PRODUCT NOTICE FOR NESS D8/D16XCEL 4G CONTROL PANELS
Rev 1.0 11/07/2024

OVERVIEW

Ness D8/D16XCEL 4G panels use an analogue voice channel to transmit CONTACT ID reports to a central station. This means that when the 3G network is shut down in August 2024 the control panel will no longer be able to report using Contact ID.

DOES THIS AFFECT YOU?

a) If your D8/D16XCEL 4G panels are only being used for SMS self-monitoring (not reporting back-to-base) then you are not affected and you don't need to make any changes.

b) If your D8/D16XCEL 4G panels are reporting to a **central station** via **Contact ID** then follow the steps below to reprogram your panels to use **ArmorIP**.

c) If your panels are already monitored using ArmorIP protocol you are not affected.

SOLUTION

Reprogram your D8/D16XCEL 4G panels to use ArmorIP protocol.

D8/D16XCEL 4G panels support ArmorIP protocol (IP reporting format) and is built into your panels.

METHOD

Programming can be easily performed by keypad on-site or remotely by SMS messaging.

Equipment required
a) Ness D8/D16XCEL 4G panel currently reporting to a central station via Contact ID.
b) An active SIM card fitted to the panel (without which you're not reporting by any method anyway).
c) Your own mobile phone to send SMS programming messages.

STEP BY STEP

1. CONTACT YOUR MONITORING COMPANY
• Contact your central station/monitoring company and let them know you're switching the client to ArmorIP protocol.
• Ask them to provide the IP Address and Port Number for ArmorIP. Some central stations use a text URL rather than an IP Address for ArmorIP, which is ok, D8/D16XCEL 4G supports either.
• The central station may issue a new client account number.
• Of course you need to know the phone number of the SIM card fitted to the panel.

STEP BY STEP

2. To enable ArmorIP format `Required` Programmable by keypad or SMS

SEND SMS TO THE PANEL	SMS REPLY
P123E P000000E P86E 3E **123** *is the default Master Code, enter the current Master Code* **000000** *is the default Installer Code, enter the current Installer Code*	M123E ACK M000000E ACK M86E ACK 3E ACK ME ACK *Wait for this reply before sending the next command*

3. To program Reporting Number1 `Required` Programmable by keypad or SMS

SEND SMS TO THE PANEL	SMS REPLY
P123E P000000E P170E 88.88.88.88:123E **123** *is the default Master Code, enter the current Master Code* **000000** *is the default Installer Code, enter the current Installer Code* **88.88.88.88:123** *is just an example, enter the IP address and port number provided by your monitoring company.*	M123E ACK M000000E ACK M170E ACK 88.88.88.88:123E ACK ME ACK *Wait for this reply before sending the next command*
If your central station provides a Domain Name (URL) instead of an IP address, **this can only be programmed by SMS** in the format: *T[MasterCode]E,P[InstallerCode]E,DN1,[Domain Name]:[Port No]* Example T123E,P000000E,DN1,www.ness.com.au:9467 *For this command, note the use of T123E instead of P123E.* **www.ness.com.au:9467** *is just an example, enter the domain name and port number provided by your central station.*	text report changes made DN1,www.ness.com.au:9467 52.62.36.100 The SMS reply includes the Domain Name, Port No. and the current IP address (if found) for the domain name. *Wait for this reply before sending the next command*

[OPTIONAL] If your monitoring company requires a second Reporting Number send an SMS as above and change the program option number to P171E

4. To program Client Account Number1 `Required` Programmable by keypad or SMS

SEND SMS TO THE PANEL	SMS REPLY
P123E P000000E P72E 9999E **123** *is the default Master Code, enter the current Master Code.* **000000** *is the default Installer Code, enter the current Installer Code.* **9999** *is just an example, enter the Client Account number provided by your central station.* *If the Client Account number has not changed you can skip this step.*	M123E ACK M000000E ACK M72E ACK 9999E ACK ME ACK *Wait for this reply before sending the next command*

[OPTIONAL] If your central station requires a second Client Account Number send an SMS as above and change the program option number to P72E

[OPTIONAL] To program TEST CALLS.
If Test Calls are required, refer to the D8/D16XCEL 4G Installer Manual.

Contact ID explained

- Contact ID (CID) is an analogue tone-based reporting format which will no longer work when the 3G networks are shut down.
- CID uses the 3G network even when connected to 4G.

ArmorIP explained

- D8/D16 XCEL 4G panels have ARMOR IP reporting format built-in.
- Armor IP is easy to use (just program the IP address and port provided by the central station).
- Armor IP is supported by most central stations.
- Central Stations appreciate that Armor IP uses the same familiar message format as analogue CID but is transmitted via IP protocol on 4G.
- Armor IP being an IP format exlusively uses the 4G network.

TECH SUPPORT CONTACT

For programming instructions refer to the Step-by-step instructions on these pages and also the D8/D16XCEL4G installation manual or contact Ness Tech Support, Ph: 1300 551 991 or email: techsupport@ness.com.au

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HANDY HINT
For an easy way to send SMS messages directly from your PC, try Google Messaging. (For Android users only).

https://messages.google.com/web

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