



# COMPASS

*downloader*

**User  
Guide**





## **FIRE BURGLARY INSTRUMENTS, INC.**

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# Chapter 1

## *Welcome*

Welcome to the FBII Compass Downloader. It provides everything you need to program and control an alarm system remotely from the comfort of your office. In addition, it gives the operator the ability to download and upload alarm control information, to compare the uploaded and saved information, and to view the results either on screen or in a printed report.

By using the Compass Downloader, programming can be performed at the office prior to installation, or can be downloaded from a remote location. The control panel at the subscriber's premises must be connected to a telephone line to download from a remote location.

### **Key Features**

The Compass Downloader includes many new features, such as:

- DOS Downloader Conversion Utility to quickly convert DOS accounts to the Compass Downloader.
- Templates for quick and easy programming of control panels.
- A full search utility to help you quickly find a programming field.
- Multi-tiered operator levels for full flexibility.

- *Change* button displays programming changes made before saving.
- *History* button displays prior programming changes.
- Unattended Mode enables creation of scheduled “batch” jobs, which then communicate with/download to customer control panels at the specified time, without the operator being present.
- Unattended/Unsolicited mode of downloading allows the panel to call into the Downloader while the computer is unattended.

## **Recommended System Configuration**

- Pentium or better PC-compatible computer
- 16MB RAM
- 50MB available disk space
- CD-ROM drive
- Windows 95, 98, or NT
- 800 X 600 display resolution.

## **Year 2000 Information**

Compass Downloader for Windows is now Y2K compliant. Please note that the computer hardware (BIOS, etc.) and operating system used to run Compass Downloader for Windows must also be Y2K compliant to ensure Compass will run correctly. *If you are uncertain about the compliance status of your hardware/operating system, contact your hardware/operating system vendor for instructions on Y2K testing.*

## **Manual Structure**

This manual will guide you through the many operations of the Compass Downloader. It is arranged in the order in

which operations should be performed until you become familiar with the program.

The manual is divided into ten chapters:

Chapters 1 and 2 include basic information about the Compass Downloader, such as key features, the Downloader menu structure, and Downloader installation.

Chapter 3 is a Quick Start guide designed to get the user up and running quickly.

Chapters 4 and 5 take you through the Downloader setup and covers those items that only need to be performed once, such as the modem setup.

Chapters 6 through 9 cover the daily activities performed with the Downloader. These chapters include adding and modifying customer accounts and communicating with the control.

Chapter 10 and Appendix A describe utilities and error conditions, including troubleshooting.

## **Getting Product Updates**

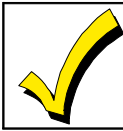
Any future updates may be acquired via the Internet, from the FBII web site on the World Wide Web. You can find FBII on the Internet at:

**<http://www.FBII.com>**

## **Using This Manual**

Our goal when writing this manual was to make it as easy to understand as possible. Occasionally, we include an important note or technical tip to make your work flow

more smoothly. Find these tips by looking for a boxed note with a checkmark.



**This symbol indicates a very important note.  
Please read each one carefully.**

Where applicable, the actual screens are shown to help you understand the procedure being explained.

## **Release Notes**

Any information that could not be included in this User's Guide will be available in the *Release Notes* which may be found in the /DOCS directory on the CD-ROM.

## **Microsoft Windows Basics**

As with most Windows programs, the Downloader program uses keystrokes as an alternative (or addition) to the mouse. On many of the screens there is a button that has a dark border around it. This button is called the *default* button.



If you press ENTER on the keyboard, the default button's action will be performed. For example, when you open the Downloader, the Customer icon is defaulted (dark border). If you press the ENTER key, you will open the Customer Modify screen.

The following commands are also available:

<b>KEY</b>	<b>ACTION</b>
TAB	Moves to the next field on the screen.
ENTER	Performs default button action.
SPACE BAR	Fills in check boxes.
ALT+DOWN ARROW	Opens selected drop-down choices.
ARROWS	Arrow keys can be used as an alternative to scroll through choices.
ESC	Performs cancel/close action.

### **Downloader Program Structure**

Compass Downloader consists of three main programs. When you start the software, the first thing you see after the logo is the Log In screen. After you enter a valid Operator name and password, the Compass “Shell” screen appears. From this screen you can access program-wide options such as Logout options, Station Data, and Operator Setup. You can also set up Customer Accounts from the Shell. (When the Shell is running, you will see an icon of a house on the Windows 95/98 taskbar.)

From the Customer Accounts list, you can access the customer account’s Alarm Control Panel configuration. When you are viewing this data, you are in the Panel Edit program and you will see an icon on the taskbar that looks like an eye.

From the Panel Edit screen, you can go to the Communications Program and connect to a customer’s alarm control panel and execute commands on line, such

as arming or disarming the panel; programming the panel configuration (downloading); or uploading configuration and settings that were programmed into panel previously. When you are in the Communications program, you will see a third icon on the taskbar, which looks like two computers connected with a cable.

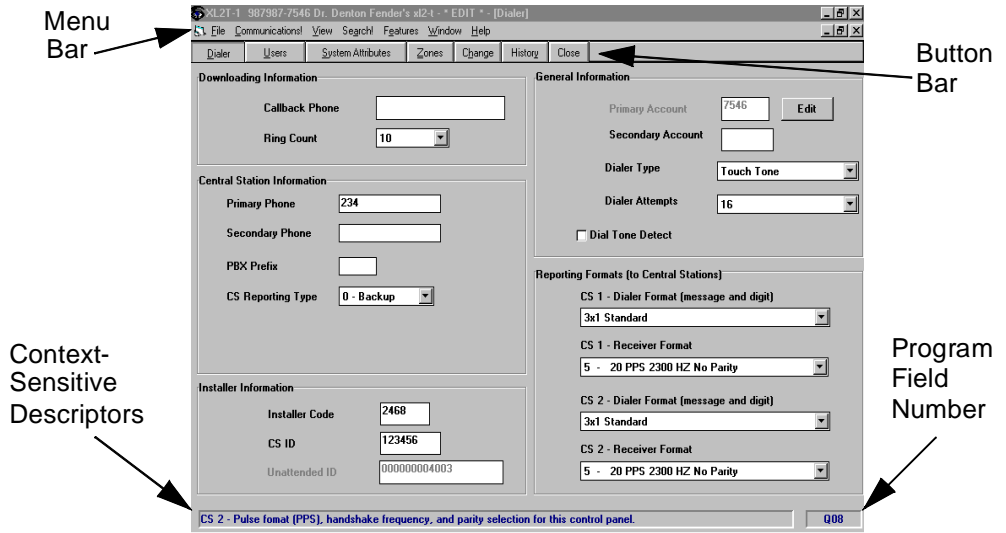
From every program component (Shell, Panel Edit, Communications), the Help menu provides an “About” box, which provides the version number of the Compass Downloader database and the software version of the program component you are currently using.

## **Downloader Menu Structure**

Button bars and menu bars are available to make your selections easy. Selecting the desired option from the menu bar displays the appropriate screen. If there are subcategories for this selection, they will appear like the tabs on a file folder.

Select a screen to view using either the mouse or keyboard. To make a selection, point at it with the mouse and click the left mouse button. Notice that as you move the mouse across the screen, text appears at the bottom of the screen describing each field, and listing the programming field number.

A sample screen follows.







# Chapter 2

## *Installation*

### **Installation on a Single PC**

1. Insert the Compass Downloader CD-ROM into your CD-ROM drive. (For information about floppy disk installation, see page 2-3.)
2. In Windows 95, Windows 98 or NT, from the Start menu, click Run. In Windows 3.X, select Run from the Program Manager or File menu.
3. Enter the path to the Setup program on the CD-ROM drive (i.e., **d:\setup**).
4. SETUP prompts you through the installation process. Follow the on-screen instructions.
5. By default, SETUP installs into the c:\COMPASS directory. If desired, you can change the location and directory name when prompted to do so.
6. Next, we recommend that SETUP be allowed to create a backup directory. The backup defaults to c:\COMPASS\BACKUP. (You may change the location and directory name when prompted to do so.)
7. When the Select Components screen displays, make sure all the boxes are checked.
8. Click FINISH to complete the installation.

## Installation on a Network

When you install on a network, you must first install Compass on your server, and then create shortcuts to the server installation. Installing to a network directory is similar to installing on a single PC, as follows:

1. Insert the Compass Downloader CD-ROM into your CD-ROM drive.
2. In Windows 95, Windows 98 or NT, from the Start menu, click Run. In Windows 3.X, select Run from the File menu.
3. Enter the path to the Setup program on the CD-ROM drive (i.e., **d:\setup**).
4. SETUP prompts you through the installation process. Follow the on-screen instructions.
5. By default, SETUP elects to install into the C:\COMPASS directory. When prompted, change the location and directory to the network drive and directory.
6. Next, we recommend that you allow Setup to create a backup directory. This backup is defaulted to C:\COMPASS\BACKUP. If desired, change the location and directory name when prompted.
7. When the Select Components screen displays, make sure that all the boxes are checked.
8. Click FINISH to complete installation on the server.
9. At each workstation, create a Windows shortcut to point to the file NETLOAD.EXE on the server. Whenever you run netload at the workstation, the dates of all Compass files on the network are

compared to existing files on the local workstation. If the network files are newer than the local files, the system copies these newer files to the local workstation. *Only the database is not copied to the local workstation.*



**All network workstation installations must be directed to the same network drive.**



#### **Important Note Regarding Novell Networks**

**Compass uses the JET database engine. When installed on a Novell Network, the Novell Server must be set up as follows:**

- \* Max Records per connection: 10,000**
- \* Max File Locks per connection: 350**
- \* Max Record Locks: 20,000**

**If these settings are incorrect, you will not be able to add new accounts to the Downloader. *These settings can only be changed by a Network Administrator.***

## **Floppy Disk Setup**

To facilitate installation on PC systems which do not have CD-ROM hardware, the Compass Downloader installation files are set up as floppy disk images on the CD.

To create an install set on floppy disk: Copy each Setup disk image to a separate floppy disk (e.g. setup.exe to Disk 1, setup.w02 to Disk 2, setup.w03 to Disk 3, etc.)

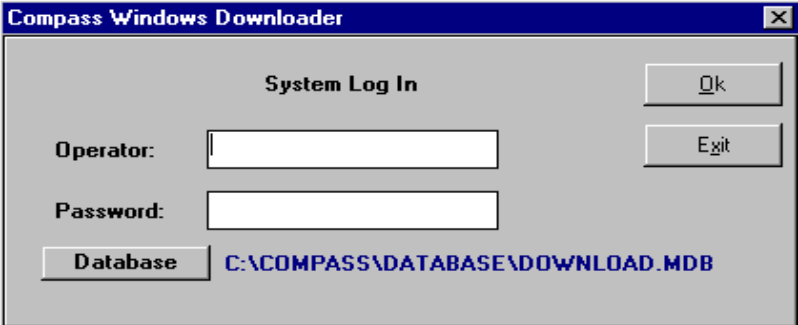
To install from floppy disk: Insert Disk 1 into the drive, select Run from the Start menu, then enter the path (**A:\setup** ) and follow the on-screen prompts.

## Log-On Procedure

After a successful installation, the system creates a Compass Downloader group that includes an icon titled *Compass Downloader*.



If you are using Windows 95 or NT, you will find this icon under the Program section of the Start menu. Double-click on this icon to open the program. The Compass logo screen is displayed, followed by the **Log In** screen:

A screenshot of a Windows-style dialog box titled "Compass Windows Downloader". Inside the dialog, the title "System Log In" is centered at the top. On the right side, there are two buttons: "Ok" and "Exit". Below the title, there are two input fields. The first is labeled "Operator:" and the second is labeled "Password:". Below these fields is a "Database" button followed by the text "C:\COMPASS\DATABASE\DOWNLOAD.MDB".

Compass Windows Downloader

System Log In

Operator:

Password:

Database C:\COMPASS\DATABASE\DOWNLOAD.MDB

Ok

Exit

Enter an operator name and password. The default operator name and password is *master*. Anyone with a valid operator name and password can log in.

The operator who is currently logged in is displayed in the upper right-hand side of the Customer Information screen.

Use the DATABASE button to select the path to the database you will be using.



**For security reasons, we recommend that you change the default operator name and password. For information, refer to *Chapter 5: Defining System Operators***

An option available from the Shell menu permits the administrator to determine what is left or cleared of the operator name and password on the Log On screen after the LOGOUT button is pressed. Select the FILE menu option and then the LOGOUT OPTIONS menu. Three different options are available:

- Clear Name / PW (Password)
- Keep Name / Clear PW (Password)
- Keep Name and PW (Password)

## Logging Out

To log out, simply click on the LOGOUT icon. This brings you back to the Log On screen.



To exit the program completely, click on the EXIT button.



# Chapter 3

## Quick Start

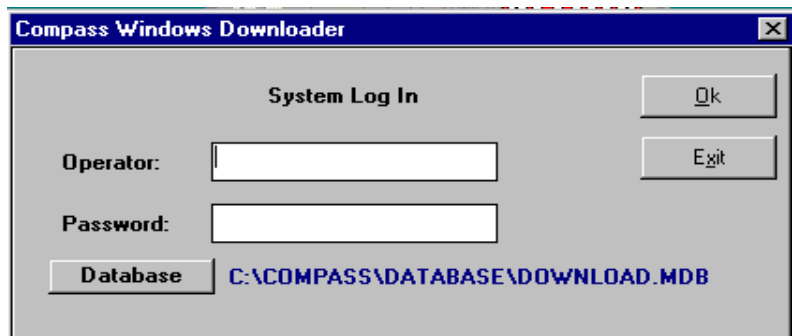
Quick Start is intended for users who would like to get the Downloader up and running quickly. To take full advantage of the many fine features of the Compass Downloader, we recommend that you read the rest of this manual.

### Setting Up the Downloader

1. Click on the COMPASS DOWNLOADER icon from the Downloader program group.



2. Enter the operator name and password (*master* is the default for both) and select the OK button.

A screenshot of the "Compass Windows Downloader" dialog box. The title bar is blue with the text "Compass Windows Downloader" and a close button. The main area is gray and contains a "System Log In" section. There are two input fields: "Operator:" and "Password:". Below the "Password:" field is a "Database" button and the text "C:\COMPASS\DATABASE\DOWNLOAD.MDB". On the right side, there are two buttons: "Ok" and "Exit".

Compass Windows Downloader

System Log In

Operator:

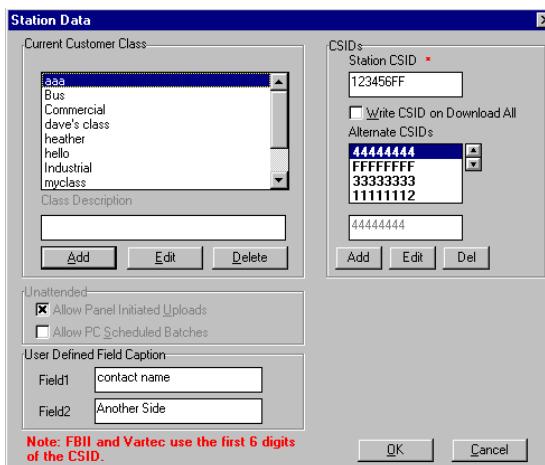
Password:

Database

Ok

Exit

3. Select STATION DATA from the File menu. The following screen appears:



The screenshot shows a dialog box titled "Station Data". It has several sections:

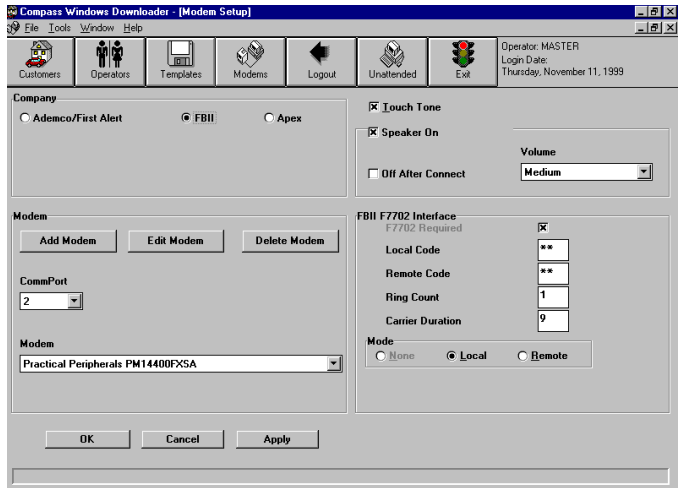
- Current Customer Class:** A list box containing "aaa", "Bus", "Commercial", "dave's class", "heather", "hello", "Industrial", and "myclass". Below it is a "Class Description" text field and "Add", "Edit", and "Delete" buttons.
- CSIDs:** A section with a "Station CSID" text field containing "123456FF", a checkbox for "Write CSID on Download All", and a list box for "Alternate CSIDs" containing "44444444", "FFFFFFFF", "33333333", and "11111112". Below this is another text field with "44444444" and "Add", "Edit", and "Del" buttons.
- Unattended:** A section with checkboxes for "Allow Panel Initiated Uploads" (checked) and "Allow PC Scheduled Batches" (unchecked).
- User Defined Field Caption:** A section with two text fields: "Field1" containing "contact name" and "Field2" containing "Another Side".
- Note:** A red text note at the bottom left states: "Note: FBI and Vartec use the first 6 digits of the CSID."
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

4. Enter your Computer Station Identification (C.S.I.D.) number and select OK.
5. Click on the MODEMS button:



The following screen appears





6. In the Company section, select the Company whose controls you will be communicating with.
7. In the Modem section, select the Comm Port to be used.
8. Select the type of modem being used from the Modem pulldown menu, then click Apply.
9. Select TOUCH TONE if you are using Touch Tone service.
10. Select the modem speaker options (Speaker On/ Off, volume, etc.)
11. Click ok.

# Creating a New Account

1. Click on the CUSTOMER button. The following screen is displayed

Compass Windows Downloader - [Customers]

File Options Tools Window Help

Customers Operators Templates Modems Logout Unattended Exit

Operator: MASTER  
Date: Tuesday, June 29, 1999

☒ Customer List  
☐ Unattended Jobs

Sort by: 5 - Business

Search Options  
Rcvr # Business Begins with Search  
First 1024 records Panel < All > All Revs

Rcvr - Acct #	Last Name	First Name	Zip Code	Business	Panel Name	Panel Phone	contact name
88-8888	Drennan	Patrick	11702		Vista50P-1-3		
37-7162	Test	Compression			Vista50-1+	123	
43-1234	Ransom	Mark	10016		Vista50-1+	516955kfax	
77-0909	Hardick	Vista50			Vista50-1+	516 777-9292	
01-1154	Richards	Ed	11725		4140XMP12-	789	
003-DFE1	Hardick	vista50p			Vista50P-1-3		
02-0596	Hardick	4110XM			4110XM-1		
01-1222	Hardick	Vista40			FAT220CV-10v		
003-1299	Hardick	vikghjk			4110XM-1		
003-9988	kj	k			PTR_ID 4		
09-7777	Hardick	ch			4110XM-1		
09-3667	lk	lk			4110XM-1		
01-1155	Drennan	H.			4140XMP-1	4666	

Last Communication: 12/11/95 12:23:19 PM Record 1 of 1024

Panel Options: Template Default Copy Modify Schedule Customer Options: Detail Add Delete

2. Click on the ADD button in the Customer Options frame. The Customer Detail screen appears.
3. Enter the account information (i.e., name, address, etc.). Also enter the Receiver Group account # and panel type.

Customer Detail

Subscriber Data

Receiver Account Last Name First Name  
Business Voice Phone Fax  
Address 1 Address 2  
City State Zip code Zip Ext  
contact name Another Side

Panel Data

Panel Revision  
Class Panel Phone Number  
Caller ID EEPROM Firmware

Notes

Print OK Cancel

4. Click OK.
5. Click on the MODIFY button in the Panel Options frame.
6. Enter the control panel configuration information.
7. Click on CLOSE and then select SAVE to save the configuration. You will be returned to the Customer list in the Shell. Repeat these steps to continue adding customer accounts; or go to the next section to download saved configuration data to the control panel, or to send commands to the control panel.

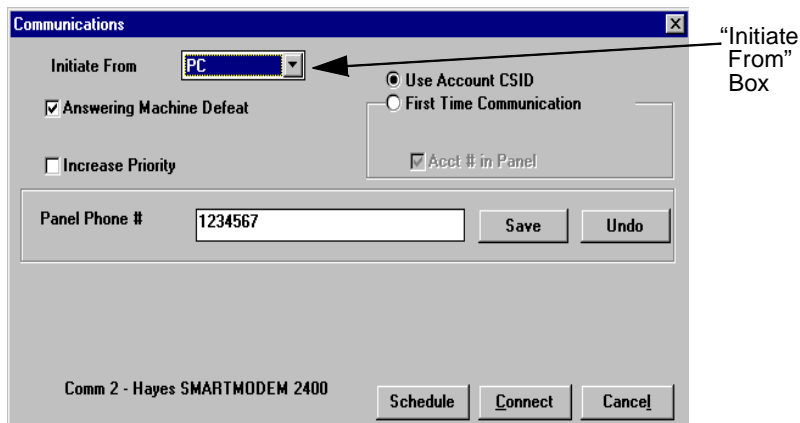
## **Getting On-Line With the Control Panel**

**Control Panel Preparation:** Using the specific control panel installation instructions as a guide, perform the following steps:

### **Communicating With the Downloader**

1. From the Customers screen (click Customers toolbar button), select the desired customer record. Then, click the Modify button in Panel Options.
2. Select the Communications menu option from the screen that appears.

3. Click on the CONNECT button. The following screen appears:



4. Select PC from the Initiate From box.
5. Select FIRST TIME COMMUNICATION if the panel has never been downloaded to before. Select USE ACCOUNT C.S.I.D. if it has been downloaded to before.
6. If this is a First Time Communication, but there is an account # in the control panel, make sure ACCT. # IN PANEL is checked.
7. Enter the control panel phone number.
8. Click on the CONNECT button.

The PC calls the control panel. A series of SEND (>>) and RECEIVE (<<) arrows appears at the bottom of the screen. The modem disconnects and waits for the control panel to call back if the control panel has Callback option set.

9. When the control panel calls back and goes on-line, select the action you wish to perform from the On-line Commands (Download, Upload, etc.).
10. When you are finished communicating, click on the DISCONNECT button.

## **DOS EZ-Mate Conversion**

For information on converting existing FBII DOS EZ-Mate accounts to Compass Windows Downloader accounts, refer to “Converting Accounts from EZ-Mate” on page 6-3.



# Chapter 4

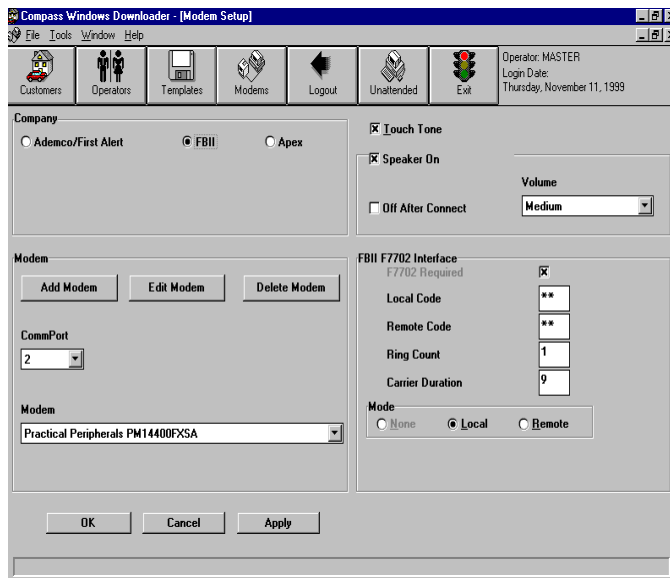
## *Communications Setup*

### Downloader Communications Setup

To set up Downloader communications, click on the MODEMS button on the Compass shell screen.



The following screen appears:

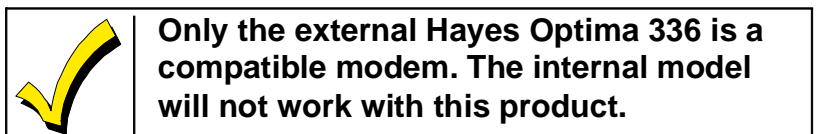
A screenshot of a Windows-style dialog box titled "Compass Windows Downloader - [Modem Setup]". The dialog has a menu bar with "File", "Tools", "Window", and "Help". Below the menu bar is a toolbar with icons for "Customers", "Operators", "Templates", "Modems" (which is highlighted), "Logout", "Unattended", and "Exit". The main area is divided into several sections. The "Company" section has three radio buttons: "Ademco/First Alert", "FBI" (which is selected), and "Apex". To the right of these are checkboxes for "Touch Tone" (checked) and "Speaker On" (checked), with a "Volume" dropdown menu set to "Medium" and a checkbox for "Off After Connect". The "Modem" section has three buttons: "Add Modem", "Edit Modem", and "Delete Modem". Below these is a "CommPort" dropdown menu set to "2". Further down is a "Modem" dropdown menu showing "Practical Peripherals PM14400FXSA". To the right of this is the "FBI F7702 Interface" section, which includes a checkbox for "F7702 Required" (checked), and input fields for "Local Code" (two asterisks), "Remote Code" (two asterisks), "Ring Count" (1), and "Carrier Duration" (9). At the bottom of this section are radio buttons for "Mode": "None", "Local" (selected), and "Remote". At the very bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

1. Select the company whose panels you will communicate with.
2. In the Modem section, select the CommPort to be used for that company's controls.
3. Select the type of modem being used from the pulldown menu.
4. Select TOUCH TONE if using Touch Tone service and select the modem speaker options.
5. Click OK.

## Modem Setup

The following modems are supported and need no configuration:


- Hayes Optima 336 External
- Hayes Smartmodem 2400
- Hayes Smartmodem Optima 2400 Fax96
- ADEMCO CIA 2400



The following modems are supported and need to be configured (DIP switches):

- Hayes Smartmodem 1200 with volume external
- Hayes Smartmodem 1200 External Modem
- Hayes Smartmodem 1200B Internal Modem (Rev.1.2 or higher)



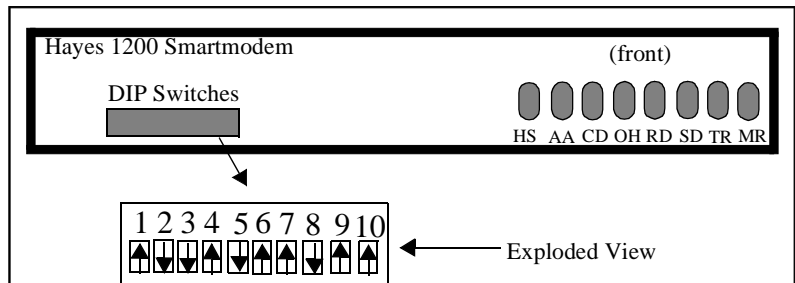
	<p><b>Only the external Hayes Smartmodem Optima 24 Plus FAX96 modems are compatible with the Compass Downloader. The internal Hayes Optima 24 Plus FAX 96 models are not compatible.</b></p>
---	--

## Configuration

This section provides a guide for configuring modems that have manual switch settings.

### Hayes Smartmodem 1200 External Modem

Configure the DIP switches behind the modem's front panel in the following manner:



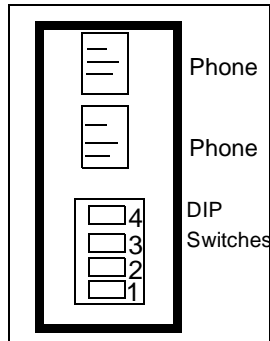
Smartmodem 1200 External Modem

### Hayes Smartmodem 1200(B) Internal Modem

DIP switches:

- SW4 - OFF
- SW3 - ON
- SW2 - OFF
- SW1 - ON= Comport #2
- OFF= Comport #3

(rear view)



Smartmodem 1200 (B) Internal Modem

## Add Modems

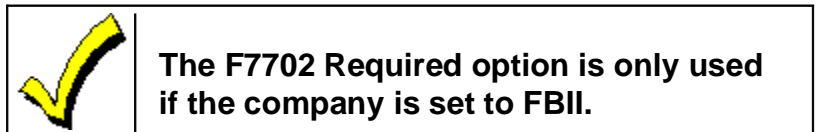


**We strongly recommend using the modems featured in this chapter, as they are the only modems currently supported. To add a new modem, proceed as follows.**

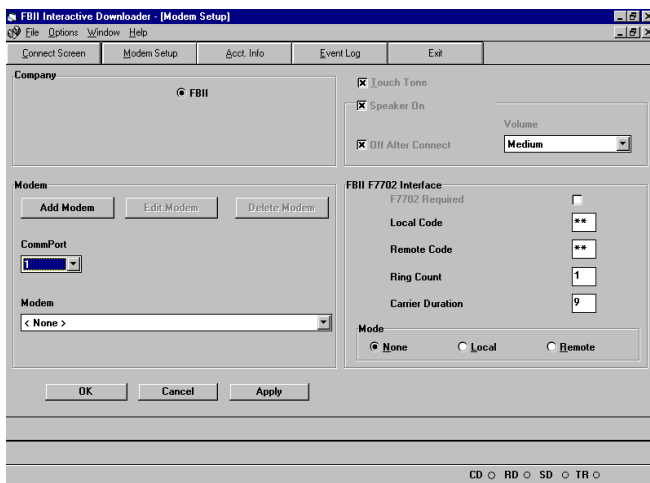
1. Click the ADD MODEM button. The following screen appears:

2. Give the modem a name.
3. Enter modem commands or click the **TEMPLATE** button and select the modem template to be used.
4. If your modem supports the Caller I.D. feature, you can enable the Caller I.D. Command on the Support frame here.
5. If the modem software can control the volume, click **SOFTWARE VOL CONTROL** on the Support frame.
6. Click **OK**.

## FBII F7702 Interface



The frame titled **FBII F7702 Interface**, on the Modem Setup Screen, is used to set the options available for that interface.



The following options appear in this frame:

**F7702 Required** - If checked, this box shows the operator that the F7702 Interface is required.

**Local Code** - This refers to the code passed to the model F7702 Interface to place it in local mode. The default of '\*\*' should work fine; however, it may be changed to any two digits (including \* or #) to suit your line needs. This mode is programmable on F7702Interface. Refer to the F7702 Interface User Guide for programming instructions.

**Remote Code** - This refers to the code passed to the F7702 Interface to place it in remote mode. The default of '\*\*' should work fine; however, it may be changed to any two digits (including \* or #) to suit your line needs. This mode is programmable on the F7702 Interface. Refer to F7702 Interface User Guide for programming instructions.

**Ring Count** - This box shows the number of rings for the F7702 Interface.

**Carrier Duration** - This box shows the carrier duration for the F7702 Interface.

**Mode (Modem Interface Select)** - This field controls the operation of the F7702 Interface. When performing remote communications with the F7702 Interface, set this field to enable Remote. When performing local communications, set this field to enable Local. Choose NONE when the F7702 Interface is not being used.

**Event Log** - This screen allows you to view previously uploaded logs.

## **Edit Modem**

Use this button to edit the modem commands only for those modems that are added to the Downloader. Modem settings that were shipped with the Downloader are not editable. To edit a modem's settings:

1. Select the modem from the Modem dropdown list.
2. Click on the EDIT button.
3. Enter modem commands.
4. Click on OK to save the new commands, or click on CANCEL to exit without saving.

## **Delete Modem**

This button is used to delete modems that have been added by an operator. Modems that were shipped with the Downloader cannot be deleted. To delete an operator-installed modem:

1. Select the modem from the Modem dropdown list.
2. Click on the DELETE button.
3. Click OK to confirm the deletion.

## **Computer Station I.D.**

The Computer Station Identification number is used as a means of storing the identity of the company that installed the control panel. This prevents unauthorized remote access to the panel. This number is transmitted by the computer and is verified by the control panel during an attempt to get on-line for downloading. This number must be 8 characters consisting of (0-9, A-F) for ADEMCO panels. Only the first 6 characters are used for FBII. This

ID is not used for Apex panels. This number is assigned by your administrator.

To enter your Computer Station I.D. (C.S.I.D.), select FILE from the menu bar at the top of the Customer screen. In the pulldown menu, select STATION DATA. Only an administrator can get to this screen. Then locate the Station C.S.I.D. field. Enter your Station C.S.I.D. number. Select OK to save and exit, or CANCEL to exit without saving. The Station C.S.I.D. will be used for any new or defaulted accounts. Once an account has been saved, the C.S.I.D. for that account is stored in that account, so that a change to the Station C.S.I.D. will not change the account C.S.I.D.

An operator can (when given the authority) view or change the C.S.I.D. on the Dialer screen when modifying an alarm control panel. To change the C.S.I.D. of an existing account, go to the Communications screen and connect to the panel. While connected, press the MODIFY button and change the C.S.I.D. on the Dialer screen. Then download the panel.

You can download the current station C.S.I.D. to all Compass-downloaded panels by selecting WRITE C.S.I.D. ON DOWNLOAD. This changes the C.S.I.D. to the new C.S.I.D. specified in the station. When the VIEW C.S.I.D. button is pressed, the system displays the new station C.S.I.D.

**Station Data**

Current Customer Class

333  
Bus  
Commercial  
dave's class  
heather  
hello  
Industrial  
myclass

Class Description

Add Edit Delete

Unattended

☒ Allow Panel Initiated Uploads  
☐ Allow PC Scheduled Batches

User Defined Field Caption

Field1 contact name  
Field2 Another Side

**Note: FBII and Vartec use the first 6 digits of the CSID.**

CSIDs

Station CSID \*  
123456FF

☐ Write CSID on Download All

Alternate CSIDs

44444444  
FFFFFFFF  
33333333  
11111112

44444444

Add Edit Del

OK Cancel

## User-Defined Fields

There are two fields on the Station Data screen. The operator can customize these fields and then use them on the Customer Information screen as sort criteria to help organize customer accounts (i.e., residential, commercial, etc.).

1. Select STATION DATA from the File pulldown menu (at the top of the Customer Information screen). The following screen appears:

Station Data

Current Customer Class

aaa  
Bus  
Commercial  
dave's class  
heather  
hello  
Industrial  
myclass

Class Description

Add Edit Delete

CSIDs

Station CSID \*  
123456FF

☐ Write CSID on Download All

Alternate CSIDs

44444444  
FFFFFFF  
33333333  
11111112

44444444

Add Edit Del

Unattended

☒ Allow Panel Initiated Uploads  
☐ Allow PC Scheduled Batches

User Defined Field Caption

Field1 contact name  
Field2 Another Side

Note: FBIll and Vartec use the first 6 digits of the CSID.

OK Cancel

User-Defined Fields

The Current Customer Class section allows you to enter a classification for a group of customers. The class is assigned to a customer account on the Customer Detail screen. It is used for sorting and search functions, e.g., Commercial Accounts, Residential, etc.

2. Type the field name to be used into the two boxes under User\_Defined\_Field Caption.
3. Click OK.

When renaming these fields, the new name also appears in the Sort By box located on the Customer screen. A custom Sort feature has now been created.



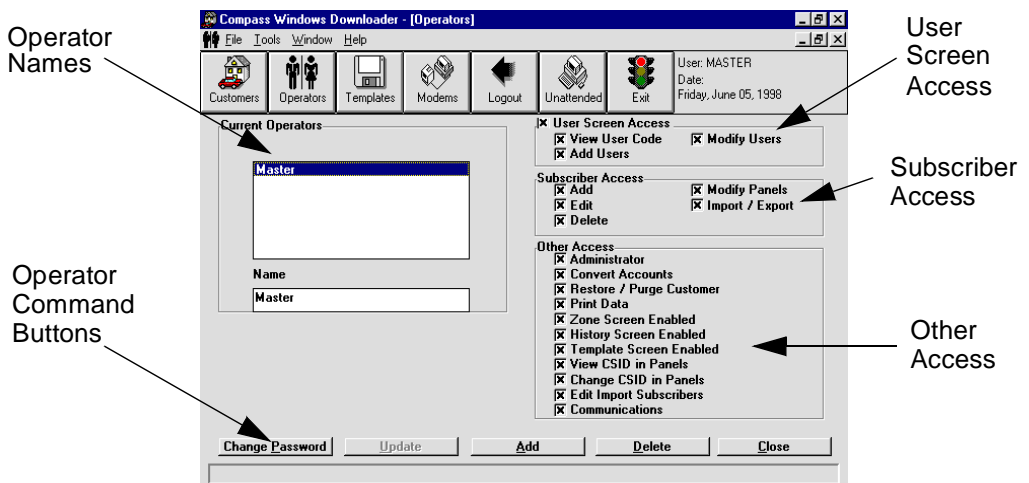
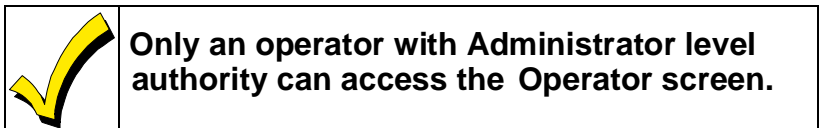


# Chapter 5

## *Defining System Operators*

After setting up your communications options, the next step is to define Downloader system operators. Operators can be assigned different levels of authority, which allow them access to various system and control panel operations.

Once you have logged on, look for the button marked OPERATORS on the Compass shell screen. Clicking on this button brings you to the Operators screen.



This screen defines the security level of all operators of the system. You are not allowed to exit the screen unless at least one operator is defined as an Administrator.

## **Adding New Operators**

To add new operators:

1. Click on the ADD button on the bottom of the Operators screen.
2. The screen changes slightly, allowing you to type in an operator's name and password. The password must be typed twice to confirm it.
3. Select the access properties for that operator using the access definitions listed below as a guide.
4. Click on the OK button to save the addition.
5. To continue adding operators, repeat steps 1-4. When you have finished, click on CLOSE.

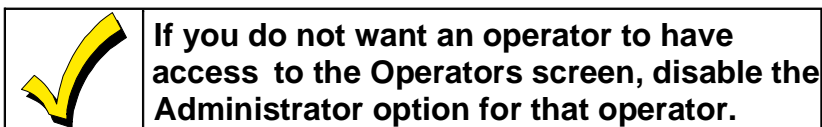
### **User Screen Access Definitions**

User Screen Access:	Allows operator to view control panel User screen when modifying control panel programming.
View User Code:	Allows operator to view control panel user codes.
Add Users:	Allows operator to add control panel user codes.
Modify Users:	Allows operator to edit or delete control panel user codes.

### **Subscriber Access Definitions**

Add:	Allows operator to add new customers to database.
Edit:	Allows operator to edit existing customer information.

Delete:	Allows operator to delete customers from database.
Modify Panels:	Allows operator to access and change alarm control information.
Import/Export:	Allows operator to import/export Compass accounts.



## Other Access Definitions

Administrator:	Allows the operator full access to the Operator screen. Without this option, the operator cannot view the Operator or Station Data screens.
Convert Accounts:	Allows operator access to the Convert DOS Accounts screen.
Restore/Purge Customers:	Allows operator to restore or completely purge customer accounts.
Print Data:	Allows operator to print all alarm control information.
Zone Screen Enabled:	Allows operator access to the Zone Information screen for the control.
History Screen Enabled:	Allows operator access to the History Screen for the control.
Template Screen Enabled:	Allows operator access to the Create Templates screen.
View C.S.I.D. in Panels:	Allows operator to view the Computer Station Identification Number.
Change C.S.I.D. in Panels:	Allows operator to change the Computer Station Identification Number.
Edit Import Subscribers:	Allows operator to change import subscriber options and settings.
Communications:	Allows operator to communicate with panels.

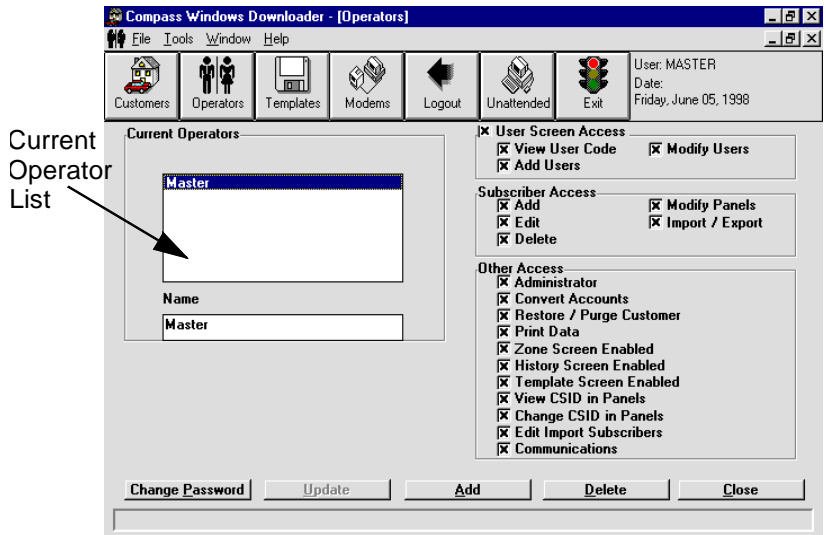
## Changing Operator Names

If you want to change an operator's name, highlight it in the Name box and type in the new name, then click the UPDATE button.

## Changing Operator Passwords

Only an operator with Administrator level can change an operator's password. If an operator forgets or wants to change his password, an Administrator can assign a new password by taking the following steps:

1. Select the operator's name from the Current Operator List.
2. Click on the CHANGE PASSWORD button. The Change Password screen is displayed.
3. Assign the new password and verify it by entering it again.
4. Click on the OK button.



## Updating Operator Information

At any time, you can update or change an operator's access status by doing the following:

1. Select the operator from the Current Operator list.
2. Modify the characteristics for the operator.
3. Click on UPDATE.

## Deleting Operators

To delete an operator, click on the operator's name from the Current Operators box and click on the DELETE button.



# Chapter 6

## Customer Information

The first step in defining account information is to set up your customer database. This is performed on the Customer List screen.

Sort By Box

Customer Accounts Grid

Search Options Box

Customer Options Box

Row #	Acct #	Last Name	First Name	Zip Code	Business	Panel Name	Panel Phone	Contact Name
88-8888		Drennan	Patrick	11702		Vista50P-1-3		
37-7162		Test	Compression			Vista50-1+	123	
43-1234		Ransom	Mark	10016		Vista50-1+	516955Kfax	
77-0909		Hardkick	Vista50			Vista50-1+	516 777-9292	
01-1154		Richards	Ed	11725		4140KMP12	789	
003-0FE1		Hardick	vista50p			Vista50P-1-3		
02-0596		Hardick	4110QM			4110QM-1		
01-1222		Hardick	Vista40			FA1220CV-10v		
003-1299		Hardick	vikghjk			4110QM-1		
003-9988		kj	k			PTB_ID 4		
08-7777		Hardick	ch			4110QM-1		
08-3667		lk	lk			4110QM-1		
01-1155		Drennan	H.			4140KMP-1	4556	

Last Communication: 12/11/95 12:23:19 PM

Record 1 of 1024

Panel Options: Template, Default, Copy, Modify, Schedule

Customer Options: Detail, Add, Delete

### Adding Customer Accounts

To add a new customer account:

1. Log in to Compass.
2. Click the CUSTOMER button.

3. Click on the ADD button from the Customer Options box. The screen displayed allows you to add customer information.

The screenshot shows a 'Customer Detail' window with two main sections: 'Subscriber Data' and 'Panel Data'.

**Subscriber Data:**

- Receiver:
- Account:
- Last Name:
- First Name:
- Business:
- Voice Phone:
- Fax:
- Address 1:
- Address 2:
- City:
- State:
- Zip code:
- Zip Ext:
- contact name:
- Another Side:

**Panel Data:**

- Panel:
- Revision:
- Class:
- Panel Phone Number:
- Caller ID:
- CallerID:
- EEProm Firmware:

**Notes:**

Buttons: Print, OK, Cancel

4. Tab through the screen to move from field to field. You must fill in the Receiver Group number (up to 6 characters), a 3- or 4-digit Subscriber Account Number, Panel Type, and Revision Number. The Revision Number defaults to the most recent, based on the panel selected.



**The revision determines which programming fields the Downloader displays. Make sure you select the revision you have. If you are uncertain of the revision, select the highest available.**

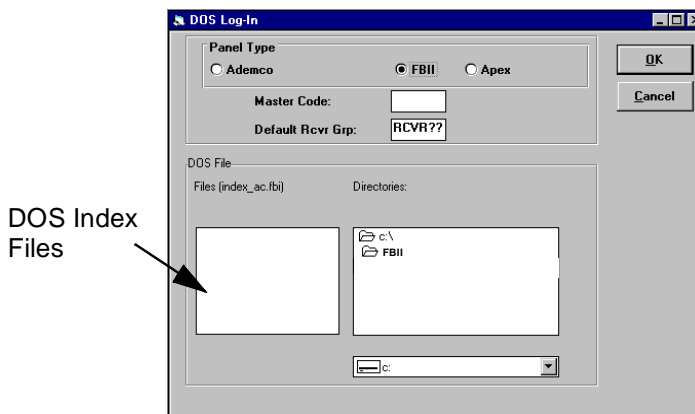


5. To save the new account and exit the Detail screen, click OK. To exit without saving the information, click CANCEL.

## Converting Accounts from EZ-Mate

This section describes converting existing EZ-Mate accounts to Compass Downloader accounts.

1. Start the Downloader by double-clicking on the DOWNLOADER icon in the Downloader group.
2. Log on to the Downloader.
3. Select CONVERT DOS ACCOUNTS from the Tools pull-down menu. The Convert Mode Message box appears. If you are using a shared database, press NO to continue; otherwise, press YES to speed up DOS conversion. The following screen appears:



4. Select the Panel Type and enter the DOS Downloader Master Code.
5. Navigate to the directory where the EZ-Mate accounts are located.
6. Select the appropriate FBI DOS Index files to be converted and click OK. *A DOS Master Code is required for FBI.*



A prompt may appear if the primary phone # from the DOS account does not have an assigned receiver group. This mapping is essential for proper operation of Unsolicited and Panel Initiated Unattended modes.

**To add a receiver Group/Phone #**, answer YES to this prompt:

“NO MATCH FOR PRIMARY PHONE NUMBER ‘\*&3’ IN RECEIVER GROUP TABLE. DO YOU WANT TO ADD THIS PHONE NUMBER TO RECEIVER GROUP TABLE?” Then, do the following:

- Type in the receiver group you wish to assign to the account phone number listed in red.
- Press the OK button.
- Press the CLOSE button to close the screen and continue converting DOS accounts.

#### **Download.ini Option**

This option is for advanced operators only.

You can modify the download.ini file in your C:\Windows directory so that receiver groups will be automatically assigned to the accounts you are converting.

This feature is available by setting the following line to 1 (default is 0):

#### **[DOS Convert]**

**Auto\_Create\_Receiver\_Group=1**

A receiver group of P + the last 5 digits of the primary phone number will be created and used for all those accounts converted from DOS having that primary phone number.


7. After you select the appropriate Index file and click OK, the Downloader Data Exchange screen is displayed.
8. Highlight the DOS files to be converted by left-clicking the mouse in the RCVR column of the grid

DOS Index  
Files

Windows  
Download  
Files

and clicking on the SELECTED button to convert the accounts. If all the accounts are to be converted, click on the ALL button. If only certain control panel types are to be converted, select those panel types from the pulldown menu. Only those types of controls appear.

9. The converted accounts are listed on the right-hand side of the screen above. When all selected accounts are converted, select EXIT from the File pulldown menu.
10. To convert a different Index file, select OPEN DOS from the File pulldown menu.



**The original EZ-Mate accounts are not altered by the conversion to Compass. The conversion copies these accounts and leaves the originals unchanged.**

## Changing Customer Account Information

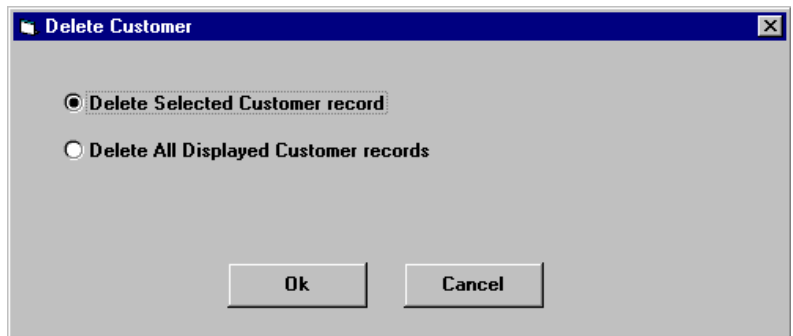
At any time, you can change customer account information as follows:

1. Click on the customer account you would like to change from the Customer Accounts listing.
2. Click DETAIL in the Customer Option box.
3. Make the necessary changes. To print the customer account information changes, click PRINT.
4. Click on the OK button, or CANCEL to exit without saving the changes.

## Deleting Customer Accounts


Deleting a customer is a two-step process. To delete a customer:

1. Click on the customer's name from the Customer Account list.
2. Click DELETE. The following screen appears:



3. Select either Delete Selected (deletes highlighted accounts only) or Delete All (deletes all accounts displayed in the customer grid) and click OK. Click CANCEL to keep it.

See “Restoring/Purging Customer Accounts” below to complete the deletion process.



**An account must be purged before that account number and receiver number can be used again. Be very careful when using the Purge capability.**

## Restoring/Purging Customer Accounts

This is Step 2 in the deletion process. When you delete a customer as described above, the information is not completely lost. You must then “purge” the account to completely delete it. Whether you want to restore or purge an account, the first step is the same:

1. From the Tools pull-down menu (at the top of the Customer Information screen), select RESTORE/PURGE CUSTOMER. The following screen appears:

Deleted Accounts List

Locking Options

Restore / Purge Accounts

The following customers have been previously selected for deletion.  
Select the appropriate customer and then select "purge customer" to purge all data.  
Otherwise, select the appropriate customer and select "restore customer" to restore all data.

Rcvr - Acct #	Last Name	First Name	Business	Panel Name
444444-0821	this is a test			XL2-1+

Clear Selections

Select Option

Receiver Account

444444

Search

Sort by: Rcvr - Acct #

Restore Customer

Purge Customer

Close

2. To purge accounts, select the accounts by clicking the desired rows in the Rcvr-Acct # column. The selected accounts will be highlighted in yellow.

An additional option exists which can be used to lock the Restore/Purge grid to a specified receiver or receiver + account. This causes only the accounts that match the lock to be visible here. This option is located in the lower left of the Restore/Purge Accounts screen.

3. Press the PURGE CUSTOMER button. The following screen appears:



You can choose to purge the highlighted accounts or all accounts displayed on the screen. Click ok to purge.

4. To restore an account, select the account and click on the RESTORE button.
5. Click OK to confirm your selection.

## Sorting Customer Data

There are several different ways to sort customer information for display. Clicking on the SORT BY box presents different options. A sort can be done by:

- Receiver Account Number
- Last Name
- First Name
- Zip Code

- Business
- Panel Phone
- User\_Defined\_Field 1(Name defined if field used)
- User\_Defined\_Field 2(Name defined if field used)

To select the sort method, either click on the selection from the pull-down box or type the corresponding number. As a reminder, the field that you selected to sort by is *italicized* on the screen.

The option of sorting by panel name has been moved to the Search Options frame on the Customer List screen. To select by panel name, do the following:

1. From the Panel list, choose the panel type to find.
2. If all revisions of that panel type are desired, click ALL REVS.
3. Click SEARCH. The SEARCH button refreshes the customer grid.
4. To view all accounts, click ALL ACCOUNTS.

## **Searching for Customer Accounts**

The Search feature works with the Sort feature. When a sort method is chosen (Acct.#, Last Name, etc.), that method is also available in the Search box.

1. Enter the Receiver Number or the beginning of the sort method chosen.
2. Click on the SEARCH button. The result of your search appears.

3. To display all the customer accounts again, click on the ALL ACCOUNTS button.



**If there are more than 1024 accounts in the database, the Search option must be used to narrow down the # of accounts displayed.**

## **Purging History Data**

This option allows an administrative operator the ability to delete history data from the Compass database. This history is the data viewed on the History screen within the Panel Modify screen of each account. To access the Purge History screen:

1. At the Customer List screen, click FILE on the main menu bar.
2. Click PURGE HISTORY.
3. Select either ALL ACCOUNTS or SPECIFIC RECEIVER/ACCOUNT. ALL ACCOUNTS allows the operator to purge the history for all the accounts with dates either “6 months or older” or “12 months or older.” SPECIFIC RECEIVER/ACCOUNT adds an additional date range of “all history.”
4. Click PURGE HISTORY to continue.
5. Click CLOSE.

## **Renaming Receiver Group**

1. From the Tools menu, choose RENAME RECEIVER GROUP.
2. On the screen that appears, type the old receiver name in the appropriately marked box.





3. Type the new name in the New Receiver Name box.
4. Press the CHECK CONFLICTS button to make sure the change will not create duplicate Receiver Group/Account number information. If there are no conflicts, press the RENAME RECEIVER button to change the Receiver Group name.
5. If there are conflicts, reassign the accounts that do not conflict to the new Receiver Name by checking the RENAME ACCOUNTS NOT IN CONFLICT box.
6. Press the CLOSE button to return to the Customer screen.

## Exporting and Importing Accounts

This feature gives you the ability to copy a single account from one computer to another. The ability to export and import an account is useful when a technician is sent to a job site with a laptop computer.

When exporting an account, copy the account from your current Compass database to a drive on a network or to a floppy disk.

When importing an account, copy the account from a network drive or a floppy disk to your current Compass database.

To export an account, do the following:

1. Select an account from the customer list.
2. On the Customer Account screen, click on TOOLS on the main menu bar.
3. Under Tools, click on EXPORT ACCOUNT.
4. A window appears entitled "Save Exported Account As." Select the name of the file the account will be saved as. Make sure the name has an extension of ".wdl."
5. Select the drive to which the file will be copied.
6. Select the directory on that drive where the file will be copied to.
7. Click OK.

To import an account, do the following:

1. On the Customer Account screen, click on TOOLS on the main menu bar.
2. Under Tools, click on IMPORT.
3. A window appears entitled "Select File to Import an Account." Select the drive where the file to be copied is located.
4. Select the directory on that drive where the file to be copied is located.
5. Select the file with the account to be copied.
6. Click OK.

## **Customer Account Screen Layout**

You can customize the way the Customer List displays accounts. To change column order, click on a column heading and drag it to the column position you want. To

change the column width, click on the right-hand edge of the column and drag to the left to narrow it, to the right to widen it. To save this layout, as well as Search Options, do the following:

1. Click on OPTIONS on the menu bar.
2. Click on SAVE & USE LAYOUT. You will see a check mark next time you go to the Options Menu. Every time the option is selected, it toggles either on or off. With the option on, every time the Downloader is exited, the screen layout is saved.
3. To restore the original customer grid layout, click on the Restore button ! located in the upper left corner of the grid.

Restore  
Customer  
Grid Layout  
Button

Compass Windows Downloader - [Customers]

File Options Tools Window Help

Customers Operators Templates Modems Logout Unattended Exit

Operator: MASTER  
Date: Tuesday, June 29, 1999

☒ Customer List  
☐ Unattended Jobs

Sort by:  
5 - Business

Search Options  
Rcvr # Business Begins with Search  
First 1024 records  
Panel < All > All Revs

Rcvr - Acct #	Last Name	First Name	Zip Code	Business	Panel Name	Panel Phone	contact name
88-8888	Drennan	Patrick	11702		Vista50P-1-3		
37-7162	Test	Compression			Vista50-1+	123	
43-1234	Ransom	Mark	10016		Vista50-1+	516955kfax	
77-0909	Hardkick	Vista50			Vista50-1+	516 777-9292	
01-1154	Richards	Ed	11725		4140XMP12-	789	
003-DFE1	Hardkick	vista50p			Vista50P-1-3		
02-0596	Hardick	4110XM			4110XM-1		
01-1222	Hardick	Vista40			FA1220CV-10v		
003-1299	Hardick	vikghjk			4110XM-1		
003-9988	kj	k			PTR_ID 4		
09-7777	Hardick	ch			4110XM-1		
09-3667	lk	lk			4110XM-1		
01-1155	Drennan	H.			4140XMP-1	4666	

Last Communication: 12/11/95 12:23:19 PM  
Record 1 of 1024

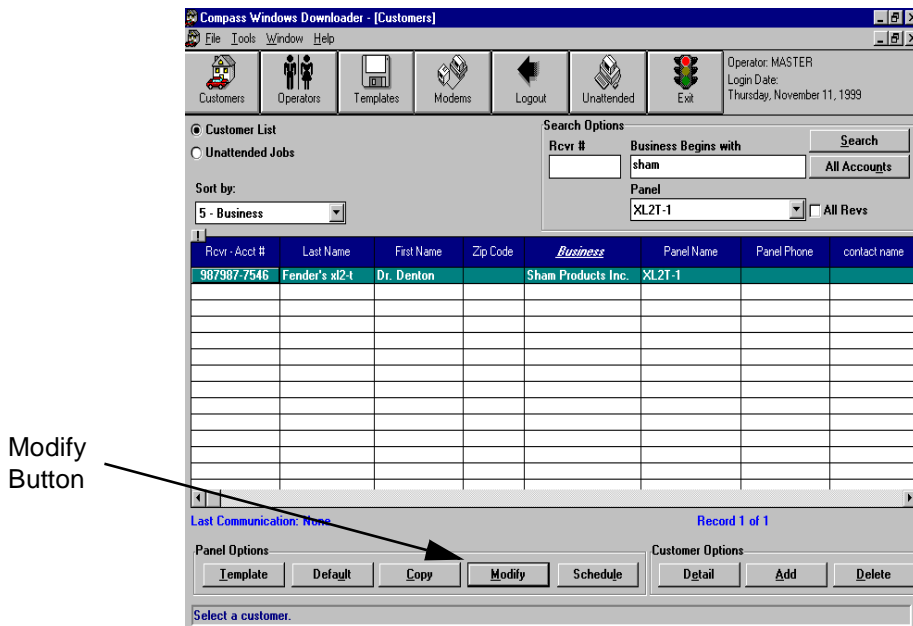
Panel Options: Template Default Copy Modify Schedule  
Customer Options: Detail Add Delete



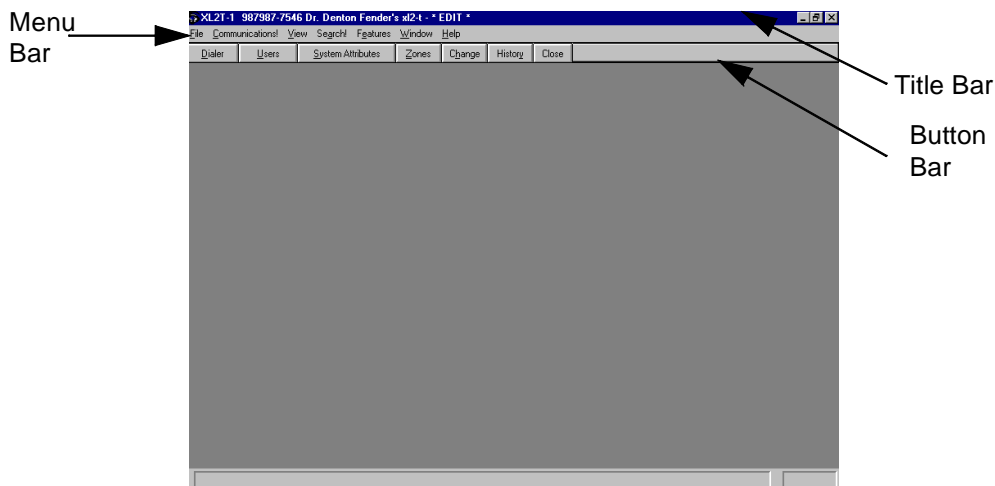
## Control Panel Information

## Alarm Control Programming Overview

To access the Alarm Control Programming (Panel Edit) screens, either double-click on the highlighted customer account in the Customer screen or highlight the customer and click on the MODIFY button.



The following screen is displayed:



At the top of the screen is the title bar. It identifies the control panel type and revision and the receiver/account number of the customer you selected. Below this is the menu bar. The options in the menu bar are not control panel-specific; they are Downloader operations. These options are as follows:

## File

Save:	Allows an operator to save the alarm control settings.
Printer Setup:	Allows an operator to select and set up the printer.
Print Programming Form	Allows an operator to print a programming form that reflects the current Downloader settings.
Exit:	Allows an operator to exit the Panel Edit screen.

## Communications!

Takes you to the Compass Communications screen. Allows an operator to upload or download information to

the panel, providing the ability to arm, disarm, retrieve status, bypass zones, and send messages.

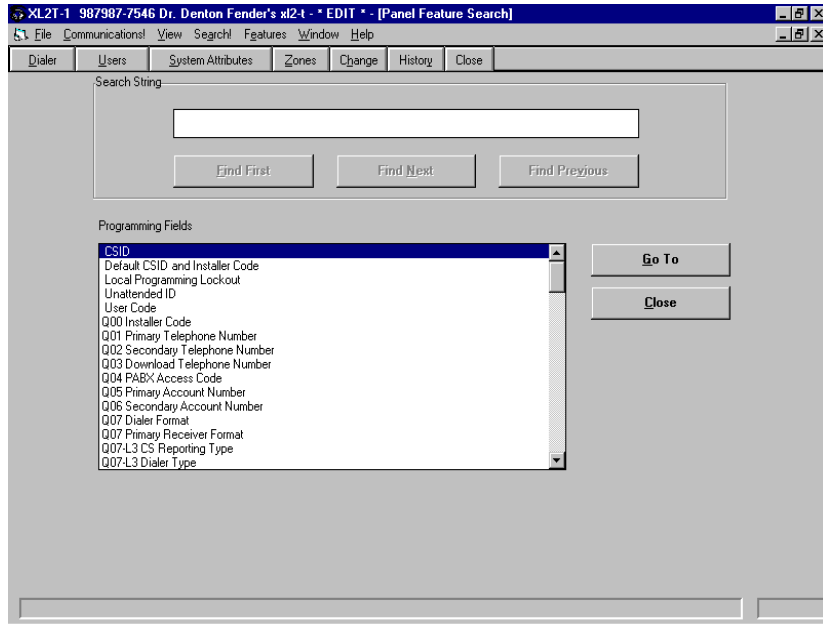
## View

The View modes give the operator the ability to see different versions of a control's programming. This allows the operator to view the values saved in the Downloader, values uploaded from the control, converted DOS values, default values, or a current edit not yet saved. The screen being viewed is indicated in the upper right corner of the title bar.

Current Edit:	Allows an operator to view the changes just made (not saved yet) to the control programming.
Upload:	Allows an operator to view the data last uploaded from the alarm control.
Saved:	Allows an operator to view the previously saved data.
DOS:	Allows an operator to view the DOS-converted Downloader programming information.
Defaults:	Allows an operator to view the programming defaults for a control panel. (Some panels have multiple default options available. For these panels, a default selection must be made, e.g., 1, 2, 3,...etc.)

## Search

Allows an operator to search for a specific programming option by field number or name. To do this, select SEARCH from the Panel Edit screen. The following screen is displayed:



To begin the search, proceed as follows:

1. Enter the programming field number or part of the field name that you are looking for.
2. Click on the FIND FIRST button. If you want to go to the field in the programming screens, click on the GO TO button.
3. If FIND FIRST did not bring you to the option you wanted, press FIND NEXT to go to the next option matching the criteria. Use FIND PREVIOUS to go back to an option.

## Features

This menu displays the same options as those on the button bar, as well as the available hot keys.



## Window

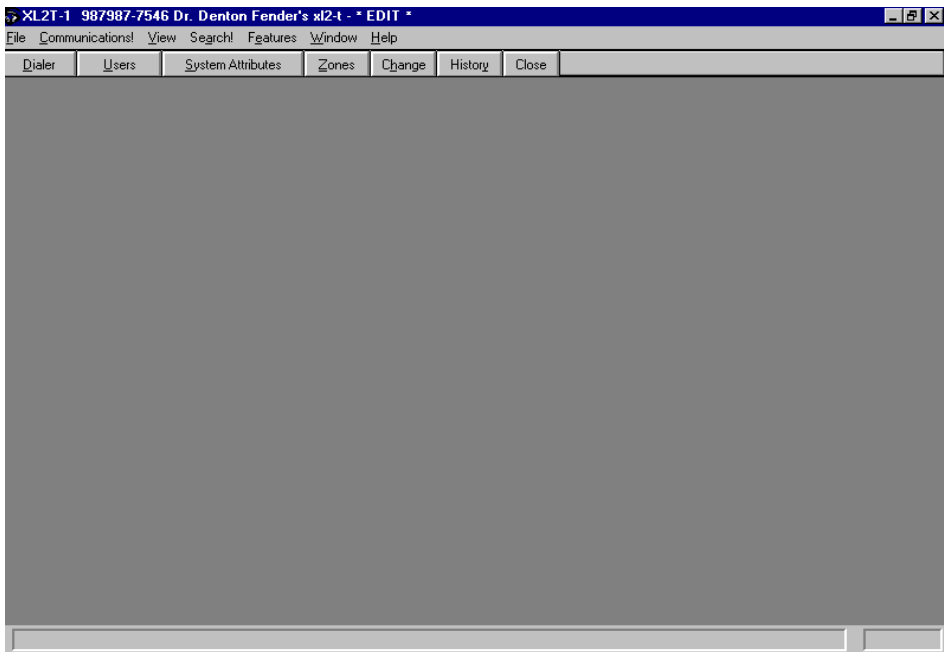
Presents normal Windows features such as cascading and arranging screens, and displays screens currently open.

## Help

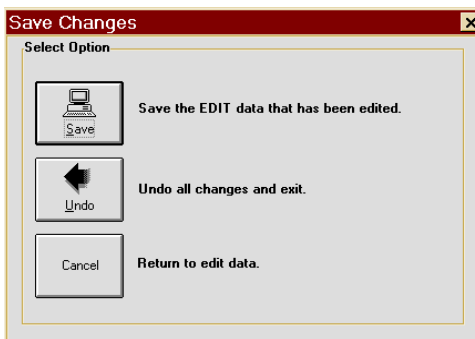
Pulls down the Help menu. Select ABOUT to view the version and release date of the Compass Database and of the Panel Edit module for the panel you are modifying..

## Programming an Alarm Control

1. Either double-click on the account in the Customer screen or select the account and click the MODIFY button. The following screen appears. *(This screen varies according to the features of the control panel selected.)*



2. Select from the button bar which section ( Dialer, Zones, etc.) to program.
3. Enter the control panel programming information.
4. When you are finished programming, Select the CLOSE button. This screen appears:



5. To save the programming information, click the SAVE button. To close without saving, click UNDO. To return to the Panel Edit screen, select CANCEL.

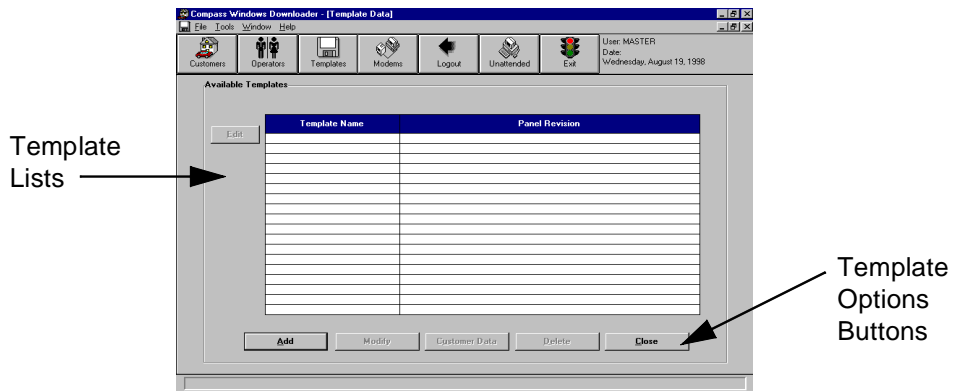
## Using Templates

Templates are used to create “master” files for control panel programming data to speed programming of a new account. A template gives you a very quick and easy way to add a customer’s alarm control programming information.

To access the Template screen, click on the TEMPLATES button at the top of the Customer List screen.



The following screen appears:



## Creating New Templates

To create a new template:

1. Click on the ADD button. The screen displayed allows you to enter the control panel type, the revision, and a name for this template.

2. Click on OK to save, or CANCEL to exit without saving.
3. Click on the MODIFY button to edit the alarm control panel programming for this template.

4. When you are finished programming the control panel, select CLOSE and then SAVE to save the information.

## **Modifying Templates**

To modify an existing template:

1. Click on the TEMPLATES button at the top of the Customer Information screen.
2. Select the template from the Templates list.
3. Click on the MODIFY button. You will be brought into the selected alarm control Panel Edit screen to program the template information.
4. When you are finished setting up the template, select CLOSE and then SAVE to save the information.

## **Deleting Templates**

To delete a template:

1. Click on the TEMPLATE button at the top of the Customer Information screen.
2. Highlight the template on the list.
3. Click on the DELETE button.
4. Click on OK to delete, or CANCEL to exit without deleting.

## **Setting Up an Existing Customer Template**

To use another customer's account data as a template:

1. Follow steps 1 and 2 from "Creating New Templates" above.

2. Select the CUSTOMER DATA button. A form appears that allows entry of the receiver # and the account # of the customer account to be copied.
3. Select OK to copy that customer into the template or CANCEL to exit.
4. Click OK to confirm copy function.

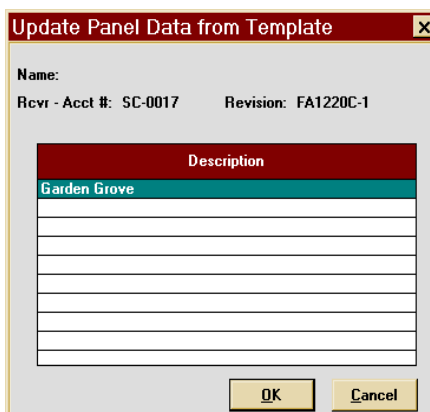
## Using a Template to Create a New Account

Templates are used to speed the process of programming a control panel. To use a template to program a control:

1. Either create a new account or highlight on the Customer Information screen the account that the template is to be applied to.
2. Click on the TEMPLATE button at the bottom of the Customer screen.



The following screen appears:



Description
Garden Grove

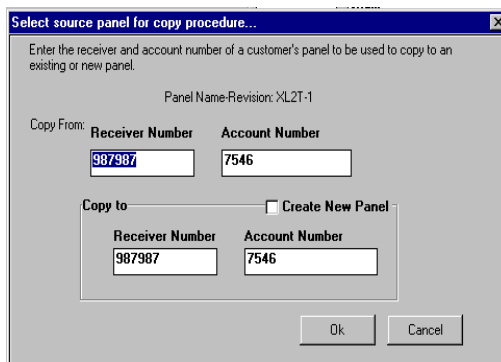
3. Highlight the template that will be applied to the account. Click ok.

4. Confirm the template selection by clicking OK. The control panel will now be programmed to match the template.

## Copying an Account

The Copy command can be used in place of Templates to copy programming information quickly from one control to another. To copy an account:

1. Click on the COPY button. The following screen appears:



Select source panel for copy procedure...

Enter the receiver and account number of a customer's panel to be used to copy to an existing or new panel.

Panel Name-Revision: XL2T-1

Copy From:

Receiver Number	Account Number
987987	7546


Copy to:

Receiver Number	Account Number
987987	7546

☐ Create New Panel

Ok Cancel

2. Enter the receiver and account number of the control panel to be copied from.
3. Enter the receiver and account number of the panel to be copied to, or check the CREATE NEW PANEL box.
4. Click OK. The new account will now be copied from the source account.

	<b>An account can be copied only to another account that uses the same control panel type and revision.</b>
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## *Interactive Communications*

### **How to Communicate On-Line**

The following chapter contains information on Interactive Communications for FBII control panels.

### **Getting On-line (FBII)**

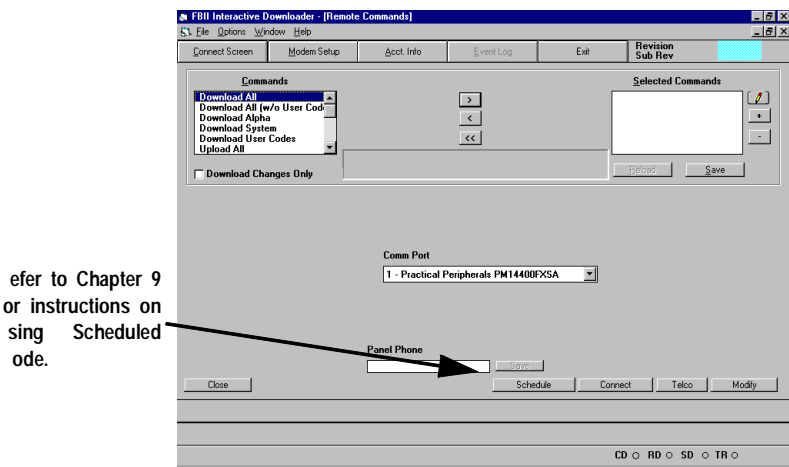


We recommend you only initiate **Scheduled** jobs from the Shell, even though the Communications screen (next page) contains a “Schedule” button. If you select **Scheduled** from the Communications screen, you must then exit from this screen and from the Panel Edit screen before any scheduled jobs will be initiated. Refer to Chapter 9, **Unattended Communications**, for instructions on **Scheduled** mode.

### **Panel Communications**

Double-click on the applicable account to access the programming fields for the selected panel or select the account and click the **MODIFY** button.

Select **Communications!** from the menu. The following screen appears:



Click **CONNECT**. Compass will initiate communications with the panel. Once on-line, you can modify the existing account programming information or perform a number of on-line commands.

## On-Line Commands (FBII)

On-Line Commands vary, depending on the panel you have selected. The following are typical On-Line Commands and their explanations.

<b>Download</b>	To download programming information to the panel, choose <b>DOWNLOAD</b> .
<b>Upload</b>	To upload programming information from the panel to the downloader, choose <b>UPLOAD</b> .
<b>Status</b>	To determine the status of the panel that is on-line with the downloader, choose <b>STATUS</b> .
<b>Arm</b>	To arm the panel from the downloader, choose <b>ARM</b> .
<b>Disarm</b>	To disarm an armed panel, or a panel in alarm, choose <b>DISARM</b> .

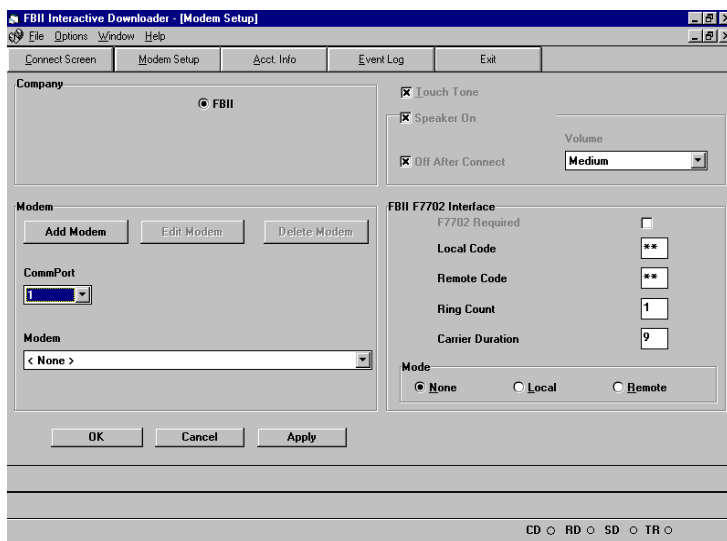


<b>Zone Bypass</b>	To bypass faulted zones via the downloader, choose ZONE BYPASS.
<b>Event Log Upload</b>	To upload an event log from the panel, choose EVENT LOG UPLOAD.
<b>Event Log Clear</b>	To clear an existing event log from the panel, choose EVENT LOG CLEAR.
<b>Time Set</b>	To set the time, use TIME SET.

Click on a command in the Commands box and then click on the > button or double-click on a command. Once you choose a command, it appears in the Selected Commands box. To remove a selected command, click on the < button. To remove all commands, click on the << button.

Some commands, such as Arm or Bypass, require additional clarification (e.g., arm-stay, arm-away, bypass zone 2, etc.). These selections can be made from the dropdown Options list located in the middle of the screen.

**Modem Setup** -This screen allows you to choose the modem and parameters for remote communication.



## Options (FBI)

The following selections appear in the Options menu:

**Show Activity** - Displays >> on send/receive of characters on the bar shown above.

**Turbo Mode** - If this option is selected, no status request occurs between commands. A status request will only be sent if there are no pending commands or if the command requires a status command to end.

**Auto Initialize Modem** - This option initializes the modem on connect.

**Connect Speed** - The following three choices exist for connect speed:

- Normal Connect
- Fast Connect
- Super Fast Connect

**Problematic Modem** - Alternate AT/Hangup (Bad Modem Cable).

**Set Time On Disconnect** - The following three choices exist under this option:

- Always
- Never
- Prompt

## FBII F7702 Interface

The frame titled FBII F7702 Interface, on the Modem Setup Screen, is used to set the options available for that interface.

**FBII Interactive Downloader - [Modem Setup]**

File Options Window Help

Connect Screen Modem Setup Acct. Info Event Log Exit

**Company**

☒ FBII

**Modem**

Add Modem Edit Modem Delete Modem

**CommPort**

1

**Modem**

< None >

**FBII F7702 Interface**

☐ F7702 Required

**Local Code** \*\*

**Remote Code** \*\*

**Ring Count** 1

**Carrier Duration** 9

**Mode**

☒ None ☐ Local ☐ Remote

☒ Touch Tone

☒ Speaker On

**Off After Connect** Medium

Volume

OK Cancel Apply

CD RD SD TR

See Chapter 4 for a detailed description of the F7702 options.

# Chapter 9

## *Unattended Communications*

### **Unattended Operation**

The purpose of Unattended Operation is to allow you to communicate with the control panel at the installation site from the office computer without an operator at the computer. There are now three separate types of Unattended modes available in Compass. These methods are called *Unsolicited*, *Scheduled*, and *Mixed* modes.

#### **Unsolicited Mode**

In unsolicited mode, a panel calls in to the Server without the Server's prior knowledge of the call-in. Once the panel has gotten the Server's attention, the Server must determine what type of panel it is communicating with and perform the appropriate task.

#### **Scheduled Mode**

In scheduled mode, the Server checks for scheduled commands (e.g. arm, upload, etc.) to be performed on a panel at a certain time. At the scheduled time, the Server performs the tasks scheduled by the operator for the panel.

#### **Mixed Mode**

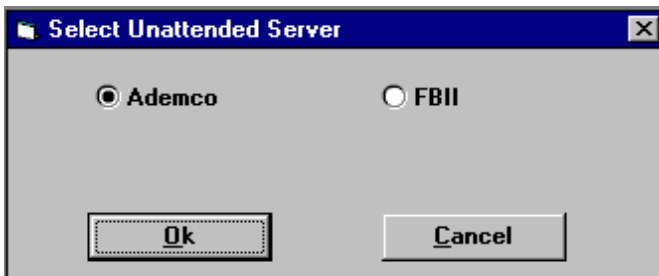
In mixed mode (with both Unsolicited and Scheduled activated), the Server operates in Unsolicited and Scheduled

modes simultaneously. The Server executes scheduled jobs at their selected times; and, when not busy, answers unsolicited calls. This is the default mode and recommended mode of unattended operation.

## How to Use Unattended Mode

### Starting the Unattended Server

To start the Unattended Server, click on the UNATTENDED button at the top of the Customer Information screen. The following prompt will appear:



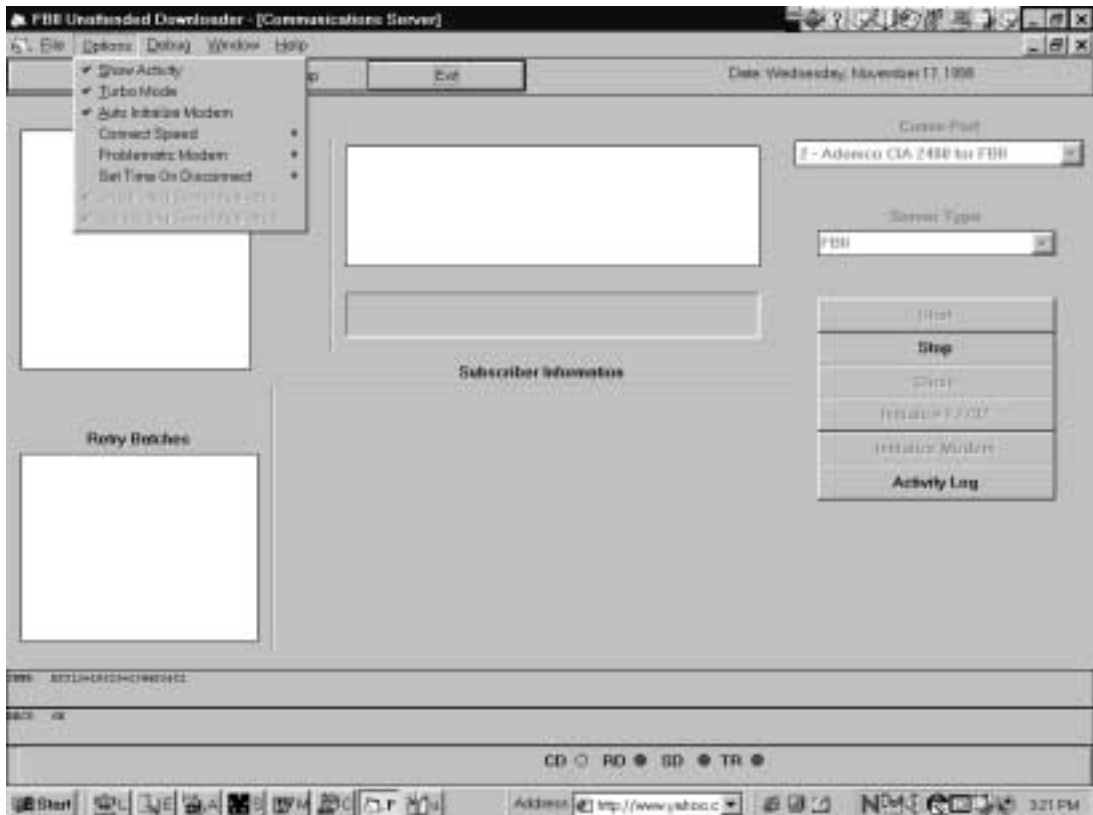
Select FBII. Click on the OK button. To use both communications servers, you need to have them on different Comm Ports of the computer, connected to two separate phone lines.

## FBII Unattended Communications

### How to Select FBII Unattended Mode

1. Click the Unattended button from the Compass Shell screen.
2. The server is started automatically.
3. If you want to select Unattended options, click on the STOP button to stop the server. Then click

Options on the Menu Bar. The following drop-down menu appears:



4. Click on one or both of the bottom two entries (Unsolicited Server Activated and/or Scheduled Server Activated) depending on which Unattended Mode is desired. Activating both servers turns on Mixed Mode.
5. Click on the Start Button to reactivate the server.

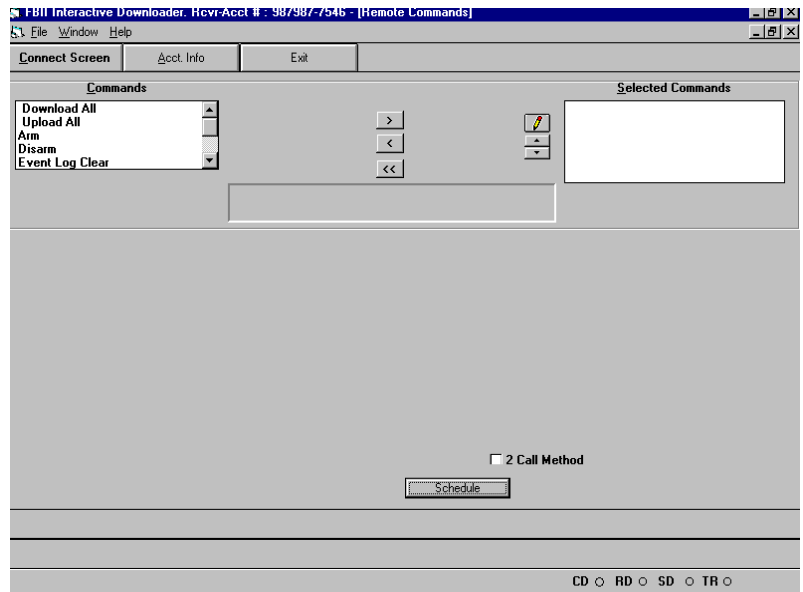
## How to Schedule FBII Unattended Jobs



**Some panels do not have the Unattended ID feature. Refer to the Installation Instructions for the panel with which you are communicating, to determine whether it has this feature. If the panel does not have the Unattended ID feature, make sure there is no Callback Number programmed into the panel.**

Be sure the Unattended Server has been started before scheduling jobs. To schedule Unattended jobs, take the following steps:

1. Either select the account on the Customer screen and click the SCHEDULE button, or go to the Communications screen shown below (available from the Panel Edit screen.)





2. Highlight the desired commands in the Available Commands area on the left side of the screen.
3. Click on the top arrow in the center of the screen to move the desired command into the Selected Commands area on the right side of the screen.
4. The command may have options associated with it (e.g., Arm Away, Arm Stay, etc.). These options will appear in the center of the screen. After a command has been selected from the right-hand area, it can be modified by clicking on the EDIT button (small pencil in upper right of the screen).
5. When all selections have been made, click the SCHEDULE button in the lower center of the screen. The following screen appears:

**Schedule Batch**

**Schedule**

Initiated From **PC**

**Process Between**

Date		Between Times	
Start Date	11/10/99	Start Time	10:09:00AM <b>Now</b>
And		And	
End Date	11/11/99	End Time	12:09:00PM

☐ Increase Priority

**OK** **Cancel**

6. Set the start and end dates and time for this batch.
7. Click OK to complete the Unattended scheduling. You will be returned to the Customer Information screen.

## **How FBII Unsolicited Mode Works**

1. The Unattended Server is started, and listens for incoming calls.
2. The panel calls in.
3. The server identifies the panel type and extracts the unattended ID from panel. The Unattended ID from the panel is used to locate the correct Compass Account within the Downloader.
4. Once the Compass Account has been found, the server will download the Compass Account data to the panel.

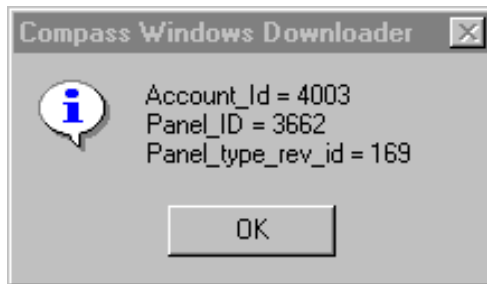
## **Setting Up FBII Panel To Call Unsolicited Server**

The Unattended Account ID number must be installed in the FBII panel. This value is retrieved from an existing Compass Account. To obtain this data take the following steps:

1. Go to Compass Customer Screen and find or create the Compass Account of interest. Highlight the Compass Account and depress the following keys:

<SHIFT> + <CTRL> + ?

A box, with information about the Compass Account being highlighted appears:



2. Search for the Account ID value in the FBI panel's unattended ID area. Once this is done, the FBI panel can call the Server at any time. **Note:** The account ID must be preceded by a string of zeroes when being entered into the panel, such that the entire number is exactly 12 digits long (i.e., for the above account the number to enter in the panel would be 000000004003).



# Chapter 10

## *Utilities*

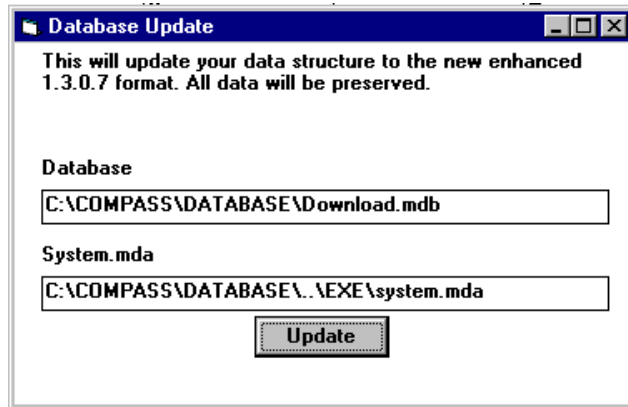
### **Synchronizing the Database**

The Download.mdb database is automatically synchronized to the new table format at the end of the Compass installation. The synchronization adds in new tables and fields to Download.mdb while ensuring that previous data is not lost. Compass will not run with the database unsynchronized.

The executable that performs this task is called `dld_sync.exe` and is installed in the database directory. An icon has also been added by the installation. By default, this utility synchronizes the database last accessed by Compass.

If there are additional databases to synchronize, take the following steps:

1. Change the database text box to the path for that database.
2. Press the UPDATE button to run the utility. If a Permission Error is reported, the path for the system.mda may be incorrect. Make sure the system.mda file is in the exe subdirectory of Compass. The system.mda grants access privileges to the database and must be present to open the database.



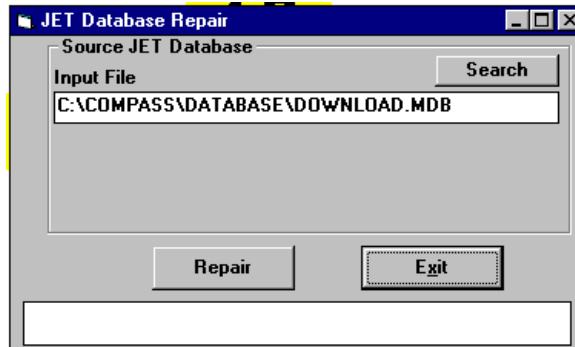
## Database Repair

Compass databases may become corrupt if the power to the PC is shut off while Compass is running. If the "Database may be corrupt" error occurs, run the Database Repair utility. The name of the executable running the repair utility is Dbrepair.exe and it is located in the database directory. An icon was created by the installation to run this utility.

Select the database being reported as corrupt and run the repair utility on this database. The SEARCH button can be used to locate the database. Running this utility will repair and compact the database. Performing this on a noncorrupt database will not damage it. The compact of the database will get rid of any deleted customers and shrink the size of the database. Press the REPAIR button to execute this utility.

If the database is on a network, we recommend that you first copy the database to a local directory and repair it locally. A repair done on a network file can take a very long time, sometimes never completing.

To repair a database, copy the file being repaired locally into c:\compass\database. Also copy system.mda from the network into the c:\compass\exe directory. The system.mda file must be in that directory in order for the Database Repair utility to be run. The repaired database can then be copied back to the network.



## Merge Databases

You can merge two databases together using Merge.exe (installed into C:\compass\exe by default). This is useful when you are dealing with two different company databases. Merge.exe can also fix the “3033 Attached table Error.” The 3033 error occurs when the attachments to other tables become lost, usually when the machine is turned off (either by power outage or operator shutdown) while running Compass.

To fix the 3033 error, take the following steps:

1. Install an empty database in a temporary directory.
2. Insert disk 1 of the Compass installation disks into the drive and run setup.exe.
3. Direct the installation to install into a temporary directory (it will be created if it is not already there).

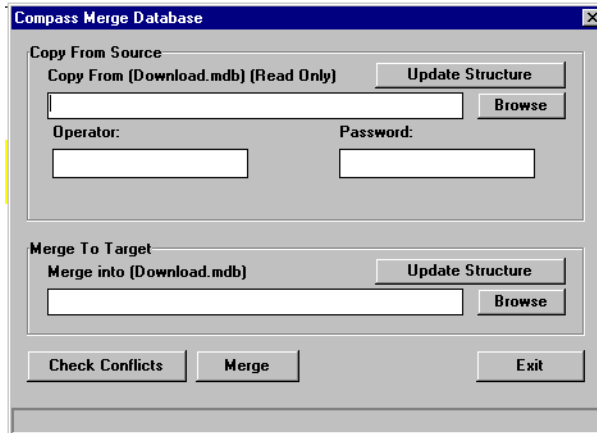
4. When the Select Components screen appears, only select the database to install.
5. Finish the installation.
6. Use the merge.exe icon in \compass\exe directory. An Administrator-level password must be known for the “Copy From” database. This will help ensure security.
7. Select the old database as the "Copy From" database and give an Administrator-level operator password.
8. Select the empty database in the temp directory as the "Merge Into" database, then press the MERGE button.
9. Make a backup of the old database and then copy in the new merged database on top of the old database.



**Merge will not copy over the Operator or Station Data information. Therefore, only an operator/password combination from the “Merge Into” database will work. In the 3033 error case, the operator/password will be *master/master*.**

When merging two existing databases together, press the CHECK CONFLICTS button before merging. This will ensure that all the Receiver Group/Account numbers are unique in the new merged database.





The UPDATE STRUCTURE buttons simply run the database synchronization routine on the specified database.



## *Error Conditions*

### **ERROR: Cannot find a DLL or VBX file.**

Solution: If this happens, manually copy the files giving the error from the DLL subdirectory into the Windows/system directory.

### **ERROR: xx parameters expected, but 0 supplied**

Solution: This error occurs if the database was not synchronized properly at the end of an install. Try running the database synchronizer again. It is possible that a DLL or VBX was not properly moved into the Windows System directory or that the Compass upgrade was installed into a different directory than the original directory. To see the directory where Compass was installed, run Compass and check the database path on the login screen. The beginning of this path, before the \database\download.mdb, is the location of the previous install. If this path is not the same as the upgrade, change the path to match the upgrade directory.

### **ERROR: The panel calls back, but the modem never answers.**

Solution: This problem is usually generated by a bad modem cable. The DTR line of the modem is left open when this error occurs. To determine if there is a bad

modem cable in version 1.2.2.10c or later, take the following steps:

1. Go to the Communications Menu.
2. Select OPTIONS, then PROBLEMATIC MODEM.
3. Set the Toggle DTR on first command, and set the Drop DTR to 3.1 seconds.
4. Start a panel-initiated connection using any panel in the database.
5. Watch the TR light of Compass and the TR light on the modem. The TR light should go on and off for both the Compass software and the modem.

If this does not happen, the modem cable is a likely suspect. If after changing the modem cable, the problem still occurs when the same test is run, a problem exists on the cable inside the computer.

Another option under Problematic Modem is Alternate AT/hangup. When this option is selected, the DTR line is no longer used to get the modem's attention. Instead a guard time, +++ command is used.

### **ERROR: "Cannot put modem into command state"**

Solution: The 1200 baud modems and the Hayes Smartmodem 2400 modem are subject to this error. Set the Communications Option/Problematic Modem Menu selection of Toggle DTR on first command and set the Drop DTR 3.1 to seconds.

### **ERROR: "Btrieve" error message.**

Solution: Btrieve is the database used by the Ademco and First Alert DOS downloaders. If the error occurs when DOS conversion is first brought up, it is most likely

caused by an older version of Wbtrcall.dll being used. To fix this error, copy wbtrcall.dll from the dll folder of Compass into the exe folder.



**This dll is not backward-compatible, and may cause problems with other older software packages. If this dll is replaced, rename the previous version wbtrcall.wdl so that it can be put back after the DOS conversion is completed.**

Solution: Btrieve error displays for certain accounts in the \*.vst file, it indicates real problems in the DOS database. Run the VLU.exe file in the DOS downloader to repair the VST file displaying the error. If that does not repair the problem, open the account in DOS and see if the account has data in it or an error message is received. Sometimes these accounts are unused and do not have real data. The DOS conversion can skip over these accounts.

### **ERROR: “Decode.dll” error message.**

Solution: This error must be reported to ADEMCO for repair, along with the following information:

- The panel type.
- The type of error: “vb value invalid,” “vb type length,” “nibble length,” etc.
- The glf\_id and the repeat.

Please export the account and send it to technical support and to the Windows Downloader Engineering group at ADEMCO.

### **ERROR: "Get\_DDE\_Active\_Zones" error message.**

Solution: This error message should only effect the bypass of zones and the display of the zone alpha information on the communications screen. Information on what panel caused the problem should be forwarded to ADEMCO Group Technical Support.

### **ERROR: Cannot find system.mda when repairing network database locally**

Solution: This is caused when the Database Repair program cannot find system.mda in a local exe subdirectory off of the main directory, and the database.mdb in a local database subdirectory (e.g., C:\compass\exe and c:\compass\database). Copy the system.mda into C:\ Compass\ database, then run the Repair utility.

### **ERROR: Compass running on a Novell Server suddenly stops allowing anyone to add new accounts.**

Solution: The reason for this error is that the Novell Server runs out of locks. Novell defaults should be:

- Max Records per connection 500>>10,000
- Max File Locks per connection 250>>350
- Max Record Locks?>>20,000

### **ERROR: "Permission denied, cannot open system.ldb" error message.**

Solution: This error message may occur when running netload.exe from a peer-peer network. Netload.exe is designed to speed up a network installation. To solve this problem, take the following steps:

1. Load the full installation on the network.
2. Change the shortcut for each of the client machines to run netload.exe instead of download.exe.
3. Netload will check the network drive to see if any of the files in the exe, dll, or bitmap folders have been updated. If any files are newer than those on the client machine, they are copied to the appropriate local c:\compass\ subfolder. The client machines are updated automatically without having to run an individual install on each machine.

If Compass has been installed on the server machine's C:\ drive, the server machine cannot be used to run Compass using the netload scheme. If the server machine is running Compass, it puts a lock on the system.ldb. If a client machine attempts to run netload, it will attempt to check for new files and then give the error message "Permission denied, system.mda open."

To solve this problem, go back to running download.exe instead of netload.exe. In this configuration, a new installation of Compass requires either an update of each client machine (to run fast with most of Compass local); or download to be run directly off of the network, which results in a loss of speed. Netload is only useful in keeping the client machines automatically updated; it is not necessary.

Alternatively, a partitioned drive d: can be set up on the server and Compass installed to that drive. The server and all client machines can then run netload.exe.

Only a network administrator can change these settings. The Head of the downloading department cannot typically change these settings.

### **ERROR: "3041 Incompatible database" error messages.**

**Solution:** This error occurs when paging software is running in the background using an older version of either MSAJT200.DLL or MSAJT112.DLL. This software has loaded the older version of these dll's into memory. To fix this situation, don't run the paging software at the same time as Compass. Search to find these 2 dll's on the system. Compass will put them into c:\windows\system. It is likely that this paging software has the dll's in its local directory. If this is true, rename the dll's in the paging software directory to \*.wdl. Let the paging software use the newer dll's installed and see if the two software packages can both run this way. Always start Compass first and then the paging software. This is effectively the same thing as the newer dll's will be in memory.

### **ERROR: Windows returned Printer Error 482.**

**Solution:** This usually happens when a 16-bit application is printing complex pages from Windows 95 to a Network printer. To solve the problem, take the following steps:

1. Go to Start on the Taskbar.
2. Click SETTINGS, then click PRINTERS.
3. Right-click the correct printer.
4. Select PROPERTIES.
5. Select the DETAILS folder and SPOOL SETTINGS button. If the default setting is "Start printing after first page is spooled," change to "Start printing after last page is spooled."
6. Choose LPT1 from the Print to the Following Port drop- down box.
7. Click CAPTURE PRINTER PORT.



8. Enter LPT1 in the Device drop down box.
9. Enter the printer path name in the path box. Printer paths look like “\\My Server\\MyPrinterName.” Make sure “Reconnect at Logon” is checked. **Note:** A list of printer names can be retrieved from the ADD A PORT button.

An alternative to this procedure is to select the DETAILS folder, click on the SPOOLS SETTING button, and then select PRINT DIRECTLY TO THE PRINTER.



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## NOTES



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