Site Dialer G3

USER MANUAL

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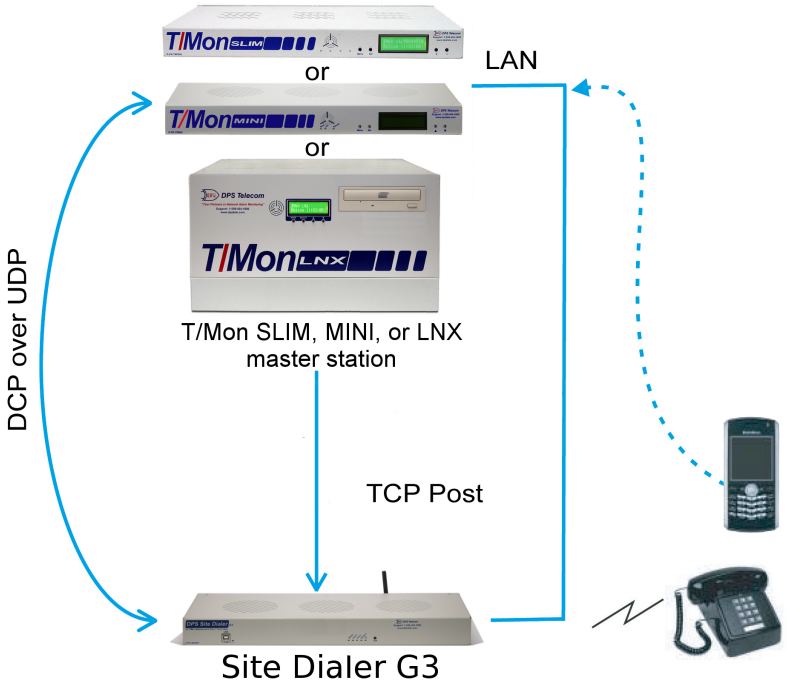
1 Site Dialer G3 Overview

When combined with the T/Mon SLIM, MINI, or LNX master stations, the Site Dialer G3 delivers another critical method of receiving alarm notifications. This application allows you to receive voice alerts for the alarm points databased in T/Mon. You can select exactly which alarm points you want to receive voice notifications for and the Site Dialer G3 calls your home or cell phone with verbal alarm information. Get the important notifications you need, no matter where you are, via text-to-speech voice alerts.

The Site Dialer G3 itself is easy to install and requires virtually no configuration. After physically setting up the unit (mounting, power, and giving it an IP address), you're ready for the configuration on the T/Mon SLIM, MINI, or LNX.



Immediate benefits of using the Site Dialer G3:

- Verbally annunciates incoming messages via phone
- Dials your home or cell phone with alarm messages already databased in T/Mon
- Ack alarms from anywhere in the field using your home or cell phone
- Includes built-in web browser for confirming configuration settings

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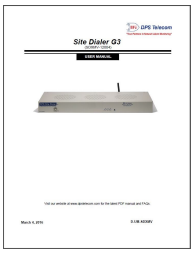
2 Shipping List

While unpacking the Site Dialer G3, please make sure that all of the following items are included. If some parts are missing, or if you ever need to order new parts, please refer to the part numbers listed and call DPS Telecom at **(800) 622-3314**.

Site Dialer G3
D-PK-SDXMV-12004

Site Dialer G3 Resource CD



Site Dialer G3 UM
D-UM-SDXMV

X1
6 ft. USB Craft Port Cable
D-PR-046-10A-06

X1
Ethernet Cable - 14 ft
D-PR-923-10B-14

X3
Three 3/4 Amp GMT Fuses
2-741-00750-00

X2
19" Rack Ears
D-CS-325-10A-00

X2
23" Rack Ears
D-CS-325-10A-01

X4
Four Rack Screws
1-000-12500-06

X8
Eight 3/8" Ear Screws
2-000-60375-0

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Power Connectors
2-820-00862-02

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3 Specifications

Hardware

Dimensions:	1.72"H x 17"W x 6.64"D
Mounting:	19” or 23” rack or wall mount
Weight:	3.8 lbs. (1.72 kg)
Power Input:	Dual -48VDC power feeds (-36VDC to -60VDC)
[3] Current Draw:	350mA @ -48 VDC
Fuse:	Dual 3/4 Amp GMT
[1] Power Outputs:	N/A
Voltage Output Options:	N/A
Output Current:	N/A
Output Fuse:	N/A
Audible Interfaces:	N/A
Visual Interfaces:	12 LEDs
[1] Hardware Interfaces:	1 RJ45 10/100BaseT full-duplex Ethernet port 1 USB[5] debug/craft port 1 RJ11 Telco jack

Modem:	33.6K, Cellular[1]
Discrete Alarm Inputs:	N/A
[2] Discrete Alarm Length:	N/A
Analogs:	N/A
Input Range:	N/A
[4] Analog Accuracy:	N/A
Control Outputs:	N/A
Max Voltage:	N/A
Max Current:	N/A
Operating Temp:	32° to 140°F (0° to 60°C)
[1] Industrial Operating Temp:	-22° to 158°F (-30° to 70°C)
Storage Temp:	N/A
Operating Humidity:	0% to 95% (non-condensing)
MTBF:	60 Years
RoHS:	5/6
Ordering Options:	N/A

Software

Downloadable Firmware:	Yes
Built-in Web Interface:	Yes
Browser Support:	IE9, IE10, Firefox, Chrome...
Protocols:	DCPx, TELNET, HTTP, Email….
SNMP Support:	V1, V2C, V3
[1] D-Wire Sensor Support:	N/A
Ping Alarms:	N/A
OS Support:	XP, Vista, 7 (32 or 64 bit)

Note:

[1] Valid if hardware option is included.

[2] Minimum lengths determined with TTL voltage level alarms. Actual distance may vary.

[3] Current measured at rated voltage with all controls latched and all alarms triggered.

[4] See analog section in manual for detailed analog accuracy breakdown.

[5] We always recommend checking for ground potentials before using the USB port and suggest using a USB isolation device for additional protection. Without USB isolation, ground potentials can damage your computer and/or equipment and adversely impact warranty coverage.

* This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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Hardware Installation

4 Hardware Installation

4.1 Tools Needed

To install Site Dialer G3, you'll need the following tools:

Phillips No. 2 Screwdriver

Small Standard No. 2 Screwdriver

Voltmeter

PC with T/AccessMW software

4.2 Mounting

Fig. 4.2.1. *Site Dialer G3 can be flush or rear-mounted*

WARNING: Leave one rack unit vacant above the Site Dialer G3 to provide adequate heat ventilation.

Site Dialer G3 mounts in a 19" rack or a 23" rack using the provided rack ears for each size. Two rack ear locations are provided. Attach the appropriate rack ears in the flush-mount or rear-mount locations shown in Figure 4.2.1.

Note: Rack ears can be rotated 90° for wall mounting or 180º for other mounting options.

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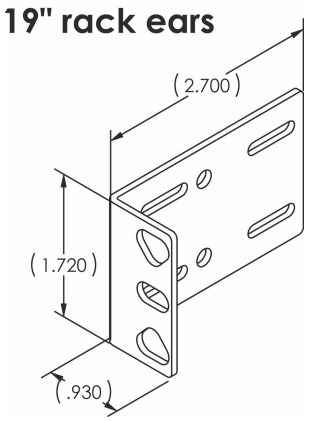

Fig. 4.2.2

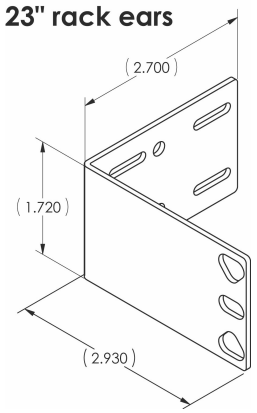

Fig. 4.2.3

4.3 Power Connection: -48VDC

Fig. 4.3.1. *Power connectors and fuses*

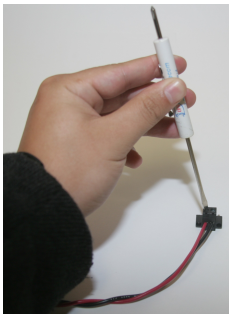

Fig. 4.3.2 *Inserting the wires into the connector*

Site Dialer G3 has two terminal barrier plug power connectors, located on the left side of the back panel. (See Figure 4.3.1.)

Before you connect a power supply to Site Dialer G3, test the voltage of your power supply:

- Connect the black common lead of a voltmeter to the ground terminal of the battery.
- Connect the red lead of the voltmeter to the battery's –48 VDC terminal.
- The voltmeter should read between –18 and –60 VDC. If the reading is outside this range, test the power supply.

To connect Site Dialer G3 to a power supply, follow these steps:

1. Remove the fuses from the back panel. **Do not reinsert the fuse until all power connections have been made.**

2. To ground Site Dialer G3, connect a grounding wire to the grounding lug.

3. Remove the power connector plug from Power Connector A.

   Note that the plug can be inserted into the power connector only one way — this

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ensures that the barrier plug can only be reinserted with the correct polarity. **Note** that the **–48V terminal is on the left and the GND terminal is on the right**.

4. Insert a **battery ground** into the power connector plug's **right terminal** and tighten the screw.

5. Insert a **–48 VDC** line to the plug's **left terminal** and tighten its screw.

6. Push the power connector plug firmly back into the power connector. If the power feed is connected correctly, the LED by the connector will light **GREEN**. If the polarity of the power feed is reversed, the LED by the power connector will be **OFF**.

7. Repeat Steps 2–4 for Power Connector B.

8. Reinsert the fuse to power Site Dialer G3. The front panel LEDs will blink **RED** and **GREEN** after 20–30 seconds.

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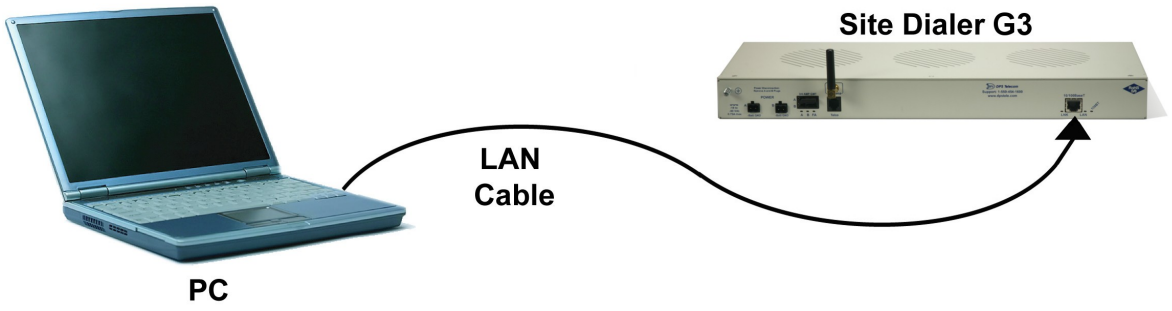
Initial Setup

5 Initial Setup

5.1 LAN Connection

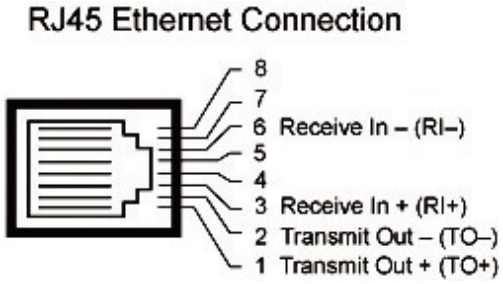


To connect to the Site Dialer G3 via LAN, all you need is the unit's IP address (Default IP address is 192.168.1.100).

If you DON'T have LAN, but DO have physical access to the Site Dialer G3, connect using a LAN crossover cable. **NOTE:** Newer PCs should be able to use a standard straight-through LAN cable and handle the crossover for you. To do this, you will temporarily change your PC's IP address and subnet mask to match the NetGuardian's factory default IP settings. Follow these steps:

1. Get a LAN crossover cable and plug it directly into the Site Dialer G3's LAN port.
2. Look up your PC's current IP address and subnet mask, and write this information down.
3. Reset your PC's IP address to **192.168.1.200**. Contact your IT department if you are unsure how to do this.
4. Reset your PC's subnet mask to **255.255.0.0**. You may have to reboot your PC to apply your changes.
5. Once the IP address and subnet mask of your computer coincide with the unit, you can access the Site Dialer G3 via a Telnet session or via Web browser by using the unit's default IP address of **192.168.1.100**.
6. Provision the Site Dialer G3 with the appropriate information, then **change your computer's IP address and subnet mask back to their original settings.**

Now you're ready to do the rest of your configuration via LAN.



Ethernet port pinout

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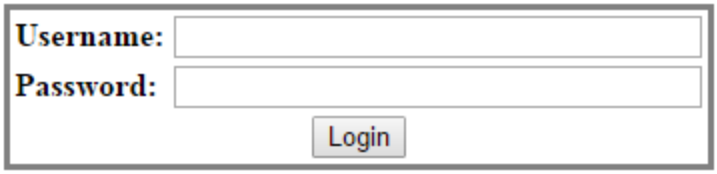
5.1.1 Logging on to the NetGuardian

For Web Interface functionality, the unit must first be configured with some basic network information. If this step has not been done, refer to the section "Quick Start: How to Connect to the NetGuardian" for instructions on initial configuration setup.

1. To connect to the NetGuardian from your Web browser, enter its IP address in the address bar of your web browser. It may be helpful to bookmark the logon page to avoid entering this each time.

2. After connecting to the unit's IP address, enter your login information and click OK. **NOTE:** The factory default username is "***admin***" and the password is "***dpstelecom***".



Enter your password to enter the device's Web Browser Interface

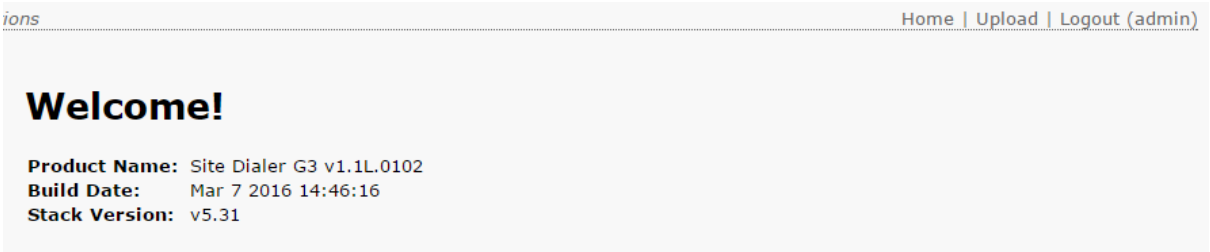
3. In the left frame you will see the **Monitor** menu (blue), **Provisioning** menu (green), and **Device Access** menu (pink). The **Monitor** menu links are used to view the current status of alarms. The **Provisioning** menu is used to change the unit's configuration settings. All the software configuration will occur in the Provisioning menu. The **Device Access** menu provides access to configuration files and Reboot option. The following sections provide detailed information regarding these functions.

Hot Tip! The max. number of users allowed to simultaneously access the Site Dialer G3 via the Web is 1.

5.1.2 Configuring the NIC Interface

1. Open an Internet browser and navigate to the IP: **http://192.168.1.100.**

2. Login with the default username of "**admin**" and password "**dpstelecom**"



3. In the left menu, select **Provisioning**, then select **Ethernet**.

4. From the **Ethernet Settings** page, modify **IP Address**, **Subnet Mask**, and **Gateway** as necessary.

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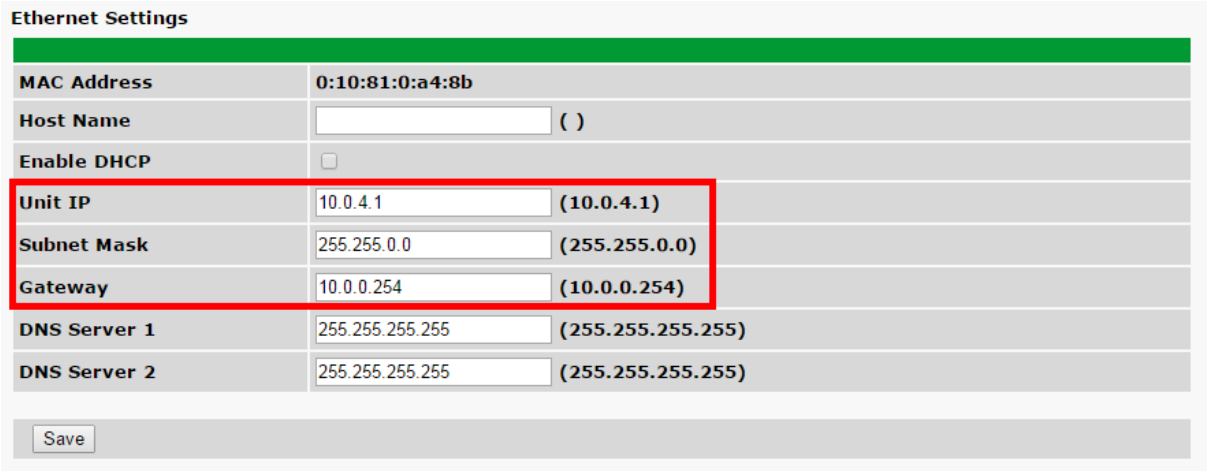

5. Select **Save**.

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Site Dialer G3 Configuration for T/Mon SLIM, MINI, and LNX

6 Site Dialer G3 Configuration for T/Mon SLIM, MINI, and LNX

Most of the configuration for this application is done on the T/Mon SLIM, MINI, or LNX. The Site Dialer G3 only requires that the hardware be setup and that the unit has an IP address.

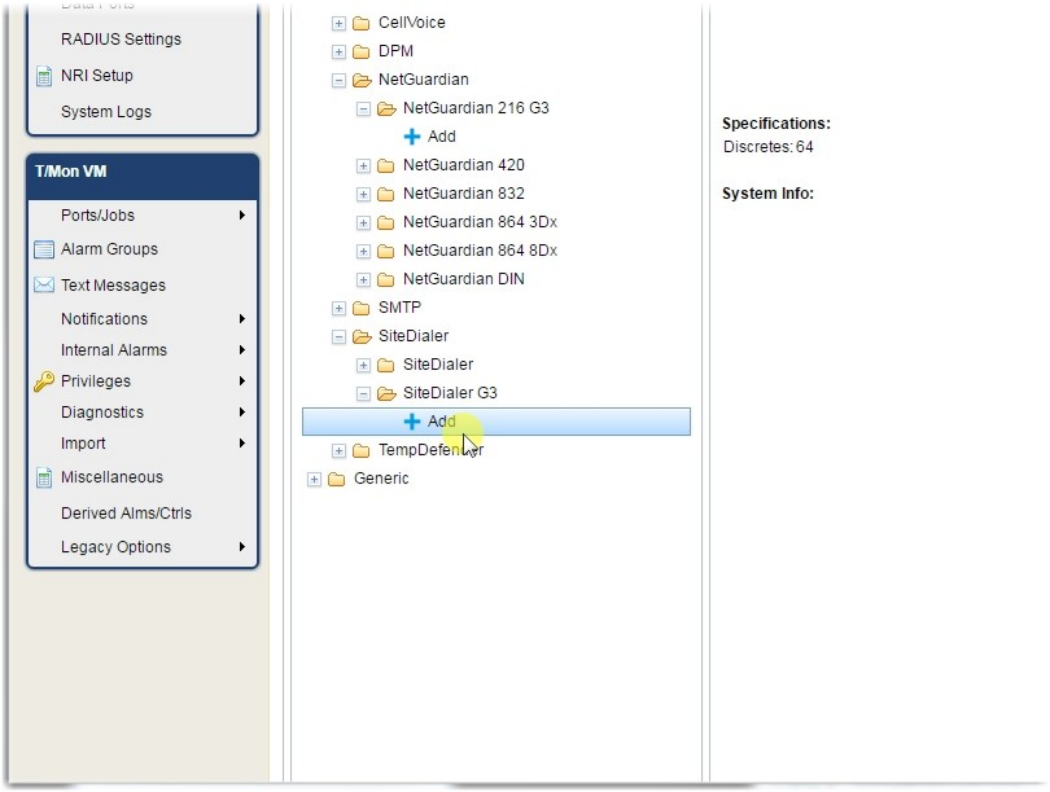
In order for the Site Dialer G3 application to work, you'll need the following components:

- T/Mon SLIM, MINI, or LNX
- Site Dialer G3 software module for T/Mon

The following steps assume you already have the following configured in your T/Mon. For help, see the T/Mon manual.

- Pager Job
- Ethernet Job

6.1 Step 1: Create the Site Dialer Device



1. Log in to the Edit portion of T/Mon. Click Devices, then navigate the device tree to Site Dialer G3. Click Add.

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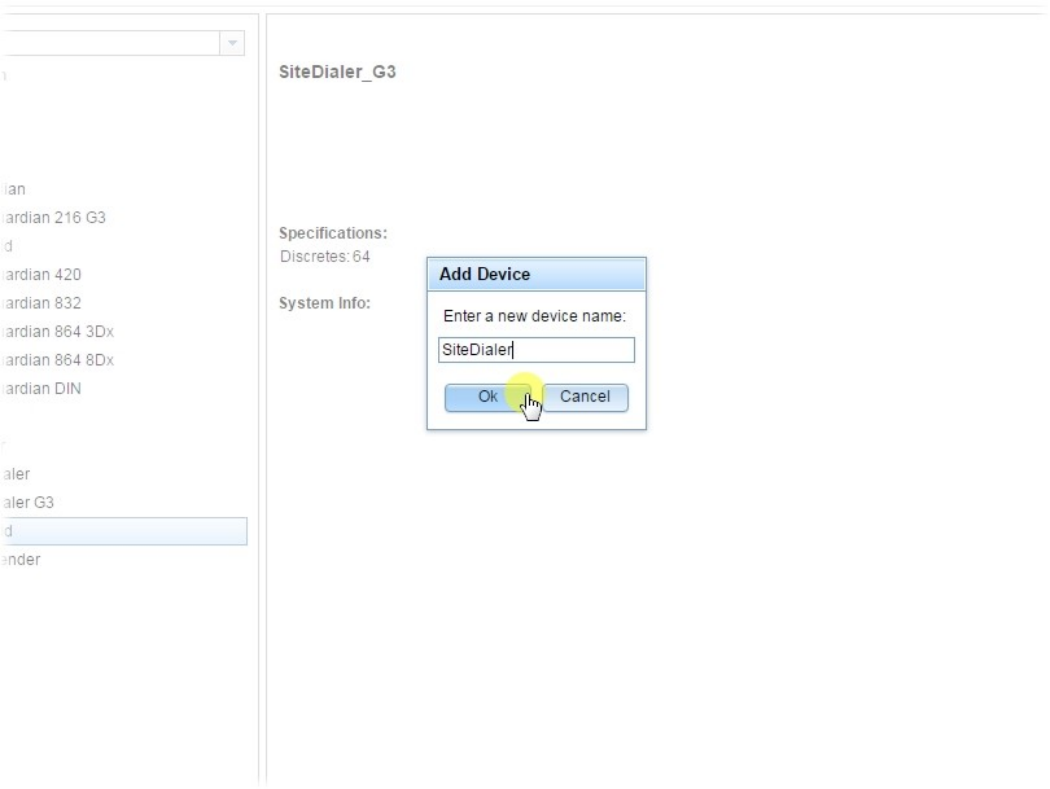

2. Enter a device name and click Ok

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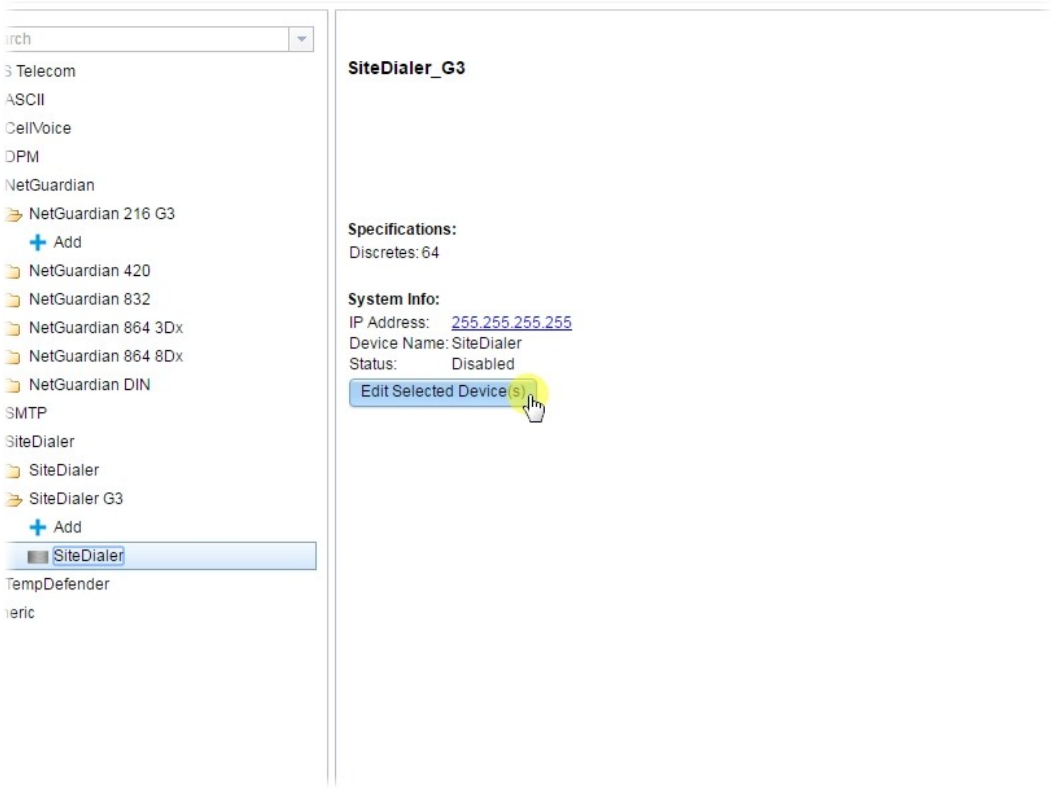

3. Enter device IP address along with DCP Unit ID and port, which are set on the SiteDialer

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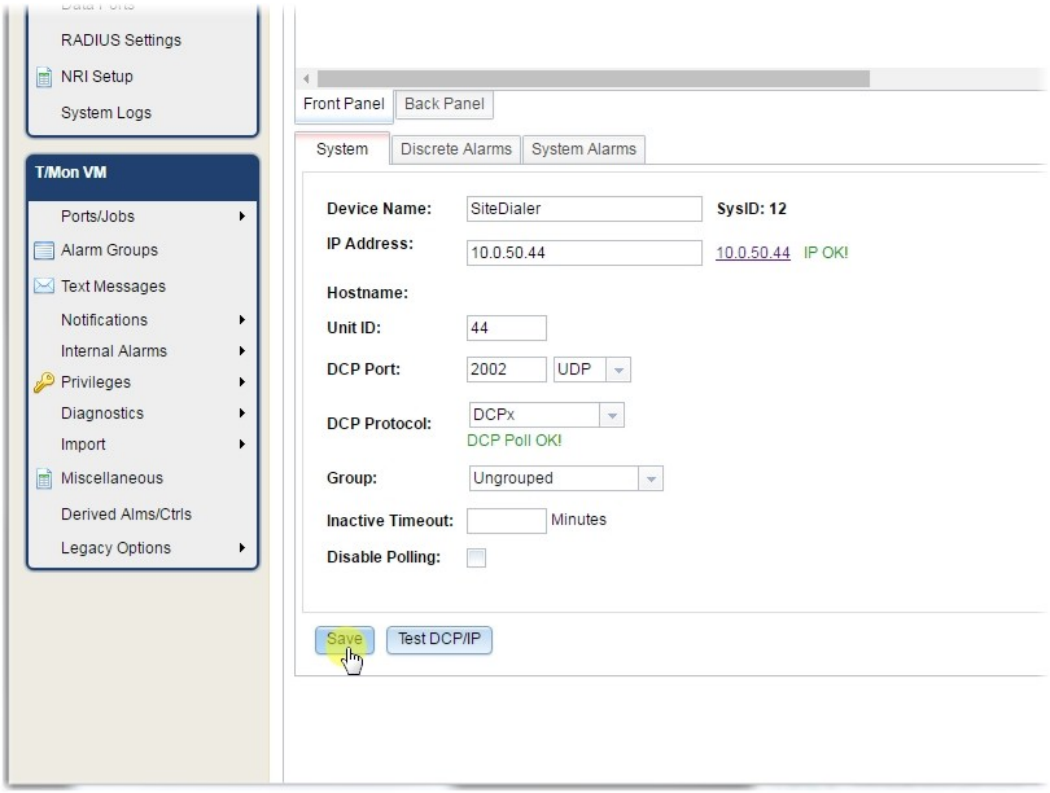
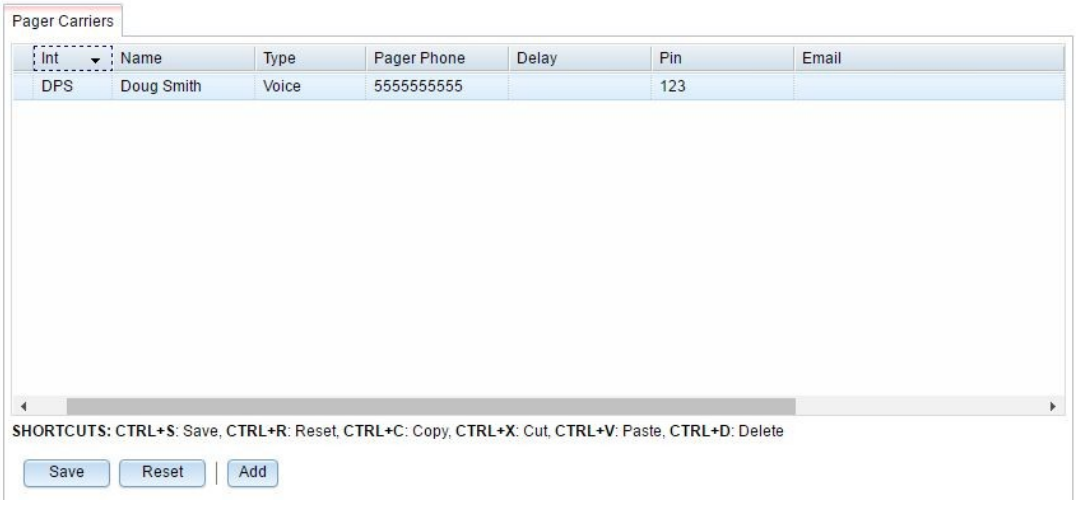


4. Description and Site Name are optional.
5. For Device Type, select Site Dialer. (This is the only option).
6. You can leave the other fields as default or customize as you see fit.
7. **Save** the device.

6.2 Step 2: Setup Pager Carriers



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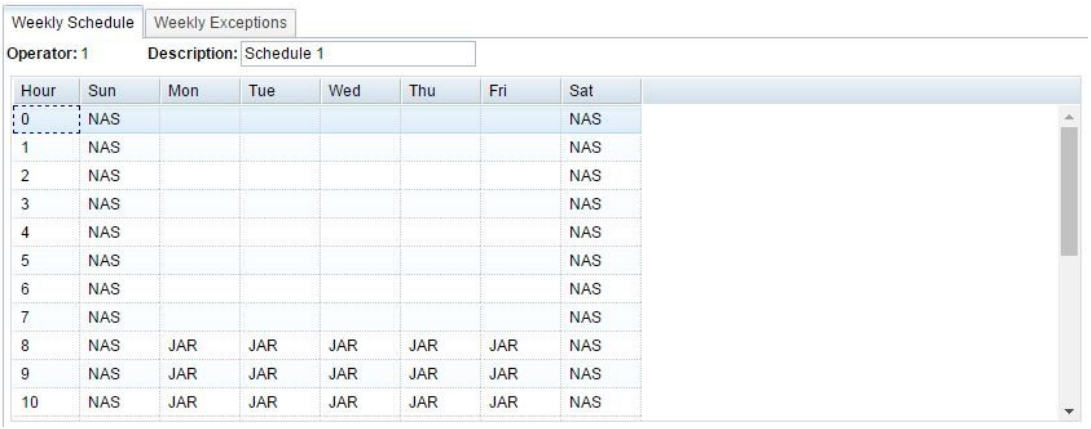
1. Go back to the main menu and choose Notifications > Targets/Groups. This is where you add your technicians, who get called when an alarm comes in.
2. Add a pager carrier by pressing Add.
3. Enter in the Int (Initials) and Name for your technicians.
4. For Type, select Voice.
5. For Pager/Phone, enter the phone number to call.
6. The Pin field should be filled in for added security. This is the ID you'll press on your phone to acknowledge an alarm. Example: If your ID is 123, you'll press 123# to ack an alarm from your phone. If you did not enter in an ID, you'll simply press # to ack.
7. Finish entering in all your operators and then Save.

6.3 Step 3: How to Setup Pager Schedules



Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
0	NAS						NAS
1	NAS						NAS
2	NAS						NAS
3	NAS						NAS
4	NAS						NAS
5	NAS						NAS
6	NAS						NAS
7	NAS						NAS
8	NAS	JAR	JAR	JAR	JAR	JAR	NAS
9	NAS	JAR	JAR	JAR	JAR	JAR	NAS
10	NAS	JAR	JAR	JAR	JAR	JAR	NAS

1. Go to Notifications > Weekly Schedules from the main menu.
2. Enter an operator number and a description of the schedule, then hit Create.
3. In the grid on the Weekly Schedule tab, configure when you want each pager carrier to receive notifications. HINT: You can fill boxes more quickly by right clicking and pressing Fill. In the popup, you can assign a pager carrier to specific days and hours more easily. Also, you may opt to only have one technician per schedule.
4. If applicable, you can configure exceptions to these rules (such as on holidays) in the Weekly Exceptions tab.
5. Save changes when finished.

6.4 Step 4: How to Setup Pager Profile

Point	OPR	Type	Delay	Format	Repeat Count	Alpha Repeat Delay	Alpha Pager Message	Numeric Delay
1	1.Schedule 1	ALM	0	1	0	0		0

1. Go to Notifications > Profiles.
2. Add a profile and give it a description, then Save.
3. Right-click the profile you created and select Entries.
4. Under OPR, select the weekly schedule you just set up.
5. Under type, select the condition that must be fulfilled to send a notification, i.e. ALM for alarm, CLR for clear, or BOTH.
6. Under delay, enter the number of minutes you want the condition to be met before sending

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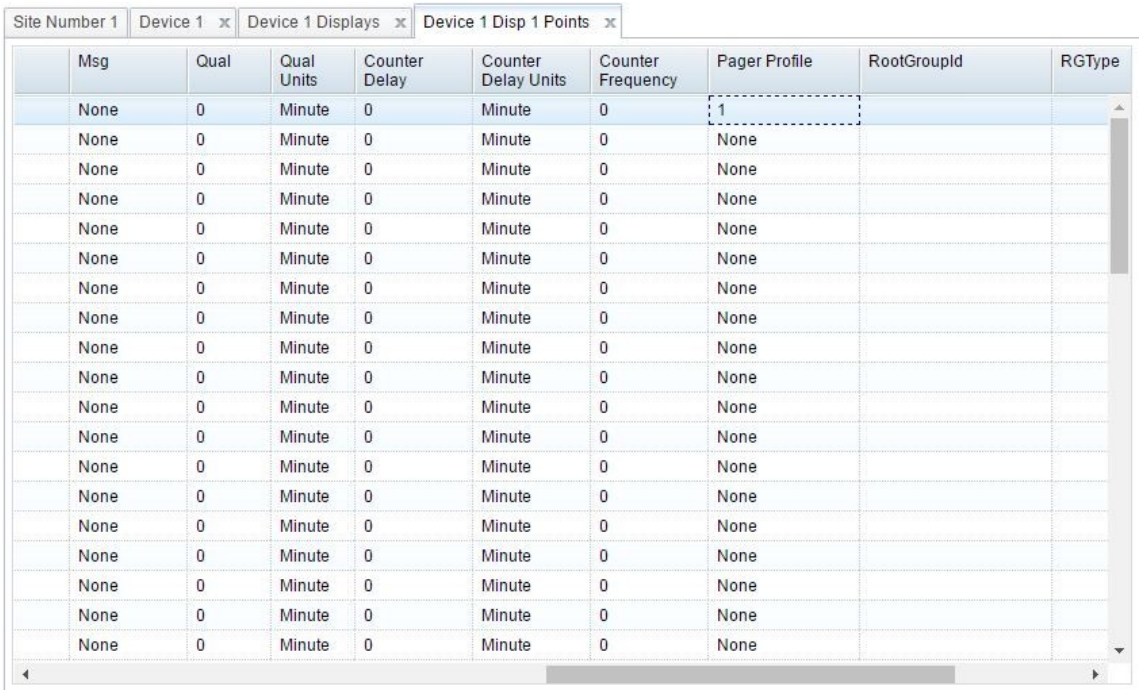
the notification.
7. Leave Format set to 1 because there is only 1 configurable voice message format.
8. Ignore the other fields, as they do not apply to voice notifications.

6.5 Step 5: How to Assign Notification to Alarm



	Msg	Qual	Qual Units	Counter Delay	Counter Delay Units	Counter Frequency	Pager Profile	RootGroupId	RGType
	None	0	Minute	0	Minute	0	1		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		
	None	0	Minute	0	Minute	0	None		

1. From the main menu, select LAN-based remotes, then NetGuardian/NetDog_G2.
2. Select a Site from the list on the left, or add a new site/remote.
3. Click Device Definition on the bottom, then Point Definitions, then double-click the display containing the alarm point you want to send the notification.
4. Find the alarm point which you want to send the voice notification and scroll to the right until you see the Pager Profile column. Enter the number of a pager profile you have set up, such as 1.
5. The alarm point should now send voice notifications based on the selected pager profile, and the underlying pager schedule and pager carriers.

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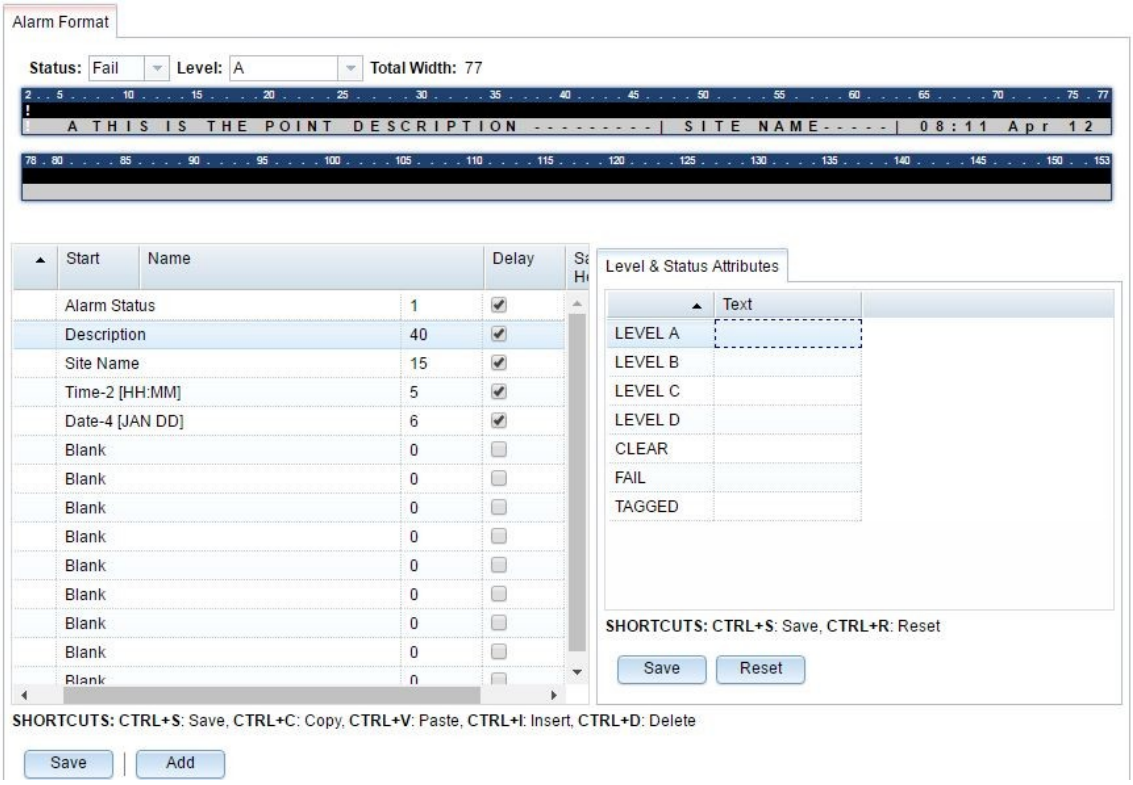
6.6 Step 6: Define Voice Format



1. From the main menu, select Notifications, then Voice Message Format.
2. Each row in the left table is something that will be said in the voice message. Set the names to things you want the message to include, such as Alarm Status, Site Name, Time, Date, etc. The message parts will be said in the order you specify.
3. The Delay field specifies how much of the message is allotted to that clause. If the content is longer than the space allotted, it will be truncated.
4. Check Say Header if you want the label to be said before the content. For example, the description field would say "SITE NAME Headquarters" if checked, or just "Headquarters" if unchecked.
5. The bar-shaped display at the top is the timeline of the message. Adjust until message format is suitable, then Save your changes.

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Site Dialer G3 - Quick Turn Up

7 Site Dialer G3 - Quick Turn Up

The next 2 sections of this manual will walk you through some of the most common tasks for using the Site Dialer G3. You will learn how to send email notifications, and send SNMP traps to your alarm master - all using the Web browser. For details on entering your settings into each Web browser menu, the section "Provisioning Menu Field Descriptions" section.

7.1 How to Send Email Notifications

1. Click on the **Notifications** button in the **Provisioning** menu. You can setup as many as 8 different notifications. Begin the setup "wizard" by clicking **Edit** for a notification number. In this example, we'll setup Notification 1 to send emails.

2. At the **Notification Setting** screen, use the drop down box to set what events to use for this notification. Now, select the **Send Email** button and click **Save and Next**.

3. At the **Email Notification** screen, you'll enter your email server settings. Enter the **IP address** or **Host Name** of your email server. Enter the **Port Number** (usually 25) and the **"To" Email Address** of the technician that will receive these emails. If authentication is required, chose the type and fill in the necessary fields. Click **Next**.

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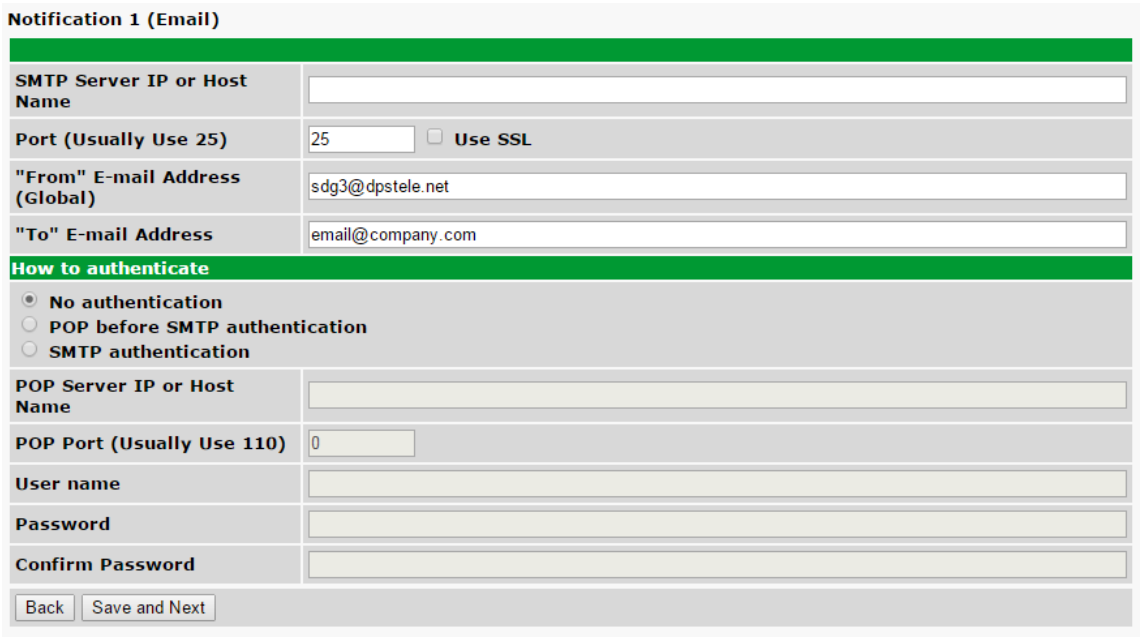

4. At the **Schedule** screen, you'll select the exact days/times you want to receive email notifications. You can set 2 schedules per notification. For example, you may want to receive notifications at certain times during the week, and at different hours on the weekend. Use the check boxes to select the days of the week, and select the time from the drop down menus. Click **Save and Finish.**

5. You may want to test the email notification you've just setup, by clicking **Test** next to the notification. Make sure you **Write** your changes under **Device Access** before attempting a test. You will prompted with a pop up. Click **OK** to send a test email alarm notification. Confirm all your settings by checking your email to see if you've received it.
NOTE: This test only means that your notification settings are correct, but you still need to assign the notification to an alarm point. See the next step.

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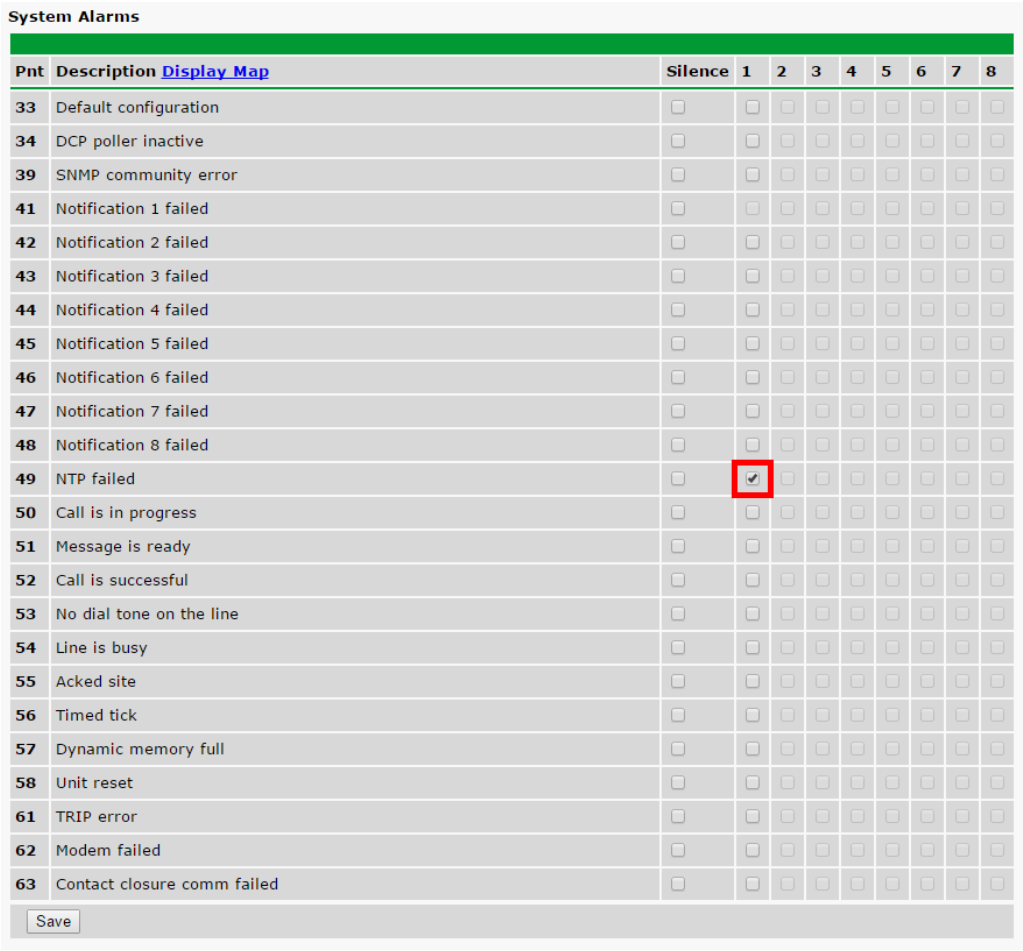
6. Now you will associate this notification to a system alarm. You have 8 notification devices available to use. In the image below, you might assign **Notification Device 1** to **System Alarm 49**. This means that you would receive an email notification when an alarm for **System Alarm 49** (NTP failed) occurs.



System Alarms

Pnt	Description Display Map	Silence	1	2	3	4	5	6	7	8
33	Default configuration	☐	☐	☐	☐	☐	☐	☐	☐	☐
34	DCP poller inactive	☐	☐	☐	☐	☐	☐	☐	☐	☐
39	SNMP community error	☐	☐	☐	☐	☐	☐	☐	☐	☐
41	Notification 1 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
42	Notification 2 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
43	Notification 3 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
44	Notification 4 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
45	Notification 5 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
46	Notification 6 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
47	Notification 7 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
48	Notification 8 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
49	NTP failed	☐	☑	☐	☐	☐	☐	☐	☐	☐
50	Call is in progress	☐	☐	☐	☐	☐	☐	☐	☐	☐
51	Message is ready	☐	☐	☐	☐	☐	☐	☐	☐	☐
52	Call is successful	☐	☐	☐	☐	☐	☐	☐	☐	☐
53	No dial tone on the line	☐	☐	☐	☐	☐	☐	☐	☐	☐
54	Line is busy	☐	☐	☐	☐	☐	☐	☐	☐	☐
55	Acked site	☐	☐	☐	☐	☐	☐	☐	☐	☐
56	Timed tick	☐	☐	☐	☐	☐	☐	☐	☐	☐
57	Dynamic memory full	☐	☐	☐	☐	☐	☐	☐	☐	☐
58	Unit reset	☐	☐	☐	☐	☐	☐	☐	☐	☐
61	TRIP error	☐	☐	☐	☐	☐	☐	☐	☐	☐
62	Modem failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
63	Contact closure comm failed	☐	☐	☐	☐	☐	☐	☐	☐	☐

Save

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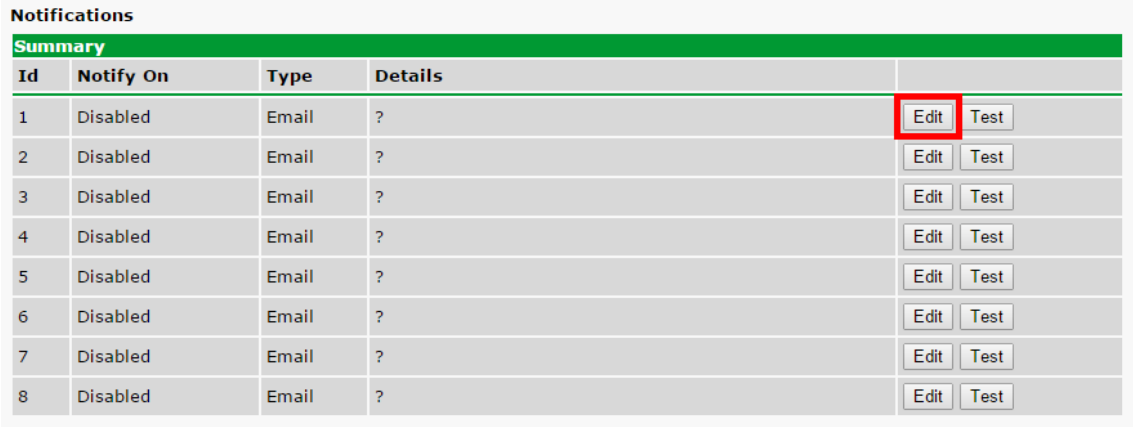
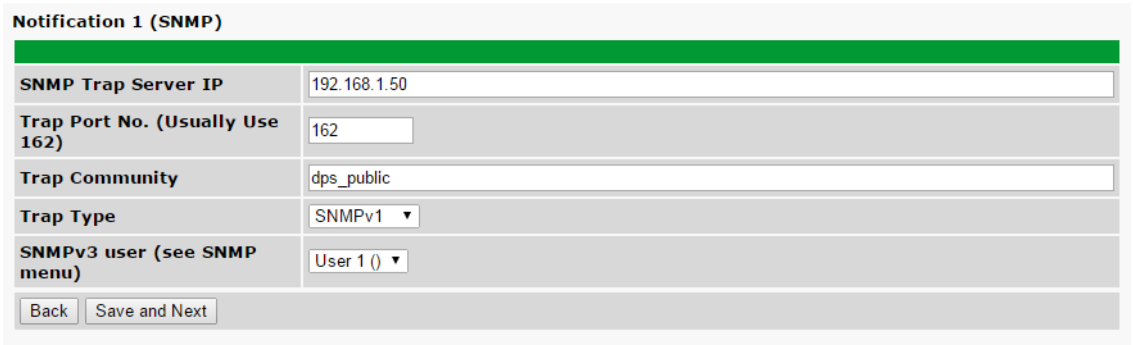
7.2 How to Send SNMP Traps

1. Click on the **Notifications** button in the **Provisioning** menu. You can setup as many as 8 different notifications. Begin the setup "wizard" by clicking **Edit** for a notification number. In this example, we'll setup Notification 1 to send SNMP messages.



2. At the **Notification Setting** screen, use the drop down box to set what events to use for this notification. Now, select the **Send Email** button and click **Save and Next**.

3. At the **SNMP Notification** screen, you'll enter your network's SNMP settings. Enter the **IP address** of your SNMP Trap Server. Enter the **Trap Port Number** (usually 162), and the **Trap Community** name. The typical SNMP community string for network devices is "public". As an added security measure, we've made our default "dps_public".



4. At the **Schedule** screen, you'll select the exact days/times you want to receive SNMP notifications. You can set 2 schedules per notification. For example, you may want to receive notifications at certain times during the week, and at different hours on the weekend. Use the check boxes to select the days of the week, and select the time from the drop down menus. Click **Save and Finish.**

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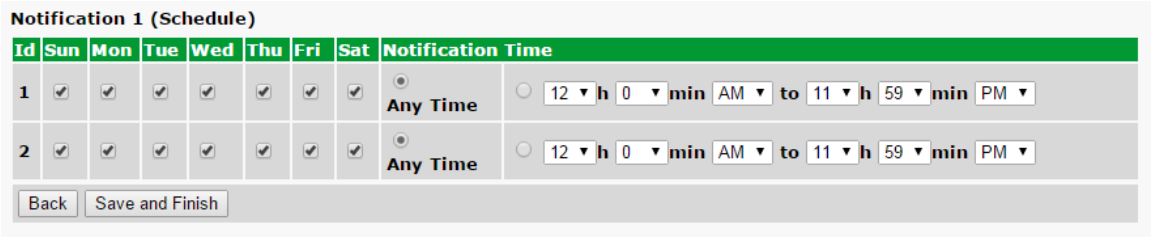

5. You may want to test the email notification you've just setup, by clicking **Test** next to the notification. Make sure you **Write** your changes under **Device Access** before attempting a test. You will prompted with a pop up. Click **OK** to send a test SNMP alarm notification. Confirm all your settings by checking your alarm master to see if the SNMP trap was received.
NOTE: This test only means that your notification settings are correct, but you still need to assign the notification to an alarm point. See the next step.

6. Now you will associate this notification to a system alarm. You have 8 notification devices available to use. In the image below, you might assign **Notification Device 1** to **System Alarm 49**. This means that you would receive an email notification when an alarm for **System Alarm 49** (NTP failed) occurs.

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System Alarms

Pnt	Description Display Map	Silence	1	2	3	4	5	6	7	8
33	Default configuration	☐	☐	☐	☐	☐	☐	☐	☐	☐
34	DCP poller inactive	☐	☐	☐	☐	☐	☐	☐	☐	☐
39	SNMP community error	☐	☐	☐	☐	☐	☐	☐	☐	☐
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43	Notification 3 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
44	Notification 4 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
45	Notification 5 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
46	Notification 6 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
47	Notification 7 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
48	Notification 8 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
49	NTP failed	☐	☑	☐	☐	☐	☐	☐	☐	☐
50	Call is in progress	☐	☐	☐	☐	☐	☐	☐	☐	☐
51	Message is ready	☐	☐	☐	☐	☐	☐	☐	☐	☐
52	Call is successful	☐	☐	☐	☐	☐	☐	☐	☐	☐
53	No dial tone on the line	☐	☐	☐	☐	☐	☐	☐	☐	☐
54	Line is busy	☐	☐	☐	☐	☐	☐	☐	☐	☐
55	Acked site	☐	☐	☐	☐	☐	☐	☐	☐	☐
56	Timed tick	☐	☐	☐	☐	☐	☐	☐	☐	☐
57	Dynamic memory full	☐	☐	☐	☐	☐	☐	☐	☐	☐
58	Unit reset	☐	☐	☐	☐	☐	☐	☐	☐	☐
61	TRIP error	☐	☐	☐	☐	☐	☐	☐	☐	☐
62	Modem failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
63	Contact closure comm failed	☐	☐	☐	☐	☐	☐	☐	☐	☐

Save

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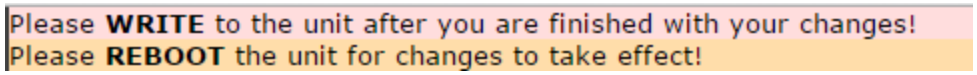
Provisioning Menu

8 Provisioning Menu

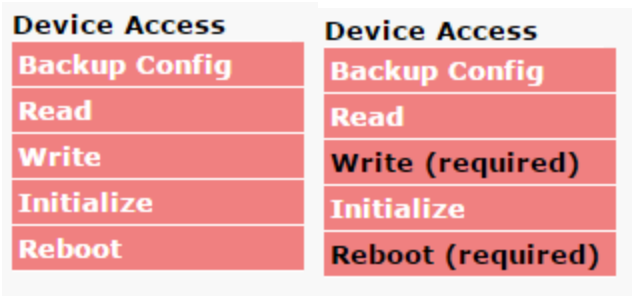
Site Dialer G3 configuration is performed from the **Provisioning** menus, the menu options in green on the left-side of the web interface. The following pages provide a brief description of the options available in each menu.

Saving Configuration Changes to the NetGuardian:
At the bottom of each screen you access from the **Provisioning** Menu, you will see a **Save** button. Clicking Save will cache your changes locally. The web interface will then prompt you to either **Write** your changes to the unit or **Reboot** the unit for changes to take effect in the top-left corner of your browser. The relevant options will be highlighted in the **Device Access** options**.**

Note: If the unit prompts you to both Write changes to the unit **and** Reboot, you will Write your changes first. Rebooting before without writing to the unit (if a Write is required) will cause you to lose your configuration changes.



Status messages on the NetGuardian Device Access menu, inform you how to implement your changes



The control menu highlights items that must be completed for your changes to take effect

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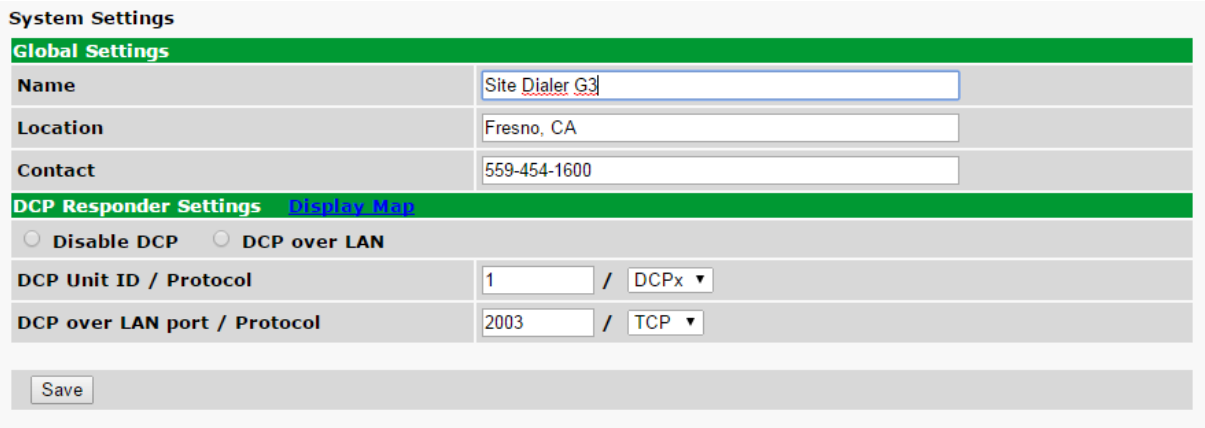
8.1 System

From the **Provisioning** > **System** menu, you will configure and edit the global system settings and DCP Responder settings.



The Provisioning > System menu

Global System Settings	
Name	A name for this NetGuardian unit. (Optional field)
Location	The location of this NetGuardian unit. (Optional field)
Contact	Contact telephone number for the person responsible for this NetGuardian unit. (Optional field)
DCP Responder Settings *(For use with T/Mon)*	
DCP Unit ID / Protocol	User-definable ID number for the target unit (DCP Address) and desired protocol.
DCP LAN	Enter the DCP port for the target unit (UDP/TCP port) and desired protocol.

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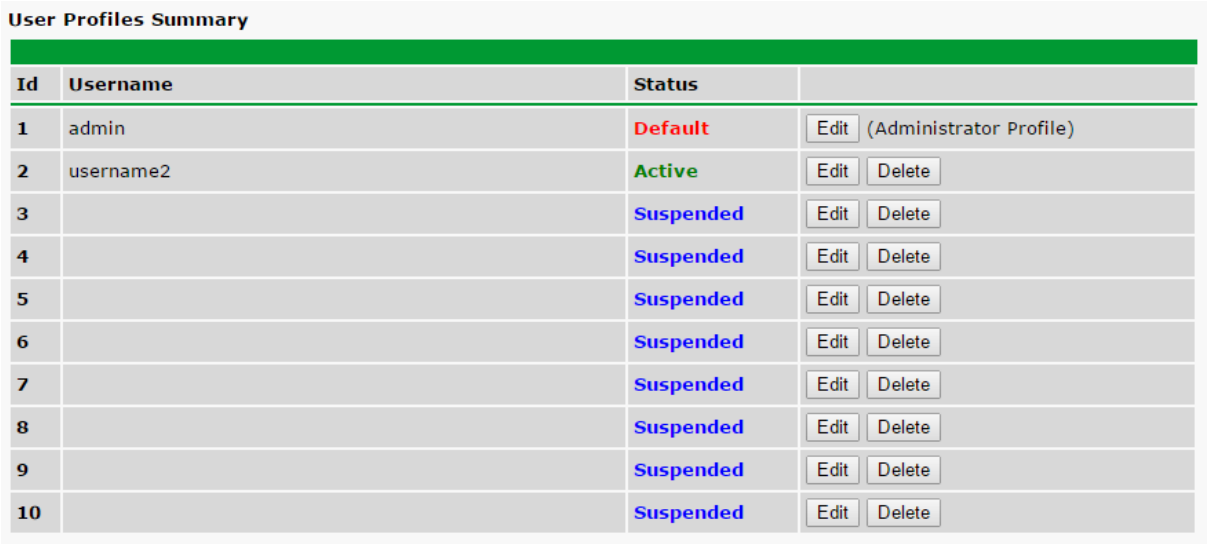
8.2 User Profiles

The **User Profiles** screen allows you to manage user access to the Site Dialer G3's web interface. You can set the login information for the **admin** profile, and create up to 9 more profiles with customizable permissions.



The Provisioning > User Profiles screen

User Profiles Summary	
Id	The ID number for the user profile.
Username	The configured name for the user profile. Used for logging into web interface.
Status	The status of the profile. It can be one of the following: • **Default** - Reserved for the admin account, which cannot be suspended. • **Active** - Indicates the profile is live and can be used to log in. • **Suspended** - Indicates the profile is not active and cannot be used to log in.
Edit	Brings up the edit screen for a particular profile.
Delete	Deletes all saved settings for a particular profile.

Select **Edit** for any of the 10 profiles to be taken to the **Edit Profile** screen, which allows you to edit username, password, and access rights.

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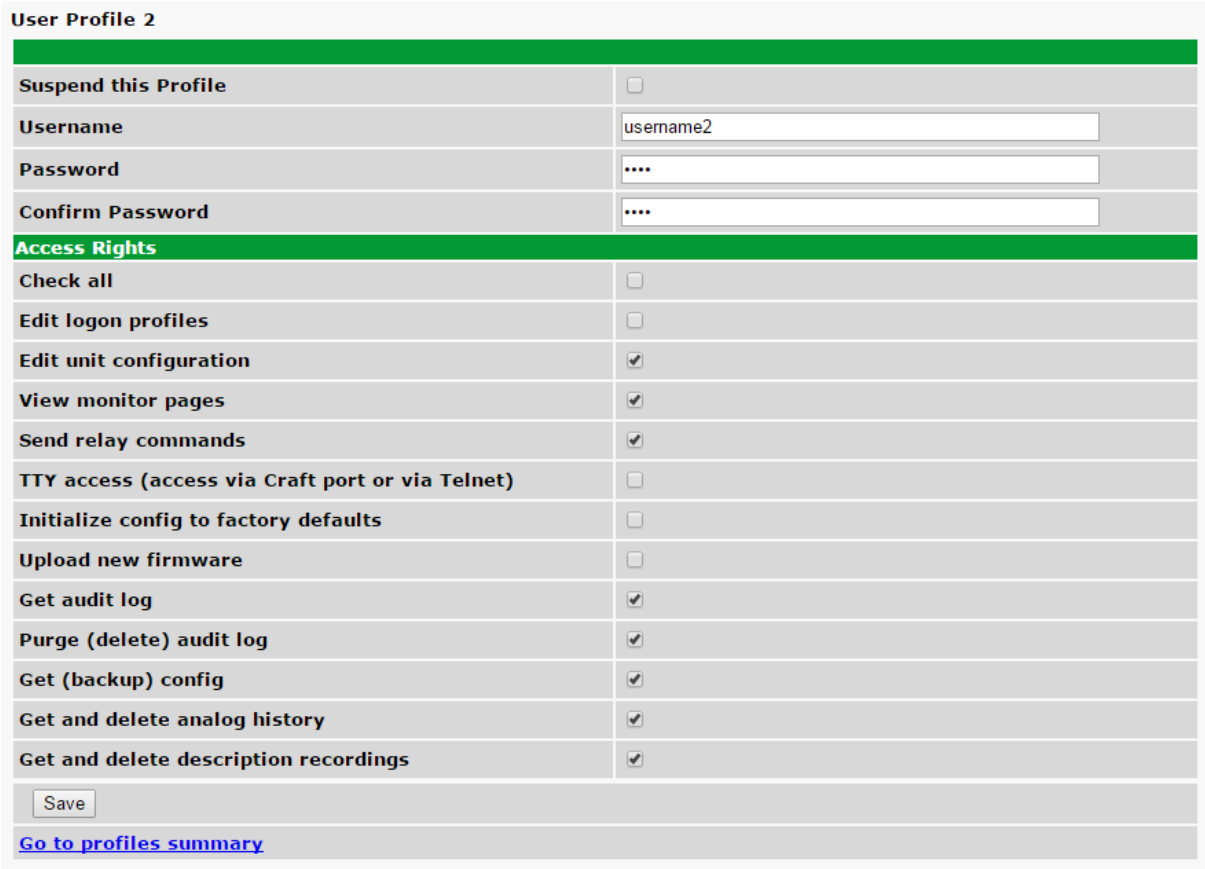

The Provisioning > User Profiles > Edit User Profile screen

User Profiles Summary	
Suspend this Profile	When checked, the selected profile cannot be used to access the web interface.
Username	The name this profile uses to log into the web interface.
Password	The password this profile uses to log into the web interface.
Confirm Password	Must be same as **Password**
Access Rights	
Check all	Check to check all Access Rights. Uncheck to uncheck all Access Rights.
Edit logon profiles	Check to allow profile to alter any other profile.
Edit unit configuration	Check to allow profile to edit settings under to Provisioning menu.
View monitor pages	Check to allow profile to view pages under the Monitoring menu.
Send relay commands	Check to allow profile to set status of control relays to OPR, RLS, or MOM.
TTY access (access via Craft port or via Telnet)	Check to allow profile to access the Site Dialer's TTY interface, which is accessed via the Craft port, or Telnet.
Initialize config to factory defaults	Check to allow profile to reset the Site Dialer to its original factory settings.
Upload new firmware	Check to allow profile to update Site Dialer with new firmware.
Get audit log	Check to allow profile to view and download the audit log.
Purge (delete) audit log	Check to allow profile to delete the audit log.
Get (backup) config	Check to allow profile to download the configuration file as a backup.

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Get and delete analog history	Check to allow profile to view and delete the history of analogs tracked by the unit.
Get and delete description recordings	Check to allow profile to view and delete description recordings.

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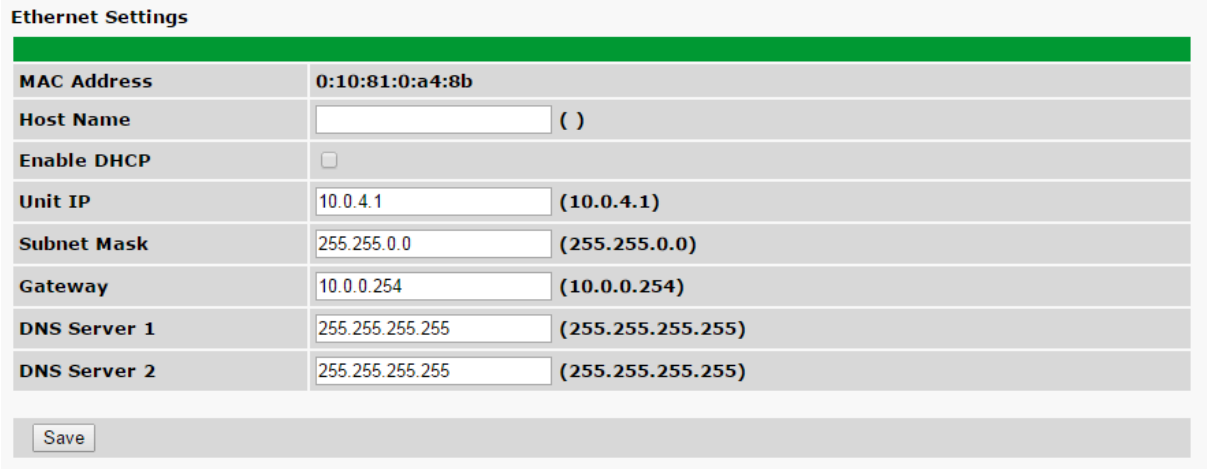
8.3 Ethernet

The **Provisioning** > **Ethernet** menu allows you to define and configure Ethernet settings.



The Provisioning > Ethernet menu

Ethernet Settings	
MAC Address	Hardware address of the NetGuardian. (Not editable - For reference only.)
Host Name	Used only for web browsing. Example: If you don't want to remember this NetGuardian's IP address, you can type in a name is this field, such as NG16. Once you save and reboot the unit, you can now browse to it locally by simply typing in "NG16" in the address bar. (no "http://" needed).
Enable DHCP	Used to turn on Dynamic Host Connection Protocol. NOT recommended, because the unit is assigned an IP address from your DHCP server. The IP you've already assigned to the unit becomes inactive. Using DHCP means the unit will NOT operate in a T/Mon environment.
Unit IP	IP address of the NetGuardian.
Subnet Mask	A road sign to the NetGuardian, telling it whether your packets should stay on your local network or be forwarded somewhere else on a wide-area network.
Gateway	An important parameter if you are connected to a wide-area network. It tells the NetGuardian which machine is the gateway out of your local network. Set to 255.255.255.255 if not using. Contact your network administrator for this info.
DNS Server 1	Primary IP address of the domain name server. Set to 255.255.255.255 if not using.
DNS Server 2	Secondary IP address of the domain name server. Set to 255.255.255.255 is not using.

Note: DNS Server settings are required if a hostname is being used for ping targets.

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8.4 Notifications

The **Provisioning** > **Notifications** screen lists any notifications you may have configured, such as an Email or SNMP. They can be sent when an alarm is raised and/or when an alarm is cleared. You can also test the notifications you have created. Click **Edit** to edit an existing notification or create a new notification. Click **Test** to send out a test notification.

The Notifications screen

Notification Settings	
ID	The notification's ID number.
Notify On	Specifies when the notification is sent. Possible values: (Disabled, Alarm, Clear, Both)
Type	The type of notification. Possible values: (Email, SNMP)
Details	Some details about the notification. If type is Email, it will show: Host name or IP address and port number of SMTP server, recipient email address. If type is SNMP, it will show: Host name or IP address and port number of TRAP server.
Edit	Open the Edit page for a particular notification.
Test	Send a test notification.

8.4.1 Edit

The **Provisioning** > **Notifications** > **Edit** screen allows you to set when and how you want to be notified about an alarm.

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The Edit Notification screen

Edit Notification Settings	
Status	Choose when to send a notification: • Do not notify • Notify on Alarm • Notify on Clear • Notify on Alarm and Clear
Type	Specifies when the notification is sent. Possible values: (Disabled, Alarm, Clear, Both)

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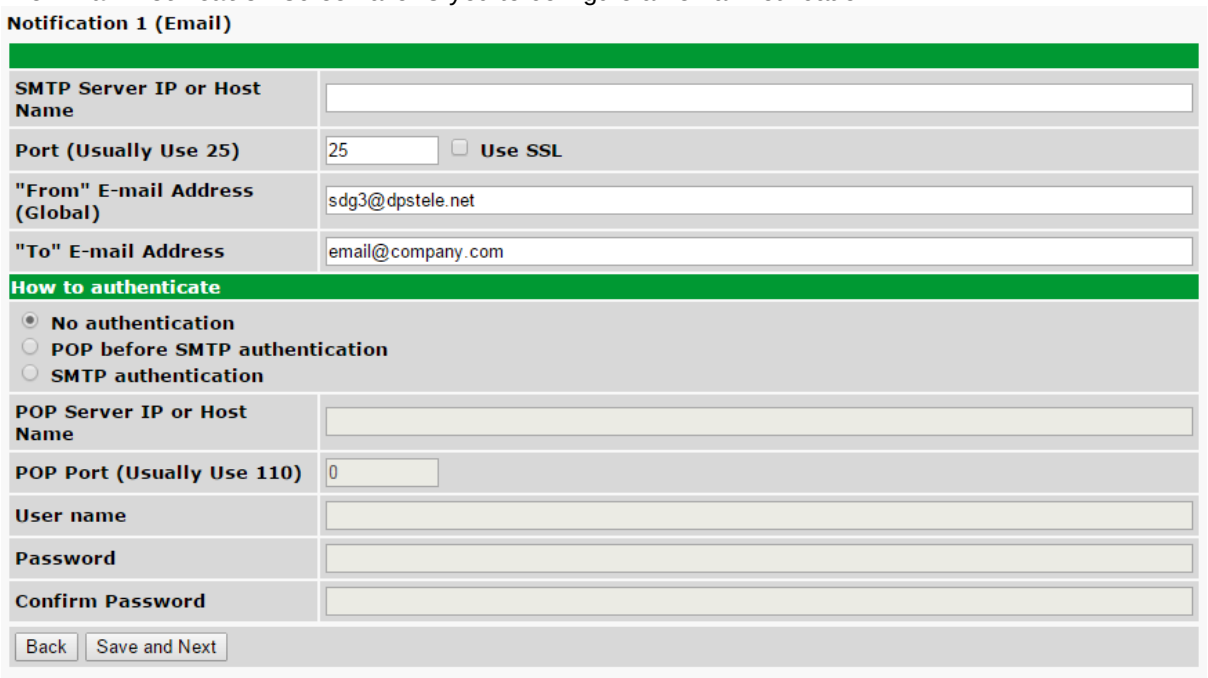
8.4.2 Email

The **Email Notification** screen allows you to configure an email notification.



The Email Notification screen

Email Notification Settings	
SMTP Server IP or Host Name	The IP address of your email server.
Port Number	The port used by your email server to receive emails, usually set to 25.
Use SSL	Check this box to use SSL encryption. Currently this feature has been tested with Gmail. To send with Gmail SMTP server, do the following: • SMTP Server IP or Host Name should be set to "smtp.gmail.com" • Port number must be set to 465. • SMTP authentication radio button must be selected. • User name and password (below under "How to Authenticate") are the user name and password for the Gmail account in use.
"From" E-mail Address	Displays the email address (defined in the Edit menu > System) that the Site Dialer G3 will send emails from. Not editable from this screen.
"To" E-mail Address	The email address of the person responsible for this Site Dialer G3, who will receive email alarm notifications.
Authentication	The authentication method. Possible values: • No authentication • POP before SMTP authentication • SMTP authentication
POP Server IP or Host Name	The IP address or host name of the POP server in charge of authentication. Disabled if no authentication is selected.
POP Port	The port used by your POP server. Disabled if no authentication is selected.
User Name	User name for the email account being used. Disabled if no authentication is selected.
Password	Password for the email account being used. Disabled if no authentication is selected.
Confirm Password	Password for the email account being used again. Disabled if no authentication is selected.

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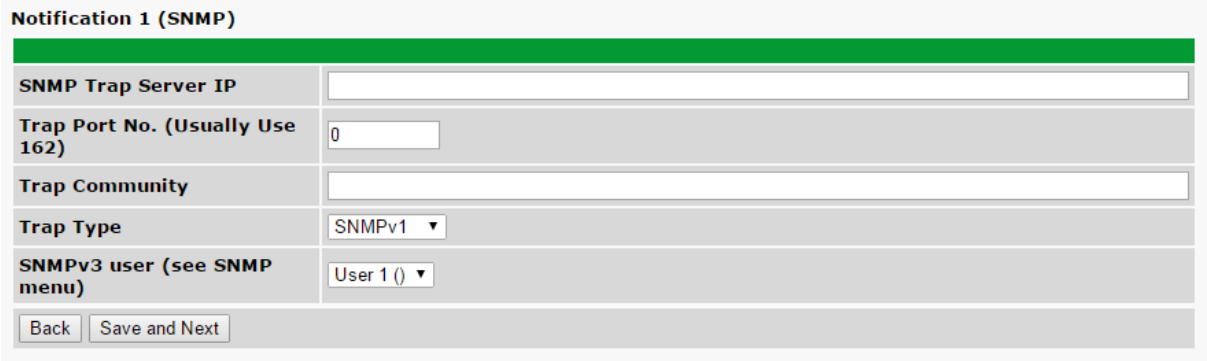
8.4.3 SNMP

The **SNMP Notification** screen appears when you choose **SNMP** as the Notification Type on the **Provisioning** > **Notifications** > **Edit** screen and click **Save and Next**.

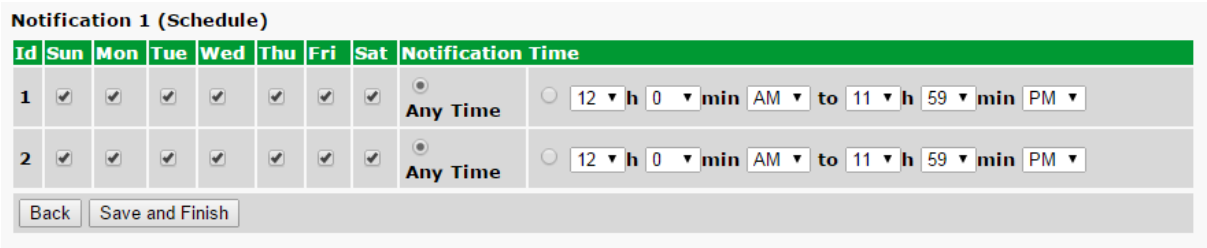


The SNMP Notification screen

SNMP Notification Settings	
SNMP Trap Server IP	The SNMP trap manager's IP address.
Trap Port No.	The SNMP port (UDP port) set by the SNMP trap manager to receive traps, usually set to 162.
Trap Community	Community name for SNMP TRAP requests.
Trap Type	Indicate whether you would like to send SNMP v1, v2c, or v3 traps.
SNMPv3 User	Select the user. User is configured in the SNMP menu.

8.4.4 Schedule

The **Notification Schedule** screen allows you to specify which days and times the notification should be enabled. The selected notification is indicated at the top of the screen by its Notification ID.



The Notification Schedule screen

Notification Schedule Settings	
Days of the week	From either Schedule 1 or 2, check which days you want to receive notifications.
Any Time	Select this is if you want to receive alarm notifications at any time for the day(s) you've selected.
Notification Time	Tells the unit to only send notifications during certain hours on the day(s) you've selected.

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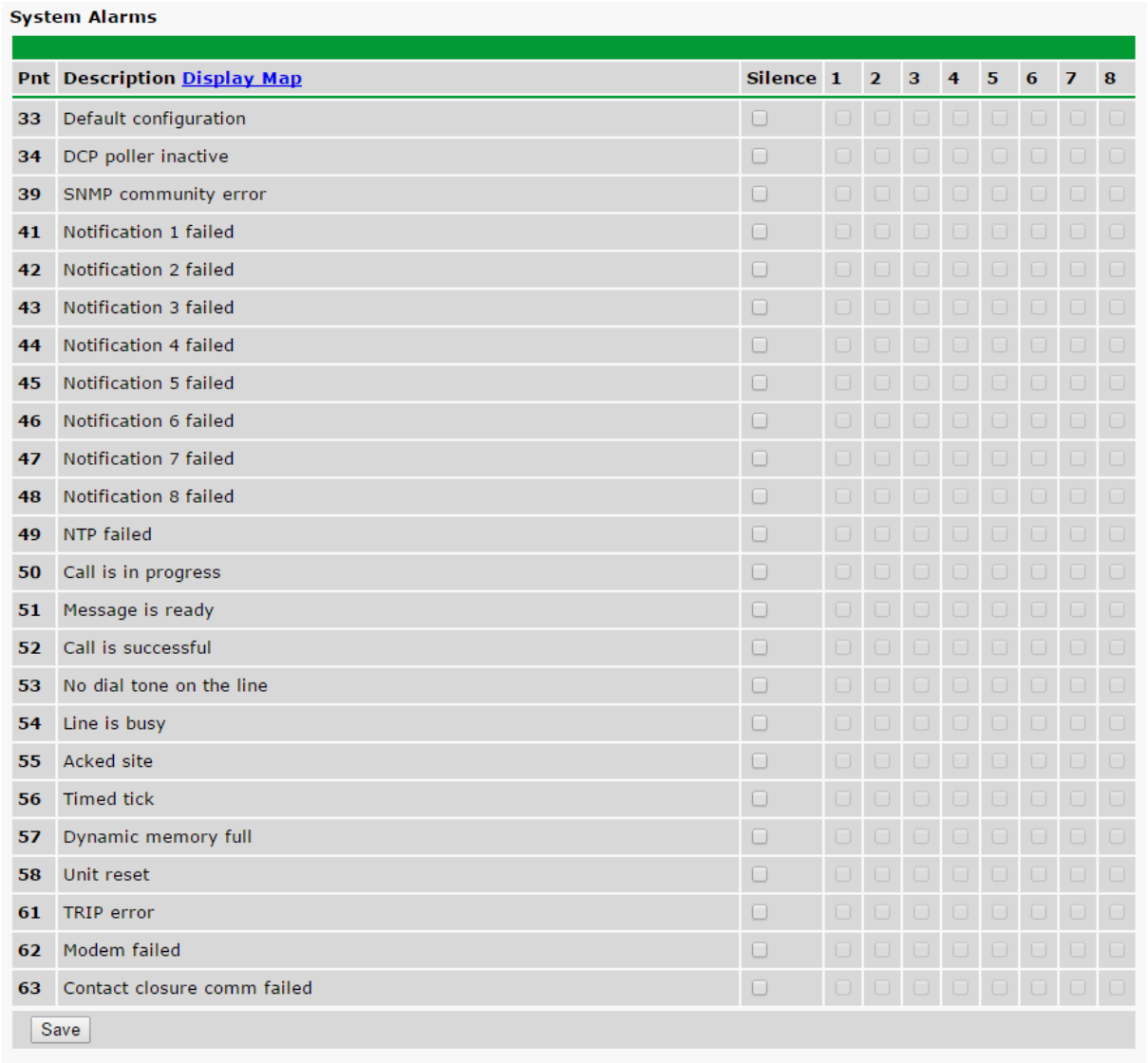
8.5 System Alarms

The **Provisioning** > **System Alarms** screen shows all the system alarm conditions the device keeps track of.



System Alarms

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43	Notification 3 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
44	Notification 4 failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
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49	NTP failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
50	Call is in progress	☐	☐	☐	☐	☐	☐	☐	☐	☐
51	Message is ready	☐	☐	☐	☐	☐	☐	☐	☐	☐
52	Call is successful	☐	☐	☐	☐	☐	☐	☐	☐	☐
53	No dial tone on the line	☐	☐	☐	☐	☐	☐	☐	☐	☐
54	Line is busy	☐	☐	☐	☐	☐	☐	☐	☐	☐
55	Acked site	☐	☐	☐	☐	☐	☐	☐	☐	☐
56	Timed tick	☐	☐	☐	☐	☐	☐	☐	☐	☐
57	Dynamic memory full	☐	☐	☐	☐	☐	☐	☐	☐	☐
58	Unit reset	☐	☐	☐	☐	☐	☐	☐	☐	☐
61	TRIP error	☐	☐	☐	☐	☐	☐	☐	☐	☐
62	Modem failed	☐	☐	☐	☐	☐	☐	☐	☐	☐
63	Contact closure comm failed	☐	☐	☐	☐	☐	☐	☐	☐	☐

Save

The System Alarms screen

System Alarm Settings	
Pnt (Point)	The system alarm point number.
Description	Non-editable description for this System (housekeeping) Alarm.
Silence	Check this box to choose to silence this alarm.
Notification Devices	Check which notification device(s), 1 through 8, you want to send alarm notifications for that alarm point.

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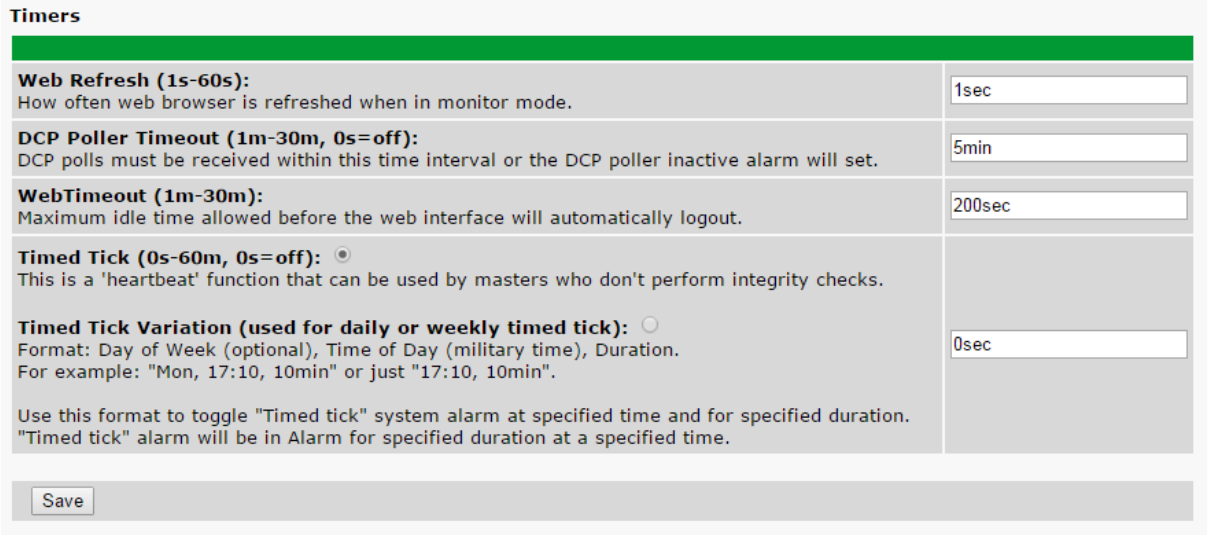
8.6 Timers

The **Provisioning** > **Timers** screen allows you to configure the web refresh rate, DCP poller timeout, Web Timeout timeout, and timed ticks.



The Timers screen

Timer Settings	
Web Refresh	How often web browser is refreshed when in monitor mode. Range: (1s-60s)
DCP Poller Timeout	DCP polls must be received within this time interval or the DCP poller inactive alarm will set. Range: (1m-30m, 0s=off)
Web Timeout	Maximum idle time allowed before the web interface will automatically logout. Range: (1m-30m)
Timed Tick	This is a 'heartbeat' function that can be used by masters who don't perform integrity checks. Range: (0s-60m, 0s=off)
Timed Tick Variation	Used for daily or weekly timed tick. Use this format to toggle "Timed tick" system alarm at specified time and for specified duration. "Timed tick" alarm will be in Alarm for specified duration at a specified time. Format: Day of Week (optional), Time of Day (military time), Duration. For example: "Mon, 17:10, 10min" or just "17:10, 10min".

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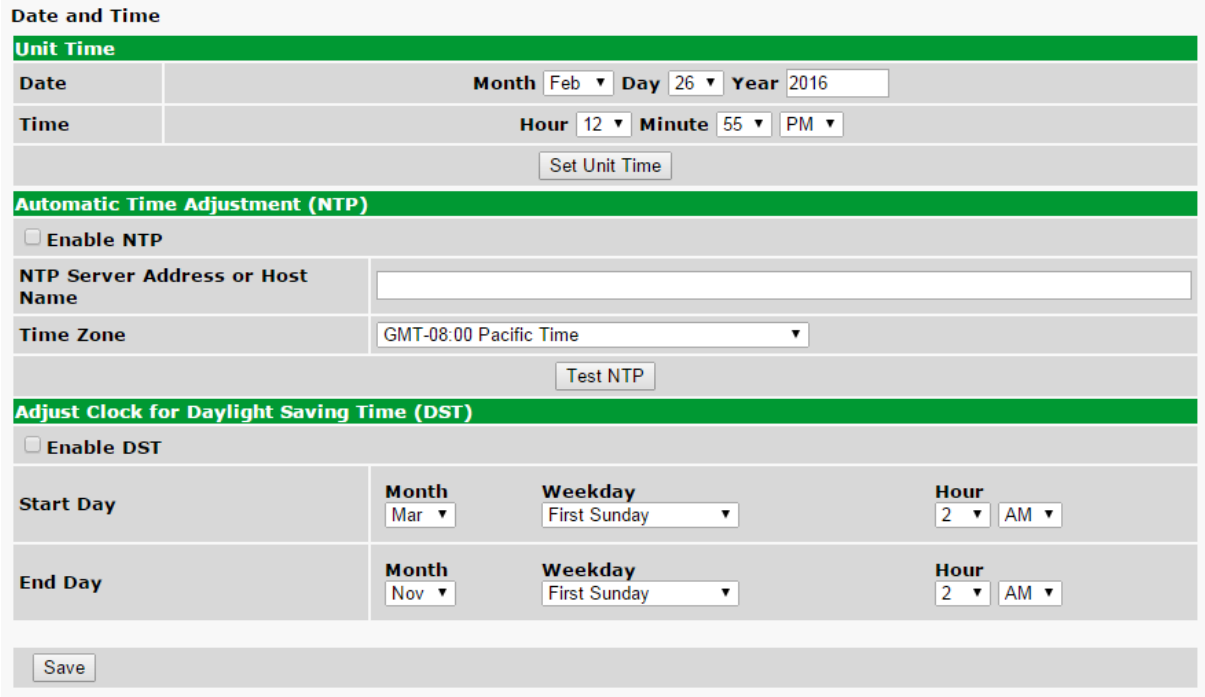
8.7 Date and Time

The **Provisioning** > **Date and Time** screen allows you to set time and date on the unit, configure automatic time adjustment, and adjust the clock for Daylight Savings Time.



The Date and Time screen

Date and Time Settings	
Date	The current date.
Time	The current time.
Enable NTP	Check to enable automatic time adjustment with Network Time Protocol.
NTP Server Address or Host Name	The NTP address or host name from where you want the unit to retrieve the time from.
Time Zone	The time zone the unit is located in.
Enable DST	Check to enable Daylight Savings Time acknowledgement on the unit.
Start Day	The date and time of the beginning of Daylight Savings Time.
End Day	The date and time of the end of Daylight Savings Time.

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8.7.1 System Alarms

This selection provides the status of the system alarms by indicating if an alarm has been triggered. Under the **State** column, the status will appear in red if an alarm has been activated. The status will be displayed in green when the alarm condition is not present.

System Alarms

Pnt	Description Display Map	State
33	Default configuration	Clear
34	DCP poller inactive	Clear
39	SNMP community error	Clear
41	Notification 1 failed	Alarm
42	Notification 2 failed	Clear
43	Notification 3 failed	Clear
44	Notification 4 failed	Clear
45	Notification 5 failed	Clear
46	Notification 6 failed	Clear
47	Notification 7 failed	Clear
48	Notification 8 failed	Clear
49	NTP failed	Clear
50	Call is in progress	Alarm
51	Message is ready	Clear
52	Call is successful	Clear
53	No dial tone on the line	Clear
54	Line is busy	Clear
55	Acked site	Clear
56	Timed tick	Clear
57	Dynamic memory full	Clear
58	Unit reset	Clear
61	TRIP error	Clear
62	Modem failed	Clear
63	Contact closure comm failed	Clear

Click on Alarms in the Monitor menu to see if any base alarms have been triggered.

System Alarm Monitoring	
ID	Alarm ID number.
Description	User-definable description for the discrete alarm point.
State	The current state of the alarm. (Clear or Alarm)

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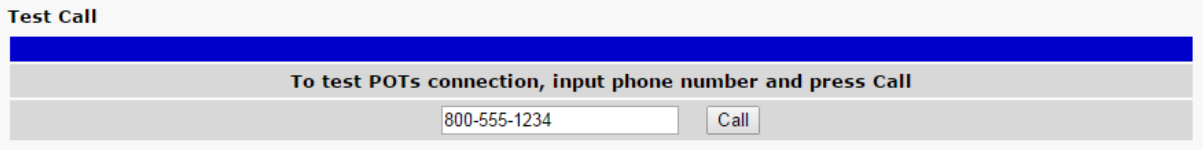
Monitoring Menu

9 Monitoring Menu

The Site Dialer G3 offers monitoring through the convenience of the Web Browser. Read the next topics to dive into functions in the **Monitoring** menu.

9.1 Test Call

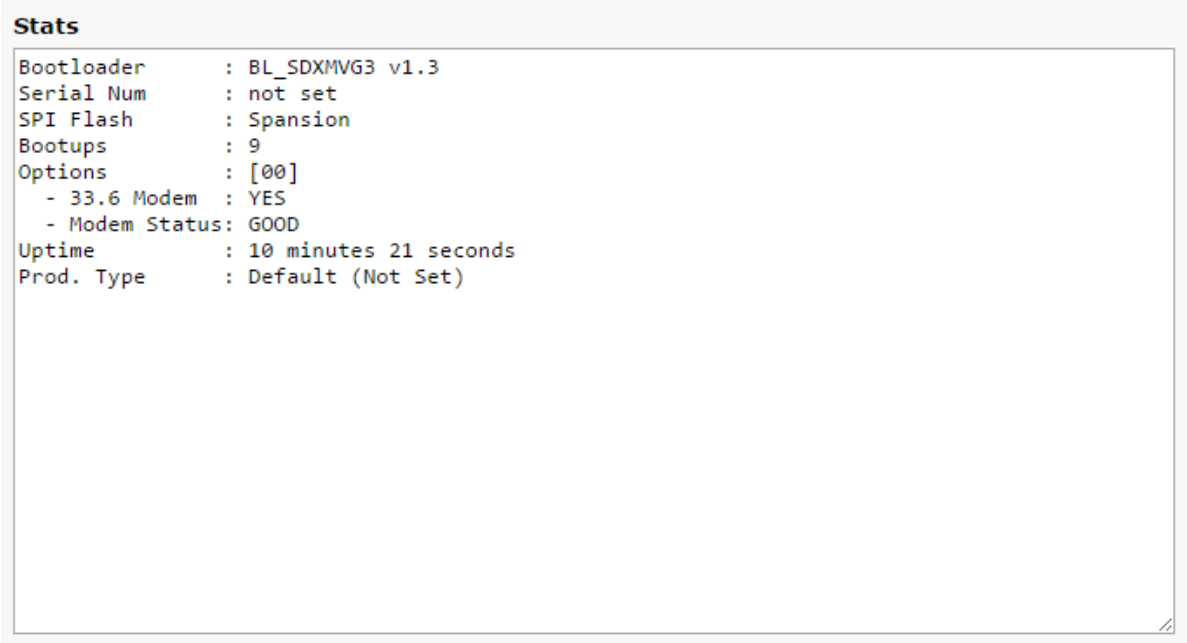
This selection provides a way to make a test call through a Plain Old Telephone Service (POTS) connection. Just input the phone number you'd like to dial and press **Call**.



The Test Call screen

9.2 Stats

This view shows various stats about the device, such as bootloader version, serial number, number of bootups, current uptime, and more.



The Stats screen

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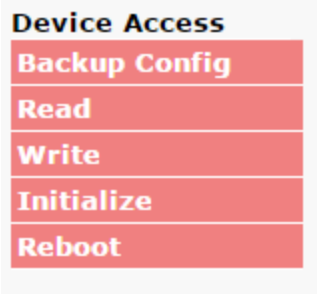
10 Device Access Menu

The **Device Access** options, listed in pink on the left side of the web interface, provide options for generating reports, updating the Site Dialer G3's firmware, and rebooting the unit. Click any of the options under **Device Access** to perform the desired action.



The control menu is located in the bottom left of the web interface

Device Access	
Backup Config	Backs up the units configuration settings.
Read	Reads a configuration file from the unit.
Write	Commits all changes made in the web interface to the Site Dialer G3's non-volatile memory.
Initialize	Sets the unit's configuration to factory default values.
Reboot	Reboots the Site Dialer G3.

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Reference Section

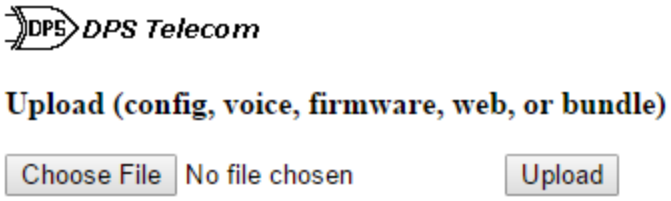
11 Reference Section

11.1 Updating Site Dialer G3 Firmware

1. Open an Internet browser and navigate to the Site Dialer G3 at **http://192.168.1.100**.
2. Login with the default username of "**admin**" and password "**dpstelecom**"

3. Click **Upload**, located on the top right of the page.

4. Click **Choose File** and select a file to upload to the device.



5. Click **Upload** and the file will be transferred over.

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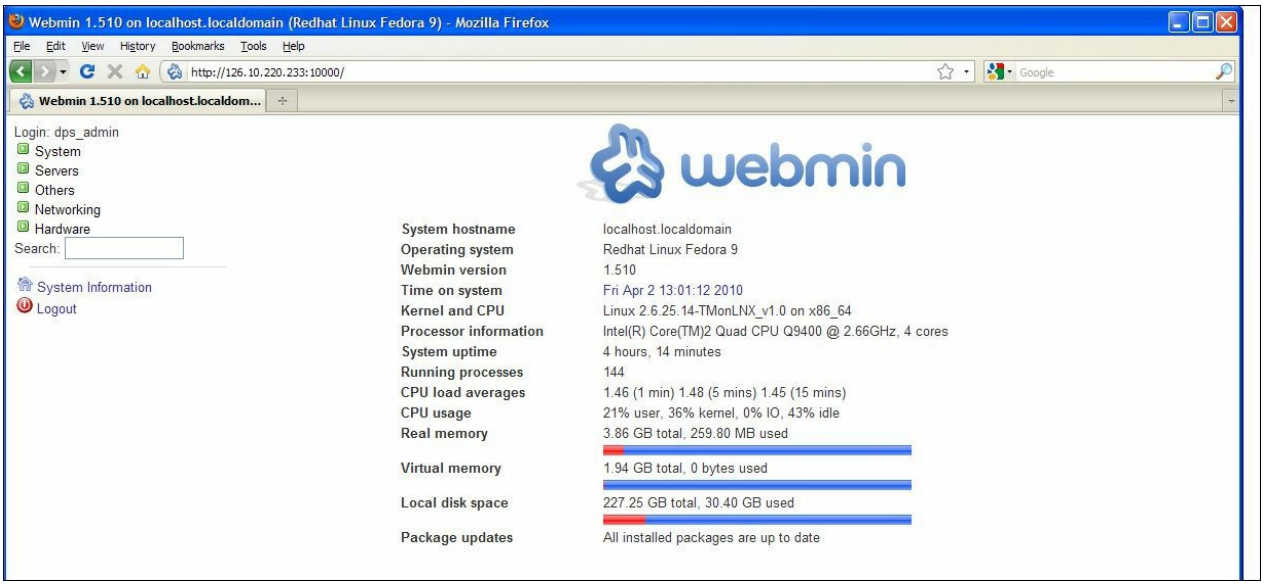
11.2 Updating T/Mon Software

1. Open an Internet browser and navigate to the T/Mon at port 10000 (e.g. **http://192.168.1.100:10000)**.
2. Login with the default username of "**dps_admin**" and password "**dpstelecom**"



3. Select **Others** then **Custom Commands**.
4. Under the **Upgrade Software** section, select **Browse** to select the .tar file sent to you by DPS.

5. After Selecting the .tar file, select **OK** then select **Upgrade Software**.

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11.3 System Alarms Map

Points	Alarm Point	Description	Solution
33	Default configuration	Communication with Network Time Server has failed.	Try pinging the Network Time Server's IP Address as it is configured. If the ping test is successful, then check the port setting and verify the port is not being blocked on your network.
34	DCP poller inactive	The Site Dialer is configured to listen for DCP polls but has not received a poll in over 5 minutes.	Check if unit can ping T/Mon or disable if not in use.
39	SNMP community error	Community string does not match your SNMP master's community string.	Verify both community strings to make sure they match.
41	Notification 1 failed	A notification 1 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
42	Notification 2 failed	A notification 2 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
43	Notification 3 failed	A notification 3 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
44	Notification 4 failed	A notification 4 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
45	Notification 5 failed	A notification 5 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
46	Notification 6 failed	A notification 6 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
47	Notification 7 failed	A notification 7 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
48	Notification 8 failed	A notification 8 event, such as a page or email, was unsuccessful.	Use RPT filter debug to help diagnose notification problems.
49	NTP Failed	Communication with Network Time Server has failed.	Try pinging the Network Time Server's IP Address as it is configured. If the ping test is successful, then check the port setting and verify the port is not being blocked on your network.
50	Call is in progress	Notifies T/Mon that a call is in progress and to wait before sending next notification.	Will be automatically cleared once call has been completed.
51	Message is ready	Message has been received from T/Mon and is ready to be sent.	Will be automatically cleared by T/Mon once call is complete.
52	Call is successful	Notifies T/Mon that call has completed successfully.	Will be automatically cleared by T/Mon once another call is attempted.
53	No dial tone on the line	During dial-out attempt, the unit did not detect a dial tone.	Check the integrity of the phone line and cable.
54	Line is busy	During dial-out attempt, the unit detected a busy signal.	Check the integrity of the phone line and cable.
55	Acked site	Notifies T/Mon to acknowledge an alarm.	Will be automatically cleared by T/Mon once another call is attempted.
56	Timed Tick	Toggles state at constant rate as configured by the Timed Tick timer variable. Useful in testing integrity of SNMP trap alarm reporting.	To turn the feature off, set the Timed Tick timer to 0.
57	Dynamic memory full	Not expected to occur.	Call DPS Tech Support (559) 454-1600
58	Unit reset	Unit has rebooted.	If unintentional, call DPS Tech Support: (559) 454-1600.

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Points	Alarm Point	Description	Solution
61	TRIP error	Not expected to occur.	Call DPS Tech Support (559) 454-1600
62	Modem failed	The modem component to the Site Dialer has stopped responding.	Check if modem is properly placed in socket. Contact DPS Tech Support (559) 454-1600
63	Contact closure comm failed	Not expected to occur.	Call DPS Tech Support (559) 454-1600

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12 Technical Support

DPS Telecom products are backed by our courteous, friendly Technical Support representatives, who will give you the best in fast and accurate customer service. To help us help you better, please take the following steps before calling Technical Support:

1. Check the DPS Telecom website.
You will find answers to many common questions on the DPS Telecom website, at **http://www.dpstele.com/support/**. Look here first for a fast solution to your problem.

2. Prepare relevant information.
Having important information about your DPS Telecom product in hand when you call will greatly reduce the time it takes to answer your questions. If you do not have all of the information when you call, our Technical Support representatives can assist you in gathering it. Please write the information down for easy access. Please have your user manual and hardware serial number ready.

3. Have access to troubled equipment.
Please be at or near your equipment when you call DPS Telecom Technical Support. This will help us solve your problem more efficiently.

4. Call during Customer Support hours.
Customer support hours are Monday through Friday, from 7 A.M. to 6 P.M., Pacific time. The DPS Telecom Technical Support phone number is **(559) 454-1600**.

Emergency Assistance: *Emergency assistance is available 24 hours a day, 7 days a week. For emergency assistance after hours, allow the phone to ring until it is answered with a paging message. You will be asked to enter your phone number. An on-call technical support representative will return your call as soon as possible.*

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13 T/Mon Gold and Platinum Plans

T/Mon Gold & Platinum Plan Support Escalation Policy

(559) 454-1600 Phone
(559) 454-1688 Fax
support@dpstele.com Email

When you call DPS for T/Mon LNX support under your T/Mon maintenance agreement, you'll receive the following benefits:

1. If you call during normal DPS operating hours (7:00am to 6:00pm Pacific Standard Time), you will receive priority tech support in front of all calls from users without a T/Mon Gold Plan. If you have an emergency situation, your call will be prioritized to the top of the list (at uncommon times when there is a list).
2. If you call outside normal DPS operating hours with an emergency (ex. "System is Down"), you have access to 7x24x365 Tech Support. Follow the recorded voice instructions to alert the on-call technician. The on-call technician will typically return your call within 15 minutes.
3. With your permission, DPS technicians can remotely access your T/Mon from DPS Headquarters (typically via dialup) to facilitate diagnostics and instructions. You can follow along on your T/Mon screen as technicians control your T/Mon.
4. If it is determined that DPS hardware is at fault, one of the following will occur at DPS' discretion:
    - With client consent, DPS will, on a priority basis, expedite a replacement component for the client's qualified staff to install.
    - The client will ship the unit back to DPS for priority repair and return on a priority basis. When units are received by DPS before 12:00pm, they are repaired, tested, and shipped back to the client within one business day, provided there are no extenuating circumstances.
    - DPS will advance-replace the entire T/Mon unit. After receiving the new T/Mon, the client will ship the failed unit to DPS. The unit will be repaired and shipped back to the client. Upon receiving the repaired unit, the client will return the advance-replacement unit to DPS.

Extended Maintenance Agreement Benefits:

- **Half-Price or Free Hardware Upgrades**

  T/Mon operates 7x24x365. That's stressful for any hardware. Plus, the DPS engineers are constantly improving the platform. That's **2 big reasons** why you should update your T/Mon hardware regularly. T/Mon Maintenance Agreements make it easy to get the equivalent of a brand new monitoring system every 3-5 years. You'll stay well ahead of the mortality curve, and you'll never get stuck using ancient technology.

  Participate in our **50%-off upgrade program** at the end of your third consecutive year as a Gold Plan member, **OR** Participate in our **free upgrade program** at the end of your fifth consecutive year as a Platinum Plan member. We'll send you a **brand new** T/Mon. Just send us back the old one.

- **Software upgrades**

  Includes major release(s), plus updates throughout the life of your Gold/Platinum Plan. These major releases are not small. They incorporate user feedback, industry best practices evolution, entirely new capabilities, as well as the occasional code correction.

- **4-Day Factory Training course**

  Hosted at our corporate headquarters (up to 3 members from your team can attend per session - multiple sessions per year).

- **Spares and standby purchase discount**

  Backup units are essential for disaster recovery. With a Gold/Platinum Plan, you'll get discount

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prices on purchasing spare parts and standby units.

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14 End User License Agreement

All Software and firmware used in, for, or in connection with the Product, parts, subsystems, or derivatives thereof, in whatever form, including, without limitation, source code, object code and microcode, including any computer programs and any documentation relating to or describing such Software is furnished to the End User only under a non-exclusive perpetual license solely for End User's use with the Product.

The Software may not be copied or modified, in whole or in part, for any purpose whatsoever. The Software may not be reverse engineered, compiled, or disassembled. No title to or ownership of the Software or any of its parts is transferred to the End User. Title to all patents, copyrights, trade secrets, and any other applicable rights shall remain with the DPS Telecom.

DPS Telecom's warranty and limitation on its liability for the Software is as described in the warranty information provided to End User in the Product Manual.

End User shall indemnify DPS Telecom and hold it harmless for and against any and all claims, damages, losses, costs, expenses, obligations, liabilities, fees and costs and all amounts paid in settlement of any claim, action or suit which may be asserted against DPS Telecom which arise out of or are related to the non-fulfillment of any covenant or obligation of End User in connection with this Agreement.

This Agreement shall be construed and enforced in accordance with the laws of the State of California, without regard to choice of law principles and excluding the provisions of the UN Convention on Contracts for the International Sale of Goods. Any dispute arising out of the Agreement shall be commenced and maintained only in Fresno County, California. In the event suit is brought or an attorney is retained by any party to this Agreement to seek interpretation or construction of any term or provision of this Agreement, to enforce the terms of this Agreement, to collect any money due, or to obtain any money damages or equitable relief for breach, the prevailing party shall be entitled to recover, in addition to any other available remedy, reimbursement for reasonable attorneys' fees, court costs, costs of investigation, and other related expenses.

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