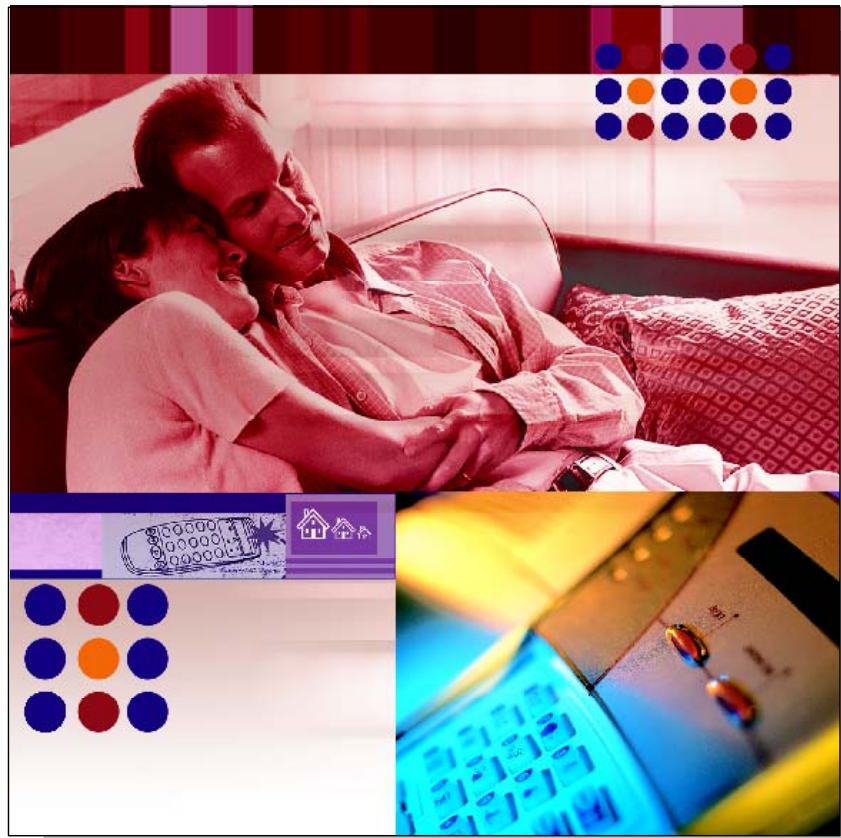


PowerMax Remote Programmer Software

User Guide



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Document revision 8/2003

About This Manual

This manual provides a detailed description of the procedures for using the PowerMax Remote Programmer with your PowerMax system. Consult PowerMax Programming Guides for additional information about specific programmable parameters.

Chapter 1 provides an overview and briefly describes the system.

Chapter 2 lists the requirements for installing the software and describes the software installation process.

Chapter 3 covers the menus included in the software.

Chapter 4 introduces Sites and how they are managed (creating, saving, deleting and copying).

Chapter 5 explains how to manage PowerMax Remote Programmer users, including how to add users, delete users, change a user's password and how to log in as a different user.

Chapter 6 details all the different tables displayed in the software and provides a general overview of what is included in them.

Chapter 7 describes how to connect to the PowerMax. This chapter details the different connection types and available settings, how to connect/disconnect to the PowerMax and what online functions are available when connected.

Chapter 8 describes how to download/upload customized data settings.

Chapter 9 covers the Reports utility, detailing how to define and generate reports.

Chapter 10 describes how to change the screen appearance, change the screen color, column alignment and user interface language.

Chapter 11 provides answers to troubleshooting questions, which may occur.

Appendix A provides solutions in the event of characters not appearing correctly due to the interface language used.

***Note:** Throughout the manual, both PowerMax and PowerMax+ are referred to as "PowerMax". When necessary to relate to a specific model, this model will be mentioned specifically.*

Formatting Conventions

The following formatting conventions are used throughout the documentation:

- Note:** Additional information relevant to the presently discussed subject.
- Warning:** Information that is essential for your safety and to avoid damaging the hardware or software.
- Caution:** Information that is essential for your safety and to avoid damaging the hardware or software.
- bold text** Indicates operations that you must perform (e.g., name of a button to be clicked or option to be selected) or to emphasize a field or concept being described.

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Chapter 1: Introduction

The PowerMax Remote Programmer is a utility program that enables you to manage the PowerMax alarm system from a remote station. It runs on IBM-PC or compatible workstations and runs on Microsoft® Windows® 95, 98, Windows NT®, Windows 2000 or Windows XP.

It allows offline preparation of specifications, each of which is a set of parameters especially tailored for a particular PowerMax installation site. After the user has prepared the parameters for the site, he can download them into the PowerMax control panel on the site.

Data is transferred to and from the PowerMax Remote Programmer either locally through an RS-232 serial data cable, as shown in figure 1, or remotely via telephone lines and a modem, as shown in figures 1.2 and 1.3.

Local Data Transfer enables the operator to prepare the parameters for the PowerMax alarm system on a PC where he specifies parameters in the Site Screens, even though he is working at the same installation site. He then transfers the data to the alarm system through a cable.

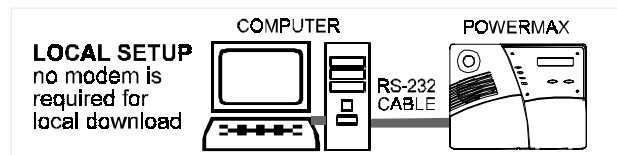


Figure 1-1: Setup for Local Data Transfer

Remote Data Transfer enables the operator to work from a remote site where he can control several PowerMax systems at different installation sites. Using the PowerMax Remote Programmer, he can compare the parameters of the different systems and copy them if necessary. The data is then transferred to each PowerMax through a modem.

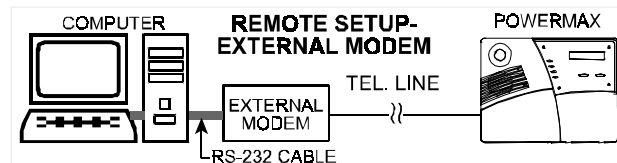


Figure 1-2: Setup for Remote Data Transfer with an External Modem

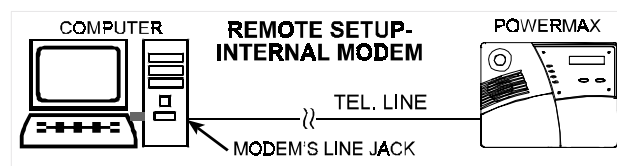


Figure 1-3: Setup for Remote Data Transfer with an Internal Modem

Chapter 2: Getting Started

2.1 Hardware / Software Requirements

In order to run PowerMax Remote Programmer, you need the following resources:

- IBM-compatible PC with Pentium microprocessor (100 MHz or higher)
- Microsoft® Windows® 95, 98, Windows NT®, Windows 2000 or Windows XT.
- 16 megabytes of RAM (minimum)
- Hard disk with at least 8 megabytes of free space.
- For best performance, use a display driver with a resolution of at least 1024 x 768 pixels.

2.2 Installation

Install an internal modem in the computer, or use an RS-232 cable to connect an external modem to one of the computer's COM ports as instructed in the manual supplied with the modem. Then connect the modem to the telephone line. The modems suitable for use with PowerMax Remote Programmer are listed in the **Modem** field in the Communications tab of the Options window (refer to 7.1.2 *Remote Connection*).

To Install the Modem

1. Install the modem for use with the remote computer, whether internal or external.
2. Restart your computer. In most cases Windows will detect the new hardware and will open a dialog box prompting you to install the driver for the new modem (from the manufacturer's CD).

If Windows does not recognize the modem during startup, do the following:

3. From the **Start** menu, select **Settings**, then **Control Panel**; the control panel window appears.
4. Double-click the **Modems** icon; the Modem Properties dialog box appears.
5. Click **Add**; the Install New Modem wizard begins. Follow the instructions to enable Windows detect and install the new modem.

To Install PowerMax Remote Programmer

1. Start Windows. Close all running applications, if any.
2. Insert the PowerMax Remote Programmer CD into the CD-ROM drive.

If your system includes the AutoPlay feature, the setup program starts automatically. Otherwise, proceed as follows:

3. From the **Start** menu, select **Run**; the Run dialog box appears.
4. In the Run edit box, type the drive letter of the CD drive you are using, followed by a colon, backslash, and the word "setup", for example: "**d:\setup**".
5. Click **OK**. The installation welcome screen appears and the Installation program guides you through the entire process.
6. Click **Next**, then follow the instructions on your screen to complete the installation.
7. Restart your computer when the Installation wizard prompts you to do so.

During installation a PowerMax shortcut icon is placed on the Desktop to enable you to start PowerMax Remote Programmer easily.



To Start PowerMax Remote Programmer

1. On the Windows Desktop, double-click on the **PowerMax Remote Programmer** icon; the Login screen appears.

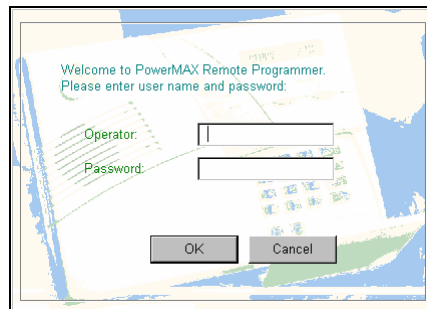


Figure 2-1: Login Screen

2. In the Operator edit box, type **visonic**.
3. In the Password edit box, type **powermax**, then click **OK**.

Both entries are case-sensitive - use lowercase letters.

The main PowerMax Remote Programmer screen appears with the Sites List in the foreground as the active window.

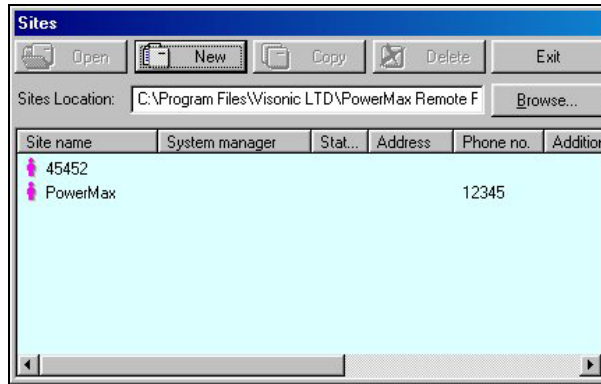


Figure 2-2: Site List Window

This window enables you: to open an existing site file; create a new site file; copy a site file; delete a site file or exit the program. Refer to “Chapter 4. Sites” for further details.

2.3 PowerMax Remote Programmer Main Window

The PowerMax Remote Programmer main window displays all the main features of PowerMax Remote Programmer. This enables you to manage the PowerMax alarm system easily and efficiently.

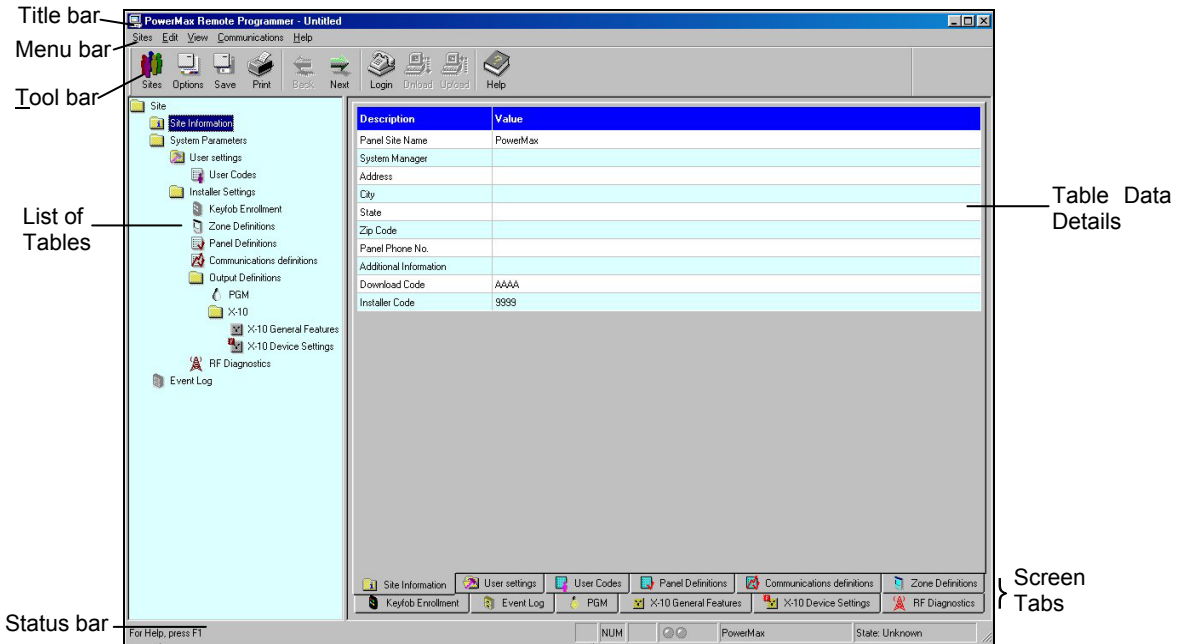


Figure 2-3: PowerMax Remote Programmer Main Screen

Title Bar

The title bar displays the following features:

- The name of the PowerMax Remote Programmer file that you have opened.
- The windows Minimize button.
- The windows Maximize button.
- The windows Close button.

Menu Bar

Displays the menus that enable you to access PowerMax Remote Programmer features.

List of Tables

This area displays a list of all the data tables containing information which characterizes the site. As you point to each table title, it appears underlined. Click on a title to display that table data.




Table Data










This area contains detailed data included in the selected table.

Type in settings, or double-click on the down-pointing arrow to display a drop-down list, and select the appropriate value.

Toolbar

PowerMax Remote Programmer provides a toolbar that displays ten buttons which are shortcuts to the most frequently used features of the system.

Button	Name	Function	Also accessible through menu
	Sites	Displays the Sites List window.	Sites
	Options	Displays the Options dialog box.	View
	Save	Saves the site file displayed on the screen.	Sites

	Print	Displays the Print dialog box.	Sites
	Back	Displays the previous table according to the List of Tables.	View
	Next	Displays the next table according to the List of Tables.	View
	Login / Logout	Connects/disconnects the PowerMax Remote Programmer to/from the control panel.	Communications
	Download	Downloads data from the PowerMax Remote Programmer to the control panel.	Communications
	Upload	Uploads data from the control panel to the PowerMax Remote Programmer and automatically updates files. <i>Note: To upload event logs/scheduler in PowerMax+, see Chapter 8: Data.</i>	Communications
	Download Table	Downloads data from the table currently visible on the screen to the control panel.	Communications
	Upload Table	Uploads data from the control panel to the table currently visible on the screen (available in PowerMax+ only).	Communications
	Help	Displays the PowerMax Remote Programmer Help files.	Help

Status Bar

The Status Bar appears at the bottom of the PowerMax Remote Programmer screen. It displays the following:

- Menu name
- Caps lock
- Number lock
- Communication Status: The communication status is displayed by the color of the two communication status icons:

Program Status	Left Icon	Right Icon
Communication is offline	Gray	Gray

Communication is online	Dark green	Dark green
Downloading to control panel	Dark green	Light green
Uploading from control panel	Light green	Dark green

- PowerMax model: Displays the PowerMax model name.
- Control Panel State: Displays the control panel state. This can be one of nine states: disarm, exit delay home, exit delay away, entry delay, home, away, user test, download and programming.
- **Note:** The State will be displayed only when the software is connected to the PowerMax+ control panel.

2.4 Navigating PowerMax Remote Programmer

You can move around the PowerMax Remote Programmer screen and carry out functions in a variety of ways:

Mouse

Use the mouse to point to a position on the screen, then click the left mouse button. This enables you to do the following:

- Click a button.
- Select a table tab in the main screen.
- Place the cursor within a table edit box.
- Display a drop-down list.

Arrow keys

The arrow keys enable you to move around the PowerMax Remote Programmer tables and highlight the edit boxes. However, they do not enable you to place the cursor at the insertion point; you must do that with the mouse or by pressing Enter.

2.5 Exiting PowerMax Remote Programmer

At any time, you can exit PowerMax Remote Programmer.

To Exit the Program

1. From the **Sites** menu, select **Exit**. A popup message appears prompting you to save the recent changes to the system.
2. Click **Yes** to save or **No** to disregard recent changes. PowerMax Remote Programmer closes.

Chapter 3: Menus

The PowerMax Remote Programmer main screen displays five menus, which enable you to access the different features of the application.

3.1 Sites Menu

The Sites menu provides you with the tools to manage new and existing Sites.

Menu Item	Function
List of Sites	Displays the Sites window.
New Site	Displays a new PowerMax Remote Programmer Site File that contains default values.
Save	Saves an existing Site file.
Save As	Enables you to save a site file by a new name.
Print	Prints a report.
Print Preview	Displays the report on the screen before you print it.
Print Setup	Enables you to determine the Print specifications.
User	Enables you to manage users.
Exit	Exits PowerMax Remote Programmer.

3.2 Edit Menu

The Edit menu contains commands that help you edit and fill in details in each screen.

Menu Item	Function
Undo	Undoes all previous actions, up to the most recent save.
Cut	Removes selected text to a temporary memory known as a clipboard.
Copy	Copies selected text to the clipboard.
Paste	Places the text being held in the clipboard at the point of insertion.

3.3 View Menu

The View menu contains items that enable you to control the appearance of your PowerMax Remote Programmer screen.

Menu Item	Function
Toolbar	Displays or hides the Tool bar
Status Bar	Displays or hides the Status bar.
Next Table	Displays the next table of the List of Tables.
Previous Table	Displays the previous table of the List of Tables.

Menu Item	Function
Messages Window	Displays the incoming and outgoing messages.
Options	Displays the Options dialog box.

3.4 Communications Menu

The Communications menu enables you to manage the Communication process with the control panel. All of these functions appear on the toolbar.

Menu Item	Function
Login/Logout	Begins the login/logout process to/from the control panel.
Update Login Data...**	Enables updating the download and installer code when system is armed.
Download	Downloads data from the Remote Programmer to the control panel.
Upload	Uploads data from the control panel to the PowerMax Remote Programmer. <i>(In PowerMax+, this process uploads all parameters except for the Event Log. To upload the Event Log use Upload Table)</i>
Download Table	Downloads the currently displayed table from the PowerMax Remote Programmer to the control panel.
Upload Table*	Uploads the currently displayed table from the control panel to the PowerMax Remote Programmer.
Change System Time & Date...	Sets the time and the date that will be downloaded to the control panel. This option is only enabled when the communication between PowerMax Remote Programmer and the control panel is enabled.
Customize Zone/Sensor Names*	Enables modification of the five custom names.
Upload Customized Zone/Sensor Names*	Retrieves the updated custom names from the PowerMax.
Port Auto Detection...	Automatically begins a search for the control panel that is connected by Serial Communication mode.

* Available in PowerMax+ only.

** Available in PowerMax only.

3.5 Help Menu

The Help menu enables you to receive information and guidance in managing PowerMax Remote Programmer.

Menu Item	Function
Help Topics	On-line Help to increase your knowledge about PowerMax Remote Programmer, and help you use it to its maximum potential.
About PowerMax Remote Programmer	Provides PowerMax Remote Programmer copyright and version information. Click on the PowerMax Remote Programmer logo to display our Home Page, which contains important information about using PowerMax Remote Programmer.

Chapter 4: Sites

4.1 Introduction to Sites

PowerMax Remote Programmer enables you to manage Sites in a variety of ways. These features are accessible either from the menus or from the Site List window.

The Site List window is displayed either when the program is first initiated, or by clicking the Sites button in the tool bar or by selecting List of Sites in the Sites menu.

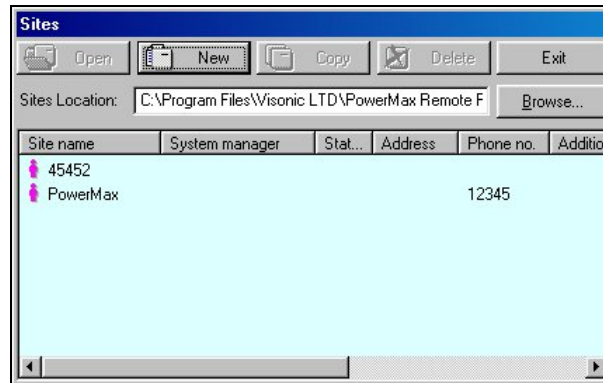


Figure 4-1: Site List Window

This window displays a list of the site names whose files are located in the directory displayed in the Sites Location field. The first time the program is initiated, the path displayed will be the path where the PowerMax Remote Programmer is installed on your computer. In later sessions, the Sites Location field will display the path last chosen (either typed in or selected using the Browse button). Using the Browse button, it is possible to locate and access a site file anywhere in the network and not just access site files saved to your local computer.

Each column of the site list table can be sorted in either descending or ascending order by clicking on the column title. You can drag the vertical lines that separate the columns to enlarge or reduce the size of the columns.

The screen displays buttons, which enable you to begin working with PowerMax Remote Programmer:

Button	Function
Open	Opens an existing Site
New	Opens a new Site
Copy	Copies a Site

Button	Function
Delete	Deletes a Site
Exit	Closes the PowerMax Remote Programmer application. When you display the Sites List from within the system, the Exit button appears as a Cancel button. This enables you to remove the Sites List from the screen, and continue using the application.
Browse	Opens the Browse for Folder dialog box, which enables you to locate a folder where the Site files are located.

4.2 Creating a New Site

You can create a new, empty site file or you can copy an existing file, save it under a new name, and make the relevant changes to tailor it to a similar setup as the original. You can create a new site either via the Site List window or directly in the New Site window.

1. Click **New** in the Site List window,
or

In the **Sites** menu, click **New Site....**

The New Site dialog box appears.

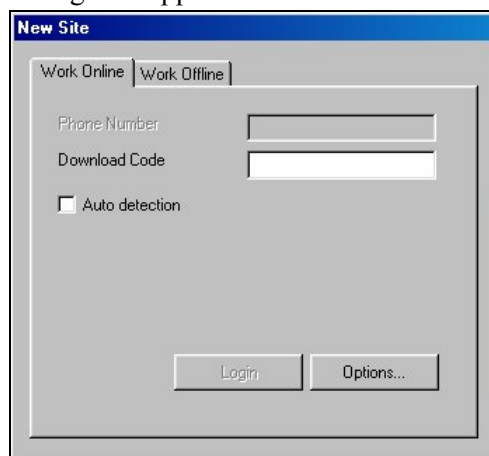


Figure 4-2: New Site Window - Work Online

The New Site dialog box has two tabs:

Work Online: Enables direct operation with the control panel via a serial port or telephone modem.

Work Offline: Enables defining and changing parameters offline and at a later time downloading these parameters to the control panel.

By default the New Site dialog box opens with the Work Online tab open.

***Note:** It is recommended to work online when creating a new site file, so that the software will communicate with the control panel and will automatically select the suitable PowerMax model.*

Working Online

To work via a serial port

1. In the New Site window click **Options...** The Options window appears.

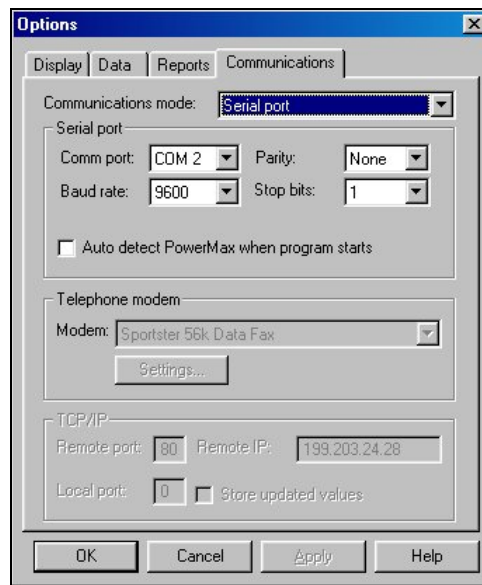


Figure 4-3: Options - Serial Port Communications Mode

2. Ensure that **Serial port** is selected in the **Communication mode** field and that the serial port details are correct (refer to chapter 7: Connecting to the PowerMax Control Panel for further details).
3. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field disabled and the Auto detection checkbox enabled.

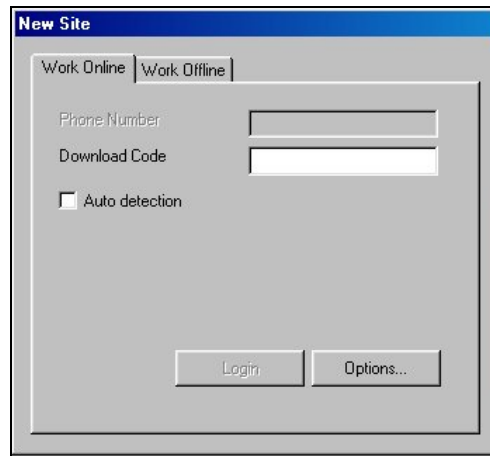


Figure 4-4: New Site Window - Work Online via a Serial Port

4. Enter the download code. The Login button will become enabled.
5. Check the **Auto Detection** checkbox if you want the program to automatically scan the computer ports to detect PowerMax presence.

Caution! For local download, the PowerMax must be set to the installer mode, otherwise the software will not detect it (not applicable to PowerMax+).

6. Click **Login**.
7. If you marked the Auto Detection checkbox, the program will start scanning the different ports to look for a PowerMax and will then connect to the PowerMax and verify the download code.

If you did not mark the auto detection checkbox, the program will try to connect to the PowerMax via the serial port defined in the Communications settings.

To work via a telephone modem

1. In the New Site window click **Options...** The Options Communications dialog box will appear.

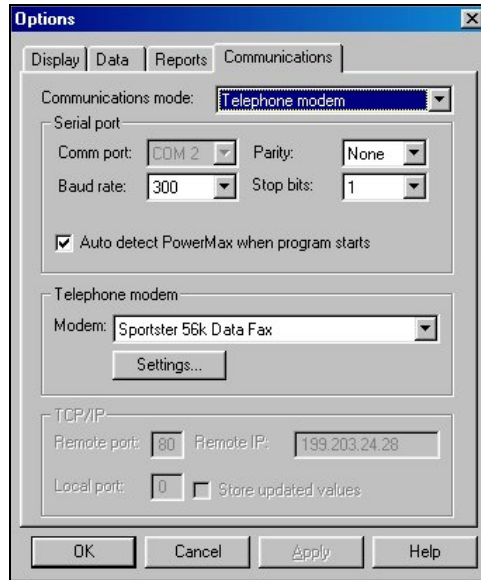


Figure 4-5: Options - Telephone Modem Communications Mode

2. Select **Telephone modem** in the **Communications mode** field.
3. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field enabled and the Auto detection checkbox disabled.

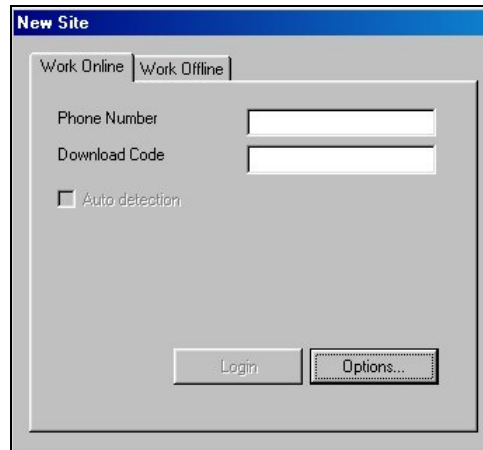


Figure 4-6: New Site Window - Telephone Modem Mode

4. Enter the **Phone Number** and the **Download Code**.
The Login button will become enabled.

5. Click **Login**. The **Modem Dial Up...** window will appear and attempt connecting.



Figure 4-7: Modem Dial Up...

Working Offline

Work Offline only if you know the PowerMax model you want to connect to.

1. Select the Work Offline tab. The following screen will be displayed:

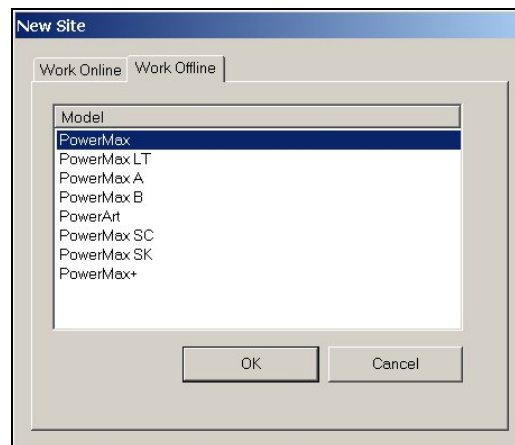


Figure 4-8: New Site Window - Work Offline

2. Select the relevant PowerMax model.
3. Click **OK**.

The PowerMax Remote Programmer main screen will appear and the table data details will include the parameters relevant for the selected model.

4.3 Saving a Site

From the **Sites** menu, select **Save**, or click the Save button on the toolbar; PowerMax Remote Programmer automatically saves the site file on which you are working.

When you select Save or click the Save button for the first time after creating a new site file, PowerMax Remote Programmer automatically displays the Save As screen.

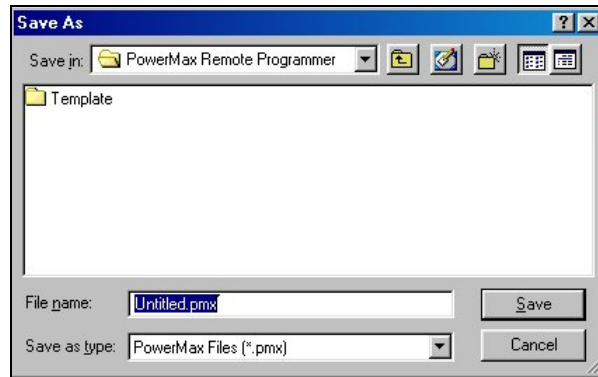


Figure 4-9: Save As... Screen

4.4 Saving a Site File with a New Name

This enables you to save the site file with a new name and in a different directory.

1. From the **Sites** menu, select **Save As**; PowerMax Remote Programmer displays the Save As screen.
2. Enter a suitable name for the new site and locate the directory where you want to save the file.

4.5 Displaying and Editing Existing Site Files

Once you have created a site, and saved it, you can view it at any time.

1. Either select the site from the recently used files in the Sites menu or in the Sites List window, select the site name to display and click **Open**.
2. The PowerMax Remote Programmer main window appears, and displays the site tables of the selected site.
3. Edit the site tables as necessary.

4.6 Copying a Site

You can create a new site based on an existing similar site. This is done by copying an existing site file, saving it with a new name and then making and saving the necessary changes.

1. In the Site List window, select an existing site file.
2. Click **Copy**; an edit box appears prompting you for the name of the new site.
3. Type the new site name, then click **OK**.

The PowerMax Remote Programmer main window appears and displays the details of the copied site.

4. Edit the site as necessary.
5. Click **Save** to save the site.

4.7 Deleting a Site

When a Site is no longer active, and it is no longer necessary to store it in PowerMax Remote Programmer, you can delete it.

1. In the Sites List, select the site to delete, then click **Delete**, a warning box appears reminding you that any account that you delete is not retrievable.
2. Click **Yes** to delete the account, or **No** to return to the Sites List.

If you click Yes, the PowerMax Remote Programmer main window appears and displays the last site that was opened.

4.8 Exiting the Site List Window

When you open PowerMax Remote Programmer, the Sites List displays an Exit button. However, when you display the Sites List from within the application, the Exit button is replaced by a Cancel button.

Click **Exit** to exit PowerMax Remote Programmer.

Click **Cancel**; the Sites List closes, and the main PowerMax Remote Programmer screen becomes active.

Chapter 5: Users

From the Sites menu, select Users; PowerMax Remote Programmer displays a menu that enables you to manage the PowerMax Remote Programmer users.

Menu Item	Enables you to:
Add new user	Add a new user name and password.
Delete user	Delete a user name and password.
Change password	Change an existing user's password.
Login as different user	Login as a different user without exiting PowerMax Remote Programmer.

5.1 Adding New Users

1. From the **Sites** menu, select **Users**, then **Add new user**; the Add new user dialog box will appear.



Figure 5-1: Add New User Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. In the **Confirm Password** edit box, retype the user's password.
5. Check the **Full Access** checkbox to enable the user to create and delete other users. If this is not checked, the user will have access to all the sites, but will not be able to create or delete other users.
6. Click **Add**; a message box appears confirming the addition of the user to the system.

5.2 Deleting a User

1. From the **Sites** menu, select **Users**, then **Delete user**; the Delete user dialog box will appear.

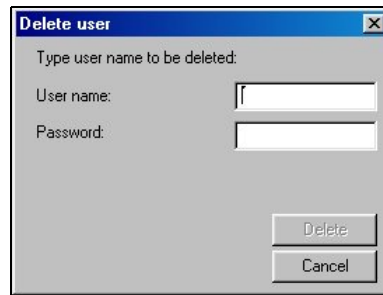


Figure 5-2: Deleting User Name Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. Click **Delete**; a message box appears confirming the deletion of the user from the system.

5.3 Changing User Passwords

1. From the **Sites** menu, select **Users**, then **Change Password**. The Change Password dialog box appears.



Figure 5-3: Changing User Password Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Old Password** edit box, type the user's current password.
4. In the **New Password** edit box, type the user's new password.
5. Click **Change**; a message box appears confirming the user password change.

5.4 Login as a Different User

1. From the **Sites** menu, select **Users**, then **Login as a different user**; the PowerMax Remote Programmer Login screen appears.
2. In the **User Name** edit box type the user's name and in the **Password edit** box type the user's password.
3. Click **OK**; a message will appear to notify that the password has been changed successfully.

Chapter 6: Data Details Tables

The data details tables display the parameters that can be uploaded from or downloaded to the PowerMax control panel. When first creating a site file, the values displayed are default values, which can be altered to suit the specific system.

Use the arrow keys to navigate between the cells and focus on the different parameters, then click the left mouse button or press ENTER to edit the cell and change the values.

PowerMax Remote Programmer includes the following tables:

Note: The table and their contents can change according to the different PowerMax models.

- Site Information
- User Settings
- User Codes
- Keyfob Enrollment
- Siren Enrollment
- 1W Keypad Enrollment
- 2W Keypad Enrollment
- Zones Definitions
- Panel Definitions
- Communications Definitions
- GSM Definitions
- PGM
- Internal Siren/Strobe
- X-10 General Features
- X-10 Device Settings
- RF Diagnostics
- Event Log

6.1 Site Information

Site Information displays general information about the site control panel.

Panel Site Name: The name of the site where the control panel is installed. By default this field receives the name of the PowerMax model detected.

System Manager: The name of the System Manager responsible for programming the control panel, responding to alarms and other events.

Address, City, State, and Zip Code: The complete address of the site.

Panel Phone No.: The telephone number which the PC modem uses to connect to the control panel.

Additional Information: Additional important information about the PowerMax site and facilities.

Download Code: A 4-digit password, including letters A-F, used to enable downloading data to the control panel.

Installer Code: A 4-digit password used to manage the control panel via the built-in keypad.

6.2 User Settings

User Settings enables you to define PowerMax settings, applicable to each individual site.

Set User Tel No.: Type the telephone number where the user can be reached while away from the site. The control panel will call this number to report the event types defined by the installer in the Communications Definitions screen. Do not use any parentheses or dashes when typing the number.

***Note:** In PowerMax+ it is possible to enter 4 private telephone numbers in this table.*

Last Upload System Time: The software will update this field automatically.

Last Upload System Date: The software will update this field automatically.

Set Voice Option: You can either **enable** or **disable** the voice prompts and messages.

***Note:** You can only hear voice prompts from the control panel, not from the PowerMax Remote Programmer.*

Autoarm*: You can select to arm the control panel automatically (at a predefined time).

Auto Arm Time*: You can define the time to automatically arm the system.

Squawk*: You can enable or disable the squawk (short siren sound) option upon arming and disarming.

Time Format*: You can adjust the control panel built-in clock to show the time in European format (hh:mm) or US format (hh:mm AM/PM).

Date Format*: You can adjust the control panel built-in calendar date to show the date in European format (dd/mm/yyyy) or US format (mm-dd-yyyy).

*These functions are available in PowerMax+ only.

6.3 User Codes

This table defines the PowerMax users and lists their codes. Only users, whose numbers and codes are listed in this screen, can activate the control panel. PowerMax can store up to 8 user numbers and codes. All User codes must be different from the Duress code and Installation code.

User Number 1 is known as the Master User. He is the only user who has the authority to modify the User Settings and User Codes screens. The Master User code cannot be 0000.

To Enter a User Code

1. Identify the user number you wish to define.
2. Enter a four-digit code that is unique to the selected user number.
3. Enter comments and additional information about this user.

6.4 Keyfob Enrollment Screen

A Keyfob transmitter is a multi-button wireless unit. For each PowerMax control panel, there are a total of eight transmitters. They enable the carriers to perform certain system functions quickly without using the keypad, and therefore improve system efficiency.

In order that the control panel and the PowerMax Remote Programmer will recognize the Keyfob transmitters, each one must be enrolled in the system, and linked to a specific ordinal number between 1 and 8. Keyfob initiated events are subsequently identified and registered with reference to these numbers.

This table displays the keyfob ordinal number, the name of the user carrying this transmitter, indication whether the keyfob has been enrolled, the keyfob ID, the keyfob sync. counter and the keyfob sync. backup.

The PowerMax Remote Programmer enables enrolling and deleting keyfobs from remote.

To Enroll a Keyfob Transmitter to the Control Panel

In order to perform this procedure collect together:

- A PowerMax control panel, which will be used to pass the keyfob identifying information from the keyfob through to the PC and from there to the customer's PowerMax control panel.
 - The keyfob transmitter that is to be enrolled and sent to the customer.
1. Enroll the keyfob transmitter to the control panel as detailed in the PowerMax Programming Guide.

Note: Remember the keyfob number you enrolled the keyfob to.

2. Connect and login via serial connection to the PowerMax as detailed in chapter 7: "Connecting to the PowerMax Control Panel".

3. Upload the keyfob data from the PowerMax.
4. Write down the keyfob ID, the sync. counter and the sync. counter backup numbers displayed on the screen next to the keyfob number you enrolled the keyfob to, in the Keyfob Enrollment table.
5. Logout and disconnect from the PowerMax.
6. Connect and login to your customer's PowerMax control panel.
7. Click the Options icon in the tool bar or select Options in the View menu.
8. Select the Data tab.
9. Check the **Send updated data immediately** checkbox.
10. Enter the keyfob ID, the sync. counter and the sync. counter backup numbers to the relevant keyfob in the Keyfob Enrollment table.

Every cell you update will be automatically downloaded to the customer's PowerMax. (Be careful not to change other parameters).
11. Logout and disconnect.

Now all you have to do is to send the keyfob transmitter to your customer!

To Delete a Keyfob

In the ID column, change the ID to 00000000, and then download to the control panel as detailed in chapter 7: Connecting to the PowerMax Control Panel.

6.5 Siren Enrollment

A siren is a two-way wireless unit which emits a loud siren and flashes a bright light in the event of a burglary.

The PowerMax Remote Programmer displays all enrolled sirens.

6.6 1W Keypad Enrollment

A 1W (one-way) Keypad is a multi-button wireless keypad unit. For each PowerMax control panel, there are a total of eight 1W keypads.

In order that the control panel and the PowerMax Remote Programmer will recognize the Keypads, each one must be enrolled in the system, and linked to a specific ordinal number between 1 and 8. Keypad initiated events are subsequently identified and registered with reference to these numbers.

This table displays the keypad ordinal number, indication whether the keypad has been enrolled, the keypad ID, the keypad sync. counter and the keypad sync. backup.

The PowerMax Remote Programmer enables enrolling and deleting keypads from remote.

To Enroll a Keypad to the Control Panel

In order to perform this procedure collect together:

- A PowerMax control panel, which will be used to pass the keypad identifying information from the keypad through to the PC and from there to the customer's PowerMax control panel.
 - The keypad that is to be enrolled and sent to the customer.
1. Enroll the keypad to the control panel as detailed in the PowerMax Programming Guide.
 2. Connect and login via serial connection to the PowerMax as detailed in chapter 7: "Connecting to the PowerMax Control Panel".
 3. Upload the keypad data from the PowerMax.
 4. Write down the keypad ID, the sync. counter and the sync. counter backup numbers displayed on the screen next to the keypad number you enrolled the keypad to, in the Keypad Enrollment table.
 5. Logout and disconnect from the PowerMax.
 6. Connect and login to your customer's PowerMax control panel.
 7. Click the Options icon in the tool bar or select Options in the View menu.
 8. Select the Data tab.
 9. Check the **Send updated data immediately** checkbox.
 10. Enter the keypad ID, the sync. counter and the sync. counter backup numbers to the relevant keypad in the Keypad Enrollment table.

Every cell you update will be automatically downloaded to the customer's PowerMax. (Be careful not to change other parameters).
 11. Logout and disconnect.

Now all you have to do is to send the keypad transmitter to your customer!

To Delete a Keypad

In the ID column, change the ID to 00000000, and then download to the control panel as detailed in chapter 7: Connecting to the PowerMax Control Panel.

6.7 2W Keypad Enrollment

A 2W (two-way) Keypad is a multi-button wireless keypad unit.

The PowerMax Remote Programmer displays all enrolled 2W Keypads.

6.8 Zone Definitions

Zone Definitions allows you to attribute one of the zone types to any one of the wireless zones offered by the PowerMax. In addition, it allows you to assign a name to each zone and determine whether the zone will operate as a chime zone while the system is in the disarmed state.

6.9 Panel Definitions

Panel Definitions enables you to customize the control panel and adapt its characteristics and behavior to the requirements of the particular user.

6.10 Communications Definitions

Communications Definitions enables you to set the telephone communication parameters to the requirements of the particular Site.

6.11 GSM Definitions

GSM Definitions enables you to set the parameters of the GSM unit connected to the PowerMax control panel.

6.12 PGM

PowerMax control panel can open or close the programmable (PGM) output as a result of a certain event or condition. This table enables you to determine the events and conditions under which the PGM (programmable) outputs will function.

Note: In some versions of the PowerMax+, the PGM will also include a scheduler, (see 6.15 X-10 Device Settings for further details). When the X-10 device settings table is uploaded, the PowerMax Remote Programmer will also load the PGM table. However, this does not occur the other way around.

6.13 Internal Siren/Strobe

This defines the operation of the INT output in the control panel.

Internal Siren - enables you to activate the output for a certain amount of (Bell) time.

Strobe - activates the output until the system is disarmed.

6.14 X-10 General Features

This screen enables you to set the general features for the X-10 units. The House Code must be a letter between A and P that distinguishes this particular PowerMax X-10 unit from others.

6.15 X-10 Device Settings

PowerMax control panel can control X-10 units. This screen enables you to determine settings for each applicable device.

Some versions of the PowerMax+ include a scheduler that enables you to set specific times for switching the lights on and off and can also be used with the PGM.

The scheduler allows four regular daily settings and four additional settings per day.

	#1 Start	#1 Stop	#2 Start	#2 Stop	#3 Start	#3 Stop	#4 Start	#4 Stop
Daily	13:20	14:50	---	---	---	---	---	---
Sunday	08:00	09:00	19:00	23:50	---	---	---	---
Monday	---	---	---	---	---	---	---	---
Tuesday	---	---	---	---	---	---	---	---
Wednesday	---	---	---	---	---	---	---	---
Thursday	---	---	---	---	---	---	---	---
Friday	---	---	---	---	---	---	---	---
Saturday	---	---	---	---	---	---	---	---

Figure 6-1: Scheduler

Note: To download/upload the X-10 device settings, you need to select this table and press the download/upload table button. For further information, see Chapter 8:Data.

Note: When the X-10 device settings table is uploaded, the PowerMax Remote Programmer will also load the PGM table. However, this does not occur the other way around.

6.16 RF Diagnostics

This screen displays the results of the diagnostic test, performed on-site. The diagnostic test measures the reception levels of PowerMax sensors installed throughout the protected area.

The table includes the zone names, the previously uploaded RF level and the RF level received in the last test performed.

The RF Level columns display the reception levels: Strong, Good, Poor or Not OK.

When connecting to a particular PowerMax for the first time, both of the RF level columns will display NOT OK in all the cells, as the site file does not include any information about tests previously performed by the PowerMax control panel.

When uploading data from the PowerMax after a walk test has been carried out, the Last RF Level column will display the results of this test and the Previously Uploaded RF Level column will continue to display **NOT OK**.

When uploading test results from the PowerMax control panel after results have been uploaded previously in the past, the results previously uploaded will be displayed in the Previously Uploaded RF Level column, and the uploaded results of the test last performed will be displayed in the Last RF Level column.

6.17 Event Log

This Event Log displays the different events that the control panel has detected together with their details. PowerMax Remote Programmer stores up to 100 events. This table includes the event number, relevant zone or user number/code, relevant zone name, type of event, date and time.

Chapter 7: Connecting to the PowerMax Control Panel

Connecting to the PowerMax control panel enables the PowerMax Remote Programmer to transfer information to and from the control panel. The control panel can be connected by remote connection (via telephone modem), used when the operator specifies the parameters off-site, or by local connection (via direct cable), used when the operator specifies the parameters on-site.

Once connected, it is possible to perform a number of operations, such as, uploading site parameters, downloading site parameters or changing system date and time.

7.1 Defining Communication Settings

The Communications dialog box enables you to determine the communication settings by which the PowerMax Remote Programmer and the control panel will communicate.

From the **View** menu, select **Options**, then click on the **Communications** tab; the Communications dialog box appears.

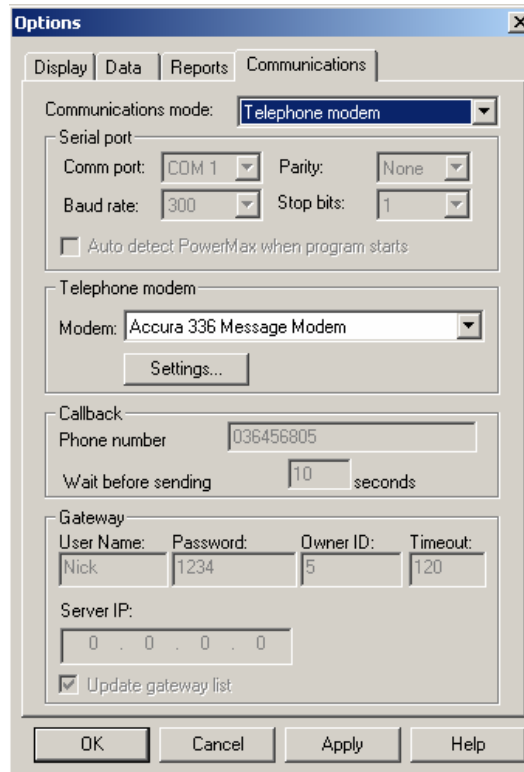


Figure 7-1: Options - Telephone Modem Communications Mode

7.1.1 Local Connection (Serial Port)

Local connection is used when the PowerMax Remote Programmer is within direct cable connection distance from the PowerMax control panel. When using Local Connection there is no need for a modem. Only communication ports without installed modem drivers may be used in Serial mode. For example, if the modem drivers are installed on the ports COM2 and COM3, then ports COM1 and COM4 may be used for connection in Serial mode.

- From the **Communications mode** drop-down list, select **Serial Port**. The serial port parameters are displayed as follows:
 - The **Comm port** field becomes enabled.
 - The **Baud rate** field displays 9600, this being the baud rate used for serial connection.
 - The **Parity** and the **Stop bits** fields do not change.

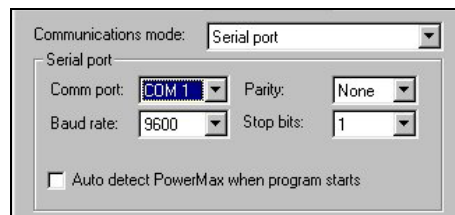


Figure 7-2: Communications Mode - Serial Port

- Change the **Comm port**, **Parity** and **Stop bits** fields as necessary.
- Auto-Detection Option:** Check the **Auto detect PowerMax when program starts** checkbox, so that when starting the program, the system will automatically search for the control panel connected to the communication port.

*Note: The auto-detection option can also be activated by selecting **Port Auto Detection** from the Communications menu or by checking the relevant checkbox in the New Site dialog box.*

- Click **OK**.

Note: When the auto detection procedure is initiated, either when starting the program or when choosing this option in the Communication menu or New Site dialog box, the following screen will appear, showing you the names of the ports being scanned.

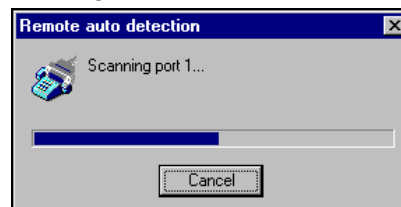


Figure 7-3: Progress Bar

7.1.2 Remote Connection (Telephone Modem)

This is applicable when the PowerMax Remote Programmer is off-site and the PowerMax control panel on-site is connected to PowerMax Remote Programmer by a telephone modem.

1. From the **Communications mode** drop-down list, select **Telephone Modem**. The telephone modem section becomes enabled, and the serial port parameters change automatically to be displayed as follows:
 - The **Comm port** field becomes disabled and the field value is the communications port where the modem is connected.
 - The **Baud rate** field displays 300, the baud rate used for telephone modem connection.
 - The **Parity** and the **Stop bits** fields do not change.

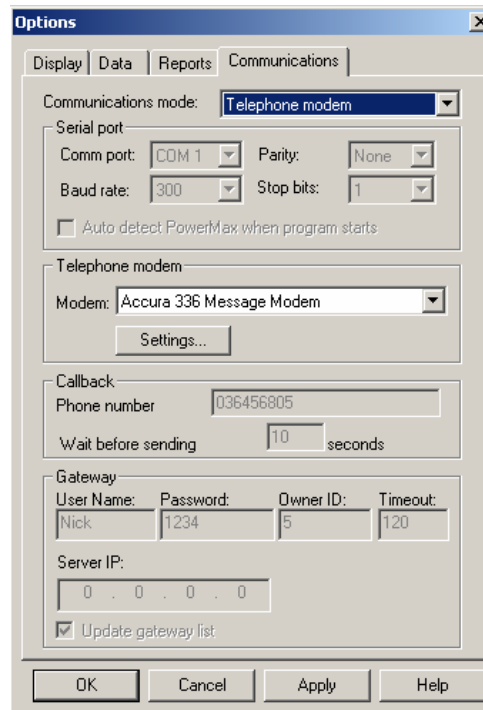


Figure 7-4: Options - Telephone Modem Communications Mode

2. In the **Telephone Modem** section of the dialog box, select from the **Modem** drop-down list, the modem to use for connecting to the control panel.
3. Click **Settings** to display the Modem Settings dialog box, and define the dialing and modem parameters.

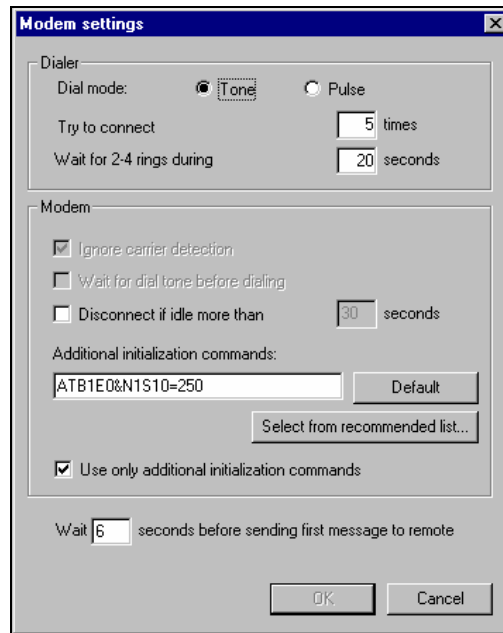


Figure 7-5: Modem Settings

4. Select **Tone** or **Pulse** as appropriate for the dialing mode.
5. To connect to the PowerMax modem, the local software initiates the dialing process. This process includes a number of steps:

Step 1: Dialing.

Step 2: Waiting 2-4 rings (The dialing process ends if connection is made).

Step 3: Hanging up.

Step 4: Waiting a number of seconds before trying again.

Step 5: Beginning the dialing process again.

The **Try to connect** field defines the number of times the dialing process should be initiated (step 1-4). The **Wait for 2-4 rings during** field defines the time allocated for the two to four telephone rings (step 2).

This time needs to be defined as different telephone systems/modems take different amounts of time to carry out the rings.

Tip: If you are not sure of the time to enter in the **Wait for 2-4 rings during** field, enter a high number (i.e. 100 seconds), initiate connection as detailed in *Connecting by Remote Connection* in this chapter, time on your watch the number of seconds your modem takes for 2 rings and then click **Hang Up**. Enter the number of seconds you timed in the **Wait for 2-4 rings during** field.

6. Check the **Use only additional initialization commands** checkbox to cancel the two other options. The **Ignore carrier detection** checkbox and the **Wait for dial tone before dialing** cause the system to send additional initialization commands.
7. Make sure that the string of characters in the **Additional initialization commands** is correct for the selected modem.

If not, click **Select from recommended list**; the Recommended Modem Initialization Strings screen appears.

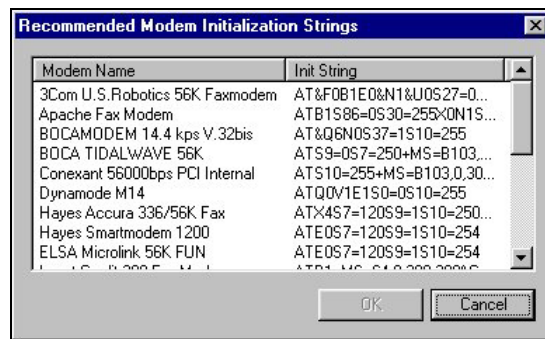


Figure 7-6: Recommended Modem Initialization Strings

8. Select the correct initialization string, then click **OK**; the selected string will appear in the Additional initialization commands edit box.
9. Click **OK**; the Modem Settings dialog box closes and the Communication dialog box appears.
10. Click **OK**.

7.1.3 GSM and Callback (Optional)

The GSM and Callback communication features are used for performing connection via the GSM unit of the PowerMax+.

Connection between the PowerMax Remote Programmer and the GSM unit improves upload/download speed.

GSM

There are 2 types of GSM lines:

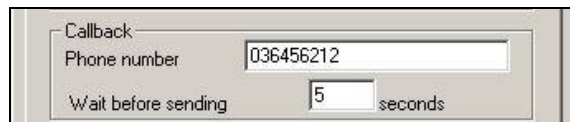
- Bi-directional digital line
- One way digital line

If the GSM supports bi-directional digital line communication, then set the GSM to the same settings used in a telephone modem, (*see 7.1.2. for further information*).

Login is performed the same way as with a telephone modem, (*see the next section, Callback*).

Callback

If the GSM unit supports one way digital line communication, then the Callback feature is used.



Callback	
Phone number	036456212
Wait before sending	5 seconds

Figure 7-7: Callback Phone Number String

In the **Phone number** field the user enters the PowerMax Remote Programmer return telephone number. In the **Wait before sending** field, the user enters the amount of time (in seconds), needed for communication to be established.

Login occurs automatically, as follows:

1. The PowerMax Remote Programmer dials the GSM unit number.
2. The PowerMax Remote Programmer then enters the download code followed by the return telephone number.
3. The PowerMax Remote Programmer disconnects and waits for the GSM unit to return the call.
4. When the GSM unit calls back, the PowerMax Remote Programmer answers the call and login is established.

7.2 Connecting to PowerMax

The login procedure enables PowerMax Remote Programmer to transfer information to and from the control panel and can be initiated either when creating a new site file or when a site file is already open. This procedure differs when the communications mode is set to **Serial Port** or **Telephone Modem**. The first part of the procedure is the same for both types of communication modes:

Caution:

*Local Connection: In order to successfully complete the login process, check that:
The PowerMax control panel is set to the Installer mode (not applicable to PowerMax+).
The communication port is defined correctly.
You enter the correct download code.*

To Login when creating a new site file

1. Select **New Site** from the Sites menu,
Or
Click **New** in the Sites window.

2. In the New Site dialog box, fill in the fields (the fields will be enabled/disabled according to the communication mode.).
3. Click **Login**.

To Login when a site file is open

From the Communications menu select **Login**,

Or

Click the Login icon in the toolbar.

Connecting by Local Connection (Serial Port)

After clicking Login, the communication icons in the status bar will become green, and the Download and Upload icons in the toolbar become enabled and you have successfully logged in.

Connecting by Remote Connection (Telephone Modem/GSM/Callback)

When connecting by telephone modem, after clicking Login, the Modem dial up dialog box appears.

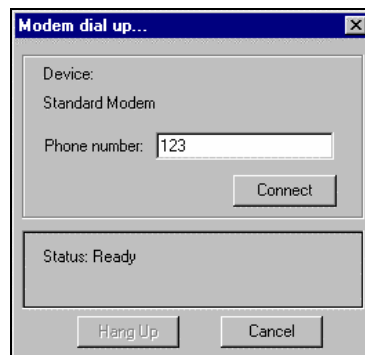


Figure 7-8: Modem Dial Up...

Device displays the modem specified in the Communications dialog box.

1. In the **Phone number** edit box, type the telephone number to which the control panel is connected.
2. Click **Connect**. The system begins the login process.
3. To interrupt the dialing process, click **Hang Up**; the system switches to the 'wait 12 seconds' mode.

The Status indicates the current state of the connection process.

4. Click **Cancel** to halt the connection process and return to the main window.

7.3 Online Operations

While connected to the PowerMax control panel, it is possible to perform a number of different operations. You can transfer information between the PowerMax Remote Programmer and the control panel by uploading or downloading, either all site parameters or a specific table. It is also possible to update the system date and time.

To Download or Upload All Site Parameters

Note: *If you are interested in preserving changes already made in the control panel, it is recommended to first upload all parameters, make necessary changes and then download.*

From the Communications menu, select **Download** or **Upload**,

Or

Click the appropriate icon on the toolbar.

The system begins to transfer data between the control panel and the PowerMax Remote Programmer. The wording on the message box changes according to whether the transfer is upload or download.

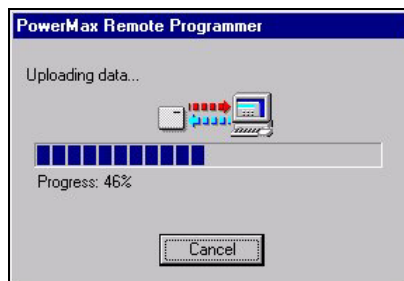


Figure 7-9: Uploading/Downloading Progress Bar Screen

At any point during the transfer, click Cancel to halt the procedure.

When the transfer is complete, a message box appears to confirm successful completion.

Note: *In PowerMax+, this process uploads all parameters except for the Event Log. To upload the Event Log follow the To Upload a Specific Table procedure.*

To Download or Upload a Specific Table

Note: *Uploading a specific table is available in PowerMax+ only.*

1. Select a table by clicking on a table name in the List of Tables area, or by clicking a table tab at the bottom of the screen.
2. From the Communications menu, select Download Table or Upload Table.

Note: *Select the Data tab in Options, to determine whether changes will be downloaded immediately, as they are made, or only when the download command is chosen.*

To Update System Time & Date

1. From the Communications menu, select **Change System Time & Date**; the Change system time & date dialog box appears.



Figure 7-10: System Time & Date Window

2. In the Current date edit box, type the date. Use the format according to the current date settings.
3. In the Current time edit box, type the time. Use either the 12 or 24 hour clock format according to the current time settings.
4. Click **Send**; PowerMax Remote Programmer saves the modified date and time, and updates the Control Panel.

To Update Customized Zone/Sensor Names

1. From the Communications menu, select **Customize Zone/Sensor Names**; the Customize Zone/Sensor Names dialog box appears.

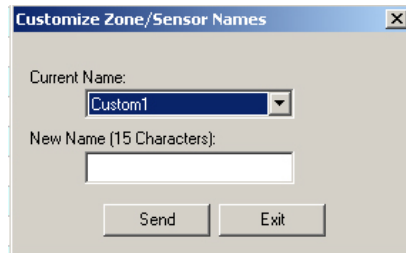


Figure 7-71: Customize Zone/Sensor Names Window

2. In the Current name list, select the name you want to change.
3. In the New Name edit box, type the new name (15 characters max.).
4. Click **Send** to update the PowerMax Remote Programmer,
Or
Click **Exit** to exit the program.

7.4 Disconnecting from the PowerMax

From the **Communications** menu, select **Logout**,

Or

Click the Logout icon on the toolbar.

Chapter 8: Data

The data tab is used to define specific upload/download settings to facilitate data transfer.

8.1 Defining Data Settings

The Data dialog box enables you to customize specific data settings in the upload/download process.

From the **View** menu, select **Options**, then click on the **Data** tab; the Data dialog box appears.

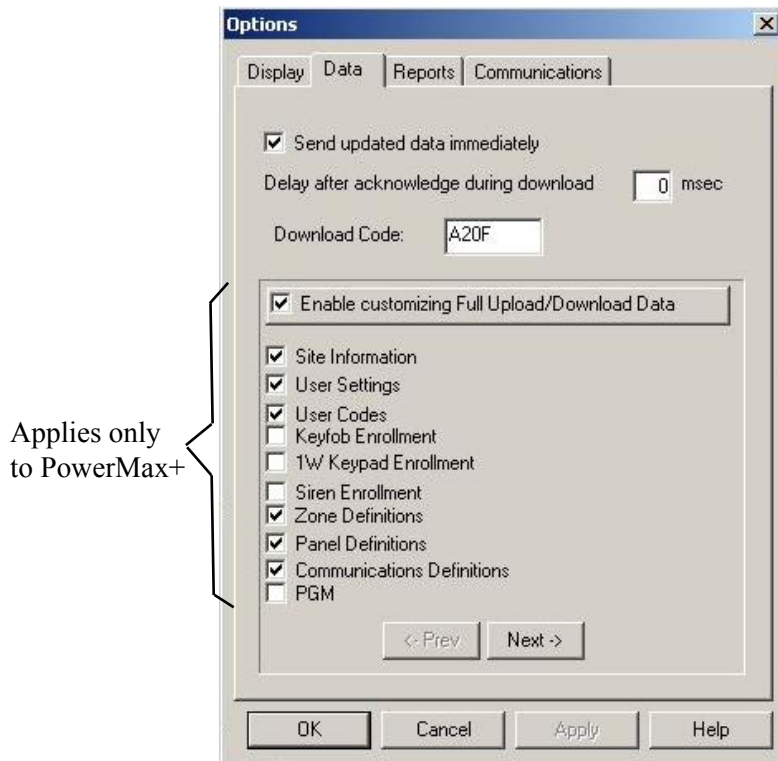


Figure 8-1: Options – Data Tab

Note: The contents of the Data dialog box differs for each PowerMax version.

1. Check the **Send updated data immediately** field, to automatically update changed settings from the PowerMax Remote Programmer to the PowerMax control panel.

Note: If the above field is not checked, the PowerMax control panel will only be updated when performing download table or full download.

2. In the **Delay after acknowledge during download** field, enter a time value (in milliseconds) for a delay in sending commands. This field should be used when problems in communication is experienced.
3. In the **Download Code** field, if a value (four hexadecimal digits) is entered, the PowerMax Remote Programmer uses this value instead of the value in the site information field when performing login.

Note: If no value is entered in this field, then login is performed using the download code in the site information table

8.2 Using Customized Full Upload/Download Data

Note: The following section applies to PowerMax+ only.

This feature enables selecting only specific data to be uploaded/downloaded in connection with the PowerMax control panel. This saves significant time in uploading/downloading data.

1. Check the **Enable customizing Full Upload/Download Data** field, to enable uploading/downloading of customized settings.
2. Mark the relevant check boxes to specify the data to be uploaded to the PowerMax control panel.

Attention: Use the exact same customized fields for both uploading and downloading in order to prevent inconsistency in the data.

*Note: Click the **Next/Prev** buttons to see all the available fields.*

Note: When X-10 Device Settings and PGM are selected, the scheduler becomes functional (see chapter 6, for further details).

3. Click **OK**; the PowerMax Remote Programmer submits to memory the updated data. Pressing full upload/download updates the PowerMax control panel with the new table settings.

Note: The regular full upload/download does not include a log file, the X-10 scheduler or the PGM scheduler.

Chapter 9: Reports

After you have created a site, you can generate a printable report of the site data. To generate a report, first define the information to include in the report, preview the report and then print it.

9.1 Defining and Generating a Report

Each PowerMax Remote Programmer account comprises of 12 tables. You can generate a report including information about some or all of these details. After you specify which details you require in the report, PowerMax Remote Programmer will generate the report.

To Define and Generate a Report

1. From the **View** menu, select **Options**, or
Click the **Options** button on the toolbar; the Options dialog box appears.
2. Click the **Reports** tab; the Reports dialog box appears.

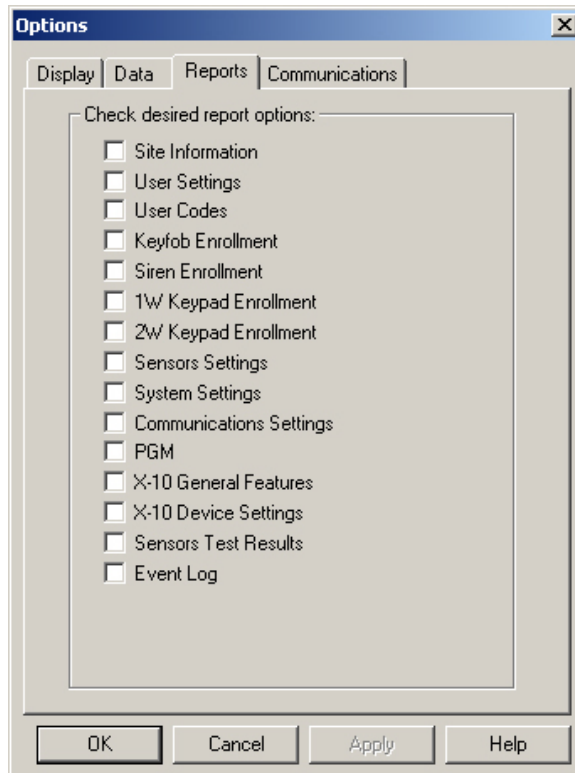


Figure 9-1: Options – Reports

Note: The contents of the Options dialog box differs for each PowerMax version.

Mark the relevant check boxes to specify the information to include in the Report.

3. Click **Apply**; the tables to include in the report are selected, and the Reports dialog box remains on the screen for further perusal and selection.
4. Click **OK**; PowerMax Remote Programmer generates the report according to your specifications.

9.2 Viewing a Report

PowerMax enables you to view reports before you print them. This enables you to check that you have included all the necessary information in the report.

To View a Report

From the **Sites** menu, select **Print Preview**.

PowerMax Remote Programmer displays the report of the site on the screen as you have specified for printing in the Options dialog box. This enables you to view the different details of the report before you print it.

Note: Every report automatically includes details from the Client Description screen.

The Print Preview toolbar enables you to do the following:

Print	Prints the report from the Print Preview screen.
Next Page	Displays the following page of the report.
Prev Page	Displays the previous page of the report.
One Page	Displays one page of the report on the screen.
Two Page	Displays two pages of the report on the screen.
Zoom in	Increases the size of the report as it appears on the screen. There are three possible view sizes available.
Zoom out	Decreases the size of the report as it appears on the screen.
Close	Closes the Print Preview screen, and displays the main PowerMax Remote Programmer screen.

9.3 Printing a Report

You can change the print setup for a report. This enables you to determine the following:

- The printer to print the report.
- The paper size on which to print.
- The source from which the printer should take paper.
- The orientation of the paper.

To Determine the Print Setup

1. From the **Sites** menu, select **Print Setup**; the Print Setup dialog box appears.
2. Specify the printer to where the report will be printed.
3. Specify the paper size of the paper on which the report will be printed.
4. Specify the paper source.
5. Specify the orientation of the paper.
6. Click **OK**.

To Print a Report

1. From the **Sites** menu, select **Print**; PowerMax Remote Programmer displays the Print screen or click the **Reports** button on the toolbar.

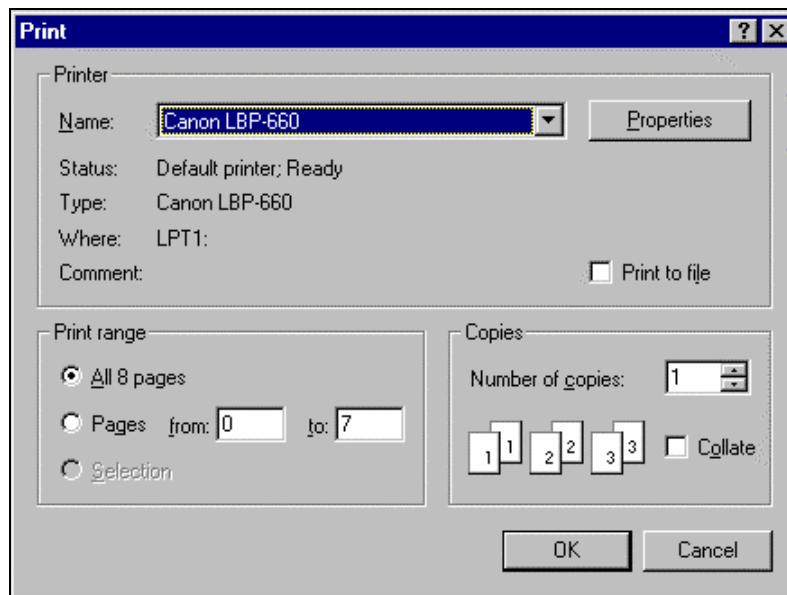


Figure 9-2: Print Dialog Box

This screen enables you to do the following:

- Select the printer to print the report.
 - Determine the print range.
 - Determine the number of copies of the report, and whether or not they should be collated.
2. Make the appropriate changes, then click **OK**; PowerMax Remote Programmer prints the report.

Chapter 10: Screen Appearance

Any changes to the appearance of the Site screens are made in the Display tab of the Options dialog box.

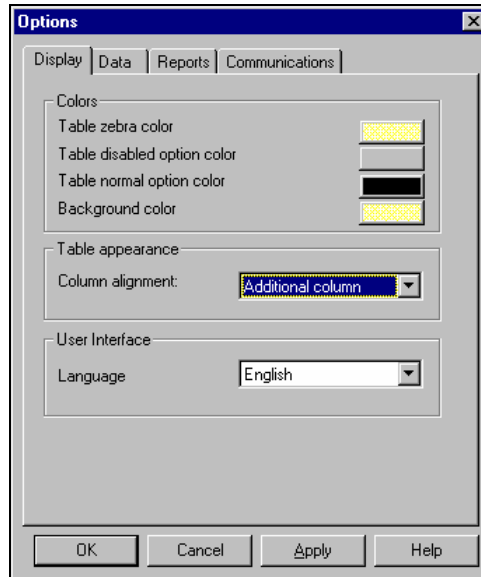


Figure 10-1: Options - Display Tab

10.1 Changing the Color

The colors of the Table Details are defined according to the following settings:

- Table zebra color: Defines the color of every other line in each table. This makes it easier for the user to follow the horizontal lines in the table.
- Table disabled option color: Disabled tables appear in the selected shade.
- Table normal option color: The color of the text as you type it.
- Background color: The background color of the tables list and the sites list.

To Change the Tables Color

1. From the **View** menu, select **Options**; the Options dialog box appears. By default, the display tab is active.
2. Click on the block of Tables zebra color; the color palette appears.
3. Select a color, then click **OK**.
4. Restart PowerMax Remote Programmer.

10.2 Column Alignment

PowerMax Remote Programmer defines the Table Details column alignment according to one of the following settings: The Tables Column Alignment determines the width of the table columns on the screen.

- No auto alignment: All columns in the tables are the same width, regardless of their contents.
- Right justified: The columns in the table are all widened in order to cover the entire screen.
- Last column stretched: The last column in the table reaches the right side of the screen, however wide the contents of the column.
- Additional column: An additional column is added to the tables that are too narrow to fill the screen. The extra column is the width of the empty space between the last column of the table, and the right side of the screen.

To Change the Tables Column Alignment

Click the column alignment drop-down arrow, then select an option from the list.

10.3 User Interface Language

PowerMax Remote Programmer provides you with the possibility to change the language used in the software interface.

To Change the User Interface Language

1. Click the Language User Interface language drop-down arrow, then select a language from the list.
2. Restart PowerMax Remote Programmer.

Chapter 11: Troubleshooting

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
<p>A. The PowerMax Remote Programmer doesn't identify the modem</p>	<p>A1. Your modem might be OFF or loosely connected.</p>	<p>A1. Make sure the modem is turned ON. A power switch is available on any external modem. The light on the front panel should illuminate. <i>Note: An internal modem is powered up when the computer is turned on.</i> Check whether the cable connectors are fitted securely to their respective ports:</p> <ul style="list-style-type: none"> • The line connector in case of an internal modem • The line and RS-232 connectors in case of an external modem.
	<p>A2. You may have a COM/IRQ conflict.</p>	<p>A2. Check whether you have the correct Com port and IRQ settings in your software and/or in the Windows Control Panel. Also verify that there are no conflicts with other devices.</p>
<p>B. Failure to communicate with the PowerMax via the modem.</p>	<p>B1. You may have a conflict with the definitions in the communication mode window.</p>	<p>B1. Make sure you selected the Telephone Modem option in the communication mode window. Also verify that the correct modem and INIT string are specified.</p>
	<p>B2. Your modem is set to work at a high baud rate.</p>	<p>B2. You need to set the baud rate to 300 bps</p>
	<p>B3. The modem type is different from the type displayed in the OPTIONS menu / Communications tab.</p>	<p>B3. Check that the correct modem type has been selected.</p>
	<p>B4. The initialization string is the wrong one for the modem in use.</p>	<p>B4. Select the correct string from the list of <u>Recommended Initialization Strings</u>.</p>

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
	B5. Modem is not properly installed in operating system (Windows).	B5. Make sure that the modem is recognized by Windows. If not, click Start → Setting → Control Panel. Double click the Modems icon and follow the instructions on the displayed Install New Modem window.
C. PC fails to communicate with the PowerMax via the Serial Port.	C1. The RS-232 cable is disconnected from the Com Port of your PC.	C1. Verify proper connection of the RS-232 cable.
	C2. The PowerMax is not set to the installer mode.*	C2. Set the PowerMax to the installer mode.
	C3. You may have a definition conflict in the OPTIONS menu/ Communications settings	C3. Make sure that the Serial Port option is currently selected.
	C4. Your serial port is defined to work with high or low baud rate.	C4. Make sure 9600 bps option is currently selected in the OPTIONS menu / Communications.
	C5. You may have a COM Conflict.	C5. Verify that the correct Com Port is specified in the OPTIONS menu / Communications
D. You can not log into the PowerMax.	D1. The Download code is not defined in the download code field.	D1. Make sure you entered the correct code into the Download field.

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
	<p>D2. PowerMax control panel doesn't allow you to login. This is due to:</p> <p>a) The system being in Away state and the control panel is set to allow upload only at Disarm state.</p> <p>b) The system being in Exit/Entry state.</p>	<p>D2. a) Disarm PowerMax Control Panel, then change upload setting to Any Time. b) Wait until the Exit/Entry state terminates and the control panel enters a valid state (Disarm/Arm/Home). Then, login again.</p>
<p>E. The program doesn't behave normally after installation.</p>	<p>E1. You may have failed to restart your computer when prompted to do so at the end of installation.</p>	<p>E1. Restart your computer and run the program again.</p>

* Not applicable to PowerMax+.

Appendix A: Language Settings

When using the Remote Programmer Software in Windows 2000/XP with a foreign language interface, some characters may not appear correctly in the chosen language. This may require changing the language settings.

Changing Language Settings in Windows 2000

1. From Start>Settings>Control Panel double-click Regional Options. The Regional Options dialog box appears.

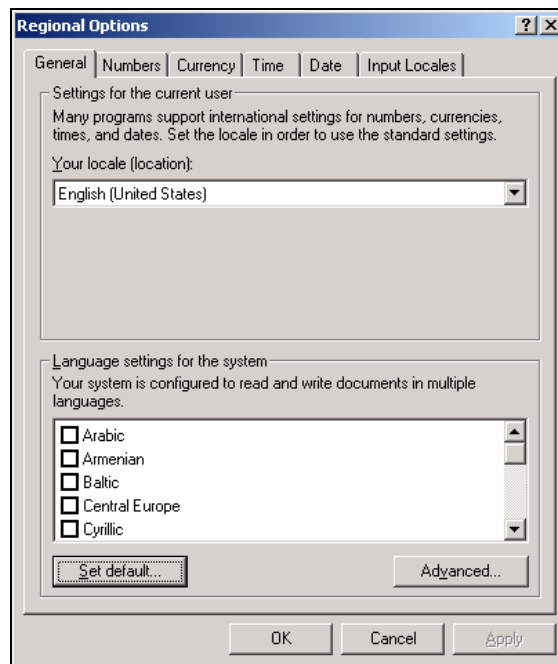


Figure A-1: Regional Options Window

2. Click **Set Default**; the Select System Locale dialog box appears.

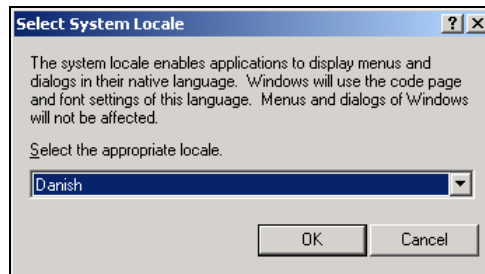


Figure A-2: Select System Locale Window

3. Click the drop-down list and select the appropriate language.
4. Click **OK**.
5. Restart the computer.

Windows XP

1. From Start>Settings>Control Panel double-click Regional and Language Options. The Regional and Language Options dialog box appears.

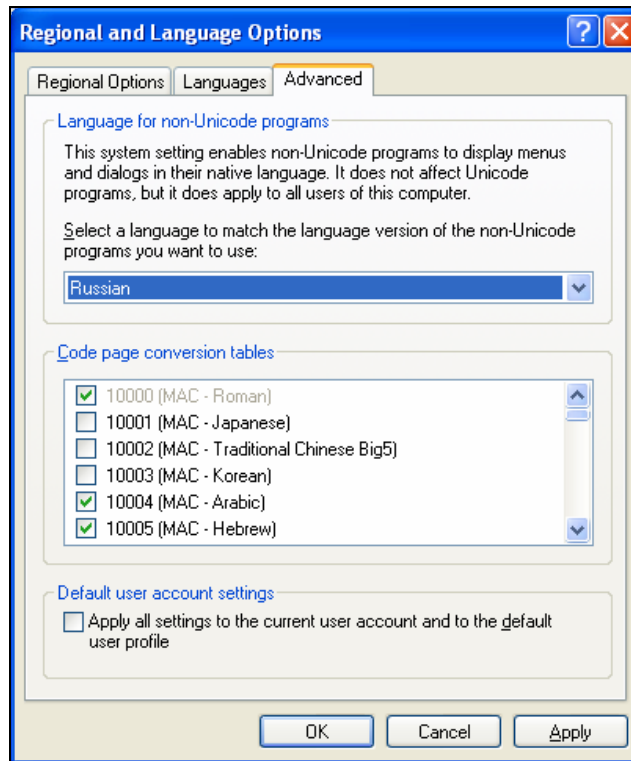


Figure A-3: Regional and Language Options Window

2. Click on the **Advanced** tab.
3. Under **Language for non-Unicode programs**, click the drop-down list and select the appropriate language.
4. Click **OK**.
5. Restart the computer.

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