

ARE YOU READY FOR IP MONITORING?

Rev 1.0 16/07/2024

OVERVIEW

IP monitoring formats are fast becoming the industry standard for back-to-base alarm monitoring replacing older analogue formats.

As a result many central stations have either retired their analogue receivers or are favouring IP formats such as ArmorIP making it the right time to switch over your Ness panels.

WHAT SHOULD YOU DO?

If you have Ness D8/D16XCEL4G control panels reporting back-to-base using ContactID we recommend switching to ArmorIP as soon as possible. See the detailed explanation on the following pages.

Your Ness D8/D16XCEL4G panels are ArmorIP capable out of the box!

To make the change you simply need to re-program your panel - this can be done locally by keypad or remotely by SMS. Refer to the Product Bulletin on the following pages.

Checklist for installers:

- Your D8 or D16 XCEL4G panel is version 11.5 (or later)
- The panel is fitted with an active SIM card.
- Of course you need to know the panel's Master Code and Installer Code.
- Contact your central station and request the data you'll need to program in your panel/s.
 - ArmorIP Account Number.
 - ArmorIP IP address or URL, and the port number.
- Once re-programmed, send test calls as per the monitoring company's test procedures.

COMPATIBLE CENTRAL STATIONS

IP monitoring is supported by many ASIAL graded central stations, such as:

Company	Phone	24hr Control Room Phone	Email
BENS	(02) 8745 9815	1300 130 515	controlroom@bensecurity.com.au
CMS	(02) 9809 9288	1300 655 009	monitoring@centralmonitoring.com.au
PAULTEC	1300 652 700	1300 655 365	controlroom@paul-tec.com.au

Please Note that Ness does not endorse any specific central station/s. This is simply a short list of central stations known to support ArmorIP. The list is by no means comprehensive as there are many central stations offering IP monitoring.

FURTHER DETAILS & CONTACTS

For further details and programming instructions refer to the Product Bulletin on the following pages or contact Ness Tech Support, Ph: 1300 551 991 or email: techsupport@ness.com.au

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	
<p>P123E P000000E P86E 3E</p> <p><i>123 is the default Master Code, enter the current Master Code</i> <i>000000 is the default Installer Code, enter the current Installer Code</i></p>		<p>M123E ACK M000000E ACK M86E ACK 3E ACK ME ACK</p> <p><i>Wait for this reply before sending the next command</i></p>	

3. To program Reporting Number1		Required	Programmable by keypad or SMS
SEND SMS TO THE PANEL		SMS REPLY	
<p>P123E P000000E P170E 88.88.88.88:123E</p> <p><i>123 is the default Master Code, enter the current Master Code</i> <i>000000 is the default Installer Code, enter the current Installer Code</i></p> <p>88.88.88.88:123 is just an example, enter the IP address and port number provided by your monitoring company.</p>		<p>M123E ACK M000000E ACK M170E ACK 88.88.88.88:123E ACK ME ACK</p> <p><i>Wait for this reply before sending the next command</i></p>	
<p>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]</p> <p>Example</p> <p>T123E,P000000E,DN1,www.ness.com.au:9467</p> <p><i>For this command, note the use of T123E instead of P123E.</i> www.ness.com.au:9467 is just an example, enter the domain name and port number provided by your central station.</p>		<p>text report changes made DN1,www.ness.com.au:9467 52.62.36.100</p> <p>The SMS reply includes the Domain Name, Port No. and the current IP address (if found) for the domain name.</p> <p><i>Wait for this reply before sending the next command</i></p>	

[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	
<p>P123E P000000E P72E 9999E</p> <p><i>123 is the default Master Code, enter the current Master Code.</i> <i>000000 is the default Installer Code, enter the current Installer Code.</i></p> <p>9999 is just an example, enter the Client Account number provided by your central station. <i>If the Client Account number has not changed you can skip this step.</i></p>		<p>M123E ACK M000000E ACK M72E ACK 9999E ACK ME ACK</p> <p><i>Wait for this reply before sending the next command</i></p>	

[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.

EXPLAINED

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 exclusively 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

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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