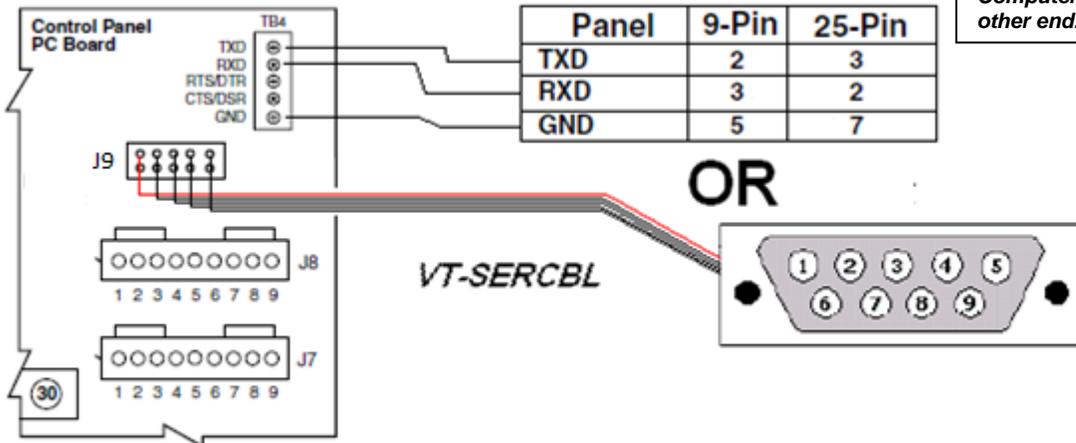


# Direct Wire Downloading Set up and Troubleshooting for VISTA TURBO PANELS

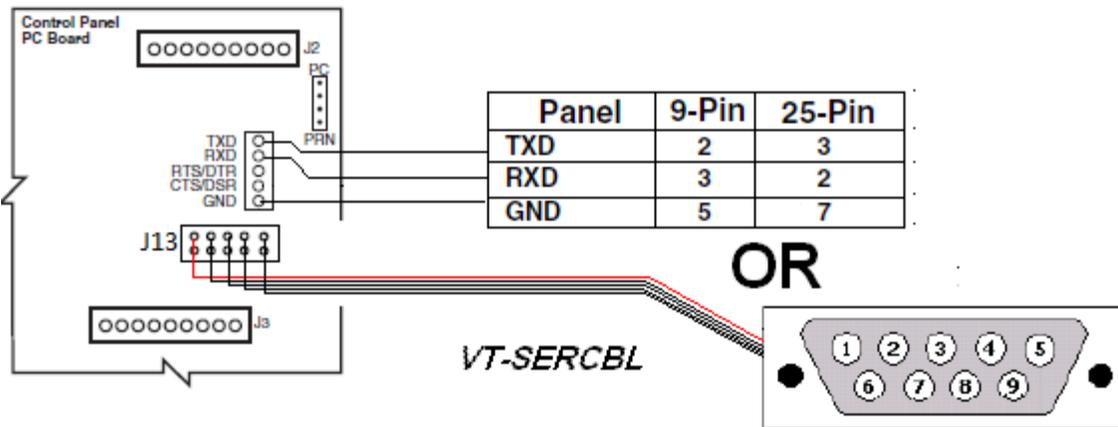
Wiring:

Vista-128/250BPT



*Customer will need to make their own cable with flying leads on one end to connect to panel TB4, and desired Computer connector on the other end.*

Vista-32/128/250FBPT

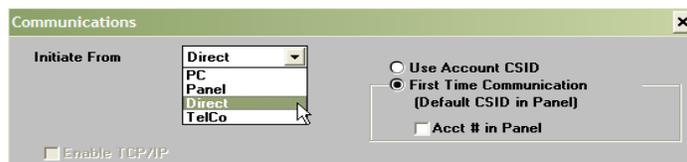


Panel Programming:

Field	Description	Default Value
*32	Account #	15 15 15 15 (FFFF)
*36	CSID #	15 15 15 15 15 15 15 15 (FFFFFFF)

Note:

- The above configuration is for using the first time communication option (see below) in compass:



**Notes:**

- Generally speaking, if the Account # in the panel is set to default, do not check the “Acct # in panel box.” If the Account # in the panel is NOT set to the default, it must match the account # in Compass, and you must select the “Acct # in Panel” option. For Direct Wire Downloading, Compass verifies the Account # at both ends, but will NOT keep you from connecting if they do not match. Instead, you will get a message telling you what the account # in the panel is, and that it does not match the account # you have programmed in Compass.
- If you have previously downloaded to the panel and no changes have been made to the above locations, or account info in the software, then you can just check the box that states Use Account CSID.

1. Once you have selected the above options, enter the Installer Code + #5 on the keypad Verify that the Keypad shows “Modem Comm.”

- The only thing that will keep the panel from going into Modem Comm., assuming a valid code is used to enter the command, is if the panel is attempting to communicate to Central Station. This includes attempts to communicate via AlarmNet device.

- The Panel will stay in “Modem Comm.” for approximately 5 minutes.

2. Press Connect on the PC and you should see send/receive arrows running back and forth across the bottom.

## Troubleshooting

### **If the screen says: “Requesting Session” or “Prepare for Callback” (these messages are normal!)**

#### “Central Station ID Mismatch”

1. Since the CSID in panel cannot be viewed, try setting \*36 to 15 15 15 15 15 15 15, then select first time communication.
  - NOTE: See Panel Programming Section above.
2. Possibly a bad serial cable, or bad connection, verify all connections are secure.

#### “DDE” or “Unable to connect to the Panel” error while trying to connect

1. Check wiring to the Panel.
2. Can be caused by low voltage, be sure Computer is connected to AC and using a compatible USB to Serial Adapter. (See Page 4)

#### No Send Receive Arrows upon attempt to connect (Compass16 Only)

1. The Panel is not initiated for download
  - Enter [Installer Code] + #5 at the keypad and verify the Keypad says “Modem Comm.” or “CC”
2. Check for loose wire connections.
3. No modem is selected for the active com port (only on older versions of Compass, if you have this issue, you should update your software before continuing!)

4. Make sure you are connected to a 9-pin Serial Port on your PC or a compatible USB Serial Adapter. (See Page 4)

### Verifying Data Transmission via Voltage:

Note: Data is always referenced to ground. So when verifying the following voltages, make sure your Negative Meter lead is on Gnd.

#### **Voltages from Panel:**

**TXD** = When connected to Computer reads -5 to -10Vdc then rapidly pulses after panel is in "MODEM COMM".

When not connected to a Computer this reads between -5 to -10Vdc

**RXD** = -5Vdc to -10Vdc then has a momentary pulse approximately 5sec after the computer is initiated by hitting connect.

When not connected to a Computer this reads about 0Vdc

### Testing Serial Cable:

9 pin to 9 pin cable is configured:

Connector 1	Connector 2
2	2
3	3
5	5

9 pin to 25 pin cable is configured:

9 pin end	25 pin end
2	3
3	2
5	7

## Using a USB to Serial Adapter

Manufacturer	Part #	Notes	Supported OS	Web Address
Keyspan	USA-19HS	This unit has been tested, and is approved in WINDOWS XP and 2000, for direct connect, via the 4100SM, and the CIA modem, when emulating COM 1 - COM 8.	Windows XP Windows Vista	<a href="http://www.tripplite.com/en/lp/keysan/">http://www.tripplite.com/en/lp/keysan/</a>
Hawking	HUC-232S	This unit has been tested for modem and direct connect communications with Windows XP Pro, SP2 only. We can not verify it will work on any other operating system. Must be COM1 – COM8	Windows XP	<a href="http://www.hawkingtech.com">www.hawkingtech.com</a>

- Other USB to serial adapters may be used. These adapters have not been tested by tech support; hence they are not supported by tech support.