



AlarmWorX64 Multimedia

Using Agents with Hardware Devices



APPLICATION NOTE

September 2013

Description: A note on using Agents with Hardware Devices for AlarmWorX64 Multimedia

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 v. 10.8.

Introduction

AlarmWorX64 Multimedia is add-on piece software that allows you to send out alarms through various agents. The agents include: Software and Hardware Marquee, Telephony, Pager, etc. Once configured, you can use any of the agents to send out alarms to anyone using the chosen method.

From version 10.6 onwards, we have support for the Telephony agent using the TAPI protocol. This means that, you can use the callout agent without any Dialogic card. However, since the Dialogic card has an onboard processor, calls that go through the card require little processing power from your machine. In contrast, the TAPI protocol will use a modem on your computer to call out. In past experiences, the callout process may consume much of the resources on the host machine. You may want to monitor your computer performance if you have chosen to use this method.

ICONICS supports the use of Dialogic cards of TAPI modems because the Dialogic cards off-load the CPU when processing sound and handling phone communication. Additionally, Dialogic cards handle more phone lines (whereas TAPI modems can only handle one). This makes using AlarmWorX Multimedia more efficient. This is especially true for the Phone Agent.

Agents with Hardware Devices

Pager/SMS:

The ICONICS AlarmWorX64 Multimedia Pager Agent supports a wide variety of modems, pager services, and two of the most-used protocols for a pager. It delivers alarms not only to numeric pagers, but also to alphanumeric and even two-way pagers. Use the templates provided out-of-the-box, or configure your own message formats to send the information you need to the handy remote devices.

Fax:

Sends alarm notifications using a fax machine. The template determines the actual message that gets faxed to the number

specified, and includes an optional cover page design that can be used for all faxed messages.

Sound / Text-to-Speech:

Plays prerecorded sounds and/or speech from text locally or remotely over a network. The sound message is specified in the sound template, where you can select a sound (.wav) file from the Sound Library or enter a text message to be converted to speech. Alarms are generated and spoken through speakers connected to a sound card.

Video:

AlarmWorX64 Multimedia can play a prerecorded video or a video captured at the moment of the alarm, allowing you to use a video device to send a video or a snapshot to a computer providing alarm information.

Marquee:

The Hardware Marquee Agent sends alarm and event messages to external scrolling marquees, and includes support for multiple (LAN-based) devices.

Telephony (needs sound card):

There are three separate agents:

- Call-out Agent: calls a defined number and gives a message with options to respond.
- Call-in Agent: enables callers to dial in by phone to get alarm information and browse for OPC Data Access tags.
- PA Agent: uses a public address (PA) system device to announce alarms and events over a loudspeaker.

Conclusion

For more information on how to configure your Agents with Hardware Devices, please consult the "AlarmWorX64 Multimedia – Quick Start" app note.