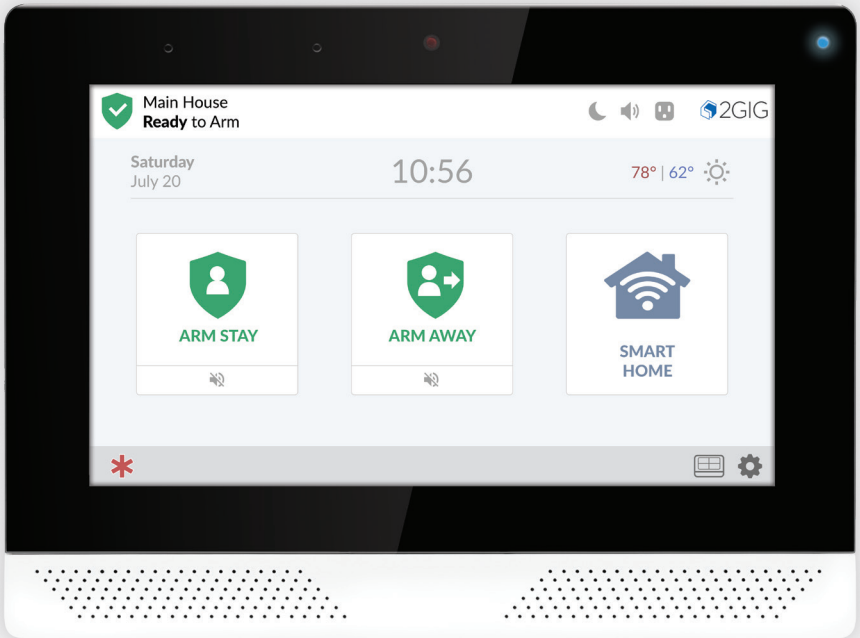
2GIG EDGE™



2GIG EDGE™ Security & Smart Home System

SMART HOME MANUAL

2GIG

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Introduction

2GIG EDGE™ panel is a self-contained Security and Smart Home system designed to keep home and loved ones safe and secure while offering world class convenience. Smart Home in the 2GIG EDGE security panel allows home owners to control and manage Z-Wave home automation devices and compatible video cameras and doorbells. This manual covers all Smart Home features and functions in detail to guide home owners and installers.

NOTE: Some features may be disabled or not installed, so contact your dealer/installer if you cannot access any feature in the manual. The Installer Toolbox options can only be accessed by a licensed installer of 2GIG products.

Capabilities of the 2GIG EDGE™ Security Panel

Z-Wave and Z-Wave Plus and S2 Compatibility: Installers Master users (if configured on the system) can add up to 232 smart home devices to communicate with the 2GIG EDGE Panel using the Z- Wave and Z-Wave Plus wireless communication protocol.

The 2GIG EDGE Panel can be included and operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers and/or other applications. All non-battery operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network. This device is a security enabled Z-Wave Plus product that is able to use encrypted Z-Wave Plus messages to communicate to other security enabled Z-Wave Plus products.

Alarm.com Cameras

With a WiFi connected panel, view video streams of the installed Alarm.com cameras. See Alarm.com for a list of compatible cameras.

Alarm.com/Skybell Doorbell Cameras

Live View and answer the doorbell directly on the WiFi connected panel. The panel provides two-way communication to the video doorbell, allowing easy access to answer the door.

Local Network Cameras Support

Stream video from local network ONVIF cameras over WiFi. (ONVIF Profile-S cameras supported)

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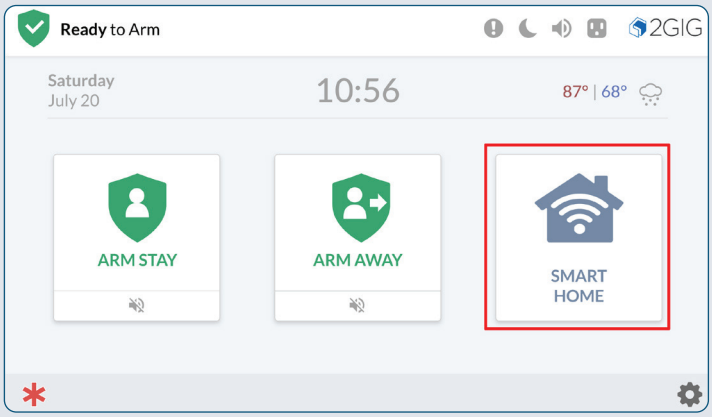
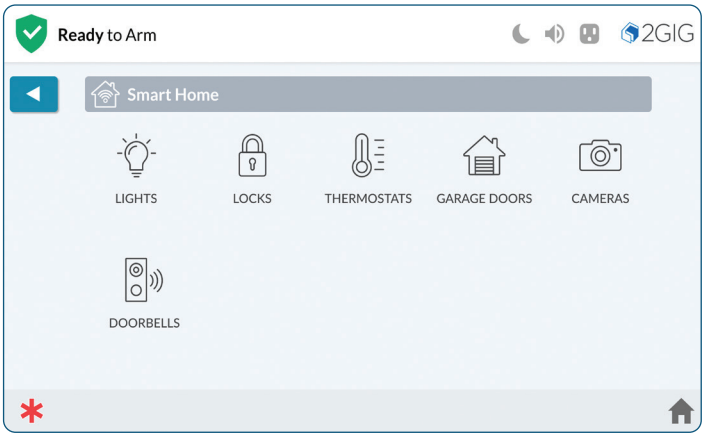
Smart Home Menu

On the Home screen, you can tap an option to access **Smart Home** menu.



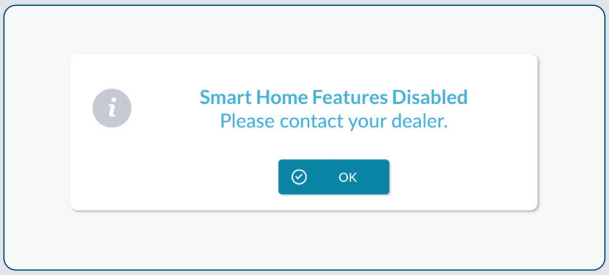
These options allow the ability to operate any smart home devices directly from the 2GIG EDGE Panel.

To learn about options in this menu, see **Smart Home Controls**, next page.



If the Smart Home Controls menu is not configured on your system, the following notification message appears when you tap the Smart Home Controls button. Tap **OK** to dismiss the message.

NOTE: Consult your security provider for information about enabling the Smart Home feature on your system.



Smart Home Controls

The Smart Home Controls menu allows the ability to control Z-Wave smart home devices at the 2GIG EDGE Panel. The system supports a maximum of 232 Z-Wave devices.

Lights

Use the controls on the **Lights** screen to adjust smart home lighting devices, or turn them On and Off.

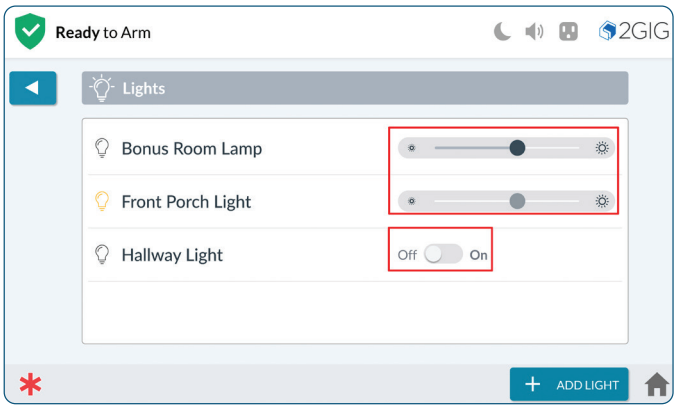
Dim or Brighten Lights

To dim or brighten lights:

1. At the Smart Home menu, tap **Lights**.
2. At the **Lights** screen, swipe left to dim the light or right to brighten. You can also tap the dim or brighten icon.

Off / On Switch

Tap the switch to turn an assigned light **Off** or **On**.

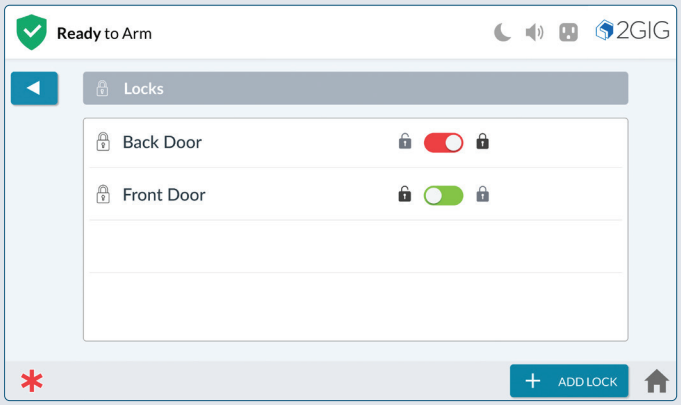


Locks

Use the controls in the **Locks** screen to lock and unlock your smart devices.

To lock and unlock devices:

1. At the Smart Home menu, tap **Locks**.
2. At the **Locks** screen, tap a switch to lock or unlock.

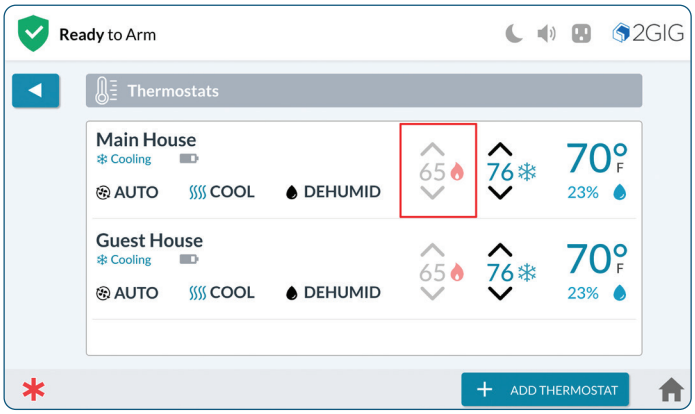


Thermostats

Use the controls in the **Thermostats** screen to operate your thermostats. To operate the thermostat:

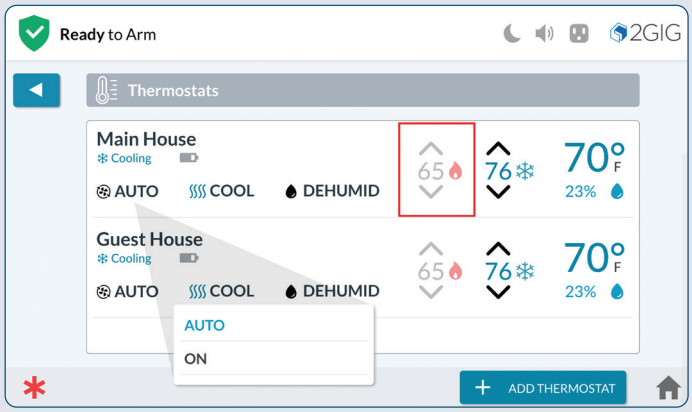
1. At the Smart Home menu, tap **Thermostats**.
2. At the **Thermostats** screen, you have these options:

   » **To change the temperature set points**, press the top arrow to raise the temperature or press the bottom arrow to lower the temperature.



   » **To change the fan setting**, tap the current setting to open a menu and tap the desired option.

   » **To change the thermostat mode**, tap the current setting to open a menu and tap the desired mode.



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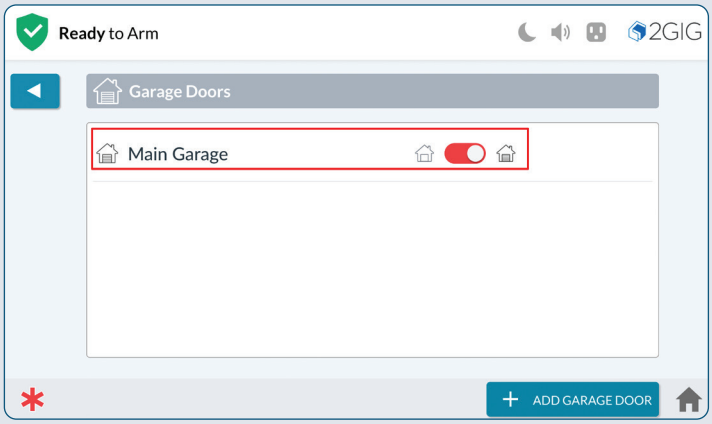
Garage Doors

Use the controls in the **Garage Doors** screen to open and close garage doors. To operate the Garage Door controller:

1. At the Smart Home menu, tap **Garage Doors**.
2. At the **Garage Door** screen press the toggle to open or close the Garage Door.
3. Tap ◄ when finished to return to previous menus.



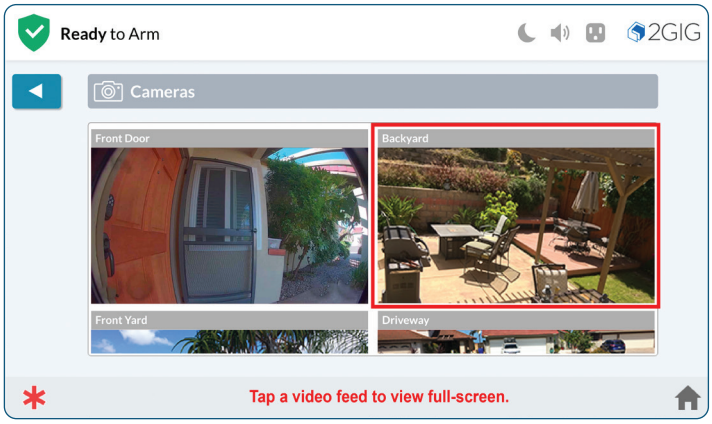
Cameras

Use the options in the **Cameras** screen to view a camera feed.

NOTE: Cameras MUST be added and accessible on Alarm.com first.

For local network cameras, refer to page 26.

1. At the Smart Home menu, tap **Cameras**.
2. At the **Cameras** screen, tap the video thumbnail to view its live feed.
3. Tap ◄ when finished to return to previous menus.



Live View

View the feed of a specific camera full-screen.

1. Tap a camera feed thumbnail.
2. Tap the volume icons (🔊) to increase or decrease volume, or tap (🔇) to mute sound.
3. Tap ✕ or the Home (⌂) button to exit.

NOTE: Volume controls will only appear for cameras that support this feature.

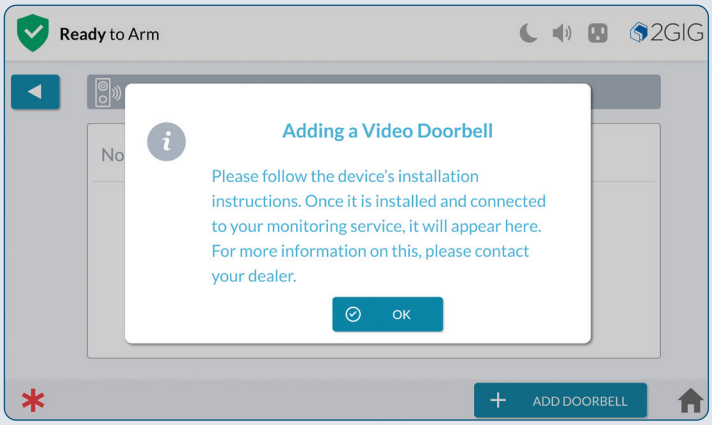
NOTE: For audio settings, see **Adjust Camera Audio Settings**, next page.

Doorbell (Camera)

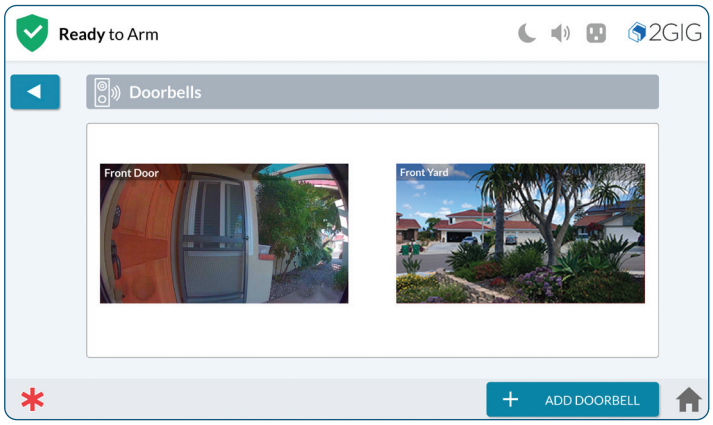
Use the **Doorbells** option to view the doorbell video feed or answer a doorbell call.

NOTE: Doorbell Cameras MUST be added and accessible on Alarm.com first.

1. At the Smart Home menu, tap **Doorbells**. A service message will initially appear.
2. Tap OK.



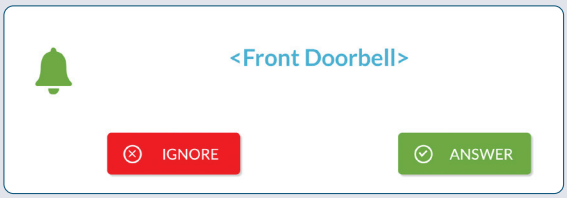
3. At the **Doorbells** screen, tap the video thumbnail to view its live feed.
4. Tap ◄ when finished to return to previous menus.



Answering Doorbell Camera from Panel

When the doorbell rings, the panel will make the doorbell camera feed available.

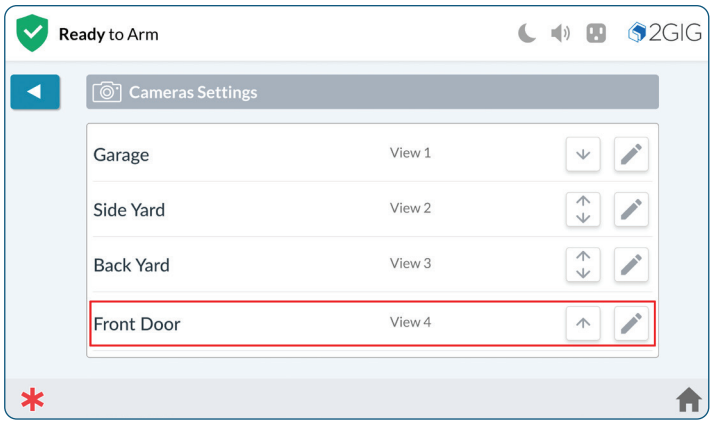
1. Tap and hold the **HOLD TO TALK** button to speak to the person at the door.
2. Tap **HANG UP** when you're finished talking.
3. During the call, tap the volume icons (🔊) to increase or decrease volume, or tap (🔇) to mute sound.
4. Tap the (🔒) button to lock or unlock a Z-wave door lock (if installed).
5. Tap (✱) to access the *Panic*, *Fire* and *Emergency* buttons.



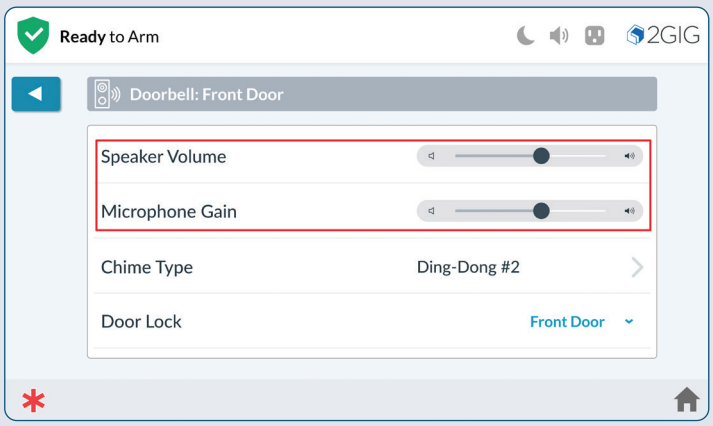
Adjust Camera Audio Settings

The sound setting for cameras can be found in the Cameras Settings menu.

1. At the Home screen, tap the Settings icon (⚙).
2. Tap **SMART HOME SETTINGS** (🏠).
3. Select **CAMERAS** (📷) to view the Camera Settings screen.
4. Tap an available camera from the list.



5. Use a finger to slide the *Speaker* or *Microphone* volume slider to the left (decrease volume) or right (increase volume).



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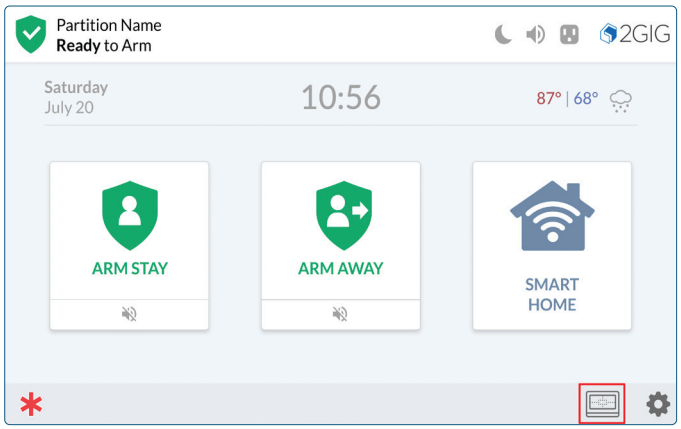
Smart Areas

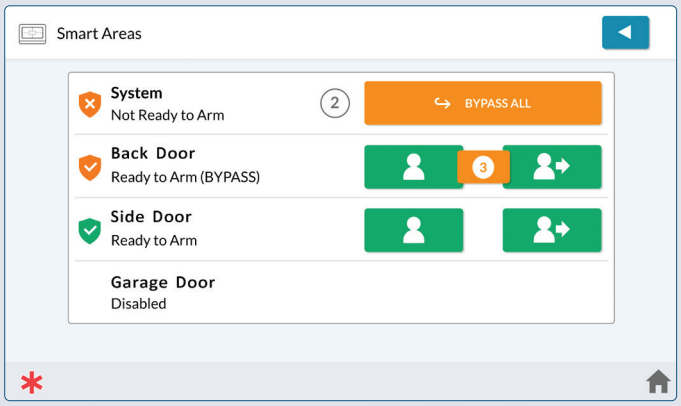
The Smart Areas screen provides access to controls and status of all Smart Areas from the main panel or 2GIG EDGE Remote Keypads.

The Smart Areas Button will change color to indicate status of the Smart Areas:

1. Press the **Smart Areas** button on the **Home** screen.
2. Enter user code – the user code controls access to the **Smart Areas**. After authentication, the **Smart Areas** screen will only show the Smart Areas the user is assigned.



3. The **Smart Areas** screen will display status for each Smart Area similar to the panel's home screen.



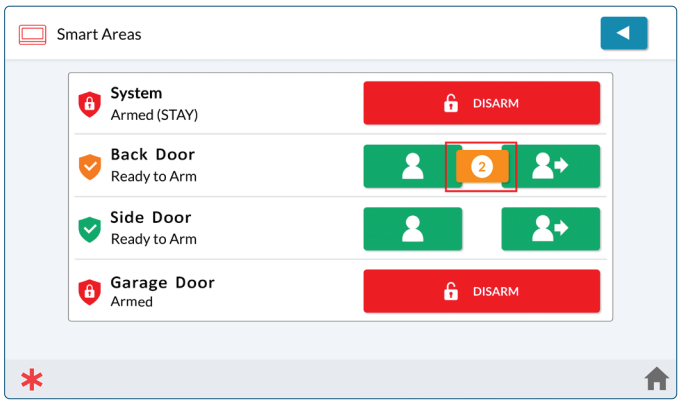
Smart Areas – Notifications

The notifications icon will appear in a Smart Area if troubles or alarms exist.

Status Examples:

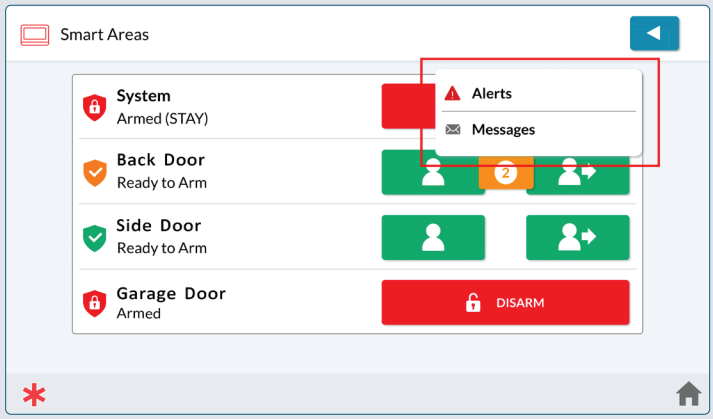
1: Ready to Arm
2: Ready to Arm (BYPASS)
3: In Alarm
4: Armed Away
5: Not Ready to Arm
6: Disabled

1. Tap the notification icon



2. Tap the *Alert* or *Message*.

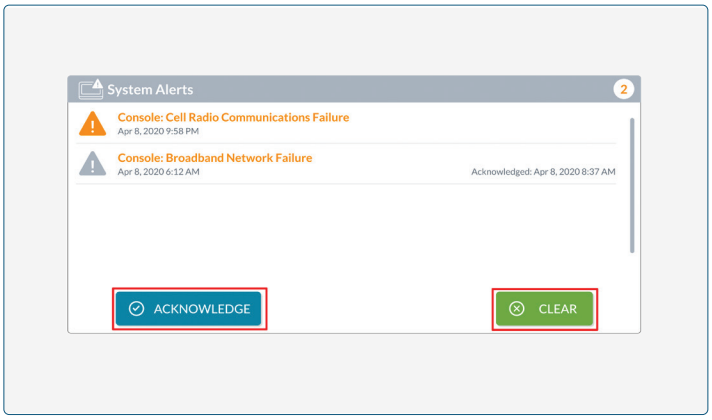
NOTE: This popup only appears if the Alarm and Alert conditions are present at the same time.



3. View System Alerts, then tap **Acknowledge** to address the alert and stop any alert sounds or flashing.

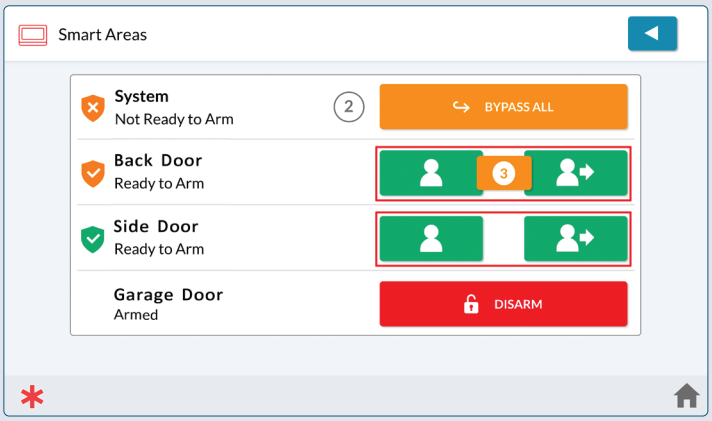
OR

Tap **Clear** to remove all alerts. If you cannot clear an alert, the alert issue must still be resolved.



Smart Areas - Arming

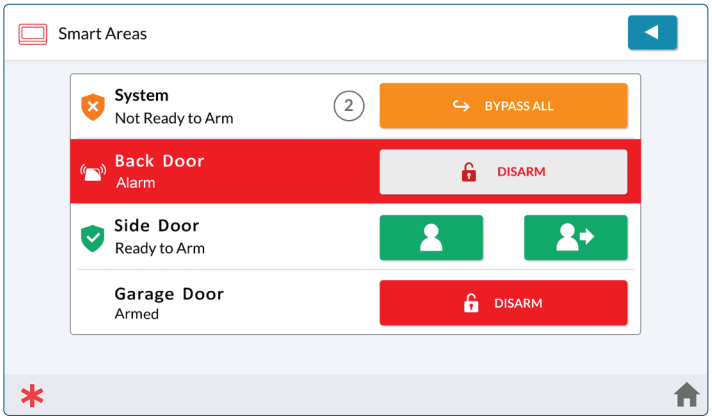
To Arm a Smart Area, tap the *Arms Stay* ( ) or *Arm Away* button(s) ( ).



Smart Areas - Alarms

Acknowledge or clear an alarm:

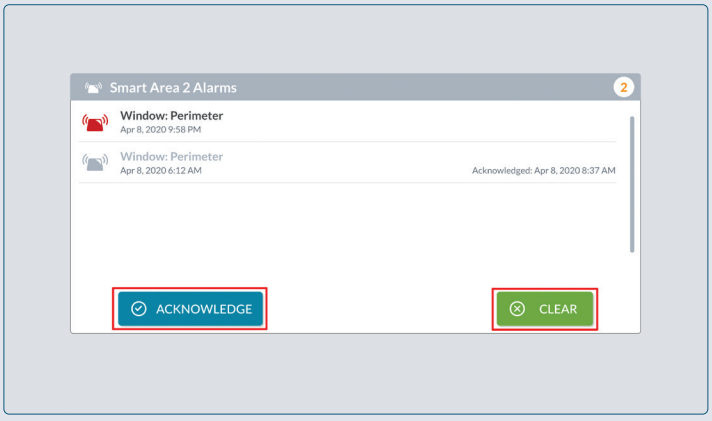
1. Press the **Disarm** button on the Smart Area that is displaying an alarm.



2. Tap **Acknowledge** to address the alarm and stop any alert sounds or flashing.

OR

Tap **Clear** to remove all alarms. If you cannot clear an alarm, the issue must still be resolved.



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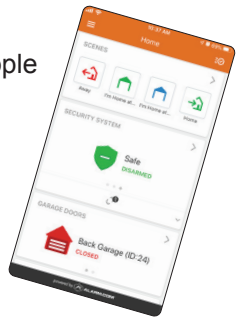
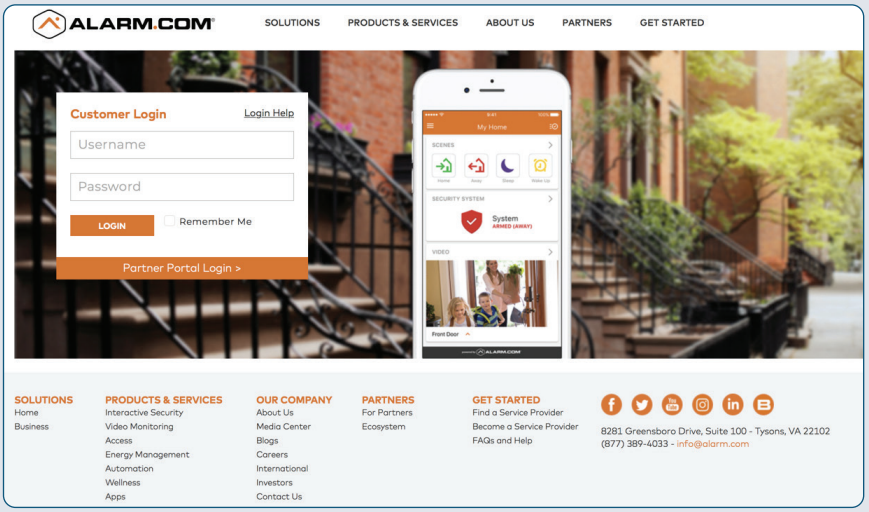
Alarm.com setup

The Alarm.com mobile app allows you functional access to your 2GIG EDGE system using your Apple iOS or Android smart phone. To get started, download the app from the *Apple App Store* or *Google Play*.



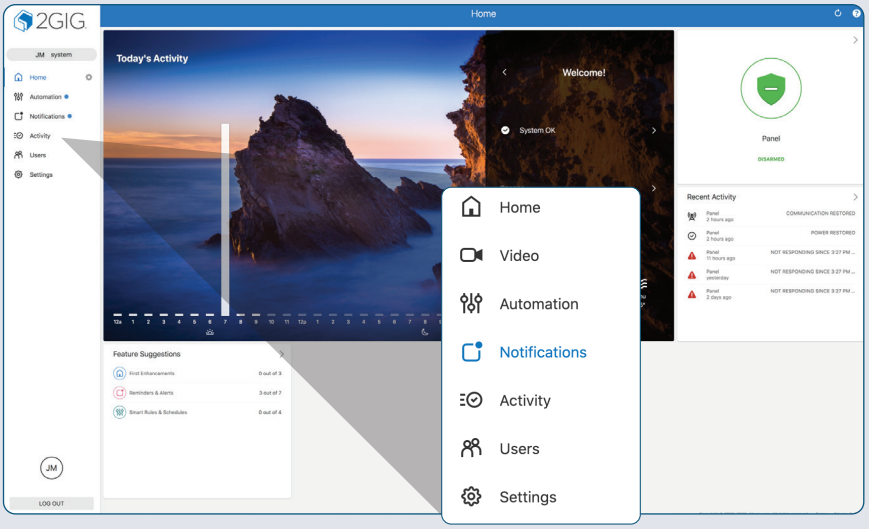
To get started:

1. Access the Alarm.com portal.
2. Enter the *Username* and *Password* provided by your dealer.
3. When prompted to agree to *Alarm.com's* terms and conditions, select "**I Agree**".
4. Create your new password following the Minimum Requirements.
5. Choose then answer a Security Question, then select **Confirm**.
6. Verify your email address. An email will be sent to your account. On the email, click **Verify** to complete the registration process.



Account options a located on the left side of the screen:

- Home
- Video
- Automation
- Notifications
- Activity
- Users
- Settings

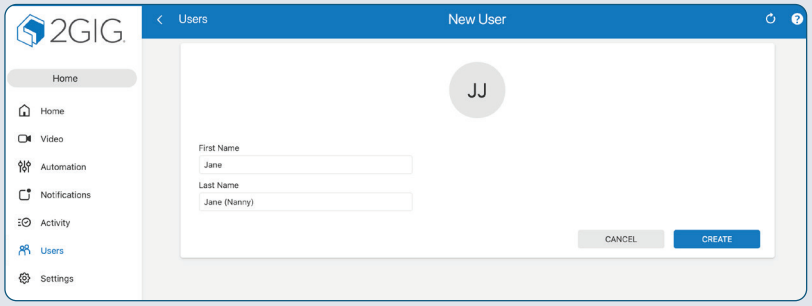


Users

When you access the Users option for the first time, your dealer will have entered at least one user.

Adding a New User

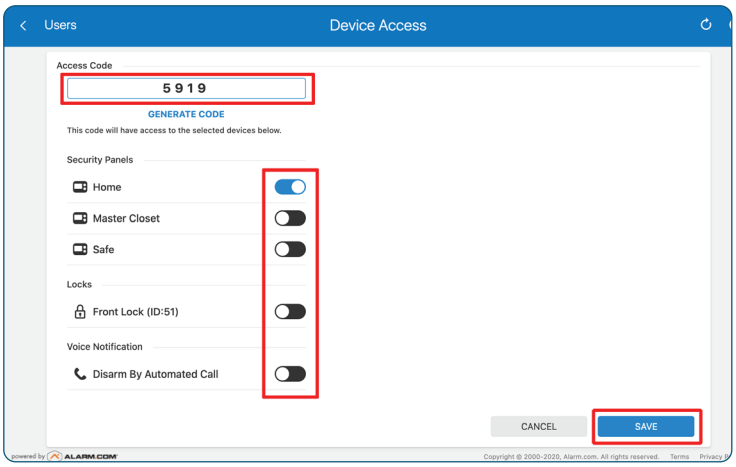
1. Click **Add New User**, then enter a First and Last name.
2. Click **Create**.



When you access the Users option for the first time, your dealer will have entered at least one user.

Device Access Screen

1. Enter four numbers to generate the user's access code.
2. Click on a switch to enable or disable selected devices for the new user.
3. When you're finished, select **Save**.

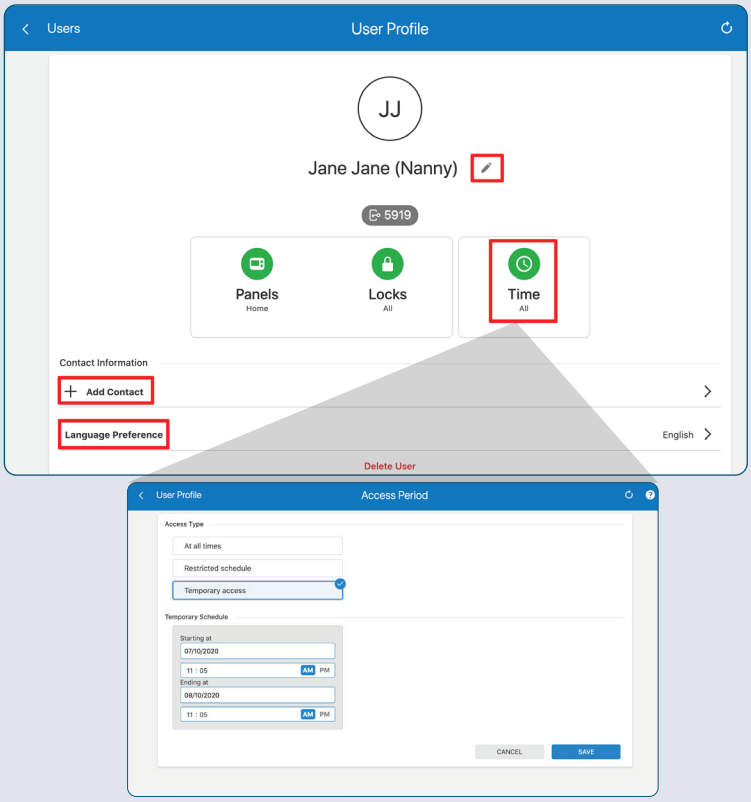


User Profile

1. Click the pencil icon ( ) to edit the User Profile name.
2. Click **Add Contact** to enter a phone number and/or email address.
3. Click **Language Preference** to specify a the user's preferred language.
4. Select **Save** when finished.

Access Period

1. Click **Time** to set an Access Period for the new user.
2. Select *All Times*, set a *Restricted Schedule* or allow *Temporary Access*.



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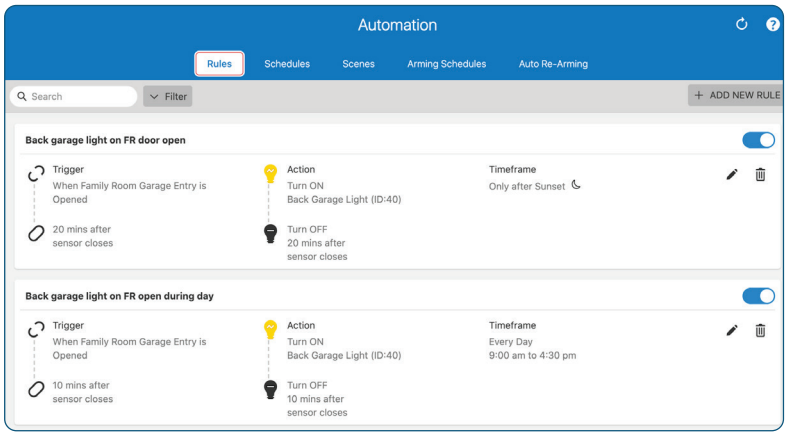
Automation

Click **Add New Rule** to set a Trigger, Action and Time frame for the new automated action.

Once a Rule is created, you can set *Schedules*, *Scenes*, *Arming Schedules* and setup *Auto Re-Arming*.

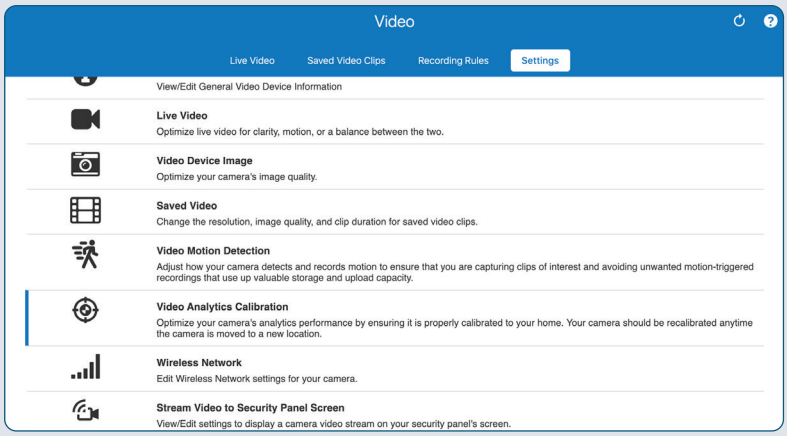


Video on the 2GIG EDGE Panel

Enable “Stream Video to Security Panel Screen” from customer account portal on Alarm.com.

NOTE: These instructions apply to all Alarm.com cameras.

NOTE: Cameras and doorbells must first be added to an Alarm.com account. Follow alarm.com instructions to add cameras and doorbells.



Settings

Login Settings

Make changes to the login, password, email address and other settings related to Login.

Account Management

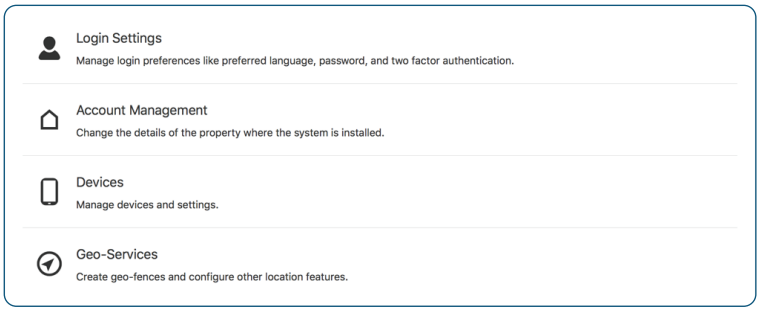
Edit *Account Information*, *System Information* and *Property Information*.

Devices

Manage devices and settings.

Geo-Services

Create geo-fences and configure location features.



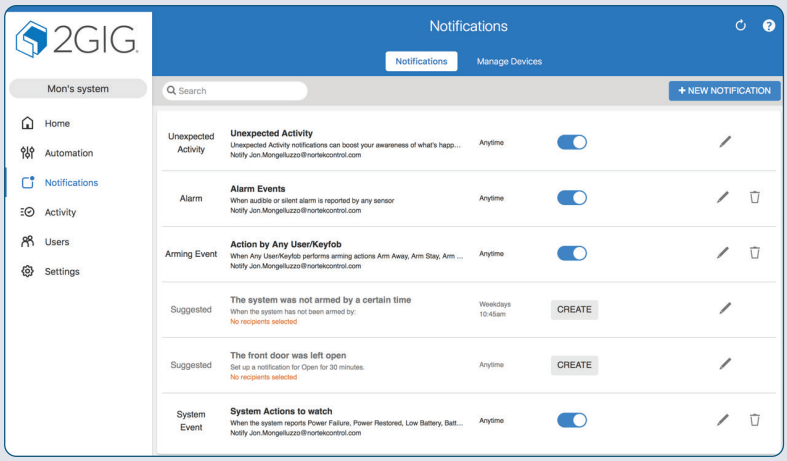
Notifications

Use this option to **Edit** ( ), **Enable** or **Disable** preset Notifications for specific events. When an option is enabled, the system sends a notification via email.

Choose **+New Notification** to create a notification that relates to these categories: *Standard*, *Property Awareness*, *Family*, *Second Home* and *Reminders*.

Activity

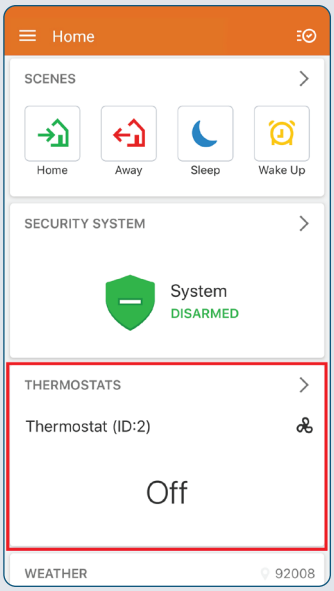
Review panel activity history, such as Website login, Alarms, open doors, etc.



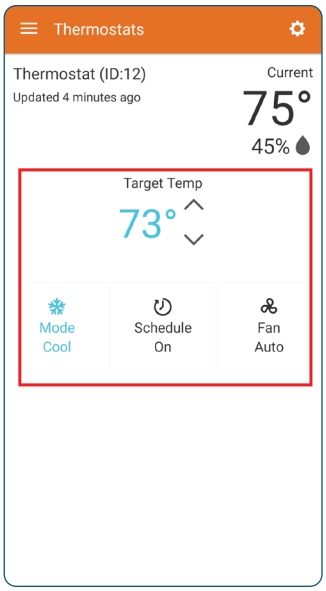
The Alarm.com Mobile APP

Z-Wave devices installed on the *2GIG EDGE Security & Smart Home System* will be displayed within the *Alarm.com Mobile App*. Installed devices can be operated using the app, however device settings and functionality will differ for each device.

Example: Z-Wave Thermostat

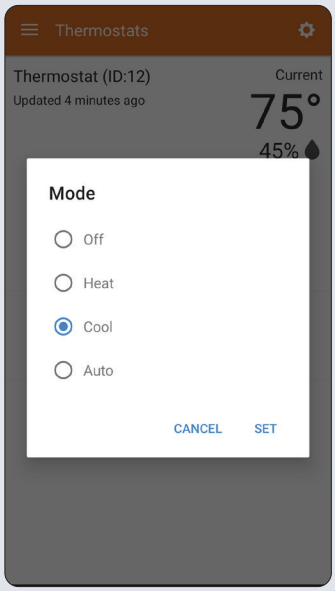


1. To make adjustments, tap on the **Thermostats**.



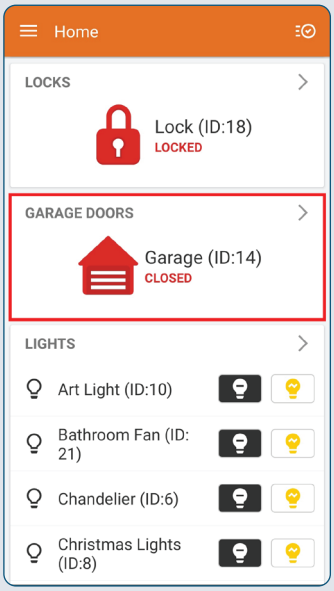
Controls for the device are displayed.

2. Tap on a control to access the device settings.

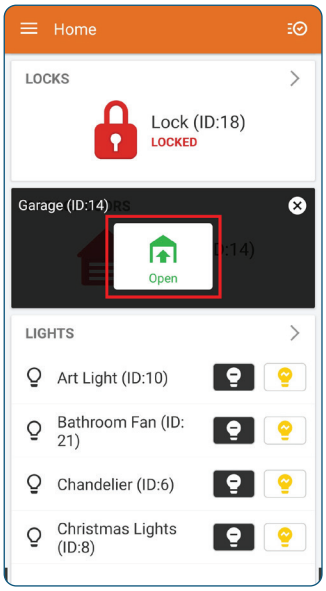


3. On a sub-menu, tap to make settings changes, then select **SET**.

Example: Z-Wave Garage Door

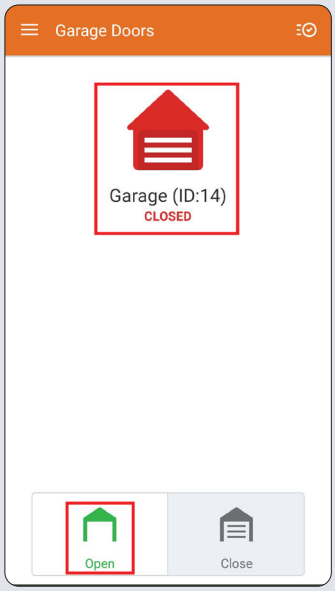


4. To make adjustments, tap on the listed device.



The app displays the current condition (Open).

5. Tap the *Open* icon to close the garage door.



6. The Garage is closed, and the available option below is *Open*.

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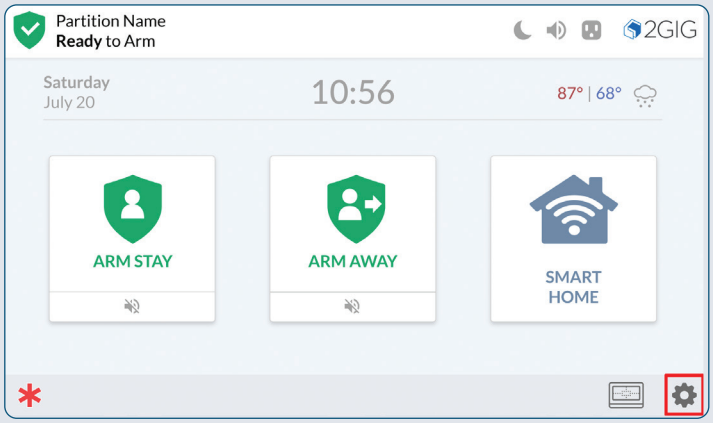
Smart Home Setup

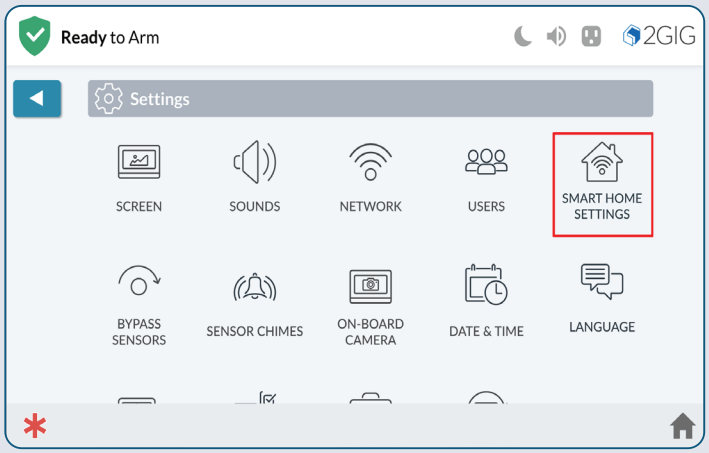
To access the **Z-Wave Settings** menu:

1. On the Home Screen, tap the Settings Menu (⚙).



2. On the Settings menu, tap **Smart Home Settings**.

NOTE: This option is only available if enabled by your installer.

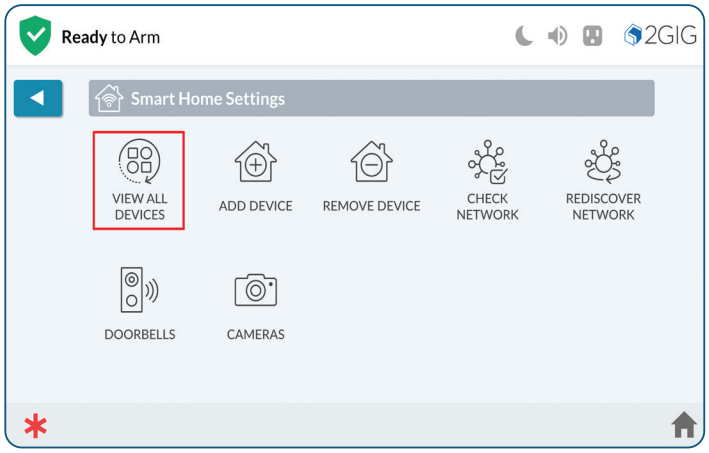


Smart Home Settings available:

- View All Devices
- Add Device
- Remove Device
- Check Network
- Rediscover Network
- Doorbells
- Cameras

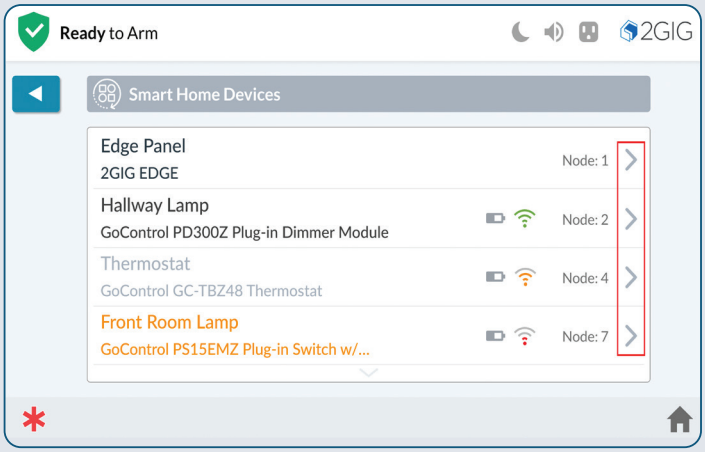
View All Devices

Displays all Z-Wave Smart Home Devices connected to the panel.

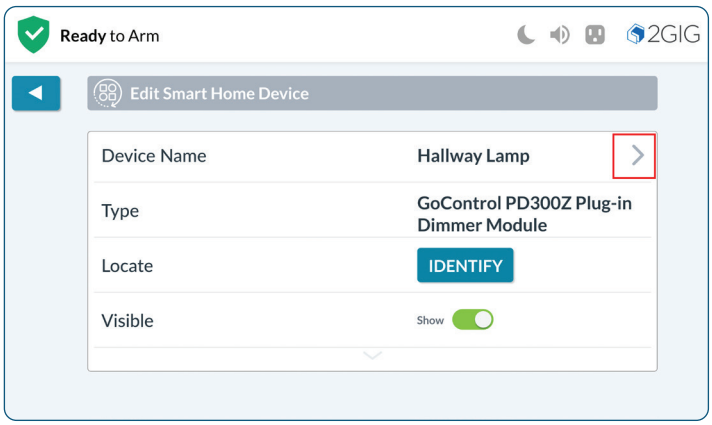


Rename a Smart Home Device

1. Tap > adjacent to a device to edit a Smart Home device.

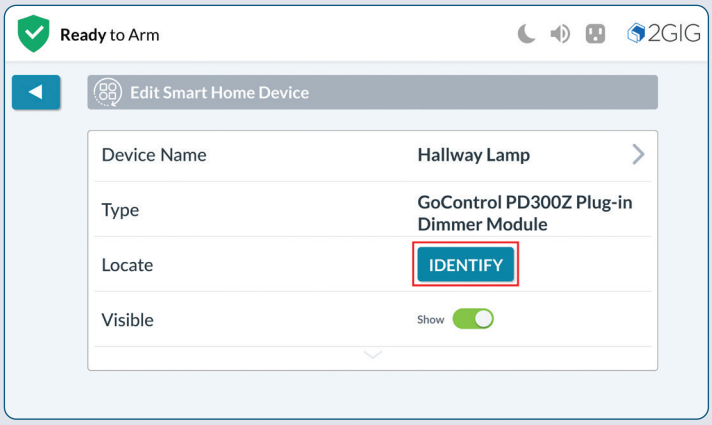


2. Tap > next to *Device Name*.

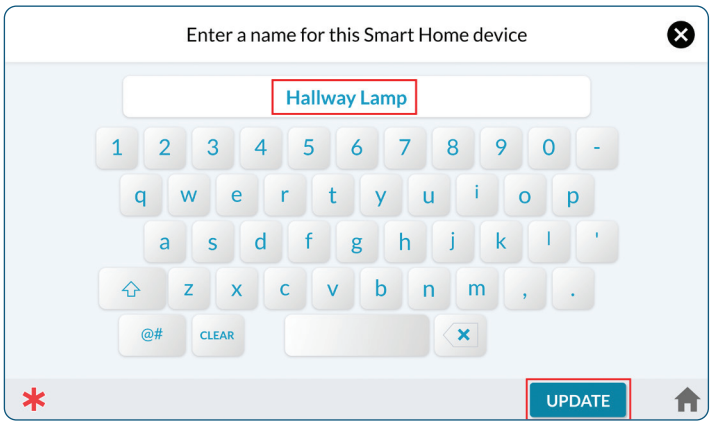


Identify a Smart Home Device

1. Tap **IDENTIFY**. The system will identify the device.
2. The **Identify** option should turn the device On and Off to identify the node.



3. Use the keyboard to enter the new name, then tap **UPDATE**.



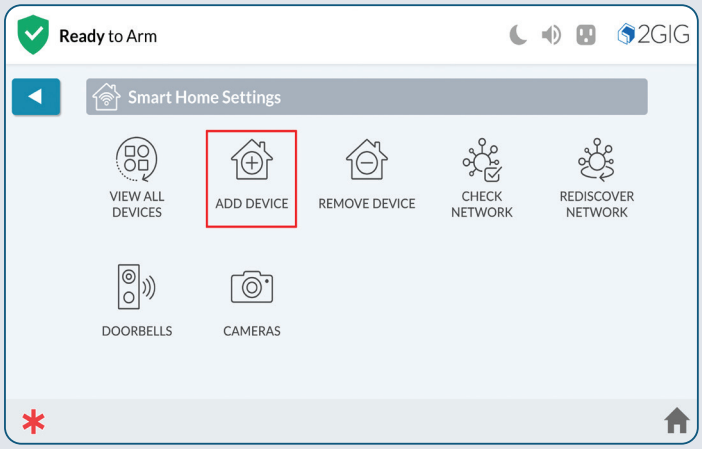
Add Device

Pair a Z-Wave compatible device with the panel.

1. Tap **Add Device**. The Add Smart Home Device appears.

NOTE: It's recommend that Z-Wave devices be removed before attempting to add them to the panel. This process clears any previous Z-Wave pairing information from the device.

NOTE: See **Remove Device**, page 17, for instructions on removing a device.



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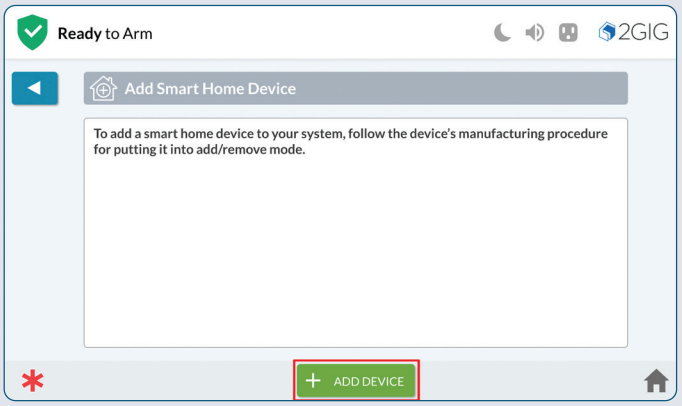
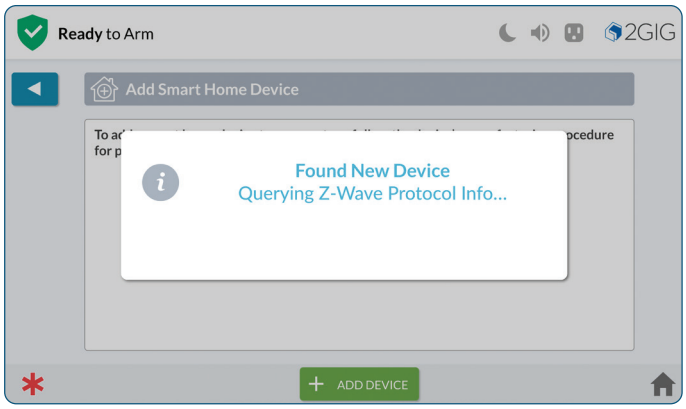
2. Follow on-screen instructions to add specific devices.
3. Tap **ADD DEVICE**. The panel will listen for a device to add.
4. Follow the instructions included with the Z-Wave device to start the Learn process.



5. When the system discovers a device, the system automatically adds it and the *Adding Device* message appears.

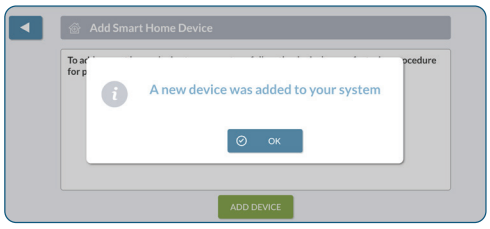


6. Enter the device's DSK code, then tap **ENTER**.

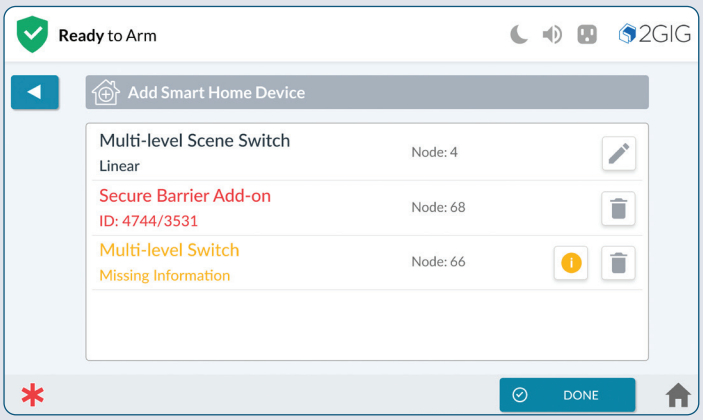
NOTES:

- This enter code screen only applies to S2 Z-Wave devices.
- Tap the QR Code button to view a QR code, then ...

7. The newly added device confirmation will appear. Tap **OK**.



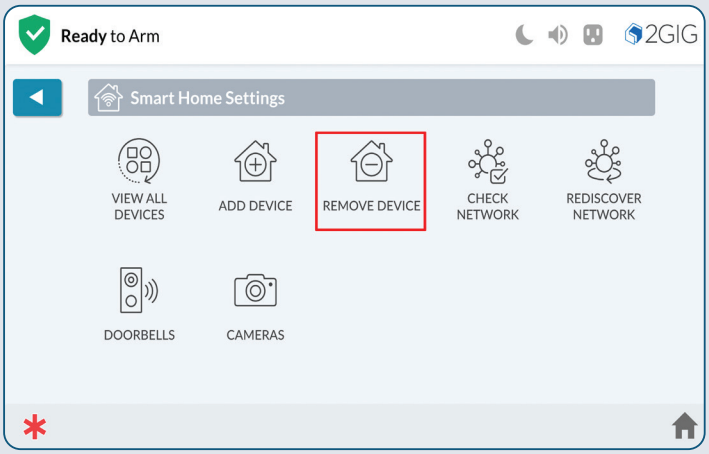
8. Any device information captured during the discovery process appears below the device name.
9. Tap **DONE** to return to the Z-Wave Settings screen.



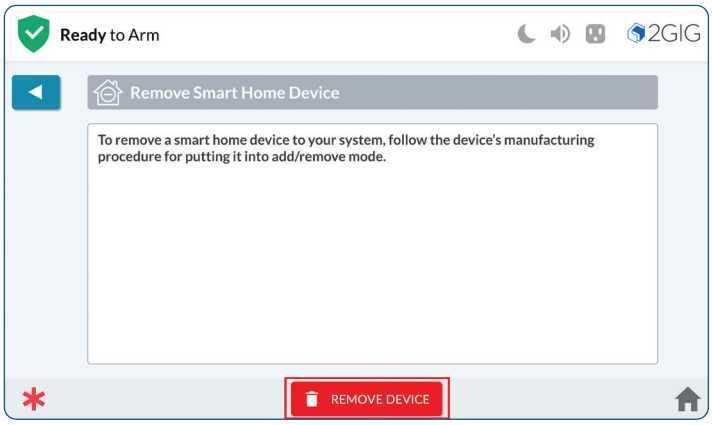
Remove Device

To remove a device from the system:

1. At the Smart Home Settings menu, tap **Remove Device**.

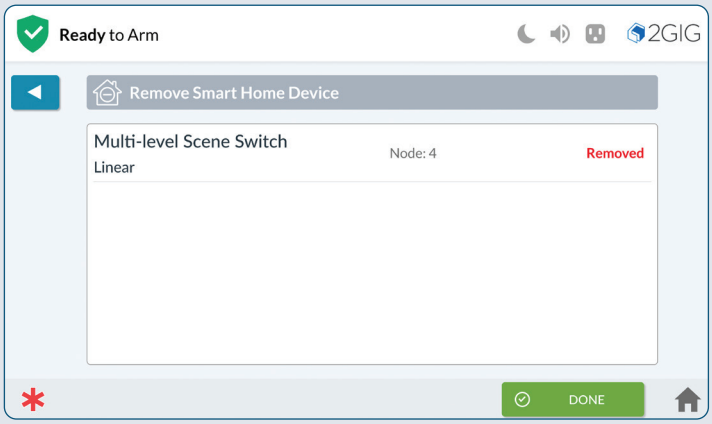


2. Follow on-screen instructions prepare the device for removal.
3. Tap **REMOVE DEVICE**. The panel will listen for a device to remove.
4. Follow the instructions included with the Z-Wave device to start the Remove process.



The removed device will no longer be displayed.

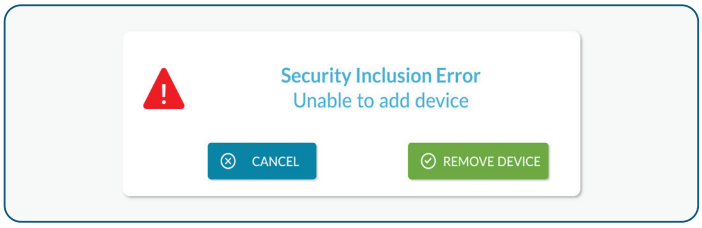
5. Tap **DONE**.



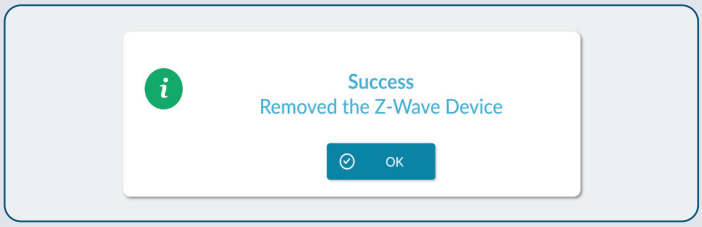
Security Inclusion Failure

If a Z-Wave device fails due to a security inclusion failure, the following screen will be displayed:

1. Tap **Remove Device**.



2. The panel will display confirmation that the device has been removed. Tap **OK**.



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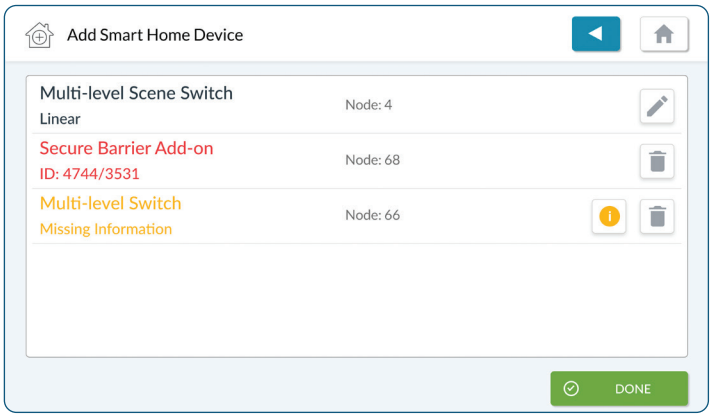
Missing Information

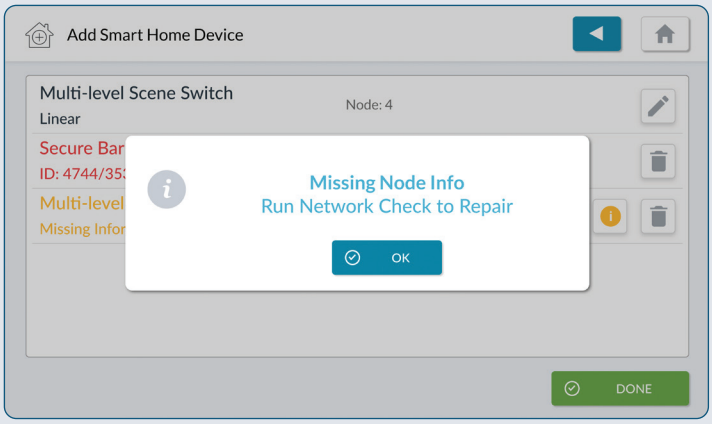
If a device is missing information after its inclusion, the device will display in yellow.

1. Tap the Notification.



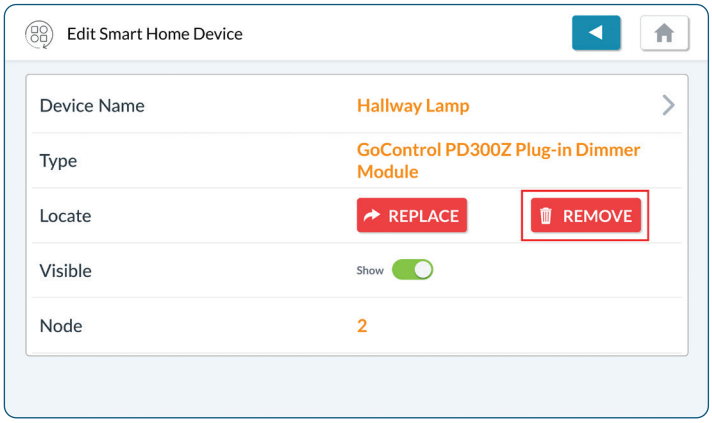
Tapping the Notification will display this message.

2. Tap **OK**, then tap **DONE** to return to the Z-Wave Settings screen.
3. Tap **Check Network** (see next page).

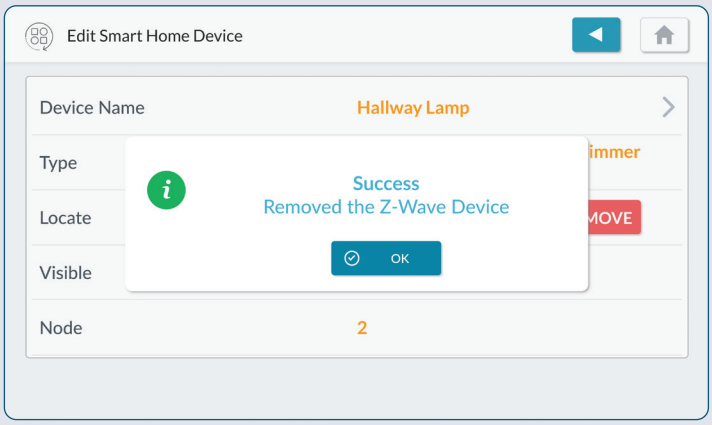


Remove a Failed Smart Home Device

1. Tap **REMOVE** to remove a failed device from the system.

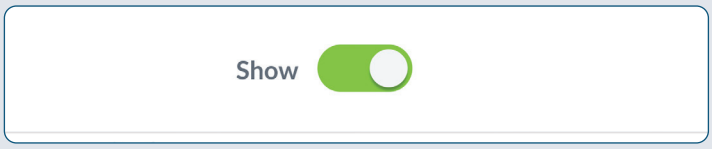


2. Once alerted that the removed was successful, tap **OK**.



Show/Hide a Smart Home Device

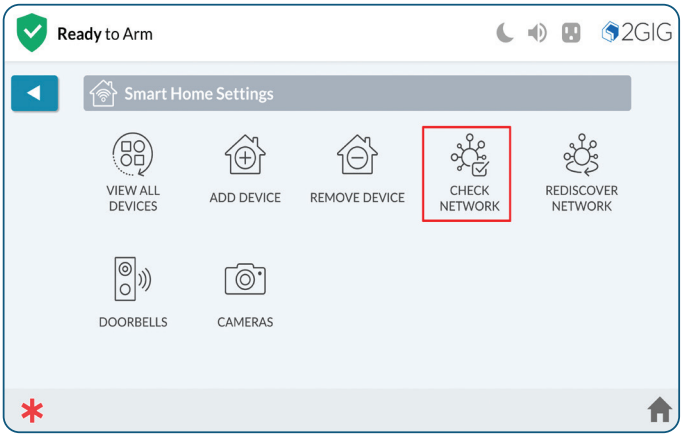
On the Edit Smart Home Device screen, tap the switch to enable or disable the **Show** option. When disabled, the system will *hide* the device from the *View Smart Home Devices screen*.



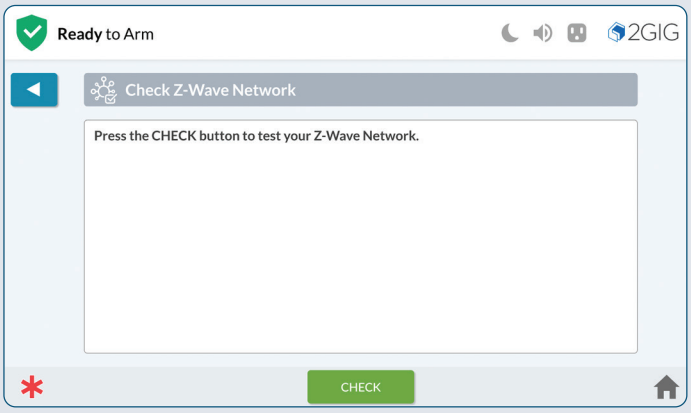
Check Network

Check the network for failed nodes.

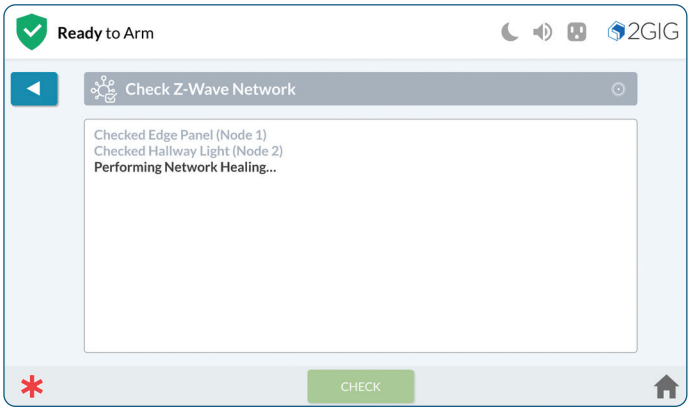
1. Tap **Check Network**.



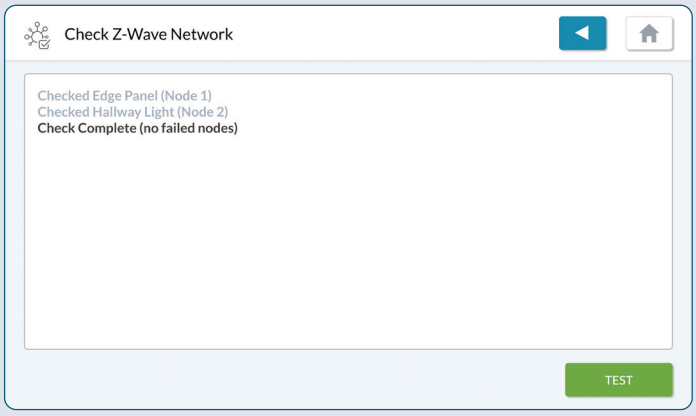
2. Tap **CHECK**.



3. The system scans the network for failed nodes. This can take several minutes and some of the Z-Wave functions will be unavailable until the rediscovery is complete.



4. Once completed, the screen will display “failed node” status.
5. Tap ◄ when finished to return to previous menus.



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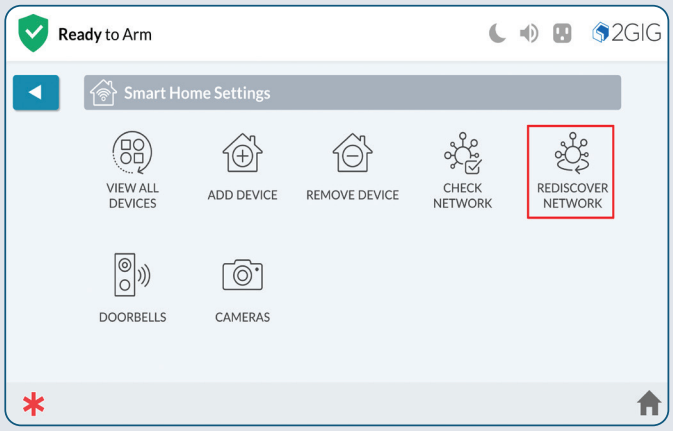
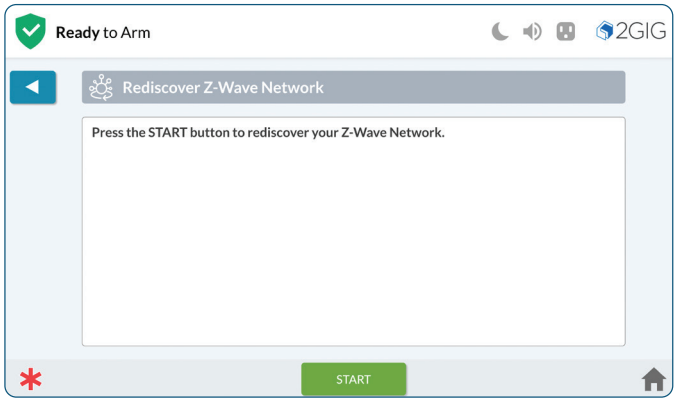
Rediscover Network

Rediscover the Z-Wave Network.

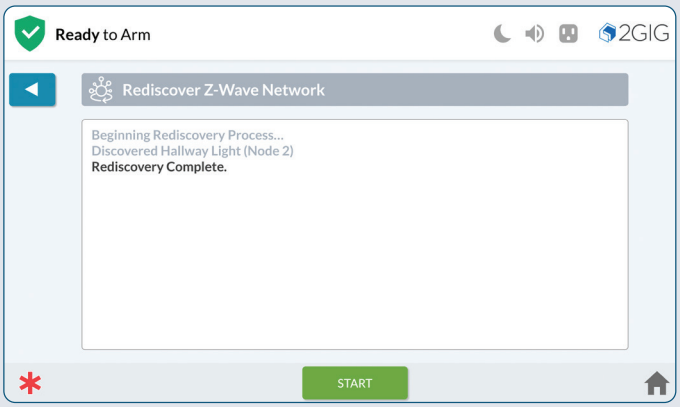
1. Tap **Rediscover Network**.



2. Tap **START**. The process will begin.



3. The panel will discover available nodes, then complete.
4. Tap ◄ when finished to return to previous menus.



Remote Keypad

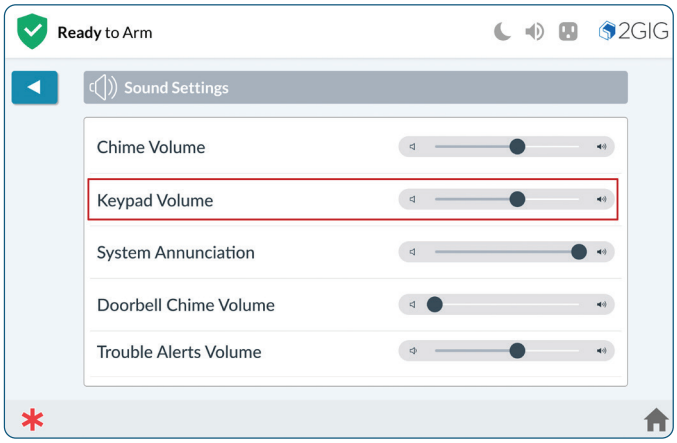
The 2GIG EDGE Remote Keypad can perform most of the same functionality as the main panel, including the options in system settings and installer toolbox. Note that some options like sound and screen settings are set individually for each keypad and the main panel. See the Installation Guide for the 2GIG EDGE Panel and the User Guide for the 2GIG EDGE Panel for information on general settings and installation options.

Remote Keypad Options

Sound Settings

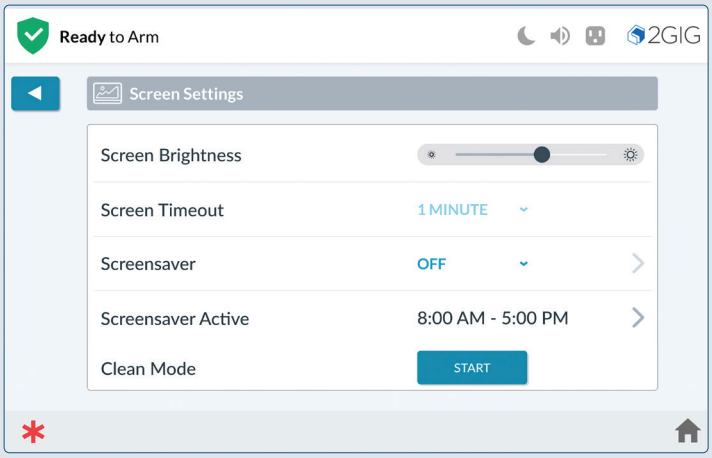
The sound setting for the 2GIG EDGE Remote Keypad can be found in the Settings/Sound menu.

1. At the Home screen, tap the Settings icon (⚙).
2. Tap **SOUNDS**.
3. To adjust volume, use a finger to slide the volume slider left or right.



Screen Settings

Use the **Screen Settings** options to adjust the screen brightness, dim brightness, backlight timeout, screensaver features, and to place the touchscreen into **Clean Mode**.



Screen Brightness

Adjust the screen brightness to improve the readability of the text and images on the touchscreen and to avoid eye discomfort in darker environments or at night.

To adjust the screen brightness, swipe the **Screen Brightness** slide control to the left or right to decrease or increase the brightness.

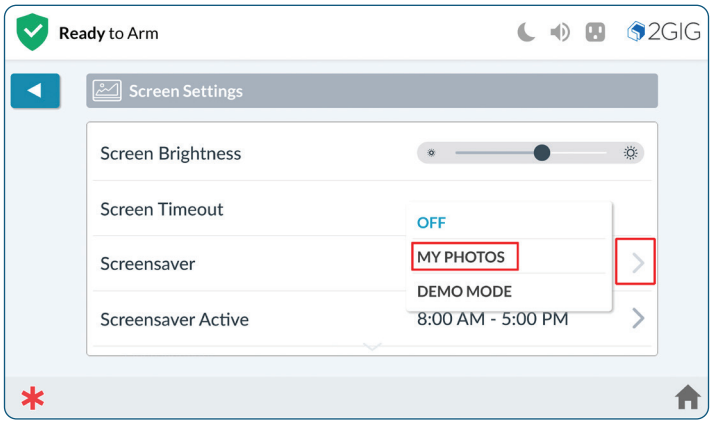
Screen Timeout

Tap the current setting, then select a new time for the screen to timeout (30 seconds to 10 mins). Default is 2 min.

Screen Saver

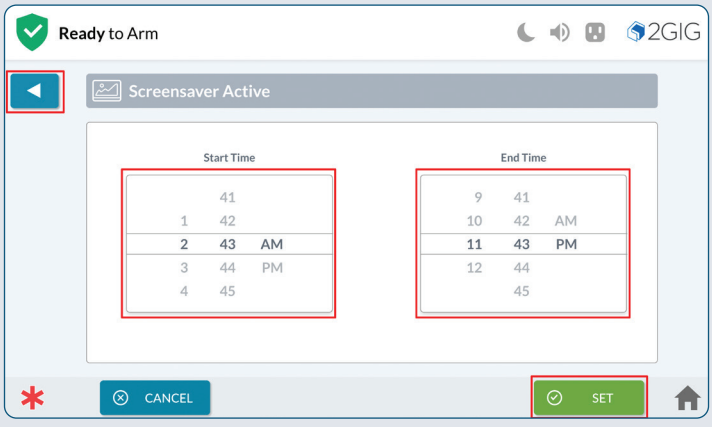
The Screen Saver setting allows for photos to be displayed when the screen times out.

1. Navigate to the Screen option ( ).
2. On the **Screensaver** settings, select the current setting then select from the dropdown list:
   - **OFF** – No screensaver
   - **MY PHOTOS** – displays preloaded photos or photos you load, see the next section *Screensaver: My Photos*.
   - **DEMO MODE** – for dealer use (must be configured in Installer Toolbox).



Screensaver Active

1. Use a finger to scroll time settings to select a specific time for the screensaver to be active.
2. When finished, tap SET.
3. Tap ◄ when finished to return to previous menus.



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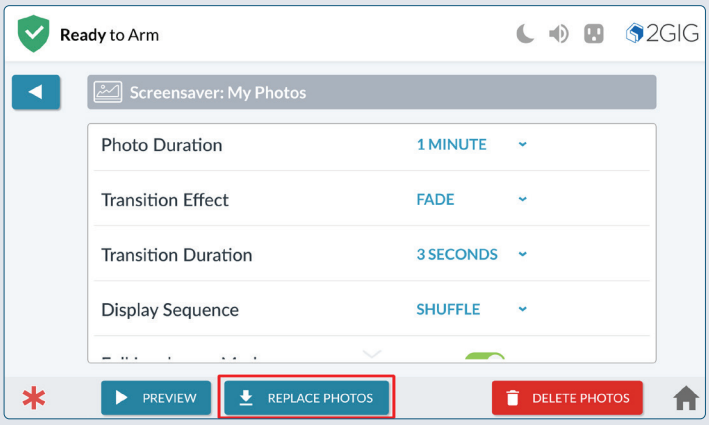
Screensaver: My Photos

1. On the Screensaver option, tap >.
2. To display your own photos, follow instructions outlined for the Main Panel. Once configured, the Remote Keypad will display photos loaded on the Main Panel.

NOTE: The USB flash drive must be formated FAT/FAT32.

Screen Saver - Replace Photos



Changing Screensaver Settings

Select from the following settings to adjust how your Screen Saver Photos are displayed:

1. **Photo Duration** – Select how long each photo will display before transitioning to the next photo (Options 30 seconds, 1, 2, or 5 minutes).
2. **Transition Effect** – (Options: None, Fade, Push, and Wipe).
3. **Transition Duration** – Number of seconds to transition between photos. (Options: 2, 3, or 5 seconds).
4. **Display Sequence** – Order in which the photos are displayed. (Options: By Photo Name, Shuffle (Random).
5. **Full Landscape Mode** – Tap to **Enable** or **Disable**.

Clean Screen

To clean the screen without affecting on-screen functions, press **START** for 30 seconds available for cleaning.

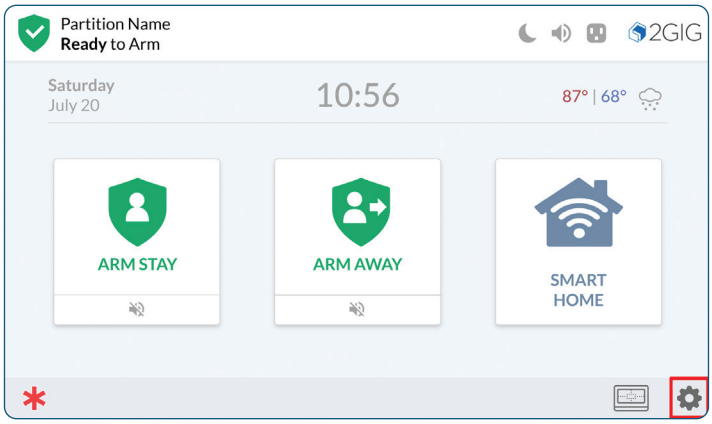
Wipe the touchscreen with a soft, dry, microfiber cloth that is specially designed for cleaning sensitive surfaces.

WARNING: Once cleaning mode begins, the touchscreen and all functions will be unavailable for 30 seconds, including the Emergency Buttons.

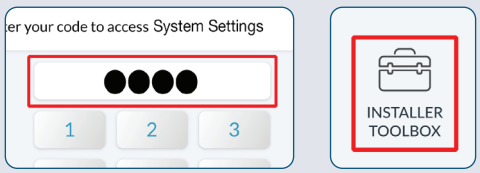
Installers Setup

To access the **Z-Wave Settings** menu via the **Installer Toolbox**:

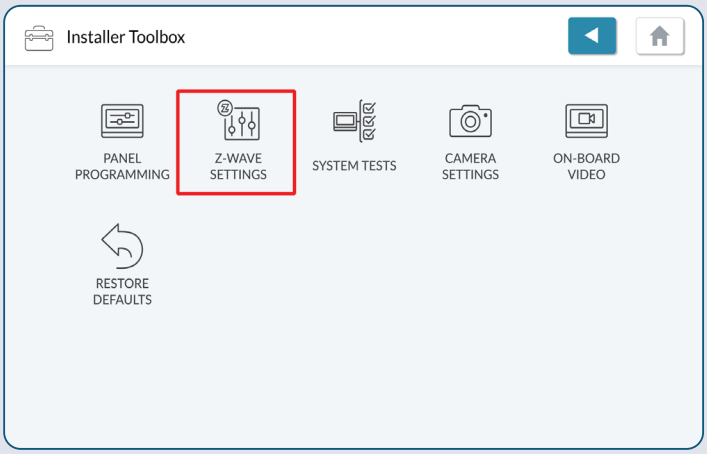
1. On the Home Screen, tap the Settings Menu (⚙).



2. Enter the *Installer Access Code* to gain access to the panel settings.
3. Scroll down then tap the **Installer Toolbox** icon.



4. On the Installer Toolbox menu, tap **Z-Wave Settings**.

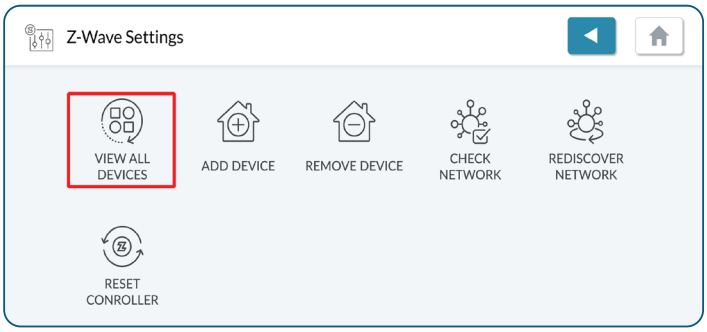


Z-Wave Settings

Z-Wave Settings available from the Installer Toolbox include:

- View All Devices
- Add Device
- Remove Device
- Check Network
- Rediscover Network
- Reset Controller

See Z-Wave Setup section, pg. 14, for setup instructions for these options.

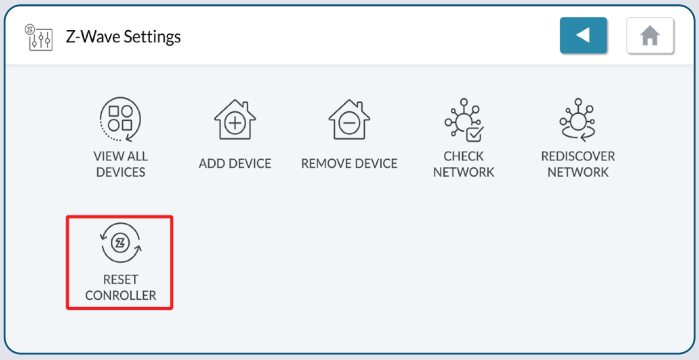


Reset Controller

Available only for Installers, the Reset Controller option is also found on the Z-Wave settings menu.

Reset the panel's Z-Wave Controller back to default settings.

1. Tap **Reset Controller**.

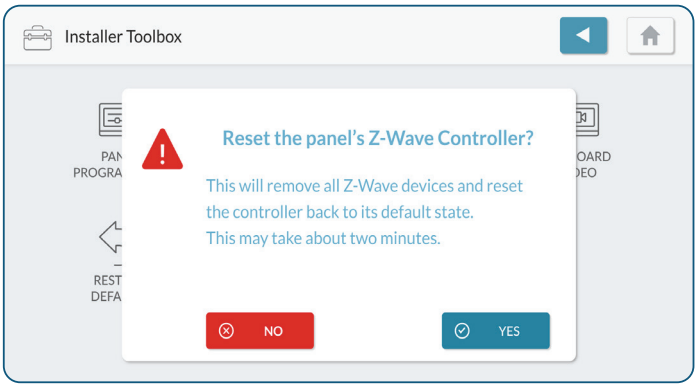


2. Tap **Yes** to start the process.

NOTE: Once **Yes** is selected, the reset cannot be reversed.

NOTE: If this controller is the *Primary* controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network.

If this controller is being used as a *Secondary* controller in the network, use this procedure to reset this controller only in the event that the network *Primary* controller is missing or otherwise inoperable.



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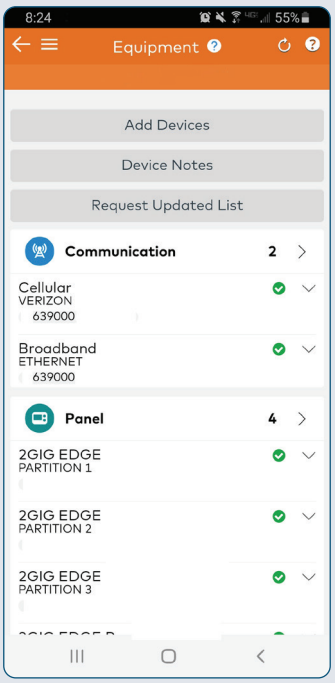
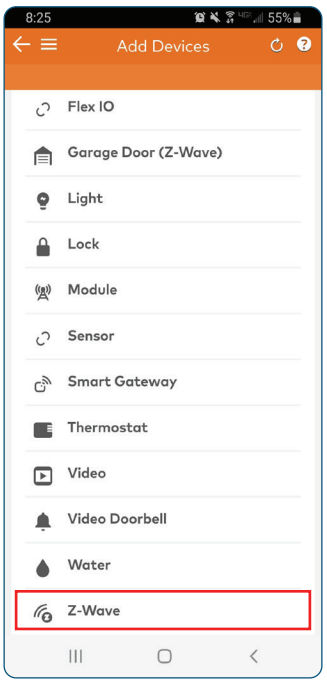
Z-Wave setup from Alarm.com Mobile Tech

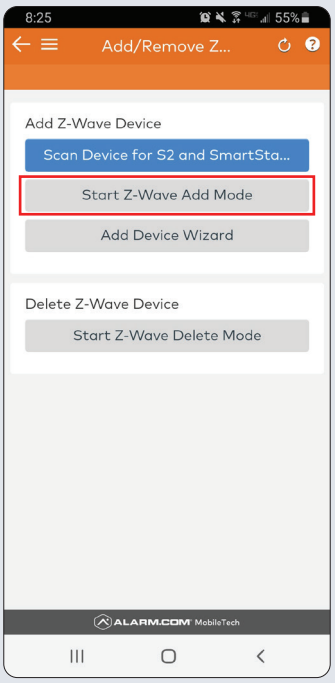
Z-Wave devices installed on the *Security & Smart Home System for the 2GIG EDGE* Panel can be configured with *Alarm.com Mobile Tech.*



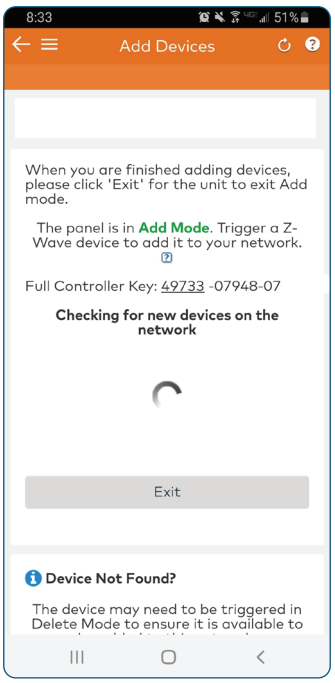
1. Tap **Add Devices**.



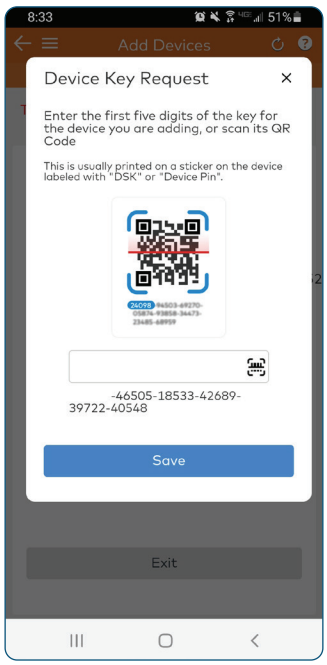
2. Scroll down then tap **Z-Wave**.



3. Tap **Start Z-Wave Add Mode**.

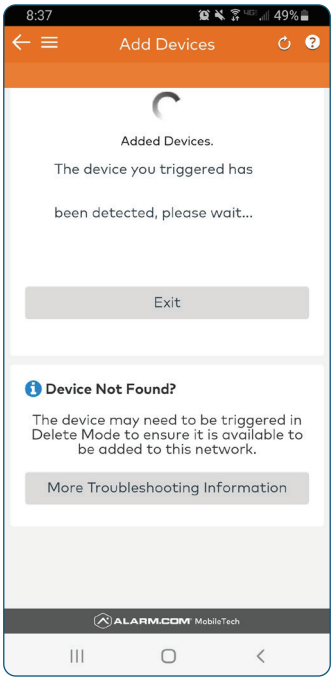


4. The panel will enter Learn Mode. Follow on-screen instructions to activate *Learn* mode on the device.

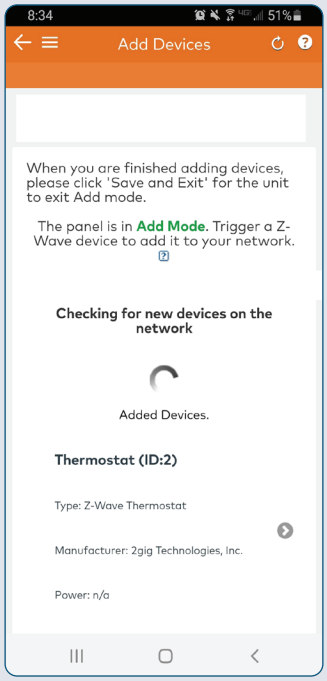


5. If an S2 device is found, the app will prompt for the first 5 digits of the key. Enter the 5 digits, or tap the icon to scan the QR code.

6. Scan QR code on the device.



7. The device will be added to the panel.



8. The newly added device will be displayed.

   Repeat the process to add other devices or scroll down and select **Save**.

Local Network Cameras

Supported cameras

Supported cameras can stream directly to the 2GIG EDGE panel.

NOTE: Only ONVIF cameras are supported.

NOTE: ONVIF Profile-S is required.

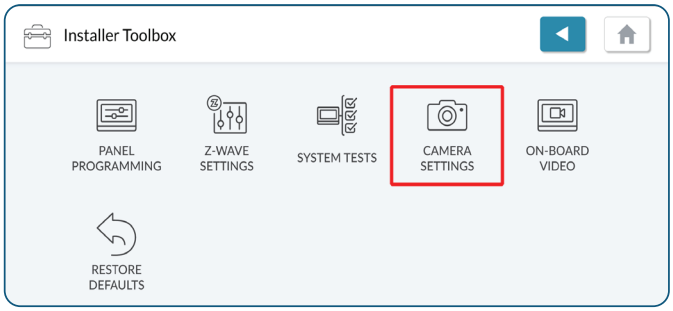
Configuring Cameras

Cameras must first be added to same WiFi network as the 2GIG EDGE panel or to the panels access point. Cameras on the local network are auto-discovered by the panel during the add camera process.

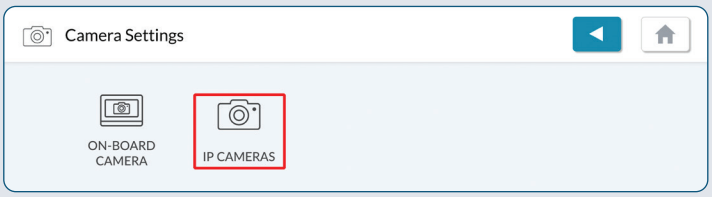
NOTE: A maximum of 8 devices can be added to the panels access point.

Add a Camera

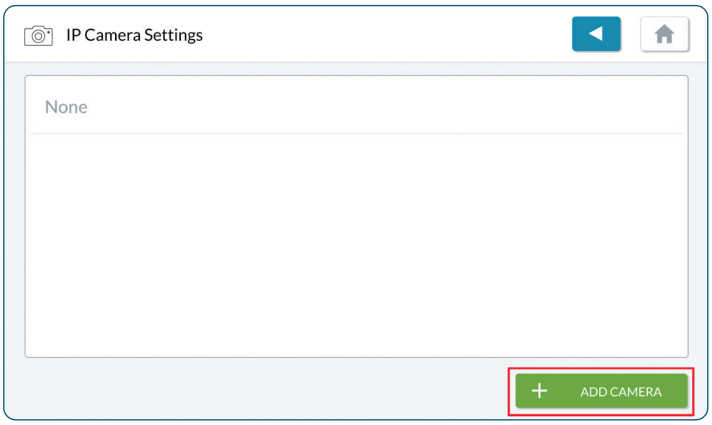
1. Access the *Installer Toolbox*, then tap **CAMERA SETTINGS**.



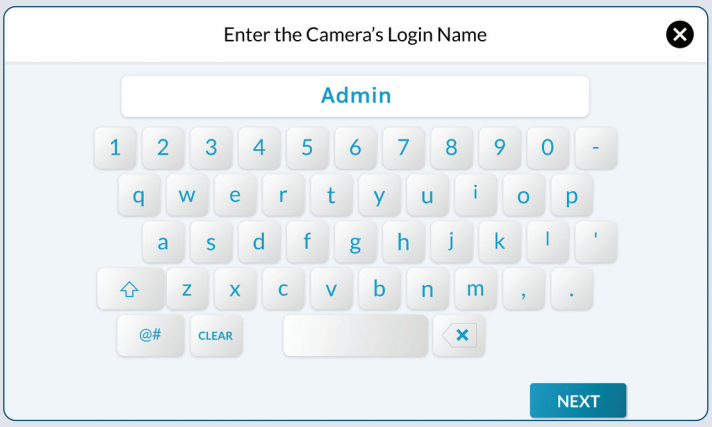
2. Tap **IP CAMERAS**.



3. Tap the **+ ADD CAMERA** button.



4. Use the keypad to enter a login name, then tap **SAVE**.



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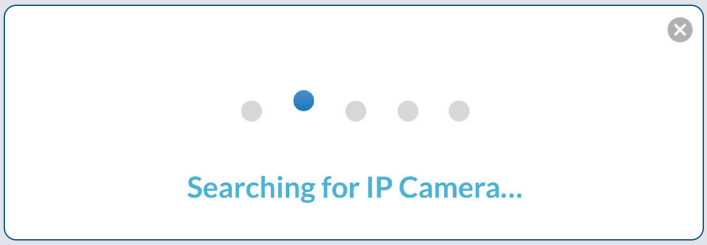
5. Tap **Password** from the IP Camera Settings screen, and use the keypad to enter a password.

NOTE: IP Cameras must use a strong password to communicate with the 2GIG EDGE panel. Password requirement: Minimum of 10 characters and one or more of each of the following: ***numbers, lower case letters, upper case letters***.

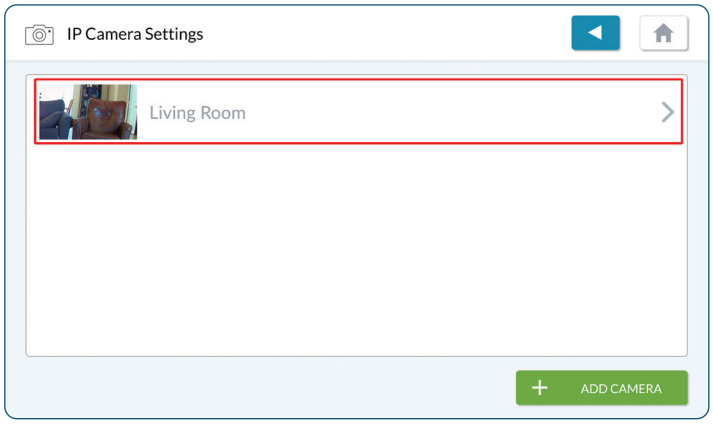
6. Tap **CONNECT**.

7. The panel searches for available cameras.

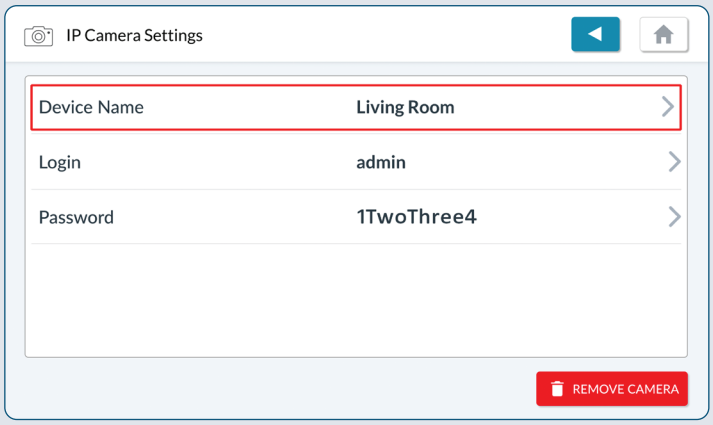


8. Once the camera's are added, tap the camera displayed to access camera settings.

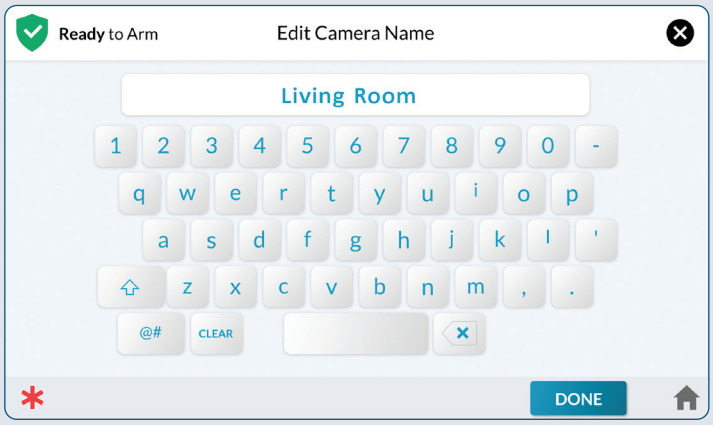
NOTE: The panel will add all network cameras with the same login name and password. If the cameras are using different login names and passwords, repeat the process to add additional cameras.



9. Tap **Device Name** to edit the name of the device.



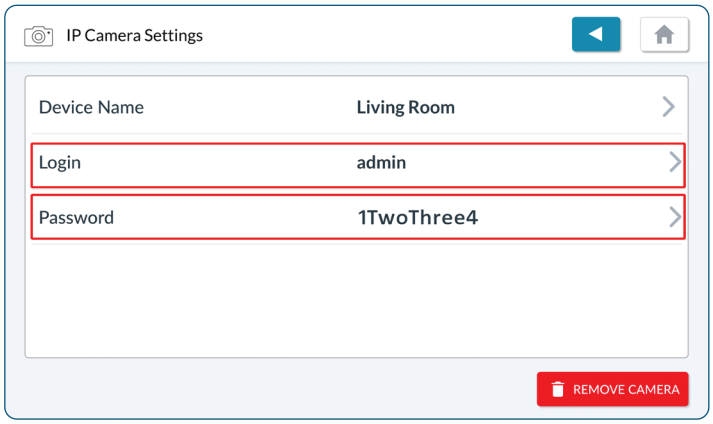
10. Type in the name you'd like to give the camera.
11. Tape **DONE** when finished.



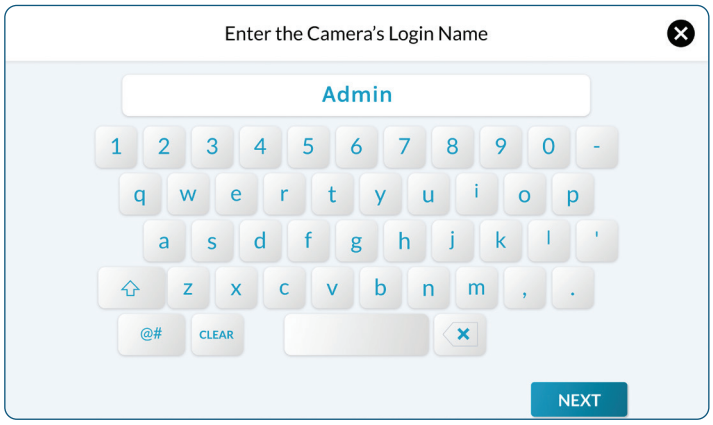
Edit Camera Login / Password

Login and Password options are available for creating a Login name and assigning the Password.

1. Tap **Login** or **Password** to access a keypad to create a *Login* or name or *Password*.



2. On the **Login** edit screen, use the keypad to create a *Login* name.
3. Tap **NEXT**.



4. On the Password edit screen, use the keypad to create a *Password*.
5. Tap **CONNECT**.

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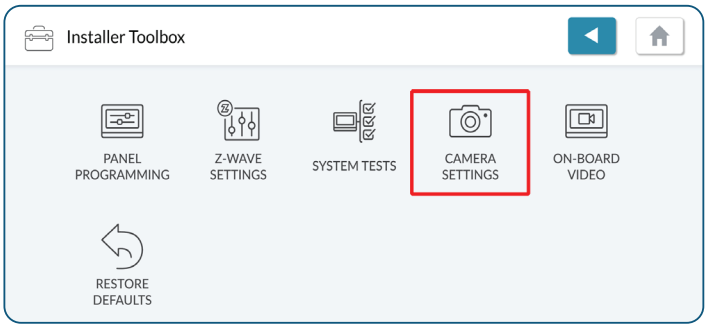
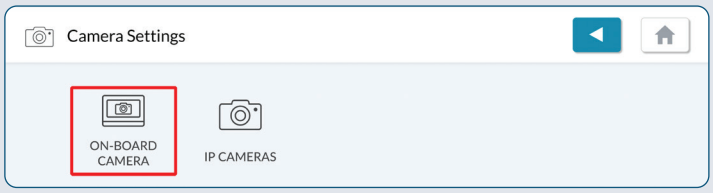
Setup On-Board Camera

1. Access the *Installer Toolbox*, then tap **CAMERA SETTINGS** (📷).



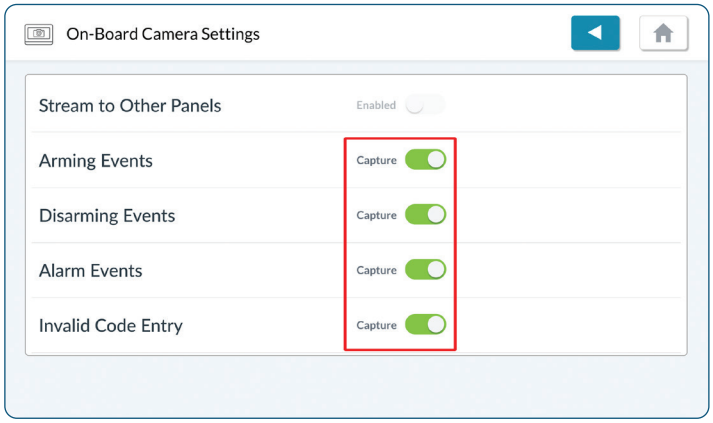
2. Tap **ON-BOARD CAMERA** (📷).



3. At the On-Board Camera Settings screen, tap the switch adjacent to the *Event* setting to enable or disable.

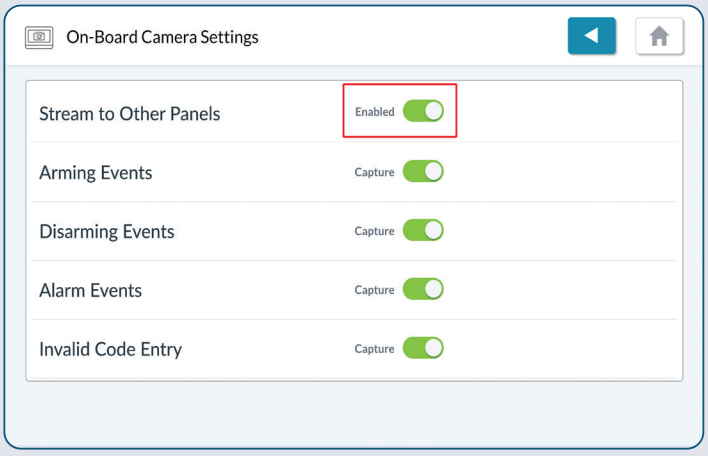
   The On-Board Camera will now capture photos associated with enabled events.

4. Tap ◄ when finished to return to previous menus.



Enable/Disable Streaming Video

Tap to enable streaming video to Remote Keypad(s).



Additional Information

Basic Commands

- Basic Get commands to the 2GIG EDGE panel will receive a response of Basic Report Value 0
- Basic Set commands to the 2GIG EDGE panel are ignored

Group Identifier

- Only Group 1 is supported
- Max number of devices per group: 1

Associations

- Associations can be set by controllers with the ASSOCIATION_SET command
- Associations supported commands:
- COMMAND_CLASS_DEVICE_RESET_LOCALLY
- DEVICE_RESET_LOCALLY_NOTIFICATION

NOTE: Associations are not controlled/supported through the UI on the 2GIG EDGE Panel.

S2

- Supported Command Classes and Security Levels

NOTE: Minimum required security level is none.

Command Class	Version Number
COMMAND_CLASS_ZWAVEPLUS_INFO	2
COMMAND_CLASS_MANUFACTURER_SPECIFIC	1
COMMAND_CLASS_SECURITY	1
COMMAND_CLASS_SECURITY_2	1
COMMAND_CLASS_INCLUSION_CONTROLLER	1
COMMAND_CLASS_TRANSPORT_SERVICE_V2	2
COMMAND_CLASS_DEVICE_RESET_LOCALLY	1
COMMAND_CLASS_POWERLEVEL	1
COMMAND_CLASS_CRC_16_ENCAP	1
COMMAND_CLASS_ASSOCIATION_V2	2
COMMAND_CLASS_ASSOCIATION_GRP_INFO_V3	3
COMMAND_CLASS_SUPERVISION	1

Controller Replication

Controller replication is not supported through the panel User Interface. Please consult your backend provider if the replication option is available through the dealer portal.

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ALARM DEALER INFORMATION

Company Name:

Your Account Number:

Installation Date:

Technical Support

Should you require support services for this system, contact Technical Support at Nortek Security & Control.

For support in the USA and Canada, contact Technical Support at Nortek Security & Control:

- **Phone:** 800-421-1587
- **Online:** www.nortekcontrol.com/support/

For support outside of the USA or Canada, contact your regional distributor.

2GIG

www.2gig.com

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