

Chapter 29: External Alarm Monitoring

Contact ID

Contact ID is a DTMF (Dual Tone Multi-Frequency) protocol for transmitting event/alarm occurrences to remote alarm monitoring stations over telecommunications.

Contact ID requires a suitable modem device and uses an analog phone line. It requires exclusive use of the phone line when it is transmitting data.

Note:

Contact ID is not currently supported on digital phone systems or over a GSM network.

The form of the message sent to the alarm monitoring station is as follows:

ACCT MT QXYZ GG CCC

ACCT	Four digit Account number (0-9, B-F)
MT	Two digit Message Type used to identify the Contact ID message to the receiver.
Q	Event Qualifier which gives specific event information as follows: 1 = New Event or Opening 3 = New Restore or Closing 6 = Previously reported condition still present
XYZ	Event Code (3 Hex digits 0-9, B-F), which is mapped to an existing Event group in Command Centre.
GG	Group or Partition number (2 Hex digits 0-9, B-F). 00 can be used to indicate that no specific group or partition information applies
CCC	Zone number (Event reports) or User number (Open/Close reports). 3 Hex digits 0-9, B-F. 000 can be used to indicate that no specific zone or user information applies.

For every alarm that is sent off site using Contact ID, a restoral event will also be sent to the monitoring station to indicate that the alarm condition has been attended to. See **Events with Restorals** (on page 40-5) for a list.

IMPORTANT:

There are a number of events that are exclusive to Command Centre and play no part in the Controller based Contact ID, and therefore will never provide Contact ID alarms.

Sites can choose to send multiple transmissions of the same alarm occurrence, (i.e. alarm floods) via Contact ID, or to send just one and then wait for an Alarm Zone Set/Unset before sending another. The multi-breaks option (see **Alarm Flooding** on page 6-6 for details) determines how repeated alarm messages will be sent via Contact ID to a remote alarm monitoring company.

IP Alarm Monitoring

IP Alarm Monitoring uses another means of transmitting the alarms between the Controller and alarm receiving centre, (i.e. an IP Alarm Transmitter). The IP Alarm Transmitter uses TCP/IP to transmit messages to an alarm monitoring centre.

Messages are transmitted using the Offsite Alarm Transmission Protocol. This protocol uses the Contact ID ANSI\SIA DC-09 message format. Encryption can be enabled or disabled.

Messages are received by the IP Alarms Receiver Software. The IP Alarms Receiver Software forwards the messages via a serial port, using the Ademco 685 protocol, to the alarm monitoring system in the alarm monitoring centre.

Notes:

- While you can have digital cameras and Contact ID on the same Controller, the transmission error rates increase if you are doing rapid image triggering. Therefore, if you require rapid image triggering on a Controller, you should not have Contact ID on the same Controller.
- An online help file listing all the event/alarm messages in the system can be accessed via the Help menu bar in Command Centre, and will provide you with explanations of what each of the Contact ID messages mean.
- A Contact ID Assignment Report is available, which provides a list of all the possible Contact ID strings that can be sent from a Dialler to a remote monitoring station. See **Contact ID Assignment Report** (on page 37-57) for further detail.
- The "Edit Site" and "View Site" operator privileges are required for working with the Contact ID functionality.
- When using the Find Tool to locate items, those with Alarm Dialling configuration will have additional search criteria available on the **Alarm Transmission** tab, determined by what you select in the "Look in" field on the **General** tab, as follows:

Selection in the "Look in" field on the General tab	Field that appears on the Alarm Transmission tab
All items	User or Zone Identifier (CCC) field *
Cardholder	User Identifier (CCC) field *
any hardware item or site item (excluding Alarm Zone)	Zone Identifier (CCC) field *
Alarm Zone	Group Identifier (GG) field. If a GG code is entered in this field, the search results will display the Alarm Zones that have been assigned that GG. If the GG value is left blank, then it will not be used as a search criterion.

* If a CCC code is entered in this field, the search results will display the cardholders or items that have been assigned that CCC. If the CCC value is left blank, then it will not be used as a search criterion.

Setting up Contact ID

Introduction

This topic is separated into four individual procedures that make up the process for setting up Contact ID, as follows:

1. Setting the Country Code

Setting the Country Code for an Alarm Transmitter/Dialler is done once you have physically connected the Alarm Transmitter/Dialler to the Controller. There are two methods for setting the country code, therefore use the method applicable to your situation. Either:

- via the Controller Diagnostics web page, or
- if circumstances do not permit for you to use the web page, the modem can be connected via a serial cable.

Refer to ***Setting the Country Code*** (on page 29-6) for both procedures.

2. Creating an Alarm Transmitter/Dialler Output (optional)

If you want to receive visual or audible acknowledgements when Alarm Zone armed messages are received by the monitoring company, an output(s) needs to be created for the Alarm Transmitter/Dialler.

Notes:

- More than one output can be configured for the Alarm Transmitter/Dialler, (e.g. an audio output and a visual output).
- Ensure you set the output to pulse when activated.

Refer to ***Creating Inputs and Outputs*** (on page 21-25) for the procedure.

3. Configuring an Alarm Transmitter/Dialler

An Alarm Transmitter/Dialler gets configured in Command Centre, and is required to dial the monitoring company in three basic situations:

- When an alarm occurs or restores.
- When an Alarm Zone changes state between armed and any other state.
- Periodically to indicate that the Transmitter/Dialler is still functioning.

Refer to ***Configuring an Alarm Transmitter/Dialler*** (on page 29-10) for the procedure.

4. Assigning the Alarm Dialler to a Controller

Once an Alarm Transmitter/Dialler is configured, it needs to be assigned to a Controller in Command Centre.

(Note: Contact ID messages will be lost if a Controller is restarted for any reason.)

Refer to ***Assigning the Alarm Transmitter/Dialler to a Controller*** (on page 29-25) for the procedure.

5. Configuring Items for Contact ID

The items that are required to report Contact ID events need to be configured to do so by assigning CCC codes to them, and if you wish, CCC codes to card users who set and unset alarms.

The Alarm Zones that will be used for Contact ID also need to have GG codes assigned to them.

Note: Each Alarm Transmitter/Dialler must have a separate Alarm Zone for its reporting.

Lastly, you need to select which Action Plan will have an Alarm Transmitter/Dialler assigned. This action will start alarm dial out to the Monitoring Company.

Note: When setting the Action Plan to use an Alarm Transmitter/Dialler, ensure that the corresponding XYZ value is appropriate, as some of the Command Centre defaults may not be appropriate to your Monitoring Company.

Refer to ***Configuring Items for Contact ID*** (on page 29-24) for the procedure.

Setting the Country Code

Introduction

The Country Code needs to be set for an Alarm Dialler. This is done once the Alarm Dialler has been physically connected to the Controller, (the Installation Note provided with the Alarm Dialler has instructions on how this is done), and preferably before you configure the Alarm Dialler in Command Centre.

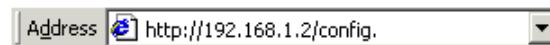
There are two methods for setting the country code, therefore use the procedure applicable to your situation:

- via the Controller Diagnostics web page, or
- the modem can be connected via a serial cable

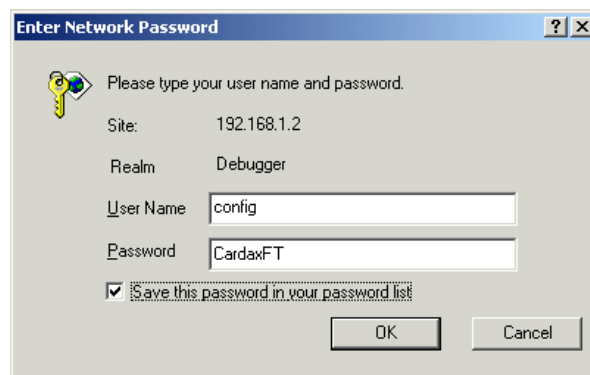
Procedure

Setting the Country Code via the Web Page

1. Ensure DIP Switches 1 and 2 are set on the Controller.
Note: The Controller 6000 will need to be power cycled with DIP Switch 2 on to allow access to the Controller Diagnostics web page.
2. Open the Internet Browser.
3. In the **Address** field enter the IP Address of the Controller followed by a forward slash, then **config** followed by a full stop. See the example below for the correct format.



Press the **Enter** key on your keyboard.
The Enter Network Password screen displays.



4. Enter **config** for the 'User Name' (all in lower case), and **CardaxFT** for the 'Password'. You also have the option to 'Save this password in your password list'.

5. Click the **OK** button.
The Gallagher Controller Configuration screen displays.



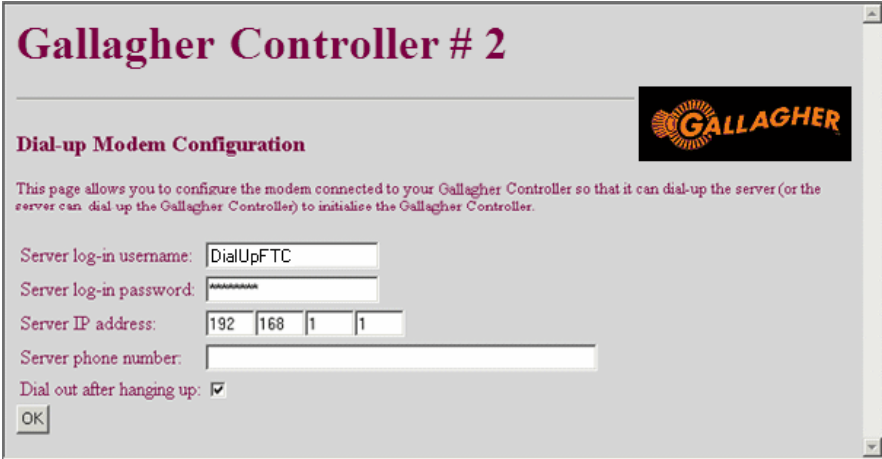
Gallagher Controller 5000GL # 0 (ETS)

Gallagher Controller Configuration

- [Dial-up Configuration](#)
- [LAN Configuration](#)

Current time is: 2011-07-04 21:42 UTC
Copyright © 2000-2011 Gallagher Group Ltd. All Rights Reserved
Version: v7.00//b61 BootMon-4.03-ETS101

6. Select **Dial-up Configuration**.
The Dial-up Modem Configuration screen displays.



Gallagher Controller # 2

Dial-up Modem Configuration

This page allows you to configure the modem connected to your Gallagher Controller so that it can dial-up the server (or the server can dial up the Gallagher Controller) to initialize the Gallagher Controller.

Server log-in username:

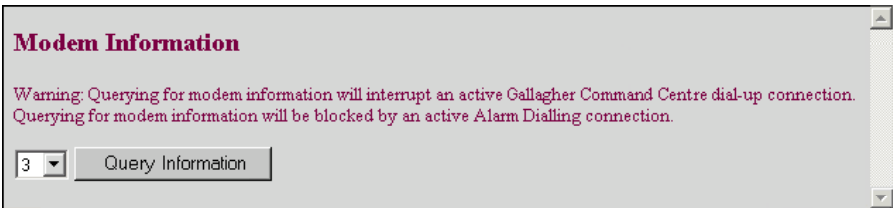
Server log-in password:

Server IP address:

Server phone number:

Dial out after hanging up: ☒

7. Scroll down the web page to the **Modem Information** section.



Modem Information

Warning: Querying for modem information will interrupt an active Gallagher Command Centre dial-up connection.
Querying for modem information will be blocked by an active Alarm Dialling connection.

8. Specify the modem information string you wish to query, by clicking the drop-down menu list box and selecting the appropriate string.
9. Click the **Query Information** button.
The following screen shot shows an example of the query results that display:

Modem Information

Warning: Querying for modem information will interrupt an active Gallagher Command Centre dial-up connection. Querying for modem information will be blocked by an active Alarm Dialling connection.

Results of last query:

ATI3: LTV 92 1.0 MT 5634SMI-V92 Data/Fax Modem Version 1.28c OK

0 Query Information

The results of this query show the level of the firmware on the socket modem. This query is used mostly for diagnostic purposes, therefore it is not essential that you perform this step.

If however the Modem has not been connected to the Controller correctly, *"No Response"* displays in the query results.

If you query the Modem when the Alarm Dialler is using it, *"Alarm Dialler is using modem. Try again later"* displays in the query results.

10. Scroll down the web page to the **Modem Country** section.

Modem Country

Warning: Querying or setting the modem country code will interrupt an active Gallagher Command Centre dial-up connection. Querying or setting the country code will be blocked by an active Alarm Dialling connection.

Setting the country code requires first querying the current code.

Query Country Code

This section of the web page displays all the countries that the modem supports.

11. Click the **Query Country Code** button.
The current country setting displays.

Modem Country

Warning: Querying or setting the modem country code will interrupt an active Gallagher Command Centre dial-up connection. Querying or setting the country code will be blocked by an active Alarm Dialling connection.

Current country setting (Agere chipset):

09 (OSMT303140)MODEMNTIA060Q,TIA057SMultiTech Systems MT5634SMI-V92A9) OK

Select Country

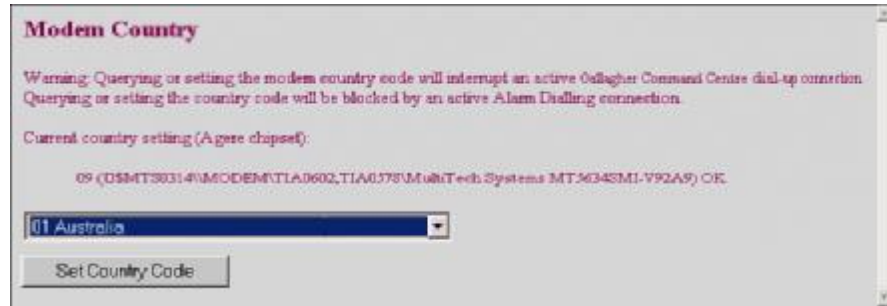
Set Country Code

Note: In the example above the Country Code currently set is 09 New Zealand, therefore you would not need to re-set the Country Code if in New Zealand.

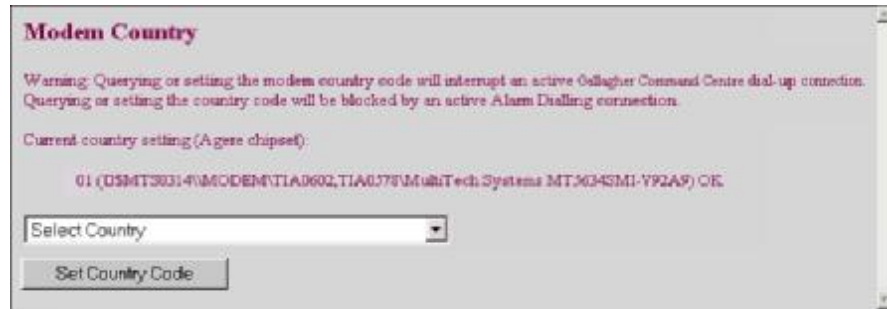
12. If you do require a different country setting from the one currently set, click the drop-down menu list box to display all the Country Codes, and select the Country Code you require. See **Country Codes** (on page Appx A-1) for details of all country codes supplied.

For example:

The following screen shot shows 01 Australia selected in the drop-down menu list box.



When the **Set Country Code** button is clicked, the Country Code changes (in the following screen example it changes from 09 to 01) and the message in the drop-down menu list box reverts back to "Select Country".



13. Click the **Set Country Code** button.

Result

The Country Code has been set for the Alarm Dialler.

Next

Configuring an Alarm Transmitter/Dialler (on page 29-10)

Configuring an Alarm Transmitter/Dialler

Introduction

This procedure enables you to create an Alarm Transmitter/Dialler in Gallagher Command Centre.

Before you begin

Before you begin this procedure ensure you have:

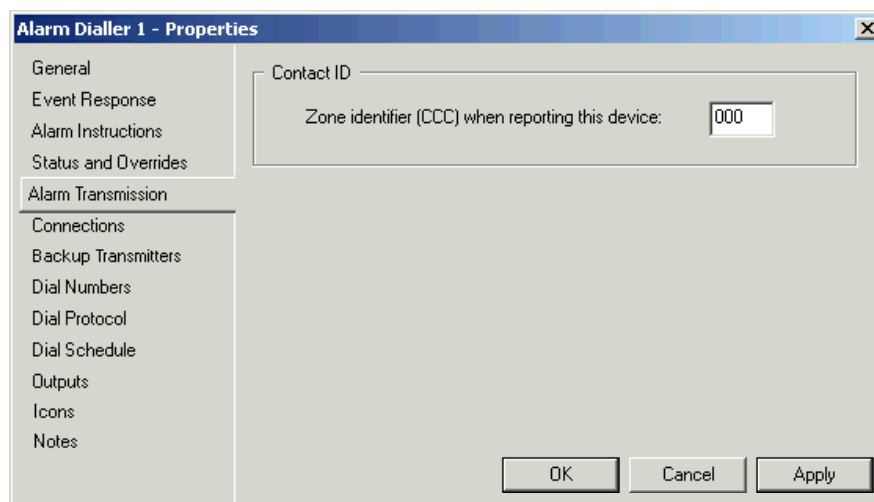
- performed **Setting the Country Code** (on page 29-6).
- created an output(s) for the Alarm Transmitter/Dialler (using the **Creating Inputs and Outputs** on page 21-25 procedure), if you want to receive visual or audible acknowledgements when Alarm Zone armed messages are received by the monitoring company.

Notes:

- More than one output can be configured for the Alarm Transmitter/Dialler, (e.g. an audio output and a visual output).
- Ensure you set the output to pulse when activated.

Procedure

1. In Command Centre, click **Configure** from the menu bar, then **Hardware**. The **Hardware** Master List Window opens.
2. **Right click** and select either:
New...RS232 Devices > Alarm Dialler, or
New...IP Alarm Transmitter.
By default the **General** tab displays.
3. Complete the fields as required.
For further detail see **General tab** (on page 3-18).
4. Click the **Event Response** tab, and configure as required.
For further detail see **Event Response tab** (on page 3-20).
5. Click the **Alarm Instructions** tab, and configure as required.
For further detail see **Alarm Instructions tab** (on page 3-22).
6. Click the **Alarm Transmission** tab.

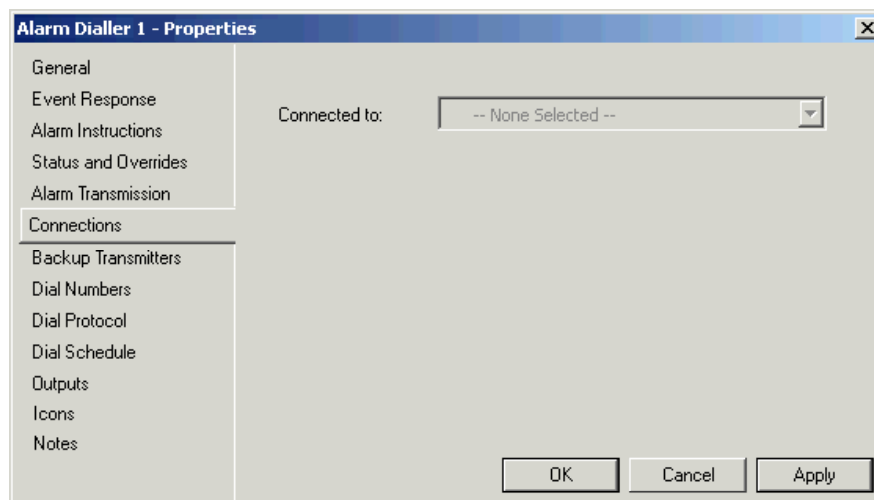


7. Enter the zone identifier for Contact ID.

Notes:

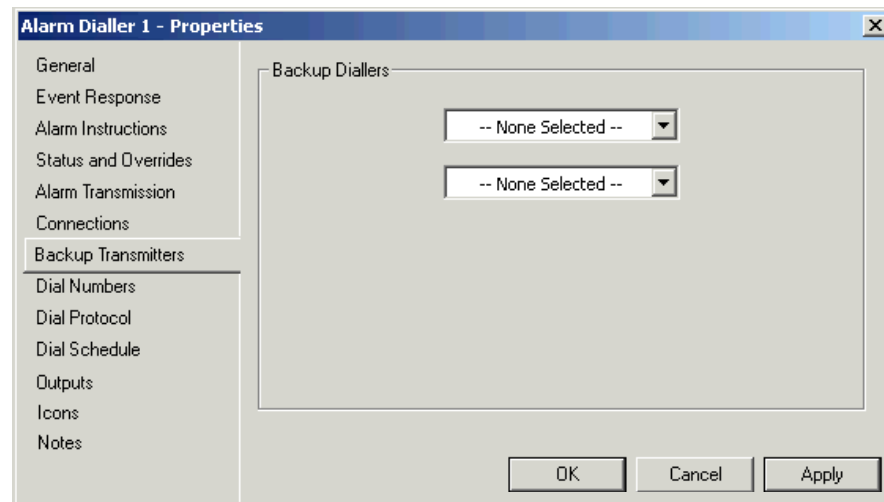
- This field will accept 3 Hex digits 0-9, B-F.
- The default of 000 can be left if you do not wish to indicate a specific zone or user information.

8. Click the **Connections** tab.



This tab shows the Controller that this Alarm Transmitter/Dialler is connected to. This has to be configured from the **Alarm Transmission** tab of the Controller properties. Refer to **Assigning the Alarm Transmitter/Dialler to a Controller** (on page 29-25) for the procedure.

9. Click the **Backup Transmitters** tab.



A Backup Transmitter/Dialler can take over from an Alarm Transmitter/Dialler that is having trouble communicating due to any number of problems. Each Alarm Transmitter/Dialler can have up to two backup transmitters/diallers.

Notes:

- Backup Transmitters/Diallers can only be nominated for LAN connected Controllers.
- A Transmitter/Dialler on a Dial-up Controller cannot act as a backup for a LAN based Controller.

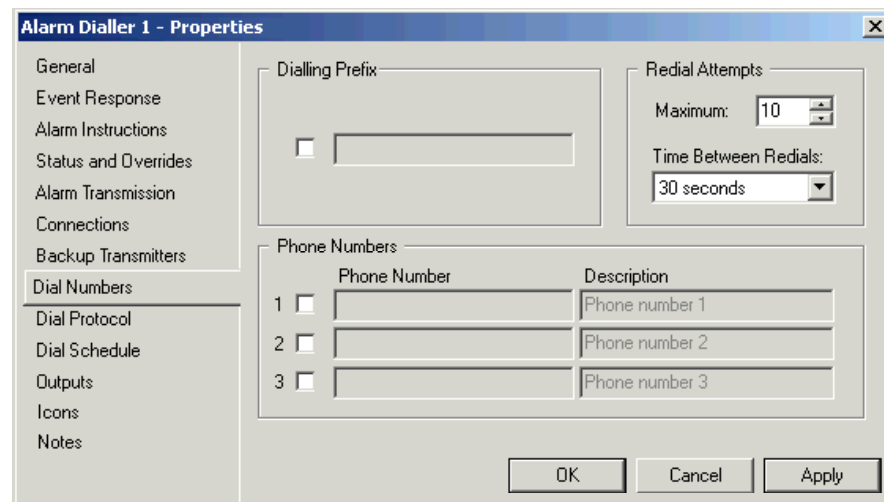
10. Click the drop-down menu box(es) and select the appropriate Alarm Transmitter/Dialler to be used as a backup transmitter/dialler.

11. Are you configuring an Alarm Dialler or an IP Alarm Transmitter?

If an **Alarm Dialler**, go to Step 12.

If an **IP Alarm Transmitter**, go to Step 21.

12. Click the **Dial Numbers** tab.



13. Tick the checkbox under **Dialling Prefix** and enter the number required to dial out of the internal phone system.
A maximum of eight digits can be entered.

Each Dialler can be configured to dial up to three numbers in an attempt to communicate with an alarm monitoring station, as follows:

Field	Description
Phone Number 1	This is the first phone number that the Dialler will call when a Contact ID message needs to be sent. (Maximum 32 digits)
Phone Number 2	This is the second phone number that the Dialler will call once all attempts on Phone Number 1 have expired. (Maximum 32 digits)
Phone Number 3	This is the third phone number that the Dialler will call once all attempts on Phone Number 2 have expired. (Maximum 32 digits)
Description	The Description fields for the phone numbers allow a text description of each number to be entered so the numbers can be easily recognised. These descriptions will also appear in an audit trail rather than disclosing the actual called numbers.

14. Complete the **Redial Attempts** as required:

Field	Description
Maximum	(Range is 1-99, and default is 10 attempts) This is the number of redials that the Dialler will attempt before moving onto the next phone number. If this number is set to 10, then a total of 11 calls will be made to the first phone number, (i.e. the first attempt and then 10 more attempts). Once the redial attempts have expired then the Dialler will move to the next number on the list and the same rules will apply to that number, being that the first attempt will be followed by the number of redial attempts. Once all redial attempts have expired an alarm can be generated by an Action Plan. Events are held for 15 minutes, then the sequence starts again. If you assigned a Backup Dialler(s) at Step 16, then once all attempts have been made with this Dialler, the messages will be passed to the backup Dialler(s) for transmissions.

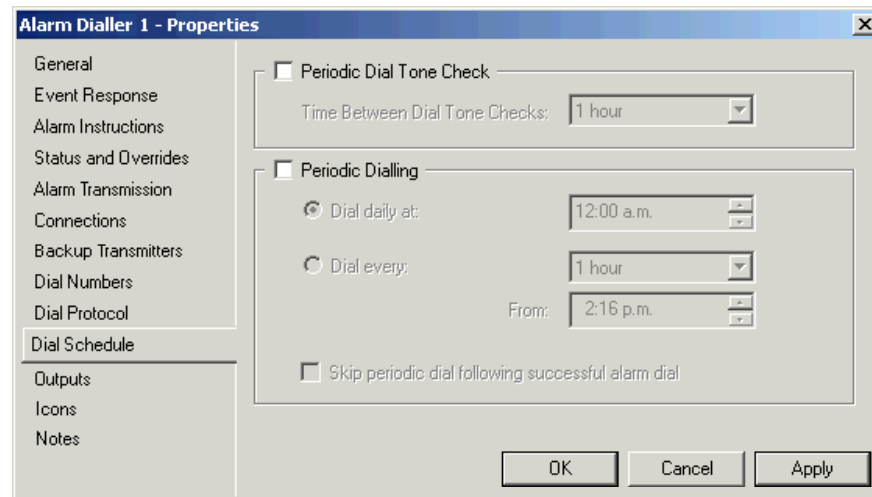
Field	Description
	Notes: - Each Dialler supports 255 events being held in the buffer, so if there are more than 255 events to be sent via Contact ID, the oldest events will be discarded. A message is generated however in the Event Log to advise the Date, Time and details of the discarded event(s) to provide a full audit trail. - A 15 minute wait period is started after all attempts at connecting to the security company's Contact ID receiver have failed. During this period, if further Contact ID alarms occur, no Contact ID events appear in Command Centres event viewer window and no further dialler activity is initiated. Take this functionality into account when you have no backup dialler, assign only one telephone number, and set the Redial Attempts Maximum to 0. If the dialler tries to report a Contact ID event and encounters say a busy line, subsequent Contact ID transmission attempts will be inhibited for 15 minutes.
Time Between Redials	This is the time value between calls that are made to the designated phone numbers. Note: This should be set according to your local telecommunications company specifications. (Range is 1 second to 1 hour. The default is 30 seconds)

15. Click the **Dial Protocol** tab.

16. Complete the fields on this tab as required.

Field	Description
Message Type (MT):	This two digit sequence is used to identify the Contact ID message to the receiver. It may be transmitted as either 18 (which is the default and the preferred option), or 98 (optional). Note: New receivers will accept either an 18 or a 98, however some older receivers may not accept a 98.
Maximum wait for handshake (seconds):	This value determines how long the modem will wait for a connection and "handshake" from the alarm monitoring receiver. If no valid handshake is detected by the end of the wait time, (this could happen because of busy receiver telephone lines, or there was no answer at the called number), then an Alarm Dialling failure alarm can be generated and the system will retry again after the time between redials has elapsed. (Range is 1 to 255 seconds. The default is 30 seconds.)
Maximum transmit attempts:	The number of transmit attempts to send the same Contact ID string to the receiver during the same call, before hanging up and redialling. The attempts counter is reset each time a valid kiss-off signal is received. (Range is 1-4 attempts. Default is 4 attempts.)
Custom Initialisation String:	It is unlikely your site will need to enter an initialisation string, therefore it is important you leave this field BLANK. However there are cases where you may need to add an initialisation string, as follows: • If your Contact ID receiver (normally located at the alarm monitoring company) happens to be on the same PABX as the Dialler, or • If you are experiencing problems with reliably receiving Contact ID messages at the receiver. In these situations, contact Gallagher Group Limited (Tech Support) for further instructions on entering an initialisation string.

17. Click the **Dial Schedule** tab.



18. If you want to check for dial tone on the line on a regular basis, tick the **Periodic Dial Tone Check** checkbox and select the time from the drop-down list for the frequency of the check.

Notes:

- The checks can be as frequent as 1 minute or as intermittent as 24 hours. (The default is 1 hour)
- If an Alarm Dialler fails a "Periodic Dial Tone Check", an alarm will be generated.
- The line is not broken during these dial tone checks, and an alarm is raised if there is no dial tone on the line when it is checked. You can use an Action Plan to annunciate these alarms to Command Centre, and optionally send them out from another Dialler on the system.
- It is recommended that Diallers are connected to a dedicated phone line, or at least a line that is used infrequently by other devices on that line. In the case of a shared line, the Contact ID Dialler must be the first device that can break or use that line.
- If there is more than one Alarm Dialler on your system, unique periodic tests must be sent from each Dialler. The periodic dial test works as follows:
 - **ACCT:** If an Alarm Zone is assigned to the Dialler **and** the Alarm Zone overrides the site ACCT code, **then** the periodic test dial will use the Alarm Zone's ACCT code, **otherwise** the periodic test dial will use the site's ACCT code.
 - **GG:** If an Alarm Zone is assigned to the Dialler, **then** the periodic test dial will use the Alarm Zone's GG code, **otherwise** the periodic test dial will have a GG code of "00".
 - **CCC:** The periodic test dial will use the zone identifier (CCC) that has been assigned to the Alarm Dialler.

19. The timer test can also be configured on this tab by ticking the **Periodic Dialling** checkbox and then setting the frequency of the tests by clicking the appropriate radio button.

Option	Description
Dial daily at:	Selecting this option will mean that a Periodic dial will occur at the same time each day. Always set it for a time of the hour or half hour to avoid overloading the monitoring station at these times. If you change the periodic dial time, notify the monitoring station of the new test time. The time will automatically adjust for daylight savings. Note: Remember that this is based on the time at the Controller, not at Command Centre.
Dial every:	Select this option if you require more frequent periodic test dials. This means that a periodic dial will occur at the interval specified, starting at the time that has been specified. Time intervals allowed = 30 minutes, 1, 2, 3, 4, 6, 8 or 12 hours. Anytime can be entered in the start time. Daylight savings corrections will be applied when the Controllers clock is updated.

The timer test (also known as the 'periodic test' or '24 hour' test), is an indication to the monitoring station that the alarm system is capable of sending Contact ID. Most systems send one test per day. The signal is fixed in its format and will be sent with a XYZ (contact id event code) of 602 and it will be sent in the (GG) partition or Alarm Zone 00. Only one periodic test can be enabled per account number for accurate reporting of line status (this is a consideration when using multiple Diallers using single client code reporting). It may be necessary to configure periodic tests from different diallers into different account numbers. It will also be reported as a new event and will have a CCC of 000, (e.g. 123418160200000, where 1234 is your account number).

If a test is not received action is taken by the monitoring station staff, which may include phoning the site to check that the phones are working.

20. Tick the **Skip periodic dial following successful alarm dial** checkbox if required.

By enabling this feature, the periodic dial will get skipped when there has been a successful alarm dial since the last periodic dial test.

If the periodic dial is skipped, the next time you can expect a periodic dial is after the periodic dial interval (or at the same time of day tomorrow), depending on how it is configured.

21. Click the **Alarm Receivers** tab.

Note: If you are configuring an Alarm Dialler rather than an IP Alarm Transmitter, go to Step 29.

22. Tick the checkbox beside the **Receiver** you wish to use.

Each IP Alarm Transmitter can be configured to transmit to three receivers in an attempt to communicate with an alarm monitoring centre, as follows:

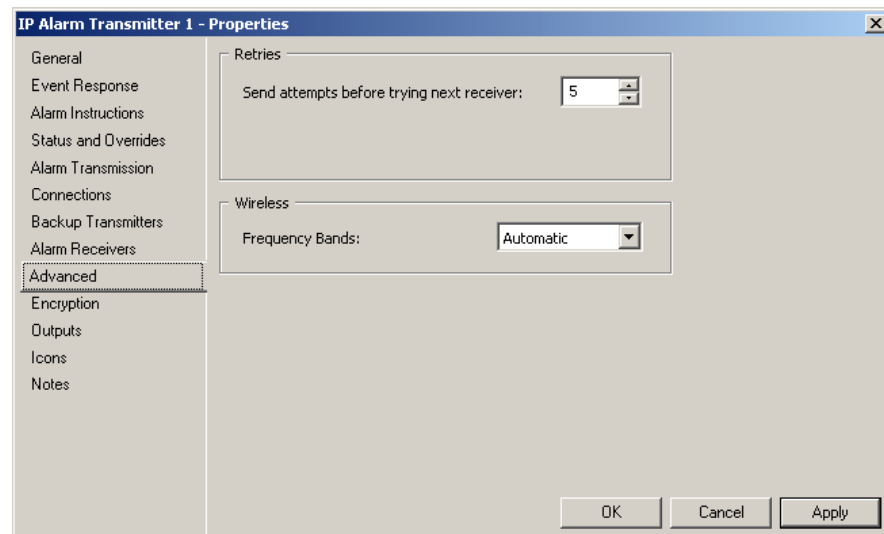
Field	Description
Receiver 1	This is the first receiver that the IP Alarm Transmitter will transmit to when a message needs to be sent.
Receiver 2	This is the second receiver that the IP Alarm Transmitter will transmit to once all attempts on the Primary Receiver have expired.
Receiver 3	This is the third receiver that the IP Alarm Transmitter will transmit to once all attempts on Receiver 2 have expired.

23. Complete the **Receiver** fields as required:

Field	Description
IP	This is the IP address of the receiver. This will be provided by the alarm monitoring centre.
Port	This is the port number of the receiver. This will be provided by the alarm monitoring centre.
Enable polling	This is the heartbeat time used to poll the receiver.
Transmitter ID	If required, you can configure a transmitter ID, so that the receiver can monitor and identify the channels separately. This field is pre-populated with a unique suggestion,

Field	Description
Transport	formed from the site wide ACCT code plus a unique 2 digit identifier. The available transport options are WAN/LAN or Wireless. For the Wireless transport option, the IP Address/Port combination will need to be allowed through any firewall that is configured between Command Centre and the Alarm Receiver via the cellular provider. Note: If you use the Wireless option and need to update the Intercel Sam3G+ module to use a different connection profile that the 3 preloaded profiles, refer to <i>Changing the Connection profile on the Intercel Sam3G+ module</i> (on page 29-22) for the procedure.

24. Click the **Advanced** tab.



25. Enter the number of attempts before trying the next receiver.

This is the number of retries that the IP Alarm Transmitter will attempt before moving onto the next IP address. If this number is set to 10, then a total of 11 transmissions will be made to the first IP address, (i.e. the first attempt and then 10 more attempts).

Once the retry attempts have expired then the IP Alarm Transmitter will move to the next IP address on the list and the same rules will apply to that IP address, being that the first attempt will be followed by the number of retry attempts. Once all retry attempts have expired an alarm can be generated by an Action Plan. Events are held for 15 minutes, and then the sequence starts again.

If you assigned a backup transmitter(s) at Step 10, then once all attempts have been made with this IP Alarm Transmitter, the messages will be passed to the backup transmitter(s) for transmissions.

Notes:

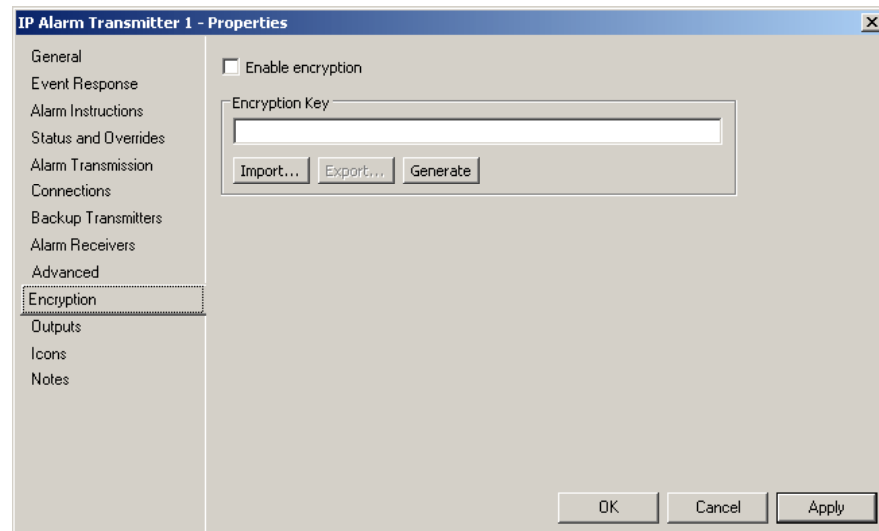
- Each IP Alarm Transmitter supports 255 events being held in the buffer, so if there are more than 255 events to be sent via Contact ID, the oldest events will be discarded. A message is generated however in the Event Log to advise the Date, Time and details of the discarded event(s) to provide a full audit trail.
- A 15 minute wait period is started after all attempts at connecting to the offsite alarm receiver have failed. During this period, if further Contact ID alarms occur, no Contact ID events appear in Gallagher Command Centre's event viewer window and no further transmission activity is initiated.

Take this functionality into account when you have no backup transmitter, assign only one IP address, and set the Retry Attempts Maximum to 0. If the IP Alarm Transmitter tries to report a Contact ID event and cannot, subsequent Contact ID transmission attempts will be inhibited for 15 minutes.

26. If you selected the Wireless transport option on the previous tab, (i.e. the **Alarm Receivers** tab), you can select a Wireless **Frequency Band** in case the reception on one band is very low, but the modem will not select a higher strength band.

Note: When the Frequency Band is changed, the band may not change until the next update (approximately 2 minutes).

27. Click the **Encryption** tab.

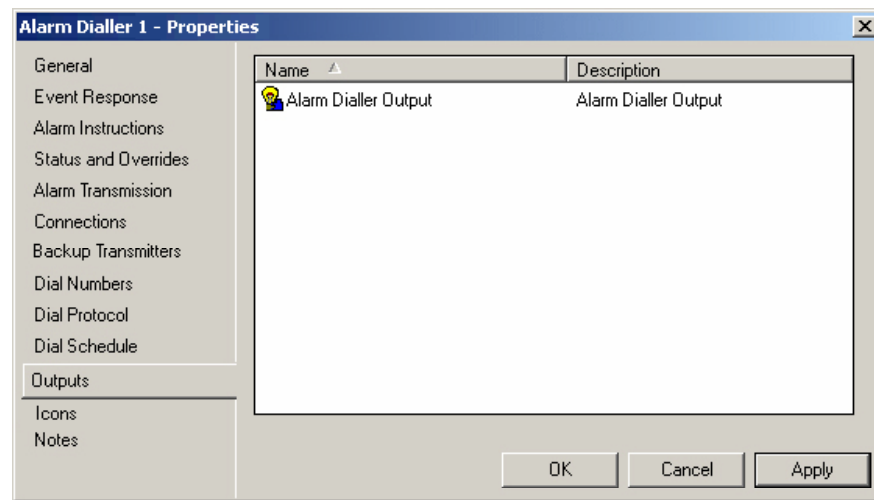


28. If you want to use an encryption key, populate the **Encryption Key** field, with a 64 character hexadecimal string.

Notes:

- This can be done by either manually typing in a string, or by clicking the **Generate** button which will automatically populate the field with a random hexadecimal string and enable the **Apply** button. If the **Apply** button is clicked now, the 64 characters are converted to 64 X's.

- When an encryption key is entered, this is sent across DCOM to the server. As it would be possible for someone on the network to capture the packet as it passes along the network, it is recommended that this only be done on the workstation that runs directly on the server PC.
29. Did you create an output for the Alarm Transmitter/Dialler so you will receive visual or audible acknowledgements when Alarm Zone armed messages are received by the monitoring company?
If **yes**, then click the **Outputs** tab.
If **no**, go to Step 31.



30. Open the **Hardware** Master List Window, and drag and drop the Alarm Transmitter/Dialler output(s) previously created into the grid.
Note: If backup Alarm Transmitters/Diallers are used they must have their own outputs configured.
31. Click the **Icons** tab if you want to change the Icon Set for this Alarm Transmitter/Dialler.
For further details regarding the **Icons** tab, see **Icons** (on page 6-43).
32. Click the **Notes** tab if you want to add a note(s) about this Alarm Transmitter/Dialler.
For further details regarding the **Notes** tab, see **Notes** (on page 6-46).
33. Click **OK** to exit and save your changes.
Click **Cancel** to exit without saving your changes.
Click **Apply** to save your changes and stay in this window.

Result

An Alarm Transmitter/Dialler has been created in Command Centre.

Next

Assigning the Alarm Transmitter/Dialler to a Controller (on page 29-25)