Alarm.com

An Introduction

Confidentiality and Acknowledgements

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Acknowledgements

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Overview

Alarm.com offers cloud based services for remote control, home automation and monitoring services. Many well-known security companies offer the Alarm.com service.

All Alarm.com services are sold through authorized security professionals who install, monitor and support the system. Signals from the security system are sent over Alarm.com's dedicated secure cellular connection; in the event of an emergency, the signal is instantly sent to a Central Monitoring Station.

Alarm.com has approached several prominent alarm monitoring software providers to facilitate direct signaling to the automation software platforms. Alarm.com is currently integrated with the Manitou software platform from Bold Technologies, as well as Stages from SGS and MAStermind from MAS.

The Alarm.com integration into Manitou was completed using the UniversalConnector from Bold Technologies. The UniversalConnector is a software receiver for non-traditional transmissions that converts SMS, Email, ODBC database, FTP, TCP, GPRS, RSS, UDP and simple files into regular signals that are delivered into Manitou. The signals can then be professionally monitored as any other alarm. The UniversalConnector is sold with various "Connector" options. The Alarm.com integration requires the UniversalConnector with the TCP Connector.

The Data Map for the integration of Alarm.com into Manitou using the TCP Connector is found at the end of this document.

Features

- Integration with Manitou is through the UniversalConnector with a TCP Connector.
- UniversalConnector replaces the receiver.
- Alarm.com panel will send zone and event code information.
- Alarm.com panel will also send a URL to pass video clips, etc.
- Alarm.com signals will present in Manitou to be professionally monitored as any other alarm.
- Alarm.com panels will also report into a SurGard System III or an OH2000; the UniversalConnector offers an alternative path
- In the event the Alarm.com signal fails through the UniversalConnector, it is backed up by a phone line (configured by the Alarm.com dealer).
- UniversalConnector can be configured to support failover and load balancing options available with Alarm.com.
- Data Map is documented to streamline implementations for Bold customers interested in the integration.

Considerations

- The Alarm.com panel is UL-listed, and the Manitou automation software is UL-listed; however, the UniversalConnector is not UL-listed. As the UniversalConnector replaces the receiver (which is traditionally UL-listed), there may be some UL considerations for Bold users.
- 'Best practice' for this integration is that two UniversalConnectors are setup to support redundancy. This will require two machines and two configurations of the UniversalConnector.
- Alarm.com panels can be configured to support either failover or load balancing. Either of these configurations can be supported when two instances of the UniversalConnector are setup in accordance with the recommended best practice.
- Alarm.com personnel strongly recommend that a VPN is setup with each Alarm.com panel. Bold users that are interested in this should contact their Alarm.com representative.

Pricing

- •Bold users should contact their Alarm.com representative for pricing related to Alarm.com products.
- To support this integration from a Bold/Manitou perspective, Bold users will be required to purchase the UniversalConnector with a TCP Connector.
- •'Best practice' for this integration is that two UniversalConnectors are setup to support redundancy. This configuration will require additional charges.
- Please contact your Bold Technologies Account Representative for detailed pricing information.

Alarm.com Integration with Bold MediaGateway

The sample XML/JSON strings shown below were used to create the data mapping:

<?xml version=”1.0”?><Packet ID=”9876” SDNIS=”0000”><Signal EvType=”CID” Event=”E601”
/></Packet>

<?xml version=”1.0”?><Packet ID=”9876” SDNIS=”0000”><Signal EvType=”CID” Event=”E609”>
<Tag>Operator viewed clip #123123123</Tag></Signal></Packet>

<?xml version=”1.0”?><Packet ID=”9876” SDNIS=”0000”><Signal EvType=”CID” Event=”E134”>
<URL>http://www.alarm.com/partners/partners_hardware.aspx</URL></Signal></Packet>

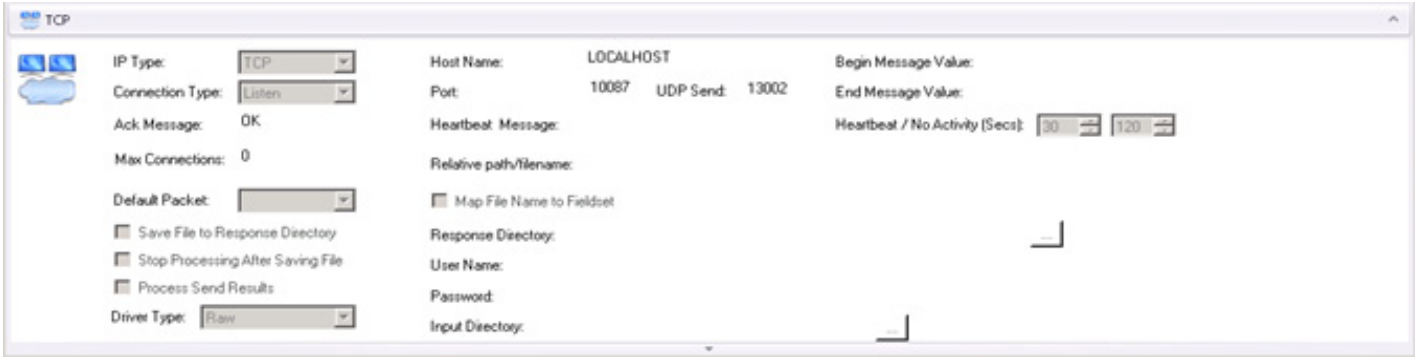
From the MediaGateway server, click on the MediaGateway Console icon on the desktop:

A: Create a Connector

Expand the MediaGateway > Administration > Universal Connector nodes:

- Click on Connector, enter the password and click OK.
- Click the Add button, the Add a new PBX Server dialog box will display.
  - Connector Type: select TCP from the dropdown list
- Connector Device Name: enter a descriptive name.
- Click OK.

Below is an example of the Connector settings, the Port # may be different – speak with the installer that configured your Alarm.com system:



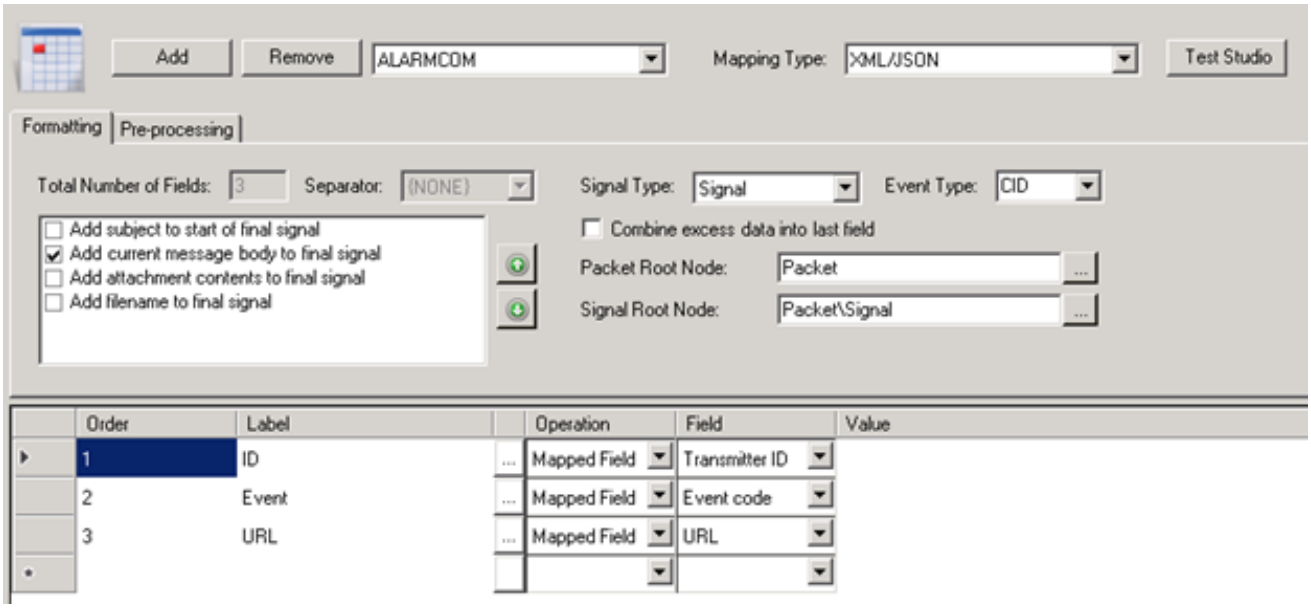
Save the record.

B: Create The Data Mapping

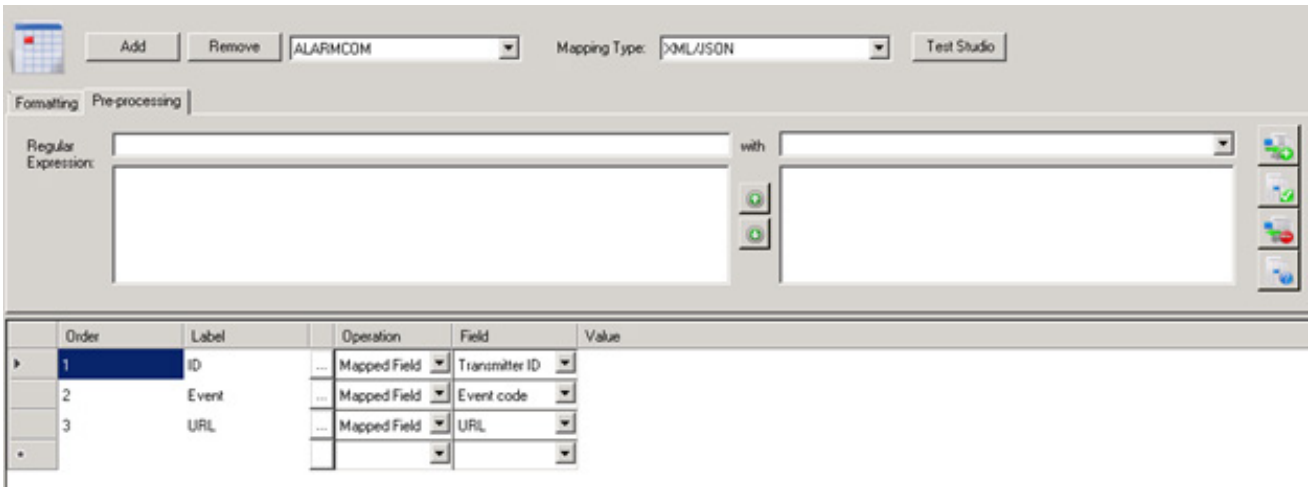
Expand the MediaGateway > Administration > Universal Connector node

- Click on Data Mapping, enter the password and click OK.
- Click Add, the Add New Field Set dialog displays.
- Name: enter a descriptive name.
- Click OK.

Formatting Tab:



Pre-Processing Tab:



Save the record.

C: Create The Line Driver

Within the MediaGateway > Administration node:

- Click on Line Drivers, enter the password and click OK.
- Scroll to the bottom of the list to locate the row that begins with an '*'.
  - Line Driver: select the 'Connector' created in step A.
  - Description: enter an appropriate description .
  - Status: 'green' - enabled, 'grey' - disabled.
  - Line Function: select Universal Connector from the list.
  - Properties: right click, choose Properties – the Function Properties dialog box opens:
    - Name:
    - Field Set:
    - Receiver:
    - Line:
    - Menu:
    - Lookup:

Save the record.

Reload and Restart all Drivers

Status Lights should be "green."