Joe Cliffe <jcliffe@delcoalarm.com>

Re: Delco Notes

1 message

Derek Livsey <DLivsey@copsmonitoring.com> Fri, Jun 2, 2023 at 9:20 AM
To: Joe Cliffe <jcliffe@delcoalarm.com>
Cc: Don Maden <DMaden@copsmonitoring.com>, Glenn Seaburg <GSeaburg@copsmonitoring.com>, dculp@delcoalarm.com

Napco typically has a 10 digit field for the dnis + account number

Your dnis for the 72 receiver is 21471, so ex account number 1234, in the napco account field it would be 0214711234

Thanks
Derek

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>>> Joe Cliffe <jcliffe@delcoalarm.com> 6/1/2023 4:46 PM >>>
Derek,

Thanks for the info, do you know what the Key is and if I need leading or ending zeros?

Joe

On Thu, Jun 1, 2023 at 4:36 PM Derek Livsey <DLivsey@copsmonitoring.com> wrote:

> Napco IP account connection information
>
> NJ Site
> IP 65.115.229.105
> Port 3081
> Supervision 1 hour
> Receiver type select Surgard 5
>
> TX Site
> IP 12.203.50.77
> Port 3081

Supervision 1 hour
Receiver type select Surgard 5

thanks
Derek

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>>> Glenn Seaburg 6/1/2023 3:22 PM >>>
Its an account listing showing each current customer, the receiver phone numbers used today and polling rate. Because every account could have a different rate like they said, I have to give you custom information based on the polling/debouce setting.

It can also be an inventory of all your accounts. This is also good to audit this to make sure you are not paying for accounts that were not canceled because of a terminated subscriber.

In the case of the example you sent me, its set for 7 days debounce and 3 days polling. The inventory of your accounts needs to include it.

I will have the programming information for you tomorrow morning for Gils and can review.

Glenn

Glenn Seaburg
VP Special Technology Projects
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>>> Joe Cliffe <jcliffe@delcoalarm.com> 6/1/2023 2:45 PM >>>
I spoke with Napco and they are not sure what type of report I want since polling and supervision can be different depending on how the account is set up with them.

I think the best thing at this point is to get me the info to point these cell units to the IP side of your receiver so we can make sure that we can get that to work. I will then set up a template with the same polling/supervision time so they will all be the same.

Let me know when you have the info.

Joe