IQ Lock Touch-PGP Installation and User Guide - Draft 4

IQ Lock Touch-PGP

IQDLK-PGONKT-SN / IQDLK-PGONKT-MB / IQDLK-PGONKT-ORB

29011433R001

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D-309632 Rev. 00.4

D-309632

Safety information

Read the safety information before you install the equipment. This equipment must be installed only by a skilled person. A skilled person is an installer with appropriate technical training. The installer must be aware of potential hazards during installation and measures available to minimize risks to the installer and other people.

Warnings

- Protect your user codes.
- Restrict access to your lock and routinely check your settings to ensure they are not altered without your knowledge.
- To make sure you are not locked out of your premises, monitor the smart lock batteries level and replace them when required.
- Always replace all batteries as a complete set, and avoid mixing different models or brands to maintain optimal performance and prevent issues. Use brand-new batteries for replacement to ensure accurate battery level reporting and proper lock functionality.
- Avoid installing or operating the device near strong magnetic field as it could affect the device functionality.
- Practice safety during installation, wear appropriate PPE (Personal Protective Equipment), and wash your hands if you have contact with the product during installation.

Cleaning the IQ Lock Touch-PGP

To clean the IQ Lock Touch-PGP, use a soft damp cloth.

⚠ **WARNING:** Do not use lacquer thinner, caustic soaps, abrasive cleaners, or polishes.

Introduction

The IQ Lock Touch-PGP is a battery operated smart lock device that communicates with a compatible panel. The system is composed of the IQ Lock Touch-PGP hardware, and the panel. The panel monitors and reports the IQ Lock Touch-PGP status.

Access the most recent online version of the IQ Lock Touch-PGP installation and user guide at the following link.

Accédez à la version en ligne la plus récente du guide d'installation et d'utilisation IQ Lock Touch-PGP au lien suivant.

Acceda a la versión en línea más reciente de la guía de usuario e instalación de IQ Lock Touch-PGP en el siguiente enlace: https://bit.ly/3mnWCmx

You can also scan the following QR code to access the most recent online version of the installation and user guide.

Vous pouvez également scanner le code QR suivant pour accéder à la version en ligne la plus récente du guide d'installation et d'utilisation.

También puede escanear el siguiente código QR para acceder a la versión en línea más reciente de la guía de instalación y del usuario.

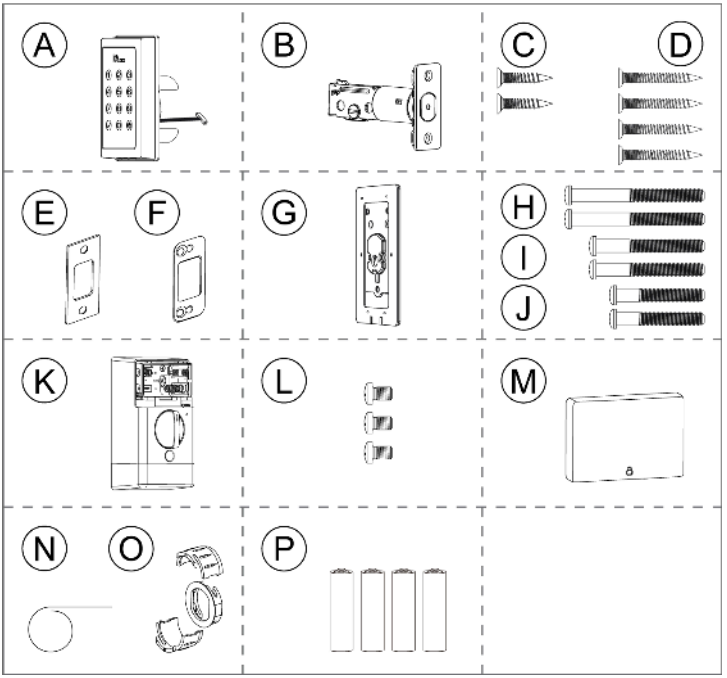
Compatible panels

For panels that are compatible with the IQ Lock Touch-PGP, access https://bit.ly/3mnWCmx.

IQ Lock Touch-PGP kit details

Before you install the smart lock, ensure the kit contains the items shown in Figure 1.

Figure 1: Smart lock kit



Callout	Component	Quantity
A	Exterior assembly	1
B	Latch	1
C	Latch screws: 21 mm wood screws	2
D	Strike plate screws: 38 mm wood screws	4
E	Strike plate	1
F	Reinforcement plate	1
G	Mounting plate	1
H	Mounting plate screws for door thicknesses between 2 in. and 2 1/4 in. (between 52 mm and 58 mm): 1/4-28 UNF x 65 mm	2
I	Mounting plate screws for door thicknesses between 1 5/8 in. and 2 in. (between 42 mm and 52 mm): 1/4-28 UNF x 53 mm	2
J	Mounting plate screws for door thicknesses between 1 3/8 in. and 1 5/8 in. (between 35 mm and 42 mm): 1/4-28 UNF x 43 mm	2
K	Interior assembly	1
L	Interior assembly screws: M4 x 6 mm	3
M	Battery cover	1

Callout	Component	Quantity
N	Reset tool	1
O	Drive-in collar	1
P	AA alkaline batteries	4

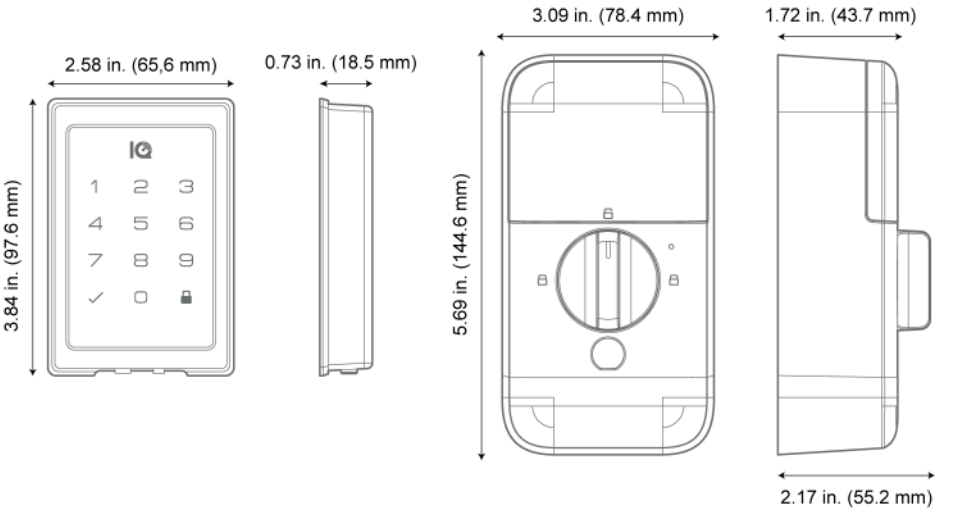
Specifications

Wireless communication protocol	PowerG or Z-Wave
Power supply	Four AA alkaline batteries
Operating voltage	4.6 V to 6.0 V
Battery life with six user code unlock events, and ten unlocking and locking cycles, for each day	PowerG mode: Minimum 12 months Z-Wave mode: Minimum 8 to 10 months (TBD)
Operating temperature	Exterior assembly: -31ºF to 150ºF (-35ºC to 66ºC) Interior assembly: 32ºF to 140ºF (0ºC to 60ºC)
Operating humidity	Exterior assembly: 100%, condensing Interior assembly: 20% to 95%, non-condensing
Storage temperature	32°F to 120°F (0°C to 49°C)
Storage humidity	20% to 60%
IP rating	IP54
Dimensions	See Smart lock dimensions
Weight	3.6 lb (1.6 kg) TBD

Smart lock dimensions

The following image outlines the smart lock dimensions.

Figure 2: Smart lock dimensions

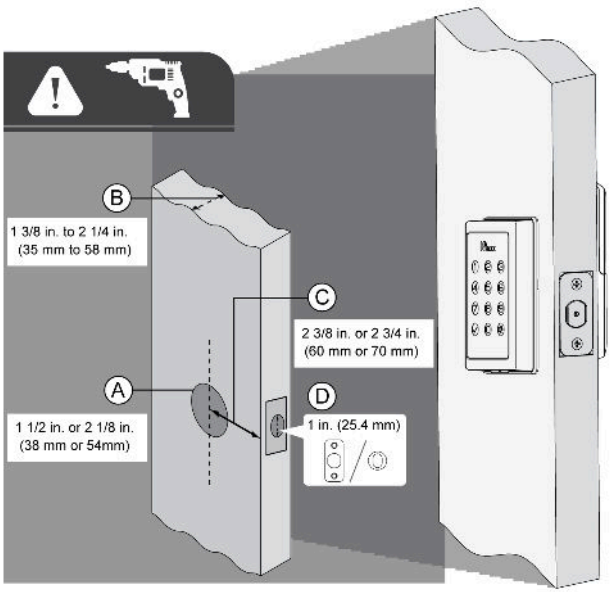


Prerequisites

Before you install the smart lock, ensure you meet requirements in Figure 3.

Attention: Do not use electronic screwdriver or drill during installation. TBC

Figure 3: Prerequisite check list



Callout	Prerequisite
A	Door hole is 1 1/2 in. or 2 1/8 in. (38 mm or 54 mm)
B	Door thickness is between 1 3/8 in. and 2 1/4 in. (35 mm to 58 mm)
C	Door hole backset is 2 3/8 in. or 2 3/4 in. (60 mm or 70 mm)
D	Latch hole is 1 in. (25.4 mm) diameter

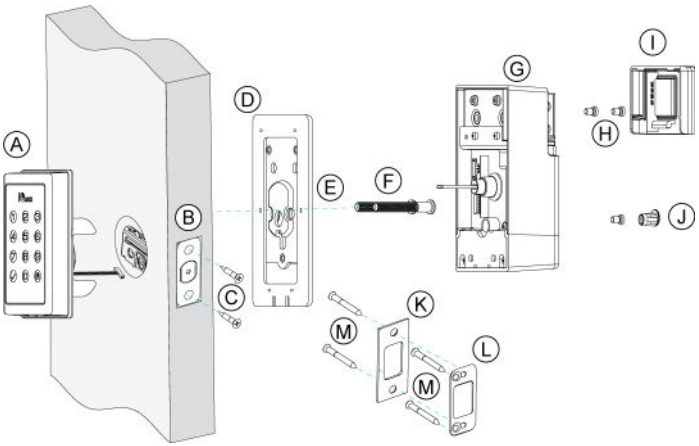
Note: Make sure the door frame is aligned with the door, and there are no obstructions stuck in the door frame.

Installing the smart lock

Figure 4 outlines how to install the smart lock components.

Note: To install the smart lock you need a Philips head screwdriver, a flat head screwdriver, and a hammer.

Figure 4: Smart lock installation overview

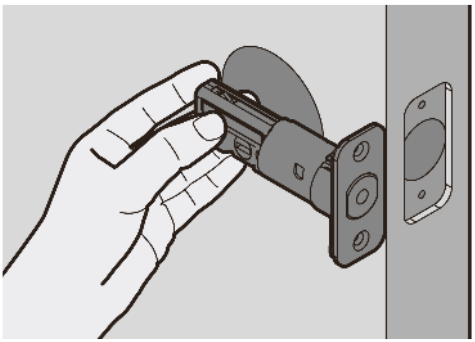


Callout	Component
A	Exterior assembly
B	Latch
C	Latch screws: 21 mm wood screws
D	Rubber gasket
E	Mounting plate
F	Mounting plate screws: • Use 1/4-28 UNF x 65 mm for door thicknesses between 2 in. and 2 1/4 in. (between 52 mm and 58 mm): 1/4-28 UNF x 65 mm • Use 1/4-28 UNF x 53 mm for door thicknesses between 1 5/8 in. and 2 in. (between 42 mm and 52 mm) • Use 1/4-28 UNF x 43 mm for door thicknesses between 1 3/8 in. and 1 5/8 in. (between 35 mm and 42 mm)
G	Interior assembly

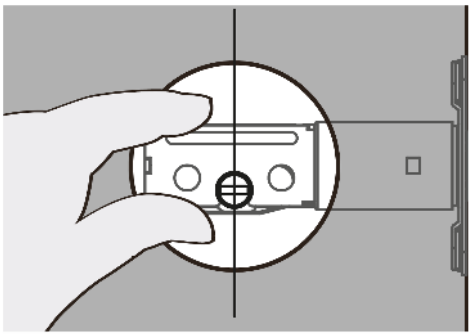
Callout	Component
H	Interior assembly screws: M4 x 6 mm
I	Battery cover
J	Screw cap
K	Strike plate
L	Optional reinforcement plate
M	Strike plate screws: 38 mm wood screws

Adjusting the latch

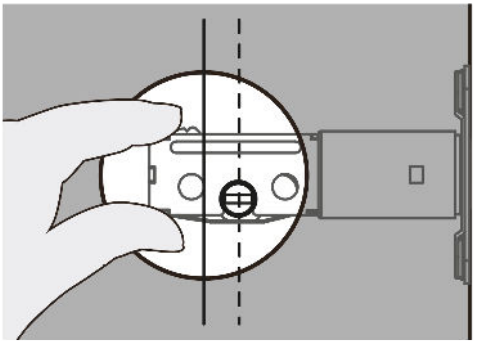
1. Hold the latch in front of the door hole, with the latch face flush against the door edge.



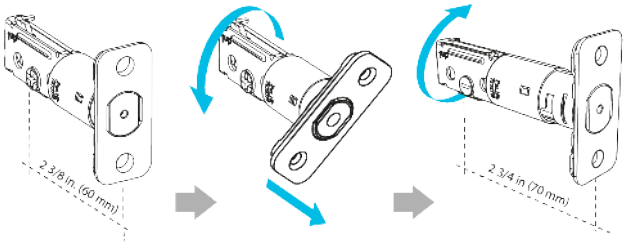
a. If the slotted hole is centered in the door hole, no adjustment is required.



b. If the slotted hole is not centered in the door hole, you need to make adjustments.



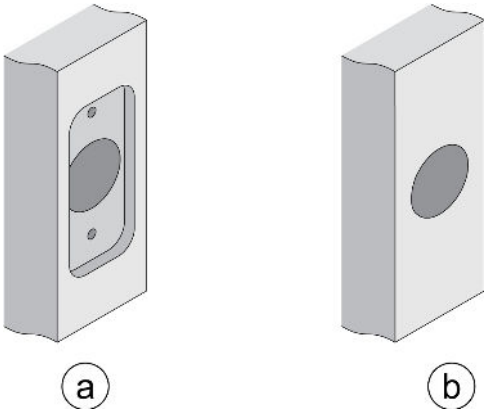
2. Rotate and pull the latch to extend the latch. Adjust so that the slotted hole is centered.



Choosing the latch faceplate

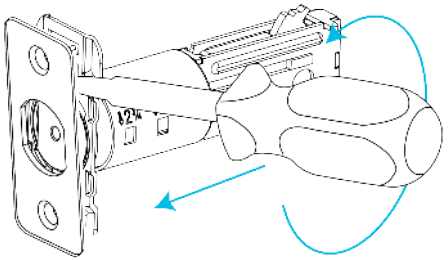
The smart lock latch has a rectangular faceplate in place as the default faceplate. A round drive-in collar is included in the kit if it is required.

1. Check the door latch hole to establish if the round drive-in collar is required:

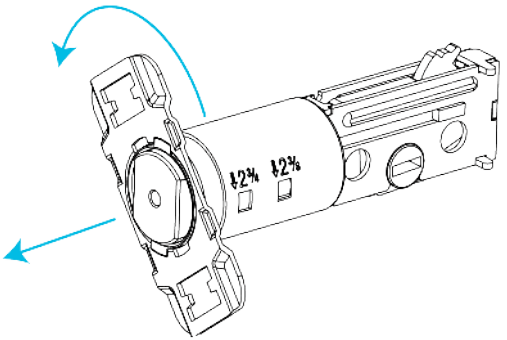


   a. If the door latch hole is chiseled, no changes are required.
   b. If the door latch hole is not chiseled, you need to install the round drive-in collar.

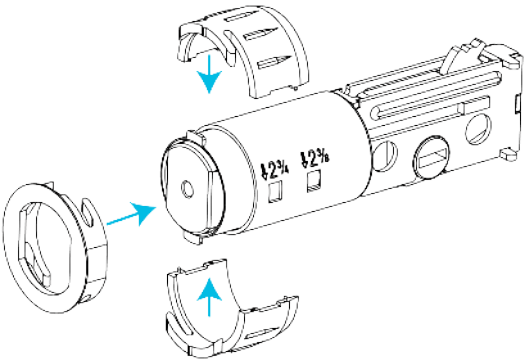
2. Remove the rectangular faceplate from the latch with a flat head screwdriver wedged between the faceplate and the faceplate clip.



3. Remove the rectangular faceplate clip: rotate it counterclockwise and pull.



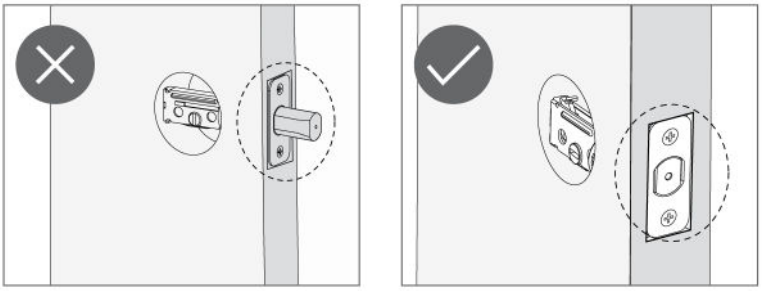
4. Attach the drive-in collar.



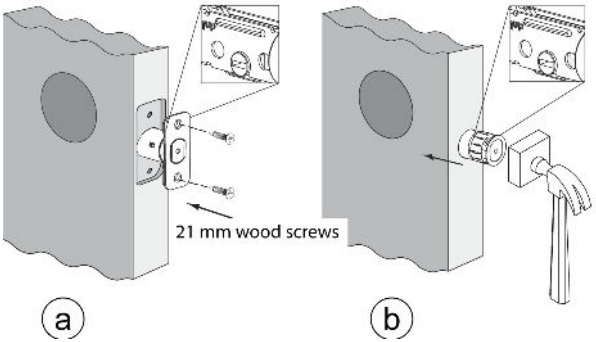
Mounting the latch

Before you begin:

Make sure the latch is an unlocked position and the torque blade hole is in the horizontal orientation.

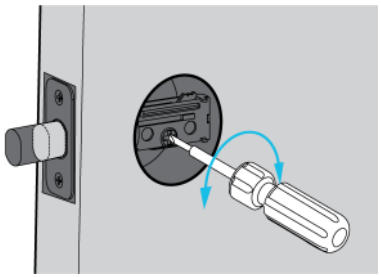


1. Insert the latch into the latch hole: make sure to install the latch according to the **UP** mark on the latch.



   a. If you insert the latch in a chiseled hole, secure the latch with the latch screws, using a Philips head screwdriver.
   b. If you insert the latch in a not chiseled hole, place a piece of cardboard or a cloth over the latch before striking with a hammer.

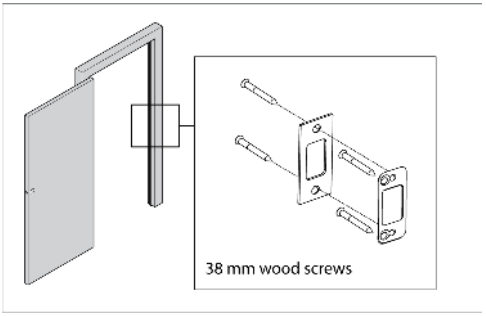
2. Use a screwdriver to test if the deadbolt works smoothly.



Mounting the strike plate

Important: Ensure the hole in the door frame is drilled to a minimum of 1 in. (25 mm) deep.

1. **Optional.** Secure the reinforcement plate on the door frame, with the strike screws.
2. Secure the strike plate on the door frame, with the strike screws.

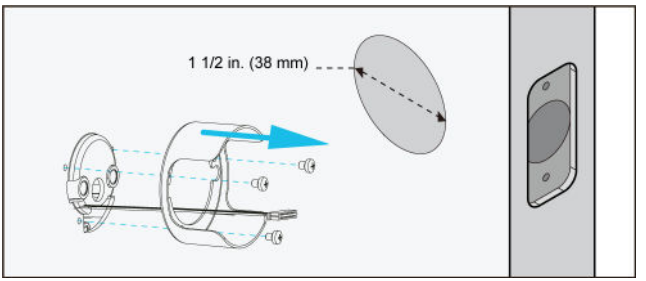


Installing the exterior assembly

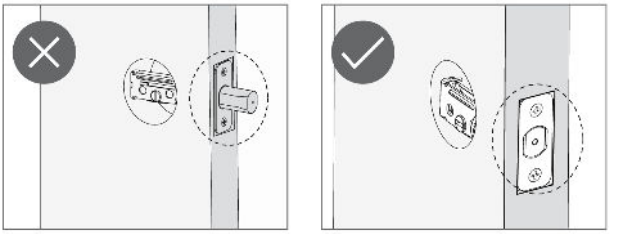
Use the following steps to install the exterior assembly.

Before you begin:

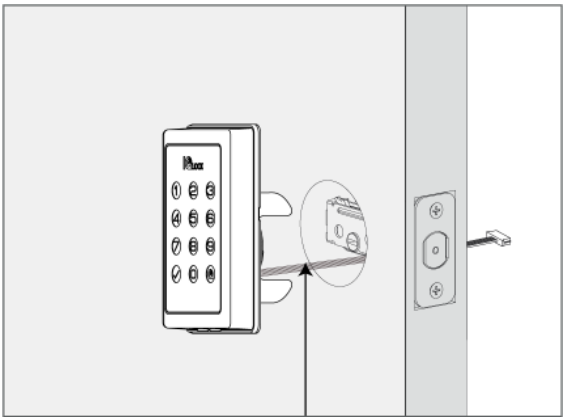
- If the door hole measures 1 1/2 in. (38 mm), remove the fire cup.



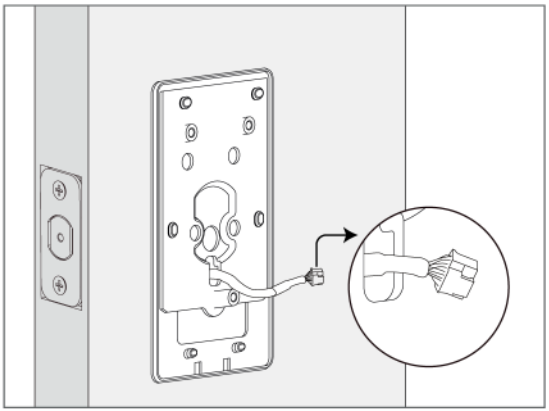
- Make sure the latch is in an unlocked position.



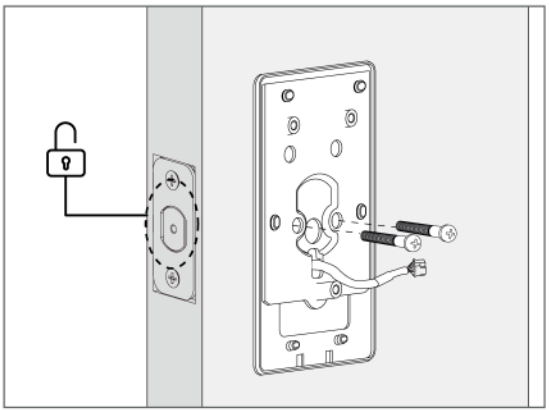
1. Route the cable below the latch.



2. Route the cable through the hole in the mounting plate.



3. Secure the mounting plate to the exterior assembly with the mounting plate screws.



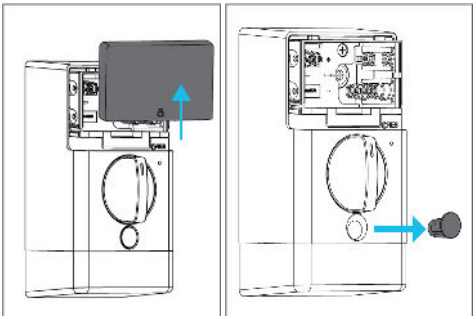
Note: Do not overtighten the screws.

Installing the interior assembly

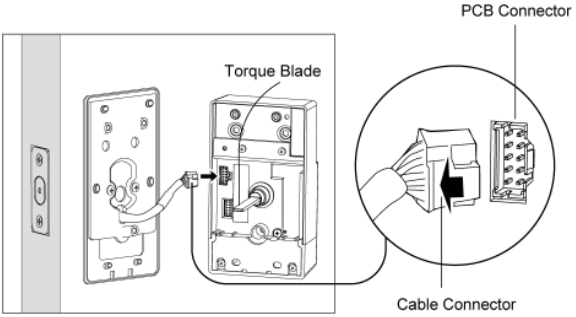
Use the following steps to install the interior assembly.

Important: Do not insert the batteries until the lock is completely installed. Do not let the interior assembly hang while attached to the cable.

1. Remove the battery cover and the screw cup.

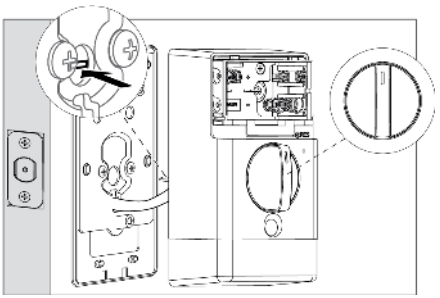


2. Connect the cable and ensure it is connected tightly.

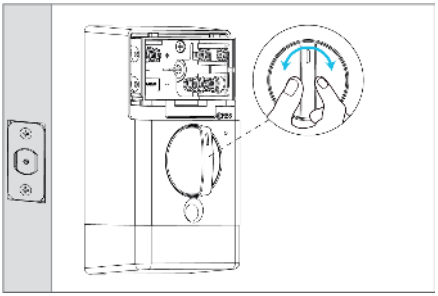


If you want to remove the cable, press the top of the white connector and pull the cable out carefully.

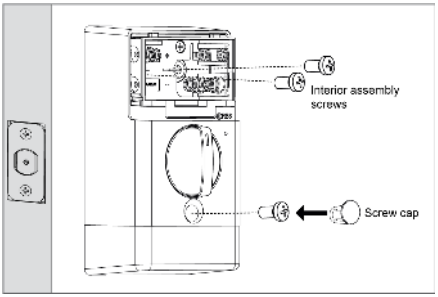
3. Keep the thumb turn in the vertical position, and attack the interior assembly to the mounting plate.



4. Test the lock by rotating the thumb turn to make sure the bolt can extend and retract smoothly.



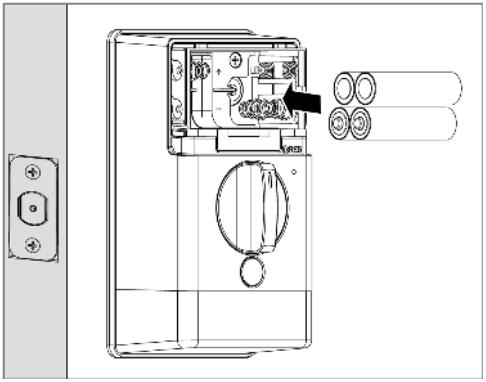
5. Secure the interior assembly to the mounting plate using the interior assembly screws, and replace the screw cup.



Setting left or right door orientation

Complete the following steps to ensure the lock functions correctly after you install it.

1. With the thumb turn in the vertical unlocked position, insert four AA batteries.

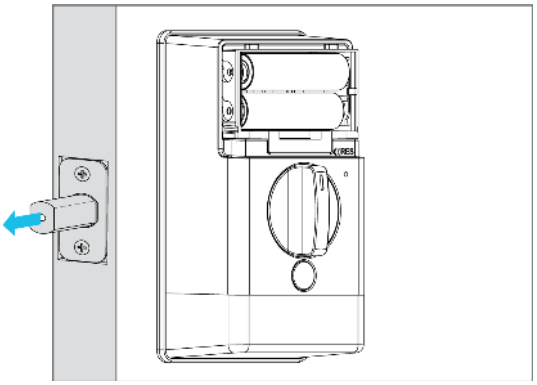


Important:

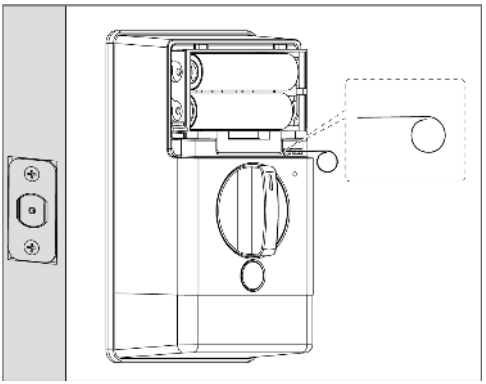
Always replace all batteries as a complete set, and avoid mixing different models or brands to maintain optimal performance and prevent issues. Use brand-new batteries for replacement to ensure accurate battery level reporting and proper lock functionality.

Note: Make sure to put the ribbon under the batteries: this helps to pull the batteries out when required.

The latch bolt extends on its own lo learn the hanging orientation of the door.



2. If the latch bolt does not extend as part of auto-orientation, use the sharp pointed tool to press and hold the reset button for five seconds until you hear a long beeping sound.



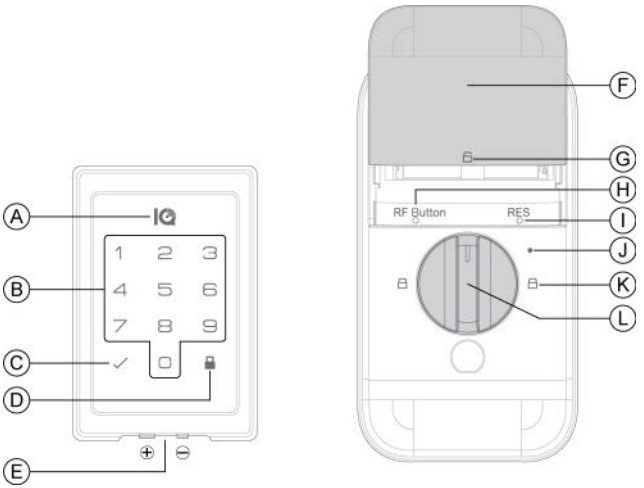
If the reset is successful, the latch bolt extends.

3. Replace the battery cover.

Smart lock overview

Figure 5 shows the smart lock overview.

Figure 5: Smart lock overview



Callout	Description
A	IQ logo LED
B	Digit keys
C	Check key
D	Lock key
E	Emergency power connector
F	Battery compartment cover
G	Thumb turn unlock position
H	**RF** button, under the battery compartment cover
I	**RES** button, under the battery compartment cover
J	LED indicator
K	Thumb turn lock position
L	Thumb turn

The smart lock can operate in two modes.

- **The stand-alone mode:** in the stand-alone mode you can lock and unlock the smart lock locally only. The smart lock operates the stand-alone mode when it is not enrolled to panels.
- **The network mode:** in the network mode you can lock and unlock the smart lock locally, and remotely, using compatible panels, and supported cloud services. You need to enroll the smart lock on the panel to operate the network mode.

  Note: When network mode setup complete successfully, the smart lock disables the stand-alone mode, and deletes all the stand-alone user codes.

For updated list of compatible panels, and supported cloud services, access https://bit.ly/3mnWCmx.

Note: When you power on the smart lock the first time, and when you reset the smart lock, it operates in stand-alone mode.

For more information, see:

- Setting up stand-alone mode
- Setting up network mode

LEDs and buzzer behavior

The smart lock is equipped with LED and buzzer to indicate its status, and provide feedback on the operations.

For a complete description of the LED and buzzer behavior, see Table 1 and Table 2.

Table 1: LED behavior

Behavior	Description
Very fast blink	Blink of 0.1 seconds approx.
Fast blink	Blink of 0.25 seconds
Blink	Blink of 0.5 seconds
Long blink	Blink of 2 seconds

Table 2: Buzzer behavior

Behavior	Description
Very short beep	Beep of 0.1 seconds approx.
Short beep	Beep of 0.25 seconds
Beep	Beep of 0.5 seconds
Long beep	Beep of 2 seconds

Note: You can disable the buzzer through the **Doorlock Volume** PowerG option, or the **Set the volume to silent** Z-wave option: for more information, see Configuring the PowerG options and Configuring the Z-Wave options.

Setting up stand-alone mode

In the stand-alone mode you can lock and unlock the smart lock locally only. The smart lock operates the stand-alone mode when it is not enrolled to panels.

Note: When you power on the smart lock the first time, and when you reset the smart lock, it operates in stand-alone mode.

Setting up the stand-alone mode consist of the following operations:

- Changing master user code
- Adding user code
- Deleting user code

Changing master user code

Before you begin:

- Ensure the smart lock is not enrolled to a panel.
- Ensure the smart lock is in unlock status.

The smart lock has one master user code that allows the following operations:

- Adding and deleting stand-alone user codes
- Locking the smart lock
- Unlocking the smart lock

The default master user code is 12345678.

Note: You must change the default master user code before you can perform any other operation.

The master user code must have from four to ten digits.

To change the master user code from the sleep status, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	All digit keys light up. One very short beep of the buzzer.
2	Press the **Check** key twice, then enter the master code, and then press the **Lock** key.	Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. Keys 1, 2, and 3, remain lit.
3	Press key **1**.	
4	Enter the new code, and then press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Not allowed code; Duplicated code; No code entry **Next step for fail:** Returns to the sleep status
5	Enter the new code again, and then press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Next step for success:** Step 3 **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Code mismatch; No code entry **Next step for fail:** Step 2

Adding user code

You can add up to five stand-alone user codes that can be used in stand-alone mode only. The user codes must have from four to ten digits, and the first four digits of each user code must be unique.

Before you begin:

- Ensure the smart lock is not enrolled to a panel.
- Ensure the smart lock is in unlock status.

Note: The smart lock deletes the stand-alone user codes when it is enrolled on an IQ panel.

To add the user code from the sleep status, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	All digit keys light up. One very short beep of the buzzer.
2	Press the **Check** key twice, then enter the master code, and then press the **Lock** key.	Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. Keys 1, 2, and 3, remain lit.
3	Press key **2**.	

#	Step	Result
4	Enter the new code, and press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Not allowed code; No space; Duplicated code; No code entry **Next step for fail:** Returns to the sleep status
5	Enter the new code again, and then press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Next step for success:** Step 3 **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Code mismatch; No code entry **Next step for fail:** Step 2

Deleting user code

Before you begin:

- Ensure the smart lock is not enrolled to a panel.
- Ensure the smart lock is in unlock status.

To delete the user code from the sleep status, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	All digit keys light up. One very short beep of the buzzer.
2	Press the **Check** key twice, then enter the master code, and then press the **Lock** key.	Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. Keys 1, 2, and 3, remain lit.
3	Press key **3**.	
4	Enter the user code to delete, and then press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Not allowed code; No user codes; Missed user code; No code entry **Next step for fail:** Returns to the sleep status
5	Enter the user code to delete again, and then press the **Check** key.	**Success:** Two green fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Next step for success:** Step 3 **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Fail causes:** Code mismatch; No code entry **Next step for fail:** Step 2

Fail causes

Fail	Description
Not allowed code	The code must have from four to ten digits, and the first four digits of each code must be unique.
Duplicated code	You entered a code already in the smart lock memory.
No code entry	You entered no code before pressing the confirmation key.
Code mismatch	The second code entry does not match with the first entry.
No space	The smart lock memory is full. When the smart lock is in stand-alone mode, it can memorize up to five user codes.
No user codes	No user codes in the smart lock memory.
Missed user code	Entered user code does not exist in the smart lock memory.

Setting up network mode

In the network mode you can lock and unlock the smart lock locally, and remotely, using compatible panels, and supported cloud services. You need to enroll the smart lock on a compatible panel to operate the network mode.

For updated list of compatible panels, and supported cloud services, access https://bit.ly/3mnWCmx.

Note: To prevent accidental lockouts when enrolling the smart lock to a panel, complete the following checks:

- Make sure that you have enrolled the smart lock on the panel.
- Establish a strong initial connection to the panel.
- Confirm that the panel is connected to the cloud service.
- On the cloud service, verify that the you have assigned at least one user to the smart lock.
- Test the functionality of the smart lock's user code while the door is open, before fully closing it.

When network mode setup complete successfully, the smart lock disables the stand-alone mode, and deletes all the stand-alone user codes.

If the smart lock disconnects from the panel, existing user codes remain functional, and the smart lock continues to operate in network mode.

If you delete the smart lock from the panel without performing factory reset, existing user codes remain functional.

To delete existing user codes, you must reset the smart lock to factory default settings. For more information, see Resetting the factory default settings.

The smart lock supports the PowerG and Z-Wave RF protocols for network enrolling.

At default the PowerG RF protocol is set on the smart lock.

To check the smart lock RF protocol, see Checking RF protocol.

To set up the PowerG network mode, see Setting up PowerG network mode.

To set up the Z-Wave network mode, see Setting up Z-Wave network mode.

Checking RF protocol

PowerG is the default RF protocol.

To check the set RF protocol, complete the following steps.

#	Step	Result
1	Keep the RF button pressed for at least one second but less then three seconds.	**PowerG protocol:** One green long blink of the LED indicator. **Z-Wave protocol:** One red long blink of the LED indicator. **Fail:** Two red fast blinks of the **IQ logo** LED. Two short beeps of the buzzer. **Next step for fail:** Repeat the step.

For more information, see:

- Switching to Z-Wave protocol
- Switching to PowerG protocol

Setting up PowerG network mode

Setting up the PowerG network mode consists of the following main steps

1. Checking the current RF protocol: for more information, see Checking RF protocol.
2. If Z-Wave is the current RF protocol, switch to the PowerG RF protocol: for more information, see Switching to PowerG protocol.
3. Enrolling the smart lock on the panel: form more information, see Enrolling IQ Lock Touch-PGP with Auto Learn Devices or Enrolling IQ Lock Touch-PGP with Add PowerG.
4. Checking the PowerG signal strength: for more information, see Local diagnostic test or Checking the PowerG signal strength of the device.
5. Configuring the PowerG options.

Switching to PowerG protocol

PowerG is the default RF protocol.

If you switched to the Z-Wave protocol, to restore the PowerG protocol, complete the following steps.

#	Step	Result
1	Long press the RF button for three seconds or more.	**Success:** two fast green blinks of the LED indicator; two short beeps. **Fail:** two fast red blinks of the LED indicator; two short beeps. **Next step for fail:** Repeat the step.

Note: The smart lock is in stand-alone mode until you enroll it on a panel.

For more information, see:

- Checking RF protocol
- Switching to Z-Wave protocol

Enrolling IQ Lock Touch-PGP with Auto Learn Devices

Before you begin:

- Ensure the device is powered on.
- Ensure that you set the PowerG RF protocol on the smart lock: for more information, see Checking RF protocol and Switching to PowerG protocol.

To enroll a PowerG device on the IQ panel using the **Auto Learn Devices** feature, complete the following steps.

1. On the IQ panel menu, tap **Settings** > **Advanced Settings**, enter the installer code then tap **Installation** > **Devices** > **Automation Devices** > **Auto Learn Devices**.
2. When the panel recognizes the device, tap **OK** on the pop-up window that appears. Set the device details in the next configuration pop-up window.

   For more information, see Configuring the PowerG options.
3. **Optional:** Enter the PIN code on the product label for increased security during enrollment. The device does not pair with the panel if you enter an incorrect PIN code.
4. Tap **Pair**.

   The device enrolls successfully and the displays the PowerG signal strength: for more information, see Local diagnostic test.

If the smart lock does not automatically enroll, use a sharp pointed tool to press the **RES** button for less then one second. This starts the auto-enroll process.

Enrolling IQ Lock Touch-PGP with Add PowerG

Before you begin:

- Ensure power is not connected to the device: remove the device batteries.
- Ensure that you set the PowerG RF protocol on the smart lock: for more information, see Checking RF protocol and Switching to PowerG protocol.

Use the **Add PowerG** feature to enroll the device on the IQ panel, by entering the device ID or scanning the QR code on the device package.

To enroll a PowerG device on the IQ panel using the **Add PowerG** feature, complete the following steps.

1. On the IQ panel menu, tap **Settings** > **Advanced Settings**, enter the installer code then tap **Installation** > **Devices** > **Automation Devices** > **Add PowerG**.
2. Enter the device id in the **Sensor ID** field, or tap **Scan QR Code** and scan the QR code on the device package.
3. Set device details. For more information, see Configuring the PowerG options.
4. **Optional:** Enter the PIN code on the product label for increased security during enrollment. The device does not pair with the panel if you enter an incorrect PIN code.
5. Tap **Pair**.
6. Power on the device: insert the device batteries.

The device enrolls successfully and the displays the PowerG signal strength: for more information, see Local diagnostic test.

Local diagnostic test

After enrollment succeed the device automatically enters test mode.

In test mode the LED indicator shows the strength of the PowerG signal.

The following table displays the received signal strength indication.

Table 3: Signal strength indication

LED response	Reception
Green LED blinks	Strong
Yellow LED blinks	Good
Red LED blinks	Poor
No blinks	No communication

To restart the test mode remove and the reinsert the batteries.

Important: Reliable reception must be assured. Poor signal strength is not acceptable. If you receive poor signal strength, move the panel, or install a PowerG repeater and re-test until the PowerG signal strength is strong. Strong signal strength is required for the device to operate correctly. For detailed diagnostic test instructions, refer to the relevant IQ panel installation guide.

Note: After installation, verify the product functionality in conjunction with the compatible panels.

To check the PowerG signal strength after the test mode ends, see Checking the PowerG signal strength of the device.

Checking the PowerG signal strength of the device

To check the PowerG signal strength of a PowerG device on the IQ panel, complete the following steps.

1. Ensure that the device is powered on.
2. On the IQ panel menu, tap **Settings** > **Advanced Settings**, enter the installer code then tap **System Tests** > **PowerG Test** > **Run**.

Important: Reliable reception must be assured. Poor signal strength is not acceptable. If you receive poor signal strength, move the panel, or install a PowerG repeater and re-test until the PowerG signal strength is strong. Strong signal strength is required for the device to operate correctly. For detailed diagnostic test instructions, refer to the relevant IQ panel installation guide.

Deleting from PowerG network

To delete the smart lock from the panel PowerG network, complete the following steps.

1. Follow the delete procedure on the panel instructions.
   If you delete the smart lock from the panel without performing factory reset, existing user codes remain functional.
2. Reset the smart lock to factory settings: for more information, see Resetting the factory default settings.
   The smart lock deletes all user codes and sets the stand-alone mode: for more information, see Setting up stand-alone mode.

Configuring the PowerG options

Table 4 shows the options that you can configure when enroll the device on the IQ panel.

To change the device option after you enrolled the device, on the IQ panel menu, tap **Settings** > **Advanced Settings** enter the installer code then tap **Installation** > **Devices** > **Automation Devices** > **Edit Device** > tap the edit icon of the device to edit.

Table 4: Configuration options

Option	Description
Doorlock Volume	Enables and disables the smart lock buzzer. • **On**: The buzzer is enabled. • **Off**: The buzzer is disabled. **Note:** Low battery, keypad lock, and lock jam events override this set up. Optional settings: **On** (default), and **Off**.
Re-Lock Timer	Sets the delay before the smart lock automatically re-locks after unlocking. Optional settings: **Disabled** (default), **30 Seconds**, **60 Seconds**, **120 Seconds**, and **180 Seconds**.

Table 4: Configuration options

Option	Description
Code to Lock	Sets the lock operation: • **Disabled**: to lock the smart lock you do not need to enter the user code. • **Enabled**: to lock the smart lock you need to enter the user code. Optional settings: **Disabled** (default), and **Enabled**.
Code Privacy	Allows to hide the user code. When this option is enabled, the smart locks presents you with two random digits that you must press before entering your user code. This prevents a malicious from discovering your actual code. Optional settings: **Disabled** (default), and **Enabled**.

Setting up Z-Wave network mode

Setting up the Z-Wave network mode consists of the following main steps

1. Checking the current RF protocol: for more information, see Checking RF protocol.
2. If PowerG is the current RF protocol, switch to the Z-Wave RF protocol: for more information, see Switching to Z-Wave protocol.
3. Enrolling the smart lock on the panel: form more information, see Enrolling IQ Lock Touch-PGP with Add Device or Enrolling IQ Lock Touch-PGP with Smart Start.

Switching to Z-Wave protocol

PowerG is the default RF protocol.

To switch to the Z-Wave protocol, complete the following steps.

#	Step	Result
1	Press the RF button three times in six seconds.	**Success:** two fast green blinks of the LED indicator; two short beeps. **Fail:** two fast red blinks of the LED indicator; two short beeps. **Next step for fail:** Repeat the step.

Note: The smart lock is in stand-alone mode until you enroll it on a panel.

For more information, see:

- Checking RF protocol
- Switching to PowerG protocol

Enrolling IQ Lock Touch-PGP with Add Device

Before you begin:

- Ensure the device is powered on.
- Ensure that you set the Z-Wave RF protocol on the smart lock: for more information, see Checking RF protocol and Switching to Z-Wave protocol.

To enroll a Z-Wave device on the IQ panel using the **Add Device** feature, complete the following steps.

1. On the IQ panel menu, tap **Settings** > **Advanced Settings**, enter the installer code then tap **Installation** > **Devices** > **Automation Devices** > **Z-Wave Devices** > **Add Device** > **Include**.
2. Press the **RES** button for less than one second when the message appears.
3. Set the device details in the next configuration pop-up window.

   For more information, see Configuring the Z-Wave options.
4. Tap **Add** to save the information and complete the process.

   The device enrolls successfully and the IQ panel returns to previous menu.

Enrolling IQ Lock Touch-PGP with Smart Start

Before you begin:

- Ensure power is connected to the device.
- Ensure that you set the Z-Wave RF protocol on the smart lock: for more information, see Checking RF protocol and Switching to Z-Wave protocol.

Use the **Smart Start** feature to enroll the device on the IQ panel, by entering the device DSK code or scanning the QR code on the device package.

To enroll a Z-Wave device on the IQ panel using the **Smart Start** feature, complete the following steps.

1. On the IQ panel menu, tap **Settings** > **Advanced Settings**, enter the installer code then tap **Installation** > **Devices** > **Automation Devices** > **Z-Wave Devices** > **Smart Start** > **Include**.
2. Scan the box or device's QR code or manually enter the DSK code and tap **Add DSK**.
3. Set the device details in the next configuration pop-up window.

   For more information, see Configuring the Z-Wave options.
4. Tap **Add** to save the information and complete the process.

   The device enrolls successfully and the IQ panel returns to previous menu.

Deleting from Z-Wave network

To delete the smart lock from the panel Z-Wave network, complete the following steps.

1. Follow the delete procedure on the panel instructions, and press the **RES** button for less than one second.

   Existing user codes remain functional, and the smart lock turns off both network mode and stand-alone mode.
2. Reset the smart lock to factory settings: for more information, see Resetting the factory default settings.

   The smart lock deletes all user codes and sets the stand-alone mode: for more information, see Setting up stand-alone mode.

Configuring the Z-Wave options

Table 5 and Table 6 show the options that you can configure when enroll the device on the IQ panel.

To change the device options after you enrolled the device, on the IQ panel menu, tap **Settings** > **Advanced Settings** enter the installer code then tap **Z-Wave Device List** > tap the device that you want to edit and then tap **Info**.

Scroll down to **Command_Class_Configuration_V4** or **Command_Class_DoorLock_V4**, and tap **Configuration/Capabilities**, according with the option you want to edit.

Edit the options according with the information in the **Description** columns of Table 5 and Table 6.

Table 5: Command_Class_Configuration_V4 options

Option	Description
Set the volume to silent	Enables and disables the smart lock buzzer. **Note:** Low battery, keypad lock, and lock jam events override this set up. **Parameter Number** = 1 **Size** = 1 **Configuration Value**: 0 = disabled; 1 = enabled (default)
Code Privacy	Allows to hide the user code. When this option is enabled, the smart locks presents you with two random digits that you must press before entering your user code. This prevents a malicious from discovering your actual code. **Parameter Number** = 3 **Size** = 1 **Configuration Value**: 0 = disabled (default); 1 = enabled
Code to Lock	If disabled, to lock the smart lock you do not need to enter the user code. If enabled, to lock the smart lock you need to enter the user code. **Parameter Number** = 4 **Size** = 1 **Configuration Value**: 0 = disabled (default); 1 = enabled

Table 6: Command_Class_DoorLock_V4 options

Option	Description
Auto-relock time	Sets the delay before the smart lock automatically re-locks after unlocking. Optional settings: • 0 = disabled (default) • 1 to 30 = 30 seconds • 31 to 60 = 60 seconds • 61 to 120 = 120 seconds • 121 to 65535 = 180 seconds

Smart lock operation

With the smart lock you can perform the following operations.

- Locking with the Lock key
- Locking and unlocking by user code
- Locking and unlocking by thumb turn
- Locking and unlocking remotely

Locking with the Lock key

Note: This operation is only possible if the **Code to Lock** option is disabled. For more information, see Configuring the PowerG options and Configuring the Z-Wave options.

To lock the smart lock using the **Lock** key, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	All digit keys light up. One very short beep of the buzzer.

#	Step	Result
2	Press the **Lock** key.	**Lock success:** One red blink of the **IQ logo** LED. One red long blink of the LED indicator. One beep of the buzzer. **Low battery:** Three red fast blinks of the **IQ logo** LED. Three short beeps of the buzzer. **Note:** The low battery indications follows after the lock and unlock success indications. **Important:** To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries. **Lock jam:** Ten long beeps of the buzzer.

Locking and unlocking by user code

You can lock and unlock the smart lock by entering a valid user code on its keypad.

When the smart lock is in stand-alone mode, you can use the stand-alone user codes, and the master user code, to lock and unlock it: for more information, see Setting up stand-alone mode.

When the smart lock is in network mode, you can use the user codes of the users associated to the smart lock, to lock and unlock it: for more information, refer to the related cloud service instructions.

Important: If you enter an incorrect user code ten times, the smart lock keypad disables for three minutes. For more information, see Incorrect user code entry.

The locking and unlocking by user code procedure depends on the **Code Privacy** option: for more information, see Configuring the PowerG options and Configuring the Z-Wave options.

Note: The **Code Privacy** option does not apply to the stand-alone mode.

When the **Code Privacy** option is enabled, to lock and unlock the smart lock using the user code, complete steps in Code Privacy enabled.

When the **Code Privacy** option is disabled, or the smart lock is in stand-alone mode, to lock and unlock the smart lock using the user code, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	All digit keys light up. One very short beep of the buzzer.

#	Step	Result
2	Enter the user code.	**Keypad lock:** Three red fast blinks of the **IQ logo** LED. Three fast blinks of the digit keys. Three short beeps of the buzzer. **Lock success:** One red blink of the **IQ logo** LED. One red long blink of the LED indicator. One beep of the buzzer. **Unlock success:** One green blink of the **IQ logo** LED. One green long blink of LED indicator. One beep of the buzzer **Low battery:** Three red fast blinks of the **IQ logo** LED. Three short beeps of the buzzer. ⓘ **Note:** The low battery indications follows after the lock and unlock success indications. ➤ **Important:** To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries. **Lock jam:** Ten long beeps of the buzzer. **Fail:** Two red fast blinks of the **IQ logo** LED. One beep of the buzzer. **Fail causes:** Entered an invalid user code. **Next step for fail:** 2 (re-enter the user code)

Code Privacy enabled

When the **Code Privacy** option is enabled, to lock and unlock the smart lock using the user code, complete the following steps.

#	Step	Result
1	Press any key to wake up the smart lock.	**Success:** Two random digit keys light up.
2	Press the lit keys.	**Success:** All digit keys light up. **Fail:** The random digit keys remain light. **Fail causes:** The keypad did not recognize the key press. **Next step for fail:** Repeat the step.

#	Step	Result
3	Enter the user code.	**Keypad lock:** Three red fast blinks of the **IQ logo** LED. Three fast blinks of the digit keys. Three short beeps of the buzzer. **Lock success:** One red blink of the **IQ logo** LED. One red long blink of the LED indicator. One beep of the buzzer. **Unlock success:** One green blink of the **IQ logo** LED. One green long blink of LED indicator. One beep of the buzzer **Low battery:** Three red fast blinks of the **IQ logo** LED. Three short beeps of the buzzer. ⓘ **Note:** The low battery indications follows after the lock and unlock success indications. **Important:** To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries. **Lock jam:** Ten long beeps of the buzzer. **Fail:** Two red fast blinks of the **IQ logo** LED. One beep of the buzzer. **Fail causes:** Entered an invalid user code. **Next step for fail:** 3 (re-enter the user code)

For more information, see Configuring the PowerG options and Configuring the Z-Wave options.

Locking and unlocking by thumb turn

To lock and unlock the smart lock using the **thumb turn**, complete the following steps.

#	Step	Result
1	• To lock the smart lock, rotate the thumb turn horizontal, in the lock position. • To unlock the smart lock, rotate the thumb turn vertical, in the unlock position.	**Lock success:** One red blink of the **IQ logo** LED. One red long blink of the LED indicator. One beep of the buzzer. **Unlock success:** One green blink of the **IQ logo** LED. One green long blink of LED indicator. One beep of the buzzer **Low battery:** Three red fast blinks of the **IQ logo** LED. Three short beeps of the buzzer. ⓘ **Note:** The low battery indications follows after the lock and unlock success indications. **Important:** To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries.

Locking and unlocking remotely

ⓘ **Note:** You can lock and unlock the smart lock remotely when it is in network mode: for more information, see Setting up network mode.

When the smart lock is in network mode, you can lock and unlock it remotely, using compatible panels, and supported cloud services.

For updated list of compatible panels, and supported cloud services, access https://bit.ly/3mnWCmx.

To lock and unlock the smart lock remotely, refer to the instructions of used panel, and cloud services.

Smart lock notifications

When the smart lock is in network mode, sends the following notifications to the panel, and cloud services:

- Locking and unlocking
- Lock jam
- Low battery

Low battery

The smart lock reports low battery to the panel when its battery level is less than 20%: the trouble icon appears on the lock symbol on the IQ panel locks page. The IQ panel low battery alert resolves when the battery level is greater than 20%.

Important: To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see .

Incorrect user code entry

When you enter an incorrect user code ten times, the smart lock keypad disables for three minutes. When this happens, the smart lock sends a notification to the panel. To unlock the smart lock after you enter the user code incorrectly, use one of the following methods.

- If you want to unlock the smart lock using its keypad, wait until the 3-minute lock period has expired.
- If you want to unlock the smart lock immediately, use the following alternate methods:
  - Locking and unlocking remotely

Locking and unlocking with dead battery

If locking and unlocking fail due to dead battery, use the following alternate methods:

- If you are facing the interior side of smart lock, see Locking and unlocking by thumb turn
- If you are facing the exterior side of smart lock, see Locking and unlocking using the emergency power connector

Important: To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries.

Locking and unlocking using the emergency power connector

If unlocking and locking fail due to dead battery, you can use the emergency power connector.

Before you begin:

Make sure you have a PP3 9 V battery.

To lock and unlock the smart lock using the emergency power connector, compete the following steps.

1. Connect the PP3 9 V battery to the emergency power connector by observing the polarity.
2. When the keypad lights up, repeat the unlocking operation.

Important: To avoid being stuck out of your own premises, replace the device batteries as soon as possible: for more information, see Replacing batteries.

Replacing batteries

In the event of low battery trouble, to avoid being stuck out of your own premises, replace the device batteries as soon as possible.

Before you begin:

Make sure you have four AA alkaline batteries.

Important:

Always replace all batteries as a complete set, and avoid mixing different models or brands to maintain optimal performance and prevent issues. Use brand-new batteries for replacement to ensure accurate battery level reporting and proper lock functionality.

To replace the smart lock batteries, compete the following steps.

1. Slide up the battery cover.
2. Pull out the ribbon to remove the dead batteries.
3. Insert the new batteries, observing the polarity indicated in the battery compartment.

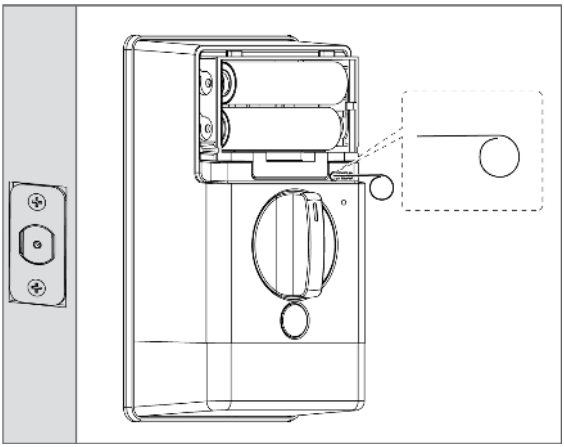
   Note: Make sure to put the ribbon under the batteries: this helps to pull the batteries out when required.
4. Close the battery cover.

After battery replacement the smart lock resumes normal operation.

Resetting the factory default settings

To reset the smart lock to factory default settings, complete the following steps.

1. Remove the battery cover.
2. Press and hold the **RES** button with a sharp pointed tool for five seconds until you hear a long beeping sound.



If the reset is successful, the smart lock performs the following actions:

- extends the latch bolt
- sets the stand-alone mode
- deletes all the user codes
- sets the default 12345678 master user code

For more information, see Smart lock overview.

If you perform a factory default reset, you must delete the smart lock manually from the panel: for more information, refer to the panel's instructions.

Troubleshooting

Operation	Trouble signal	Trouble description	Solution
Locking and unlocking by user code	**Lock jam:** Ten long beeps of the buzzer.	The lock is jammed	• Using the thumb turn,check that the latch bolt extends and retracts smoothly • Check that the door closes correctly

Operation	Trouble signal	Trouble description	Solution
Locking and unlocking by user code	**Keypad lock:** Three red fast blinks of the **IQ logo** LED. Three fast blinks of the digit keys. Three short beeps of the buzzer.	The keypad is locked because you entered an incorrect user code ten times	• Wait three minutes for the keypad to unlock • Use an alternate method: for more information, see Smart lock operation
• Power up • Locking and unlocking	**Low battery:** Three red fast blinks of the **IQ logo** LED. Three short beeps of the buzzer. ⓘ **Note:** The low battery indications follows after the lock and unlock success indications.	Battery level is less than 20%	Replace the batteries: for more information, see Replacing batteries

FCC Information

This information applies to the IQ Lock Touch-PGP.

Modification statement

Johnson Controls Inc. has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

Interference statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Wireless notice

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Statement

English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada. L'exploitation est soumise aux deux conditions suivantes :

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

l'appareil numérique du ciem conforme canadien peut - 3 (b) / nmb - 3 (b).

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

Cet équipement est conforme aux limites d'exposition aux rayonnements du Canada établies pour un environnement non contrôlé.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Type approved module - Jamaica

This product contains a type approved module by Jamaica: SMA – IQ Lock-PowerG, serial number - WWYYXXXXXX.

Limited Warranty and EULA

To view Warranty and EULA information, access the link https://bit.ly/3mnWCmx or scan the following QR code:

Technical support

Intrusion Tech support: +1- 855-476-5797 #2 or 1-800-387-3630

Email: intrusion-support@jci.com