

# Configuring a COM-IP on an Elite alarm panel

**Application note: APP004** 

# 1. History

| Date        | Revision | Author          | Notes                                      |
|-------------|----------|-----------------|--|
| 10 May 2016 | А        | Stuart Richards | Initial version for comments.              |
| 20 Dec 2016 | В        | Stuart Richards | Added some steps and UDL passcode details. |
| 23 Jan 2017 | С        | Stuart Richards | Typo fixed.                                |
|             |          |                 |  |
|             |          |                 |  |
|             |          |                 |  |

## 2. Keywords

| Montex  | Premier Elite | Alarm<br>reporting | Wintex | COM-IP |  |  |
|---|---------------|--------------------|--------|--------|--|--|
| Connect   |               |                    |        |        |  |  |
|   |               |                    |        |        |  |  |
|   |               |                    |        |        |  |  |
| Contact: <a href="mailto:srichards@texe.com">srichards@texe.com</a> if you have any |               |                    |        |        |  |  |
| corrections/suggestions/questions   |               |                    |        |        |  |  |

#### 3. Scope

This document details how to configure basic IP signalling with the Contact ID protocol on a Premier Elite control panel.

The example uses V4 Elite firmware, but the options and details are applicable to other firmware versions.

## 4. Referenced Documents

None

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#### 5. Hardware and software needed

The following hardware will be needed:

USB-Com:



COM-IP module:



#### The following software will be needed:

Lantronix Device Installer:



Wintex:

| User Account   | te Prog  | reinmini | Communi                    | cations  | Diagnostics Sets   | p Unite        | as Window   | Help                      |   |   | - 0  |
|--|----------|----------|----------------------------|--|--|----------------|---|---------------------------|---|---|--|
| New Open   | Gave Ec  | Account  | Program Pr                 | int Rec  | sve Send Rem   | Reset          | Diagnostics   | Ricochet                  | Keypad  | EventLog  | Setup Hang Up  |
| ox Ref: P24_V3_t   | esting * |          | IIIRE                      |  |  |                |   | Pa                        | nek Elite 2                                   | 4.  | Version: 4.00  |
| Cated<br>Cones<br>Areas<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Cated<br>Ca |          | Code     | Name<br>Engineer<br>Master | Ty *<br>Dn<br>He<br>SL<br>SL<br>SL<br>SL<br>SL<br>SL | Access Code<br>User Name:<br>Posscode:<br>User Type:<br>Prox. Tag:<br>Ricochet Keyfob: | Engl<br>Ingnee | neer  | -                         | Uner Lo<br>Corr<br>Corr                       | cked By<br>trol Timer 1<br>trol Timer 2<br>trol Timer 3                     | Cantrol Timer 4<br>Cat O/P 2.A-TAG<br>Cat O/P 2.B-CODE |
| Corres   |          |          |                            | 54<br>58<br>58<br>58<br>58<br>58<br>58<br>58         | Access Areas   |                |   |                           | User Cr<br>Allow<br>Allow<br>Allow<br>Allow   | onfiguration<br>v Own Code<br>v Change Ch<br>v Change Te<br>v System Te     | Change<br>ine Zones<br>iers<br>its                     |
| G Sent Lodate  |          | _        |                            | 51<br>55<br>55<br>55<br>55<br>55                     | User Options   | et.            | Allow Liser I     Engineer Pr     Dual Code     Vacation Co | Menu<br>rogramming<br>sde | V Allon<br>Allon<br>Allon<br>Allon<br>User Ke | v User Setup<br>v UDL/Engine<br>v New Engin<br>v NVM Lockie<br>ryped Ooor ( | er Access<br>eer Codes<br>9<br>ontrol                  |
| Receive Page   | 8.5      |          |                            | St -   | Local Arming   |                | Activate Do   | or Strike<br>PC           | Key   | xed 1,1<br>xed 1,2  |  |

#### 6. Configuring the panel with Wintex

- 1. Connect the USB-Com to the panel. (In this example COM 1 is used)
- 2. Connect the COM-IP to the local network and to one of the COM ports of the panel. (In this example COM 2 is used), connect the COM-IP to a router using an Ethernet cable.
- Run the Lantronix Device Installer on a PC connected to the same local network and wait for it to discover the COM-IP (click the *search* button if nothing found within a few seconds). Make a note of the IP addresses of the COM-IP and the PC. (PC's IP address is shown as *Local Area Connection* on the left hand side.)
- 4. Run Wintex, connect to the panel and read the configuration.
- 5. Select the *comms* option on the left and the *Communication Options* dialog should open, select the *"Radio-Pad and Com Port Options"* tab.

| Radio-Pad             |                           | Panel Com Port Options   |                         |
|-----------------------|---------------------------|--------------------------|-------------------------|
|                       | ARC <u>1</u> ARC <u>2</u> | Onboard Digi Com:        | Nothing Fitted 💌        |
| ARC 1 Primary NUA:    |                           | Com Port 1:              | Nothing Fitted 💌        |
| ARC 1 Secondary NUA:  |                           | Com Port 2:              | ComIP Module 🔻          |
| ARC 1 Account Prefix: |                           | Com Port 3:              | Nothing Fitted 👻        |
| Call Attempts:        | 3                         | Com 2 Baud Rate:         | 19200 🔻                 |
| MS Centre             |                           | Modem Setup String:      |                         |
| SMS Call Centre 1:    | 07785499993               | Expansion Port:          | Nothing Fitted 🔹        |
| SMS Call Centre 2:    | 07860980480               | Com-IP Details           |                         |
| W Options             |                           |                          | 🔘 Com 1 🔘 Com 2 🔘 Com 3 |
| AV No. 1:             |                           | Local IP Address:        | 10.60.1.203             |
| AV No. 2:             |                           | Local IP Port:           | 10001                   |
| AV No. 3:             |                           | Gateway:                 | 10.60.1.1               |
| AV Dial Attempts:     | 3                         | Subnet Mask:             | 255.255.255.0 -         |
| AV Re-Dial Delay:     | 30 💮 Minutes              | Delling (SMC ID Address) |                         |
|                       |                           | Name (CMC Darks          |                         |
|                       |                           | ivame/SMG Port:          |                         |
|                       |                           |                          |                         |

7. Most of the configurations can be left as default. However, the Com port with the COM-IP connected should be changed to have *COM-IP Module* as the port option:

| Panel Com Port Options |                  |  |  |  |
|------------------------|------------------|--|--|--|
| Onboard Digi Com:      | Nothing Fitted 🔹 |  |  |  |
| Com Port 1:            | Nothing Fitted 🔹 |  |  |  |
| Com Port 2:            | ComIP Module     |  |  |  |
| Com Port 3:            | Nothing Fitted 🔹 |  |  |  |
| Com 2 Baud Rate:       | 19200 🔻          |  |  |  |
| Modem Setup String:    |                  |  |  |  |
| Expansion Port:        | Nothing Fitted 🔹 |  |  |  |

8.

6.

| 🔘 Com 1 🔘 Com 2 🔘 Com 3 |
|-------------------------|
| 10.60.1.203             |
| 10001                   |
| 10.60.1.1               |
| 255.255.255.0 🔻         |
|                         |
|                         |
|                         |
|                         |

9.
10. In Com-IP details select the com port (COM 2 in this case) and fill in the Local IP address for the COM-IP which was obtained from the Lantronix device installer (10.60.1.203 in this case). The port should also be filled in (10001 is the default). The gateway should also be filled in (this can be obtained from the setup PC using a DOS command prompt and *ipconfig*.)

| C:\>ipconfig  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Windows IP Configuration  |  |  |  |  |  |  |
| Ethernet adapter Local Area Connection:   |  |  |  |  |  |  |
| Connection-specific DNS Suffix .: texe.com<br>Link-local IPv6 Address : fe80::dc6e:8bbe:51d:5e2e%11<br>IPv4 Address : 10.60.1.151<br>Subnet Mask 255.255. |  |  |  |  |  |  |
| Tunnel adapter isatap.texe.com:   |  |  |  |  |  |  |
| Media State Media disconnected<br>Connection-specific DNS Suffix . : texe.com   |  |  |  |  |  |  |
| Tunnel adapter Teredo Tunneling Pseudo-Interface:   |  |  |  |  |  |  |
| Media State Media disconnected<br>Connection-specific DNS Suffix . :  |  |  |  |  |  |  |
| C: \>   |  |  |  |  |  |  |
|   |  |  |  |  |  |  |

11.

- 12. On the Options tab, ensure "Enable Communicator" is selected.
- 13. Also ensure that a UDL Passcode is filled in. This is typically the same as the Engineers code.
- 14. Everything else can be left as default.

| 🞸 Communication Options  |  |  |
|--|--|--|
| Options ARCs Radio-Pad and Com Port Options  |  |  |
| Communicator Options<br>V Enable Communicator<br>Enable Pulse Dialling<br>Switch to Pulse Dialling after 3rd Attempt<br>Enable Blind Dialling<br>Use MSN/Pre-Dial Number<br>Dial All Numbers | UDL Options           Call-Back No 1:           Call-Back No 2:           Call-Back No 3:           UDL Passcode:           1234           Dial Attempts:  |  |
| Area Accounts       Areas     Account No     Text       Area A     Home       Area B     Area C       Area D   | Rings before Answer:     5       Enable Attended Download       Image: Enable Annual Call-Back       Image: Enable 2-Call Answer Phone Defeat       Image: Restrict Download when Armed       Image: Download when Part-Armed       Image: Disable Online Keypad Operation |  |
| Account No:  | Pre-Dial Options MSN Number (ISDN):  |  |
|  |  |  |

15. *Send* the configuration to the panel and *Hang Up* the connection.



#### 7. Testing the COM-IP with Wintex

- 1. Select "Edit Account" in Wintex and in the dialog that opens select the "Panel Details" tab.
- 2. The IP address from the COM-IP (see step 3 above) should be put into the "Host Address" box and the port put into the "Host Port" box (192.168.001.097 and 10001 here)
- 3. Ensure that the UDL Password entered is the same as the one put into the panel in Part 6 step 13



- 4. Click OK to save the information.
- 5. Click on the "Connect" icon and select "Connect via Network"



6. After a few seconds the text in the bottom left of the window should change to "Status: Online Ready"

- 7. Status: Online Ready
- If it doesn't say "online ready" or an error appears, reset the com port as detailed in section 8 below.
- 9. If it works, the COM-IP has been successfully configured. Congratulations.

# 8. COM-IP does not seem to be working correctly?

If the COM-IP does not seem to be working correctly or not responding, it may need resetting. This can be done from the keypad.

| Step | Key(s) to   | Expected display on | Note   |
|------|-------------|---------------------|--|
|      | press       | LCD                 |  |
| 1    | 1, 2, 3, 4  | "YES to select:-    | Engineers code (1234 is default)                 |
|      |             | Zone Setup"         |  |
| 2    | 7, YES      | "UDL/Digi Options   | The YES button is a tick on some keypads         |
|      |             | Reset Digi"         |  |
| 3    | 8           | "UDL/Digi Options   |  |
|      |             | Com Port Setup"     |  |
| 4    | YES         | "Onboard Digicom    |  |
|      |             | Com300 Module"      |  |
| 5    | 3           | "Com Port 2         | To access Com Port 2 use the "2" key instead of  |
|      |             | ComIP Module"       | the "3" key.                                     |
| 6    | 0           | Random characters   | This shows the actual data sent between the      |
|      |             |                     | panel and the COM-IP. It will change             |
|      |             |                     | occasionally. The important information is the 2 |
|      |             |                     | digit number in the bottom right hand corner.    |
| 7    | RESET       | Random characters   | The RESET button is shown as an unfinished       |
|      |             |                     | circle with an arrow on some keypads, it's the   |
|      |             |                     | top right hand button.                           |
|      |             |                     |  |
|      |             |                     | This can take 1 or 2 minutes to complete. Check  |
|      |             |                     | the number in the bottom right hand corner, it   |
|      |             |                     | should change 00->01->90 etc. When it has        |
|      |             |                     | finished the number should be 21.                |
|      |             |                     | The com port is now reset and should work as     |
|      |             |                     | expected.  |
| 8    | MENU, MENU, | Date and time       | The MENU button is shown as a sheet with lines   |
|      | MENU, MENU, |                     | on some panels, it's the bottom right hand       |
|      | O, YES      |                     | button.  |
|      |             |                     |  |
|      |             |                     | Exits the engineer mode.                         |

#### 9. Notes

• The Lantronix Device Installer program is a free download from the Lantronix website: <u>http://www.lantronix.com/products/deviceinstaller/</u>