



WINDOWS BASE A-Link Plus

ITS-ALINK-PLUS

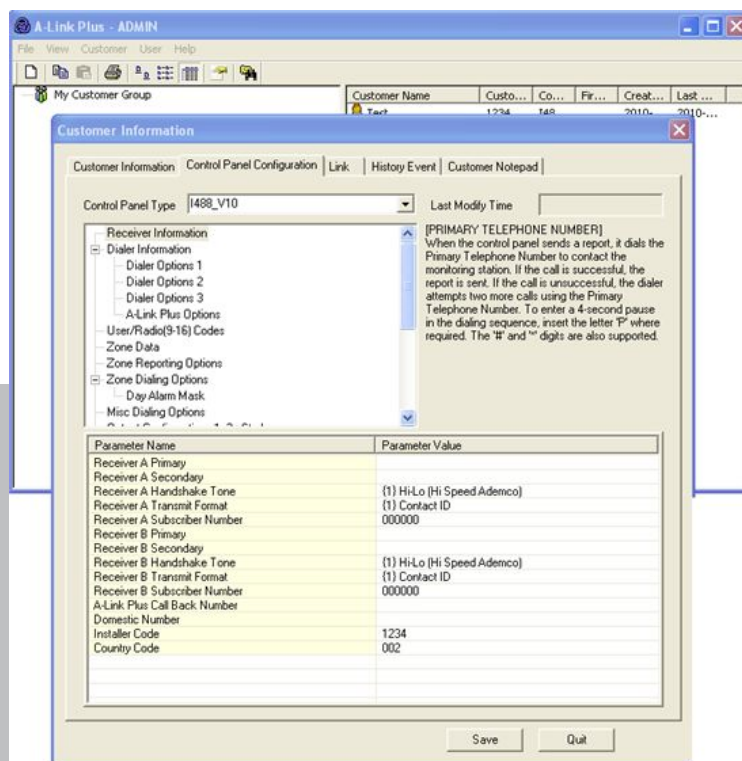


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1 Overview

1.1 About documentation

Copyright

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Use latest software

Before using the software application for the first time, make sure that you are running the most current software release. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the software application. Follow the instructions in the product documentation regarding software installation and updates.

1.2 A-Link Plus remote programming software overview

A-Link Plus is the remote programming software for the compatible control panels.

Use A-Link Plus for the following:

- View and update customer and control panel information
- Send programming data from to the control panel
- Receive programming data from the control panel
- Operate the control panel from a remote location (for example, arm and disarm the system or turn outputs on and off)
- View control panel event memory
- Review the journal
- Query fault conditions (Solution Series)
- Use the codepad simulator (Solution Series)

1.3 A-Link Plus applications

1.3.1 A-Link Plus

Use A-Link Plus to manage customer information, program customer control panels, and to remotely connect to and operate control panels.

1.3.2 Transfer tool

The transfer tool transfers data from older versions of A-LINK to A-Link Plus.

1.4 Control panel compatibility

A-Link Plus is compatible with the following control panels:

- ICP-CMS6-CHI v1.0 (and higher)
- ICP-CMS8-CHI v1.0 (and higher)
- ICP-CMS40-CHI v1.0
- ICP-AMAX-P-EN
- ICP-AMAX-PCB-EN
- ICP-AMAX-P
- ICP-CC404 v1.x
- ICP-CC408 v1.x

- ICP-CC488 v1.x
- Solution 16 (CC880 and SC8016) v2.x and later
- Solution 16 (CC880)(Solution 16 v1.4)
- Solution 844 (CC404 v1.x and CC404 v2.x)
- Solution 862 (CC406 v1.x)
- Solution 880 (CC408 v1.x and CC408 v2.x)
- Solution Ultima 844 (CC484 v1.x)
- Solution Ultima 862 (CC486 v1.x)
- Solution Ultima 880 (CC488 v1.x and CC488 v2.x)
- Solution 2000/2100
- Solution 3000/3100
- Solution 4000
- 5500 series
- 8500 series

1.5

Minimum system requirements

| | |
|-------------------|--|
| Operating system | Windows 10 (32 bit); Windows 10 (64 bit) |
| Processor type | Intel core i3 |
| Processor speed | 1.4 GHz |
| Memory (RAM) (GB) | 4 GB |
| Free space (GB) | 20 GB |

2 Installing and uninstalling A-Link Plus

2.1 Installing A-Link Plus

A-Link Plus uses an installation wizard to simplify the installation process.

1. Select **Start -> Run**.
2. At the prompt, type X:\setup.exe.
"X" = the drive letter assigned to the drive where the setup.exe file is located.
The **Select Language** dialog opens.
3. Select the language in which you want to install A-Link Plus.
4. Click **Next**.
The **Welcome** dialog opens.
5. Click **Next**.
The **Destination Folder** dialog opens.
6. To install A-Link Plus in the default location, click **Next**.
To install A-Link Plus in a different location, click **Change**.
The **Ready to Install the Program** dialog opens.
7. To start the installation, click **Install**.
To change the installation setup, click **Back**.
The installation wizard installs A-Link Plus.
When the installation is complete, the **InstallShield Wizard Completed** dialog opens.
8. To start A-Link Plus immediately, checkmark the **Launch the program** box.
9. Click **Finish**.
⇒ The installation is complete and A-Link Plus is ready to use.
▶ For instructions on using A-Link Plus, refer to *Operating A-Link Plus*, page 7.

2.2 Uninstalling A-Link Plus

If you need to uninstall A-Link Plus from the computer proceed as follows.

1. Click **Start -> Control Panel -> Add or Remove Programs**.
The **Add or Remove Programs** dialog opens.
2. Scroll to **A-Link Plus** and select it.
3. Click **Remove**.
⇒ All program files associated with A-Link Plus are removed from the computer.

3 Operating A-Link Plus

3.1 Starting A-Link Plus

- To start A-Link Plus, select **Start -> All Programs -> Bosch Security Systems -> A-Link Plus -> A-Link Plus vn.n**, or double-click the **A-Link Plus vn.n** shortcut on your computer desktop.
The **Login** dialog opens.
- Enter the **Operator** name and **Password**.
The default entries are **ADMIN** for both the **Operator** and **Password** fields. Both entries are case-sensitive.
- Click **OK**.
- You are asked to change the default password to an individual password. Click **Change**.
- Enter your credentials and click **OK**.
The A-Link Plus user interface opens.

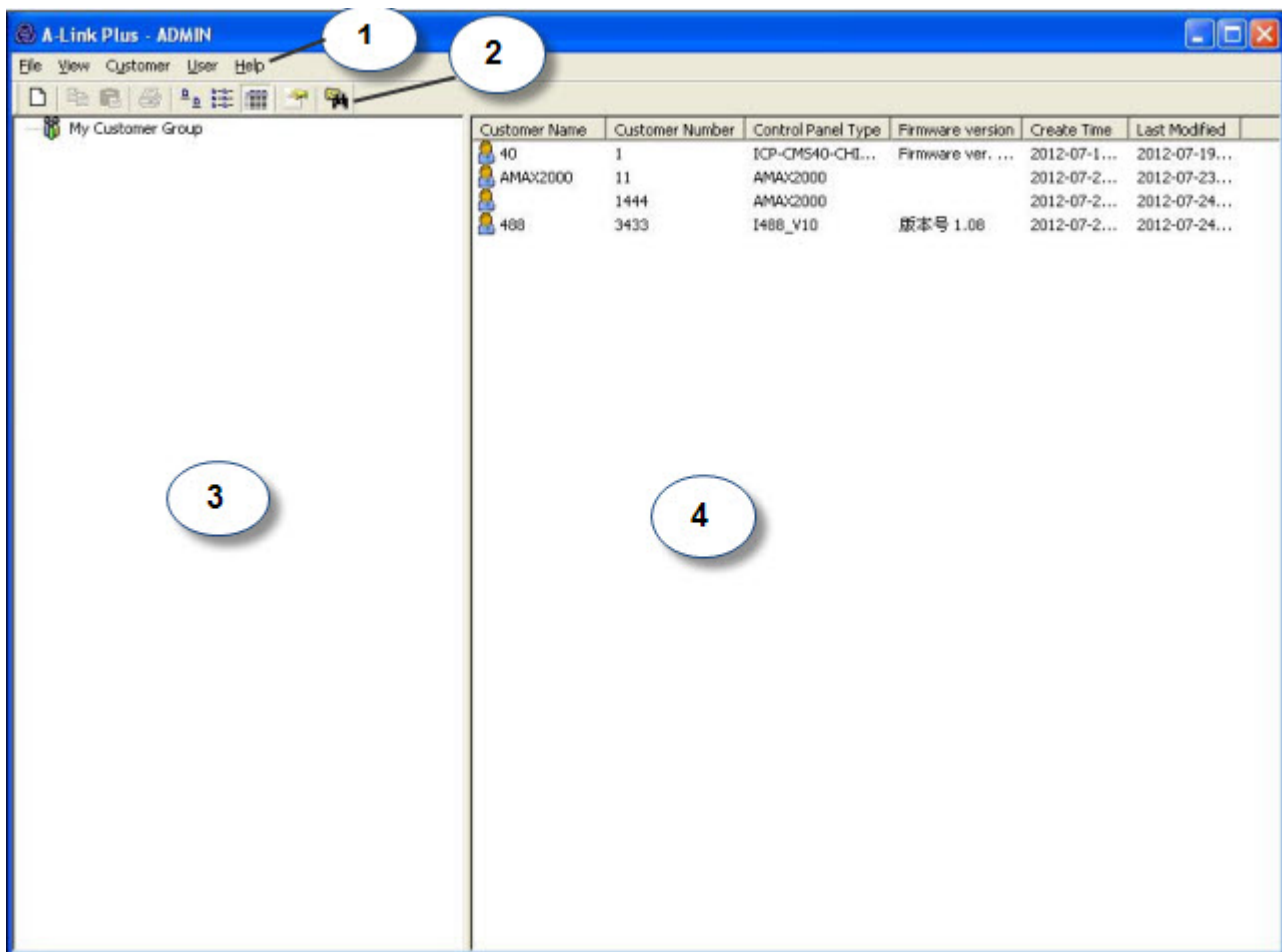


Figure 3.1: A-Link Plus user interface

| Element | Description |
|---------|---|
| 1 | <p>Menu bar</p> <ul style="list-style-type: none"> File: From the File menu, you can back up or restore data, or exit A-Link Plus. For more information on backing up and restoring data, refer to <i>Backing Up and Restoring Data</i>, page 22. View: From the View menu, you can show or hide the toolbar, and select a view option for the customer list (large icons, list or details). |









| Element | Description |
|---------|--|
| | <ul style="list-style-type: none"> – Customer: From the Customer menu, you can create a new customer group, create a new customer, or open, delete, or search existing customers. For more information on customer groups and customers, refer to <i>Working with customer groups</i>, page 11, and <i>Working with customers</i>, page 12. – User: From the User menu, you can set access levels and make other settings for A-Link Plus operators. For more information, refer to <i>Configuring A-Link Plus users</i>, page 9. |
| 2 | <p>Toolbar: Use the Toolbar buttons to perform several common functions in A-Link Plus.</p> <ul style="list-style-type: none"> –  : Click this button to create a new customer. –  : Click this button to copy the selected customer. –  : Click this button to paste a copy of the selected customer. –  : Click this button to print information about the selected customer. –  : Click this button to show the Customer List using large icons. –  : Click this button to show the Customer List a list. –  : Click this button to show details in the Customer List. –  : Click this button to search for a specific customer. |
| 3 | <p>Customer Group Tree: This field shows all of the customer groups. To see the customers assigned to a group, select a group. The assigned customers are shown to the right in the Customer List.</p> |
| 4 | <p>Customer List: This field shows all customers when My Customer Group is selected in the Customer Group Tree, or specific customers when a customer group is selected in the Customer Group Tree.</p> |

Table 3.1: A-Link Plus user interface descriptions

When A-Link Plus is started for the first time, the left and right panes are empty. When customer groups and customers are added, the left pane shows a customer group tree and the right pane shows a customer list.

You can scale the size of the user interface by clicking a corner of the user interface and dragging it to the desired size. The border separating the two panes and the columns in the right pane can be scaled as needed.

3.2 Communication settings

To configure communication settings with a control panel, proceed as follows.

1. Select **File -> Communication Settings**.
The **Communication Setting** dialog opens.
2. Enter the necessary communication settings.
3. Click **Save**.

The following table shows the description of the communication settings fields.

| Field | Description |
|------------------|--|
| Direct Link Port | Select the port on your computer that the direct link cable (CC808) is connected to. |
| Local IP Address | Select the IP address on your computer for network connect. |
| Local Port | Select the IP port on your computer for network connect. |
| Modem Port | Select the port on your computer that the modem is connected to. |

| Field | Description |
|-------------------------|--|
| Modem String | Enter the string that initializes the modem. |
| Modem Dial String | Enter the string that configures the modem to dial DTMF or Pulse (Decadic). |
| Modem Answer String | Enter the string that commands the modem to answer the phone line. |
| Modem Disconnect String | Enter the string that commands the modem to disconnect from the phone line. |
| Carrier Loss Detection | Enter the amount of time the modem waits before declaring a carrier loss. |
| Modem Register String | Enter optional parameters that enable other communication functions. |
| Error Retries | Enter the string that sets the number of errors A-Link Plus accepts before the call is terminated. |

Table 3.2: Communication settings field descriptions

1. For a list of supported modems, refer to *Modem Settings*, page 26.
2. For more information in modems, refer to the documentation supplied with the modem.

3.3 Configuring A-Link Plus users

The A-Link Plus administrator can add users to A-Link Plus and set their access levels, passwords, and account names.



Notice!

Multiple-user capabilities in A-Link Plus allows for a detailed security concept. Using a single administrator account for everyone causes potential security risks and system configuration risks. By creating individual accounts with limited access, these risks are significantly reduced.

There are three access levels in A-Link Plus. Each access level has different associated permissions:

- **Administrator:** Requires full access to all system configurations.
- **Operator:** Typically requires full access to all system configurations except print and user settings.
- **Registrar:** A registrar can only enter customer information.

You can modify the default permissions for any of the access levels. You can also create custom access levels.

3.3.1 Changing an existing access level

To change the permissions associated to an existing access level proceed as follows.

1. In A-Link Plus, select **User** -> **Access Level**.
The **Permissions Level Settings** dialog opens.
2. Under **Access Level**, select the intended access level from the menu (**Administrator**, **Operator**, or **Registrar**).
3. In the **Allow** field, select a permission and click **Add** to add the permission to the access level, or click **Remove** to remove the permission from the access level.
4. Repeat step 3 to add or remove additional permissions.

5. To optionally change the name of an existing access level, select the access level from the menu and click **Rename**.
The **Access Level Name** dialog opens.
 6. In the **Name** field, enter the new name for the access level and click **OK**.
The **Access Level Name** dialog closes, and A-Link Plus uses the new name for the access level.
 7. To save your settings, click **OK** and close the **Permissions Level Settings** dialog.
- ⇒ The access level has been changed.

3.3.2 Creating a customized access level

To create a new access level:

1. In A-Link Plus, select **User>Access Level**.
The **Permissions Level Settings** dialog opens. Refer to , page 9.
2. Under **Access Level**, click **Create**.
The **Access Level Name** dialog opens. Refer to , page 9.
3. In the **Name** field, enter a name for the new access level and click **OK**.
The **Access Level Name** dialog closes, and the new access level appears in the menu.
4. In the **Allow** fields, select a permission and click **Add** to add the permission to the access level.
Repeat this step for all other desired permissions. Refer to , page 9.
5. When you are finished, click **OK** to save your settings and close the **Permissions Level Settings** dialog.

3.3.3 Adding, changing and deleting a user

A-Link Plus has one default user: ADMIN. The ADMIN user is assigned the administrator access level. For security purposes, we recommend that you keep the ADMIN user for the system administrator, and then create unique user accounts for each A-Link Plus user.



Notice!

The default login name and password for the ADMIN user is **ADMIN**. The login name and password are both case-sensitive. When you assign the ADMIN user to the system administrator, change the default login name and password.

How to add a user

1. In A-Link Plus, select **User -> Operator Settings**.
The **Operator Settings** dialog opens.
 2. Click **Add**.
The **Operator Name** dialog opens.
 3. Enter a name for the new user and click **OK**.
The **Operator Name** dialog closes and the **Operator Settings** dialog is updated.
 4. In the **Password** field, enter a password.
 5. In the **Confirm** field, re-enter the password.
 6. From the **Access Level** menu, select an access level.
The **Permissions** field shows the assigned permissions for the selected access level.
 7. To change the permissions, click **Modify Level**.
Refer to *Changing an existing access level*, page 9.
 8. Click **OK**.
 9. To add more users, repeat steps 2 to 8.
 10. When you are finished adding users, click **Cancel** to close the **Operator Settings** dialog.
- ⇒ The new users are added.

How to change a user

1. In A-Link Plus, select **User -> Operator Settings**.

The **Operator Settings** dialog opens.

Refer to *How to add a user*, page 10.

2. From the **Account** menu, select a user.
 3. Rename the user if necessary.
 4. Enter a new password if necessary.
 5. Change the access level if necessary.
 6. Change the permissions assigned to the access level if necessary.
- ⇒ The user has been changed.

How to delete a user

1. In A-Link Plus, select **User** -> **Operator Settings**.
The **Operator Settings** dialog opens.
Refer to *How to add a user*, page 10.
 2. From the **Account** menu, select a user.
 3. Click **Delete**.
A confirmation dialog opens.
 4. To continue, click **Yes**.
The confirmation dialog closes.
 5. To delete the user and close the **Operator Settings** dialog, click **OK**.
- ⇒ The user has been deleted.
- ▶ To close the **Operator Settings** dialog without deleting the user, click **Cancel**.

3.4 Working with customer groups

In A-Link Plus, you can use customer groups to categorize customers with similar attributes (for example, customer location or control panel type and configuration).

3.4.1 Adding a customer group

1. Select **Customer** -> **New Customer Group** or right-click in the **Customer Group Tree** and select **New Customer Group** to add a customer group.
The **New Group** dialog opens.
2. Select a parent group for the new group from the **Parent Group** menu.
3. Enter a name for the new group in the **Group Name** field.
4. Click **OK**.

3.4.2 Renaming a customer group

1. Right-click the customer group and select **Rename** or click the name of the customer group two times (once to select, pause, and then click again to rename).
2. Change the name accordingly.

3.4.3 Deleting a customer group

1. Right-click the customer group and select **Delete** or select the customer group and press the [Delete] key on your keyboard.
2. Confirm the deletion.
3. To delete without confirmation, press the [Shift] and [Delete] key on your keyboard.



Notice!

You can only delete an empty customer group. There cannot be any customers or customer sub-groups assigned to the customer group.

You cannot move or delete the root level of the **Customer Group Tree (My Customer Group)**. You can rename the root level.

3.4.4 Changing the parent customer group relationship

- ▶ To change the parent customer group relationship with a customer sub-group, select the sub-group and move it to the desired parent group.



Notice!

You cannot move or delete the root level of the **Customer Group Tree (My Customer Group)**. You can rename the root level.

3.5 Working with customers

Customers are the clients whose accounts you set up and manage in A-Link Plus.

3.5.1 Adding a customer

- ▶ Select **Customer -> New Customer**, click the **New Customer** button or right-click in the **Customer List** and select **New Customer**.

The **Customer Information** tab opens with the following fields.

| Field | Description |
|----------------------------|--|
| Customer Group | Select a customer group from the menu options. |
| Customer Number | Enter the customer ID number (10 digits maximum). |
| Customer Name | Enter the name of the customer. |
| Customer Postcode | Enter the postcode of the customer. |
| Customer Contact | Enter the name of the contact person for the customer. |
| Contact Phone Number | Enter the phone number for the customer contact person. |
| Customer City | Enter the city where the customer is located. |
| Customer Address | Enter the customer address. |
| Install Date | Enter the date of installation. |
| Control Panel Phone Number | Enter the phone number for the control panel. |
| Control Panel IP Address | Enter the IP address of the panel. |
| Control Panel Port | Enter the port of the panel. |
| Answer Machine Bypass | Check this box if Answer Machine Bypass is enabled. |
| S.T.U Connected | Check this box if an external STU is connected to the control panel. |

Table 3.3: Customer Information tab fields

- ▶ When you are finished, click **Save**.



Notice!

At a minimum, you must enter the **Customer Number** field. Each customer must have a unique customer number.

3.5.2 Renaming a customer

1. Right-click the customer and select **Rename**, or click the name of the customer two times (once to select, pause, and then click again to rename).
2. Change the name accordingly.

3.5.3 Opening a customer

- ▶ Select the customer in the **Customer List** and select **Customer -> Open Customer** or double-click the customer in the **Customer List**.
- ⇒ The **Customer Information** tab opens.

3.5.4 Deleting a customer

1. Select the customer in the **Customer List** and select **Customer -> Delete Customer** or right-click the customer group and select **Delete** or select the customer group and press the [Delete] key on your keyboard.
2. Confirm the deletion.
3. To delete without confirmation, select the customer and press the [Shift] and [Delete] key on your keyboard.

3.5.5 Copying and pasting a customer

1. Right-click the customer and select **Copy**.
 2. Right-click in the **Customer List** and select **Paste**.
- It is possible to paste the copied customer into a different customer group.



Notice!

When you copy and paste a customer, the information in the **Panel Configuration** tab and **Customer Information** tab (except customer number and customer name) is retained.

3.5.6 Searching customers

1. Select **Customer -> Search Customer**.
The **Search Customer** dialog opens.
2. Enter the desired search criteria (customer number, customer name, panel phone number, or panel type).
3. Click **Search**.
The results appear in the field below the search criteria.
4. To open the **Customer Information** dialog to view configuration settings for the selected customer, double-click a customer.
5. Click **Quit** to close the **Search Customer** dialog.

3.5.7 Customer information

You can either print or export customer information.

How to print customer information

1. Select the customer in the **Customer List** and select **File -> Print** or select the customer in the **Customer List** and click the **Print** button.
The **Select Print Content** dialog opens.
By default, all content is selected for printing.
2. Clear the checkboxes for the content you do not want to print.
3. Click **OK** and select a printer.

How to export customer information

1. Select **File -> Export**.
The **Select Export Content** dialog opens.
By default, all content is selected for export.
 2. Clear the checkboxes for the content you do not want to export.
 3. Click **OK**.
The **Save As** dialog opens.
 4. Use the **Save in** menu to find a location to save export the customer information.
By default, A-Link Plus assigns a file name using the customer number.
 5. If necessary, enter a different file name in the **File name** field.
 6. Select a file type from the **Save as type** menu.
By default, A-Link Plus exports the customer information as a Microsoft Excel file (.xls). You can also select to export the customer information as a text file (.txt).
 7. Click **Save**.
- ⇒ A-Link Plus exports the customer information to the specified location and in the specified file format.

3.6 Configuring a control panel

1. Open a customer.
The **Customer Information** tab opens.
2. Select the **Control Panel Configuration** tab.
3. For a new customer, select the control panel type installed at the customer site from the **Control Panel Type** menu.
You cannot change the control panel type for existing customers.
4. When you select a control panel type, the **Panel Configuration** tab updates to show the programming parameters for the selected control panel type.
5. Configure the control panel programming as required.
Refer to the quick help or specific online help for your control panel in A-Link Plus and the control panel documentation for programming details.
6. Click **Save**.

How to enter values when configuring a control panel

There are two types of fields for which values can be entered on the **Panel Configuration** tab.

– **Editable field**

1. To enter data in an editable field, right-click the field and select **Edit** or click on it twice.
2. Enter the data.
3. Press [Enter] on your keyboard.

– **Combination Field**

A combination field contains a list of options to select from.

1. Right-click the field and select **Edit** or click on it twice.
2. Click the arrow to see the list of options, and select an option.

How to restore default values

- ▶ If you need to reset a parameter to its default value, right-click the parameter and select **Restore Default Value**.

3.7 Connecting to a control panel

1. Open a customer.
The **Customer Information** tab opens.
2. Select the **Link** tab.

3. Select a communication method (**Direct Connect**, **Modem Connect** or **Network Connect**).

Refer to

- *Direct Connect*, page 15
- *Modem Connect*, page 15
- *Network Connect*, page 16

3.7.1

Direct Connect

1. Connect the CC808 Direct Link Cable to an available COM port on your PC and the control panel.
2. From the **Link** tab, select **Direct Connect**.
3. Click **Connect**.
When A-Link Plus is online with the control panel, A-Link Plus compares the date and time settings in the control panel to the settings on your PC. If there is a difference, A-Link Plus prompts you to synchronize the date and time settings between your PC and the control panel.

When date and time settings are synchronized, you can choose from the following options.

- Upload programming data from the control panel to A-Link Plus.
Refer to *Upload/Download Programming Data*, page 16.
- Download programming data from A-Link Plus to the control panel.
Refer to *Upload/Download Programming Data*, page 16.
- Perform a special function.
Refer to *Special Functions*, page 17.

Refer to

- *Upload/Download Programming Data*, page 16
- *Special Functions*, page 17

3.7.2

Modem Connect

1. Connect the modem to the A-Link Plus computer.
Refer to *Modem Settings*, page 26 and the modem documentation for modem settings and options.
2. From the **Link** tab, select **Modem Connect**.
There are three communication options to choose from:
 - **A-Link Plus calls the control panel**
 - ▶ Click **Connect** to start a communication session using the connected modem.
 - **The control panel calls back after A-Link Plus calls first (Callback)**
 - ▶ If the callback is enabled in the control panel programming, A-Link Plus waits for the control panel to return the phone call before starting a communication session.
 - **A-Link Plus waits for an incoming call**

When date and time settings are synchronized, you can choose from the following options.

- Upload programming data from the control panel to A-Link Plus.
Refer to *Upload/Download Programming Data*, page 16.

- Download programming data from A-Link Plus to the control panel.
Refer to *Upload/Download Programming Data*, page 16.
- Perform a special function.
Refer to *Special Functions*, page 17.

Refer to

- *Upload/Download Programming Data*, page 16
- *Special Functions*, page 17

3.7.3

Network Connect

1. Connect the network to the control panel that supports network, and connect the network to the A-Link Plus computer.
Refer to *Communication settings*, page 8 for local network address and network port settings.
2. From the **Link** tab, select **Network Connect**.
With Network Connect, there are two communication options to choose from:
 - **A-Link Plus connects the control panel:** Click **Connect** to start a communication session using the local IP address and port settings.
 - **A-Link Plus waits for control panel connection:** Click **Wait for Incoming Call**. A-Link Plus then waits for the control panel to connect before starting a communication session.
Operate callback command through the control panel keypad, the control panel directly connects to the A-Link Plus using the local IP address and port settings.
3. Below options are enabled when A-Link Plus is online with the control panel.
 - Upload programming data from the control panel to A-Link Plus.
Refer to *Upload/Download Programming Data*, page 16.
 - Download programming data from A-Link Plus to the control panel.
Refer to *Upload/Download Programming Data*, page 16.
 - Perform a special function.
Refer to *Special Functions*, page 17.

3.7.4

Upload/Download Programming Data

When A-Link Plus is online with the control panel, you can either send or receive programming data.

Upload Data from the Control Panel

1. Click **Upload from Control Panel** to copy the programming data from the control panel into A-Link Plus.
If there are differences between the programming data in the customer account and the control panel, A-Link Plus prompts you to continue.

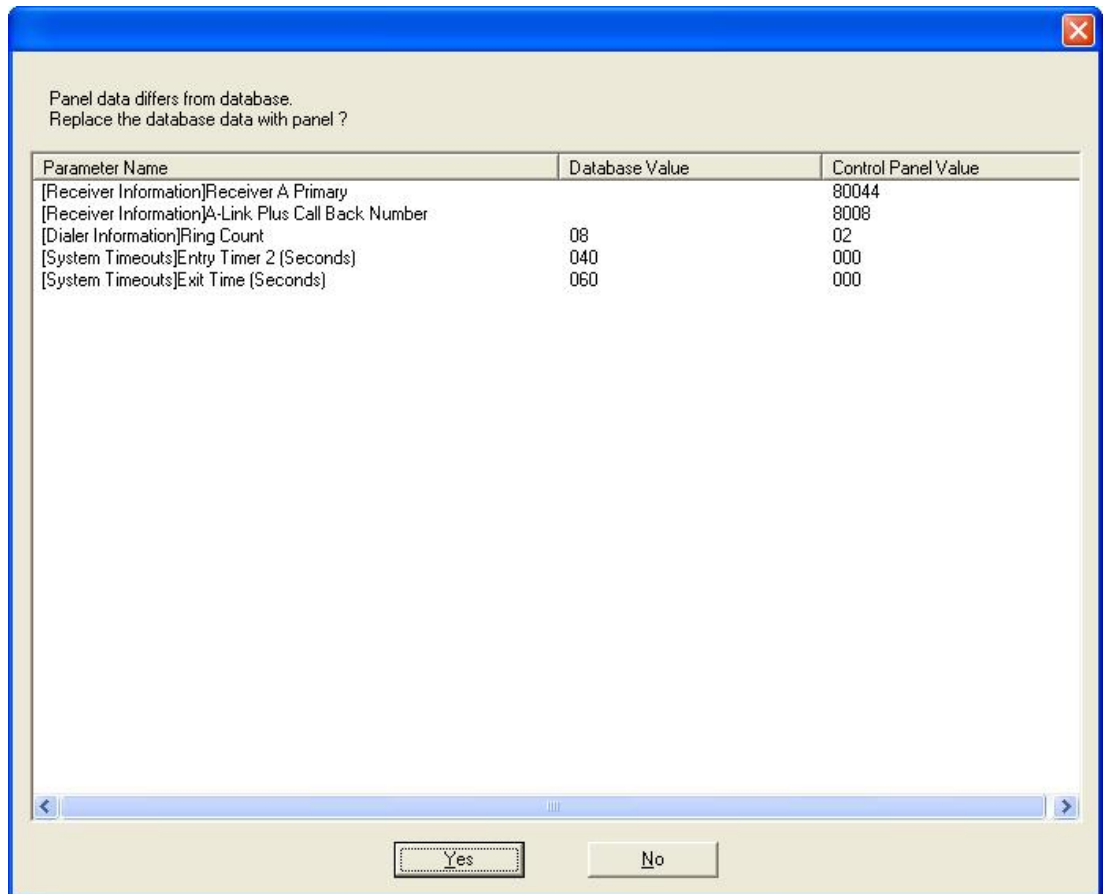


Figure 3.2: Upload Prompt

2. Click **Yes** to continue with the upload.
3. A-Link Plus replaces the data in the customer account with the data from the control panel, and marks the changes in red on the **Panel Configuration** tab.
4. Click **Save** to save the programming data that you uploaded into A-Link Plus.

Download Data to the Control Panel

Click **Download to Control Panel** to send the programming data in A-Link Plus into the control panel.

3.7.5

Special Functions

The special functions options are enabled when A-Link Plus is online with the control panel. Select a function from the list, and then click **Launch Selected Function**.

Refer to the following sections for descriptions of the special functions.

ARM/DISARM Unit

Select **ARM Unit** to arm the system. The system arms after the two-beep warning.

Select **DISARM Unit** to disarm the system. The system disarms after the two-beep warning.

Siren ON/OFF

Select **Siren ON** to turn the siren on.

Select **Siren OFF** to turn the siren off.

Remote Output ON/OFF (Solution Series)

Select **Remote Output ON** to turn the remote output on.

Select **Remote Output OFF** to turn the remote output off.

If the system has multiple output channels, select the appropriate channel. Refer to below figure.

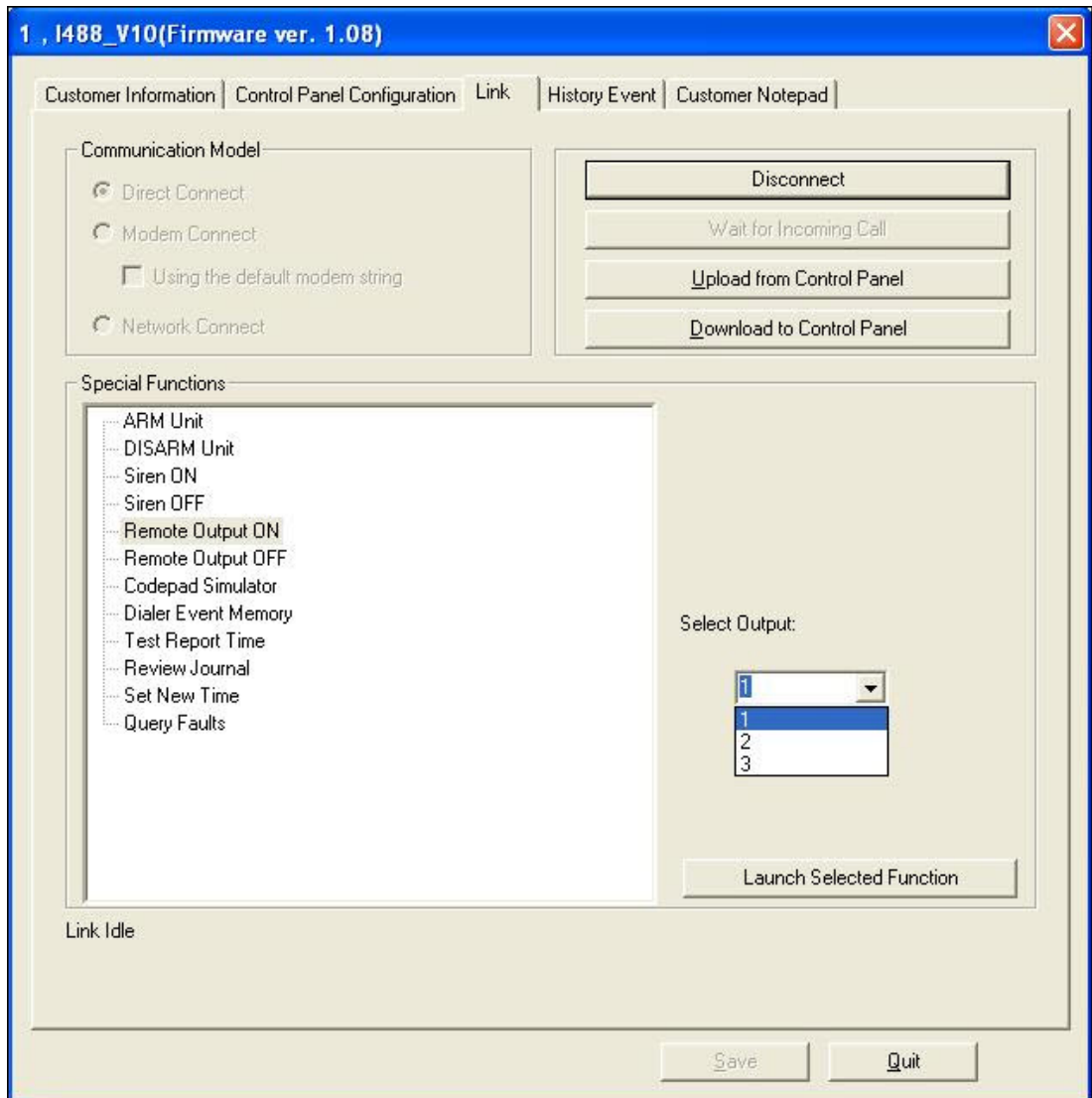


Figure 3.3: Remote Output ON/OFF

Codepad Simulator(Solution Series)

Select **Codepad Simulator** to launch a simulated codepad. The simulator shows the on-board zones and status for system power (AC and battery) and siren. To perform system operations, use your computer keyboard to press the keys on the codepad simulator. Refer to figure **Codepad Simulator** and table **Keyboard-to-Codepad Simulator Keystrokes**.

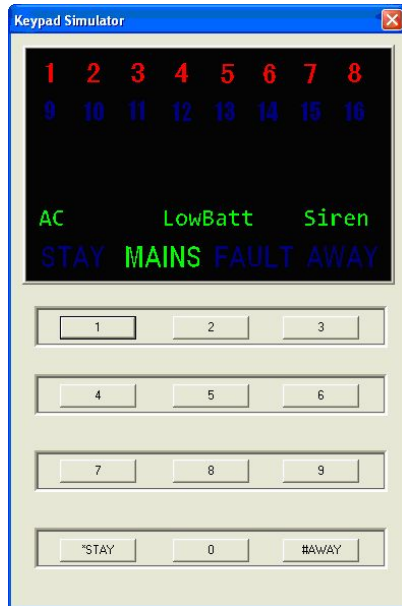


Figure 3.4: Codepad Simulator

On your computer keyboard, press a key shown in the Keyboard Key column to operate the corresponding codepad simulator key.

| Keyboard Key | Codepad Simulator Key |
|--------------|-----------------------|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 0 | 0 |
| * | *STAY |
| / | #AWAY |

Table 3.4: Keyboard-to-Codepad Simulator Keystrokes

Dialer Event Memory

Select **Dialer Event Memory** to open the dialer event log.

When you close the dialer event log, A-Link Plus asks if you want to save data to the log. Click **Yes**.

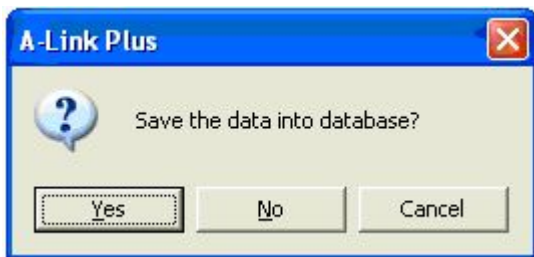


Figure 3.5: Save Data Prompt

This prompt only appears for existing customer accounts with data already saved to the log. This prompt does not appear for new customers with no data saved in the log.

Test Report Time

Select **Test Report Time** to enter a new time for the control panel to send test reports to the monitoring station.

Review Journal

Select **Review Journal** to open the journal log.

When you close the journal log, A-Link Plus asks if you want to save data to the log. Click **Yes**. This prompt only appears for existing customer accounts with data already saved to the log. This prompt does not appear for new customers with no data saved in the log.

Set New Time

Select **Set New Time** to adjust the time setting in the control panel.

Query Faults(Solution Series)

Select **Query Faults** to open the fault log. The fault log only opens if a fault has occurred.

When you close the fault log, A-Link Plus asks if you want to save data to the log. Click **Yes**. This prompt only appears for existing customer accounts with data already saved to the log. This prompt does not appear for new customers with no data saved in the log.

3.8

History Events

To view the history log:

1. Open a customer account.
2. From the **Customer Information** dialog, select the **History Event** tab.

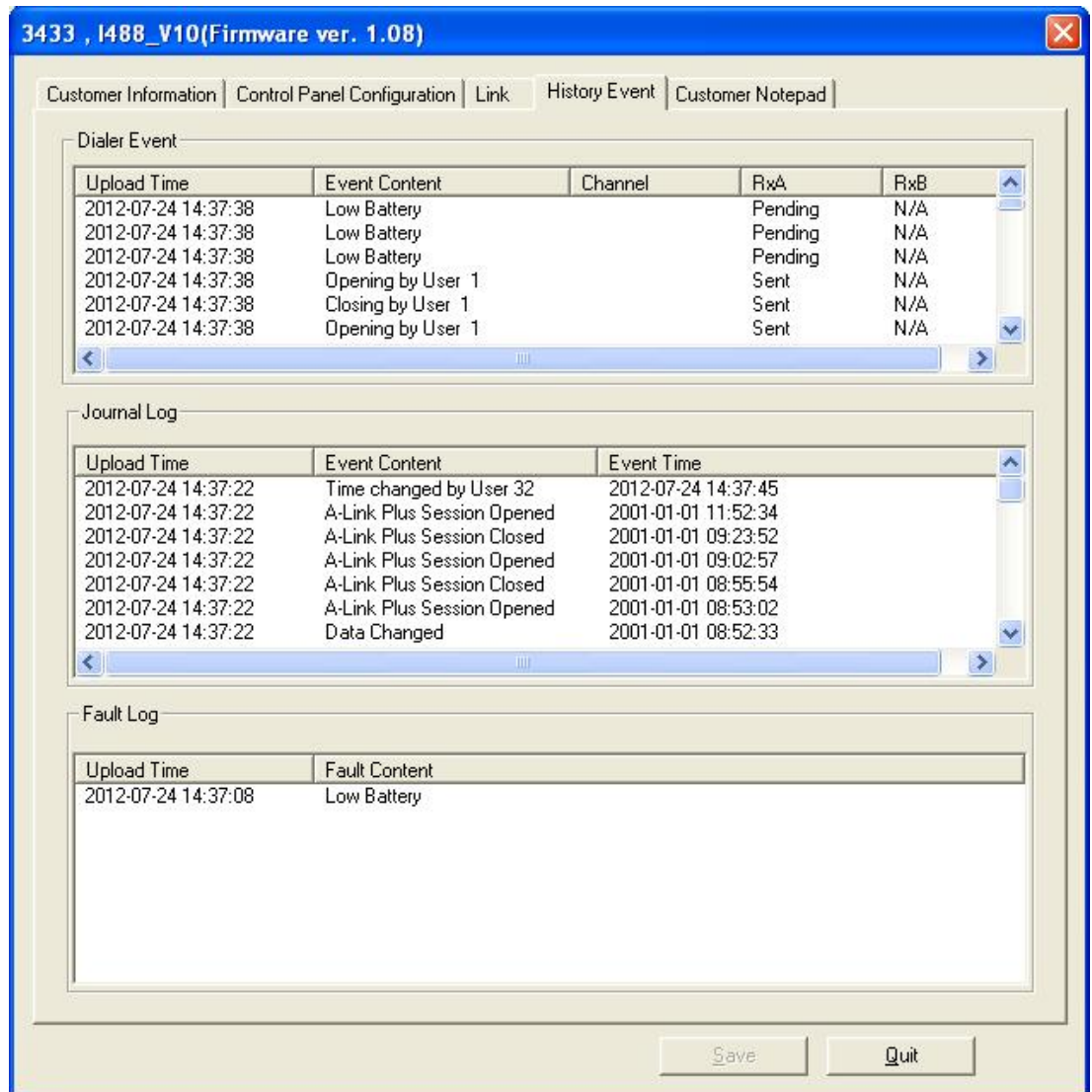


Figure 3.6: History Event Tab

To search the history:

1. Right-click the list you want to search in (Dialer Event, Journal Log, or Fault Log) and select **Search**. The **Search History** dialog opens.

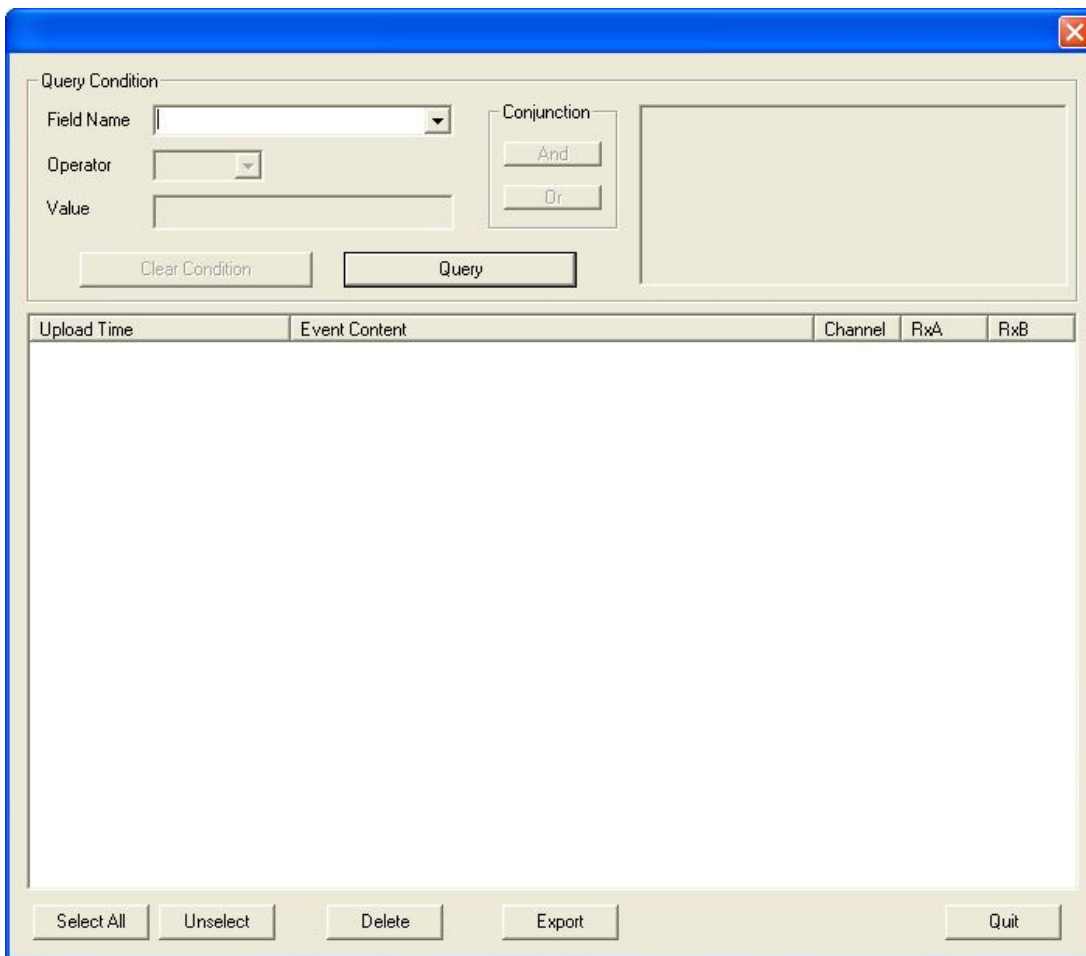


Figure 3.7: Search History Dialog

2. Use the **Query Condition** fields to define your search parameters.
3. Click **Query** to search the history.
4. When the search is complete, you can either export or delete a single event or multiple events.

3.9 Backing Up and Restoring Data

3.9.1 Back up Data

1. Select **File>Backup Data**. The **Backup Data** dialog opens.

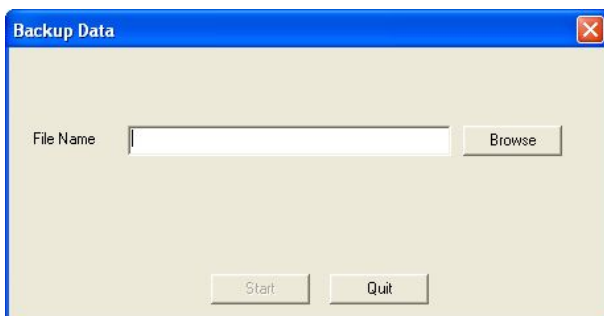


Figure 3.8: Backup Data Dialog

2. Click **Browse** and specify a location to save the backup file (.WBF).
3. Click **Start**. A-Link Plus confirms the backup was successful.

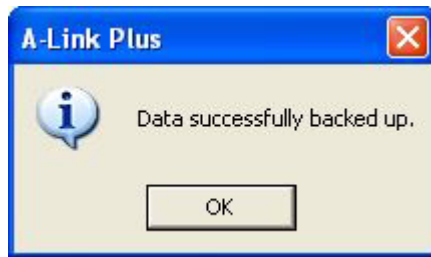


Figure 3.9: Backup Confirmation

4. Click **OK**. The backup is complete.



Notice!

A-Link Plus only backs up the following data: Access levels, user information, customer information (except for the history log), and customer group information (except for the root group).

3.9.2

Restore Data

1. Select **File>Restore Data**. The **Restore Backup Data** dialog opens.

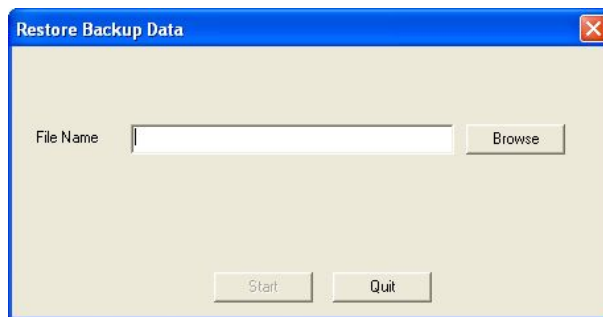


Figure 3.10: Restore Backup Data Dialog

2. Click **Browse** to find the location of the backup (.WBF) file.
3. If there is duplicate data in the backup file and A-Link Plus, A-Link Plus prompts you to either skip or overwrite the duplicate data. Click **Skip** or **Overwrite**.
Click **Apply to All Items** to apply this action to all occurrences of duplicate data.

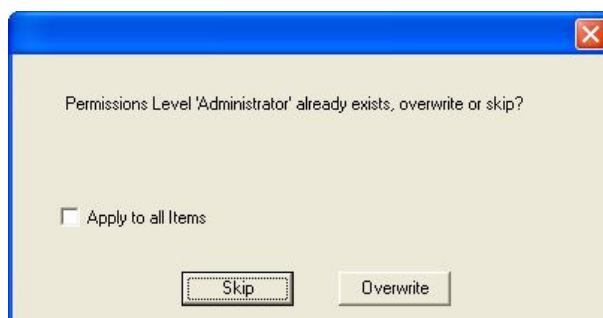


Figure 3.11: Restore Data Skip/Overwrite Dialog

4. A-Link Plus confirms that the restore was successful. Click **OK**.



Figure 3.12: Restore Confirmation

4 Transferring A-Link Plus Data

If you are using the DOS version of A-LINK, A-Link Plus provides a tool to transfer data from the DOS version of A-LINK to the Windows version of A-Link Plus.

To open the transfer tool:

1. Select **Start>All Programs>Bosch Security Systems>A-Link Plus vn.n>Transfer Tool**.
The **A-LINK Transfer** dialog opens.

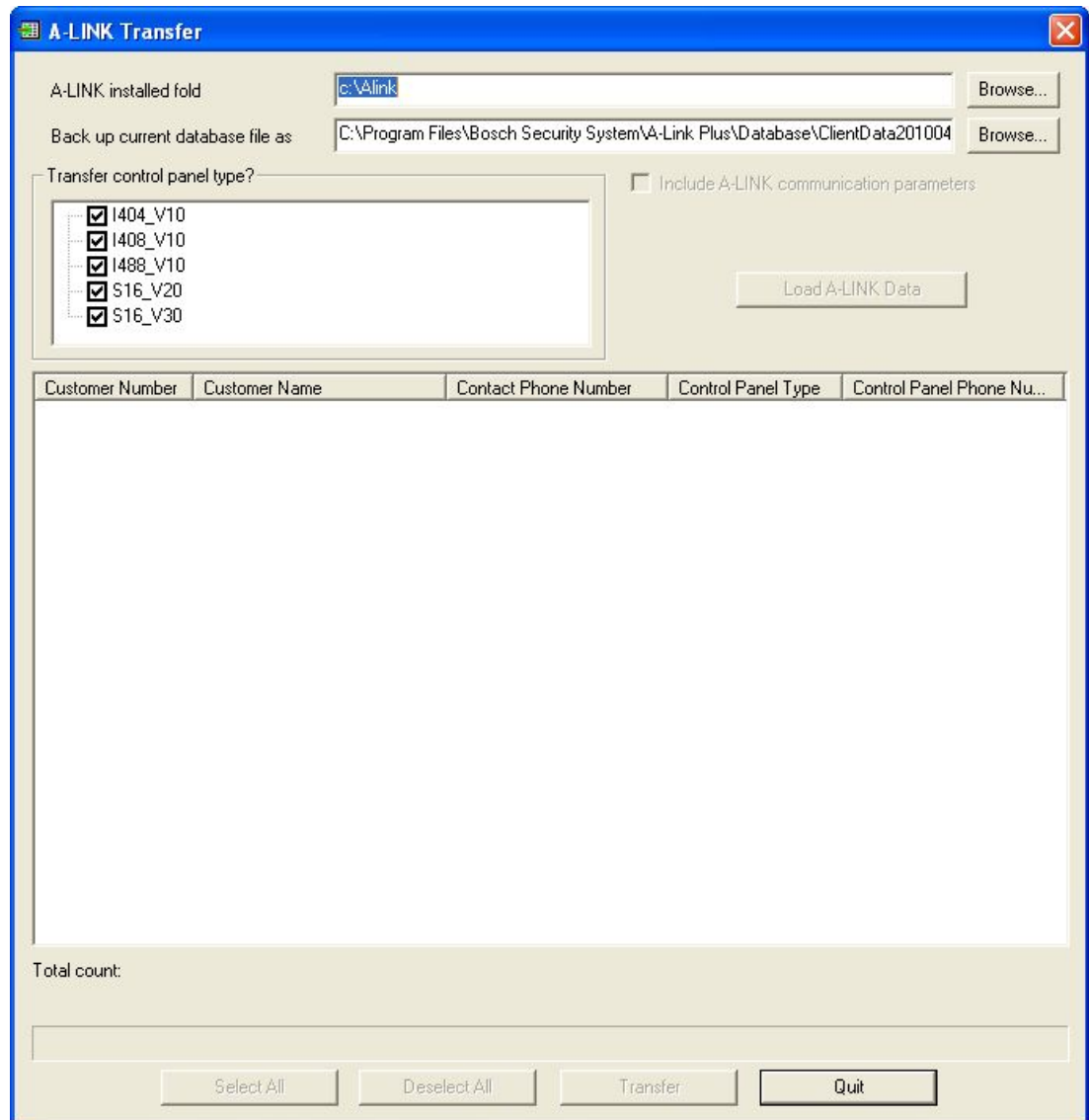


Figure 4.1: A-LINK Transfer Dialog

2. Next to the **A-LINK installed fold** field, click **Browse** and find the location for the DOS version of A-LINK.
3. Next to the **Back up current database** file as field, click **Browse** and find the location of the current A-Link Plus backup file.
4. Click **Load A-LINK Data**.
The data from A-LINK loads into the data field below.
5. Under **Transfer control panel type?**, select the control panel types that must be transferred.
6. If desired, select **Include A-LINK communication parameters**.
A-Link Plus will use the communication parameters as configured for A-LINK.

7. From the data field, select the individual data elements to transfer, or click **Select All** to select all of the data elements.
8. Click **Transfer**.
The progress bar below shows the completion rate for the data transfer.

5 Modem Settings

This section shows configuration settings for modems that were tested for use with A-Link Plus. To ensure the modem communicates properly with A-Link Plus and the control panel, use the settings shown in this section.

| Modem Tested | Modem Register Strings, DIP Switch Settings |
|---|--|
| Banksia Bit Blitzer 12E | S2=43 S6=2 S7=100 S8=2 B0 DIP Switch Settings: 1=OFF, 2=OFF, 3=ON, 4=OFF, 5=ON, 6=OFF, 7=ON, 8=ON, 9=ON, 10=ON |
| Banksia Bit Blitzer XM124S/RFAX | S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M3 L3 |
| Banksia PCMCIA MyFast Modem v.34 - 33.6K | S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 %C0 X0 M1 |
| Banksia MyVoice Modem - 33.6K | S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M1 |

Table 5.1: Settings for Banksia Modems

| Modem Tested | Modem Register Strings |
|--|--|
| Datacraft Multispeed V32 BIS (Dataplex) Telecom | &F0 F1 S2=43 S6=2 &K0 V0 S7=150 S8=2 S10=21 M2 L2 |
| Dataplex DPX596 | S2=43 S6=2 S7=60 S8=2 F1 &E0 *E0 %F0 *F0 S9=2 S10=100 X0 M1 |

Table 5.2: Settings for Dataplex Modems

| Modem Tested | Modem Register Strings |
|-------------------|--|
| Dynalink V1414VQH | S2=43 S6=2 S7=100 S8=2 S37=3 N0 ¥N0 B0 V0 S9=2 S10=100 X0 M3 L3 |
| Dynalink V1428VQH | S2=43 S6=2 S7=100 S8=2 S37=3 N0 ¥N0 B0 V0 S9=2 S10=100 X0 M3 L3 |

Table 5.3: Settings for Dynalink Modems

| Modem Tested | Modem Register Strings |
|------------------|--|
| Hayes ACCURA | S2=43 S6=2 S7=100 S8=2 V0 B15 S9=2 S10=100 X0 M3 L3 &Q0 NOTE: In Modem Strings , replace the B0 command with B15 . |
| Hayes OPTIMA | S2=43 S6=2 S7=100 S8=2 V0 B15 S9=2 S10=100 X0 M3 L3 NOTE: In Modem Strings , replace the B0 command with B15 . |
| Hayes OPTIMA 144 | S2=43 S6=2 S7=100 S8=2 B15 S9=2 S10=100 X0 M3 L3 &Q0 |

NOTES:

- In **Modem Strings**, replace the **B0** command with **B15**.
- Version 1.10 only synchronizes by initiating a modem call from the control panel (operate callback command through keypad).

Table 5.4: Settings for Hayes Modems

| Modem Tested | Modem Register StringS |
|----------------------|--------------------------------------|
| Lightspeed 5600 ASVD | S2=43 S6=2 S7=100 S8=2 S10=255 X0 M1 |

Table 5.5: Settings for Lightspeed Modems

| Modem Tested | Modem Register Strings |
|-----------------------|--|
| Maestro Executive 96M | S2=43 S6=2 S7=100 S8=2 B0 %C0 V0 S9=2 S10=100 X0 M3 L3 |

Table 5.6: Settings for Maestro Modems

| Modem Tested | Modem Register Strings |
|----------------------------|--|
| Netcomm 1234 | S2=43 S6=2 S7=100 S8=2 B0 V0 S9=2 S10=100 X0 M2 L3 NOTE: This modem has problems interpreting transmissions on some bit patterns. This problem might interfere with uploading data from the control panel. |
| Netcomm Smart Modem V32 M5 | S2=43 S6=2 S7=100 S8=2 S0=0 ¥N0 %C0 %E0 #J0 &C0 S9=2 S10=100 X0 M1 NOTES: - In Modem Settings , replace the B0 command with B15 . - Switches SW1-SW5 = DOWN, SW6-SW8 = UP |
| Netcomm Voice Master 288 | S2=43 S6=2 S7=100 S8=2 V0 B0 %C0 &Q0 S9=2 S10=100 X0 M2 L2 |

Table 5.7: Settings for Netcomm Modems

| Modem Tested | Modem Register Strings |
|-----------------------------|--|
| Spirit Cobra 33600 | B1 S2=043 S7=255 S8=2 S9=10 S10=100 +MS=0,0,300,300 ¥N0 X1 M3 L3 |
| Spirit Ventura 33.6K PCMCIA | S2=43 S6=2 S7=100 S8=2 B0 S9=2 S10=100 X0 M1 |
| Spirit Viper | S2=43 S6=2 S7=100 S8=2 S37=1 N0 B0 S9=2 S10=100 X0 M3 L3 %C0 %E0 V0 NOTE: For some older Viper modems, set Programming Location 899 to 14 . |

Table 5.8: Settings for Spirit Modems

| Modem Tested | Modem Register Strings |
|--------------|------------------------|
|--------------|------------------------|

| | |
|--------------------|---|
| Xstreama XT2814SAM | S2=43 S6=2 S7=100 S8=2 S9=2 V0 S10=100 X0 M2 &Q6 %C0 S37=1 N0 F1 |
|--------------------|---|

Table 5.9: Settings for Xstreama Modems

| Modem Tested | Modem Register Strings |
|--------------|--|
| Zoom V.32BIS | S2=43 S6=2 S7=100 S8=2 %C0 &Q6 S37=1 N0 &C1 B0 S9=2 S10=100 X0 M3 L3 V0 |

Table 5.10: Settings for Zoom Modems

| Modem Tested | Modem Register Strings |
|----------------------------|---|
| ZyXEL Alink 2.61 and later | S2=43 S6=2 S7=100 S8=2 V0 &N16 &K0 &M0 &H0 &C0 *Q0 S9=2 S10=100 X0 M3 L3 |

Table 5.11: Settings for ZyXEL Modems**Bit Blitzer 12E**

The Bit Blitzer 12E Modem has a 10-position DIP switch bank located on the underside of the case. These DIP switches allow for easy configuration. Refer to *Bit Blitzer 12E*, page 28 and *Bit Blitzer 12E*, page 28 when using the Bit Blitzer 12E Modem with A-Link Plus.

| Modem String Description | Modem String Setting |
|---------------------------|---|
| Modem String | ATE0Q0B0 |
| Modem Dial String | DT |
| Modem Answer String | A |
| Modem Disconnected String | H0 |
| Carrier Loss Detection | 200 |
| Modem Register Strings | S2=43 S6=2 S7=100 S8=2 S9=2 S10=100 X0 M1 |
| Error Retries | 20 |

Table 5.12: String Settings for the Bit Blitzer 12E Modem

| DIP Switch | Setting |
|------------|---------|
| 1 | OFF |
| 2 | OFF |
| 3 | ON |
| 4 | OFF |
| 5 | ON |
| 6 | OFF |
| 7 | ON |
| 8 | ON |

| DIP Switch | Setting |
|------------|---------|
| 9 | ON |
| 10 | ON |

Table 5.13: DIP Switch Settings for the Bit Blitzer 12E Modem

GENPAC 32C Modem

| Modem String Description | Modem String Setting |
|--------------------------|----------------------|
| Modem String | ATE0Q0&F2S0=0 |
| Modem Register Strings | X0M1 |

Table 5.14: String Settings for the GENPAC 32C Modem

Maestro Jetstream Series 3 Modem

| Modem String Description | Modem String Setting |
|---------------------------|--|
| Modem String | ATE0Q0B0 |
| Modem Dial String | DT |
| Modem Answer String | A |
| Modem Disconnected String | H0 |
| Carrier Loss Detection | 200 |
| Modem Register Strings | S2=43 S6=2 S7=100 S8=2 S9=2 S10=100 X0¥N0 M3 L3 B0 V0 +MS=V21 |
| Error Retries | 20 |

Table 5.15: String Settings for the Maestro Jetstream Series 3 Modem

Maestro Jetstream M240 V92 Modem

| Modem String Description | Modem String Setting |
|---------------------------|--|
| Modem String | ATE0Q0B0 |
| Modem Dial String | DT |
| Modem Answer String | A |
| Modem Disconnected String | H0 |
| Carrier Loss Detection | 200 |
| Modem Register Strings | S2=43 S6=2 S7=100 S8=2 S9=2 S10=100 X0¥N0 M3 L3 B0 V0 +MS=V21 |
| Error Retries | 20 |

Table 5.16: String Settings for the Maestro Jetstream M240 V92 Modem

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