

Seven Steps to Download with Uplink UPP

1. Establish an Uplink account.
 - a. Go to www.uplink.com
 - b. Select partner with us
 - c. Read and accept the Uplink dealer agreement
 - d. Complete required information and submit the account is ready immediately.
2. Purchase an Uplink LTE30EX
 - a. Confirm you have version 072 or later. The version is on the serial number label
 - b. You can also determine the version by sending test command to the unit
 - c. If you do not have the latest firmware contact technical support
3. Configure your computer
 - a. UPP will only work with Window's Vista, 7 and 10
 - b. Ports 1080 and 30300 must be open in your firewall and configured for TCP
 - c. Determine an open comm port the default is comm 8
4. Activate the Unit
 - a. Select Uplink Remote with Upload Download
 - b. Download and install Uplink.exe
5. Configure a generic modem 300baud in your Panel Software
 - a. UPP works with Caddx, DSC and some Radionics panels
 - b. UPP does not work with ADEMCO or Napco panels
 - c. Two call answering machine defeat must be turned off in the panel and software
 - d. Direct connect override must be turned off
 - e. Set the number of rings to one more than is programmed in the panel
6. Double click the UPP icon in the lower right-hand corner of your screen
 - a. Enter your uplink.com login and password
 - b. Click verify
 - c. Click update
 - d. You should verify and update for each UPP session.
7. Connect with your panel manufactures software
 - a. Choose PSTN dialing
 - b. Batch loading is not supported
 - c. UPP and panel software must be loaded on the PC you are using
 - d. Call back is not supported
 - e. The phone number is the serial number of the unit
 - f. Remember to disconnect when your session is complete
 - g. Panel will not send alarm during Upload Download programing