



MULTIPATH-IP Upload/Download

Concept Serial

SYSTEM REQUIREMENTS

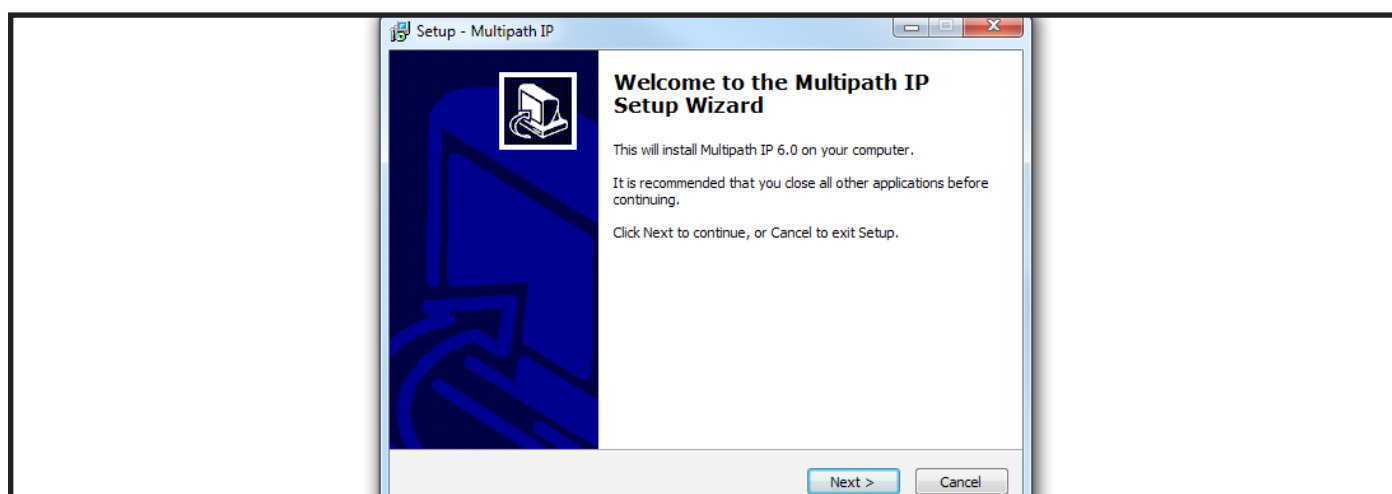
Operating system – Microsoft Windows 7, 8, 8.1 and Windows 10.

Internet Connection - A High speed broadband Internet connection is recommended for use of the Multipath-IP upload/download feature.

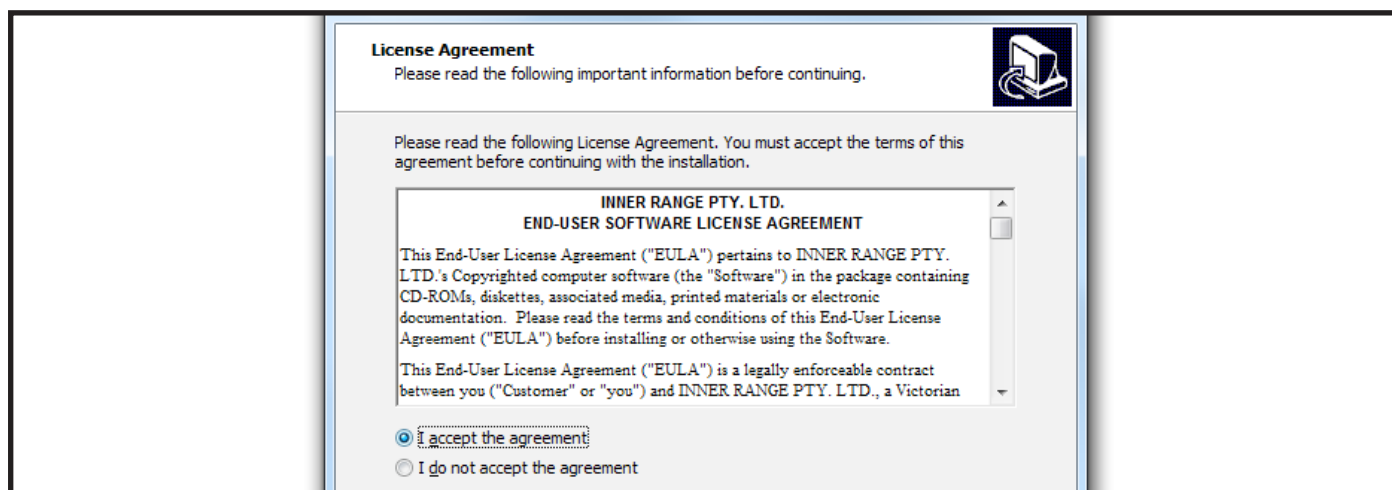
Multipath-IP bureau software – If you do not already have access to the Multipath-IP bureau software, please contact your monitoring provider. Once your Bureau login has been created and configured by your Monitoring Centre, they will provide you with a software download link, Bureau software configuration file and a username and password.

Note: If you have any issues connecting with your Multipath-IP bureau software or login credentials please contact the Multipath-IP support department. multipath.support@innerrange.com.

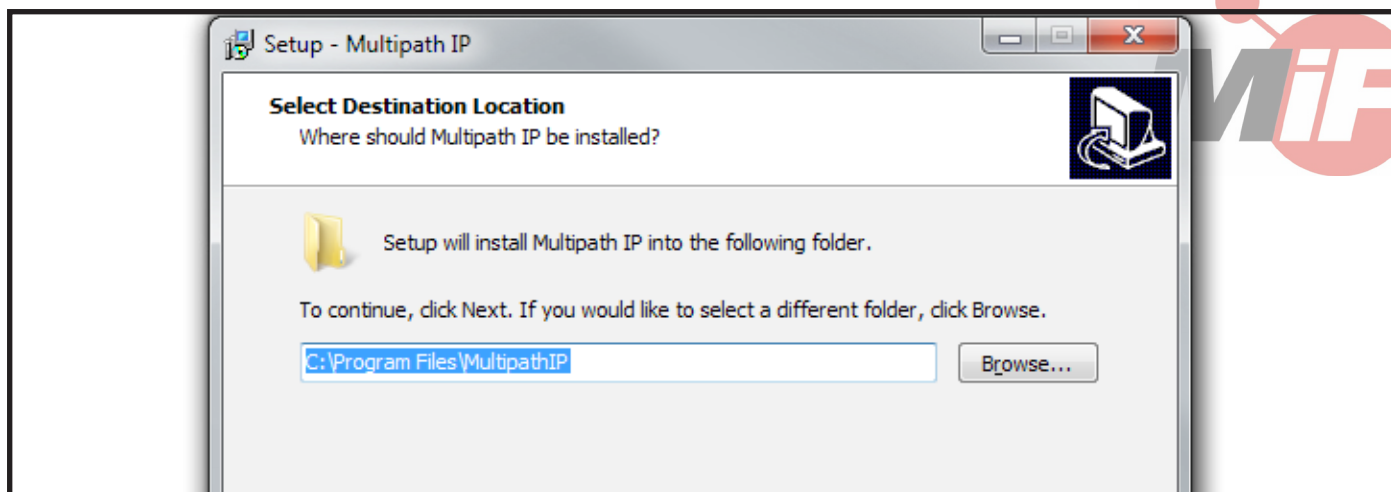
INSTALLING THE MULTIPATH-IP UPLOAD/DOWNLOAD FEATURE



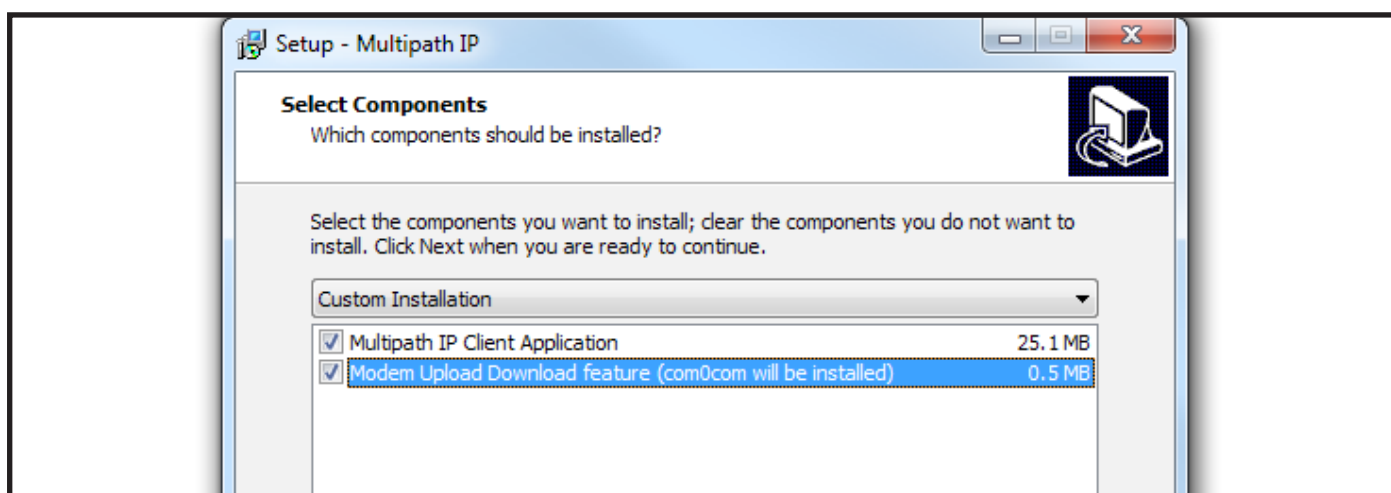
Run the latest version of the Multipath-IP Client Installer. Click next on the first window of the installation wizard and you will be presented with the Multipath-IP License Agreement.



If you agree to the Inner Range terms and conditions click next to proceed.

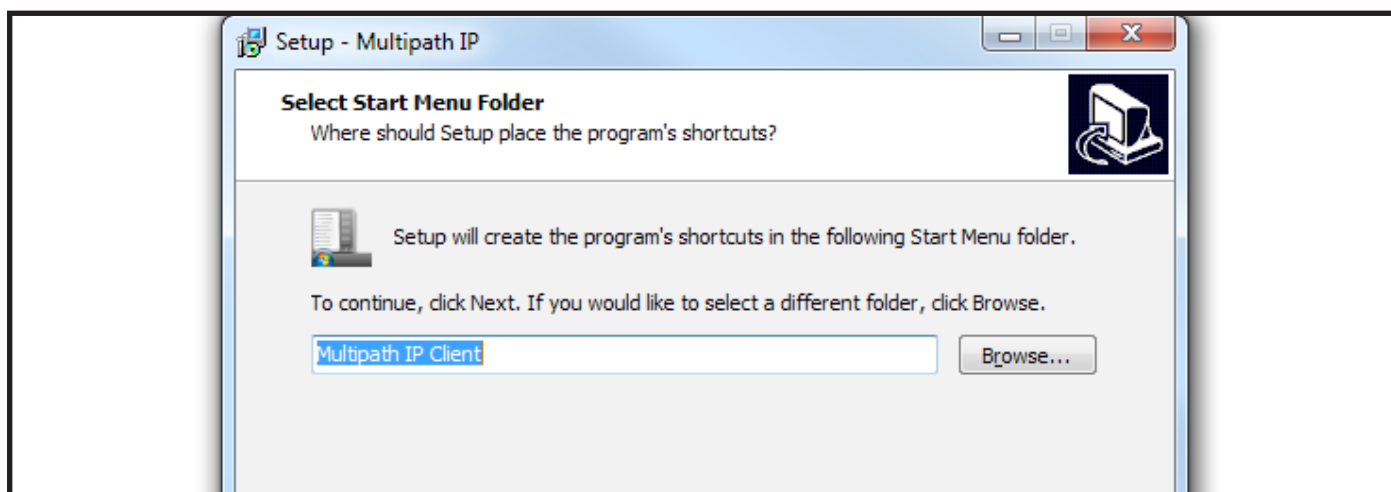


The next window will present you with the option to change the location for the Multipath-IP installation. Click Next to continue or click browse to change the installation directory.

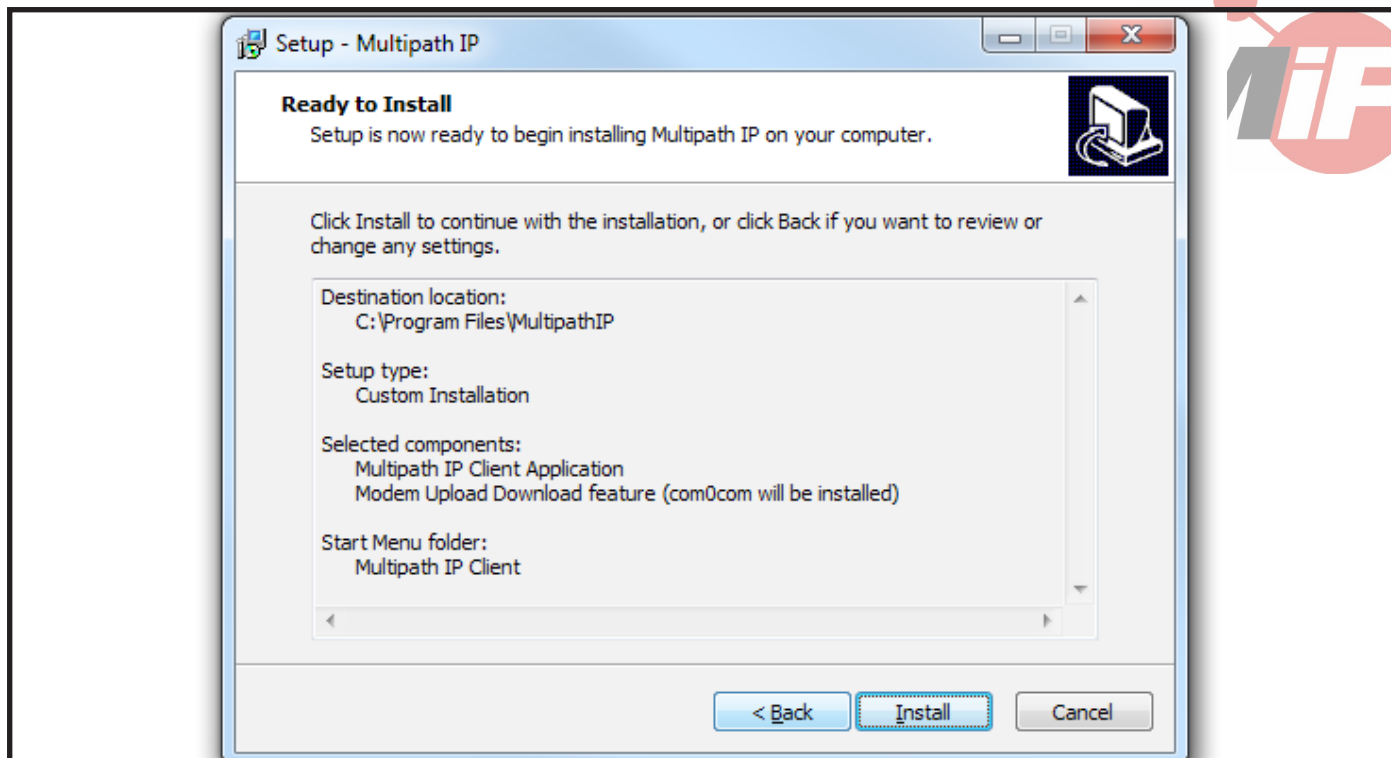


When you reach the Select Components window, be sure to tick the Modem Upload/Download (Com0Com) check box. If you do not tick this option, the Modem Upload/Download feature will not be installed on your machine. Click Next to continue.

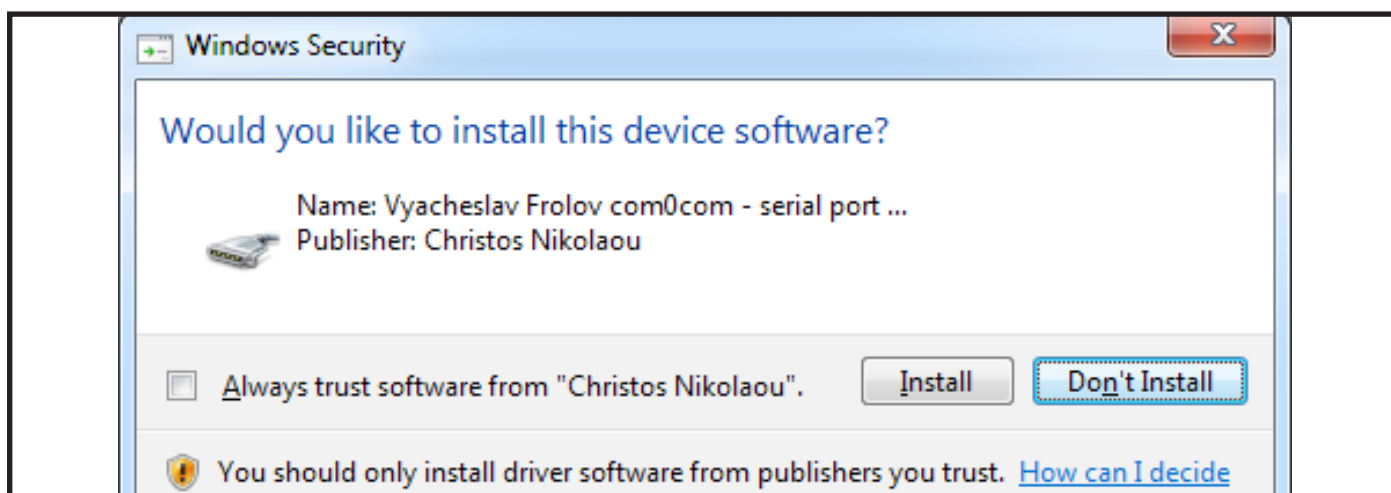
Note: If you already have com0com installed on your PC, do not tick the install com0com option. Doing so will cause the installation of com0com to fail.



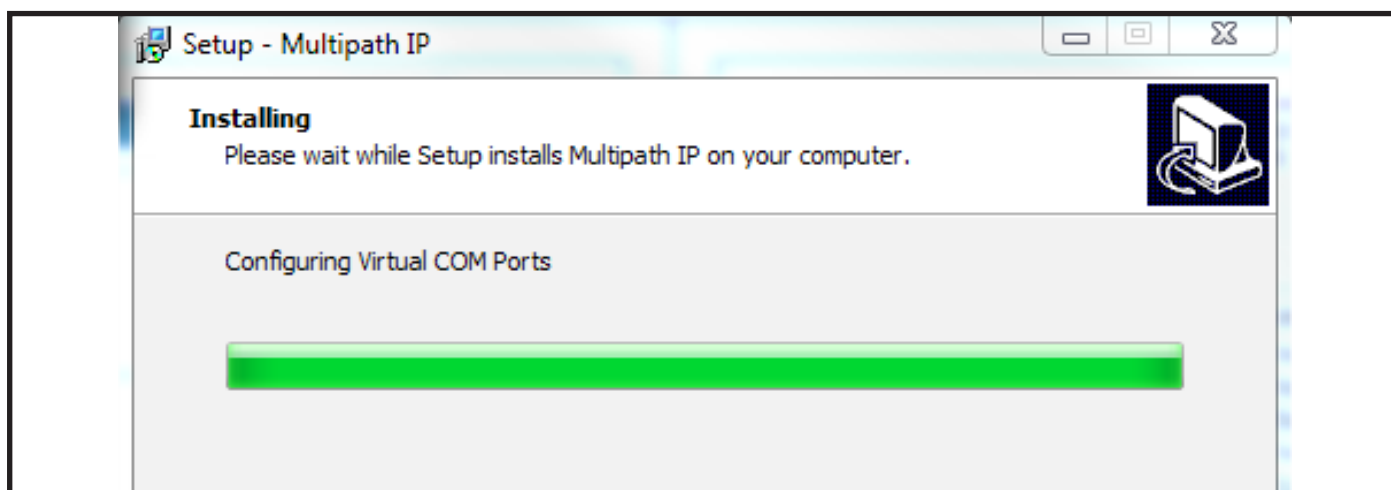
Choose a name for the start menu folder and Click Next.



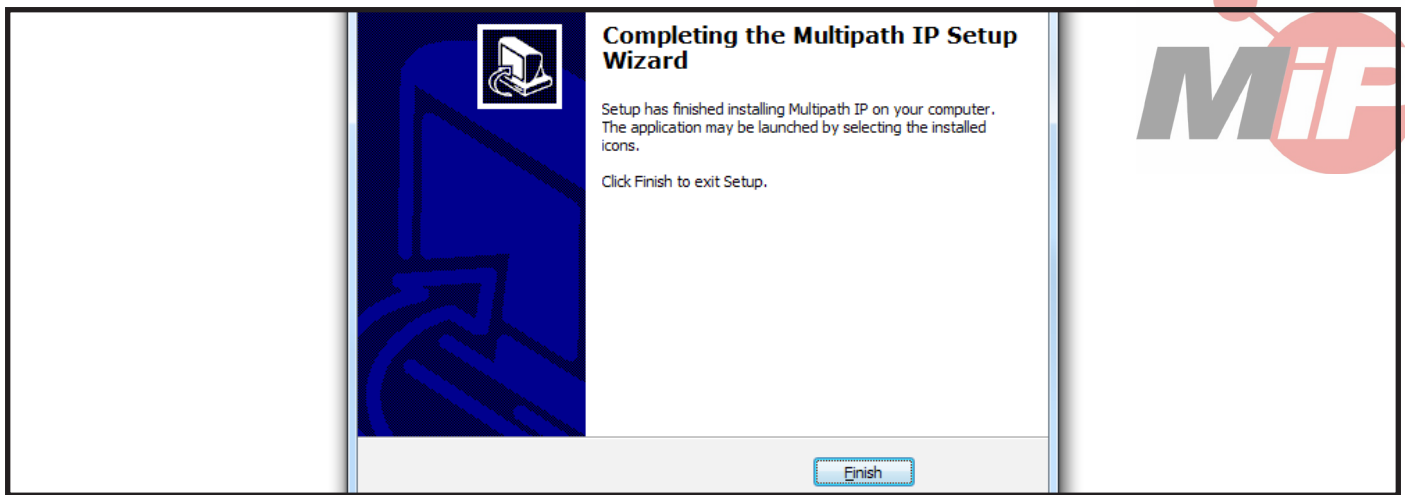
Click Install to confirm your installation options and start the installation process.



Before a device is installed on your PC, you will be prompted by Windows Security to acknowledge the installation. Each time you are prompted, click Install and the applicable virtual com ports will be installed on your machine.

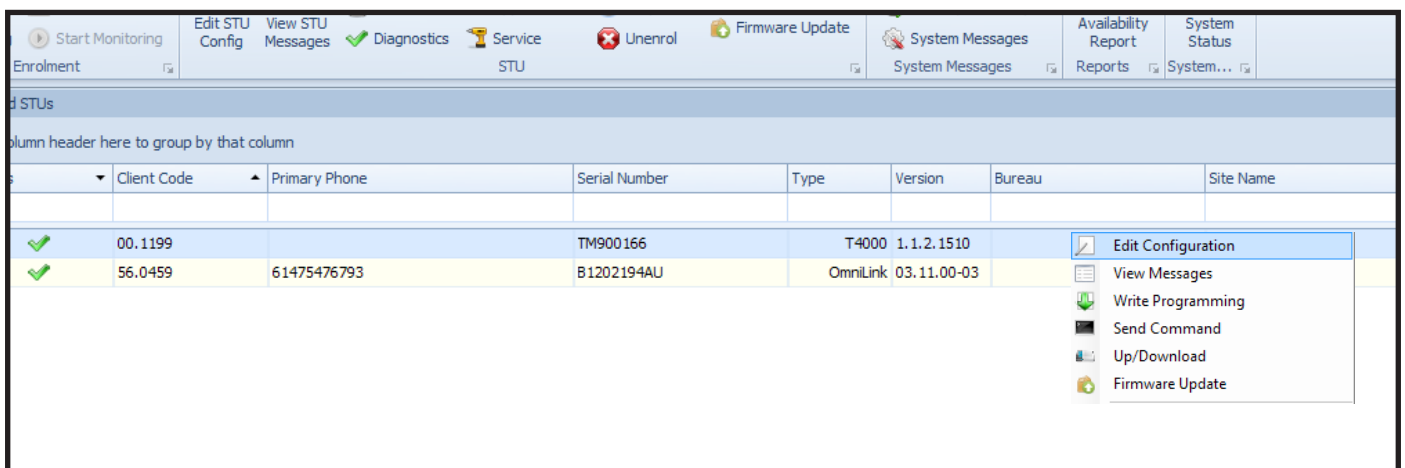


The Multipath-IP installation process will begin and the Modem Upload/Download virtual Com port pair will be created.

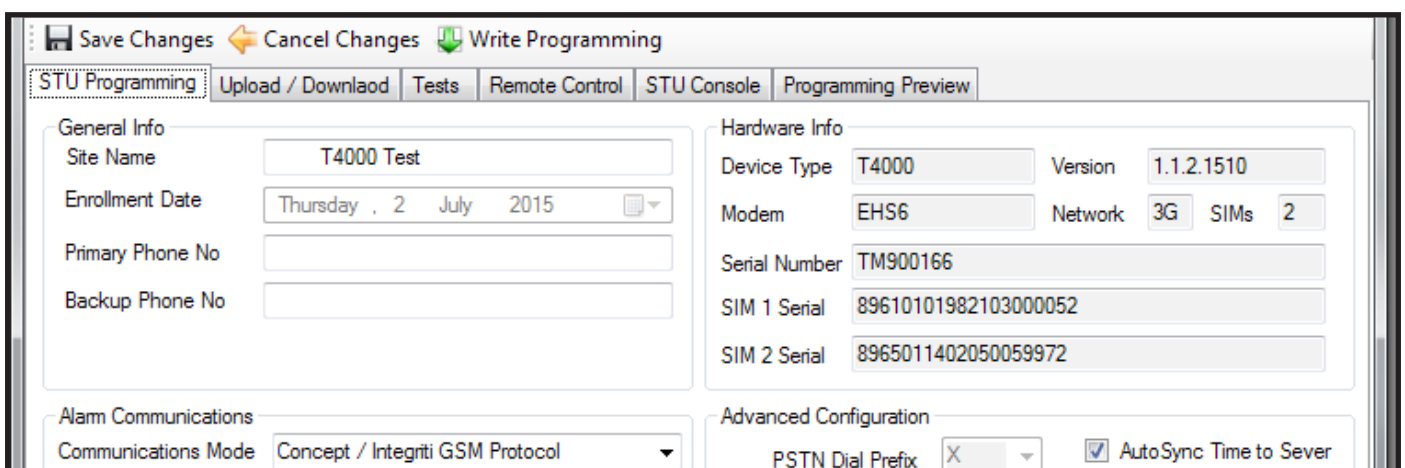


Once everything has been installed you will be presented with the finish installation window. Click Finish to confirm the Multipath-IP installation.

MULTIPATH-IP UPLOAD/DOWNLOAD CLIENT SETUP



Log in to the Multipath-IP client and all of your allocated Multipath-IP devices will be displayed. Right click the T4000 that is going to be used for Upload/Download and click Edit Configuration as shown below.



When Edit Configuration has been selected the following window below will be shown.

STU Programming Upload / Download Tests Remote Control STU Console Programming Preview

Configuration for Over-the-air upload/download of the connected alarm panel.

Select the panel type from the Preconfigured Settings list. If the client's panel type is not listed contact Multipath-IP support.

☒ Preconfigured Settings Concept Serial [Click for Online Help](#)

☐ Customized Settings (Advanced users only)

Mode	Direct Serial
Modem Settings	
CommsChannel	Channel A
CommsDuplex	Full
CommsMethod	Comms V21
HtxCarrier	False
RxGain	0
TxGain	0
Serial Settings	
BaudRate	9600
DataBits	8
Parity	None
SerialInterface	RS232 - Uart

Notes

Navigate to the Upload/Download tab and select the appropriate Panel in the Preconfigured Settings.

el Changes Write Programming

Download Tests Remote Control STU Console Programming Preview

T4000 Test

Monday, 2 July 2015

Hardware Info

Device Type T4000 Version 1.1.2.1510

Modem EHS6 Network 3G SIMs 2

Serial Number TM900166

SIM 1 Serial 89610101982103000052

SIM 2 Serial 8965011402050050072

Click Write Programming and wait for the appropriate settings to be programmed into the T4000. Be sure to let this process complete before closing the Edit Configuration window.

STARTING THE MULTIPATH-IP UPLOAD/DOWNLOAD PROCESS

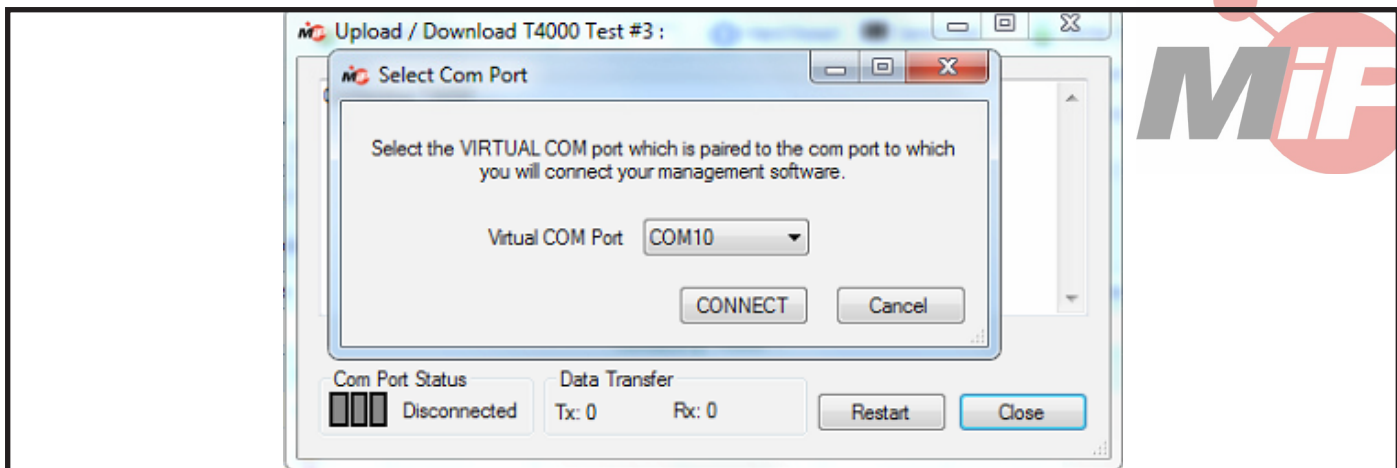
STUs

Column header here to group by that column

	Client Code	Primary Phone	Serial Number	Type	Version	Bureau	Site Name
✓	00.1199		TM900166	T4000	1.1.2.1510		
✓	56.0459	61475476793	B1202194AU	OmnLink	03.11.00-03		

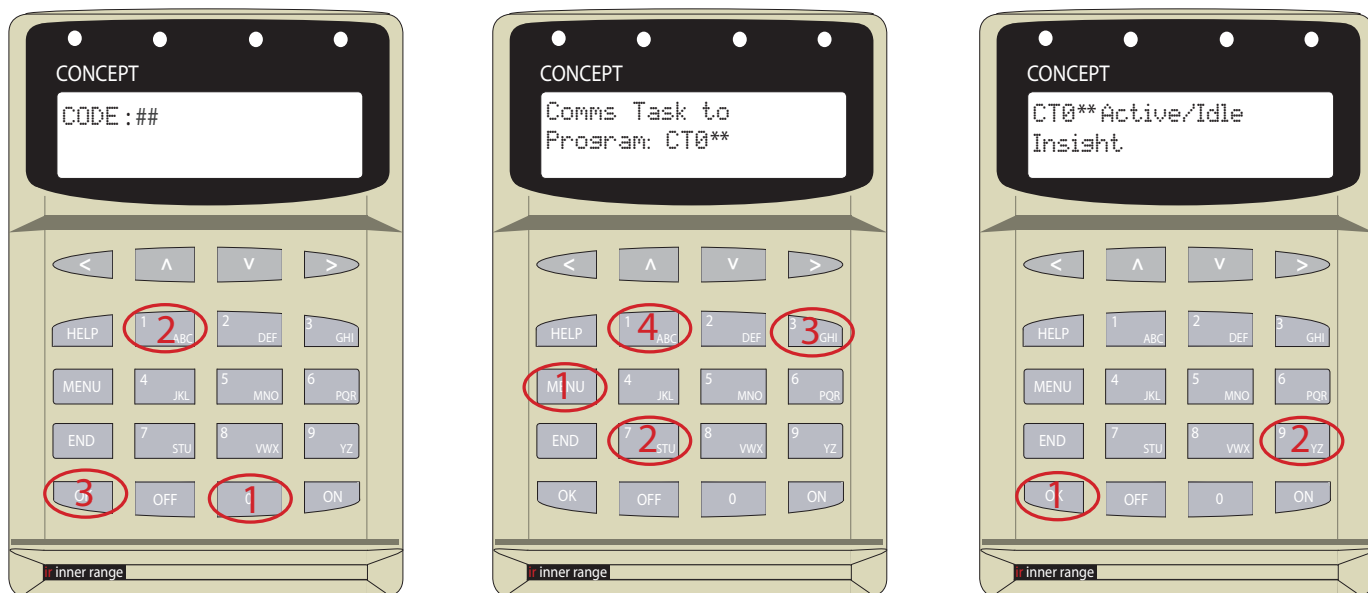
- Edit Configuration
- View Messages
- Write Programming
- Send Command
- Up/Download
- Firmware Update
- Reset Up/Download Statistics
- Start Review
- Suspend Monitoring
- Unenrol

In the Multipath-IP Client, right-click the T4000 that is going to be used for Upload/Download and Click Upload/Download.

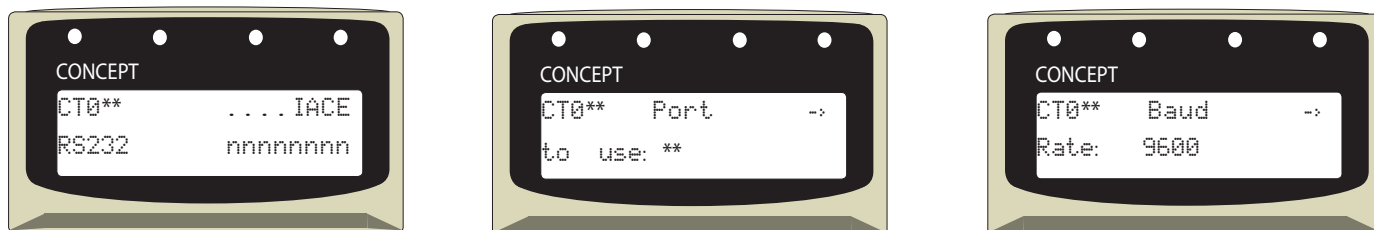


Start the Multipath-IP Upload/Download feature and select the other half of the Virtual COM Port Pair (e.g COM10 as per above) and click CONNECT.

INSIGHT SETUP - CONCEPT COMMS TASK KEYPAD SETUP

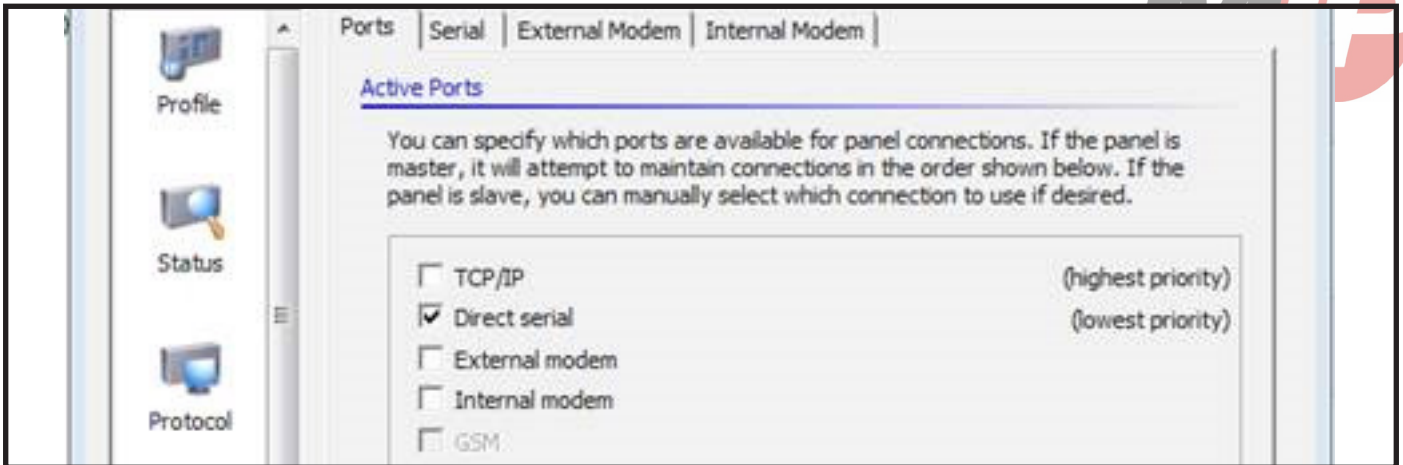


Log on the Concept Keypad with the installer pin and press OK. (The default installer pin is 01). Press MENU - 7 - 3 - 1 to access the comms tasks programming. Idle the Insight comms task by pressing 9.

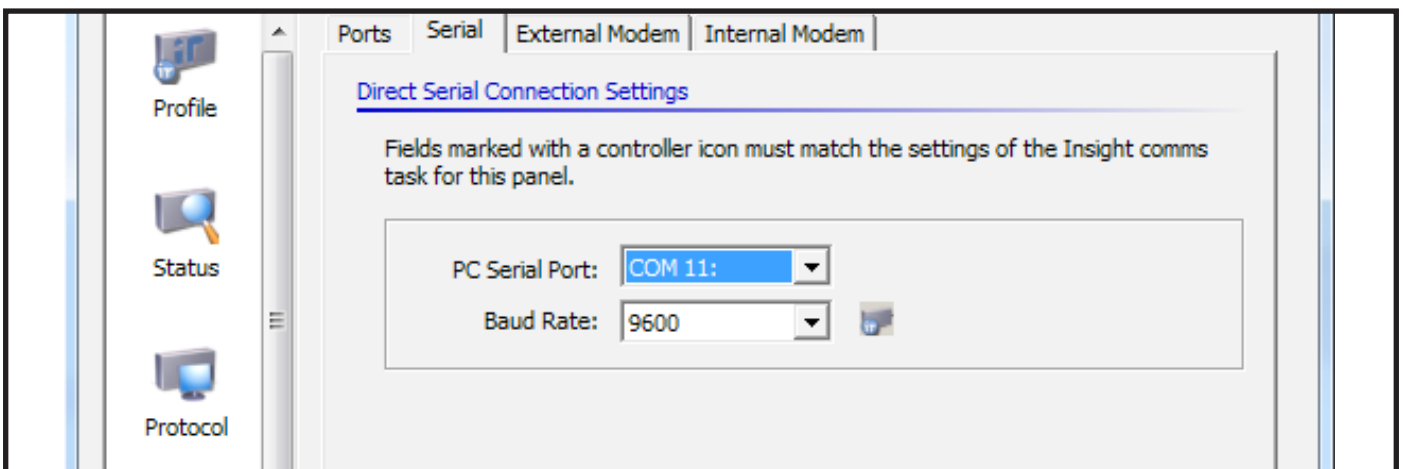


On the Concept Keypad, flag the ACE options in the RS232 section of the Insight Comms Task. You will also need to set BAUD Rate to 9600 and set the appropriate port on the UART.

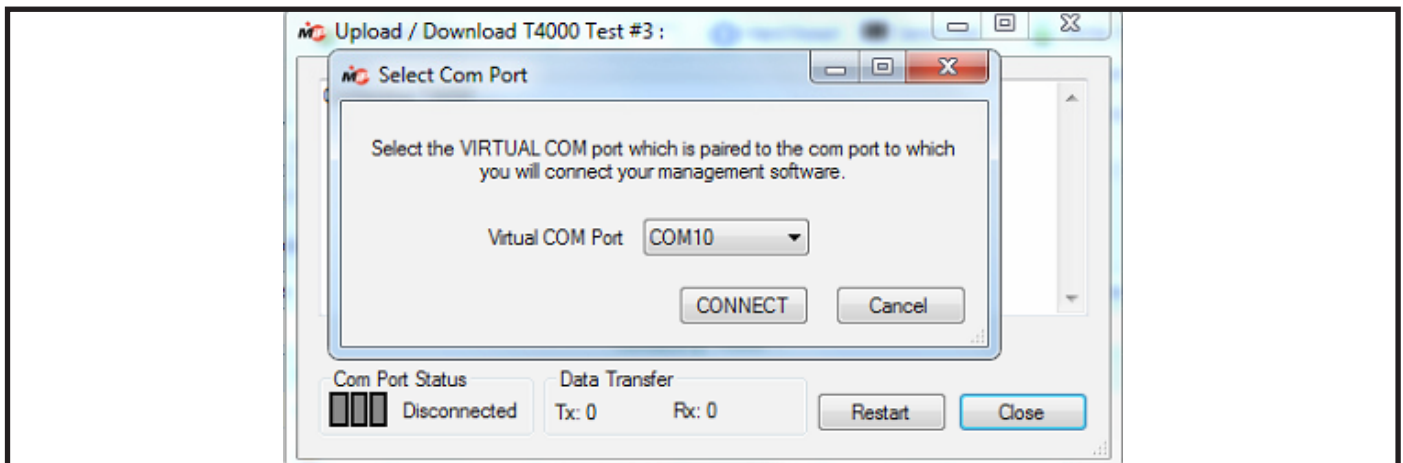
INSIGHT SETUP - SOFTWARE SETUP



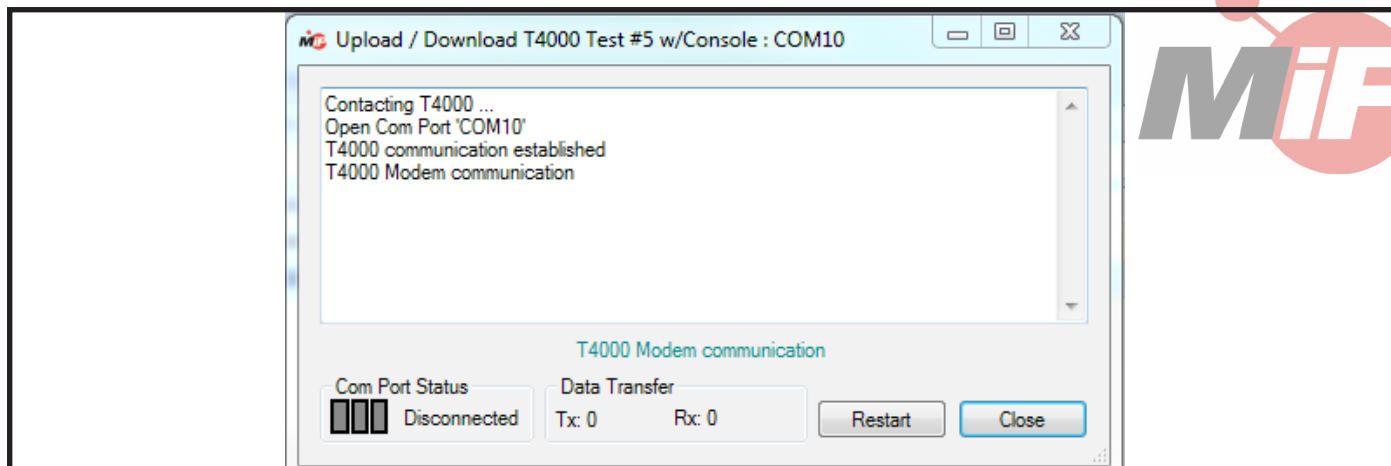
Open your Insight Software and right click your Panel. Navigate to the Ports menu and check Direct Serial as pictured.



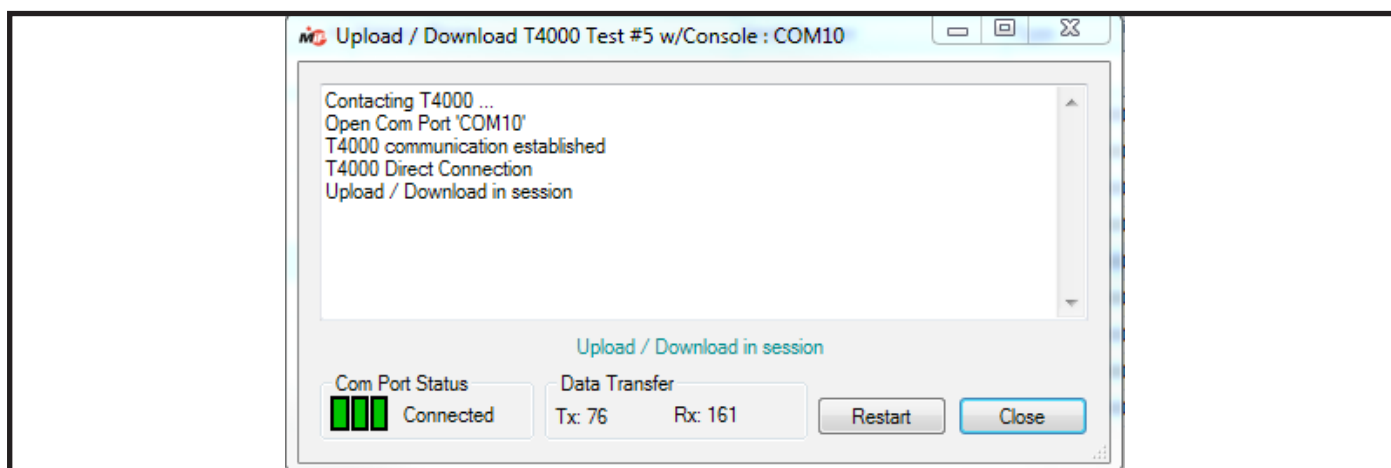
Navigate to the Serial tab and set the COM Port to the other half of the Virtual COM Port pair e.g COM11. Make sure there are no port conflicts on any other comms tasks as they can interfere with the Insight Comms Task.



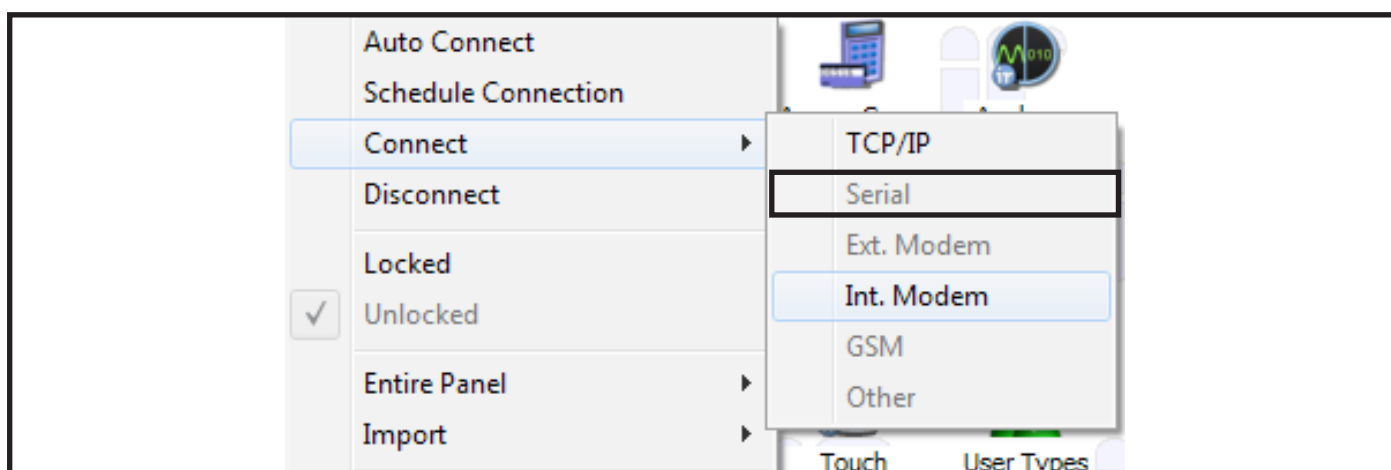
Start the Upload/Download with the applicable T4000. In the Multipath-IP Software Select COM10 or the applicable COM Port you have set up and click on CONNECT.



Once the T4000 has reached its Modem Communication state as pictured, you can attempt the connection on the Insight Software.



In the Multipath-IP Upload/Download connection window you will see the Com Port Status go green and Connected will be displayed when the virtual com ports are connected. If the Upload/Download is transmitting data you will see the Upload/Download window display Upload/Download in session.

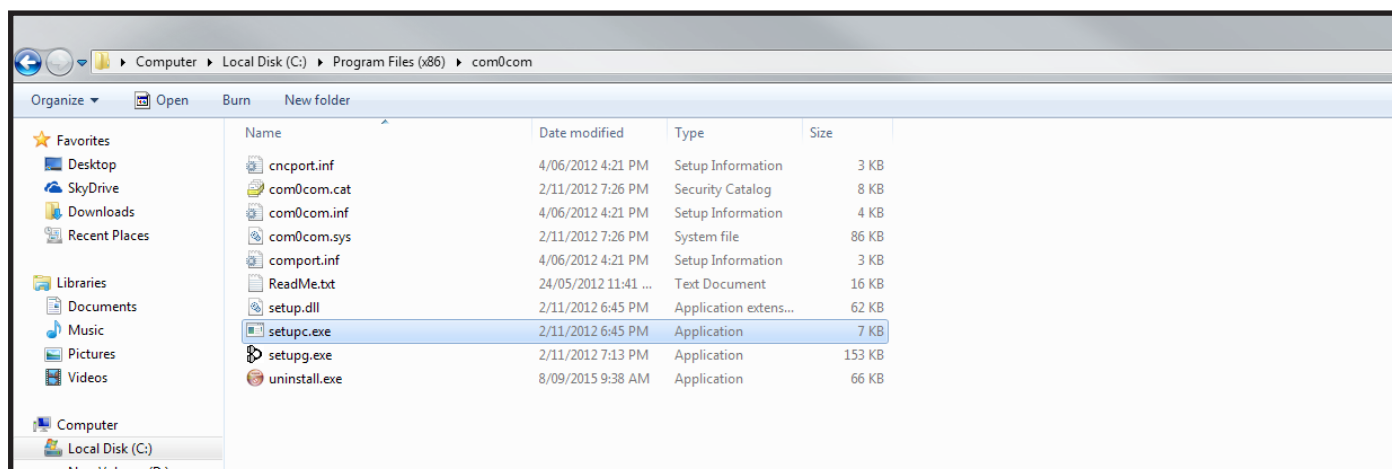


Locate your Panel in the Insight Software and connect to it by selecting the option in the Connect menu as shown.

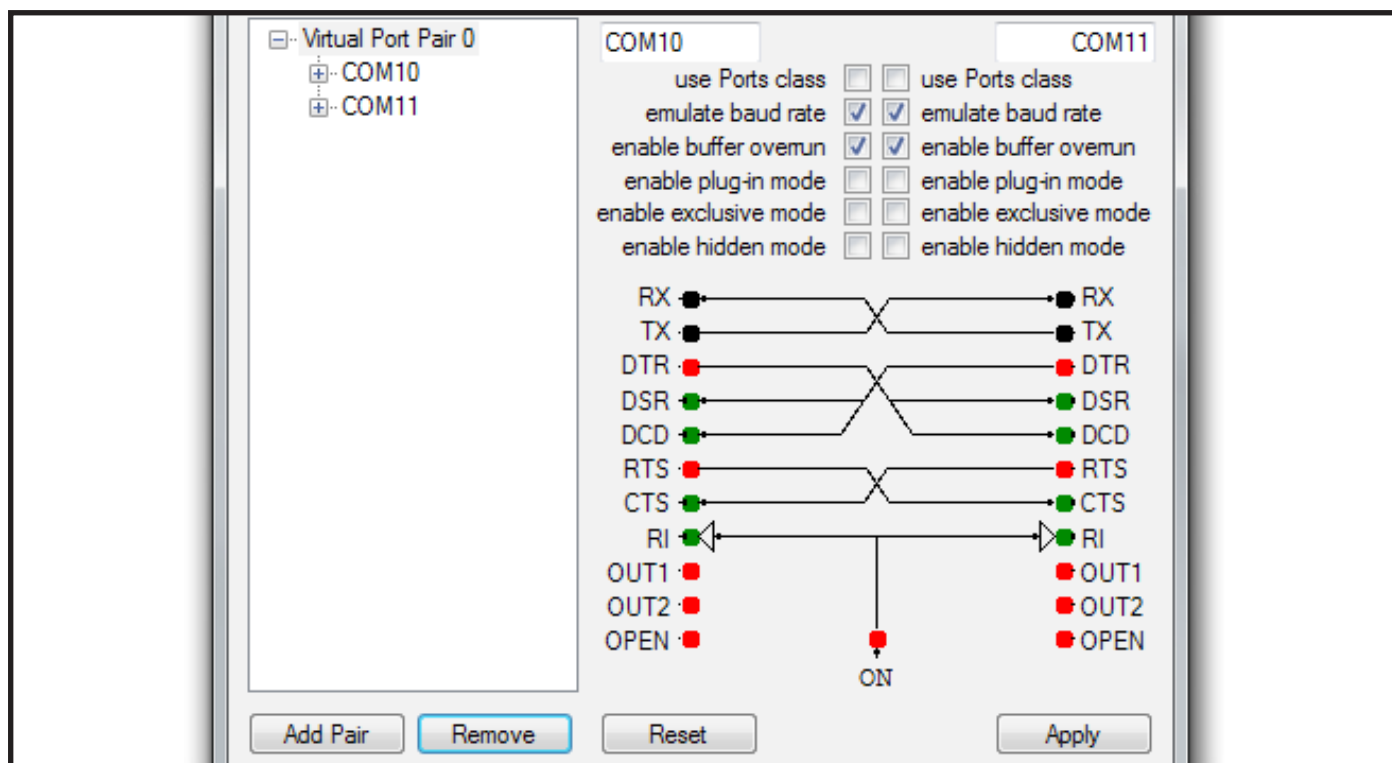
CREATING A NEW COM0COM COM PAIR (ADVANCED)

If COM ports 10 & 11 are already in use follow the instructions below to create an additional COM port pair that will be used with the Multipath-IP Upload/Download feature. COM Ports 10 & 11 are the virtual COM ports that are automatically created with the Multipath-IP installation.

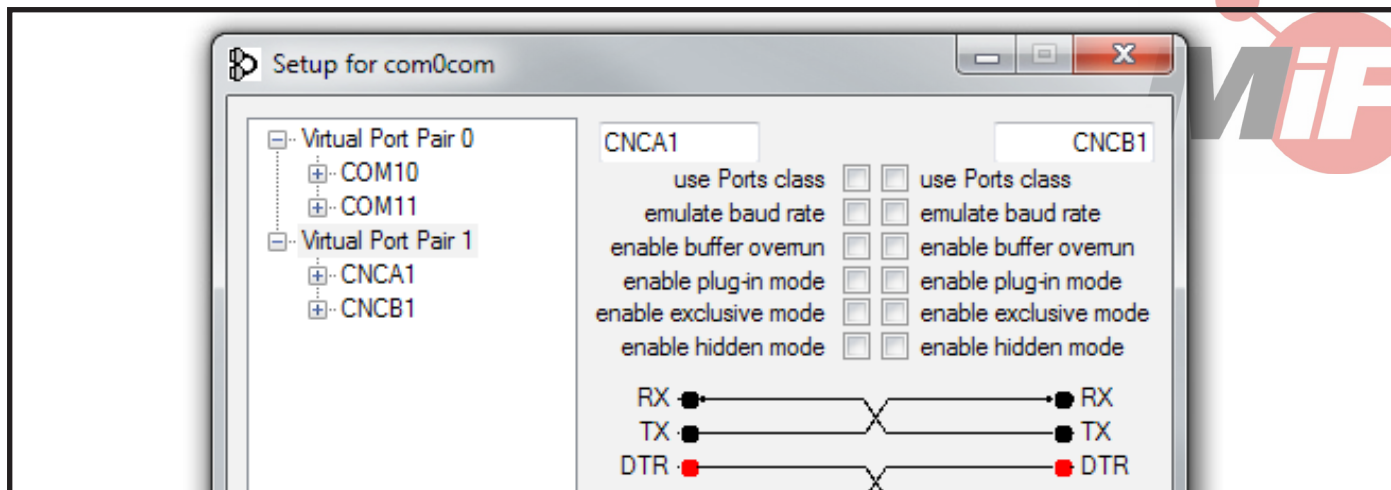
Navigate to the COM0COM installation directory C:\Program Files (x86)\com0com\



Open the program setupg.exe. This is the program used to create and modify the virtual com ports.



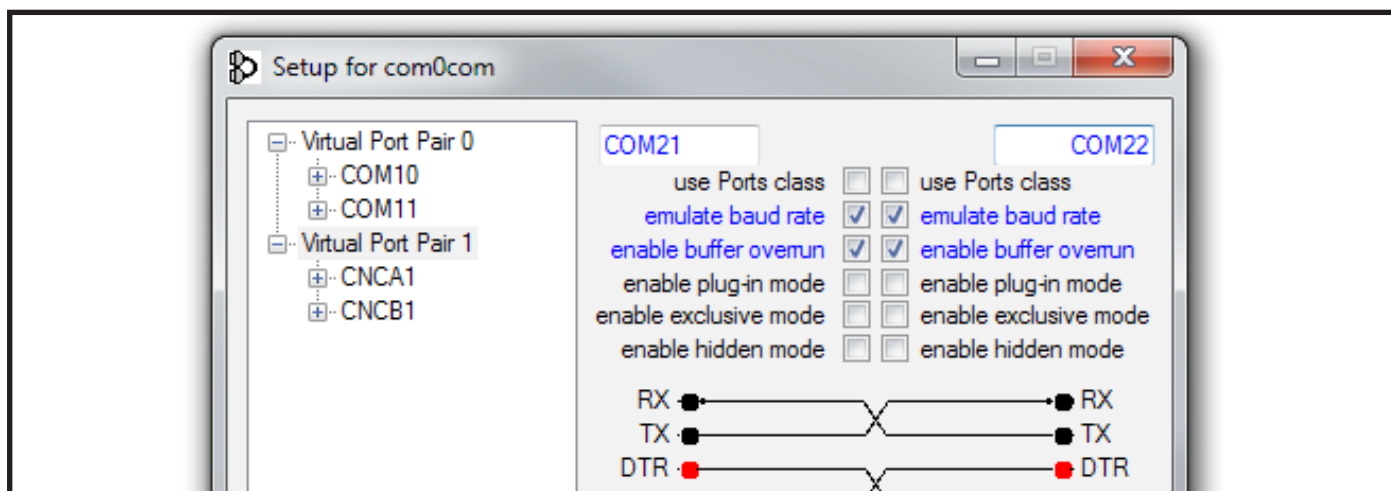
Click on Add Pair to create a new COM port pair that will be used for the Multipath-IP Upload/Download feature.



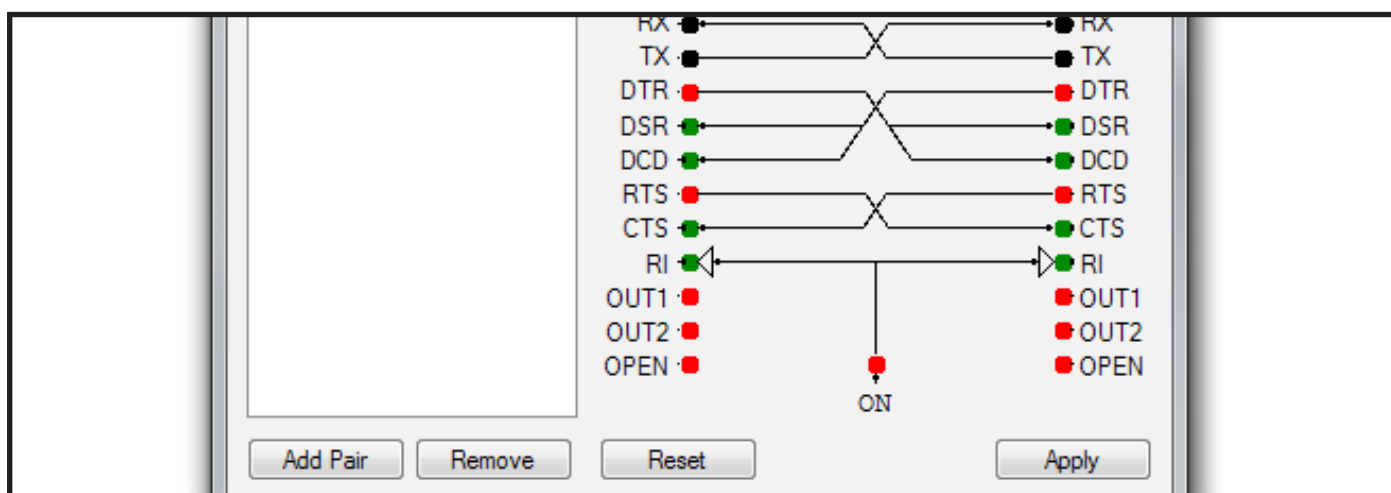
Clicking the Add Pair button will create a new Virtual Port Pair. To configure the Virtual Port pair for use with the Multipath-IP Upload/Download feature you will need to configure the following options.

The name of the COM ports will need to be changed from CNCA1 to COM** and CNCB1 to COM**

** Will be your chosen COM port pair number eg. COM21 and COM22.



You will need to tick the emulate baud rate and enable buffer overrun tick boxes on both of your newly created virtual COM ports. The Multipath-IP Upload/Download feature will not work if these options are not ticked.



Click Apply to confirm your Virtual COM port pair setup.

NOTES

