Easy Arming** - Quick arming by tapping  (optional).

**Exit/Entry Delays** - Separate delays that let you exit and enter your premises without setting off an alarm when the system is armed.

**Instant Protection** - Arming without entry delay using the  button while remaining on the premises.

**Keypad** - Puts control-panel functions at your fingertips. It can be mounted anywhere in your premises.

**Manager's Mode** - In a partitioned system, a low-security operating mode that allows arming by area.

**Panic Buttons** - Used to signal a Fire, Police or Auxiliary emergency (for example, a medical emergency).

**Partitioned System** - A system that has been subdivided into two or more (up to eight) independent subsystems (areas).

**Pre-Alarm Warning** - A keypad sounder alert of an impending alarm. This option is programmable by zone for the same duration as that programmed for Abort Delay (see Abort Delay).

**Report** - A transmission to a central station notifying of a change in the

status of the system (alarm, trouble, low battery, etc.).

**RF Low Battery** - (Wireless systems only) Weak transmitter battery.

**RF Check In** - (Wireless systems only) Periodic test report from transmitter (if a report is not received on time, a supervisory-failure system trouble will result).

**Ringback** - A beep after arming verifying the central-station's receipt of a closing report.

**Service Code** - A code intended for temporary use.

**Sounder** - A local warning device at each keypad to alert that (a) entry delay has started; (b) an attempt was made to arm with a zone in trouble; (c) a Day-Zone condition

## GLOSSARY (CONT'D)

exists (see Zones: Day Zone); (d) 10 seconds exit time remaining; (e) invalid code entered; or (f) central station acknowledged arming (see Ringback).

**System Trouble** - A problem (low battery, power failure, etc.) detected in the system.

**Trouble** - A zone fault; an open door, window, or other problem that may prevent arming.

**User Code** - Your personalized code for arming and disarming the system. It may contain up to six digits.

**Zones** - Independent circuits that protect specific areas of the premises:

- **Auto-Bypass Zone:** A zone that

will be automatically bypassed from the protection system if it is in trouble (faulty) when the system is armed.

- **Burglary Zone:** Detects intrusion.

- **Day Zone:** A zone that will cause a visual and audible indication at the keypad if it is in trouble while disarmed.

- **Exit/Entry Follower Zone:** Provides exit and entry delay for interior devices. Entry delay only occurs if re-entry takes place through the normal exit/entry door first.

- **Fire Zone:** Detects fire alarms or trouble conditions.

- **Interior Zones:** Circuits within the premises, usually including space-protection devices, interior

doors, etc.; but not exterior doors or windows. These can all be bypassed simultaneously using the **STAY** button.

- **Priority Zone:** A zone that prevents arming if in trouble.

- **Priority Zone with Bypass:** A Priority Zone that can be bypassed using the **RESET** button.

- **Selective-Bypassed Zone:** A zone that can be individually bypassed using the **BYPASS** button.

- **24-Hour Zone:** A zone that is armed and ready at all times to respond to an emergency situation.

## SYSTEM TROUBLE ERROR CODES

Your control panel is capable of detecting a variety of troubles that may affect system performance. In the unlikely event that a problem should occur, the SYS TBL (system trouble) icon will display on the left side of keypad window along with one or more of the following error codes. If the problem is related to a specific zone or device, the corresponding number will also be indicated. Below is a list of the most common troubles along with the necessary corrective action, if any. If a message appears that is not listed below, call your security professional for service. When a system trouble occurs, the keypad can be silenced and the display can be cleared by tapping **RESET**. The system can then be armed and disarmed as usual.

**Note: If you cannot clear a system trouble yourself, call installing company for service as soon as possible.**

Trouble Indication	System Trouble Condition	Action
E01-00	AC Power Failure	This trouble will occur if AC power is not present. Make sure system transformer is plugged into AC receptacle and check the circuit breaker, otherwise call installing company for service.
E02-00	Low Battery	If there has been a recent power failure, the battery may be partially depleted and must be recharged by the control panel. The control panel performs an automatic daily test of the battery, at which time the trouble will clear if the battery has been recharged. If the trouble does not clear in 24 hours, call installing company for service.
E03-00	Communication Failure	The system was not able to report to central station. If this is due to a temporary interruption in the telephone service, the trouble can be cleared when the service is restored by performing a Communication Test: <ol style="list-style-type: none"> <li>1 While disarmed, enter your User Code followed by <b>MENU</b>.</li> <li>2 Answer NO (<b>AWAY</b>) until "ACTIVATE DIALER TEST" appears in the window.</li> <li>3 Tap YES (<b>STAY</b>) to send a test signal to the central station.</li> </ol> If the trouble continues, call installing company for service.



## SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
<b>E04-NN</b>	Wireless Transmitter Supervisory Failure	A problem has been detected with a wireless transmitter. Call installing company for service
<b>E05-NN</b>	Wireless Transmitter Low Battery	<p>The battery in a wireless transmitter is low and should be replaced. This transmitter is on the zone corresponding to the number NN. The replacement battery for the GEM-TRANS2 door/window transmitter, GEM-PIR motion detector and GEM-GB glass break detector is the Duracell DL123A 3 volt lithium. (2 required for the GEM-PIR and GEM-GB.) The replacement battery for the GEM-SMK is the Duracell MN1604 9 Volt Alkaline (2 required). The GEM-DT Dual Technology Sensor requires 4 C cell alkaline batteries.</p> <p><i>Warning: Replace batteries only with the same type as specified above. Use of another battery may present a risk of fire or explosion. Do not recharge or disassemble battery, or dispose of in fire.</i></p>
<b>E06-NN</b>	Receiver Response Failure	Call installing company for service.
<b>E07-00</b>	Download Failure	Call installing company for service.
<b>E08-00</b>	Telephone Line Cut	The telephone line has failed. If telephone service has been temporarily interrupted, the trouble will clear automatically when it is restored. Otherwise, call installing company for service.
<b>E09-00</b>	System Cold Start	--

## SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
<b>E10-NN</b>	Keypad Response Failure	Call installing company for service.
<b>E11-NN</b>	Keypad Tamper	A keypad has been removed from the wall. Call installing company for service if problem cannot be repaired.
<b>E12-NN</b>	Expansion Zone Module Response Failure	Call installing company for service.
<b>E13-NN</b>	Expansion Module Tamper	The cover has been removed from a zone expansion module. A problem has been detected with an Expansion Module. Call installing company for service.
<b>E14-NN</b>	Relay Board Response Failure	NN= Relay Board Number. Call installing company for service.
<b>E15-NN</b>	RF Transmitter Tamper	Wireless Transmitter Tamper Cover removed. NN=Transmitter Number. Call installing company for service.
<b>E16-NN</b>	Wireless Receiver Jam	A problem has been detected with the wireless receiver. Call installing company for service.
<b>E17-NN</b>	Receiver Tamper Condition	Call installing company for service.
<b>E18-NN</b>	KeyFob Transmitter Low Battery	The batteries (2) in the wireless KeyFob transmitter indicated are low and should be replaced. The replacement battery is the #386 watch battery.  <i>Warning: Replace batteries only with the same type as specified above. Use of another battery may present a risk of fire or explosion. Do not recharge or disassemble battery, or dispose of in fire.</i>

## SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
<b>E19-00</b>	User Program Memory Error	Call installing company for service.
<b>E20-00</b>	Dealer Program Memory Error	Call installing company for service.
<b>E21-00</b>	System Shutdown	Call installing company for service.
<b>E22-NN</b>	Sensor Watch Activity Failure	A Motion Sensor on the zone indicated has failed the programmed Sensor Watch activity test. Insure that the sensor is able to detect activity in the area; clear any obstacles which may be blocking the sensor from detecting activity. Tap <b>RESET</b> to clear the display, and then use the Function Menu to Reset Sensor Watch Failure (see page 34). If you cannot correct the problem yourself, call installing company for service.
<b>E23-00</b>	Burglary Bus Failure	Call installing company for service.
<b>E24-00</b>	Service Message	The system is in need of a preventive maintenance service call. Call installing company for service.
<b>E27-00</b>	Printer Failure	Call installing company for service.
<b>E39-00</b>	Receiver Capacity Error	Call installing company for service.

## SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
<b>E40-00</b>	RF Self Test Failure	A wireless motion sensor on the zone indicated has failed its automatic self test routine. Call installing company for service.
<b>E41-NN</b>	Fire Trouble	A problem has been detected on the Fire zone indicated. Call installing company for service.
<b>E42-NN</b>	CO Trouble	A problem has been detected on the Carbon Monoxide (CO) zone indicated. Call installing company for service.
<b>E51-00</b>	Bell/Siren Trouble	There is a problem with the Bell or Siren. Call installing company for service.
<b>E58-00</b>	Telemetry Trouble	Call installing company for service.
<b>E59-00</b>	Telemetry Failure	Call installing company for service.
<b>E66-00</b>	Dirty Smoke Detector	"Clean Me" indication (Smoke Detector dirty). Call installing company for service.
<b>E99-00</b>	Keypad Panic Shorted too Long	Call installing company for service.

## TROUBLESHOOTING

### What do I do if...

I try to arm my system but the keypad just displays “ZONES FAULTED” and “CAN’T ARM SYSTEM” and beeps at me.

*A zone is open. Find and secure the open window or door.*

I try to arm my system but the keypad displays “SYSTEM TROUBLE” and beeps at me. The Error Codes numbers are displayed.

*A System Trouble has been detected. Note the scrolling error codes, which represent the trouble. Tap **RESET** and you will now be able arm to the system, but the trouble must be fixed as soon as possible.*

The Fire Alarm is sounding and I don’t know how to turn it off.

*If a fire is in progress, evacuate the premises immediately! If necessary, call the Fire Department from an outside phone. If there is no evidence of a fire, enter your code and tap **STOP** to silence the alarm.*

*Note the Zone Number displayed. Check the smoke detector(s). If a smoke detector tripped, its red alarm indicator light will be on. Tap **RESET** to silence the keypad sounder.*

### For more info...

*See Page 15/  
(For iSecure systems, page 17)*

*See Page 64*

*See Page 28*

## IMPORTANT NOTE

### **For Models IBR-TOUCH and IBR-TOUCH-WL**

The USB flash drive port on the side of the touchpad must **ONLY** be used by your alarm installer at the direction of NAPCO iBridge Technical Support.

Do **NOT** use this USB port for charging smart devices or for any other purpose.



## COPYRIGHT & TRADEMARKS



NAPCO Security Technologies, Inc.

333 Bayview Avenue

Amityville, New York 11701

For Sales and Repairs, (800) 645-9445

For Technical Service, (800) 645-9440 or visit us at <http://tech.napcosecurity.com/>

(Note: Technical Service is for security professionals only)

Publicly traded on NASDAQ Symbol: NSSC

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**Caution:** NAPCO does not take responsibility for changes/modifications to the transceiver.

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## NAPCO LIMITED WARRANTY

NAPCO SECURITY TECHNOLOGIES, INC. (NAPCO) warrants its products to be free from manufacturing defects in materials and workmanship for thirty-six months following the date of manufacture. NAPCO will, within said period, at its option, repair or replace any product failing to operate correctly without charge to the original purchaser or user.

This warranty shall not apply to any equipment, or any part thereof, which has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to acts of God, or on which any serial numbers have been altered, defaced or removed. Seller will not be responsible for any dismantling or reinstallation charges.

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Any action for breach of warranty, including but not limited to any implied warranty of merchantability, must be brought within the six months following the end of the warranty period.

IN NO CASE SHALL NAPCO BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

In case of defect, contact the security professional who installed and maintains your security system. In order to exercise the warranty, the product must be returned by the security professional, shipping costs prepaid and insured to NAPCO. After repair or replacement, NAPCO assumes the cost of returning products under warranty. NAPCO shall have no obligation under this warranty, or otherwise, if the product has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to accident, nuisance, flood, fire or acts of God, or on which any serial numbers have been altered, defaced or removed. NAPCO will not be responsible for any dismantling, reassembly or reinstallation charges.

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In no event shall NAPCO be liable for an amount in excess of NAPCO's original selling price of the product, for any loss or damage, whether direct, indirect, incidental, consequential, or otherwise arising out of any failure of the product. Seller's warranty, as hereinabove set forth, shall not be enlarged, diminished or affected by and no obligation or liability shall arise or grow out of Seller's rendering of technical advice or service in connection with Buyer's order of the goods furnished hereunder.

NAPCO RECOMMENDS THAT THE ENTIRE SYSTEM BE COMPLETELY TESTED WEEKLY.

**Warning:** Despite frequent testing, and due to, but not limited to, any or all of the following; criminal tampering, electrical or communications disruption, it is possible for the system to fail to perform as expected. NAPCO does not represent that the product/system may not be compromised or circumvented; or that the product or system will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; nor that the product or system will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce risk of burglary, robbery, fire or otherwise but it is not insurance or a guarantee that these events will not occur. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. Therefore, the installer should in turn advise the consumer to take any and all precautions for his or her safety including, but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

NAPCO is not an insurer of either the property or safety of the user's family or employees, and limits its liability for any loss or damage including incidental or consequential damages to NAPCO's original selling price of the product regardless of the cause of such loss or damage.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, or differentiate in their treatment of limitations of liability for ordinary or gross negligence, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### THE FOLLOWING STATEMENT IS REQUIRED BY THE FCC.

This equipment generates and uses radio-frequency energy and, if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class-B computing device in accordance with the specifications in Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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 the receiving antenna; relocate the computer with respect to the receiver; move the computer away from the receiver; plug the computer into a different outlet so that computer and receiver are on different branch circuits. If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, DC 20402; Stock No. 004-000-00345-4.

NAPCO Security Technologies, 333 Bayview Avenue, Amityville, NY 11701