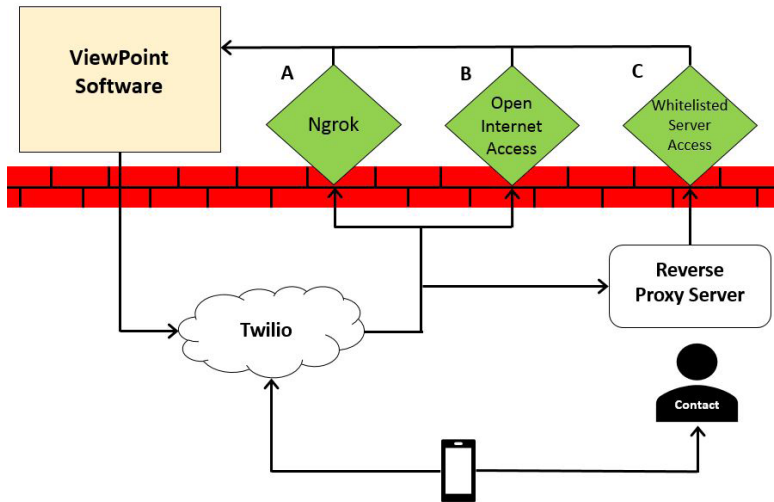


Twilio Call Notifications

Twilio is a cloud-based calling service that enables end users to be notified of alarm conditions so they can inhibit alarms before taking the necessary corrective action.

Key Features Include:

- Outbound alarm call notification
- Inhibit alarms over the phone with the use of a unique (user or system) PIN



Option A

Information passes through an ngrok VPN tunnel

Option B

Information passes through open access to outside internet

Option C

Information forwarded by ViewPoint to external server which returns necessary information back to Twilio. Reverse Proxy server is whitelisted by client's firewall

Use Case Example:

An alarm excursion occurs in ViewPoint (a sensor reading is out of range, a sensor has no contact, etc.). Twilio receives the request from ViewPoint server and responds appropriately either by sending a SMS text notification or by placing a phone call to the appropriate contact(s) on the alarm notification list.

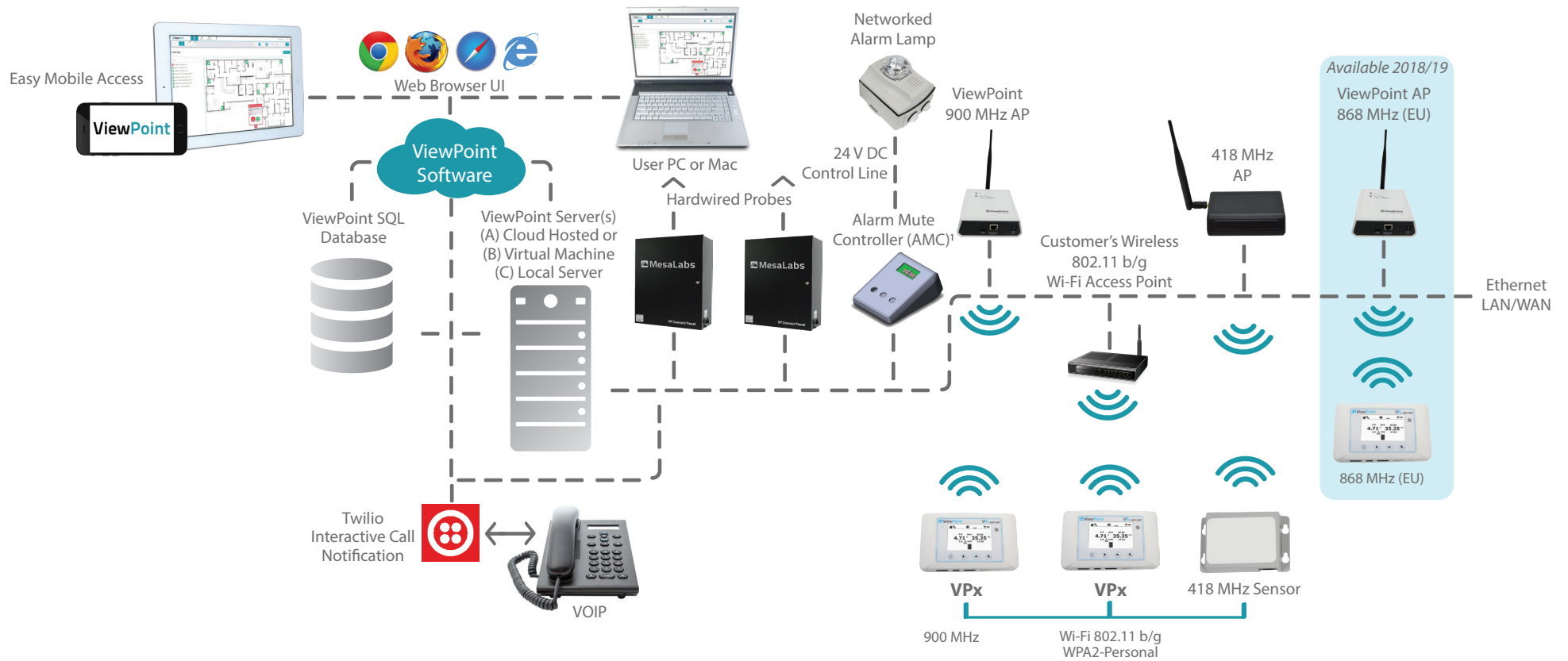
From here, there are different options:

1. Text Notification - The appropriate contact(s) receive a text message notification displaying alarm criteria.
2. Phone call - Twilio can handle different responses that are given.
 - Twilio places a call, contact picks up, a message is played until the contact hangs up or inhibits the alarm by entering the duration of the inhibit followed by a User or System PIN.
 - The call goes to voice mail, a message is left that repeats several times to ensure all information is delivered.

Twilio Requirements:

- Internet connection (outbound traffic)
- Whitelisted IP address and firewall-external VM or open port (customer specified) for ngroktunnel or Fully-qualified domain name
- See attached diagram for more info

Figure 1: ViewPoint v1.2 Architecture Diagram



¹ AMC - Optional Alarm Lamp Kit accessory available July 2018. Requires conversion of legacy Alarm Lamps to support 24 V DC control line.