



UPP FAQ's

1. What is UPP?
 - a. UPP (Uplink panel Programmer) is a combination of a virtual serial port application and the LTE30EX. The LTE30EX becomes the external modem and you dial the panel just like it is on a PSTN line.
2. Is there a charge for UPP?
 - a. UPP is included in Uplink remote service which also gives the end user the ability to remotely arm their system by the web or phone app.
3. What panels does UPP work with?
 - a. UPP is known to work with Caddx, DSC and some Radionics panels. It does not work with Ademco or Napco panels. You may try it on other panels, but it has not been tested.
4. What are my system requirements?
 - a. A computer with Windows Vista, 7 or 10.
5. Can I load UPP on my server?
 - a. No UPP must be loaded on the same computer with the panel manufacturer's software.
6. What ports must I have opened for UPP?
 - a. You will need ports 1080 and 30300 open for bidirectional TCP/IP.
7. What speed does UPP operate at?
 - a. UPP is a 300 baud connection.
8. What phone number do I use to call the panel?
 - a. The phone number is the serial number of the unit. You must use all ten digits.
9. Do I have to use a specific format for the panel to use UPP?
 - a. No, you may use all formats supported by the LTE30EX.
10. Does UPP interfere with alarm signaling?
 - a. Alarm signal will not be transmitted during an active UPP session.
11. Do I have to load the application for each unit?
 - a. No, but each unit you want to download must have an Uplink Remote plan.
12. What is the logon and password for UPP?
 - a. It is the same as the dealer logon and password for the Uplink.com site.
13. What type of connection should I choose in my software?
 - a. You need to choose PSTN (Public Switched Telephone Network) otherwise known as POTS (Plain Old Telephone Service) dialing.
14. This is going over the internet shouldn't I use IP connection?
 - a. No, that is for panels with their own IP communication.
15. Do I need to verify and update my login and password every time I use UPP?
 - a. Yes, even if the UPP settings say you are verified. You should complete verification regardless.
16. Can I setup to download all my panels at night?
 - a. No, UPP does not support batch loading. You must program one panel at a time.
17. Do I need to disconnect from the panel when done?



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- a. It is always best practice to disconnect from the panel. As stated above no alarm signals will be sent during an active UPP session.
- 18. Do I still need to program Download access code in the panel?
 - a. Yes, although the only communication path is Uplink someone could still access the panel with a direct connection.
- 19. Do I still have to enter information in the edit unit page of Uplink.com?
 - a. Yes, Uplink does not view or store account information from the panel.
- 20. Do I need internet access to use UPP?
 - a. Yes, you need at least a 25Mbps broadband connection.