iBase Install and Communications Quick Guide

iBase Phone Communications

Telco (Tip and Ring)

Premises Phone
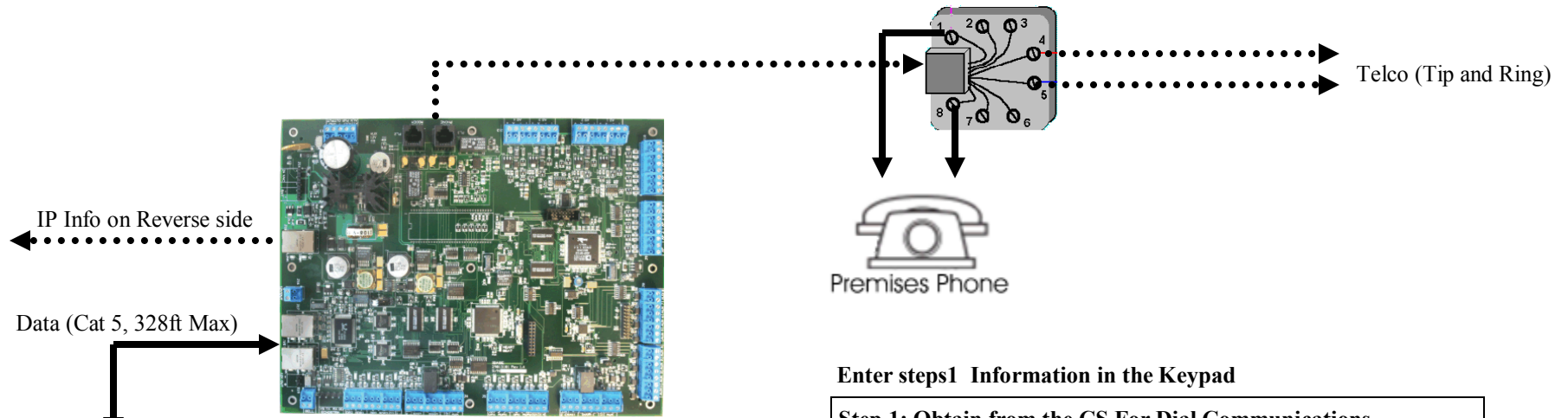
IP Info on Reverse side

Data (Cat 5, 328ft Max)

Keypad Screen

Select

Test

(Back) CLR (Clear)

Navigation Buttons

Enter

Numerical Buttons

LED Status Indicator

Arm
Disarm
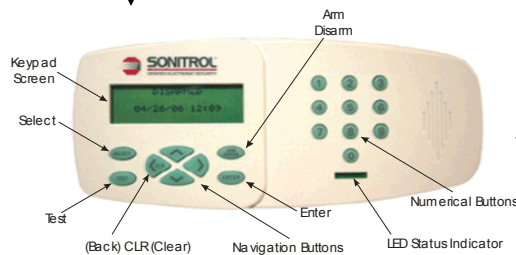
Enter steps1 Information in the Keypad

Step 1: Obtain from the CS For Dial Communications
1. Panel Account Number
2. Panel Group Number
3. Panel Primary Central Station Alarm Number
4. Panel Secondary Central Station Alarm Number
5. Panel Alarm Dial Prefix

Step 2: Obtain from the Customer For Dial Communications
Note: Provide this information to the Central Station
1. Panel's Phone number

Step 3: How to Test Step 1 and 2, Dial Communications
Test 1: Can a successful test be sent to the CS?
Test 2: Can the CS reset the test or alarms successfully?
Test 3: Can the CS receive audio from the iBase?
Test 4: Can the CS download the iBase when the panel's dial line is on hook? (CS calls the panel for a download)

Need to Knows:
1. Data pins used for peripheral module communications are 1,2,3, and 6 (TX + - and RX + -) (Terminate to 485B standard)
2. Use 18 gauge wire for power
3. Always use 24V transformers for iBase, FlexiBase, Power Hubs, and Access-4. All other peripheral modules use 12VDC.
4. Dip switch settings are represented by 8|4|2|1. Add the value for each dip switch that is set to on.
5. To view firmware versions, enter tech code , scroll to 'Test

Step 4: Troubleshooting: iBase Still Unable to Communicate over Dial?
1. Ensure that the customer phone line is a POTs line (cannot be digital or VOIP)
2. Ensure that the Central Station Response time in the keypad is at least 35 seconds.
3. Call the alarm number using your cell phone and ensure that the receiver answers.
4. Verify that the RJ jack is wired where the panel has priority over the alarm number.
5. Double check your communications options that were entered using the keypad. Be

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iBase IP Communications

Enter steps 1 and 2 Information in the Keypad

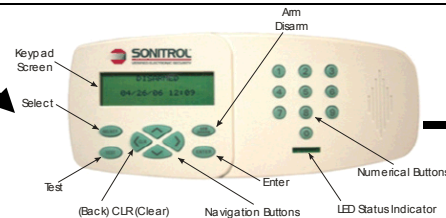**Step 1:** Obtain from the Central Station For IP Communications
1. Panel Account Number
2. Panel Group Number
3. NNC Number
4. Receiver 1 IP Primary IP Address (RX: IP 1)
5. Receiver 1 Port (RX 1 Port #)
6. SonIP 1 IP Address (SonIP IP 1)
7. Receiver 2 IP Secondary IP Address (RX: IP 2)
8. Receiver 2 Port (RX 2 Port #)
9. SonIP 2 IP Address (SonIP IP 2)

Step 2: Obtain from the Customer For IP Communications
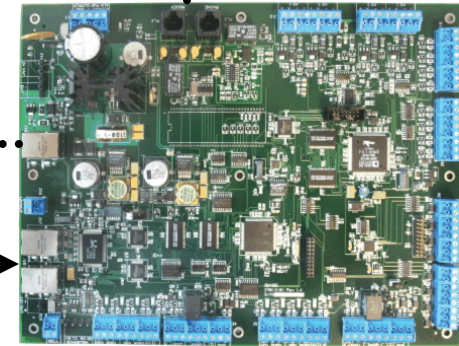Note: Provide this information to the Central Station
1. Panel's Private IP Address
2. Panel's Public IP Address (Do NOT enter in the iBase)
3. Panel's Subnet Mask
4. Panel's Gateway

Dial Info on Reverse side

WAN to CS (internet)

Data (Cat 5, 328ft Max)

Keypad Screen
Select
Test
(Back) CLR (Clear)
Navigation Buttons
Enter
LED Status Indicator
Numerical Buttons
Arm Disarm
SONITROL
04/26-06 12:09

Step 3: The customer should ensure that these rules are implemented for their firewall (CS stands for Central Station)

Firewall	Rule	Direction	Source Address	Source Port	Destination Address	Destination Port
(iBase) All Rules are UDP Protocol	1	Outbound	iBase LAN	(6000)	6682 Cobox NAT	(9000)
	2	Inbound	ReceiverCom NAT	Any	iBase NAT	7001
	3	Inbound	UDM NAT	Any	iBase NAT	7001
	4	Outbound	iBase LAN	7001	ReceiverComm NAT	Any
	5	Inbound	ReceiverCom NAT	Any	iBase NAT	7002

Firewall Rule Explanation (Reference Step 4 for how each rule applies to your final goal)

Rule 1	Allows iBase data packets to be sent from the iBase source port 6000 to Central Station receiver destination port 9000
Rule 2	Allows Encapsulated info to be sent from SonIP(ReceiverCom) to iBase that tells iBase where to stream audio. Also allows Receivercom to reset the iBase
Rule 3	Allows iBase to receive downloads from UDM source port any to iBase destination port 7001
Rule 4	Allows iBase to send audio packets from iBase to SonIP (Encapsulated message from Rule 3 contains the port that SonIP previously specified for audio)
Rule 5	Allows SonIP source port any to send iBase integrity check so that iBase knows to continue to stream audio to previously specified IP address and port

Step 4: How to Test Step 1-3 Customer's Firewall Rules
Rule 1: Can a successful test be sent to the CS?
Rule 2: Can the CS reset the test or alarms successfully?
Rule 3: Can the CS download the iBase?
Rule 4: Can the CS receive audio from the iBase?
Rule 5: Can the CS receive continuous audio for more than 60 seconds.

Step 5: Troubleshooting: iBase Still Unable to Communicate over IP?
1. Ensure that CS has the 'Enable Communications' and 'Resync' options set in the Receiver.
2. Replacing a panel? Remember to wait 20 minutes after disconnecting the previous panels WAN jack or ask the customer IT admin to refresh their ARP table.
3. Double check your communications options that were entered using the keypad. Be sure to compare what you have to the CS operator's options.
4. Ensure that the private IP address is entered in the panel. And not the public IP address.