



# **System Administrator Software**

**Downloading software for  
Windows 95/98/NT 4.0/2000**



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# IMPORTANT

The following information relates to the SECURITY of the DLS-3 SA program. Read this section carefully before installing DLS-3 SA.

When you install DLS-3 SA, the program will ask you for a security stamp. Write this stamp down in the space provided on this page and keep it in a safe place. This security code is used to stamp all of your account files. This means that your accounts can only be used on a DLS-3 SA installation which has the same stamp.

**CAUTION:** *It is important that the security stamp be recorded and safely filed: if it is forgotten, there is no way to recover the security stamp from the computer or from the program.*

The security stamp can be up to 31 characters long. The stamp can be made up of any combination of numbers, letters or characters. Note that all letters are case sensitive; that is, “A” is not the same as “a”.

**NOTE:** *If you will be sharing files between computers, or over a network, each DLS-3 SA installation must use the same security stamp. This will allow you to transfer accounts from one computer to another, and to access account files shared over a network.*

**Write down your stamp exactly as you enter it into the computer (i.e. write down “UPPERCASE” and “lowercase” characters where they occur).**

## SECURITY STAMP



**Remove this page and store it in a safe place. It will be necessary to know the security stamp if you have to reinitialize or reinstall the software later.**

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# Welcome to DLS-3 SA v1.3

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## **What is DLS-3 SA?**

Your DLS-3 System Administrator Software (SA) allows you to program and control supported DSC Maxsys security systems from any PC-compatible computer. DLS-3 SA can send data and programming information to, and retrieve it from, security systems using an MD12 modem. Using the DLS-3 SA Software, you will also be able to upload the status reports from control panels, as well as print and view reports about the security system. Additionally, DLS-3 SA can execute batch files to perform pre-programmed functions on a security system.

## **Who should use DLS-3 SA?**

It is intended that the on-site person who is responsible for the security system, such as the Security or Building/Facility Manager, be responsible for maintaining the system using the DLS-3 SA software.

## **Using the DLS-3 SA manual**

This manual will help you learn to use the DLS-3 SA software. For information on specific DLS-3 SA features, refer to one or more of the following sections or appendices.

- **Section One – Introduction:** Explains the basic hardware and software requirements for using DLS-3 SA.
- **Section Two – Getting to know your security system:** A brief overview of your security security system, understanding zones and partitions, access codes, keypads and audio help.
- **Section Three – Exploring DLS-3 SA:** Takes a look at the DLS-3 SA environment, and identifies major components of the program.
- **Section Four – Managing Folders and Accounts:** A step-by-step guide to creating folders and accounts, and to entering information into an account.

- **Section Five – Setting up Communications:** How to set up your modem, and how to begin communicating with control panels.
- **Section Six – Communicating with Control Panels:** How to send information to, and receive information from, security systems (uploading and downloading).
- **Section Seven -Using Batch Files:** How to create, view and delete Batch Files.
- **Section Eight– Creating and Translating DLS-3 SA Languages:** How to enter and edit translations for the text used in the DLS-3 SA program.
- **Appendix A - Troubleshooting:** How to identify and correct any problems you may encounter using DLS-3, or using your modem.
- **Appendix B- Keyboard Shortcuts:** A list of keyboard shortcuts available in the DLS-3 SA software.
- **Glossary:** An explanation of some technical terms used in DLS-3 SA and in this manual.



# Section 1: Introduction

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## **Hardware and software requirements**

Before installing DLS-3 SA, make sure that your computer matches or exceeds the following requirements:

- IBM compatible 486 DX2-66 (a Pentium CPU is recommended)
- 16MB RAM (32MB or more is recommended)
- Microsoft Windows95™, Windows98™, WindowsNT™ v4.0 Workstation (with Service Pack 3 installed)\* or Windows2000 Professional™
- Color monitor supporting at least 640x480 resolution with 16 colors (800x600 or more is recommended)
- DSC MD12 v1.1 external modem (included)
- CD-ROM drive to install the software, or an Internet connection with access to the DSC Secure Website
- 1.44MB floppy drive (for installing upgrades)
- PC compatible mouse
- A hard disk with at least 55 megabytes of free space (required space increases as panel files are added to the installation)
- A PC-Link connector -optional (Maxsys v3.2 only)
- An inkjet, laser, or bubble jet printer

\* Windows95™, Windows98™, WindowsNT™ and Windows2000 Professional™ are registered trademarks of Microsoft Ltd.

## **Compatible modems**

- This software is intended to work with the DSC MD12 v1.1 external modem. This modem is provided with the software.

### About PC-Link

The PC-Link connector will allow you to send data directly from your computer to a compatible control panel. This is a faster and more efficient way to communicate with a panel. To use PC-Link, you will need either a DSC PC-Link Local Download Kit-DB09 (9-pin connector) or a PC-Link Local Download Kit-DB25 (25-pin connector). For more information on communicating with panels using PC-Link, see "Communicating via PC-Link" on page 46.

### Installing DLS-3 SA

Before you install DLS-3 SA, ensure that the computer's hard drive has at least 55 megabytes of free disk space. DLS-3 SA must be installed locally to function properly. When installing from a network drive, ensure that the drive is set up so that you can share it with other users.

When installing or uninstalling DLS-3 SA, make sure that DLS-3 SA is not currently running.

***NOTE:** Only one copy of any version of DLS-3 SA can be installed on a computer at any time.*

- 1 **Insert the DLS-3 SA installation CD into the CD-ROM drive**
- 2 **Click Start**
- 3 **Select Run**
- 4 **Click Browse to find the CD-ROM drive that contains the DLS-3 SA installation CD**
- 5 **Select the CD-ROM drive by double-clicking it**
- 6 **Select Setup.exe, under File Name**
- 7 **Click OK**  
A window is displayed that contains information about the DLS-3 SA program and version number.
- 8 **Follow the instructions in the Setup program**

---

#### **IMPORTANT NOTE**

*The computer running the DLS-3 SA software must be in an area of the building that is protected by the security system.*

*When using DLS-3 SA, it is recommended that a password-protected screensaver be used in order to prevent unauthorized access.*

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## Uninstalling DLS-3 SA

To uninstall DLS-3 SA:

- 1 **Click Start**
- 2 **Select Settings**
- 3 **Select Control Panel**
- 4 **Double-click Add/Remove Programs**
- 5 **Select System Administrator Software v1.3**
- 6 **Click Add/Remove**
- 7 **After the Uninstall shield is finished, click OK**

When the uninstall process is complete, there may still be some DLS-3 SA files on your hard drive. You can delete these through Windows Explorer.

***CAUTION:** If you delete the remaining DLS-3 SA root directory and its contents, all your account files will be deleted.*

## Upload / Download Considerations

The PC4020 system is capable of being uploaded or downloaded over the public switched telephone network, or on-site using the PC-Link. Prior to the final verification of system operation, uploading/downloading may be performed as required.

Once the system has been approved by the AHJ (Authority Having Jurisdiction), uploading/downloading can be done observing the following:

- 1 **Remote control (via downloading) of any part of the system is not allowed (e.g. sensor reset, signal silence, zone bypassing, trouble silencing)**
- 2 **If programming changes are to be made from a remote location, a qualified individual must be on site to verify that system operation is not impaired in any way.**
- 3 **Downloading should only be initiated from the site. The 'User Enables DLS' system toggle option is enabled by default. This option will prevent any downloading from occurring without a user initiating downloading on site.**
- 4 **If an alarm occurs during an uploading/downloading session, the system will disconnect the downloading computer and activate the system as programmed and will communicate normally to the central station. If a computer is connected via the PC-Link, the system will function as programmed but an alarm will not be communicated to the central station until the PC-Link connection is removed.**

***NOTE:** If a DLS communication was ended abnormally, the panel will annunciate a DLS Fault trouble. The trouble will only restore after DLS has re-connected to the panel and disconnected properly.*

***NOTE:** If during the downloading of system programming changes – either remotely or locally – an alarm occurs, the system may not function as intended, depending on whether the downloading was completed before the alarm. **It is imperative that system operation be verified after any programming change.***



## Section 2: Getting to Know Your Security System

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### Your Security System

Your security system is made up of a control panel, one or more keypads and various detectors and sensors. The control panel will be mounted out of the way in a utility room or basement. The metal control cabinet contains the system's electronics and standby battery. There is normally no reason for anyone except an installer or service person to have access to the control panel.

The keypads each have an audible indicator, an alphanumeric liquid crystal display (LCD), status lights and command entry keys. The keypad is used to send commands to the system and to display the current system status. Each keypad will be mounted in convenient locations inside the protected premises, near designated points of entry/exit.

### Zones and Partitions

The protected premises has been divided by your installer into zones and partitions. A zone is an area of protection that has one or more detection sensors connected to it (motion detectors, glassbreak detectors, door contacts or shock sensors). A single zone might be a room, a hallway or a door or window. Two or more of these zones will be linked together by the control panel to form a partition.

A partition is a region of the protected premises. A partition can be armed and disarmed independently from other partitions. All of the partitions together form the entire system.

Some zones will belong to more than one partition, such as points of entry/exit and hallways. These are called **global zones** because they are not assigned to a single partition.



### **Access Codes**

As a user of the system, you will be assigned a 4- or 6-digit access code. Access codes are used to arm and disarm the partition(s) to which they are assigned. Some access codes can perform additional system functions, such as programming system options and bypassing zones.

Your access code may not allow you to access certain system functions. For instance, if your code is only allowed to arm and disarm Partition 1, you will not be able to arm or disarm other partitions, or the entire system.

### **Keypads**

Several LCD keypads will be installed throughout the protected premises, usually one at each entry/exit door. Some keypads are programmed only to access a single partition. These are called partition keypads.

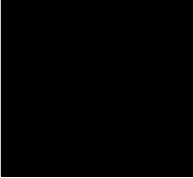
If required, the system may have a global keypad. A global keypad can access any partition. When you enter your access code at a global keypad, you will be asked which partition you would like to arm. The keypad will only offer the partitions available for your access code.

The keypad will display the message "Enter Your Access Code" when it is not in use. Sometimes, it may display the time and date. Whatever the display, enter a valid access code on the keypad to access the system.

### **Audio Help**

If your security system has an audio matrix module (PC49XX and intercom stations) and a PC4580 connected, it can provide step-by-step audio instructions through the intercom stations. Access the help function by pressing and holding for 2 seconds the "Help" button on any system keypad. The system will prompt you over the intercom stations.

***NOTE:** If a user is accessing the PC4580 locally over the telephone line, the Help button will not work.*



## Section 3: Exploring DLS-3 SA

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### Launching DLS-3 SA

Once DLS-3 SA is installed, you can launch the program from Windows Explorer, or from the Start menu.

To launch DLS-3 SA from the Start menu:

- 1 **Click Start**
- 2 **Select Programs**
- 3 **Select DSC System Administrator**
- 4 **Select the System Administrator 1.3 icon**

To launch DLS-3 SA from Windows Explorer:

- 1 **Select the drive containing the DLS-3 SA program**
- 2 **Select the folder containing the DLS-3 SA program**
- 3 **Double-click Admin.exe, under Name, from the right window of Windows Explorer**

### Entering a Security Stamp

The first time that you run DLS-3 SA, it will ask you to enter a Security Stamp. DLS-3 SA uses this stamp to encrypt all of your accounts.

The stamp can be up to 31 characters long. When entering the stamp, both “UPPERCASE” and “lowercase” characters can be used, but they are not the same (i.e. “a” and “A” are not the same).

**NOTE:** *If you wish to share accounts between DLS-3 SA installations over a network, all DLS-3 SA installations must have the same security stamp.*

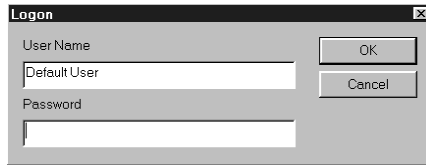
After you have entered the stamp, write it down on the page provided at the front of this manual, and keep it in a safe place.

**CAUTION:** *It is important that the security stamp be recorded and safely filed: if it is forgotten, there is no way to recover the security stamp from the computer or from the program.*

## Logging on to DLS-3 SA

Once the program is running, the DLS-3 SA logon window will prompt you to enter your user name and password.

### 1 Enter your user name, under User Name



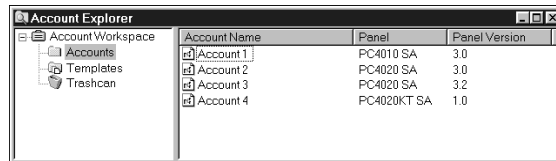
### 2 Enter your password, under Password

### 3 Click OK

By default, the user name is 'Default User', and the password is 1234. The user name and password fields are case sensitive: if you choose as your password the word 'SECURITY' all in upper case, entering the word 'security' in lower case will not be accepted as a valid password.

## Account Explorer Workspace

After you log on, the Account Explorer window will be displayed.



The Account Explorer window is divided into two areas (“panes”). The Account Workspace is in the left pane, and the Account Name, Panel, and Panel Version are in the right pane. As you select folders on the left, the information about accounts in the folder is displayed on the right.

The DLS-3 SA accounts and folders are arranged as in Windows Explorer, that is, folders and accounts are displayed in tree form.

You can sort the accounts by Account Name, Panel Type, or Panel Version, by clicking the appropriate section of the Title bar.



When you open DLS-3 SA for the first time, no folders or accounts will be present. To create folders and accounts,

please see “Section 4: Creating and managing folders and accounts” on page 21.

## The Table of Contents

When you open any account, DLS-3 SA displays the Table Of Contents screen.

To open an account:


- 1 **Select the account name from the Account Explorer**
- 2 **Select File**
- 3 **Select Open**

At the top of the Table of Contents window is the panel name and type the account is using.



The Table of Contents screen provides an overview of all the programming sections available for that account. This screen is divided into three columns: Tags, Sections and links to the tables (programming sections).

You can get to a programming section by clicking on one of the underlined links. When you click on a link, DLS-3 SA opens a new window that displays the programming.

 To return to the Table of Contents window, click the Goto Table Of Contents button on the Navigation toolbar, or click the right mouse button and select Table Of Contents.

## Tags

In the Tags column you can select one or more programming sections for uploading or downloading, and/or for printing. For more information on uploading and

downloading information to/from a control panel, please see “Sending information to a panel” on page 49.

To select a tag, left-click on the desired action.



When a programming section is selected for uploading, the up arrow will be blue.



When a programming section is selected for downloading, the down arrow will be red.

A section cannot have tags set for both uploading and downloading at the same time.



When the section is selected for printing, the printer icon will have a checkmark.

You can select a section for printing regardless of the state of the upload or download tags.

**Section** Most tables correspond to the programming sections of the control panel. The section number will be in square brackets beside the link in the Section column.

Each programming section is described in your security system’s *Programming Manual* and *Programming Worksheets*.

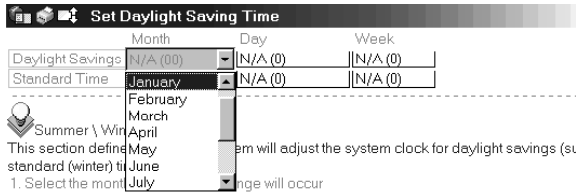
**Links** The underlined links in the Table Of Contents describe each programming section available for the account. To select a section from the Table Of Contents, you can left-click on the link. DLS-3 SA will then display the contents of the programming section.

**Section Title** The Section title gives a quick description of the areas of programming (e.g. Installer Options, System Options). A sub-section label may also be displayed to group multiple tables together. (e.g. Zone Definitions).

**Tables** All the current data in the account file is displayed in tables. Each table represents one programming section. The tables contain descriptions of the data to be programmed (i.e. the option label or valid data range), and space to enter the data.



Some tables contain dropdown lists. To select an option, click on the programming area (e.g. the name of the zone type), then click on the down button beside it. You can scroll through the list until you see the option you want.



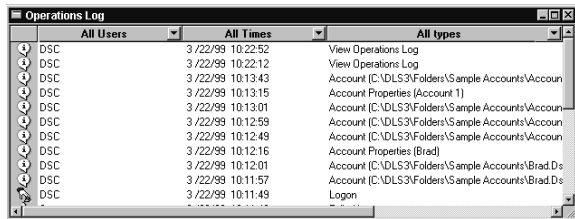
## Operations log

The Operations Log records all DLS-3 SA activities. The log records which users have been communicating with security systems, and the time, day, month, and year, each user accessed DLS-3 SA. For example, the Operations Log may show that a user, Smith, initialized the modem on January 10, 2000, at 10:00am.

You can filter the information displayed in the Operations Log. That is, you can browse through the log, and observe specific activities only. For example, you can filter the log by asking the program to show activities that have occurred in the last six months, and that have caused error messages.

To open the Operations Log:

- 1 Select View
- 2 Select Operations Log







To filter the log information, select one or more categories from the dropdown lists at the top of the table.


- User – “All Users”, “System”, “DSC” or “User-Defined” may be selected. If you select “User-Defined”, a window will be displayed where you can enter the name of a specific user whose activities you want to see.
- Time/Date – “All Times”, “Last Day”, “Last Week”, “Last Month”, “Last Six Months”, “User-Defined” or “Last Year” may be selected. If you select “User-Defined”, you can select the time and date range you want to see.
- Type – “All Types”, “Communications”, “User”, “Information”, “Warning”, “Error” or “User-Defined” may be selected. If you select “User-Defined”, a window will be displayed where you must enter text that you would like to filter. For example, if you enter “failed logon”, DLS-3 SA will display only the failed logon events.

You can have multiple filters on the Operations Log to search for a particular event, by clicking on the category drop box at the top and choosing the criteria you would like to use.



Below is a definition for the icons found in the Operations Log.

	Error	This icon indicates that a mistake has occurred while using a function of the DLS-3 SA (e.g. no response from the panel).
	Communications	This icon indicates that an activity requiring modems or PC-Link took place (e.g. connecting to a panel via the PC-Link).
	Information	This icon indicates a typical system event (e.g. viewing the Operations Log).
	User	This icon indicates user activity (e.g. logging on to DLS-3 SA).

	Warning	This icon indicates a problem encountered during operation of the software (e.g. failed to log on).
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## Creating new users and passwords

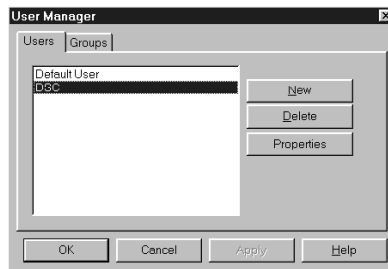
You can create DLS-3 SA users, delete DLS-3 SA users, change passwords, select a language, and set up permissions groups for DLS-3 SA users with the User Manager.

Once you have users set up, to ensure the security of your account files, you should rename and change the password of the default DSC user.

To create a new user:

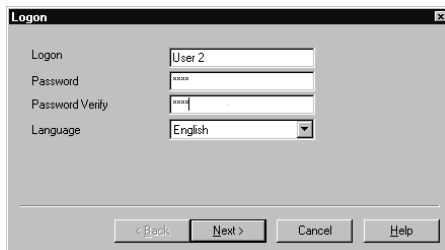
- 1 **Select Tools**
- 2 **Select User Manager**

The User Manager dialog box appears.



- 3 **Click New**

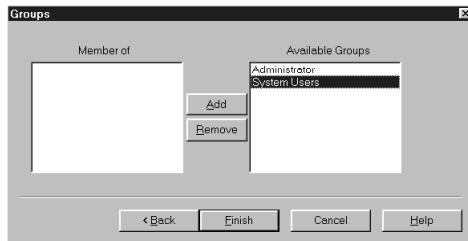
The New User dialog box appears.



- 4 **Type the name of the new user, under Logon**
- 5 **Type the password for the new user, under Password. Type the password again, under Password Verify**



- 6 **Select the language that DLS-3 SA will display for the user under Language, then click Next**
- 7 **Select a permissions group for the new user: click on the group you want, then click Add**



To create new permissions groups, please see “Creating permissions groups” on page 14.

***NOTE:** If you do not select any group for the user, that user will not be able to perform any functions when they log on to DLS-3 SA. Only users and access groups with lower permission than the logged-in user will be visible. This prevents users from assigning other users to groups that have higher access than themselves.*

- 8 **Click Finish**
- 9 **Once you have finished programming users, select File > Exit DLS-3 SA.**

This will ensure that the user information will be saved properly in the DLS-3 SA directory.

### **Creating permissions groups**

You can set up groups of users who will have varying degrees of access to DLS-3 SA functions and accounts. These groups are called Permissions Groups.

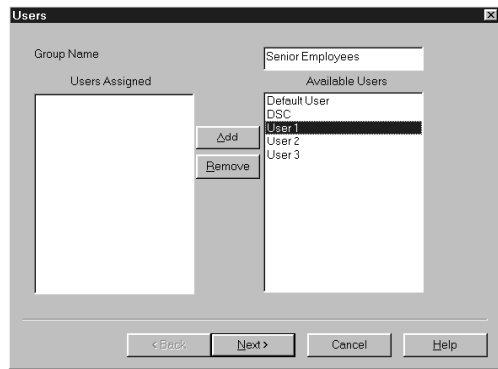
DLS-3 SA has one default group called Administrator. All users assigned to this group will have full access to all DLS-3 SA functions and accounts.

To create a new permissions group:

- 1 **Select Tools**
- 2 **Select User Manager**  
The User Manager dialog box appears.
- 3 **Click on the Groups tab**  
DLS-3 SA displays a list of the current groups.

**4 Click New**

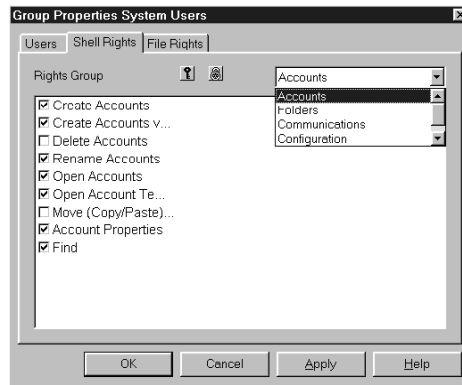
DLS-3 SA displays the new group setup window:

**5 Enter the name of the new permissions group beside Group Name****6 If you want, you can add users to the group: click on a user and then click add. When you are finished, click Next.****Selecting permissions for the group**

In the next two screens, select the functions that users in the group will be able to access. If a user tries to select a function that they do not have permission for, DLS-3 SA will display an “Insufficient Permission” message.

**7 DLS-3 SA displays the shell rights window. In this window you can select the functions that members of the group will be able to perform within the DLS-3 SA program.**

Click on the checkboxes beside the allowed functions.



You can select functions in each of the following categories:

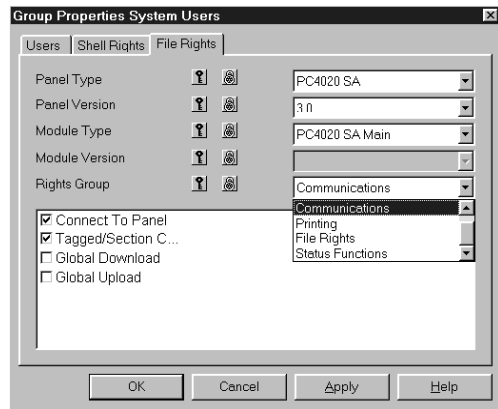
- Accounts
- Folders
- Communications
- Configuration
- Web access

To select all of the permissions within a category, click on the . To clear all of the permissions in a category, click on the .

*NOTE: If the logged-in user does not have permission for a specific function, they cannot grant themselves, or any other permissions group, access to that function*

- 8 **When you are finished, click next. DLS-3 SA displays the File Rights window. In this window you can select the functions that members of the group will be able to perform within each type of account file.**

**9 Click on the checkboxes beside the allowed functions.**



If you want, you can select different functions for each panel, panel version, module, or module version.

For each panel version or module version, you can select functions in each of the following categories:

- General
- Communications
- Printing
- File Rights
- Status Functions

To select all of the functions within a category, click on the . To clear all of the functions in a category, click on the .

**10 When you are finished selecting functions, click Finish**

DLS-3 SA adds the new group to the list.

### **Editing Permissions Groups**

You can change the list of functions available to users who are members of a permissions group by changing the properties of the group.

**1 Select Tools**

**2 Select User Manager**

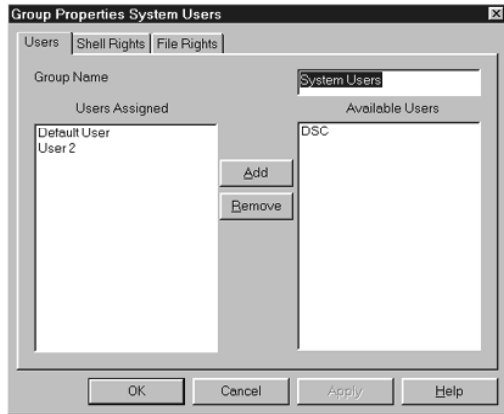
The User Manager dialog box appears.

**3 Click on the Groups tab**

DLS-3 SA displays a list of the current groups.

- 4 Select the group that you want to edit, then click Properties.**

DLS-3 SA displays the Group Properties window.



- 5 In this window, you can change the users which belong to the group (User tab), the DLS-3 SA functions available to group members (Shell Rights tab), and the account functions available to group members (File Rights tab).**

Changing the group properties works similarly to setting up a new group. For more information on each of these tabs, please see “Creating permissions groups” on page 14.

- 6 When you are finished, click OK**

### **Logging off to change users**

You can log off the DLS-3 SA and change users without having to close the entire program:

- 1 Select Tools**
- 2 Select Logout**  
DLS-3 SA closes all open accounts and the Account Explorer, and opens the logon dialog box.
- 3 Enter the new user name and password**

### **Display languages**

The default language for DLS-3 SA is English. You can customize DLS-3 SA displays with different languages. The text for all DLS-3 SA labels, buttons, windows, and menus will be displayed in the language assigned to the user. After you assign a language to a user, that language will automatically be used when the user logs on to DLS-3 SA.

After you launch DLS-3 SA, it will use the language assigned to the last user that logged on. When a different user logs on, the language assigned to that user will be displayed.

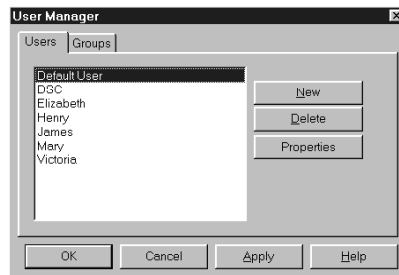
To create a new DLS-3 SA language, please see “Setting up a new language” on page 61.

## Assigning languages to users

### 1 Select Tools

### 2 Select User Manager

The User Manager dialog box appears.



### 3 Select the name of the user, under Users

### 4 Click Properties

The User Properties dialog box appears.

### 5 Select the language to be assigned to the user, under Language

### 6 Click OK twice

### 7 Once you have finished programming users, select File > Exit DLS-3 SA.

This will ensure that the user information will be saved properly in the DLS-3 SA directory.



## Section 4: Creating and managing folders and accounts

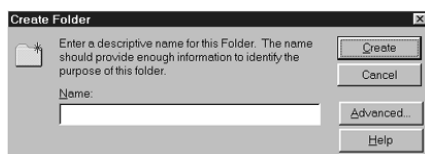
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### Creating folders

If this is your first DLS-3 SA session, there will be no folders or accounts present in the Account Workspace. To create a folder, follow the steps outlined below:

- 1 **Select File**
- 2 **Select New Folder**

The Create Folder dialog box appears.



- 3 **Enter a name for the folder, under Name**
- 4 **Click Create**

By default, all folders are created in the DLS3\Folders directory. It is a good idea to keep your folders in one location so that you can manage your accounts easily. In DLS-3 SA you cannot create sub-folders.

### Creating folders on a different drive

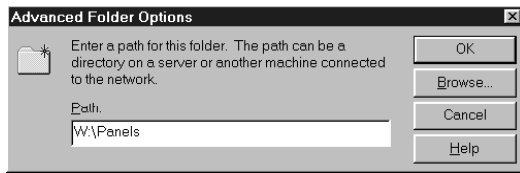
You can create folders on a local drive on your computer, or on a shared drive in a Local Area Network (LAN). To create a folder with a specific path, follow the steps outlined below:

- 1 **Select File**
- 2 **Select New Folder**
- 3 **Enter a name for the folder under Name**



**4 Click Advanced**

The Advanced Folder options dialog box appears.



**5 Type the path where you want to create the folder, under Path**

For example, type F:\ABC\Accounts\1999, or W:\Panel etc.

**6 Click OK**

**7 Click Create**

When entering a path, make sure that the path does exist. If you enter a path that does not exist or is not accessible on the network, DLS-3 SA will issue an error message. Check Windows Explorer to locate the correct path, or click the Browse button in the Advanced Folder Options dialog box. When you create a folder on a network drive, the folder will appear in the DLS-3 SA Account Explorer with a small t-bar underneath the folder, indicating that the folder is in a network environment.



**Deleting folders**

***NOTE:** If you are connected to a folder over a network and you delete it, the folder and contents will be removed from your Account Explorer. On the remote computer, the folder will still be present, but the contents will be deleted.*

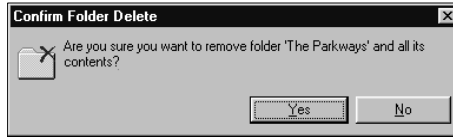
**1 Select the folder that is to be deleted**

**2 Select File**

**3 Select Delete**

A dialog box appears and prompts you to confirm the deletion of the folder.

**NOTE:** Once you have deleted a folder, you will not be able to retrieve it, or its contents later.



- 4 To delete the folder and its contents, click Yes

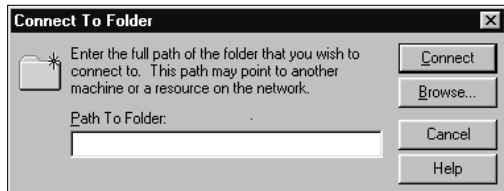
## Renaming folders

- 1 **Select the Folder to be renamed**
- 2 **Select File**
- 3 **Select Rename**  
The name of the folder becomes highlighted.
- 4 **Type the new name of the folder**
- 5 **Press Enter or click the mouse pointer outside the folder name**

## Connecting to other folders

DLS-3 SA allows you to connect to an existing folder located somewhere else on the network. You must have full access to the folder that you want to connect to and the folder name must be less than 32 characters long. You cannot create sub-folders in the connected folder.

- 1 **Select File**
- 2 **Select Connect To Folder**  
The Connect Folder dialog box appears.



**3 Click Browse**

The Browse Folder dialog box appears, displaying the directories in your computer, or on the network.



**4 Find the folder you want to connect to, and click on it once**

**5 Click OK**

**6 Click Connect**

If you enter a path that does not exist, or which you do not have permission to access, DLS-3 SA will display an error message.



**Disconnecting from folders**

If you disconnect from a folder, it will be removed from your Account Explorer, but will not be deleted from the computer on which it is stored. To disconnect a folder:

**1 Select the folder to disconnect**

**2 Click File**

**3 Click Disconnect**

## Creating accounts

An account is where you enter all the information and programming for each customer. Create a separate account for each security system that you will communicate with.

- 1 **Select File**
- 2 **Select New Account**

The Create Account dialog box appears.

- 3 **Type the name of the account, under Account Name**
- 4 **Type the telephone number of the panel, under Panel Telephone Number**

You can type “,” (comma) to indicate that you want a pause when dialing, and “w” if you want a second dial tone search.

*NOTE: To have the modem send a prefix before it dials the panel telephone number, see “Changing the Additional modem settings” on page 45.*

- 5 **Specify the type of panel, under Panel Type**  
When you select a panel type, the description of the panel is displayed on the right side of the dialog box, under Panel Description.
- 6 **Specify the version number of the panel, under Panel Version**
- 7 **To create a template file, click on the “This Account Is To Be Used As A Template For Creating Other Accounts” checkbox. If the account will not be a template, leave the checkbox blank.**  
Please see “Creating templates” on page 27 for a detailed description of templates and how to use them.

**8 Click Next**

The Customer Information dialog box prompts you to input the information for the customer. You can change this information at any time, in the Account Properties dialog box.

Customer Information		
Customer Name	Notes...	
ABC Company Inc		
Contact	Department	Extension
George Cassey	Marketing	209
Address	1111 Yonge Street	
City	Toronto	
Province/State	Ontario	Postal/Zip
		M4P3Y7
Voice Telephone	4162326040	
E-mail Address	george@abc.com	
<input type="button" value=" &lt; Back"/> <input type="button" value=" Next &gt; "/> <input type="button" value=" Cancel"/>		

**9 Enter all the relevant information about the customer****10 Click Next**

The Location dialog box prompts you to select the folder where the new account is to be created.

Location	
Choose a Location for this New Account...	
<ul style="list-style-type: none"> <li>Account Workspace           <ul style="list-style-type: none"> <li>Templates</li> <li>The Courtyards</li> <li><b>The Parkways</b></li> <li>The Ravine</li> </ul> </li> </ul>	
<input type="button" value=" &lt; Back"/> <input type="button" value=" Finish "/> <input type="button" value=" Cancel"/>	

**11 Select the folder, under Choose A Location For This New Account****12 Click Finish**

Your new account will now appear in the Account Explorer window, under the folder that you selected.

## Creating templates

Creating templates can be very useful if you have to program the same security system for two or more customers. It saves time and enables you to create several accounts with similar settings.

To create a new template:

- 1 **Select File**
- 2 **Select New Account**  
The Create Account dialog box appears.
- 3 **Enter the name of the template, under Account Name**
- 4 **Select “This Account Is To Be Used As A Template For Creating Other Accounts”**

- 5 **Click Finish**

The template is automatically saved in the Templates folder in Account Explorer.

You may want to create a number of accounts that have the same basic programming. If so, you can edit the programming in the template account. For example, if all your PC4020 v3.0 accounts use the same reporting codes, you can program those reporting codes in a PC4020 v3.0 template. To do this, open the template account and edit the relevant programming sections. See “Entering programming information into an account” on page 31

## Creating an account using a template

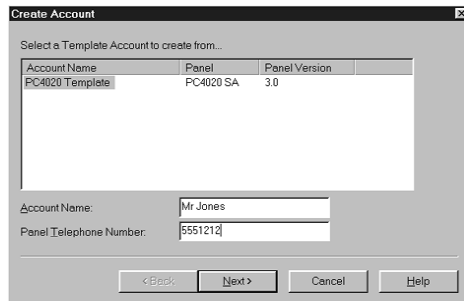
When you create an account file using a template, the new account will have the same modules and programming as are contained in the template account. This can save you time when you need to create several accounts with similar settings.

In order to do this, you must first create the template account. Please see “Creating templates” on page 27.

To create an account using an existing template:

- 1 **Select File**
- 2 **Select New Account Via Template**

The Create Account dialog box appears.



- 3 **Select the template you wish to use for the new account**
- 4 **Enter the name of the new account, under Account Name**
- 5 **Enter the panel telephone number, under Panel Telephone Number**
- 6 **Click Next**  
The Customer Information dialog box appears.
- 7 **Enter the information for the new customer, under the appropriate fields**
- 8 **Click Next**  
The Location dialog box appears.
- 9 **Choose a destination folder for the new account, in “Choose A Location For This New Account...”**
- 10 **Click Finish**

Your new account will now appear in the Account Explorer window, under the folder that you selected. If you need to do additional programming for the account, you can open the account and change the

appropriate programming sections. See “Entering programming information into an account” on page 31.

### **Moving accounts**

Using Account Explorer you can move accounts from one folder to another.

- 1 **Click on the folder which contains the account(s) you want to move**
- 2 **Select an account to move by clicking on it. To select more than one account, hold down the [Ctrl] key and click on each account.**
- 3 **Click on the selected accounts, and holding down the mouse button, drag the accounts over to the folder you want to move them to.**

### **Deleting accounts**

***NOTE:** Once you confirm the deletion of the account you will not be able to retrieve it. (DLS-3 SA will not keep the accounts in the Trashcan.)*

- 1 **Select the account to be deleted from the right side of the Account Explorer**
- 2 **Select File > Delete**
- 3 **DLS-3 SA asks you to confirm that you want to delete the account. If you are sure, click Yes.**

OR

- 1 **Drag the account to the Trashcan.**
- 2 **DLS-3 SA asks you to confirm that you want to delete the account. If you are sure, click Yes.**

### **Browser options**

When you view an account, by default, DLS-3 SA opens the Table of Contents as one window. The “Browser Options” define how DLS-3 SA displays the Table of Contents and Tables.

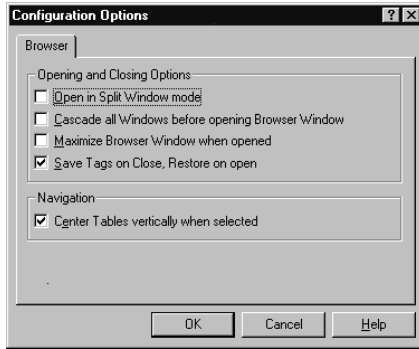
By default, DLS-3 SA will automatically save all the tags you selected when you close your accounts, and restore the tags when you open them again. If you want, you can turn off this feature in the Browser Options window.

To change the Browser options, all accounts must be closed.



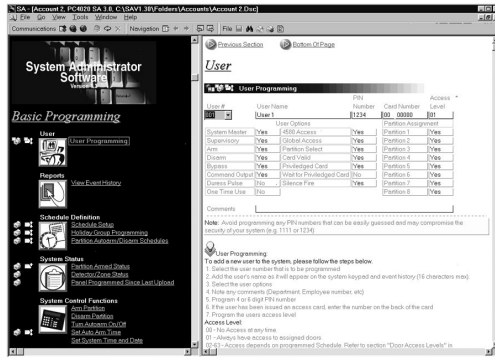
- 1 **Select Tools**
- 2 **Select Browser Options**

The Configuration Options dialog box appears.

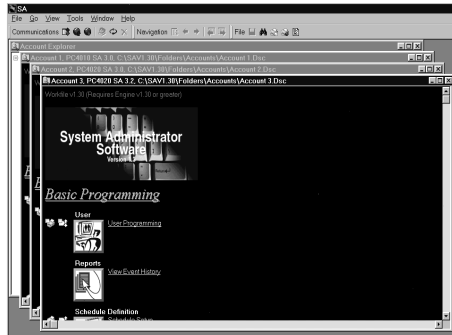


- 3 **Select how you want the browser to operate by clicking on any of the options:**

- **Open In Split Window Mode:** When you open an account it will appear as below.



- **Cascade all Windows before opening:** When you open accounts, DLS-3 SA will “cascade” them so that all open windows are visible.



- **Maximize Browser Window when opened:** When you open an account, DLS-3 SA will maximize the Table of Contents window.
  - **Save Tags on Close, Restore on Open:** If this option is selected, when you close an account, DLS-3 SA will automatically save any selected tags. When you open the account again, DLS-3 SA will restore the tags. If this option is not selected, when you close an account with pending tags, DLS-3 SA will ask you if you want to save the tags in a batch file. Please see “About batch files” on page 57.
  - **Centre Tables vertically when selected:** When you select a table (programming section) in an account, DLS-3 SA will display that table in the middle of the window.
- 4 When you are finished selecting Browser options, click OK**

### Entering programming information into an account

For information on individual programming sections, please refer to the installation manual for the panel you are programming. To enter programming information into an account file:

- 1 Open the account to be programmed**
- 2 Click on the underlined link to the programming section you want to change**
- 3 Complete the programming for the account, in the Tables section of the window**

For example, if you want to enter the Access Code for User 004, follow the steps outlined below:

- 1 **Click on User Code Options in the Table Of Contents (left side of the window)**  
DLS-3 SA opens the User Code Options section in the tables window.
- 2 **Select User 004 in the drop-down list, and enter the appropriate programming information in the table.**

**User Programming**

User	User Label	FIN Number	Card Number	Access Level
001	User1	1234	00_00000	01
User Options				
001			Partition Assignment	
002	aster	Yes	4580 Access	Yes
003	ny	Yes	Global Access	Yes
004		Yes	Partition Select	Yes
005		Yes	Card Valid	Yes
006		Yes	Privileged Card	Yes
007		Yes	Wait for Privileged Card	No
Command Output				
	Duress Pulse	No	Silence Fine	Yes
	One Time Use	No	T-Code	No
	Tenant Code	AAAA	Phone Number	FFFFFFFFFFFF

Comments: \_\_\_\_\_

- 3 **When you are finished entering the programming for the account, you can:**
  - **send the new programming to the security system (see “Sending information to a panel” on page 49), or**
  - **save the new programming in the account file: select File>Save, or**
  - **close the account: select Window>Close. DLS-3 SA will ask you if you want to save your changes (see “Exiting accounts” on page 37).**

**Moving around in an account file**

There are several ways to move around between the programming sections in an account file:

- **Using the Table of Contents window**  
When you first open an account, DLS-3 SA displays the Table of Contents window. To program a section, find it in the table and click on the underlined link. DLS-3 SA opens the selected programming section.

**Arm Partition**

Partition Label	Arm?	Last Arming Results	Current Status
Partition 1	No	Not Applicable	Disarmed
Partition 2	No	Not Applicable	Disarmed
Partition 3	No	Not Applicable	Disarmed
Partition 4	No	Not Applicable	Disarmed
Partition 5	No	Not Applicable	Disarmed
Partition 6	No	Not Applicable	Disarmed
Partition 7	No	Not Applicable	Disarmed
Partition 8	No	Not Applicable	Disarmed

**Arm Partition:**  
To arm the system, follow these steps:  
1. Click the "Arm?" toggle for the partitions to be armed to "Yes"  
2. Click the Table icon and select the "Arm Selected Partitions" command

- **Using the Goto Section feature**

If you know the reference number of the programming section, you can jump right to it using Goto Section:

- 1 **In the account window, select Go > Goto Section.**

- 2 **Enter the reference number of the section you want to go to.**

If you don't know the entire reference number, enter the first few digits of the number. The first section closest to what you entered will appear in the list. Click on the section you want to go to.

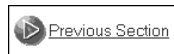
- 3 **Click Display.**

- **Using the Previous Section, Next Section navigation buttons**

To move to the next numbered programming section in the account file, at the bottom of the current programming section click the Next Section button.



To move to the previous numbered programming section in the account file, at the top of the current programming section click the Previous Section button.



- **Using the Navigation toolbar**



You can use the buttons on the Navigation toolbar to jump to

- the Table of Contents window
- the previous section you visited (in your navigation history)
- the next section you visited (in your navigation history)
- the previous section in numerical order
- the next section in numerical order

### **Checking for code and card errors**

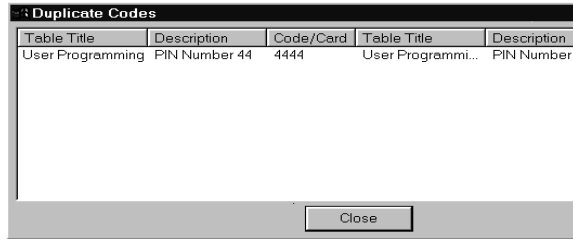
You can ask DLS-3 SA to check if there are any duplicate access codes or access card numbers entered in the programming section of the account.

- 1 **Select File**
- 2 **Select Error Check**

If there are no duplicate codes, the program displays the following dialog box.



If there have been duplicate codes entered, the program will display a dialog box describing which codes are duplicates, and where they are located.



- 3 **Click Close**
- 4 **Make the appropriate changes in the account**

### **Printing account information**

You can print all the information in an account (Global Print), or you can print selected items of an account (Print Section, or Tagged Sections Only).

When you print account information, you can choose to either send the information to your default printer, or to a file on your hard drive (Print to File).

### **Printing the entire account**

To print all the account information, follow the steps outlined below:

- 1 **Select File> Print> Global Print**
- 2 **Select where you want DLS-3 SA to send the account information: to your printer, or to a text file on your hard drive**

**3 Click OK**

**Printing part of an account**

When you click on the printer icon next to a programming section (as shown below), you can tag that section to print. A checkmark appears on the printer icon for all tagged sections.



For example, you might want to print only the User Code Options and the Installer Options. If you tag these sections, the program will print only the sections which are tagged.

To print sections that you have tagged:

- 1 Select File> Print> Tagged Sections Only**

or

- 1 Click the Print Selected Tags button on the File toolbar**

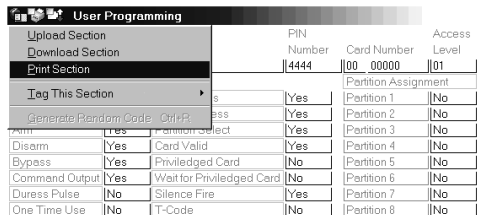


- 2 Select where you want DLS-3 SA to send the account information: to your printer, or to a text file on your hard drive**
- 3 Click OK**

**Printing a single section**

Section printing prints only the data currently displayed in one programming section. To print sections only, follow the steps outlined below:

- 1 Open the account**
- 2 Select Print Section from the table's pull down menu**



- 3 Select where you want DLS-3 SA to send the account information: to your printer, or to a text file on your hard drive**

**4 Click OK**

**Viewing the Print to File output for an account**

If you choose to send the information to a file, DLS-3 SA creates a text file on your hard drive. You can view this file in a text editing program, such as Windows Wordpad.

To view the text file:

- 1 In the Account Explorer window, right-click on the account that you printed**
- 2 Select Account Properties**  
The Account Properties window opens.
- 3 Click on the Print to File Output tab**



**4 Click Open**

DLS-3 SA opens Windows Notepad, or Windows Wordpad (depending on the size of the file) to display the text file.

*NOTE: If you click the Delete button, DLS-3 SA deletes the current output file.*

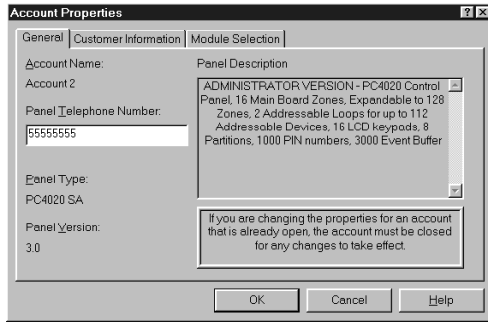
**Changing account properties**

If you need to change the customer information you can edit the account properties.

- 1 In the Account Explorer window, click once on the name of the account**
- 2 Select File**

### 3 Select Properties

The Account Properties window appears.



### 4 Click the tab in which you want to make the changes

For example, if you wish to change the customer information, click the Customer Information tab and make the changes.

### 5 When you are finished making changes, click OK

## Exiting accounts

To exit an account, follow the steps outlined below:

- 1 **Select Window**
- 2 **Select Close**

If you have made changes to the account, (i.e. if the information has been changed or additional information has been added), the program will ask you if you want to save these changes. If no additions or changes have been made to the account, the program will close the account automatically without prompting you to save the account file.

If you wish, you can have DLS-3 SA automatically save all pending tags whenever you close an account (this feature is turned on by default). When you open the account again, the tags will be restored. Please see “Browser options” on page 29.

If DLS-3 SA is not set up to automatically save pending tags, when you close a file with pending tags, DLS-3 SA will ask if you want to save the tags in a batch file. Please see “About batch files” on page 57.



## Finding accounts

The Find function allows you to search for accounts in various ways, including combinations of Filename Searches, Folder Searches, Text Searches or Contents Searches.

You can search the account names in the Account Workspace, and in each individual account, for a word or a number. For example, you can ask the program to find all accounts that contain the name Smith, or to find accounts that contain the number 4020.

- 1 **Select Tools**

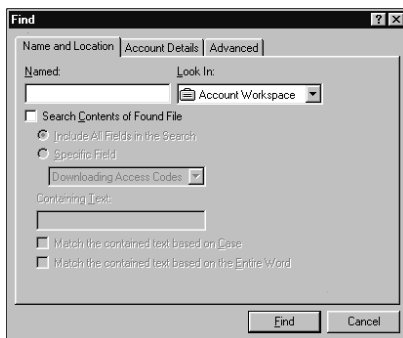
- 2 **Select Find**

Or,

- 1 **Click the Find In Files button, on the File toolbar**



The Find dialog box appears.



- 1 **If you know the name of the account, enter it under Named**

- 2 **If you know the name of the folder the account is in, select it under Look In**

*NOTE: If you select Account Workspace under Look In, the program will search in all the folders.*

If you select Search Contents Of Found File, the rest of the Find menu is un-grayed. There are two options to choose from:

- **Include All Fields In The Search:** the Downloading Access Code, Panel Access Codes, Panel Identifier Code, User Labels, and Zone Labels of each file are scanned for the text that is specified.

- **Specific Field:** you may choose any one of the following categories to search for the text that is specified:
  - Downloading Access Codes
  - Panel Access Codes
  - User Labels
  - Zone Labels
  - Panel Identifier Codes

If you click on the Account Details tab, you can search for an account using information such as the e-mail address, or telephone number of the customer. That is, if you know the telephone number of the account holder (customer), then you can enter that telephone number under the Voice Telephone field.

If you know which panel type you are looking for, you can search all the accounts using that type. To do this, click the Advanced tab and select the appropriate panel type and version number.

### 3 After you have entered the known information about the account, click Find

Once the program has located accounts that match the data you entered, the Find Results window appears. The Find Results window displays the name of the account, the type of panel the account uses, and the folder in which the account is located.

Find Results			
Account Name	Panel	Panel Version	In Folder
Account 3 Data	PC-1020 SA	3.2	C:\Sav1.30\Folders\Accounts
Title	Section	Date Found	Index
User Programming		4444	008



# Section 5: Setting up communications

## Configuring the modem

For each modem that is available to DLS-3 SA, a file containing all pertinent information and commands is present in a subfolder of the DLS-3 SA installation folder. All of the modem configuration files are automatically detected, which allows you to add a new file to the folder if other modems are found to be compatible in the future.

To select a particular type of modem, follow the steps outlined below:

- 1 **Select Tools**
- 2 **Select Modem Configuration**

The Modem Configuration dialog box appears, displaying all the modems that have been set up for installation. The DSC MD12 v1.1 is the default modem.



**Adding a new modem**

- 1 **Select Tools**
- 2 **Select Modem Configuration**
- 3 **Click the Add button of the Modem Configuration dialog box**

The Add Modem dialog box appears.



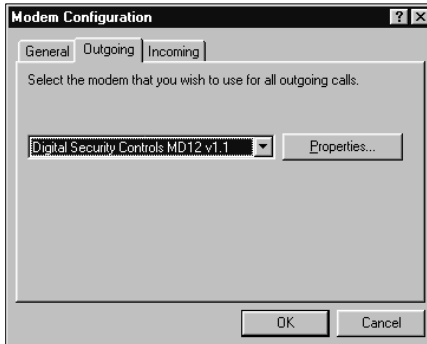
- 4 **Select the new modem**
- 5 **Click OK**

**Deleting a modem**

- 1 **Select Tools**
- 2 **Select Modem Configuration**
- 3 **Select the modem to be deleted, under The following Modems Have Been Setup**
- 4 **Click Remove**
- 5 **Click OK**

**Selecting a modem or PC-Link for outgoing calls**

- 1 **Select Tools**
- 2 **Select Modem Configuration**
- 3 **Click the Outgoing tab**



- 4 **From the pull-down list, select either the modem or PC-Link to use for outgoing calls**

**5 Click OK**

Note that only modems that have been added will be displayed as optional modems. (See “Adding a new modem” on page 42.)

**Selecting a  
modem for  
incoming calls**

**1 Select Tools****2 Select Modem Configuration****3 Click the Incoming tab****4 Select the modem to use for incoming calls from the pull down list.****5 Click OK**

Note that only modems that have been added will be displayed as optional modems. (See “Adding a new modem” on page 42.)

**Changing modem  
settings**

You can change the settings of any modem, including:

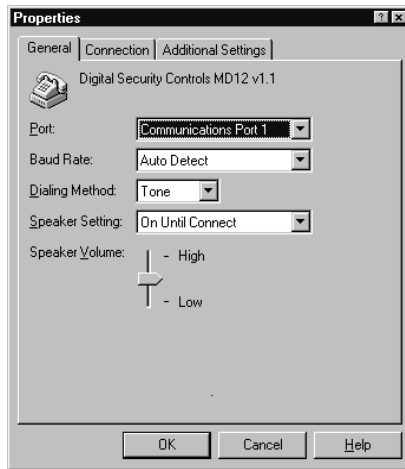
- The COM port
- The Baud rate
- Tone/pulse dialing
- Speaker setting
- Speaker volume
- Dial and busy tone detection
- Answering machine override (Automatic Redial)
- Number of rings to answer on
- Modem initialization string
- Modem dialing prefix

These settings are described below. To change the settings for a modem:

**1 Select Tools****2 Select Modem Configuration****3 Select the modem for which the settings are to be changed, under The following Modems Have Been Setup**

**4 Click Properties**

The Properties dialog box appears.

**5 Make the necessary changes, as explained in the sections below****6 When you are done making changes, click OK**

### Changing general modem properties

In the General tab, you can change several modem properties:

- **Port:** Select the communications port (COM port) that your modem is connected to on your computer.
- **Baud Rate:** If Auto Detect is selected, all communications will be started at the 1200 Baud format. If the telephone line is determined to be unsuitable for 1200 baud, DLS-3 SA will automatically switch down to 300 Baud until the end of the call. For MD-12 modems, you can also select communications at either 1200 or 300 Baud.
- **Dialing Method:** Select either tone, or pulse dialing, depending on the type of telephone line you are using.
- **Speaker Setting:** If On Until Connect is selected, when DLS-3 SA makes a call, you will hear the progress of the call on the speaker until DLS-3 SA is connected to the panel. You can also choose to have the speaker on all the time, or you can turn it off completely.

- **Speaker Volume:** You can increase or decrease the volume of the modem speaker by dragging the slider up or down.

### **Changing the connection settings**

In the Connection tab, you can change the following settings:

- **Call Preferences:** When DLS-3 SA picks up the telephone line, it can listen for a dial tone, or a busy tone, or both. If you enable Dial Tone Detection, DLS-3 SA will wait for a dial tone before it begins dialing. If you enable Busy Tone Detection, DLS-3 SA will hang up the line if it detects a busy tone.
- **Automatic Redial (Answering Machine Override):** If the control panel is sharing a telephone line with an answering machine, you can set up DLS-3 SA to override the answering machine. To do this, DLS-3 SA will first call the panel, and then hang up after a programmed number of seconds (by default, the program will hang up after 7 seconds.). The program will wait for another programmed amount of time, and then call the panel again. The control panel will then answer the call after one ring, and DLS-3 SA will begin communicating with the panel.

To turn on the answering machine override:

- 1 Select Automatic Redial**
  - 2 Enter the number of seconds the DLS-3 SA will wait before hanging up, in the first data entry box**
  - 3 Enter the number of seconds the DLS-3 SA will wait before calling the panel the 2nd time, in the data entry box underneath**
- **Number of Rings to Answer On:** When a control panel calls the DLS-3 SA computer, DLS-3 SA will answer the call after it detects the programmed number of rings.

### **Changing the Additional modem settings**

In the Additional tab of the Modem Properties window, you can enter a modem initialization string and a dialing prefix.

You can use the modem initialization string section to have DLS-3 SA send additional commands to the modem during initialization. DLS-3 SA attempts to initialize the modem when you try to communicate with a security system.



For more information, please refer to your modem's manual, or see "Appendix A: Troubleshooting" on page 69. DLS-3 SA will send the characters you enter in the dialing prefix section before the telephone number is dialed. For example, you can tell DLS-3 SA to dial [9] before dialing the telephone number of the panel. The maximum number of digits that may be entered is 23 characters.

### **Communicating via PC-Link**

PC-Link is a communications tool that allows you to connect your DLS-3 SA computer directly to a compatible control panel via a serial cable. To install PC-Link, follow the instructions in the PC-Link installation sheet.

Before initiating a PC-Link connection make sure that:

- you have set up the program to transmit programming information using the PC-Link connection (see "Selecting a modem or PC-Link for outgoing calls" on page 42)
- you have set up the control panel to communicate with DLS-3 SA

### **Initiating a PC-LINK connection**

To begin PC-Link communications:

- 1 Open the account file for the panel**
- 2 Make any programming changes necessary**
- 3 Begin downloading or uploading, as described in "Section 6: Communicating with control panels" on page 49**
- 4 At a system keypad, initiate PC-Link communications by following the appropriate instructions:**

#### **PC4020 v3.2 and higher panels**

- 1 Enter a system master code**
- 2 Enter the system master menu by pressing [9]**
- 3 Select 'Enable PC-Link' by pressing [5]**

The control panel begins communicating with DLS-3 SA. In DLS-3 SA, the Communication Status window shows the progress of the communication.

### Initiating a modem connection

Before initiating a modem connection make sure that:

- you have set up the program to transmit programming information using the correct modem (see “Selecting a modem or PC-Link for outgoing calls” on page 42)
- you have set up the control panel to communicate with DLS-3 SA

To initiate a modem connection:

- 1 Open the account file for the panel**
- 2 Make any programming changes necessary**
- 3 Begin downloading or uploading, as described in “Section 6: Communicating with control panels” on page 49**  
The Communication Status window will appear showing the progress of the communication.
- 4 Once the information has been successfully downloaded or uploaded, press the Disconnect From Panel button on the Communications toolbar**



*NOTE: If the modem cannot be initialized, DLS-3 SA will display a “Communications Not Ready” message. Try turning the modem off, then on again. If DLS-3 SA still cannot initialize the modem, please see “Modem troubleshooting” on page 72.*

### Waiting for a panel to call

You can set up the control panel to automatically initiate a request to DLS-3 SA for downloading. See your security system’s *Installation Manual* for information on setting up the control panel to call the DLS-3 SA computer.

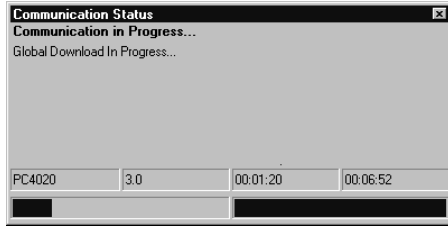
When DLS-3 SA answers an incoming call, it will attempt to match the security system with the correct account using the Panel Identification code. If the codes match, DLS-3 SA retrieves the correct account and you will then be able to select the communications function that is required.

You must ensure that each account has a different Panel Identification code. If two accounts have the same code, the program may match the wrong account with the calling panel. If the Panel Identification code for the panel that is calling does not match the Panel Identification Code in any of the accounts, the call is terminated.

Note that the DLS access code must also be correct, or the account will not be able to communicate.

**Communication status window**

When DLS-3 SA begins communicating with a control panel, the Communication Status window will be displayed. This window displays messages showing the status of the communication, such as “Dialing...”, “Global upload is in progress...”, and “Disconnecting...”.



When communicating with a panel and when the account is open, you can hide or display the communication status window.

- 1 **Select View**
- 2 **Select Communications Status Window**

## Section 6: Communicating with control panels

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### **Sending information to a panel**

When you use DLS-3 SA and a modem or PC-Link (Maxsys 3.2 and higher) to send information to a control panel, it is called “downloading”. There are three different ways of downloading information to the panel: Global downloading, Tagged downloading, and Section downloading.

### **Global downloading**

Global downloading will transmit all programming information to the control panel. To download all programming sections from a DLS-3 SA account to a control panel, follow the steps outlined below:

- 1 Open the desired account**
- 2 Make any required changes to the programming**
- 3 Click the Global Download button, on the Communications toolbar**



DLS-3 SA will try to connect to the panel to download the panel programming.

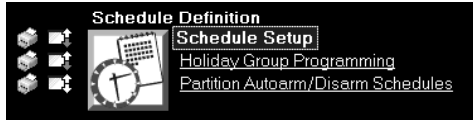
### **Tagged downloading**

Tagged downloading allows you to download selected programming sections such as Schedules, User Codes, Installer's Codes, etc. to the control panel.

If you change the data in any programming section, DLS-3 SA will automatically tag it for downloading. You can also tag a section for downloading by clicking on the down arrow in the icon beside the section. When you click on the down arrow, it turns red, indicating that downloading is selected.

To download tagged sections to a control panel:

- 1 Open the desired account
- 2 Make any required changes to the programming
- 3 Select the section(s) to be downloaded, under the heading Tags



- 4 Click the Communicate Selected Tags button, on the Communications toolbar



DLS-3 SA will try to connect to the panel to download the selected sections.

**Section downloading**

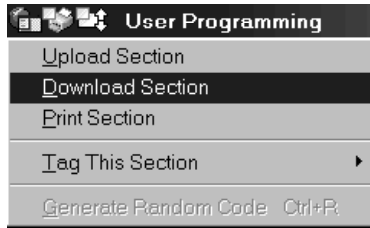
Section downloading operates only on the data *currently displayed* in the table. It allows you to communicate one programming section at a time (e.g. Schedules, or User Codes).

- 1 Open the account
- 2 Click on the section to be downloaded  
The selected Section will appear.

User Programming					
User	User Label	PIN Number	Card Number	Access Level	
008	Fred	8293	17 35392	01	
User Options					
Partition Assignment					
System Master	No	4580 Access	Yes	Partition 1	Yes
Supervisory	No	Global Access	Yes	Partition 2	No
Arm	Yes	Partition Select	Yes	Partition 3	No
Disarm	Yes	Card Valid	Yes	Partition 4	No
Bypass	Yes	Privileged Card	No	Partition 5	No
Command Output	Yes	Wait for Privileged Card	No	Partition 6	No
Duress Pulse	No	Silence Fire	Yes	Partition 7	No
One Time Use	No	T-Code	No	Partition 8	No
Tenant Code	AAAA	Phone Number	FFFFFFFFFFFF		
Comments					

- 3 Make any required changes to programming

**4 Select Download Section from the pull-down menu in the Table**



DLS-3 SA will try to connect to the panel to download the section.

**Uploading information from the panel**

When you use DLS-3 SA, and a modem or PC-Link to retrieve programming or status information from a control panel, it is called “uploading”. There are three different ways of uploading information from the panel: Global uploading, Tagged uploading, and Section uploading.

**Global uploading**

Global uploading will retrieve all programming information from the control panel and store it in the DLS-3 SA account. To upload all the programming information, follow the steps outlined below:

- 1 Open the desired account**
- 2 Click the Global Upload button on the Communications toolbar**



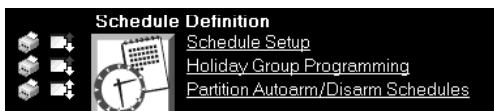
DLS-3 SA will try to connect to the panel to upload the panel programming.

**Tagged uploading**

Tagged uploading allows you to upload selected programming sections (such as Schedules, User Codes, User Cards, etc.) from the control panel to the DLS-3 SA account.

You can tag a section for uploading by clicking on the up arrow in the icon beside the section. When you click on the up arrow, it turns blue, indicating that uploading is selected.

- 1 Open the desired account
- 2 Select the section(s) to be uploaded, under the heading Tags



- 3 Click the Communicate Selected Tags button, on the Communications toolbar



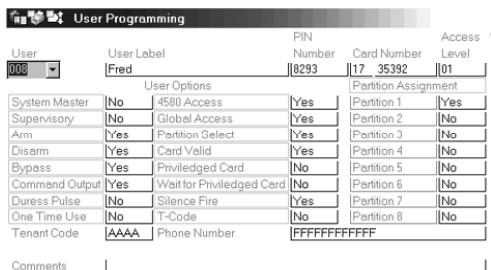
DLS-3 SA will try to connect to the panel to upload the selected sections.

### Section uploading

Section uploading operates only on the data *currently displayed* in the table. It allows you to communicate one programming section at a time (e.g.Schedule, User Codes, User Cards etc.).

- 1 Open the account
- 2 Click on the section to be uploaded

The selected Section will appear.



- 3 Select Upload Section from the pull-down menu in the Table



DLS-3 SA will try to connect to the panel to upload the section.

## Event Buffer

The Event Buffer records all panel activities; this information is stored in each panel's memory. The panel records many events that occur, including which zones went into alarm, system troubles, arming and disarming as well as other important events. Also attached to each event is the time, day, month, and year when each event occurred. For example, the Event Buffer may show that a zone (Zone 1 - Front Door), went into alarm on January 4, 2000, at 6:34 and 6:35am.

You can filter the information displayed in the event buffer. That is, you can browse through the Event Buffer, and observe specific activities only. For example, you can filter the event buffer by asking DLS-3 to show all alarms that have occurred on a specific partition in the last six months.

### To open the Event Buffer:

1 Open a panel with an event buffer (for example, the PC4020 v3.0)

2 In the Table of Contents, select the Event Buffer hyperlink

Event Buffer		
Partition 1	Last Six Months	Alarms
Partition 1	1 /04/2000 06:35	Alarm Restore Zone 1 - Front Door
Partition 1	1 /04/2000 06:35	Alarm Zone 1 - Front Door
Partition 1	1 /04/2000 06:35	Alarm Restore Zone 1 - Front Door
Partition 1	1 /04/2000 06:35	Alarm Zone 1 - Front Door
Partition 1	1 /04/2000 06:34	Alarm Restore Zone 1 - Front Door
Partition 1	1 /04/2000 06:34	Alarm Zone 1 - Front Door

To filter the log information, select one or more categories from the dropdown lists at the top of the table.

- Partition - "All Partitions", "System Area", "Partition 1", "Partition 2", "Partition 3", "Partition 4" and others may be selected. This allows you to display all, or a specific area of the security system that you are most interested in.
- Time/Date - "All Times", "Last Day", "Last Week", "Last Month", "Last Six Months", "Last Year" or "User-Defined" may be selected. If you select "User-Defined", you can select the time and date range you want to see.
- Event Type - "All Events", "Alarms", "Troubles", "Openings and Closings", "Bypass", "Tests", "Access Control", "Miscellaneous" or "User-Defined" may be selected. If you select "User-Defined", a window will be displayed where you must enter text that you would like to filter. For example, if you enter "John", DLS-3 will display only the events that have the User Label "John" in them. You can have multiple filters on the Event Buffer to search for a particular event, by clicking on the category dropdown box at the top and choosing the criteria you would like to use.



**Uploading the status of an account**

You can call a panel and get information from it about its current status. Depending on the type of panel you are uploading from, you may be able to retrieve the current status of partitions, zones, troubles, keypads, or modules.

The status sections of each account are located at the bottom of the account’s Table of Contents window. Uploading status information is similar to uploading other account information, except that some status sections cannot be included in global or tagged uploading (e.g. PC4020 v3.2 Zone Status).

To upload status information for an account:

- 1 **Open the account file**
- 2 **Scroll down in the Table of Contents until you see the status section you want to upload**



- 3 **Click on the link to the section you want to upload (e.g. Zone Status)**  
DLS-3 SA displays that section in the window.

- 4 **Click on the Communications menu icon for the section**



- 5 **Make an appropriate selection from the dropdown menu**

Detector/Zone Status								
Zones 01-08	Zone Label	Zone Status	AM	BP	BM	LF	DIF	LS
Zone 001	ZONE 1	Closed	No	No	No	No	No	No
Zone 002	ZONE 2	Closed	No	No	No	No	No	No
Zone 003	ZONE 3	Closed	No	No	No	No	No	No
Zone 004	ZONE 4	Closed	No	No	No	No	No	No
Zone 005	ZONE 5	Closed	No	No	No	No	No	No
Zone 006	ZONE 6	Closed	No	No	No	No	No	No
Zone 007	ZONE 7	Closed	No	No	No	No	No	No
Zone 008	ZONE 8	Closed	No	No	No	No	No	No

DLS-3 SA attempts to upload the selected status (see “Section 6: Communicating with control panels” on page 49).

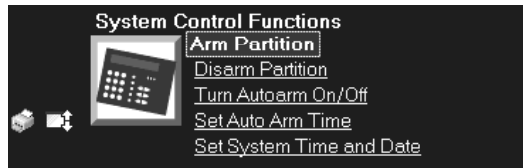
**Using DLS-3 SA to control a security system**

You can use DLS-3 SA to control various parts of a security system. For example, you can arm and disarm partitions, bypass zones, turn command outputs on and off, change auto-arming options, turn the door chime on and off, update the panel time and date, etc.

The control sections of each account are located at the bottom of the account's Table of Contents window. You cannot select uploading or downloading tags for these status sections. To communicate any of these sections to the system:

- 1 In the Table of Contents window, click on the control section that you want**

For example, to arm a partition in a PC4020 panel, under the heading PC4020 Functions, click on Arming & Disarming.



- 2 Make the choices you want in the section**

For example, you can select to arm one or more partitions.

- 3 Click on the Communications menu icon for the section**



- 4 Make an appropriate selection from the dropdown menu**

For example, to arm a partition in a PC4020 panel, select Arm Partition.

Arm Partition			
Arm Selected Partitions	Last Arming Results	Current Status	
Partition 1	No	Not Applicable	Disarmed
Partition 2	<input checked="" type="checkbox"/> Yes	Not Applicable	Disarmed
Partition 3	No	Not Applicable	Disarmed
Partition 4	No	Not Applicable	Disarmed

DLS-3 SA attempts to communicate with the panel and make the selected changes.

### Communicating blocks of user codes and zones

When communicating with a Maxsys system (PC4010 or PC4020), you can choose to upload, download, or print groups of user code programming, or groups of zone programming.

For example, instead of communicating one user code at a time, or communicating all of the user codes at once, you can communicate only user codes 001 to 016.

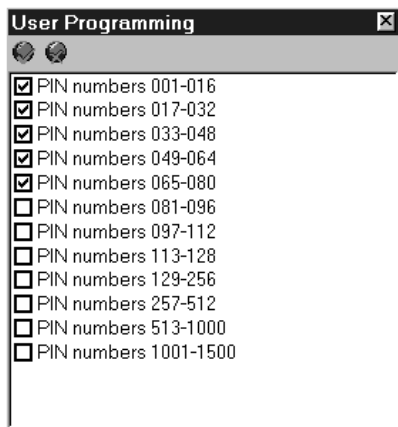
To communicate one or more groups of user codes or zones:

- 1 **Open a PC4010 or PC4020 account file**
- 2 **Select User Code Options, Zone Assignment, or Zone Programming**
- 3 **Make any necessary programming changes**
- 4 **Click on the Communications menu icon**



- 5 **Select Tag This Section, then select For Upload, For Download, or For Printing**

DLS-3 SA opens a window similar to this one:



- 6 **Click in the check boxes beside the ranges of user codes or zones that you want to communicate**
- 7 **When you are finished, close the window by clicking on the [x].**
- 8 **When you are ready, click on the Communicate Selected Tags button**



DLS-3 SA will attempt to communicate the selected tags and selected ranges.



## Section 7: Using Batch files

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### **About batch files**

A batch file is a separate file into which you can save the tag settings for a particular account. This can be useful if you need to upload or download, or print specific sections of an account on a regular basis.

For example, if you need to upload the Status sections from a PC4020 account regularly, you can create a batch file called “PC4020 Status” which has the Partition Status, Trouble Conditions, and Wireless Key Status sections selected for uploading.

You can also have DLS-3 SA automatically save your pending tags when you close an account and restore the tags when you open the account again. This feature is turned on by default. Please see “Browser options” on page 29.

### **Creating batch files**

To save the tag settings for an account file, you can create a batch file. You will then be able to restore the tag settings from the batch file back to the account file at any time.

- 1 Select the Upload, Download or Print Tags for the account**
- 2 Select File**

**3 Select Batch Set Maintenance**

The Batch Set Maintenance dialog box appears.



**4 Click Add**

**5 Type a name for the batch set, under Name**

**6 Click OK**

**7 Click Save And Close**

**Waiting for batch mode calls**

If a control panel will be calling in to the DLS-3 SA computer at a particular time, you can tell DLS-3 SA to communicate a group of uploading or downloading tags saved in a batch file for the account. (See also “Waiting for a panel to call” on page 47.)

Before selecting Wait for Batch Mode, you must do the following:

**1 Open the account for the panel that will be calling**

**2 Select File**

**3 Select Batch Set Maintenance**

**4 Click the Batch Mode tab**

**5 Select the name of the batch set to be used when the panel calls in, under Active Batch Mode Set**

**6 Click Save And Close**

**7 Close the account**

If more than one panel will be calling in, you can select a batch file for each panel by following the procedure above for each account file.

DLS-3 SA is now ready to wait for batch mode calls.

- 1 **Select Tools**
- 2 **Select Wait For Batch Mode**

When the telephone rings, DLS-3 SA will answer the call and try to match the Panel ID code with the account. Once that is done, the DLS-3 SA will open the account, and begin communicating the tags saved in the selected batch set for the matching account.

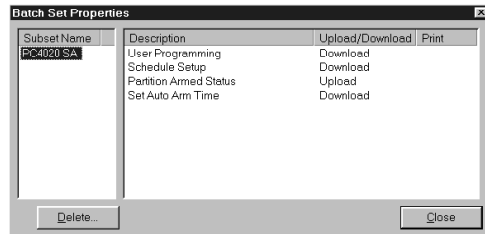
*NOTE: DLS-3 SA will not communicate selected print tags in Wait For Batch Mode.*

### Viewing batch set files

If you have created a batch file for an account, you can view the tags which have been saved in the file in the Batch Set Maintenance window.

- 1 **Select File**
- 2 **Select Batch Set Maintenance**
- 3 **Select the name of the batch set you want to view, under Batch Set Name**
- 4 **Click Properties**

The Batch Set Properties dialog box appears.



- 5 **Click the name of the batch set you want to view, under Subset**
- 6 **When you are finished reviewing the batch set, click Close**

DLS-3 SA displays the selected tags in the right-hand side of the dialog box.

### Restoring tags to a file from a batch set

If you have created a batch file for an account, you can restore the selected tags to the account. When the tags are restored, you can continue working on the account, or communicate the tags.

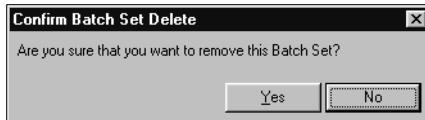
- 1 **Open the account you want to restore the tags in**
- 2 **Select File**
- 3 **Select Open Batch Set Workspace**  
DLS-3 SA displays the batch sets which have been created for the account.
- 4 **Select the batch set you want to restore**
- 5 **Click OK**  
DLS-3 SA restores the tags to the open account.

**Deleting batch files**

- 1 **Select File**
- 2 **Select Batch Set Maintenance**



- 3 **Select the name of the batch set to be deleted, under Batch Set Name**
- 4 **Click Delete**  
DLS-3 SA will ask you to confirm deletion of the selected batch set.



- 5 **Click Yes**  
Clicking Yes deletes the batch set, clicking No does not delete the batch set.
- 6 **Click Save And Close**

# Section 8: Creating and Translating DLS-3 SA Languages

## Display languages

The default language for DLS-3 SA is English. You can customize DLS-3 SA displays with different languages. The text for all DLS-3 SA labels, buttons, windows, and menus will be displayed in the language assigned to the user. After you assign a language to a user, that language will automatically be used when the user logs on to DLS-3 SA. To change languages for users, please see “Assigning languages to users” on page 19.

## Setting up a new language

You can translate the names of programming sections for panels and modules, DLS-3 SA dialog boxes, and title menus using the DLS-3 SA Language Maintenance feature. To enter your translations, first you must create the new language:

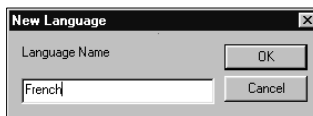
**1 Select Tools**

**2 Select Language Maintenance**

The Language Maintenance dialog box appears.

**3 Click New**

The New Language dialog box appears.



**4 Type the name of a new language, under Language Name**

**5 Click OK**

DLS-3 SA creates a database for the new language. However, in order for the DLS-3 SA to display the new language you must enter the translations into the database. See the section on *Editing a new language*, below.



## Editing a new language

Before the new language will appear in the DLS-3 SA interface, you must enter your translations into the database for the new language.

**1 Select Tools**

**2 Select Language Maintenance**

The Language Maintenance dialog box appears.

**3 Select the language to be edited**

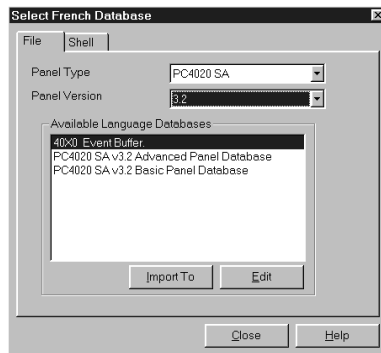
The default language (English) cannot be edited.

**4 Click Edit**

The Select Language Database dialog box appears.

**5 Click the Shell tab or the File tab**

The databases listed in the File tab contain the text that is displayed when you are viewing or editing the programming for an account (e.g., the PC4020 v3.0 Main Panel Database contains the text that is displayed in the PC4020 v3.0 accounts). The databases listed in the Shell tab contain text that is displayed in the rest of the DLS-3 SA program.



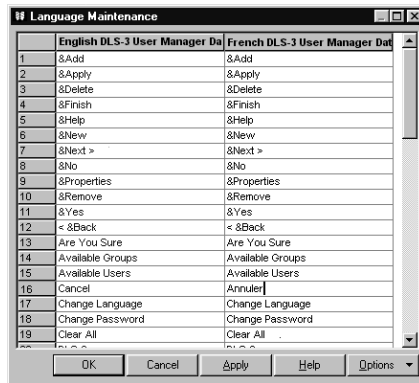
**6 Select the section of the program you wish to translate, under Available Language Databases**

For example, to translate all User Manager dialog boxes, select the DLS-3 SA User Manager Database. To translate the Operations Log window, select the DLS-3 SA Operations Log Database, etc.

**7 Click Edit**

The Language Maintenance window appears displaying the language you selected when logging in,

on the left, and the text editor on the right. You can now translate the database into the desired language.



## 8 Type the word(s) of the new language in the right window pane

For example, to replace the English word *Cancel* with the French word *Annuler* in the User Manager dialog box, then you would search for the word *Cancel* in the right window pane, select the word, and type in the translated word.

Note that “;” is not a valid character that can be translated, and “\t” indicates a tab in a phrase, and should not be removed.

When you see the “&” symbol in front of a letter in a word (e.g. &Find), this letter will be underlined in the dialog box or menu. This letter provides a short cut for selecting the option or menu item. You can change the shortcut for a menu option by changing the position of the “&” symbol.

Some of the names of programming sections in the account window come with “tooltips” (additional information that pops up when you hold the mouse pointer over a word or icon for a few seconds). You can edit these tooltips in the database for the panel or module in the InfoViewer at the bottom of the screen. For example, in the Zone Attributes programming section, one of the attributes is called Chime. The tooltip for this word tells you that the full name of the attribute is Door Chime. Only some of the entries in the database have tooltips that you can edit.

- 9 When you are finished translating the database, click OK**

Note that for the language changes to take effect, you must log off DLS-3 SA, and log on again.

- 10 If you want, you can now select another database to translate (repeat steps 5-9). If you are finished translating, click Close twice.**

### **Importing a language**

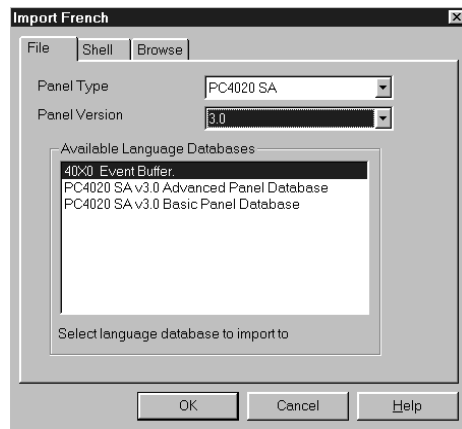
Some of the phrases that you can translate are the same in different databases. For example, words like “enabled”, “disabled” and “enrolled” may appear in several different databases. Once you have translated any DLS-3 SA database, you can save some time by copying words or phrases that are the same from the translated database to an untranslated one.

For example, if you have translated the PC4010 v3.0 main panel database, you can import your translations into the PC4020 v3.0 database. You will then only have to translate the words and phrases that are different in the two databases.

To import a translated database to an untranslated one:

- 1 Select Tools**
- 2 Select Language Maintenance**
- 3 Select the language, under Available Languages**
- 4 Click Edit**
- 5 Select a Panel Type that contains a database which is already translated**
- 6 Select a database that you have already translated, under Available Language Databases**

- 7 Click Import To**  
The Import dialog box appears.



- 8 Select the panel type that you want to import the database to, under Panel Type**
- 9 Select the untranslated database to import to, under Available Language Databases**
- 10 Click OK**  
DLS-3 SA displays a message telling you that you are about to overwrite phrases in the database chosen in step 9, and asking whether or not you wish to continue. If you have selected the correct database, click Yes.
- 11 Check if any words or phrases still need to be translated in the database: select the panel and database that you imported the new text into, and then click Edit.**
- 12 If you are finished editing the databases, click Close twice**  
You must exit DLS-3 SA and re-enter DLS-3 SA, for the changes to take effect.

**Deleting a language**

You cannot delete the language you are currently using, or the default language, English.

To delete a language:

- 1 Select Tools**
- 2 Select Language Maintenance**
- 3 Select the language to be deleted**
- 4 Click Delete**

# Appendix A: Troubleshooting

If you are having trouble with your modem, or with the DLS-3 SA program, look for the problem or error message in these tables and try one or more of the suggested actions.

If you are unable to correct the problem, you can try running the DLS-3 SA Modem/Installation Diagnose Utility. Please see “DLS-3 SA Modem/Installation Diagnose Utility” on page 72 for more information.

## Communication troubleshooting

If the system displays any of the following error messages, try one or more of the suggestions to correct the problem..

Error message	Correction
<i>Cannot initialize the modem</i>	Ensure that the correct modem and COM port have been selected in the Modem Configuration window
	Shut off the modem, then turn it on again. Click the Initialize Modem button on the Communications toolbar
	End both the Windows and DLS-3 sessions and restart your computer

Error message	Correction
<p><i>The specified port is in use by another application</i></p>	<p>Close any applications that may be using the COM port specified for the DLS-3 modem. Re-initialize the modem. If the error is still present, end DLS-3 and Windows, and restart your computer.</p>
<p><i>The specified port has failed initialization. Please check Your Hardware</i></p>	<p>Ensure the COM port specified for use by the DLS-3 software is a valid COM port on your computer</p>
	<p>End the DLS-3 and Windows sessions, and restart Windows.</p>
	<p>Shut down the computer and restart it.</p>
	<p>If hardware problems persist, contact your computer supplier to ensure that your computer and COM ports are operating properly.</p>
<p><i>File contained wrong access code. Communications cancelled</i></p>	<p>Ensure that the Downloading Access code is the same in the account as it is in the customer's security system.</p>
	<p>If the downloading access codes are not identical, enter the correct Downloading Access Code in the DLS Section for the account.</p>

Error message	Correction
<i>Panel that called could not be identified. Communications cancelled</i>	Ensure that the Panel Identifier Code is identical to the code in the customer's security system. You can check the Panel Identifier Code for the panel by viewing the Event Detail for the event. If the codes are not identical, enter the correct Panel Identifier Code in the DLS Section for the account.

### General troubleshooting

Problem	Correction
<i>An information window is not being displayed properly</i>	Ensure that you are using minimum resolution settings for the monitor.
	Set small fonts in Windows.
	Check that the video display drivers are the most recent ones.
<i>The screen takes a long time to display</i>	Wait until the screen is fully displayed before attempting to select any Communications function.
<i>A VBscript error message</i>	Re-install the DLS-3 software.



**Modem  
troubleshooting**

<b>Problem</b>	<b>Correction</b>
<i>Cable connections</i>	If the modem is an external one, make sure you have plugged the modem cable into the correct serial port (if you have more than one).
<i>The system cannot dial out or receive calls</i>	Make sure the telephone line is plugged into the proper wall jack and the correct modem jack. Some modems provide an extra jack for a voice telephone; this jack is usually marked "To Phone", but is sometimes unmarked.
	The telephone might not be properly connected to the wall jack. Plug a regular telephone directly into the jack, and listen for a dial tone. If you cannot hear a dial tone, then the telephone line is not connected. You should contact your local telephone company.


Problem	Correction
<p><i>When <b>Call Waiting</b> is enabled, and another call comes in when you are already connected, the connection is briefly cut off, and then a high beep tone is generated. The modem interprets this as a loss of carrier and immediately hangs up.</i></p>	<p>This will happen if the second call comes in to either the panel or the computer end of the connection. Most areas that provide call waiting service allow it to be disabled it by pressing a sequence of keys on your telephone. To cancel Call Waiting, dial 70# or *70 on a tone telephone. Incoming callers will then hear a busy signal, and your communication will not be interrupted.</p>

Problem	Correction
<i>Modem cable does not work</i>	<p>Modem cables look a lot like printer cables and are often mistaken for them. The main difference is that a modem cable has a male connector on one end, and a female connector on the other. A printer cable usually is male at both ends or has a Centronics (slot) type connector at one end.</p> <p>If the shape and size of the connectors is not the problem, then check the number of pins on the male end of the cable. If not all 25 pins are present, it does not necessarily mean it will not work, but it does mean that the cable has either been modified, or was not standard to begin with. In this case, trying a new modem cable might solve your problems. Also, if your modem cable is old, you should check the connectors for any visible damages to the pins, or to the wires, etc.</p>

**DLS-3 SA  
Modem/  
Installation  
Diagnose Utility**

Your DLS-3 SA package contains a testing utility for your modem and your DLS-3 SA installation. The utility is called "DLS-3 SA Diagnose.exe". To run the utility:

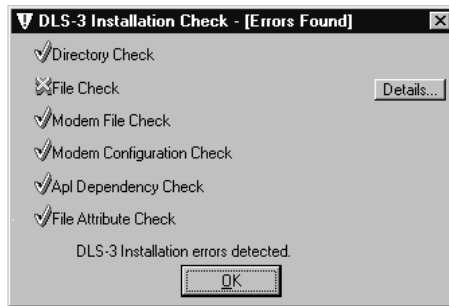
- 1 **In your Windows Explorer, select the drive containing the DLS-3 program**
- 2 **Select the folder containing the DLS-3 program**
- 3 **Double-click DLS-3 SA diagnose.exe, under Name, from the right window of Windows Explorer**

 DLS-3 diagnose.exe

- 4 **If your DLS-3 SA is set up with more than one language, the Diagnose utility will prompt you to select a language.**
- 5 **After you select a language, the Diagnose utility will check the following:**
  - Directories
  - Files
  - Modem Files
  - Modem Configuration
  - APL Dependency
  - File Attributes

If there were no errors detected, skip to step 6.

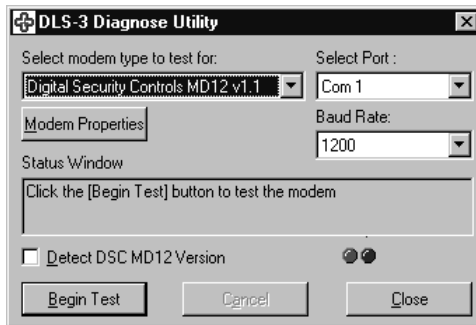
If DLS-3 SA Diagnose finds any problems it will display error messages. At the end of the test, it will display a window similar to this one:



To see the error messages, click on the Details button beside each failed test. Any problems that the Diagnose utility detects are also written to a text file in the main DLS-3 directory called "DLS-3 SA diagnose log.txt". You can view this log file using any text editor (e.g. Windows Notepad).

When you are finished viewing any errors, click OK.

**6 The modem check screen appears:**



From this screen, you can test the modem connected to your computer, the COM port, the Baud rate, and, if you are using a DSC modem, you can check the modem version number.

Select the modem you want to test, the COM port and Baud rate, then click **Begin Test**.

The utility tests that the selected modem is present, and is working correctly. If there are any problems, they will be listed in the **Status Window**.

**7 If the Status Window shows an error message, try one or more of the following:**

- check that the modem is connected to an AC power supply
- check that the modem is properly connected to a COM port on your computer (see also “Modem troubleshooting” on page 70).
- ensure that you have selected the COM port (serial port) that the modem is connected to. Once you have found the correct COM port, make sure that the same port is also selected in the DLS-3 SA Modem Properties window. See “Changing general modem properties” on page 44.
- try testing the modem at a lower Baud rate. Once you have found the correct Baud rate for the modem, ensure that the same rate is also selected in the DLS-3 SA Modem Properties window. See “Changing general modem properties” on page 44.

**8 When you are finished testing your modem, click **Close****



## Appendix B: Keyboard Shortcuts

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<b>DLS-3 SA</b>	<b>To:</b>	<b>Use this shortcut:</b>
	Close the current window	[CTRL][F4]
	Switch to another window	[CTRL][F6] or [CTRL][TAB]
	Open DLS-3 SA Online Help	[F1]
	Close DLS-3 SA	[ALT][F4]

---

<b>Account Explorer</b>	<b>To:</b>	<b>Use this shortcut:</b>
	Create a new account	[CTRL][N]
	Create a new account via template	[CTRL][T]
	Create a new (empty) folder	[CTRL][E]
	Select all accounts	[CTRL][A]
	Open the selected account	[ENTER]
	Cut selected accounts (for transferring files to another folder)	[CTRL][X]
	Copy selected accounts (for transferring files to another folder)	[CTRL][C]
	Paste selected accounts (for transferring files to another folder)	[CTRL][V]
	Delete selected accounts	[DEL]
	Edit account properties	[ALT][ENTER]
	Find a file	[CTRL][F]
	Refresh the current directory	[F5]
	Switch between the selection of folders or accounts	[TAB]

**Table of Contents**

---

<b>To:</b>	<b>Use this shortcut:</b>
Jump to the selected table (programming section)	[ENTER]
Move the cursor up	[Up Arrow]
Move the cursor down	[Down Arrow]
Go to a specific section	[CTRL][G] or [F10]
Go to the Tables window (programming sections)	[ALT][2]

---



**Tables  
(Programming  
Sections)**

<b>To:</b>	<b>Use this shortcut:</b>
Go to the table of contents	[ALT][1]
Generate a random access code (in access code programming sections)	[CTRL][R]
Toggle the download tag for the current table	[CTRL][D]
Toggle the upload tag for the current table	[CTRL][U]
Toggle the print tag for the current table	[CTRL][P]
Open the table pull-down menu	[CTRL][SPACE]
Move the cursor up	[Up Arrow]
Move the cursor down	[Down Arrow]
Move the cursor left	[Left Arrow]
Move the cursor right	[Right Arrow]
Move to the table above	[CTRL][PgUp]
Move to the table below	[CTRL][PgDn]
Move to the next editable cell in a table	[TAB] or [ENTER]
Move to the previous editable cell in a table	[SHIFT][TAB] or [SHIFT][ENTER]
Scroll the screen up (the selected cell does not change)	[CTRL][Up Arrow]
Scroll the screen down (the selected cell does not change)	[CTRL][Down Arrow]
Scroll the screen to the top (cursor does not move)	[CTRL][HOME]

<b>To:</b>	<b>Use this shortcut:</b>
Scroll the screen to the bottom (cursor does not move)	[CTRL][END]
Fast scroll up through dropdown option list	NUMBER PAD [PgUp]
Fast scroll down through dropdown option list	NUMBER PAD [PgDn]
Select option at beginning of dropdown option list	NUMBER PAD [HOME]
Select option at end of dropdown option list	NUMBER PAD [END]
Scroll up through dropdown option list	NUMBER PAD [Up Arrow]*
Scroll down through dropdown option list	NUMBER PAD [Down Arrow]*

*\*NOTE: For dropdown option lists, turn off NumLock, or hold down Shift, while pressing the listed key.*



- This glossary defines words which are used in this manual.
- Account Explorer Workspace*** The DLS-3 SA Account Explorer uses a tree structure that is similar to Windows Explorer. The Account Explorer Workspace is the highest level of the tree, the next branch of the tree are folders on local drives, or folders on LAN (Network) drives. The accounts contained within each folder are shown in the right-hand pane of the Explorer window.
- Accounts*** An account is a file where all of the information and programming for a particular customer is stored. That information can be changed, edited, or deleted from the account file.
- All Times*** When you choose this option, you tell the program to show all possible times for certain or all activities, by certain or all individuals (Operations Log, Event Buffer).
- All Types*** When you choose this option, you tell the program to show all the different types of activities that are in DLS-3 and that have been in progress (Operations Log, Event Buffer).
- All Users*** When you choose this option, you tell the program to show activities of all the individuals who have access to, and who have been using DLS-3 (Operations Log, Event Buffer).
- Batch Set*** A batch file is a separate file into which you can save the tag settings for a particular account. This can be useful if you need to upload or download, or print specific sections of an account on a regular basis.
- Communications*** When any interaction with the modem, or PC-LINK is initiated by DLS-3 (General & Operations Log).
- Command Output*** A port on the control panel which can be set up to control (turn on or off) a variety of devices (e.g. a light, or a door lock). Users can then control the devices at a keypad or a telephone. The control panel can also be programmed to control the devices in response to system events (e.g. alarms), or with schedules.

<b><i>Control Panel</i></b>	A circuit board mounted in a cabinet. Controls and monitors all the sensors, keypads, and modules. It contains most of the programming for the security system.
<b><i>Downloading</i></b>	The process of sending information and programming data from a DLS-3 SA account to a security system.
<b><i>Downloading (DLS) Access Code</i></b>	The downloading (DLS) access code will allow DLS-3 SA to download information to the control panel, and upload information from the control panel. The DLS access code must be the same in the control panel and in the DLS-3 SA account file, or DLS-3 SA will not be able to communicate with the panel.
<b><i>Error</i></b>	When the system detects a mistake in the use of the software.
<b><i>Folders</i></b>	A folder is a location in which account files are stored. All the accounts that are contained in a folder will be displayed in the right pane of the Account Explorer window.
<b><i>Global downloading</i></b>	Downloading all programming information to the control panel.
<b><i>Global print</i></b>	Printing all programming sections.
<b><i>Global Tag</i></b>	Tagging all the programming sections of an account for printing, downloading, or uploading.
<b><i>Global Uploading</i></b>	When uploading all programming information from the control panel.
<b><i>Groups</i></b>	See Permission Groups.
<b><i>Hyperlinks</i></b>	An online cross-reference from a piece of text or graphic to another piece of text or graphic in the same or in another electronic document. Clicking a hyperlink (e.g., an entry in the Table of Contents window) displays the corresponding reference (i.e. the corresponding programming section).
<b><i>Incoming Calls</i></b>	Calls that the computer receives.
<b><i>Last Day</i></b>	Choose this option when you want to see the activities of all or certain users, of all or certain types of activities, of the past 24 hours (Operations Log, Event Buffer).
<b><i>Last Month</i></b>	Choose this option when you want to see the activities of all or certain users, of all or certain types of activities, of the past 30 or 31 days (Operations Log, Event Buffer).
<b><i>Last Six Months</i></b>	Choose this option when you want to see the activities of all or certain users, of all or certain types of activities, of the past 6 months (Operations Log, Event Buffer).

<b><i>Last Week</i></b>	Choose this option when you want to see the activities of all or certain users, of all or certain types of activities, of the past 7 days (Operations Log, Event Buffer).
<b><i>Last Year</i></b>	Choose this option when you want to see the activities of all or certain users, of all or certain types of activities, of the past 365 days (Operations Log, Event Buffer).
<b><i>Modem</i></b>	A device used to connect a computer to the telephone line network in order to send or receive data. In order to establish communication between a PC equipped with a modem and a security system, a software package like DLS-3 is also required.
<b><i>Operations Log</i></b>	A part of the program that records all DLS-3 activities.
<b><i>Outgoing calls</i></b>	Calls being placed from a computer.
<b><i>Panel ID code</i></b>	A 6–digit code that allows DLS-3 to call up the correct account file for a control panel. The Panel ID code must be programmed to be the same in both the panel and the DLS-3 account file. Different panels must have different Panel ID codes.
<b><i>PC-Link</i></b>	A communications tool that allows you to connect a control panel directly to your DLS-3 SA computer using a serial cable.
<b><i>Permissions Groups</i></b>	Groups of users who have varying degrees of access to DLS-3 SA functions and accounts. DLS-3 SA has one default group called Administrator. All users assigned to this group will have access to all DLS-3 SA functions and accounts.
<b><i>Programming</i></b>	A set of instructions that tells a system how to operate. For example, each control panel has programming that tells it how to run the security system.
<b><i>Programming sections</i></b>	Control panel programming is divided into a number of sections. You can enter data, or select options in each section to tell the control panel how to operate. The tables in the DLS-3 software correspond to the numbered programming sections listed in the Programming Worksheets for the control panel.
<b><i>Security Stamp</i></b>	When you install DLS-3 SA, the program will ask you for a security stamp. Write this stamp down on page v, and keep it in a safe place. This security code is used to encrypt all of your account files. This means that your accounts can only be used on a DLS-3 SA installation which has the same stamp.

**CAUTION:** *It is important that the security stamp be recorded and safely filed: if it is forgotten, there is no way to recover the security stamp from the computer or from the program.*

The security stamp can be up to 32 characters long. The stamp can be made up of any combination of numbers, letters or characters. Note that all letters are case sensitive; that is, "A" is not the same as "a".

**NOTE:** *If you will be sharing files between computers, or over a network, each DLS-3 SA installation must use the same security stamp. This will allow you to transfer accounts from one computer to another, and to access account files shared over a network.*

**Security system**

A control panel with sensors, keypads, modules and devices.

**System**

A set of components designed to interact with one another to yield desired results. For example, a computerized system to program security control panels consists of hardware (e.g., computer, modem, cables, control panel, etc.) and software (e.g., Windows 95, DLS-3, etc.)

**Table of Contents**

In DLS-3 SA, the Table of Contents window gives you access to the programming sections of the account. The Table Of Contents screen is divided into three columns, Tags, Sections and Hyperlinks to the tables (programming sections).

**Tables**

Tables are used to display all data in the account file. A table is divided into rows and columns, which form cells. A cell can contain a description of the data to be programmed or an editable space for you to enter data. Each table corresponds to one or more control panel programming sections.

**Tagged downloading**

Downloading selected programming sections from a DLS-3 SA account to a control panel.

**Tagged uploading**

Uploading selected programming sections from a control panel to a DLS-3 SA account.

**Tags**

Tags are icons with up or down arrows, or check marks. They are used for filtering an activity. That is, if you tag the up arrow button of a certain table and do not tag other tables, the program will upload all the information of the table from the control panel.

<b><i>Uploading</i></b>	The process of sending information and programming data <i>from</i> a control panel (security system) <i>to</i> the DLS-3 SA account file.
<b><i>User-Defined</i></b>	Choose this option when you want to view specific user activities, or a specific time, or a specific activity. You will have to specify the name of the user, the time frame, and the type of activity (Operations Log).
<b><i>User</i></b>	Anybody who uses the DLS-3 SA software. Each user can have a different password, and can use a different language.
<b><i>User Manager</i></b>	Where users are created, deleted, or renamed. Where all other properties pertaining to a user can be changed.
<b><i>Warning</i></b>	A message alerting you that a problem has occurred during the use of the software (Operations Log, Event Buffer).
<b><i>Work file</i></b>	Also known as an account. A file where all the information and programming for a particular customer are stored. That information can be changed, edited, or deleted from the work file.





## A

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