



American Dynamics

From Tyco Security Products

victor ITV2 (DSC PowerSeries Neo) Integration User Guide

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Introduction

ITV2 Overview

ITV2 integration provides advanced, seamless integration between victor unified systems and DSC Intrusion panels. This integration allows users of **victor Unified Client** to monitor and configure their DSC PowerSeries NEO Panel, alarms and personnel from the victor environment.

This document provides information about the ITV2 Integration from within the victor environment. All the features and functionality explained here are with respect to the victor platform.

Product Components

- The victor Unified Client application is configured with ITV2 objects.
- **ITV2 Objects:** Physical or logical ITV2 entities within the victor environment. Following are the ITV2 objects:
 - **Panel:** Panel refers to the DSC PowerSeries NEO Panel Hardware which is connected to one or more keypads, sensors and detectors.

Note

DSC Power series Neo panel functions in the victor unified client platform integrated with ITV2 integration and uses the ITV2 protocol for communication.

- **Partition:** ITV2 Partition refers to a area defined in the panel. DSC PowerSeries NEO Panel supports a maximum of 8 partitions.
- **Zone:** ITV2 Zone refers to the physical interface or sensors in the DSC PowerSeries NEO Panel hardware. DSC PowerSeries NEO Panel supports a maximum of 128 zones, which can include a maximum of 32 virtual zones.
- **Virtual Zone:** Virtual Zone is used by the third party hardware devices to report alarms to a central monitoring station using DSC NEO panels. DSC PowerSeries NEO Panel supports a maximum of 32 virtual zones.
- **Output:** The Output object refers to an event or input to a relay on the ITV2 Panel. DSC PowerSeries NEO Panel supports a maximum of 164 outputs

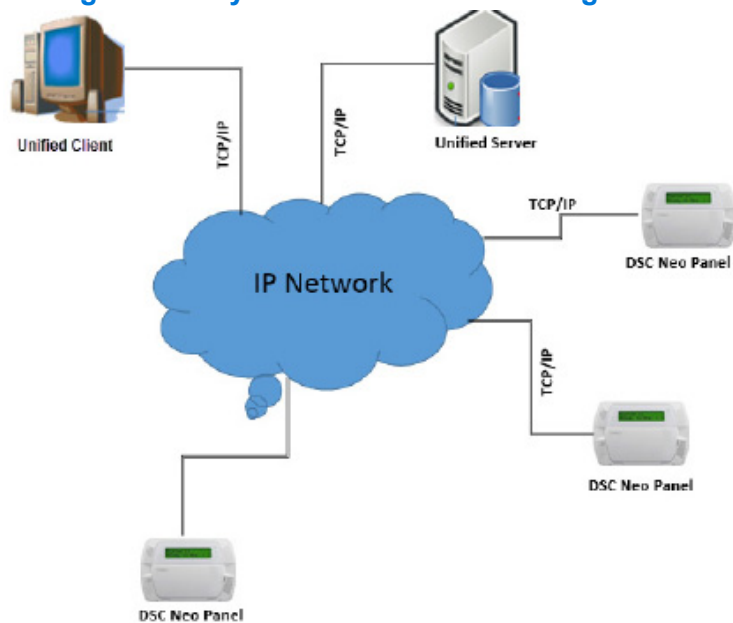
Note

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

- **Users:** DSC PowerSeries Neo Panel can support a maximum of 1000 Users.
- **ITV2 Server Component:** The heart of the integration, facilitates and maintains communication with the DSC Neo panels and created partitions, zones, outputs and virtual zones based on the panel capabilities.

After installing the driver, all the relevant ITV2 object editors are available from victor's intrusion ribbon bar.

Figure 3-1 System Overview: IP Configuration



Features

The objective of the ITV2 Integration is to provide a standard, single interface between DSC Neo alarm panel and American Dynamics' victor - Video Management product.

ITV2 Integration supports:

- DSC PowerSeries NEO Panels
- TCP/IP communication
- Synchronization of the following objects from the Panel: **Partition**
 - **Zones**
 - **Output**
 - **Virtual Zones**
 - **Users**
 - **Associations**
 - **Attributes to the panel**
- Synchronization of the following objects to the Panel:
 - **Partition**
 - **Zones**
 - **Output**
 - **Users**
 - **Associations**
 - **Attributes to the panel**
- The following actions to control the ITV2 objects:
 - **Partition: Arm or Disarm.**
 - **Zone: Bypass or Reset.**
 - **Output: Activate or Deactivate.**
- Remote firmware download
- Create and Apply **Templates** for the panel
- **Alarm Filtering, Virtual Keypad**
- victor **Roles** and **Object Association**
- victor Client-side Event Management
- Devices on victor **Maps** and **Health Dashboard**

Versions Supported

The victor ITV2 Integration supports firmware versions:

TABLE 1. Versions Supported

Hardware Version	Hardware Model	Firmware Version Supported
UA621 REV03	HS2016/HS2032/HS2064/H S2128/HS2128E	v01.12.01.13/v01.14.01.10/ v1.20.01.31/v1.21.01.01/ v01.30.01.08/v01.30.01/v1.3 1.01.01
UA601 Rev03	TL280/TL280R /TL2803G	v04.11.04.31

TABLE 1. Versions Supported

Hardware Version	Hardware Model	Firmware Version Supported
UA628 Rev03	HS2LCD	v01.10.01.51/v01.11.01.13/v1.20.01.29/v1.30.01.04
UA685 Rev01	TL280/TL280R /TL2803G/TL280E/TL280R E	v5.00.04.27/ v05.20.01.29/v05.02.04.03/v 5.03.04.04

Note

The Communication mode supported by the ITV2 Integration is Network (TCP/IP).

Installation

Installation Overview

Like the victor system, the ITV2 Integration has client and server components. You must install the client components on every computer that runs **victor Unified Client** applications and install the server components on the **victor Application Server**.

Pre-Installation Tasks

Before installing the ITV2 Intrusion Integration, ensure the following:

On the victor Application Server:

- You must have appropriate Windows permissions.
- You must be a member in the local Administrators group, or have equivalent privileges.
- victor Application Server must be installed with the ITV2 Intrusion Integration.

On the Clients:

- You must have appropriate Windows permissions.
- You must be a member in the local Administrators group, or have equivalent privileges.
- victor client must be installed.

Qualified Hardware and Firmware

The ITV2 Integration has the same hardware, software, and disk space requirements as C•CURE 9000. If the target computer can install victor Application Server, then it satisfies ITV2 Intrusion Integration requirements.

Supported ITV2 Intrusion Integration Panels are:

- DSC PowerSeries NEO Panel

The ITV2 Intrusion Integration requires the following firmware:

- Hardware version: UA628 REV03, Keypad Model: HS2LCD, and Firmware version: v01.10.01.51, v01.11.01.13, v1.20.01.29, v1.30.01.04
- Hardware version: UA601 REV03, Communicator Model: TL280/TL280R/TL2803G, and Firmware version: v04.11.04.31
- Hardware version: UA685 REV01, Communicator Model: TL280E/TL280RE, and Firmware version: v5.00.04.27, v05.02.04.03, v5.03.04.04
- Hardware version: UA621 REV03, DSC NEO Panel Model: HS2016, HS2032, HS2064, HS2128, HS2128 E, and Firmware version: v01.12.01.13, v01.14.01.10, v1.20.01.31, v1.21.01.01, v01.30.01.08, and v1.31.01.01
- Expansion Module: Output expander/Zone expander (HSM2108/HSM2208)
- Wireless Module: HSM2HOST/PG4984/PG4945

Software Requirements

- C-CURE 9000 Standalone: v2.61
- victor Application Server: v5.0
- victor unified client: v5.0

Installing ITV2

Note

Note: You must install the ITV2 Intrusion Integration in the same folder as victor. If the correct version of victor is not installed, a message prompting you to install the correct version is displayed.

Procedure 4-1 Installing ITV2 on victor Application Server

All services are stopped during installation and

Step	Action
1	Close all running programs and stop all services.
2	Navigate to http://www.americandynamics.net and download the appropriate version of the ITV2 Software Driver.
3	Double-click the ITV2_Integration.exe file. The Install Wizard begins and the Welcome to ITV2 Intrusion Integration window appears.
4	Click Next and follow the Install Wizard.
5	Read the The End User License Agreement EULA and select the I accept the terms in the license agreement button, then click Next .
6	Click Install . The program begins to install. After completion, the InstallShield Wizard Complete window appears.
7	Click Finish to complete the installation.
8	Restart the system installation. After installation, a new group called Intrusion is created in the Setup tab.

- 9 Restart services on **victor Application Server** that may have been stopped during installation.

Starting Services

Procedure 4-2 Configuring the Server Services

Step	Action
1	Launch the Server Configuration Application: - a From the Windows Start menu, click All Programs and then click Tyco. - b Right-click Server Configuration and then click Run as Administrator. Server Configuration Application page opens.
2	Restart the CrossFire Services: - a On the Server Configuration Application page, click to open the Services tab. - b In the Framework Services area, click the Stop button beside Crossfire Framework Service to stop all services. Wait for the status to change to Stopped. - c Click the Start button beside Crossfire Framework Service and wait for the status to change to Running. - d Click the Start button beside Crossfire Server Component Framework Service and wait for the status to change to Running. - e In the Extension Services area, locate the ITV2 Driver Service. Select the Enabled check box and then click the Start button. The status of the ITV2 Driver Service changes to Running.

Uninstalling ITV2

Procedure 4-3 Uninstalling ITV2

Step	Action
1	Close all running programs.
2	Open the Windows Control Panel and click Programs and Features .
3	Right-click ITV2 and click Uninstall . The ITV2 Setup Wizard dialog box opens.
4	Click Next . The ITV2 Setup dialog box opens. This setup wizard allows you to remove the ITV2 Driver Service.
5	Click Next . The Ready to remove ITV2 Driver Service dialog box appears.
6	Click Remove .
7	(Optional) Click the check box for Drop the DSC Driver Service database tables to remove the ITV2 tables from the database. The Completed the DSC Driver Service Setup Wizard appears.
8	Click Finish . The Setup Successful dialog box appears.

9 Click **Close**.

- End -

Administration

victor Integration Information

Roles

victor **Roles** support ITV2 Integration device privileges, therefore all context menu actions associated with the devices are added to existing victor **Roles** which can be edited accordingly. For more information on **Roles**, refer to the *victor Unified Client Configuration and User Guide*.

Associations

victor's **Object Association** supports ITV2 Integration objects. **Object Association** refers to linking unrelated victor objects with the intent of enabling incident building capability. For more information on **Object Associations**, refer to the *victor Unified Client Configuration and User Guide*.

Reports

victor's **Reports** selection tool and **Find in Journal** feature support ITV2 Integration objects. For more information on **Reports** and the **Find in Journal** feature, refer to the *victor Unified Client Configuration and User Guide*.

Events

victor **Events** supports ITV2 Integration objects support allowing you to detect, monitor and record specific activities on the system. For further information on **Events**, refer to the *victor Unified Client Configuration and User Guide*.

Maps

victor **Maps** and **Find on Map** features support ITV2 Integration objects. For more information on **Maps** and the **Find on Map** feature, refer to the *victor Unified Client Configuration and User Guide* are available on the American Dynamics website <http://www.americandynamics.net>.

Configurations

ITV2 Configuration File

The driver configuration file, **ITV2Configuration.xml** is located in **Tyco\CrossFire\ServerComponents**. You can configure the following:

Note

Restart the driver after changing the configuration file.

CommandTimeout

It is the duration the ITV2 integration waits for a response to a command sent to the Panel. The default value is 10000 milliseconds.

BatchCount

It is the number of panels that can synchronize simultaneously. The default value is 10, which means that a maximum of 10 panels can synchronize simultaneously. You can change this value depending on the system configuration.

RetryCount

The default value is 3, which means that the driver will try a maximum of 3 times if it does not receive the required response for a command from the panel.

Heartbeat Interval

The default value is 20000 milliseconds, which means that the driver sends heartbeat to the panel once in every 20 seconds. You can configure this value to a maximum of 29000 milliseconds.

Enable Context Logging

The default value is FALSE, if it is set to TRUE, then the sequence number exchanges between the Driver and the Panel is captured in the CrossFire log.

Enable Raw Data Logs

The default value is FALSE, if it is set to TRUE then the raw data/byte stream exchanges between the Driver and the Panel is captured in the CrossFire log.

Enable Additional Panel Event Logs

The default value is FALSE, if it is set to TRUE then the Keypad access events are logged in the Activity Viewer.

For Example: *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

This is used to synchronize the time between the Driver and Panel. The default value is 60 minutes, which means that the time-date push from Driver to Panel happens once in every 60 minutes. You can configure this value.

Firmware Download Status Check Interval

After firmware download is initiated from the Driver, the status of the firmware download is checked periodically base on the value set for this variable.

Max Thread Count

The default value is 10, which means that a maximum of 10 threads are used for all the panels. You can configure this value depending on the system configuration.

- End -

Configuring DSC PowerSeries NEO Panel Hardware using the Keypad

ITV2 Integration supports DSC PowerSeries NEO Panels. This section provides instructions to perform basic configurations in the DSC PowerSeries NEO Panel that enable it to communicate with the Unified server.

Note

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

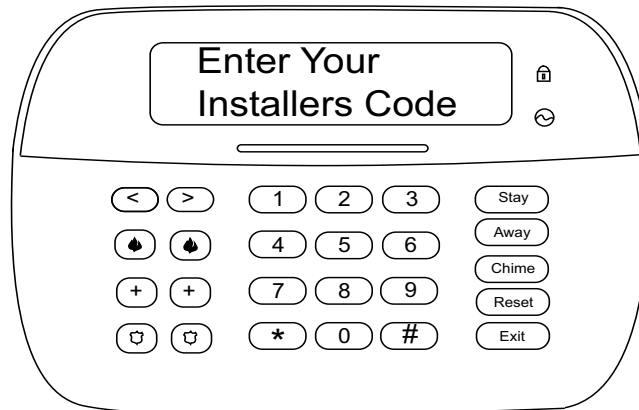
Following basic configurations must be performed in the DSC PowerSeries NEO Panel to connect it to victor:

Procedure	Configurations	Subsection
Procedure 1	Enabling the Alternate Communicator	
Procedure 2	Configuring the Communicator	
Procedure 3	Viewing the Panel Account Number	Subsection 651
Procedure 4	Enabling the DSC PowerSeries NEO Panel over Ethernet	Subsection 663
Procedure 5	Configuring the ITV2 Server IP Address	Subsection 693
Procedure 6	Configuring the Port Number	Subsection 694
Procedure 7	Configuring the Panel IP Address	Subsection 001
Procedure 8	Viewing the Remote Panel Account Code	Subsection 652
Procedure 9	Enabling TCP Communication	Subsection 664

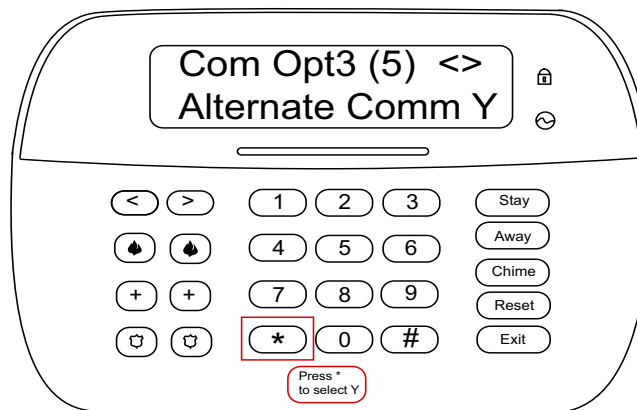
Procedure 5-1 Enabling the Alternate Communicator

Step	Action
------	--------

- Using DSC PowerSeries NEO Panel Keypad, press [*] [8].
Enter Your Installers Code message appears on the keypad, as shown in the following figure:

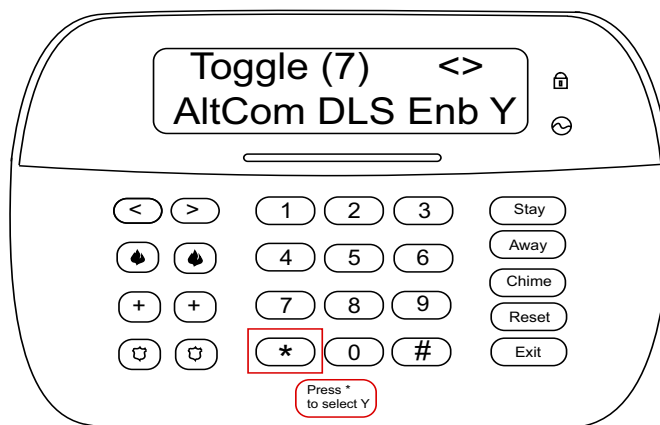


- Enter the Installer Code using the keypad. The default Installer code is **5555**.
- Press [382] using the keypad.
- Use the (>) to scroll to subsection [5].
Com Opt3 <5> Alternate Comm message appears, as shown in the following figure:



- Verify if Alternate Comm option is **Y**. If not, select **Y** using [*] button on the keypad.
Note: Press [*] to toggle between **Y** and **N**.
- Press (#) to exit the subsection.
- Press [401].
- Use the (>) to scroll to go to subsection [7].

Toggle <7> AltCom DLS Enb message appears, as shown in the following figure:



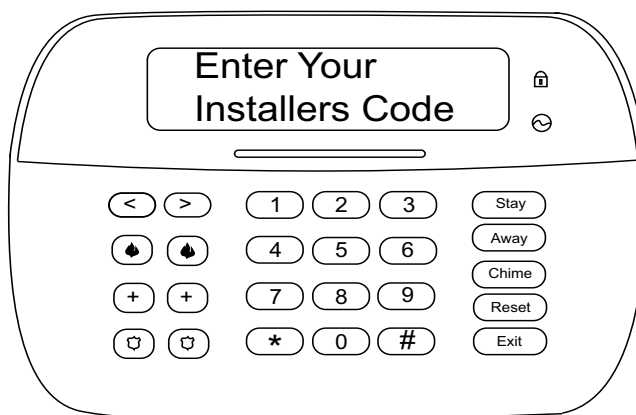
- 9** Verify if Alternate Comm option is **Y**. If not, select **Y** using [*] button on the keypad.
Note: Press [*] to toggle between **Y** and **N**.
- 10** Press [#] to exist the subsection and section.

- End -

Procedure 5-2 Configuring the Communicator

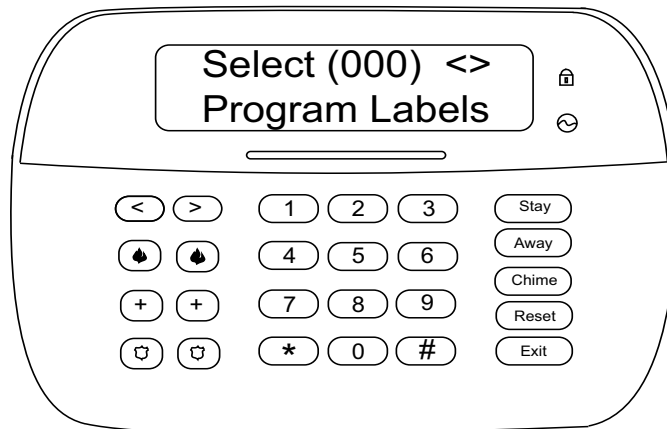
Step	Action
------	--------

- 1** Press [*] [8].



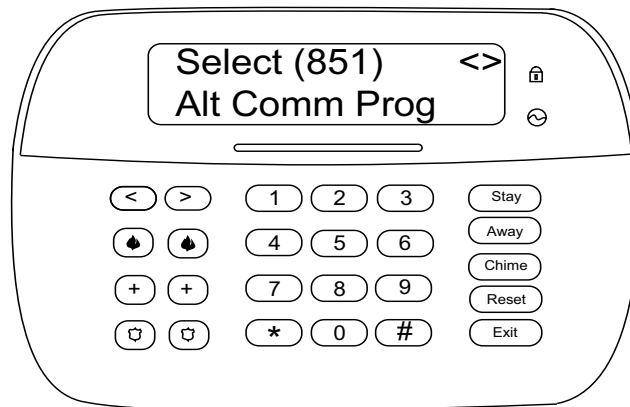
- 2** Enter the Installer Code. Default Installer code is **5555**.

Select <000> Program Labels message appears, as shown in the following figure:

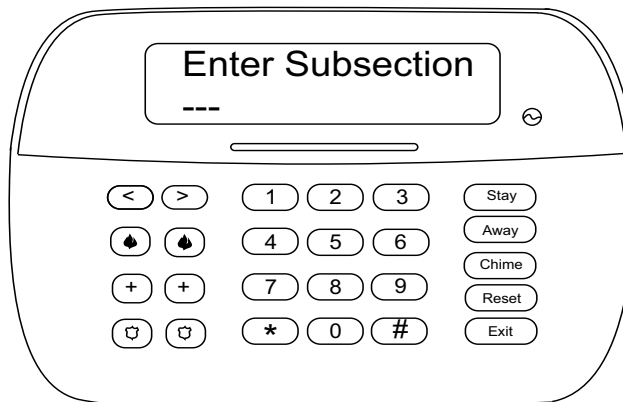


3 Press [851]

Select <851> Alt Comm Prog message appears, as shown in the following figure:



4 Press **#** to exit the subsection. The **Enter Subsection** message appears:



- End -

Procedure 5-3 Viewing the Panel Account Number (subsection 651)

The Panel account number is the local panel encryption key of the panel. The first 8 digits of this code are used as a Remote Encryption Key in the integration.

The account number is a 12 digit number which is unique to the panel and cannot be modified.

To view the Panel account number, continue from Step 4 of “Configuring the Communicator” on page 14. and then perform the following procedure.

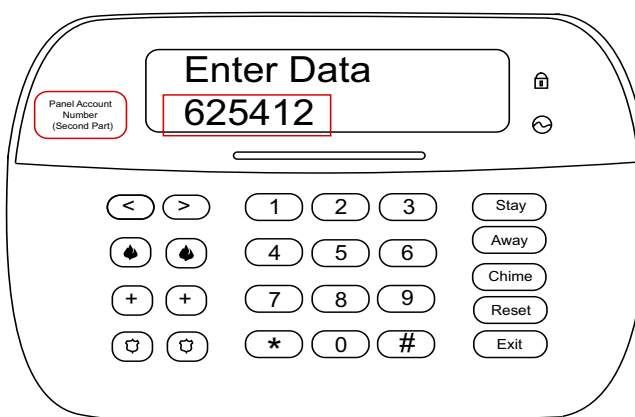
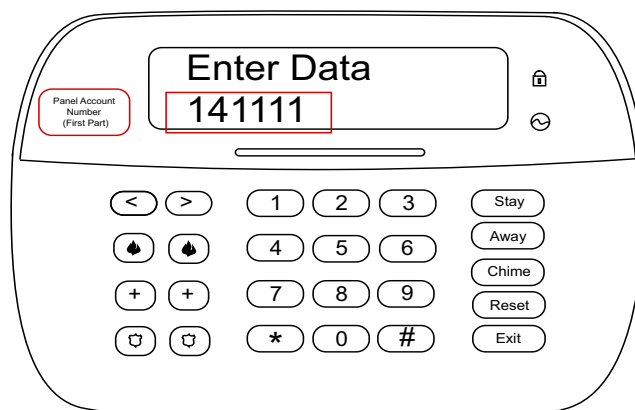
Step	Action
------	--------

- | | |
|---|--|
| 1 | Press subsection [651] using the keypad. |
|---|--|

Note

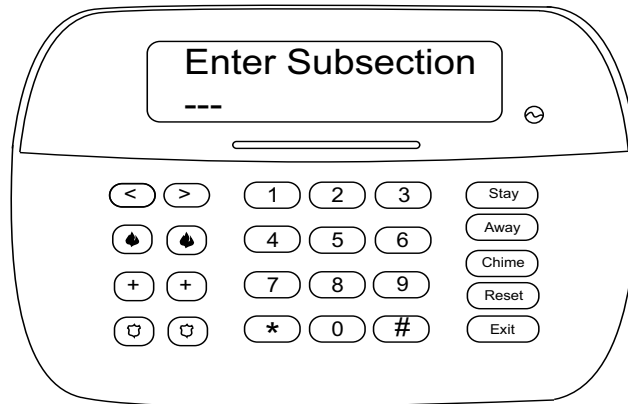
If using communicator firmware version 5.xx, then press subsection [422].

- | | |
|---|--|
| 2 | The first 6 digits of the panel account number appears on the keypad. Scroll using the  button to view the complete panel account number. |
|---|--|



- | | |
|---|---|
| 3 | Press  to exit the subsection. |
|---|---|

Enter Subsection message appears, as shown in the following figure:



- End -

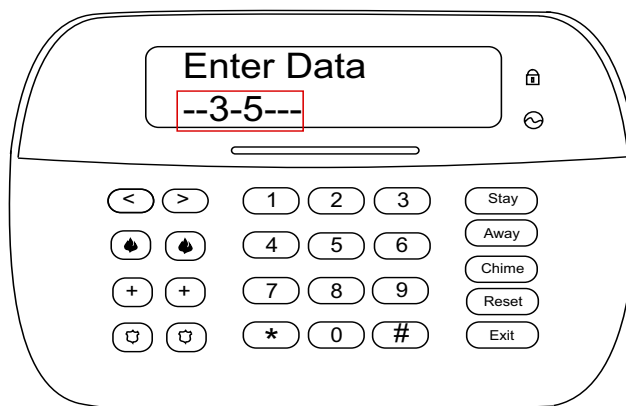
Procedure 5-4 Enabling the DSC PowerSeries NEO Panel over Ethernet (subsection 663)

Step	Action
1	Press subsection [663].

Note

If using communicator firmware version 5.xx, then press subsection [425].

2 Verify if bit 3 and 5 are enabled. Options 3 and 5 need to be enabled for DSC PowerSeries Panel over Ethernet.

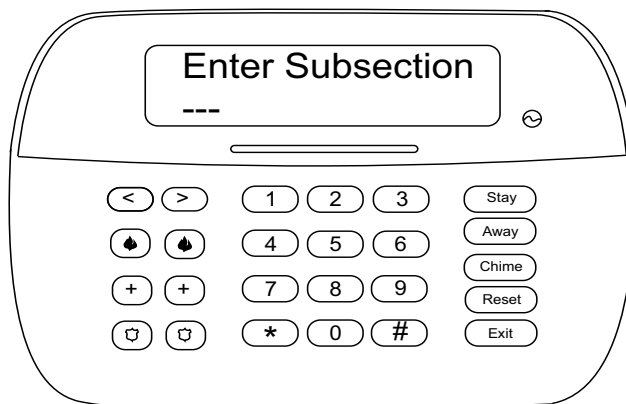


3 If not enabled, press **3** and **5** once.

Note

When you press 3, the bit is **ON**, and if you press 3 again it is **OFF**. All other bits need to be OFF.

- 4 Press **#** to exit the subsection.



- End -

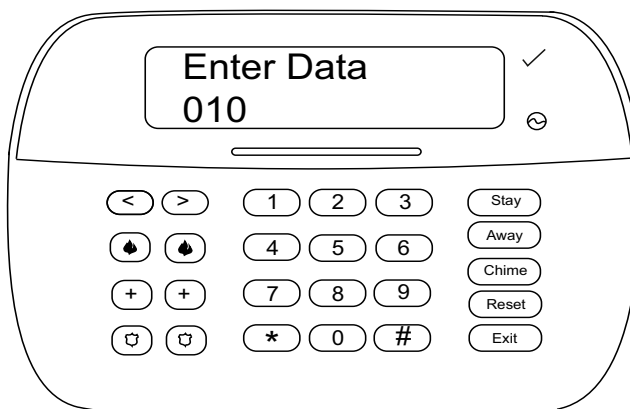
Procedure 5-5 Configuring the ITV2 Server IP Address (subsection 693)

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

Note

If using communicator firmware version 5.xx, then press subsection **[428]**.

- 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.

Procedure 5-6 Configuring the Port Number (subsection 694)

The configured port is used as the 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.

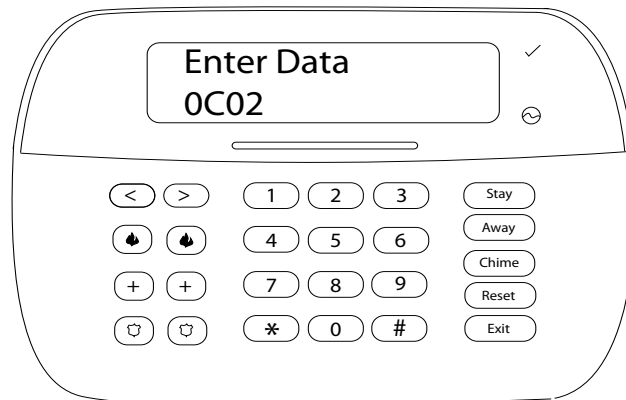
Step	Action
------	--------

- | | |
|---|-------------------------|
| 1 | Press subsection [694]. |
|---|-------------------------|

Note

If using communicator firmware version 5.xx, then press subsection [429].

- | | |
|---|--|
| 2 | Enter the port number in the hexadecimal format. |
|---|--|



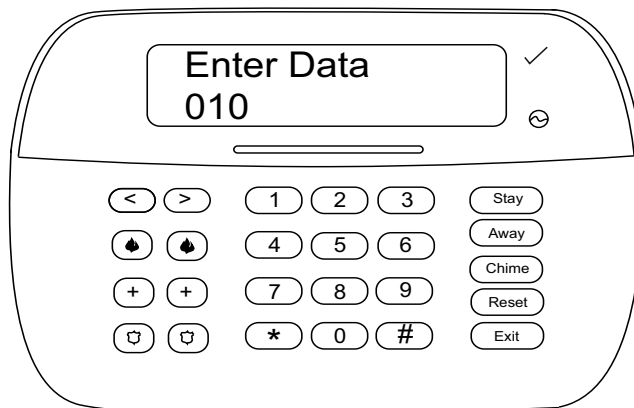
- | | |
|---|---|
| 3 | Press  to exit subsection. |
|---|---|

Procedure 5-7 Configuring the Panel IP Address (subsection 001)

Step	Action
------	--------

- | | |
|---|-------------------------|
| 4 | Press subsection [001]. |
|---|-------------------------|

- 5 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.



- 6 Press **#** to exit subsection.

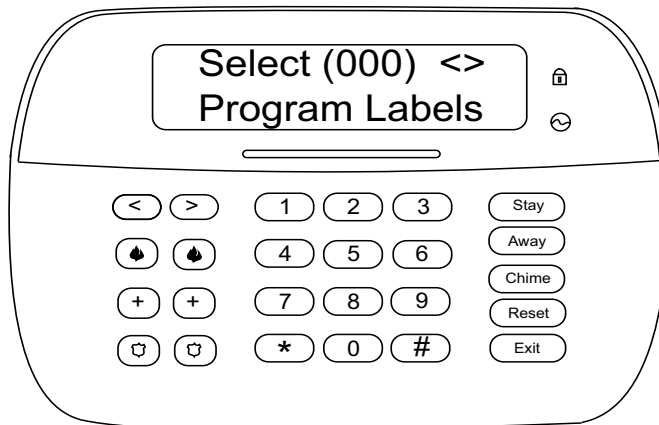
Note

In the instance of a DHCP, the IP address will automatically be allocated in sub-section 992.

Note

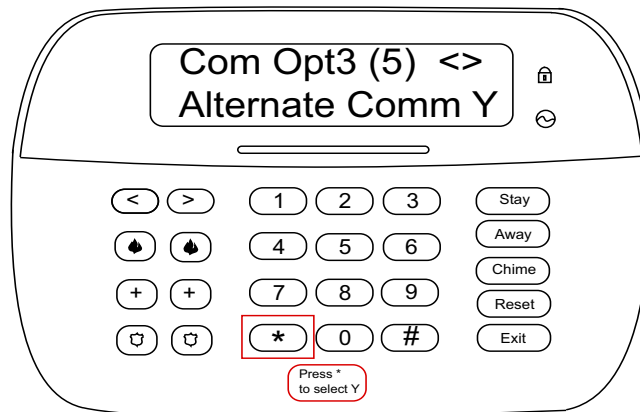
Power recycle the panel after network reconfiguration and installation.

- 7 Enter the installer code using the keypad. Default installer code is 5555.
Select <000> Program Labels message is displayed, as shown in the following figure.



- 8 Press **[382]** using the keypad.
- 9 Use the **>** to scroll to subsection [5].

Com Opt3 <5> Alternate Comm message appears, as shown in the following figure:



- 10 Verify if Alternate Comm option is **Y**. If not, select **Y** using [*] button in the keypad.

Note: Press [*] to toggle between **Y** and **N**.

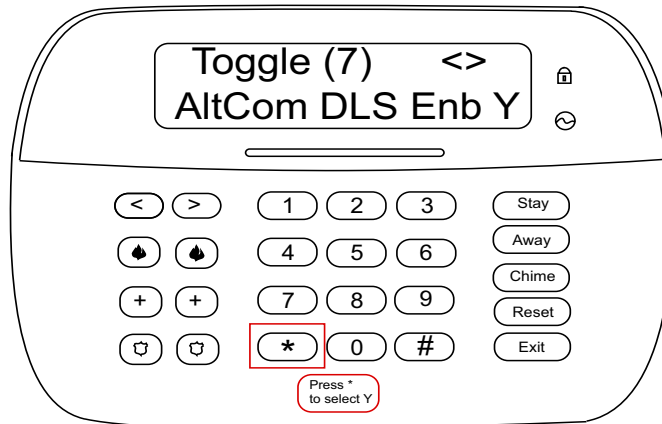
- 11 Press (>) to save the modified value.

- 12 Press (#) to exit subsection.

- 13 Press [401] using the keypad.

- 14 Use the (>) to scroll to subsection [7].

Toggle <7> AltCom DLS Enb message appears, as shown in the following figure:



- 15 Verify if **Alternate Comm** option is **Y**. If not, select **Y** using [*] button in the keypad.

Note: Press [*] to toggle between **Y** and **N**.

- 16 Press (>) to save the modified value.

- 17 Press (#) to exit subsection and section.

Procedure 5-8 Viewing the Remote Panel Account Code (subsection 652)

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

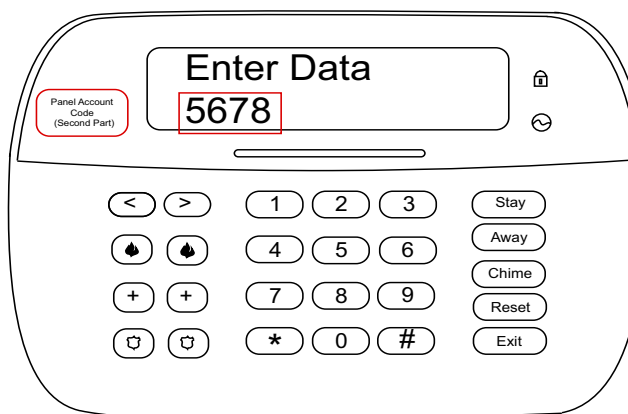
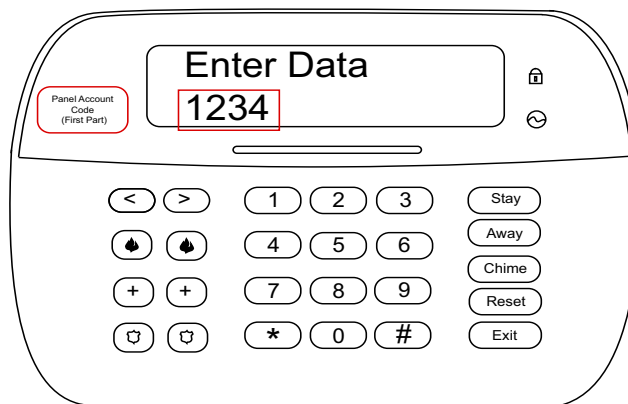
Step **Action**

- 18** Enter the subsection [652] using the keypad.

Note

If using communicator firmware version 5.xx, then press subsection [423].

- 19** The first 4 digits of the remote account code appears. Scroll using the  button to view the complete the panel account number.



- 20** Press  to exit the subsection.

Procedure 5-9 Enabling TCP Communication (subsection 664)

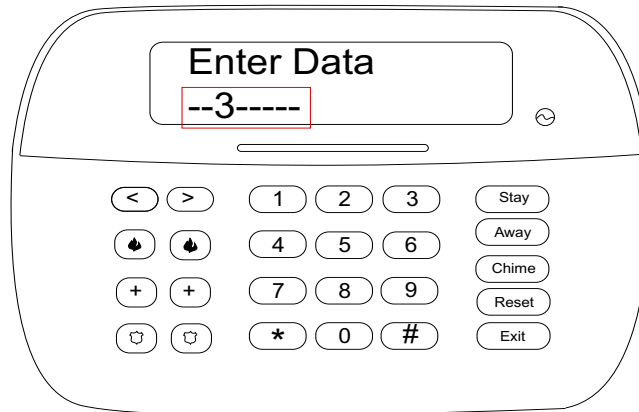
Step **Action**

- 21** Press subsection [664].

Note

If using communicator firmware version 5.xx, then press subsection [426].

- 22 Verify if bit 3 is enabled. Option 3 needs to be enabled for TCP Communication.



- 23 If not enabled, press **3** .

Note

When you press 3, the bit is **ON**, and if you press 3 once again it is **OFF**. All other bits need to be **OFF**.

- 24 Press **#** to exit the subsection.

Adding ITV2 Panels

Note

Panel Account Number, **Encryption Key**, **Access Code**, and **Installer Code** are assigned and provided with the DSC NEO Panel hardware.

Procedure 5-10 Adding New ITV2 Panels

Step	Action
1	Select New , search for ITV2 Panel and click on it. A New ITV2 Panel window displays.
2	Enter the details in the ITV2 Panel. For more information, see Fields of the ITV2 Panel Editor.
3	Click Save and Close .

After adding the ITV2 panel you must synchronize the panels. For more information, see Synchronizing the Panel on page 56

Panel Type:	Neo	
Panel Account Number:	150511593312	→ [851] > [651]
Access Code:	****	→ [006] > [002]
Connection Type:	TCP	→ TCP
Host IP Address:	10.50.178.237	→ I.P. Address of CCure9000 Server PC
Alarm Port:	3072	→ [851] > [694] <i>*must convert hex value to decimal</i>
Installer Code:	****	→ [006] > [001]
☒ Encryption		
Local Encryption Key:		→ [851] > [652] <i>*enter all 8 digits four times</i>
Remote Encryption Key:		→ [851] > [651] <i>*enter first 8 digits four times</i>

Both Encryption Keys are 32-digit values!

Fields of the ITV2 Panel Editor

General Section

Property	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 for the panel.
Enabled	Select the check box to establish the communication between the victor and the ITV2 Panel. If the Panel is disabled, the communication between victor and the Panel is disabled.

Configuration Section

Property	Description
Panel Type	Select a panel type from the available options: • NEO (default) • None
Panel account number	Enter the assigned account number of the ITV2 Panel. Panel account number is unique to a panel and provided with the DSC NEO Panel hardware. The account number must 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 PowerSeries NEO Panel Hardware using the Keypad” on page 12.
Access code	Enter the access code. The access code is the master code of the panel used to authenticate operations in the panel, such as: User Level tasks, Event Level tasks, and System Level tasks. The 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 PowerSeries NEO Panel Hardware using the Keypad” on page 12. The Access code must have only numeric values and can be four, six or eight digits long. NOTE: If you modify the access code in the DSC NEO Panel, the same should be configured in victor or 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 must be in the IPv4 format. For example, 191.2.3.4

Alarm Port	Enter the port number used for communication. The Alarm Port is used for communication between the Unified server and the DSC NEO panel. The port number can be four, six or eight digits long. NOTE: If multiple Panels are in use, there should be an unique Alarm port number for each panel, else an error message is displayed.
Installer Code	Enter the Installer Code of the panel, which is assigned and provided with the Panel hardware. The Installer Code is used to authenticate the panel configuration tasks performed in the programing mode. 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 PowerSeries NEO Panel Hardware using the Keypad on page 12.
Encryption	Select the check box to enable the encryption. The encryption key is used to authenticate the handshake between ITV2 and unified server. The encryption key is assigned and provided with the DSC PowerSeries NEO Panel hardware. For more information on how to modify the encryption key, see Configuring DSC PowerSeries NEO Panel Hardware using the Keypad on page 12
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 PowerSeries NEO Panel. Enter the eight character code four times. For more information on how to modify the Local Encryption key in the DSC NEO Panel, see Configuring DSC PowerSeries NEO Panel Hardware using the Keypad on page 12
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 123456789012, you have to enter the first eight digit (12345678) four times. To view the account number, see Configuring DSC PowerSeries NEO Panel Hardware using the Keypad on page 12
Time Zone	Click  to display the Object Selector. Select a time zone from the Object Selector window and click OK. The panel synchronizes based on the selected time zone.

Note

Ensure that the installer code and access code set in the configuration tab is same as that mentioned in the Panel section [006]. If they are not same, the Panel is locked after performing the number of tries configured in the Panel section [012].

Late to Open Control Section

Property	Description
Late to Open Control	Late to Open Control is used to schedule the monitoring period. Select this check box to enable the Late to Open Control.
Hour (Sunday to Saturday)	Enter the time in hour when the panel should be disarmed 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
Minute (Sunday to Saturday)	Enter the time in minute when the panel should be disarmed. This field is enabled, if Late to Open Control is enabled. The valid range is from 00 – 59 minutes. For example - 00.15

Panel Information Section

Expander	Information
Panel Information	• Device software version • Protocol Version • Last Synced time • Max Zones • Max Users • Max Partitions • Max Outputs • Enable Panel Event Buffer

Status Section

Property	Description
Online Status	Indicates the online status of the Panel.
Synchronization Status	Indicates the synchronization status of the Panel.
Firmware Download Status	Indicates the firmware download status of the Panel.
System Trouble	Indicates the system trouble status of the Panel.
Communication Trouble	Indicates the communication trouble status of the Panel.
Wireless Device Trouble	Indicates the wireless device trouble status of the Panel.
Wired Module Trouble	Indicates the wired module trouble status of the Panel.

User Section

Property	Description
User Index	Indicates the number to identify the user. The number is incremental when you create a new row in the table and cannot be modified.
User Name	Click  to display the Object Selector. Select a user from the Object Selector window and click OK . The selected user is mapped to a panel. Refer to Mapping Users to a Panel and Removing a User from a Panel for procedural information regarding users and panels.

Virtual Zone Configuration Section

Property	Description
Virtual Zone Index	Indicates the number to identify the virtual zone. The number is incremental when you create a new row in the table and cannot be modified.
Zone Name	Click  to display the Object Selector. Select a zone from the Object Selector window and click OK . The selected zone is mapped to a virtual zone.

Associations Section

Use the **Object Selector** in this section to associate other hardware devices with the ITV2 Panel (maximum of 5).

Note

- Ensure the following before performing **Write Assignment** operation:
 - **Partition** is not in an **Alarm** or **Armed** state.
 - Keypad is not in programming mode.
- Ensure you **Save and Close** after every **Write Assignment** operation.
- After performing a **Write Assignment** operation if the message - **Function unavailable/Panel is busy** appears, perform **Sync to Panel**. This ensures that the configuration communicates to the Panel.
- The sync status of the panel changes to **Synchronizing-Synchronized** after every write operation.
- The user in Index 1 is the Master User in the Panel, therefore 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.

Troubleshooting

If the Panel does not come online and cannot establish a connection, verify the following areas are operational:

- Verify the physical connection between the Panel and the server is working by performing the following:

- Ping the IP Address of the Panel configured in section [851] - [001] and/or [851]-[992]. Verify the IP Address is pinging on the network.
- Use 'netstat' to check the connection is established with the alarm port.
- Any other application such as DLS should not be connected to the Panel.
- Verify if CrossFire services, the server, and the ITV2 driver are running.
- Verify if Panel Account number, Alarm port, Access code, Installer code, Encryption key, and Host IP Address is entered correctly.
- Verify the configuration of the ITV2 Panel hardware.

Note

Verify the Installer Code and the Access Code are the same as the Panel section [006]. If this is set differently, it will lock the Panel after X number of attempts for Y duration that was configured in Panel section [012].

- End -

After adding the ITV2 panels you must synchronize the panel. For more information see Synchronizing the Panel on page 56.

Editing ITV2 Panels

You can make the following changes:

Procedure	Changes
Procedure 11	Modify Parameters in ITV2 Panel
Procedure 12	Map Users to Panel
Procedure 13	Remove a User from a Panel
Procedure 14	Configure a Virtual Zone
Procedure 15	Remove a Virtual Zone

Procedure 5-11 Modifying Parameters in ITV2 Panel

Step	Action
1	Select Show All , search for ITV2 Panel and click on it. A list displays all available ITV2 Panels.
2	Right-click the panel you want to edit.
3	Select Edit and make the required changes.
4	Click Save and Close .

- End -

For information about fields in the ITV2 panel, see Fields of the ITV2 Panel Editor.

Procedure 5-12 Mapping Users to a Panel

Step	Action
1	Select the ITV2 Panel you want to edit, and click the Users drop-down menu.
2	Click  to add a new User. A new row is created and the User index is incremented by 1.
3	Click  on the newly created blank row. The Object Selector appears.
4	Select the user to map to the panel and click OK .
5	Click  to save and close the Panel editor.

Note

The Personnel feature in victor accepts the same PIN for multiple personnel. However, the Panel only accepts a unique access code for every user. It is therefore recommended to use one-to-one Personnel User mapping.

The user in Index 1 is the Master User in the Panel and thus the modification of the Primary User is not allowed through the integration. Changing the PIN and User attributes in Personnel will also be reflected in the User Access Code and configuration of the Panel respectively.

No personnel will be created in victor and mapped with the Primary User, which is linked to the Master code, in the Panel.

- End -

Procedure 5-13 Removing a User from a Panel

Step	Action
1	Select the ITV2 Panel you want to edit and click the Users drop-down menu.
2	Select a User row that you want to remove and click  .
3	Save and close the Panel editor.

- End -

Procedure 5-14 Configuring a Virtual Zone

Step	Action
1	Select the ITV2 Panel you want to edit, then click the Virtual Zone Configuration drop-down menu.
2	Click  to add a new virtual zone. A new row is created and the Virtual Zone Index is incremented by 1.
3	Click  on the newly created blank row under the Virtual Zones column. The Object Selector appears.
4	Select the virtual zone you want to associate with the Panel and then click OK .

- 5 Click  and wait until the status of the panel has changed from **Synchronizing** to **Synchronized**.
- 6 Click  to save and close the Panel editor. The zone is mapped to the Virtual Zone and appears in the Device List. The normal zone is changed to a virtual zone.

- End -

Procedure 5-15 Removing a Virtual Zone

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select the ITV2 Panel you want to edit, then click the Virtual Zone Configuration drop-down list. |
| 2 | Select the row corresponding to the virtual zone you want to remove and click  . The row in the table is removed and the virtual zone is changed to a normal zone. |
| 3 | Click  to save and close the Panel editor. |

- End -

Viewing and Editing ITV2 Partitions

You cannot create **Partitions** directly from victor. Depending on your victor role assignment, you can view or edit partitions from the **Setup** tab.

Procedure 5-16 Viewing and Editing ITV2 Partitions

Step	Action
1	Select Show All , search for ITV2 Partition and click on it. A list displays all available partitions.
2	Right-click the Partition and select Edit .
3	Click Save and Close after completion of edits.

Note

During synchronization, you cannot modify the details in the ITV2 Panel editor.

Fields of the Partition Editor

The following sections are used to edit different portions of the ITV2 Partition:

General Section

Property	Value
Partition Number	Displays the Partition number of the Panel and is auto-generated during Panel synchronization. (Read only)
Account Number	Displays the Account code of the Partition and is auto-generated during Panel synchronization. (Read only)
Account Code	You can modify the account code of the partition used for authenticating the partition manual actions. The account code can be 1 to 4 digits long. For example, 1234.
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. The time duration that exists, after the code is entered till the system begins to monitor is called an exit delay. This delay is set to give time to exit from the building after arming the system from inside.

Zone Assignment Section

Zone Assignment

Unassigned Zone

Zone4

Assigned Zone

Zone1
Zone2
Zone3
Zone5
Zone6
Zone7
Zone8
Zone9
Zone10
Zone11
Zone12
Zone13

Add >>

<< Remove

Reset

Write Assignments

Property	Value
Unassigned Zone	Lists all unassigned zones.
Assigned Zone	Lists all assigned zones.
Add	Used to add unassigned zones to assigned zones.
Remove	Used to move assigned zones back to the unassigned list.
Reset	Resets assignments to the default value.
Write Assignments	Reflects the changes in the DSC panel hardware.

Output Assignment Section

Output Assignment

Unassigned Outputs

- Output_Panel1_1
- Output_Panel1_2
- Output_Panel1_3
- Output_Panel1_4
- Output_Panel1_5
- Output_Panel1_6
- Output_Panel1_7
- Output_Panel1_9
- Output_Panel1_10
- Output_Panel1_11
- Output_Panel1_12
- Output_Panel1_13

Assigned Outputs

- Main Bell
- Output_Panel1_19
- Output_Panel1_8

Add >>

<< Remove

Reset

Write Assignments

Property	Value
Unassigned Outputs	Lists all unassigned outputs.
Assigned Outputs	Lists all assigned outputs.
Add	Used to add unassigned outputs to assigned outputs.
Remove	Used to move assigned outputs back to the unassigned list.
Reset	Resets assignments to the default value.
Write Assignments	Reflects the changes in the DSC panel hardware.

User Assignment Section

User Assignment

Unassigned Users

Assigned Users

- User_1_Panel, Intrusion Panel

Add >>

<< Remove

Reset

Write Assignments

Property	Value
Unassigned Users	Lists all unassigned users.
Assigned Users	Lists all assigned users.
Add	Used to add unassigned users to assigned users.
Remove	Used to move assigned users back to the unassigned list.
Reset	Resets assignments to the default value.
Write Assignments	Reflects the changes in the DSC panel hardware.

Note

Ensure the following before performing Write Assignment operation:

- The **Partition** is not in an **Alarm** or **Armed** state.
- The keypad is not in programming mode.
- Ensure you **Save and Close** after every **Write Assignment** operation.
- After a **Write Assignment** operation, if 'Function unavailable/Panel is busy' message appears, perform Sync to Panel. This ensures that the configuration is saved in the Panel.
- The sync status of the panel changes to **Synchronizing-Synchronized** after every write operation.

Status Section

Property	Value
Armed State	Indicates the arm state of the partition. Following options are available: • 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 if the partition is ready for arming or not. Following options are available: • Ready • Not Ready

Alarm in Memory Status	Indicates if the alarms are in memory or not. Following options are available: • Alarm in Memory • No Alarms in Memory
Alarm State	Indicates the state of the alarm. Following options are available: • Normal • Alarm

Associations Section

Use the **Object Selector** in this section to associate other hardware devices with the ITV2 Panel.

Viewing and Editing ITV2 Zones

You can create zones only in the Panel. Depending on your victor role assignment, you can view or edit zones from the Intrusion ribbon on the **Setup** tab.

Procedure 5-17 Viewing and Editing ITV2 Zones

Step	Action
1	Select Show All , search for ITV2 Zone and click on it. A list displays all available Zones.
2	If you need to edit a zone, right-click the zone and click Edit .
3	Click Save and Close to save your changes.

Fields of the ITV2 Zone Editor

General Section

^

General

Name:

Zone1

Description:

Zone Description_Panel 3_1

☒ Enabled

Property	Description
Name	Enter a unique name to identify the ITV2 Zone. If the name is not unique, an error message is displayed. The name of the panel can be alphanumeric and can have a maximum of 100 characters.
Description	Enter a description for the zone.
Enabled	Select the check box to establish the communication between the victor and the ITV2 Zone. If the Zone is disabled, the communication between victor and the Zone is disabled.

Configuration Section

^

Configuration

Zone Number:

1

Zone Definition:

Delay 1

Property	Value
Zone number	The Zone number is auto-generated during Panel synchronization.
Zone Definition	You can modify the zone type after you pull the zones from the Panel to victor.

Attributes Section

^

Attributes

Audible:

☒

Steady/ Pulsed:

Steady

Chime:

☒

Bypass:

☒

Force:

☐

Swinger Shutdown:

☒

Transmission Delay:

☐

Burglary Verified:

☒

Normally Closed Loop:

☐

Single End of Line Register:

☐

Double End of Line Register:

☐

Fast Loop Response:

☐

Two Way Audio:

☐

Holdup Verified:

☐

Attribute	Description
Audible	Select to enable the audio of the panel.

Steady/Pulsed	Use to select a type of beep. Following options are available: • 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	Used to set the number of alerts per day. All alerts after the set limit are suppressed
Transmission delay	Select to enable the transmission delay. This is used to delay in transmitting the alert to the monitoring station.
Burglary Verified	Select to enable Burglary alarm verification.
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.
Holdup 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.

Status Section

Status	
Alarm Status:	AlarmRestore
Fault Status:	NoFault
Bypass Status:	NotBypassed
Tamper Status:	NotInTamper
Open Close Status:	Close

Property	Description
Alarm Status	Indicates the status of the alarm in the Zone. Possible values are: • Alarm • Normal • Unknown
Fault Status	Indicates whether the zone is faulty or not. Possible values are: • Fault • No Fault
Bypass Status	Indicates whether the zone is bypassed or not. Possible values are: • Bypassed • Not Bypassed
Tamper Status	Indicates whether the zone is tampered or not. Possible values are: • Tamper • Not in Tamper
Open Close Status	Indicates whether the zone is opened or closed. Possible values are: • Open • Close

Associations Section

Use the Object Selector in this section to associate other hardware devices with the ITV2 (maximum of 5).

Note

Bypass/Reset of the zones does not work if any partition is in Arm/Alarm on the panel.

- End -

Viewing and Editing Virtual Zones

Virtual zones are used by the third party hardware devices such as the iSTAR, apC, etc. to report alarms to central Activity Viewer using DSC NEO Panels. The DSC NEO Panel supports up to 32 virtual zones.

Note

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

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, and attributes. You can also view the Open Close status of the zone from this editor.

- End -

Procedure 5-18 Accessing and Editing the ITV2 Virtual Zone in a Dynamic View

Step	Action
1	Select Show All , search for ITV2 Virtual Zone and click on it. A list displays all configured Virtual Zones.
2	Right-click the virtual zone you want to access and click Edit . The ITV2 Virtual Zone editor opens. Refer to Configuration Section on page 38 and the Attributes Section on page 38 for more information.

- End -

Viewing and Editing ITV2 Outputs

You cannot create outputs directly from victor. Depending on your victor role assignment, you can view or edit outputs from the Intrusion ribbon on the **Setup** tab.

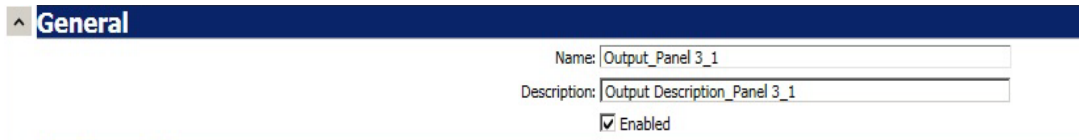
Procedure 5-19 Viewing and Editing ITV2 Outputs

Step	Action
1	Select Show All , search for ITV2 Output and click on it. A list displays all available outputs.
2	Right-click the panel and click Edit .

- 3 Click **Save and Close** to save your changes.

Fields of ITV2 Output Editor

General Section



^ **General**

Name:

Description:

☒ Enabled

Property	Description
Name	Enter a unique name to identify the ITV2 Output. If the name is not unique, an error message is displayed. The name of the panel can be alphanumeric and can have a maximum of 100 characters.
Description	Enter a description for the output.
Enabled	Select the check box to establish the communication between the victor and the ITV2 Panel. If the Output is disabled, the communication between victor and the Output is disabled.

Configuration Section

^ Configuration

Output Number:

1

Output Type:

Command Output 1

Zone Follower:

☒ True Output
☐ Timed Output
☒ Code Required
☐ Option 4
☐ Option 5
☐ Option 6
☐ Option 7
☐ Option 8
☐ Option 9
☐ Option 10
☐ Option 11
☐ Option 12
☐ Option 13
☐ Option 14
☐ Option 15
☐ Option 16

Property	Value
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 and cannot be modified.
Output Type	Displays the type of Output. The output type is auto-generated during Panel synchronization and can be modified. Based on the output type, the attributes are displayed.
Zone Follower	This field is enabled only if the output type is Zone Follower. Select the zone from the list. Use this option to monitor a specific zone.
Attributes	Attributes are displayed based on the output type. Select an attribute to enable it. For more information on available attributes for each output type, refer to the DSC NEO Panel User Manual.

Note

Output name changes will not reflect in panel.

Status Section

^

Status

Active Status:

Unknown

Property	Value
Active Status	Indicates whether the output is Active or Inactive

Associations Section

Use the **Object Selector** in this section to associate other hardware devices with the ITV2 Panel (maximum of 5).

Configuring the Alarm Filter

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

Procedure 5-20 Configuring the Alarm Filter

Step	Action
1	Select New , search for Alarm Filter and click on it.
2	Complete the fields to configure the Alarm Filter .
3	Click Save and Close .

Fields of the Alarm Filter Editor

General Section

Property	Value
Name	Enter the name of the Alarm Filter.
Description	Enter the description about the Alarm Filter.
Enabled	Select the check box to enable the Alarm Filter.

Alarm Assignment Section

Property	Value
Type	Select ITV2 from the list.
Options	If required, select the following in the Option section: • Send to Activity Viewer, if you want to send the alarm message to the Activity Viewer. • Send to Journal, if you want to journal the message.
Filter Configuration	• Select the events and click Add to include the events for filtering. • Select the events and click Remove to exclude the events from filtering. • Click Reset to reset the events to the default setting.
Filter Assignment	1 Select the panel that you want to assign for alarm filter. 2 Click Add to add the panel. OR To remove a panel, click Remove.

- End -

Configuring ITV2 Actions

ITV2 Integration **Actions** are available for the following objects:

- ITV2 Panel
- ITV2 Partition
- ITV2 Zone
- ITV2 Output
- ITV2 Virtual Zone

General

Name: ITV2 Action

Description:

Action

Device

- ☐ OutputPanel1_100
- ☐ Area3
- ☐ Zone101

Device Action: Bypass

Procedure 5-21 Configuring ITV2 Actions

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select ITV2 Action from the New icon on the left side of the panel. |
| 2 | Enter Name and Description for the ITV2 Integration Action. |
| 3 | In the ITV2 Device field, select to add device. The Object Selector displays. |
| 4 | Select desired object and click OK . |
| 5 | Repeat steps 1 to 5 as required. |
| 6 | Select desired action from the ITV2 Device Action drop-down list. |
| 7 | Click Save and Close . |

Note

If you want to remove the device, select the device check box to be removed and click .

- End -

Configuring ITV2 Alerts

The Event Setup editor can be used to configure alerts.

For further information on Events, refer to the *victor Unified Client Configuration User Guide*.



Refer to [Alert Types](#) on page 71 to view a complete list of **Alert Types** supported by victor.

- End -

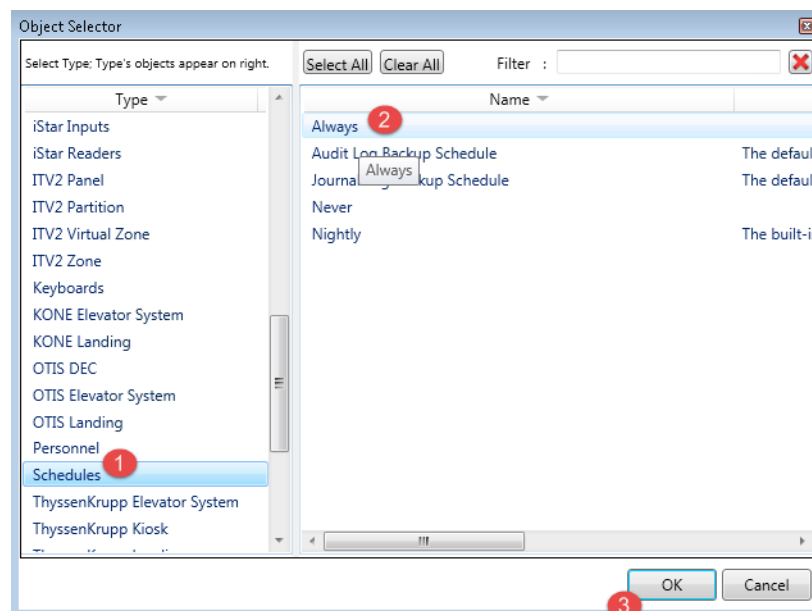
Procedure 5-22 Configuring Schedule Actions for ITV2

Step Action

- 1 Select **Event/Schedule Setup** from the **New** icon on the left side of the panel. The **Event/Schedule Setup** page opens.
- 2 Double click the Device node and use the object selector and select Type as **Schedules**.



- 3 Select the required **Schedule** from the list. You must have created the schedule to select it. Refer to the *victor Unified Client Configuration User Guide* for more information about **Creating Schedule**.

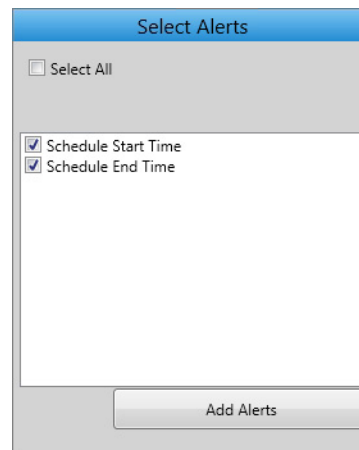


- 4 Selected **Schedule** is displayed in the Device node.

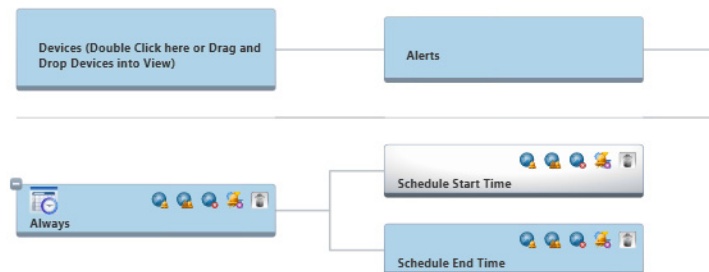


- 5 Select  in Device node to add **Alerts**.

- 6 Select **Schedule Start Time** and **Schedule End Time** check box from the **Select Alert** window.

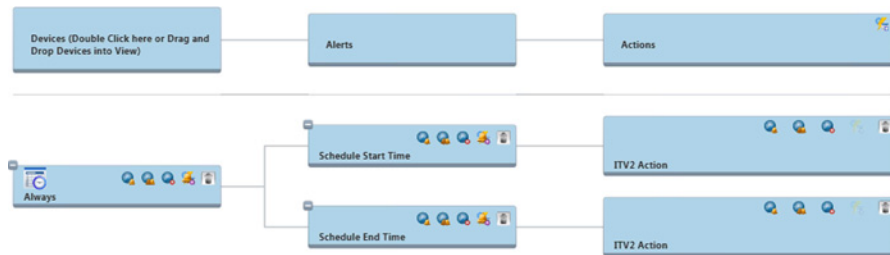


- 7 Click **Add Alerts**. The **Schedule Start Time** and **Schedule End Time** is displayed in the **Alerts** node.



- 8 Select  in the **Alerts** node to add actions.

- 9 Select **ITV2 Action** from the object selector. You should have already created ITV2 Integration Action to select it. See [Configuring ITV2 Actions](#) on page 45.



- 10 Repeat as required.
- 11 Click **Save and Close**.

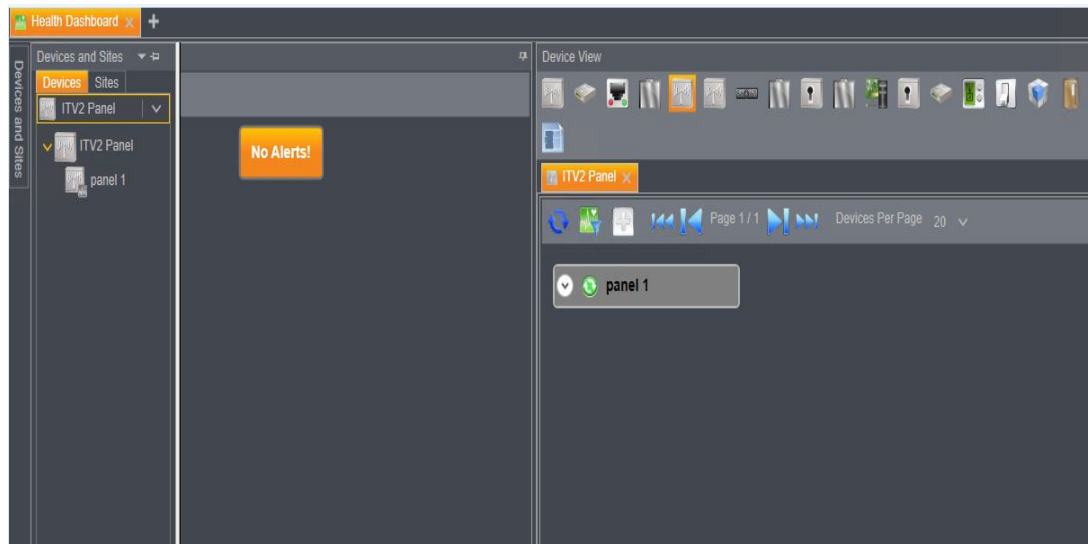
Note

Partitions disabled in the Panel will not update any status in C•CURE 9000.

- End -

Health Dashboard

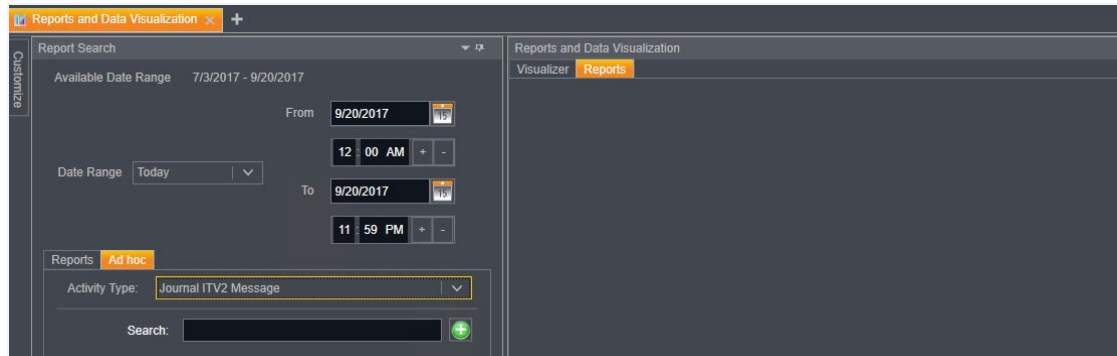
Health status of all ITV2 objects is annunciated in victor's Health Dashboard as follows:



Refer to Health Status for a full list of supported health statuses.

Reports

Gives information of all the ITV2 actions performed during a selected time interval. To view the Reports, click **Reports and data visualization** and then click **New**. Go to the **Ad hoc** tab and select **Journal ITV2 Messages** from the Activity Type drop-down.



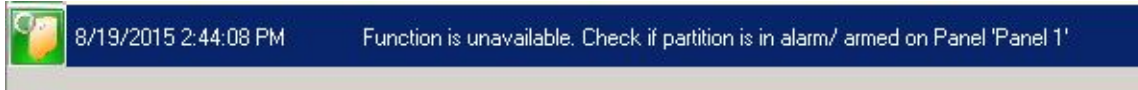
For more information on reporting within victor, refer to the *victor Unified Client Configuration and Administration Guide*.

Dynamics Views

All configured ITV2 Panels, Zones, Areas and Outputs are displayed in victor's object list views (dynamic views), you can right-click an object and perform manual actions on configured objects.

Manual Actions

The following message appears in the monitoring station if any partition is in alarm and armed:



Following manual actions can be performed from within victor client:

Manual Actions
Creating and Applying Template 1. Creating a Template 2. Applying a Template
Synchronizing the Panel 3. Synchronizing from the Panel 4. Synchronizing to the Panel
Manual Actions Performed Using Virtual Keypad 5. Arming the Partition Using Virtual Keypad 6. Disarming the Partition Using Virtual Keypad 7. Bypassing the Zone Using Virtual Keypad 8. Resetting the Zone Using Virtual Keypad 9. Activating the Command Output Using Virtual Keypad 10. Deactivating the Command Output Using Virtual Keypad 11. Viewing Troubles in the Panel Using Virtual Keypad 12. Viewing Alarms in the Panel Using Virtual Keypad
Global Arming or Disarming Partitions in the Panel 13. Performing ITV2 Panel Manual Actions 3.a. Performing Global Away Arm from Panel 3.b. Performing Global Stay Arm from Panel 3.c. Performing Disarm from Panel 5. Enable Open/Close notification 6. Disable Open/Close notification
Arming and Disarm Partitions 14. Arming and Disarming the Partition

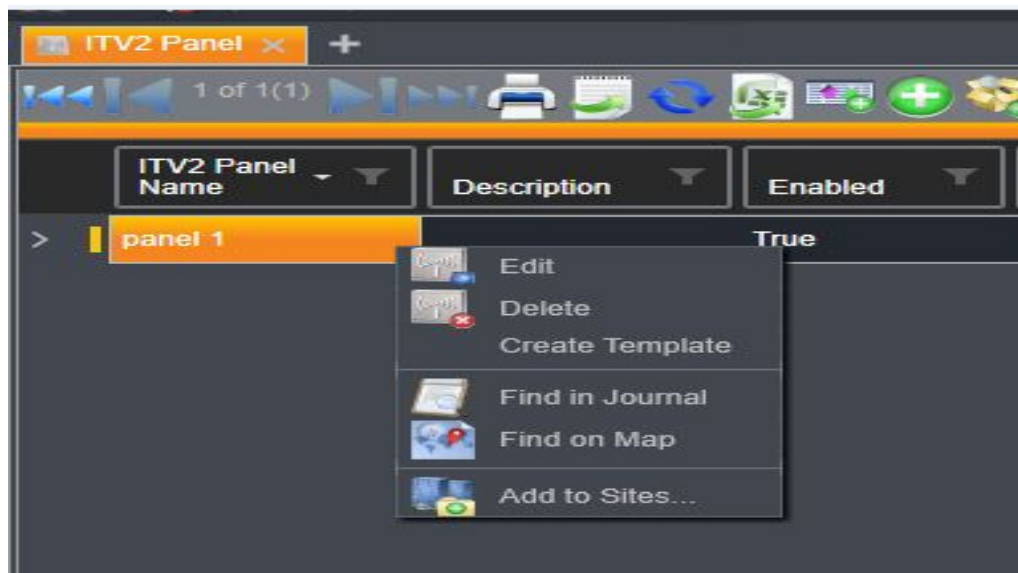
Manual Actions
Performing System Tests in the ITV2 Partition 15. Performing System Test
Bypassing and Resetting Zones 16. Bypassing the Zone 17. Resetting the Zone 18. Enable open/Close status 19. Disable open/Close status
Activating and Deactivating Command Outputs 18. Activating the Command Output 19. Deactivating the Command Output

Creating and Applying Template

Procedure 6-1 Creating a Template

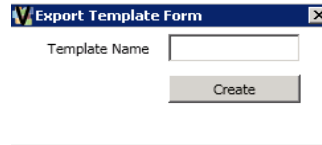
Creating a template saves time because you do not have to re-enter the same information again. Follow the steps to create a template:

Step	Action
1	Select Show All icon, and search for ITV2 Panel and click on it.
2	The ITV2 Panel tab appears. Right-click the ITV2 Panel and select Create Template .



- 3 **Export Template Form** window appears. Enter a template name and click **Create**.

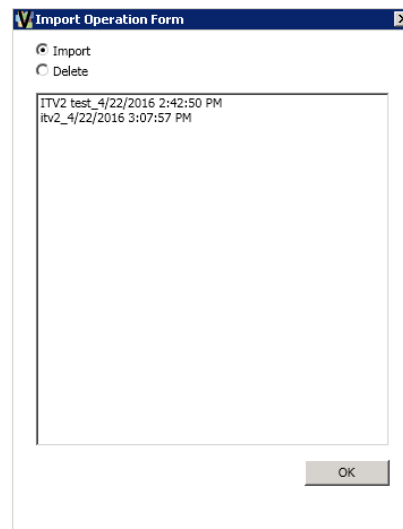
- End -



Procedure 6-2 Applying a Template

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select Show All icon, and search for ITV2 Panel and click on it. |
| 2 | The ITV2 Panel tab appears. Right-click the ITV2 Panel and select Apply Template . |
| 3 | Import Operation window appears. Select Import , select a template and then click OK . |



The configurations are applied to the Panel.

Note

Only if the Personnel exists, the user code and attribute, and the user partition assignment is written to the Panel.

- End -

Synchronizing the Panel

Procedure 6-3 Synchronizing from the Panel

Step	Action
------	--------

- | | |
|----|---|
| 1. | Right -click the panel and select Synchronize from Panel . |
|----|---|

Note

During synchronization, User cannot modify the panel editor.
--

- End -

Procedure 6-4 Synchronizing to the Panel

Step	Action
------	--------

- | | |
|---|---|
| 1 | Open the victor device list in the victor Unified Client application. |
| 2 | Right-click the panel and select Synchronize to Panel . |

- End -

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>” (for example “ping 191.20.4.5”) and verify the connection.
 - Telnet to the command port number and the IP address.
 - Utilize the ‘netstat’ command to find problems in the network.
- Ensure the user is not inside programming mode while the driver is attempting to write to the panel.
- Verify if the ITV2 driver and the server is up and running.
- Verify if the alternate communication is enabled in the DSC NEO Panel by using the section number 382 and option 5 and section 407 and option 7.
- Verify if any faulty hardware is connected to the panel.

- End -

Manual Actions Performed Using Virtual Keypad

ITV2 **Virtual Keypad** allows you to view the list of **Partitions**, **Zones**, **Output**, **Troubles**, and **Alarms** in the DSC NEO Panel. Ensure the panel is online and synchronized prior to accessing the virtual keypad. It is recommended that you open only one **Virtual Keypad** at a time.

The following actions can be completed using the **Virtual Keypad**:

- Arm or Disarm a partition
- Bypass or Reset a Zone
- Activate or Deactivate an output

Procedure 6-5 Arming the Partition Using Virtual Keypad

Ensure that the status of the partition is **Ready**. You cannot arm the partition if the status is **Not Ready** or **Unknown**.

Step	Action
1	Right-click the Panel and select Virtual Keypad .
2	In the Virtual Keypad , click  Partitions . All available Partitions appear.
3	Select the partition that you want to arm. Use the up and down arrow to move up and down.
4	Click  . The status of the partition is updated in the panel and is displayed in the Activity Viewer.
5	Click  to exit.

Note

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

- End -

Procedure 6-6 Disarming the Partition Using Virtual Keypad

Step	Action
1	Right-click the Panel and select Virtual Keypad .
2	In the Virtual Keypad , click  Partitions . All available Partitions appear.
3	Select the partition that you want to disarm. Use the up and down arrow to move up and down.
4	Click  . The status of the partition is updated in the panel and is displayed in the Activity Viewer.
5	Click  to exit.

- End -

Procedure 6-7 Bypassing the Zone Using Virtual Keypad

Step	Action
1	Right-click the Panel and select Virtual Keypad .
2	In the Virtual Keypad , click  Zones . All available Zones are listed.

- 3 Select the zone that you want to bypass. Use the up and down arrow to move up and down.
- 4 Click . The status of the zone is updated in the panel and is displayed in the Activity Viewer.
- 5 Click  to exit.

- End -

Procedure 6-8 Resetting the Zone Using Virtual Keypad

Step	Action
------	--------

- | | |
|---|---|
| 1 | Right-click the Panel and select Virtual Keypad . |
| 2 | In the Virtual Keypad , click  Zones . All available zones appear. |
| 3 | Select the zone that you want to reset. Use the up and down arrow to move up and down. |
| 4 | Click  . The status of the zone is updated in the panel and is displayed in the Activity Viewer . |
| 5 | Click  to exit. |

- End -

Procedure 6-9 Activating the Command Output Using Virtual Keypad

Step	Action
------	--------

- | | |
|---|---|
| 1 | Right-click the Panel and select Virtual Keypad . |
| 2 | In the Virtual Keypad , click  Output . All available command outputs appear. |
| 3 | Select the command output that you want to activate. Use the up and down arrow to move up and down. |
| 4 | Click  . The status of the command output is updated in the panel and is displayed in the Activity Viewer . |
| 5 | Click  to exit. |

- End -

Procedure 6-10 Deactivating the Command Output Using Virtual Keypad

Step	Action
------	--------

- | | |
|---|--|
| 1 | Right-click the Panel and select Virtual Keypad . |
| 2 | In the Virtual Keypad , click  Output . All available command outputs appear. |
| 3 | Select the command output that you want to deactivate. Use the up and down arrow to move up and down. |

- 4 Click . The status of the command output is updated in the panel and is displayed in the **Activity Viewer**.
- 5 Click  to exit.

- End -

Procedure 6-11 Viewing Troubles in the Panel Using Virtual Keypad

Step	Action
------	--------

- 1 Right-click the Panel and select **Virtual Keypad**.
- 2 In the **Virtual Keypad**, click  **Troubles**. All available troubles in the panel appear.
- 3 Click  to exit.

- End -

Procedure 6-12 Viewing Alarms in the Panel Using Virtual Keypad

Step	Action
------	--------

- 1 Right-click the Panel and select **Virtual Keypad**.
- 2 In the **Virtual Keypad**, click  **Alarms**. All available troubles in the panel appear.
- 3 Click  to exit.

Note

Partitions disabled in the panel will not update any status in victor.

- End -

Global Arming and Disarming Partitions in the Panel

You can arm or disarm all the partitions together from the panel. You can perform the following manual actions from the ITV2 Panel:

- **Global Away Arm:** Arms all the Partitions in the panel. This option is used to arm all the sensors associated to a panel.

For example; the motion sensors, doors, and windows associated to a panel will be armed.

- **Global Stay Arm:** Arms only the perimeter of the system in the panel. This option is used to bypass the interior motion sensors and arms only the perimeter associated to a panel.

For example, the doors and windows will be armed bypassing interior sensors.

- **Global Disarm:** Disarms all the partition in a Panel.

Ensure the following, before performing the global arm or disarm actions:

- The ITV2 is Online.
- **Partitions** are ready with no trouble and no alarm.
- **Zones** are closed with no fault, no alarm and no tamper.

Note

You cannot arm a partition when the status of the zones of the partition are in Trouble.

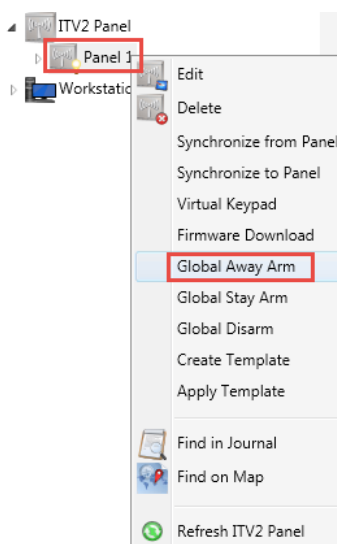
Note

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

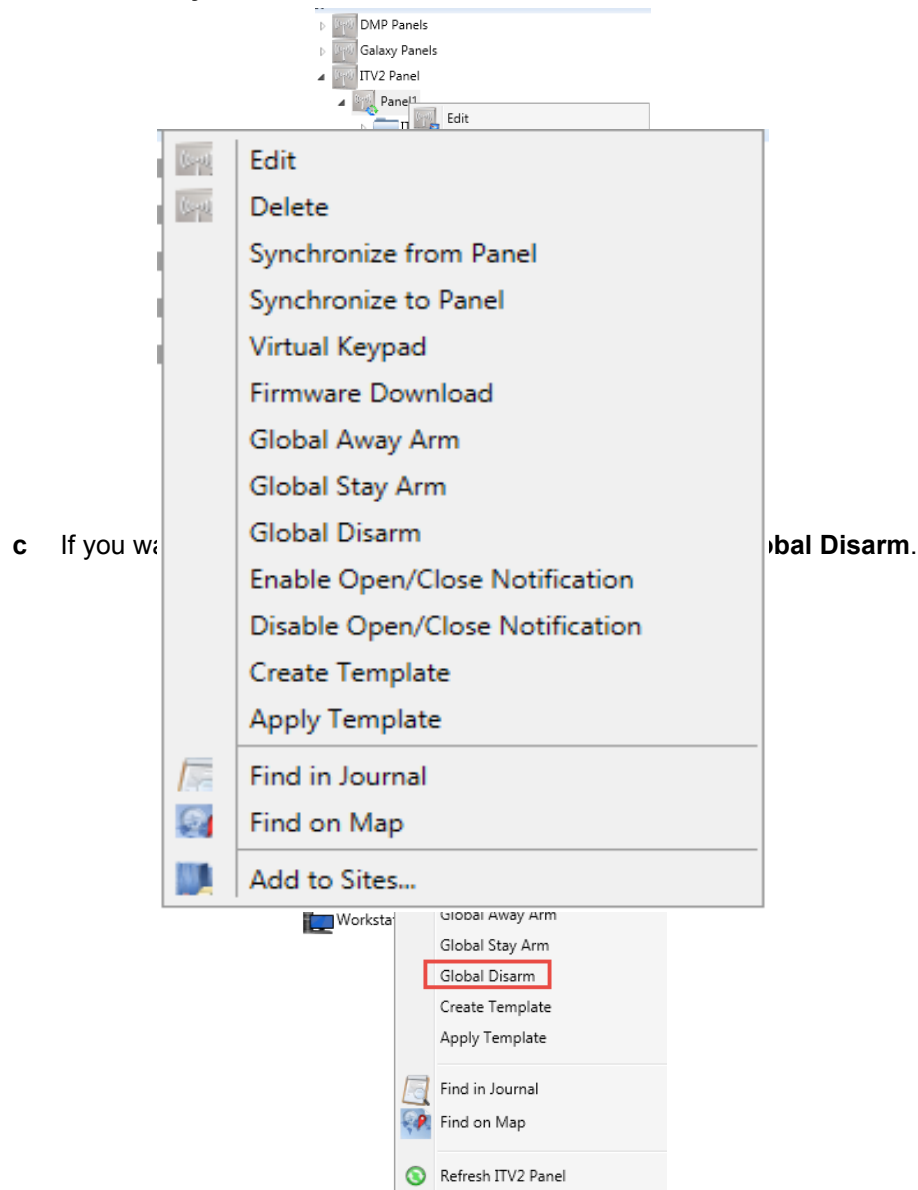
Procedure 6-13 Performing ITV2 Panel Manual Actions

Step	Action
------	--------

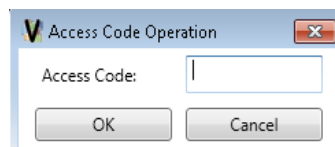
- | | |
|---|---|
| 1 | Right-click the ITV2 Panel you want to perform the manual action. |
| 2 | Choose one of the manual actions: <ul style="list-style-type: none">a If you want to arm all the partitions in the panel select Global Away Arm. |



- b If you want to arm all the partitions, except for the interior sensors in the panel, select **Global Stay Arm**.



- 3 The **Access Code Operations** dialog box appears. Enter the **Access Code** and click **OK**.



The status of the Partition in the Panel changes to the manual action performed.

- 4 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.

- 5 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.

- End -

Arming and Disarming Partitions

You can arm and disarm individual partitions from the ITV2 **Partition**.

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

Table 6-1, “Arm Types for ITV2,” on page 61 lists all the available arm types:

Table 6-1 Arm Types for ITV2

Arm Type	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. If this option is enabled, all motion sensors are disabled 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. If this option is enabled, all motion sensors are disabled 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. If this option is enabled, all motion sensors are disabled 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.

Note

You cannot arm the **Partition** when the **Zones** of the **Partition** are in trouble. For instance, if you arm a partition and do not receive any notification of the arms status, then there may be a zone associated with that partition that is in trouble.

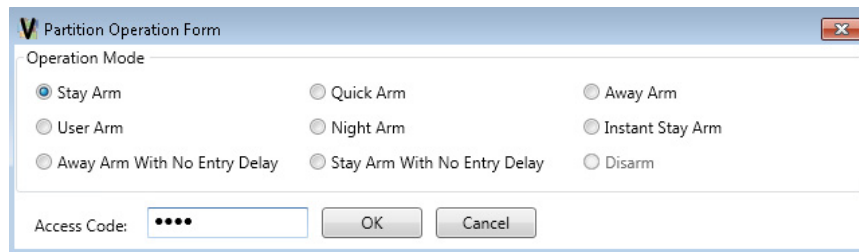
Ensure the following, before performing the manual actions:

- The ITV2 is Online.
- The ITV2 has Synchronized successfully.
- The **Partition** is in the Ready status to be armed.

Procedure 6-14 Arming and Disarming Partitions:

- 1 Right-click the partition and select **Arm/Disarm**.

- 2 The **Partition Operation Form** window opens, select an **Operation Mode**, enter the **Access Code** and then click **OK**:



Access Code is mandatory for **User Arm**, **Away Arm with No Entry Delay**, and **Stay Arm With No Entry Delay**.

- For **Arm**, the status is changed to **Armed** and if there is any alarm in the partition, the beep is silenced in the partition.
- For **Disarm** the status is changed to **Disarmed**.

Note

- For reporting purposes, arming without a user **Access Code** will be displayed as **Special User**.
- The Partition should not be in alarm or armed state.
- **Stay Arm**, **Quick Arm**, **Night Arm**, **Instant Stay Arm**, and **Away Arm** do not 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.
- **Access Code** is mandatory for **User Arm**, **Away Arm with No Entry Delay**, and **Stay Arm with No Entry Delay**.

- End -

Performing System Tests in the ITV2 Partition

System tests are performed to ensure that the system is functioning as intended.

The **System Test** option tests the following:

- **System Bell Output**
- **Keypad lights**
- **Panel standby battery**

Ensure the ITV2 is online before performing the manual actions.

Procedure 6-15 Performing System Test

- 1 Right-click the Partition object and then click **System Test**.
- 2 Enter the **Access Code** and click **OK**.

During the System Test all keypad sounders and sirens are activated for two seconds. All keypad lights are turned ON, and the **Ready**, **Armed**, and **Trouble** LEDs flash.

- End -

Bypassing and Resetting Zones

You can bypass and reset **Zones** directly from the victor **Device List**.

Procedure 6-16 Bypassing the Zone

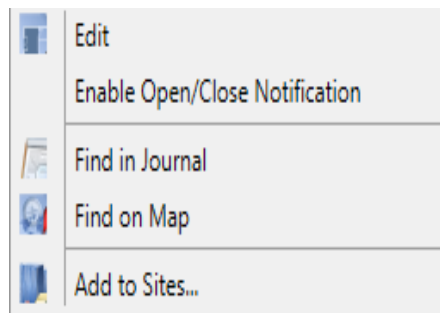
Step	Action
1	Right-click the zone object and select Bypass .
2	The selected Zone is bypassed and the status changes to Bypassed .
- End -	

Procedure 6-17 Resetting the Zone

Step	Action
1	Right-click the zone object and select Reset .
2	Enable open/Close status • Right click on the Zone Context Menu and select Enable Open/Close notification from the context menu. • This will start the Zone Status notification.

Note

User can select multiple panels and do the above action.

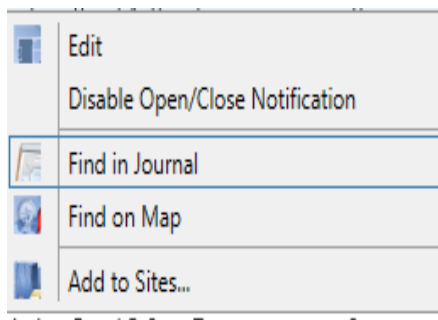


- | | |
|---|--|
| 3 | Disable open/Close status <ul style="list-style-type: none"> • Right click on the Zone context menu and select Disable Open/Close notification from the context menu. • This will stop the zone status notification. |
|---|--|

Note

User can select multiple panels and do the above action.

4



5 The selected zone is reset and the status changes to **Not Bypassed**.

Note

Bypassing or Resetting of zones does not work if a Partition is in Arm or Alarm state on the Panel.

- End -

Activating and Deactivating Command Outputs

Command outputs are activated and deactivated directly from the victor **Device List**.

Procedure 6-18 Activating the Command Output

Step	Action
------	--------

- | | |
|---|---|
| 1 | Right-click the command output object and select Activate Command Output . |
| 2 | Enter the Access Code and click OK . The selected command output is active and the status changes to Active . |
-

- End -

Procedure 6-19 Deactivating the Command Output

Step	Action
------	--------

- | | |
|---|--|
| 1 | Right-click the command output object and select Deactivate Command Output . |
| 2 | Enter the Access Code and click OK . The selected command output is deactivated and the status changes to Inactive . |
-

- End -

Downloading Panel Firmware

Ensure the following before you download the firmware:

- The Panel is online and synchronized.
- Panel is not armed.
- No AC trouble is present.
- No low battery trouble is present.
- No FTC trouble is present.
- Every alarm in memory has been viewed.
- No events are being communicated.

Procedure 6-20 Downloading Panel Firmware

Step	Action
1	Right-click the Panel and select Firmware Download .
2	Enter the User Name and Password . On successful login, victor interacts with the TFTP API. TFTP API checks for the latest firmware version in the TFTP server. If the latest firmware is available, a firmware download begins from the TFTP server to the DSC NEO Panel. It will take approximately one hour to complete the Firmware download.
Note Contact DSC support team for valid login credentials.	
3	After the Firmware is downloaded, a Firmware Update Available message is displayed in the Panel LCD screen.
4	Accept the firmware update by performing the following commands in the Panel: i. Press [*] [6]. ii. Enter the Access Code. iii. Scroll and select the Authorize Update option.

Note

- 1 Do not stop the driver while firmware download is in progress.
- 2 If the firmware download fails or you do not see any status, try to access the TFTP server. If you are not able to access the server, contact the DSC support team.
- 3 If the **User Name** and **Password** are not correct, contact the DSC support team.
- 4 Ensure the configuration file points to the Production TFTP server.
- 5 After upgrading to the latest version of the firmware, you must synchronize from the Panel.
- 6 After a successful firmware download, it takes about 30 minutes to update the status.
- 7 If the firmware download fails, it takes around 60 to 90 minutes to update the status.
- 8 Verify section [851] sub-section [664] post-upgrade. The value should be 3.

Troubleshooting

Problem: Panel does not come online and cannot establish connection.

Solution:

- 1 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.
- 2 Verify if the **CrossFire Service**, server and ITV2 driver are up and running.
- 3 Verify if **Panel Account Number**, **Alarm Port**, **Access Code**, **Installer Code**, **Encryption Key**, and **Host IP** address is provided correctly.
- 4 Verify the configuration in the DSC NEO Panel hardware.

Problem: Synchronization has stopped or failed.

Solution:

- 1 Verify if the ITV2 driver and the server is up and running.
- 2 Verify if the alternate communication is enabled in the ITV2 Panel.
- 3 Verify using the section number 382 and option 5 and Section 401 and option 7.
- 4 Verify if any faulty hardware is connected to the Panel.

Problem: Unable to bypass a zone.

Solution:

Check if the Bypass attribute is enabled in the ITV2 Zone - Attribute Tab.

Problem: Exported .csv file does not have 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 cannot be viewed from CCURE client.

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 C•CURE and user access code in the Panel is equal.

Problem: Personnel PIN and User access code are different.

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 C•CURE that is in use. C•CURE 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.

Appendix A: Alert Types

The **Event Configuration** editor is used to configure **Alerts** for ITV2 objects. The following tables detail the supported **Alert Types** supported for ITV2 Objects within victor:

Table 7-1 Alert Types for ITV2 Panels

Panel Alert Type	Value
Online Status	• Online • Offline • Disabled • Unknown
Synchronization Status	• Synchronizing • Synchronized • Synchronization Failed
Firmware Download Status	• Not Started • Initiate • Downloading • File Lost • Timeout • Success • Failure • Aborted • Send SMS Fail • Legacy Success • Retire

System Trouble	• Fire Trouble • AC Loss • Configuration Trouble • Module Battery Charger Trouble • Module Battery Missing Trouble • Module Low Battery Trouble • Module Supervisory Trouble • Module Bus Low Voltage • Module Aux Trouble • Ground Fault • Module Tamper • Output Fault • Device Delinquency • Density Low Sensitivity • Device Internal Fault • Service Request Trouble • Time Date Trouble • System Trouble • Device Tamper • Normal • Carbon Monoxide Trouble • Device Fault
Communication Trouble	• Communication Trouble • Fail to Communicate • Ethernet Trouble • GSM Trouble • Printer Offline • Telephone Line Monitoring Trouble • GSIP Receiving Trouble • SIM Lock Trouble • All Receiver Not Available Status • All Receiver Supervision Trouble
Sensor Trouble	• RF Jam Trouble • RF transmitter Low Battery
Relay Trouble	• Bell Trouble • Normal

Table 7-2 Alert Types for ITV2 Partitions

Partition Alert Type	Value
Armed State	• Away Armed with No Entry Delay • Away Armed • Disarmed • Night Armed • Night Armed with No Entry Delay • Quick Armed • Stay Armed' • Stay Armed with No Entry Delay • User Armed • Unknown
Ready State	• Ready • Not Ready • Unknown
Alarm in Memory State	• Alarms in Memory • No Alarms in Memory • Unknown
Alarm State	• Alarm • Normal • Unknown
Trouble State	• Troubles Present • No Trouble Present • Unknown
Zone Bypassed State	• Zone Bypassed • No Zone Bypassed • Unknown

Table 7-3 Alert Types for ITV2 Zones

Partition Alert Type	Value
Bypass State	• Bypassed • Not Bypassed • Unknown
Fault State	• Fault • No Fault • Unknown
Open Close State	• Open • Close • Unknown

Tamper State	• Tamper • Not in Tamper • Unknown
Alarm State	• Alarm • Alarm Restore • Unknown

Appendix B: Health Status

Supported Health status annunciations for each ITV2 object type are as follows:

Table 7-4 Health status for ITV2 Panels

Panel Status	Health Status
• Online • Disabled • Synchronizing • Synchronized • Start Synchronization	Normal
• Offline • Synchronization Failed	Device Alert
Unknown	Unknown

Table 7-5 Health status for ITV2 Partitions

Partition Status	Health Status
• Arm/Disarm • No Alarm in Memory • No Alarm • Ready • No Trouble • No Zone Bypassed	Normal
• Alarm in Memory • Alarm • Not Ready • Trouble • Zone Bypassed	Device Alert
Unknown	Unknown

Table 7-6 Health status for ITV2 Zones

Zone Status	Value
• No Fault • Reset • No Tamper • Alarm Restore • Close	Normal
• Bypass • Fault • Tamper • Alarm • Open	Device Alert

Table 7-7 Health status for ITV2 Outputs

Output Status	Value
• Active • Inactive	Normal