Direct Wire Downloading Set up and Troubleshooting for VISTA TURBO PANELS

Overview

This document explains the required cable, accessories needed to direct connect to the security panel using Compass. As well as any troubleshooting if the connection fails™

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What is needed?

- **Cable options:**
  - Customer needing to make their own cable to connect to panel TB4. See pin outs between panel and 9 pin connector in Diagram 1 & 2.
  - VT-SERCBL cable which will connect to either J9 or J13 depending on the Control Panel.

- **PC interface (Using a USB to Serial Adapter):** A newer pc may not have a true serial port.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Part #</th>
<th>Notes</th>
<th>Supported OS</th>
<th>Web Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyspan</td>
<td>USA-19HS</td>
<td>This unit has been tested, and is approved in WINDOWS XP and 2000, for direct connect, via the 4100SM, and the CIA modem, when emulating COM 1 - COM 8.</td>
<td>Windows XP, Windows Vista</td>
<td><a href="http://www.tripplite.com/en/lp/keyspan/">http://www.tripplite.com/en/lp/keyspan/</a></td>
</tr>
</tbody>
</table>

- **Compatible Operating Systems:**
  - Windows XP Service Packs 2 or 3,
  - Windows Vista Business
  - Windows Vista Ultimate
  - Windows Vista Home Basic
  - Windows 7 32bit (XP Mode required for 100% compatibility. XP Mode is not available on Windows 7 Home edition).
  - Windows 7 64 bit (XP Mode required for 100% compatibility. XP Mode is not available on Windows 7 Home edition)
  - Windows 8
  - Windows 8.1
  - Windows 10

*Note only one cable option is needed for connection. It’s the dealer’s choice to make the cable or purchase the VT-SERCBL, Fire Control Panels include the VT-SERCBL. There are aftermarket VT cables with a similar part number but have been found to not work properly.*
1. Configuring needed cables.

**Diagram 1 - Vista-128/250BPT**

**Diagram 2 - Vista-32/128/250FBPT**
When making your own cable there are several options available for making the cable. There are 9 pin connectors that may be soldered or crimped, as well as other styles. This is a personal choice of the individual making the cable. If using the connector that requires soldering, it is merely soldering wires to the appropriate pins. Wire gauge will depend on size of the pin on the connector. A 22 gauge stranded wire will typically work.

If choosing to use a crimp style connector, it will require a crimp tool to attach the wire to the pin of the connector. We would recommend searching for a crimp tool based on the specifications of the connector.
Once you have the wires secured to the 9 pin connector, connect to the appropriate terminals of the Control Panel.
Additional Information about the VT-SERCBL

The VT-SERCBL is a “Male” connector, as is the USB to serial Adapter. A female converter will be needed. Also note the “Red” stripe on the cable which should go to pin 1 of J9 or J13, depending on the panel being used.
Computer side Cable/Wiring Configuration

With newer pcs not having a true serial port. A USB serial port will most likely be needed to make the connection between the PC and the Control Panel whether using the VT-SERCBL or a self-made Serial Cable. Be sure to install the Keyspan drivers for the Keyspan device.
Verifying Data Transmission via Voltage:

Note:  Data is always referenced to ground.  So when verifying the following voltages, make sure your Negative Meter lead is on Gnd.

Voltages from Panel:

TXD = When connected to Computer reads -5 to -10Vdc then rapidly pulses after panel is in “MODEM COMM”.

When not connected to a Computer this reads between -5 to -10Vdc

RXD = -5Vdc to -10Vdc then has a momentary pulse approximately 5sec after the computer is initiated by hitting connect.

When not connected to a Computer this reads about 0Vdc

Panel Programming:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>*32</td>
<td>Account #</td>
<td>15 15 15 15   ( FFFF )</td>
</tr>
<tr>
<td>*36</td>
<td>CSID #</td>
<td>15 15 15 15 15 15 15 15 ( FFFFFFFF )</td>
</tr>
</tbody>
</table>

1. Once you have selected the above options, enter the Installer Code + #5 on the keypad Verify that the Keypad shows “Modem Comm.”

- The only thing that will keep the panel from going into Modem Comm., assuming a valid code is used to enter the command, is if the panel is attempting to communicate to Central Station. This includes attempts to communicate via AlarmNet device.
- The Panel will stay in “Modem Comm.” for approximately 5 minutes.

2. Press Connect on the PC and you should see send/receive arrows running back and forth across the bottom.

Troubleshooting PC to Panel connection with Compass

If the screen says: “Requesting Session” or “Prepare for Callback” (these messages are normal)

“Central Station ID Mismatch”

1. Since the CSID in panel cannot be viewed, try setting *36 to 15 15 15 15 15 15 15, then select first time communication.

   NOTE: See Panel Programming Section above.

2. Possibly a bad serial cable, or bad connection, verify all connections are secure.

“DDE” or “Unable to connect to the Panel” error while trying to connect

1. Check wiring to the Panel.

2. Can be caused by low voltage, be sure Computer is connected to AC and using a compatible USB to Serial Adapter. (See Page 4)

No Send Receive Arrows upon attempt to connect (Compass16 Only)

1. The Panel is not initiated for download

   Enter [Installer Code] + #5 at the keypad and verify the Keypad says “Modem Comm.” or “CC”

2. Check for loose wire connections.

3. No modem is selected for the active com port (only on older versions of Compass, if you have this issue, you should update your software before continuing!)
4. Make sure you are connected to a 9-pin Serial Port on your PC or a compatible USB Serial Adapter.