APPLICATION
Note
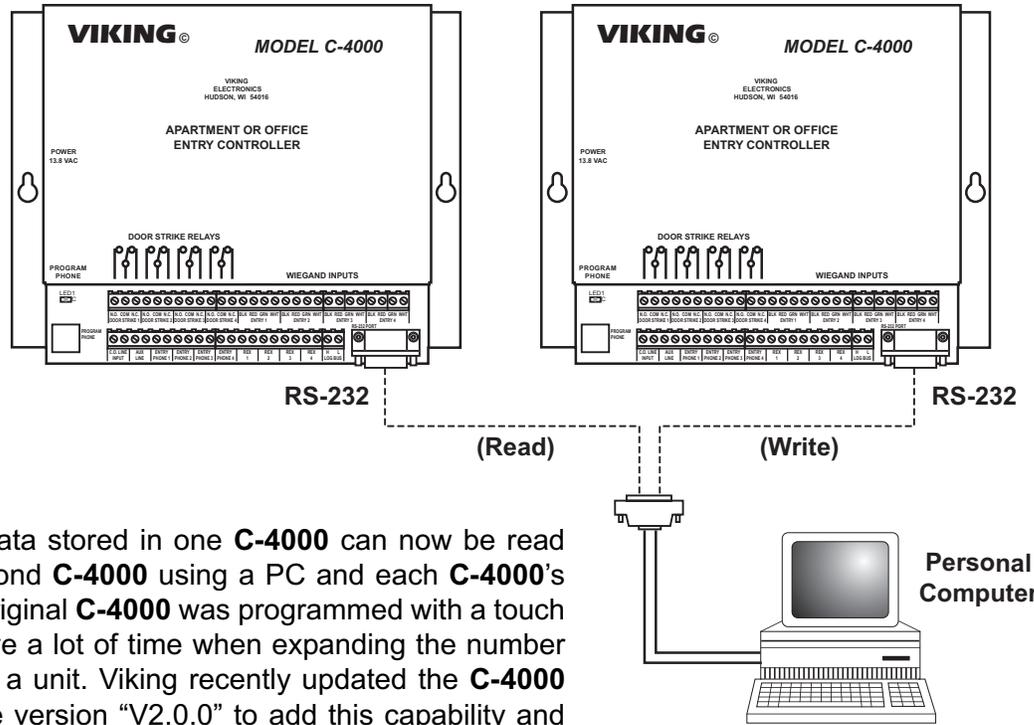### *TELECOM SOLUTIONS FOR THE 21ST CENTURY*

C-4000
Copying Programming

December 15, 2011

Copy All C-4000 Customer Programming Data from One Controller to Another

RS-232   **RS-232**

(Read)   **(Write)**

Personal Computer

Customer programming data stored in one **C-4000** can now be read and downloaded to a second **C-4000** using a PC and each **C-4000**'s RS-232 port (even if the original **C-4000** was programmed with a touch tone phone). This can save a lot of time when expanding the number of controllers or replacing a unit. Viking recently updated the **C-4000** PC programming software version "V2.0.0" to add this capability and the new version is available on our website as a free download (www.vikingelectronics.com). Complete directions are available below and on page 2.

Description

Transfer all customer data from one **C-4000** to another, using the **C-4000** PC software and a direct connection from the PC (a com port). This procedure allows you to read the customer data from one **C-4000** and write that same data to a second **C-4000**.

Notes: **1.** The **C-4000** PC software must be V2.0.0 (V1.5.0 will not work).
 2. Connect power to both **C-4000**'s and both should remain powered throughout this procedure.

Use the following procedure:

C-4000 #1 - is the **C-4000** that is already programmed and it's current data is being read. **C-4000** #2 is the new **C-4000** with no previous programming. Data read from **C-4000** #1 is being written to **C-4000** #2.

1. Connect the PC com port to **C-4000** #1.

2. Open the C-4000 application on the PC and select the "Example" location, then click on "Next". If your C-4000 PC software does not have an "Example" location, you may have an early version of the v2.0.0 software. If this is the case, un-install the current C-4000 PC software using "Add or Remove Programs" in the control panel, then download and install the latest version from the Viking website (www.vikingelectronics.com). On the "Tenant List" page, all (250) memory locations should have nothing but dashes in the "Name", "Unit", "Phone Number" and "Entry Code" fields.

3. Click on "connect" and "connect" again on the next screen (leave "direct to comm port" selected). If you are using the com1 port of the PC, you will be instantly connected to the **C-4000**. If not using com1, it will come up with a message box that says "**C-4000** not found on com1" (then click on "comm port", select the correct com port and click on "apply").

4. You are now on the "tenant list data transfer screen". Select "**C-4000** memory". The PC will then read the entire contents of the **C-4000** memory for tenant phone numbers and keyless codes (entry codes and phone numbers will appear when finished).

5. Leave the **C-4000** software application open on the PC, but move the PC com port to C-4000 #2.

6. Click on "connect" (you must do this!!), then "connect" again on the next screen (leave "direct to comm port" selected).

7. Click on "write" and a "database will not be updated" message box will appear (this is normal), then click on "ok". A "your data was transferred successfully" message will appear, then click on "ok".

8. Leave the **C-4000** software application open on the PC, but move the PC com port to **C-4000** #1.

9. Click on "settings", then select "**C-4000** memory".

10. Leave the **C-4000** software application open on the PC, but move the PC com port to **C-4000** #2.

11. Click on "write". A "your data was transferred successfully" message will appear, then click on "ok". Click on "back".

12. Leave the **C-4000** software application open on the PC, but move the PC com port to **C-4000** #1.

13. Click on "special codes", then select "**C-4000** memory".

14. Leave the **C-4000** software application open on the PC, but move the PC com port to **C-4000** #2.

15. Click on "write". A "your data was transferred successfully" message will appear, then click on "ok".

16. All data has been transferred to **C-4000** #2. If you don't want to review the data stored in **C-4000** #2, go to step 17. If you would like to review the data stored in **C-4000** #2, click on "back", then select "**C-4000** memory" on the "tenant list data transfer", "settings" or "special codes" pages, to review the current data stored in **C-4000** #2.

17. Click on "exit" and the **C-4000** PC application will close.

18. Unplug power from both **C-4000**'s for about 5 seconds and reconnect power.

Product Support Line…715.386.8666   *Fax Back Line…715.386.4345*