

# REMOTE DIAGNOSTICS

A STEP FORWARD FOR ANALOGUE ADDRESSABLE AND RADIO

## WHAT IS IT?

Remote Diagnostics allows the engineer to see a virtual image of the customer's panel on their computer screen. The engineer is thus able to remotely manipulate the panel in the same way as they would if they were actually there in person. This means that they can carry out operations at their desk that would previously have had to be done on site. Examples include fault identification and diagnosis, adding loop devices, system programming and more.

## WHY IS THIS BETTER?

This facility has the potential to be a great time and money saver. The engineer saves time on call outs and is able to identify problems before arriving on site so they know what equipment to take with them and how much time to allow. The customer saves money on call outs and reduces the disturbance caused by having an engineer on site. The customer can also enjoy peace of mind in knowing that should a problem arise, an engineer will be able to respond within minutes.

## HOW DOES IT WORK?

The panel either comes or is supplied with a modem. This is the communication device used to allow the data to transfer back and forth between the panel and the engineer's computer. The modem is simply connected to an on-site telephone line and the engineer is able to dial-up, enter the password and communicate with the panel whenever necessary. The process requires a direct dial-in facility which is a standard feature on almost all site telephone systems.

## IS IT SECURE?

Yes, the customer can control when the engineer is allowed to access the panel. The engineer will have to dial a special number and access will be protected by a password. You may decide to allow constant access, you may prefer to only plug the modem in if a problem arises – pulling the plug prevents the connection, just the same as if using the telephone.

### FREE DEMONSTRATION

*Remote programming is a step forward in saving time and money for Analogue Addressable and Radio systems. We would like to take this opportunity to offer you a **free demonstration** at your location on any working system to enable you to see how remote diagnostics can improve the fire service you receive*

**Call Sales now to ask for a free demonstration by one of our engineers  
01291 431910**

Issue M06W.08.05