



# **SafetyNet Plus**

## **User Manual**



Document Revision C5SSN 11/08  
SafetyNet Plus Version 3.02

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## Disclaimer and Revisions

Operation of this equipment in a residential area may cause interference in which case the user, at his or her own expense, will be required to take whatever measures may be required to correct the interference.

Date	Revision	Comments
29/01/2006	CSSSN01/06	NK Revision A
02/05/2006	CSSSN05/06	NK – Added sensor calibration notes
05/11/2006	CSSSN11/06	NK – Added A/C Sequence Controller Notes
04/12/2006	CSSSN12/06	NK – Added notes for Link Pager Compliance
04/04/2007	CSSSN04/07	NK – SMTP notes
25/06/2008	CSSSN06/08	NK – Updates – removal A/C, driving SafetyBoot. Added 'senders address'
16/11/2008	CSSSN11/08	Updated Modem Init Strings

## **Declaration of Conformity**

### **Manufacturer's Name & Address:**

Computer Support Systems Pty Ltd, 373 Johnston Street, Abbotsford, Victoria 3067,  
Australia.

**Product Name Model:** SafetyNet Plus Environmental Monitoring System – Ver 3.02M

## **Warranty**

Computer Support Systems warrants SafetyNet Plus

- If used in accordance with all applicable instructions
- To be free from defects in material and workmanship for a period of one year from the date of initial purchase.

This warranty is voided if the customer uses SafetyNet Plus in an unauthorized or improper way, or in an environment for which it was not designed. Warranty does not apply to normal wear or to damage resulting from accident, misuse, abuse or neglect.

## Safety Instructions

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
3. Do not use this product in an outdoor environment or near water, for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
4. Do not place this product on an unstable surface. The product may fall, causing serious damage to the product.
5. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
6. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by walking on or over it.
7. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
8. Never push objects of any kind into this product through the slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Never spill liquid of any kind on the product.
9. To reduce the risk of electrical shock, do not disassemble this product. Opening or removing covers will expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the appliance is subsequently used.
10. Unplug this product from the wall outlet and return to CSS for repairs under the following conditions:
  - a) When the power supply cord or plug is damaged.
  - b) If liquid has been spilled into the product.
  - c) If the product has been exposed to rain or water.
  - d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - e) If the product has been dropped or has been damaged.
  - f) If the product exhibits a distinct change in performance.
11. Do not use sensors that are not supplied by Computer Support Systems

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# 1 Introduction to SafetyNet Plus

SafetyNet Plus is modern network based Environmental Monitoring System (EMS). It is capable of notifying error conditions via SNMP (Simple Network



Management Protocol), email messaging (SMTP Protocol), via SMS messaging, Pager notification or by a web page. Blinking LED's, a buzzer and a strobe is also activated on alarm and will attract attention on error conditions.

The device is capable of driving relays on alarms to activate desired external products. This product is ideal to monitor facility services and notify of potential environmental problems, which may impact on the network operations. The unit can even monitor an IP address and alarm when the IP address does not respond to a ping command.

SafetyNet Plus comprises an embedded web server. With a standard Java enabled web browser installed in almost all computers today, you can easily view SafetyNet Plus web pages to monitor status and change settings remotely.

## Features

- Powerful embedded microprocessor driven, with networking features.
- Up to 2.5 hours of internal battery backed operation.
- 19" inch rack mountable and compact size.
- SNMP features to notify error conditions or to poll data.
- Email messages up to three given email addresses.
- SMS messaging via the Internet, or the option of selecting a network independent internal modem to send SMS messages. \*
- Network independent Pager Messaging via internal modem. \*
- Remote configuration and monitoring capabilities via a web browser.
- User friendly and attractive user interface.
- Two dual-analogue inputs (temperature and humidity) and six user-configurable contact sensor inputs.
- Two individual relays, capable of being driven via a web interface or by sensors.
- Selectable power sources at ordering. I.e. 240 AC or 48V DC
- Remote IP monitoring feature
- A strobe, a buzzer and LED to indicate error conditions.
- Graphical plotting for analogue sensors.
- Up to 40 entries of alarm and event logs.

\* Optional & recommended. Applicable to models ZSN4003M & ZSN4003MD.

## Applications

- Computer server room monitoring.
- Computer rack monitoring and management.
- Alarm consolidation from other non-net enabled systems.
- Monitoring of other controlled environments
- Monitoring of servers or PC's
- Water monitoring systems.
- Remote door controlling applications.

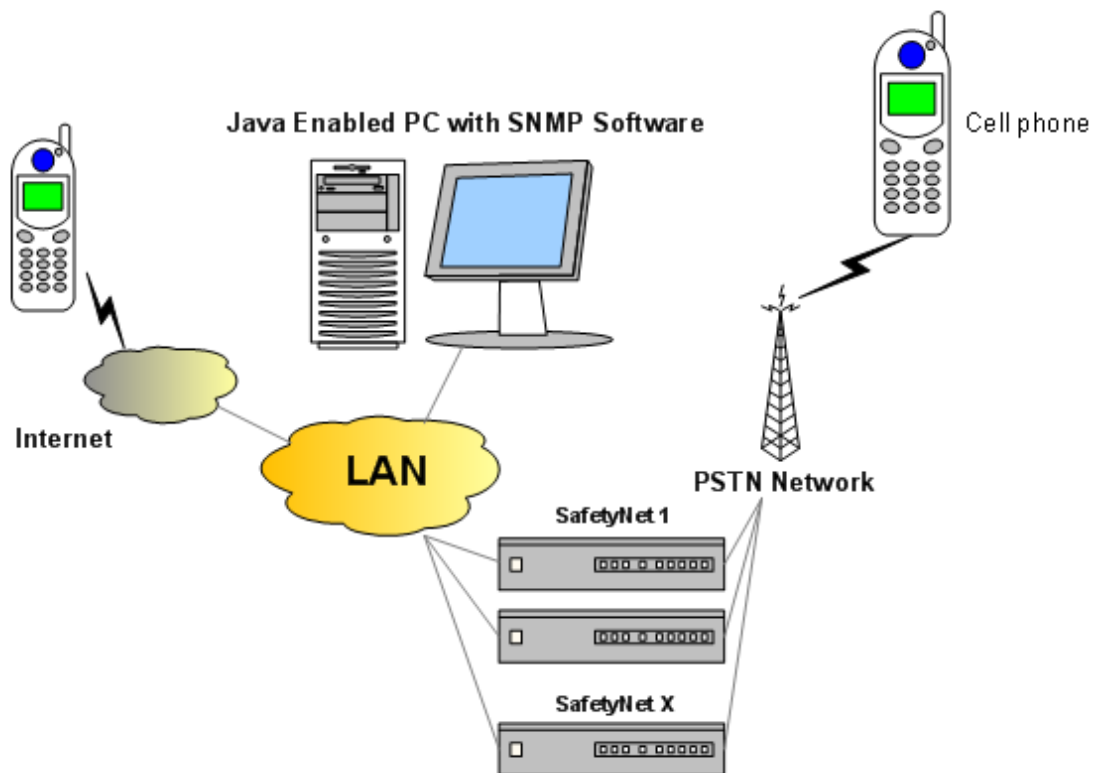


SafetyNet Plus Environmental Monitoring System  
ZSN4003

## 1.1 Available SafetyNet Plus Models

Model Number	Description
ZSN4003	Powered by 240 Volt A/C, includes battery backup
ZSN4003D	Powered by 48 Volt D.C, includes battery backup
ZSN4003M	Powered by 240 Volt A/C input, includes a PSTN modem & battery backup
ZSN4003M	Powered by 48 Volt D.C, includes a PSTN modem & battery backup

## 1.2 SafetyNet Product Family Concept



## 2 Assumptions

We assume that you have: -

- Configured SafetyNet Plus network parameters according to the **SafetyNet Quick Install Guide**, and that the IP address of the device is known. This manual is to explain how to use SafetyNet Plus once successfully installed on the network. You can find information on how to get SafetyNet Plus on the network in the **Quick Install Guide** found on your product CD.
- An installed SafetyNet Plus with all necessary sensors supplied by Computer Support Systems.
- All requirements specified on the **SafetyNet Plus Getting Started Manual** are met.

### 3 Introduction to SafetyNet Plus Web Interface

SafetyNet Plus web interface is controlled by Java applets. The Java™ Runtime Environment version 1.4.2 or higher is required to be installed on the computer to load the applets. See section 2 (Requirements) under the **SafetyNet Plus Getting Started Manual** for further details.

The product uses applets to represent its Graphical User Interface (GUI). This user interface consists of a structural menu for easy navigation.

The SafetyNet Plus web interface is password protected and case sensitive. Factory default password is set as "password".

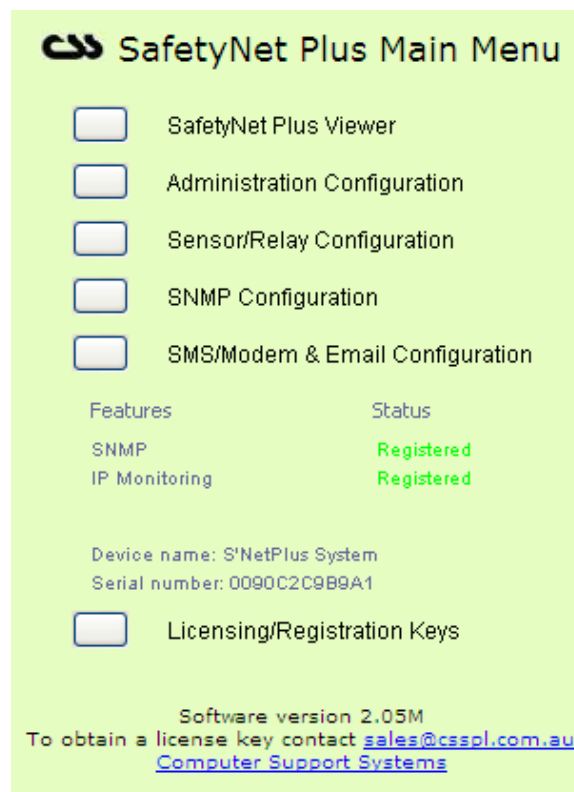
A simple description of each web interface is described below. Further details of each web interface and how to use them can be found under chapter 5, *Configuring SafetyNet Plus*.

The web interface is loaded simply using a Java enabled browser, and by pointing it to the IP address of SafetyNet Plus. Alternatively, configure the WINS (Windows Internet Name Service) to provide a name resolution for SafetyNet Plus from NetBIOS names to IP addresses for Windows PCs. This will enable to type the given name instead of the IP address.

#### 3.1 SafetyNet Plus Main Menu

The SafetyNet Plus main menu controls the navigation. It shows the current Software Version, the unit name, the MAC address (serial number) and the features that are registered.

Features that are unregistered will have their configuration menu entry access denied or disabled.



### 3.1.1 Registering Features (Registration Keys)

SafetyNet Plus has the following features controlled by registration keys.

- SNMP
- IP monitoring
- SMS messages (Only on models ZSN4003 & ZSN4003D)

The product CD label on the provided CD-ROM will contain the appropriate registration key for each feature purchased.

To register features enter the registration keys on the registration control web page. Click on "*Licensing/Registration Keys*" under the main menu to enter this page.

Enter the correct registration keys and click on "*Update*". Any incorrect entry will be notified. Once updated with the correct keys the feature status will be updated to "*registered*". Click on main menu to exit.

Notice that you have access to the configuration settings of the features that are registered only. Features that are unregistered cannot be configured and access to the configuration web pages would be denied.

### 3.1.2 Introduction to SafetyNet Plus Viewer

This is the main remote interface that allows viewing of the current sensor and relay status. It also gives access to control the relays remotely if the relays are manually controlled.

The analogue and digital-alarm status are clearly indicated and any fault will attract attention by blinking indicators.

This interface also provides navigation shortcuts to view the analogue sensor graphs and the alarm & event logs.

Chapter 4, SafetyNet Plus Viewer discusses further about the Viewer features.

### 3.1.3 Introduction to Administration Configuration

Allows network-setting changes, password changes, hardware resets, loading factory defaults and updating the date and time on SafetyNet Plus.

### 3.1.4 Introduction to Sensor/Relay Configuration

Allows installing sensors, making changes to sensor settings and configuring the relays. IP monitoring setup is configured under this menu. This menu also allows clearing existing data used for graphing purposes and the alarm & event log.

### 3.1.5 Introduction to SNMP Configuration

Allows SNMP configuration changes; such as the communities and the network manager IP address insertion.

### 3.1.6 Introduction to SMS Configuration

This interface is applicable to models ZSN4003 & ZSN4003D only. These models are capable of sending SMS messages via the network.

This interface allows configuring the SMS operation of SafetyNet Plus.

### 3.1.7 Introduction to Modem SMS/Pager Notification & Email Configuration

This interface is applicable to models ZSN4003M & ZSN4003MD only. These models have an in-built modem that can send SMS messages & Pager notifications independent of the network when configured.

This model also has the feature of sending email messages up to three nominated email addresses for selected sensors when in alarm condition. Configuring these email notifications are performed when entered into this menu.

This interface allows configuring the modem, the SMS and Pager customisation of SafetyNet Plus.

## 3.2 Security on SafetyNet Plus

### 3.2.1 Password

A password secures entry to the important configuration pages of the SafetyNet Plus.

The factory default password is set to be "password". We recommend that you change it to a desired password with at least four characters.

**Note:** *SafetyNet Plus password is case sensitive. The password is limited to a maximum number of eight characters.*

#### 3.2.1.1 Changing the Password

A password change may be performed on the administration configuration web interface. Read section chapter 5.1 *Administration Configuration* to find out how to change the password.

### 3.2.2 Forgotten Password

Entering an incorrect password for more than three times on the web interface will direct to a web page where it provides details of how to re-enter a new password.



## Have you forgotten your SafetyNet Plus Password?

If you have forgotten S'NetPlus System's password and wish to have a new password set on SafetyNet follow the instructions given below.

1. Contact [Computer Support Systems](#) and fax a password unlock key request on your company letterhead authorised by an authorised personnel.  
Make sure you have the following details available for us.  
  
Your contact details and company details.  
The serial number of your product, which is: 0090c2c47430
2. Computer Support Systems will then provide you with a password unlock key.
3. Enter this given key at the field below and click on submit.
4. If the key is a valid key it will allow you to enter a new password on SafetyNet.

Enter Password Unlock Key

Upon a successful password unlock key submission it will then allow to enter a new password.

### **3.2.3 Inactivity Timed Redirection**

If SafetyNet Plus configuration pages that are logged in are inactive for more than five minutes, it will automatically log out from the web interface and will direct back to the main menu. This feature will protect users from forgetting to logout from the configuration pages and will attempt to prevent unauthorised access to the configuration aspects of the unit.

This does not apply to the SafetyNet Plus Viewer, the analogue sensor graphs or the alarm & event log interfaces.



## 4 SafetyNet Plus Viewer

SafetyNet Plus viewer is the key remote interface that allows viewing the current status of the monitored environment.

It shows the label of each sensor, what type of a sensor it is, the current status or the reading of the sensor.

For temperature and humidity type sensor types it gives visual interpretation of the current level with respect to the upper and lower range settings of the sensor limits. This will enable an immediate impression of what level of threat you are in, if at an alarm stage.

The viewer also shows the current output status of each individual relay. If the relays are manually controlled, it allows controlling the relays via this interface. When relays are latched, and no alarms are active you are able to reset the latched relays via this interface.

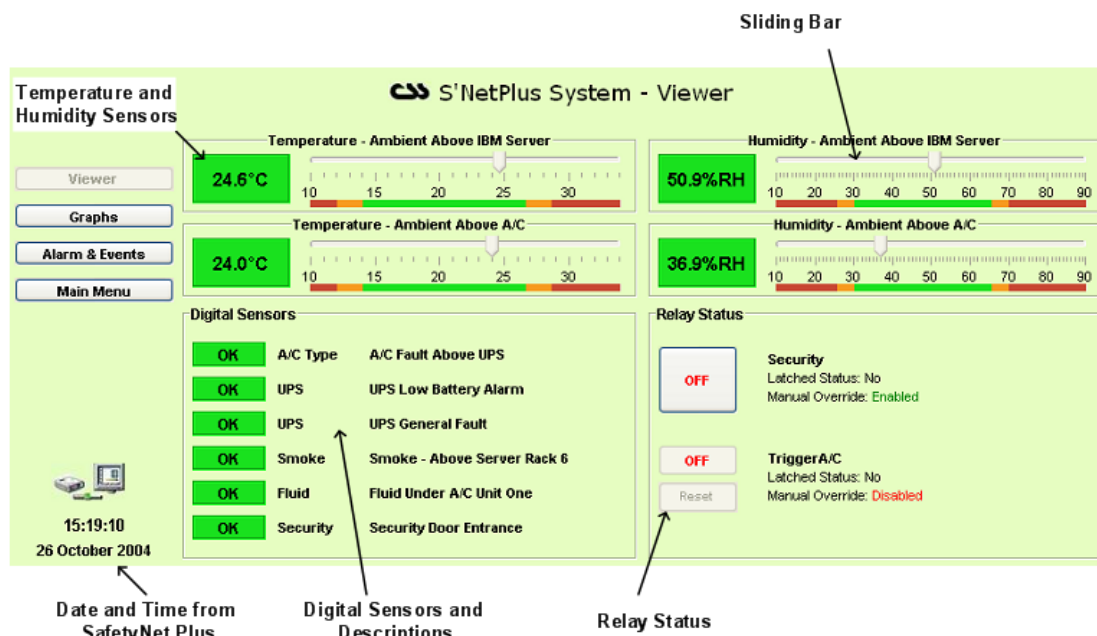
IP monitoring errors, hardware errors, mains failure type or low battery errors, no dial tone detection\* errors are also shows on the viewer if they occur.

The time display on the left bottom of the viewer interface is the time extracted from SafetyNet Plus.

The two alternating images at the bottom left corner is an indicator that the interface is communicating with the SafetyNet Plus via the network.

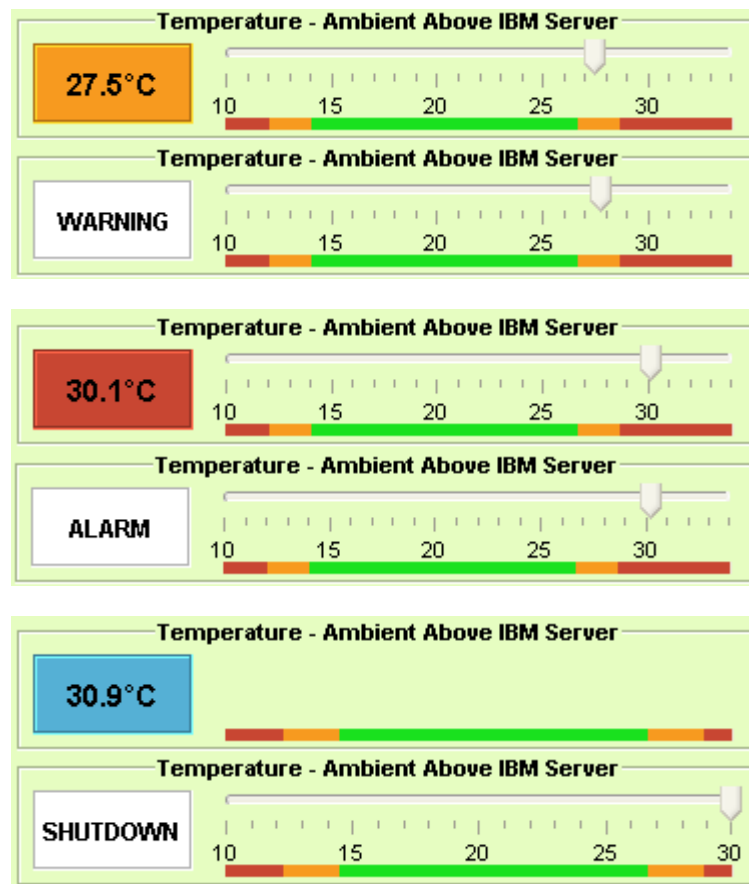
The sub-menu on the right will allow viewing the graphs for temperature/humidity type sensors and to view the alarm & event log.

A typical "All's well" status will give you an interface such as:



\* Only on models ZSN4003M & ZSN4003MD

Any warning, alarm or a shutdown of an analogue sensor will be indicated on the screen as below.



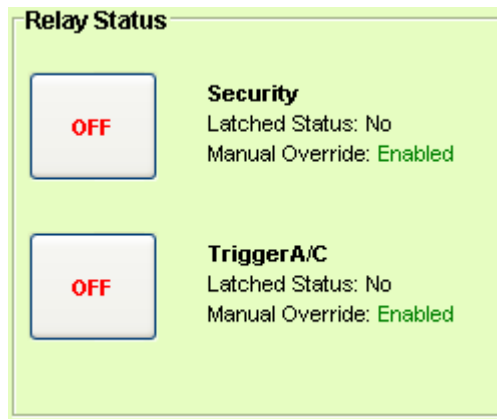
If an analogue sensor is faulty, IP monitoring alarm has triggered, no dial tone is detected, mains have failed, or the internal battery is low, notification is set by a text field describing the error as illustrated below.



Marquee Text

## 4.1 Relay Status

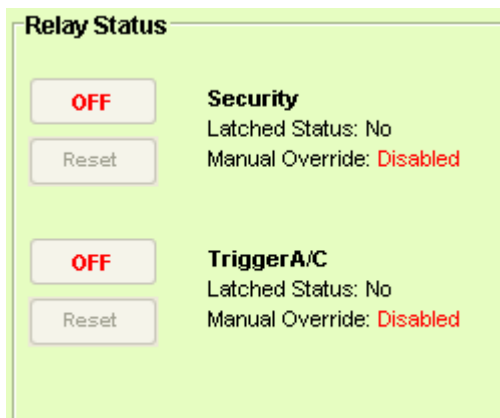
If the relay is configured as driven manually, (manual override enabled under Sensor/Relay Configuration) it is possible to control the relay manually over the network via the '**Viewer**' interface.



Clicking the ON button will turn the relay OFF, (This is a toggle button) and clicking the OFF button will turn the relay ON. The current text on these buttons represents the current status of the relay.

The above image describes that the relay at the "Front Door" is ON and the relay at the "Rear Door" is OFF.

If sensors drives the relays the following is visible:



The "Reset" button would be disabled at all times in the case of sensors drive the relays, except: -

- A. If latching were enabled and,
- B. If there are no active alarms that drive relays.

## 4.2 Graphs

Click on the "Graphs" button on the left side of the viewer to view the analogue sensor data using line graphs. This allows viewing the trend of the temperature and humidity sensors up to the last month. It is vital to view these graphs as an audit trail, as well as to analyse the trend of future data based on previous records.

There are four different graphs offered with SafetyNet Plus local graphing. They are:

- 2 Hour Graph (1 minute average)
- Daily Graph (6 minute average)
- Weekly Graph (1 hour average)
- Monthly Graph (3 hour average)

Read chapter 6 to learn more about graphs.

### 4.3 Alarm and Event Log

Click on the “*Alarm & Events*” to check the log entries. These log entries will allow to keep track of previous alarms and event entries.

Read chapter 7 to learn more about log entries.

## 5 Configuring SafetyNet Plus

Configuring SafetyNet Plus is purely done remotely using web interfaces that embed Java™ applets. Any configuration change does not reboot SafetyNet Plus. All configuration changes are performed at runtime.

Once all configuration aspects have been performed, we recommend initiating a hardware reset by clicking the “*Hardware Reset*” sub menu button found in the administration configuration interface on SafetyNet Plus.

As a **backup of the configuration**, we recommend keeping a listing of each of the settings stored elsewhere. **Retain a hardcopy of the settings as backup.**

### 5.1 Administration Configuration

To enter this configuration interface click on “*Administration Configuration*” button on the main menu of SafetyNet Plus.

Use this interface to:

- Set network parameters
- Set a device name
- Set/Change the time on SafetyNet Plus
- Perform a hardware reset via software
- Load factory defaults of the product
- Change the current password
- View and store the current configuration settings as a backup (Only on models ZSN4003 & ZSN4003D)

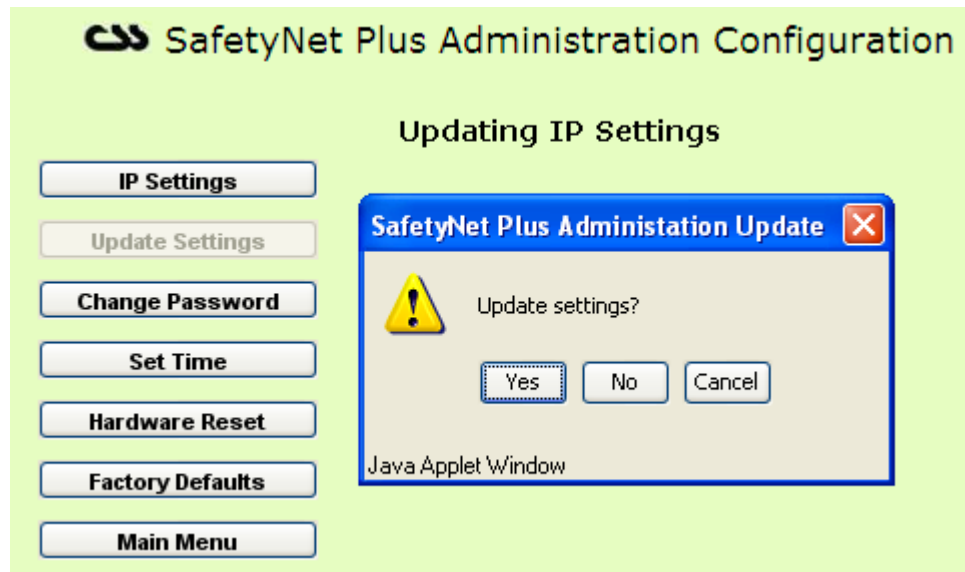
#### IP Settings

**SafetyNet Plus Name:** A 17-character device name to uniquely identify each SafetyNet Plus unit on the network.

**IP Address:** Enter new static IP address or 0.0.0.0 to enable DHCP. (No broadcast address or duplicate IP addresses to be inserted)

**Subnet Mask:** Indicates the number of subnets on the network. Contact your network administrator for further details on your subnet mask. DHCP will automatically allocate the subnet mask.

**Gateway:** Contact your network administrator for further details.



### Update Settings

When clicked on “*Update Settings*” it will prompt a confirmation dialog box to proceed. Click “*Yes*” to apply your settings or click “*No*” or “*Cancel*” to cancel new settings.

If clicked “*Yes*”, the new settings are applied to SafetyNet Plus. Updating settings take approximately about 10 seconds.



### Change Password

**Password Settings:** Change the password here and click “*Apply*”. It will automatically log you out from the device and the new password is required to log back in.

**SafetyNet Plus Administration Configuration**

**Set Time** Refresh Date/Time

**Date Settings**

Date  Select Day Thursday ▼

DD/MM/YYYY format only

**Time Settings**

Time  hh:mm:ss (24 hour format)

Insert System Time Update Date/Time

**Navigation Menu:**

- IP Settings
- Update Settings
- Change Password
- Set Time
- Hardware Reset**
- Factory Defaults
- Main Menu

### Set Time

This allows setting the real time clock on SafetyNet Plus. When the “Set Time” button is clicked, the time and date is extracted from SafetyNet Plus and displayed. When entering field values, the date format should be DD/MM/YYYY and the time format should be HH:MM:SS in 24-hour format.

**Refresh Date/Time:** The web interface will read the SafetyNet Plus current time and date updates the appropriate fields.

**Insert System Time:** This will extract the system time & date from your machine and places them on the appropriate fields.

**Update Date/Time:** Will confirm the update and set the current field time and date on to SafetyNet Plus. Once the update is completed, the time is refreshed on fields with the new time and date on SafetyNet Plus.

**SafetyNet Plus Administration Configuration**

**Hardware Reset**

Click button below for a **hardware reset** of SafetyNet Plus.

Any active alarms/warnings will be reset.  
Relays will be set back to reset levels (Off positions)

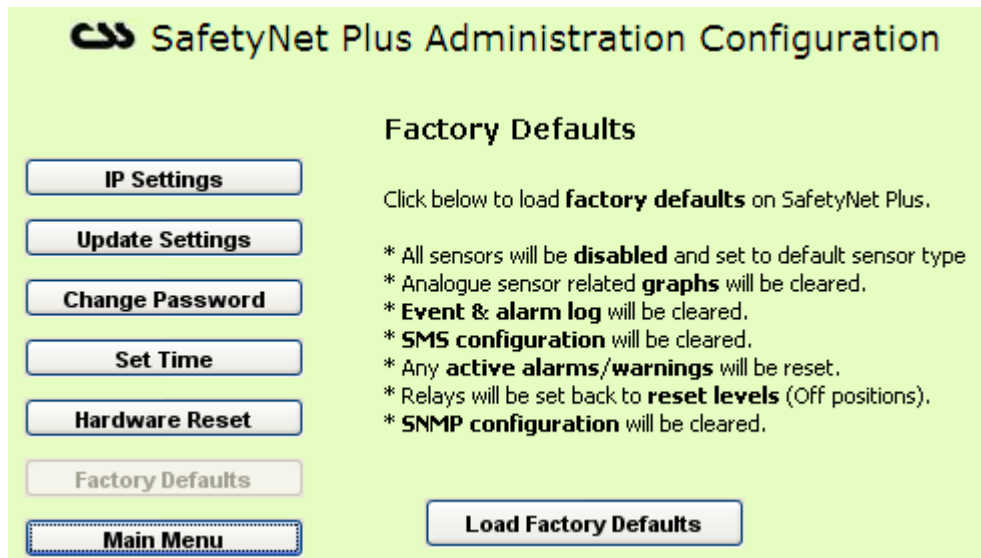
Hardware Reset

**Navigation Menu:**

- IP Settings
- Update Settings
- Change Password
- Set Time
- Hardware Reset
- Factory Defaults**
- Main Menu

### Hardware Reset

This is similar to toggling power to the unit and resetting the device. It will cause all alarms to be redetected if present, and both relays to be turned off at start up.



### Factory Defaults

This will give a method to set factory defaults on SafetyNet Plus. The following will be applied on the product:

- All sensors will be set back to its original sensor types, labels & threshold values. All sensors will be disabled. IP monitoring cleared and disabled.
- All analogue-sensor related graph data would be cleared.
- Both alarm and event logs will be cleared.
- SMS configuration cleared.
- SNMP configuration cleared.
- Relay configuration cleared.

Click on “Load Factory Defaults” to set the above settings.

**Note:** IP address or the password will not be changed when loading defaults.

### Main Menu

The main menu can be reached by clicking “Main Menu” button at any given time.

Staying inactive for over 5 minutes will automatically direct back to the main menu.

## 5.2 Sensor/Relay Configuration & IP Monitoring Configuration

To enter this configuration interface click on the “Sensor/Relay Configuration” button on the main menu of SafetyNet Plus.

Use this interface to:

- Enable or disable any sensor/s. (making sensors active or inactive)
- Change any of the sensor parameters, such as the trigger delay, temperature limits or the sensor label.
- Associate sensors with any of the relays and configure each individual relay.
- Configure the IP monitoring parameters.
- Clear analogue sensor related data that plots graphs, or clear the alarm & event log.



### SafetyNet Plus Sensor & Relay Configuration

#### Sensor Settings

**Sensor Settings**

**Relay Settings**

**IP Monitoring**

**Update Settings**

**Clear Data**

**Main Menu**

Sensor Name	Enabled	Drive Relay 1	Drive Relay 2	More
Temperature One	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Humidity One	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Temperature Two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Humidity two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>
Digital Sensor 6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	>>

#### Sensor Settings

This section allows enabling sensors and associating them with the relays on the unit. Click on the ">>" button to expand each sensor/s further setting.

To drive a relay from temperature or humidity type sensors, click on ">>" button and select a limit associated to the relay trigger.

### SafetyNet Plus Sensor & Relay Configuration

#### Settings of Temperature One

**Sensor Settings**

**Relay Settings**

**IP Monitoring**

**Update Settings**

**Clear Data**

**Main Menu**

Sensor Name:

Sensor Type:

Sensor Calibration:

#### Range Settings

	Low Range	Relay 1	Relay 2	High Range	Relay 1	Relay 2
Shutdown	<input type="text" value="10"/> °C	<input type="checkbox"/>	<input type="checkbox"/>	Shutdown	<input type="text" value="34"/> °C	<input type="checkbox"/>
Alarm	<input type="text" value="12"/> °C	<input type="checkbox"/>	<input type="checkbox"/>	Alarm	<input type="text" value="29"/> °C	<input type="checkbox"/>
Warning	<input type="text" value="14"/> °C	<input type="checkbox"/>	<input type="checkbox"/>	Warning	<input type="text" value="27"/> °C	<input type="checkbox"/>

#### Temperature or Humidity Sensor Detail Expansion

**Sensor Name:** A 32-character label for the sensor

**Sensor Type:** Temperature or humidity type

**Sensor Calibration:** Adjustment of up to  $\pm 3.0$  with intervals of 0.1 (Section 8.2.1.1)

**Range Settings:** Insert the lower and higher end analogue sensor cutoff limits. It is able to associate them with any of the relays. (The relays should not be selected as driven manually). If the relays are selected as driven by any of these limits they will be activated upon the limit associated alarm/warning or shutdown.

The preferred temperature or humidity range of the monitored environment should be between the low warning and high warning limits.

Click “Done” when finished configuring the sensor.

### Smoke, Fluid & Digital Sensor Detail Expansion

**Sensor Type:** a 10-character type label, e.g. A/C, External, Security, Lock, and Power, etc.

**Trigger Delay:** Enter a trigger delay for digital type sensors. An actual alarm is raised only if the alarm was active for this period. The accepted range of values for this field is 0-120 seconds. Any sensor input that activates or deactivates before the trigger delay period is elapsed is not treated as an alarm. For immediate triggers of digital alarms set this value as zero.

If the sensor type is selected as smoke or fluid, the default value of 10 is inserted as the trigger delay. You may increase it accordingly if necessary.

**Contact Closure:** Digital sensors can be either “Normally Open” or “Normally Closed”. If the sensor type is selected to be as smoke the contact closure type is automatically selected as “Normally Closed”.

Click on “Done” when finished configuring the sensor.

**SafetyNet Plus Sensor & Relay Configuration**

**Relay Settings**

Use Manual Override ☐ Relay 1 ☐ Relay 2  
 Use Latching ☐ Relay 1 ☐ Relay 2

Name for Relay 1   
 Name for Relay 2

### Relay Settings

This section allows configuring relays on SafetyNet Plus.

**Use Manual Override:** It is able to control the relay manually via the SafetyNet Plus Viewer interface. To enable this have none of the sensors driving this relay. Also latching this relay is not possible if selected. The IP monitoring action should not be selected to drive the relay when using manual override.

**Use Latching:** A sensor may activate a relay, but on deactivation of the alarm the relay remains active and is never reset. The only way to reset the relays is to reset the unit or to click on “Reset” under the relay status of SafetyNet Plus Viewer.

Tick this option if the relays are to be latched. “Manual Override” selection prevents relays being set as latched.

**Relay Names:** Relays can be identified by convenient 10-character names. These names are displayed on SafetyNet Plus Viewer for easy identification.

**SafetyNet Plus Sensor & Relay Configuration**

**IP Address Monitoring**

☒ Enable IP address monitoring

**Settings**

IP address to ping

Ping frequency  (1-120 minutes)

**Options**

☐ None (Alarm only)  
☒ Drive Relay

**Select Relays to Drive**

☐ Activate Relay Relay 01  
☒ Activate Relay Relay 02

### IP Monitoring

**Settings:** Insert the IP address that needs to be monitored and the frequency of the ICMP command. SafetyNet Plus will produce an ICMP request based on this frequency to monitor the specified network device.

**Options:** On IP Monitoring alarm, one of the options would be triggered as an action. It is able to -

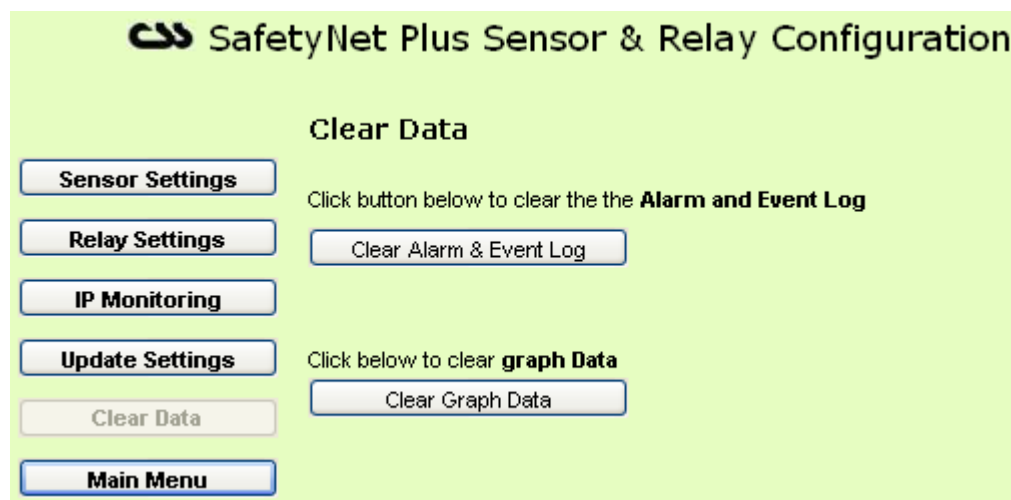
- a) Trigger the alarm only
- b) Drive a selected relay(s)

### Update Settings

When clicked on “*Update Settings*” it will prompt a confirmation dialog box to proceed. Click “*Yes*” to apply settings or click “*No*” or “*Cancel*” to cancel new settings. If clicked “*Yes*”, the new settings are applied to SafetyNet Plus. Updating settings take approximately about 5 seconds.

### Clear Data

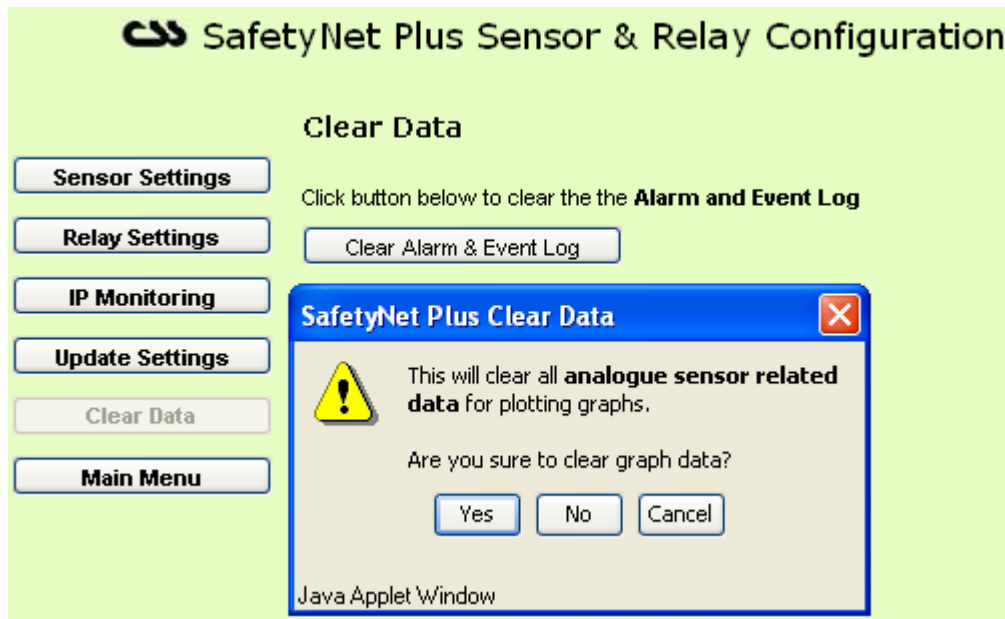
When clicked on “*Clear Data*”, it gives the option to clear the analogue sensor related graph contents and the alarm & event log.



Click the appropriate button to clear data. A confirmation dialog box is prompted to proceed. Click on “*Yes*” to clear the relevant data.

Clearing the graph data will give a blank graph to start with. This is ideal if the product was moved to a new site.

Clearing the alarm & event log will wipe all the entries in both logs and create a new event entry stating the clearance of the logs.



The action is performed immediately. A confirmation box will indicate the success.

#### Main Menu

The main menu can be reached by clicking “*Main Menu*” button at any given time.

Staying inactive for over 5 minutes will automatically direct back to the menu page.

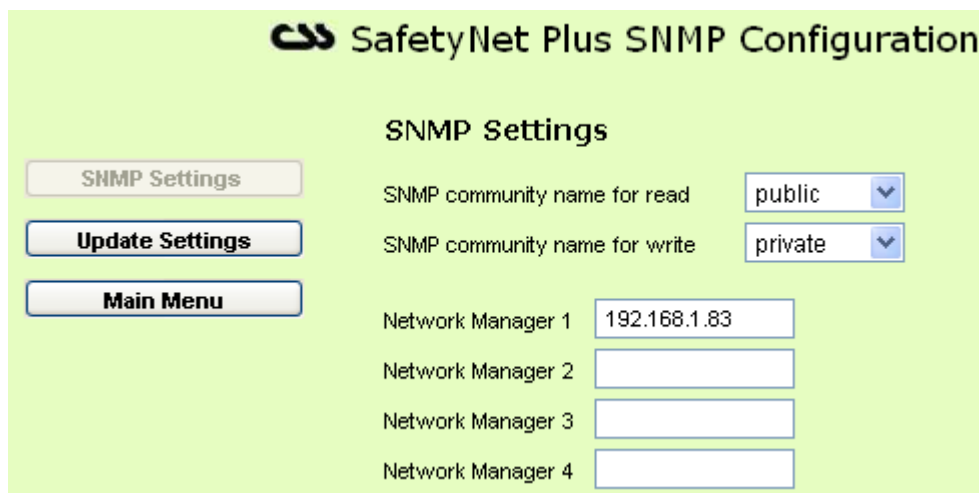
## 5.3 SNMP Configuration

Click on the “*SNMP Configuration*” button on the main menu of SafetyNet Plus to enter this configuration interface.

Use this interface to

- Configure the read and write SNMP communities.
- Configure the SNMP manager IP addresses.

PS: Obtain these from your network administrator



### **SNMP Settings**

**SNMP Read Community:** Select public, private or other (default: public). If other is selected, a field is displayed for entry of community type.

**SNMP Write Community:** Select public, private or other (default: private). If other is selected, a field is displayed for entry of community type.

**Network Manager Addresses:** Enter IP addresses (up to four) of the Network Management Software hosts. If no IP addresses are entered, SNMP traps are not sent.

### **Update Settings**

Same as other configuration interfaces.

### **Main Menu**

The main menu can be reached by clicking “*Main Menu*” button at any given time.

Staying inactive for over 5 minutes will automatically direct back to the menu page.

## **5.4 SMS Configuration (Models ZSN4003 & ZSN4003D only)**

To enter this configuration interface click on the “*SMS Configuration*” button on the main menu of SafetyNet Plus.

This interface configures the sending of SMS messages through the network. The SMS server application at Computer Support Systems handles delivering the SMS message upon receiving the network traffic.

Use this interface to

- Configure the SMS receiving phone numbers.
- Associate sensors to send SMS messages.
- Customise additional SMS messages

### SafetyNet Plus SMS Configuration

**Select SMS Inputs**

Select SMS Inputs

Phone Number Settings

Additional SMS Options

Advanced Settings

Update Settings

Main Menu

#### Select SMS Inputs

Input Name	Send SMS	Send to Number		
		1	2	3
Temperature One	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Humidity One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Temperature Two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Humidity Two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Digital Sensor 5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Select all</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Select SMS Inputs

This section selects which inputs are SMS message enabled. After selecting an alarm to send SMS messages, select up to three mobile phone numbers where the SMS is sent. Make sure that correct details of the phone numbers are entered under “*Phone Number Settings*”.

If you want to select all check boxes, select the appropriate ‘select all’ check box.

### SafetyNet Plus SMS Configuration

**Select SMS Inputs**

Phone Number Settings

Additional SMS Options

Advanced Settings

Update Settings

Main Menu

#### Phone Number Settings

	Name	Phone Number
1.	Nil	0401111111
2.	John	0402222222
3.	Mark	0403333333

#### Phone Number Settings

Allows inserting or changing existing mobile telephone numbers.

It is able to receive the same SMS message at, up to three different mobile phones. Priority is given to phone number 1, then 2 and finally 3 when delivering the SMS messages.

Alarm Type	Send SMS	Send to Number		
		1	2	3
TMP/HMD Warnings	<input checked="" type="checkbox"/>	Same as alarm		
TMP/HMD Shutdowns	<input type="checkbox"/>	Same as alarm		
IP Monitoring Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mains Failure/Low Battery Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Faulty Analogue Sensor Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Select all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional SMS Options

This section allows customising additional SMS messages sent for notifications.

The warnings and shutdown messages for temperature or humidity type alerts are sent to the same phones selected for as the alarms, under “*Select SMS Inputs*”

The other alarms that are customisable are IP monitoring, mains failure/low battery alarms and faulty analogue sensor alerts.

### Advanced Settings

This section allows to enter/change-advanced settings related to SMS messaging. The SMS Server IP address or the SMS port number should not be changed unless Computer Support Systems so advises.

**Client Name:** Enter your company name using 8-characters. If the space is insufficient, use initials to identify your company.

### Update Settings

Same as other configuration interfaces.

### Main Menu



The main menu can be reached by clicking “Main Menu” button at any given time.

Staying inactive for over 5 minutes will automatically direct back to the menu page.

## 5.5 Modem/SMS /Pager & Email Configuration (Models ZSN4003M & ZSN4003MD only)

To enter this configuration interface click on the “SMS/Modem & Email Configuration” button on the main menu of SafetyNet Plus.

Use this interface to:

- Configure the SMS receiving phone numbers/Pager receiving numbers.
- Associate the sensor SMS/Pager alerts with the appropriate phone numbers.
- Configure the email addresses that should receive messages.
- Configure the SMTP mail server for outgoing emails.
- Associate the email address with the appropriate alarm types.
- Configure the modem functions.
- Insert the dial up number and password for SMS/Pager service given by the Service Provider.
- Initiate a test alarm.

Input Name	Send SMS	Send to Number		
		1	2	3
Temperature One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Humidity One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Temperature Two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Humidity Two	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Digital Sensor 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Select SMS Inputs

This section selects which inputs are SMS/Pager message enabled. After selecting an alarm to send SMS/Pager messages, select up to three mobile phone numbers or Pager numbers where the SMS/Pager message is sent. Make sure that correct details of the phone/pager numbers are entered under “Phone Number Settings”.

If you want to select all check boxes, select the appropriate ‘select all’ check box.

**SafetyNet Plus Modem & SMS/Email Configuration**

**Phone Number Settings**

	Name	Phone Number
1.	Nil	0411111111
2.	John	0411111112
3.	Matt	0411111113

[Select SMS Inputs](#)  
[Phone Number Settings](#)  
[Additional SMS Options](#)  
[Advanced Modem Settings](#)  
[Alarm Email Selection](#)  
[Additional Email Options](#)  
[Update Settings](#)  
[Main Menu](#)

### Phone Number Settings

Allows inserting or changing existing mobile telephone or Pager numbers.

It is able to receive the same SMS/Pager message at, up to three different mobile phones. Priority is given to phone/pager number 1, then 2 and finally 3 when delivering the SMS/Pager messages.

**SafetyNet Plus Modem & SMS/Email Configuration**

**Additional SMS Options**

Alarm Type	Send SMS	Send to Number		
		1	2	3
TMP/HMD Warnings	<input type="checkbox"/>	Same as alarm		
TMP/HMD Shutdowns	<input checked="" type="checkbox"/>	Same as alarm		
IP Monitoring Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mains Failure/Low Battery Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Faulty Sensor/Modem Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ethernet Disconnection Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Select all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☒ Send SMS on alarm clearance

[Select SMS Inputs](#)  
[Phone Number Settings](#)  
[Additional SMS Options](#)  
[Advanced Modem Settings](#)  
[Alarm Email Selection](#)  
[Additional Email Options](#)  
[Update Settings](#)  
[Main Menu](#)

### Additional SMS Options

This section allows customising SMS/Pager messages sent for additional notifications as well as setting preference to request SMS messages when alarm conditions clear.

The warnings and shutdown messages for temperature or humidity type alerts are sent to the same phones selected for as the alarms, under "Select SMS Inputs"

The other alarms that are customisable are IP monitoring, mains failure/low battery alarms, faulty analogue sensor alerts and Ethernet disconnection alert.

Tick “Send SMS on alarm Clearance” if a SMS message is required when an alarm is cleared. The rule selection for sensors for sending SMS messages apply for clearance messages.

### Advanced Modem Settings

This section allows to enter/change-advanced settings related to modem, the telephone line connected and to test the SMS/Pager sending ability.

For activating the modem, you need have it enabled.

The dial tone check is performed every hour. If there is no dial tone, an error will be prompted and logged. To disable the dial tone check, disable the dial tone detection check box.

Configure the type of line connected to SafetyNet Plus. If an analogue PABX line is connected, enter the leading digit to get an outside line.

The maximum number of attempts is given so that a failing SMS/Pager message is kept trying until it is delivered by the unit.

**Test Alarm Button:** After having all the parameters entered and updated, click the test alarm button to receive a test alarm on the phone/pager numbers you have entered under “Phone Number Settings”. An entry on the alarm log will be included and a SNMP trap is sent when a test alarm is initiated.

The modem initialisation strings can be set if necessary to optimise the connection between the provider and SafetyNet Plus. This allows adjusting the modem link negotiation so that different speeds and different error correct modes and different

compression methods can be applied. Please see section 8.4.1 for details of specific parameters.

## SafetyNet Plus Modem & SMS/Email Configuration

Select SMS Inputs

Phone Number Settings

Additional SMS Options

Advanced Modem Settings

Alarm Email Selection

Additional Email Options

Update Settings

Main Menu

### Select Alarm Email Selection

Input Name	Send Email	Send to Address		
		1	2	3
Temperature One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Humidity One	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Temperature Two	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Humidity Two	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Digital Sensor 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Sensor 5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Digital Sensor 6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Select all</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Alarm Email Selection

This section selects which inputs are email message enabled. After selecting an alarm to send email messages, select up to three email addresses where the email is sent. Make sure that correct details of the email addresses are entered under "Additional Email Options".

**SafetyNet Plus Modem & SMS/Email Configuration**

**Additional Email Options**

Alarm Type	Send Email	Send to Address		
		1	2	3
TMP/HMD Warnings	<input checked="" type="checkbox"/>	Same as alarm		
TMP/HMD Shutdowns	<input type="checkbox"/>	Same as alarm		
IP Monitoring Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mains Failure/Low Battery Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Faulty Sensor/Modem Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SMTP Mail Server**   
**Senders Email Add.**   
**Email Address (Max: 40 chars)**  
 1.   
 2.   
 3.

☒ **Send Email(s) on Alarm Clearance**

### Additional Email Options

Allows inserting or changing email addresses, configuring the outgoing SMTP mail server, senders address, selecting additional alarm types and associating them to the email addresses and testing email sending capability (Once settings are saved).

It is able to receive the same email message at, up to three different email addresses. Priority is given to address 1, then 2 and finally 3 when delivering the email messages.

Click on “*Send Email(s) on Alarm Clearance*” to receive email messages when an alarm is cleared.

### Update Settings

Same as other configuration interfaces.

### Main Menu

The main menu can be reached by clicking “*Main Menu*” button at any given time.

Staying inactive for over 5 minutes will automatically direct back to the menu page.

## 5.6 Feature Registration/ Licensing on SafetyNet Plus

To enter this configuration interface click on “*Licensing/Registration Keys*” button on the main menu of SafetyNet Plus.

Use this interface to enter registration keys to register controlled features of SafetyNet Plus.

SafetyNet Plus has the following features:

1. SNMP
2. IP Monitoring
3. SMS Messaging for alerts/warnings & alarms (only on models ZSN4003 and ZSN4003D)

These individual features are registered only via a unique 9-character registration key supplied by Computer Support Systems. The supplied product CD contains a label with registration keys requested.

Features	Registration Key	Status
1. SNMP	<input type="text"/>	Registered
2. IP Monitoring	<input type="text"/>	Registered
3. SMS Messages	<input type="text"/>	Registered

Models ZSN4003 and ZSN4003D

Features	Registration Key	Status
1. SNMP	<input type="text"/>	Registered
2. IP Monitoring	<input type="text"/>	Registered

Models ZSN4003M and ZSN4003MD

Enter the correct registration key(s) and click on "Update". Click on "Main Menu" to exit. The main menu will show what features have been registered or not.

## 6 Graphs on SafetyNet Plus

The graphs on SafetyNet Plus allow viewing the trend of temperature and humidity sensors up to the last month. View these graphs as an audit trail as well as a tool to analyse the trend of future data based on the previous records.

There is no special requirement or third party applications involved in viewing these graphs. The data is stored locally in SafetyNet Plus and can be cleared whenever it is necessary.

The left Y-axis of the graph provides the range for the temperature sensors, where as the right Y-axis provides the range for the humidity sensors. The temperature sensors hold legend colours green and red, where as the humidity sensors hold legend colours blue and gray.

The X-axis displays the most recent time analogue data was updated and the gives timeline of the data records.

The following graphs are provided on SafetyNet Plus:

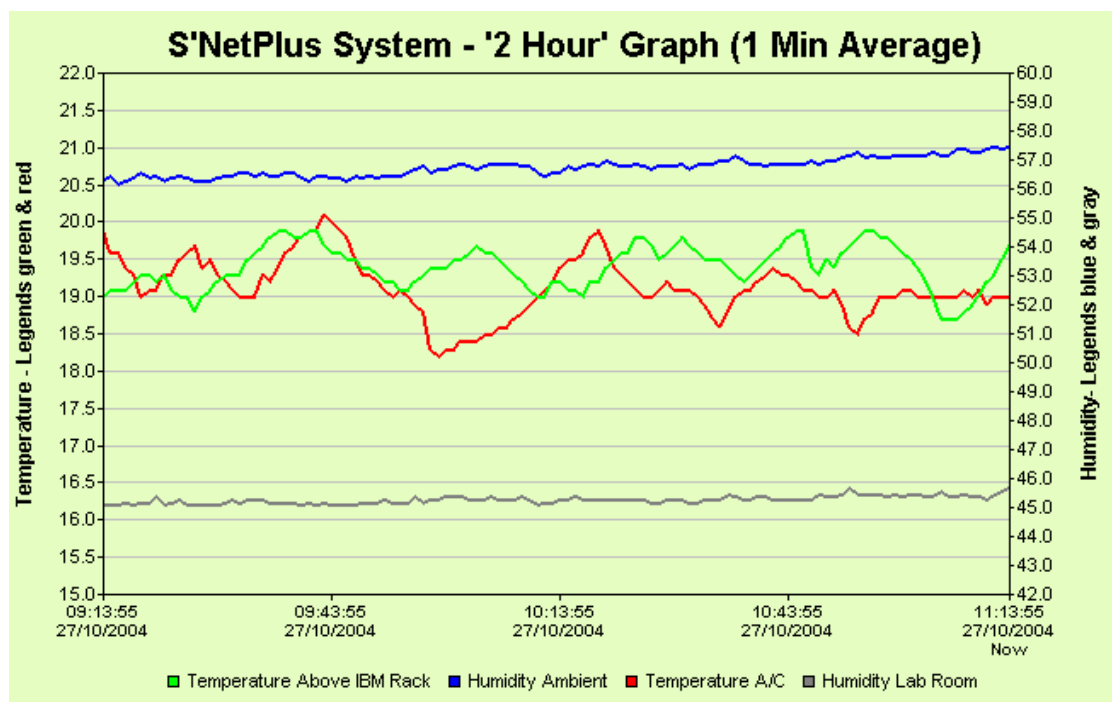
- 2 Hour Graph
- Daily Graph
- Weekly Graph
- Monthly Graph

### 6.1 2 Hour Graph (1 minute average)

Click on “Two Hour Graph” button to refresh data on this graph.

Temperature and humidity sensor data is recorded every 5 seconds; the average for every minute is calculated and then plotted for the last two hours. This graph is useful when immediate response to analogue sensor related alarms are required. For example, if you receive a SMS message stating the temperature or humidity sensor limits were exceeded, you could simply use a browser and view the sensor values noted for the last two hours.

This graph will plot 120 points of data records. (Every minute for 2 hours)

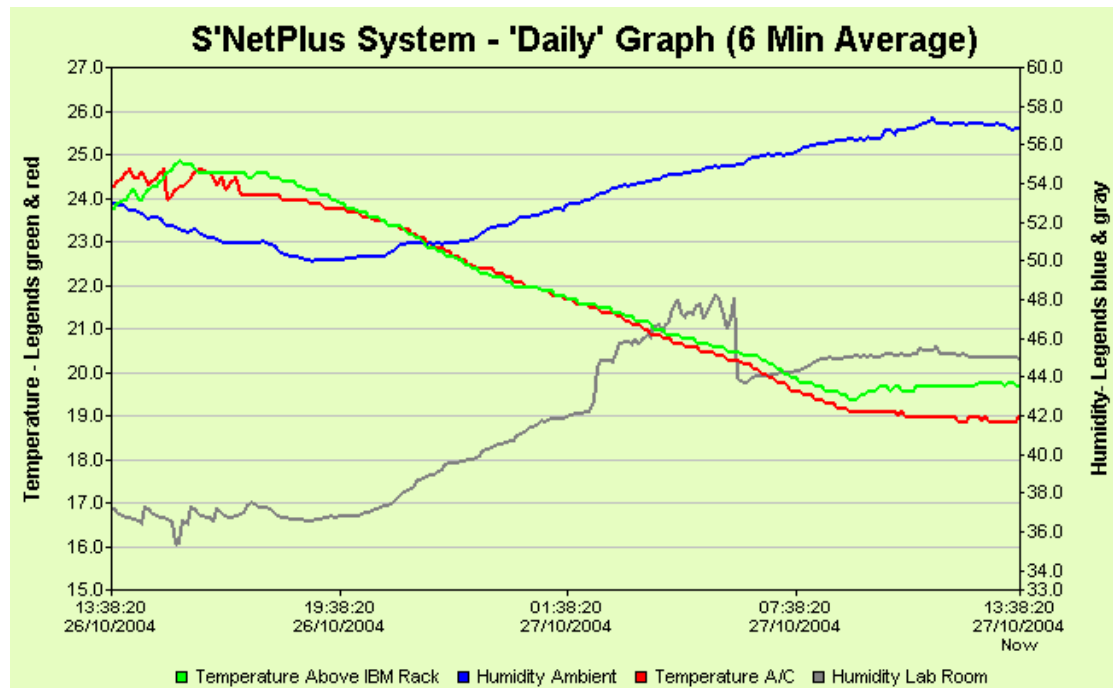


## 6.2 Daily Graph (6 minute average)

Click on "Daily Graph" button to refresh data on this graph.

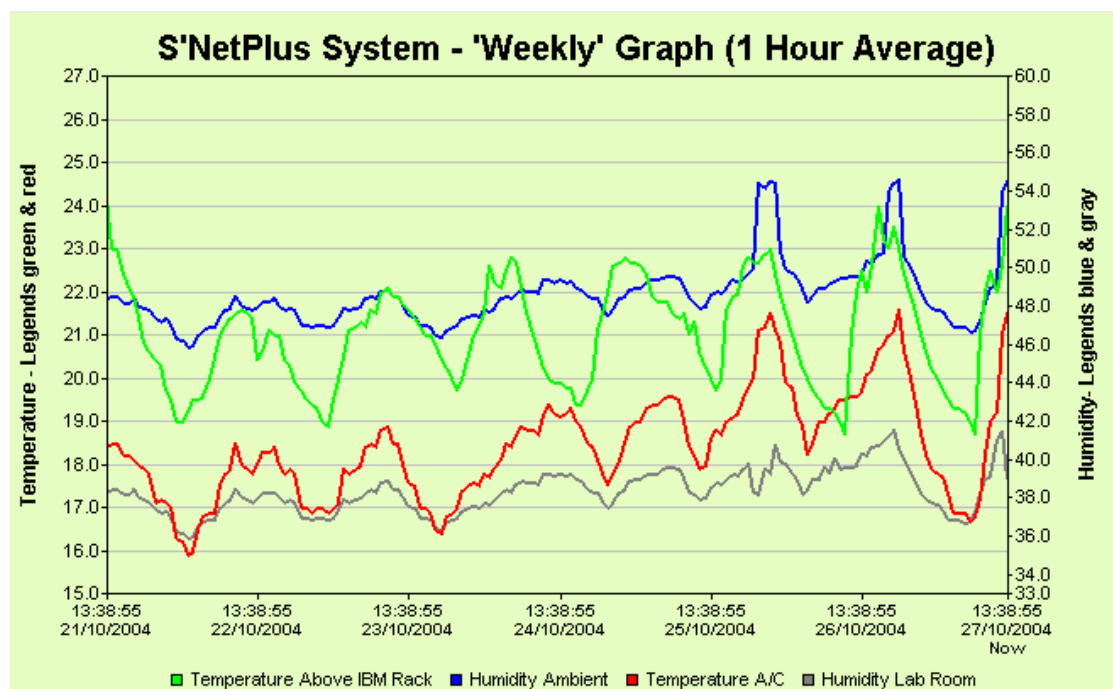
Analogue sensor data average of every 6 minutes is used and plotted for the last 24 hours. This graph is useful to get an overview of the daily temperature or humidity levels of the monitored environment.

This graph will plot 240 points of data records. (Every 6 minutes for 24 hours)



## 6.3 Weekly Graph (1 hour average)

Analogue sensor data average of every 1 hour is used to plot a graph for the last 7 days.



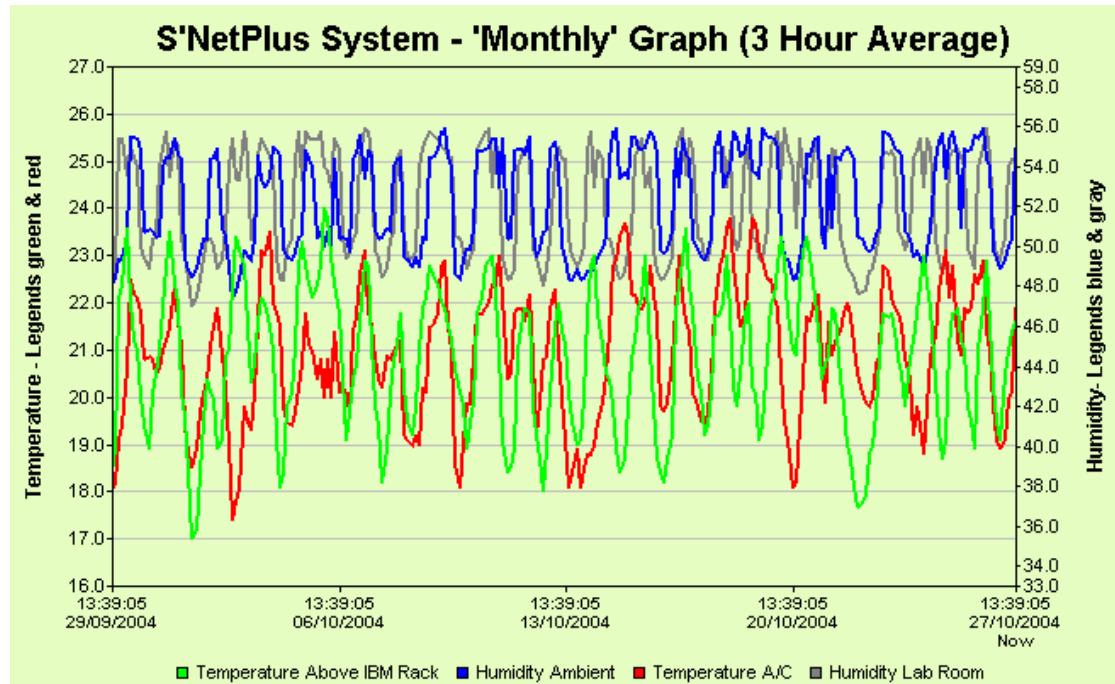


## 6.4 Monthly Graph (3 hour average)

Click on "Monthly Graph" button to refresh data on this graph.

Analogue sensor data average of every 3 hours is used to plot a graph for the last month. This graph is useful to get an overview of the monthly temperature or humidity levels of the monitored environment.

This graph will plot 248 points of data records. (Every 3-hours for 31 days)



## 7 Alarm and Event Logs on SafetyNet Plus

SafetyNet Plus stores internal log entries for each alarm and event that occurs. These are two separate logs with up to 20 entries of each. When the log reaches more than 20 entries, the oldest entry is removed and the latest entry is added. Therefore, at any given time it is able to review the last 20 entries of alarms and events. To keep a record of the alarms and events, we recommend a print of the table or copy and paste the table to a file (eg: to Notepad) frequently.


To view the alarm or event log click on “*Alarm & Events*” button given on the Viewer interface.

Each log entry consist a time stamp and a description of the alarm or the event. For sensor related alarms it will include the sensor label in its description for better identification.

### 7.1 Alarm Log

Any sensor related alarm activation or clearance would be logged in the alarm log. If analogue sensors are installed, and they were faulty or disconnected it will also be logged in the alarm log.

Analogue sensor alarms will be logged indicating what threshold value it reached. IP monitoring alarm and the dial tone check error will be also logged in the alarm log.



# Alarm and Event Log for - S'NetPlus System

Alarm Log

Event Log

No.	Date & Time	Alarm Description	SMS Status
1	15:29:14 26/10/2004	TMP/HMD sensor 1 faulty or disconnected	
2	15:28:54 26/10/2004	TMP/HMD sensor 1 connected & functioning	
3	15:28:34 26/10/2004	TMP/HMD sensor 1 faulty or disconnected	
4	15:27:09 26/10/2004	TMP. high warning: Ambient Above IBM Server	
5	15:26:40 26/10/2004	TMP. high alarm: Ambient Above IBM Server	
6	15:26:03 26/10/2004	TMP. high shutdown: Ambient Above IBM Server	
7	15:25:12 26/10/2004	TMP. high alarm: Ambient Above IBM Server	
8	15:25:00 26/10/2004	TMP. high warning: Ambient Above IBM Server	
9	15:24:27 26/10/2004	TMP. high alarm: Ambient Above IBM Server	
10	15:24:12 26/10/2004	TMP. high warning: Ambient Above IBM Server	
11	15:23:40 26/10/2004	TMP. high alarm: Ambient Above IBM Server	
12	15:22:46 26/10/2004	TMP. high warning: Ambient Above IBM Server	
13	15:22:24 26/10/2004	TMP. level OK: Ambient Above IBM Server	
14	15:21:34 26/10/2004	TMP. level OK: Ambient Above A/C	
15	15:21:26 26/10/2004	TMP. high warning: Ambient Above IBM Server	
16	15:21:17 26/10/2004	TMP. high warning: Ambient Above A/C	
17	15:01:59 26/10/2004	Alarm cleared at A/C Fault above UPS	
18	14:54:50 26/10/2004	Alarm detected at A/C Fault above UPS	
19	14:47:51 26/10/2004	TMP. level OK: Analogue Sensor 01 Label	
20	14:47:04 26/10/2004	TMP. high warning: Analogue Sensor 01 Label	

Refresh Log

About

Viewer

Main Menu

Other items that are logged in the alarm log are mains failure and activation, as well as low battery warning and of its clearance.

Loss of Ethernet connection will be logged in the alarm log for models ZSN4003M and ZSN4003MD.

The alarm log contains a column for indicating the SMS status. This will indicate the status of the SMS related to that log entry.

Possible SMS status strings for models ZSN4003 and ZSN4003D are given in the table below. These models send the SMS message content using TCP/IP to a central server.

SMS Status	Description
SMS info. sent to CSS	SMS message information has successfully been sent to Computer Support Systems. SMS messages would be delivered as configured on the unit.
SMS link failed	SMS server is not active or routers did not allow TCP/IP packets to arrive at the correct destination. Check if the unit has rights to connect to SMS server IP on the SMS port number.
Failed opening TCP/IP link	Typically because the Gateway is set incorrectly. Or the proxy server is not forwarding the packets correctly. Contact your Network Administrator. Make sure the firewall has been enabled. (See SMS requirements)
BLANK entry	SMS not to be sent (E.g. clearing of an alarm) or SMS messages are not configured for this type of alarm.

**Table 1.0**

Possible SMS/Pager status strings for models ZSN4003M and ZSN4003MD are given in the table below. These models use the internal PSTN modem to dial out and send SMS/Pager messages. The reliability depends on the telephone link provided to the unit. This allows getting notified even when the network is down and if main power is down.

SMS Status	Description
SMS message(s) successful	The telephone network SMS gateway/Pager Service provider received the SMS/Pager request successfully. SMS/Pager message will be delivered if the mobile phone/Pager is turned on.
Failed - No reply from provider	Unit attempted to dial. No reply from the provider for all re-try attempts
Failed - No dial tone detected	Unit attempted to dial. There was no dial tone detected for all re-try attempts
Failed - Line BUSY status reported	Unit attempted to dial. The line was busy for all re-try attempts
Failed - No 'ID=' reply	When dialing up, upon connection the network should reply with 'ID='. Unit did not receive such message from the provider.
Failed - 'ID=' request timeout	While waiting for 'ID=' a time out occurred.
Failed - Incorrect password	The password sent from the unit is incorrect.
Failed - Password ACK timeout	While waiting for the password acknowledgement a timeout occurred.
Failed - Attempted to send. ACK/NAK timeout	The message content was sent, however a timeout occurred while waiting for the ACK or a NAK
Failed - Provider did not acknowledge msg	Message delivery failed. Message not acknowledged. Please check of phone number is correctly inserted.
Failed - Main time out occurred - max 3 mins	Only 3 minutes is given to send any messages. Message could not be sent due the elapse of 3 minutes
Modem is disabled.	The modem needs to be enabled for a message to be

Cannot send message	sent. The message sending will not be attempted.
Message in queue. To be sent	The message is currently in the queue. Dialing may have begun or is currently active.
Failed - Abandoned due to reset of unit	While a dial process is active the unit was turned off. The message has not been sent and will not be attempted to. If the alarm is still active after a reboot, the alarm will re-trigger and then a new message will be sent.
BLANK entry	Message not to be sent (eg: clearing of an alarm) or messages are not configured for this type of alarm.

Table 1.1

## 7.2 Event Log

The event log simply logs any internal event within SafetyNet Plus. To view the event log, click on the tab “*Event Log*” once the alarm log is displayed.


Current event entries consist of:

- SafetyNet Plus reboot
- Configuration updates
  - Real time clock on SafetyNet Plus updated.
  - Administration configuration
  - Sensor/Relay configuration
  - SMS/Modem configuration
  - SNMP configuration
  - License key registration updates
- Loading of factory defaults via the web interface.
- Hardware reset via the web interface
- Clearing of analogue sensor data for graphs via the web interface
- Clearing of alarm and event logs via the web interface
- Watchdog timer reset – Software error
- Ethernet link down indication \*
- Ethernet link up indication \*
- Relays turned off or on via the web interface.

\* Only on models ZSN4003 and ZSN4003D

\*\* Only on models ZSN4003M and ZSN4003MD

Only on models ZSN4003M and ZSN4003MD

 Alarm and Event Log for - S'NetPlus System

Alarm Log

Event Log

No.	Date & Time	Event Description
1	15:31:47 26/10/2004	Sensor/Relay configuration update detected
2	15:30:36 26/10/2004	Sensor/Relay configuration update detected
3	15:25:53 26/10/2004	Sensor/Relay configuration update detected
4	15:18:56 26/10/2004	Sensor/Relay configuration update detected
5	15:18:15 26/10/2004	Sensor/Relay configuration update detected
6	14:50:35 26/10/2004	Sensor/Relay configuration update detected
7	14:20:11 26/10/2004	SafetyNet Rebooted
8	14:18:31 26/10/2004	Relay 2 turned OFF
9	14:18:31 26/10/2004	Relay 2 turned ON
10	14:18:30 26/10/2004	Relay 1 turned OFF
11	14:18:29 26/10/2004	Relay 1 turned ON
12	14:18:29 26/10/2004	Relay 2 turned OFF
13	14:18:28 26/10/2004	Relay 2 turned ON
14	14:18:28 26/10/2004	Relay 1 turned OFF
15	14:18:28 26/10/2004	Relay 1 turned ON
16	14:17:53 26/10/2004	SafetyNet Rebooted
17	14:17:53 26/10/2004	Hardware reset via remote interface detected

Refresh Log

About

Viewer

Main Menu

Refresh Log

About

Viewer

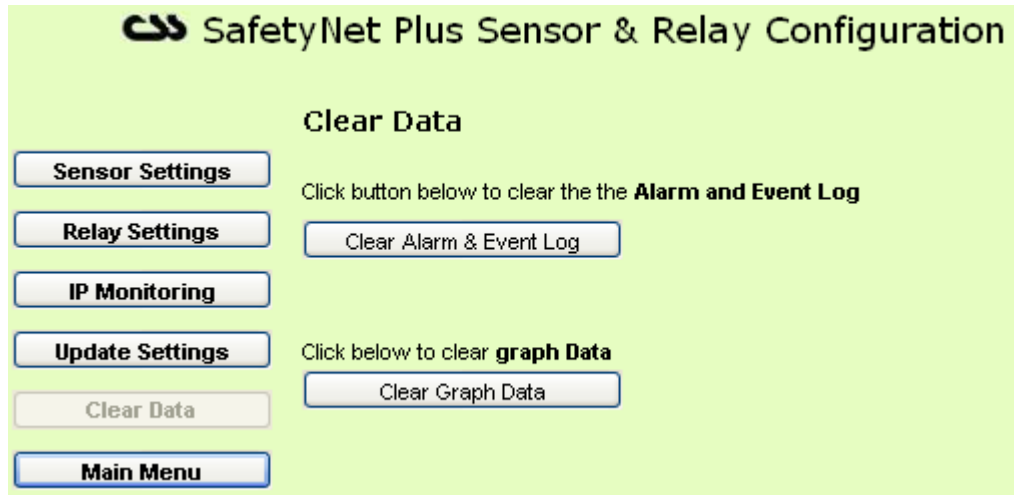
Main Menu

### 7.2.1 Clearing of Alarm and Event Logs

Logs can be cleared via two methods.

#### 1. Choose to clear the log data only

Use the main menu and enter Sensor/Relay Configuration. Then select the menu button, "Clear Data". Now click "Clear Alarm & Event Log". Upon success, confirmation is given



#### 2. Load factory defaults. (Read section 5.1 on Administration Configuration on what loading factory defaults resets back to defaults)

Both these events will make an entry indicating the clearance of the logs as an event in the event log just after they have been cleared.

## 8 Operation of SafetyNet Plus

### 8.1 Basic Operation

SafetyNet Plus will constantly monitor '*enabled*' sensors. It is able to notify any alarm condition via several notification methods those being; SNMP traps, Email Messages SMS messages, visually on the web interface, activation of relays, blinking blue LED on the unit, an optional strobe and an optional buzzer.

Any alarm or event will be logged, as an entry in its alarm and event log viewable at any given time. These logs can be cleared upon request by the web interface.

SafetyNet Plus will work out the average analogue sensor data for data plotting. This data is stored locally up to a month and is shown when the required graph is requested. Data can be cleared upon request by the web interface.

SafetyNet Plus is backed by an internal battery, which lasts for approximately 2.5 hours if main A/C power is not present. The internal battery is capable of running the sensors, the strobe and the buzzer at 12V DC. Users must not attempt to replace this battery at any stage. SafetyNet Plus relays are driven at 12V DC.

Any sensor that is not "*enabled*" under the Sensor/Relay Configuration will not be monitored. To disable an existing sensor simply set it as not "*enabled*", which will then be disregarded as an active sensor.

It is possible to monitor a particular IP address using the registered feature of IP monitoring. An alarm is indicated if the IP address fails and the administrator could get notified using one of the notifying methods. Read the IP Monitoring section of the manual on chapter 10 for further details on IP monitoring.

### 8.2 Sensors

Only sensors supplied by Computer Support Systems may be used with SafetyNet Plus. The types of sensors that are allowed are:

- 2 x ambient analogue sensors (temperature and humidity combined)
- 6 x digital sensors (configurable as fluid, smoke or contact input sensors)

These are all standard RJ45 connection type sensors and connected to the rear panel of SafetyNet Plus.

#### 8.2.1 Temperature and Humidity Sensors (ZSP2033)

These are specifically designed to use with SafetyNet Plus. Features of these sensors are:

- Small physical size allows mounting in standard wall plate.
- High accuracy and long-term reliability.
- Can be run up to 100m from SafetyNet Plus using a standard CAT 5 cable.
- $\pm 0.5$  @ 25 °C temperature accuracy,  $\pm 3.5$  %RH humidity accuracy.
- Low power consumption.
- Excellent noise immunity.
- Robust, sealed construction.
- Self-testing; SafetyNet Plus raises an alert of sensor is faulty.
- Immune to most airborne industrial contaminants.



### 8.2.1.1 Customised Calibrations on Temperature and Humidity Sensors

Any self heating of analogue sensors that may occur in still air can be cancelled out at commissioning using the calibration software option.

When an analogue sensor is mounted in a position where there is little or no airflow, the electronics within the sensor can create an envelope of warmer air around it which can affect the recorded values for temperature and humidity. SafetyNet Plus has a calibration function per sensor type which can, when set with the use of an accurate Hygrometer; allow this self heating trait to be calibrated out of the recorded values for a sensor.

Use the analogue sensor settings, by accessing the 'Sensor/Relay Configuration' and then clicking on the 'more' button for relevant sensor.

Set calibration value if needed based on your Hygrometer measurements.

### 8.2.2 Fluid Detectors

These sensors are intended to be used anywhere where water or moisture can intervene normal operation of the environment. Features of fluid sensors are:



- Exclusive mat design for detecting surface water on floors, cabinet bases, etc
- Self-resets once fluid is removed.
- Excellent electrical noise immunity and long term reliability.
- Beep sound when fluid is detected from the sensor itself.
- An option of having a hard metal cover installed for industrial safety.

### 8.2.3 Smoke Detectors

These sensors will constantly monitor any smoke presence on the premises. LED indication is activated when smoke is present. A manual acknowledgement of the sensor is required if triggered. This is performed by simply turning the sensor anti-clock wise, and un-latching the situation.



The smoke sensor works on a “Normally Closed” (closed circuit) methodology. Hence, if disconnected from SafetyNet Plus, an alarm is raised.

#### 8.2.4 Digital Sensors

Digital sensors are contact closure sensors, and are capable of detecting open circuits or closed circuits. At the time of configuring digital sensors it is able to specify the sensor be “Normally Open” or “Normally Closed”.



Each digital sensor carries a trigger delay up to 120 seconds. This is set at the time of installing the digital sensor on the Sensor/Relay Configuration Interface. For example, if you set the trigger delay to be 30 seconds, an alarm is raised only if the digital sensor is active for 30 seconds or more. This feature eliminates any spikes that could occur in the monitored environment.

### 8.3 Alarms and Alerts

The types of alarms and alerts could be any of the following:

- Alarm trigger (smoke, fluid or digital).
- Exceeding a lower or higher set threshold of a temperature or humidity sensor.
- IP monitoring alarm.
- Dial tone detection failure or modem detection error. \*
- Faulty analogue sensor.
- Mains failure notification.
- Low internal battery notification.
- Ethernet connection loss. \*

\* Applicable to models ZSN4003M & ZSN4003MD only.

Alarms are triggered only if they are “*enabled*” via the Sensor/Relay Configuration web interface. SafetyNet Plus will not monitor non-enabled/disabled sensors. The viewer web interface will indicate a disabled sensor as “spare”.

Temperature, humidity, smoke & fluid sensors have a trigger delay of 15 seconds embedded within the software. This will prevent any alarm spikes being treated as an alarm. If the alarms were active for more than 15 seconds they would be triggered. This value is not user-configurable.

The digital sensor trigger delay is variable up to 120 seconds and can be set via software using the web interface.

The remote viewer always shows *almost* real time data, therefore if an alarm threshold is exceeded, it will be shown immediately on the remote viewer. However the actual trigger of alarm occurs only if the trigger delay elapses.

In an instance where the unit is running with its internal battery only, and when the battery is close to exhaustion, (typically after 2.5 hours) the analogue sensors may appear to be faulty and may raise an alarm. The unit will still perform its other duties until the battery completely shuts off the device.



## 8.4 All About the Inbuilt Modem (applies to models ZSN4003M and ZSN4003MD only)

The inbuilt modem is capable of notifying a mobile phone or a pager device when an alarm condition occurs, even when the network is down. This makes SafetyNet Plus a reliable device even when power is completely down as the internal batteries will continue the operation of the unit for a further 2.5 hours and continue in notifying.

To activate the modem, it has to be enabled. The *Modem Configuration* web interface will allow to configure the modem and to test its functionality.

The modem is able to check for the dial tone every hour to ensure that there is a reliable telephone connection. On a dial tone failure after three consecutive checks the unit will log an entry in the alarm log indicating the failure. Despite having this alarm active if a new message is to be sent, the unit will still attempt to send the message.

The connected telephone line type has to be notified to SafetyNet Plus. The types that are allowed are a direct line or an analogue PABX line with a leading digit in front. These parameters can be entered on the *Modem Configuration* interface.

By clicking the “*Test Alarm*” button on the *Modem Configuration* interface, it is able to test the delivery of the messages to all the numbers entered in the interface. Ensure that the latest configuration is **updated** on the interface with the latest phone numbers before proceeding with this option.

### 8.4.1 Modem Initialisation Strings

The modem initialization strings are expected to be set as default, unless connection issues persist between the provider and SafetyNet Plus.

The current default setting value is:  
 AT+MS=V22B,0;+ES=3,,2;N5

It is recommended that the user is familiar with Hayes AT commands (both basic and extended).

The basic set of modem init strings can be set as per guide below.

## Generic Modem Commands

### Command: \N

Description:

Default:

Defined Values:

\N0

\N1

\N2

\N3

\N4

\N5

### Operating Mode – Error Correction

Controls the preferred error-correcting mode to be negotiated in a subsequent data connection.

5

Selects normal speed buffered mode

(Disables error-correction mode). (Forces &Q6.)

Serial interface selected: Selects direct mode and is equivalent to &M0, Q0 mode of operation. (Forces &Q0.) Parallel interface selected: Same as \N0.

Selects reliable (error-correction) mode. The modem will first attempt a LAPM connection and then an MNP connection. Failure to make a reliable connection results in the modem hanging up. (Forces &Q5, S36=4, and S48=7.)

Selects auto-reliable mode. This operates the same as \N2 except failure to make a reliable connection results in the modem falling back to the speed buffered normal mode. (Forces &Q5, S36=7, and S48=7.)

Selects LAPM error-correction mode. Failure to make an LAPM error-correction connection results in the modem hanging up. (Forces &Q5 and S48=0.) Note: The -K1 command can override the \N4 command.

Selects MNP error-correction mode. Failure to make an MNP error-correction connection results in the modem hanging up. (Forces &Q5, S36=4, and S48=128.)

## Modulation Control Commands

### Command: +MS

Description:

Syntax:

### Modulation Selection

This extended-format compound parameter controls the manner of operation of the modulation capabilities in the modem. It accepts six subparameters.

+MS=[<carrier>

[,<automode>

[,<min\_tx\_rate>

[,<max\_tx\_rate>

[,<min\_rx\_rate>,<max\_rx\_rate>]]]]]

Where possible <carrier>, <min\_tx\_rate>, <max\_tx\_rate>, <min\_rx\_rate>, and <max\_rx\_rate> values are listed in table below

Modulation	<carrier>	Possible (<min_rx_rate>, <min_tx_rate>, (<min_tx_rate>), and <max_tx_rate>) Rates (bps)
Bell 103	B103	300
Bell 212	B212	1200 Rx/75 Tx or 75 Rx/1200 Tx
V.21	V21	300
V.22	V22	1200
V.22 bis	V22B	2400 or 1200
V.23	V23C	1200
V.32	V32	9600 or 4800
V.32 bis	V32B	14400, 12000, 9600, 7200, or 4800
V.34	V34	33600, 31200, 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, or 2400
56K	K56	56000, 54000, 52000, 50000, 48000, 46000, 44000, 42000, 40000, 38000, 36000, 34000, 32000
V.90	V90	56000, 54667, 53333, 52000, 50667, 49333, 48000, 46667, 45333, 44000, 42667, 41333, 40000, 38667, 37333, 36000, 34667, 33333, 32000, 30667, 29333, 28000

V.92 downstream	V92	56000, 54667, 53333, 52000, 50667, 49333, 48000, 46667, 45333, 44000, 42667, 41333, 40000, 38667, 37333, 36000, 34667, 33333, 32000, 30667, 29333, 28000
V.92 upstream	V92	48000, 46667, 45333, 44000, 42667, 41333, 40000, 38667, 37333, 36000, 34667, 33333, 32000, 30667, 29333, 28000, 26667, 25333, 24000

- Defined Values: <carrier> A string that specifies the preferred modem carrier to use in originating or answering a connection. <carrier> values are strings of up to eight characters, consisting only of numeric digits and upper case letters. <carrier> values for ITU standard modulations take the form: <letter><1-4 digits><other letters as needed>. Defined values are listed in Table above.
- <automode> A numeric value which enables or disables automatic modulation negotiation (ITU-T V.32bis Annex A or V.8).  
0 = Automode disabled.  
1 = Automode enabled. (Default.)
- <min\_rx\_rate> and <max\_rx\_rate> Numeric values which specify the lowest (<min\_rx\_rate>) and highest (<max\_rx\_rate>) rate at which the modem may establish a receive connection. May be used to condition distinct limits for the receive direction as distinct from the transmit direction. Values for this subparameter are decimal encoded, in units of bit/s. The possible values for each modulation are listed in Table above. Actual values will be limited to possible values corresponding to the entered <carrier> and fallback <carrier> as determined during operation. (Default = lowest (<min\_rx\_rate>) and highest (<max\_rx\_rate>) rate supported by the selected carrier.)
- <min\_tx\_rate> and <max\_tx\_rate> Numeric values which specify the lowest (<min\_tx\_rate>) and highest (<max\_tx\_rate>) rate at which the modem may establish a transmit connection. Non-zero values for this subparameter are decimal encoded, in units of bit/s. The possible values for each modulation are listed in Table above. Actual values will be limited to possible values corresponding to the entered <carrier> and fall-back <carrier> as determined during operation. (Default = lowest (<min\_tx\_rate>) and highest (<max\_tx\_rate>) rate supported by the selected carrier.)

## Error Control Commands

### Command: +ES

Description:

Default:

Defined Values:

### Modulation Selection

This extended-format command specifies the initial requested mode of operation when the modem is operating as the originator. Optionally specifies the acceptable fallback mode of operation when the modem is operating as the originator, and optionally specifies the acceptable fallback mode of operation when the modem is operating as the answerer. Accepts three numeric subparameters. Varies by request

#### <orig\_rqst>

Decimal number specifies the initial requested mode of operation when the modem is operating as the originator. The options are:

- +ES0 Initiate call with Direct Mode.
- +ES1 Initiate call with Normal Mode (also referred to as Buffered Mode) only.
- +ES2 Initiate V.42 without Detection Phase. If V.8 is in use, disable V.42 Detection Phase.
- +ES3 Initiate V.42 with Detection Phase. (Default.)
- +ES4 Initiate MNP.

- +ES6 Initiate V.80 Synchronous Access Mode when connection is completed, and Data State is entered. (See +ESA and +ITF commands.)
- +ES7 Initiate Frame Tunneling Mode when connection is complete, and Data Mode is entered.

#### <orig\_fbk>

Decimal number specifies the acceptable fallback mode of operation when the modem is operating as the originator.

- +ES0 LAPM, MNP, or Normal Mode error control optional. (Default)
- +ES1 LAPM, MNP, or Direct Mode error control optional.
- +ES2 LAPM or MNP error control required; disconnect if error control is not established.
- +ES3 LAPM error control required; disconnect if error control is not established.
- +ES4 MNP error control required; disconnect if error control is not established.

#### <ans\_fbk>

Decimal number specifies the acceptable fallback mode of operation when the modem is operating as the answerer or specifies V.80 Synchronous Access Mode.

- +ES0 Direct Mode.
- +ES1 Error control disabled, use Normal Mode.
- +ES2 LAPM, MNP, or Normal Mode error control optional. (Default)
- +ES3 LAPM, MNP, or Direct Mode error control optional.
- +ES4 LAPM or MNP error control required; disconnect if error control is not established.
- +ES5 LAPM error control required; disconnect if error control is not established.
- +ES6 MNP error control required; disconnect if error control is not established.
- +ES8 Initiate V.80 Synchronous Access Mode when connection is completed and Data State is entered (see +ESA and +ITF).
- +ES9 Initiate Frame Tunneling Mode when connection is complete, and Data Mode is entered.

#### Examples:

- +ES=6 Enable V.80 Synchronous Access Mode originator.
- +ES=6 Enable V.80 Synchronous Access Mode originator.
- +ES=,,8 Enable V.80 Synchronous Access Mode answerer.
- +ES=6,,8 Enable V.80 Synchronous Access Mode.
- +ES=3 Enable V.42 with Detection Phase originator. Disable V.80 Synchronous Access Mode originator.
- +ES=,,2 Allow LAPM, MNP, or Normal Mode connection answerer. Disable V.80 Synchronous Access Mode answerer.
- +ES=3,,2 Enable V.42 with Detection Phase originator, allow LAPM, MNP, or Normal Mode connection answer. Disable Synchronous Access Mode originator and answerer.

To apply the appropriate modem initialisation sting (commands separated by ;) enter value in the value field and click on the 'Apply' button.

## 8.5 Email Messaging from SafetyNet Plus

This feature is available on models ZSN4003M and ZSN4003MD. The unit can send email messages when an alarm(s) is triggered up to three email addresses.

The unit requires a SMTP mail server address that does not require authentication. Enter the SMTP mail server address, a valid senders email address, an email address(es) and click on the 'Test Email' button in the email setup page (*Main Menu → SMS/Modem & Email Configuration → Additional Email Options*) for testing the unit functionality to ensure the unit performs this feature prior to setting up device in the field.

## 8.6 Network Interface and Traffic from SafetyNet Plus

SafetyNet Plus network interface connects the unit to the local network. The connection is a RJ45 Ethernet 10Base-T connector. Network compatibility is Ethernet version 2.0/IEEE 802.3.

The type of traffic is mainly TCP/IP and UDP. UDP packets are sent back and forth when the user interfaces are active. There are no packets sent on to the network when the user interface is not loaded. The IP monitoring feature sends ICMP packets based on the frequency specified. SNMP operates on UDP on ports 161 and 162.

If the device is DHCP enabled, at boot up the unit configures its network interface after obtaining the network parameters from the DHCP server using UDP.

SafetyNet Plus has a TCP/IP, HTTP web server that hosts the user interface on port 80.

The models without the modem uses TCP/IP in sending the SMS information to a central server hosted by Computer Support Systems.

SafetyNetFinder.exe is a tool provided by CSS to locate SafetyNet Family products on the local network. When running this tool please ensure the firewall is not preventing the communication. SafetyNetFinder.exe uses UDP for communications and allocates the next available port.

## 9 SMS/Pager Messages from SafetyNet Plus

### 9.1 Introduction to SMS/Pager Messages from SafetyNet Plus

SafetyNet Plus is capable of sending messages via two methods depending on the model:

1. Using the network connection and by connecting with a SMS server application hosted on the Internet by Computer Support Systems.
2. Using the internal PSTN modem dialer and sending the SMS/Pager message independent of the network. (Reliable when the network is down)



### 9.2 SMS Messages using the Network Interface

This applies to models ZSN4003 and ZSN4003D.

SafetyNet Plus converts any warning, alarms or shutdown messages into TCP/IP packets and transmits them over the Internet to a predetermined IP address. The server at this IP address handles sending the SMS to predetermined numbers set by SafetyNet Plus.

#### 9.2.1 Requirements for SMS Messages via the Network

The requirements to successfully send SMS messages via the network are:

- o Access to the external machine with IP address 210.23.143.19 on port 42755 from SafetyNet Plus to establish a TCP/IP link. (Active Internet connection / a configured firewall)
- o SMS features turned on by using the appropriate registration key for SMS software.
- o Correct configuration on the SMS configuration web interface. (Sensors associated with SMS messages and correct phone numbers entered)

#### 9.2.2 Limitations

- o The SMS message is sent only up to the three mobile phone numbers entered on the SMS configuration web interface.
- o Clearing of an alarm is not notified via SMS messages.
- o The time stamp noted on the SMS message is extracted from SafetyNet Plus.
- o SMS messages rely on the PSTN (Public Switched Telephone Network) and the Internet on distribution.
- o SMS messages are delivered only when the mobile phone is switched on.

### 9.3 SMS/Pager Messages using the internal PSTN Modem

This applies to models ZSN4003M and ZSN4003MD.

SafetyNet Plus has an inbuilt modem that is able to dial out & deliver SMS/Pager messages when an alarm condition is triggered. The operation of the modem and associating the alarms to mobile phone/pager numbers are performed on the Modem Configuration web interface.

SafetyNet Plus converts any warning, alarms or shutdown messages, dials the telephone/pager provider on the given number and sends the SMS/Pager messages via the PSTN (Public Switched Telephone Network).

### 9.3.1 Requirements for SMS Messages using the Modem

The requirements to successfully send SMS/Pager messages via the inbuilt modem are:

- An active telephone line provided to the unit.
- Correct configuration on the Modem Configuration web interface. (Sensors associated with messages and correct phone numbers entered)
- Subscribe to a telephone network provider for paging services. (Described in detail on 9.3.2)

### 9.3.2 Subscribing to a Paging Service to Receive SMS Messages

There are several network providers that allow sending SMS/Pager messages via a dial up process. SafetyNet Plus uses this service to send SMS/Pager messages on alarm activation.

To successfully send SMS messages via the modem the requirements are to have the dialup number and a password configured along with a telephone line connected to the back of the unit. Information to subscribe can be obtained by the telephone network provider. SafetyNet Plus has been tested with the following telephone network providers.

#### 9.3.2.1 Telstra

Telstra provides a product named as “SMS Access Manager”. Subscribing to this service will provide the necessary password and the dialup number.

More information about “**Telstra mobile SMS Access Manager**” can be found at <http://www.telstra.com.au/mobile/business/products/sms.htm#manager>

The cost involved per SMS message is given on this website.

The application forms to subscribe to **Telstra mobile SMS Access Manager** can be retrieved from the link below

For companies, associated incorporations and other body corporate institutions  
<http://www.telstra.com.au/mobile/business/products/pdf/smsbody.pdf>

For partnership, sole traders, individuals and other non-body corporate institutions  
<http://www.telstra.com.au/mobile/business/products/pdf/smsnonb.pdf>

For more information contact Telstra on 1800 200 010.

Please note: Chapter 9.3.2.1 information has been retrieved by Telstra's website at <http://www.telstra.com.au/mobile/business/products/sms.htm#manager> as at 02/08/2005. Information may change due to modifications by Telstra at any given time. Always refer to the current website for the latest information.

#### 9.3.2.2 Orange (Hutchison Telecommunications (Aust) Limited)

To enquire about accessing the SMS gateways of Orange, contact Orange on 1300 133 585 and speak to a customer care team member.

Orange will assist to set up and subscribe for the service by giving further details on the product. Upon receiving the dialup number and the password SafetyNet Plus will use Orange's service to deliver SMS messages.

Use Mr Steve Hristofski as a reference at the time of communicating with Orange.

### 9.3.2.3 Link Pager Service

SafetyNet Plus has been tested with services from Link Pager Service. Contact Computer Support Systems for details in subscribing for this service.

### 9.3.3 Limitations

- The message is sent only up to the three mobile phone numbers entered on the Modem configuration web interface.
- Clearing of an alarm is not notified via SMS/Pager messages.
- The time stamp noted on the message is extracted from SafetyNet Plus.
- Messages rely on the PSTN (Public Switched Telephone Network) on distribution.
- Messages are delivered only when the mobile phone is switched on.

## 9.4 Sample Messages

Some of the sample messages would look like: (Unit name: MY SAFETYNET)

### Sensor Alarms

*SafetyNet message from MY SAFETYNET. Msg content: Low temperature warning detected at: Above Air Conditioner One 18:04:56 21/09/2004*

*SafetyNet message from MY SAFETYNET. Msg content: High temperature alarm detected at: Above Air Conditioner Two 14:03:45 20/09/2004*

*SafetyNet message from MY SAFETYNET. Msg content: Alarm detected at: General UPS alarm 19:17:45 02/10/2004*

### General alerts

*SafetyNet message from MY SAFETYNET. Msg content: Hardware error detected: Temperature sensor faulty or disconnected 13:44:37 02/04/2004*

*SafetyNet message from MY SAFETYNET. Msg content: Mains failure detected 12:41:15 12/12/2004*

*SafetyNet message from MY SAFETYNET. Msg content: Low battery detected 23:18:01 03/11/2004*

*SafetyNet message from MY SAFETYNET. Msg content: Lost Ethernet connection 10:33:06 27/05/2004*



## 10 IP Monitoring on SafetyNet Plus

### 10.1 Introduction to IP Monitoring on SafetyNet Plus

SafetyNet Plus is capable of pinging any ICMP enabled network device. Upon ICMP receipts, SafetyNet Plus can monitor the presence and activity of the remote network device. This feature is a registered option on SafetyNet Plus.

The IP address to monitor, frequency of monitoring and the action to be taken is configured at Sensor/Relay Configuration under the sub menu *IP Monitoring*.

**SafetyNet Plus Sensor & Relay Configuration**

**IP Address Monitoring**

☒ Enable IP address monitoring

**Settings**

IP address to ping:

Ping frequency:  (1-120 minutes)

**Options**

☒ None (Alarm only)  
☐ Drive Relay

Sensor Settings  
 Relay Settings  
 IP Monitoring  
 Update Settings  
 Clear Data  
 Main Menu

If the monitored IP address goes down, or a router in between goes down, causing a non-reply to the ICMP request (Ping request). SafetyNet Plus issues two consecutive ping commands a minute apart for clarification to detect if the device has failed. After three consecutive reply failures an alarm is triggered and the action to be taken will be executed. The following options of action are available:

1. Alarm only.
2. Alarm and drive relay. (The relays cannot be manually controlled to have this option)

**IP Address Monitoring**

☒ Enable IP address monitoring

**Settings**

IP address to ping:

Ping frequency:  (1-120 minutes)

**Options**

☐ None (Alarm only)  
☒ Drive Relay

**Select Relays to Drive**

☒ Activate Relay Relay 01  
☒ Activate Relay Relay 02

## 11 SNMP on SafetyNet Plus

### 11.1 Introduction to SNMP Features on SafetyNet Plus

SafetyNet Plus is a SNMP (Simple Management Network Protocol) agent. The current status of any sensor including the current temperature or humidity values from any of the analogue sensors can be retrieved via SNMP polling techniques.

On alarm or on clearance of an alarm, SafetyNet Plus sends SNMP trap notifications up to four dedicated network managers. On boot up and on any configuration update, SafetyNet Plus will send a trap indicating the update to these network managers.

We assume that you are familiar with SNMP to use SNMP features and to feel comfortable with the rest of this chapter. SafetyNet Plus uses SNMP V1 standards.

### 11.2 SNMP Implementation

Computer Support Systems enterprise ID is 14748.

SafetyNet Plus supports the SNMP System group in the MIB-II Objects SysDescr, sysObjectID, sysUpTime, sysContact & sysName.

The private MIB (Management Information Base) implements the following objects:

Object	Description
safetynetplusTemperatureOneReading OID: 1.3.6.1.4.1.14748.1.6.1.1	Current temperature sensor one reading as an integer (use multiplier 0.1)
safetynetplusHumidityOneReading OID: 1.3.6.1.4.1.14748.1.6.1.2	Current humidity sensor one reading as an integer (use multiplier 0.1)
safetynetplusTemperatureTwoReading OID: 1.3.6.1.4.1.14748.1.6.1.3	Current temperature sensor two reading as an integer (use multiplier 0.1)
safetynetplusHumidityTwoReading OID: 1.3.6.1.4.1.14748.1.6.1.4	Current humidity sensor two reading as an integer (use multiplier 0.1)
safetynetplusDigitalXXReading OID: 1.3.6.1.4.1.14748.1.6.1.(4 + XX)	Digital sensor XX reading as an active or inactive (1=active, 0 =inactive) (XX = 01 till 06)
safetynetplusAlarmTemperatureOne OID: 1.3.6.1.4.1.14748.1.6.2.2	An integer that describes which region temperature sensor one/two is currently at. Alarm for temperature sensor one/two 0 = level OK 1 = level at high warning limit 2 = level at high alarm limit 3 = level at high shutdown limit 4 = level at low warning limit 5 = level at low alarm limit 6 = level at low shutdown limit
safetynetplusAlarmTemperatureTwo OID: 1.3.6.1.4.1.14748.1.6.2.4	
safetynetplusAlarmHumidityOne OID: 1.3.6.1.4.1.14748.1.6.2.3	An integer that describes which region humidity sensor one/two is currently at. Alarm for temperature sensor one/two 0 = level OK 1 = level at high warning limit 2 = level at high alarm limit 3 = level at high shutdown limit 4 = level at low warning limit 5 = level at low alarm limit 6 = level at low shutdown limit
safetynetplusAlarmHumidityTwo OID: 1.3.6.1.4.1.14748.1.6.2.5	
safetynetplusAlarmSensor OID: 1.3.6.1.4.1.14748.1.6.2.6	An integer that describes which alarm is active.

	Alarm for Sensor 1 = Temperature 01 2 = Humidity 01 3 = Temperature 02 4 = Humidity 02 5 = Digital 01 6 = Digital 02 7 = Digital 03 8 = Digital 04 9 = Digital 05 10 = Digital 06
safetynetplusSensorCleared OID: 1.3.6.1.4.1.14748.1.6.2.7	An integer that describes which alarm is cleared. Alarm cleared for Sensor 5 = Digital 01 6 = Digital 02 7 = Digital 03 8 = Digital 04 9 = Digital 05 10 = Digital 06 11 = IP Monitoring
safetynetplusSoftwareNotification OID: 1.3.6.1.4.1.14748.1.6.2.8	An integer that describes a software notification. Software Notification 0 = Software watchdog timer reset 1 = Device reset manually via software 2 = Memory self-check failed, contact CSS 3 = Administration configuration (device settings/ password) update detected 4 = Sensor/Relay configuration update detected 5 = Time update detected 6 = SMS/Modem configuration detected 7 = SNMP configuration detected 8 = Graph data cleared via web interface 9 = Alarm and event log cleared via web interface 10 = Firmware Update detected 11 = Factory defaults loaded 12 = IP monitoring alarm activated SafetyBoot power cycle command 13 = IP monitoring alarm attempted to activate SafetyBoot power cycle command, aborted due to SafetyBoot being OFF 14 = IP monitoring alarm attempted to communicate with SafetyBoot. No response from SafetyBoot. Please check IP address of SafetyBoot 15 = Test alarm initiated via the web interface. Sample Alarm.
safetynetplusHardwareNotification OID: 1.3.6.1.4.1.14748.1.6.2.9	An integer that describes a hardware notification. Hardware Error 0 = Mains failure detected 1 = Mains failure alarm cleared 2 = Internal low battery detected 3 = Internal low battery alarm cleared 4 = Analogue sensor number one faulty or disconnected 5 = Analogue sensor number two faulty or disconnected 6 = Analogue sensor number one back in order 7 = Analogue sensor number two back in order 8 = Modem not detected. Modem initialisation error. SMS messages will fail. 9 = No response over 45 seconds. Abandoned SMS sending 10 = No dial tone. Abandoned sending SMS 11 = BUSY tone. Abandoned sending SMS 12 = Time out on receiving 'ID='. Abandoned sending SMS 13 = Service provider did not respond with 'ID='. Abandoned sending SMS

	14 = Password ACK timeout. Abandoned sending SMS 15 = Service provider did not acknowledge SMS password. Abandoned sending SMS 16 = Message attempted to be sent. ACK or NAK timeout. Abandoned sending SMS 17 = Message NAK by service provider. Abandoned sending SMS 18 = Service provider dropped call due to length of call exceeded maximum time. Abandoned sending SMS 19 = Routine dial tone check failed. Please check if telephone cable is connected to the modem 20 = Dial tone detected by modem 21 = Other hardware error
safetynetplusMessageString OID: 1.3.6.1.4.1.14748.1.6.2.1	A trap will contain this object. It will give more detailed information on alarms/alerts/notifications.

Table 2.0

CSS.MIB implements TRAP-TYPE objects defined by RFC-1215:

Trap Number	Trap-Type	Description
2	hardwareErrorNotification	A hardware error notification trap is sent when any of the hardware goes into an alarm stage.
3	alarmNotification	An alarm notification trap is sent when any of the monitored inputs go into an alarm stage.
4	alarmClearNotification	An alarm clear notification trap is sent when any of the monitored inputs go into an alarm clear stage after being at an alarm stage.
5	softwareNotificationUpdate	A software notification update trap is sent when any an update or configuration change is detected on a unit.
6	softwareErrorNotification	A software error notification trap is sent when some kind of unwanted software error occurs within the unit.

Table 2.1

Refer to the file CSS.MIB under the SafetyNet Plus product CD-ROM under the folder MIB for further details on the Management Information Base. The latest CSS.MIB is also available at <http://www.csspl.com.au>

## 11.3 Requirements

- Registration key for SNMP software.
- A Network Manger System installed on your network or a SNMP sniffer program installed on your PC to detect SNMP traps.
- A correct SNMP configuration web interface setting.

## 11.4 How to Receive Traps

If the read community is set according to the local network SNMP read community, on alarm, SafetyNet Plus will send a trap out to each network manager IP address defined on its SNMP web interface.

SafetyNet Plus sends a “cold start” trap at a boot up. Upon a configuration update it also sends an update notification as a trap.

## 11.5 Setting the MIB

Use the CSS.MIB file given on the CD-ROM for SafetyNet Plus to set the MIB structure settings. The latest MIB file is also located at <http://www.csspl.com.au>. The SNMP software will allow configure/add paths to where the MIB file is. Read the SNMP software help files to find out how to apply MIB paths.

Once the MIB path is effectively applied the trap bindings will indicate the details of the trap message.

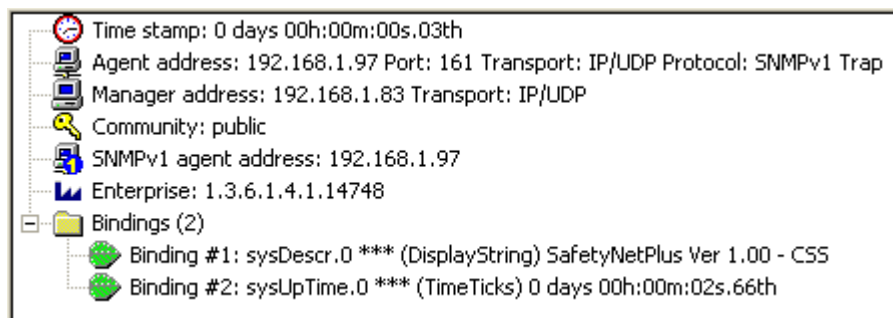
## 11.6 Interpreting SafetyNet Plus Traps

Every SNMP trap is accompanied by a string, which describes the notification in plain simple English.

In most cases there is another object that holds an integer value(s) that gives indication to which sensor is involved or what type of an alarm it is. Based on this integer value, it is possible to set the network manager software to perform any other third party action as desired. It is also possible to get the network manager software to poll the current sensor status periodically, and to check if there are any alarms active.

A few samples of the SNMP traps detect on a SNMP sniffer programs is depicted below.

### Coldstart trap

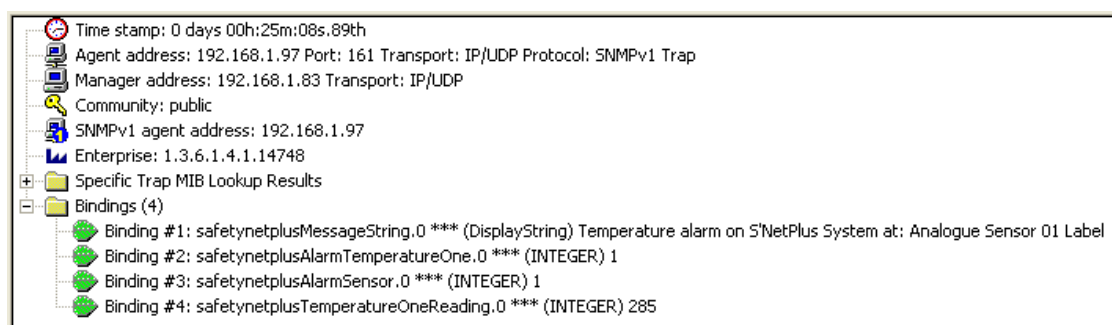


The bindings in the above image give indication of:

1. System description: Gives the software version and manufacturer name.
2. System up time: How long the device has been up for.

The above bindings are objects on the MIB-II implementation.

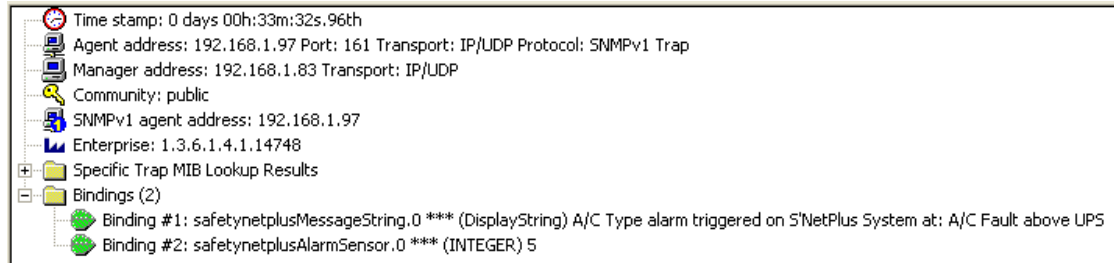
### Temperature alarm trap



The bindings in the above image give indication of:

1. Message string
2. Which region the analogue sensor value falls to (1 = Analogue sensor one at high warning limit, see table 2.0 under section 11.2 for details)
3. What sensor it arrived from; in the above case, temperature sensor one
4. The reading of the sensor value; 28.5 degrees

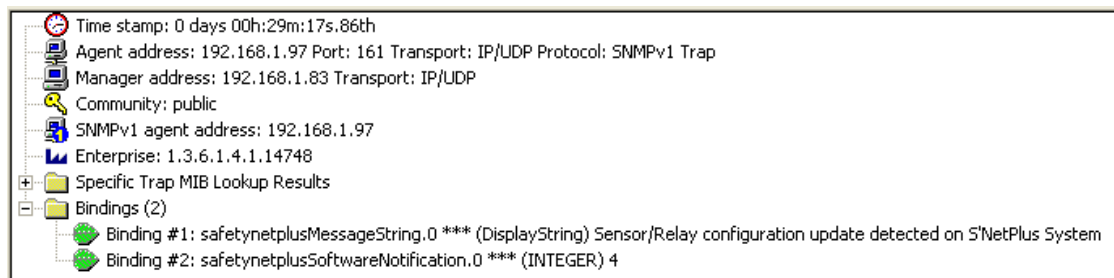
### **A digital sensor alarm trap (A/C alarm)**



The bindings in the above image give indication of:

1. Message string
2. It is arriving from sensor number 5, which has been configured as an A/C type alarm

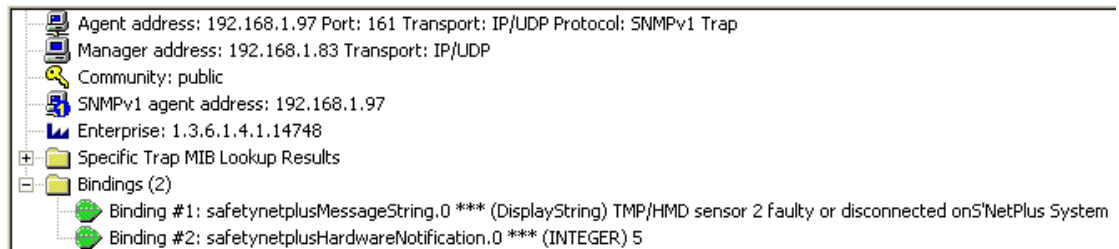
### **A configuration update notification**



The bindings in the above image give indication of:

1. Message string
2. Software notification number 4, which is interpreted as Sensor/Relay configuration change detection on SafetyNet Plus

### **Temperature sensor faulty notification trap**



The bindings in the above image give indication of:

1. Message string
2. Hardware error number 5, which is interpreted as analogue sensor two is disconnected or faulty. (Table 2.0)

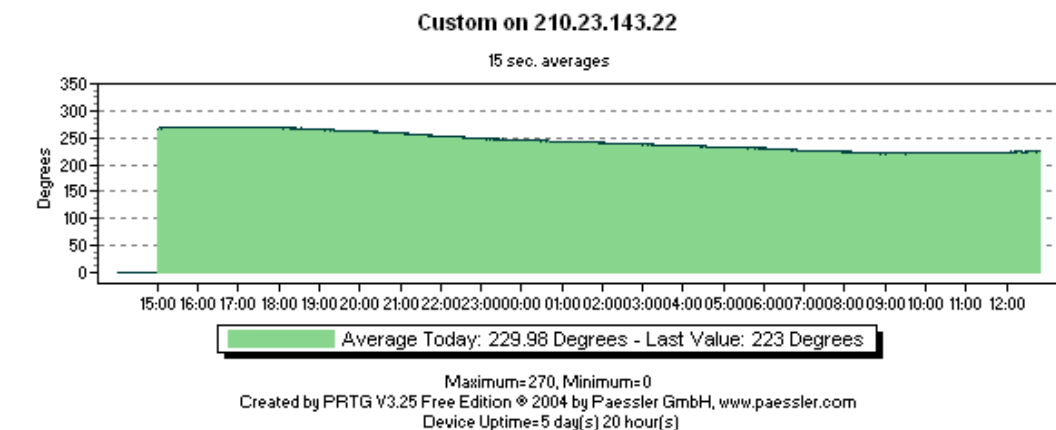
## 11.7 SNMP Polling

It is possible for the Network Manager Software (NMS) to poll the current sensor status and values of analogue sensors periodically and store for graphing purposes. SafetyNet Plus updates the SNMP objects under snpReadings (OID: 1.3.6.1.4.1.14748.1.6.1.X) every second with its current values. For digital alarms the poll reply will indicate 1 or 0, where 1 is interpreted as an active alarm and 0 as an inactive alarm. If sensors are disabled, polled reply will indicate a zero value.

The values retrieved for analogue sensors are integers hence a temperature or humidity value is shown as a multiplication of 10. Most SNMP graphing tools provide a method to view the graph by using a customised multiplier. In this case, use the multiplier 0.1 to retrieve the exact value. For example, temperature value 25.6°C is retrieved as 256 & humidity value 60.4% is retrieved as 604.

Below is sample screen shot of a temperature sensor graph polled via SNMP using a tool named as Paessler Router Traffic Grapher. (<http://www.paessler.com>)

### Monitoring Results



Sensor	Today's Data
Custom on 210.23.143.22	Degrees (Average) 230

## 12 Hardware Specifications

**Device Model:** SafetyNet Plus Version 2.05M

### Physical Dimensions

- Dimensions: 480 mm L X 43 mm H (1 RU) X 107 mm W
- Weight: 2.80 kg

### Network Interface

- RJ45 Ethernet 10Base-T, Realtek Semiconductors
- LED indication: 10Base-T TX Activity, Full/half duplex.
- Network Compatibility: Ethernet: Version 2.0/IEEE 802.3

### Inbuilt Modem (Optional - Socket)

- Data format: V.32bis/14.4K data rates
- Error correction: V.42 (LAP-M or MNP 2-4)
- Data compression: V.42bis, MNP 5
- Power consumption: Typical 117mA (.58W @ 5V DC); Maximum 118mA (0.61W @ 5.25V DC)
- Operational temperature: 0 to +70°C
- Humidity range: 20 - 90%, non condensing

### Inbuilt Modem (Optional - RJ45)

- Data format: V.92bis/28.8K data rates
- Error correction: V.42 (LAP-M or MNP 2-4)
- Data compression: V.42bis, MNP 5
- Power consumption: Typical 117mA (.58W @ 5V DC); Maximum 118mA (0.61W @ 5.25V DC)
- Operational temperature: 0 to +70°C
- Humidity range: 20 - 90%, non condensing

### SafetyNet Plus Operating Conditions

- Temperature range: -20°C to +70°C
- Humidity range: 5 - 95%, non condensing

### Power Requirements

- Operating voltage: 12V
- Input power: 240V A/C 50-60Hz
- Current usage: 300 -1000 mA (high when battery is charging)
- Internally battery backed up to 2.5 to 3 hours of operation

### Analogue Sensor

- Humidity Accuracy  $\pm 3.5$  % RH,
- Temperature Accuracy  $\pm 0.5$  @ 25°C
- Range -20°C to 100°C and 0 to 100%
- Power consumption 28 $\mu$ A



## 13 Troubleshooting

This section of this manual will give tips to troubleshoot SafetyNet Plus without having to contact technical support staff from Computer Support Systems.

When troubleshooting the following problems, make sure that the SafetyNet Plus is powered on. Confirm that you are using a good network connection.

**Note:** Some unexplained errors might be caused by duplicate IP addresses on the network. Make sure that your unit's IP address is unique.

Problem/Message	Reason	Solution
When you load the IP address on your browser, get an error message.	Your computer is not able to connect to port 30705 (77F1h) on the unit or your PC could not allocate a port to connect to SafetyNet Plus.	Make sure that port 30705 (77F1h) is not blocked with any router that you are using on the network. Close your browser, wait for a few minutes and try again.
Your password is not accepted any more or you have forgotten the correct password	Caps lock may be on.	The SafetyNet Plus passwords are case sensitive. Make sure you are entering the correct password. Keep a note of your current password in a secure place. Change your password periodically. 3 consecutive entries will give you instructions on resetting the password.
There is no response when you type the IP address on the browser address bar.	The SafetyNet Plus may not have rebooted properly. The device may not be powered on. The device may have its main connection fail and its internal battery life may have run out.	Ping the IP address for a response to detect if the device is active Make sure the product is active. The red led indicator shows the power status. The Ethernet link activity cable shows that the unit is up and running on the network.
You are unable to find what the IP address of the unit is, or you have forgotten the IP address of the unit.	A new DHCP lease may have been issued.	Use the SafetyNet Plus Finder Application provided by Computer Support Systems to locate your unit on the local network. If the product is not shown it may be behind a router. Make sure that you are on the same local network and that the unit is turned on.
When you type the IP address on the browser the menu is not loaded.	You may not have the Java™ Runtime Environment 1.4.2 or higher installed on your PC.	Install the Java™ Runtime Environment on your PC. This environment is a requirement of this product.
When loading the menu, you are receiving a prompt box saying "Time out in retrieving Menu information. Make sure device is active or network congestion is not present."	The congestion on your network is too high. UDP response was not received for over a period of 1.5 seconds. This is a great amount of time for packet data to come through the network.	Close browser and retry. Make sure that the device is powered on. It may have got turned off in the interim process of replying to your response. Occasionally, the menu will load up using cache memory of the browser even when the device is turned off. Make sure the device is active by pinging the unit.

Problem/Message	Reason	Solution
When the Viewer is active you are prompted with the message "Could not communicate with SafetyNet Plus. Timeout occurred. Possibly a Network delay or an inactive SafetyNet Plus device."	The congestion on the network is too high. UDP response was not received for over a period of 1 second over 5 seconds. This is a great amount of time for packet data to come through the network.  Or the product is not active anymore.	Click OK. If you keep getting this message every 5 seconds thereon, the product is no longer active. Check power to the unit.  Close browser and re-try again.
No SNMP traps are sent out	SNMP license may not have been entered.  Network Manager IP addresses may have not been set.  SNMP community access level may not acceptable on your SNMP community.	Make sure the main menu displays that SNMP traps are registered. Contact your network administrator to check the SNMP communities on your network.  Contact your network administrator to check your SNMP settings on the network
SNMP polling shows values more than 100 for temperature or humidity sensors.	Temperature values and humidity values are represented by Integers.	Use a multiplier of 0.1 to get the correct analogue sensor value. E.g.: 257 is $257 \times 0.1 = 25.7$ degrees
SNMP traps are sent, detected but SNMP bindings are not shown.	CSS.MIB may not have been configured on your SNMP sniffer/detector	Configure the MIB file on your Network Management System. Read on help files of your software & follow steps on how to insert MIB files.
No SMS Messages are sent (On models ZSN4003 & ZSN4003D)	SMS configuration page settings may not be correct.  Correct target IP address or/and ports are not used as advice by the CSS technical staff.  Sensors may not be associated with sending SMS messages  SafetyNet Plus is not able to make a direct TCP/IP connection to the target IP address on the destination port. Refer to your network administrator on setting these parameters	Check the SMS Configuration page settings.  Check if the correct target IP address and ports are used as advice by the CSS technical staff. Check if sensors enabled to send SMS messages.  Make sure that your unit is able to make a direct TCP/IP connection to the target IP address on the destination port. Refer to your network administrator on setting these parameters The target IP is 210.23.143.19 on port 42755.
No SMS Messages are sent (On models ZSN4003M & ZSN4003MD)	Modem configuration page settings may not be correct.  Ensure the Provider number and access passwords are correct  The modem may not have the dial tone	Check the Modem Configuration page settings.  Initiate a test alarm on the Modem configuration and check if you receive the message.  Make sure the telephone line connected has the dial tone and the line type to be configured clearly as to a direct line or an analogue PABX line.

A temperature or humidity sensor did not send SMS messages for warnings or shutdown limit alarms.	Sending SMS messages for warnings and shutdowns are optional and has to be specified under SMS/Modem configuration.	Make sure that you have ticked to send warnings and shutdown SMS's under additional settings under SMS/Modem configuration.
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### 13.1 Technical Support

If unable to troubleshoot SafetyNet Plus using the above table, or if the FAQ section does not provide a solution, or if you cannot fix the error, you may contact CSS technical support at

Email: [support@csspl.com.au](mailto:support@csspl.com.au)

Telephone: +613-9419 3955

Fax: +613-9419 3509

Please have the following details when you contact CSS technical staff:

- Model of product with software version.
- Serial number (Label on back panel or from the main menu display)
- Date of purchase
- Clear definition of problem
- Steps taken so far to fix problem

## 14 Glossary

### **SNMP – Simple Network Management Protocol**

Simple Network Management Protocol is used for internetwork management. More information can be obtained from <http://www.snmpLink.org/> (link active as at 22/06/2004)

### **MIB – Management Information Base**

This is an important component of SNMP. Contains information for Network Managers interpretation.

### **WINS - Windows Internet Name Service**

Windows Internet Name Service (WINS) provides a distributed database for registering and querying dynamic NetBIOS names to IP address mapping in a routed network environment for name resolution.

### **SafetyNet Plus Registration License Keys**

Unique keys that enables certain features on SafetyNet Plus. Provided at the time of purchasing a SafetyNet Plus unit. Additional keys can be obtained from Computer Support Systems by emailing at [sales@csspl.com.au](mailto:sales@csspl.com.au)

### **SafetyNet Plus Password Unlock Key**

A specific key that allows entering a new password at the time of forgetting the SafetyNet Plus password. This key is only valid for a day. In order to obtain this key it is required to request this key officially from Computer Support Systems on a company letterhead, authorised by an authorised personnel.

### **DHCP - Dynamic Host Configuration Protocol**

The *Dynamic Host Configuration Protocol* (DHCP) is an Internet protocol for automating the configuration of computers that use TCP/IP. DHCP can be used to automatically assign IP addresses, to deliver TCP/IP stack configuration parameters such as the subnet mask and default router, and to provide other configuration information such as the addresses for printer, time and news servers.

### **UDP - User Datagram Protocol**

The User Datagram Protocol belonging to the TCP/IP family offers only a minimal transport service - non-guaranteed datagram delivery - and gives applications direct access to the datagram service of the IP layer. UDP is used by applications that do not require the level of service of TCP or that wish to use communications services (e.g., multicast or broadcast delivery) not available from TCP.

## 15 Frequently Asked Questions (FAQ's)

**FAQ 1.** My product is connected to the network and turned on. Now what do I do?

**Answer:** Use the application "SafetyNetFinder.exe" provided by Computer Support Systems in the CD-ROM of SafetyNet Plus to detect the IP address of the unit. Alternatively, get your network administrator to look up the DHCP leases on your server and try to locate the device by using the MAC address of the unit. The MAC address can be found on the back of the unit on a label attached to it.

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**FAQ 2.** My Java™ applets do not load up or my interface does not show up any buttons to click. What am I doing wrong?

**Answer:** Your system may not have the Java™ Runtime Environment (JRE) version 1.4.2 or higher installed. Check the requirements on the Getting Started Manual and install the JRE. Use control panel to check what version you have currently installed.

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**FAQ 3.** What type of sensors and how many of them can I connect?

**Answer:** SafetyNet Plus supports up to two dual analogue sensors (temperature and humidity) & 6 digital sensors. These digital sensors can be configured as fluid, smoke or as contact input sensor types.

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**FAQ 4.** What trigger delays are associated with sensors?

**Answer:** The analogue type sensors, smoke and fluid sensors have a 10 second trigger delay, where as the digital sensors provide a trigger delay that could be customised up to 120 seconds.

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**FAQ 5.** How long can I run my sensor cables from SafetyNet Plus?

**Answer:** We recommend up to 60m of distance from the sensor to SafetyNet Plus using CAT 5 type cables. Analogue Sensors may run longer than 60m.

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**FAQ 6.** Occasionally when the Viewer is active I am prompted with the message "Could not communicate with SafetyNet Plus. Timeout occurred. Possibly a Network delay or an inactive SafetyNet Plus device." Why is this happening?

**Answer:** The viewer did not receive an answer from SafetyNet Plus for more than 7.5 seconds. Click OK and try again. If you keep getting this message your network has a high volume of congestion or SafetyNet Plus is no longer active. Ensure that UDP port 30705 is open for communication and that the network setting on SafetyNet Plus has been entered correctly. Ping the unit to check its activity.

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**FAQ 7.** How can I clear my graph data?

**Answer:** You can clear all related graph data by going in Sensor/Relay Configuration and then clicking "Clear Graph Data" button. Note: This will clear all analogue sensor related data.

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**FAQ 8.** I have received a SNMP trap but I did not receive a SMS for a further 2 hours. I have enabled SMS registration and configured this particular sensor to send a SMS. What happened to the SMS? (On models ZSN4003 and ZSN4003D only)

**Answer:** Computer Support Systems cannot guarantee the time, delivery or reliability of SMS delivery as SMS relies on the Public Switched Telephone Network (PSTN) and the receiving mobile being switched and attended.

---

**FAQ 9.** My network is not DHCP enabled. Because the device is set by factory default to have DHCP when shipped, what IP address does it load up with?

**Answer:** If your network is not-DHCP enabled, after a timeout of 15 seconds the device will fall to IP address 192.168.1.100 (DHCP fall back IP address) with a subnet mask of 255.255.255.0.

The best way to allocate a preferred static IP address is to connect the device direct to a PC using a crossover cable. Set the PC IP address to 192.168.1.xxx (excluding 192.168.1.100) with a subnet mask of 255.255.255.0 and try to ping SafetyNet Plus on the fallback DHCP IP address. Once you are able to communicate with the device, then you may set the preferred static IP address and connect SafetyNet Plus on the network.

---

**FAQ 10.** I have set a static IP address on my product, but now I want to set it back so that DHCP is enabled. How can I set SafetyNet Plus with DHCP enabled?

**Answer:** Set the IP address in the Administration Configuration page to be 0.0.0.0 where DHCP will be activated. To find the DHCP enabled IP address, look up on your server DHCP leases or use the tool SafetyNet PlusFinder.exe application provided by CSS included the SafetyNet Plus CD under the tools directory.

---

**FAQ 11.** How can I load factory defaults on SafetyNet Plus?

**Answer:** Go to administration configuration settings and click on "*Factory Defaults*" menu. Then click on "*Load Factory Defaults*" button to clear current settings and load defaults on SafetyNet Plus.

If you are no longer able to access the device on the network the unit may have to be loaded with defaults physically. To do this, you will have to consult Computer Support Systems.

---

**FAQ 12.** How can I clear the alarm & events log or the graph data on SafetyNet Plus?

**Answer:** Go to Sensor/Relay Configuration from the main menu and then select "*Clear Data*". You can then clear the graph data or the alarm log as desired.

---

**FAQ 13.** I have forgotten my password on my SafetyNet Plus system. How can I access the product now?

**Answer:** SafetyNet Plus provides a secure method to re-enter a new password if you have forgotten the existing password. If attempted to login to SafetyNet Plus more than three times with an incorrect password it will redirect to a webpage where specific instructions are given on how to obtain a password unlock key to access the product.