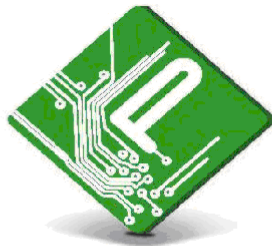


# Remote Up/Download Panel Client

## Installation & User Manual

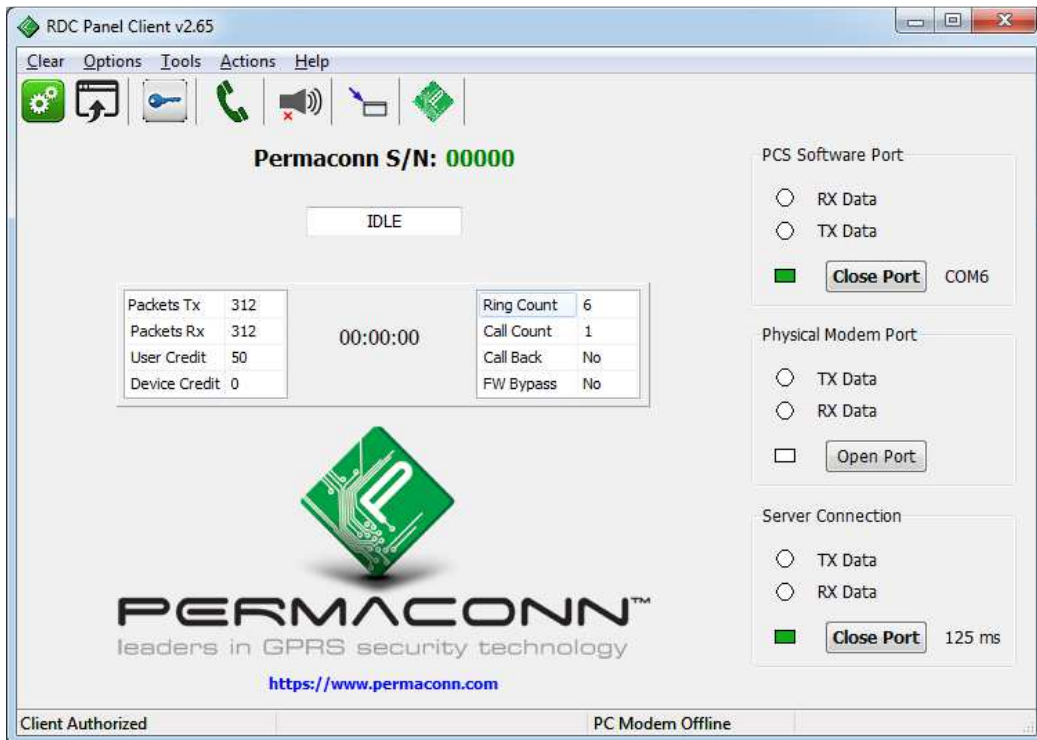


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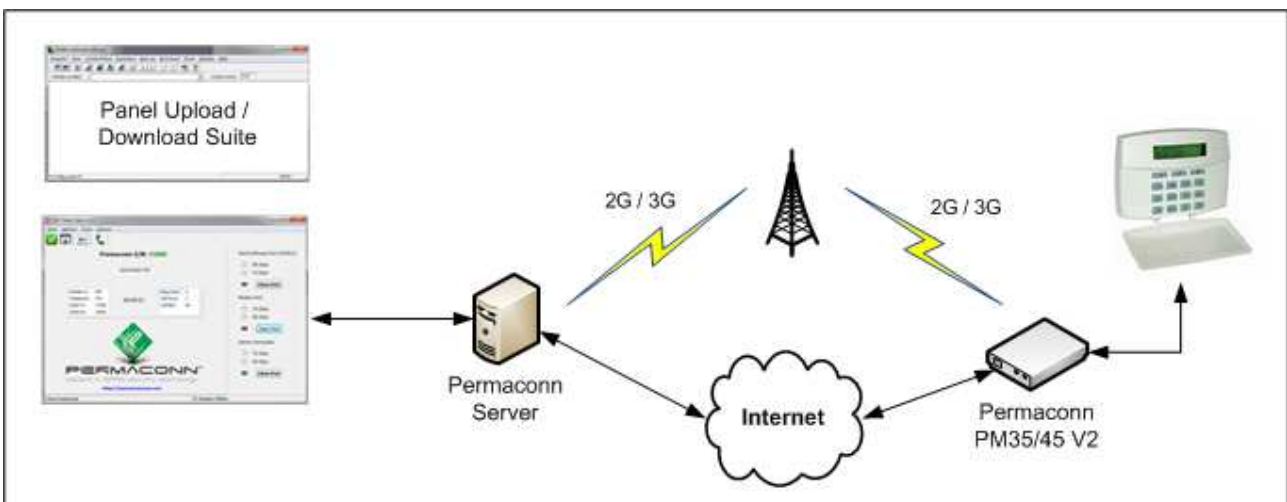
**Radio Data Comms**  
Unit 5/20 - 30 Stubbs Street  
Silverwater NSW 2128  
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Facsimile: 02 9352 1700

# 1. Introduction

The RDC Remote Panel Client application allows the user to remotely connect to a supported alarm panel utilizing the Permaconn network and the Alarm Panel's Up/Download software suite. This solution thus eliminates the need for a phone line to remotely connect to alarm panels.



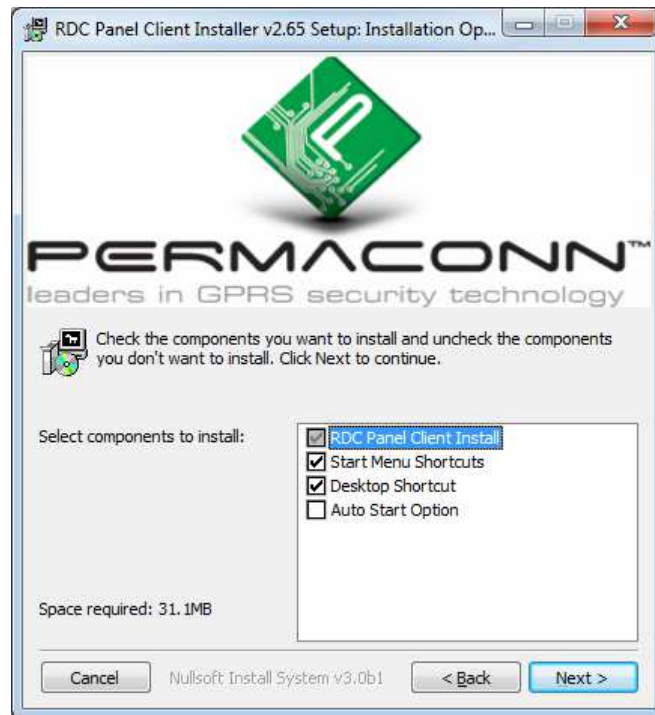
As shown in the diagram below, a Permaconn user can download remotely to a supported alarm panel via 2G/3G or IP. To enable this functionality the user must have a suitable subscription active and an internet connection. The target alarm panel must be connected to a PM35/45 v2 or later.



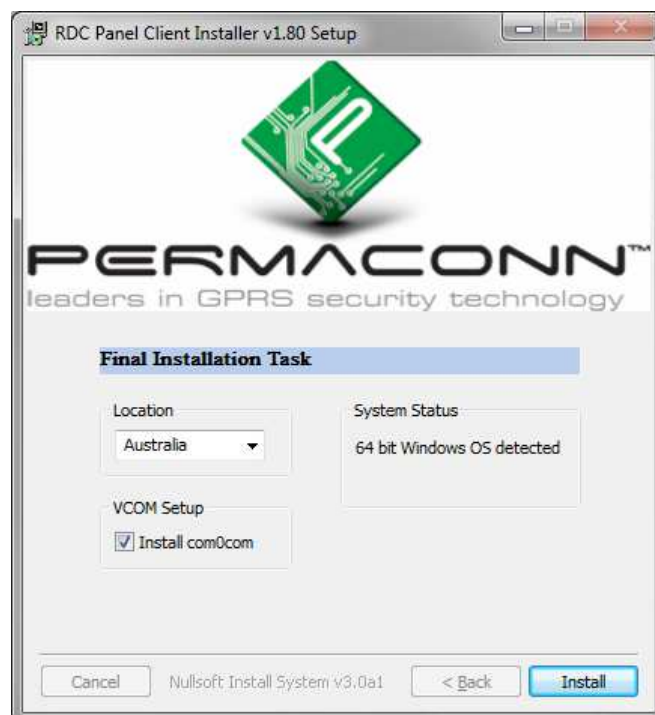
Use this Icon  to log into the Atlas web portal which allows you to manage your devices.

## 2. Installation

Run the supplied installer and select any desired options as shown below:

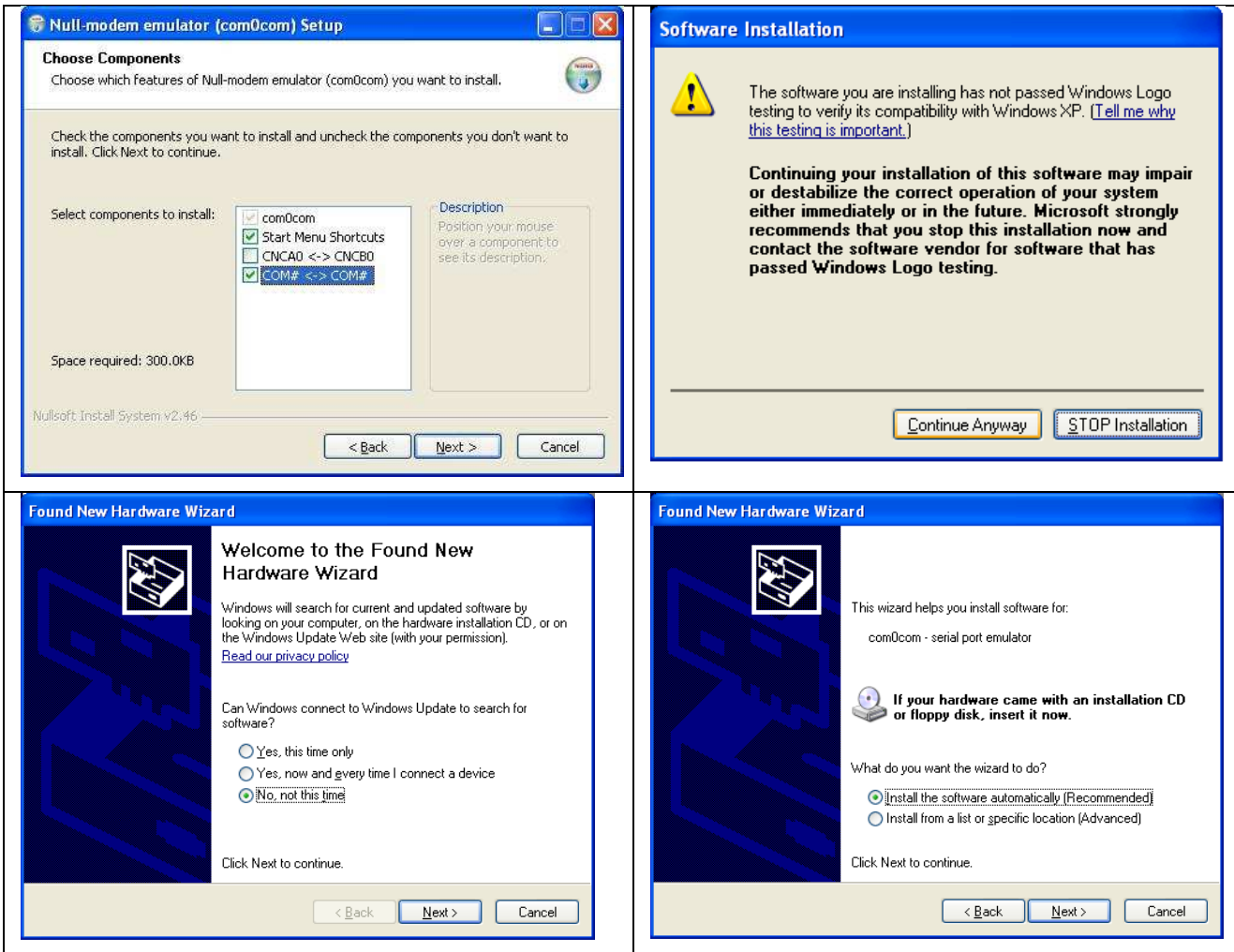


To allow the Alarm Panel SW to connect to the Panel Client a virtual COM port pair is required. This can be done automatically for you by checking the Install com0com check box.

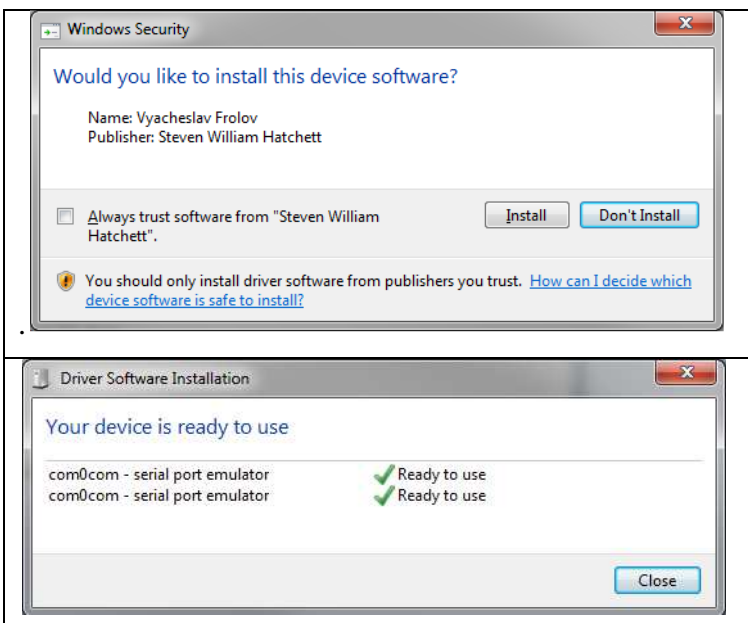


## 2. Installation continued...

### Windows 32bit Installation:

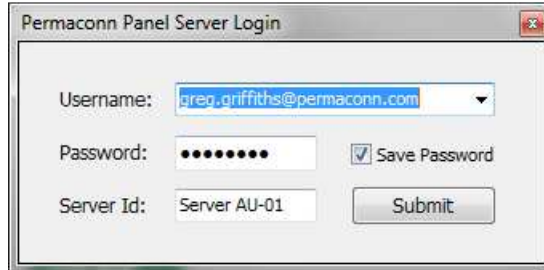


### Windows 64 bit Installation:

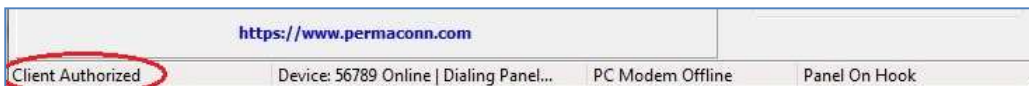


### 3. Configuration

Once the program is executed, you should be presented with a log in dialog, use your Atlas credentials to login. If you don't see the login dialog then check your internet connectivity and ensure that your firewall is not blocking TCP/IP traffic to/from our servers.



Once you have submitted your credentials ensure that you see "Client Authorized" in the Status bar of the Panel Client as shown below:



Open the settings pane by clicking: 



Note: If the ports are open (green border) you may not edit them.

Panel SW Interface	
Property	Value
Control Port No	COM12
Control Baudrate	300
Control Port Parity	None

VCOM Port Pairs	
Property	Value
VCOM Pair 1	COM8 :: COM12

Modem Interface	
Property	Value
Modem Port No	COM2
Modem Baudrate	300
Modem Port Parity	None

Permaconn Server [AU]	
Property	Value
Server IP	203.45.70.112
Server Port	55540

This port should be configured to connect to the non-modem virtual port of the pair created by the installer. This port defaults to the higher port of the pair created.

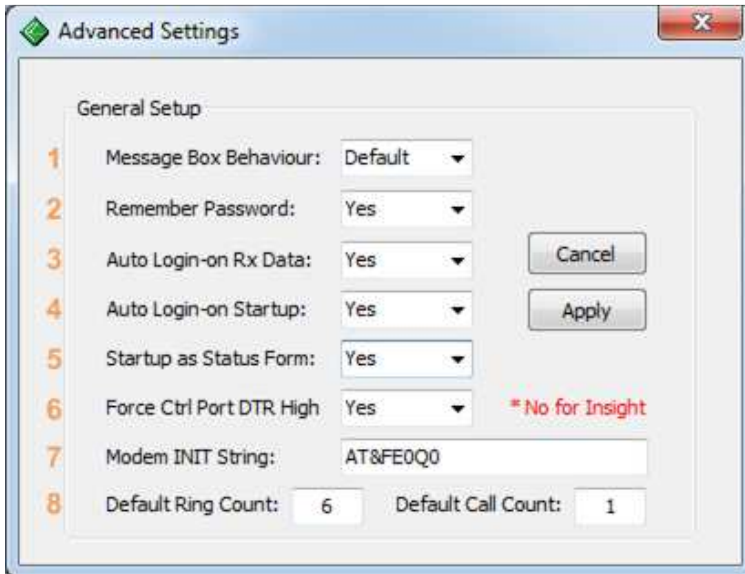
Virtual com0com COM ports detected on the host system.

This interface can connect to a physical modem and allows commands to be transferred directly to a modem instead of using the permaconn network.

The Permaconn server settings should be correct based on the country selection during the installation.

## 3. Configuration continued...

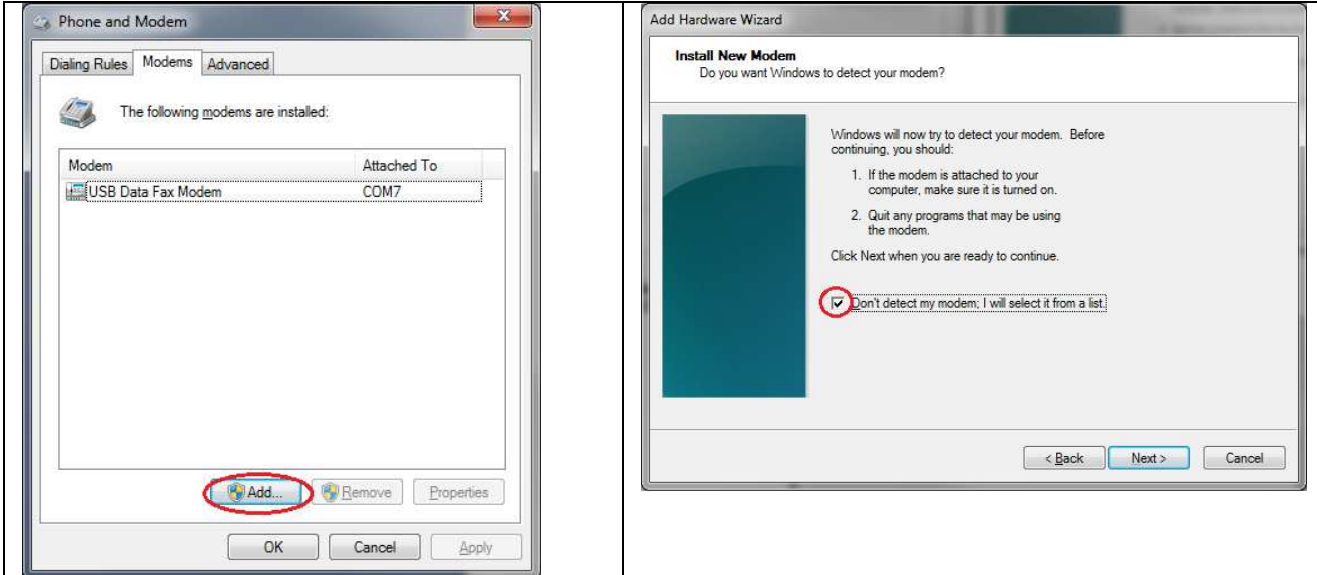
The following settings form can be accessed via: **Options -> Settings...**



- 1 Message box behaviour can be set to 'Suppress' (for unmonitored and server installations)
- 2 Password is securely stored on the local system
- 3 This option allows certain AT command sequences to initiate a server reconnection if required
- 4 This option will login without user interaction when the application is launched
- 5 This option ensures that the Panel Client transitions to the status form layout after authentication
- 6 This option should be 'Yes' for most UDL Software packages especially ALink+. It should be set to 'No' for ForceField and Insight if modem initialization fails
- 7 This modem string is only relevant if a physical modem is utilized
- 8 The default Ring and Call counts can be modified here, note that custom configurations are automatically saved (per Serial No) when a connection is successfully made to a site.

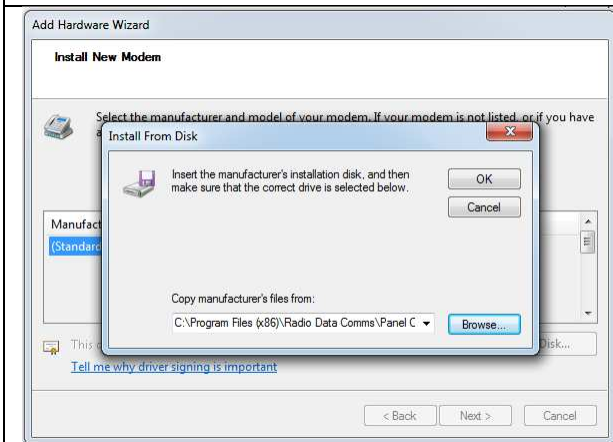
## 4. Modem Setup

Certain Panel software suites only recognize installed modems and do not allow selecting a COM port. To circumvent this issue you need to install a modem on one of the virtual COM ports (by convention we select the lower port of the pair) that you added in the section above. Open the “Phone and Modem” panel by typing `telephon.cpl` in the Windows Run box.

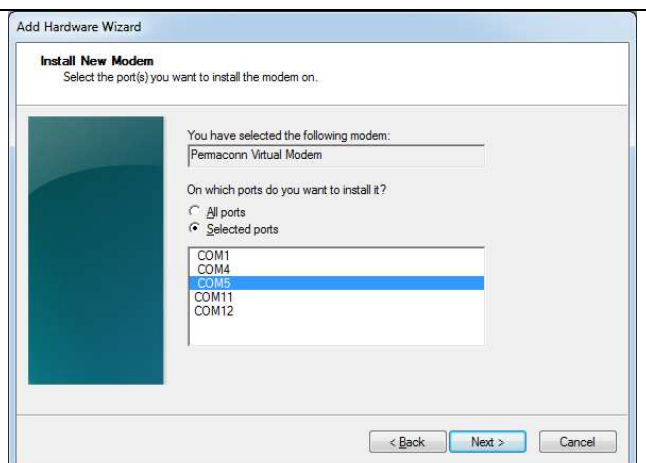
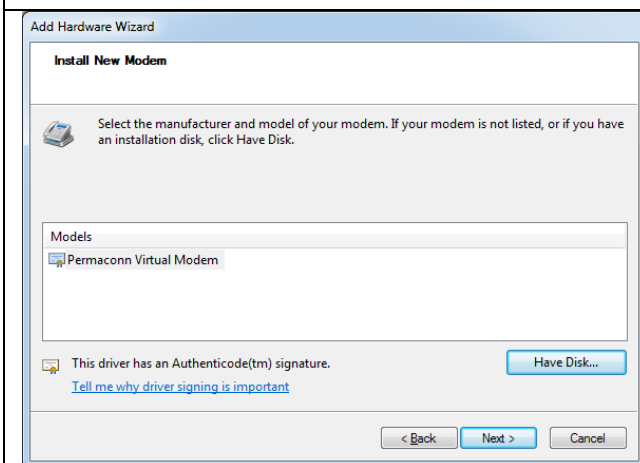
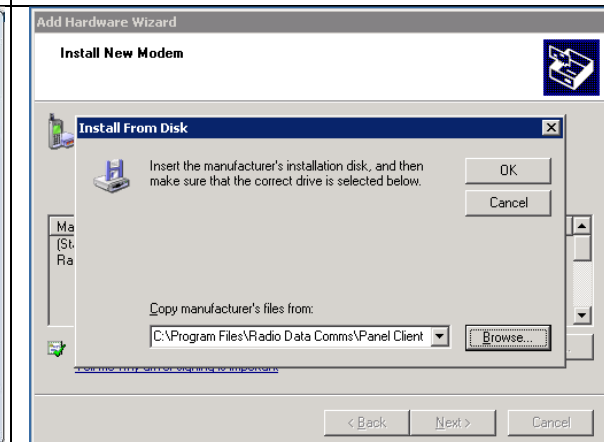


Click 'Have Disk...' then Click 'Browse'

Windows 64 bit

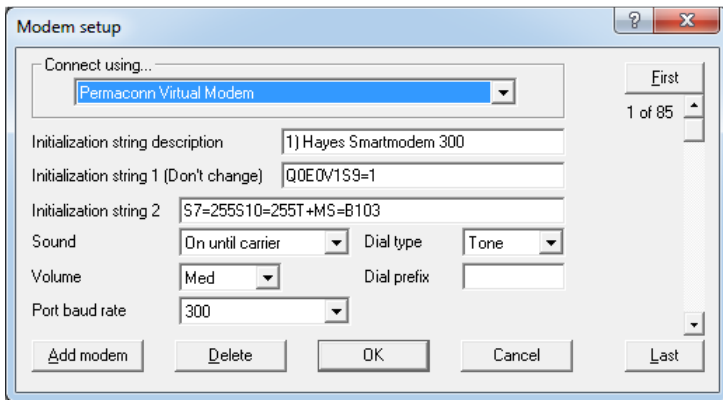


Windows 32 bit



## 5. Usage Example

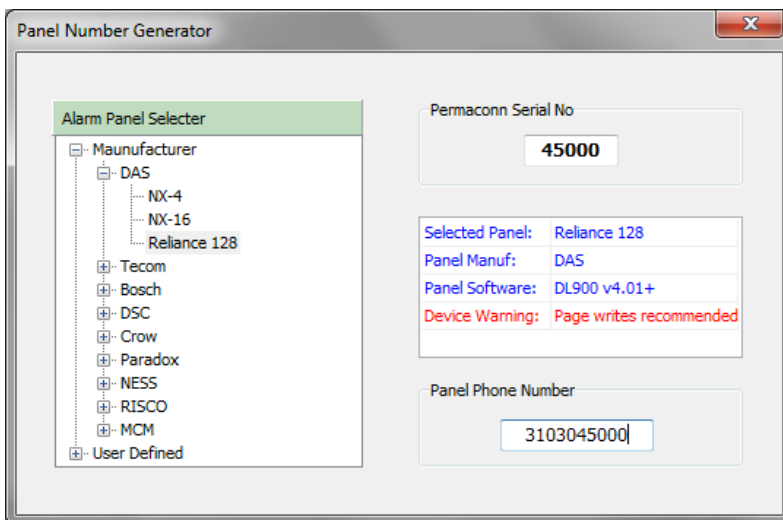
This example will focus on configuring the DL900 download software to connect to a NX-16 panel.  
NOTE: Setup the NX-16 Panel for 0 Calls and 3 Rings.  
Select the newly installed modem:



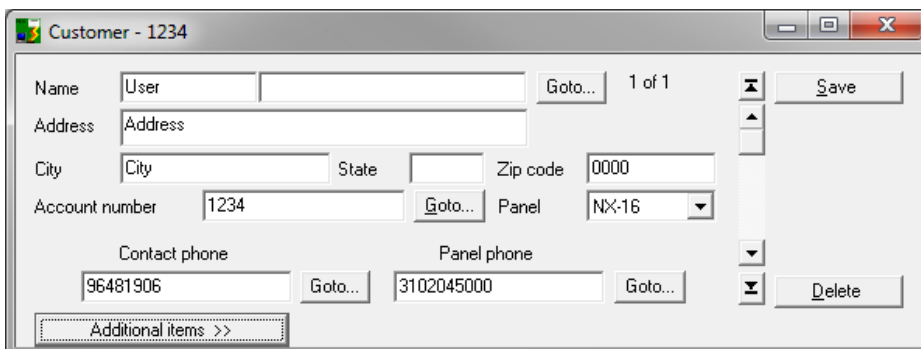
Generate the Permaconn Phone number by clicking the phone icon:



Enter the Permaconn S/N and select the panel



Open up the desired customer account and replace the Panel phone number with the generated one.

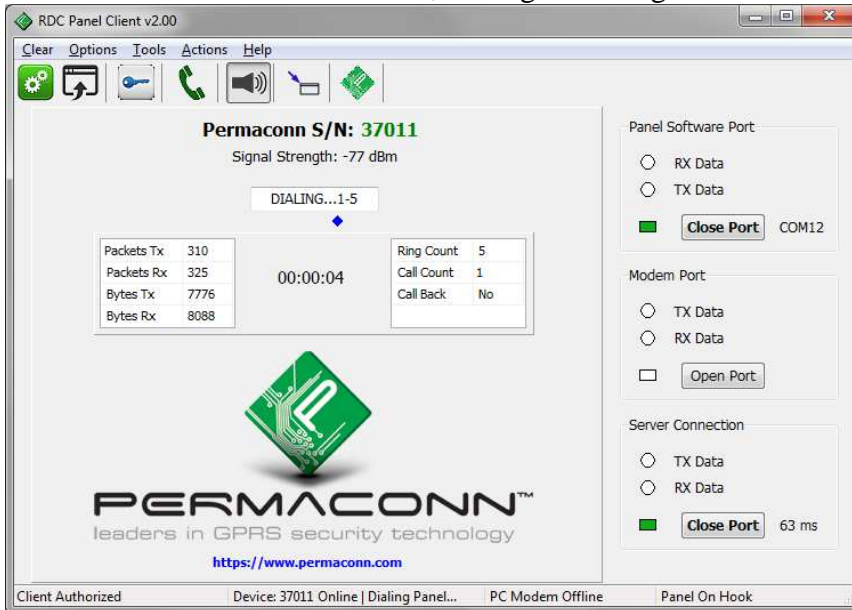




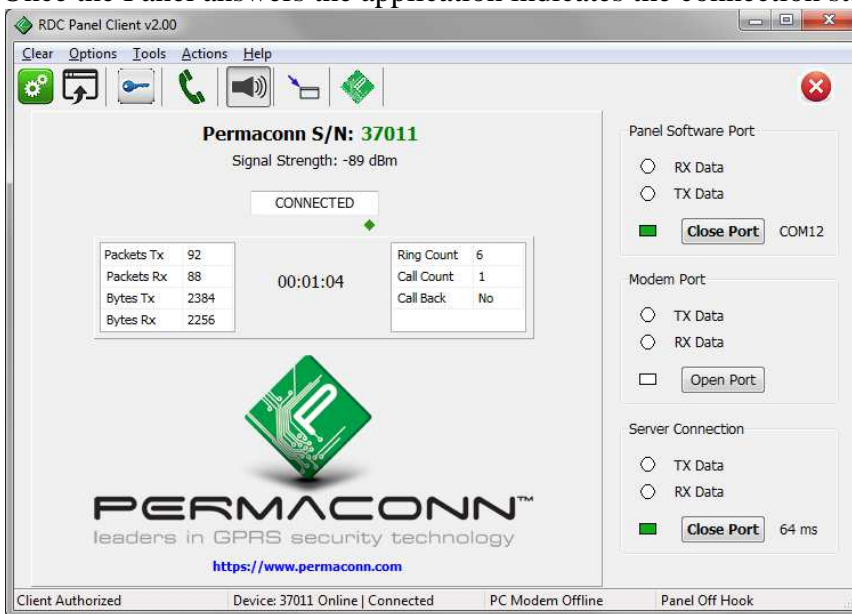
## 5. Usage Example continued...

In the DL900 software click Download > Connect > Connect using Modem


If the Permaconn device is online, the Signal Strength will be shown and the panel is dialled.

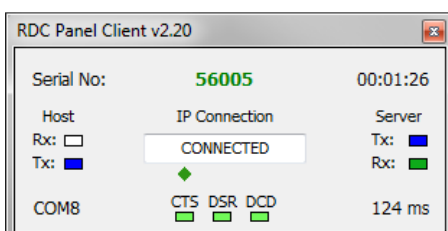


Once the Panel answers the application indicates the connection status.



At this stage the user may make the required changes to the panel and then disconnect from the DL900 software. The disconnect button on the Panel Client should only be used as a last resort to close the connection as the host panel software will generally initiate a disconnection.

Use this icon  to transform the Panel Client into the compact status panel as shown below:



## 6. Release Notes

### **Version 1.50**

- Initial release.

### **Version 1.70**

- Updated the manual to reflect the automated installation of the com0com driver.

### **Version 1.80**

- Updated the manual to accurately portray the current PCS layout and functionality.

### **Version 2.00**

- Updated the manual to include the new Atlas login link.

### **Version 2.10**

- Updated the manual to include the Permaconn Virtual Modem driver (Win32).

### **Version 2.20**

- Updated the manual to include the Modem status indicators.

### **Version 2.50**

- Updated the manual regarding Modem Installation on 64bit Windows machines.

### **Version 2.60**

- Updated the manual to explain the advanced settings form.

## 7. Liability

- Subject to the Standard Terms and Conditions as set out in your agreement

While every effort has been taken to ensure the accuracy of this document, Radio Data Comms assumes no responsibility or liability for any errors or omissions. Radio Data Comms reserves the right to make changes to this manual due to ongoing development.