Honeywell

HW-AV-LTE-M
CLSS Pathway
Quick Start Guide

The CLSS Pathway (HW-AV-LTE-M) is a dual-path cellular communicator. It transmits data from a fire panel to a central monitoring station. It can communicate over AT&T as well as Verizon LTE networks.

Other Features

The communicator also has other features, including secondary data transmission via an Ethernet connection as well as monitoring dry-contact relay outputs.

Information Sources

For more detailed procedures and all configuration options: *Installation and Operations Manual (LS10340-000HW-E)*

To install in the enclosure (HW-AV-ENC) and wire for dialer capture or relay monitoring: *Product Installation Document (LS10338-000HW-E)*

To access the most updated versions of all product documentation, log on to *CLSS Site Manager* and access the help section.

Instructions for obtaining a CLSS account are in the *A. Receiving a CLSS Account for Your Organization* section below.

A. Receiving a CLSS Account for Your Organization

Configuring the CLSS Pathway requires a CLSS account. If you already have the CLSS account, then proceed to section *B. Assigning the Device to a Customer*.

To request a CLSS Account, please visit *fire.honeywell.com* or scan the QR code below for instructions to request a CLSS Account:

Your organization's Administrator should perform this activity. An Administrator is someone who can sign on behalf of the organization.

After receiving your CLSS account, add your *Customers* and *Employees* in the *CLSS Site Manager*. Please refer to the help section of *CLSS Site Manager* for more information.

B. Assigning the Device to a Customer

This step is required to associate your device with a CLSS *Site* and *Building* for your *Customer*.

1. Log into the *CLSS* mobile App.
2. Tap the three dots at the top-right corner of the dashboard and then tap **Install Dialer Capture**.
3. Follow the on-screen instructions.

C. Configuring Central Station Alerting for the Device

C.1. Adding a Central Station to Your CLSS Account. This step must be completed by the organization's Administrator. This is a one-time task for each central station.

1. Log into the *CLSS Site Manager*.
2. Click your profile icon at the top-right corner and select **External Accounts**.
3. Click **ADD NEW** in the **External Accounts** page, under **Central Stations** section.
4. Follow the on-screen instructions.

C.2. Assigning a Central Station Account to the Device. This step associates your central station account details for the specific site with the device you are configuring.

1. Log into *CLSS Site Manager*.
2. Navigate to the *Customer > Site* in the *CLSS Site Manager*, where the device is installed.
3. Click the **Feature Activation** icon on the left sidebar.
4. Click the **CLSS Pathway** section at the left and then click on the respective device to see details.
5. Click **Configure Central Station Alerting** in the details view.
6. Follow the on-screen instructions.

D. Programming the Connected Panel

Program according to the panel's programming document.

- Enabling the PSTN dialer of the panel
- Selecting the DTMF mode (for tone dialing)
- Selecting the Contact ID communication format
- Providing any telephone number for dialing. Ex: 999999
- Entering the 4-digit account number

E. Mounting the Communicator

You can mount the communicator within a UL-listed enclosure, or optionally, within the HW-AV-ENC.

Warnings

- Before mounting and wiring, ensure that the panel is powered down.
- Only a regulated UL-Listed UOJZ, UTOU, or NBSX control panel or power supply should power the communicator.
- The communicator must be connected to a UL-Listed compatible panel with power limited circuits.
- Install the communicator only at a *dry indoor* location.
- The location and wiring methods must be in accordance with the *National Electrical code, ANSI/NFPA 70*.
- Install in accordance with the *National Fire Alarm and Signaling Code, NFPA 72*.

To Mount the Communicator

Mount the communicator and wire for dialer connections as in the *Figure 2: The Wiring Diagram*.

⚠ For UL installations, secure the communicator to a UL-listed enclosure, such as a UL-listed junction box.

⚠ Enclosure should be close nipple to the fire alarm control panel.

1. Check that you have the communicator, 3ft antenna, and this *Quick Start Guide* from the carton box.
2. In this *Quick Start Guide*, locate the installation sticker in the *Serial Number and Configuration Key* section. It is at the bottom right of the last page.
3. Check that the sticker has the serial number and the configuration key to program the communicator.
4. Place the sticker on the inside lid of the enclosure.
5. If using the HW-AV-ENC, mount the enclosure onto the two mounting holes as in Figure 1 and secure it with the hardware supplied with the enclosure.

   For other enclosures, use the communicator box' mounting flanges as a template to drill holes for appropriate sized mounting hardware. (Not supplied).
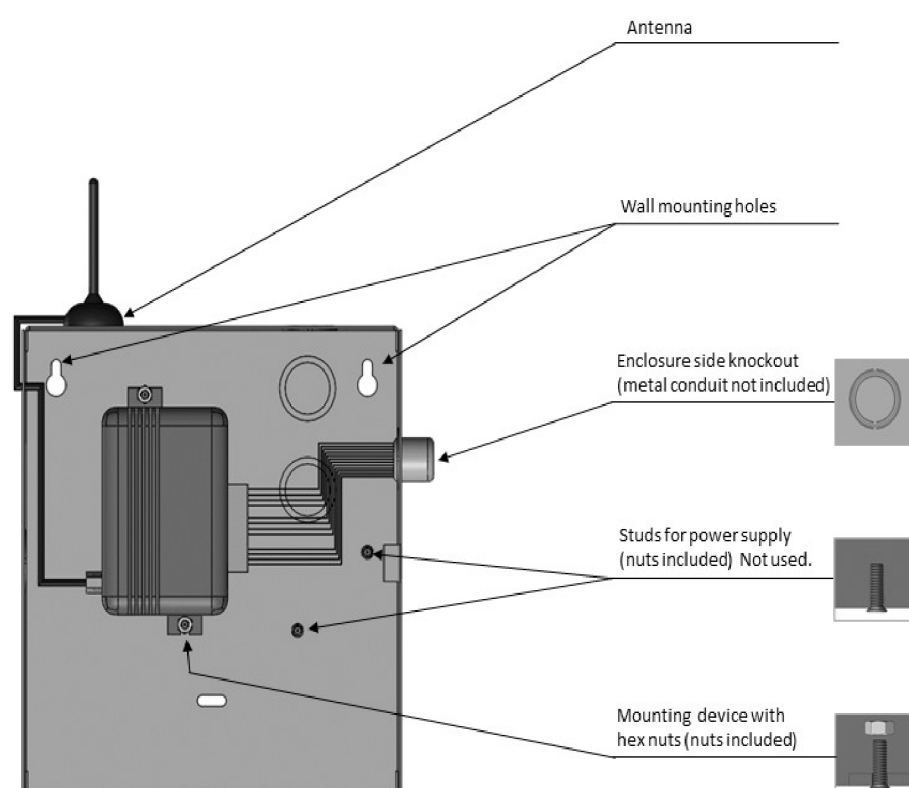6. Slide the box onto these screws and tighten the screws.

Figure 1: Mounting the Communicator

F. Installing the Antenna

The antenna comes with an SMA connector, which provides easy connection with the communicator.

Important

- Do not use a damaged antenna with the communicator. Replace the damaged antenna immediately.
- Use only a manufacturer approved antenna. Non-approved antennas or modifications could impair service quality, damage the device, and violate FCC regulations.
- A location below the ground level or a metal structure may impact the network coverage.
- The antenna should be positioned perpendicularly to the ground, either right side up or upside down.
- Keep the antenna away from any sources interfering with or blocking the RF signal.

  For example, a metal object may shield the cellular radio RF signal.
- The antenna should be at least 7.8" (20 cm) away from people.
- The antenna must not be co-located or operating with any other antenna or transmitter.
- Ensure that the panel supplies 24V DC power from its constant power output.

To Connect the Antenna

1. Route the antenna cable through the small rubber grommet located on the top-left side of the enclosure.
2. Attach the magnet at the bottom of the antenna onto the top wall of the enclosure.
3. Locate the antenna connector on top of the communicator.
4. Thread the antenna cable end onto the antenna connector and tighten it.
5. Loop the excess cable length inside the enclosure.

G. Wiring for Dialer Capture

For dialer capture, you connect both dialer ports of the fire panel with the communicator.

⚠ All wiring must be within a conduit.

Preparations

- For panel dialer ports with 8-pin RJ type connectors, use an RJ45 connector with the other end as a pigtail.
- Use only the Pin 4 wire, which is typically Blue with White stripe, for RING connection.
- Use only the Pin 5 wire, which is typically solid Blue, for TIP connection.
- Cut all other wires.

To Wire the Panel with the Communicator

Panel's Terminal	Connector	Steps
AUX	+	Connect to AUX + of the Communicator.
GND	–	Connect to GND of the Communicator.
Primary Dialer	RING	Connect to RING of the Communicator.
	TIP	Connect to TIP of the Communicator.
Backup Dialer	RING2	Connect to RING2 of the Communicator.
	TIP2	Connect to TIP2 of the Communicator.

Figure 2: The Wiring Diagram

H. Powering ON

1. Power ON the communicator and the panel.
2. Ensure that the panel and communicator are receiving required power.

I. Activating the CLSS Pathway

A panel event activates the CLSS Pathway communications. Create a test event and check that the device is activated.

J. Verifying the Connections

The Green LED is	Indication	Suggested Steps
Constantly ON	Connected with good signal	None
Fast Flashing	Transferring data	None
Slow Flashing	Attempting connection despite signal issues	Reposition the antenna.
Flashing every 5 seconds	Connected despite the low signal	Reposition the antenna.

Troubleshooting		
OFF	Communicator is not connected to the panel	Verify that the wiring is as per the wiring diagram
	No power from the panel	Measure and ensure required AUX output from the panel
	Damaged communicator	Replace the communicator

Troubleshooting

If no events are received: Verify the RING and TIP connections. Then, check for communication failure error messages at the panel and fix the error, if any. Disable the *Wait for Dial Tone* options in the panel.

Cellular Connectivity issues: Go to the *Device Registration* screen on the *CLSS* App. Ensure that the signal strength shown on it is at least one to two bars. Reposition the antenna for higher signal strength.

Serial Number and Configuration Key

Remove the sticker below and apply to inside the communicator enclosure lid. This will be used during CLSS communicator programming and for future reference.
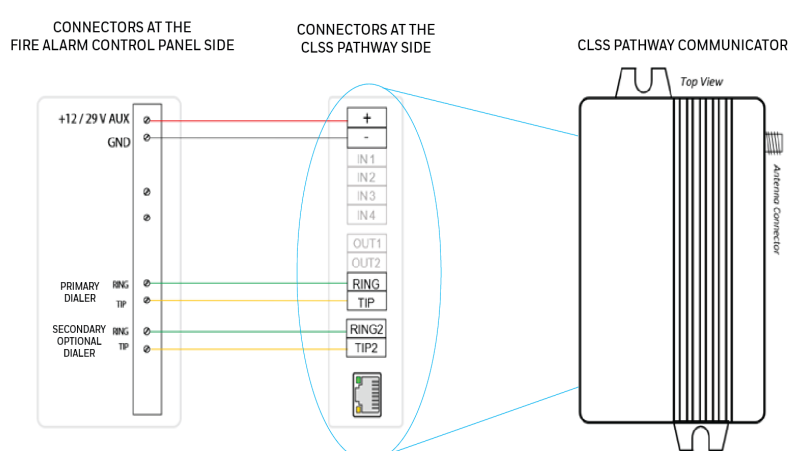
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