AlarmWorX64 Multimedia
Setting up the Pager Agent with TAP

APPLICATION NOTE

September 2013

Description: Guide to configuring AlarmWorX64 multimedia pager agent with TAP (Telocator Alphanumeric input Protocol).
OS Requirement: Windows 8 x64 (Professional or Enterprise Edition) /Windows 7 x64 (Professional or Enterprise Edition) /Windows Server 2012 x64 /Windows Server 2008 R2 x64 /Windows Vista x64 SP2 (Business, Ultimate, or Enterprise Edition) /Windows Server 2008 x64
General Requirement: AlarmWorX64 Multimedia installed with Pager Agent; a TAP modem

Introduction

The ICONICS AlarmWorX64 Multimedia Pager Agent supports a wide variety of modems, pager services, and two of the most-used protocols for a pager. This document is designed to divide the configuration into three simple components:

- Modem Configuration
- Service Configuration
- General Pager configuration.

Before you begin, you should make sure that UAC is turned off on your computer.

Modem Configuration

1. Plug in the Modem Hardware.
2. From Control Panel, select the Phone and Modem Option.
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.

TAP Configurator

1. Launch the ICONICS Multimedia configurator by going to Start → Programs → ICOINCS → AlarmWorX64 Multimedia → AlarmWorsnX64 Multimedia.
2. Browse to Configurations → Multimedia Agents → Pager/SMS/GSM/TAP on the left hand tree and open it on a new tab.
3. Launch the TAP configuration by pressing the General Settings button as shown in Figure 1.

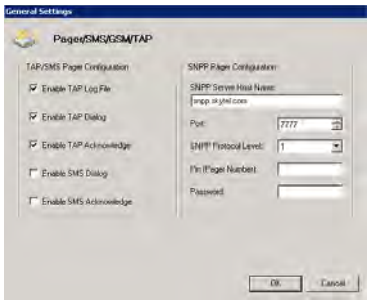

Figure 1 - Pager Agent General Settings

4. TAP/SMS Diagnostics will be displayed to allow the option to view and log ISDN/GSM diagnostic messages during pager testing.
5. To launch the **TAP Configurator**, run this executable:

C:\Program Files\Common Files\ICONICS\FWX64\BIN\PagerCfg.exe

6. And then click on "Modem Configuration"
7. Select the Message-Master Modem/ISDN and press the "Configuration" button.
8. On the Dial parameter and modem device tab as shown in Figure 2:
   - **Location**: this is the location set when configuring the Dialing rules.
   - **Device**: select the device for the modem hardware.
   - **Timeout for modem devices**: select the re-initialization timeout for the modem. This is in seconds.

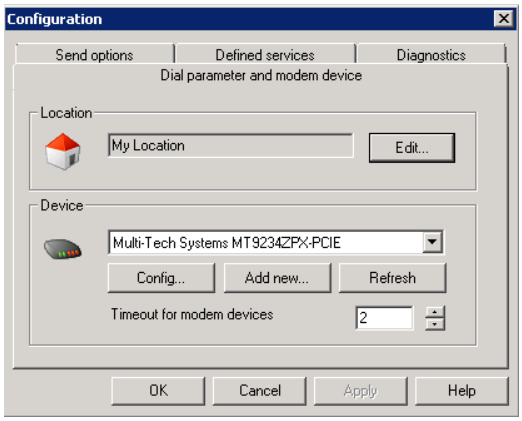

Figure 2 - Modem/ISDN Configuration

9. On the Send options tab as shown in Figure 3:
   - **Attempts for re-sending messages in error cases**: select the number of times to retry in case of error.
   - Enable **Check messages for invalid characters**.

- If desired enable **Replace invalid characters automatically**.

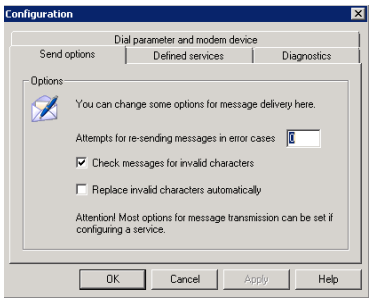

Figure 3 - Send Options

10. On the Defined services tab as shown in Figure 4, check for your pager service provider. Verify the service modem's phone number is correct by selecting the service provider and pressing the **Properties** button. The service provider number is on the additional tab under **Number for dial-up terminal**.

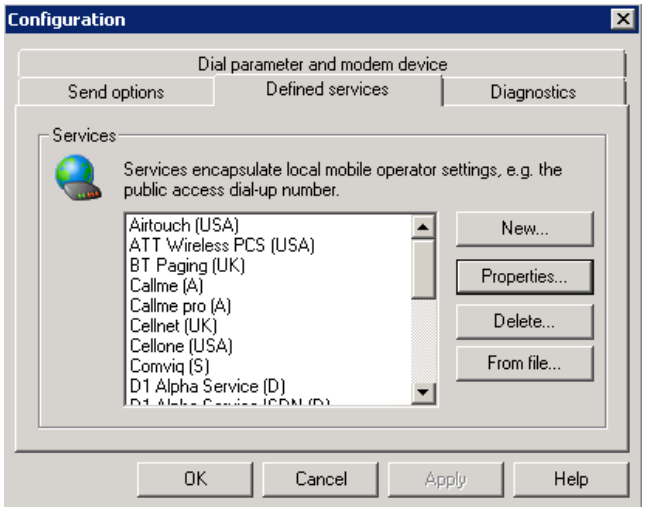

Figure 4 - Defined Services

11. If your pager provider is not already added, run this executable:

C:\Program Files\Common Files\ICONICS\FWX64\BIN\SrvSetup.exe

12. Open **Services_Modem-ISDN**.inf from the selector and choose to install your service provider in the list.

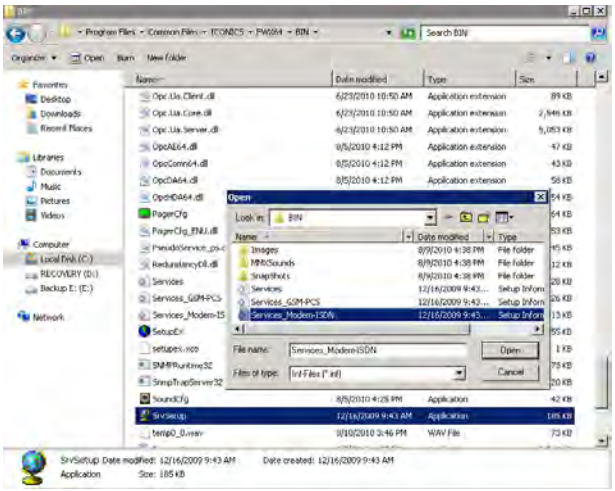

Figure 5 - Installing Service Providers

13. This list that comes up is the same list you see during installation. If your service provider is not in the list, you can click on "New" in the Configuration dialog shown in Figure 4. The details on how to configure a service provider is listed in the "Creating a New TAP Service" section that follows.
14. On the Diagnostics tab, if you need diagnostic support enable the **Write Communication Log File** checkbox.

General Pager Configuration

1. Going back to AlarmWroX Multimedia configurator, right-click on **Pager/SMS/GSM/TAP** on the left hand side, select Add **Multimedia Agent Setting**.
2. Enter Pager Media Name.
3. Enter Pager number. This is the phone number of the pager to contact. This is the same number you would use if you were paging from a touch-tone phone.

   NOTE: If you are using the SkyTel pager service, you only need to enter the last seven digits of your pager number.

4. Select a template.
5. Select **Use Modem/ISDN service** and choose the service provider for your pager.
6. Press **Apply**.

Creating a New TAP Service

The standard Multimedia pager installation includes dozens of pre-configured TAP services. If your particular service is not listed you can add it by following a few simple steps.

1. Launch the **Tap Configurator** and select the Defined Services tab.
2. If your service is not listed press the **New** button.
3. On the **General** screen as shown in Figure 6, enter a name and message transmission based on data connections. For protocol type, choose "TAP". Pick a character set and press Next.

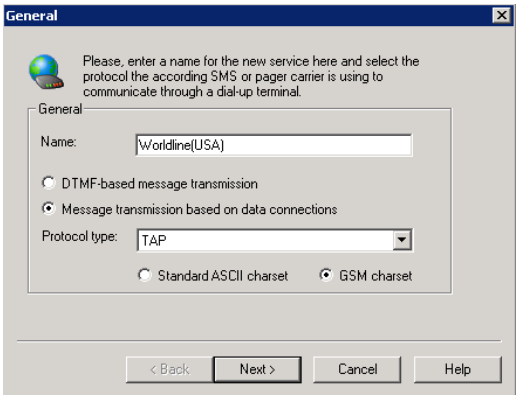

Figure 6 - New defined service

4. On the "Additional" Screen as shown in Figure 7, fill in the fields using the information below and press **Next**.
   - **Number for dial-up**: Enter service modem number. This is the phone number your modem will call to connect to the pager service provider. Your service provider will need to inform you of this number. This number needs to be in TAP format. For US the format is +1 (800) 2345678. For International numbers, the format is +44 (215) 2345678.
   - **Max message length**: Chose the maximum number of characters to display per message.
   - **Password**: Not necessary
   - **Calling zone**: Not necessary
   - **Number of messages the carrier accepts at once**: 1

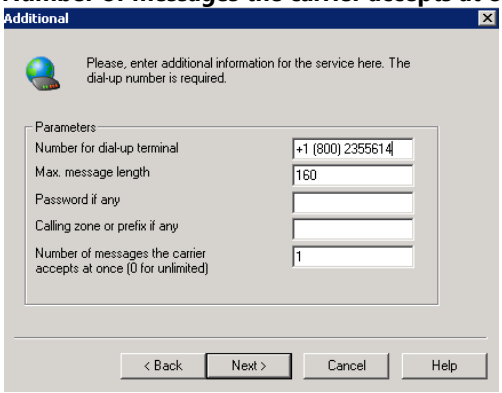

Figure 7 - Define New Number

5. On the Type screen as shown in Figure 8, fill out the fields using the following information, then press **Next**.
   - Select the type appropriate to the pager. Generally this is Alphanumeric
   - **UCP operation type**: NA
   - Enable **Breakup larger messages automatically**
   - Choose a maximum word-wrap for breakup. Generally, this will be a number that evenly divides into the maximum message length.

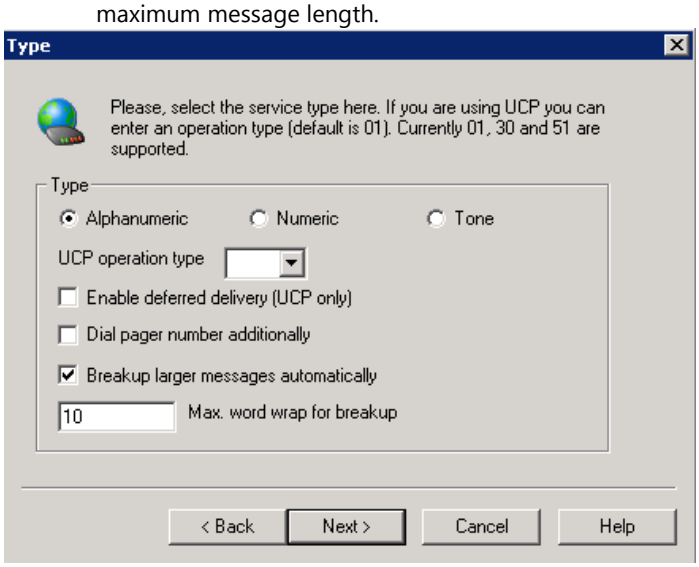

Figure 8 - Define Type

6. On the Country Code tab, only enter a country code if it is required. Press **Next** when finished.
7. On the Terminal tab, select the modem or ISDN device and select the appropriate modem configuration for your modem. Press **Next** when finished.
8. Press **Finished** when complete.
9. Your new service is now available.