T/Mon

T/Mon MINI

T/Mon SLIM

T/Mon LNX

Benefits of Consolidating Your Alarm Monitoring on a T/Mon Master Station

- **Absolutely knowing the status of your network and providing notifications to the right people at the right time**
- **Consolidated alarm platform monitors as a master station or mediates alarms to your MOM**
- **Widely deployed, well-established monitoring platform that is 100% guaranteed to work for you**
- **Advanced monitoring features developed from real users address your real-world operational needs**
- ***Smooth, fast new web interface & mobile web support***
- ***Six 10/100/1000 NICs for isolated telemetry, operation, and viewing networks***
- ***Runs on quad-core platform***
- ***On-board RAID 1 for true hard drive redundancy***
- ***Up to 1000 TCP/UDP sockets***

Overview

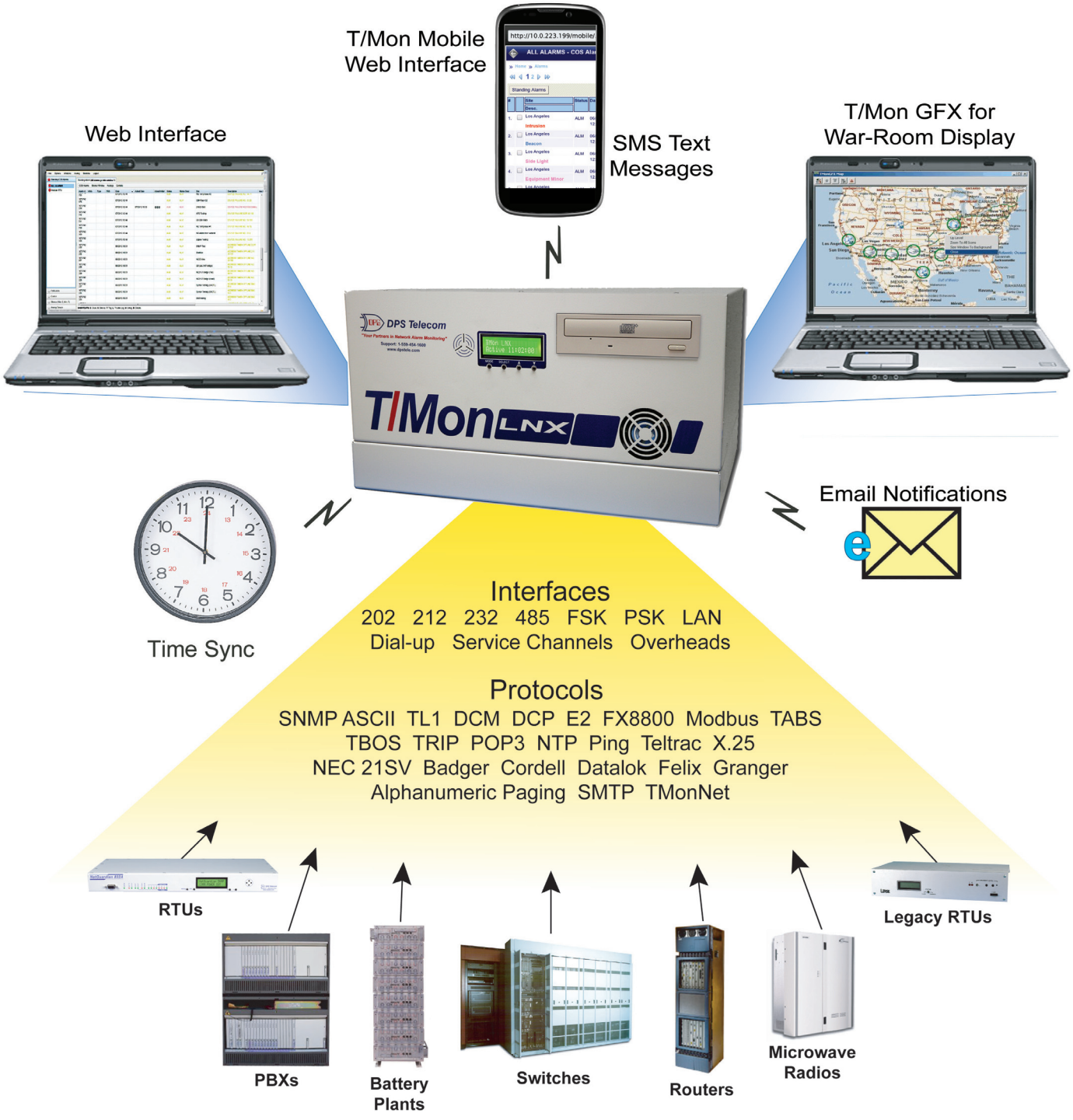
A T/Mon Remote Alarm Monitoring System is a multiprotocol, multifunction network alarm manager designed as a single-platform solution for all alarm monitoring applications. T/Mon collects alarm data from lots of different equipment, throughout many manufacturers and protocols, and displays the state of your entire network in one interface, eliminating the need for specialized terminals. With this one unit, you can:

- Monitor alarm data in any current or legacy protocol, including SNMP, ASCII, Badger, Datalok, DCPx, DCPf, DCM, Larse, TABS, Teltrac, TL1, and more.
- Map alarm data to a single interface that displays up-to-the-minute information on your entire network.
- Display network status and alarm information to multiple users simultaneously.
- Administer a centralized database of configuration information for your whole network.
- Automatically send detailed notifications and instructions to repair and security personnel when an alarm event occurs.
- Control remote site equipment either manually or automatically using derived alarms from several alarm sensors.
- Mediate alarm data to different protocols.
- Forward alarm data to other network management systems
- Maintain logs and create reports of alarm events.

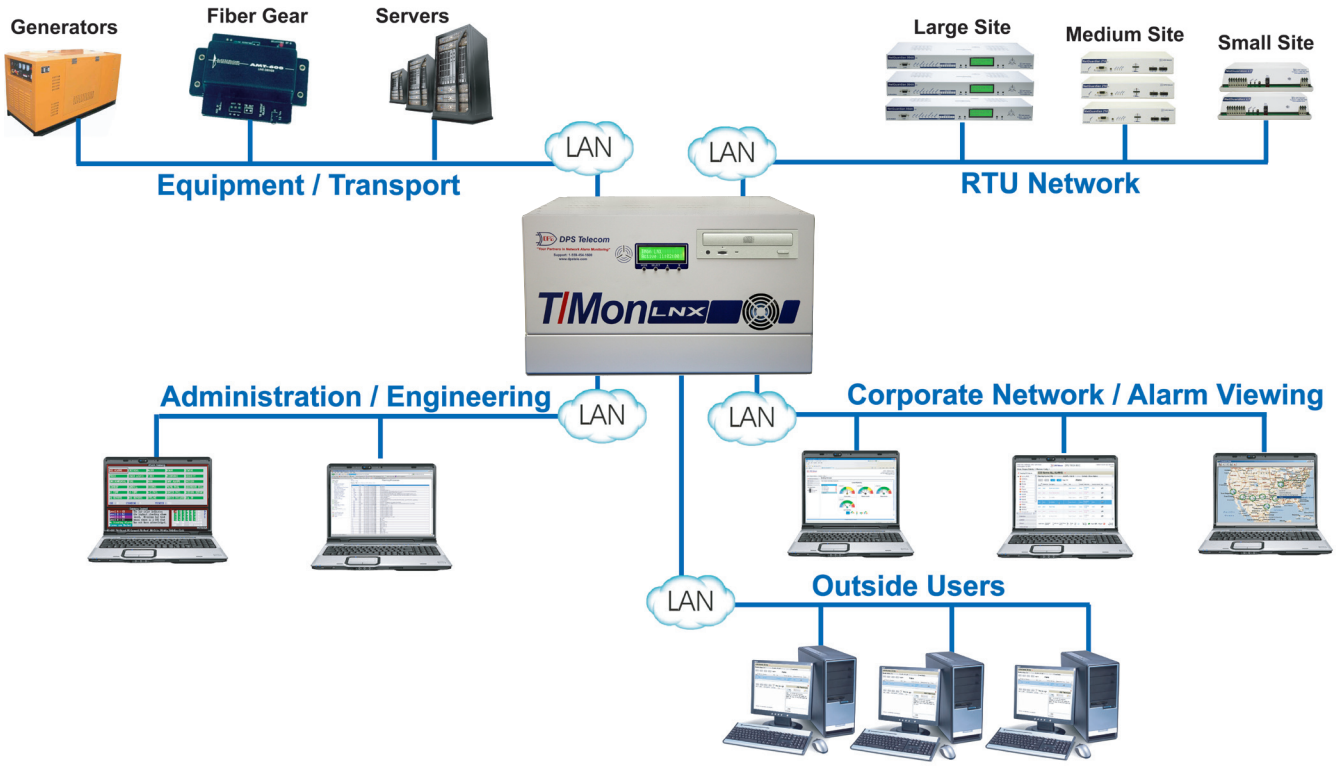
The capability and diversity of T/Mon has made it the industry standard in telecommunications, utilities, cellular communications, and transportation.

T/Mon integrates all your alarm inputs to a single platform, enabling you to monitor and forward all your alarm data for numerous applications:

Top-Level Master



Multiple NICs to maintain network segregation



Protocol mediator to multiple destinations and protocols

What T/Mon Will Do for You

Upgrade your monitoring and retain your investment in legacy remotes

You may be one of the many network managers who feel they are locked into an obsolete legacy alarm monitoring system. You know you urgently need to upgrade your polling master and acquire modern alarm management capabilities, but the cost of replacing your entire monitoring network, including remote units, is simply too great.

If that's your situation, you can rest easy with T/Mon; it's the no-risk way to upgrade your network to a modern alarm monitoring system. The multiprotocol polling capacities of T/Mon support many different types of remote units, even ones not manufactured by DPS Telecom. With T/Mon, you can poll remotes by Badger, Dantel, Granger, Larse, NEC, and Pulsecom.

Larse/Badger 1200

Pulsecom Datalok

NEC 21SV

Badger 481

T/Mon fully supports legacy remotes from Larse, Pulsecom, NEC, and Badger - even if the original manufacturer has dropped them.

The low-cost path to adding advanced remotes

Whether you want to create an entirely new monitoring system or gradually add new RTUs at a pace that's right for your budget, T/Mon offers a clear path to adding advanced remote capability. DPS Telecom makes a full range of remote units for T/Mon, featuring discrete and analog alarms, control relays, built-in remote visibility through a web browser interface, and easy configuration. We build remotes for small, medium, and large sites, for LAN, dial-up, and dedicated connections. Remotes like the NetGuardian, the KDA series, the DPM series, the AlphaMax, and the MAS series have won the respect of the industry for their capability and reliability.

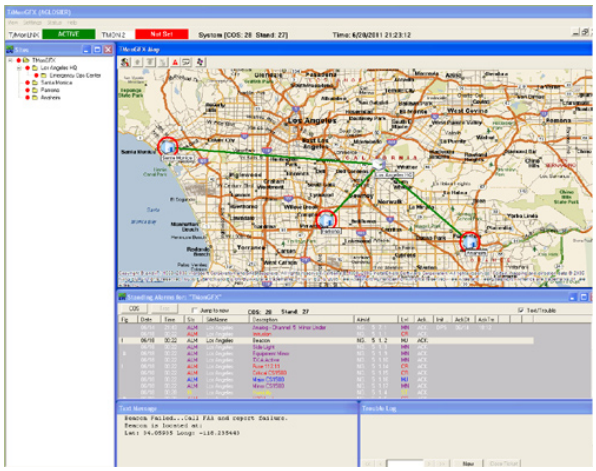
Advanced remotes like the NetGuardian 832A easily integrate into your existing network, even working alongside your legacy remotes.

An easy-to-use interface ensures rapid and accurate response to network threats

T/Mon's customizable displays present network events in plain English, in terms that your staff will immediately understand and take action on. The T/Mon interface is easy to use and ensures that system operators will have the right information to take corrective action in an emergency.

The T/GFX interface for T/Mon uses maps, icons, and photos to create a graphic display of your entire network. In T/GFX, your alarms are displayed as icons on a map, color coded by severity, providing network status at a glance. Multilayer graphics allow you to zoom down from your network at large all the way to the device level to view images of your real equipment and specific alarm information. By turning simple point references into geographically organized points, T/GFX makes network alarm management much more intuitive.

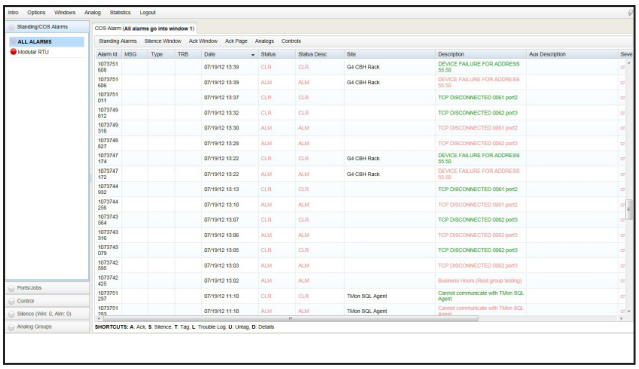
Because T/GFX can run on Windows-based PCs, the T/GFX interface can be easily accessed from anywhere on your network. You're not confined to the NOC to manage your alarms, and multiple users can access the system simultaneously.



The T/GFX Interface geographically displays the status of your entire network in a single screen.

T/Mon also provides an Alarm Summary screen that works in two different modes to present detailed alarm information.

The Change of State (COS) screen provides immediate notification of new events in your network. The COS screen displays alarm points that have changed state from Normal to Alarm, or vice versa. You don't have to hunt to find out what has changed in your network - the COS screen lists it for you. COS alarms stay in place until acknowledged by a system operator.



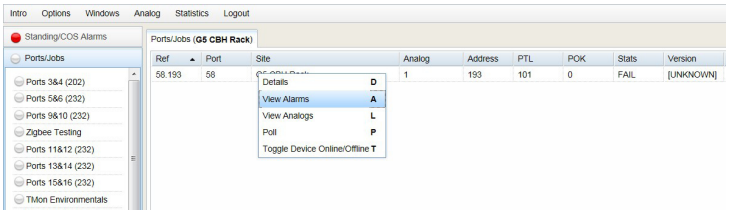
The Standing Alarms screen displays currently failed alarms. The Standing Alarms list is continually updated to reflect the state of the network, giving you an easily accessible list of all current threats to network integrity. Even if the system operator acknowledges the alarm, it remains in the Standing Alarms screen until it is cleared.

Diagnose communication problems

T/Mon's monitoring functions include integrated tools for examining communications traffic. You can monitor polling to remotes, take devices online or offline, and analyze communications in ASCII, hexadecimal, or even plain English directly from any monitoring screen. You can manage communications with your remotes without bulky additional equipment, and alarm monitoring continues uninterrupted.

Integrated alarm monitoring saves time, trouble, and money

Analog alarms, discrete alarms, environmental alarms, pings, and security alarms, are presented in the same display. All alarm data, regardless of source and type, can be used as input for T/Mon's automatic notification and derived alarm features.

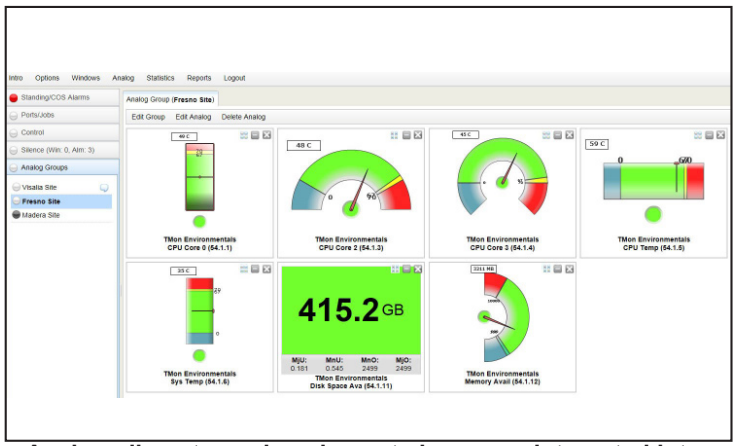


Convenient features like this device status let you manage your remote devices while still monitoring your network.

This level of integration is more than a convenience. It saves time and trouble, because your monitoring staff doesn't have to search for critical information. And, because you don't need special single-application terminals to monitor different alarms, T/Mon will also save you the cost of buying extra equipment.

Everyone knows what to do in case of an alarm

The COS and Standing Alarms screens feature Text Message windows that provide the user with additional information about each alarm. The text message window can display an explanation of the alarm or specific instructions for appropriate action. System operators, even without extra training, will know precisely what to do and who to call in case of an alarm.



Analog, discrete, and equipment alarms are integrated into the same display. Above are T/Mon Web 3.0 analog gauges.

Everyone knows the current restoration plan

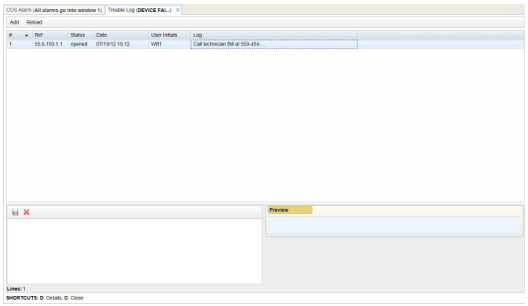
A trouble log window is also accessible for each alarm from the COS or Standing Alarm screen. This convenient feature allows system operators to record what corrective action was taken for each alarm, keeping clear documentation of what has been done and eliminates guesswork after shift changes.

History maintained for future analysis

Alarm information is an invaluable source of data about your network. T/Mon can record up to 999,999 system events, including alarms, control operations, alarm acknowledgements, internal alarms, and user activity. History reports can be generated for points, sites, and alarm windows in a variety of formats, including delimited text that can be imported to a database or spreadsheet for further analysis.

Automatic notifications ensure instant, effective response to alarms (scheduling and escalation)

T/Mon automates the detail work of alarm notification, saving time and reducing your dependence on NOC staff. T/Mon can automatically page repair technicians and security personnel if an alarm occurs. The paging function includes full support for alphanumeric paging, so you can automatically send detailed notifications and instructions to alphanumeric pagers, cell phones, and PDAs.



The Trouble Log clearly records corrective actions, so you'll never have to guess if a problem has been fixed.

And T/Mon's automatic escalation feature will make sure the page is acknowledged. If the first technician paged does not acknowledge the alarm within a user-specified time, a backup technician will be paged. If neither technician responds, a supervisor will be called. You don't have to worry that alarms are piling up unnoticed.

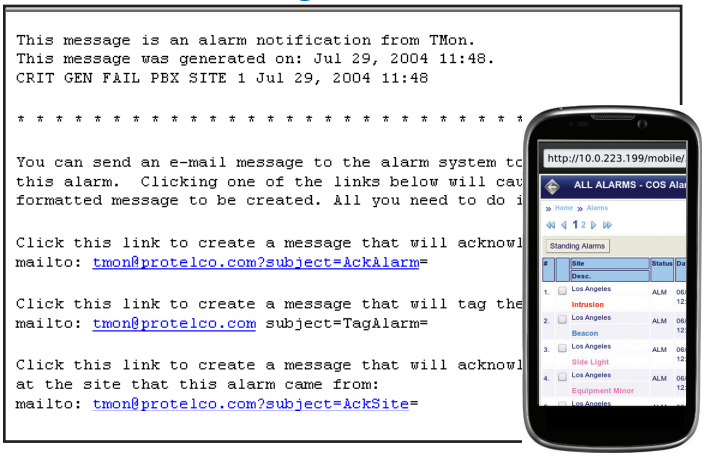
T/Mon can also send automatic e-mails to specified personnel when an alarm event occurs. This is a great way to keep senior supervisors informed of alarm events, and also creates an automatic record of alarms.

Nuisance alarm filtering saves operational time and focuses efforts on serious emergencies

T/Mon has many features to reduce or eliminate nuisance alarms, ensuring staff response to serious network threats. Unimportant alarms can be set to not appear in display screens—you can still send the alarm to a history file for recording and later analysis. For problems that are usually self-correcting, such as power failures and fades, you can set alarm qualification times

that declare an alarm only if the alarm stays failed over a period of time. If an alarm oscillates between Normal and Alarm, creating a lot of alarm activity, you can silence the alarm for a specified time period.

View and Acknowledge Alarms On-the-Go



Automatic notification by phone or e-mail makes sure vital information gets to the people who need it fast.

T/Mon features support for a mobile web interface. Using the web browser on any smartphone, just login to the web interface to view standing and COS alarms. The web interface features support for viewing, acknowledging, and silencing alarms.

Correlate alarms to defend your network against complex threats

Some alarm events aren't important when they occur in isolation, but are dangerous threats when they happen in conjunction. For example, neither a generator failure nor a low backup battery may be a critical alarm by itself, but it is a critical situation if both happen simultaneously, especially during times of peak network activity.

T/Mon provides visibility of these complex network threats with derived alarms. A derived alarm is a custom alarm based on a logical formula which processes information from different alarm sensors. Derived alarm formulas can include date and time statements and input from dozens of alarms, keeping you fully informed of the true state of your network.

Correct problems instantly without expensive windshield time

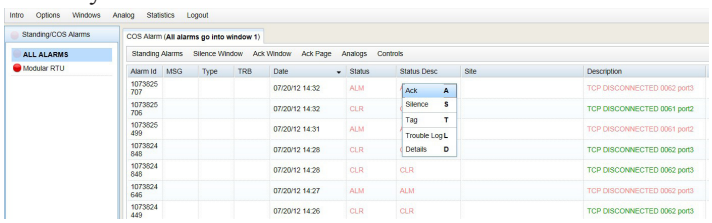
With T/Mon you'll never need to travel miles to a remote site just to turn a switch. T/Mon provides full support for remote control relays, including controls connected to legacy RTUs. Controls are accessed directly from the alarm display screens, and are clearly labeled in plain English, so your monitoring staff can always respond quickly and accurately to alarm events.

T/Mon will even operate remote site controls without any human intervention at all. Derived controls, which are similar to derived alarms, automatically issue control commands in response to alarm inputs. Derived control formulas accept all the same inputs as derived alarm formulas, allowing you to automate extremely complex and intelligent responses to emergencies. Derived controls can correct failures before any human operator even knows something is wrong, giving you a tireless first line of defense against network failures.

Multiple users can monitor from any computer, anywhere in your network

T/Mon supports concurrent multiple user access over dedicated line and LAN/WAN connections. The system acts as a central server of alarm monitoring services, allowing you full access to all of T/Mon's functions from anywhere in your network. Because network monitoring isn't tied to one console in the NOC, supervisors have instant access to the system straight from their desktops, and it's easy to rotate monitoring staff at different locations.

Several client applications are available for remote access to T/Mon. T/Windows gives fast LAN access for multiple users. A Web browser interface allows cross-platform access to T/Mon from any workstation.



Control multiple user access rights

System security for multiple users is guaranteed. The system administrator can create a individual security profile for each user, allowing precise control of user access. For each user you can limit what alarms may be acknowledged, which controls and system commands may be issued, and what modifications may be made to the system configuration.

The Web Browser interface lets users view and acknowledge alarms via the Internet—just one of the remote access options for T/Mon.

Precision time synchronization

History logs and alarm reports require accurate timekeeping. To ensure that these time-based functions work correctly, T/Mon's internal clock can be synchronized automatically by Internet time servers.

Maintain alarm collection when communications links are down

T/Mon supports two kinds of backup connection to your remotes, giving you visibility during communication breaks.

Alternate path routing provides multiple communication channels between T/Mon and selected NetGuardian remotes. If the network goes down, both T/Mon and the remotes will automatically maintain communication via alternate connections.

Ring polling monitors network links between DCP remotes that are daisy-chained in a ring configuration. This allows precise location of network breaks and continued full visibility, even during a break.

Easy configuration ensures quick implementation

T/Mon's configuration database editor is easy to understand and use. Convenient features like device templates let you create a standardized site configuration that can be applied to your entire network, greatly reducing implementation times. As your network grows, it's simple to add new sites, new devices, and new monitoring capabilities to T/Mon's configuration. And database reports verify that T/Mon is monitoring your entire network.

The configuration database can be backed up either on removable media or on another computer in your network via LAN protocols. Database restoration is just as easy. If disaster strikes your unit, or you simply want to move up to a newer model, your configuration information can be quickly transferred to a new T/Mon.

Of course, there's always an easier way—have DPS Telecom configure your T/Mon for you. Our turn-up on-site assistance team will help install and configure your system and train your staff to use it. It's the quickest and best way to get your network monitoring up and running.

High reliability keeps your network secure

From the physical design of the unit itself to the technical support behind it, everything about T/Mon is designed for maximum reliability.T/Mon is a durable rack-mount unit designed for full compatibility with telco environments. T/Mon will operate efficiently under extremes of temperature, humidity, vibration, and airborne contamination, and it will not create electromagnetic interference in telecommunications equipment. The dual –48 VDC power inputs are compatible with common battery and allow a secondary backup battery to run T/Mon if a power outage occurs.

Backed by a two-year warranty and DPS Telecom Tech Support

T/Mon is backed by a two-year hardware warranty. And if you have any problems with your unit, you can count on DPS Telecom Technical Support, rated by our clients as the best in the industry. Our courteous Technical Support staff maintain a fully-equipped simulation laboratory in which they can connect to your PC to work with you through your exact problem and quickly isolate the cause. Emergency assistance is available 24 hours a day, seven days a week.

And if you want the best possible protection for your T/Mon, you need the T/Mon Gold Plan Maintenance Agreement. The T/Mon Gold Plan guarantees that if anything goes wrong with your T/Mon, we will repair it or replace it within three business days. Plus you'll get priority technical support, free software upgrades, annual free training for you staff, and an opportunity to purchase a new T/Mon for 50% off after three years. The T/Mon Gold Plan ensures that your network monitoring is never offline.

Optional Configurations

Forward all or portions of your monitored alarm set as SNMP traps to multiple SNMP masters

The SNMP agent can report to up to eight SNMP managers. This is great for sending traps to redundant masters, or sending specific traps types to different masters.

Monitor SNMP devices

The SNMP Trap Processor software module enables T/Mon to receive traps from SNMP devices. This offers great advantages over a conventional SNMP manager, because T/Mon can apply all its powerful alarm processing features to SNMP traps just as if they were conventional alarms.

Alarm visibility of ASCII devices

The ASCII Processor software module makes it possible for T/Mon to receive information from PBXs, routers, switches, and any other device that transmits ASCII text, providing remote visibility and control of a wide range of equipment. ASCII output is converted to T/Mon format through parsing rules that can be created and modified as needed.

Control personnel access and protect security at your remote sites

The Building Access System is a comprehensive building management system that gives you complete control over who can enter your remote sites, and when they can do so. With the BAS you can maintain a list of who shall be granted access to sites and set specific permissions for personnel, dates, times, and even individual doors. The Building Access System eliminates the expense and security risk of keys. The BAS also acts as a security alarm system, reporting unauthorized entries directly to T/Mon.

Safeguard your monitoring with backup systems

When two or more T/Mons are used in a network, one unit can be assigned to be a secondary backup. Routers serving as protection switches are connected between T/Mons and reporting devices. If a router detects that the primary system is down, it will immediately switch all monitoring activity to the secondary system. The databases of the two systems are synchronized via a serial connection. For even greater security, the secondary T/Mon can be placed at a different location to create a LAN-based geo-diversity contingency backup.

Maximize The Power of T/Mon With Useful Software Modules

Customize the effectiveness of your T/Mon by selecting the appropriate software modules you need to mediate just about any piece of equipment. Here are some of T/Mon's most popular software modules:

- **SNMP Trap Processor** adds the capability of monitoring SNMP traps to T/Mon by creating a single platform to translate SNMP traps into alarms.
- The **SNMP Agent (Responder)** forwards alarms from any alarm point in the T/MonXM system and can be configured to send traps to multiple SNMP managers.
- **T/Mon NRI** automatically synchronizes a primary and secondary T/Mon to prepare the redundant system to take over monitoring in case of primary T/Mon failure.
- The **Auto-databasing SNMP** allow you to define a single rule set for handling SNMP traps, saving you days of databasing.

The **T/Mon SQL** software module stores history events in a powerful SQL database. From there, the information can be queried from any number of outside sources. Used with the History Report Utility, T/Mon can help you track the data needed to make important decisions, such as scheduling equipment maintenance and replacement plans.

- **Auto-databasing ASCII** gives T/Mon the ability to monitor the English output of your telecom network and declare alarms based on your selection criteria.
- The **T/Mon History Report Utility** leverages the power of an SQL database to run history reports with blazing speed, allowing you to track trends and identify potential problem areas in your network. *T/Mon SQL required.*
- **Building Access System** is a comprehensive building management system for centralized door access control.

Protect Your New T/Mon With a T/Mon Platinum Plan

When you purchase a T/Mon master station, a T/Mon Platinum Maintenance Agreement is the best protection for your equipment investment. The T/Mon Gold Plan gives you an added layer of security for your network, ensuring that your revenue-generating equipment has the best protection possible.

- **Free hardware upgrade**: After 5 years, we'll send you a brand new T/Mon. Just send us back the old one.
- **Free software upgrades**: Includes major release(s), plus updates throughout the life of your Platinum Plan.
- **3 Seats at 4-Day Factory Training**: Hosted at our corporate headquarters.
- **Priority Tech Support**: Plus no pay-per-incident charges.
- **Training DVDs**: Receive training videos (a $699 value).
- **Priority Repair:** RMAs covered by a Maintenance Agreement are placed on Rush Status.
- **Discounted Spares**: get discount prices on purchasing spare parts and standby units essential for disaster recovery.

Call 1-800-622-3314 today to order your T/Mon Platinum Maintenance Agreement Plan.

Have an Older T/Mon or IAM? Upgrade Paths are Available

If you're a current T/Mon or IAM user, moving up to the new T/Mon is an easy upgrade. T/Mon runs the latest version of the software you're using, is fully compatible with your existing T/Mon alarm database, and also supports all your existing DPS remotes and legacy devices.

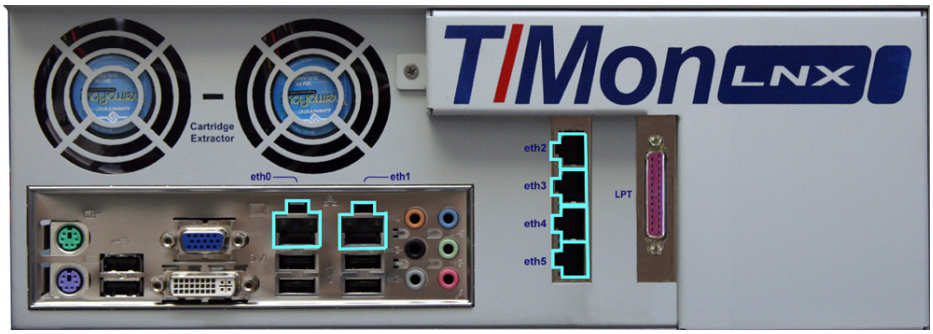
And if you have a T/Mon Gold or Platinum Plan Maintenance Agreement, upgrading to a T/Mon master station is even easier. T/Mon Gold Plan members are entitled to 50% off hardware upgrades every three years. T/Mon Platinum Plan members receive free hardware upgrades every 5 years.

Call **1-800-622-3314** today to find out how easy it is to move from your current T/Mon or IAM system to the new T/Mon LNX.

New Hardware Features in T/Mon

Multiple 10/100/1000BaseT NICs

With multiple LAN configurations becoming increasingly popular for security reasons, your T/Mon can communicate on up to 6 networks. The 10/100/1000 NICs may be used for any of T/Mon's LAN-based functions. Multiple NICs allow T/Mon to maintain your network isolation & topologies while allowing T/Mon to collect alarms from various LAN's. It also provides a natural barrier to isolate system users from the equipment LAN.



Now, you have the ability to communicate on 2-6 networks while maintaining segregation.

Ultra-Fast Quad-Core Pentium 4 Processor plus Dual Hard Drives

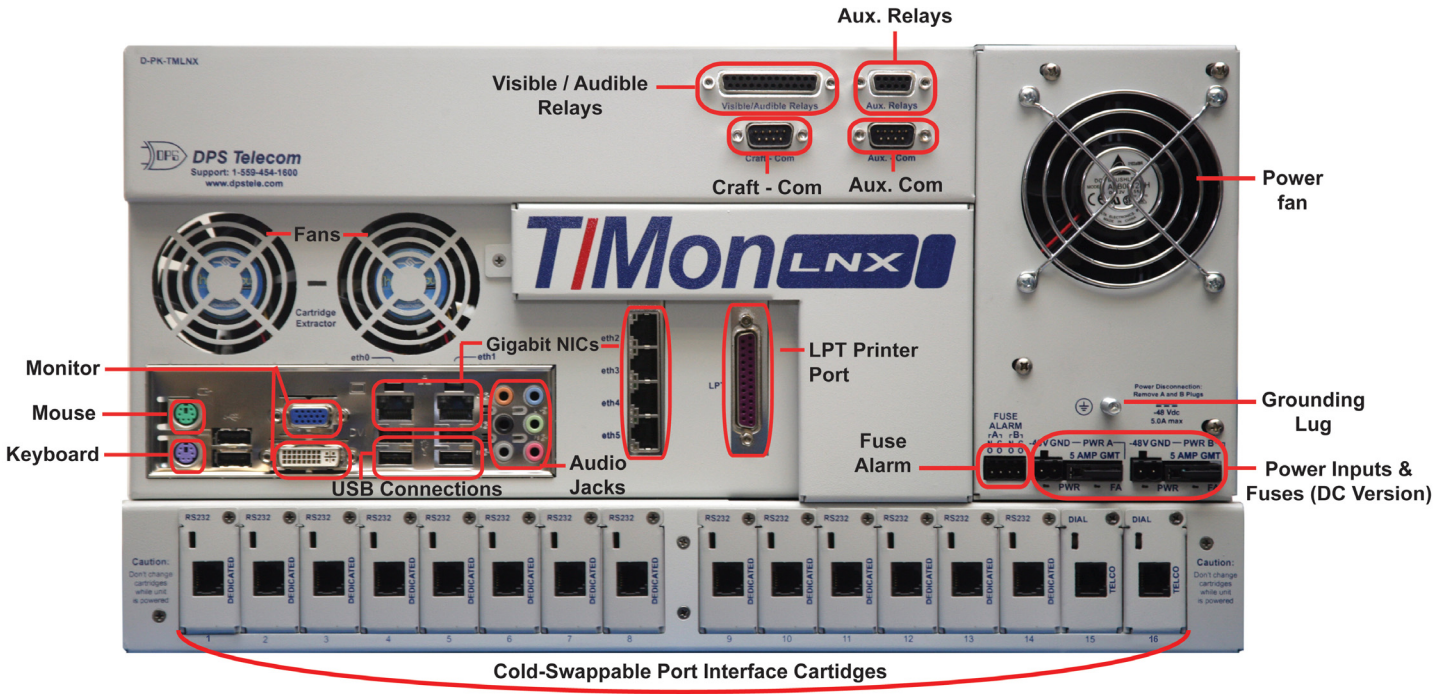
Powered by an Intel Quad Core Processor, with the support of dual hard drives in a RAID 1 configuration for true redundancy, your T/Mon will easily be able to collect, filter, categorize, and present all your alarms. These components give T/Mon all the horsepower you'll need to maintain history reports and send out the notifications you need to keep tabs on the network.

3 Internal Fans plus 1 CPU Fan

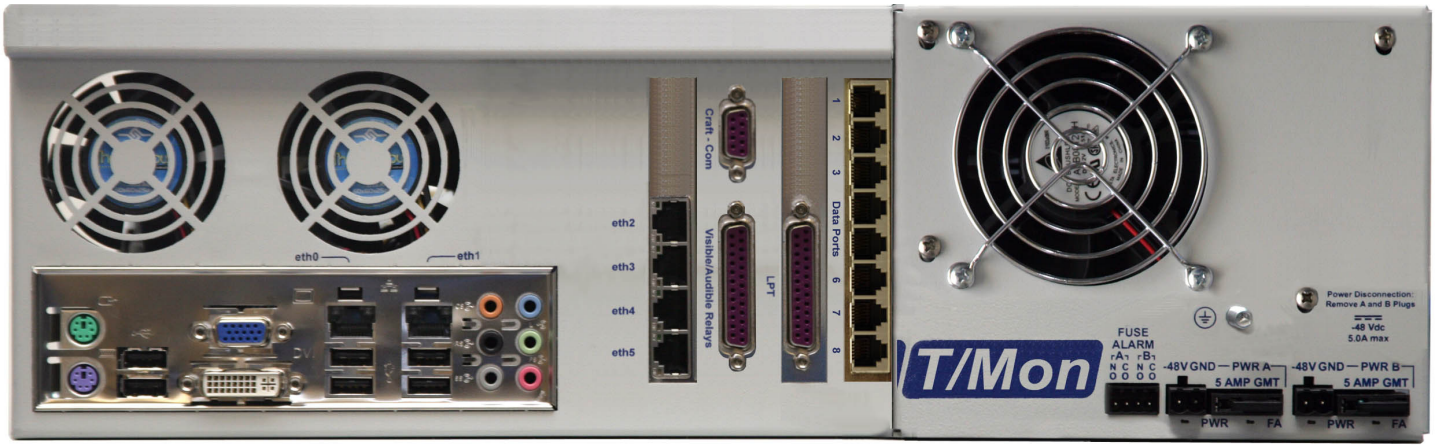
For better cooling, T/Mon has 4 fans to enhance airflow while keeping your network monitoring system running under proper temperature conditions.

Locations of the 4 integrated fans on T/Mon LNX.

T/Mon Back Panel



The T/Mon LNX back panel features six 10/100/1000 NICs, up to 16 polling ports, a COM port, a video out port, a fuse alarm port, a POTS line jack, a parallel printer port, a LAN connection port, and dual power feeds.



The T/Mon SLIM back panel includes many of the same elements as the T/Mon LNX back panel. T/Mon SLIM is scaled for medium-sized networks with up to 64 devices.

The T/Mon MINI back panel includes many of the same elements as the T/Mon LNX back panel. T/Mon MINI is scaled for small and medium networks with LAN polling only.

T/Mon Specifications

Target Solution	Starter Monitoring	Mid-Level Monitoring	Full-Capacity Monitoring
Inbound Protocols	ASCII, Badger, Cordell, DCM, DCP, DCPf, DCPx, E2A, Felix, FX8800, Granger, Larse, Modbus, NEC, NTP, Ping, POP3, Pulsecom, SNMP, Syslog, TABS, TBOS, Teltrac, TL1, TMonNRI, TRIP, WMI		
Outbound Protocols	ASCII, DCM, DCP, DCPf, DCPx, E2A, Email, NEC, Pager, Ping, SMTP, SNMP, SQL, TABS, TBOS, Teltrac, TL1, TLS, TMonNRI, TRIP, SQL, TLS		
Device Modules	Support for over 150 different equipment from a variety of vendors.		
Remote Access Protocols	DTMF, HTTP/HTTPS, Remote Access, TGrafx, WebBrowser (HTML/CSS/JavaScript)		
Web Interface	MobileWeb, WebMonitor 3.0, NetGuardian Config, Web GFX		
Security	Elevated security and modern Red Hat OS version available		
Simultaneous Users	8 Web/ 16 TGfrax	16 Web/ 32 TGfrax	32 Web/ 64 TGfrax
Devices/RTUs Supported	16 (max. 64)	64 (max. 128)	9,999
Alarm Points Supported	10,000	30,000	999,999
Dimensions	5.25”H x 17”W x 14”D		11.25”H x 17”W x 15”D (7RU)
NIC	Two 10/100/1000BaseT	Six 10/100/1000BaseT	
Maximum Data Ports	0	8	16
TCP/UDP Sockets	Up to 1,000		
Processor	3.2 GHz (4.6 GHz Turbo) 6-Core/12 Thread i7		
RAM	4 GB		
Hard Drive	Dual 1TB in RAID-1 configuration		
Fans	3+ power supply fan		
SQL Data	Included (configuration and history)		
Voice Generation	Local (requires optional Site Dialer)		

T/Mon Ordering Options

T/Mon LNX: 16 user-selectable data ports (RS-232, RS422/485, 202, 33.6K modem, FSK/PSK) and 6 LAN ports.

T/Mon SLIM: 8 data ports (optionally user-selectable), 6 LAN ports, 128 maximum device count

T/Mon MINI: 2 LAN ports, 64 maximum device count

Optional Software Modules and Standalone Software:

- **D-PK-TGRFX-10USR.00001** 10 copies of T/GFX software + 1 (10 seat NOC license)
- **D-PK-TGRFX-01USR.00001** 1 copy of T/GFX software + 1 seat TMon license
- **D-PK-XMSV3.12001.00001** SNMP Trap Processor Software Module - V1,V2C,V3, #237
- **D-SK-490-10A-01** SNMP Trap Processor Software Module - V1 & V2, #198
- **D-PK-XMV3R-12001.00001** LNX SNMP Responder Software Module - V1,V2c and V3, #244
- **D-SK-148-10A-00** SNMP Agent Software Module- V1 Responder, #167
- **D-SK-191-10A-00** Auto Databasing ASCII, #155
- **D-SW-THISTR-12001.00001** T/Mon History Report Utility
- **D-SW-TSYNC-12001.00001** T/Mon NRI Synchronization Module, #210
- **D-SK-195-10A-00** 90 Windows Software Module, #133
- **D-SK-200-10A-00** 240 Windows Software Module, #61
- **D-SK-202-10A-00** 690 Windows Software Module, #62
- **D-SW-VOICE-12001.00001** T/Mon Voice Dialer Software Module, #238
- **D-SW-XMADM-12001.00001** DTMF Telemetry Interrogator Module (CSM)
- **D-SW-XMDNP-12001.00001** DNP 3 Interrogation Module, #225
- **D-PK-XMMBI-12001.00001** Modbus Interrogator software Multi-Port
- **D-SK-193-10A-00** Auto Databasing ASCII, Dialup
- **D-SK-155-10A-00** Building Access Manager Software Module, #88
- **D-SK-145-10A-00** Datalok Interrogator Software Module, #98
- **D-SK-166-10A-00** ASCII Query Language (AQL), #120
- **D-SK-204-10A-00** Alarm Message Forwarding Software Module

T/Mon LNX (Primary)*
(DC) D-PK-TMLNX-12001.00002
(AC) D-PK-TMLNX-12004.00002

T/Mon LNX (Secondary)*
(DC) D-PK-TMLNX-12002.00002
(AC) D-PK-TMLNX-12005.00002

T/Mon SLIM (Primary)*
(DC) D-PK-SLMX2-12100.00002
(AC) D-PK-SLMX2-12102.00001

T/Mon SLIM (Secondary)*
(DC) D-PK-SLMX2-12104.00001
(AC) D-PK-TMLNX-12108.00001

T/Mon MINI (Primary)*
(DC) D-PK-TMINX-12100.00002
(AC) D-PK-TMINX-12101.00002

T/Mon MINI (Secondary)*
(DC) D-PK-TMINX-12103.00001
(AC) D-PK-TMINX-12104.00002

* **Please note** these are the most commonly ordered build options. For more available build options, please contact our Sales Representatives.

Five No-Risk Steps to Best-in-Class Monitoring

You're never taking any risks when you purchase DPS Telecom products. We built our business by following a client-first philosophy, and our primary goal is creating the highest level of security for your network.

Every T/Mon system we make is customized for the specific needs of the client who orders it. Our client consultation process guarantees that you'll get the complete monitoring coverage your network needs, without paying for costly and unnecessary extras.

If your network has unique needs, we'll create a custom design system just for you. At DPS Telecom, custom design is a standard service. Our business has been built on continuous innovation, and we embrace opportunities to design new network monitoring solutions.

Bob Berry
CEO, DPS Telecom
Creator of DPS' No-Risk Guarantee

All our products, including custom solutions, are backed by our **30-day no-risk guarantee**.

Here's how the DPS Telecom custom design process works:

- We start by listening to you. The first step in the process is an interview between the client and a DPS Telecom Sales Engineer. Our sales staff has the technical knowledge to understand your monitoring needs and to identify how we can create the right solution for you.
- The next step is a Needs Analysis, a complete audit of your network's sites, alarms, and monitoring tasks. We also take an important extra step. We analyze your current network monitoring to determine how we can integrate your existing alarm monitoring equipment into a robust, modern network monitoring system. Our goal is to leave the smallest possible footprint on your operations and expenses while securing your network with the highest level of visibility.
- We then tailor a network monitoring solution based on our research of your needs. If an existing DPS Telecom solution meets your needs, we'll submit a proposal detailing the equipment, configuration, and application we recommend. If you need a custom solution, our engineers will create a system suited to your network's individual needs.
- On-site turn-up assistance and training familiarizing your staff with all aspects of your DPS monitoring solution.
- The final step is testing the proposed solution at your site under real-world conditions for 30 days. Our top-rated technical support engineers will be with you every step of the way to ensure a trouble-free implementation. If, at any time during those 30 days, you decide for any reason that our solution will not meet your monitoring needs, you can cancel your order with no further obligation. If the proposed solution meets with your approval, we will immediately fill your order for as many units as you require.

Our support doesn't stop with the sale. We offer many additional services to help you get the most from your network monitoring, including training for your staff, off-site databasing, installation assistance, the T/Mon Gold Plan Maintenance Agreement, and our top-rated technical support. We will never leave you with a monitoring problem unsolved. At DPS Telecom, we see ourselves as your partner in monitoring your network securely and effectively. We always put the client's needs first.

Here's what our clients say about DPS Telecom's products, service and support:

"Other vendors received the same information to respond to and I can say DPS was the only one to reply with a cost-effective solution."

— Bob Herlihy, Bell Atlantic Global Networks, Inc.

"We have used DPS products for nearly 15 years. DPS Personnel have always provided the highest level of service that can be expected. I feel much of the success you as a company have achieved can be attributed to your people and what appears to be a customer-first philosophy."

— Glen Lippincott, Southern Company

"I was given the task of coordinating the upgrade of all of XO's T/Mon installations. During the upgrade project, whenever we needed help, the DPS technical staff quickly analyzed the situation and provided an effective solution. DPS's technical support staff is a refreshing change in an industry where customer service is declining."

— Jerrid Hamann, XO Communications

Call 1-800-622-3314 for Pricing

All units are custom built to order. Allow 2-4 weeks for delivery.
All DPS Telecom products are backed by our 30-Day, No-Risk Guarantee:
"If you buy our equipment and are not satisfied for any reason during the first 30 days, simply return it for a full refund."