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User manual

**IP RECEIVER**



## **IP RECEIVER**

Congratulations, you have just purchased a product with Intelbras quality and safety.

The IP RECEIVER is the software for receiving events from Intelbras monitored centers. It is compatible with all monitored units with IP communication and Universal GPRS module. Its functionality includes receiving events to store them in a database, later forwarding them via serial port to the monitoring software. It also has the feature of registering mobile Tokens for sending notifications.

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# 1. All rights reserved

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## 2. Software licenses

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All ownership and intellectual property rights relating to the application software covered in this manual are the property of Intelbras.

This software is protected by intellectual property laws and treaties and is only licensed, not sold. The installation and use of them are permitted in accordance with the pre-established laws.

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## 3. Liability limits

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The information contained in this document is intended exclusively for use in relation to the product covered in this manual. Intelbras is not responsible for any use of this information applied to other products.

Intelbras will also not be liable to the product user for damages, losses, charges or expenses incurred by the user as a result of incorrect use of this product or unauthorized changes or failure to follow the installation and operating instructions established by the manufacturer.

The installation of programs requires prior knowledge not relevant to the scope of the manual. Intelbras is not responsible for damage caused to the operation of the operating system or other applications due to improper installation or file manipulation operations other than those described in this document.

## 4. Information in this manual

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Intelbras reserves the right to change the information contained in this document without prior notice.

References to company names, products, Internet addresses and other nominative information of third parties may change at any time and are mentioned in this document as examples.

## 5. Minimum requirements

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For installation and satisfactory operation of the software, a computer with the following minimum configurations is required:

- » Pentium IV processor, 1GHz or equivalent.
- » 1 GB of RAM
- » 10/100 BASE-T Ethernet network card
- » 40 GB of available hard disk space
- » Microsoft Windows 2000, XP Professional SP3, 2003 Server, Windows 7, Windows 8 or Windows 10 operating system.

**Note:** the IP Receiver, if installed on virtual machines (or virtual desktops), may present incompatibilities with the graphical interface causing errors in the display and formatting of buttons and messages. Thus, we recommend that only the database be installed on the virtualized machine, and the graphical interface on a local computer.

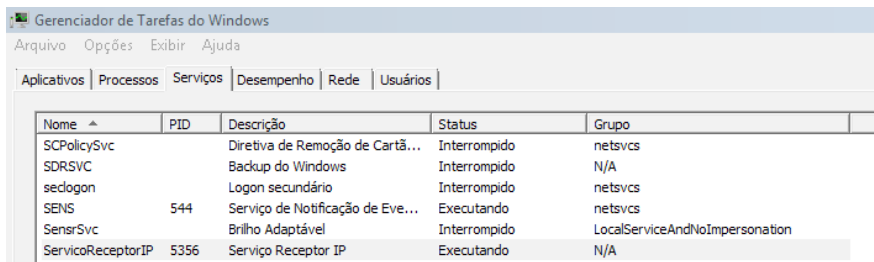
## 6. Database

The IP Receiver Software uses the Firebird Database Manager, in its version 2.5 32 Bits. This manager is installed automatically when installing the IP Receiver.

## 7. Operation of the IP Receiver

The IP Receiver has two applications. The first is a service that runs in the background. It is the software responsible for receiving connections from the exchanges, receiving events and saving to the database, sending notifications. The second is the interface used to configure the service, view the connections, generate reports and register Tokens for sending notifications.

To find out if the IP Receiver service is running, access the Windows task manager and click on the Services tab.

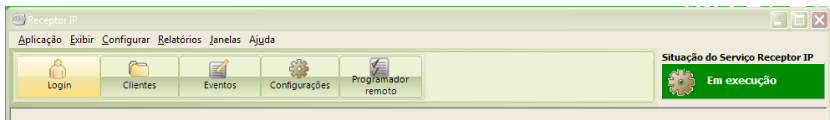


Nome	PID	Descrição	Status	Grupo
SCPolicySvc		Diretiva de Remoção de Cartã...	Interrompido	netsvc
SDRSVC		Backup do Windows	Interrompido	N/A
seclogon		Logon secundário	Interrompido	netsvc
SENS	544	Serviço de Notificação de Eve...	Executando	netsvc
SensrSvc		Brilho Adaptável	Interrompido	LocalServiceAndNoImpersonation
ServiceReceptorIP	5356	Serviço Receptor IP	Executando	N/A

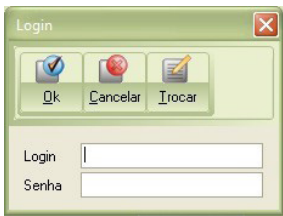
## 8. IP Receiver Access

After installation, double-click on the IP Receiver icon created on the desktop or click on the *Start menu> All Programs> Intelbras> IP Receiver*. Then the screen will appear:

**Note:** it is highly recommended to run the IP Receiver as an administrator.

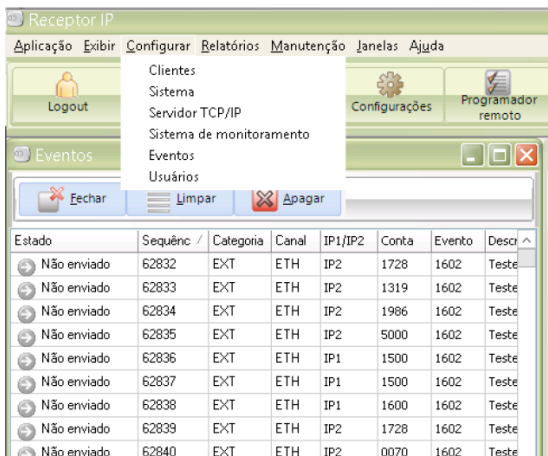


After opening the software, click configure. The login screen will appear. The initial user will be admin and the initial password will be admin.



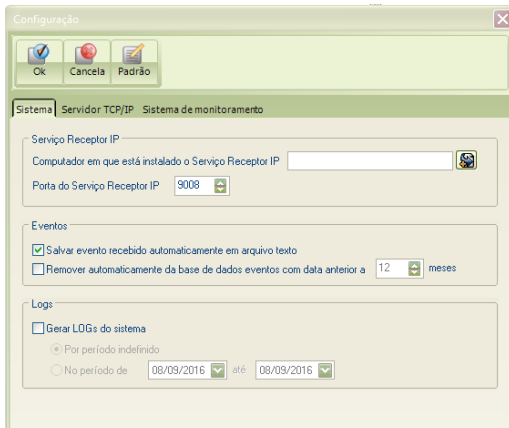
## 9. Configuring the IP Receiver

Once the IP Receiver is started, it must be configured. To do this, access the *Configure* menu and choose the tabs to be configured.



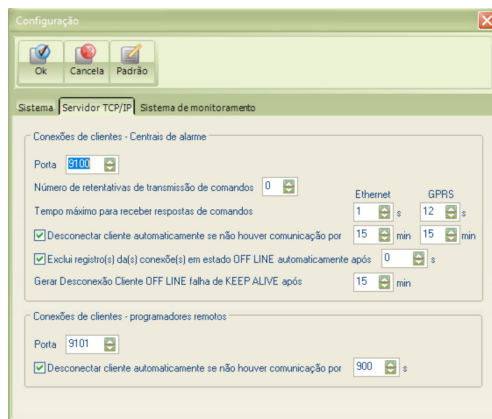
IP receiver configuration

## 10. System tab



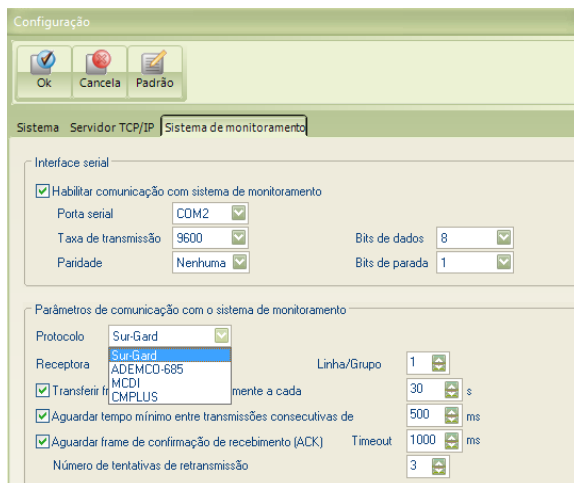
In this tab it is possible to place which computer is running the IP Receiver service. It is also possible to enable or disable Logs.

## 11. TCP / IP Server tab



It is possible to configure the port that will receive the connections from the switches. The default is 9009. It is also possible to configure the port for remote access and programming, the default is 9010. Another field that can be configured is the waiting time for response from commands.

## 12. Monitoring System Tab



Tab to configure the communication interface with the monitoring software.

It is possible to choose which serial port will be used to communicate with the monitoring software, as well as which protocol will be used between the two applications.

# 13. Client Configuration

Every client that connects to the IP Receiver will automatically be inserted into the IP Receiver Database.  
In *Configure> Clients* it is possible to view and configure the switches that have been connected to the IP Receiver.

Fechar

Novo

Apagar

Editar

Buscar

Conta	MAC	Central	Cliente	Telefone
1212	32F512	AMT 4010 Smart	Cliente Teste Intelbras	

The Account and MAC fields are filled in automatically, to add more information to the exchange, click *Edit*.

Ok

Cancelar

Cliente

Conta1212

NomeCliente Teste Intelbras

Telefone

CentralAMT 4010 Smart

MAC32F512

AMT Mobile

Não permitir acesso direto à central

Permitir acesso direto à central

Dispositivos

Nome	Dispositivo	Identificador
Celular José	iOS - iPhone	3104c08fc00183e64b06c7b8c73f3fc823038198f5fc9

Novo

Apagar

Editar

Conexão

Utilizar a configuração padrão

Utilizar a seguinte configuração

Tempo máximo para receber respostas de comandos

Ethernet

GPRS

1

s

12

s

Desconectar cliente automaticamente se não houver comunicação por

5

min

5

min

Excluir registro(s) da(s) conexão(s) em estado OFF LINE automaticamente após

0

s

In the customer edition, it is possible to register the customer's name and telephone number, select the model of the exchange he is using and register Tokens for sending notifications  
To register a Token it is necessary to click on New and the following screen will appear:

Ok

Cancelar

Nome

Celular José

Dispositivo

iOS - iPhone

Identificador

3104c08fc00183e64b06c7b8c73f3fc823038198f5fc99639ad7b7a1c8cf671f



To access the mobile Token, in the AMT MOBILE V3 application (application available for free to download from the APP STORE and PLAY STORE) click on the icon, as shown in the following image:



Then click on the icon:



The following screen will appear:

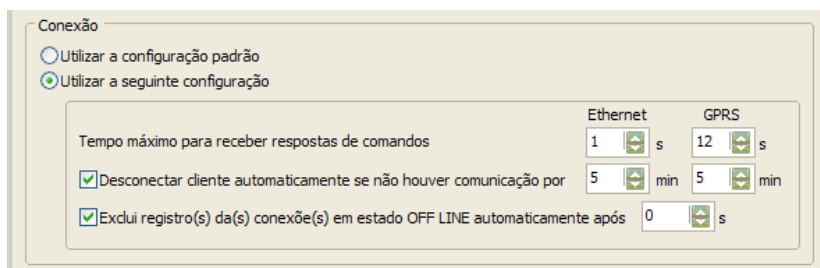


This identifier must be registered to the customer so that the notification is sent to your cell phone. Pay attention to the model of the mobile device, whether it is Android, IOS iPhone or IOS iPad.

Also on this same screen, it is possible to configure whether the AMT MOBILE of this client may or may not have direct access to the control panel and change the disconnection timings.

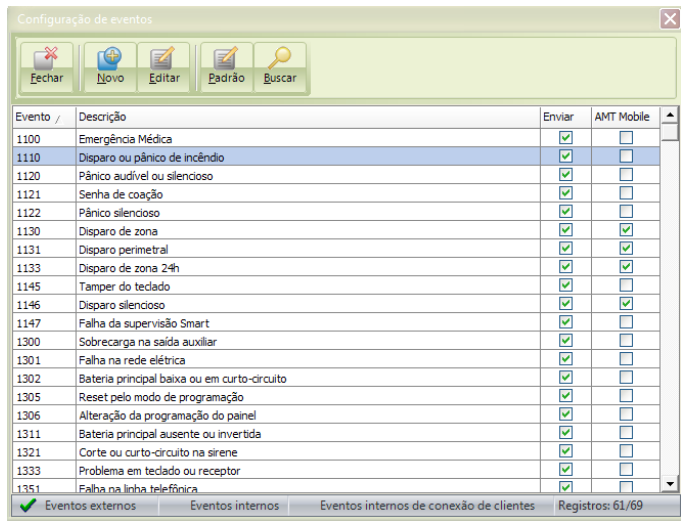
By default, the time for the IP Receiver to disconnect a control panel due to lack of communication is 5 minutes.

**This time must be greater than the Link Test time configured on the switch.**



# 14. Event Configuration

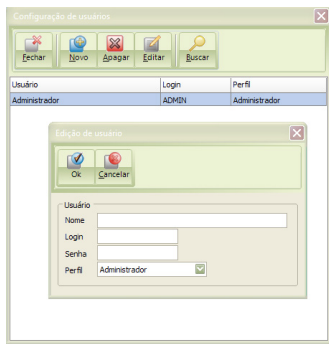
To access the event configuration screen, go to *Configure> Events*, the following screen will be displayed:



In this screen it is possible to Edit or Add a new event, besides choosing whether or not this Event will be sent to the monitoring software or to AMT Mobile.

# 15. User Configuration

To access the event configuration screen, go to *Configure> Users*, the following screen will be displayed:



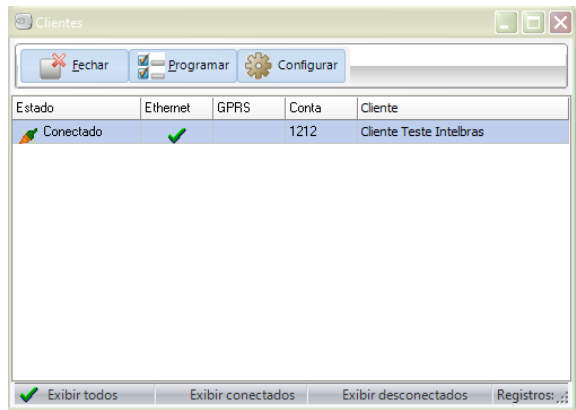
We have 3 user levels:

- » Administrator - full system access
- » User - view connections and generate reports
- » Visitor - only view connections

Once a new Administrator user is registered, the default user admin will no longer exist.

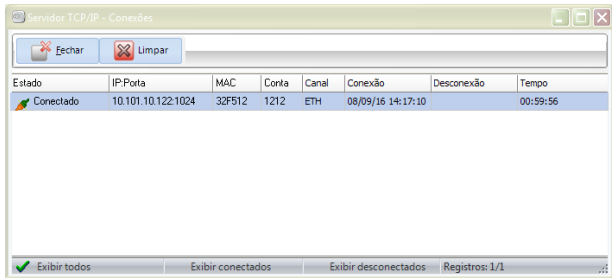
# 16. Viewing Clients and Connections

Once configured, the IP Receiver service is able to receive connections from Intelbras exchanges and report events to the monitoring software.



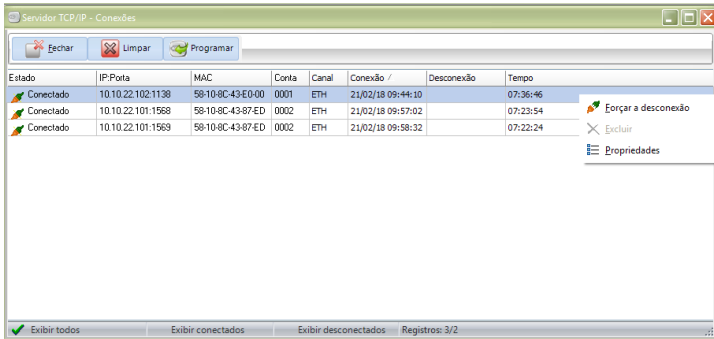
In the window, *View> Clients* it is possible to see which clients are accessing the IP Receiver. In this window it is possible to see the Client's status (whether connected or disconnected), which connection is active (via GPRS or ETHERNET), the account number and the customer's name (requires registration of the customer's name).

In *View> Connections*, you can view the IP and port of each connection and the duration of the connection.



Within the Connections window, right-clicking on an active connection opens a window with the following options:

- » **Force disconnect:** forces disconnection from that connection.
- » **Delete:** delete that connection.
- » **Properties:** displays the Account, Communication Channel, GPRS Module, Signal Level, FW ETH / GPRS Version, Equipment Model, MAC and IMEI properties for this connection.



## 17. Reporting and Maintenance

The IP Receiver allows the generation of several reports, among them: Clients, Connections and Events.

All reports have the option of being exported to PDF, HTML or XML.

The IP Receiver also allows you to perform or restore a backup of the system database. Just access the *Maintenance* menu and select the desired option.

# Warranty term

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It is established that this warranty is granted upon the following conditions:

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Client's name:

Client's signature:

Invoice number:

Date of purchase:

Model:

Serial number:

Retailer:

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1. All the parts, pieces and components of the product are guaranteed against possible manufacturing defects, which may arise, for the term of 1 (one) year, with a term of 3 (three) months' legal warranty plus 9 (nine) months' contractual warranty –, counting from the date of purchase of the product by the Consumer, as appears in the product purchase bill of sale, which is an integral part of this Term throughout the domestic territory. This contractual warranty includes the free exchange of parts, pieces and components which have a manufacturing defect, including the expenses with labor used in this repair. If there is no manufacturing defect, but defect(s) arising from misuse, the Consumer shall bear these expenses.
2. The installation of the product shall be executed in accordance with the Product Manual and/or Installation Guide. If your product requires the installation and configuration by a qualified technician, seek a suitable specialized professional, the costs of these services not being included in the product amount.
3. Having perceived the defect, the Consumer shall immediately contact the nearest Authorized Service which appears in the report offered by the manufacturer – they are the only ones authorized to examine and remedy the defect during the warranty term foreseen herein. If this is not respected, this warranty shall lose its validity, as it shall be characterized as product infringement.
4. If the Consumer requests home service, it shall contact the nearest Authorized Service to inquire about the technical visit rate. If it is necessary to remove the product, the ensuing expenses, such as those of transportation and insurance of the taking and return of the product, shall be the Consumer's responsibility.
5. The warranty shall lose its validity totally in the occurrence of any of the following cases: a) if the defect is not one of manufacture, but is caused by the Consumer or by third parties foreign to the manufacturer; b) if the damage to the product arises from accidents, disasters, agents of nature (lightning, floods, landslides, etc.), humidity, voltage in the electrical network (excess voltage caused by accidents or excessive fluctuations in the network), installation/use in disagreement with the user's manual or arising from natural wear of the parts, pieces and components; c) if the product has undergone effects of a chemical, electromagnetic, electrical or animal (insects, etc.) nature; d) if the serial number of the product has been falsified or erased; e) if the appliance has been infringed.
6. This warranty does not cover loss of data; therefore, it is advisable that if it is the case of the product, the Consumer makes a backup regularly of the data which appears in the product.
7. Intelbras is not responsible for the installation of this product, or for possible attempts at fraud and/or sabotage in its products. Maintain the updates of the software and applications used up-to-date, if it is the case, as well as the network protection required for defense against hackers. The equipment is guaranteed against defects in its usual conditions of use, it being important to bear in mind that, as it is electronic equipment, it is not free of fraud and scams which may interfere with its correct functioning.
8. After its useful life, the product must be delivered to an authorized Intelbras service center or directly disposed of in an environmentally appropriate manner to avoid environmental and health impacts. If you prefer, the battery, as well as other unused Intelbras brand electronics, can be disposed of at any Green Eletron collection point (waste management facility to which we are associated). If you have any questions about the reverse logistics process, please contact us at (48) 2106-0006 or 0800 704 2767 (Monday to Friday 8am to 8pm and Saturdays 8am to 6pm) or via -mail support@intelbras.com.br.

These being the conditions of this complementary Warranty Term, Intelbras S/A reserves the right to alter the general, technical and esthetic features of its products without prior notice.

All the images of this manual are illustrative.

# intelbras

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*talk to us*

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**Support via chat:** [intelbras.com.br/suporte-tecnico](http://intelbras.com.br/suporte-tecnico)

**Support via e-mail:** [suporte@intelbras.com.br](mailto:suporte@intelbras.com.br)

**Customer Service:** 0800 7042767

**Where to buy? Who installs it?** 0800 7245115

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