6. Interactive Communications

6.1 On-Line Communications

The redesigned Compass 2.0 Communication Server (Commserver) supports a set of panels with the Ademco, FBII, and Apex protocols. You can continue to use the Compass 16 communication server for the unsupported panels.

The following chapter guides you through Interactive Communications for Ademco, FBII, and Apex control panels.

6.2 Ademco

Launching the Ademco Commserver

To launch Interactive Communications with an Ademco panel, perform the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the Customer Account Screen, customer table, select an Ademco customer.</td>
</tr>
<tr>
<td>2</td>
<td>Click Modify in the Panel Options toolbar. The Panel Programming screen is displayed.</td>
</tr>
</tbody>
</table>
Panel for Compass 16

Panel for Compass 2.0
3. Select **Communications** from the “Tools” option in the menu bar of the Panel Programming screen. You can alternatively click the Communication Toolbar button as highlighted below -

![Communication Toolbar](image)

The Compass Communications screen for the selected account is displayed.

![Compass Communication - Ademco Interactive UI](image)

**Figure 7-1 Compass Communication - Ademco Interactive UI**
4 Click **File> Communication Settings**.
The Communication Settings screen is displayed.

![Communication Settings screen](image)

5 Ademco is selected as the default company as you have selected a customer who uses an Ademco panel.
After the modem is configured, click **Apply**. Click **OK** to close the Modem dialog box.

**REFERENCE– INTERNAL:** For more information on modem setup see 2.2 Setting up the Modem.

6 Click **Connect** on the Communications screen.
The Communications dialog box is displayed:
Configure the connection details here.

7 Select the **Comm Port** from the drop-down.

8 In the **Initiate From** box, select the origin of the call. It might be **PC** or **Panel**. If your control is directly connected to your computer's serial port, (if supported by the control) select **Direct**. In **Direct**, the PC and Panel are connected by a RS232 cable.

On some panels, a **Telco** option is also available. The setup in Telco is very similar to Direct except that there are telephone handsets placed at both ends that enable voice communication.

 sourcing ATTENTION: The Direct and Telco modes are only for Interactive Communications. They are not applicable to Unattended Communications.

9 Select **Answering Machine Defeat** if there is an answering machine at the premises. The ring count in the panel should be programmed for 15.

 sourcing REFERENCE– INTERNAL: For more information, refer to Configuring for Answering Machine Defeat.
10 Type the panel phone number if it is not already entered in the Customer Detail screen.

To save the phone number, select Save to the right of the control panel phone number. This is the number used for calling this particular panel, and is displayed on both the Customer Detail and Communications screens.

**TIP:** If you need to change the number, type the new number and select Save again. The old number is overwritten. If you want to temporarily use another number, type it, and after the session, select Undo. You are asked if you want to restore the earlier number. Select OK.

11 To use the TCP/IP connection, select Enable TCP/IP.

The following window is displayed:

12 Select TCP/IP port from the drop-down.

Select the required option for Connection Mode - Direct Wire or ECP, based on whether you want to connect to the Panel through Direct Wire or through ECP.

If you want to communicate over an Intranet, select the option Private LAN and select Central Station 1 IP and/or Central Station 2 IP from a list of the 7810iR Device names that you have configured through File -> Device and Computer Names/ IP Addresses.

**REFERENCE– INTERNAL:** For more information, refer to 2.4 Mapping Devices to IP.
If you want to communicate with the panel over Internet (through AlarmNet-i Control Server), select the option **AlarmNet-i**.

**REFERENCE– INTERNAL:** For information on configuring the AlarmNet-i URL, refer to 2.2 Setting up the Modem.

14 Type the **Network Device MAC Addr** (IP communication Device MAC address) if it is not already entered in the Customer Detail screen.

To save the MAC address, select **Save**. This is the address used for connecting to this particular panel through TCP/IP, and is displayed on both the Customer Detail and Communications screens.

**TIP:** If you need to change the address, type the new address and select **Save** again. The old address is overwritten. If you want to temporarily use another address, type it, and after the session, select **Undo**. You are asked if you want to restore the earlier address. Select **OK**.

15 Some panels, like the Lynx family panels, support a Flexible Callback Option. The Download phone number that you type in the dialer screen of the panel (see figure below) is used as the basis for the callback number.

The figure below shows the Flexible Callback Phone Number option. This option allows you to change the last three digits of the configured callback number.
16 Select **Use Account CSID** if the panel you want to communicate with has already been downloaded. Otherwise, select **First Time Communication** and select **Acct # in Panel** if the account number is available in the panel.

If the panel is yet unprogrammed, select **First Time Communication** without selecting Acct # in the panel.

17 Click **Connect**.

18 The PC calls the panel if **Initiate From PC** was selected.

If Callback is enabled, the modem disconnects and waits for the panel to call back.

If Initiate from Panel was selected, the Installer Code + [#] + [1] must be entered at the panel keypad, which causes the panel to call the PC. The progress of the connection is displayed at the bottom of the screen.

After the initial exchange and verification of the CSID and the subscriber account number, a **Status** screen is displayed. This screen displays the current status of the panel:

![Status Screen Image](image)

**ATTENTION**

If you select **First Time Communication**: The panel must be programmed for a **Ring Detect** greater than zero, and a **Download Callback Number**. If Callback is disabled at the panel, you must also enable **Download Without Callback** in the Downloader.

If you select **USE ACCOUNT CSID**:

- The panel must have a **Ring Detect Count** greater than zero.
- If the panel has Callback enabled, a Download Callback Number must also be programmed.
- If Callback is disabled at the panel, you must enable **Download Without Callback** in the Downloader.
- The subscriber’s account number must be programmed into the panel and must match what is in the Downloader.

If any of these items do not match, the panel does not get on-line with the Downloader.
Available Options in Ademco

There are various settings you can configure from the **Options** menu in the Communications Menu bar.

**ATTENTION**

In Unattended Communications, the options are accessible from the Settings button of the Setup window. For more information, refer to step 3 of **Setting up Ademco Unattended Mode**.

![Options menu](image)

**Figure 7-3 Ademco Communication Options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download Warning</td>
<td>Issues warning, if you attempt to download without first performing an upload during the current communication session. You can still perform the download without performing the upload.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>Displays the Caller’s information on the Customer Detail screen during the connection.</td>
</tr>
<tr>
<td>Answer on Two Rings</td>
<td>Answers an incoming call on the second ring. This is particularly useful while using the Caller ID feature. The Caller ID signal is sent between the first and second rings.</td>
</tr>
<tr>
<td>Auto Answer Machine Defect</td>
<td>If this option is selected, the answering machine is automatically defeated irrespective of whether manual defeat is selected or not.</td>
</tr>
<tr>
<td>Telco on all Panels</td>
<td>All connections are made through the Telco mode irrespective of selection in the communication window.</td>
</tr>
<tr>
<td>Alternate Protocol</td>
<td>Helps to maintain the connection when disconnect problems occur during upload/download.</td>
</tr>
<tr>
<td>Beep on Connect</td>
<td>Causes the computer to beep when a connection to the panel is established.</td>
</tr>
<tr>
<td>Busy Detect</td>
<td>Enables the X4 option of the modem, which reports if the phone is busy.</td>
</tr>
</tbody>
</table>
Log reports available in Ademco

Event Logs, or the list of all events with the time and date are recorded in Ademco, as in all the other protocols. However, in some high-end panels of Ademco, in addition to Event Logs, other options like ECP (Expander Console Protocol) reports, Fire Test reports, and Unsolicited alarm reports. They are explained as follows:

- **ECP Reports**: Lists all the addressable devices connected to the system (keypads, voice module, and other devices).
- **Fire Test Reports**: Views the results of the Fire Walk Tests that have been logged onto the panel.
- **Unsolicited Alarms**: Lists all alarms that have occurred when on-line.

**REFERENCE- INTERNAL**

For more information on Event logs, refer to 6.5 Event Logs and Viewing Event Log (Ademco) (in section 9.3.).

Configuring for Answering Machine Defeat

Sometimes the Downloader might have to initiate calls to sites that have an answering machine. In such cases, you must ensure that the call is picked by the panel and not by the answering machine. To do that, perform the following actions:

1. Enable the modem speaker in the Downloader Communications screen so that you can hear the phone ringing at the site.
2. Enable **Answering Machine Defeat** in the Connect screen of the Downloader or in the **Dialer** section of the panel programming screen.
3. Program the panel’s **Ring Detect Count** for 15 rings.

To initiate connection to a site with an answering machine, perform the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select <strong>Answering Machine Defeat</strong> on the Downloader Communications screen. A prompt appears asking you to “Press Escape or Click OK after first Ring”. Press the Escape key or click <strong>OK</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>The first call is disconnected immediately and a second call is made. The panel picks up on the first or second ring of the second call, 'defeating' the answering machine. If the panel is programmed for Callback Required, it hangs up and calls the PC.</td>
</tr>
<tr>
<td>3</td>
<td>The PC takes the call and a connection is established.</td>
</tr>
</tbody>
</table>
6.3 FBII

Launching the FBII Commserver

To launch Interactive Communications with an FBII panel, perform the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to the Customer Account Screen and select the FBII customer from the grid.</td>
</tr>
<tr>
<td>2</td>
<td>Click Modify in the Panel Options toolbar. The Panel Programming screen for the selected panel is displayed.</td>
</tr>
<tr>
<td>3</td>
<td>Select Communications! from the menu bar of the Panel Programming screen. The Compass Communication screen is displayed.</td>
</tr>
</tbody>
</table>
4 Click `Connect`. The Communications dialog box is displayed.
To configure the modem for FBII panels, perform the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click File&gt; Communication Setup in the menu bar. The following screen is displayed:</td>
</tr>
</tbody>
</table>

**REFERENCE–INTERNAL:** For more information on modem setup, see 2.2 Setting up the Modem.