



## VTS Alarm Dialer (Optional Component)

Optional VTS Alarm Dialer provides dial-in/dial-out connectivity; ensuring users are just a phone call away from process alarms and status data.

### Alarm Dialer Overview

The VTS Alarm Dialer can be added to any VTS application as an optional component of a Runtime or Full Development license. While its primary function is to provide alarm information to maintenance and operations staff, users may also make incoming calls to the application to request status and alarm information.

### Alarm Dissemination

When an alarm has been unacknowledged for a user-settable period of time, the VTS Alarm Dialer will communicate the alarm to a predefined set of contacts. Contacts may receive the alarm via email, alphanumeric pager or over the phone via a text-to-speech automated voice. Users receiving a phone call from the application may choose to acknowledge the alarm. Once an alarm has been acknowledged, the Alarm Dialer will stop sending out the alarm.

### Dial-In Access

Users may also dial into the application. By working through menus provided by the text-to-speech interface, users may obtain status information (i.e. Well Level), perform control actions (i.e. Start Pump 1) and receive/ acknowledge a list of alarms.

### Rosters

Any number of rosters can be created, such that alarms will be communicated to the appropriate person(s). By grouping related alarms into a functional area, a roster may be associated with that area and those alarms will be sent only to the contacts in that roster. Additionally, an area may have multiple rosters, any one of which can be activated (i.e. dayshift, nightshift). Rosters may contain 8 contacts each and contacts may be reordered or disabled to address situations such as vacations and work absence.

### Modem Pooling

Modems are pooled across an application, allowing modems in different VTS servers to be placed in the pool. The Alarm Dialer then searches the modem pool, rather than a particular server, for an appropriate data or voice modem to use when sending alarms.

### Automatic Alarm Dialer Failover

As with all VTS services, automatic server failover is an important factor in ensuring application reliability. This feature is extended to Alarm Dialer connectivity, whereby a list of backup VTS Alarm Dialer servers can be created. In the event the primary VTS Alarm Dialer is unavailable, The Alarm Dialer on the backup server will automatically and seamlessly switch to the backup server. Alarm Dialer responsibility will return to the primary server when it is once again available.

### Security

Secure access on incoming and outgoing calls is maintained through the use of the standard VTS Security Manager. To receive status or alarm information, users are prompted by VTS for their passcode. Users who do not have the 'Alarm Acknowledge' security privilege will not be able to acknowledge alarms.

### Further Information

For more information about our products and services, call **1.800.463.2783**, write [sales@trihedral.com](mailto:sales@trihedral.com) or visit [www.trihedral.com](http://www.trihedral.com).

