What is EASYconnect™?

Secure Two-way Communication "On Demand"

Most firewalls don't block outbound communication, but most of them block inbound communication from "outside." When those inbound requests are blocked, EASYconnect™ by DMP is the essential strategy in communicating to your security panel without having to reconfigure your network.

"When a customer opens their VirtualKeypad™ app and wishes to connect back to their alarm panel, that action uses EASYconnect™, which initiates an outbound TCP session from the panel to the SecureCom servers," explains SecureCom Wireless Technical Director Bill Dorman. "The panel continues to remain connected through logic built in to the DMP panel that will keep the connection alive. As such, it is always available to the servers for app connections upon request."

Regardless of the number of zones or user codes your system needs to support, with EASYconnect™, you won't need to worry about a static external/internal IP for this connection type. Because this connection is always available, the panel will check in with our servers every five to eight minutes on average.

This unique two-way communication strategy is available in all DMP network-capable XT and XR Series control panels. As a result, all DMP customers get the essential benefits of security, speed, and simplicity, and EASYconnect™ costs nothing extra to use.

From a customer's perspective, making the connection from their app is essentially instantaneous. In comparison, cellular connections can take up to four seconds on average.

Regarding tighter security, Dorman adds, "If your system relies on a direct network connection, for which you'd need to use your public IP address to connect with a server, you may run into tedious problems making sure your IP never changes and creating firewall rules to allow them through. If you have to open a port to allow a server in, theoretically, if you don't do it exactly right, anybody can get in that port."

Customers can also use EASYconnect™ with Cell Backup connection strategy in Dealer Admin. In the event EASYconnect™ becomes unavailable due to a network outage at the security panel, the SecureCom Wireless servers can leverage the pre-existing cellular connection to ensure connectivity to your system. (A SecureCom cellular module and rate plan are required to make use of this strategy.)
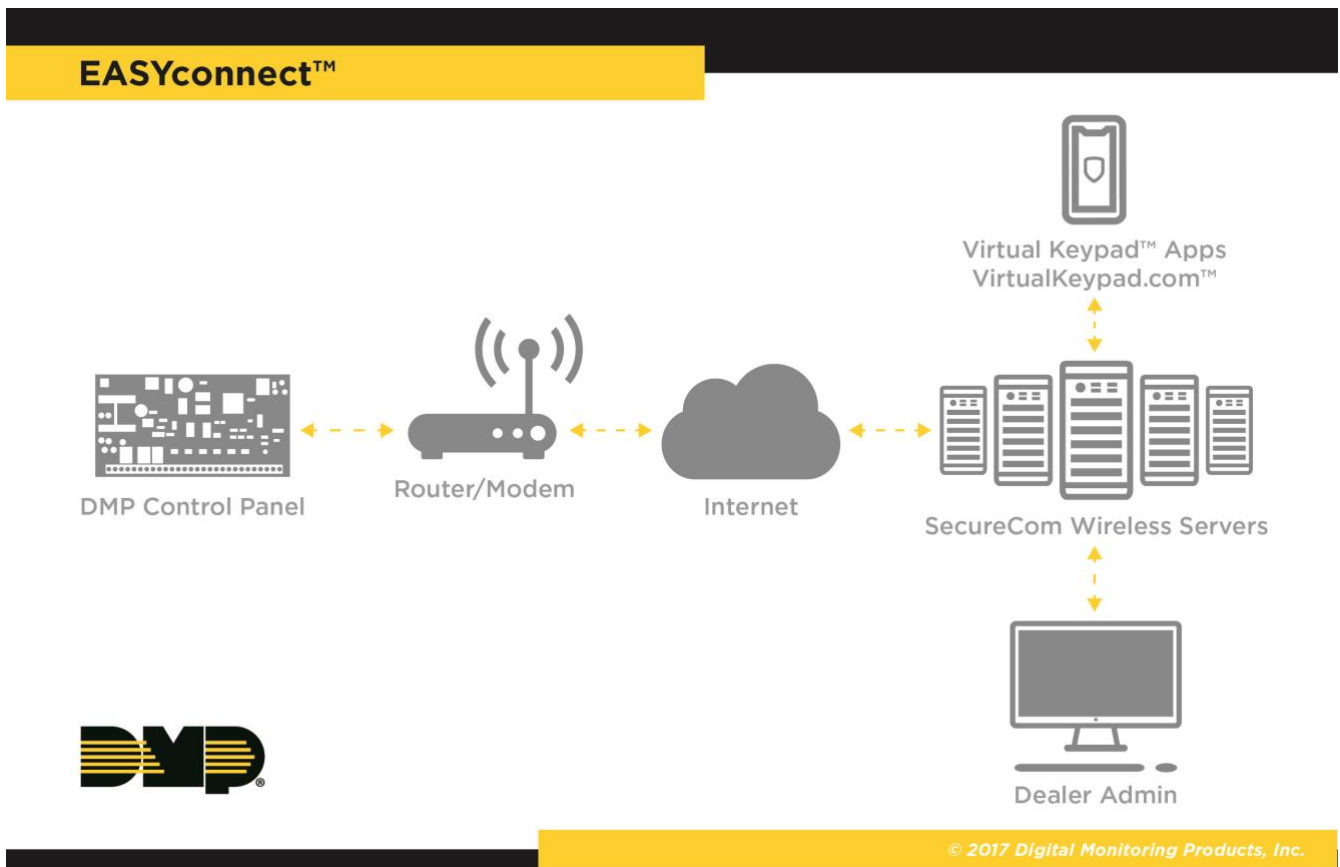
Getting set up with EASYconnect™

It's just that, easy. Here are a few rules of thumb:

1. Make sure to use a network-capable control panel.

2. Simply place your dealer App Key in the Remote Options section of PROGRAMMING menu.
   Note: The App Key is unique for every dealer.

3. The destination port is always 4001 and outbound connections must be allowed through any firewalls.

4. DNS must be able to resolve the SecureCom Wireless server's IP addresses. If you experience issues reaching the SecureCom servers, you may wish to make use of a publicly available DNS service, such as Google. Google provides free DNS resolution using their public servers at 8.8.8.8 and 8.8.4.4.

5. Make sure you have the panel serial number and account number entered in Dealer Admin correctly. The account number and panel serial number must match the details entered in System Information in Dealer Admin.

Once you're set up with EASYconnect™, the rest is easy.

"The absolutely beautiful thing about EASYconnect™ is that you typically don't have to do anything special for it to work," says Dorman. "It's like always being in the same room, being able to hear each other, and you can speak when you choose to."

EASYconnect™

Virtual Keypad™ Apps
VirtualKeypad.com™

DMP Control Panel

Router/Modem

Internet

SecureCom Wireless Servers

Dealer Admin

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