

EZ Point Hub Installation Guide V1

Setup

Required

- EZ Point Hub
- Ethernet Cable (Included)
- Power Supply (only included for DC power units)
- Z-Wave devices to be installed

Installation

Step 1: Install the EZ Point Hub

An online account is required prior to installing your EZ Point Hub. If you do not have an account, contact your Alarm.com Partner to create one for you.

1. If your device came with a dedicated power supply, plug in the power supply to the DC IN port on the EZ Point Hub. Connect the included ethernet cable (or other compatible ethernet cable) from the EZ Point Hub to your internet source (router, gateway, etc.).
2. If your EZ Point Hub is a Power over Ethernet (PoE) variant and does not include a dedicated power supply, please use the included PoE-compatible ethernet cable to connect to your internet source (router, gateway, etc.).
3. Once power is applied to the unit, the indicator light will come on and progress through its bootup sequence, eventually settling on a solid green light that indicates that the device has successfully connected to the internet and established a connection to the Alarm.com backend.
4. The EZ Point Hub will continue its setup process over the next several minutes.

Step 2: Including Z-Wave Devices

To include Z-Wave devices, each device must be within direct communication range of the EZ Point Hub. For best results, we recommend having the equipment in the same room when doing inclusion. **There is no local (physical button) inclusion option for EZ Point.**

1. Use Alarm.com MobileTech or the Alarm.com Partner Portal to utilize Z-Wave SmartStart for the inclusion process.
2. If necessary, remove power from the EZ Point Hub to move it into direct range of the Z-Wave device. Then apply power and ethernet connection to the EZ Point Hub, wait for it to confirm reconnection to the Alarm.com backend, and then proceed with attempting device inclusion.

Step 3: Complete the installation

1. Once all devices are included, place the EZ Point Hub in its intended location and reapply power and ethernet connection to the EZ Point Hub.
2. Log in to the Partner Portal website or MobileTech to confirm setup.

Troubleshooting

Exclude Z-Wave Devices

To exclude Z-Wave devices, each device must be within direct communication range of the EZ Point Hub. For best results, we recommend having EZ Point Hub in the same room as the device you are excluding.

1. Use Alarm.com MobileTech or the Alarm.com Partner Portal to utilize the remote Delete functionality.
2. Follow the Z-Wave device's instructions to put the device into Exclusion Mode. Most devices have an Include/Exclude button.

Unsuccessful installation

If the Z-Wave device is not included successfully, follow the device Exclusion procedure and then try the Inclusion process again.

Factory reset the EZ Point Hub

Follow the Indicator Lights guide to reset the EZ Point Hub to its factory settings.

EZ Point LED Indicator Lights Guide

LED Pattern	Description	Duration/Timeout
<i>OFF</i>	Power off, power not connected	Until power connected
<i>Solid RED</i>	Power applied, waiting for bootloader	Until bootloader takes control
<i>Slow Blinking RED</i>	Power on, device booting	Until End User Application is running
<i>Slow Blinking BLUE</i>	Trying to establish a network connection	Until connection fails or succeeds (2 min)
<i>Alternating BLUE / GREEN</i>	Connected to local area network and obtained an IP address, but cannot connect to ADC	Until connected to ADC
<i>Solid GREEN</i>	Connected to internet/ Alarm.com & "normal operation" state	Until device enters different state
<i>Fast Blinking YELLOW</i>	Soft Reset (Reboot the System)	Until reboot is complete
<i>Alternating YELLOW / Pink</i>	Reset everything but keep paired ZWV devices	Until turned off
<i>Alternating YELLOW / WHITE</i>	Reverting to factory default settings	Until reset is complete
<i>Blinking Pink</i>	Gateway receives "Indicator Set" command*	5 seconds
<i>Slow Blinking WHITE</i>	Firmware download in progress	Until download is completed
<i>Fast Blinking WHITE</i>	Firmware upgrade in progress	Until upgrade is completed
<i>Solid YELLOW</i>	Boot complete (ready to accept MFG commands)	Stays yellow until pass/fail
<i>Solid WHITE</i>	Factory reset halt complete (ready to pull power)	3 seconds

Reset Button Functionality

BUTTON HOLD DURATION	STATE	LED PATTERN	DESCRIPTION
0-5 S	Ignore	<Current State>	Nothing happens
6-10 S	Soft Reset	Fast Yellow Blink	Reboot the system
11-15 S	Partial Reset	Yellow-Purple Blink	Reset everything but keep paired ZWV devices
16-20 S	Factory Reset	Yellow-White Blink	Reset the device to factory settings
21 S+	Ignore	Returns to normal connectivity state	Nothing happens

FCC 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 or more 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.

Note: Changes and Modifications not expressly approved by Alarm.com can void your authority to operate this equipment under Federal Communications Commissions rules.

IC Statement

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.
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.

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-localisés ou fonctionner en conjonction avec une autre antenne ou transmetteur.