



# Alarm Forwarding

Alarm Forwarding is an Add-on to the PHOENIX® Automation software that increases system efficiency and customer satisfaction by delivering alarm notifications to designated contacts via email, fax, text messages or pagers. Alarm Forwarding is a versatile product that can perform multiple functions:

**“General Operation”** — Designated signals are co-processed with operators. Alarm Forwarding notifies designated contacts upon receiving an alarm and then forwards the alarm for final processing by an operator.

**“Unmanned Operation”** — For unmanned central stations, such as a volunteer fire station, Alarm Forwarding immediately notifies designated contacts via email, fax, text messages or pager when an alarm is received.

**“Deadman Operation”** — Alarm Forwarding can ensure operators are processing received alarms. If new alarms are not processed within a defined time frame, Alarm Forwarding notifies supervisors, warning of the delay in response to alarms.

**Radio Dispatch Operation** — Radio Dispatch is an Add-on to the Alarm Forwarding software. Alarm notifications using audio annunciation are transmitted to portable radios configured for Radio Dispatch. Guards can acknowledge the receipt of the alarms using the radio DTMF keypad and the acknowledgement is transmitted to the central station.

Every alarm handled by Alarm Forwarding is logged with a unique user name. Alarm Forwarding works with Windows MAPI/TAPI software (e.g., MS Outlook) and hardware (e.g., modems) for sending emails, faxes, text messages and pages.

## Features and Benefits:

- Processes low priority alarms leaving operators free to handle higher priority alarm situations.
- Provides notification of alarms to designated contacts without any operator intervention.
- Notifies supervisors when alarms are not processed in a timely manner.



ADD-ON

# Technical Specifications

These specifications are the minimal requirements for this product. All components must be listed on the Microsoft Hardware Compatibility List.

Current as of 05/04/11, these specs are subject to change without notice. Call ABM Technical Support for up-to-the-minute specs.

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### Software Requirements

Windows 2003 or 2008 Server, Windows XP Pro, Windows 7

Click Yes Pro – email release software

Email Functionality – Requires Outlook **only** (can not be used with Outlook Express/Lotus Notes/Outlook 10)

\*\* Servers must have a serial port for each Phoenix receiver license. For redundant systems, PCI port cards may be used. PCI cards must be identical for each server and an A/B switch is required. ABM recommends Digiport Servers for port expansion. A Digiport Server must be installed on the network and requires a separate IP address. Microsoft, Windows 2000/2003 are either registered trademarks or trademarks of the Microsoft Corporation in the U.S. and/or other countries.



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