

How to Send Alarms to Your Cell Phone via TAP Gateway Platforms: AlphaMax and DPM

Sending alarms to your cell phone is a great way to stay on top of evolving network threats after hours or while you're out in the field.

By configuring your RTU to send alarm notifications to the TAP gateway phone number of your wireless provider, you can send text alarms to your phone.

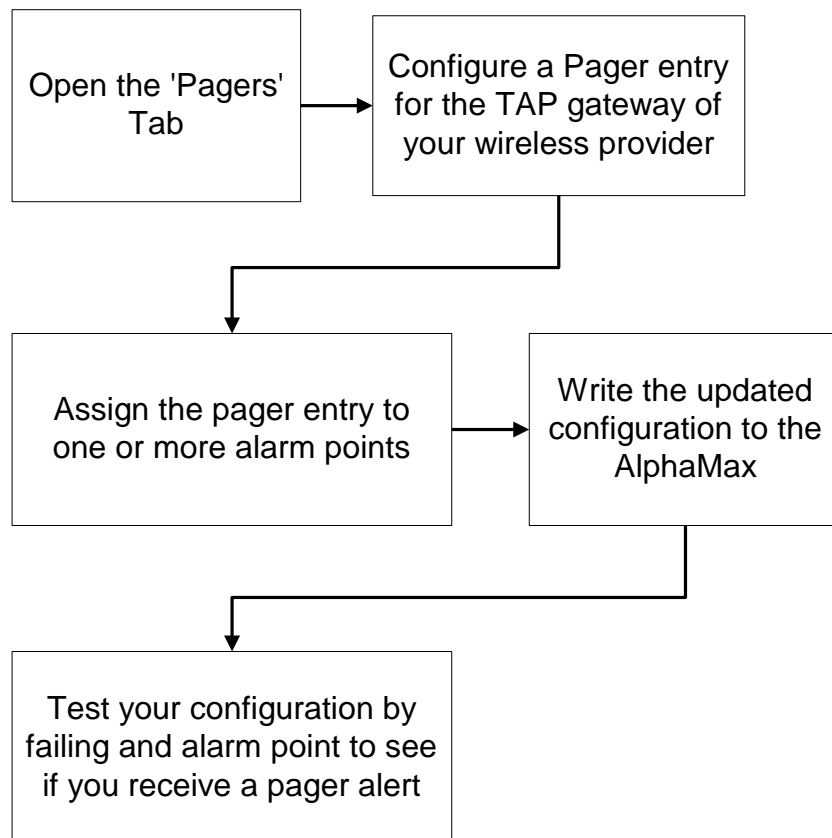


This "techno knowledge" paper can help you if:

- ❑ You want to send alarms to your cell phone without routing the alarm messages through email.

Quick Reference Chart

(for more details, review the troubleshooting checklist, starting on page 2 of this guide)



Troubleshooting Checklist

NOTE: This procedure explains how to setup an AlphaMax to send alarms to a TAP Gateway with T/AlphaW software. You may follow a very similar process to configure other DPS remotes using their respective Windows provisioning utilities.

❑ **Open the 'Pagers' tab in T/AlphaW**

- Open T/AlphaW software
- Navigate to the 'Pagers' tab

❑ **Configure a Pager entry for the TAP gateway of your wireless provider**

- Select Device Type: "ALPHA"
- Enter your wireless carrier's TAP gateway phone number in the "Dial String" field (Some common numbers are listed in the box above, otherwise call your provider).

TAP Gateway numbers for common carriers:

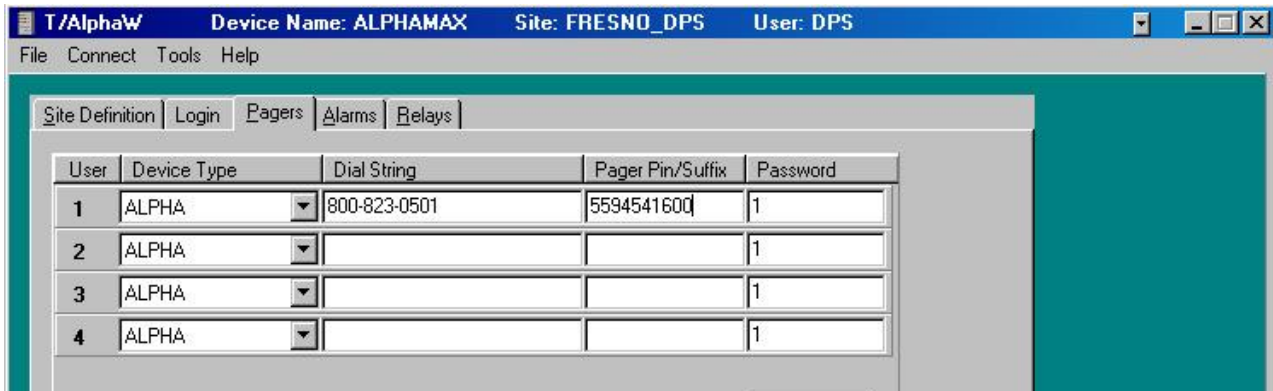
Verizon: 866-823-0501

AT&T: 800-909-4602

Sprint PCS: 800-201-2501 (US)

NOTE: If you must dial a prefix to reach an outside line (e.g. "Dial 9"), be sure to enter that prefix in the field. If your system requires a pause after the prefix, a comma will create a 1.5 second pause during dialing.

- Your Pager Pin/Suffix is your 10-digit mobile phone number (no dashes).
- The password is irrelevant for this configuration. Leave the default setting of "1".



- ❑ **Assign the pager to one or more alarm points**
 - On the 'Alarms' tab, set the 'Primary Notification' or 'Secondary Notification' fields for one or more alarm points. Enter the user number (1-4) of the pager entry you just created.
- ❑ **Write the updated configuration to the AlphaMax**
 - Use the 'Connect' menu to write the updated configuration to your AlphaMax unit(s).

Your AlphaMax should now be configured to send TAP pages to your cell phone.

- ❑ **Suggested Test: Fail an alarm point to see if you receive a pager alert**

NOTE: If you are not receiving TAP pages on your cell phone, it is possible that the problem lies with your wireless provider. In this case, contact their technical support department to troubleshoot the problem.

NOTE: Messaging charges may apply for alarm messages sent to your cell phone. Please check with your wireless provider.

If you continue to have issues creating sending TAP pages to your cell phone and you believe the problem is with your RTU configuration, please contact DPS Telecom Tech Support
