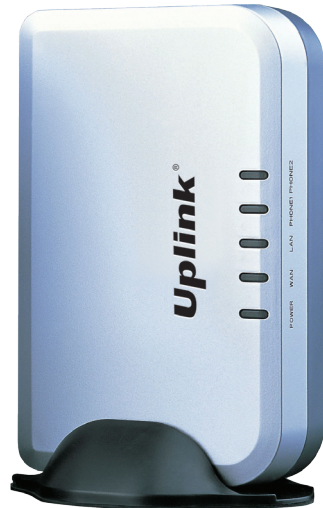


Uplink® MODEL 5100

BROADBAND ALARM COMMUNICATOR

INSTALLATION & USER'S GUIDE

PRODUCT ID # 19-25133-502



Uplink[®]

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BROADBAND
ADAPTER

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INTRODUCTION

The Uplink 5100 communicator expands the capability of a Contact ID dial-up alarm system by enabling it to transmit signals over the internet. It is a cost-effective solution where there is broadband internet service but no analog telephone line to connect to the alarm system. The 5100 can be used for retrofits on existing systems, takeovers and new installations.

The 5100 converts the dialer output of an alarm system to an IP signal that can be transmitted securely over the internet to an Uplink server. A connection is then made to the central station to deliver the alarm signal. The 5100 supports two-way voice sessions as well as remote programming and touch-tone remote control for most systems.

Installation is fast and easy. Using the provided cables, the 5100 communicator is hardwired between alarm dialer and internet service.

CONNECTIONS USED:

- WAN (RJ45).....Connection to an Internet Router
- PHONE1 (RJ11).....Connection to alarm system
- DC 12V.....Power adapter connection or other 12V DC power (270 mA)



FIGURE 1 - The Uplink 5100

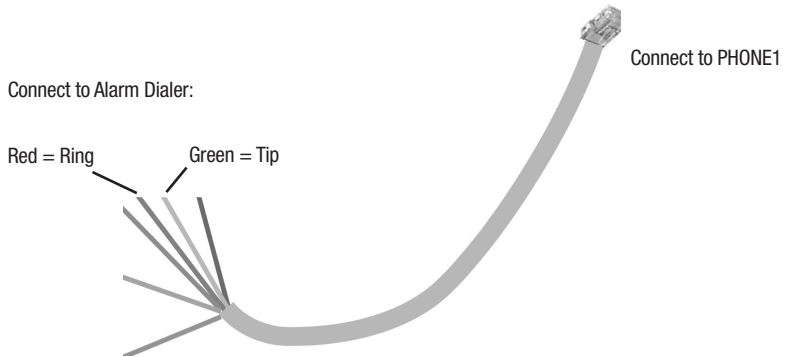


FIGURE 2 - RJ11 Pigtail included

INSTALLATION

Installing the 5100

1. Activate the unit on the Uplink Dealer Portal with the full ten digit unit serial number.
The unit serial number begins with “B” and is found on the box label and device label.
 - a. Enter the unit name and tracking number for your reference
 - b. Enter the Panel make and model connected to the unit
 - c. Select the panel test interval: none/daily/weekly
 - d. Select service class: Standard or Two-way Voice Verification System
 - e. Select Central Station receiver type: Contact ID dial-up or IP
NOTE: MUST BE CONTACT ID DIAL-UP FOR TWO-WAY VOICE.
 - f. Enter a Central Station Receiver Phone Number
 - This will override any receiver phone number in the alarm panel
 - This number will be used if Contact ID over IP fails
 - g. Enter CS Account number
 - This will override any in the alarm panel.
 - h. Internet Connection Fault Notifications
 - Select Notify on internet connection lost: Yes/No
 - Select Notify on Connection Restoral: Yes/No
2. Insert the RJ11 cable into the port “PHONE1”.
3. Connect the RJ11 Phone cable to the dialer output of the alarm system (only tip & ring required).
4. Connect one end of an RJ45 Ethernet cable to the “WAN” port of 5100 and connect the other end to the Internet Router or Modem in the premises.
NOTE: THE 5100 MAY BE LOCATED BY THE ALARM SYSTEM OR BY THE ROUTER. ADDITIONAL CABLING, NOT INCLUDED, MAY BE NECESSARY.
5. Connect the power adapter to the port “DC 12V” and plug the adapter into a wall outlet.
 - The 5100 may also use other sources of 12V DC power such as an alarm system or battery instead of the included transformer. The 5100 will use as much as 270 mA when the device is communicating with an alarm.**NOTE: OTHER PORTS ARE NOT USED.**

(INSTALLATION continued next page)

INSTALLATION (cont.)

6. Wait 30 seconds for the device to connect and register.

NOTE: DO NOT POWER CYCLE THE 5100 DURING SYSTEM BOOT UP. YOU MAY CORRUPT FIRMWARE IMAGE AND DAMAGE THE UNIT.

Indications of a successful installation:

1. Dealer website: in the Test tab, select Send Status Request Signal. View device registration status.
2. Back of 5100:
 - Green LED on WAN Port is intermittently flashing.
 - Yellow LED on WAN Port is on.
3. Front of 5100:
 - Power LED is on.
 - WAN LED is intermittently flashing.
4. PHONE1 LED is on when the alarm system is dialing or communicating.
5. Dial-tone on PHONE1 port when connected to an analog phone.
 - Connect an analog telephone to PHONE1 port and listen for dial-tone.
 - Dial the CS phone number and listen for a low-to-high Contact ID tone.

UNIT TESTING

1. Test the alarm signal transmission to the central station.
 - a. Follow the testing instructions for the alarm system installed.
 - b. PHONE1 LED is on when alarm system is dialing or communicating.
 - c. Confirm alarm signals are received by the Central Station.
2. Optional: Test the touch-tone phone remote control of the alarm panel if enabled.
 - a. Follow the alarm system manufacturer's instructions.
 - b. Connect to the system by dialing 770-850-5705.
 - c. Wait for a dial-tone, then enter the last nine digits of the unit/serial number.
 - d. Listen for dialing and answer by the alarm system. Then follow the manufacturer's instructions to use the remote control features.
3. Optional: Analog Phone Answer test:
 - a. Connect an analog phone to the PHONE1 port.
 - b. From a separate outside line, dial the 5100 at 770-850-5705.
 - c. Wait for a dial-tone, then enter the last nine digits of the unit/serial number.
 - d. The analog phone will ring and can be answered for a completed call to verify a proper connection.
4. Alarm signals may be verified on the Uplink Dealer website. In the tab "Signal History" select Events Received to view events. Select Central Station Notifications to verify signals delivered to the station.

TROUBLE CONDITIONS:

1. An improper Ethernet connections to the router may result in the WAN Port LED, on the rear of the 5100, to flash or remain off. Check all wiring connections and router operation.
2. If the 5100 did not receive a dynamically assigned IP address from the router, the WAN LED on the front of the unit will remain off. Some routers are not set up for Dynamic IP mode (DHCP). To check if the 5100 is being assigned an IP address by the router, take the following actions:
 - a. Attach an analog touch-tone phone to the PHONE1 port of the 5100.
 - b. Pick up the phone and dial *** (a dial tone is not necessary).
The device should respond with “enter a menu option”.
 - c. Press “#02”. The unit should respond with the numeric IP address of the device. If the device does not have an IP address, see your Router Administrator and select between option 3 or 4 below:
3. Change the Router settings to operate in DHCP mode and support Dynamic IP address assignments. See the router administrator to change router settings.
4. Change the 5100 settings to use Static IP Addressing:
This option will require getting Static IP settings from the router administrator **including IP address, Subnet Mask, Gateway and DNS server addresses.**
 - a. Attach an analog touch-tone phone to the PHONE1 port of the 5100.
 - b. Pick up the phone and dial *** (no dial tone is necessary).
 - c. Dial “01”. The 5100 will respond with the words “Dynamic IP Mode”.
 - d. Dial “99”. The 5100 will respond with the words “Static IP Mode”.
 - e. Dial “#02” and 5100 will respond with the current IP address. Enter the 12 digit new IP address (add 0 before the digits if the digits are less than 3, like 192.168.0.26 should be entered as 192168000026, no dot needed while input).
 - f. Dial “#03” and enter the Subnet Mask IP address.
 - g. Dial “#04” and enter the Gateway IP address.
 - h. Dial “#05” and enter the DNS server IP address.
 - i. Disconnect power to the 5100 and reconnect power to reboot the device.
 - j. Test operation.

(TROUBLE CONDITIONS continued next page)

TROUBLE CONDITIONS (cont.)

5. LED's showing properly but "Device not registered" message on PHONE1 when connected to an analog phone or Butt-set.
 - a. Usually means the unit is not properly activated and set-up on the dealer website. Recheck the settings.
 - b. Check for IP address as described in 2.
6. PHONE1 LED not on when panel or an analog phone are off-hook or dialing:
Indicates faulty alarm panel dialer or faulty RJ11 cable wiring or other trouble.
 - a. A successful dial test will end with a Contact ID tone of two fast beeps from low to high.
 - b. The PHONE1 LED should illuminate when the phone goes off-hook.
Disconnect then reconnect power to the 5100 and wait 45 seconds.

DIALING THE ALARM SYSTEM FOR TOUCH-TONE PHONE REMOTE CONTROL & UPLOAD AND DOWN- LOAD OVER DIAL-UP CONNECTION

Dial-up touch-tone remote control of alarm systems is possible for most systems that support that function.

To dial an alarm system connected to the 5100, dial 770-850-5705, wait for a second dial-tone, and dial the last nine digits of the 5100 unit/serial number. The PHONE1 LED on the front of the unit will flash green on an incoming call and change to steady green when the alarm system answers the call.

Follow the directions in the alarm system manual for next steps and commands.

Dial-up uploading and downloading of alarm systems is possible for most systems that support that function.

To dial an alarm system connected to the 5100, dial 770-850-5705, wait for a second dial-tone, and dial the last nine digits of the 5100 unit/serial number. The downloader entry for the phone number would be 7708505705,,,,, (Nine digit serial number). The PHONE1 LED on the front of the unit will flash green on an incoming call and change to steady green when the alarm system answers the call.

WARRANTY INFORMATION AND LIABILITY WAIVER

TERMS and CONDITIONS

These terms and conditions are a legal contract between you and the Company and supplement (but do not supersede) the terms and conditions of any master agreement between you and Uplink Security, LLC. (the “Company”) governing your purchase of the Product from the Company. By using, marketing, or selling the Product, you agree to these terms and conditions. In the event of any conflict with the master agreement, the terms and conditions of the master agreement will control.

LIMITED WARRANTY – Uplink Devices

Limited Warranty. Uplink warrants to parties purchasing the Uplink 5100 directly from Uplink, i.e., Uplink’s authorized distributors, that for 12 months following the date of purchase, the Uplink 5100 will be free of defects in materials and workmanship when installed, operated, maintained, and serviced in strict accordance with Uplink’s and the manufacturer’s requirements. If the Uplink 5100 fails because of a defect in materials or workmanship within the 12 month warranty period, Uplink will, at its sole option and at no charge to the distributor, repair or replace it or arrange for its repair or replacement. Uplink’s agreement to repair (using new or reconditioned parts) or replace (with an equivalent new or reconditioned device) the Uplink 5100 found to be defective in materials or workmanship is the distributor’s exclusive remedy; this remedy will not be deemed to have failed of its essential purpose so long as Uplink is willing and able to repair or replace a defective Uplink 5100 as provided above or, at its sole option, to refund the purchase price paid. Any returns hereunder must be made in accordance with Uplink’s prescribed RMA process.

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(WARRANTY INFORMATION AND LIABILITY WAIVER continued next page)

WARRANTY INFORMATION AND LIABILITY WAIVER (cont.)

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WARRANTY INFORMATION AND LIABILITY WAIVER (cont.)

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TECHNICAL SUPPORT

Technical support is available **Monday through Friday, 8:00 AM to 8:00 PM ET** excluding holidays. Before calling technical support please ensure you have read the installation guide completely. Technical support requires the caller to provide:

- **Login name & password for the Uplink Dealer Portal**
- **Serial number of the 5100**

UPLINK Technical Support

1600 Parkwood Circle, Suite 500

Atlanta, GA 30339

1-888-9-Uplink (888-987-5465)

www.uplink.com

Uplink[®] MODEL 5100

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FOR SALES, PRODUCT INFORMATION & TECHNICAL SUPPORT

Uplink
1600 Parkwood Circle
Suite 500
Atlanta, GA 30339
1-(888) 9-UPLINK
Fax 888-542-9105
sales@uplink.com
www.uplink.com

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INSTALLATION, OPERATION AND PROGRAMMING GUIDE

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1600 PARKWOOD CIRCLE, SUITE 500, ATLANTA, GA 30339

1-888-987-5465 (888-9-UPLINK)

WWW.UPLINK.COM