

Customer IT Survey Form

Customer Premises:

Alarm Installer:

Introduction

Please complete the following information for the customer premises above. Section 2 will need the help of the **Network Administrator** if the customer has an IT department or uses a third party to manage their communications.

Section 1: Physical Connection to Local Network

Global 21 requires an RJ45 male terminated Ethernet connection adjacent to the alarm panel, ideally with 0.5m excess cable for termination into the alarm panel, with **direct** connectivity through to the Internet. The final connection within the security panel will be made by your Security Installer.

Local Network wiring will be provided by: (please tick) **Security Installer** **Customer**

Section 2: Network Connection to the Local Network

The primary signalling path on the TCD (Telemetry Communications Device) requires a **direct** connection to the customer's network to access the Global 21 Service across the internet. The TCD will therefore require an IP address - as do all network connected devices.

Please Tick The Relevant Boxes.

The customer's network automatically assigns IP addresses by DHCP*.

If you ticked the above box then, tick this box if the customer's network needs to know the MAC address of the TCD before it can assign an IP address.

NOTE: The MAC address is printed on the TCD label on the side of the raised plastic box. The MAC address will be similar to this: 00:15:50:7X:DE:X2

NB: The Network Administrator will need this number to reserve an IP address for the TCD.

*Dynamic Host Configuration Protocol - allows a device, in this case the TCD, to automatically request and obtain an IP address.

The customer's network requires a static IP address.

If you have ticked this box, please ask the **network administrator** to complete the following:

TCD IP Address:

Netmask:

Gateway:

NOTE: Please have this information ready to give to your Monitoring Centre at the Commissioning Stage, so that they can allocate the TCD IP address remotely.

You can also send this information to the Monitoring Centre in advance by fax or email.

Need Help? Please call us on **1300 307 403**.

We are happy to talk direct to **Network Administrator** for the Premises.

Note to Network Administrator The Telemetry Communications Device (TCD) installed within the alarm control panel uses **outbound TCP/IP connections only**, in the IP destination port range 18,000 to 18,049 via the landline IP (Ethernet) and the GPRS IP networks. The TCD does not accept inbound connections and does not require any inbound IP ports to be opened on a customer firewall / router. GPRS connectivity is established via a private network connection (APN), and no internet connectivity is possible via GPRS in the TCD. No IP connectivity exists between the GPRS IP and landline IP networks in the TCD and no IP bridging is permitted between the networks within the TCD. The TCD also contains an internal firewall to isolate the TCD from any unauthorised connections or IP traffic.