

Remote Link Feature Update April 2008

Enhanced Communication

Remote Link now supports the enhanced communication operation of XR500 Series Command Processor panels Version 200 and provides support for the new 463G Digital Cellular Communicator.

- Program Up to 8 Communication Paths
- Paths can be programmed for Primary or Backup
- Adaptive™ technology for Check-in messages
- Supports Cell Communication for 463G Digital Cellular Communicator
- New module for managing SecureCom Wireless, LLC SIM cards
- And more!

Version 1.41 Software Update

Effective April 2008, all Remote Link software is being manufactured as Version 1.41 (4/8/08). This version is an update from the 1.40 (11/27/07) software previously shipped and contains new features.

Remote Link updates are available for download free of charge on the DMP Dealer Direct Website at <http://dmp.com/dealer>.

Remote Link Software

Remote Link Version 1.41 or higher is required to support the XR500 Series Version 200 software and is available via a website link when purchasing the 463G Digital Cellular Communicator.

IMPORTANT NOTE: When updating an existing Version 111 or later XR100/XR500 Series panel to Version 200, the communication programming will be converted from the previous communication options to the new Version 200 options. The communication programming options should be reviewed after the update to confirm the conversion matches the desired operation.

For existing panels Version 110 or earlier, the communication programming is not converted and the communication options will be initialized to default settings. For this case, properly program the communication options after the conversion to Version 200 is complete.

XR500 Software

This XR500 Series Version 200 (2/14/08) is available via a website link when purchasing the 463G Digital Cellular Communicator. See the XR500 Feature Update [TU-0462](#) for additional information.

The XR500 Series Command Processor™ panels will continue to be manufactured with Software Version 121 available for download free of charge on the DMP Dealer Direct Website at <http://dmp.com/dealer>.

SCS-1R Firmware

The SCS-1R Central Station Receiver Version 905 firmware now supports the printout of new communication messages including the Data Overage Suppression feature provided for Cellular communication paths. The 463G will communicate with existing SCS-101 Network Line Cards and process all messages to your host system. This Version 905 update is only needed for printout of selected messages. See the SCS-1R Feature Update [TU-0463](#) for additional information.

SCS-1R Version 905 firmware PROMs may be obtained from buy.dmp.com or by calling DMP Customer Service at 1-800-641-4282 and ordering the SCS1R/UPDATE.

Programming Options

Following are the selected pages from the Remote Link User's Guide containing the new programming options. If a page contains a single new option, the new option is shown with an outline box.

Installing an Additional Module

All module software packages include the CD-ROM, a User's Guide, and a Certificate of Authentication. The Certificate bears the Serial Number needed to register and activate this program.

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

You need to have Administrator Authority to install Additional Modules on a Windows 2000 or Windows XP system.

1. Install Remote Link if it is not yet installed on your computer.
2. Close, or Exit, the Remote Link program.
3. Place the module CD-ROM in your computer 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 module.

To use the module, you must enter the Serial Number to register the module. You must also enter an Activation Code within 7 days of installation or it ceases to function. You can use Remote Link.

Note: If you have updated Remote Link software since purchasing the module, do not run the update that was included on the CD: It may be an older version of the software than you are currently running. If you have installed an earlier version of the software, when you attempt to start Link, a message appears stating "The database is newer than the application. Please update application." If this message displays, download the newest updates from www.dmp.com and do not install the CD again.

Registering and Activating

To register the module, click on **Help > Registration** to open the **Registration** window and click the **Add** button to open the **Add Module** window. Enter the Serial Number found on the Certificate of Authentication. Click **OK**.

You must activate the module within 7 days of installation. When it is convenient for you, call DMP Customer Service at 1-800-641-4282 to activate the module.

If activating the SecureCom Wireless service module, call Customer Service at 1-877-300-8030 for activation.
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Note: Refer to the module User's Guide for more information about installing, registering, and activating a module.

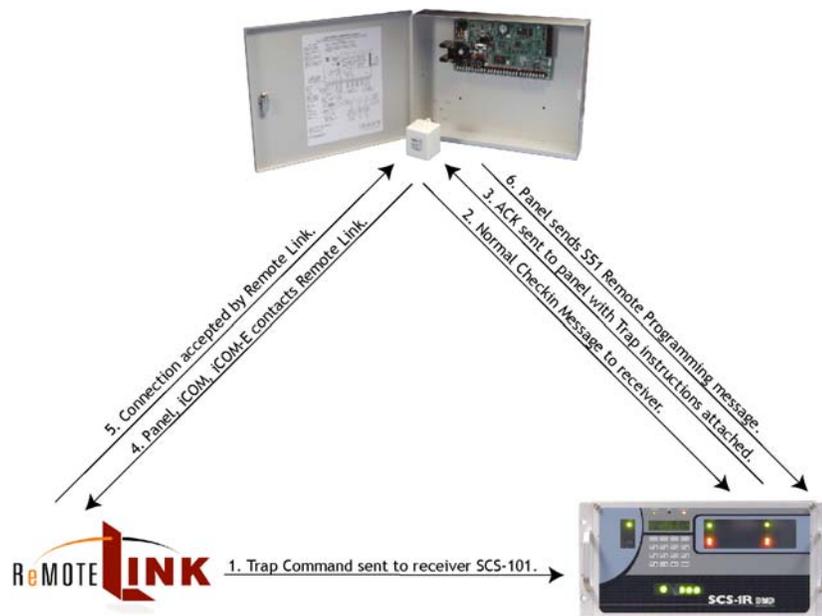
Removing a Module

If you decide to remove a module from your Remote 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 the module that you wish to remove from the list in the **Registration** window. Click the **Remove** button.
3. A pop-up window appears asking if you are sure you want to remove the module. Click **Yes** if you would like to remove the module.
4. You then see a window that says, "Module Successfully Removed." Click **OK**.

Restart the program for the changes to take effect.



Modules Tab

The options available in this tab are only present when using a module, such as the Alarm Monitoring Module, the Command Center, or the Advanced Reporting Module. Refer to the appropriate module User's Guide for information.

Configuring Operators

The programming options in the **Remote Link Operator Configuration** window are available on three tabs, **Operator Information**, **Panel Programming**, and **User and Status Programming**. To give users authority to log in to Remote Link, select **System > Operator Configuration**.

Operator Information Tab

Login Information:

To authorize a new operator to log in to Remote Link, click on the **New** button at the bottom left corner of the window. In the Login Information fields, enter a **Login** and **Password** for the new user. At **Re-enter Password** retype the same password to verify. Each login ID and password may have up to 32 characters.

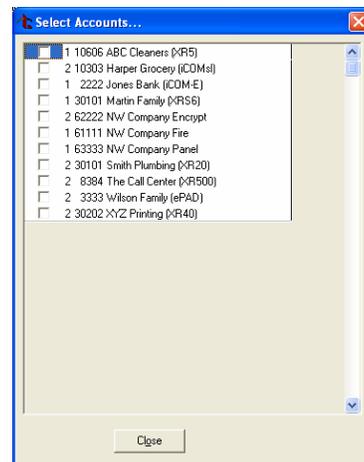
Personal Information:

Enter the operator last and first names.

The screenshot shows the **Operator Configuration** window with the **Operator Information** tab selected. The window contains the following fields and options:

- Operator List:** A table with columns for Last Name, First Name, and Username. The current entry is "new".
- Login Information:** Fields for Login (new), Password (***), Re-enter Password, and Password.
- Personal Information:** Fields for Last and First names.
- Special Permissions:** Checkboxes for Administrator (checked), Remote Update (checked), Allow Export (unchecked), Allow Import (unchecked), and Cellular Activations (checked).
- Account Access:** Radio buttons for All (selected) and Restrict.
- Buttons:** New, Delete, Description, OK, and Cancel.

Account Access: To authorize the operator to access all accounts, select **All**. To restrict the operator to certain accounts, select **Restrict** and click the . . . button. In the Select Accounts window, place a checkmark next to the accounts the operator is authorized to access.



Note: The Account Access restrict option does not prevent an operator from using the trap function to send and/or retrieve changes made by other operators.

Note: When the Account Groups module is enabled, the Account Access restrict option does not prevent an operator from adding users and the display only lists accounts the operator is authorized to access.

Administrator: Check the Administrator box to provide complete authority to perform administrative functions within Remote Link, such as adding new operators and configuring Remote Link.



Note: Be sure at least one operator always has **Administrator** level authority. Only users with **Administrator** level authority may add or modify authorities.

Remote Update: Check the Remote Update box to authorize the operator to perform remote updates from the **System > Remote Update**, **Panel > Remote Update**, or **Trap > Options > Remote Update** windows. When Remote Update is not checked, the windows are grayed out and the operator cannot perform the remote update operation.

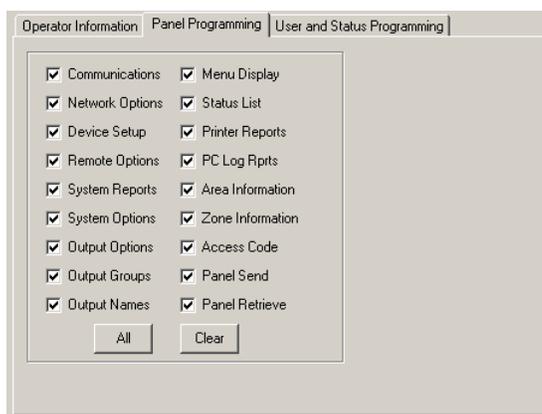
Import and Export: Check the Allow Import and/or Export box to authorize the operator to import and/or export panel account information and programming. See **File > Import and Export > Import Accounts** or **File > Import and Export > Export Accounts**.

Cellular Activations: Check the box to authorize the operator to activate, deactivate, update or assign SecureCom Wireless cellular SIM cards to active control panel accounts.

Panel Programming Tab

You may click the **All** button to select all options on the Panel Programming Tab. Click the **Clear** button to remove all options.

Check each box to assign the operator authority to perform panel programming options. Each option refers to a menu option under **Programming**.



Network Services Activations

The Network Services Activations window is used for managing control panel cellular service using SecureCom Wireless, LLC. To establish cellular service with SecureCom Wireless, go to www.securecomwireless.com and download the Network Service Agreement. This contract only needs to be completed once per company.

Once SecureCom Wireless service has been established, you will be e-mailed a Certificate of Authentication that bears a Serial Number which is needed to register and activate a SecureCom Wireless service module in Remote Link.

The serial number and activation is required for each installation of Remote Link. Contact SecureCom Wireless at 1-877-300-8050 for activation of additional installations of Remote Link.

Enter the Serial Number in **Help>Registration**. Refer to the **Registering and Activating** section for additional information.

Access to the Network Services Activations window is enabled through **System>Operator Configuration**. The Cellular Activations option must be enabled for an operator to manage SecureCom Wireless SIM cards.

Programming

Access the Network Services Activations window from **Program>Communication Paths**. Select the path programmed for Cell communication and click on the Activate Button.

The screenshot shows the 'Network Services Activations' dialog box. It has a tab labeled 'Activations'. The fields are as follows:

- Contact Phone: 417-555-1212
- Contact Email: john@smithsecurity.com
- SIM #: 8901490023105897
- MIN #: (empty)
- Rate Plan: 225: Primary path provides for UL-AA 4 min check-in, O/C reports for up to 16 areas.
- Status: Unused
- Last Status Change: (empty)
- Description: Panel programming suggests rate plan: 225: Primary path provides for UL-AA 4 min check-in, O/C reports for up to 16 areas.

Buttons at the bottom: Activate, Deactivate, Update Status, OK, Cancel.

When the Network Services Activations screen appears, enter all of the information before clicking on Activate. The following list explains the fields that appear on this screen:

NOTE: Complete all panel programming before activating the cellular path to ensure the correct rate plan is calculated for usage.

Contact Phone: Enter the phone number for the contact on this panel account.

Contact Email: Enter the email address for the contact on this panel account.

SIM Card#: Enter the SIM (Subscriber Identity Module) number from the SecureCom Wireless SIM card for the 463G Digital Cellular Communicator.

MIN#: This field is automatically populated with the MIN (Machine Identification Number) when activation is confirmed using the Update Status button.

Rate Plan: Remote Link automatically populates this field with a suggested rate plan that most closely matches the communication path programming for the panel. If you choose to override the suggested rate plan, you could experience overage fees from SecureCom Wireless, LLC.

Status: This displays the current status of the SIM card. To update the status of the current SIM card, click on Update Status.

Unused: The SIM card number is currently not assigned to an active panel account.

Pend Act: A request for activation has been sent and is pending.

Activated: This is an active digital cellular SIM card.

Pend DeAct: A request to deactivate this SIM card has been sent and is pending.

Deactivated: This SIM card has been deactivated.

Invalid: The SIM card number entered is not a valid number. Reenter the number from the SIM card and retry the activation process.

Activating a SIM card

From the Network Services Activation window, enter a contact phone number, a contact email, the SIM card number, and select a rate plan for this SIM card. Click the **Activate** button to request activation.

The activation process could take up to two hours to complete. To check the status of the activation, click on Update Status.

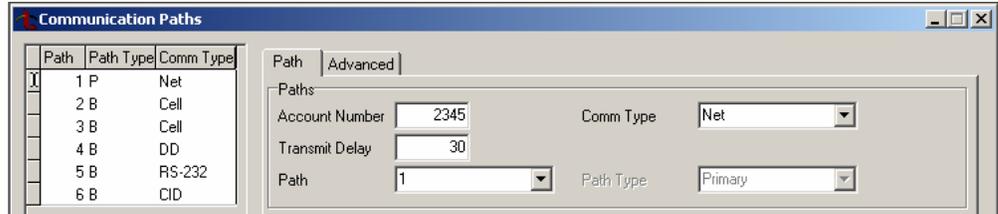
Deactivating a SIM card

From the Network Services Activation window, click the Deactivate button to request deactivation.

Communication Paths

XR500 Series, XR2500F, XR100 Series (Version 200 or higher)

Path Tab



Paths

Account Number: Enter the account number for the panel to send to the receiver. Choose an account number compatible with the **Communication Type** selected.

Note: When using NET, CELL, RS232 or Digital Dialer communication, the range of available account numbers is between 1 and 65535. Do not use a leading 0 (zero) if you are assigning an account number of four digits or less. The panel automatically right justifies the account number.

When using CID communication, the range of available account number is 1-9999.

Transmit Delay: Enter the length of time that the panel should wait before sending burglary reports to the central station. Select a time from 1 to 60 seconds. Alarm bells and relay outputs are not delayed during this period. Enter 0 (zero) to disable transmission delay.

Path: a primary or backup communication route. Path 1 is always Primary but other paths may be programmed as additional primary or backup.

Each primary path establishes a new path group. A path group is made up of the primary path and its subsequent backup paths. Typical communication takes place on the primary path with backup paths being used only when the primary path fails or when the backup path is programmed to duplicate messages. There is no option to backup path 8.

Communication Type: Specifies the communication method the panel will use on this path to report system events to DMP SCS-1R Receivers or non-DMP receivers. Default is DD for Path 1, and NONE for Path 2-8.

- **None:** Allows the panel to operate as a local system.
- **Digital Dialer (DD):** Allows the panel to communicate using DMP (SDLC) format for communication over standard telephone lines to an SCS-1R or SCS-105 receiver.
- **Network:** Communication using the panel onboard network connection or the 462N Network Interface Card. The DMP Network/Output reporting format is transmitted over a data network to the SCS-1R Receiver.
- **Contact ID (CID):** Allows the panel to communicate to non-DMP receivers using the Ademco Contact ID format.
- **Cellular Network** - This option allows communication over the GPRS network using digital cellular technology with the 463G Digital Cellular Communicator. Refer to the Network Services Activation section.

Note: If using an alternate cellular carrier, turn the Activate option off in **System > Operator Configuration**.

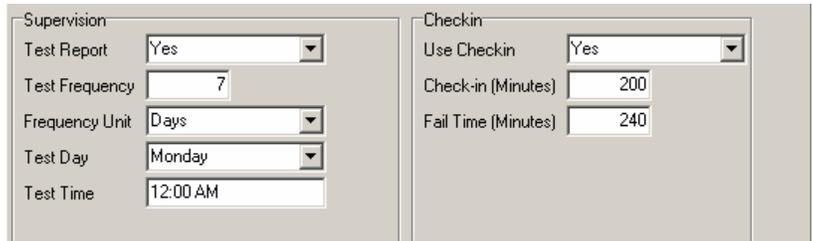
- **RS232** - This option can be used for radio backup communications or other communication options, and uses the on-board serial port.

Select 232 when using DB-9 backup communications by directly connecting to the RS-232 port on the panel. Set the XR500 Series panel J23 jumper to R and briefly reset the panel using the J16 jumper to activate RS-232 operation. Refer to the XR500 Series Installation Guide (LT-0681) or the XR2500F Installation Guide (LT-0759).

Path Type: The Path Type defines if the path is Primary or Backup. Because Path 1 is always Primary, this option can only be changed for paths 2-8. Default is Backup.

Supervision

Test Report: Test Report determines if test reports are sent on this path. Reports are sent according to the programming in Test Frequency and Test Time. Default is Yes.



Select DEFER to not send a Test Report if the panel communicates any message with a receiver within the time set in Test Frequency. Select NO to not send test reports on this path.

Test Frequency: Test Frequency determines the frequency of the test report. Enter a number from 1 to 60. Default is 1.

Frequency Unit: Select DY (Day) or HR (Hour). Default is Day.

Test Day: Use this option to set the day of the Test Report. This option appears only when Test Report is Yes; Test Frequency is Day and a multiple of seven. Select the day of the week to send the test report. Default is Sunday.

Test Time: Use this option to select the time of day for Test Reports. Enter the hour, minute and AM/PM. Default is blank.

Use Checkin: Check-in reports are a method of supervising the panel for communication with the receiver. This option appears when the Comm Type is NET, CELL or 232. For CELL or 232 the default is No. For NET the default is Yes.

Select **Yes** for the panel to check-in at the number of minutes selected.

Select **Random** for the panel to check-in at random times from 6 to 60 minutes when all areas are disarmed. If any area is armed, a check-in is sent every 6 minutes.

Select **Adaptive** for a backup path to adapt to the check-in programming from this groups primary path if the primary path becomes unavailable. Check-in programming includes Check-in and Fail Time.

Check-In Minutes: If Yes is selected for **Use Checkin**, enter the number of minutes between check-in reports, from 2 to 240 for NET and 232 or 4 to 240 for CELL, when the panel is armed or disarmed. For CELL or 232 the default is 0. For NET the default is 200.

Fail Time: Entering a Fail Time allows the receiver to miss multiple check-ins before logging that the panel is missing. The maximum fail time is 240 minutes.

For example, if Checkin is 10 and Fail Time is 30, the receiver only indicates a panel not responding after 30 minutes. The Fail Time must be equal to or greater than Check-in Minutes. If Check-in Minutes is 10 minutes, the Fail Time must be 10 minutes or more. Default is 0 for Cell and 232. Default is 240 for Net.

DD/CID Details

1st Telephone Number: This option displays for DD or CID Communication Types. This is the first number the panel dials when sending reports to the receiver. Phone numbers can have up to 32 characters.



DD/CID Details
1st Phone No.
2nd Phone No.

Enter P to program a three-second pause in the dialing sequence. The P character counts as part of the 32 allowable characters.

Enter R for rotary phone function. The R character counts as part of the 32 allowable characters.

Call Waiting: You can place the “* 7 0 P” (Star, Seven, Zero, Pause) in the telephone number first position to cancel Call Waiting. For example, program NET with a backup path DD and phone number *70P555-1212, and you have NET with Call Waiting cancelled on the backup path.

Caution: A call waiting cancel programmed on a non-call waiting telephone line would prevent communication to the central station.

Second Telephone Number: The panel dials the second number when two successive tries using the first number fail. If the panel cannot reach the receiver after two attempts using the second number, it returns to the first number and makes two additional attempts. A total of ten dialing attempts are made using the first and second phone numbers. See **Alarm Switch** describing an exception for Alarm messages.

Should all ten attempts fail, the panel continues to attempt sending the message using the next programmed path. If all programmed communication paths fail, the panel clears the communication buffer and makes one communication attempt each hour to send a TRANSMIT FAILED (S87) report to the receiver. Access the User Menu Display Events feature to view the report information not sent to the receiver or download the report with DMP Remote Link™ software.

Comm Type Details

Encryption (XR500E only):

This option displays if the Communication Type is NET. Check the box to enable encryption for the path currently being programmed. Default is unchecked.



Comm Type Details
 Encryption
Receiver IP
Receiver Port

Receiver IP: This option displays if the Communication Type is NET or CELL. Enter the Receiver IP address where the panel sends network messages. The Receiver IP Address must be unique and cannot be duplicated on the network. Enter all 12 digits with the periods. For example, enter IP address 192.168.000.250.

Receiver Port: This option displays only if the Communication Type is NET or CELL. Enter the receiver port number. Valid range is 1 to 65,535. Default is 2001.

Advanced Tab

Retry Seconds: Enter the number of seconds (6 to 15 seconds) the panel should wait before retrying to send a message to the receiver if an acknowledgment was not received. The panel retries as many times as possible for a period of one minute before sending a network trouble message. For example, if **Retry Time** is set to **15**, the panel retries four times. The default **Retry Time** is **6** seconds.

Substitution Code: The Panel Substitution Code increases the level of security by helping to ensure that the panel sending the message to the receiver has not been substituted by another panel. Default is No.

Select Yes to send a Panel Substitution Code when communicating with the receiver.

Select Shared to use the same Substitution Code as the previous path.

GPRS APN: This option displays when CELL is selected as the Communication Type. APN (Access Point Name) is the alphanumeric name of the GPRS wireless access point for digital cellular communication. Default is SECURECOM.

If using an alternate cellular carrier, enter the APN Name from the provider. The APN may have 2 lines of 16 characters each to equal up to 32 characters.

Fail Test Hours: This option sets the frequency for a Backup path to send a test report when the closest lower number previous path fails within its path group.

For example, if a backup path is programmed to send a weekly test report and the Fail Test Frequency is set to 2 hours, when the previous path fails the backup path starts sending a test every 2 hours until the previous path restores. If Fail Test Frequency is set to 0, test reports are sent only according to Test Report programming. Range is 0 to 24 hours. Default is 0.

Protocol: This option displays for Communication Type NET. Select TCP to communicate over the network using TCP protocol. Select UDP to communicate using UDP protocol. Default is TCP.

232 Port: This option displays for Communication Type RS232 and sets the physical RS-232 port to the XR500 on-board connector or one of the DMP Model 461 Interface Adaptor Card slots labeled A, B, C, D, or E. Use slot A if using a 462N Network Interface Card with or without the 461 card.

Enter O to use the on-board connector. Set the XR500 Series panel J23 jumper to R and briefly reset the panel using the J16 jumper to activate RS-232 operation. Default is O (On-board).

232 Setup String: This option displays when the Communication Type is 232. Enter up to two lines of 16 characters to equal up to 32 characters for the destination address that may include an IP address. Example: AT#UCXXX.XXX.XXX.XXX#PPPPP where X is the IP address and P is the port number.

893A: This option displays for DD or CID Communication Types. The 893A option allows reports to be sent to the receiver on a second DD line using the 893A module. Default is No.

Alarm Switch: This option displays for DD or CID Communication Types. Enter the number of attempts to send an alarm message before switching to the next path. Range is from 1 to 10. All non-alarm messages will be sent for 10 attempts on the dialer before a switch is initiated. If the path immediately following this channel is not a backup path, this option has no effect. Default is 1.

Duplicate Alarms: This option displays for BACKUP path types. If Yes is selected, the current backup path will duplicate all alarms occurring on its primary path. Default is No.

Alarm Reports: This prompt displays when the Path Type is Primary. All backup paths within the group follow the same programming for Alarm Reports. Default is Yes.

When **YES** is selected, Zone Alarm, Bypass, Reset and Restore reports are sent to the receiver for all zone types.

When **FIRE** is selected, Zone Alarm, Bypass, Reset and Restore reports are sent for Fire, Fire Verify and Supervisory Zones.

Supervisory/Trouble Reports: This prompt displays when the Path Type is Primary. All backup paths within the group follow the same programming for Supervisory/Trouble Reports. Default is Yes.

When **YES** is selected, Zone Trouble, Low Battery, Missing, Fault, Restorals from trouble, System Troubles (A/C, Phone Line, Panel Battery) and System Restoral reports are sent for all zone types.

When **FIRE** is selected, Zone Trouble, Low Battery, Missing, Fault, Restorals from trouble, System Troubles (A/C, Phone Line, Panel Battery) and System Restoral reports are sent for Fire, Fire Verify, and Supervisory Zones.

Note: Serviceman reports are sent regardless of the selection made for Supervisory/Trouble reports.

Opening/Closing and User Reports: This prompt displays when the Path Type is Primary. All backup paths within the group follow the same programming for Opening/Closing and User Reports. Default is Yes.

When **YES** is selected, the following reports by user are sent to this receiver. Default is Yes.

- Opening
- Closing
- Bypass
- Reset
- Code changes (including adding, deleting, changing)
- Schedule changes (temporary, permanent, shift)
- Holiday date changes

Door Access Report: This prompt displays when the Path Type is Primary. All backup paths within the group follow the same programming for Door Access Reports. Default is Yes.

When **YES** is selected, Door Access Granted and Denied reports are sent to this receiver. The Door Access Granted report is only sent if the keypad number has also been selected in Access Keypads under the SYSTEM REPORTS programming.

Note: To minimize cellular data, Door Access Granted reports are not sent on a CELL path type.

When **DENY** is selected, Door Access Denied reports are sent to this receiver when a door access is denied to a user.

Send Communication Trouble: Check this box to enable a communication trouble message to be sent to the receiver if a failure on this path occurs. The trouble message will indicate both the path number and the communication type that failed. Default is Yes.

Supervisory Zone Keypads: Specifies the addresses where all supervisory zone alarms and troubles display. Whenever the keypad displays a supervisory zone, the keypad buzzer sounds. To silence the keypad buzzer, enter a valid user code at the keypad.

Panic Zone Keypads: Specifies the addresses where all panic zone alarms and troubles are displayed. The name of the zone remains in the list until the zone restores. The keypad buzzer does not sound for panic alarms or troubles.

Emergency Zone Keypads: Specifies the addresses where all emergency zone alarms and troubles are displayed. The name of the zone remains in the list until the zone restores. The keypad buzzer does not sound for emergency alarms or troubles.

Auxiliary 1 Zone Keypads: Specifies the addresses where all Auxiliary 1 zone alarms and troubles are displayed. The name of the zone remains in the list until the zone restores. The keypad buzzer does not sound for Auxiliary 1 alarms or troubles.

Auxiliary 2 Zone Keypads: Specifies the addresses where all Auxiliary 2 zone alarms and troubles are displayed. The name of the zone remains in the list until the zone restores. The keypad buzzer does not sound for Auxiliary 2 alarms or troubles.

Communication Path Trouble: Specifies the way communication path troubles are displayed on keypads programmed to display system troubles.

Select NO to not display communication path troubles on any keypad.

Select YES to display COMM -TRBL when any communication path fails.

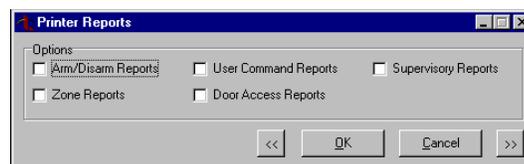
Select ALL to display COMM -TRBL only when all communication paths have failed.

Printer Reports

Printer Reports menu is available on:

XR500
XR500N
XR500E
XR2500F
XR200
XR200-485 Classic
XR200-485 Enhanced
XR200-485B Enhanced
XR2400F
1812
1912XR

This section allows you to program the types of reports that you want the panel to print using the optional Printer Interface Card. The Printer Interface Card allows you to connect a compatible 40- or 80-character serial printer to the alarm panel.



The options you may select in the **Printer Reports** window are:

Arm / Disarm Reports: Prints arming, disarming, and Late to Close reports. Reports include the area number, name, and action (armed, disarmed, or late). Reports also include time and day the action occurred, as well as the user name and number.

Zone Reports: Prints changes in the status of active zones. Reports include the zone number, name, and type as well as the action (alarm, trouble, bypass, etc.), user number (if applicable), and area name.

User Command Reports: Prints user code changes, outputs turned on or off, schedule changes, and User Menu functions.

Door Access Reports: Prints door access activity, including the door number, user number and name, and the time and date.

Supervisory Reports: Prints system monitor troubles and system events.

Customer Name: (1812 panel only.) Enter the account name the Customer Name field.

PC Log Reports

PC Log Reports menu is available on:

XR100N

PC Log Reports menu is available on all V106 or higher:

XR500

XR500N

XR500E

XR2500F

Host Log Reports menu is available on:

XR200 version 111

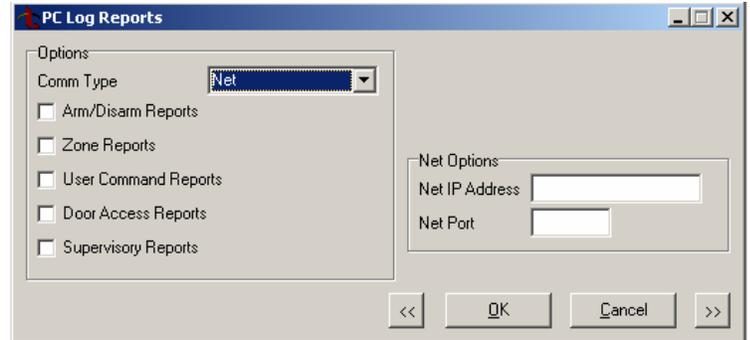
XR200-485 version 205

XR500 Series and

XR2500F version 105

or lower

This section allows you to program the types of PC log reports the panel sends through the 462N Network Interface Card, the J21 Serial Connector on the XR500 Series/XR2500F panel, or the J1 network connection on the XR500 Series/XR2500F or XR100N panel. The reports include information such as the type of activity, time and date of the activity, and user name and number. These data logging reports can be accessed using the **Advanced Reporting Module**. See the **Advanced Reporting Module User's Guide, LT-0645**. See the XR500 Series Installation Guide (LT-0681) for detailed J21 or J1 setup information or the XR100 Series Installation Guide (LT-0899) for detailed J1 setup information.



Note: The network connection that the **PC Log Reports** are sent through is not monitored for network trouble. **PC Log Reports** is intended as an auxiliary log of panel activities and is not intended nor designed for Central Station Monitoring.

If there is trouble with the network connection, the panel buffers the **PC Log Reports** until the connection is reestablished. The panel then sends the reports. Also, a Network Trouble message is **not** sent if the connection is lost. The **PC Log Reports** have the lowest priority of panel reports sent.

Note: PC Log Reports CANNOT be sent to an SCS-1R Central Station Receiver.

Comm Type: Select the Communication Type for the panel to send the PC Log Reports. Default is None.

Net Options

Net IP Address: This option displays when the Communication Type is Net. Enter the IP address containing up to 16 characters.

Net Port: This option displays when the Communication Type is Net. Enter the port number. Valid port numbers are from 0 to 65535. Default is 2001.

232 Options

232 Port: This option displays when Communication Type is 232. To enable PC Log Reports, select either the on-board connector (O) or select A, B, C, D or E for the corresponding slot in use on the DMP Model 462N Network Interface card. The slots are labeled from left to right, beginning with A. Default is O.



232 Setup String: This option displays when the Communication Type is RS-232. Enter up to a 32 character modem string.

Email Technical Services

Use this option to email Error Logs or a Debug Table to DMP Technical Services group for troubleshooting.

Email Setup Tab

Complete this tab to setup the email service for use from Remote Link. Once the information is complete, click on the Save button. This only has to be completed one time.

The screenshot shows the 'Send Email' dialog box with the 'Email Setup' tab selected. The dialog is divided into three sections: 'Login Information', 'Return Address', and 'Outgoing Mail Server'. The 'Login Information' section contains fields for 'User Name' (filled with 'new') and 'User Password' (filled with '*****'). The 'Return Address' section contains fields for 'From Address' (filled with 'joe@smithsecurity.com'), 'Name' (filled with 'Joe Smith'), and 'Display Name' (filled with 'Joe Smith <joe@smithsecurity.c'). The 'Outgoing Mail Server' section contains fields for 'Email Server Address' (filled with 'mail.smithsecurity.com') and 'SMTP Server port' (filled with '25'). At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Message Tab

Use the Message Tab to enter any information pertaining to the issue being reported. Select if you would like to attach the Remote Link Error Log or Debug Table. You can also attach other files as needed.

The screenshot shows the 'Send Email' dialog box with the 'Message' tab selected. The dialog is divided into three sections: 'Header Information', 'Attachments', and 'Message Group'. The 'Header Information' section contains fields for 'To:' (empty) and 'From:' (filled with 'Joe Smith <joe@smithsecurity.com>'). The 'Attachments' section contains checkboxes for 'Attach Error Log' and 'Attach Debug Table', both of which are checked. Below these checkboxes is a text box containing the file path 'C:\Link\Logs\RLLLog-02-2008.txt' and a button with three dots. The 'Message Group' section contains a 'Subject' field (filled with 'Remote Link Logs') and a large text area containing the text: 'Remote Link Logs from Joe Smith <joe@smithsecurity.com> Licensee: Smith Security Name: Smith Security, Inc.'. At the bottom of the dialog are 'Send' and 'Cancel' buttons.