



ir inner range Knowledge Based Articles

Using a Third-Party (Non-AG/CSD) Panel with a T4000

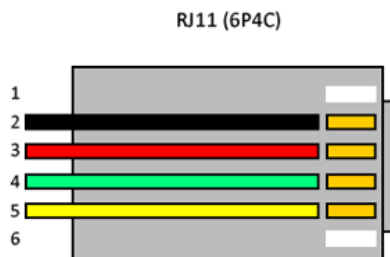
PRODUCTS: T4000

TOPICS COVERED IN THIS KBA: Configuration of a T4000 onto a third-party panel.

We are unable to provide technical support on panels or products that are not sold by CSD or AG. Because of this we can only provide a limited amount of information when it comes to using a T4000 with a third-party panel...

- Third-party panels should be connected via the dialler port and the T4000 configured for dialler capture (Orange Panel LED).
- Third-party panels should be programmed as per the panel's standard dialler configuration to report via Contact ID with Force/Dumb Dial enabled.
- Panel account and phone numbers that are programmed within the system will have no effect on the information reported as the T4000 does not physically dial the specified number.
- You may need to reference the panel's installer manual in order to confirm where/how you will need to terminate the dialler connection. If you have used the dialler lead provided with the T4000, plug the RJ11 end into the "Panel" port on the T4000 and then terminate the wires either directly into the panel or an appropriate plug for the panel. This termination may be specific for the panel, so we'd always recommend checking the installer manual for the panel you are using. Most commonly, the panel will require R and T/RX and TX which are pins 3 and 4 on the RJ11 connection (red and green).
- The RJ11 designation for the dialler lead that comes with the T4000 is as follows:

Pin 1 – Empty
Pin 2 – Black – T1 Line Out
Pin 3 – Red – R Line In
Pin 4 – Green – T Line In
Pin 5 – Yellow – R1 Line Out
Pin 6 – Empty



- Inner Range will support the use of Remote Up/Down via dialler or serial connection with certain panels. Documents that explain how this can be done are found on the Inner Range website. It is recommended to call Inner Range directly when attempting to configure this, or the supplier of their selected panel (dependant on their issue).



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Troubleshooting:

- **All LEDs are off** - Check that power is connected to the T4000 and if the panel/power supply can supply the required voltage.
- **Host LED is flashing** - The T4000 cannot connect to the Multipath-IP servers. Ensure it has a GSM registration, or if using Ethernet that any firewalls are correctly configured.
- **GSM REG LED is flashing** - The T4000 cannot register on the GSM network. Check the antenna connection and try to find a better signal location. Once solid, the colour will indicate the signal strength: Green - High, Orange - Medium, Red - Low.
- **Power LED is flashing** - If the T4000 is powered by the panel this is normal. The "Power" LED will only be solid on a T4000 with both VIN and battery connected.
- **Panel LED is off** – The T4000 has not been enrolled or fully programmed. Refer to your monitoring station to have the T4000 enrolled or to write the programming to the T4000.
- **Panel LED is flashing Green (Serial)** - Check serial terminations and connections. Check the T4000 has been programmed with the same format as the panel, e.g. Contact ID/IRFast/Integriti IIRFast. Check CT programming and that the correct port on the T4000 is being used (RS-232 or TTL). Make sure the monitoring station have also programmed the T4000 for either RS-232 or TTL.
- **Panel LED Flashing Orange (Dialler Capture)** – Check dialler terminations and connections. Check the T4000 has been programmed with the same format as the panel, e.g. Contact ID/IRFast/Integriti IIRFast. If only R/T wires have been connected, this is normal.
- If issues persist, contact Multipath Support for further troubleshooting assistance.

LED Status Indicators:

LED	LED Colour / Notes	Behaviour	
PWR/BAT	Green	With battery connected: Flashing = Problem with battery or input power Off = No power On = Power OK	When only "V IN" is connected (no battery): Flashing = OK Off = No power
PANEL	Green = Serial Comms mode Yellow = Dialler Capture mode Red = Upload/download in progress.	ON = External connection OK Flashing = External Panel Disconnected Red flashing = Panel upload/download in progress Off = T4000 has not been configured	
GSM REG	Green = Good signal strength Yellow = Acceptable strength Red = Poor signal strength	RED flashing = Faulty modem Green flashing = Registering on GSM network On = Has GSM registration	
HOST	Green	On = Connected to Multipath-IP or SkyTunnel Server Host Flashing = Not connected	
ALARMS	Yellow	On = Alarms buffered Off = No alarms buffered	
GSM	Green	On = GSM modem is turned on	
SIM 1/2	Green	On = Currently using SIM 1 Flashing = Currently using SIM 2	