uplink®

uplink® 5200

BROADBAND
ALARM COMMUNICATOR

FOR SALES, PRODUCT INFORMATION & TECHNICAL SUPPORT

PRODUCT ID # 2033325200XX00

INSTALLATION & USER'S GUIDE

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INTRODUCTION

The Uplink® 5200 Broadband 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. The 5200 can be used for retrofits on existing alarm systems, takeovers and new installations.

The 5200 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 5200 supports two-way voice sessions as well as remote programming for most systems.

Installation is fast and easy. Using the provided cables, the 5200 communicator is hardwired between alarm dialer and internet service.

INSTALLATION

The physical installation of the Uplink 5200 is simple, but it is important to plan it beforehand. The unit requires power, a connection to the alarm panel, and a connection to the Internet. Choose a location where the 5200 can be connected to all of these things. In most cases, the 5200 should be placed near the alarm panel, but in some installations it may be easier to place it near the router and run a long phone cord to the alarm panel. Connect the Alarm Broadband Adapter to the Internet using either an Ethernet cord to the router, a wireless bridge, or a power line bridge. (If the alarm panel was connected to a multi-pair phone line with line seizure, the line-seizure pair can be used as a phone connection between the panel and a phone jack near the customer's router)

CONNECTIONS USED

LAN (RJ45 included) ....   Connection to an internet router
PHONE (RJ11) ....   Connection to alarm system
POWER ....   Power adapter connection or 12V DC power

1. Connect one end of an RJ45 Ethernet cable to the "LAN" port of the 5200 and connect the other end to the Internet Router or Modem in the premises
   NOTE: THE 5200 MAY BE LOCATED BY THE ALARM SYSTEM OR BY THE ROUTER. ADDITIONAL CABLING, NOT INCLUDED, MAY BE NECESSARY.
2. Connect the power adapter to the "POWER" and plug the adapter into a wall outlet. The 5200 may also use other sources of 12V DC power such as an alarm system or battery instead of the included transformer. The 5200 will use as much as 300mA when the device is communicating an alarm signal.
3. Configuration and registration of the device may take 2 minutes. Do not proceed until the LED on the right is lit steady green with an occasional flash of amber.
   NOTE: DO NOT POWER CYCLE THE 5200 DURING SYSTEM BOOT UP.
4. Connect the alarm system to the "PHONE" port of the 5200 using a standard two-wire RJ11 cord (only tip & ring required).
5. IF using an RJ31X connection, use the in-line adapter and cord included with the 5200 (which will close the Tamper Loop)
   a. Plug the short black cord extending from the in-line adapter into the "PHONE" port on the 5200
   b. Plug the RJ31X cord into the opposite end of the adapter
   c. RJ11 cable into the port "PHONE"

ACTIVATION

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 the Central Station 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. To test the unit's registration status, select Send Status Request Signal from the "Test" tab on the Uplink Dealer web site. View device registration status.

NETWORK CONFIGURATION

All settings in the 5200 can be changed by plugging a standard touchtone telephone into the PHONE port and using a simple voice prompt menu. To access the menu, follow these steps.

Unplug your alarm system from the 5200 and plug in a touchtone telephone. The phone should connect to the PHONE port on the 5200.

Pick up the phone, and whether or not you hear dial tone, press *** (press * three times on the phone).

You will hear a voice prompt: "Enter a menu option."

Enter any of the following commands. After entering a new setting, such as changing the IP address, press # to return to the main menu.

To do this	Press	Then press this	Notes
Toggle between static and dynamic IP mode	01	9, then # to return to the main menu	
Check or change the adapter's current IP address	02	The voice will read off the adapter's current IP address. Type in a new IP address if a static address is desired, using 3-digit octets. For example, to set the IP address as 192.168.1.20, enter "192168001020", then press #.	In order to change the IP address, the adapter must be set to static IP mode first.
Check or change the network mask (subnet)	03	The voice will read off the adapter's current subnet. Type in a new subnet if desired, using 3-digit octets. For example, to set the subnet address as 255.255.255.0 enter "255255255000", then press #.	The adapter must be set to static IP mode first.
Check or change the gateway address	04	The voice will read off the adapter's gateway. Type in a new gateway if desired, using 3-digit octets. For example, to set the gateway as 192.168.1.1, enter "192168001001", then press #.	The adapter must be set to static IP mode first.

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

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

To dial an alarm system connected to the 5200, dial 770-819-9477, wait for a second dial-tone, and dial the last nine digits of the 5200 unit/serial number.

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 the function.

To dial an alarm system connected to the 5200, dial 770-819-9477, wait for a second dial-tone, and dial the last nine digits of the 5200 unit/serial number. The downloader entry for the phone number would be "7708199477,,,, (nine digit unit/serial number)".

TROUBLESHOOTING

Environments with VoIP phone service

If the existing 5200 is connected directly to a single port cable or DSL modem, then disconnect it, and connect it to a router instead. The router should be the only device connected directly to the cable or DSL modem. If the customer's VoIP phone service no longer works after doing this, then the VoIP provider will need to assist you or the customer in reconfiguring their device to work with a router.

Check that all wires are connected and secure.

Unplug then plug back in the Alarm Broadband Adapter's power cord, Ethernet cord, and phone cord.   Make sure that the Ethernet cord is plugged into an open Ethernet port on your router or wireless bridge, and that the phone cord is connected to the Phone jack port and the phone jack on your alarm system.

If you have assigned a static IP address to the Alarm Broadband Adapter, make sure the address is not already in use.

By default, the 5200 automatically requests an IP address via DHCP. In most cases, we recommend leaving the adapter set for DHCP. In some unusual network configurations, it may be necessary to set the 5200 to use a static IP instead. If two devices on your customer's network have the same IP address, then both devices will frequently lose their connection to the Internet. If you have set a static IP address for the 5200, and you believe another device has the same IP address, then change the IP address of the 5200. **Every device on your customer's network should have its own unique IP address.**

Update the router firmware.

It is important that the customer's router is using the latest firmware provided by its manufacturer. Router firmware can usually be downloaded from the manufacturer's website, and installed using the router's web interface. Your

TROUBLESHOOTING (cont.)

customer can contact the router manufacturer for assistance in updating its firmware, if needed.

Are there two routers?

If there are two routers connected to the network, then some devices will have trouble staying connected to the Internet. To fix this, turn off routing (DHCP) on the router that is not connected directly to your cable or DSL modem. **Only one router should give IP addresses to devices on the network.**

Are you using a wireless bridge?
Wireless Ethernet bridges such as the Uplink® 5300 can make installing the Uplink 5200 easy by eliminating the need to use an Ethernet cable. However, if WiFi signal is poor or the unit is not correctly set up, then they can cause many connection problems.

If you are using a wireless bridge, then **remove the bridge and connect the Alarm Broadband Adapter directly to the router.** This is a test only, to eliminate the bridge as a potential problem. You do not need to connect the alarm system to the Alarm Broadband Adapter during this test. Simply connect the Alarm Broadband Adapter directly to the router for about 30 minutes, and see if the connection stays on.

Does your customer use a Linksys router?

If your customer uses a Linksys router such as the Linksys WRTP54G, then one of its security settings may interfere with the 5200's operation. Log into your router using a web browser, click on the Security tab, and turn off **"Block Anonymous Internet Requests"**.

STANDARD 12-MONTH LIMITED WARRANTY

Uplink Security, LLC's limited product warranty extends only to commercial distributors who purchase products directly from Uplink. Uplink's warranty does not extend to end user consumers of Uplink products or to other parties not in privity of contract with Uplink and, to the maximum extend permissible under applicable law, Uplink expressly disclaims any warranty, express or implied, extending to such end user consumer or parties including without limitations, any implied warranties or merchantability and fitness for a particular purpose. End user consumers with questions concerning an Uplink product are directed to contact the alarm/security system dealer or installer from whom they purchased the product.

Distributors, dealers and installers with questions about Uplink's warranty and returns process are directed to contact Uplink Order Entry; issuance of a Return Merchandise Authorization (RMA) number by Uplink is required as a condition prerequisite to the return of any Uplink products under the applicable product warranty.

IN NO EVENT SHALL UPLINK OR ANY OF ITS REPRESENTATIVES BE LIABLE TO ANY END USER CONSUMER OF AN UPLINK PRODUCT AND/OR SERVICE OR ANY OTHER PARTY NOT IN PRIVITY OF CONTRACT WITH UPLINK FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES, INCLUDING ANY DAMAGES FOR BUSINESS INTERRUPTION, LOSS OF USE, DATA, REVENUE OR PROFIT, WHETHER ARISING OUT OF BREAK OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR PRODUCT LIABILITY) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT UPLINK WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

STANDARD 12-MONTH LIMITED WARRANTY (cont.)

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FCC & INDUSTRY CANADA REGULATORY COMPLIANCE

Part 15

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced technician for help.

FCC RF EXPOSURE INFORMATION

In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guide-lines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this module complies with the FCC guidelines and these international standards. The FCC ID of this unit is XXXXXXXXX. For more information about RF exposure, please visit the FCC website at www.fcc.gov.

The term "IC" before the certification/registration number only signifies that the Industry Canada Technical Specifications were met. The external antennas used for this module must provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

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 5200

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