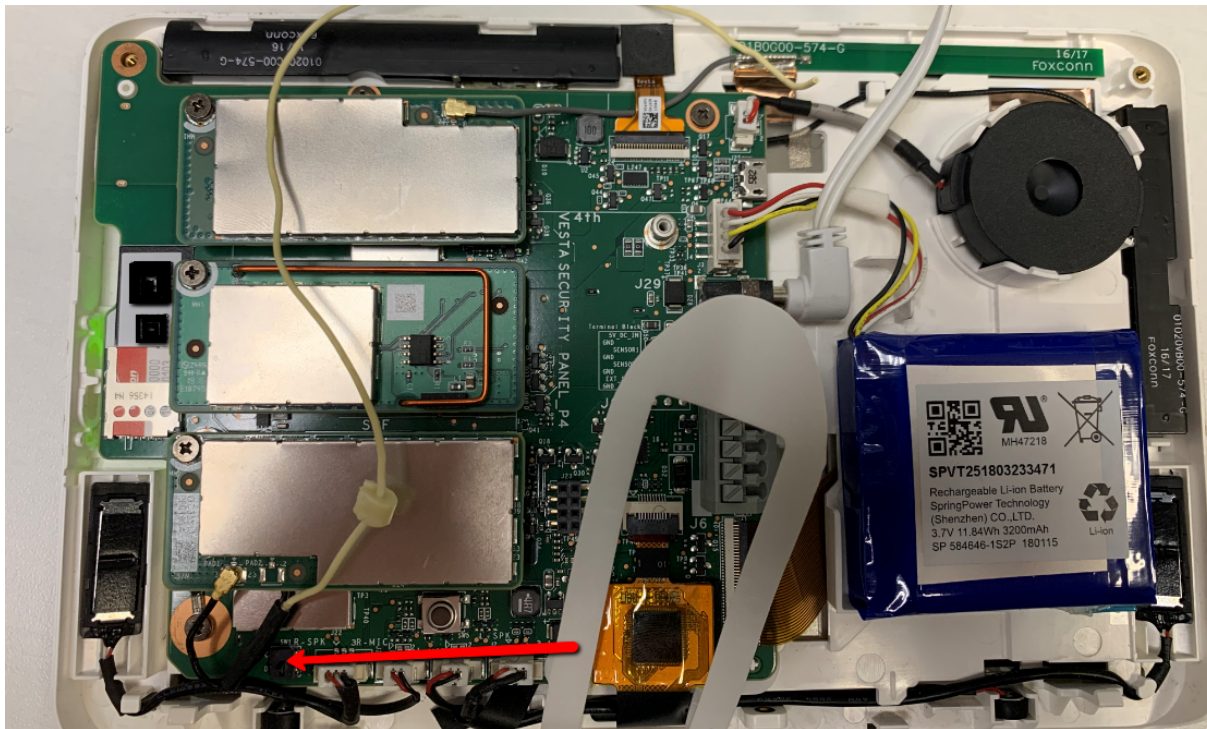




Clear a panel tamper on a Qolsys IQ Panel 2

When a panel tamper occurs on a Qolsys IQ Panel 2, the panel announces that there is a panel tamper and the trouble condition appears on Alarm.com.

The tamper switch on a Qolsys IQ Panel 2 is the black button on the bottom left side on the back of the panel.



How to resolve:

1. Affix the backplate onto the panel and verify the black tamper button is pressed down.
2. Once the device's tamper is restored, request an equipment list to verify that the trouble condition is resolved. For more information about updating the equipment list, see [Request an updated sensor list](#).

If the trouble condition persists after troubleshooting, contact [Alarm.com CORE Technical Support](#).

Additional panel settings

Disable panel tampers

On the Qolsys IQ Panel 2, panel tampers can be enabled/disabled.

- The default setting is *Enabled* to indicate that the panel tamper switch triggers a trouble when the system is disarmed/armed.
- If the setting is configured to *Disabled*, the system panel tamper switch does not trigger a trouble when disarmed, but a trouble is still triggered when the panel is armed.

Expand all

To disable panel tampers using the panel: ^

1. Flick down to open the menu on the home screen, then tap **Settings**.
2. Tap **Advanced Settings**.
3. Enter the installer code.
4. Tap **Installation**.
5. Tap **Security and Arming**.
6. Tap **Panel Tamper** to deselect the checkbox, which disabled the setting.
7. Tap the home or back arrow button to save the changes.

To disable panel tampers using the Partner Portal: ^

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Remote Toolkit**.
4. In the *Command Catalog*, click to expand **Alarm Settings**.
5. Click **Panel Tamper**.
6. Using the *New value* dropdown menu, tap to select **Disabled**.
7. Click **Change**.

To disable panel tampers using the MobileTech app: ^

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **Remote Toolkit**.
4. Tap ...
5. Tap **Command Catalog**.

6. Tap to expand **Alarm Settings**.
7. Tap **Panel Tamper**.
8. Using the *New value* dropdown menu, tap to select **Disabled**.
9. Tap **Change**.