

The logo consists of a red square containing the text 'M2M' in a large, bold, white sans-serif font, with 'SERVICES' in a smaller, white sans-serif font directly below it.

**M2M**  
SERVICES

SIMPLICITY.  
APPLIED.

A decorative graphic on the left side of the page, consisting of numerous thin, light gray curved lines that sweep from the top left towards the bottom right, creating a sense of motion and depth.

# **M2M Services**

## Software Modem

# **Installation**

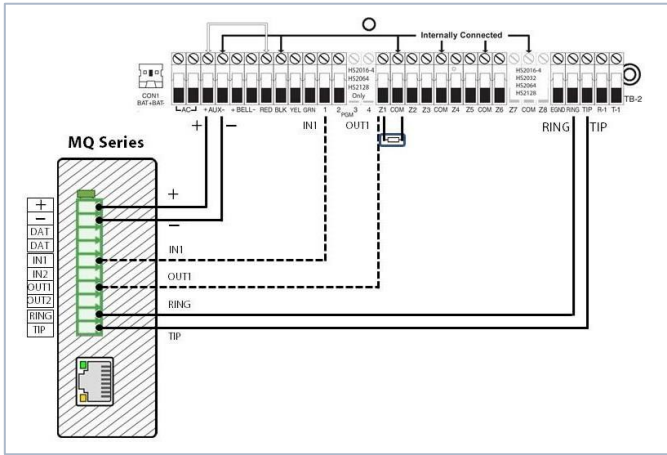
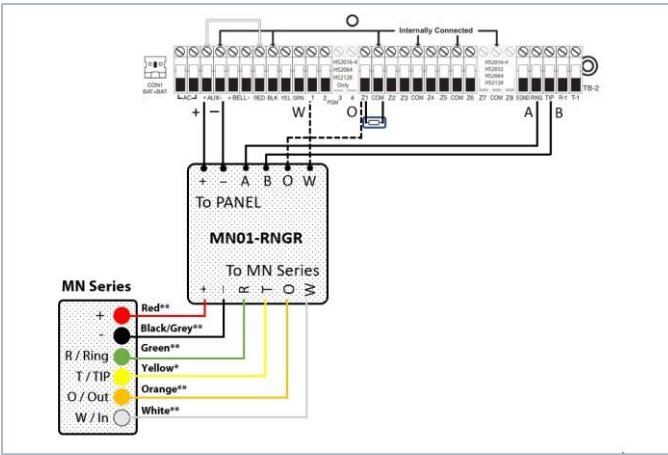
M2M's software modem allows remote Uploading & Downloading from panels.

It helps the installers to perform configuration changes or download the event history of the panel remotely.

M2M's software modem currently supports DLS 5, DLS 2002, Compass 2.0, DL900, DLX900 software.

**Note:** If the communicator is a MN Series one, then an additional M2M-RNGR ringer module is needed. The MQ communicators have built-in ringer.

**Note:** All six wires must be connected between the MN Series communicator and the MN01-RNGR ringer module. Wiring the panel's Output and Input (O and W at MN01-RNGR) is not required for the operations of the software modem.





[Start by clicking here to download the installation file](#)

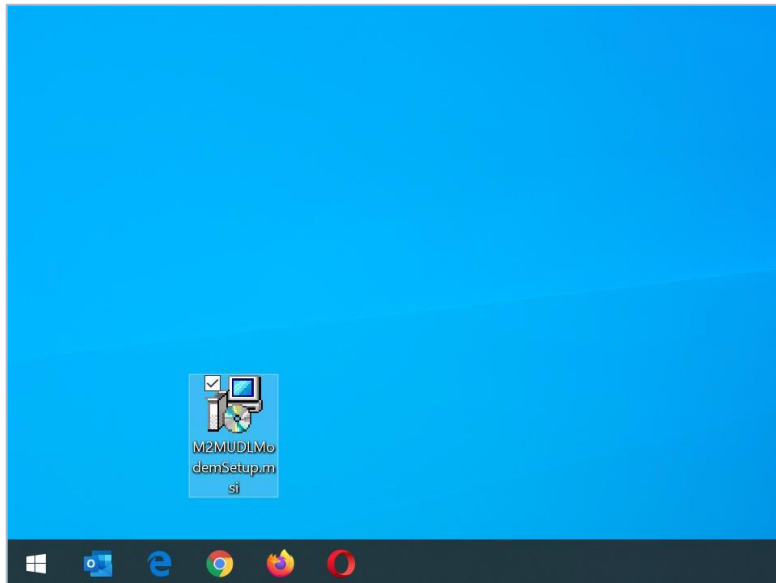
## Step 1

Launch the “M2MUDLModemSetup.msi” installation file by double clicking on it. (Pic. 1)

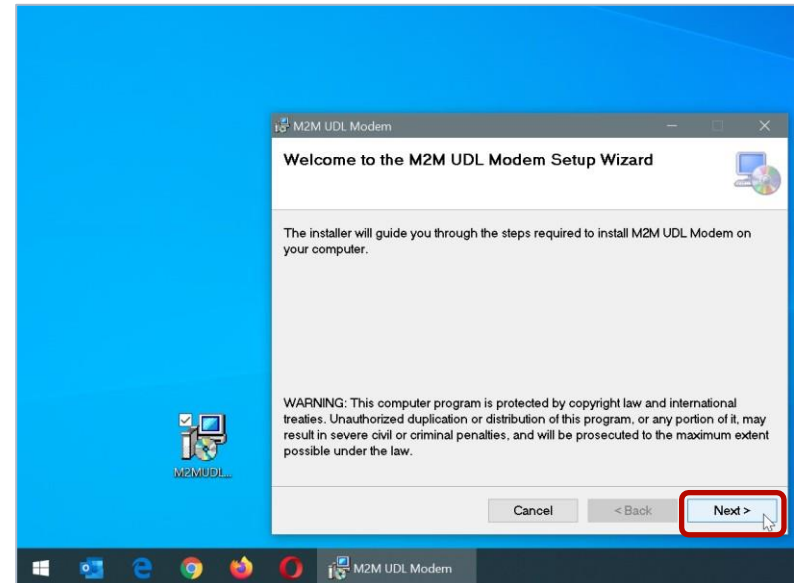
**Note:** If Microsoft Defender tries to prevent the installation, go through “More info” > “Run anyway”.

Press “Next” to proceed. (Pic. 2)

Pic. 1



Pic. 2



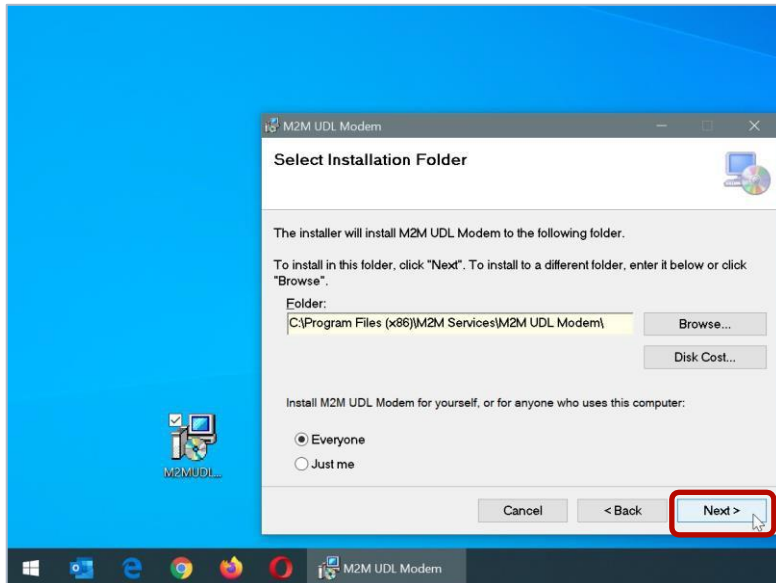
## Step 2

Press “Next” without changing the preconfigured installation location. (Pic. 3)

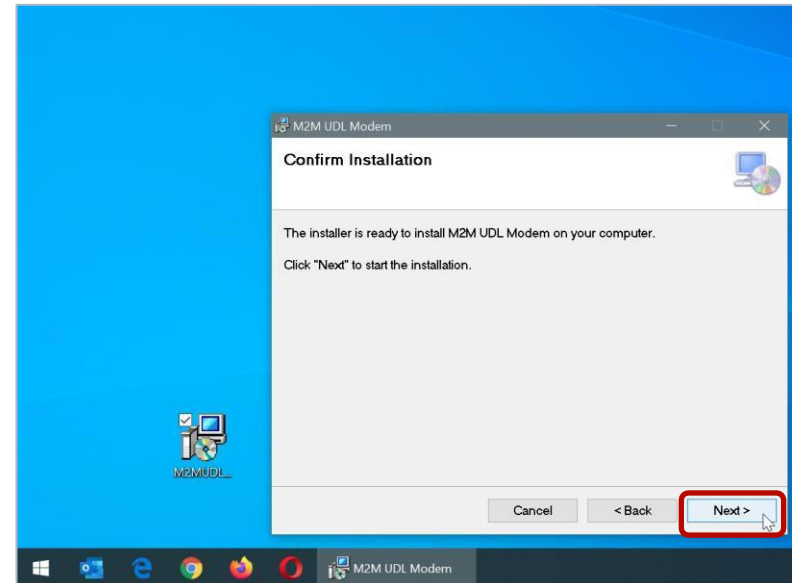
Then start the installation. (Pic. 4)

**Note:** Do not stop an installation in progress.

Pic. 3



Pic. 4



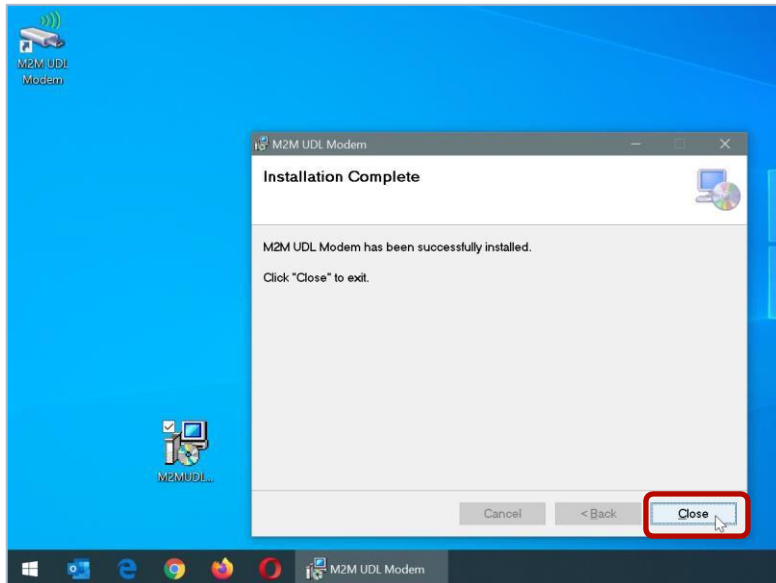
## Step 3

After the installation is complete, press the “Close” button to exit the wizard. (Pic. 5)

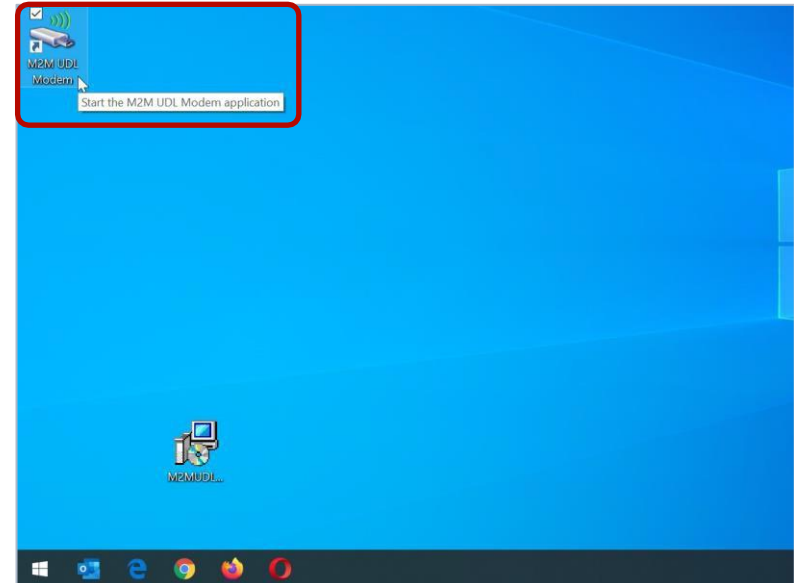
A shortcut with a name “M2M UDL modem” should appear on your desktop.

Open the program by double clicking on it. (Pic. 6)

Pic. 5



Pic. 6



## Step 4

Enter your dealer/installer credentials. (Pic. 7)

They are the same as the ones you use for the M2M administrative portal.

## Step 5

You must select two COM ports that will be used for the M2M software modem the first time you log into the program. The “Modem COM port” configuration must be also set up into DSC, Honeywell and NX (Interlogix / GE) UDL software as modem.

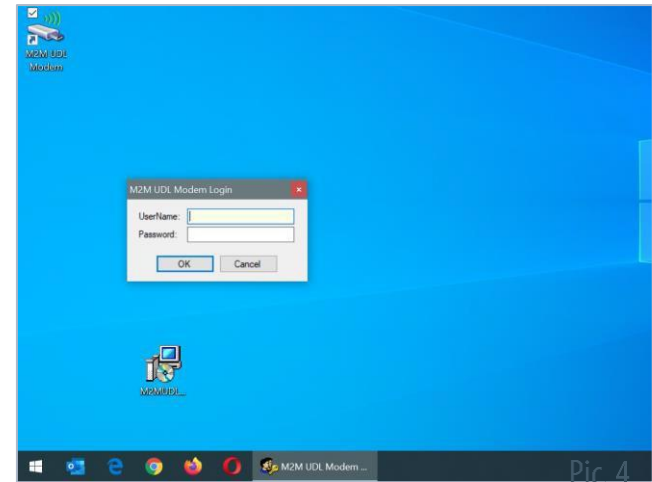
**Note:** The “Internal COM port” you set must be reserved only for the M2M software modem use!

**Note:** The selected COM ports in Pic.8 are just an example.

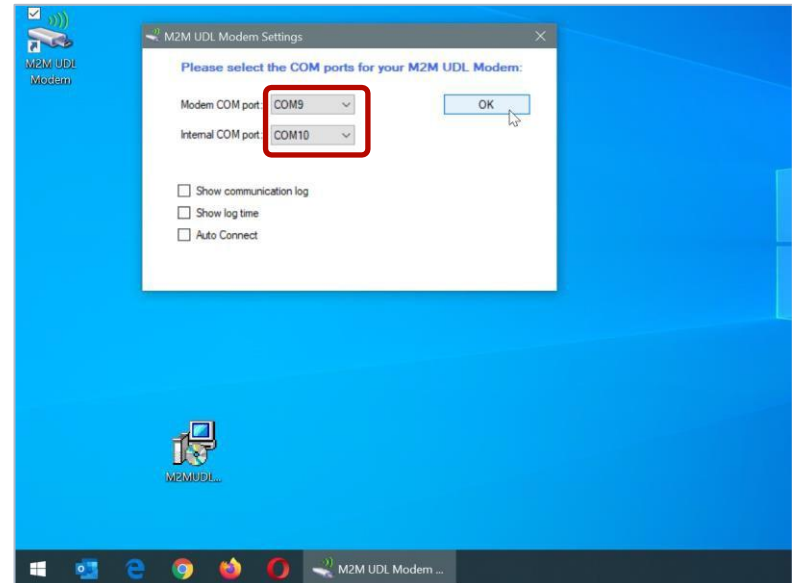
However, by default COM9 is set, as some of the softwares for UDL do not support ports above 10th.

After selecting the two ports, press “OK” to create the virtual pair and then open the modem.

Pic. 7



Pic. 8



## Step 6

Navigate to the dropdown menu and select the desired panel type. (Pic. 9)

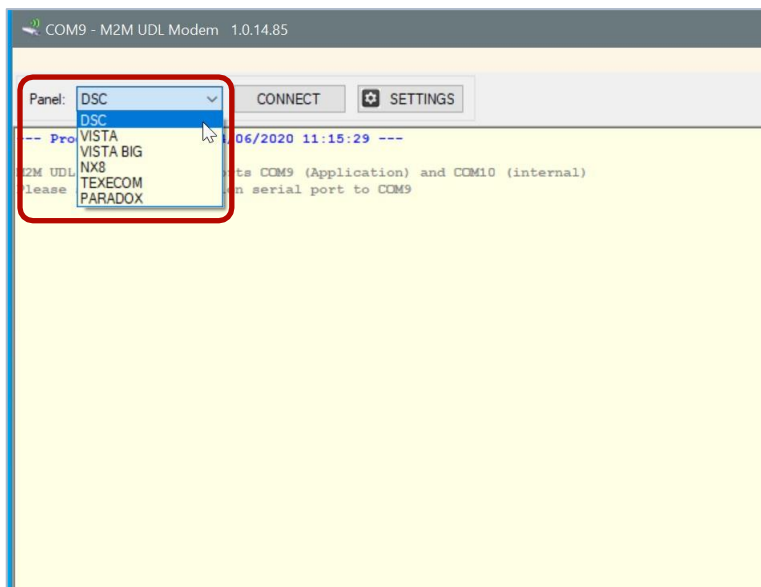
Press "CONNECT" to start the software modem's session. (Pic. 10)

Open the manufacturer's panel software.

**Note:** If a COM port change is needed, press "SETTINGS" and change it. To do it the modem has to be disconnected.

**Note:** If you use NX (Interlogix / GE) panels you have to go through Steps 7 to 11 as well.  
If you use Honeywell or DSC panels no further steps are required.

Pic. 9



Pic. 10



## Step 7 - NX (Interlogix / GE) panels only

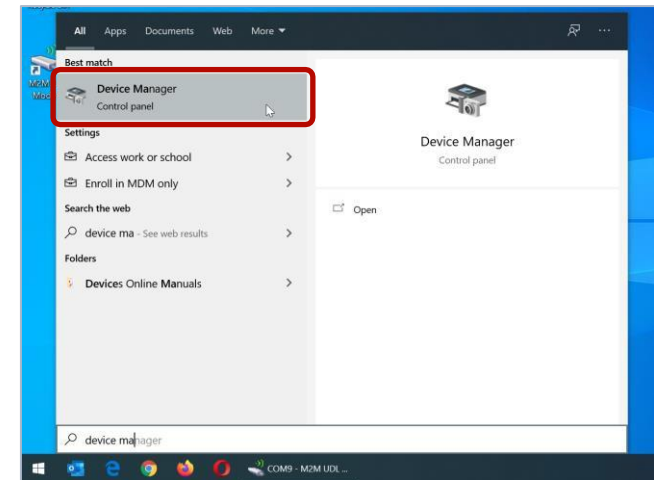
Open "Device Manager". (Pic. 11)

## Step 8 - NX (Interlogix / GE) panels only

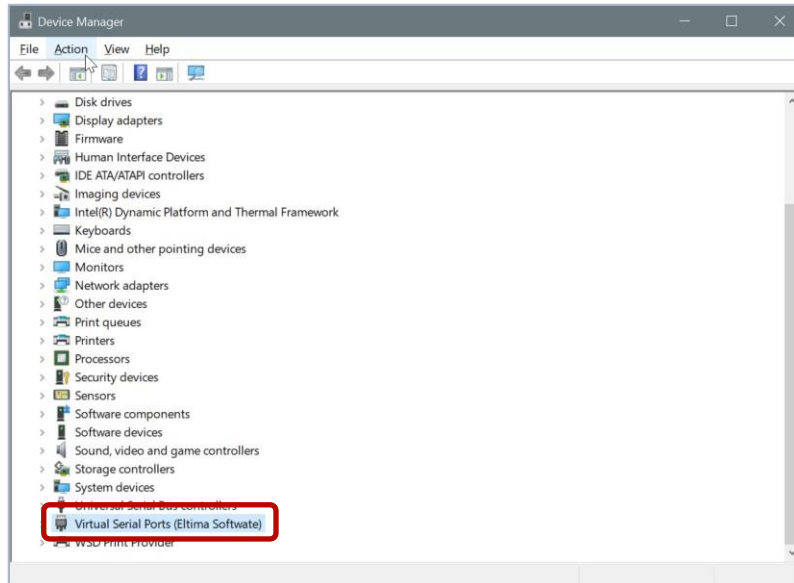
Select "Ports (COM & LPT)" or "Virtual Serial Ports" from the list of items. (Pic. 12)

Navigate to "Action" and select "Add legacy hardware". (Pic. 13)

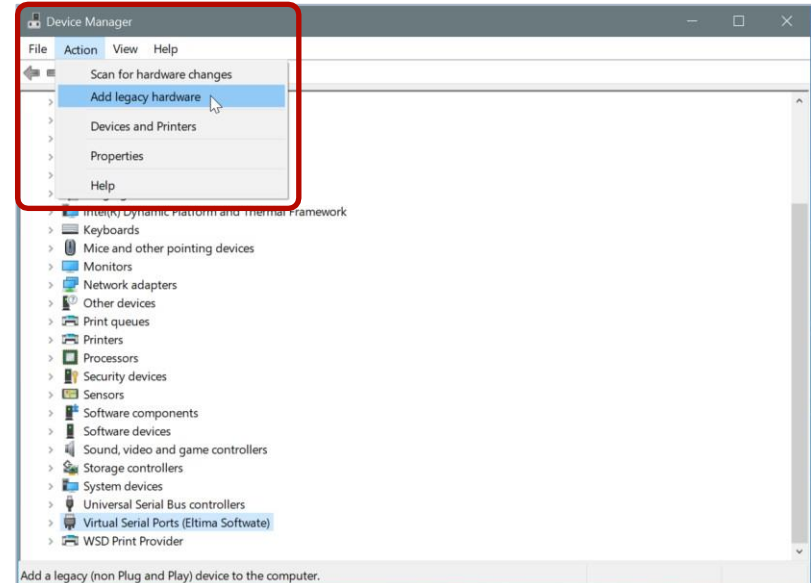
Pic. 11



Pic. 12



Pic. 13



# Software Modem Installation

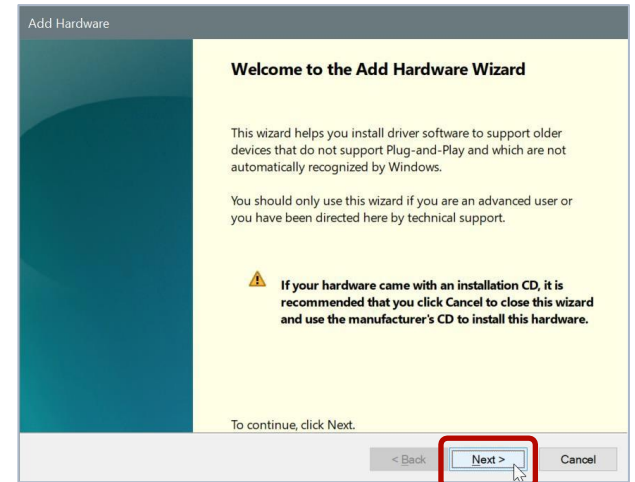
## Step 9 - NX (Interlogix / GE) panels only

In "Add Hardware Wizard" press "Next". (Pic. 14)

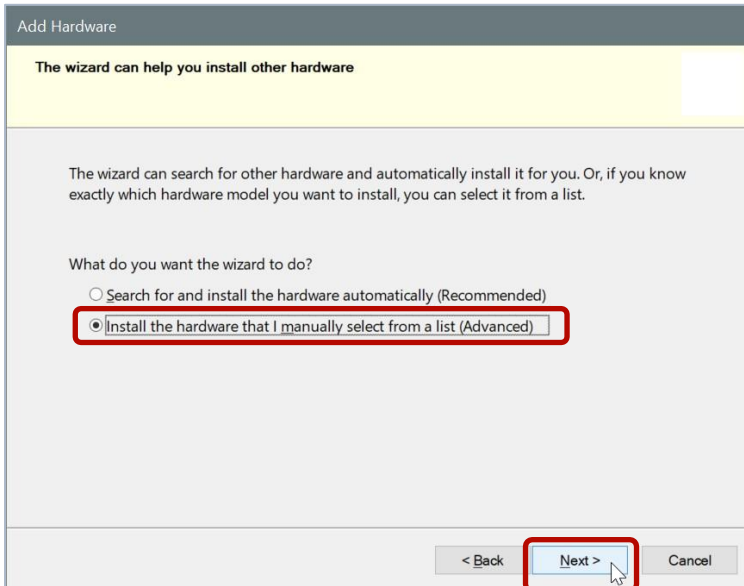
Mark "Install the hardware that I manually select from a list (Advanced)" and press "Next". (Pic. 15)

Then select "Modems" and press "Next". (Pic. 16)

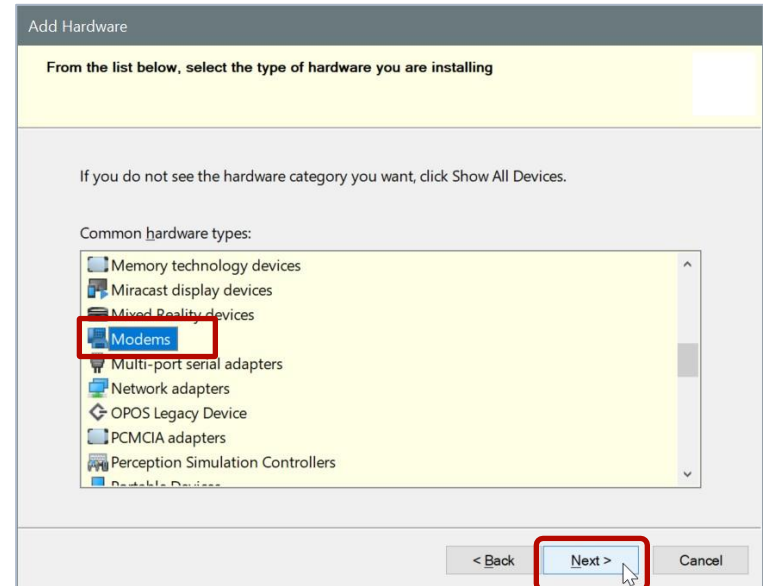
Pic. 14



Pic. 15



Pic. 16

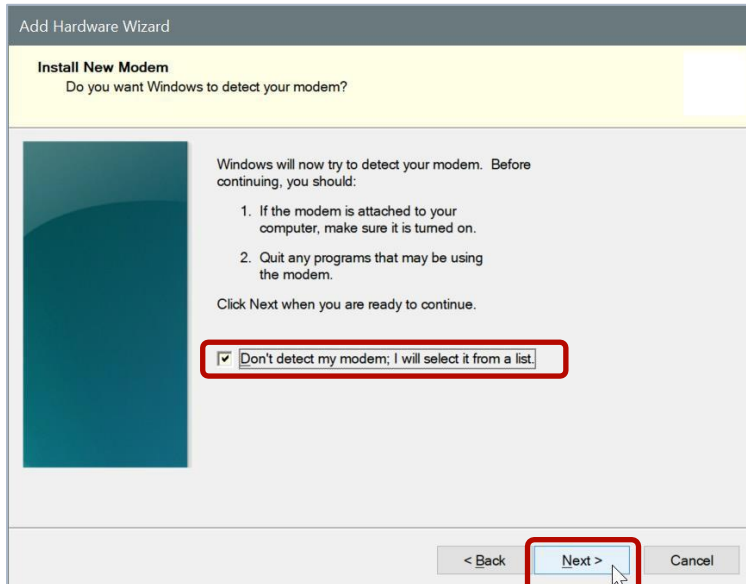


## Step 10 - NX (Interlogix / GE) panels only

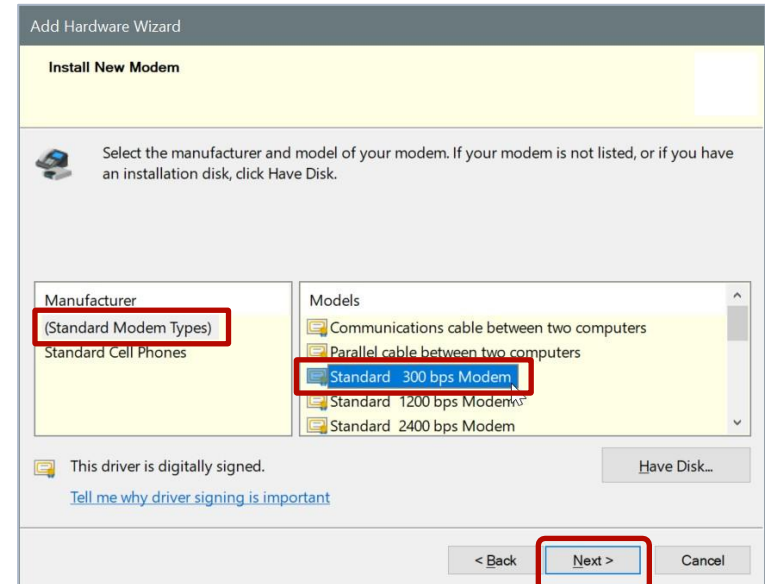
Mark "Don't detect my modem; I will select it from a list", then press "Next". (Pic. 17)

Afterwards, select "Standard Modem Types", select "Standard 300 bps Modem", and press "Next". (Pic. 18)

Pic. 17



Pic. 18



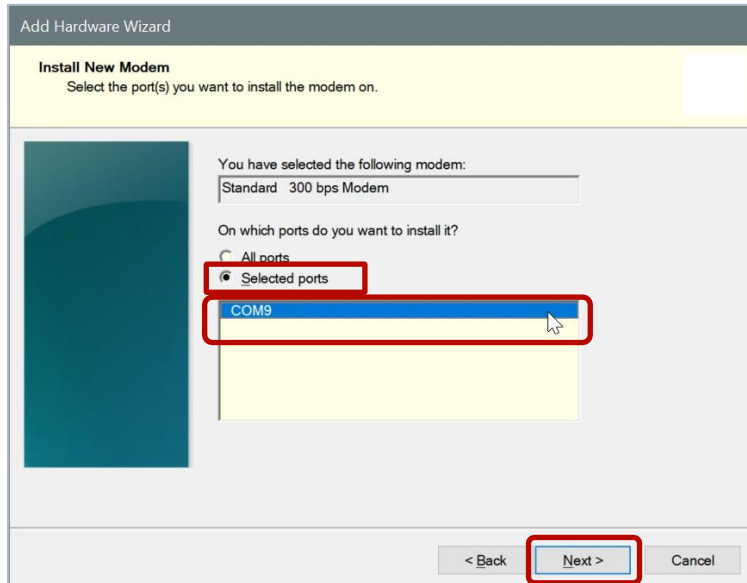
## Step 11 - NX (Interlogix / GE) panels only

Mark "Selected ports". (Pic. 19)

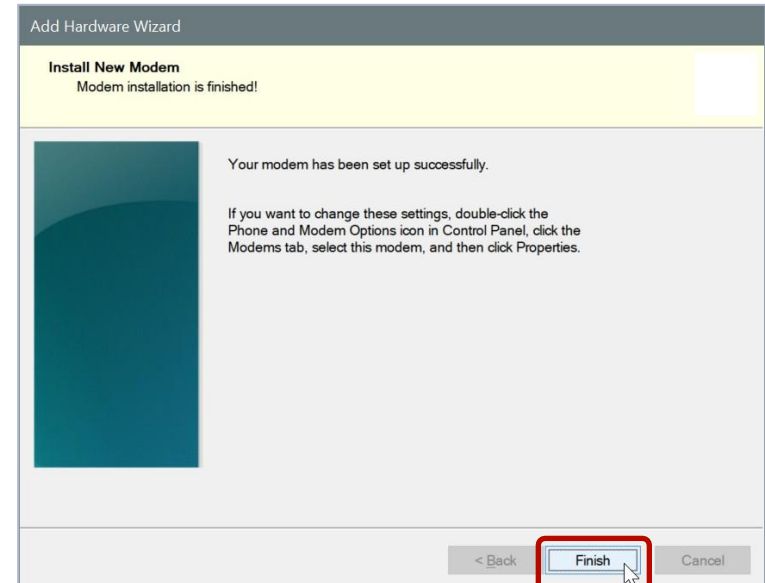
Select "COMxx" where COMxx is the same COM port, as the one you selected in "Step 5" as a "Modem COM port". (Pic. 19)

Press "Next" to proceed (Pic. 19) and then press "Finish" to finish the installation of the modem. (Pic. 20)

Pic. 19



Pic. 20



## REMOTE UPLOAD/DOWNLOAD

### SOFTWARE CONFIGURATION MANUAL FOR COMPASS

#### Configuration steps to enable upload/download via M2M-Modem

1. Plug in the M2M-Modem-Vista in a USB port on the PC with the Compass software.
2. Go to Control Panel > Device Manager > PORTS to find out which is the COM port number assigned to the M2M-Modem
3. Open Compass > Home Page > Modems  
Configure the following settings in Communication Settings dialog:
  - Go to "Configure COM ports" – Select the COM port of the Modem from the dropdown Click on Add and Close
  - In "Standard Modems" select Ademco CIA 2400
  - Check the "Touch Tone" checkbox

Click on OK to apply the changes.

4. Use the Serial Number of the cellular communicator instead of a phone number for each account.  
Customer Details > Panel Phone Number

Proceed with the programming as if you were connecting via the POTS line.

**NOTE:** Before you start a new communication session to specific panel make sure that the following settings are selected in the "Communications" dialog:

- The correct COM port is selected in "Comm Port" dropdown
- "Initiate From" should be set to "PC"
- "Answering Machine Defeat" should be unchecked
- The Serial Number of the cellular communicator is set instead of a phone number

#### Troubleshooting the panel configurations for the remote upload/download

If you have issues with the remote upload/download, check the following settings of the panel:

- "Rings Count for Downloading" should be set to 1. This will disable the "Answering Machine Defeat"
- "Call Back" should be disabled (if this configuration is available for the specific panel model)
- The "CSID Code" should be the same as the one set in the Compass software (if this configuration is available for the specific panel model)
- The "Account number" of the panel should be the same as the one set in the Compass software

## REMOTE UPLOAD/DOWNLOAD

### SOFTWARE CONFIGURATION MANUAL FOR DL900

#### Installing the M2M-Modem

1. Plug in the M2M-Modem-GE in a USB port on the PC with the DL900 software.
2. Go to Control Panel > Device Manager > Action > Add legacy hardware > Follow the installation wizard:
  - Second step – select “Install the hardware that I manually select from a list”
  - Third step – “Common hardware types” scroll down and select “Modems”
  - Forth step – check “Don’t detect my modem” checkbox
  - Fifth step – select “Standard300 bps Modem”
  - Sixth step – select “Selected ports” and chose the appropriate COM port  
*Go to Control Panel > Device Manager > PORTS to find out which is the COM port number assigned to the M2M-Modem*

Press **Finish** to complete the installation.

#### Configuring DL900 to enable upload/download via M2M-Modem

1. Open DL900 > Home Page > Program > Setup > Modem setup and configure the following settings:
  - Scroll down to find “Hayes Smartmodem 300” as a string description.
  - Select the installed “Standard 300 bps Modem” in “Connect using” dropdown
  - Choose Tone in “Dial type” dropdown
  - Choose 300 in “Port baud rate” dropdown

Click **OK** to Save the configuration.
2. Use the Serial Number of the cellular communicator instead of a phone number for each account.
3. Change the phone number/s by following the steps below:

**Option 1:**  
Home Page > View> Customers > List  
Set the Serial numbers of the cellular communicator in “Panel phone” column on each corresponding row/account.  
Click on **Save** to apply the changes.

**Option 2:**  
Home Page > View> Customers > Single customer  
Find the specific account and set the Serial numbers of the cellular communicator in Panel phone field.  
Click on **Save** to apply the changes.

#### Troubleshooting the panel configuration

If you have issues with the remote upload/download, check the following settings of the panel:

- “Answering Machine Defeat” should be disabled
- “Call Back” should be disabled
- The “Download Access Code” of the panel should be the same as the one set in the DL900
- “Number of Rings to Answer” should be set to 1

## REMOTE UPLOAD/DOWNLOAD SOFTWARE CONFIGURATION MANUAL

### DLS 5 REMOTE PROGRAMMING SOFTWARE

#### Configuration steps to enable upload/download via M2M-Modem

1. Plug in the M2M-Modem-DSC in a USB port on the PC with the DLS software.
2. Go to Control Panel > Device Manager > PORTS to find out which is the COM port number assigned to the M2M-Modem
3. Open DLS 5 > Home Page > Tools > Modem Manager Configuration > Add New Modem of type MD-12
4. Select the new modem and configure following settings in the drop-down menus:
  - PORT - Select the COM port of the Modem
  - Call Preferences – Select “Disable Dial and Busy Tone Detection”
  - Dialing Method – Select DTMF Dialing
5. Click OK to close Modem Configuration.

#### Configurations when adding new account

1. Go to Home Page > File > New Account
2. Configure the following settings:
  - Connection Type – PSTN
  - Phone Number – Use the Serial Number of the MiNi01-4G instead of a phone number
  - Uncheck “Double Call” checkbox
3. Click Create to Save the Account.

#### Editing Existing Account

1. Right-click on the Account > Go to Properties > Panels Modules > Panel > PSTN/Existing Phone Number:
2. Configure the following settings:
  - Phone Number – Use the Serial Number of the MiNi01-4G instead of a phone number
  - Uncheck “Double Call Enable” checkbox
3. Click Save to apply the changes.

#### Proceed with the programming as if you were connecting via the POTS line.

#### Troubleshooting the panel configurations for the upload/download

If you have issues with the remote upload/download, check the following settings of the panel:

- “Double Call” should be disabled
- “Call Back” should be disabled
- “Baud rate” should be set to 300dps (if this configuration is available for the specific panel)
- The “Panel ID Code” should be the same as the one set in the DLS software
- The “DLS Downloading Access Code” of the panel should be the same as the one set in the DLS software
- “Number of Rings To Answer On” should be set to 1

### DLS 2002 REMOTE PROGRAMMING SOFTWARE

#### Configuration steps to enable upload/download via M2M-Modem

1. Plug in the M2M-Modem-DSC in a USB port on the PC with the DLS software.
2. Go to Control Panel > Device Manager > PORTS to find out which is the COM port number assigned to the M2M-Modem
3. Open DLS 2002 > Home Page > Tools > Modem Configuration
4. Tab “General” > Add
5. In Add Modem dropdown select “Digital Security Controls MD12” > OK to close
6. Select “Digital Security Controls MD12” > Open Properties

#### General tab:

- PORT - Select the COM port of the Modem (you can find the PORT name it in Control Panel > Device Manager > PORTS)
- Dialing Method – TONE

#### Connection tab:

- Call Preferences – Disable
  - Uncheck “Automatic Redial” checkbox
7. Click OK to Save the settings and close the dialog.
  8. Go to tab “Outgoing” > Select “Digital Security Controls MD12”
  9. Click OK to close Modem Configuration.

#### Configurations when adding new account

1. Go to Home Page > File > New Account
  - Panel Phone Number – Use the Serial Number of the MiNi01-4G instead of a phone number

#### Proceed with the programming as if you were connecting via the POTS line.

#### Troubleshooting the panel configurations for the upload/download

If you have issues with the remote upload/download, check the following settings of the panel:

- “Double Call” should be disabled
- “Call Back” should be disabled
- “Baud rate” should be set to 300dps (if this configuration is available for the specific panel)
- The “Panel ID Code” should be the same as the one set in the DLS software
- The “DLS Downloading Access Code” of the panel should be the same as the one set in the DLS software
- “Number of Rings To Answer On” should be set to 1

## “No UDL License” Error Message

If you receive the error message “Error: Login user has no UDL licenses” (Pic.21), then you do **not** have a license for the M2M software modem.

In such case you need to contact your M2M products’ supplier.

Pic. 21



## CONFIGURATION AND REQUIREMENTS

### **Mandatory configurations for your modem:**

- ✓ Disable Dial and Busy tone detection
- ✓ Set "Number of Rings to answer" to 1
- ✓ Dialing Method to be "DTMF" or "Touch Tone"

Requirements for the installation are:

- ✓ Windows 7 or later
- ✓ 64-bit operational system
- ✓ .NET 4.0 or above

### **DSC** software Requirements:

- ✓ Disable "Double Call"
- ✓ Disable "Call Back"
- ✓ Connection type should be "PSTN"
- ✓ "Panel ID" code should match the panels
- ✓ "DLS Downloading Access Code" should match the panels
- ✓ The serial number of the device must be set as phone number

### **Honeywell** software Requirements:

- ✓ "Account Code" should match the panels
- ✓ "Initiate from PC" should be applied
- ✓ "Answering Machine Defeat" should be unmarked
- ✓ "Call Back" should be disabled
- ✓ "CSID Code" should match the panels
- ✓ The serial number of the device must be set as phone number

### **NX (Interlogix / GE)** software Requirements:

- ✓ Steps 7 through 11 must be completed
- ✓ "Answering Machine Defeat" should be disabled
- ✓ "Call Back" should be disabled
- ✓ "Download Access Code" should match the panels
- ✓ The serial number of the device must be set as phone number

## M2M Services

[support@m2mservices.com](mailto:support@m2mservices.com)

[sales@m2mservices.com](mailto:sales@m2mservices.com)

800-403-7029

A full list of the supported panels can be found at:

Compatibility List of M2M Communicators

[https://support.m2mservices.com/files/M2M\\_Compatibility\\_List.pdf](https://support.m2mservices.com/files/M2M_Compatibility_List.pdf)