
Alarm.com Cell Connector (ADC-NK-200T-A-CC) - Installation Guide

The Alarm.com Cell Connector (ADC-NK-200T-A-CC) can bypass the wired network connection and allow Access Control Door Controllers and Shooter Detection System (SDS) Gunshot Sensors to be installed in customer locations where connecting to or maintaining a network is difficult. The Alarm.com Cell Connector uses 4G LTE to provide a fast and reliable connection to the Alarm.com for Business cloud.

The Cell Connector works with the following devices. Select which one to add:

☐  Access Control Door Controllers ☐  SDs Gunshot Sensors

Access Control Door Controllers

For additional information about using the Cell Connector with Access Control, see [Alarm.com Cell Connector \(ADC-NK-200T-A-CC\) for Access Control](#).

Requirements

- The number of Access Controllers in use with the Cell Connector must be selected on the service package using the *Access Controllers over Cell Path (Requires Alarm.com Cell Connector)* dropdown menu

In the box



Overview



1. Status light
2. Pairing button (Not in use)
3. Network button (⌘)
4. Ethernet port
5. Service USB port
6. DC power port
7. Power button (⏻)

Install the Cell Connector

1. Add the Cell Connector to the customer's account using the Partner Portal or MobileTech app.

To add using the Partner Portal: ^

- a. Log in to the Partner Portal.
- b. Find the customer account.
- c. Click **Remote Toolkit**.
- d. In *Toolkit Actions*, click **Add Device**.
- e. Click **Cell Connector** to add the Cell Connector to the account.
- f. In *Select the use case*, click **Access Control**.
- g. Enter the serial number of the Cell Connector.
- h. Click **Add**.

To add using the MobileTech app:

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- a. Log in to the MobileTech app.
- b. Find the customer account.
- c. Tap **Equipment**.
- d. Tap **Access Points**.
- e. Tap **Add Cell Connector** to add the Cell Connector to the account.
- f. In *Select the use case*, tap **Access Control**.
- g. Enter the serial number of the Cell Connector.
- h. Tap **Add**.

2. Plug the AC adapter into a non-switched outlet. This is an outlet that is always on and cannot be controlled by an on/off light switch or dimmer.
3. Connect the other end of the AC adapter to the Cell Connector's DC power port.
 - a. The Cell Connector's status light blinks white while it is booting up and displays a white back-and-forth sweeping pattern as it attempts to connect to the cloud.
 - b. When the LED turns solid white, continue the setup process. The Cell Connector may take up to 5 minutes to connect with the Alarm.com Cloud.

Verifying sufficient cellular signal quality

Before associating devices with the Cell Connector, it is recommended that sufficient cellular signal quality be verified. At least 2 bars of signal strength are recommended.

To verify sufficient cellular signal quality using the Partner Portal: ^

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click **Signaling**.
4. If there are multiple Cell Connectors or modules on the account, verify the desired Cell Connector using the *Device* dropdown menu.
5. In *Signal Strength History*, view the cellular signal quality.

To verify sufficient cellular signal quality using the MobileTech app:

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1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. In *Access Points and Chimes*, tap to select a cell connector.
5. Tap **Go To Device**.
6. In *Additional Commands*, tap **Communication**.
7. Using the *Device* dropdown menu, select the cell connector to view.
8. In *Signal Strength History*, view the cellular signal quality.

Assign a Door Controller to the Cell Connector

1. Plug one end of an Ethernet cable into the Cell Connector's Ethernet port and the other end into the Door Controller's Ethernet port.

Note: An unmanaged network switch may be used if multiple door controllers will be installed on the Cell Connector.

2. Add the Door Controller to the account using either the Partner Portal or MobileTech app.
3. Assign the door controller to the Cell Connector.

To assign a door controller to the Cell Connector: ^

- a. Log in to the Partner Portal.
- b. Find the customer account.
- c. Click **Equipment**.
- d. Click **Access Points and Chimes**.
- e. Click **Manage Allowed Devices**.
- f. Use the *Gate* dropdown menu to select the Cell Connector.
- g. Click **Send Command**.

4. Power on the Door Controller.

For more information about installing Door Controllers, see the specific door controller installation guide in [Access Control](#).

Complete the installation

After all devices have been configured, place the Cell Connector in its permanent location.

To mount your Cell Connector to a wall using the included wall mount bracket and wall mounting screws:

1. Screw the wall mount bracket using the wall mount screws on a wall within reach of the DC connector of the AC adapter.
2. Securely fasten the Cell Connector in the mounting bracket so that the DC connector holder of the mounting bracket is aligned to the DC power port of the Cell Connector.
3. Plug the DC connector into the DC power port of the Cell Connector so that the DC connector is secured in the holder.

After the Cell Connector has been placed in its final location, it is recommended to run a system check to ensure that all added devices are communicating correctly.

Troubleshooting

Communication test

1. Hold  until the Cell Connector's status light displays an amber blinking pattern (approximately 3 seconds).
2. Release the button to perform a communication test. The amber sweeping pattern indicates that the Cell Connector is performing a communication test.
3. If the communication test succeeded, the Cell Connector beeps once and the status light turns solid green.
4. If the communication test fails, the Cell Connector beeps twice and the status light turns solid red.

Unsuccessful Alarm.com cloud connection

1. Power cycle the Cell Connector to establish a network connection to the Alarm.com cloud.
 - a. Remove the AC adapter from the DC power port on the back of the Cell Connector.
 - b. Press and hold  for 3 seconds until the status light turns off.
 - c. Plug in the AC adapter.
 - The Cell Connector automatically boots up.
2. Consider moving the Cell Connector closer to a window or exterior wall to improve the cellular connection with the Alarm.com cloud.

Communication reset

During a communication reset, all associated devices will remain connected to the Cell Connector and the communication settings are reset.

1. Press and hold  until the Cell Connector's status light alternates between amber and green (approximately 10 seconds). The status light alternating between amber and green indicates that the Cell Connector is ready to perform a communication reset.
2. Press  to initiate the communication reset.

Note: The status light turns solid purple when the Cell Connector is resetting.

Full factory reset

A factory reset returns the Cell Connector to factory settings.

1. Press and hold  until the Cell Connector's status light alternates between amber and white (approximately 15 seconds). The status light alternating between amber and white indicates that the Cell Connector is ready to perform a full reset.
2. Press  to initiate the full reset.

Note: The status light turns solid purple when the Cell Connector is resetting.

Status light guide

LED pattern	Description
Blinking white 	Cell Connector is booting up or running on battery power
Sweeping pattern white 	Attempting to establish connection with Alarm.com cloud
Solid white 	Connected to the cloud – normal operation

LED pattern	Description
Blinking amber 	Ready to perform a communication test
Sweeping pattern amber 	Performing a communication test
Solid green 	Communication test succeeded
Solid red 	Communication test failed
Alternating amber and green 	Cell Connector is ready for communication reset
Alternating amber and white 	Cell Connector is ready for full reset
Loading pattern purple 	Cell Connector's software is updating
Solid purple 	Cell Connector is resetting

Notices

Federal Communication Commission interference statement

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

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 of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IC statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
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.

FCC/ISED radiation exposure statement

The device has been found to be compliant to the requirements set forth in CFR 47 Sections 2.1091 and Industry Canada RSS-102 for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Le dispositif a été jugé conforme aux exigences énoncées dans les articles 47 CFR 2.1091 et Industrie Canada RSS-102 pour un environnement non contrôlé. L'antenne(s) utilisée pour ce transmetteur doit être installée pour fournir une distance de séparation d'au moins 20 cm de toutes les personnes et ne doit pas être co-localisée ou fonctionner en conjonction avec une autre antenne ou transmetteur.

Privacy policy for microphones

The Alarm.com Cell Connector has a built-in microphone, which is turned off by default. The microphone does not currently capture or record any information.

The microphone capabilities could be useful in the future to support new and expanded features that some customers may want to use. If we begin offering these features, we will provide the user advance notice of when they will be available, and the user will need to choose to turn them on. Otherwise, by default, these features will stay off.

Shooter Detection Systems Gunshot Sensors

For additional information about using the Cell Connector with SDS, see [Alarm.com Cell Connector \(ADC-NK-200T-A-CC\) for Gunshot Detection](#).

Requirements

- Only one Cell Connector is allowed when installed for Gunshot Detection. The ability to select this is available once the *SDS Gunshot Detection Services* package or *Gunshot Detection* add-on is enabled on the Service Package

In the box



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Install the Cell Connector

1. Add the Cell Connector to the customer's account using the Partner Portal or MobileTech app.

[https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Access_Points/Alarm.com_Cell_Connector_\(ADC-NK-200T-A-CC\)](https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Access_Points/Alarm.com_Cell_Connector_(ADC-NK-200T-A-CC))

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To add using the Partner Portal: ^

- a. Log in to the Partner Portal.
- b. Find the customer account.
- c. Click **Remote Toolkit**.
- d. In *Toolkit Actions*, click **Add Device**.
- e. Click **Cell Connector** to add the Cell Connector to the account.

To add using the MobileTech app:

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- a. Log in to the MobileTech app.
- b. Find the customer account.
- c. Tap **Equipment**.
- d. Tap **Access Points And Chimes**.
- e. Click **Add Cell Connector** to add the Cell Connector to the account.

2. Plug the AC adapter into a non-switched outlet. This is an outlet that is always on and cannot be controlled by an on/off light switch or dimmer.
3. Connect the other end of the AC adapter to the Cell Connector's DC power port. The Cell Connector's status light blinks white while it is booting up and displays a white back-and-forth sweeping pattern as it attempts to connect to the cloud. When the LED turns solid white, continue the setup process. The Cell Connector may take up to 5 minutes to connect with the Alarm.com Cloud.

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7. Using the *Device* dropdown menu, select the cell connector to view.
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Add a Gunshot Sensor

1. Plug one end of an Ethernet cable into the Cell Connector's Ethernet port and the other end into an Ethernet port on the Local Area Network (LAN) that the Gunshot Sensors will be on.
2. Complete the installation of the Gunshot Sensors through the Add Device flow. Sensors will be automatically assigned to the Cell Connector.

For more information about installing Gunshot Sensors, see [Shooter Detection Systems \(SDS\) - Installation Guide](#).

Complete the installation

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