

# APPLICATION NOTE

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## The DMP Software Family

DMP offers a wide range of computer software programs to meet a variety of needs such as programming and controlling panels, monitoring alarms, creating filtered reports, and grouping accounts. Each type of user can find a software program to fit specific needs.

### Stand-Alone Link Software

For end-users, **System Link** is an easy-to-use software program that allows them to arm and disarm the system as well as perform other tasks such as creating schedules and adding users.

Installing technicians will find **Remote Link** beneficial because in addition to the System Link features, Remote Link also provides the ability to program panels through a variety of connection methods.

### Add-on Modules for Link Software

**Link Server** allows multiple operators using several different networked computers to access the same Remote Link or System Link database located on a central server at the same time.

**Alarm Monitoring Module** allows Central Station Operators to easily acknowledge alarms and view account information. The easy-to-use add-on module provides visual indication of alarms that increases operator's acknowledge and response time.

**Command Center Module** provides a grid of accounts on one computer screen that enables the guard-on-duty to quickly view the alarm and perform the necessary action, such as dispatch police.

**Advanced Reporting Module** is a necessary tool for the dealer who wishes to provide specific reports for customers. The powerful Advanced Reporting Module quickly sorts and filters the necessary information, creating a specific report to fulfill the customer's needs.

**Account Groups Module** provides the Central Station Operator the time saving ability to assign, update, change, or delete user codes on multiple XR500 Series and/or XR2500F panels at the same time.

This Application Note compares the two software platform programs offered by DMP: Remote Link and System Link. This document also describes the features gained by adding a new module. The family of software programs from DMP has a perfect combination for every user: Read on to find out which programs are right for you.

## DMP COMPUTER SOFTWARE PROGRAMS



# APPLICATION NOTE

## System Link End-User Panel Management Software

System Link is a powerful tool many end-users find invaluable for controlling their security and access control systems. Not only does System Link allow end-users to arm and disarm the system, but they can also add new users and change programmed schedules with System Link. To reduce time entering new users, connect an Admin Reader to the System Link computer. The Admin Reader automatically assigns a code to the selected user in an efficient manner.

### Simple Registration and Activation

You can begin using System Link by simply entering the serial number that appears on the Certificate of Authentication. Then, call DMP Customer Service within 7 days of entering the serial number to obtain an activation code to permanently activate the program. All additional modules are registered and activated this way. No additional hardware is needed to use the DMP software applications!

### Monitor Accounts

System Link is a powerful platform for the additional modules when full panel programming is not necessary. For example, if your central station only monitors accounts and does not program panels, System Link is the program to use for the installation of additional modules, such as Alarm Monitoring, which monitors the accounts for alarm signals.

### System Link Programming Features

Below is a list of all of the programming features available in System Link:

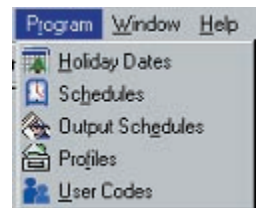
**Holiday Dates:** Allows you to enter dates that are used by the Holiday Schedules to override daily schedules.

**Schedules:** Allows you to schedule auto arming and disarming of individual areas. You may also create a schedule to limit users' access during specified times of the day.

**Output Schedules:** Allows you to configure the times when relay outputs connected to your system turn on and off automatically.

**Profiles:** Allows you to add, delete, or change user profiles, which define the authority of each user code.

**User Codes:** Allows you to enter or make changes to the user code information in the panel.



### System Link Command and Inquiry Features

In addition to the programming features System Link offers, several user command options are available through the User Menu in the keypads. Below is a list of all of the user functions that make System Link the most powerful and intuitive end-user software program in the industry.

**Alarm Silence:** Turn off the alarms connected to a panel.

**Sensor Reset:** Turn off the power to the panel's switched auxiliary power terminal for 5 seconds to reset devices, such as smoke detectors.

**Set Time and Date:** Synchronize the time and date in the panel with the time and date on your System Link computer.

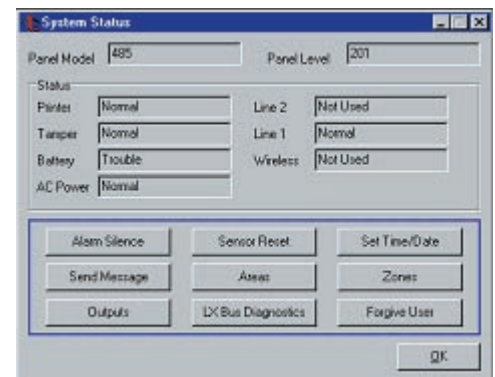
**Send Message:** Send a message to a panel that will display on the keypad or on a printer connected to the panel.

**Areas:** Arm or disarm each area individually as well as bypass, force, or refuse faulted zones in the areas.

**Zone Status:** View the status of the panel zones. You can also bypass and reset selected areas and zones.

**Outputs:** View the status of the relay outputs connected to a panel and grant Door Access. The Door tab in the output status window also allows you to lock and unlock doors and grant door access events.

**Lockdown:** Use this feature in emergency situations to restrict the site's access to authorized users only.



## Remote Link Panel Programming Software

Providing all of the options available with System Link, Remote Link also provides full panel programming capability. Installing technicians find Remote Link to be a time-saving tool when installing and servicing DMP systems.

### Essential Tool for Installing Technicians

Remote Link allows the technician to quickly and easily program a new panel from a laptop or desktop computer. The technician can enter the programming information while at the office and then take the laptop to the site, directly connect to the panel, and finally send all of the programming information to the panel.

An added feature of Remote Link is the ability to retrieve the panel programming, make a quick programming change and send only the changes to the panel. This reduces the time spent sending the file, as well as the time spent on-site.

### Easy-to-Use User Interface

The **Program** menu in Remote Link mirrors the menu found when using the keypad to program the panel. Installing Technicians will find the layout of the programming options sensible and very easy-to-use. Because Remote Link is very intuitive, only the programming features available for the panel you are programming display. Displaying only valid programming options eliminates confusion and assists in a quick and accurate programming session.

### Remote Link Programming Features

As well as offering the programming features in System Link, Remote Link provides the following additional programming options:

**Communications:** Configure the communication options for the panel.

**Network Options:** Configure the network connection options for the panel.

**Device Setup:** Change the configuration of the keypad bus on the panel.  
(**Control Setup** for 1512 and 1912 panels.)

**Remote Options:** Enter the information needed to connect to the panel using Remote Link software.

**System Reports:** Select the reports the panel can send to the central station receiver and program functions such as enabling keypad door access reports and the panel Ambush code option.

**System Options:** Configure options that apply across the entire system.

**Output Options:** Enable the panel's bell output and certain relay output functions.

**Output Groups:** Group outputs together to turn an entire group of outputs on and off together.

**Output Names:** Name individual outputs.

**Menu Display:** Select the keypad addresses through which the user can view certain menu options.

**Status List:** Program alarm, trouble, and status keypad displays.

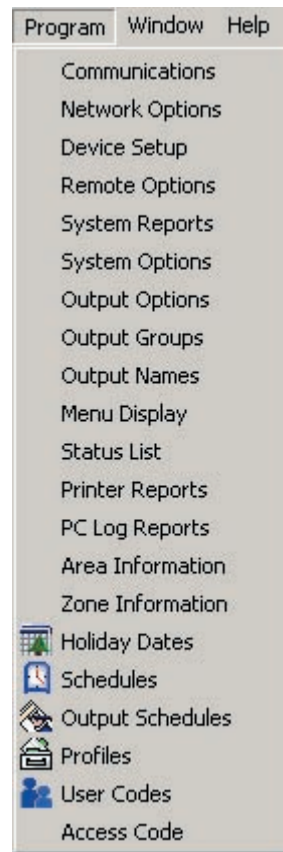
**Printer Reports:** Program which types of reports that you want the panel to print.

**PC Log Reports:** Program the types of logging reports the panel is to send through the on-board Ethernet (XR500 Series or XR2500F panels) or 462N Network Interface Card (XR200, XR200-485(B)) to a computer running the Advanced Reporting Module.

**Area Information:** Assign functions to the different areas. The Partition Information window can be accessed through the Area Information window.

**Zone Information:** Define the operation of each zone programmed in the panel.

**Access Code:** Enter an Access Code to prevent unauthorized persons from gaining access to local programming by assigning a lockout code to the panel.



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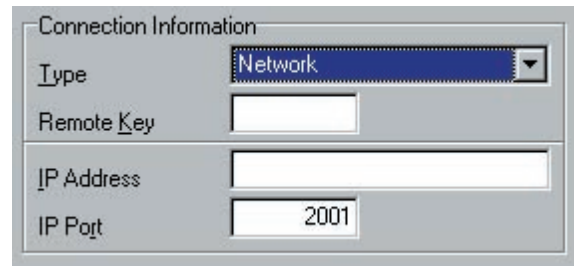
## Common Features in Remote Link and System Link

Remote Link and System Link share many valuable features, such as the connection methods. This section outlines those common features. This section uses “Link” to refer to both Remote Link and System Link programs. The Comparison Table at the end of this Application Note outlines the features of all programs.

### Connection Methods

You can connect your panel to the Link computer in a variety of ways. On XR500 Series and XR2500F panels you can connect to the on-board Ethernet connection. On other panels the most cost-effective method is to connect the panel to an iCOM™ Network Alarm Router, iCOM-E™ Encrypted Network Alarm Router, or iCOMSL™ Internet Alarm Communicator. Additional connection methods include:

- 462N Interface Card or XR500 Serial Port
- Direct Connect
- SCS-1R or SCS-105 Receiver
- 462FM 9600 Baud Modem Interface Card



### On-board Ethernet Connection

Simply plug your XR500 Series or XR2500F panel directly into your network or the Internet. Then in Connection Information, select **Network** and enter the IP address of the XR500 Series or XR2500F panel. Once selected, go to **Panel > Connect** and click the Connect button. You are now connected to the panel.

### Routers and Communicators

The iCOM, iCOM-E, and iCOMSL have the ability to handle two-way traffic: Your programming signals going to the panel do not conflict with any alarm signals going to the central station.

To use the iCOM, iCOM-E, or iCOMSL to connect to your panel, simply plug your computer into your network or the Internet. You then enter the IP Address of the iCOM, iCOM-E, or iCOMSL into the Link **Panel Information** window and then **Connect**.

### Printing Capabilities

Link allows you to print out Panel Information, Panel Programming, the Panel Event Buffer, and Link Activity. These printing options allow you to keep hard copies of Link and panel activity and events. Furthermore, Link can save reports, allowing you to keep copies on a disk or CD for permanent record-keeping while reducing office space dedicated to paper reports. The Advanced Reporting Module adds even more printing capabilities. See page 6.

### Customizable Toolbar

Customizing the toolbar allows you to place shortcuts to those windows you use the most, thus reducing the button presses and mouse clicks needed to perform one task. If you often arm and disarm panels, you would want to add the “Arm/Disarm” button to the toolbar. Now, instead of clicking **Panel > System Status > Arm/Disarm**, you can simply click the icon in the toolbar.



## Platform for Additional Modules

Both Remote Link and System Link can serve as the platform for the additional Modules, such as Alarm Monitoring, Command Center, Advanced Reporting, Account Groups, or Link Server. When you add a module to Link, you have all of the options of the Link program, plus the additional features of the module.

For example, if you add Advanced Reporting to System Link, you still have the ability to add new users and also the ability to create advanced reports. If you add the Command Center to Remote Link, you still have the ability to program panels with the added feature of monitoring accounts using the Alarm Grid.

Select the platform that is right for your needs and then add the desired module(s).

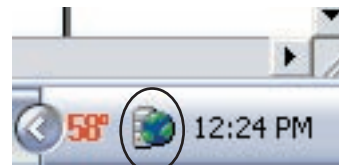
### Installing Additional Modules

Adding extra modules to the software platform is very easy and convenient. No additional hardware is needed to run the additional modules! You do not even need Network access to obtain the Activation code! Simply call DMP Customer Service within seven days of installation to obtain an activation code.

## Link Server

DMP has expanded the Remote Link software capabilities to allow multiple computers running Remote Link or System Link to access the same database located on a network server. Link Server becomes the server database interface where more than one computer can perform extensive database access operations at the same time such as uploading and downloading information from panels. Link Server can be used to setup a new server database or configure an existing database for a server application.

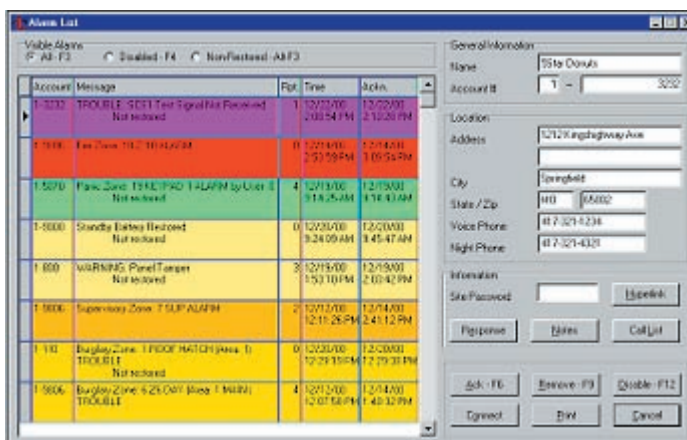
Link Server installs as a Windows service that operates in the background on the server hard drive. An icon is visible in the system tray indicating the Link Server DBISAM Database Service is operating properly. Install Remote Link software on each computer accessing the network server database and configure Remote Link to identify the network server location for database access.



## Alarm Monitoring Module

The Alarm Monitoring Module allows operators to receive, process, and log alarm signals, as well as monitor openings, closings, and door access events of subscriber accounts. The Alarm List automatically opens when an alarm signal is received from an account. Because the Alarm Monitoring Module can be added to either Remote Link or System Link software platforms, the Alarm Monitoring Module is versatile and can meet a variety of monitoring and diagnostic needs.

The **Alarm List** window provides information on alarm and trouble signals, and account information for the messages in the Alarm List. You can view current and past account alarm activity for subscriber accounts. After a message line in the **Alarm List** window is selected, information for that account—including the name, address, and phone number—displays on the right side of the **Alarm List** window.



When an alarm signal is received, the Alarm List window automatically opens with the account highlighted. In addition, an audible tone sounds to inform you of the alarm signal. Quickly acknowledge alarm signals by pressing the **F6** key or by clicking the **Ack** button.

## Additional Alarm Monitoring Features

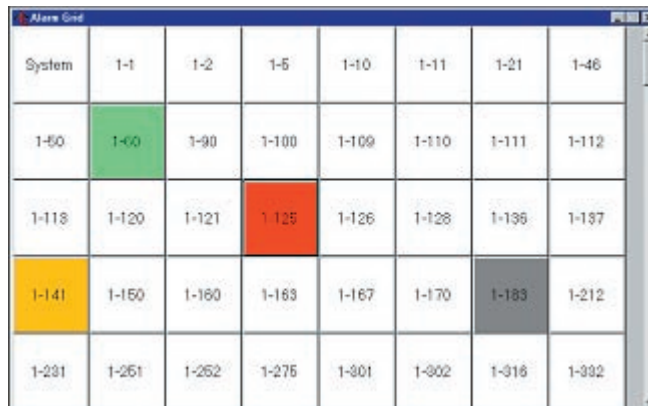
Additional features of the Alarm Monitoring Module provide you with the flexibility needed when monitoring alarms:

- View account information as well as notes, site passwords, and call lists in the Alarm List
- Open hyperlink files providing additional information about the account, such as a site floor plan
- Select whether you want the module to receive signals using the PC's NIC card
- Set the Default Receiver number so operators can know which signals were reported through network connections
- Purge events and acknowledged messages

## Command Center Module

The **Command Center Visual Alarm Command and Control Software** enables you to visually monitor alarm activity on subscriber accounts. Providing all of the features available with the Alarm Monitoring Module, the Command Center also provides an **Alarm Grid** screen that organizes your subscriber accounts by account number in the grid. Each account is assigned one square, or segment, in the **Alarm Grid** window.

The Command Center operates in the same manner as the Alarm Monitoring Module. It automatically opens when an alarm signal is received. The account in alarm is highlighted. Operators can quickly acknowledge the alarm by pressing **F6**. Additionally, each account segment contains an alarm list, which provides valuable account information.



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## Advanced Reporting Module

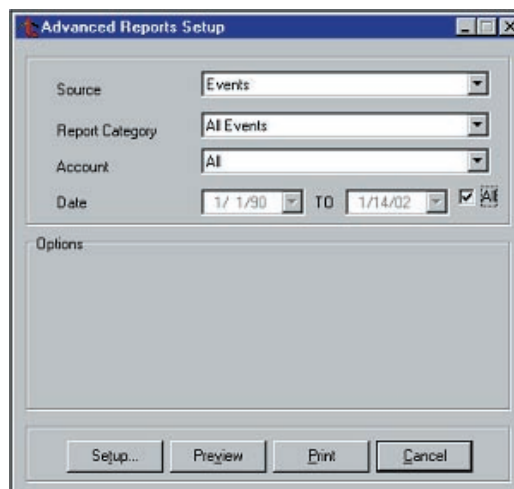
The Advanced Reporting Module provides powerful filtering capabilities to create specific reports for your needs. By providing the reports as a service to your subscribers, you can generate additional income as well as providing a valuable service.

### Customizable Reports

Advanced Reporting provides ten **Report Categories** from which you can create the reports. These categories allow you to filter out the information that you do not need so the reports are concise and manageable. Further customize the reports to print out specific information, such as which users used the back door yesterday. By eliminating unnecessary information, you save time when reading the reports and space when storing the reports.

### Export Reports in Several Formats

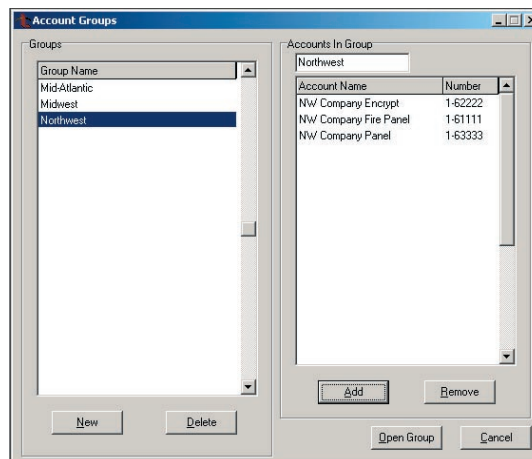
Saving reports in up to seven other formats, such as a text file, provides you with added flexibility to use the reports in a method that best suits your needs for archiving, storing, and integrating with other company information. To further integrate the reports, export the reports as an Excel Spreadsheet. End-users can have hard-copy record of events occurring on system, which could be helpful for a variety of reasons such as integrating the reports with other company information.



## Account Groups Module

Designed for any business with several branch locations using XR500 Series or XR2500F panels, the Account Groups Module offers the ability to add, change, or delete users for multiple branches at the same time.

Using the Account Groups module, you can group any combination of XR500, XR500N, XR500E, and XR2500F panels together under one name. Associate the groups by location, business, or other logical grouping. Once grouped, in one operation you can assign a new user, change existing users, or delete a user for all the panels within the group.



## Module Licensing Levels

The Alarm Monitoring, Command Center, Advanced Reporting, and Account Groups Module are licensed for use according to how many accounts you wish to manage with the software. Your vendor representative can provide detailed pricing information. Refer below for licensing levels:

- 1 - 10 account version
- 11 - 100 account version
- 101 - 500 account version
- 501 - 1000 account version
- 1001 - 2500 account version
- 2501 - 5000 account version

**Note:** Individual module licensing levels are independent of Remote Link, System Link, or any other module licensing. Should more than 5000 accounts be currently installed, contact your vendor representative to expand your module licensing.

## Upgrading Your Module License

Contact your vendor representative to purchase a license upgrade for the Alarm Monitoring, Command Center, Advanced Reporting, or Account Groups Module to allow you to monitor additional panel accounts. For each Module ordered, you will receive a new Certificate of Authentication with a Serial Number for your new version of the software.

**Note:** Keep your previous Serial Number for all modules. You will need it when you call Customer Service to have each Module License Upgrade activated.

## Computer Configurations

Before installation, make sure that your computer hardware meets these minimum specifications listed in the center column of the table below. For optimum performance, it is recommended that your computer meets or exceeds the recommended requirements in the right-hand column.

| Operating System   | Remote Link and System Link |                                 | Account Groups, Alarm Monitoring, Command Center, and Advanced Reporting Modules |                                 |
|--|-----------------------------|---------------------------------|--|---------------------------------|
|  | Minimum Requirements        | Recommended Requirements        | Minimum Requirements   | Recommended Requirements        |
| Windows 95/98  | Pentium<br>24 MB RAM        | Pentium 500MHz<br>64 MB RAM     | Pentium<br>32 MB RAM   | Pentium 500MHz<br>128 MB RAM    |
| Windows NT4  | Pentium<br>32 MB RAM        | Pentium 500MHz<br>64 MB RAM     | Pentium 150MHz<br>64 MB RAM  | Pentium 500MHz<br>128 MB RAM    |
| Windows 2000 *   | Pentium 150MHz<br>64 MB RAM | Pentium 500MHz<br>64 MB RAM     | Pentium 133MHz<br>64 MB RAM  | Pentium 500MHz<br>128 MB RAM    |
| Windows ME   | Pentium 133MHz<br>64 MB RAM | Pentium 500MHz<br>64 MB RAM     | Pentium 233MHz<br>64 MB RAM  | Pentium 500MHz<br>128 MB RAM    |
| Windows XP *   | Pentium 233MHz<br>64 MB RAM | Pentium II 500MHz<br>128 MB RAM | Pentium II 300MHz<br>128 MB RAM  | Pentium II 500MHz<br>256 MB RAM |
| * You need to have Administrator Authority to install Remote Link, System Link, or a Module software on a Windows 2000 or Windows XP system. |                             |                                 |  |                                 |

## User Feedback

### Human Resource Manager's Reaction

"As the Human Resource manager for our company, I find **System Link** to be a valuable tool for managing our alarm system. Instead of standing at a keypad for a long period of time, I was able to add each new employee to the security system from the comfort of my desk. The Admin Reader really helps when adding users with our proximity cards."

### Technician's Reaction

"**Remote Link** is a must-have tool when I install and program a DMP system. I can program the panel from the office. After all of the installation is complete, I can simply connect to the panel and send the programming file. Programming a panel used to take a lot of time, but with Remote Link it takes no time at all!"

### Central Station Manager's Reaction

"We installed **Alarm Monitoring** in our central station. Our operators can easily acknowledge alarms and dispatch the proper authorities using the module. This program is so easy to learn it saves us time and money in training."

### Residence Hall Supervisor's Reaction

"The **Advanced Reporting Module** is a must-have tool for our college campus because we have a curfew for each residence hall. Each morning I can generate a report to show which students entered the building past curfew. Then I can export the report to Microsoft® Excel and integrate it with the student's other school records. It is the perfect, time-saving software we needed!"

### Comments from a Bank Chain's Head-of-Security

"We installed the **Command Center Module** at our bank chain alarm monitoring station. Because all of the accounts are arranged in a grid, our operators can easily view all account alarm activity by simply watching a grid and tell from which account the alarm came."

## Feature Comparison Chart

All possible features for all panels and modules are listed. Available features are marked with an X. Features that operate when a module is installed are identified with a number corresponding to the Module Key.

**Module Key:** 1 = Alarm Monitoring, 2 = Command Center, 3 = Advanced Reporting, 4 = Account Groups.

The Account Groups module is only compatible with XR500, XR500N, XR500E, or XR2500F Command Processor Panels.

| Features                    | System Link | Remote Link | Features                | System Link | Remote Link |
|-----------------------------|-------------|-------------|-------------------------|-------------|-------------|
| <b>File Menu</b>            |             |             | <b>Panel Menu</b>       |             |             |
| Panel Information           | X           | X           | Connect                 | X           | X           |
| Account Group Information   | 4           | 4           | Disconnect              | X           | X           |
| Hyperlink                   | 1 or 2      | 1 or 2      | Send                    |             | X           |
| Auto Recall Frequency       | 1 or 2      | 1 or 2      | Retrieve                | X           | X           |
| Defer Test                  | 1 or 2      | 1 or 2      | System Status           | X           | X           |
| Print Account Information   | X           | X           | Request Events          | X           | X           |
| Print Panel Programming     | X           | X           | Remote Update           |             | X           |
| Print Panel Event Buffer    | X           | X           | Feature Upgrade         |             | X           |
| Print Activity              | X           | X           | Trap                    |             | X           |
| Print Events                |             | X           | Set All Traps           |             | X           |
| Alarm                       |             | X           | Trap Query              |             | X           |
| Trouble                     |             | X           | Hangup                  | X           | X           |
| Restoral                    |             | X           | <b>Group Menu</b>       |             |             |
| System                      |             | X           | Send Now                | 4           | 4           |
| Open / Close                |             | 1 or 2      | Send Status             | 4           | 4           |
| Other                       |             | 1 or 2      | <b>Program Menu</b>     |             |             |
| Print Recall Failure List   |             | 3           | Communication           |             | X           |
| Print Advanced Reports      | 3           | 3           | Network Options         |             | X           |
| Print Data Export           | X           | X           | Device Setup            |             | X           |
| Print Saved Report          | X           | X           | Remote Options          |             | X           |
| <b>System Menu</b>          |             |             | System Reports          |             | X           |
| Log ON / OFF                | X           | X           | Output Options          |             | X           |
| Alarm List                  |             | X           | Output Groups           |             | X           |
| Alarm Grid                  |             | 2           | Output Names            |             | X           |
| Configure SCS-1R System     | X           | X           | Menu Display            |             | X           |
| Configure SCS-1R Line       | X           | X           | Status List             |             | X           |
| Configure Link              | X           | X           | Printer Reports         |             | X           |
| Default Receiver            | X           | X           | PC Log Reports          |             | X           |
| Modem                       | X           | X           | Area Information        |             | X           |
| Database Location           | X           | X           | Zone Information        |             | X           |
| Purge Activity              | X           | X           | Holiday Dates           | X           | X           |
| Purge Acknowledged Messages | X           | X           | Schedules               | X           | X           |
| Purge Events                | X           | X           | Output Schedules        | X           | X           |
| Options                     | X           | X           | Profiles                | X           | X           |
| TCP Trap                    |             | X           | User Codes              | X           | X           |
| Host Monitoring             | 1 or 2      | 1 or 2      | Access Code             |             | X           |
| Direct Monitoring           | 1 or 2      | 1 or 2      | <b>Help</b>             |             |             |
| Track Armed Status          | 2           | 2           | Help File               | X           | X           |
| Operator Configuration      | X           | X           | Registration (required) | X           |             |
| Toolbar Configuration       | X           | X           | Activation (required)   | X           |             |
| Remote Update               |             | X           |                         |             |             |
| Diagnostics                 | X           | X           |                         |             |             |

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