MvsNET System Quick Guide

Manual n°18254 Rev. -
Edition 04/02/2010

SICEP

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Index

This manual

Requirements

The main objective of this user manual is to provide a step-by-step guide for inexperienced users to the main operations permitted by the MvsNET system. The minimum knowledge necessary in order to understand this manual is limited to just a few topics. It is obviously necessary to have a basic grasp of how to use a computer.

Glossary

There follows a short glossary of certain IT-related terms.

Hardware - This word refers to all the physical components of IT systems. The hardware in a computer includes the computer itself, along with the various cards, the monitor, the keyboard, the mouse etc. This is basically everything that you can touch and move with your hands.

Software - The opposite of and complementary to the hardware, the term software refers to everything which can be copied or duplicated onto a disk or CD or can be transferred via internet and used to fill a computer memory. In particular, this manual explains how to use a software **program**, i.e. an extremely long series of small instructions which the computer carries out with unimaginable speed one after the other. Our program basically guides the computer, making it display certain information such as responses to the commands given by the user via the keyboard or mouse.

PC - Abbreviation for Personal Computer: this is a workstation, a machine generally equipped with a monitor, keyboard and mouse designed to execute the programs required by the user.

Client/server - One generally refers to *client/server architecture* and, in our case, the MvsNET system is designed on the basic criteria of this architecture. In short, a **server** is a computer which gathers and organises data and which can search and process it. A **client**, on the other hand, is a computer which can connect to the server, taking advantage of the features and services on offer.

NET-SERVER - MvsNET system server computer. The machine cannot be accessed directly by operators. It does not necessarily have a monitor and keyboard.

Field - This is a space on the display in which a certain type of information appears (a code, an address, a telephone number). It is normally a white rectangle containing information which can be modified or entered from scratch. There is normally a short description above or to the left of the blank space.
For example, when this manual refers to the *Code* field, it is talking about the blank rectangle with the word “Code” written above or to the side of it.

Default - This refers to a preset value. When the user accidentally or purposely leaves a field blank, the system, in certain cases, fills it with preset settings which ensure the correct operation of the machine. The default value is not always shown to the user.

SHIFT - Key on the keyboard used to type capital letters.

TAB - Key on the keyboard on the left of the letter Q.

Level 1

Control unit operator

1. MvsNET Client

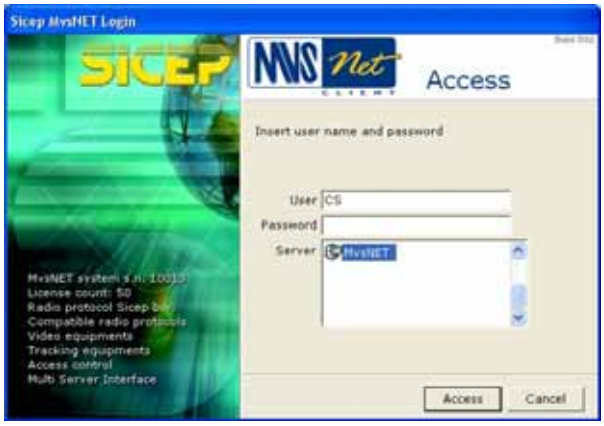
The **MvsNET system** is a series of hardware and software components which allow the organisation and management of all the operating activities of a surveillance control unit in alarm systems. In other words, the systems acts as an intermediary: it acts as an **interface** between humans and the network of technological equipment. It allows the **centralisation** of all incoming information, filters it, organises it and presents it to the operator in a homogeneous and coherent way.

The **MvsNET client** is a software programme which allows you to use a normal PC as a workstation for the MvsNET system. Of the various components of which the system is composed, the client is the closest to the operator and the only one which the operator can access directly. The client displays the system interface and allows the user to operate on the data present, displaying and organising all the information available.

As regards installing and launching the client for the first time, consult the "MvsNET System - Architecture and configuration" manual or ask the person in charge.

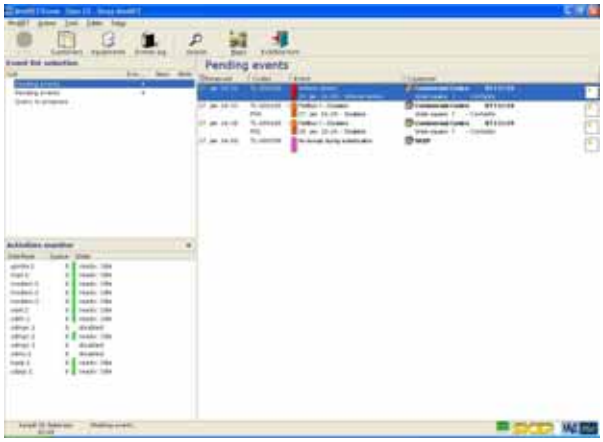
1.1 Accessing the system

As soon as the client has been launched (contact the person in charge if you are unable to complete this first operation), you must access the system, providing your operator code and password.



Check that your operator code is in the *User* field and, if there is more than one server, that your particular server is selected in the *Server* list.

Enter the password in the *Password* field and press ACCESS.

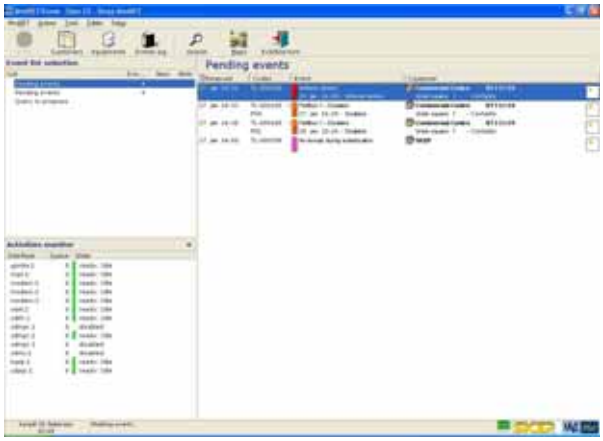


If access is successful, the system loads the descriptions of the codes present in the archive (*preload*) and then opens a full screenshot listing the *Pending events*. It is now ready for use.

Quick procedure
Access with an operator code other than the one proposed at launch:
- press SHIFT+TAB
- enter the operator code
- press TAB
- enter the password
- press ENTER

Access with the operator code proposed at launch:
- enter the password
- press ENTER

1.2 Subdivision of the screens



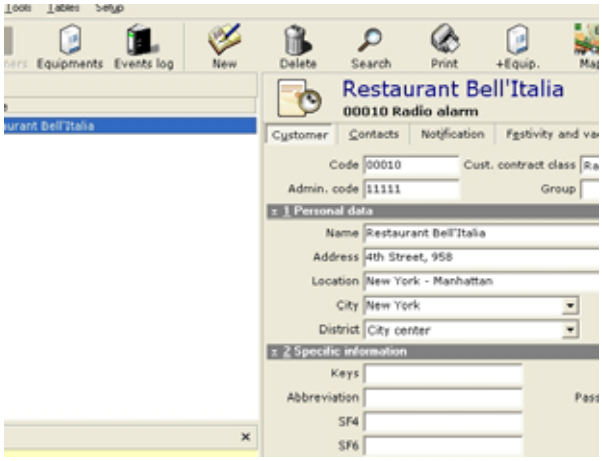
The program screens are generally divided into three sections.

The largest box **on the right** displays the content and information for the current screen: this may be the queue of pending alarms, the details of an alarm, the card of a equipment or the data from a site.

In the **left-hand column, at the top**, you can generally find lists (see the next figure), while **at the bottom**, you can find the so-called *tools*. The availability of the tools varies according to which screen you are on. They can be activated from the *Tools* menu or directly from the keyboard using the relevant shortcuts.

Press F12 to activate the *Incoming transmissions monitor* or SHIFT+F12 for the current *activities monitor* (both tools are available on all screens).

At the bottom of the screen, there is a coloured bar, between the clock and the Sicep logo, which shows the last alarm received (or the oldest, depending on programming). Press F3 or click on the bar to display the details of the alarm.



The lists allow the user to choose the element to display in the large box from all those available. This is the case, for example, for the list of equipments where the user can choose the item of interest and view the details.

From the keyboard: press F10 to access the list and then use the arrows to highlight the item of interest. Alternatively, use the mouse directly as usual.

Once the item has been selected, press the TAB key to move directly to the file.

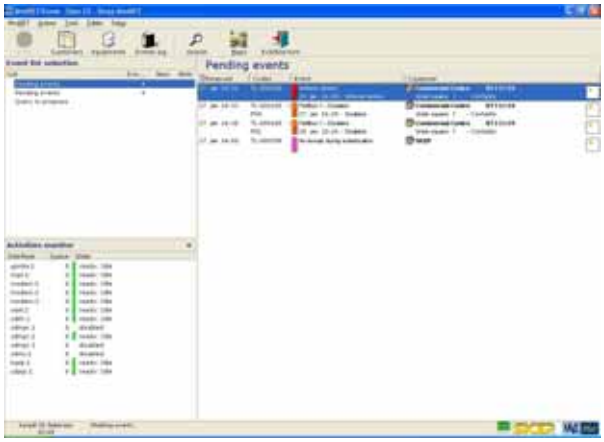
2. Event management

When the system receives a report from any device, it processes in according to the programming in place for that equipment and decides whether or not to classify it as an alarm situation. If it is classified as an alarm, it is highlighted in the alarm list.

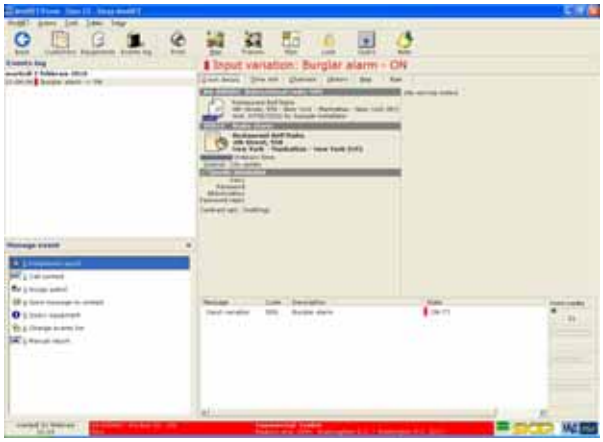
Event management allows the user to track down all the information about the alarm, intervene by starting queries and making telephone calls to the contact numbers, record the action take and finally log the event, declaring the reasons.

2.1 Displaying an event

The following procedure explains how to display the details of an alarm, starting from any alarm list (such as the one in *Pending events*). If you are not on the alarm list, press F2.



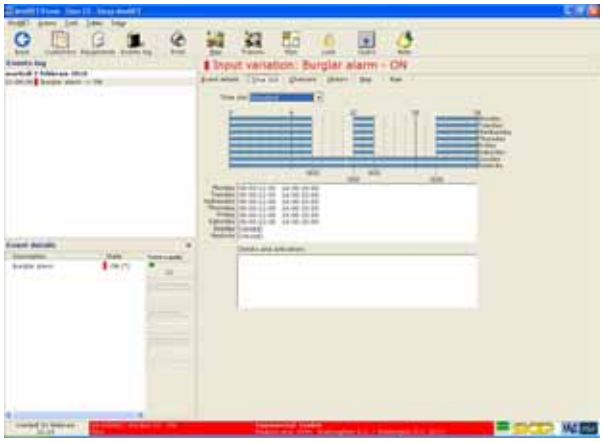
◀ Scroll through the list using the arrows and press ENTER to open the selected event, or double-click on the event line.



The system displays a screen showing all the information necessary to manage the event.

In the top left-hand corner, there is the log of everything which has occurred, with the action taken to manage the event. In the same column, at the bottom, there is a panel which allows the user to record the interventions decided upon and implement them.

On the right-hand side, the information is subdivided into pages; the first page displayed is always *Event Details.*



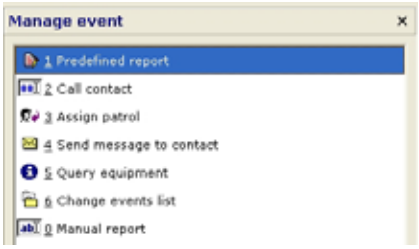
If the alarm displayed refers to a channel which is subject to *time slots,* you can view the relevant slots immediately by pressing ALT+T.

Other pages are available which display other information, once again regarding the equipment involved in the event in question.
The following key combinations are possible:

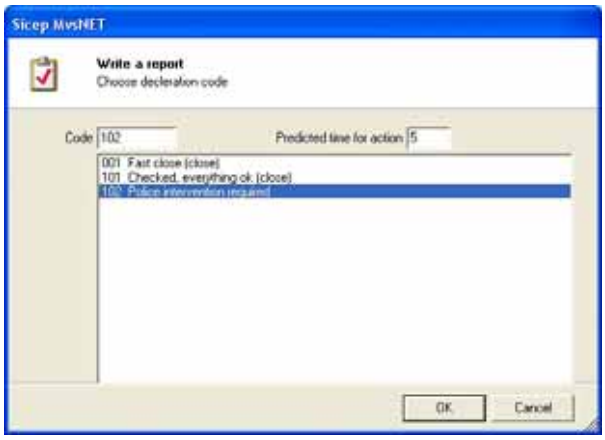
ALT+C ➔ Displays the list of channels and zones of the equipment.
ALT+H ➔ Displays the equipment log.
ALT+M ➔ Displays the map.
ALT+L ➔ Displays the plan.

2.2 Recording a default declaration

To record a default declaration (or service report), ensure that the *Event Management* tool, in the bottom left-hand corner, is visible and activated. If it is not, press F4.



Press 1 or double-click on *Predefined report.*



Choose the appropriate declaration by scrolling through the list and press ENTER or double-click on the heading.

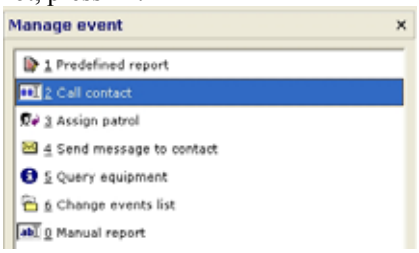
By choosing a heading which contains the indication (*close)*, the user uses one command to record the declaration and close the alarm permanently. In this case, the system returns to the alarm list.

Note than some headings are programmed to remain in the event management after recording, while others leave automatically (see *Tables* ➔ *Predefined reports*).

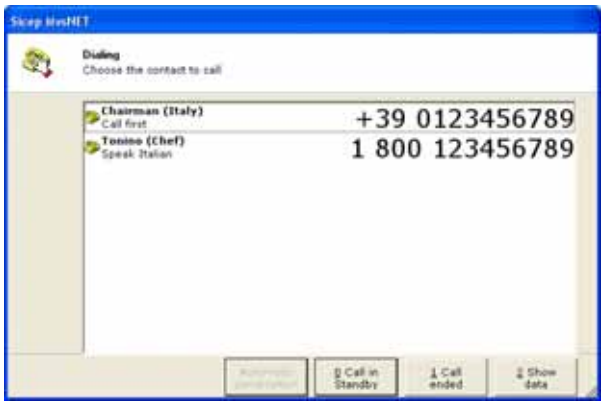
Quick procedure
Declaration of a report used frequently, starting from the event list:
- select the event using the arrows
- press ENTER twice
- enter the report code
- press ENTER

2.3 Calling a contact

To begin a telephone call to a contact, ensure that the *Event Management* tool, in the bottom left-hand corner, is visible and activated. If it is not, press F4.



◀ Press 2 or double-click on *Call contact.*



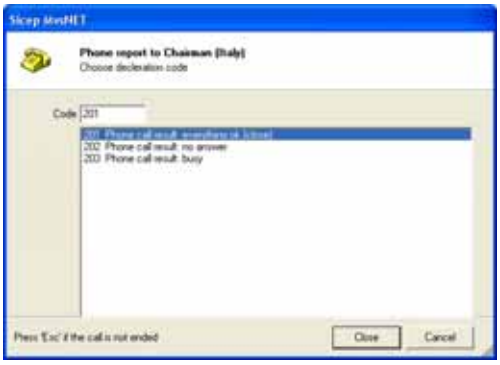
◀ Choose the contact to call according to the service information and begin the call.

If the NET-DIAL interface is available, press ENTER or click on *Automatic composition;* the system will automatically make a speakerphone call to the selected number.

Press 2 or click on *Show data* to return to the previous screen without ending management. It is possible to press 2 repeatedly to display the event details and contact numbers alternatively.

While you wait for the contact to answer, you can continue to work on other alarms by pressing 0 (zero) or clicking on *Call in Standby*. The system will automatically take you to the alarm list.

When you wish to return to the alarm which is the subject of the telephone conversation, simply press CTRL+F12 or click on the light blue rectangle at the bottom, next to the Sicep logo. The system takes you directly to the *Phone report* screen.



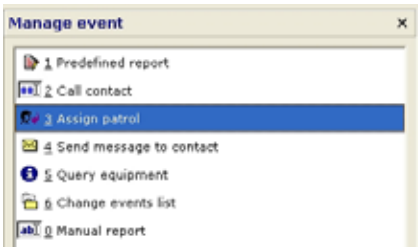
If you are on the list of contact numbers, at the end of the call, press 1 or click on *Hang on.*

Record the result of the call by scrolling through the list and pressing ENTER or double-clicking on the heading.

Quick procedure
Call with recording of a report used frequently, starting from the event list:
- select the event using the arrows
- press ENTER
- press 2
- dial the number
- press 1
- enter the report code
- press ENTER

2.4 Sending a patrol

To record the sending of a patrol to the site, ensure that the *Event Management* tool, in the bottom left-hand corner, is visible and activated. If it is not, press F4.



Press 3 or double-click on *Assign Patrol.*

Scroll through the list using the arrows and press ENTER to record the fact that a patrol has been sent, or double-click on the corresponding line.

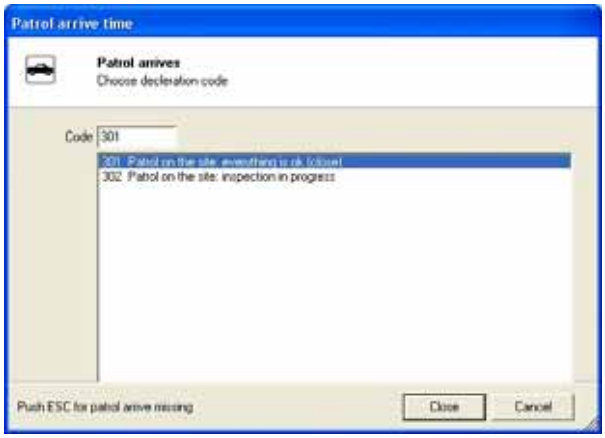
The number in the *Action in progress* column indicates whether the patrol has already been assigned to other alarms.

The list only shows the patrols assigned to the district declared in the site for the alarm in question. If you wish to display the full list of all the patrols, press ALT+E or check *Show patrols from every district* by clicking on it with the mouse.

In the *Predicted time for action* field, you can declare the predicted time for the arrival of the patrol. If this time limit is exceeded, the system highlights the event again as if it were a new alarm.
To go to this field, press the TAB key or click on it with the mouse.

As soon as you have assigned the patrol, the system automatically takes you back to the alarm list. The event to which you have assigned a patrol now appears in the list marked with a special icon.

You can reopen the event to add a declaration to the report at any time.



Select the declaration by scrolling through the list and press ENTER or double-click on the heading.

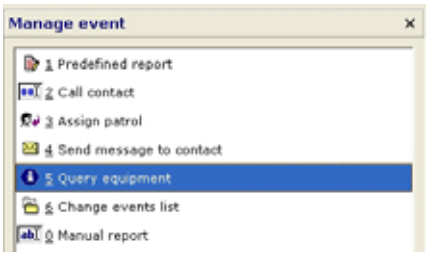
To close the event and free the patrol from the intervention, choose a heading that contains the indication (*close*).

Quick procedure
Send a patrol, starting from the event list:
- select the event using the arrows
- press ENTER
- press 3
- enter the patrol code
- press ENTER

Patrol arrived, starting from the event list:
- select the event using the arrows
- press ENTER
- enter the report code
- press ENTER

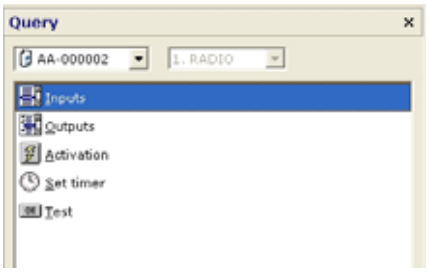
2.5 Querying the equipment

To query the equipment from the event management section, unlike with the other permitted operations, it is not necessary to press F4 to activate the *Event Management* tool, simply press CTRL+Q directly.



Press 5 or double-click on *Query equipment.*

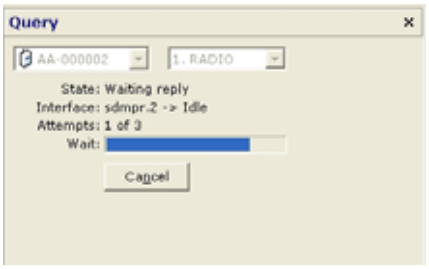
You can also press CTRL+Q, which is the same shortcut available from the equipment database



The new window displays the operations which can be carried out on this equipment.

- Press I to query the inputs.
- Press O to query the outputs.
- Press A to make a remote control (*Activation*).

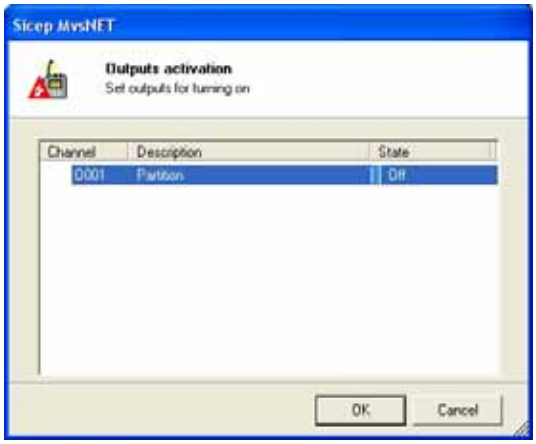
You can also use the arrows and then press ENTER.



In the bottom left-hand corner, you can see the instrument which shows the progress of the operation.

You can interrupt the operation by pressing ALT+N or by clicking on *Cancel.*

Example of a response to an input query.



If you have chosen to make a remote control (Output activation), select the output to be activated from the list by scrolling through the operation using the arrows.

Choose the new state by pressing the SPACE BAR, even several times, or by double-clicking on the output.

Press ENTER or click on OK to send the command.

Press ESC or click on *Cancel* to return to the previous screen without performing the activation.

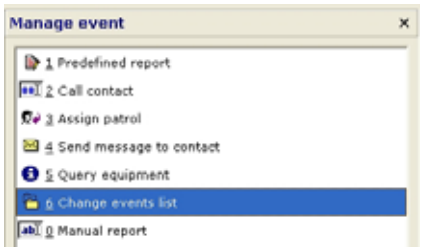
Quick procedures

Input query, starting from the event list:
- select the event using the arrows
- press ENTER
- press 5
- press ENTER

Output query, starting from the event list:
- select the event using the arrows
- press ENTER
- press 5
- press U

Activating an output (remote control), starting the from the event list:
- select the event using the arrows
- press ENTER
- press 5
- press A
- choose the output by scrolling using the arrows
- press the SPACE BAR
- press ENTER.

2.6 Moving an event to another list

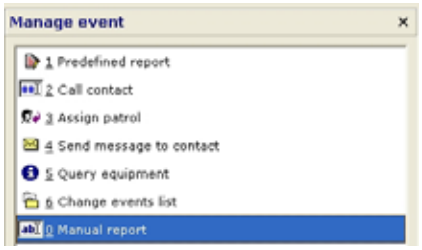


Press 6 or double-click on *Change events list.*

Scroll through the list using the arrows and press ENTER or double-click on the corresponding line.

Quick procedure
Moving an event to another list, starting from the event list:
- select the event using the arrows
- press ENTER
- press 6
- enter the code for the new list
- press ENTER.

2.7 Making a manual declaration



Press 0 or double-click on *Manual report.*

Enter the text of the declaration (maximum 1000 characters) and press ENTER or click on OK.

Press ESC or click on *Cancel* to cancel the text and exit.

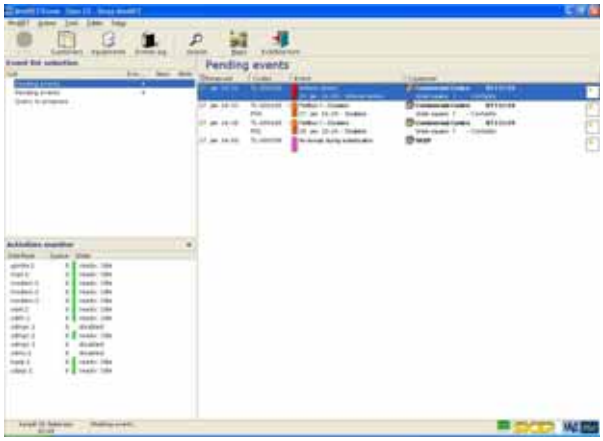
Quick procedure
Making a manual declaration, starting from the event list:
- select the event using the arrows
- press ENTER
- press 0
- enter the declaration
- press ENTER.

3. Site database

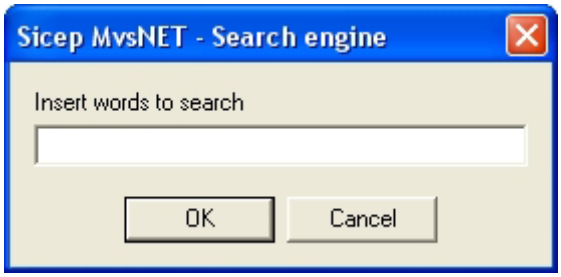
The site database allows the user to log, search and manage all the information pertaining to the relationship between the surveillance company and its customers.

3.1 Searching for a site in the archive

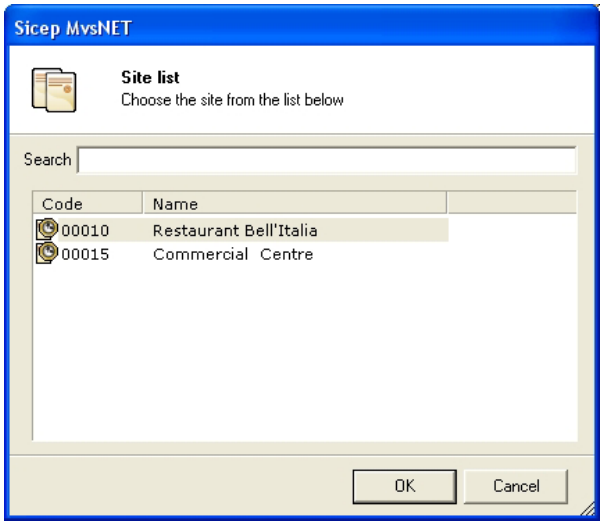
There are various ways of finding a site file, one of which consists of using the MvsNET system's internal *search engine.* This tool allows the user to find the required file, starting from any information available. The search can be launched from the alarm list using the following procedure:



- Press F9 to activate the *search mode.*



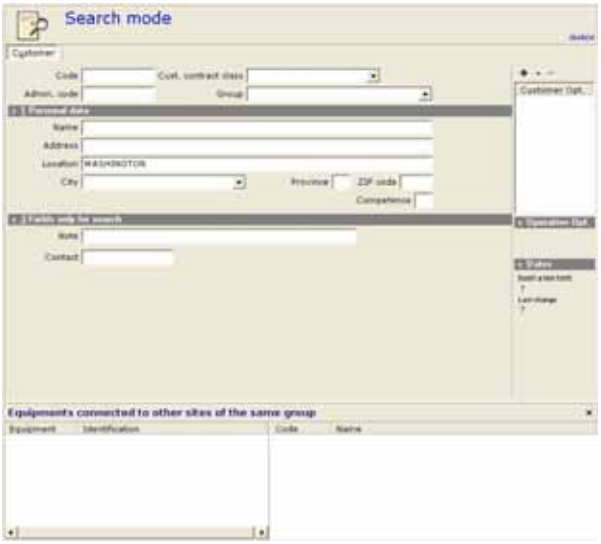
- Enter the information you know and press ENTER.



A list of Customers containing the word entered is displayed; choose the site required by scrolling through the list using the arrows and press ENTER.

It is also possible to refine the search by changing the text in the *Search* field. In this case, the list at the bottom changes automatically as text is entered.

Another possibility is to specify in exactly which field the search is to be made. To do this, set the site screen to *Search mode.* The mode is activated automatically as soon as the sites are reached (by clicking on *Customers*) or by pressing F9 if already on a database file.



- Choose the field relative to the information of which you are in possession using the TAB key or by clicking on it with the mouse. Enter the word or words to search for and press ENTER.

- You can return to *search mode* at any time by pressing F9 or by clicking on *Search.*

Quick procedures

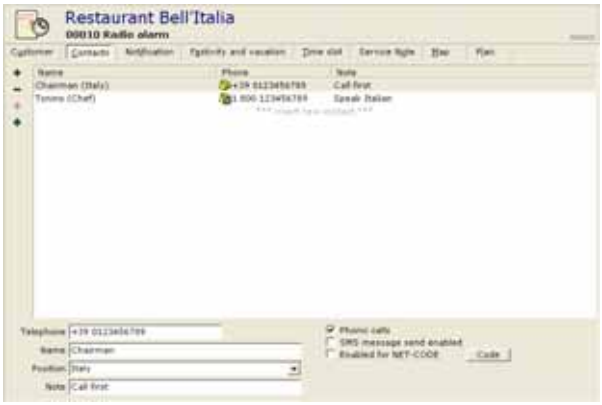
Searching for a site in the archive, starting from the event list:
- press F9
- enter the word to search for
- press ENTER
- scroll through the list using the arrows
- press ENTER

Searching for a site in the archive, starting from the site list:
- press F9
- choose the field to use for the search by pressing the TAB key
- enter the word to search for
- press ENTER

3.2 Displaying the data

Once you have reached the required database file, a screen appears composed of various pages, each of which displays the information in an organised way.

To obtain the description of the various fields present, simply consult the *Instant Help* tool (in the bottom left-hand corner, yellow background). If it is not already active, press F1. Then simply move from one field to the next (also using the TAB key) to read the various explanations.



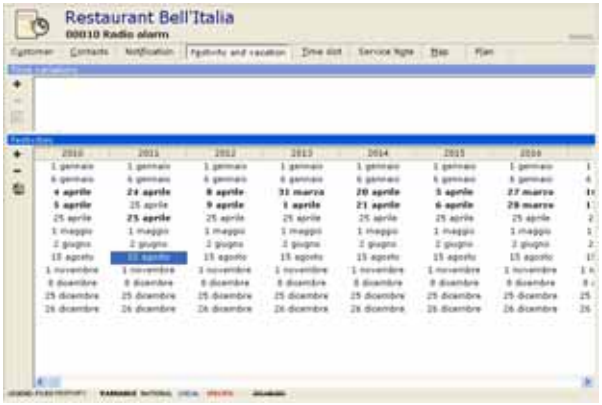
Press ALT+C or click on *Contacts*.

This screen displays the contacts for the telephone calls and automatic text message or e-mail sending.

Press ALT+I or click on *Notification.*

This screen shows how the automatic sending of text messages and e-mails is configured. There may be several lists of contacts, each of which is activated according to the type of alarm and period.

The programmed lists are **at the top**. The list of contacts belonging to the selected list is **on the left** while the tree structure showing the type of alarms to transmit is **on the right**.



Press ALT+E or click on *Festivity and Vacation.*

This is the holiday list applied to this site. The colours show the applicability of the holiday:

black - national holidays on a set date (e.g. Christmas);
bold black - national holidays on a variable date (e.g. Easter);
blue - local holidays (e.g. Patron Saint), i.e. all those which vary according to the city set in the site;
red - specific holidays for this site.

Press ALT+T or click on *Time Slot.*

A summary of the restrictions and periods (coloured bands, see the key at the bottom of the screen) is shown **at the top**. Cross-referencing the restriction with the period leads to the cell showing the time slot applied in that situation. By clicking on it (or reaching it using the arrows), the details are displayed.

Underneath, the time slot selected is displayed graphically. The coloured bands indicate the times of day in which the channel is subject to restrictions and is therefore **controlled**. The small coloured signs represent the checks and any activations.

The numerical representation is underneath the graphical one. The times represent the opening hours for the business, periods in which no alarm is generated.

The list of automatic operations related to the time slot is shown **at the bottom**.

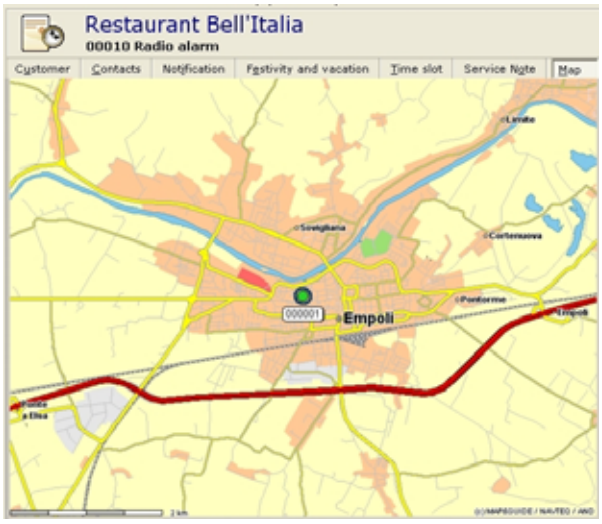
In the example, we see a site with two time slots (*restrictions*), one for the shop opening hours and one for the office opening hours. There are three periods (colours): the normal opening hours, the summer opening hours and closing for holidays.

Press ALT+O or click on *Service note.*

In this field, you will find the notes and procedures necessary to perform the service in the event of an alarm. These notes are displayed in the *Event management* section.

Press ALT+L or click on *Plan.*

The plan shows the location of the devices associated with the channels or zones. In this way, you can identify the position of the sensor which generated the alarm immediately.

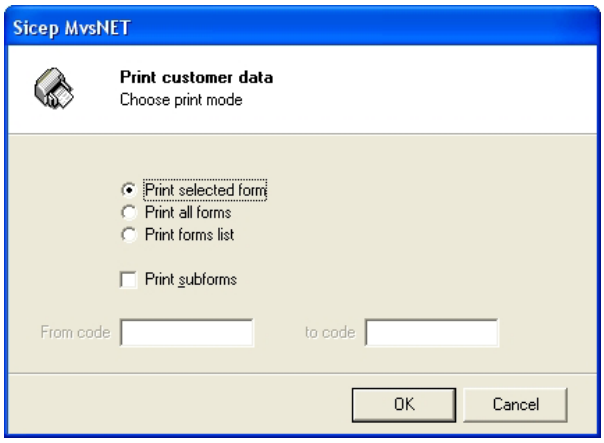


Press ALT+M or click on *Map.*

The map allows the user to identify the client's position on the map of the city immediately.

3.3 Print a site

- Press CTRL+F10 or click on the Print button.



- To print the site displayed only, choose *Print selected form.*

  To also print the associated channels and equipments, check *Print subforms* with the mouse or press ALT+S.

  Press ENTER or click on *OK* to print.

4. Equipment database

The equipment database allows the user to log, search and manage all the information and technical settings which connect the sites, i.e. the services offered to the clients, to the technical equipment used to perform these services.

4.1 Terminology used

Equipment - A equipment is an electronic device which can communicate with the operational control unit. It can transmit different information according to the configuration and the model. Synonyms: **device**.

Equipment code - In order for the control unit to be able to distinguish one equipment from another, it is necessary to assign a sort of name or rating to these devices. The equipment codes used by the system all follow the same type of formatting: two letters, a dash and six numbers. Here is an example of a valid equipment code: **AB-000123**.

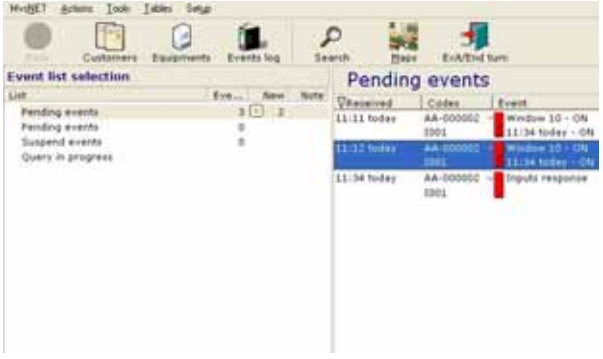
Native code - Within the equipment code AB-000123, the numerical part (**123**) is the exact code programmed on the equipment itself (unless the relative interface has been configured to alter it). The range of permitted codes depends on the protocol used. Synonyms: **numerical code**.

Originating domain - The first two characters of the equipment code (**AB**, in the example above) are called *originating domain* or simply *domain.* This is a code composed of two capital letters which identifies the code domain to which the equipment belongs. It is necessary so that the MvsNET system can receive even two or more equipments with the same native code, on the condition, though, that they arrive from different interfaces or communication with different protocols. The interface/protocol combination determines the association of the originating domain.

Interface - This is a hardware component which can make the control unit (in particular the NET-SERVER computer) communicate with the outside world. It could be a modem, a radio concentrator or a telephone receiver.

Protocol - Also known as *communication protocol,* this identifies the standard used by the devices to communicate between each other. Equipments which use the same technology (radio transmission rather than telephone lines) can be distinguished by the way they codify the information on the means. It is a little like talking on the phone in French rather than in English. The technology used is the same, as are the phrases, but if the two speakers are not speaking the same language, they will not understand each other.

4.2 Displaying a file starting from a numerical code



If you are on the pending events page, click on the *Equipments* button.

If you are already in the equipment database, press F9 or click on the *Search* button.

The client will now display an empty file entitle *Search mode.* This means that it is ready to do a search.

Enter the equipment code (native or complete) and press ENTER or click on the *Search* button.

It is not necessary to enter all the zeros in the code or the dash, simply enter the following, for example: 123 or TL123 and the system will nevertheless find the equipment TL-000123.

The first page of a equipment file contains a lot of information. It is always a good idea to use the *Instant Help* tool (in the bottom, left-hand corner, yellow background) to understand and study the meaning of the various fields present. If the tool is not already active, press F1. Then simply move from one field to the next (also using the TAB key) to read the various explanations.

Some types of equipment allow statistical information to be gathered and displayed on the right-hand side of the screen.

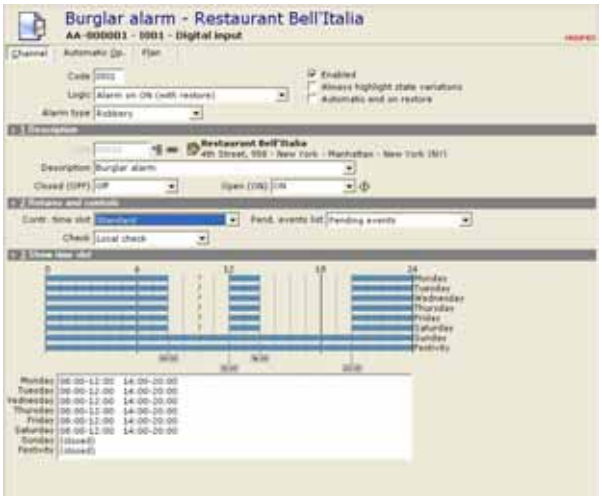
Rep.tx – Average repetitions per report transmitted: this value should be close to one for two-way equipments and close to the programmed value for one-way device repetitions.
Resp. – Responses to the query. This basically shows how many times the equipment has understood the query from the control unit out of the last ten times.
RxQ – Measured by the equipment, this is the quality of the signal received by the equipment during a query.
TxQ - Measured by the SD-MPR concentrator, this is the quality of the signal received from the control unit for this equipment.

4.3 Displaying a channel

If the display resolution allows, the list of channels and zones appears at the bottom. The list also shows the last known state with the relative date/time.

Press F11 to display the list and scroll through it using the arrows on the keyboard. Then press ENTER to go to the programming details of the channel selected.

The same result can be achieved by double-clicking directly on the channel line.



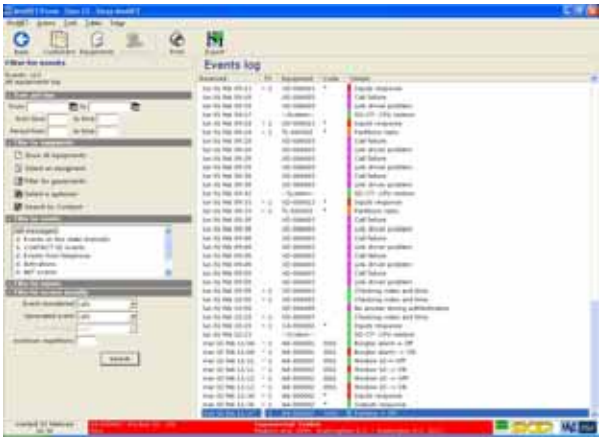
The screen showing a channel file varies greatly depending on the type of channel displayed, the operating logic and whether or not time slots are present.

Once again, it is important to use the *Instant Help* tool. If the tool is not already active, press F1. Then simply move from one field to the next (also using the TAB key) to read the various explanations.

5. Event log

The event log collects all the reports coming from the system and all the declarations recorded during alarm management. It allows the user to perform filtered searches, export data and print.

5.1 Accessing the event log



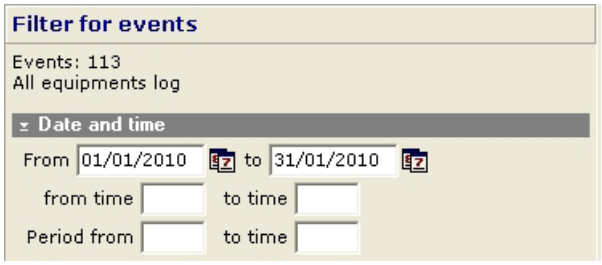
Click on the *Log* button.

A large window appears on the right, showing all the reports recorded in the current month. The information listed includes the following columns:

TX - This column indicates the number of identical transmissions (repetitions) made by the equipment for this report.
For a two-way equipment, this value should always be one or a little higher. When it is too high, this means that the equipment has had problems communicating with the control unit.
For a one-way device, on the other hand, the opposite is true: a high number, equal to the number of programmed repetitions, is a good sign as it indicates that they all reached the control unit.

Code - The channel which generated the transmission or event code, if available.

5.2 Selecting the period to examine



Leaving the *From, to* time fields blank is the equivalent of setting the start and end of the date respectively, therefore if you set the filter as shown in the figure on the left, all the events recorded between 00:00 on 1st January 2010 and 24:00 on 31st January 2010 are returned.

Specifying the times in the *From, to* fields means making a more precise choice regarding the period to display, setting the exact start time on the first day and end time on the last day.

Detailed result:
1st January - from 13:00 to 24:00
2nd January - from 00:00 to 24:00
[...]
30th January - from 00:00 to 24:00
31st January - from 00:00 to 21:00

If you set the filter as shown in the figure on the left, you will obtain only the events recorded every day in the time slot between 13:00 and 21:00, in the period between 1st and 31st January 2010.

Detailed result:
1st January - from 13:00 to 21:00
2nd January - from 13:00 to 21:00
[...]
31st January - from 13:00 to 21:00

It is also possible to use a combination of the two filters illustrated above.

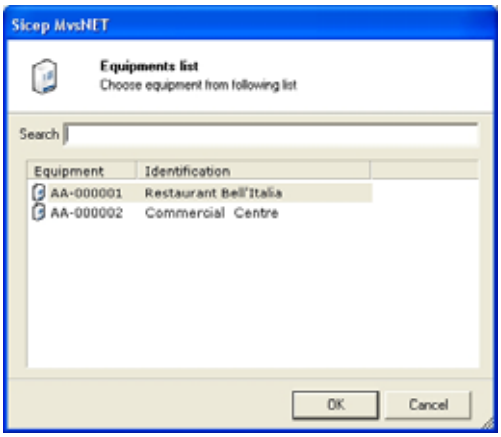
Detailed result:
1st January - from 13:00 to 21:00
2nd January - from 10:00 to 21:00
[...]
31st January - from 10:00 to 18:30

5.3 Displaying only the events relative to one or more equipments/Customers

The MvsNET system allows the user to filter the event log in order to display only the events relative to one file or group of files.

The *selection* allows the user to choose one equipment or one site only to examine.
The *filter*, on the other hand, allows the user to display the events from a group of files with a certain detail in common (the domain, the city, the model) and display everything in chronological order.

There follow the various possibilities.



Press ALT+P or click on *Select an equipment.*

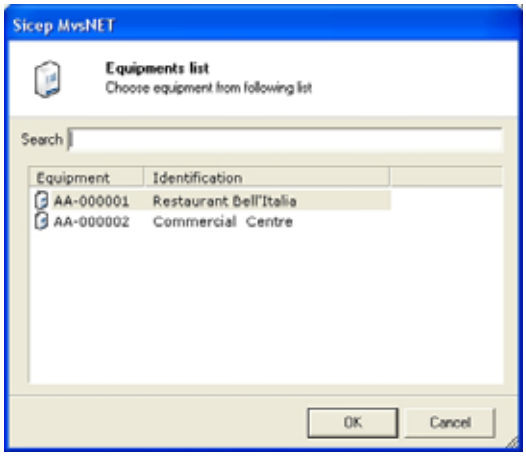
Enter a name (or part of a name) which could lead to the equipment of interest in the *Search* field. If more than one code appears in the list, scroll through the list using the arrows and press ENTER to select the one required.

Press ALT+E or click on *Filter for equipments*.

Enter one or more filter conditions in the desired fields and press ENTER.

Example: to filter all the reports originating from equipments with an **AA** domain, enter AA in the *Code* field and press ENTER.

Caution! If a equipment has been subject to a domain variation, it is possible that the old domain still appears in the log.



To find all the reports associated with a site, press ALT+U or click on *Select a customer*.

Enter a name (or part of a name) which could lead to the site of interest in the *Search* field. If more than one code appears in the list, scroll through the list using the arrows and press ENTER to select the one required.

Press ALT+R or click on *Search by Site*.

Enter one or more filter conditions in the desired fields and press ENTER.

Example: to filter all the reports originating from equipments associated with sites from a certain city, set the *city* field and press ENTER.

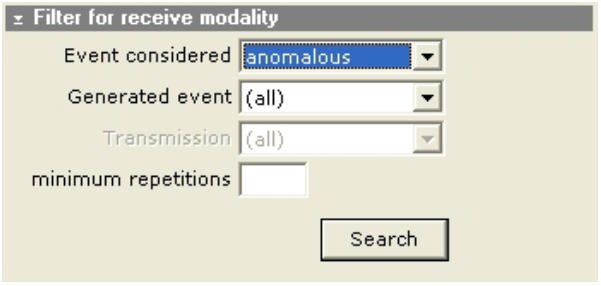
5.4 Creating a filtered event list

With this filter, it is possible to choose to display all the reports which contain a particular event. Given that the events are grouped into categories, you can highlight one to see all the reports relative to the chosen category, or you can expand by pressing the right arrow or clicking on [+] to specify the individual event in detail.

Events on two-stage channels: includes most of the events relative to the radio equipment channels and others which emulate the behaviour of a radio equipment.
Events from telephones: groups together the reports received from the *digital controllers* which mainly transmit their signals on a telephone line.
Activations: includes all the remote controls ordered from the control unit, state or inversion.
NET events: through further subdivisions, this includes many system events, message errors (e.g. *Can't reach equipment from central)* and other events transmitted by the equipments.

The management report filter allows the user to filter the list of events according to the actions taken by the operators.

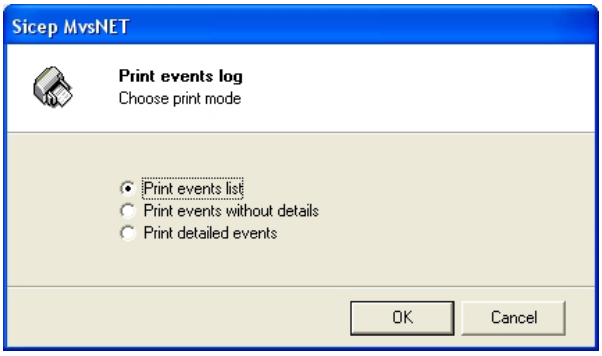
The filter for the *Bill codes* is particularly useful, as it allow the user to define up to 4 groups of preset declarations which can be searched (see *Tables* ➔ *Predefined reports).*



This filter allows the user to display only the events which have generated an alarm (*Event considered anomalous*), only those actually transmitted by the equipment (G*enerated event from equipment*) or those which reached the control unit with a certain number of repetitions (perhaps to identify equipments with radio problems).

5.5 Printing an event list

- Select the event list to print using the filters explained in the previous paragraph and then press CTRL+F10 or click on *Print.*



- Select *Print events list* to print the list as it appears on the screen.

  Use the arrows to choose *Print events without details* to print the same events on the list, each on several lines according to the quantity of information contained, but without the details of the state of the channels involved.

  Choose *Print detailed events* on the other hand to also add the details of the channels involved.

  Press ENTER or click on *OK* to print.

  N.B. if the event does not contain the state of the channels, *print detailed events* will have the same effect as *print events without details.*

Level 2

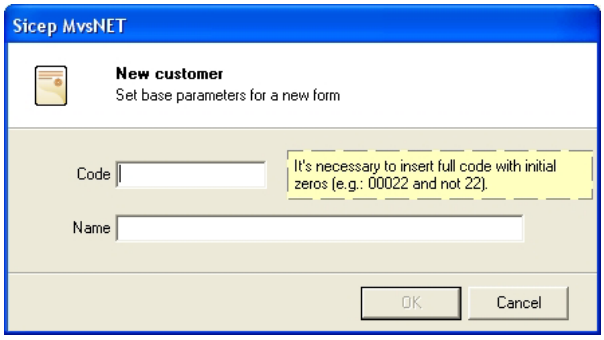
Configurator operator

6. Recording a file

Recording a new file or modifying the values of one which has already been created is an operation which requires special care as there are some parameters which affect the behaviour of the system when it receives alarms. An incorrect setting can cause the loss of some or all of the alarm reports linked to the file in question.

6.1 Recording a new site

To record a new site, you must be on the Customers screen. Click on *Customers* to reach the screen, for example, from *Pending events.*



Press F5.

Enter the code for the new site. **It is important to enter all the figures of the numbering in use at the institute, including the initial zeros (e.g. 000001).**

Press TAB and enter the name.

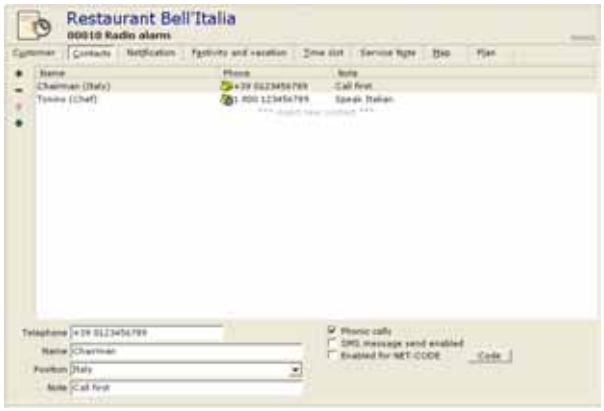
Press ENTER to complete the operation.

Complete the file by entering all the information you have and then press F8 or click on the *Save* icon to record the changes.

Pay careful attention to the following fields because they have an active role in the operation of the control unit:

Cust. Site class - This ensures that the automatic procedures programmed in *Tables* ➔ *Customer* site *class* are applied to the equipments associated with this site. It also determines the fields in the *Specific information* section.
City - Determines the local holidays which are considered for the site in addition to national and specific ones.
District - During alarm management, this allows the user to choose from patrols belonging to a certain district.

Competence - According to the setting in this field, the operators may or may not view everything related to this site, including the alarms.



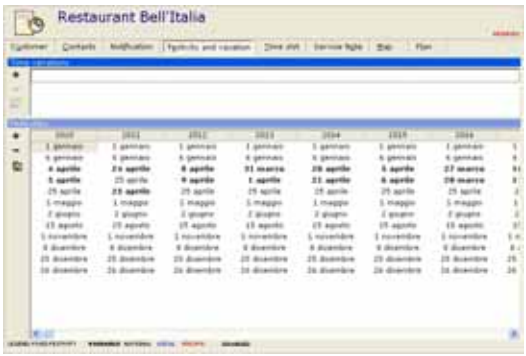
Press ALT+C or click on *Contacts.*

To enter a new contact, press INS or click on the [+] icon and then fill in all the fields, moving to the next field each time using the TAB key.

Check the *Enable for NET-CODE* box to enable the number entered to receive automatic text messages in the event of an alarm.

At the end, press F8 to save or click on *Save.*

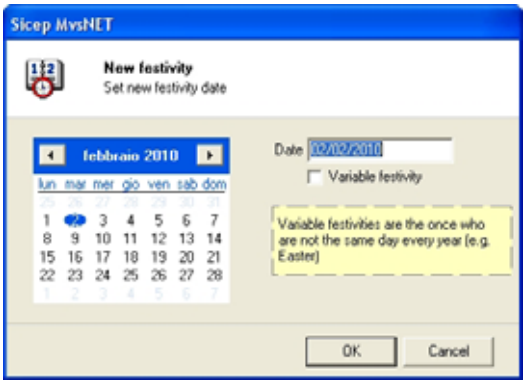
You can enter e-mail addresses to receive automatic messages in the same way as for text messages. Enter the e-mail address directly in the *Phone* field (which will become *e-mail*) and check the *Enable for NET-CODE* box.



Press ALT+E or click on *Festivity and vacation.*

This screen shows all the holidays applicable to this site. The colours have the following meanings:

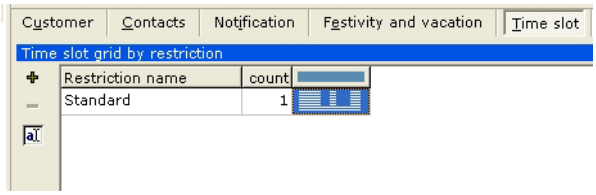
black - national holidays on a set date (e.g. Christmas);
bold black - national holidays on a variable date (e.g. Easter);
blue - local holidays connected to the city (e.g. Patron Saint),
red - specific holidays, valid only for this site.



To add a *specific holiday* to this site, click on the [+] icon at the side of the list.

Enter the date or click on the chosen day. If using the mouse, click on the arrows to change the month.

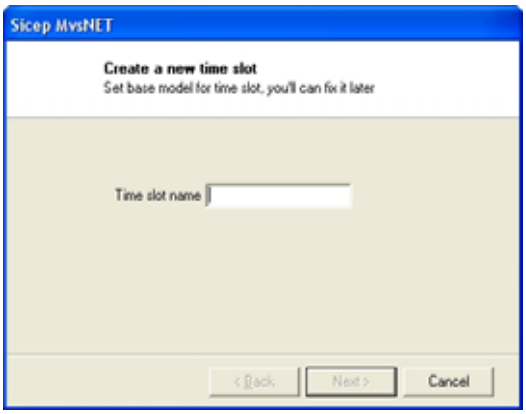
At the end, press ENTER or click *OK* and then press F8 to save or click on the *Save* icon.



Press ALT+T or click on *Time Slot.*

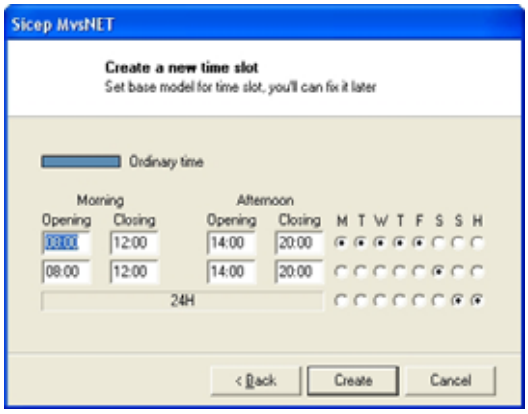
To add a new time slot, press INS or click on the [+] icon.

N.B. you can only delete a slot if it has not been configured on any channel (see the *channels* column).



Enter the name of the time slot and press ENTER.

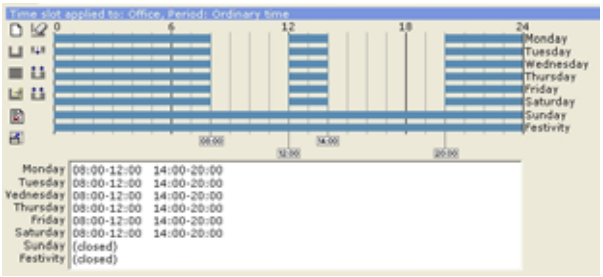
The name of the slot will be used to associate it with the channels which must be subject to the restrictions programmed here.



Enter the opening and closing times for the business, both in the morning and in the afternoon. The first line refers to the normal opening hours, while the second can be used to specify the opening hours on days before public holidays or on the midweek closing day.

Use the TAB key to move from one time to the next. When you reach the grid on the right-hand side, use the arrows to choose to which days to apply the times specified in the first line, the second line or the 24 hours closed line. The right- and left-hand arrows choose the day. The up/down arrows match the day with the first, second or 24 hour slot.

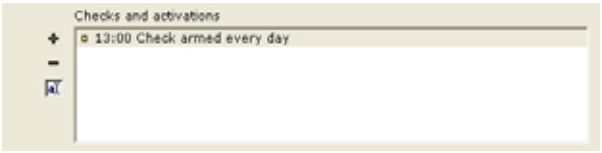
When you have finished, press ENTER or click on *Create* or *Next.* This procedure must be repeated several times if *opening hours variations* have been programmed in the site.



It is possible to adjust the newly-created slot by modifying the times on the numerical display (at the bottom of the figure) or by dragging the ends of the coloured bars using the mouse (at the top).

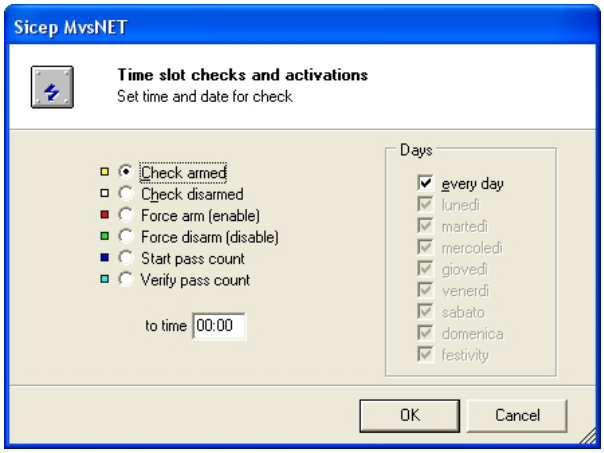
When you change the times on the numerical display, there is no need to enter all the zeros. The system correctly interprets the text 8-12, in fact, displaying it as 08:00-12:00 after it is saved.

At the end, press F8 to save or click on the *Save* icon.



In order to add an automatic insertion check, move to the appropriate window by pressing the TAB key or by clicking on it using the mouse and press INS or click on the [+] icon.

You can also use CTRL+Click directly on the coloured slot at the point at which you wish to insert the check.

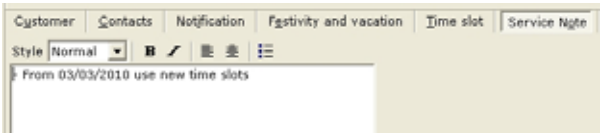


◀ Use the arrows to select one of the possible operations, then press TAB and enter the time at which the operation is to be carried out.

If you want to specify the days of the week, press TAB again and remove the tick against *every day* in order to be able to set the others as desired. From the keyboard, use the arrows to choose the position then the SPACE BAR to add or remove the tick.

At the end, press ENTER or click on *OK*.

Press F8 to save or click on the *Save* icon.

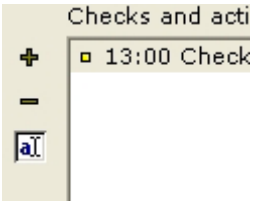


Press ALT+O or click on *Service note*.

◀ Enter the text required.

Press F8 to save or click on the *Save* button.

Most of the pages we have seen contain lists of various types of elements. All the lists use the same key combinations and the same icons to perform the most basic operations:

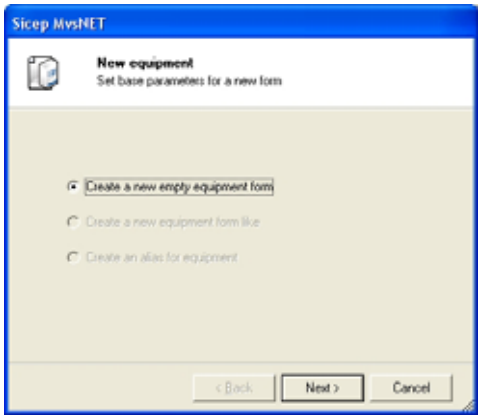


These are the icons and the equivalent using the keyboard (in brackets):

[+] adds an element to the list (INS),
[–] deletes the selected element from the list (CTRL+DEL),
[a|] modifies the selected element (ENTER).

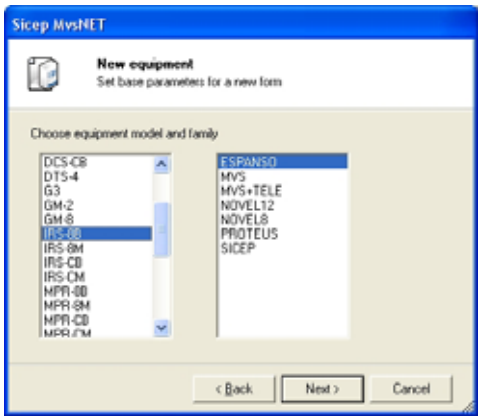
6.2 Recording a new equipment

To create a equipment associated with the newly-created site, press CTRL+F5 or click on *+Equip.*
If, on the other hand, you are starting from *Pending events,* press CTRL+P then F5 or click on the *Equipments* button and then on *New.*



On the screen which appears, press ENTER or click on *Next.*

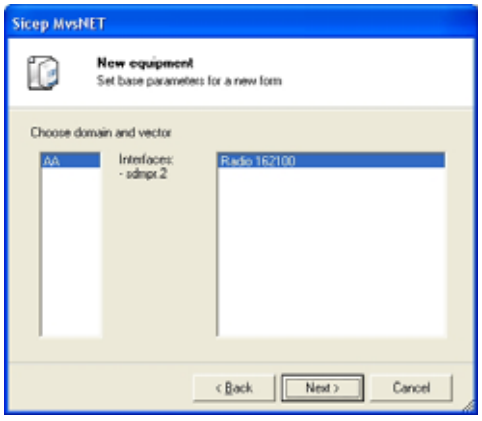
If, on the other hand, you want to copy a equipment file, starting from one that already exists, first position yourself on the model file, then press F5, select the second heading (using the down arrow) and press ENTER.



Choose the type of equipment, specifying *family* and *protocol.*

Scroll through the lists using the arrows and use the TAB key to move from one list to the next.

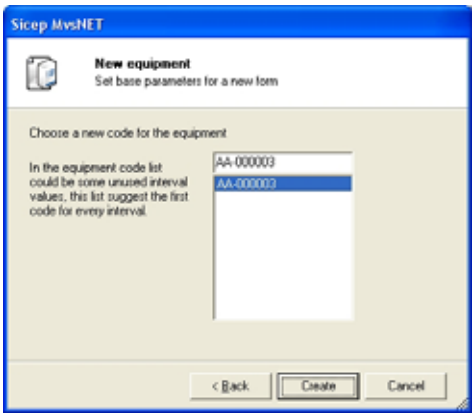
Press ENTER or click on *Next.*



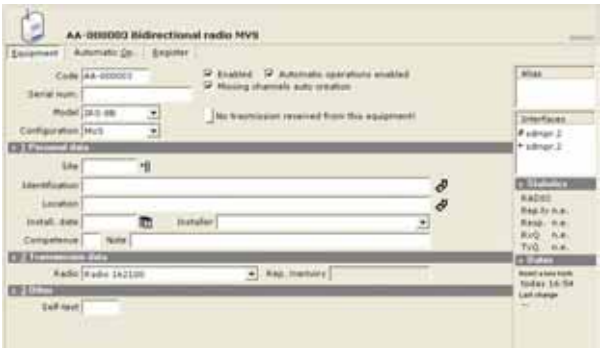
Choose the *domain* it belongs to and the *vector* necessary in order to reach the equipment.

Press ENTER or click on *Next.*

N.B. In the case of a one-way equipment, the vector is only additional information and is not required by the system.



Choose the equipment code. You can use one of the codes on offer using the arrows or you can enter the code directly (without worrying about the domain), then press ENTER or click on *Create.*



At this point, the file has been created and just needs to be completed with the other information available.

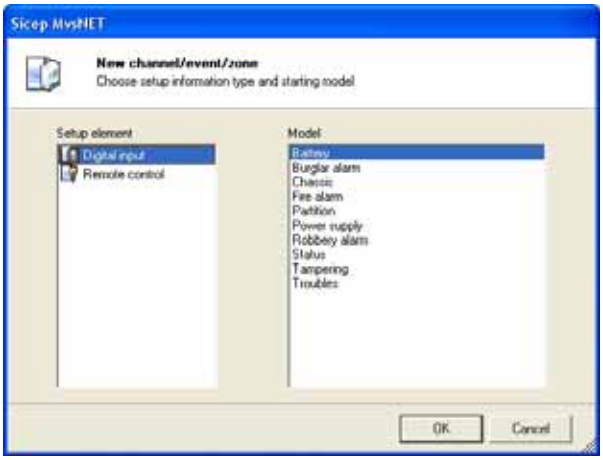
Press TAB to move between the fields.

In particular, if applicable, it is important to enter any telephone numbers or IP addresses necessary for the queries.

When you have finished, press F8 or click on the *Save* button.

6.3 Adding channels

To add a channel starting from the equipment, press CTRL+F5 or click on the +*Channel* button.



Select the type of channel to configure and a model.

Scroll through the lists using the arrows and use the TAB key to move from one list to the next.

Press ENTER or click on *OK*

Complete the file by entering all the information you have and then press F8 or click on the *Save* icon to record the changes.

CAUTION! Take particular care to set the following fields correctly, as they have a decisive role in the detection of any alarms:

Logic – This allows the user to configure how and whether the channel must raise an alarm. Refer to the online help for the explanation of the possible values.
Alarm type – Decide the priority and colour of the alarm.
Contr. time slot – Refer to the configuration of the time slots in the site. Decide the time restrictions and checks to which it will be subjected.

6.4 Setting the password to access the equipment

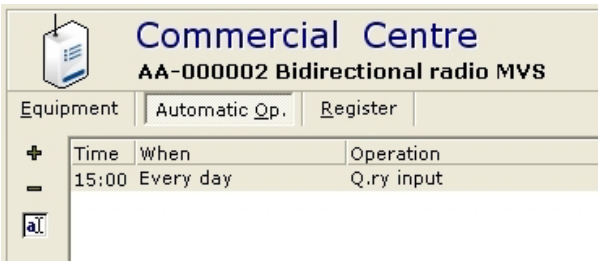
Some types of equipment (such as the ARC-xC video equipments and the BiTech/LAN control units) require a password to perform the queries.

To enter the password, click on *Password*.

Enter the password and press ENTER or click on *OK*.

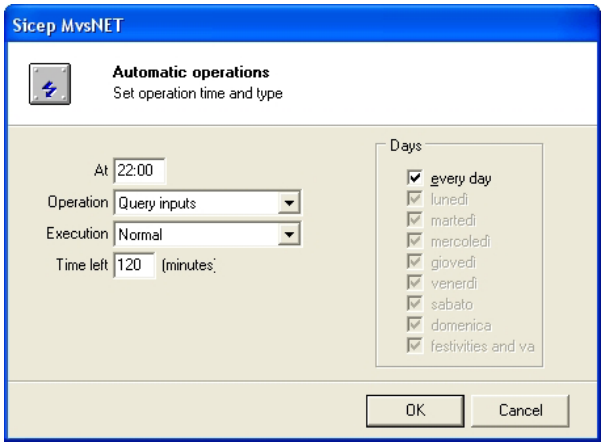
Make sure that the caps lock is not on without your knowledge while entering the password.

6.5 Adding automatic operations



Press ALT+O or click on *Automatic Op.*

Press ENTER or click on [+].

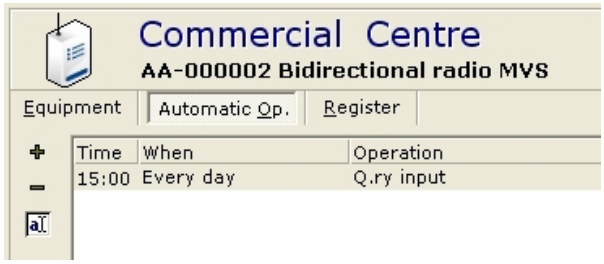


Enter the time at which the operation is to be carried out.

If you wish to specify the *Operation,* press TAB and select the correct option, using the up/down arrows.

If you want to specify the days of the week, press TAB several times until you reach the *every day* heading and remove the tick against it in order to be able to set the others as desired. From the keyboard, use the arrows to choose the position then the SPACE BAR to add or remove the tick.

At the end, press ENTER or click on *OK*.



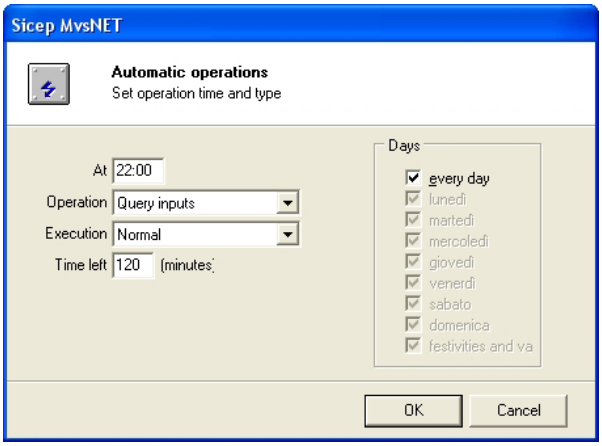
Press F8 to save or click on the *Save* button.

To modify an operation that is already listed, scroll though the list using the arrows and press ENTER or click on [a|].

To delete an automatic operation, scroll through the list using the arrows then press CTRL+DEL or highlight it using the mouse and click on [-].

N.B. the *class* scheduling cannot be deleted or modified. Go to *Tables* ➔ *Customer site class.*

Advanced settings
While programming automatic operations, it is possible to set certain parameters which activate advanced functions. We will find out which ones.



- Operation:

Query inputs – requests the state of all the inputs.
Query outputs – requests the state of all the remote controls.
Checking video and time – requests a standard video sequence.

- Execution:

Normal – performs the operation on the set days.
Deactivated – the operation does not take place.
Skip the next – on reaching the set time and day, the operation will not be carried out, but execution mode will change to *Normal.*
Execute once – instead of repeating the operation on a weekly or daily basis, it is only programmed for a specific date, so will only be carried out once.

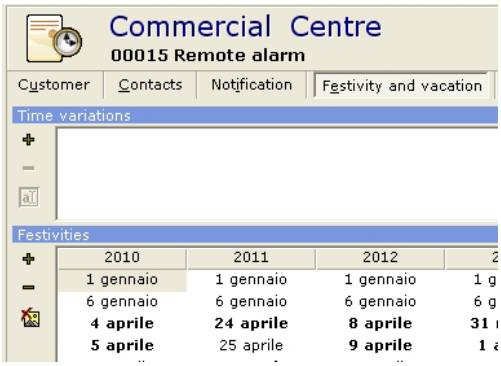
- Time left:

This parameter (mainly useful with the activations), allows the user to establish a time limit for carrying out the command: if the operation is programmed for 23:00 and the user does not want it to be carried out after 23:30, the value 30 must be set under *Time left.* Bear in mind that the control unit can delay the execution of an automatic operation for reasons such as faults with the interfaces or their congestion.

7. Advanced functions

7.1 Adding a variation to opening hours

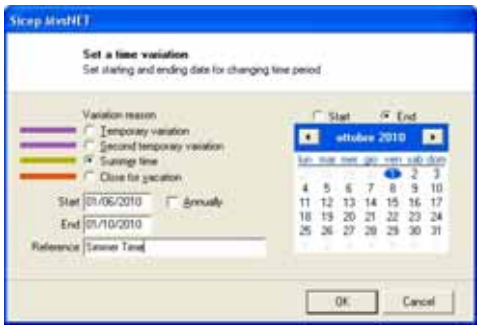
A customer may inform the surveillance company of a change to its normal business hours (holidays, overtime, summer opening hours). In this case, it is useful to add the information in the *Time variations* section and then adjust the time slots. The operation takes place from within the site, therefore it is first necessary to display the site file and then follow the procedure.



Press ALT+E or click on *Festivity and vacation.*

Press INS or click on [+] just below the title of the *Time variations* section.

N.B. to delete a variation to opening times, highlight it with the mouse or using the arrows and then press CTRL+DEL or click on [-].



Choose the *Variation reason* using the up/down arrows and then press TAB.

Enter the period start date then press TAB and enter the period end date.

N.B. you do not have to enter the whole dates. The system will complete them automatically with the current month and year.

If you also want to enter a short reference (perhaps the date of the fax with which the customer communicated the variation), press TAB again and enter the text.

If the variation in opening hours specified must be active every year in the same period, you can activate the *Annually* flag by

pressing ALT+A.

Using the mouse, you can set the start and end dates by clicking on the video calendar. First click on the start day, then click *End* (above the calendar) and choose the end day.

When you have finished, press ENTER or click on *OK*.

N.B. when the slots overlap, the one with the shorter duration is applied.

The system automatically positions itself on the first restriction to apply to the new opening hours. It is necessary to modify the time slots to apply the customer's requests.

At the end, press F8 or click on the *Save* button.

7.2 Programming the sending of automatic notifications

Automatic notification are text messages or e-mails which are sent automatically to certain recipients. Sending is activated by alarm reports belonging to specified types.

From the site file, press ALT+I or click on *Notification.*

The page allows the user to create several *contact lists* in order to differentiate the list of recipients according to the type of alarm and period of activity (see *Time variations).*

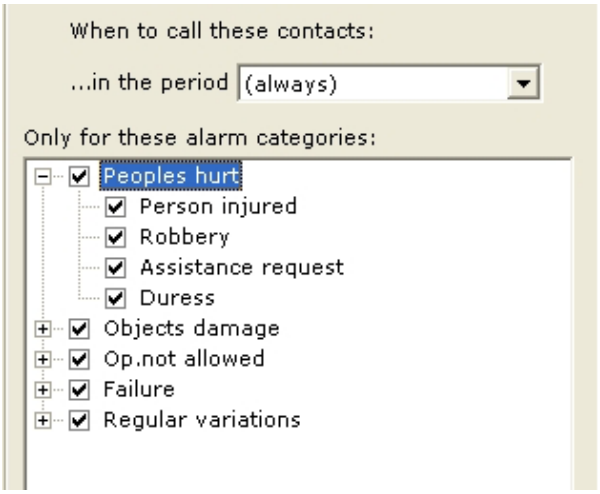
It is advisable to first program the list of contacts (automatically proposed by the system and, if necessary, add others later on.

Add the contacts by clicking on the [+] icon just under the title of the *Contacts for selected list* section.

The contacts available are those which have been added on the *Contacts* page of the site for which the *Enabled fot NET-CODE* option has been enabled. If the list is empty, press ESC and follow the procedure for adding them or setting them correctly.

Select the contact to add using the up/down arrows and press ENTER or click on *OK*.

Repeat the operation until the list is complete.

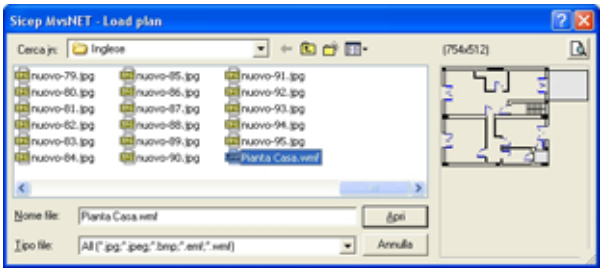


Here, you can decide in which periods the contacts must be contacted: choose whether to contact them in the *summer period,* during the *holidays* or *(always),* modifying the value in the *...in the period* field. Then set the types of alarm which will activate the sending of messages by checking those required.

At the end, press F8 to save or click on the *Save* button.

N.B. to remove a contact from the list, select it and press CTRL+DEL or click on the [-] icon just to the left. If, on the other hand, you want to delete the whole list, you must first empty it of all the contacts, then select it and press CTRL+DEL or click on the relative icon [-] (the one right at the top).

7.3 Adding a plan



From the site file, press ALT+L or click on *Plan*.

Click on the *Add sheet* button.

Open the file containing the plan to be associated with the site using the usual system procedure.

A preview is shown in the right-hand side of the screen which may be useful for opening the right file.

Once selected, press ENTER or click on *Open.*

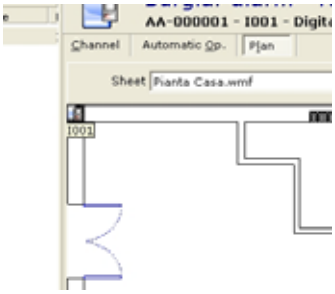
7.4 Connecting a channel/zone to a plan

Go to the channel file for the equipment in question.

Press ALT+L or click on *Plan*; the system will display the first plan available for the site associated with the channel.

Select the channel to be positioned on the plan.

The [+] and [-] buttons next to the word *Symbol* allow the user to add and remove the symbol from the plan respectively.



Click on the [+] button. The symbol showing the channel will appear in the top left-hand corner.

Drag the symbol to its position using the mouse then press F8 or click on *Save*.

Select the next channel and repeat the operation for all the other channels and zones for the equipment.

7.5 Positioning a site on the city map

From the site file, press ALT+M or click on *Map*.

The map allows the user to position a coloured dot directly on the vector map.

Press CTRL+click using the mouse to position the dot on the map.

Press CTRL+click again to position the dot in a different position.

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