WebLINK

From Monitoring Partners

24 Hour Access thru **WebLINK**

Monitoring Partners welcomes Laguna Isles to WebLINK.

If you have any difficulties using the system, or have any queries, please contact Monitoring Partners on 877-929-2200.

You may also send an email to the System Administrator .

Total Site Record : 02/17/2009 15:20
503 Total Site Records
405 Total Commissioned Sites
97   Total Sites Uncommissioned
1   Total Sites Decommissioned

Current Statuses : 02/17/2009 15:47
8 Currently In Alarm / Not Restored
0 Currently On Full / Partial Test
0 Currently In Line Fault
0 Missing Transmitter Tests
0 Missing Fire Tests

Activity Last 24 Hour : 02/17/2009 15:38
1 Changes To Records
2 Alarms
0 Unidentified Signals
0 Missing Transmitter Tests
0 Missing Fire Tests

General Messages

📧 **New SmartPhone (WAP) Phone Service *Free***
This will allow your field personal to access account alarm history and put a customer on/off test by using there own internet ready phones saving time and money. Find out how easy it is to get your technicians up running. Call 877-929-2200x208 or email Rob rleone@monitoringpartners.com [...]

Messages for Laguna Isles

📧 **VOIP - Voice over Internet**
Please dont forget to call Alarm Partners if you are considering changing your phone service to an internet based phone service. Not all internet phone services are compatible with your alarm and may cause it to stop working or signal intermittantly. Please call so we may advise you on the options you have. [...]

Providing unmatched data access...

from any computer 24 x 7 ....

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INTRODUCTION TO WEB LINK

The Monitoring Partners **WebLINK** product is intended to provide a way of maintaining customer site information via a web browser. The product may be used by Alarm Company's Personnel, Chain Accounts or Individual Customers. The system has the ability to provide all the functionality required such as adding data, editing data, deleting data etc along with the ability to run reports for immediate viewing or for sending an e mailing.   The system may be custom configured for each Alarm Company, Chain account or Customer as to what they may see and what they can do on the system. There are virtually no limits as to how the system may be configured for you. There are two main areas of use for **WebLINK** which are:

1. **WORKING WITH A SINGLE CUSTOMER:** You may look up and review a single customer for information on the customer or an event or for the changing of data.

2. **BUSINESS MANAGEMENT:** You may manage your business activities through the business statistics on the 1st page. These statistics are designed to show you the current status of you customers as well as all activity in the last 24 hours. By reviewing these daily you can determine what actions need to be taken with your customers based on what has been processed.

BRANDING OF *WebLINK* FOR YOUR CUSTOMERS

The system may also be individually branded to your company with logos and text of your choosing. At the sign on page and the top of all pages with customer information the system has brand information identifying the company. In the case of Monitoring Partners you will see the picture of the central station, the Monitoring Partners logo and the web brand **WebLINK**. These are what brand the site as a Monitoring Partners site and all three are changeable. If you have special requirements with your customers and would like to have a site branded with your name, logo, images etc Monitoring Partners can easily do this for you. In fact each web password you issue can go to a different branded site and can have different access levels and different privileges. If you have a requirement for this type of service, please contact Monitoring Partners and we will work with you to implement this feature.

PRE-REQUISITE SOFTWARE REQUIREMENTS

To use **WebLINK** you must first have internet access using Microsoft Internet Explorer. It is recommended that the explorer you use be a minimum of Microsoft Internet Explorer 6.

GETTING STARTED

Signing on for the first time

You can access **WebLINK** by going to the Monitoring Partners web site which is located at http://www.monitoringpartners.com and then selecting the **DEALER ACCESS TAB** in the left hand menu bar. The web site is protected by Verisign Certificate Security which will be issued the first time you log on to the site. Prior to logging on you must be issued a user id a temporary password by Monitoring Partners. If you have questions regarding getting started please contact Monitoring Partners who will walk you thru the process. When the Certificate has been issued by Verisign on your PC and applied, you are ready to start. Once the System Administrator has provided a suitable user id and password you can log into the system.

After you have gained access to the **WebLINK** site you may book mark it for future quick access without having to go thru the Monitoring Partners Website.

When you first go online you will see the screen shown at the left. Enter the user id and password that you have been given by Monitoring Partners. You will immediately be prompted to create your own password. Please enter any password you like. The password must Have 1 upper case letter, 1 lower case letter and must be at least 6 characters long.

After entering your new password you will see a welcome message using your name and a summary of the sites for which your company has been provided access.

You will be presented with the screen shown below.

Main Display Screen

This screen contains a Welcome Message, Statistics on the accounts your company has with Monitoring Partners and General Bulletins. Each of these is described in more detail below. This screen is the home page and you may return to it at any time by hitting the home button in the menu bar

Monitoring Partners Welcomes You

When you initially sign on the system the system recognizes who you are and gives you a welcome message with your name. If you click on your underlined name you will be given the following box that allows you to update your personal information.

It is important that all information be filled in as this allows Monitoring Partners you to contact you in a variety of ways when we need to. Also *WebLINK* will refer to your e mail address entered here, when reports are e mailed to you.

E Mail System Administrator

The underlined **System Administrator** allows you to click on the word and be presented with your e mail screen pre-filled out to the system administrator at Monitoring Partners who will respond to your any of your questions regarding the web site. If your question is critical and you can not wait for an email reply please call Monitoring Partners at 877-929-2200.

News Bulletins

WebLINK provides a news bulletin feature that allows the posting of news bulletins to all users or to any individual user or company. These announcements may or may not be there when you log on. The bulletins that you see may be system wide bulletins or they may be bulletins posted just for your company. These bulletins are generally for announcing features in the system or other general information which we believe might be useful.

The […] at the bottom of the message indicates there is more message text which may be viewed by clicking on the dots

System Statuses on your Accounts

This main screen has been designed to allow you an overview of the accounts in your company. The main display is divided into three sections described below. Each section is headed by the last time the list was refreshed. Each time you come back to the main page the list is refreshed. In addition you may force a refresh by depressing F5 at any time.

Total Site Record : 02/18/2009 11:59
503 Total Site Records
405 Total Commissioned Sites
97   Total Sites Uncommissioned
1   Total Sites Decommissioned

This section allows you to see an overview of the number of accounts that you have as well as their current statuses etc.

Current Statuses : 02/18/2009 12:14
8 Currently In Alarm / Not Restored
0 Currently On Full / Partial Test
0 Currently In Line Fault
0 Missing Transmitter Tests
0 Missing Fire Tests

This section will show you the accounts currently in Alarm, Test, Line Fault as well as those who currently have missed their Transmitter Tests or Fire Tests.

The currently in Alarm and Not Restored are both those currently in the Alarm Queue as well as those that have been handled but have not sent in a restore signal.

Activity Last 24 Hour : 02/18/2009 12:14
0 Changes To Records
1 Alarms
0 Unidentified Signals
0 Missing Transmitter Tests
0 Missing Fire Tests

This section will show you the activity on all of the accounts that you currently have in the system for the last 24 hours. This is a dynamic 24 hour period. Each time the system refreshes the data is updated for the previous 24 hours.

Any of the underlined totals may be clicked for a list of the accounts that make up the total.

This is an excellent way to keep track of the status of your account base and to review the activities that occurred in the last 24 hours. You can review your alarms, missing tests etc and determine what you need to be doing to make sure your customers are happy and your liability is held to a minimum.

Main Menu Bar Options

The primary function of **WebLINK** is to provide access to the site records that have been set up for alarm monitoring by the central station. Users can access those sites which belong to their company, but the view and edit permissions are controlled by the System Administrator and are set up as you have directed on a by user basis.

The main menu bar at the top of the screen provides access to the various functions of the system. By holding you cursor over a menu category at the top of your screen a sub list will be displayed. Depress the option you wish to do and the system will take you there. The options are described below.

Search - Searching for Site Records

To search for site records by name select the **Sites** menu and click on **Search or hit ALT + S**
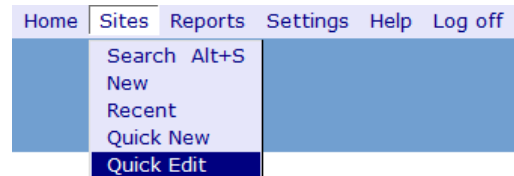
You will be taken to the following search screen

Site records can be retrieved by any of the search keys in the drop down list above. You may also use the values at the right hand drop down box to refine your search even more.
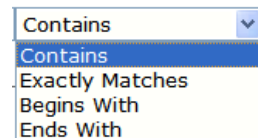
THE CONTAINS IS THE DEFAULT SEARCH CRITERIA.

The text you enter in the right hand box will be used to see which sites match according to the pattern matching rule you have selected. Use the tick boxes to include or exclude non commissioned sites, decommissioned sites and template records. *Template records are standard configurations created for creating new site records.*

Be sure to select commissioned only, or you will also get decommissioned sites. If you click templates only you will get a list of the templates available for your company.

A typical search will yield a screen similar to this based on the criteria you have chosen to search by.
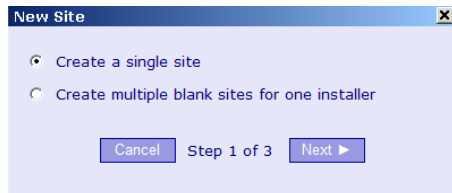
Click on the row you wish to retrieve to display the site information. If the list is very long and you wish to order it by one of the 3 columns shown, click on the label bar for that column and the list will become an ascending list based on the column selected. Click once more and the list will become a descending list based on the column selected. The initial list brought in is always in contract number order descending.

The upper right hand side of the list tells you how many pages the list has. You may click on the page number or the **Next Button** to advance the list to a specific page or the next page. .
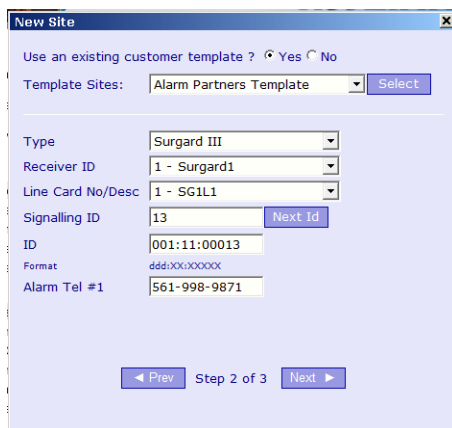
It is always tempting to just put in a single character such as an A. The system will respond but the list will be long and unwieldy.   Try to be specific so the system returns a minimum list making you task easier. Remember, the default search is by **Contains** so any word in the name, address etc can be searched. As an example Goodyear Tire and Rubber Company can be searched on Goodyear, Tire or Rubber or Company. The more specific the search and the less return's the faster the search will be.

New – New Customer

This allows you to set up a new customer record for an end user. Once the new button is depressed you will see the following screens. This option lets you use templates to set up the customer record and to create a shell account. Contacts, transmitters, areas, zones etc still must be set up inside of **WebLINK**. This is a 2 step process to set up the key elements in the shell and then go and create the rest of the information.
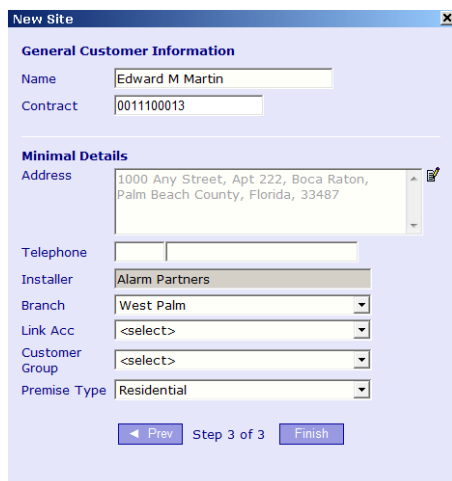

This box gives you the option of setting up a single customer or multiple blank accounts with numbers.

This allows you to select the template that you wish to use to set up the customer. Although not required we recommend all accounts be set up with templates to minimize data entry errors.

This screen will allow you to define the key elements of receiving such as the receiver, line card etc.

The only templates you will see are the ones created for your company.

This screen allows you to create the key information about the account such as Contract Number, Name, Address, Installer, Branch etc.

Once you have created this account you may go into the account and finish the rest of the fields such as Contacts, Schedules, Zones and Alarms, Permits etc.

![MONITORING PARTNERS]

Recent Lookups

The system allows you to see the last ten (10) customers that you looked up and you may select any of these to re-enter their customer record. The screen below shows you how this is presented to you. Simply highlight and click the customer you wish to view and the record will be retrieved.
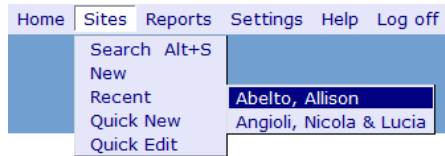
Quick New

This feature is in testing and not fully released. The option when released will allow you a short cut set of screens to create a new customer record including the transmitter and contacts. This should be a faster method then the existing NEW option.

Quick Edit

This feature is in testing and not fully released. The option when released will allow you a short cut to editing an existing customer record primarily for common information. This is being tested to help improve the speed of updating information.

Reports

This is covered at the end of the manual in its own section.

Settings – Multi-Site Mode

WebLINK can display the details of several sites at one time. If you wish to open multiple windows to view and edit different sites select Multi-Site from the Settings menu and then select the customers:

Each site you select will be displayed in a separate window:

Using the Help Features
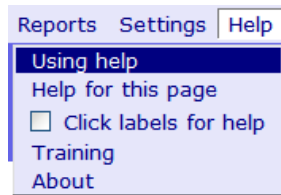
Every screen, menu and field has help associated with it.

Help for this Page

For screen and menu help select the Help menu and choose **Help for this page**.

For help on data fields, tick the **Click labels for help** box in the Help menu. You can then move the cursor over field labels and see a question mark appear next to the cursor. The question mark is an indication that help is available for this field. A left click will cause the field Help screen to appear:
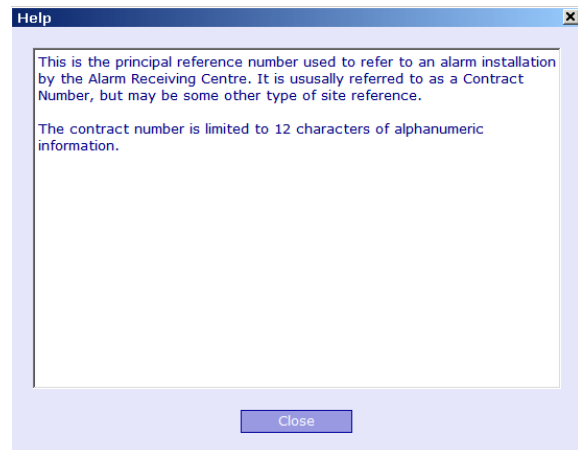
The help has been designed in this fashion so that you can turn it on in the early stages of use when you are unfamiliar with the system but you can turn it off as you become proficient and don't need it.

Training

This feature is not currently implemented in **WebLINK**.

About

This section will pull in a window that gives all of the information on the database and versions that are running the **WebLINK** application. This helpful if you are having trouble with the application and we need to trouble shoot the application.

GENERAL SCREEN LAYOUTS AND CONVENTIONS

Site Record Details

When a site has been selected the opening screen will look something like the following screen (depending on the permissions defined by your System Administrator). As you can see the main information for a customer is divided by tabs for each section: **Customer Info, Customer Contacts, Site Contacts, Special Instructions, Transmitters, Areas, Agencies, Zones and Alarms, History and Permits.** By clicking on any tab you will access the specific information for this customer in that area and you may either view or change the information based on the privileges that your security level has been set to.

Side Bar Information

Information that is useful to see is held in the side bars to the left and right.   If an underline appears under a menu bar item when you place your cursor on it, then it can be changed by clicking on the text underlined. For example the status displayed under **Commissioned** can be changed by clicking the underline and you will see the screen below.

To edit a field in a box, type the information you want to enter and click **Update**. If you wish to discard your changes click **Cancel.** If an edit icon [edit icon] is shown next to information displayed on the screen, clicking on this icon will allow the information to be edited and changed:

As you can see, by picking the commission button we brought in a screen to change the status. The customer we are working with is decommissioned so it wants to know if you want ton commission the account or to set the account to Auto commission and have it commission on the next signal.   If the customer was commissioned it would be asking if you wanted to decommission the site.

As you go up and down each of the side bar entries if they are underlined they will allow you to make changes. For various reasons not all items are capable of being changed.

CUSTOMER RECORD AND TABS TO ACCESS INFORMATION

The customer record is divided into 10 tabs of information. To change tabs simply click on the tab whose information you wish to view and the information will be displayed.

Customer Information

Customer Contacts

The alarm monitoring centre will need to make contact with individuals associated with the protected premises for reporting alarms, requesting key holder attendance, editing site data, applying customer tests, cancelling alarms and so forth. In order to validate the credentials of any such user they will normally have a password unique to them, and be entered on the database or they may use the general password.. To see a list of all persons having some responsibility for the alarm system, select the **Customer Contacts** tab.

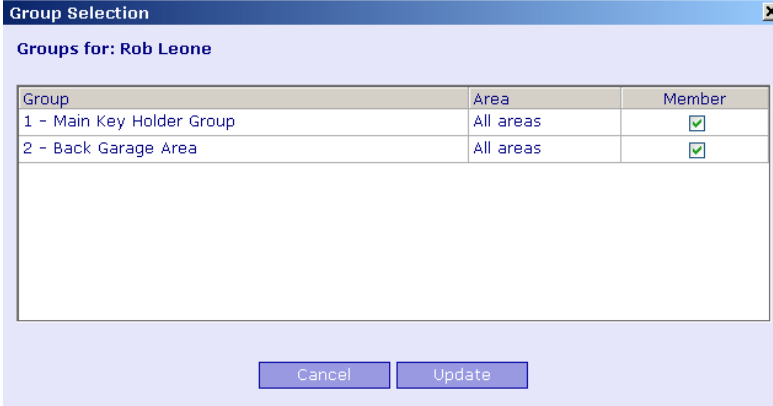If **<All Contacts>** is selected, a complete list of all the people attached to this site can be seen in the right hand panel. Selecting any of the key holder Groups below this will display just the people allocated to a particular Group. Key holders and authorized persons are divided into teams called **Groups** who are responsible either for the whole site or one specific area within it.

Clicking on the Group icon will allow you to edit which of these area or areas the person is responsible for – i.e. which Groups they belong to:
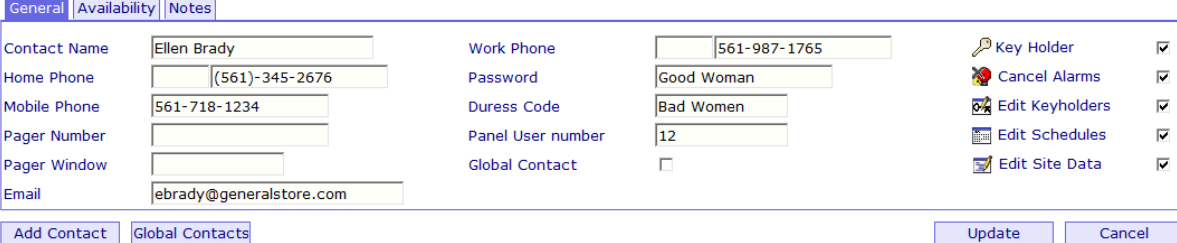
To edit a key holder's details click on the Edit icon against that key holder's name to display their information at the bottom of the screen.
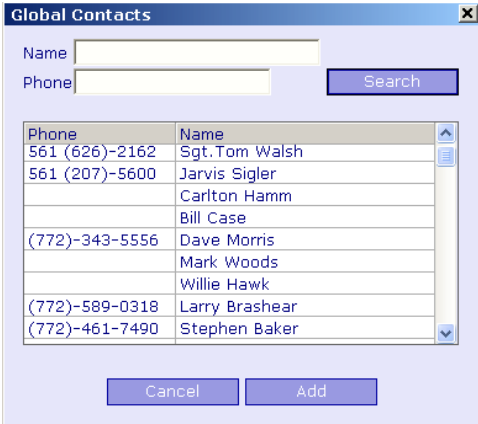
The permissions or responsibilities the key holder holds are edited by ticking and un-ticking the boxes at the right of this form. Once these changes have been made an appropriate icon will appear in the **Contacts** table **Permissions** column.

If the key holder is responsible for more than one site they can be set up once and their information attached to several sites by ticking the **Global Contact** box. To see all the Global Contacts select the button so marked.

Availability for Key Holder

Key Holders join and leave the companies they work for, operate shifts, go on holiday and therefore their availability to provide key holding services will vary over time. To cater for as many patterns as possible, there is an **Availability** tab provided.

Availability can be defined as always except for certain date and time windows, or never except between the date/time windows. Options are available to define weekly patterns of availability windows, which are different during weekdays and weekends. Holiday dates can be defined in the left hand list window. This list can also be used to define shift patterns.

Additional information about key holders can be entered in the **Notes** field - a free form text box.

Site Contacts

One of the commonest alarm response actions is calling the site to verify an alarm. It is possible to define unlimited site contact telephone numbers, and stipulate between which hours or dates they can be contacted and which areas they relate to. Select the **Site Contacts** tab to see this form:

There will be one row entry for each telephone number defined. Click the **Areas** icon to define which areas use the telephone number in question:

The only options available are **All Areas** and one specific area.

The Edit icon allows the name, phone number and availability to be edited.

The Availability Status can be **Permanent** (always use this number), **Temporary** (never use this number except during the defined date or time window), and **Temporarily Unavailable** (always use this number except during the defined date or time window.

You can select whether the availability/unavailability window is to be a time of day (**Every Day)** or a date and time range (**Between entered dates**) or both.

Special Instructions – for Alarm Handling

Wherever possible, alarm responses are stored as contact points, with textual commentary as required. Older alarm management systems relied on the operator reading large blocks of text instructions. This process is error prone, slow and inefficient and should be avoided as much as possible. For cases where text instructions are essential Sentinel Plus includes a **Special Instructions** tab which allows you to define as many special instructions as you require which can later be associated with a zone or event:

Editing a Special Instruction produces a window as below:

The Special Instruction can be allocated automatically to the whole site, a specific area or a particular event. If you select **Area**, the **Assign to Areas** button becomes available: You may also create a special number to call for any instruction.

Select **All Areas** or one specific area for this instruction.

If you wish to allocate the Special Instruction to particular **Events**, select this option and tick the relevant box for each event that is programmed on the site.

Transmitters – Managing Panels and Signalling Details

The information associated with signalling equipment, signalling paths and identification of the alarm panel transmitting signals is held under **Transmitters**. If there are multiple alarm panels on the site, this section will show all of them and can also be used to manage them. A list of Transmitters, also known as panels, and there associated receivers are displayed on the top after choosing this option:

Clicking on any one of these transmitters will refresh the information in the panel below and make the details of that transmitter available for editing.

If unsure of the meaning of any of these fields, select **Click labels for help** as described in the help detail, and click on the field label. The panel at the right of the screen shows information about status and signalling history. The **Next Id** button allows the next free transmitter ID number above the one displayed in the Signalling ID box to be calculated.

A new transmission path or alarm panel can be added by clicking on **Add Transmitter**.

Once you have selected Add Transmitter, click on the new transmitter added, and enter all of the relevant details. Pay particular attention to the transmitter / panel number as the automation system will auto select the next available number on the receiver line selected. You may delete and over write this number with a transmitter / panel number of your own choice.

Areas

Each individually settable component of the alarm system is assigned to an **Area**, and the full list of areas can be displayed with the **Area** tab.

Clicking on any one of the areas will refresh the information on the right of the screen with the data relevant for that area, and make it available for editing. Schedules can be added and edited as described in the **Schedule** section above. If an open/close schedule is added it may well be billed, so the start date of the open/close monitoring must be added in the appropriate field

The right hand panel gives information about status changes, open/close schedule status and signalling history.

Agencies - Police, Fire, Medical and General

WebLINK has 3 standard emergency agencies types defined for Police, Fire and Medical services.

General Agencies may deal with guard forces, gate house services, environmental problems, equipment failures, callout services and the like. All of these types of services can be called out on a per event programmed basis for monitored alarm systems using Sentinel Plus. Select the **Agencies** tab to display these:

| Customer Info | Customer Contacts | Site Contacts | Special Instructions | Transmitter | Areas | Agencies | Zones and Alarms | Event History | Permits |

Agencies

Set Status	Open 04/20/2007 08:12 AM
Line Status	Line OK 10/08/2005 10:58 PM
Alarm Status	Restored 11/01/2006 10:29 AM
Test Status	Not On-Test
Commissioned	Decommissioned 05/24/2007

Police   Lake Park, FL

Fire   Lake Park, FL

Medical   Lake Park, FL

General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
Hawks Landing Guardhouse	Permanent							

✚ ADD

Installer	Alarm Partners
Branch	West Palm
Link Account	Not Set
Customer Group	Not Set
Key Service	Not provided
Audible Alarm	None
Template Site	No

The police, fire and medical services can be selected from drop down lists by clicking on the relevant edit icon.

If General Agencies are to be assigned to the system, use the **ADD** icon to add them as required. Select the type, and then the particular agency of that type and specify any availability details in the usual way.

NOTE: YOU MAY NOT CREATE A NEW AGENCY OR GENERAL AGENCY BUT SIMPLY SELECT FROM THE LIST OF AGENCIES ALREADY DEFINED.

REQUESTS FOR NEW POLICE, FIRE, MEDICAL OR GENERAL AGENCIES MUST BE SUBMITTED TO DEALERS SERVICES FOR REVIEW AND VERIFICATION IN ORDER TO ENSURE DATA INTEGRITY AND ACCURATE AGENCY RESPONSE.

Zones and Alarms

Zone programming has to be implemented for each site if the alarm monitoring system is to know how to decode activations received on that zone. If the event decoded is an alarm, the site record has to be programmed to define what the alarm actions are to be, and what PERMITS are to be quoted when passing the alarm to the emergency services. All these functions are provided for in the **Zones and Alarms** tab.

Zones and Alarms

Zone in alarm :

Zone	Trans	Area	Alarm Event	Restore Event	Description	Edit	Delete
1	1	1	1 - Fire	736 - Fire Restore	FIRE FLOOR 4 - 26to3		
2	1	2	1 - Fire	736 - Fire Restore	FIRE FLOOR 5 - 32-37		
3	1	3	1 - Fire	736 - Fire Restore	FIRE FLOOR 6 - 38-43		
4	1	4	1 - Fire	736 - Fire Restore	FIRE FLOOR 7 - 44-49		
5	1	5	1 - Fire	736 - Fire Restore	FIRE FLOOR 8 - 50-55		
6	1	6	1 - Fire	736 - Fire Restore	FIRE FLOOR 9 - 56-61		
7	1	1	3 - Intruder	711 - Intruder Restore			
8	1	4	139 - AC Failure	138 - AC Restore	AC OFF		
9	1	4	100 - Line Fault	101 - Line Restore	OFF LINE		
10	1	1	198 - Low Battery	136 - Battery OK	LOW BATTERY		

Alarm Table

6	1		1 - Fire		Fire		
7	1		3 - Intruder		Intruder		
		2	160 - Early Open (I)				
		2	161 - Late Open (I)				
		2	171 - Late Close (I)				
		2	170 - Early Close (I)				

The top part of this table defines the zones on the system. It is possible to edit what the activation (alarm) event should be for each zone, and what a restore event should be. If there is any text description defining the location of the relevant detector it should also be entered? If a zone is currently in alarm it will have it's display highlighted in the colour shown at the top right of the screen – **Zone in alarm**. Click on any zone to edit it and the bottom part of the screen will be refreshed:

General

Customer Info | Set Actions | Unset Actions | Conversions

Zone [1] Is hex ☐ Description [Front Doors]
Transmitter [1] Alarm Event [Entry/Exit Alarm (159)] Send Signal
Area [Main Building (1)] Restore Event [<none>] Send Signal
PTZ ☐ First Signal [ ]
Status Restored - 05/09/2006 08:22

[Add] [Update] [Cancel]

If the zone is actually a camera, the PTZ box can be ticked. If the zone number is actually encoded as Hex (A, B, C, D, E, F), this should also be indicated, otherwise there will be a clash between decimal numbers like 10 and hex numbers 0A.

If a manual signal is to be created for a zone – either activation or a restore, click on the **Send Signal** button.

Set Actions – Unset Actions - Configuring Alarm Action Plans

If an activation or restore event on this zone is required to be different from the standard action patterns, select the **Actions** tab to define the actions required. Setting a new action pattern will cause the alarm central station operator to follow a new set of actions and call outs in the event of an alarm condition on the selected area.

| Customer Info | Set Actions | Unset Actions | Conversions |

	Action	Contact Method	URN
Key-Holders - K1	Special Instructions - On any alarms that come in notify Henry Smith 1st if no answer than call James	Operator	*Not Set*
Site - General Store Main Number	Special Instructions - John Smith out Till May 3rd	Operator	*Not Set*
Information Page - Verified Dispatch	Site - General Store Loading Dock	Operator	*Not Set*
Police - Lake Park, FL	Site - General Store Accounting Area	Operator	*Not Set*
Fire - Lake Park, FL	Information Page - Alarm Partners On Call Tech	Operator	*Not Set*
Installer - Alarm Partners			
General Agency - Hawks Landing Guardhouse			
Medical Agency - Lake Park, FL			

| Information | | Update | Cancel |

Select the choice of whether you are defining actions for the activation (alarm) event or the Restore event on this zone first. The next choice is the alarm policy. It may be that the event is only to be actionable under certain circumstances. Choose from the **Alarm Policy** drop down list:

Always an alarm
Never an alarm
Always an alarm
Use default
Alarm when set
Alarm when unset
Alarm when scheduled set
Alarm when scheduled unset
Alarm when outside unset period by ...

The last option requires a number of minutes to be entered in the box to the right of this list.

The full list of available alarm action responses can be seen by looking at all the actions in both the left hand and the right hand boxes. The right hand box shows which alarm actions will be taken in the event of receiving the alarm in question on the zone in question. To select or deselect an action, highlight it, and then click on the right or left arrow to move it into or out of the **Selected Actions** box. To change the action order, select an action in the right hand box and click on the up or down arrow to the right. When editing is complete select **Update**.

Conversions - Correcting Incorrectly Programmed Zones

If the alarm panel transmits the event condition with the alarm signal (for example using Contact ID or SIA protocols), this is normally a reliable guide to the alarm panel status change that has been detected. There are occasions however where the technician programmes the alarm panel incorrectly and the alarm company is unable or unwilling to correct this or an alarm panel is hard coded with an event code.. Sentinel Plus provides a **Conversions** function to deal with these cases.

Received Event	Target Event	Target Zone	Edit	Action

➕ ADD

Then Conversion logic can be defined as "If a specified event is received on a particular zone, convert that event to a second specified event." There is an add button to create new conversions for the site, and the user needs to select from the 3 columns with available events, and configured zones. The save icon 💾 is used to store the new Conversion.

CONVERSIONS SHOULD BE USED SPARINGLY AND ONLY WITH THE HELP OF DEALER SUPPORT.

Programming non-Zone Alarms

Some alarms like Late to Close and Line Fault are not associated with zones. Such alarm events are gathered at the bottom of the zone list and can be edited in exactly the same way. The difference is that there are no Restore Events or Conversions that can be defined for these events. Otherwise alarm programming is identical as for zone alarms.

Event History

WebLINK provides powerful tools to search and display event history. A full audit trail of all signals received, alarm actions taken, test status changes and data edits is kept on the system and all of these can be displayed using this system. Select **History** to see the search filter:

Event Filter

Events can be selected by date range, event type and area. It is also possible to see all events **except** a particular category. For example searching for alarms on a site that regularly sends open and close signals is more easily achieved if the filter criterion **By Category** and **Exclude Open/Close**. Once the selection criteria have been chosen, click on **Apply Filter**. This will cause the screen to display this type of list (this search was **Data Edits Only**):

Event Summary

If there are multiple pages this will be displayed on the top right, and the relevant page can be selected by clicking on it. Double click on any event, or click **Event Detail** to see the full audit trail of details associated with the event:

If there are multiple pages this will be displayed on the top right, and the relevant page can be selected by clicking on it. Double click on any event, or click **Event Detail** to see the full audit trail of details associated with the event:

Event Detail

If there are data changes, or signal data associated with the event this can be seen at the bottom of the screen:

Raw Data

Clicking the **Raw Data** button in the case of a transmitted signal will cause the actual data received from the communications receiver to be displayed as follows. The first line is the alarm signal and the balance is an opportunity to search the log.

Scroll down the receiver log to locate the caller id. The event will be highlighted. Caller id for the event will be displayed above the event possibly 1-5 lines above. To locate a caller id quickly look for the receiver – Line Card i.e. 501012, and the account number of the transmitter i.e. 6001.

The Event Summary   Screen provides 2 special button functions:

Comment   For alarm signals only, this option allows a comment to be added at any time after the event has occurred.

Cause   For alarm signals only, this option allows the user to select the actual cause of the alarm from a pre-defined list.

Managing Permits

The system allows you to create permits for the various systems that you have. They are managed from the Permits Tab. Once selected you will see the following screen:

This screen allows you to enter the permit number, the type of permit, the level of permit (not normally used), the reason (not normally used) and the date you created the permit (which will change with renewals. The add button allows you to create a new permit and the x allows you to delete the permit listed.

MONITORING PARTNERS

RUNNING REPORTS

WebLINK allows you to run the reports allocated to you by the System Administrator. A large number of different reports are provided with the system, so consult the System Administrator if your requirements are not covered by the menus immediately available. To run report you select the **Reports** menu from te menu bar to see the list of available reports in a pane on the left of the screen:

Reports are divided into categories which can be expanded and collapsed using the + and – buttons in the usual way. When you have found the report you require, highlight it to see an updated display on the right of the screen:
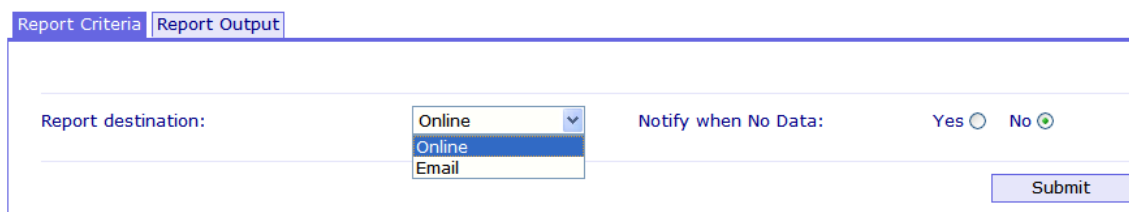
If there are any report selection criteria these are displayed as fields to complete. The two options for the destination of the report are – **Online** and **Email**. If you choose Email, the report output will be sent to your registered email address that you created when you set up your personal information on page 5. If you choose Online, the report output will be displayed on screen, and there will be download options to copy the output through your browser to your local PC.

Some reports may or may not find any information that qualifies to be included in the report. If you do require null returns, click **Yes** against **Notify when No Data**, otherwise **No**. Once the report requirements have been completed click **Submit** to see the **Report Output** screen:

As the report compilation progresses the report output status will be updated. Press F5 to see the latest information. The screen will look as follows:

When you see the file icon you may click and get the report. The following is a sample of an incident report.

COMMONLY USED SYSTEMS FEATURES GUIDE

Most items that you work with are handled by selecting the relevant tab and going to the info. As an example if you wanted to change customer information you would go to the customer info tab, if you wanted to change the call list you would go to the contacts tab. There are many other items that are included in the side bars and other places that you will want to work with. The following are the most commonly used features with and explanation of where they are and how to use them.

Commissioning and Decommissioning Sites

On a day to day basis you will have customers who need to be commissioned and others that need to be decommissioned. The method to accomplish this is to go to the side bar on the left side and you will find a box showing whether the customer is currently commissioned or decommissioned and the date that the site was placed in that status. By clicking on the status you will be presented a screen where you can change the status, as shown below. If the site is commissioned you will be presented with a screen to decommission and if the site is decommissioned you will be given a screen to commission the site.

Most dealers set up new accounts to auto commission on the first signal. This is the recommended method as it ensures that commissioned accounts have received at least a signal at the central station. Dealers are urged to check the account history prior to manually commissioning and account to ensure that signals have been received.

The commission decommission box is on the left bar of the screen and appears on every tab in the customer record. You may perform this action from any screen that has the tab.
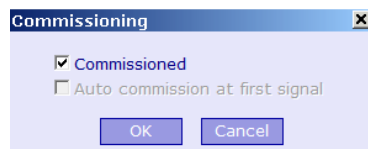
If the site is commissioned and you wish to un commission it simply un checking the commission box.

If the site is decommissioned and you wish to commission it you may either check the box to commission or check the auto commission box and the site will be commissioned on the next signal.

Once this action is performed the status will be immediately updated and an entry to the event history will be made showing who you are and the action you have taken. If you decommission the site signals will no longer be processed to the operators for this site and if you commission the site signals will immediately start being processed as received.

Decommissioned accounts will continue to receive and process signals. A decommissioned account will not present these signals to the operator for handling but will log them to the history file.

Putting Sites On and Off Test

During the course of a day there are many times you may wish to put a site or part of a site into test status to stop signals from being processed. The Test Status indicator is located on the left hand bar and is on every screen and shows the current status of the site. You may place a site in test from any of these screens.

If you click on the text field below **Test Status**, you will see a pop-up window that enables you to view and change the on-test status:

In many cases an alarm system will be tested in part only, and there is a need to leave some aspects fully functional. For example, a fire test might be performed which should leave the Panic Buttons active for full police response from the alarm monitoring centre. In this case, just one **Alarm Category** will be placed on test. During the test period alarm signals will be logged but not responded to by the alarm operators. If a line failure has occurred, no signals will be received until the fault is cleared, so a system might have the **Overdues** suppressed for this period. Choose the type of test you require and click **Next**. In this example the selection was **Area**, which causes this form to be presented.

Any areas already on test will be shown in the **Currently On Test** column, and the user can tick boxes to select the areas of the alarm system that are to be selected. In this case there are 6 independently settable parts of the alarm system, each with its own keypad. Areas are **zones**. Zone is more normally used to indicate a single detector. Select the part of the system to put on test and click **Next**.

The final step is to determine how long alarm response should be disabled. This can be decided by time (and date) or for a fixed duration. The first example shows a fixed end time.

The maximum time anything can be placed on test is for 9 hours.

The following example shows a test being set by duration. This is sometimes a helpful way to deal with inspections. The on test may be set for up to 9 hours.

Use the radio button to choose the option and then click **Set** to finish.

Accounts that need to be placed on test for longer than 9 hours but less than 24 hours may be done thru the central station by phone

Accounts that need to be placed on test for more than 24 hours must be done in writing and faxed to the central station. Requests must have a beginning time and ending time.

This is a powerful feature of the system but one that should e used carefully. Many times the tendency will be to just put the account in test for some period. Care should be given so that critical services are not taken out of test unnecessarily. You should plan out what needs to be in test and try and leave as much of the customer in service as possible.

If you do nothing than the customer will return to service at the time you have set. When you finish whatever you are doing that caused you to place the customer in test you should manually remove the customer from test status so they do not remain out of service for any longer than necessary.

Schedules – Open Close, Fire Test, Transmitter Test, Executive Protection

Open/Close signalling schedules are associated with independently settable Areas on the system and these can be managed from the All Schedules Tab on the right hand side of the customer info screen or the Areas Tab. If you access through the customer area you will see all schedules and if you access through the areas tab you will see only those schedules for the area selected.

Customer Info Tab   Areas Tab

By clicking on the All Schedules you will be given a list of all of the schedules for the site. This list may contain, Open Close Schedules, Fire Test Schedules and Transmitter Tests.

Click on any of these schedules to view and edit the expected signal arrival times. The full list of possible schedule types is as follows:

Open/Close   This type of schedule is used to monitor the case where the alarm system (or certain areas within it) is expected to open and close at certain times each day of the week. A maximum tolerance on these times can be stipulated – known as the **window**. The window can be different for each day of the week, for opens and closes and for the before and after allowance.

The top window contains all the expected open and close times for the week. These can be changed by clicking on the Edit icon for the row in question, make the required changes then accept by clicking the Tick icon, or discard by clicking the back arrow icon. Select **Apply Changes** when all the changes have been made.

Close ▼	17:00 »	17:00	17:00	17:00	17:00	17:00	17:00	✔	↩

The lower window shows all the window tolerance for early and late opens and closes for each day of the week. These can be changed as required.

Event Windows	Alarm	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Early Open (I)	No	30	30	30	30	30	30	30	📝	
Late Open (I)	No	30	30	30	30	30	30	30	📝	
Early Close (I)	No	30	30	30	30	30	30	30	📝	
Late Close (I)	No	30	30	30	30	30	30	30	📝	
Open Overdue (I)	Yes	30	30	30	30	30	30	30	📝	
Close Overdue (I)	Yes	30	30	30	30	30	30	30	📝	

Add Open/Close Row		Apply Changes	Cancel Changes	Close

There are also options to configure Temporary Schedules that apply between certain dates only, and to set up Holiday Dates, when the site is expected to be closed. Holidays are arranged in *Sets* which can be applied to any schedule for the site.

Executive Protection   High Risk goods and at risk personnel may be protected by an alarm system that sends regular health check signals at defined intervals during working hours. An **Executive Protection** schedule defines the signal intervals and the working hours.

This schedule is defined in the same way an open close schedule is.

Transmitter Tests

Alarm systems may require regular confirmation that their transmission path is up and working. This service can be checked by configuring the alarm transmission system to send regular test signal at a defined interval. This can be monitored by configuring a **Transmitter Test** schedule against the Transmitter. This is entered quite simply by editing a Transmitter in the **Transmitters** tab and defining the test interval and its units:

Panel Manufacturer	DSC
Panel Type	5010
Enabled Date	08/06/2004
Connect Date	08/06/2004
Termination Date	
Test Interval	24 hours
All Signals Are Tests	☐

Line Status
Line OK
10/08/2005 10:58 PM
Land Line Status
Line OK
10/08/2005 10:58 PM
Alarm Status
Restored
11/01/2006 10:29 AM
First Signal
12/14/2004 07:41 PM
Last Signal
04/20/2007 08:12 AM
Runaway Status

Update   Cancel

Fire Tests

Fire tests are defined from the customer page by going to the right hand tab and selecting scheduled fire test. The pop up will appear and you may define the fire test schedule. The 'ANY SIGNAL' box allows you to say that any signal received will clear the fire test bucket.

monitoring PARTNERS