



333 Bayview Avenue  
Amityville, New York 11701  
For Sales and Repairs, (800) 645-9445  
For Technical Service, (800) 645-9440

© NAPCO 2004

# NAPCO NetLink™ NL-CSRCV v.1.0™ Central Station Receiver Application

## User's Guide

OI294B 7/04

Status	Account Name	Sub ID	Event	Area	Zone / User	Time	Date
N						1:49:51 PM	3/1/2004
N						9:15:39 AM	3/1/2004
N						9:15:39 AM	3/1/2004
N						9:32:51 AM	2/27/2004
N						9:32:51 AM	2/27/2004
N						6:12:36 PM	2/26/2004
N						3:41:16 PM	2/26/2004
N						3:41:16 PM	2/26/2004
N						3:25:36 PM	2/26/2004
N						3:25:36 PM	2/26/2004
N						3:25:34 PM	2/26/2004
N						3:25:34 PM	2/26/2004
N						11:16:55 AM	2/26/2004
N						11:16:55 AM	2/26/2004
N						11:16:53 AM	2/26/2004
N						11:16:53 AM	2/26/2004
N						10:28:09 AM	2/26/2004
N						10:28:09 AM	2/26/2004
N						10:28:07 AM	2/26/2004
N						10:28:07 AM	2/26/2004
N						10:14:41 AM	2/26/2004
N						10:14:41 AM	2/26/2004
N						10:14:41 AM	2/26/2004
N						10:10:43 AM	2/26/2004
N						10:10:43 AM	2/26/2004
N						8:15:48 AM	2/26/2004
N						8:15:48 AM	2/26/2004
N						9:58:32 AM	2/18/2004
V	iPM AI unit 85	89BC	Panics Alarm	0	0	9:58:31 AM	2/18/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	9:58:19 AM	2/18/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	9:58:18 AM	2/18/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	9:57:55 AM	2/18/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	9:57:55 AM	2/18/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	5:01:18 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	5:01:17 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	5:00:50 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	5:00:49 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	12:11:17 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	12:11:15 PM	2/11/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	6:05:27 PM	2/10/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	4:57:27 PM	2/10/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	4:57:13 PM	2/10/2004
N	iPM AI unit 85	89BC	Panics Alarm	0	0	4:57:12 PM	2/10/2004

# Installing, Programming and Using the NAPCO NetLink™ NL-CSRCV Software

# Table of Contents

NetLink™ Receiver System Overview .....	3
NetLink™ Receiver Application System Requirements.....	3
Quick Start Checklist .....	4
Set "Classic Mode" in Windows™ .....	4
Turn off Hyper-Threading on the Dell 2400/4400 PC's.....	4
Getting Started--Installation and Adding Users .....	5
Add a New Account.....	7
Configure the NetLink™ Server .....	9
Configure the Automation Host Output .....	10
Using the NetLink™ Receiver Application .....	11
Viewing Archived Events .....	12
Database Maintenance .....	14
Server Check In Times .....	15
Appendix A .....	16
Appendix B .....	17
Glossary .....	18
Warranty.....	20

## Terminology Used in this Manual

The model names are referenced in this manual as follows:

- The model name "NL-CSRCV" will be referenced as the **NAPCO NetLink™ Receiver Application**, which consists of two modules:
  1. The **NetLink™ Server** (receives check-in and event data from NAPCO control panels).
  2. The **NetLink™ User Interface** (interprets and displays the event data).
- The model name "NL-MOD" will be referenced as the **NL-MOD** or the **NetLink™ Module**.
- The model name "NL-ULBD" will be referenced as the **NL-ULBD**.
- The model name "NL-MODCONFIG" will be referenced as the **NL-MODCONFIG**.

# NetLink™ Receiver System Overview

The **NAPCO NetLink™ Receiver Application** (NL-CSRCV) is a PC based software program that is designed to act as a remote monitoring receiver or as a remote monitoring system. In place of receiving alarm data through a telephone line, the NetLink™ Receiver Application receives data sent through a TCP/IP network encrypted with AES 128 bit encryption. The NetLink™ Receiver Application can supervise each control panel, receive alarms, maintain accounts and provide a means of displaying alarms, status and event history. The NetLink™ Receiver Application can also take the place of the automation system or work in tandem with one.

The software consists of two parts, a **NetLink™ Server** for receiving the check-in and event data from a NAPCO alarm panel and the **NetLink™ User Interface**, for interpreting and displaying the event data. After the initial setup, central station operators must first start the NetLink™ Server program (which runs in the background) and then open the NetLink™ User Interface to begin receiving alarm data.

For each alarm control panel, a device called a "NetLink™ Module" (NL-MOD) connects the control panel to a TCP/IP based (Intranet or Internet) network, allowing data (using 128bit AES encryption) to be sent to the NetLink™ Receiver Application software. One NL-MOD is used for each account, connecting a single panel to that network. Although an automation system could manage individual areas of a control panel as separate Accounts, the NetLink™ Receiver Application detects each NL-MOD as a separate Account and not areas of a panel.

**Note:** It is required that "Classic Mode" is set in Windows® XP Professional before installing the NetLink™ Receiver Application software. In addition, the NetLink™ Receiver Application software requires the use of a dedicated computer only. To set "Classic Mode", see page 4.

## NetLink™ Receiver Application System Requirements

- Windows® XP Professional installed on a dedicated PC.
- Intel® Pentium® 4 (2GHz processor or faster) with at least 512 MB RAM.
- Hard drive space 20GB or higher.
- *Not supported:* Hyper-Threading technology (see page 4), Dual Processors and Windows® XP Themes.
- "Classic Mode" must be set in Windows XP Professional before installation.
- NAPCO Tested and certified using a Dell™ Dimension™ Series 2400 and 4400 PC.  
**Note:** Installations with other PC's could vary and are at installer's risk.
- Network Card requirements: 100 BaseT Ethernet.

Windows is a registered trademark of the Microsoft Corporation.

Microsoft Data Access Components (MDAC) contains products and resources owned by the Microsoft Corporation.

Other products, product names and services described in this manual are for identification purposes only and may be trademarks of their respective companies.

# Quick Start Checklist

## OPENING STEPS (SERVER CONFIGURATION)

- 1. **INSTALL THE NETLINK™ RECEIVER APPLICATION SOFTWARE INTO THE COMPUTER** (see page 5)
- 2. **ADD USERS** (see page 5)
- 3. **ADD ACCOUNTS** (see page 7)
- 4. **CONFIGURE THE SERVER** (see page 9)
- 5. **CONFIGURE THE AUTOMATION HOST OUTPUT** (see page 10)

## (Required) Set "Classic Mode" in Windows™

In **Windows XP® Professional**:

1. Click **Start, Control Panel, Taskbar and Start Menu**.
2. Click the **Start Menu** tab and select **Classic Start Menu**.
3. Click **OK** to save your selection.  
It is recommended that you restart your computer before proceeding.

## Turn off Hyper-Threading on the Dell 2400/4400 PC's

A feature of certain Pentium 4 chips, **Hyper-Threading** must be deactivated before proceeding:

1. Click the **Start** button.
2. Click **Shut Down, Restart**. Wait for the computer to turn off completely.  
**Note:** If your computer locks (blue screen), press and hold the power button for 10 seconds to turn the computer off.
3. Restart the computer.
4. In your default browser, access [www.dell.com](http://www.dell.com) and press the <F2> key. The **System Setup** screen opens.
5. Press the down arrow key on the keyboard to highlight **CPU Information**.
6. Press <Enter>. A small box with *CPU information* appears.
7. Press the down arrow key to highlight **Hyper-Threading**.
8. Press the <+> key until **Disable** appears to the right of Hyper-Threading.
9. Press <Enter>. The small box with *CPU information* closes.
10. Press the <Esc> key. A small box with *Exit options* appears.
11. Press the down arrow key to highlight **Save Changes and Exit**.
12. Press <Enter>. The computer will restart normally.

# Getting Started--Installation and Adding Users

## Installing the NetLink™ Receiver Software

### System Requirements:

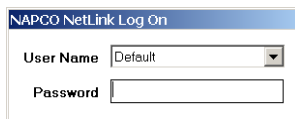
- Windows® XP Professional installed on a dedicated PC.
- Intel® Pentium® 4 (2GHz processor or faster) with at least 512 MB RAM.
- Hard drive space 20GB or higher.
- Not supported: Hyper-Threading technology, Dual Processors and Windows® XP Themes.
- NAPCO Tested and certified using a Dell™ Dimension™ Series 2400 PC (required). **Note:** Installations with other PC's could vary and are at installer's risk.
- Network Card requirements: 100 BaseT Ethernet.

**Note:** Close all applications before installing software.

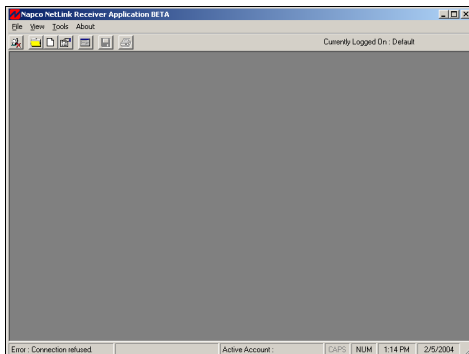
1. Place the NetLink™ Receiver Software version 1.0 CD into the CD-ROM drive. The InstallShield Wizard will automatically begin the installation process.
2. If the Wizard installation process does not automatically begin, click **Start, Run** and type the following: D:\Program\English\setup.exe, where **D** is the drive letter associated with the CD-ROM.
3. Two shortcut files are placed on your desktop: **NetLink Server** and **NetLink Application**. These shortcuts will be used to start the NetLink™ Receiver Application, as described below.

## Running the NetLink™ Receiver Application

1. First run the **NetLink Server** and then run the **NetLink Application**, by double-clicking on their respective shortcut icons, found on the Windows® desktop. The **NAPCO NetLink Log On** window opens, displaying the default Administrative User Name "Default".



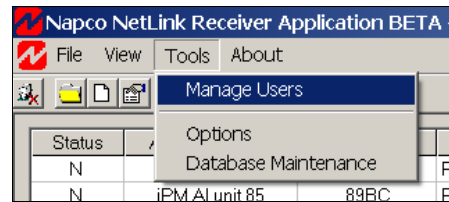
There is no password assigned to this default user, therefore press the **Enter** key to allow access to the program. The **Main NetLink™ Receiver Application** screen appears.



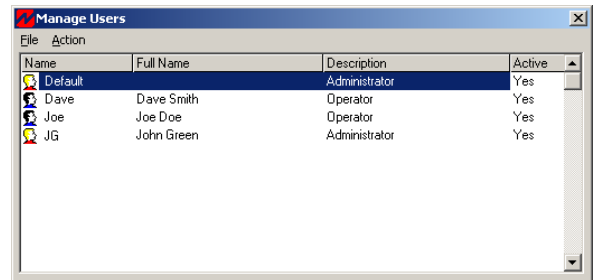
Next, you must add users (operators) to allow access to the NetLink™ Receiver Application screens.

## Adding Users to the NetLink™ Receiver Application

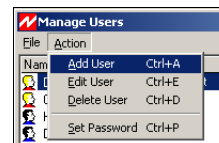
**IMPORTANT: Rename and modify the password for the default Administrative User Name "Default".** This will maintain security within the system, removing any possibility of unauthorized access to the system configuration screens located in the Tools menu.



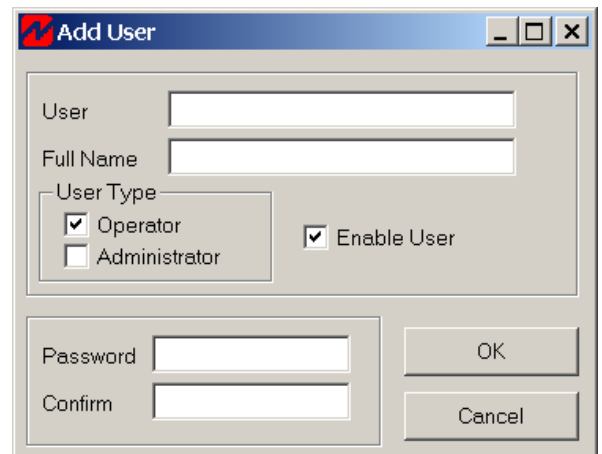
1. From the **Tools** Menu, click **Manage Users**. The **Manage Users** screen opens:



2. From the **Action** menu, click **Add User**.



The **Add User** dialog opens:



## Adding Users (cont'd)

3. The areas of the **Add User** screen are as follows:

**User Name:** Type a "user name" to represent a central station operator in the **User** field.

**Full Name:** Type the full name of the user, identifying the actual person.

**User Type:** There are two user types: *Administrator* and *Operator*. Only one type can be selected for each user.

**Administrator:** Enables access to Administrator functions (**Tools** menu, Manage Users, Options, and Database Maintenance).

**Operator:** Disables access to Administrator Functions (default setting).

**Enable User:** Check to enable and uncheck to disable existing users. When unchecked, user information (User type, password, etc.) remains within the system but is disabled, thus denying the user the ability to log on to the system. Default setting is enabled (checked).

**Password:** A password is required for each user, with a minimum length of 4 characters. Type in a password for the operator, to be used when logging in to the system. Re-type the same password to confirm.

4. When finished, click **OK** to save or click **Cancel** to discard information.

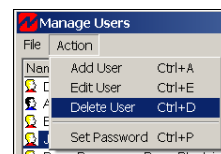
### Additional User Options

**Edit User.** If you wish to change existing information about a User, from the **Action** menu, click **Edit User** to open the Edit User dialog. Double-click on the user you wish to edit.

Name	Full Name	Description	Active
Default		Administrator	Yes
Dave	Dave Smith	Operator	Yes
Joe	Joe Doe	Operator	Yes
JG	John Green	Administrator	Yes

**Delete User.** To delete a User, highlight the user you wish to delete. From the **Action** menu, click **Delete User** to remove the User from the system.

**Note:** At least one administrative user must always be active within the system. Any attempt to remove the only remaining administrative user will result in a warning dialog denying the deletion request.



**Set Password.** This option is used to change the password of an existing user. To set a password required to access a user profile, click **Set Password** from the Action menu, and the Change Password dialog opens:

To add a new password, the old password must be provided as an added level of security. Type the new password in the **New Password** field, and re-enter the new password in the **Confirm** field. Press the **Enter** key on your keyboard to save.

# Add a New Account

## Minimum Required Information for Reporting:

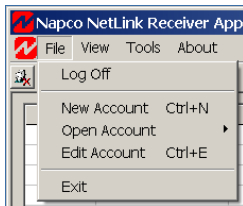
- Account Name
- Primary Phone Number
- MAC Address
- Subscriber ID
- Set Account Active

Press **Control + N** on your keyboard so that the **New Account Setup** screen appears. In the *Account Information* tab, enter the **Account Name**. In the *Contact Information* tab, enter the **Primary Phone Number**. In the *Panel Setup* tab, enter the Subscriber ID, and enter the MAC Address from the NL-MOD. Check the **Set Account Active** check box to place the Account on-line. If unchecked, the NetLink™ Server will not receive alarms from this Account. Default is disabled.

The screenshot shows the 'New Account Setup' dialog box with the 'Contact Information' tab selected. The fields include: Alarm Verification Code, Primary Contact Name, Primary Phone Number, Secondary Contact Name, Secondary Phone Number, Fire Department, Police Department, Medical Emergency, E-Mail 1, E-Mail 2, and E-Mail 3. There is a checkbox for 'Set Account Active' and 'OK' and 'Cancel' buttons.

## Adding a New Account

After adding new Users, new Accounts must be added to the system. Each Account is perceived by the NetLink™ Receiver Application software as a single control panel and not as an "area" programmed within a burglar alarm system.



To add a new Account, click **File, New Account** or press the **New Account** button on the toolbar (you can also press **Control + N** on your keyboard). The **New Account Setup** screen, *Account Information* tab appears:

## Adding Account Information

In the fields below, add the Account name and address. **Comments** and **Instructions** fields are provided for any special instructions or comments regarding this Account. These two fields will appear in the Event Response Screen.

The screenshot shows the 'New Account Setup' dialog box with the 'Account Information' tab selected. The fields include: Account Name, Address, City, State, Zip, Comments (Account Comments), and Instructions (Special Instructions). There is a checkbox for 'Set Account Active' and 'OK' and 'Cancel' buttons.

## Adding Contact Information

Click the *Contact Information* tab to enter telephone numbers and other communication information used during an alarm or other events (see screen above).

All this information will appear in the **Event Response** screen.

## Adding Panel Setup Information

The screenshot shows the 'New Account Setup' dialog box with the 'Panel Setup' tab selected. The fields include: MAC Address (00-20-4A-00-00-00), IP Address, High Security Checkin (unchecked), Standard Checkin (checked), Number of Areas (1), and Subscriber ID. There is a checkbox for 'Set Account Active' and 'OK' and 'Cancel' buttons. A text box on the right contains: 'The High Security Check-In is Every 50 Sec. Alarming at A 200 second failure.', 'The Standard Check-In is every 3 hrs. Alarming at a 12hr failure.', and 'The IP Address is for reference only.'

Click the *Panel Setup* tab to configure network information. In order for a network link to be firmly established, the information provided in this window must correspond to information programmed into the NL-MOD. Since the NL-MOD is a device installed at the control panel, this network information must be provided by the installer of the NL-MOD. The fields within this window are as follows:

# Add a New Account (Cont'd)

**MAC Address:** Specifies the physical address of the network interface within each NL-MOD device. This information is located on the NL-MOD housing and is unique to each device. **Note:** The Account cannot be enabled without a valid MAC Address.

**IP Address:** Enter the Internet Protocol address assigned to and programmed into the NL-MOD located at the control panel. **Note:** This field is for reference only.

**High Security/Standard Check-In:** The NL-MOD will "check-in" with the **NetLink™ Server** at a specified time interval, verifying the existence and integrity of the communication link. **Note:** The NL-MOD settings must agree with the settings configured here otherwise incorrect reporting will result.

Two check boxes are provided as follows:

**High Security Check-In:** Select to program a check-in time interval that conforms to the UL Line Security standards (**Note:** Not evaluated by UL). Currently the standards require a check-in at the NetLink™ Receiver Application of 200 seconds.

**Standard Security Check-In:** Select to program a check-in time interval of 12 hours.

**Number of Areas:** This is a reference-only field for the number of areas in the control panel.

**Subscriber ID:** (Required field). While this is a required field, it is mostly used by Central Stations. If your facility does not require this field, it is suggested to use the last 4 digits of the MAC Address.

## Custom Events

Click the *Custom Events* tab. In general, Custom Events are used to map outputs from certain NAPCO control panels to NL-MOD inputs. Adding **Custom Events** to the NetLink™ Receiver Application applies to any control panel that does not allow "Report to TCP/IP Receiver" through a high speed serial output (the Local Download jack (JP2) on the panel), namely these NAPCO control panels:

- GEM-P1632
- GEM-P816
- GEM-P800
- GEM-P801

Outputs from the control panels listed above are wired into the terminal strip of the NL-MOD device. In the **Custom Events** screen, enter the NL-MOD input descriptions in their specified fields, which selects their corresponding Point ID codes if the default event types are not suitable. **Note:** See W11242 and W11243 for more information.

Check the **Set Account Active** check box to place the Account on-line. If unchecked, the NetLink™ Server will not receive alarms. Default is disabled.

When complete, click **OK** to save your work. To reopen an existing Account, click **File, Open Account** or press the **Open Existing Account** button on the NetLink™ Receiver Application toolbar. To edit an existing Account, click **File, Edit Account** or press the **Edit Active Account** button on the toolbar (you can also press Control + E on your keyboard). To log off of an open Account, click **File, Log Off**. To exit the NetLink™ Receiver Application, click **File, Exit**.

**Note:** If this is not a first time installation, the NetLink™ Server Database will detect new Accounts and automatically update its settings.

NetLink™ Module Inputs	Assigned Event Types
Bell (Steady)	Burg
Bell (Pulse)	Fire
Panic	Panic Alarm 1 123
IN1	Burglary Alarm 1 130
IN2	Burglary Alarm 1 130
IN3	Burglary Alarm 1 130

## Summary

At this point in the Quick Start checklist (see page 4), all of the basic functionality is configured and ready for use.

- NetLink™ Receiver Application software has been installed.
- Users have been added and their access levels properly set (see page 5)
- Accounts have been added and set to active (see page 7)

Now it is time to configure the NetLink™ Server.

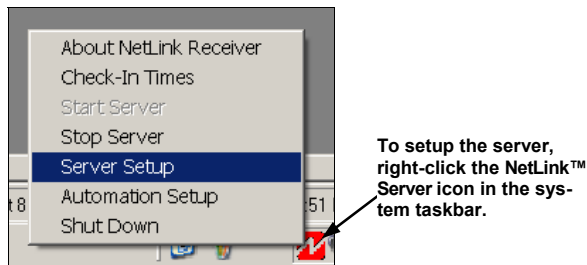


# Configure the NetLink™ Server

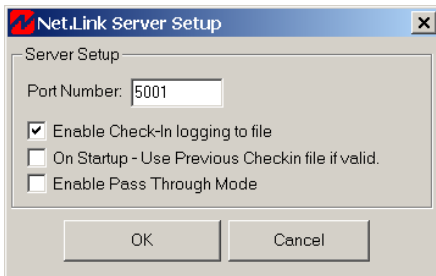
## NetLink™ Server Setup

The NetLink™ Server is a separate program that runs in the background, always standing ready to receive check-in and event data sent from an alarm panel.

Run the **NetLink™ Server** program by double-clicking on its shortcut icon found on the Windows® desktop. You can also start the NetLink™ Server through the Start button (*Start, Programs, Napco NetLink* menu). The NetLink™ Server icon will appear in the Windows® taskbar system tray to indicate it is running.



To setup the server, right mouse-click the NetLink™ Server icon located in the Windows system taskbar. Click **Server Setup** and the **NetLink™ Server Setup** window opens:



This small but important window allows the specification of the Port Number and if Check-In events should or should not be logged to a file:

**Port Number:** A port is basically a channel through which data is sent within a unique network (address). Each application program, including the NetLink™ Receiver Application program, has a unique port number associated with it, and this number is specified in this screen. It is recommended to leave the port number set to its default of **5001**. The NL-MOD IP address and port number are programmed using the **NL-MODCONFIG** software, matching the same information within the NetLink™ Receiver Application software. **Note:** The default port number is generally permitted, but if in question, be sure to verify with your network administrator.

**Enable Check-In logging to file:** To ensure that communication exists between the NL-MOD and the NetLink™ Receiver Application, the NL-MOD will send a signal to "Check In" with the NetLink™ Receiver Application at

timed intervals. Check this selection to enable (and uncheck to disable) the logging of these check-in events to a text file, located (by default) in:

C:\Program Files\Napco Security Group\NetLink Receiver Application\Log Data.

**On Startup - Use Previous Checkin File:** To ensure that check-in events are performed at regular intervals and are not missed, this option (if checked) allows previously saved check-in log data to be used to determine the next required check-in time event.

The **Check-in Times** screen (see page 15) records the "last" check-in time, and calculates the "next" check-in time (by simply adding the "duration" time to the "last" check-in time). If "On Startup" is checked and the NetLink™ Server is "Shut Down" and re-started, the "next" check-in time will be reset to the current time plus the "duration" time (for only those Accounts currently checked-in). This ensures that although the NetLink™ Server was shut down, the Server can resume where it left off.

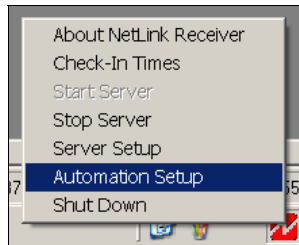
**Enable Pass Through Mode:** Check **Enable Pass Through Mode** to allow the system to pass all Events to the Automation Host system without operator intervention. Checking this selection suppresses the **Event Queue** and **Event Response** screens from displaying. **Note:** All events will still be logged and the **Event Log History** screen will function normally.

Make your selections and click **OK** to save the settings.

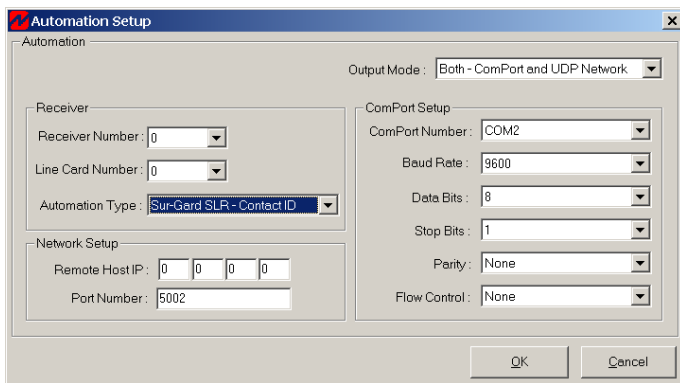
# Configure the Automation Host Output

## Automation Setup Options

This section covers the options for sending events to the Automation Host computer system.



To setup the Automation Host output, right mouse-click the NetLink™ Server icon located in your Windows system tray. Click **Automation Setup** and the **Automation Setup** window opens:



This screen displays three basic methods in which events can be sent to the Automation Host computer. Use the **Output Mode** drop-down box to select one of the three methods:

- **None**
- **ComPort Only** (via RS232 communications)
- **UDP Network Only** (via TCP/IP)
- **Both - ComPort and UDP Network**

### None

If **None** is selected, then no events will be sent to the Automation Host.

### ComPort Only and ComPort Setup

The **ComPort Setup** section, although dependent on the Automation Host's requirements, will normally not need to be changed from its default settings. Set the **ComPort Number** to the local ComPort number of the NetLink™ Receiver Application computer itself (not the number on the Automation host computer). Using the appropriate drop-down lists, select the **Baud Rate** (300-115200), **Data Bits** (4-8), **Stop Bits** (1-2), **Parity** (odd or even) and **Flow Control** (None, Hardware or Xon / Xoff) for the Automation Host computer.

The *Sur-Gard* SG-SLR (Single Line Receiver) Contact ID protocol is used for host communication. Only the "**ComPort Only**" selection supports a "Heart Beat"

signal being sent to the host computer (every 30 seconds). The "Heart Beat" can not be turned off and expects an ACK (h06) to be sent back acknowledging the "Heart Beat" signal. If an ACK is not received from either the "Heart Beat" or an Event, the system will resend the transmission 2 additional times (at which point an error is displayed and the system will try to re-establish communications until automation type is set to NONE or communications have been re-established).

## Contact ID Protocol Description

5RRLs18AAAAQXYZGGCCC[DC4]	
DATA	DESCRIPTION
5	Protocol number
RR	Receiver number
L	Line number
s	Space
18	Contact-ID format identifier
AAAA	Four digit account codes
Q	Qualifier, E = New event or opening, r = New restore or closing P = Previous event
XYZ	Class code and event code
GG	Group number
CCC	Zone codes or user ID
[DC4]	Terminator, 14 Hex

**Example:** Account 1234 sends in a duress alarm with group number 01, and zone code 001, the receiver number 01 and line number 1 will send this signal as follows:

5011s181234E12101001[DC4]

## UDP Network Setup

In the Network Setup section, enter the IP address of the Automation Host computer in the field labeled **Remote Host IP**. In addition, the Port Number of the Automation Host computer must be entered.

Please note that the UDP Network protocol does not support the "Heart Beat" feature of the Serial communications. Furthermore, the UDP Network protocol also does not expect a response of any kind to the data it has sent.

**Warning:** The network Port Number must **not** be set to the same Port as the **NetLink™ Server**.

## Both - ComPort and UDP Network

Both the **ComPort Setup** and **Network Setup** sections are utilized when this selection is selected.

## Receiver Section

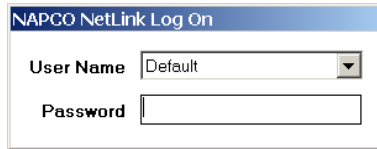
The **Receiver** section of this screen is used to configure the emulation of the server to emulate a receiver supporting Receiver Number and Line Card Number. Both of these fields are numeric only.

Currently only the *Sur-Gard* SG-SLR (Single Line Receiver) Contact ID protocol is used for host communication.

# Using the NetLink™ Receiver Application

## Using the Main User Interface

Before starting the **NetLink™ Receiver Application**, be sure the **NetLink™ Server** is running. When the NetLink™ Receiver Application is first started, a logon screen appears. You must first *Log On* to the system before the system can be used.

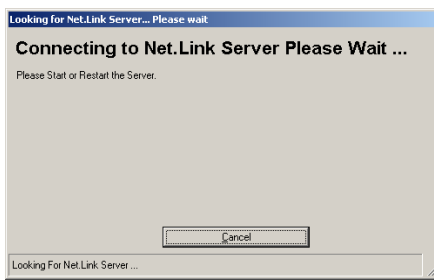


NAPCO NetLink Log On

User Name: Default

Password: [ ]

Select your user log-on name from the **User Name** drop down list, and enter your password in the field provided. If you are unable to log on, see your system administrator for assistance. If the NetLink server is not running or is delayed, the following warning popup appears, indicating the system is attempting to connect to the NetLink Server once every second:



Looking for NetLink Server... Please wait

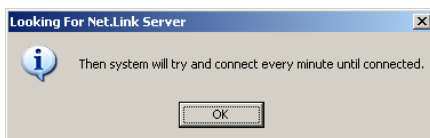
Connecting to Net.Link Server Please Wait ...

Please Start or Restart the Server.

Cancel

Looking For Net Link Server...

If **Cancel** is clicked, the system will attempt to connect to the NetLink server once every minute, and the following warning popup appears:



Looking For Net.Link Server

Then system will try and connect every minute until connected.

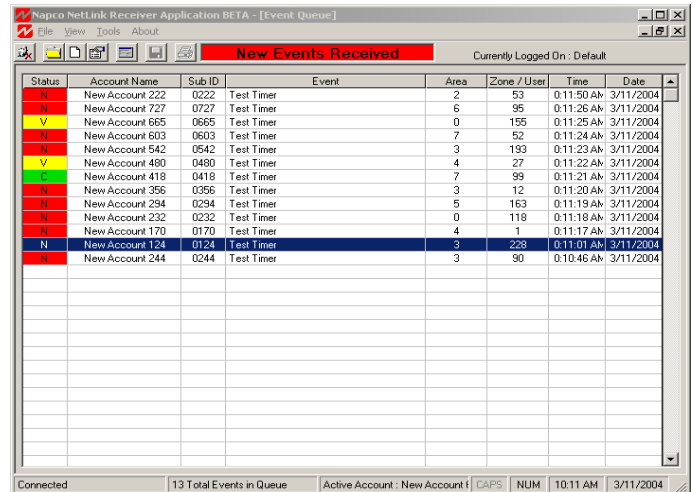
OK

If a connection is made quickly, this warning popup will not appear, and only a "Connected" message will appear in the lower left corner of the Event Queue window status bar (see image below).

## Event Queue

When the NetLink™ Receiver Application is opened for the first time, an empty grid appears. This grid is the **Event Queue**, and as events are received they are added to the list, displaying the most recent incoming events. The *Event Queue* screen is full size when the NetLink™ Receiver Application is first started, and can be minimized (or made floating) by the Windows® control box located in the upper right hand corner of the window. An example of the Event Queue grid is displayed below.

When an event is delivered into the system, the *Event Queue*, if closed, will automatically open and an alert warning will sound. If you close the Event Queue, it can always be re-opened by clicking View, Event Queue (or by pressing F5).



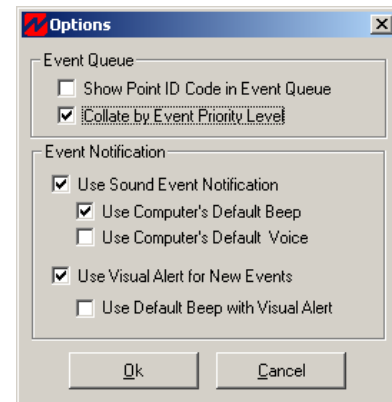
New Events Received

Status	Account Name	Sub ID	Event	Area	Zone / User	Time	Date
N	New Account 222	0222	Test Timer	2	53	0:11:50 AM	3/11/2004
N	New Account 727	0727	Test Timer	6	95	0:11:26 AM	3/11/2004
V	New Account 665	0665	Test Timer	0	155	0:11:25 AM	3/11/2004
N	New Account 603	0603	Test Timer	7	52	0:11:24 AM	3/11/2004
N	New Account 542	0542	Test Timer	3	193	0:11:23 AM	3/11/2004
V	New Account 480	0480	Test Timer	4	27	0:11:22 AM	3/11/2004
C	New Account 418	0418	Test Timer	7	99	0:11:21 AM	3/11/2004
N	New Account 356	0356	Test Timer	3	12	0:11:20 AM	3/11/2004
N	New Account 294	0294	Test Timer	5	163	0:11:19 AM	3/11/2004
N	New Account 232	0232	Test Timer	0	118	0:11:18 AM	3/11/2004
N	New Account 170	0170	Test Timer	4	1	0:11:17 AM	3/11/2004
N	New Account 124	0124	Test Timer	3	228	0:11:01 AM	3/11/2004
N	New Account 244	0244	Test Timer	3	90	0:10:46 AM	3/11/2004

Connected | 13 Total Events in Queue | Active Account: New Account | CAPS | NUM | 10:11 AM | 3/11/2004

## Options

Event Queue defaults can be changed with the **Options** dialog, found on the Tools menu (click Tools, Options). The **Options** dialog specifies several *Event Queue* and *Event Notification* options, as follows:



Options

Event Queue

Show Point ID Code in Event Queue

Collate by Event Priority Level

Event Notification

Use Sound Event Notification

Use Computer's Default Beep

Use Computer's Default Voice

Use Visual Alert for New Events

Use Default Beep with Visual Alert

OK Cancel

## Show Point ID Code in Event Queue

Check to add a new column in the **Event Queue** screen named **Point ID**, displaying a standardized coding convention for alarms.

## Collate by Event Priority Level

By default, Events are sorted first by *time of occurrence*, most recent times at the top, then by their *Event Priority Level* (giving important events preference). In the **Options** dialog, check **Collate by Event Priority Level** to reverse this arrangement, thus sorting Events first by their *Event Priority Level* (giving important events preference) and then by *time of occurrence* (most recent times at the top). **Note:** This option must be selected for UL Line Security (not evaluated by UL).

## Event Notification

Check **Use Sound Event Notification** to enable a sound to be played when Events are received. This sound can be assigned to a default *beep* or a default *voice*, by selecting one of the two following options:

(continued)

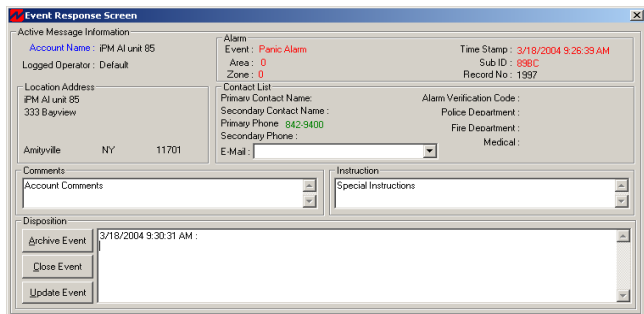
- **Use Computer's Default Beep:** Check to enable the sound to be selected via the **Sounds Properties** dialog, found in the Windows® Control Panel (Start, Settings, Control Panel, Sounds). The default beep event can be customized, as desired, via this Windows® **Sounds Properties** dialog.
- **Use Computer's Default Voice:** Check to enable the sound to be selected via the **Speech Properties** dialog, found in the Windows® Control Panel (Start, Settings, Control Panel, Speech). The default voice can be customized, as desired, via this Windows® **Speech Properties** dialog.

### Use Visual Alert for New Events

Check to enable a "New Events Received" message in the button bar area when Events are received. The message will continue to appear until a key is pressed or the mouse is moved. Check **Use Default Beep with Visual Alert** to allow the default Beep to sound along with this visual alert.

### Responding to Events

Double-click an event (in the *Event Queue*) to open the **Event Response Screen**, which displays detailed information about the event, including the location address, the type of event, alarm details, contact lists and special comments and instructions. Type a description of the response taken in the **Disposition** field (up to 256 characters allowed) which is saved when the **Event Response Screen** is closed or reloaded.



All **New** and **Viewed** events are displayed in the Event Queue. A **New** event is one not opened (and to which no response has been made) and a **Viewed** event exists when an operator opens but does not yet archive the event. When an event is opened for the first time, the Status column in the Event Queue changes from "N" (New) to "V" (Viewed) for that event.

Press **Update Event** after adding information to the Disposition field that you wish to save, such as actions taken. **Note:** New information is saved if either (1) the window is closed by clicking the "X" button in the upper-right corner of the window, or (2) if the **Update Event** button is clicked.

Press **Close Event** to close the Event window (without archiving the Event). The Event will remain in the Event Queue, and no changes can be made to it.

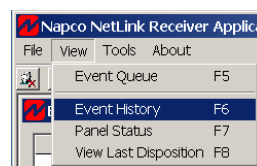
Press **Archive Event** when no further action is required. When archived, the event is removed from the *Event*

*Queue* and sent to the database. **Warning:** **Once archived, the event cannot be modified further.** If an event is archived and you wish to immediately re-view the event, click View, View Last Disposition (or press **F8**) and the **Event Response Screen** will reappear. If no disposition exists, the **No Disposition Found** popup appears:



You can also view an archived event, by opening the **Event Log History** screen (see below).

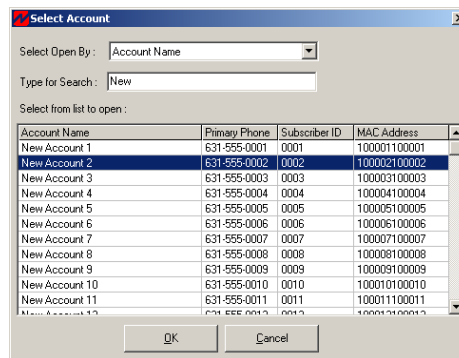
### Viewing Archived Events



The **Event Log History** screen is used to view archived events for a single Account. To access the **Event History** screen, click View, Event History (you can also use the short cut key (**F6**) or press the **Show Event Log of the Open Account** button on the toolbar).

Before viewing the Account history, the Account whose history you wish to view must be the "active" Account. An Account becomes the active Account when (1) an event in that Account has been viewed with the **Event Response Screen**, or (2) open the Account by clicking **File, Open Account** or pressing the **Open Existing Account** button on the NetLink™ Receiver Application toolbar.

If the Account whose history you wish to view is not currently active, then the **Select Account** screen will open (below).



The **Select Account** screen enables you to search through the Accounts currently available. Accounts can be listed by *Account Name*, *Primary Phone*, *Subscriber ID* or by *MAC Address* by selecting the category from the **Select Open By** drop down list. Press **Enter** key on keyboard after search criteria is entered.



Select Open By: Account Name  
 Type for Search: Primary Phone  
 Sub ID  
 MAC Address  
 Select from list to open:

When search results are found in the **Select Account** screen, double-click on the desired Account to select. Then the **Event Log History** screen will appear.

Date-Time	Event Type	Area	Zone
12/15/2003 11:57:42 AM	Fail to Check-in Restore	0	0
12/15/2003 11:59:34 PM	Fail to Check-in	0	0
12/15/2003 11:59:38 PM	Fail to Check-in Restore	0	0
12/15/2003 11:59:02 PM	Fail to Check-in	0	0
12/15/2003 11:59:02 PM	Fail to Check-in Restore	0	0
12/15/2003 11:58:38 PM	Fail to Check-in	0	0
12/15/2003 11:58:38 PM	Fail to Check-in Restore	0	0
12/15/2003 11:57:42 PM	Fail to Check-in	0	0
12/15/2003 11:57:39 PM	Fail to Check-in Restore	0	0
12/15/2003 11:57:14 PM	Fail to Check-in	0	0
12/15/2003 11:57:12 PM	Fail to Check-in Restore	0	0
12/15/2003 11:56:41 PM	Fail to Check-in	0	0
12/15/2003 12:00:07 AM	Fail to Check-in Restore	0	0
12/14/2003 11:59:50 PM	Fail to Check-in	0	0
12/14/2003 11:59:47 PM	Fail to Check-in Restore	0	0
12/14/2003 11:59:28 PM	Fail to Check-in	0	0
12/14/2003 11:59:27 PM	Fail to Check-in Restore	0	0

Although the events can be scrolled, the events listed in the **Event Log History** screen can also be filtered by date, thus making it easier to find a particular event. In the **Filter by Date** area, type in a range of dates (or just the month and date), starting with the **From** field, and ending with the **To** field. Press the **Enter** key on your keyboard to remove all events from the list not within the range specified. Examples of date format are "4/20" or "7/16/2003".

To further assist in finding a particular event, you can also search for Events by **Event Type**. Type a specific Event Type in the **Type in Event Type** field. The event **Area** and **Zone** can also be specified with their respective drop down lists. Press the **Enter** key on your keyboard to remove all events from the list not within the **Type**, **Area** and **Zone** conditions specified.

To view the latest archived event, click the **Reset Grid** button. You can also save the Event Log History list to a text file by pressing the **Save to File** button. The **Save As...** window will open, allowing the file to be renamed and saved in the usual manner. The file saved will be a **CSV** formatted text file. Press the **Print View** button to print, in a table format, the current list of events.

To view the action taken within the archived event, double-click the event (or click to highlight the event, and click **OK**). The archived **Event Log History** screen opens, allowing you to view past events and their complete resolution with all Account information included. **Note:** Archived events may *not* be modified,

### View Panel Status

To view the status of the control panel within the active Account, click View, Panel Status, and the **Panel Status** screen will appear.

The **Panel Status** screen indicates various attributes, including Check In Status, Area Status (for areas 1-8) as to Alarm, Armed and Trouble. A **green** icon indicates all is OK. A **red** icon indicates the area specified is in alarm, is armed or is in trouble. The **darkest** icon indicates the area specified is inactive or does not exist.

The active Account can *only* provide a status of the control panel for NL-MOD installations if: (a) the control panel is set up to report to the TCP/IP receiver through a high speed serial output (such as the Local Download jack (JP2) on the control panel) and (b) the NL MOD is enabled for High Security Checkin (see **New Account Setup** window, **Panel Setup** tab on page 8). If the active Account is unable to provide a status of the control panel, the following popup will appear:

In addition, the above popup will also appear for new control panel installations that have not yet sent any status packets.

### View Last Disposition

A disposition is a text description of the response taken for an event. The **Disposition** field is saved when the **Event Response Screen** is closed or reloaded. To view the last written disposition at any time, simply click View, View Last Disposition (or press **F8**) and the disposition in the **Event Response Screen** will reappear.

If no disposition exists, the **No Disposition Found** popup appears:

# Database Maintenance

## Database Maintenance

The **Database Maintenance** screen manages the *Event History* database. To open the screen, click **Tools, Database Maintenance**.

The **Database Maintenance** screen lists all Accounts, and four buttons are used to remove older data from the database, as follows:

- **Purge Account Events** - All events (except those received/archived within the previous 30 days) will be deleted.
- **Purge All Accounts Events** - All events in all Accounts will be deleted.
- **Delete Account** - Deletes all highlighted Accounts.

The screenshot shows a window titled "Database Maintenance - Account: New Account 4 Selected". At the top, there is a search field labeled "Type for Search:" and a dropdown menu labeled "Select Open By:" with "Account Name" selected. Below this is a table with four columns: "Account Name", "Primary Phone", "Subscriber ID", and "MAC Address". The table contains 16 rows of data, with "New Account 4" highlighted in blue. At the bottom of the window, there are four buttons: "Purge All Events in Account", "Delete Account", "Purge Account Events Except the Past 30 Days", and "Reset Search". A "Cancel" button is also present. At the very bottom, there is a status bar showing "1000 Accounts Loaded" and "Account: New Account 4 Selected".

Account Name	Primary Phone	Subscriber ID	MAC Address
New Account 1	631-555-0001	0001	100001100001
New Account 2	631-555-0002	0002	100002100002
New Account 3	631-555-0003	0003	100003100003
<b>New Account 4</b>	<b>631-555-0004</b>	<b>0004</b>	<b>100004100004</b>
New Account 5	631-555-0005	0005	100005100005
New Account 6	631-555-0006	0006	100006100006
New Account 7	631-555-0007	0007	100007100007
New Account 8	631-555-0008	0008	100008100008
New Account 9	631-555-0009	0009	100009100009
New Account 10	631-555-0010	0010	100010100010
New Account 11	631-555-0011	0011	100011100011
New Account 12	631-555-0012	0012	100012100012
New Account 13	631-555-0013	0013	100013100013
New Account 14	631-555-0014	0014	100014100014
New Account 15	631-555-0015	0015	100015100015
New Account 16	631-555-0016	0016	100016100016

# Server Check In Times

## Check In Times

To ensure that communication exists between the control panels and the NetLink™ Receiver Application, the panel will send a signal to "Check In" with the NetLink™ Receiver Application at timed intervals.

The **Check In Times** screen will display all of the active Accounts and their respective Check In times, all in real time. You can search the Accounts by their Account Name.

Account Name	SUB ID	Last Check-In	Type	Next Check-In	Duration	MAC Address
New Account 1	0001	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100001100001
New Account 2	0002	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100002100002
New Account 3	0003	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100003100003
New Account 4	0004	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100004100004
New Account 5	0005	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100005100005
New Account 6	0006	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100006100006
New Account 7	0007	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100007100007
New Account 8	0008	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100008100008
New Account 9	0009	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100009100009
New Account 10	0010	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100010100010
New Account 11	0011	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100011100011
New Account 12	0012	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100012100012
New Account 13	0013	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100013100013
New Account 14	0014	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100014100014
New Account 15	0015	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100015100015
New Account 16	0016	2/5/2004 3:24:29 PM	17	2/5/2004 3:27:49 PM	200	100016100016

See page 9 "Enable Check-In logging to file" and "On Startup - Use Previous Checkin File" for more information with regard to the check-in events and logging.

This is the main program User Interface (also referenced as the *NetLink™ Application*). The Operator interacts with the two screens--the **Event Queue** and the **Event Response Screen**.

**Status**

Indicates a description assigned to each Event received. "N" indicates a New event, and "V" indicates an Viewed event. "C" indicates the event is closed and cannot be modified. A "R" indicates the event is a restoration of a previously displayed alarm.

**Event**  
Indicates the event description.

**Zone/User**  
Indicates the Zone of the system that triggered the event.

**Date**  
Indicates the month/day/year the event was received by the NetLink™ Receiver Application software.

Status	Account Name	Sub ID	Event	Area	Zone / User	Time	Date
V	New Account 169	0169	Closing	0	0	12:32:28 PM	3/17/2004
N	New Account 169	0169	Panic Alarm	0	0	12:32:28 PM	3/17/2004
N	New Account 169	0169	Keypad Emergency Alarm	0	0	12:32:28 PM	3/17/2004
N	New Account 110	0110	Keypad Holdup Alarm (ambush)	0	0	12:32:27 PM	3/17/2004
N	New Account 110	0110	24 hour Aux. Trouble	0	0	12:32:27 PM	3/17/2004
N	New Account 48	0048	Panel Reprogrammed	0	0	12:32:26 PM	3/17/2004
N	New Account 48	0048	Forced Closing	0	0	12:32:26 PM	3/17/2004

**Sub ID**  
Identifies the ID used by the subscriber to the Central Station service.

**Area**  
Indicates the Area of the system that triggered the event.

**Time**  
Indicates the time the event was received.

**Account Name**  
Indicates the name of the active account initially listed in the Event Queue.

**NetLink™ Receiver Application Quick Access Buttons**  
NetLink™ Receiver Application Main Menu  
Described on page 17.

**Logged Operator**  
Indicates the User Name of the operator to which the event was directed.

**Alarm**  
Indicates detailed information regarding the event, including its internal record number, Sub ID, Zone, Area, and Event Type.

**Location Address**  
Indicates the physical location of the protected premises, including the name of the business, street address of the premises, city, etc.

**Contact List**  
Indicates contact names, telephone numbers, email, verification codes, and local fire, police and medical contact information.

**Disposition**  
Type a description of the response taken to the Event in this field. The text will be saved when archived.

The screenshot shows the 'Event Response Screen' for a 'Closing' alarm. It includes fields for 'Account Name' (New Account 169), 'Location Address' (New Account 169), 'Alarm' details (Event: Closing, Area: 0, Zone: 0, Time Stamp: 3/17/2004 12:32:28 PM, Sub ID: 0169, Record No: 17580), and a 'Contact List' with primary and secondary contact names and phone numbers. There is also a 'Disposition' field and buttons for 'Archive Event', 'Close Event', and 'Update Event'.

**Archive Event**  
Click this button to permanently save into the database the text typed into the Disposition field, and to close the **Event Response Screen**.

**Update Event**  
Click this button to temporarily save into memory the text typed into the Disposition field, and close the **Event Response Screen**.

**Close Event**  
Press **Close Event** to close the Event window (without archiving the Event). The Event will remain in the Event Queue, and no changes will be made to it.

**Comments**  
Indicates special remarks for the Account.

**Instructions**  
Indicates special directions for the Account.



# NetLink™ Receiver Application Quick Access Buttons



The NetLink™ Receiver Application toolbar (above) contains the Quick Access buttons. It may be helpful to open each screen on your computer as you read. From left to right, they are as follows:



**Log Off** - Logs the current operator off the system.



**Show Event Log of the Open Account** - When an existing account is open, press this button to view all Event Logs, listing all events transmitted to the NetLink™ Receiver Application by the control panel.



**Open Existing Account** - Opens an existing account. An account represents a monitored premises, such as a building or a home.



**Save** - Saves the newly created account into the database.



**Create New Account** - Creates new account. For adding new accounts to the system, see page 7.



**Print** - Prints the current view of the Event Log.



**Edit Active Account** - Click this button to edit existing account information, such as primary and secondary contact information, local police and fire department telephone numbers, etc.

# NetLink™ Receiver Application Main Menu



### Menu System and Short Cut keys

The sub-menus within the NetLink™ Receiver Application Main Menu bar can be activated by clicking the mouse or via short cut keys. For example, to open the New Account Screen, you can use your mouse to select File, new Account or you can use its short cut (hold down the Ctrl button and press N).

### Main NetLink™ Receiver Application Screen:

File Menu (Alt + F)	Short Cut Key
Log Off	(None)
New Account	CTRL + N
Open Account	(None)
Edit Account	CTRL + E
Exit	(None)
View Menu (Alt + V)	
Event Queue	F5
Event History	F6
Panel Status	F7
View Last Disposition	F8
Tools (Alt + T)	
(For Administrative Users Only)	
Manage Users	(None)
Options	(None)
Database Maintenance	(None)

### Manage Users Screen

File Menu (Alt + F)	Short Cut Key
Exit	(None)
Action Menu (Alt + A)	
(For Administrative Users Only)	
Add User	CTRL + A
Edit User	CTRL + E
Delete User	CTRL + D
Set Password	CTRL + P

### NetLink™ Server

(Right Mouse-Click the NetLink™ Server icon in the taskbar)

- About NetLink™ Receiver
- Check-In Times
- Start Server
- Stop Server
- Server Setup
- Automation Setup
- Shut Down

# Glossary

**Account Name** = A unique name assigned to an Account when added.

**Active Account** = An Account becomes the active Account when (1) an event in that Account has been viewed with the Event Response Screen, or (2) open the Account by clicking **File, Open Account** or pressing the Open Existing Account button on the NetLink™ Receiver Application toolbar.

**Automation Host** = A computer that receives Event data

**Event Priority Order** = When events are received, they are sorted in the Event Queue so as to allow the operator to respond to events in the following order:

- |   |  |
|---|--|
| 1. Fire Alarm                                       | 6. Fire-Alarm Supervision                                |
| 2. Hold-up or Panic Alarm                           | 7. Burglar-Alarm Supervision                             |
| 3. Burglar Alarm                                    | 8. Industrial Supervision where a danger will not result |
| 4. Industrial Supervision where a danger can result | 9. Other Supervisory services                            |
| 5. Watchman Tour                                    |  |

**GUI** = Acronym for Graphical User Interface.

**NRA** = Acronym for NetLink™ Receiver Application.

**Priority Order** = See Event Priority Order

**Server** = A computer that provides some service for other computers or devices connected to it via a network. Refers to the NetLink™ Server.

**Subscriber ID** = An identification number signifying an Account assigned by the remote monitoring receiver.

**TCP/IP** = Transmission Control Protocol over Internet Protocol. The de facto standard Ethernet protocols.

**Telephone Number** = Entry into

**UDP** = User Datagram Protocol. Is a standard internet protocol which provides simple datagram services, and like TCP, is layered on top of IP.

# Notes

## NAPCO LIMITED WARRANTY

NAPCO SECURITY SYSTEMS, INC. (NAPCO) warrants its products to be free from manufacturing defects in materials and workmanship for *thirty-six months* following the date of manufacture. NAPCO will, within said period, at its option, repair or replace any product failing to operate correctly without charge to the original purchaser or user.

This warranty shall not apply to any equipment, or any part thereof, which has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to acts of God, or on which any serial numbers have been altered, defaced or removed. Seller will not be responsible for any dismantling or reinstallation charges.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. ADDITIONALLY, THIS WARRANTY IS IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF NAPCO.

Any action for breach of warranty, including but not limited to any implied warranty of merchantability, must be brought within the six months following the end of the warranty period.

IN NO CASE SHALL NAPCO BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

In case of defect, contact the security professional who installed and maintains your security system. In order to exercise the warranty, the product must be returned by the security professional, shipping costs prepaid and insured to NAPCO. After repair or replacement, NAPCO assumes the cost of returning products under warranty. NAPCO shall have no obligation under this warranty, or otherwise, if the product has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to accident, nuisance, flood, fire or acts of God, or on which any serial numbers have been altered, defaced or removed. NAPCO will not be responsible for any dismantling, reassembly or reinstallation charges.

This warranty contains the entire warranty. It is the sole warranty and any prior agreements or representations, whether oral or written, are either merged herein or are expressly cancelled. NAPCO neither assumes, nor au-

thorizes any other person purporting to act on its behalf to modify, to change, or to assume for it, any other warranty or liability concerning its products.

In no event shall NAPCO be liable for an amount in excess of NAPCO's original selling price of the product, for any loss or damage, whether direct, indirect, incidental, consequential, or otherwise arising out of any failure of the product. Seller's warranty, as hereinabove set forth, shall not be enlarged, diminished or affected by and no obligation or liability shall arise or grow out of Seller's rendering of technical advice or service in connection with Buyer's order of the goods furnished hereunder.

NAPCO RECOMMENDS THAT THE ENTIRE SYSTEM BE COMPLETELY TESTED WEEKLY.

**Warning:** Despite frequent testing, and due to, but not limited to, any or all of the following; criminal tampering, electrical or communications disruption, it is possible for the system to fail to perform as expected. NAPCO does not represent that the product/system may not be compromised or circumvented; or that the product or system will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; nor that the product or system will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce risk of burglary, robbery, fire or otherwise but it is not insurance or a guarantee that these events will not occur. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. Therefore, the installer should in turn advise the consumer to take any and all precautions for his or her safety including, but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

NAPCO is not an insurer of either the property or safety of the user's family or employees, and limits its liability for any loss or damage including incidental or consequential damages to NAPCO's original selling price of the product regardless of the cause of such loss or damage.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, or differentiate in their treatment of limitations of liability for ordinary or gross negligence, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.