

WebWay 2424

information for IT managers

www.webwayone.co.uk | sales@webwayone.co.uk | +44 1635 231500



what we do...

Managed service | Any broadband |
Managed SIM | Any mobile network
| Training | Commissioning support
| Fault diagnosis | Remedial action
advice | Save money | Integration
| Intruder | Connect to any panel |
SIA | Fire | Adpro | Remote
engineering | EN compliant, Grade 4
| ATS 5 both paths | Encryption |
Substitution detection | End to end
polling | Availability reporting



Using WebWay's signalling we removed the cost of 1,300 annual telephone line rentals from our branch network.



Paul Harte
Dixons Group plc

SLIPstream is the partnership of WebWayOne's award winning 2424 system (2 transmission paths, Grade 4 signalling, 24 hours a day) and O2's GPRS network delivers the most secure, reliable and managed IP signalling system available. WebWayOne's Service Assurance Policy details WebWay 2424 and Slipstreams compliance to the latest European standards for IP signalling, PD6662 Grade 4, the BSIA code of practise for installation and IPCRes guidelines.

SWITCH TO DIGITAL

SLIPstream and WebWay 2424 converts your existing intruder alarm panel from analogue to digital communication, connecting to your corporate network/ the internet. Resilience is provided by a fully monitored GSM/GPRS connection. The system sends encrypted and number sequenced poll messages and alarms to your security departments chosen alarm receiving centre (ARC) and receives an acknowledgement on delivery. The system has been successfully installed in 1000s of retail stores in the UK and Europe for brands such as Dixons, Boots, Border Books, Fopp Records and more.

IP PRE-CONFIGURATION

SLIPstream devices operate on either DHCP or fixed local IP address. For fixed IP installations we also require the subnet mask and default gateway addresses. Your installer will be able to provide a pre-configuration form, or call and discuss your networking needs with our technical team. There is no need for a static network facing address for the internet router.

TRAFFIC TYPE AND BANDWIDTH

SLIPstream devices use UDP/IP for polling and message transmission. All packets include WebWayOne's own messaging protocol which includes encryption, replay protection and acknowledgment. Poll messages are sent every 30 seconds with a packet size of 60 bytes. Alarm messages are 100 bytes in length.

ENCRYPTION – AES 128

The WebWay 2424 system uses AES 128 bit encryption for all data over both IP or GPRS networks.

FIREWALL

On installation the SLIPstream device commences its commissioning and polling procedure to the 2424 Gateway Receiver (located within your installers ARC — alarm receiving centre) via the Default Gateway Router and Firewall.



The local router/internet firewall will allocate a free source port, which generally remains available for a period of time for return traffic.

As the polling packet arrives at the 2424 Gateway, so the IP source address and port information is updated for that site. The 2424 Gateway then uses this information to provide the 2424 Broadway with an acknowledgement to the message.

The local/corporate internet firewall can be configured to restrict the incoming traffic to UDP and to receive only from the IP address of the 2424 Gateway, located within the ARC.

Additionally at the 2424 Gateway end, if the range of IP addresses for the population of 2424 Broadway is known, the firewall can be configured to allow incoming traffic from that range of addresses only.

Alternatively, specific firewall ports can be allocated to the WebWay 2424 devices though the configuration should forward WebWay traffic to destination port 50561.

PHYSICAL INSTALLATION AND POWER

The SLIPstream device will be installed either inside your existing intruder alarm panel, or wall mounted in its own boxed power supply. The system requires an available Ethernet port. The physical RJ45 connector is protected from accidental removal by a tamper shroud.

END TO END IP+GPRS NETWORK MONITORING

The WebWay 2424 system defines a route to the ARC in 2 parts.

- Interface — the network interface itself, either a physical interface or wireless interface to a GSM/GPRS cell for instance.
- Path — the network route to the ARC.

The system therefore has 2 local communications interfaces, and at least 4 paths to the dual 2424 Gateway Receivers as described in the diagram below.

Local interface failures are identified in 90 seconds.

Failure to communicate to dual Gateways over the multiple delivery paths is identified within 180 seconds.

STANDARDS COMPLIANT

A copy of the WebWay 2424 Service Assurance Policy can be obtained on request from WebWayOne Ltd. Telephone 01635 231500 or email sales@webwayone.co.uk.

ONE VISIT INSTALL

Where an O2 signal strength reading of 3 or more cannot be achieved, WebWayOne will advise your installer to use a high gain antenna. If O2 signal strength remains at lower than a reading of 3, WebWayOne will authorise the use of an O2 roaming SIM.

NOTIFICATION TIMES

Notification times at premises and monitoring centre:

- local network or GSM signal reporting in 90 seconds.
- fixed line and wireless network simultaneous attack, reporting in 5 minutes.
- fixed line IP network reporting in 3 minutes.
- GPRS network reporting during fixed line failure in 5 minutes
- GPRS network reporting, during fixed line normal operation, 10 minutes.

WebWayOne Ltd

sales@webwayone.co.uk

+44 1635 231500

11 Kingfisher Court

Hambridge Road

Newbury

Berkshire RG14 5SJ

