

Troubleshooting the Panel Connection:

If the “CS or “Platform” LEDs are blinking, here are possible problems:

- Incorrect wiring
- Incorrect panel switch position
- Unsupported panel version
- Unsupported panel model
- Panel is in Installer Program Mode
- Vista Specific:
 - AUI not enabled
 - AUI used for some other function
 - LRR not enabled
 - Another LRR or IP/GSM device connected to panel bus
- Concord Specific:
 - Module not enrolled into the Concord Bus (perform another bus scan)
 - Another Automation device is enrolled on the Concord Bus

NOTE: The 4640G supports Uplink Remote and event reporting for partition 1 only

Factory Default Button

This button has two functions:

- a) Holding this button for approximately 5 seconds will reset the 4640G Communicator.
- b) Holding this button for approximately 10 seconds (all LEDs will flash twice) will set the 4640G to factory defaults. This clears the 4640G of any residual settings from a previous installation.

Notices

“Honeywell” and “DSC” are trademarks owned by Honeywell International Inc., Tyco Safety Products Canada LTD, respectively. “CADDX” and “UTC” are trademarks owned by United Technologies Corporation. Uplink Security, LLC products will function with Honeywell, DSC, CADDX, or UTC alarm panel systems. However, neither Honeywell International Inc. nor Tyco Safety Products Canada LTD nor United Technologies Corporation produces, endorses, or officially is associated with this Uplink product. Uplink recommends verifying proper enrollment and operation of the alarm panel system, per the control panel’s installation instructions, during installation.

FCC Notice

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the Uplink Security, LLC may void the user’s authority to operate this equipment.

This device contains FCC ID: R17HE910GL

RF Exposure:

To satisfy FCC RF Exposure requirements for mobile and base station transmitting devices, maintain a separation distance of 20 cm or more between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

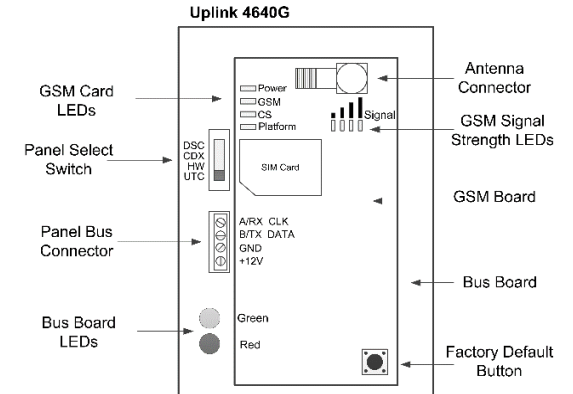
Le présent appareil est conforme aux CNR d’Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes :

- (1) l’appareil ne doit pas produire de brouillage, et
- (2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

This device contains IC: 5131A- HE910GL

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropic radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d’Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d’un type et d’un gain maximal (ou inférieur) approuvé pour l’émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l’intention des autres utilisateurs, il faut choisir le type d’antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l’intensité nécessaire à l’établissement d’une communication satisfaisante.



Download the complete Installation and User’s Manual at login.uplink.com

LEDs

GSM RSSI	Signal Strength (dBm)
0	Bad (≤ -101)
1	Marginal (-99 to -95)
2	Good (-93 to -89)
3	Better (-87 to -79)
4	Best (≥ -77)

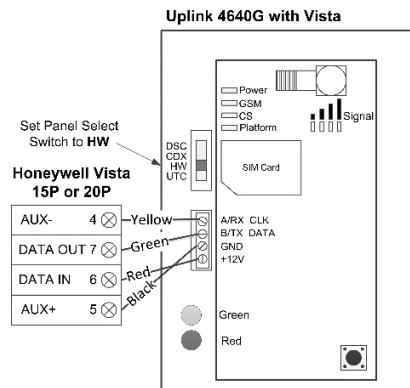
Bus Board	Indication
Green	ON : Unit is powered and running
Red	FLICKERING: Unit is communicating to panel

NOTE: Minimum of 2 RSSI LEDs recommended (-93 to -89 dBm)

GSM Card	Indication (* designates normal operation)
Power (Green)	ON and Flashing once per second*: Unit is powered and running in Primary Mode ON and Flashing once every 3 seconds: Unit is powered and running in Backup Mode
GSM (Red)	ON*: Unit is registered with the local GSM network
CS (Red)	OFF*: Unit is operating normally FLASHING: There is a problem detecting the Panel type
Platform (Amber)	ON*: Connection to the panel and connection to the interactive server are established FLASHING: There is a problem communicating with the alarm panel

Installation Instructions:

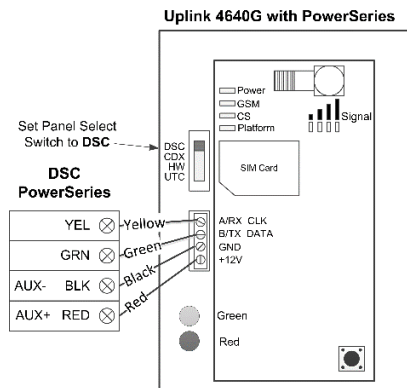
1. **Locate the Unit and Measure Signal Strength.** Connect 12V DC power to the 4640G. Locate the 4640G to acquire maximum signal strength. The minimum requirement is 2 LEDs. Remove 12V DC power to turn off unit.
2. **Complete the Panel Wiring and Installation.** Use the instructions on pages 2 and 3 for the selected alarm panel. **NOTE:** If the 4640G was previously installed on another panel, you MUST default the 4640G’s settings by pressing and holding the Factory Default switch for 10 seconds immediately after power up.
3. **Activate the 4640G.** Create an account or login into the Uplink Dealer Portal at <http://login.uplink.com>. Activate the 4640G by entering the serial number Dealer Portal. Enter the alarm format desired, the receiver phone number or IP address. Indicate if you want the website information to override the account number in the alarm panel.
4. **Program the 4640G.** During an install or after a factory default, you MUST set the 4640G Master Code to the Master Code stored on the alarm panel. Set the Master Code on the 4640G via the Dealer Portal using Over-The-Air (OTA) Programming commands. Once set, only change the Master Code on the panel using the OTA commands in the Dealer Portal.
5. **Complete the Installation.** Test that all alarm signals are transmitted and properly received by the central monitoring station. Test remote arming and disarming.



- The 4640G automatically communicates with the Vista using AUI device 2. The panel is normally defaulted to AUI 2. If it is not, enable AUI 2 in the *189 field. If a device is already using AUI 2, you must move that device to another AUI address (AUI 1, for Vista 15P, AUI 1, 3 or 4 for Vista 20P).
- If Vista system has a *91 field that supports RIS, then RIS will need to be disabled. Refer to panel programming instructions for details. If RIS is not supported no action is required.
- Vista 15p and 20p panel versions 10.21 and later enable the keypad lockout feature by default. Uplink recommends disabling this feature to prevent possible keypad lockout conditions that can occur if the system master code in the IGM is not synchronized with the master code in the Vista panel. Use programming option *188 to disable keypad lockout.

NOTE: If the installation requires enabling the keypad lockout feature, then it is critical to add a contact that uses the system MASTER CODE to the account before connecting the module to the panel. All changes to the system master code must be at the user portal or dealer portal, not at the keypad. Failing to do this may result in a keypad lockout condition.

- Power down the Vista system.
- Set 4640G panel selector switch to Honeywell: **HW**
- Connect the Vista and 4640G as shown in the Wiring Instructions above.
- Apply power to the Vista 15P/20P system. It will automatically program.
 - Be sure ALL partitions are disarmed.
 - First, the Vista control panel will be busy for 50-60 seconds after power up.
 - The module enables these settings automatically:
 - IP/GSM device (*29) = 1 (enabled)
 - Communicate to IP/GSM device first (*55) = 1 (IP/GSM first)
 - Opening Report (*65) = 1 (enabled)
 - Closing reports (*66) = 1, 1 (stay closing & away closing reports enabled)
 - Alarm cancel report (*68) = 1 (enabled)
 - AC Power restoral report (*73) = 1 (enabled)
 - Low Battery restoral report (*74) = 1 (enabled)
 - Phone Monitor (*92) = 0 (disabled)
- Finally, the keypad(s) should display "DISARMED Ready to Arm".



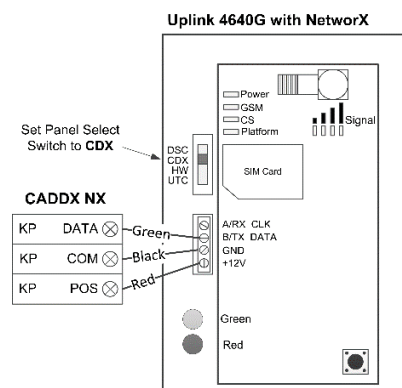
- Using the system's Installer Code:
 - Disable the Communicator ([380]:[1])
 - Disable the Telephone Line Monitor ([015]:[7])
 - Delete Telephone Numbers (programming section 301-303)
 - Verify Alt Comm ([351]:[5]) is enabled
 - Verify T-Link is Disabled ([382]:[5])
 - Verify Master Code Not Changeable is Disabled ([015]:[6])
 - Verify Access Code Required for *1, *2, *3 menus is disabled ([022]:[1])
 - Verify that keypad lockout is either zero(disabled) or higher than 6 ([012])
 - If you have removed any bus devices, perform a Module Supervision Reset ([902])
- Verify Alarm report codes are set properly for zones being used, 1-64 (programming section 320-349). System will report as Burg(130) if programmed as FF.
- If using Aux input (PGM2) verify Aux input report codes are set properly (programming section 329:4). System will report as Fire (110) if programmed as FF.
- To enable reporting of the Period Test Transmission, program the "periodic Test Transmission" ([348]:[4]) and the "Periodic Test Transmission with Trouble" ([348]:[3]) reporting codes to "02"
- All other reports are hardcoded in the 4640G and cannot be changed regardless of what is entered in the programmed location.
- Format and account number do not effect reporting
- Power down the DSC system.
- Set 4640G panel selector switch to DSC: **DSC**
- Connect the DSC Panel and 4640G as shown in the Wiring Instructions above.
- Apply power to the DSC system.
- The DSC control panel will begin automatic configuration. This can take up to 2 minutes.

Automatic Contact ID is not supported. Manually programmed reporting codes are only supported for alarms on zones 1-64 ([320] – [324]) and for alarms on the PGM2/Aux input ([329]:[4]). The PGM2/Aux input is reported as zone number 99.

If Report Codes have not been manually programmed for zone alarms, zone alarm reporting codes default to:

- Any zone alarm (zones 1-64): Code 1130 (Burglary)
- PGM2/Aux input (zone 99, likely a 2-wire Smoke): Code 1110 (Fire)

Be sure to verify that all codes are being properly reported to the central station after you have installed the communicator module or modified any reporting program settings in the DSC installer programming menu.

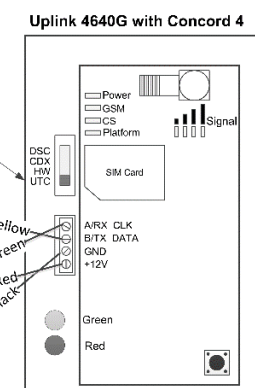


- Power down the NX system.
- Set the 4640G panel selector switch to CADDX: **CDX**
- Connect the NX panel and the 4640G as shown in the Wiring Instructions above.
- Apply power to the NX system. During this process, the 4640G will program the following settings:
 - Enable Opening and Closing reports
 - Set Telephone Line Cut delay to 0 (no TLM)

IMPORTANT: Do not attempt to enter program mode until the CS and Platform LEDs have stopped flashing.

Additional Notes for NX installations:

- Some NX panels limit the number of non-keypad devices they support. Be sure that the panel you are connecting the communicator to does not have more than the number of support devices connected.
- User codes that are added to the system or edited thru the communicator will have the default or previous partitions enabled. If you desire the users to have different partitions enabled, you will need to modify the partitions thru the NX keypad.
- 6-digit access codes are not supported



- Using the System's Installers Code:
 - Turn off ACCESS CODE LOCK (0003).
 - Delete phone numbers for CS1-CS3 (01000 – 01020).
 - Turn on OPENING REPORTS for partition 1 (06100).
 - Turn on CLOSING REPORTS for partition 1 (06101).
- If there is an automation or wireless reporting device (i.e. automation module, cell backup module) already connected to the panel, remove the device and delete from the panel. Concord 4 only supports 1 automation bus device.
- Disarm the System (all partitions).
- Power down the Concord System.
- Set the 4640G selector switch to Concord: **UTC**
- Connect the Concord panel and the 4640G as shown in the Wiring Instructions above.
- Apply power to the Concord System.
- If this is the first time the module is powered with the panel:
 - Do not press any keys on the keypad for the first 2 minutes after power up.
 - After 2 minutes, initiate a bus scan (8+installer code+01)
 - Do not press any keys on the keypad for 1 minute after you have performed the bus scan.
- If the CS or Platform LED is still blinking refer to "Trouble Shooting the Panel Connection".
- It is normal for the keypad to display "Enter Light Key" a few times after connecting the module to the panel. If the keypad continues to display "Enter Light Key", verify you have the correct system master code setup in the account.

IMPORTANT: Be sure to turn Off ACCESS CODE LOCK before adding the module!