

Customer IT Survey Form

Introduction

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

Customer Address:	Alarm Installer:
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Emizon TCD Serial Number

Section 1: Physical Connection to Local Network.

Emizon 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 installer.

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 the Emizon IP Service across the internet, The TCD will therefore require an IP addresses- as do all network devices.

By default the TCD assigns IP addresses by DHCP (Dynamic Host Configuration Protocol). Should you require a Static IP please enter the information below:

TCD IP Address	
Subnet Mask	
Gateway	

Note: The MAC address is printed on the TCD on the white plastic lid. The network administrator will need the MAC address to reserve an IP address for the TCD. The MAC address will be similar to 00:15:50:7X:DE:C2

Note to Network Administrator Telemetry Communications Device (TCD) installed within the alarm control panel uses an **OUTBOUND TCP/IP connection only.**

The IP destination port range **18,000 to 18,049** (Total of 50 Ports) will need to be opened for the Emizon TCD to operate correctly on IP.

If the customer restricts the outbound connection the Network administrator may need to contact us for the destination IP addresses, this information is available by sending your request to helpdesk@emizon.com

The TCD does not accept inbound connections and does not require any inbound ports to be opened on the customer firewall/router.

GPRS 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 contains an internal firewall to isolate the TCD from any unauthorised connections or IP traffic.

You can send this completed form via email to helpdesk@emizon.com we will then enter the IP address details via the GPRS Path if the path is available with a signal of 12 or above. If you require the static IP entering immediately, please call the Emizon helpdesk on **0330 880 4422**.

Emizon Helpdesk 0330 880 4422

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