

TELGUARD

INTERACTIVE

Adding Telguard Interactive Services: Dealer Instructions

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Distribution to other parties strictly prohibited.

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INTRODUCTION

Telguard Interactive is an ideal way to offer interactive services to your customers on all of the panels you install, without requiring you to learn multiple interactive services models, or the installation of a replacement panel on takeovers. With its simple approach to notifications, as well as remote arming and disarming, it's a perfect way to provide your customers with the interactive services they're asking for, without burdening you with a complex installation or endless support calls.

GETTING STARTED

Setting up Telguard Interactive Services for your subscribers is relatively straightforward. Although the specifics vary somewhat among panels, there are generally three areas that require changes in order for Telguard Interactive to be available:

1. Telguard Online

Telguard Online can be used to activate the Telguard Interactive feature for your subscriber. Within Telguard Online, you can configure the panel for interactive services, enable or disable the customer's permissions, and change specific settings, such as the default system name for the subscriber.

Ideally, Interactive Services should be configured when the unit is initially registered in Telguard Online, but it may also be set up after the installation.¹

2. Wiring for Telguard Interactive

Telguard Interactive requires some additional wiring in order to properly provide remote arming and disarming, as well as notification of events. Although the specifics vary among panels, the wiring typically involves a) connecting the Telguard unit's relay to a zone on the alarm panel that is configured for a keyswitch, and b) connecting the Telguard's trip input to a panel output configured for armed status (refer to Figure 1). This guide outlines the particular connections that can be used for several popular panels. Figure 2 outlines the different connections found in the Telguard units capable of working with Telguard Interactive: TG-1 Express, TG-1B, and TG-4.

3. Configuring the Panel for Telguard Interactive

Setting up the panel to support Telguard Interactive is typically straightforward, and can be done at the same time as the normal panel configuration. As with the wiring for Telguard Interactive, the panel configuration varies among panel types. The additional configuration generally involves four changes, which are a) configuring an additional keyswitch zone for the remote arm/status functionality, b) configuring a programmable output for armed, c) configuring opening and closing reports, and d) programming Alarm format for CID ONLY. Refer to pages 5-27 for information on specific panels.

¹ If the configuration is done after the installation, keep in mind that connecting the Telguard's relay output to the keyswitch zone of the panel may generate a fault on that zone until the Telguard unit is configured for Interactive Services within Telguard Online.

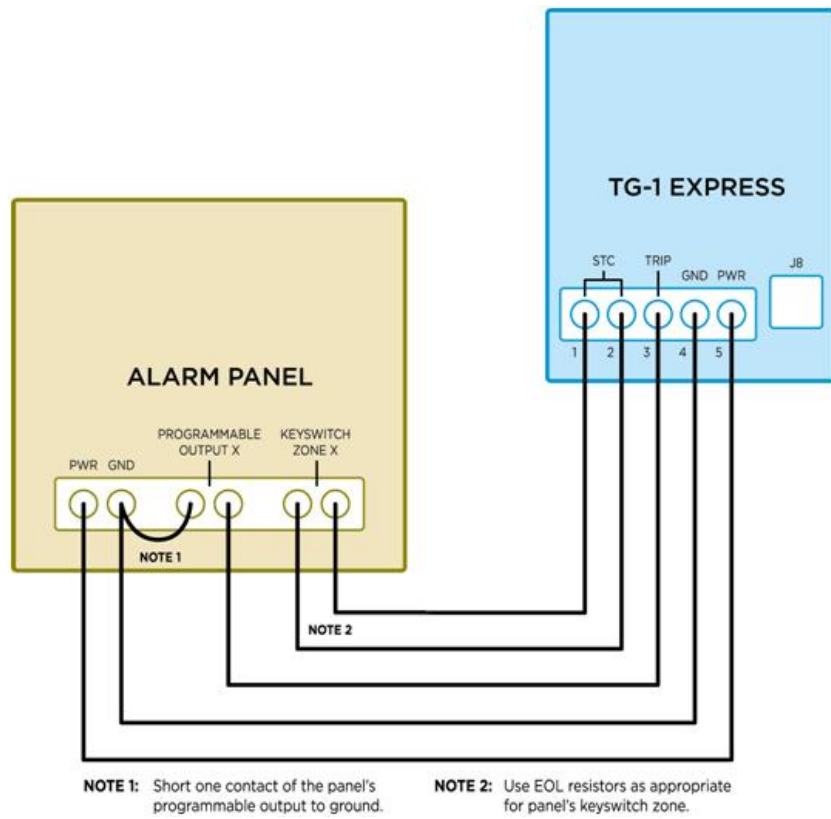


FIGURE 1

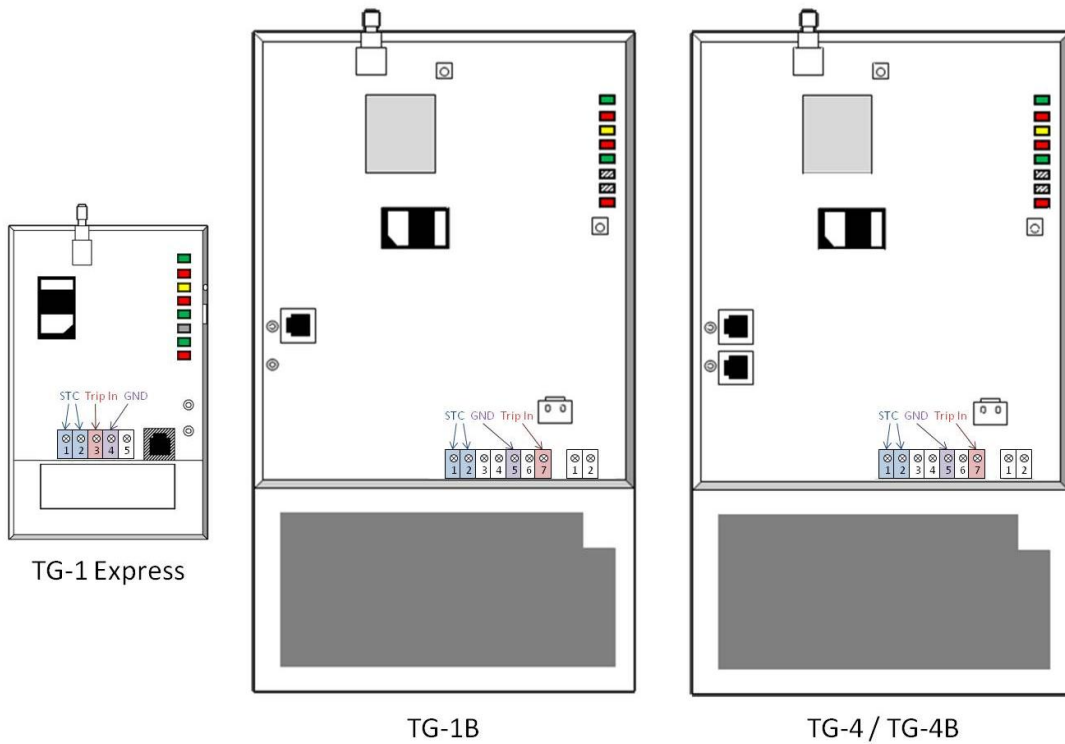


FIGURE 2

AT THE OFFICE

Configuration Option	Recommended Setting
Enable Interactive Services	Checked
Send Open/Close Events to Central Station	Unchecked
System Name	"Subscriber Name" Household
Alarm Panel	Per Installation
Zone Names	Per Installation

ON SITE

Configuring the Panel and Wiring the Telguard units.

Refer to the following Panel Configuration and Panel Wiring tables for configuration and wiring information for specific model types.

Note1: All programming examples are using LCD programmable Keypad that is listed in each panel manual.

Note2: All wiring examples below are done using a TG-1 Express unit, please use figure 2 (previous page) to complete wiring with other compatible products—TG-1B and TG-4.

Note3: Some of the panels listed in this guide may require special connectors for Interactive Service wiring (e.g. 8-pin trigger connector for a Vista 15P, or the 4-pin output connector for the DMP XT-30), which may not be included with the panel's standard package. Please consult with your distributor or panel manufacturer to obtain these parts.