LTE-IV, LTE-IA, and LTE-IC Communicators – Quick Installation Guide

For Online Support visit: https://mywebtech.honeywellhome.com/

General Information and Component Identification

Congratulations on your purchase of Honeywell's LTE-IV/LTE-IA communicator (LTE-IC in Canada). These communicators send alarms and messages from the security system's control panel to AlarmNet for subsequent transfer to the central monitoring station.

In addition to alarm reporting, they provide upload/downloading capability of Honeywell's control panel programming data. Refer to the *Installation and Setup Guide* for the use of these features.

These communicators represent the most innovative communication technology for the security industry and use sophisticated encryption to ensure the highest level of security.

This guide addresses a simple installation using default programming values where possible and is applicable for the majority of installations. For detailed information on UL, ULC, and configuration of remote services, please refer to the appropriate *Installation and Setup Guide* for the product. The LTE-IV, LTE-IA and LTE-IC are henceforth referred to as the communicator or communications module.

- The communicator requires an AlarmNet account. For new installations, please obtain the account information from the central station prior to programming.
- For control panels that do not support ECP, refer to the installation guide to use Zone Trigger Mode.
- The control panel treats the communicator as an ECP device, so ensure to program the control panel with the communicator's device address. Refer to the control panel's *Installation and Setup Guide* for details.

REMOTE SERVICES

Honeywell offers secure web based services that enable users to remotely monitor and control their security system. These web services enable users to; monitor and control their security system from a website or smartphone, receive email notifications of system events, and receive event confirmations.

Dealers can enroll their customers for "Remote Services" by using the AlarmNet 360 website. Once enabled, the specific programming fields associated with these features can be programmed into the communications device either remotely using the AlarmNet 360 website or locally using the 7720P programming tool.

Due to Honeywell's continuing effort to improve our products, your device may look slightly different than pictured.
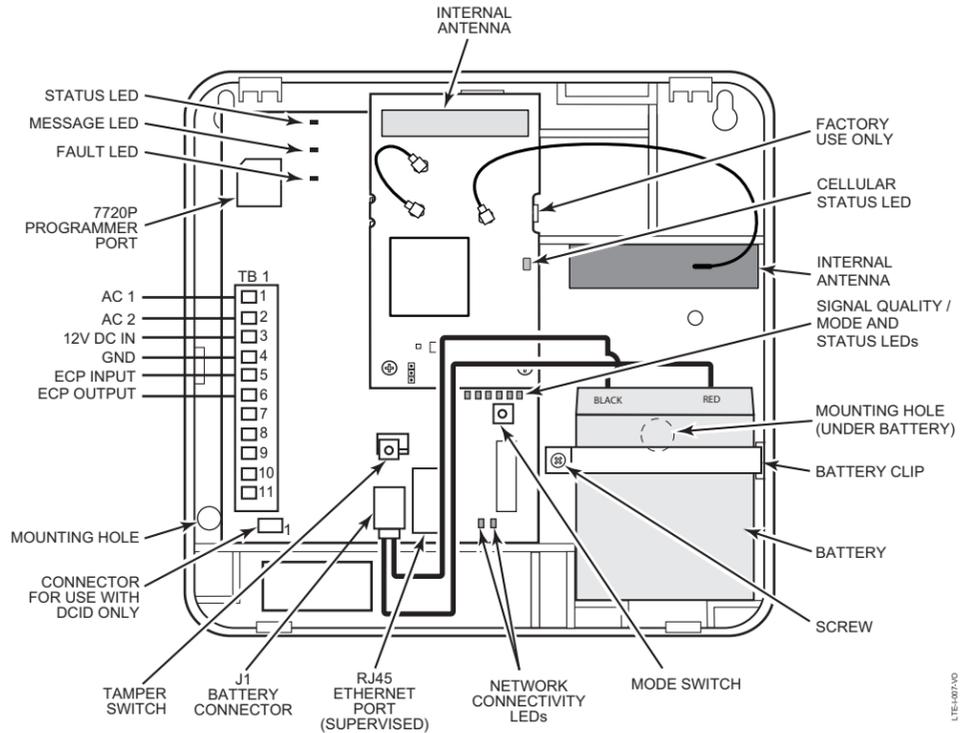
1. Determine Signal Strength and Select a Location

The communicator must be mounted indoors. When choosing a suitable mounting location, understand that signal strength is very important for proper operation. For most installations using the internal antenna, mounting the unit as high as practical, and avoiding large metal components provides adequate signal strength for proper operation.

In this step, you will use the communicator to determine signal strength in order to find a suitable mounting location.

> * **LTE-I Initial Power Up**: Upon initial power up, the communicator LEDs blink in repeated sequence from top to bottom indicating network initialization.
>
> Green (REG) → Yellow (TX/RX) → Red (FAULT)
>
> This sequence may take up to 15 minutes. **Do not reset power during this time.**
>
> When initialization is complete, the Signal Quality display LEDs will light and the yellow and red LEDs may blink (per their respective functions).
>
> After initial network setup, subsequent resets or power ups can take up to 90 seconds.

Note: Read and follow the RF Exposure notice on the other side.

1. Unpack the communicator and open the case by pushing in the two bottom tabs with a screwdriver while separating the case front.
2. Temporarily connect the AC transformer or battery to the communicator.
3. Choose the installation site with the **best signal strength** by observing the signal quality bar graph. Signal strength should be within 2-5 bars. The best signal strength is usually found at the highest point in the building, near a window.
4. Mark the location for the communicator.

2. Mount and Wire the Communicator

1. Locate the case back over the selected mounting position such that the opening in the case back is aligned with the wire/cable opening on the mounting surface.
2. Pass the wires/cable through the opening in the case back, or route through the removable side knockouts located on the back cover. Then secure the case back to the mounting surface using four screws (supplied). Make the following connections:
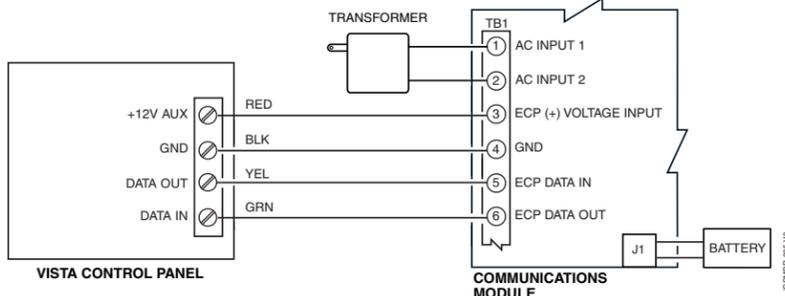
Distance from Control Panel	Minimum Wire Gauge	Distance from Control Panel	Minimum Wire Gauge
75 ft (23m)	#22	170 ft (52m)	#18
120 ft (37m)	#20	270 ft (82m)	#16

3. When all wiring has been completed (including the Internet cable if used), attach the case front. Position the top first, then press the bottom section until it snaps in place. Secure bottom using the supplied cover screw. (Required for UL installations.)
4. You may power up the communicator and control panel.
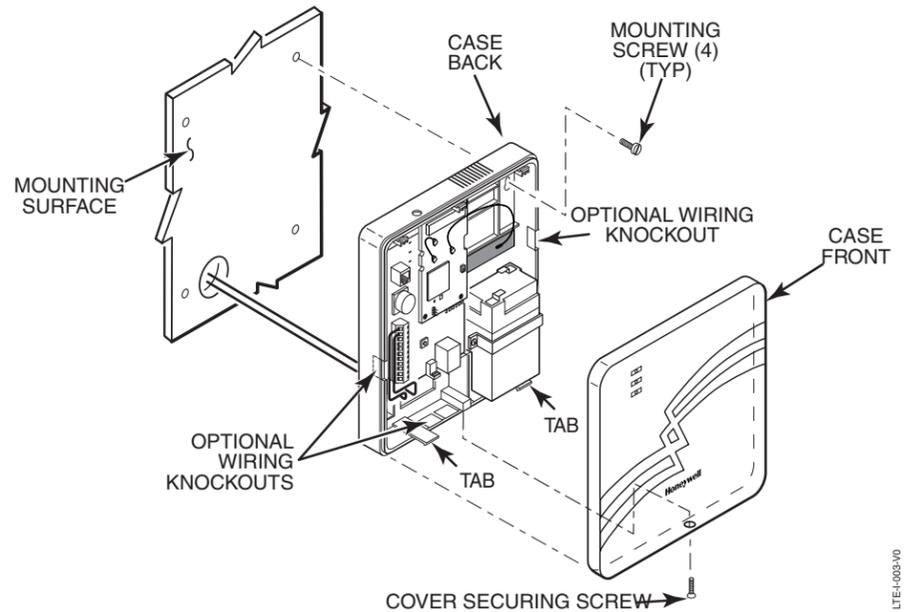
3. Connect the Internet Cable

Connect one end of the Ethernet cable (Category 5) to the communicator's RJ45 Ethernet connector and the other end to the cable/DSL router as shown in the figure.

UL
- For UL installations, the Ethernet connection between the communicator and the router cannot exceed 12 feet. Both units must be located within the same room.
- Use a Listed cable/DSL router suited for the application.
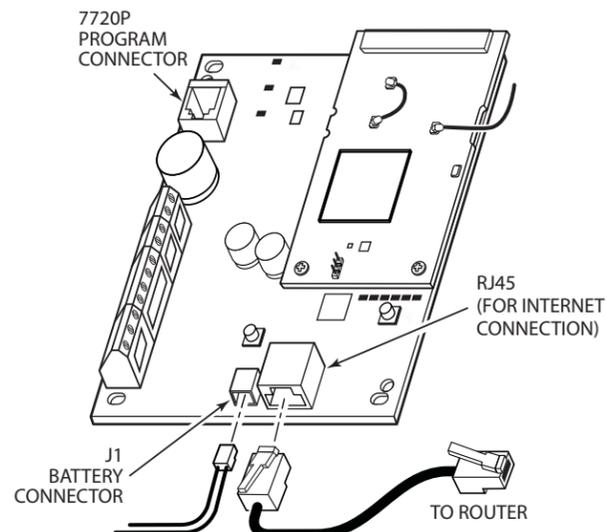
4. Setup the Account, Program, and Register the Communicator

SETUP THE ACCOUNT

To setup the customer account you will need to contact the central monitoring station to get account information, and have access to the AlarmNet 360 website. To access the AlarmNet 360 website visit – **www.alarmnet360.com**

If you do not wish to use the AlarmNet 360 website, you may call AlarmNet to setup the account; just phone 800-222-6525, then select option 1.
(Monday–Friday 8:00 am to 9:00 pm, Saturday 9:00 am to 5:30 pm EST)

Have the following information ready:

- Primary City ID (two digits), obtained from your monitoring station.
- Primary Central Station ID (two digits), obtained from your monitoring station.
- Primary Subscriber ID (four digits), obtained from your monitoring station.
- Communicator's MAC ID, and MAC CRC number is located on the box and inside the communicator.

PROGRAM THE COMMUNICATOR

Using the AlarmNet 360 website:

Log in and complete the communicator programming using the "Program New Account" tool. (Refer to the online help if needed.)

When complete you may log out of the AlarmNet 360 website.

Using the 7720 Programming Tool:

Ensure the system is powered up and connect the programming tool to the communicator. Accept all default settings _except_ the following prompts which need to be answered. Then exit the programming mode.

Prompt	Action
Comm Path Choice (IP&Cell)	Choose IP&Cell, IP, or Cell as your communications path.
Device Mode ECP	Press [#].
Primary City ID (??)	Enter number 01-99, then press [#].
Primary CS ID (??)	Enter number 01-FE, then press [#].
Primary Sub ID (????)	Enter number 0001-9999, then press [#].
Device Address (03)	Accept the default by pressing [#], or change if this address is already used.

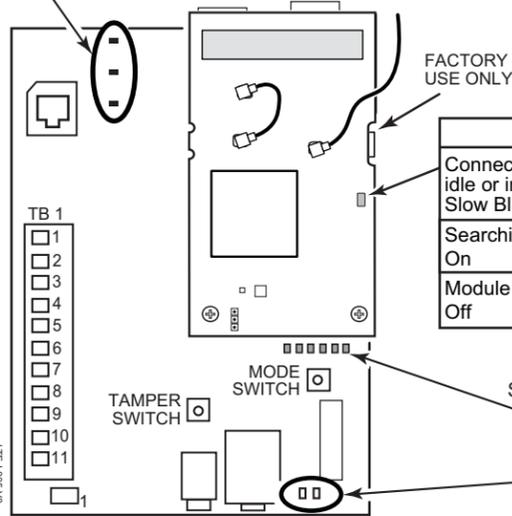The following prompt appears if both IP & Cell have been selected as the Comm Path Choice.

Prompt	Action
Notify Panel of Neither Fault	Press [✱] to scroll, choose Notify Panel of Both IP&Cell Flts, then press [#].

REGISTER THE COMMUNICATOR

Registering the communicator activates the account with AlarmNet and enables the control panel to send reports. There are three ways to register the communicator:

- You can register by logging into AlarmNet 360 choosing "Programming" tool. Search for the account using the Account Information or MAC ID. Under the "Actions" column, use the pulldown menu select "Register" the account.
- After the communicator is installed and programmed, you can register by clicking the Tamper Switch 3 times.
- After the communicator is installed and programmed, you can register by using the 7720P Programming tool. Simply: Press [Shift] then press [↑]. Please wait for "Registration SUCCESS" message.

LED STATUS TABLE

Note: If all LEDs FAST BLINK in unison with the signal quality LEDs this indicates a Hardware Error.

GRN	ON – NOT registered with AlarmNet. OFF – Registered with AlarmNet. FAST BLINK – Download session with Compass in progress. SLOW BLINK – In unison with yellow LED, registration in progress.
YEL	ON – Message transmission pending. QUICK PERIODIC BLINK – Normal. FAST BLINK – Message waiting for network ACK. SLOW BLINK – Idle power abnormal. SLOW BLINK – In unison with green LED, registration in progress.
RED	ON – No contact with network. OFF – Normal. SLOW BLINK – Loss of communication with the panel (ECP fault). FAST BLINK – No network contact AND loss of communication with the panel.

MODULE'S SIGNAL QUALITY

When the **Mode Switch** is NOT depressed, LED 1 will illuminate red.
- The remaining LEDs indicate Signal Quality.

MODULE'S OPERATION MODE

When the **Mode Switch** IS depressed, LED 1 will be OFF.
- LEDs 2 and 3 indicate the module's communication mode with the control panel.

Mode	LED 2 (yellow)	LED 3 (green)
ECP	OFF	OFF
Zone	ON	OFF

MODULE'S STATUS

When the **Mode Switch** IS depressed, LED 1 will be OFF.
- LEDs 4, 5, and 6 indicate the module's Status.

LED 4 (green)	LED 5 (green)	LED 6 (green)
ON - Connected to Internet. OFF - Not connected to Internet.	ON - Cell service available. OFF - No Cell service available. FAST BLINK - Cell in use.	ON - Module registered, no second site available. OFF - Module not registered with network carrier. SLOW BLINK - Module registered, second site available, and low signal strength. NORMAL BLINK - Module registered, second site available, acceptable signal strength. FAST BLINK - Module registered, second site available, excellent signal strength.

FACTORY USE ONLY

Cellular Status LED

Connected to cell network (Registered idle or in a data call) - Slow Blinking (period: 1s On/1s Off)
Searching / Not registered / Turning Off - On
Module is not powered up - Off

TB 1
1 2 3 4 5 6 7 8 9 10 11

TAMPER SWITCH   MODE SWITCH

SIGNAL QUALITY / MODE AND STATUS LEDs

Ethernet Link/Activity GREEN	ON – Link detected. OFF – No link detected. BLINKS – Network activity.
Link Speed GREEN	ON – 100 MB/S link to Internet. OFF – 10 MB/S link to Internet.

SPECIFICATIONS

Current Drain:	90mA average (rms) standby, 125mA (rms) active						
Frequency Bands:							
	LTE Band 2	LTE Band 4	LTE Band 5	LTE Band 12	LTE Band 13	WCDMA Band II	WCDMA Band V
LTE-IV	X	X			X		
LTE-IA	X	X	X	X	X	X	X
LTE-IC	X	X	X	X	X	X	X

RF Exposure

Warning – The antenna(s) used for this device must be installed to provide a separation distance of at least 7.8 inches (20 cm) from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC and ISED multi-transmitter product procedures.

Mise en Garde

Exposition aux Fréquences Radio : La/les antenne(s) utilisée(s) pour cet émetteur doit/doivent être installée(s) à une distance de séparation d'au moins 20 cm (7,8 pouces) de toute personne et ne pas être située(s) ni fonctionner parallèlement à tout autre transmetteur ou antenne, excepté en conformité avec les procédures de produit multi transmetteur FCC et ISED.

Responsible Party / Issuer of Supplier's Declaration of Conformity: Honeywell International, 2 Corporate Center Drive., Melville, NY 11747, Ph: 516-577-2000	Partie responsable / Émetteur de la déclaration de conformité du fournisseur : Honeywell International, 2 Corporate Center Drive., Melville, NY 11747, Tél. 516 577-2000

SUPPORT, WARRANTY, & PATENT INFORMATION
For the latest documentation and online support information, please go to:
https://mywebtech.honeywellhome.com/
For the latest warranty information, please go to:
http://www.security.honeywell.com/hsc/resources/wa/index.html
For patent information, see www.honeywell.com/patents

FEDERAL COMMUNICATIONS COMMISSION & ISED STATEMENTS

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

CLASS B DIGITAL DEVICE STATEMENT
This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information.

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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:
- If using an indoor antenna, have a quality outdoor antenna installed.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the radio or television receiver away from the receiver/control panel.
- Move the antenna leads away from any wire runs to the receiver/control panel.
- Plug the receiver/control panel into a different outlet so that it and the radio or television receiver are on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

ISED CLASS B STATEMENT
This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC / ISED STATEMENT
This device complies with Part 15 of the FCC Rules, and ISED's license-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference (2) This device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la partie 15 des règles de la FCC et exempt de licence RSS d'ISED. Son fonctionnement est soumis aux conditions suivantes: (1) Cet appareil ne doit pas causer d'interférences nuisibles. (2) Cet appareil doit accepter toute interférence reçue y compris les interférences causant une réception indésirable.

Honeywell