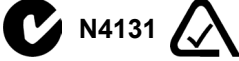




# Tecom IP Receiver Users Manual

|                               |                                                                                                                                                                                                                                                        |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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# Important information

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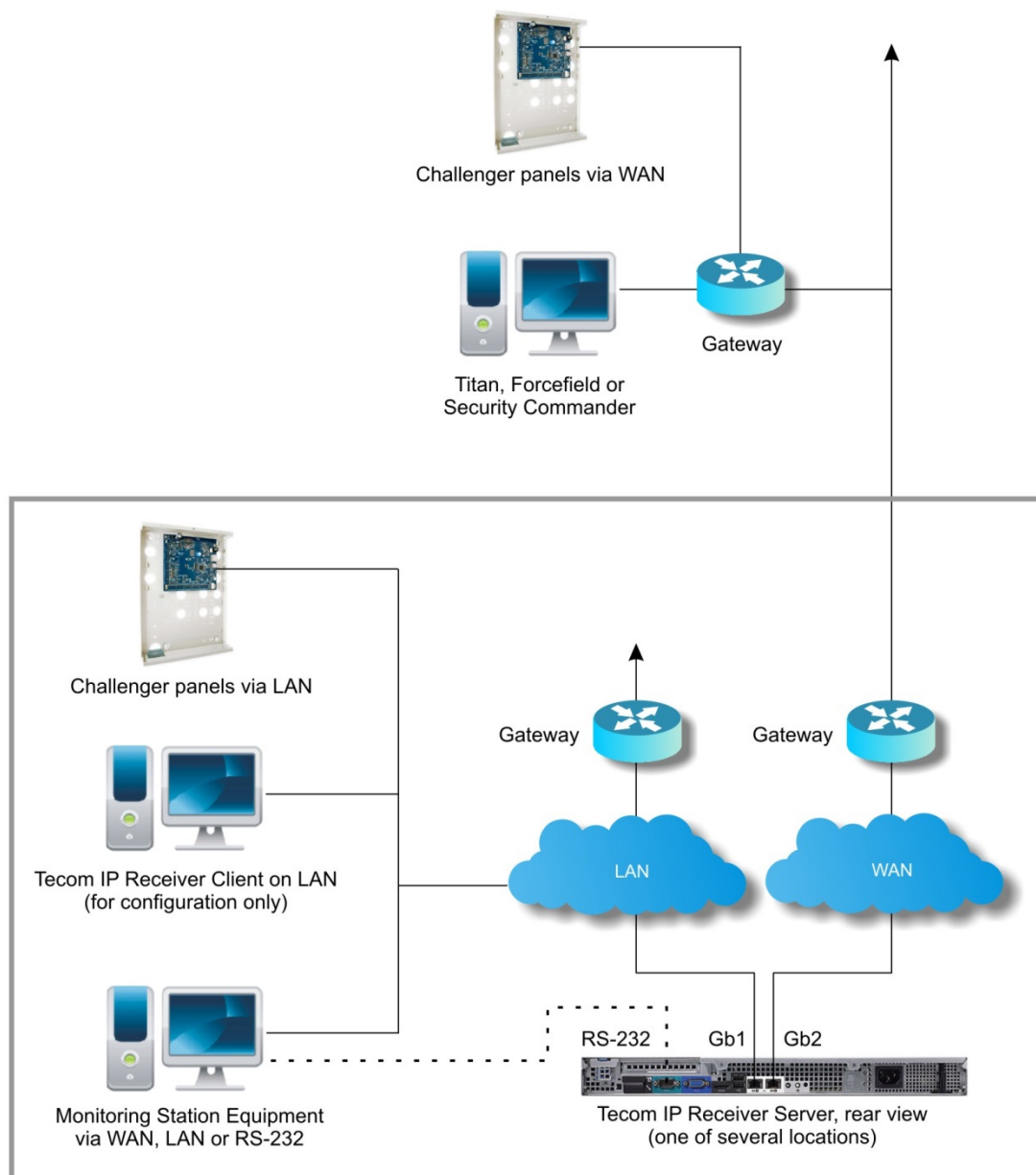
# Chapter 1–Introduction

This chapter provides an overview of a typical Tecom IP Receiver system.

## Product overview

Tecom IP Receiver is a native Ethernet protocol alarm receiver designed for up to 500 Challenger panels to provide alarm reporting over IP infrastructure to a central monitoring station (Figure 1 below).

**Figure 1: Tecom IP Receiver system overview**



The Tecom IP Receiver server (P/N AR980500) is a rack-mount computer with pre-loaded Tecom IP Receiver software, in a compact 1U rack form factor.

The Tecom IP Receiver server is typically installed on a corporation's premises and provides a single connection to an alarm monitoring company or in-house monitoring software. The server can also be installed directly into any control room. Two RJ45 Ethernet ports and one DB9 RS-232 serial port provide flexible communications options.

A user interface is provided by the Tecom IP Receiver client application, and is used to configure the Tecom IP Receiver system. It is not needed for day-to-day operation.

## Key functionality

Features of Tecom IP Receiver include:

- Tecom IP Receiver Server is connected to the same IP network as the Challenger panels it monitors.
- Tecom IP Receiver Server is a pre-loaded device, running on a highly stable Linux operating system. There is no need to install server software.
- Supports Challenger10 panels (which have native IP support) and Challenger V8 panels fitted with an IP interface (for example, the TS0099 Enhanced Challenger TCP/IP Interface).
- Collects alarm events from Challenger panels and converts these into the Ademco Contact ID (CID) or OnGuard format, and then sends the CID events to monitoring station software (including MASTerMind).
- Allows new Challenger panels to be added to an IP network by automatically adding (enrolling) their basic details to its database.
- Tecom IP Receiver Server is connected to the same IP network as the Challenger panels it monitors.
- Replaces SecureStream Tecom IP Receiver.
- Polls Challenger panels to determine panel availability and network integrity.
- Provides full-function backup and disaster recovery to other Tecom IP Receivers on the same network.
- Challenger10 panels have 10 communications paths, so can use many Tecom IP Receiver Servers for redundancy. Challenger V8 panels can use up to three Tecom IP Receiver Servers for redundancy.
- Supports Twofish, AES 128-bit, or AES 256-bit encryption (some formats apply only to Challenger10)

# Chapter 2—Installing Tecom IP Receiver

## Installing Tecom IP Receiver server

Tecom IP Receiver is pre-loaded onto a server computer.

The default IP addresses of the server's two Ethernet ports are:

- 192.168.1.240 for the LAN port (marked Gb1)
- 10.1.1.240 for the WAN port (marked Gb2)

### Notes:

- If there is a firewall between the server and the panels, port 3001 needs to be opened in both directions for UDP traffic.
- If there is a risk that a default address will cause problems on your network, we suggest you connect only the Tecom IP Receiver client so that you can reconfigure the server's IP addresses before connecting it to other equipment.

### To install the Tecom IP Receiver server:

1. Install the hardware in a rack using the supplied static rail kit (refer to the documentation supplied with the hardware).
2. Connect the power, Ethernet and/or serial cabling, as required.
3. Start the Tecom IP Receiver server.

## Installing Tecom IP Receiver client software

Tecom IP Receiver client is installed on a Windows computer from an installation file supplied on CD or USB device. Refer to the Tecom IP Receiver data sheet for client computer requirements.

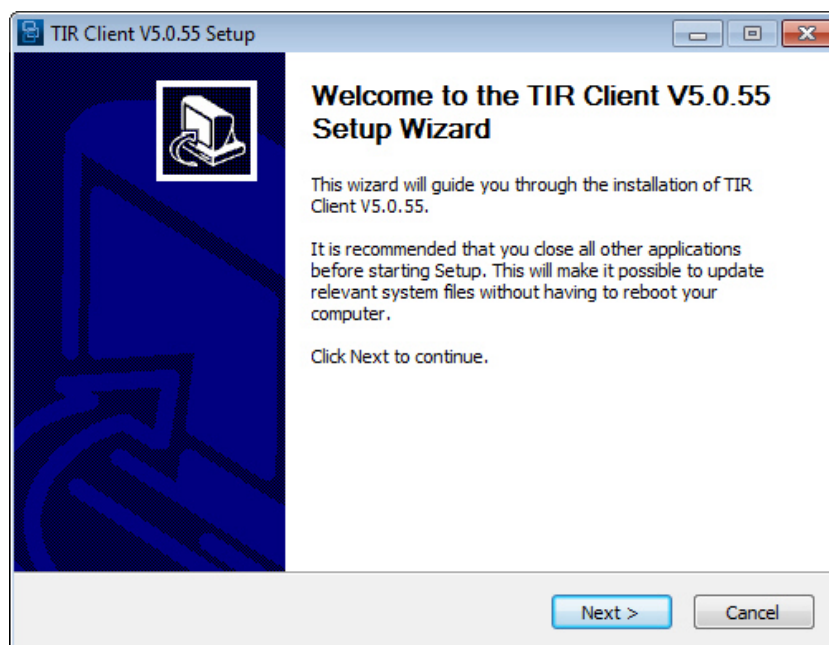
### Notes

- We recommend that Tecom IP Receiver client is connected to the server via the LAN port (marked Gb1). The server's backups folder is accessible to the client only via a LAN connection.
- Tecom IP Receiver client uses ports 3021, 3041 and 3306 to communicate with the server. If there is a firewall between the server and the client, then ports 3021 and 3306 must be open in both directions for TCP traffic. Also, port 3041 must be open in both directions for TCP traffic, and open from the server to the client for UDP traffic.

### To install Tecom IP Receiver client:

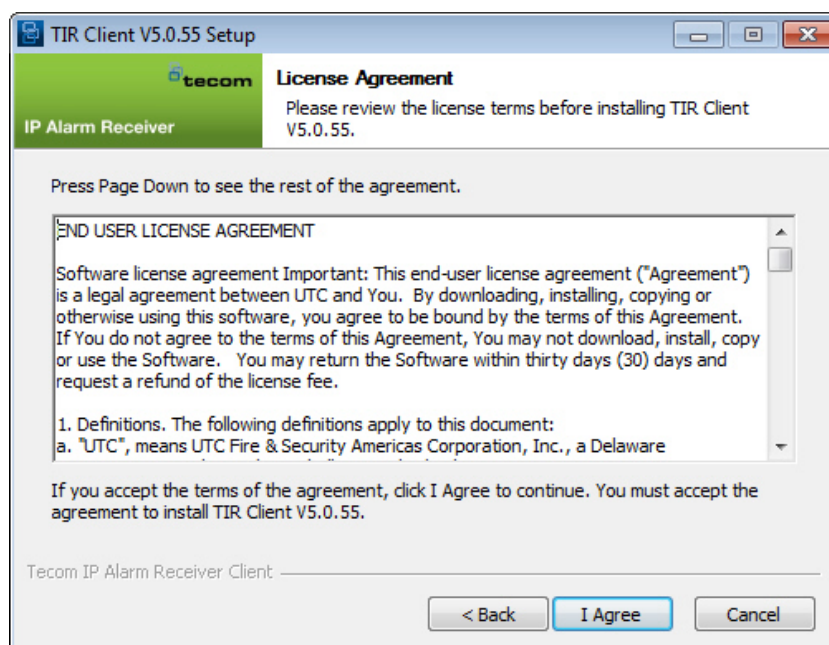
1. Double-click the installation file supplied on CD or USB device to run the Setup Wizard (Figure 2 on page 4).

Figure 2: Tecom IP Receiver client setup wizard



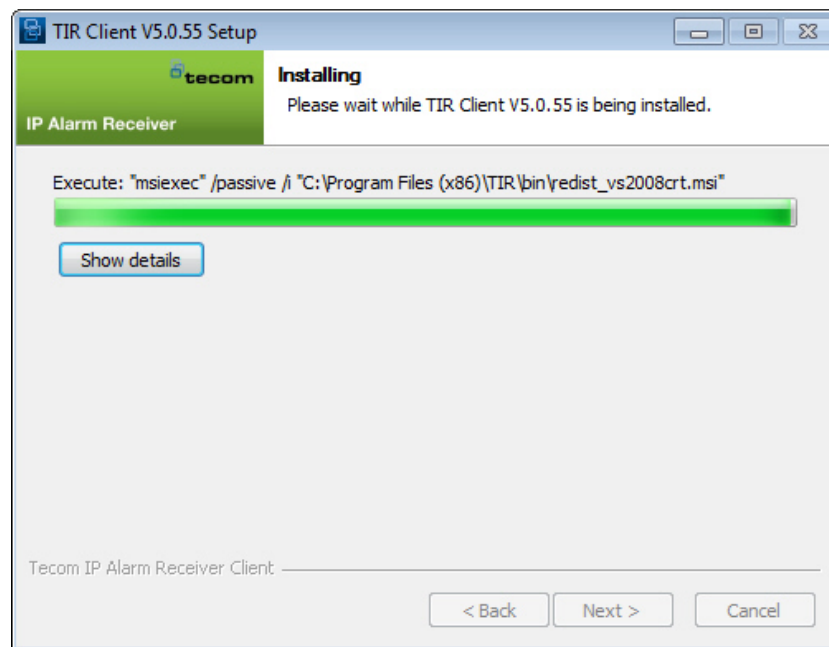
2. Read and follow the instructions and then click Next.

Figure 3: Tecom IP Receiver Licence Agreement



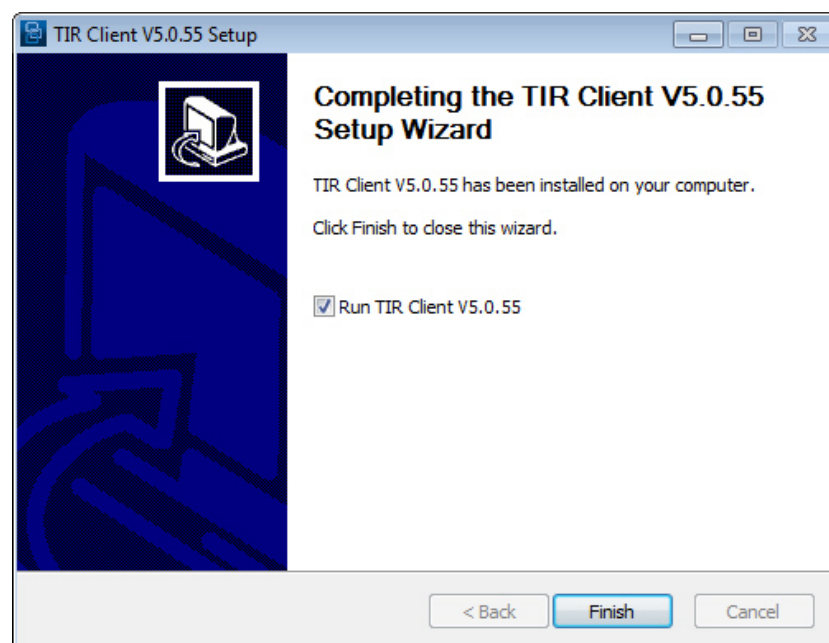
3. Read the end user license agreement (Figure 3 above). If you agree, click I Agree to proceed with installation.

**Figure 4: Tecom IP Receiver client installation progress**



4. Click Finish when the completion message displays (Figure 5 below).

**Figure 5: Tecom IP Receiver client installation finished**



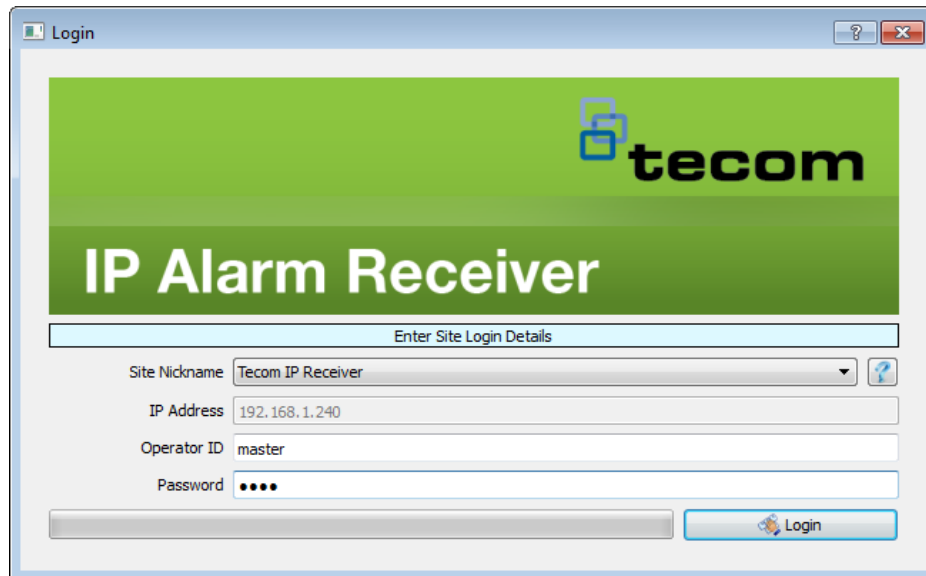
Refer to “Chapter 3—Using Tecom IP Receiver client” on page 7.



## Chapter 3—Using Tecom IP Receiver client

Use the desktop shortcut or select Start > All Programs > Tecom IP Receiver > Tecom IP Receiver. The login window displays (Figure 6 below).

Figure 6: Tecom IP Receiver login window



### Logging in

Upon start up, Tecom IP Receiver client searches the network for Tecom IP Receivers. The Tecom IP Receiver server has a default site nickname "Tecom IP Receiver", a default operator ID "master", and default password "4346".

Click the Site Nickname arrow, and then select the required Tecom IP Receiver from the list.

**Tip:** If the Tecom IP Receiver client is used to manage multiple Tecom IP Receivers, then click the ? button next to the Site Nickname arrow to expand the list of sites (Figure 7 on page 8). Use the IP address to select the correct receiver.

**Note:** You cannot connect to the Tecom IP Receiver server until it has been found by the client. When ready, the server is displayed in the list as "Pre Loaded & Auto Sensed".

Figure 7: Tecom IP Receiver login window (expanded)



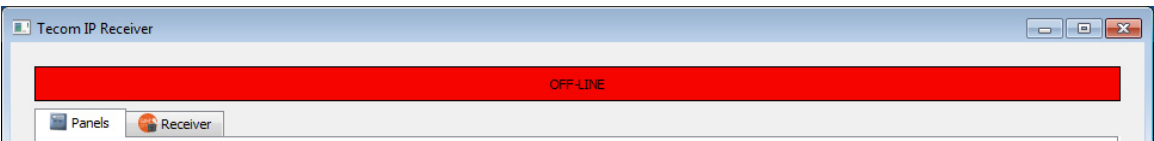
When the correct site is selected, enter the operator ID and password, and then click Login. The operator ID is “master”, and default password is “4346”.

## Common window elements

### Connection to central station indicator

Tecom IP Receiver client displays the online or offline state of the IP or serial connection from the Tecom IP Receiver server to the central station software or automation software (Figure 8 below).

Figure 8: Tecom IP Receiver connection status



The initial state is “OFF-LINE” because when the Tecom IP Receiver server and the Tecom IP Receiver client are first run (prior to configuration) there would be no active connection between the Tecom IP Receiver server and the central station.

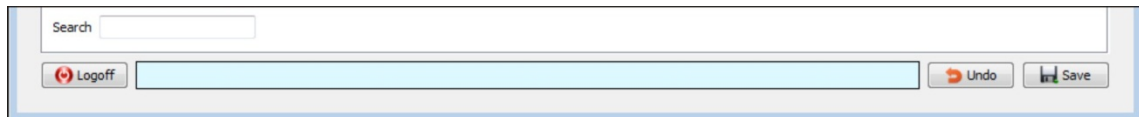
Refer to “Configuring Tecom IP Receiver” below to configure the connection to central station.

**Note:** Tecom IP Receiver will not process Challenger events when offline (not communicating with the central station).

### Session controls

Tecom IP Receiver client has buttons at the bottom of each tab page, as shown in Figure 9 below.

**Figure 9: Search, Logoff, Undo, and Save buttons**



| Item                      | Description                                                                                                                                                                                               |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Search field (Panels tab) | To find a panel in a list, enter the description (or part of the description) in the Search field, and then press Enter. All records that match the search are shown in the list and highlighted in blue. |
| Logoff button             | End the current session and return to the login window                                                                                                                                                    |
| Undo button               | Abandon changes that are not saved.<br><b>Note:</b> If a particular field or tab page has its own Undo button, use it for changes to the field or tab page.                                               |
| Save button               | Save changes to the current page.<br><b>Note:</b> If a particular tab page has its own Apply button, use it for changes to the tab page.                                                                  |

## Configuring Tecom IP Receiver

Tecom IP Receiver client is the user interface for Tecom IP Receiver server. Click the Receiver tab to display the configuration details grouped by sub-tab pages.

The overall process to configure the connection from a receiver to the central station software is:

1. Set up the IP or serial connection to the host (central station) via “Receiver > Host Connection tab” on page 18.
2. If using IP connection to the host, change the network configuration for the Ethernet port via “Receiver > Network tab” on page 19.

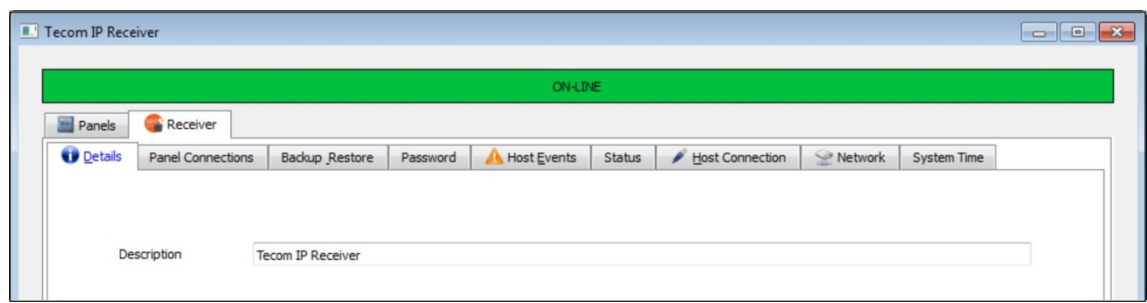
When connection is successful, the connection status displays green, with the text “ON-LINE” as shown in Figure 10 on page 10 (for example).

Use the other tab pages as described in the following sections to configure Tecom IP Receiver.

Receiver > Details tab

Click the Details tab to edit the name displayed in the Windows title bar (Figure 10 below).

Figure 10: Details (name) window

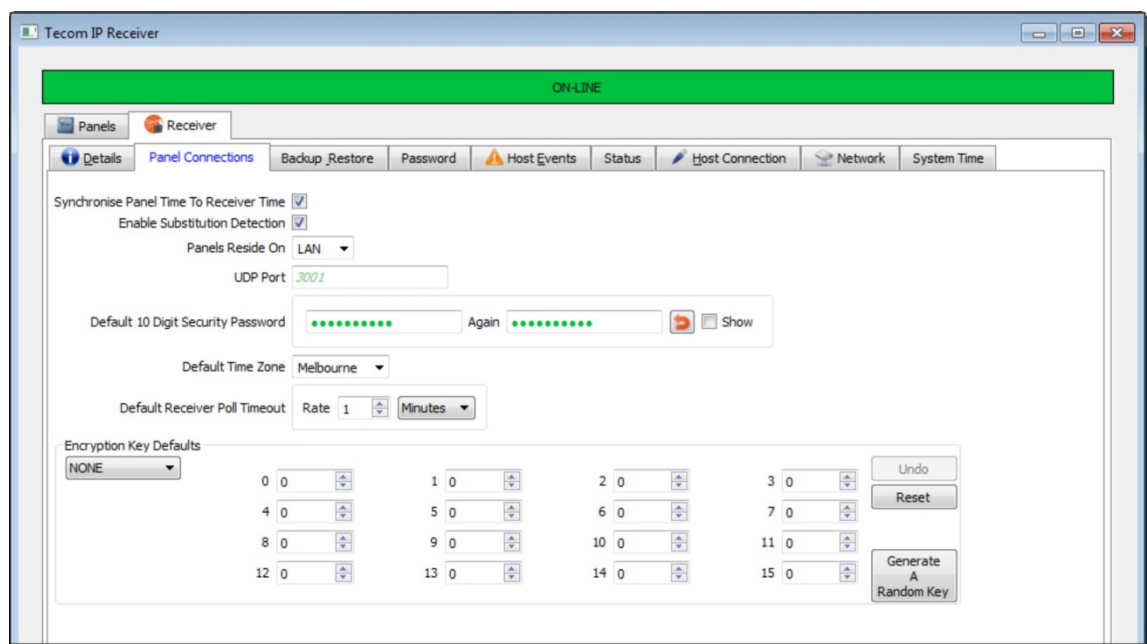


| Item              | Description                                                                                                                                                                                                                                 |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description field | Type a new name for the Tecom IP Receiver, and then click Save.<br><b>Note:</b> This is not the server's 'host name' (although the same text might be used). The host name is displayed in the Receiver Host Name field of the Network tab. |

Receiver > Panel Connections tab

Click the Panel Connections tab to view or configure the system-wide settings for connecting to Challenger panels (Figure 11 below). Click Save to apply the new settings.

Figure 11: Panel connections window



| Item                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Synchronise Panel Time to Receiver Time | Check the check box if you want the Tecom IP Receiver to control the Challenger panel's time and date settings.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Enable Substitution Detection           | Check the check box if you want Tecom IP Receiver to check for substituted Challenger panels.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Panels Reside On                        | Click the arrow, and then select whether Tecom IP Receiver should connect to Challenger panels via its LAN IP connection, WAN IP connection, or both IP connections.<br><b>Note:</b> If you need to use both IP connections (both of the Tecom IP Receiver's NICs), the IP address ranges must not overlap.                                                                                                                                                                                                                                                  |
| UDP Port                                | Displays the port number that is used to communicate with the panels. This value is read-only and not configurable.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Default 10 Digit Security Password      | Display or change the default password that Tecom IP Receiver will use when attempting to connect to a Challenger panel.<br>If you change the default password, enter the new password a second time in the Again field.                                                                                                                                                                                                                                                                                                                                     |
| Undo                                    | Click to revert to the last saved password settings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Show                                    | Check the check box to display the default password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Default Time Zone                       | Click the arrow, and then select the time zone that will be used by default for new Challenger V8 panels. Challenger10 panels use the time zone programmed in system options.                                                                                                                                                                                                                                                                                                                                                                                |
| Default Receiver Poll Timeout           | Click the up and down arrows to change the poll timeout rate value, and then click the Seconds, Minutes, Hours arrow to select the period of time allowed between polls that Tecom IP Receiver sends to Challenger panels.<br><b>Note:</b> The value programmed here applies only if it is greater than the Challenger panel's heartbeat timeout. For Challenger10 panels see Communications > Path > Path Advanced Settings > Heartbeat Timeout; or for Challenger V8 panels see Extended Protocol Configuration > Heartbeat Timeout.                       |
| Encryption Key Defaults                 | Click the arrow, and then select the default encryption type to use for new panels (none, Twofish, AES 128-bit, or AES 256-bit).<br>AES types do not apply to Challenger V8 panels.                                                                                                                                                                                                                                                                                                                                                                          |
| Encryption Key byte fields              | Depending of the encryption type, either 16 fields display for programming a 128-bit key, or 32 fields display for programming a 256-bit key. For each byte, enter a number in the range 0 to 255.<br><b>Notes:</b> <ul style="list-style-type: none"> <li>The key will be saved only if the first byte is a non-zero value.</li> <li>256-bit keys do not apply to Challenger V8 panels.</li> <li>Set the encryption type in Encryption Key Defaults before programming the byte fields. Changing the encryption type will clear the byte fields.</li> </ul> |
| Undo                                    | Click Undo to revert to the last saved encryption key settings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Reset                                   | Click Reset to apply the new encryption key.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Generate a Random Key                   | Click to populate the byte fields with random numbers in the range 0 to 255.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Receiver > Backup Restore tab

Click the Backup Restore tab to configure backup options or to restore from a backup file (Figure 12 below). Click Save to apply the new settings.

### Notes

- We recommend that Tecom IP Receiver client is connected to the server via the LAN port (marked Gb1). The server's backups folder is accessible to the client only via a LAN connection.
- The restore must be performed on a machine with the same host name as the machine where the backup file was produced. The host name is displayed in the Receiver Host Name field of the Network tab.

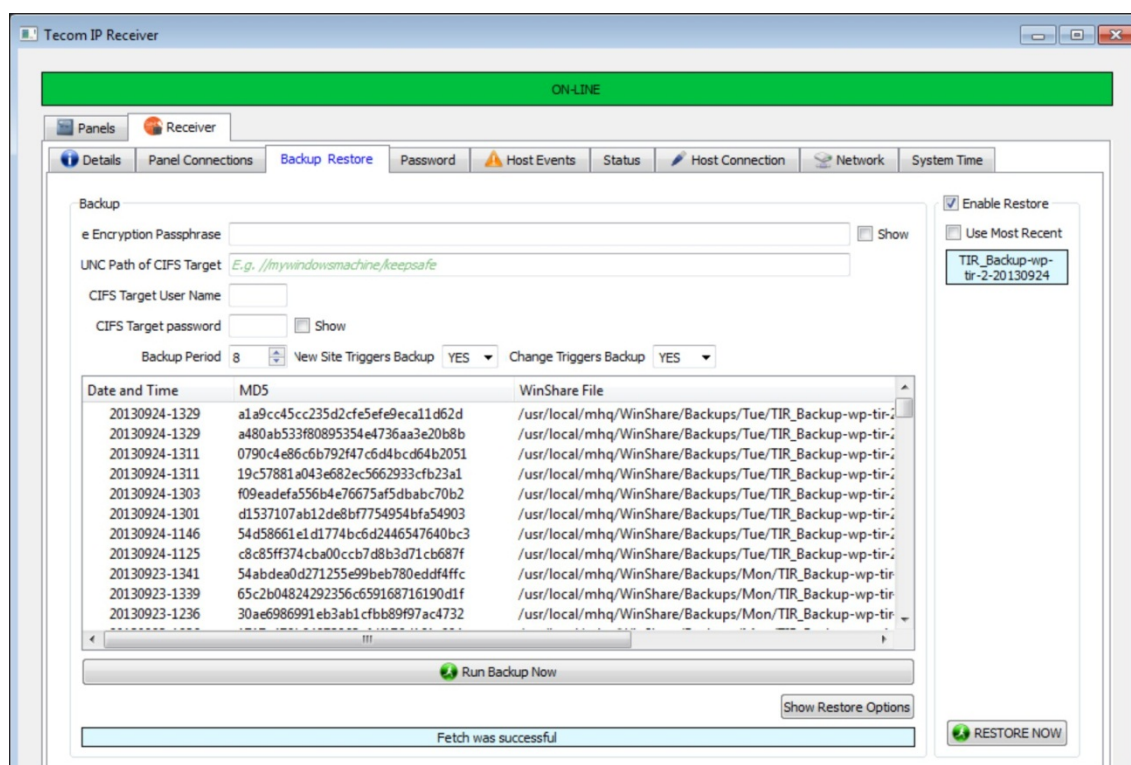
The backup operation creates tar files, which are compressed using gzip. Backup files are stored on the Windows share on the Tecom IP Receiver server in seven sub-folders (named for the days of the week). A single file name is used each day, so earlier files are overwritten if multiple backups are performed in one day.

Backup files can also be saved to a USB storage device on the Tecom IP Receiver server and to a remote Windows share. In these instances, all files are written to the root directory.

A passphrase can be used to encrypt the backup files using AES 256-bit encryption.

The backup also places the internal receiver logs on a USB device in a compressed file if the USB device is connected. This compressed log file can be sent to Interlogix Technical Support to help them troubleshoot receiver issues.

Figure 12: Backup and restore window



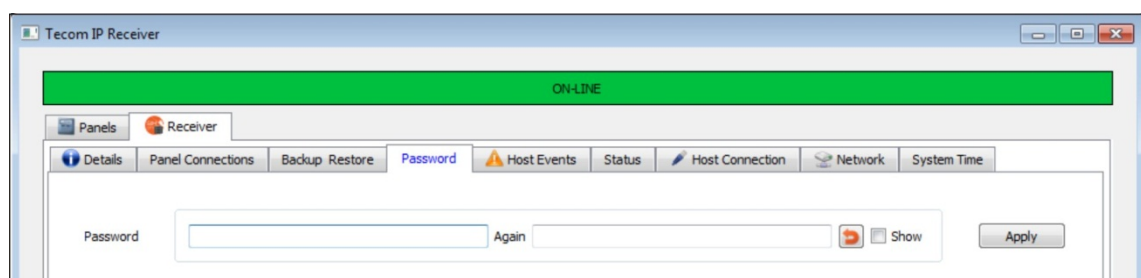
| Item                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Backup File Encryption Passphrase    | Optionally enter a passphrase to encrypt the backup file using AES 256-bit encryption.                                                                                                                                                                                                                                                                                                                                                    |
| Show                                 | Check the check box to display the passphrase.                                                                                                                                                                                                                                                                                                                                                                                            |
| UNC path of CIFS Target              | If backing up to a CIFS (Common Internet File System) location, type the UNC (Universal Naming Convention) path name to the location.<br><b>Note:</b> Path names are not supported in the current release, so you must use the IP address. For example, if your Windows share is \\MY-WIN-SHARE\backup, and the machine is located at IP address 192.168.1.12 on your network, then you must enter "//192.168.1.12/backup" in this field. |
| CIFS Target User Name                | Type the name of a user with write access to the CIFS location.                                                                                                                                                                                                                                                                                                                                                                           |
| CIFS Target password                 | Type the user's password for the CIFS location.                                                                                                                                                                                                                                                                                                                                                                                           |
| Show                                 | Check the check box to display the CIFS Target password.                                                                                                                                                                                                                                                                                                                                                                                  |
| Backup Period                        | Click the up and down arrows to select 8, 16, or 24 hours maximum interval between backups.                                                                                                                                                                                                                                                                                                                                               |
| New Site Triggers Backup             | Click the arrow to select Yes or No. When set to Yes, a backup will be performed whenever Tecom IP Receiver detects a new site (a Challenger panel).                                                                                                                                                                                                                                                                                      |
| Configuration Change Triggers Backup | Click the arrow to select Yes or No. When set to Yes, a backup will be performed whenever changes to the Tecom IP Receiver's configuration are saved.                                                                                                                                                                                                                                                                                     |
| Run Backup Now                       | Click to start a backup and save internal log files to a USB device.                                                                                                                                                                                                                                                                                                                                                                      |
| Show Restore Options                 | Click to show the restore pane.                                                                                                                                                                                                                                                                                                                                                                                                           |
| Enable Restore                       | Check the check box to enable the Restore Now button and other controls. We recommend that the Enable Restore check box is checked only when you need to do a restore.                                                                                                                                                                                                                                                                    |
| Use Most Recent                      | Check the check box to ... restore from the most recent backup file.                                                                                                                                                                                                                                                                                                                                                                      |
| Restore Now                          | Click to start a restore from the selected or most recent backup file.<br>If there are no backup files available, Tecom IP Receiver will look for backup files on the server's USB drives.                                                                                                                                                                                                                                                |

## Receiver > Password tab

The default operator ID "master" has a default password "4346".

Click the Password tab to change the password (Figure 13 below). Click Apply to save the new password.

**Figure 13: Password change window**



| Item     | Description                                                                       |
|----------|-----------------------------------------------------------------------------------|
| Password | Type the new password for the default operator ID “master”.                       |
| Again    | Retype the new password. If the passwords match, then the text displays in green. |
| Undo     | Abandon changes that are not saved.                                               |
| Show     | Check the check box to display the password.                                      |
| Apply    | Click to save the new password.                                                   |

## Receiver > Host Events tab

Tecom IP Receiver can generate CID events that fall into two categories:

- Receiver events—Tecom IP Receiver system-related events
- Panel events—Tecom IP Receiver panel-specific events (not including panel-generated events like alarms)

The Tecom IP Receiver reports events to central station (the host) via default event codes (CID codes), group number, and point numbers. If required by the monitoring station, you can edit the default values for receiver events and panel events.

Click the Host Events tab to view or configure the reporting codes for receiver events and panel events (Figure 14 below). Click Save to apply the new settings.

**Figure 14: Host events window**

| Item                      | Description                                                                                     |
|---------------------------|-------------------------------------------------------------------------------------------------|
| Error Reporting Circuit # | Type a number or click the up and down arrows to change the circuit number.                     |
| Event Blocking            | Click the arrow to choose whether to ignore or accept traffic from a duplicated circuit number. |

| Item                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No Ethernet Link EC         | CID code 724 is the default value used to indicate a loss of IP connection. The value may be edited if required.                                                                                                                                                                                                                                                                                                                               |
| No Ethernet Link Group      | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |
| No Ethernet Link Point      | Point ID 001 is the default value used to indicate a loss of IP connection. The value may be edited if required.                                                                                                                                                                                                                                                                                                                               |
| Periodic Test EC            | <p>CID code 602 is the default value used to indicate a periodic test report. The value may be edited if required.</p> <p>The periodic test event is generated by the receiver to verify that the automation software is processing events correctly. Typically it is assigned to a circuit number, via the Error Reporting Circuit # field, to alert the automation software operator if there are no events after the configured period.</p> |
| Periodic Test Group         | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |
| Periodic Test Point         | Point ID 000 is the default value used to indicate a periodic test report. The value may be edited if required.                                                                                                                                                                                                                                                                                                                                |
| Periodic Test Period        | Type a number or click the up and down arrows to change the period (number of minutes) between test reports. A value of 0 disables the periodic test.                                                                                                                                                                                                                                                                                          |
| Duplicate Circuit No. EC    | CID code 714 is the default value used to indicate a duplicated circuit number. The value may be edited if required.                                                                                                                                                                                                                                                                                                                           |
| Duplicate Circuit No. Group | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |
| Duplicate Circuit No. Point | Point ID 002 is the default value used to indicate a duplicated circuit number. The value may be edited if required.                                                                                                                                                                                                                                                                                                                           |
| Panel Offline EC            | CID code 357 is the default value used to indicate a loss of IP connection to a panel. The value may be edited if required.                                                                                                                                                                                                                                                                                                                    |
| Panel Offline Group         | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |
| Panel Offline Point         | <p>Point ID 411 is the default value used to indicate a loss of IP connection to a panel. The value may be edited if required.</p> <p>Point IDs 411 to 420 are for Challenger10 communications paths 1 to 10.</p>                                                                                                                                                                                                                              |
| Blocking Active EC          | CID code 709 is the default value used to indicate that event blocking is active for a panel. The value may be edited if required.                                                                                                                                                                                                                                                                                                             |
| Blocking Active Group       | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |
| Blocking Active Point       | <p>Point ID 411 is the default value used to indicate that event blocking is active for a panel. The value may be edited if required.</p> <p>Point IDs 411 to 420 are for Challenger10 communications paths 1 to 10.</p>                                                                                                                                                                                                                       |
| Panel Substitution EC       | CID code 708 is the default value used to indicate that substitution has been detected for a panel. The value may be edited if required.                                                                                                                                                                                                                                                                                                       |
| Panel Substitution Group    | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                                                                                                                                                                                                                                            |

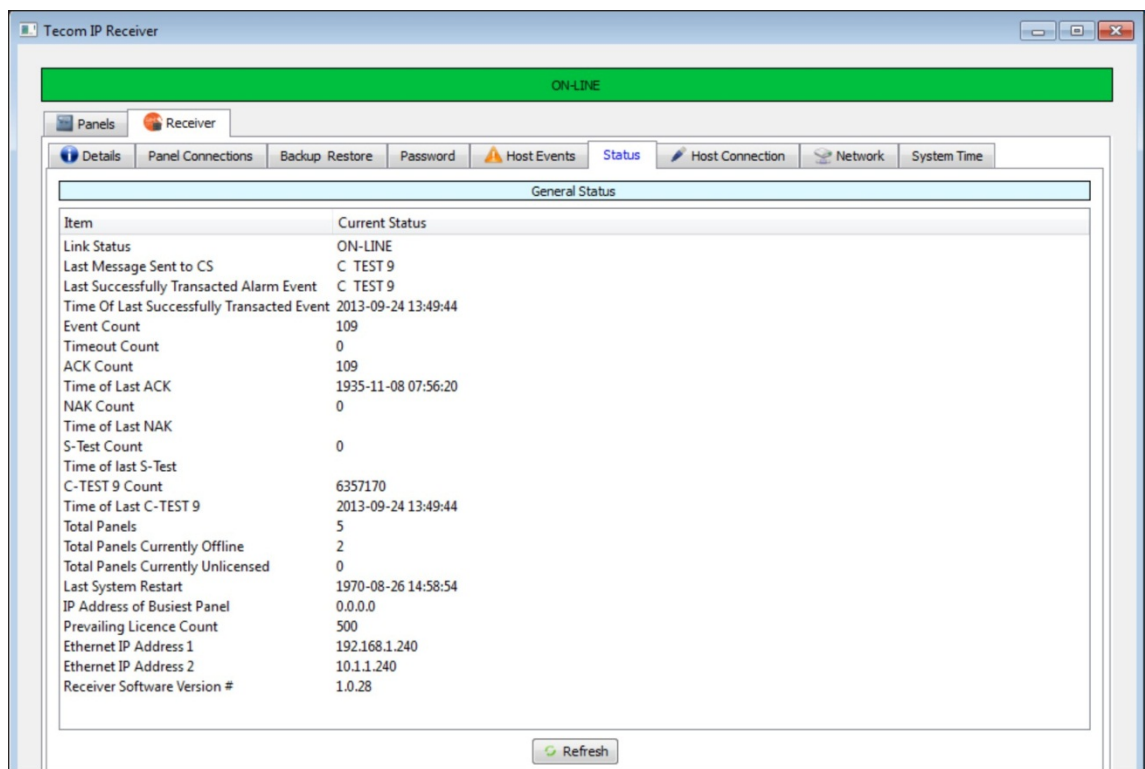
| Item                     | Description                                                                                                                                                                                                                     |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Panel Substitution Point | Point ID 411 is the default value used to indicate that substitution has been detected for a panel. The value may be edited if required.<br>Point IDs 411 to 420 are for Challenger10 communications paths 1 to 10.             |
| Sequence Error EC        | CID code 710 is the default value used to indicate that an out-of-sequence event has been detected for a panel. The value may be edited if required.                                                                            |
| Sequence Error Group     | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                             |
| Sequence Error Point     | Point ID 411 is the default value used to indicate that an out-of-sequence event has been detected for a panel. The value may be edited if required.<br>Point IDs 411 to 420 are for Challenger10 communications paths 1 to 10. |
| Encryption Errors EC     | CID code 715 is the default value used to indicate that an encryption error has been detected for a panel. The value may be edited if required.                                                                                 |
| Encryption Errors Group  | A value of 00 is the default value used to indicate system instead of an area. The value may be edited if required.                                                                                                             |
| Encryption Errors Point  | Point ID 411 is the default value used to indicate that an encryption error has been detected for a panel. The value may be edited if required.<br>Point IDs 411 to 420 are for Challenger10 communications paths 1 to 10.      |

Refer to “CID reporting codes for system events” in the *Challenger10 Programming Manual* REV02 (or later) for a list of default CID codes.

## Receiver > Status tab

Click the Status tab to see the current state of the system, including the Tecom IP Receiver software version number (Figure 15 below).

Figure 15: Status window



| Item    | Description                                     |
|---------|-------------------------------------------------|
| Refresh | Click the Refresh button to update the display. |

## Receiver > Host Connection tab

Click the Host Connection tab (Figure 16 below) to configure the connection from the Tecom IP Receiver to the host monitoring station equipment (refer to Figure 1 on page 1). Connection options include IP (WAN or LAN) or RS-232. Select the receiver number, type of connection (serial or IP), and to configure other parameters depending on the connection type.

Figure 16: Host connection window

| Item                    | Description                                                                                                                                                                                          |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Receiver Number         | Type a number or click the up and down arrows to select the number of the Tecom IP Receiver.<br>The host (central station) may connect to a number of Tecom IP Receivers.                            |
| Port # Link Type        | Click the arrow, and then select whether the connection between the Tecom IP Receiver and the host is serial or IP (WAN or LAN).<br><b>Note:</b> Select IP for an IP connection to MASTerMind.       |
| Device                  | If serial connection is used, click the arrow and then select the serial port number (if the default device is incorrect).                                                                           |
| Baud Rate               | If serial connection is used, click the arrow and then select the baud (if the default baud is incorrect).                                                                                           |
| Bits/Characters         | If serial connection is used, click the arrow and then select the bits (if the default bits selection is incorrect).                                                                                 |
| Parity                  | If serial connection is used, click the arrow and then select the parity (if the default parity is incorrect).                                                                                       |
| TCP IP Port No.         | If IP connection is used, type the port number (for example, 3010)                                                                                                                                   |
| Connection Mode         | If IP connection is used, click the arrow and then select the mode (for example, Server).<br><b>Note:</b> Select Server for an IP connection to MASTerMind.                                          |
| 'S Test' Timeout        | Type a number or click the up and down arrows to select the number of seconds between S Test messages, which are sent by the automation software to the Tecom IP Receiver to check if it is there.   |
| 'C Test 9' Message Rate | Type a number or click the up and down arrows to select the number of seconds between C Test 9 messages, which are sent by the Tecom IP Receiver to the automation software to check if it is there. |

| Item                                               | Description                                                                                                                                                                                                                                            |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Protocol                                           | Click the arrow, and then select the Tecom IP Receiver's protocol (CID or OnGuard).<br><b>Note:</b> Select CID for an IP connection to MASTerMind.                                                                                                     |
| Abandon Acknowledgements at Queue Depth            | Type a number or click the up and down arrows to select the maximum number of queued acknowledgements that will be stored if the connection to automation software is lost.                                                                            |
| Offset applied to Base Circuit # for System Alarms | Type a number or click the up and down arrows to select an offset number that will be applied to the account code.<br>The offset allows automation software to differentiate between different event types when those event types share point numbers. |

## Receiver > Network tab

The Tecom IP Receiver server has two Ethernet ports. Typically, one Ethernet port can be used for WAN connection to Challenger panels and the other Ethernet port can be used for LAN connection to central station equipment.

The default IP addresses of the Ethernet ports are 192.168.1.240 and 10.1.1.240. When connected to the hardware at a default IP address, you can then change the default address to the actual address (as assigned by your network administrator).

Click the Network tab (Figure 17 below) to configure the Tecom IP Receiver server's Ethernet ports.

Figure 17: Network window

The screenshot displays the 'Tecom IP Receiver' application window. At the top, a green bar indicates 'ON-LINE' status. Below this, a tabbed interface shows the 'Network' tab selected. The window is divided into two main sections for network configuration: LAN (Gb1) Static IP Addressing and WAN (Gb2) Static IP Addressing. Both sections show a 'Fetch was successful' message. The LAN section includes fields for Device Name (em1), MAC Address (D4:AE:52:CB:11:CA), IP Address (192.168.1.240), Netmask (255.255.0.0), Broadcast (192.168.255.255), Gateway (192.168.1.1), and Boot Protocol (static). The WAN section includes fields for Device Name (em2), MAC Address (D4:AE:52:CB:11:CB), IP Address (10.1.1.240), Netmask (255.255.0.0), Broadcast (192.168.255.255), Gateway (192.168.1.1), and Boot Protocol (static). Below these sections are Name Resolution Settings, including Nameserver 1 (192.168.1.1) and Search Domain. The window also features a top menu bar with options like Details, Panel Connections, Backup Restore, Password, Host Events, Status, Host Connection, Network, and System Time.

| Item                                          | Description                                                                                                                                                                                                |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Receiver Host Name                            | Displays the Tecom IP Receiver server's host name (or DHCP host name).<br>If using boot protocol DHCP, you can edit the DHCP host name.                                                                    |
| Set as Default Gateway<br>(LAN & WAN columns) | Check either the LAN or WAN check box to make the gateway address defined in the Gateway field the default gateway.                                                                                        |
| Device Name<br>(LAN & WAN columns)            | Displays the name of the network interface.                                                                                                                                                                |
| MAC Address<br>(LAN & WAN columns)            | Displays the MAC address of the network interface.                                                                                                                                                         |
| IP Address<br>(LAN & WAN columns)             | Type the IP address of the network interface.                                                                                                                                                              |
| Boot Protocol<br>(LAN & WAN columns)          | Click the arrow to select either static or DHCP. DHCP is not supported at present.                                                                                                                         |
| Netmask<br>(LAN & WAN columns)                | Use the default subnet mask, or a mask assigned by the site's network administrator.                                                                                                                       |
| Broadcast<br>(LAN & WAN columns)              | You may need to enter a broadcast address assigned by the site's network administrator.                                                                                                                    |
| Gateway<br>(LAN & WAN columns)                | You may need to enter a gateway address assigned by the site's network administrator.                                                                                                                      |
| Route Mask<br>(LAN & WAN columns)             | You may need to enter a route mask to enable a network interface to route messages to the correct gateway.                                                                                                 |
| Apply<br>(LAN & WAN columns)                  | Click Apply to save the changes to this section.                                                                                                                                                           |
| Nameserver 1                                  | Not supported at present.                                                                                                                                                                                  |
| Nameserver 2                                  | Not supported at present.                                                                                                                                                                                  |
| Search Domain                                 | Used where panels and the Tecom IP Receiver are referred to by names. It allows a portion of the full name to be designated as the search domain so that search can be done via the device name only.      |
| Apply                                         | Click Apply to save the changes to this section.<br><b>NOTE:</b> When you apply changes, Tecom IP Receiver server restarts and will be offline for about two minutes. Tecom IP Receiver client shuts down. |

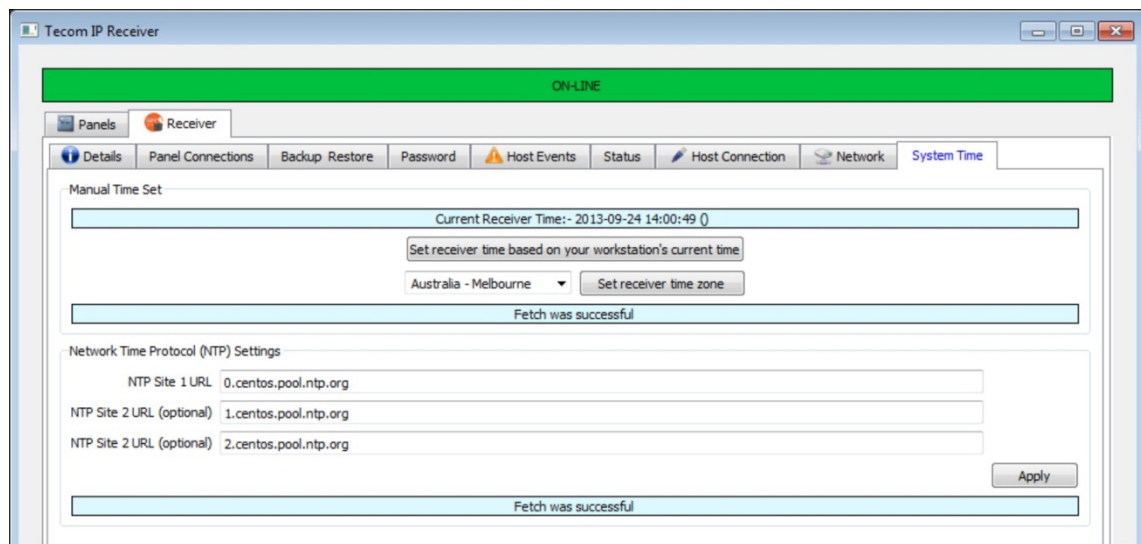
## Receiver > System Time tab

Use the System Time tab (Figure 18 below) to control whether the Tecom IP Receiver server uses the client workstation's system time or uses Network Time Protocol (NTP).

In order to use NTP, you must have at least the first NTP site defined. Second and third NTP sites may be added for use in case the first (or the first and second) NTP sites cannot be found.

If you are using a publicly-available NTP site, enter the site's address in the respective URL field. If you are using your own NTP server, enter the address in the format (for example) "myntpserver.mydomain" in the respective URL field.

**Figure 18: System time window**



| Item                                                       | Description                                                                           |
|------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Set receiver time based on your workstation's current time | Click to copy your computer's time to the Tecom IP Receiver.                          |
| Set receiver time zone                                     | Click the arrow and then select the time zone in which the Tecom IP Receiver resides. |
| NTP Site 1 URL                                             | Enter the address of the primary NTP site.                                            |
| NTP Site 2 URL                                             | Enter the address of an NTP site to use if site 1 cannot be found.                    |
| NTP Site 3 URL                                             | Enter the address of an NTP site to use if sites 1 and 2 cannot be found.             |
| Apply                                                      | Apply the NTP settings.                                                               |

## Working with Challenger panels

Tecom IP Receiver works with Challenger panels that are on the same network and enrolled.

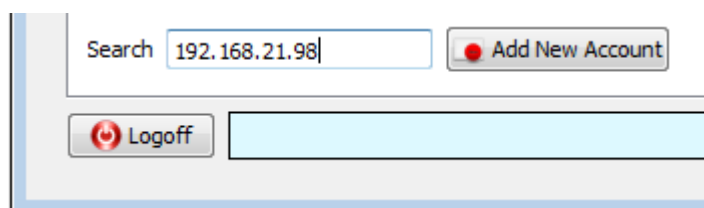
### To enrol a Challenger10 panel:

1. Create a communications path using the format “Tecom IP Receiver” or “SecureStream” (depending on firmware version).
2. In the path’s IP Settings, enter the Tecom IP Receiver server’s IP address for the Ethernet port used for Challenger panels, as defined in “Receiver > Network tab” on page 19.
3. Tecom IP Receiver automatically enrolls (auto-asserts) the Challenger panel when events are generated. Such events include alarms, arming or disarming, or connecting to management software.
4. Check the list of Challenger panels in the panels tab (for example, see Figure 20 on page 24) to see if the panel has been detected.

If the panel isn’t detected and you want to enrol via Tecom IP Receiver, use the following steps:

1. Enter the panel’s IP address in the Search Field.
2. Click Add New Account (Figure 19 below). The panel is added to the list with a description of “New Manually Inserted Panel”.

Figure 19: Adding panels via IP address



If the panel isn’t detected and you want to enrol via RAS, use the following steps:

1. In RAS Install menu option 9 Communications, press [3] Status, and then press [3] MM Software.
2. Press [1] [Enter] to enrol the Challenger10 panel’s path for all connected Tecom IP Receivers.

### **To enrol a Challenger V8 panel:**

It is assumed that the IP-enabled Challenger V8 panel is already configured to communicate via IP in event-driven (UDP/IP) mode for connecting to management software.

### **To enable connection with Tecom IP Receiver:**

1. In RAS Install menu option 47 Extended Protocol Configuration (or V8 IP Configuration via management software), program the CID station 1 IP address (enter the Tecom IP Receiver server's IP address for the Ethernet port used for Challenger panels, and defined in "Receiver > Network tab" on page 19).
2. Tecom IP Receiver automatically enrolls (auto-asserts) the Challenger panel when events are generated. Such events include alarms, arming or disarming, or connecting to management software.
3. Check the list of Challenger panels in the panels tab (for example, see Figure 20 on page 24) to see if the panel has been detected.

If the panel isn't detected and you want to enrol via Tecom IP Receiver, use the following steps:

1. Enter the panel's IP address in the Search Field.
2. Click Add New Account (Figure 19 on page 22). The panel is added to the list with a description of "New Manually Inserted Panel".

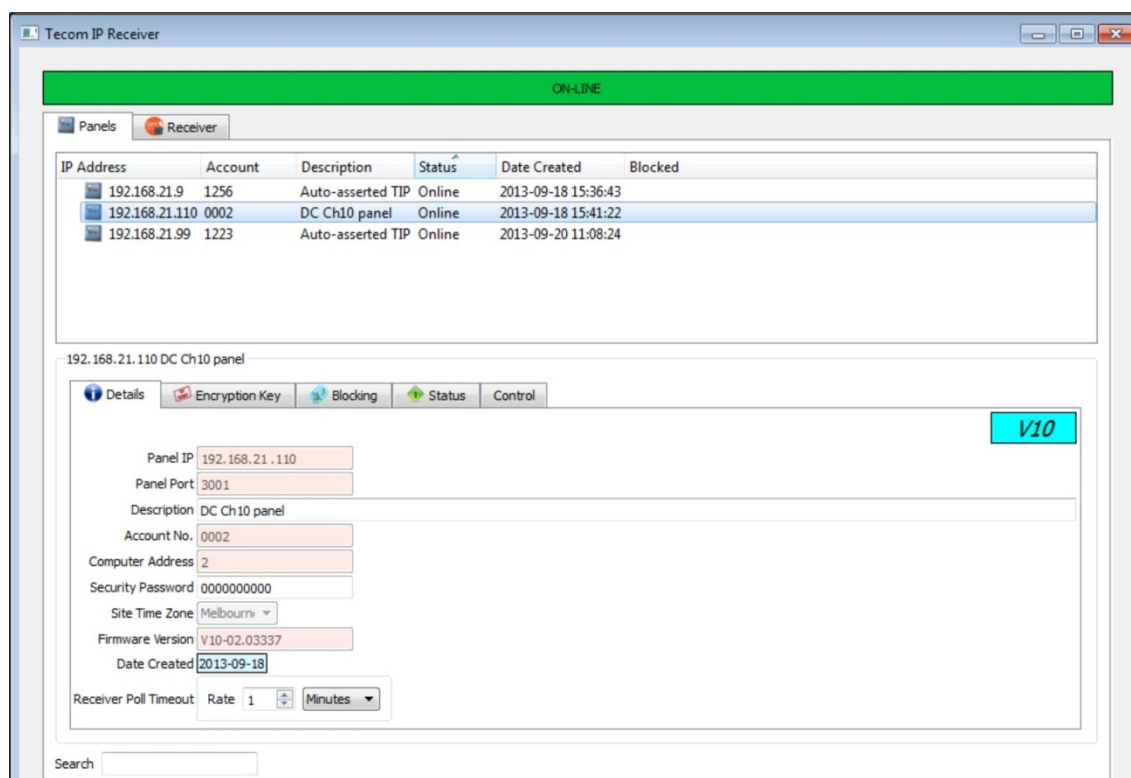
If the panel isn't detected and you want to enrol via RAS, use the following steps:

1. In RAS Install menu option 47 Extended Protocol Configuration, press [Enter] until you see the Status menu.
2. Press [0] [Enter] to enrol the Challenger V8 panel for all connected Tecom IP Receivers.

## Panel details

Upon login, Tecom IP Receiver client displays the Challenger panels that are enrolled with the Tecom IP Receiver server, and lists them under the Panels tab (Figure 20 below).

**Figure 20: Details of a selected Challenger panel**



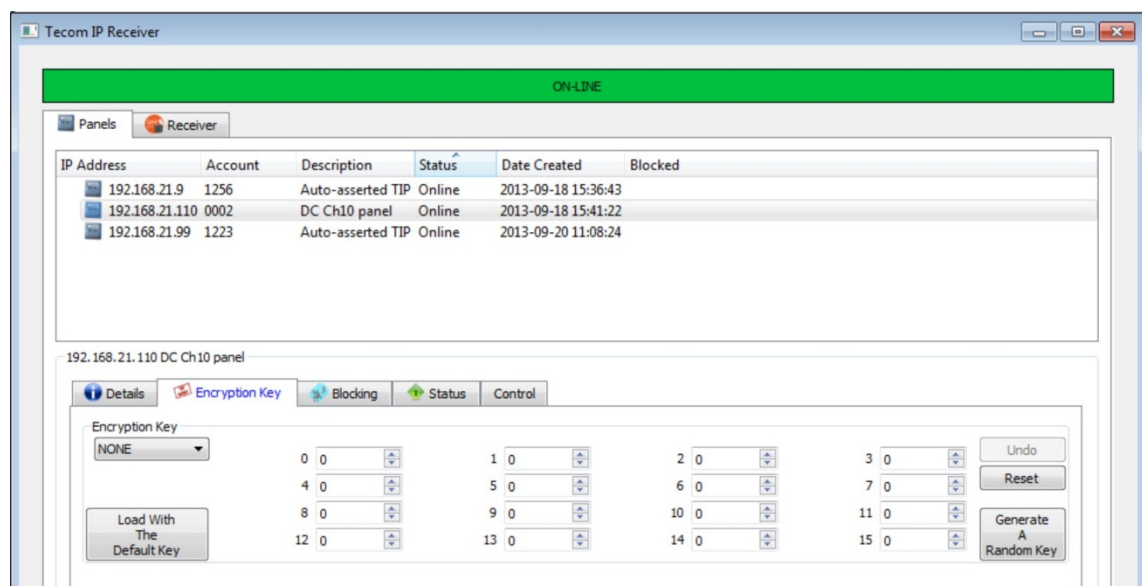
| Item              | Description                                                                                                                                                                         |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Panel IP          | Displays the IP address used by the selected Challenger panel.                                                                                                                      |
| Panel Port        | Displays the IP port number used by the selected Challenger panel.                                                                                                                  |
| Description       | By default, Challenger panels are described as "Auto-asserted TIP". Use the description field to assign a unique (and searchable) name for the currently-selected Challenger panel. |
| Account No.       | Displays the four-digit account number used by the selected Challenger V8 panel, or for the particular communication path used by the selected Challenger10 panel.                  |
| Computer Address  | Displays the computer address used by the selected Challenger V8 panel, or for the particular communication path used by the selected Challenger10 panel.                           |
| Security Password | Displays the security password used by the selected Challenger V8 panel, or for the particular communication path used by the selected Challenger10 panel.                          |

| Item                  | Description                                                                                                                                                                                                                                                                                                                          |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Site Time Zone        | <p>The site time zone is used for time synchronisation.</p> <p>Click the arrow and then select the time zone in which the selected Challenger V8 panel resides.</p> <p>This field is editable only for Challenger V8 panels. For Challenger10 panels it displays the time zone setting programmed in the panel's system options.</p> |
| Firmware Version      | Displays the selected Challenger panel's firmware version.                                                                                                                                                                                                                                                                           |
| Date Created          | Displays the date that the selected Challenger panel was added to the Tecom IP Receiver.                                                                                                                                                                                                                                             |
| Receiver Poll Timeout | <p>This is the maximum amount of time between polls sent from the receiver to the panel.</p> <p>Type a number or click the up and down arrows to select the number of seconds, minutes, or hours. Click the arrow to select seconds, minutes, or hours.</p>                                                                          |
| Search                | To find a panel in a list, enter the description (or part of the description) in the Search field, and then press Enter. All records that match the search are shown in the list and highlighted in blue.                                                                                                                            |
| Save                  | Click Save to save the changes to this section.                                                                                                                                                                                                                                                                                      |

## Panel encryption

Click the Encryption Key tab to view or configure the encryption key for the currently-selected Challenger panel (Figure 21 below).

**Figure 21: Encryption settings of a selected Challenger panel**



| Item           | Description                                                                                                                                                                                    |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Encryption Key | <p>Click the arrow, and then select the default encryption type to use for new panels (none, Twofish, AES 128-bit, or AES 256-bit).</p> <p>AES types do not apply to Challenger V8 panels.</p> |

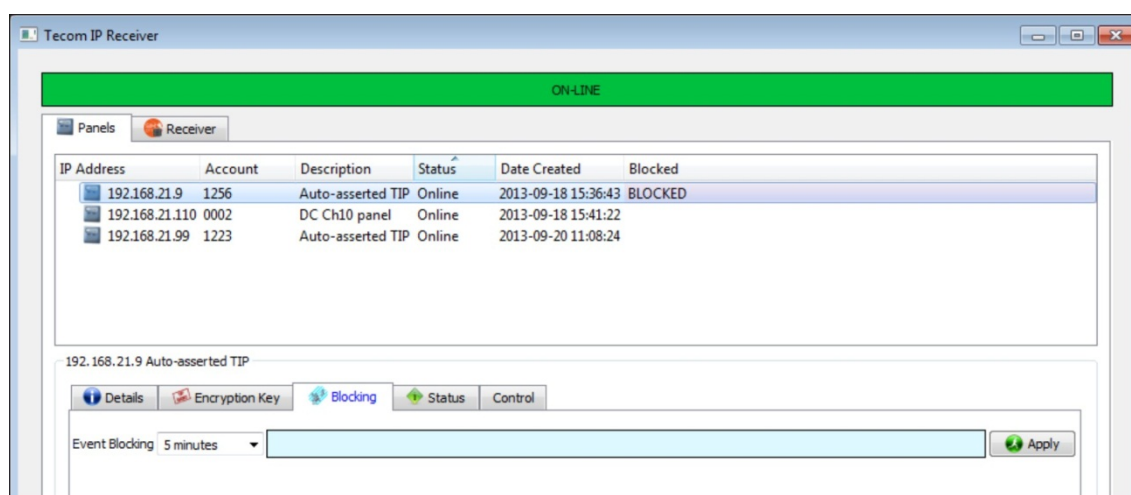
| Item                       | Description                                                                                                                                                                                                                                           |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Load With The Default Key  | Alternatively, click the button to load the Encryption Key Defaults programmed in “Receiver > Panel Connections tab” on page 10.                                                                                                                      |
| Encryption Key byte fields | Depending of the encryption type, either 16 fields display for programming a 128-bit key, or 32 fields display for programming a 256-bit key. For each byte, enter a number in the range 0 to 255. 256-bit keys do not apply to Challenger V8 panels. |
| Undo                       | Abandon unsaved changes.                                                                                                                                                                                                                              |
| Reset                      | Click to reload the last saved settings.                                                                                                                                                                                                              |
| Generate a Random Key      | Click to populate the byte fields with random numbers in the range 0 to 255.                                                                                                                                                                          |

## Panel blocking

You may need to temporarily or permanently block (stop) a Challenger panel from reporting events via Tecom IP Receiver.

Click the Blocking tab to configure the blocking for the currently-selected Challenger panel (Figure 22 below).

**Figure 22: Blocking settings of a selected Challenger panel**



| Item           | Description                                                                                                             |
|----------------|-------------------------------------------------------------------------------------------------------------------------|
| Event Blocking | Click the Event Blocking arrow and select the required option from the list.                                            |
| Apply          | Click Apply to apply the blocking settings. The message “BLOCKED” displays in the Blocked field of the Challenger list. |

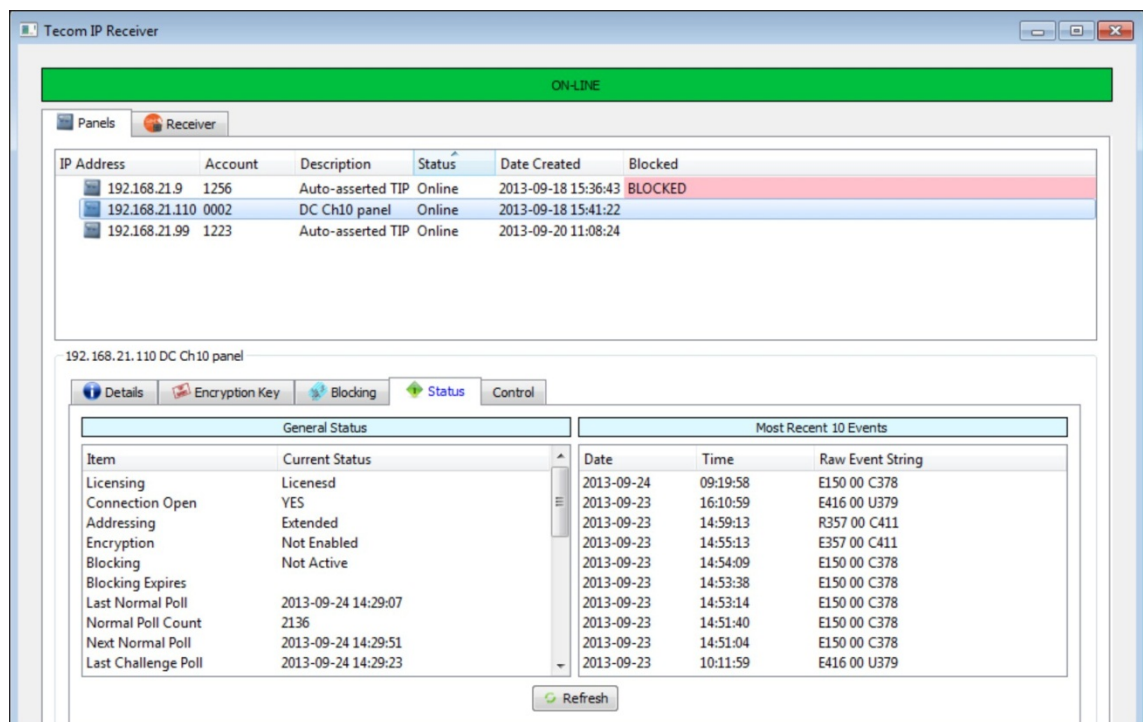
**Note:** See also “Receiver > Host Events tab” on page 14 for blocking configuration and reporting options.

## Checking the status of a Challenger panel

Click the Status tab to see the current state and 10 most recent events for the currently-selected Challenger panel (Figure 23 below).

The times shown are based upon the time zone of the panel.

Figure 23: Status of a selected Challenger panel

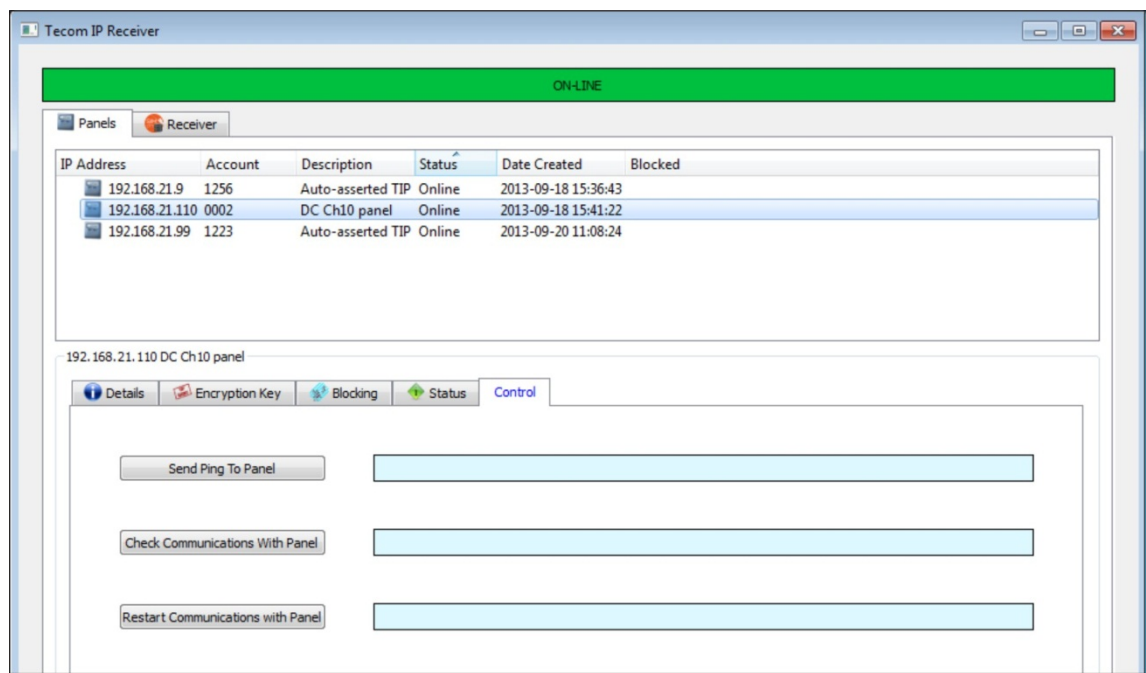


| Item    | Description                                     |
|---------|-------------------------------------------------|
| Refresh | Click the Refresh button to update the display. |

## Checking communications to a Challenger panel

Click the Control tab to send communication controls to the currently-selected Challenger panel (Figure 10 on page 10).

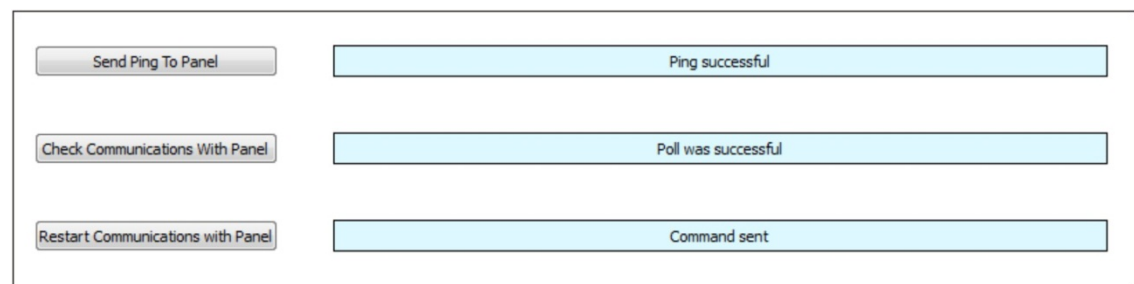
Figure 24: Control commands of a selected Challenger panel



| Item                              | Description                                                                                                                                                                                                                         |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Send Ping To Panel                | Send a PING to the IP address used by the selected Challenger panel.                                                                                                                                                                |
| Check Communications With Panel   | Send a poll to the selected Challenger panel to see if it responds.                                                                                                                                                                 |
| Restart Communications With Panel | Attempt to enrol the selected Challenger panel.<br>If enrolment is successful, the panel's time settings will be updated to the Tecom IP Receiver's time, subject to the settings in "Receiver > Panel Connections tab" on page 10. |

The results of the commands for a successful connection are displayed in the text fields (Figure 25 below).

Figure 25: Control commands of a selected Challenger panel (results)



## Appendix A—Default CID Reporting codes

Tecom IP Receiver reports events to central station (the host) via default event codes (CID codes), group number, and point numbers. If required by the monitoring station, you can edit the default values for receiver events and panel events. Refer to “Receiver > Host Events tab” on page 14 for details.

Depending on the central station’s reporting requirements, point IDs may be reported in decimal or in CID hex values. Refer to “CID reporting codes for system events” in the *Challenger10 Programming Manual* REV02 (or later) for details.



## Appendix B—Challenger programming reference

Challenger10 panels have native Ethernet support and can communicate via one or more of 10 communications paths. Challenger V8 panels use an Ethernet interface module such as TS0099 to provide an IP connection.

The following sections list the critical items to be programmed, and where to find them in the Challenger10 and Challenger V8 RAS menu structure (Install menu).

---

**WARNING:** Configuring IP communications requires consultation with the client's Network Administrator. Failure to gain the essential information from the client may result in the Challenger panel not communicating with the Tecom IP Receiver, management software, or introducing data collisions with parts of the client's existing IP network and possibly a total network shutdown.

---

### Challenger10 programming

**To set up a Challenger10 panel's onboard Ethernet port:**

1. Use **Communications > Hardware > Onboard > IP address** to enter the Challenger panel's IP address.
2. Use **Communications > Hardware > Onboard > Gateway address** to enter the Challenger panel's gateway address.
3. Use **Communications > Hardware > Onboard > Subnet mask** to enter the Challenger panel's subnet mask.
4. Use **Communications > Hardware > Onboard > Enable Ethernet** to enable the Challenger panel's Ethernet port.

**To set up a communications path:**

1. Use **Communications > Path > Enter Comm Path** to select the path's number (path 1 is the default path for CID reporting).
2. Use **Communications > Path > Path Main > Format** to set the path's format to Tecom IP Receiver.
3. Use **Communications > Path > Path Main > Enabled** to enable the path.
4. Use **Communications > Path > Path Main > Location** to set the path's location to onboard.
5. Use **Communications > Path > Path Main > Slot** to set the path's slot to Ethernet.
6. Use **Communications > Path > Path Main > Account Code** to enter the account code or computer address. This value must be unique across all Challenger panels connecting to Tecom IP Receiver.

7. Use **Communications > Path > Path Main > Backup Path Number** to enter the number of another path if this path is intended as a backup for the other path.
8. Use **Communications > Path > Path Main > Computer Password** to enter the 10-digit security password (or use the default 0000000000).
9. Use **Communications > Path > Path IP Address > IP Address** to enter the path's destination IP address (the IP address of the Tecom IP Receiver Server's LAN or WAN port, as applicable).
10. Use **Communications > Path > Path IP Address > Send IP Port** and **Listen IP Port** to enter the path's IP port number (must be 3001).
11. Use **Communications > Path > Path IP Address > IP Mode** to set the path's IP mode to UDP/IP.
12. Use **Communications > Path > Path Encryption Settings** to set the path's encryption type (do not encrypt until communication has been confirmed).
13. Use **Communications > Path > Path Encryption Settings** to enter the path's encryption keys (do not encrypt until communication has been confirmed).
14. Use **Communications > Path > Path Advanced Settings > Heartbeat Rate** to enter the path's heartbeat.
15. Use **Communications > Path > Path Advanced Settings > Timeout** on message ACK to enter the path's acknowledgement timeout.
16. Optionally use **Communications > Status > MM Software > Enrol** to enrol with Tecom IP Receiver. Alternatively, Tecom IP Receiver can auto-enrol (called "auto-assert" in Tecom IP Receiver) Challenger panels that it detects on its network.

## Challenger V8 programming

**To set up a Challenger V8 panel's Ethernet interface module:**

1. Use **Communications > Format** to set the reporting format to Contact ID Large.
2. Use **Communications > Computer address** to enter the computer address. This value must be unique across all Challenger panels connecting to Tecom IP Receiver.
3. Use **Communications > Encryption key** to enter the encryption key (do not encrypt until communication has been confirmed).
4. Use **Computer Connection > Security Password** to enter the 10-digit security password (or use the default 0000000000).
5. Use **Extended Protocol Configuration > Enable Extended Event protocol** to set the IP mode to UDP/IP.

6. Use **Extended Protocol Configuration > Enable TCP/IP UDP/IP support** to enable IP connection.
7. Use **Extended Protocol Configuration > Challenger IP address** to enter the Challenger panel's IP address.
8. Use **Extended Protocol Configuration > Contact ID Station IP address** to enter the first Contact ID Station IP address. Optionally enter the second and third Contact ID Station IP addresses in subsequent fields.
9. Use **Extended Protocol Configuration > Management software IP address** to enter the first management software computer's IP address. Optionally enter the second management software computer's IP address in subsequent fields.
10. Use **Extended Protocol Configuration > Gateway (Router) IP address** to enter the Challenger panel's gateway address.
11. Use **Extended Protocol Configuration > Host bits** to enter the Challenger panel's subnet mask host bits.
12. Use **Extended Protocol Configuration > Challenger IP port** to enter the Challenger panel's Ethernet port number (must be 3001).
13. Use **Extended Protocol Configuration > Heartbeat Timeout** to enter the heartbeat timeout.
14. Use **Extended Protocol Configuration > Event Ack Timeout** to enter the acknowledgement timeout.
15. Use **Extended Protocol Configuration > Ethernet Link Fail** to enter an event flag number to be activated when Ethernet connection is lost.
16. Use **Extended Protocol Configuration > Heartbeat Fail** to enter an event flag number to be activated when this condition is detected.
17. Use **Extended Protocol Configuration > CID Station Fail** to enter an event flag number to be activated when this condition is detected.
18. Use **Extended Protocol Configuration > Ethernet Hardware Fail** to enter an event flag number to be activated when this condition is detected.
19. Use **Extended Protocol Configuration > Suspend Report Fail** to stop "report fail" messages from appearing on the RAS after communication fails from CID site 1.
20. Use **Extended Protocol Configuration > Suspend Management SW #2 Events** to stop event delivery to the second Forcefield management software station.
21. Optionally use **Extended Protocol Configuration > Enrol** to enrol with Tecom IP Receiver. Alternatively, Tecom IP Receiver can auto-enrol (called "auto-assert" in Tecom IP Receiver) Challenger panels that it detects on its network.



# Appendix C—Maintenance and troubleshooting

## Upgrading Tecom IP Receiver server software

To upgrade the software for the Tecom IP Receiver server:

1. Copy the upgrade file provided by Interlogix to the root of a USB device.
2. Insert the USB device into one of the Tecom IP Receiver server's USB ports, and then check that the LED on the USB device illuminates. If the LED does not illuminate, see "LED on USB device does not illuminate" below.
3. If the USB device is compatible and the upgrade file is found, the software upgrade occurs automatically.
4. Verify the new software version number in the Status tab (Figure 15 on page 17). If the client becomes unresponsive and cannot update the display, then see "Client becomes unresponsive" below.

**Note:** Upgrading resets the password to the default (4346). To change the default password after upgrading refer to "Receiver > Password tab" on page 13.

## Troubleshooting the software upgrade process

### LED on USB device does not illuminate

If the LED on the USB device does not illuminate, then do the following:

1. Remove the USB device from the USB port.
2. Press the power button on the server to shut down the server.
3. After shutdown is complete, press the power button on the server to start the server.
4. After start-up is complete, insert the USB device into the USB port.

If the LED on the USB device does not illuminate after restarting the server, then try a different USB device.

### Client becomes unresponsive

After updating the software for the Tecom IP Receiver server, the client may not reconnect automatically. If that happens, then do the following:

1. Log out of Tecom IP Receiver client, and then close it.
2. Restart Tecom IP Receiver client, and then log in.

If that does not resolve the issue, then you may need to restart Tecom IP Receiver server:

1. Press the power button on the server to shut down the server.
2. After shutdown is complete, press the power button on the server to start the server.