

SiteDialer for NetGuardian 832/864A Family

USER MANUAL



Visit our website at www.dpstelecom.com for the latest PDF manual and FAQs.

Revision History

December 13, 2016	Added Firmware Upgrade section
August 1, 2012	Updated web browser information to include Voice Prompt Delay
September 7, 2011	Added instructions for configuring NetGuardian notifications
May 17, 2011	Added Server mode option to web interface; fixed formatting issue
July 13, 2009	Revisios to call flow chart
June 17, 2009	Revisions to Shipping List
June 12, 2009	Initial release

This document contains proprietary information which is protected by copyright. All rights are reserved. No part of this document may be photocopied without prior written consent of DPS Telecom.

All software and manuals are copyrighted by DPS Telecom. Said software and manuals may not be reproduced, copied, transmitted or used to make a derivative work, by either mechanical, electronic or any other means in whole or in part, without prior written consent from DPS Telecom, except as required by United States copyright laws.

© 2017 DPS Telecom

Notice

The material in this manual is for information purposes and is subject to change without notice. DPS Telecom shall not be liable for errors contained herein or consequential damages in connection with the furnishing, performance, or use of this manual.

Contents

Visit our website at www.dpstelecom.com for the latest PDF manual and FAQs

1 SiteDialer Overview	1
2 Specifications	2
3 Shipping List	3
4 Tools Needed	6
5 Installation	7
5.1 Mounting	7
5.2 SiteDialer Back Panel	9
5.2.1 Power Connection	9
5.2.2 Craft Port	11
5.2.3 LAN Connection	11
5.2.4 Telco Connection	11
5.2.5 LED Funtionality	11
6 Quick Start: Assigning your SiteDialer's Ethernet Settings	12
6.1 ...via Craft Port	12
6.2 ...via LAN	15
6.3 TTY Interface	16
6.4 Ethernet Configuration	17
7 Quick Start: Configuring Your SiteDialer to Receive Alarms from a NetGuardian	18
8 Firmware Upgrade	21
8.1 Create Voice Configurations	21
9 SiteDialer Web Browser	22
9.1 Logging on to the SiteDialer	23
9.2 Event Log	24
9.3 Test	25
9.4 System	26
9.5 Points	27
9.6 Notifications	29
9.7 Call Lists	30
9.8 Reboot	31
10 Reference Section	32
10.1 Call Flow Chart	32
10.2 SNMP Granular Trap Packets	33
11 Frequently Asked Questions	34
11.1 General FAQs	35
11.2 SNMP FAQs	35
12 Technical Support	36

1 SiteDialer Overview



Fig 1. With custom voice alerts and remote access, the SiteDialer enhances the notification abilities of your NetGuardian 832A / 864As.

The SiteDialer is the newest accessory to the popular line of NetGuardian RTUs. Receiving and acknowledging alarm notifications from the field is easy with custom voice alerts. The SiteDialer is supported by all your NetGuardian 832A and 864A remotes.

When an alarm is triggered, the SiteDialer calls up to 8 phone numbers in your call lists with the site name, alarm status, timestamp, and more. With user-definable voice notification, this unit is perfect for getting critical information directly to the response teams.



Get Custom Voice Alerts, SNMP Traps, and Emails

Alarm Shout technology will enable you to create your text-to-speech alarm notifications, or upload your own .WAV files. You'll easily create your own custom voice configurations using the online RTU voice wizard in the MyDPS area of the DPS website (www.dpstele.com/MyDPS).

When alarms occur, custom voice alerts will be sent to your phone. SNMP traps will also be sent to your SNMP manager. Dial right into the SiteDialer to hear your custom voice alerts, and acknowledge alarms remotely via DTMF.

Easy installation and configuration

As a small accessory, the SiteDialer installs quickly and easily. The unit mounts in any 19" or 23" rack and occupies only 1 RU. SiteDialerEdit, the included Windows-based editor, enables you to sync up your SiteDialer and NetGuardian databases. Descriptions for all your alarm points can be imported with SiteDialerEdit from the NetGuardian, and up to 255 points can be databased. This includes discrete points, ping targets, analogs, and system alarms.

Advanced Monitoring Capabilities

Programmable settings on the SiteDialer allow you to set the priority of alarm events, define call lists (up to 4) to receive certain types of alarms, and even schedule the exact day/time you want to be notified. Alarm escalation on the SiteDialer means the unit will automatically move onto the next form of notification if the alarm is not acknowledged by anyone on the call list. And in the event that several alarms are triggered at once, your priority settings tell the SiteDialer which notifications to send out first.

2 Specifications

Protocol:	SNMPv1, TELNET, HTTP, SMTP, ICMP
Interfaces:	1 DB9 craft port 1 RJ45 10BaseT Ethernet port 1 RJ11 telco
Voice Alerts:	Via text-to-speech and/or user-created .WAV files
Fuse:	Resettable Fuse (Internal) or 1/4 amp GMT
Power Input:	-48 VDC (-40 to -70 VDC) Other options available upon request
Mounting:	Wall or 19" rack
Size:	1 RU
Interfaces:	1 RJ45 10BaseT Half-Duplex Ethernet Port 1 DB9 Rear-Panel Craft Port 1 RJ11 Telco Jack
Visual Interface:	1 Firmware-Controlled LED 2 Hardware-Controlled LED 2 LAN Connector Hardware LEDs
Weight:	3.5 lbs
Windows-based editor:	Included
Web Browser:	Yes
Database Capacity:	Up to 255 alarm points
Windows Compatibility:	XP, Vista, 7 32/64 bit
MTBF:	60 years

D-CS-325-10A-00



x 2

Two Standard Rack Screws
1-000-12500-06



x 2

Two wall mount bracket screws
2-000-6250-01



x 2

Two Metric Rack Screws
2-000-80750-03



x 4

Four 3/8" Ear Screws
1-000-60375-05



x 2

1/2 Amp Fuse
2-741-0500-00



2 Pin Barrier
2-820-00862-02

Optional Accessories



+24V Wall Transformer
D-PR-105-10A-02



x 4

Four 3/8" Ear Screws
1-000-60375-05



Long ear, 19" rack
D-CS-325-10A-08

4 Tools Needed

To install the SiteDialer, you'll need the following tools:



Phillips No. 2 Screwdriver (For rack mounting)

NOTE: To install the SiteDialer in one of the wall-mount configurations, you will also require a wrench or driver capable of tightening 3/8" hex nuts.

5 Installation

5.1 Mounting

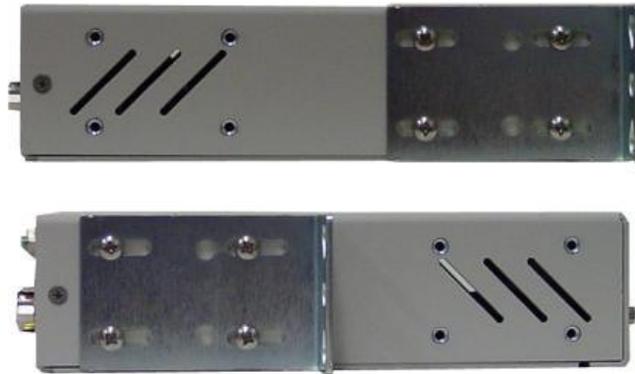


Fig 5.1.1. The SiteDialer can be flush or rear-mounted

The compact SiteDialer occupies only half the width of a standard rack unit. 19" rack ears are supplied with the SiteDialer. The SiteDialer mounts in a 19" or 23" rack, and can be mounted on the right or left, or rear mount locations, as shown below.

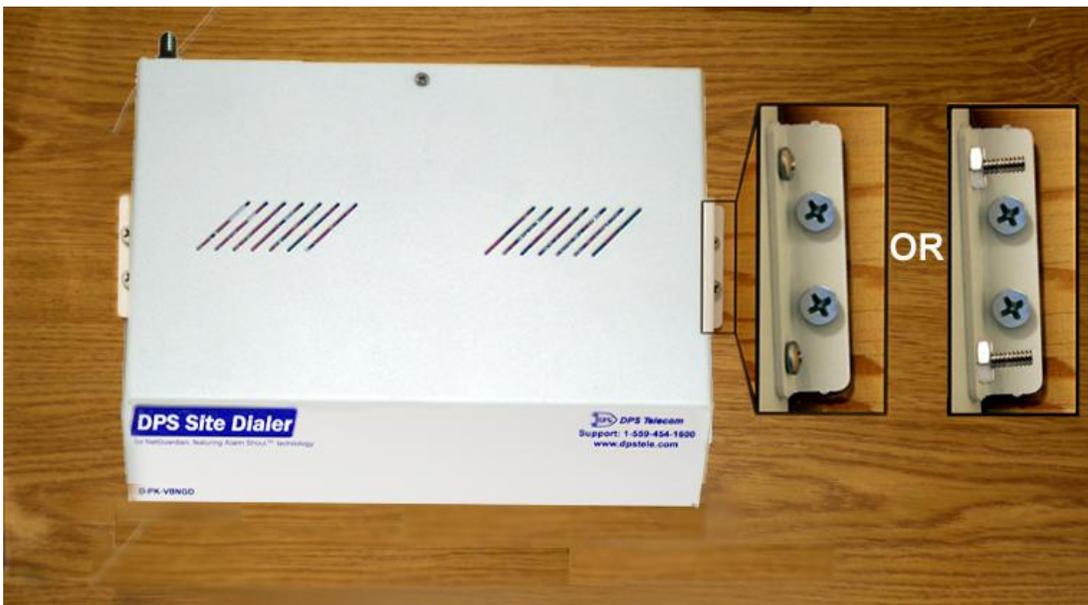


Fig. 5.1.2. Use the included wall mount bracket to mount the SiteDialer vertically on the wall.

Wall-Mounting Instructions

The rack ears can be rotated 90° for wall mounting or 180° for other mounting options (not shown).

1. Depending on your order options, you will can attach wall-mount flanges to both sides of the unit in one of two ways:
 - a. Place the flange over the protruding screws and fasten it to the 3/8" hex nuts provided.
 - b. OR Fasten the flange to the SiteDialer with two of the 6/32 screws provided. (**NOTE:** Screws longer than those provided may contact the internal components of the unit, adversely affecting its normal operation.)

2. After flanges have been attached to the SiteDialer, mount the unit in the desired location with two screws through each flange.



Fig. 5.1.3. The SiteDialer also mounts on your 19" or 23" equipment racks.

Rack-Mounting Instructions

The SiteDialer mounts onto one side of a 19" or 23" rack using the provided rack ear for either size. The ear can be rotated 180 degrees during installation to adjust the position of the unit relative to the rack. Attach the appropriate ear to the rack in the desired location.

5.2 SiteDialer Back Panel

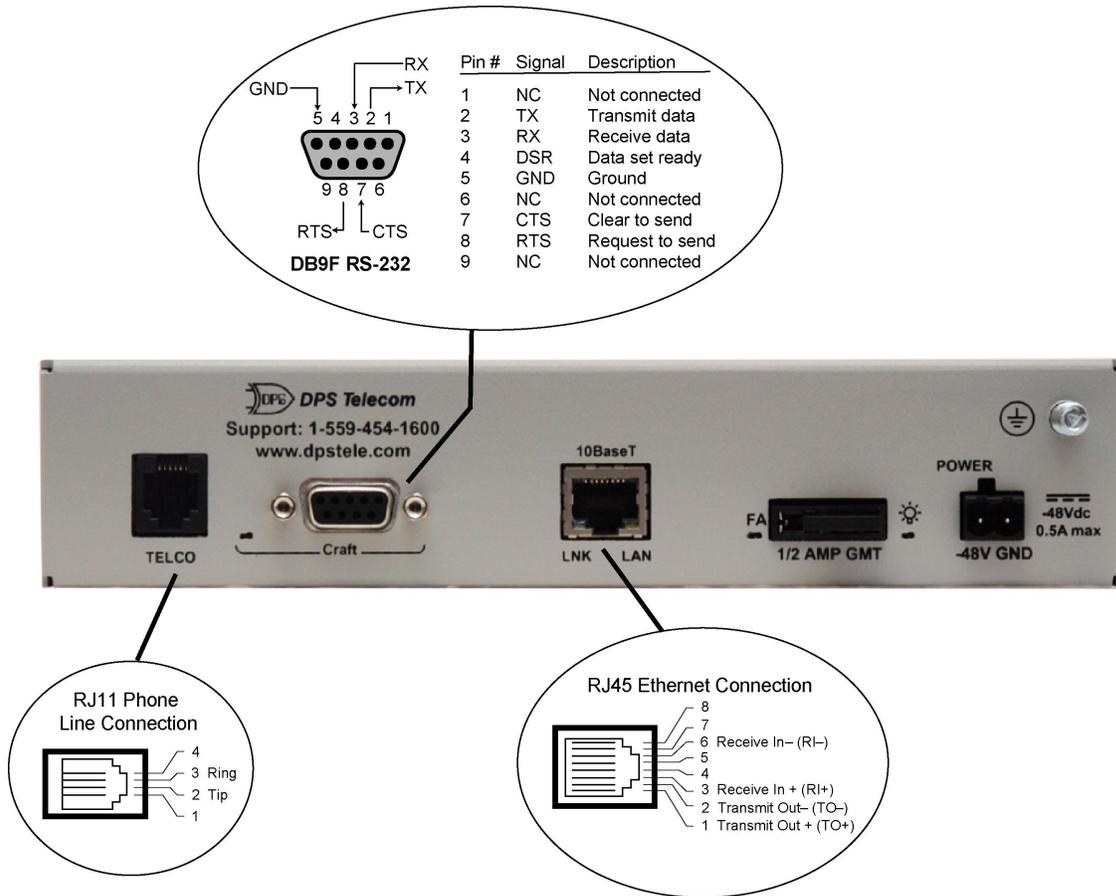


Fig. 5.2. Pinouts for the SiteDialer back panel connections

5.2.1 Power Connection

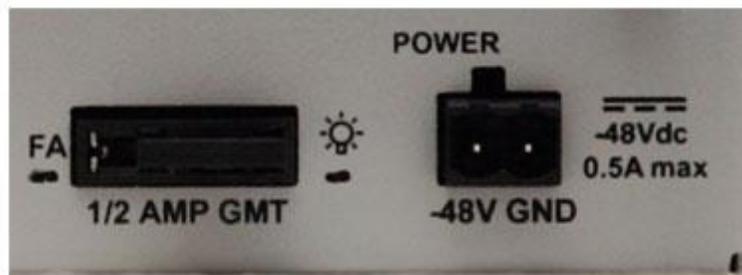


Fig. 5.2.1.1. Power connectors and fuse.

The SiteDialer has one screw terminal barrier plug power connectors, located on the right side of the back panel.



The Grounding Lug on the back of the unit provides a permanent connection to earth ground when connected. The Grounding Lug must be used in order to comply with CE standards.



Fig. 5.2.1.2. Grounding Lug and Symbol

Before you connect a power supply to the SiteDialer, test the voltage of your power supply:

- Connect the black common lead of a voltmeter to the ground terminal of the battery, and connect the red lead of the voltmeter to the battery's -48 VDC terminal. The voltmeter should read **between -43 and -53 VDC**. If the reading is outside this range, test the power supply.

To connect the SiteDialer to a power supply, follow these steps:

1. Remove the fuse from the back panel of the SiteDialer. **Do not reinsert the fuse until all connections to the unit have been made.**
2. Remove the power connector plug from Power Connector A. Note that the plug can be inserted into the power connector only one way — this ensures that the barrier plug can only be reinserted with the correct polarity. Note that the **-48 V terminal is on the left** and the **GND terminal is on the right**.
3. Use the grounding lug to connect the unit to earth ground. The grounding lug is next to the  symbol. Insert the eyelet of the earth ground cable between the two bolts on the grounding lug (Ground cable not included).
4. Insert a **battery ground** into the power connector plug's **right terminal** and tighten the screw; then insert a **-48 VDC** line to the plug's **left terminal** and tighten its screw.
5. 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 will not illuminate.
6. Repeat Steps 2–4 for Power Connector B.
7. Reinsert the fuse to power the SiteDialer. The front panel LEDs will flash **RED** and **GREEN**.

5.2.2 Craft Port

The back panel craft port is primarily used to give the SiteDialer an IP address so you can continue the rest of your database configuration over LAN. Use a terminal emulating software program like HyperTerminal to enter the SiteDialer's TTY interface. Please see the Quick Start in the next section for instructions.

To use the craft port, connect the included DB9 download cable from your PC's COM port to the craft port.

5.2.3 LAN Connection

LAN is used for web browsing to the SiteDialer. You can also do your databasing over LAN, as well as sending email notifications and SNMP traps. To connect the SiteDialer to the LAN, insert a standard RJ45 Ethernet cable into the 10BaseT Ethernet port on the back of the unit. (See Fig. 5d) If the LAN connection is OK, the LNK LED will light **SOLID GREEN**.

5.2.4 Telco Connection

The SiteDialer's telco connection is used for voice notifications. The rear panel telco jack (see Fig. 5d) connects the SiteDialer to a standard telephone line. This will allow you to dial in / dial out from the unit.

5.2.5 LED Funtionality

Back Panel LEDs		
LED	Status	Description
Craft Port	Blink Green	Transmit over craft.
	Blink Red	Receive over craft.
LAN	Blink Yellow	Transmit and receive activity over Ethernet port.
LNK	Solid Green	Ethernet link OK.
Power	Solid Green	Power is connected to the SiteDialer.
	Off	Power is disconnected from the SiteDialer.

Table 9.1. LED Functionality

6 Quick Start: Assigning your SiteDialer's Ethernet Settings

To incorporate the SiteDialer into your network, you must configure its ethernet port(s) via the unit's TTY interface. To access the TTY interface, you will establish either a serial craft port connection or a LAN connection that mimics the SiteDialer's default network settings.

Once you save your SiteDialer's ethernet settings and reboot the unit, you can access it over LAN and continue databasing it using the Windows-based SiteDialer Edit program.

For more information about the SiteDialer Edit application, see the appropriate user manual.

6.1 ...via Craft Port

1. The simplest way to connect to the SiteDialer is over a physical cable connection between your PC's COM port and the unit's craft port. **Note:** You must be connected via craft port or Telnet to use the TTY interface. Make sure you are using the straight through (1 to 1) Male to Female DB9-DB9 download cable provided with your SiteDialer to make a craft port connection.

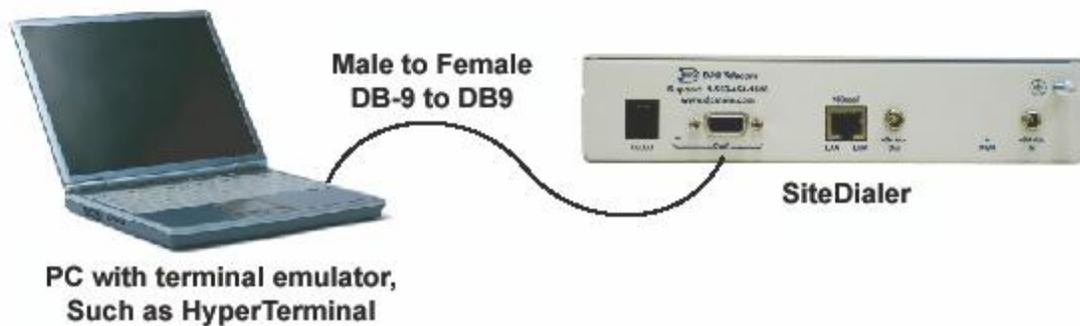


Fig. 7.1.1. Connection through Craft Port

To access HyperTerminal using Windows:

2. Click on the **Start** menu > select **Programs** > **Accessories** > **Communications** > **HyperTerminal**.



Fig. 7.1.2. Open HyperTerminal Program

3. At the Connection Description screen, enter a name for this connection. You may also select an icon. The name and icon do not affect your ability to connect to the unit.
4. At the Connect To screen, select COM1 (the most commonly used) from the drop down menu and click OK.

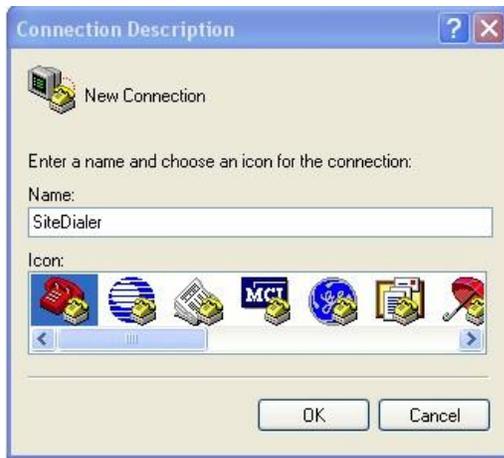


Fig. 7.1.3. Create New Connection



Fig. 7.1.4. Connect through COM1

5. Select the following COM port options:
- Connect using COM1 or appropriate COM port
 - Bits per second: 9600
 - Data bits: 8
 - Parity: None
 - Stop bits: 1
 - Flow control: **None**

Once connected, you will see a blank, white HyperTerminal screen. Press Enter to activate the configuration menu.

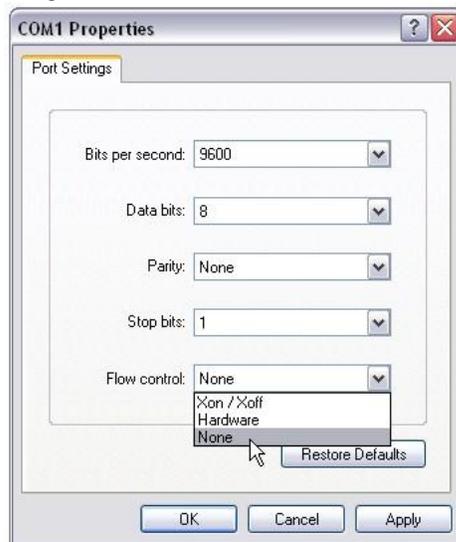


Fig. 7.1.5. Set COM port options

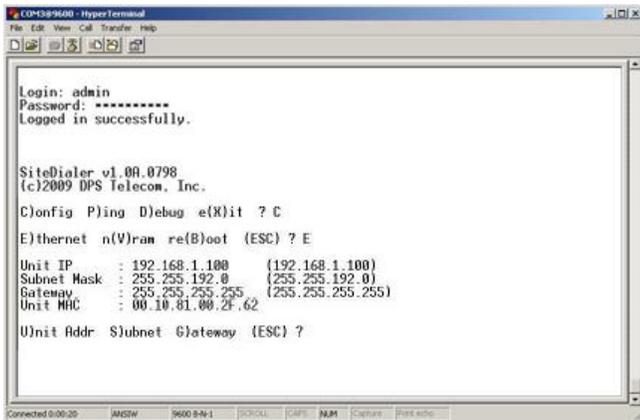
7. The SiteDialer's main menu will appear. Type C for C)onfig, then E for E)thernet. Configure the unit's IP address, subnet mask, and default gateway.

6. When prompted, enter the default user name *admin* and password *dpstelecom*.
NOTE: If you don't receive a prompt for your user name and password, check the port you are using on your PC and make sure you are using the cable provided.



Fig. 7.1.6. Login to Unit

8. ESC to the main menu. When asked if you'd like to save your changes, type Y for Y)es. Reboot the SiteDialer to save its new configuration.



```
CO1399600 - HyperTerminal
File Edit View Call Transfer Help

Login: admin
Password: *****
Logged in successfully.

SiteDialer v1.00.0798
(c)2009 DPS Telecom, Inc.

C)onfig P)ing D)ebug e(X)it ? C
E)thernet n(V)ran re(B)oot (ESC) ? E
Unit IP      : 192.168.1.100  (192.168.1.100)
Subnet Mask  : 255.255.192.0  (255.255.192.0)
Gateway      : 255.255.255.255 (255.255.255.255)
Unit MAC     : 00.10.81.00.2f.62

U)nit Addr S)ubnet G)ateway (ESC) ?
```

Fig. 7.1.7. *Configure Unit Connection Information*

Now you're ready to do the rest of your configuration via LAN. Plug your LAN cable into the SiteDialer and see Section 9, "Logging On to the SiteDialer" to continue databasing using the Web Browser.

6.2 ...via LAN

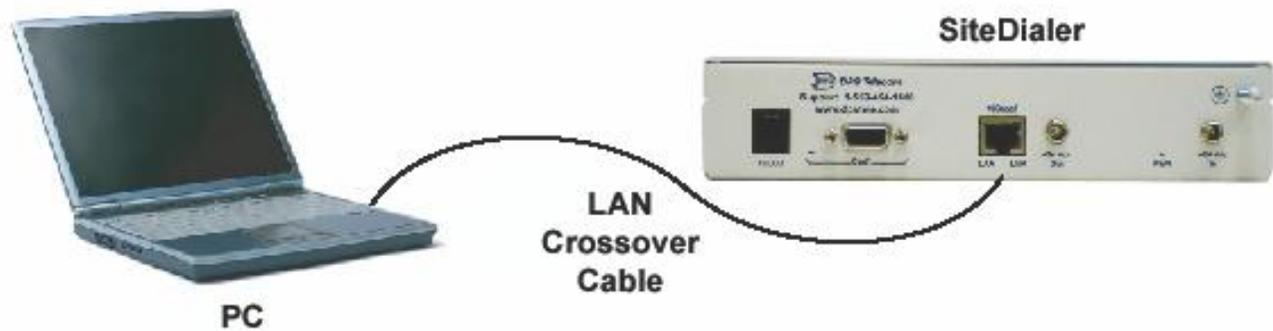


Fig. 7.2. Connection through Ethernet port

To connect to the SiteDialer 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 SiteDialer, 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 SiteDialer's factory default IP settings. Follow these steps:

1. Get a LAN crossover cable and plug it directly into the SiteDialer'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 **192.168.1.100**.
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 SiteDialer via a Telnet session or via Web browser by using the unit's default IP address of **192.168.1.100**.
6. Provision the SiteDialer with the appropriate information, then change your computer's IP address and subnet mask back to their original settings

6.3 TTY Interface

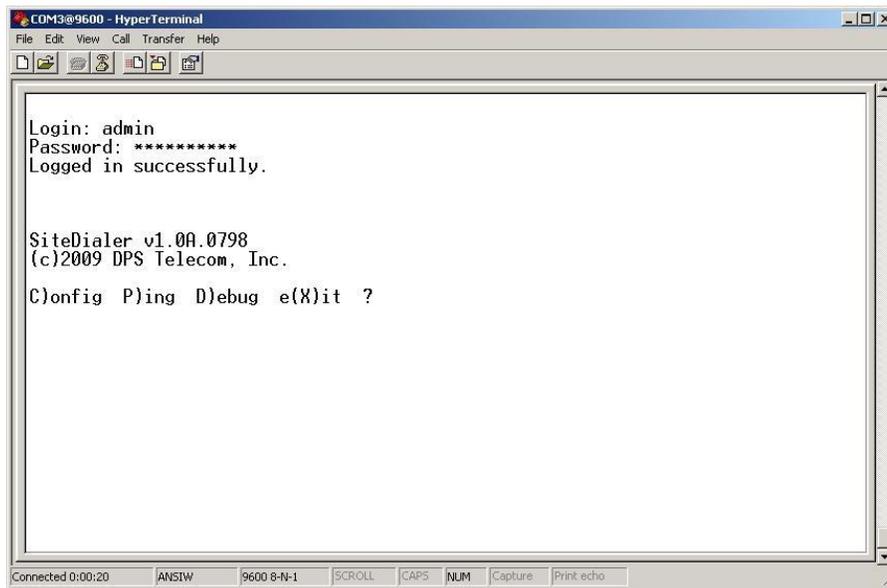


Fig. 6 *The TTY interface initial configuration screen*

The TTY interface is the SiteDialer's built-in interface text terminal interface, used for basic configuration. From the TTY Interface, you can configure your SiteDialer's Ethernet port settings and view debug information. For more advanced configuration options, use the SiteDialerEdit software.

You can access the TTY interface:

- via craft serial connection (using the settings in the **...via Craft Port** subsection of this chapter)
- over IP address on **Port 2002**. SiteDialer Telnet sessions are established on port 2002 as a security measure.

For more instructions on initially connecting to your SiteDialer's TTY connecting to your SiteDialer to access the TTY interface, see the **Initial Configuration** section of this manual.

NOTE: The TTY default password is **dpstelecom**.

Navigating the TTY Interface:

The capitalized letters in each menu option, before, or enclosed in, parentheses (), are menu shortcut keys. Press a shortcut key to access a menu option. The ESC key will always bring you back to the previous menu level. Entries are not case sensitive.

6.4 Ethernet Configuration

You must assign your SiteDialer appropriate IP, subnet, and gateway information before it can operate in your LAN/WAN environment and communicate with your NetGuardians.

```

COM3@9600 - HyperTerminal
File Edit View Call Transfer Help
[Icons]
Login: admin
Password: *****
Logged in successfully.

SiteDialer v1.00A.0798
(c)2009 DPS Telecom, Inc.

C)onfig P)ing D)ebug e(X)it ? C
E)thernet S)tats n(V)ram re(B)oot (ESC) ? E
Unit IP      : 126.10.220.157   (126.10.220.157)
Subnet Mask  : 255.255.192.0    (255.255.192.0)
Gateway     : 126.10.220.254   (126.10.220.254)
Unit MAC    : 00.10.81.00.43.51

U)nit Addr S)ubnet G)ateway (ESC) ?
  
```

Configure the Ethernet port parameters

To assign your SiteDialer's network settings:

Note: The following steps assume you have established a connection with the SiteDialer. If you have not done so, see the previous sections in this chapter to connect to your SiteDialer either via serial craft connection or over LAN.

1. When prompted for the password, enter **dpstelecom**
2. Type **C** for the C)onfig menu.
3. Type **E** for E)thernet settings,
4. Configure the **Unit IP** address, **Subnet mask**, and **Default gateway**.
5. **ESC** to the main menu.
6. When prompted to save your changes, press **Y** (yes).
7. Press **R** to reboot the SiteDialer.

Once the unit reboots, you can continue SiteDialer configuration using the SiteDialerEdit application and access the unit over IP (Telnet TTY or Web Interface).

7 Quick Start: Configuring Your SiteDialer to Receive Alarms from a NetGuardian

For the SiteDialer to send voice notifications for alarms, you must first configure it to communicate with a NetGuardian and load it with your NetGuardian's alarm database.

To configure your SiteDialer for use with a NetGuardian:

1. Access your NetGuardian via NGEEdit

- Open a locally saved copy of the NetGuardian database

Or

- Download the database from your NetGuardian by navigating to **Connect > Read from NetGuardian** and entering the IP and password of your NetGuardian



You'll modify your NetGuardian's database locally, then load it into the SiteDialer to database alarm messages

2. Navigate to the **Notification Devices** tab

3. In an unused row (ID), enter:

- **TCP** in the **Type** column
- A 4-digit port number in the **Pin/Rcpt/Port** column. Any port number will work. This simply defines the virtual TCP port through which your SiteDialer and NetGuardian will communicate.
- The **IP Address** of your SiteDialer in the **IPA** field.

ID	Type	(Unused)	Port	(Unused)	(Unused)	IP Address	Group
1	TCP ▼		6000	1200 ▼	7E1 ▼	126.10.241.145	Group 0 ▼
2	Off ▼			1200 ▼	7E1 ▼	255.255.255.255	Group 0 ▼

Configure the TCP notification port on which the NetGuardian will listen for the SiteDialer in the Notifications tab

Note: If you have not yet set your SiteDialer's IP address and other ethernet settings, see the **Quick Start: Assigning your SiteDialer's Ethernet Settings**

4. Click **Save**.

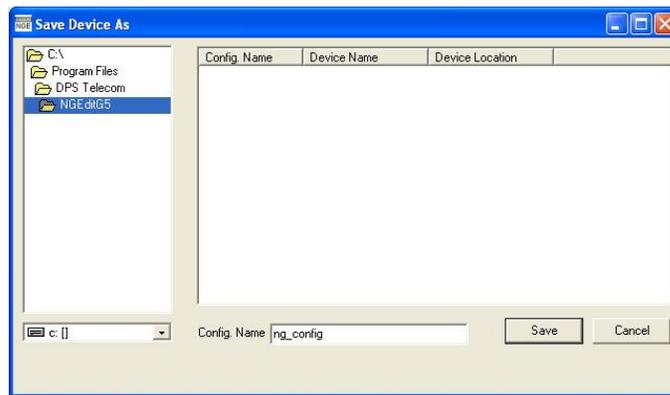
5. Access the **Alarms** tab.

6. In either the **Pri Notify** or **Sec Notify** columns, use the drop-down box to select the ID of the TCP notification you configured in steps 2-4.

Base Alarms							
ID	Description	Polarity	Trap	Pri Notify	Sec Notify	Group	Qual
1	INTRUSION	Normal	Yes	Device 1/TCP	None	Group 1	None
2	TX A ACTIVE	Normal	Yes	Device 1/TCP	None	Group 1	None
3	TX B ACTIVE	Normal	Yes	Device 1/TCP	None	Group 1	None

Assign the TCP notification to all alarms you want the SiteDialer to report to your phone

- Repeat step 6 for any **Analogs, Relays, Ping Targets,** and **System Alarms** you want your SiteDialer to report to your phone.
- Click **Save** and save your NetGuardian configuration on your local PC.



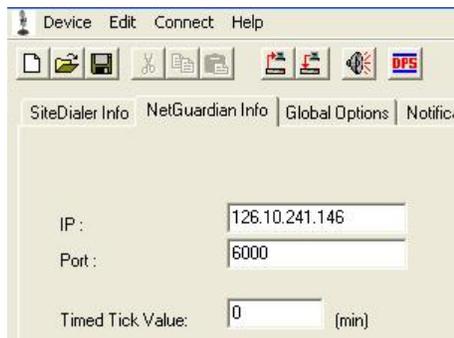
Save your NetGuardian's configuration locally. You will load this configuration into the SiteDialerEdit program in later steps

- Install and Run the SiteDialerEdit application from the Resource Disk that came with your SiteDialer.
- In the **SiteDialer Info** tab, enter the IP address, Subnet Mask, and Gateway of your SiteDialer unit.

System	Ethernet
Device Name : Site Dialer	Host Name :
Device Location :	Enable DHCP : <input type="checkbox"/>
Contact Number : 559-454-1600	IP Address : 126.10.241.145
From Email : sitedialer@dpstele.com	Subnet Mask : 255.255.0.0
User Name : admin	Gateway : 255.255.255.255
Password : *****	DNS Server 1 : 255.255.255.255
Get Community : dps_public	DNS Server 2 : 255.255.255.255
Set Community : dps_public	

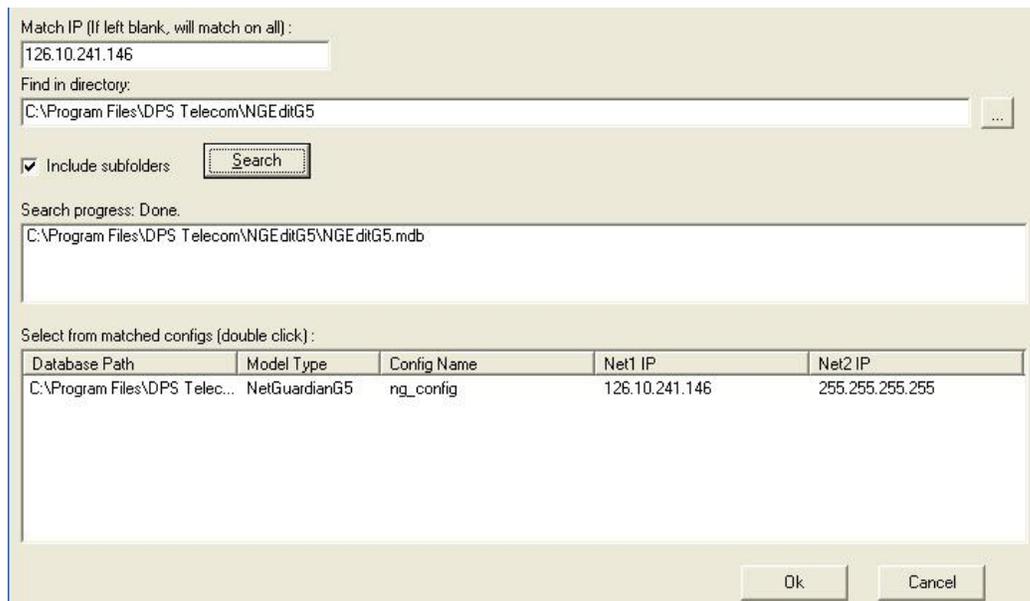
Enter your SiteDialer's ethernet information

- In the **NetGuardian Info** tab, enter:
 - The IP address of your NetGuardian
 - The Port on which you configured the TCP/Pager notification in **Step 4**



Enter your NetGuardian's IP and the port of the notification you configured in step 4

12. In the box marked **Associate NetGuardian Database**, click **Find**.
13. Under **Find in directory**, click the  button to locate the parent folder to which you saved your NetGuardian's database.
14. Click **Search**.
15. In the **Select from matched config** select your NetGuardian's configuration file.



Find your NetGuardian's saved database

16. Click **Ok**.
17. In the top of the SiteDialerEdit window, click **Connect > Write to Unit**.
18. Enter your SiteDialer's IP address, Login name, and password (default username: **admin**; default password: **dpstelecom**), and click **Write**

Your SiteDialer will be able to receive alarms from your NetGuardian.

Note: These steps configure your SiteDialer to receive alarms from your NetGuardian. To configure your SiteDialer's call lists and additional settings, see your SiteDialerEdit manual.

8 Firmware Upgrade

The firmware upgrade process for the SiteDialer is different than that of a traditional NetGuardian. Uploading a .mpb file and a .bin file from the *MyDPS Firmware Downloads* page is not recommended, as doing that will wipe all the voice files stored on the SiteDialer. To restore the voice files due to uploading a .bin file, use the procedure below in section **8.1** as if you were updating the firmware from scratch.

The Site Dialer Edit software pictured below in section **8.1** is included in the firmware update zip file. For more information, refer to the *SiteDialerEdit* user manual.

8.1 Create Voice Configurations

To generate voice config files from currently open configuration:

1. Click on the  **Generate and Upload Voice** button at the top of the screen.
2. When prompt appears, select start to send POST request.

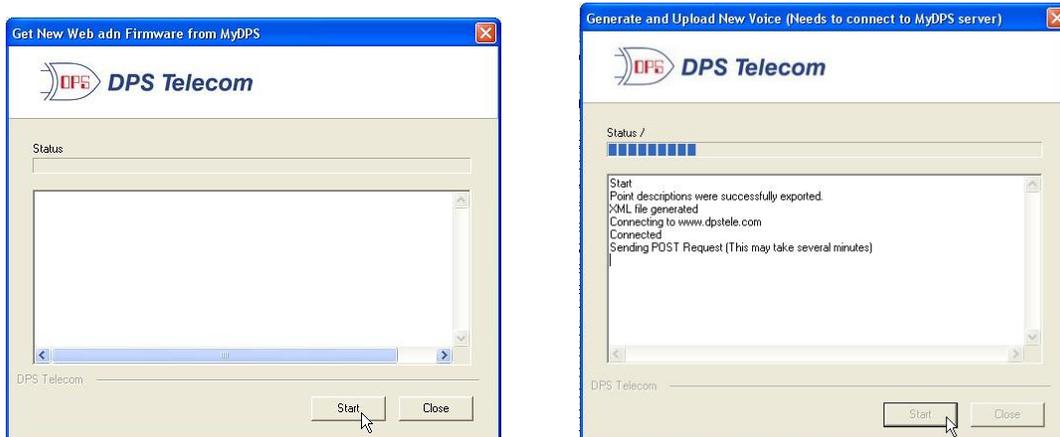


Fig. 16 Send Post Request

3. To upload new web and firmware, type in SiteDialer IP address, user name and password. Select **Check for new firmware** to get the latest firmware version.



Fig. 17 Upload New Firmware

4. Click **Upload** to upload new web and firmware to the unit. Or click **Cancel** to keep current .bnd file in install directory. if a firmware update is available, you will be prompted to download it.
5. Click **Save As...** to save new web and firmware to your PC.
6. Upload new .bnd file to SiteDialer via SiteDialer web browser.

9 SiteDialer Web Browser

The SiteDialer features a built-in Web Browser Interface that allows you to view configurations through the Internet or your Intranet. You can quickly view point descriptions, notification options, call list directories, and more using most commonly used browsers. Full configuration of the SiteDialer is performed with the offline, Windows-based SiteDialerEdit program. For more information on configuring your SiteDialer using the SiteDialerEdit program, see the *SiteDialerEdit* user manual.

System

System Controls

Initialize Configuration	<input type="button" value="Initialize"/>
Backup Configuration	<input type="text" value="config.bin"/> <input type="button" value="Save"/>
Upload Config, Firmware, Web, or Bundle	<input type="button" value="Upload"/>

System

Device Name	SiteDialer
Device Location	
Contact Number	559-454-1600
From Email	sitedialer@dpstele.com
User Name	admin
Password	*****
Get Community	dps_public
Set Community	dps_public

Ethernet

Unit MAC	00.10.81.00.2F.64
Host Name	()
Enable DHCP	
IP Address	126.010.230.189 (126.010.230.189)
Subnet Mask	255.255.192.000 (255.255.192.000)
Gateway	255.255.255.255 (255.255.255.255)
DNS Server 1	255.255.255.255 (255.255.255.255)
DNS Server 2	255.255.255.255 (255.255.255.255)

NetGuardian Info

IP Address	255.255.255.255
Port	0

Call Settings

Call Unit ID	100 Use Site Name:
Play site name instead of unit ID	
DTMF Password	1234
Call Delay	1m

Fig. 8. SiteDialer Web Browser

9.1 Logging on to the SiteDialer

For Web Interface functionality, the unit must first be configured with some basic network information through TTY Interface, refer to section 7.

1. To connect to the SiteDialer 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".
3. In the left frame you will see the **Event Log** menu (blue) and **View Settings** menu (green) The Event Log menu is used to view any activity at your site. The View Settings menu is used to view the current configurations of your SiteDialer and for an up-to-date view of the status of alarms. The following sections provide detailed information regarding these functions.



Fig. 8.1. Enter your password to enter the SiteDialer Web Browser Interface



Hot Tip!

The max. # of users allowed to simultaneously access the SiteDialer via the Web is 4.

9.2 Event Log

Evt	Date	Time	St	PRef	Description
1	01/01/70	00:00:03	C	127.01	Unit Reset
2	01/01/70	00:00:03	A	127.01	Unit Reset

Fig. 8.2. Event Log Screen

The **Event Log** screen provides you with a log of the last events that have occurred at your NetGuardian site. It shows event information like event time, point status, point reference, and point description.

9.3 Test

DPS Telecom **NetGuardian SiteDialer** [Home](#) | [Upload](#) | [Logout](#)

Monitor
Event Log
Test
Provisioning
Reboot

Test

Send Test Call

To test POTS connection, input phone number and press Call.

Number To Call:

SiteDialer v2.0H.0031
SiteDialer Web v2.0G ©2014 DPS Telecom

Fig. 8.3. Test Screen

From the **Test** screen you can test the unit's phone connection by entering a phone number for the SiteDialer to call.

9.4 System

From the **System** menu, you can view the systems configurations. From device information, network connections, and call settings for the SiteDialer.

Fig. 8.4. System menu

System Controls	
Initialize Configuration	Used to restore all factory default settings to the SiteDialer. Do not initialize the non-volatile RAM (NVRAM) unless you want to re-enter all of your configuration settings again.
Backup Configuration	Button that allows you to save/backup config .bin to your PC.
Upload Config, Firmware, Web, or Bundle	Clickable link that takes you to the Load screen, where you'll browse to the downloaded configuration and firmware files saved on your PC.
System	
Device Name	A name for this SiteDialer.
Device Location	The location of this SiteDialer.
Contact Number	Contact telephone number for the person responsible for this SiteDialer.
"From" Email	A valid email address used by the SiteDialer for sending email alarm notifications.

User Name	Used to change the username for logging into the unit.
Password	Used to change the password for logging into the unit (case-sensitive).
Get Community	Community string for SNMP Get requests
Set Community	Community string for SNMP Set requests
Ethernet	
Unit MAC	The MAC address of the destination device
Host Name	Name of Device
Enable DHCP	Toggles the Dynamic Host Connection Protocol On or Off. When DHCP is enabled, all addresses will be disabled however.
IP Address	The IP address of the SiteDialer
Subnet Mask	Path defining whether your packets should stay on your local network or be forwarded to the gateway
Gateway	Default Gateway path
DNS Server 1 and 2	The IP addresses of the domain name servers
NetGuardian Info	
IP Address	The IP address to the NetGuardian unit
Port	The port connection between the NetGuardian and SiteDialer
Call Settings	
Call Unit ID	Display ID for the Unit
Play site name instead of unit id.	Option to display device name rather than Unit ID when calling out
DTMF Password	Password set to acknowledge alarms
Call Delay	Timed delay between notifications
Disable Ring Detect	If this option is set to "Yes," then call-in access to the SiteDialer is disabled.
Server Mode	Shows whether or not the SiteDialer is configured in server mode
Server Port	The port on which the SiteDialer will accept alarms when in server mode.
Voice Prompt Delay	The amount of time unit will wait for input from the user when giving verbal options over the phone.

9.5 Points

From the **Points** menu, you can view alarm point settings like the priority of alarm events, the notification types that have been set, whether a call list has been enabled for that particular point, whether the alarm can be escalated to other notification paths that have been selected. More detail on notification in following Section 8.5.

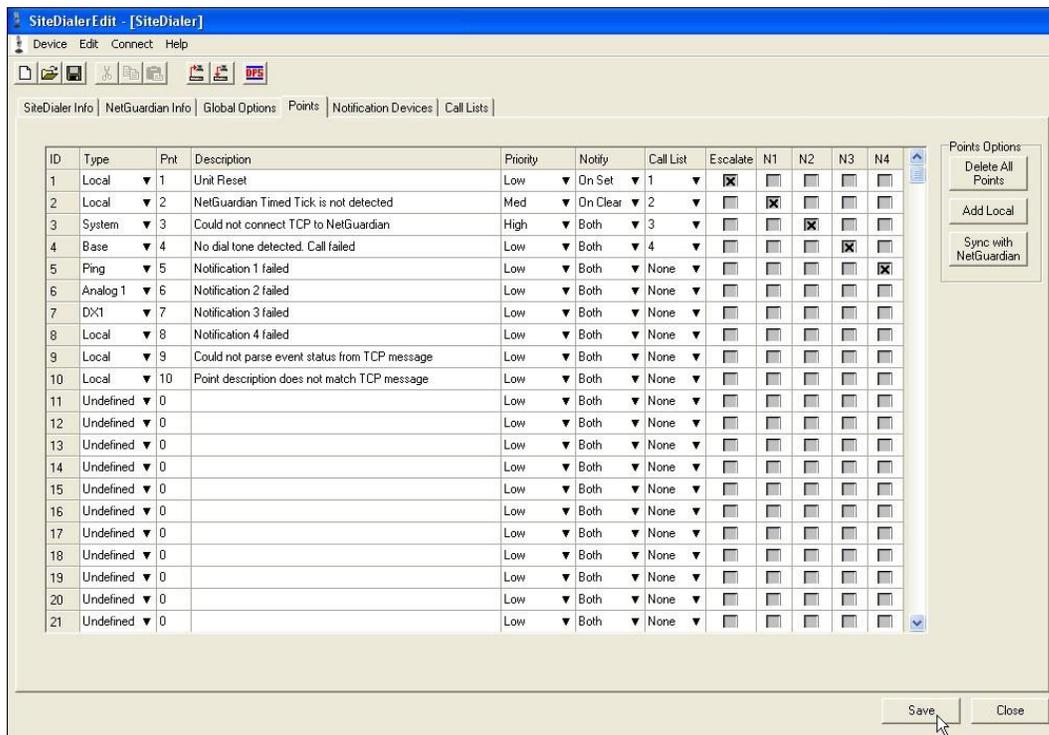


Fig. 8.5. Points menu

Points	
Type	The point type. Either Undefined, Base, Ping, Analog, System, DX1, DX2, DX3 or Local.
Description	Voice Output Description
Priority	Priority settings designating which notifications to send out first
Notify	To notify either On Set, On Clear, or Both
Call list	Selected Call List associated with point
Escalate	If escalate is set, then N1-N4 will only be notified if call list fails.
N1 to N4	Any other notification types beyond the call list that have been selected, including email or SNMP.

9.6 Notifications

From the **Notifications** menu, you will see which of the 4 notifications are enabled, their server, and schedule.



Fig. 8.6. The Notifications menu

Notifications	
Status	Whether Notification has been enabled
Type	Whether Notification is set to email, snmp, or dial out.
Server	Server IP
Server Port	Email server port or SNMP server port
"To" E-mail	Email address for notification
Password/Community	DTMF Acknowledge Password or SNMP Community string
Schedule 1 to Schedule 2	Up to 2 separate schedules for notification availability

9.7 Call Lists

From the **Call Lists** menu, you can view the configurations of the call lists. You can have up to 4 call list. each call list containing up to 8 contacts and 2 availability schedules.

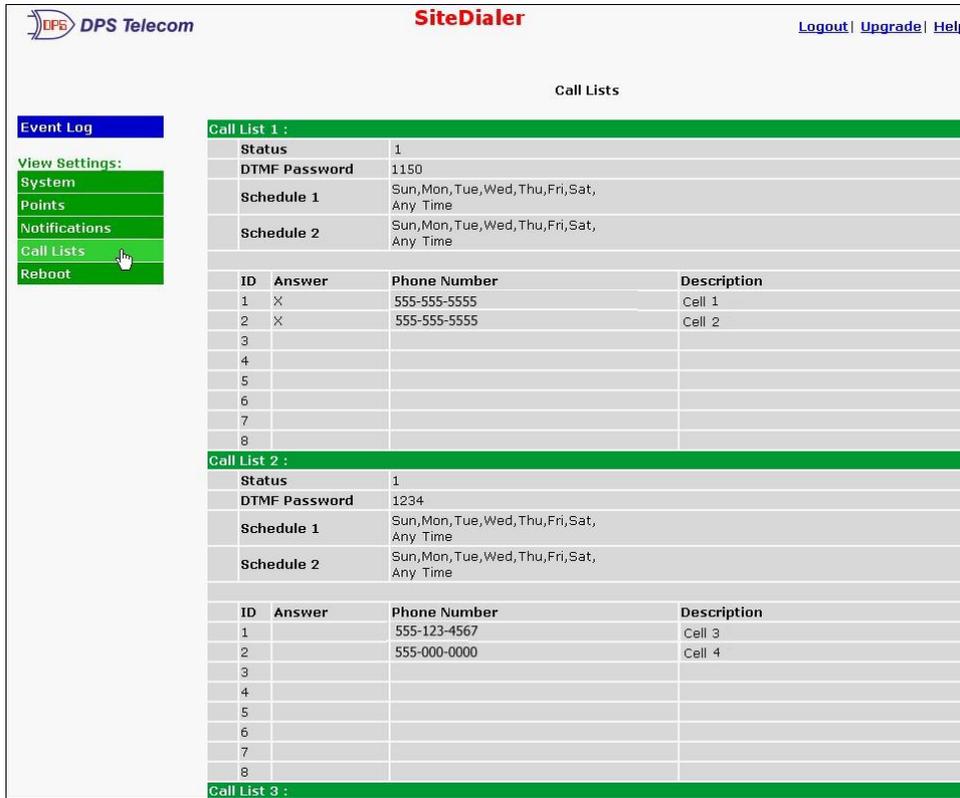


Fig. 8.7. Call Lists menu

Call Lists	
Status	Whether Notification has been enabled
DTMF Password	Password set up for acknowledging alarms
Schedule 1 to 2	When this Call List available to be contacted
Answer	Forces this phone to answer, automated answering machine mode.
Phone Number	Contact Phone Number
Description	Contact Description

9.8 Reboot

Any change to the SiteDialer's IP configuration requires a reboot. To **Reboot** after any changes have been made, select reboot tab and prompt will appear. Select **OK** to reboot.

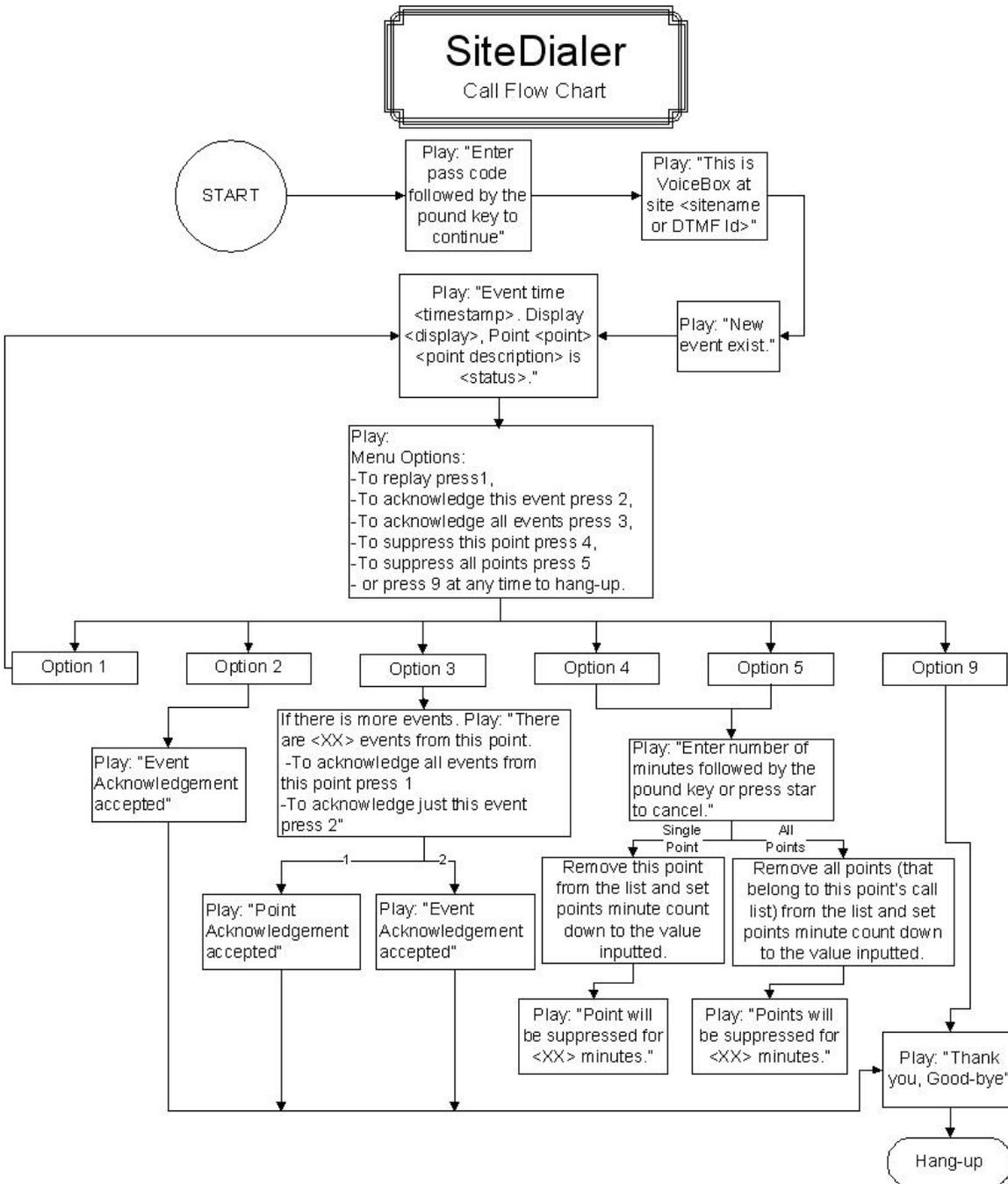


Fig. 8.8. Reboot Prompt

10 Reference Section

10.1 Call Flow Chart

The following flowchart outlines the embedded call script. The bracketed "<>" text refers to customizable voice prompts that you'll create in SiteDialerEdit.



10.2 SNMP Granular Trap Packets

Tables 9.2.1 and 9.2.2 provide a list of the information contained in the SNMP Trap packets sent by the SiteDialer

SNMP Trap managers can use one of two methods to get alarm information:

1. Granular traps (not necessary to define point descriptions for the SiteDialer)

OR

2. The SNMP manager reads the description from the Trap.

UDP Header	Description
1238	Source port
162	Destination port
303	Length
0xBAB0	Checksum

Table 9.2.1 UDP Headers and descriptions

SNMP Header	Description
0	Version
Public	Request
Trap	Request
1.3.6.1.4.1.2682.1.4	Enterprise
126.10.230.181	Agent address
Enterprise Specific	Generic Trap
8001	Specific Trap
617077	Time stamp
1.3.7.1.2.1.1.1.0	Object
SiteDialer v1.0K	Value
1.3.6.1.2.1.1.6.0	Object
1-800-622-3314	Value
1.3.6.1.4.1.2682.1.4.4.1.0	Object
01-02-1995 05:08:27.760	Value
1.3.6.1.4.1.2682.1.4.5.1.1.99.1.1 .1	Object
99	Value
1.3.6.1.4.1.2682.1.4.5.1.2.99.1.1 .1	Object
1	Value
1.3.6.1.4.1.2682.1.4.5.1.3.99.1.1 .1	Object
1	Value
1.3.6.1.4.1.2682.1.4.5.1.4.99.1.1 .1	Object
1	Value
1.3.6.1.4.1.2682.1.4.5.1.5.99.1.1 .1	Object
Rectifier Failure	Value
1.3.6.1.4.1.2682.1.4.5.1.6.99.1.1 .1	Object
Alarm	Value

Table 9.2.2. SNMP Headers and descriptions

11 Frequently Asked Questions

Here are answers to some common questions from SiteDialer users. The latest FAQs can be found on the SiteDialer support web page, <http://www.dpstelecom.com>.

If you have a question about the SiteDialer, please call us at **(559) 454-1600** or e-mail us at support@dpstele.com

11.1 General FAQs

Q. How do I telnet to the SiteDialer?

A. You must use **Port 2002** to connect to the SiteDialer. Configure your Telnet client to connect using TCP/IP (**not** "Telnet," or any other port options). For connection information, enter the IP address of the SiteDialer and Port 2002. For example, to connect to the SiteDialer using the standard Windows Telnet client, click Start, click Run, and type "telnet <SiteDialer IP address> 2002."

Q. How do I connect my SiteDialer to the LAN?

A. To connect your SiteDialer to your LAN, you need to configure the unit IP address, the subnet mask and the default gateway. A sample configuration could look like this:

Unit Address: 192.168.1.100

subnet mask: 255.255.255.0

Default Gateway: 192.168.1.1

Save your changes by writing to NVRAM and reboot. Any change to the unit's IP configuration requires a reboot.

Q. When I connect to the SiteDialer through the craft port on the front panel it either doesn't work right or it doesn't work at all. What's going on?

A. Make sure your using the right COM port settings. Your COM port settings should read:

Bits per second: 9600 (9600 baud)

Data bits: 8

Parity: None

Stop bits: 1

Flow control: None

Important! Flow control **must** be set to **none**. Flow control normally defaults to hardware in most terminal programs, and this will not work correctly with the SiteDialer.

11.2 SNMP FAQs

Q. Which version of SNMP is supported by the SNMP agent on the SiteDialer?

A. SNMP v1.

Q. How do I configure the SiteDialer to send traps to an SNMP manager? Is there a separate MIB for the SiteDialer? How many SNMP managers can the agent send traps to? And how do I set the IP address of the SNMP manager and the community string to be used when sending traps?

A. The SiteDialer begins sending traps as soon as the SNMP managers are defined. The SiteDialer MIB is included on the SiteDialer Resource CD. The MIB should be compiled on your SNMP manager. (**Note:** MIB versions may change in the future.) The unit supports 2 SNMP managers. To configure the community strings, enter appropriate values in the Get and Set fields in the SiteDialer Info page in SiteDialerEdit.

Q. Does the SiteDialer SNMP agent support both SiteDialer and T/MonXM variables?

A. The SiteDialer SNMP agent manages an embedded MIB that supports only the SiteDialer's variables. The T/MonXM variables are included in the distributed MIB only to provide SNMP managers with a single MIB for all DPS Telecom products.

Q. How many traps are triggered when a single point is set or cleared? The MIB defines traps like "major alarm set/cleared," "RTU point set," and a lot of granular traps, which could imply that more than one trap is sent when a change of state occurs on one point.

A. Generally, a single change of state generates a single trap.

Q. How can I associate descriptive information with a point for the RTU granular traps?

A. The SiteDialer alarm point descriptions are individually defined using SiteDialerEdit.

Q. My SNMP traps aren't getting through. What should I try?

A. Try these three steps:

1. Make sure that the Trap Address (IP address of the SNMP manager) is defined. (If you changed the Trap Address, make sure you saved the change to NVRAM and rebooted.)
2. Make sure all points are configured to send SNMP traps.
3. Make sure the SiteDialer and the SNMP manager are both on the network. Use the unit's ping command to ping the SNMP manager.

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.dpstelecom.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.*

13 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.

Warranty

DPS Telecom warrants, to the original purchaser only, that its products a) substantially conform to DPS' published specifications and b) are substantially free from defects in material and workmanship. This warranty expires two years from the date of product delivery with respect to hardware and ninety days from the date of product delivery with respect to software. If the purchaser discovers within these periods a failure of the product to substantially conform to the specifications or that the product is not substantially free from defects in material and workmanship, the purchaser must promptly notify DPS. Within reasonable time after notification, DPS will endeavor to correct any substantial non-conformance with the specifications or substantial defects in material and workmanship, with new or used replacement parts. All warranty service will be performed at the company's office in Fresno, California, at no charge to the purchaser, other than the cost of shipping to and from DPS, which shall be the responsibility of the purchaser. If DPS is unable to repair the product to conform to the warranty, DPS will provide at its option one of the following: a replacement product or a refund of the purchase price for the non-conforming product. These remedies are the purchaser's only remedies for breach of warranty. Prior to initial use the purchaser shall have determined the suitability of the product for its intended use. DPS does not warrant a) any product, components or parts not manufactured by DPS, b) defects caused by the purchaser's failure to provide a suitable installation environment for the product, c) damage caused by use of the product for purposes other than those for which it was designed, d) damage caused by disasters such as fire, flood, wind or lightning unless and to the extent that the product specification provides for resistance to a defined disaster, e) damage caused by unauthorized attachments or modifications, f) damage during shipment from the purchaser to DPS, or g) any abuse or misuse by the purchaser.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In no event will DPS be liable for any special, incidental, or consequential damages based on breach of warranty, breach of contract, negligence, strict tort, or any other legal theory. Damages that DPS will not be responsible for include but are not limited to, loss of profits; loss of savings or revenue; loss of use of the product or any associated equipment; cost of capital; cost of any substitute equipment, facilities or services; downtime; claims of third parties including customers; and injury to property.

The purchaser shall fill out the requested information on the Product Warranty Card and mail the card to DPS. This card provides information that helps DPS make product improvements and develop new products.

For an additional fee DPS may, at its option, make available by written agreement only an extended warranty providing an additional period of time for the applicability of the standard warranty.

Technical Support

If a purchaser believes that a product is not operating in substantial conformance with DPS' published specifications or there appear to be defects in material and workmanship, the purchaser should contact our technical support representatives. If the problem cannot be corrected over the telephone and the product and problem are covered by the warranty, the technical support representative will authorize the return of the product for service and provide shipping information. If the product is out of warranty, repair charges will be quoted. All non-warranty repairs receive a 90-day warranty.

Free Tech Support is Only a Click Away

Need help with your alarm monitoring? DPS Information Services are ready to serve you ... in your email or over the Web!

www.DpsTelecom.com



Free Tech Support in Your Email: The Protocol Alarm Monitoring Ezine

The Protocol Alarm Monitoring Ezine is your free email tech support alert, delivered directly to your in-box every two weeks. Every issue has news you can use right away:

- Expert tips on using your alarm monitoring equipment — advanced techniques that will save you hours of work
- Educational White Papers deliver fast informal tutorials on SNMP, ASCII processing, TL1 and other alarm monitoring technologies
- New product and upgrade announcements keep you up to date with the latest technology
- Exclusive access to special offers for DPS Telecom Factory Training, product upgrade offers and discounts

To get your free subscription to The Protocol register online at www.TheProtocol.com/register

Free Tech Support on the Web: MyDPS

MyDPS is your personalized, members-only online resource. Registering for MyDPS is fast, free, and gives you exclusive access to:

- Firmware and software downloads and upgrades
- Product manuals
- Product datasheets
- Exclusive user forms

Register for MyDPS online at www.DpsTelecom.com/register

