# INTRODUCTION

Welcome to Caddx downloading. This package of software for the IBM PC compatible family of computers will enable you to remotely change any aspect of the programming for the Caddx 8000, 8600, 8600E, 8900DL, 8980, 8980E, 9000, 9000E, and NX-8 (Version 3.86 and higher)  control panels.  This program will also allow arming, bypassing zones, and disarming the panel.  Many levels of security are built in to the program to ensure the safety of the client's security including basic program security, individual dealer codes in the panel, and the ability to use a callback number. Help is available from most screens by pressing **[F1]**. If additional assistance is needed during the installation or operation of this software, call Caddx Technical Assistance at 1-800-727-2339.
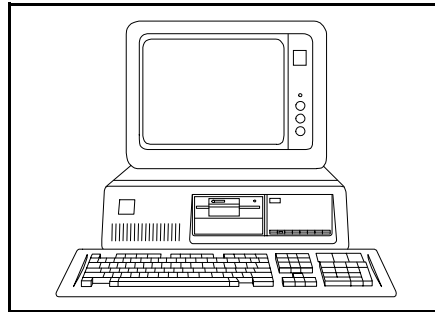
# REQUIRED EQUIPMENT

## PERSONAL COMPUTER (XT, AT, OR COMPATIBLE)

**Required:**
At least 640K Memory
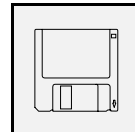DOS 3.1 or higher
**Recommended:**
Hard drive

## MODEM

Refer to page 8  and the insert sent with DL900 software package for modem initialization strings.

## DL-900 SOFTWARE PACKAGE

*IMPORTANT*: It is recommended that you backup your database on a regular basis.  Refer to page 6.  If your computer crashes or is turned off while the DL900 software is running , you should run our database repair utility. Instructions are located on page 15 "Data Error (Any)".

# CADDX DL-900
# DOWNLOADING SOFTWARE

## Table of Contents

**CADDX CONTROLS, INC.**
**1420 N. MAIN STREET; GLADEWATER, TX 75647**
**1-800-727-2339**

# INSTALLATION

**UPGRADE NOTE:** Before updating, make a backup copy of your **CADDX.EBD** and **CADDX.EBX** files by copying them to another disk or directory. See "Backup Data Files" on page 6. Verify that your computer system has the requirements to properly operate at least 640K of memory with at least 500K available for the program to use, and DOS 3.1 or higher. Install the compatible modem according to the manufacturers instructions to serial communications port COM1 thru COM4, and make sure it operates properly to call other modems.

To install the software for the first time, or to upgrade a current installation, perform the following steps:

**FOR DOS**:

1) Change to the floppy drive that contains the Caddx disk #1. Type **A: [Enter]**. If placed in the second floppy drive, type **B: [Enter]**.
2) Then, run the installation program by typing **INSTALL [Enter]**.

The program will ask for the drive and the directory that you want the software to be placed on. The default is the **C:** drive and the **CADDX** directory. Then it will create the directory (if necessary) and copy all the files into that directory. If you are upgrading a current installation, the program will not overwrite your existing customer files. We recommend that all the Caddx files be kept in the same directory so that automatic conversion from the old format to the new files will take place the first time that the program is executed.

**FOR WINDOWS 3.X:**

1) Select "File".
2) Select "Run".
3) Type **A:INSTALL** or **B:INSTALL**

**FOR WINDOWS '95:**

1) Select "Start".
2) Select "Run".
3) Type **A:INSTALL** or **B:INSTALL**

### CREATING A SHORTCUT IN WINDOWS 3.X

1) Make sure the window where you want the icon to be located is the *active* window.
2) Select "File".
3) Select "New".
4) Select "Program Item".
5) Select "OK".
6) Select "Browse".
7) Find and select the "Caddx" directory in the right window.
8) Select "Caddx.pif" in the left window.
9) Select "OK".
10) Select "Change Icon".
11) Select "OK".
12) Select "Browse".
13) Find and select the "Caddx" directory in the right window.
14) Select "Caddx.ico"
15) Select "OK".
16) Select "OK".
17) Select "OK".

### CREATING A SHORTCUT IN WINDOWS '95

1) Go to the area where you want the shortcut placed.
2) Click the right mouse button.
3) Select "New".
4) Select "Shortcut".
5) Select "Browse".
6) Go to the Caddx directory.
7) Select the file "Caddx" with MS DOS for an icon.
8) Select "Next".
9) Select "Finish".

### CHANGING THE ICON TO THE CADDX ICON

1) Click the right mouse button while the mouse pointer is on the Caddx shortcut.
2) Select "Properties".
3) Select "Program".
4) Select "Change Icon".
5) Select "Browse".
6) Go to the Caddx directory.
7) Select the Caddx icon.
8) Select "OK".
9) Select "OK" again.

# OPERATION

To run the program, perform the following:
  A) From Windows, double-click on the Caddx icon.
  B) From DOS,
    1) Type:  **CD\CADDX [ENTER]**
    2) Type:  **CADDX [ENTER]**

As delivered, the name to enter at the "Program Access" screen is **CADDX**, and the password is **1234**.  The program will then switch to the "Operator Access" screen.  This first screen is useful in larger installations to restrict where and when the program may be executed.  This is accomplished by limiting those who have the program startup authority (see operator screen).

Again, the name at the "Operator Access" screen is **CADDX**, and the password is **1234**.  The main functions of the program are available from this screen. The selections from this screen are:

    **R . . .**  Select a customer record. (See Page 4)
    **Q  . .**  Quit the program.  (See Page 6)
    **N . . .**  Logout for next operator.  (See Page 6)
    **P . . .**  Change operator password.  (See Page 6)
    **B . . . .** Backup data files.  (See Page 6)

***The following options require authorization:***

    **S . . .**  Setup COM port, printers and modem.  (See Pages 7 - 8)
    **O  . .**  Add or change any of the operators names, passwords, or accesses.  (See Page 9)
    **C . . .**  View or Print a list of customers. (See Page 10)
    **L . . .**  Print out or view on screen, the log file if one exists and a printer is selected.  (See Page 10)
    **A  . .**  Set up modem to answer panel initiated calls. (See Page 10)

## ("R") - ADDING OR ACCESSING A CUSTOMER RECORD

When selected, you will be prompted to enter an account number, customer name, or phone number.  Enter the appropriate data for an existing customer, or simply press **[Enter]** to add a new customer.  The screen will reflect the name and other information of the selected customer or appear blank for a new customer record to be added.  The minimum information required prior to exiting this screen is the account number and panel type.  The phone number needs to be the number of the phone line that the panel is connected to. This is the number that will be called to

connect to the panel.  Any comma within the phone number will create a 2-second pause.  Parentheses, hyphens, and spaces are ignored.

The account number must be unique for each account.  It need not be the reporting account number stored in the panel (and shown in the worksheet), unless the control will be initiating calls into the computer for the "Auto Answer" option.  To save time and effort in setting up new panels, enter several "default customers" such as Residential 1, Residential  2, and Commercial 1, with the worksheet filled out to your company's monitoring numbers and communicator  codes.  Then, for a new panel, pull up the appropriate "default customer", change the name and other information,  make sure the account number is unique.  The program asks how to save the customer when you proceed to the next function ([**F9**], [**F10**], or[ **Escape**]).  Save as a new (**"N"**) customer to make a copy and keep the original record. Finally, make the few changes necessary to customize the worksheet such as the monitoring account number and disarm codes.

Also shown in this screen is a log of the last three accesses to this account, and the functions available from this screen.  A "✱" indicates that the panel was called, and a connection was established.

**[Escape]** will return to the operator menu.

**[F1]** will bring up a help screen.

**[F2]** will bring up a one page note screen.

**[F3]** will delete the current customer if this function is authorized.

**[F4]** will access the automated functions available for 8600E, 8980E, 9000, 9000E, and NX-8 controls.

**[F7]** will print a worksheet record for the current customer displayed if the operator is allowed.

**[Shift]-[F7]** will create a file (WKSHT.txt) for the current customer displayed if the operator is allowed.

**[F9]** will move to the worksheet for the current customer displayed to allow checking and changing items before dialing the panel.

**[F10]** will call the panel and then move into the programming worksheet for full on line interaction with the panel.

**[Shift]-[F10]** will set up the modem to answer a callback from the control if the initial return call was missed for some reason, or someone at the site initiates a callback from the system's keypad. The initial "Waiting for

Control to Call Back" must be aborted (press **[Escape]**) and the [**Shift**]-[**F10**] pressed from this customer screen.

**[Alt]-[F10]** will force the modem to answer immediately, to allow accessing a control with a callback number that is directly connected to the modem. The initial "Waiting for Control to Call Back" must be aborted (press **[Escape]**) and the [**Alt**]-[**F10**] pressed from this customer screen.

**[Page Up] & [Page Down]** will move to the previous or next customer and is used to "browse" through your customer records ([**F5**] and [**F6**] remain available for this function).

### ("Q") - QUIT THE PROGRAM

This option permits the operator to exit the program from this screen.

### ("N") -  LOGOUT FOR NEXT OPERATOR

This option will exit to the operator access screen and require a name and password to re-access the software.

### ("P") -  CHANGE OPERATOR PASSWORD

This option will allow you to change the password of the operator who is currently using the software.

### ("B") -  BACKUP DATA FILES

This option will allow you to backup your database to a floppy disk.  If your database is larger than the size of your disk, you will get an error if you attempt this procedure.  In this case, you must do the following to backup your database.
  1) Quit the program.
  2) If using Windows, go to the DOS prompt.
  3) Type: **CD\CADDX [ENTER]**
  4) Type: **COPY CADDX.EBD A: [ENTER]** (or **B:** if using the B:\ drive)
  5) Type: COPY CADDX.EBX A: [ENTER] (or **B:** if using the B:\ drive)

To restore your database from floppy disks, perform the following:
  1) Quit the program.
  2) If using Windows, go to the DOS prompt.
  3) Type: **CD\CADDX [ENTER]**

4) Type: **COPY A:CADDX.EBD [ENTER]** (or **B:** if using the B:\ drive)
5) Type: **COPY A:CADDX.EBX [ENTER]** (or **B:** if using the B:\ drive)

*(NOTE*: If transferring database to another computer, this will overwrite all data including modem settings, operator data, and customer data.)

## <u>("S") - SETUP</u>
### *(NOTE:  Make sure all changes are saved with [F10] prior to exiting.)*

### <u>COM PORT</u>

Select the COM port that the modem is connected to.  If there is no other COM port in the computer, then select COM1 and  set up the modem to match. If the ADDR and INT sections are left full of zeros, then the port address and interrupt (IRQ) are the standard defaults.

COM 1 - IRQ4 and address 03F8
COM 2 - IRQ3 and address 02F8
COM 3 - IRQ4 and address 03E8
COM 4 - IRQ3 and address 02E8

The ADDR and INT spaces are to allow non-standard COM ports.  The leading 0 (zero) is necessary if an address is entered.

**To locate your modem in Windows '95:**
1) Click "Start".
2) Click "Settings".
3) Click "Control Panel".
4) Double-click "Modems".
5) Click "Diagnostics".
6) Click the COM port that the modem is on.
7) Click "More Info".

**PORT = COM Port     ADDRESS = Address     INTERRUPT = IRQ**

*(NOTE*: If IRQ is greater than 7, you will need to have it changed to a number lower than 7.)

### <u>LOG TO FILE</u>

If enabled, the software will keep a "Program Log" containing information about who logs in, calls panels, examines worksheets, etc.  This "Program Log" may be viewed or printed from the View Logs option on the Main Menu.  Note: This log can get rather large and should be cleared regularly. To clear the program log, hold the [**Shift**] key and press [**F5**].

### REQUIRE MASTER ACCESS

If enabled, a Master Program access screen will appear when the software is started. An operator must have "Program Startup" authority in the "Add/Change Operator" screen. With this feature, you can allow several people use the software via the "Operator" access screen, while allowing only a few persons the authority to start the program.

Line 3 will restrict the "Program Access" screen from being displayed when the program is started. If this level of security is not required, and simplified access to the program is desired, place an **"N"** here.

### PRINTER OPTIONS

**Worksheets** - identifies the printer, if any, on which the programming worksheets will print.

**Customers**: identifies the printer, if any, on which the list of customers will print.

**Operators** - identifies the printer, if any, on which the list of operators and the authorization levels will print. **Note**: Go to the "Add/Change Operator" screen to print this list.

**Logging**: If enabled, in lieu of or in addition to the "Log to File", a "Program Log" will be printed as the events occur.

**Dump Log** - identifies the printer, if any, on which the "Program Log" or "Control Log" will print. (Refer to **View Logs, page 10**)

To turn off one of these reports completely, enter a 0 (zero).

### MODEM INITIALIZATION

This function allows you to modify the modem initialization strings for certain modems. The **X0** is to simplify response codes to the computer, but is not valid for a 300 baud modem. It also enables dialing without a dial tone for direct connection, but it must be removed if the modem needs to wait for a dial tone due to timing problems. Additional setup commands may be necessary for modems with error correction, data compression, fax functions, and high speeds. To save any changes made, press **[F10]**. To leave without saving, press **[Escape]**. Several modem initialization strings have been provided as a separate insert with your download software. These were reported to us by other installers.

# ("O") - ADD/CHANGE OPERATOR

This screen will allow you to add, delete, or change operators and passwords.  You can also change the authority levels of each operator by placing and "X" by the items that he or she should have the authority to do while using the software.  To print the entire list of operators and their authority levels, press [**F7**].  When exiting this screen, press [**F10**] to save any changes or press [**Escape]** to ignore changes.  The different authorizations are explained as follows:

**Program Startup** - Allows the operator to access the program by logging in at the Master Access Screen (the first screen). This second level of security can be used to prevent unauthorized access to the program and customer data by someone copying files and taking them to another computer.  **NOTE:  Be careful not to delete the last operator with program startup authorization.**

**Change Customer Data** - Allows the operator to make changes to the name and address screen.  If changes are not authorized, it is displayed to verify that the correct panel is being called.

**Read Screen (7 options)** - Allows each of the programming worksheet sections to be displayed and examined.  Also, the corresponding area in the control can be downloaded from the panel. If no screens are authorized, the keypad mode will be displayed. **NOTE: In order to enable the ability to upload to the control, at least one screen must be authorized for reading.**

**Change Screen (7 options)** - Allows the operator to send information to the control panel in each of the programming worksheet sections. A *write-all* command ([**F12**]) will only write the sections that are  authorized. If a *read* is not authorized, but a *write* is authorized, then THAT section will be written to the panel when using the *write-all* command.

**Shunt (Bypass) and Disarm Keypad** -  Allows these functions from the keypad screen.

**Shutdown Panel** -  Controls the ability to program the shutdown location for control panel shutdown.  No change is made if not authorized, and a warning is given even if shutdown is allowed.

The remaining seven (7) options allow access to various areas and functions of the program such as deleting customers, printing a list of customers, printing customer worksheet information, changing operator access, changing the program setup, and looking at the log information.

## ("C") - CUSTOMER LIST

This screen will allow you to view on the screen or print out a complete list of your customers.  You can view the names only or both the names and addresses.

## ("L") - VIEW LOGS

This screen will allow you to view, print, and delete control logs (event logs from control panels) and the program log (if "Log to File" is enabled in Set Up screen).  The "Write to File" will save the program log to a file named "logfile.txt" or the control log to a file named "Acct#.txt" where Acct# is the account number of the control log you saved. **NOTE**: If your log is small, it may not appear to have saved the file. This is simply because the screen that tells you will flash on and off based on the time it takes to save the file. When you print or view the program log, the status of the panel will be displayed with the codes listed as follows:

| | | |
|---|---|---|
| **AC** - Ac power | **Ins** - Entry/exit Instant | **ShD** - Shutdown, turned off |
| **Arm** - Armed | **NoS**- No Siren | **Sec**-Download Section Secure |
| **Bat** - Low Battery | **Nsc**- Not Secure | **STS** - Fire (Steady) Siren |
| **Del** - Entry/exit Delayed | **Opr** - Operating normally | **YPS** - Burg (Yelp) Siren |
| **Dis** - Disarmed | | |

## ("A") - AUTO ANSWER

This option will set the software and modem to answer the panel when it calls the computer.   There are several things to set up before this mode will work properly.  In the 9000 and 9000E, locations 622 and 644-660 must be programmed correctly.  In the 8600E and 8980E, locations 207 and 264-279 must be programmed.  In the NX-8, locations 21 and 22 must be programmed.  When the computer answers, it will automatically perform the predetermined task for the particular customer account that is calling. (Operator cannot view or change panel.)  The account code for Phone #1 MUST be the same as the customer account number in the software.  Example (8980E): Locations 48-51 are 642, so the account number on the customer record screen.  If you have accounts with the same first digits (i.e. 642-A, 642-B, 642-C), all of the 642 panels calling will access the account 642-A. NX-8 NOTE: All 6 digits are used, so a 4-digit code would need to be 1234AA on the name and address screen. Please remember when changing existing accounts, the log entries for the old account number will remain under that account number so they can be retrieved if needed, but they will not "track" to the new account number. You will need to make a list of the old accounts that may need to be

accessed. A "Before and After" customer listing by name may suffice, but each dealer will need to evaluate the situation if older entries need to be retained.

Each account number that calls in will need to have some options on the screen which can be accessed with [**F4**] from the customer record screen. When the panel calls the computer, the options available on the Auto Setup screen [**F4**] are as follows:

<u>**Automatic Send All to Panel**</u> - will send all programming information from the computer to the control panel.

<u>**Automatic Read All from Panel**</u> - will send all programming information from the control panel to the computer.

<u>**Update Clock**</u> - will send the computer time to the control panel.

<u>**Read Internal Control Log**</u> - will read the internal control log from the control panel.

<u>**Read and Reset Log**</u> - will read the internal control log from the control panel and reset internal pointer. So if you are using "Callback When Log Full", the control panel will not call back at each event.

<u>**Write Account Codes & Phone Numbers**</u> - will send all central station account codes and phone numbers from the computer to the control panel.

<u>**Shutdown Control**</u> - will program the control panel shutdown location in the control panel.

<u>**Print as Received**</u> - (Only applies to "Read Internal Control Log" and "Read and Reset Log") will print the control log as it is received.

If you want to have access to the control panel when it calls in, you can use **[Shift]-[F10].** (Refer to the "Adding or Accessing a Customer Record" beginning on page 4.)

## THE PROGRAMMING WORKSHEET

The programming worksheet is very similar in appearance to the one printed in the installation manual for the control panels. Some sections of the worksheet may not be displayed if the *Read* screen authorizations are not enabled from the "Add/Change Operator" screen.

To move around the worksheet, use the [**Up**] and [**Down**] **Arrow** keys, [**Page Up**] and [**Page Down**], [**Tab**] and [**Back Tab**], and the [**Enter**] key.

Within a field, use the **[Left]** and [**Right**] Arrow keys along with the **[Space Bar]** and the [**Backspace**] key. The [**Delete**] key removes characters and the **[Insert]** key toggles between the insert and the overwrite mode. The [**Home**] key moves to the top of the currently displayed section of the worksheet, and **[End]** moves to the bottom of the current section. To move to the next section, press [**Page Up**] or [**Page Down**].

**[Escape]** returns to "Customer Information".

**[F1]** will display Help screen.

**[Shift]-[F1]** will display a screen to type any notes that you may require.

**[Shift]-[F4]** will allow you to go to a specific screen or location by typing in the screen or location number when prompted. **NOTE: To go to a specific location, the location number must be higher than the total number of screens.**

**[F7]** will print the customer data sheets as long as the operator is authorized to perform that function. Control left and right arrows will allow entry of the user names beside the appropriate arm/disarm code.

**[Shift]-[F7]** will create a file (WKSHT.txt) for the current customer displayed if the operator is allowed.

[**Alt**]-[**F7**] prints the page currently displayed on the computer screen.

[**F9**] (**NX-8 only**) Pressing [**F9**] while viewing the worksheet for the NX-8 will allow you to look at the enrolled devices. If the panel has already been downloaded, the devices will be stored so that you can view them without calling the panel.

**[F10]** will call the control panel if not already on line.

The following functions are available only while on-line with the panel:

[F3] will access the control logs for the 8600E, 8980E, 9000, 9000E and NX-8 controls. This information is displayed immediately and also stored in the computer for future reference. The program was designed to allow several weeks accumulation, but each account should be cleared regularly to keep the size of the data files down and the printouts short enough to be manageable. You should delete this log at the end of each year because it doesn't keep track of the year. (See "View Logs", page 10)

**[Shift]-[F3]** is the same as [**F3**], except it prints at the same time.

[**Alt**]-[**F3**] will retrieve and save the entire control log at one time.  It will not allow you to view the log as it is retrieved.

[**Ctrl**]-[**F3**] is the same as [**ALT**]-[**F3**], but it will print the entire log as it is retrieved.

[F4] will begin to highlight a range of fields for reading or writing (use the [**Up**] and [**Down**] arrows). Pressing [**F4**] a second time will turn the range off. It is not necessary to use [**F4**] to highlight a single field.  Just *read* [**F5**] or *write* [**F11**] from that field.

[**F5**] will *read* from the panel, the previously highlighted range or a single field if there is no range selected.  **NX-8 Note:** When reading a field, the entire segment will be read.

[**F6**] will update the current status of the control keypad and display a picture of the keypad allowing entry of keypresses for arming, disarming or bypassing.

[**F8**] will *read* the entire worksheet from the panel and record it in the database.

[**F11**] will *write* the highlighted range or a single field if there is no range selected out to the panel. **[Shift]-[F5]** will also perform this function. **NX-8 Note:** When writing a field, the entire segment will be written.

[**F12**] will send (*write*) the entire worksheet (including clock) from the computer to the control panel. **[Shift]-[F8]** will also perform this function.

Download worksheet programming differs from programming that is done locally with the 8950 programmer, LCD keypad, or LED keypads.  For phone numbers, account codes, and communicator codes, you must use a blank, not a "0" as in local programming, to disable.  To program a "10" (A) in the panel, put a "0" on your screen.  To program an 11, 12, 13, 14, or 15, put "B","C", "D", "E", and "F" respectively.  **NX-8 Note:** For locations 56 - 83 (communicator codes for Slow Speed Formats) and all account codes and phone numbers, to program a 10, 11, 12, 13, 14, or 15, put an "A", "B", "C", D", "E", or "F" on the screen.  For all other locations requiring numerical entries, type the actual number that you want. If "**A**"s are used in all of the six designators, the account codes are disabled.

# THE KEYPAD DISPLAY

From the worksheet screen, the **[F6]** key will present a keypad that shows the current status of the keypad of the panel. Lights are on, off, or flashing as appropriate, and functions can be entered the same way as they are on the keypad. To arm or disarm the panel, type the master code (code #1) and press the **[Enter]** key. For example, if the master code is 1234, press **[1]-[2]-[3]-[4]-[Enter]**. The keypresses will be sent to the panel and the new status will be displayed. To bypass zone 3, press **[✱]-[3]-[✱]-[Enter]**. To simply get an update of the keypad status, press the **[Enter]** key. The "Quick-Arm" digit will operate if programmed, and "Alarm Memory" will function by pressing the **[F4]** function key. It is also possible to toggle the "Instant" mode by pressing the **[✱]** key when the panel is armed. To leave the keypad mode, press **[Escape]**. __NOTE__: Only the master code in the control panel at the start of the download session will arm and disarm the eight zone control panels. Disarming and bypassing must be authorized for the current operator, or these functions will not be available. Double keypresses are not supported.

# TECHNICAL NOTES

Normally, the software will set itself to the video hardware that you have installed on your system. If for some reason the display is difficult to see run the program with "BW" following the name of the program. For example, type: **CADDX BW [Enter]**. This will help on LCD displays and some types of monochrome displays.

Directly connecting a control panel and modem with a phone cord on a work bench will facilitate setting up the software on your computer, verifying the compatibility of the modem, and gaining familiarity with the program. To use this arrangement, call the panel from the program by pressing [**F10**] (any phone number will work). After the modem dials the number, press **[✱]-[9]-[9]-[#]** on the system's keypad for an 8900, 9000 or 9000E control panel, [✱]-[**9**]-[**9**] for the NX-8, or **[✱]-[9]-[#]** for any other control panel. The control will answer the phone and proceed with the download session. DO NOT PROGRAM A CALLBACK NUMBER WHEN DOING A DIRECT CONNECT DOWNLOAD. **NOTE**: When performing a direct connect for the NX-8, or modems that require phone lines, refer to the diagram on page 17.

If for some reason an attempt to connect to a panel with a callback number fails, and the panel is trying to callback but the program is not

waiting for the callback, hold down the **[Shift]** key and press **[F10]** from the customer information screen.  This will prepare the program to receive the incoming call from the panel.  Also, to allow direct connection to a control with a callback number, escape the"Waiting" window, and press **[Alt]-[F10]** from the customer information screen.  This will instruct the modem to answer even though it has not detected a ring.

The CADDX directory should contain the files listed below:

| AUXMOD.HLP | CADDX.ICO | CADDX.PIF |
| CADDX.BAT | CADDX.HLP | PAN8900.HLP |
| CADDX.EBD | EBKILL.EXE | CADDX300.OVR |
| CADDX.EBX | CADDX.PS | PAN898E.HLP |
| CADDX300.EXE | EBENGINE.EXE | EBREPAIR.EXE |
| PANEL25.HLP | PANELNX.HLP | RCVMOD.HLP |

# ERROR MESSAGES

**Callback Phone Number Mismatch:** The callback phone number does not match the number in the control. Make sure the number in the control is the number to your modem if you want to use this feature.

**COM Port Error:** The program could not properly set up the COM port to talk to the modem.  Check the COM port selected in the setup screen.

**Control Access Code Number Mismatch:** Control access code no longer matches code in the control which will prevent you from getting back into control. Use **[F11]** or **[F12]** to make sure code is the same in both places.

**Data Error (Any)**  — Something has caused the database to get out of sync.  If this happens, from the DOS prompt, type:
   1) **CD\CADDX [Enter]**
   2) **EBREPAIR CADDX [Enter]**
When completed, the software should operate correctly.  If not, please call our technical support.

**Duplicate Account Number:** Account number must be different for each account.

**Duplicate Operator Name:** The operator names must be unique.

**Error Initializing Modem:** Modem is not properly responding to the computer. Check the cabling and the COM port selected in the Setup Screen.

**Error Reading Range:** Unable to read an area of the worksheet. Caused by very noisy phone lines or the control hanging up.

**Error Writing Range:** Unable to write an area of the worksheet. Caused by very noisy phone lines or the control hanging up.

**Improper Control Access Code:** Mismatch between the Control Access Code in the control, and the code stored in the software. The code must match for security reasons.

**Incorrect Type Of Control Panel:** You are trying to call an 8000, 8600, or 8980 with 8900DL selected in the panel location on the customer information screen (or vice versa). Select the proper control type.

**LCD Keypad Error:** An attempt was made to "talk to" the LCD keypads with no response. Make sure the **Yes/No** answer to whether there is an LCD keypad installed, is correct. Aux power fuse on panel may be blown.

**No Changes Made:** The password was not changed because the proper information was not entered.

**No Connect From Modem:** Unable to establish the phone connection to the control. Make sure the phone number is correct. Listen for the modem to dial and for the rings. Allow enough time for the proper number of rings. The phone connection to the control may be improperly wired. Make sure it can communicate to the central station.

**Printer Error:** Fix error with printer by plugging it in, putting it on line, or else deselect the print function by entering a "0" in the location in the setup screen.

**Record Could Not Be Located:** Check the information entered and try again. Try just the first few letters or numbers, and use **[F6]** to check records until you find it.
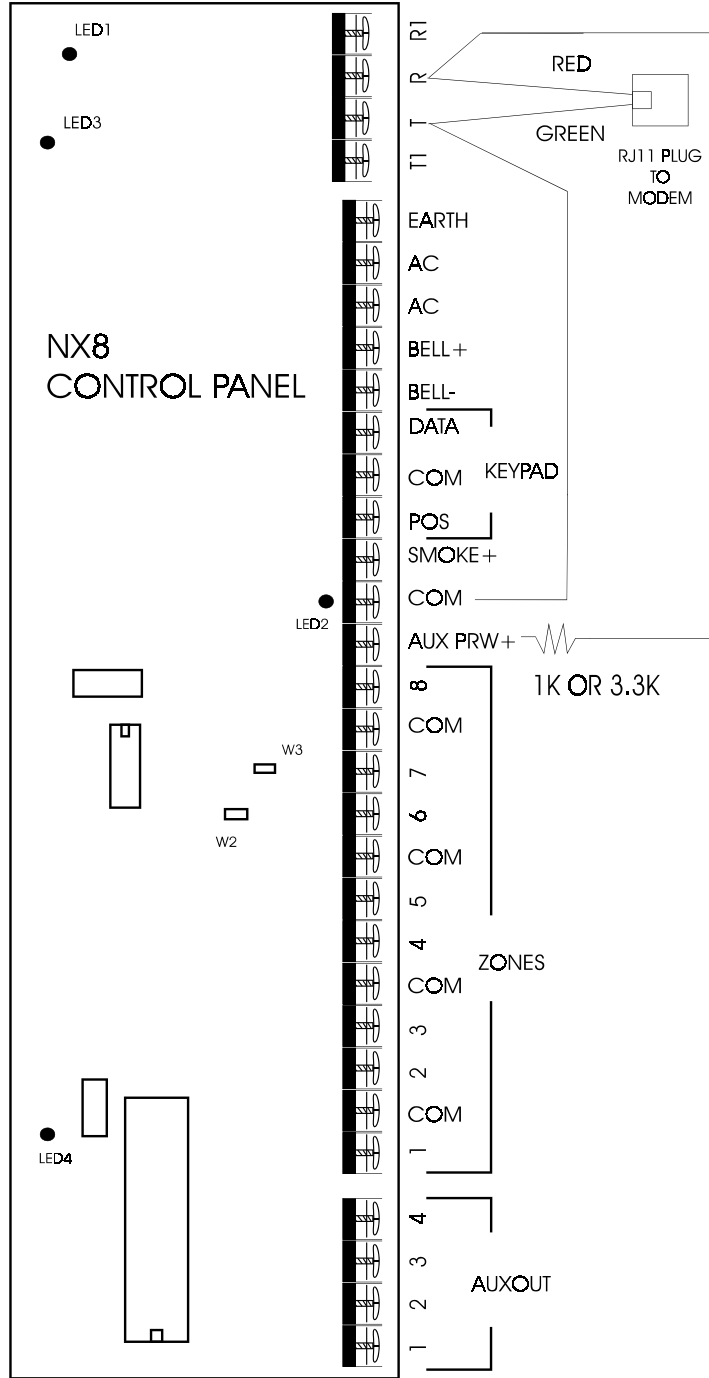
**Unable To Receive Configuration:** The control answered the phone, but the modem could not receive the first message that the control sent. Make sure the modem is an approved type.

**Unable To Receive Status Report**: Modem is not receiving the controls second report. May be a noisy line or something knocked the control off line (like putting it in the program mode). Make sure the modem type is ok.

**Unable To Re-Establish Communications:** Problem in receiving the callback from the control panel. Make sure the callback phone number is correct.

**Unable To Set Auto Answer:** The modem is no longer responding to commands. It may have timed out or been reset.

# DIRECT CONNECT DIAGRAM FOR NX-8
## or modems that require phone lines

**Caddx Controls, Inc.**

1-800-727-2339

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