

Enterprise Downloader
User Manual



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Intended use Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at www.gesecurity.com.

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Preface

This is the *GE Enterprise Downloader User Manual*. This document includes an overview of the product and detailed instructions explaining how to operate Enterprise Downloader v3.3 software.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all ancillary documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to [Online publication library](#) on page 64 for instructions on accessing our online publication library.

Note: A qualified service person, complying with all applicable codes, should perform all required hardware installation.



Conventions used in this document

The following conventions are used in this document:

| | |
|--------------------|--|
| Bold | Menu items and buttons. |
| <i>Italic</i> | Emphasis of an instruction or point; special terms. |
| | File names, path names, windows, panes, tabs, fields, variables, and other GUI elements. |
| | Titles of books and various documents. |
| <i>Blue italic</i> | (Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses. |
| Monospace | Text that displays on the computer screen. |
| | Programming or coding sequences. |

Safety terms and symbols

These terms may appear in this manual:

| | |
|---|--|
|  | CAUTION: <i>Cautions</i> identify conditions or practices that may result in damage to the equipment or other property. |
|  | WARNING: <i>Warnings</i> identify conditions or practices that could result in equipment damage or serious personal injury. |

Chapter 1 Introduction

This chapter provides an overview of Enterprise Downloader, including minimum software requirements.

In this chapter:

- Product overview* 8
- Software requirements*..... 11

Product overview

Enterprise Downloader is a modular, scalable software solution for remote programming of certain GE control panels. Enterprise Downloader maintains a database of account information and panel programming, and allows you to upload panel programming and download centrally prepared configurations to panels.

Enterprise Downloader has three components:

User interface (UI) and database. The user interface works with the database to maintain and display panel property settings and information. It links customers to accounts and to displays the results of scheduled and unscheduled jobs.

JobServer. The JobServer continuously searches the database to identify communication jobs that are ready to run and dispatches them to a communication server for processing. The JobServer runs independently of the other system components, and can be run on any PC connected to the network with the Enterprise Downloader database. The JobServer manages both scheduled and unscheduled jobs.

CommServer. CommServers will support up to four modems. CommServers interface with the JobServers using Microsoft .NET services. CommServers are usually set up as a bank of servers to handle unattended incoming calls, and also on individual machines with the user interface to be used for call-out jobs specific for each user.

What's new in this release

Updates since the 3.2 release include:

- MS Word is no longer required for printing, all printing is now done in HTML format.
- Minimum required RAM has changed from 256 to 512MB for server machines. Recommended RAM has changed from 512MB to 1GB for server machines.
- A *Quick Search* feature has been added in the *Account Summary* screen to allow the user to quickly search for a specific account number.
- You can now link modems used for outgoing calls to a specific computer name instead of linking to login names. Previously the login name was used to link specific modems to jobs. There is now an option in the *Preferences* menu to link the modem to a specific computer name instead of a user name. This is useful if different users will be using the same workstation with a local modem for outgoing jobs.
- The CommServer UI is now minimized to the task bar instead of the system tray. This makes the CommServer UI easier to access and also available to users that have their machines configured with access blocking software that prohibits them from accessing the system tray.
- Defaults in the *Job* screen have changed to more common job settings to reduce mouse clicks. The default job call type setting is now *Dial Out to Panel* and the default job setting is now *Ring/Hang/Ring* instead of *10 rings*.
- An option has been added to verify and upgrade the software version number from the central server machine on startup if applicable. This is useful in large installations with several client machines accessing a central database. Registry settings now include:

UpdateCheck. Under HKLM\Software\ITI Enterprise, if UpdateCheck exists, the software will look for the upgrade. UpdateCheck is the string that lists the path to the text version file. For example, C:\Version.txt or \\Servername\ProgramFiles\ITIEnterprise\EDUI\Version.txt. Version.txt is a text file with (3.3.13.0).

UdatePath. UpdatePath is the path to exe install and run. For example, C:\EnterpriseInstall\E3SuitSetup.exe.

Bug fixes include:

- Toolbox database converter fixes. You can type in the Server name or use the drop down selection.
- Fixed potential deadlock issue when several jobs are calling in at the same time.
- Improved UI speed when opening *Job edit* or *Job template* screens.
- Fixed the ability to edit account number values for partitions 2 to 6 on Concord 4 panels in *Security* tab after upload.
- Fixed the search by created date when the day value is a single digit.
- Fixed the account creator issue when starting with certain HEX values.
- Fixed the ability to create new accounts when typing in existing customer name with the same panel type.
- Fixed operator property restrictions when logging job history and printing security properties.
- Fixed user interface issue with the database only displaying the first 500 customers. Any additional customers added were not being displayed to the user, even though they were stored in the database.
- Fixed issue when creating a new panel template, the default panel template was getting flagged as the custom template to be used for callin jobs.
- Issue resolved in multi client environment when new account extensions or folders were created from one client, other client machines were not displaying the new values.
- Fixed issue when user deleted a specific customer, the panel accounts linked to that customer were not getting deleted.
- Stay-on-line job issue resolved when software was installed in multi client environment causing subsequent jobs to get stuck in *queuing* mode and not process.

Product contents

The Enterprise Downloader consists of the following:

- the Enterprise Downloader CD;
- *Enterprise Downloader Installation Manual*; and
- *Enterprise Downloader User Manual*.

Inspect the package and contents for visible damage. If any components are damaged or missing, do not use the unit; contact the supplier immediately. If you need to return the unit, you must ship it in the original box.

New release notification

To be notified of future software releases and bug fixes, we recommend that you contact GE Security and register as an Enterprise Downloader user. You can register by:

- Email: GESEcuritytechsupport@ge.com; or by
- Phone: 1.888.GESecurity

Software requirements

Table 1 shows the software requirements Enterprise Downloader v3.3 software. Systems with the minimum memory specified for SQL Server may be unacceptably slow.

Table 1. System requirements

| | All-in-one | Client only (UI and CommServer) | JobServer | Database Server (MSDE) | Database Server (SQL 2000) |
|---------------------------|--|---|---|---|---|
| Computer | IBM compatible | | | | |
| Processor | Minimum: Pentium III 800MHz or faster | Minimum: Pentium III 500MHz or faster | Minimum: Pentium III 700MHz or faster | Minimum: Pentium III 800MHz or faster | Minimum: Pentium III 900MHz or faster |
| | Recommended: Pentium III 2GHz or faster | Recommended: Pentium III 1GHz (4 ports) | Recommended: Pentium III 1GHz or faster | Recommended: Pentium III 1.5GHz or faster | Recommended: Pentium III 2GHz or faster |
| Hard disk space | Minimum: 20GB | Minimum: 10GB | Minimum: 10GB | Minimum: 10GB | Minimum: 40GB |
| | Recommended: 60GB or more | Recommended: 20GB or more | Recommended: 10GB or more | Recommended: 20GB or more | Recommended: 80GB or more |
| Memory (RAM) | Minimum: 512MB | Minimum: 256MB | Minimum: 512MB | Minimum: 512MB | Minimum: 512MB ¹ |
| | Recommended: 1GB or more | Recommended: 512MB or more | Recommended: 1GB or more | Recommended: 1GB or more | Recommended: 1GB or more |
| Network connection | Required for network installation | | | | |
| Operating system | Windows 2000 and Windows XP (service pack 2) | | | | |
| Network protocols | TCP/IP | | | | |
| Display | 1024 x 768 | 1024 x 768 | 800 x 600 | N/A | N/A |

1. MSDE has a database size limit of 2GB.

Supported modems

Enterprise Downloader supports the following modems:

- Allied Data TRON DF56.0;
- AT&T Smartlink 14.4;
- Hayes Accura 14.4;
- Hayes Optima 2400;
- Hayes Optima 33.6;
- Practical Peripherals 14.4 MT II;
- Practical Peripherals Mini 1200 SA;
- Securcomm DL110; and
- Super Modem 2400.

Chapter 2 Getting started

This chapter describes how to log on to Enterprise Downloader and the basic user Interface tools. It also gives an overview of the CommServer and JobServer.

In this chapter:

- User interface (UI)* 14
- CommServer* 18
- JobServer* 21

User interface (UI)

The user interface with the database maintains and displays panel property settings and information. It is used to link customers to accounts and to display the results of scheduled and unscheduled jobs.

Log on

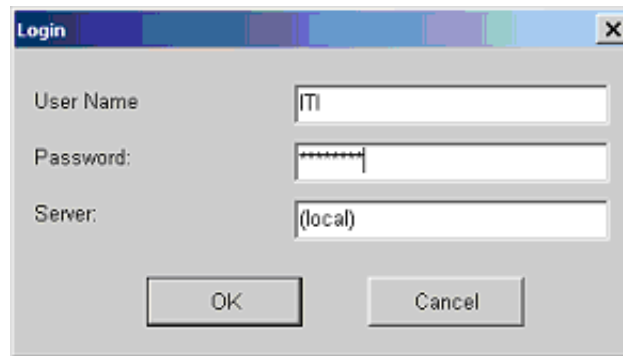
The *Login* window (*Figure 1*) requires the following information:

User Name. Enter *ITI* as the default user name.

Password. Enter *password* as the default password. (Passwords are case sensitive.)

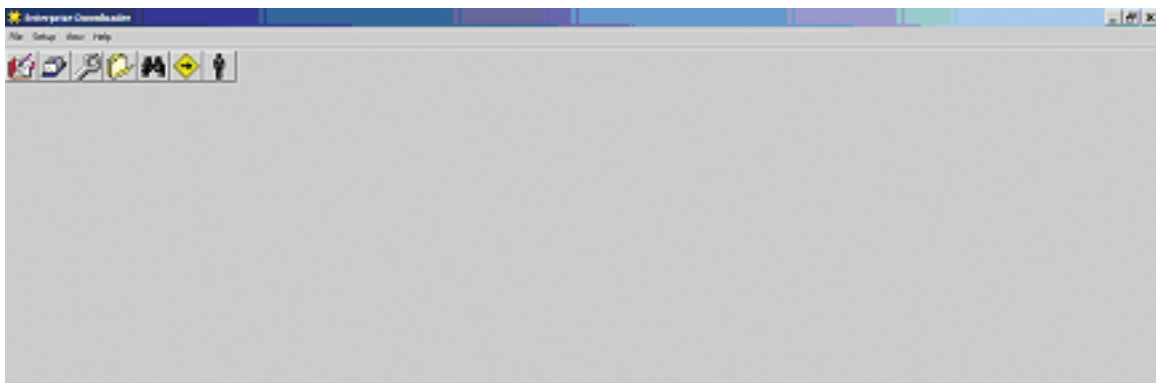
Server. This is the name of the computer running the database. It will be *(local)* for a local (all-in-one) setup with SQL database. It will be *(local)\EDMSDE2000* for an MSDE database instance. The server name is entered during the installation process (refer to the *Enterprise Downloader Installation Manual*).

Figure 1. Login window



The Enterprise Downloader main window (*Figure 2*) contains a menu bar and a tool bar with icons.

Figure 2. Enterprise Downloader home window



Menu bar

The menu bar includes the following options:

File:

New | Account. Use the *New Account* window to configure new accounts. See [Create accounts](#) on page 34.

Search. Use the *Search* window to search and display information by account summary, customers, and jobs based on different search criteria.

Login. Access the *Login* window. See [Log on](#) on page 14.

Exit. Log off and exit the interface.

Setup:

Operator. Use the *Operator Setup* tab to configure users and groups. See [Operators](#) on page 28.

Panel Templates. Use the *Panel Template* window to create panel templates with specific property values to use to create new panels. See [Panel templates](#) on page 54.

Job Templates. Use the *Job Template* window to create specific job templates for call-in and call-out jobs. See [Job templates](#) on page 56.

Account Extension Ctl+E. Use the *Add Account Extension* window to create account extensions to organize large databases of accounts or group accounts by central station. See [Account extensions](#) on page 42.

System Preference. Use the *System Preferences* window to set system preferences. See [System preferences](#) on page 17.

Account Creator. Use the *Account Creator* window to create bulk accounts and save them to the database. See [Bulk accounts](#) on page 45.

View

Customer Summary. Use the *Customer Summary* window to create, edit, and delete customers. See [Customers](#) on page 40.

Account Summary. Use the *Account Summary* window to create, edit, and delete accounts. See [Create accounts](#) on page 34.

Job Summary. Use the *Job Summary* window to view a list of jobs performed and to delete jobs. See [Delete jobs](#) on page 50.

Folder Summary. Use the *Folder Summary* window to create and delete folders used to group account information.

Admin. Not currently supported.

Help

Access the help files.

Tool bar

Figure 3 shows the tool bar. The tools on the tool bar are shortcuts to some of the windows accessed by the menu bar.

Figure 3. Tool bar icons



The icons on the tool bar are (from left to right):

Create New Account. Use the *New Account* window to configure new accounts. See [Create accounts](#) on page 34.

Account Summary. Use the *Account Summary* window to create, edit, and delete accounts. See [Create accounts](#) on page 34.

Job Summary. Use the *Job Summary* window to view a list of jobs performed and to delete jobs. See [Delete jobs](#) on page 50.

Folder Summary. Use the *Folder Summary* window to create and delete folders used to group account information.

Search. Use the *Search* window to search and display information by account summary, customers, and jobs based on different search criteria.

Exit. Log off and exit the interface.

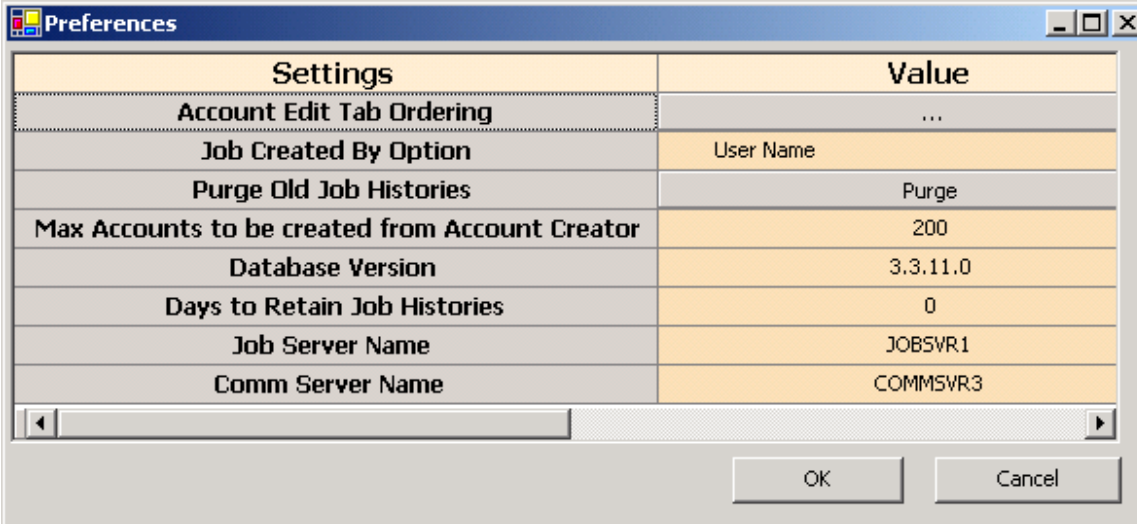
Customer Summary. Use the *Customer Summary* window to create, edit, and delete customers. See [Customers](#) on page 40.

System preferences

To set system preferences, do the following:

1. Select **Setup | System Preference** to open the *Preferences* window (Figure 4).

Figure 4. System Preferences window



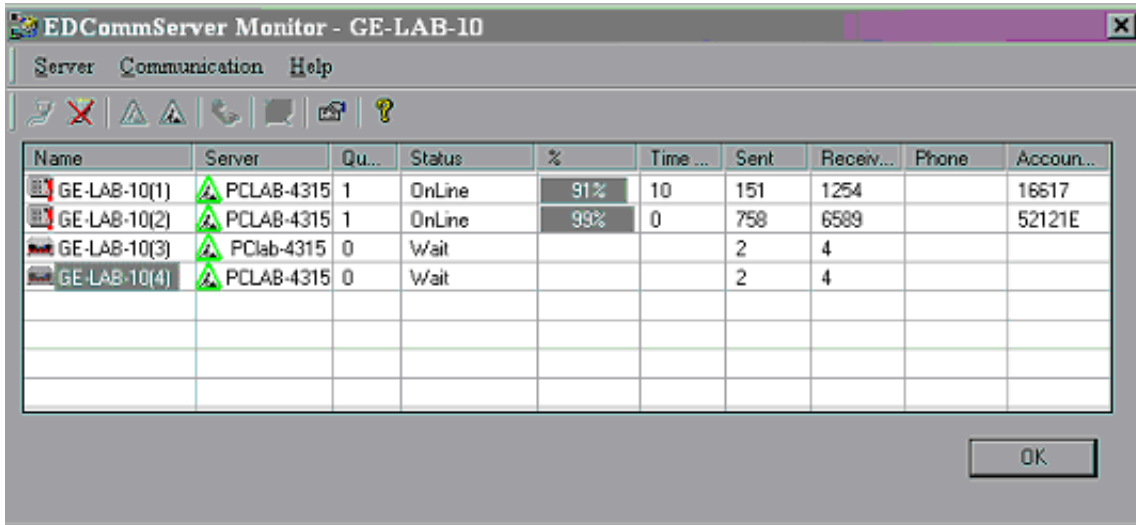
| Settings | Value |
|---|-----------|
| Account Edit Tab Ordering | ... |
| Job Created By Option | User Name |
| Purge Old Job Histories | Purge |
| Max Accounts to be created from Account Creator | 200 |
| Database Version | 3.3.11.0 |
| Days to Retain Job Histories | 0 |
| Job Server Name | JOBSVR1 |
| Comm Server Name | COMMSVR3 |

2. To edit a particular system preference, click on the value column for the specific value. Some values are read only and cannot be changed. The options include:
 - **Account Edit Tab Ordering.** Edit this field to change the order that the tabs are presented in the user interface when editing a panel.
 - **Job Created By Option.** Link the modem to a specific computer name instead of a user name. Once this feature is enabled, enter the computer name in the *Add User* feature in the *CommServer properties* screen.
 - **Purge Old Job Histories.** Click **Purge** to delete old records of job history logging. This will clear up some database room if logging job history with jobs.
 - **Accounts to be Created from Account Creator.** This is the number of accounts that will be created when using the **Setup | Account Creator** function. See [Bulk accounts](#) on page 45.
 - **Database Version.** Displays the version of database for this UI.
 - **Days to Retain Job Histories.** This is the number of days that the system will keep track of the downloaded property values to the database. It is defaulted to 0 (off), but if you change it to 3, it will track downloaded properties for three days and then will remove properties that have been saved for greater than three days.
 - **JobServer Name.** Not currently supported.
 - **CommServer Name.** Not currently supported.
3. Click **Apply**.

CommServer

The CommServer (*Figure 5*) allows you to configure specified modems to connect remotely to a control panel. It comes with a user interface you can use to create and maintain modems connected to the computer's COM ports.

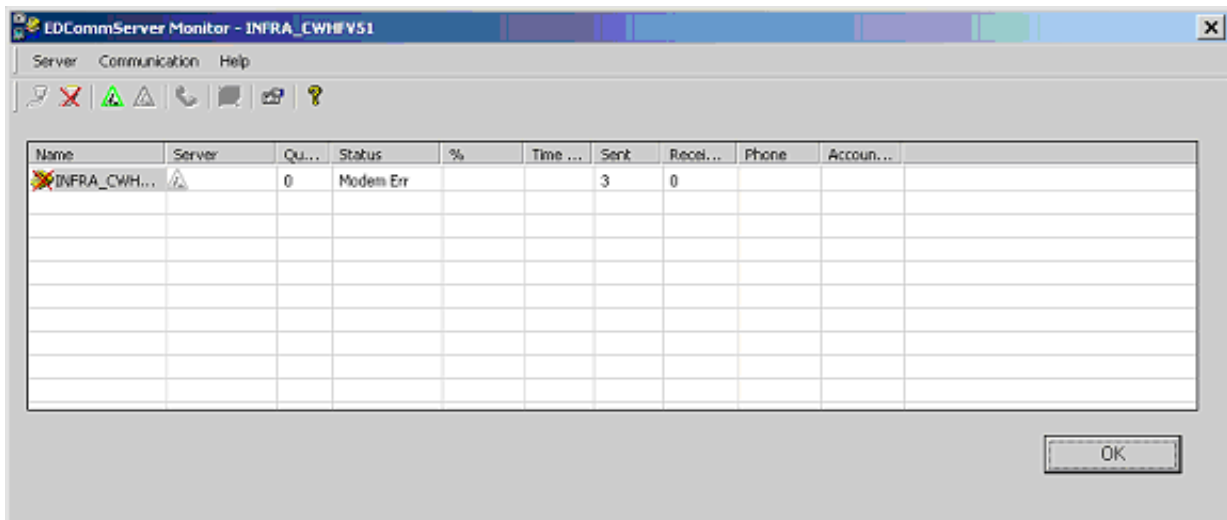
Figure 5. CommServer



Operation

To start and configure CommServer, double-click the **E3 CommSvr** icon on the desktop. The *EDComServer Monitor* window (*Figure 6*) will appear.

Figure 6. EDCommServer Monitor window



To add a new modem, select **Server | Add Communication**. The *New Communicator Properties* window will appear (Figure 7).

Figure 7. *New Communicator Properties* window

The screenshot shows the 'New Communicator Properties' dialog box. It is titled 'New Communicator Properties' and has a close button (X) in the top right corner. The dialog is divided into three main sections: 'Port Settings', 'Modem Settings', and 'JobServer Communication Settings'.
- **Port Settings:** 'Comm Port' is set to 'COM1', 'Initialize Comm Port' is unchecked, 'Connection Type' is 'Modem', and 'Comm Settings' is '300,n,8,2'.
- **Modem Settings:** 'Init String' is 'ATQ0V0X4E0M0S0=0S7=120S9=1&Q0&D2S10=150I', 'Preamble' is '200', 'Dial Suffix' is 'R', 'Pause Length' is '1500', and 'Digit Length' is '1000'. There is a 'Profiles...' button.
- **JobServer Communication Settings:** 'Job Server Name' is empty, 'Port' is '8855', 'Allow Callin' and 'Allow Callout' are checked. There is a large empty list box labeled 'Users' with 'Add' and 'Remove' buttons below it.
At the bottom of the dialog are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Select the correct COM port from the list in the *Comm Port* field and click **Profiles** to select the modem from the list.

Note: If connecting to a remote JobServer, the name of the machine running the remote JobServer must go in the *JobServer Name* box.

Once started, the CommServer will indicate if it is unable to connect to the modem. If the modem connects successfully, the CommServer will attempt to log on to the specified JobServer. The triangle icon under **Server** on the menu bar (Figure 6 on page 18) will turn green if the CommServer is successful.

To log off a CommServer from a JobServer, select the modem and click the gray triangle icon (*Figure 6* on page 18).

To exit the CommServer, select **Server | Exit**, or right-click the **CommServer** icon on the tool bar and select **Exit** (*Figure 6* on page 18).

Operators (users)

You can add operators (users) to the CommServer when you want to assign specific modems with specific operators to run jobs.

To assign a specific operator to a specific modem, do the following:

1. Click **Add** in the *New Communicator Properties* window (*Figure 7, New Communicator Properties window*).
2. Enter the user name of the operator (the same user name used to log on to Enterprise Downloader). You can add multiple operators to the modem list.
3. Click **OK**.

Once an operator is added to a CommServer, only assigned jobs (from the *Job Edit* window) will go through that CommServer. Call-out jobs will only go to this port if *Use Unassigned CommServer* is **not** checked in the *Job Edit* window when operators are added. If no operators are added, all jobs must have the *Use Unassigned CommServer* option checked in the *Job Edit* window.

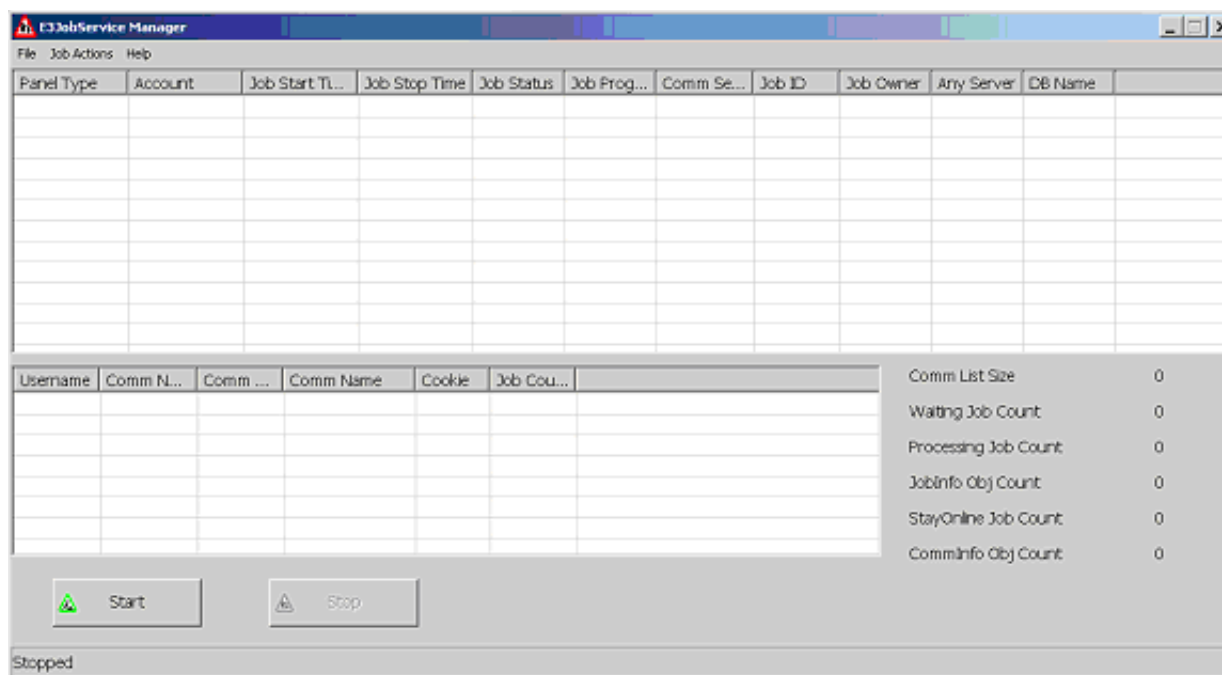
JobServer

JobServer maintains a list of the available CommServers and dispatches incoming and outgoing jobs to and from the panel to the appropriate CommServer. Once installed, JobServer is a service that runs in the background on your PC.

Operation

To start the JobServer, double-click the **E3JobServer UI** icon on the desktop or click the **Start** button in windows and select **Programs | GE Security | E3JobServerUI**. Either method will access the E3JobServer Manager window shown in *Figure 8*.

Figure 8. JobServer Manager window

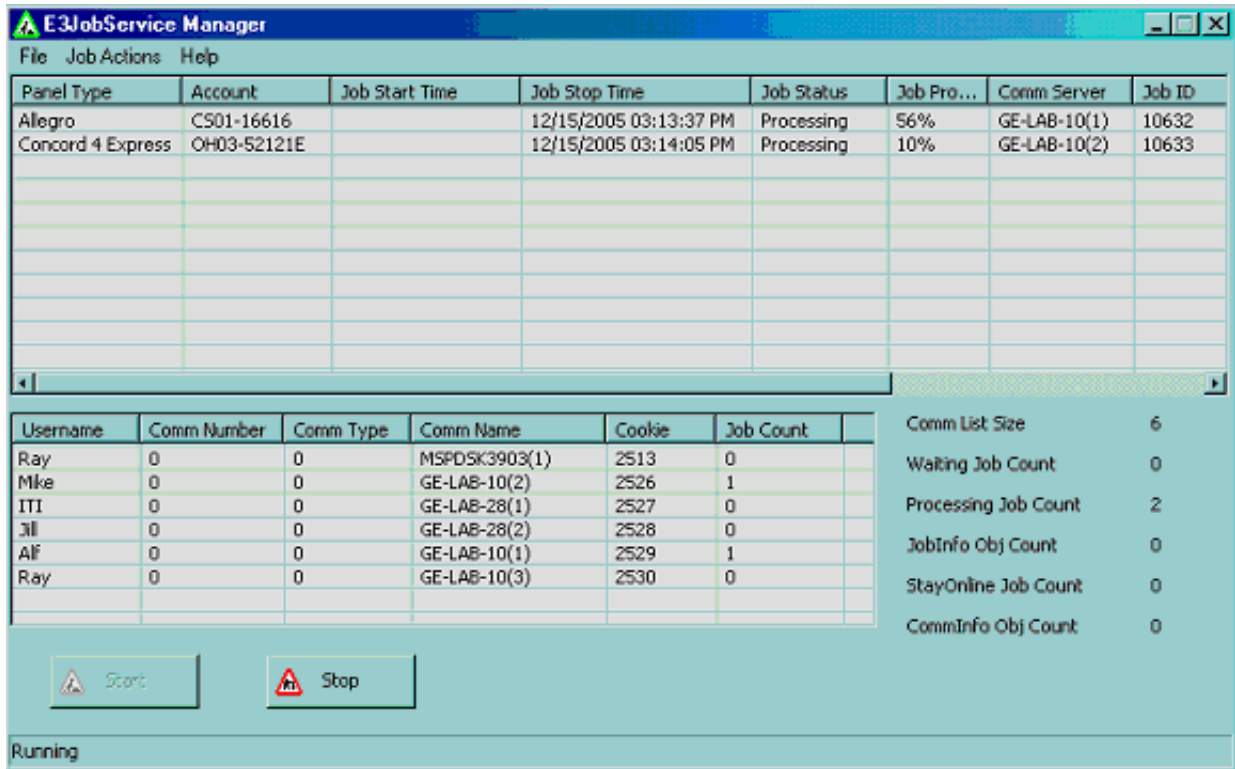


JobServer handles incoming and outgoing calls to and from a remote panel. It can handle multiple jobs at the same time and maintains a list of all CommServers logged on to the service (*Figure 9*). You can stop and start the JobServer service from the JobServer Manager window.

If the **Start** button is enabled, the JobServer service must be started. To start the service, click **Start**. Once successfully started, a green triangle (representing the JobServer) will appear in the taskbar on your desktop.

As CommServers are started, they will appear in the lower grid of the JobServer UI. As jobs are run, job processing information will appear in the upper grid of the JobServer UI (*Figure 9*).

Figure 9. E3JobService Manager window

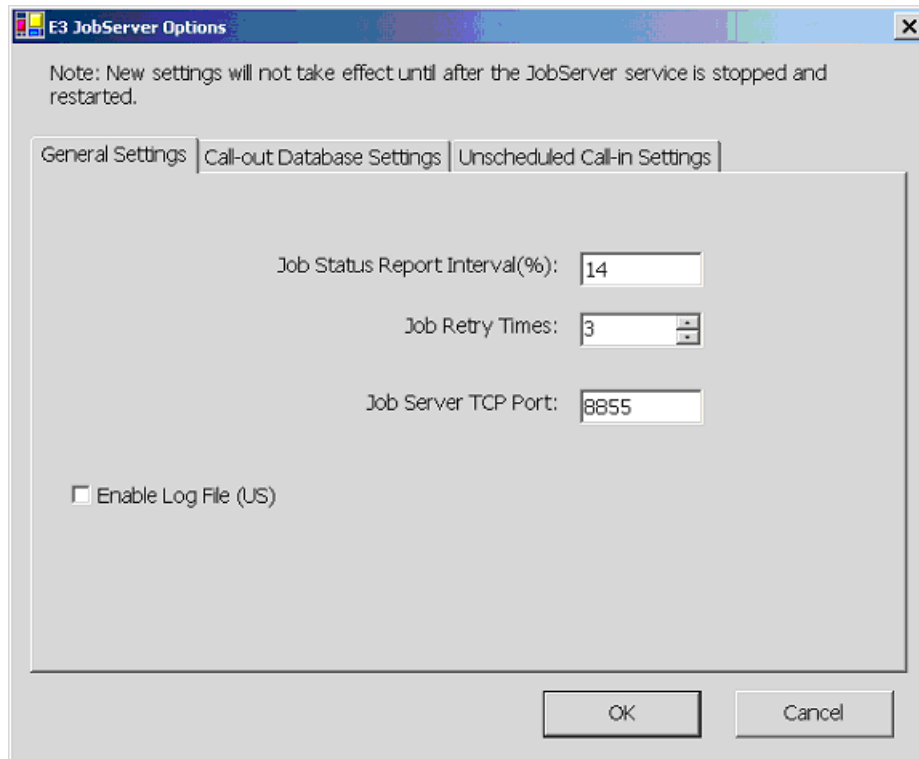


To exit JobServer, right-click the **JobServer** icon (green triangle) and select **Exit**.

JobServer options

To configure options in the JobServer, you can right-click on the **JobServer** icon on the tool bar (Figure 3 on page 16) and select **Options**, or you can select **File | Options** in the JobServer UI. Either method will access the *JobServer Options* window (Figure 10).

Figure 10. JobServer Options window



The following options are available on the *General Settings* tab:

Job Status Report Interval (%). This option is currently not supported.

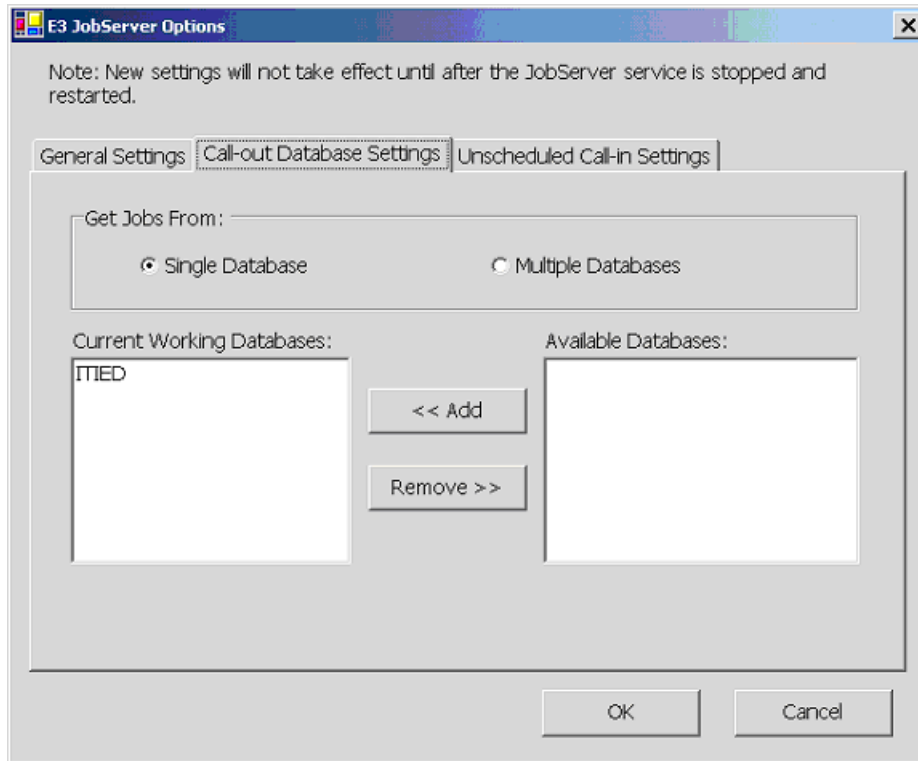
Job Retry Times. This indicates the number of times a job will retry on failure.

JobServer TCP Port. The value in this field should remain 8855 unless you want to change the connection port to communicate with the CommServer. If this is changed, the CommServer will also have to be changed to match.

Enable Log File. This check box enables a log file to record debug messages sent by the JobServer. This can create a large file that you will have to manually delete periodically.

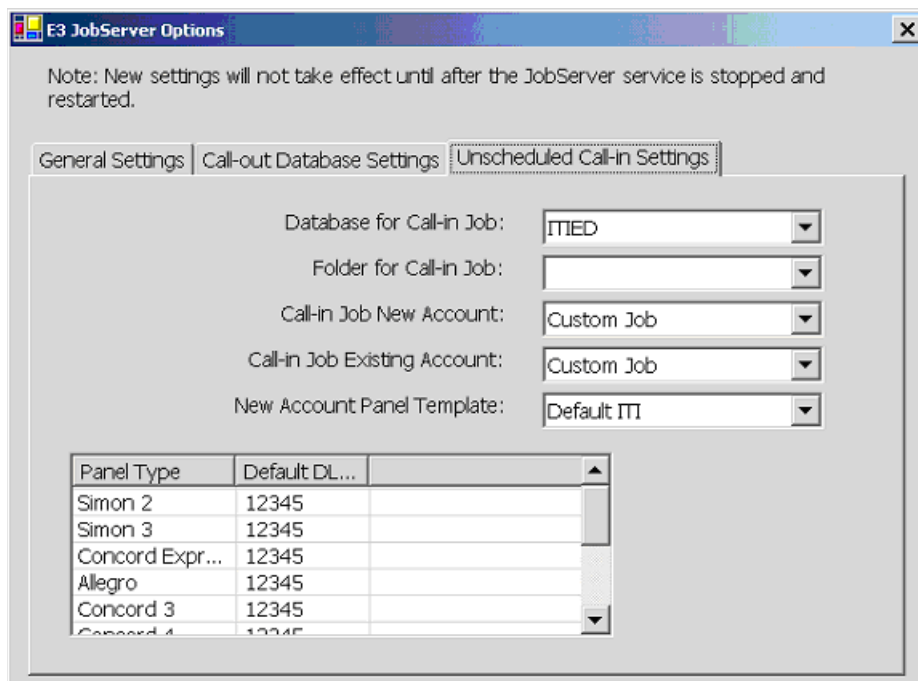
The *Call-Out Database Settings* tab (Figure 11) should show *ITIED* in the *Current Working Databases* field. Do not change this setting.

Figure 11. Call-Out Database Settings tab



Use the *Unscheduled Call-In Settings* tab (Figure 12) to configure the action of the JobServer when an unscheduled call comes in from a panel.

Figure 12. *Unscheduled Call-In Settings* tab



The following options are available on this tab:

Database for Call-In Job. The value in this field should be *ITIED*. Do not change.

Folder for Call-In Job. Use this option to save the incoming panel to a specified folder.

Call-In Job New Account. You can specify to upload the full panel, download the full panel, or do a custom job on the panel if the panel calling in is a new panel and not currently in the database. A custom job can be configured from the *Job Template* window to do certain job actions on specific properties. An example of this would be when you want to create a custom job to download the phone values to a panel, but upload the rest of the properties in the panel.

Call-In for Existing Account. This is the same as *Call-In Job New Account*, except it specifies the job action to take when an account already exists in the database.

New Account Panel Template. Use this field to assign properties to a new account. See [Panel templates](#) on page 54 for a description of how to configure and assign the template to the custom template. If you select the *Default ITI* template, the defaulted values will populate the panel.

Panel Type and Default DL Code. The JobServer UI shows the default Downloader (DL) code for the panel. This value should match the value of the DL code of the panel calling in.

To change the value of the DL code, do the following:

1. Right-click the specific panel type.
2. Select **Edit**. Do not use the **Add** or **Delete** options.
3. Change the value of the DL code. The default DL code in the JobServer UI should match the DL code in the custom panel template. If this value is changed here, it should also be changed in the *Custom Panel Template* window for that panel type.

Note: Any changes made in the *JobServer Options* window will not take effect until the JobService is stopped from the JobServer UI and restarted.

Chapter 3 Operators and groups

This chapter provides information on how to create, edit, and delete operators and groups.

In this chapter:

- Operators* 28
- Groups*..... 30

Operators

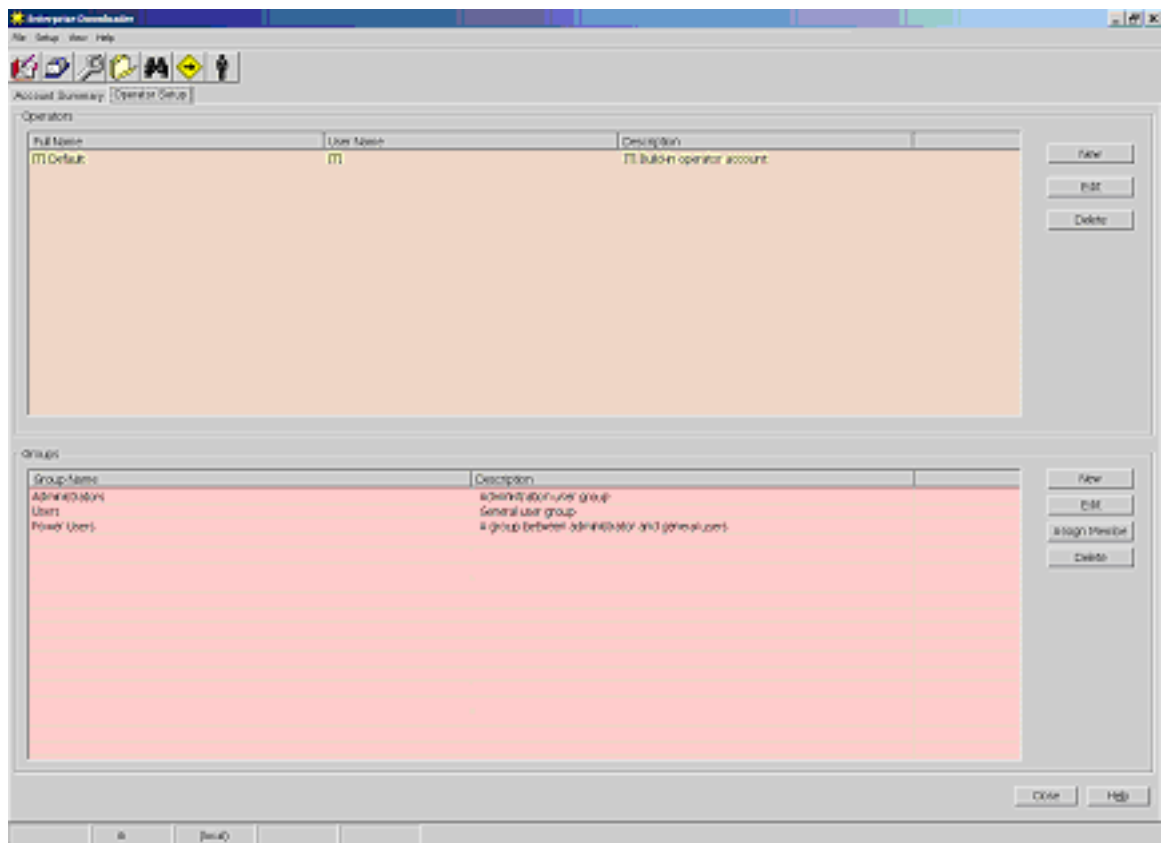
Operators are provided to allow users different operating privileges based on their login name and password. These privileges can be edited and assigned by operators that are created with administrative privileges.

Add operators

To add operators, do the following:

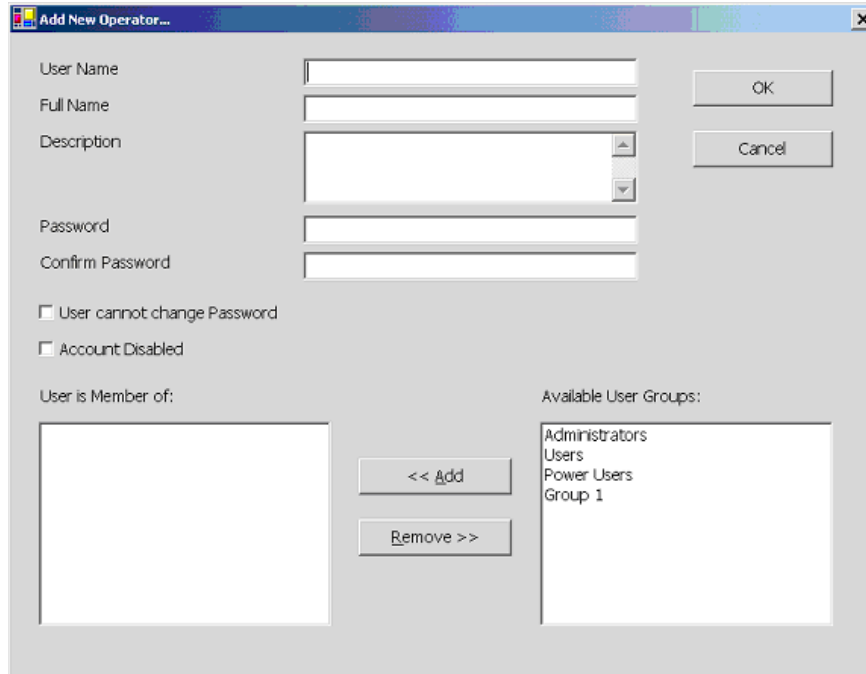
1. Select **Setup | Operators** to access the *Operator Setup* tab (Figure 13).

Figure 13. Operator Setup tab



2. Click **New** to access the *Add New Operator* window (Figure 14 on page 29).

Figure 14. Add New Operator window



3. Enter the user name. This is the name that the operator will use to log on.
4. Enter a password for the operator and fill in the other fields as needed.
5. You must assign a user group to the operator. Select a specific user group from the list in the *Available User Groups* field and click **Add**.
6. Click **OK**.

Edit operators

To edit operators, do the following:

1. Select **Setup | Operators**.
2. Select the operator on the list and click **Edit**.
3. Change the required information for the operator.
4. Click **OK**.

Delete operators

To delete operators, do the following:

1. Select **Setup | Operators**.
2. Select the operator on the list and click **Delete**.

Groups

Groups are classifications of user privileges and rights that can be assigned to operators.

Add groups

To add groups, do the following:

1. Select **Setup | Operators** to access the *Operator Setup* tab (Figure 13 on page 28).
2. In the Groups field, click **New**.
3. Enter the name of the new group.
4. After creating the group, you must assign operating rights to that group. Operating rights include:
 - **System Access.** View, create, edit, and delete system settings. System settings pertains to operators, user groups, group rights, folders, customers, administration information, and account extensions. Only this group can change other users' rights and delete system objects.
 - **Account Access.** View, create, edit, and delete accounts.
 - **Job Access.** View, create, edit, and delete jobs.
 - **Template Access.** View, create, edit, and delete templates.
 - **Limited System Access.** View, create, and edit partial system settings. This pertains to folders, customers, and account extensions. These users cannot delete system items. They can only edit their own password, not their rights.
 - **View Accounts.** View accounts only.
 - **View Jobs.** View jobs only.
 - **View Templates.** View templates only.
 - **Property Restriction.** Restricts edit, view, and delete of security properties (Enterprise Downloader code, dealer code, and installer code).

Note: All rights are cumulative. No right will limit another right, except the *Property Restriction*.

5. Click **OK**.

Edit groups

To edit groups, do the following:

1. Select **Setup | Operators**.
2. Select the group on the list and click **Edit**.
3. Change the required fields.
4. Click **OK**.

Delete groups

To delete groups, do the following:

1. Select **Setup | Operators**.
2. Select the group on the list and click **Delete**.

Assign members to groups

To assign operators to groups, do the following:

1. Select **Setup | Operators**.
2. Select the group on the list and click **Assign Members**.

Chapter 4 Accounts

This chapter provides information on how to create, edit, and delete accounts. It also covers how to create and use account extensions and bulk accounts.

In this chapter:

- Accounts* 34
- Account extensions* 42
- Bulk accounts* 45

Accounts

Accounts are security control panels that are installed at a remote location. They are represented by panel type and an account number. Each account holds several different configuration properties that are stored in the panel.

Create accounts

To create new accounts, do the following:

1. Select **File | New | Account** or click on the **New Account** icon (*Figure 3* on page 16) to access the *Create New Account* window (*Figure 15*).

Figure 15. Create New Account window

| PANEL | |
|--------------------------------|--|
| Panel Identification | |
| Account Number | |
| Account Extension | |
| Panel Security | |
| Downloader Code | |
| Dealer Access Code | |
| Panel Communication | |
| Panel Phone | |
| Panel Creation | |
| Panel Template | |
| Create In Folder | |
| Comment | |
| CUSTOMER | |
| Customer Identification | |
| ID | |
| Last Name | |
| Middle Initial | |
| First Name | |
| Address | |
| Street | |
| City | |
| State | |
| County | |
| Zip | |
| Contact Information | |
| Phone | |
| Fax | |

2. Select the panel type from the list in the *Select Panel Type* field.

3. Fill in the panel and customer information as needed. Only the account number and panel phone number are required to contact a panel.
4. To assign an account to a folder, select the folder from the list in the *Create In Folder* field. A folder can also be assigned from the *Account Info* tab in the *Edit Account* window.
5. Click **OK** to save the information and close the window, or click **Apply** to save the information and keep the window open to continue creating new accounts.

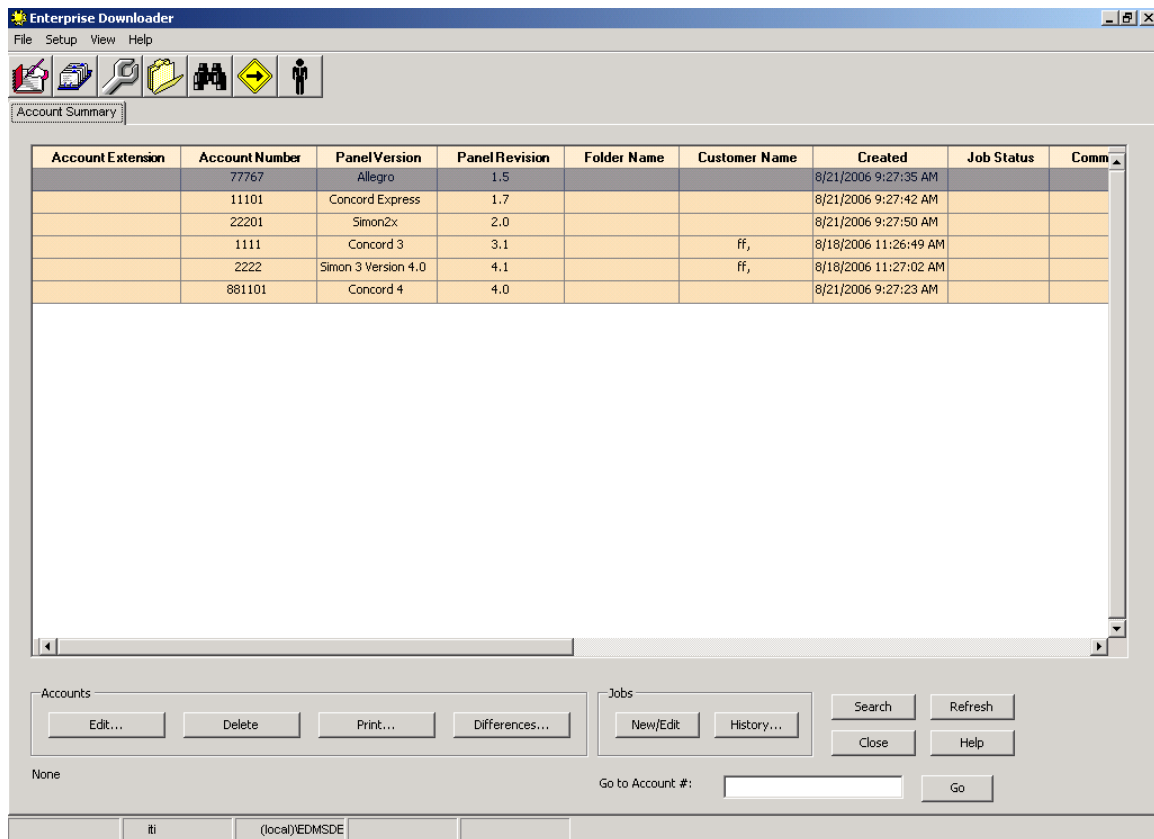
Edit accounts

You can select and edit existing accounts without connecting to the actual panel.

To edit accounts, do the following:

1. Select **View | Account Summary** or click the **Account Summary** icon (*Figure 3* on page 16) to access the *Account Summary* tab (*Figure 16*).

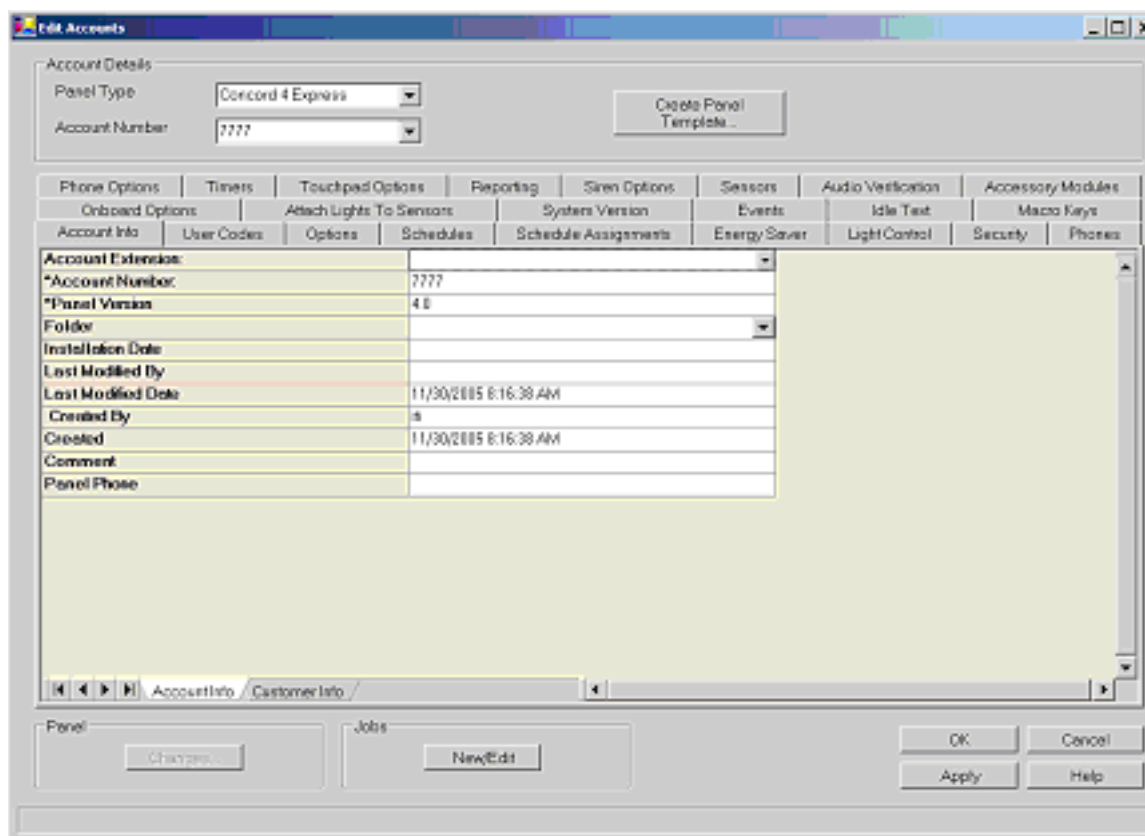
Figure 16. Account Summary tab



2. Double-click the account, or highlight the account and click **Edit**.

3. In the *Edit Accounts* window (Figure 17), you can click on the appropriate tab to access and change specific settings. The settings that appear on the tabs depend on the panel type. Different systems will have different settings. Clicking on the upper tabs will switch between groupings of properties and clicking on the lower tabs will access more detailed information for a property grouping.

Figure 17. Edit Accounts window



4. Click **OK** to save the information and close the window, or click **Apply** to save the information and keep the window open to continue editing accounts.

Delete accounts

To delete an existing account, do the following:

1. Select **View | Account Summary** or click the **Account Summary** icon (Figure 3 on page 16) to access the *Account Summary* tab (Figure 16 on page 36).
2. Select a single account and click **Delete**. To delete blocks of accounts, highlight specific accounts with your mouse or hold down the control key and click on specific accounts.
3. When prompted, click **OK** to confirm the deletion.

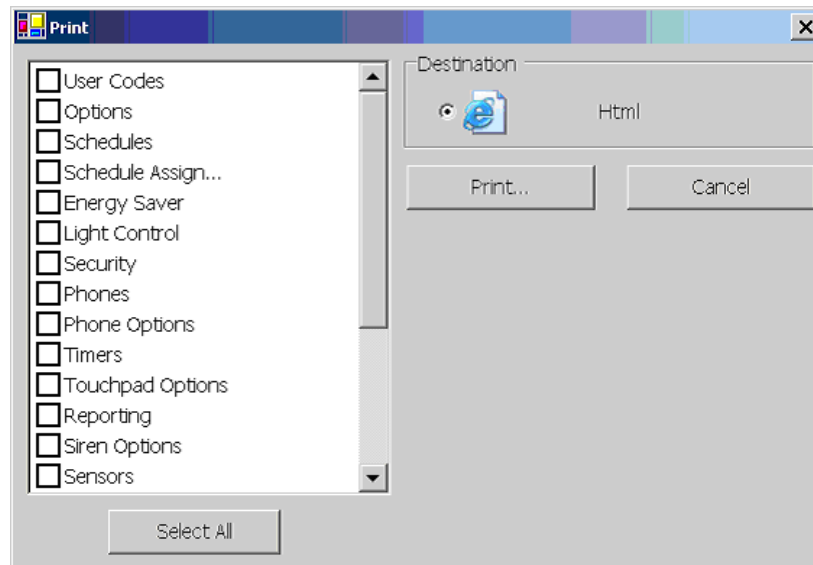
Print accounts

Enterprise Downloader has a print option that allows you to print the values of a specific account to an HTML file.

To print an account, do the following:

1. Select **View | Account Summary** or click the **Account Summary** icon (*Figure 3* on page 16) to access the *Account Summary* tab (*Figure 16* on page 36).
2. Double-click on the account, or highlight the account and click **Print** to access the *Print* window (*Figure 18*).

Figure 18. Print window

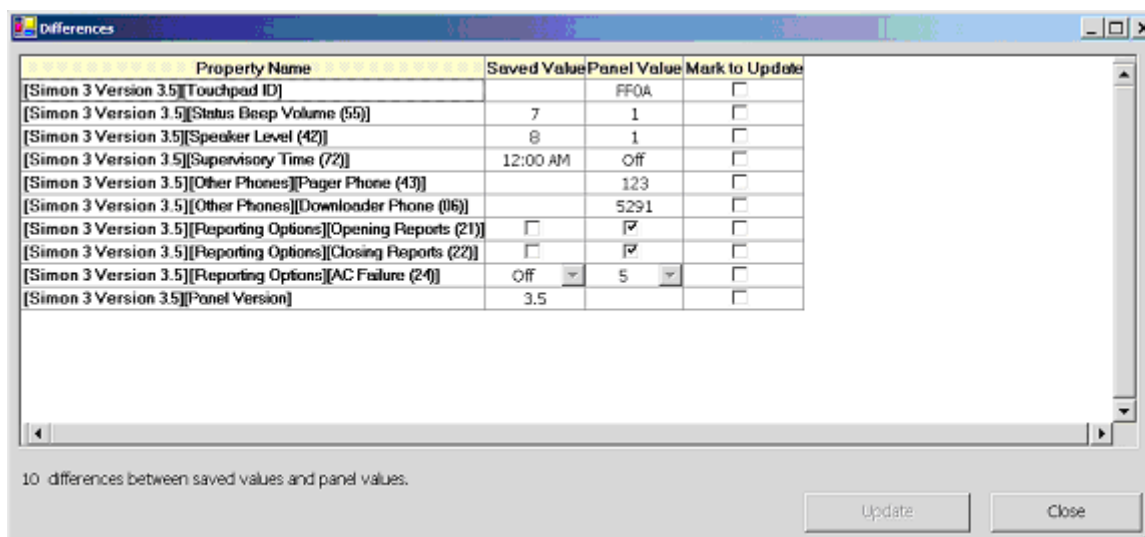


3. Select all or specific account properties you want to print.
4. Click **Print**. The section selected will be sent to an HTML file for printing.

Account differences

Enterprise Downloader allows you to track differences between values that are saved in the database and values that are stored in the panel. After you do an upload with the *Enable Difference Tracking* option selected in the *Job Settings* window (see *Tracking differences* on page 51), click **Differences** on the *Account Summary* window (Figure 16 on page 36) to view the differences between the panel and database (Figure 19).

Figure 19. Differences window



| Property Name | Saved Value | Panel Value | Mark to Update |
|--|--------------------------|-------------------------------------|--------------------------|
| [Simon 3 Version 3.5][Touchpad ID] | | FF0A | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Status Beep Volume (55)] | 7 | 1 | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Speaker Level (42)] | 8 | 1 | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Supervisory Time (72)] | 12:00 AM | Off | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Other Phones][Pager Phone (43)] | | 123 | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Other Phones][Downloader Phone (06)] | | 5291 | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Reporting Options][Opening Reports (21)] | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Reporting Options][Closing Reports (22)] | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Reporting Options][AC Failure (24)] | Off | 5 | <input type="checkbox"/> |
| [Simon 3 Version 3.5][Panel Version] | 3.5 | | <input type="checkbox"/> |

10 differences between saved values and panel values.

Update Close

To update the values in the database to match the actual panel data, do the following:

1. Select **Mark to Update** for each property you want to update. To select all of the properties in the list, right-click on the window and select **Select All Rows**.
2. Click **Update**.

Note: Some additional properties may appear in the Differences window after doing an update. This will occur for some sensor and accessory module settings and is normal operation.

When the *Enable Difference Tracking* option is set from the *Job Settings* window, you must manually update the properties from the *Differences* window to be reflected in the database. If you want the actual panel property values to always be reflected in the database, don't select *Enable Difference Tracking* on the *Job Settings* window.

Customers

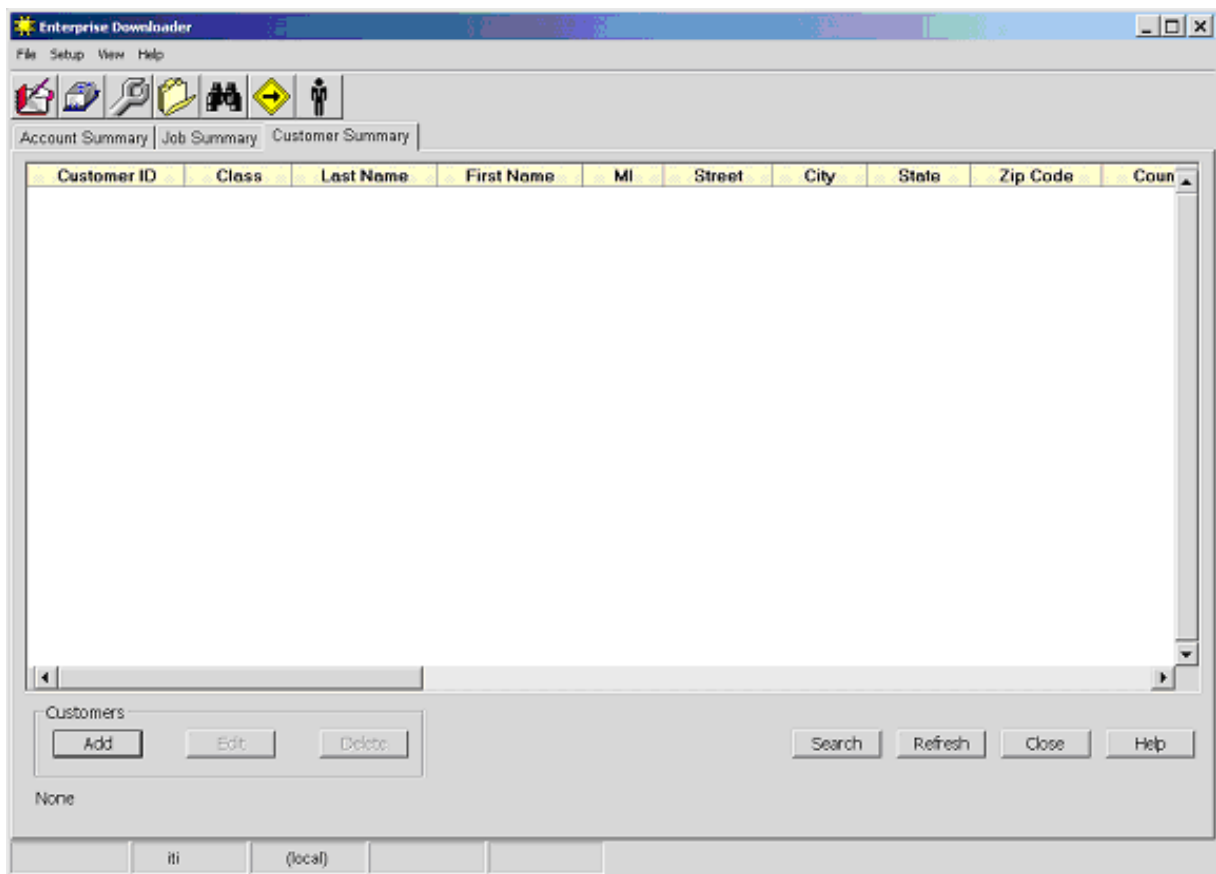
Customer data records are stored separately from panel data records. Panels may be linked to existing customer data so that changes, such as a customer contact name, can be implemented by updating a single record. It is not necessary to make the change on each panel controlled by that customer.

Add customers

To add customers, do the following:

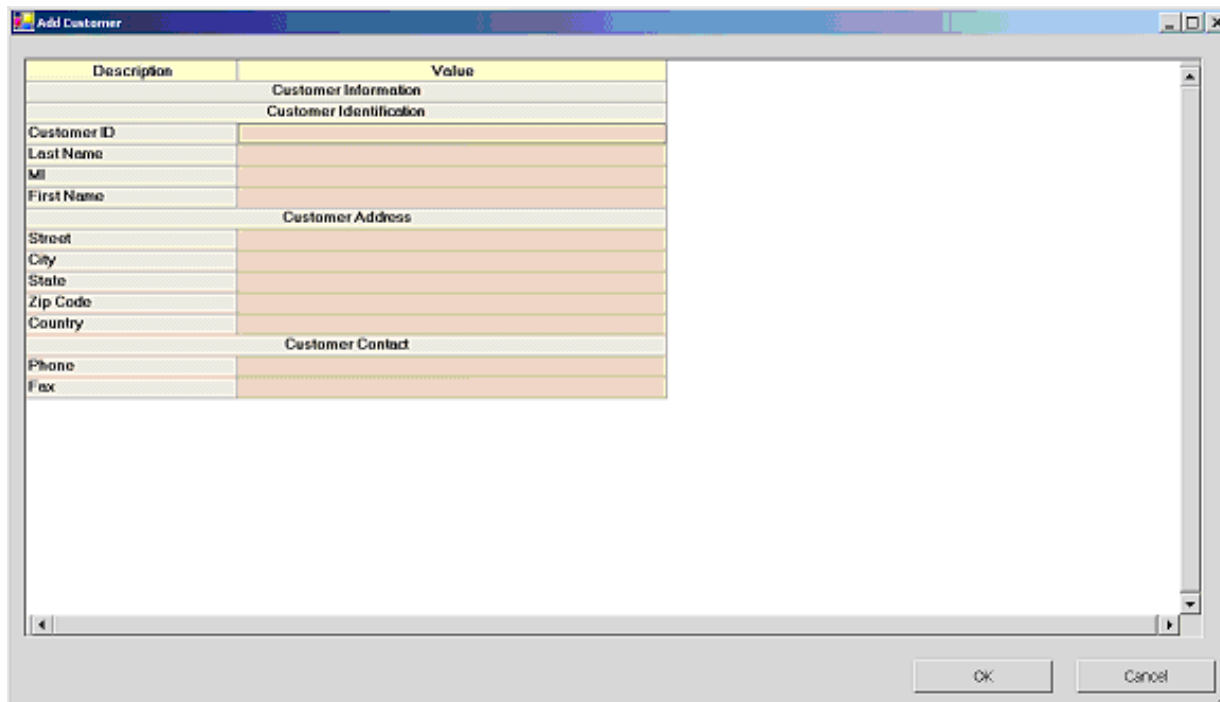
1. Select **View | Customer Summary** to access the *Customer Summary* tab (Figure 20).

Figure 20. Customer Summary tab



2. Click **Add** to access the *Add Customer* window (Figure 21 on page 41).

Figure 21. Add Customer window



The screenshot shows a window titled "Add Customer" with a table-like form. The form has two columns: "Description" and "Value". The form is organized into three main sections: "Customer Information", "Customer Address", and "Customer Contact".

| Description | Value |
|-------------------------|-------|
| Customer Information | |
| Customer Identification | |
| Customer ID | |
| Last Name | |
| MI | |
| First Name | |
| Customer Address | |
| Street | |
| City | |
| State | |
| Zip Code | |
| Country | |
| Customer Contact | |
| Phone | |
| Fax | |

At the bottom right of the window, there are "OK" and "Cancel" buttons.

3. Enter the customer information
4. Click **OK**.

Edit customers

To edit customers, do the following:

1. Select **View | Customer Summary** to access the *Customer Summary* tab (Figure 20 on page 40).
2. Select the customer from the list and click **Edit**.
3. Change the required information.
4. Click **OK**.

Delete customers

To delete customers, do the following:

1. Select **View | Customer Summary** to access the *Customer Summary* tab (Figure 20 on page 40).
2. Select the customer from the list.
3. Click **Delete**.

Note: When you delete a customer, you will also delete all accounts that are associated with that customer.

Account extensions

Enterprise Downloader allows you to create account extensions so that panels with the same account number can be distinguished from each other. The account extension consists of up to ten user-specified digits or letters that are applied as a prefix to the panel's account number when it is displayed or sorted. Account extensions are determined by each panel's programming for Central Station Phone Number 1 (CS1 Phone). Each CS1 phone number supported by the central station is given a defined prefix. For example, if several accounts purchased from Elmwood Security are all be configured to report to a receiver with a phone number of 800.555.1212 and be identified with the prefix *ELM*, Enterprise Downloader will maintain a list where the phone number *800.555.1212* is paired with the *ELM* prefix.

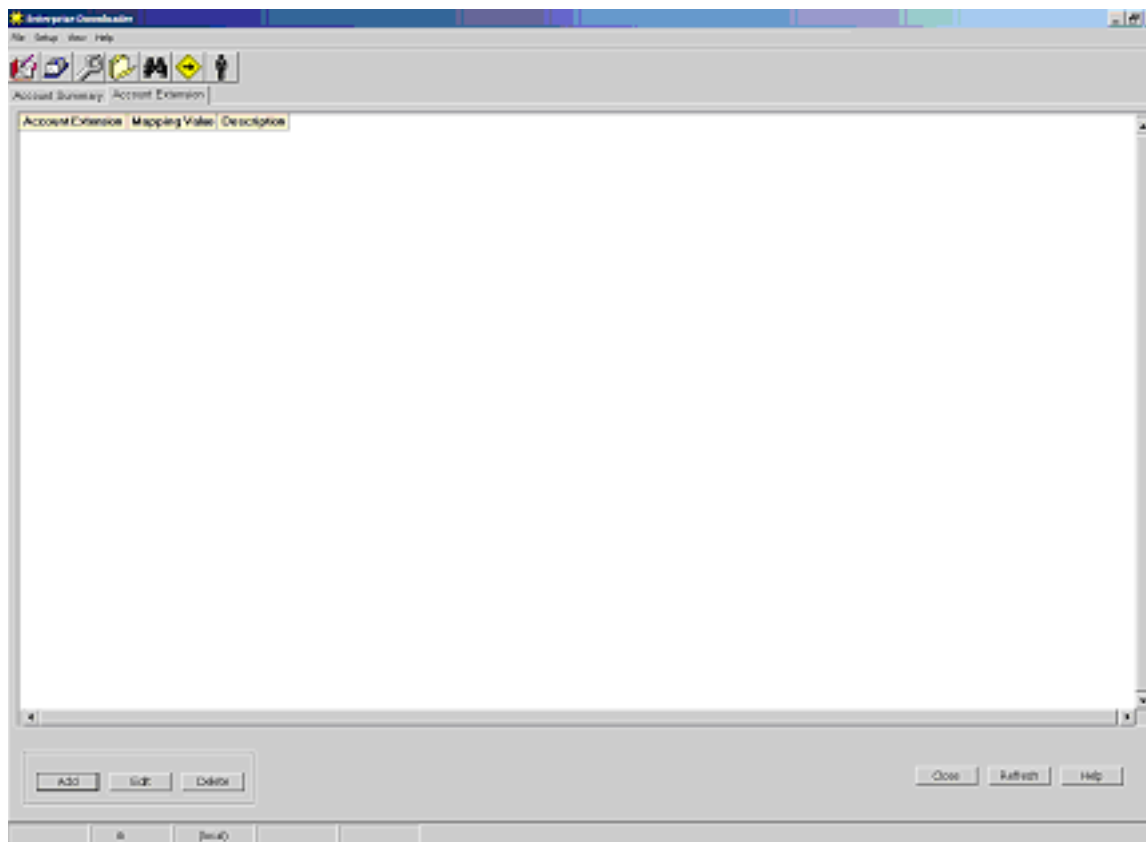
Enterprise Downloader will not allow phone numbers to be typed into accounts that are configured with an account extension. The phone number to be used for CS1 Phone is read from the account extension table, and automatically stored with the panel's account data. To change the CS1 Phone number in a panel, you must select the account extension associated with the desired phone number and download the panel. When the download is successfully completed, the database record for the panel will be updated to reflect the new extension.

Create account extensions

To create account extensions, do the following:

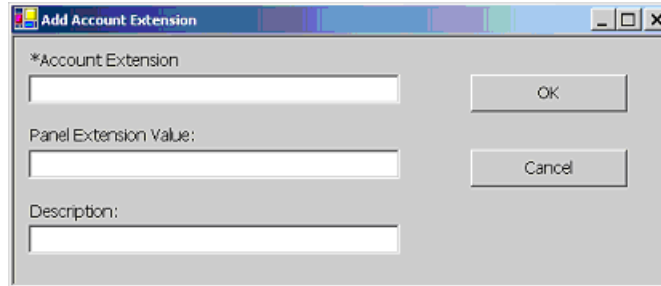
1. Select **Setup | Account Extension** to access the *Account Extension* tab (Figure 22).

Figure 22. Account Extension tab



2. Click **Add** to access the *Add Account Extension* window (Figure 23 on page 44).

Figure 23. Add Account Extension window



3. Enter the extension name or abbreviation in the *Account Extension* field.
4. Enter the phone number of the extension in the *Panel Extension Value* field.
5. Enter a description or comment in the *Description* field.
6. Click **OK**.

Note: You can enter more than one phone number per extension name. To do this click **Add** and enter the name of an existing extension in the *Account Extension* field, and enter a different phone number in the *Panel Extension Value* field.

Edit account extensions

To edit account extensions, do the following:

1. Select **Setup | Account Extension**.
2. Select the account extension on the list and click **Edit**.
3. Change the data in the appropriate field.
4. Click **OK**.

Delete account extensions

To delete account extensions, do the following:

1. Select **Setup | Account Extension**.
2. Select the account extension on the list.
3. Click **Delete**.

Note: Deleting an extension will delete all the panels that are associated with that extension.

Bulk accounts

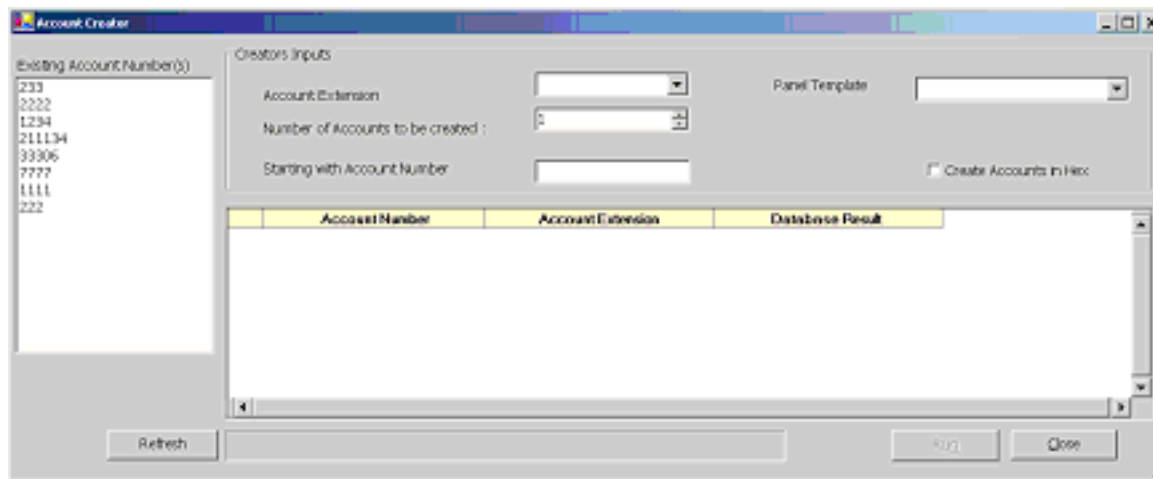
Use the *Account Creator* window when you want to create a large batch of sequential account numbers in the database. You can specify the starting account number and the number of accounts to create. You can also specify the panel template to use and the account extension. Account numbers can be created in hexadecimal or decimal.

Create bulk accounts

To create bulk accounts, do the following:

1. Select **Setup | Account Creator** to access the *Account Creator* window (Figure 24).

Figure 24. *Account Creator* window



2. Select the panel template from the list in the *Panel Template* field.
3. Select the account extension (optional) from the list in the *Account Extension* field if needed.
4. Enter the number of accounts to be created.
5. Enter the starting account number.
6. Select the *Create Accounts in Hex* box if you want to create the account number with hexadecimal values.
7. Click **Run** to generate the accounts.
8. Click **Refresh** to display the accounts in the *Existing Account Number* field.

Once the accounts are created, you must use the *Edit Account* window to view or edit the accounts.

Chapter 5 Jobs

This chapter provides an overview of what jobs are and instructions on creating and using jobs.

In this chapter:

- Jobs* 48
- Job history* 51
- Tracking differences* 51

Jobs

Enterprise Downloader communicates with a panel only when a job is created that instructs Enterprise Downloader to do so. Enterprise Downloader defines a job as the combination of the connection type with the downloaded type:

Connection type (who is calling who). Panel calls to Downloader. Downloader calls to the panel.

Load type (purpose of job). Full upload, full download, or user specified.

Connections to panels can go in one of the following directions:

- Downloader can accept calls from panels whether the call is expected or not (a *call-in job*); and
- Downloader can call individual panels (a *call-out job*).

Downloader connects with a panel in order to:

Upload from a panel. Downloader reads all loadable information from a panel and saves it in the Downloader account. An upload copies all settings, overwriting any previous loadable account information. Upload from a panel to get your previously installed panels into the Downloader database.

Download to a panel. Downloader writes all loadable account information from Downloader to the panel. It will overwrite all previous settings in the panel. For example, download to a panel to reload all of a panel's settings when replacing a panel.

Merge with a panel. Downloader lets you do a job that uploads and downloads properties at the same time. These job setting actions are selected from the *Job Edit* window under the *Job Details* tab.

Job templates

See [Job templates](#) on page 56 for information on how to create, edit, and delete job templates.

Create jobs

Jobs can be created at any time and stored until the designated start time. For example, if an area code changes, you can schedule the accounts affected to call out so Downloader can download the new code to each panel.

To create a job, do the following:

1. From the *Account Summary* window, click **New/Edit** in the *Jobs* field. The *New Job* window (Figure 25) appears.

Figure 25. New Job window

2. Fill in the following fields:

Call Type. Choose whether to dial out to the panel or wait for the panel to call Downloader.

Panel Dial Out Phone. Enter the phone number to call the remote panel.

Stay Online. Check this box to not hang up with the panel after a job is complete. This will allow you to create and do another job once this job has completed. The panel will time out and disconnect after five minutes of no information transferred.

Use Unassigned CommServer. Select this box to tell the JobServer to use any CommServer that is not associated with a particular user. This should always be selected when you do not add users to the CommServer when you create the CommServer. See *Operators (users)* on page 20.

Allow Early Call-In. Check this box when you have scheduled a job to process in the future and it is okay if the panel calls in early for the change.

Ring/Hang/Ring. Use the drop-down menu to indicate how to connect to the panel. These options change per panel type.

Set Panel Time. Set the time in the panel.

Change Panel Account. Change the account number in the panel.

Change Account Extension. Change the account extension in the panel.

Change DL Code. Change the dealer code in the panel.

Set OEM Code and Clear OEM Code. These options are used by specific customers that have panels made with special OEM features enabled.

Time of Day Offset. Use this option to set the time in panels that are located in a different time zone.

Enable Difference Tracking. Check this option when you want to compare the property values that are in the panel with the property values represented in Downloader. This is useful if the user wants to see the difference between a defaulted panel and the current values in a panel. If this value is checked, the user must go to the differences window and manually update the values after an upload in order for those values to be reflected in the database.

3. Click **OK** to save the information and close the window, or click **Apply** to save the information and keep the window open to continue creating new jobs.

Edit jobs

To edit jobs, do the following:

1. From the *Account Summary* window, click **New/Edit** in the *Jobs* field. The *New Job* window (*Figure 25* on page 49) appears.
2. Change the appropriate fields.
3. Click **OK** to save the information and close the window, or click **Apply** to save the information and keep the window open to continue editing new jobs.

Delete jobs

To delete jobs, do the following:

1. In the menu bar, select **View | Job Summary**, or click the **Job Summary** icon on the tool bar (*Figure 3* on page 16). You can also delete jobs from the CommServer and JobServer interfaces.
2. Select the job from the list.
3. Click **Delete**.

Note: You cannot delete jobs that are in processing or callback mode.

Job history

You can use Enterprise Downloader to track the history of the values downloaded to a panel.

To enable the job history option, do the following:

1. Select **Setup | System Preferences**.
2. Change the *Days to Retain Job Histories* field to a value other than 0. This represents the number of days to retain the property history values.
3. Click **Apply**.

Once the job history option is enabled and properties are downloaded to a panel, you can view the job history.

To view job histories, do the following:

1. Select **View | Account Summary**. You can also access the information from **View | Job Summary**.
2. Select the account from the list.
3. Click **History**.

Tracking differences

Enterprise Downloader allows you to track the differences in property values between the actual data that is stored in the panel, and what the user interface contains in the database. Job tracking is enabled on a per-job basis. This means that you can specify whether or not to log differences on each specific job you run.

To enable difference tracking, do the following:

1. Select a specific account from the *Account Summary* window and click **New/Edit**.
2. Click **Enable Difference Tracking** (*Figure 25* on page 49).
3. Once the job is successfully completed, select **View | Account Summary** or click the **Account Summary** icon. From the *Account Summary* window (*Figure 16* on page 36) you can see the properties that are different between the database and the panel values.

See [Account differences](#) on page 39 to update the values in the database to match the actual panel data.

Chapter 6 Templates

This chapter provides information on how to create and use panel and job templates.

In this chapter:

- Panel templates* 54
- Job templates* 56

Panel templates

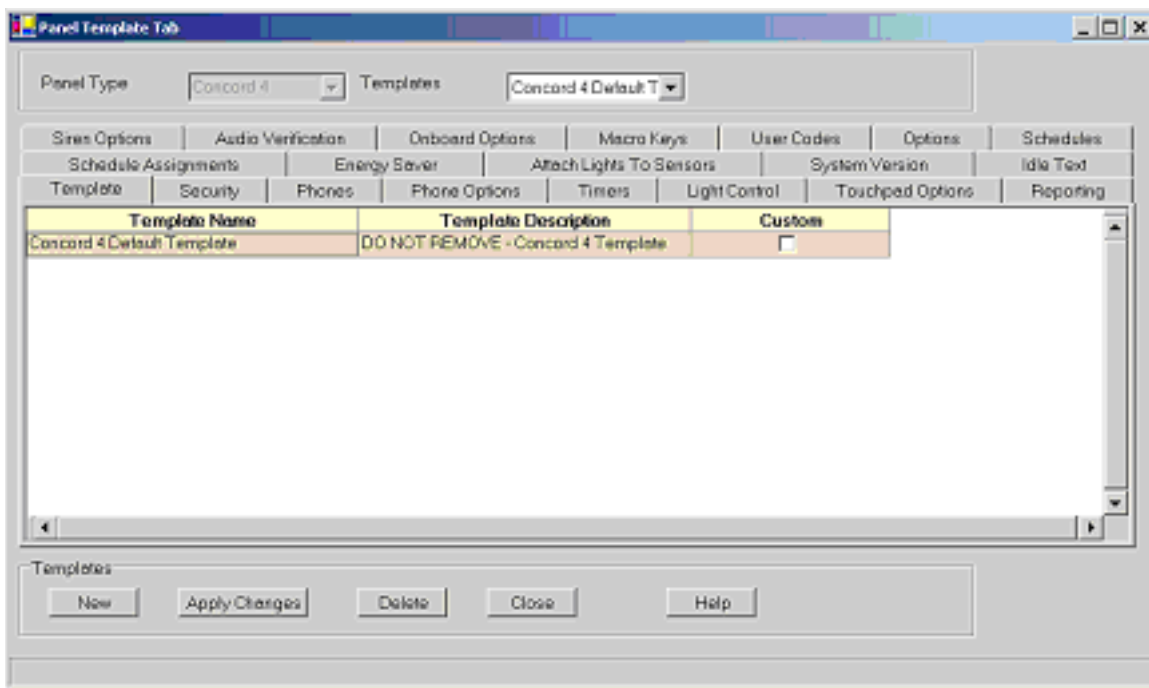
Enterprise Downloader is able to create and use multiple account templates. When you create a new account, you can use these templates to define default values stored for the new account. You can specify a template to use when you create an account and specify an account to be stored as a template.

Create panel templates

To create panel templates, do the following:

1. Select **Setup | Panel Template** to access the *Panel Template* tab (Figure 26).

Figure 26. Panel Template tab



2. Select the panel type from the list in the *Panel Type* field.
3. Click **New** to create a new panel template.
4. Change the properties you want to edit.
5. Click **OK** to save the information and close the window, or click **Apply Changes** to save the information and keep the window open to continue creating templates.

Note: You can also create a panel template when you are editing an account in the *Edit Accounts* window (Figure 17 on page 37) by clicking **Create Panel Template** and entering a name for the template to store.

Edit panel templates

To edit panel templates, do the following:

1. Select **Setup | Panel Template**.
2. Select the panel type you want to edit from the list in the *Panel Type* field.
3. Select the panel template you want to edit from the list in the *Templates* field.
4. Edit the required properties.
5. Click **OK** to save the information and close the window, or click **Apply Changes** to save the information and keep the window open to continue editing panel templates.

Delete panel templates

To delete panel templates, do the following:

1. Select **Setup | Panel Template**.
2. Select the panel type you want to delete from the list in the *Panel Type* field.
3. Select the panel template you want to delete from the list in the *Templates* field.
4. Click **Delete**.

Custom panel templates

Use the custom panel template for unscheduled call-ins from a panel. Only one panel template is assigned as the *custom* panel template. The custom panel template is specified from the JobServer UI to download specific values to a panel. This is useful when you want to assign a new CSPhone (or any other property) to every panel that calls in. You can modify a panel template with certain values and specify that template as the custom template, then select the custom option for the *New Account Panel Template* value in the *Unscheduled Call-in Settings* tab in the **Options** menu of the JobServer UI.

To assign a panel template as the custom template, do the following:

1. Select the template from the *Panel Template* tab (*Figure 26* on page 54).
2. Select the *Custom* box.
3. Click **OK**.

Remember, although you can have numerous panel templates, only one panel template can be specified as the custom panel template. If you assign a different template as the custom template, the previously assigned custom template will no longer be the custom template.

Job templates

Enterprise Downloader is able to create and use multiple job templates. When you create a new job, you can use these templates to define the default job type. You can specify a template to use to create new jobs, and you can specify a job to be stored as a template.

Enterprise Downloader comes populated with three job templates:

Full Upload. Does a full upload from/to the panel.

Full Download. Does a full download from/to the panel.

Custom. Operator specified job actions (the default *custom* template is full upload).

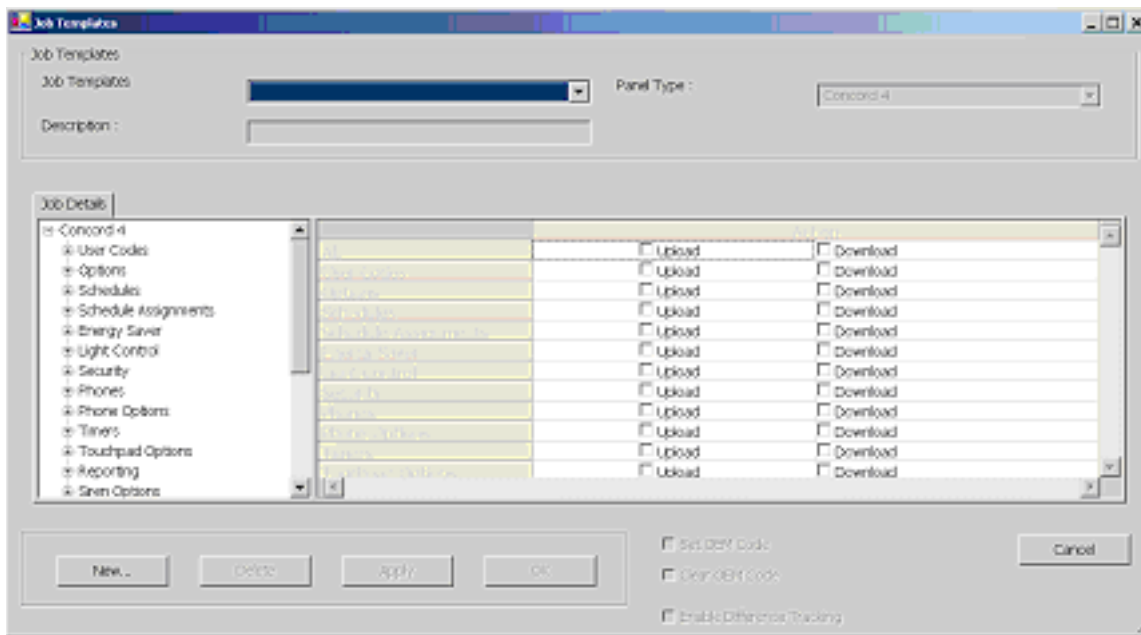
You can create as many other job templates as you want, but you can only assign one template to be the *custom* job template (see [Custom panel templates](#) on page 55).

Create job templates

To create job templates, do the following:

1. Select **Setup | Job Templates** to access the *Job Template* tab (Figure 27).

Figure 27. Job Template tab



2. Select the panel type you wish to create a template for from the list in the *Panel Type* field.
3. Click **New...** to create a new job template.
4. Select the combinations of actions you want the job to do in the *Job Details* field.

5. Click **OK** to save the information and close the window, or click **Apply Changes** to save the information and keep the window open to continue creating job templates.

Note: You can also create job templates while editing a job in the *Edit Job* window. In that window, click **Save As Template** and enter a template name to store the template.

Edit job templates

To edit job templates, do the following:

1. Select **Setup | Job Templates**.
2. Select the panel type from the list in the *Panel Type* field.
3. Select the job template you want to edit from the list in the *Job Template* field.
4. Edit the job details.
5. Click **OK** to save the information and close the window, or click **Apply Changes** to save the information and keep the window open to continue editing job templates.

Delete job templates

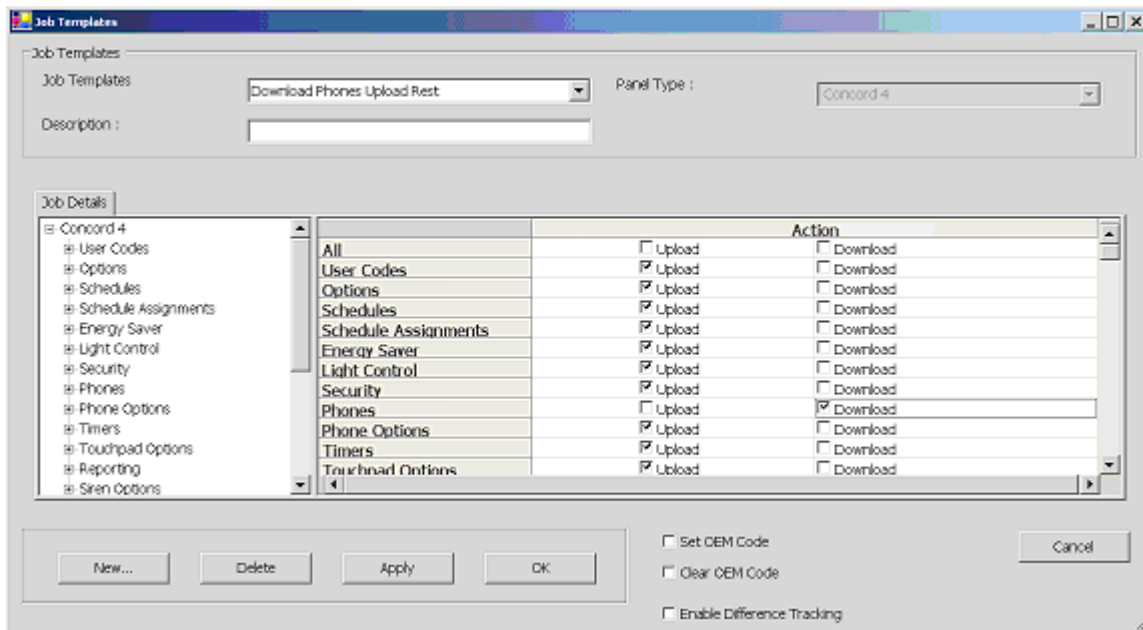
To delete job templates, do the following:

1. Select **Setup | Job Templates**.
2. Select the panel type from the list in the *Panel Type* field.
3. Select the template from the *Job Template* field.
4. Click **Delete**.

Custom job templates

Use the custom job template from the JobServer UI to specify what job action an unscheduled panel does when calling in. For example, if you want to download specific phone properties to a panel and upload all other information from the panel, you would modify the job template to download the phones and upload all other properties as shown in *Figure 28*.

Figure 28. Job Templates window example



You also need to modify the custom panel template with the specific values to download.

These job templates can be specified from the JobServer UI to do certain actions depending on whether the account already exists in the database, or whether it is a new account calling in. See *JobServer* on page 21.

Chapter 7 Troubleshooting and support

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your GE equipment.

In this chapter:

- Troubleshooting* 60
- Troubleshooting your Enterprise Downloader system*..... 60
- Contacting technical support* 64
- Online publication library* 64

Troubleshooting

This section provides information to help you diagnose and solve various problems that may arise while configuring or using your GE product and offers technical support contacts in case you need assistance. (See [Contacting technical support](#) on page 64.)

Troubleshooting your Enterprise Downloader system

- *How do I access the event log?*

Enterprise Downloader writes error logs to the system event viewer. To view the error logs, open the event viewer on the machine and click on the EDUI log. (On a Windows 2000 machine, go to the control panel and click **Administrative Tools**.) If an error was trapped, it will be displayed in the event viewer log and may provide some useful debug information.

- *Why am I unable to log on to the JobServer?*

Verify that the name of the JobServer is the correct machine name in the CommServer property window.

- *Why can't I log on to the database from the user interface?*

Check the server name. It should be similar to one of the following examples:

- *(local)*
- Your computer name
- *(local)\EDMSDE2000*
- *Infra_24f43\EDMSDE2000*

Verify that the SQL Manager is started. Go to *C:\Program Files\Microsoft SQL Server\80\Tools\Binn* and start (*sqlmangr.exe*):

- *What if I start a job and nothing happens?*

To find the problem, do the following:

- a. Verify that the *Use unassigned CommServer* option is checked if no users are entered in the CommServer UI.
- b. Confirm Dial out type is set to *Dial out to panel*.
- c. Make sure the phone number is the correct number and has not been left blank.

- *What should I do if the CommServer is unable to log on to the JobServer?*

If you are unable to log on to JobServer, do the following:

- a. Make sure the JobServer service is started.
- b. Verify that the JobServer name in the CommServer properties window is correct.
- c. Stop the JobServer service and restart it, then log on with CommServer.
- d. Try to exit and restart CommServer.

- *Why has CommServer stopped responding (memory error)?*

If the ports log out of JobServer, the CommServer disappears, or CommServer on XP pops up an error box, stop and restart the CommServer.

- *Why isn't the modem responding?*

Verify that the modem is turned on, plugged into a phone line, and the type is correctly defined as the *right Com port* from the *Profiles* list.

- *Why did my job fail?*

Verify that JobServer is logged on (green triangle).

Verify that the CommServer is communicating with the modem (no Xs in CommServer UI).

- *After a panel upload, why do the property values fail to appear in the user interface?*

Make sure you do not have *Enable Difference Tracking* enabled in the *Job* window. If you do, you will have to go to the *Differences* window and update the values.

After a panel upload, the system may take a while to update the properties to the database. On slower machines, this may take some time to complete. Verify that the user interface indicates the job has completed on the *Job Summary* or *Account Summary* window.

- *Why do similar time values appear in the Differences window when their values are the same?*

Sometimes dates will appear to be the same (for example, 10:00 AM for the *Saved* value and 10:00 AM for the *Panel* value). Even though the times are the same, sometimes the associated dates will not be the same. If updated, these values will no longer appear in the *Differences* window.

- *How do I blank out an output trigger for a snapcard in a Concord panel?*

In order to completely blank out an output trigger for a snapcard in the panel, you must go to the *Output Configuration* window from the *Onboard Options* tab or go to the *Output Responses* window from the *Accessory Modules* tab and select the following options:

- Set the *Output Trigger* to (244) *Blank Trigger*.
- Enable *Siren Tracking* and *Trip Delay*.
- Set the *Response Time* to *Sustained*.

- *How do I change the Access Code Length setting in a Simon panel?*

Since the *Access Code Length* setting affects the security codes as well as the access codes, you must download all access codes and properties as well as all security properties when changing the value of the *Access Code Length*.

- *How do I backup my database if I'm using the MSDE version of the SQL database?*

The best way to backup the MSDE database is to copy the database files to a backup location. Before copying these files, you will have to stop the SQL Server Service Manager. You can do this by double-clicking the SQL Service icon located in the system tray, then clicking the **Stop** button. Once the files are copied, it is important to restart the service.

The files are named: E3_Data.MDF, E3_Log.MDF, ITIED_Data.MDF, and ITIED_Log.LDF. These files should be under location C:\Program Files\ITI Enterprise Downloader\Database.

- *How do I get the Downloader to handle unattended calls with a Downloader (DL) Code in the panel that is not the default value?*

The Downloader code is a 5-digit security code set in the panel that will not allow remote connectivity to the panel if the code is not configured properly in the Downloader.

To get nondefault DL codes to upload into the Downloader when performing an unattended call-in, do the following:

1. From the JobServer user interface, click on the **File** menu and select **Options**. Go to the *Unscheduled Call-in Settings* tab. Under this tab, make sure the *New Account Panel Template* option is set to *Custom*, not *Default ITI*. Then right-click the specific default DL code number and select **Edit** to modify the number. After you change the number, click **OK**. You must change this number for each corresponding panel type.

Note: After you make any changes in the JobServer UI, you must stop and restart the service before the changes will go into affect.

2. To edit the corresponding panel templates in the Enterprise Downloader user interface, click on the **Setup** menu and select **Panel Template**. From the panel type selected, make sure to check the appropriate template to be used for call-in data by clicking the **Custom** check box from the *Template* tab. Once you are editing the template flagged as *Custom*, click on the *Security* tab and edit the Downloader Code value to match the value in the panel.

Once you have completed this procedure, the values linked with the panel template flagged as *Custom*, will be the values that get created and downloaded to the panel when a new panel calls in. The properties that get downloaded into the panel are determined by job actions that are defined in the Job template set to handle unattended call-ins.

- *How can I turn down the volume on the modem?*

Depending on your modem type, you should be able to lower the speaker volume in the modem initialization string. It is a good idea to refer to your specific modem documentation, but usually adding "LO" to the initialization string from the CommServer user interface will lower the speaker volume on the modem.

- *How can I adjust the ring/hang/ring timing when calling a panel?*

There are two settings in the CommServer user interface that will change the timing of how the ring/hang/ring setting will work. The *Pause Length* represents the time delay for each comma that is put into the dial string. The *Digit Length* determines how long to wait after each digit is dialed. These time values are in milliseconds (1000 = 1 second).

The Comm settings should be extended if the Downloader is calling the panel and hanging up before the panel has a chance to receive the call.

The Comm settings should be shortened if the panel is receiving more than two rings before hanging up and retrying on the ring/hang/ring setting.

- *How does the Use Unassigned CommServer setting work?*

The *Use Unassigned CommServer* setting in the *Job* screen is used to determine which modem will be used for a particular call-out job. Unassigned means that there are no users assigned to it from the CommServer user interface screen. When the CommServer is initially configured, if no names are entered into the users list, the *Use Unassigned CommServer* option will have to be checked for all call-out jobs.

If a user name or computer name is entered into the users list when configuring the CommServer, the *Use Unassigned CommServer* option can be left unchecked.

Assigning user names to specific CommServer controls which modems are used for specific call-out jobs. This can help with modem load sharing as well as helping to debug errors that occur during call-out.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 6 a.m. and 5 p.m. Pacific Time).

Table 2. Sales and support contact information

| | Sales | Technical support |
|---------------|---|--|
| Phone | Toll-free: 888.GESECURity (888.437.3287 in the US, including Alaska and Hawaii; Puerto Rico; Canada). Outside the toll-free area: 503.885.5700. | |
| E-mail | info@gesecurity.com | generaltech@ge.com |
| Fax | 800.483.2495 | 541.752.9096 (available 24 hours a day) |

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library, available to all of our customers. To access the library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Tools** area at the top, click the *Publication Library* link. After you register and log on, you may search through our online library for the documentation you need.¹

1. Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Acrobat Reader, which can be downloaded free from Adobe's website at www.adobe.com.

Appendix A OEM codes

This appendix describes how Enterprise Downloader works with the OEM codes shipped with panels.

OEM code

Certain panels ship from the factory with a specific, nonblank OEM code. Full remote programming access to those panels requires that the standard Enterprise package be upgraded to register an OEM code that matches the code installed in the panels at the factory. The objective of service provider protection is to allow a monitoring center to:

- have full upload/download access to their panels;
- prevent any other monitoring center from having full access to their panels; and
- allow installers running standard upload/download software to change all panel parameters, except those that could redirect the panel to a new central station, or those that can prevent the original monitoring center from connecting to the panel for upload/download.

A panel with no OEM code set can be processed by the standard Enterprise product. For these panels, the keys for access are the download code and the dealer code. Both must match for any job to be processed at all.

When a panel has an OEM code, it cannot be programmed remotely by the standard Toolbox product. The standard version of Enterprise will do partial processing on OEM code-protected panels. Parameters that cannot be uploaded or downloaded (even if phone lock is not set) are:

- CS phone 1;
- CS phone 2;
- SL phone;
- phone lock;
- DL access code;
- phone mod 1;
- phone mod 2;
- dealer code/utility access code 1; and
- account code.

A standard version of Enterprise can be upgraded to do full processing on panels that are protected by specific OEM codes. This upgrade requires the use of a license diskette, and the upgrade cannot be copied from system to system without the diskette. When Enterprise has been upgraded, it will process standard panels and do full processing of OEM code panels when the panel code matches the code registered with Enterprise during the upgrade.

Appendix B Panel sensor groups

This appendix provides tables of sensor groups for panels used with Enterprise Downloader software.

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|--|----|
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Allegro sensor groups

Table 3 shows the sensor groups for Allegro control panels.

Table 3. Allegro sensor groups

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime | Active Levels |
|-----|--------------------|---|-----------|----------|----------|-------------|-----------|-------|---------------|
| 00 | Fixed panic | 24-hour audible fixed emergency buttons | Police | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 01 | Portable panic | 24-hour audible portable emergency buttons | Police | Instant | No | No | Yes | No | 1, 2, 3 |
| 02 | Fixed panic | 24-hour silent fixed emergency buttons | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 03 | Portable panic | 24-hour silent portable emergency buttons | Silent | Instant | No | No | Yes | No | 1, 2, 3 |
| 04 | Fixed emergency | 24-hour emergency sensor, such as pendant panic or holdup button | Emergency | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 06 | Portable emergency | 24-hour portable emergency alert button | Emergency | Instant | No | No | Yes | No | 1, 2, 3 |
| 08 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 09 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Standard | Yes | Yes | Yes | No | 1, 2, 3 |
| 10 | Entry/exit delay | Entry and exit doors that require a standard delay time | Police | Standard | Yes | Yes | Yes | Yes | 2, 3 |
| 13 | Instant perimeter | Exterior doors and windows | Police | Instant | Yes | Yes | Yes | Yes | 2, 3 |
| 14 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 2, 3 |
| 15 | Instant interior | Interior PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 2, 3 |
| 16 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 3 |
| 17 | Instant interior | PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 3 |
| 18 | Instant interior | PIR motion sensors subject to false alarms (cross-zone) ^{1 2} | Police | Follower | No | Yes | Yes | No | 3 |
| 19 | Delayed interior | Interior doors that initiate a delay before going into alarm ¹ | Police | Standard | Yes | Yes | Yes | No | 3 |
| 20 | Delayed interior | PIR motion sensors that initiate a delay before going into alarm ¹ | Police | Standard | No | Yes | Yes | No | 3 |

Table 3. Allegro sensor groups (continued)

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime | Active Levels |
|-----|-------------------------|--|---------------|----------|----------|-------------|-----------|-------|---------------|
| 21 | Local instant interior | 24-hour local alarm zone protecting anything that opens and closes | Police | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 22 | Local delayed interior | Same as group 21, plus activation initiates a delay before going into alarm | Police | Standard | Yes | Yes | No | No | 1, 2, 3 |
| 23 | Local instant emergency | 24-hour local alarm zone protecting anything that opens and closes ³ | Emergency | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 25 | Local special chime | Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ If using a PIR motion sensor, use only Part No. 60-511-01-95. | Special chime | Instant | No | Yes | No | No | 1, 2, 3 |
| 26 | Fire | 24-hour fire, rate-of-rise heat, and smoke sensors | Fire | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 29 | Freeze | Freeze sensors | Emergency | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 33 | Siren | Siren supervision | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 34 | Gas | Carbon monoxide (CO) gas detectors ³ | Emergency | Instant | Yes | Yes | yes | No | 1, 2, 3 |
| 38 | Water | Water sensors | Trouble beeps | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 39 | DTIM | Dialog Telephone Interface Module (DTIM) ⁴ | Police | Instant | No | Yes | Yes | No | |

1. This group is not certified as a primary protection circuit for UL listed systems and is for supplementary use only.
2. Sounds an instant local alarm if one sensor is tripped. Sounds police siren if two or more sensors are tripped within four minutes. Otherwise sensors are followers to delayed sensors. If Alarm Verification is on, group 18 functions like group 17.
3. This group has not been investigated by UL.
4. The DTIM will report in all levels.

Siren type

Police. A high level steady siren.

Fire. A high level temporal siren.

Silent. No siren.

Emergency. A low level on-off patterned siren.

Delay

Instant. A sensor of this type will cause an immediate alarm if a violation occurs anytime in an active arming level.

Standard. A sensor of this type will cause an entry delay if a violation occurs anytime in active arming level. A violation during an exit delay will not cause an alarm. If the arming level modifier *No Delay* is enabled, a sensor of this type will cause an immediate alarm if the violation occurs during an active arming level.

Follower. A sensor of this type will cause an immediate alarm if a violation occurs during an active level unless an entry or exit delay is in progress. If violated during an entry delay and the entry delay expires, the sensor will go into alarm.

Simon 2 sensor groups

Table 4 shows the sensor groups for Simon 2 control panels.

Table 4. Simon 2 sensor groups

| Type | Name/application | Siren Type | Delay | Restoral | Supervisory | Active in Levels |
|------|--|------------|-------|----------|-------------|------------------|
| 00 | Fixed panic: 24-hour audible fixed emergency button | Intrusion | I | No | Yes | 1, 2, 3, 4 |
| 01 | Portable panic: 24-hour audible portable emergency buttons | Intrusion | I | No | No | 1, 2, 3, 4 |
| 02 | Fixed panic: 24-hour silent fixed emergency buttons. Status light will not blink. | Silent | I | No | Yes | 0, 1, 2, 3, 4 |
| 03 | Portable panic: 24-hour silent portable emergency buttons. Status light will not blink. | Silent | I | No | No | 0, 1, 2, 3, 4 |
| 04 | Fixed auxiliary: 24-hour auxiliary sensor, such as pendant panic | Emergency | I | No | Yes | 0, 1, 2, 3, 4 |
| 05 | Fixed auxiliary: 24-hour emergency button. Siren shutoff confirms CS report. | Emergency | I | No | Yes | 0, 1, 2, 3, 4 |
| 06 | Portable auxiliary: 24-hour portable auxiliary alert button | Emergency | I | No | No | 0, 1, 2, 3, 4 |
| 07 | Portable auxiliary: 24-hour portable auxiliary button. Siren shutoff confirms CS report. | Emergency | I | No | No | 0, 1, 2, 3, 4 |
| 08 | Special intrusion: gun cabinets such as and wall safes | Intrusion | I | Yes | Yes | 1, 2, 3, 4 |
| 09 | Special intrusion: gun cabinets such as and wall safes | Intrusion | S | Yes | Yes | 1, 2, 3, 4 |
| 10 | Entry/exit delay: Entry/exit delay that require a standard delay time. Chime | Intrusion | S | Yes | Yes | 2, 4 |
| 13 | Instant perimeter: Exterior doors and windows. Chime. | Intrusion | I | Yes | Yes | 2, 4 |
| 14 | Instant interior: Interior doors | Intrusion | F | Yes | Yes | 2, 3, 4 |
| 15 | Instant interior: Interior PIR motion sensors ¹ | Intrusion | F | No | Yes | 2, 3, 4 |
| 16 | Instant interior: Interior doors | Intrusion | F | Yes | Yes | 3, 4 |
| 17 | Instant interior: PIR motion sensors ¹ | Intrusion | F | No | Yes | 3, 4 |
| 19 | Delayed interior: interior doors that initiate a delay before going into alarm ¹ | Intrusion | S | Yes | Yes | 3, 4 |
| 20 | Delayed interior: PIR motion sensors that initiate a delay before going into alarm ¹ | Intrusion | S | No | Yes | 3, 4 |
| 21 | Local instant interior: 24-hour local alarm zone protecting anything that opens and closes. No report. | Intrusion | I | Yes | Yes | 1, 2, 3, 4 |
| 22 | Local delayed interior: same as group 21, plus activation initiates a delay before going into alarm. No report. ¹ | Intrusion | S | Yes | Yes | 1, 2, 3, 4 |

Table 4. Simon 2 sensor groups (continued)

| | | | | | | |
|----|---|---------------|---|-----|-----|-------|
| 23 | Local instant auxiliary: 24 hour local alarm zone protecting anything that opens and closes. ² No report. | Emergency | I | Yes | Yes | 01234 |
| 24 | Local instant auxiliary: 24 hour local alarm zone protecting anything that opens and closes. Sirens shut off at restoral. No report. ¹ | Emergency | I | Yes | Yes | 01234 |
| 25 | Local special chime: Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ No report. | Three beeps | I | No | Yes | 01234 |
| 26 | Fire: 24 hour fire, rate-of-rise heat, and smoke sensors ³ . | Fire | I | Yes | Yes | 01234 |
| 27 | Lamp control or other customer feature. ² No report. | Silent | I | Yes | Yes | 01234 |
| 28 | PIR motion sensor, sound sensor, or pressure mat. ² No report. | Silent | I | No | Yes | 01234 |
| 29 | Auxiliary: Freeze and water sensors. | Trouble Beeps | I | Yes | Yes | 01234 |
| 32 | PIR motion sensor or sound sensor. ² No report. | Silent | I | No | No | 01234 |
| 33 | Supervised wireless siren (SWS) | Silent | I | Yes | Yes | 01234 |
| 34 | Carbon monoxide alarm | Emergency | I | Yes | No | 01234 |

1. This type is not certified as a primary protection circuit for UL-listed systems and is for supplementary use only.
2. This type has not been investigated by UL.
3. This type is required for UL-listed residential fire alarm applications.

Arming levels

- 0.** Subdisarmed (used to bypass intrusion sensors that are active 24 hours a day). Only the Master Access code can enter this level.
- 1.** Disarm.
- 2.** Arm doors and windows.
- 3.** Arm motion sensors.
- 4.** Arm doors/windows and motion sensors.

Delays

- I.** Instant delay, no delay, immediate alarm.
- S.** Standard delay, alarm sounds after programmed entry delay time.
- F.** Follower delay, alarm sounds immediately if entry/exit delay is not active, otherwise alarm sounds after programmed entry delay time.

Simon 3 sensor groups

Table 5 shows the sensor groups for Simon 3 control panels.

Table 5. Simon 3 sensor groups

| Type | Name/application | Siren type | Delay | Restoral | Supervisory | Active in levels |
|------|--|------------|-------|----------|-------------|------------------|
| 00 | Fixed panic: 24 hour audible fixed emergency button | Intrusion | I | No | Yes | 1, 2, 3, 4 |
| 01 | Portable panic: 24 hour audible portable emergency buttons | Intrusion | I | No | No | 1, 2, 3, 4 |
| 02 | Fixed panic: 24 hour silent fixed emergency buttons. Status light will not blink. | Silent | I | No | Yes | 0, 1, 2, 3, 4 |
| 03 | Portable panic: 24 hour silent portable emergency buttons. Status light will not blink. | Silent | I | No | No | 0, 1, 2, 3, 4 |
| 04 | Fixed auxiliary: 24 hour auxiliary sensor | Emergency | I | No | Yes | 0, 1, 2, 3, 4 |
| 05 | Fixed auxiliary: 24 hour emergency button. Siren shut off confirms CS report. | Emergency | I | No | Yes | 0, 1, 2, 3, 4 |
| 06 | Portable auxiliary: 24 hour portable auxiliary alert button | Emergency | I | No | No | 0, 1, 2, 3, 4 |
| 07 | Portable auxiliary: 24 hour portable auxiliary button. Siren shut off confirms CS report. | Emergency | I | No | No | 0, 1, 2, 3, 4 |
| 08 | Special intrusion: such as gun cabinets and wall safes | Intrusion | I | Yes | Yes | 1, 2, 3, 4 |
| 09 | Special intrusion: such as gun cabinets and wall safes | Intrusion | S | Yes | Yes | 1, 2, 3, 4 |
| 10 | Entry/exit delay: Entry/exit delay that require a standard delay time. Chime | Intrusion | S | Yes | Yes | 2, 4 |
| 13 | Instant perimeter: Exterior doors and windows. Chime | Intrusion | I | Yes | Yes | 2, 4 |
| 14 | Instant interior: Interior doors | Intrusion | F | Yes | Yes | 2, 3, 4 |
| 15 | Instant interior: Interior PIR motion sensors ¹ | Intrusion | F | No | Yes | 2, 3, 4 |
| 16 | Instant interior: Interior doors | Intrusion | F | Yes | Yes | 3, 4 |
| 17 | Instant interior: PIR motion sensors and sound sensors ¹ | Intrusion | F | No | Yes | 3, 4 |
| 18 | Instant interior cross-zone PIR motion sensors ¹ | Intrusion | F | No | Yes | 3, 4 |
| 19 | Delayed interior: interior doors that initiate a delay before going into alarm ¹ | Intrusion | S | Yes | Yes | 3, 4 |
| 20 | Delayed interior: PIR motion sensors that initiate a delay before going into alarm ¹ | Intrusion | S | No | Yes | 3, 4 |
| 21 | Local instant interior: 24 hour and closes. No report local alarm zone protecting anything that opens. | Intrusion | I | Yes | Yes | 1, 2, 3, 4 |

Table 5. Simon 3 sensor groups (continued)

| Type | Name/application | Siren type | Delay | Restoral | Supervisory | Active in levels |
|------|---|---------------|-------|----------|-------------|------------------|
| 22 | Local delayed interior: same as group 21, plus activation initiates a delay before going into alarm. No report. ¹ | Intrusion | S | Yes | Yes | 1, 2, 3, 4 |
| 23 | Local instant auxiliary: 24 hour and closes. ² No report local alarm zone protecting anything that opens | Emergency | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 24 | Local instant auxiliary: 24 hour local alarm zone protecting anything that opens and closes. Sirens shut off at restoral. No report. ¹ | Emergency | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 25 | Local special chime: Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ Direct bypass and unbypass when no special motion chime sensors are in the security system. No report. | Three Beeps | I | No | Yes | 0, 1, 2, 3, 4 |
| 26 | Fire: 24-hour fire, rate-of-rise heat, and smoke sensors ³ | Fire | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 27 | Lamp controller other customer feature. ² No report | Silent | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 28 | PIR motion sensor, sound sensor, or pressure mat. ² RF thermostat. No report. | Silent | I | No | Yes | 0, 1, 2, 3, 4 |
| 29 | Auxiliary: Freeze sensors | Trouble Beeps | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 32 | PIR motion sensor or sound sensor. ² No report. | Silent | I | No | No | 0, 1, 2, 3, 4 |
| 34 | Carbon monoxide alarm | Emergency | I | Yes | Yes | 0, 1, 2, 3, 4 |
| 35 | Entry/exit delay interior PIR motion | Intrusion | S | No | Yes | 2, 3, 4 |
| 36 | Special intrusion: such as gun cabinets and wall tripped safes. Reports as tamper if tripped. RF thermostat. DTIM (tamper only). | Intrusion | I | Yes | Yes | 1, 2, 3, 4 |
| 37 | Light switch control: X10 modules turn either on or off when a door is opened No report. | Silent | I | No | Yes | 0, 1, 2, 3, 4 |
| 38 | Auxiliary: Water sensors. | Trouble beeps | I | Yes | Yes | 0, 1, 2, 3, 4 |

1. This type is not certified as a primary protection circuit for UL-listed systems and is for supplementary use only.
2. This type has not been investigated by UL.
3. This type is required for UL-listed residential fire alarm applications.

Delays

I. Instant delay, no delay, immediate alarm.

S. Standard delay, alarm sounds after programmed entry delay time.

F. Follower delay, alarm sounds immediately if entry/exit delay is not active, otherwise alarm sounds after programmed entry delay time.

Concord 3 sensor groups

Table 6 shows the sensor groups for Concord 3 control panels.

Table 6. Concord 3 sensor groups

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Reports | Chime level 1 | Active levels |
|-----|--------------------|--|-----------|----------------|----------|-------------|------------|---------------|---------------|
| 00 | Fixed panic | 24-hour audible fixed emergency buttons | Police | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 01 | Portable panic | 24-hour audible portable emergency buttons | Police | Instant | No | No | Yes | No | 1, 2, 3 |
| 02 | Fixed panic | 24-hour silent fixed emergency buttons | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 03 | Portable panic | 24-hour silent portable emergency buttons | Silent | Instant | No | No | Yes | No | 1, 2, 3 |
| 04 | Fixed auxiliary | 24-hour auxiliary sensor, such as pendant panic or holdup buttons | Auxiliary | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 05 | Fixed auxiliary | 24-hour auxiliary emergency button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | Yes | yes | No | 1, 2, 3 |
| 06 | Portable auxiliary | 24-hour portable auxiliary alert button | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 07 | Portable auxiliary | 24-hour portable auxiliary button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 08 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 09 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Standard | Yes | Yes | Yes | No | 1, 2, 3 |
| 10 | Entry/exit delay | Entry and exit doors that require a standard delay time | Police | Standard | Yes | Yes | Yes | Yes | 2, 3 |
| 11 | Entry/exit delay | Garage doors and entrances that require an extended delay time ¹ | Police | Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 12 | Entry/exit delay | Driveway gates and entrances that require a twice extended delay time ¹ | Police | Twice Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 13 | Instant perimeter | Exterior doors and windows | Police | Instant | Yes | Yes | Yes | Yes | 2, 3 |
| 14 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 2, 3 |
| 15 | Instant interior | Interior PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 2, 3 |
| 16 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 3 |
| 17 | Instant interior | PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 3 |

Table 6. Concord 3 sensor groups (continued)

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Reports | Chime level 1 | Active levels |
|-----|---------------------------------|--|---------------|----------|----------|-------------|------------|---------------|---------------|
| 18 | Instant interior | PIR motion sensors subject to false alarms ^{1 2} | Police | Follower | No | Yes | Yes | No | 3 |
| 19 | Delayed interior | Interior doors that initiate a delay before going into alarm ¹ | Police | Standard | Yes | Yes | Yes | No | 3 |
| 20 | Delayed interior | PIR motion sensors that initiate a delay before going into alarm ¹ | Police | Standard | No | Yes | Yes | No | 3 |
| 21 | Local instant interior | 24-hour local alarm zone protecting anything that opens and closes | Police | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 22 | Local delayed interior | Same as group 21, plus activation initiates a delay before going into alarm | Police | Standard | Yes | Yes | No | No | 1, 2, 3 |
| 23 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes ³ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 24 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes. Sirens shut off at restoral ¹ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 25 | Local special chime | Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ | Special Chime | Instant | No | Yes | No | No | 1, 2, 3 |
| 26 | Fire | 24-hour fire, rate-of-rise heat, and smoke sensors | Fire | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 27 | Output module | HOM, lamp control or other customer feature ³ | Silent | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 28 | Output module | HOM, PIR motion sensor, sound sensor or pressure mat ³ | Silent | Instant | No | Yes | No | No | 1, 2, 3 |
| 29 | Auxiliary | Freeze sensor | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 32 | Output module | HOM, PIR motion sensor, sound sensor or pressure mat ³ | Silent | Instant | No | No | No | No | |
| 33 | Siren | Wireless siren supervision ³ | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 34 | Gas | Carbon monoxide (CO) gas detectors ³ | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 35 | Local instant police (day zone) | Local alarm in levels 1 and 2. Report to CS in level 3. | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |

1. This group is not certified as a primary protection circuit for UL-listed systems and is for supplementary use only.
2. Sounds instant police siren if two or more sensors are tripped within four minutes. Otherwise sensors are followers to delayed sensors. If alarm verification is on, group 18 functions like group 17.
3. This group has not been investigated by UL.

Concord 4 sensor groups

Table 7 shows the sensor groups for Concord 4 control panels.

Table 7. Concord 4 sensor groups

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime (level 1) | Active |
|-----|--------------------|--|-----------|----------------|----------|-------------|-----------|-----------------|---------|
| 00 | Fixed panic | 24-hour audible fixed emergency buttons. | Police | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 01 | Portable panic | 24-hour audible portable emergency buttons | Police | Instant | No | No | Yes | No | 1, 2, 3 |
| 02 | Fixed panic | 24-hour silent fixed emergency buttons | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 03 | Portable panic | 24-hour silent portable emergency buttons | Silent | Instant | No | No | Yes | No | 1, 2, 3 |
| 04 | Fixed auxiliary | 24-hour auxiliary sensor, such as pendant panic or holdup button. | Auxiliary | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 05 | Fixed auxiliary | 24-hour auxiliary emergency button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 06 | Portable auxiliary | 24-hour portable auxiliary alert button | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 07 | Portable auxiliary | 24-hour portable auxiliary button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 08 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 09 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Standard | Yes | Yes | Yes | No | 1, 2, 3 |
| 10 | Entry/exit delay | Entry and exit doors that require a standard delay time | Police | Standard | Yes | Yes | Yes | Yes | 2, 3 |
| 11 | Entry/exit delay | Garage doors and entrances that require an extended delay time ¹ | Police | Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 12 | Entry/exit delay | Driveway gates and entrances that require a twice extended delay time ¹ | Police | Twice Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 13 | Instant perimeter | Exterior doors and windows | Police | Instant | Yes | Yes | Yes | Yes | 2, 3 |
| 14 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 2, 3 |
| 15 | Instant interior | Interior PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 2, 3 |
| 16 | Instant interior | Interior doors | Police | Follower | Yes | Yes | Yes | No | 3 |

Table 7. Concord 4 sensor groups (continued)

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime (level 1) | Active |
|-----|-------------------------|---|---------------|----------|----------|-------------|-----------|-----------------|---------|
| 17 | Instant interior | PIR motion sensors ¹ | Police | Follower | No | Yes | Yes | No | 3 |
| 18 | Instant interior | Instant interior cross-zone PIR motion sensors ^{1 2} | Police | Follower | No | Yes | Yes | No | 3 |
| 19 | Delayed interior | Interior doors that initiate a delay before going into alarm ¹ | Police | Standard | Yes | Yes | Yes | No | 3 |
| 20 | Delayed interior | PIR motion sensors that initiate a delay before going into alarm ¹ | Police | Standard | No | Yes | Yes | No | 3 |
| 21 | Local instant interior | 24-hour local alarm zone protecting anything that opens and closes | Police | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 22 | Local delayed interior | Same as group 21, plus activation initiates a delay before going into alarm. | Police | Standard | Yes | Yes | No | No | 1, 2, 3 |
| 23 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes ³ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 24 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes. Sirens shut off at restoral. ¹ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 25 | Local special chime | Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ | Special chime | Instant | No | Yes | No | No | 1, 2, 3 |
| 26 | Fire | 24-hour fire, rate-of-rise heat, and smoke sensors | Fire | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 27 | Output module | HOM lamp control or other customer feature ³ | Silent | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 28 | Output module | HOM, PIR motion sensor, sound sensor, or pressure mat ³ | Silent | Instant | No | Yes | No | No | 1, 2, 3 |
| 29 | Auxiliary | Freeze sensor | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 32 | Output module | HOM, PIR motion sensor, sound sensor, or pressure mat ³ | Silent | Instant | No | No | No | No | |
| 33 | Siren | Wireless siren supervision ³ | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 34 | Gas | Carbon monoxide (CO) gas detectors ³ | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |

Table 7. Concord 4 sensor groups (continued)

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime (level 1) | Active |
|-----|---------------------------------|---|-----------|---------|----------|-------------|-----------|-----------------|---------|
| 35 | Local instant police (day zone) | Local alarm in levels 1 and 2. Report to CS in level 3. | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 38 | Auxiliary | Water sensor ³ | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |

1. This group is not certified as a primary protection circuit for UL-listed systems and is for supplementary use only.
2. Sounds instant police siren if two or more sensors are tripped within four minutes. Otherwise sensors are followers to delayed sensors. If alarm verification is on, group 18 functions like group 17.
3. This group has not been investigated by UL.

Concord Express sensor groups

Table 8 shows the sensor groups for Concord Express.

Table 8. Concord Express sensor groups

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime | Active levels |
|-----|--------------------|---|-----------|----------------|----------|-------------|-----------|-------|---------------|
| 00 | Fixed panic | 24-hour audible fixed emergency buttons | Police | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 01 | Portable panic | 24-hour audible portable emergency buttons | Police | Instant | No | No | Yes | No | 1, 2, 3 |
| 02 | Fixed panic | 24-hour silent fixed emergency buttons | Silent | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 03 | Portable panic | 24-hour silent portable emergency buttons | Silent | Instant | No | No | Yes | No | 1, 2, 3 |
| 04 | Fixed auxiliary | 24-hour auxiliary sensor, such as pendant panic or holdup button | Auxiliary | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 05 | Fixed Auxiliary | 24-hour auxiliary emergency button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | Yes | Yes | No | 1, 2, 3 |
| 06 | Portable auxiliary | 24-hour portable auxiliary alert button | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 07 | Portable auxiliary | 24-hour portable auxiliary button. Siren shutoff confirms CS report. | Auxiliary | Instant | No | No | Yes | No | 1, 2, 3 |
| 08 | Special intrusion | Special belongings, such as gun cabinets and wall safes | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 09 | Special intrusion | Special belongings, such as gun cabinets and wall safes. | Police | Standard | Yes | Yes | Yes | No | 1, 2, 3 |
| 10 | Entry/exit delay | Entry and exit doors that require a standard delay time | Police | Standard | Yes | Yes | Yes | Yes | 2, 3 |
| 11 | Entry/exit delay | Garage doors and entrances that require an extended delay time. ¹ | Police | Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 12 | Entry/exit delay | Driveway gates and entrances that require a twice extended delay time. ¹ | Police | Twice Extended | Yes | Yes | Yes | Yes | 2, 3 |
| 13 | Instant perimeter | Exterior doors and windows. | Police | Instant | Yes | Yes | Yes | Yes | 2, 3 |
| 14 | Instant interior | Interior doors. | Police | Follower | Yes | Yes | Yes | No | 2, 3 |
| 15 | Instant Interior | Interior PIR motion sensors. ¹ | Police | Follower | No | Yes | Yes | No | 2, 3 |
| 16 | Instant interior | Interior doors. | Police | Follower | Yes | Yes | Yes | No | 3 |

Table 8. Concord Express sensor groups (continued)

| No. | Name | Application | Alarm | Delay | Restoral | Supervisory | CS Report | Chime | Active levels |
|-----|---------------------------------|---|---------------|----------|----------|-------------|-----------|-------|---------------|
| 17 | Instant interior | PIR motion sensors. ¹ | Police | Follower | No | Yes | Yes | No | 3 |
| 18 | Instant interior | PIR motion sensors subject to false alarms. ¹ ² | Police | Follower | No | Yes | Yes | No | 3 |
| 19 | Delayed interior | Interior doors that initiate a delay before going into alarm. ¹ | Police | Standard | Yes | Yes | Yes | No | 3 |
| 20 | Delayed interior | PIR motion sensors that initiate a delay before going into alarm. ¹ | Police | Standard | No | Yes | Yes | No | 3 |
| 21 | Local instant interior | 24-hour local alarm zone protecting anything that opens and closes. | Police | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 22 | Local delayed interior | Same as group 21, plus activation initiates a delay before going into alarm. | Police | Standard | Yes | Yes | No | No | 1, 2, 3 |
| 23 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes. ³ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 24 | Local instant auxiliary | 24-hour local alarm zone protecting anything that opens and closes. Sirens shut off at restoral. ¹ | Auxiliary | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 25 | Local special chime | Notify the user when a door is opened. Sounds emit from a local annunciator. ¹ | Special chime | Instant | No | Yes | No | No | 1, 2, 3 |
| 26 | Fire | 24-hour fire, rate-of-rise heat, and smoke sensors. ⁴ | Fire | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 27 | Output module | HOM lamp control or other customer feature. ³ | Silent | Instant | Yes | Yes | No | No | 1, 2, 3 |
| 28 | Output module | HOM, PIR motion sensor, sound sensor, or pressure mat. ³ | Silent | Instant | No | Yes | No | No | 1, 2, 3 |
| 29 | Auxiliary | Freeze sensor. | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 32 | Output module | HOM, PIR motion sensor, sound sensor, or pressure mat. ³ | Silent | Instant | No | No | No | No | 1, 2, 3 |
| 34 | Gas | Carbon monoxide (CO) gas detectors ³ | Auxiliary | Instant | Yes | Yes | Yes | No | 1, 2, 3 |
| 35 | Local instant police (day zone) | Local alarm in levels 1 and 2. Reports to CS in level 3. | Police | Instant | Yes | Yes | Yes | No | 1, 2, 3 |

1. This group is not certified as a primary circuit for UL-listed systems and is for supplementary use only.
2. Sounds instant police siren if two or more sensors are tripped within four minutes. Otherwise sensors are followers to delayed sensors. If Alarm Verification is on, group 18 functions like group 17.
3. This group has not been investigated by UL.
4. This group is required for UL-listed residential fire alarm applications

Appendix C SIA requirements

This appendix provides tables of SIA requirements for control panels used with Enterprise Downloader.

In this appendix:

- Allegro SIA requirements* 84
- Simon 3 version 3.5 SIA requirements* 85
- Simon 3 version 4 SIA requirements* 86
- Simon 3 version 5 European compliance* 87
- Concord 3 SIA requirements* 88
- Concord 4 SIA requirements* 89
- Concord Express SIA requirements* 90

Allegro SIA requirements

Table 9 shows the settings required to meet ANSI-SIA CP-01 requirements for Allegro control panels.

Table 9. SIA requirements for Allegro

| Function | Default setting | Required setting |
|---------------------------|-----------------|--|
| Entry delay | 30 seconds | 30 to 240 seconds |
| Exit delay | 60 seconds | 45 to 254 seconds |
| Dial delay | 30 seconds | 15 to 45 seconds |
| Autostay arm | On | On |
| Predial string | None | Set if reporting to central station and customer has call waiting service. |
| Exit extension | On | On |
| Swinger shutdown | One trip | 1 to 2 trips |
| Smoke verify | Off | On |
| Duress code | Disabled | Disabled |
| Alarm verify/cross zoning | Disabled | Enabled for PIRs |

Simon 3 version 3.5 SIA requirements

Table 10 shows the setting required to meet AMNSI-SIA CP-01 for Simon 3 version 3.5 control panels.

Table 10. Simon 3 version 3.5 SIA requirements

| Option number | Function | Default setting | Required setting |
|---------------|------------------------------|-----------------|--|
| 10 | Entry delay | 30 seconds | 30 to 240 seconds |
| 11 | Exit delay | 60 seconds | 45 to 240 seconds |
| 17 | Dialer delay | 30 seconds | 15 to 45 seconds |
| 38 | Autoarm | On | On |
| 45 | Sensor alarm restoral report | Off | 3 |
| 52 | Unvacated premises | On | On |
| 56 | Call waiting | Off | On if reporting to central station and customer has call waiting service |
| 59 | Exit extension | On | On |
| 68 | Swinger shutdown | On (one trip) | On (one trip) |
| 69 | SIA limits | On | On |
| 86 | Fire alarm verify | Off | On |

Simon 3 version 4 SIA requirements

Table 11 shows the settings are required to meet ANSI-SIA CP-01 for Simon 3 version 4 control panels.

Table 11. Simon 3 version 4 SIA requirements

| Operator number | Function | Default setting | Required setting |
|-----------------|------------------------------|-----------------|--|
| 10 | Entry delay | 30 seconds | 30 to 254 seconds |
| 11 | Exit delay | 60 seconds | 45 to 254 seconds |
| 17 | Dialer delay | 30 seconds | 15 to 45 seconds |
| 38 | Autoarm | On | On |
| 45 | Sensor alarm restoral report | Off | 3 |
| 52 | Unvacated premises | On | On |
| 56 | Call | Off | On if reporting to central station and customer has call waiting service |
| 59 | Exit extension | On | On |
| 68 | Swinger shutdown | On (one trip) | On (one trip) |
| 69 | SIA limits | On | On |
| 86 | Fire alarm verify | Off | On |

Simon 3 version 5 European compliance

The following settings are required for European compliance:

Option 84

Determines whether the panel is EN50131 compliant or not. This option can be set to off, 1, or 2.

If this option is set to 1, the panel turns on the following features needed to be EN50131 compliant:

- entry delay maximum is changed to 45 seconds
- the panel will disarm if an exit error occurs
- the panel will disarm if an exit error occurs
- the event buffer will not accept optional report types if 100 reports occur within one arming level
- trouble messages are not cleared until the user listens to them in a status message
- status LED on the panel will shut off if the panel is armed and the exit delay has expired
- option 39, siren time out, maximum is set to 15 minutes

If this option is set to 2, the panel turns on the features listed above, and an access code is required to hear panel status.

To turn on European compliance (return to default), do the following:

1. Press **Add**.
2. Press **Option #**.
3. Enter **84**.
4. Use the numbered keys to enter 1 or 2.

To turn off European compliance, do the following:

1. Press **Delete**.
2. Press **Option #**.
3. Enter **84**.
4. Press **Done**.

Concord 3 SIA requirements

Table 12 shows the settings required to meet ANSI-SIA CP-01 for Concord # control panels.

Table 12. Concord 3 SIA requirements

| Function | Default setting | Required setting |
|---------------------------|-----------------|--|
| SIA false alarm reduction | On | On |
| Exit extension | On | On |
| Autostay arming | On | On |
| Duress code | Disabled | Disabled |
| Dialer abort | On | On |
| Dialer abort delay | 30 seconds | 15 to 45 seconds |
| Cancel message | On | On |
| Call wait cancel | Disabled | On if reporting to central station and customer has call waiting service |
| Entry delay | 30 seconds | 30 to 240 seconds |
| Exit delay | 60 seconds | 45 to 184 seconds |
| Swinger limit | 1 | 1 |
| Smoke verify | Off | On if smoke alarms are programmed into system |
| Cross zoning | Disabled | Enabled for zones with a high probability of false alarms |

Concord 4 SIA requirements

Table 13 shows the settings required to meet ANSI-SIA CP-01 for Concord 4 control panels.

Table 13. Concord 4 SIA requirements

| Function | Default setting | Required setting |
|--------------------|-----------------|--|
| Exit extension | On | On |
| Duress code | Disabled | Disabled |
| Dialer abort delay | 30 seconds | 15 to 45 seconds |
| Cancel message | On | On |
| Call wait cancel | Disabled | On if reporting to central station and customer has call waiting service |
| Entry delay | 30 seconds | 30 to 240 seconds |
| Exit delay | 60 seconds | 45 to 184 seconds |
| Swinger limit | 1 | 1 |
| Smoke verify | Off | On if smoke alarms are programmed into system |
| Cross zoning | Disabled | Enabled for zones with a high probability of false alarms |

Concord Express SIA requirements

Table 14 shows the settings required to meet ANSI-SIA CP-01 for Concord Express control panels.

Table 14. Concord Express SIA requirements

| Function | Default setting | Required setting |
|---------------------------|-----------------|--|
| SIA false alarm reduction | On | On |
| Exit extension | On | On |
| Autostay arming | On | On |
| Duress code | Disabled | Disabled |
| Dialer abort | On | On |
| Dialer abort delay | 30 seconds | 15 to 45 seconds |
| Cancel message | On | On |
| Call wait cancel | Disabled | On if reporting to central station and customer has call waiting service |
| Entry delay | 30 seconds | 30 to 240 seconds |
| Exit delay | 60 seconds | 45 to 184 seconds |
| Swinger limit | 1 | 1 |
| Smoke verify | Off | On if smoke alarms are programmed into system |
| Cross zoning | Disabled | Enabled for zones with a high probability of false alarms |

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