ADT Smart Home Hub User Guide - IQ4





We hope you enjoy your new IQ Panel, ADT *Smart Home* Hub. It will serve as the "brain" of your home for many years to come. With it you can control your lights, locks, thermostat, security and much more.

You won't need a manual to operate your panel but you can use this guide to learn more about the features of this amazing new device. We hope it will add to your home's decor and make your home smarter and more energy efficient!

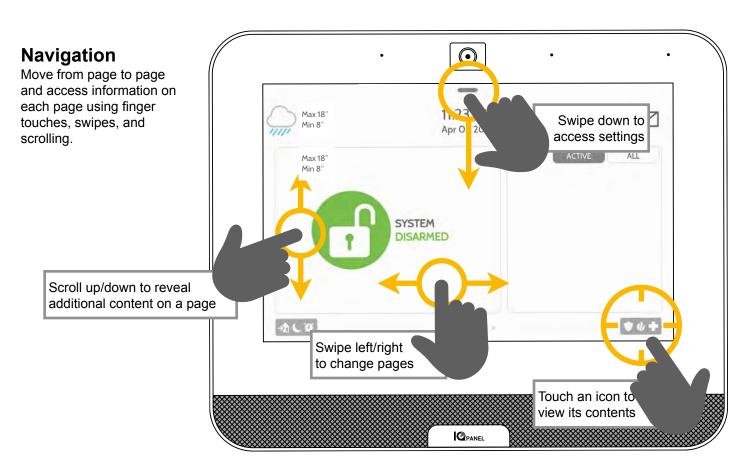
- The ADT Team

Document: IQP4-UG-UK

Version: 1.0.0 Revised on 2201 Software Version: 4.1.0

USING YOUR SYSTEM: BASICS





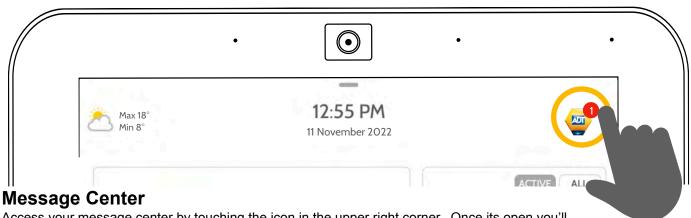
Dismiss

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



USING YOUR SYSTEM: MESSAGE CENTER





Access your message center by touching the icon in the upper right corner. Once its open you'll see three sections: Contact, Video Tutorials, Alerts/Alarms, and Messages.

(Note: This icon may appear different than shown, depending on your provider's settings)



Contact

Easy access to ADT's contact information, including phone number, email, and website.



Video Tutorials

Watch videos to help you understand your system and service better.

To watch a video, touch a thumbnail. Video will begin playing automatically. Video controls appear on screen, To exit, touch the "back" button.



Alerts/Alarms

Alerts and alarms from your system like low battery alerts, alarms, and power failures.

To dismiss, touch the circle to the left of the message and touch "OK" to remove it from your message center.

You can also remove all messages at once by touching "Acknowledge All"



Messages

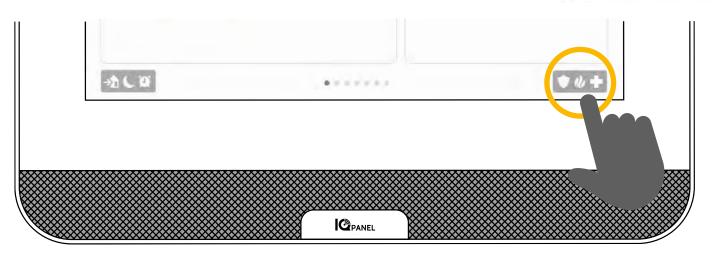
Messages from your provider will also appear here.

To dismiss, touch the circle to the left of the message and touch "OK" to remove it from your message center.

You can also remove all messages at once by touching "Acknowledge All"

USING YOUR SYSTEM: EMERGENCY PANIC





Emergency Panic

If you have a police, fire, or medical emergency and your system is not armed or a sensor has not been triggered, you can send a manual emergency panic by touching the icon in the bottom right corner and selecting the type of emergency you are experiencing. (Note: If your system is a Keyholder response only monitoring package this option will not be available.)





Alarm Types



Police: When touched it triggers the "Police" siren pattern and sends a police emergency signal to your provider's monitoring station. Available of police response systems only.



Fire: When touched it triggers the "Fire" siren pattern and sends a fire emergency signal to your provider's monitoring station. Available with ADT monitored smoke and heat detectors.



Emergency: When touched it triggers the "Emergency" siren pattern and sends an emergency signal to your provider's monitoring station.

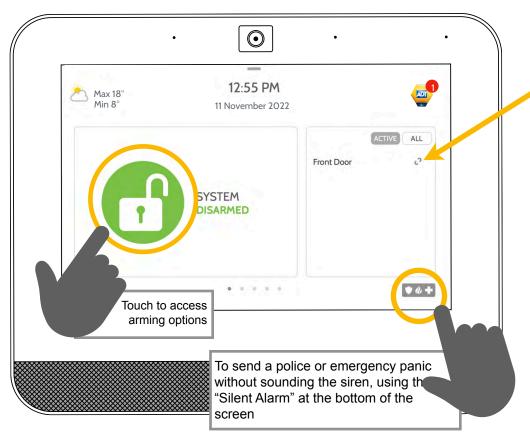


Canceling an Emergency Panic

To cancel an emergency panic, touch the "cancel" button and enter a valid user code.

USING YOUR SYSTEM: ARMING





Sensor List

Open or active sensors appear in a scrollable list on the right. Touch the icons in the upper right corner to switch your view to either "Active" or "All" sensors.

Sensor status:



Open



Closed



Active



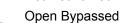
Idle Unreachable



Tampered



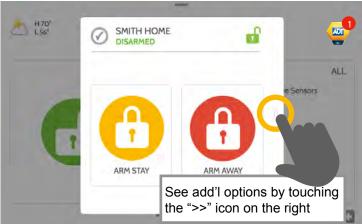
Synchronizing
Not Networked

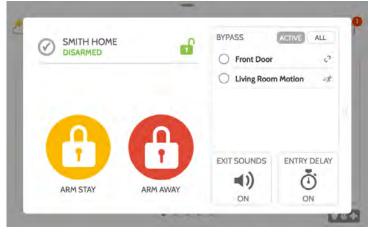




Closed Bypassed







Arming Options

Quickly choose from "stay" or "away"



Arming Stay

Arms doors and windows only



Arming Away

Arms doors, windows and motions



Additional Options

View additional arming options by touching the ">>" icon on the right side.

Additional Arming Options

Select these options before choosing your arming type



Bypass

Touch the circle next to a sensor to bypass it during the arming sequence



Exit Sounds

The panel beeps as the timer counts down. Silence these beeps before you choose the

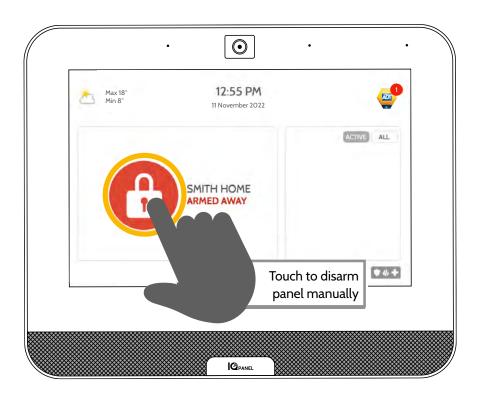


Entry Delay

The panel will give you time to disarm once a "delay door" has been opened. Turn this off with a

USING YOUR SYSTEM: DISARMING





Disarming your System

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



Disarming Manually

To manually disarm your panel, touch the icon in the center of the screen. You will be prompted to enter a valid code. Failure to enter a valid code with the time required will trigger the alarm.



When someone manually disarms the panel the built in camera will take a photo and save it on the camera page along with the date, time, and name of the user.



Disarming Remotely

To remotely disarm your panel, login to your mobile app and touch the "disarm" icon.



Download the ADT Smart Services app in the App store or





Disarming Automatically

You can connect your smartphone using Bluetooth and it will automatically disarm your IQ Panel from an "Armed Away" state when it comes within range. To connect a phone, follow the steps



Bluetooth **Touchless Disarming**



Step 1: Swipe down to access settings tray



Step 2: Touch "SETTINGS"



Step 3:

Touch "ADVANCED



Step 4:

Enter your code



Step 5:

Touch "BLUETOOTH **DEVICES**"

Step 6:

Put your Bluetooth device in "pairing" mode.

Step 7:



Touch "ADD DEVICE" The panel will begin searching for new devices in range (It may take up

Step 8:

Select your device from the list

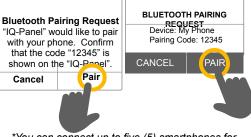


Step 9:

Touch "Pair"

Step 10:

When the messages appear on your phone and IQ Panel, ensure the numbers match and touch "Pair" on



*You can connect up to five (5) smartphones for touchless disarming. You may need to enable this setting in your Bluetooth settings.

ALARM EVENTS



Alarms

If the alarm is triggered the ADT *Smart Home* Hub will sound the siren and display a red alarm screen.



The ADT *Smart Home* Hub will automatically contact the ADT Monitoring Centre using the Dual Path LTE & Wi-Fi connection.

To disarm, touch the screen and enter your passcode.

False Alarms

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



Police

When the system is armed and the alarm is tripped or you touch the "Police" emergency button the alarm sounds with the "Intrusion" siren and then activates the Two-Way Voice microphone and speaker, if available. Note: If the system is Keyholder Response only this option will not be available.



Fire

When a Smoke or Carbon Monoxide detector is triggered or someone taps the "Fire" panic on the IQ Panel the alarm sounds with the "Fire" siren. Available if you have ADT monitored smoke and heat detectors as part of your package.



Emergency

When you press an IQ Pendant or trigger an emergency signal from the IQ Panel, the alarm sounds with the "Emergency" siren. Note: If the system is Keyholder Response only this option will not be available.

Preventing false alarms:

False alarms are a terrible waste of your public service resources, and can erode your relationship with local authorities. In some areas, authorities even charge a fee for false dispatches.

Here's some tips for avoiding false alarms:

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

USING YOUR SYSTEM: CAMERA





Camera Page

ADT *Smart Home* Hub's built in camera captures photos in a variety of situations:



Disarm Photos

When the panel is disarmed manually, the built in camera takes a photograph and saves it in the "ARM/DISARM" section. These photos are accompanied by the username of the individual who's code was used, the date, and the time.



Settings Photos

When someone attempts to access your panel settings with an invalid code, the built in camera takes a photograph and saves it in the "SETTINGS" section. These photos are accompanied by the date and time.



Alarm Photos

When the alarm is triggered, the built in camera takes a photograph and saves it in the "ALARMS" section.



Alarm Videos

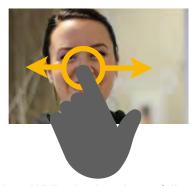
When the alarm is triggered, the built in camera will record up to a 4 minute video clip. This video is stored locally on the panel only.

1- View Photo

Touch a photo thumbnail on the right to view it on the left.

2- Full Screen

Touch the photo on the left to view it full screen. Touch it again to return to the camera page.



Note: While viewing photos full screen you can swipe left/right to view additional photos







Go to your **ADT** *Smart Services* portal login in page. You can access this from the adt.co.uk website Existing Customers Tab.



Click the "Automation"



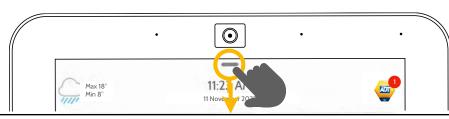
Then click "Edit" on the "Panel Camera Disarm Image Uploads" section



Add Recipients to receive disarm photos to smartphone.

USING YOUR SYSTEM: SETTINGS





Settings Tray

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Swipe up to close the tray

Access common settings by swiping down from the top of the screen.

HOW TO ACCESS:

Security Status

See your panel's security status in the upper right. Touch it to go directly to the security page

Volume

Slide left/right to adjust the panel

Settings

Touch to access the full settings page. From there you can also access "Advanced Settings" (which will require a passcode)

Messages & Alerts

Touch to access the message center including your provider's contact information, video tutorials, and system messages

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SETTINGS MESSAGES PHOTO CLEAN ESPANOL SCREEN

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Photo Frame

Touch to access the photo frame where you can customize the panel's

Battery & RadiosTouch an icon to get

more information
-Battery level

- -Battery level -Wi-Fi connection
- -Bluetooth status
- -LTE connection

Brightness

Slide left/right to adjust the screen brightness

Language

Touch to change panel language

Clean Screen

Disables the screen for 30 seconds to allow you to clean it without accidentally touching anything. (Touch the "standby" button on the side of the panel to cancel)



Settings Page

Close Tray

From here you can adjust individual sound settings, change your weather temperature from Fahrenheit to Celsius, see the status of your security and smart home devices, and more.

Advanced Settings

Only the Master code can access this area. From here you can manage users, run system tests, reboot your system, connect Bluetooth and Wi-Fi and more.

SETTINGS: PHOTO FRAME



Photo Frame

When your panel is not in use, it turns into a customizable photo frame.

☆ Settings

Inside settings you can choose whether you want photos or a weather clock, if you want the panel to turn itself off automatically in the evenings, and more.

Add Photos

To add your own photos:

- 1 Touch "ADD"
- Touch the drop down to select from various Wi-Fi photo packs (Default, Buildings, Flowers, etc) or to load photos via Bluetooth or the built-in Panel Access Point (Panel AP).

Note: Only Android phones may load photos over Bluetooth. All other phones need to use the Panel AP to load photos wirelessly.

Touch "Replace All Photos" if selecting one of the Wifi photo packs. For Bluetooth and Panel AP, follow the on-screen prompts to load your own photos from your device.

m Delete

Touch a photo to select it. Touch "Delete" to delete it from your panel





SETTINGS: ADDING A USER



User Types

You can add up to 242 users to your system, each with a custom name and access level you allow.

Master: Access panel functions, camera, and system settings.

User: Access panel functions, camera, but NOT system settings.

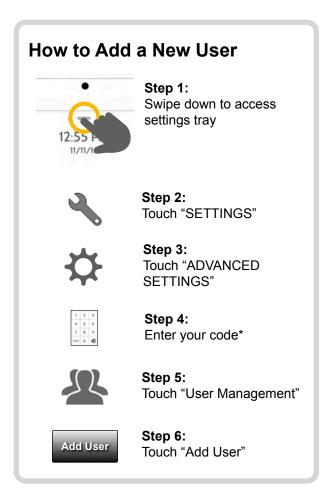
Guest: Used to give arm and disarm access to those users who will use the panel on a temporary basis

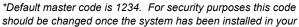
Expiration Date: Choose a specific date that will disable a user code automatically.



Notifications

By creating individual users, you can set up custom text notifications when they access or use your system, keeping you connected no matter where you are.







Add User Screen

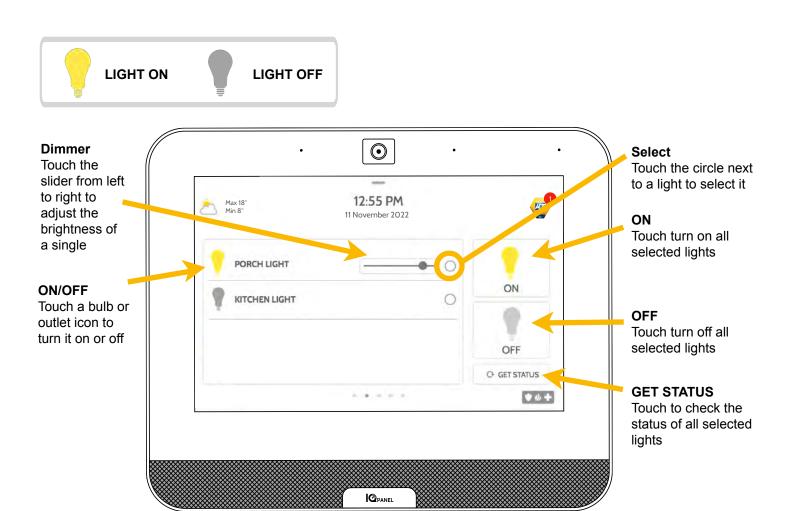
Once on the "Add User" screen you can create a custom name and user code and indicate whether you want this person to be a Master, User, or Guest.

USING YOUR SYSTEM: LIGHTS



Light Control

You can control your lights locally on the panel and also from your mobile app.







Mobile Access

You can also control your lights from your mobile

USING YOUR SYSTEM: LIVE VIEW



Live View

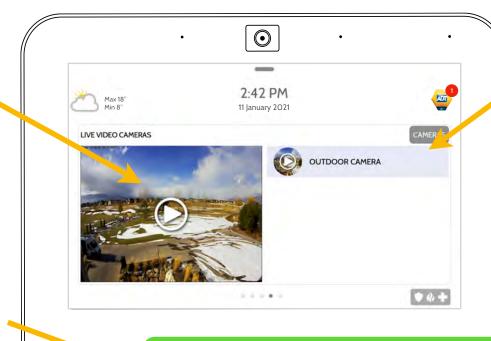
Easily view the live video feed from your Alarm.com video cameras on the 7" panel screen. This page will appear automatically if cameras are added to the account and the authorization has been given on the Alarm.com customer website. Supports live view of up to 40 cameras.

Camera View

A thumbnail of the camera will be displayed for the highlighted camera. Click the play button to view full screen.

Important Note

Cameras will only push to your panel if you have authorized them to do so from your Alarm.com customer website. This can be found under Video Settings.



Cameras List

All supported cameras that are on the account and have been authorized will show here. Click the camera you would like to

Authorize all cameras to stream to panel:



Camera View

Full screen mode can be activated by clicking on the play button for each individual camera.



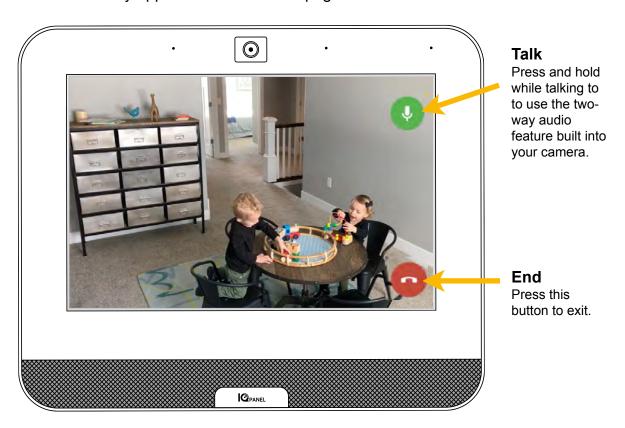
Exit Click on the red X icon to exit full screen mode.

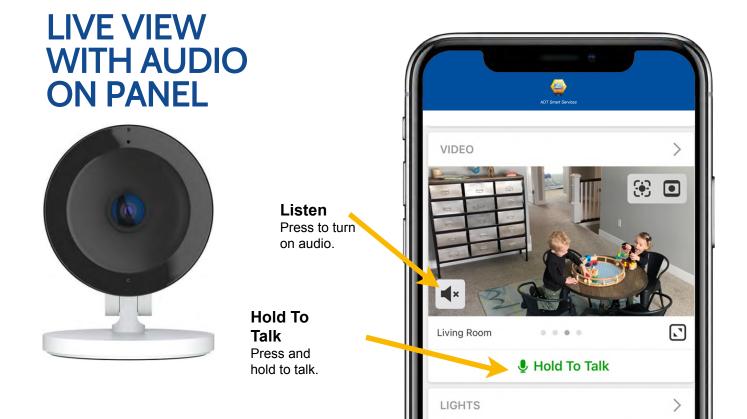
USING YOUR SYSTEM: LIVE VIEW WITH AUDIO



Live View with Audio

Listen in and speak to any room in the house using the Live View with Audio feature. This can be done from your mobile app or right from the 7" touch screen. If your camera supports two-way audio, the talk button will automatically appear on the live view page.



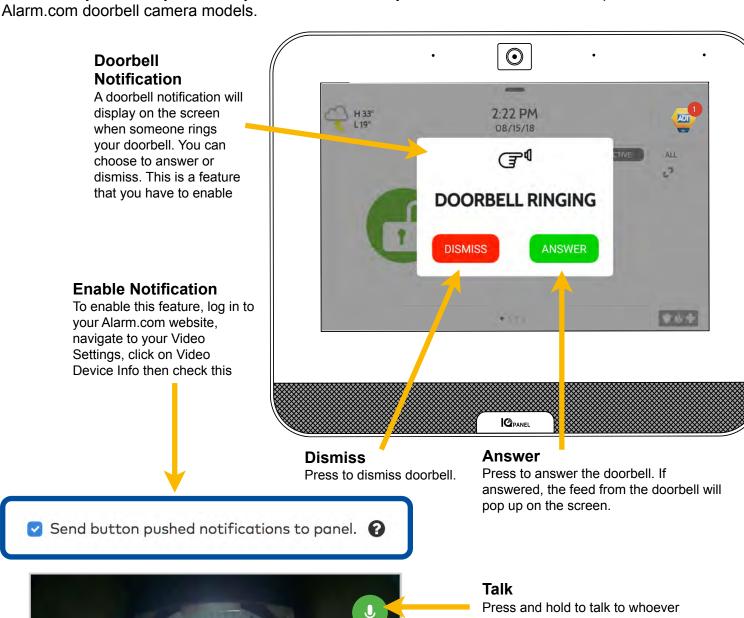


USING YOUR SYSTEM: LIVE ANSWER



Live Answer for Doorbell Cameras

You can now talk directly to whoever is at your front door using the new Live Answer feature on your IQ Panel. When your doorbell button is pushed, video with audio will automatically pop up on your 7" touchscreen. You can answer the call, disarm the system and unlock the door all from the same screen. This allows you to verify who is at your front door and if you choose, let them in. Compatible with all





is at the doorbell camera.

System Armed

If your system is armed, you can click this button to disarm the system.

End

Press this button to end the call and exit Live View mode.

USING YOUR SYSTEM: MANAGE MY SYSTEM



Manage My System

Make sure you are always connected to your home Wi-Fi network and that your software is up to date. You can also manage your Bluetooth connected devices directly from this screen.

Wi-Fi

Touch the icon to check the panel's WWi-Fi connection. The icon will be green if Wi-Fi is connected and red if it is not connected. You can also get quick details about the network you are connected to like the SSID, internet connection and more.

Bluetooth

The icon will be green if Bluetooth is ON and red if Bluetooth is OFF.



Software Update

Touch the icon to update the system to current software and get details about the last time an update was performed.

OPTIONAL SETTINGS: SCENES



ADT Smart Services Scenes

Your Panel and ADT Smart Services app comes with 4 pre-populated scenes. These allow you to control multiple devices with the click of a single button right from your touchscreen. Each option is a multi-device command that coordinates different smart devices to accomplish a complex task. Smart Scenes must be setup and customized from your ADT Smart Services customer portal before they can be used from the panel.



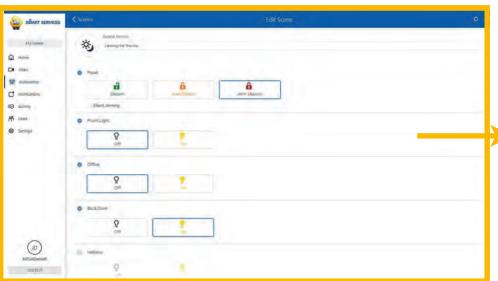






IPANEL

Setup your Scenes from your ADT Smart Services customer portal. When logged in, navigate to the Automation tab. Here, you will be able to build custom scenes that control multiple smart devices within your home.











USING YOUR SYSTEM: PARTITIONS



PARTITIONS

The ADT *Smart Home* Hub allows for up to 4 partitions to be programmed. Partitions allows for the creation of zone groups in a home or building so that users can arm some sections of the property while leaving other areas disarmed. Partitioning enables greater personalization and functionality while simplifying installation. Each partition controls its local zone status, alerts and notifications. Any area or zone the needs to be armed or disarmed separately from the rest of the structure can be turned into a partition.



ADT Smart Services
Partitions control can be accessed from the smartservices.adt.co.uk customer site as well as from your mobile app.





USING YOUR SYSTEM: PARTITIONS





Partitions Access

When the panel is locked or the screen times out, you will be required to re-enter your code to gain access. The code you enter will determine which partition you enter. Different codes may gain access to all four partitions at once or to one individual partition.

User Codes

Master codes give full access to Advanced Settings. Because the Master code would be entered here, you will not have to reenter your code to gain access to the settings menu. User codes can be assigned to give access to arming and disarming functions in a particular partition. To assign single or multiple partitions access to a User code, enter the panel using the Master code and edit permissions in the User Management settings menu.



Important Note: If 6-digit codes are enabled in the panel but not changed in User Management, the panel will add two Zeros to the end of the original code. Example: If original user code is 1234 and 6-digit codes are enabled but the user code isn't changed, the new user code will be 123400.

User Access

When creating a new user, you will be given the option to grant that user access to individual partition or all partitions. Only the number or partitions programmed will show up here. Simply check the box next to the desired option.



Exclusions:

You cannot partition Z-Wave or ADT's cameras today. This functionality will come at a later date via software update. Global sounds and sirens can be turned on from the Sound menu when partitions are enabled. When global sounds and sirens are turned on, all sounds and sirens will sound across all partitions.

LEGAL



FCC REGULATORY INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

This equipment complies with radiation exposure limits set forth for uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

IMPORTANT: Changes or modifications not expressly approved by Qolsys, Inc. could void the user's authority to operate the Product.

IC REGULATORY INFORMATION

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cautions:

- 1. Devices operating in the 5150-5250 MHz frequency band are restricted to operate in-door only.
- 2. Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
- 3. Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Cet appareil est conforme aux normes d'exemption de licence RSS d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement

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

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement, votre corps, et d'autres antennes ou transmetteurs.

Avertissement:

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- 1. Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur.
- Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux
- 3. De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

FCC/IC STATEMENT

Changes or modifications not expressly approved by Qolsys can void the user's authority to operate the Product. This Product has been tested and found to comply with FCC Rules.

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If this Product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1. Reorient or relocate the receiving antenna.
- 2. Increase the separation between the Product and receiver.
- 3. Connect the affected equipment and the Product to separate outlets, on different branch circuits. Consult the dealer or an experienced radio/TV technician for help.

Household Fire Safety Audit

Read this section for important information about fire safety. Most fires occur in the home. To minimize this danger, we recommend that a household fire safety audit be conducted and a fire escape plan be developed.

- 1.Are all electrical appliances and outlets in a safe condition? Check for frayed cords, overloaded lighting circuits, etc. If you are uncertain about the condition of your electrical appliances or household service, have a professional evaluate these units.
- 2.Are all flammable liquids stored safely in closed containers in a well-ventilated cool area? Cleaning with flammable liquids should be avoided.
- 3.Are fire-hazardous materials (e.g., matches) well out of reach of children?
- 4.Are furnaces and wood-burning appliances properly installed, clean and in good working order? Have a professional evaluate these appliances.

Fire Escape Planning

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

- 1. Every family member should participate in developing the escape plan.
- 2.Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.
- 3. Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

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- 1.Make sure that all doors and windows are easily opened. Ensure that they are not painted shut, and that their locking mechanisms operate smoothly.
- 2.If opening or using the exit is too difficult for children, the elderly or handicapped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.
- 3.If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use. 4.Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.
- 5.Each person should know the predetermined assembly point where everyone can be accounted for (e.g., across the street or at a neighbor's house). Once everyone is out of the building, call the fire department.
- 6.A good plan emphasizes quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings as this can waste valuable time. Once outside, do not re-enter the house. Wait for the fire department.
- 7. Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone will know what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building's construction.
- 8.Make sure your fire warning system is operational by conducting weekly tests. If you are unsure about system operation, contact your installer.
- 9.We recommend that you contact your local fire department and request further information on fire safety and escape planning. If available, have your local fire prevention officer conduct an in- house fire safety inspection.