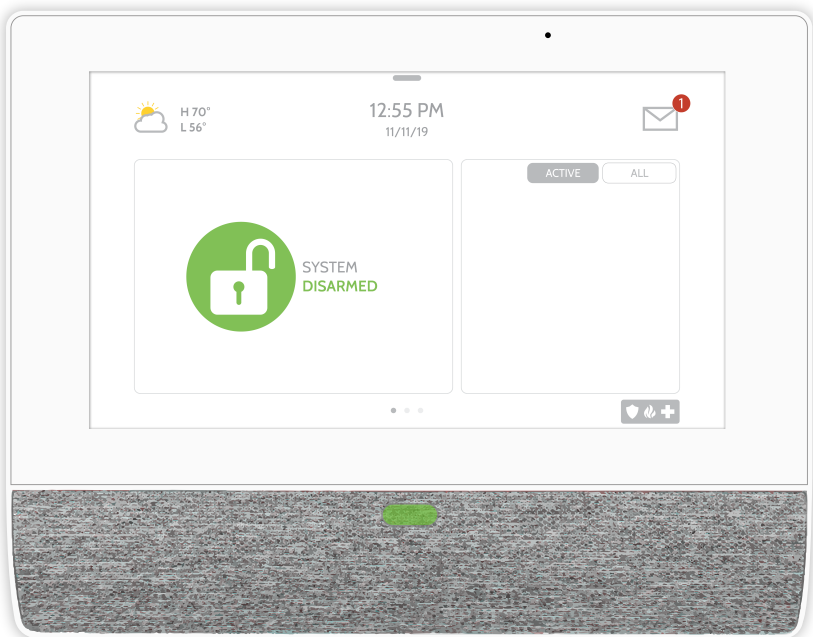
IQ REMOTE PG

INSTALLATION MANUAL

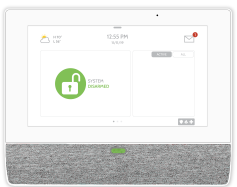
IQ Remote PowerG



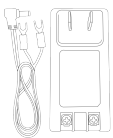
The IQ Remote PowerG is a 7" (~17.8 cm) touchscreen built with an Android operating system, providing full security and smart home functionality in an easy to use interface.

INCLUDED IN BOX

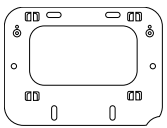
IQ Remote PowerG

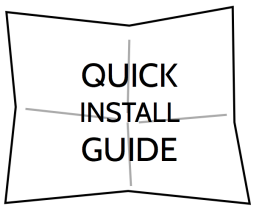


Power Supply



Back Plate





ABOUT THIS GUIDE

This document outlines the basic hardware specifications and software directions to install and customize the IQ Remote PowerG. Note that the information presented is not comprehensive, but is specifically dedicated to those menus, features, and systems accessible solely to those with the proper installation code. Features accessible to users and installers alike are outlined in the IQ Remote PowerG User Guide. The information contained is confidential and proprietary, and is solely owned by Qolsys Inc. Any reproduction, modification or distribution without permission is strictly prohibited.

SUPPORT

QUESTIONS?

Contact us at
techsupport@qolsys.com

IQ REMOTE PG OVERVIEW

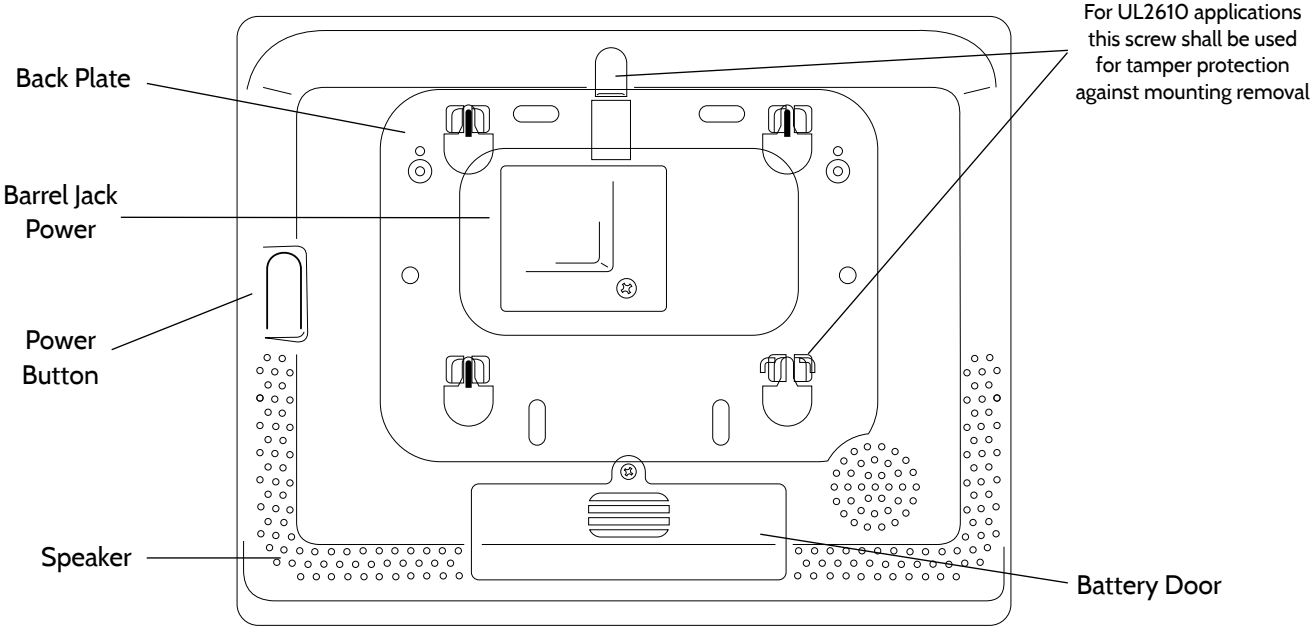
Warning: This Product should be installed in accordance with the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park,Quincy, MA 02269) and with National Electric Code, ANSI/NFPA 70. Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this Product. In Canada the product shall be installed in accordance with the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-S540.

Warning: For Canadian installations this Product and all sensors associated with it (collectively, the "System") should be tested once a week. The test shall be performed also with primary DC power de-energized. For recommended smoke detectors maintenance instructions refer to user manual associated with compatible Qolsys model QS5110-P840 smoke detector.

EXTERIOR FRONT

IQ REMOTE PG OVERVIEW

EXTERIOR BACK



***CAUTION** The battery should NEVER be disconnected without following proper power-down procedures
Failure to comply may result in data corruption, panel failure, and a void of the manufacturer's warranty

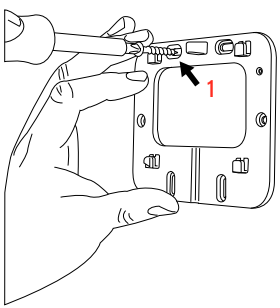
Johnson Controls

INSTALLING IQ REMOTE PG

INSTALLING THE IQ REMOTE PG

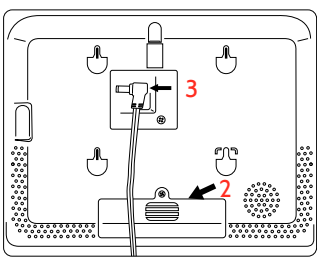
WALL MOUNT

Note: For UL/ULC Commercial Burg installations (UL2610/ULC-S304 Security Level II compliant) use only wall mount option.
This product when installed as per these instructions does not present the risk of fire, electric shock, or injury to persons.



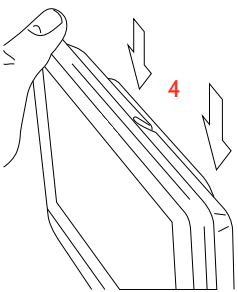
1. Mount the bracket to the wall using appropriate hardware ensuring it is level.

A screw shall be used in all 4 screws holes for UL2610 installations

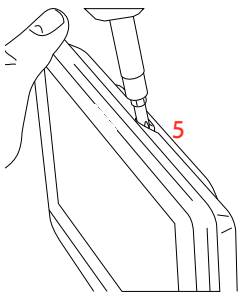


2. Pull battery tab to remove.

3. Insert the barrel from the power supply into the barrel jack in the back of the panel.

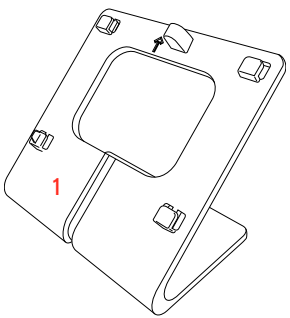


4. Position the panel onto the backplate and then slide down, making sure that all 4 tabs hook into the back of the panel.

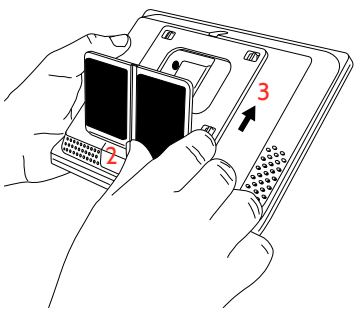


5. Secure with the top screw so that the panel cannot be removed from the backplate.

TABLE STAND (OPTIONAL)

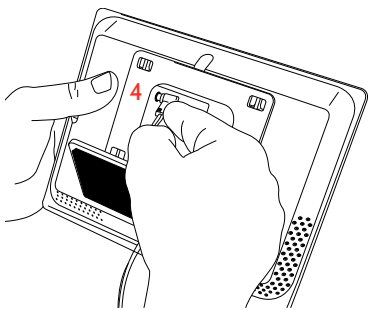


1. Locate the optional table stand.

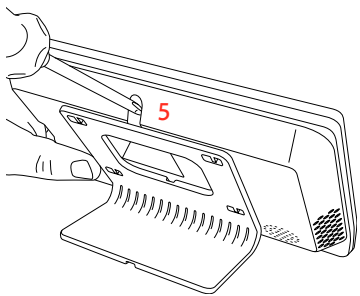


2. Pull battery tab to remove.

3. Position the table stand onto the back of the panel and then slide up, making sure that all 4 tabs hook into the back of the panel.

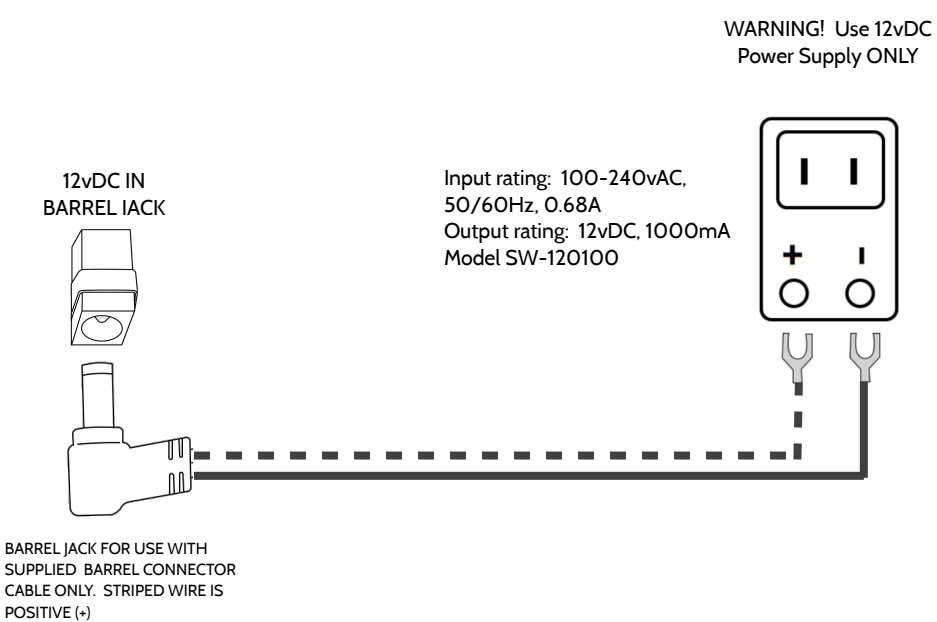


4. Insert the barrel from the power supply into the barrel jack in the back of the panel.



5. Secure with the top screw so that the panel cannot be removed from the table stand.

WIRING DIAGRAM



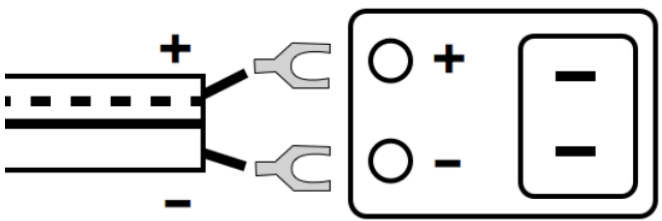
NOTES

IMPORTANT IF USING CUSTOM LENGTH WIRE:

- 12vDC Transformer: Use 18AWG wire no longer than 98.5 ft to ensure sufficient power is received at the panel.

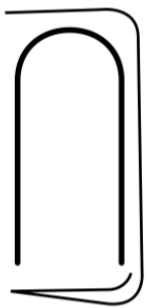
* The minimum permissible wire size shall not be smaller than 22 AWG

POWERING THE PANEL



Connect power supply.
WARNING! Use a 12vDC Power Supply ONLY

If using the provided cable, the "striped" wire is (+)
Note: Power supply shall be located within same room as control unit



Press and hold the power button on the back right side of the panel for 3 seconds to power up.

ENROLLING THE IQ REMOTE PG

Disclaimer: PowerG enrollment shall be used with UL/ULC installation. Wi-Fi enrollment is not UL/ULC certified

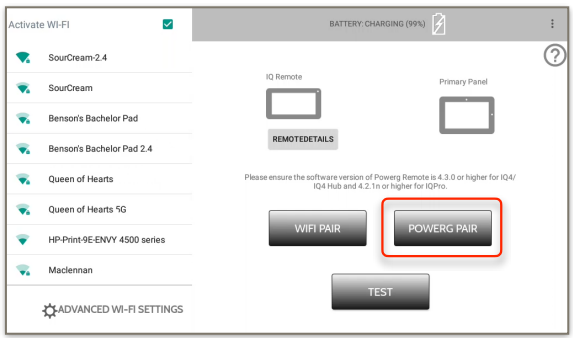
POWERG ENROLLMENT:

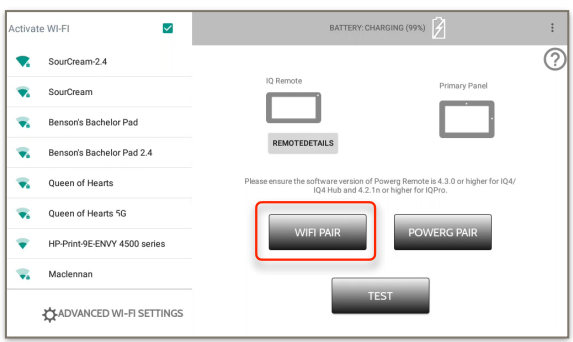
1. On primary panel, Start AutoLearn process as indicated in the primary panel manual. For manual installation, enter the Device ID 380-XXXX.
2. On the IQ Remote PG enrollment page, select "PowerG pair".
3. The IQ Remote PowerG will be recognized by the primary panel. Configure options accordingly.
4. The IQ Remote PowerG will move to the home page.

WI-FI ENROLLMENT:

1. Enable Wi-Fi on the IQ Remote PowerG (same Wi-Fi network as the primary panel).
2. From primary panel, start process for pairing IQ Remote using Wi-Fi.
3. Press "Wi-Fi Pair" on IQ Remote PowerG enrollment page.
4. The remote will connect and start looking for software updates (if a new software exists, it will download and install it then go to home page).

Note: Automatic software update upon enrollment occurs when enrolling through Wi-Fi only.

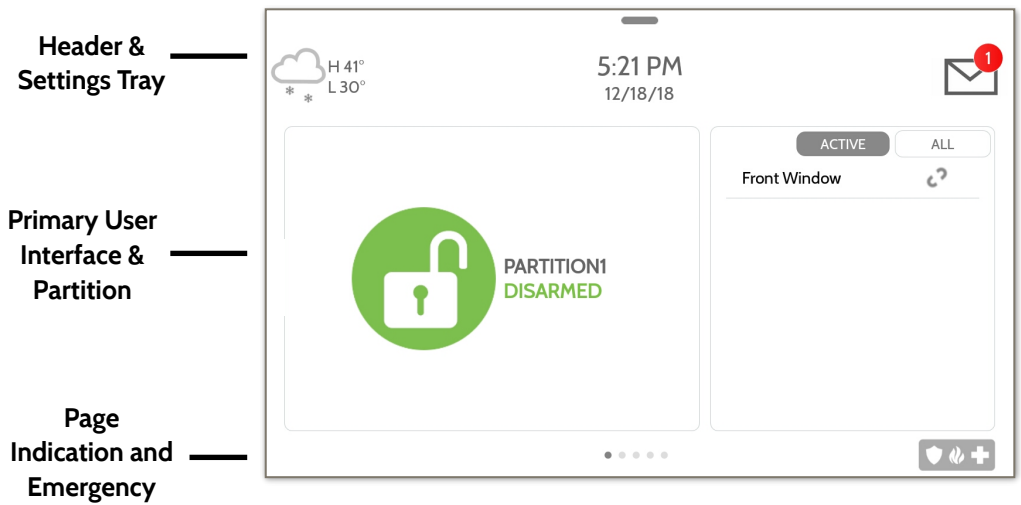




USER INTERFACE

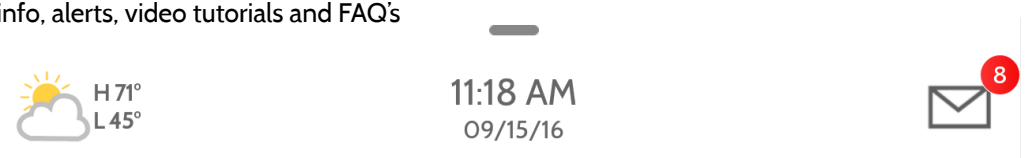
HOME SCREEN OVERVIEW

The home screen is divided into three sections. The header shows the date & time, today's weather (Wi-Fi enrollment only), message center and the Settings tray. The Primary interface shows arming options and sensor status & partition select. The footer shows panic options and additional pages.



MESSAGE CENTER

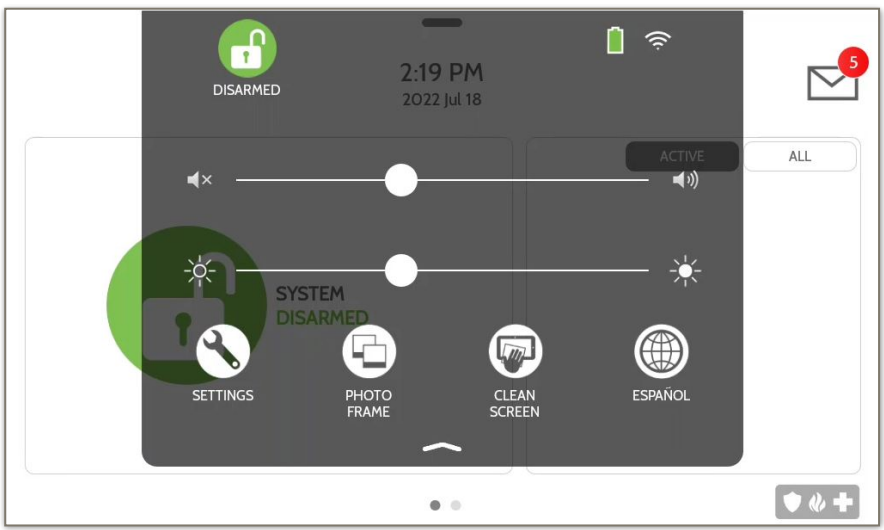
The header contains the the pull down settings tray, the weather icon (Wi-Fi enrollment only), time/date and a message icon in the upper right portion of the screen where you will find Security Provider messages and contact info, alerts, video tutorials and FAQ's



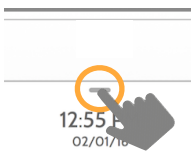
CONTACT US	This is where you will find the Security Provider's Contact Information
ALERTS/ALARMS 1	This is where you will find Panel Alerts/Alarms notifications
MESSAGES	This is where you will find messages from the Security Provider. Note: This is only available when enrolled with Wi-Fi.

SETTINGS TRAY

To access the Settings tray swipe down on the bar at the top of the screen. The Settings tray has quick access to system, battery, PowerG signal strength & Wi-Fi status as well as volume control, brightness and other quick settings.



FIND IT

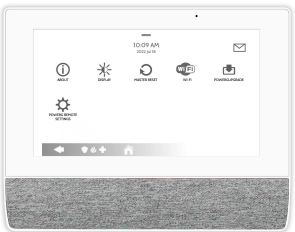


Swipe down for access

When partitions are DISABLED, a Status icon resides in the upper left corner of the settings tray. Touch this icon to return to the security page.

PROGRAMMING

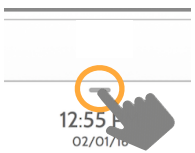
SETTINGS



The Settings page allows quick access to various simple features & settings.

Setting	Description
Display	Adjust brightness, font size & 12/24 hour time
About	Displays software, battery, Wi-Fi, Panel and PowerG information
Master Reset	Restores remote to factory settings and erases all content. Only appears with dealer code (2222)
Wi-Fi	Connect to Wi-Fi
PowerG Upgrade	Update IQ Remote PowerG software (PowerG enrollment only)
PowerG Remote Settings	Configuration to enable or disable Power Management (PowerG enrollment only)
Network Test	Checks the Wi-Fi signal strength (Wi-Fi enrollment only)

FIND IT



Swipe down for access

SETTINGS

ENTER CODE (1111, 2222)

CONNECTING TO WI-FI

To connect to a Wi-Fi network, follow the steps below:

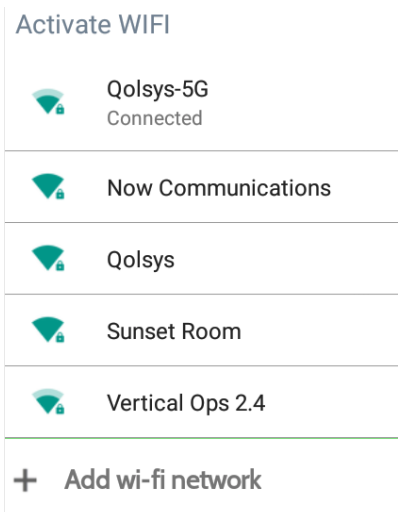
Swipe down from the top menu bar and select settings.

Touch Settings (Installer Code)

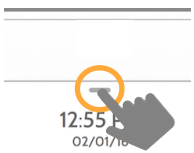
Then touch "Wi-Fi"

Enable Wi-Fi if not already active

Available networks appear in a list. Touch the desired network and use the keyboard to type the password (if required)



FIND IT



Swipe down for access

SETTINGS

ENTER CODE (1111, 2222)

WI-FI

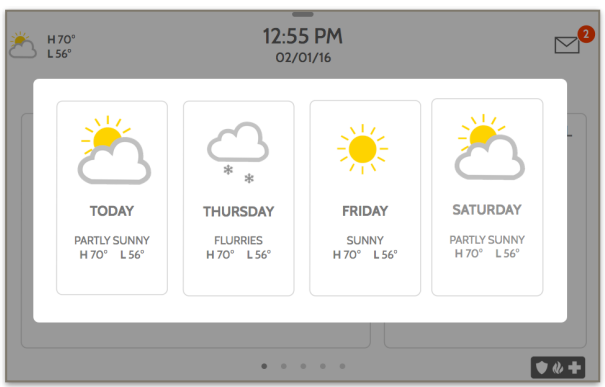
WEATHER

Note: This feature is only available during Wi-Fi enrollment.

H 36° L 20°

TODAY'S FORECAST

Today's forecast is displayed on the weather icon with a graphical representation of precipitation and High and Low temps.



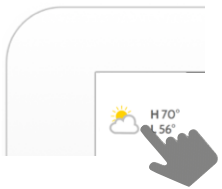
4-DAY FORECAST

Touch the weather icon to get a 4-day forecast. This information is updated once daily via Alarm.com services. (Will not display or update weather connected to wifi only)

LOCATION

Weather reporting is based on location as indicated by the zip code entered into Alarm.com when the account is created.

FIND IT

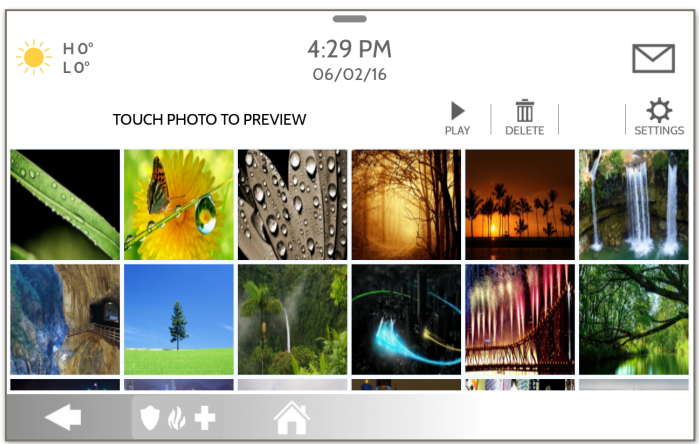


Touch the weather icon in the upper left corner of the header to reveal a 4 day forecast

PHOTO FRAME

PHOTO FRAME

The IQ Remote PowerG can be set to display digital photos when not in use. This feature, called "Photo Frame", can be changed or turned off through "Photo Frame Settings". (Swipe down from the menu bar).

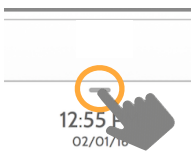


SETTINGS

Display type

Choose a display type for your photo frame. Opt to turn it off completely, scroll through pre loaded images or view a "weather clock" (Wi-Fi enrollment only)

FIND IT



Swipe down for access

PHOTO FRAME

PHOTO FRAME APP BUTTONS

PLAY

PLAY: Starts Photo Frame immediately. Good for testing photo frame feature appearance and transitions

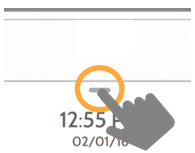
DELETE

REMOVE PHOTOS: Allows you to remove photos one by one or all at once

SETTINGS

SETTINGS: Change the Photo Frame's "Display Type" from Off to On or enable a "Weather Clock" screen saver. Change transitions, adjust display time, set automatic on/off times and more

FIND IT



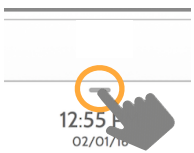
Swipe down for access

PHOTO FRAME

PHOTO FRAME SETTINGS

Item	Default	Description
Duration	1 minute	How long each image will show before transitioning to the next image in the library (1, 2, or 5 minutes)
Effect	Dissolve	Transition effect used between each image (fade to black, dissolve)
Shuffle	Enabled	Display pictures in random or sequential order
Display Type	Photo Frame	Choose what to display on the screen when the panel is not in use. (Off, Photo Frame and Weather Clock)
Photo Frame Start Time	10 minutes	Choose the amount of time to wait after the last touch before starting the selected display type. (1, 5, 10, 15, 20, 25, or 30 minutes)
Nighttime Mode Start Time	11:00 PM	Determines the time when the display, voices or chimes shutdown completely. (Use this feature to turn off the LCD, voices and/or chimes at night)
Nighttime Mode End Time	6:00 AM	Determines the time when the display, voices or chimes “wake up" after sleeping. (Use this feature to turn the LCD, voices and/or chimes back on in the morning)
Nighttime Mode Settings	Display	Choose what the Nighttime Mode Start/End times have the ability to control (Display, Voices and/or Chimes)

FIND IT



Swipe down for access

PHOTO FRAME

PHOTO FRAME SETTINGS

MAINTENANCE

UPGRADE SOFTWARE

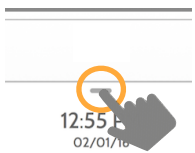
Upgrade Software
Upgrade the software version using PowerG.

To perform a software update, follow the steps below:

1. From the drop down menu select "Settings" and enter access code (Installer/Dealer Code).
2. Touch "PowerG Upgrade"
3. A pop up message will appear asking if you want to start update for IQ Remote PowerG.
4. Press "Start". If a software update is available the remote will automatically begin downloading it.
5. Once the download is complete, the IQ Remote PowerG will restart to install the update.

Note: This is only valid for PowerG enrollment. Software update is automatic upon enrollment for Wi-Fi enrollment.
Note: For UL/cUL installations, remote software uploading is not allowed.

FIND IT



Swipe down for access

SETTINGS

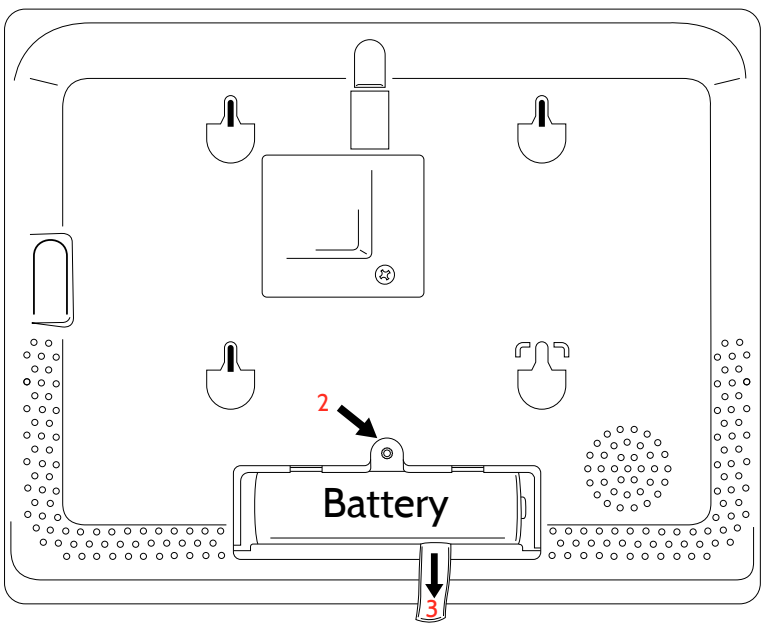
ENTER CODE (1111, 2222)

POWERG UPGRADE

Wi-Fi does not need to be manually activated on IQ Remote PowerG in order to update the remote

NOTE: Proper maintenance requires prompt administration of any software updates

BATTERY REPLACEMENT



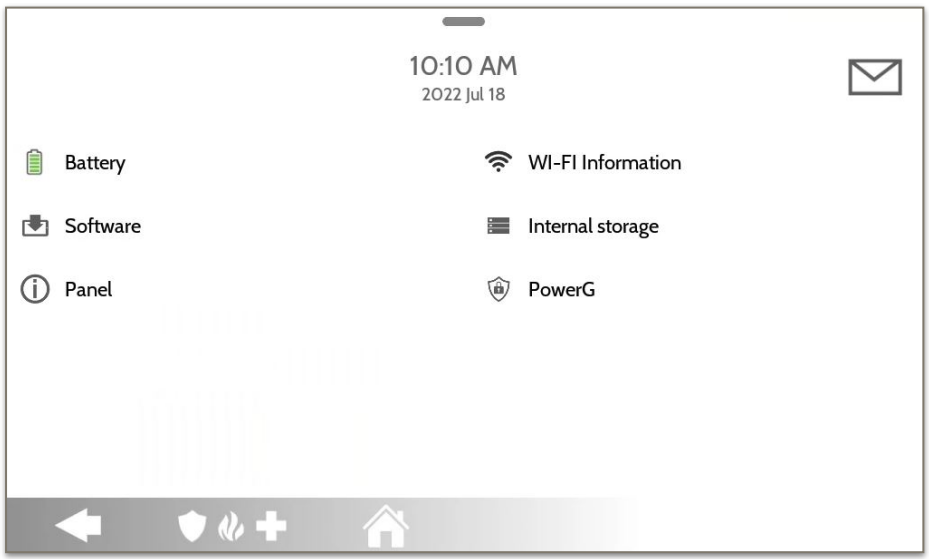
1. **Power down panel:** Press and hold the power button on the side of the IQ Remote PowerG for 2 seconds and select "Power Down" from the pop up
2. **Remove Battery Door:** Remove the panel from the backplate or table stand and then use a small screwdriver to remove the plastic door covering the battery.
3. **Remove Battery:** Pull the fabric tab that is located under the battery to remove it from the panel.
4. **Install New Battery:** Install the new battery paying careful attention to polarity and being sure to place the fabric pull tab under the battery to make future removal easier.

   Re-install Battery Door and screw, then re-mount to backplate or table stand.

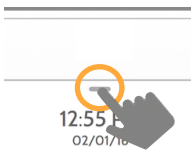
CAUTION: Do **NOT** use a screwdriver or anything sharp that could puncture the battery.

TROUBLESHOOTING

ABOUT



FIND IT



SETTINGS

ENTER CODE (1111, 2222)

ABOUT

ABOUT

Item	Description	
Battery	Battery Status: Disconnected, Charging, Full	Battery Level: Displayed in %
Software	Software Version: Current Software Version Build Number:	LInux Version: Android Version:
Panel	MAC Address:	Panel Up Time:
PowerG*	Radio Software Version Device Network Status	Device Radio Frequency Sensor ID
Wi-Fi Information	Connection: Connected/Disconnected IP Address: Panel's IP Address when connected SSID: Network panel is connected to	Speed: Connection speed shown in Mbps
Internal Storage	Total Space: Total space shown in GB Photos: Breakdown of space used for photos	Videos: Breakdown of space used for videos Logs: Space used for storing panel logs

*Shown during PowerG enrollment only,

POWER DOWN

DO NOT remove all power without following the steps below. In the event of needing to move the panel from one location to another it is safe to unplug the power supply while leaving the battery plugged in.

1. Press and hold the power button for 2 seconds until a popup message appears on the screen.
2. Select "Power Down".
3. A popup message will appear to confirm that remote will shut down. Select "OK".
4. Wait for 30 seconds until the IQ Remote PowerG shuts down fully.
5. Disconnect the power.

IMPORTANT: Failure to perform these steps in the proper sequence may result in data corruption and/or panel failure.

QUESTIONS? Contact us at techsupport@qolsys.com

PANEL REBOOT

If the panel is experiencing difficulties you can often resolve it by resetting the operating system:

1. Press and hold the power button for 2 seconds until a pop up message appears on the screen.
2. Select "Power Reboot".
3. A pop up message will appear to confirm that the remote will reboot. Select "OK".
4. Wait for the IQ Remote PowerG to restart.

IMPORTANT: Failure to follow these steps properly may result in data corruption and/or panel failure.

QUESTIONS? Contact us at techsupport@qolsys.com

LEGAL

UL/cUL RESIDENTIAL FIRE & BURGLARY INSTALLATIONS

This product has been tested and found in compliance with the following standards: UL1023 Household Burglar-Alarm System Units, UL985 Household Fire Warning System Units, ULC-S545 Residential Fire Warning Systems Control Units and ULC-S304 Security Level I Control Units, Accessories and Receiving Equipment for Intrusion Alarm Systems. For ULC Installations refer to the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-S540:

- Use only the compatible power supply referenced in this Installation Manual. 24 h standby power must be provided for fire applications and 4h for burglary only applications (AC trouble must be transmitted to SRC within 60 minutes).
- Priority of signals on the Panel is set as Fire, CO, Burg, Panic, Aux and then Flood.
- Use at least one compatible listed Smoke Detector for Fire Installations.
- The entry delay shall not exceed 45 sec (UL) and 180 sec (ULC Security Level 1).
- The exit delay shall not exceed 120 seconds (UL).
- The control panel supports the Temporal 3 pattern for fire alarm notification
- Test transmission cycle shall be set for 7 days transmission for Residential Fire applications, or 30 days for Residential Burglary only applications.
- Keypad siren is for supplementary use.

Note: For ULC Residential Fire and Burglary (ULC-S304 Level I) installations set for daily test transmission, Wireless Supervision window shall be set to 4 hours for UL/ULC Residential Fire Installations. Wireless Supervision window shall be set to 24 hours for Residential Burglary Installations only. RF Jam detection shall be enabled.
For UL 985 6th Ed. Compliant installations using also the Wi-Fi connection, ensure Power for network equipment such as hubs, switches, routers, servers, modems, etc., is backed up or powered by an uninterruptible power supply (UPS), standby battery or the control unit, capable of facilitating 24 h standby.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS

This product has been tested and found in compliance with the following standards: UL2610 Central Station Burglar-Alarm Units and ULC-S304 Control Units, Accessories and Receiving Equipment for Intrusion Alarm Systems, Security Levels I-II.

The subscriber control unit shall provide for the connection of protective wiring, conductors, and attachments in accordance with the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681 in USA and in accordance with ULC-S301, CSA C22.1, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations and ULC-S302 Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, in Canada.

Note: The product is not intended for installation outdoors or outside the protected premises.

This product is UL/ULC listed under the following categories: AMQE/AMCX7 Central Stations Alarm Units, UTOU/UTOU7 Control Units and Accessories, Household System Type NBSX/NBSX7 Household Burglar Alarm System Units. For further information on this product's listings please also refer to the official listing guides published at the UL website (www.ul.com) under Online Directory Section.

Programming:
The notes in the Installation Manual describing the system configurations for UL/uLC listed installations shall be implemented. RJ Jam detection shall be enabled. Panel Siren is for supplementary use.

Use only PowerG sensors listed in "Supported PowerG Sensors" on page 176 of this installer manual for UL/ULC Commercial Burglary installations. Hardwire input zones cannot be used in UL/ULC Commercial Burg installations. Partitions have not been evaluated for UL/ULC Commercial Burg installations. Require valid user code to arm this system must be enabled.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

UL2610 Central Station with Standard or Encrypted Line Security Service and ULC-S304 Security Level I-II/A3 Active communication channel:

- The installation must use the integral cellular communicator, which sends events over Cellular Data Network to the compatible Sur-Gard System I/II/III/IV/5 receiver.
- The communication path supervision window is set to 180s with 90s heartbeat and the compromise detection takes place within 3 minutes. The panel is using encrypted line security AES256. NIST certificate A1552.
- Wireless Supervision window shall be enabled and set to 4hours
- Open/Closing acknowledgment shall be enabled
- For ULC-S304 compliant installations using also the Wi-Fi connection, ensure Power for network equipment such as hubs, switches, routers, servers, modems, etc., is backed up or powered by an uninterruptible power supply (UPS), standby battery or the control unit, capable of facilitating 24 h standby.
- The entry delay shall not exceed 60s (UL) and 60s (ULC Security Level II).
- The exit delay shall not exceed 60s (UL) and 45s (ULC Security Level II).

Note: For UL certified Commercial Burglary Central Station applications the IQ Remote PowerG provides an acknowledgment signal to the user interface to confirm that normal closing signal has been received once the system has been armed. The device causes an audible and visual indication, when it receives the acknowledgment signal transmitted from the monitoring station compatible receiver: "Panel- Arming Response from Central Station is Acknowledged"

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

Protection of the Control Unit:
The local control unit and the local power supply must be protected in one of the following ways:

- The control unit and audible alarm device must be in a protected area which is armed 24 hours a day.
- Each partition must arm the area protecting the control unit and the audible alarm device power supply. This may require duplicate protection armed by each partition. Access to this protected area, without causing an alarm, will require that all partitions be disarmed.
- In all cases described above, the protected area for the control unit must be programmed as not-bypassable

For installations employing packet switched (network) communications such as Cellular/Wi-Fi the following recommendations shall be followed:

- Select the Internet Service Providers that have redundant servers/systems and Back-up power.
- Routers shall have Firewalls enabled and methods to identify and protect against "Denial of Service" attacks (i.e. via "spoofing").

For UL Commercial Burglary applications the loss of communication with the monitoring station shall be treated as an alarm condition by monitoring station personnel when the burglar alarm system is in the armed state, and as a trouble condition while the system is disarmed. Packet switched data network (PSDN) interface equipment, manufactured by other than the burglar alarm equipment manufacturer, that is not provided with the burglar alarm system and/or not required for the processing of the signals shall be evaluated to the applicable requirements of the Standard for Information Technology Equipment - Safety - Part 1: General Requirements, UL 60950-1, or the Standard for Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements, UL 62368-1, as communication equipment. Any network interface device which adds value or manipulates the original data packet such as changing transmissions formats, adding encryption, and the like, shall comply with the applicable requirements noted in this standard.

UL/ULC COMMERCIAL BURGLARY INSTALLATIONS continued...

User Information:

- The installer should advise the user and note in the User's Manual
- Service organization name and telephone number
- The programmed exit and entry time
- Instructions to test system weekly
- Note that the installer code cannot arm or disarm the system
- The installer should caution the user not to give system information (e.g., codes, bypass methods, etc.) to casual users (e.g., service people) and to only give out codes set to expire within 24 hours
- Identification of the conditions that might be expected to result in false alarms or impaired operation of the product(s): arming the system and not respecting the exit delay, entering the protected premises and not respecting the entry delay for disarming the system can cause false alarms.

FCC & ISED CANADA COMPLIANCE STATEMENT

This Class [B] digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.
Cet appareil numérique de la classe [B] respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

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

CAUTION! This equipment complies with radiation exposure limits set forth for uncontrolled environment. The antenna(s) used for this transmitters 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.
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.

FCC & ISED CANADA COMPLIANCE STATEMENT continued...

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.

Johnson Controls

SPECIFICATIONS

SPECIFICATIONS

Items	Parameters	IQ Remote PowerG
Platform	Android OS	Android 7.1
LCD Display	Size	7" LCD
	Resolution	1024 x 600
	RG	24bit
Touchscreen	Type	Capacitive glass multi-touch
User Codes	Up to 242	Role based (Dealer, Installer, Master, User, Guest, Duress)
Wireless	Security R/F	PowerG 912- 915MHz. Up to 128 RF Zones
	WiFi	Wi-Fi 802.11 b/g/n/ac dual band 2.4/5ghz
Flash Memory	Internal Storage	16GB

SPECIFICATIONS

Johnson Controls

Items	Parameters	IQ Remote PowerG
LED Indicator	Status LED	Disabled
Speaker	Mono 1W	
Microphone	Microphone	x 2 microphone
Siren		SPL minimum 85dB for UL985
Tamper	Tamper Switch	Wall and Enclosure Tamper
Battery	Type	Lithium Polymer 2600mAh. Guangzhou Great Power Energy & Technology CO LTD. Model ICR 18650
Buttons	Standby	Right side button used for sleep/wake, and clean screen cancel, panel power down, panel reboot
Mechanical	Dimension	6.1"H x 7.7"W x 1"D (155mm x 195mm x 27mm)
Power Supply	AC/DC External Plug-in Adapter	Output: 12v 1000mA CC, Input 100-240VAC 50/60Hz. Adapter evaluated at 120vAC for UL/cUL. Sheznzhen Sure-Power Electrical CO LTD. Model SW-120100
Mount	Back Plate	Wall mount or table top stand (optional)
Certification	UL/cUL/ULC	UL/cUL Residential Fire and Burglary and UL/ULC Commercial Burglary Alarm Control Unit. Compliant with standards: UL985, UL1023, UL2610, ULC-S545, ULC-S304
	FCC/IC	2AAJXQS-IQRTPG/11205A-QSIQRTPG
Temperature	Operational	0 to 40C, up to 93% relative humidity, indoor, dry ordinary locations use only
	Storage	-20 to 60C

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