Teldio Alarm Management System (AMS)
Supported INPUT Protocols

The Teldio Alarm Management System (AMS) utilizes the Teldio Gateway which supports a variety of standard protocols. Existing alarm systems would output these messages to the Teldio Gateway which would receive it as an alarm input, which it can then process and forward on to intended parties.

This document outlines the different standard input protocols that are natively supported by AMS. Other protocols which require other Teldio provided alarm devices and applications are also listed.

Natively Supported Protocols

Input	Integration Method	Connection Type	Protocol
Email via SMTP	The alarm panel's SMTP Server is set to be the Teldio Gateway's IP address	Local Area Network	SMTP
Email via IMAP	The IMAP information of email(s) are configured on the Teldio Gateway and is polled at a set interval	Internet Connection	IMAP
Serial ASCII	The Teldio Gateway connects to a Serial Printer Port to receive alarm data	Direct connection or IP connection via Serial to Ethernet convertor	RS-232 RS-422 RS-485
Modbus TCP/IP	The Modbus panel is programmed to send alarm information to the Teldio Gateway's IP address	Local Area Network	Modbus
SMS	SMS messages are sent to a preset number set up via a Twilio account.	Internet Connection	SMS Messages via API
Contact Closures	The wet/dry contacts are programmed to send signals to the Teldio Gateway in the event of an alarm.	Direct Connection to Gateway or IP connection via I/O to Ethernet Convertor	Dry Contacts Wet Contacts
Digital Mobile Radio (DMR) Text	Two-way radios send custom or preset Radio Text messages to the Teldio Gateway to raise alarms	A dedicated mobile radio or a direct connection to the repeater via TruFleet.	DMR Text (MotoTRBO)

Input	Integration Method	Connection Type	Protocol
IP Based Messaging	The Teldio Gateway can send/receive IP based messages over a network	Local Area Network or Internet Connection	TCP, UDP
Web Services / API	The Gateway receives Web Service or API messages over a network and translates the content to an alarm	Internet or Local Area Network	Various (TCP/UDP, RSS, SOAP, XML etc.) Please contact Teldio to confirm.

Other Supported Protocols Which Require Additional Equipment or Software

Input	Additional Devices and Software	Integration Method	Connection Type	Protocol
OPC	- Dedicated Desktop Computer - OPC Client Software	PLC/OPC based alarms are sent to the IP address of the Teldio computer via OPC Client. The Teldio computer sends the data to the Teldio Gateway over IP.	Local Area Network	OPC
Wireless Sensors and Panic Buttons	- Teldio Sensors and Panic Buttons with Ethernet Gateway	The Ethernet Gateway receives events Wirelessly and sends it to the Teldio Gateway over IP.	Wireless	Mesh