



AlarmWorX64 Multimedia SMS with an Analog Modem



APPLICATION NOTE

September 2013

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

OS Requirement: Windows Vista x64/ Windows 7 x64/ Windows 8 x64/ Windows Server 2008 x64/ Windows Server 2008 R2 x64 / Windows Server 2012

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 GSM modem/cellular phone, please read the applications note *AlarmWorX64 Multimedia - SMS with a GSM Modem*.

There are some advantages and disadvantages of sending SMS messages via a standard 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 common ISDN modem than to use a standard GSM modem/cellular phone. Also, it takes longer to send a SMS messages through the common ISDN modem. Lastly, keep in mind that you will not be able to acknowledge the alarm when using common ISDN 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.

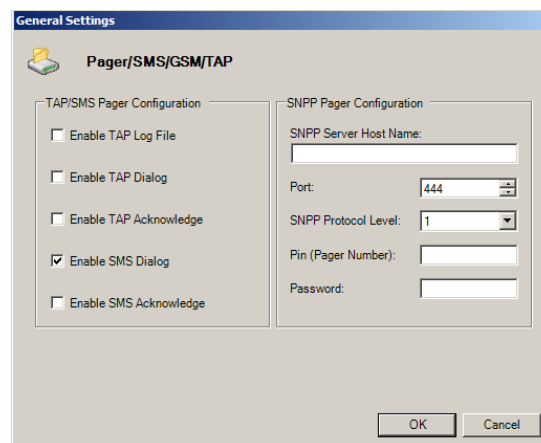


Figure 1 - Multimedia Pager Configuration Screen

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.

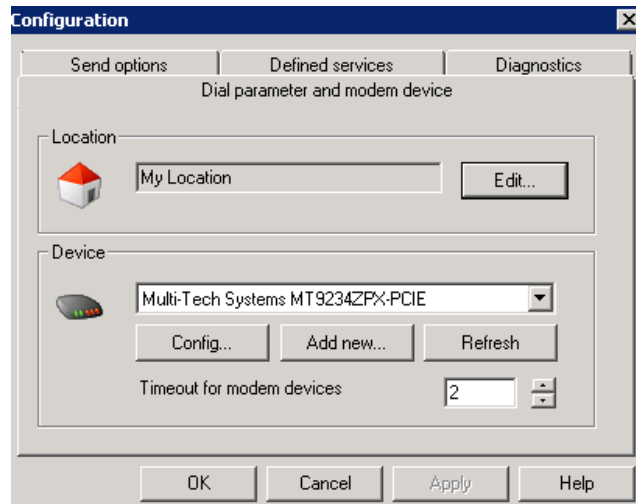


Figure 2 - Modem/ISDN Configuration Screen

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.



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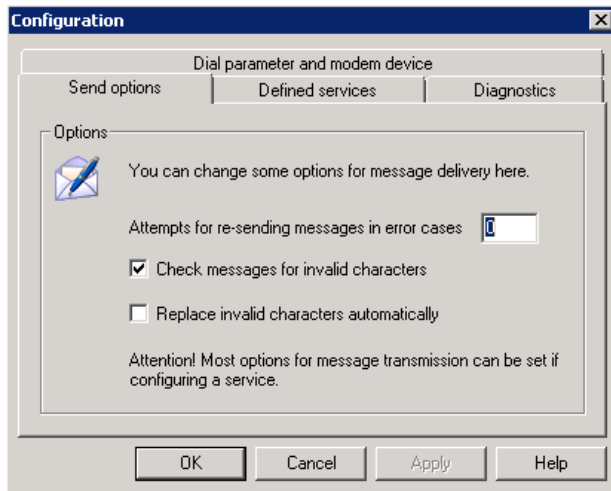


Figure 3 - Send Options

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**.

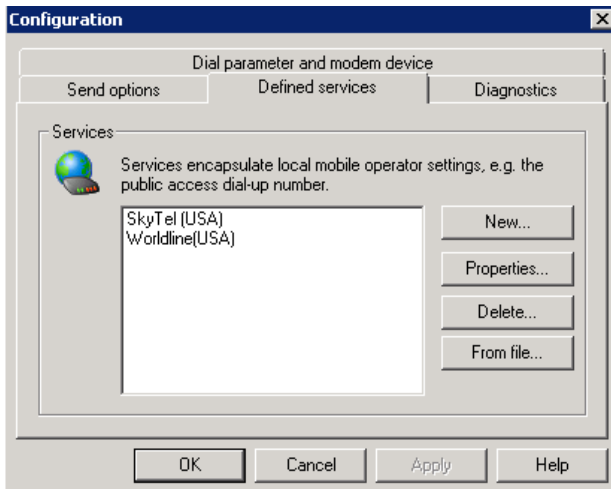


Figure 4 - Define Services

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.