Honeywell

COMPASS DOWNLOADING SOFTWARE

WINDOWS® Compatible Network Downloader

User Guide

Honeywell International Inc.

Security & Custom Electronics

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Chapter 1

Welcome

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

By using the Compass Downloader, programming can be performed at the office prior to installation, or can be downloaded from a remote location or at the job site using a PC laptop with a 4100SM Serial Module (where the control panel supports it). The control panel at the subscriber's premises must be connected to a telephone line to download from a remote location.

Key Features

The Compass Downloader includes many new features, such as:

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

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

Recommended System Configuration

- Pentium or better PC-compatible computer
- 64MB/128MB RAM
- 100MB available disk space
- CD-ROM drive or Internet/Network access
- Windows 95, 98, ME, NT, XP or 2000
- 800 X 600 display resolution.

NOTE: We offer limited support for Windows 95. Windows XP and 2000 require a change to Compass' comm port buffer settings (see Chapter 2 Installation).

Manual Structure

This manual will guide you through the many operations of the Compass Downloader. It is arranged in the order in which operations should be performed until you become familiar with the program.

The manual is divided into ten chapters:

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

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

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

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

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

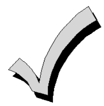
Getting Product Updates

Any future updates may be acquired through Honeywell directly, or downloaded from our Internet site. You can find Honeywell on the Internet at:

http://www.honeywell.com/security

Using This Manual

Our goal when writing this manual was to make it as easy to understand as possible. Occasionally, we include an important note or technical tip to make your work flow more smoothly. Find these tips by looking for a boxed note with a checkmark.



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

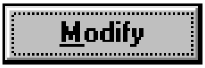
Where applicable, the actual screens are shown to help you understand the procedure being explained.

Release Notes

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

Microsoft Windows Basics

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



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

The following commands are also available:

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

Downloader Program Structure

The Compass Downloader consists of three main programs: the Shell, Panel Edit and Communication Server. When you start the software, the first thing you see after the logo is the Log In screen. After you enter a valid Operator name and password, the Compass "Shell" screen appears. From this screen you can access program-wide options such as Logout options, Station Data, and Operator Setup. You can also set up Customer Accounts from the Shell.

From the Customer Accounts list, you can access the customer account's Alarm Control Panel configuration. From the Panel Edit screen, you can go to the Communications Program and connect to a customer's alarm control panel and execute commands on line, such as arming or disarming the panel; programming the panel configuration (downloading); or uploading configuration and settings that were programmed into the panel previously.

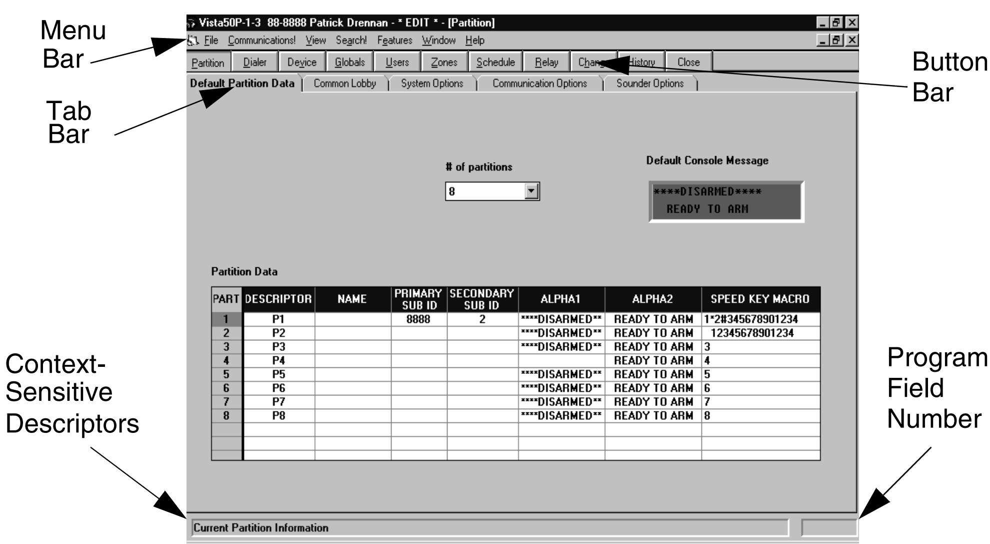
From every program component (Shell, Panel Edit, Communications), the Help menu provides an "About" box, which provides the version number of the Compass Downloader database and the software version of the program component you are currently using.

Downloader Menu Structure

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

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

A sample screen follows.



Chapter

2

Installation

If you are using Windows XP or 2000, you must first perform the following steps to configure the com port buffer before installing the Compass Downloader.

1. Right click on My Computer on your Desktop.
2. Click on Properties.
3. Click on Hardware.
4. Click on Device Manager.
5. Click on the “+” next to the Ports (COM & LPT) .
6. Right click on the Com Port that will be used for the Compass modem.
7. Click on Properties.
8. Click on Port Settings.
9. Click on Advanced.
10. Set the Receive buffer to low.
11. Set the Transmit buffer to low.
12. Click on OK to close all windows.

13. Reboot the computer.

Installation on a Single PC

1. Insert the Compass Downloader CD-ROM into your CD-ROM drive. (For information about floppy disk installation, see page 2-4.)

2. In Windows 95, Windows 98 or NT, from the Start menu, click Run. In Windows 3.X, select Run from the Program Manager or File menu.

3. Enter the path to the Setup program on the CD-ROM drive (i.e., **d:\setup**).

4. SETUP prompts you through the installation process. Follow the on-screen instructions.

5. By default, SETUP installs into the C:\COMPASS directory. If desired, you can change the location and directory name when prompted to do so.

6. Next, we recommend that SETUP be allowed to create a backup directory. The backup defaults to C:\COMPASS\BACKUP. (You may change the location and directory name when prompted to do so.)

7. When the Select Components screen displays, make sure all the boxes are checked.

8. If you are updating an existing version , the system prompts you to Update the Data Structure. Click UPDATE.

9. When the update of the data structure is complete, click OK.

10. Click FINISH to complete the installation.

Installation on a Network

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

1. Insert the Compass Downloader CD-ROM into your CD-ROM drive.

2. In Windows 95, Windows 98 or NT, from the Start menu, click Run.

3. Enter the path to the Setup program on the CD-ROM drive (i.e., **d:\setup**).

4. SETUP prompts you through the installation process. Follow the on-screen instructions.

5. By default, SETUP elects to install into the C:\COMPASS directory. When prompted, change the location and directory to the network drive and directory.

6. Next, we recommend that you allow Setup to create a backup directory. This backup is defaulted to C:\COMPASS\BACKUP. If desired, change the location and directory name when prompted.

7. When the Select Components screen displays, make sure that all the boxes are checked.

8. You will be prompted to update the data structure to the current revision. Click UPDATE. When the update is complete, click OK.

9. Click FINISH to complete installation on the server.

10. At each workstation, map the workstation to the network drive where the file netload.exe is located. Then create a Windows shortcut to point to the file NETLOAD.EXE on the server (e.g., X:\compass\exe\netload.exe) where X = the server drive. Whenever you run netload at the workstation, the dates of all Compass files on the network are compared to existing files on the local machine. If the network files are newer than the local system's files, the system copies these newer files to the local workstation. *Only the database is not copied to the local workstation.*

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

<u>Important Note Regarding Novell Networks</u>

Compass uses the JET database engine. When installed on a Novell Network, the Novell Server must be set up as follows:
*** Max Records per connection: 10,000**
*** Max File Locks per connection: 350**
*** Max Record Locks: 20,000**
If these settings are incorrect, you will not be able to add new accounts to the Downloader. *These settings can only be changed by a Network Administrator.*

Floppy Disk Setup

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

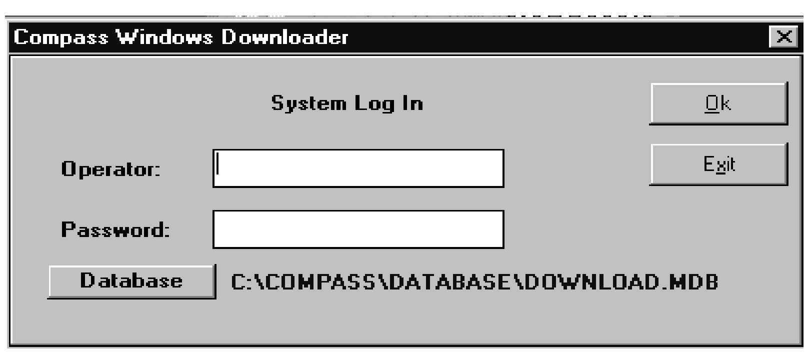
To create an install set on floppy disk: Copy each Setup disk image to a separate floppy disk (e.g. setup.exe to Disk 1, setup.w02 to Disk 2, setup.w03 to Disk 3, etc.)

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

Log-In Procedure

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

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



Enter an operator name and password. The default operator name and password is *master*. Anyone with a valid operator name and password can log in. **NOTE: The entries are NOT case sensitive.**

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

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

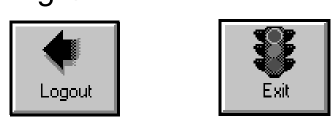
	For security reasons, we recommend that you change the default operator name and password. For information, refer to *Chapter 5: Defining System Operators*

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

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

Logging Out

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



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

Chapter 3

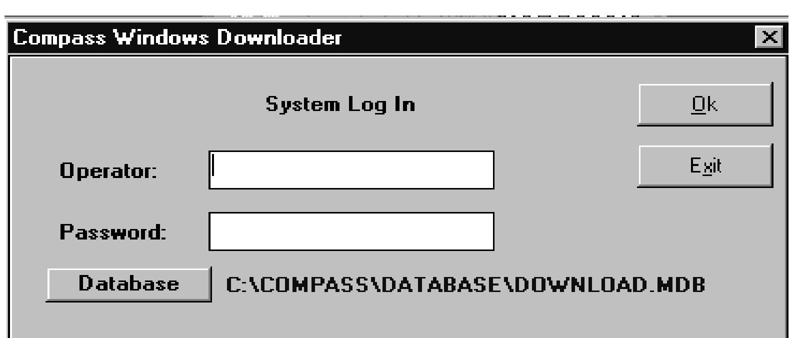
Quick Start

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

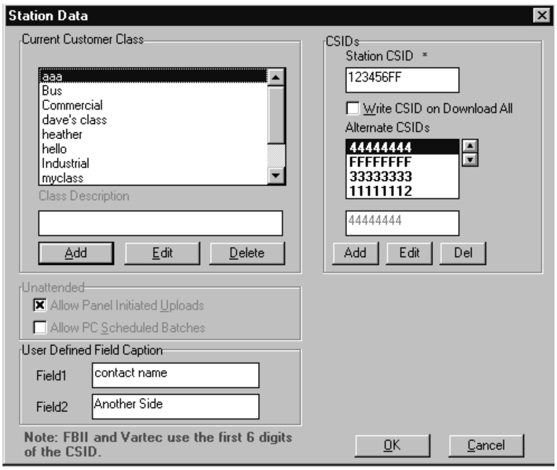
Setting Up the Downloader

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

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

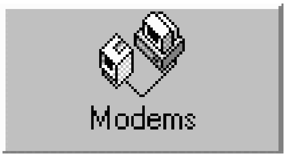


3. Select STATION DATA from the File menu. The following screen appears:

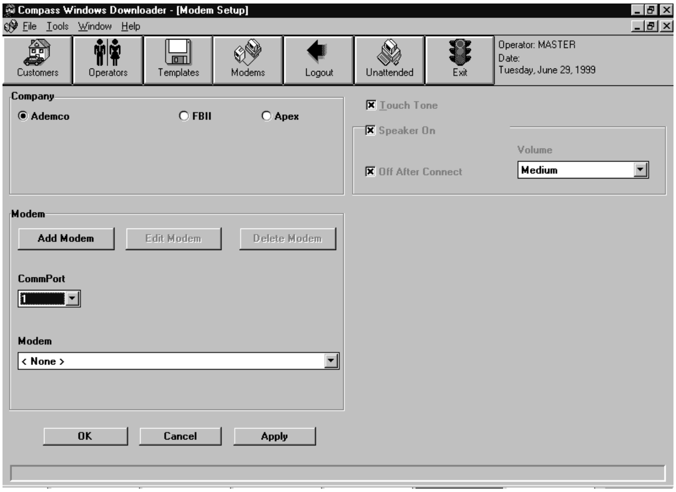


4. Enter your Computer Station Identification (C.S.I.D.) number and select OK. **See Section 4 *Communications Setup* for details on the C.S.I.D.**

5. Click on the MODEMS button:



The following screen appears



6. In the Company section, select the Company whose controls you will be communicating with.

7. In the Modem section, select the comm port to be used.

8. Select the type of modem being used from the Modem pulldown menu, then click Apply.

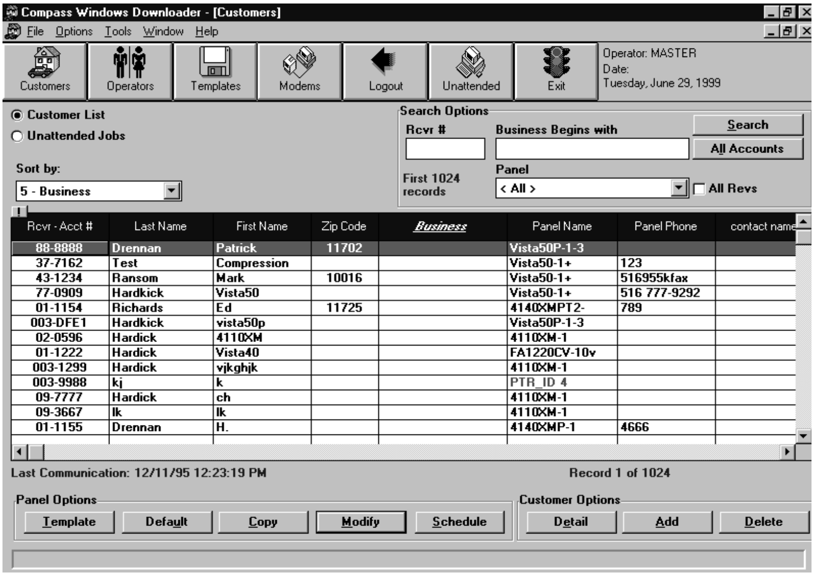
9. Select TOUCH TONE if you are using Touch Tone service.

10. Select the modem speaker options (Speaker On/Off, volume, etc.)

11. Click APPLY, then, OK.

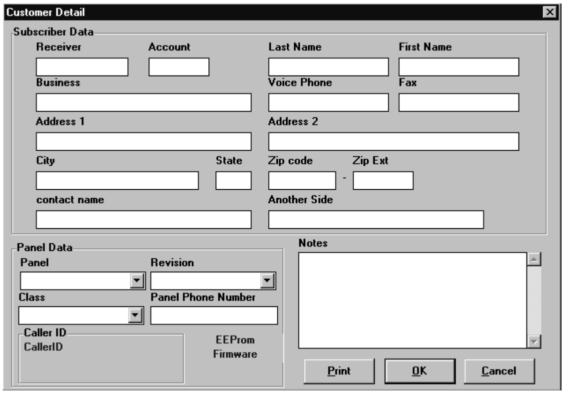
Creating a New Account

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



2. Click on the ADD button in the Customer Options frame. The Customer Detail screen appears.

3. Enter the account information (i.e., name, address, etc.). Also enter the Receiver Group account # and panel type.



NOTE: The minimum required information to create a new account is Receiver, Account Number, Panel Type and Panel Revision.

4. Click OK.

5. Click on the MODIFY button in the Panel Options frame.

6. Enter the control panel configuration information.

7. Click on CLOSE and then select SAVE to save the configuration. You will be returned to the Customer list in the Shell. Repeat these steps to continue adding customer accounts; or go to the next section to download saved configuration data to the control panel, or to send commands to the control panel.

Getting On-Line With the Control Panel

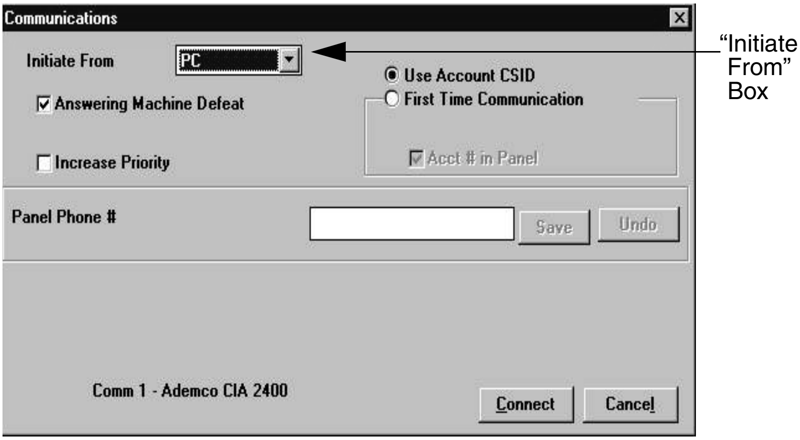
Control Panel Preparation: Using the specific control panel installation instructions as a guide, perform the following steps:

Communicating With the Downloader

1. From the Customers screen (click Customers toolbar button), select the desired customer record. Then, click the Modify button in Panel Options.

2. Select the Communications menu option from the screen that appears.

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



4. Select PC from the Initiate From box.

5. Select FIRST TIME COMMUNICATION if the panel has never been downloaded to before. Select USE ACCOUNT C.S.I.D. if it has been downloaded to before.

6. If this is a First Time Communication, but there is an account # in the control panel, make sure ACCT. # IN PANEL is checked.

7. Enter the control panel phone number.

8. Click on the CONNECT button.

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

9. When the control panel calls back and goes on-line, select the action you wish to perform from the On-Line Commands (Download, Upload, etc.).

10. After the connection is established the status of the panel (armed, ready, etc.) is displayed.

11. When you are finished communicating, click on the DISCONNECT button.

DOS V-LINK or DOS EZ-Mate Conversion

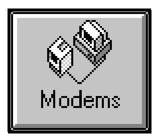
For information on converting existing ADEMCO DOS V-LINK or FBII DOS EZ-Mate accounts to Compass Windows Downloader accounts, refer to “Converting Accounts from V-LINK or EZ-Mate” on page 6-3.

Chapter
4

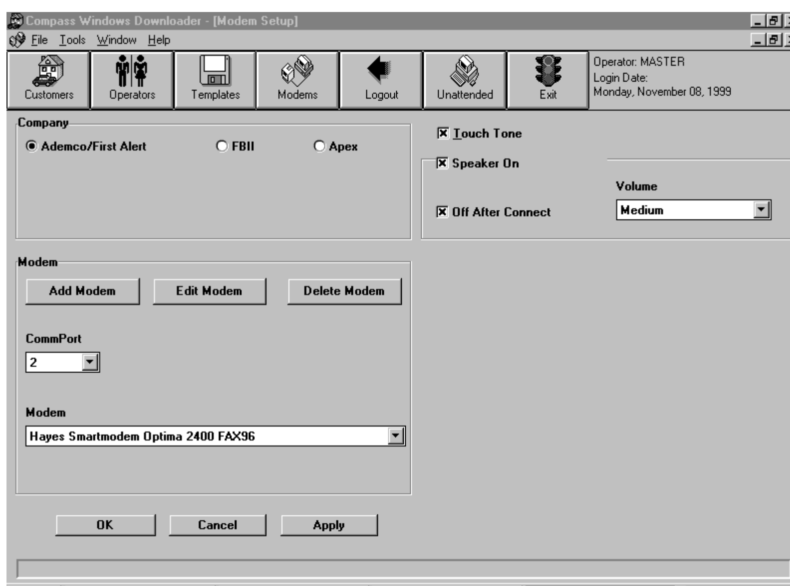
Communications Setup

Downloader Communications Setup

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



The following screen appears:



1. Select the company whose panels you will communicate with.

2. In the Modem section, select the CommPort to be used for that company's controls.

3. Select the type of modem being used from the pulldown menu.

4. Select TOUCH TONE if using Touch Tone service and select the modem speaker options.

5. Click OK.

If you communicate with more than one company's panels, you must set up a modem for each company in the Modem Setup screen.

Modem Setup

The following modems are supported and need no configuration:

- Hayes Optima 336 External
- Hayes Smartmodem 2400
- Hayes Smartmodem Optima 2400 Fax96
- Cardinal MB 2400EX
- ADEMCO CIA 2400

Only the external Hayes Optima 336 is a compatible modem. The internal model will not work with this product.

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

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

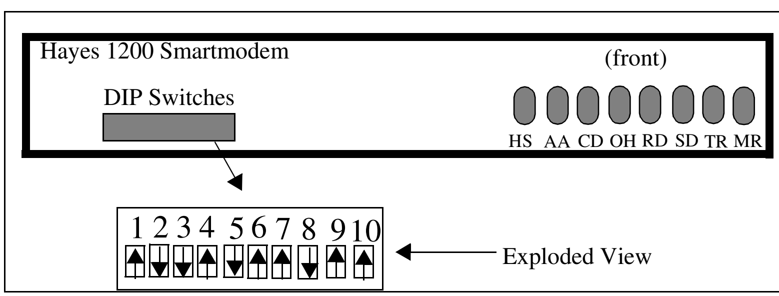
Only the external Hayes Smartmodem Optima 24 Plus FAX96 modems are compatible with the Compass Downloader. The internal Hayes Optima 24 Plus FAX 96 models are not compatible.

Configuration

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

Hayes Smartmodem 1200 External Modem

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



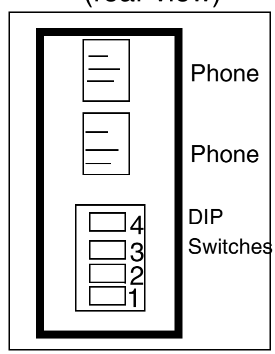
Smartmodem 1200 External Modem

Hayes Smartmodem 1200(B) Internal Modem

DIP switches:

- SW4 - OFF
- SW3 - ON
- SW2 - OFF
- SW1 - ON = Comport #2
-           OFF= Comport #1

(rear view)

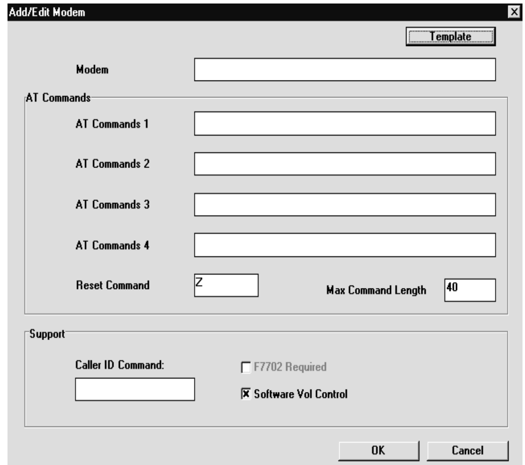


Smartmodem 1200 (B) Internal Modem

Add Modems

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

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



2. Give the modem a name.

3. Enter modem commands or click the TEMPLATE button and select the modem template to be used.

4. If your modem supports the Caller I.D. feature, you can enable the Caller I.D. Command on the Support frame here.

5. If the modem software can control the volume, click SOFTWARE VOL CONTROL on the Support frame.

6. Click OK.

FBII F7702 Interface

The F7702 Required option is only used if the company is set to FBII.
The F7702 Interface is no longer available.

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

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

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

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

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

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

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

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

Edit Modem

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

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

Delete Modem

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

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

Computer Station I.D.

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

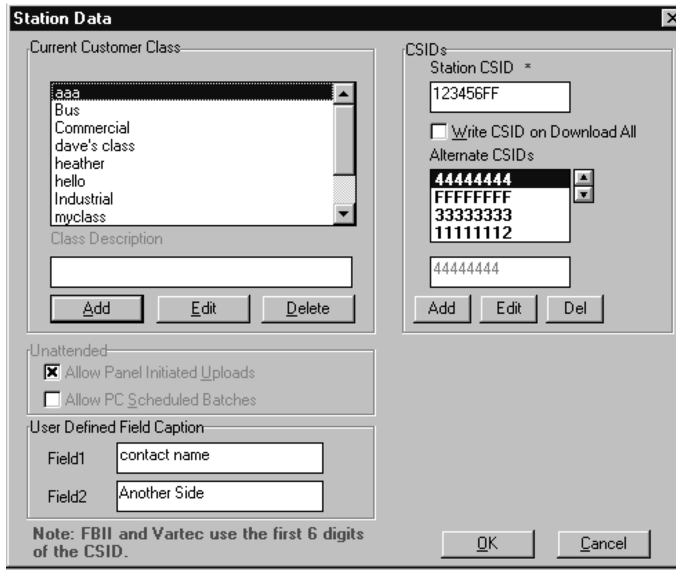
ID is not used for Apex panels. This number is assigned by your administrator.

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

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

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

button is pressed, the system displays the new station C.S.I.D.

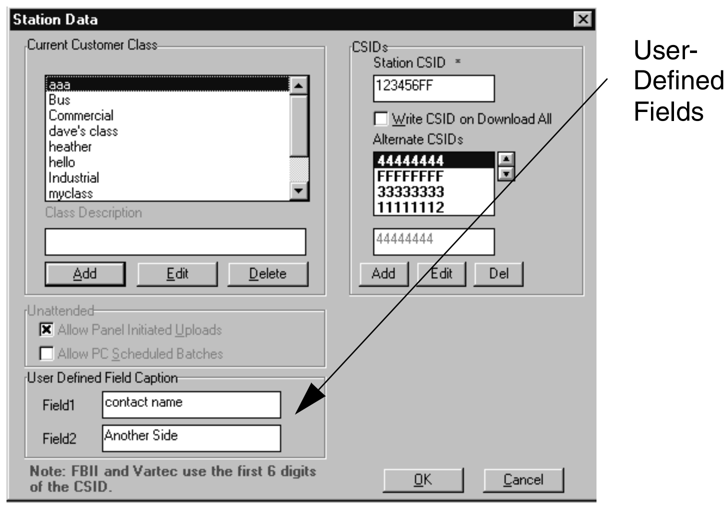


The Lynx-EX, VISTA-15P/20P panels allow multiple attempts by the Downloader to match the C.S.I.D. This feature is useful in the Unsolicited Unattended mode. These alternate C.S.I.D.s can be entered in the Alternate C.S.I.D. area.

User-Defined Fields

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

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



2. Type the field name to be used into the two boxes under User_Defined_Field Caption.

3. Click OK.

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

Only an operator with Administrator privileges can access the User-Defined Fields.

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

Chapter

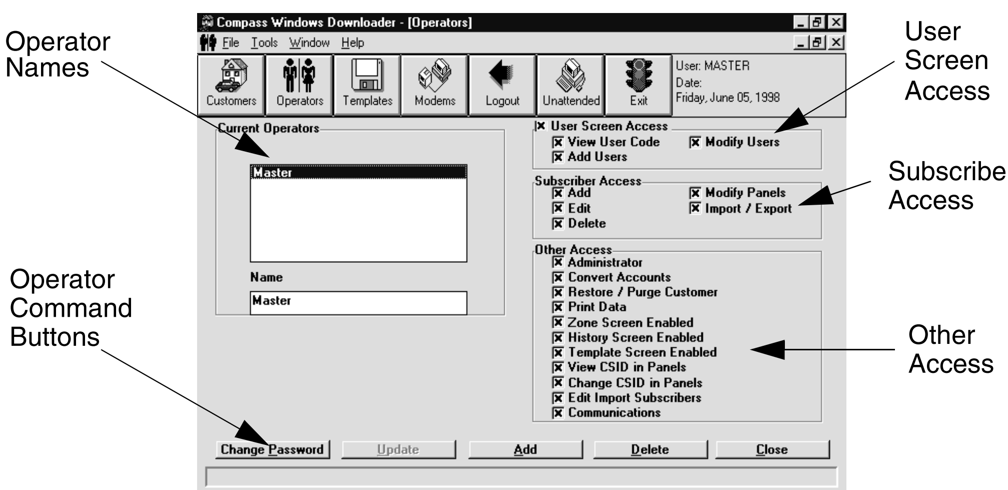
5

Defining System Operators

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

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

Only an operator with Administrator level authority can access the Operator screen.



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

Adding New Operators

To add new operators:

1. Click on the ADD button on the bottom of the Operators screen.

2. The screen changes slightly, allowing you to type in an operator's name and password. The password must be typed twice to confirm it.

3. Select the access properties for that operator using the access definitions listed below as a guide.

4. Click on the OK button to save the addition.

5. To continue adding operators, repeat steps 1-4. When you have finished, click on CLOSE.

User Screen Access Definitions

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

Subscriber Access Definitions

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

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

If you do not want an operator to have access to the Operators screen, disable the Administrator option for that operator.

Other Access Definitions

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

Changing Operator Names

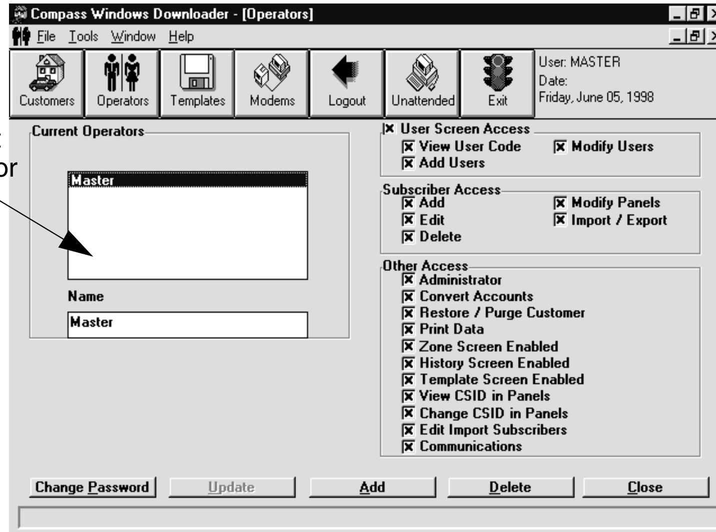
If you want to change an operator's name, highlight it in the Name box and type in the new name, then click the UPDATE button.

Changing Operator Passwords

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

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

Current Operator List



Updating Operator Information

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

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

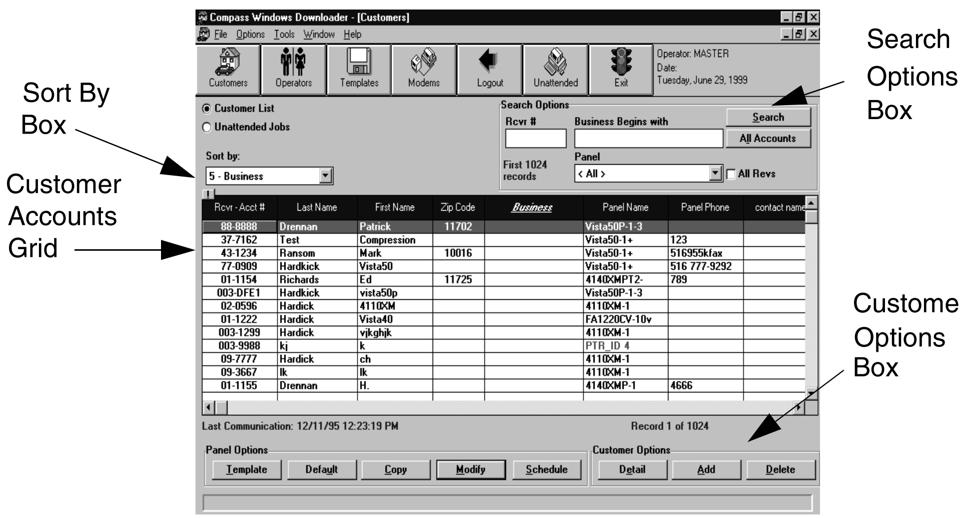
Deleting Operators

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

Chapter 6

Customer Information

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

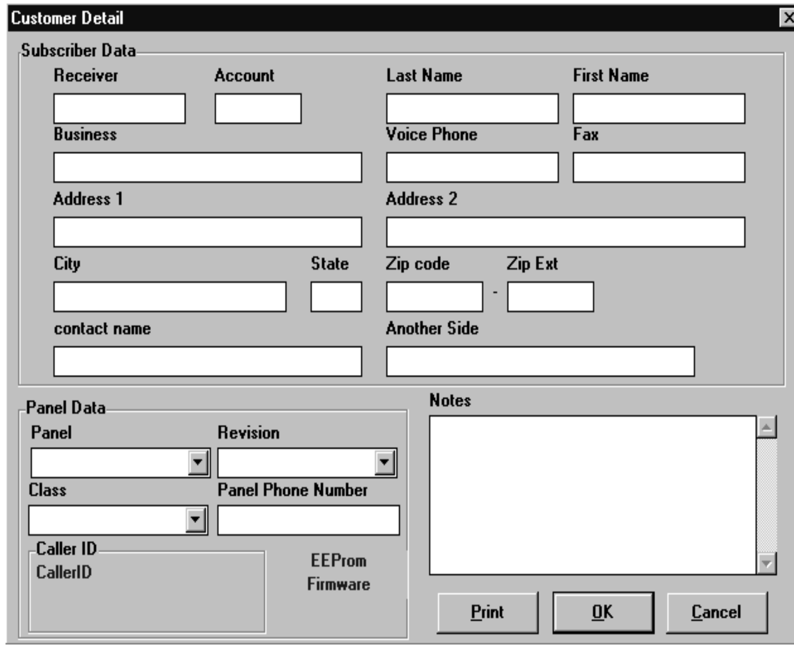


Adding Customer Accounts

To add a new customer account:

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

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



4. Tab through the screen to move from field to field. You must fill in the Receiver Group number (up to 6 characters), a 3-, 4-, or 10-digit Subscriber Account Number, Panel Type, and Revision Number. The Revision Number defaults to the most recent, based on the panel selected and the revision of Compass.

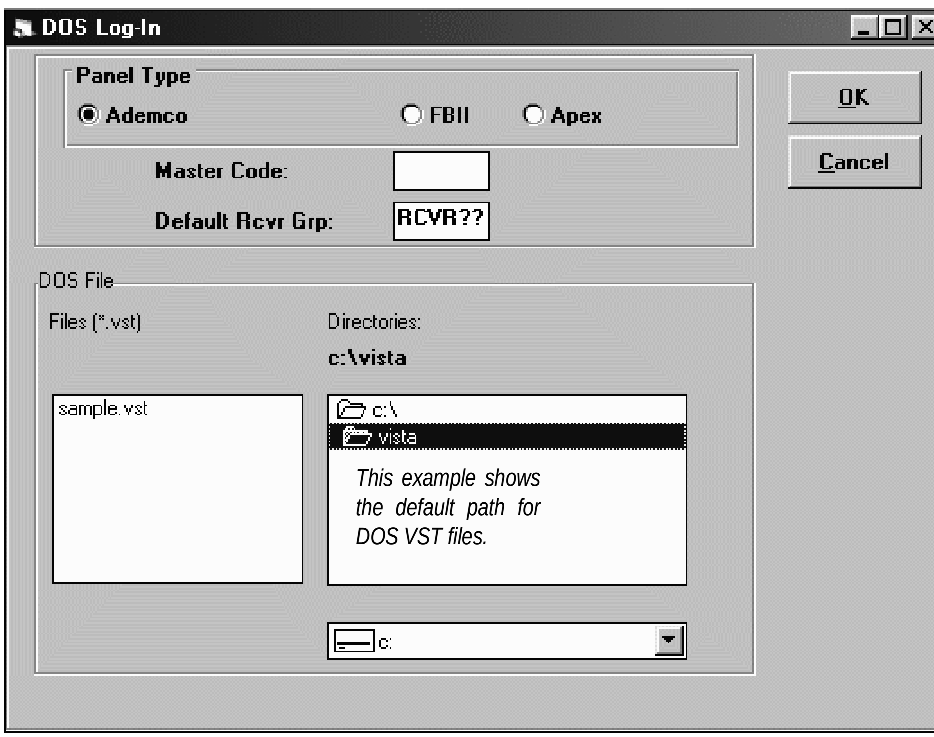
The revision determines which programming fields the Downloader displays. Make sure you select the revision you have. If you are uncertain of the revision, select the highest available.

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

Converting Accounts from V-LINK or EZ-Mate

This section describes converting existing DOS V-LINK or EZ-Mate accounts to Compass Downloader accounts.

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



4. Select the Panel Type and enter the DOS Downloader Master Code.

5. Navigate to the directory where the V-LINK, EZ-Mate, or Apex accounts are located.
6. Select the appropriate ADEMCO DOS VST, FBII DOS Index, or Apex directory with ac 4 type files to be converted and click OK. *No DOS Master Code is necessary for Apex; however it is required for ADEMCO and FBII.*

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

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

"NO MATCH FOR PRIMARY PHONE NUMBER '*&3' IN RECEIVER GROUP TABLE. DO YOU WANT TO ADD THIS PHONE NUMBER TO RECEIVER GROUP TABLE?" Then, do the following:

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

Download.ini Option
This option is for advanced operators only.

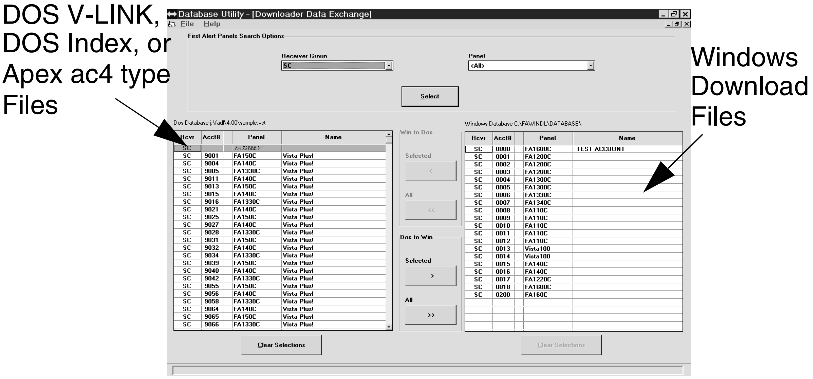
You can modify the download.ini file in your C:\Windows directory so that receiver groups will be automatically assigned to the accounts you are converting.

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

[DOS Convert]
Auto_Create_Receiver_Group=1

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

7. After you select the appropriate DOS VST, Index, or Apex ac4 type file and click OK, the Downloader Data Exchange screen is displayed.



8. Highlight the DOS files to be converted by left-clicking the mouse in the RCVR column of the grid and clicking on the SELECTED button to convert the accounts. If all the accounts are to be converted, click on the ALL button. If only certain control panel types are to be converted, select those panel types from the pulldown menu. Only those types of controls appear.

9. The converted accounts are listed on the right-hand side of the screen above. When all selected accounts are converted, select EXIT from the File pulldown menu.

10. To convert a different VST, Index, or ac4 type file, select OPEN DOS from the File pulldown menu.

> **The original V-LINK, EZ-Mate, or ac4 type accounts are not altered by the conversion to Compass. The conversion copies these accounts and leaves the originals unchanged.**

Changing Customer Account Information

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

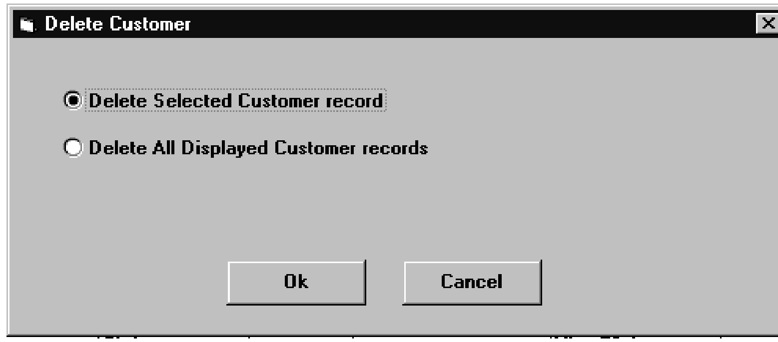
1. Click on the customer account you would like to change from the Customer Accounts listing.
2. Click DETAIL in the Customer Option box.
3. Make the necessary changes. To print the customer account information changes, click PRINT.
4. Click on the OK button, or CANCEL to exit without saving the changes.

Deleting Customer Accounts

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

1. Click on the customer's name from the Customer Account list.

2. Click DELETE. The following screen appears:



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

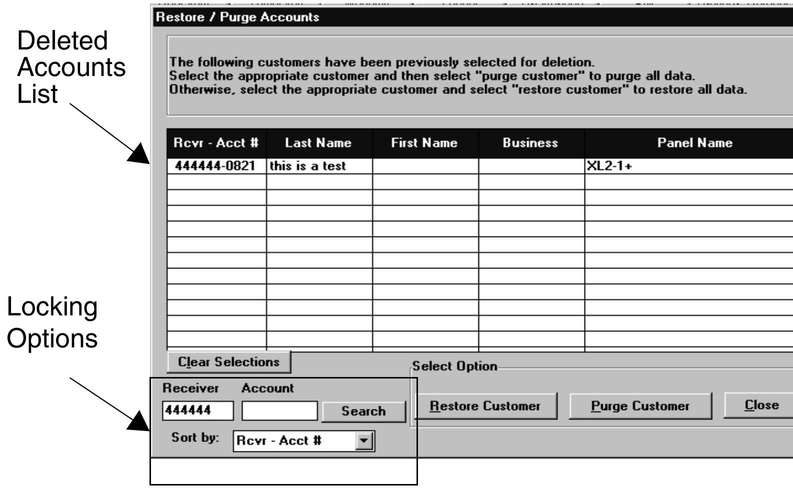
See "Restoring/Purging Customer Accounts" below to complete the deletion process.

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

Restoring/Purging Customer Accounts

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

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



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

   An additional option exists which can be used to display only accounts that match the specified receiver or receiver + account. Only the accounts that match the selection will be visible here. This option is located in the lower left of the Restore/ Puge Accounts screen.

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

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

4. To restore an account, select the account and click on the RESTORE button.

5. Click OK to confirm your selection.

Sorting Customer Data

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

- Receiver Account Number
- Last Name
- First Name
- Zip Code
- Business
- Panel Phone
- User_Defined_Field 1(Name defined if field used)
- User_Defined_Field 2(Name defined if field used)

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

The option of sorting by panel name can be found in the Search Options frame on the Customer List screen. To select by panel name, do the following:

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

Searching for Customer Accounts

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

1. Enter the Receiver Number or the beginning of the sort method chosen.
2. Click on the SEARCH button. The result of your search appears.
3. To display all the customer accounts again, click on the ALL ACCOUNTS button.

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

Purging History Data

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

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

Renaming Receiver Group

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

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

Exporting and Importing Accounts

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

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

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

To export an account, do the following:

1. Select an account from the customer list.
2. On the Customer Account screen, click on TOOLS on the main menu bar.
3. Under Tools, click on EXPORT ACCOUNT.
4. A window appears entitled “Save Exported Account As.” Select the name of the file the

account will be saved as. Make sure the name has an extension of ".wdl."

5. Select the drive to which the file will be copied.
6. Select the directory on that drive where the file will be copied to.
7. Click OK.

To import an account, do the following:

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

Customer Account Screen Layout

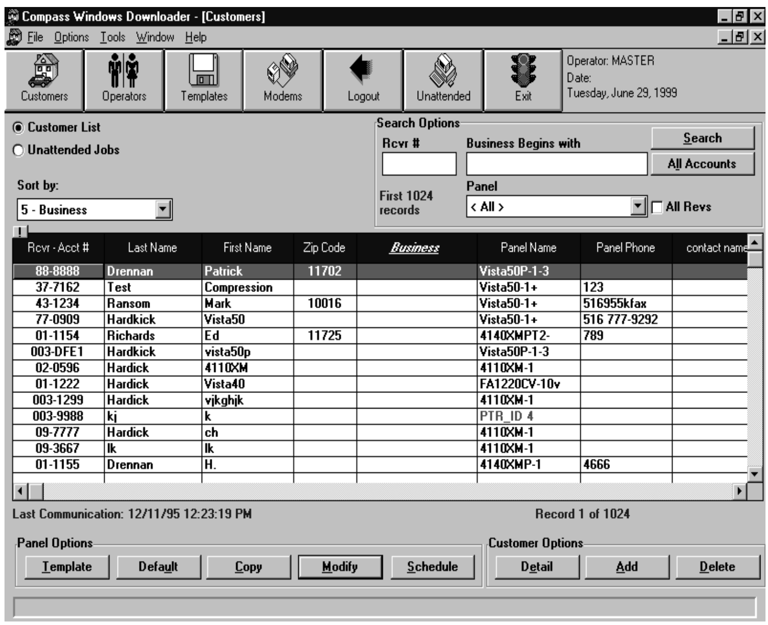
You can customize the way the Customer List displays accounts. To change column order, click on a column heading and drag it to the column position you want. To change the column width, click on the right-hand edge of the column and drag to the left to narrow it, to the right to widen it. To save this layout, as well as Search Options, do the following:

1. Click on OPTIONS on the menu bar.
2. Click on SAVE & USE LAYOUT. You will see a check mark next time you go to the Options Menu. Every time the option is selected, it toggles either on or

off. With the option on, every time the Downloader is exited, the screen layout is saved.

3. To restore the original customer grid layout, click on the Restore button ! located in the upper left corner of the grid.

Restore Customer Grid Layout Button



Chapter

7

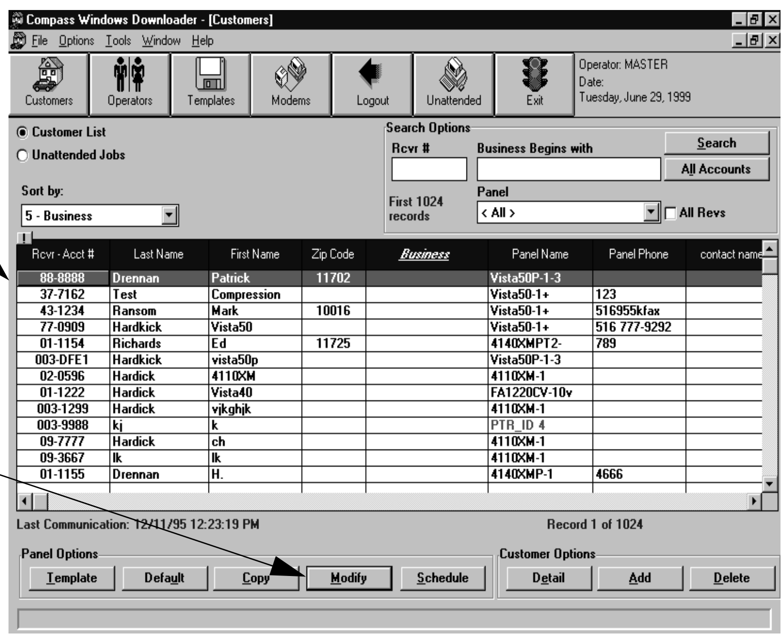
Control Panel Information

Alarm Control Programming Overview

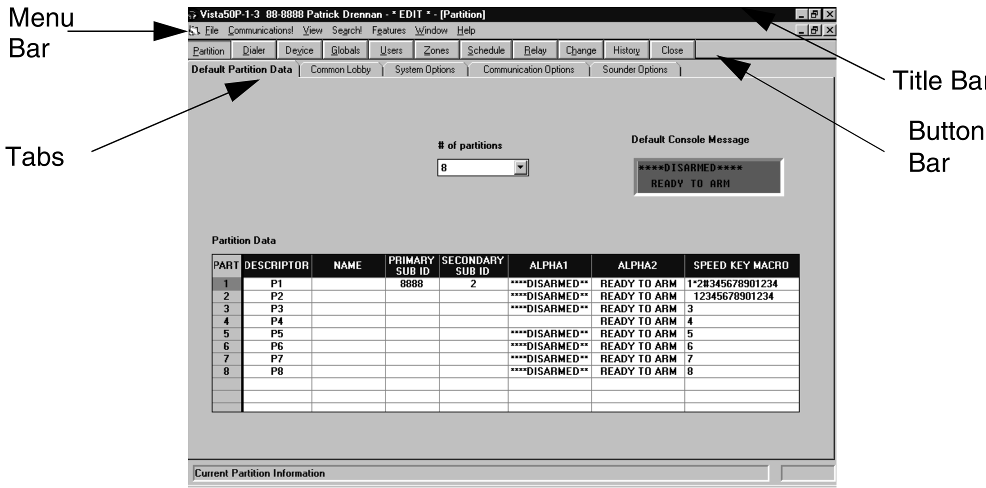
To access the Alarm Control Programming (Panel Edit) screens, either double-click on the highlighted customer account in the Customer screen or highlight the customer and click on the MODIFY button.

Highlighted Customer Account

Modify Button



The following screen is displayed:



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

File

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

Communications!

Takes you to the Compass Communications screen. Allows an operator to upload or download information to the panel, providing the ability to arm, disarm, retrieve status, bypass zones, and send messages.

NOTE: The availability of these options is dependent on the panel being connected to and the panel programming.

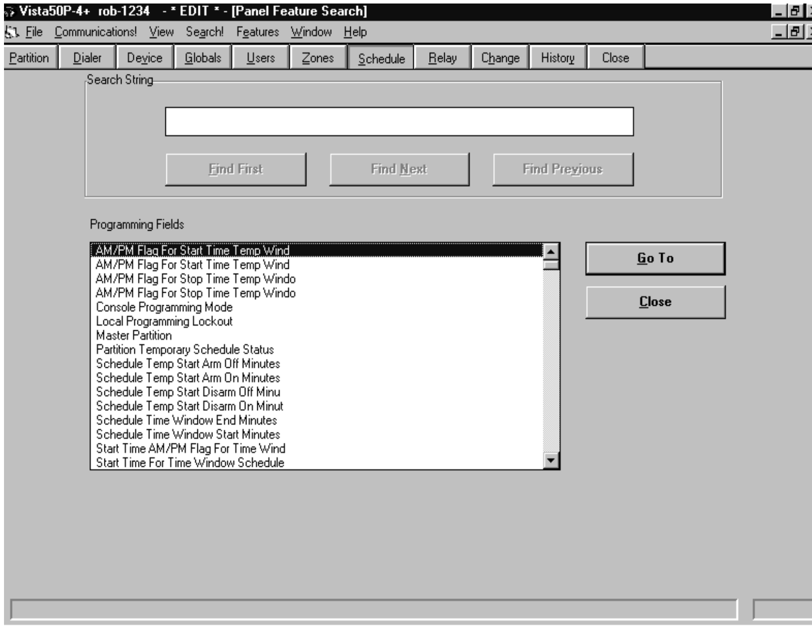
View

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

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

Search

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



To begin the search, proceed as follows:

1. Enter the programming field number or part of the field name that you are looking for.
2. Click on the FIND FIRST button. If you want to go to the field in the programming screens, click on the GO TO button.

   Compass takes you to the appropriate screen and indicates the field with a red arrow.

3. If FIND FIRST did not bring you to the option you wanted, press FIND NEXT to go to the next option matching the criteria. Use FIND PREVIOUS to go back to an option.

Features

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

Window

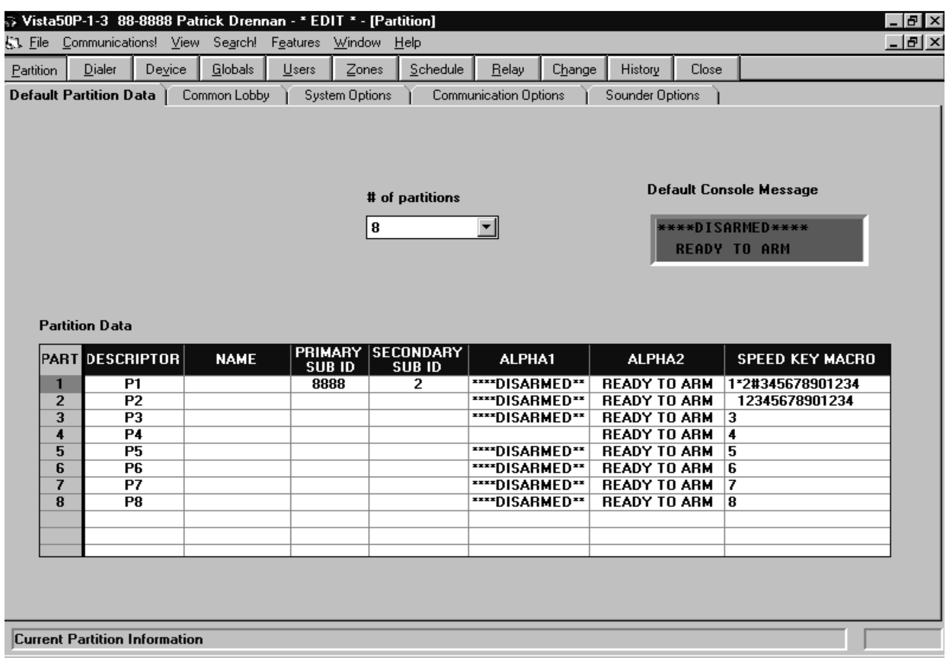
Presents normal Windows features such as cascading and arranging screens, and displays screens currently open.

Help

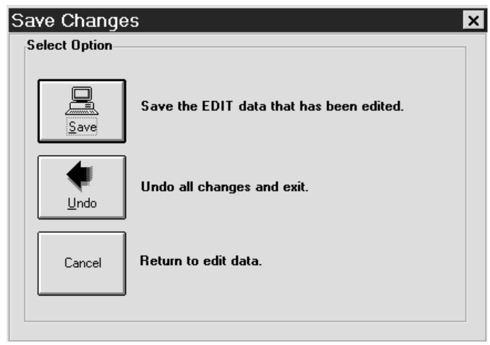
Pulls down the Help menu. Select ABOUT to view the version and release date of the Compass Database and of the Panel Edit module for the panel you are modifying.

Programming an Alarm Control

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



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

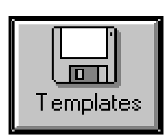


5. To save the programming information, click the SAVE button. To close without saving, click UNDO. To return to the Panel Edit screen, select CANCEL.

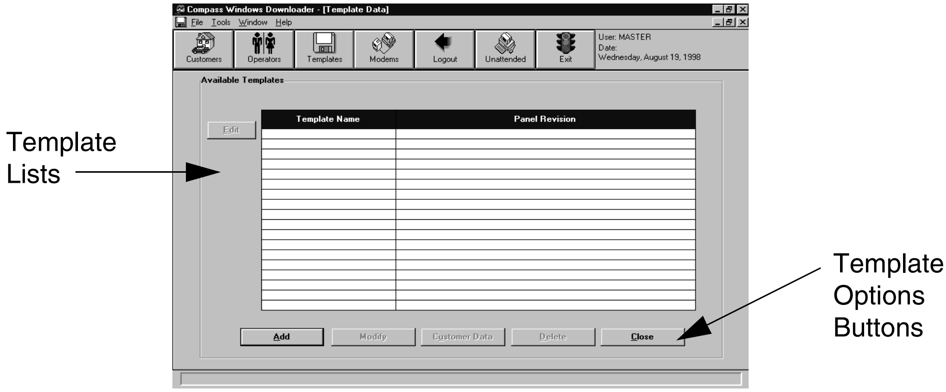
Using Templates

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

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



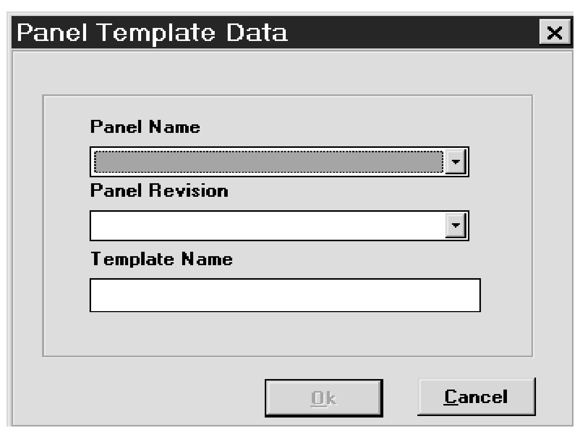
The following screen appears:



Creating New Templates

To create a new template click on the TEMPLATES button at the top of the Customer Information screen:

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



2. Click on OK to save, or CANCEL to exit without saving.

3. Click on the MODIFY button to edit the alarm control panel programming for this template.
4. When you are finished programming the control panel, select CLOSE and then SAVE to save the information.

Modifying Templates

To modify an existing template:

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

Deleting Templates

To delete a template:

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

Setting Up an Existing Customer Template

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

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

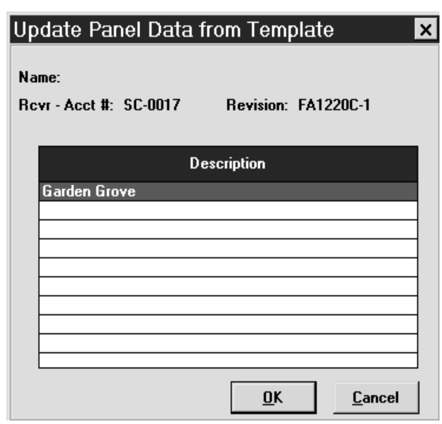
2. Select the CUSTOMER DATA button. A form appears that allows entry of the receiver # and the account # of the customer account to be copied.
3. Select OK to copy that customer into the template or CANCEL to exit.
4. Click OK to confirm copy function.

Using a Template to Create a New Account

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

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

The following screen appears:



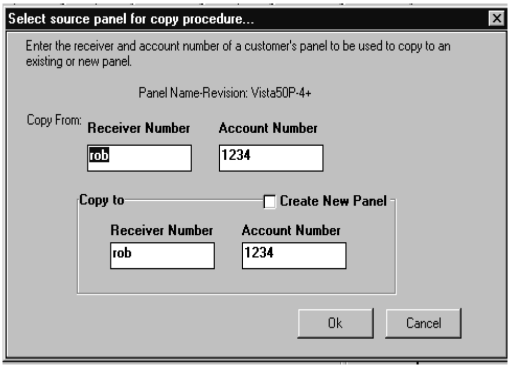
3. Highlight the template that will be applied to the account. Click OK.

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

Copying an Account

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

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



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

An account can be copied only to another account that uses the same control panel type and revision.

Chapter

8

Interactive Communications

How to Communicate On-Line (ADEMCO, FBII, and Apex)

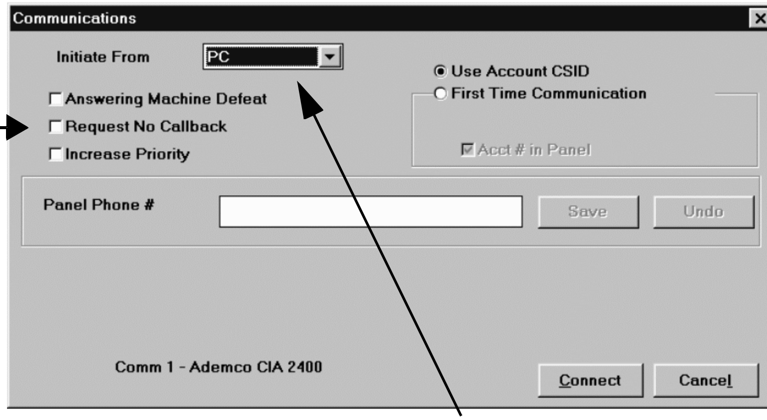
The following chapter contains information on Interactive Communications for ADEMCO, FBII, and Apex control panels. For ADEMCO, this information follows on page 8-1; for FBII, the information begins on page 8-20; and for Apex, the information begins on page 8-25.

Getting On-Line (ADEMCO)

To begin interactive operation, perform the following steps:

1. From the Customer Account Screen, click on the MODIFY button for the selected control panel.
2. Select the COMMUNICATIONS! menu option.
3. Click on the CONNECT button. The Communications screen appears:

Request No Call-back only appears on panels where the panel setting must be matched for call-back(e.g.4140XMP, 4120XM, 5140XM)



"Initiate From" Box

4. In the Initiate From box, select the origin of the call (PC, Panel) or, if your control is directly connected to your computer's serial port, (if supported by the control) select DIRECT.
5. Select USE ACCOUNT CSID or FIRST TIME COMMUNICATION according to the criteria in the following table. (on some panels, a TELCO option is also available; see Options segment in this section.)

If:	Then:	Note:
this is a communication with an unprogrammed panel...	...select FIRST TIME COMMUNICATION and default the panel.	If you select FIRST TIME COMMUNICATION: The panel must be programmed for a Ring Detect greater than zero and Download Callback Number. If Callback is disabled at the panel, you must also enable Download Without Callback in the Downloader.

If:	Then:	Note:
the panel you want to communicate with has already been downloaded...	...select USE ACCOUNT CSID	If you select USE ACCOUNT CSID: The panel must have a Ring Detect Count greater than zero. If the panel has Callback enabled, a DL Callback Number must also be programmed. If Callback is disabled at the panel, you must also 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 will not get on-line with the Downloader.

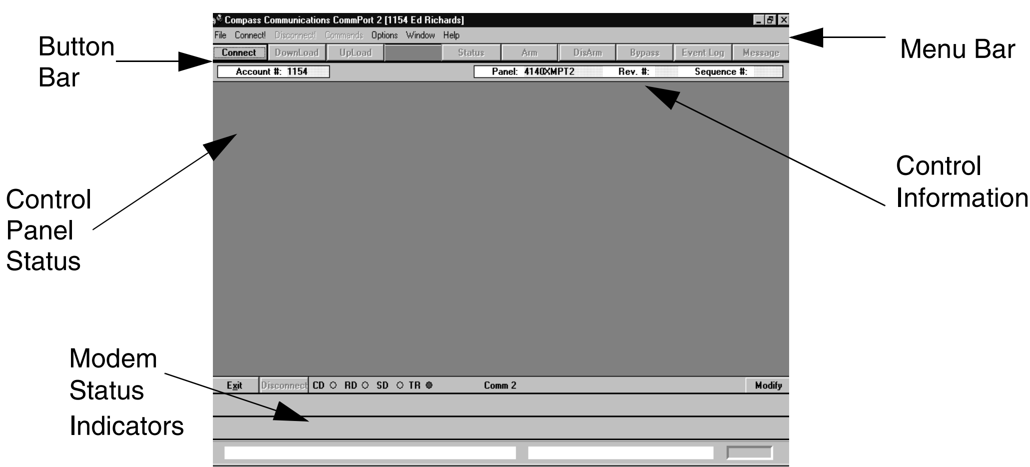
6. Select ANSWERING MACHINE DEFEAT if there is an answering machine at the premises. The ring count in the panel should be programmed for 15. For a description of Answering Machine Defeat, see page 8-16
7. If you are using First Time Communication, make sure ACCT. # IN PANEL is not checked. This means the account number in the panel is set to the default value.
8. Enter the panel phone number if it is not already entered at the Customer Detail screen. To save the phone number, select SAVE to the right of the control panel phone number. This number is now the default number used to call this particular panel, and is displayed on both the Customer Detail and Communications screens.

If you need to change the number, enter the new number and select SAVE again. The old number is overwritten. If you want to temporarily use another number, enter it, and after the session, select UNDO. You are asked if you want to restore the prior number. Select OK.

9. Click on the CONNECT button.
10. 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. A series of SEND (>>) and RECEIVE (<<) arrows are displayed at the bottom of the screen indicating data is being transferred.

After the initial exchange and verification of the C.S.I.D. and the subcriber account number, a Panel Status Information screen is displayed. This screen displays the current status of the panel. Whenever you make a request or send a command, a Panel Status box is displayed. The status box displays the status of communications between the panel and the Downloader. At the bottom of the status box is a status bar that shows the progress of the information transfer:



Modify Current Account Programming On-Line

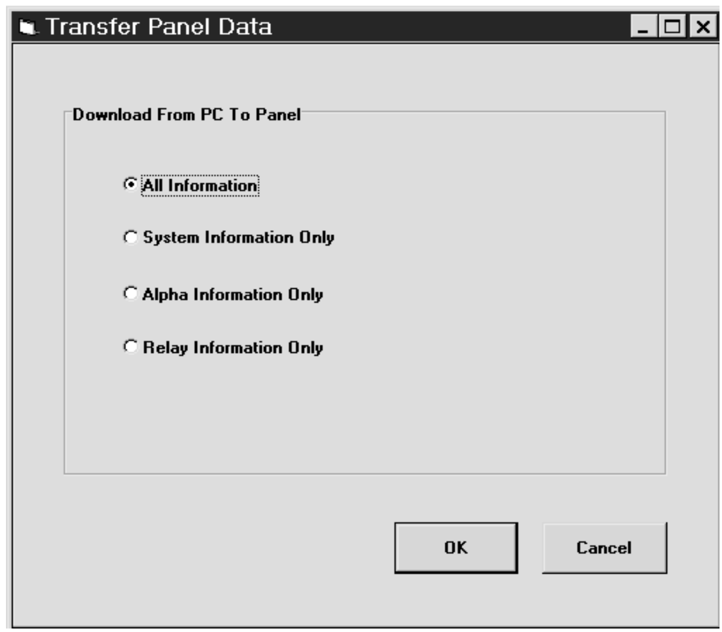
Once the control is on-line, you can modify its account programming information, or perform a number of on-line commands.

To modify the current account programming information, click on the MODIFY button. The Control Panel Programming screen is displayed.

On-Line Commands (ADEMCO)

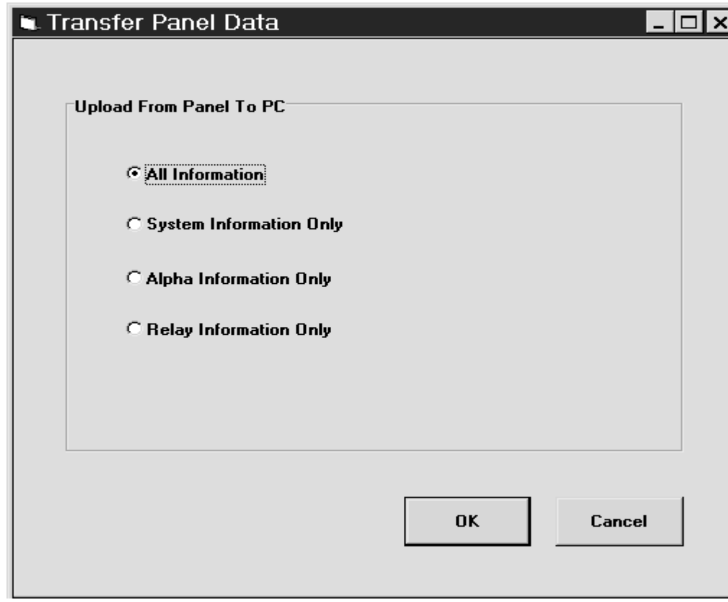
Note: Not all options are available on all panels. All Information is always available

To download programming information to the panel, click on the DOWNLOAD button. The following screen appears:



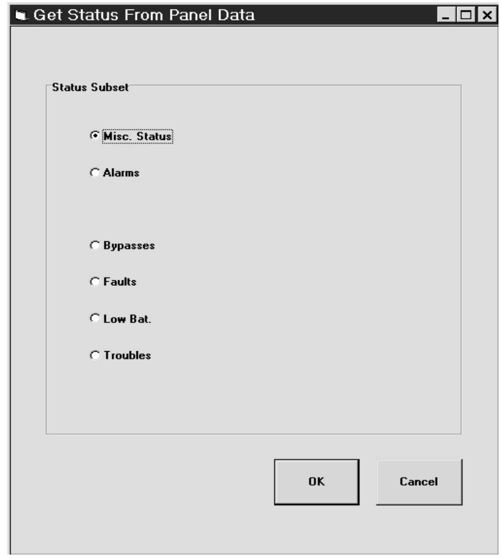
Select the information you want to download from the available options and click OK. **NOTE: The selections available on this screen may be different depending on the control panel.**

To upload programming information from the panel to the Downloader, select the UPLOAD button. The following screen appears:



Select the information you want to upload from the available options and click OK. **NOTE: The selections available on this screen may be different depending on the control panel.**

To determine the status of the panel that is on-line with the Downloader, select the STATUS button. The following screen appears:



Select the status the Downloader should inquire about and press OK.

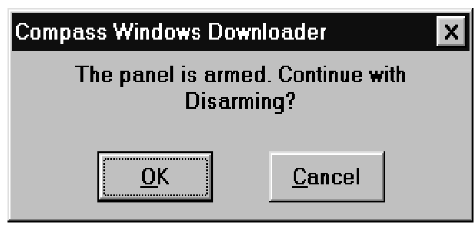
To arm the panel from the Downloader, select the ARM button. The following screen appears:

Select OK to confirm that you want to arm the panel.

If the panel cannot be armed, the Downloader displays a warning stating that the panel cannot be armed, and a Status screen shows the faulted zones:

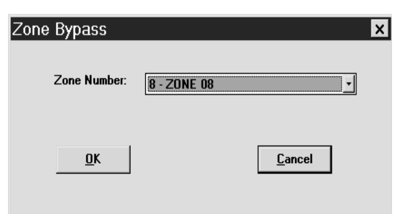
.

To disarm an armed panel, or panel in alarm, select the DISARM button. The following screen appears:



Select OK to confirm disarming.

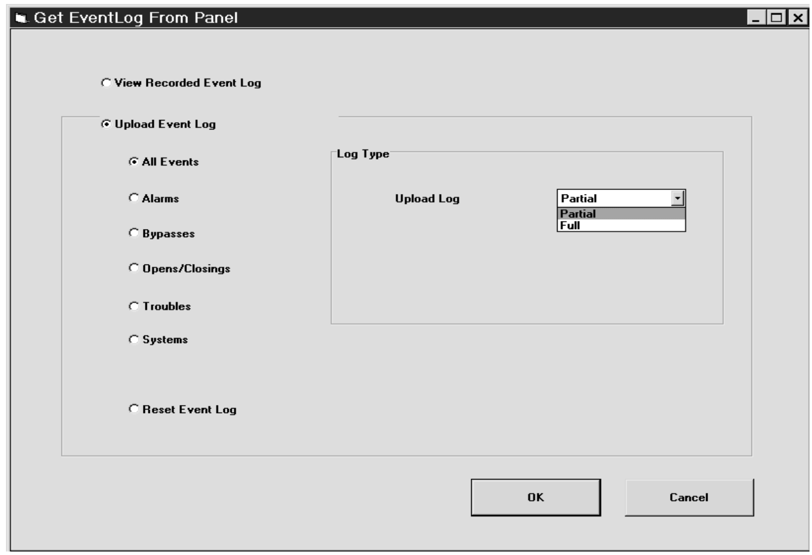
To bypass faulted zones via the Downloader, select the BYPASS button. The following screen appears:



Select the zone number to be bypassed and the partition to which it belongs (if applicable). Then click on OK.

To upload an Event Log from a panel that stores an Event Log, do the following:

1. Click on the EVENT LOG button. The following screen appears

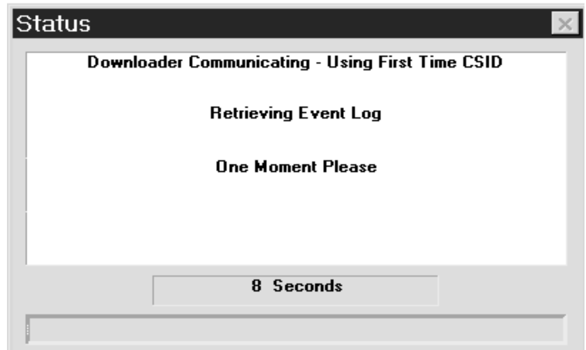


2. Select the type of events to upload.

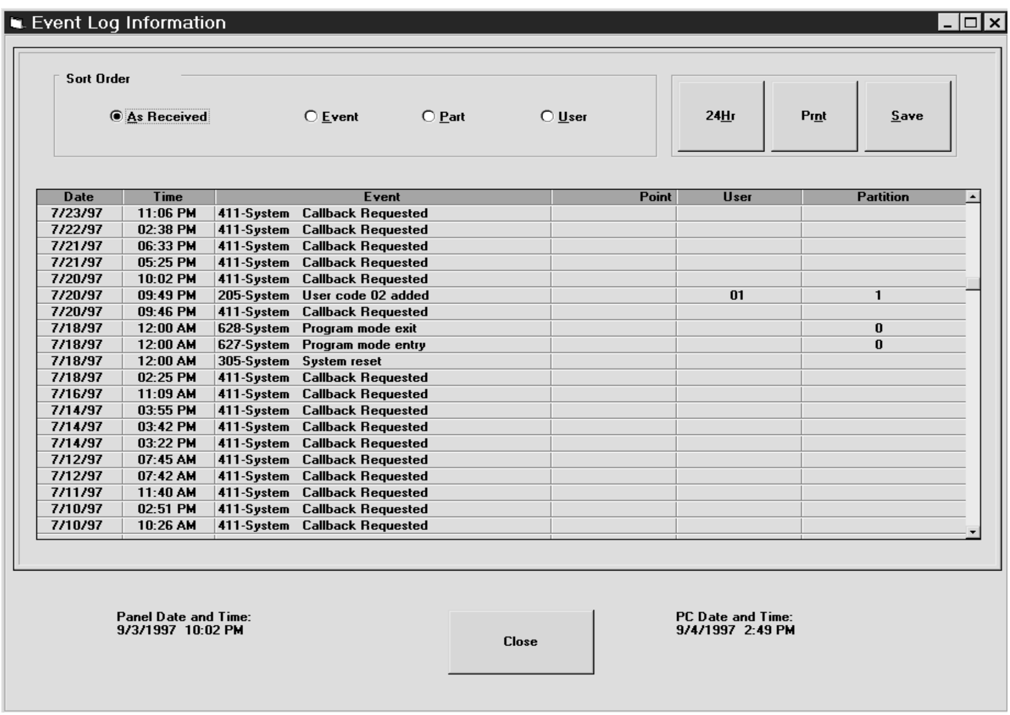
   NOTE: Event log types vary depending on the panel type.

3. From the Upload Log pulldown menu, select PARTIAL or FULL. If you select Partial, only those events since the last Event Log reset are uploaded. If you select Full, all events are uploaded.

4. Click OK. The following screen appears:



When the Event Log details have been uploaded, the following screen appears:



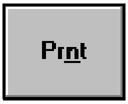
Date	Time	Event	Point	User	Partition
7/23/97	11:06 PM	411-System Callback Requested			
7/22/97	02:38 PM	411-System Callback Requested			
7/21/97	06:33 PM	411-System Callback Requested			
7/21/97	05:25 PM	411-System Callback Requested			
7/20/97	10:02 PM	411-System Callback Requested			
7/20/97	09:49 PM	205-System User code 02 added		01	1
7/20/97	09:46 PM	411-System Callback Requested			
7/18/97	12:00 AM	628-System Program mode exit			0
7/18/97	12:00 AM	627-System Program mode entry			0
7/18/97	12:00 AM	305-System System reset			
7/18/97	02:25 PM	411-System Callback Requested			
7/16/97	11:09 AM	411-System Callback Requested			
7/14/97	03:55 PM	411-System Callback Requested			
7/14/97	03:42 PM	411-System Callback Requested			
7/14/97	03:22 PM	411-System Callback Requested			
7/12/97	07:45 AM	411-System Callback Requested			
7/12/97	07:42 AM	411-System Callback Requested			
7/11/97	11:40 AM	411-System Callback Requested			
7/10/97	02:51 PM	411-System Callback Requested			
7/10/97	10:26 AM	411-System Callback Requested			

5. Select how the records are to be displayed (either EVENT, PARTITION, or USER) from the Sort Order box.

To change the sort order, select an option from the Sort Order options box.

To view the events in a 24-hour format, click on the 24HR button.

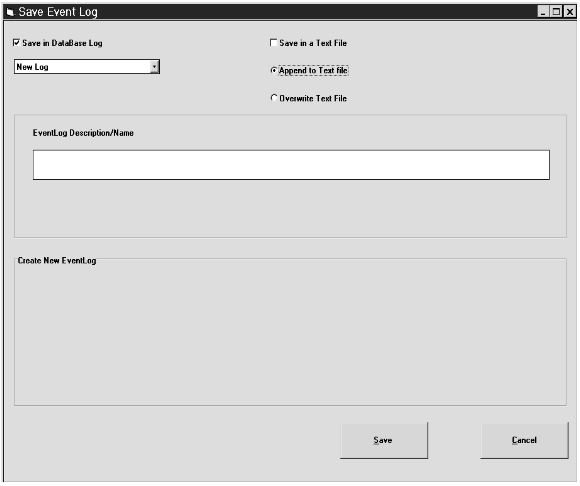
To print the Event Log, click on PRINT.



Saving the Event Log

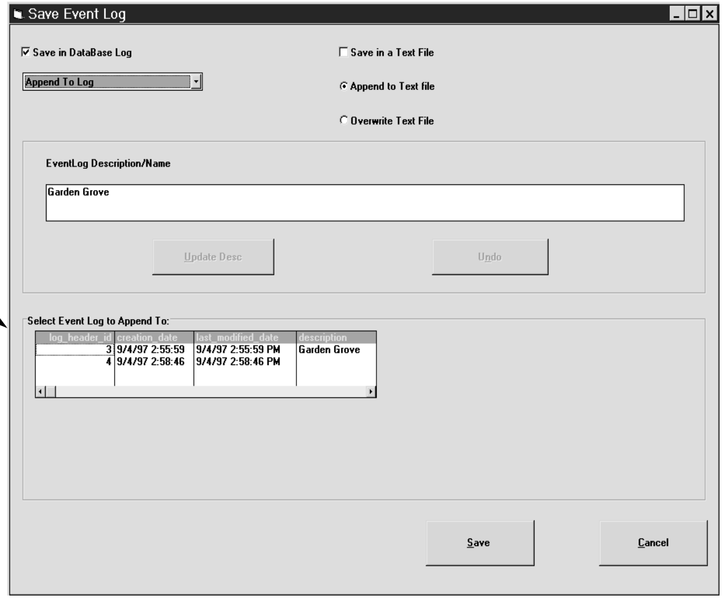
To save the Event Log, do the following, with the Event Log screen displayed:

1. Click on SAVE. The following screen appears:



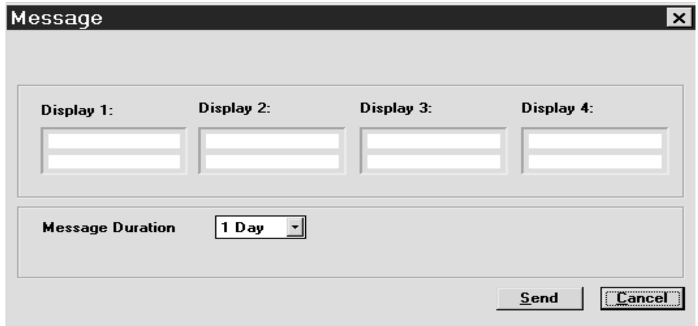
2. Select the Save options. If you want to save the log in the Downloader only, select SAVE IN DATABASE LOG and de-select SAVE IN TEXT FILE.
3. If this is a new Event Log, select NEW EVENT LOG. If you would like to append this new information to an existing Event Log, select APPEND TO LOG.
4. When APPEND TO LOG is selected, the available Event Logs are displayed.

Available
Event Logs



5. Highlight the Event Log to which the current events should be appended.
6. Click on SAVE.
7. If you chose to save the Event Log in a text file, enter a name and location in the next screen.
8. Event Logs that are saved may also be printed off-line. We recommend the file be saved as a .txt file. The file then may be printed using notepad or some other word processing application.

To display a message on the panel keypads, select the MESSAGE button. The following screen appears:



The screen displays an area for four different keypad messages. Type in up to four standard messages (one in each display window). Select the message that you want displayed at the panel's keypads. If this is a multiple-partition system, but the message is only supposed to be displayed on a particular partition, select SEND THIS MESSAGE TO THIS PARTITION. Select the amount of time the message is to be displayed from the Message Duration pulldown menu. Then click on SEND to download the information.

Options (ADEMCO)

Event Log - To view Event Logs (on panels with the Event Log option), select **View Logs** from the File menu. In addition to Event Logs, VISTA-100 type panels have the last three options listed here:

Event Logs:	Allows viewing of previously uploaded logs.
ECP Reports:	Lists all the addressable devices connected to the system (i.e., keypads, voice module, etc.).
Fire Test Reports:	Views the results of the Fire Walk Tests that have been logged into the panel.
Unsolicited Alarms:	Lists all alarms that have occurred while on-line with the panel.

Download Warning - Under Options on the menu bar, on the panel communications screen, there is a selection for Download Warning. If this option is selected, you are warned if you attempt to do a download without first performing an upload during the current communication session. You can still perform the download even if you choose not to perform the upload.

Caller ID - If a Hayes Optima 336 Modem is being used and the phone has Caller ID capability, this option displays the Caller ID information during the connection onto the Customer Detail screen.

Answer on 2 Rings - This option allows the Downloader to answer an incoming call on the second ring. This is particularly useful when using Caller ID. The Caller ID signal is sent between the first and second rings.

Auto Answer Machine Defeat - This option causes the downloader to automatically hang up after one ring and redial in 12 seconds.

Telco on All Panels - This option allows Telco to be tried on all panel types; however, not all panels have the Telco option.

Alternate Protocol - This option is to be used when disconnect problems occur during upload/download. Applying this option may help maintain the connection.

Problematic Modem - This option is used to help diagnose and bypass modem problems. The DTR (data terminal ready) line is used to get the modem's attention. Sometimes this line is not well connected to the cable running from the PC to the modem. To check for a bad cable set, choose the TOGGLE DTR ON FIRST COMMAND and DROP DTR 3.1 SECONDS options. Next do a fake Connect Panel Initiated. If the Modem Status TR indicator light goes off on the screen but not on the modem, the DTR signal is not getting through to the modem. This can probably be corrected by replacing the modem cable. If replacing the cable does not correct the "Unable to put modem in command state" problem, select the ALTERNATE AT/HANGUP (BAD MODEM CABLE) option. This option changes the method used to get the modem's attention and hangs up the modem by an alternate method.

Beep On Connect - This option is used to cause the computer to beep when a connection to the panel has been established.

Busy Detect - This option enables the X4 option of the modem, which reports if the phone is busy.

Diagnostic File - This option allows a customer to log communication protocol for diagnostic purposes. This file is not a printout of your account information. This file is encrypted and must be sent to ADEMCO for interpretation. We recommend not using this function unless under the guidance of ADEMCO Technical Support.

Answering Machine Defeat (ADEMCO)

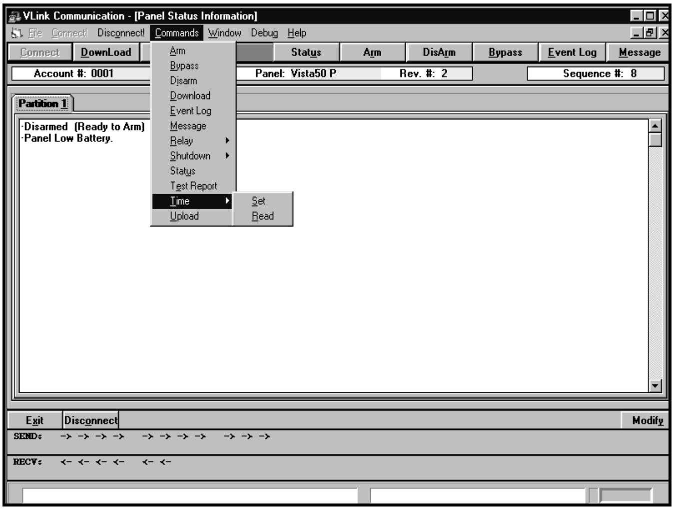
The Downloader allows remote operation to be initiated to sites that have an answering machine. The modem speaker must be enabled in the Downloader Communications screen so you can hear the phone at the site ringing. Also, Answering Machine Defeat must be enabled in the Downloader either in the Connect screen or the Dialer screen in the account for the panel you are communicating with; and the panel's Ring Detect Count must be programmed for 15 rings. To initiate remote operation to a site with an answering machine, take the following steps:

1. Select ANSWERING MACHINE DEFEAT on the Downloader Communications screen (see page 8-3).
2. Initiate a call from the PC. The PC displays “Press Escape or Click OK after First Ring.” Listen for the phone to ring at the site.
3. After the first ring, press the ESCAPE key to disconnect the call. The PC automatically hangs up, waits 4 seconds, and re-dials the number.
4. The panel picks up on the first or second ring of the second call. If the panel is programmed for Callback Required, it hangs up and calls the PC back.
5. The PC answers.

Setting the Time (ADEMCO)

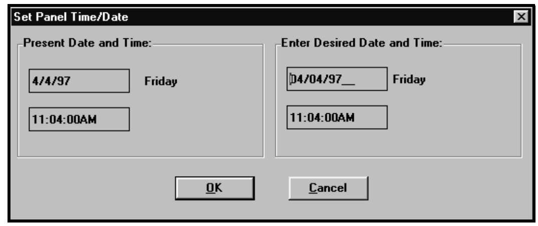
To set the time in the panel:

1. From the Command pulldown menu, select TIME-SET.



NOTE: The Command pulldown menu can be accessed only while Compass is connected with a control panel.

The following screen appears:

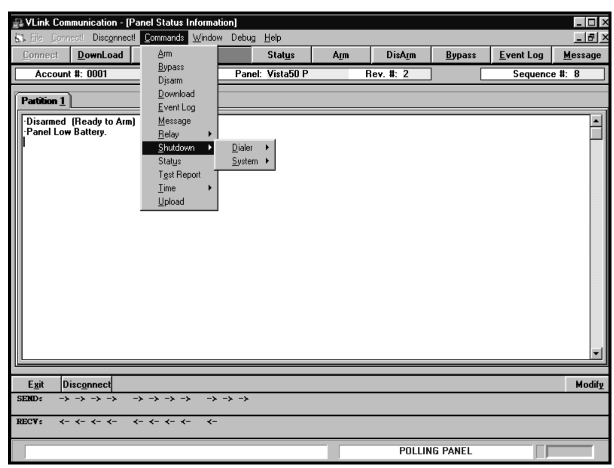


2. The panel is set to match the PC, or you can change the time to whatever you wish.

Shutting Down a Panel (ADEMCO)

To shut down a panel with the Shut Down option:

1. Select SHUTDOWN from the Command pulldown menu:



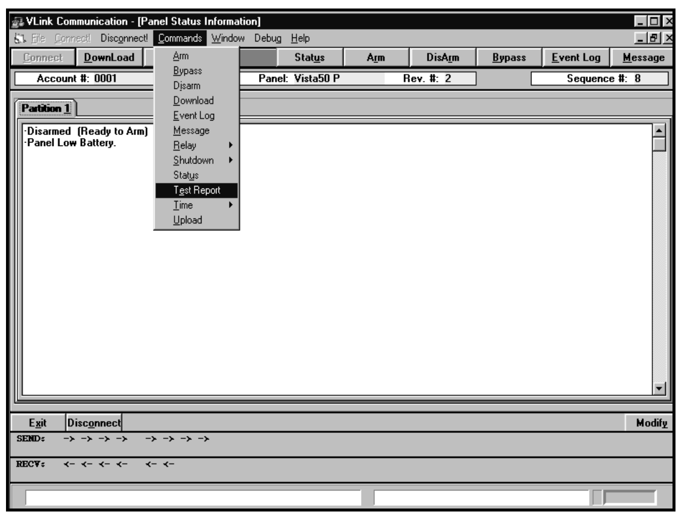
2. Select either DIALER or SYSTEM. Dialer shuts down only the dialer portion of the system. System shuts down the entire alarm system.

3. Choose ON or OFF for the selected system. System On or System Off results in communication disconnecting. Reconnection is necessary. Most panels require the disconnect to update their status.
4. Confirm your selection.

Sending a Test Report (ADEMCO)

For panels with the Send Test Report option, to send a Test Report immediately after the Downloader session:

1. Select TEST REPORT from the Command pulldown menu.



The following screen appears:

2. Select OK. The following screen appears to confirm the command:

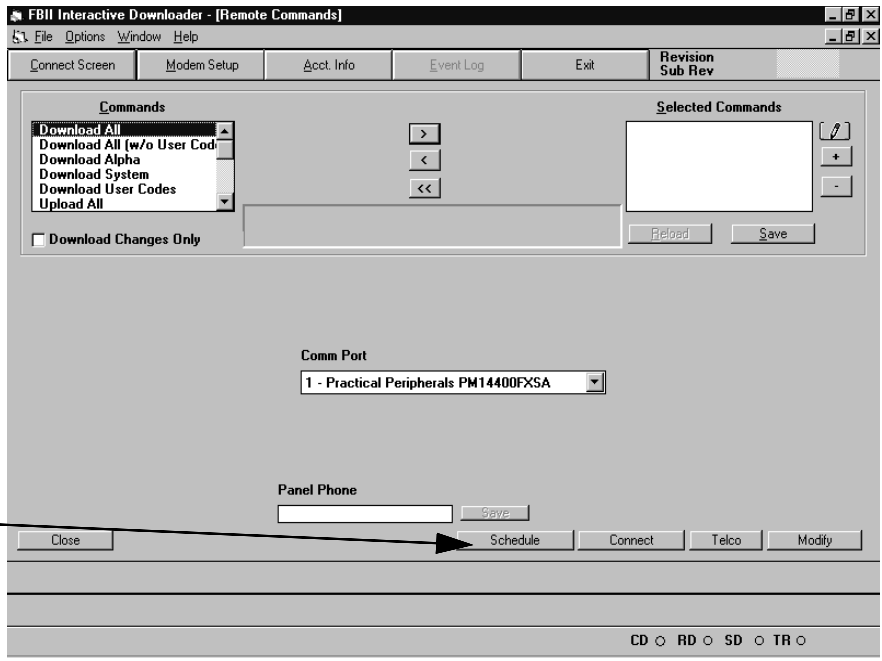
Getting On-line (FBII)

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

Panel Communications

1. Double-click on the applicable account to access the programming fields for the selected panel or select the account and click the MODIFY button.
2. Select **Communications!** from the menu. The following screen appears:

Refer to Chapter 9 for instructions on using Scheduled mode.



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

On-Line Commands (FBII)

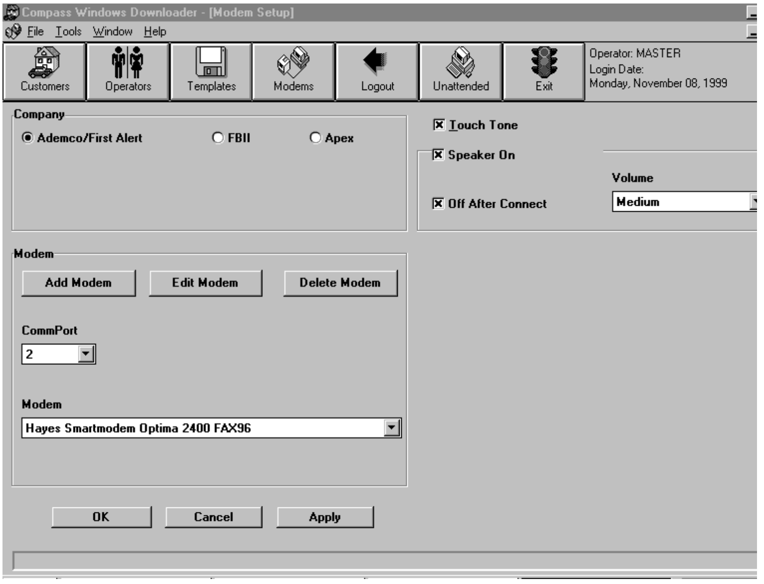
On-Line Commands vary, depending on the panel you have selected. The following are typical On-Line Commands and their explanations.

Download	To download programming information to the panel, choose DOWNLOAD.
Upload	To upload programming information from the panel to the downloader, choose UPLOAD.
Status	To determine the status of the panel that is on-line with the downloader, choose STATUS.
Arm	To arm the panel from the downloader, choose ARM.
Disarm	To disarm an armed panel, or a panel in alarm, choose DISARM.
Zone Bypass	To bypass faulted zones via the downloader, choose ZONE BYPASS.
Event Log Upload	To upload an event log from the panel, choose EVENT LOG UPLOAD.
Event Log Clear	To clear an existing event log from the panel, choose EVENT LOG CLEAR.
Time Set	To set the time, use TIME SET.

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

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

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



Options (FBII)

The following selections appear in the Options menu:

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

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

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

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

- Normal Connect
- Fast Connect
- Super Fast Connect

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

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

- Always
- Never
- Prompt

FBII F7702 Interface

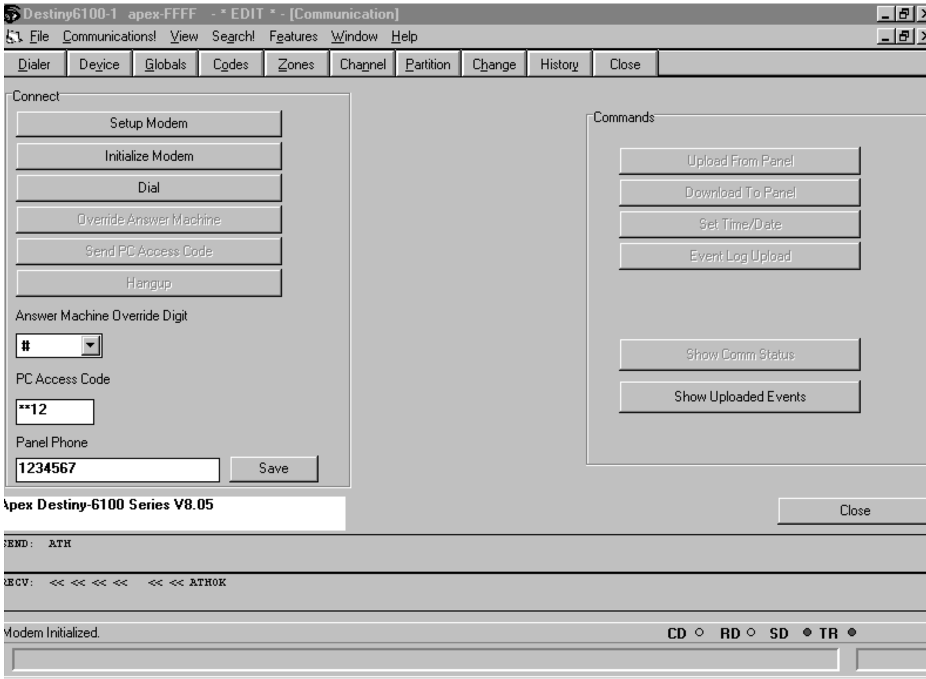
The frame titled FBII F7702 Interface, on the Modem Setup Screen, is used to set the options available for that interface.

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

Getting On-Line (Apex)

To begin interactive operation, perform the following steps:

1. From the Customer Account Screen, click on the MODIFY button to access the programming fields for the selected control panel or double-click on the account.
2. Select the COMMUNICATIONS! menu option. The following screen appears:

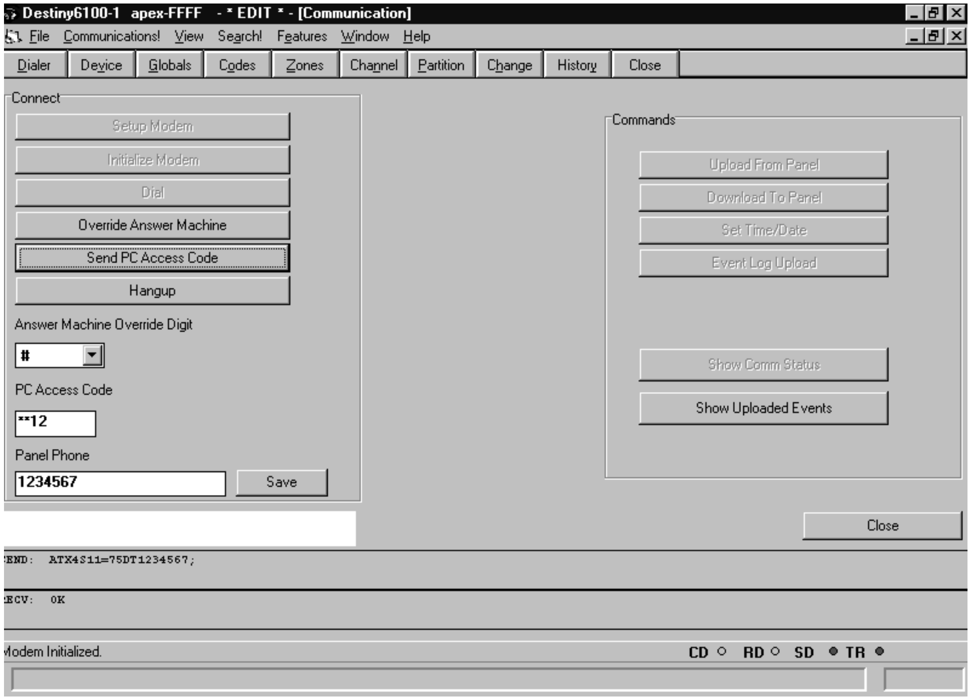


If no modem has been setup for Apex, click on the SETUP MODEM button on the leftside of the screen in the Connect Panel and setup the modem. If the modem setup has already been done, go to Step 3.

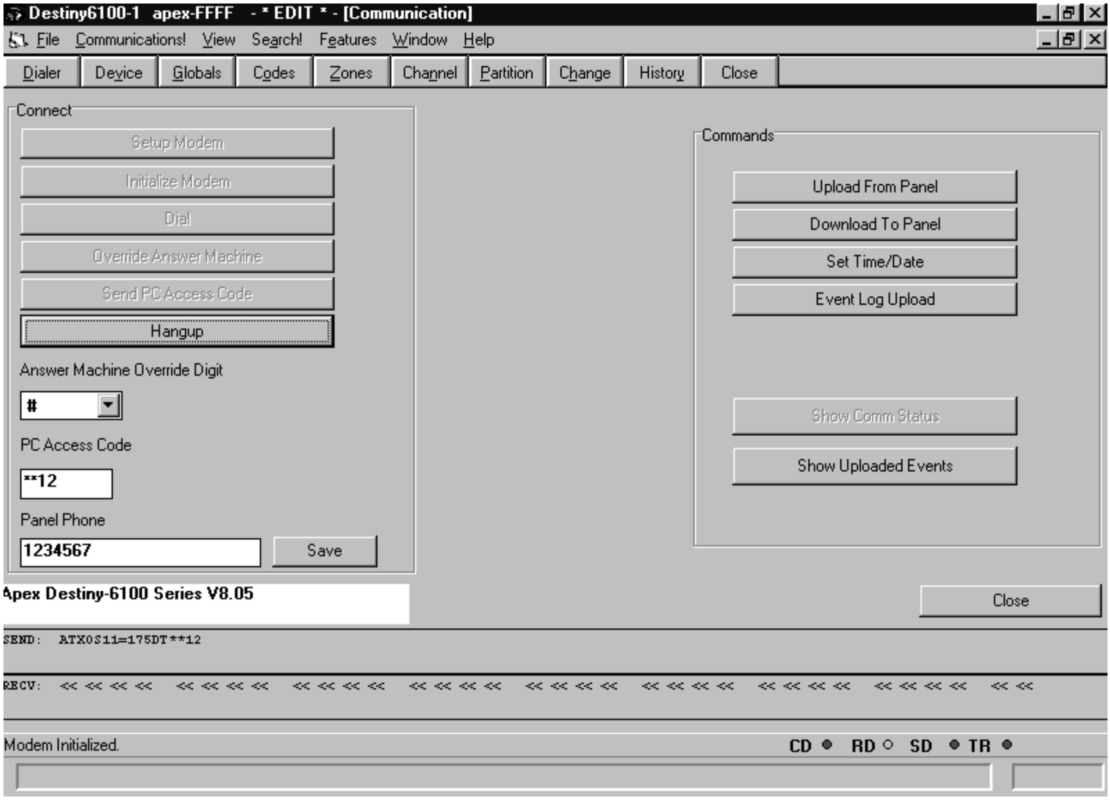
3. Click on the INITIALIZE MODEM button to start the modem.

4. Click on the DIAL button. Wait until you hear the panel tone.

Once modem is initiated to dial out and the phone rings at the panel, the bottom three buttons on the Connect Panel will be highlighted as shown in the following screen:



5. As soon as you hear the panel tone, click on the SEND PC ACCESS CODE button. If a successful connection has been made, the buttons on the Commands Panel (right-hand side of the screen) will become highlighted and the panel type and revision will be displayed (left-hand side of the screen) as shown in the following screen:



6. Select the desired commands using these buttons.
7. To disconnect, click on the HANGUP button on the Connect Panel.

Chapter

9

Unattended Communications

Unattended Operation

The purpose of Unattended Operation is to allow you to communicate with the control panel at the installation site from the office computer without an operator at the computer. There are now three separate types of Unattended modes available in Compass. These methods are called *Unsolicited, Scheduled,* and *Mixed* modes. **Please Note:** *Unattended Communications is not currently available for Apex control panels.*

Unsolicited Mode

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

Scheduled Mode

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

NOTE: Unattended Mode must be enabled for Scheduled Mode to function.

Mixed Mode

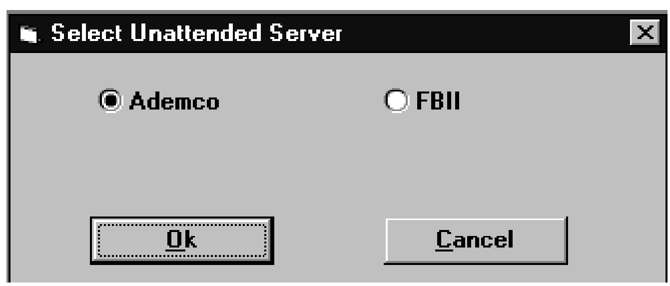
In mixed mode (with both Unsolicited and Scheduled activated), the Server operates in Unsolicited and Scheduled modes simultaneously. The Server executes scheduled jobs at their selected times; and, when not busy, answers unsolicited calls. This is the default mode and recommended mode of unattended operation.

How to Use Unattended Mode (ADEMCO and FBII)

Chapter 9 contains information for Unattended Communications for ADEMCO and FBII. For ADEMCO, this information begins on page 9-7; for FBII this information begins on page 9-17.

Starting the Unattended Server

To start the Unattended Server (either ADEMCO or FBII), click on the UNATTENDED button at the top of the Customer Information screen. The following prompt will appear:



If using ADEMCO Group Compass, select ADEMCO; if using FBII Compass select FBII. Click on the OK button. To use both Unattended communications servers at the same time, you need to have them on different Comm Ports of the computer going to two separate phone lines.

For step-by-step instructions on using the ADEMCO Unattended server, refer to page 9-7. For step-by-step instructions on using the FBII Unattended server, refer to page 9-17.

Receiver Group Assignment

This function allows the operator to add, edit, or delete a mapping of Receiver Group to Primary Phone #. Duplicate account numbers may be assigned to accounts programmed to report to different central station primary phone numbers. In the event that duplicate account numbers will be used, the Receiver Group Assignment option will prevent one account from overwriting another that has the same account number during uploading. Whenever a control panel using the primary phone number calls for uploading, it will automatically be placed into the corresponding Receiver Group.

For this purpose, we have provided a utility that allows you to associate a primary telephone number with a 6 character Receiver Group. This relationship is used for association only.

To use this option, perform the following steps:

1. Log on to the Downloader.
2. On the Customer screen, select RECEIVER GROUP/ CS PHONE # from the File menu.
3. Select the ADD button.
4. Enter the Receiver Group.
5. Tab to the Phone Number field and enter the corresponding phone number for that Receiver Group.
6. Click OK to accept the Receiver Group primary phone # entered.
7. Enter a different Receiver Group for each central station primary phone number that you use.

If the Downloader does not have a correspon-ding Receiver Group for a primary phone #, when it receives an unsolicited call from a control panel for uploading, the Receiver Group displayed for that phone # appears as a series of 6 question marks (??????).

How Scheduled Mode Works

1. The Server checks the unattended queue for jobs to be performed in the current time frame. For example, jobs can be scheduled to occur during specific time windows, such as between 10am today and 3pm tomorrow. An attempt to connect to the panel will only be made during the specified time range.
2. The server will pick the next job to be performed in the time period and attempt to connect to the panel.
3. If the connection to the panel fails, another attempt will be made 5 minutes from the current time, then the next at 15 minutes after that and the final attempt at 30 minutes after that.
4. Once a successful connection has been made to the panel, the Server will perform the desired tasks that were scheduled.

If you schedule a second job for the same account, the new job will replace the original one and only the new job will appear in the queue.

To see all pending Scheduled jobs, go to the Customer screen and select the Unattended Jobs radio button. The "Active Batches" Window displays only PC initiated jobs that are ready to be executed.

Viewing Unattended Jobs

To view existing Unattended Jobs, perform the following steps:

1. Select the Unattended Jobs selection in the upper left of the Customer Information screen.

   The screen displayed allows you to view Unattended Job Status in various categories per the drop down menu.

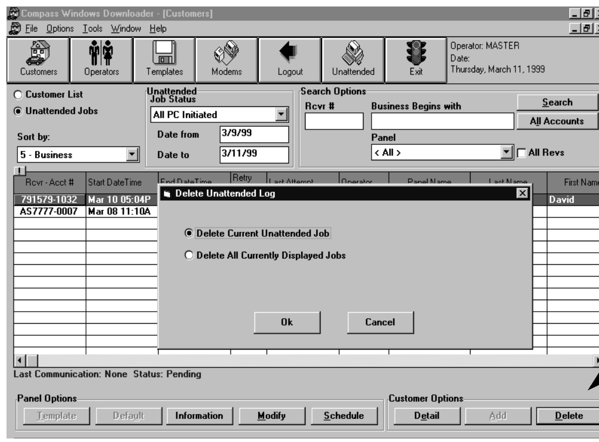
2. From this drop down list, choose the type of Unattended Jobs you wish to view based on the following descriptions.

- **Unsolicited -** Accounts that were created/updated via an unsolicited call from a panel.
- **Pending Jobs -** Scheduled jobs for the unattended server that have not been executed yet.
- **All Scheduled Jobs -** All scheduled jobs, regardless of status.
- **Finished -** Any job (unsolicited or scheduled) that has been finished.
- **Expired/Failed -** Scheduled jobs that did not finish in the required time frame/Jobs that were not completed.

3. After choosing one of these job status options and the date information, press the SEARCH button on the upper right of the screen to complete the selection.

Deleting Unattended Jobs

Pressing the DELETE button on the Unattended Jobs screen will remove jobs from the unattended queue. This action will not delete the Customer Account.



Delete Button

Selecting **Delete Current Unattended Job** will delete the selected job from the Unattended Job List.

Selecting **Delete All Currently Displayed Jobs** removes all jobs currently displayed in the grid from the Unattended Job List.

After deleting an Unattended job, press the Search button to refresh the screen and display all remaining jobs.

Viewing The Activity Log

Click the **Activity Log** button on the Unattended Server screen to list all events that the Unattended Server performed successfully, as well as unsuccessful attempts at performing unscheduled jobs.

Information

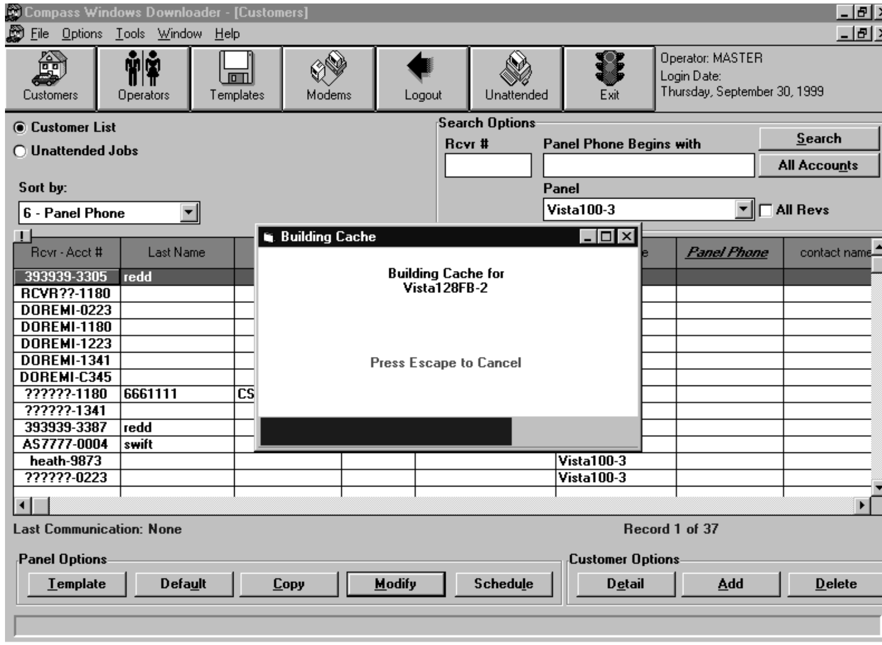
The INFORMATION button is at the bottom of the Unattended Jobs screen in the Panel Options area. Press this button to display the Information screen.

Selecting **Commands** on this screen displays a list of commands scheduled for this job. Select **Activity Log** to display the Activity Log for the selected job.

ADEMCO Unattended Communications

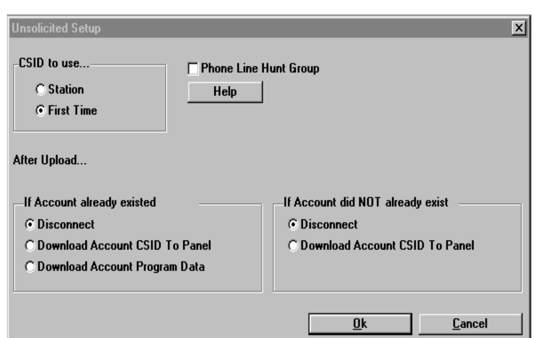
How to Select ADEMCO Unattended Mode

Click the **Unattended** button from the Compass Shell screen. The first time you enter ADEMCO Unattended Mode, you will get the following screen:



This cache is necessary for the Unsolicited Mode to work. Therefore, this build must be allowed to finish. It may take several minutes, but will only be required on the first session.

After the cache is completely built, the following screen appears:



The first action performed in any Unsolicited session is a full upload (for a detailed explanation of how Unsolicited Mode works, see page 9-102). If this account existed before the upload, select one of these actions to be performed next:

a) Disconnect from the panel.

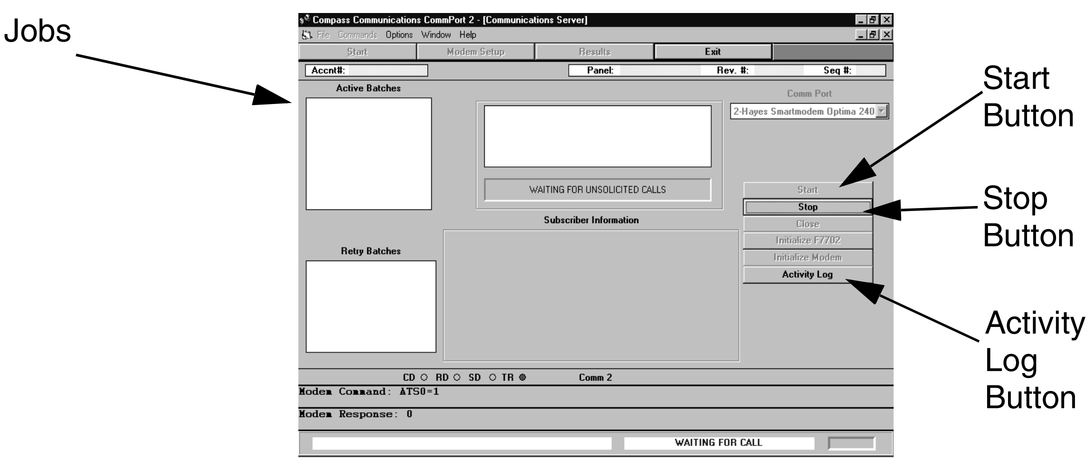
b) Download the current Station CSID of Downloader to the panel.

c) Download current data to the panel.

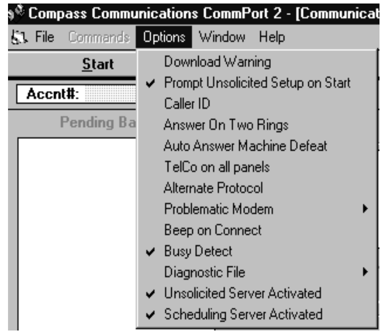
If this account did not exist before the upload, select one of these options to be performed immediately after the upload:

a) Disconnect from the panel.

b) Download the current Station CSID of Downloader to the panel.



The server starts automatically. If you want to select Unattended options, click on the Stop Button to stop the server. Then click on Options on the menu bar. The following drop-down menu appears:



Click on one or both of the bottom two entries (Unsolicited Server Activated and/or Scheduled Server Activated) depending on which Unattended Mode is desired. Activating both servers turns on Mixed Mode. Click on Prompt Unsolicited Setup on Start (second Options choice) if you wish to see and/or change the Unsolicited Setup Screen on every start-up.

Click on the Start Button to reactivate the Server.

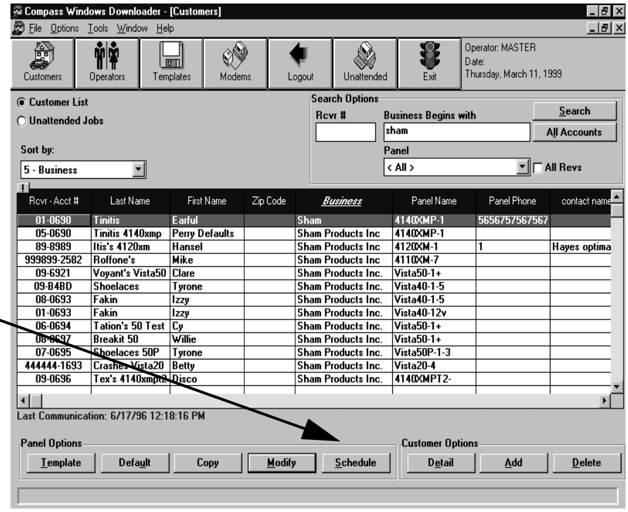
How to Schedule ADEMCO Unattended Jobs

Be sure to start the Unattended Server before scheduling jobs (refer to page 9-2 for instructions).

To schedule an unattended job, click once on the account in the Customer list. Then click the Schedule Button located in the Panel Options area of the screen.

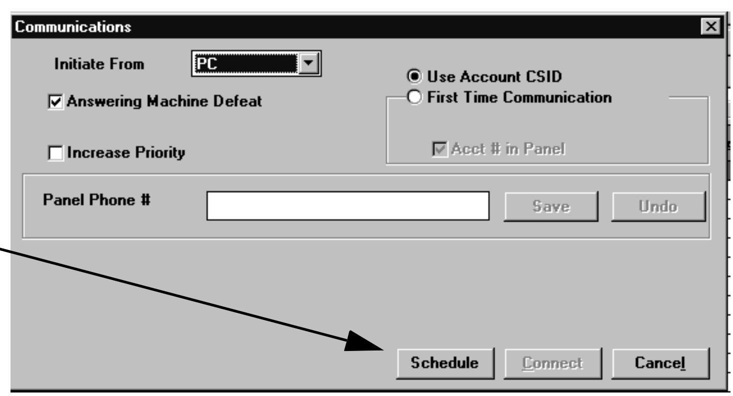
Schedule Button

Panel Options



The Unattended Communications screen appears:

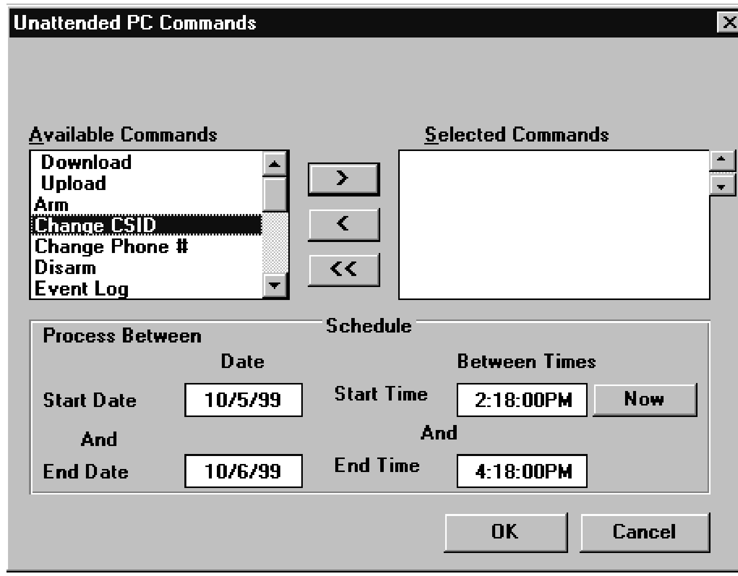
Schedule Button



Configure the selections on this screen (as explained in Chapter 8, Interactive Communications).

Note: The Increase Priority option (which appears on the ADEMCO Unattended Communications screen) allows the operator to start this job now, causing it to be run before all others.

After configuring the Unattended Communications screen, you may schedule unattended commands, by pressing the SCHEDULE button. The following screen appears:



From this screen, select the desired unattended commands and set the schedule to perform these commands.

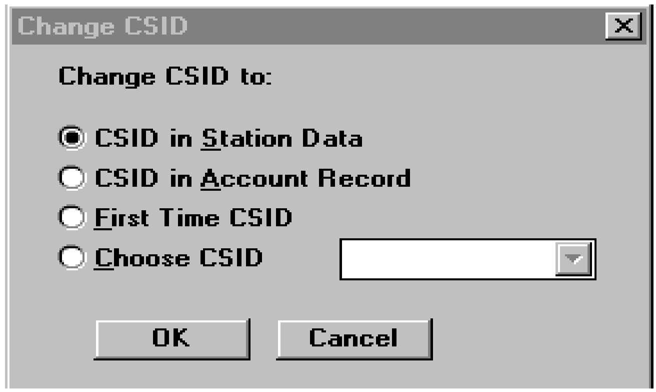
To select a command, click on the Available Command once and then click on the top arrow to put that command in the Selected Command box. *(The command may have options associated with it.)* To delete a command from the Selected Commands, click on it, then click on the center arrow. Clicking on the bottom arrow will delete all Selected Commands.

Set the desired date and time for the Selected Commands using the appropriately labeled boxes. A job can be scheduled to only run at certain times and on certain days. This is to ensure that the downloader does not call the customer at inopportune times.

Change CSID/Change Phone Number - ADEMCO

Selecting **Change CSID** or **Change Phone Number** commands requires additional information.

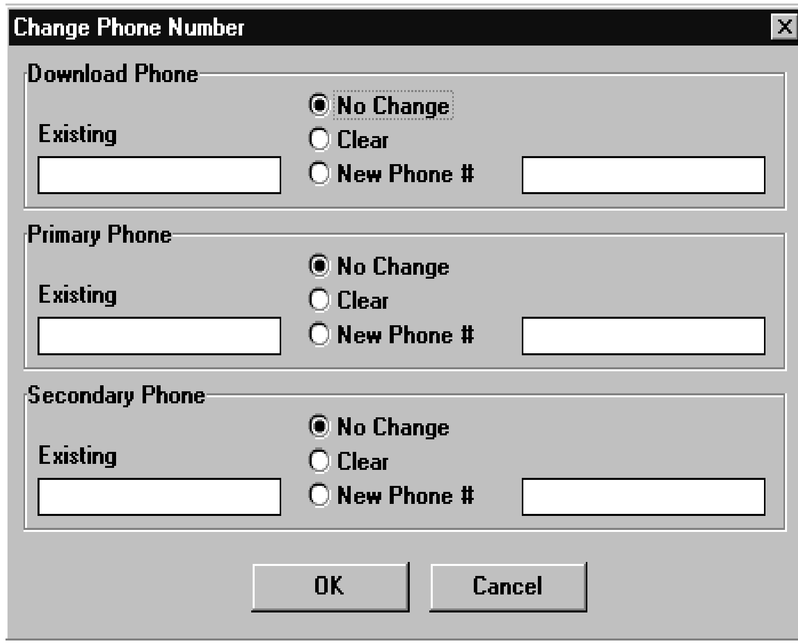
The Change CSID screen is as follows:



The choices for changing the CSID are:

- **Station Data -** CSID that exists under File/Station Data.
- **Account Record -** CSID that was saved in the Modify screen.
- **First Time CSID -** Default CSID of the panel.
- **Choose CSID -** Enter in any 8-digit CSID.

The Change Phone Number screen allows the Download, Primary, and Secondary phone numbers to be modified. Selection of this command brings up the following screen:



The phone number for this panel is displayed on the left side of the Change Phone Number screen. For each phone number, the operator has the option to

- keep the phone number as is,
- clear the phone number, or
- change the phone number.

How ADEMCO Unsolicited Mode Works

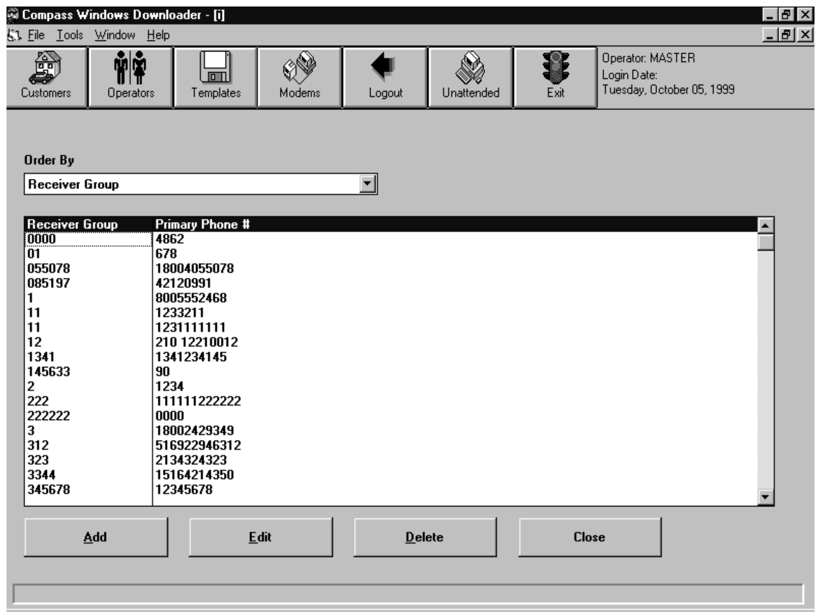
1. Select the action to be taken when the panel calls in. The Unsolicited Setup Screen prompts the operator to define the action the Server should perform after uploading data from the panel (described previously).
2. The Server is started in Answer mode so that any incoming calls will be answered.
3. The panel calls in.

4. The server identifies the panel type.
5. The server uploads the panel information.
6. The server extracts the primary phone number information just uploaded and determines if a receiver group has been assigned to that phone number. It checks for this within the Receiver Group/CS Phone # table previously set up by the operator.
7. If the primary phone number has a receiver group assigned to it, then the assigned receiver group + account number sent from the panel will be defined as the unique Compass Account number within the Downloader. If the account already exists, and the panel type is correct, unsolicited operation continues. If this unique Compass Account number does not exist in the Downloader, then it will be created.
8. If a primary phone number does not have a receiver group assigned to it, then the receiver group is assigned to a value of "??????", which flags that this record is incomplete. Now the defined Compass Account number is "??????" + account number sent from the panel. Note that this defined Compass Account may not be unique. If the non-unique Compass Account number does not exist in the Downloader, then it will be created.
9. Once a Compass Account has been identified, the Server will perform an action pre-defined by the operator in the Unsolicited Setup screen. This screen will appear just before the server is activated, if you select the Prompt on Start Option.

Setting Up ADEMCO Panel To Call Unsolicited Server

The primary phone number, account number and download phone number must be programmed in the

ADEMCO panel. The primary phone number should be a number that has a receiver group assigned to it within the Downloader. This phone number must not include any characters except digits (i.e., no pause, *, #, etc.). To assign a Receiver Group to a Primary Phone Number, click on the File portion of the Menu Bar. Select Receiver Group/CS Phone#. The following screen appears:



From this screen, Receiver Groups and corresponding primary phone numbers can be assigned, modified, or deleted.

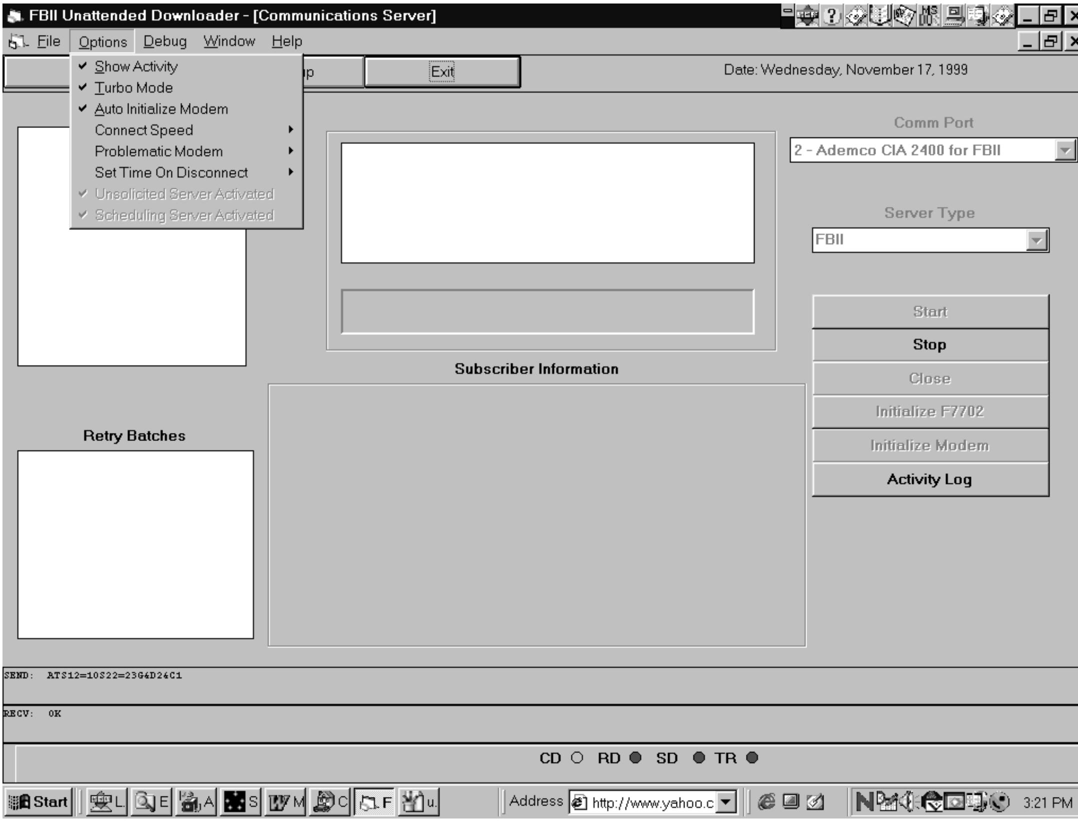
During the handshake between the Server and the ADEMCO panel, the ADEMCO panel passes the account number it has programmed. Once there is connection between the Server and the ADEMCO panel, the Server will request an upload so that it can retrieve the primary phone number programmed. As mentioned above the

Server uses the primary phone number and account number programmed to determine the Compass Account.

FBII Unattended Communications

How to Select FBII Unattended Mode

1. Click the Unattended button from the Compass Shell screen.
2. Select FBII. The first time you select FBII Compass must build a cache of the FBII panels. See the expalanation of this on page 9-2.
3. The server is started automatically.
4. If you want to select Unattended options, click on the STOP button to stop the server. Then click Options on the Menu Bar. The following drop-down menu appears:



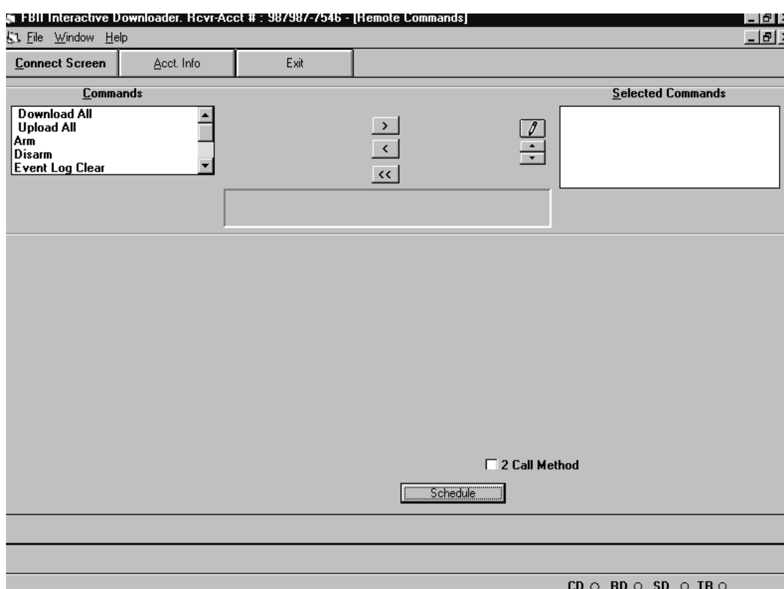
5. Click on one or both of the bottom two entries (Unsolicited Server Activated and/or Scheduled Server Activated) depending on which Unattended Mode is desired. Activating both servers turns on Mixed Mode.
6. Click on the Start Button to reactivate the server.

How to Schedule FBII Unattended Jobs

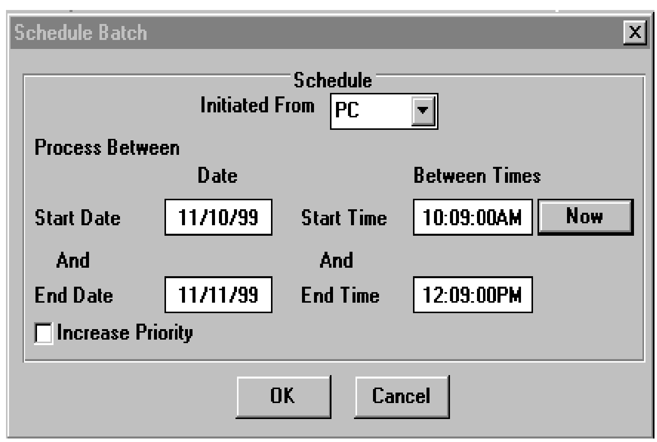
✓	**Some panels do not have the Unattended ID feature. Refer to the Installation Instructions for the panel with which you are communicating, to determine whether it has this feature. If the panel does not have the Unattended ID feature, make sure there is no Callback Number programmed into the panel.**

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

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



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



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

How FBII Unsolicited Mode Works

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

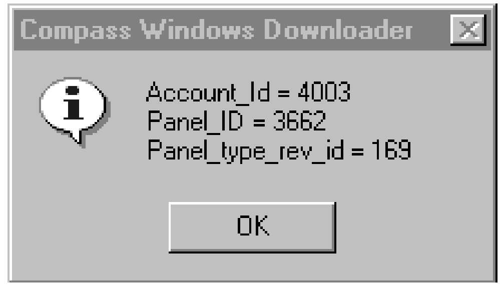
Setting Up FBII Panel To Call Unsolicited Server

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

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

   <SHIFT> + <CTRL> + ?

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



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

Chapter
10

Utilities

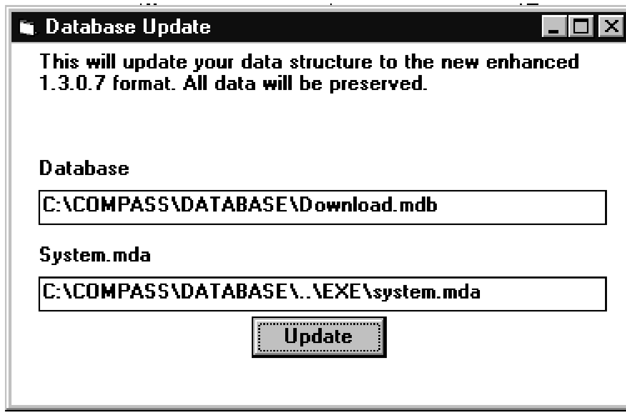
Synchronizing the Database

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

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

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

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



Database Repair

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

NOTES:

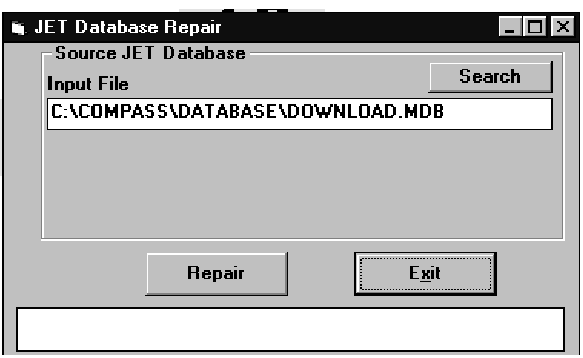
The icons for the utilities mentioned in this section are created in the Compass Windows Downloader Program Group located within the Start/Programs menu.

If a database repair is necessary, we recommend you run the repair on all three databases: download.mdb, history.mdb, and e20001.mdb.

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

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

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



Merge Databases

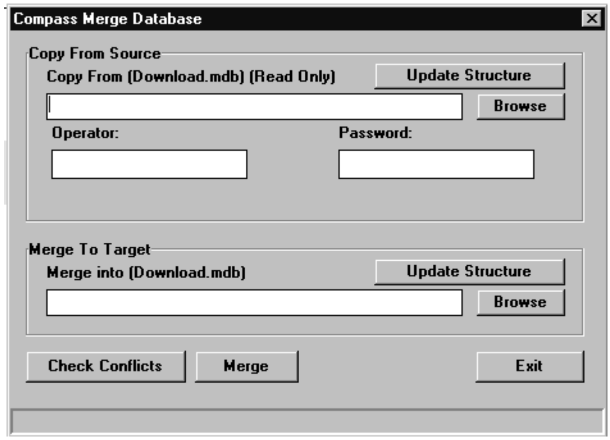
You can merge two databases together using Merge.exe (installed into C:\compass\exe by default). This is useful when you are dealing with two different company databases. Merge.exe can also fix the “3033 Attached table Error.” The 3033 error occurs when the attachments to other tables become lost, usually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

To fix the 3033 error, take the following steps:

1. Install an empty database in a temporary directory.
2. Insert disk 1 of the Compass installation disks into the drive and run setup.exe.
3. Direct the installation to install into a temporary directory (it will be created if it is not already there).
4. When the Select Components screen appears, only select the database to install.
5. Finish the installation.
6. Use the merge.exe icon in \compass\exe directory. An Administrator-level password must be known for the “Copy From” database. This will help ensure security.
7. Select the old database as the "Copy From" database and give an Administrator-level operator password.
8. Select the empty database in the temp directory as the "Merge Into" database, then press the MERGE button.
9. Make a backup of the old database and then copy in the new merged database on top of the old database.

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

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



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

Appendix

A

Error Conditions

ERROR: Cannot find a DLL or VBX file.

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

ERROR: xx parameters expected, but 0 supplied

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

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

Solution: This problem is usually generated by a bad modem cable. The DTR line of the modem is left open when this error occurs. To determine if there is a bad modem cable in version 1.2.2.10c or later, take the following steps:

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

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

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

ERROR: "Cannot put modem into command state"

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

ERROR: "Btrieve" error message.

Solution: Btrieve is the database used by the Ademco and First Alert DOS downloaders. If the error occurs when DOS conversion is first brought up, it is most likely caused by an older version of Wbtrcall.dll being used. To fix this error, copy wbtrcall.dll from the dll folder of Compass into the exe folder.

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

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

ERROR: "Decode.dll" error message.

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

- The panel type.
- The type of error: "vb value invalid," "vb type length," "nibble length," etc.
- The glf_id and the repeat.

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

ERROR: “Get_DDE_Active_Zones” error message.

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

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

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

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

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

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

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

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

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

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

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

ERROR: "3041 Incompatible database" error messages.

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

ERROR: Windows returned Printer Error 482.

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

1. Go to Start on the Taskbar.
2. Click SETTINGS, then click PRINTERS.
3. Right-click the correct printer.
4. Select PROPERTIES.
5. Select the DETAILS folder and SPOOL SETTINGS button. If the default setting is "Start printing after first page is spooled," change to "Start printing after last page is spooled."
6. Choose LPT1 from the Print to the Following Port drop-down box.
7. Click CAPTURE PRINTER PORT.
8. Enter LPT1 in the Device drop down box.
9. Enter the printer path name in the path box. Printer paths look like "\\My Server\MyPrinterName." Make sure "Reconnect at Logon" is checked. **Note:** A list of printer names can be retrieved from the ADD A PORT button.

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

ERROR: "muscle.vbx can not be located"

Solution: If you are using Windows 95, 98, ME or XP, copy the contents of the folder at X:\compass\dll (where X= server drive) to the local machine at C:\windows\system. If you are using Windows NT or 2000, copy the contents to C\winnt\system.

Be sure to copy to the system folder not the system32 folder. Reboot the computer.

ERROR: "Error line: 6005 3044 C:\compass\database\download.mdb isn't a valid path"

Solution: Perform a search for the file "download.ini". It is located in the C:\windows or C:\winnt directory. Open the file and find the line "mdbpath=C:\compass\database." Change this line to point to the database located on the server. For example, "mdbpath=X:\compass\database." Click on File, then Save. Close the file and run netload.exe.

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