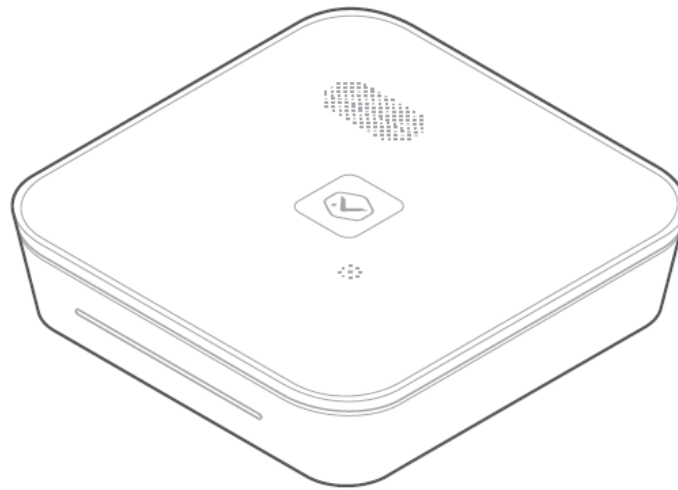


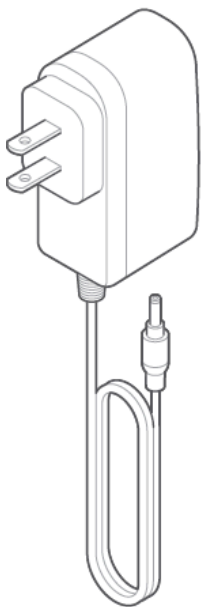
Alarm.com Hub Dual-Path (ADC-NK-200T-A-NB) - Installation Guide

Notice: This Alarm.com Hub (Dual-Path) model *ADC-NK-200T-A-NB* is not compatible with Image Sensors.

In the box



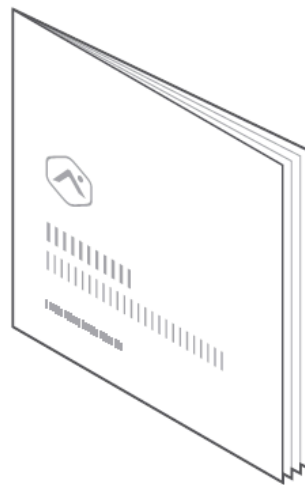
Alarm.com Hub



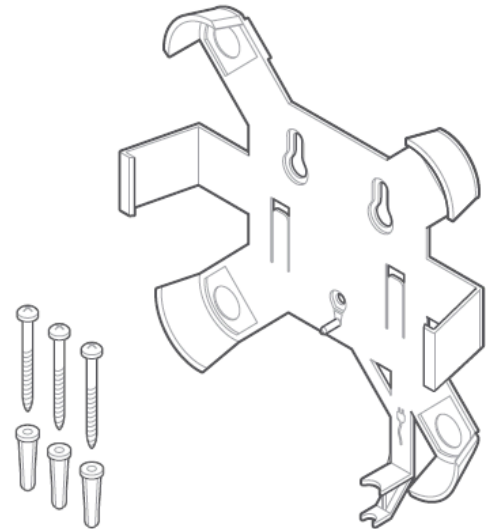
AC power adapter



Ethernet cable



Installation guide



Wall mount screws*

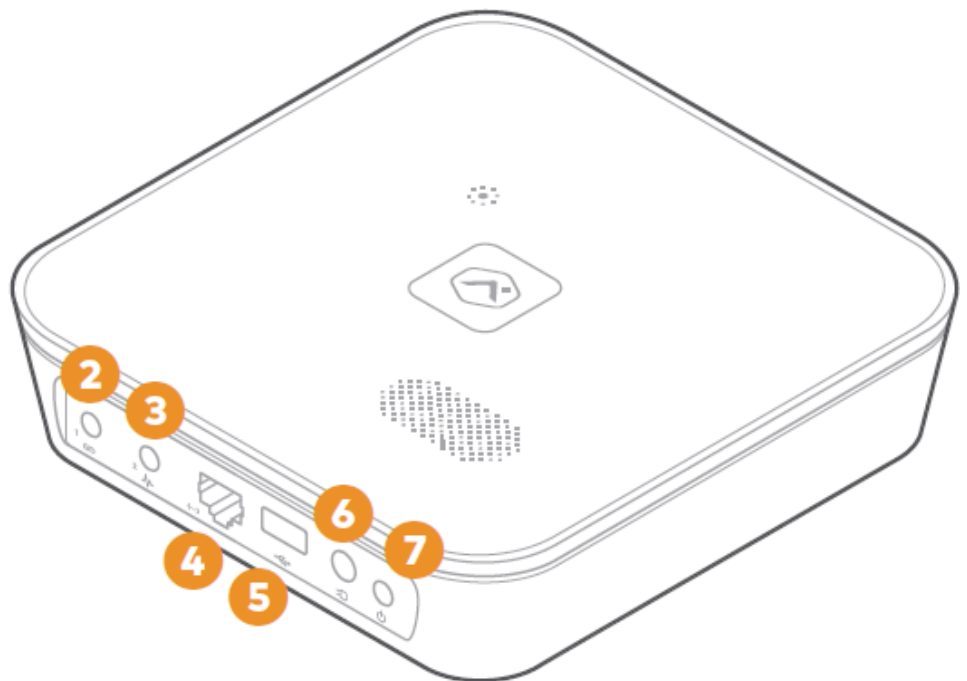
Wall mount*



*Only included with certain models

Overview

- 1 Status light
- 2 Pairing button
- 3 Network button
- 4 Ethernet port
- 5 Service USB port
- 6 DC power port
- 7 Power button



Works with





Thermostats



Door locks



Lights



Garage doors



Appliance
control



Water sensors
and control



Video
cameras



Energy meters
and switches



Shades



Irrigation



To enroll a video camera to a customer account, see the camera's installation guide in [Video Devices](#).

Install the Hub

1. Using the Partner Portal or MobileTech app, create an Automation & Awareness customer account.
2. Plug one end of the supplied Ethernet cable into the Hub's Ethernet port and the other end into a spare Ethernet port on the customer's home network router.

Note: Ethernet connectivity is not required if there is cellular service, but it is recommended in addition to the cellular connection.

3. Plug the AC adapter into a nonswitched outlet. This is an outlet that is always "on" and cannot be controlled by an on/off light switch or dimmer switch.
4. Connect the other end of the AC adapter to the Hub's DC power port. The Hub's status light blinks white while it's 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 Hub may take up to five minutes to connect with the Alarm.com cloud.

Add devices to the Hub

To add Z-Wave devices, each device must be within direct communication range of the Hub. For best results, have the Hub in the same room as the device being added. If necessary, unplug the Hub to move it into direct range of the first Z-Wave device.

The Hub will use its internal battery when not connected to the power supply. The Hub's battery enables cordless pairing, so the Hub can be moved around the home as devices are added.

To add a device locally using the buttons on the Hub:

1. Press the



button to put the Hub into Add mode.

- The Hub beeps and the status light blinks green when in Add mode.
2. Trigger the device to add it to the network. Refer to the device's installation documentation.
 - The Hub's status light displays a green back and forth sweeping pattern when it is adding a device.
 - The Hub beeps and the status light turns solid green after a device has been successfully added to the network.
 3. Repeat steps 1 and 2 to add additional devices to the network. After a period of time, the Hub will exit Add mode and the status light returns to solid white. If this happens, press the



button again to return to Add mode (blinking green light).

To add a Z-Wave device using the Partner Portal or MobileTech app:

For information about this process, see [Add Z-Wave devices remotely](#).



When the Hub beeps and the status light blinks green, the Hub is in Add mode. When a device is added successfully, the Hub beeps and the status light turns solid green, and the device appears on the Add mode screen in the Partner Portal or MobileTech app.

Complete the installation

After all devices have been added to the Hub, place the Hub in its permanent location and plug the AC adapter and Ethernet cable (if used) into the Hub. It is recommended that the Hub be installed in a central location, free from obstructions such as walls or large objects.

If your Hub includes a wall mount bracket and wall mounting screws, please refer to the following installation instructions:

Note: Wall mounts are available for purchase on the Partner Portal *Ordering* page.

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



Continue account setup on the Partner Portal or MobileTech app

It is recommended to run a system check to ensure that all added devices are communicating correctly. For information about how to run a system check, see [System Check User Guide](#).

Delete Z-Wave devices from the Hub

To delete Z-Wave devices, each device must be within direct communication range of the Hub. For best results, have the Hub in the same room as the device being deleted.

To delete a Z-Wave device locally using the buttons on the Hub:

1. Hold the  button until the Hub's status light blinks red (approximately 3 seconds).
 - The Hub beeps and the status light blinks red when in Delete mode.
2. Trigger the Z-Wave device to delete it from the network. Refer to the device's installation documentation.
 - The Hub beeps and the status light turns solid red after a device has been successfully deleted from the network.
3. Repeat steps 1 and 2 to delete additional devices to the network. After a period of time, the Hub will exit Delete mode and the status light returns to solid white. If this happens, press and hold the  button again until the status light starts blinking red to return to Delete mode (approximately 3 seconds).



To delete a Z-Wave device using the Partner Portal or MobileTech app:

For information about this process, see [Remove Z-Wave devices remotely](#).

When a device is deleted successfully, the Hub beeps and the status light turns solid red, and the device appears on the Delete mode screen in the Partner Portal or MobileTech app.

Troubleshooting

Unable to add a device

If the Z-Wave device is not added successfully, follow the device-specific delete process and try the Add process again.

Communication test


1. Hold the



button until the Hub'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 Hub is performing a communication test.
 - If the communication test succeeded, the Hub beeps once and the status light turns solid green.
 - If the communication test failed, the Hub beeps twice and the status light turns solid red.

Unsuccessful Alarm.com cloud connection

1. Power cycle the Hub 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 Hub.
 - b. Press and hold the  button for 3 seconds until the status light turns off.
 - c. Plug in the AC adapter.
 - d. The Hub automatically reboots.
2. Consider moving the Hub 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 remain paired to the Hub and the communication settings are reset. The Z-Wave network will NOT be reset.

1. Press and hold the





button down until the Hub's status light alternates between amber and green (approximately 10 seconds).

- The status light alternating between amber and green indicates that the Hub is ready to perform a communication reset.

2. Press the  button to initiate the communication reset.

- The Hub's status light turns solid purple when the Hub is resetting.


Full factory reset

A factory reset returns the Hub to factory settings and resets the Z-Wave network.

1. Press and hold the








button down until the Hub's status light alternates between amber and white (approximately 15 seconds). The status light alternating between amber and white indicates that the Hub is ready to perform a full reset.

2. Press the  button to initiate the full reset.

- The Hub's status light turns solid purple when the Hub is resetting.

LED guide

LED status	Description
Blinking White 	Hub is booting up or Hub is running on battery power
Sweeping Pattern White 	Attempting to establish connection with Alarm.com cloud
Solid White 	Connected to the cloud—normal operation
Blinking Amber 	Ready to perform a communication test
Sweeping Pattern Amber 	Performing a communication test





LED status	Description
Solid Amber 	Z-Wave device is already on the network
Loading Pattern Green 	Z-Wave Add mode processing -please wait
Blinking Green 	Ready to add device
Sweeping Pattern Green 	Adding Z-Wave device to network
Solid Green 	Device successfully added or communication test succeeded
Loading Pattern Red 	Z-Wave Delete mode processing -please wait
Blinking Red 	Ready to delete device
Solid Red 	Device successfully deleted or communication test failed
Alternating Amber and Green 	Hub is ready for communication reset
Alternating Amber and White 	Hub is ready for full reset
Loading Pattern Purple 	Hub's software is updating



[https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Panels/Hubs_and_Gateways/Alarm.com_Hub_\(Dual-Pat...](https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Panels/Hubs_and_Gateways/Alarm.com_Hub_(Dual-Pat...))

Updated: Sun, 06 Aug 2023 00:31:38 GMT

LED status	Description
<p data-bbox="120 237 386 279">Solid Purple</p> 	<p data-bbox="824 264 1013 296">Hub is resetting</p>
<p data-bbox="120 384 402 426">Blinking Blue</p> 	<p data-bbox="824 411 1143 443">Device add or delete failed</p>

Notices

Federal Communication Commission interference statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

This device may not cause harmful interference, and

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.
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

