



ELECTRONICS  
DESIGN &  
MANUFACTURING

# Alarm Link Upload/Download Software Users Manual For MS-DOS

ISSUE 4.00





# *Alarm Link*

## *Upload/Download Software*

### *Users Manual*

Copyright © 1997 by Electronics Design and Manufacturing Pty Limited,  
SYDNEY, AUSTRALIA

**Document Part Number MA816O**

**Document Issue 4.00**

**Printed 12 September 1997**

**This documentation is provided to suit EDM's Alarm Link Upload/Download Software**

Firmware Revision 2.00 - 2.70

#### **Copyright Notice**

All rights reserved. No part of this publication may be reproduced, transmitted or stored in a retrieval system in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Electronics Design and Manufacturing Pty Limited.

#### **Trademarks**

Throughout this document trademark names may have been used. Rather than put a trademark symbol in every occurrence of a trademark name, we state that we are using the names only in an editorial fashion and to the benefit of the trademark owner with no intention of infringement of the trademark.

#### **Notice of Liability**

While every precaution has been taken in the preparation of this document, neither Electronics Design and Manufacturing Pty Limited nor any of its official representatives shall have any liability to any person or entity with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by the information contained in this book.

Electronics Design and Manufacturing Pty Limited reserves the right to make changes to features and specifications at any time without prior notification in the interest of ongoing product development and improvement.



# Table Of Contents

<b>Introduction</b>	<b>7</b>
Minimum System Requirements	7
<b>User Interface</b>	<b>7</b>
Key Descriptions	7
<b>Installing Alarm Link Software</b>	<b>8</b>
<b>Configuring Alarm Link Software</b>	<b>9</b>
<b>General Setup</b>	<b>9</b>
Printer Port	9
Backup Path & Filename	9
Inactivity Time-Out	9
Communications Time-Out	9
Modem Port	9
Direct Link Port	9
Modem String	10
Modem Dial String	10
Modem Answer String	10
Modem Disconnect String	10
Carrier Loss Detection	10
Modem Register Strings	10
Error Retries	10
<b>Security Setup</b>	<b>11</b>
Colour Setup	12
<b>Upgrading Alarm Link Software</b>	<b>13</b>
<b>Alarm Link Upgrade Procedure</b>	<b>13</b>
Backing Up Your Customer Database	13
Upgrading Your Alarm Link Software	13
<b>Running Alarm Link Software</b>	<b>14</b>
<b>Using Alarm Link Software - An Overview Of The Menu Options:</b>	<b>15</b>
<b>Main Menu Display</b>	<b>15</b>
File Menu	16
Back-Up Customer Database	16
OS Shell	16
Quit	16
<b>Customer Menu</b>	<b>17</b>
Add New Customer	17
Delete An Existing Customer	18
Edit Customer Information	18
Edit Customer Notepad	18
Edit Panel Configuration	18
Print Customer Information	19
<b>User Menu</b>	<b>20</b>
Add A New User	20
Delete An Existing User	20
Print User(s) Information	20
<b>Methods Of Making A Communication Link</b>	<b>21</b>
Remote Connect With Customer Control	21
Remote Connect Without Callback Verification	21
Remote Connect With Callback Verification	21

<b>Link Menu</b>	<b>22</b>
Remote Connect	22
Direct Connect	23
Wait For Incoming Call	23
Upload From Panel	23
Download To Panel	24
Terminate Connection	24
Upload Codepad Text	24
Download Codepad Text	24
Special Functions	24
<b>Special Functions Menu</b>	<b>25</b>
ARM Unit	25
Dis-Arm Unit	25
Siren ON	25
Siren OFF	25
Remote Output ON	25
Remote Output OFF	25
View Panel	25
Codepad Simulator	26
Dialler Event Memory	27
Test Report Time	27
Review Journal	27
Set New Time	27
Query Faults	27
<b>Option Menu</b>	<b>28</b>
Printer Port	28
Display Date and Time	28
Display Link Counters	28
Display Last Modem Response	28
<b>APPENDIX A</b>	<b>29</b>
<b>Modem Settings</b>	<b>29</b>
Bit Blitzer 12E	31
Netcomm 1234E Modem	31
<b>WARRANTY REGISTRATION CARD</b>	<b>33</b>
<b>Index</b>	<b>35</b>

## Introduction

The Alarm Link Software (CC816) has been designed to provide a flexible and user friendly interface between your personal IBM compatible computer and the EDM range of control panels.

Using the Alarm Link software, you will be able to upload and download programming information between the control panel and the remote computer, obtain a visual representation of the current system status, arm and disarm the system, operate various programmable outputs and obtain a hard copy print out of the control panels data and journal log reports.

The Alarm Link software allows you to program EDM control panels remotely via a modem or directly from your PC using the Direct Link Cable (CC808).

## Minimum System Requirements

The following list outlines the minimum equipment required for use the Alarm Link software.

- IBM Or 100% Compatible (286, 386, 486 Or Higher) Personal Computer.
- Hard Drive (Require At Least 750Kb Free).
- MS-DOS Version 3.1 Or Higher.
- 5 ¼ Or 3 ½ Inch Floppy Drive.
- Mono Or EGA/VGA Colour Monitor.
- A Modem Capable Of 300 Baud.  
(Bit Blitzer 12E (CC815), Optima 14.4K (CC817)) Or Equivalent For Remote Programming Only.
- Direct Link Cable (For Local Programming Only).
- Alarm Link Diskette.

This manual will explain how to install, configure and use the various options available in the Alarm Link software.

## User Interface

When using the Alarm Link software, a number of function and cursor control keys are available for use. These keys can be found in the tool bar at the bottom of each screen and will change depending on the option page that is currently open.

In general, the cursor keys allow movement around the screen. The **ENTER** key selects options and the **ESC** key will take you back one step or abort the command in process.

When asked to input a customer number from any option page, if you are unsure of the customer you wish to select, press the **SPACE BAR** to open a window which will show all customers currently on your Alarm Link database. Simply press the cursor keys to move to the customer you require followed by **ENTER** to select the customer. Certain screens have on-line help facilities and pressing the F1 key activates these.

## Key Descriptions

Key Description	Function
<b>ENTER</b>	Selects The Highlighted Option
<b>ESC</b>	Moves Back One Step Or Aborts Process
<b>END</b>	Save Exit
<b>F1</b>	Help On Certain Menu Pages
<b>F3</b>	Downloads Current Location Into Control Panel (This Function Does Not Operate With Solution-8 Control Panels)
<b>SPACE BAR</b>	Opens A Window Displaying All Customers In The Alarm Link Database
<b>PG UP</b>	Previous Screen
<b>PG DOWN</b>	Next Screen
<b>+</b>	Selects Next Option In Multiple Choice Locations
<b>-</b>	Selects Previous Option In Multiple Choice Locations
←→↑↓	Provide Cursor Movement In Desired Direction

*Table 1: Key Descriptions*

## *Installing Alarm Link Software*

The Alarm Link Software (CC816) is supplied on either 5 ¼ inch high density or 3 ½ inch high-density diskettes. To install the Alarm Link software onto your hard drive, follow the procedure outlined below.

### Installing Alarm Link Software

1. Insert the Alarm Link diskette into drive A or drive B.
2. At the MS-DOS prompt, type;

**A:INSTALL A: C:** followed by **ENTER**.

or

**B:INSTALL B: C:** followed by **ENTER**.

If you require installing the Alarm Link software to another drive other than drive C, replace the drive letter with the drive letter required.

EG:       A:INSTALL A: D:

3. The installation program will now display a welcome screen. At this point of the installation, the software will ask you to press the **SPACE BAR** to continue or **ESC** to terminate the installation process.
4. Once the **SPACE BAR** has been pressed, the installation program will then create a directory on your hard drive called ALINK. Three sub-directories called CLIENT, DATA and USER will also be created. The files will now be copied from your diskette onto the hard drive.
5. After the files have been successfully copied onto your hard drive, the installation program will then ask you if you wish to encrypt your customer database.
6. If you do not wish to encrypt your customer database, press the **ENTER** key to continue.
7. If you wish to encrypt your customer database, enter the encryption code that you wish to use. After you enter the encryption code, the software will require you to enter the encryption code a second time to verify the code you wish to use. Once the encryption code has been entered again, the computer will then verify that you wish to encrypt the data a third time by entering Y/N (Yes/No). Encrypting your data prevents other people from using your client information unless the encryption code is known when copying client information from one computer to another.
8. Next the system will load the Alarm Link configuration program. This program will allow you to select various printer ports, modem ports and modem strings that will be used when communicating with the EDM range of control panels. Refer to "General Setup" on page 9 for more information. When prompted enter the default **USER CODE** [9999] followed by **ENTER** and then the default **PASSWORD** [EDM] followed by **ENTER**.
9. After changing the settings in the general setup as required, press **END** to save any changes made.
10. The installation of the Alarm Link software is now complete.



## *Configuring Alarm Link Software*

The Alarm Link software includes a file that allows the operator of the software the ability to change settings to successfully communicate with the control panels.

If at any time after installation you wish to change the software configuration, simply type **CONFIG** from the **ALINK** directory.

At the MS-DOS prompt type:

```
C:>CD\ALINK  
C:>CONFIG
```

During the loading of the configuration file you will be asked to log-on. Use the default **USER CODE** [9999] and the **PASSWORD** [EDM] which has a security access level of 0.

After successful logon, the first of three configuration pages will appear. These three pages will allow you to configure the Alarm Link software to your computer system and personal requirements.

---

**NOTE: You will need to have security clearance level 0 to access the configuration program. Users with lower security levels (ie. 1 to 9) will not have access. Following is a description of the three configuration pages.**

---

### *General Setup*

The general setup page allows you to select various printer ports, modem ports and modem strings that will be used when communicating with the EDM range of control panels. You are also able to set the path and filename that will be used to save a backup copy of your customer database.

#### *Printer Port*

Select the correct printer port that your printer has been connected to. Having a printer connected to the computer will allow journal logs and programmed data to be printed.

#### *Backup Path & Filename*

This option allows the operator to select where the backup data will be saved. Remember to include the filename **CLIENT.PAK**.

#### *Inactivity Time-Out*

This timer allows you to set how long the Alarm Link Software will remain running when no one is using the program. This will provide security against an operator having to leave the computer and leave the programming running. Once the time has been reached, the program will automatically terminate.

The inactivity timer will reset whenever a key is pressed so that a time-out will not occur while ever the operator is using the system. Setting this option to zero seconds will disable this option.

#### *Communications Time-Out*

This timer allows you to set how long the Alarm Link software will remain communicating to the control panel when no one is using the program. Once connection has been made with a control panel, the software will begin timing. When the programmed time has expired, the software will automatically terminate.

The communication inactivity timer will reset whenever a key is pressed so that a time-out will not occur while ever the operator is using the system. Setting this option to zero seconds will disable this option.

#### *Modem Port*

This option allows you to select which serial port on your computer your modem is connected to.

#### *Direct Link Port*

This option allows you to select which serial port on your computer your Direct Link Cable (CC808) is connected to.

*Modem String*

This string specifies the initialisation parameters for the modem. Refer to your modem handbook for further information.

*Modem Dial String*

This string specifies whether the modem dials DTMF or Pulse (Decadic). Refer to your modem handbook for further information.

*Modem Answer String*

This string specifies the command for the modem to answer the phone line. Refer to your modem handbook for further information.

*Modem Disconnect String*

This string specifies the command for the modem to disconnect from the phone line. Refer to your modem handbook for further information.

*Carrier Loss Detection*

Specifies the carrier loss detection time. Refer to your modem handbook for further information.

*Modem Register Strings*

Additional parameters to tailor the communication abilities. Refer to your modem handbook for further information.

*Error Retries*

This string sets the number of errors the software will accept before the call is terminated. It is acceptable to have the error retry count set as 200.

---

**Note:** Refer to the manuals that are provided with your modem or contact the distributor/manufacturer of your modem if you have any difficulties in setting your modem register strings. A list of modems which have been successfully tested are located at the back of this manual along with the appropriate modem register strings used.

---

```

      E l e c t r o n i c   D e s i g n   &   M a n u f a c t u r i n g
                                General Setup
                                Version 2.10d

Printer Port.....: LPT1          (RETURN to select from list)
Backup Path & Filename...: H:\R&D\ALINK\CLIENT.PAK
Inactivity Timeout.....: 00          (seconds)
Communications Timeout...: 00          (seconds)

Modem Port.....: COM1          (RETURN to select from list)
Direct Link Port.....: COM1        (RETURN to select from list)

Modem String.....: ATE0Q0V0B0
Modem Dial String.....: DT
Modem Answer String.....: A
Modem disconnect String...: H0
Carrier Loss detection...: 200
Modem register strings...: S2=43 S6=2 S7=100 S8=2
                           S9=2 S10=100 B0 X0 M2 L3
Error retries.....: 20

PgUp-Next Screen, PgDn-Prev Screen  End-Save Changes  ESC-Abort Changes

```

Figure 1: General Setup Screen

## Security Setup

Pressing the **PgUp** key will display the security setup page. This page allows the system administrator to enable or disable certain Alarm Link functions for each operator.

When adding a new operator to the system, you will be asked to provide an access level number for that user. The chosen number is related to the numbers in the security setup page.

The security setup page lists all of the menus and options found in the Alarm Link software along with security level numbers. You should notice that most options will have a 9 as their security number. This means that any user would be able to access these functions.

### Example

The File menu and the first two of its options have a security level of 4. This means that only users with a security level 4 or higher will be able to access these functions (ie. User Level 1, 2, 3 & 4).

In the User menu, the option "Delete An Existing User" has a security level of 0. Only system operators with a security level of 0 will have access to this function. As 0 is the highest security level that can be programmed, it would generally be reserved for the system administrator. The lower the number, the higher the security level.

As you can see in "Figure 2: Security Setup Screen", it is possible to disable any option from any user if required. All disabled options will be displayed in a lower intensity on the screen indicating that they are not available.

Therefore, the system administrator should set themselves a security level of 0 and other users on lower levels as required, down to the lowest level 9.

It is recommended for security reasons that once you have added another system operator with a security level of 0, you then exit the Alarm Link software and reload using the new code that has been allocated level 0. If the Alarm Link software successfully loads using the new code, delete the default user code and password.

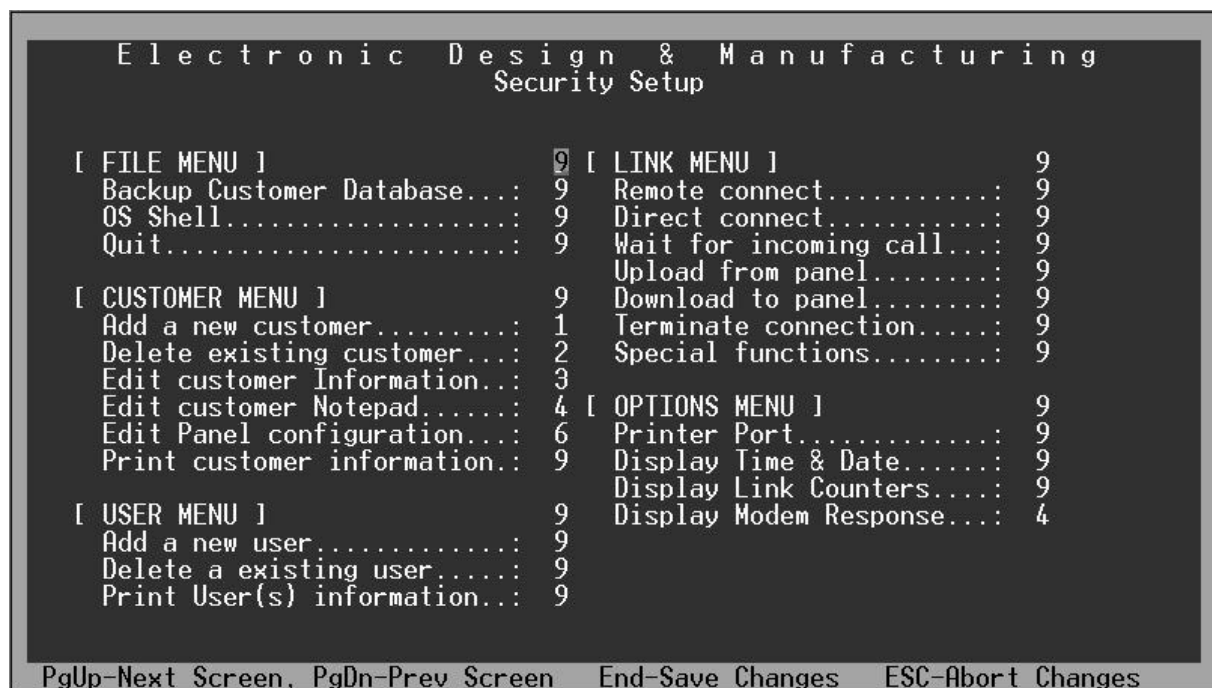


Figure 2: Security Setup Screen



## *Upgrading Alarm Link Software*

### *Alarm Link Upgrade Procedure*

From time to time software upgrades will be released. This upgrade procedure is intended to be used only when you already have the Alarm Link software installed on your IBM or compatible personal computer.

Although upgrading your copy of Alarm Link will not overwrite your existing customer database, EDM recommends that you follow standard computing practise and make a backup of your existing customer database before commencing the upgrade procedure. The following outline lists the steps required to create a backup of your client's information and install the new upgrade.

#### *Backing Up Your Customer Database*

1. Load your existing version of the Alarm Link software.
2. In the **File** menu, select **Back Up Customer Database** followed by **ENTER**.
3. In the **File** menu, select **OS Shell** and press **ENTER**.
4. Insert a blank formatted disk in drive A.
5. At the prompt C:\ALINK> type **COPY CLIENT.PAK A:** followed by **ENTER**.
6. When complete, remove the disk and label accordingly. This disk now contains a copy of your customer database.

#### *Upgrading Your Alarm Link Software*

1. Insert the supplied Alarm Link Upgrade Disk into drive A.
2. Type **A: INSTALL A: C:** followed by **ENTER**.
3. Remove Alarm Link disk from drive A.

Your version of the Alarm Link software has now been upgraded and is ready for use. Simply type **ALINK** at the MS-DOS prompt and follow the instructions on the screen.

Should you experience any problems during the upgrade procedure, please consult your distributor or contact EDM's technical support department on 02 9672 1055.

EDM recommends that you regularly back up your data so as to prevent data loss in the event of a computer hardware failure.

---

**Note:** Any reference to "A:" drive in this instruction sheet is purely for demonstration purposes only. You should substitute the correct letter for the disk drive that you will be using.

---

## *Running Alarm Link Software*

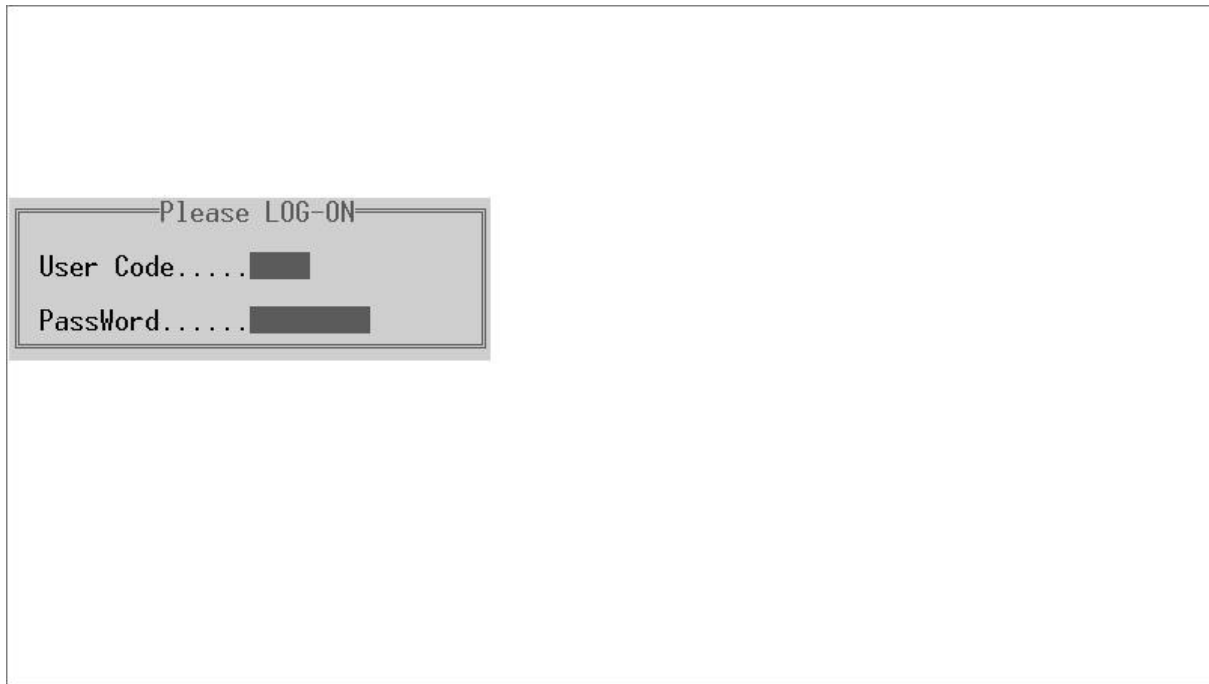
To run the Alarm Link Software, follow the procedure outlined below. Remember, if you substituted Drive C for another drive letter during the installation process, enter the correct drive letter required.

At the MS-DOS prompt "C:\>" type:

C:>**CD\ALINK** followed by **ENTER**

C:>**ALINK** followed by **ENTER**

You will then be asked to enter the 4 digit **USER CODE** [9999] followed by the **PASSWORD** [EDM] of up to 8 characters.



*Figure 4: Log-On Screen*

Once the Alarm Link software has successfully loaded, the main menu screen will be displayed. From the main menu, all other menus and system functions may be accessed.

## *Using Alarm Link Software - An Overview Of The Menu Options:*

This section of the manual will provide an overview of the various menu pages and the options contained in them.

Many of the options are self-explanatory and therefore only a brief description will be given. Many of the more complex options have an on line help facility that can be accessed by pressing the **F1** key.

Only the menu options that are highlighted may be accessed at that time. All other options that are not highlighted are only accessible once the Alarm Link software has synchronised with the control panel.

### *Main Menu Display*

This page displays all main menu headings, the software's revision number, the date and time, the current customer that has been selected and the control panel type. This is the platform from which all other menus and options can be entered.

The main menu display is pictured below showing the five pull down menus.



*Figure 5: Main Menu*

### File Menu

Under the File menu, three sub-menus can be selected. The three sub-menus are, Back-Up Customer Data Base, OS Shell and Quit.

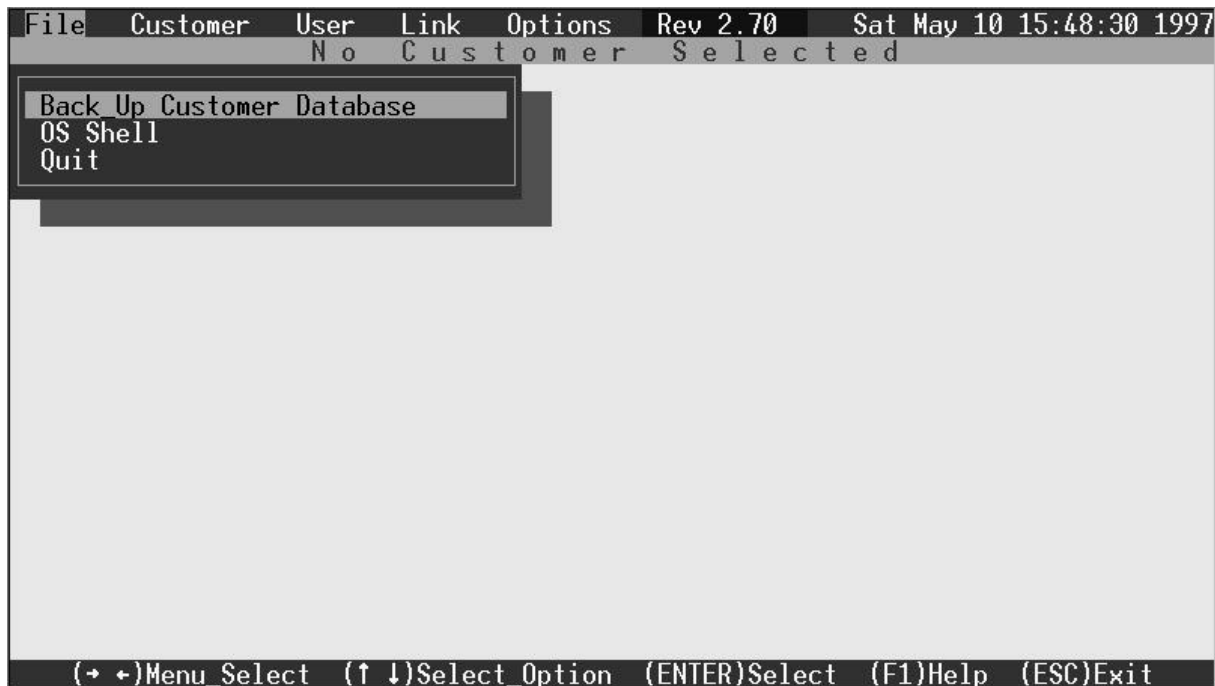


Figure 6: File Menu

### Back-Up Customer Database

This option will back-up your customer data base and will compress all customers that have been added to your Alarm Link database. A file called CLIENT.PAK will be created in the directory specified in the Alarm Link configuration. Refer to "Configuring Alarm Link" on page 9 and "Backing Up Your Customer Database" on page 13 for more information.

### OS Shell

OS Shell allows you to exit the Alarm Link software into the MS-DOS operating system without actually quitting the program. This will allow you to carry out MS-DOS commands and even run other programs provided that the memory of your system has not been exceeded.

To return to the Alarm Link software when you have previously selected OS Shell, simply type **EXIT** followed by **ENTER** to return to the Alarm Link main menu.

You cannot shell out to the MS-DOS operating system whilst communicating to a control panel.

### Quit

Selecting Quit will exit the Alarm Link software and return you to the MS-DOS operating system.



## Customer Menu

This menu deals with customer information allowing you to add, edit and delete customers in the database as well as to edit, view or print your customers programming information.



Figure 7: Customer Menu

### Add New Customer

This menu option allows you to enter a new customer into your Alarm Link database.

Using the cursor keys, select "Add New Customer" from the main menu followed by **ENTER**. You will need to enter the new customer number that you wish to add followed by **ENTER**. The new customer number may be the same as the Subscriber ID Number of your customers control panel. Leading zeros are not required to be entered.

After entering the new customer number, the software will display a page that logs the customers name, address, contact phone number, control panel's phone number and panel type etc.

Fill out the various options including name, address, contact name and phone number as required followed by the phone number that the control panel has been connected to.

Once you enter the phone number that the control panel has been connected to, press **ENTER**. The Alarm Link software will display the different control panel forms that may be selected.

Highlight the correct control panel form you wish to use followed by **ENTER**.

Once you select the type of control panel required, you will automatically move to the "Edit Panel Configuration" menu option, which allows you to alter the programming information of the control panel. Refer to "Edit Panel Configuration" on page 18 for more information. Use the **Page Up** and **Page Down** keys to move through the programming pages.

---

**Note:** The Subscriber ID Number and Installer Code must match that of the control panel. The Alarm Link software will NOT synchronise with the control panel if the Subscriber ID Number and the Installer Code does not match.

---

Some programming options require you to enter the required numbers and others require you to toggle between various options for that location by pressing the + or - keys.

Remember all programming options in this section of the Alarm Link Software have an on-line help facility that explains the programming of that location by pressing the **F1** key.

When satisfied that all locations have been programmed correctly, press **END** to save all changes made.

---

**Note:** If you press the **ESC** key, all programming changes will be lost and you will return to the main menu. The customer will be required to be added or altered again.

---

The “By Customer” option when selecting the panel type will allow you to copy the programmed data from any existing customer number between 1 and 50 that has already been added to the Alarm Link database to a new customer.

This feature will save you time as you will only need to add customer details such as name, address and Subscriber ID Number. When this option has been selected, a window will open asking you for a customer number to copy from. Enter the number of the customer that you wish to copy or press the **SPACE BAR** for a list of all customers that have been added to the Alarm Link database.

#### *Delete An Existing Customer*

This option allows you to delete a customer from your Alarm Link database. Once this options has been selected, simply enter the customer number that you wish to delete from the database. To complete the process of deleting the customer, press **Y** to delete or **N** to abort deleting the customer.

#### *Edit Customer Information*

This option allows you to alter customer details such as address, phone number and contact name. Press **END** to save any changes made to the customer information and return to the main menu.

#### *Edit Customer Notepad*

This option allows the system administrator/operator to read and leave messages concerning a particular customer. For example, you may wish to record the fact that you carried out a service call to a particular customer and detail what was carried out while on site.

#### *Edit Panel Configuration*

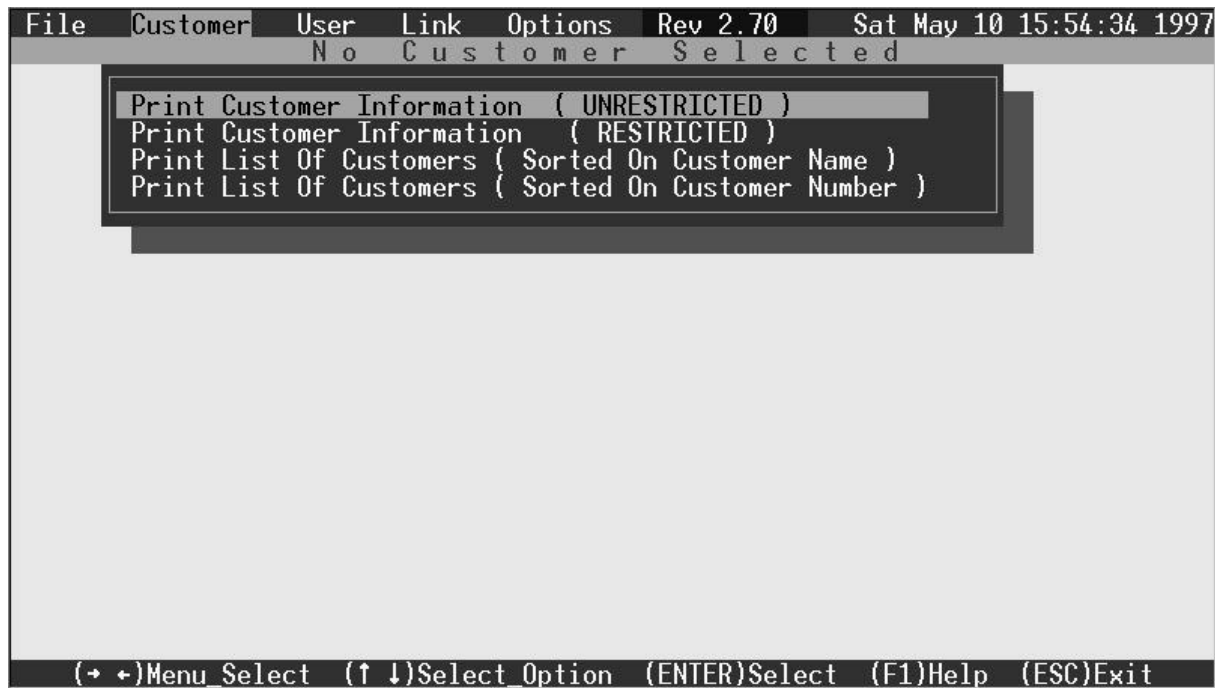
This menu option allows you to edit the programming of your customers control panel.

Refer to your installation manual or use the **F1** help key should you require additional information on the programming options.

REMEMBER TO PRESS END TO SAVE ANY CHANGES THAT YOU HAVE MADE

### *Print Customer Information*

This option will allow you to obtain a hard copy print out of your customers programmed information. You can also print a list of customers sorted by name or by number.



*Figure 8: Print Customer Menu*

It is possible to obtain a restricted or an unrestricted copy of programmed information for each customer in the database.

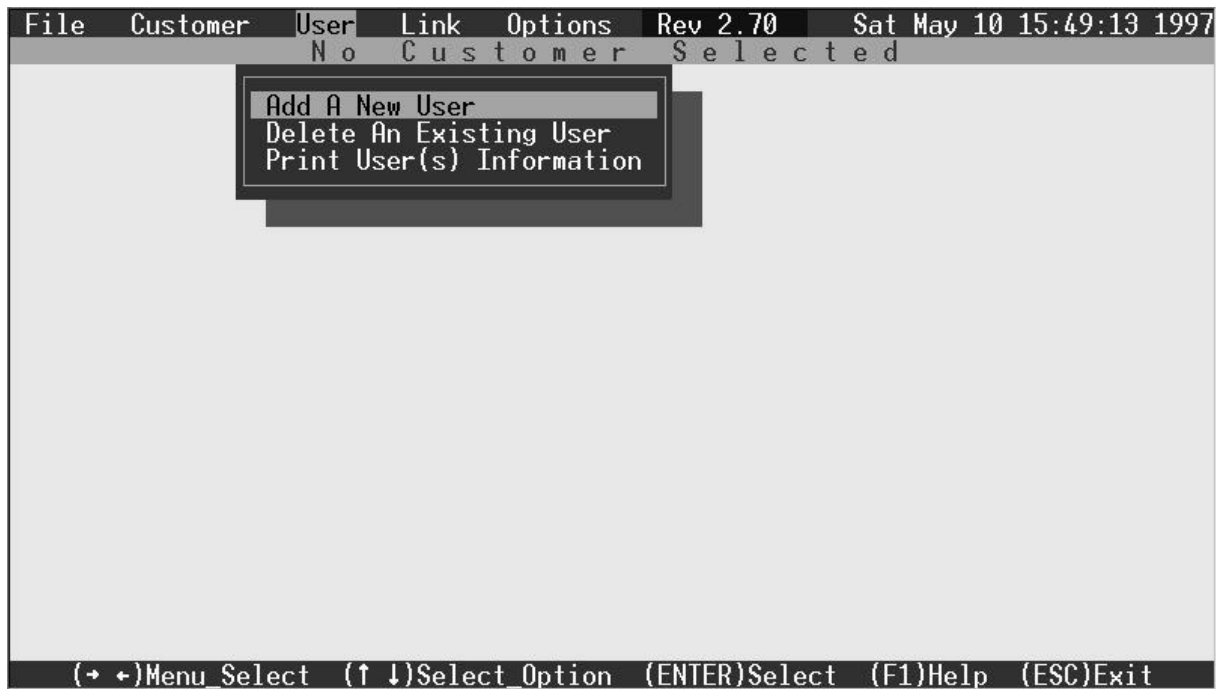
If you select unrestricted, a full print out will be given including all User Codes, the Master Code and Installer Codes etc.

If you want to provide the control room with information on a particular installation but you don't want them to know the Installer Code or Master Code, simply select restricted print out and these fields will be left off the hard copy.

Selecting to print a list of customers either by name or number will provide you with a list of all clients currently on the system as well as their suburb, phone number and panel type.

## User Menu

Access to the User menu would normally be reserved to the system administrator. This menu allows the system administrator to add or delete all user codes of the system as well as the ability to print the user code's information.



*Figure 9: User Menu*

### Add A New User

When selected, this option prompts for the new user code, password and access level. Remember the access code will allow you to restrict certain Alarm Link menu options from each system operator.

### Delete An Existing User

This option will allow you to delete a system operator. To delete an operator you will need to know their user code, password and access level. Therefore, if you set your security levels correctly, only the system administrator or operators with an access level of 0 will be able to remove operators from the system.

### Print User(s) Information

This option will allow the system operator with the appropriate access level the ability to obtain a print out of all registered operators including their access codes, passwords, access levels and their last log-on time.

## *Methods Of Making A Communication Link*

Before we commence our discussion on the Link menu and its options, we must first discuss the different methods available for communicating to the control panels.

As stated earlier, there are two different methods of communicating with a control panel. There is the direct connect and remote connect methods.

Only some control panels have the feature of direct connect. Refer to the installation manual for each control panel to determine if the method of direct connect is available.

All control panel types listed when adding a new customer can be remotely connected via the Alarm Link Software.

To communicate remotely via the telephone, there are three possible methods that may be used. Refer to the control panel's installation manual for more information. The three possible methods are listed below.

### *Remote Connect With Customer Control*

If you wish to configure the control panel so that a remote connection can only be established when the client initiates it through the remote codepad, you will need to program the following information.

The "Callback Telephone Number" will need to be programmed and the option "Upload/Download" will need to be disabled. The control panel has now been set so that the client has control for when the remote connection can be established. Refer to the control panel's installation manual for more information. The "Callback Telephone Number" is the telephone number of the phone line that the remote computer is connected to.

### *Remote Connect Without Callback Verification*

Remote connect without callback verification can be handy where you have a need to perform Upload/Download functions from multiple locations. It should be noted that by using this feature you are reducing the security of the control panels data.

The "Callback Telephone Number" should be cleared and the option "Upload/Download" will need to be enabled. The control panel will now allow a connection on the first call without calling the remote computer back to make contact. Refer to the control panel's installation manual for more information.

### *Remote Connect With Callback Verification*

Remote connect with callback verification offers the highest degree of data security by incorporating a two level security check.

The first is the Installer Code combined with the Subscriber ID Number that needs to match that of the control panel. Secondly, the control panel will call back the programmed "Callback Telephone Number" to establish the valid connection. This "Callback Telephone Number" is the telephone number of the phone line that the remote computer is connected to.

The "Callback Telephone Number" will need to be programmed and the option of "Upload/Download" will also need to be enabled. Refer to the control panel's installation manual for more information.

## Link Menu

The Link menu is where the communicating functions are carried out. From the Link menu you can upload and download information to and from the control panel either by remote connect via the telephone line or direct connect via the Direct Link Cable (CC808).

Once connection has been made to the control panel, a large number of special functions are made available from the sub-menu "Special Functions" such as being able to arm and disarm the system, turn the siren on and off, view the control panel status and even operate the control panel as if you were using the remote codepad via the codepad simulator.



Figure 10: Link Menu

### Remote Connect

Remote connect will attempt to make a connection between the Alarm Link software and the remote control panel. A modem will be required to be connected to your computer for this operation.

When selected, you will be asked to enter the customer number that you wish to connect to. After the number has been entered, the modem will begin to initialise and then commence dialling the control panels phone number.

Once a connection has been made, the message "Link Idle" will be displayed in the tool bar at the bottom of the screen. The bottom four options in the Link menu will now illuminate allowing you to upload from the control panel, download to the control panel, terminate the connection and enter the sub-menu "Special Functions". Refer to "Special Functions" on page 24 for more information on the various functions available.

---

**Note:** Remember that the Subscriber ID Number, the Installer Code and the control panel type must be identical in both the control panel and the customer's database for a connection to be established.

---

### *Direct Connect*

This option allows you to program a control panel directly from your personal or laptop computer. Refer to the control panel's installation manual to determine if this option is available. Not all control panels are capable of using the direct link method. To use the direct connect option, the Direct Link Cable (CC808) is required.

To establish a connection, ensure that the direct link cable has been connected correctly between the control panel and the serial port on your computer. Select the "Direct Connect" option and then enter the required customer number. The Alarm Link software will then attempt to establish a link between the computer and the control panel.

Once a connection has been made, the message "Link Idle" will be displayed in the tool bar at the bottom of the screen. The bottom four options in the Link menu will now illuminate allowing you to upload from the control panel, download to the control panel, terminate the connection and to enter the sub-menu "Special Functions". Refer to "Special Functions" on page 24 for more information on the various functions available.

---

**Note:** Remember that the Subscriber ID Number, the Installer Code and the control panel type must be identical in both the control panel and the customer's database for a connection to be established.

---

### *Wait For Incoming Call*

This option should be selected if the customer is going to initiate a call from the control panel to the remote computer. Refer to "Remote Connect With Customer Control" on page 21 for more information. The operator's manual that came with the control panel will explain how to initiate the call from the remote codepad.

For this option to function, you will need to select this option and have the customer initiate the call from the remote codepad connected to the control panel.

The Alarm Link software will tell the modem connected to your computer to answer the incoming call. Once the modem answers the incoming call and the connection has been successful, the bottom four options of the Link menu will now illuminate allowing you to upload from the control panel, download to the control panel, terminate the connection or to enter the sub-menu "Special Functions". Refer to "Special Functions" on page 24 for more information on the various functions available.

---

**Note:** Remember that the Subscriber ID Number, the Installer Code and the control panel type must be identical in both the control panel and the customer's database for a connection to be established.

---

### *Upload From Panel*

This option when selected will upload all programming information that is currently stored in the control panel into your computers memory.

After the upload has been completed, a check is made to see if the data stored in the control panel differs from that stored in the customer's database. If a difference has been found, a window will open asking if you wish to edit the control panels data. If you choose not to edit the data in the control panel you will be returned to the Link menu. If you choose to edit the data in the control panel then the control panels configuration pages will be displayed showing the data that has been uploaded. Any programmed data that is different to the customer's database will be flashing so that you can easily recognise the information that is different.

If you wish to check what data is currently stored in a particular location in your database and the same location in the control panel, simply press **F2** to toggle between the two displays. When satisfied that the data is correct, press **END** to save the changes to the database or **ESC** to abort any alterations made.

### *Download To Panel*

This option when selected will download all programming information in the selected customer's database into the control panel.

To edit the programming information of the control panel before downloading, select the Customer menu followed by "Edit Panel Configuration" and the customer number required. Make any changes necessary and then save the new information by pressing **END**. You may now select "Download To Panel" from the Link menu to download any programming changes to the control panel.

The control panel's data may be altered before making a connection to the customers control panel or whilst a connection has been made with the control panel.

### *Terminate Connection*

This will terminate either a direct connect or remote connect communication link between the Alarm Link software and the control panel.

### *Upload Codepad Text*

This option is only available to those control panels that allow text to be edited. Refer to your control panels installation manual to check if this option is available.

### *Download Codepad Text*

This option is only available to those control panels that allow text to be edited. Refer to your control panels installation manual to check if this option is available

### *Special Functions*

This option provides a number of special functions that may be used once a connection has been made to the control panel either by means of remote connect or direct connect methods.



*Figure 11: Special Functions Menu*



## Special Functions Menu

### ARM Unit

When selected, this option will arm the system. If the control panel has been partitioned, all areas will arm in the AWAY mode.

### Dis-Arm Unit

When selected, this option will disarm the system. If the control panel has been partitioned, all areas will disarm from either AWAY mode or STAY mode.

### Siren ON

When selected, this option will activate the horn speaker and bell outputs.

### Siren OFF

When selected, this option will deactivate the horn speaker and bell outputs.

### Remote Output ON

When selected, this option will activate the programmable output required.

### Remote Output OFF

When selected, this option will deactivate the programmable output required.

### View Panel

When selected, this option will provide you with a real time, graphical representation of the connected control panel.

Functions such as zone status, siren status, the AC mains status, battery status, fault status and the current system state are all displayed. Once this option has been selected it will remain on the screen until it has been selected again or until the connection has been terminated.



Figure 12: View Panel Option

### Codepad Simulator

When selected, this option allows you to operate the system as if you were using the remote codepad. All operations except for hold down functions may be entered via the codepad simulator.

Select the option and a window will open prompting for the key strokes. Enter the desired keys followed by **ENTER**.

When codepad simulator has been selected, the simulator will display the codepad on the right side of the screen. On the left hand side of the screen, there is a box where you enter the commands or functions required. As you enter various system functions, the current state of the control panel will be displayed in the codepad simulator as if you were looking at the remote codepad.

The codepad simulator is handy if you require to isolate a zone or arm the system in the STAY mode. Please note that a number of keys will provide the STAY and AWAY key functions. Refer to the table below.

Codepad Button	Computer Keys
<b>AWAY</b>	A or # or ENTER
<b>HOME/STAY</b>	H or I or *

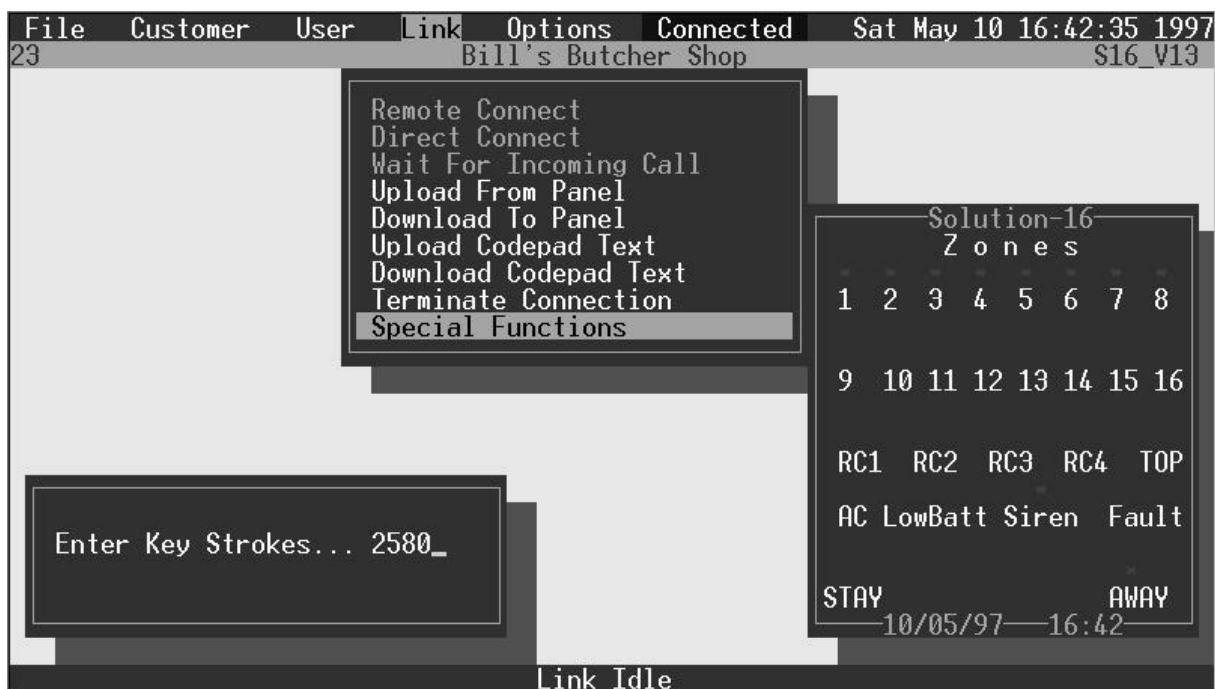


Figure 13: Codepad Simulator

### Dialler Event Memory

This option when selected will display up to the last 40 events that have occurred to the control panel. They will be displayed with the most recent event being at the top of the page.

File	Customer	User	Link	Options	Connected	Sat May 10 16:45:35 1997
23			Bill's Butcher Shop			S16_V13
.. Dialler Event Memory ..						
Event		Channel		Status		
Duress By User		1		Pending		Latest
Trouble Restore		7		Pending		..
Trouble Restore		6		Pending		..
Trouble Restore		5		Pending		..
Trouble Restore		4		Pending		..
Trouble Restore		3		Pending		..
Trouble Restore		2		Pending		..
Trouble Restore		1		Pending		..
Opening By User		1		Pending		..
AC Fail				Pending		..
Trouble Zone		7		Pending		..
Trouble Zone		6		Pending		..
Trouble Zone		5		Pending		..
Trouble Zone		4		Pending		..
Trouble Zone		3		Pending		..
<ENTER> To Exit <F5> To Print						
Link Idle						

Figure 14: Dialler Event Memory

The event column displays the particular event that has occurred (eg. Duress activated by user 1, zone 7 has restored, AC fail, opening or closing reports etc). The channel column indicates the user number or zone number that has triggered the dialler to report. The status column displays whether the system has successfully transmitted the alarm report.

### Test Report Time

This option will allow you to set the test report time.

### Review Journal

This option when selected will allow you to display up to the last forty events that have occurred to the system. The review journal will display the time and date along with the event that had occurred.

### Set New Time

This option when selected will allow you to change the time in the control panel.

### Query Faults

This option when selected will allow you to view the type of system fault(s) that have occurred.

## Option Menu

The Option menu will allow you to alter the destination of print-outs and select view options.

### Printer Port

This option when selected will open a window allowing you to select a new printer port. Highlight the correct printer port followed by **ENTER**. Selecting a printer port via this option will automatically change the configuration setup. You may change the printer port at any time from the configuration program or this menu option.

### Display Date and Time

This option will display the current system date and time in the top right hand corner of the screen.

### Display Link Counters

This option will display in the top right hand corner of the screen how many blocks of data have been received and sent by the Alarm Link software during the communication session. The number of error blocks, if any, will also be displayed.

Viewing these counters may help to debug any connection problems or data errors that you may encounter.

### Display Last Modem Response

This option will display in the top right hand corner of the screen the last modem response to an 'AT' command (Eg: If the modem attempts to dial a phone number and the telephone line has been disconnected, the last modem response will display "NO DIALTONE").

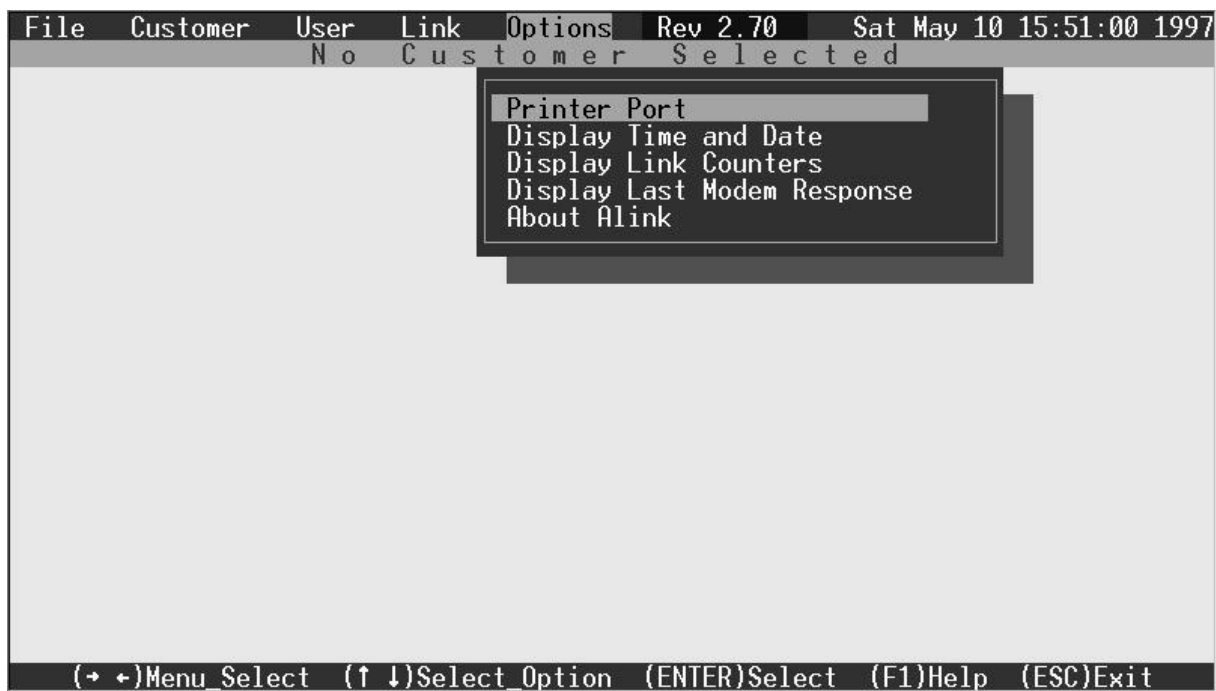


Figure 15: Option Menu

## APPENDIX A

### Modem Settings

This appendix shows the various dip switch and configuration settings which must be selected on the following tested modems in order for a communications link to be established with Alarm Link software.

Modem Tested	Modem Register Strings Used	CC400	CC660	CC800	CC880
		CC600	CC670		

#### BANKSIA

Banksia Bit Blitzter 12E	S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M3 L3 <b>DIP SWITCH SETTINGS</b> - 1=OFF, 2=OFF, 3=ON, 4=OFF, 5=ON, 6=OFF, 7=ON, 8=ON, 9=ON, 10=ON	YES	YES	YES	YES
Banksia Bit Blitzter XM124S/RFAX	S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M3 L3	YES	YES	NO	YES
Banksia PCMCIA MyFast Modem V.34 - 33.6K	S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 %C0 X0 M1	YES	YES	?	YES
Banksia MyVoice Modem - 33.6K	S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M1 * For software version 1.10/1.20, "LOCATION 899" is required to be programmed with a 9 or instead use external modem module (CC811).	YES	YES	NEED PANEL TO CALL MODEM	YES*

#### DATAPLEX

Datacraft Multispeed V32 BIS (Dataplex) Telecom	&F0 F1 S2=43 S6=2 &K0 V0 S7=150 S8=2 S10=21 M2 L2	YES	YES	?	YES
Dataplex DPX596	S2=43 S6=2 S7=60 S8=2 F1 &E0 *E0 %F0 *F0 S9=2 S10=100 X0 M1	YES	YES	?	YES

#### DYNALINK

Dynalink V1414VQH	S2=43 S6=2 S7=100 S8=2 S37=3 N0 \N0 B0 V0 S9=2 S10=100 X0 M3 L3	YES	YES	YES	YES 1.30 ONWARDS
Dynalink V1428VQH	S2=43 S6=2 S7=100 S8=2 S37=3 N0 \N0 B0 V0 S9=2 S10=100 X0 M3 L3	YES	YES	YES	YES 1.30 ONWARDS

#### HAYES

Hayes ACCURA	S2=43 S6=2 S7=100 S8=2 V0 B15 S9=2 S10=100 X0 M3 L3 &Q0 NOTE: The B0 command must be removed & replaced with B15 (In Modem Strings)	YES	YES	?	YES
Hayes OPTIMA	S2=43 S6=2 S7=100 S8=2 V0 B15 S9=2 S10=100 X0 M3 L3 &Q0 NOTE: The B0 command must be removed & replaced with B15 (In Modem Strings)	YES	YES	?	YES
Hayes OPTIMA 144	S2=43 S6=2 S7=100 S8=2 B15 S9=2 S10=100 X0 M3 L3  NOTE: The B0 command must be removed & replaced with B15 (In Modem Strings)  * Version 1.10 will only synchronise by initiating modem call from the control panel (ie: hold down 6)  Version 1.20 requires Location 899 = 9	YES	YES	YES	YES *

## MAESTRO

Maestro Executive 96M	S2=43 S6=2 S7=100 S8=2 B0 %C0 V0 S9=2 S10=100 X0 M3 L3	YES	YES	NO	YES 1.30 ONWARDS
-----------------------	---	-----	-----	----	------------------------

## NETCOMM

Netcomm 1234	S2=43 S6=2 S7=100 S8=2 B0 V0 S9=2 S10=100 X0 M2 L3 * This modem has problems interpreting our transmission on some bit patterns. This could be a problem when uploading from the control panel.	YES*	?	?	YES*
Netcomm Smart Modem V32 M5	S2=43 S6=2 S7=100 S8=2 S0=0 \N0 %C0 %E0 #J0 &C0 S9=2 S10=100 X0 M1 NOTE: The B0 command must be & replaced with B15 (In Modem Strings). When tested, SW1-SW5 = Down, SW6-SW8 = Up. No info on switches was available.	YES	YES	?	YES
Netcomm Voice Master 288 (Still assembling correct syntax...works OK as is but fails on error)	S2=43 S6=2 S7=100 S8=2 V0 B0 %C0 &Q0 S9=2 S10=100 X0 M2 L2	YES	YES	?	YES
Netcomm M34F	NOT COMPATIBLE				

## SPIRIT

Spirit Cobra 33600	B1 S2=043 S7=255 S8=2 S9=10 S10=100 +MS=0,0,300,300 \N0 X1 M3 L3	YES	YES	YES	YES
Spirit Ventura 33.6K PCMCIA	S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M1	YES	YES	?	YES
Spirit Viper	S2=43 S6=2 S7=100 S8=2 S37=1 N0 B0 S9=2 S10=100 X0 M3 L3 %C0 %E0 V0 *NOTE: Some older Spirit Viper modems may need "LOCATION 899" set to 14	YES	YES	?	YES*

## XSTREAMA

Xstreama XT2814SAM	S2=43 S6=2 S7=100 S8=2 S9=2 V0 S10=100 X0 M2 &Q6 %C0 S37=1 N0 F1	YES	YES	?	YES
--------------------	---	-----	-----	---	-----

## XTRUM

XTRUM AT-1414 SA	NOT COMPATIBLE				
------------------	----------------	--	--	--	--

## ZOOM

Zoom V.32BIS	S2=43 S6=2 S7=100 S8=2 %C0 &Q6 S37=1 N0 &C1 B0 S9=2 S10=100 X0 M3 L3 V0	?	?	?	YES 1.30 ONWARDS
--------------	--	---	---	---	------------------------

## ZYXEL

ZyXEL Alink 2.61 Onwards	S2=43 S6=2 S7=100 S8=2 V0 &N16 &K0 &M0 &H0 &C0 *Q0 S9=2 S10=100 X0 M3 L3	YES	YES	YES	YES
-----------------------------	---	-----	-----	-----	-----

*Bit Blitzer 12E*

This modem has a 10 way DIP switch positioned on the underside of the case allowing configuration changes to be easily made with a small screwdriver. The following table indicates the correct switch settings and also a list of modem strings that should be set when using a Bit Blitzer 12E with Alarm Link.

Modem String Descriptions	Modem String Settings
<b>Modem String</b>	ATE0Q0B0
<b>Modem Dial String</b>	DT
<b>Modem Answer String</b>	A
<b>Modem Disconnected String</b>	H0
<b>Carrier Loss Detection</b>	200
<b>Modem Register Strings</b>	S2=43 S6=2 S7=100 S8=2 S9=2 S10=100 X0 M1
<b>Error Retries</b>	20

<b>Dip Switch 1</b>	OFF	<b>Dip Switch 6</b>	OFF
<b>Dip Switch 2</b>	OFF	<b>Dip Switch 7</b>	ON
<b>Dip Switch 3</b>	ON	<b>Dip Switch 8</b>	ON
<b>Dip Switch 4</b>	OFF	<b>Dip Switch 9</b>	ON
<b>Dip Switch 5</b>	ON	<b>Dip Switch 10</b>	ON

*Netcomm 1234E Modem*

This is a fully automatic modem that is programmed through the keyboard on your computer. Please see your modem instruction manual for further details. We found that the modem communicated with Alarm Link while configured to its default settings.





## WARRANTY REGISTRATION CARD

Please take a moment to complete and return this Software Registration Card to the address on the back page of this manual. By registering your program you will receive technical support, upgrade notices and other important product information that will allow you to get the most from your Alarm Link software.

The supplied Alarm Link software is sold on a one-copy per site basis. This means that copies of your original disk may be made for backup purposes but not for resale or distribution.

This will enable us to maintain an accurate customer database and provide better service and support to all Alarm Link users.

### PRODUCT REGISTRATION FORM

**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_

**Postcode:** \_\_\_\_\_ **Country:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Facsimile:** \_\_\_\_\_

**Purchased From:** \_\_\_\_\_

So that we may provide users with hardware compatibility, please include the following information;

**Computer Type:** \_\_\_\_\_

**Modem Type:** \_\_\_\_\_

**Alarm Link Version:** \_\_\_\_\_ **Serial Number:** \_\_\_\_\_



## Index

### A

Add A New User .....	20
Add New Customer .....	17
Alarm Link Software Upgrade .....	13
Appendix A .....	29
Arm Unit .....	25

### B

Backing Up Customer Database .....	13
Backup Customer Database .....	16
Backup Data .....	9
Backup Path & Filename .....	9
Bit Blitzer 12E Modem .....	31

### C

Carrier Loss Detection .....	10
Codepad Simulator .....	26
Colour Setup .....	12
Colour Setup Screen .....	12
Communication Link Methods .....	21
Communications Time-Out .....	9
Configuring Alarm Link .....	9
Customer Database Backup .....	13
Customer Menu .....	17

### D

Data Backup .....	9
Delete A User .....	20
Delete Customer .....	18
Dialler Event Memory .....	27
Direct Connect .....	23
Direct Link Port .....	9
Disarm Unit .....	25
Display Date and Time .....	28
Display Last Modem Response .....	28
Display Link Counters .....	28
Download Codepad Text .....	24
Download To Panel .....	24

### E

Edit Customer Information .....	18
Edit Customer Notepad .....	18
Edit Panel Configuration .....	18
Error Retries .....	10

### F

File Menu .....	16
-----------------	----

### G

General Setup .....	9
General Setup Screen .....	10

### I

Installing Alarm Link Software .....	8
Introduction .....	7

### K

Key Descriptions .....	7
------------------------	---

### L

Link Menu .....	22
Log-On Screen .....	14

### M

Main Menu Display .....	15
-------------------------	----

Methods Of Making Communication Link .....	21
Minimum System Requirements .....	7
Modem Answer String .....	10
Modem Dial String .....	10
Modem Disconnect String .....	10
Modem Port .....	9
Modem Register Strings .....	10
Modem Settings .....	29
Modem String .....	10

### N

Netcomm 1234 Modem .....	31
--------------------------	----

### O

Option Menu .....	28
OS Shell .....	16

### P

Print Customer Information .....	19
Print User Information .....	20
Printer Port .....	9, 28

### Q

Query Faults .....	27
Quit .....	16

### R

Remote Connect .....	22
Remote Connect With Callback Verification .....	21
Remote Connect With Customer Control .....	21
Remote Connect Without Callback Verification .....	21
Remote Output Off .....	25
Remote Output On .....	25
Review Journal .....	27
Running Alarm Link Software .....	14

### S

Security Setup .....	11
Security Setup Screen .....	11
Set New Time .....	27
Siren Off .....	25
Siren On .....	25
Special Functions .....	24, 25

### T

Terminate Connection .....	24
Test Report Time .....	27
Turn Siren Off .....	25
Turn Siren On .....	25
Turning Remote Output Off .....	25
Turning Remote Output On .....	25

### U

Upgrading Alarm Link Software .....	13
Upload Codepad Text .....	24
Upload From Panel .....	23
User Menu .....	20
Using Alarm Link Software .....	15

### V

View Panel .....	25
------------------	----

### W

Wait For Incoming Call .....	23
Warranty Registration Card .....	33



## **Electronics Design & Manufacturing Pty Limited**

25 Huntingwood Drive  
Huntingwood NSW 2148  
Australia

A.C.N. 002 907 271

Phone: +612 9672 1777  
Facsimile: +612 9672 1717  
email: [edm@edm.com.au](mailto:edm@edm.com.au)

---