

LTE-CONNECT Frequently Asked Questions

- **What is an LTE-CONNECT radio?**

LTE-CONNECT is a private radio system that operates utilizing LTE/3G AT&T cellular data network.
- **What is the coverage range of the LTE-CONNECT system?**

Coverage is nationwide throughout USA, Canada, and Mexico. The system uses a roaming function while in Canada and Mexico at no additional charge.
- **Does the LTE-CONNECT system require airtime?**

Yes, there is a monthly flat rate (\$28 per radio per month + a \$15 one-time setup fee per radio).
- **Will the IP501H communicate in areas without LTE/3G signals?**

No, the IP501H requires an LTE or 3G signal in order to operate. However, our testing has found that due to the radio's antenna, the IP501H often out performs coverage found with a traditional cell phone.
- **What type of calling can I do with the IP501H?**

The IP501H operates exactly like a traditional radio. Placing an ALL, GROUP and/or INDIVIDUAL Call is available.
- **Who can I talk to?**

This is a private radio system. Users can only communicate with individuals that have been programmed into the system. A total of 500 users can be programmed into each radio and 2000+ users can be part of your total system.
- **Can the IP501H communicate with other devices?**

The IP501H can be connected through Icom's ROIP gateway to allow connections to SIP phones, analog radios, digital radios and can be setup to place a call connection to specific cell phone users predefined in the system.
- **What is Full Duplex?**

The IP501H is a duplex radio. This means users can simultaneously talk and listen - similar to a phone. Traditional 2-way radios are simplex, where radios can only transmit or receive at one time.
- **Does the IP501H have safety features?**

Yes, the IP501H has Priority Calling, Man-down, Lone Worker & Emergency Signaling.
- **What other features are built into the IP501H?**

These radios are Waterproof, have built-in GPS and Bluetooth®, a Vibrate Alert, Voice Message Record and predefined Text Messages.

- **Why is the Audio quality on the IP501H better than a traditional radio?**
 Traditional radios, either Analog or digital, use a narrow bandwidth to pass audio. This restricts the amount of information that can be transmitted. Given the IP501H is a data device operating via LTE, a much wider bandwidth is available.
- **Is the LTE-CONNECT system the same as PTT over Cellular PoC?**
 No, PoC is a specific protocol that allows Push to Talk (PTT) communications through a cellular network, the Radio (IP501H) is a data device used for voice communications.
- **How does the LTE-CONNECT system work?**
 Traffic is controlled by a central server. The radio gains access to the server via LTE/3G network connections via SIM card.
- **Can I use my own SIM card in the radio?**
 No, Icom will supply a custom SIM card. Each SIM has its own ID and password and will only work with an Icom supplied device.
- **Is the LTE-CONNECT system secure?**
 Yes, this is a private system with a dedicated MPLS Connection from the LTE/3G Radio access network of carriers direct to Icom's cloud servers. There is no use of public internet for a call control.
- **Can I use Icom's Data SIM to connect to the internet?**
 No, the supplied SIM will allow a connection direct to Icom's secure cloud server and can only be used with an Icom supplied device.
- **Can radio scanners listen to my calls?**
 No, this is a data device, only devices connected through our private secure cloud server can communicate with each other.
- **Do I require a frequency license to operate the radio?**
 No, the IP501H is license free to operate in the USA, Canada, and Mexico.
- **Why is PTCRB approval important?**
 All devices that access a carrier's tower in North America require PTCRB approval. A device that is not approved can be denied access from the carriers. The IP501H has PTCRB/FCC/ISED approval.