



Battery replacement instructions for your Bell Smart Home equipment.

Enclosed you will find the replacement battery for your 2GIG Go Control 2 panel and step-by-step instructions on how to replace it.

Battery Disposal

We encourage you to dispose of your old batteries in an environmentally friendly way. For more information about the designated battery types and recycling depot locations, please visit www.call2recycle.ca.

Safety Warning

Before starting, ensure there are no abnormalities with the new battery, such as a swollen or split case, liquid leaking from the case, corroded terminals or a high temperature. If you notice any battery abnormalities, do not use the battery. Contact Bell Smart Home to schedule a service call.

Instructions

Please start by disarming your system. If your panel is placed on a cradle, do not re-locate it during this process.



1. Locate the power adapter and unplug from the wall.
2. Use a Phillips screwdriver to remove the holding screw located on the bottom of the panel (if applicable).
3. Locate the two release tabs (please refer to picture).
4. Push both the tabs in using a small screwdriver and then gently pull the front of the system away from the back to open it up.
5. Locate the green battery pack currently in the system.
6. Unplug the cable attached to the battery pack from the circuit board in the panel.
7. Use the screwdriver to unscrew the tab holding the battery pack in place and slide the tab towards the top of the panel to release the battery.
8. When the tab is released, remove the battery pack.
9. Slide the new battery pack into the place of the old one.
10. Re-secure the battery tab using the screwdriver.
11. Connect the cable attached to the new battery by plugging it into the circuit board.
12. To remount front of the system, connect the top portion (opposite from the tabs) first. Then close the lower portion with the tabs. The tabs on the front should click into place.
13. Make sure that both ends are securely closed.
14. Plug the power adapter back into the wall.
15. Contact Technical Support below to confirm the battery replacement was successful and the device is in proper working order. Contact numbers are located at the end of this document.

For any additional questions about your Bell Smart Home equipment, visit bell.ca/smart-home.

Or call our Technical Support team using the following numbers:

Ontario and Québec: 1 877 267-2004. Manitoba: 1 866 949-0078.

New Brunswick, Nova Scotia, Newfoundland and Labrador and PEI: 1 844 474-2023.