



Desigo CC Building Automation and Fire Safety FAQs

- New market opportunities
- Greater customer benefits
- Precise, efficient, integrated building control

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Building Automation FAQs

Status of APOGEE

1. The competition is telling my customers that Siemens will obsolete APOGEE. Are we?

- No. APOGEE is still our flagship BMS brand in the market with over 20,000 compatible and open installations.
- Desigo CC for APOGEE is a new workstation that is part of the APOGEE system. Desigo CC is the evolving eventual replacement for the Insight workstation.
- The APOGEE system will continue to expand, grow and evolve to ensure that it remains a state-of-the-art system while maintaining our industry leading history of backwards and forwards compatibility.

2. How long will Insight be available for new installations?

- Insight will continue to be available for new installations for at least 2 years until today's broad capabilities are embedded in Desigo CC. As with all of our products we will provide a retirement period for transitioning to the newest technology.
- We highly encourage you to sell Desigo CC as our workstation if all of the technical criteria and requirements are met.

3. Will I still get Insight upgrades for my service agreement customers? How long?

- New software improvements and updates will continue to be released for at least 2 years.

4. Why are we doing this?

- To keep pace with changing technology and maintain our competitive edge
- To support a common platform.
- To provide a common workstation for BAU, Fire and Security.

Value of Desigo CC to Customers

5. What is the value of Desigo CC to our customers and Siemens?

- Value for Customers:
 - Workflow driven user-interface enables better, more efficient response
 - Flexible platform to meet custom and market-specific needs
 - Workstation applications and integration for multiple building disciplines
 - Enhanced diagnostics leveraging intelligent objects and applications
- Value for Siemens:
 - A competitive edge at the workstation level
 - Strengthens Siemens position as a provider of multiple building systems
 - Single workstation to learn and support increases efficiency
 - One platform to build and maintain, means faster reaction to market needs

Tools

6. What tools will be available to upgrade from Insight to Desigo CC with v2.0?

- Migration tools will be available with Version 2.0 for migrating field panel databases, and graphics from Insight to Desigo CC.
- There will be an automated tool for converting Graphics.
- Field panel info will be uploaded or imported from CT/Insight DB:
 - Points
 - Schedules
 - Trend definitions
- Some Insight specific attributes will need to be reconfigured in Desigo CC, including:
 - Users
 - Report definitions and schedules
 - Any graphics that want to get to new standards
 - Remote Notification settings
 - Trend Views and collection schedules

Hardware Requirements

7. What computer hardware will I need to support Desigo CC

- Server:
 - Windows 7 64-bit or Windows Server 2008 R2
 - Recommend 16 GB RAM minimum
- Installed Client:
 - Windows 7 64-bit or Windows Server 2008 R2
 - Recommend 16 GB RAM
- Web Client:
 - Windows 7, 2008 R2 with Internet Explorer v9
 - Windows XP with Internet Explorer v8

8. Will Desigo CC support controllers with BACnet and P2 firmware?

- Yes. Controllers with BACnet and P2 firmware are supported:
 - BACnet Networks:
 - + PXC controllers with Firmware Revs 3.2.4 or higher
 - + Partial support for MBC and MEC controllers (no workstation support for Trend definition, Point Editing, or PPCL Program editing)
 - + 3rd party BACnet devices
 - Apogee Proprietary P2 Protocol Networks:
 - + PXC, MEC, and MBC field panels on Ethernet with Firmware Revs 2.8.10 and Higher
 - + PXC, MEC, and MBC field panels on RS-485 networks connected via AEM on the ALN with Firmware Revs 2.8 and higher
 - + There are special exceptions for some integration drivers.
 - + Insight must remain connected to any P2 networks to support Equipment Scheduling, Point Editing, and APOGEE Panel Configuration, until Version 2.1, which is scheduled for release in 2015.
- Refer to the Migration Technology Plan for details.

Service Agreements

9. Will there be annual service agreement upgrades like we have today?

What will they cost?

- Upgrades will continue to be available for our service agreement customers. However, they will be referred to as a Software Upgrade Services. Our customer-facing name for this service will be Software Support Services or a Software Support Agreement.
- Desigo CC upgrade pricing will be different than Insight pricing in that it will be based upon a factor of the total system license cost. The pricing will be provided in the Service Agreement estimating in Quote Plus.

10. If my customer has a software service agreement on Insight, will Desigo CC be considered an upgrade as part of that contract?

- Desigo CC represents a substantial upgrade to our existing workstation. The additional cost to migrate from Insight to Desigo CC would typically not be estimated in a service agreement. The benefits and value of a Desigo CC upgrade exceed a normal Insight upgrade and should be sold separately.
- In order to promote and encourage workstation upgrades from Insight to Desigo CC there are substantial discounts on the software license cost. See the Sales Release to determine pricing.

11. How will we estimate Service Agreements for Desigo CC?

- Service Agreement pricing for servicing Desigo CC will be available in Quote Plus.
- Desigo CC tasking has been added to SAP.
- Service Agreement language will be updated in Quote Plus.

12. How much will the new software cost?

- Refer to the Sales Release for current software pricing.

New Functionality in Desigo CC

13. What additional functionality do I get through Desigo CC?

- Refer to the Sale Release for a full description.
- Some highlights:
 - Multiple client options with full operation and configuration capabilities:
 - + 100% browser-based option (thin client)
 - + Installed (dedicated workstation – thick client)
 - + Windows App
 - Flexible UI with user specific profiles
 - New UI built around ease of use and task driven workflows
 - Enhanced information availability through customized reporting and trending
 - Open integration platform:
 - + Automation standards (BACnet, OPC, Modbus)
 - + IT standards (SNMP, SQL)
 - + UL Listed fire integration
 - Enhanced diagnostics leveraging intelligent objects and applications

Field Panels

14. What field hardware will we be able to use with Desigo CC?

- See Question #8 regarding hardware and firmware compatibility.

15. When will the PXC's be obsolete?

- There are currently no plans to retire the PXC product lines.

16. Is P2 protocol going away?

- There are no plans to discontinue products that support the P2 protocol. Desigo CC v2.0 will support and be compatible with P2 firmware. However, at some point in the future we will no longer provide upgrades on P2 firmware.

17. Are we switching from PPCL to Block Programming?

- Not with Desigo CC:
 - Desigo CC is a workstation, PPCL runs in the panel
 - Release of Desigo CC v2.0 does not change field panel PPCL programming
- In the future:
 - New controllers will be released that support block programming
 - Existing controllers and Desigo CC will continue to support PPCL

Compatibility

18. Have we abandoned our Forward/Backward compatibility message?

- No. We continue to offer the best Forward/Backward compatibility value in the market. As products age well beyond their practical service life, we will continue to offer cost effective migration programs to allow customers to maintain compatibility with our current platforms.

19. Can Desigo CC and Insight be connected to the same ALN?

- Yes.

20. Will we be able to use Desigo CC with a competitor's equipment?

- Yes, if any of the following apply:
 - They are BTL listed controllers
 - They provide an OPC server
 - They can be supported by a field panel integration driver
- Desigo CC supports BACnet and competitive system integration drivers.

21. I have a validated site. What do I do?

- If you need these features of Compliance Support Option, continue to use Insight, until these capabilities are supported in a future revision of Desigo CC.

Estimating

22. How do we estimate a new system?

- New parts are entered into SiQuote and Quote Plus. A Software License Wizard in SiQuote is available to assist in estimating license costs.

23. How do we estimate a service agreement with Desigo CC?

- See Question #11

24. How do we estimate migration upgrades from Insight to Desigo CC?

- Upgrades can be estimated in SiQuote
- Budget numbers can be determined using the Migration Budgeting Workbook.
- Note that there are substantial discounts available when migrating from Insight to Desigo CC.

Training

25. How do I get my sales people trained?

- Rollouts, demo's and materials are available on Infolink and iKnow.

26. How do I get my specialists trained?

- Check with Educations Services for class schedules. There are currently 10 different Desigo CC classes being offered.

Rebate Program

27. Will there be a rebate program to support upgrades?

- There will be a discounted price from CPS for system upgrades based upon the revision level of the Insight software.

Other Information

28. What does “Desigo CC” stand for/mean?

- Desigo is the Global name given to our current workstation and future system platform.
- CC stands for Control Center.

29. How do I best learn and communicate the new features of Desigo CC

- Review the sales release and presentation materials available online.
 - InfoLink: (InfoLink > Automation > Desigo CC)
 - <http://w3.usa.siemens.com/buildingtechnologies/us/en/building-automation-and-energy-management/apogee/desigo-cc/Pages/desigo-cc.aspx>

30. Who should I contact if I need help with a local Desigo CC demonstration?

- Every area has been equipped with at least one demonstration laptop loaded with Desigo CC software and a point simulator and demonstration graphics/database. In addition, each Area has identified at least one Sales and one Operations demo champion.

Fire Safety FAQs

Status of NCC

1. What's the future for NCC?

- NCC will continue to be available for installations that require more than 20K devices, and for existing large, complex campus installations.

2. Is NCC going to be discontinued immediately?

- NCC will continue to be available for new installations for at least 2 years until today's broad capabilities are embedded in Desigo CC. As with all of our products we will provide a retirement period for transitioning to the newest technology.

3. When can we expect new Desigo CC features?

- New versions of Desigo CC with new features will be released every 12-15 months.

Existing Networks

4. I have an existing fire safety system using MXL panels that is monitored by APOGEE Insight. Can I upgrade this system to XLS panels using the MXL Line Card (MLC)?

- No. APOGEE Insight does not support the MXL Line Card, and there are no current plans to do so. Both Desigo CC and NCC support the MXL Line Card.

5. Can I migrate an existing NCC installation to Desigo CC?

- MP2.0 of Desigo CC does not support an easy migration solution. A new Desigo CC configuration for graphics files, macros, etc. needs to be built from the ground up. However, the xml-based XNET database is the same for both NCC and Desigo CC and can be re-used.

6. Can I add a Desigo CC to an already installed Desigo Fire Safety installation?

- Yes. Note that the panel firmware may need to be upgraded.

Connections

7. Is the 20K device limit for Version 2.0 a hard number? What should I do if my customer has 20,001 data points?

- Desigo CC will not stop you from using more than 20K data points on a server. However, you may see a decrease in performance beyond 20K data points.

8. What Siemens panels does Desigo CC support?

- It supports XLS, MXL, and Desigo Fire Safety panels.

9. How many cameras can Desigo CC support? Is it possible to record the camera views in history?

- Desigo CC currently supports up to 64 real-time IP cameras. This number will increase with future product releases. Desigo CC does not currently have a recording feature, but this will be available in a future release.

10. Can I connect more than 63 XNET nodes to Desigo CC?

- Yes. It is possible to connect multiple NCC networks to Desigo CC using Front End Processors, or FEPs. The Desigo CC server can support one XNET of up to 63 panels, and each FEP can support an additional 63 nodes. The FEP communicates information from its XNET to the primary server. Desigo CC can support up to 4 FEPs.

11. Does Desigo CC support Siemens Wide Area Network (WAN) technology?

- Yes. With Version 2.0 Desigo CC supports WAN for new installations with XLS panels. It will also support existing installations with MXL panels, but the CMI-300 modems need to be upgraded in the panels to support this.

12. Is there inter-panel logic between XNET and FCnet?

- No. There is no inter-panel logic between XNET panels and FCnet panels. However, Desigo CC can monitor and control both XNET and FCnet systems simultaneously.

UL864

13. Why do we always have to use UL864 listed computer hardware? My customer doesn't care.

- NFPA72 requires all inter-connected fire alarm equipment to be listed for its intended use. A management station needs to be UL864 listed if the fire alarm system is controlled (Acknowledge, Silence and Reset) by the management station. Neither your customer, nor Siemens, has the authority to override NFPA72 or the applicable national/state building codes. The Authority Having Jurisdiction (AHJ) is the only responsible authority who can make that decision (usually the local fire department). Due to liability concerns, Siemens recommends using a non-UL864 listed management station only if agreed by the AHJ in writing.

14. When do I use the different UL864 hardware platforms?

- The Intel i7 PC can be used as both a server and an installed client in any fire application to 20K devices.
- The All-in One platform is currently intended for use as an installed client workstation. It's not currently UL-listed as a server. All-in One uses a less powerful processor than the i7.

15. Is it possible to load Desigo CC software to a UL864 listed hardware currently running NCC?

- The current NCC computer hardware is optimized to run on a Windows XP operating system. The Desigo CC hardware is optimized to run on a Windows 7 operating system with or without multiple disciplines and network topologies. Hence the NCC and Desigo CC computer hardware is neither approved nor designed to work vice-versa.
- In NCC MP8 we are upgrading the PC platform so that it runs on Windows7 and an Intel i7 platform. With this platform it will be possible to migrate from NCC to Desigo CC on the same PC in the future.

16. Do I need to use a UPS when using UL864 listed computer hardware?

- Yes. A UL1481 listed UPS is required to be used with a UL864 listed management station.

Listing Requirements

17. Are there any situations where I can run Desigo CC on a non-UL listed PC and still be UL compliant?

- Yes. With Version 1.1 we introduced the ability to have a Client PC that will be used for monitoring only installed on a non-UL PC. This Client must be connected via fiber and switches to the server, and must be configured for monitoring only.
- In Version 2.0 we have also introduced a Monitoring-Only Assembly that enables the Server to run on a non-UL listed PC if it will not be used to control the fire safety system. As with the client, this PC must be configured for monitoring only and connected to the fire safety system with the Monitoring-Only Assembly.

18. When will Desigo CC be approved by FM, CSFM, NY-MEA and City of Chicago?

- Desigo CC is UL864 9th Edition listed, CSFM listed, and NYC-FD listed. We expect FM approval in the next year. We have not submitted Desigo CC for City of Chicago approval.

Graphics

19. How will the graphics features available with Desigo CC enable my customers to respond better to critical events?

- Individual detectors can be associated, or linked, with a graphic simply by dragging the detector from the System Manager and dropping it in the appropriate location on a floor plan graphic. When that detector goes into alarm the graphic can be brought up with a single click and will show the system operator and others the exact location of the device in alarm. The device can also be configured to pulsate on the graphic until the alarm is acknowledged. Other related items, such as cameras or response procedures, can also be displayed on the User Interface at the same time. Having all of this information in a single view will enable the system operator to make faster and more accurate decisions.
- For campus installations a campus view can be created that shows all of the buildings supported by the fire safety system. When a device in a particular building goes into alarm that building can be highlighted on the campus view and caused to pulsate, indicating where the event is occurring. By clicking on the building the system operator can drill down to other graphics, including a building elevation and a floor plan graphic that shows the precise location of the device in alarm.

20. If I am familiar with NCC graphics will I be able to configure the graphics in Desigo CC.

- Desigo CC uses a different and more sophisticated graphics package than NCC. It is strongly recommended that those that will configure Desigo CC graphics attend the Desigo CC for Fire Safety training in Buffalo Grove, and perhaps also the Advanced Training for Desigo CC class that is focused specifically on graphics. It is also possible to get support for graphics configuration through the national Building Automation graphics team.

Remote Notifications

21. What type of Remote Notifications can Desigo CC send?

- Desigo CC can send messages via email, text, and page to pre-defined groups of up to 50 people. These can be launched automatically when an event comes in or manually by a person operating Desigo CC.

22. Can I launch Remote Notifications from Desigo CC if I am only set up for monitoring-only of the fire alarm functions and do not have UL864 listed computer hardware?

- Yes. Remote Notifications can be sent from non-UL listed server – as long as it is receiving information from the fire safety system through the Monitoring-Only Assembly.

Licenses

23. What licenses do I need to activate the Desigo CC software?

- At a minimum there are three licenses that are required to activate the Desigo CC software for a fire safety system:
 - Base software license – CCA-EXT-FSET.
 - A client license for the Server – CCA-1-CL.
 - Licenses to support the total number of fire safety devices in the system – a combination of CCA-100-FIRE (100 devices), CCA-1000-FIRE (1,000 devices), and CCA-5000-FIRE (5,000 devices). These licenses can be combined to support the total number of devices needed.
- If other features such as cameras, RENO, or integration of Building Automation devices are also required, or additional Clients are needed, then licenses for these must also be purchased.

24. Do I need a Client license for Remote Clients or Web Clients?

- Yes. A Client license is required for all Clients that are connected to Desigo CC at the same time and accessing the User Interface, whether installed Clients, web Clients, Windows App, etc.

25. If I buy more data points than what I actually need, can I return unused data points for a credit?

- Data points cannot be returned for a credit.

Other Information

26. Is there a software-only version of Desigo CC for monitoring purposes?

- A software-only version of Desigo CC for Fire Safety is being released with Version 2.0 for monitoring only.

27. Will Desigo CC support 3rd party fire panels?

- Desigo CC does not currently support 3rd party fire panels. This feature will be included in a future release.

28. Is there a Cerberus version of Desigo CC?

- Yes. Cerberus DMS will be similar to Desigo CC except that it will not integrate APOGEE Building Automation systems.

29. Why do we need to install a Desigo Fire Safety panel within 20ft of the Desigo CC server in rigid conduit?

- Desigo CC does not natively talk the FCnet language. Desigo CC instead natively talks BACnet, which then needs to be converted to the FCnet language for connection to other FCnet panels. Secondly, BACnet cannot be properly supervised and therefore cannot be more than 20ft long. In order to address both these limitations, a Desigo Fire Safety panel is required to be installed within 20 feet of the Desigo CC server in rigid conduit in order to meet UL requirements.

30. Why is control capability on remote web clients disabled for fire applications?

- Due to life safety concerns, fire alarm systems are not intended to be remotely controlled until the operator gets a chance to investigate the situation.

31. What is an FEP?

- FEP stands for Front End Processor. An FEP is the same as a Desigo CC server without the User Interface functionality. Therefore an FEP redirects its resources to other tasks that require more computing power, such as communications. An FEP can also be used as a client, and can also be used to virtually isolate sub-systems and thereby reduce the network traffic.

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