

Chiron Technical Bulletin 2010-1

Potential Conflict with 4 and 6 Digit Account Codes and the IRIS System

Background

A number of monitoring centres and installers who use the IRIS system have commented that sometimes a conflict arises because the monitoring centre sets up a 4 digit account code for the IRIS dialler and yet the IRIS dialler reports using a 6 digit account code.

Typically the 6 digit code is the same as the 4 digit code, but with two leading '0's.

This note explains how this situation can arise and how to avoid it.

Reason for the Conflict

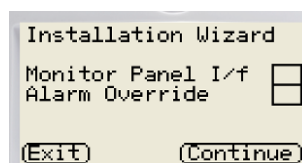
This conflict normally arises because some alarm panels, when set to a 4 digit account code, actually send a 6 digit code when they are transmitting an alarm, and the opposite can also happen. Many panels, when set to signal using SIA format, will send a 6 digit account even when they are set with only a 4 digit code. The opposite can happen when the panel is set to a 6 digit account code and signalling is set to the Contact ID format.

What then happens is that if the IRIS dialler is 'auto-configured' from the internal dialler in the alarm panel, it will be given a different number of account code digits than would be expected.

Auto-configuration happens if the IRIS dialler has not been configured at all and is connected to the alarm panel, either via the 2-wire analogue 'dial capture' port or RS485 bus to a Honeywell Galaxy panel. The IRIS will read the account number on the first alarm sent by the panel and save this as its own account number.

Suggested Way to Avoid the Conflict

The way to avoid this issue, if possible, is to install the IRIS dialler using the Installation Wizard, and as part of this tick the Alarm Override function.



Chiron Security Communications Ltd

Wyvols Court, Swallowfield, Reading
Berkshire RG7 1WY, United Kingdom
Telephone: +44 0118 988 0228
Facsimile: +44 0118 988 1055
www.chironsc.com
Email: sales@chironsc.com

Registered office number: 6031811
2nd Floor, Aquis House, 49-51 Blagrove Street
Reading, Berkshire RG1 1PL United Kingdom

Chiron Security Communications Ltd
part of the Chi Holding group of companies 

What this means is that whatever account code is sent by the panel in all alarms will be removed by the IRIS dialler and replaced by the account number set into the dialler as part of the installation wizard.

The only situations where this cannot be used are:

- When the alarm panel is partitioned. It should be remembered that the account code used by the IRIS system (i.e. between the IRIS dialler and the IRIS receiver at the monitoring centre) is actually independent from the account number used between the panel and the monitoring centre automation software (e.g. Facman, Sentinel, Interview, Mastermind). This is a deliberate design feature so that the panel can be partitioned with several account codes and still communicate successfully over the IRIS system.
- When the IRIS dialler is a Touch 440R also communicating over PSTN. The Alarm Override function does not operate for the connection over PSTN as the dialler just opens a transparent audio path between the alarm panel and the monitoring centre PSTN receiver.

In these situations, the monitoring centre must be aware that essentially the IRIS system and alarm panel may use different account codes, and set up their system accordingly.