

NEW PRODUCT ANNOUNCEMENT

Teleguard – Global remote ups monitoring and control

What is Teleguard ?

The Teleguard software package is a client/server application for the global monitoring and control of UPS connected over networks or modem lines.

Riello Galatrek supplies Teleguard as a complete product for customers to allow them to monitor their installations or as a service through the Riello Galatrek service centre in the UK.

Teleguard uses standard databases to store information on the monitored UPS, defined views, user rights and customers. These databases use a standard format and all operations are executed by BDE (Borland Database Engine), one of the world's most powerful database driver systems.

Teleguard key features:

- ◆ 24/7 monitoring of UPS installations with specific alarm response actions.
- ◆ Defined alarm categories – Critical, Major, Minor – users can group alarms into categories.
- ◆ Alarm dependent actions – log to database, beep, sound (WAV file), local pop up message, network message, Run command (definable scripts), send email, send SMS, send fax, or voice call a pre-recorded message.
- ◆ Regular pre-set HealthCheck dial up times.
- ◆ Reports on UPS status issued via fax to remote locations.
- ◆ Multi-lingual, country, customer and location.
- ◆ Administration and user password controlled functions.
- ◆ Provides several screens including alarm event logs, data (monitored parameters) log, data graph features for the monitored UPS by country, customer and location.
- ◆ Compatible with PowerShield² UPS monitoring and control software - provides graphical displays, detailed data monitoring and status box screens, and UPS block diagrams.

Teleguard Service Requirements

UPS Hardware Requirements:

UPS Range	UPS communications hardware connects to the external modem	External Modem
Power Dialog Plus	Slot-in RS232 card (ACCTM2SUXX-01) Or Slot-in SNMP adapter (ACCSA2XXRU-01)	Hayes compatible modem (e.g. US Robotics) and local phone line required if the UPS is not connecting to a modem through the Local Area Network (LAN)
Multi Dialog	No extra hardware required - use one of the two built-in RS232 ports	
Master Dialog	No extra hardware required - use the built-in RS232 port	
PowerCentre²	To be confirmed.	

For telephone line connection Riello Galatrek can offer a Fixed Cellular Terminal (FCT) using the Orange network or customers can supply their own landline connection.

Teleguard Service pricing

The price of the service is dependent on the type of maintenance plan in operation.

Maintenance plan	Description	Set Up Fee (normal working hours)	Annual Teleguard Fee £	Ordering Code
No plan	Standard response inside or outside warranty	£260 (Retrofits only)	£120	Teleguard
Silver	Next working day response		£120 + Silver Plan	Silver T
Gold	Same working day response		Teleguard Service included in Plan price	Gold T
Platinum	24/7 plan with response within 4 clock hours			Platinum T

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