



NAPCO StarLink-Connect Radio Quick Start

The enclosed unit contains a Verizon CDMA radio, the iBridge messaging service, virtual remote keypad support, and the ability to control certain NAPCO, Honeywell and DSC alarm control panels including the ability to remotely upload and download control panel programming. The -Z models contain an integral Z-Wave controller. The enclosed WI2193 provides a list of supported control panels and other information.

1 Activate your StarLink Connect Radio on NAPCO ComNet

Go to www.NapcoComNet.com and log into your ComNet account.

- Click the **Add Device** tab at the top of the screen, click **Service Plans** and then select **SLE Service Plans**.
- Type your StarLink Connect radio ID, click **Go** to view the applicable service plans and add them to your cart. Enter the basic customer information requested.
- A new subscriber account will automatically be created and a User ID and temporary password for this new account will be emailed to you (to the dealer email address associated with your ComNet account).

IMPORTANT: This temporary password must be changed by the customer once the installation is complete.

2 Verify the Control Panel Firmware



NAPCO control panels must be running the correct firmware version to use ALL iBridge features (if the control panel is already running the latest firmware, jump to **Step 3** below). **Note:** Control panel firmware versions prior to those listed below may only support ARM/DISARM functions. **IMPORTANT:** Before upgrading the control panel firmware, always upload the control panel program (to be re-downloaded after upgrading the firmware).

Control panels **GEM-X255**, **GEM-P9600** and the **GEM-P3200** require firmware version **V61B** or greater; control panels **GEM-P1664**, **GEM-P1632** and the **GEM-P816** require firmware version **V31BA** or greater. The more recent "NO EPROM" **GEM-P3200**, **GEM-P9600** or **GEM-X255** control panels require firmware version **V72C4** or greater (all are available in the Technical Support Library at <http://tech.napcosecurity.com/>). If an upgrade EPROM is needed, call NAPCO Customer Service at (800) 645-9445. For DSC and Honeywell control panels, see WI2193, the "**Supported Control Panels**" section. **Note:** The following older EPROM based control panels may be upgraded for iBridge compatibility:

- **GEM-P3200** and **GEM-P9600** control panels running firmware version 20 or greater, released in May of 1999 (contact NAPCO Customer Service at 1-800-645-9445 and order p/n: **SE-GEM32-255**)
- **GEM-P816** and **GEM-P1632** control panels running firmware version 10D or greater, released in November of 2005. The PC board revision number can be identified by the revision number inside the triangular shaped sticker affixed to the PCB (requires 32 pin EPROM socket on the control panel). (Contact NAPCO Customer Service at 1-800-645-9445 and order p/n: **SE-GEM816-64**).
- All **GEM-P1664** control panels may be upgraded for StarLink Connect compatibility (contact NAPCO Customer Service at 1-800-645-9445 and order p/n: **SE-GEM816-64**).

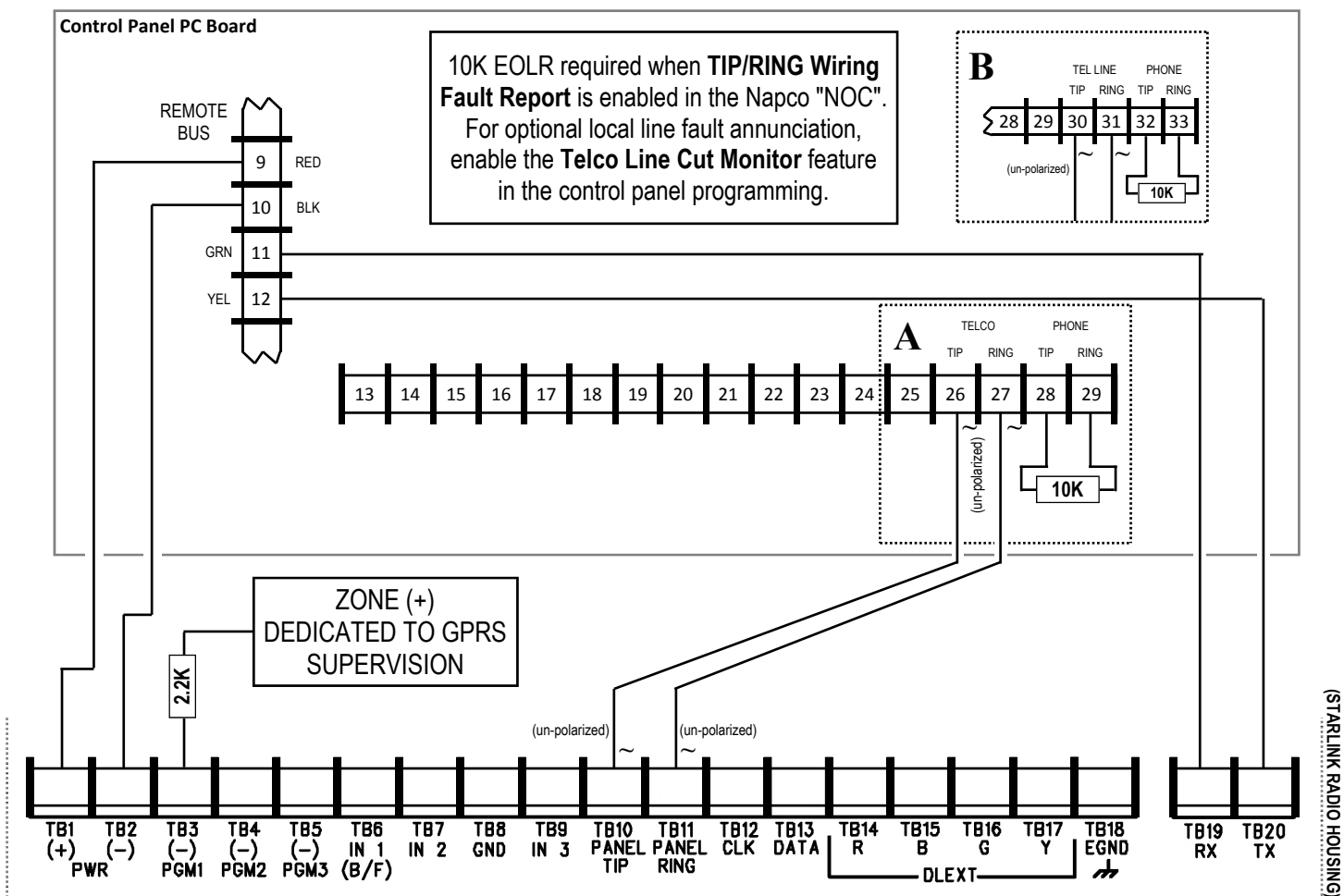
3 Program Additional Keypad for Radio

- For NAPCO control panels, the StarLink Connect radio requires its own keypad address. Use PCD-Windows Quickloader V6.3.6 (or greater) to program an additional keypad into the system for the radio. In the **Keypad Assignment** screen, add the keypad address to the Area, select the **Keypad Type** as "RCM", and enable the **EZ Arm** feature. Once programmed, power down the control panel. For DSC and Honeywell panels refer to WI2193.

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See wiring diagram below for PRIMARY reporting configuration.

- For **GEM-P816**, **GEM-P1632** and **GEM-P1664**: Use "**A**" (pins 26 & 27)
- For **GEM-X255**, **GEM-P9600** and **GEM-P3200**: Use "**B**" (pins 30 & 31)



If a NAPCO control panel is installed, connect an **SLE-DLCBL** *Download Cable* between the radio data jack and the control panel data jack before re-powering the control panel and the radio. See WI2193 for DSC and Honeywell panel wiring.

5

Using INTERNET EXPLORER version 10 or greater, go to <http://NapcoNoc2.com> and type your CURRENT StarLink **Username** and **Password**.

Account Information

Username:

Password:

UI 0.8, IA 0.1, SS 0.1

Log In

Next, type the **7-digit radio ID#** as shown at right, then click **SEARCH**.

Click the **StarLink Connect** tab > **Panel Configuration**.

CSDASHBOARD HOME (BETA)

Checksins CSDebounce Log

NAPCO Access Only Comm Cell/IP **StarLink Connect** NAPCO Carrier

SUBSCRIBER INFORMATION

Contact Name:

SUBSCRIBER ACCOUNTS (radio accounts)

List by Dealer ID:

View/Edit Device ID #:

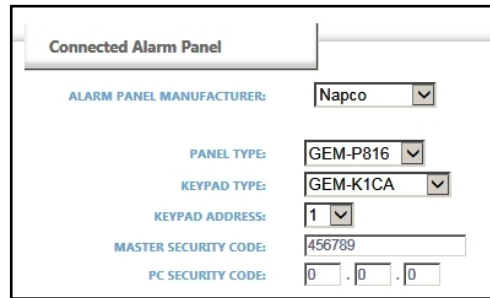
1234567

View Radio Edit History:

When Radio Class 1 is...

In the **Connected Alarm Panel** area (shown below), select the **Manufacturer** and control **Panel Type** (model) and other information as required. For NAPCO control panels, select the same **Keypad Address** from **Step 3**.

NAPCO



Connected Alarm Panel

ALARM PANEL MANUFACTURER: Napco

PANEL TYPE: GEM-P816

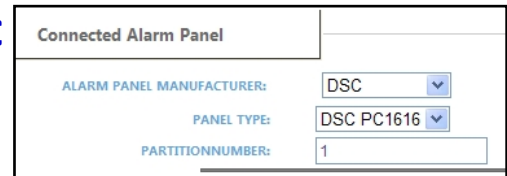
KEYPAD TYPE: GEM-K1CA

KEYPAD ADDRESS: 1

MASTER SECURITY CODE: 456789

PC SECURITY CODE: 0 . 0 . 0

DSC



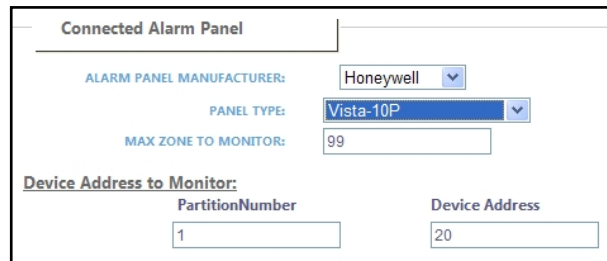
Connected Alarm Panel

ALARM PANEL MANUFACTURER: DSC

PANEL TYPE: DSC PC1616

PARTITIONNUMBER: 1

Honeywell



Connected Alarm Panel

ALARM PANEL MANUFACTURER: Honeywell

PANEL TYPE: Vista-10P

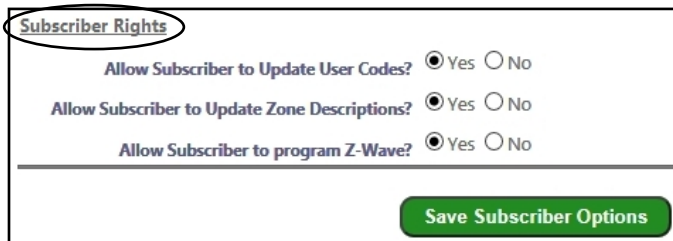
MAX ZONE TO MONITOR: 99

Device Address to Monitor:

PartitionNumber	Device Address
1	20

When finished, click **Save Radio Configurations** (the radio will reboot if the **Manufacturer** was changed).

Scroll down to **Subscriber Rights** and **Subscriber Information / Access** and select the appropriate options (options vary based on control panel manufacturer):



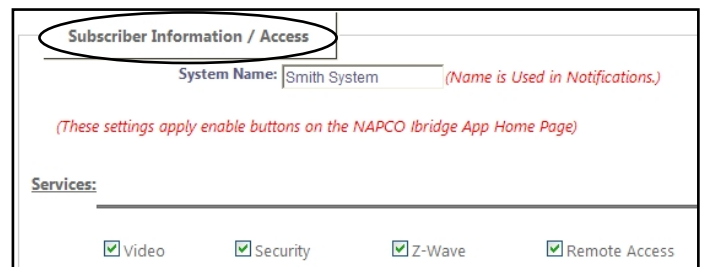
Subscriber Rights

Allow Subscriber to Update User Codes? ☒ Yes ☐ No

Allow Subscriber to Update Zone Descriptions? ☒ Yes ☐ No

Allow Subscriber to program Z-Wave? ☒ Yes ☐ No

Save Subscriber Options



Subscriber Information / Access

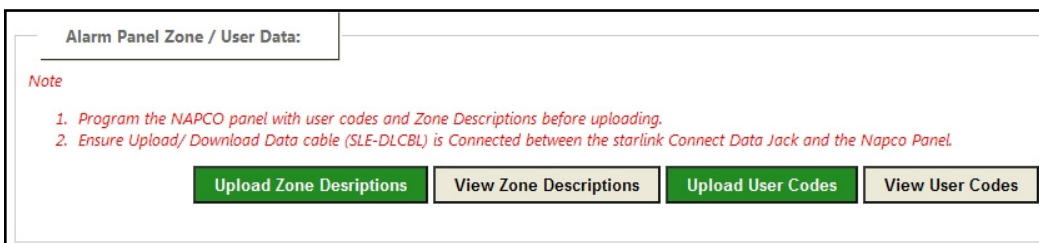
System Name: Smith System (Name is Used in Notifications.)

(These settings apply enable buttons on the NAPCO iBridge App Home Page)

Services:

☒ Video ☒ Security ☒ Z-Wave ☒ Remote Access

If a NAPCO control panel is installed and the **SLE-DLCBL** is installed, upload Zone Descriptions by clicking **Upload Zone Descriptions**. DSC and Honeywell panels must be added manually into the **Alarm Panel Zone / User Data** screen.



Alarm Panel Zone / User Data:

Note

1. Program the NAPCO panel with user codes and Zone Descriptions before uploading.

2. Ensure Upload/ Download Data cable (SLE-DLCBL) is Connected between the starlink Connect Data Jack and the Napco Panel.

Upload Zone Descriptions **View Zone Descriptions** **Upload User Codes** **View User Codes**

6 Set up Notifications

To set up notifications for the customer on the website, log in (as the user) at <http://ibridge.napconoc2.com> using the temporary password (you can also perform this function using the iBridge app, available on our website as detailed in the next step).

7 Load Your App

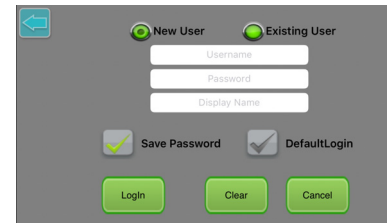
Download the app at Google Play or Apple iTunes and select the operating system for the device (Android or iOS).

- After the app finishes loading, tap the "Gear" icon (**User Settings**) then tap **Configure Remote Logins**.
- Tap **New User** and add:
 - Username** (type the Radio ID number)
 - Password** (type 1 2 3 4)
 - Display Name** (type a descriptive name for the system)
- Tap **Login** to connect to the radio.



The next time you start the app, tap the "Chain" icon (**LINK**) and the **Display Name** you typed (in step "b" above) will appear (tapping this selection will initiate the connection). **Note:** The connection process is currently not automatic as it is with iBridge).

You can program notifications through the free iBridge mobile app. Family members may load the iBridge app onto their Android, iPad or iPhone device by visiting the link described above. Once installed, launch the app and connect through the **Remote Connection** feature. You can also visit <http://ibridge.napconoc2.com> to view your system through a web browser. **Note:** To program Z-Wave devices, Events or Scenes, you **MUST** use the app, not the browser; *Honeywell and DSC control panels cannot be armed and disarmed through the browser (only the app will allow arming/disarming).*



8 iBridge USER Account

Test by verifying your ability to arm and disarm (NAPCO control panels only at this time), verify that you can control Z-Wave devices and functions (with all panels), and can see Video. All programming of Z-Wave devices and Z-Wave functions are performed using the app downloaded in **Step 7** ("Load your App") above.

9 Download Panel Programming using DSC or Honeywell

Refer to page (8) of WI2193 for details.

10 Program Alarm Reporting

There are two ways to enable reporting of alarms to your central station: (A) Auto Enroll and (B) Dealer Entered Programming. The system is defaulted to **Auto Enroll**, therefore program your alarm control panel with the correct COMPLETE central station telephone number (1 + area code + number), program the Central station account number and also program to report in Contact ID or 4/2 format. Test by generating an alarm and verify that:

- Your central station receives the alarm and
- Verify the Auto Enroll feature captured the correct central station telephone number, Account number and format.

General	Notification	Inputs/Outputs	Advanced	NAPCO Access Only	Comms Cell/IP	StarLink Connect	NAPCO Carrier Information
RADIO INFORMATION Radio ID# 4XXXXXX ICC ID# 000000000000F654F633 Status: Device Running Properly... SIM Status: Active On-Line Date: 6/16/2016 3:46:51 PM Dealer ID: Dealer Co. Name: Napco Security Technologies Inc							
SUBSCRIBER INFORMATION Contact Name: <input type="text"/> Street Address: <input type="text"/> City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/> <input type="button" value="Help"/>							
AUTO ENROLL PROGRAMMING - ON/OFF: <input checked="" type="radio"/> (Initiate an alarm from panel to auto enroll) Primary Reporting Central Station Receiver Tel #: 16315551234 Format Captured #: Contact ID Central Station (CS) Acct#: 1234 Supervisory Timeout: 7 Days <input type="button" value="Click Here Reset Auto-Enroll"/>							