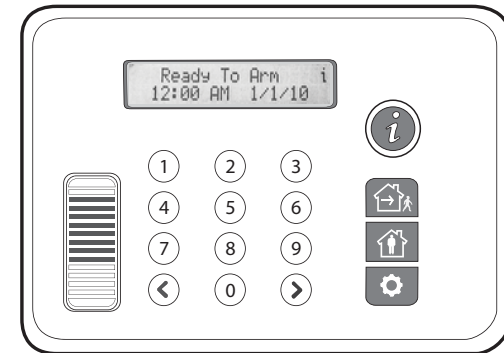# 2GIG® RELY

Quick Start Guide

RELY® installation and setup are as simple as 1, 2, 3.

1. **Plug in your RELY® Security Panel (Panel) to connect to the Central Monitoring Station Service via cell radio.**
   A. Remove your Panel from the box.
   B. Determine where you want to install the Panel.
   C. Plug the Panel into a power outlet.

Detailed instructions on how to set up and install the Panel can be found in this guide.

2. **Download and install the App for installing each component of your system with video tutorials.**

You will need an Apple iOS or Google Android App to set up, install, and control your RELY® system. You should have received an email with instructions how to download the App and sign in. If you have not received an email or are having difficulty logging in, please contact your dealer.

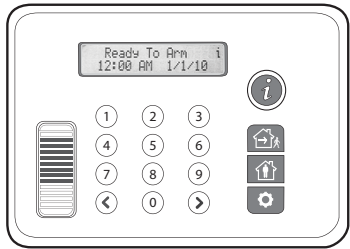3. **Test your system to make sure it is set up properly.**

After logging into the RELY® app, you will be led through each step of installing and setting up your RELY® system.
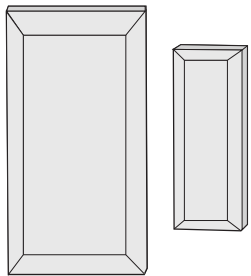
10015460 X2

RELY® System Overview

System Components

The parts included with your new RELY® Security Panel are a combination of the following components, depending on your individual security needs.

RELY® Security Panel

The Security Panel can be placed on a flat surface or a wall.
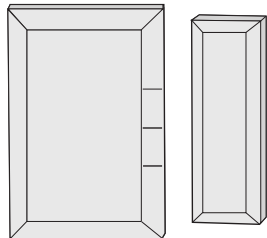
Wireless Recessed Door/ Window Sensor

Recess the sensor and magnet into the door and door jam or window sill to hide the presence of a security sensor.

Wireless Thin Door/Window Contact

Add additional door / window sensors to protect additional openings.

Wireless Door/Window Sensor with Bypass Feature

Our smallest sensor, allows you to push a button on top of the sensor to bypass the zone one time, to let the dog out, or open a window without disarming the system.

FCC Notices

FCC Part 15 Notices

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
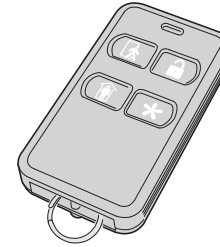
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
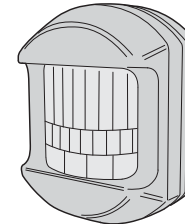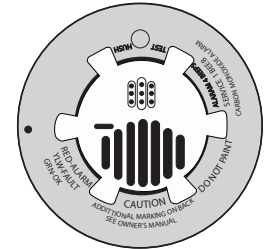
10015460 X2

Wireless Keychain Remote (Fob)

Arms or disarms the system with the press of a button as you come home. Can be used as a panic alert when necessary.
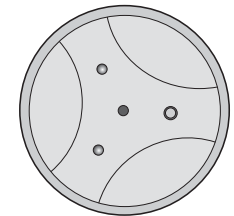
Wireless PIR Motion Detector

Alerts the system of any motion detected when the system is armed. Ignores movement of small pets.

Wireless Carbon Monoxide (CO) Detector

Detects harmful levels of carbon monoxide in the air, sending an alert to the system and an alarm to the Central Monitoring Station.
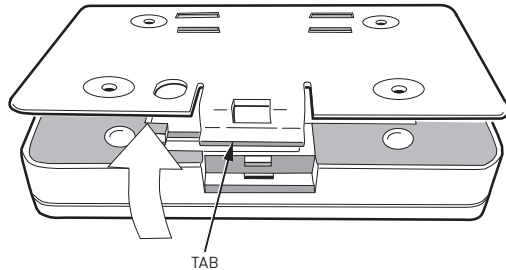
Wireless Glass Break Detector

Listens for the distinct sound patterns of breaking glass to alert the system if a window is broken.
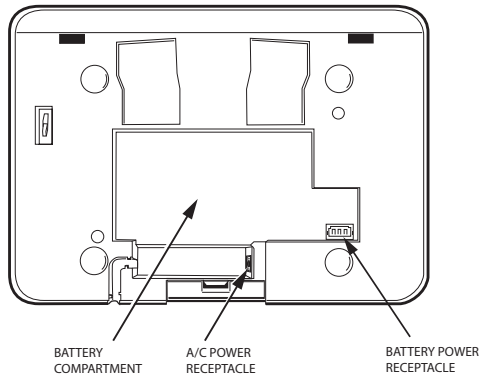
Security Panel Setup
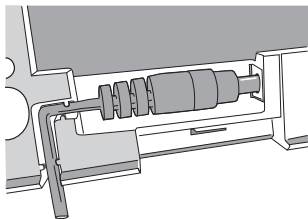
Installing the power cables and backup battery

1. **Remove Panel back plate by 'lifting' edge of tab up.**

TAB

Power Connection Points:

BATTERY COMPARTMENT A/C POWER RECEPTACLE BATTERY POWER RECEPTACLE

2. **Insert connector end of power cord into A/C Power Receptacle, ensuring wire is nested in wire path.**

3. **Align the battery power connector end with the receptacle in the battery compartment.**
   D. Plug the power connector into the receptacle first.
   E. Insert the battery, folding the connector wire into the recessed area next to battery, prior to reinstalling lid and snapping it close.

Limited Warranty

RELY® warrants to the end user ("Customer") that this product ("The RELY® Security Panel") will be free from defects in materials and workmanship under normal use and service for 12 months from the date the Customer purchases the product.

RELY®'s obligations shall be limited within the warranty period to repairing or replacing, at its option, the defective product or part and to deliver to Customer an equivalent product or part to replace the defective item. Replacement products may be new or reconditioned. RELY® warrants any replaced or repaired product for 12 months from the time of replacement or repair.

For Warranty service, please contact RELY® Customer Support at 1-800-421-1587 or visit www.nortekcontrol.com and click on "Contact Us". If we are unable to address the issue that you are facing, we will send you a replacement product or part along with a postage prepaid return slip so that you can return your old product or part to us free of charge.

This Limited Warranty does not apply in the following cases: failure to follow installation and operating instructions, misuse, alteration, abuse, accident or tampering, and repair by anyone other than RELY®.

This Limited Warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall RELY® be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever. RELY® does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or other events occurring without providing an alarm, but it is not an insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result. CONSEQUENTLY, RELY® SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. However, if RELY® is held liable, whether directly or indirectly, for any loss or damage arising under this Limited Warranty or otherwise, RELY®'s liability shall be limited to the purchase price of the product, which shall be the complete and exclusive remedy against RELY®.

electrical cords used are not frayed or placed in a location where they can pose a danger.
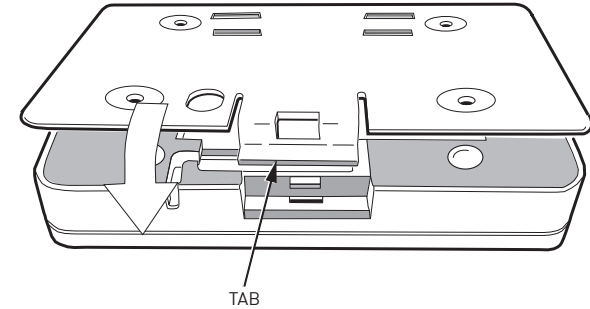
Cautions:

- To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter.
- Please verify periodically that components remain firmly adhered. A falling component could harm a passing person.
- Swallowing a small piece, such as a magnet or battery, could be harmful or fatal. Please keep small pieces away from children.

Power Specifications

Component/ Condition	Input/Output/Condition	Qty. / Battery Type
Power Supply	Input: 100-240VAC, 50-60Hz. Output: 5.0V, 1.5A 7.5W MAX	N/A
Device/Battery Rating	RELY® Panel	1- flat Lithium, 4.44Wh 3.7V
	Wireless Thin Door/Window Contact	1- 3V Lithium, size CR123A
	Entry Sensor	1- 3V Lithium, size CR123A
	Key Fob	1- 3V Lithium, size CR1632
	Passive Infrared Motion Detector	1- 3V Lithium, size CR123A
	Smoke Sensor	
	Carbon Monoxide (CO) Detector:	
	Smoke, Heat, and Freeze Detector:	
	Glass Break Detector:	
	Note: All batteries must be recycled or disposed of properly.	
Operating Temp	32 to 120° F	

4. Reinstall cover on Panel and snap it closed.

TAB

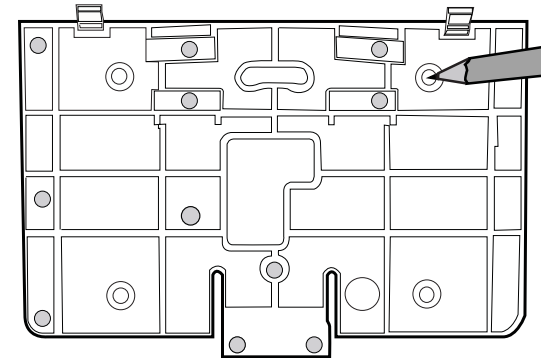## Installing the Security Panel on a wall or flat surface

Select a location for your Panel near an available A/C power source.

- Wall or vertical surface
- Desk or horizontal surface

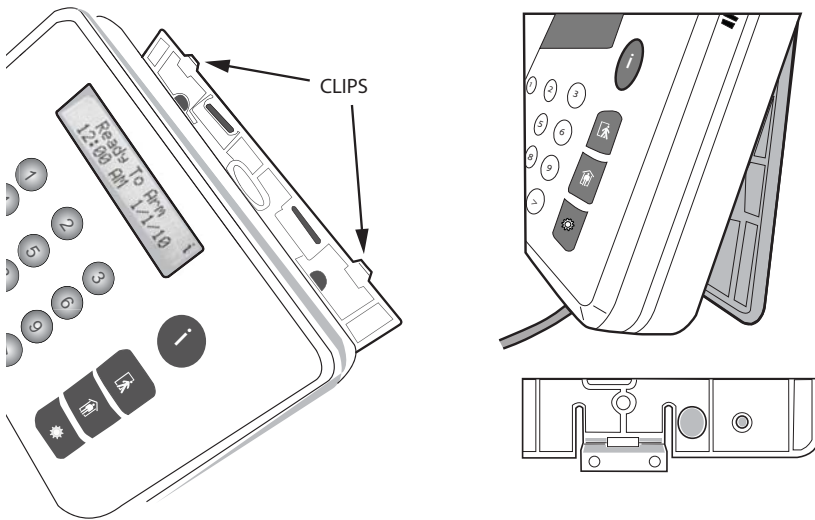## Preparing the Panel for placement on a wall or vertical surface

1. Lift tab up and remove the cover of the Panel.

2. Position the cover (tab down - inside of plate facing you) on the surface it will be mounted.
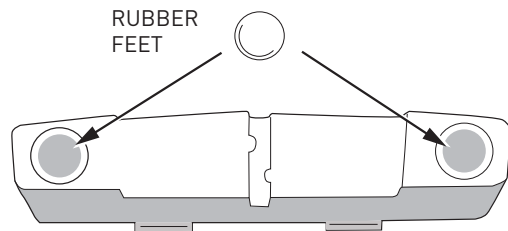

- Use the holes (4) in the plate as a guide for marking where the holes for the screws or anchors will be drilled or inserted.
- If the installation requires inserting the screws into drywall, four drywall anchors are included. Use a 3/8" bit to drill holes, not exceeding the length of the anchor.

3. Drill holes where marks have been made on vertical surface.

   A. Align plate with holes, ensuring it is positioned with tab down and mounting clips on the top side.

   B. Fasten plate to wall with screws and anchors, as necessary.

4. Install Panel on wall plate, lowering (at a slight angle) top back edge of unit over the two clips located on top of wall plate.

CLIPS

   A. Ensure the lower tab snaps into place when attaching the Panel.

   B. Check to ensure the power wire remains in the wire channel.

Preparing the Panel for placement on a desk or horizontal surface

1. Attach Rubber Feet (2) to the Panel pedestal stand.

RUBBER FEET

- The 2 remaining rubber feet can be used for attaching to the base of the Panel or retained for spare parts.

What happens if I accidentally trigger an alarm?

If you accidentally set off your alarm, enter your PIN to turn the alarm sound OFF. Be available to answer the phone and have your "pass phrase" ready for verifying your identity.

Can I get a discount on my homeowner's or renter's insurance?

Most insurance carriers will provide you with a discount for having a monitored Panel. To be eligible for this discount you must be subscribed to a Central Monitoring Station. Contact your insurance carrier for details.

How can I test my Central Monitoring Station Service?

Contact you dealer to verify your system is working correctly.

Will RELY® work in the event of a power outage?

Yes. All of your sensors are battery powered and the Panel has a built-in rechargeable backup battery that provides power for 8 hours during a power outage.

How do I avoid false alarms?

There are several things you can do to avoid the most common causes of false alarms:

- Make sure that anyone requiring access to your home, such as a landlord or housekeeper, has a PIN. If you don't want to give out your Master PIN, New Users/PINS can be added via the End User Portal.
- Do not place Motion Sensors near a heater or air conditioner, or facing an open window.
- If you have large pets, contact your dealer for assistance customizing your installation.
- Ensure rattling windows or doors do not trigger a sensor. Each magnet should be as close as possible to the grooves on the sensor.

Note: If you're still having trouble with false alarms, please contact your dealer.

Product Safety and Limited Warranty

Product Safety Information

Use only approved batteries and the supplied UL approved power adapter with your RELY® Panel. Any tampering with the product or other unauthorized use will void your limited warranty. To prevent a fire hazard or electrical shock, do not expose the Panel or other components to water or operate it while you are wet or standing in water. Ensure

What happens when a sensor is triggered?

When your alarm is ON and an Entry Sensor is triggered, the Panel will begin beeping and prompt you for your PIN. You have 30 seconds to turn the alarm OFF. This 30-second period is called the "entry delay."

If the alarm is not turned OFF within the 30-second "entry delay," your Panel will sound a siren for four minutes and send an alert signal to the Central Monitoring Station. Upon receiving the alarm signal, the Central Monitoring Station will attempt to contact you.

- If it was a false alarm, providing your "pass phrase" will cancel authorities from being dispatched.
- If it is a true emergency, or the Central Monitoring Station is unable to reach you, authorities will be immediately dispatched to your location.

Tip: If you accidentally set off your alarm, enter your PIN to turn the alarm sound OFF. Be available to answer the phone and have your "pass phrase" ready for verifying your identity.

Questions / Answers

How do I move a sensor?

To move a sensor, push to open the front of the sensor – the back will stay on the wall. Pull DOWN (NOT OUT) until the back is removed from the wall.

When you are ready to re-attach the sensor in a new location, use a fresh piece of double-sided adhesive tape.
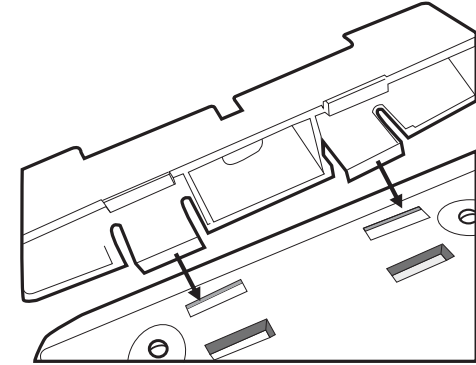
Battery life?

- Battery life is approximately 5 years for all sensors- Audible tones from the Panel will warn you when your batteries are low.
- The Panel backup battery is rechargeable and normally does not need replacing.

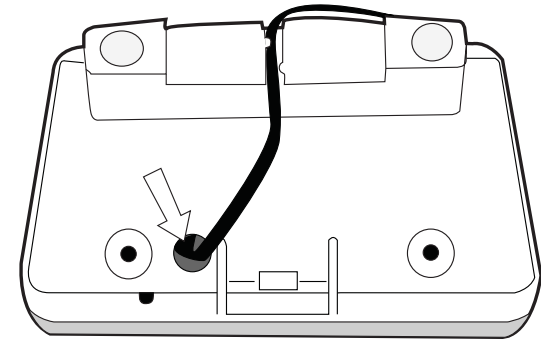**What if I have a door or window open when I turn on the alarm?**

The Panel will warn you that a door or window is open when you turn the alarm **ON**.

Open doors or windows will not be protected until they are closed. Once closed, RELY® will start monitoring them. The bypass feature allows you to push a button on top of the sensor for bypassing the zone one time - to let the dog out or open a window, without disarming the system.
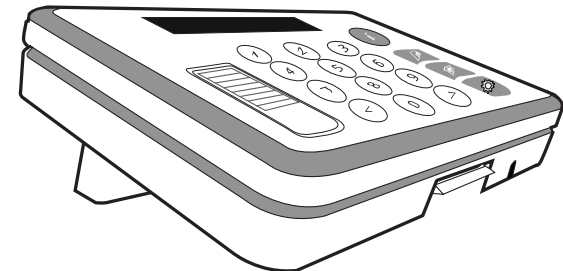
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2. **With Panel front facing down, insert the lower two pedestal tabs into Panel slots, followed by inserting and securing the pedestal base by snapping the upper tabs into place.**

3. **Ensure the power wire routes through the opening located on pedestal base for using the Panel on a flat surface.**
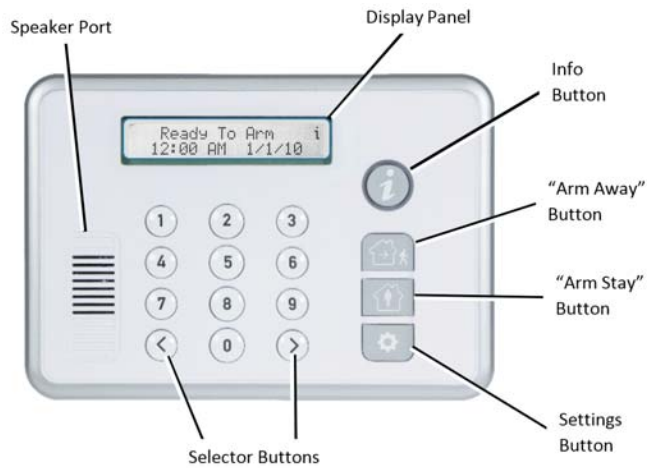

Your Panel is ready for placing on a flat or horizontal surface.

System Basics

Turning your System ON

1. **Plug in the Panel.**

2. **Download and install the App for viewing installation tutorials.**

3. **The App will walk you through the setting up each of the components included with your RELY® Security Panel.**

System Modes

Your alarm modes are "Away" and "Stay."

Away

Use this mode when you are leaving.

- All Entry and Motion Sensors will be activated.
- You have 60 seconds to exit before the alarm is active. This is called the "exit delay."

Stay

Use this mode when you are staying home.

- All Entry (perimeter) Sensors will be active, but the additional Motion Sensors will not be active.
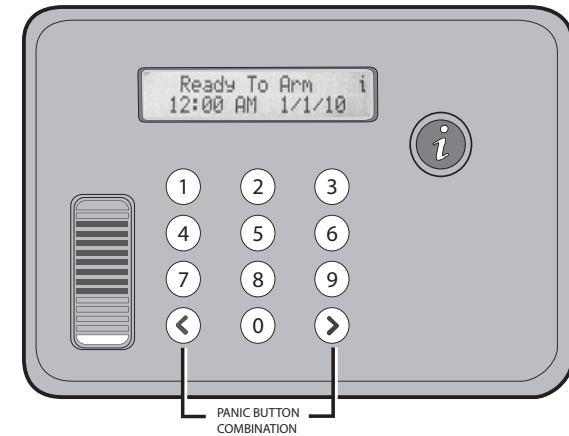
Turning your alarm ON

Turn your alarm ON by putting it in "Away" or "Stay" mode.

Turning your alarm OFF

Turn your alarm OFF by entering the PIN code.

Using the Panic Button in an emergency

At any time (whether or not the alarm is ON), press and hold the panic button combination **< + >** at the same time for 2-3 seconds to sound the alarm and notify the Central Monitoring Station.

Tip: Your Wireless Keychain Remote (Fob) is similar to a car alarm remote – it only works within about 50 feet of your Panel. To use your Fob for sounding the alarm when in or near your apartment, push and hold the **Away** and **Disarm** buttons at the same time for 2-3 seconds.