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ITv2 Integration for C•CURE 9000

User Guide

Version 3.00

Access Control and Event Management

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Table of Contents

Preface

The *C•CURE 9000 ITv2 Integration User Guide* is for new and experienced security system users who want to learn to use this product for the C•CURE 9000 Security Management System.

In this preface

How to Use this Manual

This manual contains chapters that provide the following information about the C•CURE 9000 ITv2 System integration.

Chapter 1: Introduction

Provides information about ITv2 Integration.

Chapter 2: Installation and Configuration

Provides instructions to install and configure the ITv2 integration.

Chapter 3: ITv2 Panel

Provides information on the available tabs and instructions to configure ITv2 Panel.

Chapter 5: ITv2 Partition

Provides information on the available tabs and instructions to configure ITv2 Partirtion.

Chapter 6: ITv2 - Zone

Provides information on the available tabs and provides instructions to configure ITv2 Zone.

Chapter 7: ITv2 - Virtual Zone

Provides information on the use of Virtual Zones in regards to the ITv2 Panel.

Chapter 8: ITv2 Output

Provides information on the available tabs and provides instructions to configure ITv2 Output.

Chapter 10: Alarm Filter

Explains how to configure the Alarm Filter.

Chapter 11: ITv2 Events and Action

Describes the C•CURE 9000 events which triggers ITv2 Actions and the steps to configure them.

Chapter 12: Troubleshooting

Provides explanations on how to resolve the problems occurred in CCURE integration.

Finding More Information

You can access C•CURE 9000 manuals and online Help for more information about C•CURE 9000.

Manuals

C•CURE 9000 software manuals and Software House hardware manuals are available in Adobe PDF format on the C•CURE 9000 DVD.

You can access the manuals if you copy the appropriate PDF files from the C•CURE 9000 Installation DVD English\Manuals folder and install the Adobe Acrobat reader. Adobe Acrobat Reader can be installed from the C•CURE 9000 Installation DVD English\Reader folder.

The available C•CURE 9000 and Software House manuals are listed in the *C•CURE 9000 Installation and Upgrade Guide*, and appear as hyperlinks in the online.pdf file on the C•CURE 9000 DVD English\Manuals folder.

These manuals are also available from the Software House Member Center website (http://www.swhouse.com/TechnicalLibrary/TechLibSW.aspx).

Online Help

You can access C•CURE 9000 Help by pressing F1 or clicking Help from the menu bar in the Administration/Monitoring Station applications.

Conventions

This manual uses the following text formats and symbols.

Convention	Meaning
Bold	This font indicates screen elements, and also indicates when you should take a direct action in a procedure. Bold font describes one of the following items: • A command or character to type, or • A button or option on the screen to press, or • A key on the keyboard to press • A screen element or name
blue color text	Indicates a hyperlink to a URL, or a cross-reference to a figure, table, or section in this guide.
Regular italic font	Indicates a new term.
<text>	Indicates a variable.

The following items are used to indicate important information.

NOTE Indicates a note. Notes call attention to any item of information that may be of special importance.

TIP Indicates an alternate method of performing a task.

Indicates a caution. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software.

Indicates a warning. A warning contains information that advises users that failure to avoid a specific action could result in physical harm to the user or to the hardware.

Indicates a danger. A danger contains information that users must know to avoid death or serious injury.

Software House Customer Support Center

Telephone Technical Support

During the period of the Agreement, the following guidelines apply:

- Software House accepts service calls **only** from employees of the Systems Integrator of Record for the installation associated with the support inquiry.

Before Calling

Ensure that you:

- Are the dealer of record for this account.
- Are certified by Software House for this product.
- Have a valid license and current Software Support Agreement (SSA) for the system.
- Have your system serial number available.
- Have your certification number available.

Hours	Normal Support Hours	Monday through Friday, 8:00 a.m. to 8:00 p.m., EST. Except holidays.
	Emergency Support Hours	24 hours/day, seven days a week, 365 days/year. Requires Enhanced SSA "7 x 24" Standby Telephone Support (emergency) provided to Certified Technicians. For all other customers, billable on time and materials basis. Minimum charges apply – See MSRP.
Phone	For telephone support contact numbers for all regions, see http://www.swhouse.com/support/contact_technical_support.aspx.	

1

Introduction

Overview

The C•CURE 9000 ITv2 Integration provides advanced, seamless integration with the DSC Security System. Customers can monitor their important intrusion system devices from the C•CURE 9000 **Monitoring Station**. You can view the panel status, arm or disarm partitions, bypass or reset the zones, activate or deactivate the output from the C•CURE client.

The DSC Security System is made up of DSC alarm Panels, one or more keypads, and various sensors and detectors. All the keypads have an audible indicator and command entry key. The DSC security system has several zones, and each of these zones is connected to one or more sensors (motion detectors, door contacts).

These panels, zones, partitions, outputs can be integrated with the C•CURE 9000 ITv2 Integration software. The following are the supported Panel types:

- DSC Powerseries Neo
- DSC Powerseries Pro

The details of the panel, partitions, zones, virtual zones, and outputs can be imported to C•CURE 9000 using the **Synchronization from Panel** action. Once the synchronization is completed, the details of the following ITv2 objects can be viewed from C•CURE client.

- **Partition**
- **Zone**
- **Outputs**
- **Virtual Zone**
- **User**

Components of ITv2 Integration

- **C•CURE 9000 Graphical User Interface** : Used to configure ITv2 objects.
- **ITv2 Object**: Physical or logical ITv2 entities within the C•CURE 9000.
  The following are descriptions of ITv2 objects:
  - **Panels**: Panel refers to the DSC Powerseries Neo or Pro hardware which is connected to one or more keypads, various sensors and detectors.
  - **Partition**: ITv2 Partition refers to a area defined in the panel. ITv2 integration supports maximum of 8 partitions for the Neo panel, and 32 partitions for the Pro panel.
  - **Output**: The Output object associates an event or input to a relay on the panel. The ITv2 integration supports maximum of 164 outputs.
  - **Users**: ITv2 integration supports maximum of 1000 users.
  - **Virtual Zone**: Virtual Zones is used by the third party hardware devices to report alarms to central monitoring station using DSC Neo and Pro panels. ITv2 integration supports maximum of 32 virtual zones.
  - **Zone**: ITv2 Zone refers to the physical interface or sensors in the DSC Neo/Pro hardware. The ITV2 integration supports maximum of 128(Neo) and 248(Pro) including maximum of 32 virtual zones

NOTE Zones from 21 to 36 are kept for future use, so only 148 zones will be available.

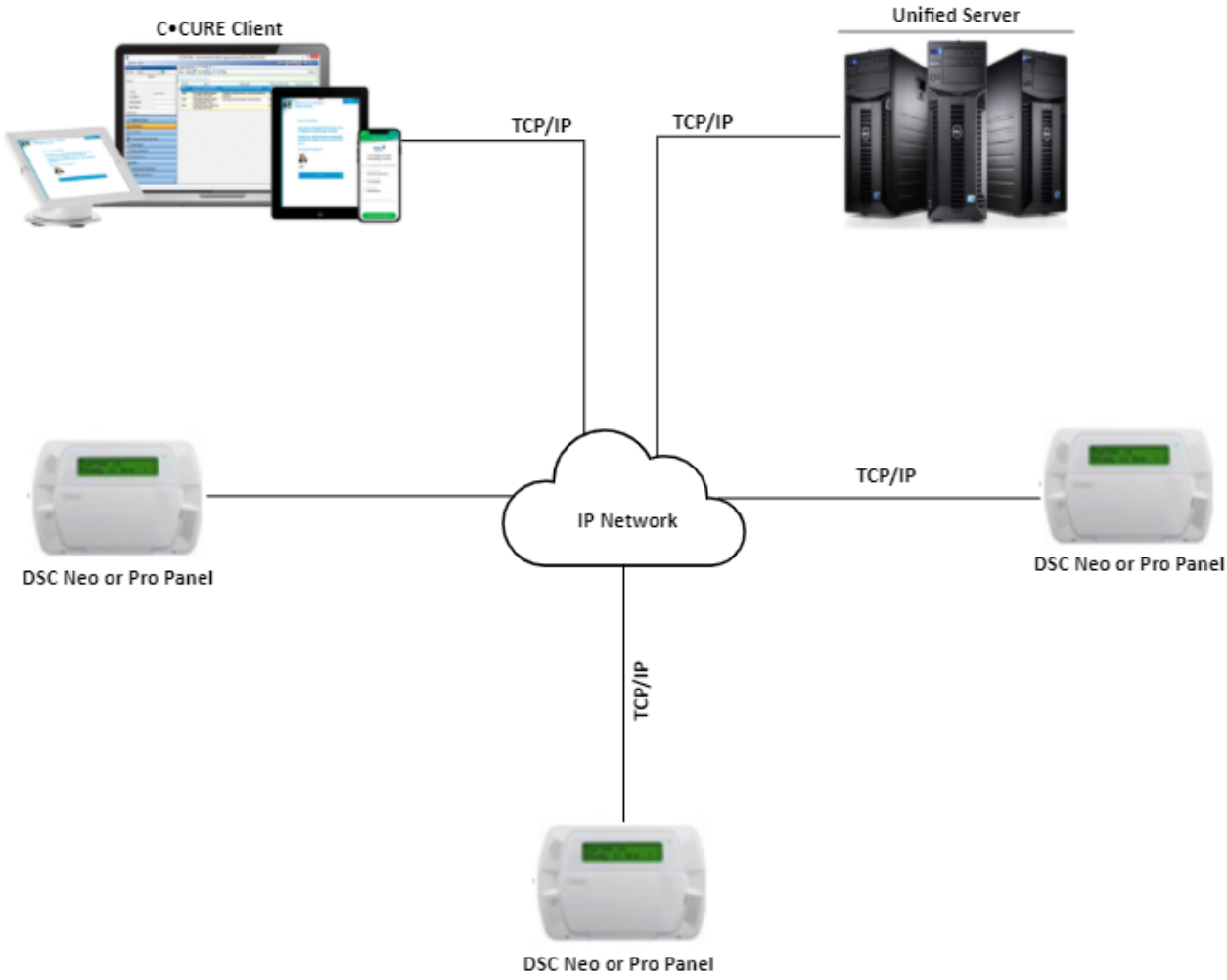
- **ITv2 Server Component**: The heart of the integration, facilitates and maintains communication with the DSC Neo and Pro panels and created partitions, zones, outputs and virtual zones based on the panel capabilities.

Architecture

The objective of the C•CURE 9000 ITv2 Integration software is to provide a standard interface between the DSC Neo and Pro Panel and C•CURE 9000 using TCP connection.

The interface listens to DSC ITv2 unsolicited messages and communicates them to C•CURE 9000. According to the way the DSC ITv2 objects are configured, C•CURE 9000 then processes these messages and communicates them to users as object state changes, activities, events, and alarms.

Figure 1: DSC ITv2 Architecture



Versions Supported

- The ITv2 Integration supports DSC Neo and Pro Panels.
- The following are the supported Neo and Pro Intrusion firmware version:

Table 1: Neo Versions Supported

Hardware version	Hardware Model	Firmware version supported
UA621 REV03	HS2016 / HS2032 / HS2064 / HS2128 / HS2128E	v01.12.01.13 / v01.14.01.10 / v1.20.01.31 / v1.21.01.01 / v01.30.01.08 / v1.31.01.01 / v1.33.01.05 / v1.35.01.07 / v1.37.01.12
UA601 Rev03	TL280 / TL280R / TL2803G	v04.11.04.31
UA628 Rev03	HS2LCD	v01.10.01.51 / v01.11.01.13 / v1.20.01.29 / v1.30.01.04 / v1.33.01.02 / v1.35.01.03
UA685 Rev01	TL280 / TL280R / TL2803G / TL280E / TL280RE	v5.00.04.27 / v05.20.01.29 / v05.02.04.03 / v5.03.04.04 / v5.40.04.07 / v5.41.04.01

NOTE

- The Communication mode supported by the Integration is Network (TCP/ IP).

Table 2: Pro Versions Supported

Hardware version	Hardware Model	Firmware version supported
UA718Rev03	HS3128PCB / HS3248PCB	v1.30
UA628 Rev03	HS2LCD	v2.30

Features

The ITv2 Integration with the C•CURE 9000 supports the following features:

- **Virtual Keypad**: A virtual replica of the physical keypad to control the operation remotely without physical keypad.
- **Virtual Zone**: A virtual object, with no sensor, available in the Neo or Pro Panel that monitors and reports the alarm of third party devices such as an iSTAR, apC, etc. to the central Monitoring Station.
- **Alarm Filter**: A filter for certain groups of alarms assigned to panels for journaling and reporting in the Monitoring Station.
- **Synchronization to panel**: An action used to write the configuration changes of the partitions, zones, outputs, users, associations and attributes to the panel.
- **Synchronization from the panel**: An action used to pull the status and configuration of the partitions, zones, outputs, users, associations and attributes from the panel.
- **Create or Apply a Template**: A template is used to configure large number of panels with the same configuration.
- DSC PowerSeries Neo and Pro Panels
- Filter Status messages: Enables events buffer
- Maintenance Mode is used to limit information, about an object, displayed on the Monitoring Station.
- Synchronization of the following objects from the panel:
  - Partition
  - Zones
  - Output
  - Virtual Zones
  - Users
- Synchronization of the following objects to the panel:
  - Partition
  - Zones
  - Output
  - Virtual Zones
  - Users
- Actions to control the Neo or Pro objects from C•CURE 9000:
  - Partition: Arm, Disarm, System Test
  - Zone: Bypass or Reset
  - Output: Activate or Deactivate
- Creation and application of Templates for the panel
- Alarm Filtering, Virtual Keypad, Audit, and Journal log
- Instant scheduling of Events and Actions
- Supports TLS 1.2 for security.

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Installation and Configuration

Installation Overview

The C•CURE 9000 software must be installed before the ITv2 Integration software is installed. For information on installing C•CURE 9000, see the *C•CURE 9000 Installation and Upgrade Guide*.

Similar to the C•CURE 9000 system, the ITv2 Integration has client and server components. You must install the client components on every computer that runs C•CURE 9000 client applications, and you must install the server components on the C•CURE 9000 server computer. The ITv2 Integration has the same hardware, software, and disk space requirements as C•CURE 9000. If the target computer meets the requirements for the C•CURE 9000, then it meets the ITv2 Integration requirements.

The installation wizard prompts you to install the ITv2 Integration software. You must perform the basic installation process on each computer in your C•CURE 9000 security system. Be sure to close all C•CURE 9000 and virus--checking applications on client workstations before performing the installation.

Table 3 on Page 12 provides an overview of the steps to install and register the ITv2 on each computer in your C•CURE 9000 security system.

Table 3: Installation Tasks Overview

Task	See...
1. Install C•CURE 9000, if not already installed.	*C•CURE 9000 Installation and Upgrade Guide*
2. Ensure that the Pre-installation requirements are met.	Before You Begin on Page 13
3. Install the ITv2 System Integration software.	Installation on Page 14
4. Verify that a license exists for the ITv2 System.	
5. If you did not select to start the C•CURE 9000 services during the installation, start the C•CURE 9000 services and the ITv2 Driver Service.	Starting the Server Services on Page 15

Table 4 on Page 12 provides the installation information on a MAS (Master Application Server) and SAS (Satellite Application Server) environment.

Table 4: Installation on a MAS/SAS

Installation on MAS and SAS	Installs...
MAS (Master Application Server)	Nothing is installed. Installation on a MAS is not supported.
MAS remote client and any other client systems	• Only the ITv2 System client objects are installed. • No server or database objects are installed.
SAS (Satellite Application Server)	All ITv2 System components and the database are installed.
SAS remote client and any other client system	• Only the ITv2 System client objects are installed. • No server or database objects are installed.

Before You Begin

You should perform the following pre-installation steps described below:

Pre-installation Steps

- If you are installing ITv2 System Integration on a corporate network, be sure to coordinate with your corporate network administrator.
- To perform the installation, you must have the appropriate Window's permissions.
- You must be in the local Administrators group, or have equivalent privileges.
- To install the ITv2 Integration on C•CURE server system, you must install the .NET Framework 3.5 on C•CURE server.

NOTE See the Microsoft Operating System documentation or your system administrator for more information.

Installation

You can install the C•CURE 9000 ITv2 Integration on a local computer or a shared drive over a network.

Downloading the ITv2 Integration from a Local Drive (Download)

1. Log into the Server or Client with Administrator privileges.
2. Go to http://www.swhouse.com/Support/Default.aspx.
3. Click on **Software Downloads**.
4. Download the ITv2 Integration software to a folder on your computer or on a shared drive.

To Install the ITv2 Integration from a Network Drive

1. Log into the Server or Client with Administrator privileges.
2. Map to a shared drive over the network.
3. Go to http://www.swhouse.com/Support/Default.aspx.
4. Click on **Software Downloads**.
5. Download the ITv2 Integration software to a folder on the shared drive.

Running the Setup Program

To Run the Installation Program

NOTE

Before installing the ITv2 Intrusion Integration, follow the below steps:

1. Close the C•CURE 9000 Administration Station and Monitoring Station.
2. Open the C•CURE 9000 Server Configuration Application and stop the following server services.
   - CrossFire Framework Service
   - CrossFire Server Component Framework Service
3. Close the C•CURE 9000 Server Configuration Application

1. Navigate to the folder where you downloaded the ITv2 integration software.
2. Extract the ITv2 integration files from the zip file you downloaded to a directory.
3. Click on **Release** folder.
4. Double-click on `DSC_ITV2-x.x.xxx.x.exe`. The ITv2 Integration Setup dialog box opens.
5. Select the **I agree to the terms and conditions** check box, and then click **Install**. The ITv2 Integration Setup Wizard appears.
6. To install the ITv2 Integration, click **Next**. The Ready to Install ITv2 Integration dialog box appears.
7. Click **Install**. The Completed the ITv2 Integration Setup Wizard appears.

NOTE: Check-box **Start the Tyco CrossFire services** is selected by default. If this check-box is not selected, then the CrossFire services will not start automatically.

8. To exit the Setup Wizard, click **Finish**, and then click **Close**.

Starting the Server Services

Before you can configure an ITv2 Integration object, the CrossFire Framework Service, CrossFire Server Component Framework Service, and the ITv2 Driver Integration Service must be running.

To Start the Server Services

1. From the Start Menu, select **Start>All Programs>Software House>C•CURE 9000>Server Configuration**. The Server Configuration Application opens.
2. Click the **Services** tab.
3. If the Status is displayed as “Stopped” for the **CrossFire Framework Service** under Framework Services, click **Start**.
4. If the Status is displayed as “Stopped” for the **CrossFire Server Component Framework Service** under Framework Services, click **Start**.
5. After the CrossFire Framework Service and CrossFire Server Component Service displays a status of “**Running**”, click the **Server Components** tab.
6. If the Status is displayed as “Stopped” for the **ITv2 Driver Service** in Extension Services, click in the **Enabled** check box and then click **Start**.
7. When the status of the ITv2 Driver Service changes to **Running** you can use the ITv2 System Integration software.

Configuring DSC Neo and Pro Panel Hardware using Keypad

- The ITv2 Integration supports DSC PowerSeries Neo and Pro Panels.
- The Communication mode supported by the Integration is Network (TCP/IP).

Basic ITv2 Configuration

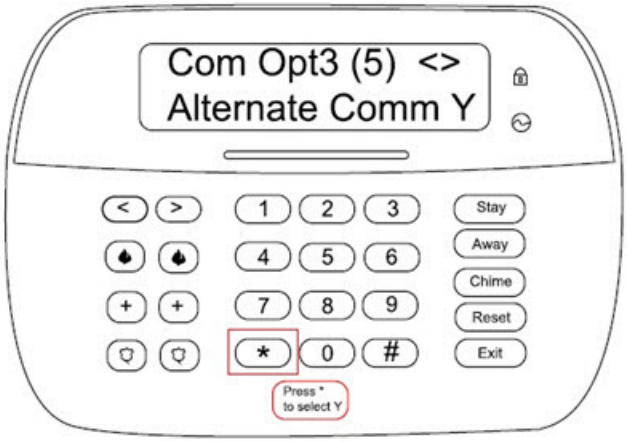
The following are the basic configurations in the DSC Neo and Pro Panels to connect with ITv2 integration:

1. Enable alternate Communicator. See To Enable Alternate Communicator
2. Setting up the Communicator. See To Setup the Communicator
3. Configuring the panel in C•CURE 9000 ITv2 Panel editor.

To Enable Alternate Communicator

1. Using DSC Neo or Pro Keypad, Press [*] [8].
   Enter Your Installers Code message is displayed in the Keypad, as shown in the following figure.
2. Enter the Installer Code using the keypad. Default Installer Code is 5555.

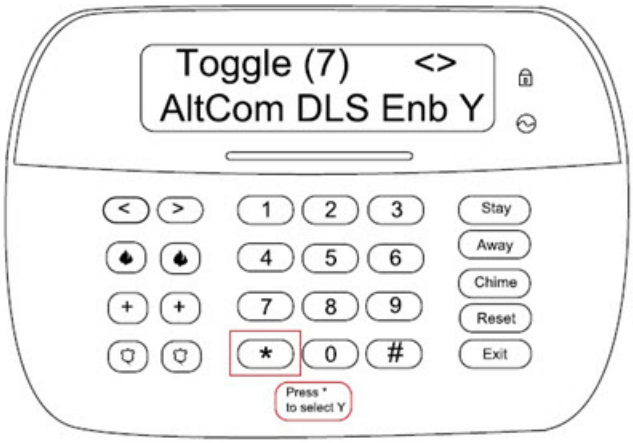
3. Press [382] using the keypad.
4. Use the > to scroll to go to subsection [5].
   Com Opt3 <5> Alternate Comm message is displayed, as shown in the following figure.



5. Select one of the following options:
   - For Neo panels: Verify if Alternate Comm option is **Y**. If not, select **Y** using [*] button in the keypad.
   - For Pro panels: Verify if Alternate Comm option is **N**. If not, select **N** using [*] button in the keypad.

NOTE Press [*] to toggle between **Y** and **N**.

6. Press # to exit the subsection.
7. Press [401] using the keypad.
8. Use the > to scroll to go to subsection [7].
   Toggle <7> AltCom DLS Enb message is displayed, as shown in the following figure.



9. Verify if AltCom DLS Enb option is **Y**. If not, select **Y** using [*] button in the keypad.

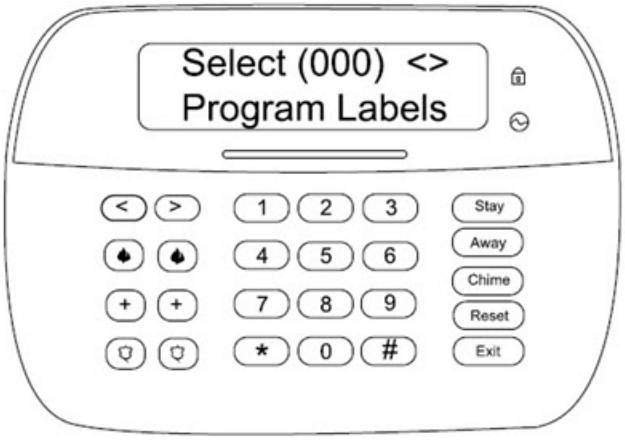
NOTE Press [*] to toggle between **Y** and **N**.

10. Press (#) to exit the subsection and section.

To Setup the Communicator

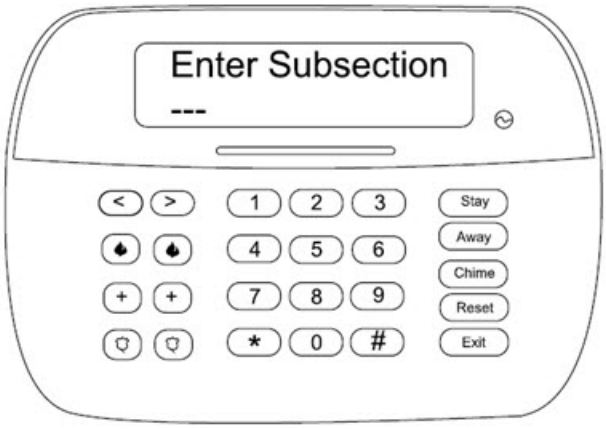
1. Press [*] [8].

2. Enter the Installer Code. Default Installer Code is 5555.
   Select <000> Program Labels message is displayed , as shown in the following figure.



3. Press [851].
   Select <851> Alt Comm Prog message is displayed, as shown in the following figure.

4. **Enter Subsection** message is displayed.



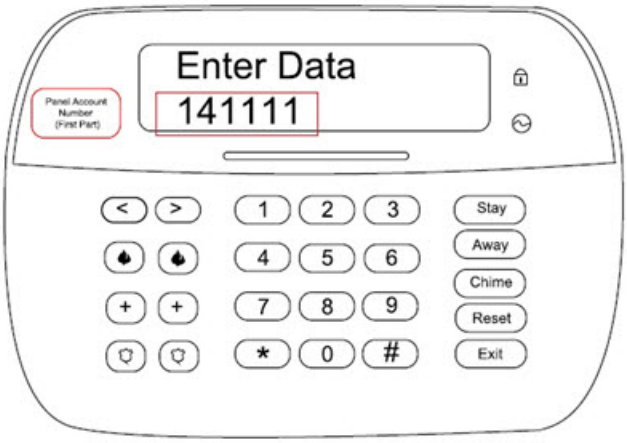
To View the Panel Account Number (subsection 651)

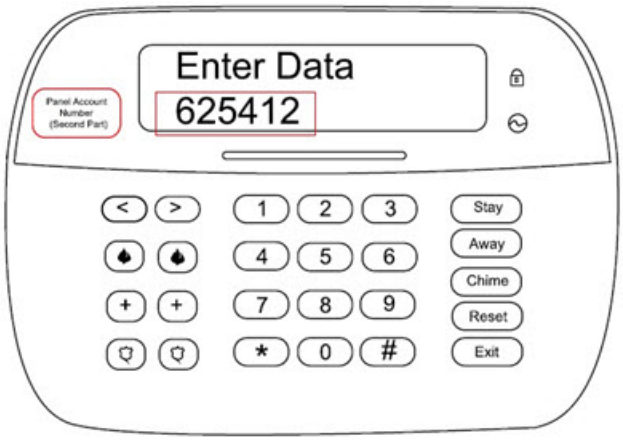
Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 651 changes to 422.

Panel account number is the panel local encryption key of the panel. The first 8 digit of this code is used as remote encryption key in the integration.

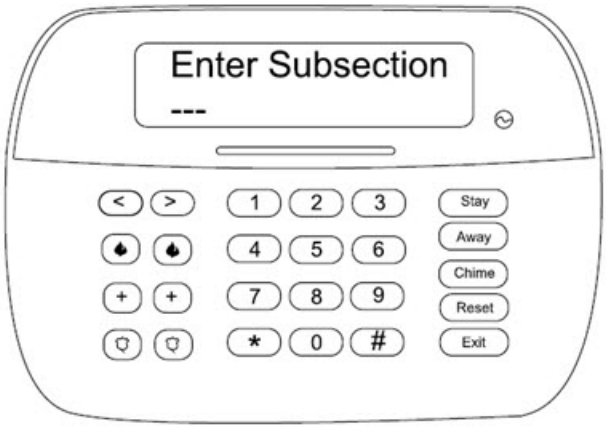
Account number is 12 digits number and is unique to a panel. You cannot modify the panel Account number.

1. Press subsection **[651]** using the keypad.
2. The first 6 digits of the Panel Account number is displayed. Scroll using the > button to view the complete Panel Account number.





3. Press (#) to exit the subsection.
   Enter Subsection message is displayed, as shown in the following figure.



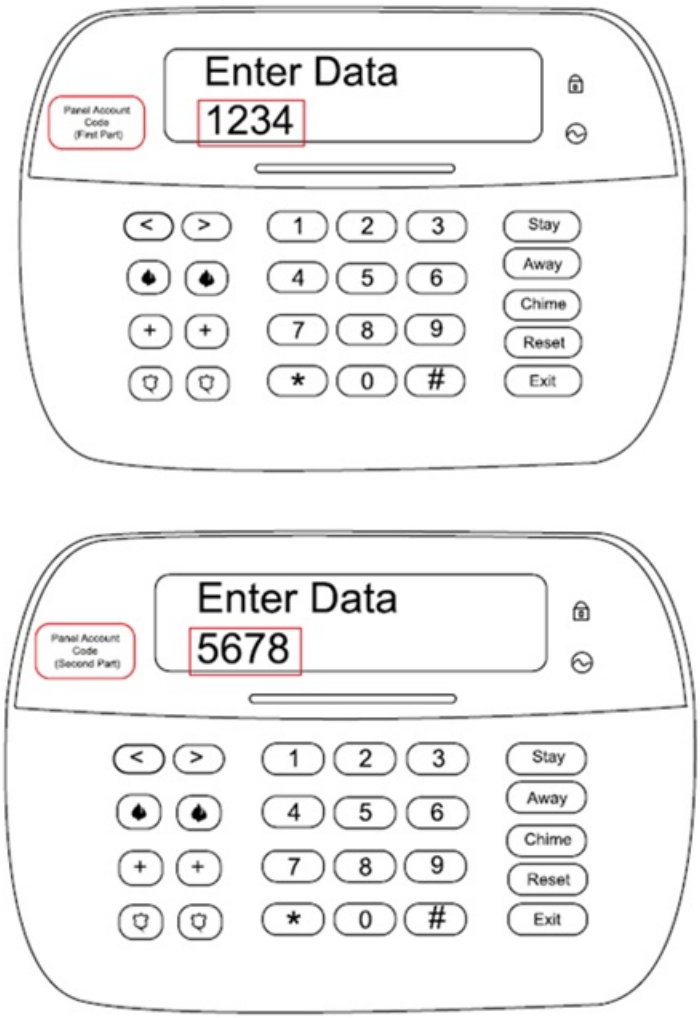
To View the Panel Remote Account Code (subsection 652)

Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 652 changes to 423.

Remote account code is the panel remote encryption key of the panel. The code is used as local encryption key for the integration and cannot be modified.

1. Enter subsection **[652]** using the keypad.

2. The firs 4 digits of the Remote account code is displayed. Scroll using (>) button to view the complete Remote account code.

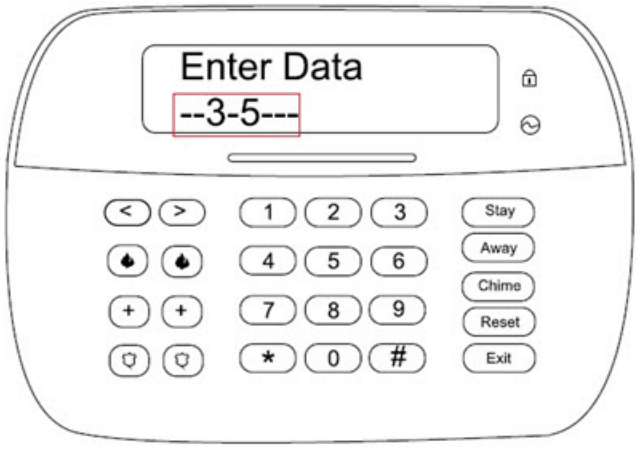


3. Press (#) to exit the subsection.

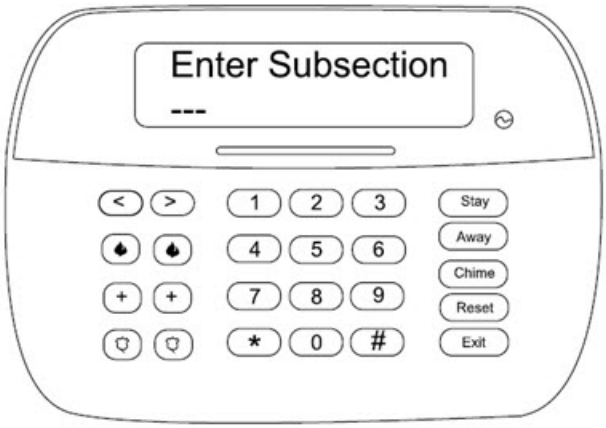
To Enable DSC PowerSerues Neo or Pro panel Over Ethernet (subsection 663)

Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 663 changes to 425.

1. Press subsection **[663]** .
2. Verify if bit 3 and 5 are enabled. Options 3 and 5 need to be enabled for ITv2 integration over Ethernet.



3. If not enabled, press 3 and 5 once.
   Note: When you press 3, the bit is **ON**, and if you press 3 once again it is **OFF**.
4. Press # to exit the subsection.



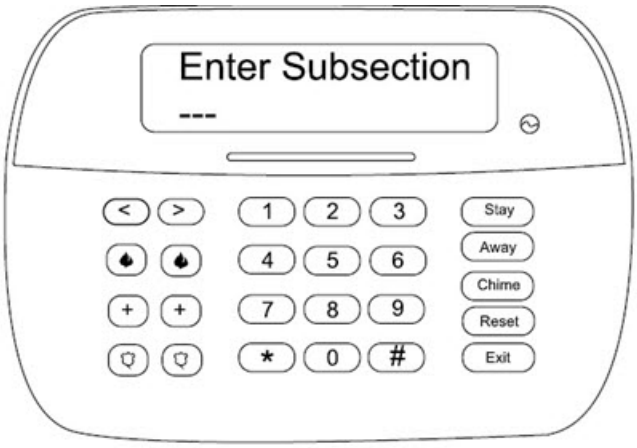
To Enable TCP Communication (subsection 664)

Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 664 changes to 426.

1. Press subsection **[664]** .
2. Verify if bit 3 is enabled. Options 3 need to be enabled for TCP Communication.

3. If not enabled, press 3 once.
   Note: When you press 3, the bit is **ON**, and if you press 3 once again it is **OFF**.

4. Press # to exit the subsection.



To Configure the ITv2 Server IP Address (subsection 693)

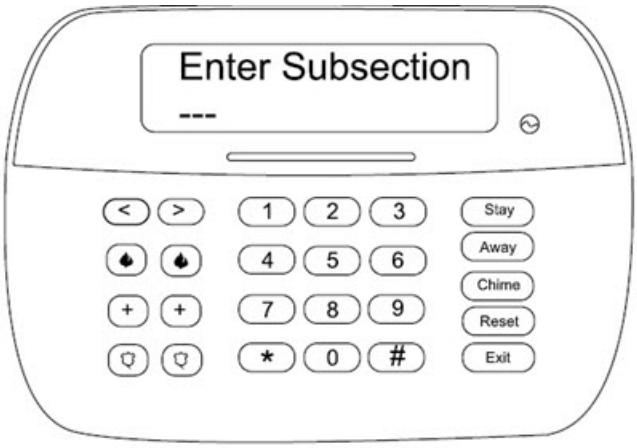
Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 693 changes to 428.

This is the ITv2 server IP address for the Crossfire Server.

1. Press subsection **[693].**

2. Enter the IP Address.
   For example, if the IP address is 10.2.3.4, enter 010 002 003 004.
   In the following figure, only 010 is shown.

3. Press # to exit the subsection.



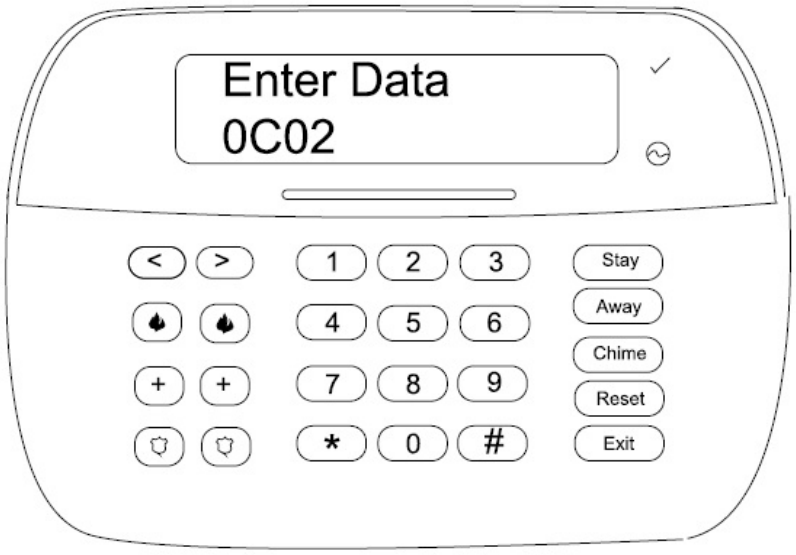
To Configure the Port Number (subsection 694)

Note: If the communicator firmware version is 5.XX (v 05.XX.XX.XX), the subsection 694 changes to 429.

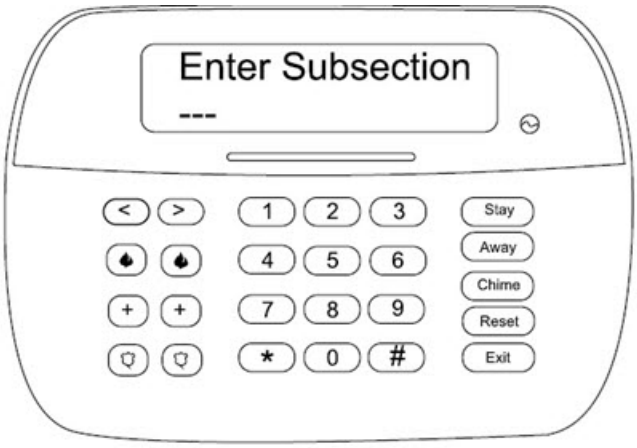
This is the port used as alarm port for ITv2 integration. The Port number starts from 3072 equivalent to 0C00 in hexadecimal value.

Note: To enter the hexadecimal value, press [*] to use keypad as alphabet and again press [*] to use as number. For example, to enter 0C12: press **0 [*] 3 [*] 2**.

1. Press subsection **[694].**
2. Enter the port number in the hexadecimal format. For example, to enter 0C12: press **0 [*] 3 [*] 2**.



3. Press (#) to exit the subsection.



To Configure the Panel IP Address (subsection 992)

1. Press subsection **[992].**
2. Enter the IP Address. For example, if the IP address is 10.2.3.4, enter 010 002 003 004. This is the IP address of the panel.

3. Press (#) to exit the subsection.

NOTE

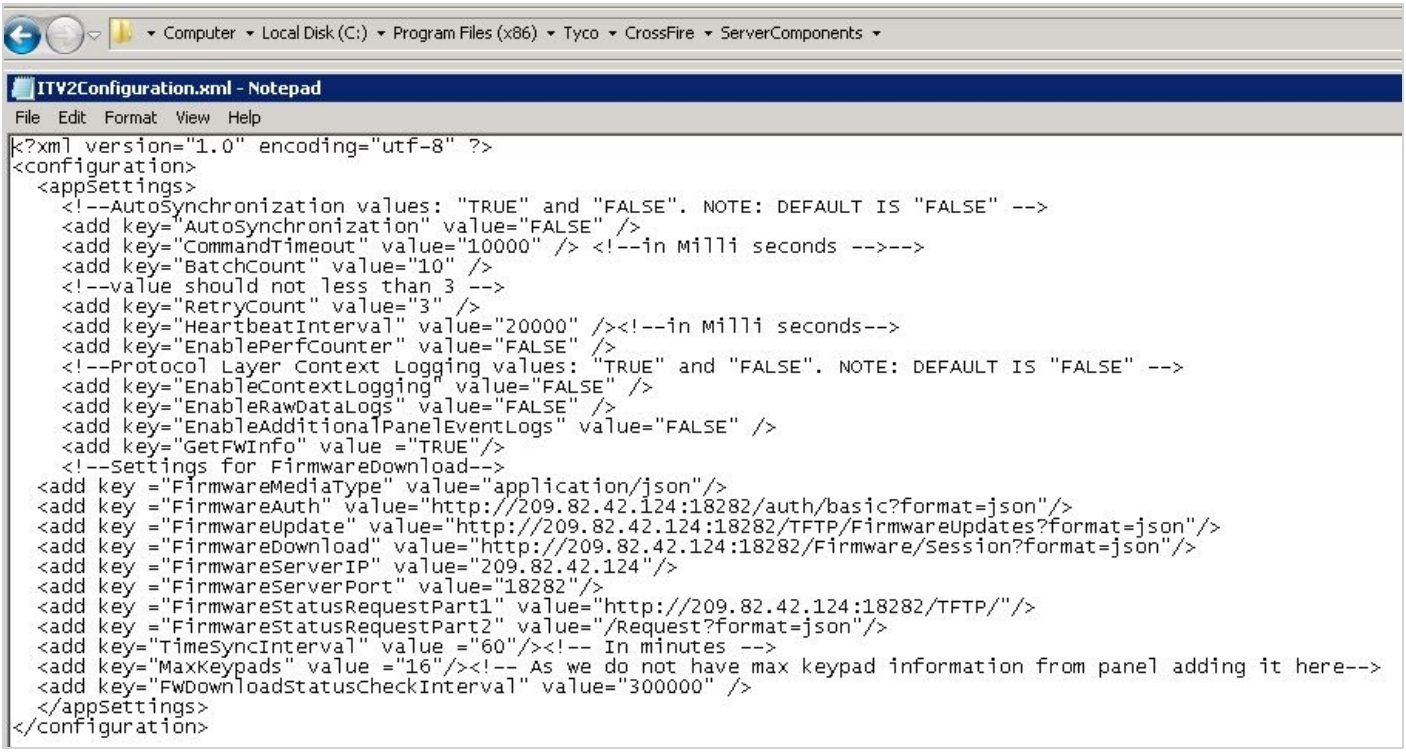
- Restart the Panel and System after network reconfiguration and after all installation.
- In case of DHCP the IP address will automatically be allocated in sub-section 992.

ITV2 Configuration File

This section describes different parameters and their meaning that can be changed in the ITV2 Receiver Configuration file.

NOTE Changes to the configuration file requires a driver restart.

The driver installation configuration file, **ITV2Configuration.xml**, is installed in: **Tyco\CrossFire\ServerComponents**.



Comm and Time Out

The default value is 10000 milliseconds, which means, the driver will wait for the response of the command before re-try. This is a DSC ITv2 suggestion.

Batch Count

The default value is 10, which means, max 10 panels will be in synchronizing state at a time. This value can be changed depending upon the system configuration.

Retry Count

The default value is 3, which means, max 3 retries will occur if driver doesn't receive required response for a command from the panel.

Heartbeat Interval

The default value is 20000 milliseconds, which means, driver sends heartbeat to the panel in every 20 seconds. This can be configured but not more than 29000 milliseconds.

Enable Context Logging

The default value is FALSE, if it is TRUE then the sequence number exchanges between driver and panel will be captured in crossfire log.

Enable Raw Data Logs

The default value is FALSE, if it is TRUE then the raw data/byte stream exchanges between driver and panel will be captured in crossfire log.

Enable Additional Panel Event Logs

The default value is FALSE, if it is TRUE then Keypad access events will log in monitoring station.

Ex: *6 access by User “User1”.

Firmware Server IP

This is the FTP server IP used for firmware upgrade.

Firmware Server Port

This is the FTP server port used for firmware upgrade.

Time Sync Interval

The default value is 60 minutes, which means that the time-date push from driver to panel will happen in every 60 minutes. This can be changed.

FW Download Status Check Interval

The default value is 30000 milliseconds. When firmware download is initiated from driver. The status check is done periodically using this interval.

The driver installation configuration file, **TSP.Enterprise.Server.ConcurrentQueueProcessor.dll.config**, is installed in: **Tyco\CrossFire\ServerComponents**.

Max Thread Count

The default value is 10, which means that the max 10 threads will be used for all the panels. This value can be changed depending upon the system configuration.

Uninstall

This section describes how to uninstall the ITv2 integration on a Windows 7 operating system. For additional operating systems, please refer to your Microsoft Windows documentation for instructions to access the Add and Remove programs.

NOTE Please be advised that the ITv2 integration will shut down and restart the CrossFire services. Therefore, the ITv2 integration uninstall should be planned accordingly

Uninstalling the ITv2 System

1. Close the C•CURE 9000 Administration Workstation and the Monitoring Station.
2. Open the C•CURE 9000 Server Configuration Application, and stop the following server services:
   - CrossFire Framework Service
   - CrossFire Server Component Framework Service
   - ITv2 Driver Service
3. Close the C•CURE 9000 Server Configuration Application.
4. Open the Windows **Control Panel**.
5. Select **Programs and Features**.
6. Select one of the following options:
   - Click **C•CURE 9000 DSC-ITv2 Integration**, and then click the **Uninstall** button at the top of the list.
   - Right-click **C•CURE 9000 DSC-ITv2 Integration**, and then click **Uninstall**.

   The Modify Setup dialog box appears.
7. Click **Uninstall**.
8. In the **Drop Database** dialog box, select one of the following options:
   - Select **Yes** to delete the database used in the ITv2 integration configuration.
   - Select **No** to retain the database used in the ITv2 integration configuration.
9. The **Setup Successful** dialog box appears. Click **Close**.

3

ITv2 Panel

This chapter explains how to configure an ITv2 Panel.

In this chapter:

ITv2 Panel

The **ITv2 Panel Editor** is used to configure panels, view the panel status, set triggers, Assign users and Virtual Zones, and optionally change state images.

Figure 2: ITv2 Panel Editor - Neo panel

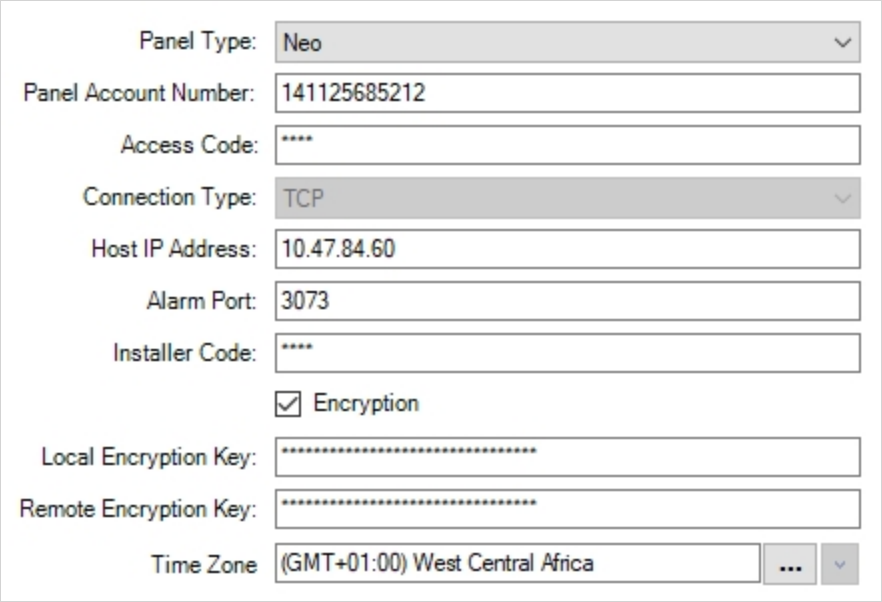
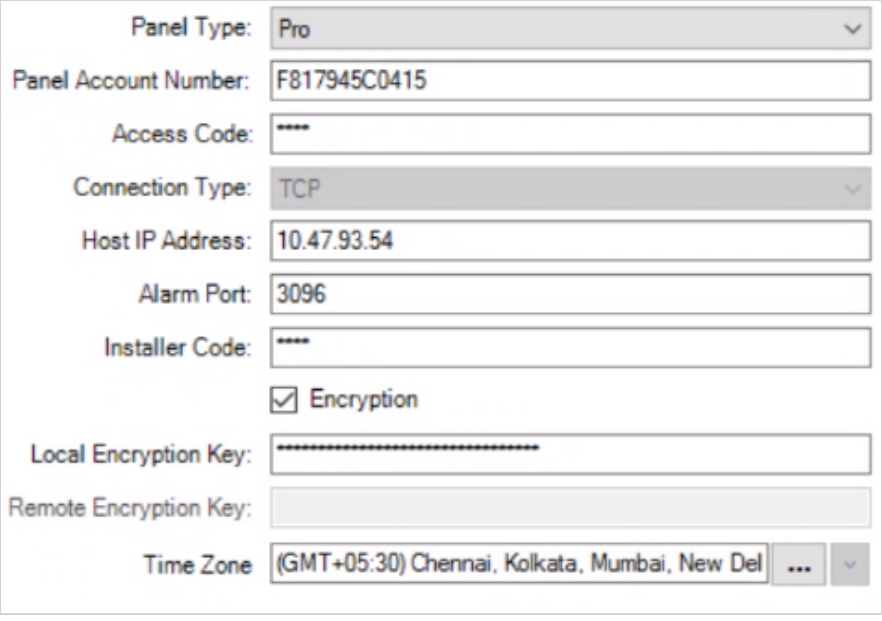


Figure 3: ITv2 Panel Editor - Pro panel



ITv2 Panel Tabs

The following sections provide information about the ITv2 Panel Editor tabs:

- ITv2 Panel - Configuration Tab on Page 48
- ITv2 Panel - Late to Open Control Tab on Page 51
- ITv2 Panel - Panel Information Tab on Page 54
- ITv2 Panel - Status Tab on Page 56
- ITv2 Panel - User Tab on Page 58
- ITv2 Panel - Triggers Tab on Page 60
- ITv2 Panel - Virtual Zone Tab on Page 63
- ITv2 Panel - State Images Tab on Page 66

ITv2 Panel Tasks

This section describes the tasks performed in the ITv2 Panel.

- Adding an ITv2 Panel on Page 30
- Accessing an ITv2 Panel on Page 35
- Editing ITv2 Panel on Page 39
- Deleting ITv2 Panel on Page 42
- Adding an ITv2 Object to a Group on Page 42
- Synchronizing the ITv2 Panel on Page 35
- Late to Open Control Tab Tasks on Page 53
- Performing ITv2 Panel Manual Actions on Page 45
- Triggers Tab Tasks on Page 61
- State Images Tab Tasks on Page 66
- ITv2 Panel - Virtual Keypad Tasks on Page 70
- ITv2 Panel - Virtual Zones Tab Tasks on Page 64

Adding an ITv2 Panel

Before you begin

Before you begin, ensure that you have the following information:

- **Host IP address**
- **Alarm Port**
- **Panel account number**
- **Encryption key**
- **Access code**
- **Installer code**

NOTE: **Panel Account Number**, **Encryption Key**, **Access Code**, **Installer Code** are assigned and provided with the DSC Neo or Pro Panel hardware.

For more information, see Configuring DSC Neo and Pro Panel Hardware using Keypad.

Adding a new ITv2 Panel

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Panel.
2. In the **CompanyName** folder, right-click the **ITv2 Panel** folder and click **New**.
   The **ITv2 Panel**Editor opens.
3. Enter the required data in the appropriate filed.

Table 5: ITv2 Panel - Configuration Tab Definitions

Field/Button	Description
Name	Enter a unique name to identify the ITv2 Panel. • The name of the panel can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) Enter a description about the ITv2 Panel.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Panel. If the Panel is disabled, the communication between C•CURE 9000 and the Panel is disabled.
Configuration Tab	
Panel Type	• Neo (default) • Pro
Panel Account Number	Enter the assigned account number of the DSC Neo or Pro Panel. Panel account number is unique to a panel and provided with the DSC Neo or Pro Panel hardware. • The account number should be 12 characters and numeric only, else an error message is displayed. • For more information on how to view the Panel account number, see Configuring DSC Neo and Pro Panel Hardware using Keypad.
Access Code	Enter the access code. • Access code is the master code of the panel used to authenticate some of the operations in the panel, for example, User Level tasks, Event Level tasks, System Level tasks. • Access code is assigned and provided with the Panel hardware. You can modify the Access code in the panel keypad only. For more information on how to modify the access code, see Configuring DSC Neo and Pro Panel Hardware using Keypad. • The Access code should be four or six or eight characters long and numeric only. By default the Access Code is 1234. **Note**: If you modify the access code in the panel, the same should be configured in C•CURE 9000 , else, the events and schedule actions will fail to work, as expected.
Connection Type	The connection type used to select the mode of communication. By default, the connection type is TCP.
Host IP Address	Enter the TCP/IP address of the unified server. • The IP address should be in the IPv4 format. For example, 191.2.3.4 • The IP address provided should be unique across panels, else an error message is displayed.

Table 5: ITv2 Panel - Configuration Tab Definitions (continued)

Field/Button	Description
Alarm Port	Enter the port number used for communication. • Alarm port is used for communication between the Unified server and the panel. • The port number can be in the range of 1 to 5 digits. **NOTE**: If multiple Panels are in use, there should be a unique Alarm port number for each panel. If not the an error message is displayed.
Installer Code	Enter the Installer Code of the panel. • Installer code is used to authenticate the panel configuration tasks performed in the programing mode. • Installer code is assigned and provided with the Panel hardware. • You can modify the Installer code in the panel using keypad only. • For more information on how to modify the installer code, see Configuring DSC Neo and Pro Panel Hardware using Keypad.
Encryption	Select the check box to enable the encryption. • Encryption key is used to authenticate the handshake between the panel and the unified server. • Encryption key is assigned and provided with the Panel hardware. • For more information on how to modify the encryption key, see Configuring DSC Neo and Pro Panel Hardware using Keypad.
Local Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the local encryption key. • The local encryption key is 8 characters code, which is configured on the Neo or Pro Panel. • Enter the eight character code four times. For example, if the encryption code is 12345678, you have to enter 12345678123456781234567812345678 • For more information on how to modify the Local Encryption key in the Neo Panel, see Configuring DSC Neo and Pro Panel Hardware using Keypad.
Remote Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the remote encryption key. • The remote encryption key is the first 8 digit of the Panel Account number. • Enter the first eight digit of the account number four times. • For example, if the account code is **12345678**9012, you have to enter the first eight digit (12345678) four times. • To view the account number, see Configuring DSC Neo and Pro Panel Hardware using Keypad . **Note:** • When panel type is selected as Pro remote encryption key is disabled. • When panel type is selected as Neo remote encryption key is enabled.
Time Zone	Click ... to select the time zone of the Panel. Based on the selected time zone the panel will perform synchronization to the panel. The default value is 60 secs. You can modify the time in the ITv2 Configuration.xml file.

4. Click **Save and Close**.
5. Verify the status of the Panel.

Troubleshooting Tips

- If the Panel does not come online and cannot establish connection:
  - Check the physical connection between the panel and the server.

— In the command prompt, type `ping <IP address>` and verify the connection. In this instance, `<IP address>` is the IP address of the Panel configured in the section [851]-[001] and/or [851]-[992]. For example: ping 191.20.4.5

— Use **netstat** to check if the connection is established with the alarm port.

— Ensure no other application, such as DLS, is connected to the Panel.

- Verify if the CrossFire service, server and ITv2 driver are up and running.
- Verify if Panel Account number, Alarm port, Access code, Installer code, Encryption key, and Host IP address is provided correctly.
- Verify the configuration in the Neo or Pro Panel hardware .

NOTE Verify the Installer Code and the Access Code are the same as the Panel section [006] or else it will lock the Panel after X number of tries for Y duration that was configured in Panel section [012].

What to Do Next

- Synchronize the Panel. Synchronizing the ITv2 Panel

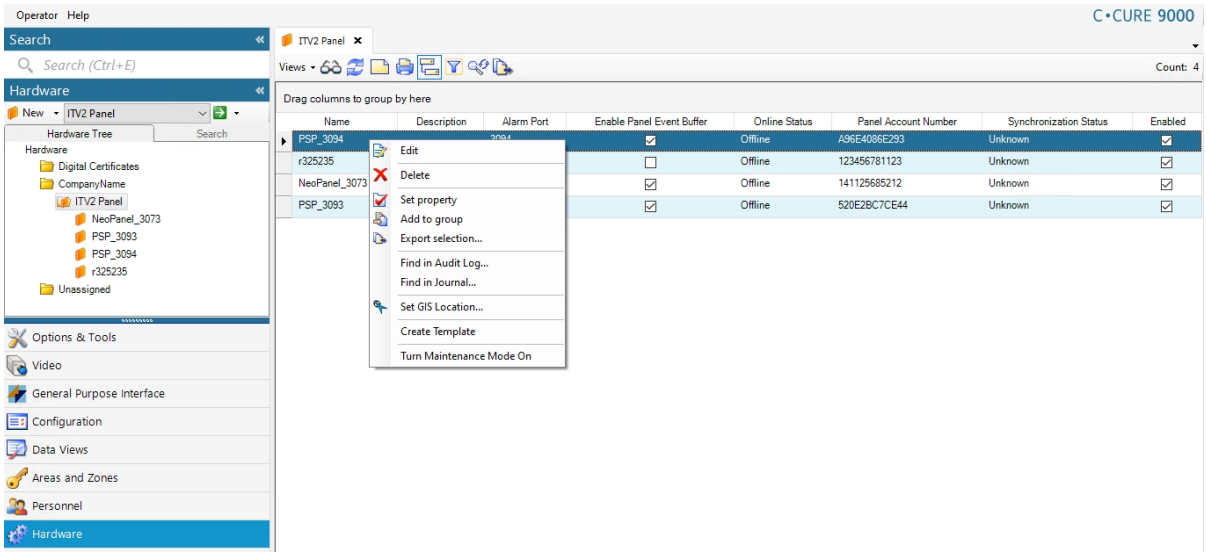
Creating an ITv2 Panel Template

Creating a template saves time because you do not have to re-enter the same information again.

Creating a Template

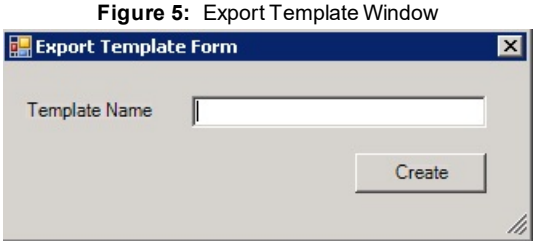
1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **CompanyName** folder, right-click the ITv2 Panel folder and select **ITv2 Panel>Create Template**. Refer to Figure 4 on Page 33.

Figure 4: Create template



3. The **Export Template Form** window opens. Enter the information for the ITv2 Panel template. Refer to Figure 5 on Page 34.

Figure 5: Export Template Window



4. Click **Save and Close**.

   The new template is listed under **ITv2 Panel>*Templates***.

NOTE: After the template is created, the following configurations of the Panel are saved: zone assignment, zone definition, zone attribute, Output assignment, Output type, Output attribute, Virtual zone information, late to open, user code and attribute, user partition assignments.

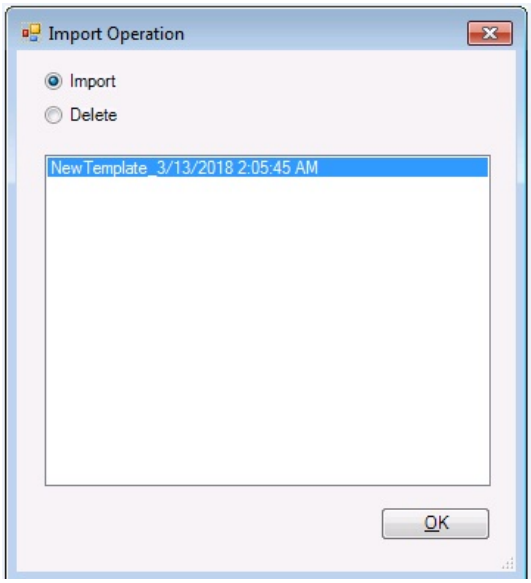
Applying ITv2 Panel Template

This is used to apply the same configuration to the selected panels.

Applying a Template

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **CompanyName** folder, right-click the **ITv2 Panel** for which you want to apply template.
3. Select **Apply Template**.
4. In the **Import Operation** dialog box appears. Select **Import**, select a template that you want to apply and then click **OK**. Refer to Figure 6 on Page 34.

Figure 6: Import Operation Dialog Box



After a template is applied, the following configurations are written to the Panel: zone assignment, zone definition, zone attribute, Output assignment, Output type, Output attribute, Virtual zone info, late to open, user code and attribute & user partition assignments.

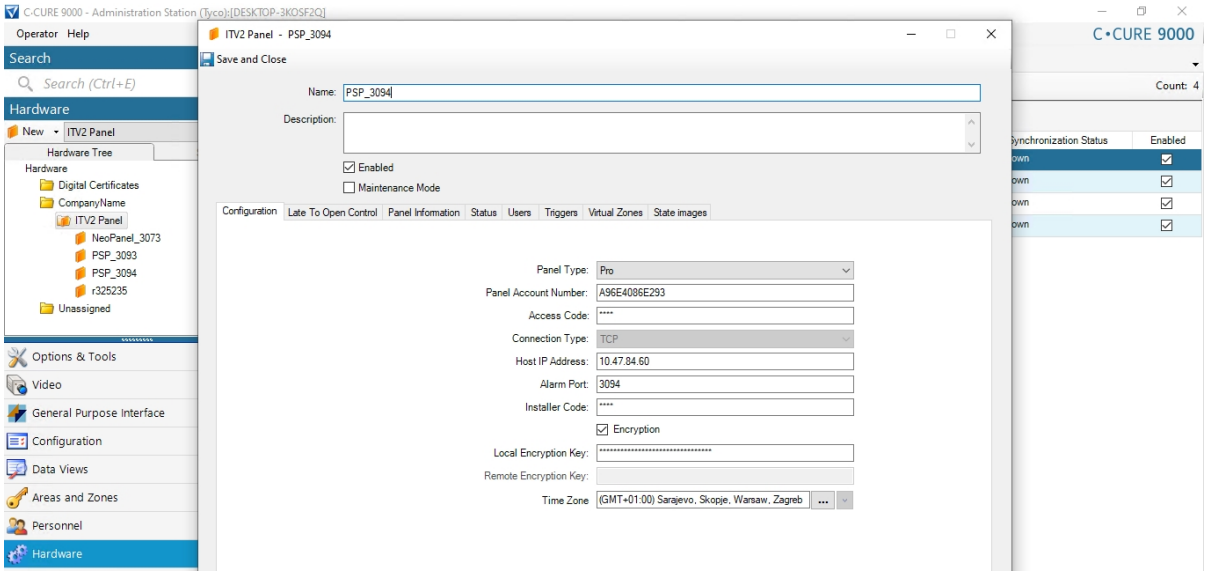
NOTE

- Only if the Personnel exists, the User code and attribute, and the user partition assignment is written to the Panel.
- Do not apply the template in ITv2 Panel which was created with ITV2 Panel.

Accessing an ITv2 Panel

You can access an ITv2 Panel from the Hardware tree and from a dynamic view.

Figure 7: The ITv2 editor



Before You Begin

- Ensure that you have created the ITv2 Panel.

Accessing the ITv2 Panel

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Select one of the following methods:

- To access an ITv2 Panel from a Dynamic view, complete the following steps:
  a. From the **Hardware** list, select **ITv2 Panel** and then click .
  b. From the Dynamic View, right-click an ITv2 Panel and select **Edit**.
- To access an ITv2 Panel from the Hardware Pane, complete the following steps:
  a. In the Hardware Tree, expand the **ITv2 Panel** folder **in the CompanyName** folder.
  b. In the **ITv2 Panel folder**, select the ITv2 Panel that you want to access.
  c. Right-click the ITv2 Panel and select **Edit**. The **ITv2 Panel** Editor opens.

  The **ITv2 Panel Editor** opens.

Synchronizing the ITv2 Panel

To read or write the panel information and objects details, you need to synchronize the panel. The following are two ways you can perform synchronization:

- Synchronization from Panel: Use this option to read the data from the Panel to C•CURE 9000.

- Synchronization to Panel: Use this option to write the data from C•CURE 9000 to the Panel.

NOTE: During synchronization, User cannot modify the panel editor.

Before you begin

Ensure the following, before you synchronize the Panel.

- The Panel is online.
- No other operations are in progress.
- Length of the Personnel PIN in C•CURE and user access code in the Panel are equal.

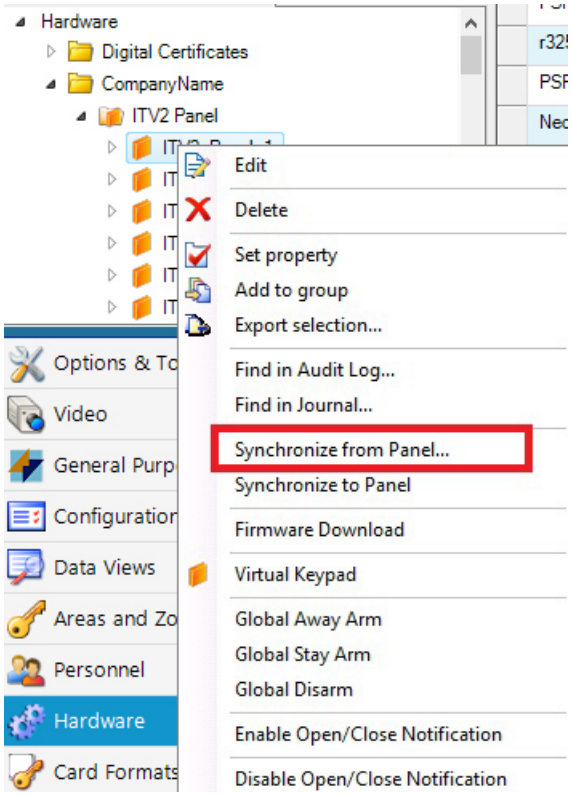
Note:

- Follow the steps to configure the Personnel PIN length on C•CURE:
  a. In navigation pane, click the **Options & Tools** tab and then click **System Variable**. The System Variable window appears.
  b. Expand the **Personnel** category and change the PIN length.
- To configure the user access code go to section 041 on the Panel.

Synchronizing from the ITv2 Panel

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel folder**, right-click the ITv2 Panel and select **Synchronize from Panel**.
   Alternatively, click the **Hardware** drop-down list and select **ITv2 Panel.** Click to open a Dynamic View showing all ITv2 Panels, and then right-click the Panel and select **Synchronize from Panel**.

Figure 8: Synchronize from Panel

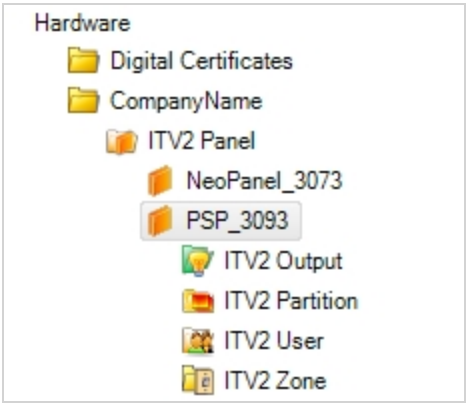


4. Verify the status of the panel in the **Monitoring Station**. The status of the Panel changes to **Start Synchronization**, **Synchronizing** and then finally **Synchronized**.

Figure 9: Monitoring Station - Panel Status

5. All the ITv2 Panel objects appear in the **Hardware Tree** under the Panel folder, as shown in Figure 10 on Page 37.

Figure 10: Hardware Tree

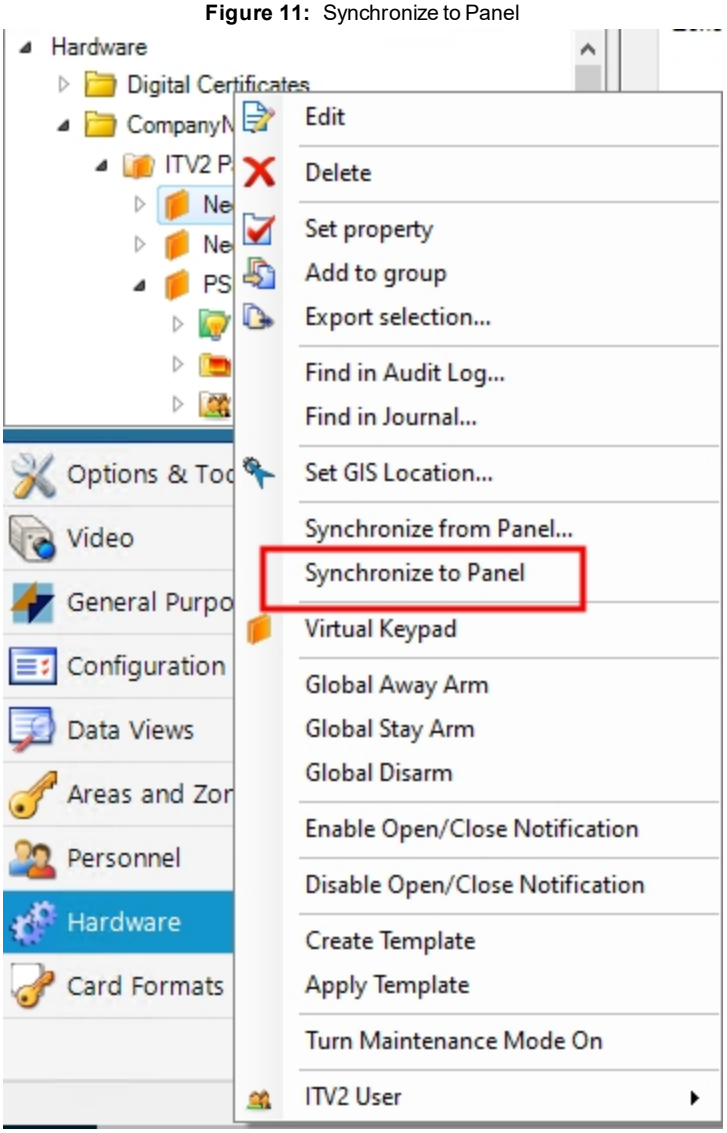


Synchronize to the ITv2 Panel

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder **in the CompanyName** folder.

3. In the **ITv2 Panel folder**, right-click the ITv2 Panel and select **Synchronize to Panel**.
   Alternatively, click the **Hardware** drop-down list and select **ITv2 Panel.** Click to open a Dynamic View showing all ITv2 Panels, and then right-click the Panel and select **Synchronize to Panel**.

Figure 11: Synchronize to Panel



4. Verify the status of the panel in the **Monitoring Station**. The status of the Panel changes to **Start Synchronization**, **Synchronizing** and then **Synchronized**.

Figure 12: Monitoring Station - Panel Status

5. The ITv2 Panel objects appear in the **Hardware Tree** under the Panel folder, as shown in Figure 10 on Page 37.

Troubleshooting Tips

- If the synchronization has stopped or failed:
  - Check the physical connection between the panel and the server.

- In the command prompt, type `ping <IP address>` and verify the connection. In this instance, `<IP address>` is the IP address of the Panel configured in section [851]-[001] and/or [851]-[992]. For example: ping 191.20.4.5
- Use **netstat** to check if the connection is established with the alarm port.
- Ensure no other application, such as DLS, is connected to the Panel.

- Verify if the ITv2 driver and the server are up and running.
- Verify if the alternate communication is enabled in the DSC Neo or Pro Panel.
- Verify using the section number 382 and option 5 and Section 401 and option 7.
- Verify if any faulty hardware is connected to the Panel.

What to Do Next

After you synchronize the ITv2 Panel, perform the following:

- Verify if the status of the Panel has changed to **Synchronized**. For more information see ITv2 Panel - Status Tab on Page 56
- Verify if all the available objects in the Panel are appearing in the **Hardware Tree**.
- Perform manual Actions. Performing ITv2 Panel Manual Actions on Page 45
- Optionally, you can perform any of the following tasks:

Task	Link
Configure Late to Open Control option to the panel	Late to Open Control Tab Tasks on Page 53
Modifying the panel configuration	Editing ITv2 Panel on Page 39
Configure Triggers for the Panel to activate Events	Triggers Tab Tasks on Page 61
Add the panel to a group	Adding an ITv2 Object to a Group on Page 42
Configure Virtual Zone	ITv2 Panel - Virtual Zones Tab Tasks on Page 64
Perform Virtual Keypad Actions	ITv2 Panel - Virtual Keypad Tasks on Page 70

Editing ITv2 Panel

Before you begin

Before you begin, ensure the following:

- The status of the Panel is Synchronized.

NOTE: During synchronization, you cannot modify the details in the ITv2 Panel Editor.

Editing the ITv2 Panel

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder **in the CompanyName** folder.
3. In the **ITv2 Panel folder**, select the ITv2 Panel to be edited.

4. Right-click the ITv2 Panel and select **Edit**.
   The **ITv2 Panel Editor** opens.
5. Modify the configuration.

Table 6: ITv2 Panel - Configuration Tab Definitions

Field/Button	Description
Name	(Mandatory) Enter a unique name to identify the ITv2 Panel. • The name of the panel can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) Enter a description about the ITv2 Panel.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Panel. If the Panel is disabled, the communication between C•CURE 9000 and the Panel is disabled.
Configuration Tab	
Panel Type	(Mandatory) • Neo (default panel) • Pro
Panel Account Number	(Mandatory) Enter the assigned account number of the DSC ITv2 Panel. Panel account number is unique to a panel and provided with the DSC ITv2 Panel hardware. • The account number should be 12 characters and numeric only, else an error message is displayed. • For more information on how to view the Panel account number, seeConfiguring DSC Neo and Pro Panel Hardware using Keypad .
Access Code	Enter the access code. • Access code is the master code of the panel used to authenticate some of the operations in the panel, for example, User Level tasks, Event Level tasks, System Level tasks. • Access code is assigned and provided with the Panel hardware. You can modify the Access code in the panel keypad only. For more information on how to modify the access code, see Configuring DSC Neo and Pro Panel Hardware using Keypad . • The Access code should be four or six or eight characters long and numeric only. By default the Access Code is 1234. **Note**: If you modify the access code in the DSC ITv2 Panel, the same should be configured in C•CURE 9000 , else, the events and schedule actions will fail to work, as expected.
Connection Type	(Mandatory) The connection type used to select the mode of communication. By default, the connection type is TCP.
Host IP Address	Enter the TCP/IP address of the unified server. • The IP address should be in the IPv4 format. For example, 191.2.3.4 • The IP address provided should be unique across panels, else an error message is displayed.

Table 6: ITv2 Panel - Configuration Tab Definitions (continued)

Field/Button	Description
Alarm Port	Enter the port number used for communication. • Alarm port is used for communication between the Unified server and the DSC ITv2 panel. • The port number can be in the range of 1 to 5 digits. **NOTE**: If multiple Panels are in use, there should be a unique Alarm port number for each panel. If not the an error message is displayed.
Installer Code	Enter the Installer code of the panel. • Installer code is used to authenticate the panel configuration tasks performed in the programing mode. • Installer code is assigned and provided with the Panel hardware. • You can modify the Installer code in the panel using keypad only. • For more information on how to modify the installer code, see Configuring DSC Neo and Pro Panel Hardware using Keypad .
Encryption	Select the check box to enable the encryption. • Encryption key is used to authenticate the handshake between the DSC ITv2 Panel and unified server. • Encryption key is assigned and provided with the Panel hardware. • You can modify the encryption key in the panel using the keypad. • For more information on how to modify the encryption key, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 .
Local Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the local encryption key. • The local encryption key is 8 characters code, which is configured in the DSC ITv2 Panel. • Enter the eight character code four times. For example, if the encryption code is 12345678, you have to enter 1234567812345678123456781234567 8 • You can modify the Local encryption key in the panel using the keypad. • For more information on how to modify the Local Encryption key in the DSC ITv2 Panel, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 .
Remote Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the remote encryption key. • The remote encryption key is the first 8 digit of the Panel Account number. • Enter the first eight digit of the account number four times. • For example, if the account code is **12345678**9012, you have to enter the first eight digit (12345678) four times. • To view the account number, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 . **Note:** • When panel type is selected as Pro remote encryption key text box is disabled. • When panel type is selected as Neo remote encryption key text box is enabled.
Time Zone	Click ... to select the time zone of the panel. Based on the selected time zone the panel will perform synchronization to the panel. The default value is 60 secs. You can modify the time in the ITv2 Configuration.xml file.

6. Click **Save and Close**.

Troubleshooting Tips

- If the Panel does not come online and cannot establish connection:
  - Check the physical connection between the panel and the server.

- In the command prompt, type `ping <IP address>` and verify the connection. In this instance, `<IP address>` is the IP address of the Panel configured in the section [851]-[001] and/or [851]-[992]. For example: ping 191.20.4.5
- Use **netstat** to check if the connection is established with the alarm port.
- Ensure no other application, such as DLS, is connected to the Panel.

- Verify if the **CrossFire Service**, the server, and the ITv2 driver are running.
- Verify if the **Panel Account Number**, **Alarm Port**, **Access Code**, **Installer Code**, **Encryption Key**, and **Host IP Address** is provided correctly.
- Verify the configuration in the DSC ITv2 Panel hardware . See Configuring DSC Neo and Pro Panel Hardware using Keypad .

What to Do Next

- Synchronize the Panel. Synchronizing the ITv2 Panel

Viewing All ITv2 Panels

Viewing All ITv2 Panels

1. From the **Hardware** drop-down list, select **ITv2 Panel**.
2. Click . All configured ITv2 Panels appear.

Deleting ITv2 Panel

Deleting an ITv2 Panel from the Hardware Tree

1. Click the ITv2 Panel under the **ComanyName** folder in the **Hardware Tree**.
2. Right-click the ITv2 Panel configuration and select **Delete** from the context menu. A confirmation message appears stating **Are you sure that you want to delete the selected ITv2 Panel object?**
3. Click **Yes** to delete the ITv2 Panel or click **No** to exit without deleting.

Deleting an ITv2 Panel from Dynamic View

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Click the **Hardware** drop-down list and select **ITv2 Panel.**
3. Click . All configured ITv2 Panels appear.
4. Right-click the **ITv2 Panel** in the list and select **Delete**. A confirmation message appears stating **Are you sure that you want to delete the selected ITv2 Panel object?**.
5. Click **Yes** to delete the ITv2 Panel or click **No** to exit without deleting.

Adding an ITv2 Object to a Group

Groups let you organize the ITv2 objects and perform manual actions for all ITv2 objects in a group at a time.

The ITv2 Objects here refer to one of the following:

- **ITv2 Panel**
- **ITv2 Zone**

- **ITv2 Output**
- **ITv2 Partition**
- **ITv2 Virtual Zone**
- **ITv2 User**

Before You Begin

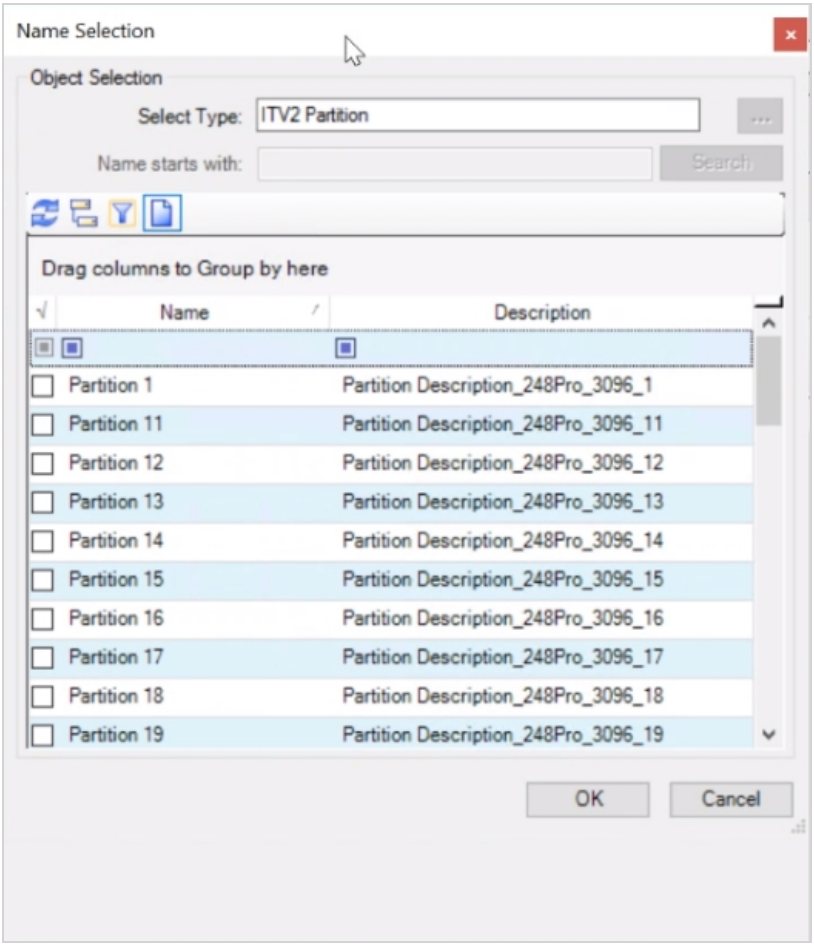
Ensure the following, before you add the object to a group:

- A group is created, with the Group Type as ITv2 Object, for example,
  - If you are adding the ITv2 Panel, select the Group Type as **ITv2 Panel**.
  - If you are adding the ITv2 Zone, select the Group Type as **ITv2 Zone**.
  - If you are adding the ITv2 Output, select the Group Type as **ITv2 Output**.
  - If you are adding the ITv2 Partition, select the Group Type as **ITv2 Partition**.
  - If you are adding the ITv2 User, select the Group Type as **ITv2 User**.

For more information, see **Group Editor General Tab** in the C•CURE 9000 User Guide.

Adding an ITv2 Object to a Group from the Hardware Pane

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder **in the CompanyName** folder.
3. Right-click the ITv2 Object and select **Add to Group.** A dialog box appears with the list of available groups for the ITv2 Object.
4. Select the group to which you want to add. The ITv2 Object is added to the selected group.



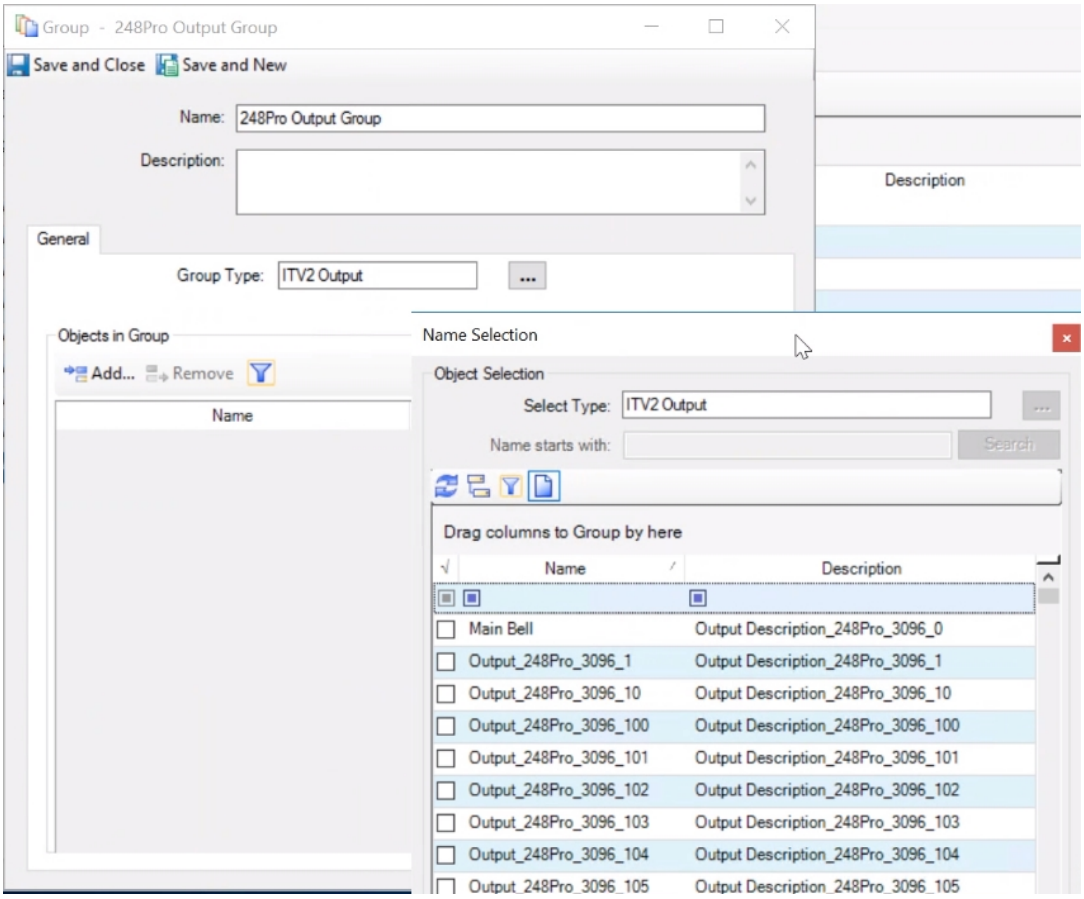
5. Click **Save and Close** or **Save and New** to exit.

Adding an ITv2 Object to a Group from the Configuration Pane

1. In the **Configuration** pane, select **Group** from the drop-down list, and then click to open a Dynamic View showing all Group.
2. Right-click the Group that you want to associate with the Panel, and select **Edit**. The **Group** dialog box opens.
3. Click **Add** in the **Group - General** tab to add an ITv2 Object in the Group. The dialog box appears with a list of existing objects.
4. Select the check box to add the ITv2 Object to the group and click **OK**. You can add more than one entry at a time.

NOTE: Follow the number sequence as shown in Figure 13 on Page 45.

Figure 13: Adding ITv2 Object to a Group



5. Click **Save and Close** or **Save and New** to exit.

What to Do Next

After you configure the ITv2 Panel, you can:

- Perform manual Actions. Performing ITv2 Panel Manual Actions on Page 45

Performing ITv2 Panel Manual Actions

The following manual actions can be performed from the ITv2 Panel:

- **Global Away Arm**: Arms all the Partitions in the panel.
  Away Arm option is used to arm all the sensors associated to a panel.
  Example: Motion sensors, doors and windows associated to a panel.
- **Global Stay Arm**: Arms only the perimeter of the system in the panel.
  Stay Arm option is used to bypass the interior motion sensors and arms only the perimeter associated to a panel.
  Example: Doors, Windows.
- **Global Disarm**: Disarms all the partition in a Panel.

NOTE: Unsuccessful command response reporting depends upon the number of retries for the same command.

Before You Begin

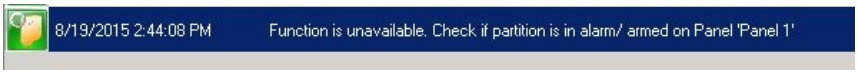
Ensure the following, before performing the manual actions,

- The ITv2 panel is Online.

- **Partitions** should be ready with no trouble and no alarm.
- **Zones** should be closed with no fault, no alarm, and no tamper.

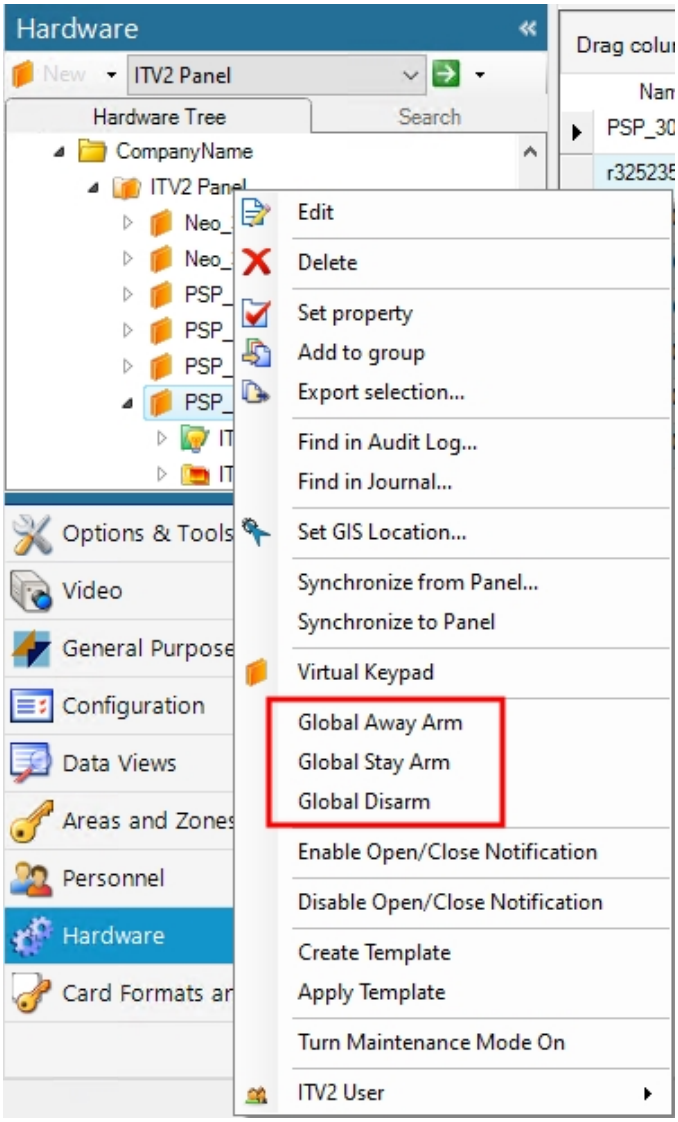
Performing ITv2 Panel Manual Actions

The below message will appear in the monitoring station if any partition is in alarm and armed.



1. Right-click the ITv2 Panel for which you want to perform the manual action.

Figure 14: Access the ITv2 Panel Manual Actions



2. Choose one of the options from the context menu:

If you want to ...	Select...
Arm all the Partitions in the panel	**Global Away Arm**

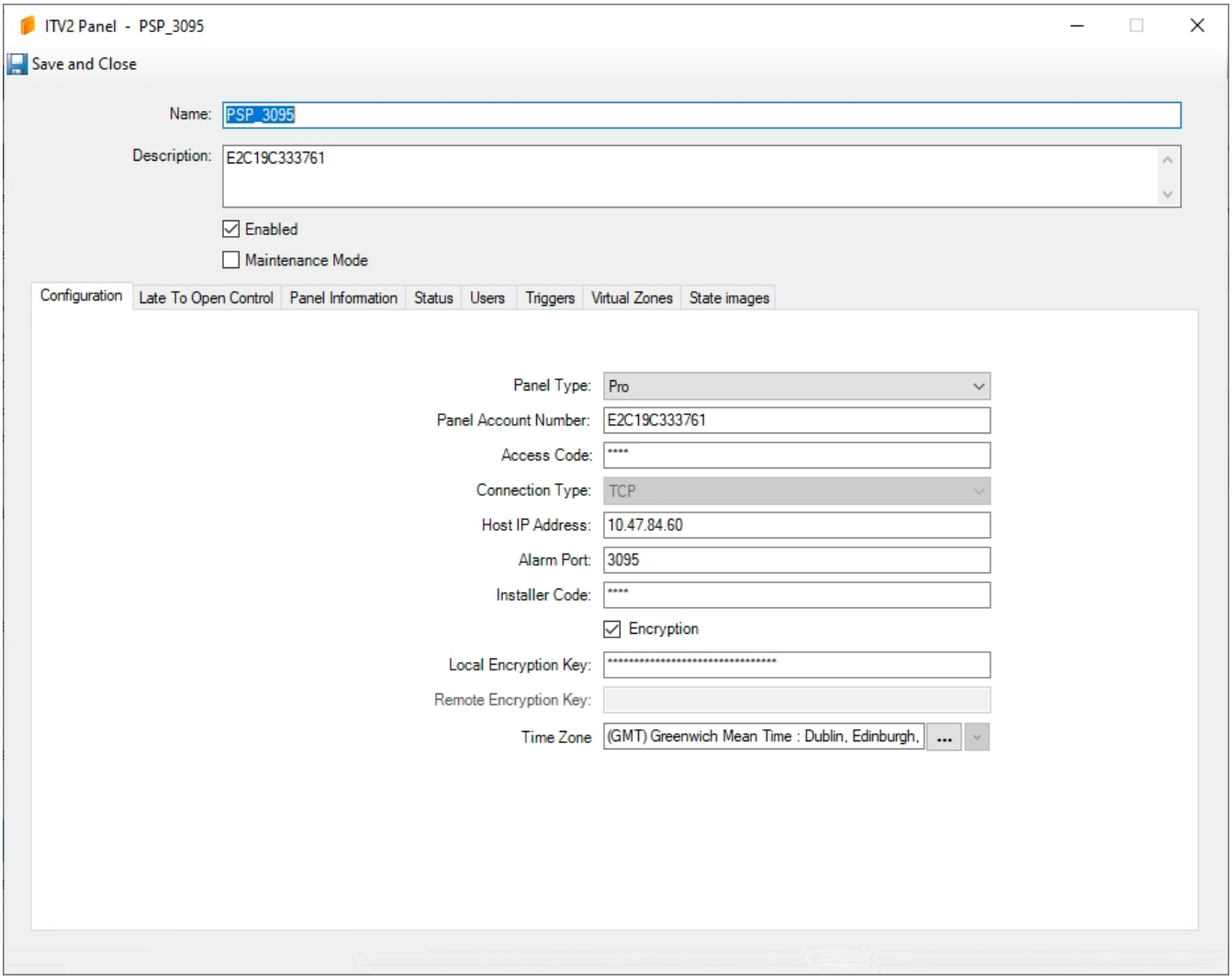
If you want to ...	Select...
Arm all the Partitions, expect for interior sensors in the panel	**Global Stay Arm**
Disarm all the Partition in the panel	**Global Disarm**

3. Enter the **Access Code** in the **Access Code Operation** window.
4. The status of the **Partition** in the Panel changes:
   - For **Global Away Arm**, the status is changed to **Global Away Armed**.
   - For **Stay Away Arm**, the status is changed to **Global Stay Armed**.
   - For **Global Disarm**, the status is changed to **Disarmed**.

ITv2 Panel - Configuration Tab

You can configure and enable the ITv2 Panel using the ITv2 Panel - Configuration tab.

Figure 15: ITv2 Panel - Configuration Tab



ITv2 Panel - Configuration Tab Definitions

Table 7 on Page 48 describes the ITv2 Panel - Configuration Tab fields and buttons.

Table 7: ITv2 Panel - Configuration Tab Definitions

Field/Button	Description
Name	Enter a unique name to identify the ITv2 Panel. • The name of the panel can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) Enter a description about the ITv2 Panel.

Table 7: ITv2 Panel - Configuration Tab Definitions (continued)

Field/Button	Description
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Panel. If the Panel is disabled, the communication between C•CURE 9000 and the Panel is disabled.
Configuration Tab	
Panel Type	• Neo (default) • Pro
Panel Account Number	(Mandatory) Enter the assigned account number of the DSC ITv2 Panel. Panel account number is unique to a panel and provided with the DSC ITv2 Panel hardware. • The account number should be 12 characters and numeric only, else an error message is displayed. • For more information on how to view the Panel account number, seeConfiguring DSC Neo and Pro Panel Hardware using Keypad on Page 15 .
Access Code	(Mandatory) Enter the access code. • Access code is the master code of the panel used to authenticate some of the operations in the panel, for example, User Level tasks, Event Level tasks, System Level tasks. • Access code is assigned and provided with the Panel hardware. You can modify the Access code in the panel keypad only. For more information on how to modify the access code, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 . • The Access code should be four or six or eight characters long and numeric only. By default the Access Code is 1234. **Note**: If you modify the access code in the DSC ITv2 Panel, the same should be configured in C•CURE 9000 ,else, the events and schedule actions will fail to work, as expected.
Connection Type	The connection type used to select the mode of communication. By default, the connection type is TCP.
Host IP Address	Enter the TCP/IP address of the unified server. • The IP address should be in the IPv4 format. For example, 191.2.3.4 • The IP address provided should be unique across panels, else an error message is displayed.
Alarm Port	Enter the port number used for communication. • Alarm port is used for communication between the Unified server and the DSC ITv2 Panel. • The port number can be in the range of 1 to 5 digits. **NOTE**: If multiple Panels are in use, there should be a unique Alarm port number for each panel. If not the an error message is displayed.
Installer Code	Enter the Installer code of the panel. • Installer code is used to authenticate the panel configuration tasks performed in the programing mode. • Installer code is assigned and provided with the Panel hardware. • You can modify the Installer code in the panel using keypad only. • For more information on how to modify the installer code, see Configuring DSC Neo and Pro Panel Hardware using Keypad .

Table 7: ITv2 Panel - Configuration Tab Definitions (continued)

Field/Button	Description
Encryption	Select the check box to enable the encryption. • Encryption key is used to authenticate the handshake between ITv2 Panel and unified server. • Encryption key is assigned and provided with the Panel hardware. • You can modify the encryption key in the panel using the keypad. • For more information on how to modify the encryption key, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 .
Local Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the local encryption key. • The local encryption key is 8 characters code, which is configured in the DSC ITv2 Panel. • Enter the eight character code four times. For example, if the encryption code is 12345678, you have to enter 1234567812345678123456781234567 8 • You can modify the Local encryption key in the panel using the keypad. • For more information on how to modify the Local Encryption key in the ITv2 Panel,see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 .
Remote Encryption Key	This field is enabled only if the Encryption check box is enabled. Enter the remote encryption key. • The remote encryption key is the first 8 digit of the Panel Account number. • Enter the first eight digit of the account number four times. • For example, if the account code is **12345678**9012, you have to enter the first eight digit (12345678) four times. • To view the account number, see Configuring DSC Neo and Pro Panel Hardware using Keypad on Page 15 . **Note:** • When panel type is selected as Pro remote encryption key text box is disabled. • When panel type is selected a Neo remote encryption key textbox is enabled.
Time Zone	Click ... to select the time zone of the panel. Based on the selected time zone the panel will perform synchronization to the panel. The default value is 60 secs. You can modify the time in the ITv2 Configuration.xml file.

ITv2 Panel - Late to Open Control Tab

Late to Open is used to notify or alert the monitoring station, if the intrusion zone is not disarmed at a specific time for all seven days of the week. The late to open configuration can be written to the panel during Synchronization to panel.

For example, tracking children after school.

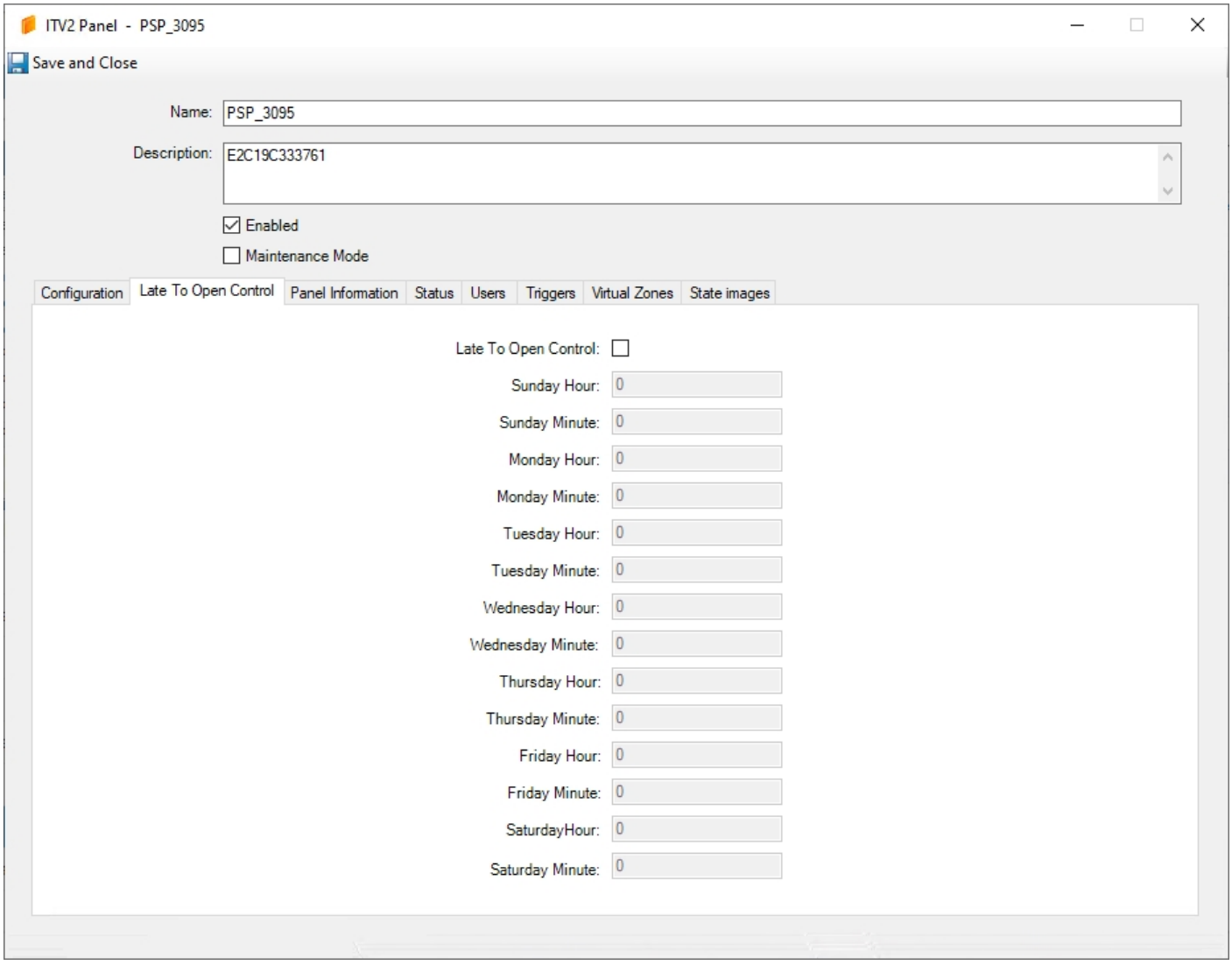
Scenario: If parents get home from work at 5 PM, and a child gets home at 4 PM.

Late to Open configuration: The Late of Open timer is set for 4:15 PM.

Action: If the panel is not disarmed at 4:15 PM, an alert is sent to the monitoring station.

The **Late to Open Control** tab is used to configure the Late to Open Control time.

Figure 16: ITv2 Panel – Late to Open Control Tab



Late to Open Tab Definitions

The ITv2 Panel – Late to Open tab fields and buttons are described in Table 8 on Page 52

Table 8: Panel Editor – Late to Open Control Tab Definitions

Field/Button	Description
Late to Open Control	Select this check box to enable the Late to Open Control.
Sunday Hour	Enter the time in hour when the panel should be disarmed on Sunday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00
Sunday Minute	Enter the time in minute when the panel should be disarmed on Sunday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Monday Hour	Enter the time in hour when the panel should be disarmed on Monday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00
Monday Minute	Enter the time in minute when the panel should be disarmed on Monday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Tuesday Hour	Enter the time in hour when the panel should be disarmed on Tuesday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00 • If you want to disable the Late to Open control on Tuesday, enter 99.99
Tuesday Minute	Enter the time in minute when the panel should be disarmed on Tuesday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Wednesday Hour	Enter the time in hour when the panel should be disarmed on Wednesday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00
Wednesday Minute	Enter the time in minute when the panel should be disarmed on Wednesday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Thursday Hour	Enter the time in hour when the panel should be disarmed on Thursday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00 • If you want to disable the Late to Open control on Thursday, enter 99.99

Table 8: Panel Editor – Late to Open Control Tab Definitions (continued)

Field/Button	Description
Thursday Minute	Enter the time in minute when the panel should be disarmed on Thursday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Friday Hour	Enter the time in hour when the panel should be disarmed on Friday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00 • If you want to disable the Late to Open control on Friday, enter 99.99
Friday Minute	Enter the time in minute when the panel should be disarmed on Friday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15
Saturday Hour	Enter the time in hour when the panel should be disarmed on Saturday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00:00 – 23:59 hours. For example, 16.00
Saturday Minute	Enter the time in minute when the panel should be disarmed on Saturday. • This field is enabled, if Late to Open Control is enabled. • The valid range is from 00 – 59 minutes. For example, 00.15

Late to Open Control Tab Tasks

Configuring Late to Open Control

Enabling the Late to Open Control

1. In the Panel editor, click the **Late to Open Control** tab.
2. Select the **Late to Open Control** check box to enable the Late to Control.
3. Enter the time in hours and minutes for each day of the week, from Sunday to Saturday to specify the time when the zone is to be disarmed.
4. Click **Save and Close**.

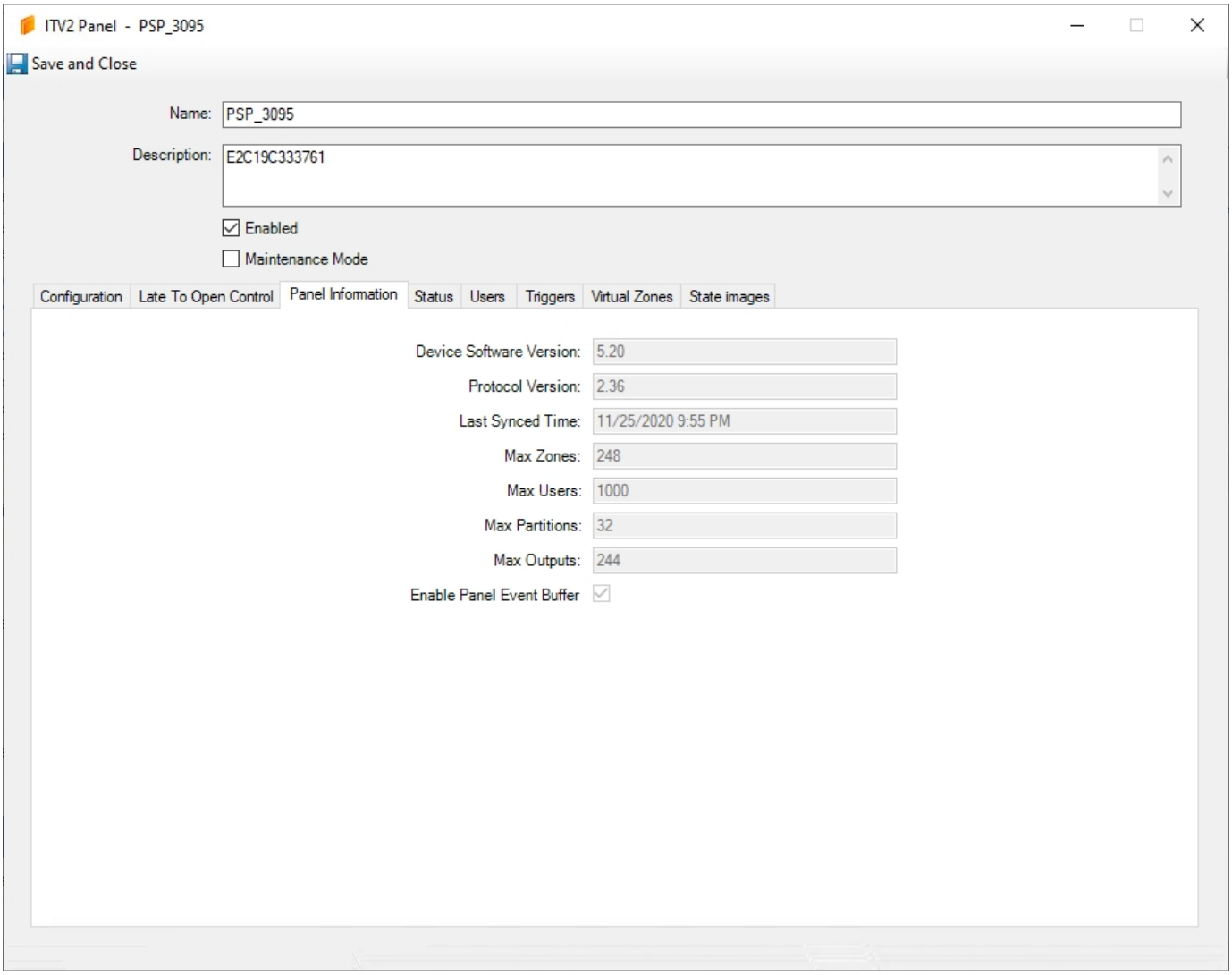
Disabling the Late to Open Control

1. In the Panel editor, click the **Late to Open Control** tab.
2. Clear the **Late to Open Control** check box to disable the Late to Open Control.
3. Click **Save and Close**.

ITv2 Panel - Panel Information Tab

The **Panel Information** tab displays the information about the panel. This tab is read-only.

Figure 17: ITv2 Panel Editor – Panel Information Tab



Panel Information Tab Definitions

The ITv2 Panel – **Panel Information** tab fields and buttons are described in Table 9 on Page 54.

NOTE: You can only view the information on this Information Tab. The information is auto generated during panel synchronization.

Table 9: ITv2 Panel – Panel Information Tab Definitions

Field/Button	Description
Device Software Version	Displays the software version of the Panel.
Protocol Version	Displays the protocol version which is used to communicate between Panel and the C•CURE 9000.

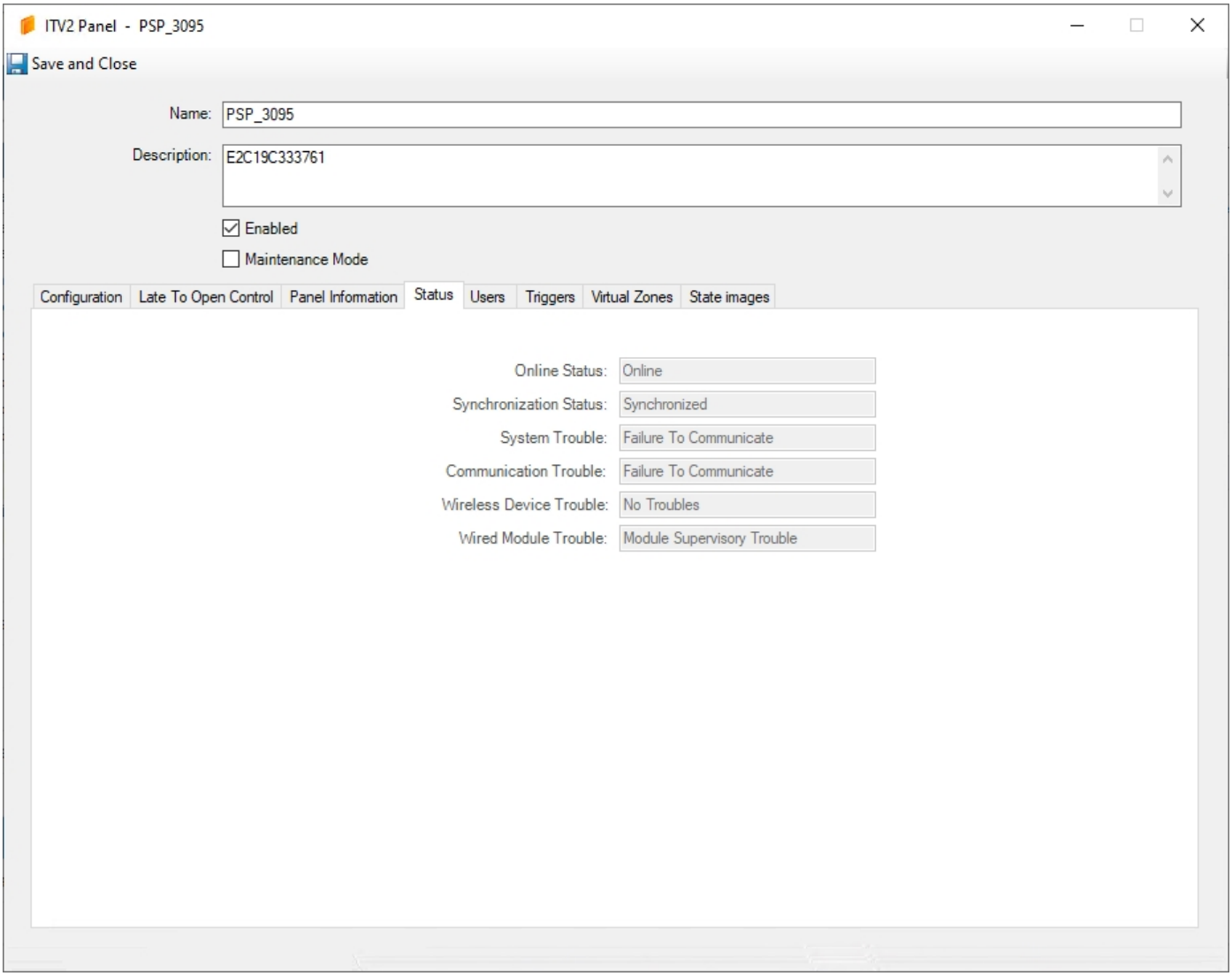
Table 9: ITv2 Panel – Panel Information Tab Definitions (continued)

Field/Button	Description
Last Synced Time	Displays the time when the Panel was last synched in the 00.00 format.
Max Zones	Displays the maximum zones associated to the Panel.
Max Users	Displays the maximum users associated to the Panel.
Max Partitions	Displays the maximum partitions associated to the Panel.
Max Outputs	Displays the maximum outputs associated to the Panel.
Enable Panel event Buffer	Indicate **Enable/Disable** the alarm reporting from the panel.

ITv2 Panel - Status Tab

The **Status** tab indicates the status of the panel. This tab is read-only.

Figure 18: ITv2 Panel Editor – Status Tab



ITv2 Panel - Status Tab Descriptions

The section describes the **Status** tab fields.

Table 10: Status Tab Definition

Field	Description
Online Status	Indicates the Online Status of the Panel.
Synchronization Status	Indicates the Synchronization status of the Panel.
Communication Trouble	Indicates the Communication Trouble status of the Panel.
System Trouble	Indicates the System Trouble status of the Panel.

Table 10: Status Tab Definition (continued)

Field	Description
Wireless Device Trouble	Indicates the wireless device trouble status of the Panel.
Wired Module Trouble	Indicates the wired module trouble status of the Panel.
Enable Panel event Buffer	Indicates whether the event buffer is ON or OFF.

Enable Panel event Buffer

- This feature enables/disables the alarm reporting from the panel.
- If the check-box is not checked then the alarms from the panel will not be reported and vice-versa.

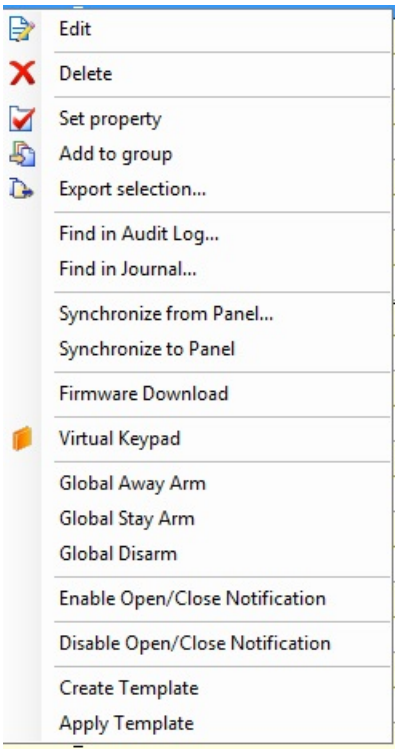
Enable Open/Close notification

- Right click on the **Panel** and from the context menu, select **Enable Open/Closed** notification.
- On selecting this action all the **Zones Status Change Reporting** will be enabled on the panel.

Disable Open/Close notification

- Right click on the **Panel** and from the context menu, select **Disable Open/Closed** notification.
- On selecting this action all the **Zones Status Change Reporting** will be Disabled on the panel.

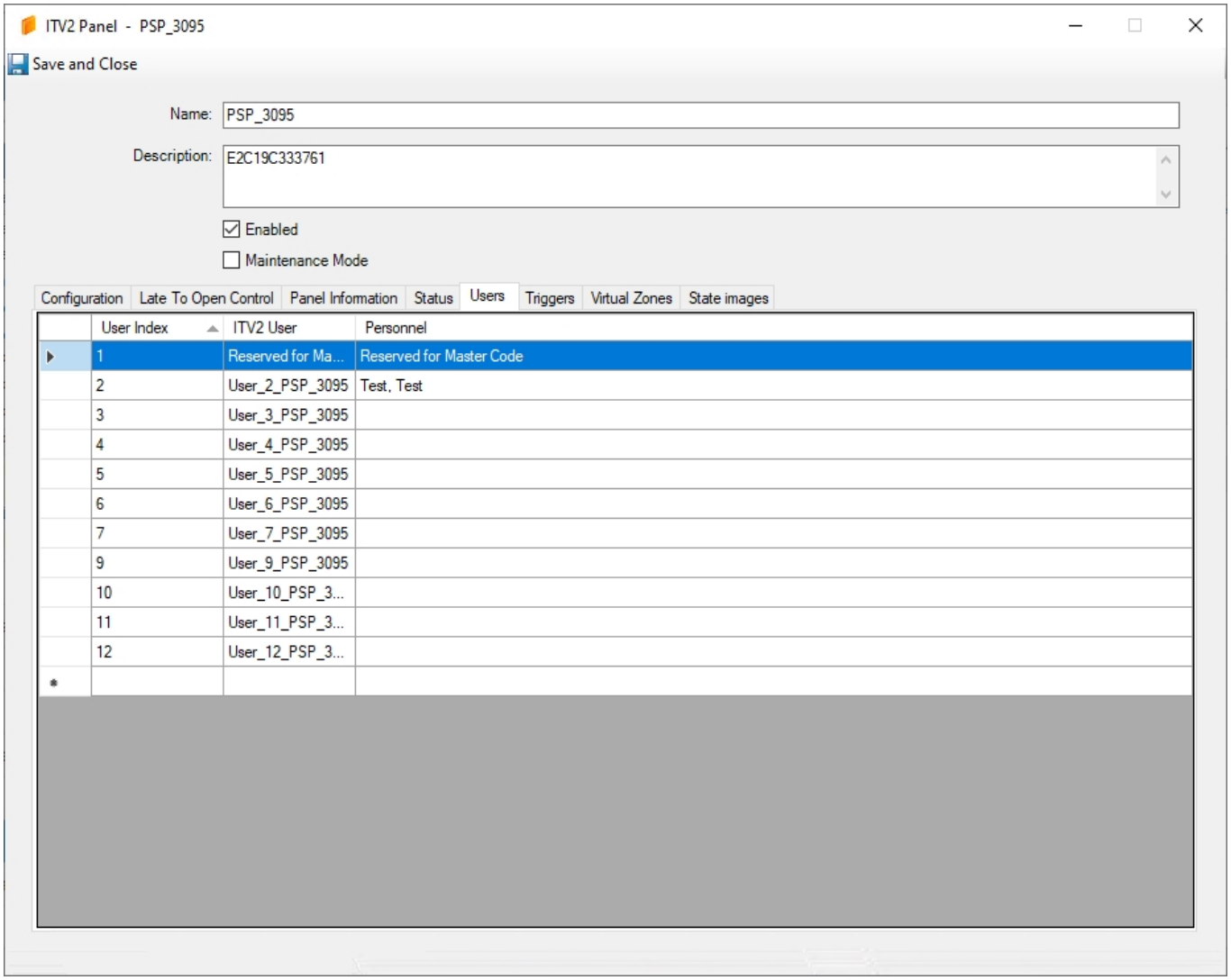
Figure 19: Panel Context Menu



ITv2 Panel - User Tab

This tab is the interface between C•CURE Personnel and the Users in the Panel.

Figure 20: ITv2 Panel – Users Tab



The user in Index 1 is the Master User in the Panel, thus the modification of the Primary User is not allowed through the integration.

In the **User** tab, Index 1 will be reserved for the Primary User, which cannot be edited or removed.

Removing personnel from C•CURE will result in the removal of the User from the User Index and will un-program the User from the Panel.

If you disable the Personnel, then User will be un-programmed from the panel but the Record and mapping between the User and Personnel is retained in the database.

If you enable the same Personnel, it will re-program the User in the panel.

ITv2 User and Personnel should be manually linked.

ITv2 Panel - Users Tab Definitions

This section describes the fields and buttons in the ITv2 Panel – Users tab.

Table 11: ITv2 Panel – Users Tab Definitions

Field/Button	Description
Add User Codes	Creates a new row.
Remove User Codes	Moves a selected row.
Write User Codes	Saves the changes.
User Index	Indicates the number to identify the user. The number is incremented when you create a new row in the table and cannot be modified. Maximum of 95 or 1000 users can be configured.
ITv2 Users	These are the **ITv2 Users** linked to **Users** in the Panel.
Personnel	Click the selection button ... in the **Personnel** field. Select the **Personnel** from the list. The selected **Personnel** are mapped to the respective **ITv2 User**.

For more, see the following:

- ITv2 Panel - Users Tab Tasks on Page 59

ITv2 Panel - Users Tab Tasks

The following tasks are performed in the **Users** Tab:

- Mapping Personnel to an ITv2 User on Page 59
- Disassociate Personnel from the ITv2 User on Page 59

Mapping Personnel to an ITv2 User

1. In the ITv2 Panel, click the **Users** tab.
2. Click in the blank row under **Personnel** column, and then click ... to open the selection dialog box.
3. Select a **Personnel** to map to the **ITv2 User** from the selection dialog box.
4. Click **Save and Close**.

Disassociate Personnel from the ITv2 User

1. In the ITv2 Panel, click the **Users** tab.
2. Click on the row under **Personnel** column, and then remove the **Personnel**.
3. Click **Save and Close**.

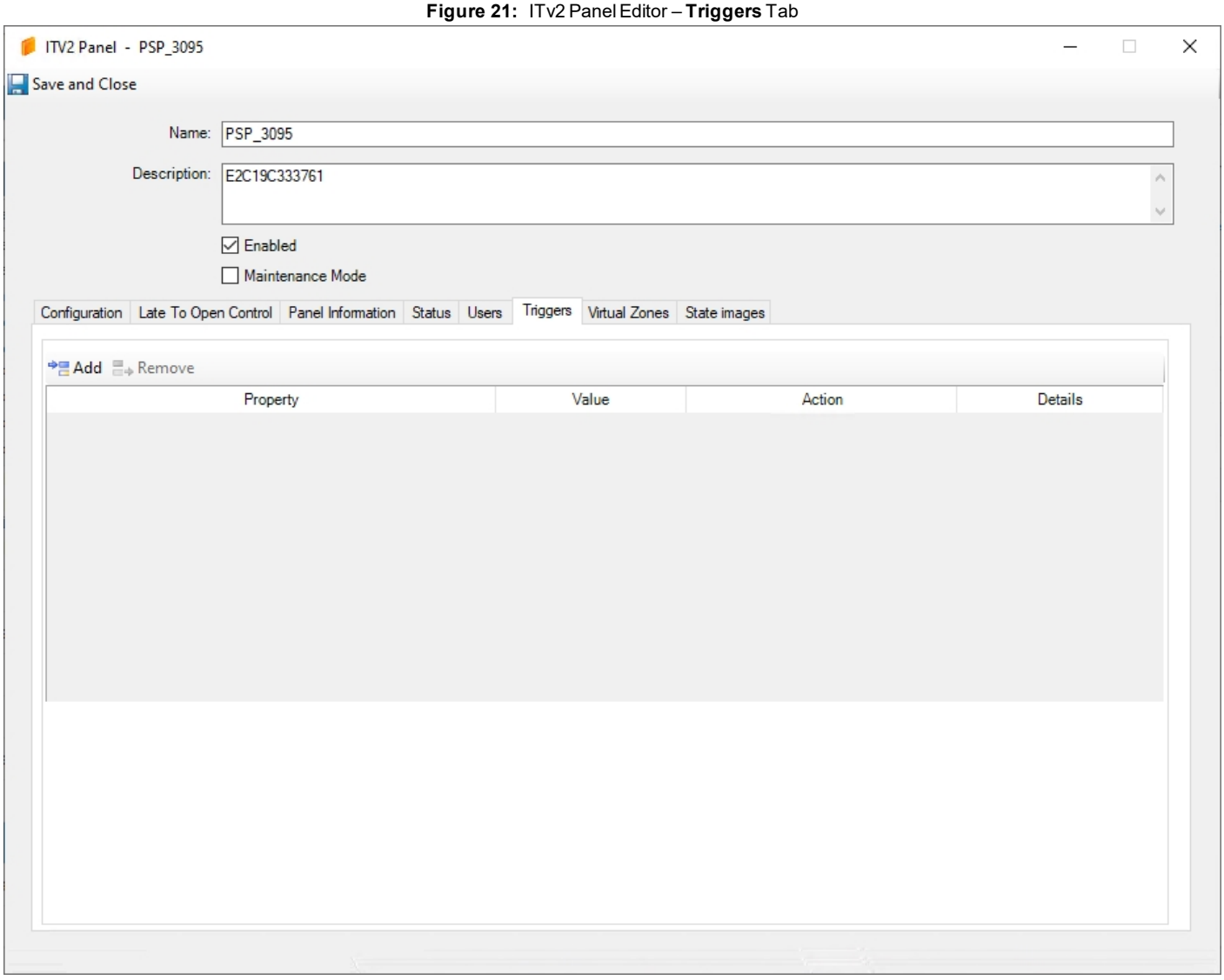
ITv2 Panel - Triggers Tab

The **Triggers** tab is used to configure triggers to activate events.

Triggers are configured procedures used by C•CURE 9000 to activate specific actions when a particular predefined condition occurs. Once the Panel status matches one of these values, the linked **Activate Event** action is triggered and the user-specified event is set to an active state (if allowed by the event, which should be armed at the time).

By creating new rows and selecting different values for each row, each value of the Status field can trigger its own event. It is also possible to trigger two different events for the same status value by creating two rows with the same value and then linking each row to its own event.

Figure 21: ITv2 Panel Editor – **Triggers** Tab



ITv2 Panel - Triggers Tab Definitions

This section describes the fields and buttons in the ITv2 Panel – Triggers tab.

Table 12: ITv2 Panel – Triggers Tab Definitions

Field/Button	Description
Add	Creates a new row in the **Triggers** table. You should configure all fields in the row to complete the **Add** operation.
Remove	Removes a selected row from the Triggers table.
Property	Click within the **Property** field to display the selection button [...]. The **Property** browser opens presenting properties available for the ITv2 Panel.
Value	Click within the Value column to display a drop-down list of Values associated with the Property that you have selected. Click a Value you want to include as a parameter for the trigger to assign it to the column.
Action	Click on the drop-down menu to select an action to occur. This action selected will occur when the object's selected Property receives the selected Value.
Details	The name of the event configured for the row (read-only) entered by the system.
Event	Click on the selection button [...] to select a Event that you want to associate with the trigger. Events are created in the C•CURE 9000 Configuration pane. See the *C•CURE 9000 Software Configuration Guide* for more information.

For more information, see the following:

- Triggers Tab Tasks on Page 61

Triggers Tab Tasks

The following tasks are performed on the **Triggers** tab:

- Selecting Triggers to Activate Events on Page 61
- Deleting Triggers and Events on Page 62

Selecting Triggers to Activate Events

Selecting Triggers to Activate Events

1. In the **Triggers** tab, click **Add** to create a new trigger.
2. Click in the blank row under **Property** column, and then click [...].
3. Select a property to add to the **Property** column.
4. Click within the **Value** column and select a valid value from the drop-down list.
5. Click within the **Action** column to display a drop-down list of valid actions.
   Now only **Activate Event** is available. When you select an action, the lower pane in the **Triggers** dialog box displays an **Event** field to define the action details.
6. Click [...] to open an **Event** dialog box. Select an event that you want to associate with the trigger. Once you define the action details, the Details column displays information about how the action has been configured.
7. Click **Save and Close**.

Deleting Triggers and Events

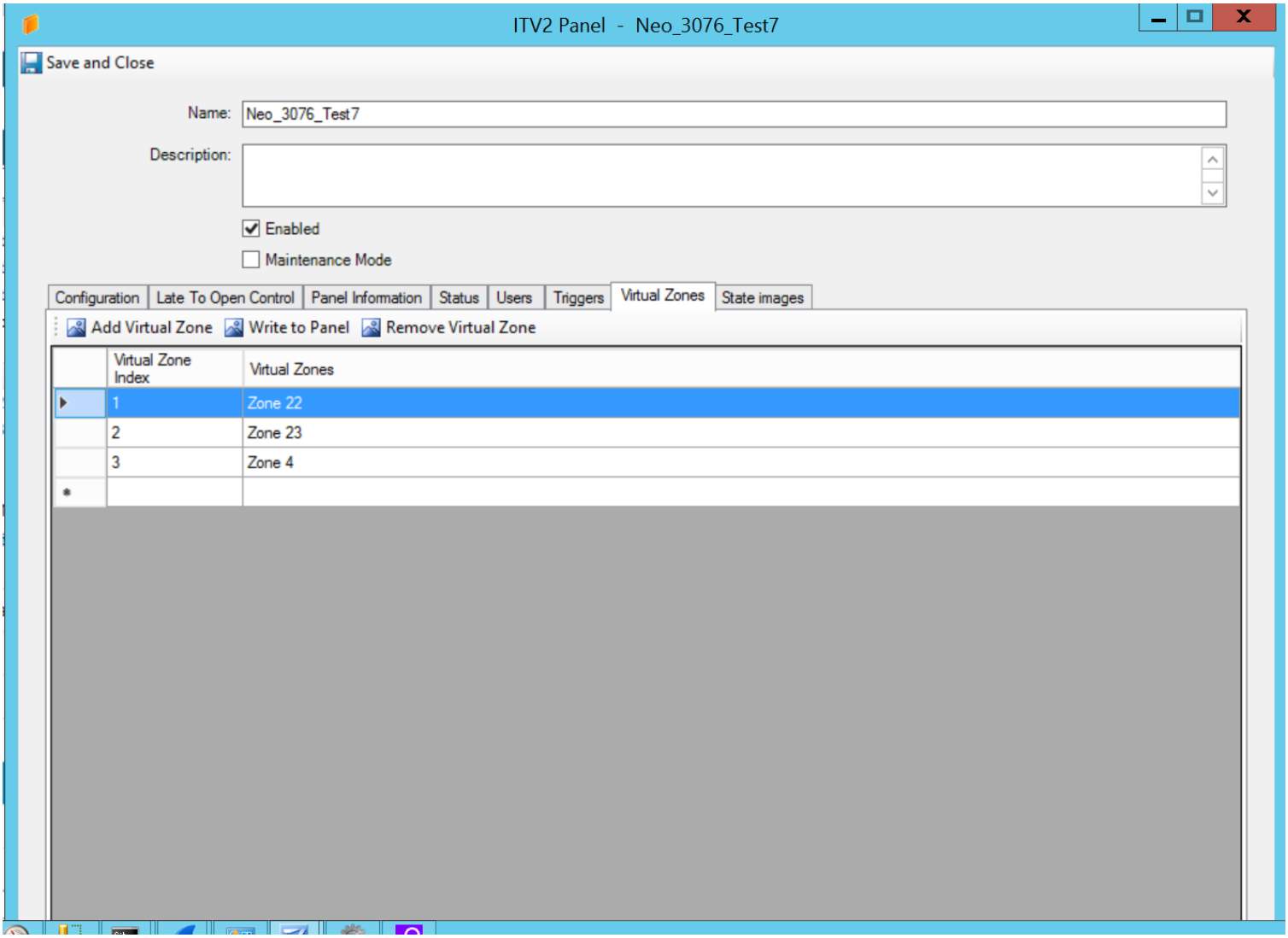
Deleting a Trigger and Event

1. Click the row selector button  to select the row.
2. Click **Remove**.

ITv2 Panel - Virtual Zone Tab

You can configure Virtual Zones using the ITv2 Panel - **Virtual Zones** Tab.

Figure 22: ITv2 Panel – **Virtual Zones** Tab



ITv2 Panel - Virtual Zone Tab Definitions

This section describes the fields and buttons in the ITv2 Panel – **Virtual Zones** tab.

Table 13: ITv2 Panel – Virtual Zone Tab Definitions

Field/Button	Description
Add Virtual Zone	Adds a virtual zone.
Remove Virtual Zone	Removes a selected virtual zone.

Table 13: ITv2 Panel – Virtual Zone Tab Definitions (continued)

Field/Button	Description
Virtual Zone Index	Indicates the number to identify the virtual zone. The number is incremented when you create a new row in the table and cannot be modified. Maximum of 32 virtual zones can be configured.
Virtual Zones	Click the selection button ... in the **Virtual Zones** field. Select the zone from the list. The selected zone is mapped to the virtual zone.
Write to Panel	Writes the changes to the panel. During this operation the status of the panel appears as **Synchronizing** and changes to **Synchronized** when the write operation is complete.

For more information, see the following:

- ITv2 Panel - Virtual Zones Tab Tasks on Page 64

ITv2 Panel - Virtual Zones Tab Tasks

The following tasks are performed in the **Virtual Zones** tab:

- Configuring a Virtual Zone on Page 64
- Removing a Virtual Zone on Page 64

Configuring a Virtual Zone

Configuring a Virtual Zone

1. In the ITv2 Panel, click the **Virtual Zone** tab.
2. Click **Add** to create a new virtual zone. A new row is created and the virtual zone index is incremented by 1.
3. Click in the blank row under **Virtual Zones** column, and then click ... to open the selection dialog box.
4. Select a zone which you want to map to the virtual zone from the selection dialog box.
5. Click **Write to Panel** and wait until the status of the panel has changed from **Synchronizing** to **Synchronized**.
6. Click **Save and Close**. The zone is mapped to the Virtual Zone and appears in the Virtual Zone Hardware Tree. The normal zone is changed to a virtual zone.

Removing a Virtual Zone

Removing the Virtual Zone Mapping

1. Click the row selector button ▸ to select the row.
2. Click **Remove**.
3. Click **Write to Panel** and wait until the status of the panel has changed from **Synchronizing** to **Synchronized**.

NOTE The virtual zone row is removed and the virtual zone is changed to a normal zone only when the user clicks **Write to Panel** after clicking **Remove Virtual Zone**, also the virtual zone will be removed from the panel and the database.

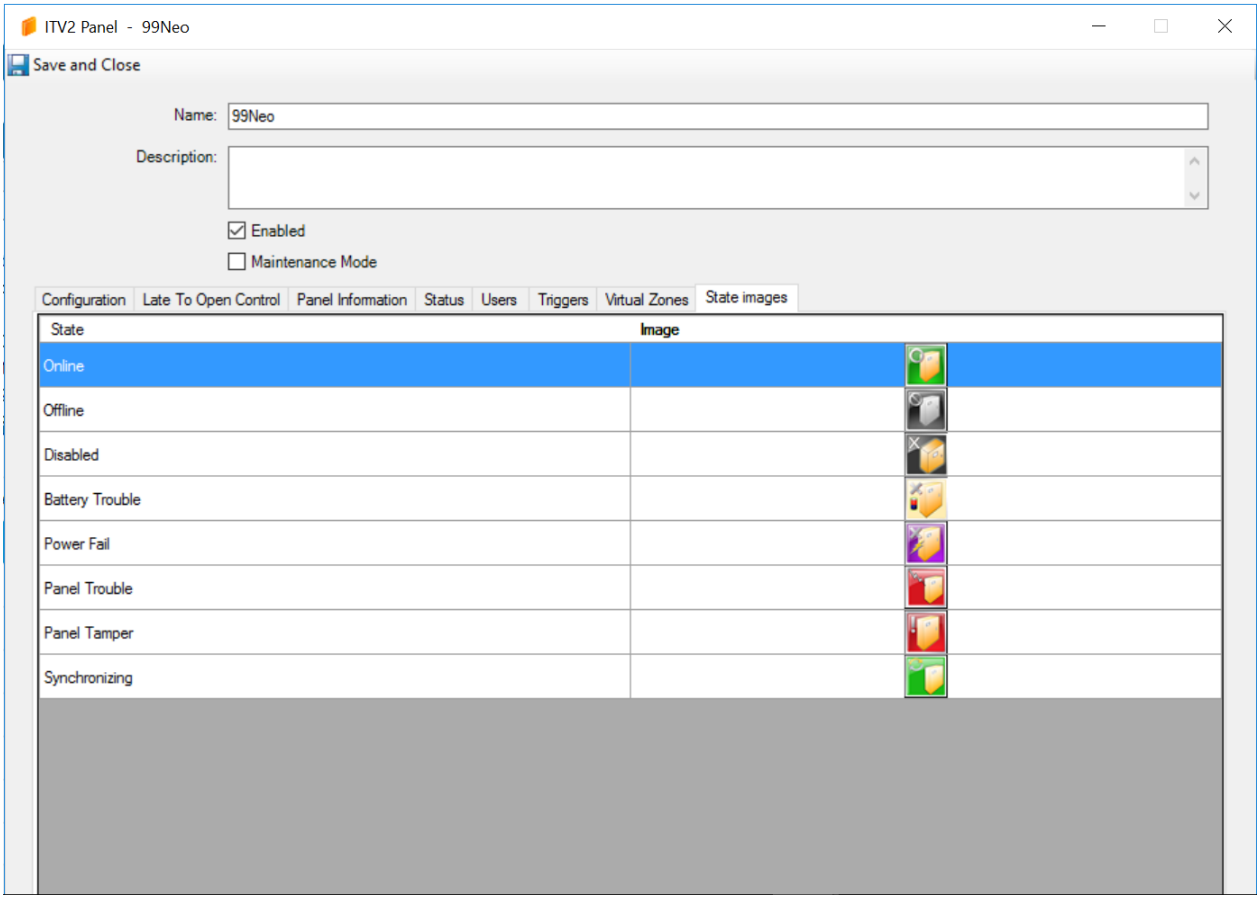
NOTE

- Click **Save** and **Close** after every write operation.
- If the message: **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- After every write assignment the sync status of the Panel changes from **Synchronizing** to **Synchronized**.
- All **Write Assignments** should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in Programming Mode through the keypad.

ITv2 Panel - State Images Tab

The **State Images** tab displays the current panel images that displays in the **Monitoring Station** to represent activities concerning the panel. You can select other images to display for this panel and return back to the default images.

Figure 23: ITv2 Panel Editor – State Images Tab



For more information, see State Images Tab Tasks on Page 66.

State Images Tab Tasks

The following tasks are performed in the **State Images** tab:

- Replacing a State Image on Page 66
- Restoring the Default State Image on Page 67

Replacing a State Image

Replacing an Image

1. Double-click the default image in the tab to open a Windows file selection dialog box.
2. If necessary, navigate to find the new image.
3. Select the desired replacement image, and then click **Open**. The new image replaces the default image and displays in the State Images tab.

Restoring the Default State Image

Restoring the Default Image

- Right-click on the image in the **State Images** tab and select **Restore Default**.

4

Virtual Keypad

ITv2 Panel - Virtual Keypad

ITv2 **Virtual Keypad** allows you to view the list of **Partitions**, **Zones**, **Output**, **Troubles**, and **Alarms** in the ITv2 Panel.

You can do the following actions using the virtual keypad:

- **Arm** or **Disarm**, a **Partitions**
- **Bypass** or **Reset**, **Zones**
- **Activate** or **Deactivate**, an **Output**

The following is the name format of the virtual keypad:

<Panel Type> Panel
For example, if the panel type is ITv2, the name of the keypad is ITv2 Panel.

For more information, refer to ITv2 Panel - Virtual Keypad Tasks.

Figure 24: Virtual Keypad

ITv2 Panel - Virtual Keypad Definitions

This section describes the fields and buttons in the ITv2 Panel – **Virtual Keypad**.

Table 14: ITv2 Panel – Virtual Keypad Definitions

Field/Button	Description
Partitions	Click this icon to view the list of **Partitions** in the **Virtual Keypad** and perform manual actions.
Arm	Click this icon to **Arm** the Partition.
Disarm	Click this icon to **Disarm** the Partition.

Table 14: ITv2 Panel – Virtual Keypad Definitions (continued)

Field/Button	Description
	Click this icon to view the list of **Zones** in the **Virtual Keypad** and perform manual actions.
	Click this icon to **Bypass** the zone.
	Click this icon to **Reset** the zone.
	Click this icon to view the list of **Outputs** in the **Virtual Keypad** and perform manual actions.
	Click this icon to **Activate** the output.
	Click this icon to **Deactivate** the output.
	Click this icon to view the list of **Alarms** present in the panel.
	Click this icon to view the list of **Troubles** present in the panel.
	Click this icon to move up in the **Virtual Keypad**.
	Click this icon to move down in the **Virtual Keypad**.
	Click this icon to exit the **Virtual Keypad**.

ITv2 Panel - Virtual Keypad Tasks

The following tasks are performed on the **Virtual Keypad**:

- Accessing the Virtual Keypad on Page 70
- Arming/Disarming the Partition Using Virtual Keypad on Page 72
- Bypassing and Resetting a Zone Using Virtual Keypad on Page 74
- Activating and Deactivating the Command Output Using Virtual Keypad on Page 76
- Viewing Troubles and Alarms Using Virtual Keypad on Page 79

Accessing the Virtual Keypad

Before You Begin

Ensure the following to access the **Virtual Keypad**:

- The Panel is Online.
- The Panel is **Synchronized**.
- The current (logged in) operator must be mapped to a personnel and the same personnel must be associated to the user configured in the panel.

- If the operator (logged in) is not mapped to any of the users configured in the panel, then the error message: "There is not operator personnel linking available" displays.
- If the personnel is disabled, then the **Virtual Keypad** will not launch. This is because the user is not present in the panel.
- If the operator does not have the privilege to read **Personnel**, then the **Virtual Keypad** will not launch.

Accessing the ITv2 Virtual Keypad from the Dynamic View

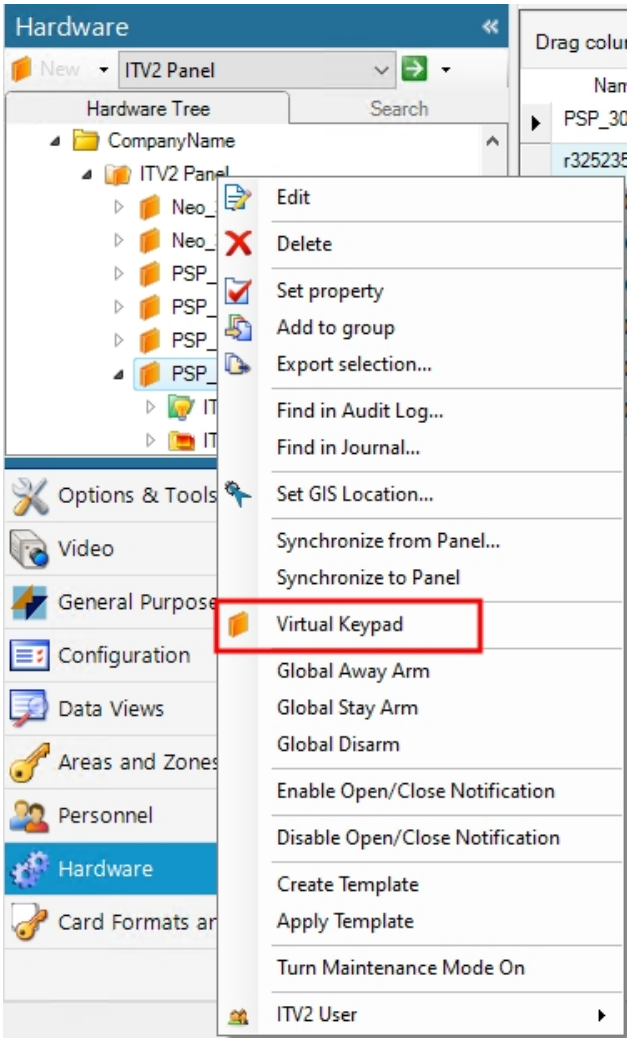
1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Click the **Hardware** drop-down list and select **ITv2 Panel**.
3. Click to open a Dynamic View showing all ITv2 Panels.
4. Right-click the **ITv2 Panel** in the list for which you want to access the Virtual Keypad.
5. Select **Virtual Keypad**. The **Virtual Keypad** opens.

Figure 25: Virtual Keypad

Accessing the Virtual Keypad of ITv2 Panel from the Hardware Tree

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel folder**, select the **ITv2 Panel** for which you want to access the **Virtual Keypad**.

Figure 26: Accessing the Virtual Keypad



4. Right-click the ITv2 Panel and select **Virtual Keypad**. The **Virtual Keypad** Editor opens.

NOTE: It is recommended to open one Virtual Keypad at a time.

Arming/Disarming the Partition Using Virtual Keypad

Ensure that the status of the partition is **Ready.** If the status of the partition is **Not Ready** or **Unknown**, you cannot arm the partition.

The following are the available status of the partition, in a panel:

- **Unknown**
- **Arm**
- **Disarm**
- **Not Ready**

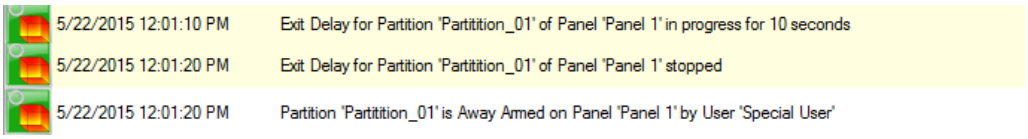
Arming the Partition

NOTE: You cannot arm the partition when the zones of the partition is in trouble. If you want to arm a partition which has zones in trouble, the partition will not be armed. No notification is received.

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click Partitions. All the available partitions in the panel are displayed in the **Virtual Keypad**.

Figure 27: List of **Partitions**

3. Select the Partition, that you want to **Arm**. Use the up and down arrow to move up and down.
4. Click Arm. The status of the partition is updated in the panel and a message displays in the **Monitoring Station**.

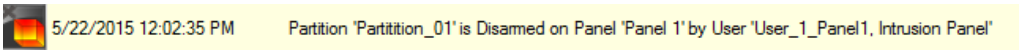


Disarming the Partition

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click Partitions. All the available partitions appear.

Figure 28: List of Partitions

3. Select the partition that you want to disarm. Use the up and down arrow to move up and down.
4. Click Disarm. The status of the partition is updated in the panel and appears in the **Monitoring Station**.



Bypassing and Resetting a Zone Using Virtual Keypad

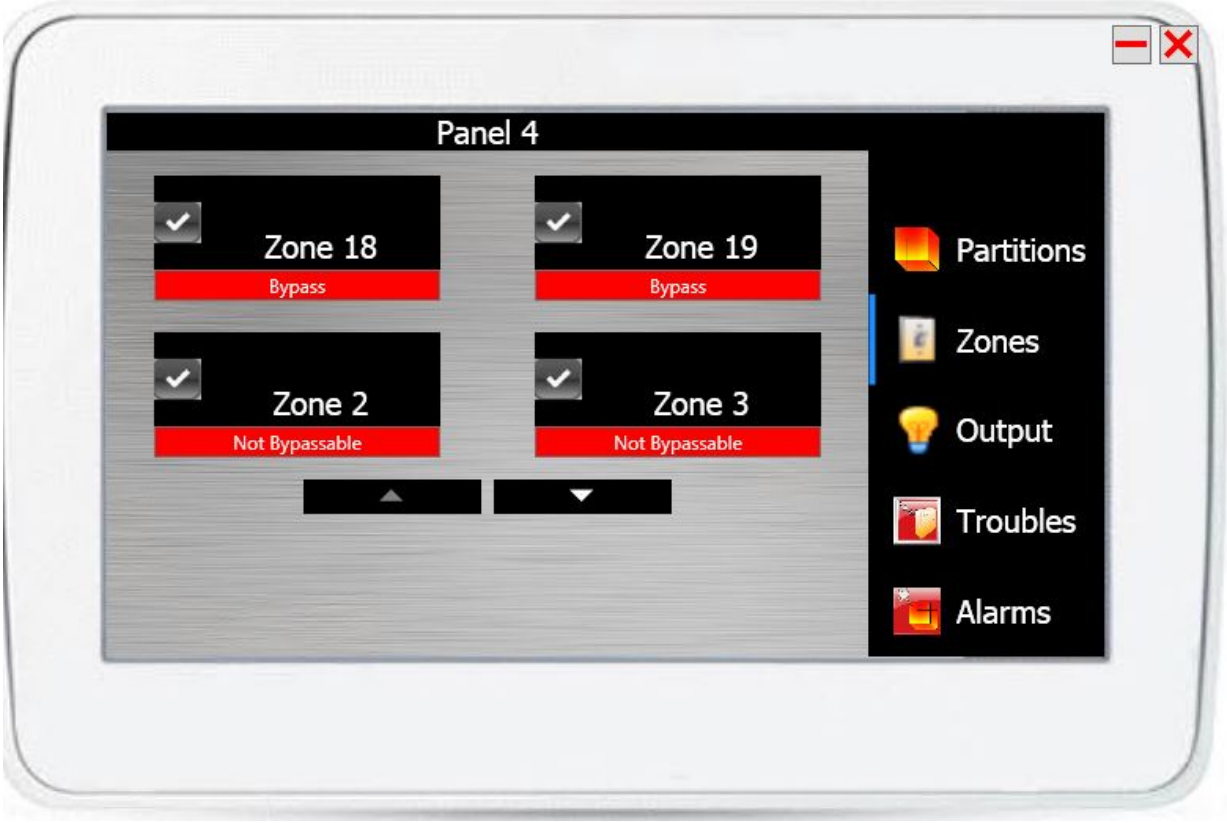
The following are the available status of a partition in a panel:

- **Bypass**
- **Not Bypassable**

Bypassing the Zone

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click Zones. All the available zones in the panel appear in the **Virtual Keypad**.

Figure 29: Zone List in the Virtual Keypad



3. Select the zone that you want to bypass. Use the up and down arrow to move up and down.
4. Click 

.
5. The status of the zone is updated in the panel and a message appears in the **Monitoring Station**.

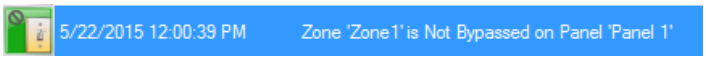
Resetting the Zone

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click 

. All the available zones in the panel appear in the **Virtual Keypad**.

Figure 30: Zone List in the Virtual Keypad

3. Select the zone that you want to reset. Use the up and down arrow to move up and down.
4. Click Reset.
5. The status of the zone is updated in the panel and a message appears in the **Monitoring Station**.



Activating and Deactivating the Command Output Using Virtual Keypad

The output is listed in the Virtual Keypad, only if the output type is **Command Output**.

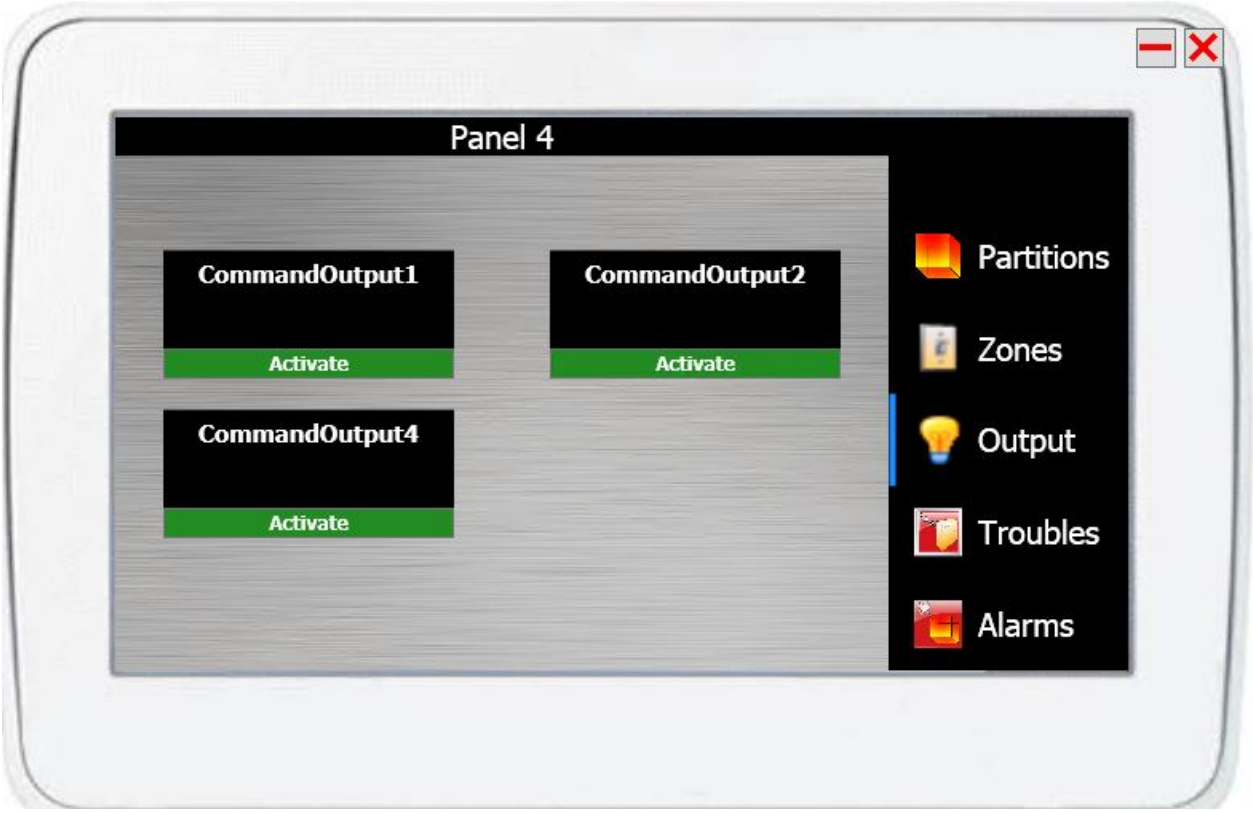
The following are the available status of the Output in a panel:

- **Activate**
- **Deactivate**

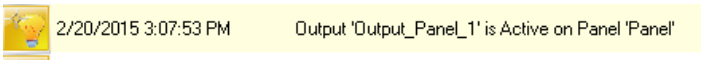
Activating the Command Output

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click Output. All the available command outputs in the panel display in the **Virtual Keypad**.

Figure 31: List of Command Outputs



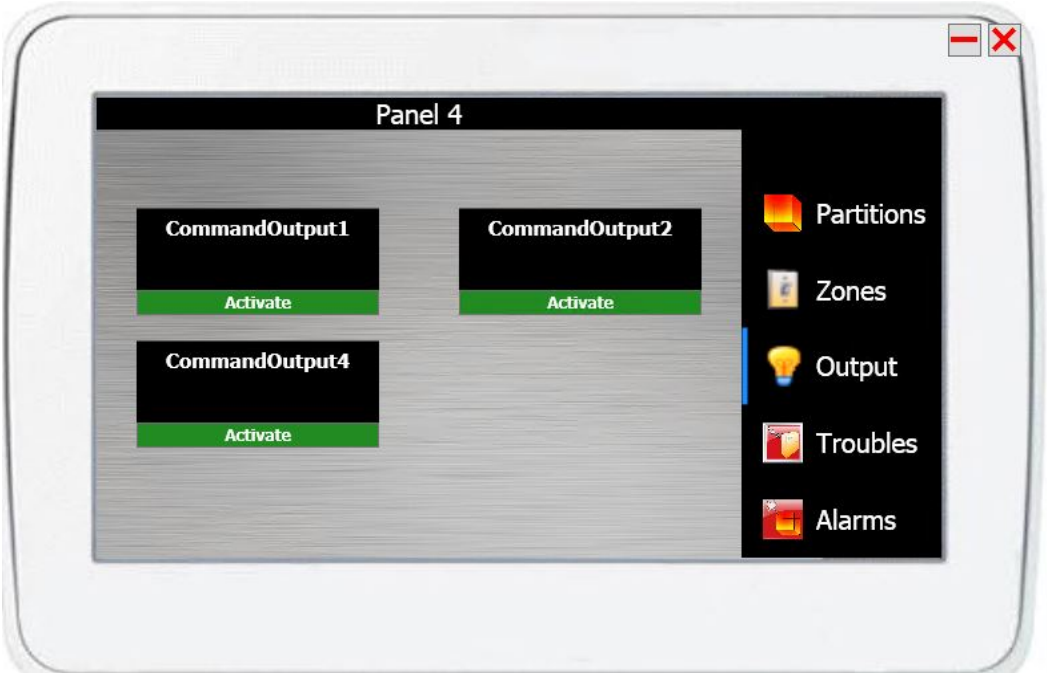
3. Select the command output, that you want to activate. Use the up and down arrow to move up and down.
4. Click Activate. The status of the command output is updated in the panel and a message appears in the **Monitoring Station**.



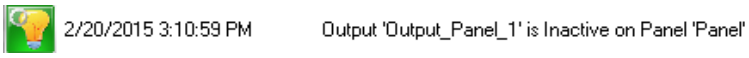
Deactivating the Command Output

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click Output. All the available command outputs in the panel appear in the **Virtual Keypad**.

Figure 32: List of Command Outputs



3. Select the command output, that you want to deactivate. Use the up and down arrow to move up and down.
4. Click **Deactivate**. The status of the command output is updated in the panel and a message displays in the **Monitoring Station**.



Viewing Troubles and Alarms Using Virtual Keypad

You can view the list of available **Troubles** and **Alarms** in the panel using the **Virtual Keypad**.

Viewing the Troubles in the Panel

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click 

. The list of **Troubles** appears.

Figure 33: List in Troubles

Viewing the Alarms in the Panel

1. Right-click the ITv2 Panel and select **Virtual Keypad**.
2. In the **Virtual Keypad**, click 

. The list of **Alarms** displays.

Figure 34: List of Alarms

NOTE: **Partitions** disabled in the panel will not update any status in C•CURE.

5

ITv2 Partition

ITv2 Partition

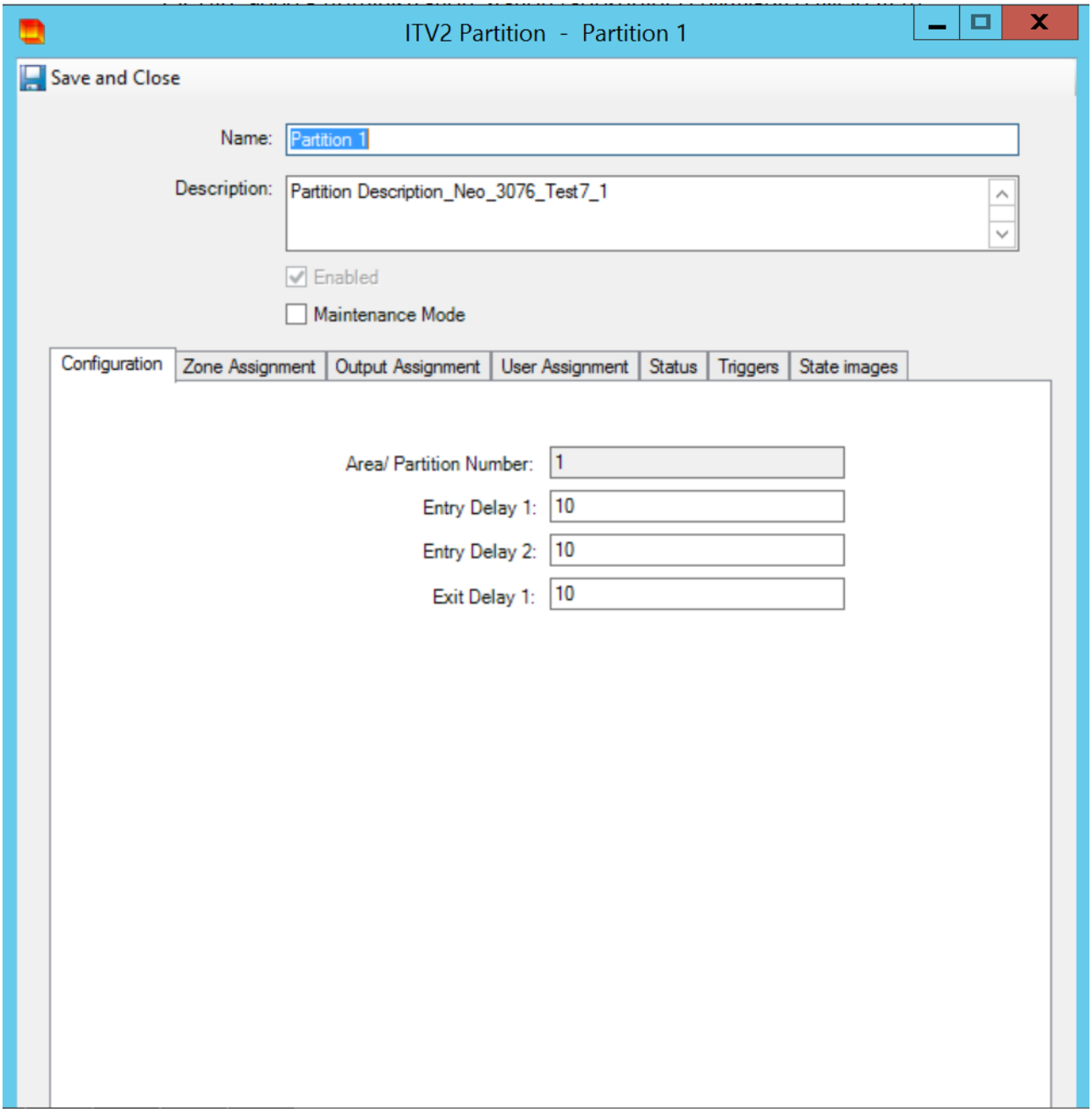
ITv2 Partition refers to a area defined in the panel. One panel can include up to 8 partitions (Neo) and 32 partitions (Pro).

A partition can be armed and disarmed independently.

The **Partition Editor** is used to view and modify details, assign zones, outputs, users, set triggers, and optionally change state images. You can only enable and disable partitions from the panel, this is not available in C•CURE.

After you create and synchronize a panel, a sub-folder named **ITv2 Partition** is automatically created. The partitions belonging to the panel are all included in this folder.

Figure 35: ITv2 Partition Editor



ITv2 Partition Tabs

The following sections provide information about the ITv2 Partition tabs:

- ITv2 Partition - Configuration Tab on Page 92
- ITv2 Partition - Zone Assignment Tab on Page 94
- ITv2 Partition - Output Assignment Tab on Page 97
- ITv2 Partition - Users Assignment Tab on Page 101
- ITv2 Partition - Status Tab on Page 104
- ITv2 Partition - Triggers Tab on Page 106
- ITv2 Partition - State Images Tab on Page 109

ITv2 Partition Tasks

This section describes the tasks performed in the ITv2 Partition.

- Accessing the ITv2 Partition on Page 84
- Editing ITv2 Partition on Page 86
- Arming and Disarming the ITv2 Partition on Page 88
- Adding an ITv2 Object to a Group on Page 42
- ITv2 Partition - Output Assignment Tab Tasks on Page 99
- ITv2 Partition - User Assignment Tab Tasks on Page 102
- ITv2 Partition - Zone Assignment Tab Tasks on Page 95

ITv2 Partition Tasks

This section describes the tasks performed in the ITv2 Partition.

The following tasks are performed in the ITv2 Partition:

Accessing the ITv2 Partition

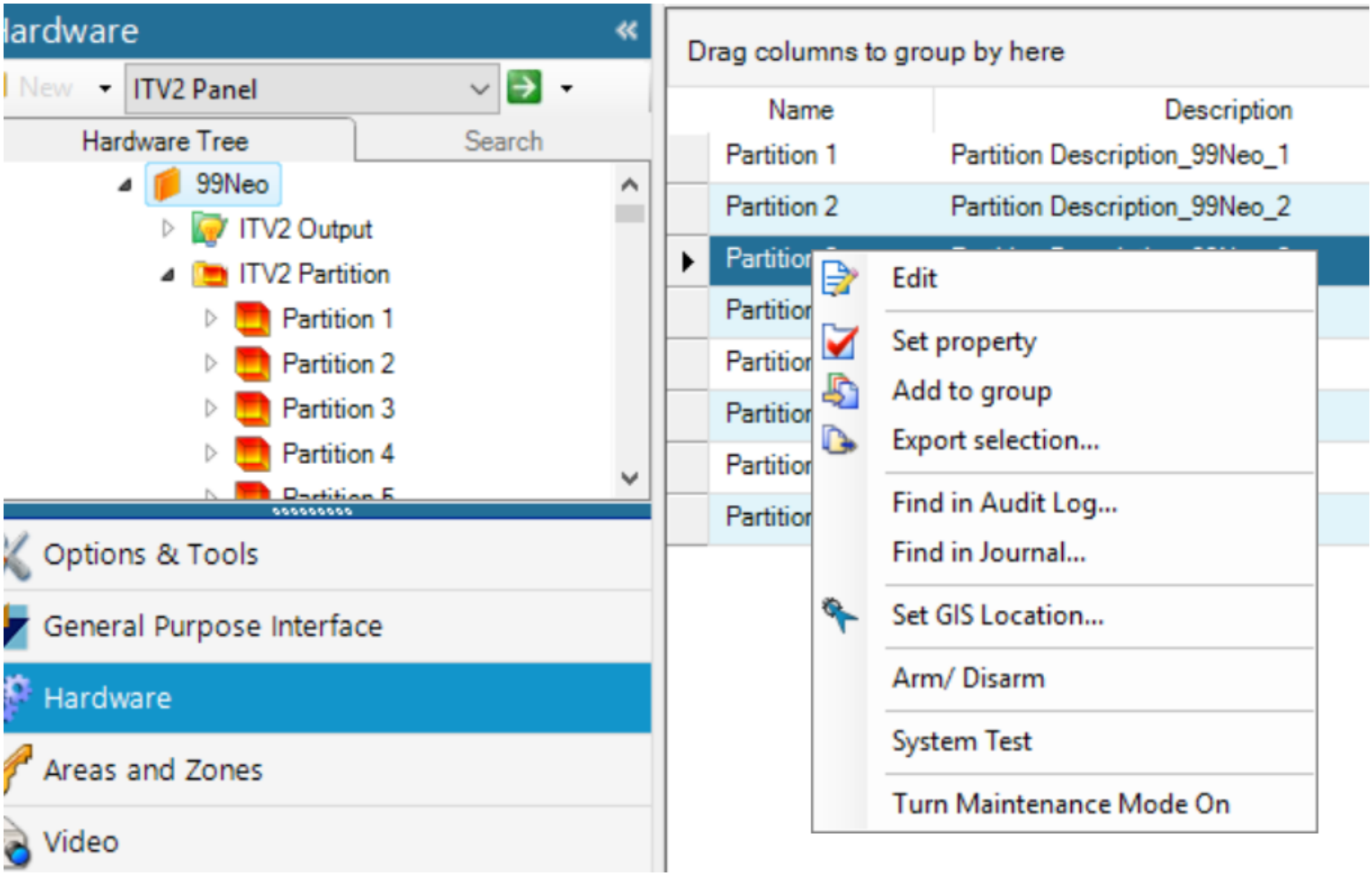
Before You Begin

- Ensure that you have synchronized the **ITv2 Panel** and all the associated Partitions appear in the **Hardware Tree**.

Accessing the ITv2 Partition in the Dynamic View

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. Click the **Hardware** drop-down list and select **ITv2 Partition.**
3. Click  to open a Dynamic View showing all **ITv2 Partitions**.
4. Right-click the **ITv2 Partition** in the list that you want to access and select **Edit**. The **ITv2 Partition** Editor opens.

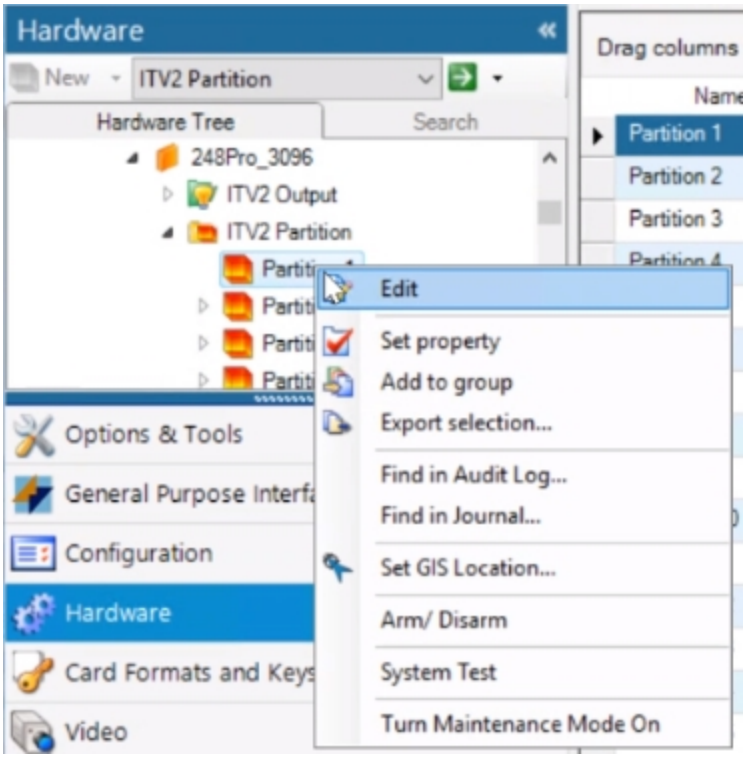
Figure 36: Access the ITv2 Partition in the Dynamic View



Accessing the ITv2 Partition in the Hardware Tree

1. In the Navigation pane of the Administration workstation, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, open the Panel in which the Partition is located, and then open the **ITv2 Partition** folder.
4. In the **ITv2 Partition** folder, right-click the Partition that you want to access, and then select **Edit**. The **ITv2 Partition** Editor opens.

Figure 37: Access the ITv2 Partition in the Hardware Tree



Editing ITv2 Partition

Before You Begin

- Ensure that you have synchronized the ITv2 Panel and all the associated Partitions are displayed in the Hardware Tree.

Editing ITv2 Partition

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, open the Panel in which the Partition is located, and then open the **ITv2 Partition** folder.
4. In the **ITv2 Partition** folder, right-click the Partition that you want to access, and then select **Edit**.
   The **ITv2 Partition** Editor opens.
5. Modify the required configuration.

Table 15: ITv2 Partition - Configuration Tab Definitions

Field/Button	Description
Name	(Mandatory) You can modify the name of the ITv2 Partition. • The name of the Partition can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.

Table 15: ITv2 Partition - Configuration Tab Definitions (continued)

Description	(Optional) You can modify the description about the ITv2 Partition.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Partition. Disabling ITv2 Partition prevents the C•CURE 9000 from monitoring alarm events from the partition.
Save and Close	Saves the configuration and closes the dialog box.
Configuration	
Area/Partition Number	Displays the Partition number of the Panel. You cannot modify the Partition number and is auto-generated during Panel synchronization.
Entry Delay 1	Enter the entry delay time in seconds. • The maximum delay can be up to 999 seconds. • An entry delay is the amount of time the security system waits before triggering the alarm when certain doors are opened.
Entry Delay 2	If you want to have additional exit delay, enter the entry delay time in seconds. • The maximum delay can be up to 999 seconds.
Exit Delay 1	Enter the exit delay time in seconds. • The maximum delay can be up to 999 seconds. • An exit delay is the amount of time, between the entering the code and system begins monitoring. The delay is to give time to leave the building after arming the system from inside.

6. Click **Save and Close**.

What to Do Next

Table 16: ITv2 Partition - Configuration Tasks

Task	Link
Assign Zones to the Partition	ITv2 Partition - Zone Assignment Tab Tasks on Page 95
Assign Outputs to the Partition	ITv2 Partition - Output Assignment Tab Tasks on Page 99
Assign Users to the Partition.	ITv2 Partition - User Assignment Tab Tasks on Page 102

Viewing ITv2 Partition

Viewing ITv2 Partition

1. Select **ITv2 Panel** from the **Hardware** drop-down menu.
2. Click  to open a Dynamic View displaying all ITv2 Partitions.
3. The **ITv2 Partition** tab opens displaying a list of ITv2 Partitions.

Arming and Disarming the ITv2 Partition

The following manual actions can be performed from the ITv2 Partition :

- **Arm**: Arms the selected Partition.
- **Disarm**: Disarms the selected Partition.

There are different types of Arms available :

- **Away Arm**: This mode activates all the perimeter and interior sensors in the alarm system.
- **Stay Arm**: This mode partially activates the alarm system by arming all perimeter sensors and bypassing all interior sensors.
- **Night Arm**: This mode activates the alarm system by arming all sensors and bypassing the sensors configured as Night Zone.
- **Silent Exit Delay**: With the silent exit delay option, the warning beep is silenced and the exit time is doubled for the system which is armed in the stay arm mode.
- **Quick Exit**: This mode allows you to exit the armed premises without disarming and rearming. The option provides an additional two minutes exit delay for you to exit.

NOTE: You cannot arm a partition when the zones of the partition are in trouble.

Before You Begin

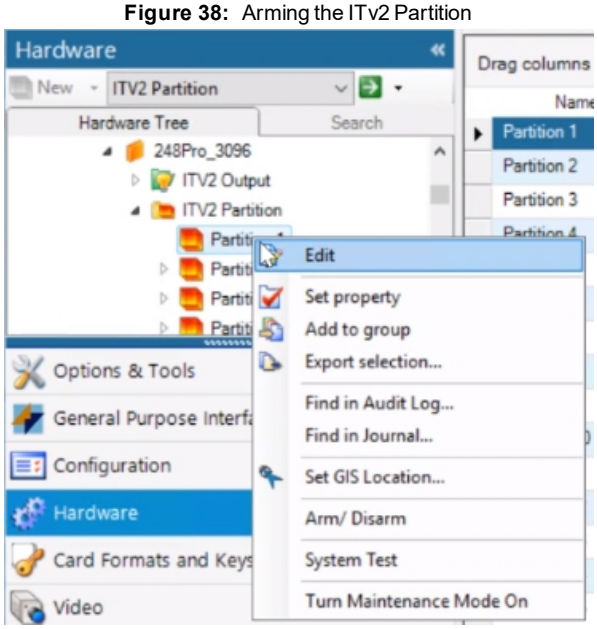
Ensure the following, before performing the manual actions:

- The ITv2 Panel is Online.
- The ITv2 Panel has Synchronized successfully.

Arming/Disarming the ITv2 Partition

1. Right-click the **ITv2 Partition** for which you want to arm, and then select **Arm/Disarm** from the context menu.

Figure 38: Arming the ITv2 Partition



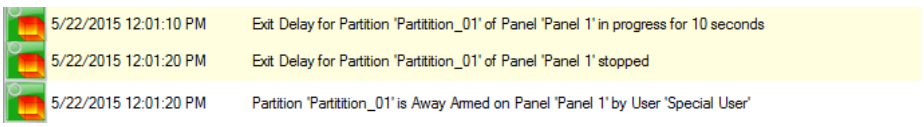
2. The **Partition Operation Form** dialog box opens.
3. Select one of the options from the **Partition Operation Form** dialog box:

Operation Mode	Description
Stay Arm	Select this check box to enable stay arm option. Stay Arm option is used to arm only the doors, windows and bypass the interiors, for example, motion detectors. This option disables all motion sensors and the entry and exit delay is enabled.
User Arm	Select this check box to enable user arm option.
Away Arm with No Entry Delay	Select this check box to enable Away Arm with No Entry Delay option. Away Arm with No Entry Delay option is used to arm the Partition without any entry delay.
Quick Arm	Select this check box to enable Quick Arm option Quick Arm option is used when you want to exit the armed zone, to avoid disarming and then re-arming the zone.
Night Arm	Select this check box to enable Night Arm option. Night Arm option is used to arm the zones except for the devices that is set as Night zone.
Stay Arm with No Entry Delay	Select this check box to enable Stay Arm with No Entry Delay option. Stay Arm with No Entry Delay option is used to arm the zones, except the motion detectors, without any entry delay. This option disables all motion sensors and the entry and exit delay is disabled.
Away Arm	Select this check box to enable away Arm option. Away Arm option is used to arm the zones, except the motion detectors, without any entry delay. This option disables all motion sensors and the entry and exit delay is disabled.
Instant Stay Arm	Select this check box to enable instant stay Arm option. Instant Stay Arm option is used to instantly arm the zones, except the interiors.
Disarm	Select this check box to enable disarm option. Disarm option is used to disarm the Partition.

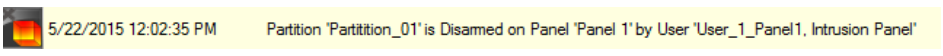
4. Enter the **Access Code** in the **Access Code** in the Access Code field.

NOTE: Access Code is mandatory for User Arm, Away Arm with No Entry Delay , Stay Arm with No Entry Delay.

5. Click **OK** to arm/disarm the partition, else click **Cancel.** For Arm, the status is changed to Armed and if there is any alarm in the partition, the beep is silenced in the partition. The following is displayed in the **Monitoring Station**:



- For Disarm, the status is changed to Disarm.
  The following is displayed in the Monitoring Station.



NOTE

- Arming without a user **Access Code** appears in the **Monitoring Station** as **Special User**.
- Perform all **Write Assignments** in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in programming mode through the keypad.
- **Stay Arm**, **Quick Arm**, **Night Arm**, **Instant Stay Arm**, and **Away Arm** do not a require **Access Code** to operate. It will always appear as **Armed by Special User** in the **Monitoring Station** even if you enter the **Access Code**.

Performing System Test in ITv2 Partition

You can perform a system test to ensure that the system is functioning as intended. The system activates all keypad sounders and sirens for two seconds. All keypad lights are turned ON. The Ready, Armed, and Trouble LEDs will flash during the system test.

The system test option is used to test the following:

- System Bell Output
- Keypad lights
- Panel standby battery

Before You Begin

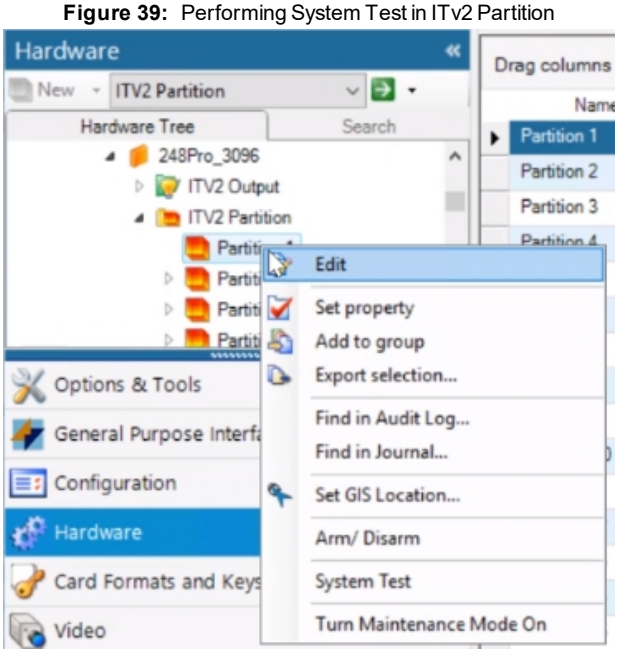
Ensure the following, before performing the manual actions:

- The ITv2 panel is Online.

Performing a System Test

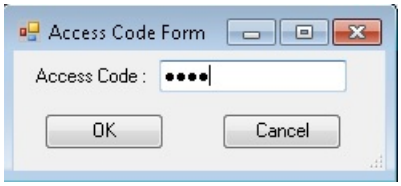
1. Right-click the ITv2 Partition for which you want to perform system test, and then select **System Test**.

Figure 39: Performing System Test in ITv2 Partition



2. Enter the **Access Code** in the **Access Code Form**.

Figure 40: Access Code Form Dialog Box

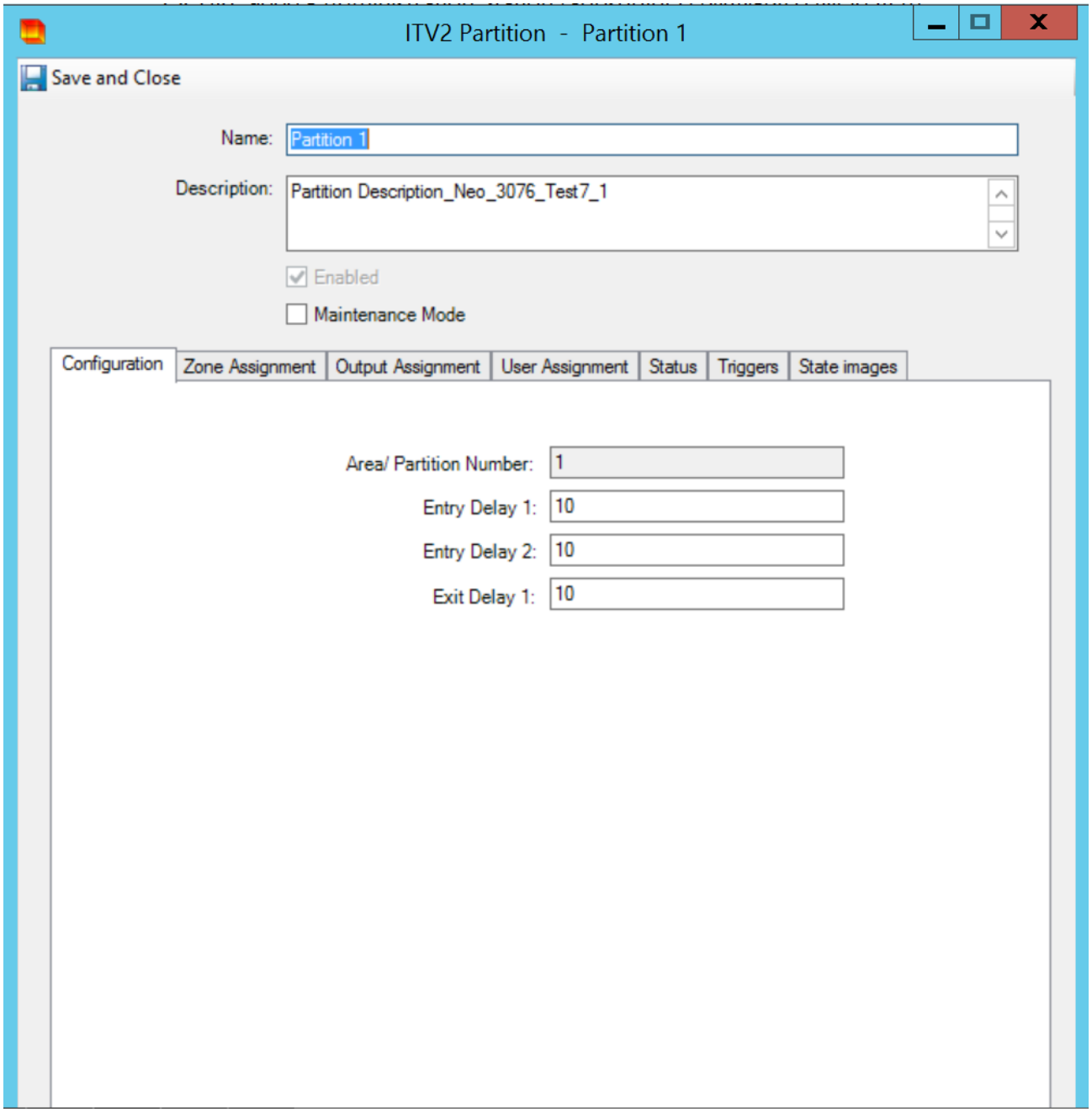


3. In the Neo or Pro panel keypad, all the keypad sounders and sirens are activated for two seconds. All keypad lights are turned ON. The Ready, Armed, and Trouble LEDs will flash during the system test.

ITv2 Partition - Configuration Tab

The ITv2 Partition - **Configuration** tab displays partition information. This tab is read-only.

Figure 41: ITv2 Partition – Configuration Tab



ITv2 Partition - Configuration Tab Definitions

This section describes the ITv2 Partition - **Configuration** Tab fields and buttons.

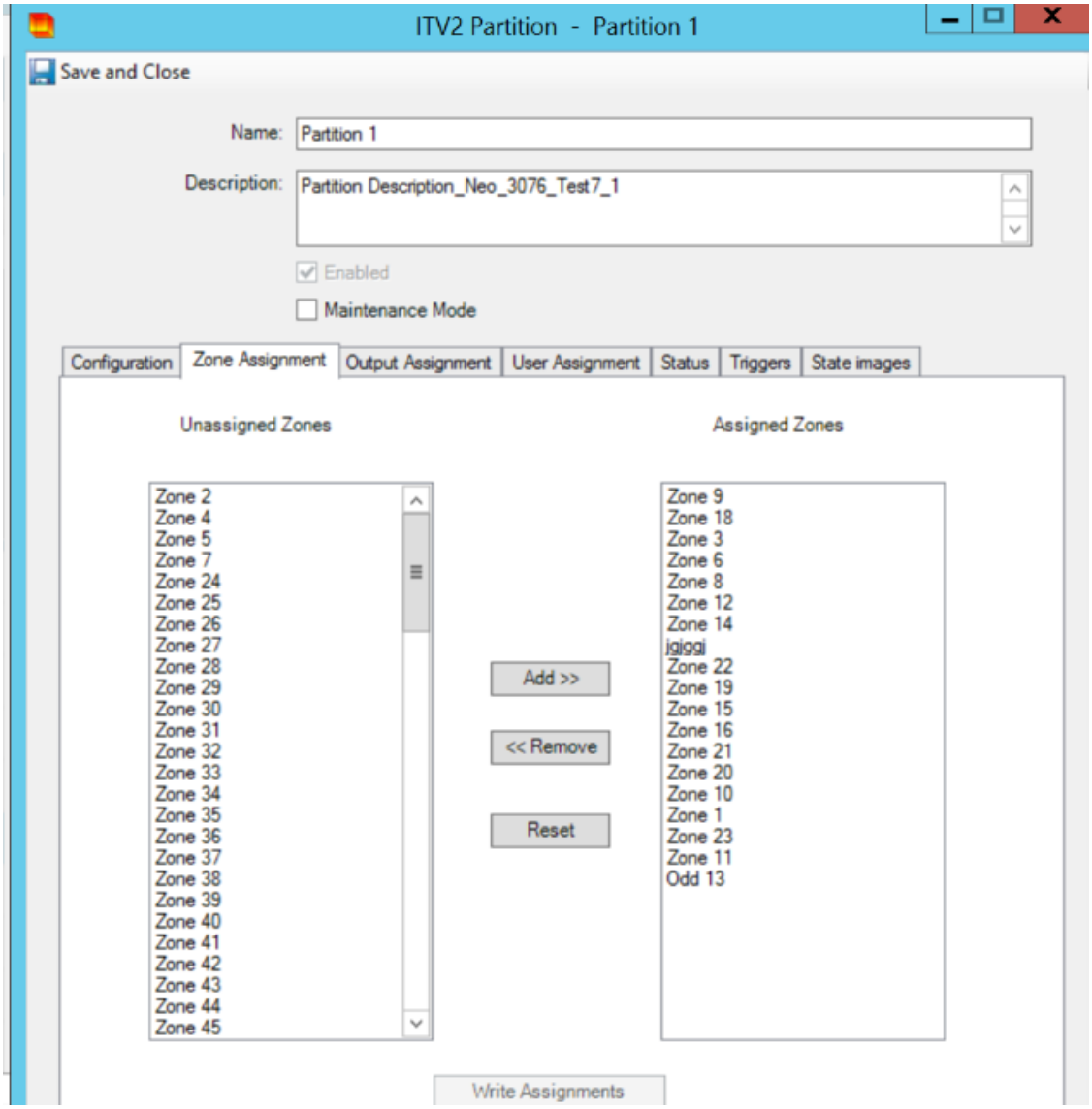
Table 17: ITv2 Partition - Configuration Tab Definitions

Field/Button	Description
Name	You can modify the name of the ITv2 Partition. • The name of the Partition can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	You can modify the description about the ITv2 Partition.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Partition. Disabling ITv2 Partition prevents the C•CURE 9000 from monitoring alarm events from the partition.
Save and Close	Saves the configuration and closes the dialog box.
Configuration	
Area/Partition Number	Displays the Partition number of the Panel. You cannot modify the Partition number and is auto-generated during Panel synchronization.
Entry Delay 1	Enter the entry delay time in seconds. • The maximum delay can be up to 999 seconds. • An entry delay is the amount of time the security system waits before triggering the alarm when certain doors are opened.
Entry Delay 2	If you want to have additional exit delay, enter the entry delay time in seconds. • The maximum delay can be up to 999 seconds.
Exit Delay 1	Enter the exit delay time in seconds. • The maximum delay can be up to 999 seconds. • An exit delay is the amount of time, between the entering the code and system begins monitoring. The delay is to give time to leave the building after arming the system from inside.

ITv2 Partition - Zone Assignment Tab

The **Zone Assignment** tab lets you assign zones to the partition.

Figure 42: ITv2 Partition – Zone Assignment Tab



NOTE

- Before assigning zones and **Write Assignments** to a partition ensure that:
  - The Partition is not in alarm or armed state.
  - The user should not be in programming mode through the keypad.
- Clicking on **Write Assignments** will write all the configuration changes to the Panel. The sync status of the Panel will be **Synchronizing** followed by the final **Synchronized**. Wait until the status has changed to **Synchronized** to complete another **Write Assignment**
- Click **Save** and **Close** after every write operation.
- If the message **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.

ITv2 Partition - Zone Assignment Tab Definitions

This section describes the ITv2 Partition - **Zone Assignment** Tab fields and buttons.

Table 18: ITv2 Partition - Zone Assignment Tab Definitions

Field/Button	Description
Unassigned Zones	Lists the zones which are not assigned to the partition.
Assigned Zones	Lists the zones which are assigned to the partition.
Add>>	Used to add a Zone to the Partition. Select a Zone from the Unassigned Zone and click **Add**. The selected Zone is assigned to the Partition.
<<Remove	Used to remove the assigned Zone from the Partition. Select a Zone from the Assigned Zone and click **Remove**. The selected Zone is removed from the Assigned Zone list and appears in the Unassigned Zone.
Reset	Resets the zones.

For more information, see the following sections:

- ITv2 Partition - Zone Assignment Tab Tasks on Page 95

ITv2 Partition - Zone Assignment Tab Tasks

The following tasks are performed in the **Zone Assignment** tab:

- Adding Zone to a Partition on Page 95
- Remove Zone from a Partition on Page 95

Adding Zone to a Partition

1. In the **Partition** editor, click the **Zone Assignment** tab.
2. Select the **Zone** from the **Unassigned Zone** field and Click 

.You can select multiple **Zones** at a time.
3. Click the **Write Assignment** button to write the changes in the Panel hardware. The selected Zone s are added to the Partition and appears in the **Assigned Zones** list.
4. Click **Save and Close** .

Remove Zone from a Partition

1. In the **Partition** editor, click the **Zone Assignment** tab.
2. Select the **Zone** from the **Assigned Zones** field and Click 

. You can select multiple Zones at a time.
3. Click the **Write Assignment** button to write the changes in the panel hardware.
Note: This field is enabled, only if you have added or removed the Zones.
4. The selected Zones are removed from the Partition and appears in the **Unassigned Zones** list.
5. Click **Save and Close** .

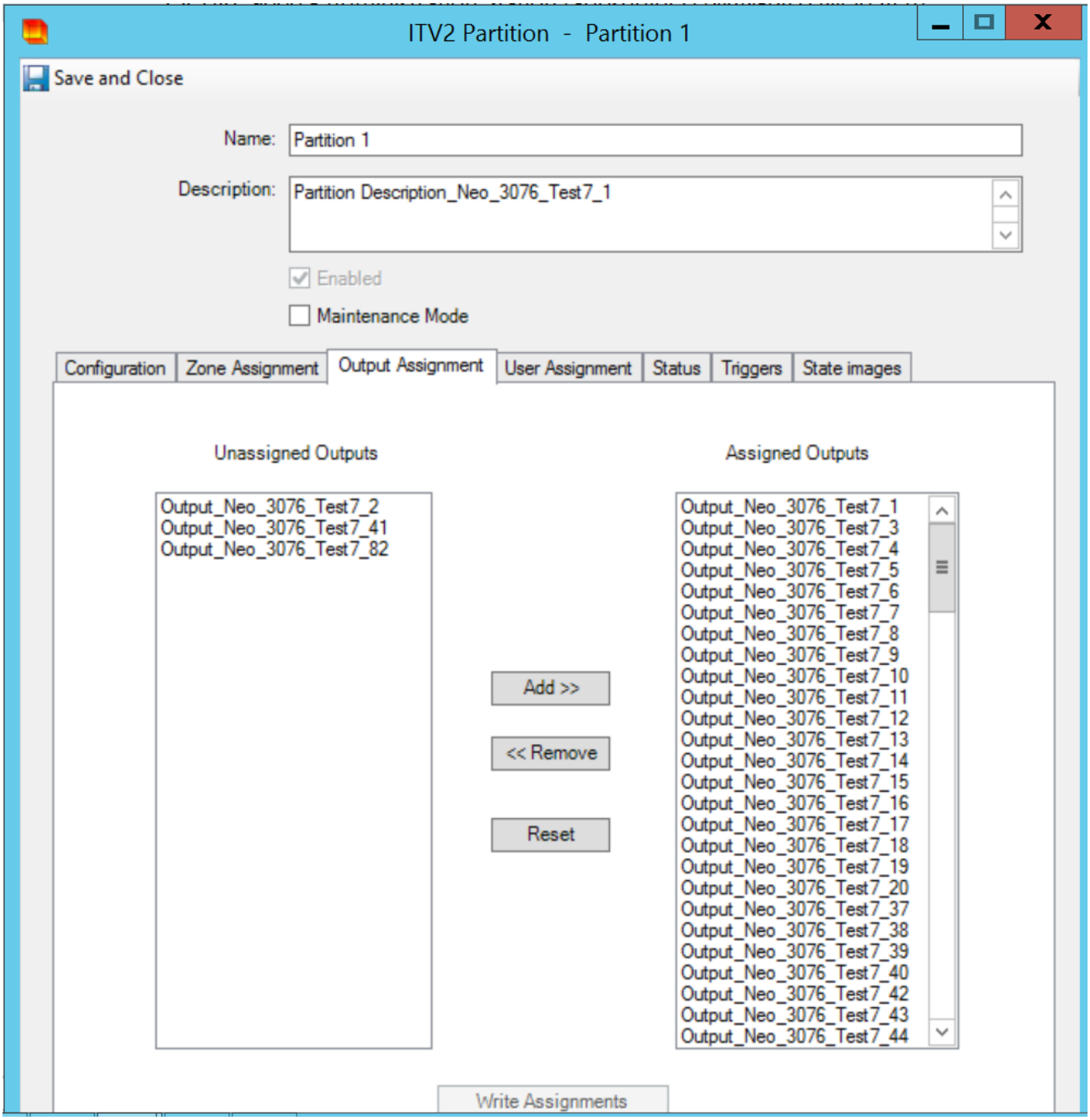
Reset the Zone

1. In the **Partition** editor, click the **Zone Assignment** tab.
2. Click Reset. The Zones are reset to the default settings.
3. Click **Save and Close** .

ITv2 Partition - Output Assignment Tab

The ITv2 Partition - **Output Assignment** tab lets you assign Outputs to the Partition.

Figure 43: ITv2 Partition - **Output Assignment** Tab



NOTE

- Clicking on **Write Assignments** will write all the configuration changes to the Panel. The sync status of the Panel will be **Synchronizing** followed by the final **Synchronized**. Wait until the status has changed to **Synchronized** to complete another Write Assignment
- Click **Save** and **Close** after every write operation.
- If the message **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- All write assignments should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in programming mode through the panel keypad.

ITv2 Partition - Output Assignment Tab Definitions

This section describes the ITv2 Partition - **Output Assignment** tab fields and buttons.

Table 19: Partition - Output Tab Definitions

Field/Button	Description
Unassigned Outputs	Lists the outputs which are not assigned to the partition.
Assigned Outputs	Lists the outputs which are assigned to the partition.
Add>>	Used to add or assign Outputs to the Partition. Select output from the **Unassigned Outputs** and click **Add**. The selected Output is assigned to the Partition. You can add multiple Outputs at a time,
<<Remove	Used to remove outputs from the Partition. Select output from the **Assigned Outputs** and click **Remove**. The selected Output is removed from the Assigned Outputs list and appears in the Unassigned Outputs.
Reset	Click this button to reset the Outputs.
Write Assignments	If you have added or removed the Outputs, click this button to write the changes in the panel hardware. If not the modifications made will not reflect in the ITv2 panel hardware. This field is enabled, if you add or remove the outputs.

For more information, see the following sections:

- ITv2 Partition - Output Assignment Tab Tasks on Page 99

ITv2 Partition - Output Assignment Tab Tasks

The following tasks are performed in the **Output Assignment** tab:

- Adding Output to a Partition on Page 99
- Remove Output from a Partition on Page 99

Adding Output to a Partition

1. In the **Partition** editor, click the **Output Assignment** tab.
2. Select the Output from the **Unassigned Output** field and Click 

. You can select multiple Outputs at a time.
3. Click the **Write Assignment** button to write the changes in the panel hardware. The selected Outputs are added to the Partition and appears in the **Assigned Outputs** list.
4. Click **Save and Close**.

Remove Output from a Partition

1. In the **Partition** editor, click the **Output Assignment** tab.

2. Select the Output from the **Assigned Outputs** field and Click << Remove. You can select multiple Outputs at a time.
3. Click the **Write Assignment** button to write the changes in the panel hardware. This field is only enabled if you have added or removed the Outputs.
4. The selected Outputs are removed from the Partition and appears in the **UnAssigned Zones** list.
5. Click **Save and Close** .

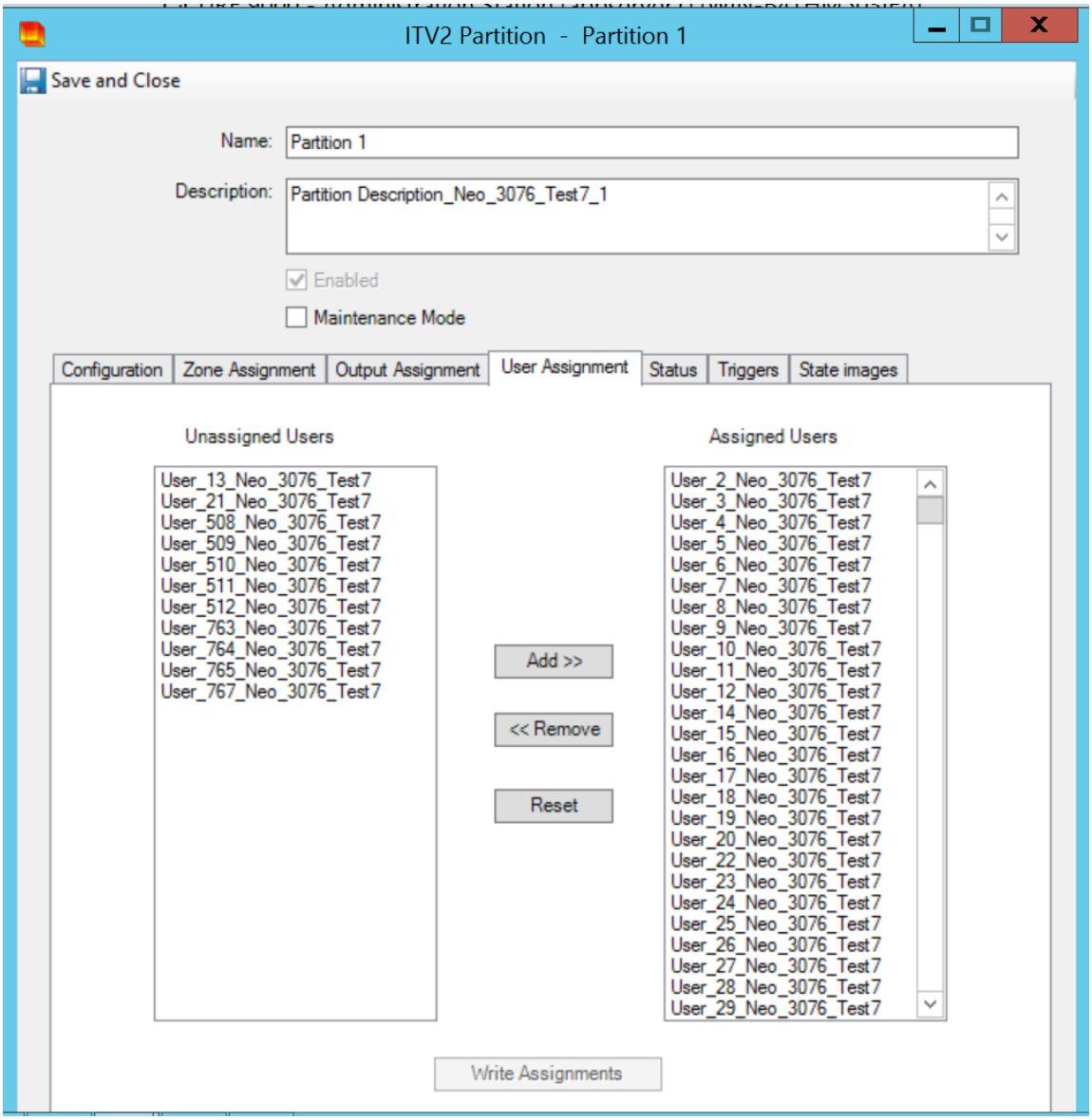
Reset the Output

1. In the Partition editor, click the **Output Assignment** tab.
2. Click Reset. The Outputs are reset to the default settings.
3. Click **Save and Close** .

ITv2 Partition - Users Assignment Tab

The **Users** tab lets you assign users to the Partition.

Figure 44: ITv2 Partition – Users Tab



NOTE

- Clicking on **Write Assignments** will write all the configuration changes to the panel. The sync status of the panel will be **Synchronizing** followed by the final **Synchronized**. Wait until the status has changed to **Synchronized** to complete another **Write Assignment**.
- Click **Save** and **Close** after every write operation.
- If the message **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- All write assignments should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in programming mode in the panel keypad.
- In the Partition **User Assignment** tab, **Primary User** or **Reserved User** will not be available to be assigned to the Partition.

ITv2 Partition - User Assignment Tab Definitions

Table 20 on Page 102 describes the User Assignment Tab fields and buttons.

Table 20: ITv2 Partition - User Tab Definitions

Field/Button	Description
Unassigned Users	Lists the Users who are not assigned to a partition.
Assigned Users	Lists the Users who are assigned to a partition.
Add>>	Used to add or assign the Users to a Partition. Select User from the **Unassigned Users** and click **Add**. The selected User is assigned to the Partition. You can add multiple Users at a time.
<<Remove	Used to remove Users from the Partition. Select User from the **Assigned Users** and click **Remove**. The selected User is removed from the Assigned Users list and appears in the Unassigned Outputs.
Reset	Resets the User list.
Write Assignments	If you have added or removed the users, click this button to write the changes in the panel hardware.If not the modifications made will not reflect in the ITv2 panel hardware. This field is enabled, if you add or remove the Users.

For more information, see the following sections:

- ITv2 Partition - User Assignment Tab Tasks on Page 102

ITv2 Partition - User Assignment Tab Tasks

The following tasks are performed in the **User Assignment** tab:

- Adding User to a Partition on Page 102
- Removing a User from a Partition on Page 102
- Resetting the User on Page 103

Adding User to a Partition

1. In the Partition editor, click the **User Assignment** tab.
2. Select the User from the **Unassigned User** field and Click 

.
You can select multiple Users at a time.
3. Click the **Write Assignment** button to write the changes in the panel hardware.
4. The selected Users are added to the Partition and appears in the **Assigned Users** list.
5. Click **Save and Close** .

Removing a User from a Partition

1. In the **Partition** editor, click the **User Assignment** tab.

2. Select the User from the **Assigned Users** field and Click << Remove . You can select multiple users at a time.
3. Click the **Write Assignment** button to write the changes in the panel hardware. This field is only enabled if you have added or removed the users.
4. The selected Users are removed from the Partition and appears in the **UnAssigned Users** list.
5. Click **Save and Close** .

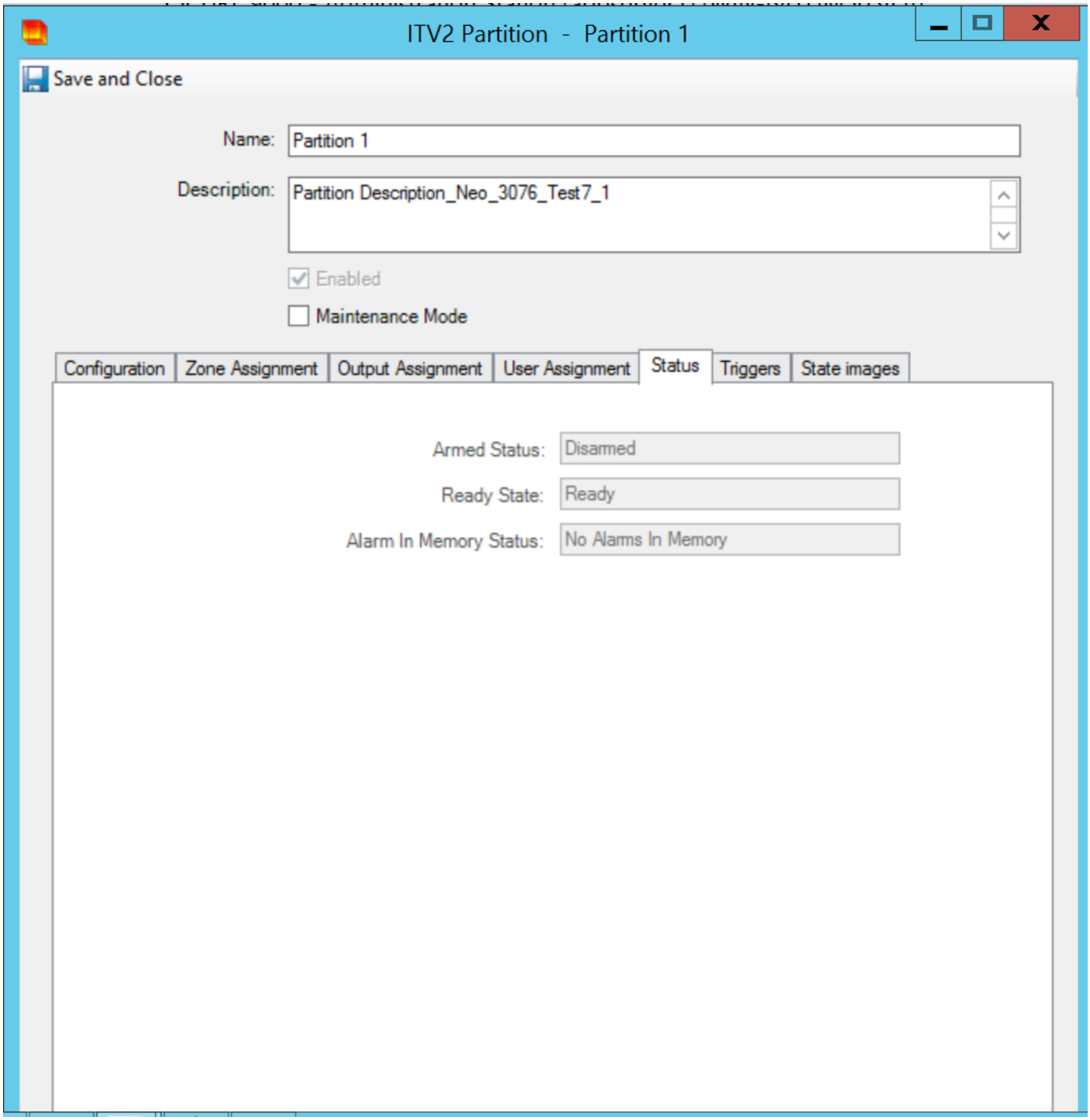
Resetting the User

1. In the **Partition** editor, click the **User Assignment** tab.
2. Click Reset . The Users are reset to the default settings.
3. Click **Save and Close** .

ITv2 Partition - Status Tab

The **Status** tab indicates the status of the Partition. This tab is read-only.

Figure 45: ITv2 Partition – Status Tab



ITv2 Partition - Status Tab Definitions

Table 21 on Page 105 describes the ITv2 Partition - **Status** tab fields and buttons.

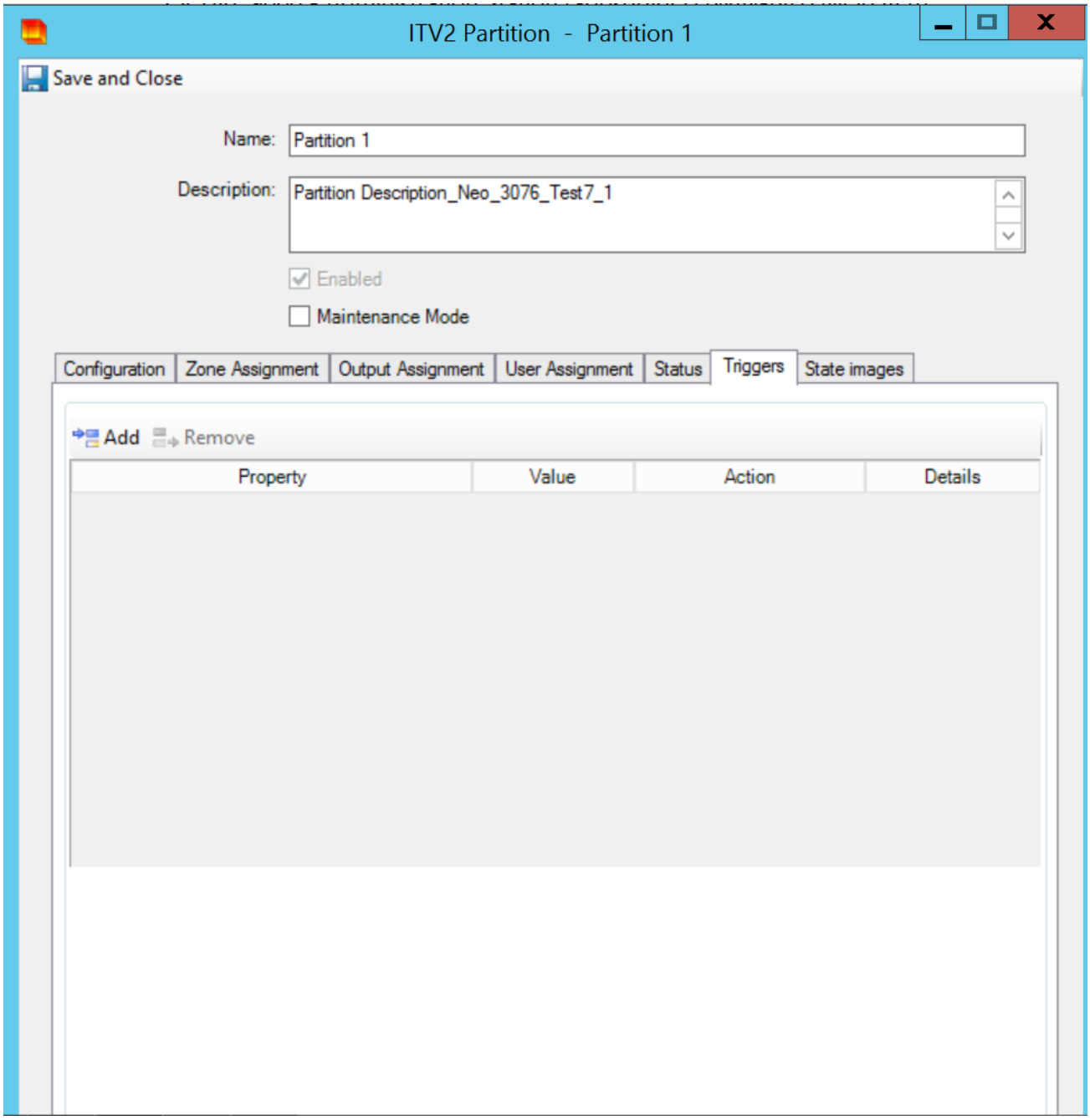
Table 21: Partition - Status Tab Definitions

Field/Button	Description
Armed State	Indicates the arm status of the partition. The following are the available options: • **Disarmed** • **Stay Armed** • **Away arm with No Entry Delay** • **Night Armed** • **Quick Armed** • **User Armed** • **Instant Stay Armed** • **Stay Armed with No Entry Delay** • **Global Stay Armed** • **Global Away Armed** • **Customized Armed** • **Away Armed With No Entry Delay** • **Night Armed with No Entry Delay**
Ready State	Indicates whether the partition is ready for arming or not. The following are the available options: • **Ready** • **Not Ready**
Alarm in Memory Status	Indicates whether the alarms are in memory or not. The following are the available options: • **Alarm in Memory** • **No Alarms in Memory**

ITv2 Partition - Triggers Tab

C•CURE 9000 uses Triggers, which are configured procedures for activating events based on properties of an object. A Trigger automatically executes a specified action when a particular predefined condition occurs.

Figure 46: ITv2 Partition Editor – **Triggers** Tab



ITv2 Partition - Triggers Tab Definitions

Table 1 on Page 1 describes the fields and buttons in the ITv2 Partition – **Triggers** tab.

Table 22: ITv2 Partition – Triggers Tab Definitions

Field/Button	Description
Add	Click this button to create a new row in the Triggers table. You should configure all fields in the row to complete the **Add** operation.
Remove	Click this button to remove a selected row from the Triggers table.
Property	Click within the Property field to display the selection button [...]. The Property browser opens presenting properties available for the ITv2 Partition. For more information, see on Page 106
Value	Click within the Value column to display a drop-down list of Values associated with the Property that you have selected. Click a Value you want to include as a parameter for the trigger to assign it to the column.
Action	Click on the drop-down menu to select an action to occur. This action selected will occur when the object's selected Property receives the selected Value.
Details	The name of the event configured for the row (read-only) entered by the system.
Event	Click on the selection button [...] to select a Event that you want to associate with the trigger. Events are created in the C•CURE 9000 Configuration pane. See the *C•CURE 9000 Software Configuration Guide* for more information.

Table 23: Partition - Triggers Tab Properties

Property	Description
Alarm in Memory Status	Indicates whether the alarms are in memory or not. The following are the available options: • **Alarm in Memory** • **No Alarms in Memory**
Ready State	Indicates whether the partition is ready for arming or not. The following are the available options: • **Ready** • **Not Ready**

Table 23: Partition - Triggers Tab Properties (continued)

Property	Description
Armed State	Indicates the arm status of the partition. The following are the available options: Disarmed • **Stay Armed** • **Away arm with No Entry Delay** • **Night Armed** • **Quick Armed** • **User Armed** • **Instant Stay Armed** • **Stay Armed with No Entry Delay** • **Global Stay Armed** • **Global Away Armed** • **Customized Armed** • **Away Armed With No Entry delay** • **Night Armed with No Entry Delay**

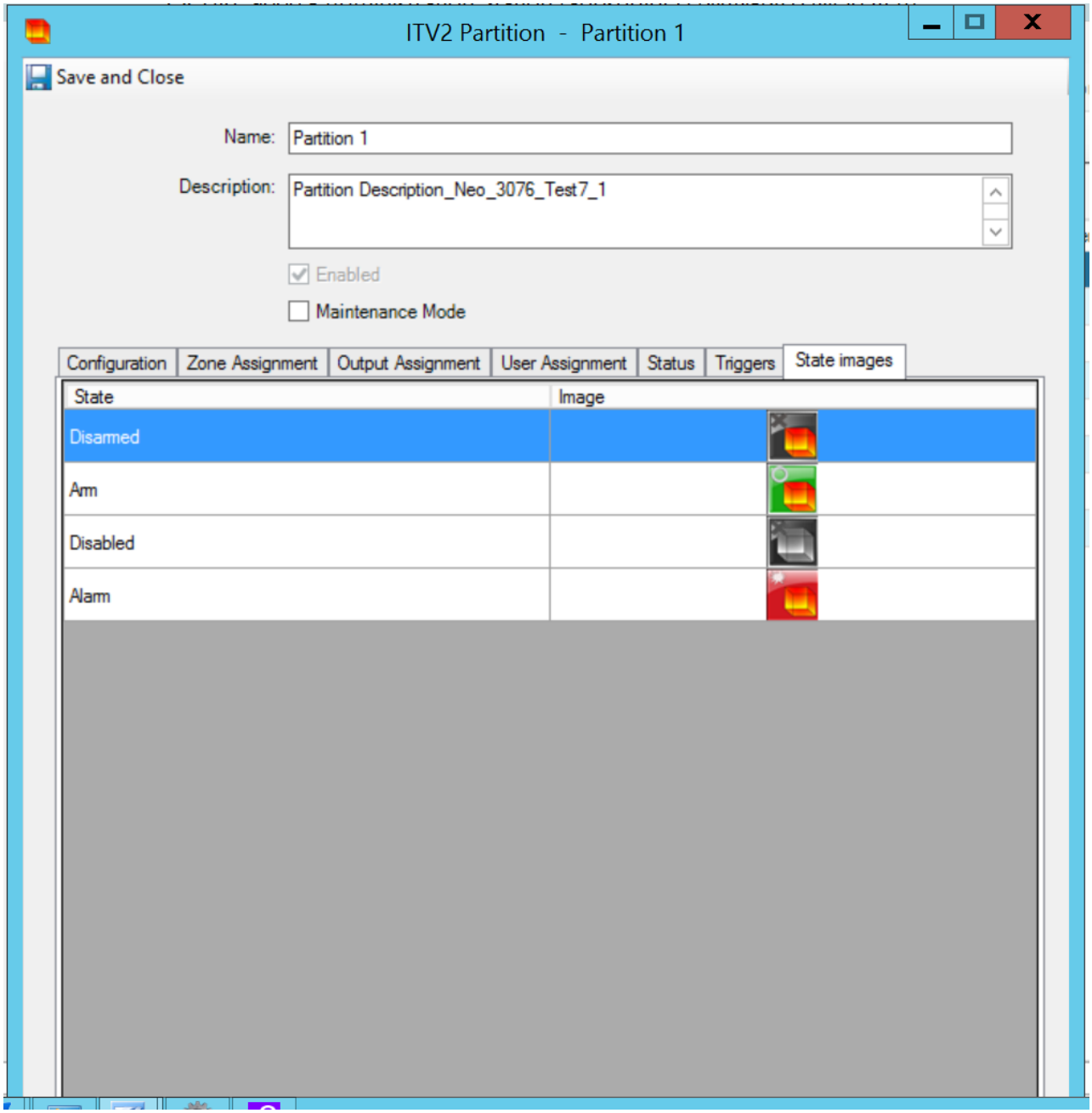
For more information, see the following sections:

- Triggers Tab Tasks on Page 61

ITv2 Partition - State Images Tab

The **State Images** tab indicates the status of the Partition. This tab is read-only.

Figure 47: ITv2 Partition Editor – **State Images** Tab



For more information, see following section:

- State Images Tab Tasks on Page 66

6

ITv2 - Zone

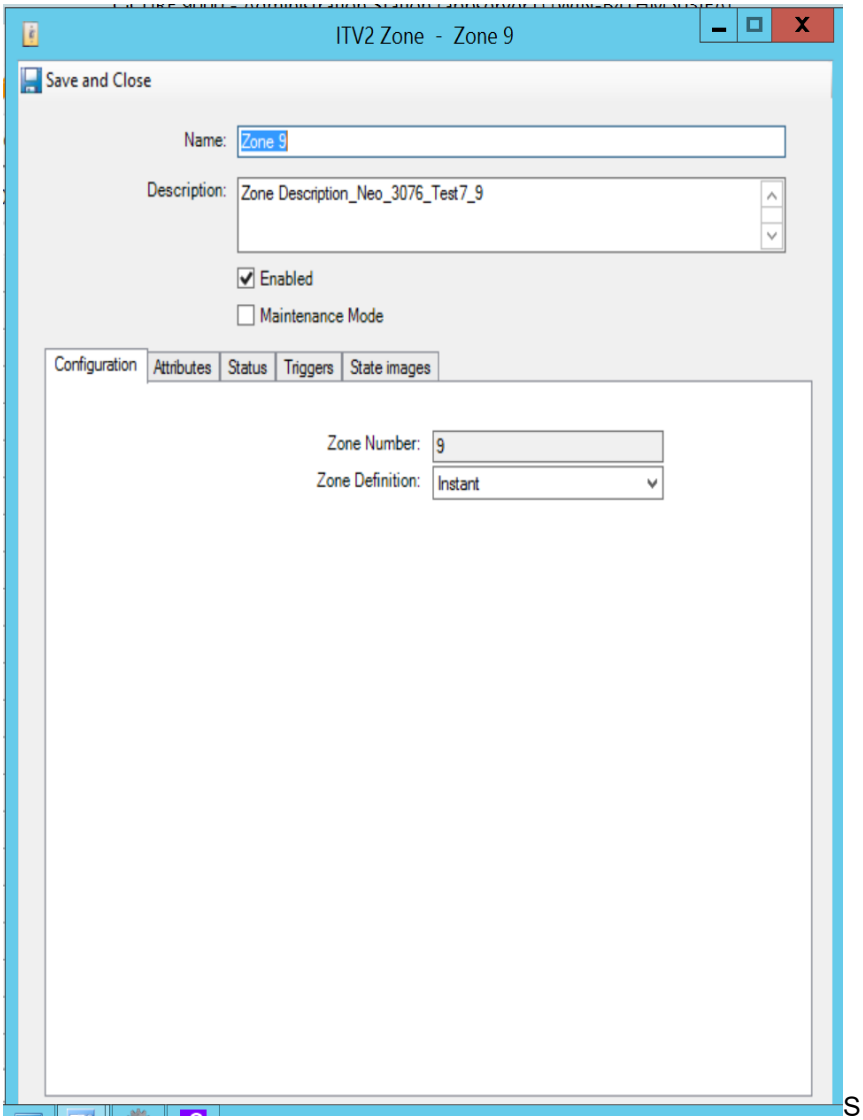
ITv2 Zones

An **ITv2 Zone** refers to the physical interface or sensors in the Neo or Pro hardware. The **ITv2 Zone** provides Zone related information. One ITv2 Panel has up to 128 zones (Neo) and 248 zones (Pro).

A zone is an area of protection that has one or more detection sensors connected to it (motion detectors, glass break detectors, door contacts or shock sensors). A single zone might be a room, a hallway or a door or window. Two or more of these zones will be linked together by the control panel to form a partition.

The **ITv2 Zone** Editor is used to configure details such as: name, number attributes, panel status, set triggers, and optionally change state images.

Figure 48: ITv2 Zone - **Configuration** Tab



For more information, see the following:

ITv2 Zone Tabs

The following sections provide information about the **ITv2 Zone** tabs:

- ITv2 Zone - Configuration Tab on Page 117
- ITv2 Zone - Attributes Tab on Page 119

- ITv2 Zone - Status Tab on Page 121
- ITv2 Zone - Triggers Tab on Page 123
- ITv2 Zone - State Images Tab on Page 126

ITv2 Zone Tasks

This section describes the tasks performed in the **ITv2 Zone** Editor:

- Accessing the ITv2 Zone on Page 113
- Editing the ITv2 Zone on Page 114
- Bypassing and Resetting the ITv2 Zone on Page 115
- Adding an ITv2 Object to a Group on Page 42
- Triggers Tab Tasks on Page 61
- State Images Tab Tasks on Page 66

Accessing the ITv2 Zone

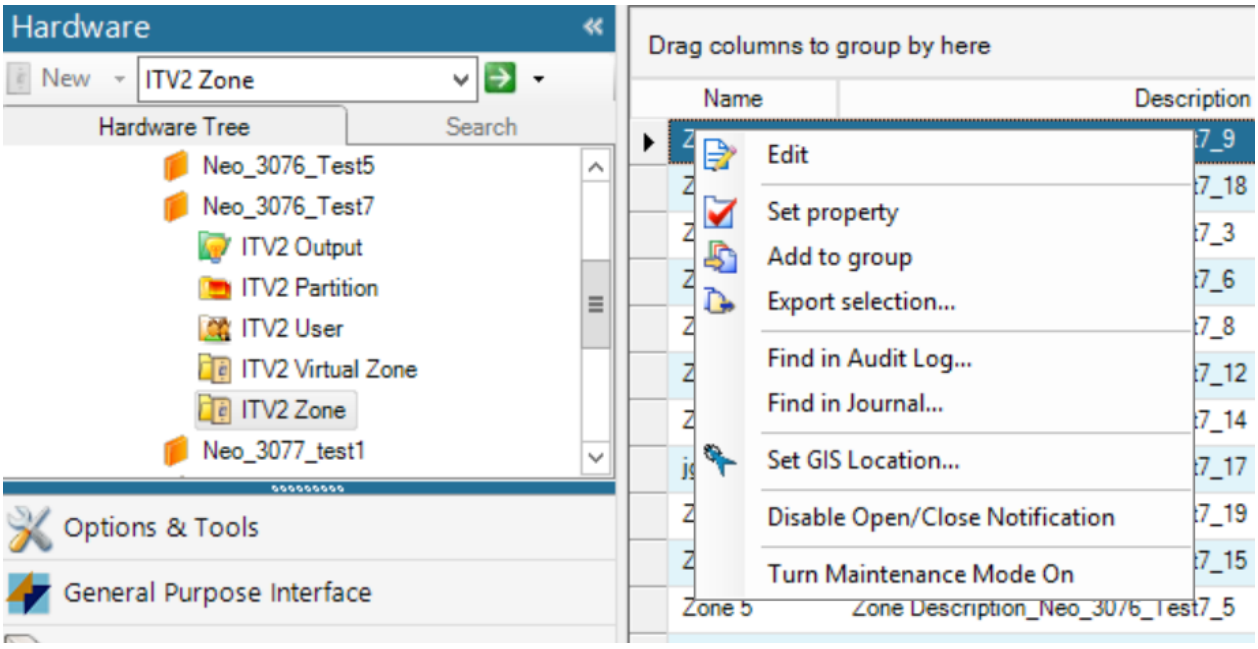
Before You Begin

- Ensure that you have synchronized the ITv2 Panel and all the associated Zones are displayed in the **Hardware Tree**.

Accessing the ITv2 Zone in the Dynamic View

1. In the Navigation pane of the Administration workstation, click **Hardware** to open the **Hardware** Pane.
2. Click the **Hardware** drop-down list and select **ITv2 Zone.**
3. Click to open a Dynamic View showing all ITv2 Zones.
4. Right-click the ITv2 Zone in the list that you want to access and select **Edit**.
   The **ITv2 Zone** Editor opens.

Figure 49: Access the ITv2 Zone in the Dynamic View

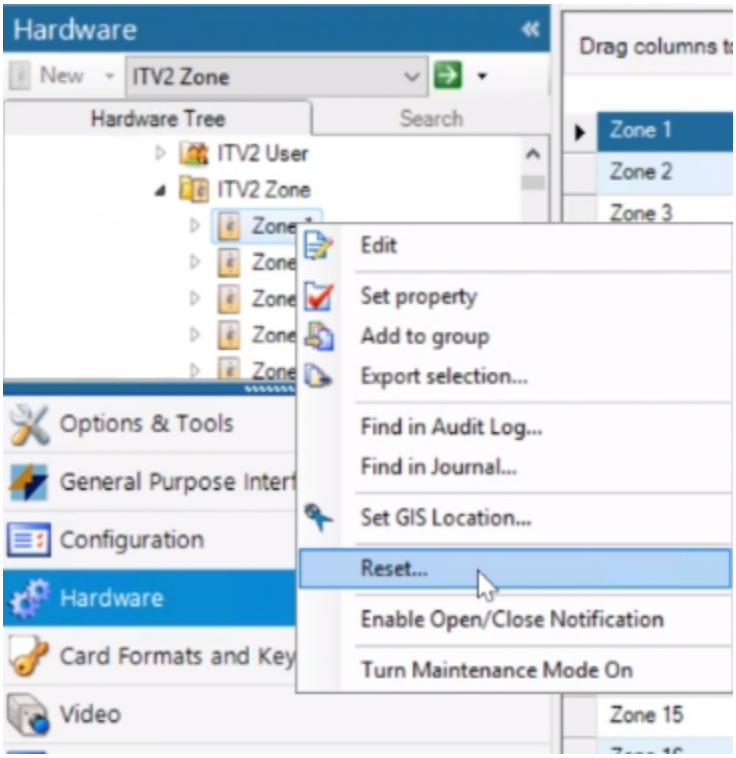


Accessing the ITv2 Zone in the Hardware Tree

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.

3. In the **ITv2 Panel** folder, open the Panel in which the Zone is located, and then open the **ITv2 Zone** folder.
4. In the **ITv2 Zone** folder, right -click the zone that you want to access, and then select **Edit**. The **ITv2 Zone** Editor opens.

Figure 50: Accessing the **ITv2 Zone** in the **Hardware Tree**



Editing the ITv2 Zone

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the Hardware Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, open the Panel in which the Zone is located, and then open the **ITv2 Zone** folder.
4. In the **ITv2 Zone** folder, right -click the Zone that you want to access, and then select **Edit**. The **ITv2 Zone** Editor opens.
5. Modify the required data in the **Configuration** Tab.

Table 24: ITv2 Zone - Configuration Tab Definitions

Field/Button	Description
Zone Number	You cannot modify the Zone number and is auto-generated during Panel synchronization.
Zone Definition	You can modify the type of the zone. • The Zone type is auto-generated during Panel synchronization.

6. Modify the required data in the **Attribute** Tab.
7. Configure the **Triggers** in the **Triggers** Tab.
8. Click **Save and Close**.

What to Do Next

- Perform Manual Action

Viewing an ITv2 Zone

1. Select **ITv2 Zone** from the **Hardware** drop-down menu.
2. Click to open a Dynamic View displaying all ITv2 Zone Configurations.
3. The **ITv2 Output** tab opens in the Dynamic View displaying a list of ITv2 Zone configurations.

Bypassing and Resetting the ITv2 Zone

Before You Begin

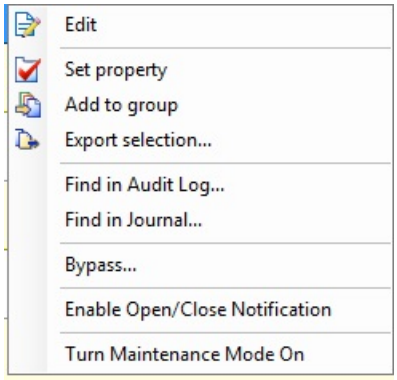
Ensure the following, before performing the manual actions:

- The ITv2 panel is Online.
- The ITv2 Panel has Synchronized successfully.
- The Bypass attribute is enabled in the **ITv2 Zone - Attribute** tab.

Bypassing the ITv2 Output Command

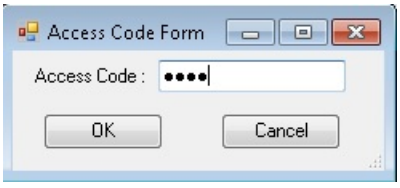
1. Right-click the **ITv2 Zone**, and then select **Bypass** from the context menu.

Figure 51: Zone Context Menu

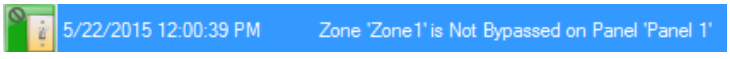


2. Enter the **Access Code** in the **Access Code Form**.

Figure 52: Access Code Form Dialog Box



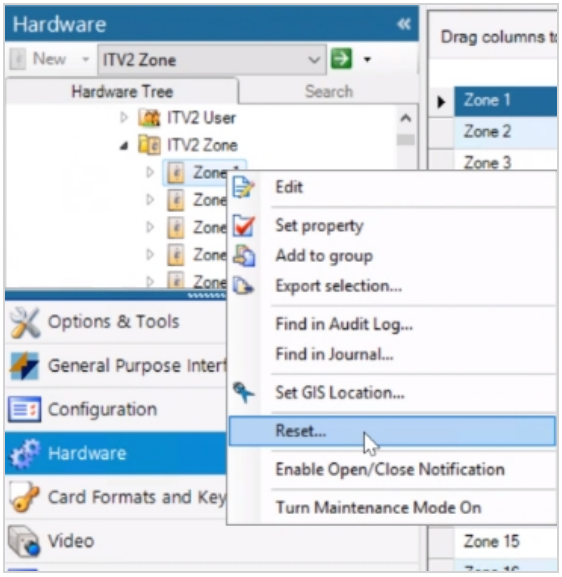
3. Click **OK** to bypass the zone, or else click **Cancel**.
4. The selected Zone is Bypassed.
   The Bypassed status is changed to **Bypassed** and is displayed in the Monitoring station.



Resetting the ITv2 Zone

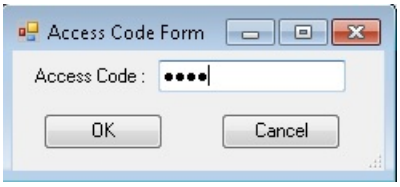
1. Right-click the **ITv2 Zone**, and then select **Reset** from the context menu.

Figure 53: Reset the Bypassed Zone

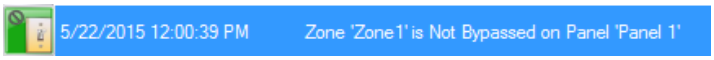


2. Enter the **Access Code** in the **Access Code Form**.

Figure 54: Access Code Form Dialog Box



3. Click **OK** to reset the Zone, else click **Cancel**.
4. The selected bypassed zone is reset. The Bypassed status is changed to **Not Bypassed** and is displayed in the **Monitoring Station**.



NOTE: Bypass or Reset of zones does not work if any Partition is in Arm/Alarm on the Panel.

Enable open/Close status

Right click on the **Zone Context** menu and select **Enable Open/Close** notification from the context menu.

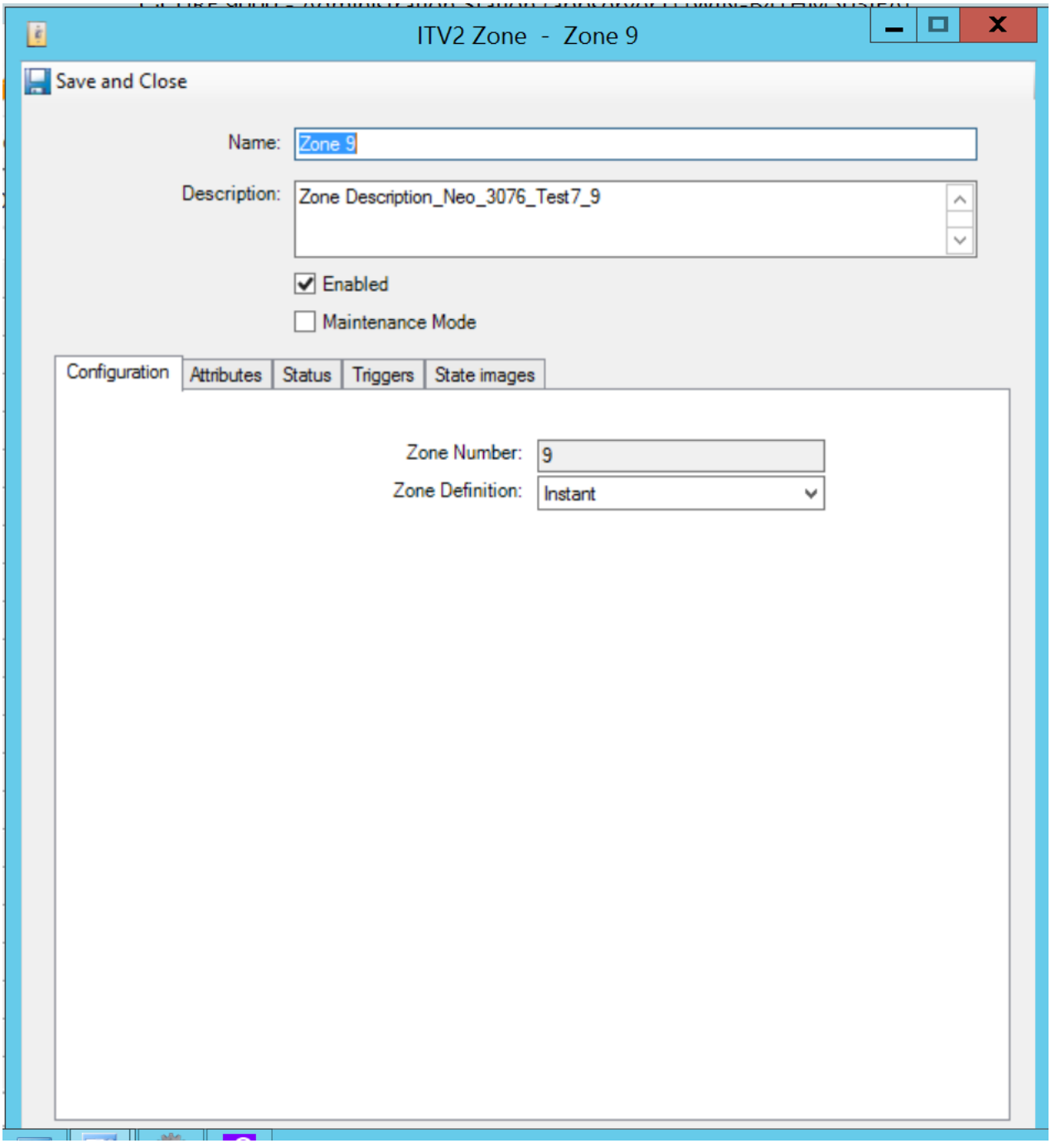
NOTE: If this bit status is **ON** for that Zone, then **Disable Open/Close** notification option will be available in context menu. This will stop/start the **Zone Status** notification.

NOTE: User can select multiple panels and do the above action.

ITv2 Zone - Configuration Tab

The ITv2 Zone - **Configuration** tab indicates the Zone number and Zone Definition.

Figure 55: ITv2 Zone Editor – Zone **Configuration** Tab



ITv2 Zone - Configuration Tab Definitions

This section describes the ITv2 Zone - Configuration Tab fields and buttons.

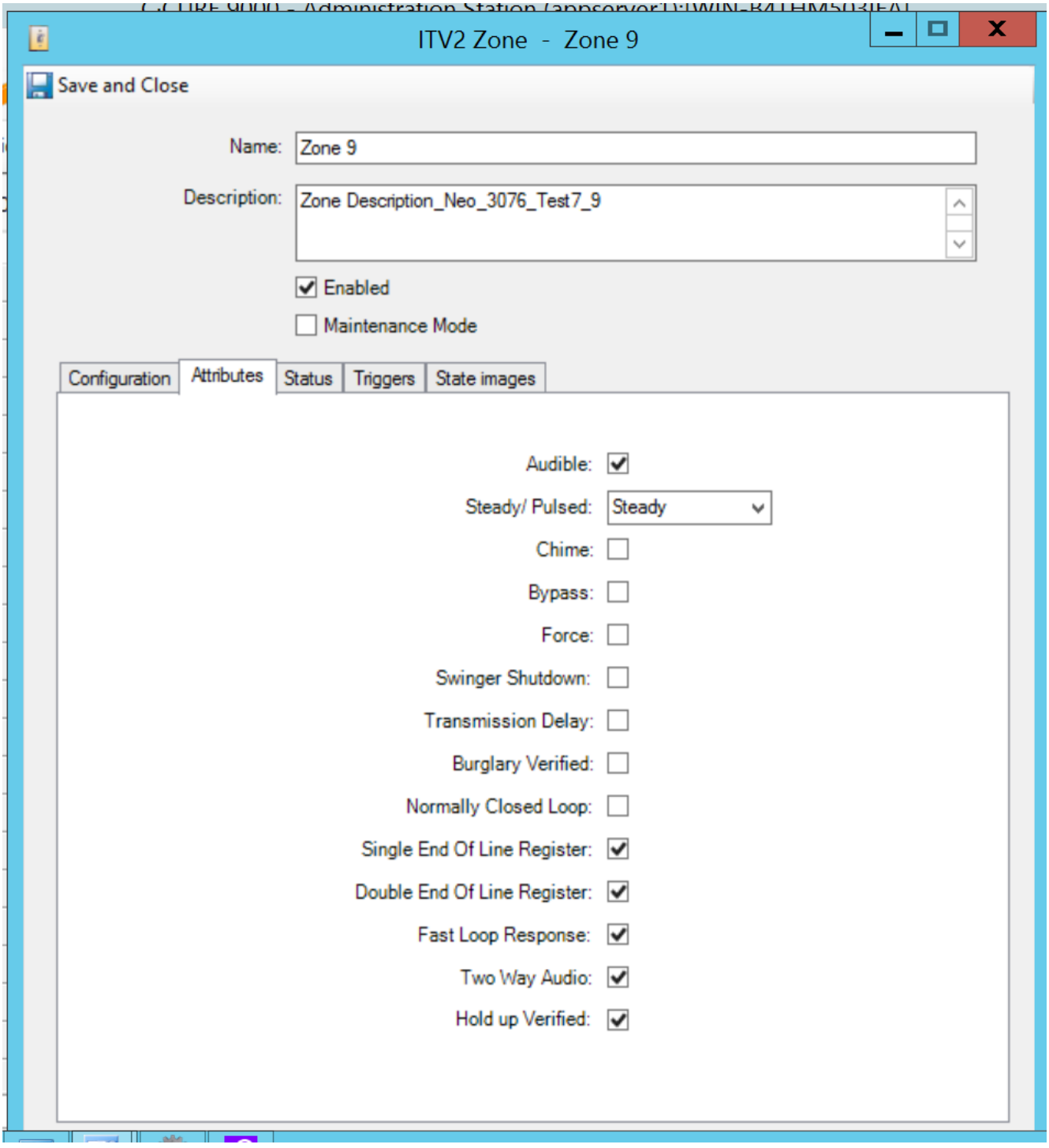
Table 25: ITv2 Zone - Configuration Tab Definitions

Field/Button	Description
Zone Number	Displays the number assigned to the zone to identify the Zone. • The Zone number is auto-generated during Panel synchronization. • Read-only field.
Zone Definition	Displays the type of the zone. • The Zone type is auto-generated during Panel synchronization. • You can modify the type of the zone.

ITv2 Zone - Attributes Tab

The ITv2 Zone - **Attributes** tab indicates the attributes of Zone.

Figure 56: ITv2 Zone Editor – **Attributes** Tab



ITv2 Zone - Attributes Tab Definitions

This section describes the ITv2 Zone - Attributes Tab fields and buttons.

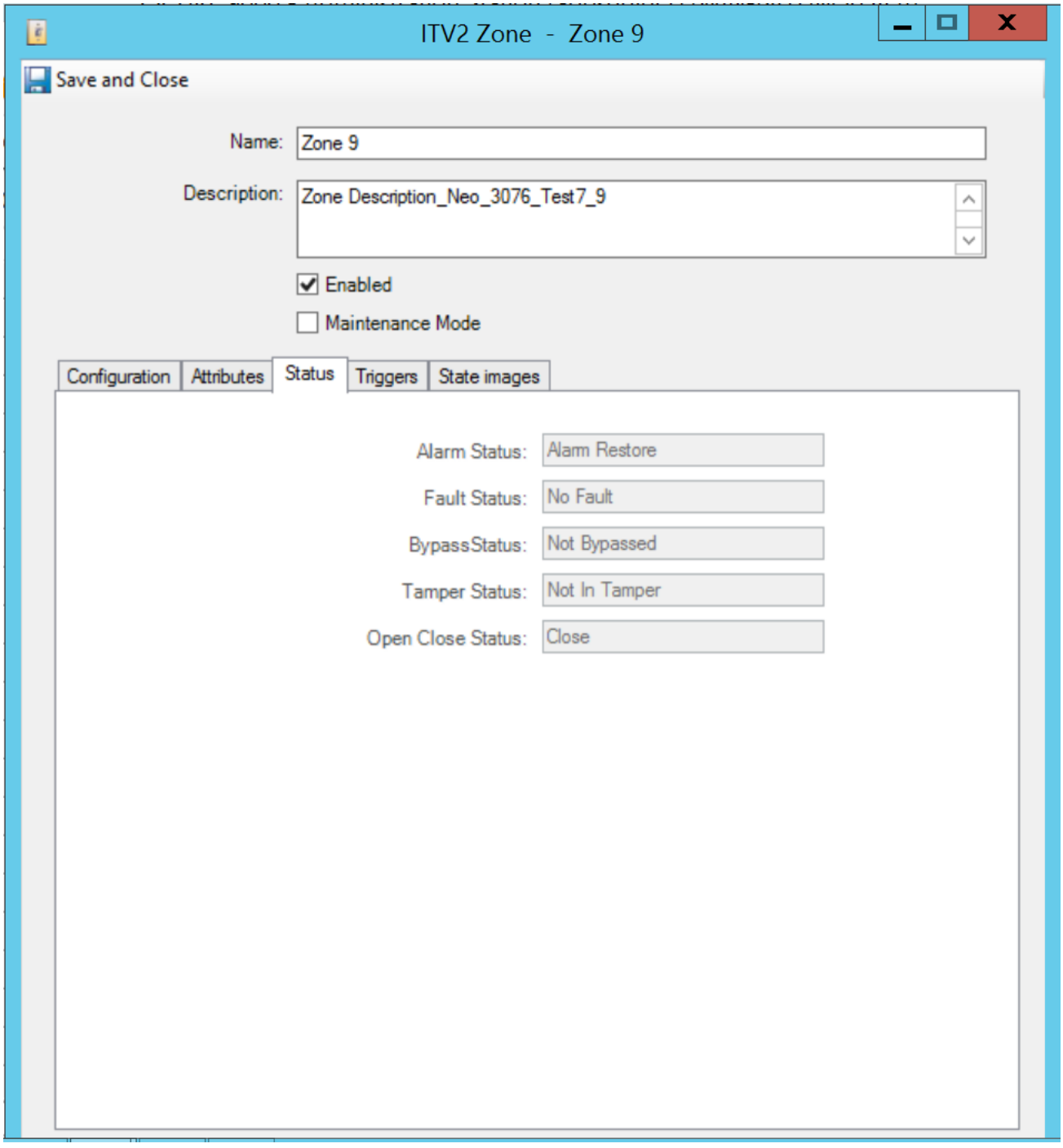
Table 26: ITv2 Zone - Attributes Tab Definitions

Field/Button	Description
Audible	Select to enable the audio of the panel.
Steady/Pulsed	Select the type of beep. The available options are: • **Steady** • **Pulsed**
Chime	Select to enable the chime. Chime indicates the user to open the zone with a beep or other configured sound, instead of alarm when the partition is not armed.
Bypass	Select to enable the bypass.
Force	Select to enable the force. Force is used for arming a partition even if zone is having trouble and not ready for arm.
Swinger Shutdown	Select to enable the swinger shutdown. This is used to suppress the alert with a limited number of time per day.
Transmission Delay	Select to enable the transmission delay. This is used to delay in transmitting the alert to the monitoring station for any violation.
Burglary Verified	Select the check box to enable the option.
Normally Closed Loop	Select to enable the normally closed loop connection type.
Single End Of Line Register	Select to enable the single end of line register connection type.
Double End Of Line Register	Select to enable the double end of line register connection type.
Fast Loop Response	Select to enable the fast loop response. This is used for loop response time for mail panel zones.
Two way Audio	Select to enable the two way audio. If the central station is capable, the system (provided that it has an audio module) will allow audio verification to occur. This can be one or two way conversation with the any user in the site.
Hold up Verified	Select to enable the hold up verified option. Hold-up is used to alarm for the panic situation. Hold-up zone can be bypassed only through Master access code.

ITv2 Zone - Status Tab

The **Status** tab indicates the status of the Zone . This tab is read-only.

Figure 57: ITv2 Zone – **Status** Tab



ITv2 Zone - Status Tab Definitions

This section describes the ITv2 Zone - **Status** tab fields and buttons.

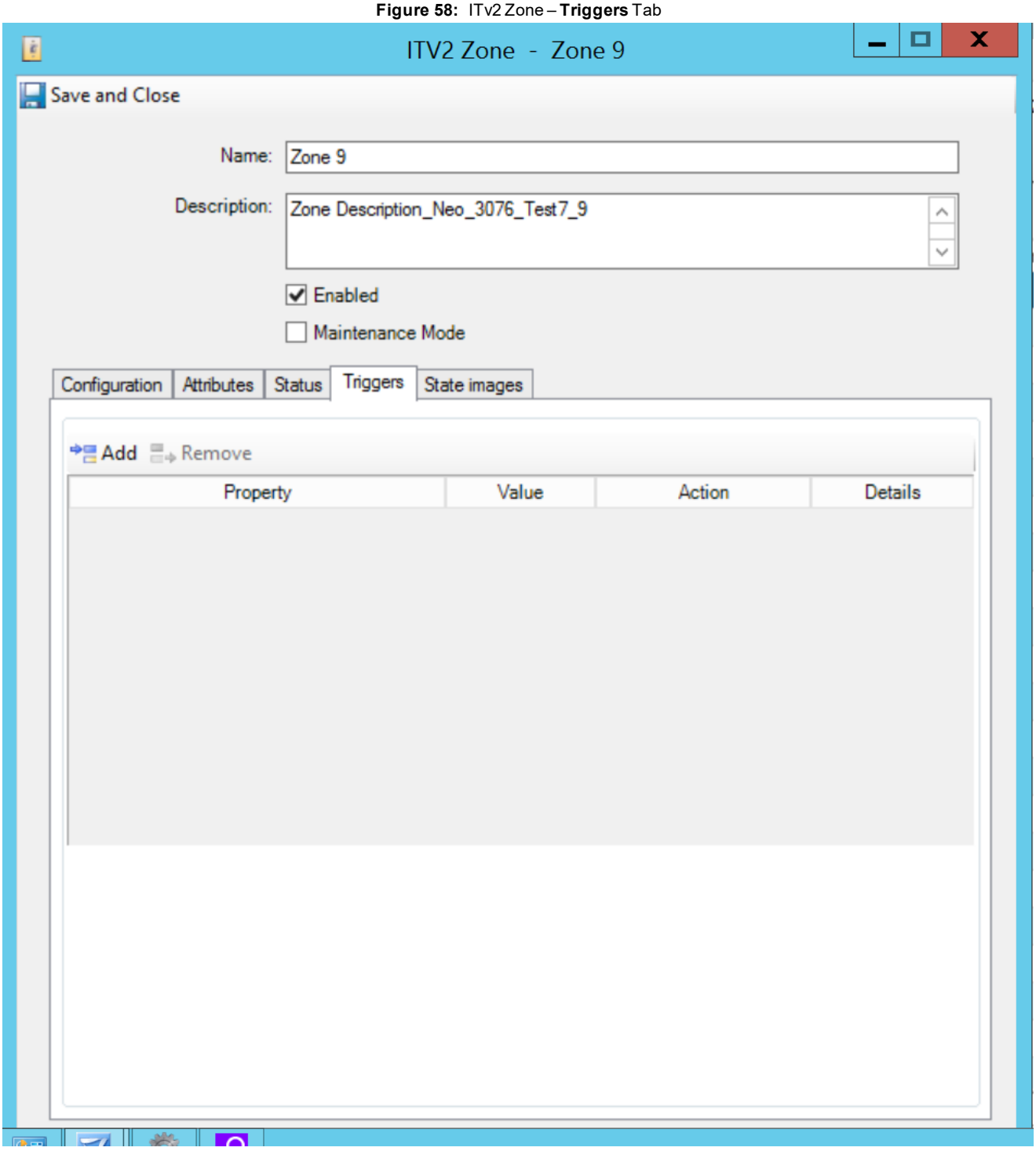
Table 27: ITv2 Zone - **Status** Tab Definitions

Field/Button	Description
Alarm Status	Indicates the status of the alarm in the Zone. The following are the available options: • **Alarm** • **Normal** • **Unknown**
Fault Status	Indicates whether the zone is faulty or not. The following are the available options: • **Fault** • **No Fault**
Bypass Status	Indicates whether the zone is bypassed or not. The following are the available options: • **Bypassed** • **Not Bypassed**
Tamper Status	Indicates whether the zone is tampered or not. The following are the available options: • **Tamper** • **Not in Tamper**
Open Close Status	Indicates whether the zone is opened or closed. The following are the available options: • **Open** • **Close**

ITv2 Zone - Triggers Tab

C•CURE 9000 uses Triggers, which are configured procedures for activating events based on properties of an object. A Trigger automatically executes a specified Action when a particular predefined condition occurs.

Figure 58: ITv2 Zone – **Triggers** Tab



ITv2 Triggers - Tab Definitions

This section describes the ITv2 Zone – **Triggers** tab fields and buttons.

Table 28: ITv2 Zone –**Triggers** Tab Definitions

Field/Button	Description
Add	Click this button to create a new row in the **Triggers** table. You should configure all fields in the row to complete the **Add** operation.
Remove	Removes a selected row from the **Triggers** table.
Property	Click within the **Property** field to display the selection button [...]. The **Property** browser opens presenting properties available for the ITv2 Zone.
Value	Click within the **Value** column to display a drop-down list of Values associated with the **Property** that you have selected. Click a **Value** you want to include as a parameter for the trigger to assign it to the column.
Action	Click on the drop-down list to select an action to occur. The **Action** selected will occur when the object's selected **Property** receives the selected **Value**.
Details	The name of the **Event** configured for the row entered by the system.
Event	Click on the selection button [...] to select an **Event** that you want to associate with the **Trigger**. Events are created in the C•CURE 9000 Configuration pane. See the *C•CURE 9000 Software Configuration Guide* for more information.

Table 29: ITv2 Zone - **Triggers** Tab Properties

Property	Description
Alarm Status	Indicates the status of the alarm in the Zone. The following are the available values: • **Alarm** • **Normal** • **Unknown**
Fault Status	Indicates whether the zone is faulty or not. The following are the available values: • **Fault** • **No Fault**
Bypass Status	Indicates whether the zone is bypassed or not. The following are the available values: • **Bypassed** • **Not Bypassed**
Tamper Status	Indicates whether the zone is tampered or not. The following are the available values: • **Tamper** • **Not in Tamper**

Table 29: ITv2 Zone - Triggers Tab Properties (continued)

Property	Description
Open Close Status	Indicates whether the zone is opened or closed. The following are the available values: • **Open** • **Close**

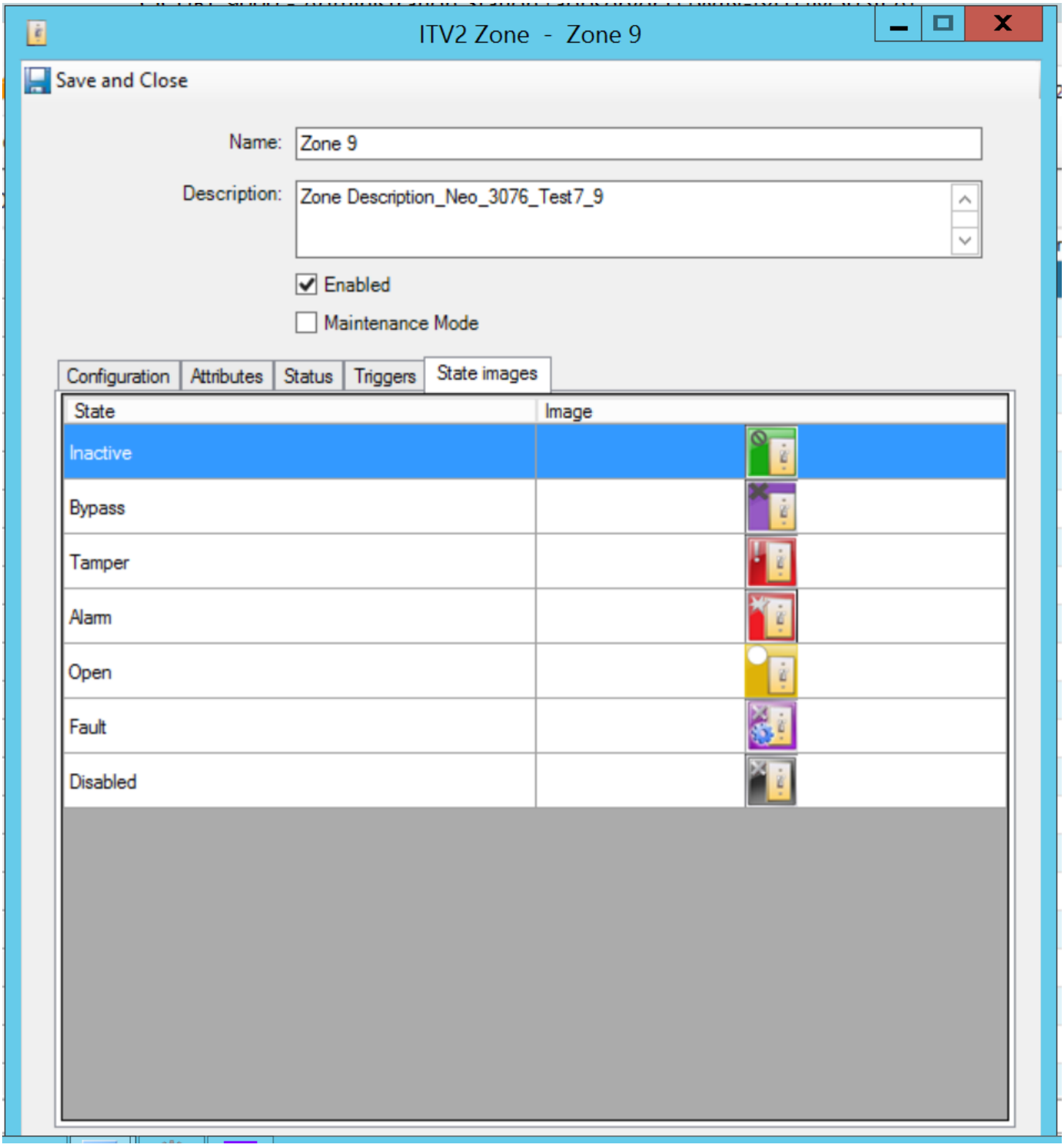
For more information, see:

Triggers Tab Tasks on Page 61

ITv2 Zone - State Images Tab

The **State Images** tab indicates the status of the Zone.

Figure 59: ITv2 Zone – **State Images** Tab



For more information, see State Images Tab Tasks on Page 66.

7

ITv2 - Virtual Zone

ITv2 Virtual Zone

Virtual Zones are used by the third party hardware devices such as the iSTAR, apC, etc. to report alarms to central Monitoring Station using DSC Neo and Pro Panels. The DSC Neo and Pro Panels support up to 32 virtual zones.

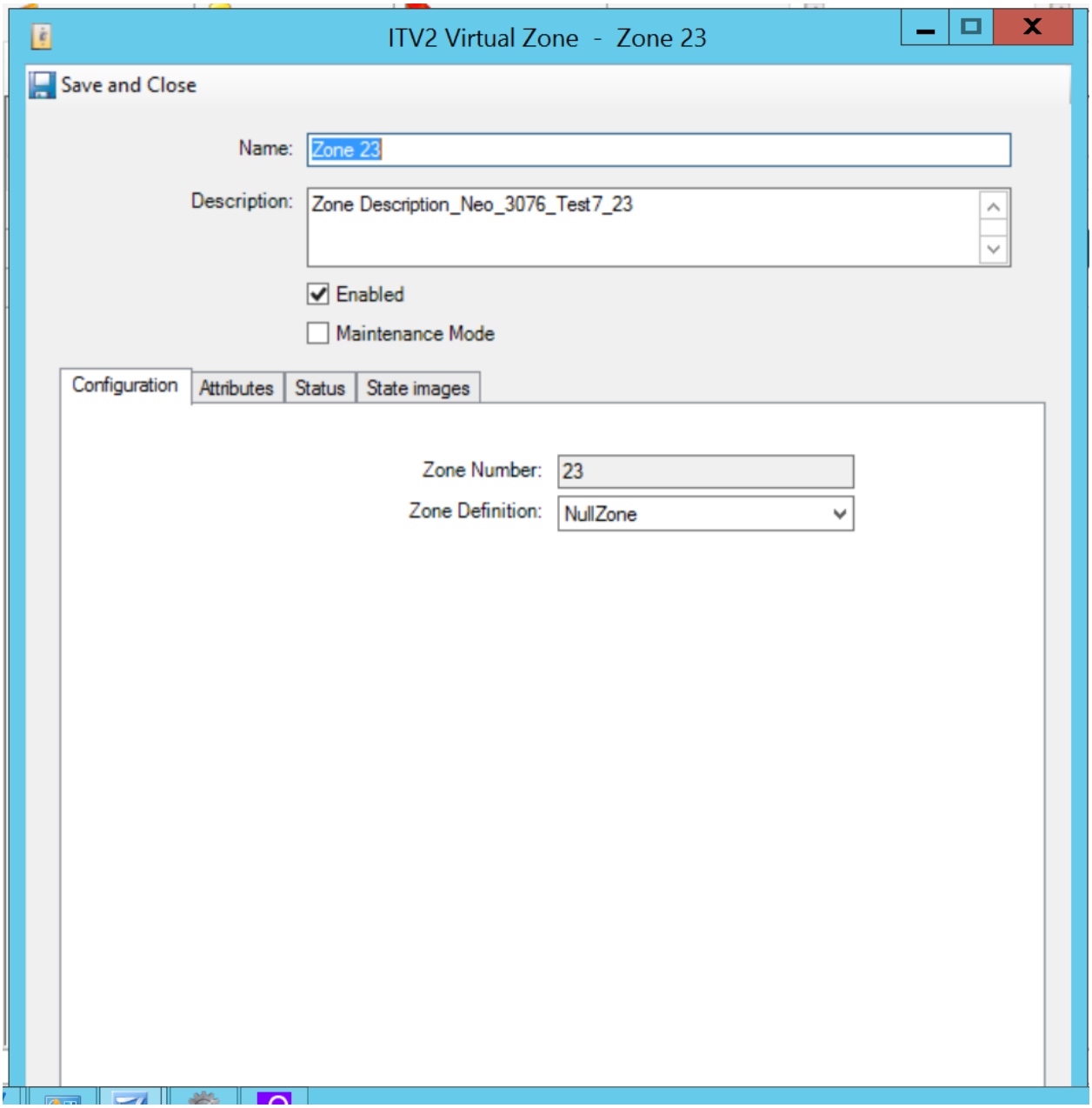
NOTE: You should map one virtual zone with only one device action, but one device can be mapped to multiple virtual zones.
For example, Camera 1 is mapped to Virtual Zone 1 and Virtual Zone 2.

Once the virtual zones are configured using the **ITv2 Panel - Virtual Zone** tab, all the virtual zones appear in a **Virtual Zone** folder in the **Hardware Tree**. Refer to ITv2 Panel - Virtual Zones Tab Tasks on Page 64 for more information on adding and configuring Virtual Zones.

NOTE Virtual zones are configured in section [560] in the programming mode of the panel.

The ITv2 Virtual Zone editor is used to configure details such as: name, description, definition, attributes, and also change state images. You can also view the Open Close status of the zone from this editor.

Figure 60: ITv2 Virtual Zone Configuration tab

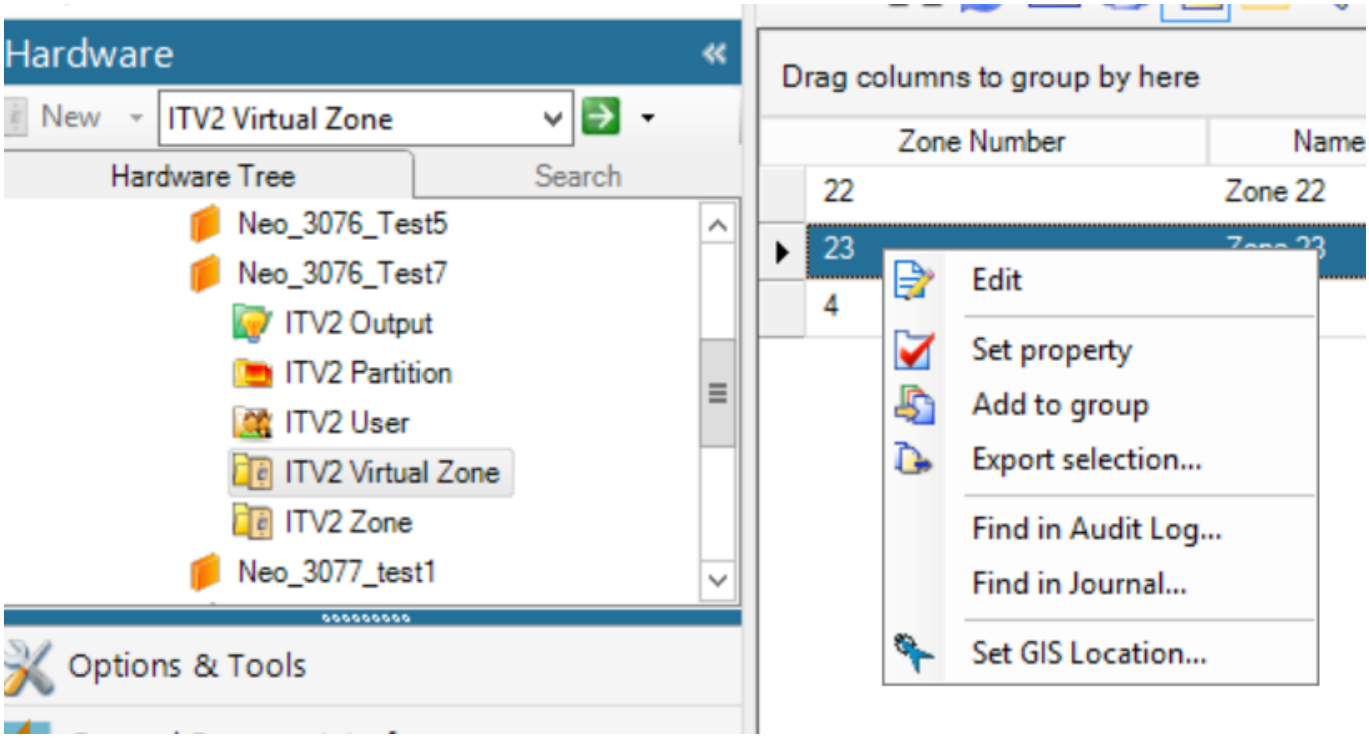


Accessing the ITv2 Virtual Zone in a Dynamic View

NOTE Before you begin ensure that you have synchronized the ITv2 Panel and all the associated Virtual Zones are displayed in the Hardware Tree.

1. In the **Navigation** pane of the **Administration Workstation**, click **Hardware**. The Hardware Pane opens.
2. Click the Hardware drop-down list and select **ITv2 Virtual Zone**.
3. Click  to open a Dynamic View. All configured ITv2 Virtual Zones appear.
4. Right-click the ITv2 Zone in the list that you want to access. Click **Edit**. The **ITv2 Virtual Zone** editor opens.

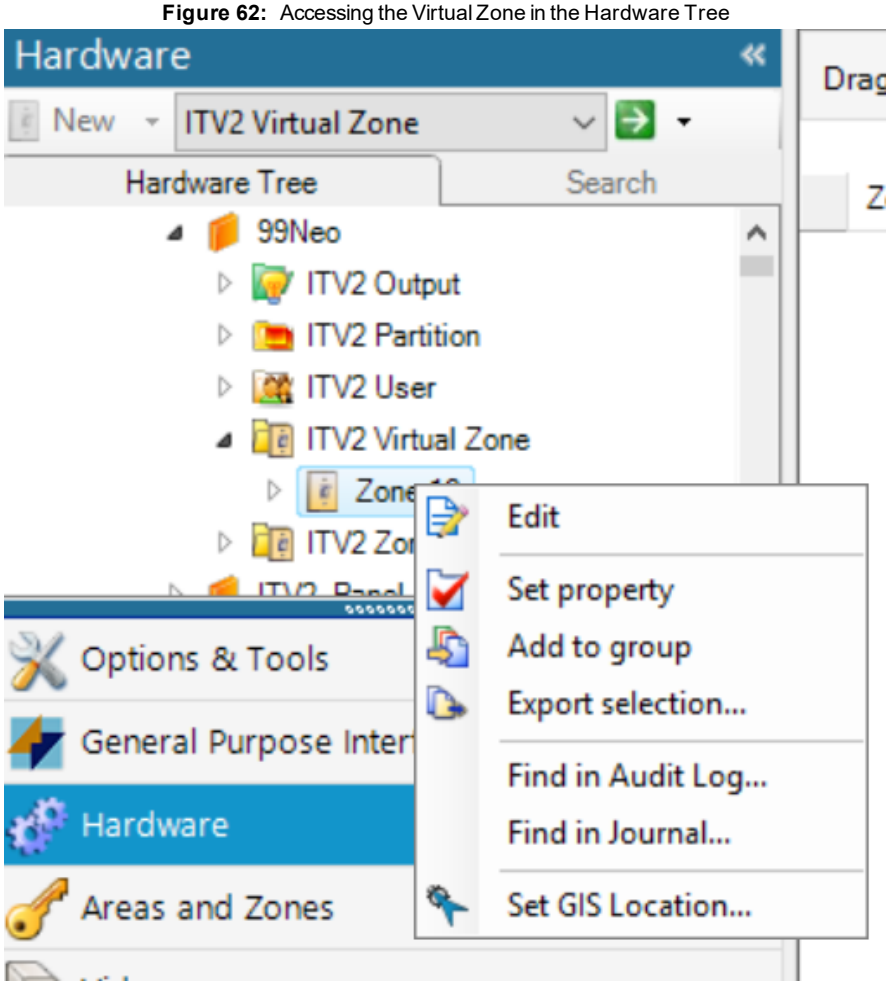
Figure 61: Accessing the ITv2 Virtual Zone in a Dynamic View



Accessing the ITv2 Virtual Zone in the Hardware Tree

1. In the Navigation pane of the Administration Workstation, click Hardware to open the Hardware Pane.
2. In the **Hardware Tree**, expand the **CompanyName** folder and then expand the **ITv2 Panel** folder. Open the Panel in which the Zone is located, and then open the **ITv2 Virtual Zone** folder.
3. In the ITv2 Virtual Zone folder, right -click the Virtual zone that you want to access. Click **Edit**. The ITv2 Virtual Zone Editor opens.

Figure 62: Accessing the Virtual Zone in the Hardware Tree



Viewing an ITv2 Virtual Zone

1. Select **ITv2 Virtual Zone** from the **Hardware** drop-down menu.
2. Click  to open a Dynamic View displaying all ITv2 Virtual Zone Configurations.
3. The **ITv2 Virtual Zone** tab opens in the Dynamic View. A list of ITv2 Zone configurations appears.

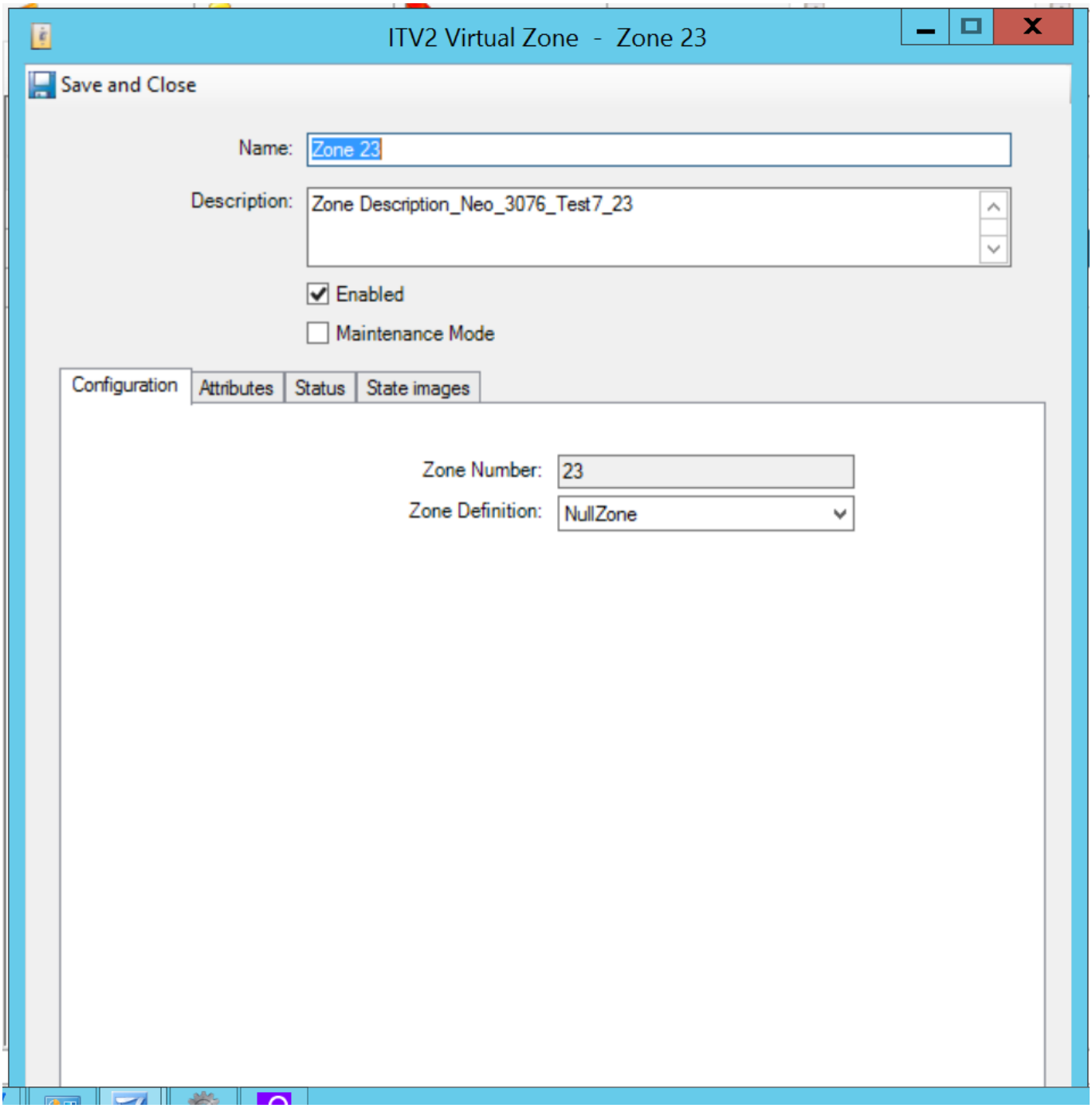
Editing the ITv2 Virtual Zone

1. In the Navigation pane of the **Administration Workstation**, click **Hardware**. The Hardware pane opens.
2. In the **Hardware Tree**, expand the **CompanyName** folder and then expand the **ITv2 Panel** folder. Open the Panel in which the Zone is located, and then open the **ITv2 Virtual Zone** folder.
3. In the **ITv2 Virtual Zone** folder, right-click the Zone that you want to access. Click **Edit**. The **ITv2 Virtual Zone** editor opens.
4. Make the required edits in the **Configuration** and **Attributes** tab. See "ITv2 Virtual Zone Configuration Tab" on the next page and "ITv2 Virtual Zone Attributes Tab" on page 133 for more information regarding the fields of these editors.
5. Click **Save and Close**.

ITv2 Virtual Zone Configuration Tab

The ITv2 Zone - **Configuration** tab indicates the **Zone Number** and **Zone Definition**.

Figure 63: ITv2 Zone - **Configuration** tab



Field	Description
Zone Number	This field displays the Zone number that is auto-generated during Panel Synchronization. You cannot modify this number.
Zone Definition	The field displays the Zone type that is auto-generated during Panel Synchronization. You can modify the type of zone.

ITv2 Virtual Zone Attributes Tab

This section describes the ITv2 Virtual Zone - **Attributes** tab fields and definitions.

Figure 64: ITv2 Virtual Zone - **Attributes** tab

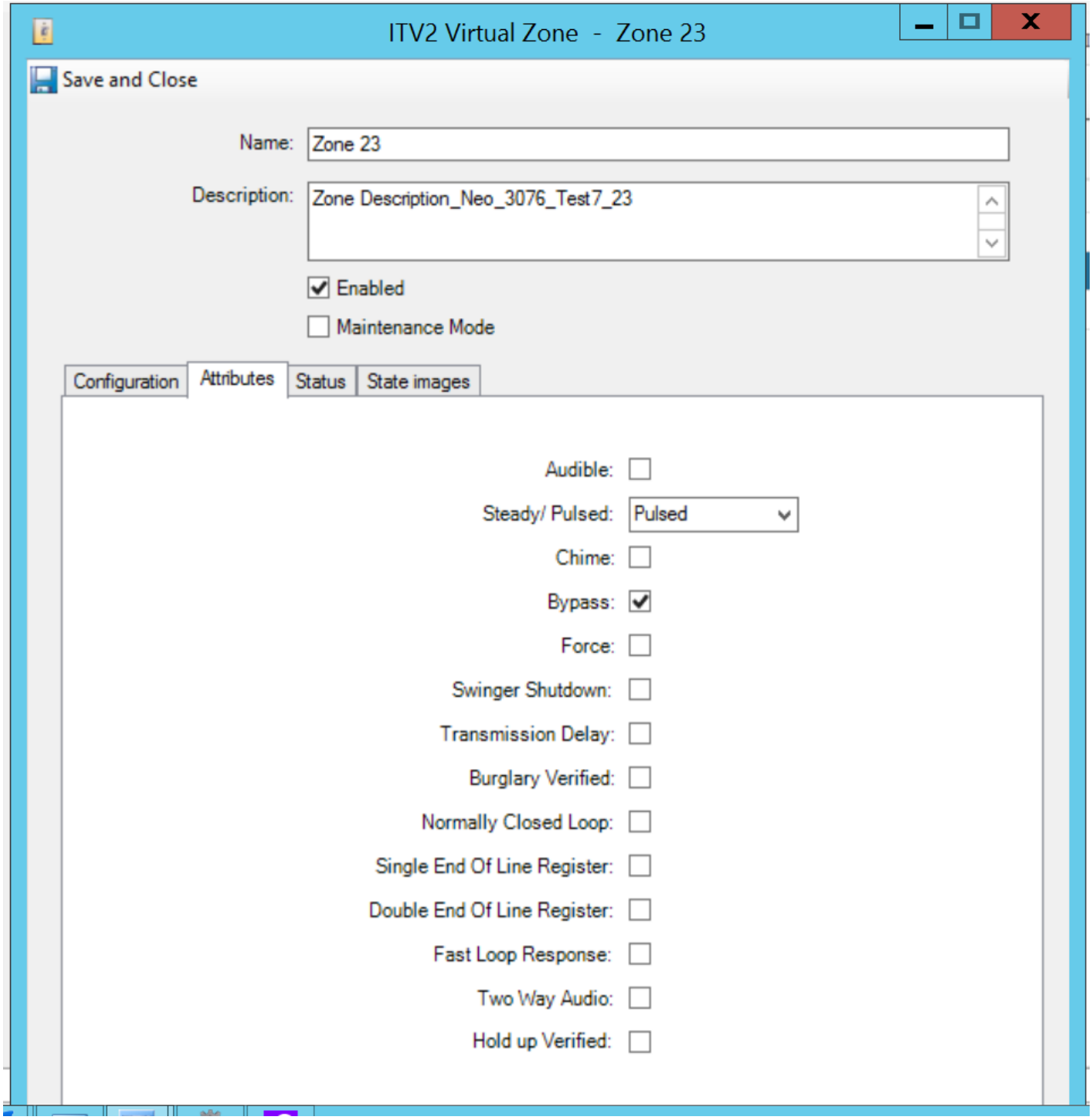


Table 30: ITv2 Zone - **Attributes** tab definitions

Field/Button	Description
Audible	Select to enable the audio of the panel.

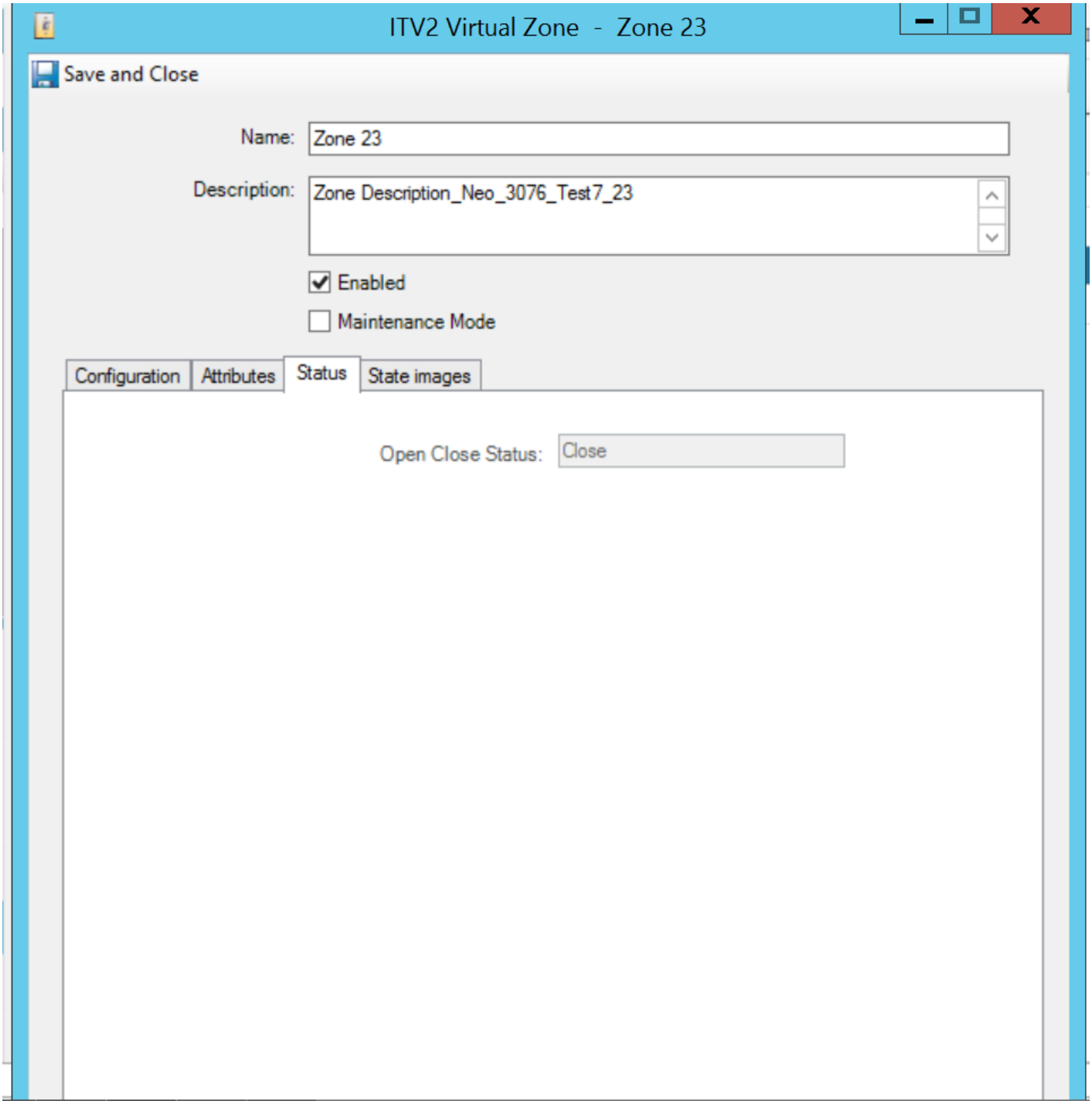
Table 30: ITv2 Zone - Attributes tab definitions (continued)

Field/Button	Description
Steady/Pulsed	Select the type of beep. The available options are: • **Steady** • **Pulsed**
Chime	Select to enable the chime. Chime indicates the user to open the zone with a beep or other configured sound, instead of alarm when the partition is not armed.
Bypass	Select to enable the bypass.
Force	Select to enable the force. Force is used for arming a partition even if zone is having trouble and not ready for arm.
Swinger Shutdown	Select to enable the swinger shutdown. This is used to suppress the alert with a limited number of time per day.
Transmission Delay	Select to enable the transmission delay. This is used to delay in transmitting the alert to the monitoring station for any violation.
Burglary Verified	Select the check box to enable the option.
Normally Closed Loop	Select to enable the normally closed loop connection type.
Single End Of Line Register	Select to enable the single end of line register connection type.
Double End Of Line Register	Select to enable the double end of line register connection type.
Fast Loop Response	Select to enable the fast loop response. This is used for loop response time for mail panel zones.
Two way Audio	Select to enable the two way audio. If the central station is capable, the system (provided that it has an audio module) will allow audio verification to occur. This can be one or two way conversation with the any user in the site.
Hold up Verified	Select to enable the hold up verified option. Hold-up is used to alarm for the panic situation. Hold-up zone can be bypassed only through Master access code.

ITv2 Virtual Zone Status Tab

The **Status** tab indicates the status of the Virtual Zone. This tab is read-only.

Figure 65: ITv2 Virtual Zone - **Status** tab

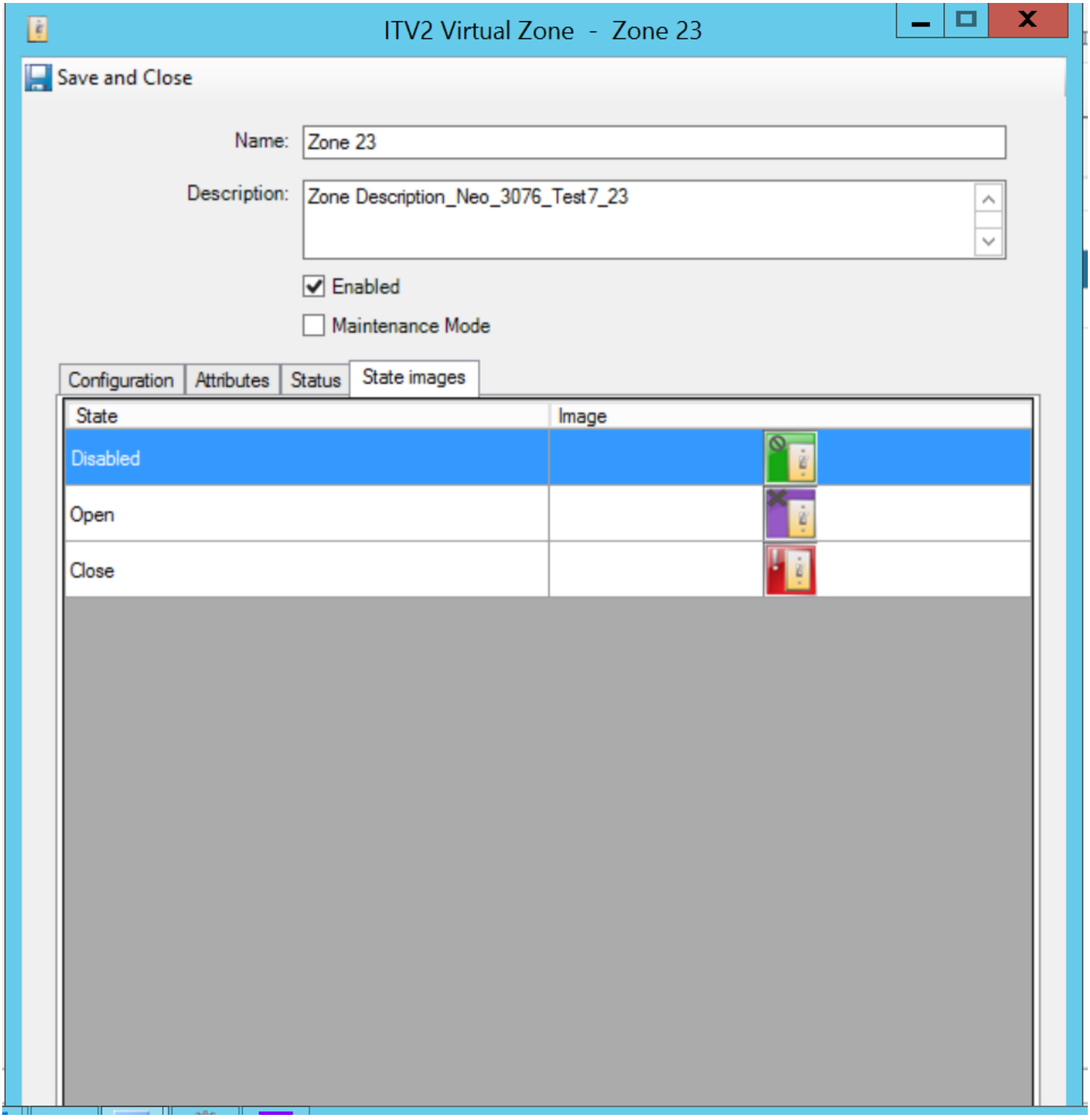


Field	Definition
Open Close Status	This field indicates whether the zone is opened or closed. The options available are: **Open** or **Close**.

ITv2 Virtual Zone State Images Tab

The **State Images** tab indicates the status of the Virtual Zone.

Figure 66: ITv2 Virtual Zone - **State Images** tab



8

ITv2 Output

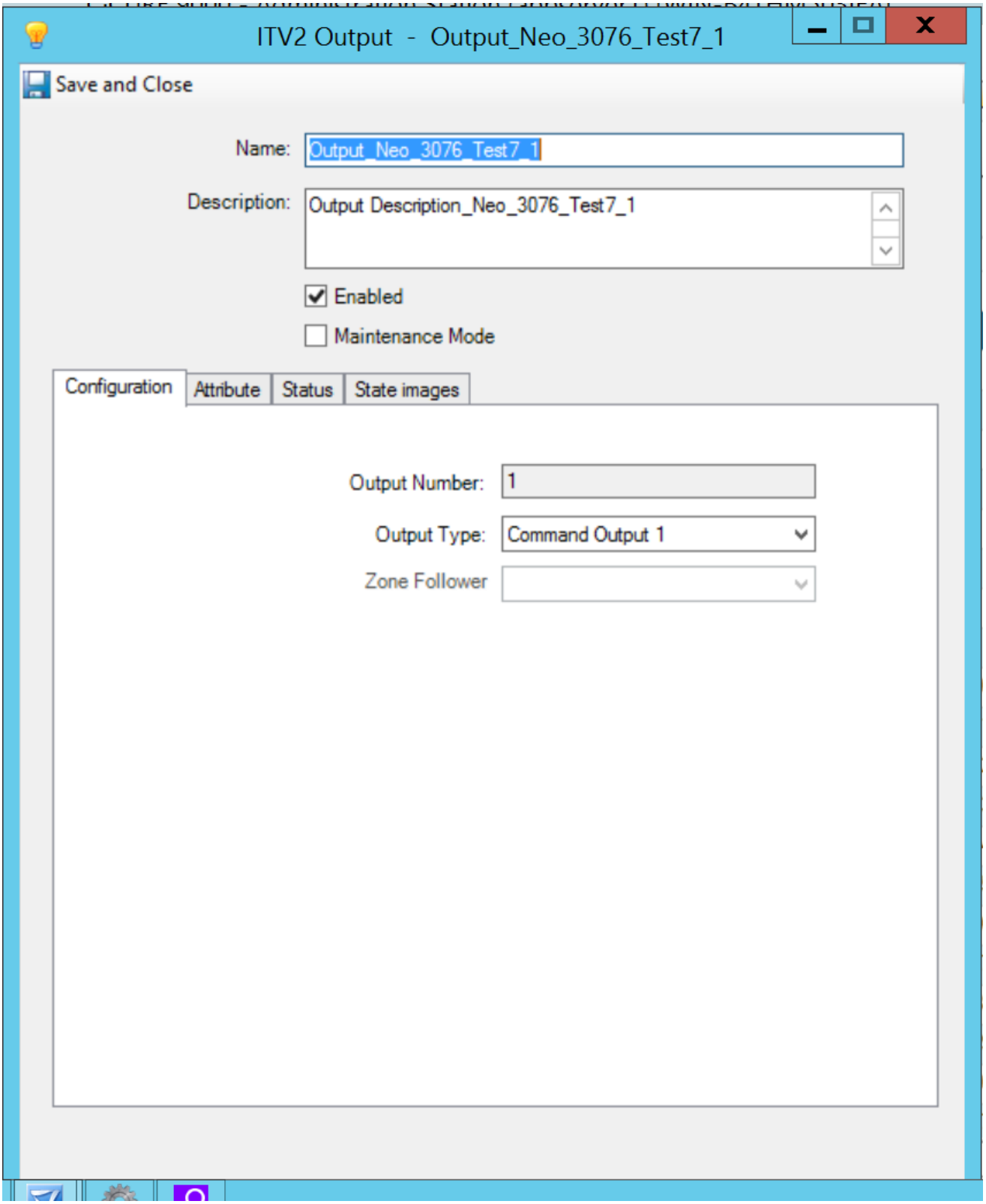
ITv2 Output

The Output object associates an **Event** or **Input** to a relay on the **Neo Panel** or **Pro Panel**. The relay then activates or deactivates devices, such as the alarm devices.

ITv2 Outputs refer to an output defined in the Neo or Pro hardware. The **ITv2 Output** editor shows the Output details.

ITv2 Output editor is used to configure attributes, view the Output status, and optionally change **State Images**.

Figure 67: ITv2 Output - Configuration Tab



For more information, see the following:

ITv2 Output Tabs

The following sections provide information about the **ITv2 Output** tabs:

- ITv2 Output - Attributes Tab on Page 150
- ITv2 Output - Status Tab on Page 154
- ITv2 Output - State Images Tab on Page 157

ITv2 Output Editor Tasks

This section describes the tasks performed in the **ITv2 Output** editor.

The following tasks are performed in the **ITv2 Output** editor.

- Editing an ITv2 Output on Page 144
- Accessing the Output on Page 141
- State Images Tab Tasks on Page 66
- Adding an ITv2 Object to a Group on Page 42

Accessing the Output

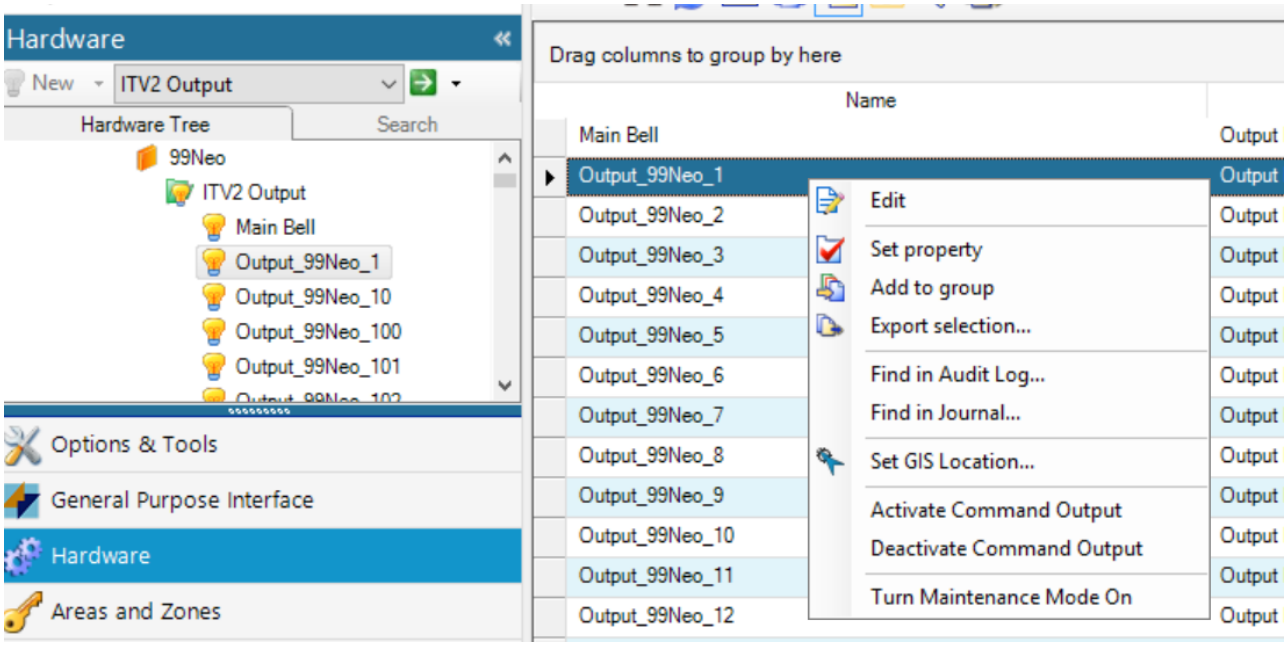
Before You Begin

- Ensure that you have synchronized the ITv2 Panel and all the associated Outputs are displayed in the Hardware Tree.

Accessing the ITv2 Output in the Dynamic View

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. Click the **Hardware** drop-down list and select **ITv2 Output.**
3. Click  . All configured **ITv2 Outputs** appear.
4. Right-click the **ITv2 Output** in the list that you want to access and select **Edit**. The **ITv2 Output** editor opens.

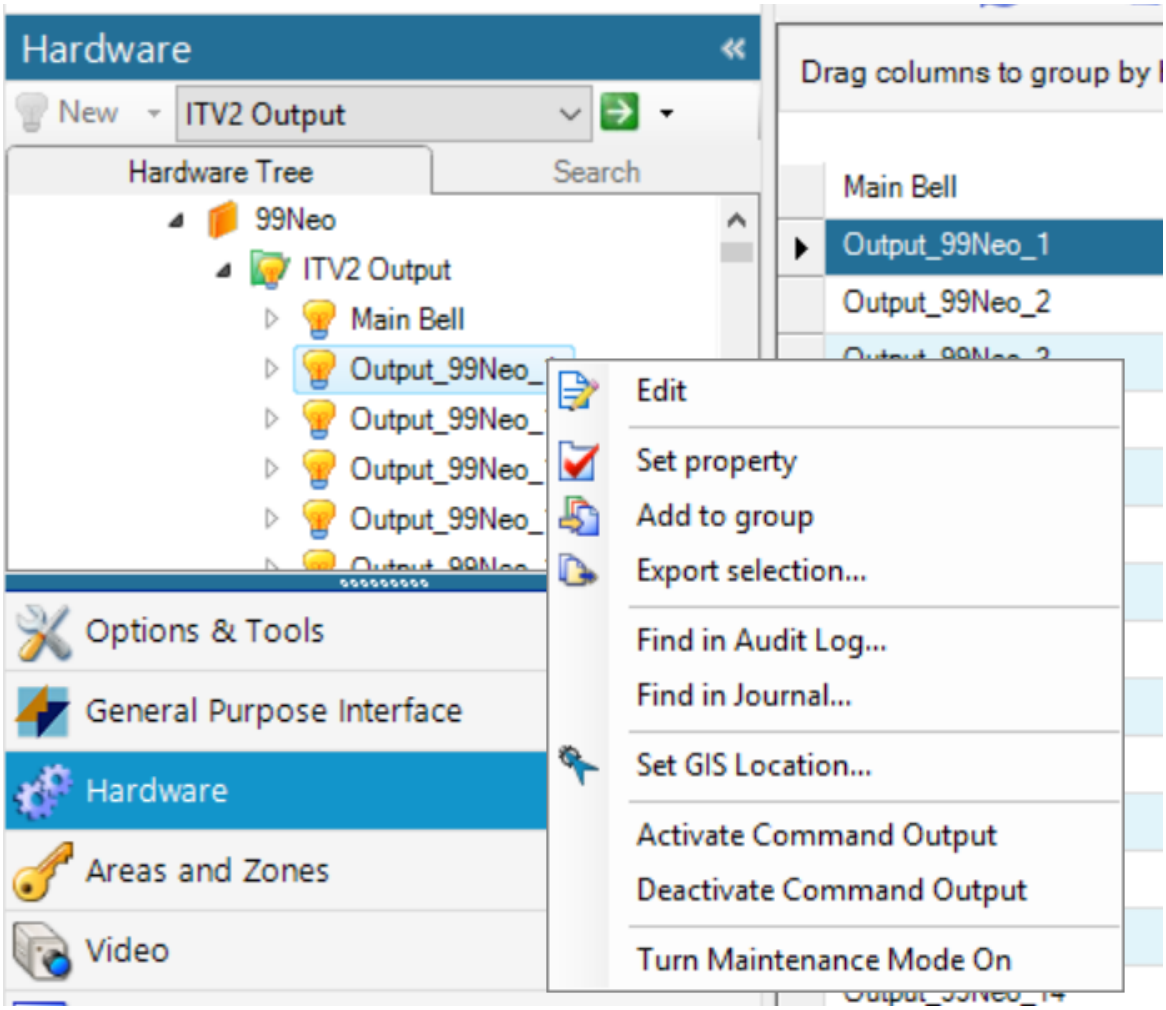
Figure 68: Access the ITv2 Output in the Dynamic View



Accessing the ITv2 Output in the Hardware Tree

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, open the Panel in which the Output is located, and then open the **ITv2 Output** folder.
4. In the **ITv2 Output** folder, right -click the Output that you want to access, and then select **Edit**. The **ITv2 Output** editor opens.

Figure 69: Access the ITv2 Output in the Hardware Tree



Editing an ITv2 Output

Before You Begin

- Ensure that you have synchronized the ITv2 Panel and all the associated Outputs are displayed in the **Hardware Tree**.

Editing the ITv2 Output

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, open the Panel in which the Output is located, and then open the **ITv2 Output** folder.
4. In the **ITv2 Output** folder, right -click the Output that you want to access, and then select **Edit**. The **ITv2 Output** editor opens.
5. Modify the required data.
6. Click **Save and Close** to save the changes.

Table 31: Output - Configuration Tab Definitions

Field/Button	Description
Name	You can modify the name of the Output. • The name of the Output can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) You can modify the description about the ITv2 Output.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Output. By default, the Output is Enabled. Disabling ITv2 Output prevents the C•CURE 9000 from monitoring alarm events from the Output.
Output Number	You cannot modify the Output number and is auto-generated during Panel synchronization.
Output Type	You can modify the type of the Output.
Zone Follower	This field is enabled, if you have selected the Outtype as Zone Follower. Select the Zone Follower.

Viewing an ITv2 Output

1. Select **ITv2 Output** from the **Hardware** drop-down list.
2. Click the  . All configured **ITv2 Outputs** appear.
3. The ITv2 Output tab opens in the Dynamic View displaying a list of ITv2 Output configurations.

Activating and Deactivating the ITv2 Output Command

Before You Begin

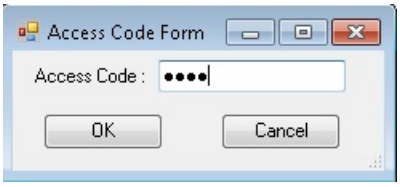
Ensure the following, before performing the manual actions:

- The ITv2 panel is Online.
- The ITv2 Panel has Synchronized successfully.

Activating the ITv2 Output Command

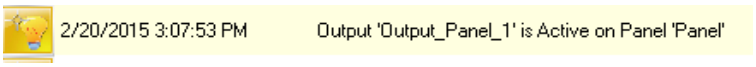
1. Right-click the ITv2 Output, and then select **Activate Command** from the context menu.
2. Enter the **Access Code** in the **Access Code Form**.

Figure 70: Access Code Form Dialog Box



3. Click **OK** to activate the command output.
4. The **Active Status** is changed to **Inactive** and the status appears in the **Monitoring Station**.

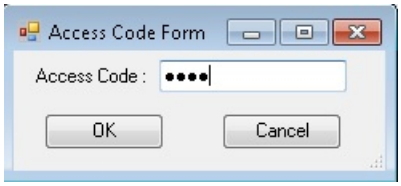
Figure 71: Monitoring Status



Deactivating the ITv2 Output Command

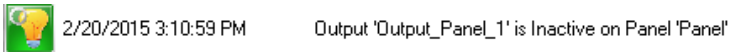
1. Right-click the ITv2 Output, and then select **Deactivate Command Output** from the context menu.
2. Enter the **Access Code** in the Access Code Form.

Figure 72: Access Code Form Dialog Box



3. Click **OK** to deactivate the command output.
4. The **Active Status** is changed to **Inactive** and the status appears in the **Monitoring Station**.

Figure 73: Monitoring Status



NOTE: The change in the **Active** and **Inactive** status is displayed in the **Monitoring Station** only for the following **Output Types**:

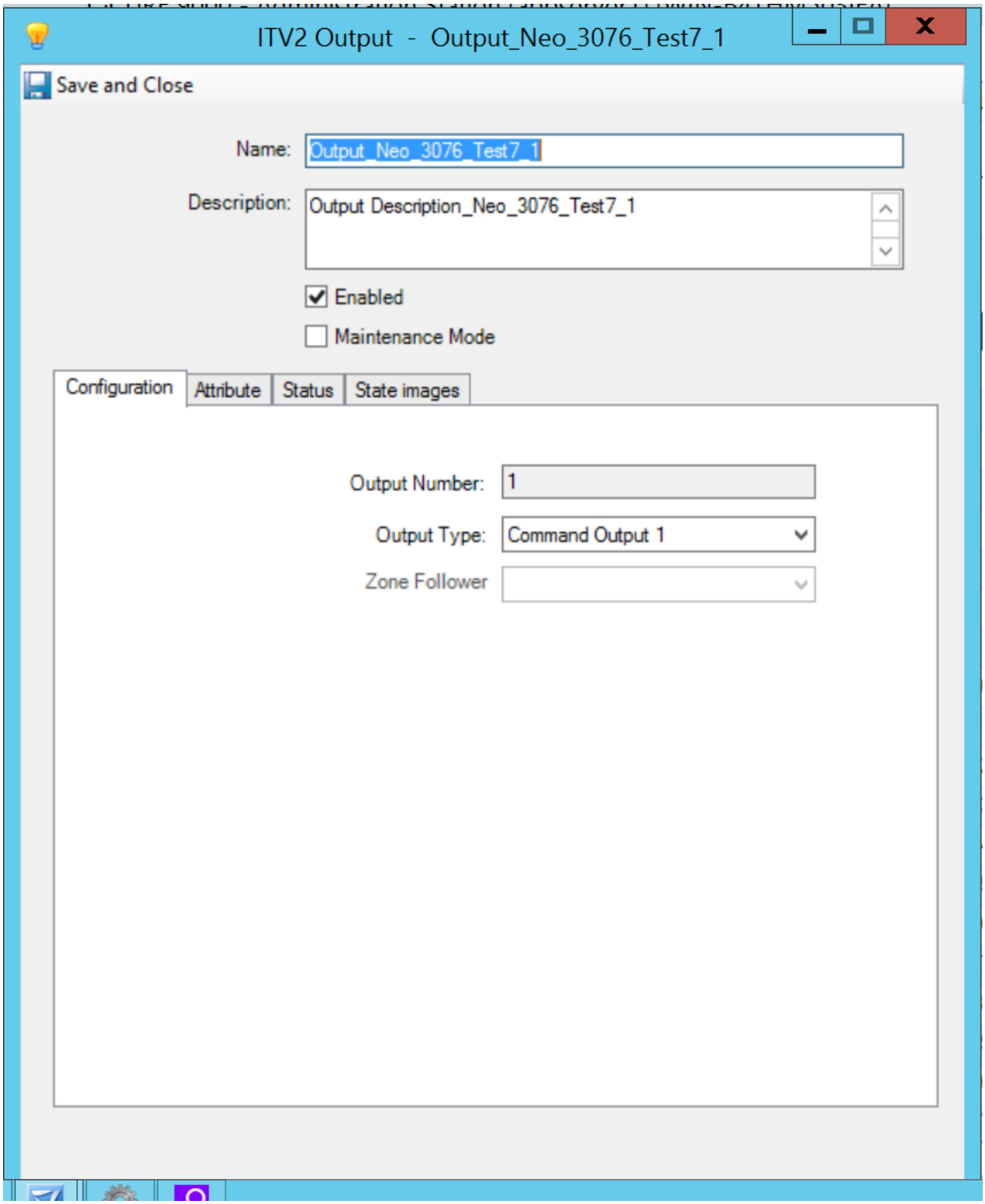
- **Command Output 1**
- **Command Output 2**
- **Command Output 3**
- **Command Output 4**

The Journal message from the panel does not provide any user details.

Output - Configuration Tab

The Output - **Configuration** tab displays the Output configuration information.

Figure 74: ITv2 Output – Configuration Tab



NOTE

- Click **Save** and **Close** after every write operation.
- If the message **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- After every **Write Assignment** the sync status of the panel changes from **Synchronizing** to **Synchronized**.
- All write assignments should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in programming mode through the panel keypad.

ITv2 Output - Configuration Tab Definitions

This section describes the Output - Configuration tab fields and buttons.

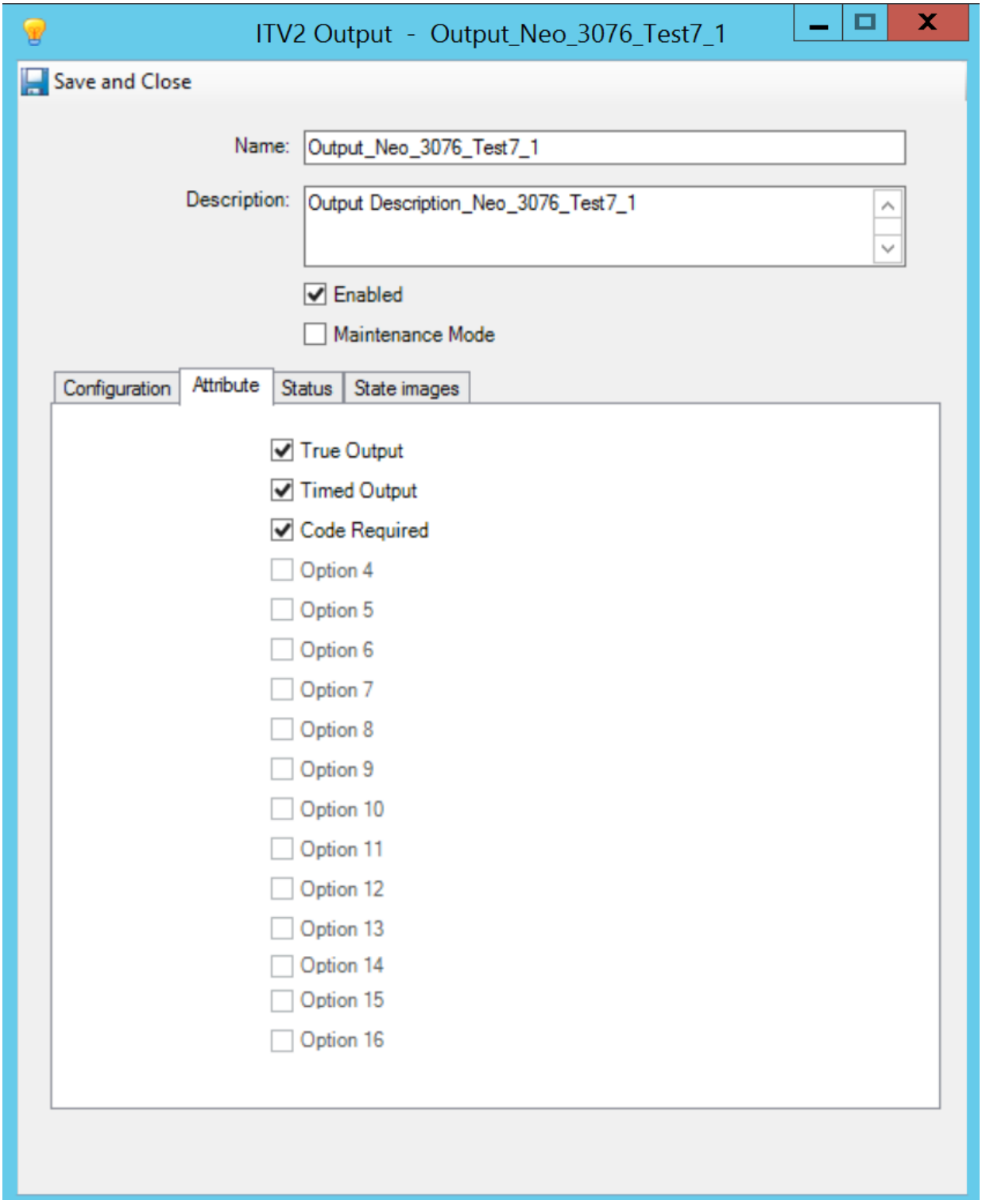
Table 32: ITv2 Output - Configuration Tab Definitions

Field/Button	Description
Name	You can modify the name of the Output. • The name of the Output can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) You can modify the description about the ITv2 Output.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Output. Disabling ITv2 Output prevents the C•CURE 9000 from monitoring alarm events from the Output.
Output Number	Displays the number assigned to the Output that is used to identify the Output. • The Output number is auto-generated during Panel synchronization. • Read-only field and cannot be modified.
Output Type	Displays the type of the Output. • The output type is auto-generated during Panel synchronization. • You can modify the type of the Output. • Based on the output type, the attributes in the Attributes tab are displayed.
Zone Follower	This field is enabled only if you the output type is Zone Follower. • Select the zone from the list. • Use this option to monitor a specific zone.

ITv2 Output - Attributes Tab

The **Attributes** tab indicates the attributes of an output.

Figure 75: ITv2 Output – Attributes Tab



NOTE

- Click **Save** and **Close** after every write operation.
- If **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- After every write assignment the sync status of the Panel changes from **Synchronizing** to **Synchronized**.
- All write assignments should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in programming mode through the panel keypad.

ITv2 Output - Attributes Tab Definitions

This section describes the Output - Attributes Tab fields and buttons.

NOTE: The attributes in the Attributes tab are displayed based on the Output type.
When we modify the attribute, **attribute name** is not displayed in the Audit Log.

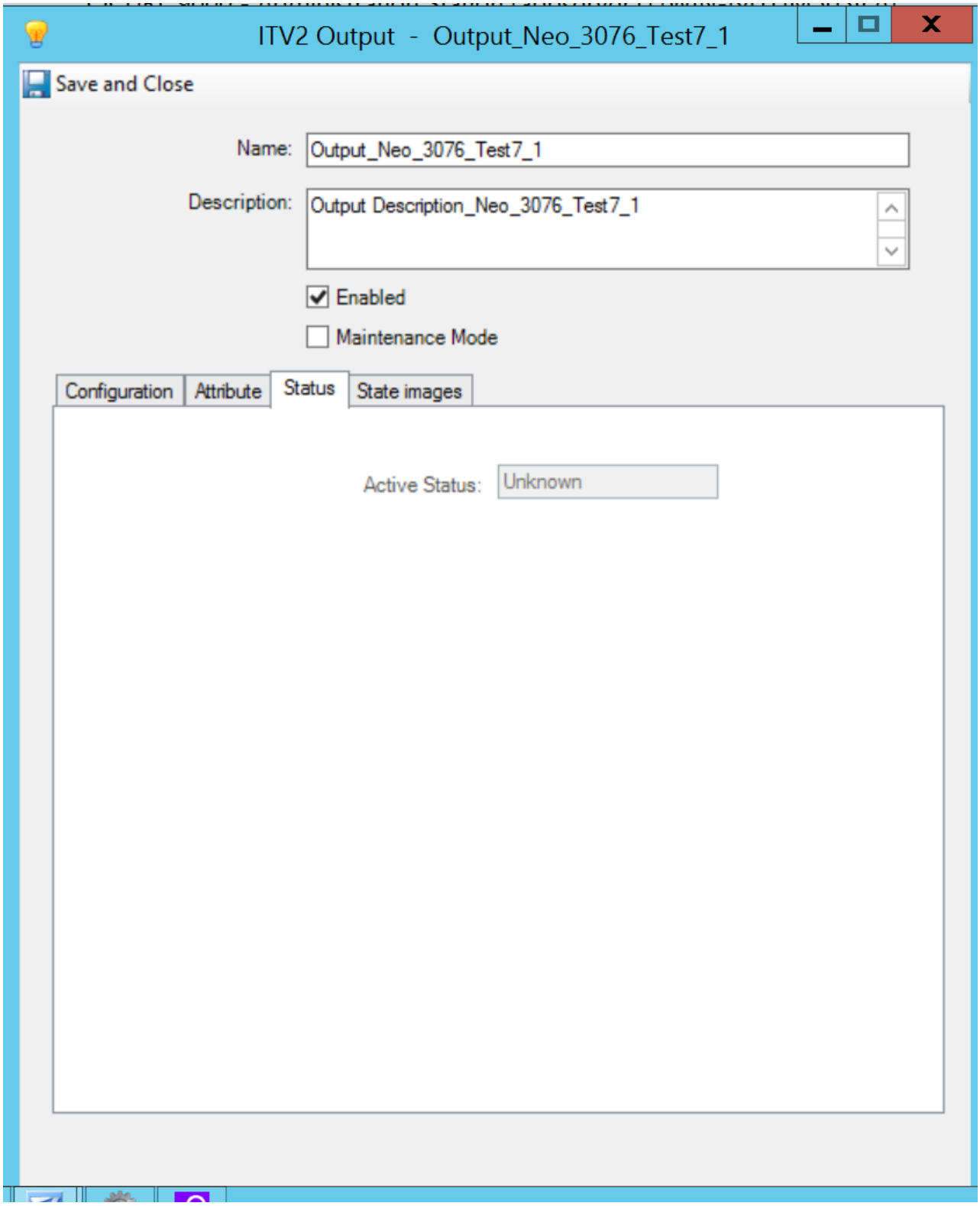
Table 33: ITv2 Output - Attributes Tab Definitions

Field/Button	Description
Name	(Mandatory) A unique name to identify the ITv2 Output . You can modify the name of the Output. • The name of the Output can be alphanumeric and up to 100 characters long. • Ensure that the name is unique, else an error message is displayed.
Description	(Optional) You can modify the description about the ITv2 Output.
Enabled	Select the check box to establish the communication between the C•CURE 9000 and the ITv2 Output. By default, the Output is Enabled. Disabling ITv2 Output prevents the C•CURE 9000 from monitoring alarm events from the Output.
Attributes	Select the required attribute to enable. The Attributes are displayed based on the output type. For more information on available attributes for each output type, refer ITv2 Panel User Manual.

ITv2 Output - Status Tab

The **Status** tab lists the status of the ITv2 Outputs and provides read-only status information about the ITv2 Output.

Figure 76: ITv2 Output Editor – **Status** Tab



Status Tab Descriptions

This section describes the ITv2 Output editor–**Status** tab fields.

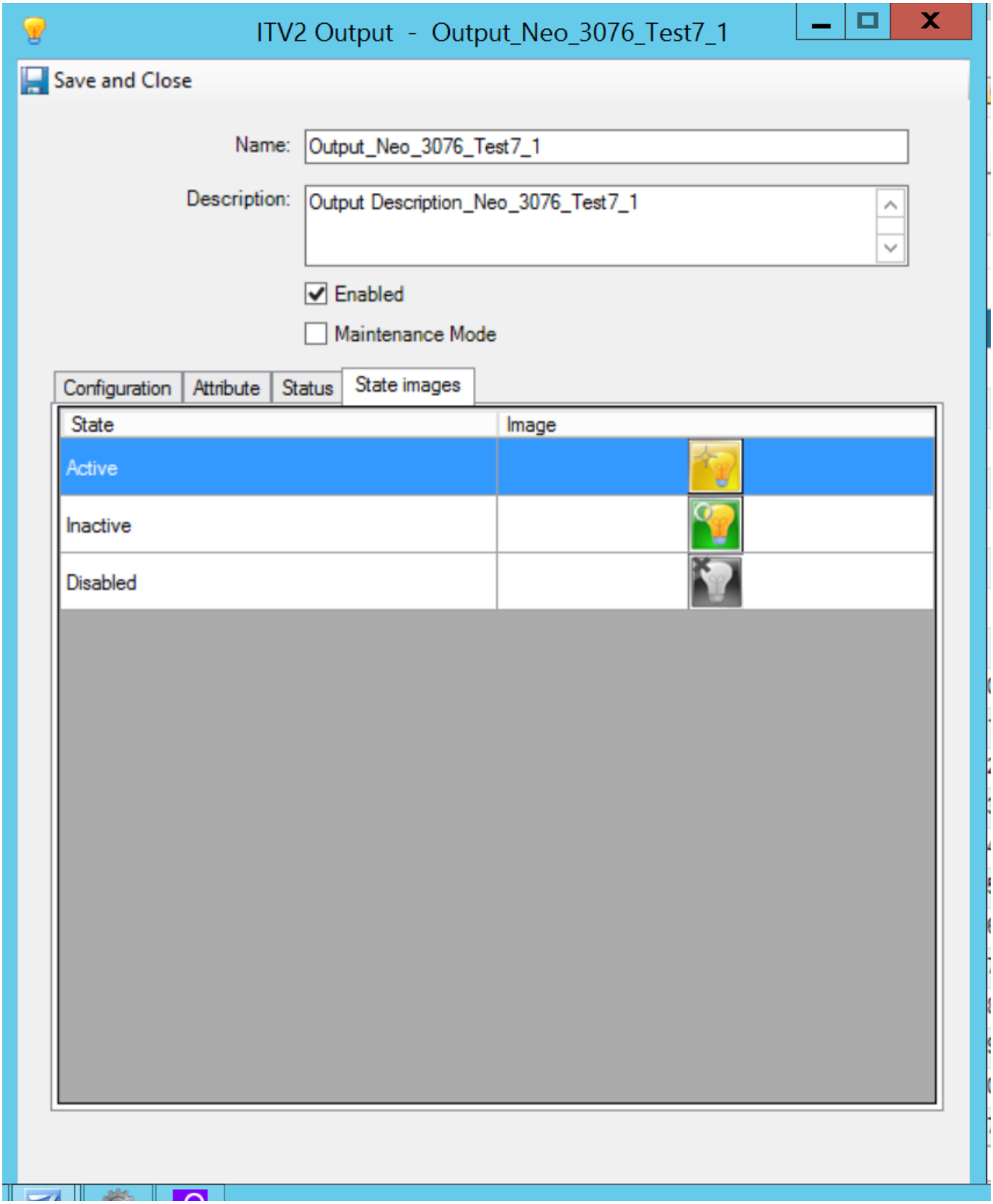
Table 34: Status Tab Definitions

Output	Field/Button	Description
Active Status	**Unknown**	The Output is unknown
	Active	The Output is active
	Inactive	The Output is inactive
	Disabled	The Output is disabled

ITv2 Output - State Images Tab

The **State Images** tab indicates the status of the output. This tab is read-only.

Figure 77: ITv2 Output – **State Images** tab



For more information, see State Images Tab Tasks on Page 66.

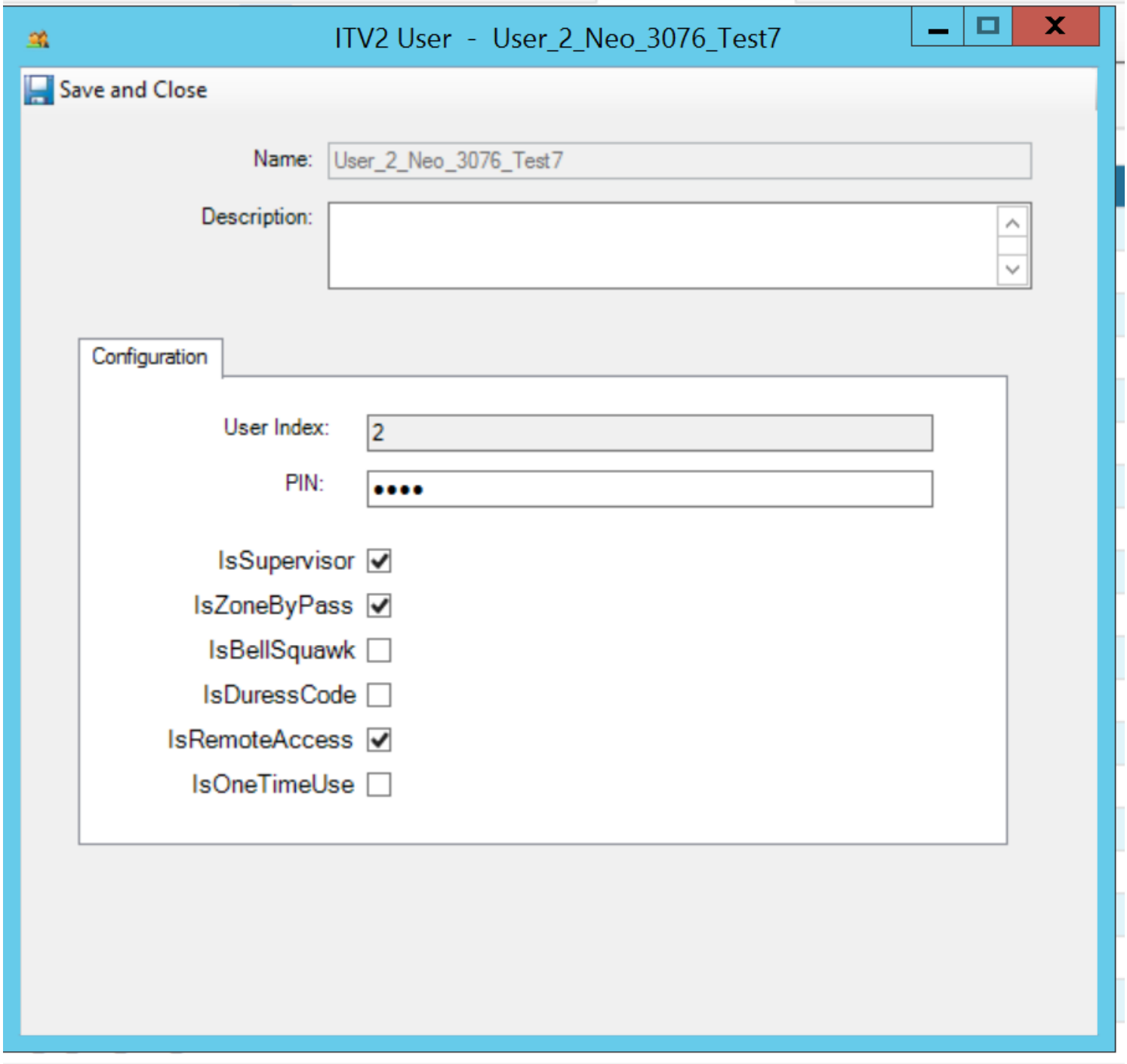
9

ITv2 User

ITv2 User

1. After synchronizing from the Panel, **ITv2 User** folder will be created in Hardware Tree along with all the Users listed in it and extracted from the panels.
2. **ITv2 User** editor consists of a **Configuration** Tab, where you can modify the User pin and Attributes. Refer to figure "ITv2 User - Configuration Tab" below.

Figure 78: ITv2 User - Configuration Tab



3. Click **Save and Close** to save the changes done to the ITv2 User Editor.
4. The changes done to the **ITv2 User** will automatically get synchronize to the Panel if the Panel is online.

5. You need to manually sync the changes of **ITv2 User** to the Panel if the Panel is offline.

NOTE

- During the synchronization of Users from the Panel, ITv2 User are created based on the Panel Name and User Index. As this will be a fixed naming convention, there may be duplicate names when the user code is changed in the Panel.
- Do not delete the User while sync is in progress.

NOTE

- If the messages: **Function unavailable** or **Panel is busy** appears after any write operation, perform **Sync to Panel**. This ensures the configuration communicates to the Panel.
- After every write assignment, the sync status of the Panel changes from **Synchronizing** to **Synchronized**.
- All **Write Assignments** should be performed in the following conditions:
  - The Partition should not be in alarm or armed state.
  - The user should not be in Programming Mode through the keypad.
  - Duress Code Attribute (DCA) write to the panel will not be successful, if Duress Code option is not enabled in panel programming.

Editing the ITv2 User

Before You Begin

Before you begin, ensure the following:

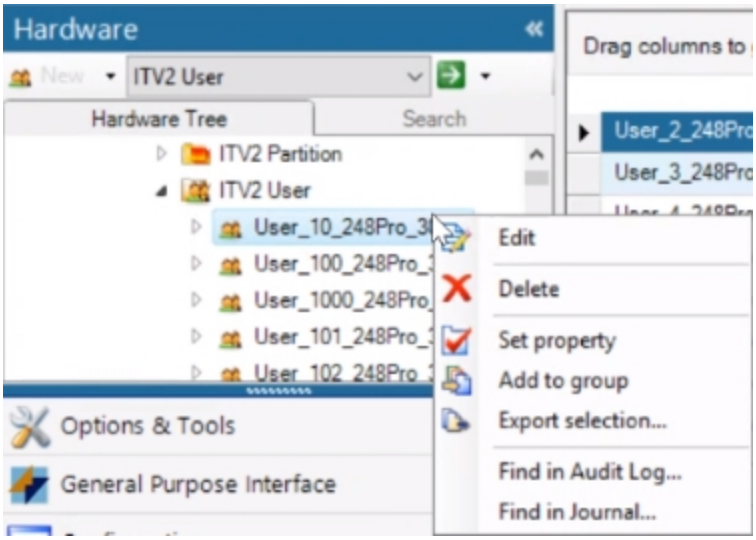
- The status of the Panel is Synchronized.

NOTE During synchronization, you cannot modify the details in the ITv2 Panel Editor.

Editing the ITv2 User

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the Hardware Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, expand the **ITv2 User**.
4. In the **ITv2 User** folder, select the user to edit.

Figure 79: Access the ITv2 user in the Hardware Tree



5. Right-click the user and select **Edit**.
6. The User Editor opens. Modify the configuration. See table "User- Configuration Tab Definitions" below for descriptions of the ITv2 User fields.

Figure 80: Edit the ITv2 User

7. Click **Save and Close**.

Table 35: User- Configuration Tab Definitions

Field/Button	Description
Name	(Mandatory) Auto filled

Table 35: User- Configuration Tab Definitions (continued)

Field/Button	Description
Description	(Optional) Enter a description about ITv2 user
Configuration Tab	
User Index	(Mandatory) Auto filled
PIN	(Mandatory - Masked) Pin must be unique from other ITv2 user in the panel.
IsSupervisor	Supervises an activity
IsZoneBypass	Bypass the Zone
IsBellSquawk	Bell Squawk
IsDuressCode	Duress Code
IsRemoteAccess	Remote access
IsOneTimeUse	One time use

Adding the ITv2 User

Before You Begin

Before you begin, ensure the following:

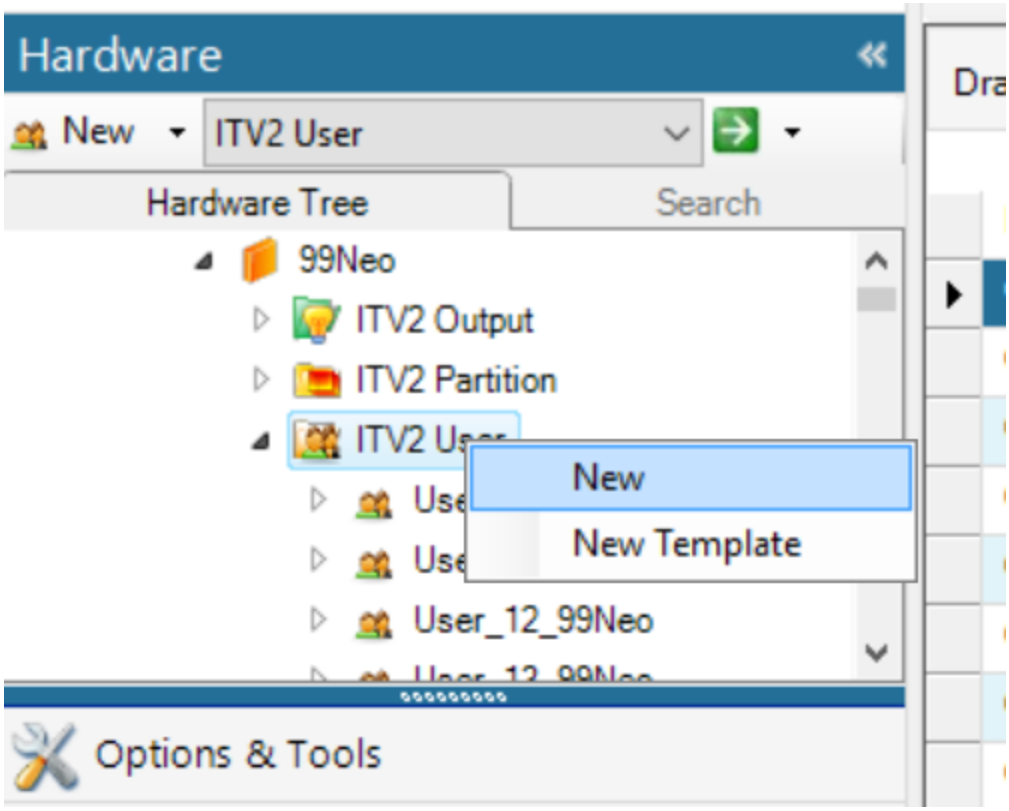
- The status of the Panel is Synchronized.

NOTE During synchronization, you cannot modify the details in the ITv2 Panel Editor.

Adding the ITv2 User

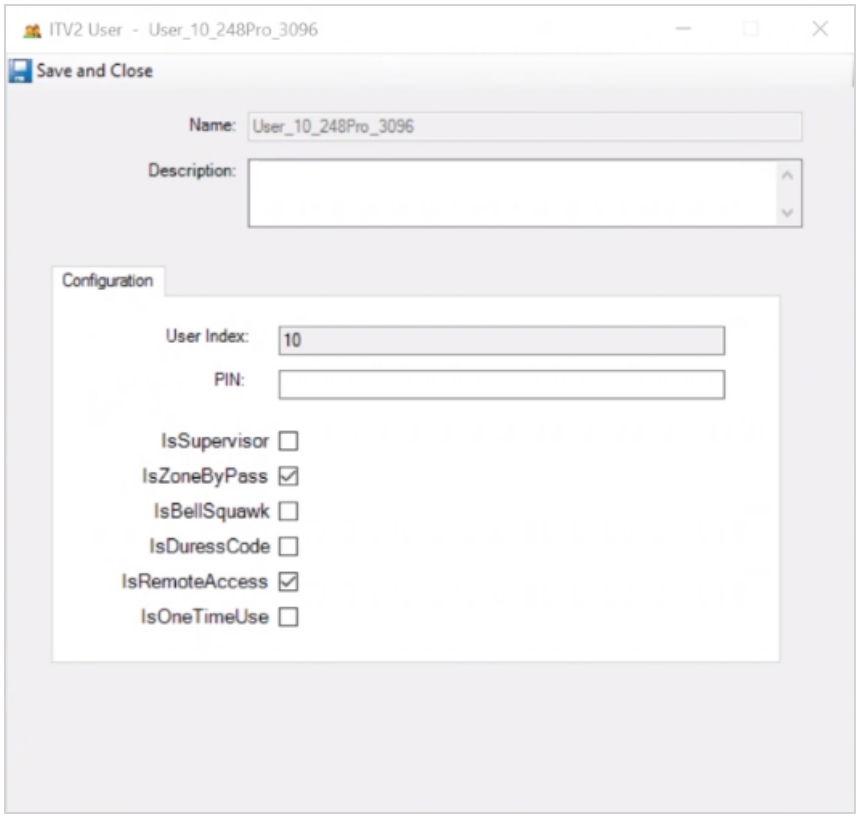
1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the Hardware Pane.
2. In the **Hardware Tree**, expand the **ITv2 Panel** folder in the **CompanyName** folder.
3. In the **ITv2 Panel** folder, expand the **ITv2 User**.
4. In the **ITv2 User** folder, right-click the **ITv2 User** and select **New**.

Figure 81: Access the ITv2 user in the Hardware tree



5. The ITv2 User Editor opens. Modify the configuration. See table "User- Configuration (New) Tab Definitions" on the facing page for descriptions of the ITv2 User fields.

Figure 82: Add the ITv2 user



6. Click **Save and Close**.

Table 36: User- Configuration (New) Tab Definitions

Field/Button	Description
Name	(Mandatory) Auto filled
Description	(Optional) Enter a description about ITv2 user
Configuration Tab	
User Index	(Mandatory) Auto filled
PIN	(Mandatory) Pin must be unique from other ITv2 user in the panel.
IsSupervisor	Supervises an activity
IsZoneBypass	Bypass the Zone
IsBellSquawk	Bell Squawk
IsDuressCode	Duress Code
IsRemoteAccess	Remote access

Table 36: User- Configuration (New) Tab Definitions (continued)

Field/Button	Description
IsOneTimeUse	One time use

10

Alarm Filter

ITv2 Alarm Filter

The **Alarm Filter** is used to filter certain group of alarms for assigned panels.

The **Alarm Filter** is used to filter certain group of alarms for assigned panels. Refer Figure 83 on Page 168 for the Alarm Filter Editor.

The Filter categories listed under the Alarms section of **Filter Configuration** Tab are the available Alarm/Event filters list for the ITv2 Panel.

When you select one or more Alarms/Events listed under the **Alarms** section of **Filter Configuration** Tab and click **Add**, then the selected Alarms/Events are moved to the **Configured Alarms** section of **Filter Configuration** Tab.

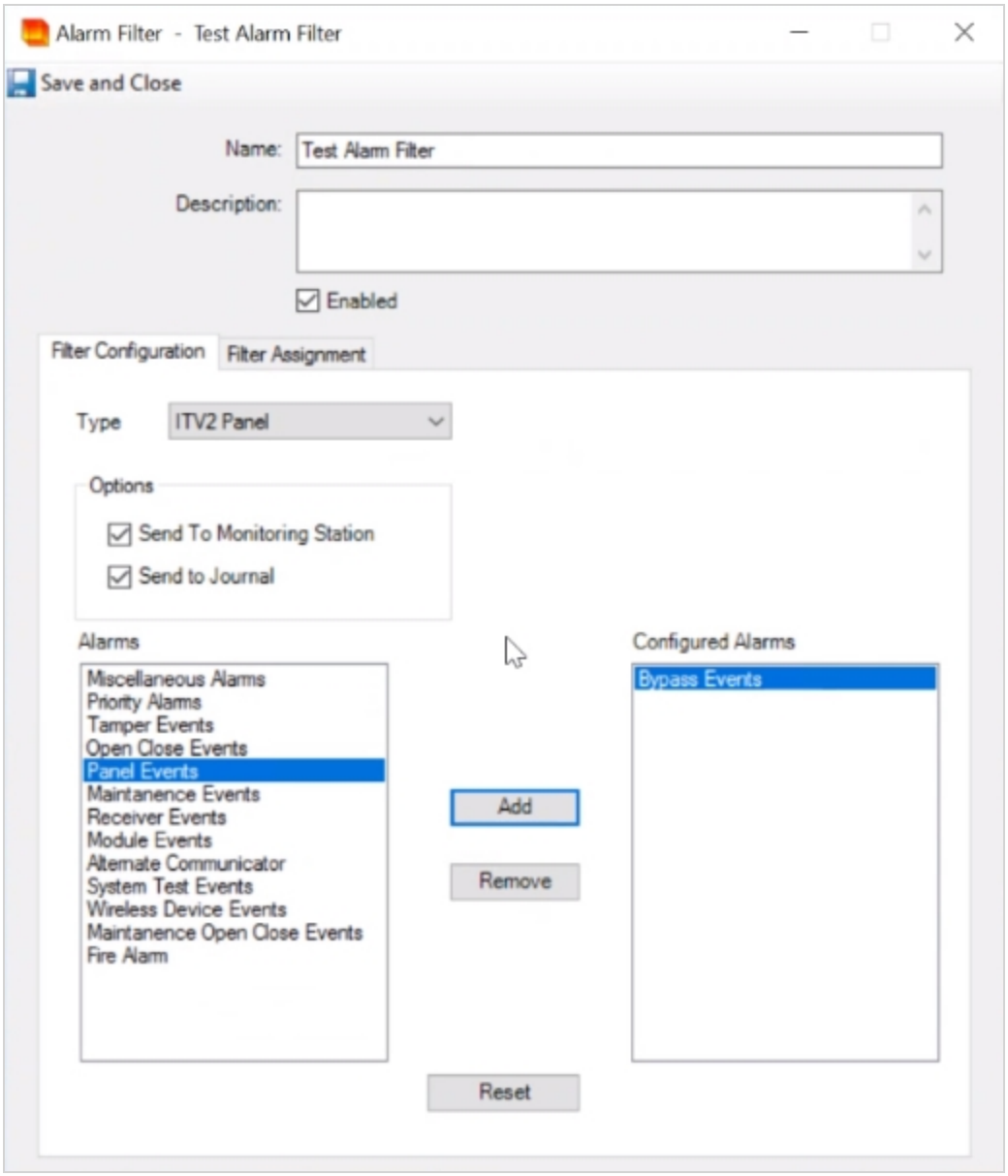
When you enable the check boxes **Send To Monitoring Station** and **Send to Journal** under the **Options** section of **Filter Configuration** Tab, then the filter applied sends the Alarms /Events notification to the Monitoring Station and the Journal for both the Alarms/Event filter categories listed **Alarms** section and **Configured Alarms** section of **Filter Configuration** Tab.

When you disable the check boxes **Send To Monitoring Station** and **Send to Journal** under the **Options** section of **Filter Configuration** Tab, then the filter applied does not send the Alarms /Events notification to Monitoring Station and Journal for the Alarms/Event filter categories listed under **Configured Alarms** section of **Filter Configuration** Tab, thereby filters the Alarms/Events of the ITv2 panel in sending it to the Monitoring station and the Journal.

For more information, see the following:

- Alarm Filter- Filter Configuration Tab on Page 174
- Alarm Filter- Filter Assignment Tab on Page 176
- Alarm Filter Tasks on Page 168

Figure 83: Alarm Filter editor



Alarm Filter Tasks

This section describes the tasks performed in the **Alarm Filter**:

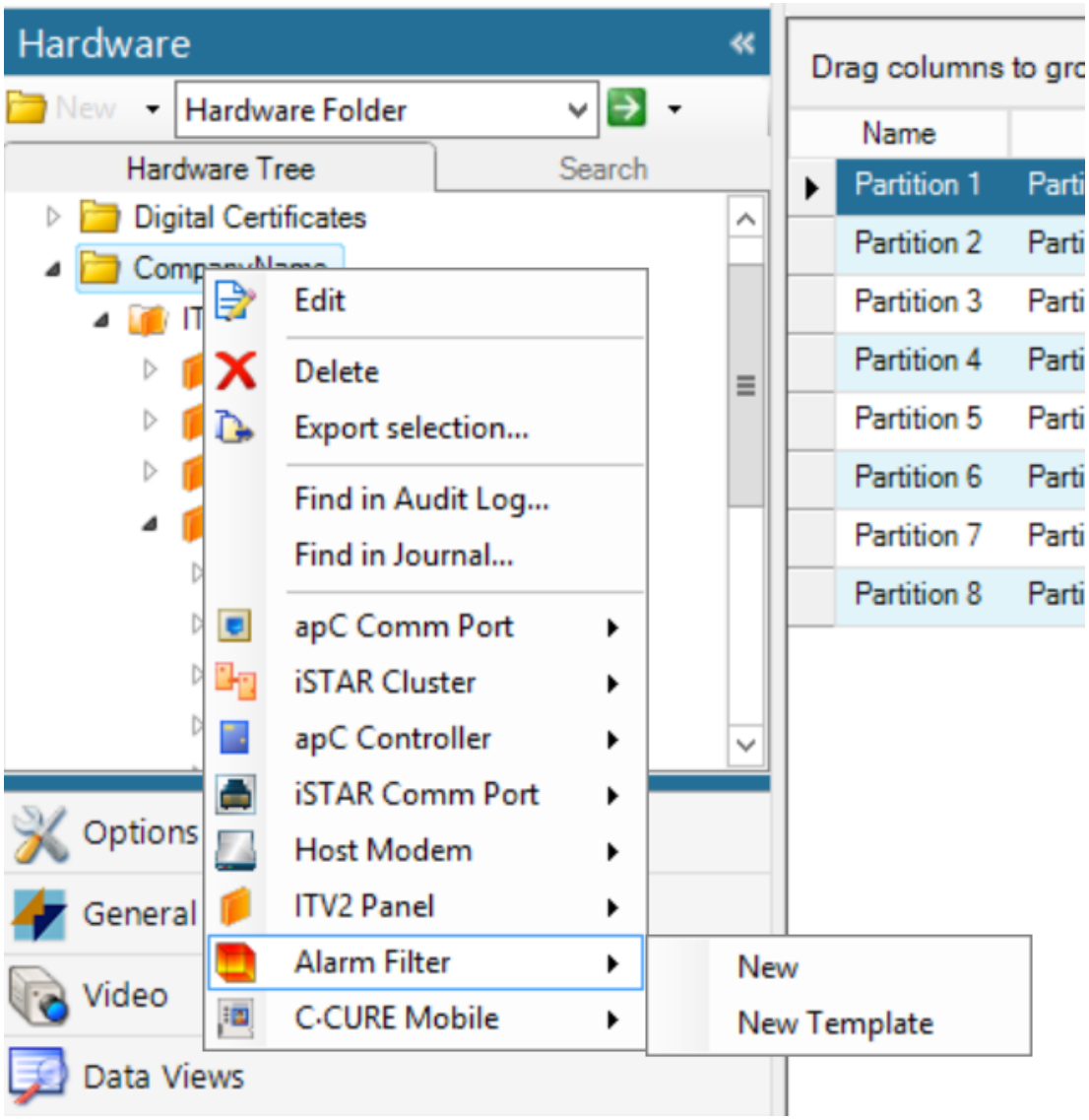
- Configuring the Alarm Filter on Page 168
- Accessing the Alarm Filter on Page 172
- Editing the Alarm Filter Configuration on Page 172

Configuring the Alarm Filter

Configuring the ITv2 Alarm Filter

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. Right-click the **CompanyName** folder and select **Alarm Filter**.

Figure 84: Accessing the Alarm Filter



3. Select **New**. The **Alarm Filter** editor appears.
4. In the **Alarm Filter** editor enter the following information.
   - **Name**
   - **Description**
5. Select the **Enabled** check box to enable the **Alarm Filter**.
6. If required, select the following in the Option section:
   - Send to **Monitoring Station**, if you want to send the alarm message to the **Monitoring Station**.
   - Send to **Journal**, if you want to journal the message.
7. Select the Alarm from the **Alarms** field and Click Add. You can select multiple **Alarms** at a time.
8. The selected **Alarms** are added to the **Alarm Filter**.
9. Click **Save and Close**.

Removing the Alarm Filter

1. In the **Alarm Filter** editor, click the **Filter Configuration** tab.
2. Select the **Alarm** from the **Configured Alarms** field and Click Remove.
3. The selected **Alarms** are removed from the Configured Alarms list and appears in the **Alarms** list.
4. Click **Save and Close** .

Reset the Alarm Filter

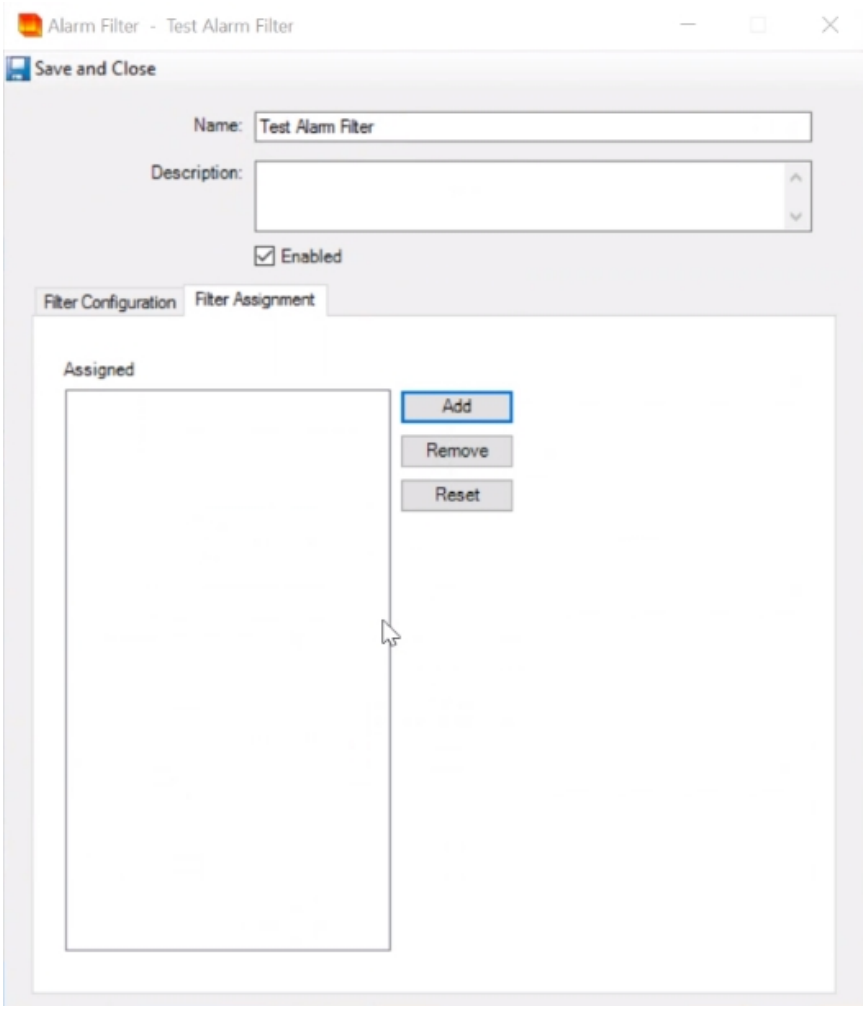
1. In the **Alarm Filter** editor, click the **Filter Configuration** tab.
2. Click Reset. The **Alarms** are reset to the default settings.
3. Click **Save and Close**.

Assigning Panel to the ITv2 Alarm Filter

To Assign the ITv2 Alarm Filter to the Panel

1. Right-click the Alarm Filter and select **Edit**.
2. In the Alarm Filter Editor, Select **Filer Assignment** Tab.

Figure 85: Alarm Filter Editor



3. Select the Panel from the **Unassigned** field and Click Add.
4. The selected Panels are assigned to the Alarm filter.
   Note: One Panel should be assigned to only one Alarm Filter.
5. Click **Save and Close** to save and exit.

Removing the Panel from the Alarm Filter

To Remove Panel

1. In the Alarm Filter editor, click the **Filter Assignment** tab.
2. Select the Panel from the **Assigned** field and Click Remove.
3. The selected Panels are removed from the **Assigned** list.
4. Click **Save and Close** to save and exit.

Reset the Alarm Filter

To Reset the Alarm Filter

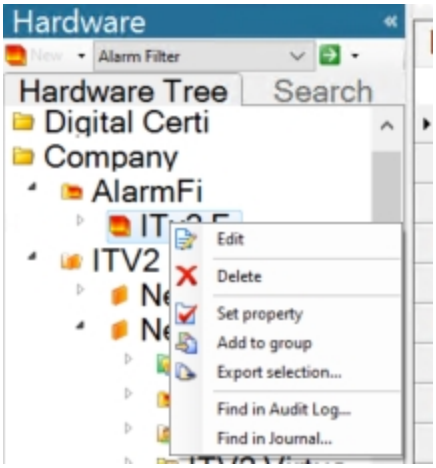
1. In the Alarm Filter editor, click the **Filter Assignment** tab.

2. Click Reset.
3. The Panels are reset to the default settings.
4. Click **Save and Close** to save and exit.

Accessing the Alarm Filter

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **CompanyName** folder Tree, expand the **Alarm Filters** folder.
3. Right-click the Alarm Filter that you want to access and select **Edit**.

Figure 86: Accessing Alarm Filter

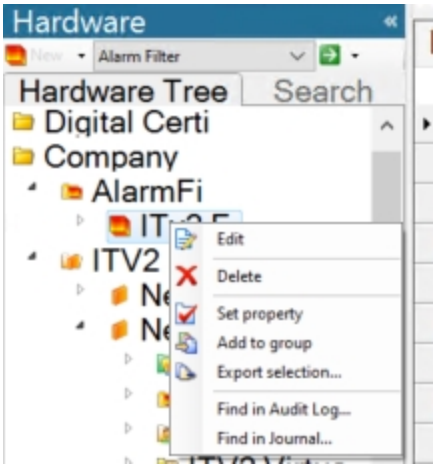


4. The **Alarm Filter** editor appears.

Editing the Alarm Filter Configuration

1. In the Navigation pane of the **Administration Workstation**, click **Hardware** to open the **Hardware** Pane.
2. In the **CompanyName** folder Tree, expand the **Alarm Filters** folder.
3. Right-click the **Alarm Filter** that you want to access and select **Edit**.

Figure 87: Accessing AlarmFilter



4. In the Alarm Filter - **Configuration** Tab, modify the required information:

Table 37: Alarm Filter - Filter Configuration Tab Definitions

Field/Button	Description
Send To Monitoring Station	Select the check box if you choose to send the alarm message to the **Monitoring Station**, if the alarm exists.
Send to Journal	Select the check box if you choose to journal the alarm message, if the alarm exists.
Alarms	Available alarm list in ITv2 .
Configured Alarms	Lists the configured alarms.
Add	Used to add the Alarm. Select the Alarm from the **Alarms** list and click **Add**. The selected Alarm is configured to the alarm filter.
Remove	Used to remove the configured Alarm Select the Alarm from the **Configured Alarms** section and click **Remove**. The selected Alarm is removed from the **Configured Alarms** list and appears in the Alarms list.
Reset	Click this button to reset the Alarms.

5. In the **Alarm Filter-Filter Assignment** tab modify the required information.
6. Click **Save and close.**

Deleting the Alarm Filter Configuration

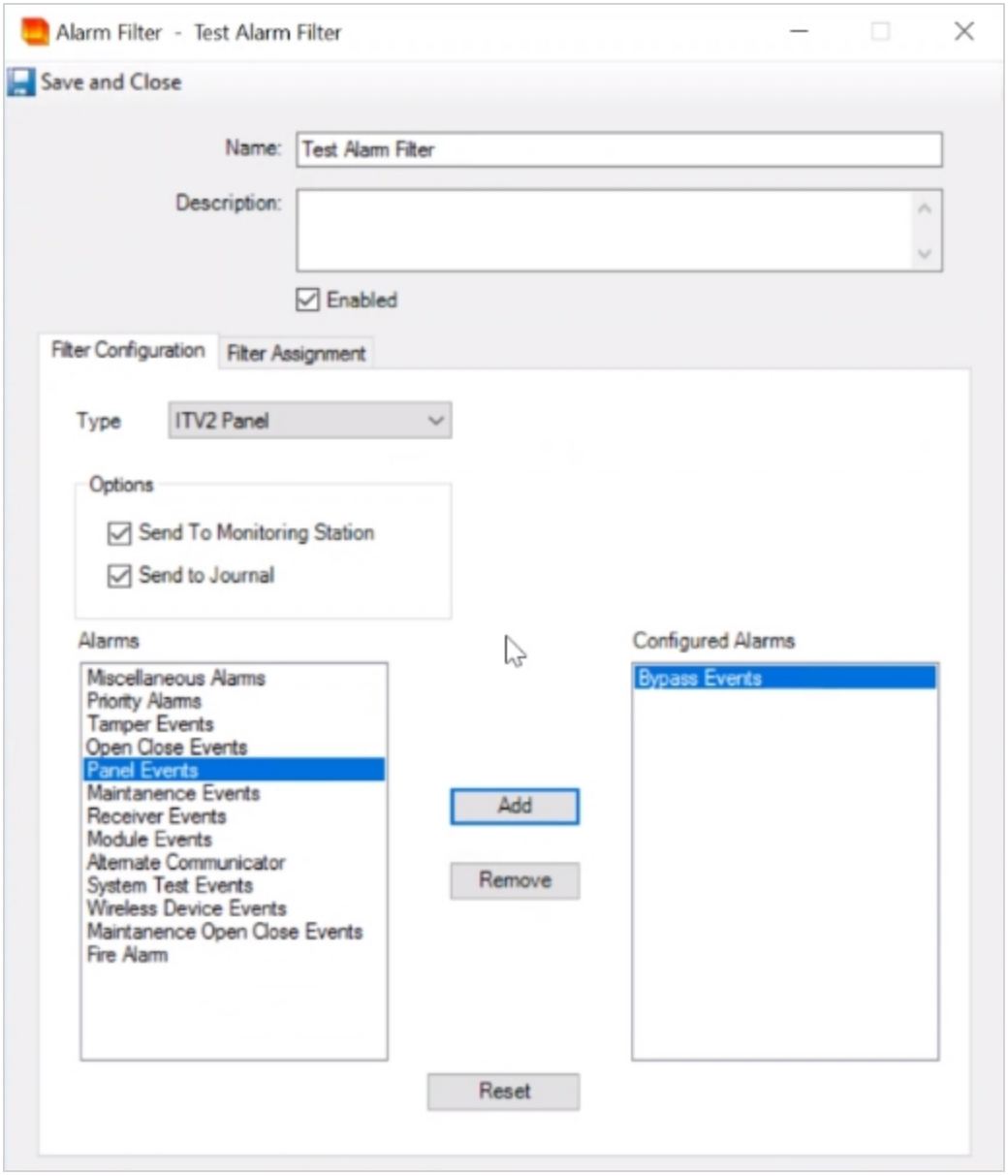
To Delete the Alarm Filter Configuration

1. In the Navigation pane of the Administration workstation, click **Hardware** to open the Hardware Pane.
2. In the CompanyName folder Tree, expand the AlarmFilters folder.
3. Right-click the Alarm Filter that you want to access and select **Delete**.
4. A Confirmation message is displayed. Enter **Yes** to delete or **No** to cancel.
5. The Alarm Filter is deleted from the AlarmFilter folder.

Alarm Filter- Filter Configuration Tab

The Alarm Filter - **Filter Configuration** tab is used to configure the **Alarm Filter**.

Figure 88: Alarm Filter – Filter Configuration Tab



Alarm Filter - Filter Configuration Tab Definitions

This section describes the Alarm Filter - Filter Configuration Tab fields and buttons.

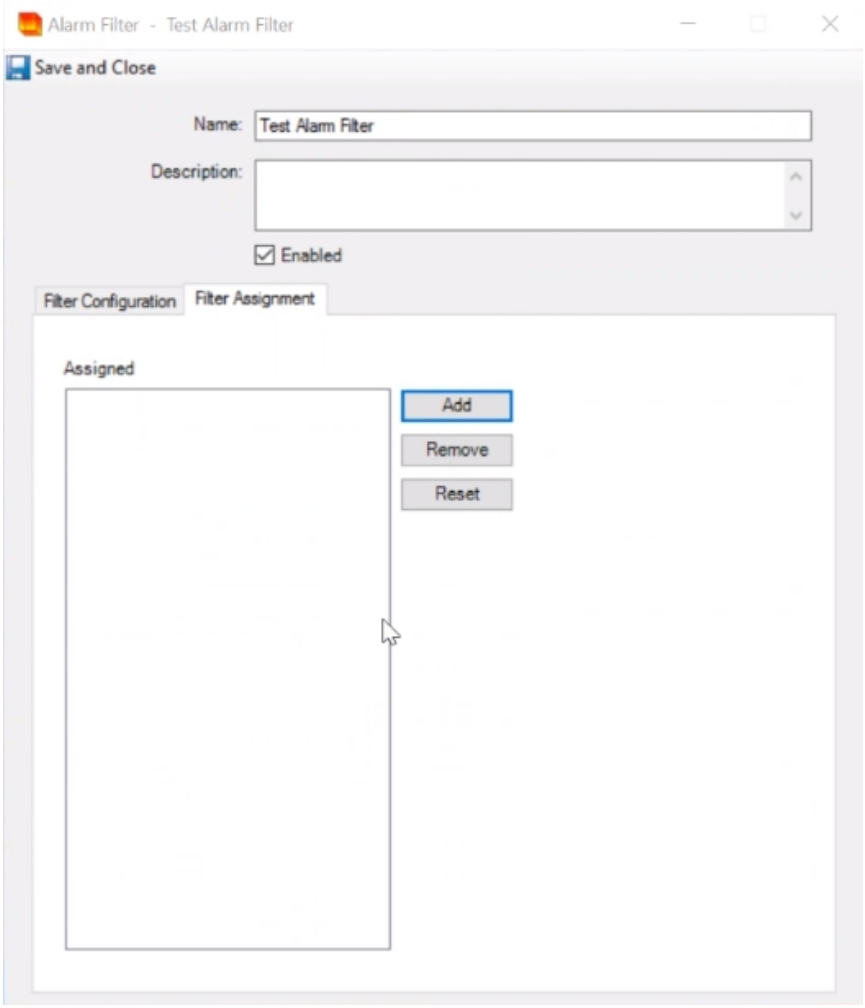
Table 38: Alarm Filter - Filter Configuration Tab Definitions

Field/Button	Description
Send To Monitoring Station	Select the check box if you choose to send the alarm message to the monitoring station.
Send to Journal	Select the check box if you choose to journal the alarm message.
Alarms	Available alarm list in ITv2.
Configured Alarms	Lists the configured alarms.
Add	Used to add the Alarm. Select the Alarm from the **Alarms** list and click **Add**. The selected Alarm is configured to the alarm filter.
Remove	Used to remove the configured Alarm Select the Alarm from the **Configured Alarms** section and click **Remove**. The selected Alarm is removed from the **Configured Alarms** list and appears in the Alarms list.
Reset	Click this button to reset the Alarms.

Alarm Filter- Filter Assignment Tab

The **Alarm Filter** - **Filter Assignment** tab is used to assign the panel to the **Alarm Filter**.

Figure 89: Alarm Filter – **Filter Assignment** Tab



Alarm Filter - Filter Assignment Tab Definitions

This section describes the Alarm Filter - Filter Assignment Tab fields and buttons.

Table 39: Alarm Filter - Filter Assignment Tab Definitions

Field/Button	Description
Assigned	Lists the assigned Panels.
Add	Used to add a Panel. Select a Panel from the **Unassigned** list and click **Add**. The selected Panel is assigned to the alarm filter. A panel can only be assigned to only one Alarm Filter.
Remove	Used to remove the assigned Panel. Select a panel from the **Assigned** section and click **Remove**. The selected panel is removed from the **Assigned** list.
Reset	Click this button to reset the panel.

Alarm Grouping by Filter

Alarm filter grouping categorizes the alarms into groups.

Table 40: Alarm Filter - Alarm Grouping by Filter

	Alarm Group	Alarm Filter
Zone Status	Priority Alarm	Alarm
		Fault
	Open Close Events	Open Close
	Bypass Events	Bypass
	Tamper Events	Tamper
Partition Status	Priority Alarm	Arm/Disarm Notification
		Alarm in Memory
	Miscellaneous Alarms	Trouble Status
		Ready
		Entry Delay and Exit Delay
Panel Status	Maintenance Events	Device Low Battery
		Panel Trouble
	Module Events	Module Trouble
		Wireless/Keypad Fault
	Panel Events	Log Only Events

11

ITv2 Events and Action

Events

An event is a software definition that you can create using C•CURE 9000 dialog boxes and options. Anything that C•CURE 9000 can monitor can be used to generate an event, and the event can trigger any action. You can link an event directly to a single action or you can link it to multiple events and actions. In the C•CURE 9000 ITv2 Integration you can use an event to trigger event actions.

Configuring an Event

1. Click the **Configuration** pane of the **Administration Workstation** and select **Event**.
2. Click **New**. A New Event window appears.
3. Enter a **Name** and **Description** and then select **Enabled**, **Armed**.
4. On the **Acknowledgment** tab, select an option.
5. Click **Save and Close**.

For more information, see the following:

- ITv2 Actions and Target Objects on Page 181

ITv2 Actions and Target Objects

An action is a series of tasks, or a single task, that's executed when an event occurs. The target object is an object on which the action is to be taken when an event occurs.

Table 41 on Page 181 provides descriptions of the Action and its Target Object respectively available:

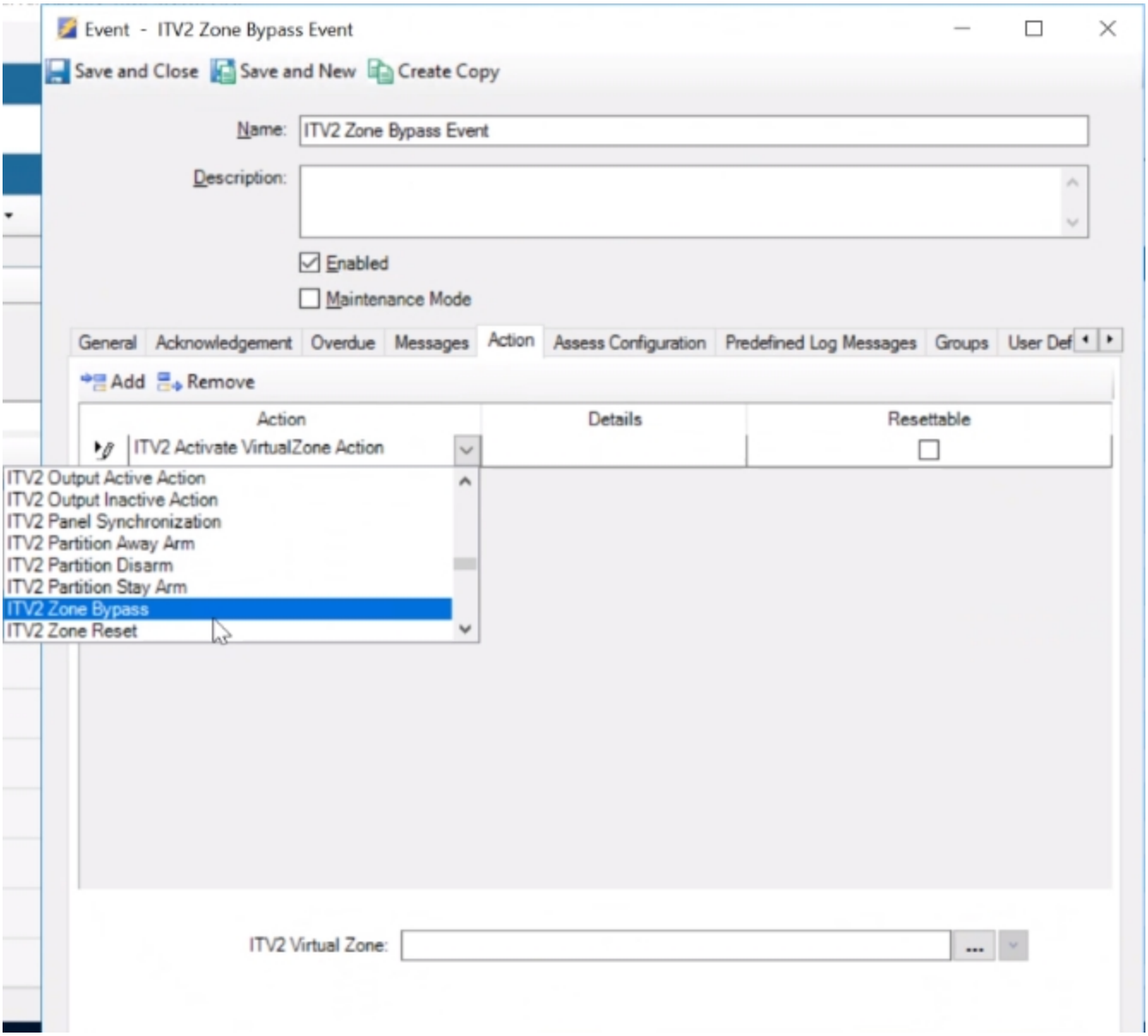
Table 41: Actions and Target Object

Action	Target Object	Explanation
ITv2 Output Active Action	ITv2 Output	Action will be triggered to activate the output.
ITv2 Output Inactive Action	ITv2 Output	Action will be triggered to deactivate the output.
ITv2 Panel Synchronization	ITv2 Panel	Action will be triggered to synchronize the Panel with C•CURE 9000.
ITv2 Partition Away Arm	ITv2 Partition	Action will be triggered to arm the Partition.
ITv2 Partition Disarm	ITv2 Partition	Action will be triggered to disarm the Partition.
ITv2 Partition Stay Arm	ITv2 Partition	Action will be triggered to arm the Partition
ITv2 Zone Bypass	ITv2 Zone	Action will be triggered to bypass the zone.
ITv2 Zone Reset	ITv2 Zone	Action will be triggered to reset the bypassed zone.
ITv2 Open Virtual Zone Action	ITv2 Virtual Zone	Action will be triggered to violate the closed loop of the virtual zone
ITv2 Close Virtual Zone Action	ITv2 Virtual Zone	Action will be triggered to restore the open loop of the virtual zone.

Configuring ITv2 Actions for the Event

1. Click the **Configuration** pane of the **Administration Workstation** and select **Event**.
2. Click  . All configured **Events** appear.
3. Right-click an Event and select **Edit**.
4. In the **Event** dialog box, select **Action** tab and then click **Add**.
5. Select the required **Actions** from the drop-down list, as shown in Figure 90 on Page 182.

Figure 90: ITv2 Action List



6. When you select **ITv2 action** in the **Action** drop-down list, the related field and pane appear. Table 42 on Page 182 describes the **related field and pane** in the **Action** tab.

Table 42: ITv2 - Action Tab

Action	Field	Description
ITv2 Output Active Action	ITv2 Output	Click ... to open the ITv2 Output list. Select a Output for this action.
ITv2 Output Inactive Action	ITv2 Output	Click ... to open the ITv2 Output list. Select a Output for this action.
ITv2 Panel Synchronization	ITv2 Panel	Click ... to open the ITv2 Panel list. Select a Panel for this action.

ITv2 - Action Tab (continued)

Action	Field	Description
ITv2 Partition Away Arm	ITv2 Partition	Click ... to open the ITv2 Partition list. Select a Partition for this action.
ITv2 Partition Disarm	ITv2 Partition	Click ... to open the ITv2 Partition list. Select a Partition for this action.
ITv2 Partition Stay Arm	ITv2 Partition	Click ... to open the ITv2 Partition list. Select a Partition for this action.
ITv2 Zone Bypass	ITv2 Zone	Click ... to open the ITv2 Zone list. Select a Zone for this action.
ITv2 Zone Reset	ITv2 Zone	Click ... to open the ITv2 Zone list. Select a Zone for this action.
ITv2 Open Virtual Zone Action	ITv2 Virtual Zone	Click ... to open the ITv2 Virtual Zone list. Select a Virtual Zone for this action.
ITv2 Close Virtual Zone Action	ITv2 Virtual Zone	Click ... to open the ITv2 Virtual Zone list. Select a Virtual Zone for this action.

7. Click **Save and Close**.

12

Troubleshooting

Troubleshooting

This section provides troubleshooting information for issues that may occur in the ITv2 Integration.

Problem:

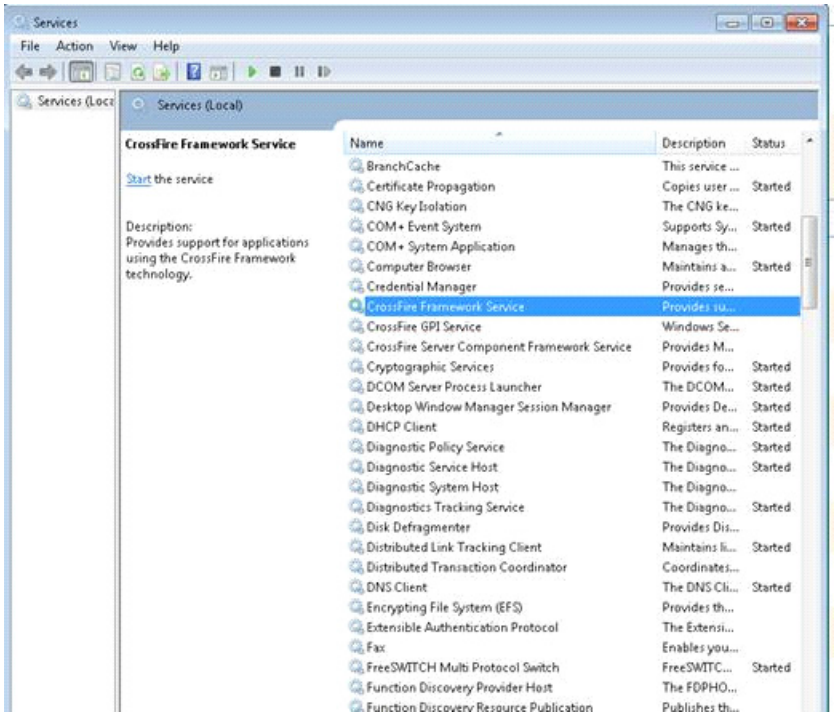
Sometimes the installation may fail if the CrossFire service does not stop on time and throws a time out error.

Solution:

Ensure that you have completed the following steps:

- Check if the CrossFire service is stopped from services panel in case of installation failure. Refer to Figure 91 on Page 185.
- Wait till the CrossFire service is stopped and then trigger the installation again. This will work fine as the service is stopped already.

Figure 91: CrossFire Services



Problem:

The Panel does not come online and cannot establish connection:

Solution

- Check the physical connection between the panel and the server:
  - In the command prompt, type `ping <IP address>` and verify the connection. In this instance, `<IP address>` is the IP address of the Panel configured in the section [851]-[001] and/or [851]-[992]. For example: ping 191.20.4.5
  - Use **netstat** to check if the connection is established with the alarm port.
  - Ensure no other application, such as DLS, is connected to the Panel.
- Verify if the **CrossFire Service**, server and ITv2 driver are up and running.

- Verify if **Panel Account Number**, **Alarm Port**, **Access Code**, **Installer Code**, **Encryption Key**, and **Host IP** address is provided correctly.
- Verify the configuration in the DSC Neo or Pro Panel hardware . See Configuring DSC Neo and Pro Panel Hardware using Keypad .

Problem:

The synchronization has stopped or failed:

Solution

- Check the physical connection between the panel and the server:
  - In the command prompt, type `ping <IP address>` and verify the connection. In this instance, `<IP address>` is the IP address of the Panel configured in the section [851]-[001] and/or [851]-[992]. For example: ping 191.20.4.5
  - Use **netstat** to check if the connection is established with the alarm port.
  - Ensure no other application, such as DLS, is connected to the Panel.
- Verify if the ITv2 driver and the server is up and running.
- Verify if the alternate communication is enabled in the Neo Panel or disabled in the Pro panel.
- Verify using the section number 382 and option 5 and Section 401 and option 7.
- Verify if any faulty hardware is connected to the Panel.

Problem:

You are unable to Bypass a Zone:

Solution

Check if the Bypass attribute is enabled in the ITv2 Zone - Attribute Tab.

Problem:

The exported .csv file does not have any required data:

When you export the data using the **Selection Export** option, the .csv file does not have any required data.

Solution

It is recommended to use .xml format to export the data.

Problem:

User exists in Panel but cannot be viewed from C•CURE client after synchronizing from Panel:

Solution:

Ensure the length of the Personnel PIN in CCURE and user access code in the Panel is equal.

Problem:

Personnel PIN in C•CURE and user access code in panel are different for the same user.

Solution:

The PIN access code mismatch occurs if you change the PIN length or the user access code length of a Panel or CCURE that is in use. CCURE adds 2-4 zeros on the left side of the 4 digit PIN and Panel adds 2-4 digits on the right side of the access code. This creates a mismatch.

To prevent the mismatch, either synchronize to the Panel or synchronize from the Panel based on the correct PIN requirement.

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