Uplink Remote Installation Guide – 5500EZ

RG1227

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Contents

Overview

With today's busy lifestyles, more and more consumers are demanding easy remote access to their security systems. Alarm systems enabled with Uplink Remote and an Uplink cellular communicator allow users to remotely:

- Arm and disarm the alarm system.

- View the current arming status.

- View the alarm event history.

- Receive notifications of alarm events.

This can all be done from a web browser, a mobile phone browser and an APP on iPhone and Android devices.

The Uplink Remote web site (www.uplinkremote.com) also allows users to manage logins (add/change/delete) and adjust settings for event notifications.

Alarm System Requirements

The alarm system must have:

- One momentary or latching Keyswitch Zone,

- One programmable output of 12V DC for the system's armed condition,

- 12V DC power from the panel, panel's battery or other external power supply.

Other components necessary are:

1. Uplink Model 5500 EZ with Input 2 and Output 2 available for use.

Installation Summary

Installation of an Uplink Model 5500EZ for remote operation is easy. Here is a quick summary of the steps required:

1. Connect wiring for the Keyswitch Zone – which arms and disarms the alarm system.

2. Connect wiring for the alarm system's PGM output – which communicates the armed status to the Uplink radio.

3. Connect power to the alarm panel and Uplink communicator.

4. Activate the Uplink unit in the Uplink Dealer Portal and adjust unit settings.

5. Set up customer information, users and settings using the Uplink Remote website.

6. Test operation.

See the Installation Instructions in this manual for complete activation details.
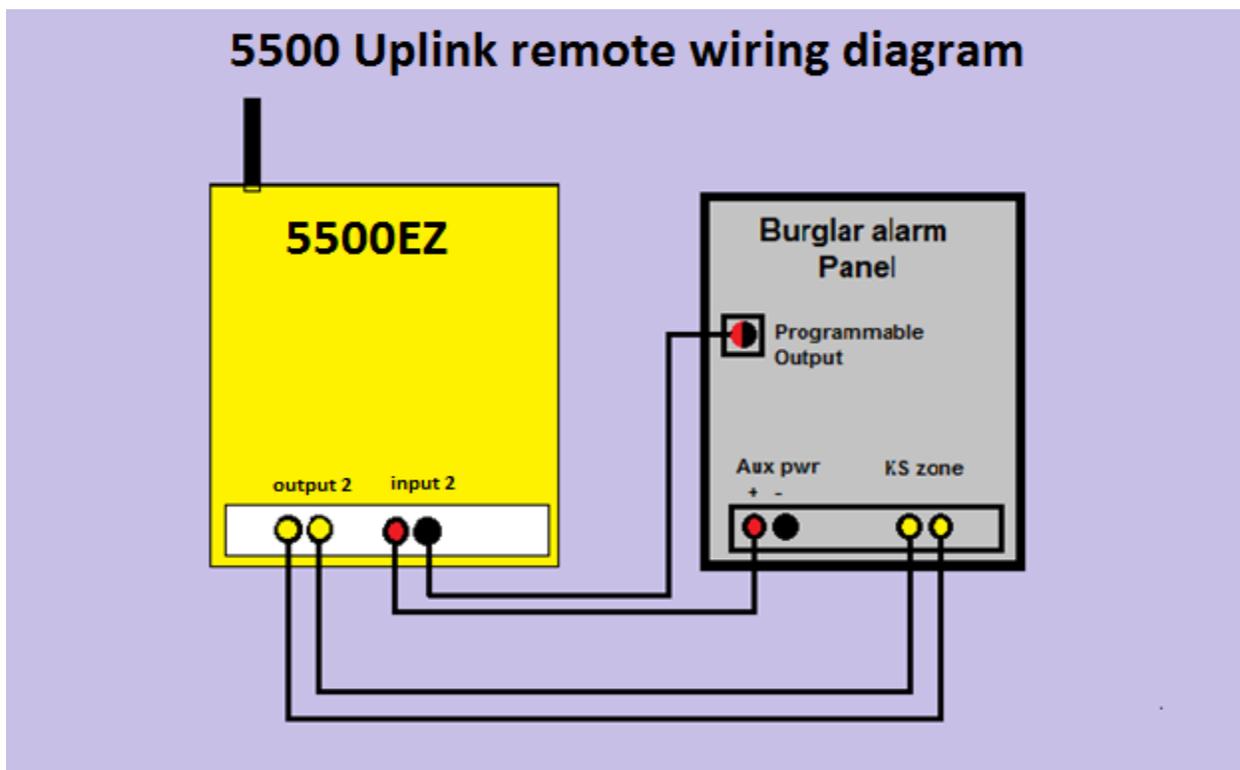
*NOTE: Uplink 5500EZ DOES NOT require a remote pulse board for use with Uplink Remote.

Installation Instructions

1. Wiring the Keyswitch Zone & Programmable Output:

   a. Remove power from the 5500EZ and the alarm system.

   b. Connect the Uplink 5500EZ Input 2 + to the alarm panel's Aux Pwr Positive.

c. Connect the Uplink 5500EZ Input 2 – to the alarm panel's PGM – Output (Trigger 17 or 18 on Vista panels).

d. Connect the Uplink 5500EZ Output 2 + and Output2 – to the control panel's Keyswitch Zone terminals. Polarity does not matter. Most require resistor to be normal.
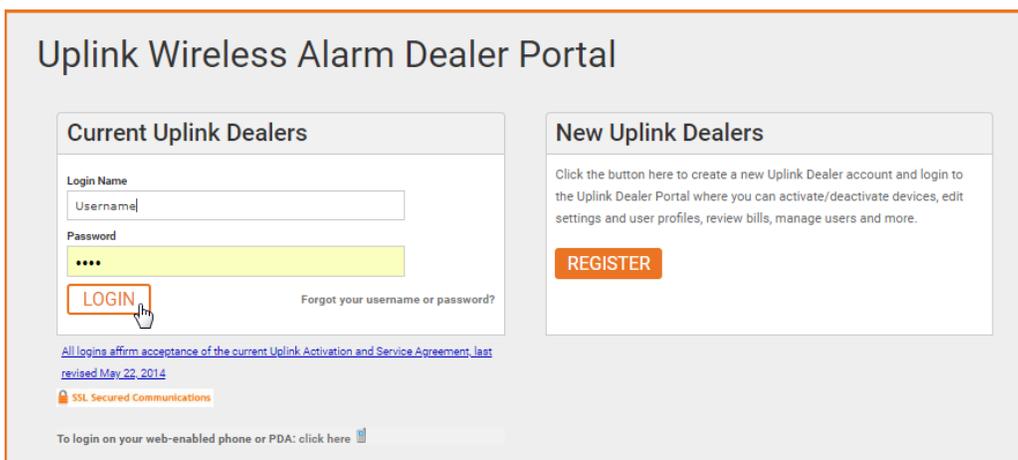
Uplink Dealer Portal

Activation and Programming

1. Go to Uplink.com and select the Uplink Alarm Dealer Sign In option to log in to the Uplink Dealer Portal.

2. Enter your Login Name and Password or create a new account.
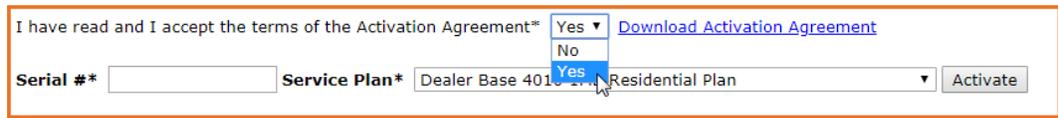

3. Go to Programming / Activate unit:

4. On the Activate Unit screen:

a. Click Download Activation Agreement and read the agreement.

b. Once you have read the agreement, select Yes.

c. Enter the Uplink unit serial (#) number.

a. Select the appropriate Service Plan from the list.

b. Click the Activate button.

5. Once Activated you will be directed to Add/Remove Uplink Remote.

Add/Remove Uplink Remote 0814300569 (5500EZ)
Currently AnyNET 2500/2500EZ, 2530, 2550, 2590, 4500EZ, 4530d, 4530dEX, LTE30EX, 4550, 4590, 4640 & 5500 models supported.
Uplink Remote Plan | No Uplink Remote $0.00 | ▼ | Update |
Uplink Panel Progra | No Uplink Remote $0.00 |
   Wirelessly program | Standard Remote Dealer Base $3.00 | rogrammer (UPP) to connect to compatible Uplink devices using the manufacturer's software.
| **Advanced Remote Dealer Base $5.75** |

		Standard Remote		Advanced Remote	
Item		**Event History**	**Notifications**	**Event History**	**Notifications**
Emergency Alarms		Yes	Selectable	Yes	Selectable
Arming Events		Yes	Selectable	Yes	Selectable
Arming Events In A Period		Yes	Selectable	Yes	Selectable
Maintenance Events		Dealer Selectable	No	Dealer Selectable	Selectable
Restoral Events		Yes	No	Yes	Selectable
Open/Close Events		Yes	No	Yes	Selectable

a. Select Standard Remote Dealer Base or Advanced Remote Dealer Base (standard plan recommended for residential).

b. Click the Update button.

c. For alarm systems using a Pulse or Momentary Keyswitch Zone:

   i. Panel Arm Command (Keyswitch Zone): Select Output 2 Pulse and the desired duration of the pulse (Recommend 2 Seconds).

   ii. Panel Disarm Command (Keyswitch Zone): Select Output 2 Pulse and the desired duration of the pulse

	Update	
Uplink Pulse Board Connected ?	No ▼
Panel Arm Command (Keyswitch Zone)	Output 2 Pulse 2 Sec ▼
Panel Disarm Command (Keyswitch Zone)	Output 2 Pulse 2 Sec ▼
Panel Armed Indicator	Input 2 Alarm Detected ▼
Panel Disarmed Indicator	Input 2 Restored To Normal ▼

d. For alarm systems using a Maintained or Latching Keyswitch Zone:

   iii. Panel Arm Command (Keyswitch Zone):
   Select Output 2 OFF for panels where an open Keyswitch Zone causes arming.
   Select Close for panels using a closed zone to arm.

   iv. Panel Disarm Command (Keyswitch Zone):
   Select Output 2 ON or OFF as required by the Keyswitch Zone.

e. Panel Armed Indicator (PGM Output):

   v. If the PGM output is High (12V) while Armed, Select Input 2 Alarm Detected.

   vi. If the PGM output is Low or open on Armed, select Input 2 Restored to Normal.

f. Panel Disarmed Indicator (PGM Output): Select the opposite of the above then click the Update button.

6. The user will be directed to the Edit Unit page for the 5500EZ.

a. Enter the unit information, Input Descriptions, Output Descriptions.

> ❗ Do not copy settings unless replacing a damaged or defective unit with a new unit and only if you are experienced at performing replacements. This manual provides instructions for new installations only.

i. Unit Name
Default is serial number. You can leave the serial number or change to whatever reference information is most useful for you.

> ❗ Unit Name and Tracking # are used to populate the customer's interactive profile. These are free-form fields for dealers to populate as needed.

b. Enter Notification Path information.

i. Primary Notification Type – This is the format the unit will use when transmitting to the Central Station (CS).

ii. Primary CS Phone Number – This is the standard 10-digit phone number value including the dashes: XXX-XXX-XXXX.

iii. Primary CS Account # – Enter the last four digits.

c. In the Notification Control section:

i. Make sure Notification Enabled is set to YES (1).

ii. Set Notify on Input 2 Alarm? to NO (2) and Notify on Input 2 Normal to NO (3).

This prevents Arm/Disarm signals from passing to your central station.

iii. To prevent reporting on any other options in the Notification Control section, set the value to NO in that specific row. To enable, set the value to YES.

d. In the Notification Data section:

    i. Make sure that the numeric codes and alarm zones are labeled the way you want them to be. Code, Text, or Zone information can all be keyed in differently if need be.

    ii. Test Intervals and Alarms/Restores are controlled not by dip switches, but by MT's (mobile terminates or pings).

To change test intervals login: Select Programming then select Program Unit Over the air.

e. Configure other unit settings to your install needs and click Update.

> **!** Once the unit is updated you will need to set the settings on the unit for Uplink Remote.

7. Go to Programming / Program Unit Over-the-Air:

a. Under Event Reporting:

Select Send Alarms and Restores and click Send (5500EZ must be powered up and have cellular service).

8. Log on to Uplink Remote to create a New Account and enter Uplink Remote Settings.

a. To access the Uplink Remote website do one of the following:

    i. If you're logged in to the Uplink Dealer Portal:

1) Go to Programming / Edit Uplink Remote Profile (1).

2) Click the Login into Uplink Remote button (2).

You will land on the New Account page where you can create the new customer or add to an existing account.

ii. Or, go to https://www.uplinkremote.com/user/sign_in and use your dealer login credentials. Click Add New Account.

b. On the New Account page:
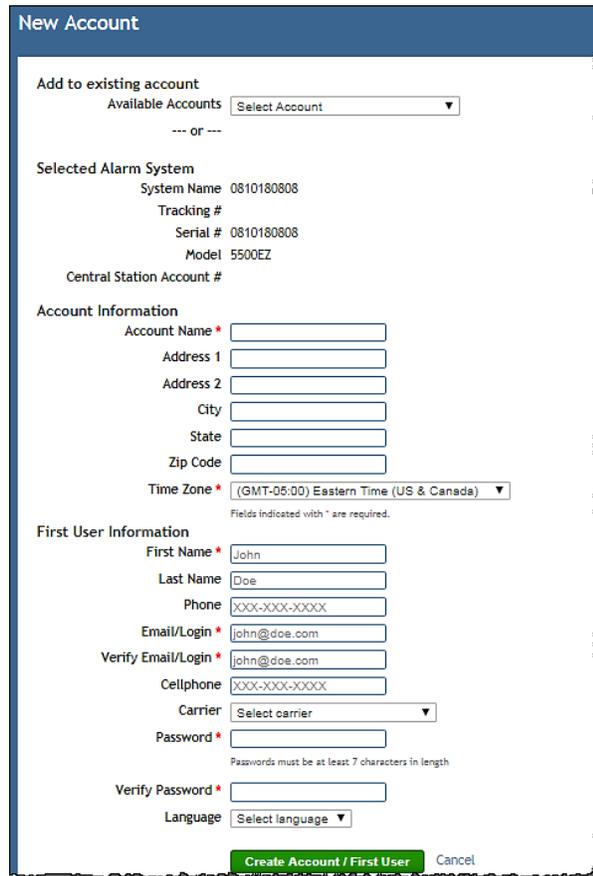
To add the panel to an existing account, select the account from the Available Accounts list.

i. If you see Please Choose An Alarm System, select the desired Uplink unit from the pull-down menu.

ii. Enter information for the Account and First User.

> ! The email you enter is the customer's login for Uplink Remote. This login is limited to one user. You can create additional Uplink Remote users and logins for the account once this section is complete.
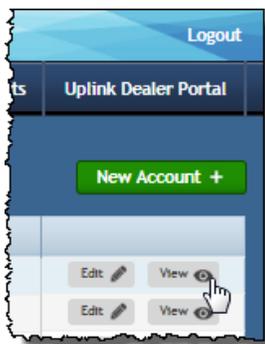
iii. Click the Create Account/First User button.

Uplink Remote

Testing

1. From Uplink Remote, selecting the Accounts tab will list all Uplink Remote customer accounts.

2. Select View to see the website pages your customer will see and test the operation of the Uplink Remote commands.

   a. From the Home menu, click to the button to send an Arm or Disarm command.

   b. Wait for Uplink Remote to return the new status of the system (this could take 30 seconds or more).

   !
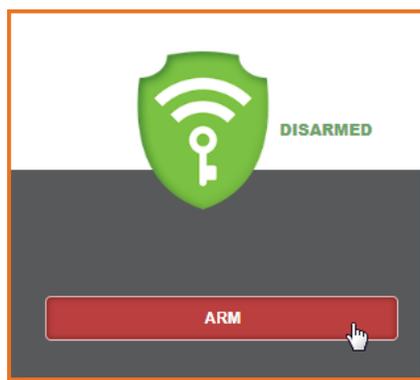
   If both of the arming commands are shaded, arm or disarm the panel from its keypad to synch up the panel's state to Uplink Remote.

   If the alarm system does not arm or disarm per the command, check your key. switch zone programming and/or wiring.

3. Adjust other settings in Uplink Remote or Uplink Dealer Portal as necessary.

4. Login to the Uplink Remote system at uplinkremote.com with one of the User logins for the account and test the operation of the Remote service.

Installation Tips

DSC 1616

1. Keyswitch:
    In order to configure a Keyswitch Zone you must program location 001 and go to the segment corresponding with the zone you desire to use.

    Program Type = 22 for a momentary keyswitch. Program Type = 23 for a maintained keyswitch. Type 22 is recommended for faster operation.

2. PGM:
    To program the PGM output 2, program location 009 with a 05 for armed status. Use default attributes.

Vista

1. Keyswitch:
    These systems usually require momentary keyswitch inputs. Go to Field *56 Zone type = 77 (keyswitch).

2. PGM:
    To use Vista PGM Output 17:

    a. Field *79, Output No17, Normally Low = 0 = No

    b. Field *80, Output Function = 01, Activate by Zone Type = 2, Enter Zone Type = 22 (Disarming), Enter Output No. = 17, Output Action = 0 = Off

    c. Field *80, Output Function = 02, Activate by Zone Type = 2, Enter Zone Type = 21 (Arm Away), Enter Output No. = 17, Output Action = 2 = Stay Closed

    d. Field *80, Output Function = 03, Activate by Zone Type = 2, Enter Zone Type = 20 (Arm Stay), Enter Output No. = 17, Output Action = 2 = Stay Closed

    e. Field *84, Set to 0

Concord Express

1. These systems usually require momentary keyswitch inputs.

2. Keyswitch:

To assign a Keyswitch Sensor:

    a. With the display showing KEYSWITCHSENSOR n (current sensor number), enter the desired sensor number (01-24). The display flashes the entered sensor number.

    b. Press ƒ and the display will show the new number.

3. PGM:

To program output # 2 for state go to location 09110 segment 01710 program a 009 for arming stay and away.

Networx

1. These systems usually require momentary keyswitch inputs.

2. Keyswitch:

Program the zone type in location 25 for the desired zone in its segment 1-8 as an 11 Keyswitch Zone.

3. PGM:

Select a PGM to use from location 47 = output 1, 48 = output 2, 49 = output 3, or 50 = output 4. Pick one of the outputs and Program a 21 in the first segment and a 0 in the second.

> **!** Zone doubling and partitioned systems are NOT supported by Uplink Remote.

Revisions

Rev. #	Date	Contributors	Editor	Comments
0	06/15/2018	CSims RWillaford	PCreadick	Initial Release.