2GIG

## 2GIG® GC3 Security & Automation System

# Fingertip Guide

NORTEK SECURITY & CONTROL

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# Welcome to the GC3 System

This Quick Reference guide shows system owners how to use the basic features of the 2GIG GC3 Security & Automation System. For more in-depth information, download the *GC3 User Guide* from **dealer.2gig.com** or visit **http://www.2gig.com**.

## About this Guide

This guide is designed for use by home and business owners of the 2GIG GC3 Security & Automation System from Nortek Security & Control. The GC3 Panel and all associated sensors and peripherals must be professionally installed by an authorized 2GIG alarm dealer. 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.

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## Home Screen

To wake the touchscreen, tap any area of the screen display or press the **Home** button on the right-side of the panel. The touchscreen goes into sleep mode after one (1) minute of inactivity. To change this setting to between 30 seconds and 10 minutes, tap **System Settings**, enter the Master User Code, tap **Screen**, and then change the **Screen Timeout** setting.

The Home screen includes these elements:

- **Arming Features:** Tap **Arm Stay** or **Arm Away** to arm the system and use the slide controls to turn the **Silent Exit** and **Exit Delay** features ON/OFF. See "Burglary Protection" on page 9.
- **System Status:** Reveals the system state. For example: *System Ready to Arm*, *System Not Ready to Arm*, and so on.
- **System Icons:** Tap to gain access to system messages, bookmarks, brightness/volume controls, or view the current energy source. See "System Icons" on page 8.
- **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 16.
- **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.


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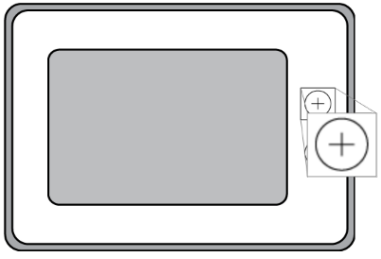
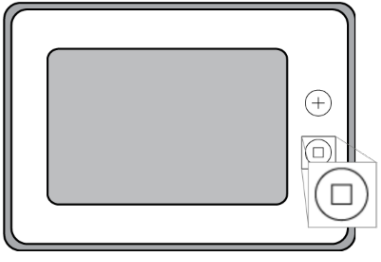
## Emergency and Home Button





### Emergency Button

Press this button as the first step for manually triggering an alarm. See "Manual Alarms" on page 18. 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

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 during the Exit Delay countdown and when armed. Blinks RED during the Entry Delay countdown, during an alarm, and after an alarm (*System Armed*).
- **POWER OUTAGE:** Flashes during a power outage when running on backup battery. Flashes GREEN when all sensors are closed (*System Ready to Arm*). Flashes ORANGE when one or more sensors are open (*System Not Ready to Arm*). Solid RED during Exit Delay countdown. Flashes RED while the system is armed.

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## 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 and access to different functions.

Figure 1 *System Icons*

Table 1-1 *System Icons*

| | | | |
|---|---|---|---|
| USB Update | Incoming Messages | No Bookmark | Add Bookmark |
| Go to Bookmark | Dim Touchscreen | System Volume ON | Non-Critical Sounds OFF |
| System on AC Power | System NOT on AC Power | Low Backup Battery | |


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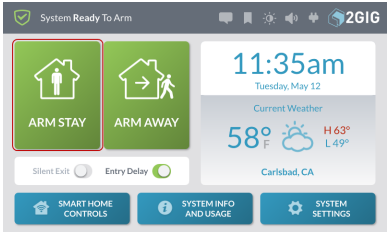
# Burglary Protection

To detect an intrusion, ensure the GC3 Panel is in the *System Ready to Arm* state (see "Bypass Sensors" on page 11). Then arm the system.

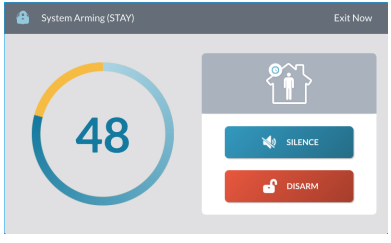
## Arm the System (Stay Mode)

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.

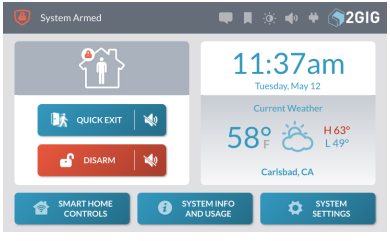
To arm the system:




❶ Tap **Arm Stay**. The system announces, "Arming Stay."




❷ During the countdown, you have the option to tap **Silence** which will extend the length of the timer and silence the audible countdown.




❸ After the countdown expires, the system is armed. The system announces, "System Armed Stay."

**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 **Quick Exit** 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.

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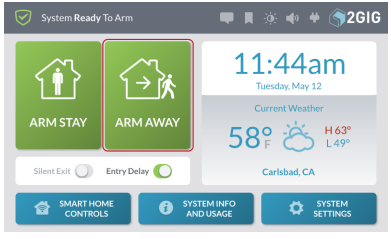
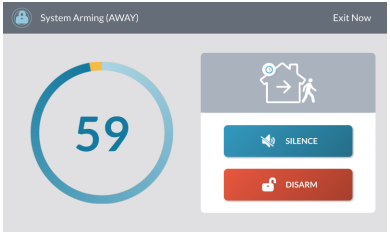
## Arm the System (Away Mode)

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).

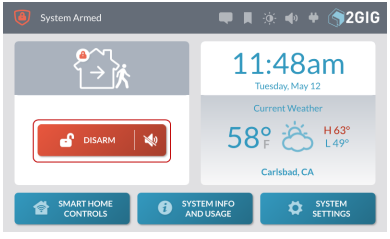
To arm the system:




1. Tap **Arm Away**.




2. Exit the premises before the audible *Exit Delay* countdown expires. During the countdown, you can tap **Silence** which will extend the length of the timer and silence the audible countdown.




3. After the *Exit Delay* countdown expires, the system is armed. The system announces, "System Armed Away."

**NOTE:** Consult your installer to determine if the *Auto Stay* feature is enabled. For compliance with *ANSI/SIA CP-01-2010*, 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 *GC3 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 compliance with *ANSI/SIA CP-01-2010*, this feature is enabled by default. For more in-depth information, see the *GC3 User Guide*.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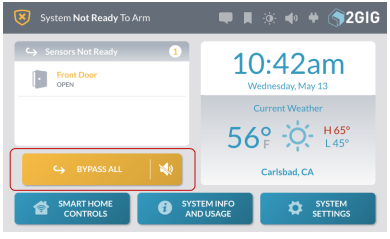
## Bypass Sensors

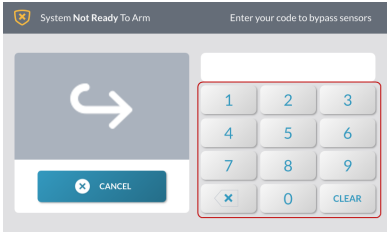
When you open a protected door or window, the *System Not Ready to Arm* message appears and reveals the zone in YELLOW on the **Sensors Not Ready** list. Before you can arm the system, place the system into the ready to arm state by (1) walking to the sensor and closing it, or (2) bypassing the sensor.

To bypass the open sensors:



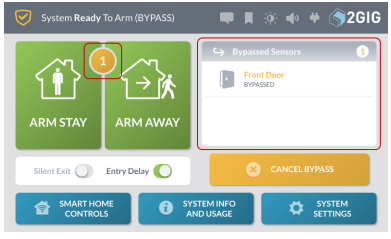

❶

Review the **Sensors Not Ready** list and close any desired sensors. If you want to bypass the sensors in the list, tap **Bypass All**.




❷

Enter a valid user code. If the installer enabled the *Quick Bypass* feature, you are NOT prompted for your code and will skip this step.




❸

The system bypasses the sensor. You have the option to tap ❶ (or ❷, ❸, and so on) to view the sensor(s) in the **Bypassed Sensors** list.

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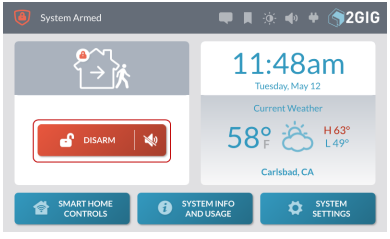
## Disarm the System

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.

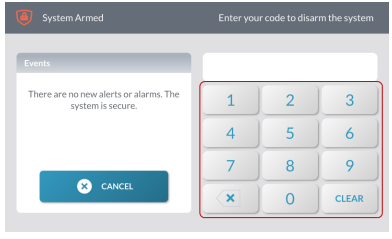
### Disarm the System from Stay Mode

To disarm the system from Stay mode:




1

At the **System Armed** page, tap **Disarm**.




2

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.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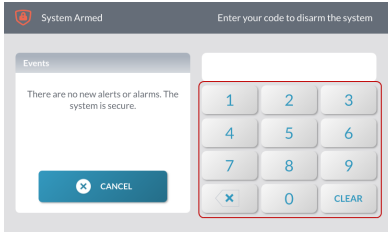
### Disarm the System from Away Mode

To disarm the system from Away mode:

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




2. Enter your code to disarm the system.

> **NOTE:** Consult your installer to determine the length of the *Entry Delay* feature. For compliance with *ANSI/SIA CP-01-2010*, the default setting is 30 seconds. For more in-depth information, see the *GC3 User Guide*.

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## In the Event of a Burglary Alarm

Sensors have been installed to protect perimeter doors and windows for the premises. Cameras and 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. For compliance with *ANSI/SIA CP-01-2010*, 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 *Entry Delay* countdown expires), you can silence the alarm and cancel the alarm report using one of these options:

- **If you disarm the system BEFORE the Abort Window Dialer Delay 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 Abort Window Dialer Delay 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. For compliance with *ANSI/SIA CP-01-2010*, the factory default setting is five (5) minutes. Consult your installer to determine the setting for your system.


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### Cross Sensor Zone

A cross sensor zone is comprised of two wireless sensors and both sensors must be tripped within a programmed period of time before the system activates an alarm. For compliance with *ANSI/SIA CP-01-2010*, if only one of the sensors in the cross sensor zone is tripped within the programmed period of time, the system automatically transmits a trouble report to the Central Station but does not activate an alarm.

### Swinger Shutdown Count

The swinger shutdown count defines the maximum number of times a zone's sensor can activate (i.e., "trip") an alarm during a single arming session. After the sensor trips an alarm for the count, the sensor cannot set off an alarm until eight (8) hours passes or until the system is disarmed and then re-armed.

For compliance with *ANSI/SIA CP-01-2010*, the default swinger shutdown count must me set to two (2) trips.

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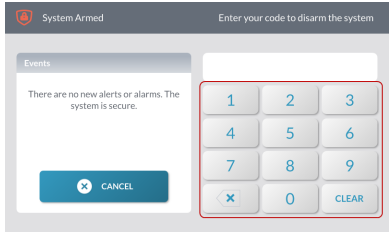
## If You Need to Use the Duress Code

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. 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 20.

To use your system's unique Duress Code:

1

If the system is armed, tap **Disarm**. If the system is disarmed, tap the system logo in the top right corner.




2

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 *GC3 User Guide*.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# 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 24.

> **NOTE:** A professional installer must ensure that all Smoke/Heat Alarms 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 *GC3 User Guide*.

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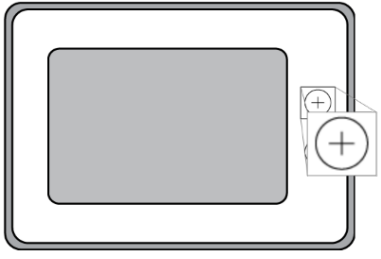
## Manual Alarms

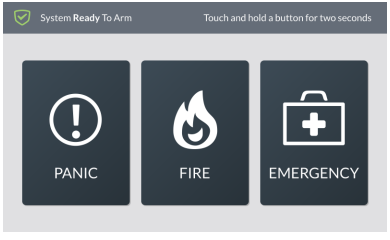
You can notify the Central Station of an emergency event by manually activating the alarm at the GC3 Panel. For compliance with *ANSI/SIA CP-01-2010*, the **Alarm** button on the GC3 Panel is designed with a double-action trigger. This means you must first press the **Alarm** button on the panel and 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:



1

Press the **Alarm** button on the GC3 Panel.




2

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 *GC3 User Guide*.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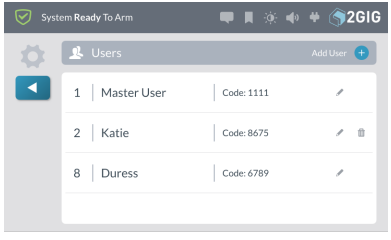
# Security Codes

The system supports a total of 100 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 PIN-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 next page.
- **User:** You can create up to 98 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 21.
- **Duress:** You are provided one (1) Duress Code. See "If You Need to Use the Duress Code" on page 16. The factory default setting for the four-digit code is: **6789**. Some 2GIG alarm dealers and/or installers change this to their own default code. To protect your system, the person who knows the Master User Code should always change the default code to a unique one that is know only by trusted system users. See "Change the Master User or Duress Code" on the next page.

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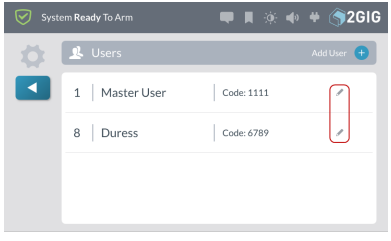
## Change the Master User or Duress Code

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 PIN-protectd 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 16.

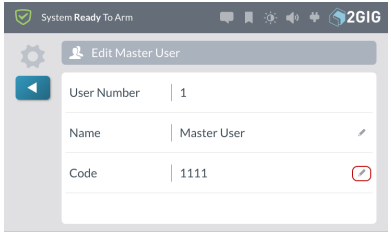
> **IMPORTANT:** When customizing codes for your system, ensure they are simple enough to remember, but not something that can be easily guessed or discovered by an intruder. For example, do not use the dwelling's physical address, telephone digits, birth dates, or birth years. Codes should only be given 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:

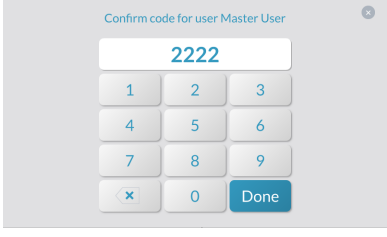
❶ Tap **System Settings**, enter the system's Master User Code, and then tap the **Users** menu. Next, continue with these steps:




❷ At the **Users** screen, tap the pencil icon next to **Master User** or **Duress**.




❸ At the **Edit Master User** or **Edit Duress User** screen, tap the pencil icon next to **Code**.




❹ At the **Enter a Code for the User** screen, input a unique four-digit code and tap **Next**. Then, confirm the code and tap **Done**.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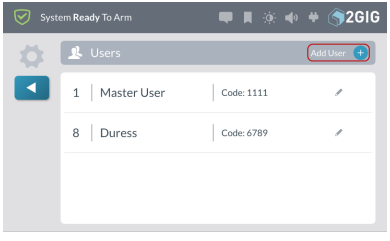
## Create a User Code

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

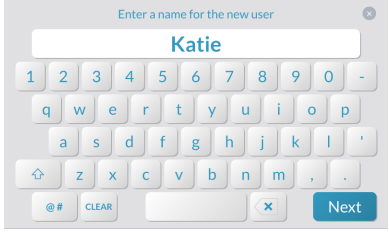
To create a user code:

❶ Tap **System Settings**, enter the system's Master User Code, and then tap the **Users** menu. Next, continue with these steps:



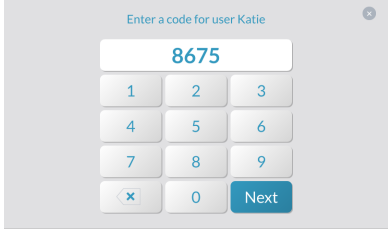

❷

At the **Users** screen, tap **Add User**.




❸

Enter a name for the new user and tap **Next**.




❹

Enter a unique code and tap **Next**. Then enter the code again to confirm it and tap **Done**.

**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 *GC3 User Guide*.

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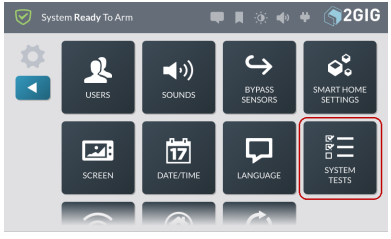
## System Tests

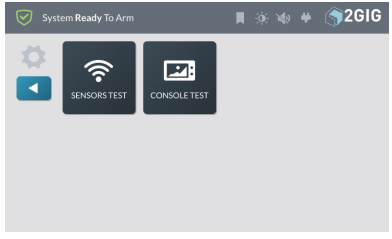
To ensure continued protection and proper system operations, it is important to perform a sensor and console test on a weekly basis.

To perform System Tests:

1. Enter the Master User Code to access the **System Settings** menu.




2. Tap **System Tests**.




3. Tap one of these buttons to choose the test type:

**Sensor Test:** Tests signals between the Control Panel and installed sensors.

**Console Test:** Tests the function of the GC3 Panel's audio and buttons.

**NOTE:** For compliance with *ANSI/SIA CP-01-2010*, 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 *GC3 User Guide*.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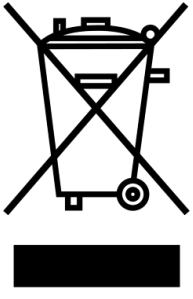
## Limited Warranty

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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A L A R M  D E A L E R  I N F O R M A T I O N

**Company Name:** Coastline Security Systems, LLC

**Your Account Number:**

**Installation Date:**