

How to Replace Your Security System's Cellular Radio

Security Professional Phone Number:

Security Professional Email Address:

Monitoring Station Phone Number:

Installation Date and Time:



Before You Get Started

Please read these instructions carefully and completely. This process is also available in video format on YouTube at: <https://youtu.be/7BY0HJ-571I>

Or use your cell phone's camera to scan the QR code to the right quickly access the video.



Tools You Will Need

- Key to the main alarm box (provided with your original security system purchase, or it came with your new radio).
NOTE: The key is only required if the radio is mounted on top of the main alarm box. If you cannot locate your key, please contact your security professional for assistance.
- Phillips head screwdriver
- Pliers

YOUR LOGO HERE

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Let's jump right in...

STEP 1:

Call your Security Dealer at the phone number above during business hours. Inform them that you are about to perform a radio upgrade. It is important that this process is completed during your Security Professional's business hours as you will need them to finalize the installation.

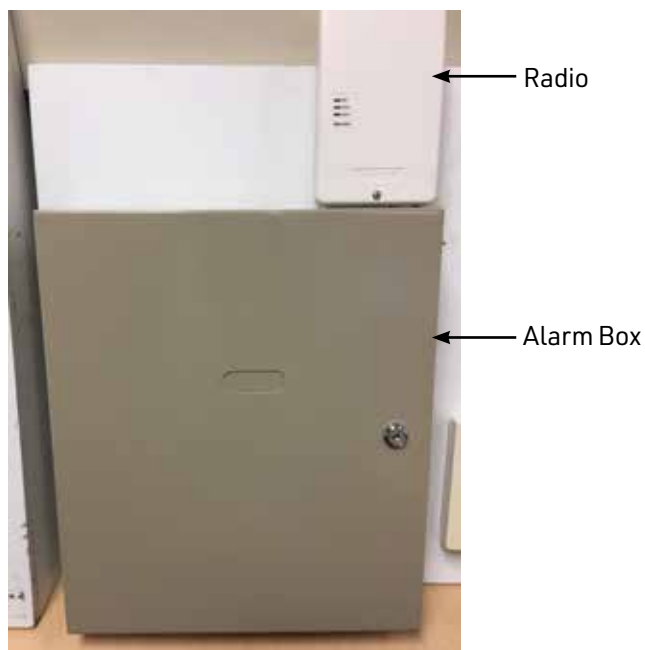
STEP 2:

Call your Monitoring Station and ask them to **"Put my alarm system on test"** as you are about to perform a radio upgrade. **The Monitoring Station may ask for your passcode to verify your identity.**

STEP 3:

Locate the **main alarm box** installed in your home or business. If the radio is mounted on the cabinet as shown in the pictures, proceed with the following steps:

NOTE: The radio may be mounted separate from the alarm box, up to 270 feet away. In this case, you will not need to open the main alarm box. The new radio can simply be mounted in place of the existing radio by removing the screw(s) located in the radio which will be accessible when the radio cover is open. If this is the case for your alarm system, some of the preceding steps on dismantling and mounting the radio from the alarm box will not apply. If you cannot locate your radio, please contact your Security Alarm Professional for assistance.



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STEP 4:

Using the key, unlock and open the main alarm box.

STEP 5:

Locate the screw at the bottom of the radio. Loosen the screw with a Phillips head screwdriver. Open the front cover of the radio casing.



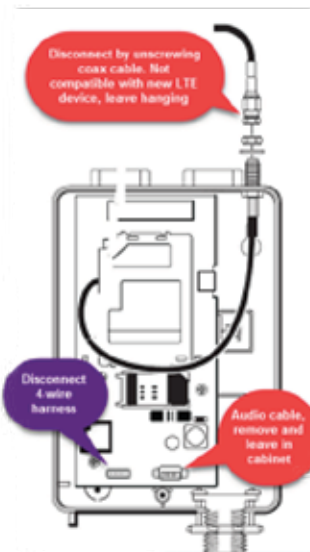
STEP 6:

Once inside the radio, **pull the wire towards you and remove the plug** from the radio.

NOTE: If an external antenna (coaxial) is connected, disconnect it from the connector at the top of the radio case and move it to the side. It will not be used with the new radio.

In rare cases, you may find an audio cable connected for your two-way alarm verification service. If there is an audio cable connected, remove and leave wire/connector in the control panel cabinet. This may be found on the bottom of the radio, to the right of the main wire.

NOTE: Your system will go into radio trouble after removing the wires. Enter your 4-digit user code and then the number 1/off key on your keypad to silence the trouble condition.



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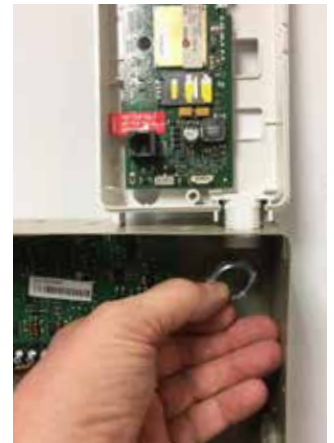
STEP 7:

Pull the wire from the radio housing back into the **main alarm box through the opening.**



STEP 8:

Twist the entire radio as pictured to the right counter-clockwise to unscrew the radio casing. Remove the **mounting nut.**



STEP 9:

Remove the **radio** and set it aside. Keep the original radio nearby until the replacement is completed.



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STEP 10:

Open the new radio box that was sent to you and unpack the contents.

The box will include:

- Radio
- White mounting nut with metal ring (only necessary if mounting directly to alarm panel)
- New wire (not needed)
- Mounting screws (not needed)



STEP 11:

If the original radio was mounted on the alarm box, locate the white plastic threaded mount from the parts bag and proceed as described below.

NOTE: If the original radio was not mounted on the alarm box, skip to step 17.

STEP 12:

Place the enclosed documentation, new wire, mounting screws and plastic bag off to the side since you will not need them.



STEP 13:

Open the cover of the new radio using a Phillips head screwdriver.

STEP 14:

Look for the knockout on the bottom right of the radio.

NOTE: The **knockout** is a small piece of plastic that can be removed from the radio.



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STEP 15:

Set the radio on a flat surface. Hold the radio firmly with one hand. Using pliers, remove the **knockout** from the bottom of the radio.

NOTE: Bend the **knockout** down towards the flat surface. Remove it from the radio housing and discard.



STEP 16:

Insert the plastic **threaded mount** into the bottom of the radio.



STEP 17:

With the threaded mount now secured, place the radio on top of the **main alarm box**. Insert the **threaded mount** through the **mounting hole where the previous radio was installed**.



STEP 18:

Tighten the **mounting nut** onto the **threaded mount** turning clockwise.

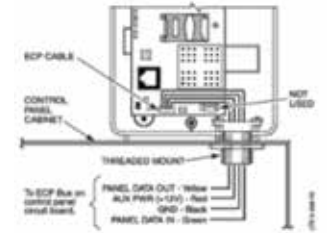
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STEP 19:

Re-insert the wire from the main alarm box through the threaded mount and into the radio housing. Attach the connector to the plug on the bottom left.

NOTE: Reinsert the plug with the **green** wire on the left side. See picture for proper connection.

You will see the LED lights on the left side of the radio start to light-up in sequence (**green** → **yellow** → **red** → **green**).



STEP 20:

When the LED-sequencing stops (this may take up to fifteen (15) minutes) call your Security Professional at the number listed at the top of these instructions to complete the installation. If you experience any irregularities, please call your security professional.

NOTE: Sequence of lights should be as follows: The top green LED will be ON, the yellow LED will be flashing. The red LED will be OFF and the bottom LED will be ON. This indicates good signal strength.



Green LED



Yellow LED



Red LED



Green LED

STEP 21:

When speaking with your Security Professional, you'll need to share the old and new radio MAC ID and CRC numbers located on the radio label. Having this information readily available will expedite the process.



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STEP 22:

Provide any information your Security Professional requests, and stay on the line while they finish programming your new radio. After your Security Professional confirms your new LTE radio is working correctly, close the radio cover and tighten the cover screw. To clear radio troubles on the keypad, you must enter your 4 digit user code and then the number 1 (OFF) two times consecutively. A single beep will occur after each valid entry is made.



STEP 23:

Close the **main alarm box** and lock with the **key**.

STEP 24:

If your dealer and central station are different, please call your Monitoring Station and ask them to **"Take my alarm system off test."**



Replacement Completed – Fantastic job!

Thank you for completing your radio upgrade.

For more information
resideo.com



Resideo Technologies, Inc.
2 Corporate Center Drive, Suite 100
P.O. Box 9040
Melville, NY 11747
1-800-645-7492
resideo.com

L/LTEDTCUG/D | 01/21
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