



User Manual

Inovonics Intrusion System

Preliminary

Table of Contents

Preface	3
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Notice	3
Revision	3
Trademarks	3
Technical Services Contact Information	3
Document Conventions	4

Chapter 1 Inovonics Intrusion System Overview	5
--	----------

1.1 Introduction	5
1.2 Arming Modes	6
1.2.1 Away	6
1.2.2 Stay	6
1.2.3 Maximum	6
1.3 Inovonics Intrusion System Alarms	7
1.3.1 False Alarms	7
1.4 Safety	7

Chapter 2 Using the IDTOUCH1 Touchpad	8
--	----------

2.1 Overview	8
2.2 Touchpad Quick Actions	8
2.3 Touchpad Home Screen	9
2.3.1 Partition	9
2.3.2 Dealer Contact Information	9
2.3.3 Arming Status	10
2.3.4 System Status	10

2.3.5 Arming Modes	10
2.3.6 Update	10
2.3.7 Settings	10
2.3.8 Bypass	11
2.4 Arm a Partition	11
2.5 Disarm a Partition	12
2.6 Clearing Alarms	12
2.7 Duress Code	13
2.8 Status Conditions	13
2.8.1 Fault	13
2.8.2 Tamper	14
2.8.3 Trouble	14
2.9 Bypass a Zone	14
2.10 Install Updates	15
2.10.1 Update Now	15
2.10.2 Schedule an Update	16
2.10.3 Check for Updates	16
2.11 Touchpad Settings	16
2.12 Configure Touchpad Connectivity	17
Chapter 3 Using the Inovonics Intrusion System Mobile App	18

3.1 Overview	18
3.2 Touchpad Quick Actions	18
3.3 Mobile App Home Screen	19
3.3.1 Partition	19
3.3.2 Dealer Contact Information	19
3.3.3 Arming Status	19
3.3.4 System Status	20
3.3.5 Arming Modes	20
3.3.6 Home	20
3.3.7 Activity Log	20
3.3.8 Settings	20
3.4 Arm a Partition Using the Mobile App	21
3.5 Disarm a Partition Using the Mobile App	22
3.6 Activity Log	22
3.7 Mobile App Settings	23

Preface

Notice

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Revision

10.8.26 356-00005-01 Rev A

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Technical Services Contact Information

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Document Conventions

The following notices are used throughout this document:

Note: Emphasizes points, provides supplementary information, or indicates minor problems in an expected outcome.

Caution: Indicates possible damage to equipment or loss of data, as well as potential problems in an expected outcome.

Warning: Indicates the possibility of minor injury to oneself or others.

Danger: Indicates the possibility of serious or fatal injury to oneself or others.

Chapter 1

Inovonics Intrusion System Overview

1.1 Introduction

Note: For regulatory information see the *EN6091 Installation and Operation Manual*.

The Inovonics Intrusion System is your gateway to the future of intrusion detection. It's the first hybrid, cloud native enterprise-grade security platform combining proven Inovonics wireless technology with optional hardwired zone support. Built for commercial environments, it delivers reliable wireless performance, built-in cellular connectivity, and mobile app control in a single integrated system.

Powered by Inovonics EchoStream® 900 MHz wireless mesh network, the Inovonics Intrusion System connects the Inovonics EchoStream commercial mesh network with the EN6091 Gateway Mark II, IDTOUCH1 touchpad, and Inovonics Cloud Services into one integrated system.

Depending on your system configuration, you can access your Inovonics Intrusion System in two ways:

- By using the IDTOUCH1 touchpad (refer to “Using the IDTOUCH1 Touchpad” on page 8).
- By using the Inovonics Intrusion System mobile app (refer to “Using the Inovonics Intrusion System Mobile App” on page 18).

1.2 Arming Modes

A partition is a collection of zones — e.g., a door/window sensor or a motion detector — which can be armed and disarmed separately, allowing users to control different areas. You will be able to arm any partition to which you have been added as a user.

Your Inovonics Intrusion System supports three partition arming modes.

1.2.1 Away

Away mode is used when you're leaving your business or home and want the entire security system activated. It arms both interior and perimeter sensors, including motion detectors and door/window sensors. The system provides an entry and exit delay, giving you time to leave or re-enter.

Exit Delay	Entry Delay	Perimeter Zones Armed	Interior Zones Armed
Yes	Yes	Yes	Yes

1.2.2 Stay

Stay mode arms the perimeter sensors, such as door/window and glass break detectors, while bypassing interior sensors, like motion detectors. This allows you to move freely inside the building without triggering alarms. Stay mode provides both an exit and entry delay for perimeter zones, giving you time to enter or exit.

Exit Delay	Entry Delay	Perimeter Zones Armed	Interior Zones Armed
Yes	Yes	Yes	No

1.2.3 Maximum

Similar to away mode, maximum mode secures both interior and perimeter zones. However, it does not include an entry delay.

Exit Delay	Entry Delay	Perimeter Zones Armed	Interior Zones Armed
Yes	No	Yes	Yes

1.3 Inovonics Intrusion System Alarms

If the Inovonics Intrusion System detects an alarm, the touchpad sounds, along with any attached sounders, and a red alarm screen displays. If your dealer offers monitoring service, the system automatically contacts your central station.

To disarm an alarm, tap *Disarm* and enter your user code.

1.3.1 False Alarms

In the event of a false alarm, tap *Disarm* and enter your user code. If your system is monitored, immediately call your central station with your verbal password ready.

To prevent false alarms:

- Know your system. Read these instructions and become comfortable with its operation.
- Ensure everyone with access to the building has a user code and is comfortable with its operation.
- Ensure the dealer has granted exit delays sufficient for you to exit after arming the system, and entry delays sufficient for you to disarm the system when entering.
- Ensure all windows and doors are closed before arming the system.
- Ensure the dealer tests the system regularly.

1.4 Safety

Warning: There is a risk of electric shock if Inovonics Intrusion System components are opened or modified.

Caution: The Inovonics Intrusion System includes sensitive components which can be damaged if the system is opened or modified.

Always contact the dealer for any modifications or repairs to the Inovonics Intrusion System. For dealer contact information, tap the Inovonics logo at the top of the mobile app or IDTOUCH1 touchpad screen.

Chapter 2

Using the IDTOUCH1 Touchpad

2.1 Overview

The Inovonics Intrusion System IDTOUCH1 touchpad connects to the Gateway Mark II hybrid panel for reliable performance and intuitive control. Featuring a high-resolution seven-inch full-color display, it allows users to easily arm, disarm, and bypass the system while providing real-time system status and alerts.

2.2 Touchpad Quick Actions

Action	Press
Arm away	Use arrow buttons to select <i>Away</i> , tap <i>Arm</i> , enter user code
Arm stay	Use arrow buttons to select <i>Stay</i> , tap <i>Arm</i> , enter user code
Arm maximum	Use arrow buttons to select <i>Maximum</i> , tap <i>Arm</i> , enter user code
Disarm	Tap <i>Disarm</i> , enter user code
View status conditions	Tap <i>System status</i>
Bypass a zone	Tap <i>Bypass</i> , enter user code, tap zone to be bypassed, tap <i>Continue</i>
View dealer contact information	Tap the Inovonics logo on the home screen
Change partition	Tap the current partition in the upper lefthand corner of the home screen, enter user code

Action	Press
Check for app or touchpad updates	Tap <i>Update</i> , enter user code, tap the check updates icon in the lower lefthand corner of the screen
Install app or touchpad updates	Tap <i>Update</i> , select <i>Update now</i>
Schedule an app or touchpad update	Tap <i>Update</i> , select <i>Schedule an update</i> , select <i>Date</i> and <i>Time</i> , tap <i>Schedule an update</i>
Adjust touchpad volume	Tap <i>Settings</i> , use the <i>Touchpad Volume</i> slider to adjust brightness, tap <i>Save</i>
Adjust touchpad brightness	Tap <i>Settings</i> , use the <i>Brightness</i> slider to adjust brightness, tap <i>Save</i>

2.3 Touchpad Home Screen

The touchpad home screen:

- Allows you to choose partitions, arm and disarm the system, and bypass zones.
- Displays arm state, partition and system information
- Grants access to dealer contact information, settings and updates.

Some actions will require you to enter your user code. This will be the four or six digit code given you by your dealer.

2.3.1 Partition

The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it, enter your user code, and select another partition.

2.3.2 Dealer Contact Information

To access dealer contact information, tap the Inovonics logo on the top of the home screen.

2.3.3 Arming Status

Arming status displays in the lefthand panel above the arm/disarm icon. It includes the arm state of the partition as well as the partition's readiness to arm. If the system is unable to arm because a zone is faulted, it will display here. For more information about anything displayed in arming status, see System Status following, or the mobile app activity log described in section 3.6, "Activity Log" on page 22. This information panel is not selectable.

2.3.4 System Status

System status includes system readiness, including any zone which is faulted or tampered, as well as any zone trouble indications, such as low battery notifications. This information panel is selectable, and can be tapped to display further details.

Note: If multiple zones are faulted, any faults in the default partition — the partition in which the touchpad is located — will supersede zone faults in other partitions in the system; if there is a fault in the system, it will take priority over any zone faults. Tapping *System status* will display all information.

2.3.5 Arming Modes

The partition arm/disarm icon displays in the middle of the home screen. The partition arm state is indicated by the color of the arm/disarm icon. When the system is disarmed, the icon is green; when armed, the icon is red.

2.3.6 Update

If you are on the home screen for the default partition — the partition in which the touchpad is located — and the partition is disarmed, the update button will appear when an update is available for the touchpad or mobile app. For more information see section 2.10, "Install Updates" on page 15.

2.3.7 Settings

The settings button will take you to the touchpad settings screen. For more information see 2.11, "Touchpad Settings" on page 16

2.3.8 Bypass

The bypass button takes you to the bypass zones screen. For more information see 2.9, “Bypass a Zone” on page 14.

2.4 Arm a Partition

If the system is faulted or a zone in the partition is faulted or tampered, you will not be able to arm and will need to clear the fault or tamper, or bypass the zone. For more information about faults and tempers, see section 2.8, “Status Conditions” on page 13; for information about bypassing a zone, see “Bypass a Zone” on page 14.

To arm a partition:

1. Tap the touchpad to wake it.
2. The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it, enter your user code, and select the partition you wish to arm.
3. The selected arming mode displays in the center of the home screen. To change the arming mode, use the left and right buttons to select a different arming mode.

Note: For more information about arming modes, see section 1.2, “Arming Modes” on page 6.

4. Tap *Arm*.
5. Enter your user code.

A countdown timer will begin on the home screen of the touchpad, indicating the time remaining in the exit delay, set by the dealer. The exit delay allows time to exit the premises before the system arms. Every arming mode includes an exit delay.

Note: If you are arming the partition in away mode and the system does not detect an exit — e.g., a door opening and closing — the system will automatically arm in stay mode.

2.5 Disarm a Partition

When you enter a property armed in either stay or away mode, you will have an entry delay, allowing time to enter the property and disarm the system. The entry delay is set by the dealer.

Note: The maximum arming mode does not include an entry delay. To disarm the maximum arming mode, see section 3.5, “Disarm a Partition Using the Mobile App” on page 22.

To disarm a partition:

1. Tap the touchpad to wake it.
2. The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it, enter your user code, and select the partition you wish to disarm.
3. Tap *Disarm*.
4. Enter your user code.

2.6 Clearing Alarms

When a zone in the default partition for the keypad alarms, the touchpad will display the alarm, as well as the zone which is alarmed. If you are accessing another partition from the touchpad, and the default partition goes into alarm, it will override the current partition. You will not be able to use the touchpad until the default partition is disarmed.

To disarm a system in alarm:

1. Tap *Disarm*.
2. Enter your user code.

Note: The alarm will silence upon entering the first correct digit of your user code; if you enter an incorrect digit, the alarm will resume.

The Inovonics Intrusion System transmits alarms to the central station set by the dealer.

If an alarm is initiated in error:

1. Disarm the system in alarm by tapping the *Disarm* button.
2. Enter your user code.
3. Immediately call the central station to prevent an unnecessary response. Be sure to have your verbal password ready.

2.7 Duress Code

The duress code provided by your dealer can be entered into the touchpad in place of your user code at any point where you would normally enter your user code — e.g., if you are being forced under duress to disarm the system.

If the duress code is entered, the touchpad will function as normal, but a silent alarm will be sent to the central station.

2.8 Status Conditions

2.8.1 Fault

If a zone is faulted — e.g., a sensor detects a door is open — it will display in the system status panel as well as in the activity log in the mobile app. The fault will need to be cleared — e.g., the open door will need to be shut — or the zone will need to be bypassed before the system can be armed.

Note: For more information about the activity log see section 3.6, “Activity Log” on page 22; for more information about bypassing a zone see section 2.9, “Bypass a Zone” on page 14.

If there is a system fault, you will also not be able to arm the system. In the case of a system fault, contact the dealer.

Note: Dealer contact information can be accessed by tapping the Inovonics logo on the main screen.

2.8.2 Tamper

As with a fault, if a zone is tampered — e.g., a sensor's housing cover has been removed — it will display in the system status panel as well as in the activity log in the mobile app. The tamper will need to be cleared — e.g., the housing cover replaced — or the zone will need to be bypassed before the system can be armed.

Note: For more information about the activity log see section 3.6, “Activity Log” on page 22; for more information about bypassing a zone see section 2.9, “Bypass a Zone” on page 14.

2.8.3 Trouble

As with a fault, if a zone indicates a trouble condition — e.g., a sensor's battery is low — it will display in the system status panel as well as in the activity log in the mobile app. The trouble condition will need to be resolved — e.g., the sensor battery replaced — before it will clear from system status, however the partition can still be armed.

Note: For more information about the activity log see section 3.6, “Activity Log” on page 22.

2.9 Bypass a Zone

The bypass zone screen displays the fault, tamper and bypass condition of each partition zone.

- Unfaulted/untampered zones will display in green; tampered/faulted zones will display in red.
- Unbypassed zones will be faded; bypassed zones will be bolded.

To bypass a faulted zone:

1. Ensure you are on the partition with the zone that needs bypassed. If not, tap the partition in the upper lefthand corner, enter your user code, and select the partition you wish to disarm.
2. Tap *Bypass*.
3. Enter your user code.

4. Tap the faulted zone to select it.
5. Tap *Continue* to bypass the zone.

To remove the zone bypass, you will need to go through one arm/disarm cycle. If, after the zone has been bypassed, the system is armed, then the bypass will clear once the system has been disarmed.

2.10 Install Updates

When an update to the touchpad's operating system or the mobile app is available, the update button will appear on the home screen for the default partition.

Note: The default partition is the partition in which the touchpad is located.

If updates are available for both the app and the touchpad operating system, the app must be updated before the operating system.

There are two options for installing updates: update now and schedule an update.

After a touchpad update, the touchpad will reboot. The default partition must be disarmed to schedule updates. If you attempt to schedule an update for a period when the default partition is armed, the touchpad will not update.

2.10.1 Update Now

To update the touchpad or mobile app now:

1. Ensure you are on the default partition set by the dealer. If not, tap the partition in the upper lefthand corner, enter your user code, and select the default partition.
2. Tap *Update*.
3. Enter your user code.
4. Tap *Update now*.

2.10.2 Schedule an Update

To schedule an update for the touchpad or mobile app:

1. Ensure you are on the default partition set by the dealer. If not, tap the partition in the upper lefthand corner, enter your user code, and select the default partition.
2. Tap *Update*.
3. Enter your user code
4. Use the *Date* and *Time* fields to select a time when the partition will be disarmed.
5. Tap *Schedule an update*.

2.10.3 Check for Updates

You can check for updates at any time.

To check for updates:

1. Ensure you are on the default partition set by the dealer. If not, tap the partition in the upper lefthand corner, enter your user code, and select the default partition.
2. Tap *Update*.
3. Enter your user code.
4. Tap the check updates icon in the lower lefthand corner of the update screen.

2.11 Touchpad Settings

The settings screen allows you to adjust the touchpad volume and brightness, as well as to check for updates.

To update touchpad settings:

1. On the home screen, tap *Settings*.
2. As desired, use the *Touchpad Volume* slider to adjust the touchpad volume.
3. As desired, use the *Brightness* slider to adjust the touchpad brightness.
4. As desired, tap the *Check for update* button to check for any updates to the panel's operating system.

Note: For more information about updates, see section 2.10, “Install Updates” on page 15.

5. Tap *Save*.

2.12 Configure Touchpad Connectivity

Your IDTOUCH1 touchpad connectivity will be configured by your dealer. However, in the event of a power outage or other disruption, you may need to configure the touchpad's connectivity.

To configure connectivity:

1. Click *Connect to Wi-Fi*.
2. Select your Wi-Fi network.
3. Enter the password.
4. Click *Connect*.
 - The touchpad screen will advance to the configure panel connectivity screen.
5. Verify your wired connection.
6. Click *Connect*.

Note: Tapping *Advanced Options* will allow you to manually enter the DHCP, static IP and NTP server, as desired.

Chapter 3

Using the Inovonics Intrusion System Mobile App

3.1 Overview

The Inovonics Intrusion System mobile app connects to the Gateway Mark II hybrid panel, allowing for intuitive remote access control. The Inovonics Intrusion System allows users to easily arm and disarm, provides real-time system status updates and alerts through push notifications, as well as access to a time-stamped activity log.

Access to the Inovonics Intrusion System mobile app will be provided to you by the dealer.

Note: Remote arming and disarming of the Inovonics Intrusion System have not been evaluated by UL under UL 294 or UL 2610.

3.2 Touchpad Quick Actions

Action	Press
Arm away	Use arrow buttons to select <i>Away</i> , tap <i>Arm</i>
Arm stay	Use arrow buttons to select <i>Stay</i> , tap <i>Arm</i>
Arm maximum	Use arrow buttons to select <i>Maximum</i> , tap <i>Arm</i>
Disarm	Tap <i>Disarm</i>
Change partition	Tap the current partition in the upper lefthand corner of the home screen, enter user code

Action	Press
View activity log	Tap the activity log button in the bottom menu
View dealer contact information	Tap the Inovonics logo on the home screen
Put mobile app into demo mode	Tap the settings button in the bottom menu, tap the <i>Demo mode</i> toggle

3.3 Mobile App Home Screen

The mobile app home screen:

- Allows you to choose partitions and arm and disarm the system.
- Displays arm state, partition and system information
- Grants access to dealer contact information, settings and the activity log.

3.3.1 Partition

The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it and select another partition.

3.3.2 Dealer Contact Information

To access dealer contact information, tap the Inovonics logo on the top of the home screen.

3.3.3 Arming Status

Arming status includes the arm state of the partition as well as the partition's readiness to arm. If the system is unable to arm because a zone is faulted, it will display here. For more information about anything displayed in arming status, see section 3.6, "Activity Log" on page 22.

3.3.4 System Status

System status displays includes system readiness, including any zone which is faulted or tampered, as well as any zone trouble indications, such as low battery notifications. For more information about anything displayed in system status, see section 3.6, “Activity Log” on page 22.

Note: If multiple zones are faulted, any faults in the default partition — the partition in which the touchpad is located — will supersede zone faults in other partitions in the system; if there is a fault in the system, it will take priority over any zone faults. Accessing the activity log will display all information.

3.3.5 Arming Modes

The partition arm/disarm icon displays in the middle of the home screen. The partition arm state is indicated by the color of the arm/disarm icon. When the system is disarmed, the icon is green; when armed, the icon is red.

3.3.6 Home

Tap the home icon in the bottom menu to return to the home screen from any other screen.

3.3.7 Activity Log

Tap the activity log button in the bottom menu to view the activity log. For more information about the activity log, see section 3.6, “Activity Log” on page 22.

3.3.8 Settings

Tap the settings button on the bottom menu to access the mobile app settings screen. For more information see section 3.7, “Mobile App Settings” on page 23.

3.4 Arm a Partition Using the Mobile App

If the system is faulted or a zone in the partition is faulted or tampered, you will not be able to arm the system and will need to clear the fault or tamper, or bypass the zone on the touchpad. For more information about faults and tempers, see section 3.6, “Activity Log” on page 22; for information about bypassing a zone, see “Bypass a Zone” on page 14.

To arm a partition:

1. The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it and select the partition you wish to arm.
2. The selected arming mode displays in the center of the home screen. To change the arming mode, use the left and right buttons to select a different arming mode.

Note: For more information about arming modes, see section 1.2, “Arming Modes” on page 6.

3. Tap *Arm*.

A countdown timer will begin on the home screen of the touchpad, indicating the time remaining in the exit delay, set by the dealer.

The exit delay allows time to exit the premises before the system arms. Every arming mode includes an exit delay.

Note: If you are arming the partition in away mode and the system does not detect an exit — e.g., a door opening and closing — the system will automatically arm in stay mode.

3.5 Disarm a Partition Using the Mobile App

Note: A partition in alarm cannot be disarmed using the mobile app. If the partition is in alarm, you will need to disarm on the touchpad. For more information, see section 2.6, “Clearing Alarms” on page 12.

When you enter a property armed in either stay or away mode, you will have an entry delay, allowing time to enter the property and disarm the system. The entry delay is set by the dealer.

To disarm a partition:

1. The current partition displays in the upper lefthand corner of the home screen. To change the partition, tap it and select the partition you wish to disarm.
2. Tap *Disarm*.

3.6 Activity Log

The activity log displays partition and system activity. Each activity can be tapped to expand, showing more detailed information.

To access the activity log, tap on the activity log icon in the bottom menu.

Activity log information includes:

- Zone faults, such as when a sensor detects a door is open. Zone faults will need to be cleared — e.g., the open door will need to be shut — or the zone will need to be bypassed on the touchpad before the system can be armed. For more information about bypassing a zone see section 2.9, “Bypass a Zone” on page 14.
- System faults, such as a panel losing connectivity. If there is a system fault, you will also not be able to arm the system. In the case of a system fault, contact the dealer. Dealer contact information can be accessed by tapping the Inovonics logo on the main screen.
- Tamper, such as when a sensor’s housing cover has been removed, including the name of the user who bypassed the zone when the activity is expanded. The tamper will need to be cleared — e.g., the housing cover replaced — or the zone will need to be bypassed on the touchpad before the system can be armed. For more information about bypassing a zone see section 2.9, “Bypass a Zone” on page 14.

- Zone bypasses, when a zone that is faulted or tampered is bypassed so that the partition can still be armed.
- Trouble conditions, such as when a sensor's battery is low. The trouble condition will need to be resolved — e.g., the sensor battery replaced — before it will clear from the activity log and system status, however the partition can still be armed.
- Changes in state between arm and disarm, including the name of the user who did the arming/disarming when the activity is expanded.
- The start and stop of entry and exit delays, as well as failover information — occurring when a partition is armed in away mode. and because the system does not detect an exit, arms the partition in stay mode instead.
- Other system events and configuration changes.

3.7 Mobile App Settings

Mobile app settings are accessed using the settings button on the bottom menu.

The available mobile app settings are:

- Tap *Dealer Contact Info* to view your dealer's contact information.
- Set the *Demo Mode* toggle to put the mobile app into demo mode. When in demo mode, no changes will be saved to any partition or the system. This allows you to familiarize yourself with the app without impacting the system