

---

**DOCUMENT CONTROL NUMBER /**

---

**MX REMOTE ACCESS PROGRAM (VERSION 1)  
OPERATING INSTRUCTIONS**

LIST OF CONTENTS

<b>1. INTRODUCTION</b>	3
1.1 GENERAL	3
1.1.1 ASSOCIATED PUBLICATIONS	3
1.2 HARDWARE REQUIREMENTS	3
1.2.1 MICROCOMPUTER	3
1.3 SOFTWARE DETAILS	3
1.4 DONGLE	3
1.5 INSTALLATION	3
1.6 SOFTWARE LICENSING AGREEMENT	3
1.7 MX REMOTE PASSWORDS AND ACCESS LEVELS	4
<b>2. PROGRAM DESCRIPTION</b>	4
2.1 MAIN SCREEN	4
2.2 MENUS	4
2.2.1 GENERAL	4
2.2.2 FILE	5
2.2.3 VIEW	5
2.2.4 ACTIONS	5
2.2.5 USERS	5
2.2.6 HELP	5
2.3 CONTEXT SENSITIVE HELP	5
<b>3. PROGRAM FUNCTIONALITY</b>	6
3.1 CREATING A NEW CONNECTION	6
3.1.1 CONFIGURING A MODEM CONNECTION	6
3.1.2 CONFIGURING A COM PORT (DIRECT CONNECTION)	9
3.1.3 DISPLAYS	9
3.2 FAILURE TO CONNECT CHECKLIST	11
3.3 OPENING AN EXISTING CONNECTION	11
3.4 ADDITIONAL DISPLAY SCREENS	12
3.4.1 APPLICATION OPTIONS	12
3.4.2 COMMUNICATION STATUS	12
3.4.3 UNSAVED CONFIGURATION	13
3.4.4 TO DISCONNECT	13
3.4.5 SWITCH TO GERMAN	13
<b>4. CONNECTION LEAD</b>	14
<b>5. ORDERING INFORMATION</b>	14

# **MX REMOTE**

17A-09-X1

1 3/01

---

**THIS PAGE IS INTENTIONALLY LEFT BLANK**

## 1. INTRODUCTION

### 1.1 GENERAL

This document contains the operating instructions for the Tyco MX REMOTE program for remote access to an MX Panel via a serial or modem link.

MX REMOTE can be used for example when a fault develops and needs to be investigated from a remote location - such as a helpdesk.

*Note: This product includes an 'Application Help' feature that the user may find helpful to refer to.*

#### 1.1.1 ASSOCIATED PUBLICATIONS

For additional information, refer to the following publications:

- 17A-09-APPX - 'Dongle Appendix'
- TIB 0411 iss 2 - 'MX Panel Modem for access by MX Remote' (Westermo modem)
- TIB 0433 - 'MX Remote - Initial Release'

### 1.2 HARDWARE REQUIREMENTS

#### 1.2.1 MICROCOMPUTER

This program is designed to be run on IBM compatible computers, providing they have the following minimum configuration:

- Modem and/or RS232 Serial Port
- Hard disk drive
- Above minimum RAM required by 32-bit Windows O/S
- A parallel port or USB port
- 800 x 600 colour screen

### 1.3 SOFTWARE DETAILS

MX REMOTE is downloaded from the company web site at [www.tycofire.com/mx](http://www.tycofire.com/mx). It requires a MS 32-bit Windows operating system, ie, Windows 95/98 or NT4.

### 1.4 DONGLE

The dongle is a hardware device that enforces product licencing. The dongle is supplied initially with 30 days usage. It also has to be periodically recharged for continued use of MX REMOTE. MX REMOTE will warn the user when the dongle needs recharging within 30 days or less.

Recharging is achieved by obtaining a 'recharge request token' from MX REMOTE. The token is placed on the request authorisation form at the web site address at [www.tycofire.com/mx](http://www.tycofire.com/mx) which will subsequently issue a

'recharge reply token', which can then be entered into MX REMOTE. A 'recharge reply token' is unique, and can only be used once on the computer that issued the request token.

Dongles are available for connection to the parallel (printer) port and/or USB port, depending on the hardware used. (For stockcode numbers, see para. 5).

*Note: See Appendix 17A-09-APPX for Dongle Recharge Procedure and associated Dongle Error Messages.*

### 1.5 INSTALLATION

- 1) Run Setup from the first floppy disk.

Follow the on-screen instructions, accepting default values unless there is a reason to change them.

- 2) Connect an MX Remote Dongle (USB or Parallel) to an available port.
- 3) From Start|Programs|MX Remote 1.0, run 'Setup Dongle USB' or 'Setup Dongle Parallel Port' as appropriate.
- 4) MX Remote can now be run from Start|Programs|MX Remote 1.0|MX Remote 1.0.

### 1.6 SOFTWARE LICENSING AGREEMENT

Fig. 1 appears which the user must agree with to run MX REMOTE. Left click the YES button to continue:

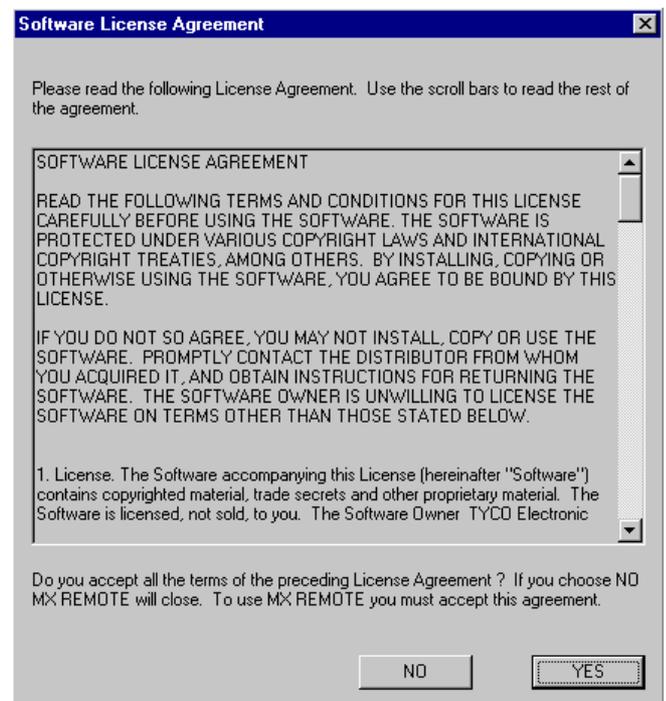


Fig. 1

# MX REMOTE

17A-09-X1

1 3/01

## 1.7 MX REMOTE PASSWORDS AND ACCESS LEVELS

For future use.

## 2. PROGRAM DESCRIPTION

MX REMOTE uses a standard Windows environment. The major components are described in the following paragraphs. These are intended to give a general guide to the structure of the program, with detailed instructions being contained in para. 3 - 'Program Functionality'.

The first action is to log-on to the system. Do this by clicking the OK button.

### 2.1 MAIN SCREEN

Once correctly logged-on, the main screen is displayed as shown in Fig. 2. The components are:

- TITLE BAR - displays MX REMOTE and the current connection file.
- MENU BAR - shows the menus available with MX REMOTE. The items available under each menu are shown by left-clicking on that menu once with the mouse.
- TOOLBAR - provides quick access to some menu items via buttons (lit or greyed out), as shown in Fig. 2.

- STATUS BAR - the left displays 'For Help, press F1' which gives direct access to 'Application Help'.

The Status Bar displays 'Connected/Disconnected' which indicates whether a physical connection has been established. 'Online/Offline' means session level connection is established (or not).

Three colours indicate transmitted and received packets and connection status.

The righthand side of the Status Bar indicates which of the following keys are latched down: CAP, NUM, SCRL.

### 2.2 MENUS

#### 2.2.1 GENERAL

The following paragraphs give brief descriptions of the items available from the Menu Bar and associated drop-down control menus. Some of these items are repeated as buttons on the Toolbar. The Toolbar becomes fully active when a connection file is opened (or created).

During the operation of the program, menu screens are displayed. All the options in each menu are shown, but unavailable or inappropriate options are greyed out.

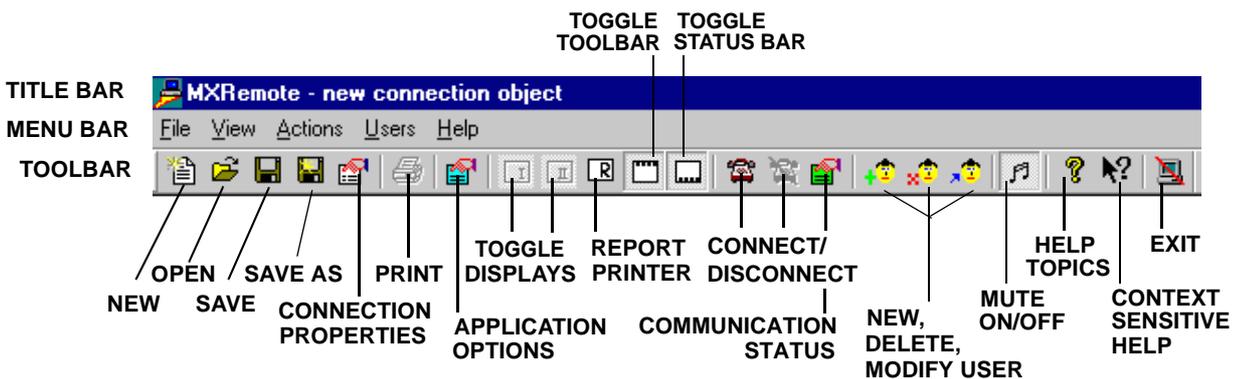


Fig. 2 MX REMOTE

Main Screen showing Menu Bar, ToolBar and Status Bar



## 2.2.2 FILE

Connection files always have the extension .rcp. This menu allows connection files to be created, loaded from disk and saved to disk from the following items:

- NEW CONNECTION - goes straight to the 'Connection Properties' box.
- OPEN - loads a previously created connection file from disk for 'connection' or modification. This is used to connect to an existing MX Panel or as a starting point for configuring a new connection.
- SAVE - saves the current connection data held in memory to disk. This is used to save changes to an existing connection file.
- SAVE AS - stores the current connection data file held in memory to disk as a new file with extension .rcp. This is typically used when a new connection file is created.
- PROPERTIES - displays the 'Connection Properties' dialogue box, so that the user may change settings.
- PRINT LCD - prints the LCD display from the current connection.
- APPLICATION OPTIONS - changes certain default settings used by all connection files.
- Recently used connection files are listed.
- EXIT - exits MX REMOTE and returns to Windows.

## 2.2.3 VIEW

- DISPLAY 1 - toggles Display 1 between display and hidden.
- DISPLAY 2 - toggles Display 2 between display and hidden.
- REPORT PRINTER - for future use.
- TOOLBAR - toggles Toolbar between display and hidden.
- STATUS BAR - toggles Status Bar between display and hidden.
- ARRANGE DISPLAYS - realigns the displays to Left/ Centre/Right of screen.
- COMMUNICATION STATUS - displays the communication status including packets received and transmitted (see para. 3.4.2).

## 2.2.4 ACTIONS

- CONNECT - connect to remote panel
- DISCONNECT - disconnect from remote panel
- LOG OFF - for future use.

## 2.2.5 USERS

- All options are for future use.

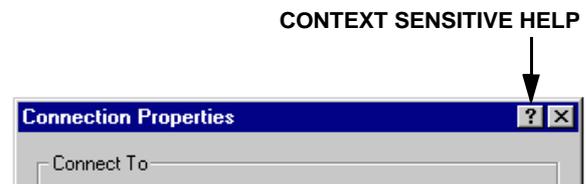
## 2.2.6 HELP

- HELP TOPICS - enters the program's online help.
- ABOUT MX REMOTE - displays program information, version number and copyright.

## 2.3 CONTEXT SENSITIVE HELP

Help exists to provide information boxes for MOST menu screens and dialogue boxes.

To access it, click on the '?' symbol available on every dialogue box and then click on the required field for help.



# MX REMOTE

17A-09-X1

1 3/01

## 3. PROGRAM FUNCTIONALITY

### 3.1 CREATING A NEW CONNECTION

This is the first operation for new users.

Go to NEW CONNECTION which is the first option on the File menu or Toolbar and the following screen is displayed:

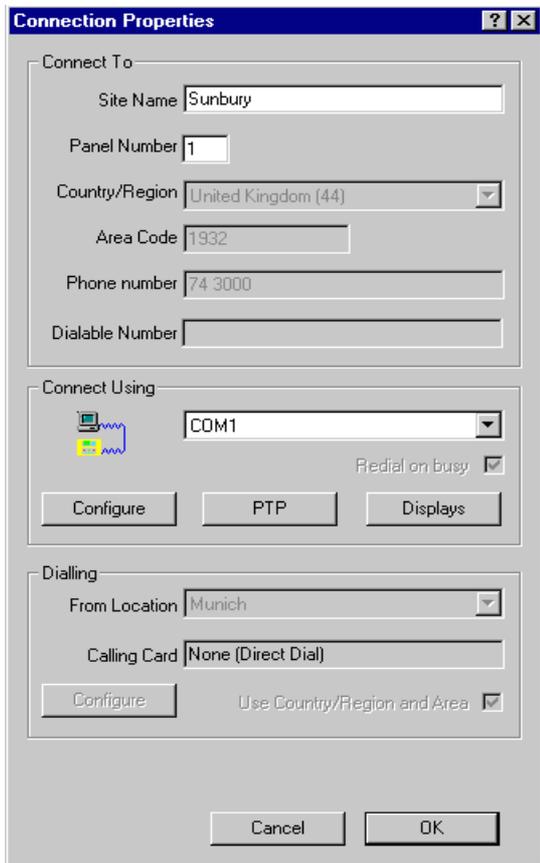


Fig. 3 Connection Properties menu screen

Pull down the device list in the centre of the 'Connection Properties' dialogue box and choose a Modem **OR** a COM port option:



Note:

- 1) Modem is for a remote connection normally using the telephone network.
- 2) COM 1 to 4 is used where there is a direct physical cable connection.

### 3.1.1 CONFIGURING A MODEM CONNECTION

By selecting a Modem option, the rest of the dialogue box becomes active:

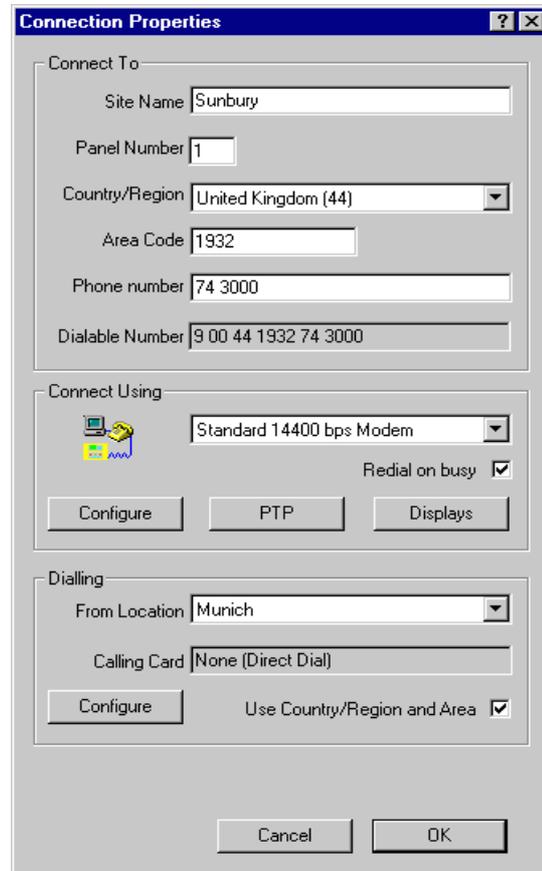


Fig. 4 Connection Properties - modem option

- 1) From Fig. 4, select 'Country/Region' to be called.
- 2) Input 'Area Code' and 'Phone number'.
- 3) 'Redial on busy' - tick to continue to try if the number is engaged.
- 4) 'Use Country/Region and Area' tickbox. Tick to include country and regional codes in the dialable number, if they are different from the current location.

Untick to exclude these codes, the 'Dialable Number' field shows the effect of this option.

- 5) 'Connect Using-Configure':
  - 'General' tab - set the 'Maximum Speed' at which the modem will operate. (This specifies the PC-to-modem connection, not the maximum modem-to-modem speed, which is limited by other links in the connection). Set speaker volume - if applicable.

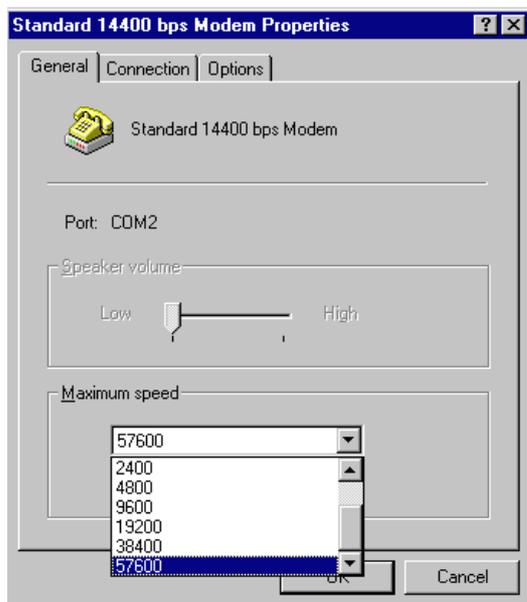
- ‘Connection’ tab - this provides additional modem control. Connection preferences provides space to specify Data bits, Parity and Stop bit settings for connections made using the current modem and port.

Data Bits	8
Parity	None
Stop Bits	1
Wait for dial tone before dialing	Tick
Cancel the call if not connected	60 seconds
Use flow control	Tick
Hardware (RTS/CTS)	Select
Software (XON/XOFF)	Leave Blank
Extra Settings	Leave Blank (unless initialisation string is required)
Record a log file	Leave Blank (unless a record of internal modem actions is required)

**Table 1 Typical Modem Settings**

‘Advanced’ button - used to specify the types of error and flow control for the connection and to send commands to the modem.

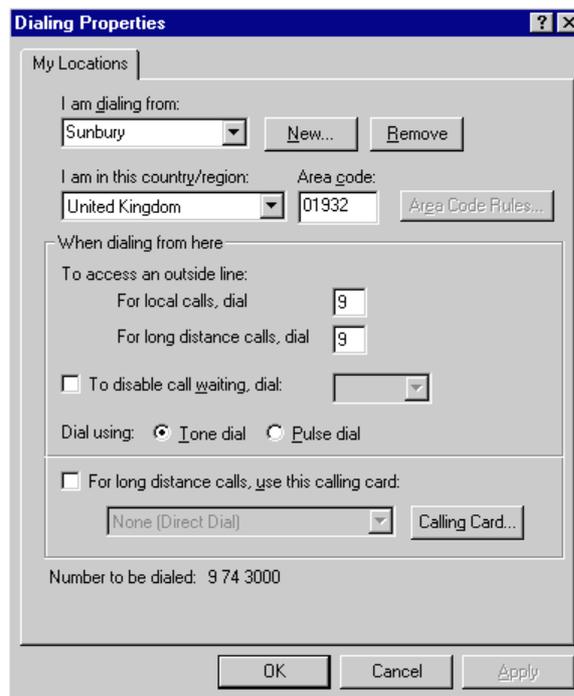
- ‘Options’ tab - use only when required.



**Fig. 5 Configure Modem Speed**

Note: The above dialogue is dependent on the modem installed. Some modems offer more options.

- 6) ‘PTP’ - default settings match panel and *should remain unchanged*.
- 7) ‘Displays’ for a description of this menu screen go to para. 3.1.3.
- 8) ‘Dialing-Configure’ - this menu screen enables the user to set the dialling properties for the user’s location eg, 9 before the dialable number.



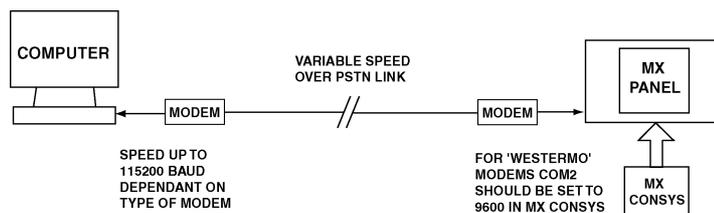
**Fig. 6 Dialing Properties**

Note: The above dialogue is dependent on the Windows operating system being used.

‘Dialing-Configure’ continued:

- ‘New’ and ‘Remove’ buttons - add or delete locations accordingly.
- ‘Calling Card’ - *This option not normally used.* Use only when an account facility is needed.

Connection properties are now set for Modem operation. Figure 7 below gives a graphic representation:

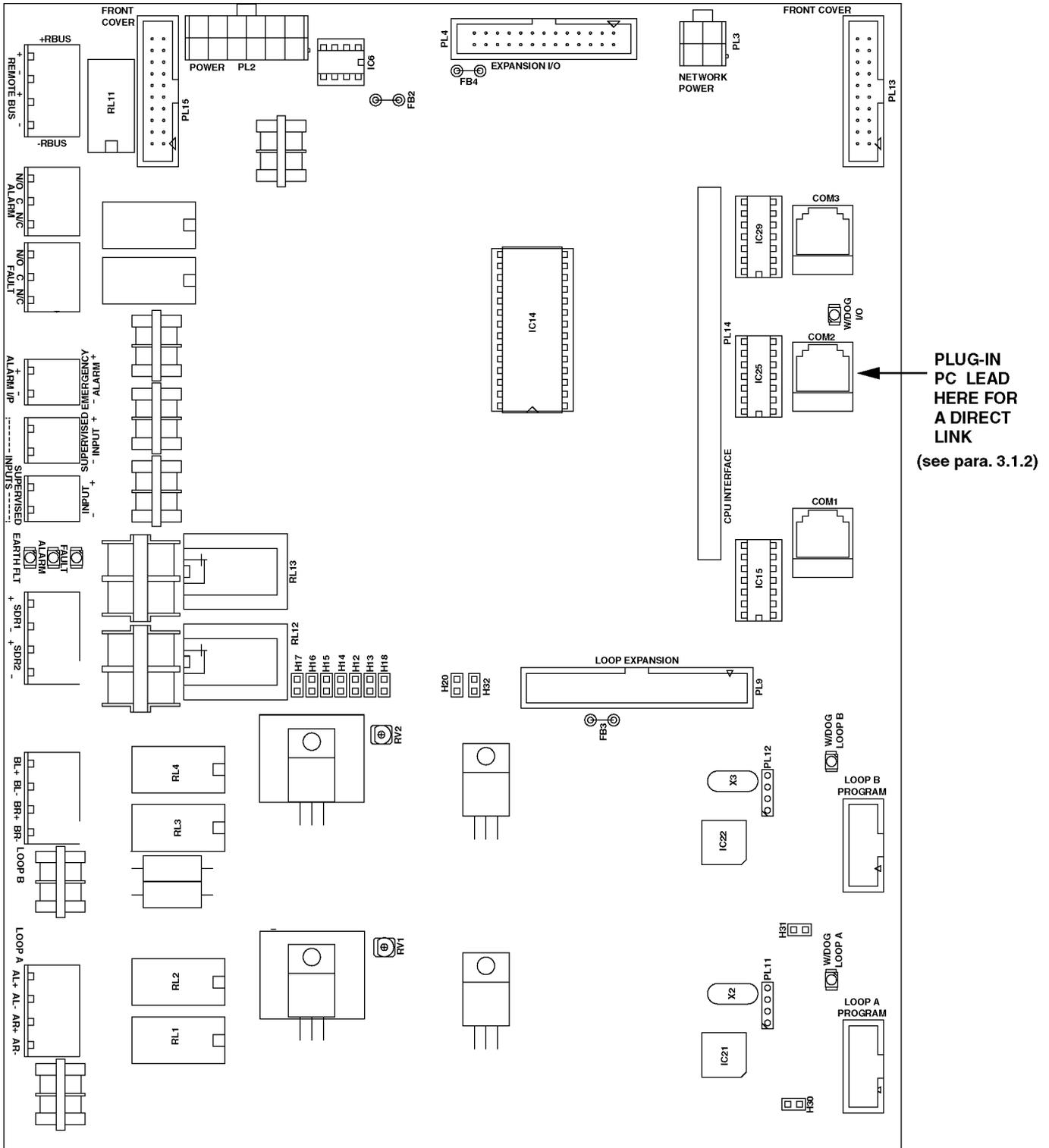


**Fig. 7 Computer linked to MX Panel via modems**

# MX REMOTE

17A-09-X1

1 3/01

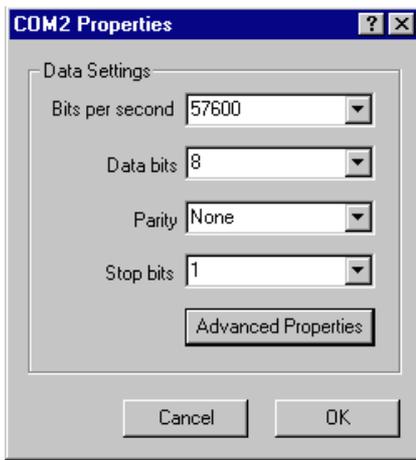


FIM BOARD  
(INSIDE THE MX PANEL)

### 3.1.2 CONFIGURING A COM PORT (DIRECT CONNECTION)

*Note: This option is only used where a direct link is required between the PC and the panel via a connecting cable (see para. 4, 'Connection Lead' and page 8 for COM2 port location).*

- 1) Select a COM port that is supported by the computer from the 'Connection Properties' dialogue box, click on the button marked 'Configure' and the following dialogue box appears:



**Fig. 8 Com Properties**

- 2) Note that 'Bits per second' rate is normally 57600 - the default for MX Panels.
- 3) Other default properties are displayed here and in the 'Advanced Properties' box *but do not need to change.*

**CAUTION:**

CHANGING THE DEFAULT SETTINGS ON DATA, PARITY AND STOP BITS WILL CAUSE MX REMOTE TO BECOME INOPERATIVE.

- 4) Left-click on the OK button, and return to the 'Connection Properties' box.
- 5) Now left-click on the button marked 'Displays'.

### 3.1.3 DISPLAYS

Click on the 'Displays' button on the 'Connection Properties' dialogue box. This controls the display of panel information displayed on the monitor. MX REMOTE shows the MX Panel in one or both display windows.

The appearance of each display is flexible determined by a combination of a background bitmap and a template. The bitmap is a visual representation of the panel, complete with labels, while the template determines the location of the active elements of the panel (keyswitch, buttons, LEDs and LCD). For each display, the correct template must match the bitmap, otherwise the display will not be drawn correctly, with buttons in the wrong place.

'Template' dictates the position of the variable elements in the display. 'Bitmap/Browse' dictates the background arrangement of the panel display.

The default bitmaps are set to a standard display of the MX Panel. To override the defaults for this connection, click on 'Browse' and select a bitmap from the list given (as shown in Figs. 9 and 10 next page).

Templates are provided for the standard MX Panel (ODM and OCM). Also for combined displays within one window (800 x 600 Option 1 or 800 x 600 Option 2). These are suitable for laptop computers.

FILE	PURPOSE
800x600 Option1 800x600 Option2 800x600 Option1 German 800x600 Option2 German	Suitable for laptop PCs
ODM OCM OCM German none	ODM800 display for PCs OCM800 display for PCs OCM800 display for PCs no display

**Table 2: Displays Options**

*Note:*

- 1) *Users with Laptop PCs should choose a bitmap with a suitable resolution for display.*
- 2) *Bitmaps are currently provided in two languages, English and German, both supported by MX REMOTE.*

# MX REMOTE

17A-09-X1

1 3/01

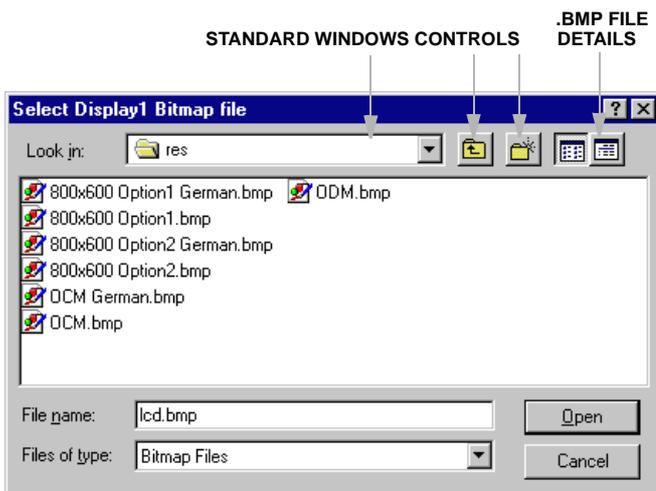


Fig. 9 Bitmap File Options

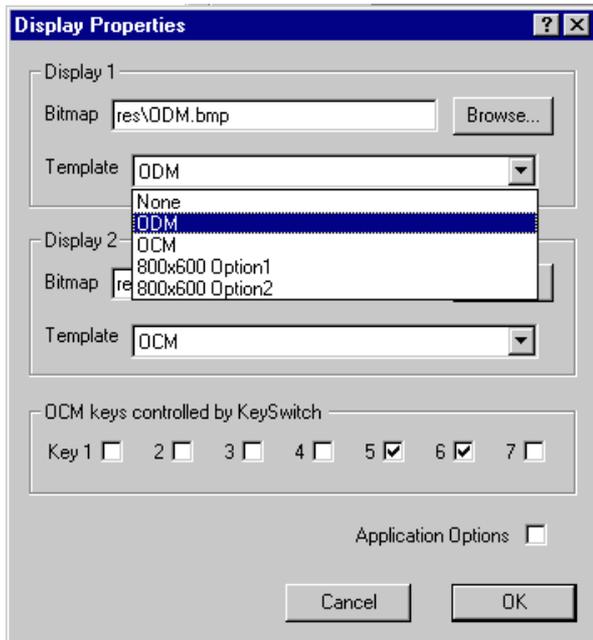


Fig. 10 Display Properties

The lower half of the Display Properties dialogue box shows 'OCM keys controlled by KeySwitch'. These tick boxes control which keys/buttons are available on the OCM800 display. Tick to make buttons **unavailable** on the initial display. Note that **all** buttons become available when the OCM KeySwitch is clicked ON. ('OCM keys controlled by KeySwitch' simulates the feature in MX CONSYS).

Displays can be changed in 'Display Properties' or 'Application Options' dialogue boxes. The above 'Display Properties' dialogue box has an 'Application Options' tickbox. If ticked, the Application Options settings will override the settings in the Display Properties dialogue box for display of the MX Panel. (See para. 3.4.1 'Application Options' for further details).

While connected to an MX Panel, it is possible to hide one or both displays by using the Display 1 or Display 2 commands.

*Note: New bitmaps can be created by copying and editing existing ones using any bitmap editor. (This is useful for re-labelling buttons that have been specially configured in MX CONSYS).*

After selecting options from the Display Properties dialogue box, left-click the OK button and MX REMOTE returns to the 'Connection Properties' dialogue box.

Click on the OK button on the 'Connection Properties' dialogue box, and the following screen appears:

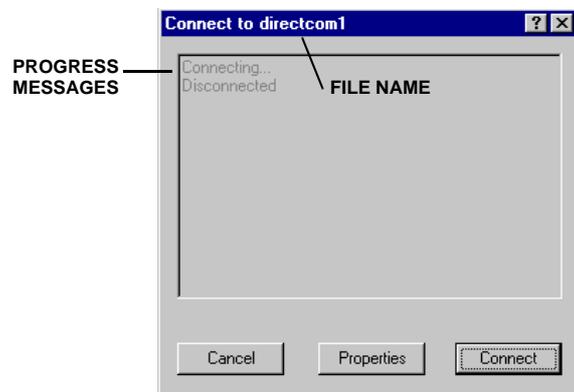


Fig. 11 Connect box

To review properties, click on the 'Properties' button.

To connect, click on the 'Connect' button and the connection is attempted. If successful, the MX Panel is displayed typically as Fig. 12, next page.

While a connection is being established, click on the 'Cancel' button to stop the attempt.

(For Operating Instructions to the MX Panel, refer to Publication 17A-05-O).

*Note: The Processor Fault light does not operate in MX REMOTE.*

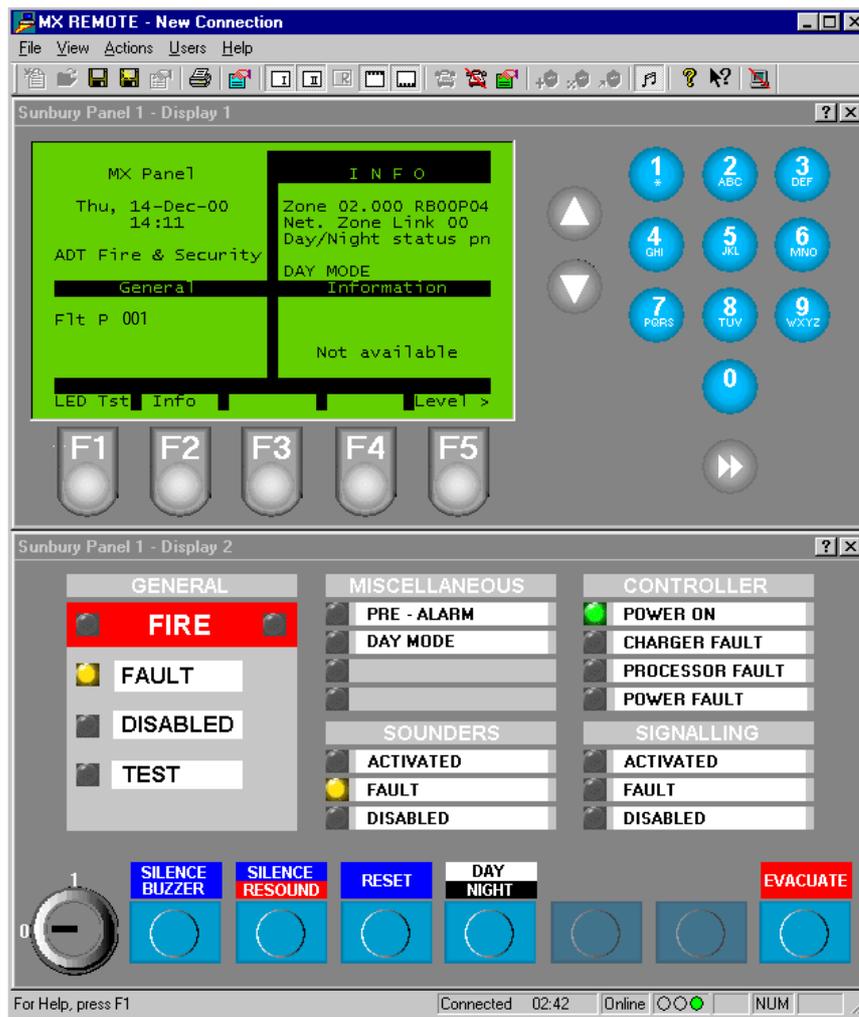


Fig. 12 Typical MX Remote Display

### 3.2 FAILURE TO CONNECT CHECKLIST

Many different Failure dialogue boxes can be displayed:



Fig. 13 Example of a Failure dialogue box

If failure to connect occurs, review the checklist below:

- 1) Hardware - check the physical connections. (Remember that the failure could be at the remote end).
- 2) Has the right connection file been chosen ?
- 3) For Direct Connection only - check that the connection properties are correct, particularly the 'Bits per second' (typically 57600) under 'Connect Using Configure'.
- 4) Refer to Application Help, 'Troubleshooting' page(s).

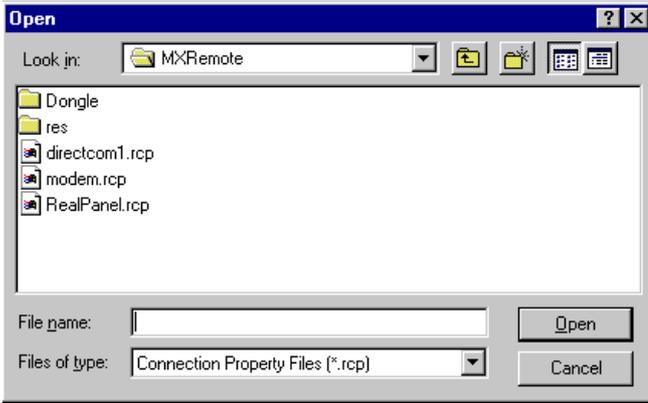
### 3.3 OPENING AN EXISTING CONNECTION

To open an existing connection, click on 'File' from the Menu Bar and select 'Open' from the pull-down menu or click on 'Open' from the Toolbar. The following screen appears. Choose a connection file by clicking twice on that file or selecting and clicking-on the Open button:

# MX REMOTE

17A-09-X1

1 3/01



**Fig. 14 Open dialog box**

The connect box appears as Fig. 11.

Recently used connections may be selected directly from the File menu.

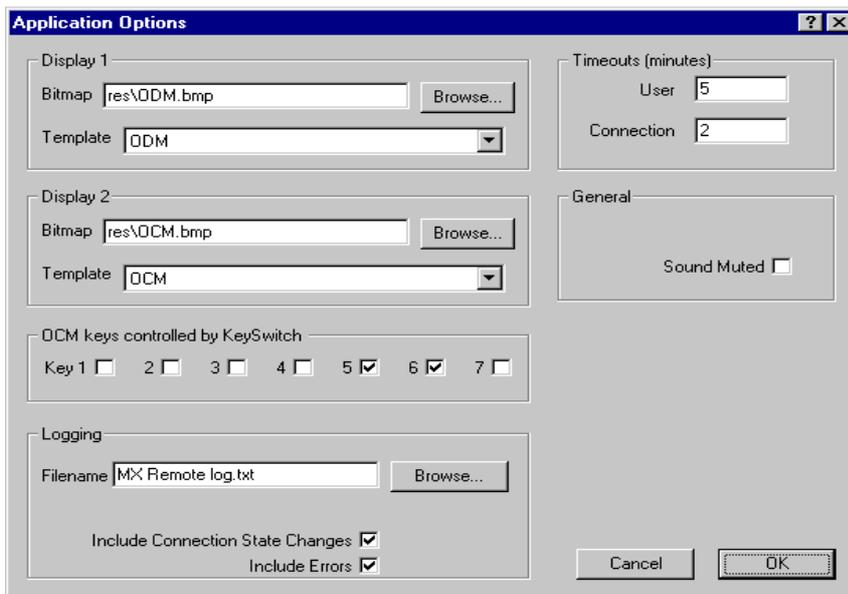
## 3.4 ADDITIONAL DISPLAY SCREENS

### 3.4.1 APPLICATION OPTIONS

To access Application Options, click on the symbol from the Toolbar or alternatively, select from the File menu.

This dialogue box can override default settings in Display Properties. Bitmaps and Templates for ODM/OCM displays are selected as described in para. 3.1.3 'Displays'.

- 1) 'Logging' defines what is logged and the file used.
- 2) 'Timeouts' - for future use.
- 3) 'Sound Muted' - tick to switch off sound.

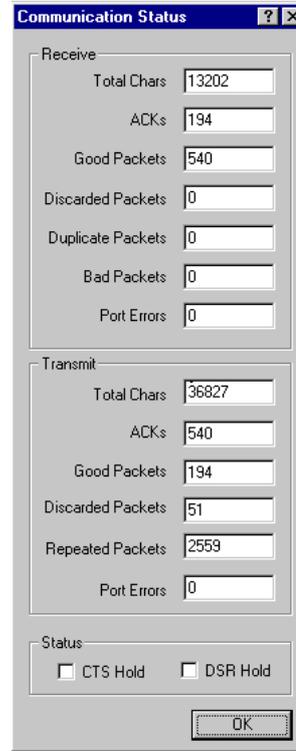


**Fig. 16 Application Options**

### 3.4.2 COMMUNICATION STATUS

To access this dialogue box, click on the symbol from the Toolbar or alternatively, select from the 'View' menu.

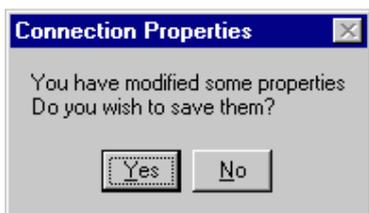
This dialogue box displays the communication status including packets received and transmitted. These statistics are useful for MX REMOTE diagnostic purposes.



**Fig. 15 Communication Status dialogue box**

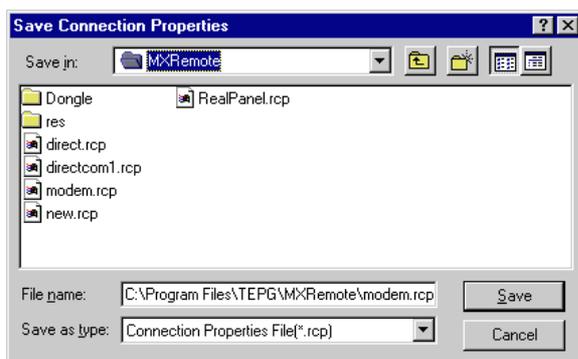
### 3.4.3 UNSAVED CONFIGURATION

This dialogue box appears whenever an unsaved configuration is about to be lost:



**Fig. 17 Modify Properties**

- Click on 'No' and the 'Connection Properties' will not be saved.
- Click on 'Yes' and the Save dialogue box appears as Fig. 18:



**Fig. 18 Save dialogue box**

Name the current project and click on Save to record that connection properties file.

### 3.4.4 TO DISCONNECT

To disconnect from the MX Panel, simply use the disconnection symbol on the Toolbar, or go to 'Actions' on the Menu bar and select 'Disconnect'.

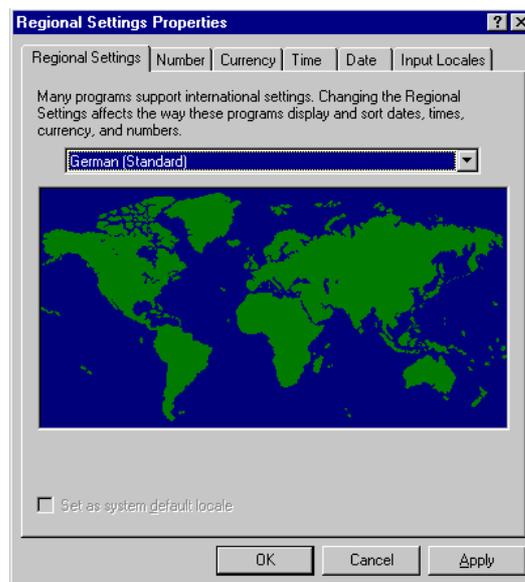
The connect dialogue box (Fig. 11) appears with a record of disconnection progress.

### 3.4.5 SWITCH TO GERMAN

German users are able to switch the text displayed to the German language, by taking advantage of the Windows operating environment that supports MX REMOTE.

Before starting MX REMOTE:

- 1) Left click on 'Start' at the bottom left of the monitor display.
- 2) Go to 'Settings' and select 'Control Panel'.
- 3) Left click on the 'Regional Settings' globe icon and Fig. 19 appears:



**Fig. 19 Regional Settings Properties**

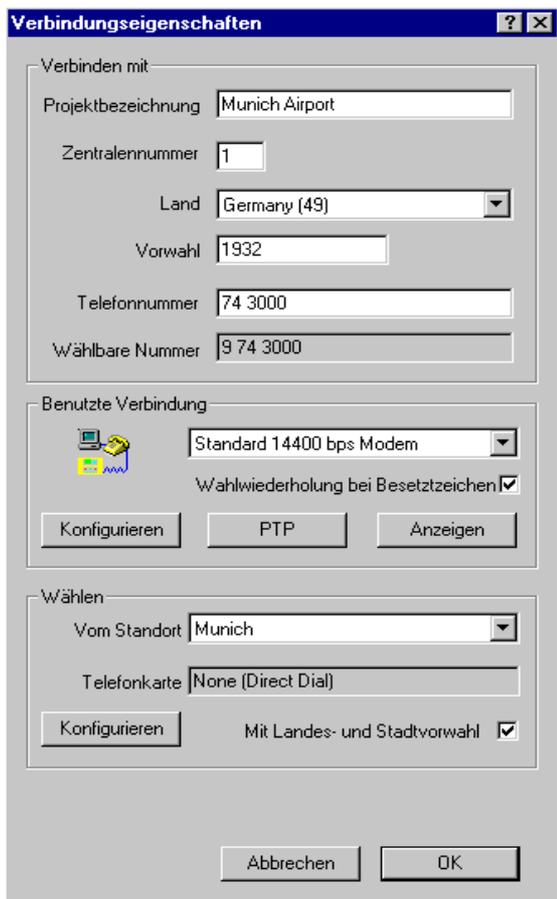
- 4) Select from the list the type of German language and then click OK.

The following typical screen is displayed:

# MX REMOTE

17A-09-X1

1 3/01



**Fig. 20 German Connection Properties**

## 4. CONNECTION LEAD

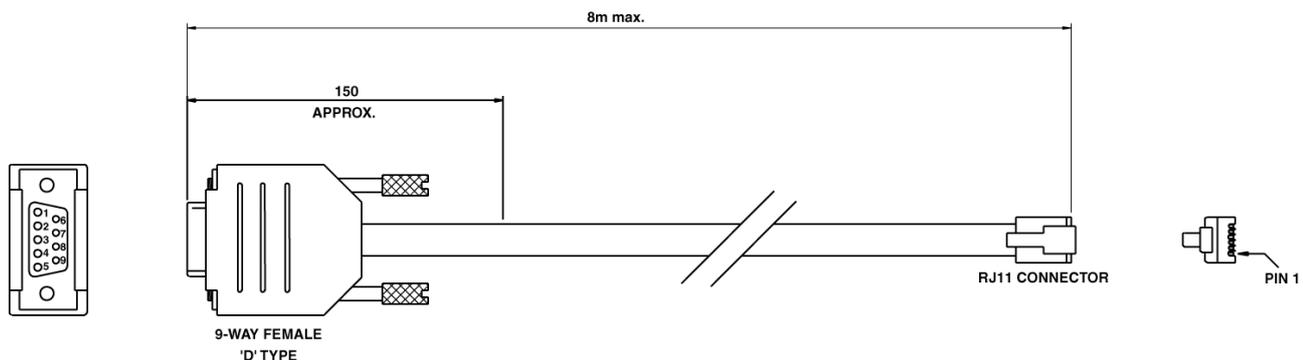
Fig. 21 shows the makeup of the MX REMOTE connection lead for a direct link only. It is identical to the MX CONSYS Download Lead.

## 5. ORDERING INFORMATION

Connection Lead:	557.202.118
Parallel Dongle and Licence:	557.203.002
USB Dongle and Licence:	557.203.004

CB/dc/gg  
1st March 2001

FROM RJ11	TO 'D' TYPE
PIN 1	PIN 5
PIN 2	PIN 3
PIN 3	PIN 2
PIN 4	PIN 8
PIN 5	PIN 4
PIN 6	PIN 6



**Fig. 21 MX REMOTE Connection Lead**

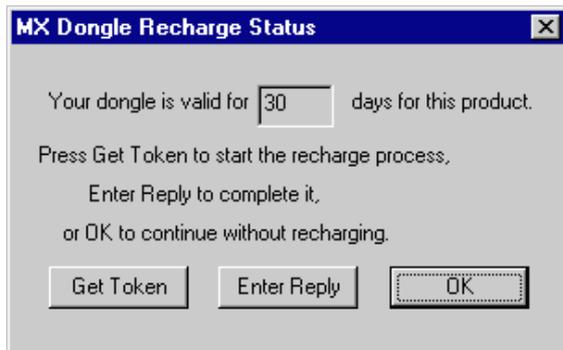
**DOCUMENT CONTROL NUMBER /**

**MX REMOTE ACCESS PROGRAM (VERSION 1)**

**DONGLE APPENDIX**

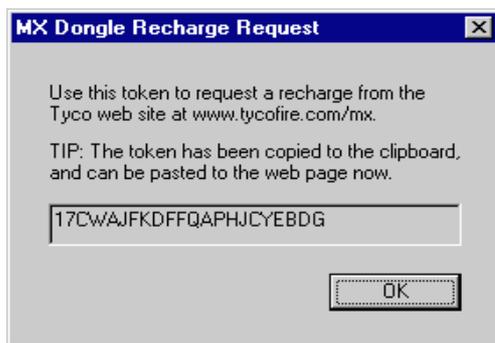
**1. DONGLE RECHARGE PROCEDURE**

- 1) The user is presented with a dialogue box similar to the one in Fig. 1, whenever the Recharge Status is 30 days or less.



**Fig. 1**

- 2) Click OK to operate MX REMOTE without recharging. The user should start the recharge process when the above dialogue box is next displayed (Fig. 1).
- 3) To start the recharge process - click on the 'Get Token' button, and Fig. 2 appears. Note that the token is unique everytime.



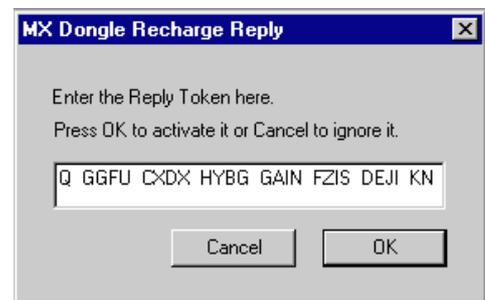
**Fig. 2**

The token can be copied and then pasted onto the web page.

- 4) Connect to the company web site at: **www.tycofire.com/mx** to request a new recharge reply token. After authorisation, a reply token will be delivered via e-mail to the user's computer, or local branch. (Note: this can take a few days).

Having made the request, Click OK to continue using MX REMOTE.

- 5) Once a recharge reply token has been received, click on the 'Enter Reply' button from the Recharge Status dialogue box (Fig. 1).



**Fig. 3**

- 6) Copy and Paste the Reply Token from the e-mail reply, as Fig. 3.
- 7) Click on OK and Fig. 4 should be shown as below.
- 8) Click on OK and the dialogue box disappears. Continue to use MX REMOTE for as long as recharge will allow.



**Fig. 4**

# MX REMOTE

17A-09-APPX

1 3/01

---

## 2. DONGLE ERROR MESSAGES

The following dialogue boxes are displayed, with corrective action below:



The Reply Token has not been entered. *Paste or Type* in the new reply token which has been received via e-mail.



The Reply Token is incomplete. A character may have been missed out. *Check and re-type* where necessary.



The Dongle is not configured for MX REMOTE operation.



The Dongle is not attached to the back of the computer. *Connect* dongle to either USB or parallel port as appropriate.

CB/dc/gg  
1st March 2001