Uplink Cellular Upload Download
Uplink Model LTE30EX

Uplink Panel Programmer Basics

- Works with Caddx, DSC and Radionics panels
- Use the manufactures software
- The phone number is the serial number
- Supports Windows Vista, 7 and 10
- Open ports 1080 and 30300 for bidirectional TCP
- Ensure you have the latest version of firmware
Opening Ports

A port is a communication endpoint in software communication. It is like a door. If the door is locked, you can not get in.

• Confirm you only have one firewall software running
• Confirm that your provider does not block ports either locally in the router or virtually
• Confirm you do not have other software using the same port as the UPP software
Opening a Port in Windows 10

2. Select Advanced settings and highlight Inbound Rules in the left pane.
4. Add the port you need to open and click Next.
5. Add the protocol (TCP or UDP) and the port number into the next window and click Next.
6. Select Allow the connection in the next window and hit Next.
7. Select the network type as you see fit and click Next.
8. Name the rule something meaningful and click Finish
Opening a Port in Windows 7

1. Click Start button > Control Panel
2. Click System and Security
3. On the right, click Windows Firewall
4. On the left, click Advanced Settings
5. In the left pane, right click on Inbound Rules
7. Select Port for the type of rule
9. Select the TCP protocol.
10. Now select the Specific local ports radio button and enter the port 30300
11. Click Next.
12. Select the Allow the connection radio button.
Opening a Port in Norton Security

1. Open the Norton Internet Security control panel by double-clicking the program icon in the computer's system tray or selecting it from the computer's desktop.
2. Choose the "Settings" menu option on the control panel and click "Configure" in the "Smart Firewall" menu tab.
3. Select "Configure" under the "Advanced Settings" section of the menu followed by the "Add" menu button. Click "Allow" and "Next" in the "Add Rule Wizard."
4. Choose "Connections to and from other computers" followed by the "Next" menu button. On the subsequent menu click "Only the computers and sites listed below" followed by the "Add" menu button.
5. Click "Individually" followed by the URL or website name that the program on your computer is attempting to connect to and is being blocked followed by the "Ok" and "Next" menu buttons.
6. Choose the "Only Communications that match all types and ports listed below" menu option followed by the "Add" button.
7. Click "Individually specified ports" and enter 30300 "Ok" and "Next" menu buttons.
8. Enter a name for the new firewall rule followed by the "Next" and "Finish" menu buttons and exit Norton Internet Security to complete opening the desired port.
Testing a Port

- Ping the ip address does not tell you that a specific port is open.
- Ports are transport layer protocols
- To check ports you need a network monitoring program like
  - Open Windows Start menu > Type "Control Panel" > Press Enter > “Programs” > "Programs and Features" > Turn Windows features on or off > Select "Telnet Client" > Press “OK"Telnet to the IP/port 010.067.029.254/30300

  - If it is immediately disconnected then the port is on a live host and is closed (or a firewall sent you a TCP reset). If a window opens the port is open. If it times out then you didn't reach the host/port (or a firewall dropped the packet)
Add Uplink Remote

• Activate the Unit
• UPP requires a remote plan
• Add Uplink Remote
• Select the plan with Upload Download
• Select Upload Download
Download the Uplink Panel Programmer

Click here
Uplink exe
Install the Program Application
Setup Wizard

Welcome to the Uplink Panel Programmer Setup Wizard

This will install Uplink Panel Programmer version 1.0.0.0 on your computer.

It is recommended that you close all other applications before continuing.

Click Next to continue, or Cancel to exit Setup.
Accept the Agreement

License Agreement
Please read the following important information before continuing.

END USER LICENSE AGREEMENT
(Uplink® Panel Programmer)

ATTENTION: PLEASE CAREFULLY READ THIS AGREEMENT.

BY SELECTING “AGREE” OR “I ACCEPT”, OR BY INSTALLING, ACTIVATING OR USING THIS SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND
Select the Download Location

Select Destination Location
Where should Uplink Panel Programmer be installed?

Setup will install Uplink Panel Programmer into the following folder.

To continue, click Next. If you would like to select a different folder, click Browse.

C:\Program Files\Uplink Panel Programmer

At least 1.3 MB of free disk space is required.

< Back  Next >  Cancel
Locate Shortcut

Select Start Menu Folder
Where should Setup place the program's shortcuts?

Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.

Uplink Panel Programmer

Browse...
Confirmation

Ready to Install
Setup is now ready to begin installing Uplink Panel Programmer on your computer.

Click Install to continue with the installation, or click Back if you want to review or change any settings.

Destination location:
C:\Program Files\Uplink Panel Programmer

Start Menu folder:
Uplink Panel Programmer
The program will install on the computer
Logging In

- Choose the com port
- Enter Login info
- Verify login
- Select Update
- Should be done every time you download a panel
Program loaded

• The UPP icon will be in your start menu
• The program is installed for all subsequent installs
• The icon will change from blue gray to orange when the virtual serial port is active
Configure a Modem in Panel Software
Dial using the Serial Number as Phone number

Override default with PC-Link can NOT be checked
Use your Software as Normal
Caddx DL900

- Go to Program
- Setup
- Modem Setup
- Standard 300bps
- Modem must also be set up in windows control panel
Caddx DL900

In Windows control Panel

• Select Phone and Modem
Caddx DL900

Select Add
• Select Don’t Detect my modem
• Click Next
Caddx DL900

Select Standard 300 bps
Select Selected Ports
Select the port you selected in UPP
Checking Comm Port for Conflict

Select Device Manager
Checking Comm Port for Conflict

- Ports (Com & LPT)
- If there is a conflict
  - Yellow exclamation point
  - Red stop sign
- If there is a conflict select another comm port
  - In UPP
  - Panel Software
  - Windows
Trouble Shooting Tips

• Panels should have answering machine defeat (two call) turned off both in the panel and the software.
• Uncheck for automatic connection via PC link.
• Ensure you have remote access allowed in the panel.
• Ensure you have the correct Upload Download password in the panel and software.
• Number of rings to answer in the panel should be set to three.
• You should load software on individual computers not a server.
• You should reverify your login credentials each time you use the UPP.
• Batch loading is not supported
• The panel will not send alarms while you are in an upload download session.
• Make sure you remember to disconnect after you are done.
Questions