

AlarmNet Receiver

05/06/2026 3:15 pm EDT

Product Catalog Info

Product Code:

MCS-CSC-ALARMNET

Product Description:

Customer is responsible for creating an account with AlarmNet to use their service and paying for customers usage.

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000002jG4FAAU/view>

Questions for the Customer

Question 1 - Have you created an AlarmNet account? (Cloud and on prem)

Question 2 - How many CSIDs/CityCodes?

Knowledge Base

n/a

Pre-Requisite Document

n/a

Supplementary information

An AlarmNet virtual receiver is software that receives and processes alarm signals from security systems using various communication paths, including the internet and cellular networks, replacing traditional hardware-based receivers. Instead of a physical box, the software is installed on a server, allowing alarm monitoring companies to manage

incoming signals from different alarm and fire panels and integrate them into their existing monitoring platforms.

Prep work - Steps for Technical Consultant

- 1) Build the machine in HyperV.
- 2) Get that machine on the network.
- 3) Need to IP the machine and get it on the domain.
- 4) Run windows updates. Which, can take up to thirty minutes to an hour alone.

Once the machine is ready:

- 1) Install the software.
- 2) Get the license applied, which requires me to reach out to AlarmNet.
- 3) Get the CSID and City code added.
- 4) If they have two CSID's/City Codes, Bold work with AlarmNet to make it a multinet receiver and combine the codes into one machine.
- 5) Call with AlarmNet, Bold and the customer to move traffic

Effort and Process

On Prem

n/a - The AlarmNet virtual receiver is hosted by Bold, see hosted process. Not on prem

Hosted

The installation takes approx. 5 hours (4 hours prep and 1 hour with AlarmNet)

- 1) PM to purchase AlarmNet voucher (see below)
- 2) PM to provide voucher information to the Infrastructure Team
- 3) Infrastructure System Consultant to complete prep work

4) PM to coordinate meeting with the System Consultant and the customer to move IP traffic

Process - PM to Purchase AlarmNet Voucher

- 1) Complete the "[AlarmNet 7810-PC .pdf](#)" quote form and send to Kimberly D. Sands <Kim.Sands@ADIGlobal.com>
- 2) A quote will be emailed with the order number. If the order is delayed, use the order number to check with Brandon.Johnston@adiglobal.com
- 3) Payment can be completed using a virtual credit card.
- 4) When using a virtual credit card, please reach out to Amy Nuss to obtain the card details.
- 5) Ensure card details are stored encrypted in LastPass and shared securely with the assigned project manager through LastPass.
- 6) To remain PCI compliant, please call Kim directly to provide the credit card details.
- 7) Once payment is processed, Kim (ADI) will send the AlarmNet 7810-PC license directly to the requestor.
- 8) Upload the AlarmNet license attachment to the Files tab at the project level so it can be shared with the SaaS team for handling.
- 9) The customer will also need an account set up with Honeywell

Training

n/a
