Uplink

Uplink Security

Software Modem
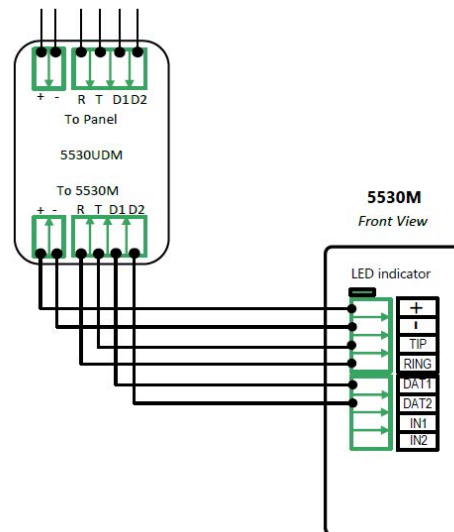
Installation

Uplink®

Uplink's software modem allows remote Uploading & Downloading from panels.

It helps the installers to perform configuration changes or download the event history of the panel remotely. Uplink's software modem currently supports DLS 5, DLS 2002, Compass 2.0, DL900, DLX900 software.

Note: The 5530M communicator needs an additional 5530UDM module in order to complete the remote upload/download.

Note: All six wires must be connected between the 5530M communicator and the 5530UDM module.
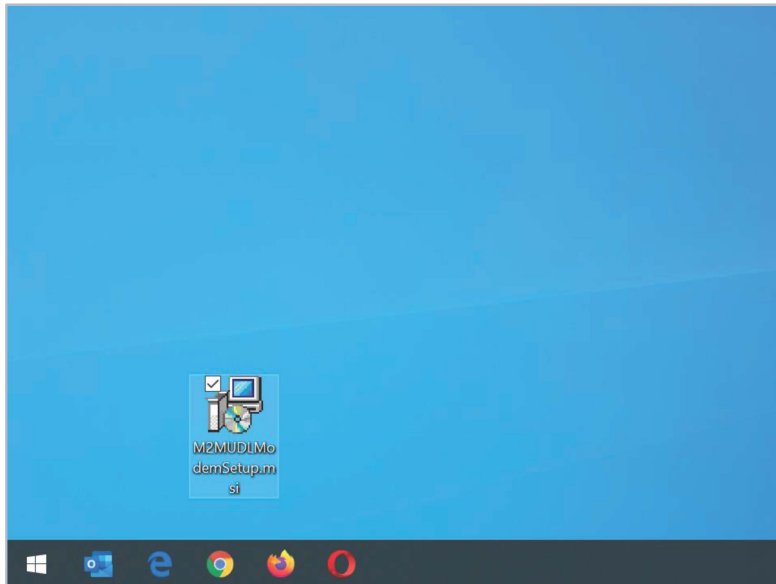
Uplink®

Step 1

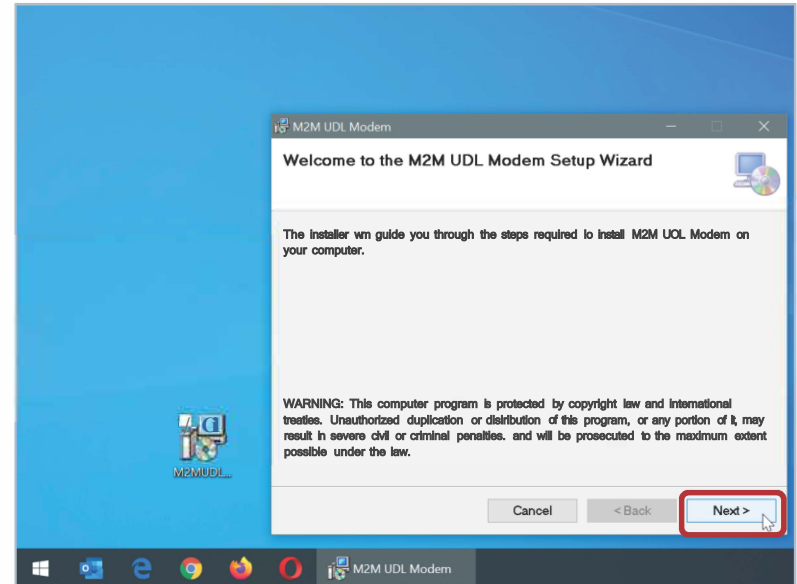Launch the "UplinkUDMModemSetup.msi" installation file by double clicking on it. (Pie. 1)

> **Note:** If Microsoft Defender tries to prevent the installation, go through "More info"> "Run anyway":

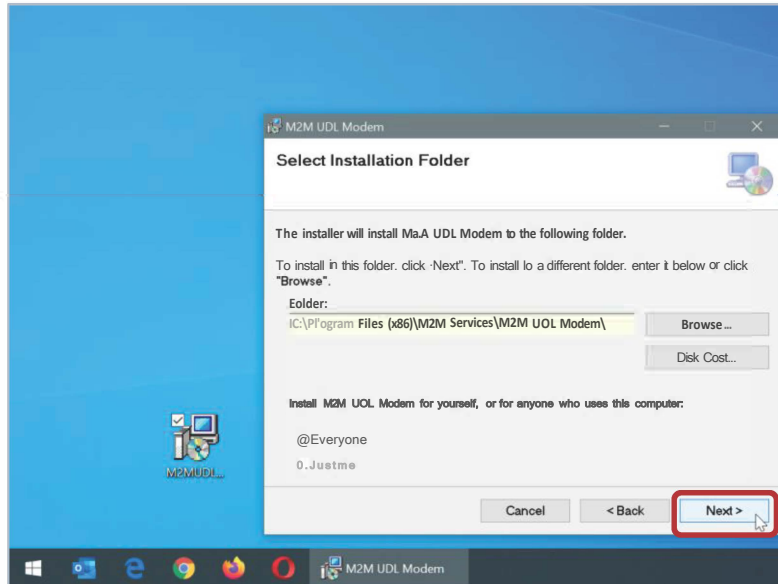Press "Next" to proceed. (Pie. 2)

Pie. 1

Pie. 2

Uplink®

Step2

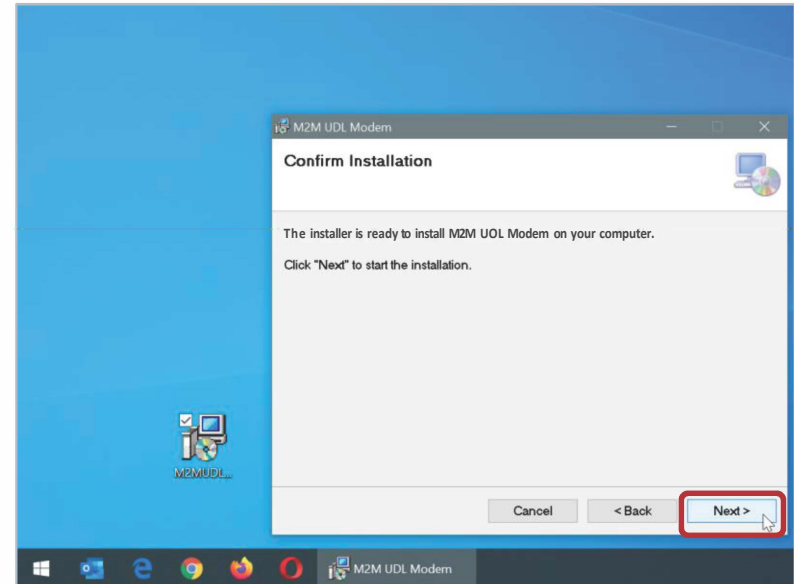Press "Next" without changing the preconfigured installation location. (Pie. 3)

Then start the installation. (Pie. 4)

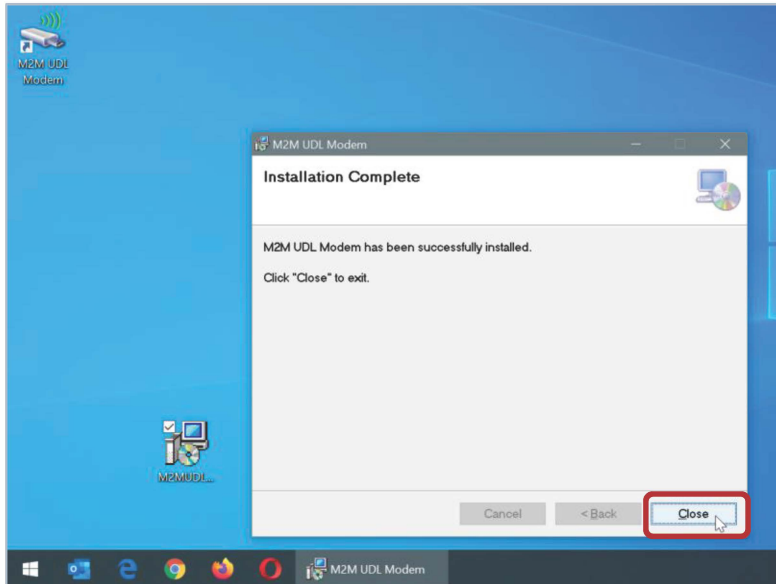Note: Do not stop an installation in progress.
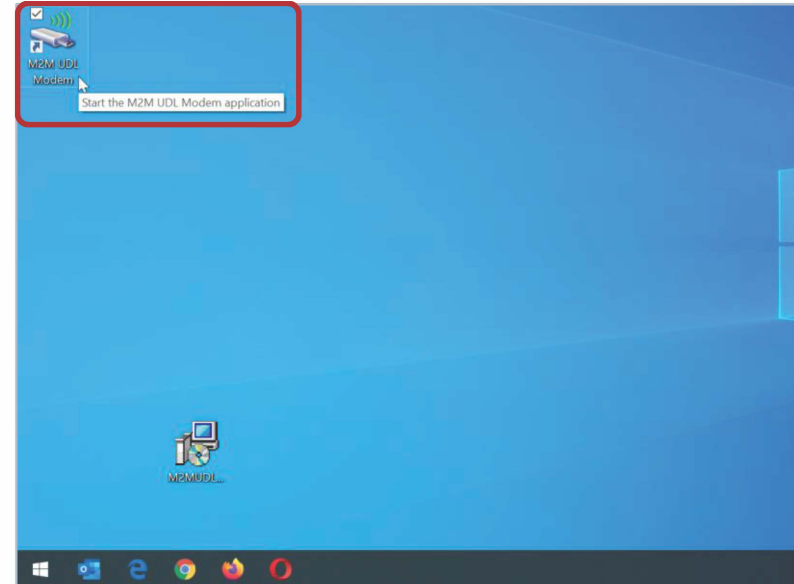
Pie. 3

Pie. 4

Step3

After the installation is complete, press the "Close" button to exit the wizard. (Pie. 5)

A shortcut with a name "Uplink UDL modem" should appear on your desktop. Open

the program by double clicking on it. (Pie. 6)

Pie. 5

Pie. 6

Step4

Enter your dealer/installer credentials. (Pie. 7)

Pie. 7

They are the same as the ones you use for the Uplink administrative portal. Steps

You must select two COM ports that will be used for the Uplink software modem the first time you log into the program. The "Modem COM port" configuration must be also set up into DSC, Honeywell and NX (Interlogix I GE) UDL software as modem.
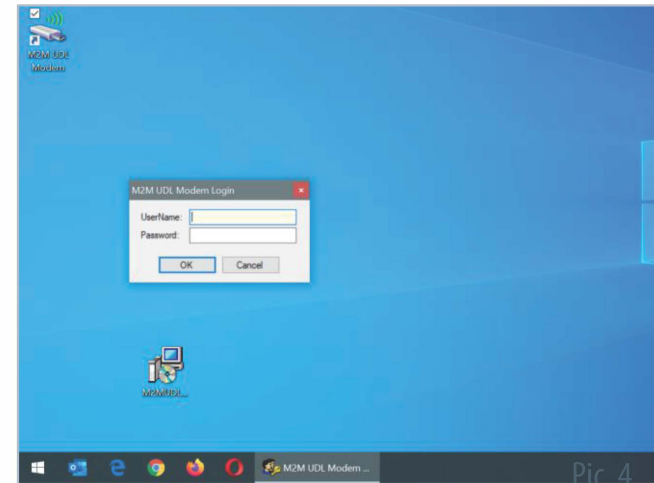
Pie. 8

> **Note:** The "Internal COM port" you set must be reserved only for the Uplink software modem use!
>
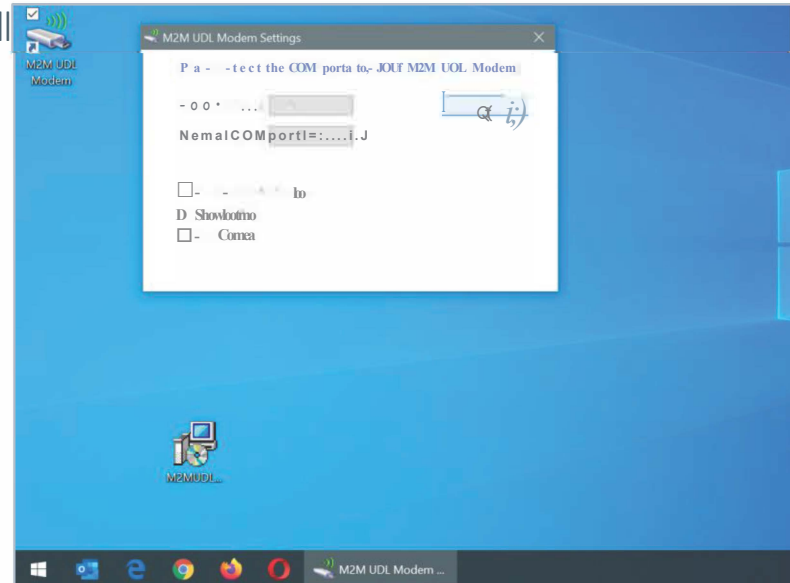> **Note:** The selected COM ports in Pic.8 are just an example.

However, by default COM9 is set, as some of the softwares for UDL do not support ports above 10th.

After selecting the two ports, press "OK" to create the virtual pair and then open the modem.

Step 6

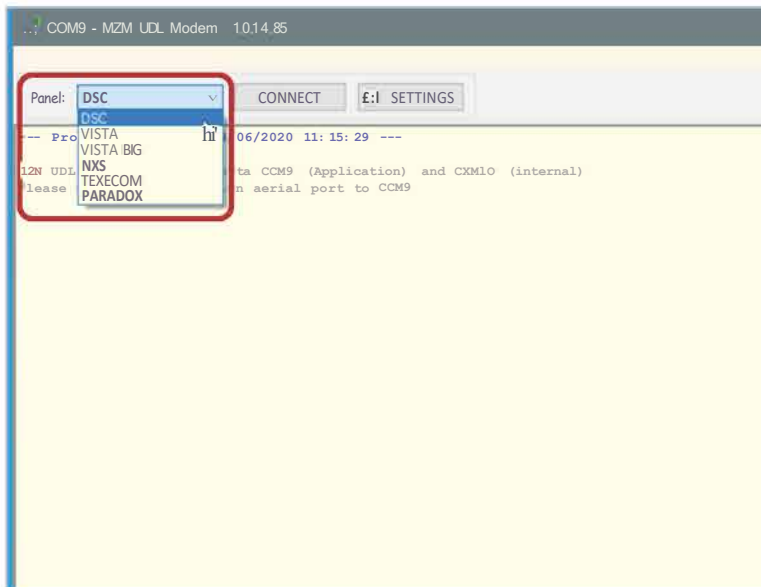Navigate to the dropdown menu and select the desired panel type. (Pie. 9)

Press "CONNECT" to start the software modem's session. (Pie. 10)
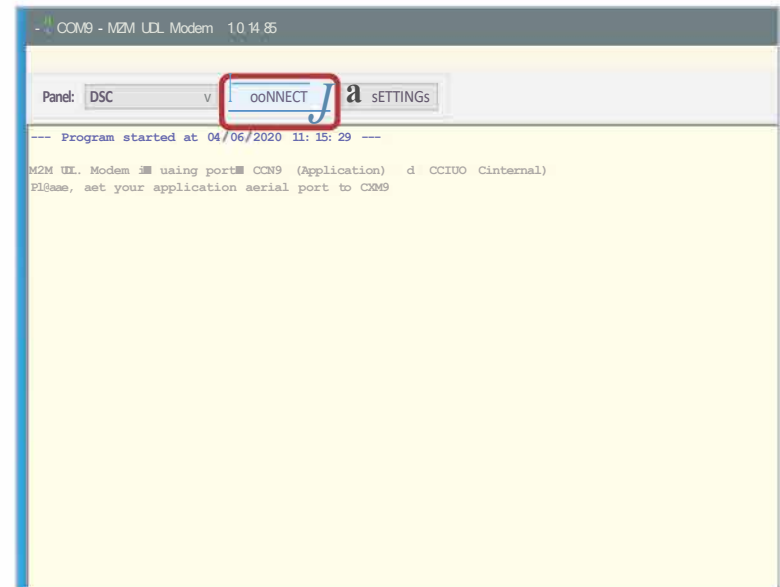
Open the manufacturer's panel software.

> **Note:** If a COM port change is needed, press "SETTINGS" and change it. To do it the modem has to be disconnected.

> **Note:** If you use NX (Interlogix / GE) panels you have to go through Steps 7 to 11 as well.
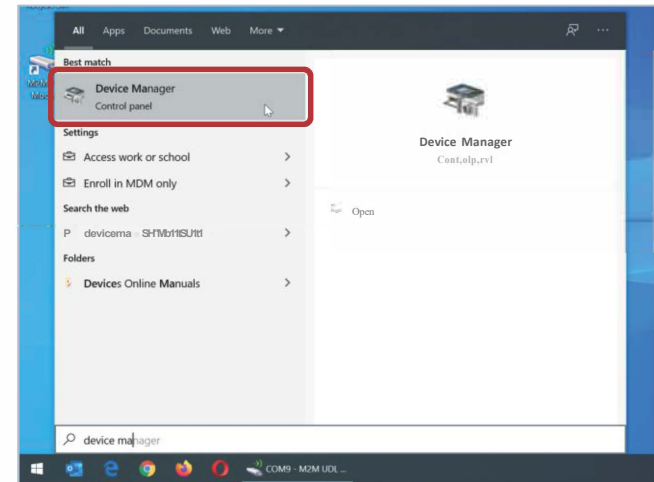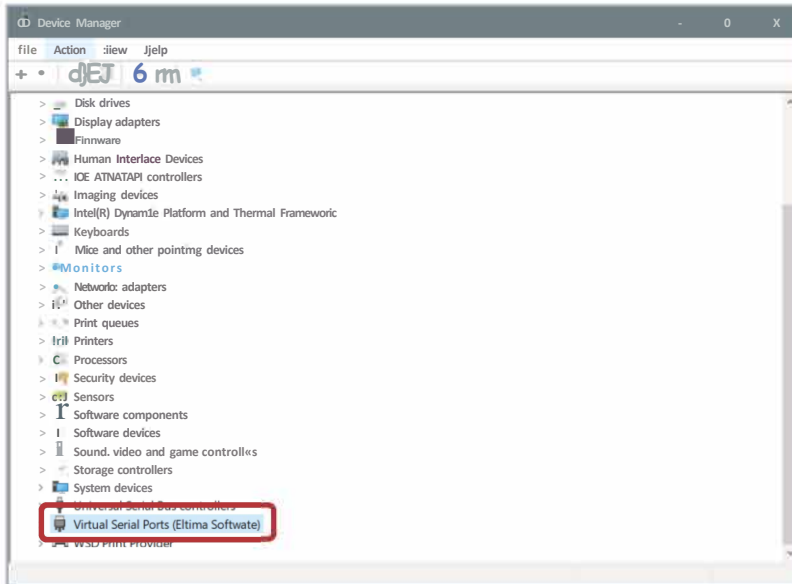> If you use Honeywell or DSC panels no further steps are required.

Pie. 9

Pie. 10

Uplink®

Step 7 - NX (Interlogix / GE) panels only

Open "Device Manager': (Pie. 11)

Step 8- NX (Interlogix / GE) panels only

Select "Ports (COM & LPT)" or"Virtual Serial Ports"from the list of items. (Pie. 12)

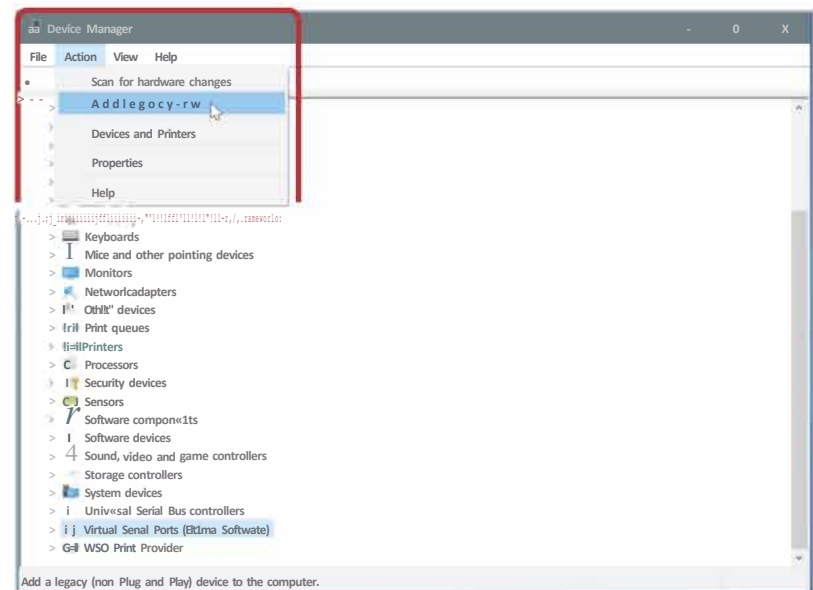Navigate to "Action" and select "Add legacy hardware': (Pie. 13)
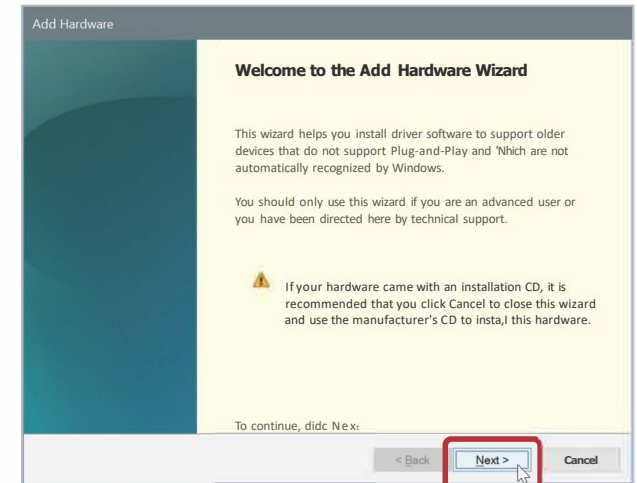
Pie. 11

Pie. 12

Pie. 13

Uplink®

Step 9 - NX (Interlogix / GE) panels only

In "Add Hardware Wizard" press "Next': (Pie. 14)

Mark "Install the hardware that I manually select from a list (Advanced)" and press "Next': (Pie. 15)
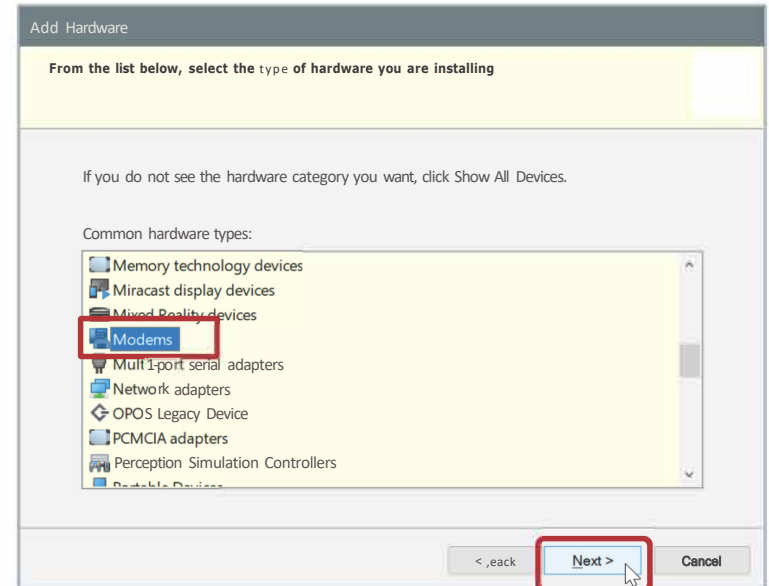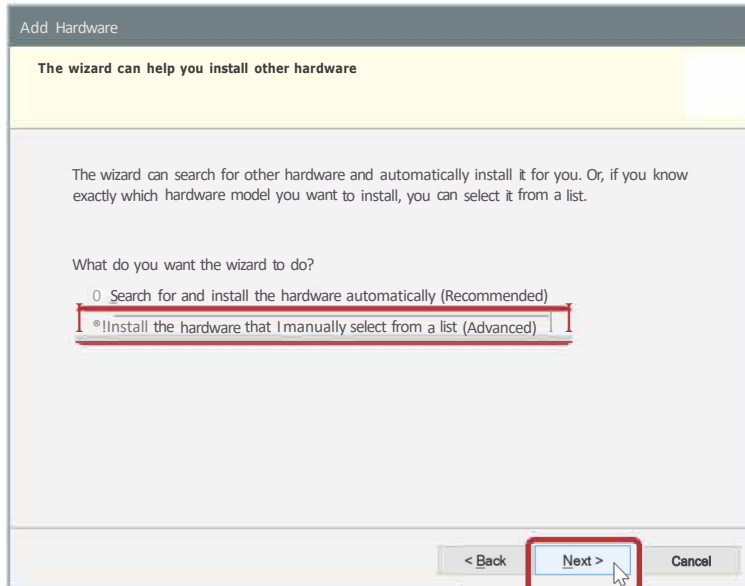
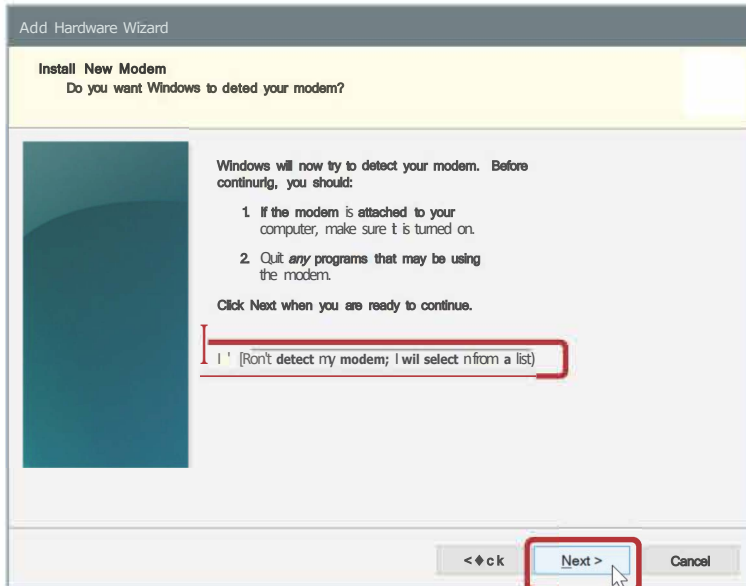Then select "Modems" and press "Next': (Pie. 16)

Pie. 14

Pie. 15

Pie. 16

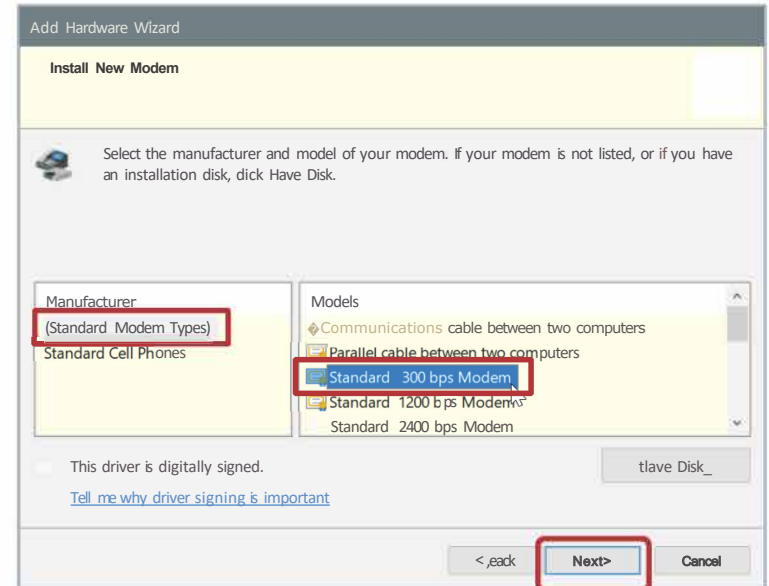## Step 10 - NX (Interlogix / GE) panels only

Mark "Don't detect my modem; I will select it from a list': then press "Next': (Pie. 17)

Afterwards, select "Standard Modem Types': select "Standard 300 bps Modem': and press "Next': (Pie. 18)
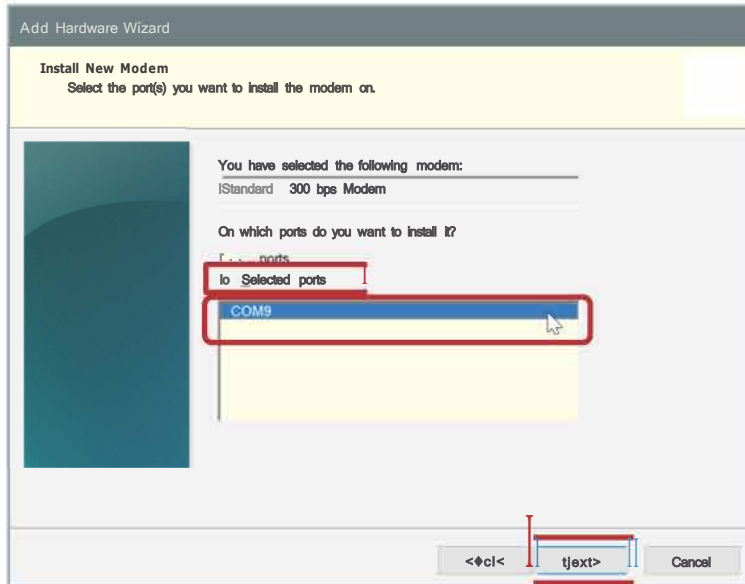
Pie. 17

Pie. 18

Uplink®

Step 11 - NX (Interlogix / GE) panels only

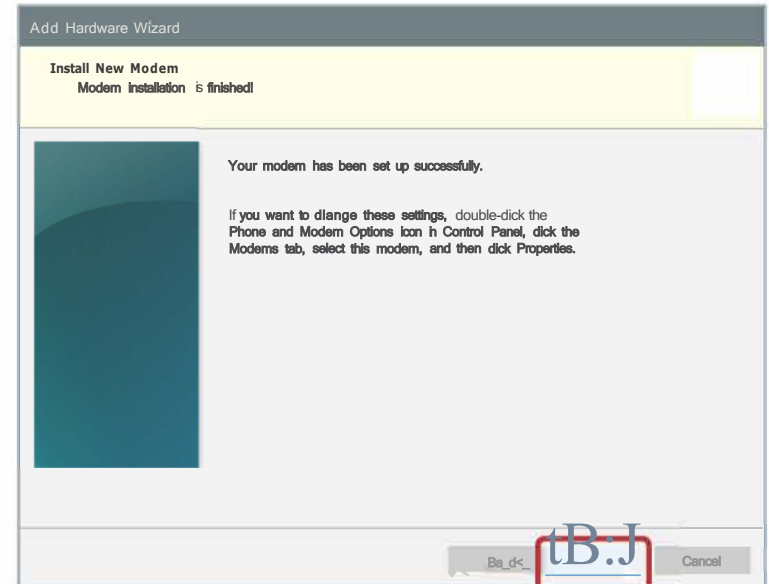Mark "Selected ports': (Pie. 19)

Select "COMxx" where COMxx is the same COM port, as the one you selected in "Step 5" as a "Modem COM port': (Pie. 19)

Press "Next" to proceed (Pie. 19) and then press "Finish" to finish the installation of the modem. (Pie. 20)
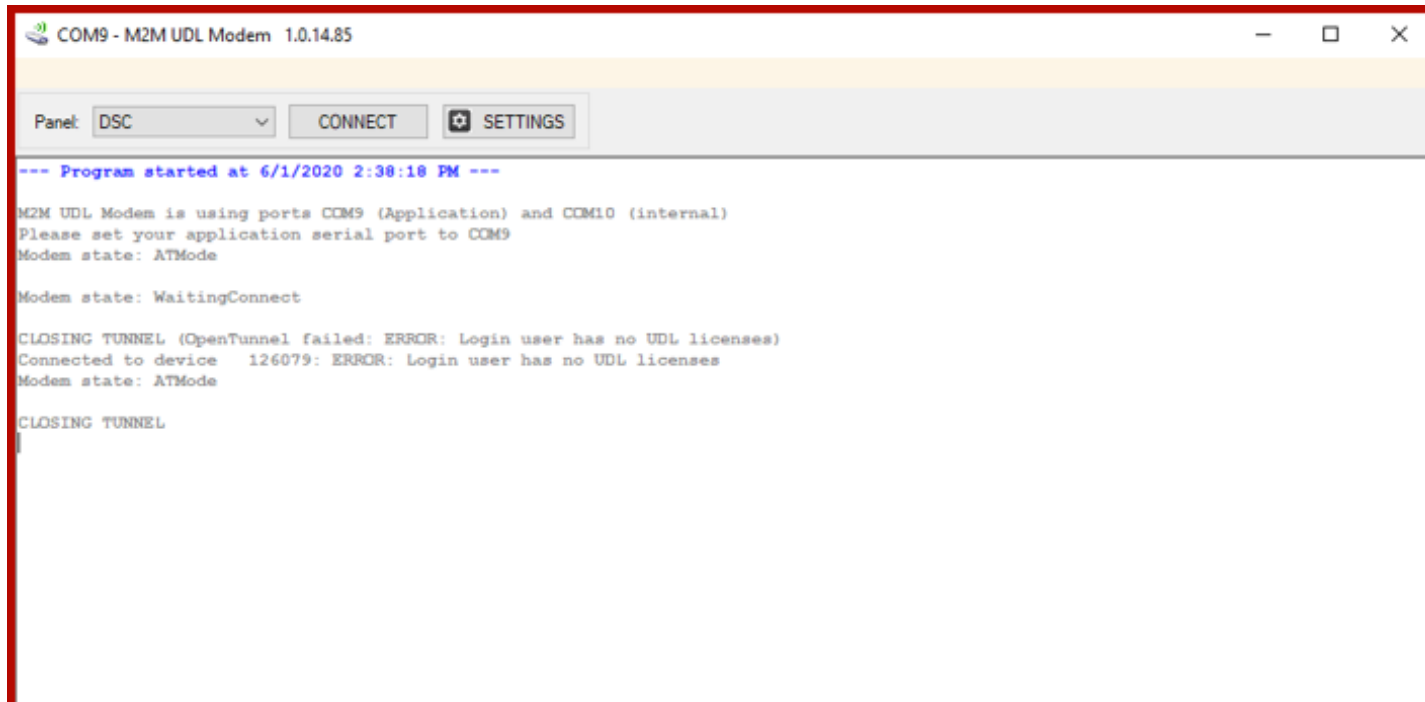
Pie. 19

Pie. 20

"No UDL License" Error Message

If you receive the error message "Error: Login user has no UDL licenses" (Pic.21), then you do <u>not</u> have <u>a license</u> for the Uplink software modem.

In such case you need to contact your Uplink products' supplier.

CONFIGURATION AND REQUIREMENTS

Mandatory configurations for your modem:
- ✓ Disable Dial and Busy tone detection
- ✓ Set "Number of Rings to answer" to 1
- ✓ Dialing Method to be "DTMF" or "Touch Tone"

Requirements for the installation are:
- ✓ Windows 7 or later
- ✓ 64-bit operational system
- ✓ .NET 4.0 or above

DSC software Requirements:
- ✓ Disable "Double Call"
- ✓ Disable "Call Back"
- ✓ Connection type should be "PSTN"
- ✓ "Panel ID" code should match the panels
- ✓ "DLS Downloading Access Code" should match the panels
- ✓ The serial number of the device must be set as phone number

Honeywell software Requirements:
- ✓ "Account Code" should match the panels
- ✓ "Initiate from PC" should be applied
- ✓ "Answering Machine Defeat" should be unmarked
- ✓ "Call Back" should be disabled
- ✓ "CSID Code" should match the panels
- ✓ The serial number of the device must be set as phone number

NX (Interlogix / GE) software Requirements:
- ✓ Steps 7 through 11 must be completed
- ✓ "Answering Machine Defeat" should be disabled
- ✓ "Call Back" should be disabled
- ✓ "Download Access Code" should match the panels
- ✓ The serial number of the device must be set as phone number

Uplink

Uplink Security

techsupport@uplink.com

info@uplink.com
888-987-5465

A full list of the supported panels can be found at:

Compatibility List of Uplink Communicators
https://www.uplink.com/panel-compatibility-chart/