Uplink Remote Installation Guide for Model 4500EZ

Uplink Remote

Overview

With today's busy lifestyles, more and more consumers are demanding easy remote access to their security systems. Alarm systems enabled with Uplink Remote and an Uplink cellular communicator allow users to remotely:

- Arm and disarm the alarm system
- View the current arming status
- View alarm event history
- Receive notifications of alarm events

This can all be done from a web browser, a mobile phone browser and an APP on iPhone and Android devices.

The web site at www.uplinkremote.com also allows users to add, manage and delete logins and adjust settings for messaging of event notifications.

Alarm System Requirements

The alarm system must have:

- One momentary or latching key-switch zone
- One programmable output of 12V DC for the system's armed condition
- 12V DC power from the panel, panel's battery or other external power supply.

Other components necessary are:

- Uplink Model 4500EZ with input 2 and output 2 available for use.

Installation Summary

Installation of an Uplink Model 4500EZ for Remote operation is easy. Here is a quick summary of the steps required:
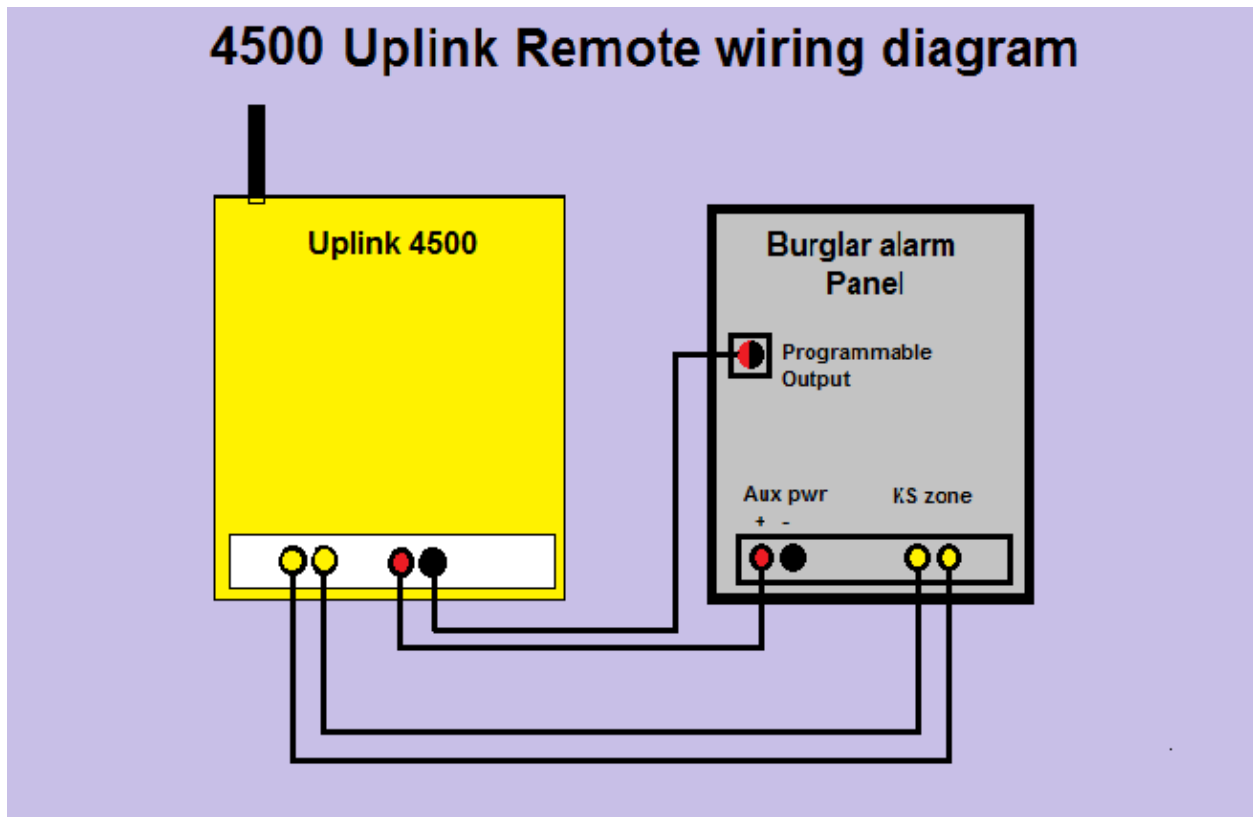
1. Connect wiring for the Key-switch Zone – which arms and disarms the alarm system.
2. Connect wiring for the alarm system's PGM output – which communicates the armed status to the Uplink radio.
3. Connect power to the alarm panel and Uplink communicator.
4. Activate the Uplink unit in the Dealer Portal and adjust unit settings.
5. Setup customer information, users and settings in the Uplink Remote website.
6. Test operation

See the Installation Instructions in this manual for activation details.

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*NOTE: Uplink 4500EZ **DOES NOT** require a remote pulse board for use with Uplink Remote

Installation

1. Wiring the Key-switch Zone & Programmable Output
    a. Remove power from the 4500EZ and the alarm system.
    b. Connect the Uplink 4500EZ Input 2 + to the alarm panel's PGM + Output. (Aux pwr positive)
    c. Connect the Uplink 4500EZ Input 2 – to the alarm panel's PGM – Output (Output 17 or 18 on Vista panels).
    d. Connect the Uplink 4500EZ OUTPUT 2 + and OUTPUT2 – to the control panel's key-switch zone terminals. Polarity does not matter.

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Activation and Programming

1. Activate the Uplink Model 4500EZ unit by logging into the Uplink Dealer Portal at Uplink.com.
2. Go to Programming / Activate unit: Enter the Uplink unit serial number.
    a. Select the appropriate service plan.
    b. Select the desired Uplink Remote rate plan and then select Update.
3. Once updated, you will be directed to Programming for Remote Services.
    a. For alarm systems using a "Pulse" or "Momentary" Key-switch Zone:
        i. Panel Arm Command (Key-switch Zone): Select "Output 2 Pulse" and the desired duration of the pulse (Recommend 2 Seconds).
        ii. Panel Disarm Command (Key switch Zone): Select "Output 2 Pulse" and the desired duration of the pulse
    b. For alarm systems using a "Maintained" or "Latching" Key-switch Zone:
        i. Panel Arm Command (Key-switch Zone): Select "OUTPUT 2 OFF" for panels where an open keyswitch zone causes arming. Select Close for panels using a closed zone to arm.
        ii. Panel Disarm Command (Key-switch Zone): Select "OUTPUT 2 ON" or "OFF" as required by the key-switch zone.
    c. Panel Armed Indicator (PGM Output): If the PGM output is High (12V) while Armed, Select "Input 2 Alarm Detected". If the PGM output is Low or open on Armed, select "Input 2 Restored to Normal".
    d. Panel Disarmed Indicator (PGM Output): Select the opposite of the above then press "Update".
4. The user will be directed to the Edit Unit page for 4500EZ
    a. Enter Unit information, Input descriptions, Output description
    b. NOTE: Unit Name and Tracking number are used to populate information for the customer's interactive profile. These are free-form fields for dealers to populate as needed.
    c. Enter Notification Path Information
    d. Enter Notification Control: Notify on Input 2 Alarm? = NO, Notify on Input 2 Normal = NO
    This prevents Arm/Disarm signals to pass to your central station

    e. Configure other unit settings to your install needs
5. Go to Programming / Program Unit Over-the-Air
    a. Under Event Reporting, Select "Send Alarms and Restores" and click Send. (Unit must be powered up and have cellular service)

6. Create a Customer and enter Uplink Remote Settings
    a. To access the Uplink Remote website do one of the following:
        i. On the uplink dealer site go to Programming / Edit Uplink Remote Profile and click the "Login to Uplink Remote" button.
        ii. Or, go to https://www.uplinkremote.com/user/sign_in and use your dealer login credentials.
    b. Create a new Customer
    c. Select the desired Uplink unit from the pull-down menu, enter information for the Customer and master User, click Add User, follow instructions and "Save".
    d. Note: the email you enter is the customer's login for Uplink Remote and is limited to one use.
    e. Select "Program Information" and enter Zone Descriptions and Keypad User names.
    f. Cellular communicator information is populated from the Uplink device activated in Uplink.com. This information must be edited in Uplink.com.

Testing Uplink Remote

1. From Uplink Remote, selecting the Customers tab will list all Uplink Remote Customers.
2. Select View to see the website pages your customer will see and test the operation of the Uplink Remote commands.
    a. From the Home menu, send an Arm or Disarm command and wait for Uplink Remote to return the new status of the system (this could take 30 seconds or more).
        i. If both of the arming commands are shaded, arm or disarm the panel from its keypad to synch up the panel's state to Uplink Remote.
        ii. If the status is incorrect, invert the armed logic using the settings in the Programming / Edit Uplink Remote Profile menu in Uplink.com
    b. If the alarm system does not arm or disarm per the command, check your key switch zone programming and/or wiring.
    c. You may also need to increase the time setting on the Pulse board to meet the requirements set by the manufacturer of the alarm system.
3. Adjust other settings in Uplink Remote or Uplink.com if necessary.
4. Test a User login to the system at uplinkremote.com and test the operation of the Remote service.

Installation Tips

1. DSC 1616

    a. Key-switch: In order to configure a keyswitch zone you must program location 001 and go to the segment corresponding with the zone you desire to use.
    Program Type = 22 for a momentary keyswitch. Program Type = 23 for a maintained keyswitch. Type 22 is recommended for faster operation.

    b. PGM: To program the PGM output2, program location 009 with a 05 for armed status. Use default attributes.

2. Vista

    a. Key-switch: These systems usually require momentary key switch inputs. Go to Field *56
    Zone type = 77 (Keyswitch)

    b. PGM: To use Vista PGM Output 17:

        i. Connect Aux + to Board's Arm In+, Output 17 Green to Board's Arm-

        ii. Field *79, Output No17, Normally Low = 0 = No

        iii. Field *80, Output Function = 01, Activate by Zone Type = 2, Enter Zone Type = 22 (Disarming), Enter Output No. = 17, Output Action = 0 = Off

        iv. Field *80, Output Function = 02, Activate by Zone Type = 2, Enter Zone Type = 20 (Arm Away), Enter Output No. = 17, Output Action = 2 = Stay Closed

        v. Field *80, Output Function = 03, Activate by Zone Type = 2, Enter Zone Type = 21 (Arm Stay), Enter Output No. = 17, Output Action = 2 = Stay Closed

        vi. Field *84, Set to 0.

3. Concord Express

    a. These systems usually require momentary key switch inputs.

    b. Key-switch: To assign a Keyswitch Sensor:

        i. With the display showing KEYSWITCHSENSOR n (current sensor number), enter the desired sensor number (01-24). The display flashes the entered sensor number.

        ii. Press ƒ and the display will show the new number.

    c. PGM: To program output#2 for state go to location 09110 segment 01710 program a 009 for arming stay and away.

4. Networx

    a. These systems usually require momentary key switch inputs.

    b. Key-switch: Program the zone type in location 25 for the desired zone in its segment 1-8 as an 11 Keyswitch zone

    c. PGM: Select a PGM location 47 = output 1, 48 = output 2, 49 = output 3, and 50 = output 4. Program a 21 in the first segment and a 0 in the second

    NOTE: Zone Doubling is NOT supported by Uplink Remote.