2GIG®

System Ready, Not Armed

security

services

Tomorrow's Forecast
Lo: 61°F   Hi: 92°F
Partly Cloudy

2GIG® Security & Automation System

Fingertip Guide
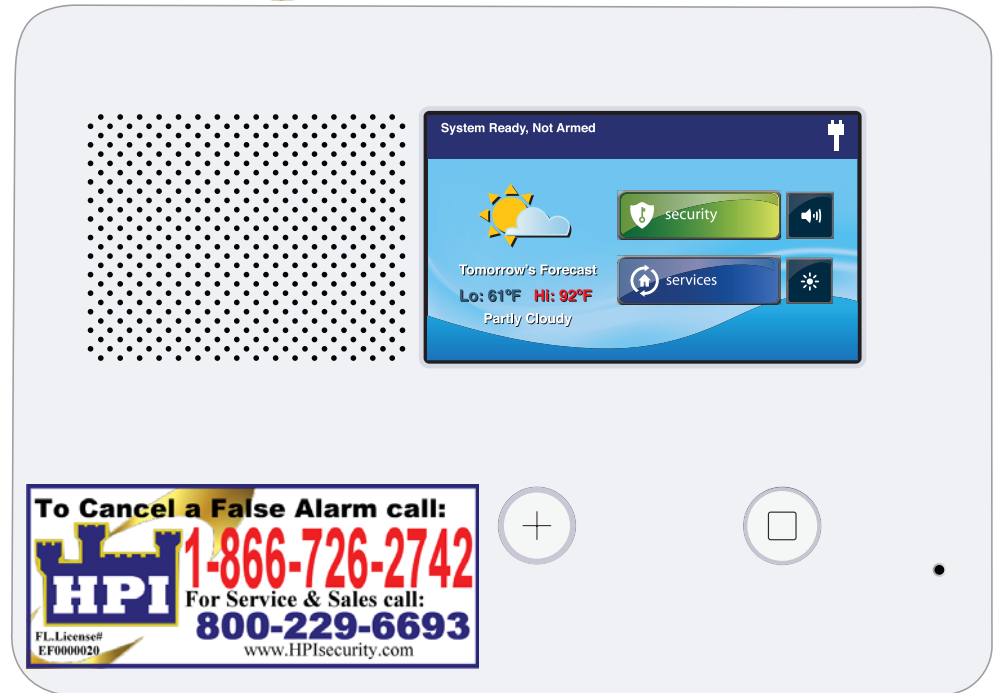
eSeries™

NORTEK™
SECURITY & CONTROL

Contents

Welcome to the GC2e System

This Quick Reference guide shows system owners how to use the basic features of the 2GIG GC2e Security & Automation System. For more in-depth information, download the *GC2e User Guide* from 2gig.com/dealers or visit http://www.2gig.com.

About this Guide

This guide is designed for use by home and business owners of the 2GIG GC2e Security & Automation System from Nortek Security & Control. It is recommended that the GC2e Panel and all associated sensors and peripherals be professionally installed by an authorized 2GIG alarm dealer. For regulatory compliance, professional installation is required. For a list of dealers in your area, visit http://www.nortekcontrol.com.

Support Services

If you require technical assistance with the system, contact your 2GIG alarm dealer or visit your alarm dealer's website.

Home Screen

To wake the touchscreen, press the ⬚ **Home** button on the panel. The touchscreen goes into sleep mode after five (5) minutes of inactivity. To change this setting to between 30 seconds and 10 minutes, tap **Security > Menu > Toolbox**, enter the Master User Code, tap →, and then change the **Backlight Timeout** setting.
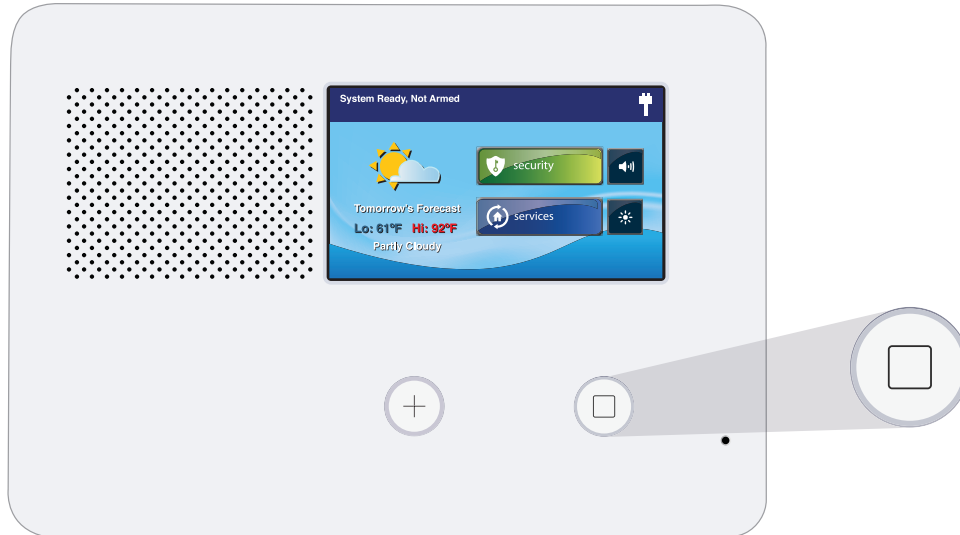
The Home screen includes these elements:

» **Security:** Tap Security to access the **Arm**, **Menu**, and **Status** screens. See "Burglary Protection" on page 8.

» **Services:** Tap **Services** to access features for controlling Z-Wave devices. If Z-Wave features are not programmed, this button will not appear.

» **System Icons:** Indicate system information. See "System Icons" on page 7.

» **System Logo:** Tap and enter the Duress Code to transmit a user duress report to the Central Station. See "If You Need to Use the Duress Code" on page 15.

» **Date/Time:** Shows the system date/time.

» **Current Weather, Daily Forecast, and Hourly Forecast:** Requires an active account with a Remote Service Provider that supports weather forecasts and weather service alerts.

Emergency and Home Button

Emergency Button/Indicator

Press this button as the first step to manually trigger an alarm. See "Manual Alarms" on page 17. During regular operations, the **Alarm** button changes states as follows:

» **SOLID:** Lights solid WHITE to indicate it is available for use.

» **BLINKING:** Blinks WHITE during an emergency alarm.

Home Button/Indicator

Press this button to wake the touchscreen or to return to the **Home** screen. During system operations, the **Home** button changes states as follows:

» **SENSOR STATUS:** Lights solid GREEN when all sensors are closed (System Ready to Arm). Turns OFF when any sensor is open (System Not Ready to Arm).

» **ARMING STATUS & ALARM MEMORY:** Solid RED when armed. Blinks RED during the Entry Delay countdown, during an alarm, and after an alarm (System Armed) while the system is still armed.

» **POWER OUTAGE:** Flashes BLUE when all sensors are closed (System Ready to Arm). Flashes RED while the system is armed.
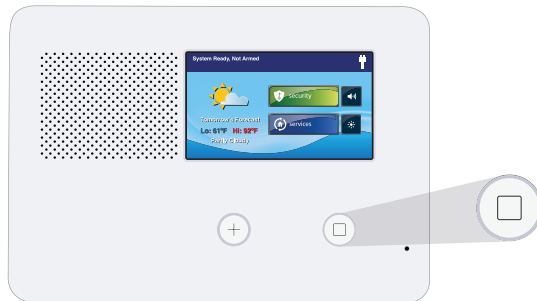
System Icons

The status bar that appears on the top of the **Home** screen and on most system menus reveals a variety of icons providing system information.

Figure 1 *System Icons*

Ready to Arm

Table 1-1 *System Icons*

AC Power On	AC Power Off	Sounder Disabled	Low Backup Battery
Test Mode	Touch Screen Keypad Traffic	Over-the Air Firmware Update	Interior Sensor Open

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Burglary Protection

To detect an intrusion, ensure the GC2e Panel is in the System Ready to Arm state (see "Bypass Sensors" on page 11). Then arm the system.

Arm the System (Stay Mode)

Apply this mode when people and/or pets will be staying inside. Typically, this mode arms the premises' perimeter zones (for example, doors and windows) and leaves the interior zones (for example, motion detectors) disarmed.

To arm the system:

❶

At the **Security** or **Menu** screen, tap **Arm**.

❷
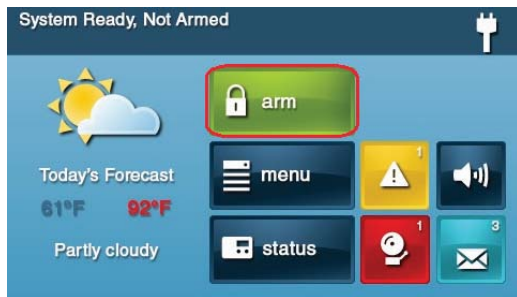
Tap **Stay** to arm the system.

❷
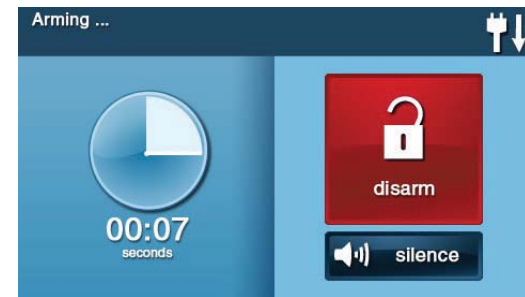
The system arms and shows the arming counting down. When the countdown expires, the system is fully armed in the Stay mode.

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Silent Control

You can silence Control Panel beeps and announcements when arming or disarming in Stay Mode (for example, at night when you do not want to disturb occupants who are sleeping) in one of the following ways:

- » At the **Home** or **Security** screen, tap the Silent Control 🔊 button.

- » At the **Ready** to **Arm** screen, check the **Silent Exit** box.

- » On the **Exit Delay** screen, tap silence.

> **IMPORTANT:** Consult your installer to determine if the *Quick Exit* feature is enabled on your system. When *Quick Exit* is allowed and the system is armed in Stay Mode, you have the option of tapping the **Quick Exit** button on the System Armed screen to start the *Exit Delay* countdown. This gives you time to exit the premises without having to disarm the system. At the end of the countdown, the system automatically re-arms itself in Stay Mode.

Arm the System (Away Mode)

Apply this mode when people and pets will be leaving the premises. Typically, the installer configures the system so this mode arms both the perimeter zones (for example, doors and windows) and the interior zones (for example, motion detectors).

To arm the system:
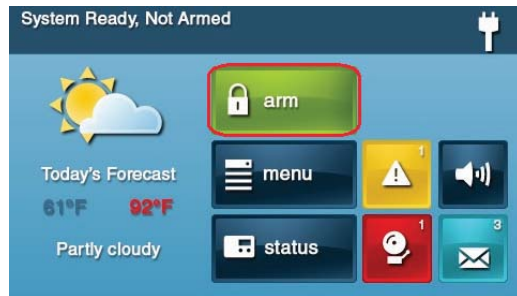
❶	❷	❸
At the **Security** or **Menu** screen, tap **Arm**.	Tap **Away** to arm the system.	The system arms and shows the Exit Delay counting down. When the Exit Delay expires, the system is fully armed in the Away mode.
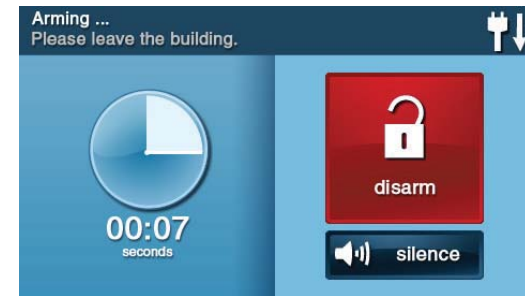
NOTE: Consult your installer to determine if the *Auto Stay* feature is enabled. When *Auto Stay* is enabled and you arm the system in Away Mode, you must exit the premises through an Exit/Entry door. If no one exits out through an Exit/Entry door at the end of the *Exit Delay* countdown, the system automatically arms itself in Stay Mode. For more in-depth information, see the *GC2e User Guide.*

NOTE: Consult your installer to determine if the *Exit Delay Restart* feature is enabled. When this feature is enabled, if you exit and then re-enter the premises before the Exit Delay countdown expires, the Exit Delay countdown restarts one time before the system arms. For more in-depth information, see the GC2e User Guide.

Bypass Sensors

Before the system can be armed, all protected doors and windows must be closed or bypassed. If any sensors are open when the system is disarmed, the **Arm** button on the panel turns YELLOW.

To force bypass all open sensors:

1. At the **Security** or **Menu** screen, tap the YELLOW **Arm** button.

2. At the **Bypass** screen, tap **Bypass All**.

3. At the **Enter Code** screen, enter a valid user code to bypass the sensor.

> **NOTE:** The Quick Bypass feature can also be configured by the installer. Consult with your installer to see if this feature is available on your system.

❶

❷

❸

Disarm the System

When the system is armed, it is actively protecting the premises. When you no longer want the system to protect the premises, you can disarm the system.

Disarm the System from Stay Mode

To disarm the system from Stay mode:

❶

At the **Security** or **Menu** screen, tap **Disarm**.

❷

Enter your code to disarm the system.

TIP: If a false burglary alarm is activated while the system is armed (for example, someone inadvertently opens a protected door/window) and you want to cancel or silence the alarm, see "If You Want to Cancel/Silence a False Burglary Alarm " on page 14.

Disarm the System from Away Mode

To disarm the system from Away mode:

❶ Enter the premises through a designated Entry Delay sensor-protected door.

❶
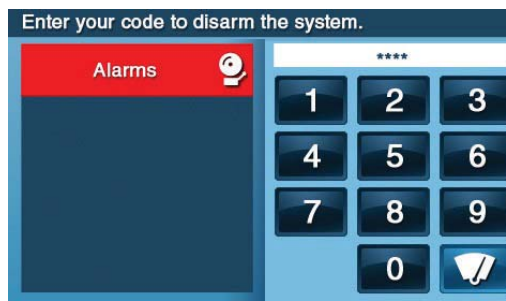
Enter your code to disarm the system.

> **NOTE:** Consult your installer to determine the length of the *Entry Delay* feature. For more in-depth information, see the *GC2e User Guide*.

In the Event of a Burglary Alarm

Sensors have been installed to protect perimeter doors and windows for the premises. Motion detectors may also be installed to protect interior areas. Each sensor is programmed to alert the system to react in a specific way should its protection zone be violated.

When the system is armed, it initiates the following sequence of events when a protected zone is violated:

1. For instant sensors, the alarm siren immediately sounds and continues to sound until a User Code is entered or for the amount of time specified by the *Burglary Bell Cutoff Time* setting. The factory default setting is four (4) minutes. Consult your installer to determine the cutoff time for your system.

2. For delayed sensors, the system immediately starts the *Entry Delay* countdown to allow time to disarm the system. At the end of the countdown, the alarm siren sounds and will continue to sound until a User Code is entered or for the amount of time specified by the *Burglary Bell Cutoff Time* setting. The factory default setting for this countdown is 30 seconds. This is designed to reduce the transmission of false alarm reports. Consult your installer to determine the length of your system's countdown.

3. After the report is received by the Central Station, an operator will respond per the terms defined in your individual Service Agreement with your 2GIG alarm dealer. For more in-depth information about specific alarm protocols, contact your alarm dealer.

If You Want to Cancel/Silence a False Burglary Alarm

In the event of a false alarm (for example, if you enter the home while it is armed and do not disarm the system before the countdown expires), you can silence the alarm and cancel the alarm report using one of these options:

» **If you disarm the system BEFORE the countdown expires**, the system silences the alarm siren and does not transmit an alarm report to the Central Station.

» **If you disarm the system AFTER the countdown expires**, the system silences the alarm siren and transmits an alarm cancellation report to the Central Station. For a cancellation report to be transmitted, you must disarm the system before the *Alarm Cancel Time* expires. Consult your installer to determine the setting for your system.

If You Need to Use the Duress Code

In the event that you find yourself needing to transmit a user duress report to the Central Station (for example, being held by an unwanted intruder against your will), use the steps below to input your system's unique Duress Code. Also, the Duress Code can be entered in any user code entry screen. This notifies the Central

Station that you are in a duress situation without alerting the intruder that you have contacted your provider for assistance. To learn how to create a unique Duress Code for your system, see "Change the Master User or Duress Code" on page 19.

To use your system's unique Duress Code:

❶

Tap the system logo in the lower right corner of the **Home** screen.

❷
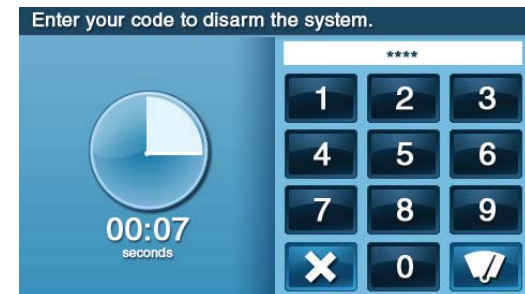
Enter the **Duress Code**.

After the duress report is received by the Central Station, an operator will respond per the terms defined in your individual Service Agreement with your 2GIG alarm dealer. For more in-depth information about specific duress situation protocols, contact your alarm dealer.

NOTE: For compliance with ANSI/SIA CP-01-2010, the Duress Code must be a unique code. For more in-depth information, see the GC2 User Guide.

Fire and Emergency Protection

Smoke and Carbon Monoxide (CO) detectors may be installed to protect the occupants of the dwelling from the harmful, and possibly deadly effects of smoke, heat, and fire-related dangers. The system's fire and emergency protection features are always protecting the premises. See "Warnings" on page 23.

> **NOTE:** A professional installer must ensure that all Smoke/Heat alarms and CO detectors are installed in compliance with all national, regional, and local laws, statutes, and guidelines.

In the Event of a Fire Alarm

In the event an installed fire protection zone detects an issue, the following will occur:

1. The alarm siren immediately sounds and continues to sound until a User Code is entered or for the amount of time specified by the *Fire Bell Cutoff Time* setting. The factory default setting is four (4) minutes. Consult your installer to determine the cutoff time that has been configured for your system.

2. After the report is received by the Central Station, an operator will respond per the terms defined in your individual Service Agreement with your 2GIG alarm dealer. For more in-depth information about specific alarm protocols, contact your alarm dealer.

If a fire alarm is activated, the system emits a warning siren and immediately reports a fire to the Central Station. To protect yourself and occupants do the following:

1. If flames or smoke are present, yell "Fire!" to alert all occupants of a fire.

2. Immediately evacuate all occupants from the premises and remain at a safe distance away from the premises.

> **DANGER:** To protect yourself and others from serious injury and/or death, do NOT reenter the premises until it has been deemed safe by emergency officials.

3. Dial 9-1-1 (or your region's emergency services number) to report the situation to authorities. Always wait to call from a safe location.

> **NOTE:** It is important to establish and practice an Escape Plan with all members of your household in the event of a fire. For more in-depth information, see the *GC2e User Guide*.

The fire warning system is only intended for residential installations and is not designed nor intended for commercial installations.

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Manual Alarms

You can notify the Central Station of an emergency event by manually activating the alarm at the GC2e Panel. The **Alarm** button on the GC2e Panel is designed with a double-action trigger. This means you must first press the **Alarm** button on the panel and then touch and hold the appropriate alarm button on the touchscreen. This reduces the risk of inadvertently transmitting a false alarm to the Central Station.

To activate a manual alarm:

❶

Press the **Alarm** button on the GC2e Panel.

❷
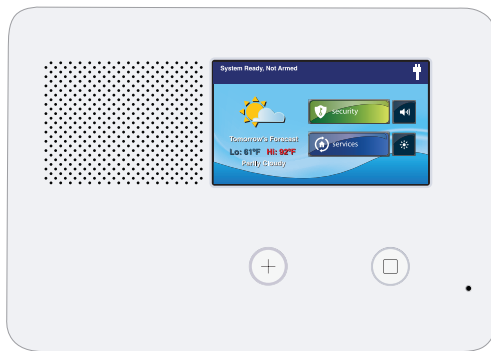
Touch and hold the **Panic**, **Fire** or **Emergency** button for two (2) seconds.

NOTE: Consult your installer to determine if one or more Wireless Keypads, Wireless 4-Button Key Fob Remotes, or Panic Button Remotes have been configured to trigger alarms on your system when the appropriate button or button-combination is pressed. If configured to trigger alarms, the remote will transmit an alert to the system. The system then transmits the appropriate report to the Central Station. For more in-depth information, see the *GC2e User Guide*.

Security Codes

The system supports a total of 60 unique security codes, which includes the types of security codes detailed below and one (1) Installer Code which is reserved for use by 2GIG alarm dealers and their professional installers.

Types of Security Codes

The system supports three (3) types of security codes:

» **Master User:** You are provided one (1) Master User Code for accessing the System Settings and, depending how the installer configures your system, other protected features. The factory default setting for the four-digit code is: 1111. You should always change the default code to a unique one. See "Change the Master User or Duress Code" on the facing page.

» **User:** You can create up to 62 unique user access codes. This is the code that occupants use to arm and/or disarm the system. See "Create a User Code" on page 20.

» **Duress:** You are provided one (1) Duress Code (User Code #8). See "If You Need to Use the Duress Code" on page 15. The person who knows the Master User Code should set up the Duress Code that is known only by trusted system users. See "Change the Master User or Duress Code" on the facing page.

Change the Master User or Duress Code

The *Master User Code* provides users with the ability to access the **System Settings** menu and, depending on your system configuration, may also provide access to other protected features. The *Duress* code lets users send a silent duress report to the Central Station. See "If You Need to Use the Duress Code" on page 15.

> **IMPORTANT:** When customizing codes for your system, ensure they are simple enough to remember, but not something that can be easily guessed or discovered by an intruder. For example, do not use the dwelling's physical address, telephone digits, birth dates, or birth years. Codes should only be given to trusted individuals. For example, in a residential installation the primary homeowner may know the Master User Code, while family members and/or legal occupants may only know their individual user code and the Duress Code.

To change the Master User or Duress code:

❶ At the Menu screen, tap **Toolbox**, enter the system's Master User Code, and then tap the **User Management** . Next, continue with these steps:

❶	❷	❸
At the Users screen, tap the **User** button for the Master User.	Tap **Change Pin**.	At the **Enter a new user code** screen, enter a unique four-digit code and tap **OK**. Then, confirm the code and tap **OK**.

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Create a User Code

If you know the system's Master User Code, you can create individual user codes for people who need system access.

To create a user code:

❶ From the Menu screen, tap **Toolbox,** enter the system's Master User Code, and then tap **User Management**.

❷

At the **User Management** screen, tap one of the **Add User** buttons.

❸

Enter a unique four (4)-digit code for the new user code and tap **OK**. Enter the code again and tap **OK**. At the confirmation screen, tap **OK**.
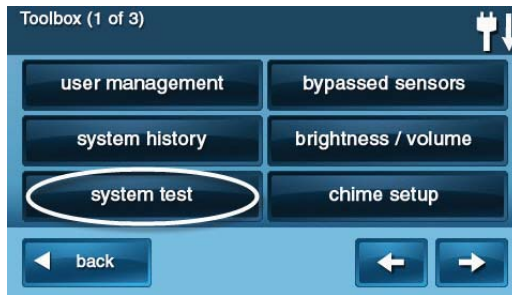
TIP: The holder of the Master User Code can also create user code access schedules for users who only need access to a dwelling during certain hours. For example, au pairs, housekeepers, and personal assistants. For more in-depth information, see the *GC2e User Guide*.

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System Tests

To ensure continued protection and proper system operations, it is important to perform a sensor and control panel test on a weekly basis.

To perform System Tests:

❶ At the **Menu** screen, tap **Toolbox** and enter the *master user code*.

Toolbox (1 of 3)	**System Test: Sensors** Test failing: Retry failed sensors or press OK.	**System Test: Console** Push each button to perform its test.
user management — bypassed sensors system history — brightness / volume system test — chime setup back	living room motion detector / sensor was triggered — signal 2 ✓ garage door / sensor was triggered — signal 3 ✗ kitchen window / sensor was triggered — signal 4 ✗ ✗ cancel — ✓ ok	Button LED Test: Home, off / test passed 1 ✓ Button LED Test: Home, green / test passed 2 ✓ Button LED Test: Home, red / test has not been performed 3 ✗ cancel
❶	❷	❸
At the **Menu** screen, tap **Toolbox**, enter the master user code, and tap **System Test**.	At the **System Test: Console** screen, scroll to each sensor listed and trigger it. When all sensors have been tested, tap **OK**.	At the **System Test: Console** screen, tap each button in the list. Then tap Yes or No to respond to the test question. After answering all questions, tap **OK**.

NOTE: During a test the system sends a *Walk Test Started* message to the Central Station. When you exit the test, the system sends a *Walk Test Terminated* message to the Central Station. For more in-depth information, see the *GC2e User Guide*.

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Limited Warranty

This product is warranted against defects in material and workmanship for one (1) year. This warranty extends only to wholesale customers who buy directly from Nortek Security & Control LLC or through Nortek Security & Control's normal distribution channels. Nortek Security & Control LLC does not warrant this product to consumers. Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any.

There are no obligations or liabilities on the part of Nortek Security & Control LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or re-installation. All implied warranties for functionality are valid only until the warranty expires. This Nortek Security & Control LLC Warranty is in lieu of all other warranties, expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 1-855-546-3351 for an RA# and other important details.

Waste Electrical and Electronic Equipment (WEEE) Statement

This symbol on a product or on its packaging indicates that this product is not to be thrown away with everyday waste.

Instead, it is your responsibility to dispose of electrical and electronics equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment (W.E.E.E.). The separate collection and recycling of your waste electrical and electronic equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, or your household waste disposal service, or the shop where you purchased the product.

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Warnings

Limitations of Alarm Products

This product should be tested periodically to make sure it is working properly. The product, if used properly, may reduce the risk of burglary, robbery, and other adverse events that have the potential to result in injury or loss of life; however, Nortek Security & Control is not an insurer. This product is neither insurance nor a guarantee that such an event will be prevented, and users should protect themselves with proper insurance. Nortek Security & Control makes no representation that this product cannot be compromised or circumvented, that it will provide an adequate warning, or that it will prevent any personal injuries, property damage, or other losses. Like any alarm product, it may be bypassed, it is subject to compromise, and it may fail to warn for a variety of reasons, including, but not limited to: improper installation or positioning; improper maintenance; tampering; dead or improperly installed batteries; sensing limitations; component failures; receivers; intrusions may be outside of a product's designated range and certain environmental conditions may impact performance, and audible alarm signals may be outside of hearing range, muted by doors, walls, and floors, unheard by deep sleepers or the hearing-impaired, or overwhelmed by other sounds.

Risk of Noise Induced Hearing Loss

The Alarm is equipped with a warning siren. Exposure to high sound levels or prolonged exposure to the warning siren can result in Noise Induced Hearing Loss (NIHL)

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