

Description: Guide to configuring AlarmWorX32 multimedia pager agent with TAP (Telocator Alphanumeric input Protocol).

OS Requirement: Win 2000, XP Pro, Server 2003, Vista, Server 2008, Windows 7

General Requirement: AlarmWorX32 Multimedia installed with Pager Agent.

Introduction

The ICONICS AlarmWorX32 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.

Modem Configuration

1. Plug in the Modem Hardware.
2. From 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.

TAP Configurator

1. Launch the ICONICS Multimedia configurator by going to **Start → Programs → ICOINCS AlarmWorX32 Multimedia → AlarmWorX32 Multimedia Configurator**.
2. Browse to **Alarm Configurations → Multimedia Agents → Pager/SMS/GSM/TAP** on the left hand tree.
3. Launch the TAP configuration by pressing the **General Settings** button as shown in **Figure 1**.
4. TAP/SMS Diagnostics will be displayed to allow the option to view and log ISDN/GSM diagnostic messages during pager testing.
5. Select the **Modem Configuration** button to launch the TAP configurator.

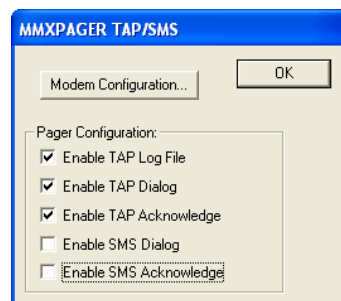


Figure 1 - Pager Agent Configuration

6. Select the Message-Master Modem/ISDN and press the **Config...** button.
7. On the Dial parameter and modem device 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.

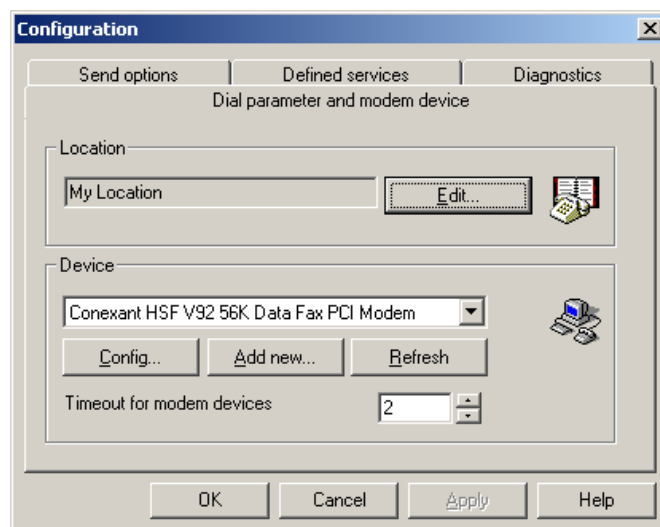


Figure 2 - Modem/ISDN Configuration

8. 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**.



AlarmWorX32 Multimedia – Setting up the Pager Agent with TAP



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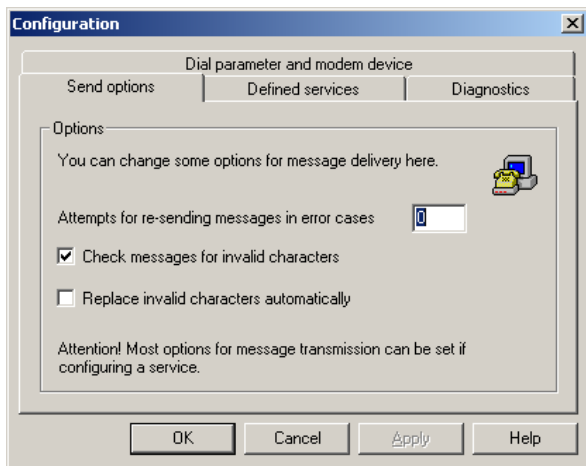


Figure 3 - Send Options

- 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**.

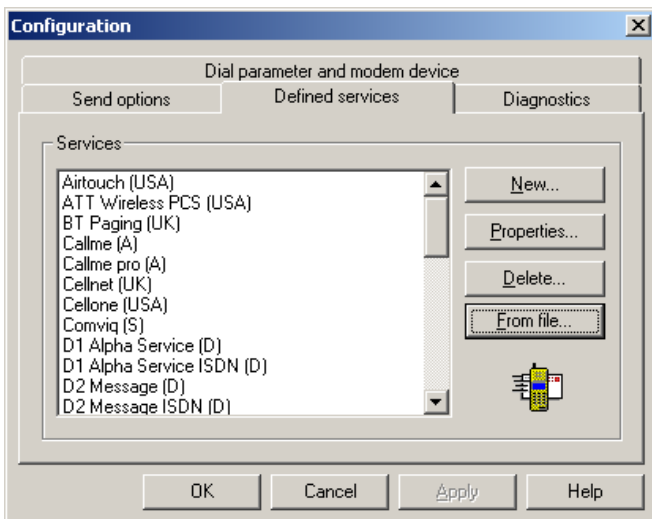


Figure 4 - Defined Services

- On the Diagnostics tab, if you need diagnostic support enable the **Write Communication Log File** check box.

General Pager Configuration

- Right-click on **Pager/SMS/GSM/TAP** on the left hand side, select **New → Media Item**.
- Enter Pager Media Name.

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

NOTE: If your pager service provider is not listed, you will need to follow the steps below to create a new TAP service.

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.

- Launch the **Tap Configurator** and select the Defined Services tab.
- If your service is not listed press the **New** button.
- On the **General** screen as shown in **Figure 5**, enter a name and message transmission based on data connections. For protocol type, choose "TAP". Pick a character set and press **Next**.

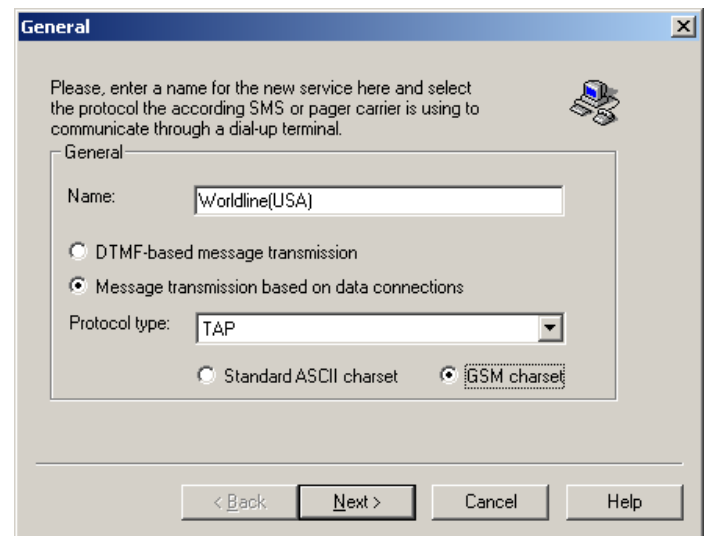


Figure 5 - New defined service

- On the "Additional" Screen as shown in **Figure 6**, 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.



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- **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 6 - Define New Number

5. On the Type screen as shown in **Figure 7**, 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 7 - 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.