



American Dynamics

From Tyco Security Products

victor ITV2 (DSC PowerSeries Neo) Integration User Guide

Notice

The information in this manual was current when published. The manufacturer reserves the right to revise and improve its products. All specifications are therefore subject to change without notice.

Copyright

Under copyright laws, the contents of this manual may not be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form, in whole or in part, without prior written consent of Tyco Security Products. © 2016 Tyco Security Products. All Rights Reserved.

American Dynamics
6600 Congress Avenue
Boca Raton, FL 33487 U.S.A.

Customer Service

Thank you for using American Dynamics products. We support our products through an extensive worldwide network of dealers. The dealer through whom you originally purchased this product is your point of contact if you need service or support. Our dealers are empowered to provide the very best in customer service and support. Dealers should contact American Dynamics at (800) 507-6268 or (561) 912-6259 or on the Web at www.americandynamics.net.

Trademarks

Windows® is a registered trademark of Microsoft Corporation. PS/2® is a registered trademark of International Business Machines Corporation.

The trademarks, logos, and service marks displayed on this document are registered in the United States [or other countries]. Any misuse of the trademarks is strictly prohibited and Tyco Security Products will aggressively enforce its intellectual property rights to the fullest extent of the law, including pursuit of criminal prosecution wherever necessary. All trademarks not owned by Tyco Security Products are the property of their respective owners, and are used with permission or allowed under applicable laws.

Product offerings and specifications are subject to change without notice. Actual products may vary from photos. Not all products include all features. Availability varies by region; contact your sales representative.

Introduction

ITV2 Overview	1
Product Components	1
Features	3

Installation

Minimum Requirements	5
Hardware	5
Software	5
Operating Systems	5
Installation	6
Before you begin	6

Administration

General Hardware information	9
victor integration information	9
Roles	9
Associations	9
Reports	9
Events	9
Maps	9
Configuring DSC Neo Panel Hardware using Keypad	10
Basic ITV2 Configuration	10
Adding ITV2 Panels	24
Editing ITV2 Panels	30
View/Edit ITV2 Partitions	32
View/Edit ITV2 Zones	37
View/Edit ITV2 Outputs	39
Configure Alarm Filter	40
Configuring ITV2 Actions	41
Configuring ITV2 Alerts	42

Operation

Health Dashboard	47
Reports	47
Dynamics Views	48
Manual Actions	48
Apply Template	48
Panel Synchronization	48
Firmware download	49
Virtual Keypad	50

Global Arm/Disarm Partitions in the Panel	54
Arm/Disarm Partitions	56
Performing System Test in ITV2 Partition.	57
Bypass/Reset Zones.	58
Activate/Deactivate Command Outputs	58

Introduction

ITV2 Overview

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

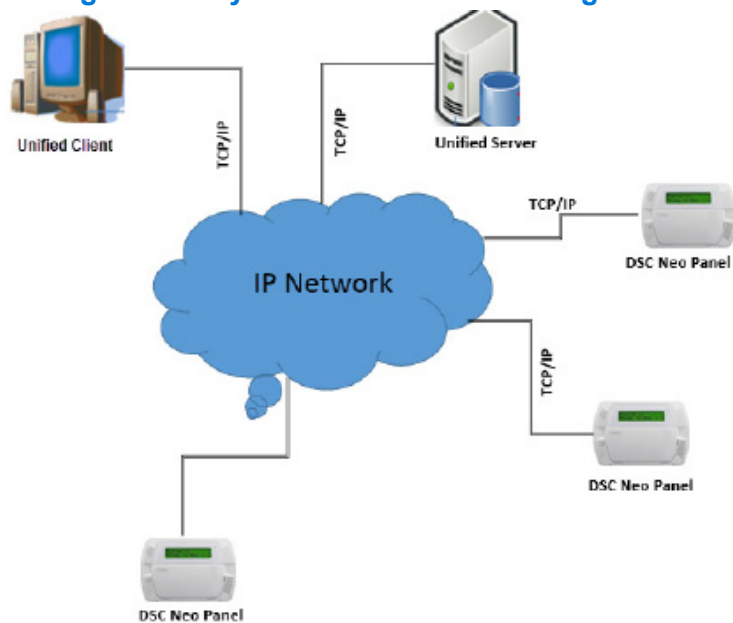
This document provides information regarding the ITV2 Integration from within the victor environment. All the features/functionality explained are with respect to the victor platform.

Product Components

- The victor Unified Client application is configured with ITV2 objects.
- **ITV2 Objects:** Physical or logical ITV2 entities within the victor environment
The following are the ITV2 objects:
- **Panels:** Panel refers to the DSC PowerSeries Neo Panel Hardware which is connected to one or more keypads, various sensors and detectors.
- DSC PowerSeries NEO Panel functions in the victor Unified Client platform as part of the ITV2 protocol.
- **Partition:** ITV2 Partition refers to a area defined in the panel. ITV2 supports a maximum of 8 partitions.
- **Zone:** ITV2 Zone refers to the physical interface or sensors in the DSC PowerSeries Neo Panel hardware. ITV2 supports a maximum of 128 including maximum of 32 virtual zones.
- **Output:** The Output object associates an event or input to a relay on the ITV2 Panel. ITV2 supports a maximum of 164 outputs.
- **Users:** ITV2 supports a maximum of 95 users.
- **Virtual Zone:** Virtual Zone is used by the third party hardware devices to report alarms to a central monitoring station using DSC Neo panels. ITV2 supports a maximum of 32 virtual zones.
- **ITV2 Server Component:** The heart of the integration, facilitates and maintains communication with the ITV2 devices and auto-creates partitions, zones, outputs and virtual zones based on the panel capabilities.

All the relevant ITV2 object editors are available from victor's intrusion ribbon bar after the driver installation.

Figure 3-1 System Overview: IP Configuration



Features

The objective of the ITV2 Integration is to provide a standard, single interface between ITV2 devices and American Dynamics' victor Unified Video Management product.

ITV2 Integration supports:

- DSC PowerSeries Neo Panels.
- TCP/IP communication from the panel.
- Synchronization from the panel for the following objects:
 - **Partition.**
 - **Zones.**
 - **Output.**
 - **Virtual Zones.**
- Synchronization to the panel for the following objects:
 - **Partition.**
 - **Zones.**
 - **Output.**
- The following actions to control the ITV2 objects:
 - **Partition: Arm or Disarm.**
 - **Zone: Bypass or Reset.**
 - **Output: Activate or Deactivate.**
- Firmware download from the panel.
- 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.**

Installation

Installation

The ITV2 installer must be installed on both the **victor Site Manager** and all **victor Unified Client** machines.

Before you begin

- You must have appropriate Windows permissions.
- You must have membership in the local Administrators group, or equivalent privileges.
- You must have installed unified Application and licensed with the following:
 - Unified Application Server
 - ITV2

Minimum Requirements

Hardware

DSC PowerSeries NEO Panel has the same hardware requirements as victor Unified Client and victor Site Manager. If the machine can successfully run victor then it will satisfy DSC PowerSeries NEO Panel requirements.

Procedure 4-1 Installing ITV2 to victor

All services are stopped during installation and

Step	Action
1	Close any currently running programs.
2	Download the appropriate version of the ITV2 Software Driver for your version of victor.
3	Launch the ITV2 Software Driver. The Welcome to ITV2 Intrusion Integration window displays.
4	Select Next .

- 5 Read the The End User License Agreement **EULA** and select the **I accept the terms in the license agreement** button, then select **Next**.
- 6 Select **Install**. The program begins to install, this may take several minutes. Once complete, the InstallShield Wizard Complete window displays.
- 7 Select **Finish**. After installation, a new group called **Intrusion** is available on the **Setup** tab.
- 8 Restart the system after all installation.
- 9 Restart services on **victor Site Manager** that may have been stopped during installation.

ITV2 Configuration File

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

Note

Restart the driver after changing the configuration file.

Auto Synchronization

The default value is FALSE, which means that the panel will not start synchronizing after coming online with C•CURE 9000, except for displaying the trouble status and pushing time-date into the panel. If it is TRUE then the synchronizing will start immediately after the panel comes online.

Comm and Timeout

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

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 up to a maximum of 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 the 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 the 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.

Firmware 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,

`SP.Enterprise.Server.ConcurrentQueueProcessor.dll.config`, is located 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.

Procedure 4-2 Configuring the Server Services

Step	Action
1	Right-click the Server Configuration Application , and select Run as administrator :
2	Restart the CrossFire Services : On the Services tab: <ol style="list-style-type: none"> Click Stop Service for the CrossFire Framework Services and wait for all services to show Status: Stopped Click Start Service for the CrossFire Framework Services and wait for it to show Status: Running Click Start Service for the CrossFire Server Component Framework Services and wait for it and others to show Status: Running On the Server Components tab: Click Start Service for the DSC Driver Service and wait for it to show Status: Running.

Procedure 4-3 Uninstall ITV2

Step	Action
1	Close any running programs.
2	Open the Windows Control Panel and select Programs and Features .
3	Right-click ITV2 and select 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 DSC 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 .
<hr/> - End - <hr/>	

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>.

Configuring DSC PowerSeries Neo Panel Hardware using the Keypad

This section provides instructions to perform basic configurations for the DSC Neo Panel to communicate with the Unified server.

The ITV2 Integration supports DSC Neo Panels.

- The ITV2 supports the following firmware versions:
 - Keypad V01.10.01.52
 - Communicator V04.11.04.31
 - Panel V01.12.01.13

Note

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

Basic DSC Neo Panel Hardware Configuration

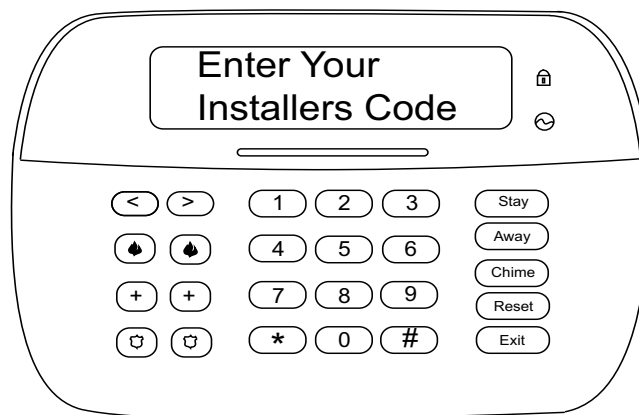
The following are the basic Configurations in the DSC Neo Panel Hardware to connect to victor.

- Enable alternate Communicator. “Enabling the Alternate Communicator” on page 10.
- Setting up the Communicator. “Configuring the Communicator” on page 12.
- Configuring the panel in victor Unified Client. “Right-click the object you want information about and then click Edit.” on page 21.

Procedure 5-1 Enabling the Alternate Communicator

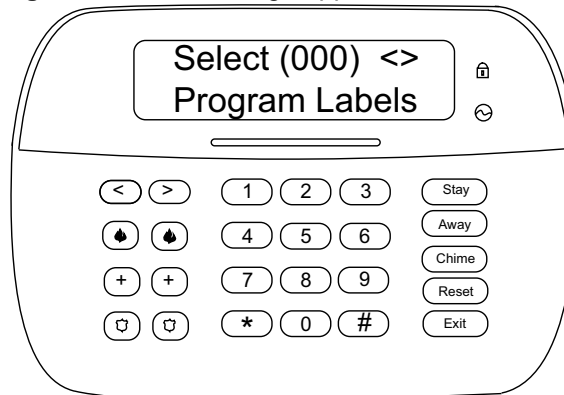
Step	Action
------	--------

- | | |
|---|--|
| 1 | Using DSC PowerSeries Neo Panel Keypad, press [*] [8].
Enter Your Installers Code message appears on the keypad, as shown in the following figure: |
|---|--|



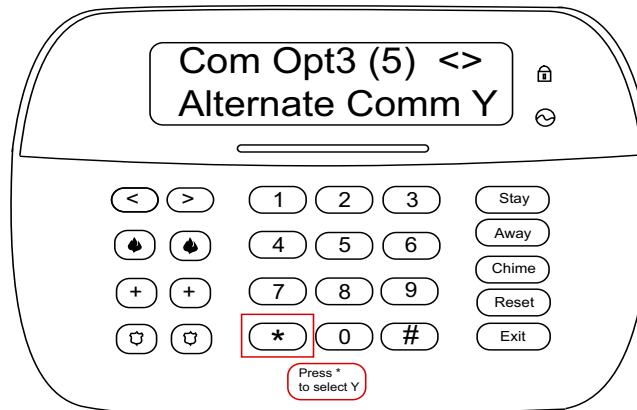
- | | |
|---|--|
| 2 | Enter the Installer Code using the keypad. The default Installer code is 5555 . |
|---|--|

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



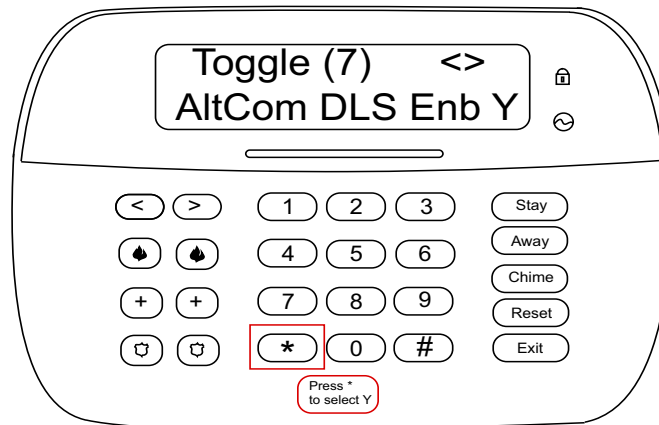
- 3 Press [382] using the keypad.
- 4 Use the (>) to scroll to subsection [5].

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



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

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



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

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

- 11** Press > to save the modified value.

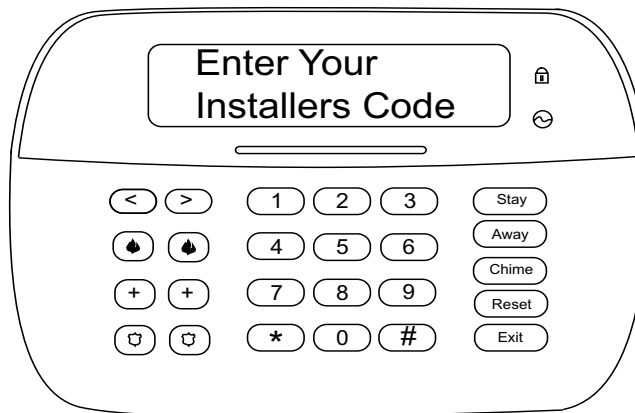
- 12** Press # to exist the subsection and section.

- End -

Procedure 5-2 Configuring the Communicator

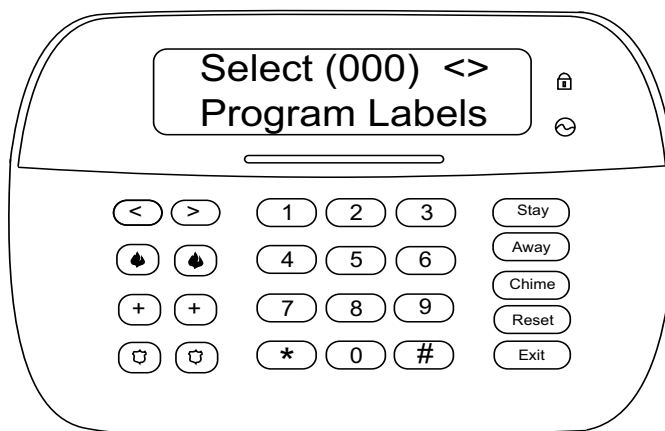
Step	Action
------	--------

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



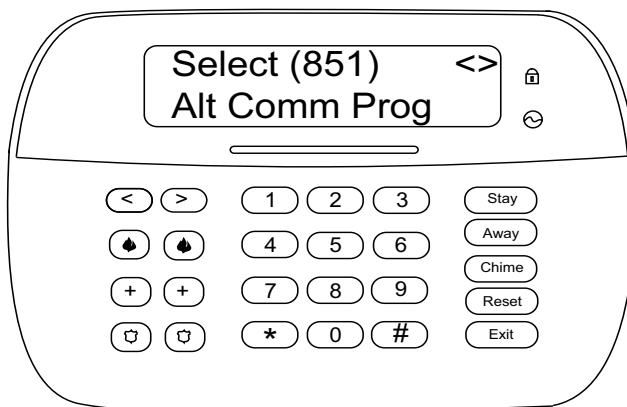
- 2** Enter the Installer Code. Default Installer code is **5555**.

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

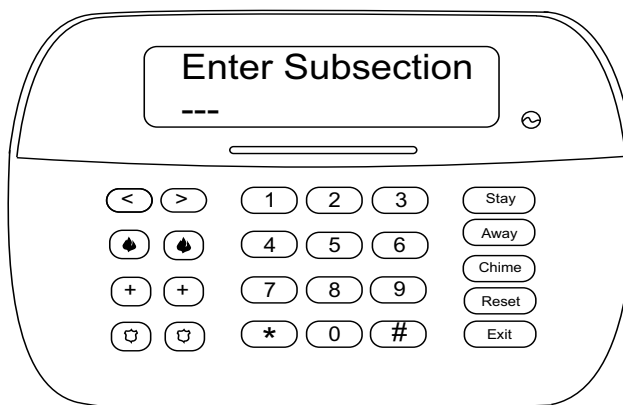


3 Press [851]

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)

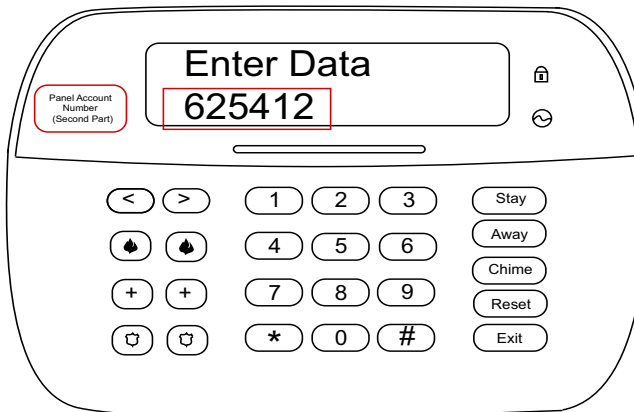
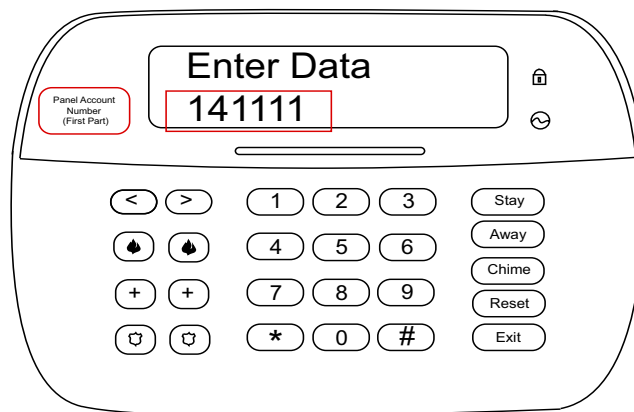
The Panel account number is the local panel encryption key of the panel. The first 8 digits of this code are used as a Remote Encryption Key in the integration.


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

To view the Panel account number, continue from Step 4 of “Configuring the Communicator” on page 12. and perform the following procedure.

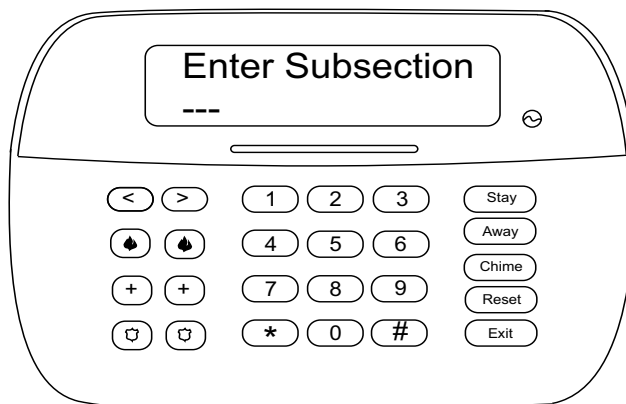
Step	Action
------	--------

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

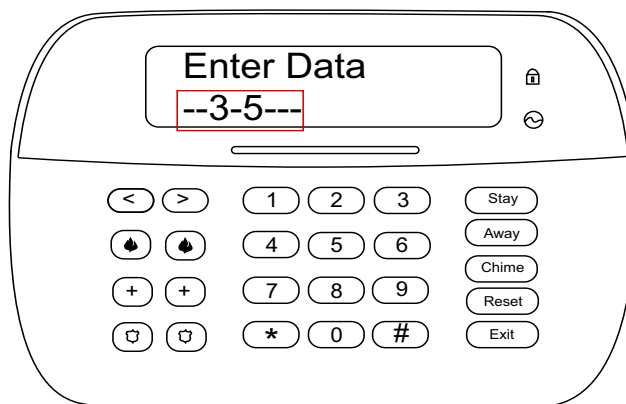


- End -

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

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

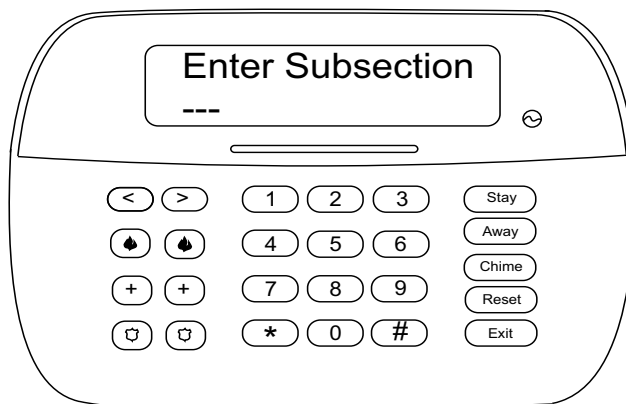
- | | |
|---|--|
| 1 | Press subsection [663] . |
| 2 | Verify if bit 3 and 5 are enabled. Options 3 and 5 need to be enabled for DSC PowerSeries Panel over Ethernet. |



- | | |
|---|---|
| 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**.

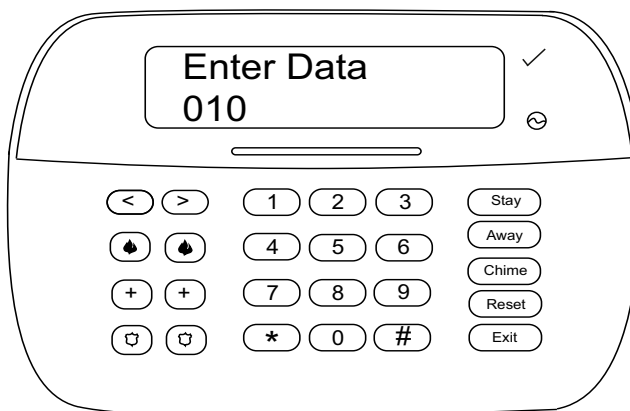
- 4 Press **#** to exit the subsection.



- End -

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

- 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.

Configuring the Port Number (subsection 694)

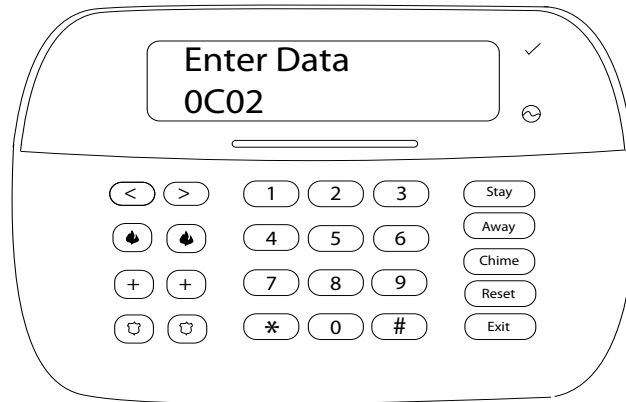
This is the port used as the alarm port for ITV2 Integration. The port number starts from 3072 equivalent to 00C0 in hexadecimal value.

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

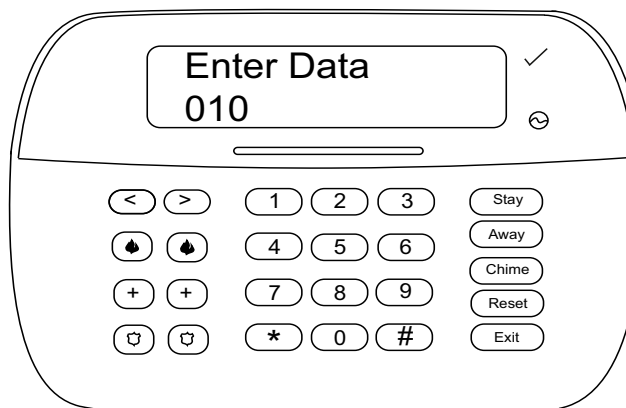


- 3 Press **#** to exit subsection.

Configuring the Panel IP Address (subsection 001)

Step Action

- 1 Press subsection [001].
- 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.



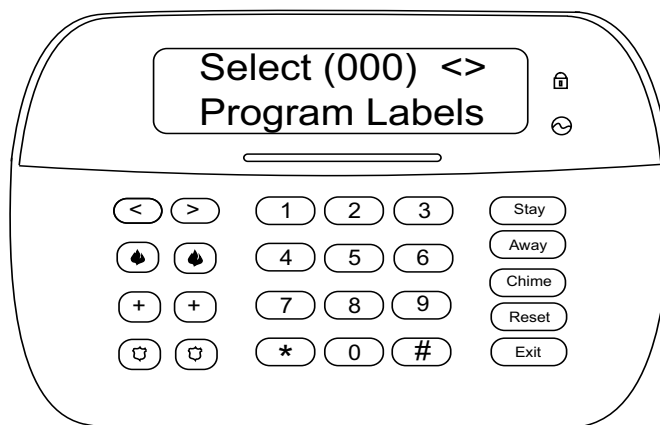
- 3 Press **#** to exit subsection.

Note

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

- 4 Enter the installer code using the keypad. Default installer code is 5555.

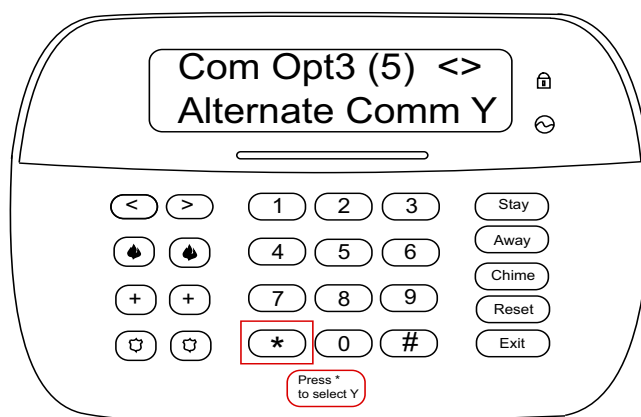
Select <000> Program Labels message is displayed, as shown in the following figure.



5 Press [382] using the keypad.

6 Use the (>) to scroll to subsection [5].

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



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

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

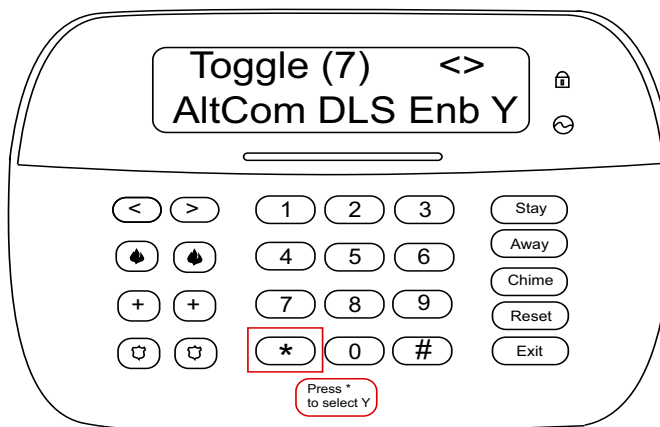
8 Press (>) to save the modified value.

9 Press (#) to exit subsection.

10 Press [401] using the keypad.

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

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



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

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

- 13** Press **>** to save the modified value.


- 14** Press **#** to exit subsection and section.

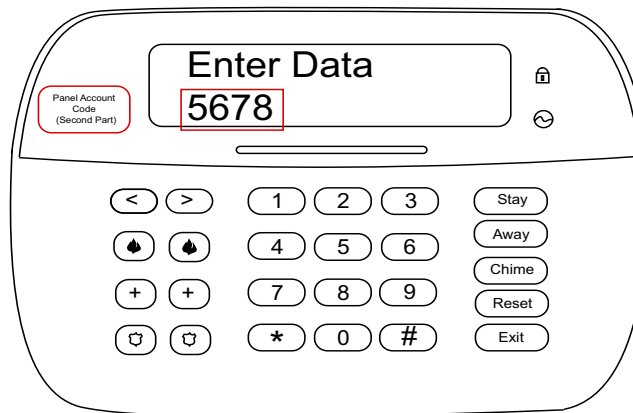
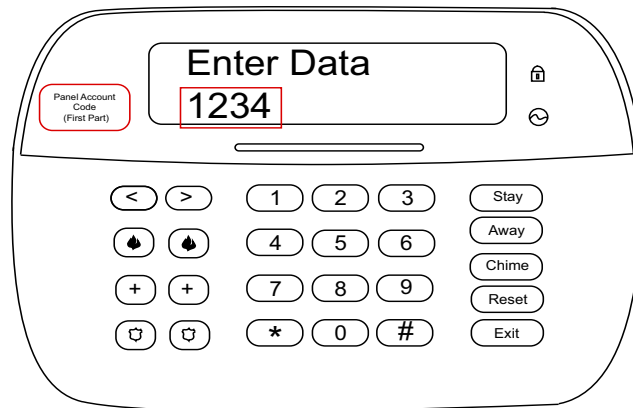
Viewing the Remote Panel Account Code (subsection 652)


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
------	--------

- | | |
|----------|--|
| 1 | Enter the subsection [652] using the keypad. |
|----------|--|

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



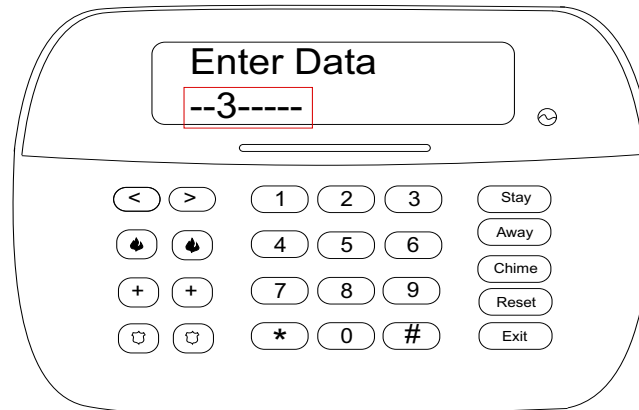
- 3 Press  to exit the subsection.

Enabling TCP Communication (subsection 664)

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

- | | |
|---|-------------------------|
| 1 | Press subsection [664]. |
|---|-------------------------|

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



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

General Hardware Information

Detailed hardware information is available for all configured ITV2 Integration devices within victor.

Procedure 5-6 Accessing detailed hardware information

- 1 On the **Setup** tab, select the relevant ITV2 object.
- 2 Select **Show All**.
- 3 Right-click the object you want information about and then click **Edit**.

Adding ITV2 Panels

Before adding **Partitions** and **Zone**, you should configure new DSC PowerSeries NEO Panels using the **ITV2 Panel** editor.

Procedure 5-7 Adding New ITV2 Panels

Step	Action
1	Select Intrusion from the Setup tab.
2	Select ITV2 from the drop-down list.
3	Select New .
4	Edit the fields of the ITV2 Panel.
5	Click Save and Close .

Fields of the ITV2 Panel Editor


General Section

Property	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	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	(Mandatory) Select the type of panel. The available options are: <ul style="list-style-type: none">• Neo (default)• None
Panel account number	(Mandatory) 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 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 PowerSeries Neo Panel Hardware using the Keypad” on page 9.

Access code	<p>(Mandatory)</p> <p>Enter the access code.</p> <p>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, System Level tasks.</p> <p>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 9.</p> <p>The Access code should be four characters long and numeric only.</p> <p>By default the Access Code is 1234.</p> <p>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.</p>
Connection Type	<p>(Mandatory)</p> <p>The connection type used to select the mode of communication. By default, the connection type is TCP.</p>
Host IP Address	<p>Enter the TCP/IP address of the unified server.</p> <p>The IP address should be in the IPv4 format. For example, 191.2.3.4</p> <p>The IP address provided should be unique across panels, else an error message is displayed.</p>
Alarm Port	<p>Enter the port number used for communication.</p> <p>The Alarm Port is used for communication between the Unified server and the DSC Neo panel.</p> <p>The port number can be in the range of 1 to 5 digits.</p> <p>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.</p>
Installer Code	<p>Enter the Installer code of the panel, which is assigned and provided with the Panel hardware.</p> <p>The Installer Code is used to authenticate the panel configuration tasks performed in the programing mode.</p> <p>You can modify the Installer code in the panel using keypad only.</p> <p>For more information on how to modify the installer code, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9.</p>

Encryption	<p>Select the check box to enable the encryption.</p> <p>Encryption key is used to authenticate the handshake between ITV2 and unified server.</p> <p>Encryption key is assigned and provided with the DSC PowerSeries NEO Panel hardware.</p> <p>You can modify the encryption key in the panel using the keypad.</p> <p>For more information on how to modify the encryption key, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9</p>
Local Encryption Key	<p>This field is enabled only if the Encryption check box is enabled.</p> <p>Enter the local encryption key.</p> <p>The local encryption key is 8 characters code, which is configured in the DSC PowerSeries NEO Panel.</p> <p>Enter the eight character code four times.</p> <p>You can modify the Local encryption key in the panel using the keypad.</p> <p>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 9</p>
Remote Encryption Key	<p>This field is enabled only if the Encryption check box is enabled.</p> <p>Enter the remote encryption key.</p> <p>The remote encryption key is the first 8 digit of the Panel Account number.</p> <p>Enter the first eight digit of the account number four times.</p> <p>For example, if the account code is 123456789012, you have to enter the first eight digit (12345678) four times.</p> <p>To view the account number, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9</p>
Time Zone	<p>Click  to display the Object Selector. Select a time zone from the Object Selector window and Click OK. The panel will be perform synchronization based on the selected time zone.</p>

Note

Verify Installer Code and 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].

Late to Open Control Section

Property	Description
Late to Open Control	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	<ul style="list-style-type: none"> • Device software version • Protocol Version • Last Synced time • Max Zones • Max Users • Max Partitions • Max Outputs


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
Virtual Zone 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.
Zone 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.

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:
 - The **Partition** is not in an **Alarm** or **Armed** state.
 - That the keypad is not in programming mode.
- Perform **Save and Close** after every **Write Assignment** operation.
- If after performing a **Write Assignment** operation the message **Function unavailable/Panel is busy** appears, perform **Sync to Panel**. This ensures 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.

- End -

Editing ITV2 Panels

Procedure 5-8 Editing ITV2 Panels

Step	Action
1	Select ITV2 Panel from the Setup tab.
2	Select New from the drop-down list.
3	Select Show All .
4	Right-click the panel you want to edit.
5	Select Edit and make the required edits.
6	Click Save and Close .

Fields of the ITV2 Panel Editor


General Section

Property	Description
Name	<p>Enter a unique name to identify the ITV2 Panel.</p> <p>The name of the panel can be alphanumeric and up to 100 characters long.</p> <p>Ensure that the name is unique, else an error message is displayed.</p>
Description	Enter a description for the panel.
Enabled	<p>Select the check box to establish the communication between the victor and the ITV2 Panel.</p> <p>If the Panel is disabled, the communication between victor and the Panel is disabled.</p>

Configuration Section

Property	Description
Panel Type	<p>Select the type of panel.</p> <p>The available options are:</p> <ul style="list-style-type: none"> • Neo (default) • None
Panel account number	<p>Enter the assigned account number of the ITV2 Panel.</p> <p>Panel account number is unique to a panel and provided with the DSC Neo Panel hardware.</p> <p>The account number should be 12 characters and numeric only, else an error message is displayed.</p> <p>For more information on how to view the Panel account number, see “Configuring DSC PowerSeries Neo Panel Hardware using the Keypad” on page 9.</p>
Access code	<p>Enter the access code.</p> <p>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, System Level tasks.</p> <p>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 9.</p> <p>The Access code should be four characters long and numeric only.</p> <p>By default the Access Code is 1234.</p> <p>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.</p>
Connection Type	The connection type used to select the mode of communication. By default, the connection type is TCP.

Host IP Address	<p>Enter the TCP/IP address of the unified server.</p> <p>The IP address should be in the IPv4 format. For example, 191.2.3.4</p> <p>The IP address provided should be unique across panels, else an error message is displayed.</p>
Alarm Port	<p>Enter the port number used for communication.</p> <p>The Alarm Port is used for communication between the Unified server and the DSC Neo panel.</p> <p>The port number can be in the range of 1 to 5 digits.</p> <p>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.</p>
Installer Code	<p>Enter the Installer code of the panel, which is assigned and provided with the Panel hardware.</p> <p>The Installer Code is used to authenticate the panel configuration tasks performed in the programing mode.</p> <p>You can modify the Installer code in the panel using keypad only.</p> <p>For more information on how to modify the installer code, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9.</p>
Encryption	<p>Select the check box to enable the encryption.</p> <p>Encryption key is used to authenticate the handshake between ITV2 and unified server.</p> <p>Encryption key is assigned and provided with the DSC PowerSeries NEO Panel hardware.</p> <p>You can modify the encryption key in the panel using the keypad.</p> <p>For more information on how to modify the encryption key, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9</p>
Local Encryption Key	<p>This field is enabled only if the Encryption check box is enabled.</p> <p>Enter the local encryption key.</p> <p>The local encryption key is 8 characters code, which is configured in the DSC PowerSeries NEO Panel.</p> <p>Enter the eight character code four times.</p> <p>You can modify the Local encryption key in the panel using the keypad.</p> <p>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 9</p>

Remote Encryption Key	<p>This field is enabled only if the Encryption check box is enabled.</p> <p>Enter the remote encryption key.</p> <p>The remote encryption key is the first 8 digit of the Panel Account number.</p> <p>Enter the first eight digit of the account number four times.</p> <p>For example, if the account code is 123456789012, you have to enter the first eight digit (12345678) four times.</p> <p>To view the account number, see Configuring DSC PowerSeries Neo Panel Hardware using the Keypad on page 9</p>
Time Zone	<p>Click  to display the Object Selector. Select a time zone from the Object Selector window and Click OK. The panel will be perform synchronization based on the selected time zone.</p>

Late to Open Control Section

Property	Description
Late to Open Control	Select this check box to enable the Late to Open Control.
Hour (Sunday to Saturday)	<p>Enter the time in hour when the panel should be disarmed</p> <p>This field is enabled, if Late to Open Control is enabled.</p> <p>The valid range is from 00:00 – 23:59 hours. For example, 16.00</p>
Minute (Sunday to Saturday)	<p>Enter the time in minute when the panel should be disarmed.</p> <p>This field is enabled, if Late to Open Control is enabled.</p> <p>The valid range is from 00 – 59 minutes. For example, 00.15</p>


Panel Information Section

Expander	Information
Panel Information	<ul style="list-style-type: none"> • Device software version • Protocol Version • Last Synced time • Max Zones • Max Users • Max Partitions • Max Outputs


Status Section

Expander	Information
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
Virtual Zone 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.
Zone 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.

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:
 - The **Partition** is not in an **Alarm** or **Armed** state.
 - That the keypad is not in programming mode.
- Perform **Save and Close** after every **Write Assignment** operation.
- If after performing a **Write Assignment** operation the message **Function unavailable/Panel is busy** appears, perform **Sync to Panel**. This ensures 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.

- 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 5-9 Viewing and Editing ITV2 Partitions

Step	Action
1	Select ITV2 Partition from the Setup tab.
2	Select ITV2 Partitions from the drop-down list.
3	Select Show All . A list displays all available partitions.
4	Right-click the Partition to edit and select Edit .
5	Click Save and Close after completion of edits.

Fields of the Partition Editor

The following sections are used to edit different portions of the ITV2 Partition. The properties that require information and their values are described here.

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. 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.

Zone Assignment Section

Zone Assignment

Unassigned Zone

Zone4

Add >>

<< Remove

Reset

Assigned Zone

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

Write Assignments

Property	Value
Unassigned Zone	List of all unassigned zones.
Assigned Zone	List of all assigned zones.
Add	Use to add unassigned zones to assigned zones.
Remove	Use to move assigned zones back to the unassigned list.
Reset	Resets tables to default assignment.
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

Add >>

<< Remove

Reset

Assigned Outputs

Main Bell
Output_Panel1_19
Output_Panel1_8

Write Assignments

Property	Value
Unassigned Outputs	List of all unassigned zones.
Assigned Outputs	List of all assigned zones.
Add	Use to add unassigned zones to assigned zones.
Remove	Use to move assigned zones back to the unassigned list.

Reset	Resets tables to default assignment.
Write Assignments	Reflects the changes in the DSC panel hardware.

User Assignment Section

User Assignment

Unassigned Users

Add >>

<< Remove

Reset

Assigned Users

User_1_Panel, Intrusion Panel

Write Assignments

Property	Value
Unassigned Users	List of all unassigned zones.
Assigned Users	List of all assigned zones.
Add	Use to add unassigned zones to assigned zones.
Remove	Use to move assigned zones back to the unassigned list.
Reset	Resets tables to default assignment.
Write Assignments	Reflects the changes in the DSC panel hardware.

Status Section

Property	Value
Armed State	<p>Indicates the arm state of the partition.</p> <p>The following are the available options:</p> <ul style="list-style-type: none"> • 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	<p>Indicates whether the partition is ready for arming or not.</p> <p>The following are the available options:</p> <ul style="list-style-type: none"> • Ready • Not Ready
Alarm in Memory Status	<p>Indicates whether the alarms are in memory or not.</p> <p>The following are the available options:</p> <ul style="list-style-type: none"> • Alarm in Memory • No Alarms in Memory
Alarm State	<p>Indicates the state of the alarm.</p> <p>The following are the available options:</p> <ul style="list-style-type: none"> • Normal • Alarm

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:
 - The **Partition** is not in an **Alarm** or **Armed** state.
 - That the keypad is not in programming mode.
- Perform **Save and Close** after every **Write Assignment** operation.
- If after performing a **Write Assignment** operation the message “Function unavailable/Panel is busy” appears, perform Sync to Panel. This ensures the configuration communicates to the Panel.
- The sync status of the panel changes to **Synchronizing-Synchronized** after every write operation.

- End -

Viewing and Editing ITV2 Zones

You cannot create zones directly from victor. Depending on your victor role assignment, you can view/edit zones from the Intrusion ribbon.

Procedure 5-10 Viewing and Editing ITV2 Zones

Step	Action
1	On the Setup tab, select ITV2 Zone .
2	Select ITV2 Zones from the drop down.
3	Select Show All . A list displays all available zones.
4	If you need to edit a zone, right-click the zone and select Edit .
5	Click Save and Close after the edits are made.

Fields of the ITV2 Zone Editor

General Section

Property	Description
Name	Enter a unique name to identify the ITV2 Zone. 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	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

Property	Value
Zone number	The Zone number 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.

Attributes Section

Attribute	Description
Audible	Select to enable the audio of the panel.
Steady/Pulsed	Select the type of beep. The available options are: <ul style="list-style-type: none"> • 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 to enable.

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

Property	Description
Alarm Status	Indicates the status of the alarm in the Zone. The following are the available options: <ul style="list-style-type: none"> • Alarm • Normal • Unknown
Fault Status	Indicates whether the zone is faulty or not. The following are the available options: <ul style="list-style-type: none"> • Fault • No Fault
Bypass Status	Indicates whether the zone is bypassed or not. The following are the available options: <ul style="list-style-type: none"> • Bypassed • Not Bypassed
Tamper Status	Indicates whether the zone is tampered or not. The following are the available options: <ul style="list-style-type: none"> • Tamper • Not in Tamper
Open Close Status	Indicates whether the zone is opened or closed. The following are the available options: <ul style="list-style-type: none"> • 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 ITV2 Outputs

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

Procedure 5-11 Viewing and Editing ITV2 Outputs

Step	Action
1	Select ITV2 Outputs from the Setup tab.
2	Select Show All . A list displays all available outputs.
3	Right-click the panel you want to edit. Click Edit .
4	After editing, click Save and Close .

Fields of ITV2 Output Editor

General Section

Property	Description
Name	Enter a unique name to identify the ITV2 Output. 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	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

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. 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 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.
Attributes	Based on the output type, the attributes are displayed. Select the required attribute to enable. For more information on available attributes for each output type, refer to the DSC Neo Panel User Manual.

Status Section

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).

- End -

Configuring the Alarm Filter

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

Procedure 5-12 Configuring the Alarm Filter

Step	Action
1	Select Alarm Filter from the Setup tab.
2	Select New from the drop down.
3	Complete the fields to configure the Alarm Filter .
4	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	<p>If required, select the following in the Option section:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<p>1 Select the panel that you want to assign for alarm filter.</p> <p>2 Click Add to add the panel or to remove, click Remove.</p>

- End -

Configuring ITV2 Actions



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

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

The screenshot shows the ITV2 Action configuration interface. At the top, there are icons for saving, undoing, redoing, and deleting. The interface has two main sections: 'General' and 'Action'. The 'General' section contains a 'Name' field with the value 'ITV2 Action' and a 'Description' field. The 'Action' section contains a 'Device' list with three items: 'OutputPanel1_100', 'Area3', and 'Zone101', each with a checkbox. To the right of the list are '+' and '-' buttons. Below the list is a 'Device Action' dropdown menu currently set to 'Bypass'.

Procedure 5-13 Configuring ITV2 Actions

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

- | | |
|---|---|
| 1 | Select ITV2 Action from the Setup tab. |
| 2 | Select New . |
| 3 | Enter Name and Description for the ITV2 Integration Action. |
| 4 | In the ITV2 Device field, select  to add device. Object selector displays. |
| 5 | Select desired object and click OK . |
| 6 | Repeat as required. |
| 7 | If you want to remove the device, select the device check box to be removed and click  . |
| 8 | Select desired action from the ITV2 Device Action drop-down list. |
| 9 | Select Save and Close . |

- 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 63 for a full list of victor support **Alert Types**.

- End -

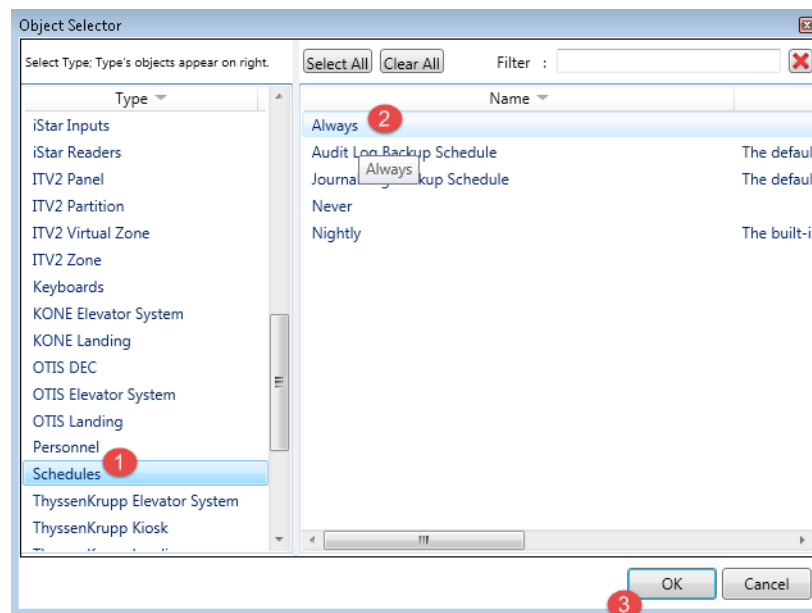
Procedure 5-14 Configuring Schedule Actions for ITV2

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

- | | |
|---|--|
| 1 | Select Event/Schedule Setup from the Build tab.
The Event/Schedule Setup page opens. |
| 2 | Double click the Device node and use the object selector and select Type as Schedules . |




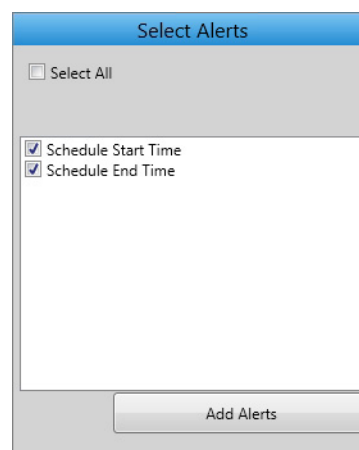
- | | |
|---|--|
| 3 | Select the required Schedule from the list.
You should have created the schedule to select it. Refer to the <i>victor Unified Client Configuration User Guide</i> for more information on Creating Schedule . |
|---|--|



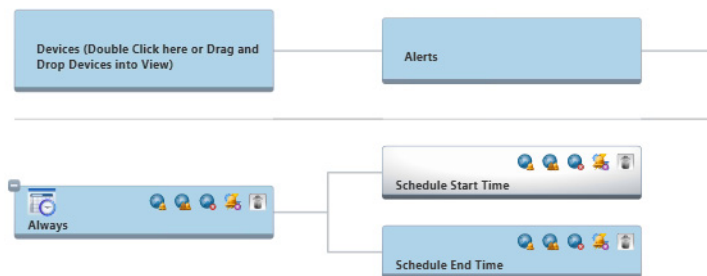
- 4 Selected **Schedule** is displayed in the Device node.




- 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. For example, in the Schedule Start Time alerts.
- 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 43



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

Note

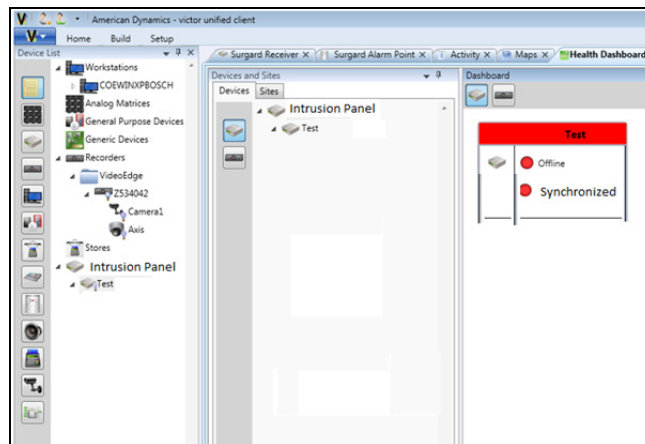
Partitions disabled in the Panel will not update any status in C•CURE 9000.

- End -

Operation

Health Dashboard

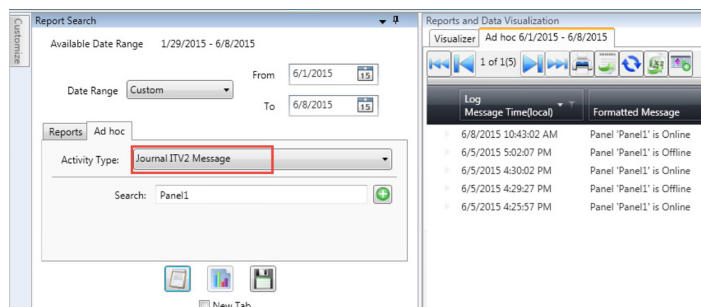
Health status of all ITV2 objects is displayed in victor's **Health Dashboard**. The following figure depicts the Health Dashboard module:



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

Reports

victor journal type **Journal Intrusion Message** can be used to search for ITV2 related report entries as detailed below:



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** can be displayed in victor's object list views (dynamic views). From here you can perform manual actions on configured objects.

Manual Actions

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



Various manual actions can be performed from within victor client:

Apply Template

You can apply the same configuration of one panel to all the selected panels.

- 1 Right -click the panel and select **Create a Template**.
- 2 Enter the **Name** of the template.
- 3 Right-click the panel and select **Apply Template**.
- 4 Select **Import** check box and select the created template, then click **OK**.

Synchronizing the Panel

To Synchronize from the Panel

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

1. Open the victor **Device List** in the victor Unified Client application
2. Right -click the panel and select **Synchronize from Panel**.

- End -

To Synchronize 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:

- To 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.
- Utilise the ‘netstat’ command to find problems in the network.
- The user must not be 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 -

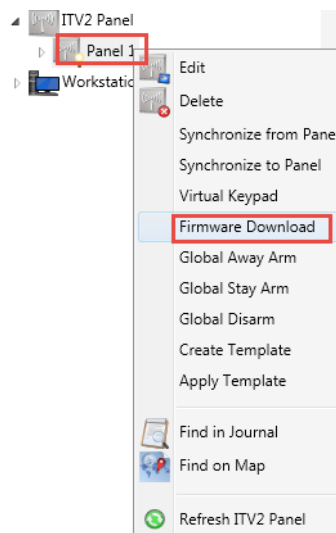
Procedure 6-1 Downloading Panel Firmware

Ensure the following, before you perform the firmware download:

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

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.

- 3 When 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.

Troubleshooting Tips

- 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 contact DSC support team.
- If the user name and password is not correct, contact DSC support team.

Note

- Do not stop the driver while firmware download is in progress.
- Ensure the configuration file points to the Production TFTP server.
- Sync-from-panel post-firmware upgrade to get the latest firmware version of the panel.
- Firmware success takes around 30 minutes to update status of firmware download.
- Firmware failure takes around 1 hour to 1.5 hours to update status of firmware download.
- Verify section [851] sub-section [664] post-upgrade. The value should be 3.

- End -

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 only open one **Virtual Keypad** at a time.

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



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

Procedure 6-2 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 and 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.




- End -

Procedure 6-3 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 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.


- End -



Procedure 6-4 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 6-5 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 6-6 Activating the Command Output Using Virtual Keypad




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

- 1 Right-Click the Panel and select **Virtual Keypad**.
- 2 In the **Virtual Keypad**, click . 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 6-7 Deactivating the Command Output Using Virtual Keypad

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

- 1 Right-Click the Panel and select **Virtual Keypad**.
- 2 In the **Virtual Keypad**, click . 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 6-8 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 . All available troubles in the panel appear.

- 3 Click  to exit.

- End -

Procedure 6-9 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. |

- End -

Global Arm/Disarm Partitions in the Panel

Arm/disarming all the partitions can be performed from the panel. The available arming/disarming options are:

- **Global Away Arm:**
 - Arms all the Partitions in the panel.
 - Away Arm option is used to arm all the sensors 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.
- **Global Disarm:**
 - Disarms all the partition in a Panel.

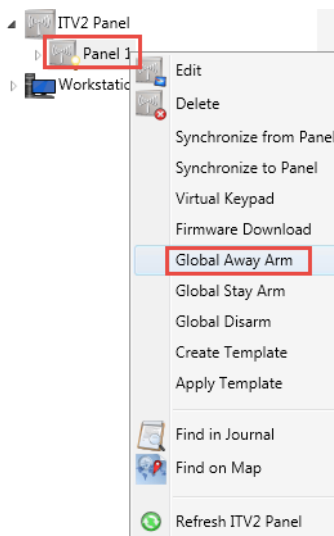
Ensure the following, before performing the global arm/disarm actions,

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

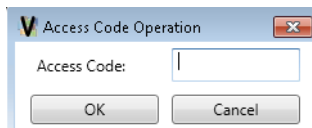
Procedure 6-10 Performing Global Away Arm from Panel

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

- | | |
|---|---|
| 1 | Right-Click the panel and select Global Away Arm . |
|---|---|



- 2 Enter the **Access Code**.



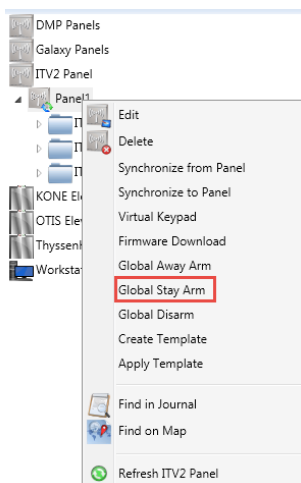
- 3 The status of **Partitions** in the panel changes to **Global Away Armed**.

- End -

Procedure 6-11 Performing Global Stay Arm from Panel

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

- 1 Right-Click the panel and select **Global Stay Arm**.



- 2 Enter the **Access Code**.

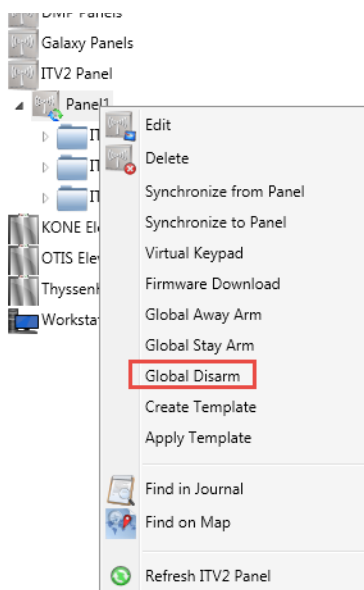
- 3 The status of **Partitions** in the panel changes to **Global Stay Armed**.

- End -

Procedure 6-12 Performing Disarm from Panel

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

- 1 Right-Click the panel and select **Global Disarm**.



- 2 Enter the **Access Code**.
- 3 The status of **Partitions** in the panel changes to **Disarmed**.

Arm/Disarm Partitions

The following manual actions can be performed from the ITV2 **Partition**:

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

Table 6-1, “Arm Types for ITV2,” on page 58 describes the different arm types available.

Table 6-1 Arm Types for ITV2

Arm Type	Description
Away Arm	Activates all perimeter and interior sensors in the alarm system.
Stay Arm	Partially activates the alarm system by arming all perimeter sensors and bypassing all interior sensors.
Night Arm	Activates the alarm system by arming all sensors and bypassing the sensors configured as Night Zone.
Silent Exit Delay	The warning beep is silenced and the exit time is doubled for the system which is armed in the stay arm mode.
Quick Exit	Exit armed premises without disarming and re-arming. Provides an additional two minutes exit delay for exiting.

NOTE: You cannot arm the **Partition** when the **Zones** of the **Partition** is in trouble.

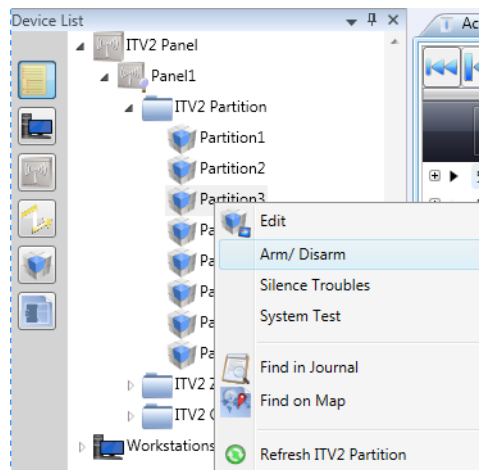
In the instance you arm a **Partition** and its **Zones** are in trouble, the **Partition** is not armed. You do not receive any notification.

Ensure the following, before performing the manual actions:

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

Procedure 6-13 Arming and Disarming the Partition:

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



- 2 Select from the range of options available, as seen below:

- 3 Enter the **Access Code** and 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 changes 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 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.

- End -

Performing System Tests in the ITV2 Partition

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

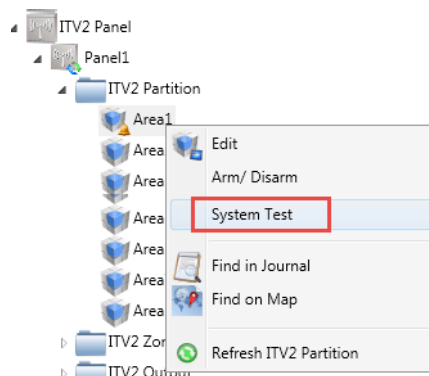
The **System Test** option tests the following:

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

Ensure the ITV2 is online before performing the manual actions.

Procedure 6-14 Performing System Test

- 1 Right-click the Partition object and select **System Test**.



- 2 Enter the **Access Code** and click **OK**.

During the System Test all keypad sounders and sirens will activate for two seconds. All keypad lights will turn ON, and the **Ready**, **Armed**, and **Trouble** LEDs will flash.

- End -

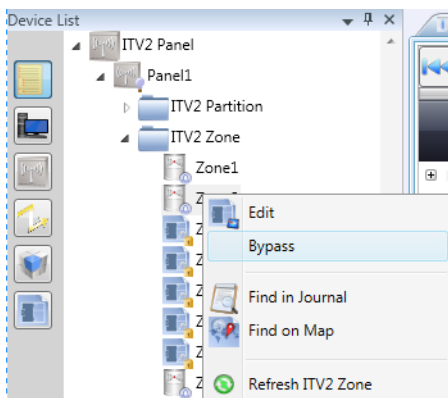
Bypass/Reset Zones

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

Procedure 6-15 Bypass the Zone

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

- 1 Right-click the zone object and select **Bypass**.



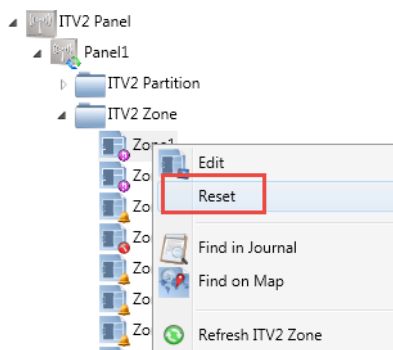
- 2 The selected **Zone** is bypassed and the status changes to **Bypassed**.

- End -

Procedure 6-16 Reset the Zone

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

- 1 Right-click the zone object and select **Reset**.



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

- End -

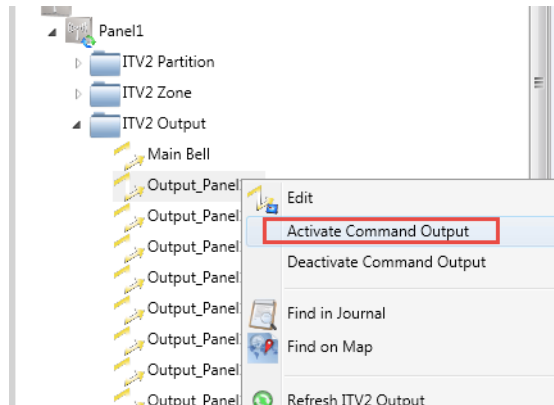
Activating and Deactivating Command Outputs

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

Procedure 6-17 Activating the Command Output

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

- 1 Right-click the command output object and select **Activate Command Output**.



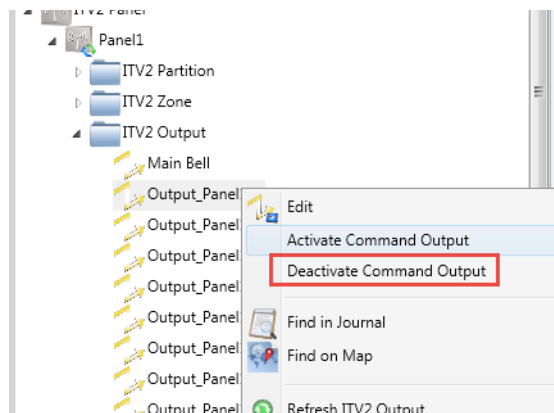
- 2 Enter the Access Code and click **OK**. The selected command output is active and the status changes to **Active**.

- End -

Procedure 6-18 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 inactive and the status changes to **Inactive**.

- End -

Troubleshooting

Problem:

CrossFire server is installed with an instance of remote SQL and the ITV2 Integration is not working as expected.

Solution:

- 1 Open the **Server Configuration Application**.
- 2 Click the **Database** tab.
- 3 Under the **Connection String** section, change the **Data Source** of TSP.Enterprise.Common.AlarmFWCCureObjects and TSP.Enterprise.Common.AlarmFWObjects to remote SQL connection string.

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	<ul style="list-style-type: none">• Online• Offline• Disabled• Unknown
Synchronization Status	<ul style="list-style-type: none">• Synchronizing• Synchronized• Synchronization Failed
Firmware Download Status	<ul style="list-style-type: none">• Not Started• Initiate• Downloading• File Lost• Timeout• Success• Failure• Aborted• Send SMS Fail• Legacy Success• Retire

System Trouble	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• RF Jam Trouble• RF transmitter Low Battery
Relay Trouble	<ul style="list-style-type: none">• Bell Trouble• Normal

Table 7-2 Alert Types for ITV2 Partitions

Partition Alert Type	Value
Armed State	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Ready • Not Ready • Unknown
Alarm in Memory State	<ul style="list-style-type: none"> • Alarms in Memory • No Alarms in Memory • Unknown
Alarm State	<ul style="list-style-type: none"> • Alarm • Normal • Unknown
Trouble State	<ul style="list-style-type: none"> • Troubles Present • No Trouble Present • Unknown
Zone Bypassed State	<ul style="list-style-type: none"> • Zone Bypassed • No Zone Bypassed • Unknown

Table 7-3 Alert Types for ITV2 Zones

Partition Alert Type	Value
Bypass State	<ul style="list-style-type: none"> • Bypassed • Not Bypassed • Unknown
Fault State	<ul style="list-style-type: none"> • Fault • No Fault • Unknown
Open Close State	<ul style="list-style-type: none"> • Open • Close • Unknown

Tamper State	<ul style="list-style-type: none">• Tamper• Not in Tamper• Unknown
Alarm State	<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• Online• Disabled• Synchronizing• Synchronized• Start Synchronization	Normal
<ul style="list-style-type: none">• Offline• Synchronization Failed	Device Alert
Unknown	Unknown

Table 7-5 Health status for ITV2 Partitions

Partition Status	Health Status
<ul style="list-style-type: none">• Arm/Disarm• No Alarm in Memory• No Alarm• Ready• No Trouble• No Zone Bypassed	Normal
<ul style="list-style-type: none">• Alarm in Memory• Alarm• Not Ready• Trouble• Zone Bypassed	Device Alert
Unknown	Unknown

Table 7-6 Health status for ITV2 Zones

Zone Status	Value
<ul style="list-style-type: none">• No Fault• Reset• No Tamper• Alarm Restore• Close	Normal
<ul style="list-style-type: none">• Bypass• Fault• Tamper• Alarm• Open	Device Alert

Table 7-7 Health status for ITV2 Outputs

Output Status	Value
<ul style="list-style-type: none">• Active• Inactive	Normal

Appendix C: Health Status

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

Table 7-8 Health status alert types for ITV2 Panels

Property	Value
Online Status	Online Offline Unknown Disabled
Synchronization Status	Unknown Synchronizing Synchronized SyncFailed
Service Required	Unknown/NormalOrFalse/ActiveOrTrue
AC Fail	Unknown/NormalOrFalse/ActiveOrTrue
Telephone Line Trouble	Unknown/NormalOrFalse/ActiveOrTrue
FTC	Unknown/NormalOrFalse/ActiveOrTrue
Fault	Unknown/NormalOrFalse/ActiveOrTrue
Tamper	Unknown/NormalOrFalse/ActiveOrTrue
Device low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Loss of Time	Unknown/NormalOrFalse/ActiveOrTrue
System Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Bell Circuit	Unknown/NormalOrFalse/ActiveOrTrue
Gen System Trouble	Unknown/NormalOrFalse/ActiveOrTrue
Gen System Supervision	Unknown/NormalOrFalse/ActiveOrTrue
RF Jam	Unknown/NormalOrFalse/ActiveOrTrue
PC5204 Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
PC5204 AC Fail	Unknown/NormalOrFalse/ActiveOrTrue
Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
SIM Lock	Unknown/NormalOrFalse/ActiveOrTrue
GSM Trouble	Unknown/NormalOrFalse/ActiveOrTrue
Ethernet Trouble	Unknown/NormalOrFalse/ActiveOrTrue
Receiver Trouble	Unknown/NormalOrFalse/ActiveOrTrue
Supervision Trouble	Unknown/NormalOrFalse/ActiveOrTrue
C24 Configuration Trouble	Unknown/NormalOrFalse/ActiveOrTrue
Zone Fault	Unknown/NormalOrFalse/ActiveOrTrue
Keypad Fault	Unknown/NormalOrFalse/ActiveOrTrue
Siren Fault	Unknown/NormalOrFalse/ActiveOrTrue
Repeater Fault	Unknown/NormalOrFalse/ActiveOrTrue
Zone Delinquency	Unknown/NormalOrFalse/ActiveOrTrue
Keypad Delinquency	Unknown/NormalOrFalse/ActiveOrTrue

Siren Delinquency	Unknown/NormalOrFalse/ActiveOrTrue
Zone Tamper	Unknown/NormalOrFalse/ActiveOrTrue
Keypad Tamper	Unknown/NormalOrFalse/ActiveOrTrue
Siren Tamper	Unknown/NormalOrFalse/ActiveOrTrue
Repeater Tamper	Unknown/NormalOrFalse/ActiveOrTrue
Zone Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Keyfob Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Keypad Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Siren Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Prox Low Battery	Unknown/NormalOrFalse/ActiveOrTrue
Repeater Low Battery	Unknown/NormalOrFalse/ActiveOrTrue

Table 7-9 Health status alerts types for ITV2 Partitions

Property	Value
ArmedState	Disarm StayArm AwayArm ArmWithNoEntryDelay NightArm QuickArm UserArm
PartitionNotArmedStatus	WalkInTestMode NotReadyToArm ReadyToForceArm ReadyToArm
AlarmStatus	Unknown NormalOrFalse ActiveOrTrue
TroubleStatus	Unknown NormalOrFalse ActiveOrTrue
ZoneBypassStatus	Unknown NormalOrFalse ActiveOrTrue
PartitionBusyStatus	Unknown NormalOrFalse ActiveOrTrue
AlarmInMemoryStatus	Unknown NormalOrFalse ActiveOrTrue
DoorChimeEnabled	Unknown NormalOrFalse ActiveOrTrue
BellSirenStatus	Unknown NormalOrFalse ActiveOrTrue
KeypadBuzzerAlarmStatus	Unknown NormalOrFalse ActiveOrTrue
FirePreAlertInProgress	True False

Table 7-10 Health status alert types for ITV2 Zones

Property	Value
AlarmStatus	Alarm AlarmRestore
FaultStatus	Unknown NormalOrFalse ActiveOrTrue

BypassStatus	Unknown NormalOrFalse ActiveOrTrue
AlarmInMemoryStatus	Unknown NormalOrFalse ActiveOrTrue
ZoneBypassStatus	Unknown NormalOrFalse ActiveOrTrue
DelinquencyStatus	Unknown NormalOrFalse ActiveOrTrue
LowBatteryStatus	Unknown NormalOrFalse ActiveOrTrue
TamperStatus	Unknown NormalOrFalse ActiveOrTrue
OpenCloseStatus	Close Open

Table 7-11 Health status alert types for ITV2 outputs

Property	Value
Active Status	Active Inactive