

# Go!Control Panel Quick Reference

A quick reference guide for operating the 2GIG Go!Control Security System



## CHANGE THE MASTER USER CODE

- 1 At the **Home** screen, tap **Security > Menu > Toolbox**.
- 2 At the prompt, enter the current master user code. The default setting for the code is 1111.
- 3 Tap **User Management**. The screen will then display the current user codes.
- 4 Tap **Master User**.
- 5 Tap **Change Pin**.
- 6 Enter new four (4) -digit code. Then tap **Ok**.
- 7 Enter the new code again to confirm it. Then tap **Back**.

## ARM THE SYSTEM

To arm the system in **Stay** or **Away** mode:

- 1 At the **Home** screen, tap **Security > Arm**.
- 2 Choose one of these options:
  - If leaving the dwelling, tap **Away**.
  - If staying in, tap **Stay**.

A countdown timer indicates how much time you have to exit the building via the programmed exit/entry doors.

To arm the system with **silent exit**:

The *Silent Exit* feature mutes the Control Panel's audible "System Arming" and "System Armed" announcements.

- 1 At the **Home** screen, tap **Security > Arm**.  
*Alternate method:* Tap the Sounder icon located next to the **Security** button.
- 2 Turn silent exit ON or OFF as follows:
  - **ON**. Place a checkmark in the **Silent Exit** box.
  - **OFF**. Clear the checkmark from the **Silent Exit** box.
- 3 Tap **Stay** or **Away** to arm the system in the desired mode.

## DISARM THE SYSTEM

To disarm the system when no entry delay has been triggered:

- 1 At the **Home** screen, tap **Security > Disarm**.
- 2 At the prompt, enter a valid user code to disarm the system.

OR

To disarm the system when an entry delay has been triggered:

- 1 At the prompt that automatically appears, enter a valid user code to disarm the system.

## FORCE BYPASS SENSORS

Force bypassing a sensor lets you open/close the sensor-protected doors or windows you specify, while arming the rest of the system sensors.

- 1 At the **Home** screen, tap **Security > Menu > Toolbox**.
- 2 At the prompt, enter a valid user code.
- 3 Tap **Bypassed Sensors**.
- 4 Tap the sensor(s) you want to bypass by touching the sensor name on the touchscreen. The sensor's button turns YELLOW to indicate the system is bypassing the sensor.
- 5 Follow the steps in *Arm the System*.

Sensors that you bypass will remain in the bypassed state until the system is disarmed.

## ADJUST SYSTEM BRIGHTNESS/VOLUME

- 1 At the **Home** screen, tap **Security > Menu > Toolbox**.
- 2 At the prompt, enter a valid user code.
- 3 Tap **Brightness/Volume**.
- 4 Tap the touchscreen controls to set the brightness and volume to the desired level.

## TURN ALL CHIMES ON/OFF

- 1 At the **Home** screen, tap **Security > Menu**.
- 2 Turn the chime ON or OFF as follows:
  - **ON**. Place a checkmark in the **Chimes** box.
  - **OFF**. Clear the checkmark from the **Chimes** box.
- 3 Tap **Ok**.

## SILENCE TROUBLE ALERTS

When the Control Panel detects a system issue, it emits a trouble alert. A *trouble alert* is a sequence of six (6) beeps that occur once a minute.

To silence trouble alerts:

- 1 At the Home screen tap **Security**.
- 2 Tap the flashing YELLOW square next to the **Menu** button.
- 3 At the **Alerts** screen, tap **Ok**.

**NOTE:** If the issue causing the alert is not addressed within eight (8) hours, the six (6) "beep" alert sequence resumes.



## EMERGENCY AND PANIC ALARMS

Alarms can be activated by an end user directly from the Control Panel. Alarms send the appropriate codes to the remote service provider in order to notify the appropriate responder.

To activate an emergency or panic alarm:

- 1 Immediately below the touchscreen on the Control Panel, tap the plastic **Emergency** button. This is the button with the plus (+) sign.  
*Alternate method:* At the **Home** screen, tap **Security > Menu > Emergency**.
- 2 At the **Emergency** screen, press and hold the appropriate button for two (2) or more seconds:
  - **Panic**. Police Department.
  - **Fire**. Fire Department.
  - **Emergency**. Paramedics/EMT.

## ACTIVATE A SILENT ALARM (USE THE DURESS CODE)

Use the *silent alarm* feature for duress situations (e.g., an intruder in the home). This feature gives the outward appearance of disarming the system, while silently notifying the remote service provider to notify the appropriate responder.

Silent alarms can be activated by any individual who knows the secret *duress code*. This is a four (4) digit PIN defined for the duress user (a.k.a., User 8).

To activate while the system is armed:

- 1 Follow the steps to *Disarm the System*.
- 2 At the prompt, enter the *duress code*.

To activate while the system is disarmed:

- 1 Tap the system logo at the bottom right corner of the **Home** screen.
- 2 At the prompt, enter the *duress code*.

**To Cancel a False Alarm call:**  
**1-866-726-2742**  
For Service & Sales call:  
**800-229-6693**  
www.HPIsecurity.com

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