

The **Command Center Visual Alarm Command and Control Software** enables you to manage incoming alarm messages from your subscriber accounts. The Command Center works with Remote Link™ and System Link™ software programs from DMP.



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System Link™

Remote Link™

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12. General

You agree that this is the complete and exclusive statement of the Agreement among you and DMP and your Provider (if other than DMP), which supersedes all proposals, oral or written, and all other communications relating to the subject matter of this Agreement.

If any of the provisions, or portion thereof, of this Agreement are invalid under any applicable statute or rule of law, they are to that extent to be deemed omitted.

This Agreement shall be governed by the laws of the State of Missouri.

Command Center Module™

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Command Center

Command Center Overview

The **Command Center Visual Alarm Command and Control Software** enables you to visually monitor alarm activity on subscriber accounts using an SCS-1 or SCS-1R Receiver, SCS-105 Receiver, or an Ethernet host monitoring network connection.

The Command Center is composed of two different windows: The **Alarm Grid** window is a segmented grid and the **Alarm List** contains alarm information for each account. The Alarm Grid window organizes your subscriber accounts by account number in the grid. Each account is assigned one square, or segment, in the Alarm Grid window. Each account also has its own Alarm List: When you click on the account's segment in the Alarm Grid window, the Alarm List opens displaying the account's alarm and account information.

When an alarm signal is received, the Alarm Grid window automatically opens with the account segment highlighted to inform you which account is sending the alarm signal. In addition, an audible tone sounds to inform you of the alarm signal. Clicking one time on the segment opens the Account's Alarm List so you may view alarm information and respond to the alarm. Once in the Alarm List window, acknowledge alarm signals by pressing the **F6** key or by clicking on the **Ack** button.

Additional features of the Command Center provide you with the flexibility needed when monitoring alarms:

- View account information as well as notes, site passwords, and call lists
- Open hyperlink files providing additional information about the account, such as a site map
- Select whether you want the Command Center to receive Host Monitoring
- Set the Default Receiver number so operators can know which signals were reported through network connections
- Purge events and acknowledged messages

Your Command Center software package includes the CD-ROM, this user's manual, and a Certificate of Authentication bearing the Serial Number needed to register and activate your Command Center Module.

Computer Requirements

Before installing the Command Center module, make sure that your computer hardware meets these minimum specifications listed in the center column of the table below. For optimum performance, it is recommended that your computer meets or exceeds the recommended requirements in the right-hand column.

Computer Configurations

Operating System	Remote Link Minimum Requirements	Remote Link Recommended Requirements
Windows 95/98	Pentium 24 MB RAM	Pentium 500MHz 64 MB RAM
Windows NT4	Pentium 32 MB RAM	Pentium 500MHz 64 MB RAM
Windows 2000*	Pentium 150MHz 64 MB RAM	Pentium 500MHz 64 MB RAM
Windows ME	Pentium 133MHz 64 MB RAM	Pentium 500MHz 64 MB RAM
Windows XP*	Pentium 233MHz 64 MB RAM	Pentium II 500MHz 128 MB RAM
* You need to have Administrator Authority to install Remote Link software on a Windows 2000 or Windows XP system.		

You also need the following items:

- CD-ROM drive
- 800 x 600 or higher resolution monitor
- One available COM port if connecting to SCS-1, SCS-1R, SCS-105, or direct cable connection (two for pass-through feature)
- NIC card (if using Ethernet connection for alarm communication)

Command Center Operation

The Command Center module is intended for monitoring a small number of signals per day. The Command Center module is not recommended for applications where more than 500 signals per day are received or where the database would ever contain more than 10,000 signals. If your application requires this functionality, it is recommended to use a third-party automation system to monitor signals.

Installing the Command Center Module

The Command Center Module software package includes the CD-ROM, this User's Guide, and a Certificate of Authentication. The Certificate bears the Serial Number needed to register and activate this program.

Note: Install the Command Center on a computer dedicated solely to the Command Center program.

1. Install Remote Link or System Link if it is not yet installed on your computer.
2. Close, or Exit, the Remote Link or System Link program.
3. Place the Command Center CD-ROM in your computer's CD-ROM drive. The installation process should start automatically. If the installation process does not start within 30 seconds, click **Start > Run**, and enter D:\update.exe (presuming that D:\ is your CD-ROM drive). Follow the directions on your screen to install the Command Center Module.

To use the Command Center Module, you must enter the Serial Number to register the Command Center. You must also enter an Activation Code within 7 days of installation or it will cease to function. You can still use Remote Link, or System Link if it is properly activated.

Note: One Command Center Module may be installed on up to three (3) workstations within One (1) end user organization. To install Command Center on additional workstations, purchase multiple copies of Command Center or Command Center ADD.

Registration

Use the Serial Number found on the Certificate of Authentication to register your Command Center Module.

1. After installing the Command Center Module, start Remote Link.
2. Click on **Help > Registration** to open the **Registration** window and click the **Add** button to open the **Add Module** window.
3. Enter the Serial Number found on the Certificate of Authentication. Click **OK**.
4. Close and then reopen Remote Link to activate the Command Center Module.

Activation

You must activate Command Center within 7 days of installation. When convenient for you, call Customer Service at 1-800-641-4282 to activate the Module.

1. Click **Help > Registration** to open the **Registration** window.
2. Select Command Center Module from the list in the **Registration** window. Click the **Activate** button to open the **Information** window. This automatically generates the Public Key number needed for proper activation.
3. Call Customer Service department at 1-800-641-4282 and give them the Serial Number and the Public Key number. They will give you an Activation Code. Click **OK** to close the **Information** window and open the **Module Activation** window.

Note: If you cannot call Customer Service immediately, click **Cancel** in the **Module Activation** window. When you are ready to call Customer Service, repeat the steps outlined above and continue with step 4 below.

4. Enter the Activation Code in the **Module Activation** window and click **OK**.
5. You should see a window that says, "Module Successfully Activated." Click **OK**.

Command Center Licensing Levels

Command Center Module is licensed for use according to how many accounts you wish to monitor with the software. Refer below for licensing levels:

- 1 - 10 account version
- 11 - 50 account version
- 51-100 account version
- 101 - 500 account version
- 501 - 1000 account version
- 1001 - 2500 account version
- 2501 - 5000 account version

Please call your vendor representative for pricing information.

Note: Command Center licensing levels are independent of Remote Link™ or any other module licensing. Should more than 5000 accounts be currently installed, contact your vendor representative to expand your Command Center licensing.

Upgrading Your Command Center License

Contact your vendor representative to purchase a license upgrade for the Command Center to allow you to monitor additional panel accounts. You will receive a new Certificate of Authentication with a Serial Number for your new version of the software. To install the Command Center License Upgrade, observe the following instructions:

1. Click **Help > Registration** to open the **Registration** window.
2. Select **Command Center** from the list in the **Registration** window and click the **Change** button.
3. Enter the Serial Number found on the new Certificate of Authentication you received and click **OK**.

Note: Keep your previous Serial Number. You need it when you call Customer Service to have the Command Center License Upgrade activated.

Removing the Command Center Module

If you decide to remove the Command Center Module from your Remote Link/System Link program, follow the directions below.

Note: You need to have Administrator Authority to remove any modules from the program.

1. Click **Help > Registration** to open the **Registration** window.
2. Select Command Center from the list in the **Registration** window. Click the **Remove** button to open the **Information** window.
3. A pop-up window appears asking if you are sure you want to remove the module. Click OK if you would like to remove the module.
4. You then see a window that says, "Module Successfully Removed." Click **OK**.
5. Restart the program for the changes to take effect.

Alarm Grid Window

The Alarm Grid window enables you to view all account alarm activity by simply watching a grid. Each segment of the grid represents one subscriber account. When the mouse moves over each segment of the grid, the account information displays in a small pop-up window. Click once to open the account's Alarm List to display information about the account and the alarm signals.

System	1-1	1-2	1-5	1-10	1-11	1-21	1-46
1-50	1-60	1-90	1-100	1-109	1-110	1-111	1-112
1-113	1-120	1-121	1-125	1-126	1-128	1-136	1-137
1-141	1-150	1-160	1-163	1-167	1-170	1-183	1-212
1-231	1-251	1-252	1-275	1-301	1-302	1-316	1-332

When an alarm signal is received from an account several things occur to notify you of the incoming alarm signal:

- An audible tone sounds until all signals have been acknowledged.
- The Alarm Grid window automatically opens on the screen and comes to the front of other windows open in Remote Link or System Link.
- The account's segment turns a designated color to indicate that an alarm has been received for this account, as shown in the display above.
- The Command Center automatically scrolls so the proper account segment is visible when an alarm is received.

If more than one unacknowledged alarm signal is pending, the warning tone continues until you acknowledge all alarm signals. In addition, the Command Center displays the message "Unacknowledged Alarms: X" in red text at the bottom of the screen. "X" represents the number of unacknowledged alarms.

You can open the Alarm Grid window by selecting **System > Alarm Grid** from the menu. Pressing **F3** also opens the Alarm Grid window.

Arranging the Alarm Grid Window

The accounts in the Alarm Grid window are arranged in numerical order, according to receiver number and account number. The segments are filled from left to right and top to bottom: The lowest account number is listed before higher account numbers. For example, account 1-12 appears before account 1-22.

Also, all accounts reporting to receiver 1 are listed before those reporting to receiver 2 and above. For example, account 1-12345 appears before account 2-12345.

Use the scrollbar on the right of the grid to move up and down in the grid. When an alarm occurs on an account that is not in the screen, the Command Center automatically scrolls to the necessary segment.

Identifying Signals with the Grid Colors

When the Command Center first receives an alarm message, the grid segment changes from white to a specific color indicating the type of signal received. The color designation allows you to quickly gain information about the alarm signal.

Violet	Unacknowledged alarm messages
Red	Fire Alarm, Fire Trouble, and Fire Restore messages
Yellow	Burglary Alarm, Burglary Trouble messages
Green	Emergency Zone messages
Gray	Auxiliary 1 and Auxiliary 2 Zone messages
Orange	Supervisory Zone messages
Light Green	Panic Zone messages
Light Yellow	Panel System messages and all other messages

The segment remains the designated color until it is acknowledged in the Alarm List window.

Sorting of Alarm Messages Scrolling in the Grid

Messages are sorted by priority according to event type and time received. The Command Center displays the segments with messages that have the highest priority and those that are received more recently before automatically scrolling to others.

If two alarms occur at the same time but cannot fit on the screen together, the Command Center first displays the account segment with the higher priority alarm. After the highest priority alarm is acknowledged, the Command Center then brings the next highest priority account segment to view.

For example, if a fire alarm is received at the same time a zone trouble is received, the Command Center scrolls to the segment with the fire alarm and then to the segment with the zone trouble. This is to ensure that proper and timely action is taken on each incoming signal. Messages are prioritized in the following order:

1. Fire Alarms
2. Panic Alarms
3. Burglary Alarms
4. All Supervisory
5. All Emergency
6. Auxiliary 1 and Auxiliary 2 Alarms
7. Fire Troubles
8. Other Fire (CleanMe™, zone fault, etc.)
9. Other Burglary (zone trouble, zone fault, etc.)
10. All Other Messages (AC fail, low battery, etc.)

Viewing Account Information

As you move the mouse over each segment of the grid, pop-up windows appear containing general information about each account. The pop-up window includes the account number, name, and location. This information is entered and edited in the **Panel Information** window.

The pop-up windows allow you to easily identify each account without the need to open the Alarm List to determine account information. Once the mouse is removed from the segment, the pop-up window disappears.

Monitoring the System Segment

The System Segment, located in the top left-hand corner of the grid, contains information about system messages and signals received from accounts without information on file.

When a system message is received that is not associated with an account, such as receiver messages, the System Segment turns light yellow. The segment's Alarm List displays the receiver number followed by the account number of zero (0): For example, 1-0 displays.

When a system message is received for an account that is not in the Command Center's database, the System segment changes to the color of the type of signal received. The Alarm List displays "No account record" on the second line of the message.

When a system message is received that is associated with an account in the database, the account's segment changes to light yellow. You must then process the system message as any other alarm message.

Tracking Automatic Recall Tests

An icon shaped like a clock appears in an account's segment indicating that a scheduled automatic recall test has not been received from that account. When the automatic recall test for that account is received, the icon no longer displays.

Note: The Command Center only looks for an automatic recall test when a value has been entered in the **Auto Recall Frequency** field. Go to **File > Panel Information** and click the **Extra Information** button to open the **Extended Panel Information window**.

Refer to the section **Extended Panel Information** for instructions about setting the Command Center to keep track of Automatic Recall Tests.

Tracking Armed Status

An icon shaped like a padlock appears in an account segment to indicate that the account is fully armed. The icon appears in every account segment that has been fully armed. When any area is disarmed, the icon no longer displays.

Note: The padlock icon only displays when **Track Armed Status** is selected. Go to **System > Configuration > Remote (System) Link** and select the **Modules Tab**.

Note: Only the XR200 (version 110 and above), XR200-485 (version 204 and above), XR100, XR500 Series or XR2500F can support this feature.

Managing Alarm Signals with the Alarm Grid

When the Command Center receives an alarm signal from a subscriber account, an audible tone sounds, the Alarm Grid window automatically opens, the account's segment turns a designated color, and the Command Center automatically scrolls so the proper account segment is visible when an alarm is received.

After Command Center has received the alarm signal for the account, click once in the account's segment. This opens the Alarm List for that account. From the Alarm List, you can view the alarm messages to learn the type of alarm, the zone the alarm occurred on, and other important information.

Alarm List Window

The **Alarm List** window provides information on alarm signals, trouble signals, and account information for the messages in the Alarm List. You can view current and past account alarm activity for the subscriber account. After you click in a segment of the **Alarm Grid** window, information for that account, including the type of signal and account information, displays in the Alarm List.

From the Alarm List window, you may acknowledge signals, remove them from the Alarm List, and disable the signal so it does not occur again.

Viewing the Alarm List

You may view the individual account Alarm List by clicking once in the account segment. The Alarm List for that account automatically opens for you to acknowledge and respond to alarm messages.

In addition, you have a choice of how to view of the Alarm List. You may chose to view all alarms, only the disabled alarms, or the non-restored alarms. Select the appropriate radio button to change the Alarm List view.

- **All – F3:** Display all current alarm and trouble messages received.
- **Disabled – F4:** Display alarm messages that have been disabled. When any messages are listed in the Disabled list, the word "Disabled" appears in blue text to show you there are disabled alarms.

To remove an alarm message from the Disabled list and place it back in the Alarm List, select that alarm message in the Disabled list and click on the **Enable** button.

Note: When you disable a message, you do not receive any further notices of that particular alarm or trouble from that panel. The counter in the Repeat column continues to track the number of incoming alarm messages. Only disable a message in the case of a known mechanical fault, such as a defective sensor that is sending runaway signals.

- **Non-restored – Alt-F3:** Display a list of non-restored alarms. Non-restored messages indicate that the zone that originated the alarm must be restored to normal.



Managing Your Alarm Messages

Account	Message	Rpt	Time	Ackn.
1-125	Panel Tamper Restored	0	7/19/01 12:01:20 PM	
1-125	Fire Zone: 39 KEYPAD 3 ALARM	0	7/19/01 12:02:07 PM	7/19/01 12:02:12 PM
1-125	Panic Zone: 19 KEYPAD 3 ALARM	0	7/19/01 12:02:01 PM	7/19/01 12:02:06 PM
1-125	Burglary Zone: 1 ZONE 1 (Area: 1 OFFICE) ALARM	0	7/19/01 12:01:46 PM	7/19/01 12:01:55 PM
1-125	Supervisory Zone: 4 ZONE 4 ALARM	0	7/19/01 12:01:52 PM	7/19/01 12:01:57 PM
1-125	WARNING: Panel Tamper	0	7/19/01 12:01:19 PM	7/19/01 12:01:39 PM
1-125	WARNING: New Panel on Line	0	7/19/01 12:01:16 PM	7/19/01 12:01:37 PM
1-125	Auxiliary 1 Zone: 5 ZONE 5 (Area: 1 OFFICE) ALARM	0	7/19/01 12:01:55 PM	7/19/01 12:02:03 PM

The Alarm List displays specific information for each alarm message.

- **Account:** The account number of the panel that sent the alarm message.
- **Message:** A message with detailed information on the alarm signal. The different types of alarm signals are detailed in the section titled Sorting of Alarm Messages. The message column displays the following information for alarm signals:
 - * **Zone Type:** What type of zone (Fire, Burglary, Panic, etc.) caused the signal.
 - * **Zone Number or Report Identifier:** The zone number. If the signal does not contain a zone number, a report identifier displays (Warning, Alert, etc.).
 - * **Report Type:** The type of signal (Alarm, Trouble, etc.)
 - * **No Account Record:** When a signal is received from an account that has not been entered in the database, "No Account Record" displays in the Message field.
 - * **Non-Restored Status:** When a signal is received without a restoral signal, a "Not restored" appears in the Message field. Non-restored signals are placed in the Non-Restored alarm list.

When the restoral signal is received, the "Not restored" message is automatically removed and the message is removed from the Non-Restored alarm list.

- **Rpt (Repeat):** The number of times a specific alarm has repeated. The first time a particular message is received from the same account, the Repeat column displays 0 (zero). When an identical message is received from the same panel, the Repeat column displays 1 (one). The Repeat count then increases by an increment of one for each additional signal.
- **Time:** The time that the alarm signal was received. In case of repeated alarm signals, the Time column displays the time that the first alarm was received.
- **Ackn. (Acknowledge):** The time and date the alarm message was acknowledged.

Displaying Account Information

After you open the account Alarm List, the information for that account displays on the right side of the window:

- Name
- Account #
- Street Address for the Account
- Voice Phone Number
- Night Voice Phone Number
- Site Password

The information that appears here is the same as the pop-up windows that appear in the Alarm Grid window. The phone numbers and site password do not appear in the pop-up windows.

To edit account information, access the account information through the Panel Information window. Account information cannot be edited from the Alarm List window.

Three buttons on the right side of the Alarm List window, **Response**, **Notes**, and **Call List**, provide access to additional information about the subscriber account.

To the right of the **Site Password** window, there is a button labeled **Hyperlink**. Press this button to open the file and the program needed to run the file.

Creating a Hyperlink

Open **File > Panel Information**. Select the account to which you will assign the hyperlink. Click on the **Extra Information** button near the bottom of the window to open the **Extended Panel Information** window. One hyperlink is available for each account.

In the **Hyperlink** field, enter the URL (Internet) address or enter the desired file and file path. A browse button, indicated by three small dots, is located to the right of the **Hyperlink** field. Press this button if you would like to search for the desired file.

Note: Be sure to specify the path to the desired file: For example, D:\My Documents\sitemap.jpeg.

After you have entered the desired file or Internet address, press the **Test** button to verify that the **Hyperlink** button located in the **Alarm List** window opens the proper file or Internet address.

Sorting Alarm Messages

The most recent signal received displays on the top row of the Alarm List. Signals display on a violet background until they are acknowledged.

Messages are sorted by priority. First, they are sorted by acknowledged and unacknowledged, with the unacknowledged signals above the acknowledged signals. Within these two categories, signals are sorted by the event type and the time received. Messages with the highest priority and those that are received more recently display at the top of the Alarm List.

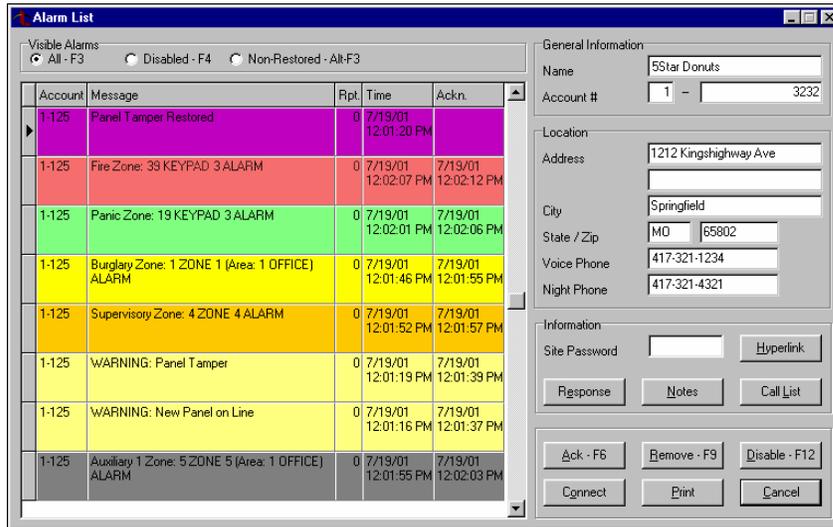
The priority level and color assignments are the same as used in the Alarm Grid. Messages are prioritized in the following order:

1. Fire Alarms
2. Panic Alarms
3. Burglary Alarms
4. All Supervisory
5. All Emergency
6. Auxiliary 1 and Auxiliary 2 Alarms
7. Fire Troubles
8. Other Fire (CleanMe™, zone fault, etc.)
9. Other Burglary (zone trouble, zone fault, etc.)
10. All Other Messages (AC fail, low battery, etc.)

After acknowledged, a message in the Alarm List turns a specific color as defined below:

- **Violet** Unacknowledged messages
- **Red**..... Fire Alarm, Fire Trouble, and Fire Restore messages
- **Yellow** Burglary Alarm, Burglary Trouble messages
- **Green**..... Emergency Zone messages
- **Gray** Auxiliary 1 and Auxiliary 2 Zone messages
- **Orange** Supervisory Zone messages
- **Light Green** Panic Zone messages
- **Light Yellow**..... Panel System messages and all other messages

Acknowledging an Alarm



At the bottom of the Alarm List window, there are six buttons to use when responding to an alarm message. You must select the message before taking any action, such as acknowledging, removing, or disabling alarm messages. Command Center records all alarm acknowledgement, removal, and disable actions in an activity database log.

Note: A message cannot be acknowledged until an operator has logged in.

Ack – F6: Click this button to acknowledge an alarm. Acknowledging an alarm silences the warning tone on the computer, unless there are additional unacknowledged alarm messages. You may also acknowledge alarms by pressing the **F6** key.

Acknowledging an alarm message also changes the message background color from violet to the color designating the alarm type (see the previous page). Acknowledging an alarm only indicates that you are aware of the message. It does not silence any notification appliances triggered by the panel.

Note: You may purge acknowledged messages and events from the database. See the **Purge Options** section of this manual.

Remove – F9: Click this button to remove an alarm from the alarm list. A pop-up window appears asking if you are certain that you wish to remove the alarm message. You may also remove messages by pressing the **F9** key.

Selecting **Yes** deletes the message from the Alarm List.

Selecting **No** cancels the message removal and leaves the message in the Alarm List.

Note: A message must be acknowledged before it can be removed.

Disable – F12: Click this button to disable the selected message and move it from the Alarm List to the Disabled List. You may also disable a message by pressing the F12 key. All disabled alarm messages are placed in the Disabled List. When disabling a message, a pop-up window appears asking if you are certain you want to disable the alarm message.

Selecting **Yes** moves the message from the Alarm List to the Disabled List.

Selecting **No** cancels the action and leaves the message in the Alarm List.

Note: A message must be acknowledged before it can be disabled.

Connect: Click on this button to open the **Connection Status** window. This allows you to connect to the panel that sent the alarm message selected in the Alarm List.

If another account file is open in System Link or Remote Link when you click the **Connect** button, a pop-up window displays asking, "Are you sure you want to open the current panel and close the previous panel?" Attempting to connect to an account that does not have an account record causes a pop-up window displaying the message, "Unable to find matching account to connect."

Selecting **Yes** closes any other open file, and opens the file that is active in the Alarm List and the **Connection Status** window.

Selecting **No** cancels the attempt to connect.

Print: Select this button to print reports from the **Event Report Setup** window. For additional information, see the section below titled **Events Report Setup** window.

Cancel: Select this button to close the **Alarm List** window and return to the main Remote Link or System Link window.

Printing with the Command Center

Additional printing options may be available when you install the Command Center. Every print setup window contains the following buttons.

Setup: This button allows you to configure the properties for your printer.

Preview: Click this button for a print preview on your computer screen. To save a copy of the report, click the Save button that looks like a picture of a floppy disk. To print a copy of this saved report, click **File > Print > Saved Report**.

Print: Click this button to print the reports you have selected.

Cancel: This button closes the Setup Window.

Printing the Events Report



The **Events Report Setup** window allows you to print reports of the alarm message information. To open the **Events Report Setup** window, click the **Print** button in the **Alarm List** window. You can print reports for a single account, a range of accounts, or for all accounts.

You may also open the **Events Report Setup** window without opening the **Alarm List** window by clicking **File > Print > Events**.

Account: Enter the range of account numbers you wish to print. Enter the receiver number then the account number, for example 1-12345 with 1 being the receiver number and 12345 the account number.

You may enter one account number to print events from a single account. To print a range of accounts, enter the account number for the first account in the first field and the account number of the last panel in the second field. Check **All** to print all account records.

When you press the Print button in the Alarm List, the account selected in the Alarm List is the default account in the Print screen. If you have selected **File > Print > Events** as discussed above, the **Account** field defaults to the active account in Remote Link or System Link.

Date: Click the arrow to the right of the field to open the drop-down calendar. Click on the date to select the desired date. You may also type in the appropriate date.

Report Format

You may choose which format you would like to print the events reports.

Summary: Select **Summary** to print a report of events sorted by account number.

Customer Mailout: Select **Customer Mailout** when printing reports to send to customers. This option sorts the events by account and automatically breaks the pages when a new account is detected allowing you to mail the reports to each customer.

Messages in the Report

This window allows you to choose what types of messages to include in the report. The available options are:

- Alarm
- System
- Trouble
- Open / Close
- Restoral
- Other

By selecting the box beside Other, the Events Report Setup prints all other types of message reports such as Door Access, Code Changes, Schedule Changes, etc.

You may click the **All** button to select to include all message types in the printed report, or you may click the **Clear** button to remove the checkmarks from all message types.

Printing the Recall Failure List



Prints a report of the accounts that failed to report as programmed in **File > Panel Information > Extended Information**. You must enter a number of days in the **Auto Recall Frequency** field in the **Extended Panel Information** window. See the section titled **Extended Panel Information** in this manual for more information.

To print recall failure reports, click **File > Print > Recall Failure List**.

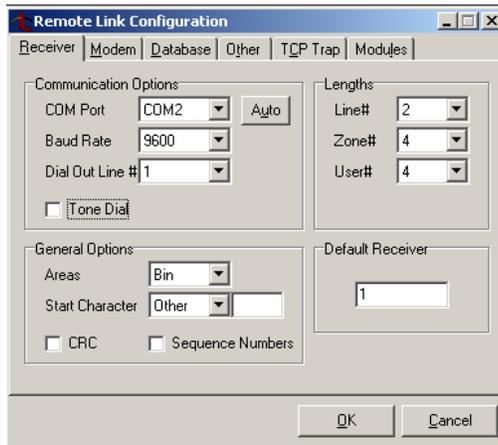
Sort by Account: Select to print a report sorted by account number.

Sort by Name: Select to print a report sorted by account name.

Additional Options

When you install the Command Center, several options appear that were not in the basic Remote Link and System Link programs. These options are discussed below.

Default Receiver



To set the Default Receiver number for Host Monitoring, go to **System > Configure > Remote (System) Link** and click on the **Receiver Tab**.

The **Default Receiver** field allows you to assign a receiver number for Host Monitoring. Enter a number from 1 to 9 that represents Host Monitoring. This is to help you distinguish between alarms received in the Host mode and those received from another type of receiver, such as an SCS-1 or SCS-1R Receiver.

If you do not enter a number in this field, the receiver number for host monitored accounts defaults to 1 (one).

Purge Options

Open **System > Configure > Remote (System) Link > Database Tab**.

As well as purging activity, you can also purge acknowledged messages and events by checking the proper checkbox in the Purge Options section of the **Database Tab**. You may select the dates for which you would like to purge the events and acknowledged messages.

For more information about Purge Options, refer to the Remote Link (LT-0565) or System Link (LT-0570) User's Guide.

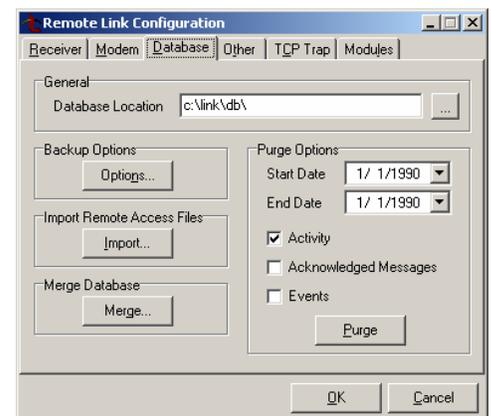
Additional Purge Options

Acknowledged Messages: Select **Acknowledged Messages** to remove all acknowledged Alarm List messages.

Events: Select **Purge Events** to remove Events for the Command Center. This purges events such as all alarms, troubles, opening/closing events, and door access events.

Note: After these events are purged, you cannot print these reports.

Click the **Purge** button to remove all activity, events, and/or acknowledged messages from the database for the selected dates.



Modules Tab

Note: The options available in this tab are only present when using a Module, such as the Alarm Monitoring Module or the Command Center.

Host Monitoring

Host Monitoring: Select **Host Monitoring** to enable the Module to receive alarms from network panels that are connected by an iCOM, iCOM-E, iCOM_{SL}, XR500, or XR2500F.

UDP Port: Enter the data network UDP port number through which System Link will use to monitor for incoming alarm signals. 2001 is the default port.

Direct Monitoring

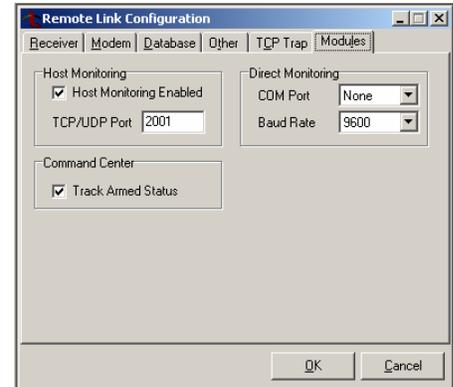
COM Port: Select the COM port that is connected to your panel.

Baud Rate: Set the baud rate to 9600.

Command Center

Track Armed Status: Select **Track Armed Status** to allow the Command Center to display the armed/disarmed status of all monitored accounts.

Note: Only the XR200 (version 110), XR200-485 (version 204), XR100, XR500 Series, and XR2500F can send messages to track the armed/disarmed status of the panel.



Extended Panel Information

Several fields in the **Extended panel Information** window become available when using the Command Center. Go to **File > Panel Information** and click on the **Extra Information** button to open the **Extended Panel Information** window.

- **Auto Recall Frequency:** Enter the number of days (0 to 60) during which the panel is expected to send at least one Automatic Recall Test. By default this field is blank. When the field is blank or 0 (zero) is entered, Remote Link does not look for an Automatic Recall Test for the account.

If Remote Link does not receive an Automatic Recall Test within that period, the account is placed in the Recall Failure List. Print the list of accounts that failed to send an Automatic Recall Test by going to **File > Print > Recall Failure List**.

After an Automatic Recall Test is received, Remote Link begins counting down to look for the next Automatic Recall Test from the account. The Remote Link countdown adds two hours onto the entered number of days. For example, if 2 is entered in the **Auto Recall Frequency** field, Remote Link will look for the next test in 50 hours—48 hours plus two.

- **Allow Test Deferrals:** Check this box to allow Remote Link to accept any incoming message from the account as the Automatic Recall Test. For example, if 2 is entered in the **Auto Recall Frequency** field and the account sends an opening signal within the 2 days, Remote Link will accept the opening signal as the Automatic Recall Test and restart the timer.
- **Hyperlink:** Enter the URL (Internet) address or enter the desired file and file path. Press the browse button, indicated by three small dots, to search for the URL.

Note: Be sure to specify the path to the desired file: For example, D:\My Documents\sitemap.jpeg.

After you have entered the desired file or Internet address, press the **Test** button to verify that the **Hyperlink** button located in the **Alarm List** window opens the proper file or Internet address.

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