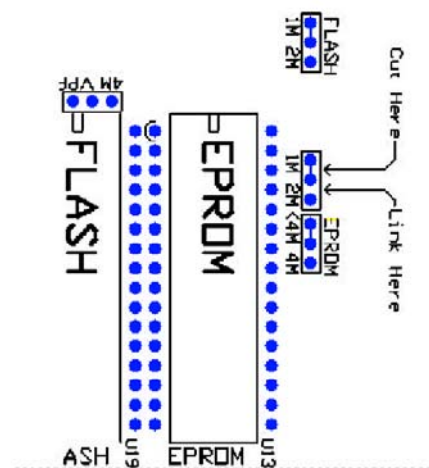


Tecom Challenger - Frequently Asked Questions

1. **Did You Know?** Tecom Manuals are on The Titan CD and can be easily accessed by running a file on the CD called **WELTITAN.PDF**
2. **How do I Default Installers Code?**
 - a. Short **TST-1** with a link (do not use a screwdriver as it is right below the fuses and if you slip you will blowup the board).
 - b. Go to RAS 1 and press the [MENU] button. The display should now read "**Remove TST-1 and TST-2 and Press Enter**"
 - c. Remove the link on **TST-1**.
 - d. This will reset the Installers code to [4346] and **RAS 1** back to a master RAS.
3. **Can Version 6 Panels be upgraded?** Yes, they can be upgraded to Version 7 which is similar to version 8 allowing upload / download facilities.
4. **In what state does a Tecom panel default?** Always in the **ARMED** - All Areas.
5. **Can I power up a Tecom panel without a battery?** Yes, Short Battery + terminal to the Top AC terminal
6. **Can I make the codepad beep on Entry/Exit?** Yes, follow these steps:-
 - a. In AREA programming Select an Event Flag for Exit Timer Event flag and Entry Timer event flag (ie 100)
 - b. In Summary Event Flags enter the same Event Flag (ie 100) in Console trigger event flag.
 - c. Now when that AREA is in Exit or Entry delay all RAS's will beep.
7. **What do I need to do when installing Expaned Memory (TS0881) into Tecom Panel?** You will **loose** all Users, Alarm Groups, Door Groups and Floor Groups. Upload these before installing memory.
8. **Are there different Tecom Firmware Chips?** Yes there are either 1 Meg (V8.01 to V8.64) or 2 Meg (8.67 or later). You must cut the 1 Meg link and join the 2 Meg link.

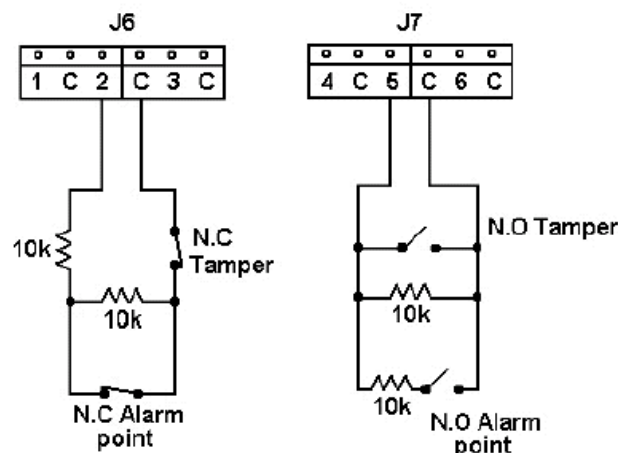


9. **I can't get my 4DC relays to operate!**

- a. Map the DGP relay (the relay number for that DGP) to the Physical relay on the 4DC (starting at relay 1)
10. **Do I need to use a Diode across an electric strike?** Yes! Always make sure that a **Diode** is places across the electric door strike when using access control.



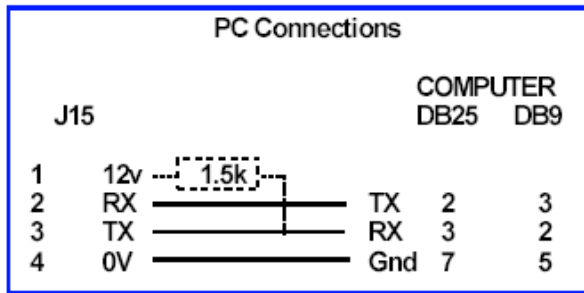
11. Input Wiring



12. What Voltages should I read on a Tecom Panel
 - a. Zones 6.9V when sealed,
 - b. 5K Alarm = 4.3V
 - c. 20K Alarm = 9.2V
 - d. Data + and Data - 0.8 to 2.3
13. **Does the External siren requires a 1K resister?** Yes but only if a Siren (8 Ohm) is not connected. DO NOT put a Screamer

on this output. The Panel/DGP tampers do not require a resistor.

14. [What cable do I need to Direct connect to a Tecom Panel via J1?](#) Wire as per below, the 1.5K resistor is only used for V7 panels.



15. [What? a Daylight Saving Bug?](#) Yes, unfortunately V8.76 has a Bug. The panel will change the daylight savings time on the end date at 3:00am to 2:00am. However, the change does not get stored in the system and as a result will continue to change each time the clock reaches 3:00am. Solution: The problem has been fixed in both 8.79 and 8.83.
16. [How should TimeZones be used?](#) – The Start Time must always be before the End Time. The Timezone is valid between the Start and End time. A time of 24:00 or 00:00 is not recognized. If you want the time Zone to be [Operate](#) on Holidays then tick the **HOL** box and enter the Holidays via Menu 21.
17. [Can I use Wireless products with Tecom?](#) Yes, Tecom manufacture both an ITI and a Inovonics wireless DGP which can be either 16 or 32 inputs (software selectable) and works on V8 panels only with software 8.67 or later.
18. [How far can a Wiegand reader be from a Controller?](#) It can be located up to 100m away using Non-twisted shielded, 6 core cable.
19. [Why wont my panel will not dial?](#) – The Tecom panels cannot dial out if you are connected to Titan via **J15**. Disconnect before testing
20. [My 24 Hour zones will not dial?](#) Make sure that **NO** Areas are “**Selected for total Disarm**” in installer MENU 7 – System Options.
21. [My Inovonics DGP won’t work?](#) The Tecom Inovonics DGP will only work with V8.67 or latter firmware. It will **not** work with V9 Panel-Link panels.
22. [I need to connect Tecom devices between buildings and I only have one pair of wires.](#) Use the TS0893 LAN Isolation interfaces (one at each end) these convert the 3 wire LAN into two wires.
23. [I need to connect Tecom devices between buildings using a Telstra Leased line.](#) First, you have to convert the LAN to RS232 (using TS0894) then connect it to a Netcomm Smart Modem (you will need one at each end) then convert the RS232 back to Tecom LAN using another TS0894.