ultraSync

Increase your monitoring subscriptions

REMOTE MANAGEMENT

- Remote connection via web portal or configuration software, depending on the control panel (ATSx500-IP, xGen Connect, UCx40, ZeroWire)

- Secure connection via serial number (UltraSync control panel ID) with advanced AES encryption

- High-speed communications

- Access to partial or full control panel settings for arming/disarming/bypassing certain zones

- Availability reports

- Remote system diagnostics

ARITECH

TAKING SECURITY TO THE HIGHEST LEVEL

ULTRASYNC—HOW IT WORKS

UltraSync Cloud
IPSec-encrypted VPN*
Fully managed network
EN/UL graded for IP
reporting

ALARMS

VIDÉO

NOTIFICATIONS
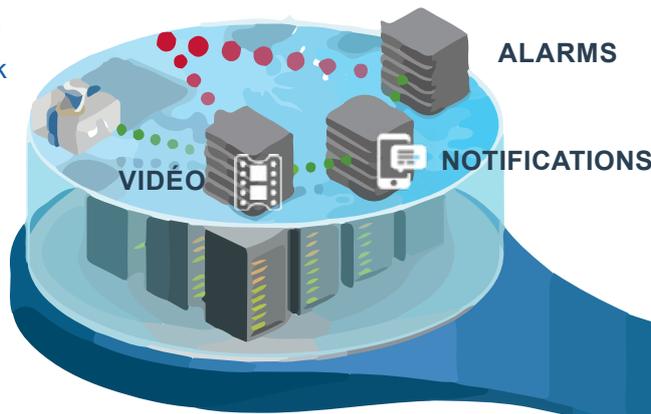
Encrypted multi-channel
communication

APPLICATIONS

SD-WAN
VPN

SURVEILLANCE FIRE
& SECURITY

SD-WAN
VPN

NOTIFICATIONS

**NOTIFICATIONS MONITORING
STATIONS**

*ENCRYPTED VPN

CLOUD NETWORK

xTun
2N

cProxy
2N

API service
2N

Web
server
2N

CS
Gateway
2N

Database
2N

Routers
Load balancing, firewall, DNS, encryption, redundancy

Cellular
Encrypted

Encrypted

ENCRYPTED

Cellular Encrypted

Encrypted

SSL

ENCRYPTED

ENCRYPTED

IP

Automation
Software

ENCRYPTION

Camera

SonicWall

Router

Serial
converter

CLIENT SITE

UltraSync
App

UltraSync Portal

CENTRAL MONITORING STATION
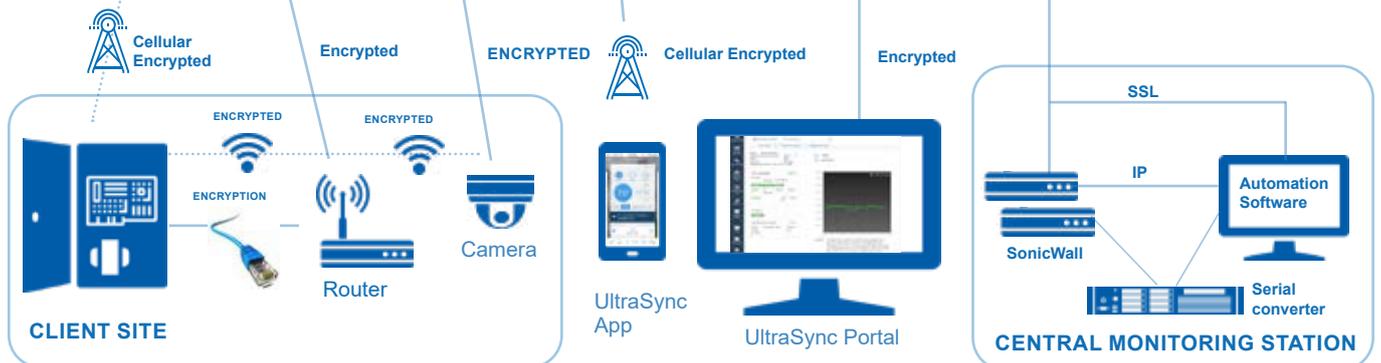
NETWORK CHARACTERISTICS

- **XTUN**-servers terminate the connections from the alarm panel. They are responsible for providing network connectivity between end-user applications, such as Alarm delivery, Mobile Apps and configuration software and the alarm panel.

- **CPROXY**-servers terminate video streams from video cameras.

- **API**-servers allow third-party systems to manage alarm panel configuration and retrieve management information from devices.

- The **WEB PORTAL** is a user interface that allows installers to remotely manage the alarm control panels that they have access to.

- **CS GATEWAY** transmits alarm messages to the remote monitoring station.

- Messages from the alarm control panel are encapsulated in the **XTUN** protocol and transmitted to the central remote monitoring station via the **CS GATEWAY**.

- **END-TO-END**-message receipt acknowledgments enable reliable and highly secure alarm transmission.

- The UltraSync cloud platform and remote monitoring team are connected via **IPSec**-protocol.

- The standard **load balancing** IP configuration is used to distribute the production load and guarantee system redundancy.

- **Remote configuration** can be carried out via the web portal or configuration software.

REDUNDANT CONNECTION

*Vector Fields Neural Networks

Alarm control panels

ultraSync Cloud

VFNN*

VPN Tunnel A   VPN Tunnel B

SIDE A <<<<<<<<< <<<< REDUNDANCY >>>>> >>>>> SIDE B

SonicWALL or side-A SSL connection

SonicWALL or side-B SSL connection

Central Monitoring Station
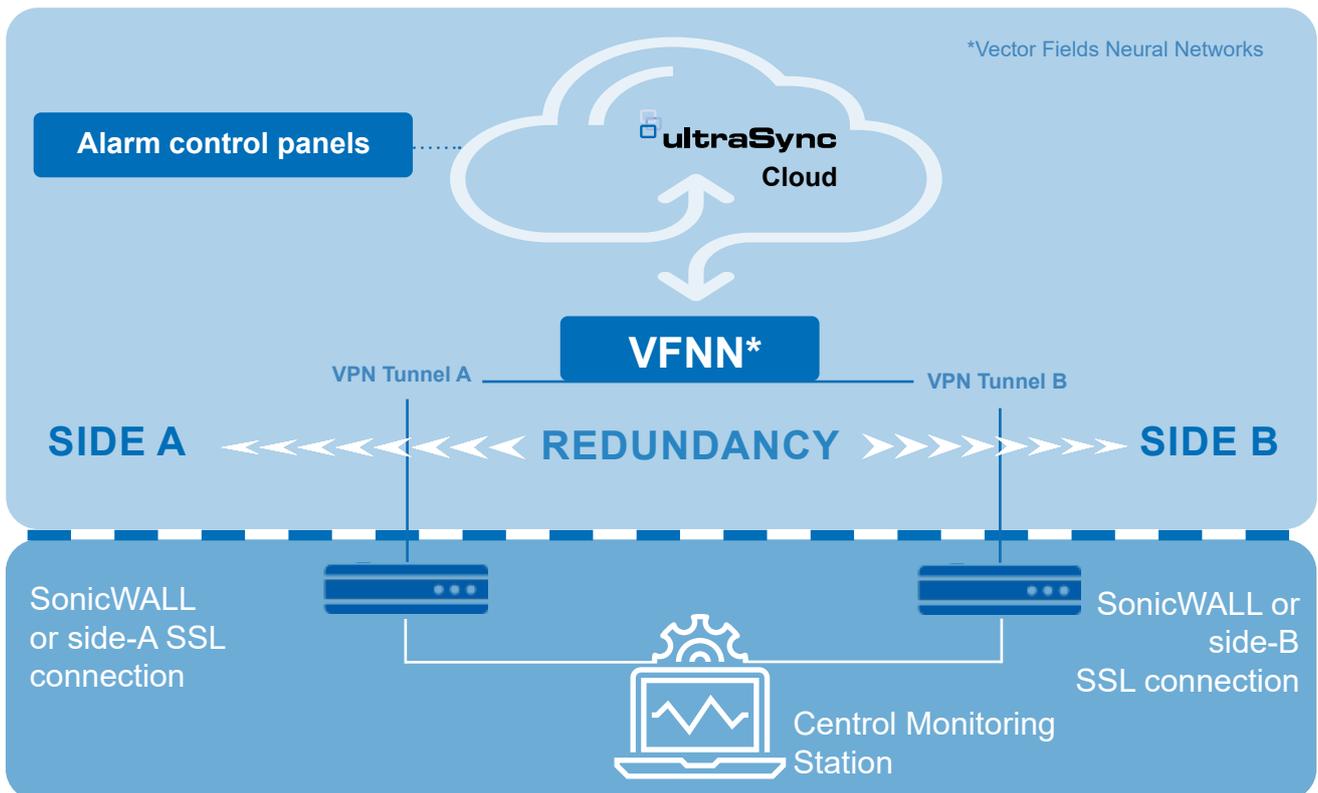
BENEFITS

ULTRASYNC PORTAL FOR CENTRAL MONITORING STATIONS AND INSTALLERS
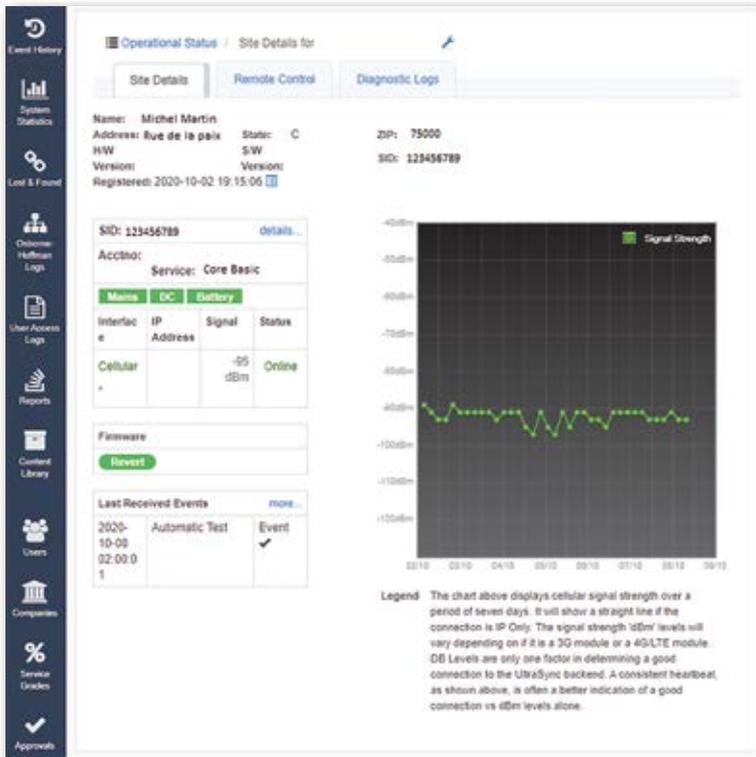
- Remote device management and diagnostics
- Communications management and diagnostics
- OTA firmware upgrade and programming*
- Secure architecture
- User and business management
- Service level configuration and management

OTA (Over The Air) is a technology that allows remote access to data on a SIM card

ULTRASYNC+ APPLICATIONS (XGEN, ZEROWIRE, UCX40)*

*Using Z-Wave protocol via UltraSync+ apps

| Live and recorded camera streams | Sensor status | Arming/ Disarming | Location services | Notifications | Settings |

ADVISOR ADVANCED PRO APPLICATIONS (ATSX500A)
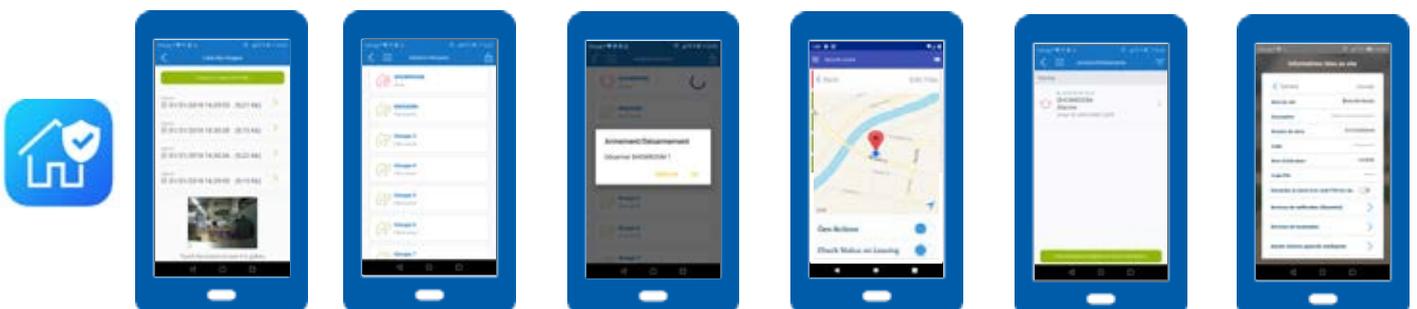
SECURITY AND COMPLIANCE
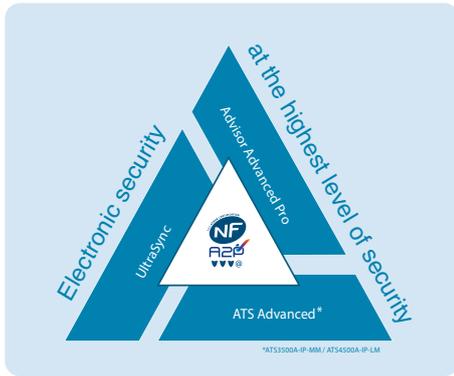
ISO 9001:2015
ISO/IEC 27001:2013
ISO/IEC 27017:2015
ISO/IEC 27018:2014

CE

GDPR

Electronic security
at the highest level of security
Advisor Advanced Pro
UltraSync
NF A2P
ATS Advanced*
*ATS3500A-IP-MM / ATS4500A-IP-LM

Solutions	Cloud host	Data

LIST OF MONITORING STATION SOFTWARE COMPATIBLE WITH ULTRASYNC*

Automation System	Manufacturer Website	Integration Mode	Signal Format
AELETTRONICA	www.aelettronicagroup.com	SONICWALL	SurGard
HORUS (Azur Soft) OSIRIS (Azur Soft)	www.azursoft.com	SSL / SONICWALL	SurGard
AM/Win	www.insocam.de	SSL / SONICWALL	SurGard
ATRAQ	www.comon.com.au	SONICWALL	SurGard
BOLD GEMINI	www.boldcommunications.co.uk	SONICWALL	SurGard
BOLD MANITOU	www.boldgroup.com	SONICWALL	SurGard
DLS4000	www.atsonline.de	SONICWALL	SurGard
eLipse	www.logetel.fr	SSL	SIA DC07
Entré	www.hantverksdata.se	SONICWALL	SurGard
ERIDAN	www.scutum-group.com	SONICWALL	SIA
ESI (F1)	www.esifrance.net	SSL / SONICWALL	SIA DC09 /SurGard
Facman	www.enai.eu	SONICWALL	SurGard
Initsys Merlin	www.initsys.net	SONICWALL	SurGard
InterVIEW / Innovative Security Manager (ISM)	www.innovative.dk	SONICWALL	SurGard
Listener	www.oryxsystems.co.za	SSL	SurGard
MASterMind	www.masmonitoring.com	SSL / SONICWALL	SurGard
SENTINEL	www.monitorsoft.com	SSL / SONICWALL	SurGard
Osborne-Hoffman receiver	www.firesecurityproducts.com	SONICWALL	SurGard
OVOST	www.ovost.nl	SSL	SurGard
Patriot	www.patriotsystems.com	SONICWALL	SurGard
Innovative Business Software (SBN)	www.ibsoft-us.com	SONICWALL	SurGard
SCS – ASB Security	www.seconts.com	SONICWALL	SurGard
SICEP	www.sicep.it	SONICWALL	Ademco685 / SurGard
SGS (Stages)	www.secglobe.net	SONICWALL	SurGard
URMET (Ate Argo)	www.urmet-ate.it	SONICWALL	Ademco685

* UltraSync services are compatible with more than 30 automation software.
To see the updated complete list please visit https://firesecurityproducts.com/en/page/ultrasync-services

BENEFITS FOR CENTRAL MONITORING STATIONS

New Services

- Remote service activation
- Availability reports
- Diagnostics
- Remote connection to control panels for installers that do not have access to the central monitoring station's network
- Video verification solution*

According to the product line

Operations

- 24/7 network support
- Proactive SonicWall/SSL monitoring
- No major investment required (software or SonicWall receiver)
- No public IP addresses
- Installers and end users can access the control panels outside of the central monitoring station network if needed

Business opportunities

- Establish new connections
- Generate recurring income
- Ensure integration with management systems and other automation software

GETTING STARTED—CREATE AN ACCOUNT

Why do we collect this data?

- Simple, easily modified setup form
- Address used for sending the equipment
- Details of automation system used to prepare installation on portal
- Contact details collected for support purposes
- Teams carrying out 24/7 monitoring services review the details for contacting people as per the specified priorities

Core
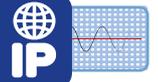
- IP connection only
- Free for a limited number of self-monitoring or remote-monitoring control panels
- Polling using basic and EN Grade 2 configuration
- Device management
- Remote access
- Remote configuration (DLX900 and ATS85xx)
- Support for push notifications to smartphones

Enhance

- Aritech SIM included (up to 3 MB/month)
- For cellular and dual-path modes
- Self-monitoring and remote-monitoring modes
- Polling using basic and EN Grade 2 configuration
- Equipment management
- Remote access
- Remote configuration (DLX900 and ATS85xx)
- Support for push notifications to smartphones
- Cloud configuration (xGenConnect, ZeroWire, and UltraSync Communicators)

Elite

- Aritech SIM included (up to 15 MB/month)
- IP, cellular, and dual-path modes
- Polling using EN Grade 3 configuration
- Equipment management
- Remote access
- Remote configuration (DLX900 and ATS85xx)
- Support for push notifications to smartphones
- Cloud configuration (xGenConnect, ZeroWire, and UltraSync Communicators)
- Video alarm verification
- Diagnostic reporting

For more information, please don't hesitate to get in touch:

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Training University

About Aritech

Aritech provides leading security and life-safety solutions for both commercial and residential applications covering intrusion, video, transmission and access. Offering some of the most-trusted product names in the industry, and backed by ongoing partner services and support, Aritech helps customers secure and protect what matters most. Aritech is a part of Carrier Global Corporation, a leading global provider of healthy, safe and sustainable building and cold chain solutions. For more information, visit aritech.com or follow us on LinkedIn @Aritech.

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