



## **Smart Start**

A quick reference guide

# YOU MADE THE RIGHT CHOICE WITH GUARDIAN PROTECTION.

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When security is on the line, you want the best. We design, install, service, and monitor all of our security systems ourselves. We've been doing just that since 1950, and we do it well. Our equipment is proven. Our technicians and protection specialists are rigorously trained. And to us, every customer matters, every life is important. In short, we've got you covered.

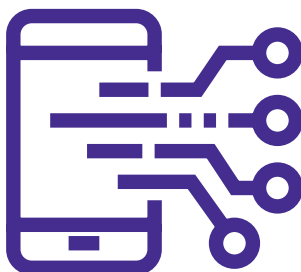
## GUARDIAN MONITORING



## PROFESSIONAL INSTALLATION



## SMART SECURITY



## POWERED BY REAL PEOPLE



# PASSWORD DEFINITIONS

We put this guide together to help you get the most out of your Guardian system.


Make sure you know and keep track of your important Guardian 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 Guardian. 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 Guardian of an emergency.






**Guardian Monitoring Center:**  
1.800.364.3616

Program this number into your phone so you  
always know who's calling!

 **Verbal Alarm Password:** \_\_\_\_\_

 **Master Panel Code:** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

 **Duress Code:** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_



**Customer Care Website**  
To manage your account


**User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

**MyGuardianHome.com**  
To control your advanced products


**User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_



# ACCOUNT MANAGEMENT

Whether you need to pay your bill, sign up for autopay, test your security system, or request a new yard sign, we've got you covered. And you can do all of that online.

Simply go to [GuardianProtection.com](https://GuardianProtection.com) and click  at the top of the page to log in to Customer Care.

## 1 ACCOUNT INFO AND BILLING

Make online payments, manage payment methods, enroll in autopay, and view past statements.

## 2 RESOURCES, VIDEOS, AND FAQs

Find answers to common questions and instructions on anything from changing a battery to control panel How To's.

## 3 YOUR ACTIVITY

See what's going on with your security system. View recent alarms, low battery signals, and upcoming appointments.

## 4 MANAGE EMERGENCY CONTACTS

Add, delete, and prioritize your emergency contacts. 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.

## 5 TEST YOUR ACCOUNT

Keep your system healthy by testing it once a month.

# WHAT TO EXPECT IF YOUR ALARM GOES OFF

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



## BURGLARY ALARM

(IF NOT DISARMED)

1. Guardian calls your primary number (password required)
2. If unavailable, Guardian calls your secondary contact number (password required)
3. Guardian notifies Patrol Unit/Guard Service, if applicable
4. Guardian calls the police to notify them of your alarm
5. Guardian calls all of your remaining contacts



## BURGLARY ALARM

(IF DISARMED)

1. Guardian still calls your primary number (password not required)
2. If you don't know your password or are having trouble with your system, we will connect you with Customer Care



## MEDICAL ALARM

1. Guardian calls your primary number (password not required)
2. When applicable, Guardian calls EMS to notify them of your alarm (we will connect you with EMS after we give them your name and address)
3. Guardian calls your remaining contacts, if applicable



## FIRE ALARM (RESIDENTIAL)

1. Guardian calls your primary number (password required)
2. Guardian notifies the fire department
3. Guardian calls all of your remaining contacts



## AUDIBLE PANIC

1. Guardian calls your primary number (password required)
2. Guardian notifies the police of your alarm (no additional contacts called)



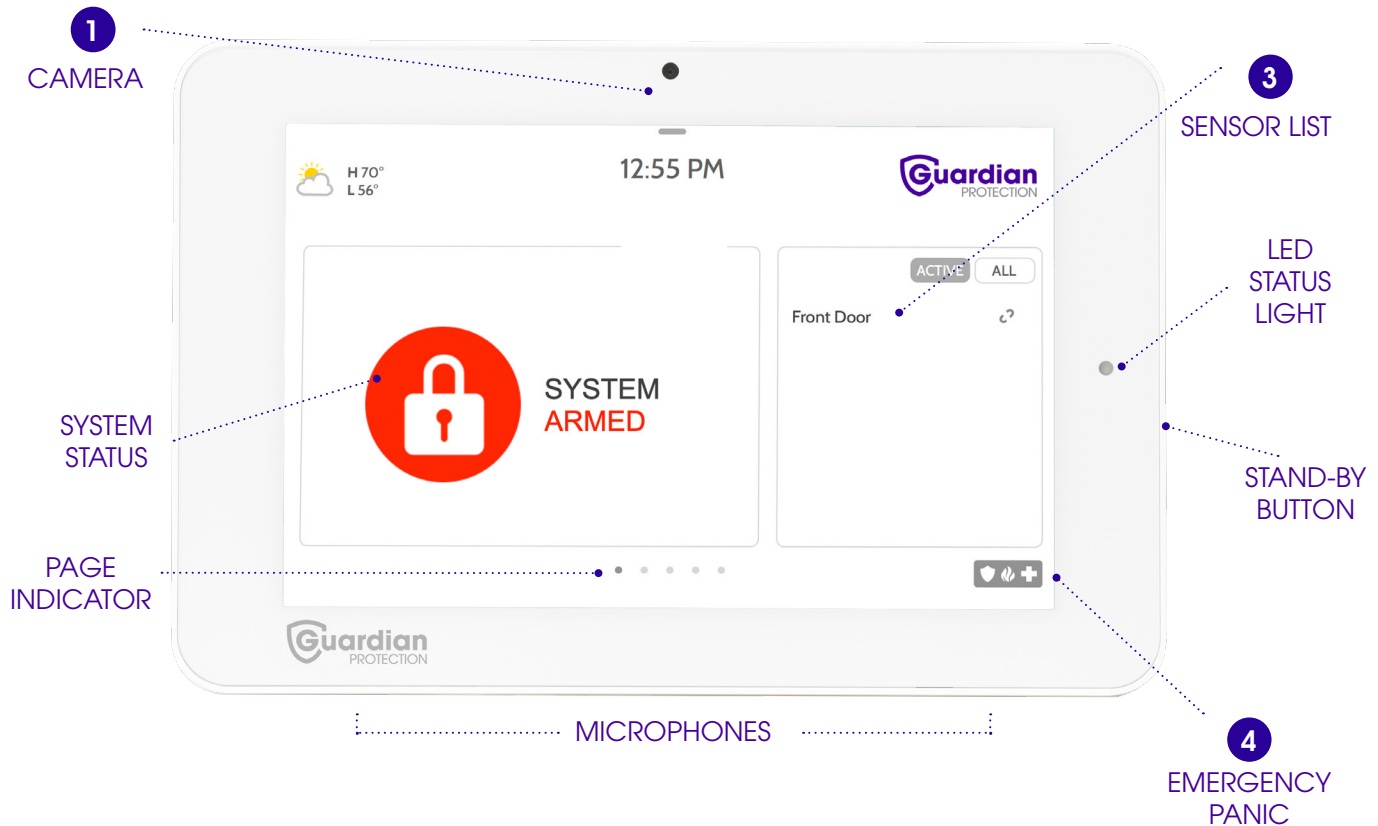
## SILENT PANIC AND DURESS

1. Guardian notifies the police of your alarm (your contacts won't be called)

## 7-DAY ORIENTATION

Your new system will be in "orientation" mode for the first seven days so you can get comfortable using it without worrying about accidental alarms. Alarms received for fire and carbon monoxide devices will follow normal procedures. For all other alarms, Guardian will call your primary number and will only notify emergency responders if you request it.

# 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 Panel Code within 30 seconds

## DURESS

Disarms your security system and sends Guardian 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, silent, or emergency) alarm to Guardian.

**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

*If selected in error, enter User Code to dismiss.*

# NEO TOUCHSCREEN PANEL



## NAVIGATION

### 1 Status LEDs:

✓ System Ready when green light appears.



System Armed when red light appears.

### 2 Trouble Button:



View active system trouble conditions.

### 3 Emergency Button:

Sends a panic (intrusion, silent, or emergency) alarm to Guardian.



# NEO TOUCHSCREEN PANEL MODES

## ARM – AWAY

*Arms all door/window sensors and motion sensors/glass breaks*



**Touch Arm – Away button.**

## DISARM

*Disarms all sensors*

**Enter 4 digit user code to disarm, or**



**Touch and then enter 4 digit user code**

## DURESS

*Disarms your security system and sends Guardian a silent distress signal.*

**When armed, enter 4 digit duress code**

## EMERGENCY PANIC

*Sends a panic (intrusion, silent, or emergency) alarm to Guardian*



**Step 1:** Press emergency button



POLICE



MEDICAL



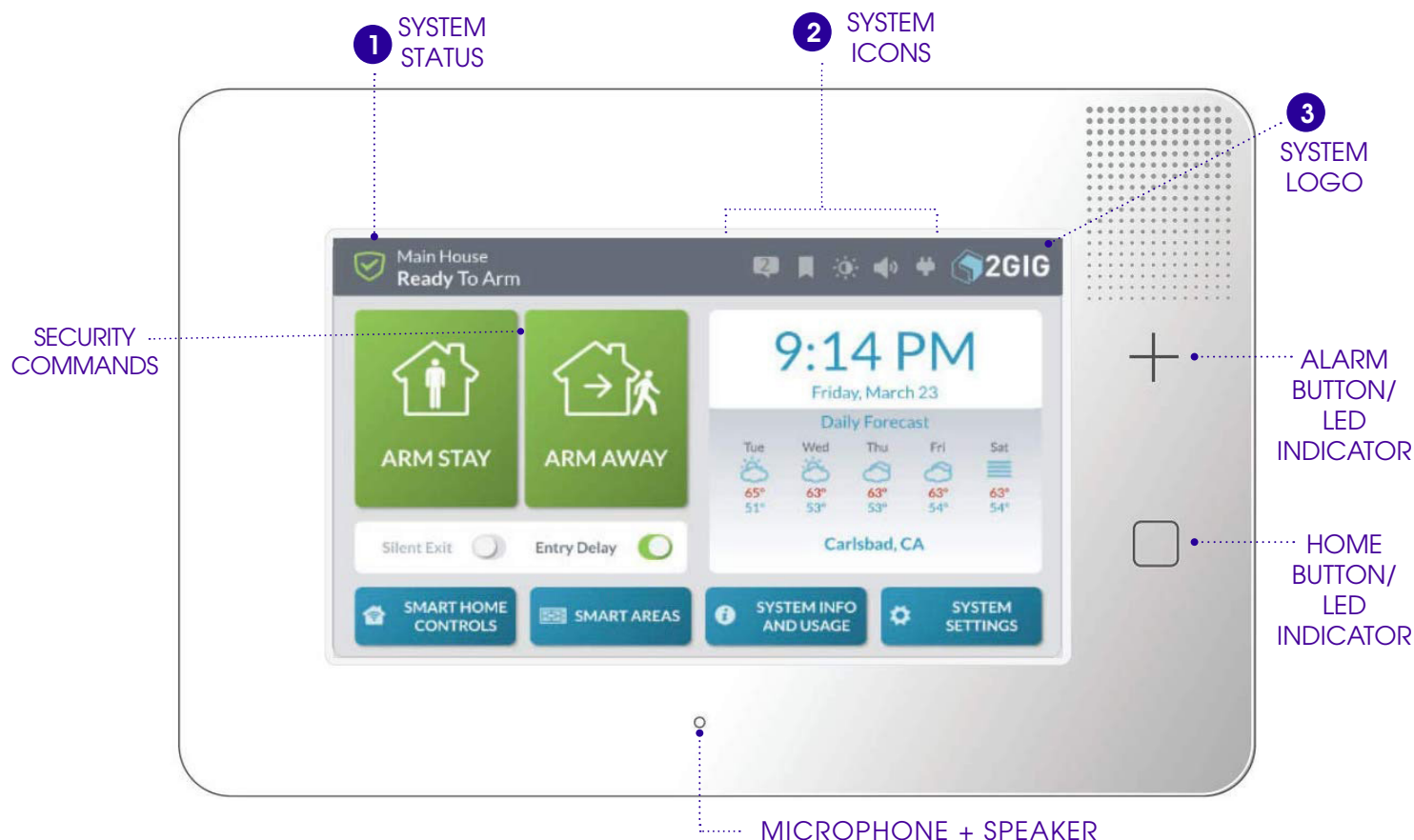
FIRE

**Step 2:** Press and hold needed panic icon for 2 seconds

Not your panel?

More panel guides are available at [GuardianProtection.com](http://GuardianProtection.com).

# 2GIG PANEL



## NAVIGATION

- 1 System Status:** See if your system is currently armed or disarmed.
- 2 System Icons:** Access system info and features like messaging, bookmarks, and brightness/volume controls.
- 3 System Logo:** Tap on logo to access Duress Code.

# 2GIG PANEL MODES

## ARM *Arms your security system.*

**Step 1:** Select "Arm Stay" or "Arm Away"



ARM STAY  
*Arms doors/windows only*

OR



ARM AWAY  
*Arms doors/windows, motions, and glass breaks*

## DISARM *Disarms your security system.*

**Step 1:** Select "Disarm"

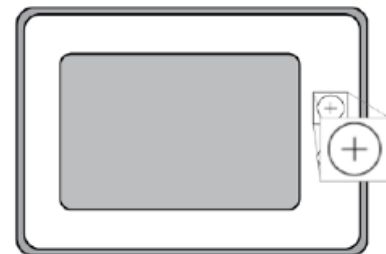


**Step 2:** Enter Panel Code within 30 seconds.

## EMERGENCY PANIC

*Sends a panic/intrusion, fire, or emergency alarm to Guardian.*

**Step 1:** Select the "Alarm" button



**Step 2:** Touch and hold the Panic/Intrusion, Fire, or Emergency icon for two seconds.



## DURESS *Sends Guardian a silent distress signal.*

### WHEN SYSTEM IS ARMED:

**Step 1:** Select "Disarm"



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

### WHEN SYSTEM IS DISARMED:

**Step 1:** On the Home screen, select the system logo



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

Not your panel?

More panel guides are available at [GuardianProtection.com](http://GuardianProtection.com).

# GUARDIAN MOBILE APP

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

OPEN MENU

## SECURITY SYSTEM

Choose from "Arm Stay" or "Arm Away."

### ARM STAY



Arms doors/  
windows only

### ARM AWAY

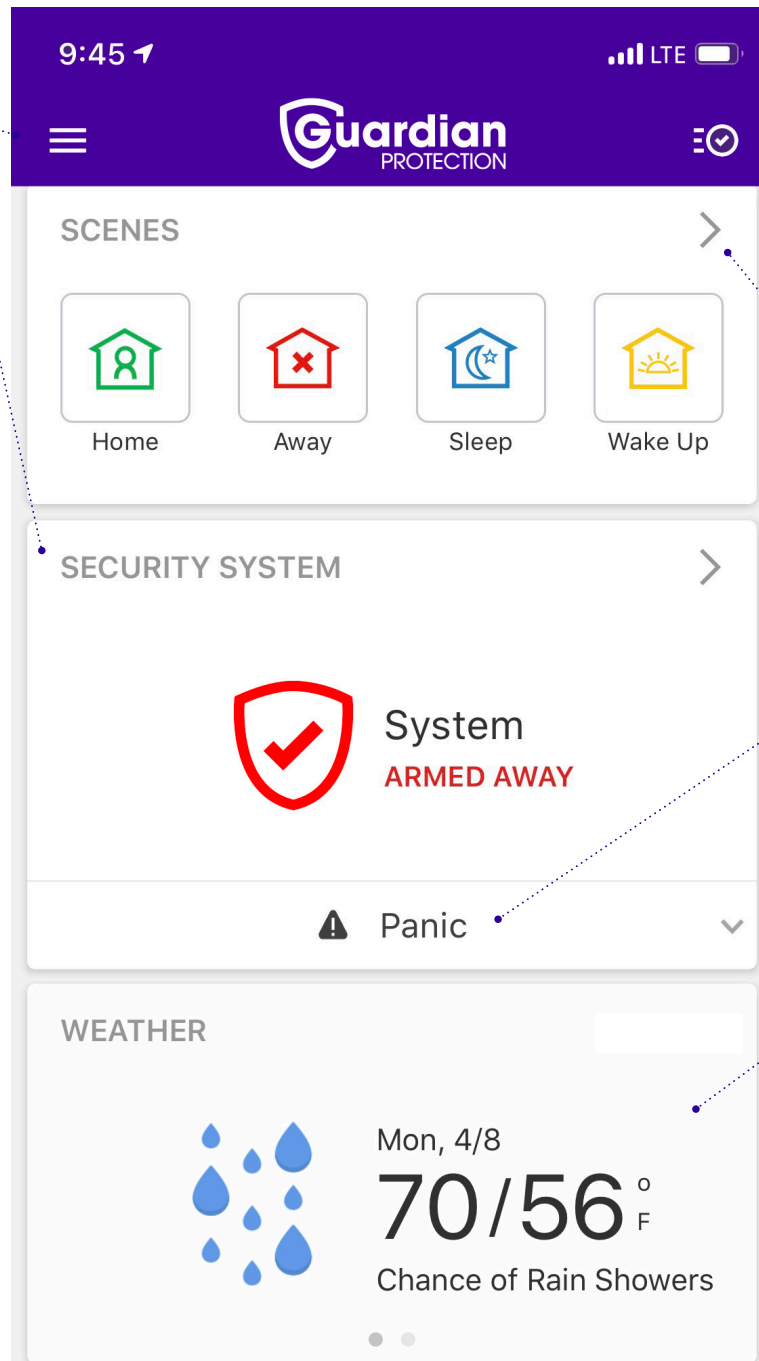


Arms doors/windows,  
motions sensors,  
and glass breaks

### DISARM



Disarms all  
security sensors



VIEW  
SYSTEM  
HISTORY

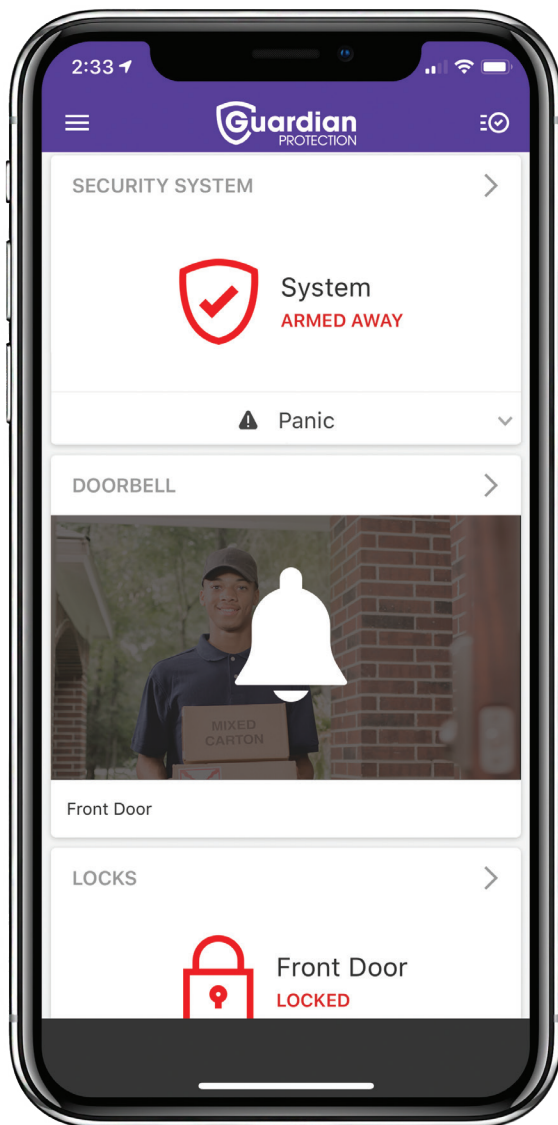
SCENES  
One icon will  
complete  
multiple tasks.

IN APP  
PANIC

CURRENT  
WEATHER

# MORE FEATURES FOR A SMARTER HOME

Depending on your security system package and devices, you may see additional icons on your Guardian 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.