

SILENT KNIGHT
MODEL 5540
DOWNLOADING SOFTWARE
OPERATION MANUAL
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1 MODEL 4720 DOWNLOADING INTRODUCTION

1.1 MANUAL OVERVIEW

This manual explains how to program the options on a subscriber's control/communicator panel (such as the Model 4720, 2820 and others) using the Silent Knight Model 5540 Downloading Software. The first three sections of the manual spell out the equipment requirements and software installation procedures. Sections 4, 5 and 6 help you get started using the 5540 program. Subsequent sections describe the various menus and options. Section 13 explains how to use the Model 5520 Desk Top Programmer with the computer.

1.2 MINIMUM EQUIPMENT REQUIREMENTS

1. IBM AT or XT Computer (or compatible) With Serial I/O Card and at least 256K of RAM.
2. 1 Hard Disk Drive and 1 Floppy Disk Drive or 2 Floppy Disk Drives.
3. Silent Knight Downloading Software.
4. Model 5530 Modem.
5. Direct Phone Line (must not run through a switchboard).
6. Standard 25 Pin RS-232 Interface Cable (provided with the modem).

1.3 OPTIONAL EQUIPMENT

1. Telephone
2. Printer
3. Model 5520 Desk Top Programmer and 5525 Cable Adaptor

2 CONNECTING THE MODEM TO THE COMPUTER

1. Connect one end of the RS-232 modem cable to the 25-pin connector on the Model 5530 Modem.
2. Connect the other end of the RS-232 modem cable to the COM1 or COM2 Serial Port on the computer. See Figures 2A and 2B for connections to XT- and AT-compatible computers.

NOTE 1: If you are using an AT, you will need to use a 9- to 25-pin adapter on the COM ports.

3. Connect one end of the phone line to the Model 5530 Modem. Connect the other end of the phone line to a telephone jack.

NOTE 2: If you do not connect the modem properly, you will not be able to use any of the uploading or downloading menus but you will be able to create or edit account options.

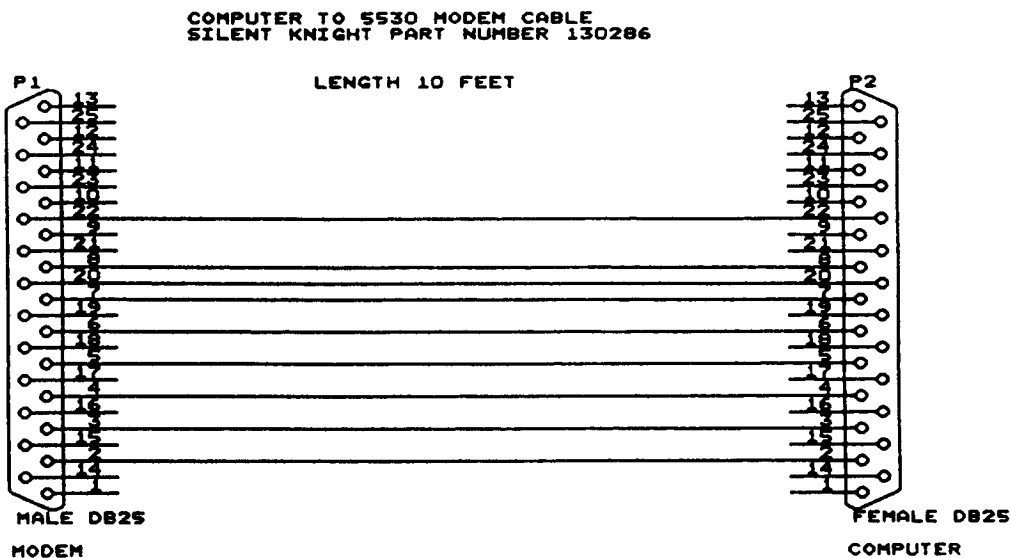


FIGURE 2A: IBM XT-COMPATIBLE 25-PIN CONNECTOR

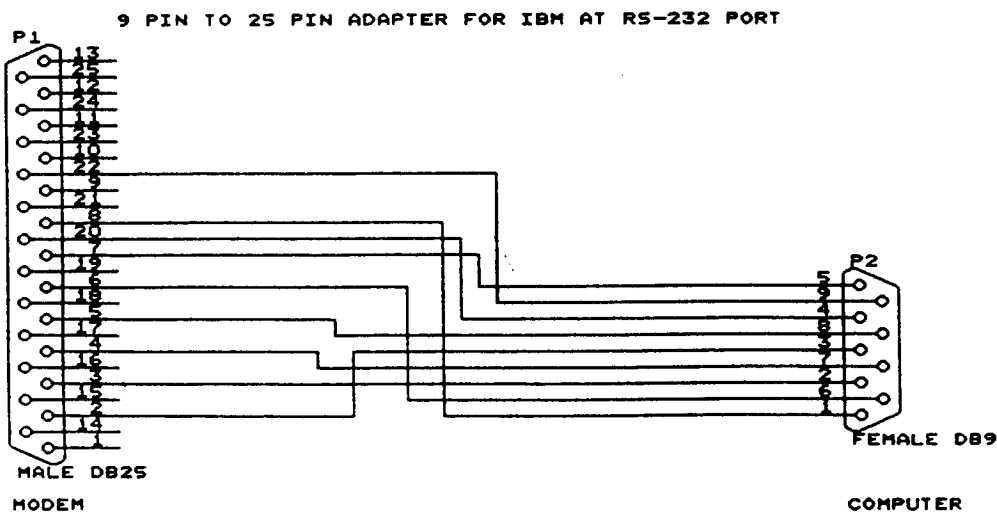


FIGURE 2B: IBM AT-COMPATIBLE 9-PIN CONNECTOR

3 SOFTWARE INSTALLATION

3.1 HARD DISK

3.1.1 FIRST TIME

If you are not currently using Version 1 of the Model 5540 Software, follow these directions.

1. Turn on your computer.
2. At the "C>" prompt, type in the following command: **MD SK** and press (the ENTER key).
3. Insert supplied disk in drive A: or B:
4. Type **A:** or **B:** and press .
5. Type **INSTALL C:\SK** and press .

The program will now be installed on your hard drive (skip to the GETTING STARTED section of this manual).

3.1.2 UPDATING SOFTWARE

If you will be replacing an old version with a new version, follow the directions below:

1. Place the new 5540 software in Drive A of your computer. If you do not have Drive A, use Drive B.
2. Type **A:** or **B:** and press .
3. Type **INSTALL** followed by the drive\directory of your old software (e.g., **C:\SK**) and press .

The new program will overwrite your old program but it will leave your previous account file intact.

3.2 FLOPPY DISK

3.2.1 FIRST TIME

1. Format a blank diskette using drive A. Insert your disk in drive A and type: **FORMAT A: /S** then press .
2. Place your new program disk in drive B. Type **B:** and press .
3. Type **INSTALL A:** and press .

The new program will be installed on the disk in drive A.

3.2.2 UPDATING SOFTWARE

1. Place your old disk in Drive A and the new disk in Drive B.
2. Type **B:** and press .
3. Type **INSTALL A:** and press .

The new program will be written on the old disk but it will leave your existing account files intact.

NOTE: After installing the program, keep the original disks in a safe place.

4 USING THE KEYBOARD

This section explains how to enter/change data and how to perform special functions using the keyboard.

4.1 ENTER KEY (↵)

This key is used after the proper data has been selected, to "ENTER" it into memory.

4.2 ESC (Esc)

Used to ESCAPE from any submenu back to the main menu of that particular option. If this key is pressed while in the Panel Interface Menu, the program will be aborted.

4.3 Page Up (PgUp)

Used to jump to the previous screen of the menu.

4.4 Page Down (PgDn)

Used to jump to the next screen of the menu.

4.5 UP Arrow (↑)

Used to move the cursor (small right arrow) UP on screens that use a cursor.

4.6 DOWN Arrow (↓)

Used to move the cursor DOWN on screens that use a cursor.

4.7 RIGHT Arrow (→)

Used to move the cursor to the right hand column of the screen.

4.8 LEFT Arrow (←)

Used to move the cursor to the left hand column of the screen.

4.9 SHIFT/PrtSc KEYS

Pressing these keys simultaneously will cause the current screen to be printed on the printer.

4.10 SPACE (Space Bar)

Used to scroll through multiple choice options.

4.11 Y

Used to enter "YES" for an option.

4.12 N

Used to enter "NO" for an option.

4.13 F1 or ?

Used to display the "HELP" windows.

4.14 **F2**

Certain options will cause an automatic "live" help screen to appear. If you wish to turn off these live help screens, press the **F2** key. Pressing the **F2** key a second time will turn the live help screens back on.

4.15 **F3**

When you are in an EDIT option you may press the **F3** key to print out the options selected for that account. To stop printing, press any key. You will be asked if you want to stop printing, press the **Esc** key.

5 **GETTING STARTED**

INITIAL INSTALLATION

1. If you are using a hard disk, you must enter **CD\SK** each time you begin, to change to the Silent Knight directory.
2. When your screen shows "**C>**", type **MODEM** and press **↵**. The screen will prompt you for "**COM Port (1,2)**". Select the number of the COM Port to which you will be connecting the modem (COM1 or COM2).
3. Next, the screen will prompt you with "**RING TONES? (Y/N)**". If you select **Y**, an audible tone will be heard when the modem detects a ring.
4. The screen will now prompt you with "**WINDOW ON? (Y/N)**". Select **N** for this option if you will be running a graphics program while the modem program is installed. If **Y** is selected, a communications window will appear on the screen whenever the modem answers a call.
5. Now the screen will prompt you with "**CALL BACK? (Y/N)**". When a Panel calls which has no job in the Up/Downloads window list, the modem driver normally asks the panel to call back. If **N** is selected, the panel will not call back. The modem driver is now installed.

5.1 **MODEM R**

When you quit this program, the modem driver remains in the computer memory and it will still accept calls from the panels. To remove the modem driver, type **MODEM R** at the **C>** prompt. When the modem driver is removed, the current state of the job list and all jobs are saved on disk. When the driver is loaded again, the job list is restored.

5.2 **MODEM S**

If you wish to change the modem options, type **MODEM S** at the **C>** prompt. If the modem driver was currently in memory, you will be required to enter **MODEM** a second time to start the program.

6 ACCESSING THE PROGRAM

1. Enter **PANEL**. If the modem driver is not loaded, the screen will display **"THE INTERRUPT DRIVER HAS NOT BEEN INSTALLED, YOU WILL NOT BE ABLE TO UPLOAD OR DOWNLOAD, PRESS ANY KEY"**. After you press a key, the screen will ask you for your **"USER NAME>"**
2. Enter **PASS**. The screen will ask you for your **"PASSWORD"**. When entering this password, the **"*"** symbol will appear on the screen for every letter that you enter instead of the actual letter pressed.
3. Enter **PASS**. The screen will proceed to the Model Selection Menu.

NOTE: The word "PASS" is used for entering the system for the first time. Once you have selected a Model # it is recommended that you use the Change Passwords option (System Services menu) to change the USER NAMES and PASSWORDS. If you change the USER NAMES and PASSWORDS, write down the new names and store them in a safe location. If these passwords are lost, it is virtually impossible to get back into the system.

Figure 6A is the Panel Interface Menu for the 4720. Figure 6B is the Panel Interface Menu for the 4150. The following paragraphs are a brief explanation of what the options of the Panel Interface Menus are used for.

Up/Downloads	A. Edit Account		I. Request Status
1*U 001234	B. View Upload	J. Set Service Mode	
2 Empty	C. Save Upload	K. Dial Panel	
3 Empty	D. Download Account	L. 5520 Programmer	
4 Empty	E. Request Upload	M. Restore Default	
5 Empty	F. Duplicate Account	N. System Services	
6 Empty	G. Delete Account		
7 Empty	H. Clear Job		
8 Empty			
9 Empty			
10 Empty			
11 Empty			
12 Empty			
13 Empty			
14 Empty			
15 Empty			
16 Empty			

Press Esc to Exit

Selection:

FIGURE 6A: MODEL 4720 PANEL INTERFACE ("4720 PANEL") MENU

0 Expansion	Account:	Model:4150	08/18/89 08:58:57
Up/Downloads	A. Edit Account		I. Delete Account
1 U 001234	B. Save Upload	J. Clear Job	
2 Empty	C. Download Account	K. Dial Panel	
3 Empty	D. Request Upload	L. 5520 Programmer	
4 Empty	E. Request A to D	M. Restore Default	
5 Empty	F. View A to D Upload	N. System Services	
6 Empty	G. Download Relays		
7 Empty	H. Duplicate Account		
8 Empty			
9 Empty			
10 Empty			
11 Empty			
12 Empty			
13 Empty			
14 Empty			
15 Empty			
16 Empty			

Press Esc to Exit

Selection:

FIGURE 6B: MODEL 4150 PANEL INTERFACE ("4150 EXPANSION") MENU

7 COMMUNICATIONS WINDOW

This window will appear each time an account contacts the computer (unless it was disabled during the initial installation). Figure 7A shows how the Communications window appears on the screen. This window provides the user with the following information:

1. Account Calling: 001234 M:4720

001234 = Account # 1234
M:4720 = Model # 4720

2. Job: 1 4720 Download

This indicates that Job #1 is a Model 4720 and it is currently Downloading.

3. Status: Getting Message or Receiving Message

4. Addr:7100 Errors----- T:212.9

7100 indicates the address of the program, the dashed lines indicate where Error messages may appear, and T:XXX.X indicates elapsed time in seconds.

The following is a list of the Error messages that can be displayed. These messages are provided to aid in troubleshooting.

P = Parity Error	T = Timeout Error
C = Checksum Error	M = Message (invalid message from panel)
F = Failed Error	D = Panel doesn't understand the command
N = Panel sent NACK	

Parity and Checksum errors indicate that the computer is having problems receiving from the panel.

The Failed error occurs after two consecutive errors in transmission.

"N" or "NACK" errors indicate that the panel is having problems receiving from the computer.

The "M" error can occur if a panel attempts to report to the computer phone number when it should be reporting to a receiver phone number. Always program panels to report to a **receiver**.

NOTE: Make note of error codes before calling Customer Service.

```
— Silent Knight Modem Driver —  
Account Calling:001234 M:4720  
  
Job:1 4720 Upload  
  
Status:Receiving Message  
  
Addr:7000 Errors:----- T: 55
```

FIGURE 7A: COMMUNICATIONS WINDOW

8 UP/DOWNLOADS WINDOW

This portion of the screen shows the account numbers of accounts that are waiting to be downloaded, uploaded or stored on a disk, and accounts that have requested downloading. Each type of job has its own character identifier. If you are using a color screen, jobs that are waiting in the Up/Downloads window will be shown in white. If a job has been attempted one or more times without success, it will be shown in red. The character identifier will be on the left of the account number if the job is waiting to be completed. When the job is completed, the same identifier will appear on the right side of the account number.

1. The letter "D" followed by an account number is an account that has been placed in the window by the computer operator. This account is waiting to be **down-loaded**.
2. The letter "U" followed by an account number is an account which has been placed in the window by the computer operator. This account is waiting to be **uploaded**.
3. The letter "Q" followed by an account number indicates an account that has unexpectedly called the computer and requested downloading. This account will call back in 15 minutes. The computer operator has the choice of entering this account number to be uploaded, downloaded, or you may choose to clear the account from the Up/Downloads column using option I. If no action is taken, the panel will continue to call back every 15 minutes until the total number of attempts is reached. The first time you try to clear the account, the letter "K" will appear next to the account number. When the panel calls back it will see the acknowledgement and will not try to call again. Clearing this account again will completely remove it from the window.
4. The letter "C" followed by an account number indicates that the computer operator has used the Request Status Option of the Panel Interface Menu to view and/or download changes to system status.

NOTE: Items 5 and 6 apply to the Model 4150 ONLY.

5. The letter "A" followed by an account number indicates that the computer operator has used option E of the 4150 Panel Interface menu to request an upload of the status of the Analog inputs of the 4150.
6. The letter "R" followed by an account number indicates that the computer operator has used option G of the 4150 Panel Interface menu to download a status change to the auxiliary relays.
7. A "*" character indicates that the job in the window is of the same model as the current model menu loaded.

9 MODEL 4720 PANEL INTERFACE OPTIONS

9.1 Edit Account

Select option "A". The screen will prompt you to enter the account number of the account that you wish to View or Edit.

NOTE 1: If you wish to create a NEW account, enter the new account number and answer YES to the question "CREATE ?".

NOTE 2: When creating new accounts, Account 000000 is used as a template.

9.2 View Upload

Used to view an account that has been uploaded and is currently in the Up/Downloads window. This option is provided so that you can verify how a panel is programmed. Use the SAVE UPLOAD option to save the upload to the hard drive.

9.3 Save Upload

Used to save an account that has been uploaded and is currently in the Up/Downloads window. When you select this option, the screen will prompt you to enter the account number. After you enter this number, the file will be saved on the disk and the account number will be removed from the Up/Downloads window.

NOTE: Always save the data you have uploaded before you make any changes.

9.4 Download Account

When you select this option, you will be required to enter the account number of the account to which you want to download. After you enter the account number, it will appear in the Up/Downloads window. When the panel with that account number calls the computer, it will automatically be downloaded.

9.5 Request Upload

When you select this option, you will be required to enter the account number of the control/communicator from which you want to upload. The account number will then appear in the Up/Downloads window. When the control/communicator calls the computer, it will automatically be uploaded. After an account has been uploaded, use the Save Upload option to update the file on the hard drive.

9.6 Duplicate Account

Used to make an identical copy of an existing file and save it under a new account number. After you enter the account number to be saved to the disk, the computer will prompt you to enter a "NEW" account number. After you enter the new number, an exact duplicate of the original file will be stored on the disk under the new file number.

9.7 Delete Account

Used to permanently erase a file that is no longer needed. After you enter the account number of the file you wish to delete, the screen will ask you if you are sure you want to delete the file. If you select Y, the file will be completely erased.

9.8 Clear Job

Used to CLEAR the Up/Downloads window. Accounts are cleared from the window one at a time. When you select this option, you will be asked to enter the location number of the account you wish to remove. After you enter this number, the account will be removed from the window. Clearing the window does not affect the file stored on the disk.

9.9 Request Status

The computer operator can view the status of a system, and if desired, can Arm and Disarm systems, Bypass (Shunt) and Unbypass (Unshunt) zones, open doors, and reset the time. The panel will remain on line until you escape from this menu or until one minute has passed without the operator pressing any keys.

There are two ways to enter the System Status Mode.

1. Use Option K to place an account number in the jobs list.
2. While an account is on line with the modem, press the **Esc** key. When the current job is finished, the program will automatically place you in the System Status Mode.

9.10 Set Service Mode

This option allows the operator to deactivate a panel from the computer. To reset the panel from this condition, the service person downloads the account again, to reprogram the EEPROM.

9.11 Dial Panel

Allows the computer operator to use the Model 5530 Modem to dial the panel for downloading. The modem automatically takes the phone number and zero code from the subscriber data.

9.12 5520 Programmer

Permits the Model 5520 Desk Top Programmer to be connected directly to the computer. The program can then be downloaded from the computer to the EEPROM.

9.13 Restore Default

This option allows the Silent Knight factory default program to be restored to any account. The factory-programmed options are read from a separate file that cannot be edited.

9.14 System Services

9.14.1 Change Passwords

When you select this option, you will have to decide whether you wish to ADD or DELETE a User Name and Password. If you decide to ADD a password, you will be asked to enter a NEW User Name. After entering the User Name, you must enter a NEW Password.

NOTE: Only the first password (master) may be used to change passwords.

CAUTION: Write down the new passwords exactly as they appear on the screen.

9.14.2 Print File List

Used to print out a list of all the files currently stored in the system. This list may be printed to the screen or to a printer.

9.14.3 Print Log

Print Log gives you the option to print out the changes for one account or all of the accounts. You also have the choice to print this information to the screen, to the disk, or to the printer. The log supplies the following information about the account number(s) selected:

1. Account #.
2. Date that the changes were made to the account.
3. Time of day that the changes were made.
4. Changes that were made (modified, uploaded, downloaded).
5. Name of user who made the changes.

NOTE: To purge the log, you must enter the master password.

9.14.4 Set System Time

Used to set the computer time and date.

10 SYSTEM STATUS MODE FEATURES

10.1 Status Display

Figure 10.1A shows how the screen looks when the System Status Mode begins operation.

The indicators function like LEDs. When an indicator is on, it is displayed in Red with a Gray background. When an indicator is off, it is displayed in Black with a Gray background. The program will update the status every 20 seconds. If a minute passes without the operator pressing a key, the modem will hang up. The operator can manually hang up by pressing the **Esc** key (see Figure 10.1A).

*NOTE: On a monochrome monitor (green or amber), indicators are shown **bright** when on and **dark** when off.*

```
— Silent Knight Modem Driver —
Account Calling:001234   M:4720

Job:2 Emulate Keystation

Status:Sending Message

Addr:9028 Errors:----- T: 55

Status — Keys:2 S D 3 15
ARMED READY INST CH/IN CODE2
Time(F10):           Day:    ?-Set
F1:NotR F2:Alarm F3:Bypas F4:Trbl
 1-10:1234567890 41-50:
11-20:123456     51-60:
21-30:           61-70:
31-40:           71-80:
```

FIGURE 10.1A: "STATUS" WINDOW

10.2 Arming/Disarming

The system may be Armed and Disarmed while on line by entering Code 0 for that account. As the numbers are typed, they will appear after the "KEY" prompt. Press **[↵]** to send the command to the panel. After a short pause the updated system status will be displayed.

10.3 Bypassing (Shunting)/Unbypassing (Unshunting)

Enter the zone number followed by the **[S]** key, then **[↵]**.

EXAMPLE: To bypass/unbypass Zone 2, press the following keys:

[0] **[2]** **[S]** then **[↵]**. If a code is required for bypassing, you must enter the code after the **[S]**.

10.4 Activating Doorstrikes

Press the **[D]** key followed immediately by the door # (no space), then a space and the amount of time (in seconds) that you wish the doorstrike to be active followed by the **[↵]** key.

EXAMPLE: To activate door #3 for 15 seconds, press the following keys:

[D] **[3]** **[Space Bar]** **[1]** **[5]** **[↵]**.

10.5 Setting Time

Press the **[?]** key followed by the time formatted as follows:

D:HH:MM:SS then **[↵]**

D = # of the day (0 = Sunday, 6 = Saturday)

HH = hours using the military format (1:00 PM = 13)

MM = minutes

SS = seconds (it is not necessary to enter the seconds)

EXAMPLE: To set the time for Thursday at 11:03 AM enter the following:

[4] **[:]** **[1]** **[1]** **[:]** **[0]** **[3]** then **[↵]**.

10.6 Touchpad Simulation

The following list shows which keys to press to simulate the keystation touchpad. Press **↵** after each code letter.

I = INSTANT	E = EMERGENCY	Z = CLEAR
C = CHIME/INTERIOR	F = FIRE	Q = MUTE
O = CODE 2/DOOR	T = TEST	S = BYPASS (SHUNT)
P = POLICE		

The following keys may be used to view different Status modes:

- F1** - Shows "NOT READY" zones.
- F2** - Shows zones that are currently in "ALARM" (not alarm memory).
- F3** - Shows zones that are "BYPASSED" ("SHUNTED").
- F4** - Shows zones and devices that are in "TROUBLE".
- F5** - Shows zones that have Low Batteries (RF Only).
- F6** - Shows current 4150 analog converter status.
- F10** - Shows system time.

When changing system status from the computer, several commands may be grouped together.

EXAMPLE: If you were to type the command **1S 2S I** then press **↵**, you would toggle the Bypasses (Shunts) on zones 1 and 2, and you would also toggle the Instant function.

NOTE 1: Status screens are updated approximately every 15 seconds.

NOTE 2: The Status Mode will automatically hang up after approximately 2 minutes pass with no keyboard activity. A short warning beep will be emitted several times when hanging up is about to occur.

10.7 Set Service Mode

When you request this option, you will be prompted for the account number and a new zero code that will allow the user to trip a 4-TEST and an optional message to appear on the bottom line of all keystations. After entering this number, the job will be placed in the Up/Downloads window as a job to be downloaded. When the panel calls in the Service Mode will be set and the user will no longer be able to use his/her panel. This feature may be used to deactivate panels of customers who are behind on their monitoring payments. The panel may be reactivated by downloading the account again. This may be done by using the ring detector or the 4-TEST feature.

10.8 System Services

10.8.1 Print File List

This menu allows you to print a list of all the accounts currently stored on your disk. You may print this list to the screen or to an external printer.

10.8.2 Print Log

The Change Log gives you the option to print out the changes for one account or all of the accounts. You also have the choice to print this information to the screen or to the printer. The Change Log supplies the following information about the account number(s) selected.

1. Account #.
2. Model #.
3. Date that changes were made to the account.
4. Time of day that the changes were made.
5. Changes that were made.
6. Name of the user who made the changes.

After you print out the report, you will be asked if you wish to purge the file. If you select **(Y)**, all of the changes that are in the Change Log for that file will be permanently erased.

NOTE: You must enter the master password to purge the log file.

11 MODEL 4150 PROGRAMMING

At the Panel Interface menu, select **(D)**, then select **(A)** to edit an account. You'll be asked to enter an account number to edit.

11.1 Edit Account (Same as 4720)

11.1.1 Subscriber Data (Same as 4720)

11.1.2 Relay Time Windows

This menu allows you to select the both the NORMAL and SPECIAL beginning and ending times for each relay. Press the **(N)** key if you NEVER want a relay to activate on any given day.

11.1.3 Relay Normal/Special Days

This menu allows you to select the Normal and Special days for each individual relay. There are four ways to select these options:

1. Pressing the space bar will cause a day to be toggled on and off.
2. The **(Y)** key may be used to select any given day. The **(N)** key may be used to turn off any given day.
3. The **(/)** key will turn off all of the days for any given relay.
4. The **<PrtSc/*>** key used in lower case will turn on all of the days for any given relay.

11.1.4 Relay Activation Times

This menu allows you to select how long a relay will remain active from 1 to 255 seconds. If 0 is selected then the relay will be in the continuous mode and will not deactivate until its next activation time.

11.1.5 Relay Modes

This menu allows you to select which relays will be automatic, manual, or both automatic and manual. You must also choose which relays will function as normally closed relays (contacts closed). Make your selections in the same manner as choosing normal and special days.

11.1.6 A to D Setup

This menu allows you to select the High and Low trip points, hysteresis, and Sensor Type for the Analog Inputs. When selecting the sensor type, use the **→** and **←** keys to make your choices.

This menu also allows you to select how the analog inputs will react when they reach their predetermined limits. The inputs can report to the central station only, Report to the central station and activate its associated relay, trip a relay only, or do nothing at all.

After programming each option, press the **Esc** key to return to the **Edit Account** menu. When you have finished programming all the options, press **Esc** again. You will be asked if you wish to save your changes. After answering this question you will be back at the 4150 Panel Interface menu.

11.2 Save Upload

When this option is selected, you will be asked for the job number to save. Type in this number and press **↵** (the ENTER key). The upload will be save to the disk. If the account number already exists, the old file will be completely overwritten.

11.3 Download Account

When this option is selected, you will be asked for the account number to Download. Type in this number and press **↵**. The account number will be placed in the Up/Downloads window. When the panel contacts the computer the downloading will be completed automatically.

11.4 Request Upload

For this option, you will be asked for account number to upload. Type in the account number and press **↵**. The account will be placed in the Up/Downloads window. When the panel contacts the computer it will be uploaded automatically.

11.5 Request A to D

For this option you must select an account number to place in the Up/Downloads window. Type in the account number and press **↵**. When the account contacts the computer, the status of the analog inputs will be uploaded.

11.6 View A to D Upload

This option allows you to view the status of the analog inputs that have been uploaded. When selecting this option you will be asked for the Job #. Enter the Number and press **↵**. The upload will now be displayed on the screen.

11.7 Download Relays

When this option is selected, you will be required to select an account number to place in the Up/Downloads window. Type in this number and press **[←]**. At this time you may change the status of the relays. Simply enter the relay number and press Enter, the associated relay will then toggle to its opposite state. The panel will remain on line until one minute has passed without the operator pressing a key or until you escape from this menu.

11.8 Duplicate Account

When this option is selected, you will be required to enter the number of the account you wish to duplicate. Type in this number and press **[←]**. Now you will be asked for the new account number. Type in this number and press **[←]**.

11.9 Delete Account

For this option, you will be required to enter the account number that you wish to delete. Type in the number and press **[←]**. The screen will ask you if you are sure that you wish to delete this account. If you press the letter **[Y]**, the account will be deleted. If you press the letter **[N]**, this option will be aborted.

11.10 Clear Job

When this option is selected, you will be required to enter the number of the Job that you wish to clear. Type in the number and press **[←]**. The job will be removed from the window.

11.11 Dial Panel

Allows the computer operator to use the Model 5530 Modem to dial the panel for downloading. The modem automatically takes the phone number and zero code from the subscriber data.

11.12 5520 Programmer

Permits the Model 5520 Desk Top Programmer to be connected directly to the computer. The program can then be downloaded from the computer to the EEPROM.

11.13 Restore Default

This option allows the Silent Knight factory default program to be restored to any account. The factory-programmed options are read from a separate file that cannot be edited.

11.14 System Services

11.14.1 Change Passwords

When this option is selected you will move to the Change Passwords menu. While you are in this menu you can either delete or add users' names and passwords for access to this program.

NOTE: Only the first password (master) may change passwords.

11.14.2 Print File List

When you select this option you will be asked if you want a list of the accounts printed to the screen or to the printer. Press **[S]** for screen or **[P]** for printer.

11.14.3 Print Log

When you select this option you will be asked if you wish to print 1 log or all of the logs. If you select 1 log, you must enter the account number of the log to print. After making this selection you must decide where you will print the log. You may print it to the screen **(S)**, to the disk **(F)**, or to the printer **(P)**.

NOTE: To purge the log, you must enter the master password.

12 ACCOUNT 000000

All models are supplied with a pre-initialized file for Account #000000. This account is used as the template for new accounts. You may customize Account #000000 to match your needs.

NOTE: DO NOT delete Account #000000.

13 DIRECT CONNECTION TO THE MODEL 5520

When using a Model 5520 with Software Revision 880217 and later, you can connect the programmer directly to the computer to program the EEPROM. This connection should be made using the Model 5525 Cable Adaptor, available from Silent Knight. Connect one end of the cable to the modem port on the 5520. Connect the other end of the cable to the serial port on the computer.

When the "**5520 Programmer**" option is selected using the 5540 software, the computer will verify the connection to the 5520. If the 5520 is not connected properly, the computer will display "**Programmer Not Responding**". If everything is operational, the computer will respond with two options.

1. Load from 5520.
2. Save to 5520.

NOTE: DO NOT press any keys on the 5520. All operations are initiated from the computer.

The operator selects the desired option and enters the account number to Save/Load. Progress messages are displayed on the computer screen and on the 5520 display.

You can also connect the 5520 to the XBUS and program an EEPROM from the computer using the 5520 as the interface. The 5520 must be powered up with the panel that is being programmed. This is the same as Saving/Loading through the XBUS, as described in the 5520 operation manual (P/N 150479).

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