



TECH NOTE

VICON TECHNICAL SERVICES GROUP

Subject: Standalone Keypad
with PTZ receiver Alarms
Product: V1300X-DVC/RVC
Number: 1400-0001-16-01
Date: 07/05/01

V1300X-DVC/RVC Keypad Alarm Handling

1. **Situation:** When using a V1300X-DVC/RVC Intelligent Remote Control Panel (keypad) in the Standalone mode, there is a conflict in alarm handling when processing an alarm from a *Surveyor*® dome camera. The dome does not attain the selected Preset Position. This is evident in Keypads with software versions of 3.1 or earlier.
2. **Symptom:** Regardless of the alarm programming within the *Surveyor*, the keypad will always send a PP1 (preset position 1) command to the dome on receipt of an alarm indication from the dome.
3. **Explanation:** The keypad software is programmed to send PP1 as the response to any alarm indication.
4. **Solution:**
 - Set the *Alarm Report* feature in the Surveyor programming to *Disable* to prevent the keypad from receiving the alarm. Doing so will require selecting *Momentary* alarms and also setting the Surveyor *Auto Acknowledge* feature to On.
 - Upgrade the keypad to software version 3.2 (Vicon Part Number 1251-3465-00-00) or later.