



A Solution for Every Need

Sur-Gard System Family of Receivers

Now there is a perfect solution for any size monitoring station with Sur-Gard System Receivers.

Meet the family of trusted Sur-Gard monitoring station receivers

SG-System 5	<ul style="list-style-type: none">• Monitors up to 1,474,560 IP communicators (Cellular or Ethernet)• Future-proofed to cater to growing system requirements and IP account expansion• Supports industry trending alarm verification solutions significantly reducing incremental costs that can be incurred by false alarms
SG-System IV	<ul style="list-style-type: none">• Designed for larger volume central monitoring stations who require the ability to output signals faster to automation or who do larger amounts of IP monitoring.• IP line cards can handle up to 3,072 total IP Accounts. With an optional license, this can be increased to 9,216 IP accounts per IP Card.• For a completely redundant, UL-listed IP solution, each receiver can monitor up to 110,592 IP Accounts.
SG-System III	<ul style="list-style-type: none">• Designed for central monitoring stations that require all the flexibility that a Virtual Receiver offers, such as integrated redundancy and the ability to monitor any incoming phone call on any line card.• IP line cards can handle up to 1,536 total IP Accounts.• Multi-format receiver supports over 120 standard and proprietary communication formats.
SG-System II	<ul style="list-style-type: none">• Designed for proprietary applications, such as college/university campuses, gated communities/condominiums, private corporate security and government facilities.• IP only receiver supports 1,536 IP accounts. An additional 1,536 IP accounts may be added via a license key at any point.
SG-System I	<ul style="list-style-type: none">• Designed for in-house monitoring needs, such as smaller central stations or proprietary applications.• Comes with two phone line connections with an option to add in 512 IP accounts.• Desktop or rack mount (optional kit).

SG-System receivers are compatible with most leading formats, including 10-40 baud, 3 /1, 4 /2 checksum, Express, Acron, Adcor, Ademco Express, Contact ID, Modem, SIA, etc.

For more information, about compatible formats, refer to the individual spec sheets of each SG-System receiver, contact Sur-Gard at 1-800-418-7618 or visit www.sur-gard.com.



Small Footprint but Mighty Performance

Every SG-System receiver packs a mighty punch in a small package, but this small footprint by no means compromises performance. The newest SG-System 5 is no exception and builds upon the Sur-Gard world-leading legacy to offer even higher account density per U rack for a reduced overall size of 4U. The receivers deliver the configuration flexibility you demand. For example, you can receive alarms via traditional Plain Old Telephone Service (POTS) telephone lines or over IP connections (using DSC IP communicators, or licensed 3rd party IP transmitters). With the ability to accept multiple communication formats from control panels, the number of physical receivers required can be greatly reduced – saving not only valuable space, but capital costs.

SG-System receivers use patented technologies to help reduce online time, saving staffing and phone line costs. ANI reception lets the SG-System receiver identify the calling control panel. DNIS reception can first identify the phone number the panel dialled and then switch to the correct profile (receiver type) and change the programming accordingly.

Once ANI or Caller ID information has been received, the patented Automatic Handshake Selection (AHS) technology instantaneously remembers the required handshake of the incoming control panel, eliminating the need for handshake order. The average online time saving is approximately 4 seconds per call which adds up to significant savings in a busy central station.

The mix and match feature of the IP and PSTN line cards available in the SG-System III and IV receivers deliver the configuration potential needed: up to 64 different profiles, each with up to eight different handshakes on each line card. Digital Signal Processing (DSP) increases the speed, accuracy and flexibility of each line card to allow processing of greater number of communication formats.



In SG-System III and IV receivers, the integrated virtual technology learns where a call originates and its destination so the first available line card can answer the call. This process eliminates fixed-line hunt groups and maximizes line card use, meaning fewer are needed.

The new SG-System 5 ensures that the investment in the system is future-proofed by catering to growing system requirements. Up to 1,474,560 Cellular or Ethernet communicators can be monitored through upgrade license keys. SG-System 5 also supports industry trending alarm verification solutions such as visual verification, significantly reducing incremental costs that can be incurred by false alarms, while adding to the security professional's RMR.

A World Class Service Agreement Program for Ultimate Reliability

As the world leader in Central Monitoring Station equipment, Sur-Gard is committed to ensuring on-going satisfaction to customers worldwide who have made Sur-Gard the brand of choice for alarm receiving equipment. The System III/IV and 5 offer a full Service Agreement Program that provides exclusive benefits, such as:

- 5% off all future hardware purchases
- Access to Monthly Sur-Gard Webinars
- Unlimited Firmware upgrades
- Free 30 Day Loaner Receiver Program
- 24hr/7 days a week Tech Support
- Advanced Hardware Replacement Program

This unique approach demonstrates Sur-Gard's commitment to ensuring reliability that is required by all components that make up today's Central Monitoring Station.

Contact Sur-Gard Customer Service at 1-800-418-7618 to inquire about the Sur-Gard Service Agreement Program for additional exclusive benefits.

Security without Compromise

Each SG-System receiver features leading security measures, such as 128-bit AES encryption to maintain a secure network environment when communicating with DSC IP communicators or licensed 3rd party IP transmitters.

All automation links are continuously supervised. If the 'heartbeat' signal is not acknowledged, SG-System receivers that have been configured for redundancy display a notification before switching to the backup automation connections. The SG-System III, IV and 5 receivers automatically switch from the primary Ethernet port to the secondary Ethernet port, then to the primary serial port, and finally to the secondary serial port before going into manual mode.

The SG-System III, IV and 5 deliver complete auto-switching redundancy for backup. For example, if the primary CPM stops working, the secondary unit automatically takes over all duties until the problem is resolved. All of these receivers also have replaceable power supply backup with the primary and secondary power supplies performing load sharing, so they can automatically take over without any user intervention. All components are also 'hot swappable' so they can be quickly removed and/or replaced while the system is live. Disaster recovery is easily addressed with SG-System III, IV and 5. Using a PRI/T1 circuit allows a primary central monitoring station to have communication to the receivers routed to an alternate disaster recovery facility using available phone service provider options. This prevents any downtime and ensures that monitoring activities continue 'as normal'.

Geared to support innovative alarm verification solutions, PIR cameras are strategically installed as part of a security system and are activated the moment an alarm is triggered. Via the SG-System 5 Receiver, images are sent instantly through to the monitoring facility where the situation can rapidly and accurately be assessed and escalated to authorities, if required, while providing respondents with critical information. SG-Systems Console allows Central Monitoring Stations access to visual verification images. In conjunction with compatible automation companies, the integrated software allows for seamless visual verification viewing and increased output that enhances the speed of processing alarm communications.

a perfect solution for any monitoring application

Features that Make a Difference:

- Receiver sizes and configurations to meet every need
- Patented ANI and DNIS reception
- Patented Automatic Handshake Selection (AHS)
- High-security network monitoring
- Compact design requires less space
- User-friendly configuration tools
- Robust built-in diagnostic software
- Firmware upgradable
- Automation output over TCP/IP
- Works with standard 19" racks (optional feature in SG-System I and II)

Sur-Gard System Selector Charts

Services	SG-System 5
Services agreement available	✓
On-site installation available	✓
Features	SG-System 5
Time and date synchronization	✓
Virtual event log	✓
128-bit AES encryption (IP line card)	✓
Firmware upgradeable via Flash utility or SG-Systems Console	✓
Windows-based console	✓
Self-diagnostics with notification	✓
7" Touch screen user interface	✓
Line cards (any combination of IP and PSTN)	up to 24 (IP only)
Number of handshakes per line card	up to 8
Number of profiles per line card	up to 64
Ports	8 serial 2 Ethernet 2 display
19" rack mounted	Standard
Touch screen user interface	✓
Replaceable power supply redundancy	✓
Replaceable universal power supply	✓
Supported communication formats	Over 120
NOTE: IEC Cable sold separately.	
NOTE: For a complete list of compatible formats, contact Sur-Gard.	

All Sur-Gard System receivers deliver mighty and secure performance in a user-friendly package. Whatever the size of your monitoring station, there is a Sur-Gard System receiver for you.



For more information on the products featured here or on any other Sur-Gard products please call:

1-800-418-7618 or visit us at www.surgard.com

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 **SUR-GARD**
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Services	SG-System IV	SG-System III
Services agreement available	✓	✓
On-site installation available	✓	✓
Features	SG-System IV	SG-System III
Time and date synchronization	✓	✓
Virtual event log	✓	✓
128-bit AES encryption (IP line card)	✓	✓
Integrated end-to-end phone number testing	✓	✓
Flash memory upgrade utility	✓	✓
Windows-based console	✓	✓
Self-diagnostics with notification	✓	✓
1/4 VGA display	✓	✓
Line cards (any combination of IP and PSTN)	Up to 24	Up to 24
Number of handshakes per line card	Up to 8	Up to 8
Number of profiles per line card	Up to 64	Up to 64
Ports	2 parallel 4 serial 2 Ethernet	2 parallel 4 serial 2 Ethernet
19" rack mounted	Standard	Standard
Built in power supply redundancy	Yes	Yes
Built in universal power supply NOTE: IEC Cable sold separately.	Yes	Yes
Supported communication formats NOTE: For a complete list of compatible formats, contact Sur-Gard.	Over 120	Over 120

Features	SG-System II	SG-System I
Time and date synchronization	✓	✓
Virtual event log	✓	✓
Flash memory upgrade utility	✓	✓
Windows-based console	✓	✓
Self-diagnostics with notification	✓	✓
128-bit AES encryption	✓	✓
Integrated end-to-end phone number testing	✓	✓
40 character, 2 line LCD display	✓	✓
Phone line connections	No	2
Built in power supply redundancy	No	No
Number of profiles	N/A	Up to 64
Number of IP communicators	1,536 (512 supervised) Additional 1,532 (512 supervised) available with license key	512 (optional)
Ports	1 parallel 2 serial 1 USB 1 TCP/IP printer	1 parallel 2 serial 1 USB 1 TCP/IP printer
19" rack mounted	Optional	Optional
Built in universal power supply NOTE: IEC Cable sold separately	Yes	Yes
Supported communication formats		Pulse, Contact ID, SIA, Modem NOTE: Refer to the SG-System I manual for a complete list.