

TIS Secure Apps[™]

Remote Service App Client User Guide

Vanderbilt / Siemens SPC Panel Range

Version 2.2



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1. Introduction

IRIS Secure Apps Remote Service App has been for developed for installers, service engineers and monitoring centre staff to enable management of remote alarm panels connected via the IRIS system.

The IRIS Remote Service App is an application that monitoring centres can operate for the staff or installers who need to support alarm panels and similar equipment over IP. If an installer can manage alarm or fire panels with a direct serial connection from a laptop, then the Remote Service App lets them carry out exactly the same operation, but over IP.

This App can be used to gain access to diallers that are behind IP firewalls or connected via GPRS networks, without compromising the sites security or the security of the machine attempting to connect to the panel. The method used to defeat the firewalls is seamless and easy requiring no special knowledge on the part of the operator.

The Remote Service App also means that sites and installers don't need expensive public IP addresses, and that the same alarm panel specific management software can be used to connect to the panels as though they were directly connected or connected through a dial-up modem.

The Remote Service App offers the following benefits:

- 1. Simplicity of connection anyone familiar with managing alarm panels via a local serial connection or dial up modem will be able to do the same over IP without any special operating procedures.
- 2. Security of access all access is controlled by the high level of user validation and authentication provided by IRIS Secure Apps.
- 3. Security of communications all communication is encrypted using the same process as already implemented within IRIS alarm transmission and is compliant with the highest requirements of EN50136-1, Grade 4.
- 4. Complete integration within Secure Apps no additional third party software is required.

The Remote Service App can also be seen as an opportunity for monitoring centres to offer new services to their installer customers.

2. System Overview

The IRIS Remote Service App is an application that monitoring centres can operate for the staff or installers who need to support alarm panels and similar equipment over IP.

If an installer can manage alarm or fire panels with a direct serial connection from a laptop, then the Remote Service App will let them carry out the same operation over IP.

The installer can use the same panel management software that is currently used for the alarm panel, whether it is Titan for GE ATS, Remote Servicing Suite for Honeywell Galaxy, Wintex for Texecom, DLS for DSC or MX Remote for Tyco fire panels, etc.

Even if the IP connection of the alarm system they want to talk to is behind a firewall, the Remote Service App takes care of this seamlessly.

The Remote Service App will operate with any installed site that uses an IRIS Touch alarm over IP adapter connected by either the Serial (RS232 or RS485) or dial capture port.

The App consists of two parts:

• The IRIS Remote Service Server

Is a Service hosted at the monitoring centre and controlled from within the IRIS Secure Apps system. This component of the system behaves like a proxy server, routing communications between the alarm panels and connecting clients.

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• The IRIS Remote Service Client

This is the software that resides on the PC/laptop used by the installer or service engineer. The client includes a virtual COM port and the alarm panel management software is set to use this driver in place of the existing COM or modem driver.

The process that the Remote Service App goes through to make a connection is as follows:

- 1. The operator opens the alarm panel management application and requests connection to the appropriate panel.
- 2. The Remote Service client connects to the IRIS Secure Apps Remote Service Server at the monitoring centre.
- 3. The Remote Service client pops up on the operators screen and asks the operator to enter their Secure Apps user name and password. (This stage can be bypassed if the installer has pre-entered their codes in the client configuration).
- 4. If IRIS Secure Apps has this user set for Authenticator validation, the operator is requested to enter the authenticator code.
- 5. The operator is requested to identify the account number of the remote system they wish to connect to. (Alternatively this stage can be bypassed if the panel remote service software contains a phone number directory – the remote system account number is entered in the phone number location.)
- 6. The IRIS Secure Apps server now waits for the IRIS dialler on that account number to poll in. Whilst this is happening the installer is shown time to complete on the Remote Service client.
- 7. When the IRIS dialler polls in, it is instructed to make a Remote Service call back to the IRIS Secure Apps server.
- 8. When this call is connected the IRIS Secure Apps server joins the two connections together and data is transferred backwards and forwards transparently between the remote panel (via the IRIS dialler's serial port) and the panel management application.
- 9. When the call is cleared from the panel management application, both sides of the connection are cleared down.

 Remote Site

 Aarm Panel

 Touch Dialer

 Instant

 Undorder Centre /ARC

 Wite Centre /ARC

 Bis Becure Ages 2012 & RIB

 Becure Ages 2012 & RIB

The Diagram below shows the architecture of the system.



3. Remote Service App Client Setup

When the Remote Service App starts it will ask you if you wish to set up receiving centres. Select "**yes**" to set up connections. Each connection you add will be a connection to a receiving centre that has IRIS Secure Apps[™] installed.

	Iris Secure Apps Remote Servi	ice App		23
	You do not have any receivi	ng centers set up, would you	ı like to do this nov	v?
		<u>Υ</u> ε	<u>es N</u> o	•
🖳 IRIS Secur	e Apps Remote Service App			
Tris	Secure Apps		control, i	not complication
RE	MOTE SERVICE APP			
Conne	ections			
*	Connection Name	Host	User Name	Password
Applic	ation Settings			
	Enable Au	to Login 📃		
		Save		
				J.

It is recommended you leave auto login disabled until you are comfortable the application performs as expected. **Click** save when you are done.

You should now see the icon running in the system tray:



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In order to connect to a remote site the alarm panel management software must connect to the virtual serial port. In order to find out what number the virtual serial port has been assigned, open up device manager and look for "IRIS Remote Service Port" under "Ports":

🚇 Device Manager	
File Action View Help	
ABROWNPC2 Computer Disk drives DVD/CD-ROM LPT) Processors DVD/Second drives DVD/Ver Scal and RAID controllers DVD/Sound, video and game controllers DVD/Sound video and game controllers DVD/System devices DVD/Versal Serial Bus controllers DVD/System devices DVD/Versal Serial Bus controllers	

In the example above the port has been set to COM26. It may be necessary to change this if this port is not selectable in your alarm panel management software. Double click the port to change it and select the port settings tab and then click the advanced button:

IRIS Remote Service Port (COM26) Properties		
General Port Settings Driver Details		
Bits per second: 9600		
Parity: None	Advanced Settings for COM26	? 🗙
Stop bits: 1		
Flow control: None	✓ Use FIFO buffers (requires 16550 compatible UART) Select lower settings to correct connection problems. Select higher settings for faster performance.	OK Cancel Defaults
	Receive Buffer: Low (1) 🗍 High (14)	
	Transmit Buffer: Low (1) 🗍 High (16) (16)	
OK Cancel	COM Port Number: COM26	

You can change the number using the drop down box.

If the management software has a phone directory, you can set up the remote panels in the normal way, except that rather than set the phone number, set the account number/name of the remote site.

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4. Operation

4.1 IRIS Touch Serial RS232 connection for SPC Pro

This will then make the connection between the SPC Pro Software PC and the Remote Service server and connect the Upload/Download session.

To establish a remote connection to the panel you will need to first start up and log into the SPC Pro software and open up the relevant account you wish to connect to:

Once you have the account open go to the 'Config Mode Toolbar' and click the Connect to Panel:

O SPC Pro V3.6.2 - [Insta	llation Details]			0	
File Options Adv					- 10 X
SIEMEN	5			Config N	Aode Toolbar - Offline
General	General - Status				@ 🖓 🗣 🗉 🖀 🕰 🚳 📕
1	🐠 Summary 🗹 Zones 🛅 Area	as 🔥 System Alerts 🚉 X-BUS 🧮 Keypads 📓 Door Controllers 📝	Doors Cameras		
Status		SPC6300 [Offline Panel St	atus Information]	Connect I	o Panel
		N.B. The information below shows	the online status information of the panel (only ava	ilable when connected to the panel)	
System Log		Summary	System Summary	Ethernet	
		Installation Name : Installation ID : 1	Cabinet Tamper : Aux. Tamper 1 :	IP Address : Netmask :	
Panel Access Log		IP Address : [DHCP Enabled]	Aux. Tamper 2 : Bell Tamper :	Gateway : Receive :	
=		Installer Phone :	Wireless Module : Antenna Tamper :	Transmit :	
Setun Users			Power	Modem1 Modem 1Log	
		Areas: 0 Users: 2	Mains : Battery :	Modem Status : Type Fitted :	
		Zones: 0 Expanders: 0	Aux.Voltage :	Incoming Calls : Incoming Calls : Incoming Call duration :	
		Keypads 1 Door Controllers : 0	Aux Fuse : Ext. Bell Fuse :	Outgoing Calls : Outgoing Call duration :	
		Firmware Version : 3.4.5	Int. Bell Fuse :	Failed Dial Attempts :	
		Panel S/N :	X-BUS	Modem 2 Modem 2 Log	
			Expanders Online : Offline :	- Type Fitted : Line Status :	
		Restore All Alerts :	Cabinet Tamper : Antenna Tamper :	Incoming Calls : Incoming Call duration :	
		S Refresh :	RF Interference : Fuse : Maine :	Outgoing Calls : Outgoing Call duration : Failed Dial Attempts :	
		생 Ful Engineer	Battery : PSU : ·		
	.				
Panel Settings Communications					
Advanced	ATION - 1 [100035]	Language - English			
					2 ▲ ➡ ☐ ♣>
					09/09/2015

This will then bring up the 'Connection' options which you will need to highlight the 'Direct – Serial RS232'. Next go to the 'Comport' section and select the Com port number that the Remote Service App client is using, **but do not hit 'Connect'**.

Oconnection	x
Select Comms Path:	G
Connect to : 100035 [1]	
 IP Connection - 10.10.10.193 Direct - US8 Direct - Senial RS232 Modem 1 - [100035] Modem 2 	
Comport : 5	• ct



💀 IRIS Secure Apps Remote Service App)	
Firis Secure Apps		control, not complication
REMOTE SERVICE A	p	
Please Log In		
Receiving Centre	SATEST	•
User name	mikew	
Password	••••	
	Login Config	

Now go to the IRIS Remote Service Client software which will be located in the system try and open this up.

You should now enter in you login details for the Secure Apps Server which would have been supplied by the Monitoring Station.

IRIS Secure Apps Remote Service App	
Tris Secure Apps	control, not complication
REMOTE SERVICE APP	
Please Search For A Dialler	
100035	
100035 - 0	

Once you have logged in you will be presented with the dialler search box. Please enter in the IRIS Secure Apps account number for the site that you are trying to connect to, for example 100035

🖳 IRIS Secure Apps Remote Service App	
Tris Secure Apps	control, not complication
REMOTE SERVICE AF	q
Current Status	
Current Connection Type:	Virtual Serial
Connection Status:	Dialler Connected
Account Name:	100035
Baud Rate:	9600
Current Data Rate:	0 Kbps (tx) 0 Kbps (rx)
Connection Time:	00:03:05
[Disconnect
	e)

You will now see the progress of the connection, which will be completed the next time the remote dialler polls in to the Secure Apps system at the monitoring centre.

Once the Current Status shows "Dialler connected" go back to the SPC Pro software and on the 'Connection' option click 'Connect'.

You will now be connected and see the 'Config Mode Toolbar' go ONLINE and be able to use the SPC Pro software as per a normal local serial connection.



You can also minimise the status window to the system tray while you are connected.



O SPC Pro V3.6.2 - [Instal	llation Details]				-		-	_ D <mark>_ X</mark>
U File Options Adva	anced Help							- 8 1
SIEMEN	5					Config Mod	e Toolbar - ONLINE	8
General	General - Status					🔊 🕵) 🐺 🐺 🗔 👫	🤮 🕲 🔮 🖡
(Status	😰 Summary 🔀 Zones 🕅 Areas 🧘 System Alerts 😰	-BUS 🔚 Keypads 📔 Door Controllers 📝	Doors 🔯 Cameras					
status		SPC6300 [Online Panel St	atus Information]					
System Log		Summary	System	or the panel (only availab	Ethernet	e panei)		
Panel Access Log		Installation IAme : Installation ID : 1 IP Address : 10.10.10.193 [DHCP Installer Name : Installer Phone :	System Time : Cabinet Tamper : Aux. Tamper 1 : Aux. Tamper 2 : Bell Tamper : Wireless Module : Antenna Tamper :	09/09/2015 09:24:34 Inhibit OK OK B6BMHz V10 OK	MAC Address : IP Address : Netmask : Gateway : Receive : Transmit :	00:0F:B6:04:06:69 10.10.10.193 255.255.255.0 0.0.0.0 bytes 12,126,604 bytes		
Sotup User			Power		Modem1	Modem 1 Log		
Setup Osers		Areas: 0 Users: 2 Zones: 0 Expanders: 0 Keypads 1 Door Controllers: 0	Mains : Battery Voltage : Aux. Voltage : Aux. Current : Aux Fuse : Ext. Bell Fuse : Int. Bell Fuse :	OK OK 13.6V 13.6V 70mA OK OK	Modem Status : Type Fitted : Line Status : Incoming Call duration : Outgoing Call duration : Outgoing Call duration : Failed Dial Attempts :	Ready IntellModem PSTN OK 0 0 Seconds 0 Seconds 0		
		Firmware Version: 3.4.5 Panel S/N: 18641907	X-BUS		Modem2	Modem 2 Log		
		Restore Al Alerts :	Cable Status : Expanders Online : Communication : Cabinet Tamper : Anterna Tamper : RF Interference : Fuse : Mains : Battery :	ОК 1 Offline: 0 ОК ОК ОК ОК ОК ОК ОК ОК ОК ОК	Modem Status : Type Fitted : Line Status : Incoming Calls : Incoming Call duration : Outgoing Call duration : Failed Dial Attempts :	Modem Disabled 		
Panel Settings Communications								
INSTALL	ATION : 1 [100035] Language : English							

When the process is complete, disconnect from the panel in the usual way. The Remote Service App will close the connection automatically.

4.2 IRIS Touch Ethernet ETH2 connection for SPC Pro and Web Server

When using the Ethernet ETH2 connection you will need to setup a Windows Dial-Up Connection for this application to use.

The Windows Dial-Up Connection uses the Phone and Modem Option within the Windows Operating System.

First you will need to add a Standard 9600 bps Modem for the Remote Service App Com port as shown below:

Windows Phone and Modem Option (Window 7 example shown):

Go to the Window Control Panel and Phone and Modem Options and if this is the first time you will need to enter a location in the Dialling Rules. For the Location just add your Country / region and enter the area code.

Phone and Modem	x)
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem Attached To	
Standard 9600 bps Modem COM5	
Add 😵 Remove Proper	ties
OK Cancel A	pply

Next select the Modems tab and then "Add" and follow the Add Hardware Wizard as shown below



dd Hardware Wizard	a contraction of the second
Modem installation i	s finished!
	Your modem has been set up successfully.
	If you want to change these settings, double-click the Phone and Modem Options icon in Control Panel, click the Modems tab, select this modem, and then click Properties.
	< <u>B</u> ack Finish Cancel

<<u>Back</u> <u>N</u>ext > Cancel

Select 'Don't detect my modem; I will select if from a list' and click 'Next'

Now select Standard 9600 bps Modem and click 'Next'

Select the Com port that the IRIS Remote Service App Client is installed on

Click finish and you should now see the Modem added to the list

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Create a dial-up connection on the remote PC using the IRIS Secure Apps account number as the phone number and using the following setting. The Instruction to do this on Windows 7 operating system are listed below:

 Open the New Connection Wizard by browsing to Control Panel > Network and Internet > Network and Sharing Center > Set up a new connection or network.



- 2. Select **Connect to a workplace** and click **Next**.
- 3. Now select **No, create a new connection** and click **Next**.
- 4. Select **Dial directly**.
- 5. Now enter in the **Telephone number** as the account number setup for this site in the IRIS Secure Apps. Enter a relevant **Destination name** and tick the option "Don't connect now; just set it up so I can connect later", then click **Next**.

🚱 🌆 Connect to a Workplace	Real-sheet Area train-sheet Core				
Type the telephone n	umber to connect to				
Your network administrator can give you this information.					
<u>T</u> elephone number:	100035	Dialing Rules			
D <u>e</u> stination name:	Siemens RSA Connection				
 □ Use a gmart card ③ □ Allow other people to use this connection This option allows anyone with access to this computer to use this connection. ☑ Don't connect now; just set it up so I can connect later 					
		Next Cancel			

- 6. Leave the **User name**, **Password** and **Domain** blank and click **Create**.
- 7. Now select the **Change adapter settings** to the left.
- Right click on the Dial-up connection you have created Example
 Siemens RSA Connection and select Properties.
- Go to the Networking tab and select Internet Protocol Version 4 (TCP /IPv4) and select Properties.
- 10. Select the Advanced button and in the IP Settings tab untick the Use default gateway on remote network, then click OK 3 times to finish the setup.
- 11. You are now ready to use this dial-up connection with the RSA client to make and Upload /download connection.

dvanced TCP/IP Settings	8 ×
IP Settings DNS WINS	
This checkbox only applies when you are connected to a local network and a dial-up network simultaneously. When checked that cannot be sent on the local network is forwarded to the dia network.	, data I-up
Use default gateway on remote network	
V Automatic metric	
Interface metric:	
PPP link	
Use IP header compression	
ОК	Cancel



SPC Pro connection:

To establish a remote connection to the panel you will need to first start up and log into the SPC Pro software and open up the relevant account you wish to connect to:

Ensure that the **Panel IP address** is setup for **172.16.25.2** and IP Port **50000**, these can be edited in the **Installation Details** as shown below:

Modify the details to	b be saved for this installation	
SPC Pro ID :	1	
Installation Name :	100035	
Installation Address :		
Panel Type : Firmware Version : Group : Panel IP Address :	SPC6300 ▼ V3.6 ▼ DEFAULT GROUP ▼ 172. 16 . 25 . 2 IP Port : 50000	
Phone Number 1:	100035	
Phone Number 2 :		
Password :	******	
	Save New Configuratio	n

Now open the account and then go to the Windows dial-up networking and make a connection using the created Dial-up connection.

<u>U</u> ser name: <u>P</u> assword:	
Do <u>m</u> ain:	
Me only	ser name and password for the following users: / who uses this computer
C Anyone	

Select Dial which should then cause the IRIS Remote Service Apps Client to appear:

Once you have the account open go to the 'Config Mode Toolbar' and click the Connect to Panel:





This will then bring up the 'Connection' options which you will need to highlight the 'Direct – Serial RS232'. Next go to the 'Comport' section and select the Com port number that the Remote Service App client is using, **but do not hit 'Connect'**.

🧑 Connec	ction
Select	Comms Path: G
Connect	to : 100035 [1]
0) IP Connection - 10.10.10.193) Direct - USB) Direct - Serial RS232 Modem 1 - [100035]) Modem 2
Comport :	: 5 Connect





You should now enter in you login details for the Secure Apps Server which would have been supplied by the Monitoring Station.

You will now see the progress of the connection, which will be completed the next time the remote dialler polls in to the Secure Apps system at the monitoring centre.

Once the Current Status shows 'Dialler connected' go back to the SPC Pro software and go to the **Config Mode Toolbar** and click the **Connect To Panel**.



Now select the IP Connection – 172.16.25.2 and click Connect.

🤣 Connection	×
Select Comms Path:	G
Connect to : 100035 [1]	
 IP Connection - 172.16.25.2 Direct - USB Direct - Serial RS232 Modem 1 - [100035] Modem 2 	
	Connect

You will now be connected and see the 'Config Mode Toolbar' go ONLINE and be able to use the Siemens SPC Pro software as per a normal local serial connection.



You can also minimise the status window to the system tray while you are connected.



Options Advanced Help				
EMENS General - Status Summary & Zones Areas A Syst	am Alerts [😥 X-BUS 🥅 Keypads 🔒 Door Controllers 💕 Door	s 🕞 Cameras		Config Mode Toolbar - ONLINE
Status	SPC6300 [Online Panel Statu N.B. The information below shows the or Summary	s Information] nline status information of the panel (only availat System	ble when connected to the panel)	
Access Log	Installation Name : Installation ID : 1 IP Address : 10.10.193 [DHCP] Installer Name Installer Phone :	System Time: 09/09/2015 09:24:34 Cabinet Tamper 1: 01/bit Aux. Tamper 1: 0K Win Heart Shoulde: 668/412 V10 Antenna Tamper : OK	MAC Address : 00:0F:86:04:06 IP Address : 10:10:10:193 Netmask : 255,255.255.05 Gateway : 0.0.0.0 Receive : bytes Transmit : 12,126,604 byt	es
up Users	Areas: 0 Users: 2 Zones: 0 Expanders: 0 Keypads 1 Door Controllers: 0	Power Mains:: OK Battery Voltage: 13.6V Aux.Current: 70nA Aux.Current: 70nA Aux.Fue: OK Ext. Bel Fue: OK Int. Bel Fue: OK	Modem1 Modem 1Log Modem Status Ready Type Fitted I: IntelModem PS Line Status OK Incoming Calls 0 Outpoing Calls 0 Outpoing Call duration 0 Seconds Failed Dail Attempts 0	TN
	Firmware Version : 3-4.5 Panel 5/N : 18461907 (2) Restore AI Alerts : (2) Restore AI Alerts : (3) Refresh : (3) Full Engineer	X-BUS Cable Status: OK Expanders Online: 1 Offine: 0 Communication: OK Cabinet Tamper: OK Anterna Tamper: OK RF Interfernce: OK Fue: OK Mathin: OK Mathin	Modem 2 Log Modem Status : Modem Disable Type Fitted :	a
Settings unications				

When the process is complete, disconnect from the panel in the usual way, then go to the Windows Dial-up connection and disconnect. After a period you should see that the Remote Service App will close.

Web Server connection:

Once the dial-up connection is connected (as above), open a web browser and browse to IP address 172.16.25.2 i.e. https://172.16.25.2/.

Conception and a series	6 (0 many	· Contractings at				
	2/login.htm?action=login⟨	guaç 🔎 👻 😵 Certificate error 🖒 <i>[</i> @ SPC	6300 - Installation Name 🗙			ଳି 🛧 🛱
👍 📘 Suggested Sites 👻 🙆 Se	cure Apps 🔯 Microsoft Team	Foundati 🔞 Chiron Document Library	🧃 ChironSC Order System 🧃 Secure Apps I	Demo 🧧 Chiron Support Desk ខ Secure A	pps Test 🧧 Secure Apps 2016	
						Full Engineer logged in - Alarms Disabled 🥂 🥂
SIEMENS	Ins	tallation Name				
	SPC63	300 Ver 3.6.6 R.21359 S/N: 18641907				0
SPC Home	Hardware Inputs	System Alerts				
	Controller Status	X-Bus Status				
j Status	System			Ethernet		
Log	System Time: Cabinet Tamper: Aux. Tamper 1: Aux. Tamper 2: Dell Tamper 2:	Fri, 27 May 2016 15:24:41 Inhibit OK OK		MAC Address: IP Address: Netmask: Gateway: Besetvo:	00:0F:B6:04:06:69 172.16.25.2 255.255.255.0 172.16.25.1 765 K Decision 25 M Duting	
Users	Wireless Module: Antenna Tamper:	Unlicensed OK		Transmit:	141 K Packets, 10 M Bytes	
Configuration	Power			Modem 1		
Configuration	Mains: Mains time sync.:	OK OK (50Hz)		Modem Status:	Ready	Log
Communications	Battery: Battery Voltage:	OK 13.6V		Line Status:	OK	
	Battery Current:	30mA		Incoming Calls: Outgoing Calls:	0 (0 Seconds) 0 (0 Seconds)	
	Aux. Voltage: Aux. Current:	13.6V 70mA		Incoming SMS:	0	
Eile Eile	Aux. Fuse:	OK		Outgoing SMS: Eailed Dial Attempts:	0	
	Ext.Bell Fuse: Int. Bell Fuse:	OK OK		Palled Dial Attempts.	0	
	X-BUS			Modem 2		
	Cable status:	ОК		Modem Status:	Modem Disabled	
	Devices: Online:	1		Type fitted:	-	
	Devices: Lid tamper:	OK		Incoming Calls:	-	
	Devices: Ant. tamper:	OK		Outgoing Calls:	-	
	Devices: RF Jamming:	ок		Incoming SMS:	-	
	Devices: Fuse: Devices: Mains:	OK		Eailed Dial Attempts:	-	
	Devices: Battery:	OK		raieu piai Auempts.		
	Devices: PSU Fault:	ок				
	Refresh					

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