



WATCHING OUT FOR WNY SINCE 1984

## **Smart Start**

A quick reference guide  
IQ2+



# YOU MADE THE RIGHT CHOICE WITH AMHERST ALARM PROTECTION.

Here at Amherst Alarm, we pride ourselves on providing industry leading service. Doing the best job possible to make the homes and businesses of Western New York safer is our goal. Amherst Alarm has its own computerized UL monitoring center, featuring the leading edge hardware and software. Beyond technology, we are proud of the professional and personal service we provide in every division of the company.

## Amherst Alarm Monitoring



## Smart Security



## Professional Installation



## Powered By Real People



Amherst Alarm, Inc. excels at being the leader in Western New York as the premier provider of electronic systems for security, safety, health and entertainment for home and business. We attain this position by providing the highest level of service with an expert staff of professionals.



# PASSWORD DEFINITIONS

We put this guide together to help you hit the ground running and get the most out of your Amherst Alarm system.



Make sure you know and keep track of your important Amherst Alarm and Alarm.com passwords and codes. Customers usually do one of the following:

- Memorize
- Program into a cell phone
- Fill out the cards below and keep them somewhere safe

**Verbal Alarm Password:** Single word used to verify your identity when an alarm is triggered or when speaking to Amherst Alarm. This password gives you authority to make all changes on your account.

**Master Panel Code:** Numeric code used to arm and disarm your security system at your panel.

**Duress Code:** Numeric code that will disarm your security system at your panel, but silently notifies Amherst Alarm of an emergency.

<p><b>Amherst Alarm Monitoring Center:</b> <b>716-632-4600</b></p> <p><small>Program this number into your phone so you always know who is calling!</small></p> <p><b>Verbal Alarm Password:</b> _____</p> <p><b>Master Panel Code:</b>    _____-_____-_____-_____</p> <p><b>Duress Code:</b>            _____-_____-_____-_____</p>		<p><b>Customer Care Website</b> <small>To manage your account</small></p> 
		<p><b>Username:</b> _____</p> <p><b>Password:</b> _____</p> <p><b>Alarm.com</b> <small>To control your advanced products</small></p> <p><b>Username:</b> _____</p> <p><b>Password:</b> _____</p>

## Going out of Town?

Be sure to contact us with the dates you will be out of town with the name and number of your “keyholder” in case there are any problems. You can submit a “vacation notification” on our website under the “Support” tab or on our mobile app!

## Contact Information:

Phone: 716-632-4600  
Email: [Dataentry@amherstalarm.com](mailto:Dataentry@amherstalarm.com)



# ACCOUNT MANAGEMENT

Whether you need to pay your bill, sign up for autopay, or request a new yard sign, we've got you covered. Most of these can even be done online!

## 1 ACCOUNT INFO AND BILLING

Make online payments, manage payment methods, enroll in autopay, and view past statements. To watch a customer tutorial on how to pay your Amherst Alarm bill online, go to [bit.ly/2JipzCW](http://bit.ly/2JipzCW).

## 2 RESOURCES, VIDEOS, AND FAQs

Find answers to common questions and instructions on anything from changing a battery to control panel How To's. Some videos are posted on [amherstalarm.com](http://amherstalarm.com), but to see all of our videos go to our youtube channel at [bit.ly/2vN3Y96](http://bit.ly/2vN3Y96).

## 3 YOUR ACTIVITY

See what's going on with your security system by contacting Amherst Alarm. Receive information on recent alarms, low battery signals, and upcoming appointments.

## 4 MANAGE EMERGENCY CONTACTS

Add, delete, and prioritize your emergency contacts by filling out the request form on our mobile app, emailing your updated contact information to [dataentry@amherstalarm.com](mailto:dataentry@amherstalarm.com) or giving us a call at 716-632-4600 and we will help update your list. An emergency contact should be someone you trust with access to your home or business, who understands the operation of your alarm system and has a code with the password.

## 5 TEST YOUR ACCOUNT

Keep your system healthy by testing at least once a month. Be sure to call Amherst Alarm prior to testing and when you have completed testing.

### Have You Downloaded Our App?

Everything you need at the tip of your fingers! We recently added push notifications, so you can get instant updates and reminders from Amherst Alarm on the go. Other key features are listed to the right!

- Access your system's app, if compatible
- Cancel a false alarm
- Book appointments
- Pay your bill
- Download system user manuals
- Request insurance certificates
- Order window stickers or request a lawn sign
- View helpful videos
- Notify us when you will be out of town
- Verify your emergency call list



# WHAT TO EXPECT IF YOUR ALARM GOES OFF

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Amherst Alarm has security procedures in place that vary depending on the type of alarm. Here is what you can expect:

## BURGLARY ALARM

1. Amherst Alarm calls your primary number (password required)
2. If unavailable Amherst Alarm calls your ECV's "Enhanced Call Verification Number" which is usually the owner's cell or someone who can check on the property to avoid false dispatches
3. If unavailable or requested, Amherst Alarm calls the police to notify them of your alarm
4. Amherst Alarm calls your remaining contacts

## MEDICAL ALARM

1. Amherst Alarm calls your primary number (password required)
2. When applicable, Amherst Alarm calls EMS to notify them of your alarm (we will connect you with EMS after we give them your name and address)
3. When applicable, Amherst Alarm calls your remaining contacts

## AUDIBLE PANIC, SILENT PANIC AND DURESS

1. Amherst Alarm notifies police of your alarm
2. Wait 15 minutes, giving authorities the opportunity to arrive and assist
3. Amherst Alarm will notify rest the of your remaining contacts

## FIRE ALARM (COMMERCIAL)

1. Amherst Alarm notifies the fire department
2. Amherst Alarm notifies site (password not required)
3. If unavailable, Amherst Alarms calls your remaining contacts

## FIRE ALARM (RESIDENTIAL)

1. Amherst Alarm calls your primary number (password required)
2. Amherst Alarm notifies the fire department
3. Amherst Alarm calls your remaining contacts

## SUMPPUMP/TEMPERATUREALARMS

1. Amherst Alarm will notify site (Password not required)
2. Amherst Alarm when applicable will call your remaining contacts

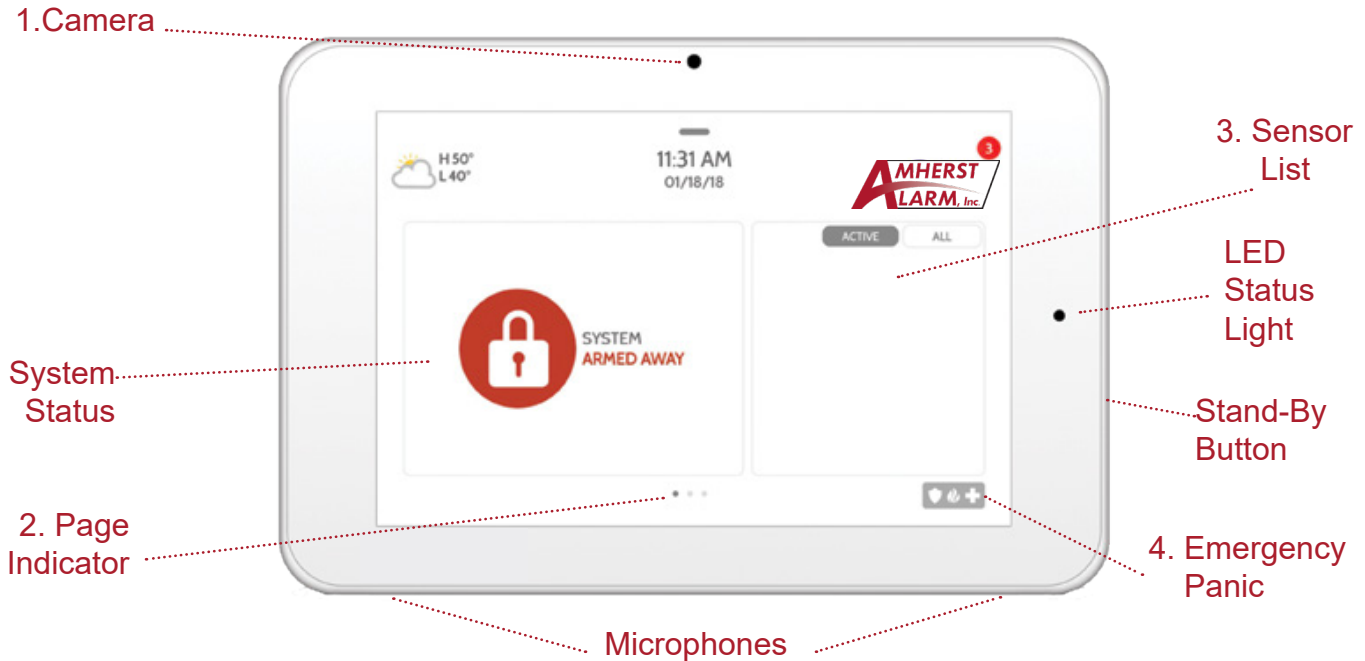
***Sump Pump sensors require regular testing and maintenance to assure proper function***

## CARBON MONOXIDE ALARMS

1. Amherst Alarm notifies site (Password Not Required)
2. We will inform anyone on location to move to fresh air and leave the windows closed (this ensures an accurate test of levels for the Fire Department.)
3. Amherst Alarm notifies the Fire Department
4. If unavailable Amherst Alarms calls your remaining contacts

Interested in learning more? Call 716-632-4600 or visit [Amherstalarm.com](http://Amherstalarm.com).

# IQ2 Panel



## Navigation

1. Camera: When selecting disarm, the built in camera takes a photo.
2. Page Indicator: Swipe right/left to change pages.
3. Sensor List: Open or active sensors appear in a scrollable list.
4. Emergency Panic: Send an emergency panic by touching the icon in the bottom right corner and selecting police, fire, or medical emergency.

# IQ2 Panel Mode

## Arm

*Arms your security system*

**Step 1:** Select "System Disarmed" icon

**Step 2:** Select "Arm Stay" or "Arm Away"



**ARM STAY**

*Arms doors/windows only*



**ARM AWAY**

*Arms doors/windows, motions and glass breaks*

## Disarm

*Disarms your security system*

**Step 1:** Select "System armed" icon



**ARM STAY**

OR



**ARM AWAY**

**Step 2:** Enter Disarm Code within 30 seconds

## Duress

*Disarms your security system and sends Amherst Alarm a silent distress signal*

**Step 1:** Select "System armed" icon



**ARM STAY**

OR



**ARM AWAY**

**Step 2:** Enter Duress Code within 30 seconds

## Emergency Panic

*Sends a panic (intrusion, fire, or emergency) alarm to Amherst Alarm*

**Step 1:** Select Panic Button



**Step 2:** Select needed Panic icon



*Police*



*Fire*



*Medical*

**Step 3 (optional):** Send a police or emergency panic without sounding the siren.



*Silent Police Alarm*



*Silent Emergency Alarm*

Not your panel?

There are more panel guides available at [Amherstalarm.com](http://Amherstalarm.com).

# ALARM.COM MOBILE APP

With the Alarm.com mobile app, stay connected wherever you go. Simply search for "Alarm.com" to download the app.

Open Menu

View System History

**Security System**  
Choose from "Arm Stay" or "Arm Away."

Scenes

One icon will complete multiple tasks.

**Arm Stay**



*Arms doors/windows only*

**Arm Away**

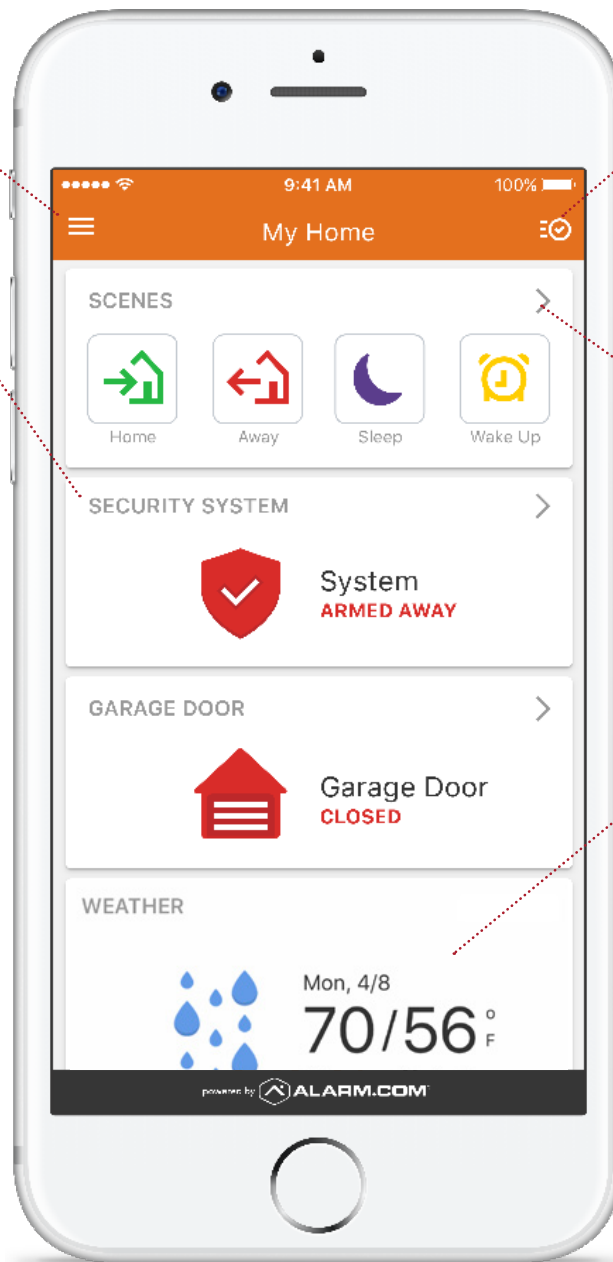


*Arms doors/windows, motions and glass breaks*

**Disarm**



*Disarms all security sensors*



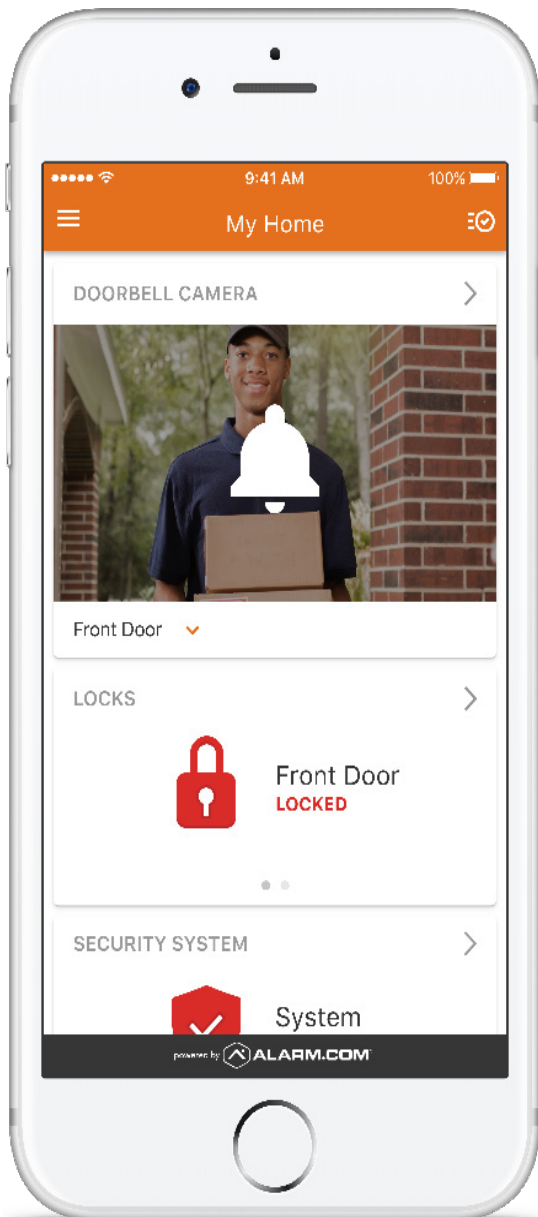
Current Weather

For more advanced settings, go to [Alarm.com](http://Alarm.com).



# MORE FEATURES FOR A SMARTER HOME

Depending on your security system package and devices, you may see additional icons on your Alarm.com app home screen. Here are a few more smart devices you can control from your smartphone.



## VIDEO DOORBELL

Always know who's at your front door, even when you're away from home. Receive alerts, view video footage, and use two-way voice to interact with visitors.



## SMART LOCK

Lock or unlock your door remotely. Provide temporary codes for visitors for safe, keyless entry.



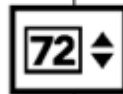
## SMART VIDEO

Keep a close watch on your property day and night, viewing live or recorded videos from your smartphone.



## SMART GARAGE DOOR

Never wonder, "Did I forget to close the garage door?" Open and close your garage remotely, and even receive alerts if it is left open.



## SMART THERMOSTAT

Set ideal temperatures at home for every part of your day. Stay comfortable and save on energy costs.



## SMART LIGHT CONTROL

Set lights to trigger on and off based on activity or time of day. Give your home a lived-in look even when you're not there.