# LTE-CONNECT
## new IP501H

# Frequently Asked Questions

**What is the LTE-CONNECT system?**
LTE-CONNECT is a private radio system that operates utilizing LTE/3G Data.

**What is the coverage range of the LTE-CONNECT system?**
A USA based customer will have coverage throughout USA/Canada/Mexico using a roaming function while in Canada and Mexico at no additional charge.

**Is the LTE-CONNECT system PTT over Cellular PoC?**
No, PoC is a specific protocol that allows Push to Talk (PTT) communications through a cellular network, our 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 our 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 USA/Canada/Mexico.

### Why is PTCRB approval important?
All devices that access a carriers 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.

### Does the LTE-CONNECT system require airtime?
Yes, there is a monthly flat rate. A system access fee will be charged by an authorized Icom LTE-CONNECT dealer.

### Will the IP501H communicate in area's without LTE/3G signals?
No, the IP501H requires an LTE or 3G signal in order to operate.

### 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 device and 2000+ users can be part of a private system.

### Can the IP501H communicate with other devices?
The IP501H can be connected though Icom's ROIP gateway to allow connections to SIP phones, Analog radios, Digital radios and can direct a call connection to specific cell phone users.

### What is Full Duplex?
The IP501H is full duplex capable. This allows users to talk and listen at the same time - similar to a cell phone. Traditional 2-way radios are simplex where each person has to wait till other party finishes before speaking.

### Does the IP501H have safety features?
Yes, the IP501H has Priority Calling, Man-down, Lone Worker & Emergency Signalling.

### 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.