



**Smart Start**

A quick reference guide

# YOU MADE THE RIGHT CHOICE WITH GUARDIAN PROTECTION.

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



## SMART SECURITY



## PROFESSIONAL INSTALLATION



## POWERED BY REAL PEOPLE



We put this guide together to help you hit the ground running and 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 this card and keep it somewhere safe

**1.800.PROTECT**  
(1.800.776.8328)

Guardian's Monitoring Center:

**1.800.364.3616**

*Program these numbers into your phone so you always know who's calling!*

## PASSWORD DEFINITIONS

**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.

# 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 'Login' at the top of the page.

## 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.

Have questions or need help? Call **1.800.PROTECT** (1.800.776.8328)

# 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 MODES

## 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.*

Not your panel?

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

# XTi-5 PANEL



SPEAKER

SETTINGS

## NAVIGATION

- 1 Doors:** indicates all monitored doors are closed.  
 indicates one or more doors are open.
- 2 Windows:** indicates all monitored windows are closed.  
 indicates one or more windows are open.
- 3 Motion:** indicates no recent motion detected.  
 indicates motion was detected in the last 10 minutes.
- 4 My Activity:** indicates other relevant sensors are closed and there is no new activity.  
 indicates a relevant sensor is tripped or there is new activity.
- 5 Disarm/Arm:** Press to turn off intrusion/burglary protection, then enter your code.

# XTi-5 PANEL MODES

## ARM - STAY

Arms the exterior door/window sensors, while leaving interior motion sensors/glass breaks disarmed.



**Step 1:** Select "Press to Arm"

**Step 2:** Select "Doors & Windows Only"

## ARM - AWAY

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



**Step 1:** Select "Press to Arm"

**Step 2:** Select "Arm All"

## ARM - SILENT

Arms your system without an audible exit delay countdown.



**Step 1:** Select "Press to Arm"

**Step 2:** For Silent Exit, select "On"

**Step 3:** Select "Doors & Windows Only" OR "Arm All"

## ARM - NO DELAY

Arms your system with no entry delay upon activation of security devices.



**Step 1:** Select "Press to Arm"

**Step 2:** For Entry Delay, select "Off"

**Step 3:** Select "Doors & Windows Only" OR "Arm All"

## DISARM

Disarms intrusion sensors.



**Step 1:** Select "Press to Disarm"

**Step 2:** Enter 4 digit user code

## PANIC

Sends a panic (fire, medical, or police) alarm to Guardian.

**Step 1:** Select "Emergency" button

**Step 2:** Select type of emergency



Fire



Panic/Medical



Police

**Step 3:** Select "Alarm" to disarm your system and cancel the panic

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**

**VIEW SYSTEM HISTORY**

**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

**SCENES**  
One icon will complete multiple tasks.

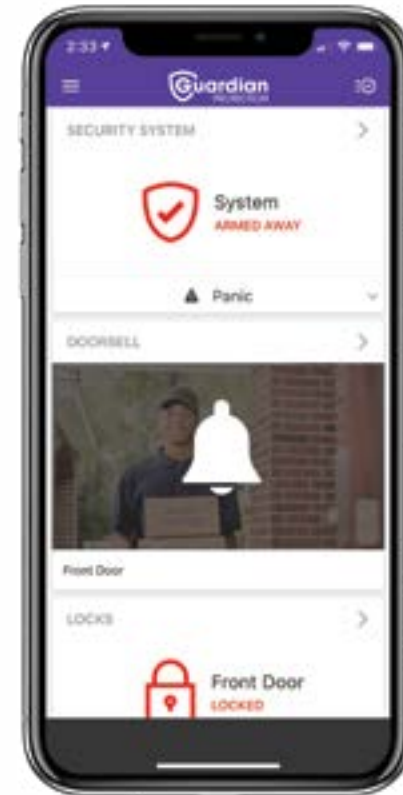
**IN APP PANIC**

**CURRENT WEATHER**

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

## 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.

Interested in learning more? Call **1.800.PROTECT** (1.800.776.8328) or visit [GuardianProtection.com](http://GuardianProtection.com).



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## 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:** \_\_\_\_\_