Finmon Cheat Sheet Rebuild

Quick Start

New Installation?

1. Start with General FINMON Programming
2. Find your panel type in the relevant chapter
3. Follow the specific programming steps
4. Test communication before leaving site

Troubleshooting?

- Jump to Chapter 8 - Troubleshooting
- Check Common Issues & Solutions

Manual Organization

Chapter 1: Getting Started

- Basic requirements for all installations
- Trigger input configurations

Chapters 2-7: Panel-Specific Guides

- Each major brand has its own chapter
- Step-by-step programming locations
- Version-specific information
- Tips and tricks sections

Chapter 8: Troubleshooting

- Error codes and meanings
- Common problems across all panels
- When to contact support

Support Resources:

- Finmon Website: www.finmon.co.za
- Contact control room for account codes
- Refer to panel manufacturer manuals for additional details

Color-Coded Serial Cables

- **Grey** = IDS805
- **Red** = IDS806, Texecom, x64
- **Pink** = Paradox

- Chapter 1: Getting Started (done)
  - General FINMON Programming
  - Trigger Inputs Z1-4 on Transmitter
- Chapter 2: Caddx Panels (done)
  - Caddx Standard Dialler Programming
  - Caddx NX Dialler Programming
- Chapter 3: DSC Panels (done)
  - DSC Standard PowerSeries Dialler Programming
  - DSC Neo Dialler Programming
- Chapter 4: IDS Panels (done)
  - IDS805 Programming
  - IDS806 Dialler Programming
  - IDS806 Serial Programming
  - IDS816 Programming
  - IDS X64 Serial Programming
  - IDS X64 Dialler Programming
- Chapter 5: Paradox Panels (done)
  - Paradox 1738 Dialler Programming (done)

    - Paradox MG5050, SP6000 & SP65 Dialler Programming (done)
    - Paradox MG5050, SP6000 & SP65 Serial Programming (done)
    - Paradox Evo 192 Dialler (done)
    - Paradox Evo 848 Dialler Programming(done)
    - Paradox Evo 192 Triggers (done)
    - Paradox MG5050+ & SP6000+ Dialler Programming (done)

- Chapter 6: Texecom Panels
    - Texecom 412/816/832 Programming
    - Texecom 412/816/832 Dialler Programming(done)
    - Texecom 412/816/832 Serial Programming (done)
    - Texecom MiAlarm PANEL MODE

- Chapter 7: Other Panels
    - Orisec Configuration
    - Risco Configuration

- Chapter 8: Troubleshooting
    - miAlarm Troubleshooting
    - Common Issues & Solutions

- Training Outline
    - New Hire Training Outline

Chapter 1: Getting Started (done)

General FINMON Programming

This page covers the essential programming requirements for all Finmon radio installations. The Finmon GSM Communicator can work with ANY panel that speaks via Dialler with Contact ID.

Required Programming Steps

The following must be programmed for the Finmon radio to work via the dialler correctly:

1. **Account Code**
   - Four digit code as required by control room
   - Must be inserted in all required locations (some panels need it in multiple places)
   - For six digit fields: program the four digits followed by FF (e.g., 1234FF)
   - If using a 6 - digit account code radio, add the units account code to your relevant Monitoring Software.
2. **Telephone Number**
   - Program '5555555' in both primary and secondary locations
   - Must be exactly seven 5's
3. **Communication Format**
   - Contact ID must be enabled
   - This is the standard format for all installations
4. **Dial Attempts**
   - Minimum of 6 attempts required
5. **Dial Timeout**
   - For kiss-on (if applicable): minimum 60 seconds
   - If no timeout available, ensure attempts cover:
     - 90 seconds for server send
     - Additional 90 seconds for direct send
     - SMS send time (if enabled)
   - **Note:** SMS limit is 20 free messages per unit per month
6. **Dialing Method**
   - Tone dialling must be enabled (usually default)
   - Do not use pulse dialling
7. **Special Requirements**
   - Forced dialling must be enabled (mostly for Caddx panels)

Important Notes

- Always verify all settings before leaving site
- Test communication after programming

- Document any deviations from standard programming

Trigger Inputs Z1-4 on Transmitter

This page covers the configuration of direct trigger inputs on the Finmon transmitter.

Default Configuration

Factory Default Account Code: 9998

When a transmitter is connected to a panel via serial/dialler:

- The panel will automatically update the radio with its account code on first signal
- If the account code is changed on the panel, it will update the radio again

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Direct Connection to Z1-4

When connecting directly to trigger inputs (not through a panel):

1. **Account Code Programming**
   - Must be set by dialling into the radio over the internet
   - Use Finmon website: Finmon Portal
   - **REFER TO YOUR FINMON CONSULTANT OR CONTROL ROOM**
2. **Voltage Requirements**
   - The radio requires a positive 12v trip on any of the triggers.
   - Ensure clean, stable 12v signal

Default Trigger Assignments

Input	Default Function
Z1	Panic
Z2	Burglary
Z3	Open by user / Close by User
Z4	AC Failure

Reprogramming Triggers

The trigger inputs can be reprogrammed for any Contact ID reporting code:

- Examples: supervisor on site, pump failure, temperature alarm
- Access required via Finmon website
- Contact Finmon support for custom programming

Wiring Notes

- Use appropriate gauge wire for 12v signals
- Keep wiring runs as short as practical
- Avoid running trigger wires parallel to AC power
- Use shielded cable in high-interference environments

Chapter 2: Caddx Panels (done)

This chapter contains everything required to program FINMON GSM COMMUNICATORS onto the mainline Caddx Panels. An important note, the miAlarm app does **NOT** work on the Caddx panels however reporting works via the Dialler.

Caddx Standard Dialler Programming

Standard Caddx panels connected via Tip & Ring

Location Programming

Location 0

- Segment 1 = **13** (force dial)
- Segment 2 = **15** (Tone dialling)
- Segment 3 to 9 = **5555555** (Tel number)

Location 1

- Segment 1 to 4 = **[account code]**

Location 2

- Enter **1** for Contact ID
- On older panels: Enter **13**

Partition Account Codes

If using multiple partitions, program account codes for each:

- **Location 89** - Partition 2 account code
- **Location 92** - Partition 3 account code
- **Location 95** - Partition 4 account code

Important Notes

- Force dial (segment 1 = 13) is critical for Caddx panels
- Always verify tone dialling is enabled (segment 2 = 15)
- Test each partition if multiple partitions are programmed
- Older panels may require "13" in Location 2 instead of "1"

Caddx NX Dialler Programming

Caddx NX (NX4 & NX8) series panels connected via Tip & Ring

Location Programming

Location 0

- Segment 1 = **13** (force dial)
- Segment 2 = **15** (Tone dialling)
- Segment 3 to 9 = **5555555** (Tel number)

Location 1

- Segment 1 to 4 = **[account code]**

Location 2

- Enter **1** for Contact ID

Location 4

- LED 2 **ON** for openings/closings

Partition Account Codes

If using multiple partitions:

- **Location 89** - Partition 2 account code
- **Location 92** - Partition 3 account code
- **Location 95** - Partition 4 account code

Differences from Standard Caddx

- Location 4 specifically controls opening/closing reports
- More reliable communication than older Caddx models

Troubleshooting Tips

- If openings/closings aren't reporting, verify Location 4 LED 2 is ON

- Ensure all partition account codes are programmed if using partitions
- Force dial is still required (Location 0, Segment 1 = 13)

Chapter 3: DSC Panels (done)

DSC Standard PowerSeries Dialler Programming

Standard DSC PowerSeries prorgramming to get reporting working with Finmon GSM Communicators.

Basic Programming

Location 301

- Enter **5555555** (tel number)
- LCD Keypad: Backspace and remove 'D', then enter 5's

Location 303

- Enter **5555555** (backup tel number)

Location 310

- Enter four digit account code followed by FF
- Example: For account code 1234, program **1234*66**
- The *66 represents FF

Location 311

- Enter four digit account code only (e.g., **1234**)

Location 350

- Enter **0303**

Location 380

- LED 1 must be **ON**

Location 381

- LED 7 must be **OFF**
- This writes Contact ID into reporting codes

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24 Hour Test Configuration

Location 702

- LED 2 must be **ON**
- LED 3 must be **ON** (enables 24hr test)

PGM Configuration (if using triggers)

For panels with LED keypads (carat in front of numbers):

Location 009

- Program **1010** (System event with options for PGM 1 and 2)

Location 501

- LED 2,3,4,5,6,7,8 **ON** (Panic on PGM1)

Location 502

- LED 1 and 8 **ON** (Burglary on PGM2)

Tips for Older Panels

Identifying an old panel:

- Location 310 only accepts 4 digits (no FF option)

For old panels:

- Use Location 360 instead of 350 for Contact ID
- Programming is otherwise similar

DSC Neo Dialler Programming

DSC Neo panels with sub-locations (usually with LCD keypads)

Accessing Programming

- Press ***8**
- Enter Installer Code (default installer code is **5555**)

Location Programming

Location 301

- Sub 001: Remove 'D' and enter **555 5555** (Tel number 1)
- Sub 004: Remove 'E' (Tel number 4)

Location 310

- Sub 000: Enter **[4-digit account number]** (Global)
- Sub 001: Enter **[4-digit account number]** for Partition 1

Location 350

- Sub 001: Choose **Contact ID**

Location 377

- Scroll to "Test Tx Cycle"
- Enter **001** days

Location 380

- Ensure communicator is **enabled**

Programming Tips

- Always remove default characters (D, E) before entering phone numbers
- Test transmission after enabling communicator in Location 380
- Use arrow keys to navigate between sub-locations
- Save changes before exiting each location

Chapter 4: IDS Panels (done)

IDS805 Programming

IDS805 panels with **grey serial cable** on external serial connector

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Basic Programming

Locations 43 to 46

- Enter **[Account code]**

Location 47

- Enter **6** (Contact ID)

Locations 48 to 54

- Enter **5555555**

Location 151

- Default is 4 dial attempts
- Enter **0** to disable the dialer

Important Notes

- Tone and force dialling are enabled by default
- **LTE GSM must be powered directly from battery**
- Do not power from panel auxiliary output

App Configuration

For mobile app connectivity:

Requirements:

- App version **v4.37** or latest **vE4.xx**
- Serial Port must be set to **Orisec/IDS805**
- Requires a **VALID user code**

Troubleshooting

- If no communication, verify power is from battery
- Test with known working user code

IDS806 Dialler Programming

Basic Dialler Programming

Locations 43 to 46

- Enter **[Account code]**

Location 47

- Enter **6** (Contact ID)

Locations 48 to 54

- Enter **5555555**

IDS806 Serial Programming

IDS806 panels with **red serial cable**

Basic Programming

Locations 43 to 46

- Enter **[Account code]**

Location 47

- Enter **6** (Contact ID)

Locations 48 to 54

- Enter **5555555**

Location 196

- Must be **000000**
- Critical for proper operation

Installation Procedure

Important: Follow this exact sequence:

1. Ensure panel power is **OFF**
2. Connect serial port only (no panel power)
3. Power up the panel
4. Serial port will be automatically detected

Tested Versions

Successfully tested on firmware versions:

- 1.12
- 1.13
- 1.14
- 1.15
- 1.88

Critical Notes

- Location 196 must be all zeros
- Panel reboot required after serial connection
- Red serial cable indicates IDS806 compatibility

IDS816 Programming

IDS816 panel programming locations

Basic Programming

Location 111

- LED 1 **ON**
- All other LEDs **OFF**

Location 116

- Enter **5** for Contact ID

Location 121

- Enter **5555555**

Location 128 Sub 2

- Enter **[Account code]**

Programming Tips

- Ensure only LED 1 is on in location 111
- Double-check sublocation 2 for account code
- Test communication after programming

IDS X64 Serial Programming

Complete guide for programming the serial on all X64 variants

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Serial/App Programming

Requirements:

- Panel firmware: V2.80 or above
- GSM firmware: V4.51 or above **OR** E4.19
- Draw power from Aux 12V, **NOT** from serial cable

Programming:

- Loc 40: Ensure value **5** (CID) is programmed
- Loc 61: Account code required
- Loc 196: Must be **000000**

24V Version Additional:

- Loc 71: Account code required

Location 501-564

- Option 3 must be set to Yes

Enable User Code Bypassing Hold [*] → beep → [MASTER CODE] [*] [1] [0] [*] [USER CODE] [*] [BITMAP] [*] [#]

Bitmap(Option 8) Zone Bypass Enable MUST be set to Yes

Open/Close Reporting by User

For X64 Older than 2017

Programming Sequence: Hold [*] → beep → [MASTER CODE] [*] [1] [4] [*] [USER CODE] [*] [BITMAP] [*] [#]

Enable User Reporting Codes:

Subloc/LED	Default	Action

1	OFF	Set ON to enable close reporting
2	OFF	Set ON to enable stay close reporting
3	OFF	Set ON to enable open reporting
4	OFF	Set ON to enable siren cancel reporting

Important: Must be repeated for EACH user requiring open/close reporting!

For X64 New (2017 onwards)

1. Enter Installer Mode
2. Go to Partition Arm Options (Locations 211-218)
3. Enable option 16 (Open/Closing User Reporting), this option is global for all users in the partition.

Arm Without User Code Reporting

For quick-arm and key-switch arming:

Locations 581-588 (Split Reporting Data)

- Subloc 7: Set **ON** to enable "Armed without user code" reporting
- Location 581 for Partition 1
- Location 582 for Partition 2
- Locations 583-588 for Partitions 3-8

Troubleshooting

- If you can connect but get Bypassed zones and are unable to do anything: Check Loc 196 = 000000
- After changing Loc 196: Remove panel from app and re-add
- Cannot control panel: Verify user code
- Connection issues: Check power source (must be Aux 12V)

IDS X64 Dialler Programming

Complete guide for all X64 variants

Basic Programming (All Versions)

Location 41

- Default setting usually fine
- Set to **5** for Contact ID on Telephone Number 1

Location 46

- Subloc 1 (LED 1): **ON** for Tone dialling
- Subloc 2 (LED 2): **OFF**
- Subloc 3 (LED 3): **OFF**

Location 47

- Set to **6**

Location 51

- Enter **5555555** (seven 5's)

Location 61-68 (Account Codes)

- Loc 61: Partition 1 account code (4 digits)
- Loc 62: Partition 2 account code
- Loc 63-68: Partitions 3-8 account codes

Location 71 (72 = P2 -> 78 = P8)

- Serial account code (same as partition account code)

Location 196

- Must be **000000**

Location 501-564

- Option 3 must be set to Yes

Enable User Code Bypassing Hold [*] → beep → [MASTER CODE] [*] [1] [0] [*] [USER CODE] [*] [BITMAP] [*] [#]

Bitmap(Option 8) Zone Bypass Enable MUST be set to Yes

Open/Close Reporting by User

For X64 Older than 2017

Programming Sequence: Hold [*] → beep → [MASTER CODE] [*] [1] [4] [*] [USER CODE] [*] [BITMAP] [*] [#]

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Subloc/LED	Default	Action
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- Location 581 for Partition 1
- Location 582 for Partition 2
- Locations 583-588 for Partitions 3-8

Troubleshooting

- Cannot control panel: Verify user code
- Connection issues: Check power source (must be Aux 12V)

Chapter 5: Paradox Panels (done)

Paradox 1738 Dialler Programming (done)

Very old panel - defaults are mostly wrong, use settings below **We dont support Serial on the 1738**

Programming Locations

Location 087

- Enter **001** for daily test

Location 110

- Enter **0000**

Location 131

- LED 1 **OFF** (report disarm always)

Dialer Options

Location 135 (Tone dial)

- LED 3, 4, 5 **ON**
- All other LEDs **OFF**

Location 136 (Auto Contact ID)

- LED 3 **ON**
- All other LEDs **OFF**

Communication Settings

Location 140

- LED 5 **ON** (Contact ID)

Location 143

- P1 Account code

Location 144

- P2 Account code

Location 151

- Tel number **5555555** (5x7)

Location 152

- Tel number **5555555** (5x7)

Important Notes

- This is a very old panel model

Paradox MG5050, SP6000 & SP65 Dialler Programming (done)

Tested on Plus range version 1.30

Enabling the Dialer

The status light on panel will be solid when dialling. If not dialling, check:

Section 800

- Option 8 must be **OFF**
- Options 4, 5, 6, 7 must be **ON**

Section 802

- Options 1, 2, 5, 6 must be **ON**

Section 803

- Options 1, 2, 5, 6 must be **ON**

Section 805

- Option 2 must be **ON**

Dialler Programming

Section 810

- Select **44** for Contact ID

Section 811

- Account number for partition 1

Section 812

- Account number for partition 2

Section 815

- Enter **5555555**

Section 817

- Enter **5555555**

Opening/Closing Reports

If closings work but not openings:

Section 801

- All options must be **OFF**

Troubleshooting Tips

1. **Panel won't send despite correct programming:**
   - Rarely, a default may be needed
   - Power down, default, reprogram
2. **Account number issues:**
   - MUST be entered at both 811 and 812
   - With LED keypad: type account code twice at loc 811
3. **PGM trigger issues:**
   - Jumper on motherboard above PGMs sets positive trigger
   - One model only sets one PGM as positive (not both)
   - Paradox fixing in next PCB version

Clear Event Buffer

For 5050 and 6000:

1. Enter programming mode
2. Press Stay key once
3. Press Clear key once
4. Power panel down
5. Power up and send signals

For SP65:

- Press Power button → Installer code → Memory → 9 → Enter key

Paradox MG5050, SP6000 & SP65 Serial Programming (done)

Tested on Plus range version 1.30

Serial Programming Notes

these are **MANDATORY**:

Section 910

- Must be cleared using sleep button (once per digit)

Sec andtion 911

- Must be cleared using sleep button (once per digit)

Troubleshooting Tips

1. **Panel won't send despite correct programming:**
   - Rarely, a default may be needed
   - Power down, default, reprogram
2. **Account number issues:**
   - MUST be entered at both 811 and 812
   - With LED keypad: type account code twice at loc 811
3. **6500 Panel on serial:**
   - Does not send account code
   - Only sends signal ONCE

Clear Event Buffer

For 5050 and 6000:

1. Enter programming mode
2. Press Stay key once
3. Press Clear key once
4. Power panel down

5. Power up and send signals

For SP65:

- Press Power button → Installer code → Memory → 9 → Enter key

Paradox Evo 192 Dialler (done)

Programming sections for the Evo dialler

Basic Dialler Setup

Section 3036

- Option 3 must be **ON** to enable the dialler

Section 3061-3068 (Account Codes)

- 3061: Partition 1 account code
- 3062: Partition 2 account code

Section 3070 (Format)

- Enter **4 x 5** for Contact ID

Section 3071 (Telephone Number)

- Enter 5555555

Event Reporting Configuration

Sections 3127 to 3829

- Check partition options for event call directions
- These sections tell the panel what events need to be reported

Section 4031

- Enable all reporting codes for Contact ID

Important Programming Tips

After all programming:

1. **REBOOT the panel** - Critical step!
2. Disable the dialer module
3. Re-enable the dialer module, This clears the module for correct dialling.

Account Code Rules:

- **NEVER** use account codes starting with "0" (e.g., 0001)
- Use 1001 instead
- Can use hex A: 1AA1 (press "stay" button for hex A)

Troubleshooting

- If panel won't communicate after programming, always reboot
- Disable/re-enable dialer module if issues persist

Paradox Evo 848 Dialler Programming(done)

Older Evo model programming

Basic Programming

Location 521 (Dialer options)

- LED 3, 4, 5, 6 must be **ON**
- All others **OFF**

Location 550 (Format Contact ID)

- Enter **5555**

Location 551

- Enter **[4-digit account code]**

Location 561

- Enter **[Phone number]**

Important Notes

After Programming:

- Always **REBOOT** the panel after completing programming

Account Code Rules:

- **NEVER** use account codes starting with "0" (e.g., 0001)
- Use 1001 instead
- Can use hex A: 1AA1 (press "stay" button for hex A)

Troubleshooting

1. Panel not communicating after programming

- Reboot is mandatory
- Check all LEDs in location 521

2. Account code issues
   - Avoid leading zeros
   - Try hex characters if numeric codes fail

Paradox Evo 192 Triggers (done)

Configuration for direct trigger inputs using PGM outputs

Prerequisites

Before starting:

1. Ensure jumper for PGMs is set to **positive** on panel motherboard
2. If not set:
   - Shut down panel
   - Change jumper position
   - Power up again

Important: PGM1 stays negative - only PGM 2, 3, and 4 become positive

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PGM2 Configuration (Panic)

Location 0920

- Enter: **030 255 000 000**

Location 0928

- Enter: **005**

Location 0929

- LEDs 1 and 3 **ON**

PGM3 Configuration (Burglary)

Location 0930

- Enter: **024 255 000 000**

Location 0938

- Enter: **005**

Location 0939

- LEDs 1 and 3 **ON**

PGM4 Configuration (Open and Close)

Location 0940

- Enter: **064 255 000 000**

Location 0948

- Enter: **000**

Location 0949

- All LEDs **OFF**

Wiring Notes

- Connect radio's Z4 (AC fail) to 1st AC connect block on panel
- Keep PGM wiring away from high voltage lines
- Test each PGM after configuration

Paradox MG5050+ & SP6000+ Dialler Programming (done)

Extended programming guide for MG5050 with dialer module

Enable Dialer

Section 800

- Put numbers 4, 5, 6, 7, 8 **OFF** (this enables dialer)

Event Call Direction

Section 801

- Put all numbers **OFF** (Opening signal must always report)

Section 802

- Number 1 **ON** (Opening/Closing signals will report)
- Number 5 **ON** (Burglary Signals will report)

Section 803

- Number 1 **ON** (Tamper signals will report)
- Number 5 **ON** (Trouble signals will report)

Section 804

- Number 1 **ON** (Special codes will report)

Section 805

- Only number 2 **ON**

Basic Configuration

Section 810

- Enter **44**

Section 811

- Enter account number for telephone 1

Section 812

- Enter account number for telephone 2

Section 815

- Enter telephone number of base station/Radio
- Press Enter after entering number

Additional Settings

Section 966 1, 2, 3, 4, 5, 6, Enter

Section 967 1, 2, 3, 4, 5, 6, Enter

Chapter 6: Texecom Panels

Texecom 412/816/832 Programming

Standard Texecom panels with **red serial cable**

Version Information

Texecom 412/816:

- Known working app versions: V16.13

Texecom 832:

- Known working versions: v13, v14 (E)

Note: Texecom Elite panels are NOT supported on app, but work with serial for CID

Basic Programming

Access Programming:

- Installer code + Menu + 9
- Default installer code: **1234**

Location 70

- Switch ON LEDs 1, 2, 5, and 8
- Press ARM button to confirm

Location 71 Programming:

- **71/0** = **5555555** (tel number) - Press ARM button
- **71/1** = **[4-digit account number]** - Press ARM button
- **71/2** = **4** (Contact ID) - No need to press ARM
- **71/3** = **6** (dial attempts) - No need to press ARM
- **71/5** = Switch ON all LEDs - Press ARM button
- **71/8** = LED 8 OFF for Tip & Ring / ON for Serial

Location 76

- **76/8** = LED 8 ON (Dialler)

Serial Connection Configuration

For serial connection ONLY:

- **71/8** = LED 8 **ON**

Texecom 412 Serial Specific

Known working app version: V14

Location 70

- Switch ON LEDs 1, 2, and 8 only
- Press ARM button

Additional for Serial:

- **71/8** = Switch ON 8
- **76/5** = **3** (com IP on Comm 1)

OR (NOT BOTH)

- **76/9** = **3** (com IP on Comm 2)

Converting from Serial to Tip & Ring

If panel was previously on serial and now using Tip & Ring:

- **71/8** = **0**
- **76/5** = **0**

Special Notes

Texecom 816:

- Serial cable connection must be a Texecom GSM type

Texecom 412/816/832 Dialler Programming(done)

Version Information

Texecom 412/816:

- Known working app versions: V16.13

Texecom 832:

- Known working versions: v13, v14 (E)

Basic Programming

Access Programming:

- Installer code + Menu + 9
- Default installer code: **1234**

Location 70

- Switch ON LEDs 1, 2, 5, and 8
- Press ARM button to confirm

Location 71 Programming:

- **71/0** = **5555555** (tel number) - Press ARM button
- **71/1** = **[4-digit account number]** - Press ARM button
- **71/2** = **4** (Contact ID) - No need to press ARM
- **71/3** = **6** (dial attempts) - No need to press ARM
- **71/5** = Switch ON all LEDs - Press ARM button
- **71/8** = LED 8 OFF for Tip & Ring

Location 76

- **76/8** = LED 8 ON (Dialler)

Converting from Serial to Tip & Ring

If panel was previously on serial and now using Tip & Ring:

- **71/8 = 0**
- **76/5 = 0**

Texecom 412/816/832 Serial Programming (done)

Standard Texecom panels with **red serial cable**

Version Information

Texecom 412/816:

- Known working app versions: V16.13

Texecom 832:

- Known working versions: v13, v14 (E)

Note: Texecom Elite panels are NOT supported on app, but work with serial for CID

Basic Programming

Access Programming:

- Installer code + Menu + 9
- Default installer code: **1234**

Texecom 412 Serial Specific

Known working app version: V14

Location 70

- Switch ON LEDs 1, 2, and 8 only
- Press ARM button

Additional for Serial:

- **71/8** = Switch ON 8
- **76/5** = **3** (com IP on Comm 1)

OR (NOT BOTH)

- **76/9** = **3** (com IP on Comm 2)

Converting from Serial to Tip & Ring

If panel was previously on serial and now using Tip & Ring:

- **71/8** = **0**
- **76/5** = **0**

Special Notes

Texecom 816:

- Serial cable connection must be a Texecom GSM type

Texecom MiAlarm PANEL MODE

Configuration for MiAlarm compatibility

Note: Texecom Elite panels are NOT supported on app, but work with serial for CID

Programming Steps

1. **Enter Programming Mode**
   - Enter Installer Code
   - Press Menu button
   - Press 9
2. **Location 76/0**
   - Press location 76
   - Press sublocation 0
   - Ensure LED 1 is **ON**
   - If not ON: Press 1, then YES/Tick button
3. **Location 76/2**
   - Press location 76
   - Press sublocation 2
   - Enter UDL code: **1234**
   - Press YES/Tick button
4. **Location 76/5**
   - Press location 76
   - Press sublocation 5
   - Press **3**
5. **Exit Programming**
   - Press Menu button
   - Press 99

Important Notes

- This configuration enables MiAlarm compatibility

Chapter 7: Other Panels

Orisec Configuration

Orisec panels support both Tip/Ring and Com Port connections

Orisec Tip/Ring Configuration

1. Enter **Installer Code**
2. Select **Programming Menu** → Tick/Enter
3. Go to **ARC Set up**
4. **Phone Number**: 555 5555
5. **Account Number**: As supplied by control room/software
6. **Protocol**: Contact ID
7. **Dial Seq**: 1
8. Any issues with not sending - **RESTART PANEL**

Orisec Com Port Configuration

1. Enter **Installer Code**
2. Select **Programming Menu** → Tick/Enter
3. **Com Port Setup** → Tick/Enter
4. Select **Com Port number 2**
5. Set mode to **FINMON** (Required for app)
6. **Hold Tick** to go back
7. Go to **ARC Set up**
8. **Phone Number**: F555 5555 (Note the 'F' prefix)
9. **Account Number**: As supplied by control room/software
10. **Protocol**: Contact ID
11. **Dial Seq**: 6
12. Any issues with not sending - **RESTART PANEL**

App Configuration

Requirements:

- App version must be **v4.37**
- Serial Port must be set to **Orisec/IDS**
- **MUST** be set to FINMON under Comm Port Setup

Critical Notes

IF YOU AREN'T GETTING SIGNALS OUT:

- **REBOOT THE PANEL**
- If serial port connected with panel powered up, it won't be detected
- Always power cycle after connecting serial

Risco Configuration

Complete programming guide for Risco panels

Accessing Programming

1. Press **MENU BUTTON**
2. Enter **INSTALLER CODE** (Default: 1111)
3. Navigate to **"PROGRAMMING"** → ENTER
4. Navigate to **"COMMUNICATION"** → ENTER

Monitoring Station Setup

Navigate to **"MONITORING STATION (MS)"** → ENTER
Navigate to **"MONITORING STATION 1 (MS 1)"** → ENTER

Configure the following:

- **TYPE** = VOICE
- **CHANNEL** = PSTN/GSM
- **ACCOUNT** = 6 digit code provided by office (e.g., 001052)
- **PHONE** = 555 555 5
- **MS RETRIES** = 3

Timer Configuration

Navigate to **"TIMERS"**:

- **CANCEL DELAY** = 0
- **ABORT ALARM** = 0

Periodic Test Setup

Navigate to **"PERIODIC TEST"**:

- **TIME** = 2200 (for 10:00 PM test)
- **RECURRENCE** = EVERY 1 DAY

Report Split Configuration

Navigate to **"REPORT SPLIT"**:

- **ARM/DISARM** = "NON" for DOMESTIC / "CALL MS1 ONLY" for COMMERCIAL
- **MS URGENT** = "CALL MS1 ONLY"
- **MS NON URGENT** = "CALL MS1 ONLY"

Cloud Settings

Back to main COMMUNICATION menu
Navigate to **"CLOUD"**:

- **MS CALL ALL** = ENABLED
- **FM CALL ALL** = ENABLED

Exit Programming

1. Press MENU
2. Press MENU
3. Press MENU, 0, ENTER to exit

Chapter 8: Troubleshooting

miAlarm Troubleshooting

Common error codes and solutions for MiAlarm connectivity

Device Busy Error

Meaning: Unit is attempting to change mode

Solutions:

- Wait 30-60 seconds and retry
- If persistent, power cycle the GSM unit
- Check if another user is accessing the system
- Verify no other apps are connected

General Troubleshooting Steps

1. **Verify Basics**
   - Panel powered on
   - Serial cable properly connected
   - GSM unit has power
   - SIM card properly inserted
   - That signals are being sent via Serial Cable.
2. **Check Programming**
   - Correct serial port selected
   - FINMON mode enabled (for Orisec)
   - Account code programmed
   - User code valid

When to Contact Support

Contact Finmon support if:

- Error persists after all troubleshooting
- New error codes appear
- Hardware failure suspected
- Programming assistance needed

Common Issues & Solutions

Cross-panel troubleshooting guide

Panel Not Sending Signals

Check these first:

1. Account code programmed correctly (4 digits, 6 digits with FF)
2. Phone number is exactly 5555555
3. Contact ID enabled
4. Dialer enabled (check specific panel locations)
5. Sufficient dial attempts (minimum 6)

Solutions:

- Power cycle the panel
- Clear event buffer
- Check for dial tone (if applicable)
- Verify no other communication devices attached

Signals Send Once Then Stop

Common Causes:

- Event buffer full
- Acknowledgment not received
- Incorrect format selected

Solutions:

- Clear panel event buffer
- Verify Contact ID format
- Check kiss-off timeout settings
- Ensure forced dialing enabled (Caddx)

Account Code Issues

Rules across all panels:

- Never use leading zeros (0001 → 1001)

- Paradox: Try hex A (1AA1)
- DSC: Add FF suffix if needed (1234FF)
- Ensure code in ALL required locations

Serial Connection Problems

Universal Serial Troubleshooting:

1. **Never** connect serial with panel powered
2. Always power cycle after connection
3. Check cable color coding:
   - Grey = IDS805
   - Red = IDS806, Texecom
   - Pink = Paradox
4. Draw power correctly:
   - IDS805: Serial power only
   - Others: Aux power, not serial

App Connection Issues

Common Requirements:

- Correct app version for panel
- Valid user code with permissions
- Proper serial mode selected
- Location 196 = 000000 (IDS)
- FINMON mode (Orisec)

Quick Fixes:

- Remove and re-add panel in app
- Power cycle GSM unit
- Check user code permissions
- Verify serial port settings

Signal Strength Problems

Improving Signal:

- Relocate GSM unit higher
- Use extension antenna
- Avoid metal enclosures
- Check SIM card seating
- Verify antenna connection

Power Issues

Best Practices:

- Connect to battery directly when specified
- Use adequate wire gauge
- Check voltage at GSM unit (11-14V)
- Separate power from serial data
- Use dedicated power supply if needed

When All Else Fails

1. **Document everything:**
   - Panel model and version
   - Error codes/messages
   - LED states
   - What works/doesn't work
2. **Progressive testing:**
   - Test with known good equipment
   - Try alternative connection method
   - Isolate variables one at a time
3. **Contact support with:**
   - Panel type and version
   - GSM firmware version
   - Detailed symptoms
   - Steps already tried

Training Outline

Training Outline

New Hire Training Outline

Draft — built fast, needs review/trimming.

1. The Products

- Overview of the Finmon product line: Comon, Telemon, Cenmon, Dualmon, mi8/64, miPanic
- What each product actually does and where it's used (which panel types, which install scenarios)
- Physical hardware basics: what a unit looks like, serial cable colour coding (grey/red/pink), power requirements

2. Contact ID & Signal Fundamentals

(Enough theory to make the portal/app/panel sections make sense, not a standalone deep-dive)

- What Contact ID (CID) is, how a signal flows panel → radio → control room
- Account codes, partitions, open/close reporting
- Common event codes reps will see (panic, burglary, tamper, AC failure, opens/closes)

3. Support Process

- Ticket handling expectations
- What gets tracked (tickets by rep/customer/type)
- Loop back after a few weeks to see which ticket categories keep showing up — that's the signal for what training gaps actually matter

4. Getting Units Working on Various Panels

Walk through panel-specific programming, one section per brand (from the GSM Communicator Programming Manual):

- Caddx (Standard, NX)
- DSC (Generic, Neo)
- IDS (805, 806, 816, X64)
- Paradox (1738, MG5050/SP6000, Evo range)
- Texecom (412/816/832, MiAlarm mode)
- Orisec
- Risco
- Common install mistakes: leading zeros in account codes, forgetting to reboot after programming, wrong power source, connecting serial with panel powered up

5. Finmon Portal

- Logging in, navigating to a unit
- Looking up a unit's status, last dial-in, signal strength, assigned control room
- Using the portal as the first troubleshooting step before touching a panel
- Reading recent alarm/signal history for a unit
- What to check in the portal before escalating

6. App Training

- The mobile/companion app(s) — miAlarm, MiFinmon (whichever apply)
- App version requirements per panel type (this varies — flag it)
- Common app connection issues and fixes (remove/re-add panel, check user code, serial port setting)

7. Troubleshooting Checklist

- Panel not sending signals — universal checklist (power, serial, SIM, account code, dial attempts)
- Signals send once then stop
- Signal strength / antenna placement
- When to escalate vs resolve at first contact

8. Shadow/Practical Component

- Live walkthrough: portal lookup → app check → panel programming, on 2-3 common panel brands
- Sit in on real support calls/tickets
- First few tickets reviewed before closing solo