Table of Contents

Introduction---------------------------------------------- pg 3
Specifications--------------------------------------------- pg 3
Host & Power Connections------------------------------- pg 4
Configuration Settings--------------------------------- pg 4
Configuration Settings Table--------------------------- pg 5
Memory Expansion and Device Slot Connections-------- pg 7
UP2000 Indicator Lights-------------------------------- pg 8
UP2000 Connector Legend------------------------------- pg 10
Table 1.2 Memory Allocation Table---------------------- pg 10
Elevator Control--------------------------------------- pg 11
Connecting Via RS232 Dial-Up Modem-------------------- pg 12
Default US Robotics Modem Settings-------------------- pg 14
Software Considerations------------------------------- pg 16
Using the Firmware Downloader------------------------ pg 17
Troubleshooting Tips--------------------------------- pg 18
INTRODUCTION

The UP-2000 Universal Panel works in conjunction with Access Gold™ and ASI 2000 Access Security Integrator software applications. It is a stand-alone controller that could potentially control up to 8 devices. The UP-2000 can be connected by RS-232 direct or dial-up and by TCP/IP. Multiple panels may be connected in an RS-232 direct mode by using a Rocket Port, COM port expander.

SPECIFICATIONS

Size: 12 1/4" x 14 1/4" x 4 1/4"

Power Requirements: 12VDC, 4A

Operating Temperature: -40°C to +75°C
Host & Power Connections (P3 & P4)

P3 on the UP-2000 provides the connection for host communication. A null modem cable (6-ft.) is supplied as standard for RS-232 direct connection. When connecting the UP-2000 via dial up, a standard serial cable (not supplied) is used between P3 and the modem. *Note: It is best to have P3 connected to the host before power is applied to P4.

P4 provides the connection for power hook up. This is a polarity sensitive port. The polarity of the connector is:

- Center Pole +12VDC
- Outside Pole Ground

The locations of the Host and Power connections are illustrated below.

Configuration Settings

Switch S1 is used to configure the panel for different communication modes and for addressing the panel. It is also used to select which software package you are using, ASI2000 or Access Gold. To configure the panel for these options, please refer to the Configuration Settings Table below. Note, the UP-2000 only checks the pin settings on power up.
Configuration Settings Table

The UP-2000 Universal Panel may be configured for dial-up or modem communications mode. UP-2000 switch S1 is set at the factory for RS-232 direct communications. To configure the panel for dial up, use the following information to properly address the panel. Also, note Switch 8 and Switch 9 for the Degraded mode setting and the Shunt firmware setting. The panel will not see the pin changes until power has been recycled.

<table>
<thead>
<tr>
<th>Switch Position</th>
<th>Default Position</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On</td>
<td>Dial Up Addressing, A0</td>
</tr>
<tr>
<td>2</td>
<td>On</td>
<td>Dial Up Addressing, A1</td>
</tr>
<tr>
<td>3</td>
<td>On</td>
<td>Dial Up Addressing, A2</td>
</tr>
<tr>
<td>4</td>
<td>On</td>
<td>Dial Up Addressing, A3</td>
</tr>
<tr>
<td>5</td>
<td>On</td>
<td>Dial Up Addressing, A4</td>
</tr>
<tr>
<td>6</td>
<td>On</td>
<td>Leave On unless instructed by ASI</td>
</tr>
<tr>
<td>7</td>
<td>On</td>
<td>On = RS-232 Direct, Off = Dial Up / Modem</td>
</tr>
<tr>
<td>8</td>
<td>On</td>
<td>On for use with ASI2000 software, Off for use with Access Gold software</td>
</tr>
<tr>
<td>9</td>
<td>On</td>
<td>Not used.</td>
</tr>
<tr>
<td>10</td>
<td>On</td>
<td>Not used.</td>
</tr>
<tr>
<td>11</td>
<td>Off</td>
<td>Always leave Off</td>
</tr>
<tr>
<td>12</td>
<td>Off</td>
<td>Always leave Off</td>
</tr>
</tbody>
</table>

For example, a panel configured for dial-up communications and an address of “5” would have the following switch settings:

<table>
<thead>
<tr>
<th>Switch Position</th>
<th>Default Position</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OFF</td>
<td>Dial Up Addressing, A0, Binary “1”</td>
</tr>
<tr>
<td>2</td>
<td>On</td>
<td>Dial Up Addressing, A1</td>
</tr>
<tr>
<td>3</td>
<td>OFF</td>
<td>Dial Up Addressing, A2, Binary “4”</td>
</tr>
<tr>
<td>4</td>
<td>On</td>
<td>Dial Up Addressing, A3</td>
</tr>
<tr>
<td>5</td>
<td>On</td>
<td>Dial Up Addressing, A4</td>
</tr>
<tr>
<td>6</td>
<td>On</td>
<td>Leave On unless instructed by ASI</td>
</tr>
<tr>
<td>7</td>
<td>OFF</td>
<td>Set For Dial Up Communication</td>
</tr>
<tr>
<td>8</td>
<td>On</td>
<td>On for use with ASI2000 software, Off for use with Access Gold software</td>
</tr>
<tr>
<td>9</td>
<td>On</td>
<td>Not used</td>
</tr>
<tr>
<td>10</td>
<td>On</td>
<td>Not used</td>
</tr>
<tr>
<td>11</td>
<td>Off</td>
<td>Always leave Off</td>
</tr>
<tr>
<td>12</td>
<td>Off</td>
<td>Always leave Off</td>
</tr>
</tbody>
</table>

To connect a modem up to the UP-2000 Universal Panel requires a STANDARD serial cable between P3 and the modem. *Note that a NULL MODEM cable is supplied with the system for RS-232 Direct communication. This cable will not work for Dial Up communications.*
Memory Expansion and Device Slot Connections

The UP-2000 Universal Panel has 4 slots available for connecting readers and other system devices. Slots 0 – 3 (J9 – J12) are used for system device hook up. Devices are added to the UP-2000 Universal Panel by plugging in the appropriate board(s) into an available expansion slot.

The UP-2000 Universal Panel database storage capacity can be configured from 0.5MB to 4.5MB. Memory is configured on the panel by using 1MB-memory modules. These memory modules are plugged into J5 – J8 on the board. Memory is configured at Access Specialties, Inc. prior to shipping the order.
UP-2000 LED Indicator Lights

The UP-2000 Universal Panel has three LED indicators for status indication and troubleshooting purposes. LED 1 is used to indicate the presence of power. When power is applied, the LED illuminates red. LED 2 is the System LED. Green is a normal condition. Amber indicates host timeout failure. If LED 2 is in a flashing red mode, the UP-2000 Universal Panel must be reset by removing and then re-applying power. LED 3 is the indicator for Communications activity; it will flash red and green as data is exchanged between the panel and the host computer. Short flashes indicated that the panel is receiving and answering polls; longer flashes indicate that data is being sent and/or received.

The position of the LED’s is illustrated in the photograph below.

UP-2000 Connector Legend

<table>
<thead>
<tr>
<th>Connector</th>
<th>Slot Designator</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>J5</td>
<td>0</td>
<td>Memory Expansion Module Option</td>
</tr>
<tr>
<td>J6</td>
<td>1</td>
<td>Memory Expansion Module Option</td>
</tr>
<tr>
<td>J7</td>
<td>2</td>
<td>Memory Expansion Module Option</td>
</tr>
<tr>
<td>J8</td>
<td>3</td>
<td>Memory Expansion Module Option</td>
</tr>
<tr>
<td>J9</td>
<td>0</td>
<td>Device Expansion Slot Channel 0</td>
</tr>
<tr>
<td>J10</td>
<td>1</td>
<td>Device Expansion Slot Channel 1</td>
</tr>
<tr>
<td>J11</td>
<td>2</td>
<td>Device Expansion Slot Channel 2</td>
</tr>
<tr>
<td>J12</td>
<td>3</td>
<td>Device Expansion Slot Channel 3</td>
</tr>
<tr>
<td>P1</td>
<td></td>
<td>Not used at this time</td>
</tr>
<tr>
<td>P2</td>
<td></td>
<td>Not used at this time</td>
</tr>
<tr>
<td>P3</td>
<td></td>
<td>RS-232 Interface Port</td>
</tr>
<tr>
<td>P4</td>
<td></td>
<td>UP-2000 Power</td>
</tr>
<tr>
<td>P5</td>
<td></td>
<td>Not Used at this time</td>
</tr>
<tr>
<td>P7</td>
<td></td>
<td>X-Jack Port, factory use only</td>
</tr>
</tbody>
</table>

Table 1.2 Memory Allocation Table

This table refers to the Memory Configuration of the UP-2000. The Memory Configuration for a panel can be found after editing the Panel’s definition. Under the settings tab there is a Memory Configuration button. This is where values are set to organize the panel’s memory for the various categories of the database. To find out how many actual items are in the database, go to that section’s window and press F7. Typically, the Record Count indicates how many actual items are defined in the database. This is not the case for devices, alarms, and conditional responses. For these areas, the device record count includes monitor points and outputs points, which do not go down to the panel. For alarms, all the check marks for alarm conditions go to the panel, but do not show up in the record count. The same can be said about conditional responses and their conditions that are checked.

Table Description UP-2000 Recommendations UP-2000 Maximums

<table>
<thead>
<tr>
<th>Table Description</th>
<th>Recommendations</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of Devices</td>
<td>255</td>
<td>255</td>
</tr>
<tr>
<td>Elevator Floor Selector</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Max # of Floor Lists</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Max # Floors per List</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Time Zones</td>
<td>255</td>
<td>255</td>
</tr>
<tr>
<td>Time Zone Intervals</td>
<td>4096</td>
<td>4096</td>
</tr>
<tr>
<td>Alarm Definitions</td>
<td>30% above actual #</td>
<td>1000</td>
</tr>
<tr>
<td>Card Holders</td>
<td>40% above actual #</td>
<td>*25000</td>
</tr>
<tr>
<td>Access Groups</td>
<td>255</td>
<td>255</td>
</tr>
<tr>
<td>Total Holidays (all lists)</td>
<td>30% above actual #</td>
<td>255</td>
</tr>
<tr>
<td>Scheduled Commands</td>
<td>30% above actual #</td>
<td>1000</td>
</tr>
<tr>
<td>Future Commands</td>
<td>30% above actual #</td>
<td>1000</td>
</tr>
<tr>
<td>Conditional Response</td>
<td>30% above actual #</td>
<td>1000</td>
</tr>
</tbody>
</table>

*This reflects 1 memory module, increases to 65,500 with 3 or more modules.
Elevator Control Adaptation for the UP-2000

You can adapt the UP-2000 Panel to accommodate Elevator Control, individual floor access control through hardware and software configuration. One note of caution, the weigand data lines from the reader must be thoroughly protected from noise. Some environments may be too noisy for this configuration and an ECM-10/20, along with the IC-1600 would need to be used. You should also be sure to use 22 gauge, shielded, twisted pair, cabling with the drains of the shields going to the ground pin of the DW2.

Hardware and Basic Software Setup:
For every floor there must be two definable output relays, one definable monitor point and one DW2 definition.

The Outputs
The outputs can be used from the CM-16 Control Module or the MCM-168 Monitor Control Module. The weigand data 0 from the reader can be put on the first output relay, while weigand data 1 from the reader can be put on the second output relay (or vice versa). The output relays must be defined as “pulsed closed”, with a pulse time anywhere from 1 to 127 seconds. The pulse time is how long a person has to swipe their card. If the card holder swipes their card after the pulse time expires, then the card swipe will not be seen by the UP-2000. The weigand data lines are coming from a single card reader located generally in the elevator car.

The Monitor Points
Monitor points can be used either on the MCM-168 or the DW2. The monitor points are connected to the elevator floor call button. The Go-Relays of each DW2 are then connected in series with the elevator companie’s relays. Note, the monitor points must be on the same UP-2000 as the output points. Conditional Response Commands are used to accommodate the elevator access. (Conditional Responses do not span over more than one UP-2000.) This does not limit the amount of floors that can be controlled though. The DW2 modules operate on separate UP-2000’s, so the only limiting factor is the distance the weigand data travels. Normally this distance is 500’ under good conditions, but there are weigand devices that can extend that distance up to 1,000 feet or more.

The Conditional Responses
For every call button there will be two conditional responses. The conditional response must be defined so that if the input for floor call #1 closes, then the response would close the output for output floor 1 (data1). The second conditional response would also be triggered from the same monitor point but would close the output for floor 1 (data 0). This will route card data to the DW2 for that floor 1. Since the outputs are pulsed closed, the card holder has the pulse time then to swipe his or her card. For every floor there will be 2 conditional responses to turn on weigand data 1 and weigand data 0 to the appropriate DW2.
Refer to Figure 1.1 for the wiring of 2 floors.

**Figure 1.1**

**Connecting with RS-232 Dial-Up Modem**

*Software Setup - The “Panel Info” Tab (Use a serial cable from the modem to the panel.)*  
The UP-2000 must be configured as a dial-up panel. In the Panel Info tab, several changes must be made. First change the *Connection Type* to RS-232 dial-up modem. Enter the address for the UP-2000 that is configured on pins 1-5 on S2. Also enter the phone number for the UP-2000’s modem. Only numbers and commas can be entered in this field. Commas would be used in the case when a number is required to dial an outside line. For example, 9,,16125554512 would be a valid entry for the phone number (612-555-4512 requiring the user to dial 9 for an outside line). The default Initialization String and the Dial prefix that automatically come up should work for all US Robotics External Sporster Fax modems.
The Updating Tab
When PCW (or PanelManager) is calling only one panel, then the panel can communicate continuously. The continuous communications is set in the Updating tab. Whenever any dial-up panel is being downloaded the database, the panel must be set to continuous. If there is more than one panel calling the PCW or PanelManager computer, then these panels will have to communicate on different schedules. This is also accomplished by changing the Updating tab of the UP-2000 in Device Definitions for Access Gold™ or in Device Center for ASI 2000. Each panel should have their own schedule, with each panel contacted at a different beginning Times and/or Dates. This does not affect alarms. Panels will immediately call the computer to report encountered alarms that are reported by each panel as the alarm is generated.

Alarms with Alarm Response Commands only function with panels that communicate continuously with PCW or PanelManager. Alarm Responses are not downloaded to the panel. Therefore PCW (or PanelManager) and Alarm Monitor handle the Alarm Responses and must be continuously talking to the panel in order for the commands to be issued.

The Panelcom.ini File
When installing a dial-up panel in Access Gold™, you must make changes in the panelcom.ini file. The following lines must be added to allow the panel to call PCW back. The only time a panel calls back PCW is when the panel has encountered an alarm to report back to the PCW modem.

The number 1 signifies which COM port the UP-2000 is connected to.
Modem1=9600,N,8,1
ModemInit1=AT&FE0Q0V1X4S0=0&C1&B1&A0&W0&U6&N6
RetryInterval=3
TransactionThreshold=75
DialBack=FALSE

When all Panels in the Database use the same phone numbers when calling to report each UP-2000’s alarms, you would add the following lines below. Phone1 would be the primary number and Phone2 is the secondary number. The commas for Phone2 signify one second pauses, which helps when a number is required to dial on an outside line.

Phone1=5555253
Phone2=9,,5552123

If Panels need individual phone numbers because of different area codes, then you must add the items listed below. Each panel can be downloaded two Phone numbers a & b.

PhoneList=true
PhonePanel1a=1234567890
PhonePanel1b=1234567891
PhonePanel2a=5555432
PhonePanel2b=5553211
**Downloading the Database to a Dial-up Modem Panel**

Each dial-up panel should be downloaded individually. When reallocating (reallocating is downloading the database to the UP-2000) to a dial-up panel, the panel must be defined as “continuously” under the Updating tab. Once the database has been completely downloaded to the panel, that panel may be put back on a schedule for updating by the host access control program. For Access Gold™, please note that any changes made to a panel’s definition will not be seen by PCW until PCW is restarted. This includes all Tabs, in Device Definitions, except for the Settings tab.

**Default settings for the US Robotics Sportster Modems**

Switch settings for the modem attached to the UP-2000: 1,3,4, and 8 On (Down)

Switch settings for the modem attached to the PCW Computer: 3,4,5 and 8 On (Down)

**Default US Robotics modem settings for the** UP-2000 **definition**

ATE0Q0V1X4&D0L0S0=2

**Initialization strings for the Panelcom.ini file**

String for US Robotics Sportster 14.4 Faxmodem

AT&FE0Q0V1X4L1S0=0&C1M1&B1&A0&W0

String for US Robotics Sportster 28.8 Faxmodem

AT&FE0Q0V1X4L1S0=0&C1M1&B1&A0&W0&W0

String for US Robotics Sportster 33.3 and 56k Faxmodem

AT&FE0Q0V1X4S0=0&C1&B1&A0&W0&W0&U6&N6

Note: If the modems are not connecting properly to each other, clearing the NVRAM may resolve this.

a) Power down the modem
b) Completely disconnect the modem from the system and power down modem
c) Set dip switch 7 to ON (down)
d) Reconnect power and power up modem
e) Wait 5 seconds then power down the modem
f) Set dip switch 7 to OFF (up)
g) Reconnect modem it from the system and power up modem

Here are the Explanations of each command that make up the strings for the US Robotics Modems

E0    -Echo off
Q0    -Display result codes
V1    -Verbal codes (not numeric)
X4    -Result code set
&D0   -DTR Override
0L0   - Low speaker volume
S0=2  -Auto-answer in 2 rings (for Panel)
&A0 - ARQ result codes disabled
&N6 - Sets connection speed at 9600 - hangs up if not at this speed *US-Robotics only
&B1 - Sets modem’s serial port rate to a fixed rate *US-Robotics only
&K0 - Data compression disabled *US-Robotics only
&F - back to factory defaults
L1 - Low/medium speaker volume
S0=0 - Disables auto-answer mode for (For panelcom)
&C1 - Carrier Detect mode normal
M1 - Speaker on until connected
&W0 - Writes current configuration to NVRAM template
&U6 - Sets floor connect speed at 9600 *US-Robotics only

Explanation for each dipswitch setting for US Robotics Sportster
1 - On (down) Ignores DTR/ Off (up) Data Terminal Ready normal
2 - On (down) Numeric result Codes/ Off (up) Verbal Result Codes/
3 - On (down) Enables result codes/ Off (up) Suppress result codes
4 - On (down) Suppress Echo/ Off (up) No echo, offline commands
5 - On (down) disables auto-answer/ Off (up) Auto answer on first ring, or higher if specified in NVRAM
6 - On (down) Carrier detect override/ Off (up) Carrier detect normal
7 - On (down) Load factory defaults (this resets the modem)/ Off (up) Load NVRAM defaults
8 - On (down) Smart mode – Enables recognition of AT Command set/ Off (up)
Software Considerations

Access Gold
When using Access Gold™ you must always set dip-switch 8 in the OFF position. If all your encoded numbers are less than 16,777,216 you must use the 5,6, or 7 digit version of Access Gold™. If any of your encoded numbers are greater than 16,777,215 then you must use the 9 digit version. You must have at least one of these large encoded numbers to use the 9 digit version. You must also have firmware version 3.00 or greater on all your UP-2000 panels in order to use the 9 digit version of Access Gold™.

ASI-2000
When using the ASI-2000™ software you must set dip-switch 8 in the ON position. If you wish to use encoded numbers greater than 16,777,215 you must use ASI-2000™ version 3.10 or greater. ASI-2000™ version 3.10 or greater will support any mix of UP-2000 firmware versions, however only panels with firmware version 3.0 or greater will support encoded numbers greater than 16,777,215.
Instructions for Using the Firmware Downloader

The firmware downloader is a product that can be purchased from Access Specialties. It provides customers with the power to upgrade the firmware in the UP-2000 for enhanced features, and in some cases the firmware downloader can be used to repair UP-2000 panels in the field. This makes maintaining the firmware for the UP-2000 easy and can save a tremendous amount in shipping costs and time delays.

Requirements:
- Windows 98/NT/2000/XP
- An RS-232 direct connection to the UP-2000
- Time to download the Database to the UP-2000

1) Download the Firmware Downloader program into a temp directory. Click on Setup in the temp directory to begin the installation. The default installation directory will be C:\Program Files\North Pole Engineering\Installer.

2) Once installed, you need to modify the Installer.ini file located in your C:\Program Files\North Pole Engineering\Installer folder. Manually enter the proper path under the FILES heading so that the Installer program can find the proper firmware file to use. Use the following format:

   Package=C:\Folder\File

   As an example, we could open up Installer.ini and type under FILES: Package=C:\Program Files\North Pole Engineering\up041001a.upk. Just make sure that when you download a firmware file, you remember where you put it so that you can type a path to it.

3) You are now ready to download a firmware file into your UP-2000 panel. Make sure dip switch pins 11, 12, & 6 are off (the rest should be on). Recycle power to UP-2000 and hook up the panel as normal. Make sure serial cable is installed and power is on.

4) Open up the Installer.exe program. You can do this by clicking on Start on lower left of Windows screen and going to programs\installer and clicking on the installer file.

5) When program opens, you must click the dropdown box under Select Package File to find the file that you will use for the download to the panel. When you highlight the file you need, go down to Communication Port and find the com port number your panel is attached to.
6) Click on **Open Package**. When you see the message **Files Unpacked**, click on **Write to Board**. This will begin the download to your panel. The process should take 10 minutes or so. If panel is not detected, recycle power to UP-2000, first making sure that dipswitch pins are set as required in step #3.

7) When you see the message **Update Successful**, you can quit the program. Put pin #6 of the UP-2000 to the **ON** position (leave 11 & 12 off). Recycle power to the UP-2000.

8) Use the Panel Configuration utility to configure the panel. Please refer to the ASI Panel Configuration utility user guide for more information.

9) The panel has now been downloaded the Firmware and has been configure properly. Now the panel can be connected to host computer. The panel’s database is empty due to the Firmware download program and now will Fail Fingerprint when the software is started (either PCW or Panel Manager). The software will then redownload the Database to the UP-2000. Before doing so, you can disable all the channels containing DW/2 cards to put the readers into degraded mode. The panel will still not operate until Devices have been downloaded, however. This is recommended for clients that have large number of Cardholders. When reallocation has finished when you see the message **Downloading Cardholders Complete**. You can now reenable all channels that you are using.

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**Troubleshooting Tips**

**Problem** - No transactions are showing in Access Gold™/ASI 2000

1) Is PCW or PanelManager running? If Yes, go to step 2. If No, start PCW or PanelManager.

2) Are the ‘polls’ and ‘acks’ increasing? If Yes, go to 3. If No, are there any polls? If No, read Result2 below. If Yes, do the loopback test which is explained at Result3.

Result2: The communications program does not see a panel in the Database it is pointing to. The problem is that PCW or PanelManager is looking at a different database than Access Gold™ or ASI 2000. For Access Gold™, this is verified in the AG.ini and Panelcom.ini files’ database path. There may be a problem with how the panel is defined (PCID not matching the panelcom.ini file) or there is a problem with the Database (possibly file corruption). For ASI 2000, check the PanelManager ID for the panel.
3.) Is PCW’s time the same as the Access Gold™’s time that is being monitored? If No, change the time on the computer and restart the applications. If Yes, call Tech Support 800-332-1013 or 651-453-1283.

**Result 3:** Instructions for the Loopback Test
The loopback test merely verifies that communications is good up to the point of the cable. This test is only done with RS-232 communications. To do the loopback test make sure PCW (or PanelManager) is polling on the Com port the panel is connected to. If so, disconnect the cable from the Panel and jumper pins 2 to 3 with a paper clip or wire. This should result in noise characters increasing with every poll. Goto question 4.

4.) Are there any noise characters increasing? If Yes, go to Result 5. If No, go to Result 6.

**Result 5:**
Getting to this result means that the communications program does not “ack”, but communications is good up to the cable (as indicated by the noise characters). Recycle power to the UP-2000 and watch Led 2. Make sure that Led 2 becomes green within 3 seconds. If it takes significantly longer to become green, then the Panel needs repair. The Firmware Downloader could possibly repair a panel in this state. Otherwise, this panel will have to be repaired by Access Specialties. Go to [www.access-specialties.com](http://www.access-specialties.com) to download an RMA request. The RMA request can then be faxed to 651-453-1338. After receiving the fax, Access Specialties will call back with the Authorized RMA number for returning the panel for repair.

**Result 6:**
This means that there is a problem with the communications from the cable on up. One by one you must eliminate items that could be causing a problem. Remove the cable completely from the Com port and short pins 2 & 3 directly on the Com port. If there is still no noise, then the COM port functionality must be checked. Contact the appropriate person to verify that the COM port is functional (Hyperterminal could check this). If the COM port checks out, there could be a problem with the definition for the panel. Make sure that everything is defined and configured correctly in the Panel Info tab. If the COM port is good, call Tech Support at 651-453-1483.
Problem – Card reads are not showing in Access Gold™’s Monitor Activity or ASI 2000’s Transaction Monitor.

1) You must first determine the device number or device name of the card reader associated with the problem. This information is found in Device Definitions under System Devices in Access Gold™ or in Device Center for ASI 2000. You can press F2 on the keyboard or click on the Lookup button to call up the device lookup window. Devices can be searched by device number or by location name. Once you know this information, you can issue a Command to that device to make sure that the Device is fully functional.

2) Click on the “Issue a Command” button and enter the Device number or name. Under the Command to Issue pulldown menu, select Go-Online (unless the Device is in an Offline state). In Monitor Activity (PCW must be talking to the panel that the device that is being commanded to), it will read:

   Operator:OperatorUsername   Go On-Line   Location   Device number

   (In ASI 2000, this information will report in Transaction Monitor – PanelManager must be running).

3.) Do you see the information? If No, go to Result 7. If Yes, go to Result 8.

Result 7:
This means that the DW2 is not talking to the UP-2000. Make sure all the channels are turned on (checked) in the Panel Definition under the “Settings” tab. Next, pull out the DW2 card and put back into UP-2000. Try the issue command test again. If it still does nothing, power down the UP-2000. Does the DW2 work with the command being issued to it? If it does not, edit the DW2. Make sure all of the information is correct. Once satisfied, save the DW2, whether there were changes made to the DW2 or not. If there are dumped packets in Monitor Activity or Transaction Monitor, this would indicate a memory configuration issue. If so, refer to Table 1.2 to properly set the memory configuration. Try issuing the command again. If it still does not work, try reallocating the UP-2000 under memory configuration area.

Result 8:
This means that the DW2 is functional with the UP-2000, but not the card reader. Assuming this is a 26 bit reader, 27 bit reader or a PR100, make sure that the Reader Information for the DW2 is set at 128 bit under Device Definitions. If it already is, try another reader that is already working on this panel or a known good spare. If this still does not work, most likely the reader is bad. Please refer to Result 6 for instructions on getting an RMA number to return this item for repair.
Problem-Dial-up panels never upload their transactions (Access Gold™).

Resolution
Hit alt-z on the Keyboard with pcw running and active. This will cause a transaction uploading-on message to all dial-up panels.