



Dear Client,

Welcome your new system!

It does not matter if you are a long-time client of **Centurion Alarm & Lock** or if you are now experiencing and learning our keypad for the very first time, we are here to help you and always just a phone call away.

We have included in this welcome packet simple templates that will help you keep track of valuable information for you and future property owners or managers such as,

- Your account number
- Your 4-digit master code
- The number of access codes to your alarm and what position those codes are stored in programming
- Emergency contact information
- Equipment maintenance, inspections, installations and replacements
- Simple instructions for tasks costumers perform regularly
- Frequently Asked Questions

If you need additional copies of these templates simply let us know and we would love to provide them for you. Also feel free to contact us if you would like to schedule a technician to service or inspect your equipment or even if you simply have a question about the system.

We are thrilled about having you as one of our many valued customers and look forward to several great years of working with you!

Thank you for choosing us,



Centurion Customer Service Team

Centurion Alarm & Lock NB Inc.

centurion.admin@nb.aibn.com

Phone: (506) 386-2400



Monitored Customer Emergency Response Details

Account # _____

Your alarm is using

- High Speed Internet
- GSM (Cellular Unit)
- Telephone Line associated with (_____) _____

PLEASE NOTE that any trouble with the equipment or provider of the above-mentioned services and or the cancelation of any of the above mentioned services WILL affect the ability of your panel to communicate with the monitoring station. For more information please reference your copy of the Centurion Alarm Terms and Conditions.

Alarm Reporting Centre (24 hr toll free) ----- 1 (866) 561-6433

Centurion Customer Service (M-F 8:30AM-4:30PM) ----- (506) 386-2400

Centurion Toll Free Line (M-F 8:30AM-4:30PM) ----- 1-(888) 452-1199

To update your emergency contact info email: centurion.admin@aibn.com



ACCESS CODES

TO PROGRAM IN AN ACCESS CODE

Step 1: Swipe down to access setting tray

Step 2: Touch "SETTINGS"

Step 3: Touch "ADVANCED SETTINGS"

Step 4: Enter your Master Code

Step 5: Touch "USER MANAGEMENT"

Step 6: Touch "ADD USER"

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

TRACKING YOUR ACCESS CODES is important to ensure the safety and protection of your property. It also ensures a smooth transitions between property owners or managers.

Code	LOCATION	TYPE OF CODE	PERSON RESPONSIBLE
— — — —	40	Master Code	
— — — —	01		
— — — —	02		
— — — —	03		
— — — —	04		
— — — —	05		
— — — —	06		
— — — —	07		
— — — —	08		
— — — —	09		
— — — —	10		
— — — —	11		
— — — —	12		
— — — —	13		
— — — —	14		



How to Access System Testing

Step 1: swipe down to access settings tray

Step 2: Touch "Settings"

Step 3: Touch "Advanced Settings"

Step 4: Enter Master Code

Step 5: Touch "Systems Test"

Testing Regularly

You should test your system regularly to ensure it is operating at peak efficiency. The IO Panel has several tests built in that are easy to perform.



Wi-fi Test

Run this test every 30 days or if the IQ Panel's Wi-Fi connection seems to be failing.



Sensor Test

Run this test every 30 days. As you start the test, open and close your doors, windows and move in front of your motion sensors to ensure they work as expected.



Cellular/LTE Test

Run this test if your panel seems to have lost its ability to send and receive signals.



Image Sensor Configuration

Run this test if your image sensors stop working



Z-Wave Test

A series of Z-Wave tests to optimize your smart home network

"Reconfigure Network" is your most useful test, repairing your network for you



Dual Path Test

Run this test if your panel seems to have lost its ability to send a receive signals



Panel Glass Break Test

Use this to test your panels microphone



Panel Test

Use this every 30 days to test a variety of panel functions



Emergency Panic

If you have a police, fire, or medical emergency and your system is not armed or a sensor has not been triggered, you can send a manual emergency panic by touching the icon on the bottom right corner and selecting the type of emergency you are experiencing.

Alarm Types



Police: When touched, it triggers the “police” siren pattern and sends a police emergency signal to your provider’s monitoring company.



Fire: When touched, it triggers the “Fire” siren pattern and sends a fire emergency signal to your provider’s monitoring company.



Emergency: When touched, it triggers the “emergency” siren pattern and sends an emergency signal to your provider’s monitoring company.



Cancelling an emergency panic: To cancel an emergency panic, touch the “cancel” button and enter in a valid user code.

Arming options

Quickly chose from “stay” or “away”



Arming Stay: Arms doors and windows only



Arming Away: Arms doors, windows, and motions



Additional Options: View additional alarming options by touching the “>>” icon on the right side.

Additional Options



Bypass: Touch the circle next to the sensor to bypass it during arming sequences



Exit Sounds: The panel beeps as the timer counts down. Silence these beeps before you choose the arming type



Entry Delay: The panel will give you time to disarm once a “delay door” has been opened. This turns off with a touch.



Here are some tips to avoid false alarms

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

Disarming your system

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



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

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



Disarming remotely – To remotely disarm your panel, login into your mobile app and touch the disarm icon

Download the Alarm.com app in the app store or Google play.



Disarming Automatically- you can connect your smart phone using Bluetooth and it will automatically disarm your IQ panel from an “Armed Away” state when it comes into range. Follow the steps below to connect a phone.

Step 1: swipe down to access settings tray

Step 2: Touch “SETTINGS”

Step 3: Touch “ADVANCED SETTINGS”

Step 4: Enter your code

Step 5: Touch “BLUETOOTH DEVICES”

Step 6: Put your Bluetooth device in “pairing” mode.

Step 7: Touch “ADD DEVICE” The panel will begin searching for the new device in range (it may take up to 60 seconds”

Step 8: Select your device from the list

Step 9: Touch “pair”

Step 10: When the messages appear on your phone and IQ Panel, ensure the numbers match and touch “Pair” on each.

You can connect up to 5(five) smartphones for touchless disarming.



SERVICE TRACKING

Here is an easy way for you to keep track of your equipment maintenance for warranty, peace of mind, and trouble shooting. Feel free to ask our technician to fill this out while he is there doing work for you!

Work Completed	Part Serviced	NOTES & DATE
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <input type="radio"/> Replaced/Installed <input type="radio"/> Inspected <input type="radio"/> Serviced 		<hr/> <hr/> <hr/>



ZONE LIST

Zones simply refer to the number of devices you registered on your alarm system. For example, if you have only one door contact registered with your alarm that would be considered "Zone 01".

We do maintain a list of active zones to reference for our monitored customers if they do not. However, inactive zones are not tracked therefore it is beneficial for the customer to track zone changes on the premise. ***Unmonitored customers are responsible to track all zone changes.*** Our technician will provide you with an original zone list on your initial agreement. Copy the original list here and track any changes that are made for future reference.

Zone	Description	Date Serviced
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		



FREQUENTLY ASKED QUESTIONS

Will disconnecting my landline affect my alarm?

No. Your alarm panel communicates through your Cell Backup. If you wish to disconnect your landlines and rely strictly on cellular devices there is a Cellular Backup Unit that is installed to allow you to that.

The panel will not accept the code that I have tried to program in. Why not?

If you have followed all the steps outline on page 3 and still having trouble programming the code you will need to compare it with the other codes already in the system. You cannot program in identical or consecutive codes. If you try a new code and the panel continues to refuse your code call us to schedule a technician or to be walked through more extensive programming over the phone.

How do I change the time and date on my panel?

When using the Qolsys panel with Alarm.com, the system Date & Time will automatically be synced to the network clock and adjusted for the proper time zone based on the zip code used when the account was created.

We Hope you enjoy your new IQ Panel security and smart home platform! It will serve as the “brain” of your home for many years to come. With it, you can control your lights, locks, thermostat, security and much more.

We hope this guide is a useful tool for you more about the features of this amazing new device. We hope it will add to your homes décor and make your home smarter and more efficient.

Thank you for choosing us,



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