Finmon miPing Monitoring Service

What It Does

The Finmon Ping Service continuously monitors the network connectivity of active alarm units. When a unit goes offline and stops responding, the service automatically raises a **Loss of Polling** alarm at the control room — just as if the unit had reported it itself. When the unit recovers, a restore signal is sent automatically.

This service runs 24/7 on the Finmon back-end infrastructure. No configuration is required on site.

How It Works

1. Which units are monitored

A unit is enrolled in the ping service by enabling the **Ping Enabled** flag on its profile in the Finmon portal. Only units with a registered Finmon network IP address are eligible.

2. How often units are checked

Each unit is checked approximately every **5 minutes** under normal conditions. If a unit's status is uncertain (i.e. it has recently started failing or recovering), checks increase to every **1 minute** to confirm the change quickly.

3. Confirming a failure — debounce protection

To prevent false alarms from brief network blips, the service requires **4 consecutive failed checks** before declaring a unit offline. This means a unit must be unreachable for roughly **4–20 minutes** before an alarm is raised. For a restore, the unit must successfully ping and respond once, at which point it is updated to restored.

4. What signal is sent to the control room

When a failure is confirmed, the service sends a standard **Contact ID alarm** to the unit's assigned control room receiver:

Event	Contact ID Code	Meaning
Unit goes offline	**356 — Loss of Polling**	Unit has stopped responding on the network
Unit recovers	**356 — Restore**	Unit is reachable again

The alarm is delivered using the unit's own account code, so it appears in the control room software exactly like any other alarm from that site.

> **Note:** Alarm reporting must be enabled per-unit. Units with reporting disabled will still have their status tracked internally, but no signal will be sent to the control room.

5. Dual-SIM units

For units with dual SIM cards, the service automatically tries all possible IP addresses associated with the unit before declaring it unreachable. This accounts for units that may have switched between SIM slots since last contact.

Summary for the Customer

Feature	Detail
Check interval	Every 5 minutes (every 1 minute when status is uncertain)
Alarm type	Contact ID 356 — Loss of Polling
False-alarm protection	4 consecutive failures required before alarm is raised
Recovery notification	Automatic restore signal sent to control room
Setup required on site	None

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