

Description: Guide to configuring the AlarmWorX64 Multimedia Server to send messages via SMS using a modem.

OS Requirement: Windows Server 2003 x64/Vista x64/ Server 2008 x64/Windows 7 x64/ Server 2008 R2 x64

General Requirement: AlarmWorX64 Multimedia, a modem/ISDN device.

Introduction

The ICONICS AlarmWorX64 Multimedia Pager/SMS Agent supports all common Modem/ISDN devices. Using AlarmWorX64, it is possible to send messages to SMS via a modem or a cellular phone. This applications note we will describe how to configure the Multimedia server to send SMS messages via a modem. If you are trying to do the same thing using a cellular phone, please read the applications note *AlarmWorX64 Multimedia - SMS with a Cellular Phone*.

There are some advantages and disadvantages of sending SMS messages via a modem. The advantage is that in most cases you don't need extra hardware. However, it is more expensive to send SMS messages using a modem than to use a cellular phone. Also, it takes longer to send a SMS messages through a modem. Lastly, keep in mind that you will not be able to acknowledge the alarm when using a modem.

Modem configuration

1. Plug in the Modem Hardware.
2. From the **Control Panel** select the **Phone and Modem Options**.
3. **Create** or **Edit** the Dialing rules.
4. Add the appropriate drivers for the modem hardware.
5. Test the modem using a windows modem utility such as **Hyperterminal**.

NOTE: The actual dialogs vary between windows operating systems.

SMS Configurator

1. Launch the AlarmWorX64 Multimedia Configurator.
2. Browse to **Alarm Configurations** → **Multimedia Agents** → **Pager/SMS/GSM/TAP** in the tree control.
3. Launch the TAP configuration by pressing the **General Settings** button. The window shown in Figure 1 will appear.
4. Check TAP SMS Dialog to view and log ISDN/GSM diagnostic messages during pager testing.

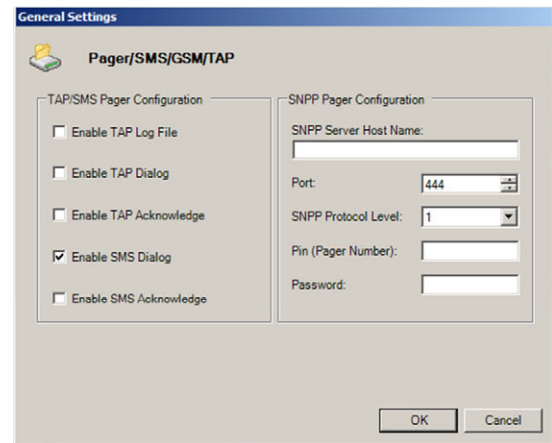


Figure 1 - Multimedia Pager Configuration Screen

5. To configure the modem, open C:\Program Files\Common Files\ICONICS\FWX64\BIN\PagerCfg.exe. Select the **Modem Configuration** button to launch the SMS configurator.
6. Select **Message-Master Modem/ISDN** and press the **Config...** button.

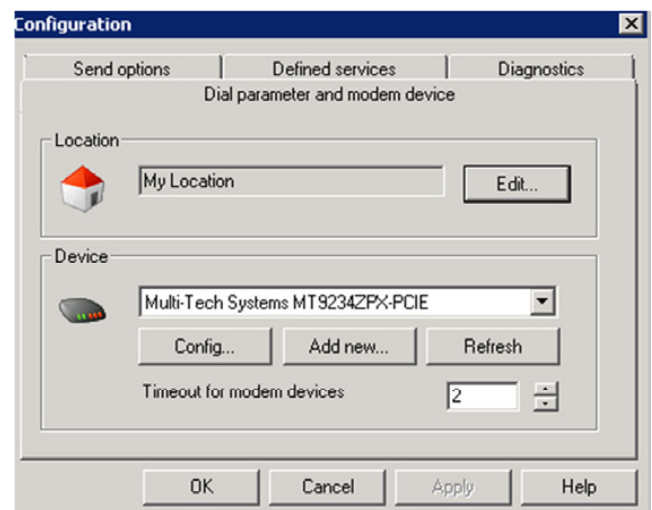


Figure 2 - Modem/ISDN Configuration Screen

7. On the **Dial parameter and modem device** tab:
 - a. **Location:** this is the location set when you were configuring your dialing rules.
 - b. **Device:** select the device for the modem hardware.
 - c. **Timeout for modem devices:** Select the re-initialization timeout for the modem in seconds.

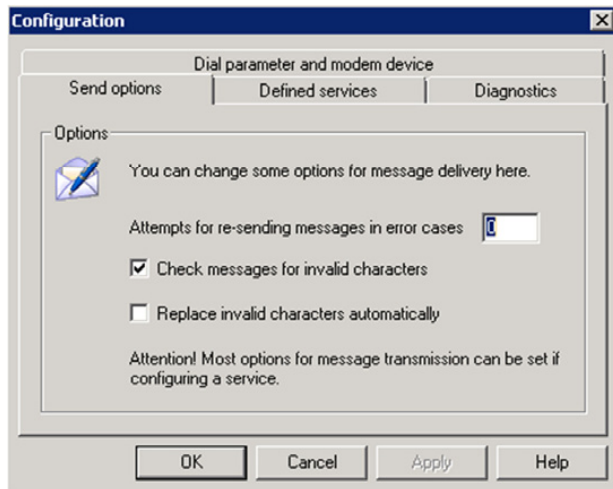


Figure 3 - Send Options

8. On the **Send Options** tab:
 - a. **Attempts for re-sending messages in error cases:** select the number of times to retry in case of error.
 - b. Enable **Check messages for invalid characters**.
 - c. If desired, enable **replace invalid characters automatically**.

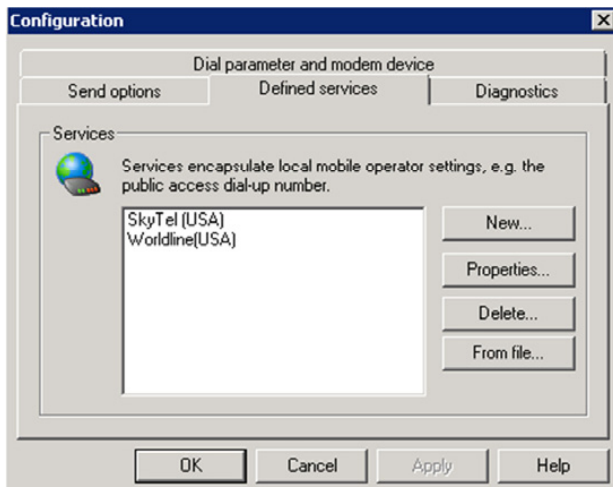


Figure 4 - Define Services

9. On the **Defined Services** tab:
 - a. Check for your local phone provider.
 - b. Verify the service modem phone number is correct by selecting the service provider and pressing the properties button.
 - c. The service provider number is on the additional tab under **Number** for dial-up terminal.
 - d. If the service provider is not listed, you can add a new service provider by clicking **New...** and follow through the instruction.
10. On the **Diagnostics** tab: If you need diagnostic support enable the **Write Communication Log File** check box.

General Pager Configuration

1. From the Pager/SMS/GSM/TAP branch right-click and select **new Multimedia Agent Setting**.
2. Enter **SMS Media Item Name**.
3. Enter **Pager Number**.
4. Select a template.
5. Select **Use Modem/ISDN Service** and choose the service provider for your pager.
6. Press **Apply**.

Test the Setting

Select the SMS agent you've just created. Click on **Test** and the **MMXPager SMS Diagnostic Dialog** will appear.