



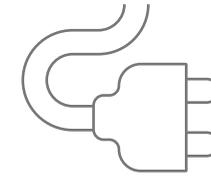
Alarm.com Hub

Install Guide

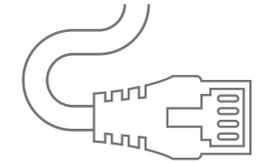
Box Contents:



Alarm.com Hub
(Broadband Version)



Power Cable/ AC Adapter



Ethernet Cable

What You Need:

 **ALARM.COM**® | Customer Account

If you don't already have a customer account with us, visit www.Alarm.com, and click on "Get Started" to find an authorized Alarm.com dealer near you.

Works With:



Thermostats



Door Locks



Lights



Garage Doors



Appliance Control



Water Sensors
& Control



Image Sensor



Video Cameras



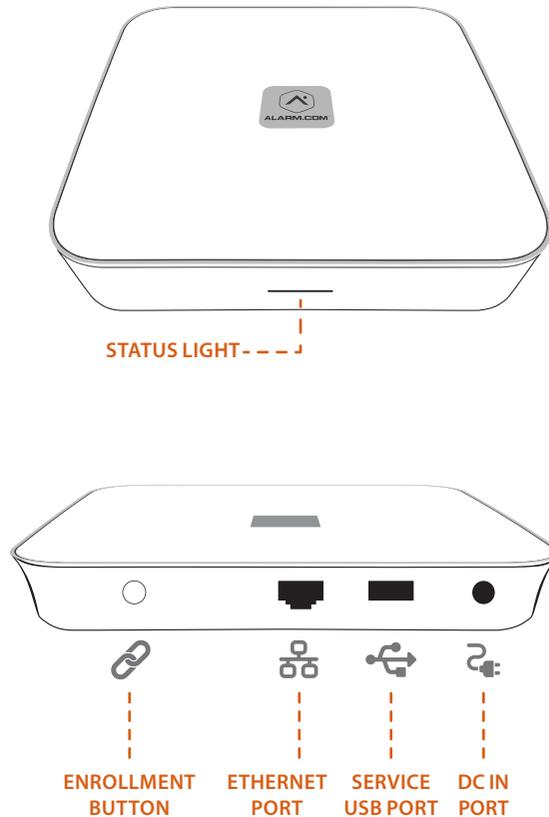
Energy Meters
& Switches



Shades

Alarm.com Hub Overview

With the Alarm.com Hub as your home's command center, you'll gain remote control of your key devices using our reliable and secure cloud service. Create automated lighting, thermostat and video recording rules, and get customized alerts to always know what's going on at home.



Installation

Step 1: Powering Up the Hub

- Plug the AC adapter into an unswitched outlet. (This is an outlet that is always "on," and can't be controlled by an on/off light switch or dimmer switch.) Connect the other end of the AC adapter to the Hub's DC IN port (🔌).
- The Hub's Status Light will change colors during the first few seconds. Once the Status Light stays solid white or continues to flash white, you can continue the setup process.
- Connect the included Ethernet cable to the Ethernet port (🌐) on the back of the Hub. Connect the other end of the cable to your router or internet-connected wall outlet.
- Once the Hub is powered up and connected to the Internet, it will automatically communicate with the Alarm.com cloud and connect to your customer account.

NOTE: It may take up to five minutes for the Hub to complete this process.

CAUTION: SHOCK RISK
 Unauthorized use or disassembly of device may result in electrical shock or serious injury. DO NOT ATTEMPT TO OPEN UNIT. Any attempt to do so will void warranty, safety, and use certifications.

Step 2: Adding Z-Wave Devices with the Hub

If your Z-Wave devices have ever been used previously, first see the Removing Z-Wave Devices section on the next page.

- For best results, bring the Hub into the room where your Z-Wave device is installed. The Hub does not have to be connected to Ethernet during this time. Plug in the device to power and wait until the Status Light stays solid white or continues to flash white before proceeding.
- To put the Hub in Add Mode, press the Enrollment button once (🔗). The Status Light will start flashing green slowly and the Hub will beep once.
- To put your Z-Wave device into Add Mode, follow the instructions that came with the device. Most devices have a Z-Wave action button.
- When the device and the Hub begin to communicate, the Hub's Status Light will flash quickly. If adding is successful, the Hub will beep for one second, and the Status Light will stay solid green for 120 seconds.

- After a device is added, the Hub automatically exits Add Mode. To add another device with the Hub, place the Hub in Add Mode again and follow the steps above.
- If adding is unsuccessful, follow the steps on the next page to remove the device, and then try adding it again.
- To exit Add Mode, press and quickly release the Enrollment button (🔗). Alternatively, the Hub will exit automatically after 120 seconds of inactivity.

NOTE: This is a Security Enabled Z-Wave Plus Product.

Removing Z-Wave Devices (If all Z-Wave devices were added successfully, skip to Step 3 below)

- To put the Hub in Remove Mode, press and hold the Enrollment button (🔗) for five seconds until the Status Light flashes orange slowly and the Hub beeps twice.
- To put your Z-Wave device into Remove Mode, follow the instructions that came with the device. For many Z-Wave devices the same button is used for adding and removing.

- When successfully removing a device, the Hub will beep for one second, and the Hub's Status Light will stay solid orange for 120 seconds.
- After a device is removed, the Hub automatically exits Remove Mode.
- To add the device to the Hub, return to the beginning of Step 2 above.
- To exit Remove Mode, press and quickly release the Enrollment button (🔗). Alternatively, the Hub will exit automatically after 120 seconds of inactivity.

NOTE: For Z-Wave network resets, use the available reset procedure only in the event that the network primary controller is missing or otherwise inoperable.

Z-Wave Plus Lifeline - When the module is reset (new home ID, etc) it will send a DEVICE_RESET_LOCALLY_NOTIFICATION to all associated nodes. Lifeline is on Association Group 1 and supports a maximum of 56 nodes.

Step 3: Adding Image Sensors

- First remove all batteries from the Image Sensor. The Image Sensor uses two AA lithium batteries.

NOTE: Do not use lithium-ion batteries, which can damage the Image Sensor.

- To put the Hub in Add Mode, press the Enrollment button (🔗) once. The Status Light will start flashing green slowly and the Hub will beep once.
- To put the Image Sensor in Add Mode, simply insert batteries into the Image Sensor.
- It may take the Hub 20 seconds or longer to add the Image Sensor. If adding is successful, the Hub will beep for one second, and the Status Light will stay solid green for 120 seconds.
 - If Image Sensor adding fails, it may mean the Image Sensor is not within range of the Hub. Try moving the Hub closer to the Image Sensor and repeat Step 3. If problems persist, see Resetting the Image Sensor in the Advanced Mode section of this manual.
- To exit Add Mode, press and quickly release the Enrollment button (🔗). Alternatively, the Hub will exit automatically after 120 seconds of inactivity.

Step 4: Finishing Up

- After placing the Hub in its final location, reconnect it to power and Ethernet.
- Navigate to the Alarm.com Customer Website to login to your new system. Once you login, make sure to:
 - Confirm your e-mail address and contact information.
 - Add other users to your system (if desired).
 - Set up rules and notifications so you always know what's happening around your home.
 - Download the Alarm.com Mobile App (Available for iPhone, iPad, Android and Windows Phone).

OPERATING NOTE: Periodically, the Hub's Status Light will flash white for up to 60 seconds. This is normal. However, if the light flashes white for longer than a minute, contact your service provider.

Advanced Mode

This section is for authorized professional installers and service providers.

The Hub has an Advanced Mode for troubleshooting and service. To access features in the following section, put the Hub in Advanced Mode by holding down the Enrollment button (🔗) for 10 seconds. When the Hub enters Advanced Mode, it will beep three times, and the Status Light will alternate colors. To exit Advanced Mode, press and quickly release the Enrollment button (🔗). Alternatively, the Hub will exit automatically after 120 seconds of inactivity. From Advanced Mode, you can perform the following advanced actions.

Factory Resetting

This resets the Hub to its factory settings.

CAUTION: Factory Resetting erases all devices and settings.

NOTE: The command to enable or disable Factory Resetting can be sent from the Alarm.com Dealer Website's AirFX Toolkit. Factory Resetting is only available during the first 120 seconds after initially powering on the Hub.

- After entering Advanced Mode, press and hold the Enrollment button (🔗) for 10 seconds. When the reset process has begun, the Status Light will blink orange slowly and the Hub will beep five times.
 - To cancel Factory Resetting, you must immediately press and release the Enrollment button (🔗). This feature is only available during the first five seconds after Factory Resetting has begun.
- When Factory Resetting is complete, the Status Light will shine solid orange for 10 seconds.
- Next, contact Alarm.com Customer Support to reinitialize the Hub.

Resetting the Image Sensor

This resets the Image Sensor to its factory settings. This is helpful before pairing if the Image Sensor has been previously used with another gateway or panel.

- Ensure that the Image Sensor is not connected to another active network.
- Locate the reset hole on the front of the Image Sensor. Use a paper clip to push the reset button for 10 seconds. When the Image Sensor has been reset, a light in the IR slot directly below the reset hole will flash quickly.
- For more Image Sensor Information, see the Image Sensor Installation Guide.

Status Light Definitions

User Mode Broadband Hub		
LIGHT COLOR	LIGHT PATTERN/BEEPS	MEANING
WHITE	Solid 	Hub powered on and connected to Alarm.com
	Slow blink 	Ethernet unplugged
	Fast blink 	Ethernet plugged in, not connected to Alarm.com
GREEN	Slow blink  One beep	Hub is in Add Mode
	Fast blink 	Device found, attempting to add
	Solid  120 seconds; One second beep	Device successfully added

LIGHT COLOR	LIGHT PATTERN/BEEPS	MEANING
ORANGE	Slow Blink  Two beeps	Hub is in Remove Mode
	Solid  120 seconds; One second beep	Device successfully removed
GREEN & ORANGE	Alternating 	Device already in network
WHITE & GREEN & ORANGE	Alternating; Three beeps 	Hub turned on OR Hub entering OR exiting Advanced Mode.

Regulatory & Certifications

Hub Specifications

Power Requirements	5V nominal
Standby current	90mA
Peak Current	1.5 A
Max. Voltage Protection	28V
Operating Voltage	4.6V - 5.53V
Operating Temperature	32 to 120°F (0 to 49°C)
Storage Temperature	-30 to 140°F (-34 to 60°C)
Max. Relative Humidity	90% non-condensing
Module Dimensions	13.75 cm x 14.25 cm
Housing Dimensions	16 cm x 16 cm

Regulatory & Certifications

Changes or modifications not expressly approved by Alarm.com can void the user's authority to operate the equipment.

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:

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

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Under Industry Canada regulations, this radio

transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.

FCC ID: YL6143NK100T
IC: 9111A-143NK100T



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