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> Qolsys IQPH051 IQ 4 Hub User Manual

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Model: IQPH051

INTRODUCTION

The Qolsys IQ 4 Hub is a versatile smart home and security controller designed to manage various devices within your home. It features a 7-inch HD color touchscreen and supports Z-Wave 700 and 319.5 MHz wireless protocols, enabling control over security sensors, smart locks, lighting, thermostats, and more. This manual provides essential information for setting up, operating, and maintaining your IQ 4 Hub.

WHAT'S IN THE BOX

Verify that all components are present before proceeding with installation.

- Qolsys IQ 4 Hub
- Verizon LTE SIM Card (pre-installed)
- Power Supply (7VDC 1000mA CC Input 100-240VAC 50/60Hz Adapter)
- SmartMount backplate (for wall mounting)
- Quick Install Guide
- USB Cable

SETUP

Proper installation ensures optimal performance and security.

Mounting Options

The IQ 4 Hub offers flexible mounting solutions:

- **Wall Mounting:** Use the included SmartMount backplate. This backplate features integrated mounting holes for secure attachment to a wall.
- **Desktop Installation:** For desktop use, the Qolsys Hub Stand (sold separately) can be used with the SmartMount backplate.

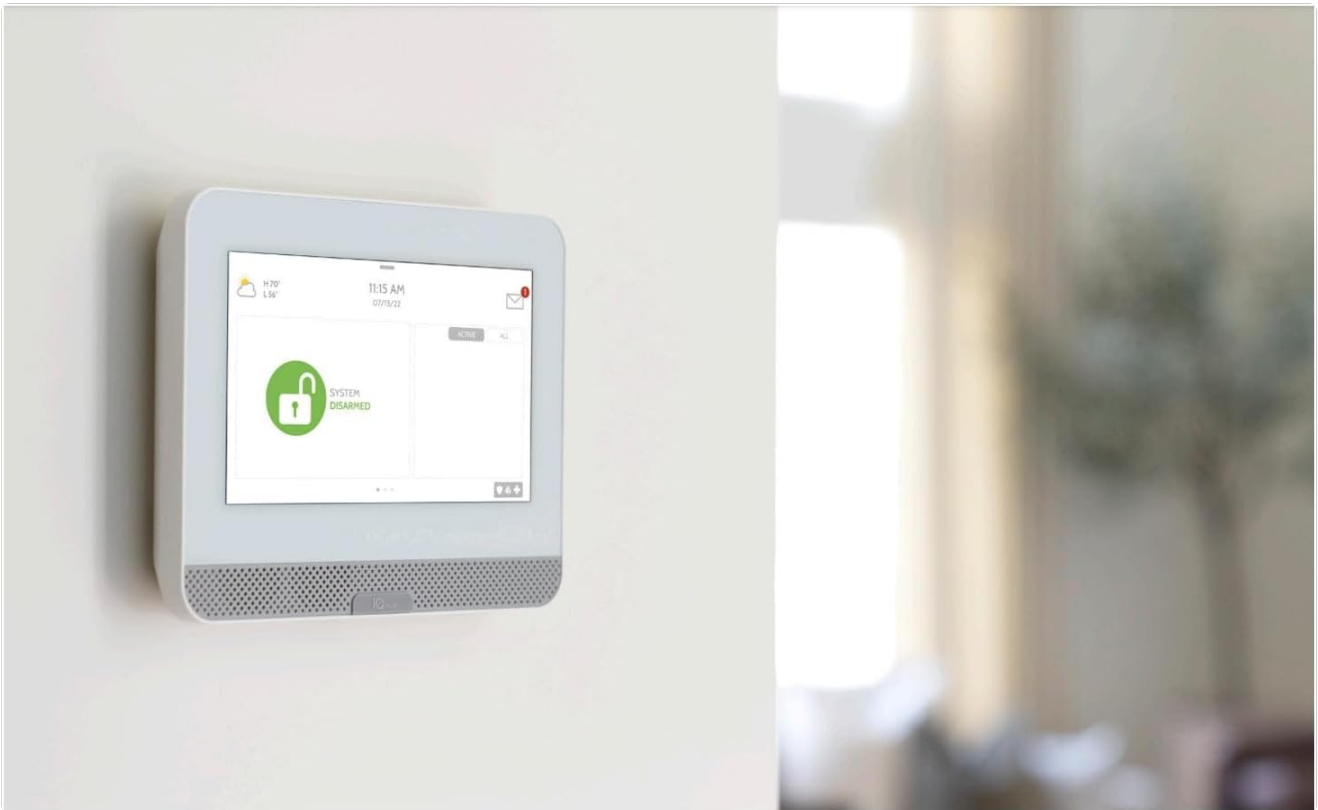


Image: Qolsys IQ 4 Hub mounted on a white wall, displaying a disarmed system status. This illustrates a typical wall-mounted installation.

Power Connection

Connect the included power supply to the IQ 4 Hub and plug it into a standard power outlet. The hub is designed for continuous power operation.

Initial Configuration

Upon first power-up, the IQ 4 Hub will guide you through an initial setup process on its touchscreen. This includes connecting to your Wi-Fi network (in addition to the pre-installed Verizon LTE SIM card) and linking to an Alarm.com account. An active Alarm.com account is required for remote monitoring and full functionality.

The hub utilizes Dual Path Connectivity, combining built-in Wi-Fi and LTE radios for reliable cloud connection, improved latency, speed, and software updates.

OPERATING THE IQ 4 HUB

The IQ 4 Hub provides a comprehensive interface for managing your smart home and security systems.

Touchscreen Interface

The 7-inch HD color touchscreen serves as the primary control panel. Navigate through menus, arm/disarm your system, view device statuses, and access various features with intuitive touch and swipe gestures.



Image: Qolsys IQ 4 Hub on a wooden surface, displaying the disarmed system status and weather information. This shows the hub in a desktop configuration, highlighting the user interface.

Device Management

The hub supports a wide range of devices:

- **Z-Wave 700:** Control up to 137 Z-Wave devices, including lights, locks, thermostats, and garage doors.
- **319.5 MHz RF:** Compatible with up to 128 legacy and common wireless security devices.
- **Bluetooth Disarming:** Pair up to five smartphones or tablets for secure, authenticated disarming as you arrive or leave home.

Advanced Features

- **Built-In Glass Break Detector:** The integrated MEMS Microphone and Qualcomm Snapdragon processor detect the sound of breaking glass.
- **Live View and Live Answer:** Stream live feeds from connected video doorbells or security cameras and communicate with visitors directly from the hub.
- **Digital Thermostat:** Access a 4-day weather forecast and receive severe weather siren warnings (if enabled).
- **Photo Frame:** Utilize the built-in Micro SD card slot to display personal photos as a screensaver.
- **Voice Control:** The MEMS Microphone supports voice commands for system operation.
- **Audio Features:** Front-facing 4W speaker and 85-decibel siren for intercom communication, music streaming, and alarms.

Alarm.com Integration

The IQ 4 Hub integrates with the Alarm.com ecosystem, allowing remote monitoring and control via the Alarm.com mobile app (Android, iOS, Windows, and Blackberry). This enables you to arm/disarm your system, lock/unlock doors, view live video, and control smart devices from anywhere.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your IQ 4 Hub.

- **Software Updates:** The Android 9 operating system allows for intuitive and upgradeable software. Ensure your hub is

connected to the internet (Wi-Fi and/or LTE) to receive automatic updates that enhance features and security.

- **Cleaning:** Use a soft, dry cloth to clean the touchscreen and exterior surfaces. Avoid abrasive cleaners or solvents.
- **Battery:** The rechargeable Lithium Ion 3000mAh battery provides backup power for over 24 hours during power outages. Ensure the hub remains connected to its power supply for continuous charging.
- **Environment:** Operate the hub within the specified temperature and humidity ranges (32°F to 120.2°F / 0°C to 49°C, up to 93% relative humidity indoors) to prevent damage.

TROUBLESHOOTING

If you encounter issues with your IQ 4 Hub, refer to the following common solutions:

- **No Power:** Ensure the power supply is securely connected to both the hub and a working electrical outlet. Check if the outlet has power.
- **No Internet Connection:** Verify your Wi-Fi network is active and the hub is connected. If using cellular, ensure the Verizon LTE service is active through your Alarm.com account.
- **Device Not Responding:** Check the device's battery and ensure it is within range of the IQ 4 Hub. Re-pair the device if necessary according to its specific instructions.
- **Touchscreen Unresponsive:** Try restarting the hub by pressing and holding the single wake/sleep button until the restart option appears, or by disconnecting and reconnecting power.
- **Alarm.com App Issues:** Ensure your smartphone or tablet has an active internet connection and the Alarm.com app is updated to the latest version. Verify your Alarm.com account credentials.

For persistent issues, contact your Alarm.com service provider or Qolsys support.

SPECIFICATIONS

Technical details of the Qolsys IQPH051 IQ 4 Hub.

| Feature | Detail |
|------------------|---|
| Model Number | IQPH051 |
| Brand | Qolsys |
| Operating System | Android 9 |
| Processor | Qualcomm Snapdragon 8 core SOM |
| Flash Memory | 16GB NAND Flash |
| LCD Display Size | 7 inches |
| LCD Resolution | 1024 x 800 |
| Touchscreen | Capacitive glass |
| User Codes | Up to 242 role-based codes |
| Wi-Fi | 802.11 a/b/g/n/ac dual band 2.4/5GHz (with AP capability) |
| Cellular | LTE Category 4 (Verizon network) |
| Z-Wave | Z-Wave 700 (supports up to 137 devices) |
| Security RF | 319.5 MHz (supports up to 128 zones) |
| Bluetooth | BLE 4.2 (Disarm and Audio Streaming) |

| Feature | Detail |
|-----------------------|--|
| Microphone | 1 MEMS Microphone |
| Speaker/Siren | Front-facing 4W speaker, 85-decibel piezo siren |
| Battery | Rechargeable Lithium Ion 3000mAh (rated for over 24 hours) |
| Dimensions | 6.1" H x 7.5" W x 1" D (155mm x 191mm x 26mm) |
| Operating Temperature | 32°F to 120.2°F (0°C to 49°C) |
| Humidity | Up to 93% relative humidity indoors |
| Certifications | UL/cUL, FCC, IC |

WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided with your purchase or contact your authorized Qolsys dealer. For technical support, system monitoring, and remote control features, an active Alarm.com account is required. Your Alarm.com service provider is the primary point of contact for support related to your IQ 4 Hub system.

Note: Cameras, doorbells, and other optional accessories are sold separately and may have their own warranty and support policies.