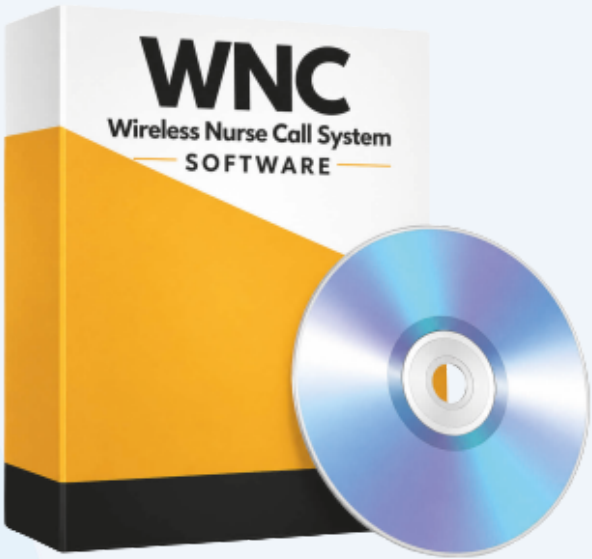
BEC Integrated Solutions

Product Specification Sheet

WNC-3325-E

Central Station Monitoring License



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The WNC-3325-E Central Station Monitoring License is an enterprise-grade software module that extends the capability of the local wireless nurse call server console (such as the WNC-SERVER2 or WNC-AIO platforms). This software integration module enables the localized life-safety or duress system to securely transmit alarm, system trouble, tamper, and supervisory diagnostic logs directly to external commercial off-site central monitoring stations or municipal emergency dispatch arrays.

Utilizing standard digital signaling pathways (such as IP-based Contact ID or SIA protocols), the license bridges internal facility operations with public safety answering points (PSAPs) or commercial alarm response monitoring facilities. It is heavily utilized in senior living communities, standalone clinics, courthouses, schools, and commercial facilities to guarantee off-hours monitoring, professional security response, and automatic dispatch of fire or police services during a critical event.

Architects' and Engineers' Specifications

A. General Central Station Interface Software Requirements

1. The electrical contractor shall provide and activate a central station monitoring software license (SKU: WNC-3325-E) on the primary nurse call computer console.
2. The interface software must be capable of translating internal proprietary radio network data into standardized industry formats for IP transmission over wide area networks without requiring specialized physical dialer cards.

B. Communication Protocol and Security Standards

1. The monitoring module shall natively support transmission in either Security Industry Association (SIA) DC-09 or Ademco Contact ID formats.
2. All outbound IP telemetry packets routed to the remote monitoring receiver must utilize industry-standard encryption protocols over designated TCP/UDP network ports.

C. Functional Performance and System Monitoring

1. The software interface must allow custom-defined numerical event routing codes for at least 99 separate priority thresholds.
2. In the event of an off-site communication network failure lasting longer than 180 seconds, the software license module must drop a system relay output or throw a critical visual/audible alert locally on the nurse call master console screen to notify facility staff.

Specifications

- **Product Type:** Digital Software License Key / Software Integration Activation Module
- **Supported Platforms:** WNC-SERVER2, WNC-AIO Touch Screen Console, and compatible PC-based master head-ends
- **Transmission Protocols:** Ademco Contact ID, SIA DC-09 (IP-SIA), and proprietary XML output options
- **Supported Receivers:** Sur-Gard System I/II/III/IV/V, Bosch Conettix, and standard IP-based alarm receivers
- **Network Framework:** TCP/IP (Static IP addresses required for target receivers and local host gateway)
- **Maximum Accounts:** Unlimited account code mapping per licensed local server unit
- **System Event Capacity:** Process and queue up to 500 simultaneous communication packets without data loss
- **System Diagnostics:** Continuous monitoring of IP link status, socket timeouts, and transmission receipt confirmation
- **Minimum Server Requirements:** Running baseline wireless nurse call server OS with active Ethernet port and external WAN access

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Features

• **Multi-Protocol Format Support:** Built-in protocol translation engine natively converts internal XML/JSON wireless nurse call event alerts into standard digital signaling formats, including Ademco Contact ID and SIA (Security Industry Association) DC-09.

• **IP-Based Reporting:** Transmits event data over standard local area network (LAN/WAN) infrastructure via encrypted TCP/IP sockets directly to compatible central station automation receivers (such as Sur-Gard or Bosch platforms).

• **Full Event-Code Mapping:** Allows custom configuration mapping for unique device signatures—differentiating between a medical emergency (neck pendant activation), a fire threat (WNC-SD smoke activation), physical chassis tampers, or system power outages.

• **Supervised Line Integrity:** Features a programmable polling rate ("ping" interval) to verify the communication highway between the on-site nurse call server and the central monitoring station. Loss of connectivity triggers a local system warning and an immediate off-site communication fault at the monitoring facility.

• **Flexible Account Partitioning:** Supports splitting a single physical facility into separate software accounts or partitions, allowing independent tracking, routing, and dispatch rules for specific nursing units, floors, or commercial zones.

• **Special Response Message Strings:** Allows system engineers to attach custom, granular text strings (e.g., "Room 204 Bedside - Knox Box key code 4321") directly inside the sent protocol payload, flashing vital entry instructions onto the central station operator's screen during an emergency dispatch.

• **Automated Daily Test Signals:** Configurable to send a silent test communication ping at a scheduled time every 24 hours to guarantee secondary life-safety path verification without generating manual alarms.

• **Priority Escalation Queues:** Sorts outbound network communication packets based on severity; life-safety alerts (Duress/Smoke/Code Blue) immediately bypass and pre-empt routine maintenance check-ins (Low Battery/Supervisory) to clear the network buffer in microseconds.

Equipment Options

• **WNC-3325-E-BASE:** Core system software license key enabling off-site IP transmission capabilities for one master server console (Single-site deployment; default).
• **WNC-3325-E-MULTI:** Enterprise multi-facility licensing structure, providing centralized off-site routing management for up to 10 interconnected satellite local network servers.
• **WNC-3325-E-R:** Hardware upgrade bundle comprising the WNC-3325-E software activation key alongside a dual-path IP/Cellular LTE digital communicator appliance for network path redundancy.

Compliance and Certification

• **FCC Status:** As a digital software asset, the software itself does not require independent FCC physical hardware emissions certificates; however, it complies with FCC Part 15 regulations regarding data transmission integrity when running on approved, shielded enterprise network computing hardware.
• **UL Status:** Evaluated for compliance within UL 1069 (Hospital Signaling and Nurse Call Equipment) and UL 2560 (Emergency Call Systems for Assisted Living) software parameters. It meets the standards for central station signaling connections outlined in auxiliary safety provisions, complementing UL 1610 (Central-Station Burglar-Alarm Units) or UL 864 structures when integrated into secondary commercial facility arrays.
• **RoHS Status:** 100% compliant; as a non-physical software module, it introduces zero restricted hazardous chemical compounds (such as lead or mercury) into the facility infrastructure.

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