WebWay IP/GPRS LPS I&HAS ATS5

For business, corporate and public sector security

Reduce costs, not security

Protected premises, protected network

Remove the cost of annual PSTN line rentals

Future proofed, using digital IP technology

Integrated intruder, fire and property management signalling

Signalling failure detection in 3.5 minutes, ATS5

Remote fix or first visit fix for alarm system and communications

Certified and compliant to UK insurance and European standards
Switch to digital. Reduce costs, not security.

WebWayOne introduces you to 3 revolutionary security products in one device for corporate, business, public sector and domestic security. Key benefits include:

- Remove the cost of annual telephone line rentals for intruder, fire and property management
- Reduce business interruption with remote diagnostics
- Reduce site visits for key holders and engineers
- Improve security with dual path signalling
- Fast alarm confirmation
- Fast dual path failure detection
- Audio verification over IP

WebWayOne provides a unique managed service to protect communications by detecting faults and measure performance in any network with real time remote diagnostics. We also provide a secure, communications network for servicing alarm panels without call charges.

WebWayOne has provided world leading communications solutions for ten years. Corporate customers include The Co-Operative Group, Dixons Group, O2 Retail, Mothercare and The Post Office. WebWay IP/GPRS devices can be connected to any alarm panel and any network technology.

Alarm confirmation

Your premises is protected by your alarm system and the communications networks between you and the alarm receiving centre are protected by the WebWay managed signalling service.

WebWay's managed service confirms the loss of all communications to LPS1277 (and European) standards. Our compliance to LPS1277 ensures that the following faults are confirmed within 3.5 minutes, giving you the peace of mind that all your risks are covered:

- Intruder alarm followed by loss of one or both communications paths
- Loss of one communications path followed by intruder alarm
- Loss of both communications paths
- Equipment failure

Our technical support team and your security partner have access to our state of the art Command Centre application to ensure problems are resolved quickly, and often remotely, for maximum signalling availability.

WebWay goes beyond fault detection by identifying the root cause of problems, improving customer service. Unique proactive protection is provided by continually monitoring network performance to mitigate future risk.

WebWay operates on any network, and is provided inclusive of signalling across all four GPRS network providers at a fixed annual cost.

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WEBWAY MANAGED ALARM TRANSMISSION SERVICES
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WEBWAY SECURITY AND RELIABILITY

WebWayOne provides the most robust signalling solution in the UK. Our systems use dual path encrypted communications, signalling over fixed line private or public broadband connections and Telefonica’s network of over 13,000 GSM/GPRS base stations.

Every path of every system is checked for operation more than 140,000 times per week. Our network path checking on our current installed base handles 2.8 billion polls a week. The WebWay system uses this data to manage every individual customer to ensure delivery of alarms in a few seconds and line attacks within a maximum period of 3.5 minutes.

Our polling servers are securely located in every major ARC with no single point of failure. Polling and alarms are sent directly from the Alarm System to the Alarm Receiving Centre with no intermediate host. This improves reliability, resilience and security.

Every system provides real time statistics on every path of every system. Availability calculations provide a clear measure of performance and identification of fault cause. This enables action to return to correct operation, mitigating future risk and false alarms.

Our unique polling strategy includes automatic stepped up polling on the Secondary should the Primary fail. Within seconds of a WebWay communicator establishing that the primary path is non-operational GPRS automatically operates at ATS5 until the primary path is restored.

Our team of WebWayOne support engineers ensure a smooth installation and help configure the alarm panel to provide a serial connection for alarm delivery, remote UDL and automated remote maintenance, using IP and GPRS.

WebWayOne provides 24/7 service to all our partners and continuous checking on all servers and communicators of every estate.

The following are the main features of our unique system:

- All path monitoring is directly between the customer premises and the ARC for maximum reliability
- Encryption of all polls, alarms and remote service data
- Centralised and controlled access to all alarm panels for remote service
- ARC located ‘Dual Linux Servers’ with diverse routing for all Broadband and GPRS connections.
- The WebWay ‘Multi Service provider SIM’, providing access to all the alternative network providers if the O2 service is not available.
WEBWAY MANAGED ALARM TRANSMISSION SERVICES

WEBWAY ALARM AND SERVICE INTEGRATION

WebWayOne introduces you to unique security innovations in alarm signalling using IP, GPRS and PSTN communications.

Our integration capabilities enable customers to reduce the number of telephone lines used to signal security and other building management events to the alarm receiving centre.

**Turn alarm data into alarm information**
The WebWay platform is designed to integrate to multiple applications, ensuring that as your security requirements change, so you can take advantage of our system to continually control costs and improve efficiency.

The first key benefit is an interface to the alarm panel for signalling more information to the ARC for improvements in site management data. Receive time, date, zone, alarm type and user codes and names for key fobs turning your alarm data into alarm information (SIA protocol).

The next is the integration of additional applications to our signalling device including fire, temperature, DVR tamper and Adpro CCTV to reduce the number of telephone lines in your premises and deliver all your data to your chosen alarm receiving centre.

Where audio verification is required, use existing analogue equipment, but connect it to our audio capture system and transmit over the IP network, removing telephone line rentals and call charges.

**Secure remote servicing solution**
For remote servicing alarm panels, WebWay provides a lower cost, more secure solution for maintaining systems.

WebWay IP/GPRS provides a secure connection from the remote service computer to our receivers in the ARC, providing access control and encryption for the session.

Secondly, we provide the ability to transmit alarms and remote service data simultaneously, avoiding lost connections and improving security.

There is also a reduction in costs by using IP or GPRS technology for the remote service session, quicker, cheaper and more secure.
WEBWAY SERVICE MANAGEMENT

Our technical services team provides support to ARCs, installers and end users. We continually monitor systems to ensure their maximum uptime. Our team advise installers as to what the cause of an issue is before attending site or avoiding a site visit altogether. WebWay’s proactive performance management system enables us to identify sites which are operating below requirements and advice proactive, preventative maintenance fixes.

WebWayOne’s managed service team and its security partners use Command Centre to act as a virtual field engineer for remote diagnostics. Our security partners and their customers benefit from reduced business interruption and better customer service. Future risks are proactively identified through our real time availability monitoring and remedial action advised.

Command Centre provides the real time window on the performance of each individual site and associated communications path. Command Centre allows all responsible parties to track faults, identify remedial actions and ensure systems are returned to full operation quickly. Diagnosing the problem fix, before sending resources to site improves efficiency, cost and carbon footprint. This is invaluable to senior field engineers, ARCs and end users.

WebWay Command Centre helps to pin point sites that may experience fluctuating communications on either path. Underlying communications faults may not always be user effecting, but can be solved before they impact the risk of a premise. SIA protocol alarms include time, date, alarm type and user ID information, for a detailed audit trail without having to go to site.

Each site alarm log can be viewed in real time, over a user defined period. With Command Centre, the alarm audit trail is never more than a click away. With more than 2000 events stored at the WebWay communicator and all events logged at the WebWay monitoring centre, an audit trail is available during any post incident investigations.
WEBWAY PRODUCTS

WebWay provides a range of products to suit all risks, budgets and technologies.

**WebWay IP/GPRS LPS I&HAS ATS5** (Hereafter called WebWay IP/GPRS)

WebWay IP/GPRS removes the need for a telephone line and can simultaneously send alarms, monitor the network and securely service the alarm panel remotely at a fixed annual price.

The WebWay solution removes the need for separate telephone lines and call charges by using a shared broadband service. The use of WebWay IP/GPRS allows for a higher quality of information to be sent at a lower cost than PSTN, including zones, key fob IDs and site specific information.

In order to ensure the quickest response to site, the WebWay continuously monitors the networks and reports dual path failures to the ARC in three minutes, LPS1277 ATS5.

The WebWay can share the broadband with other services such as voice and internet, without interrupting security. During a remote service session, there are no delays to alarms and no need to disconnect.

The WebWay allows for the integration of additional applications including audio verification, fire, temperature, DVR tamper and Adpro CCTV delivering all your data to your chosen alarm receiving centre.

A fixed annual price and accessories which include Roaming GPRS provide with a single point of contact for a complete service.

**WebWay GPRS/PSTN LPS I&HAS ATS4 PLUS** (Hereafter called WebWay GPRS/PSTN)

WebWay GPRS/PSTN uses GPRS as the primary signalling path and is installed on your existing shared or dedicated telephone line with IP technology on board should you wish to upgrade to broadband.

WebWay GPRS/PSTN simultaneously sends alarms, monitors the network and securely service the alarm panel remotely over GPRS at a fixed annual price. During a remote service session, there are no delays to alarms and no need to disconnect.

The use of GPRS allows for a higher quality of information to be sent at a lower cost than PSTN.

In order to ensure the quickest response to site, the WebWay continuously monitors the networks and reports dual path failures to the ARC in 11 minutes, LPS1277 ATS4 PLUS.

The WebWay allows for the integration of additional applications including, fire and temperature.

A fixed annual price and accessories which include Roaming GPRS provide with a single point of contact for a complete service.
WEBWAY SYSTEM DIAGRAM

WebWay integrated alarm signalling using WebWay IP/GPRS. LPS1277 ATS5 compliant, SIA protocol alarms, remote service and diagnostics. Connect intruder alarm, fire alarm, audio verification and property management systems.
WEBWAY ACCESSORIES

WebWayOne design for today's and tomorrow's risks. WebWay communicators include expansion interfaces onto which new security applications can be plugged on. Additionally WebWayOne provides a range of accessories to ensure that your WebWay can operate in challenging environments.

**WebWay Modem Capture Module (DCM)**
A WebWay MCM allows a legacy alarm panel to signal over new digital technology. Legacy panels with built in modems are converted to operate in an IP environment. The WebWay MCM simply plugs on to the WebWay communicator and emulates the telephone line to the panel's modem. The WebWay MCM converts the signal from analogue to digital for transmission over IP or GPRS networks in encrypted format.

**WebWay Audio Capture Module (ACM)**
A WebWay Audio Capture Module (ACM) relays audio information to the ARC by converting analogue audio systems into IP. The WebWay ACM simply plugs on to the WebWay communicator and emulates the telephone line to the audio system's modem. The WebWay ACM converts the audio from analogue to digital for transmission over IP networks.

**WebWay 8 Channel Extender (up to 4 with any WebWay communicator)**
Your WebWay communicator has 16 channels on board which can be used simultaneously with the serial or dial capture interface to the alarm panel. The WebWay 8 Channel Extender board increases the number of trigger events that can be transmitted. Up to 4 WebWay Channel Extender modules can be fitted. Channel extenders can be used to connect to other devices, remote from the WebWay communicator. Communications between the Channel Extender and WebWay communicator are via a 2 wire RS485 connection.

**Xtralis AdPro FastScan and FastTrace integration**
WebWay's AdPro FastScan integration enables CCTV signalling over broadband, removing the need for an ISDN line. The WebWay FastScan Module plugs onto your WebWay communicator and connects to the FastScan's serial data output. All images are transmitted to the RVRC over broadband.

WebWay's Adpro FastTrace integration enables CCTV transmission over shared or dedicated IP networks. The Adpro FastTrace networking requirements can be dramatically simplified using the WebWay signalling architecture, enabling two way communications over IP without the need for unsolicited inbound access through the client firewall.

**Standard T-Bar antenna**
Each WebWay communicator is provided with a T-bar antenna and 3 meters of cabling. All WebWay dual path communicators are provided with an activated O2 SIM and annual GPRS contract.
High performance antenna with roaming SIM
Where signal is impaired by geography, building construction or panel location WebWay provides a High performance antenna with 2.5m cable. The antenna is tuned to provide up to an additional 20% signal improvement. The antenna is provided with a roaming SIM which will be activated by WebWay at no additional annual charges, activation conditions apply.

High Gain Extension antenna with roaming SIM
In extreme situations when signal is impaired by remote geographical location, installation in a basement etc, WebWay provides a High Gain Extension antenna with either 10 meter (as standard) 15 or 20 meter cable options. The antenna is provided with a roaming SIM which will be activated by WebWay at no additional annual charges, activation conditions apply.

Tamper Proof Boxed Power Supply Unit
Your WebWay can be installed inside the alarm panel/fire panel enclosure or in a separate boxed power supply. WebWay provides a Grade 3 boxed PSU, with your WebWay communicator fully wired but excluding battery.
WEBWAY INTEGRATED MANUFACTURERS

WebWay products include integration to leading alarm panel manufacturers for the transmission of SIA protocol alarms and remote service/upload download data. WebWay products will connect to any alarm panel using channels/inputs, but this connection type does not enable remote service for the panel. Below is a list of our integrations, please call WebWay for updates or specific requirements.

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<th>Service Software</th>
<th>WebWay Interface</th>
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<td>InSite</td>
<td>Serial</td>
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<td>Castle Caretech Euro46</td>
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<td>i-on Downloader</td>
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<td>DSC ULD</td>
<td>Modem Capture</td>
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<tr>
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<td>Texecom Premier range</td>
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<tr>
<td>Tyco MX Fire Panel</td>
<td>MZX Remote &amp; MZX Consys</td>
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Audio verification (WebWay IP/GPRS LPS I&HAS ATS5 only)

Dycon range

ICM AV range

EAS

Sensormatic

ADS4 CE Configurator

CCTV (WebWay IP/GPRS LPS I&HAS ATS5 only)

Adpro FastScan

Video Central Gold

Adpro FastView

Video Central Gold

Adpro FastTrace

Video Central Gold

Adpro FastTrace 2

Video Central Platinum

Honeywell DVR

HRDP Remote Centre

Tyco Intellex DVR

Network Client

Remote Access

Microsoft Remote Desktop

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