

# CellBounce™ Device Troubleshooting

## RECOMMENDED INSTALLATION

1. Provision the CellBounce device to an existing AlarmNet® 3G account using AlarmNet 360® before powering up the device.  
*Note: CellBounce must only be powered up at the location of the 3G communicator.*
2. Send device to specified account location.
3. End-user plugs in CellBounce device.
4. CellBounce will establish an LTE® connection, then it will pair with the local 3G communicator.  
*Note: Upon powering on a CellBounce unit for the first time, after provisioning in AlarmNet 360, please give up to 24 hours for a connection to be established. The device may perform an over-the-air firmware update and after that the existing 3G communicator will look for a new 3G Signal from CellBounce.*
5. You can check status on AlarmNet 360 device status page.
6. If any issues arise, please see troubleshooting methods below.

## RESIDEO TECHNICAL SUPPORT

Call 800-222-6525, 8:30 AM – 7:00 PM EST.

## BASIC TROUBLESHOOTING TIPS

- Ensure the CellBounce unit is within 20-feet (*10-feet or less is preferred*) of the 3G communicator.
- Try moving the CellBounce unit closer to a window or exterior wall, while remaining within 20-feet of the 3G communicator.
- The CellBounce unit is in a location where it can remain undisturbed and three to four feet off the floor with the LEDs facing upward.
- Ensure the electric outlet is not controlled by a switch.
- Ensure the unit is not plugged into an extension cord or power strip.

## HOW TO TROUBLESHOOT IN ALARMNET 360

Please go through the below steps to troubleshoot CellBounce units remotely using AlarmNet 360.

### CellBounce device has been provisioned using AlarmNet 360 but has not yet been powered on:

1. Check the "OTA Status" on Device Status page inside AlarmNet 360.
  - a. This should show as "Complete".
  - b. If status is "Pending" for more than 20 minutes after device provisioning is completed, please call Resideo Technical Support.
  - c. If status is "Not Complete" after device provisioning, please call Resideo Technical Support.

# CellBounce™ Device Troubleshooting (continued)



## CellBounce Device has been provisioned using AlarmNet 360® and is powered on:

1. Look for "LTE® Signal Strength", which refers to the CellBounce LTE signal to AT&T® towers.
  - a. If this signal is not green please try and relocate to an area with better reception, after moving device please give device 5 minutes to reestablish the LTE connection.
  - b. After this wait 5 minutes click "Request Connection" inside AlarmNet 360 to see updated signal strength.
2. Look for "LTE Signal Quality" which refers to the amount of environmental noise compared to signal strength.
  - a. If this number is not green, please relocate device away from any potential RF generating devices.
  - b. After this wait five minutes then click "Request Connection" inside AlarmNet 360 to see updated signal strength.

3. Ensure 3G communicator status is green, this refers to the CellBounce connection to the existing 3G communicator.
  - a. If this is red, please move the CellBounce unit closer to communicator or external antenna.
  - b. Then give the device five minutes to reestablish the connection to the 3G communicator.
  - c. Then, click "Request Connection" inside AlarmNet 360 to see an updated status.

| CellBounce™ Device ⓘ    |                        |
|-------------------------|------------------------|
| Serial Number           | CellBounce™ SCID       |
| G1C920                  | 89010303300            |
| Last Status Check-in    | LTE Signal Strength    |
| 2022-01-20 15:10:55 GMT | -107                   |
| OTA Status              | LTE Signal Quality     |
| Complete                | -8                     |
| CellBounce™ Status      | 3G Communicator Status |
| ● Online                | ● Connected            |

[REQUEST CONNECTION](#)

4. Try resetting the CellBounce device.
  - a. Press and hold down the "Silence" button for approximately ten seconds until there is one beep and the LEDs flash yellow. Please give it time to reboot and then retest connectivity.

5. Try resetting the 3G communicator
  - a. On the device status page in AlarmNet 360, select "Reset" from the dropdown menu. Please give it time to reboot and retest connections.

6. Make sure CellBounce is not next to any wireless devices that may interfere with its signal.

7. If all steps were unsuccessful, please call Resideo Technical Support.
  - a. Call AlarmNet Technical Support at 800-222-6525, 8:30 AM – 7:00 PM EST.

| Current Status of Device |                           |                         |
|--------------------------|---------------------------|-------------------------|
| City-CS-Sub              | Device ID                 | CRC                     |
| 9 -A3- ⓘ                 | 00D02DA ⓘ                 | 51                      |
| Device Type              | Radio Version             | Supervision             |
| VISTA-21IP4G             | 2.12.6                    | DAILY                   |
| Last Status Check-in     | Next Status Check-in      | Last Registered Date    |
| 2021-12-21 13:01:03 GMT  | 2021-12-22 14:01:03 GMT   | 2016-10-18 16:14:54 GMT |
| Subscriber Status        | Current Supervision State |                         |
| Active Since             | Normal                    |                         |
| 2016-10-18 16:14:54 GMT  |                           |                         |

QOS (Status) ▼

- QOS (Status)
- Test Alarm
- Register
- Reset
- Software Version Request

[PING](#)

Alarm history

# CellBounce™ Device Troubleshooting (continued)



## LED INDICATORS FOR TROUBLESHOOTING

The table below shows the key LED indicators for troubleshooting issues experienced with the CellBounce unit.

| Troubleshooting Scenarios                        | Recommended Next Steps   |
|--|--|
| Power LED = Blinking <b>YELLOW</b> or <b>RED</b> | Confirm that the power cable is plugged in or the breaker/switch for the outlet is on (not tripped).   |
| 4G LTE® LED = Blinking <b>YELLOW</b>             | Try relocating the unit to another suitable location with better LTE® reception.   |
| 4G LTE LED = Solid/Blinking <b>RED</b>           | Try relocating the unit to another suitable location with better LTE reception.  |
| 3G LED = Blinking <b>YELLOW</b>                  | Confirm that the alarm control panel is powered on, and if the condition exists for more than five minutes, try relocating the unit closer to the control panel. |
| Status LED = Solid or Blinking <b>YELLOW</b>     | Check the back cover to ensure it is tightly secured. If not, secure it, as necessary.   |
| Status LED = Solid or Blinking <b>RED</b>        | The battery may be low, or not be properly connected. Contact Resideo Technical Support.   |

## LTE SIGNAL STRENGTH AND QUALITY GUIDELINES

### CellBounce LTE Signal Strength

- 104dB and Over – **GOOD**
- 105dB to -114dB – **OK**
- 115dB to -119dB – **Marginal, Device Relocation Recommended**
- 120dB and under – **BAD, Relocate Device**

### CellBounce LTE Signal Quality

- 12dB and Over – **GOOD**
- 13dB to -14dB – **OK**
- 15dB to -17dB – **Marginal, Device Relocation Recommended**
- 18dB and Over – **BAD, Relocate Device**