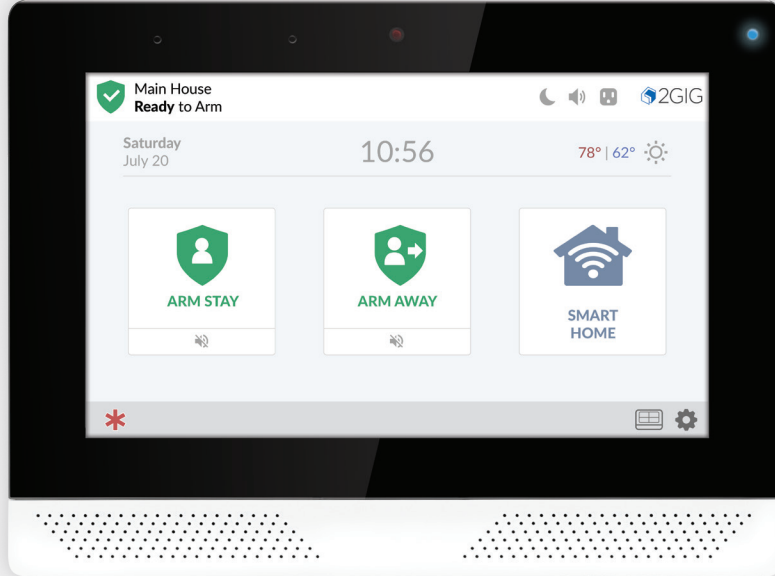


2GIG EDGE™



2GIG EDGE™ Security & Smart Home System

QUICK START GUIDE

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Welcome to the 2GIG EDGE Security Panel

This Quick Reference guide shows system owners how to use the basic features of the 2GIG EDGE™ Security Panel. For more in-depth information, download the User Guide for the 2GIG EDGE Security Panel from 2gig.com/dealers or visit www.2gig.com.

About this Guide

This guide is designed for use by home and business owners of the 2GIG EDGE Security Panel from Nice North America LLC. It is recommended that the 2GIG EDGE Panel and all associated sensors and peripherals be professionally installed by an authorized alarm dealer. For regulatory compliance, professional installation is required. For a list of dealers in the area, visit www.2gig.com.

Support Services

If technical assistance with the system is required, contact a your alarm dealer or the Where to Buy section of our website www.2gig.com.

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Information in this document is subject to change without notice. The availability of particular products, services, and features may vary by region. Please check with your local dealer for further details and availability of language options.

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Nice North America
5919 Sea Otter Place, Suite 100
Carlsbad, CA 92010 USA

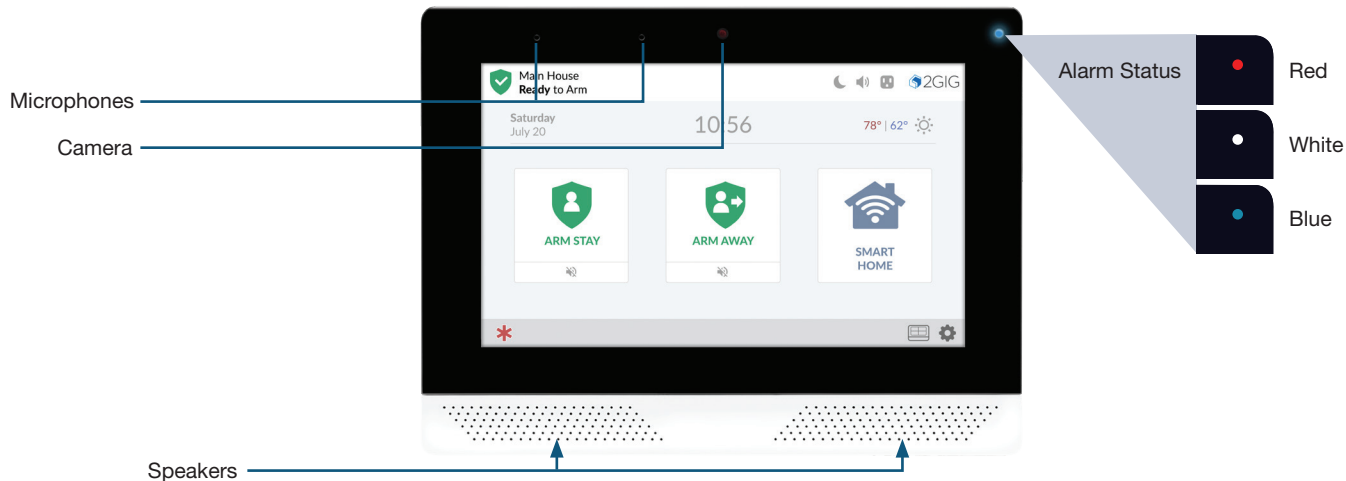
Technical Support

Phone: 800-421-1587

Online: <https://na.niceforyou.com/support/>

Panel LED Behavior

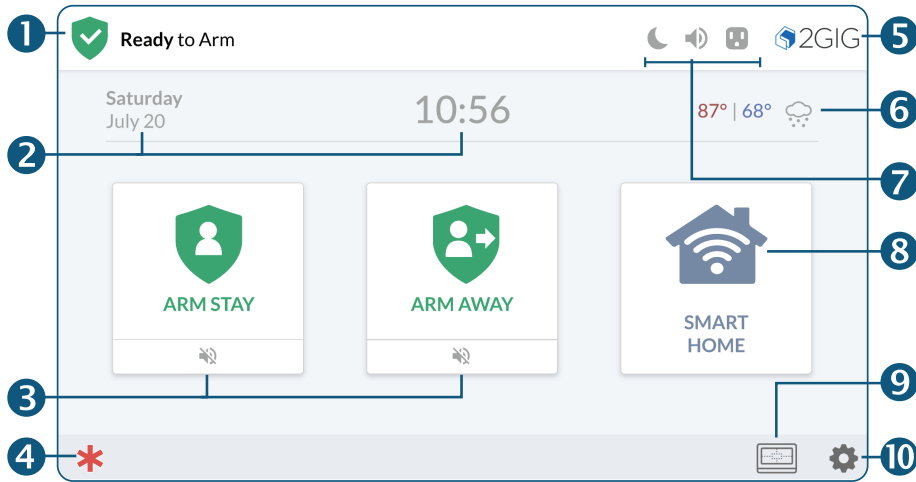
The 2GIG EDGE panel has a single LED light on the top right corner. Depending on the panel's alarm status, the multi-colored LED that will flash blue, white or red (see Alarm Status table below).



Alarm Status	AC Power LED Status	Battery Power LED Status
System Ready to Arm (all sensors closed)	Solid Blue	Flashing Blue
System Not Ready to Arm (one or more sensors open)	Solid White	Blinking White
Exit Delay Countdown / Armed	Solid Red	Flashing Red
Entry Delay Countdown / In Alarm / Armed After Alarm	Blinking Red	Blinking Red

Home Screen

To wake the touchscreen, tap any area of the screen display. By default, the touchscreen goes into sleep mode after two (2) minutes of inactivity.



1 System Status: Reveals the system state: *Ready to Arm*, *Not Ready to Arm*, etc.

2 Date/Time: Shows the system date/time.

3 Arming Features: Tap *Arm Stay* or *Arm Away* to arm the system. See [Burglary Protection](#) on [page 8](#).

4 Emergency: Tap for access to *Panic*, *Fire* and *Emergency* buttons.

5 System Logo: Tap to enter Panel Information. Tap and hold for 2 seconds to enter the Duress Code and transmit a user duress report to the Central Station. See [page 17](#).

6 Current Weather: Displays daily forecast.

7 System Icons: Indicates system information. See [page 7](#).

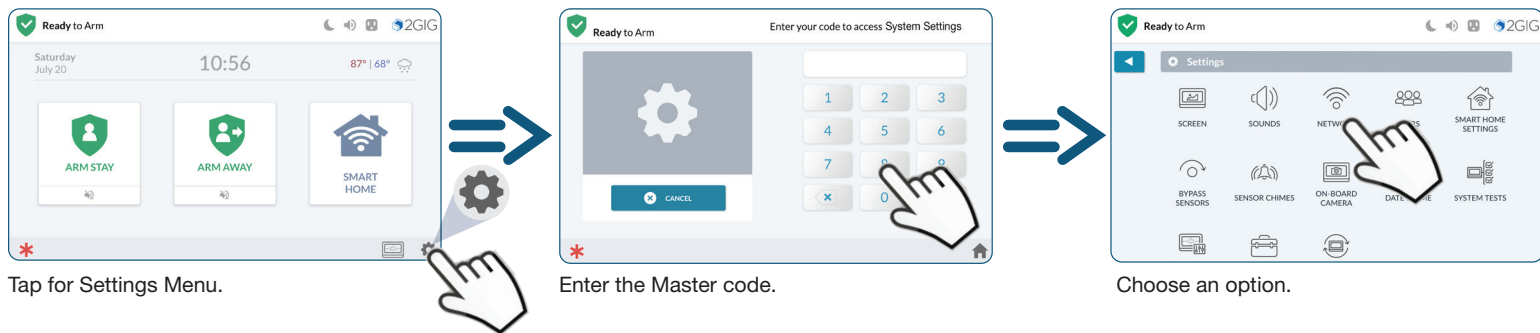
8 Smart Home: Tap for Smart Home options. See [page 6](#).

9 Smart Areas: Tap for Smart Area Settings. See [page 28](#).

10 Settings: Tap for access to the Settings menu (next page).

System Settings

The **Settings Icon** is located at the bottom/right of the display.

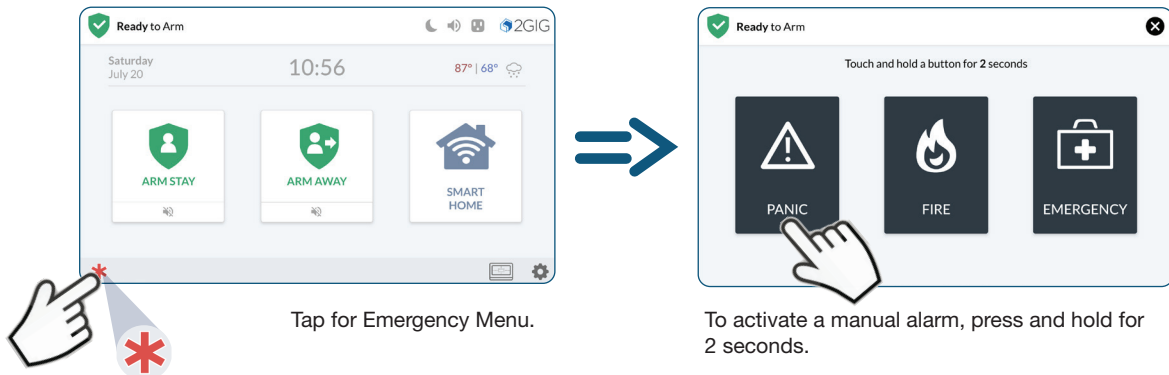


Activate an Emergency Alarm

Notify the Central Station of an emergency event by manually activating the alarm at the Control Panel.

The Alarm button is designed with a double-action trigger. This reduces the risk of inadvertently transmitting a false alarm to the Central Station.

This button is available on most displays (other than some system setup menus) for access to **Panic**, **Fire** or **Emergency** alarms.



Smart Home Options

The Smart Home button is located on the main display. When selected, the Smart Home options menu is displayed.

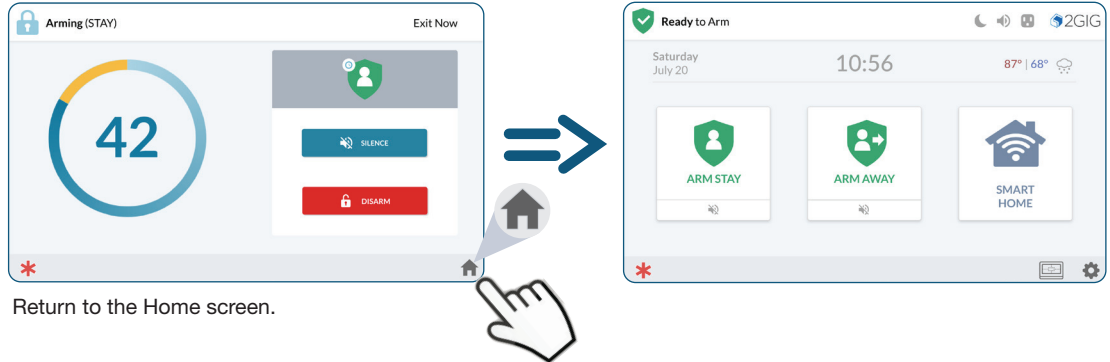


Tap the Smart Home option.

Choose a Smart Home option.

Home Button/Indicator

The Home button is located at the bottom/right of most displays. Tap Home (🏠) return to the Home screen.



Return to the Home screen.

System Icons

The status bar that appears on the top of the Home screen and on most system menus reveals a variety of icons providing system information and access to different functions.



System Icons



Battery Power Status



Battery Charging



On-Board Camera is active



Notifications



Power



Power Disconnected



Screen Off



Audible Beeps On



Audible Beeps Off

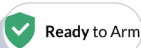


Update is available

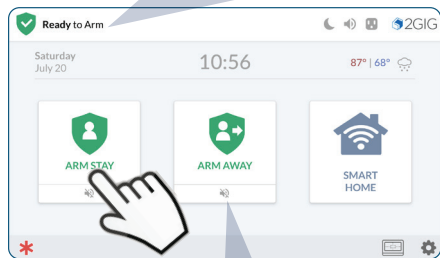
Burglary Protection

Arm the System (Armed Stay Mode)

Apply this mode when people and/or pets will be staying inside. All zones are armed, but interior zones (motion detectors) are disarmed.



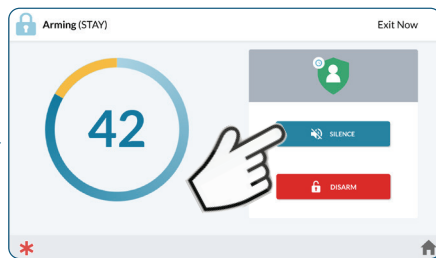
Ensure the 2GIG EDGE Panel is in the Ready to Arm state.



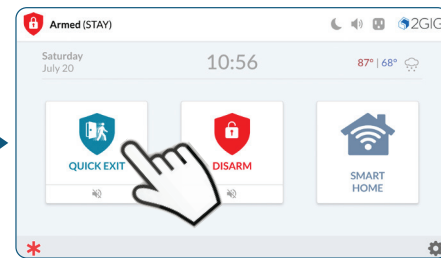
Tap Arm Stay.

Tap the *Mute* (🔇) button below Arm Stay, Arm Away, Quick Exit or Disarm to silence audible prompts.

NOTE: Activating the mute button will extend the exit delay timer.



Tap Silence to silence the audible timer beeps and the "Armed" announcement.



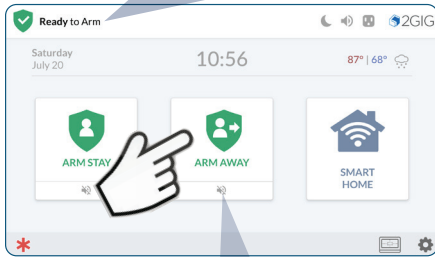
Following countdown, the system is armed.

Quick Exit button allows time to exit the premises without having to disarm the system first.


Arm the System (Away Mode)

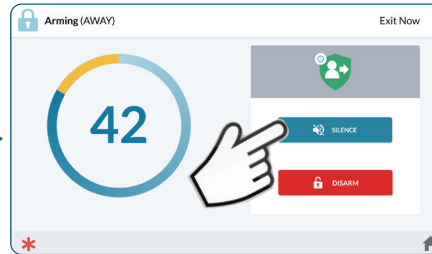
Apply this mode when all people and pets will be leaving the premises. All zones are armed.

 **Ready to Arm** Ensure the 2GIG EDGE Panel is in the Ready to Arm state.

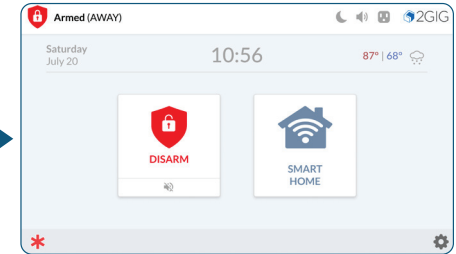


Tap **Arm Stay**.

Tap the **Mute** () button below **Arm Stay**, **Arm Away**, **Quick Exit** or **Disarm** to silence audible prompts.



Silence option extends the length of the timer and silences the audible countdown.

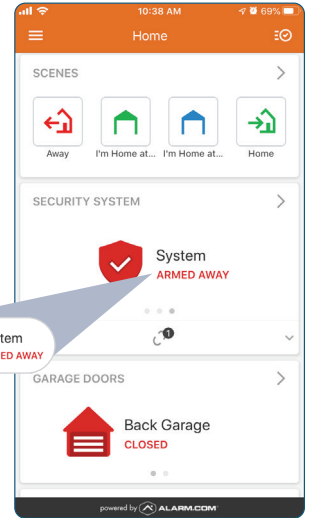
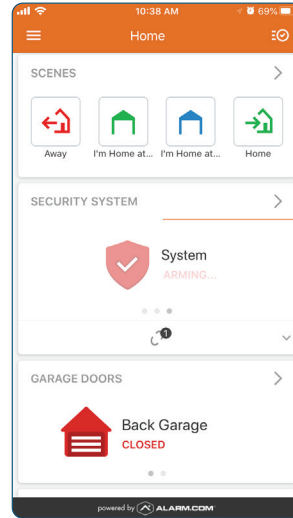
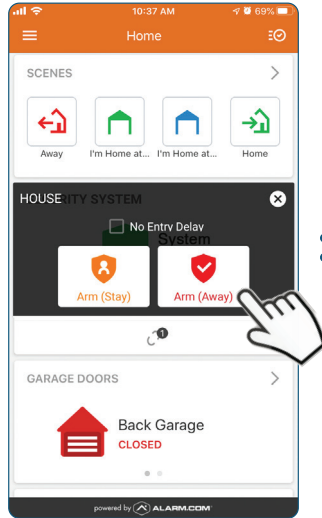
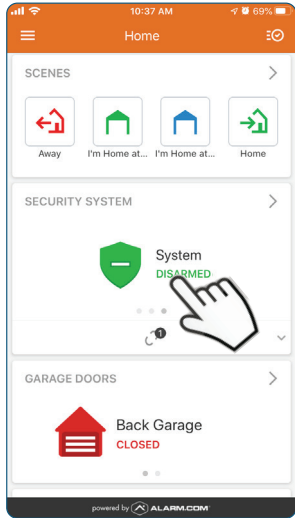


Following countdown, the system is armed.

Arm the System (Using the Alarm.com mobile app)

When the system is disarmed, the Disarmed screen (🛡️) is displayed.

To disarm the system with the Alarm.com mobile app:



At the Disarmed screen, tap Disarmed.

Tap Arm (Stay) or Arm (Away).

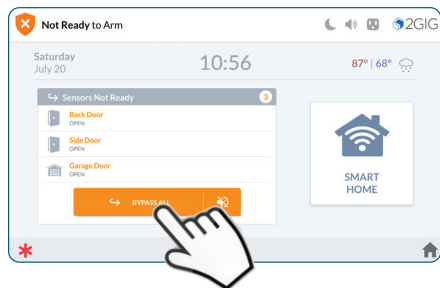
The app initiates the Arming process.

ARMED (STAY or AWAY) is displayed with a red icon (🛡️).

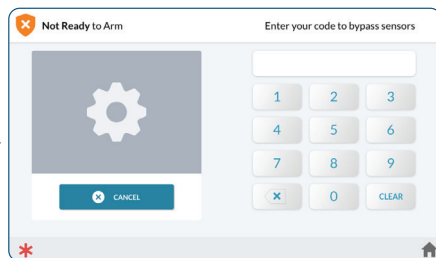
Bypass Sensors

When a protected door or window is opened, the **Not Ready to Arm** message appears and reveals the zone in **ORANGE** on the **Sensors Not Ready** list. Before arming the system, place the system into the **Ready to Arm** state by (1) walking to the sensor and closing it, or (2) bypassing the sensor(s).

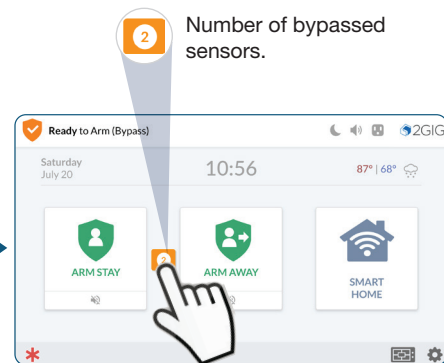
This screen will be displayed if there are open and un-bypassed sensors.



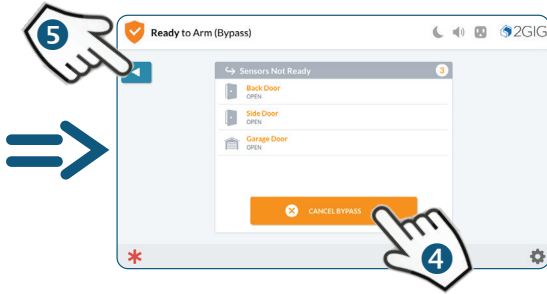
1. Tap **BYPASS ALL**.



2. Enter the Master code.



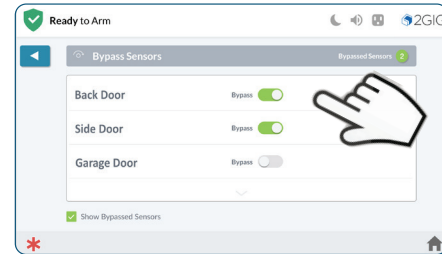
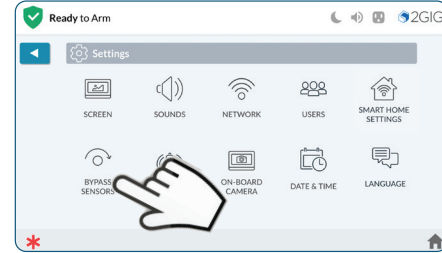
3. The system is now ready to arm. Tap **Arm Stay** or **Arm Away** to arm the system.
4. (Optional) Tap the displayed bypass number to bypass any sensors.



4. If desired, tap **Cancel Bypass** to cancel.
5. To continue with sensors bypassed, tap the back button (◀).

Bypass Sensors - Settings

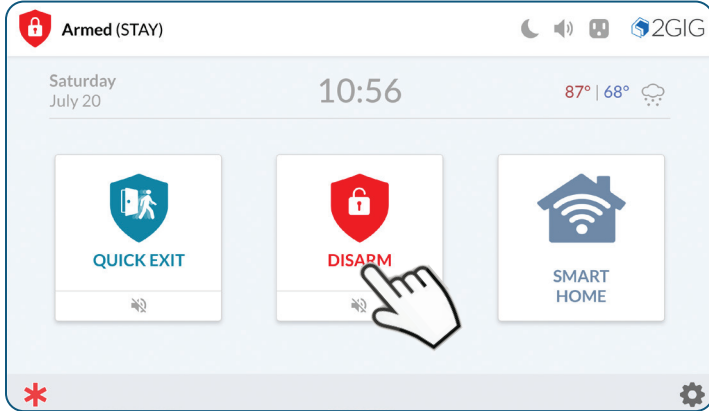
From Home Screen, tap **System Settings** (⚙️), then tap **Bypass Sensors**.



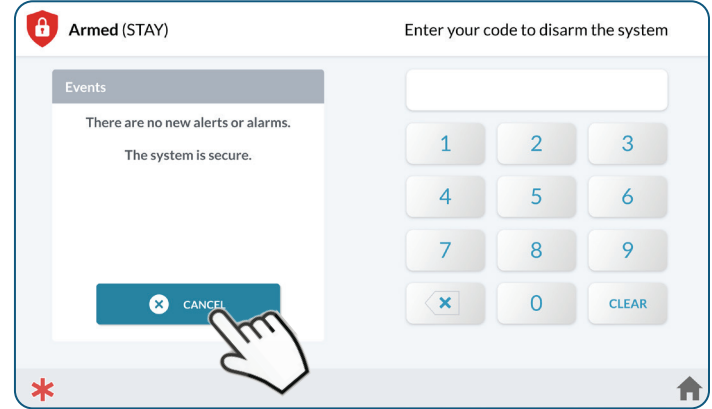
At the Bypassed Sensors screen, tap the switch adjacent to the desired sensor to turn **Bypass On** or **Off**.

Disarm the System (Armed Stay Mode)

When the system is armed in *Armed (Stay) Mode*, the Armed (Stay) screen is displayed.



Tap DISARM.

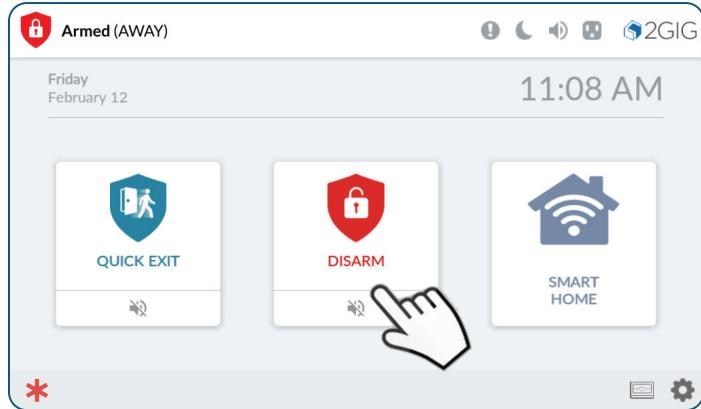


Enter user code to disarm the system.

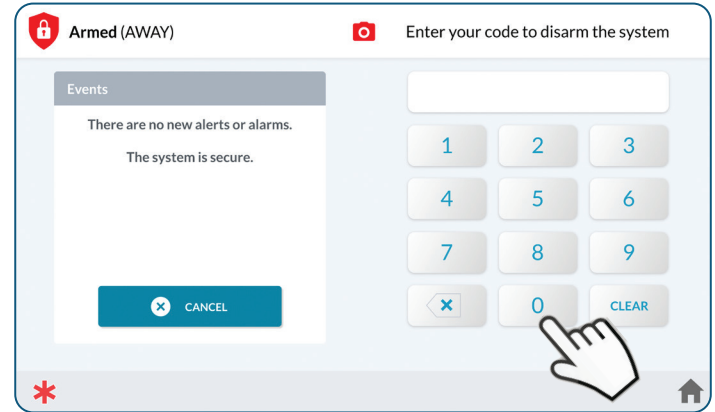
NOTE: Display shown with Face Recognition disabled.

Disarm the System (Armed Away Mode)

When the system is armed in Armed (Away) Mode, the Armed (Away) screen is displayed.



Tap DISARM.



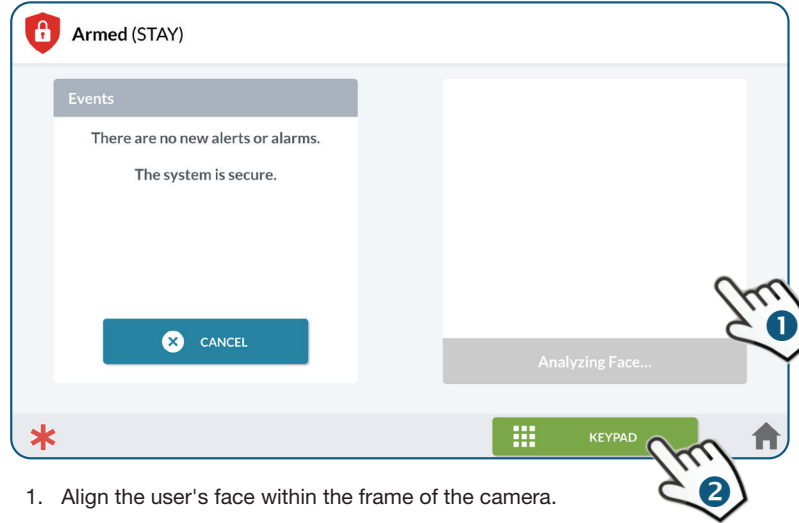
Enter user code to disarm the system.

TIP: If a false burglary alarm is activated while the system is armed (due to a protected door or window inadvertently being opened), and it's desired to cancel or silence the alarm, see [Cancel/Silence a False Burglary Alarm](#) on [page 18](#).

Disarm the System (Face Recognition Mode)

When the system is armed, the Armed (Stay or Away) screen is displayed.

To disarm the system with Face Recognition:



1. Align the user's face within the frame of the camera.


The user's head must turn about 15 degrees right, move to center, and then 15 degrees left. If registered as a User, the system will analyze the face and disarm.

OR

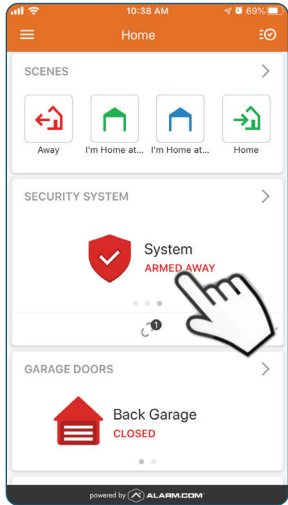
2. Tap the **Keypad** button to access the keypad and disarm using the disarm code.

IMPORTANT: Face Recognition does not detect **Duress**. During a Duress situation, avoid making the face detection gesture. Instead, tap **KEYPAD** then enter duress code.

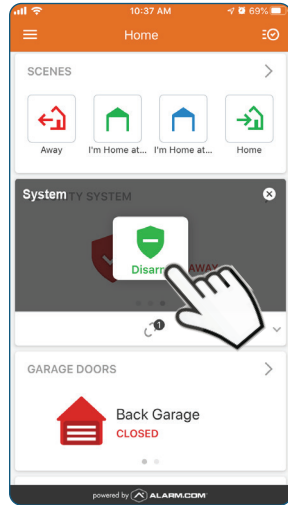
Disarm the System (Using the Alarm.com mobile app)

When the system is armed, the Armed (Stay or Away)  screen is displayed.

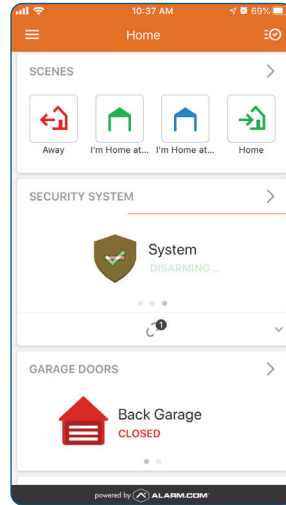
To disarm the system with the Alarm.com mobile app:



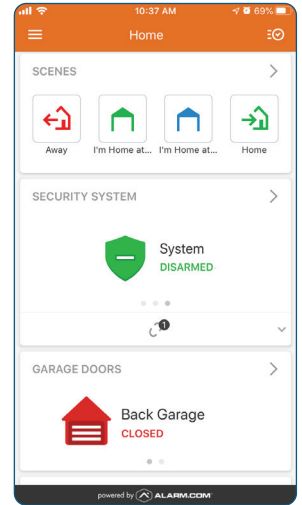
Tap the Armed button.



Tap Disarm.



The app initiates the Disarming process.



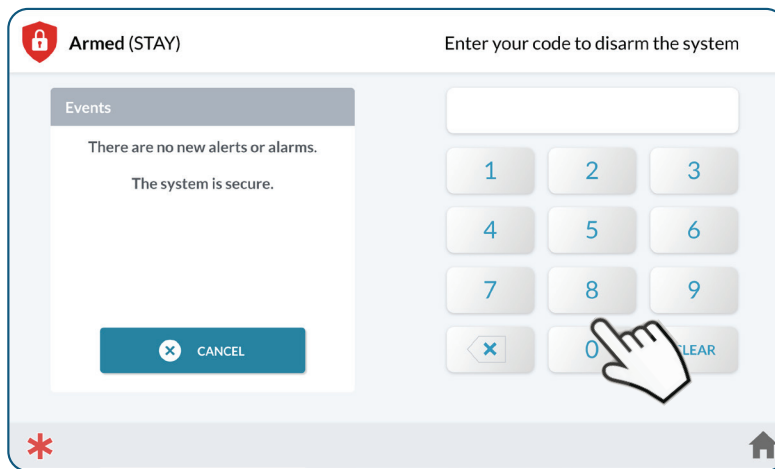
DISARMED displayed with a green icon .

Using the Duress Code

To transmit a user duress report to the Central Station (for example, being coerced by an unwanted intruder), use the steps below to input the system's unique *Duress Code*. The Central Station is notified about the duress situation. The intruder will be unaware that the service provider has been contacted for assistance.

For added security, disable *Bluetooth Disarming* and *Face Recognition* options in **Bluetooth Setup** (see [page 26](#)).

To learn how to create a unique Duress Code for the system, see “**Change the Master User or Duress Code**” on [page 22](#).



Enter the **Duress Code** (different from the *Disarm Code*).

IMPORTANT: Face Recognition does not detect **Duress**. During a Duress situation, avoid making the face detection gesture. Instead, tap **KEYPAD** then enter duress code.

In the Event of a Burglary Alarm

Sensor Type	Action	Default Time Setting
Instant Sensor	Alarm siren immediately sounds and continues to sound until a User Code is entered or for the amount of time specified by the <i>Burglary Bell Cutoff Time</i> setting	Four (4) minutes. Consult the installer to determine the cutoff time for the system.
Delayed Sensor	Countdown allows time to disarm the system before the siren sounds. Siren continues to sound until a User Code is entered or until the amount of time specified by the <i>Burglary Bell Cutoff Time</i> setting.	30 second countdown Consult the installer to determine the length of the countdown.

After the report is received by the Central Station, an operator will respond per the terms defined in the individual Service Agreement with the alarm dealer. For more in-depth information about specific alarm protocols, contact the alarm dealer.

Cancel/Silence a False Burglary Alarm

In the event of a false alarm (for example, if the home is entered while it is armed and do not disarm the system before the countdown expires), the alarm can be silenced and the alarm report canceled using one of these options:

When Disarmed...	Result	Default Time Setting
Disarm the system BEFORE the Abort Window Dialer Delay countdown expires.	The system silences the alarm and does not transmit an alarm report to the Central Station.	30 second countdown Consult the installer to determine the length of the countdown.
If the system is disarmed AFTER the Abort Window Dialer Delay countdown expires	The system silences the alarm siren and transmits an alarm cancellation report to the Central Station. For a cancellation report to be transmitted, the system must be disarmed before the <i>Alarm Cancel Time</i> expires.	Five (5) minutes Consult the installer to determine the setting for the system.

Fire and Emergency Protection

Smoke and Carbon Monoxide (CO) detectors may be installed to protect the occupants of the dwelling from harmful, and possibly deadly effects of smoke, heat, and fire-related dangers. The system's fire and emergency protection features are always protecting the premises. See **Warnings**, page 34.

NOTE: A professional installer must ensure that all Smoke/Heat alarms and CO detectors are installed in compliance with all national, regional, and local laws, statutes, and guidelines.

In the Event of a Fire Alarm

In the event an installed fire protection zone detects an issue, the following will occur:

1. The alarm siren immediately sounds and continues to sound until a User Code is entered or for the amount of time specified by the *Fire Bell Cutoff Time* setting. The factory default setting is four (4) minutes. Consult the installer to determine the cutoff time that has been configured for the system.
2. After the report is received by the Central Station, an operator will respond per the terms defined in the individual Service Agreement with the 2GIG alarm dealer. For more in-depth information about specific alarm protocols, contact the alarm dealer.

If a fire alarm is activated, the system emits a warning siren and immediately reports a fire to the Central Station. To protect all occupants, do the following:

1. If flames or smoke are present, yell "Fire!" to alert all occupants of a fire.
2. Immediately evacuate all occupants from the premises and remain at a safe distance away from the premises.

DANGER: To protect all users from serious injury and/or death, do NOT re-enter the premises until it has been deemed safe by emergency officials.

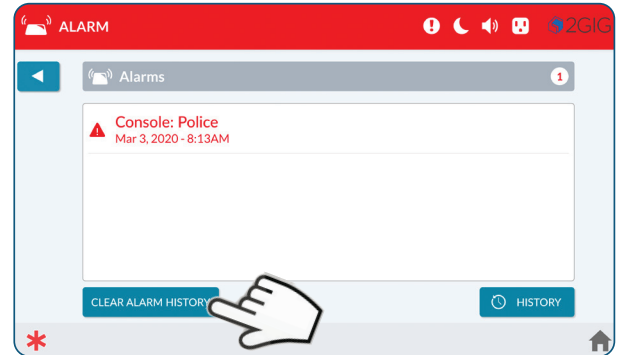
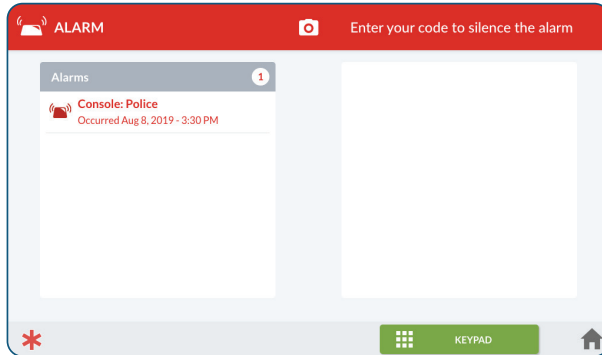
3. Dial 9-1-1 (or the region's emergency services number) to report the situation to authorities. Always wait to call from a safe location.

NOTE: It is important to establish and practice an Escape Plan with all members of the household in the event of a fire. For more in-depth information, see the User Guide for the 2GIG EDGE Panel.

Deactivating an Emergency Alarm

The panel appears red at the top of screen during an Emergency Alarm.

To deactivate a manual alarm:



Align a face within the frame of the camera. The head must be moved about 15 degrees right, then center, and then 15 degrees left.

If detected as a registered User, the system will analyze the face and disarm.

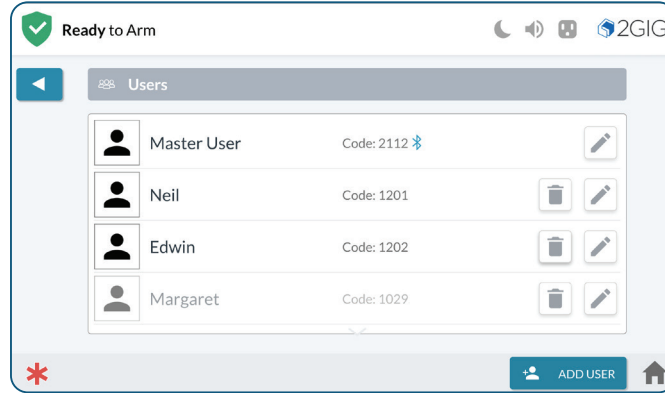
To bypass Face Recognition, tap the **Keypad** button to access the keypad and deactivate the alarm using the disarm code.

NOTE: Face Recognition disarm will only be displayed if Face Recognition is enabled.

The active alarm will be displayed. Tap **Clear Alarm History** to deactivate the alarm.

Security Codes

The system supports a total of 100 unique security codes, which includes the types of security codes detailed below and one (1) Installer Code which is reserved for use by 2GIG alarm dealers and their professional installers. See **Change the Master User or Duress Code**, next page.



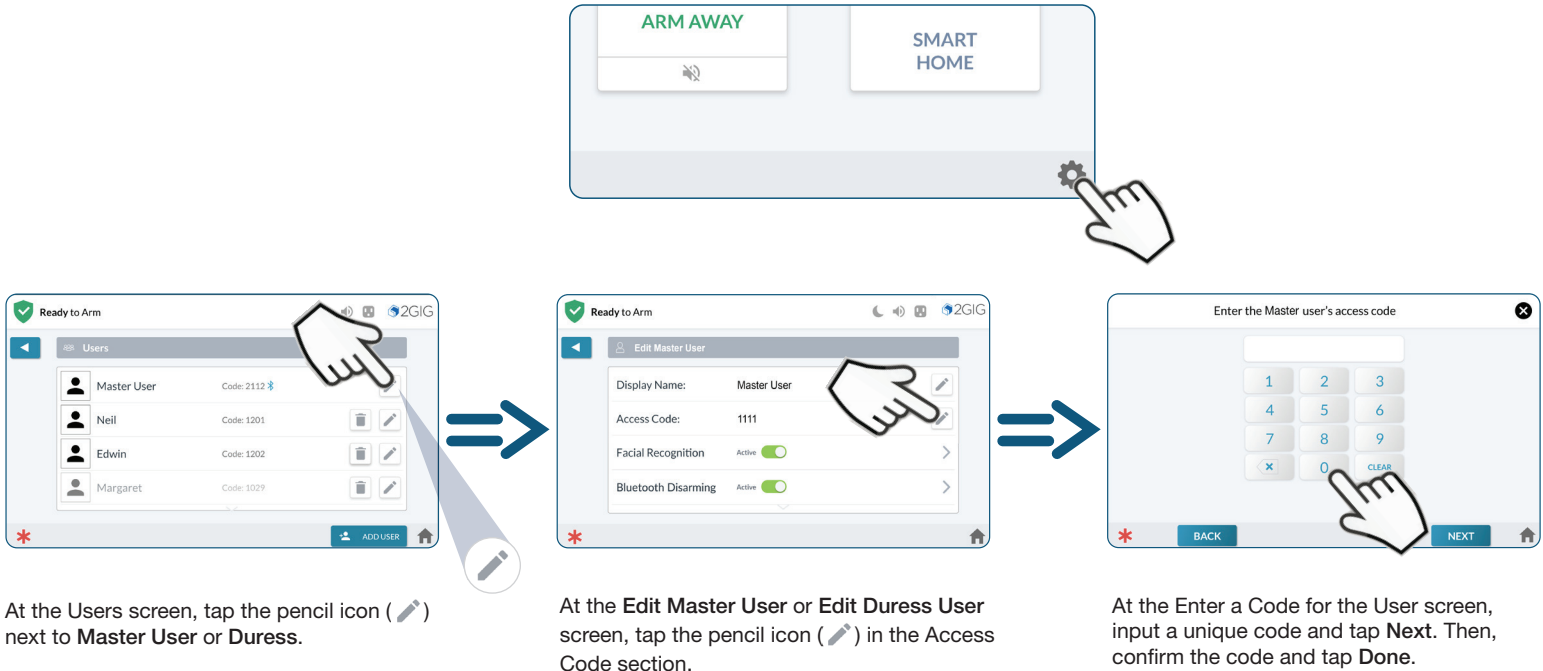
Types of Security Codes	Description	Default Code
Master User	One (1) Master User Code is available for accessing the System Settings and other PIN-protected features. Be certain to change the default code to a unique four (or six) digit number.	4 digit (1111), 6 Digit (111111) Consult with the dealer regarding a four or six pin code length.
Duress	One (1) Duress Code is available. To protect the system, the Master User should always change the default code to a unique code known only by trusted system users. See “Change the Master User or Duress Code” in the next section. See Using the Duress Code , page 17.	User defined
User	Create up to 98 unique user access codes used by occupants to arm and disarm the system.	User Defined
Smart Areas	If Smart Areas are enabled, a user can be assigned to one or more areas.	User Defined

Change the Master User or Duress Code

The *Master User Code* provides users with the ability to access the **System Settings** menu and, depending on the system configuration, provide access to other pin-protected features. The *Duress* code lets users send a silent duress report to the Central Station. See [Using the Duress Code](#) on [page 17](#).

IMPORTANT: When customizing codes for the system, it's best not use the dwelling's physical address, telephone digits, birth dates or birth years. Codes should only be given to trusted individuals.

Tap **System Settings** (⚙️) from the Main screen, enter the system's Master User Code, and then tap the **Users** (👤) icon. Next, continue with these steps:



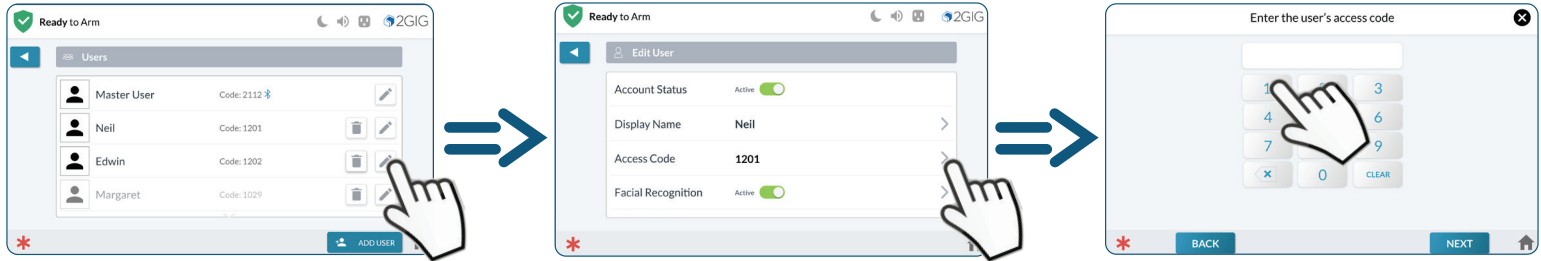
At the **Users** screen, tap the pencil icon (✎) next to **Master User** or **Duress**.

At the **Edit Master User** or **Edit Duress User** screen, tap the pencil icon (✎) in the **Access Code** section.

At the **Enter a Code for the User** screen, input a unique code and tap **Next**. Then, confirm the code and tap **Done**.

Edit a User Code

Once a User has been created, user access to the system or individual areas can be adjusted.



At the Users screen, tap the pencil icon ().

Tap the arrow (>) adjacent to the Access Code.

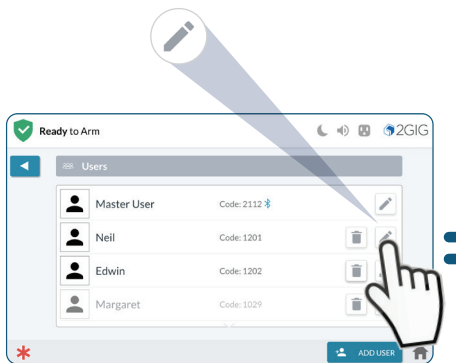
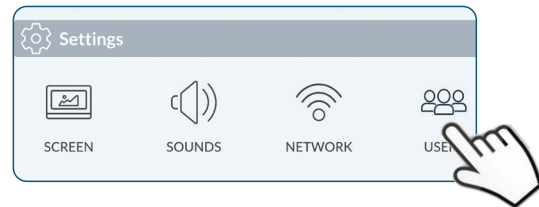
At the *Enter the user's access code* screen, input a unique code and tap Next. Then, confirm the code and tap Done.

Face Recognition Setup

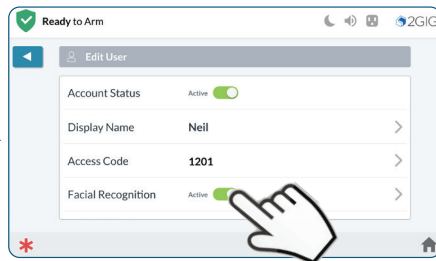
At the User's screen, edit **Users** to include the panel's Face Recognition feature.

Tap **System Settings** (⚙️), enter the system's Master User Code and then tap the **Users** (👤) icon.

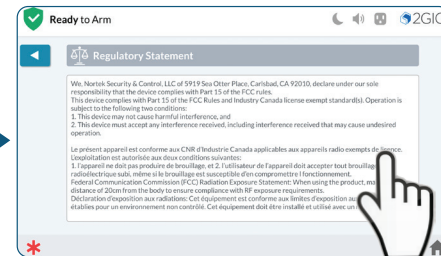
Next, continue with these steps:



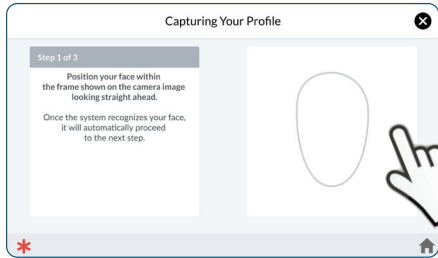
1. At the Users screen, tap the pencil icon (✎) next to a User.



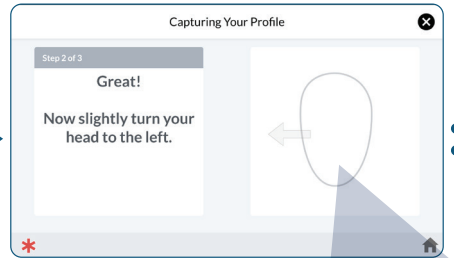
2. Tap the switch adjacent to the Facial Recognition option to set it to Active.



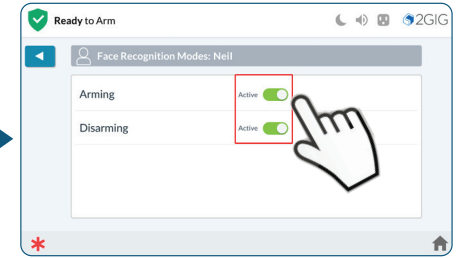
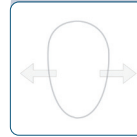
3. The User to be enrolled must read the **Biometric Information Privacy Policy and Consent** form. Use a finger to scroll down, then tap I Agree.



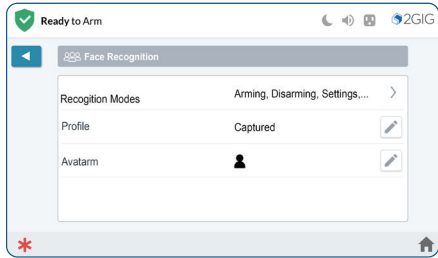
4. On-screen instructions provide guidance through the process of capturing a profile.



5. The following steps will instruct to slightly move the head side to side to complete the face recognition process.



6. Tap the activation switch adjacent to the Recognition Modes desired for use with Face Recognition, then tap NEXT.



7. Selections and profile status are summarized. Tap the pencil icon (✎) to edit.

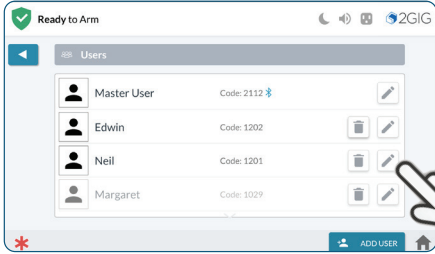
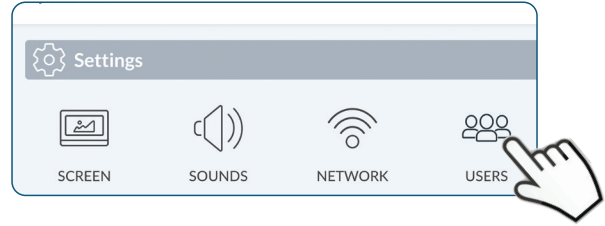
Tap the back button (◀) to return to the previous menus.

TIP: The holder of the Master User Code can also create user code access schedules for users who only need access to a dwelling during certain hours. For example: repairs, housekeepers and personal assistants. For more in-depth information, refer to the *User Guide for the 2GIG EDGE Panel*.

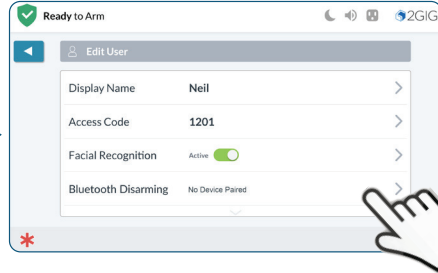
Bluetooth Setup

Setup the Control Panel to connect with a smart phone for Bluetooth Disarming.

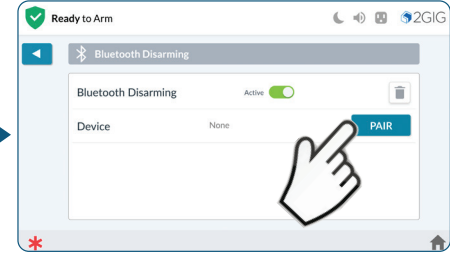
Tap **System Settings** (⚙️), enter the system's Master User Code, and then tap the **Users** (👤) icon. Next, continue with these steps:



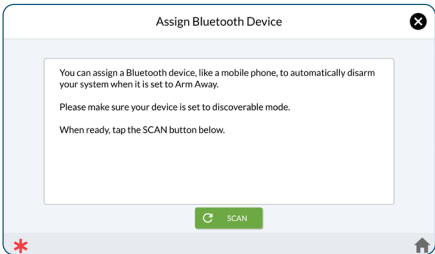
1. At the Users screen, tap the pencil icon (✎).



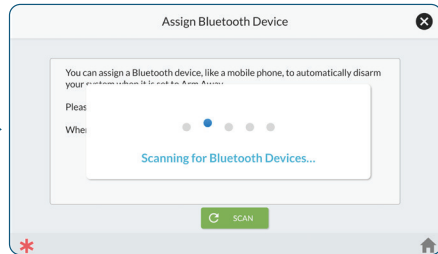
2. Scroll down to the *Bluetooth Disarming* option, then tap.



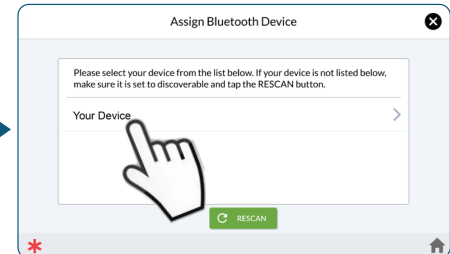
3. Tap Pair.



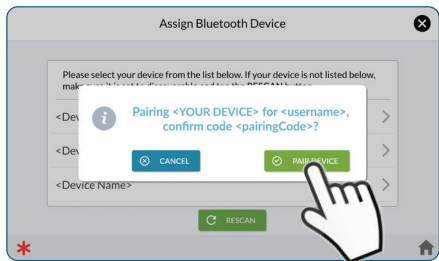
4. Tap SCAN.



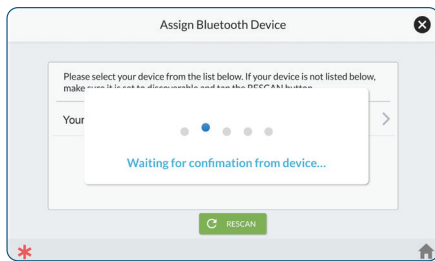
5. Scans for Bluetooth Devices.



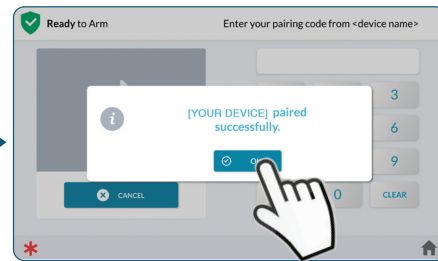
6. Once your device is found, tap the device name.



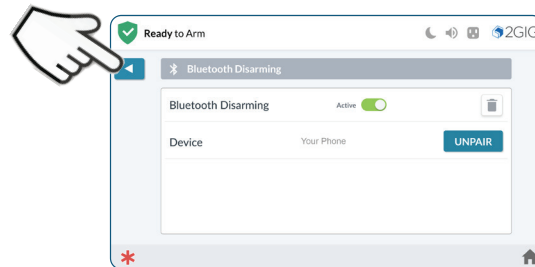
7. Confirm pairing by tapping PAIR DEVICE.



8. Return to your smart phone to confirm pairing.



9. When successfully paired, a pairing confirmation is displayed. Tap OK.



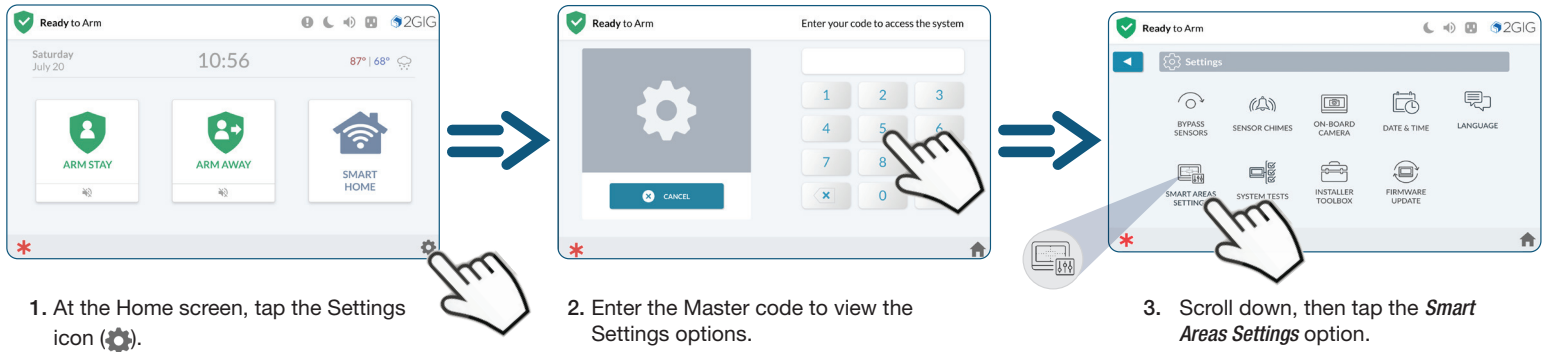
10. The device is paired. Tap the back button (◀) to return to the previous menus.

Smart Areas Settings

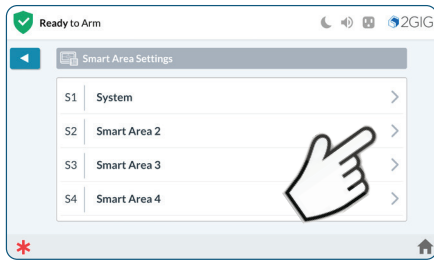
Smart Areas allow for the creation of up to four independently controllable and manageable areas (For example: Main House, Garage, Room Rental, etc). Flexible user interface limits control of the Smart Areas at the user code level.

NOTE: Smart Areas must be enabled to view the Smart Areas tile on the home screen. For more details, refer to the User Guide for the 2GIG EDGE Panel and consult the alarm dealer. The dealer must activate this feature.

To set Smart Areas settings:



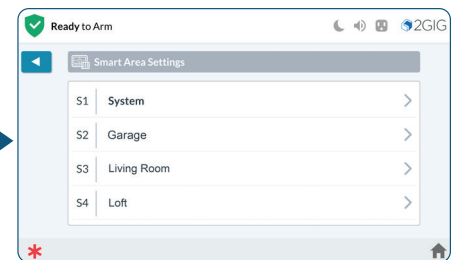
Smart Areas Settings (continued)



4. Tap the arrow (>) adjacent to a Smart Areas option.



5. Enter a name for the new Smart Area, then select **SAVE**.

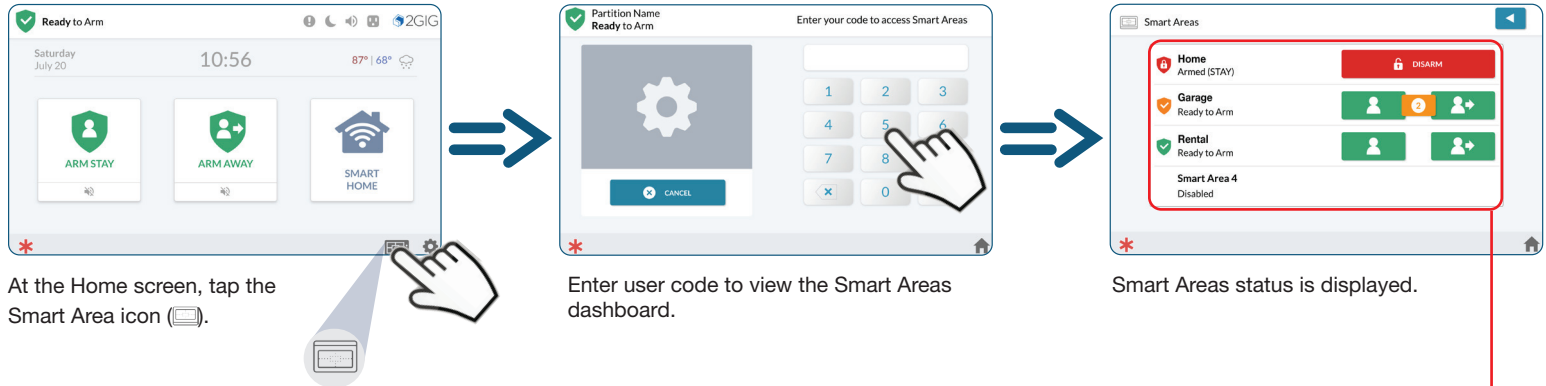


6. Repeat the naming process for all new Smart Areas.

View Smart Areas

View and change state of Smart Areas.

NOTE: Smart Areas must be enabled to view the Smart Areas tile on the home screen. For more details, refer to the User Guide for the 2GIG EDGE Panel, or consult the alarm dealer to enable Smart Area.

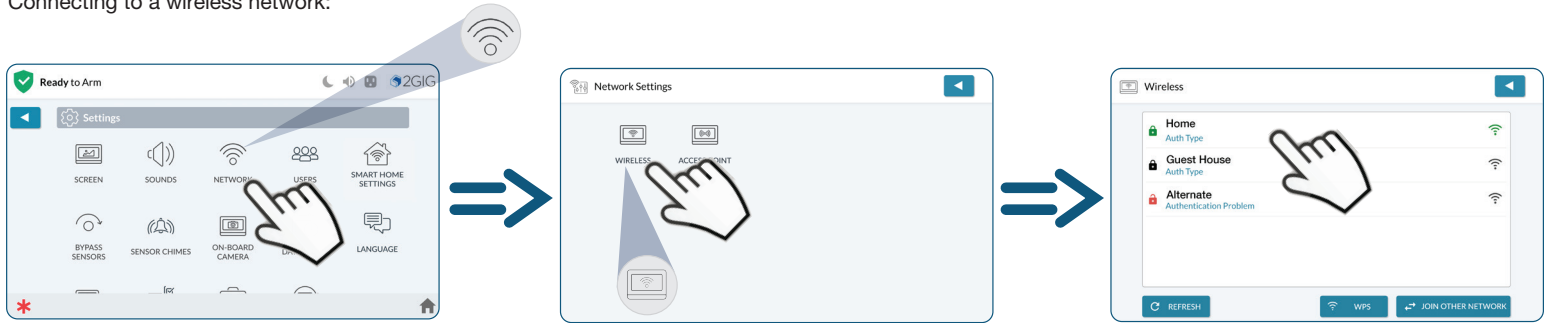


Smart Areas Status

Home : Armed (STAY).
Garage : Disarmed with Bypassed Zones.
Rental : Disarmed.
SA4 : Not Use / Disabled.

Wireless Network Settings

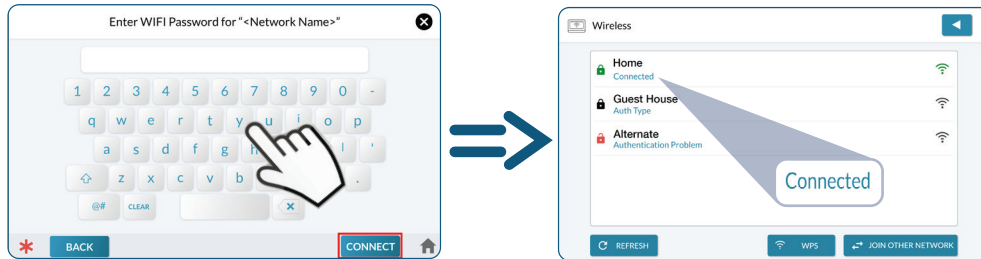
Connecting to a wireless network:



1. Access the Settings menu (⚙️), then tap the **Network** option.

2. Tap the Wireless Option.

3. Choose a Wireless Network name.

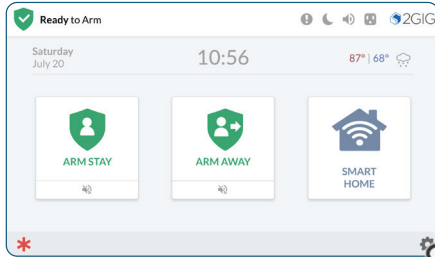


4. Type in the Network Password, then tap **CONNECT**.

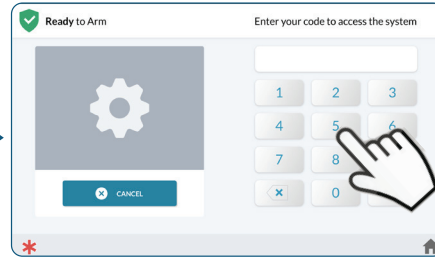
5. Once successfully connected, the back button (⬅️) to return to the previous menus

Set Sensor Chimes

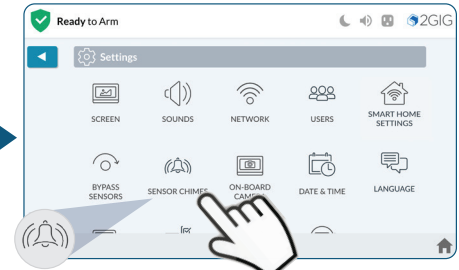
To set individual chimes for each zone use the sensor chime menu:



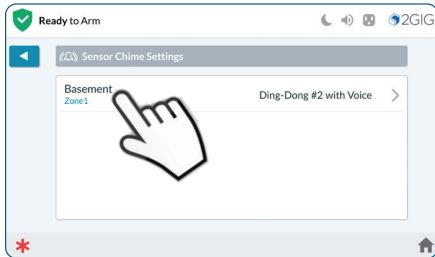
1. At the Home screen, tap the Settings icon (⚙️).



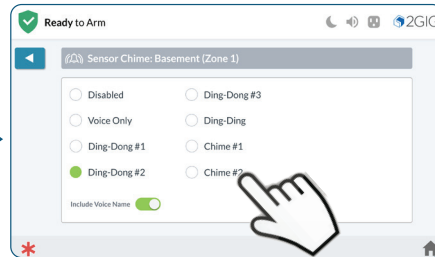
2. Enter the Master code to view the Settings options.



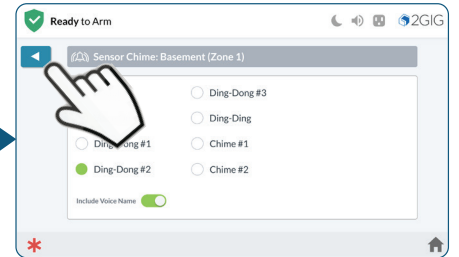
3. Scroll down, then tap the *Sensor Chimes* option.



4. Select a sensor.



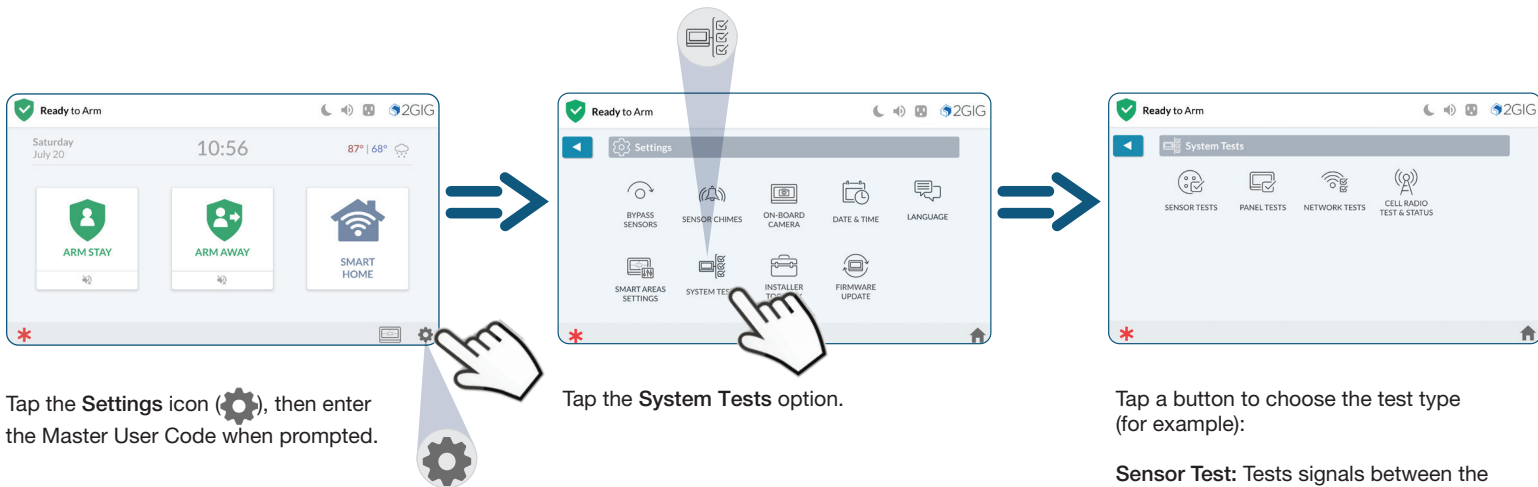
5. Tap to select a new Chime setting.



6. Tap the back button (◀️) to return to the previous menus.

System Tests

To ensure continued protection and proper system operations, it is important to perform a sensor and console test on a weekly basis.



Limited Warranty

This product is warranted against defects in material and workmanship for three (3) years. The battery is limited to one (1) year. This warranty extends only to wholesale customers who buy directly from Nice North America LLC or through Nice North America's normal distribution channels. Nice North America LLC does not warrant this product to consumers. Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any.

Refer to the Warranty policy on www.2gig.com.

There are no obligations or liabilities on the part of Nice North America LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or re-installation. All implied warranties for functionality are valid only until the warranty expires. This Nice North America LLC Warranty is in lieu of all other warranties, expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 1-855-546-3351 for an RA# and other important details.

Waste Electrical and Electronic Equipment (WEEE) Statement



This symbol on a product or on its packaging indicates that this product is not to be thrown away with everyday waste.

Instead, it is your responsibility to dispose of electrical and electronics equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment (W.E.E.E.). The separate collection and recycling of your waste electrical and electronic equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, or your household waste disposal service, or the shop where you purchased the product.

WARNINGS

Limitations of Alarm Products

This product should be tested periodically to make sure it is working properly. The product, if used properly, may reduce the risk of burglary, robbery, and other adverse events that have the potential to result in injury or loss of life; however, Nice North America is not an insurer. This product is neither insurance nor a guarantee that such an event will be prevented, and users should protect themselves with proper insurance. Nice North America makes no representation that this product cannot be compromised or circumvented, that it will provide an adequate warning, or that it will prevent any personal injuries, property damage, or other losses. Like any alarm product, it may be bypassed, it is subject to compromise, and it may fail to warn for a variety of reasons, including, but not limited to: improper installation or positioning; improper maintenance; tampering; dead or improperly installed batteries; sensing limitations; component failures; receivers; intrusions may be outside of a product's designated range and certain environmental conditions may impact performance, and audible alarm signals may be outside of hearing range, muted by doors, walls, and floors, unheard by deep sleepers or the hearing-impaired, or overwhelmed by other sounds.

Risk of Noise Induced Hearing Loss

The Alarm is equipped with a warning siren. Exposure to high sound levels or prolonged exposure to the warning siren can result in Noise Induced Hearing Loss (NIHL).

Alarm Dealer Information

Company Name:

User Account Number:

Installation Date:



2GIG Technical Service: 800-421-1587

www.2gig.com



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