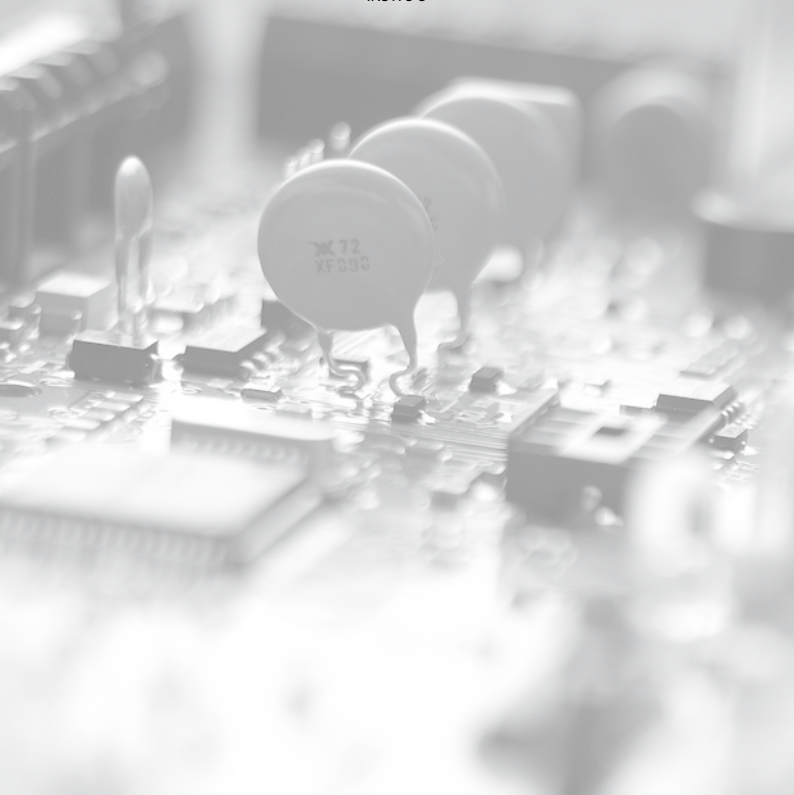# Installation Manual

Premier Elite Com300/Com2400

INS175-5

CE

Texecom
Designed to Perform

Regulatory Requirements

The *Premier Com300* and *Com2400* digimodem must be installed by an electrically competent person. Before attempting to install the digimodems, the installer must be aware of the regulatory requirements detailed in this section.

The digimodems are suitable for connection to the following types of telephone line:

- Direct exchange lines (PSTN)
- PABX exchanges (with or without secondary proceed indication)

Approval

The *Premier Com300* and *Com2400* digimodems are both manufactured to meet all European Area telecommunication network requirements. These devices have been approved for use with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However due to differences between the individual PSTNs provided in different countries, the approval does not in itself give unconditional assurance of successful operation with every PSTN network termination point.

In the event of problems, you should contact Technical Support at Texecom Ltd.

The *Premier Com300* and *Com2400* digimodems have both been approved for the following usage:

- Automatic Call Initialisation
- Automatic Dialling
- Modem
- Serial Connection
- Multiple Repeat Attempts
- Line Status Monitoring

Any other usage will invalidate any approval given to the devices and as a result the devices will cease to comply with the standards against which the approval was granted.

REN Rating

As a guide to the number of devices that can be simultaneously connected to an exclusive line, the sum of the REN values must not exceed 4. A BT telephone is assumed to have an REN = 1 unless otherwise marked.

The *Premier Com300 a*nd *Com2400* both have an REN = 1

Overview

The *Premier Com300* and *Com2400* digimodems are compatible with the *Premier* series of control panels:

These digimodems are connected to the control panel via a 10-pin connector located at the top right hand corner of the control panel. Terminals are also provided to connect the digimodems to the Public Switched Telephone Network (PSTN).

Digimodem Features

- 8 channel multi format digital communicator supporting Fast Format, Contact ID, SIA Level 2/3 and EasyCom Pager protocols

- 6 Alarm Receiving Centre telephone numbers (up to 24 digits each)

- Fully programmable reporting codes (Contact ID & SIA Level only)

- 300-baud modem (*Com300*) or 2400-baud modem (*Com2400*) for uploading and downloading control panel information over a telephone line using the *Wintex UDL* software and a PC

- REN = 1

- Short Message Service (SMS) to mobile phones (*Com2400* ONLY)
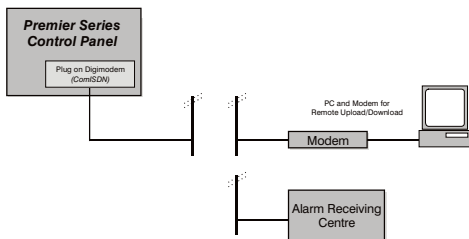
Connection Status

The digimodems can accept serially connected telephone apparatus. When the digimodems are online they will temporarily disconnect all serially connected telephone apparatus (e.g. phones, answer-phone, etc.) so that they do not interfere with data transmission. This means that the digimodems do not have to be connected to a dedicated telephone line (see telephone line connection **NOTES** on page 9).

Connection terminals on the *Com300* and *Com2400* are described as either 'Safety Extra Low Voltage' circuits (SELV) or 'Telecommunications Network Voltage' circuits (TNV).

- It is important that the TNV connections are only connected to the PSTN, and SELV circuits are only connected to other circuits designated as SELV circuits

- Interconnection circuits should be such that the equipment continues to comply with the requirements of 4.2 of EN 41003 for TNV circuits and 2.3 of EN 60950 for SELV circuits, after making connections between circuits

> 🖉
> **NOTE**
> The digimodem layout shows the two types of circuits.

Digimodem Layout

Connection Plug (SELV)
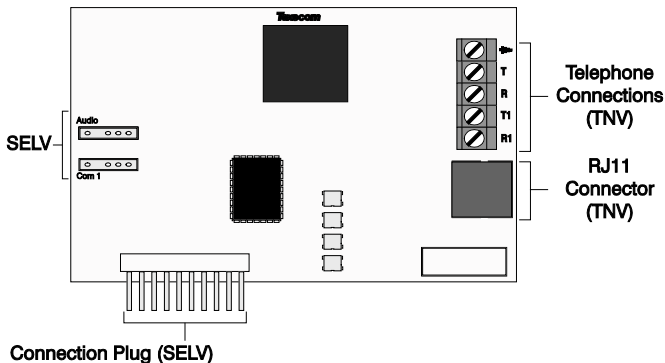
Telephone Connections (TNV)
Direct connection for telephone line (see page 6 for wiring details).

RJ11 Socket (TNV)
Alternative connection for telephone line.

Connection Plug (SELV)
Plugs into digimodem socket on top right hand corner of control panel. Operation

The digimodems can be used to report system events to an Alarm Receiving Centre (using Fast Format, Contact ID or SIA Level 2/3) or to upload/download control panel information using the *Wintex UDL* software and a PC.

In order to use the digimodems for uploading and downloading control panel information you will require a PC with Windows 95, 98, NT, XP, Vista or 7 and an analogue modem that supports V.21, V.22 or V.22bis operation.

To obtain your copy of the *Wintex UDL* software, please visit our website.

Communicator Operation

When a reportable system event occurs, the digimodem will seize the telephone line and dial the telephone number for the Alarm Receiving Centre, once the receiver answers the call the following sequence of events will occur.

- The digimodem will send a handshake signal
- If the handshake signal is acknowledged, the digimodem will report the event to the Alarm Receiving Centre using Fast Format, Contact ID or SIA Level 2/3

> **NOTE** If the handshake signal is not acknowledged, the digimodem will shut down and attempt to dial another telephone number.

- Once the event has been successfully reported to the receiver, the receiver will send back an acknowledgement signal and the digimodem will shut down. The digimodem will then return to its normal mode

Modem Operation

The digimodem will monitor the telephone line for an incoming ringing signal; once the ringing signal is detected the following sequence of events will occur.

- The digimodem will pick up the telephone line and establish a connection with the remote computer

- Once the connection is established, the remote computer can be used to upload data from the control panel or download data from a PC

- Once the remote computer has finished uploading/downloading, it will tell the digimodem to hang up. The digimodem will then return to its normal modePlugging on the Digimodem

To install the digimodem, proceed as follows:

1. Isolate **ALL** power from the control panel (AC Mains and Battery). Do not continue if there is power still present on the control panel.

2. Installing the digimodem with power still present on the control panel will seriously damage the digimodem and invalidate any warranty.

3. Ensure that the board is the correct way up (see picture below).

4. Locate the 10-pin plug on the digimodem into the digimodem socket on the control panel and line up the mounting holes with the pillars in the base.

5. Once all the holes line up, screw the digimodem into place.
   On the Premier 24 Plastic panel, the digimodem locates onto pins.
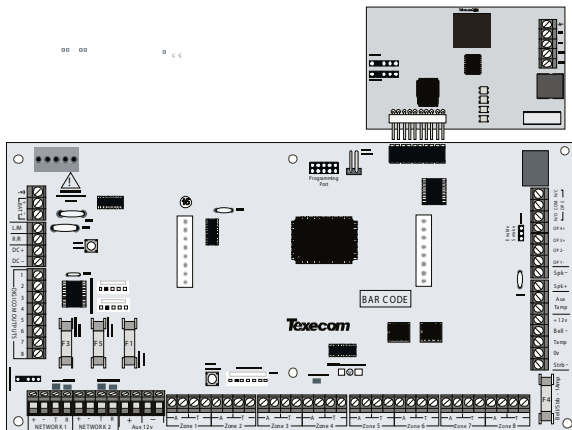
Telephone Line Connections

To connect the telephone line, proceed as follows:

1. Connection to the telephone network must be made via an NTE5 master socket (Line Box).

2. Fit the rubber grommet supplied with the digimodem into the 20mm cable entry in the top right hand corner of the control panel.

3. Using the cable type 1/0.5mm CW1308, strip back 5mm of the required cores and feed through the cable entry.
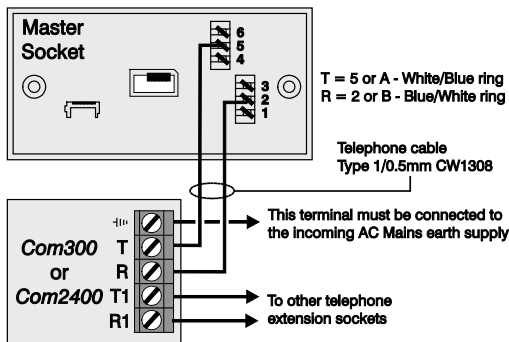
> 📝 **NOTE** Alarm or any other type of cable must not be used.

4. Connect the cores to the terminal blocks marked 'T', 'R'. If required connect serial devices to 'T1' & 'R1' on digimodem.

5. Ensure the the eath terminal on the digimodem is connected to mains earth.

6. Remove the two screws from the BT master socket and remove the bottom section from the master socket.

7. Connect the cable from the digimodem to the BT master socket terminals.

> 📝 **NOTE** A special insertion tool will be required to connect the cable to the master socket.

8. Replace the bottom section of the master socket and re-fit the two screws.

Master Socket

T = 5 or A - White/Blue ring
R = 2 or B - Blue/White ring

Telephone cable Type 1/0.5mm CW1308

Com300 or *Com2400*

T — This terminal must be connected to the incoming AC Mains earth supply
R
T1 — To other telephone extension sockets
R1

⚠️
NOTE

All apparatus that requires access to emergency services (999 and 112) must be connected directly to the master socket. Devices that do not require access to these services such as faxes, modems and answer machines etc. can be connected to the extension sockets (see Note below).

⚠️
NOTE

Devices that are connected to the extension sockets will be isolated from the telephone line whilst the *Premier Com300* or *Com2400* is active and therefore access to the line (including emergency services) during this period is not possible.

Setting up the Com Ports

To setup the Com Ports for the *Com300* or *Com2400,* proceed as follows:

1. **Enter into the Engineers Menu** ①②abc③def④ghi.

2. Select the **UDL**/**Digi Options** menu ⑦pqrs and **press** Ⓨeˢ.

3. Select the **Com Port Setup** menu ⑧tuv and **press** Ⓨeˢ.

    - Select **Onboard Digicom** and **press** Ⓝo
    - Select *Com300* or *Com2400* and **press** Ⓨeˢ

4. If fitting a *Com2400 to a Premier 24* only V10<.

    - select **Com1** and **press** Ⓝo
    - Select *Com2400* and press Ⓨeˢ

    ⚠️
    NOTE
    COM1 will not be available for use by any other device on the **Premier 24 V10<.**

5. If a *Com2400* is being used for SMS text messaging, ensure that the SMS service centre number is programmed in Radio/SMS options(this is normally **07860 980480** or **07785 499993** and does not normally need to be changed.

    ⚠️
    NOTE
    Calls to these numbers are charged at the normal rates for calls to mobile phones from a standard telephone line.

6. To exit from the **Com Port Setup** menu **press** Ⓜenu.

Programming the *Com300* and *Com2400*

To program the *Com300* or *Com2400,* proceed as follows:

1. **Enter into the Engineers Menu ① ②abc ③def ④ghi .**

2. Select the **Program Digi** menu ③def and **press Yes .**

   - Select the required **ARC** set ① , ②abc or ③def
   - Select the Protocol i.e. **Fast format, Contact ID, SMS Messaging**
   - Enter the Primary Number for the ARC or 1st Mobile phone number
   - Enter the Secondary Number for the ARC or 2nd Mobile phone number

     🗋
     NOTE SMS Text Messages will always be sent to both numbers

   - Enter the **Account Number** (NOT required for SMS)
   - Enter the number of **Dialing Attempts** (minimum=1)
   - For Fast format select the **Reporting** channels
   - For Fast format select the **Restoring** channels
   - For Fast format select the **Open**/**Close** channels
   - For all other formats select the **Areas** that will report events
   - For all other formats select the types of events that will be **Reported**
   - Select any **Config.** Options that may apply

3. To exit from the **Program Digi** menu **press Menu .**

4. Select the **Digi Options** menu ④ghi and **press Yes .**

   - Select **Digi is Enabled**
   - Select any other options that may be applicable i.e. If more than one set of ARC information is being used i.e. ARC1 for Fast Format to Alarm Receiving Centre and ARC2 for SMS Messaging to Mobile phones, **Dial ALL Numbers** should be selected

5. To exit from the **Digi Options** menu **press Menu .**

   🗋
   NOTE When using SMS text messaging, up to 16 characters of text can be programmed as a site identifier if required. To do this, enter the **Global options** menu ③def then select **System Text ⑤jkl** then program the **Printer Header ⑦pqrs** with the required text.

What will be sent as a Text Message

The following information will be received in the text message:

```
—— My Home ——     —— Name programmed into phone
3 Western Road        —— Up to 16 characters of text (this is the Printer Header)
12:45.58 01/12       —— Time and Date
Zone 003 Alarm      —— Event Type
The Detector in     ┤
the Lounge          ├── Zone/User name text
Area: A.......       —— Area that caused the event
```

Testing the communicator

> **NOTE** Before attempting to send a test call to the Alarm Receiving Centre, ensure that the account is on test.

Once all the installation steps have been completed, proceed as follows:

1.   Reconnect power to the control panel.

2.   Enter into **Engineers Menu**, Select **UDL/Digi Options**, press **Yes**, **1**, **Yes** then follow the instructions on the LCD.

3.   Finally replace and secure the control panel cover.

Specifications

Operating Voltage	9 - 13.7V$_{DC}$
Current Consumption	
Quiescent	25mA
When Active	80mA
Communicator Protocols	Fast Format
	Contact ID
	SIA Level 2/3
	EasyCom Pager
	SMS Messaging (*Com2400* only)
Modem Protocol	
Com300	V.21 (300-baud)
Com2400	V.21, V.22 or V.22bis (300, 1200 or 2400-baud)
Telephone Numbers	Up to 6 (up to 24 digits each)
Dialling Formats	Pulse & DTMF
REN	1.0
Approval	CTR21
Operating Temperature	-10°C (+14°F) to +55°C (+122°F)
Storage Temperature	-20°C (-4°F) to +60°C (+140°F)
Maximum Humidity	95% non-condensing
EMC Environment	Residential
	Commercial
	Light Industrial
	Industrial
Dimensions (W x H x D)	95mm x 65mm x 25mm
Packed Weight	50g

Standards

$\mathsf{C}\mathsf{E}$ 2004/108/EC (CE directive): Hereby, Texecom declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2004/108/EC.

Weee Directive: 2002/96/EC (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

RoHs Directive: 2002/95/EC RoHS Compliant. Hereby, Texecom declares that this device does not contain lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) or polybrominated depheny ethers (PBDE) in more than the percentage specified by EU directive 2002/95/EC, except exemptions stated in EU directive 2002/95/EC annex.

This product is a Type B Moveable device and is suitable for use in systems designed to comply with EN 50131-1, EN50131-3 and PD6662 at Grade 2 and Environmental Class II.

COM300 & COM2400 DIGI-MODEMS comply with the requirements of EN50136-2-3 , EN50136-1-1 and are suitable for use in systems designed for use with ATS levels 1 or 2 and environmental class 1 or 2 – ie systems using notification options up to and including 2B. With the PSTN functioning normally, the ATS will comply with the required performance levels subject to the ARC being suitably equipped.

NOTE: These units may be used for Downloading, Remote Servicing or SMS text messaging purposes (COM2400 only) in systems at ALL security grades.

Warranty

All Texecom products are designed for reliable, trouble-free operation. Quality is carefully monitored by extensive computerised testing. As a result the *Premier Com300* and *Com2400* digimodems are covered by a two-year warranty against defects in material or workmanship.

As the *Premier Com300* and *Com2400* digimodems are not a complete alarm system but only a part thereof, Texecom cannot accept responsibility or liability for any damages whatsoever based on a claim that the *Premier Com300* or *Com2400* failed to function correctly.

Due to our policy of continuous improvement Texecom reserve the right to change specification without prior notice.

Premier is a trademark of Texecom Ltd.

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