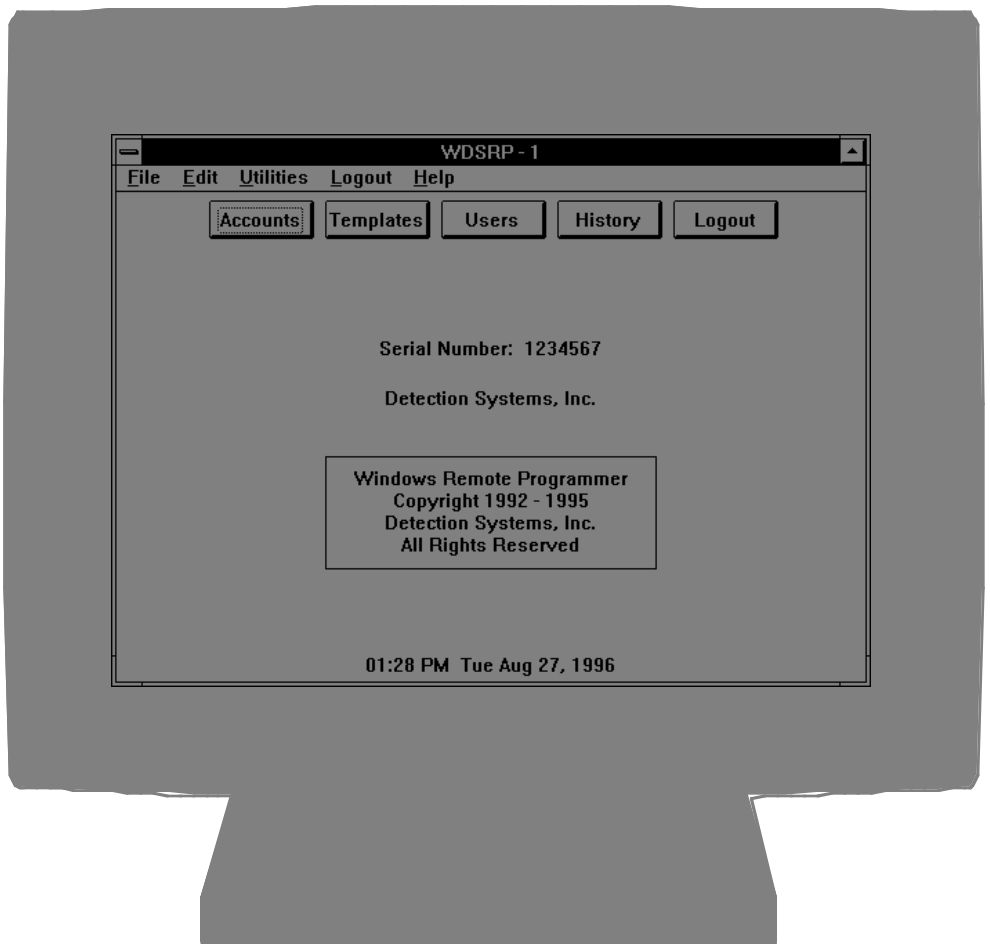
WDSRP
User's Guide

Detection Systems' Remote Programmer for Microsoft Windows®

For use with all Detection Systems' security/fire control panels.



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WDSRP User's Guide P/N 27596C

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SOFTWARE LICENSE AGREEMENT

Detection Systems' Remote Programming Software for Microsoft Windows®.

IMPORTANT: This software relates to security. Access should be limited to authorized individuals. This software contains provisions for setting security passwords. Appropriate security levels should be established and passwords should be set before allowing operating personnel access to this software. The original disk should be safeguarded against unauthorized use. In addition, DS security/fire controls contain passwords to prevent unauthorized access; these passwords must also be set and their identity carefully safeguarded.

Please read the following license agreement prior to installing and operating the software: Part of the software installation procedure consists of entering your company name as an acceptance of this license agreement. Do not complete this procedure unless you agree to the following terms:

You MAY:

- Use the WDSRP program only on a single computer.
- Copy the program into another computer only for backup purposes in support of your use of the program on a single computer.

You may NOT:

- Transfer this program or license to any other party without the express written approval of Detection Systems, Inc.

Limited Warranty: Detection Systems, Inc. (DS) warrants that the program will substantially conform to the published specifications and documentation, provided that it is used on the computer hardware and with the operating system for which it was designed. DS also warrants that the magnetic media on which the program is distributed and the documentation are free of defects in materials and workmanship. No DS dealer, distributor, agent, or employee is authorized to make any modification or addition to this warranty, oral or written. Except as specifically provided above, DS makes no warranty or representation, either express or implied, with respect to this program or documentation, including their quality, performance, merchantability, or fitness for a particular purpose.

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INTRODUCTION

Welcome to Detection Systems' WDSRP (Detection Systems' Remote Programming Software for Microsoft Windows®).

The WDSRP program will allow you access to all Detection Systems' fire/security control panels.

This Users Guide is designed for the person performing a first time exploration of WDSRP. This Guide does not assume that you have any knowledge of WDSRP. It does assume, however, that you are familiar with the Microsoft Windows® or OS/2 ® environment and that you are familiar with using menus, icons, clicking and double-clicking.

It is run through Microsoft Windows® (version 3.1 or higher), for its ease of use and accessibility.

This User's Guide is divided into 9 sections:

- **Section 1: Installing the Software**. This section will di cuss how to install the WDSRP software onto your computer.
- **Section 2: Getting Started**. This section will discuss procedures you should do as you first begin to use the WDSRP program.
- **Section 3: Quick Start Guide**. This section will orient you with the most basic operations of the WDSRP program.
- **Section 4: Operating Guide**. This section will take you through the step by step operations of the WDSRP program.
- **Section 5:** History
- **Section 6:** Log-out. This section covers logging out from WDSRP.
- **Section 7:** Utilities. This section describes the various utilities available in WDSRP.
- **Section 8:** Direct Connection. How to program panels directly from your computer without the use of a modem and phone lines.
- **Section 9:** Quitting WDSRP. The ways to exit the program.
- **Section 10:** Troubleshooting. This section covers troubleshooting tips for WDSRP.

Your first task will be to install the WDSRP program onto your computer. For directions on this task, see **Section 1.0 Installing the Software.**

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1.0 INSTALLING THE SOFTWARE

The WDSRP Setup program will copy all the necessary files to your hard drive and will configure your system by asking you a few simple questions. A README.TXT file is now included on the installation disks which contains valuable information regarding the latest release of the software and modem compatibility. The README.TXT file is copied into the WDSRP directory during setup. You may use any text editor to read this file.

1.1 Equipment Needs

1.1.1 Recommended Equipment

1. An 80486 DX (33 MHz or faster) PC with at least 10 Meg of hard disk space free and at least 8 Meg of RAM.
2. A working version of Microsoft Windows® 3.1 or higher, Windows 95, or OS/2 Version 2.1 or higher.
3. DOS version 6.0 or higher.
4. A Hayes Smartmodem (300, 1200, 1200B, 2400, or 2400B). Open the README.TXT file for the latest information on modem compatibility.
5. A VGA or better monitor.
6. A mouse or other pointing device.

1.1.2 Minimum Equipment Requirements

NOTE: WDSRP will function with the equipment below; however, the operation may be slower than desired and some loss of functionality may occur such as the inability to use multiple phone lines and print large reports.

Single phone line usage is recommended in this configuration.

1. An 80386 SX (16 MHz) PC with at least 8 Meg of hard disk space free and at least 4 Meg of RAM.
2. A working version of Microsoft Windows® 3.1.
3. DOS Version 3.1 or higher.
4. A Hayes Smartmodem (300, 1200, 1200B, 2400, or 2400B). Open the README.TXT file for the latest information on modem compatibility.
5. An EGA or Hercules monitor.

1.2 Existing DOS DSRP

The WDSRP Setup program will not effect your existing DOS data files. After installing WDSRP, you may incorporate your existing DSRP files into WDSRP by using the Merge function. See **Section 7.0 Utilities.**

CAUTION: Only convert your DOS data files to WDSRP data files when you are ready to stop using DOS DSRP. The new data file created when you convert your old files can not be converted back to DOS DSRP. If you choose to use WDSRP with your existing DOS files on a test basis, you should make a copy of your data files and update the copy.

1.3 Running the Setup Program

Before running the WDSRP Setup Program, you should first disable any anti-virus software that you may have loaded. You can re-enable the anti-virus software after the WDSRP installation.

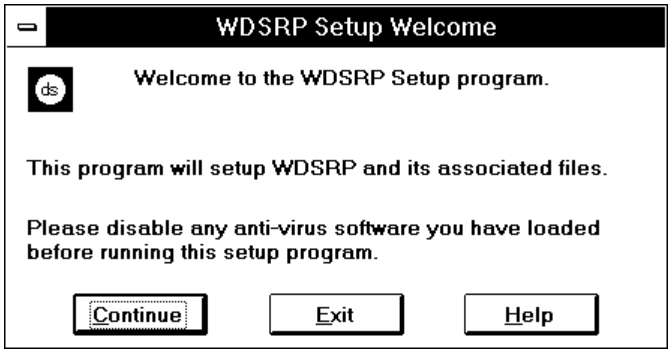
Make a backup copies of the WDSRP disks. Keep the backup copy in a safe and secure area (under lock and key). It is only to be used in the event of your system having software or hardware problems and a reinstallation is needed.

NOTE: When upgrading an existing version of WDSRP, you should install this new version over your old version. The setup program will handle all necessary file conversions.

1. Start Microsoft Windows® (Version 3.1 or higher).
2. Insert WDSRP Disk 1 - Setup into the floppy drive.
3. Open Program Manager (Explorer in Windows 95).
4. Using any text editor, open the README.TXT file to review any last minute additions and changes to the document. Choose [File] [Quit] when finished.
5. From the Program Manager menu, choose [File] [Run].
6. Enter [A:\setup] or [B:\setup] depending on which drive contains the WDSRP Installation diskette.
7. Choose [OK].
8. Insert disks as prompted until installation is complete.

1.3.1 WDSRP Setup Welcome

After the initializing process, the **WDSRP Setup Welcome** window will appear. Choose one of the three options at the bottom of the window.



1.3.2 WDSRP Setup Destination

The **WDSRP Setup Destination** window will appear after choosing [Continue].

Enter the drive path where you would like WDSRP installed. Typically, the default path will read [C:\WDSRP].

NOTE: When upgrading an existing version of WDSRP, install the new version over the old version. Do not change the “Install to” path. The setup program will handle all necessary file conversions.

1.3.3 WDSRP Setup Names

The **WDSRP Setup Names** window will appear after choosing [Continue]. Enter your name and company name.

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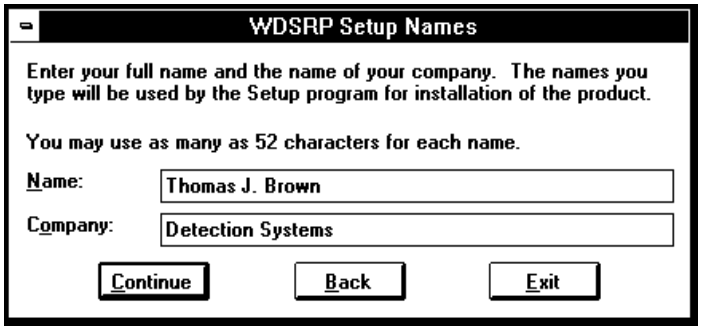
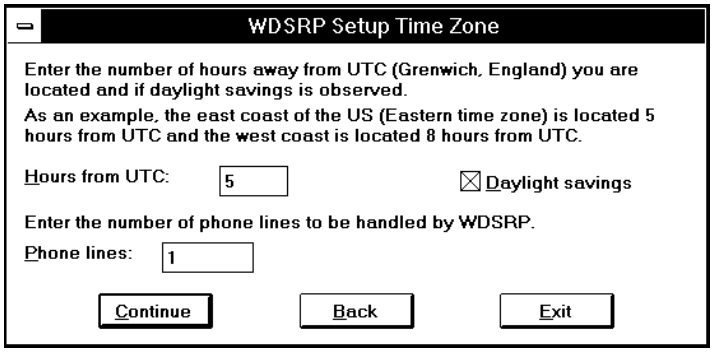


NOTE: These names will appear on all copies of WDSRP installed from this diskette. This window will appear during the initial installation only.

1.3.4 WDSRP Setup Time Zone/Phone Lines

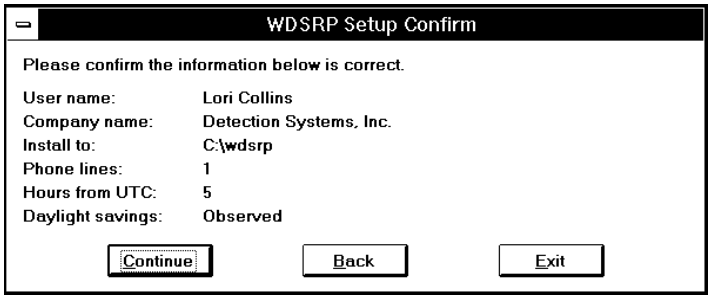
The **WDSRP Setup Time Zone** window will appear after choosing [Continue]. Enter the number of hours away from UTC (Greenwich, England) you are located and if daylight savings is observed. Enter a positive number if you are West of UTC (e.g. United States), and a negative number if you are East of UTC. For example, the East Coast of the United States (Eastern Time Zone) is located 5 hours from UTC and the West Coast is located 8 hours from UTC.

You will also be prompted to enter the number of phone lines that will be connected to WDSRP via modems. If you will be using only one line with one modem, no changes are necessary.

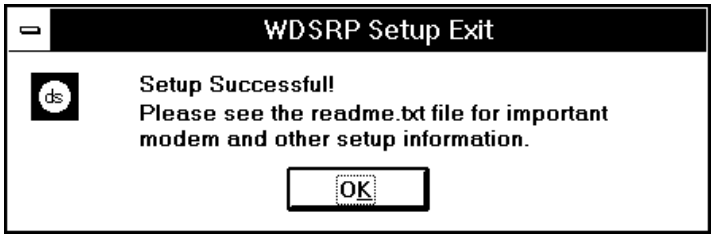


1.3.5 WDSRP Setup Confirm

The **WDSRP Setup Confirm** window will appear after choosing [Continue]. If the information is correct, choose [Continue]. If the information is incorrect, choose [Back] and change the incorrect information. WDSRP Setup will install the program on your hard drive after selecting [Continue]. [Exit] will cancel the installation.



The following window will appear after successful installation.

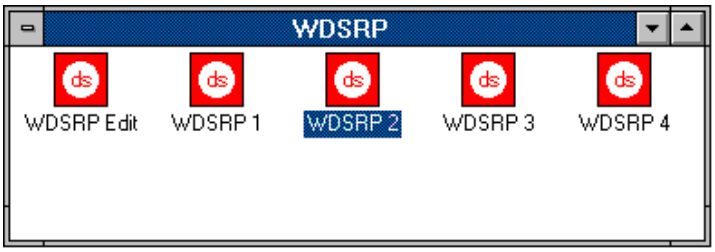


2.0 GETTING STARTED

Now that you have successfully installed the WDSRP software, you are ready to begin the first steps toward successful usage of this software.

When starting the WDSRP program, you have a choice of choosing the [WDSRP Edit] icon or the [WDSRP 1, 2, 3, or 4] icons.

Note: The number of WDSRP Icons appearing will depend on the number of phone lines selected during setup.

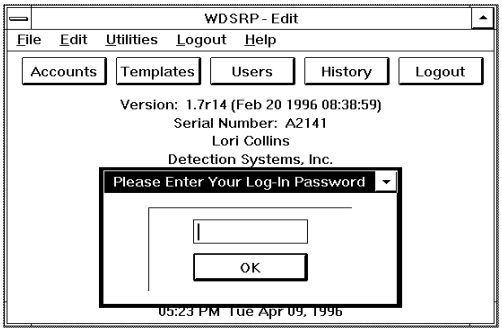


The WDSRP Edit icon is used for editing purposes only. It does not communicate with the control panels. Use this selection when work needs to be done to any of the WDSRP databases, but communication to a control panel is not necessary.

In order to communicate with a control panel, choose one of the WDSRP 1, 2, 3, or 4 icons. This selection will allow you to do all that the WDSRP Edit selection can, but also enables you to communicate with a control panel for the transfer of data. The 1, 2, 3, or 4 selections represent the number of the phone line connected to WDSRP.

2.1 Changing the Default Password

Start up the WDSRP program by double-clicking on the [WDSRP Edit] icon from the **WDSRP** window. You will be prompted to enter your password. The software is shipped with the password **lev15**. Enter [lev15] then select [OK].



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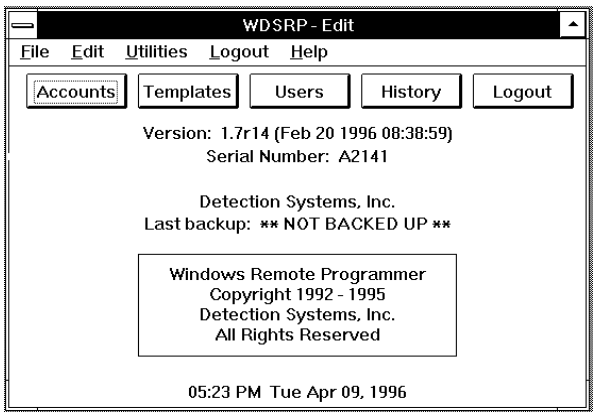
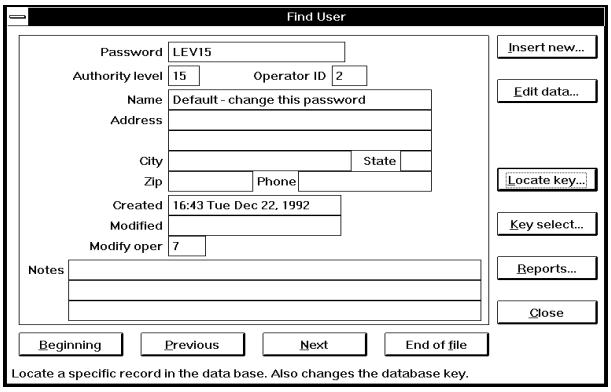
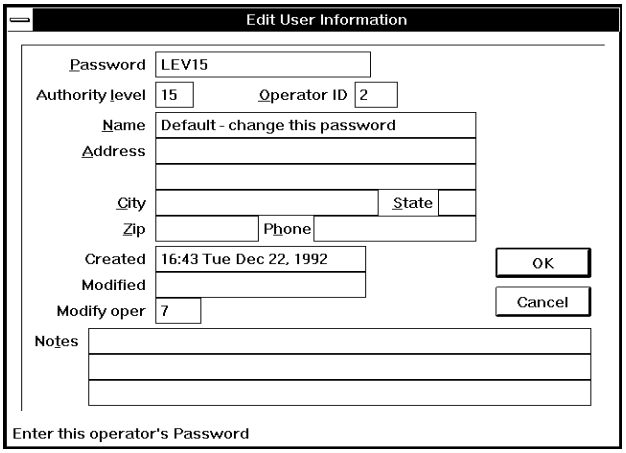
Choose [Users] from the **WDSRP Main** window.



The **Find User** window will appear showing User (lev15) information.



1. Choose the [Edit data] command from the right hand column of command buttons. The **Edit User Information** window will appear with the Password (lev15) highlighted.



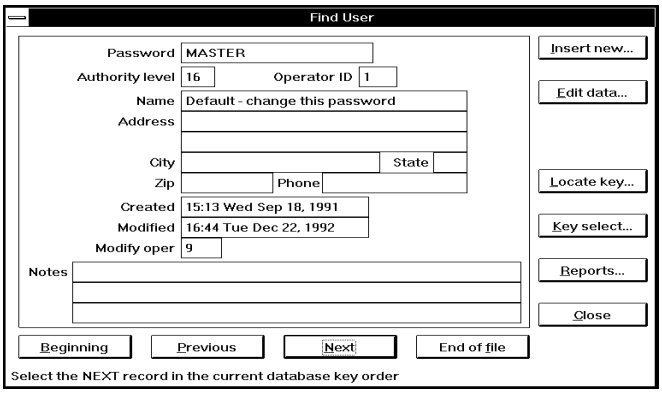
2. Replace all the necessary information in this window with the information for yourself.
3. Create a new password for yourself. The password can be up to 12 characters long. Do not use spaces or non-alpha characters in your password. Keep authority level 15, the highest normal level.
4. Supply the rest of the information as needed. Some fields are automatically filled in by WDSRP; the Operator ID field, Created Field, Modified Field, and the Modify Operator field.
5. Choose the [OK] button to return to the **Find User** window.

2.2 Changing the Master Password

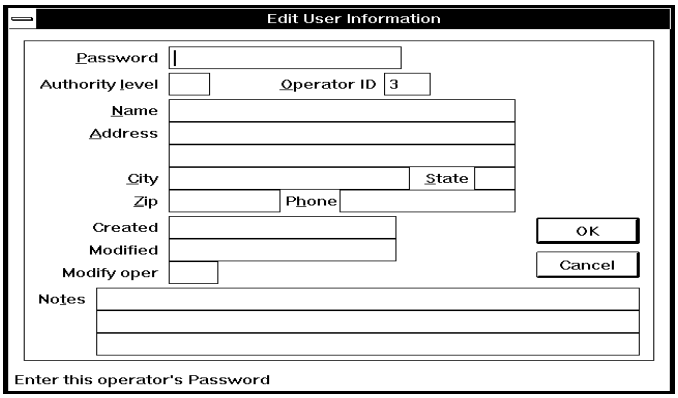
The next task to perform is to change the Master Password. It is a level 16 password that is your safeguard should anything happen to the other passwords. The Master Password can never be deleted and its authority level can never be changed. Once you have changed the Master Password, do not use it as a working password, use the Level 15 Password you just created (see Section 2.1). Write down the Master Password and keep it in a secure place. You will NOT be able to see the Master Password under User Information unless you log in with it.

To change the Master Password:

1. Choose [Log-out] from the **WDSRP Main** window.
2. Enter [Master] for the password as you Log in.
3. Choose [Users] from the **WDSRP Main** window.
4. The **Find User** window will appear.



5. Locate the Master user information by choosing the [Next] command from the command buttons at the bottom of the window.
6. Choose the [Edit data] command from the right hand column command buttons.
7. The **Edit User Information** window will appear with the password "Master" highlighted. From this window you may edit all necessary information.



8. Replace the information in this window with your own information.
9. Give yourself a new Master Password.
10. Supply the rest of the information as needed.

The authority Level and Operator ID fields can not be changed.

Once this task has been completed, log-out and log back in as the level 15 password you previously created.

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2.3 Authority Levels

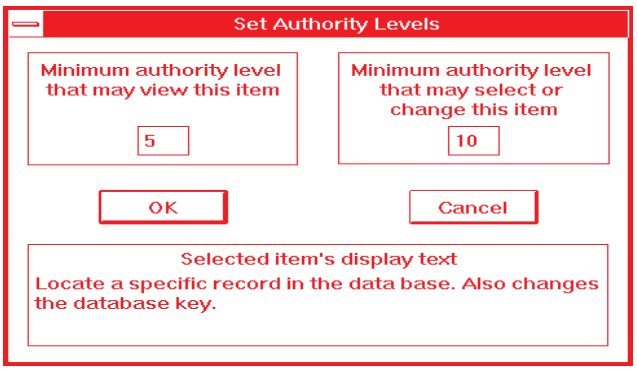
The authority level you give each user is critical. The authority level given to each user will allow certain access privileges throughout the WDSRP program. Each field within WDSRP (any place a user may interact with) has its own authority levels. Authority levels affect the user in two ways. The fields have a minimum authority level that a user must meet just to view that field. They also have a minimum authority level that each user must meet in order to edit that field.

Most fields are preset at authority level 5 for viewing and authority level 10 for editing.

Authority level 15 should be reserved for the one or two individuals that are trusted with all account information. Authority level 15 can change the authority levels of other operators.

NOTE: In order to edit information concerning report codes, control panel users and codes, report phone numbers and remote communication parameters, etc., you must have an authority level of 15.

To change the authority levels for any field or menu in WDSRP, highlight the item and press the [F5] key. The Set Authority Levels window for that particular item will appear. You must have at least a level 15 authority to use the F5 command. After changing select [OK].



To change the Menu Item Authority Levels, select (highlight) the menu item and press the [F5] key. After changing, select [OK].

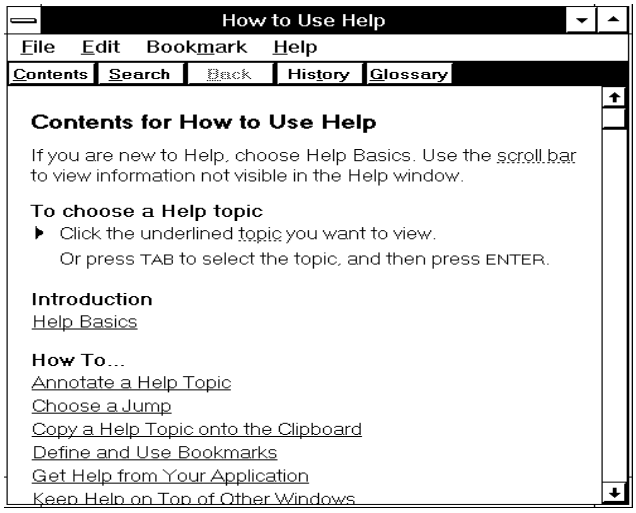
2.4 The HELP File

WDSRP has an extensive and easily accessible HELP file. The HELP file is a user's manual at your fingertips. It can be accessed anywhere within WDSRP.
There are three ways to access the HELP File.

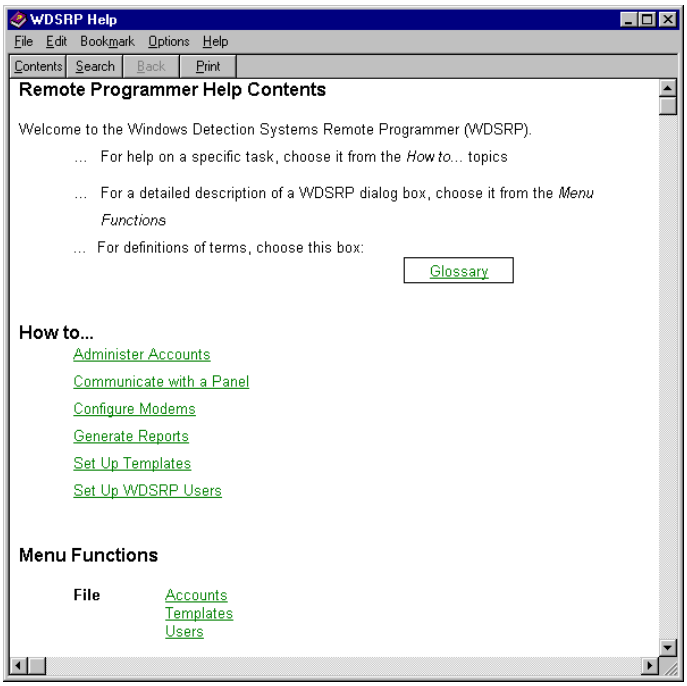
1. The HELP Files are context sensitive. You can highlight any item in the open window and press the [F1] key and the HELP information about that item will appear.

2. **In Windows 3.1 only**, placing the mouse cursor over the item in the open window and pressing the right mouse button will display the HELP information about that item. **Do not attempt this in Windows 95 as it may cause a protection fault.**

3. From the MAIN screen, the HELP File can be opened by selecting the HELP file menu with the mouse and pressing the left mouse button. The style of the files will be different in Windows 3.1 and Windows 95 as shown in the following examples:



Windows 3.1 Help



Windows 95 Help

The HELP file contains both general and very precise, context sensitive information that this User's Guide does not detail. Therefore, the HELP file will be a significant resource regarding WDSRP and its functionality.

When in the HELP file, some of the text will be underlined, green text. Clicking on this text with your mouse will result in further information specific to that selection.

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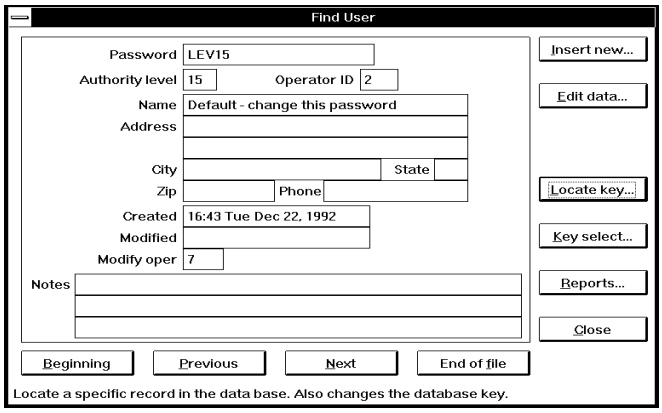
3.0 QUICK START GUIDE

Now that you have completed some preliminary steps, you are ready to begin customizing WDSRP to your specific needs.

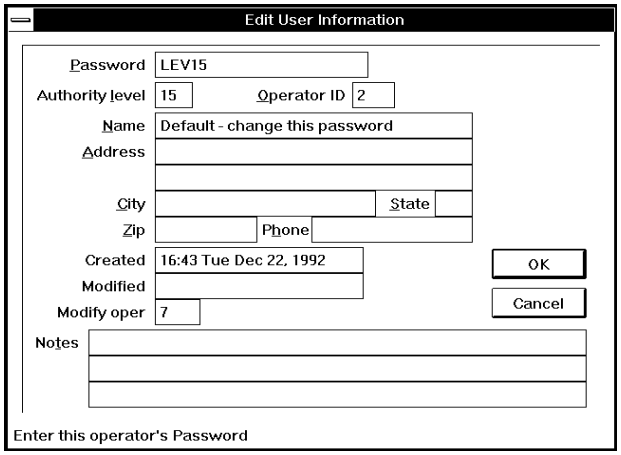
3.1 How to Add Users

The User database is where you keep track of all the users of this WDSRP program. Each individual record will list various information describing each user (for a detailed description of a User record, see Section 4.5, Users).

1. Start up the WDSRP program by double-clicking on a WDSRP icon from the **WDSRP** window.
2. You will be prompted to enter your password. Enter the everyday password you previously created.
3. Choose [OK] to complete the log-in.
4. Choose [Users] from the **WDSRP Main** window.
5. The **Find User** window will appear:



6. Choose the [Insert New] command from the right hand column command buttons.
7. The **Edit User Information** window will appear with the cursor in the Password field.



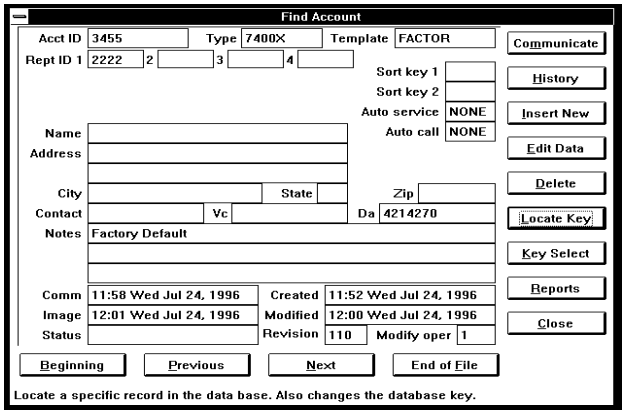
From this window you may enter and edit all necessary information. Some fields are filled-in automatically by WDSRP: the Operator ID field, Created Field, Modified field, and the Modify Operator field.

8. Choose [OK] to include this record in the User database. This will return you to the **Find User** window.
9. Choose [Close] to return to the **Find User** window and delete the record you were working on.

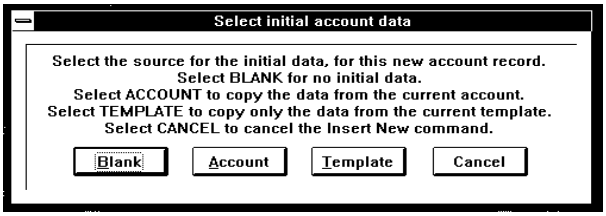
3.2 How to Create an Account

The account database is where you keep track of all the accounts that WDSRP is in contact with. Each individual account record keeps track of various general and programming information specific to the control panel for that account. For a detailed description of an account record, see Section 4.1, Accounts.

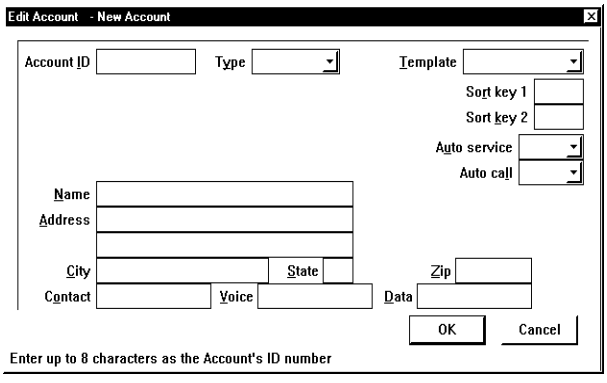
1. Start up the WDSRP program by double-clicking on the [WDSRP Edit] icon from the Program Manager window.
2. You will be prompted to enter your password. Enter the everyday password you previously created.
3. Choose [OK] to complete the log-in.
4. Choose [Accounts] from the **WDSRP Main** window. The **Find Account** window will appear.



5. Choose the [Insert New] command from the right hand column command buttons. The **Select Initial Account Data** window will appear.



6. Choose the source from which you will create the new Account. For now, select the [Blank] command. This command will call-up a blank **Edit Account - New Account** window.



7. Fill in all the necessary general information for this new Account.
8. Choose [OK] after completing. The **Edit Account** window for

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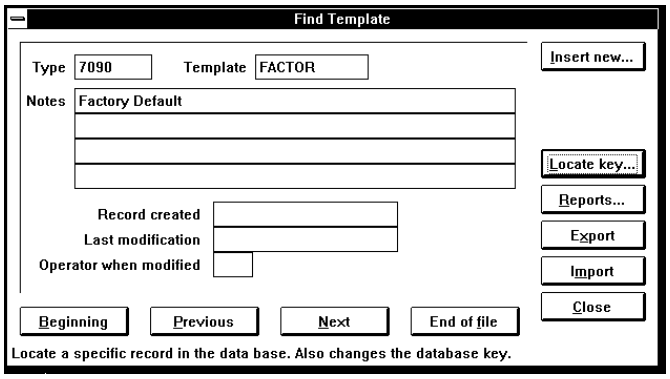
this new account will appear. It is here where you complete all the programming information concerning this account. See Section 4.0 for complete details concerning this window.

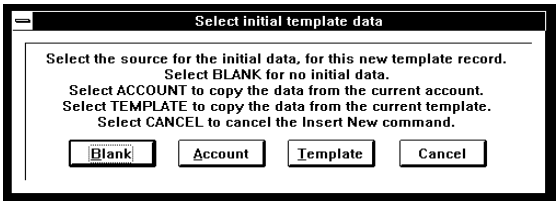
3.3 How to Create a Template

The template database is where you keep track of all the templates that you create. Each individual template record keeps track of various general and programming information specific to that template. For a detailed description of a template record, see Section 4.4.

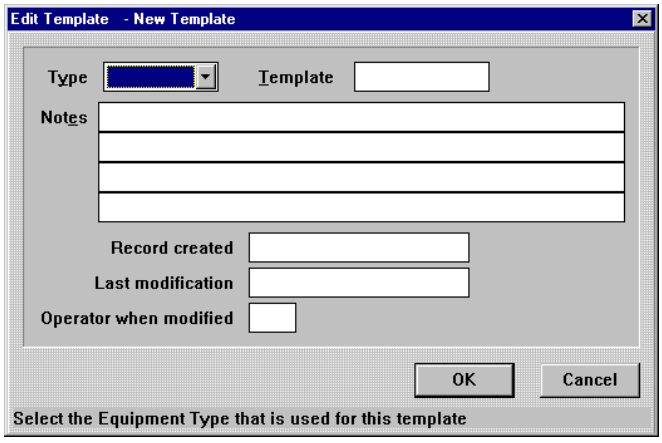
1. Start up the WDSRP program by double-clicking the [WDSRP Edit] icon from the **WDSRP** window.
2. You will be prompted to enter your password. Enter the everyday password you previously created.
3. Choose [OK] to complete the log-in.
4. Choose Template from the **WDSRP Main** window. The **Find Template** window will appear.



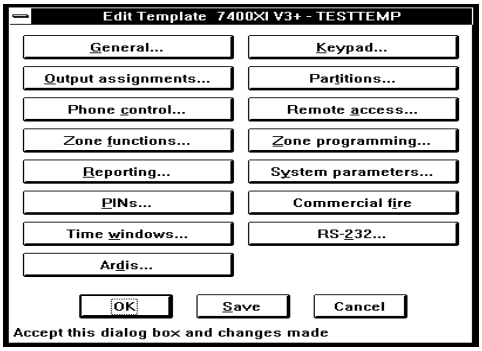
5. Choose the [Insert New] command from the right hand column command buttons. The **Select Initial Template Data** window will appear.



6. Choose the source from which you will create the new template. For now, select the [Blank] command. This command will call-up a blank **Edit Template - New Template** window. From here you will fill in all the necessary general information for this new template.



7. When complete, choose [OK]. The **Edit Template** window for this new template will appear.



It is here where you complete all the programming information concerning this template. See Section 4.0 for complete details concerning this window.

3.4 How to Call a Control Panel

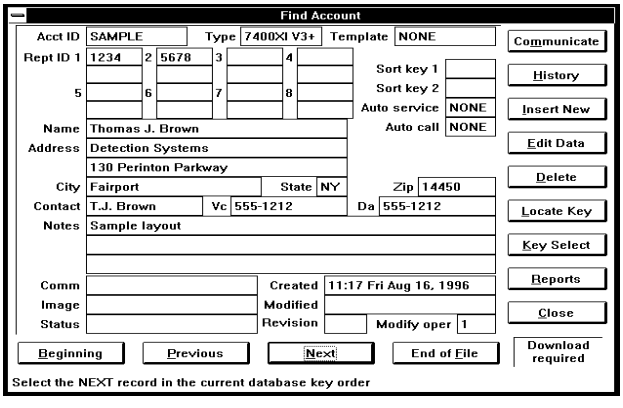
In order to call a control panel, the following requirements must first be met:

- The data phone number field must be filled in for the account you wish to call (unless manual connect is used).
- The control panel must either be programmed to answer the phone, or someone must be on site to cause it to answer from a keypad command.
- If used, you must have the correct agency and remote codes programmed.

Note: If this is the first time the control panel will be contacted from WDSRP, the agency and remote codes in the panel will be blank; therefore, these codes will not be required in the account database for this initial contact.

The steps to call a control panel are:

1. Start up the WDSRP program by double-clicking the [WDSRP 1, 2, 3, or 4] icon from the **WDSRP** window.
2. You will be prompted to enter your password. Enter the everyday password you previously created.
3. Choose [OK] to complete the log-in.
4. Choose [Accounts] from the **WDSRP Main** window.
5. Choose the account you wish to communicate with. The **Find Account** window will appear.



6. Choose the [Communicate] command from the right hand column command buttons. The new right-hand column com-

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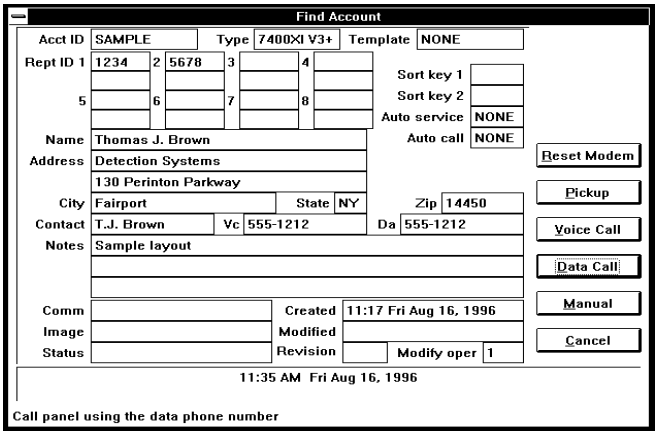
mand buttons will only show those commands necessary for communication.



7. Choose the [Data Call] command from the right hand column command buttons. This command will dial the phone number to reach this account's control panel. This number will call the control panel directly.
8. If the control panel answers your call, you will be on-line with the control panel. From here you may upload or download data as needed.

To end a call to a control panel:

1. Choose the [End Session] command from the right hand column command buttons. This command will end this communications session with the control panel. It will bring you off-line with the control panel. It will call up a verification window asking you if you wish the connection to be dropped.

After this session is complete you will still be in the **Find Account** window with the communications commands. Choose the [Cancel] command to return to the original **Find Account** window.

3.5 How to Answer a Call from a Control Panel

In order to answer a call from a control panel that already has an account created for it, the following requirements must first be met:

1. The Reporting ID 1 and the Reporting Phone number 1 in the account record must match those of the control panel.
2. Phone number 3 programmed in the control panel must be for phone line connected to this WDSRP program.

Note: If an incoming call from a control panel does not have an existing account, it will create its own account; therefore the requirements in item 1 (above) will not have to be met. The new **unknown account** will create an account number starting with a $ (dollar sign) generally followed by an 8 digit number.

To have WDSRP automatically answer an incoming call you must be logged out.

To access the account calling in, perform the following:

1. After the call has gone on-line, Log in.
2. Choose [Accounts] from the **WDSRP Main** window.
3. The **Find Accounts** window will appear showing the account that is on-line with WDSRP.

To manually answer an incoming call:

An incoming call produces a tone through the speaker of your computer. This is your notification that a call is incoming.

When this tone is heard proceed to the [Find Accounts] window and select the [Communicate] command, then select the [Pickup] command. It may take a while for the incoming call to come on-line.

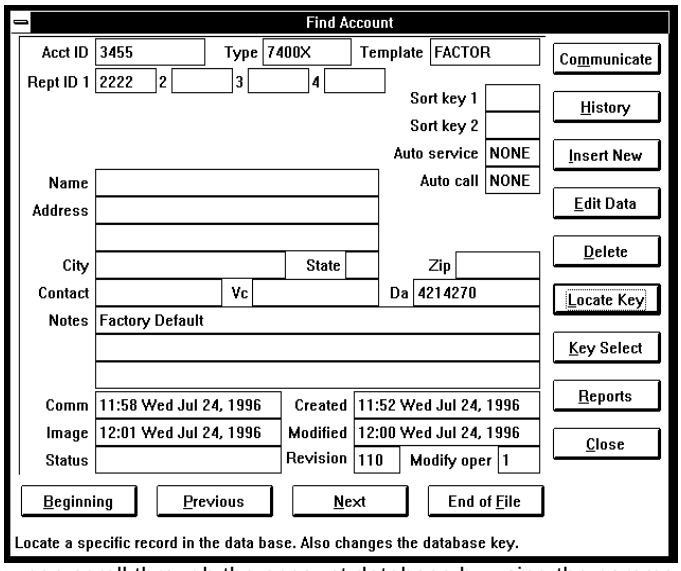
The [Pickup] command will prompt WDSRP to pickup the incoming call. WDSRP will then be on-line with the control panel.

4.0 OPERATING GUIDE

4.1 Accounts

To access accounts, choose [Accounts] from the **WDSRP Main** window.

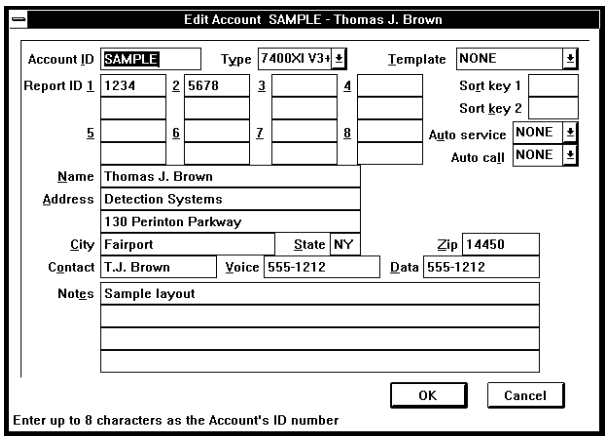
The **Find Account** window will appear. It is here where you keep track of the various control panels/accounts that you supervise. This window lists various general information concerning the accounts.



You can scroll through the account database by using the command buttons [Beginning], [Previous], [Next], or [End of File] at the bottom of the window.

4.2 Account General Information

The general information consists of:



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4.2.1 Account ID
This is the number/code you assign each account for identification purposes. This number is used by WDSRP only; it will not be programmed into the control panel.

4.2.2 Type
This is the type of control panel used on this account.

4.2.3 Template
This is the Template that this account uses (may be none).

4.2.4 Report ID
These are the Central Station Account Codes of the control panel. The Account may have no Report ID (in the case of a local, non reporting system). Reporting systems require as few as one reporting ID (in the case of one reporting phone number on a non-partitioned system) to as many as 16 Account ID numbers (in the case of an eight partition system with each partition reporting to two phone numbers). They are the numbers transmitted to the Central Station receiver that identify this particular control panel. These numbers uniquely identify this control panel to the Central Station.

Note: The number of Account Codes will differ depending on the type of control/communicator selected.

Name
This is the name of the residential or business subscriber of this Account.

Address, City, State, ZIP Code
This is the address of the residential or business subscriber of this Account.

Contact
This is the name of the individual at the site of the control panel whom you may reach by voice call. This person's phone number should be listed in the Voice Call (VC) field.

Sort Key 1 and 2
These fields are used to enter another unique number/code, allowing you another method of sorting the accounts. This is an optional entry choice.

Auto Service
This is the selected service that will automatically be performed whenever the control panel is brought on-line. You may choose from the following:

ARMM	=	Master Arm System
ARMP	=	Perimeter Arm System
CLRE	=	Clear System Errors
DWLD	=	Perform Complete Program Download
HISA	=	Upload New History Events
HISC	=	Upload All History Events
NONE	=	No Auto Services (Default)
PASS	=	Change Remote Code
RSET	=	Reset System After Contact
TIME	=	Set System Time
UPLD	=	Perform Complete Program Upload
WRNP	=	Set Non-resetable Warning
WRNT	=	Set Keypad Resetable Warning

Voice Call (VC)
This is the phone number to reach this Account's subscriber/voice contact. This phone number will reach the person listed in the Contact field.

Data Call (DA)
This is the phone number to reach this Account's control/communicator. This number will call the control panel directly.

Notes
This field may be used for any additional notes you may have concerning this Account.

The rest of the fields in the **Find Account** window are filled in automatically by WDSRP. They are:

Comm
This field lists the time and date of the last communication between the control panel and WDSRP.

Image
This field lists the time and date of the last upload or download.

Status
This field will list such things as data transfer information, history upload/download information, and communication status.

Created
This field lists the time and date when this Account was created.

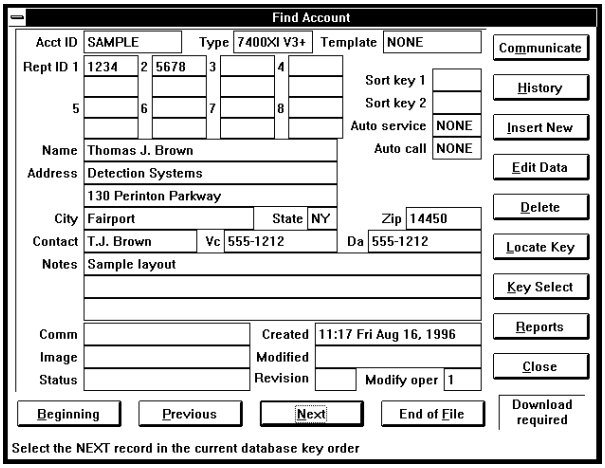
Modified
This field lists the last time this Account was modified by an operator.

Revision
This field lists the control panel's ROM version.

Modify Oper
This field lists the Operator's ID who last modified this Account.

4.3 Find Account Window - Commands

4.3.1 Communicate
Choose the Communicate command from the right-hand column of command buttons. This command is used to communicate with control panels.



The Communicate buttons will appear. The right-hand column command buttons will only show those commands necessary for communication.

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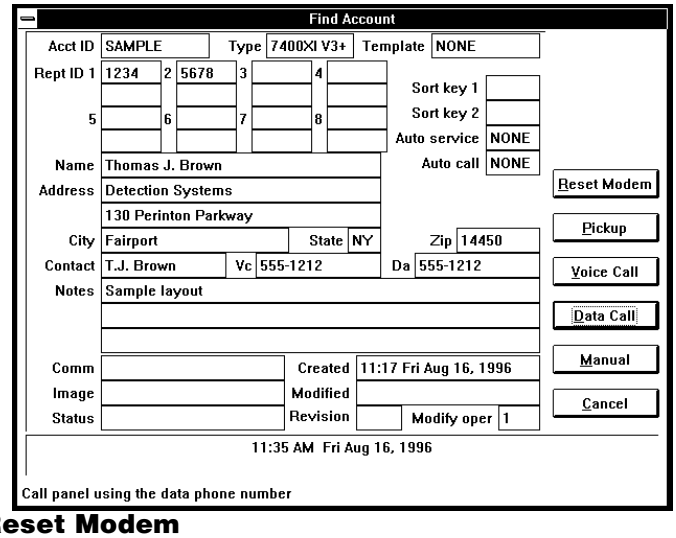


Reset Modem

This command will reset the modem. After resetting the modem, wait for the Status field (bottom left of window) to display “Modem Reset Successful” before attempting a call.

Pickup

This command will prompt WDSRP to pickup an incoming call . WDSRP will then be on-line with the control panel.

An incoming call produces a tone through the speaker of your computer. This is your notification that a call is incoming. When this tone is heard, you must proceed to the Find Accounts window, choose the [Communicate] command, then choose the [Pickup] command. It may take a while for the incoming call to come on-line.

Voice Call

This command will dial the phone number to reach this Account’s subscriber/voice contact. This phone number will reach the person listed in the Contact field.

Data Call

This command will dial the phone number to reach this Account’s control panel. This number will call the control panel directly.

Manual

This command allows you to switch from a Voice call to a Data call.

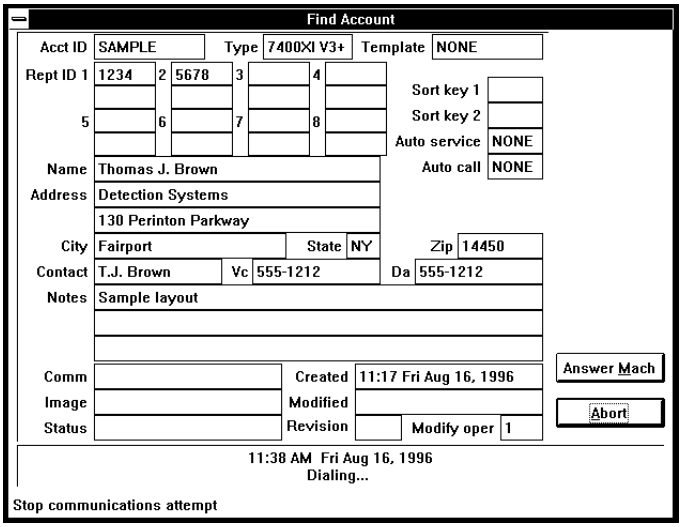
If you are speaking with your technician/subscriber on the same line as the panel’s Data line, use the Manual command to switch access to the panel. As soon as the subscriber hears a high-pitched tone, he or she must enter the remote programming answer command sequence ([PIN] [#] [86]) on the control panel’s keypad, and both of you should hang up.

WDSRP will then proceed to go on-line with the control panel.

Cancel

This command will return you to the original Find Account window. From this window you may choose a different Account/control panel to communicate with.

The following commands will show when WDSRP is dialing a phone number:



Answering Machine

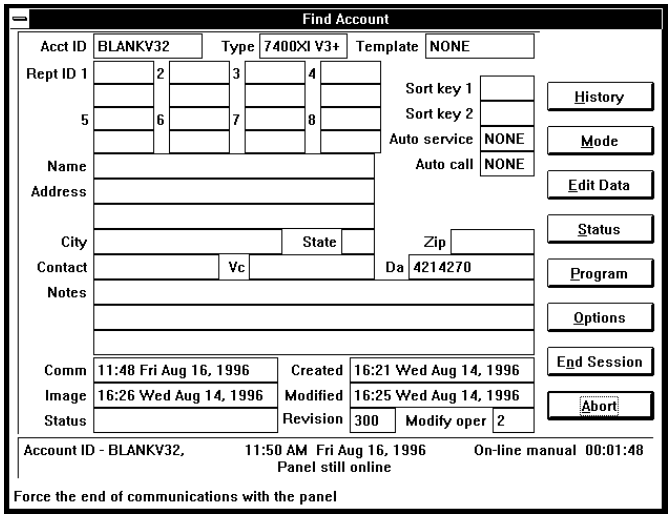
This command will make WDSRP hang up and redial the phone number. This will allow control panels with answering machine override programmed to answer this call from WDSRP.

Abort

This command will cancel this attempt to call and hang-up immediately.

CAUTION: Only use the abort command if communications are locked-up or in the event of an emergency. The abort command will cause the control panel to remain on-line a few minutes before it times out.

The following commands will show when WDSRP is on-line with a control panel:



Suspend

This command will only appear when WDSRP is actively engaged with the control panel (e.g. uploading or downloading). This command will stop all data transfer without making changes to the WDSRP or control panel data.

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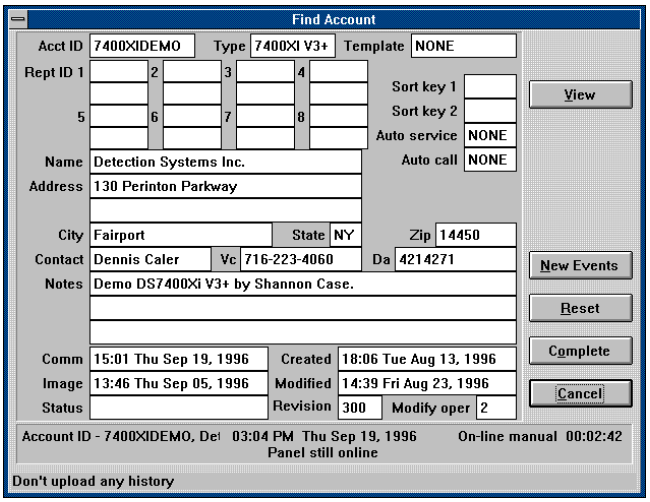
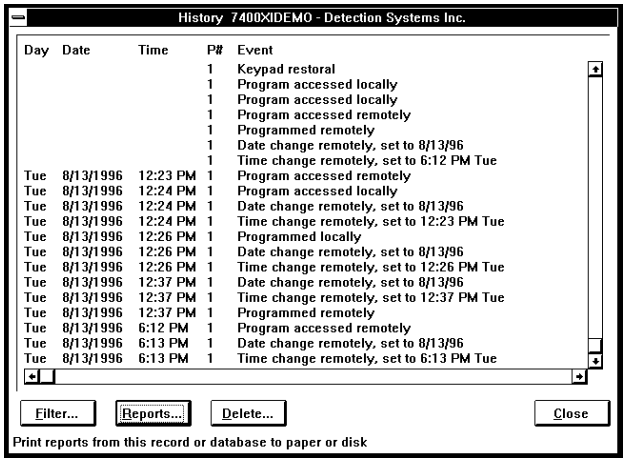
History

This command will allow you to perform the following History functions:



View

This command will allow you to view, delete, and archive history events that have been uploaded to this Account. When choosing this command, the History window will appear with the following commands:



- **FILTER:** This command will allow you to view specific history events by select categories and time range.
- **REPORTS:** This command allows you to print out history reports.
- **DELETE:** This command allows you to move the history events to the History Archive, or to delete them completely.
- **CLOSE:** This command will return you to the previous screen.

NEW EVENTS: This command will upload only new History events since the last History upload.

RESET: This command will upload the History buffer without saving it.

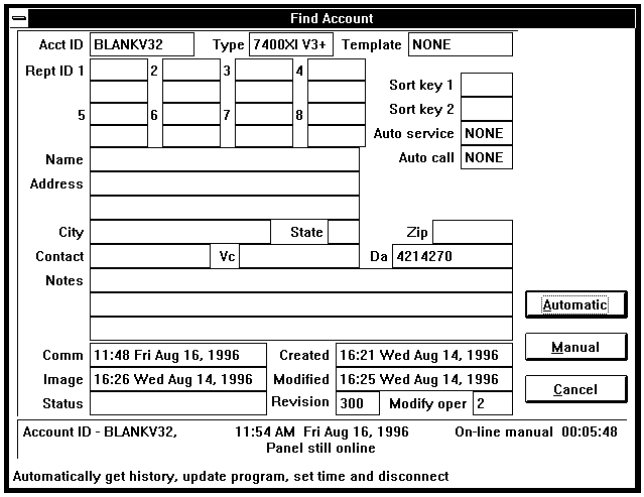
COMPLETE: This command will upload all History events.

Note: This command should only be used if there is no history in the open account as it may duplicate items in the account database. Under normal circumstances, use the NEW EVENTS command.

CANCEL: This command will return you to the previous screen.

Mode

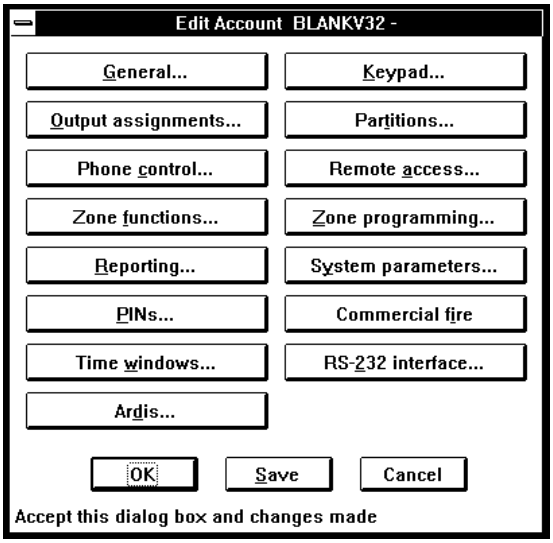
This command will allow you to perform the following Mode functions:



- **AUTOMATIC:** This command will automatically upload history, update the programming information, set the clock, and then disconnect from the control panel.
- **MANUAL:** This command will allow you to manually control communications with the control panel.
- **CANCEL:** This command will return you to the previous screen.

4.3.2 Edit Data

This command will allow you to edit all Account information. It will take you to the Edit Account window. From here you may choose the categories/information you wish to edit.



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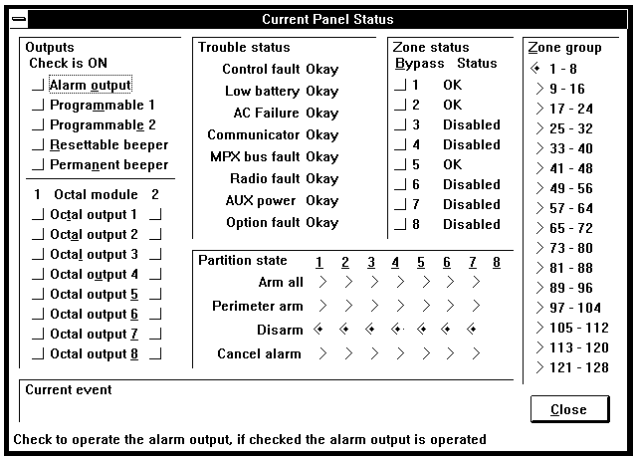
4.3.3 Status

The Clear Status command will clear the Status field in the Find Account window.



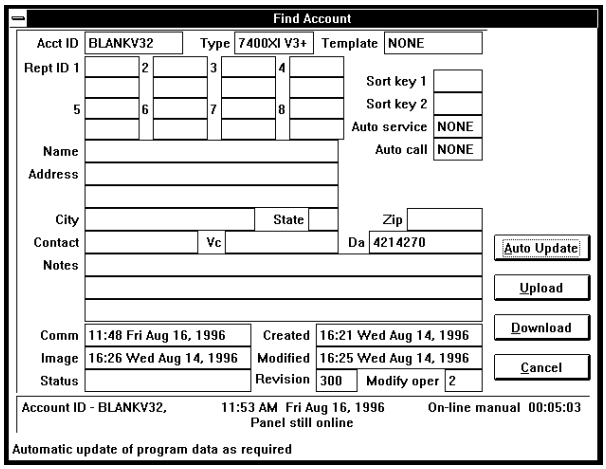
The Status command will call up the Current Panel Status window. This window will show you the status of system parameters specific to this Account/control panel such as: zone status, output status, trouble status, arming state, partition state. You may also edit the status of the control panel from this window.

All panels will have a Current Event text display at the bottom of the window. This text block will display any event that occurs at the control panel site while you are on-line. This message is waiting to be delivered to the central station and requires action by you. Because you are on-line with the control panel, this message will not go further than here. You must:

- Acknowledge the event and deliver the message manually to the central station operator for dispatch. You may continue with your communications session.
- End the session so the control panel can deliver the message to the proper receiver.

4.3.4 Program

This command will allow you to perform the following Programming functions:



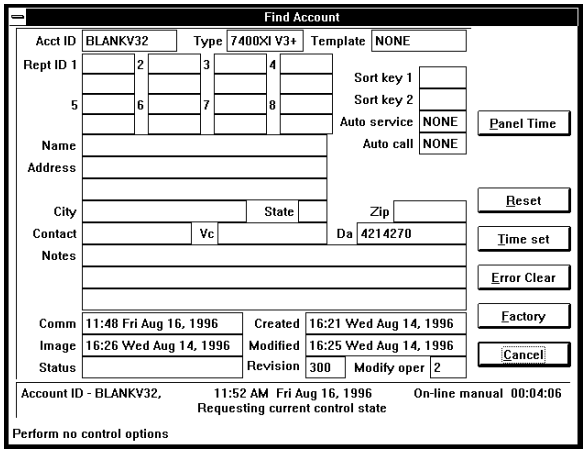
- **AUTOMATIC UPDATE:** This command will update all data as needed.

CAUTION: The automatic update command will make changes based on the most current information in either the Account or the control panel. When you first contact a control panel, you should first perform a complete upload or download.

- **UPLOAD:** This command will upload all data from the control panel to WDSRP.
- **DOWNLOAD:** This command will download system data, user data, alpha data, or all data to the control panel from WDSRP depending on which command you choose.
- **CANCEL:** This command will return you to the previous screen.

4.3.5 Options

This command will allow you to perform the following Optional functions:



- **PANEL TIME:** This command will display the control panel's time in the lower text block of the Find Account window.
- **RESET:** This command will reset the control panel after this communication session is complete. This will erase history and time. **Use this command only if the control panel is locked-up.**
- **TIME SET:** This command will set the control panel's clock.
- **ERROR CLEAR:** This command will clear all troubles that do not self-clear as well as perform a battery test.
- **FACTORY:** This command will reset the control panel to the factory set defaults.
- **CANCEL:** This command will return you to the previous screen.

4.3.6 End Session

This command will end this communications session with the control panel, and will take you off-line with the control panel. It will also call up a verification window asking you if you wish the connection to be dropped.

After this session is complete, you will still be in the Find Account window with the communications commands. Choose the [Cancel] command to return to the original Find Account window.

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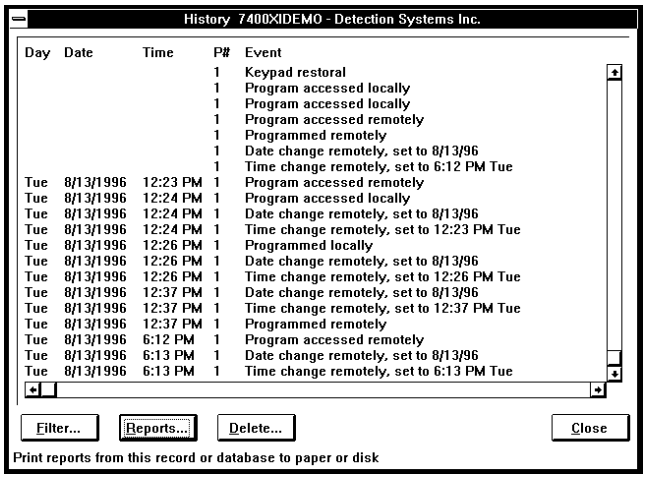
4.3.7 History Commands

Choose the [History] command from the right-hand column command buttons. This command is used to access the Account's history buffer.

The History window will appear. Your computer's memory will determine the total amount of history events you will be able to scroll through.



A bottom row of command buttons will show those commands available. They are as follows:

- **FILTER:** This command will allow you to view specific history events by categories and time range. By choosing this command, the History Filter screen will appear. From this screen you can choose the viewing parameters.

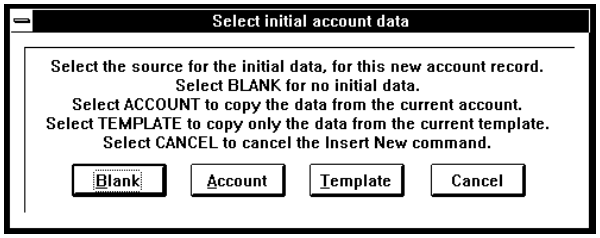
- **REPORTS:** This command allows you to print out history reports.

- **DELETE:** This command allows you to move the history events to the History Archive or to delete them completely.

- **CLOSE:** This command will return you to the previous screen.

4.3.8 Insert New Commands

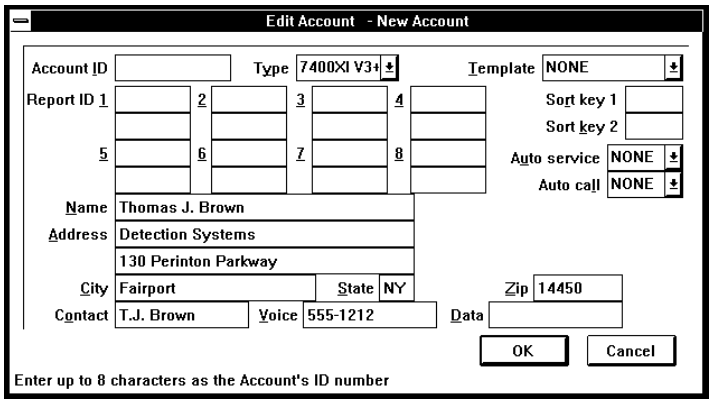
Choose the Insert New command from the right-hand column command buttons. This command is used to create a new Account. The Select Initial Account Data window will appear.



It is here where you choose the source from which you will create the new Account. The choices are:

- **BLANK:** Choosing this command will allow you to create a new Account using no initial data. This Account will be created from scratch.

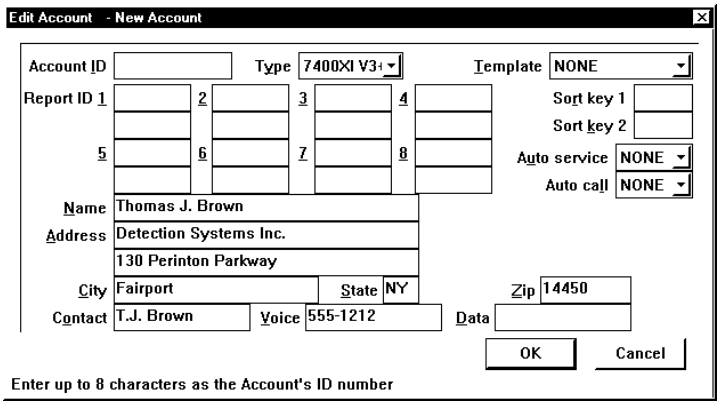
This command will call-up a blank Edit Account window. From here you will fill in all the necessary general information for this new Account.



Once the necessary information is filled-in, choose [OK]. The Edit Account window for this new Account will appear. It is here where you complete all the programming information concerning this Account.

- **ACCOUNT:** Choosing the command will allow you to create a new Account using initial data from an existing Account.

Locate the Account you wish to copy from, then choose the [Insert New] command. This command will call-up the Edit Account window with the general information showing for the Account you selected to copy. The cursor will be in the Account ID field waiting for you to enter a new Account ID.



Once you edit the necessary information from this window and choose [OK], another Edit Account window for this new Account will appear. It is here where you complete all the programming information concerning this Account.

4.3.9 Template

Choosing this command will allow you to create a new Account using initial data from a template.

This command will call-up an Edit Account window with the default information showing. From here you can edit the necessary general information for this new Account. Be sure to select the template ID from which you would like this Account based.

Once you complete the necessary information from this window and choose [OK], the Edit Account window for this new Account will appear. It is here where you can edit all the programming information concerning this Account.

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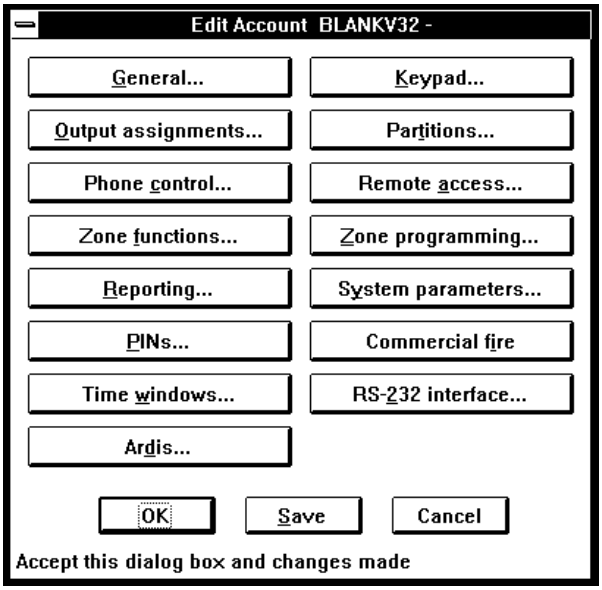
4.3.10 Edit Data

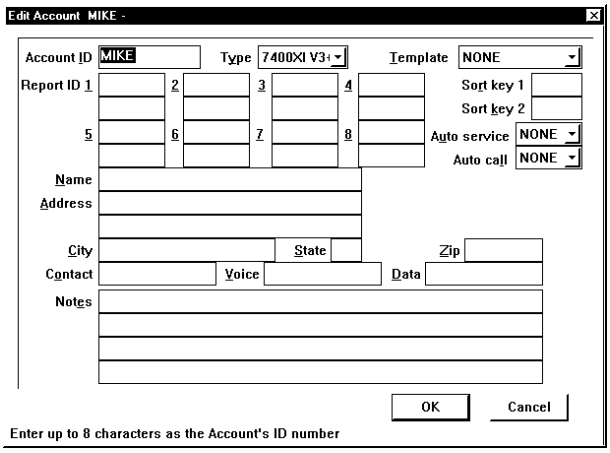
Choose the Edit Data command from the right-hand column command buttons. This command is used to edit all system data. The Edit Account window will now appear:



It is here where you choose the categories from which to edit the system information. The categories are as follows (Screens will vary, depending on the panel type):

General Information

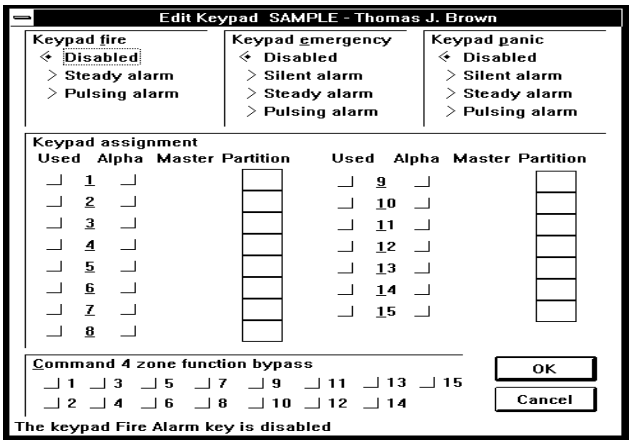
By choosing this command, the general information window will appear. From here you may edit information as needed. The cursor will first appear in the Account ID field.



When you are finished editing this data, choose [OK], or [Cancel]. [OK] will return you to the previous screen with your changes saved. [Cancel] will return you to the previous screen with no changes made.

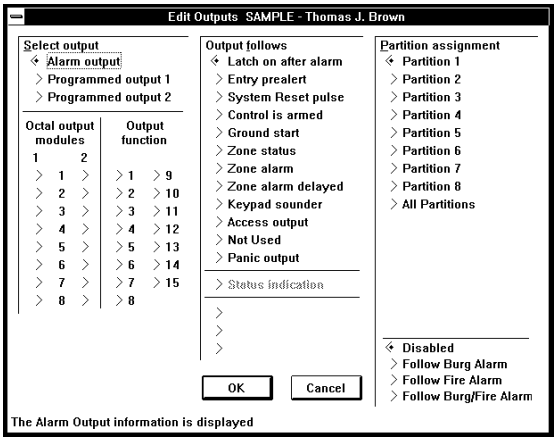
Keypad

By choosing this command, the edit keypad window will appear. From here you may edit information as needed concerning the keypads.



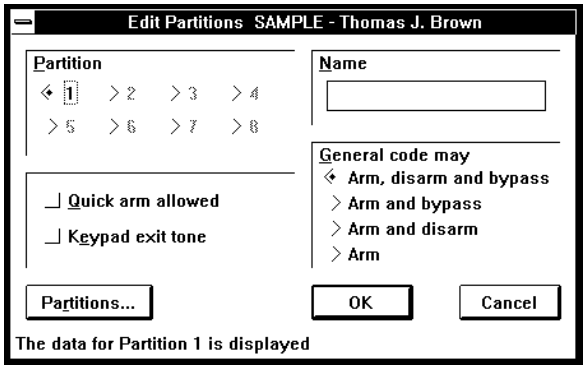
Output Assignments

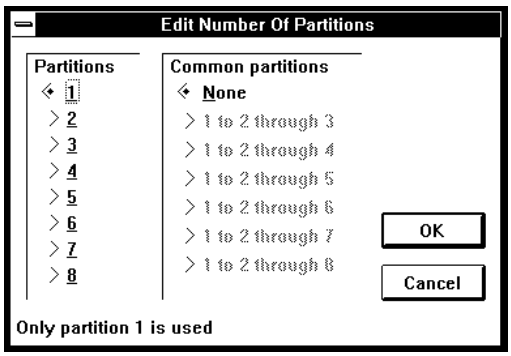
By choosing this command, the Edit Outputs window will appear. From here you may edit the selected outputs and accompanying information.



Partitions

By choosing this command, the Edit Partitions window will appear. From here you may edit select information specific to partitioning.





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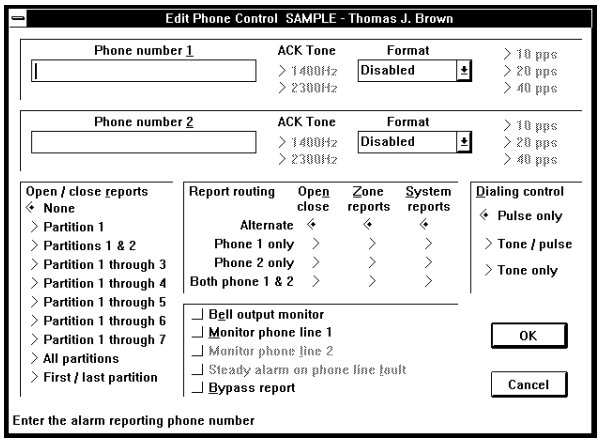
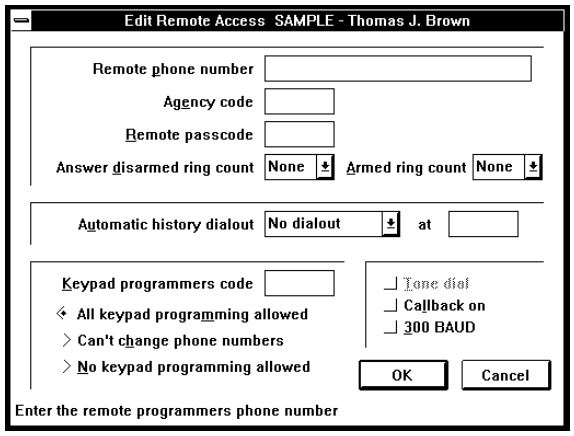
Phone Control

By choosing this command, the edit phone control window will appear. From here you may identify phone numbers and other parameters used by the control panel to report alarms to the central station.



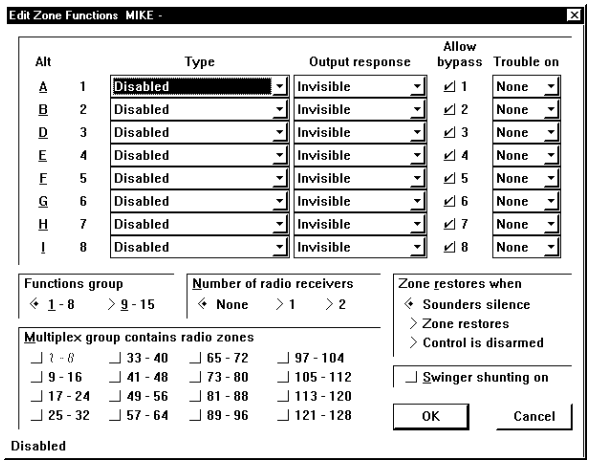
Remote Access

By choosing this command, the Edit Remote Access window will appear. From here you may edit the parameters for remote programming access.



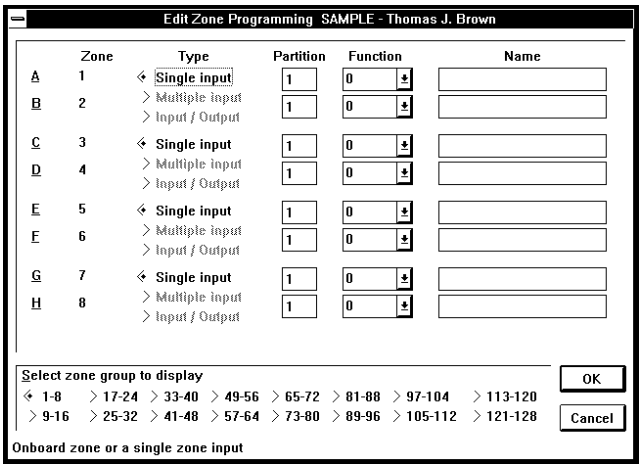
Zone Functions

By choosing this command, the Edit Zone Functions window will appear. From here you define the zone functions and edit other related information.



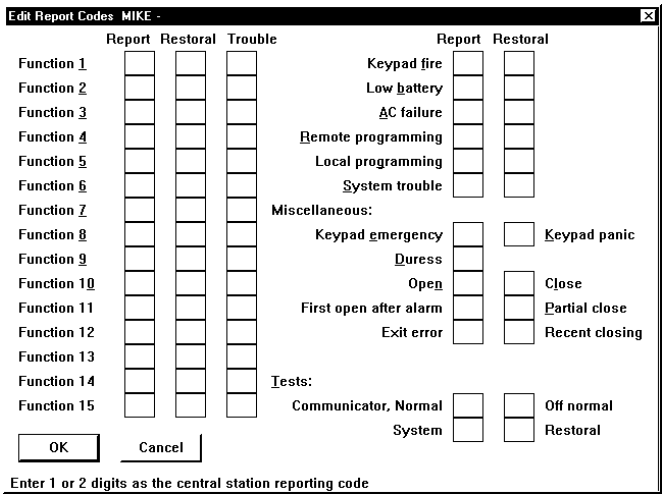
Zone Programming

By choosing this command, the Edit Zone Assignments window will appear. From here you assign zone functions and partitions, and edit input/output data.



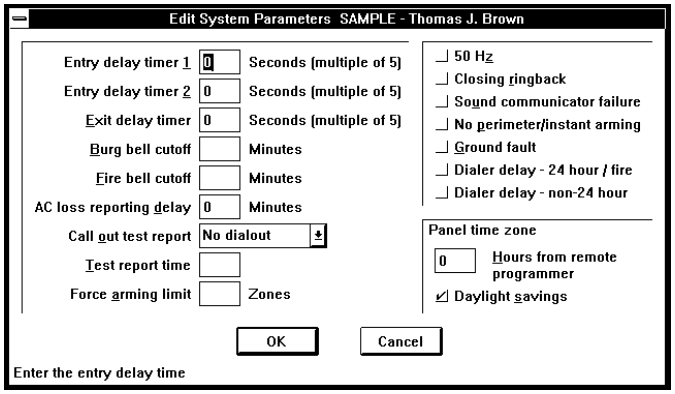
Reporting

By choosing this command, the Edit Report Codes window will appear. From here you may edit the values sent for each report.



System Parameters

By choosing this command, the Edit System Parameters window will appear. From here you may edit the system-wide general operating parameters.



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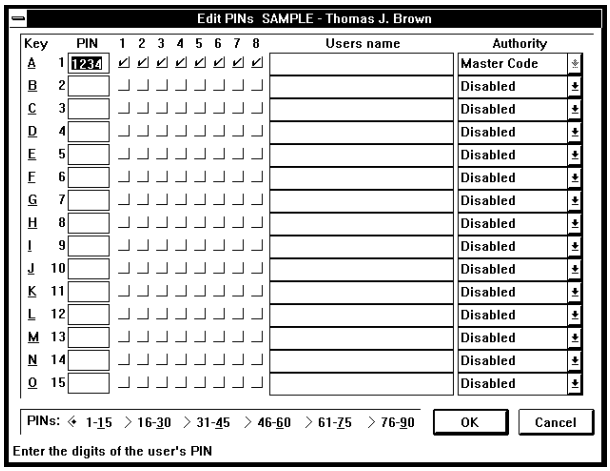
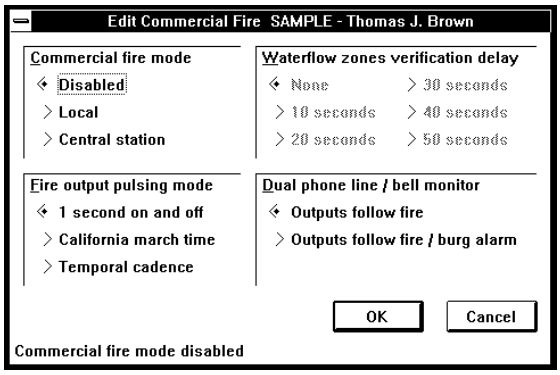
Pin Numbers

By choosing this command, the edit PIN NUMBERS (user codes) window will appear. From here you may program and edit PIN numbers.



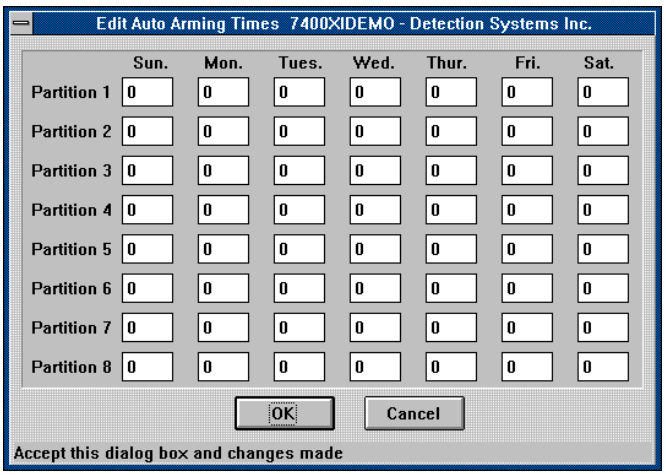
Commercial Fire

DS7400, DS7400X, DS7400Xi and DS7400 Xi Ver. 3+. By choosing this command the edit commercial fire window will appear. From here you may edit parameters necessary for the commercial fire mode.



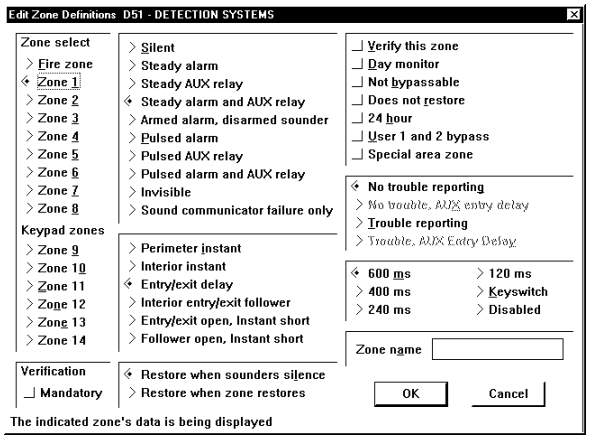
Time Windows

(DS7090TM, DS7090TMi, DS7100, DS7400Xi (ROM version 2.04 or greater) and DS7400Xi VER. 3+ only) By choosing this command, the Edit Auto Arming Times window will appear. From here you may edit the arming times .



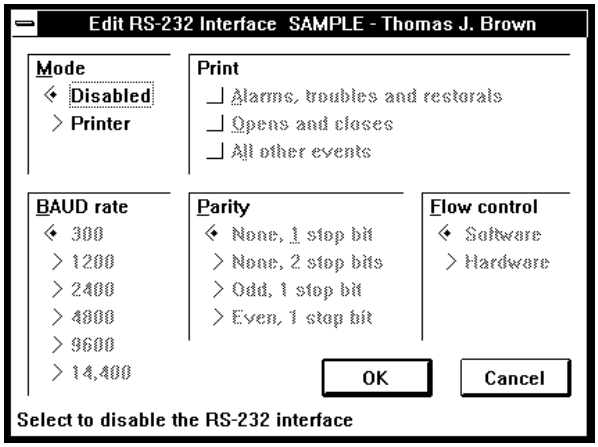
Zone Definitions

(DS7060, DS7080i, DS7090, DS7090i, DS7090TM, DS7090TMi, and DS7100 only): By choosing this command, the Edit Zone Definitions window will appear. From here you may define and edit related information concerning zones.



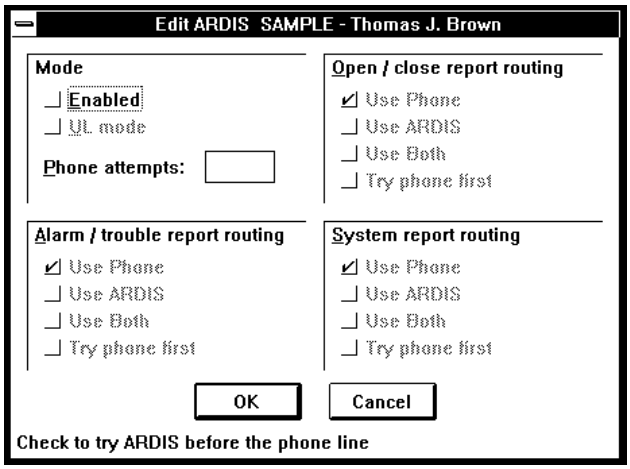
RS-232 Interface

DS7400Xi and DS7400Xi Ver. 3+ only. By choosing this command the RS-232 screen will appear. This allows you to set the data rate and flow controls for the DS7412 RS-232 Interface module



ARDIS

DS7400, DS7400X, DS7400Xi and DS7400Xi Ver. 3+ only. Choosing this command will allow you to set up the ARDIS radio functions for the ARDIS communication module.



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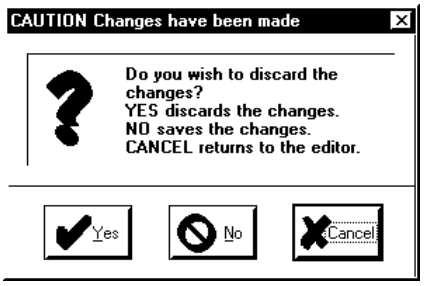
Once you have completed the necessary editing, choose one of the three commands to save or cancel these editions. They are as follows:

- **O.K. save changes and EXIT:** This command will save all the changes and return you back to the Find Account window.

- **Save and continue editing:** This command will save all of the changes and keep you at the Edit Account screen if more editing is needed.

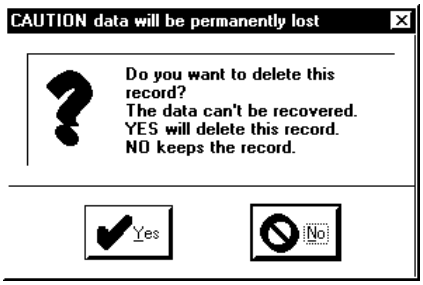
- **Cancel - no changes saved:** This command will delete all the changes you have just made and return you back to the Find Account window. If you choose the Cancel command the cancel challenge window will open.



You must choose to cancel the changes. If YES is selected the changes will be discarded. If NO is selected, the changes are saved and the program will return to the EDIT Account screen. Cancel will return you to the EDIT ACCOUNTS screen.

4.3.11 Delete

Choose the Delete command from the right-hand column command buttons in the Edit Account Screen. This command is used to delete this Account permanently from record.

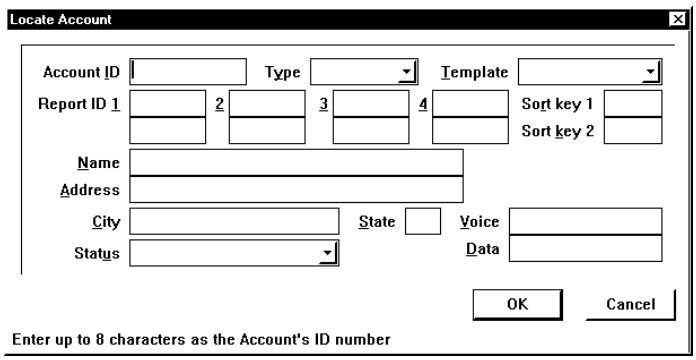


A confirmation window will appear asking if you really wish to delete this Account. Choose YES to permanently delete this Account and all associated history events, or NO to keep this Account on record.

4.3.12 Locate Key

Choose the Locate Key command from the right-hand column command buttons. This command is used to find a specific Account and have it displayed.

The Locate Account window will appear with the cursor in the blank Account ID field. Fill-in the Account ID field (if known) and choose O.K. The Account with that Account ID will now be displayed.



If the Account ID is not known, one of the following information fields may be filled in to locate a specific Account:

Equipment Type, template ID, Report IDs, Sort 1 and 2, Name (of the residential or business subscriber), Address/City/State, Status, Voice phone number, and Data phone number.

By entering one of the above fields, a number of Accounts will move to the front of the Account database that have values for that field. For example: if you enter an Equipment Type in the Locate Account window, all those Accounts with that Equipment Type (e.g. 7400) will move to the front of the Account database.

Only those Accounts that have values for the Search Key field will be displayed.

To find the specific Account you are looking for, scroll through the Account database by using the command buttons at the bottom of the window (Beginning, Previous, Next, and End of File).

4.3.13 Key Select

Choose the Key Select command from the right-hand column command buttons. This command is used to organize the Account database.

The Select Search Key window will appear. The Account database may be organized according to the following:

Account ID, Equipment Type, template ID, Name, State, City Address, Voice phone #, Data phone #, Reporting ID 1, 2, 3, or 4, Account Status, Sort Key 1, or Sort Key 2. Only those Accounts that have values for the Search Key field will be displayed.

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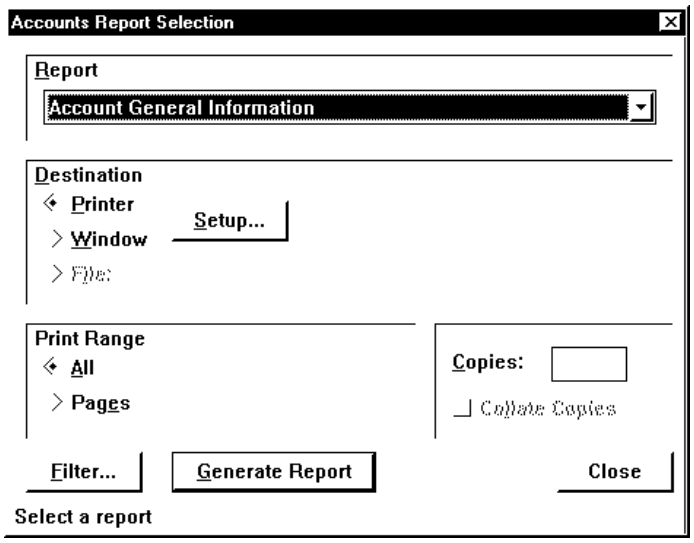
4.3.14 Reports

Choose the Reports command from the right-hand column command buttons. This command is used to print information on a single Account or a group of Accounts.



Note: Not all reports are available for all types of control/communicators.

Account General Information

This report provides the account general information such as names, addresses and contacts for the accounts in the database.

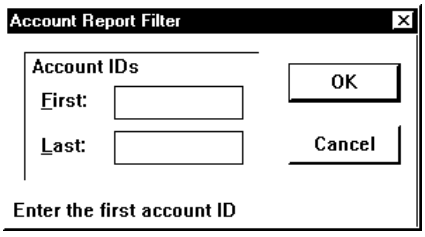
Mailing Labels

This report generates mailing labels for all the accounts in the database.

EEPROM Data

Available on the DS7080i, DS7400, DS7400X, DS7400Xi and DS7400Xi Ver. 3+ only. This report provides the programming addresses and control/communicator programming information as it would be displayed on a keypad in a two digit hexadecimal format.

Note: When using this or any other report, you may wish to use a report filter. This can save a significate amount of time when generating reports.



To use the filter, enter the first and last Account ID numbers of the accounts that you wish to include in the report. The default of the filter is the account you are currently using. If you wish a report on only one account, enter the account number as both the first and last accounts. If you set the filter to no value, the report generator will search all accounts in the database for information. This can have a significant impact on the time required to generate a report.

User PIN Information

This report generates a listing of the pin numbers and users in a system.

Zone Functions

Available on the DS7400, DS7400X, DS7400Xi and DS7400Xi Ver. 3+ only. This report generates a listing of the zone functions for an account.

Keypad Information

Available on the DS7060, DS7080i, DS7400, DS7400X, DS7400Xi, DS7400Xi Ver. 3+ only. This report defines what keypads are used and what addresses are assigned to the keypads.

Output Programming

Available on the DS7060, DS7080i, DS7400, DS7400X, DS7400Xi and DS7400Xi Ver. 3+ only. This report defines the settings of the alarm, programmable and relay outputs.

Phone Settings

This report generates the phone number, communication format and dialing method used by the communicator.

Zone Programming (7400 Style Panels)

This report generates information on the zone number, zone function, module type and partition number.

Zone Programming (non-7400 Style Panels)

This report lists the zone parameters for all zones in a control/communicator. Included is information on: Zone number, type, bypass, restore, 24 hour, response time, trouble, outputs, report code, restore code and the zone name.

Cross Matrix Programming

DS7400X, DS7400Xi and DS7400Xi Ver. 3+ only. This report lists the Output Functions and the zone and partition the output functions are linked to.

Reporting Codes

This report lists all the reporting codes which are sent in reports to the Central Station.

4.4 Templates

The purpose of a Template is to create a blueprint of commonly used programming values. This will allow you to create new accounts quickly based on the various Templates you have created.

For example: Many systems share the same information such as central station phone numbers, reporting formats, bell timers, etc. A Template can be created with these values. Subsequent accounts created using the Template would automatically have this information. To set up a new account, the programmer would have to enter the information that was specific to each new account such as user codes and zone configuration.

Whenever you modify a Template, all those accounts connected to it will be updated as well. This allows you to edit multiple account types from a single Template.

However, if you modify data in the accounts to differ from the Template, whenever you update that Template it will not update those fields that have been changed in the accounts.

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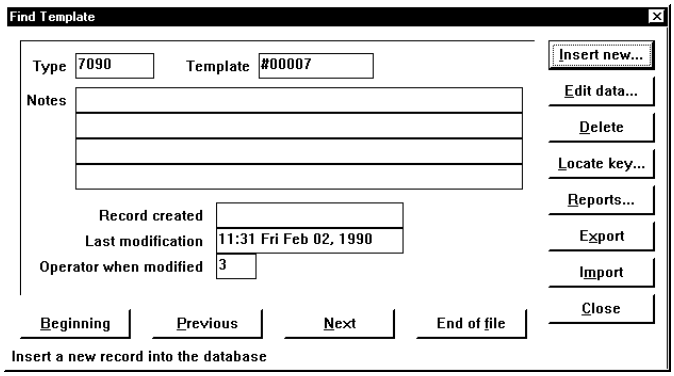
If data in the accounts has been changed back to match the Template, that field will then be updated whenever the Template is edited.

To access the Template database, select Templates from the WDSRP Main window.

The Find Template window will appear. It is here where you keep track of the various Templates.



This window lists various general information concerning the Templates.

You can scroll through the Templates by using the command buttons at the bottom of the window (Beginning, Previous, Next, and End of File).

4.4.1 Template General Information

The general information consists of:

- **Equipment Type:** This is the type of control panel that this Template is for (DS7060, DS7080i, DS7090, DS7090i, DS7090TM, DS7090TMi, DS7100, DS7400, DS7400X, DS7400Xi, DS7400Xi Ver. 3+).

- **Template ID:** This is the number/code you assign each Template for identification purposes.

- **Notes:** This field may be used for any additional notes you may have concerning this template.

The rest of the fields in the Find Template window are filled in automatically by WDSRP. They are:

- **Record created:** This field lists the time and date when this Template was created.

- **Last modification:** This field lists the time and date when this template was last modified.

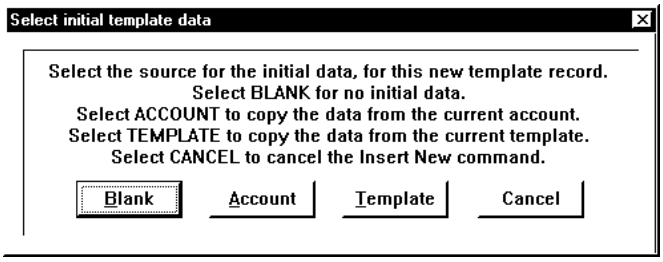
- **Operator when modified:** This field lists the operator's number who last modified this Template

4.4.2 Find Template Window Commands

Insert New

Choose the Insert New command from the right-hand column command buttons. This command is used to create new Templates.

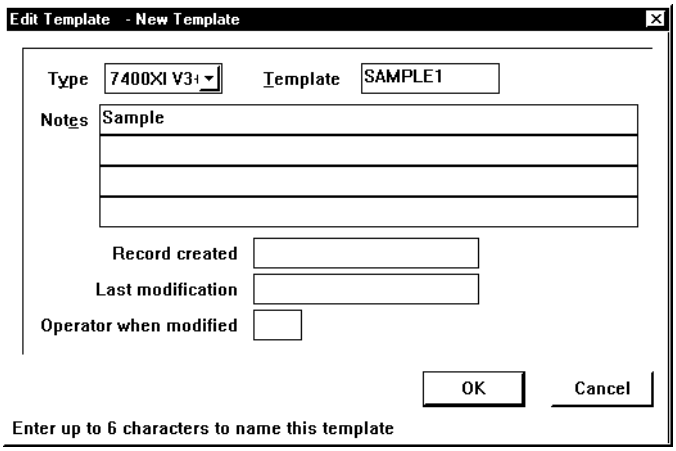
The Select initial template data window will appear. It is here where you choose the source from which you will create the new Template.



The choices are:

- **Blank:** Choosing this command will allow you to create a new Template using no initial data. This Template will be created from scratch.

This command will call-up a blank Edit Template window. From here you will fill in all the necessary general information for this new Template.



Once you complete the necessary information from this window and choose O.K., the Edit Template window for this new Template will appear. It is here where you complete all the programming information concerning this Template.

- **Template:** Choosing this command will allow you to create a new Template using initial data from the current Template displayed.

This command will call-up an Edit Template window with the information showing from the current Template. From here you can edit the necessary general information for this new Template. Be sure to select the Template ID from which you would like this Template based.

Once you complete the necessary information from this window and choose O.K., another Edit Template window for this new Template will appear. It is here where you can edit all the programming information concerning this Template.

- **Cancel:** Choosing this command will take you back to the previous window.

Edit Data

Choose the Edit Data command from the right-hand column command buttons. This command is used to edit all system data for this Template.

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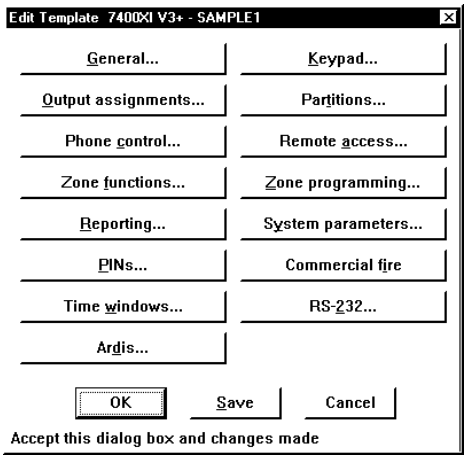
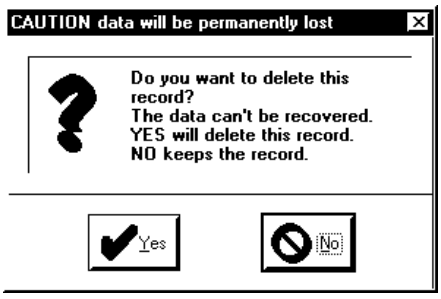


The Edit Template window will appear (see figure above). It is here where you choose the categories from which you will edit the system information.

Delete

Choose the Delete command from the right-hand column command buttons. This command is used to delete this Template permanently from record.

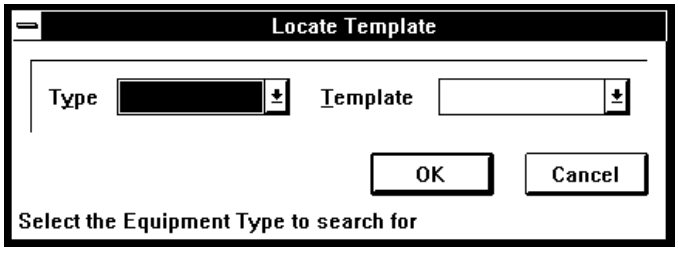


A confirmation window will appear asking if you really wish to delete this Template. Choose YES to permanently delete this Template, or NO to keep this Template Account on record.

Locate Key

Choose the Locate Key command from the right-hand column command buttons. This command is used to find a specific Template and have it displayed.

The Locate template window will appear with the cursor in the blank Equipment Type field.



Fill-in the Equipment Type field (if known) and select O.K. The Templates with that Equipment Type will now be available to scroll through (scroll through the Template database by using the commands at the bottom of the window: Beginning, Previous, Next, and End of File).

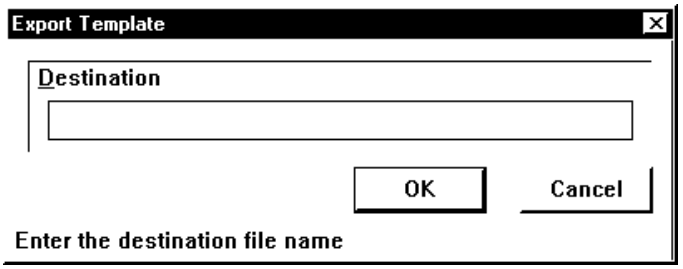
If the Template ID is known, type it in its field in the Locate Template screen and select O.K. The Template with that Template ID will be displayed.

To be sure of calling-up a single specific Template, fill-in both the Equipment Type and Template ID fields. In order for the program to accept a Template ID field entry, you must also enter the Equipment Type field.

Reports (not implemented)

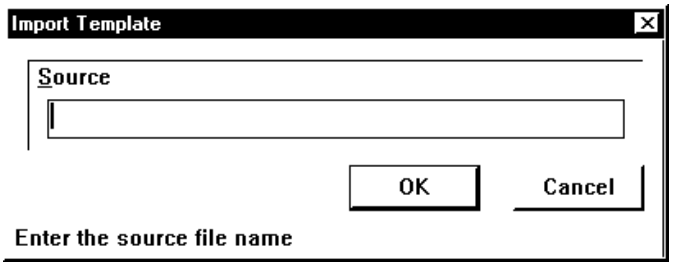
Choose the Reports command from the right-hand column command buttons. This command is used to print information on a single Template or a group of Templates.

Export



Choosing the Export command from the right hand column of command buttons will allow you to export a template to another drive or directory.

Import



Choosing the import command will allow you to import a template from another drive or directory.

Close

Choose the Close command from the right-hand column command buttons. This command will return you to the WDSRP Log-in window.

4.5 Users

To access Users (users of this WDSRP program), choose Users from the WDSRP Main window.

The Find User window will appear. It is here where you keep track of the various Users of this WDSRP program.

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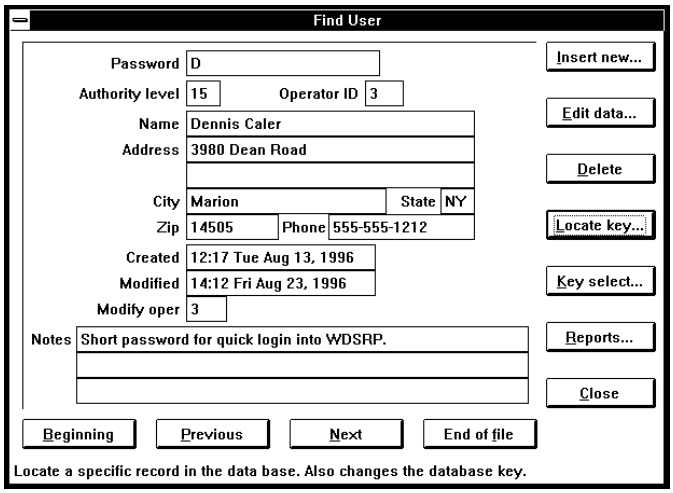


This window lists various general information concerning the users.

You can scroll through the Find User database by using the command buttons at the bottom of the window (Beginning, Previous, Next, and End of File).

4.5.1 User General Information

The general information consists of:

- **Password:** This is the code given to each User that allows them access to WDSRP. This password will be asked for upon Log-in.

- **Authority Level:** This is the level of authority that each User will have.

The authority level you give each user is critical. The authority level given to each user will allow that user certain access privileges throughout the WDSRP program. Each field within WDSRP (any place a user may interact with) has its own authority levels. Authority levels affect the user in two ways. The fields have a minimum authority level that a user must meet just to view that field. They also have a minimal authority level that each user must meet in order to edit that field.

You can not add a user with an authority level higher than or equal to your own.

- **Operator ID:** This is the number assigned to each User by WDSRP. You may use this number for organizational purposes.

- **Name:** This is the name of the User.

- **Address, City, State, Zip Code:** This is the address of the User.

- **Phone Number:** This is the phone number to reach this User.

- **Notes:** This field may be used for any additional notes you may have concerning this User.

The rest of the fields in the Find User window are filled in automatically by WDSRP. They are:

- **Created:** This field lists the time and date when this User data was created.

- **Modified:** This field lists the time and date when this User data was last modified.

- **Modify op:** This field lists the operator's number who last modified this User information.

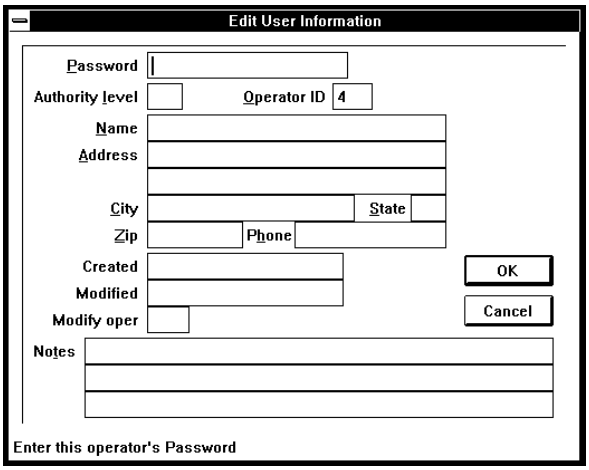
4.5.2 Find User window: Commands

Insert New

Choose the Insert New command from the right-hand column command buttons. This command is used to create a new WDSRP program User.

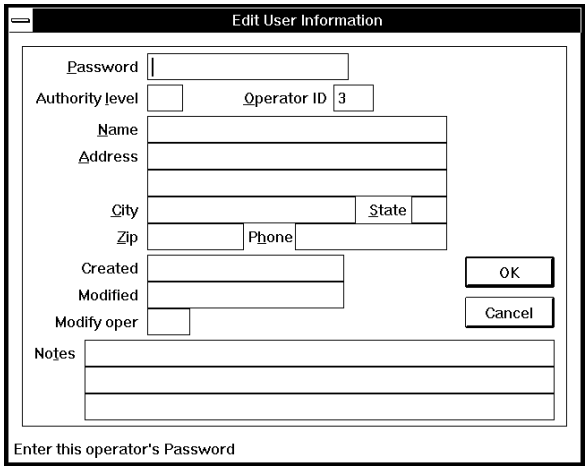
The Edit User Information window will appear. Most the fields will be blank waiting for your in

The Operator ID, Created, Modified, and Modify op. fields will be filled in by WDSRP



Edit Data

Choose the Edit Data command from the right-hand column command buttons. This command is used to edit the information concerning that User.



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The Edit User Information window will appear. It is here where you may edit any or all information concerning this User.

Delete

Note: You cannot delete a user of equal or greater authority than your own. The Delete Button will not appear on user screens that have equal authority to your own. You can not view or modify users with greater authority.

Choose the Delete command from the right-hand column command buttons. This command is used to delete this User permanently from record.

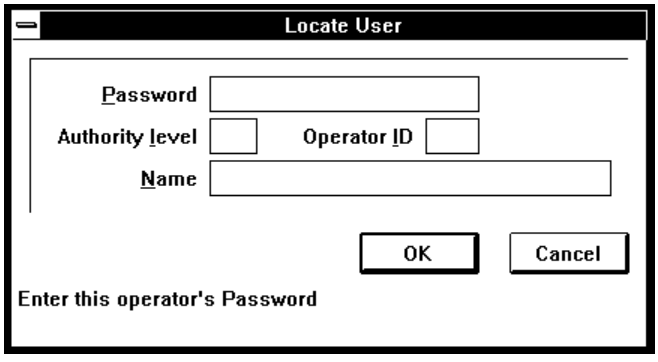
A confirmation window will appear asking if you really wish to delete this User.

Choose YES to permanently delete this User , or NO to keep this User on record.

Locate Key

Choose the Locate Key command from the right-hand column command buttons. This command is used to find a specific User and have his/her data displayed.

The Locate User window will appear with the cursor in the blank Password field.



Fill-in the Password field. Fill-in another field if the password is not known and choose O.K. The User with that Password or information will now be displayed.

Key Select

Choose the Key Select command from the right-hand column command buttons. The Select Search Key window will appear.

This command is used to organize the User database.

The User database may be organized according to the following: Password, Name, Authority Level, or Operator ID.

Reports (not implemented)

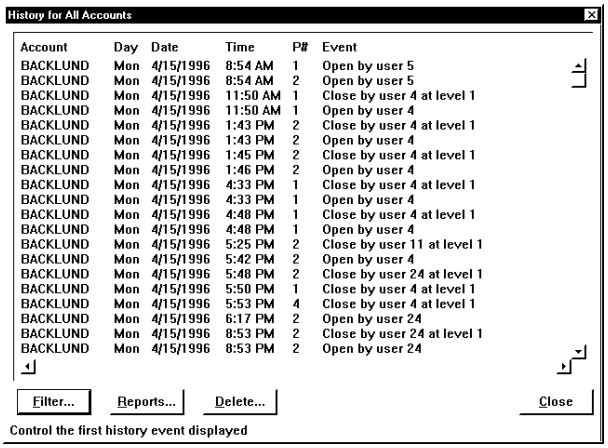
Choose the Reports command from the right-hand column command buttons. This command is used to print information on a single User or a group of Users.

Close

Choose the Close command from the right-hand column command buttons. This command will return you to the WDSRP Log-in window.

5.0 HISTORY

To access History, select History from the WDSRP Main window. The History for all Accounts window will appear.



It is here where the history events for all Accounts will be displayed.

A bottom row of command buttons will show those commands available. They are as follows:

- **Filter:** This command will allow you to view specific history events by select categories and time range. By choosing this command, the History Filter screen will appear. From here you can select the viewing parameters.

- **Reports:** This command allows you to print out history reports.

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- **Delete:** This command allows you to move the history events to the History Archive or delete them completely.

- **Close:** This command will return you to the previous screen.

If you would like to view the History for a specific Account, select Account from the WDSRP Main window. Locate the Account you wish to access History for, and choose the History command. The History for that particular control panel will then be displayed.

6.0 LOG OUT

There are several ways to Log-out of WDSRP.

1- Select Log-out from the WDSRP Main window. By choosing this command you are exiting the WDSRP program as a user. The Log-in password window will appear indicating that log-out has taken place and that you must use your password to log in again.

2- Selecting Log-out from the Windows Title bar will allow you to log out and retain the WDSRP menu on the screen. You may also select Log-out and Minimize, which will log out and reduce WDSRP to an icon in Windows 3.1 or a selection on the Task bar in Windows 95.

Remember: This is a communications program. The user is expected only to log-out, not quit the program. Quitting will terminate operation and communications will not be possible.

7.0 UTILITIES

The Utilities menu can be accessed from the WDSRP Main window.

Choose Utilities from the pull-down menu items at the top of this window. From here you will be able to access the following categories.

- **Organize:** The Organize selection will enable WDSRP to automatically organize Account database settings for ALL Accounts. The categories for organizing are as follows: (selecting these categories will call-up a confirmation window where you decide whether or not to complete the action)

  - **Test Times:** This selection will organize the Account database's Test Times. It will arrange the control panel's test timers so they will call the central station at programmed intervals. This will only update the database. The control panels and WDSRP still must get in contact for this transfer of data to take place (it will take place automatically upon contact).

  - **Dump Times:** This selection will organize the Account database's history dump times. It will arrange the control panel's dump timers so they will call WDSRP at programmed intervals. This will only update the database. The control panels and WDSRP still must get in contact for this transfer of data to take place (it will take place automatically upon contact).

  - **Set Panel Time:** This selection will cause each control panel timer to match the WDSRP timer (taking into account hours from UTC). This will only update the database. The control panels and WDSRP still must get in contact for this transfer of data to take place (it will take place automatically upon contact).

  - **Remote Codes:** This selection will assign each control panel new account codes. This will only update the database. The control panels and WDSRP still must get in contact for this transfer of data to take place (it will take place automatically upon contact).

  - **Upload Panel to WDSRP:** This selection will have each panel upload to their database to WDSRP upon next contact.

  - **Download WDSRP to Panel:** This selection will have each panel receive a download from WDSRP upon next contact.

  - **Clear all Auto Service:** This selection will clear the Auto Service field for all accounts. Therefore, no auto services will occur at the next contact.

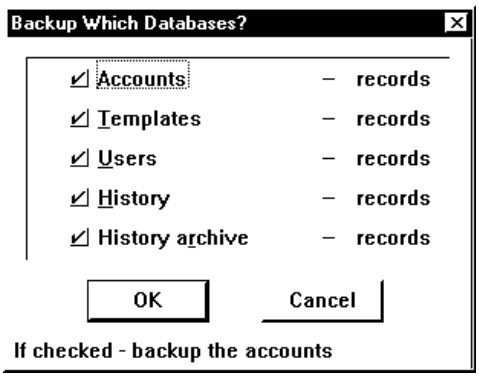
  - **Clear all Status:** This selection will clear the Status filed for all accounts upon next contact. It will also clear all current control panel status information.

  - **Clear all Auto Call:** (Not implemented)

  - **Auto call all non-history panels:** (Not implemented)

  - **Auto call all panels:** (Not implemented)

- **Backup:** The Backup selection will enable you to backup the Accounts, Templates, Users, History, and/or History Archive databases. The paths these backups are sent to are set in the Preferences window.



- **Restore:** The Restore selection will enable you to restore the Accounts, Templates, Users, History, or History Archive databases to the point of the last backup.

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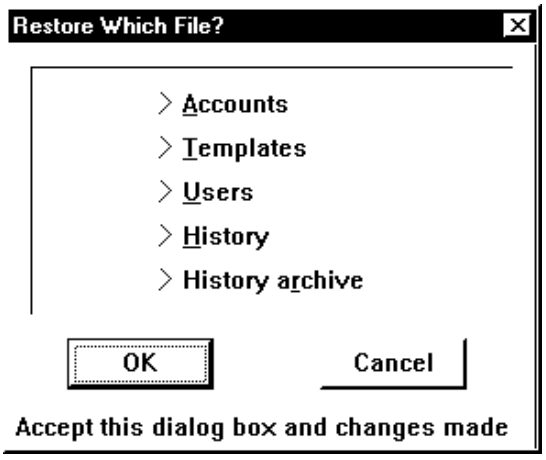
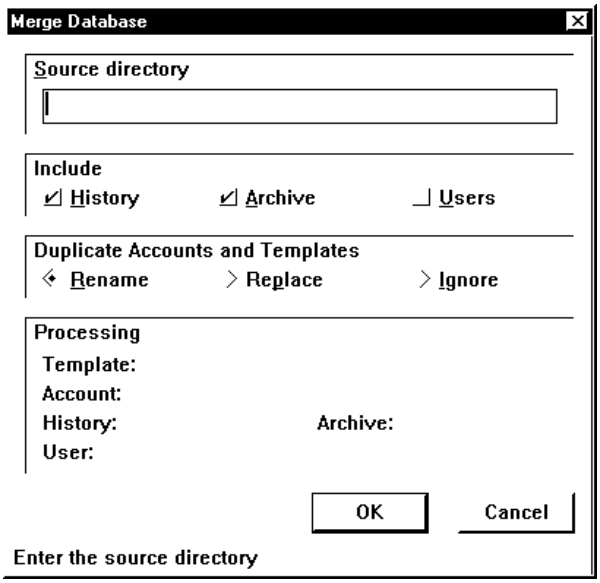
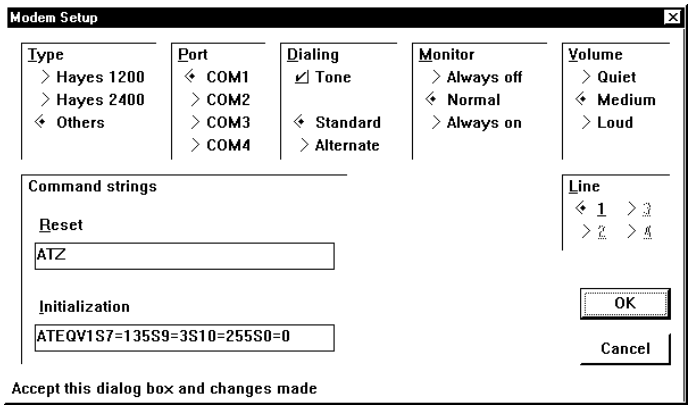


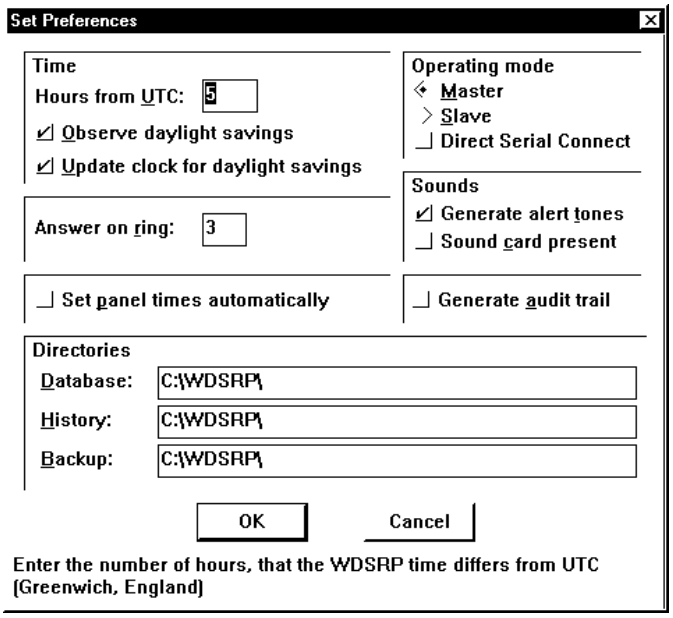
- **Merge:** The Merge selection allows you to merge data from other WDSRP or DSRP databases into your own database.



- **Modem:** The Modem selection will enable you to set the parameters needed for proper modem operation.



- **Preferences:** The Preferences selection will enable you to edit/select certain WDSRP preferences.



The specific selections are as follows:

- **Time Zone:** It is here where you can edit your hours from UTC and whether or not daylight savings time is observed, and update your clock for daylight savings.

- **Set panel times automatically:** Check this box if you wish to set each control panel's timer to match the WDSRP timer (taking into account hours from UTC) every time contact is made.

- **Sound Alert Tones:** Check this box if you wish alert tones to be sounded at your PC. This will enable you to be alerted to incoming phone calls and error messages. This selection should be checked.

- **System has sound card:** Check this selection if the PC running WDSRP has a sound card installed.

- **Operating Mode:** Check either the Master, Slave or Direct Connect boxes. The Slave selection is used if WDSRP is operating from a portable PC. If so, the control panel will be instructed to call the Master PC to upload data if programmed from a Slave PC. The Direct Connect is for connecting the computer directly (without the use of a modem or phone line) to a DS7400Xi (with ROM Version 2.04 or greater) or a DS7400Xi Ver. 3+. See **Section 8.0 Direct Connect.**

- **Answer ring count:** It is here where you determine how many rings it will take before WDSRP will answer an incoming call.

- **Audit File:** Check this box if you wish the Audit file function to be in use. The Audit file keeps track of User activity within WDSRP.

Note: Operation of the **Audit File** feature uses large amounts of hard drive space with continual use.

- **Database Path:** It is here where you determine the path where the databases are located.

- **History Path:** It is here where you determine the path where the History and Archive databases are located.

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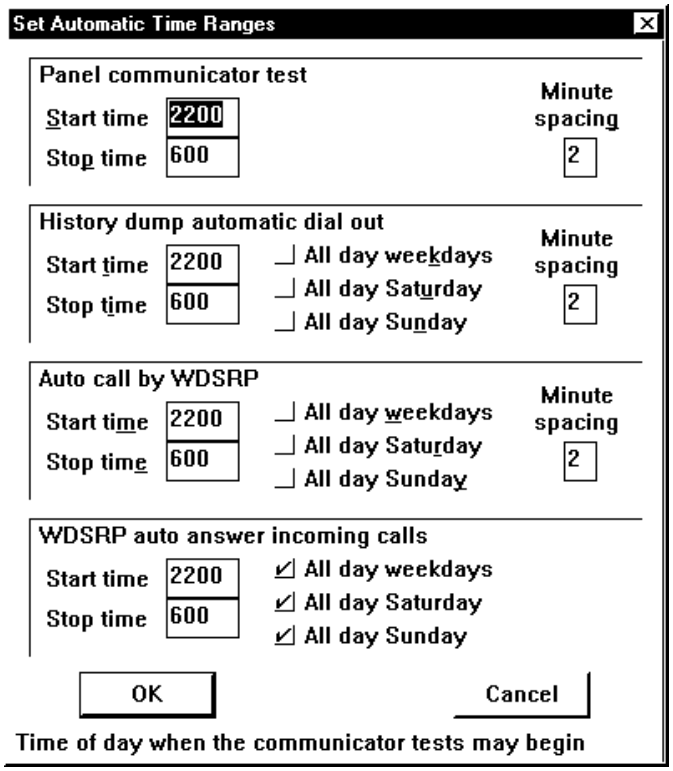
- **Backup/restore Path:** It is here where you determine the path where each Backup/restore databases will be located.

- **Times:** The Times selection will enable you to set time ranges for communicator tests, history dumps, and/or auto calls.



8.0 DIRECT CONNECTION

WDSRP allows you to connect your computer directly to a DS7400Xi control/communicator without the need of a modem or phone line. All of the WDSRP features are available using Direct Connect.

Equipment Required:

- DS7400Xi with control ROM version 2.04 or higher, DS7400Xi Ver. 3+
- WDSRP version 1.7R6 or higher
- DS7412 RS232 Interface
- DS7447 keypad

Setup:

1) Remove power from the DS7400Xi and install the DS7412.
2) Connect the RS232 cable between the RS232 connector on the DS7412 and the RS232 Com port on your computer.
3) Apply power to the control
4) Program panel address 0206 as 10 and 0207 as 25, to enable the RS232 for remote communications.
5) Turn on your computer and start WDSRP.

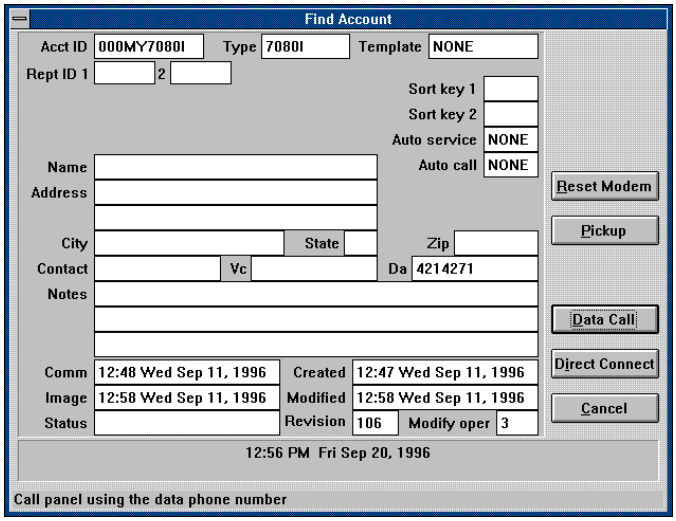
Establishing Communications:

1) From the WDSRP Utilities menu, select "**Preferences**".
2) Under operating mode, select "**Direct Connect**"
3) Exit WDSRP and restart the program to enable the change to direct connect.

Note: If you used direct connect in the previous session with a panel, you may skip steps 1-3. If your next session with a panel will be via the modem, you will have to go back to the "Preferences" selection, select your modem, then exit and restart WDSRP.

Remember: Anytime you change from direct connect to modem or from modem to direct connect, it is necessary to exit WDSRP and restart the program.

4) From the main menu, select "**Accounts**".
5) Locate the account for the panel you wish to communicate with.
6) Select "**Communicate**".
7) Select "**Direct Connect**".



The WDSRP will establish communications with the control.

You can now upload and download as you normally would when remote programming over the telephone line.

Note: RS232 programming requires the correct settings in the DS7412 section (addresses 0206 and 0207). If you change these settings, and download them, the panel will disconnect as soon as it burns the new settings into the EEPROM. If you need to set the DS7412 differently, such as for a printer, make sure you finish all other desired commands first.

9.0 QUITTING WDSRP

There are several ways to quit WDSRP. In all cases you must return to the main screen to quit. You may then select File from the title bar in Windows and then select quit. In Windows 3.1, you may double click the - symbol on the upper left corner of the title bar to quit. In Windows 95, clicking the X in the upper right corner of the title bar will quit the program.

10.0 TROUBLESHOOTING WDSRP

This section contains some tips for using WDSRP effectively and offers some solutions to problems you may encounter when using the program.

10.1 The Status Bar

The Status Bar is one of the most important troubleshooting tools

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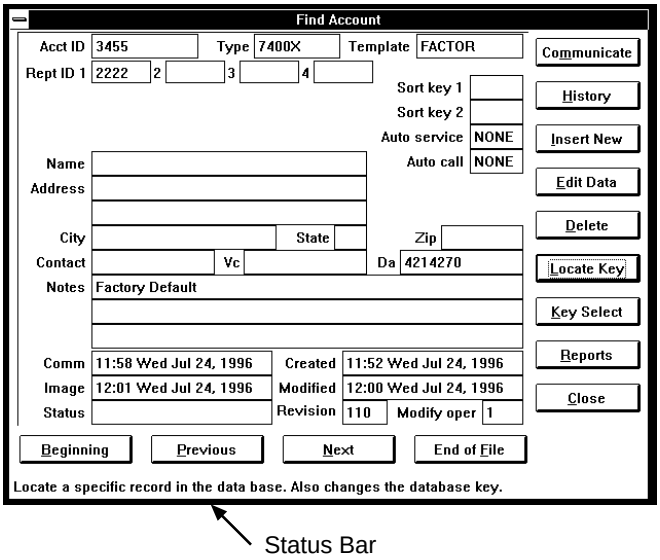
available in WDSRP. Located in the lower left hand corner of the active window screen, it provides programming information when you are setting up accounts, templates, users and so forth. It also provides online status information when you are communicating with a panel.



In the example above, the Locate Key is highlighted and the Status Bar explains that the Locate Key will locate a specific record in the database.

10.2 Troubleshooting Tips

Below are some problems you may encounter.

1- When starting WDSRP, I get a General Protection Fault or modem not found message.

- You are running multiple instances (for example: you have selected the WDSRP 1 icon twice) of WDSRP at the same time on the computer. Minimize all operating programs and the program manager to find the duplicate instance of WDSRP.

2- The panel does not answer.

- The panel is not programmed to auto-answer. If panel is set to factory default, it will not answer.
- The manual line seize command is not issued correctly. Use [PIN][#86] or [#86], not [#83], to seize the line.
- The answering machine answers. Use answering machine override or manually seize the line.

3. WDSRP does not answer the phone.

- WDSRP is not programmed to answer. Go to Utilities, Preferences and set a valid ring count.
- WDSRP is not logged out. It will not answer when you are using the program unless you go to the Account screen and select pickup. See Section 3.5.

4. WDSRP does not communicate with panel.

- The modem may be incompatible with WDSRP. Incompatible modems may appear to work as they will dial out, the panel will answer, but no communication takes place. See the README.TXT file for compatible modems.

5. Panel answers the phone and then hangs up.

- Log-in rejected because the agency or passcode do not match. Observe the Status Bar as it will tell you why communications were terminated.
- If there is a sudden termination of communications while uploading/downloading to the panel, investigate for noisy phone lines.

6. New Account is generated when the panel calls in.

- WDSRP will create a new account if the panel calling in does not match any existing account. Phone number 1 and Reporting ID #1 must match. The panel will not create a new account if there is an agency or passcode in the panel calling in.

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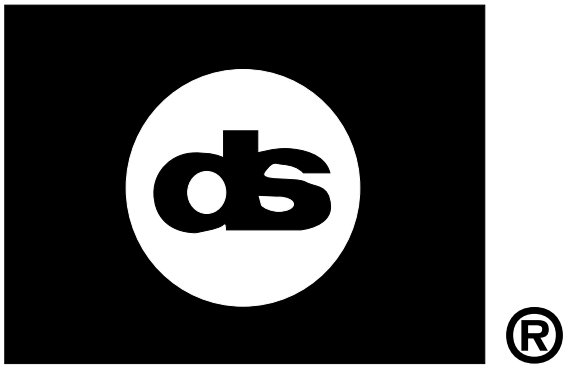

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