



Title:	Communication Protocol Guidelines		
Author:	Dave Smith	Document:	CP-1464
Revision	Date	Pages	Approval
A	5/4/99	2	<i>Dave Smith</i>

1. Purpose

The purpose of this procedure is to provide a guideline and procedure for distribution of Pelco communications protocols.

2. Scope

This procedure shall apply to all Pelco personnel who deal with customers.

3. Procedure

3.1. Background

It is Pelco's policy to encourage other manufacturers to interface with our products. When this happens, there is a greater chance of our product being specified into a job. We do not, as a matter of course, discriminate against manufacturers who compete with us on minor portions of our line (such as phone line television) in providing protocols.

There are liabilities associated with the distribution of protocols that must be recognized:

1. We do not provide extensive programming support to other manufacturers for implementing the protocols. People who are "in over their heads" often waste a lot of our Engineering resources.
2. When we change any protocol that others rely on for interface, it could require re-development on their (or our) part to maintain the interface. Problems with customers frequently occur in this area. The fix is usually a patchwork solution, which eventually compounds the problem. This type of misunderstanding is often damaging to our reputation, even if we are not at fault.
3. There are many possible ways to interface with our products. Depending upon the interface, the skill level of the programmer, and the company's ability to test, there is a very real possibility for foreign equipment to cause problems with the operation of the Pelco system. Our technical support staff frequently has to ask customers to disconnect interfaces with non-Pelco equipment in the process of troubleshooting systems. When the problem turn out to be the fault of the interface, the customer still expects us to solve the problem. This is very time consuming and problematic.

3.2. Procedure

When a customer or manufacturer is asking for a copy of the communications protocol, first check what it is needed for.

3.2.1. Purpose of Protocol

To control a matrix, the ASCII protocol is most suitable. To directly control a dome or telemetry receiver, the "D" protocol is most suitable. Many people ask for our keyboard protocol, because this seems like the logical place to interface, *not because they specifically need it*. We do not make keyboard protocols available as

public documents as they are difficult to use and often cause problems with the operation of our products. The ASCII protocol is easy to understand, it is relatively free from changes, and supports everything an outside OEM needs to control in our systems. If you explain that the ASCII protocol was developed and is supported specifically for this purpose, the requesting party will generally prefer this approach. They would much rather have a stable, supported interface for the same reason we would.

3.2.2. Registration

After determining which protocol is needed, give the company name and contact information to the Marketing Department Administrative Assistant (Jana Harris). She will register them as a user of the protocol. This allows us to send them any updates that become available. The protocol documents can be found in P:\Protocols\ASCII Proto or P:\Protocols\Coaxitron Proto. The files are available in both Word '97 (.DOC) or rich text format (.RTF). These files can be printed and faxed or emailed to the customer. There is also an overview document named Protocol.doc in this directory which explains both protocols and how they are used. The list of currently registered users is located in P:\Protocols\users\users.doc. If you are speaking to someone who is currently interfacing to our products, check to make sure they are registered. If not, give the contact information to the Marketing Department Administrative Assistant (Jana Harris) and she will add them to the list.

3.2.3. Other Requests

Any requests for other protocols should be referred to the Manager of the Systems Application Group (Bill Savage) for investigation of the business and technical reasons why the use of these unpublished protocols is required and is in the best interests of Pelco. Final approval for distribution of non-published protocols will require approval from the Vice President of Marketing and the execution of a Non- Disclosure Agreement (NDA). These requests should be avoided if at all possible, and will be granted only in extreme cases of need or opportunity.

3.2.4. Distribution Authority

Employees are not authorized to distribute protocol documents (other than the public ASCII or Coaxitron/D documents described above), even if they believe that an NDA is in effect. Distribution of these documents outside of the company is handled strictly through the Marketing Department with the approval of the Vice President of Marketing. Employees found in violation of this procedure are subject to disciplinary action or dismissal.

4. Reason for Reissue

Revision A (5/4/99): First release