IRIS Touch Firmware Enhancements and Additions

From Version 1.9.5 to Version 1.11

Overview

This document details enhancements to the feature set of the IRIS Touch from firmware Version 1.9.5 to Version 1.11. Please note that version 1.10 was a release for a customer specific embedded IRIS module, not put out for general use.

This release (V1.11) is available on Chiron's reflash server with immediate effect. Due to normal manufacturing lead times, it will be introduced into new shipments over the course of the next few months. However all IRIS Touch diallers can be upgraded by connecting them over IP to our reflash server, so you can be sure of having all the latest facilities, even if you have already taken delivery of the dialler. This can be done prior to install, at install or even after install.

This release is being made to add new features and to enhance and improve existing features. The following valuable new facilities have been added:

- Support for Chiron's new Remote Service App. This new App within IRIS Secure Apps considerably simplifies the way installers can gain access to remote alarm panels that are connected via a serial data link to the IRIS dialler and then carry out the upload/download process.

  There will be another release in the near future that will extend this functionality to operate via an existing alarm panel's PSTN port through connection to the Touch dial capture port.

  Note – for this functionality to be used the monitoring centre must be equipped with Chiron's latest IRIS Secure Apps System and Remote Service App, not the earlier IRIS Management Suite.

- Enhanced support for roaming SIM cards (models that support GSM/GPRS). The IRIS Touch range has always supported roaming SIM cards and will register to an alternative network if there is no signal for the main provider. This enhancement gives even greater reliability of connection as the dialler regularly checks each network it is allowed to roam onto and will automatically switch to that which provides the strongest signal at the time. This means improved operation where the signal from the main provider is marginal or where, for example, a base station is temporarily taken out of service for maintenance.

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- Stand alone operation as a PSTN dialler (Touch 440R). The Touch 440R has been enhanced so that it can now signal alarms on its inputs over PSTN in either Contact ID or Scancom (Fast Format) protocols. Furthermore the PSTN line can be shared by other devices (e.g. phone or fax) by connecting these devices to the dialler's dial capture port. If one of these devices is on line when an alarm is triggered it will be disconnected and the alarm transmission will take over.

How to Reflash

Connection to the reflash server can be instigated from the installer menu, Settings->Reflash:

The reflash IP address is set by default to Chiron's reflash server (80.176.196.134) and does not need to be changed unless another reflash server is to be used. Please also note that a new IP address (195.59.117.164) has also been made available for the same reflash server giving access via a high speed fibre line. Improved performance can be expected if this new address is used.

The next section of this document is a list of enhancements and additions.

New Features

Remote Service App

Support has been added for the new Remote Service App within IRIS Secure Apps. For alarm panels that support remote service over a serial data connection, the Remote Service App makes it very simple for an installer to connect to the alarm panel and carry out remote configuration etc, even if both the installer and the panel are behind separate firewalls. Please contact Chiron if more information about this new App is required.

Please note that if a dialler is to be used with the Remote Service App it must be at software version 1.11 or later.

Enhanced support for roaming SIM cards

Where a roaming SIM card is used, Touch diallers that support GSM/GPRS can now be set to dynamically switch between service providers allowed by the SIM card in the case that the relative signal levels change, for example if a base station is taken out of service temporarily for maintenance or if local changes such as new buildings diminish the signal from a previously good base station.

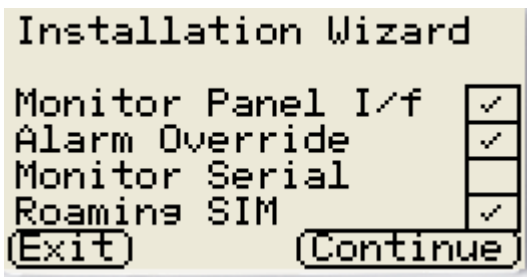
This can make a big improvement to the availability of the dialler over GPRS in marginal situations.

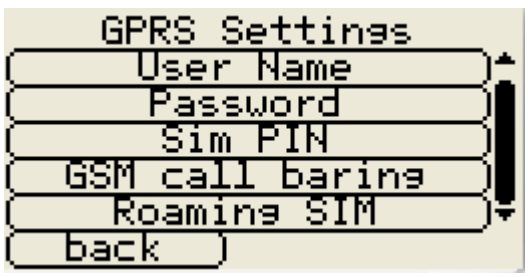
When this mode is selected, at start up the dialler checks with the SIM card which networks it can connect to and then does a scan of the base stations of each of them to record the signal levels. The best network is then selected. A regular rescan is then made and if the situation has changed the dialler will automatically swap to the new best network.

Please note – due to the time it can take to swap between networks dynamically, this feature is not suitable for sites with a very short communications trouble reporting times and should only be used where the reporting time is based on a polling rate of 60s with overdue reporting of 120s (i.e. 3 minute reporting time) as a minimum.

Also note that if this feature is selected the dialler will take additional time at start up scanning the networks and before the GPRS becomes operational. This will normally take about 2 minutes.

Selection of this facility is on both the Installation Wizard and Settings menus.

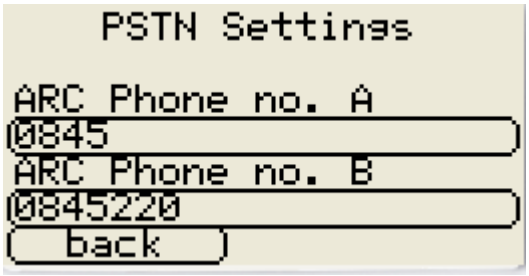




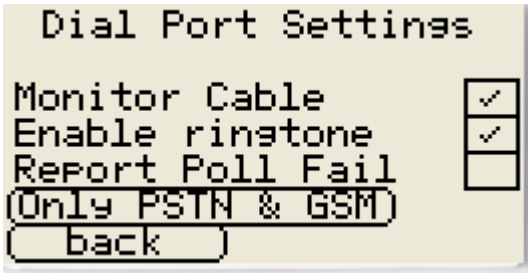
Stand-alone PSTN operation

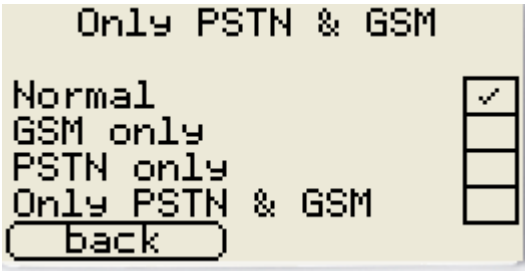
The Touch 440R can now be used as a stand-alone PSTN dialler:

- Pin input alarm transmission over PSTN is now supported for use with Contact ID and Fast Format protocols. Main and backup PSTN receiver numbers are configured via the Touch screen. The alarm will be transmitted over PSTN if neither an Ethernet nor GPRS route is available.



- When input to PSTN alarms is being used, support is provided for 'downstream' PSTN devices (e.g. fax) sharing the same PSTN line. The device is connected via the Touch 440R dial capture port. The operation of the dial capture port can be set so that the number dialled by PSTN device does not need any prefix number ('9') and dialling will be transparent to the PSTN line. In this mode, 'line snatch' is implemented so if the dialler needs to make an alarm call then the connection between the dial capture port and PSTN port is broken.





Normal – After an inter-digit timeout, if the called number is prefixed with '9' it will be routed over PSTN if PSTN is connected, otherwise it will be routed over GSM. If the called number is prefixed '7' will be routed over GSM straight away.

GSM only – The number as dialled (no prefix needed) will be called over GSM after an inter-digit timeout.

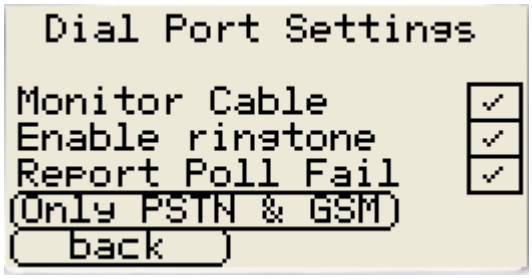
PSTN only – The digits will be passed directly to PSTN as they are dialled (no prefix needed).

Only PSTN & GSM – The called number will be routed via PSTN if connected or alternatively via GSM after an inter-digit timeout (no prefix needed).

Enhancements and Additions

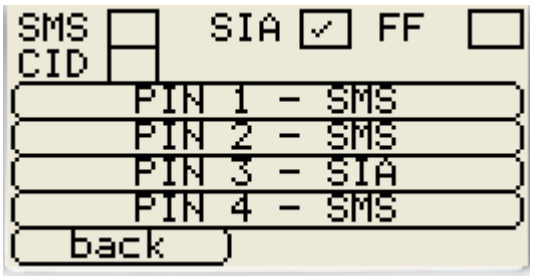
Trouble reporting to the alarm panel on poll fail

An option has been added to the Panel Interface->Dial Port settings menu for 'Report Poll Fail'. If this option is selected, the IRIS Touch will drop the line voltage to the dial capture interface if polling to the monitoring centre is no longer possible. This will signal to the alarm panel that communications is lost.

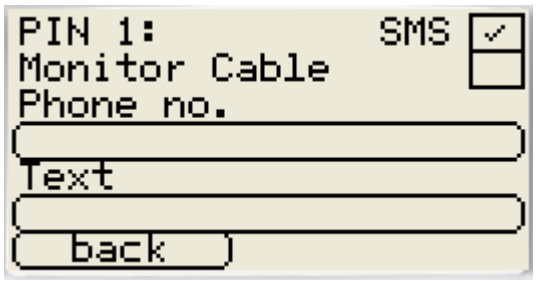


Alarm input handling

Added support for Contact ID protocol (to add to SMS, SIA and FF already available). If Contact ID is selected the IRIS tamper alarm is also defaulted to Contact ID.



It is now possible to have a set up with alarms and SMS messages on different inputs.



The monitoring of tampers on the input pins is no longer defaulted to 'on' when the installation wizard is entered. Customer feedback has identified that tamper detection is normally not used so a default of 'off' is most convenient.

IP addressing

If the IRIS Touch configuration of its IP address is changed from automatic (DHCP) to fixed, any IP address that has been allocated dynamically is copied to the fixed settings. In many situations, when fixed addressing is required, there is s still a DHCP server available which will provide the correct Gateway and Sub-net mask, so this is pre-entered for the installer and reduces the risk of configuration errors being made.

Honeywell Galaxy RS485 bus interface

Improved remote keypad handling to avoid situations where a few key presses got lost.

Improved auto-detect of old Galaxy panels that do not support Ethernet modules. In this situation the IRIS Touch emulates a Telecom module or Serial module (Galaxy 16+ only).

Added support for twin destination alarm transmission – note both destination sites must have IRIS Polling Engine receivers.

Manager authorise setting for Galaxy remote service now operates correctly and prevents incoming service calls being actioned.

GPRS

Additional improvements to recovery from GPRS network connection errors.

Improved support for SIM cards that take a long time to initialise and read (e.g. some of the new micro SIMs).

Installation Wizard

Test alarms over Ethernet and GPRS have different codes ('RX99^Ethernet test alarm' and 'RX98^GPRS test alarm') so the monitoring centre has a record that both paths have been checked.

Serial Port

Added an extra AT register (S49) to change the number of stop bits sent by the dialler from the default of 1 stop bit (S49 = 0) to 2 stop bits (S49 = 1). This has been done to provide interworking with some versions of Texecom panels that require 2 stop bits on received data.

Reflashing

Altered default reflash address to 195.59.117.164 for Chiron's high speed IP line.