

TECH FACTS BULLETIN

TECHNICAL SUPPORT

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TX-4200-01 Supervision using AirFX

Introduction

Interlogix is providing this information to instruct dealers on re-configuring alarm panels to assure that the panels are supervising Panic Devices with part numbers: TX-4200-01-xx.

This bulletin is for users of Alarm.com AirFX Remote Toolkit.

Issue

Panic Devices (with part number TX-4200-01-xx) may be enrolled as unsupervised. If that is the case, failures of the device may go undetected. This procedure will rectify that. Dealers can re-configure alarm panels to supervise TX-4200 devices.

Procedure for Simon and Concord panels

1. Log in to the alarm.com dealer website.

Alarm.com



The screenshot shows the Alarm.com Dealer Website login interface. At the top is the Alarm.com logo and the text "ALARM.COM Dealer Website". Below this are two input fields: "Login:" and "Password:". A "Login" button is positioned below the password field, and a "Login Help" link is below the button. At the bottom, there is a copyright notice: "Copyright © 2000-2016, Alarm.com. All rights reserved. Alarm.com and the Alarm.com Logo are registered trademarks of Alarm.com."

2. Find the customer account to edit.

Customer Account

The screenshot shows the 'Find Customer' form within a web application. The top navigation bar includes links for Home, Customers, Dealer Account, Support & Sales, and a star icon. The user is logged in as GERep. The form has two tabs: 'Find Customer' (selected) and 'Find Equipment'. Below the tabs, a note states: 'All fields are optional. Note: Standard wildcards can be used. See "?" for details. If you are looking for a full list of customers, click here.' The form contains two columns of input fields: First Name, Last Name, Company Name, and Login Name on the left; CS Account Number, CS Phone Number, Serial Number, and Customer ID on the right. The CS Phone Number field has a placeholder text: '(Enter phone number, key, OR prefix only)'.

3. Click on the AirFX Remote Toolkit.

AirFX



4. Under Sensor Settings select "Change a Sensor Group"

Change Sensor Group



5. Change the sensor group for TX-4200-01 panic sensors.
 - a. Panic sensors in group 01 should be re-programmed to sensor group 00
 - b. Panic sensors in group 03 should be re-programmed to sensor group 02
 - c. Panic sensors in group 06 should be re-programmed to sensor group 04
 - d. Panic sensors in group 07 should be re-programmed to sensor group 05

6. Press send “Send Command”

Send Command

Sensor ID	Sensor Description (Website)	Current Group	New Group
1	Front Door	10	10
2	Panic	10	0

Interlogix Simon XT/XTi Sensor Group Information

Send Command

7. Press “OK” to update panel with new sensor groups.

Update Panel

Message from webpage

Are you sure you want to change sensor's group for the highlighted sensor(s)?

- To Change, click OK.
- To Cancel, click Cancel.

OK Cancel

8. Have end user perform a sensor test on all updated sensors.