



Sur-Gard

SG-System II Console

version 1.0

User Guide

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About this guide

This document describes the features and functionality of SG-System II Console. Before you begin using SG-System II Console, be sure to read this guide for installation instructions and other important information. This guide contains instructions for:

- Installing SG-System II Console on your computer
- Configuring and connecting SG-System II units
- Programming SG-System II units
- Setting up and viewing log files

System requirements

The SG-SYSTEM II Console is compatible with:

- Microsoft Windows 2000 Professional, SP 4
- Microsoft Windows 2000 Server, SP 4
- Microsoft Windows 2003 Server, SP 1
- Microsoft Windows XP Professional, SP 2

Base requirements of the computer are determined by the operating system selected.

Additional requirements are:

- NIC for TCP/IP Ethernet connection
- USB 1.1 for USB connection

About SG-System II Console

SG-System II Console provides a graphic user interface to communicate with the SG-System II to set options, update firmware, view status and capture printer logs. Each installation of SG-System II Console can support up to four SG-System II units connected through USB or TCP/IP.

The SG-System II units work independently of SG-System II Console and therefore do not have to be connected to the computer to work.

Installing SG-System II Console

This section describes how to install SG-System II Console. To install SG-System II Console you must be logged into the computer as an Administrator.

Note: If you are planning to run the SG-System II Console under a Windows Limited User account (i.e. non-Administrator), you must ensure:

- The SG-System II Console is installed to the Program Files folder (the default), and the user's Windows account has Read, Write, and Execute permissions to that folder, or;
- The SG-System II Console is installed to a common folder outside of Program Files.
- The Windows Limited User must be the first user to run SG-System II Console. If a Windows Administrator runs it first, then Limited Users (non-administrators) will not be able to modify the Console's configuration.

Note: This document will refer to the program folder as C:\...\Sur-Gard\SG-System II Console\ where ... indicates the path you have selected.

Note: Document the location of the SG-System II Console files for other users.

1. Insert the SG-System II Console installation disk in the computer's CD or DVD drive.
2. To view the contents of SG-System II Console installation CD, open the drive folder.
3. Open the **Install** folder, and then double-click **setup.exe**.
4. On the **Welcome to the InstallShield Wizard for SG-System II Console** screen, click **Next**.
5. On the **License Agreement** screen, read the end-user license agreement, and then click the option **I accept the terms in the license agreement**.
6. Click **Next**.
7. On the **Customer Information** screen, in the **User Name** box, type your name.
8. In the **Organization** box, type the name of our organization.
9. To install SG-System II Console for all users, click **Anyone who uses this computer (all users)** or, to install the program for your use only, click **Only for me**.
10. Click **Next**.
11. To select a folder to install SG-System II Console and save its related files, on the **Destination Folder** screen, click **Change**.
12. On the **Change Current Destination Folder** screen locate and select a folder, and then click **OK**.
13. Click **Next**.
14. On the **Ready to Install the Program** screen, click **Install**. The **Installing SG-System II Console** screen displays the progress of the installation.
15. To complete the installation on the **InstallShield Wizard Completed** screen, click **Finish**.

Repairing SG-System II Console

The Windows repair feature allows you to repair the installation of SG-System II Console.

1. Insert the SG-System II Console installation disk in the computer's CD or DVD drive.
2. On the **Start** menu, point to **Settings**, then point to **Control Panel**, and then click **Add or Remove Programs**.
3. On the **Add or Remove Programs** window, click **SG-System II Console**.
4. Click **Change**.
5. Click **Next**.
6. On the **Program Maintenance** screen, click **Repair**.
7. Click **Next**.
8. Click **Install**.
9. Click **Finish**.
10. Close the **Add or Remove Programs** window.

Removing SG-System II Console

Removing SG-System II Console uninstalls the entire program, the desktop icon and the Start menu directories. Removing the program does not delete the Configuration folder and its contents, the unit folders and log files, nor does it delete the file ActivityLog.txt.

Before uninstalling SG-System II Console, the program must be closed.

1. On the **Start** menu, point to **Settings**, then point to **Control Panel**, and then click **Add or Remove Programs**.
2. On the **Add or Remove Programs** window, click **SG-System II Console**.
3. Click **Remove**.
4. On the remove program confirmation message, click **Yes**. The status screen opens and displays the progress of the program's removal. The screen closes automatically when the removal is complete.

Opening SG-System II Console

1. On the **Start** menu, point to Programs, point to **Sur-Gard**, point to **SG-System II**, and then click **SG-System II Console**.
2. On the **Login** screen, type the password.

Note: The OK button will be available once 8 characters have been entered.

For more information on passwords and default passwords, see [Changing passwords](#).

Note: You have three chances to enter the correct password. After the third incorrect attempt, the program will close.

Logging in as different user

A person can log into SG-System II Console as either an Admin or a User depending on the specified password. An Admin can configure, set options, and connect SG-System II units, set passwords, review system status and logs. A User can connect and disconnect units, view system status and logs. Before you can login as a different user, all units must be disconnected from SG-System II Console.

1. On the **File** menu, click **Login with new password**.
2. Enter the appropriate password.

Note: The OK button will be available once 8 characters have been entered.

3. Click **OK**.

Note: You have three chances to enter the correct password. After the third incorrect attempt, the program will close.

Closing SG-System II Console

Closing SG-System II Console disconnects all units from SG-System II Console, and then closes the program.

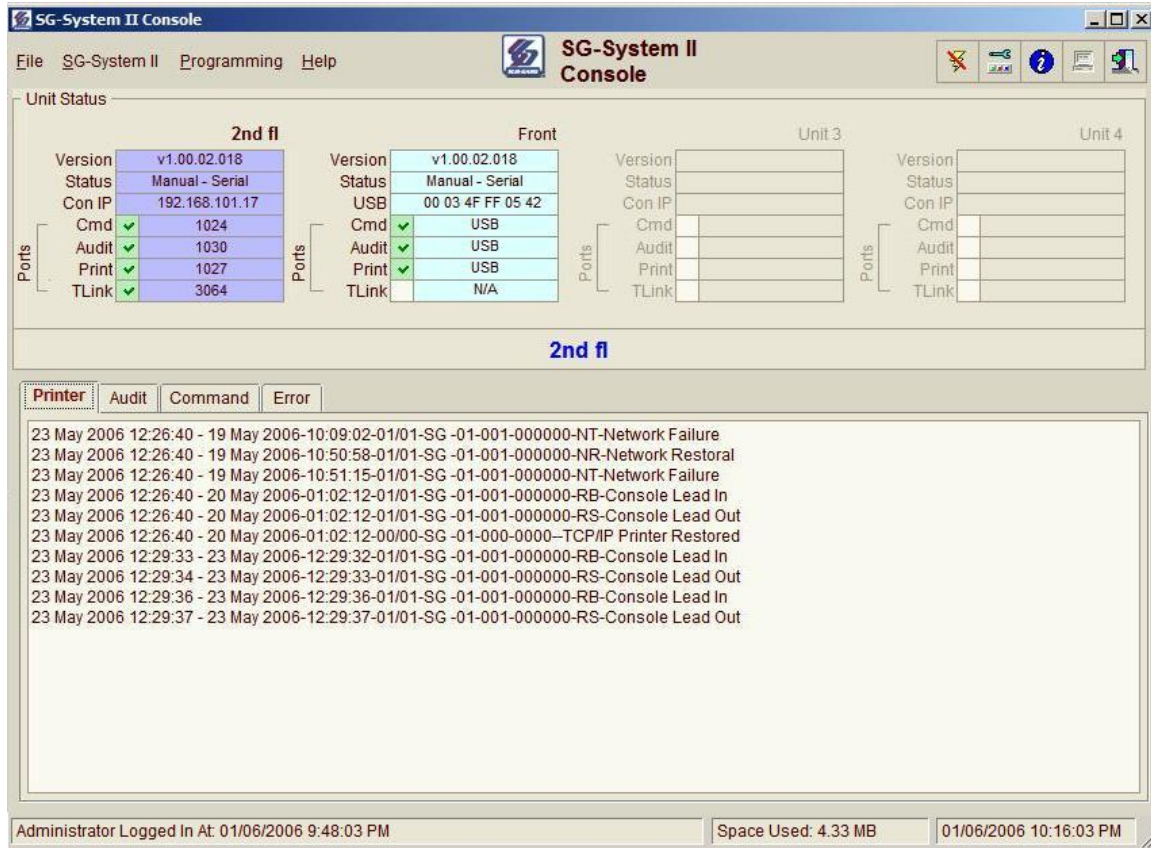
1. On the **File** menu, click **Exit**.
2. On the confirmation message, click **Yes**.

Running SG-System II Console

The operating system installed and the hardware that is connected to the computer running SG-System II Console affects the behaviour of SG-System II Console. Be advised of the following:

- When the operating system goes into standby mode, the SG-System II units are forced to disconnect. As soon as the operating system resumes, SG-System II Console detects the lost connections and automatically attempts to reconnect the units.
- SG-System II Console cannot be started when another user is running the program in a different user session on the same computer.
- Uploading firmware to the SG-System II requires a direct USB connection from the SG-System II to the computer running SG-System II Console. Using an external USB hub may interfere with the flashing process and cause the firmware upload to fail

Reviewing the SG-System II Console screen



The SG-System II Console screen displays details for all connected and configured units, and provides tabs that display logs detailing all communication between SG-System II Console and the connected units. The screen also provides access to all commands to configure and modify the units.

Unit Status section

The Unit Status section provides a display area for the 4 potentially connected and configured SG-System II units.

Configured units display:

- Fields shaded with the selected background color
- USB or Con IP address
- Port details

Configured and connected units display:

- Fields shaded with the selected background color
- Version number
- Status information
- USB or Con IP address
- Port details with a check mark indicate a port is connected properly, a red x indicates a port failure is detected (USB connections do not use the TLink port)

Unit status sections where a unit has not been configured display:

- Fields and labels in grey

Log display tabs

Each unit has its own set of log tabs. When SG-System II Console is active, the log tabs will display real-time activity of the selected unit. When SG-System II Console is running and another program is active, the log tabs will not display the real-time traffic. The log messages will update when SG-System II Console is the active program. However as long as SG-System II Console is running, activities for configured logs will be saved in the log file.

- To view the logs for a unit, click that unit's status section. The unit name is displayed above the log tabs.

Status bar

The status bar displays:

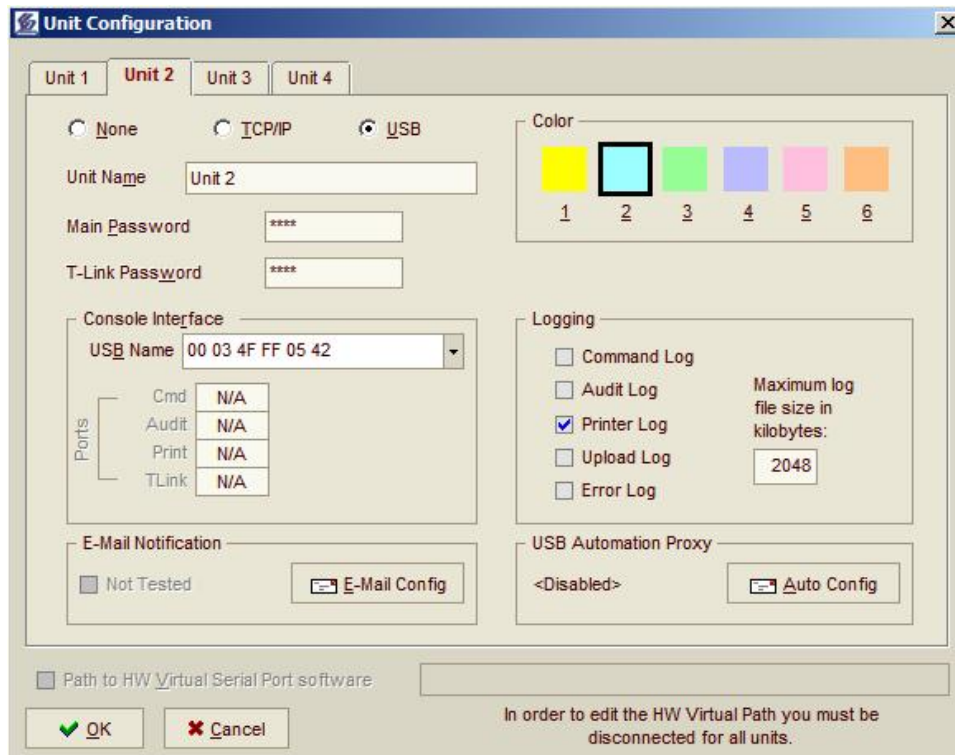
- The role of the person who is logged into SG-System II Console and the date and time that person logged in.
- The amount of space the program and all of its subdirectories are currently using.
- The current date and time.

Configuring SG-System II units

Before establishing or changing configuration settings, the unit must be disconnected from the program.

Up to four SG-System II units can be connected to one installation of SG-System II Console. The program supports any combination of TCP/IP and USB connections. Each unit is configured independently and can have a unique configuration including passwords and background color.

Note: Disconnect refers only to the connection between the SG-System II unit and the SG-System II Console program. Once powered on the SG-System II remains on and running until it is powered off.



Configuring unit section

Use the top section of the Configuration screen to specify the connection type, name the unit, and set passwords unique to the unit. A main password is required to gain general access to the unit. A T-Link password is required when an alarm sensor is connected to the unit through TCP/IP.

1. On the **SG-System II** menu, click **Configuration**.
2. Select a connection type.
Note: Select None when removing a unit.
3. In the **Unit Name** box, type a descriptive name that identifies the unit.
4. In the **Main Password** box, type a 4-character password using hexadecimal characters (0-9, A-F). The password is not case sensitive. The default password is: cafe.
Note: If password is incorrect SG-System II Console will not be able to connect to the unit for status and programming options and a red x will be displayed in the unit's status section.
5. In the **T-Link Password** box, type a 4-character password using hexadecimal characters (0-9, A-F). The password is not case sensitive. The default password is: cafe.

Note: This connection type None is selected when the unit is not configured. When none is selected, all configuration fields will be disabled. Select this option when removing the unit.

Configuring Console Interface settings when unit has USB connection

- From the **USB** drop-down list select the MAC address for the unit. Ports are not available.

Configuring Console Interface settings when unit has TCP/IP connection

The IP address can be found on the front panel of the SG-System II unit.

- In the **IP Address** box, type the IP address of the unit. As soon as the first digits are entered the system generates the port defaults.

Note: To turn off a port, type 0. SG-System II Console will connect to the unit but will not perform that command function.

Resetting TCP/IP details

Default TCP/IP port settings can be restored if the port settings have been changed or if information has been lost.

1. Right-click the unit.
2. Click **Disconnect**.
3. Right-click the unit.
4. Click **Configure**.
5. Click the connection option **None**.
6. Click the connection option **TCP/IP**.
7. In the **IP Address** box, type the IP address of the unit. Port information will automatically be updated.

Configuring e-mail notification

SG-System II Console can be configured to send an e-mail notification to a specific email account when specified events occur. An e-mail notification will be generated when SG-System II Console recognizes one of the following events:

- Unit is disconnected from SG-System II Console
- There is a switch from user to administrator role
- There is a switch from administrator to user role
- The software closed
- The software started
- There is a manual test of e-mail notification

The screenshot shows the 'E-Mail Notifications' dialog box. The 'Unit' dropdown is set to 'Unit 2'. The 'E-Mail Parameters' section includes:

- Host Information:** Host Name, User Name, Password, and Port Number (25).
- Import Host Parameters:** A button to import parameters.
- From:** Address and Friendly Name fields.
- To:** Address and Friendly Name fields.
- Subject Base:** Set to 'SG-System II'.

At the bottom, a note states: 'E-Mail Notifications are sent when the program starts up, shuts down, is disconnected, switches from Admin to User, or from User to Admin.' The buttons are OK, Cancel, Data Needs Testing, and Test.

This procedure outlines the main steps required to complete the E-Mail Notification dialog box. For more detailed information, see the procedures that follow.

1. To configure e-mail notification on the **Unit Configuration** dialog box, under **E-Mail Notification**, click set **E-Mail Config**.
2. [Set e-mail parameters for host information.](#)
3. [Set e-mail parameter for the sender.](#)
4. [Set e-mail parameter for the recipient.](#)
5. Type a [Subject Base](#).
6. To ensure e-mail notification has been set up properly, click [Test](#).
7. Click **OK**.
8. On the **Unit Configuration** screen, under **E-Mail Notification**, click the [Notification Active](#) check box.

Setting e-mail parameters for host information

Host information should be provided by the server administrator.

1. On the **Unit Configuration** screen, click **E-Mail Config**.
2. In the **Host Name** box, type the name of the SMTP server.
3. In the **User Name** box, type the user name.
4. In the **Password** box, type the password that is specific to the e-mail account. The password will display as asterisks.
5. In the **Port Number** box, type the port number.

Setting e-mail parameters for the sender

1. Under **From**, in the **Address** box, type the sender's email address.
2. In the **Friendly Name** box, type a name that will clearly identify the sender.

Setting e-mail parameters for the recipient

1. Under **To**, in the **Address** box, type the recipient's email address.
2. In the **Friendly Name** box, type a name that will clearly identify the recipient.

Setting a subject base for the notification e-mail

The subject base is the beginning of the email notification's subject line. That base will be followed by text explaining the reason for the notification.

- In the **Subject Base** box, type words that will identify the content of the email.

Testing e-mail notification

Before accepting e-mail parameters, the settings must be tested to ensure the system can contact the SMTP server and send a test e-mail to the recipient. When settings must be tested, the message Data Needs Testing is displayed with a red background next to the Test button.

1. On the **E-Mail Notification** dialog box, click **Test**. A successful test will send an email to the specified recipient and display the text Data Tested OK with a green background.
2. To save settings, click **OK**.

Activating e-mail notification

To have the program send e-mail notification messages for configured units, activate e-mail notification.

- On the **Unit Configuration** screen, under **E-Mail Notification**, click the **Notification Active** check box.

Configuring unit background color

The Unit Status sections on the SG-System II Console screen can be color coded to match the colors of the SG-System II unit display panels for easy identification.

When a unit is selected a darker hue of the color will be displayed in the unit's status section. When a unit is not selected a lighter hue of the color will be displayed in the unit's status section.

- Click the color to be displayed in the unit section of the Unit Status section.

Configuring logs

For each unit a set of logs can be created that capture the use, activity and communication between the unit and the program. Each log type tracks a particular set of information.

Field	Description
Command Log	Displays all communication between the SG-System II Console to the SG-System II, including commands sent to the unit and whether the commands were accepted.
Audit Log	The Audit log is for future use. No messages will appear on this log.
Printer Log	Displays messages detailing unit activity. For example, a failure of the T-Link.
Upload Log	Displays all firmware updates sent to the unit.
Error Log	Displays all communication errors between the SG-System II Console to the SG-System II. For example, a bad packet is received or a cable is disconnected.

Log files are saved into folders that identify the unit by its original name, such as Unit 1. Folder names are not updated to reflect names customized during unit configuration. Within the unit folder there are subfolders named according to the log type. By default, logs are saved to:

- C:\...\Sur-Gard\SG-System II Console\Configuration\

Log names are system generated. The name identifies the log type and the date and time the log was created. The file naming convention is:

- Log type MMDDYYHHMMSS.txt
- For example:
Printer log 01132006084044.txt

Each log file has a maximum size – the default size is 2048 kilobytes. Once the size limit is reached, the log file is closed and a new log file is created.

To access new or current logs, the unit must be disconnected and SG-System II Console must be closed.

1. Under **Logging**, select as many log type check boxes as required.
2. In the **Maximum log file size in kilobytes** box, type a new file size, if necessary.

Configuring the path to virtual serial port software

The Path to HW Virtual Serial Port software allows you to connect SG-System II Console to local automation and receive signals using virtual serial ports.

Before adding or changing the HW virtual path, disconnect all units.

1. Select the check box **Path to HW Virtual Serial Port software**.
Note: If the HW Virtual Serial Port program is not installed on the computer or network, it can be downloaded from the HW Group website at www.hw-group.com.
2. In the **Path to HW Virtual Serial Port** software box type the entire path to the program.
3. Click **OK**.
4. On the **File** menu, click **Exit**.
5. Click **Yes**.
6. Open **SG-System II Console**.

Configuring USB automation proxy

Automation software monitors every event on the SG-System II and converts the ASCII text into usable information that can be viewed on the SG-System II Console logs. Automation software can only connect through TCP/IP or a serial port. When a unit is connected through a USB port, USB automation proxy must be configured to create virtual serial ports to connect with the automation software. Automation proxy must be configured on the computer that is running SG-System II Console and is connected to the USB configured unit.

1. Under **USB Automation Proxy**, click **Auto Config**.
2. In the **Port** box, click the com port you want to connect to.
3. In the **Data Bits** box, click the value you want.
4. In the **Stop Bits** box, click the value you want.
5. In the **Parity** box, click the value you want.
6. In the **Baud Rate** box, click the value you want.
7. In the **Virtual Client** box, click the virtual client com port.
8. Click **OK**.

Note: An alternative solution to USB automation through the SG-System II Console is to use a commercial off-the-shelf USB to Serial Converter. In this setup, the SG-System II's serial port should be connected to the converter's serial connector, and the automation computer's USB port should be connected to the Converter's USB connector.

Saving unit configuration

After updating the settings on the Unit Configuration screen, save the changes.

- To save unit configuration changes, on the **Unit Configuration** screen, click **OK**.

Changing unit configuration

Before changing a unit's configuration, the unit must be disconnected from SG-System II Console.


1. On the **SG-System II Console** screen, under **Unit Status** right-click the unit you want to change.
2. Click **Disconnect**.
3. Right-click the unit's status section.
4. Click **Configuration**.
5. On the **Unit Configuration** screen, make changes.
6. Click **OK**.
7. To reconnect the unit, right-click the unit that was just modified, and click **Connect**.


Reviewing unit configuration

Unit configuration can be viewed at any time, regardless of unit connection status.

1. On the **SG-System II Console** screen, right-click the unit you want to review.
2. Click the **Configuration** button.
3. To close the dialog box, click **Cancel**.

Connecting configured units to SG-System II Console

- To connect SG-System II Console to all configured units, on the **SG-System II Console** screen, click **Connect All** ().

Once the units are connected, the button toggles to **Disconnect All** ().

Note: The Command tab will display messages when the unit is connected and the time it was connected.

The following information will be displayed for each connected unit.

Field	Description
Unit Name	Displays the customized name for the unit.
Version	Displays the firmware version number.
Status	Displays the status of the automation connection: <ul style="list-style-type: none">• Active means the program is communicating with the automation software. After the word active, the port being used for automation will be displayed in parenthesis.• Manual means all communication automation is coming from the front panel of the unit. For more information on status, see the SG-System II user guide.
USB	Address of the USB port to which the unit is connected
Cmd	A green checkmark is displayed when the unit is connected A red x is displayed when the: <ul style="list-style-type: none">• Unit is physically disconnected• Unit is connected using the wrong port number• Wrong TPC/IP address is selected• Wrong USB address is selected• Wrong unit passwords are entered in the Configuration dialog box

Field	Description
Audit	<p>A green checkmark is displayed when the unit is connected</p> <p>A red x is displayed when the:</p> <ul style="list-style-type: none"> • Unit is physically disconnected • Wrong TPC/IP address is selected • Unit is connected using the wrong port number • Wrong USB address is selected
Print	<p>A green checkmark is displayed when the unit is connected</p> <p>A red x is displayed when the:</p> <ul style="list-style-type: none"> • Unit is physically disconnected • Unit is connected using the wrong port number
TLink	<p>A green checkmark is displayed when the unit is connected</p> <p>A red x is displayed when the:</p> <ul style="list-style-type: none"> • Unit is physically disconnected • Wrong T-Link password is entered in the Configuration dialog box • Unit is connected using the wrong port number

Disconnecting a unit from SG-System II Console

The unit must be disconnected from SG-System II Console before configuring the unit, performing unit maintenance, or if the unit is no longer being used.

1. To disconnect a single unit, on the **SG-System II Console** screen, right-click the unit you want to disconnect.
2. Click **Disconnect unit name**.

Note: USB connections can take up to 10 seconds to disconnect. If you try to reconnect too soon after disconnecting, an error message will display asking you to try again in a few seconds.

Disconnecting all units from SG-System II Console

All units must be disconnected from SG-System II Console before exiting the application and shutting down the computer.

- To disconnect all units, on the **SG-System II Console** screen, click **Disconnect All** ().

Note: USB connections can take up to 10 seconds to disconnect. If you try to reconnect too soon after disconnecting, an error message will display asking you to try again in a few seconds.

Setting options

Setting options modifies the firmware options of the selected unit. Virtually all values can be left in their default settings. One exception is the IP Address which must be updated.

Option functionality is controlled by the unit. Console options may not match the options available on the unit. For more information on setting options, see the SG-System II Console manual.

Before setting or changing options, the unit must be connected to the SG-System II Console.

The table below describes the columns displayed on the SG-System II Options dialog box.

Column	Description
Number	Displays the unit's option number. By default the table is sorted alphanumerically by the Number column sequentially by the hexadecimal number. To sort by the Name column, click the check box Sort by Name.
Name	Displays a text description of the option that is determined by the unit.
Default Value	Displays the default value for each option. Fields in this column cannot be changed.
Value	Displays the actual option selected for the unit. If the default value is selected for the option, a box will surround the field. Only valid values can be entered, i.e. hexadecimal characters 0-9, A-F.
Description	Describes the option.

1. On the **Programming** menu, point to **SG-System II Options**, and then click the unit you want to modify.
2. To change an option, click in the **Value** field and change the value.
3. To save changes to the unit, click **Set Options**.
Or-
To cancel changes, click **Cancel**. If no changes were made, the **SG-System II Options** dialog box closes. If changes were made a confirmation message is displayed:
 - To close the **SG-System II Options** dialog box without applying changes, click **Yes**.
 - To keep the **SG-System II Options** dialog box open without applying the changes, click **No**.
4. On the confirmation message, click **Done**.
If the unit must be reset for the option changes to be applied, a **Reset Required** message is displayed. On the message, click **Yes** to proceed with the reset. The system will apply the changes, automatically disconnect from the unit, and close the the **SG-System II Options** dialog box.
5. Click **Cancel**.
6. To manually reconnect to the SG-System II unit after it resets, right-click the unit status section, and then click **Connect Unit Name**.

Applying current unit options to the Options screen

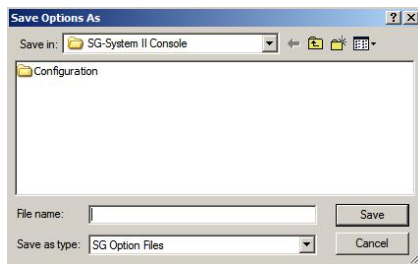
The Read Back button reads the actual values set on the unit and applies them to the SG-System II Options dialog box. Read back is done automatically on update. This command can also be used to cancel any changes that have been made on the Options screen that have not been saved.

1. On the **SG-System II Options** dialog box, click **Read Back**.
2. If changes have been made to the options, a Read Back confirmation message appears. To overwrite changes with actual unit options, click **Yes**.
3. On the confirmation message **Options have been read back from the SG-System II**, click **Done**.

Savings options

Current options can be saved as a file. The file will be saved in the SG-System II Console folder with the extension .sgo.

1. On the **Programming** menu, point to **SG-System II Options**, and then click the unit that has the options you want to save.
2. On the **SG-System II Options** screen, click **Save**.
3. On the **Save as Options** dialog box, in the **File Name** box, type a descriptive name.



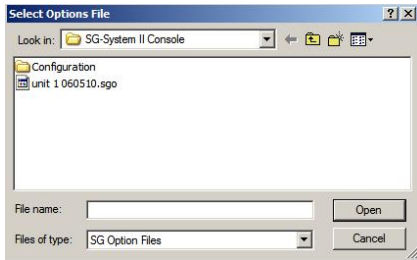
4. Click **Save**.

Loading options

A saved options file can be loaded into any unit. This feature can be used to restore a previous configuration, or to configure a replacement unit.

Once loaded, you will be prompted to reset the unit.

1. On the **Programming** menu, point to **SG-System II Options**, and then click the unit that has the options you want to save.
2. On the SG-System II options dialog box, click **Load**.
3. On the **Select Options File** dialog box, locate and click the file.



4. Click **Open**.
5. Click **Set Options**.
6. Click **Yes**.
7. If the **Reset Required** message is displayed, click **Yes**.
8. Click **Done**.
9. If necessary, right-click the unit, and then click **Connect Unit Name**.

Printing unit options

1. On the **Programming** menu, point to **SG-System II Options**, and then click the unit name.
2. Click **Print**.
3. On the **Print** dialog box, click **OK**.

Setting advanced options

The Advanced Options dialog box provides access to change unit specific options. The changes made in this section are not checked for validity. Changing advanced options requires a manual reset of the SG-System II.

Warning: This is an advanced feature to be used only with the assistance of Sur-Gard Technical support. Before setting advanced options, contact DSC Technical Support.

1. On the Options screen, click **Advanced Options**.
2. On the **Advanced Options** dialog box, in the **Enter Option #** box, type the bit number of the option you want to change. If the bit number is valid, the value will display in the **Enter HEX Offset** box.
3. In the **Value in HEX** box, type the new value.
4. Click **Done**.
5. On the **SG-System II Options** dialog box, click **Set Options**.
6. On the **SG-System II** menu, point to **Reset Units**, and then click the unit.
7. On the reset confirmation message, click **Yes**.
8. Click **Done**.
9. To connect the unit, right-click the unit's status section, and then click **Connect Unit Name**.

Using the T-Link IP list from the SG-System II

The T-Link IP List command retrieves the T-Link account list from the SG-System II using port 3064 (default port). The T-Link account numbers and corresponding T-Link IP addresses are displayed in a separate window. The list can be cleared from the window, reloaded or exported to a Microsoft Excel spreadsheet. Reloading is not supported in SG-System II version 1.00.

The T-Link IP List command is only available when the selected unit is connected by TCP/IP.

Reviewing the T-Link IP list

1. On the **Programming** menu, point to **T-Link IP List**, and then click the unit to be reviewed.
2. To close the dialog box, click **Done**.

Rereading the T-Link IP list

Rereading the T-Link IP list refreshed the list to display the most current information.

1. On the **Programming** menu, point to **T-Link IP List**, and then click the unit to be reviewed.
2. Click **Done**.

Clearing the T-Link list

Clearing the T-Link list clears the list only. The information is not cleared from the unit.

1. On the **Programming** menu, point to **T-Link List**, and then click the unit for review.
2. Click **Clear**.
3. Click **Done**.

Using the T-Link IP table from the SG-System II

The T-Link IP Table command retrieves the T-Link account list which displays all enrolled T-Links from the SG-System II using port 3064 (default port). The table can be printed or reloaded. Reloading is not supported in SG-System II version 1.00.

The T-Link IP Table command is only available when the selected unit is connected by TCP/IP.

The T-Link Table dialog box has two tabs. The Table tab which displays a list of accounts as associated details, including the IP address. The Matrix tab provides a graphic display to view the status of specific accounts.

Reviewing the T-Link table

The table below describes the columns of the T-Link Table tab.

Column	Description
Account	Displays the account number.
IP Address	Displays the account's IP address.
Encryption key	Displays the account's encryption key.
Supervised	Displays No if the account is not supervised, and Yes if the account is supervised.
Present	Displays True if the account is sending supervised heartbeats and False if the account has stopped sending supervised heartbeats.

1. On the **Programming** menu, point to **T-Link Table**, and then click the unit for review.
2. Click **Get T-Link Table**.
3. To close the dialog box, click **Done**.

Printing the T-Link Table

1. On the **Programming** menu, point to **T-Link Table**, and then click the appropriate unit.
2. Click **Print**.
3. On the **Print** dialog box, click **OK**.

Saving the T-Link Table

1. On the **Programming** menu, point to **T-Link Table**, and then click the appropriate unit.
2. Click **Save**.
3. In the **Save As** dialog box, in the **File name** box, type a descriptive name.
4. Click **Save**.

Loading the T-Link Table

The Load command is for future use and does not function in this version.

Clearing the T-Link Table

Clearing the T-Link table clears the table only. The information is not cleared from the unit.

1. On the **Programming** menu, point to **T-Link Table**, and then click the appropriate unit.
2. Click **Clear Table**.
3. On the **Clear T-Link Table** confirmation message, click **Yes**.

Reviewing the matrix

The Matrix tab provides a graphic representation of the table.

The following table defines the colors of the matrix blocks.

Color	Definition
Yellow	Account is supervised but has not sent the first signal
Green	Account is okay
Red	Account is supervised but not present. There is no user access

1. On the **Programming** menu, point to **T-Link Table**, and then click the unit for review.
2. Click the **Matrix** tab.
3. To view T-Link information for a particular color block, point to the color block. Details are displayed in the right column.
4. Click **Done**.

Viewing version information for a connected unit

When viewing version information for a connected unit, the following information is displayed:

- MAC Address – when the unit is connected by USB
 - IP Address – when the unit is connected by TCP/IP
 - WAN Address – TCP/IP address used to connect to all alarm units
 - WAN Port – TCP/IP port used to communicate with the alarm port
 - Firmware Version – version installed on the unit
1. To view version information, on the **Programming** menu, point to **Version Info**, and then click the unit.
 2. Click **Done**.

Updating firmware

Before updating the firmware:

- Ensure no other processes are running on the computer, including but not limited to:
 - Virus software
 - File uploads
 - Internet browser(s)
 - Print spoolers
- Ensure the unit remains powered on and connected.

Warning: Uploading firmware to the SG-System II requires a direct USB connection from the SG-System II to the computer running SG-System II Console. Using an external USB hub may interfere with the flashing process and cause the firmware upload to fail.

1. To update firmware, on the **SG-System II** menu, point to **Code Upload**, and then click the unit to be updated.
2. On the **SG-System II Code Upload** dialog box, under **File to Upload**, click the browse button.
3. Locate and select the file.
4. Click **Open**.
5. Click **Upload**. The unit will reset automatically once the upload is complete.
6. On the information box, click **Done**.
7. Click **Done**.

Note: If the unit has been configured to log uploads, the firmware update will be logged.

Setting the date and time

The date and time is sent from the SG-System II Console to the SG-System II on the hour every hour when connected. The Set Date/Time command allows you to update the SG-System II as needed.

1. On the **SG-System II** menu, point to **Set Date/Time**, and then click the unit to be updated.
2. On the confirmation message, click **Done**.

Note: If the unit has been configured to log Commands, this change will be logged.

Printer Test

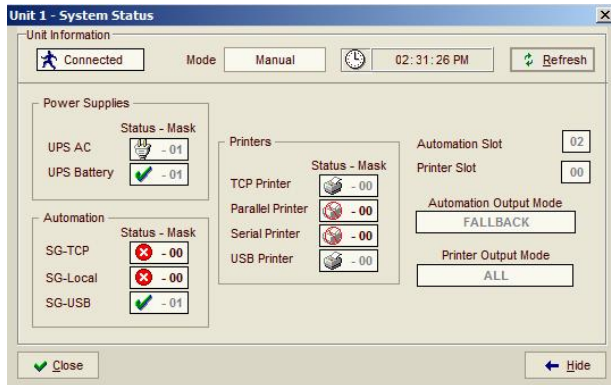
This feature is used to verify the SG-System II unit is communicating with the SG-System II Console software. The status will appear on the Unit Status screen's Printer tab and will print to any connected printer.

- On the **SG-System II** menu, point to **Printer Test**, and then click the unit to be tested.

Reviewing SG-System II Status

The Unit-System Status screen is a read-only window that displays the selected unit's connection status and the status and/or mask information for its power supply, automation and printer setup. The screen refreshes every 15 seconds to display the most current information. For more information, see the SG-System II manual.

Multiple SG-System II Status windows can be displayed at the same time for multiple units.



1. On the **SG-System II** menu, point to **SG-System II Status**, and then click the unit to be reviewed.
2. Review the details.
3. Click **Close**.

Moving the Unit-System Status window behind the SG-System II Console window

1. On the **SG-System II** menu, point to **SG-System II Status**, and then click the unit to be reviewed.
2. Review the details.
3. Click **Hide**. A name button will appear on the Windows Taskbar.

Resetting the SG Fallback

By default automation is connected through TCP/IP. If the TCP/IP connection fails, automation connects through the USB. If the USB connection fails, automation connects through the serial port. If the serial port connection fails, automation switches to manual mode where all alarms are acknowledged on the unit. A unit's current automation connection is displayed on the SG-System II Console screen, in the unit's Status field.

Resetting the SG Fallback resets the fallback mode of the SG-System II unit to TCP/IP – the beginning of the list. – so that the system can follow the automation connection process as necessary. Fallbacks generate a Printer log message.

- On the **SG-System II** menu, point to **Reset SG Fallback**, and then click the unit to be reset.

Resetting the unit

A unit may need to be reset in order to apply certain options, such as a change to the IP address or when instructed by DSC Technical Support. Resetting a unit will reboot the SG-System II within 30 seconds of receiving the command.

1. On the **SG-System II** menu, point to **Reset Units**, and then click the unit to be reset.
2. On the confirmation message, click **Yes**. The unit will power off and then power on.
3. On the manual reset message, click **Done**.
4. Reconnect the unit.

Changing passwords

Two types of users can log into SG-System II Console, Admin and User. An Admin can configure units, set passwords, set options and connect/disconnect units. A User is able to view unit status and connect/disconnect units.

The login password entered defines the type of user logged in and the permissions assigned to that user.

Passwords are case sensitive and must be a minimum of 8 characters.

Note: If you cannot find the current passwords you must reinstall SG-System II Console.

Default login passwords

When the SG-System II Console is first installed the default login passwords are:

Type	Default password
Login Admin	adminpass
Login User	userpass

Changing the Admin Password

1. On the **File** menu, click **Change Admin Password**.
2. In the **New Password** field, type a password.
3. In the **New password re-entered for verification** field, type the same password.
4. Click **OK**.

Note: The default admin password is: adminpass

Changing the User Password

1. On the **File** menu, click **Change User Password**.
2. In the **New Password** field, type a password.
3. In the **New password re-entered for verification** field, type the same password.
4. Click **OK**.

Note: The default user password is: userpass

Working with logs

Clearing a log

Clearing a log removes all text from the active log. It does not affect the log file.

1. Click the log tab to be cleared.
2. Right-click the log window, and then click **Clear Current Log**.

Copying text from a log

Copying text from a log allows you to paste the messages into another program.

1. Click the log tab.
2. Select the text to be copied.
3. Right-click the log window, and then click **Copy Selection to Clipboard**.

Selecting all of the text in a log

Selecting all of the text in a log file selects all of the text in the window including text that is not visible. Once text is selected it can be copied and pasted into another application.

1. Click the log tab.
2. Right-click the log window, and then click **Select all Text**.

Clearing all the text of all log windows

Clearing all of the text in all log windows removes text for the selected unit only.

1. Click the log tab.
2. Right-click the log window, and then click **Clear All Log Windows**.

Displaying the last message on top

The Last Message of Top feature automatically displays the log tab that has most recently received a message from the selected SG-System II unit.

- Right-click the log window, and then click **Last Command on Top**.

Customizing label, command and button text

The command labels and screen buttons can be customized or changed to any language.

The language file is located in:

- C:\...\Sur-Gard\SG-System II Console\English.lan

About the language file

- The file groups together similar elements. For example, all buttons are listed under the heading Button Captions.
- Each line has three fields separated by a bar:
 - The first field is the index number of the language element and must never be changed
 - The second field is a comment that describes the element, and is often the same text as the English label. The comment is always in parentheses.
 - The third field contains the text that will be displayed in the program.
- Strings containing %s or %d are format strings. You must retain the correct number of %s and %d references in the translated string, and they must be in the same order.
- \n denotes a hard line return which can be used for multi-line translations.
- All information for an item must be on the same line. Therefore, when entering long lines of text do not press the Enter key. Instead let the text wrap to the next line. If button text is too long it will be truncated.
- ASCII text can be used to insert accented and special characters.
- An ampersand (&) before a letter will underline that letter in the program so that it can be used as a keyboard command. For example, &Cancel will appear as Cancel. Pressing Alt+C will cancel changes.
- If you do not want text to appear, leave the third field blank. Do not delete an entire line.

Changing the language file

Before changing the language file, ensure that SG-System II Console is closed.

Note: You can open and edit the language and configuration files using Microsoft Notepad or Microsoft WordPad.

1. From the directory C:\...\Sur-Gard\SG-System II Console, open English.lan.
2. From the **Format** window, ensure that **Word Wrap** is turned off.
3. Make all changes.
4. On the **File** menu, click **Save As**.
5. In the default folder, type a file name with the extension .lan.
6. Click **Save**.
7. Close the language file.
8. From the directory C:\...\Sur-Gard\SG-System II Console\Configuration, open the file Console.ini.
9. On the second line of the file, **Language=English**, replace the word English with the name of the language file you created. Omit the extension.
10. On the **File** menu, click **Save**.
11. Close the Console.ini file.

Getting help

- On the **Help** menu, click **SG-System II Help**.

Note: To display the SG-System II Console user guide, the computer must have Adobe Acrobat installed.

Getting information about SG-System II Console



The About screen displays details about the version of SG-System II Console installed, contact information to DSC and links to the DSC website and a technical support e-mail address.

- On the **Help** menu, click **About**.

Contacting DSC

You can easily contact DSC Technical Support by phone or fax. You can also send DSC Technical Support your comments or questions e-mail.

To assist with diagnosis, SG-System Console II can collect copies of unit log files from the last 24 hours. The files are copied to a new folder on the desktop named SurGard_DDMMYYYY. These files can then be compressed and attached to the e-mail. The instructions below explain how to send an e-mail with unit log files.

1. On the **SG-System II Console** screen, click the **Tech Support** button ().
2. On the confirmation message:
 - If units that require support are connected, click **OK**.
 - If units that require support need to be connected, click **Cancel**.
3. On the **Log File Selection** dialog box, click the check box next to the appropriate unit or units.
4. Click **OK**.
5. On the e-mail message click **Insert**.
Note: The button may be labelled Attach depending on the e-mail program used.
6. Locate and select the appropriate dated SurGard folder on the desktop.
Note: The folder will follow the naming convention - SurGard_<MMDDYYYY>.
7. Compress the folder.
8. From the list, select the compressed dated SurGard folder, and click **Insert**.
9. Type the message and then click **Send**.
10. To reconnect units that were disconnected when the log files were created, click **Connect All** ().