



# Uplink 4530EX LTE30EX 4550

## Uplink Remote Installation Guide



**SIERRA**  
WIRELESS®

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## Contact Information

|   |  |
|---|--|
| Sales information and technical support, including warranty and returns | Web: <a href="http://uplink.com/contact-us/">uplink.com/contact-us/</a><br>Uplink toll-free number: 1-888-9-UPLINK<br>8:00 am to 8:00 pm EST |
| Corporate and product information                                       | Web: <a href="http://sierrawireless.com">sierrawireless.com</a><br><a href="http://uplink.com">uplink.com</a>                                |

## Document History

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# 1. Overview

With today's busy lifestyles, more and more consumers are demanding easy remote access to their security systems. Alarm systems enabled with Uplink Remote and an Uplink cellular communicator allow users to remotely:

- Arm and disarm the alarm system
- View the current arming status
- View alarm event history
- Receive notifications of alarm events

This can all be done from a web browser, a mobile phone browser and an APP on iPhone and Android devices.

The web site at [www.uplinkremote.com](http://www.uplinkremote.com) also allows users to add, manage and delete logins and adjust settings for messaging of event notifications.

## Alarm System Requirements for Uplink Remote

The alarm system must have:

- One momentary or latching **Keyswitch Zone**.
- One programmable output of 12VDC to indicate the system's armed condition.

Other components necessary are:

- One Uplink Remote enabled cellular communicator (Uplink Models: 4530EX, LTE30EX, or 4550).
- RJ31X cable (with RJ45 connector)

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Note: The Model 4550 must be used in Primary communication mode to be used with Uplink Remote notifications and display emergency signal history.

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## Installation Summary

Installation of an Uplink Model **4530EX**, **LTE30EX**, or **4550** for **Uplink Remote** operation is easy. Here is a quick summary of the steps required:

1. **Connect** wiring for the **Keyswitch Zone** – which arms and disarms the alarm system.

2. **Connect** wiring for the **PGM** output – which communicates the armed status to the Uplink radio (not used if wiring an alarm system that is reporting open and close signals in the Advanced plan).
3. **Connect** the **RJ31X** cable between the alarm panel and the Uplink communicator.
4. **Connect** power to the alarm panel and the Uplink communicator.
5. **Activate** the unit in the **Uplink Dealer Portal** and adjust the unit settings.
6. **Set up** customer information, users, and settings through the Uplink Remote website.

See the [Installation Instructions](#) in this manual for details.

## 2. Wiring Diagrams

This section contains the wiring diagrams for the 4530, LTE30EX, and 4550.

### Models 4530EX and LTE30EX

**NOT** Reporting Open/Close Signals (Use this for Standard Service)

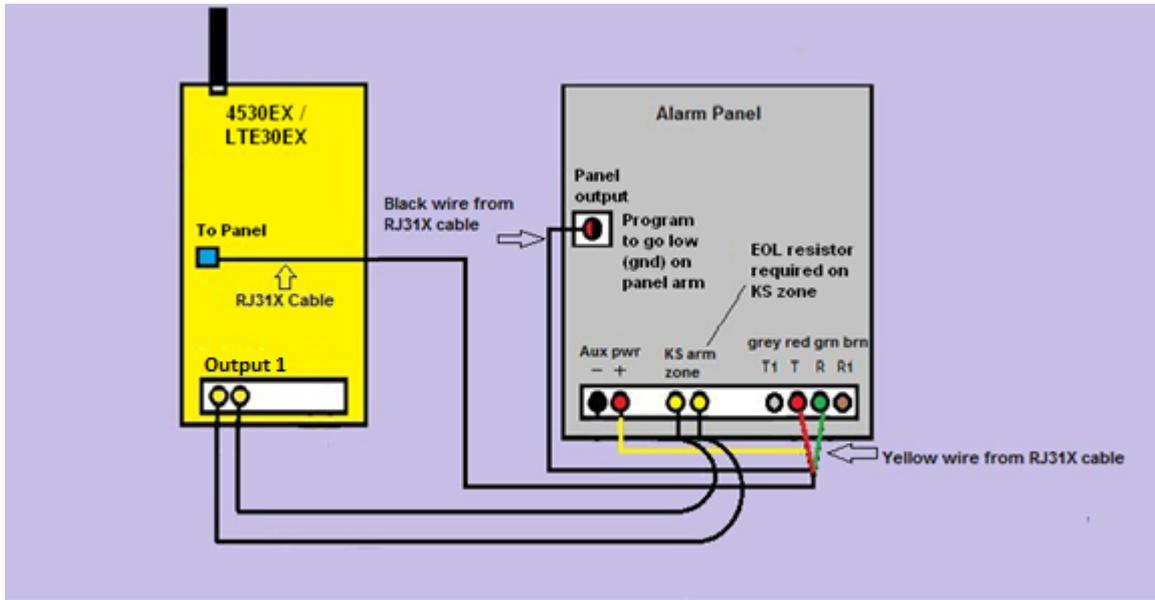


Figure 1: 4530EX/LTE30EX – Standard Service

Reporting Open/Close Signals (Use this for Advanced Service)

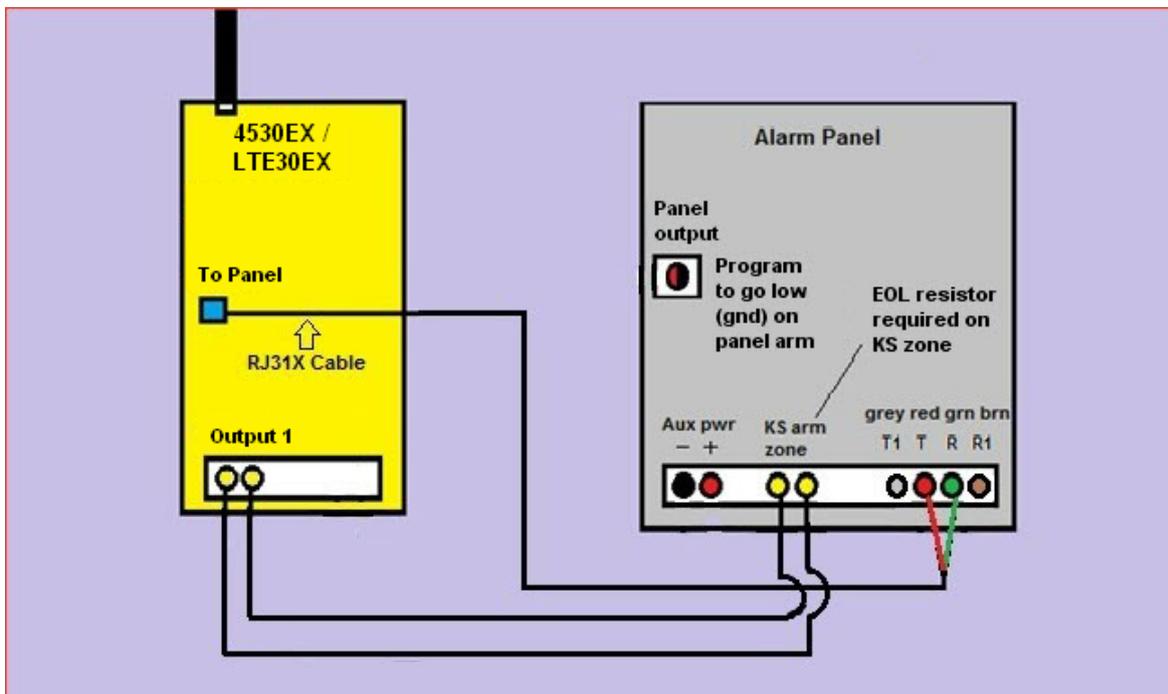


Figure 2: 4530EX/LTE30EX – Advanced Service

# Model 4550

**NOT** Reporting Open/Close Signals (Use this for Standard Service)

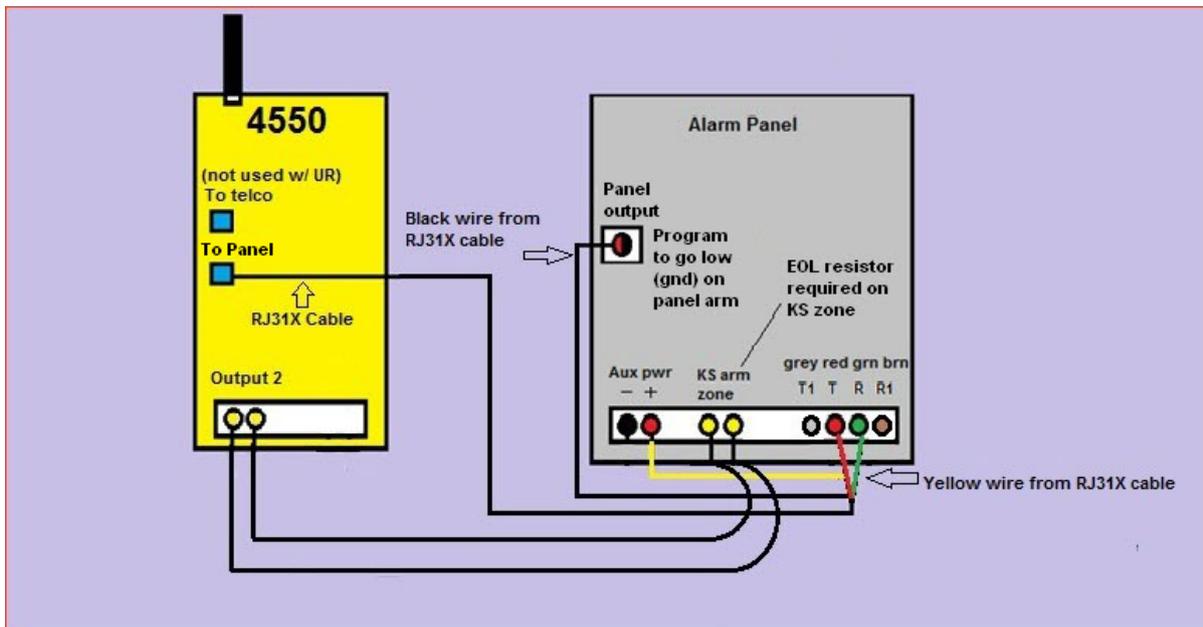


Figure 3: 4550 - Standard Service

Reporting Open/Close Signals (Use this for Advanced Service)

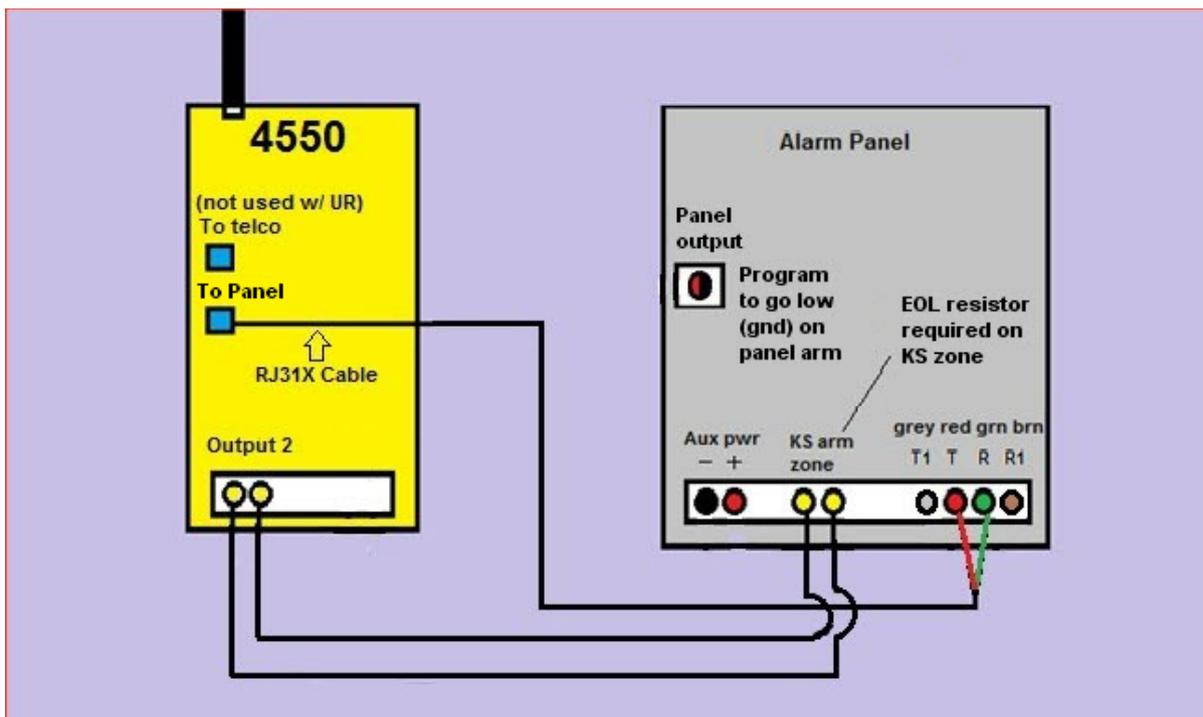


Figure 4: 4550 - Advanced Service

## 3. Installation

### Instructions

1. Wiring the **Keyswitch** Zone:
  - a. **Connect** Output 1 (4530EX, LTE30EX) or Output 2 (4550) directly to the keyswitch zone on the alarm panel.
    - Momentary keyswitch operation: (Common on Vista, Concord, Networx. Selectable on DSC)
    - Latching keyswitch operation: (Selectable on many DSC models)
2. Wiring for the Panel Armed/Panel Disarmed State connection:
  - a. **Use** RJ31X cable, connect Red to TIP, Green to RING, Yellow to AUX Power + and Black to PGM output on the panel.
  - b. **Connect** the RJ45 connector to the appropriate jack on the 4530E, LTE30EX, or 4550.
3. Wiring to use Reported Contact ID:
  - a. **Use** RJ31X cable, connect Red to TIP Green to RING.
  - b. **Connect** the RJ45 connector to the appropriate jack on the 4530E, LTE30EX, or 4550.
4. Completing the Installation:
  - a. If installing a Model 4550, set its DIP Switch 3 to ON.
    - This overrides the unit's Battery Mode and keeps the 4550 operating normally under battery power, so it can receive commands when the unit has lost AC power.

See the **4550 Installation Guide** for additional information.
    - If the 4550 DIP Switch 3 is in the OFF position, the system will not properly support Uplink Remote Services if the unit loses AC power.
  - b. Re-apply power to the control panel and the 4530EX/LTE30EX/4550.
    - Allow enough time for the radio to login (LED4 on the 4530EX, LTE30EX to blink green, green, red or solid green and on the 4550 should turn solid green indicating it has network connection).

## 4. Uplink Dealer Portal

### Activation & Programming Instructions

1. Go to [Uplink.com](http://Uplink.com) and select the **Uplink Alarm Dealer Sign In** option to log in to the Uplink Dealer Portal.



Figure 5: Uplink Dealer Sign In

2. Enter your **Login Name** and **Password** or create a new account.

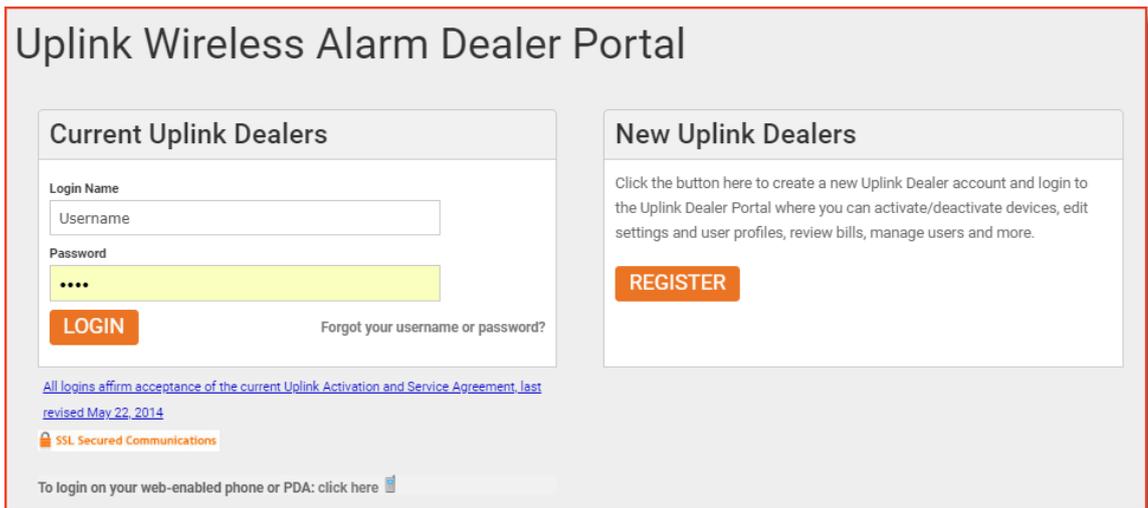


Figure 6: Uplink Dealer Portal Login Screen

3. Go to **Programming / Activate unit:**

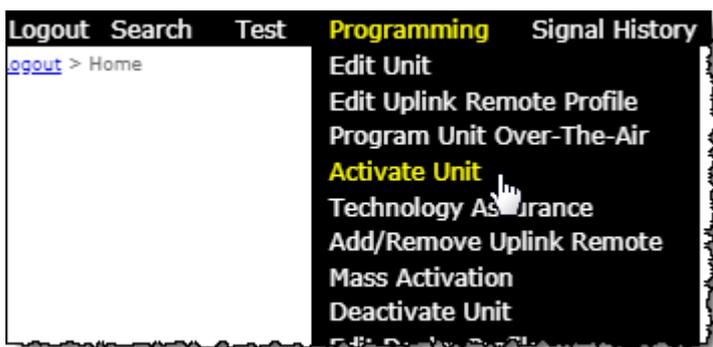


Figure 7: Uplink Dealer Portal Programming Menu

4. On the **Activate Unit** screen:



Figure 8: Activate Unit Screen

a. Click **Download Activation Agreement** and read the agreement.

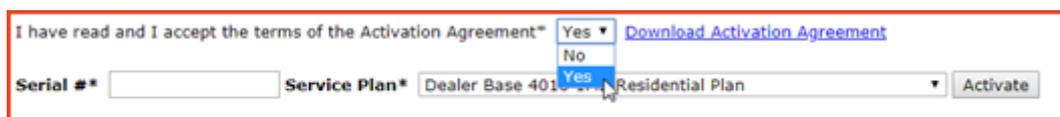


Figure 9: Download the Activation Agreement

- b. Once you have read the agreement, select **Yes**.
- c. Enter the Uplink unit **serial (#)** number.
- d. Select the appropriate **Service Plan** from the list.
- e. Click the **Activate** button.

5. Once activated you will be directed to **Add/Remove Uplink Remote**.

| Item                      | Standard Remote   |               | Advanced Remote   |               |
|---------------------------|-------------------|---------------|-------------------|---------------|
|                           | Event History     | Notifications | Event History     | Notifications |
| Emergency Alarms          | Yes               | Selectable    | Yes               | Selectable    |
| Arming Events             | Yes               | Selectable    | Yes               | Selectable    |
| Arming Events In A Period | Yes               | Selectable    | Yes               | Selectable    |
| Maintenance Events        | Dealer Selectable | No            | Dealer Selectable | Selectable    |
| Restoral Events           | Yes               | No            | Yes               | Selectable    |
| Open/Close Events         | Yes               | No            | Yes               | Selectable    |

Figure 10: Add/Remove Uplink Remote

- a. Select **Standard Remote Dealer Base** or **Advanced Remote Dealer Base** (standard plan recommended for residential).
- b. Click the **Update** button.
- c. For alarm systems using a **Pulse** or **Momentary Keyswitch Zone**:
  - i. Panel **Arm** Command (Keyswitch Zone)  
Select type and duration of the pulse required for the device:
    - Output 1 – 4530EX/LTE30EX (2 sec is recommended for most panels)
    - Output 2 – 4550 (2 sec is recommended for most panels)
  - ii. Panel **Disarm** Command (Keyswitch Zone)  
Select type and duration of the pulse required for the device:
    - Output 1 – 4530EX/LTE30EX (2 sec is recommended for most panels)
    - Output 2 – 4550 (2 sec is recommended for most panels)

Figure 11: Edit Uplink Remote Profile

- d. For alarm systems using a **Maintained** or **Latching** Keyswitch Zone:
  - i. Panel **Arm** Command (Key switch Zone):
    - Select **Open** Output for panels where an open keyswitch zone causes arming.
    - Select **Close** for panels using a closed zone to arm.

ii. Panel Disarm Command (Keyswitch Zone):

- Select **Close Output** or **Open Output** as required by the keyswitch zone.

e. Panel arming indicators for **Standard Service** (No open and close signals from the panel):

i. **Panel Armed** Indicator:

- Select **Panel Armed**. The Panel will show armed when the panel’s PGM output goes to ground and supplies +12V DC to the 4530EX, LTE30EX, or 4550’s Black and yellow wires. (The Yellow/Aux + and Black/Ground leads on the RJ31X cable)

ii. **Panel Disarmed** Indicator:

- Select **Panel Disarmed**. The Panel will show disarmed when the PGM goes hi and the Black and yellow wires are supplying 0V DC.

f. Panel arming indicators for **Advanced Service** (When using open and close signals from the panel):

i. Panel Armed Indicator: Select **Use Reported Contact ID**.

ii. Panel Disarmed Indicator: Select **Use Reported Contact ID**.

6. The user will be directed to the **Edit Unit** page for the unit.

The screenshot shows the 'Edit Unit' configuration page. At the top, there are buttons for 'Update', 'Login To Uplink Remote', and 'Copy'. The 'Unit Name\*' field contains '0810166465'. Other fields include 'Customer Tracking #', 'Assign User' (set to '- Not Applicable -'), 'Command Mode' (TCP/IP - Immediately), 'CS ACK Delivery Mode' (TCP/IP - Immediately), 'Auto Select Command & CS ACK Modes?' (Yes), 'Voice Enabled?' (No), and 'Service Class' (Standard). A section titled 'Notification Paths' contains instructions on how Central Station retries are handled based on the 'CS ACK Delivery Mode'. Below this, 'Central Station Notification Type' is set to 'None'. The 'CS IP Address & Port #' field has '0001' in the address and '0001' in the port. 'CS IP Receiver # & Line #' is also set to '0001'. 'Specific Central Station' is set to '- Not Applicable -'. The 'CS Phone #' and 'CS Account #' fields are empty.

Figure 12: Edit Unit Screen

a. Enter the unit information.

Note: Do not copy settings unless replacing a damaged or defective unit with a new unit and only if you are experienced at performing replacements. This manual provides instructions for new installations only. Copy settings only works when copying from same model type.

- **Unit Name**

Default is serial number. You can leave the serial number or change to whatever reference information is most useful for you.

Note: Unit Name and Tracking # are used to populate the customer’s interactive profile. These are free-form fields for dealers to populate as needed.

b. Enter the **Notification Path** information.

Figure 13: Notification Paths

- Central Station Notification Type** – This is the format the unit will use when transmitting to the Central Station (CS).
- Primary CS Phone Number** – This is the standard 10-digit phone number value that must include the dashes: XXX-XXX-XXXX.
- Primary CS Account #** – This is the central station account number. Enter the last four digits.

c. In the **Notification Control** section:

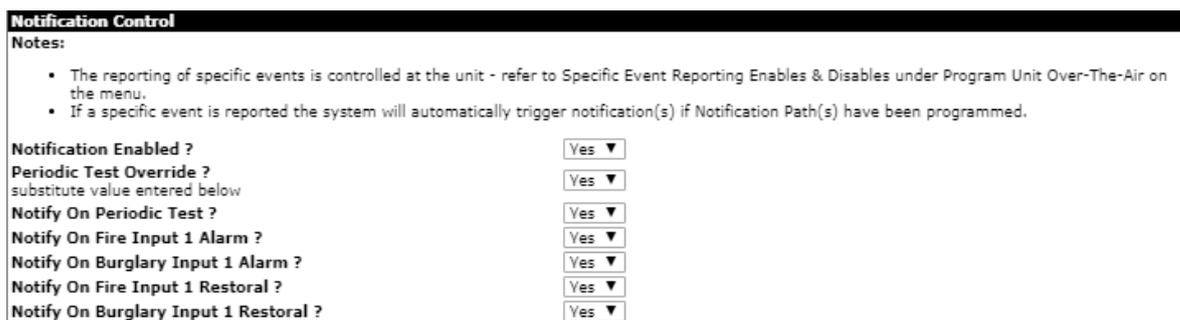


Figure 14: Notification Control

- i. Make sure **Notification Enabled** is set to **YES**.
- ii. Do one of the following for any other options in the **Notification Control** section :
  - To disable reporting, set the value to **NO** in that specific row.
  - To enable reporting, set the value to **YES**.

d. In the **Notification Data** section:

- i. Make sure that the numeric codes and alarm zones are labeled the way you want them to be. Code, Text, or Zone information can all be keyed in differently if need be.
- ii. Test Intervals and Alarms/Restores are controlled not by dip switches, but by MT's (mobile terminates or pings).

To change test intervals login: **Select Programming** then select **Program Unit Over the air**.

e. Configure other unit settings to your install needs and click **Update**.

---

Note: Once the unit is updated you will need to set the settings on the unit for Uplink Remote.

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7. Go to **Programming / Program Unit Over the Air** and send these commands:

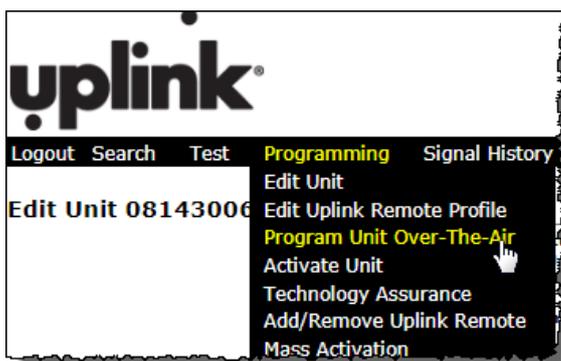


Figure 15: Program Unit Over-The-Air

a. Under **Specific Event Reporting Enables & Disables**

- The options selected in the example image are the defaults. Select any other desired trouble conditions. Click **Send**.

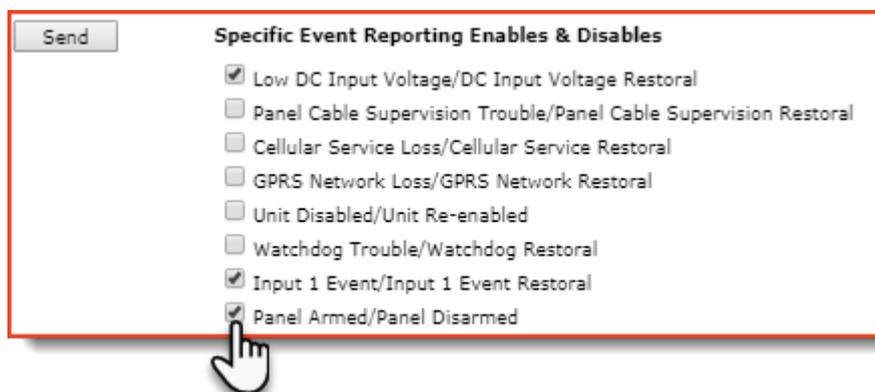


Figure 16: Specific Event Reporting

b. For **4530EX/LTE30EX**:

- Under **Output Relay 1 Mapping**: Deselect all. Click **Send**.

c. For **4550**:

- Under **Output Relay 2 Mapping**: Deselect all . Click **Send**.

8. Log on to **Uplink Remote** to create a **New Account** and enter Uplink Remote **Settings**.

a. To access the **Uplink Remote** website, do one of the following:

i. If you're logged in to the **Uplink Dealer Portal**:

- 1) Go to **Programming / Edit Uplink Remote Profile (1)**.
- 2) Click the **Login To Uplink Remote** button **(2)**.

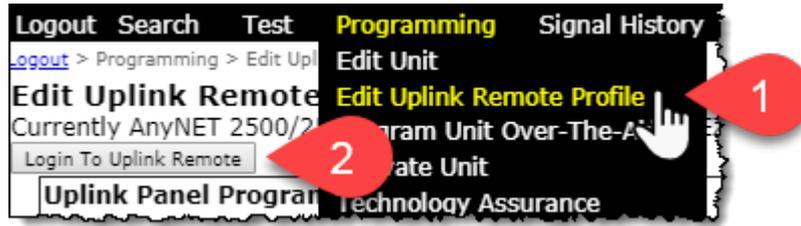


Figure 17: Edit Uplink Remote Profile

You will land on the **New Account** page where you can create the new customer or add to an existing account.

- ii. Or, go to [https://www.uplinkremote.com/user/sign\\_in](https://www.uplinkremote.com/user/sign_in) and use your dealer login credentials. Click **Add New Account**.

b. On the **New Account** page:

To add the panel to an existing account, select the account from the **Available Accounts** list shown to the left.

For a new account, proceed to **step c**.

**New Account Details**

**First User for New Account**

Figure 18: New Account Screen

- i. If you see **Please Choose an Alarm System**, select the desired Uplink unit from the pull-down menu.

- c. To create a new **Account** and **First User**:
  - i. Enter the **Account Information**. (1)
  - ii. Enter the **First User Information** for Uplink Remote. (2)

---

Note: The email you enter is the customer's login for Uplink Remote. This login is limited to one user. You can create additional Uplink Remote users and logins for the account once this section is complete.

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- iii. Click the **Create Account/First User** button.

- d. Select **Panel Information**:
  - i. Enter **Zone Descriptions**.
  - ii. Enter names of **Keypad Users** if available.

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Note: Cellular communicator information is populated from the Uplink device activated in Uplink.com. This information must be edited in Uplink.com.

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## Testing Uplink Remote

1. From **Uplink Remote**, selecting the **Accounts** tab will list all **Uplink Remote** customer accounts.

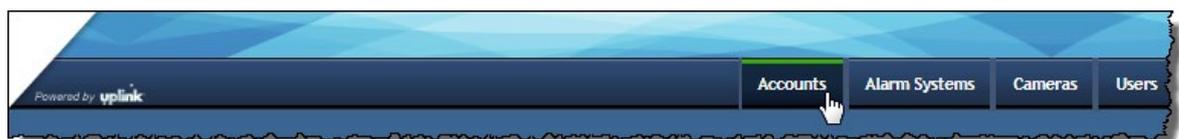


Figure 19: Accounts Tab

2. Select **View** to see the website pages your customer will see and test the operation of the **Uplink Remote** commands.

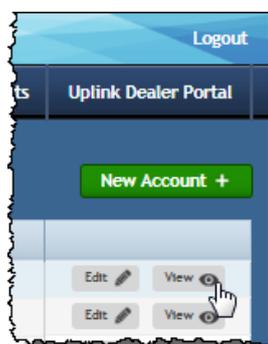


Figure 20: View Account

3. From the **Home** menu, click to the button to send an **Arm** or **Disarm** command.

4. Wait for **Uplink Remote** to return the new status of the system (this could take 30 seconds or more).

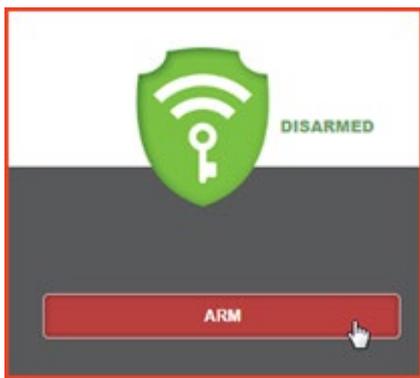


Figure 21: Arm or Disarm to Check Status

If both arming commands are shaded, arm or disarm the panel from its keypad to synch up the panel's state to **Uplink Remote**.

If the alarm system does not arm or disarm per the command, check your **Keyswitch Zone** programming and/or wiring.

- If the status is incorrect, invert the armed logic using the settings in the **Programming / Edit Uplink Remote Profile** menu in the **Uplink Dealer Portal**.
5. Adjust other settings in **Uplink Remote** or the **Uplink Dealer Portal** as necessary.
  6. Log in to the **Uplink Remote** system at [uplinkremote.com](http://uplinkremote.com) with one of the **User** logins for the account, and test the operation of the **Remote** service.

## 5. Installation Tips

### DSC 1616

1. **Keyswitch:**

In order to configure a **Keyswitch Zone**, you must program location 001 and go to the segment corresponding with the zone you desire to use.

Program Type = 22 for a momentary keyswitch. Program Type = 23 for a maintained keyswitch.

2. **PGM:**

To program the PGM output2, program location 009 with a 05 for armed status. Use default attributes.

### Vista

1. **Keyswitch:**

These systems require momentary key switch inputs. Go to Field \*56 Zone type = 77 (Keyswitch)

2. **PGM:**

To use Vista PGM Output 17:

- a. Connect Aux + to Board's Arm In+, Output 17 Green to Board's Arm-
- b. Field \*79, Output No17, Normally Low = 0 = No
- c. Field \*80, Output Function = 01, Activate by Zone Type = 2, Enter Zone Type = 22 (Disarming), Enter Output No. = 17, Output Action = 0 = Off
- d. Field \*80, Output Function = 02, Activate by Zone Type = 2, Enter Zone Type = 20 (Arm Away), Enter Output No. = 17, Output Action = 2 = Stay Closed
- e. Field \*80, Output Function = 03, Activate by Zone Type = 2, Enter Zone Type = 21 (Arm Stay), Enter Output No. = 17, Output Action = 2 = Stay Closed
- f. Field \*84, Set to 0.

### Concord Express

1. **Keyswitch:**

To assign a **Keyswitch Sensor**:

- a. With the display showing KEYSWITCHSENSOR n (current sensor number), enter the desired sensor number (01-24). The display flashes the entered sensor number.

- b. Press f and the display shows the new number.
2. **PGM:** To program output#2 for state go to location 09110 segment 01710 program a 009 for arming stay and away.

## Network

1. **Keyswitch:**  
Program the zone type in location 25 for the desired zone in its segment 1-8 as an 11 **Keyswitch Zone**
2. **PGM:**  
Select a PGM location 47 = output 1, 48 = output 2, 49 = output 3, and 50 = output 4. Program a 21 in the first segment and a 0 in the second

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Note: Zone Doubling and partitioned systems are NOT supported by Uplink Remote.

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## 6. Uplink Remote App

Uplink Remote is available from [uplinkremote.com](http://uplinkremote.com) or as an app for iPhone® and Android™.

To download the **Uplink Remote** app:

- Search for **Uplink Remote** on the iPhone® App Store or the Google Play™ Store .
- Scan the applicable **QR Code** below:

### iPhone® App



Figure 22: QR Code for the iPhone® App

### Android™ App



Figure 23: QR Code for the Android™ App