

Alarm.com Link Product Manual

Caution

- Installation of the Link may involve high voltage components. Exercise extreme caution to avoid electric shock. You must have appropriate licensing and adhere to all relevant codes for the installation of this device.
- Before installing the Link, turn off all power to the HVAC system at the circuit breaker. Leave power off until you have finished installing the device.
- The Link should only be used in conjunction with the included cable.

Box Contents

- 1x Link Control Unit
- 1x Cable
- 1x Port Splitter
- 1x Wall Bracket
- 2x Wall Anchors
- 2x Screws

Recommended Tools

- Drill
- 8mm drill bit

Compatibility

The Alarm.com Link is designed for use with Goodman Manufacturing ComfortBridge systems.

Link Overview

[Insert diagram of Link labeled w/ buttons & LEDs]^[CC1]

Buttons

- Network ^[insert radio icon]:
 - Single Press: Places the device into add/remove mode
 - Press for 10 seconds: Initiates a test for Network communication
- Test:
 - Press: Calls for the fan to turn on for 1 minute, to verify system functionality and communication

LEDs

- Power (Green)
 - On – Powered
 - Slow Blinking – Powering on
 - Off – Not powered
- System (Green)
 - Slow Blinking – ComfortBridge communication was not successful and reset in progress
 - Fast Blinking – ComfortBridge initialization is in progress
 - Variable Blinking – Indicates data traffic
 - Off – No data traffic

- Network (Green)
 - On – Added to a network
 - Slow Blinking – In add/remove mode, or Network test was not successful
 - Fast Blinking -- Testing for connection
 - Off – Not added to a network

- Alert (Red)
 - Solid – ComfortBridge error
 - Blinking – Link control unit error
 - Off – No errors detected

Installation

1. Set the thermostat to idle and turn off all power to the HVAC system.
2. Open the blower compartment door.
3. Connect the Link cable to an available ComfortBridge port on the control board. If no port is available, see *Splitting a Port*.
4. Route the Link cable out of the blower compartment through the thermostat wiring hole.
5. Close the blower compartment door.
6. Use the included wall bracket and anchors (if applicable) to mount the Link control unit on a nearby wall. Ensure the buttons are accessible and LEDs are visible. Do not mount the Link anywhere on the HVAC system.
7. Connect the Link cable to the Link control unit.
8. Restore power to the HVAC system.
9. The Power LED will blink briefly while the unit powers on.
10. The System LED will fast blink for up to 2 minutes while ComfortBridge Communication is initialized
If the Power LED is off and the System LED blinks slowly, see Unsuccessful ComfortBridge Communication
10. Press the Test button and confirm the fan turns on for one minute.
If the Test button does not activate the fan, see Unsuccessful Test
11. Add the Link to the network (see *Adding the Link to the Network*).
12. Press the Network button for 10 seconds to check for network communication. The Network LED will blink fast for several seconds while testing and go solid when the test is completed successfully. If the test fails, the Network LED will blink slowly for one minute. See *The Link is not Communicating with the hub or controller* for more information.

Adding the Link to the Network

TIP: For best results, we recommend bringing the hub or controller into the area where the Link is installed.

1. Put the hub or controller in ADD mode. Refer to controller documentation for more information.
2. Press the Network [Insert Radio Icon] button on the Link to begin the ADD process. The NETWORK light will begin blinking slowly.
3. After the Link is successfully added, the NETWORK light will turn solid. If the NETWORK light is not solid after the add process, repeat steps 1 and 2.

Splitting a Port



If the control board does not have an available ComfortBridge port:

1. Select an occupied ComfortBridge port.
2. Disconnect the existing cable from the port.
3. Insert the splitter into the vacated port.
4. Connect the existing cable and Link cable to the port splitter.

Troubleshooting

Unsuccessful ComfortBridge Communication:

If the Power LED is off and the System LED blinks slowly, initial ComfortBridge communication was unsuccessful. The System LED will blink slowly for one minute before the device performs a self-reset and reattempts communication. Wait for the Power LED to go solid before proceeding.

Unsuccessful Test:

Pressing the Test button once calls for the fan to turn on for one minute. If this does not occur, it indicates the Link cannot communicate with the HVAC system, or the HVAC system is not functioning properly.

1. Verify the Power LED on the Link control unit is solid. If it is not, see *Unsuccessful ComfortBridge Communication*
2. Ensure the HVAC system is fully powered
3. Check for error codes reported on the HVAC system

ComfortBridge Error or Link Error:

If the Alert LED is blinking, it indicates an active ComfortBridge error or Link error. Refer to your Alarm.com account for more information and troubleshooting steps.

The Link is not communicating with the hub or controller:

Perform a network communication test by holding the Network button for [x] seconds. The Network LED will blink fast while the test occurs and go solid if the test is successful.

If the test is unsuccessful, the Network LED will blink slowly for one minute before automatically retrying the test. The Link will reattempt the test 10 times until successful. If network communication is still unsuccessful:

1. Try excluding the device from the network (see *Removing the Link from the network*) and re-adding it to the network.
2. If Step 1 does not resolve the issue, we recommend installing a network repeater nearby and performing a network rediscovery.

TIP: Any wall powered device on the network will act as a network repeater and improve the range between the hub or controller and the device you are installing.

Removing the Link from the Network:

TIP: For best results, we recommend bringing the hub or controller into the area where the Link is installed.

1. Put the hub or controller in REMOVE mode. Refer to the controller documentation for more information.
2. Press the Network [Insert Radio Icon] button on the Link to begin the remove process. The NETWORK light will begin blinking slowly.
3. After the Link is successfully removed from the network, the NETWORK light on the will turn off. If the NETWORK light is still solid after the removal process, repeat steps 1 and 2.

Resetting the Link to Factory Default Settings:

Caution: Resetting the Link to its factory default settings will cause the device to remove itself from the network and restore all user settings to their default values.

Local Reset: Press and hold the Test and Network buttons for 15 seconds. All LEDs will blink for 5 seconds and the device will restart.

Notices:

FCC

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.

–and–

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 Building 36 can void your authority to operate this equipment under Federal Communications Commissions rules.

IC Notice

Under Industry Canada Regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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, and (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.

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.

Designed by Building 36, an Alarm.com company.
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