Actall Corporation

ISO 9001:2015 Certified

PALS 9K | Crisis Controller User Manual

Version 4.08

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303-226-4799
support@actall.com

IMPORTANT!

SOFTWARE REGISTRATION CARD MUST BE FILLED OUT

Please fill out and return the attached Software Registration Card.

Actall® Corp. Technical Support needs the information on this card to verify authenticity of requests for service and to be able to provide timely and accurate technical assistance to our customers.
In addition, it is in the customer's interests for Actall® to have a duplicate record of software serial numbers and Hardware Key codes. It also protects the customer if questions of software licensing arise. Additional information, such as computer type, operating system, and general application information can save a great deal of valuable time in troubleshooting and responding to customer needs.

How to Use This Manual

This manual is organized in accordance to the menus and submenus in the Crisis Controller software. If you are viewing this document electronically, hyperlinks are available from the Table of Contents menu directly into the various subject areas. Screen xhots from the software have been made available, although it is most effective to launch Crisis Controller and access the appropriate screen as you are referencing that section of the manual.
When particular attention needs to be called to a point, or an item of note is mentioned, you will notice this symbol in the left hand margin:

The following text example will be found throughout this manual. It identifies the appropriate menu path to select when accesing the subject area in the manual. The example below shows the path required to arrive at the Map Layout section. Select Configuration from the root menu, then choose Maps, and finally Map Layout.

Configuration > Maps > Map Layout

PASSWORD SAFEGUARD

WARNING!

Please note that factory passwords for the Supervisor, Operator, and Administrator are shown on the initial password screen for the purpose of system setup only. For proper security, passwords should be immediately changed. If a hard copy is necessary for future reference it should be stored in a secure location.

Table of Contents

Before Programming

The Crisis Controller©™ system programmer should have as much information as possible about the system:

- What kind of protection is the system offering?
- Will alarms come from fixed stations and/or from mobile personnel?
- Is staff tracking or guard tour monitoring required?
- What different types of transmitters are being used?
- What special considerations apply to this project/site?
- Will the maps of the site be required to appear on the alarm-monitoring screen?
- Are automatic arming modes needed?
- Is there a preliminary list of users and passwords?
- Are pager services and central station services designated?
- Will the end user perform routine programming tasks after the system is installed, i.e. programming transmitters, adding users, defining pagers and transmitter groups?
- What types of responses/outputs are required?
- Is a pocket pager required or a part of the system? If so, what pager services will the end user utilize? What types of pocket pagers are being used with the system?
- Is there a phone list?
- Is there a list of response teams/authorities?
- Will there be local alarms and outputs (i.e. bells, lights, door control, CCTV interfaces, intercoms, PLCs, card access, etc.)?

I

Quick Reference

Software Installation

- Insert the CD into the Disc drive
- From the **Run** command, type d:**\setup** where d is the letter of the diskette drive
- Follow the Crisis Controller©™ installation instructions

User Login

[See page 1 How To Login To The System for detailed information.]

- Select **Login/Logout** from the menu bar
- Select appropriate User Name from the drop down list
- Enter password

Add An RF Receiver

[See page 12 Adding/Changing a Receiver for detailed information.]

- Select **Configuration > Receivers...**
- Select **Insert**
- Enter a receiver **Name** (i.e. Actall Receiver)
- Leave **Enabled** checked
- Select a communications **Port** (default is COM1)
- Select **OK**
- Select **Close**

Add An RF Transmitter Template

This step requires Add a Wireless RF Receiver to be used first.
[See page 51 Adding/Changing Transmitter Templates for detailed information.]

- Select **Configuration > Program > Transmitter Templates...**
- Select **Insert**
- Enter a **Transmitter Name**
- Enter a **Short Name**
- Select the **Default Receiver** assigned to this wireless transmitter template
- Depending on the type of transmitter and the application, changes may be made to the configuration in the **General** and the **Alarm Action** tabs
- Select **OK**
- Select **Close**

Add A Pager Service

[See page 14 Adding/Changing a Pager Service for detailed information.]

- Select **Configuration > Pagers > Pager Services...**
- Select **Insert**
- Enter the **Name** for the Pager Service selected (i.e. Actal Page Alert)
- Select the **ServiceType** (local)
- Select **Port**
- Select **Service Profile** (i.e. Actall Page Alert)
- Other changes may be required as necessary
- Select **OK**
- Select **Close**

Add A Pager

This step requires Adding a Pager Service first.
[See page 17 Adding/Changing a Pager for detailed information.]

- Select **Configuration > Pagers > Pagers...**
- Select **Insert**
- Enter the **Name** for the Pager selected
- Select the **Pager Service** which will broadcast to this Pager
- Select the **Pager Type** or **Pager Number** (local systems)
- Enter the **CAP Code** (if required) for the Pager Service selected
- Select **OK**
- Select **Close**

Setup An Account

[See page 57 Adding/Changing Accounts for detailed information.]

- Select **Configuration > Accounts...**
- Select **Insert**
- Fill in each field
- Select **OK**
- Select **Close**

Add An RF Transmitter

This step requires Add a Wireless RF Receiver and Add a Wireless RF Transmitter Template to be used first.
[See page 59 Adding a New Transmitter for detailed information.]

- Select **Configuration > Accounts...**
- Highlight the desired Account Name the transmitter will be associated with
- Select **Change**
- Select the **Transmitters** tab
- Select the name of the desired Transmitter Template this transmitter's settings will be based on
- Select **Add >>**
- Select **Program**
- Attach the transmitter and press its reset button to program
- After successful programming, close programming window
- Select **Close**

Add A Repeater

This step requires Add a Wireless RF Receiver to be used first.
[See page 74 Adding/Changing a Repeater for detailed information.]

- Select **Configuration > Repeaters...**
- Select **Insert**
- Enter the **Repeater Name** (i.e. Actall Repeater)
- Enter the RF Repeater's **ID**
- Select the **Default Receiver** which will receive this RF Repeater
- Depending on the usage of the repeater and the application, changes may be made to the configuration in the **General** and the **Alarm Action** tabs
- Select **OK**
- Select **Program**
- Attach the RF Repeater and press its reset button to program
- After successful programming, close programming window
- Select **Close**

Add An RF Locator

This step requires Add a Wireless RF Receiver to be selected first.
[See page 80 Adding/Changing an RF Locator for detailed information.]

- Select **Configuration > Repeaters...**
- Select **Insert**
- Enter the **Repeater Name** (i.e. Actall RF Locator)
- Enter the RF Locator's **ID**
- Select the **RF Locator** check box
- Select the **Default Receiver** which will receive this RF Locator
- Depending on the usage of the repeater and the application, changes may be made to the configuration in the **General** and the **Alarm Action** tabs
- Select **OK**
- Select **Program**
- Attach the RF Locator and press its reset button to program
- After successful programming, close programming window
- Select **Close**

Add People To The PALS©® System

[See page 32 Adding/Changing PMT Users for detailed information.]

- Select **Configuration > PMTs > People...**
- Select **Insert**
- Enter the name of the person
- Enter **Code/ID**, all personal information, and insert photo ID if applicable
- Select **OK**
- Select **Close**

[To attach a photo of the person carrying the PMT, see page 33 Photo for detailed information.]

Add A PMT

This step requires Add a Wireless RF Receiver and Add People to be completed first.
[See page 33 Adding/Changing a PMT for detailed information.]

- Select **Configuration > PMTs > PMTs...**
- Select **Insert**
- Enter a **PMT S/N**
- Select the desired user the PMT is to be assigned to
- Select the **Default Receiver**
- Depending on the application of the PMT, changes may be made in the configuration to the **General**, **PMT Options**, and the **Alarm Action** tabs
- Select **OK**
- Select **Program**
- Select the **Serial Port** that the PMT programmer is connected to
- Connect the programming cable to the selected communication port
- Attach the PMT to the programming cable
- Select **Close**

Add An IRT Locator

[See page 46 Adding/Changing IRT Locators for detailed information.]

- Select **Configuration > PMTs > IRT Locators...**
- Select **Insert**
- Enter the IRT Locator **Name**
- Select the **ID** assigned to the IRT Locator
- Select **OK**
- Select **Close**

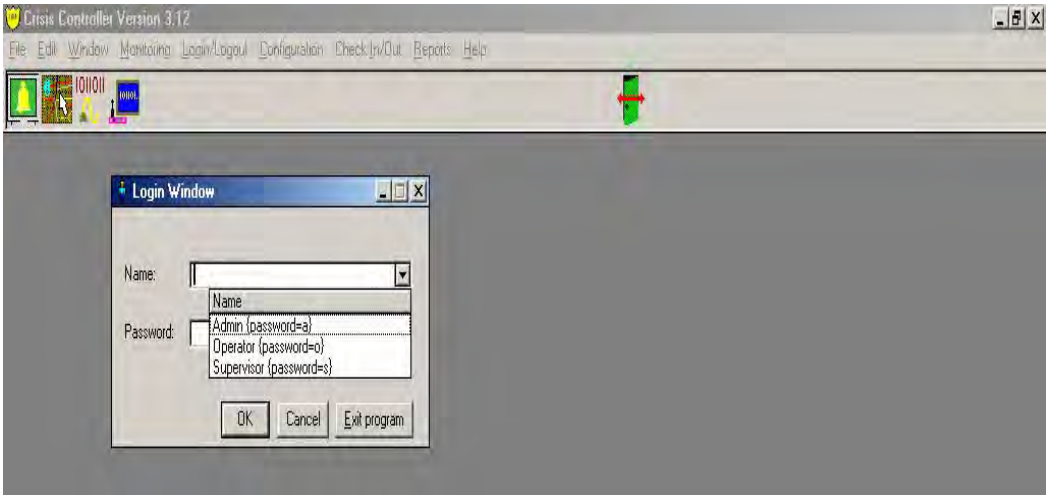
Testing IRT Locators With The IRT Test Unit

[See page 50 IRT Locator Test Unit for detailed information.]

- Point the IRT Test Unit toward an IRT Locator.
- If the IRT is operating correctly, the ID of the unit will be displayed on the LCD screen, followed by chirps.
- If no signals are received, the screen will display “No IRT Found”

How to Start the Program

You can start the program from the Start/Program/Crisis Controller menu (Crisis Controller is the default menu name). The Actall® Title Screen will appear on your desktop.Next, the login screen will be shown. Initially, default user names will be in effect to permit access to programming functions.



How To Login To The System

Click on the **Login/Logout** menu on the top tool bar.
Each user may be assigned a specific password by a supervisor that will allow them access to the Crisis Controller©™ software. It is the responsibility of each user to log in at the beginning and log out at the end of their shift.
Only personnel with Supervisor privileges may exit the system once it has been activated.

Auto Start

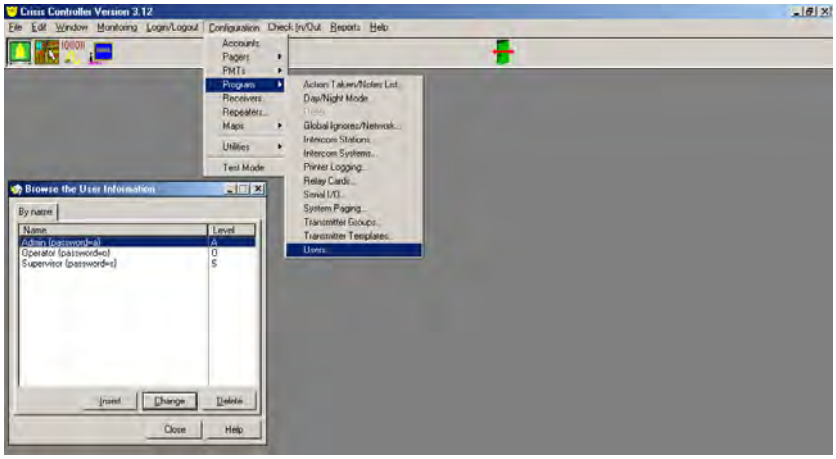
Standard installations for all monitoring and administration stations include Crisis Controller©™ programmed to load in "Auto-Start" mode. When this is done, the manual log in process is bypassed and the system automatically launches into Alarm Monitoring as a basic Operator each time the monitoring stations is booted up. A phantom user is logged in (Auto Start) and only this user may only monitor, acknowledge and reset alarms until a new user with expanded privileges logs in. To manually program this feature, place a shortcut to the Crisis Controller©™ in the Windows® Start-up directory. Right click on the Crisis Controller©™ icon, select Properties, and then select Shortcut, and add/Auto at the end of the target file name (the default Windows® target file name would look like "C:\Program Files\ALERT\ALERT.EXE" /Auto). Further details are available under the Technical Notes section of our website, www.actallsp.com

The Crisis Controller©™ software cannot be activated without a parallel port device referred to as a Hardware Key. If used on a network, network keys must be installed on every machine.

The system will check for the Hardware Key as verification and authorization to the system. If the Hardware Key is not found when an attempt is made to initialize the system (even using correct passwords) all functions of the software will be disabled. If the Hardware Key is removed after activation of the program, the system will detect the absence of the key and will disable alarm monitoring and all software functions.

The Hardware Key should never be removed from the system. If problems are encountered when initializing the system, always check for the Hardware Key. In the event of a misplaced or stolen key, please contact Actall® Technical Service. It is extremely important to have completed and returned the Crisis Controller©™ Registration Card to Actall® Corp., as the card records the serial number of the Hardware Key.

Primary User Tasks



Configuration > Program > Users

Users are defined as Administrative (Admin), Operators, and Supervisors. When the Crisis Controller©™ software is being installed, the installer is given an initial list of users and passwords to enter into the system. Additional information is required, such as the types of access authorized per user.

Do not delete the default Supervisor (password = "s") without first creating a new supervisor and password, as you will no longer be able to have Supervisor privileges should the Crisis Controller©™ application be terminated.

Administrators

Administrative or “Admin” users have the limited and specific function of checking users, activating/deactivating PALS©® PMTs in and out of the system, and generating reports from the system. Admin users have distinct responsibilities and cannot perform duties assigned to Operators or Supervisors. For instance, Admin users do not have the ability to monitor, page, or exit the system.

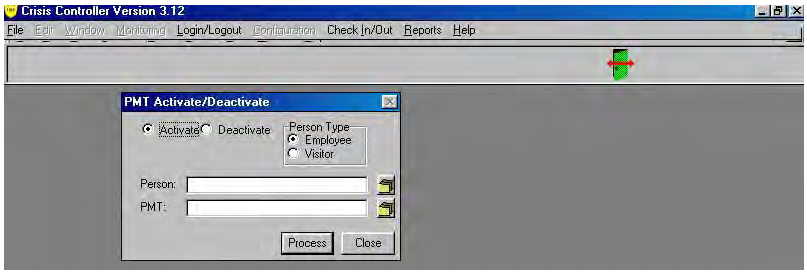
Primary Administrator Tasks

Printing Reports

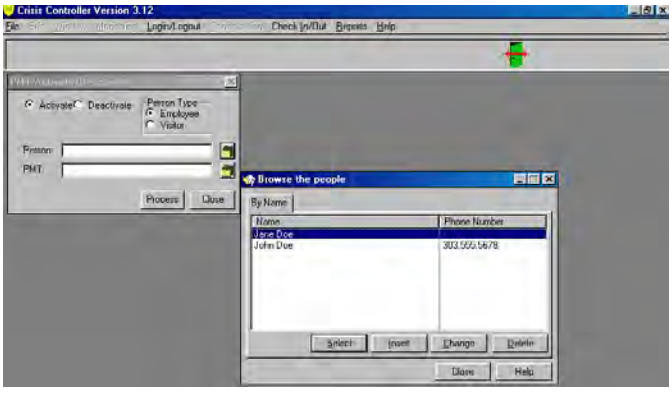
The Admin user can generate and print reports detailing Crisis Controller©™ software operation. For more details on available reports, please refer to the Reports Section on page 101.

Check Out (Activate) PMTs

The activation process informs the Crisis Controller©™ software which PMTs are active, on-duty, and have been assigned to specific personnel. Activation can be done manually, with the user selecting PALS©® PMTs and assigned users, or the process can be handled with barcode reading devices that scan bar code labels on



PMTs and employee badges. [See page 6 Barcode Activate and Deactivate.]
The **Activate** screen permits PMTs to be assigned to visitors or to pre-entered employees. If the **Employee** option is selected, the Admin user can access a dropdown list of employees.



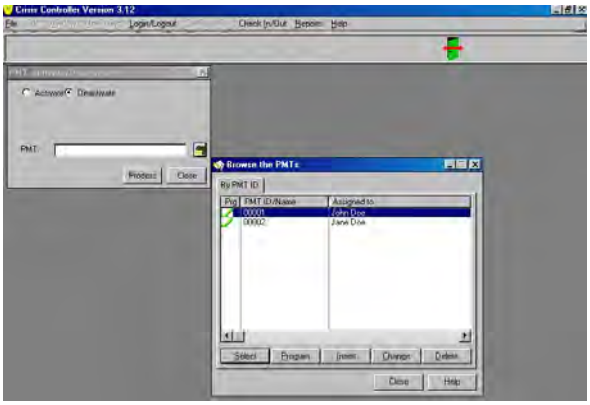
The next step is for the Admin user to select a PMT from the drop-down list. The **Browse the PMTs** screen will appear.

Press the **Select** button on both **People** and then the **PMT** screens, then press the **Process** button on the **PMT Activate/Deactivate** screen. The records will then be changed in the system.

Check In (Deactivate)

The deactivation process informs the Crisis Controller©™ software that PMTs have been returned to storage, and are to be considered out of service until activated.

Select the PMT to be deactivated. Press the **Select** button on the **Browse the PMTs**



screen, then press the **Process** button on the **PMT Activate/Deactivate** screen.

Barcode Activate And Deactivate

Crisis Controller©™ Version 4.08 offers the capability to use barcode readers to scan employee badges and PMT barcode IDs. As the employee's badge is read by the barcode reader, the employees record appears on the **Activate** screen, (with photo, if available). If the employee is checking out a PMT (i.e., going on-duty) the monitoring system will note the activation of the device.
At the same time, the PMT must be tested. If the test is successful, the Test bar will change color from red to green. When employees are deactivated, the PMT is "retired" from the system.

Operators

Operators are individuals whose primary function is to monitor the PALS©® Alert Monitoring Center. In the event of an alarm, Operators will access system information and monitor responses. Once logged in as an Operator, the monitoring screen cannot be minimized or exited by the Operator.
Operator-level personnel may be authorized to access various levels of information, as well as perform several selective tasks. The degree of access is determined by options set by a Supervisor on the **Adding a User** or **Changing a User** screens.

Primary Operator Tasks

Operators respond to information generated by the Crisis Controller©™ software. Information about the system is displayed on the system monitor in Windows®-based information screens. Incoming alarm or trouble messages appear in the display with optional audible warning sounds.
Operators are responsible for acknowledging incoming information and determining that proper responses are generated. This includes verification and documentation of incoming data.

Supervisors

Supervisors have access to all features. Supervisor-level personnel can access the **Configuration** menu. This permits them to configure the system and control user access levels and passwords.

Supervisory level access should only be granted to people who have been thoroughly trained on the system, as they have the capability of changing the operation and parameters of the system.

Primary Supervisor Tasks

When logged into the system as a Supervisor, all menu headers and control buttons are available to Supervisors. Supervisors assign passwords to Operator and Admin users.

Programming Accounts

Supervisors may access, enter, and modify information in system accounts. This includes account information, details on security applications, and how notifications of incoming events are to be routed and handled.

Programming transmitters

Supervisors may add or delete transmitters, receivers, and repeaters from the system. This function may be reserved to installers/dealers in some applications.

Turning the system off

Only supervisors can exit the system once it has been activated.

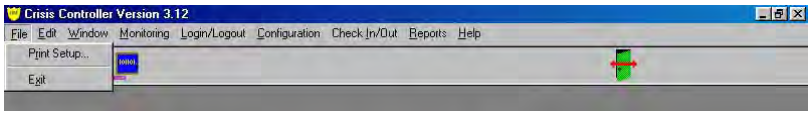
Additional supervisory functions

System Supervisors have access to data that is not available to Operators or Administrators. For example, the Supervisor is authorized to access and modify account data information, and to review and modify information regarding system hardware.
Supervisors can import and edit site maps. Supervisors can set transmitter programming, including how the system will respond to each transmitter.
Supervisors retain all rights and access given to Operator and Admin users.

Supervisors should log out of the system before turning monitoring duties over to Operator or Admin level personnel.

Root Menu headings

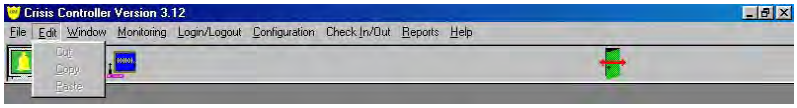
Menu headings are available to Supervisors not using a mouse with their computer. Users move from heading to heading by pressing the "ALT" button plus "hot key" indicated in the menu heading by an underlined letter. For example ALT+f will activate the File menu. Drop-down menus will indicate options available.



File

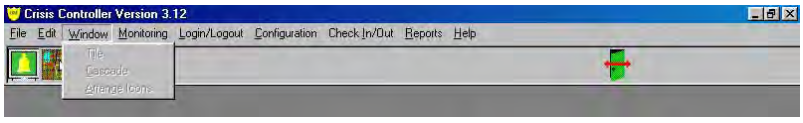
Print Setup gives access to the Windows® printer configuration menu. The **Exit** option exits the software to the operating system or Actall® security package.

Edit



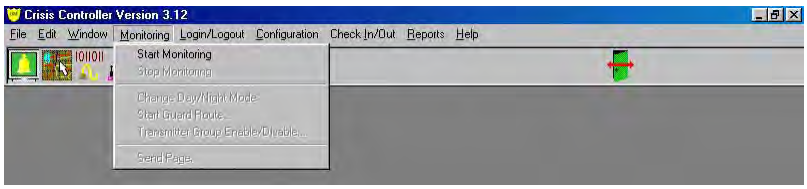
This function offers **Cut**, **Copy**, and **Paste** options when working with notes.

Window

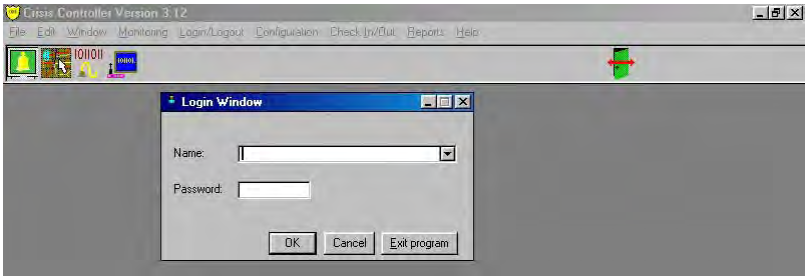


This function offers window arrangement options.

Monitoring



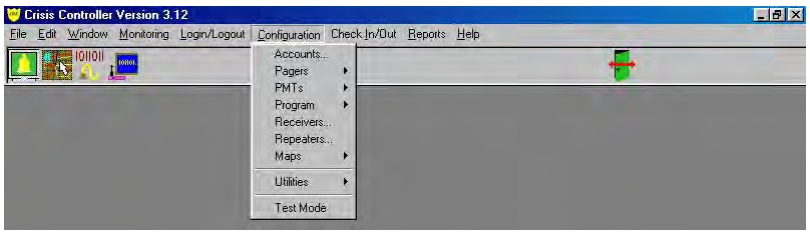
This function enables or disables alarm monitoring, gives access to start/stop Day/Night Mode, Guard Route, Enable/Disable Transmitter Groups, and allows user to send manual pages.



Login / Logout

This function activates the **Login Window**. Personnel coming on duty should always log in. Users logging into the software are recorded and stored in the Event History database. Password control guarantees proper access authorization. The Login/Logout control button duplicates this function.

Configuration



This menu includes critical Supervisor responsibilities. Hardware and account information is managed through features used to configure the system. Supervisors may find it helpful to remember that most program functions of the Crisis Controller©™ software are designed to present them first with a drop-down list of information. From the list, Supervisors may make selections that activate programming or data forms that can modify information in the list. This drop-down list architecture is followed in all features of the program, and is particularly pertinent to configuration tasks.

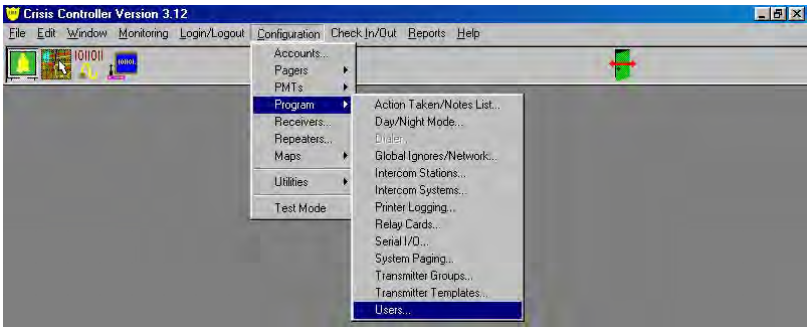
As a Supervisor, prior to exiting either the Alarm Monitoring Screen or the application, all alarms and troubles currently displayed should be

acknowledged and reset. If this is not done, all current alarm information will be lost.

Some users will be involved in the programming, while others will leave all but the most basic programming to the installer. If extensive Supervisor involvement and interaction is expected, the installer must advise and train the user's personnel in proper use of the system.

In network versions with an Admin and monitoring station, Supervisors may perform their duties on the Admin machine.

Adding A User



Configuration > Program > Users…

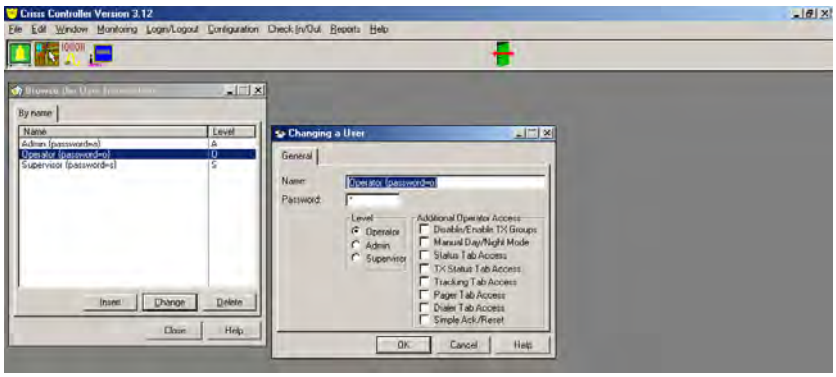
Users operate and control all functions of the Crisis Controller©™ software. Users are entered into Crisis Controller©™ at Admin, Operator, and Supervisor levels.

Passwords are never displayed in plain alpha text, so lost passwords must be deleted and new ones assigned.

To change the default passwords, highlight the desired user, either delete the default name, or press **Change**, then enter a new password (passwords are NOT case sensitive).

When adding Admin level users, no options are available.

When adding Operator level users, several options are available.



Additional Operator Access:

Disable/Enable TX Groups

The Operator can toggle groups of transmitters on and off by pressing this control button.

Manual Day/Night Mode

The Operator can set the system to automatically go into day or night arming modes. Typically, "Day" and "Night" modes reflect significantly different security configurations required as activity on a site changes, such as Open/Closed business hours.

Status Tab Access

Gives Operator access to system alerts. Current status information on all transmitters is shown with Check In/Check Out, location, and identification data.

TX Status Tab Access

Shows current operating state of transmitters programmed into the system.

Tracking Tab Access

Allows Operator to view location of all PMT units programmed into the system.

Pager Tab Access

Shows Operator information that is sent out to the paging transmitter.

Dialer Tab Access

Shows Operator information that is sent out to the dialer board.

Simple Ack/Reset

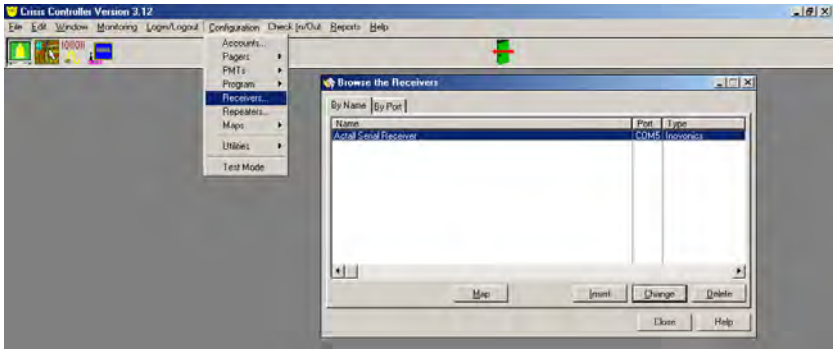
Allows Operator to reset alarm without having to fill in **Alarm Notes** menu.

To ensure a secure system once the required users have been added, remove the default Supervisor (password = "S"), Operator (password = "O"), and Admin (password = "A") passwords.

Receivers

Actall® Serial Receivers are where all transmissions with alarm information from fixed point transmitters and PMTs are received, interpreted, and sent to the Crisis Controller©™ software.

Adding/Changing a Receiver



Configuration > Receivers...> Insert (or Change)

When configuring a Serial Receiver, you must first enter the following information:

Machine (Only available in Network versions)

Select the machine that physically has the receiver attached. A list of machines can be viewed by pressing the folder icon to the right of the **Machine** option.

Name

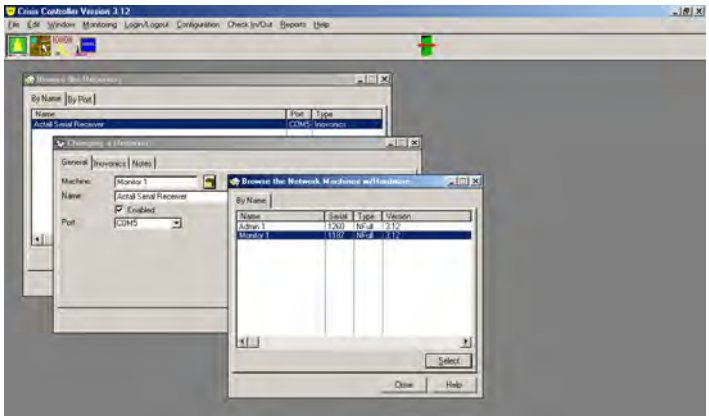
Assign a name for the system to identify this hardware (i.e. Actall Receiver).

Enable

If the receiver needs to be disabled temporarily, clear the check box; otherwise this box should always be checked.

By disabling the receiver, alarm information may be missed in Alarm Monitoring.

Port

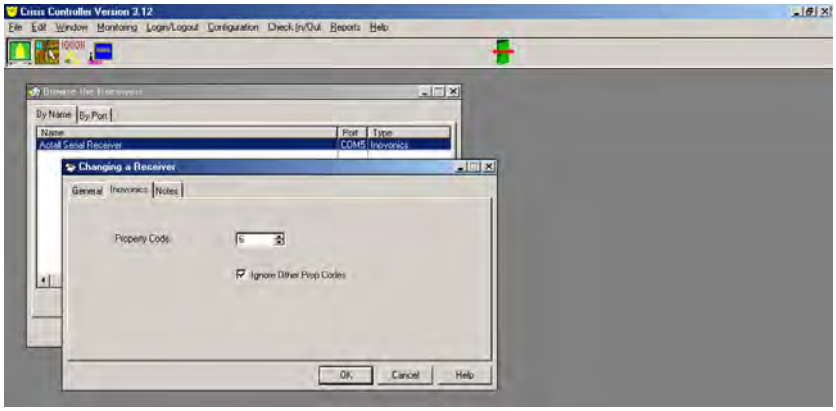


Identify the Com port to which the receiver is connected.

Inovonics

Configuration > Receivers...> Insert (or Change) > Inovonics

Property Code



Serial Receivers “look” for transmitters with a matching “property code” (1 to 32) and a system ID numbers contained in the data string. This number accompanies transmissions from all transmitters programmed to this receiver and is used to differentiate transmissions from different systems which may be operating in the same area.

Ignore Other Prop Codes

If the **Ignore Other Prop Codes** check box is selected, only transmitters with matching property codes will be accepted, regardless of their programmed ID’s or which receiver they were programmed from. Non-matching transmissions are ignored.

If more than one receiver is in the system, it is important that the receivers are marked with their property code. When transmitters are programmed or when there is a receiver problem, the Crisis Controller©™ software uses the property code for all references.

If the property code is changed after transmitters have been programmed, all transmitters must be reprogrammed to reflect the new property code.

Notes

Configuration > Receivers...> Insert (or Change) > Notes tab

The **Notes** tab is available to permit system programmers and system users to record pertinent information about the receiver or its application. For example, *"John Doe works in the hazardous waste department. He is a diabetic."*

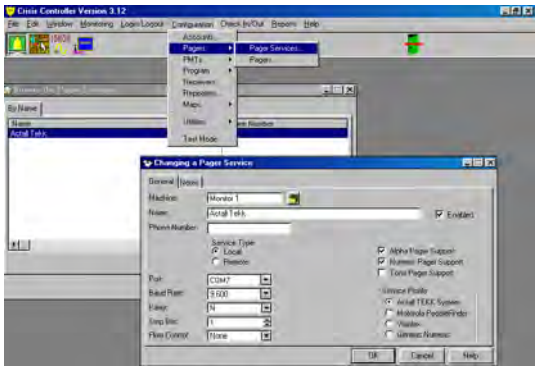
Pager Services

The Pager Service informs the Crisis Controller©™ software what paging service is being utilized, what type of pagers are in use, and what information to send.

Adding/Changing A Pager Service

Configuration > Pagers > Pager Services...

Paging Services are identified as either on-site or off-site systems. Pressing **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software to connect to the pager service. Details should be obtained from the service provider.



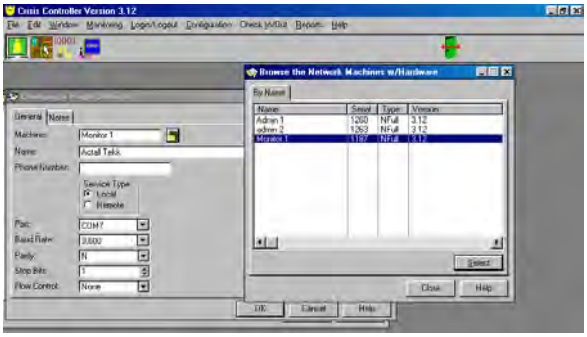
Off-site paging services requires a page.transmitter. Actall's software interface is written to page transmitters that employ the TAP protocol. You should contact your paginghardware supplier to ensure the service supplied will be compatible.

Machine

Select the machine that physically has the paging transmitter. A list of machines can be viewed by pressing the folder icon to the right of the **Machine** option.

Name

Assign a name for the system to identify this hardware (i.e. Actall Page Alert).



Enable

If the pager needs to be disabled temporarily, clear the check box; otherwise this box should always be checked.

Disabling Pager Services will prevent information from being sent to pagers, including but not limited to, alarm information.

Phone Number

If a remote service type is used, enter the appropriate phone number to call.

Service Type

Identify the service as local or remote. Note, remote paging requires a phone number and modem.

Port

Identify the Com port to which the pager system is connected.

Baud Rate

Enter communication data rate required by the paging transmitter (check manufacturers specifications).

Parity

Enter communication parity required by the paging transmitter (check manufacturers specifications).

Stop Bits

Enter stop bits required by the paging transmitter (check manufacturers specifications).

Flow Control

Select the required flow control by the paging transmitter (check manufacturers specifications).

Alpha Pager Support

This is the type of service the pager supports (check manufacturers specification).

Numeric Pager Support

This is the type of service the pager supports (check manufacturers specification).

Tone Pager Support

This is the type of service the pager supports (check manufacturers specification).

Service Profile

The software interface is written to page transmitters that use a TAP protocol for sending messages. Pre-programmed interfaces include:

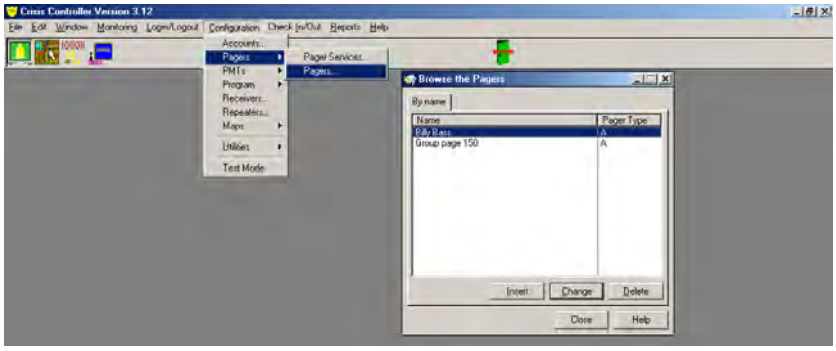
- **Actall Page Alert Systems**
- **Motorola People Finder**
- **Visiplex**
- **Generic Numeric**

For Actall® Page Alert systems, use the default settings. People Finder settings: 1200, E, 7, 1 - CAP codes are assigned to pagers via the Motorola terminal program. Crisis Controller©™ uses this number as the pager number (see the supplied manufacturers User Manuals for additional operational information).

Pagers

Pagers (typically identified by the user assigned to the pager) are programmed into the Crisis Controller©™ software. They can then be assigned to specific transmitters, or can be activated manually through the Crisis Controller©™ software. Prior to assigning a pager, a pager service must first be defined (see also page 14 Adding/Changing a Pager Service).

Adding/Changing a Pager



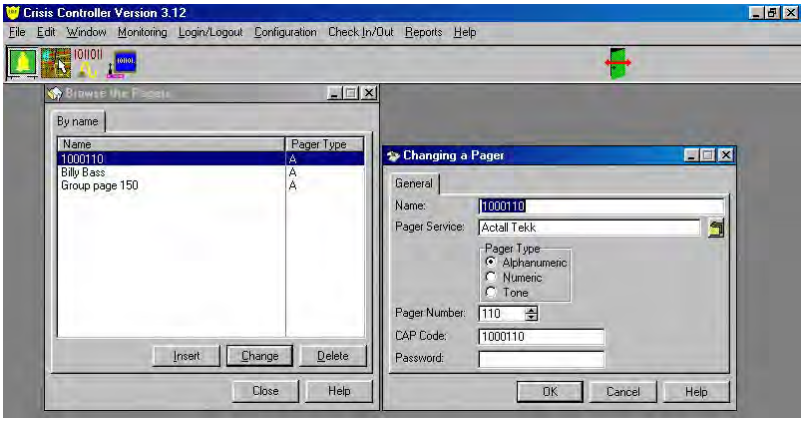
Configuration > Pagers > Pagers...

Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.

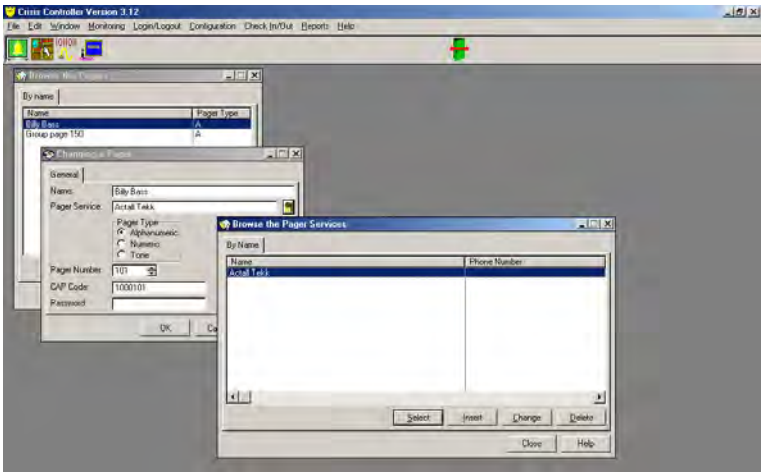
Numeric pagers will only display the Account number and Zone.

Name

Enter the name of the person assigned to this pager.



Pager Service



A list of pager services can be viewed by pressing the folder icon to the right of the **Pager Service** box. A pager service must be chosen.

Pager Type

Type of service supported by the pager (check manufacturers specifications).

- **Alphanumeric**
- **Numeric**
- **Tone**

Pager Number

The unique pager number assigned to the pager for Motorola People Finder. For Actall Page Alert systems, use the last three digits of the individual pager's CAP code.

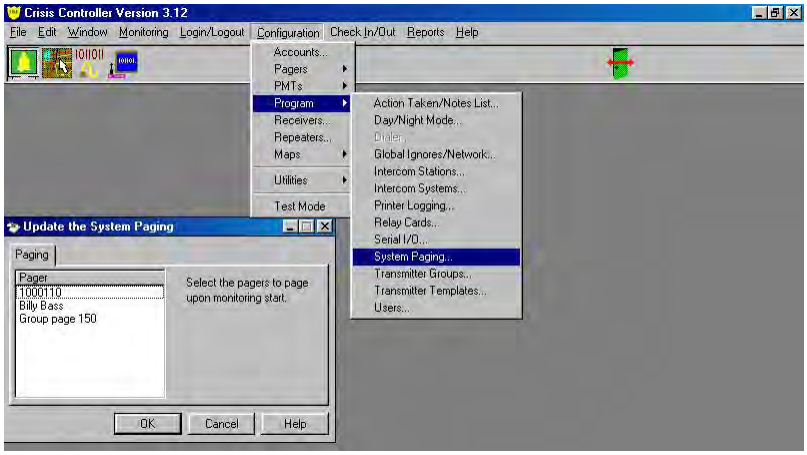
CAP Code

When using the Actall Page Alert system, CAP codes will be supplied. When using the Motorola People Finder, the CAP code is set at the Base Station (see the supplied manufacturers User Manuals for additional operational information).

Password

Enter only if needed, contact Actall® Technical Support for assistance.

System Paging



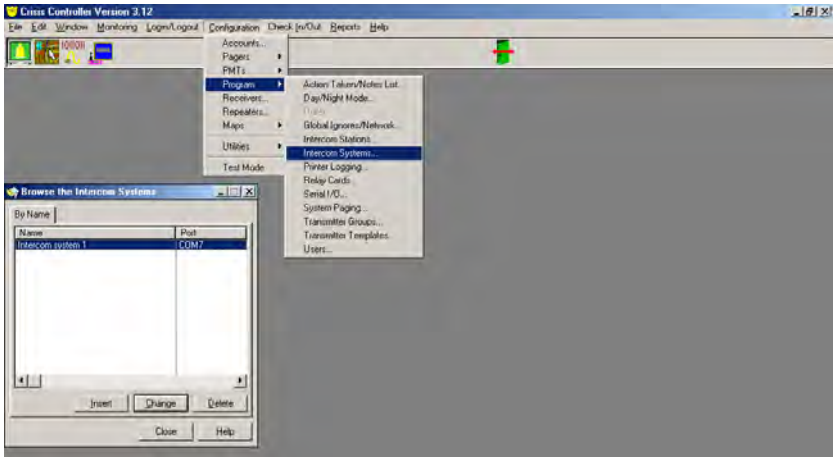
Configuration > Program > System Paging... >

System Paging is used to inform a pager user that the Crisis Controller©™ has entered/exited monitoring. To active **System Paging**, a paging service and pager must be previously configured. To assign a pager(s), highlight the desired Pager(s) and select **OK**.

Intercom systems

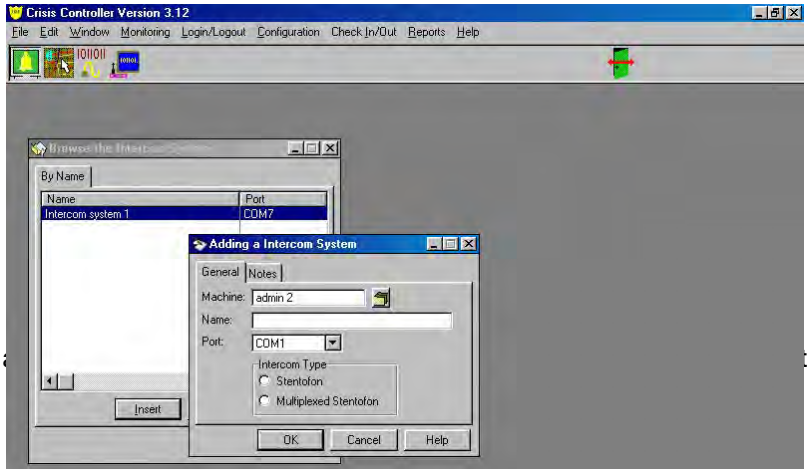
Intercom Systems open audio paths between the main station and the sub-station to allow for communication.

Adding/Changing An Intercom System

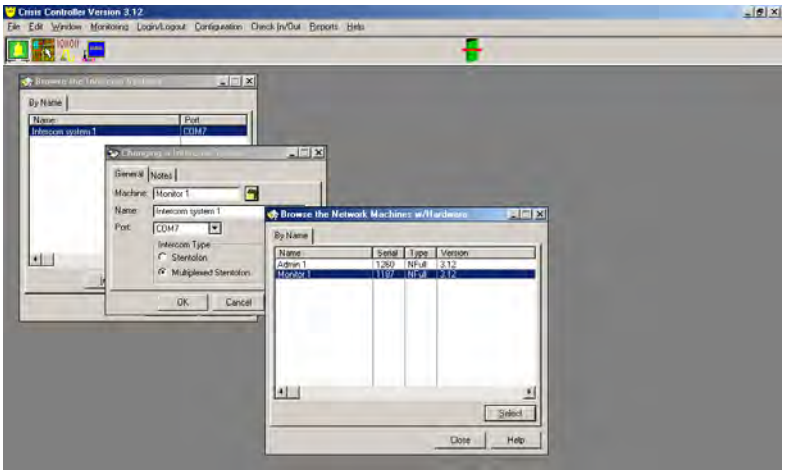


Configuration > Program > Intercom Systems...

Users can select between Stentofon and multiplexed Stentofon systems. The Stentofon intercom system will support up to 96 stations. The multiplexed Stentofon system can support up to 9 Stentofon modules, for a total of 864 stations.
Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.



Machine



Select the machine that physically has the intercom system attached. A list of machines can be viewed by pressing the folder icon to the right of the **Machine** option.

Name

Assign a name for the system to identify this hardware (i.e. Stentofone 9600 control).

Port

Identify the Com port to which the intercom system is connected.

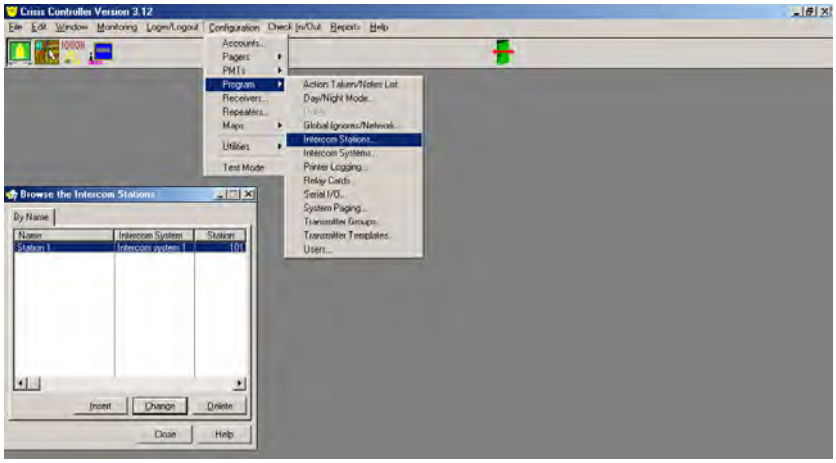
Intercom Type

Type of intercom hardware being used.

Intercom Stations

Intercom Stations are physical channels on the Intercom System.

Adding/Changing An Intercom Station



Configuration > Program > Intercom Stations...

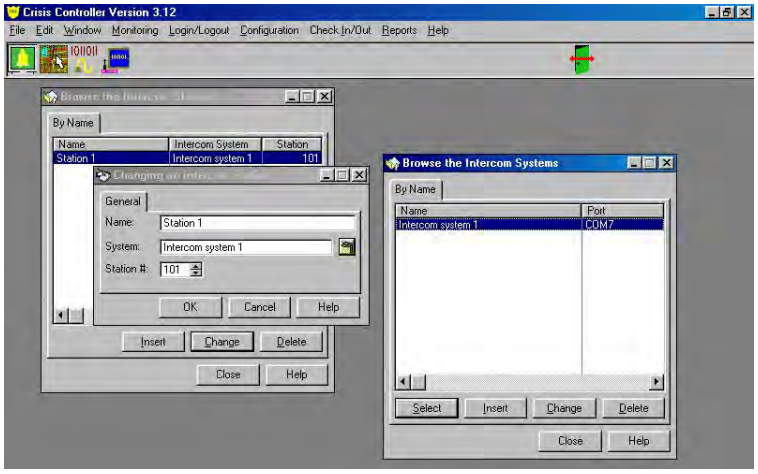
Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.
Before programming Intercom Stations, an Intercom System must be configured. [See page 20 Adding/Changing an Intercom System.]
Intercom stations can be associated with alarms from fixed point locations or IRT location(s). The software automatically switches intercom connections when new alarms occur.

The Crisis Controller©™ software refreshes this connection periodically (in case the intercom connection is manually changed).

Name

Assign a name for the system to identify this hardware (i.e. kitchen intercom).

System



Select system this intercom station is associated with. A list of systems can be viewed by pressing the folder icon to the right of the **System** option.

Station

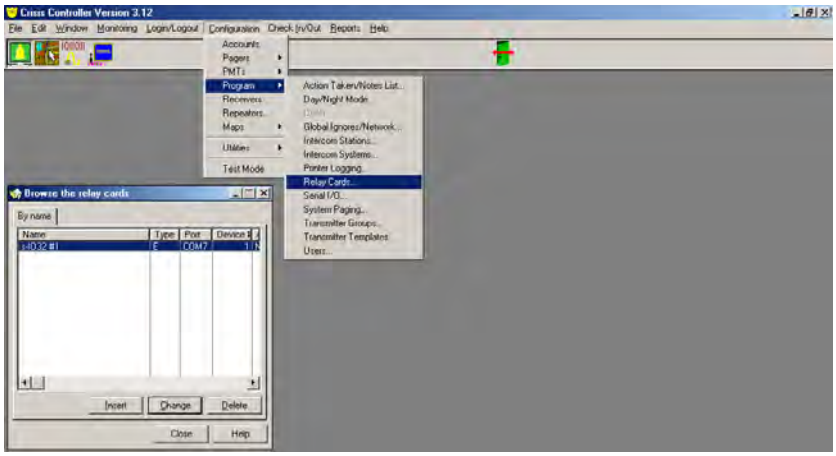
Physical station on a particular system.

In the event of an alarm, the audio path (if available) will automatically open. Should the person carrying the PMT change audio zones before the alarm is acknowledged, the audio path will automatically update to the persons location.

Relay Cards (SIO32 Module)

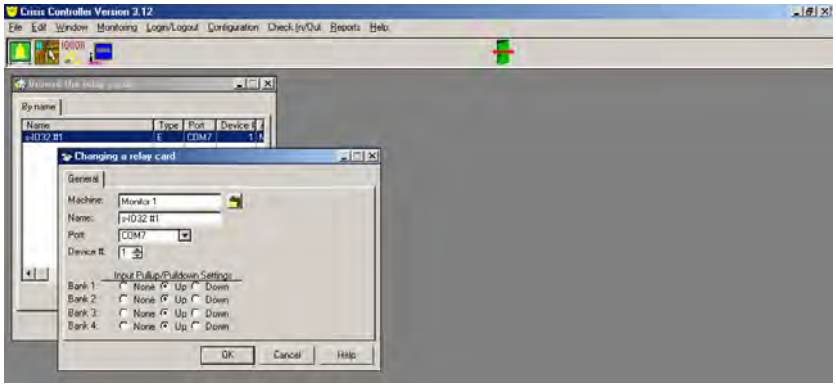
The SIO32 module is a multi-functional relay board that will permit system installers to activate up to 32 output devices or allow up to 32 inputs, or any combination of inputs and outputs in groups (“banks”) of 8.

Adding/Changing A Relay Card



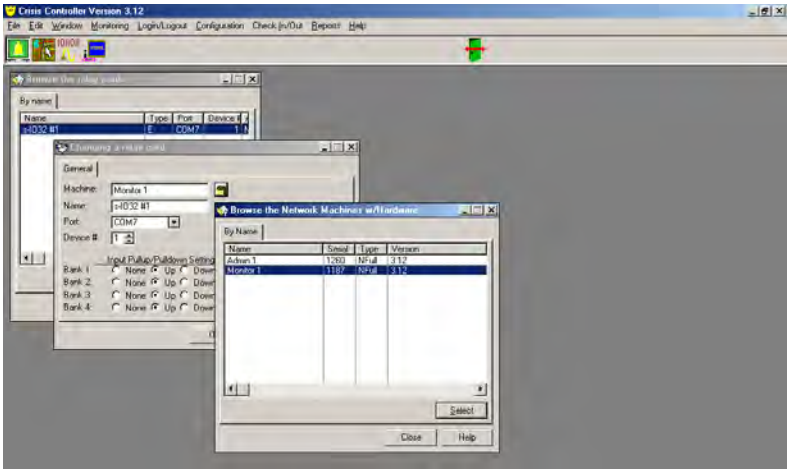
Configuration > Program > Relay Cards...

Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.



When the SIO32 card is inserted or changed, the SIO32 **General** tab will be presented. For advanced users, the **Input Pull-up (Pull down) Settings** tell the system whether the inputs will go high or low upon activation.

Machine



Select the machine that physically has the relay card attached. A list of machines can be viewed by pressing the folder icon to the right of the **Machine** option.

Name

Assign a name for the system to identify this hardware (i.e. SIO32 board #1).

Port

Identify the Com port to which the relay card is connected.

Device

The **Device** number (1-8) is designated by the DIPswitch settings on the SIO32 Board. [See Actall® SIO32 Installation Manual or Actall Technical Notes for Dipswitch programming.]

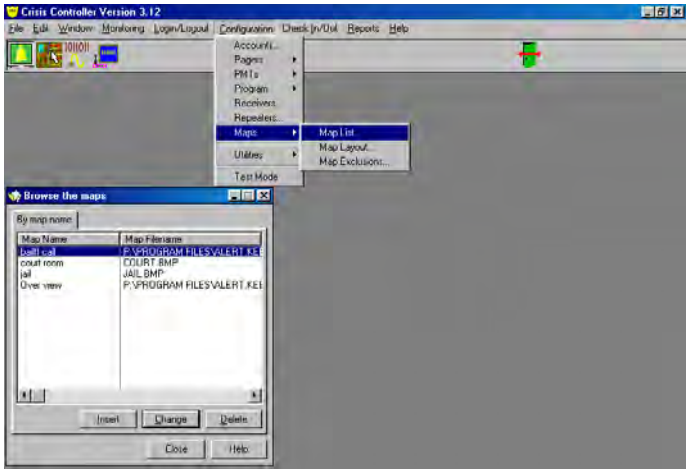
Banks must be designated as either input or output using the DIP switches on the SIO32 board.

Maps

The Maps option is one of the most useful features in the Crisis Controller©™ software. When a particular device is being activated, alarm center personnel can see the location of the alarm on a map of the site. Locations of other transmitters and locators are also available. The sub-map capability permits operators to "zoom" in on areas within the site for increased detail. For example, an initial alarm can be programmed to indicate a building from which the alarm originated. A user can click on the map to get a detailed map of the interior of the building, and click again to get details of particular areas.

Maps are prepared in drawing programs which can export .BMP or .JPG files. Windows® Paint program is available to most Windows® users and creates .BMP files.

Adding/Changing Maps



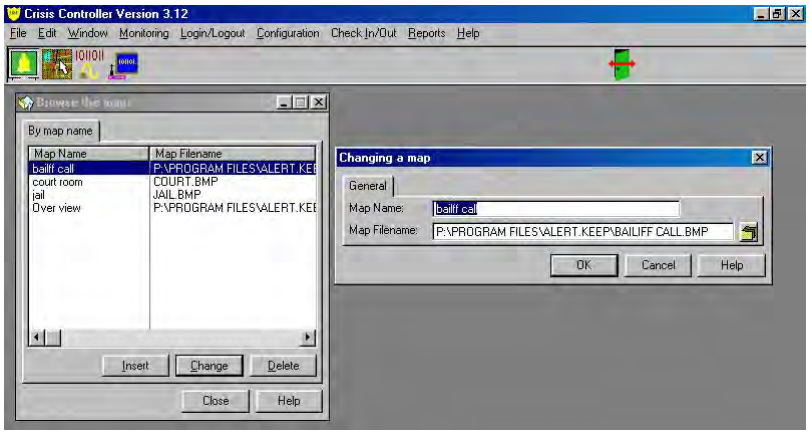
Configuration > Maps > Map List... > Insert (or Change)

To add a map to the list, select **Map List** from the the **Configuration/Maps** menu. Press **Insert**, then press the file icon to the right of the text box to browse for a map on file.

To change a map, select **Map List** from the the **Configuration/Maps** menu. Highlight the desired map, press **Insert** or **Change**. Press the file icon to the right of the text box to browse for maps on file.

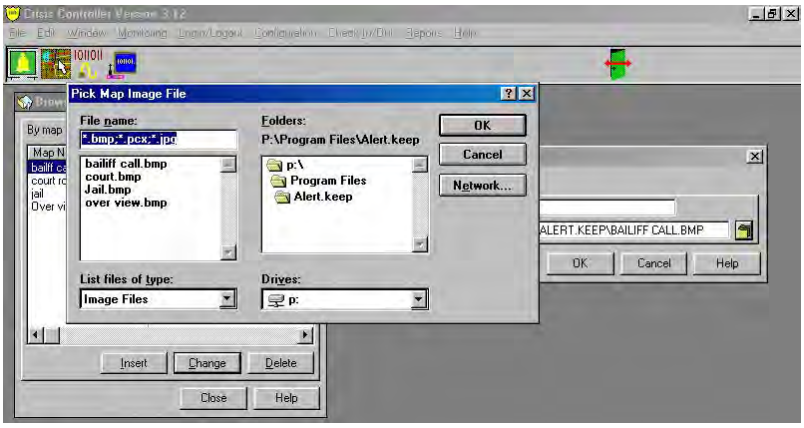
Always load the default map first (i.e. the map that you want to load first). This map will be used as the basis for all of the other sub-maps. Although maps list in alphabetical order, if the primary map is not placed first, it will not display correctly as the program loads.

Map Name



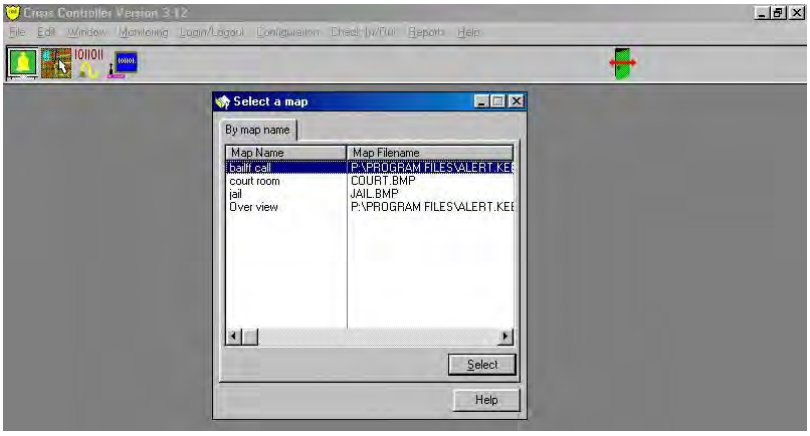
Map Name identifies the particular map in the system.

Map Filename



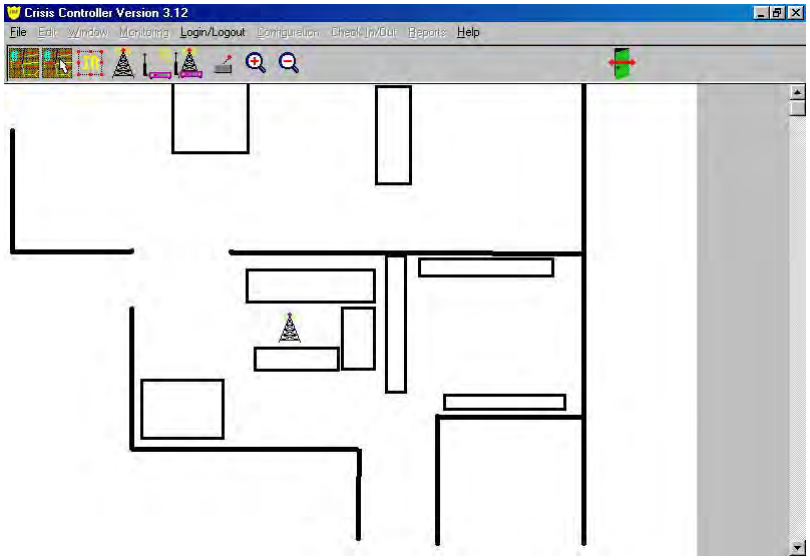
Map Filename is the file path where the individual maps are located. Pressing the folder icon to the right of the Map Filename option can choose map files. Once located, select desired map and press **OK**.

Map Layout



Configuration > Maps > Map Layout…

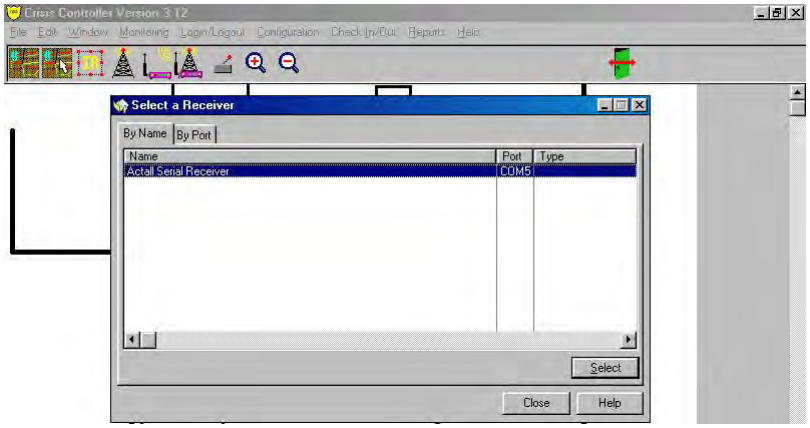
Map Layout is where the placement of Crisis Controller©™ devices are made onto a map. Users may also edit existing maps using this function.



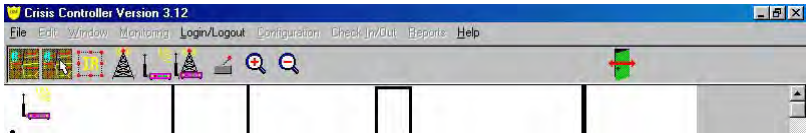
To place new devices, or edit existing devices on a particular map, first select the map you wish to edit and press **Select**. You will now be in the **Map Editing** screen where you can place device icons such as transmitters, receivers, repeaters, and IRTs on the map. When events involving mapped devices occur, the map will be displayed with graphics highlighting that particular device.

Map Editing

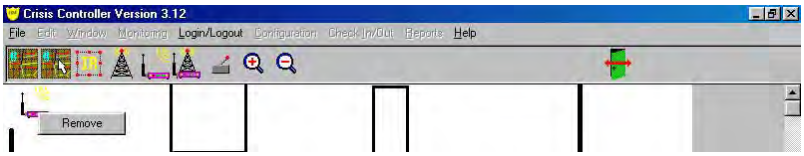
Configuration > Maps > Map Layout...> Select



From the control buttons on the menu bar, device icons may be added to the map to represent the location of system devices. To add a device location, press the appropriate device icon to display a list of devices for that category. Highlight the desired device and press **Select**. Crisis Controller©™ will then place the icon on the upper left hand corner of the map. If you have chosen a device that has previously been placed upon the map, no icon will appear in the upper left hand corner.

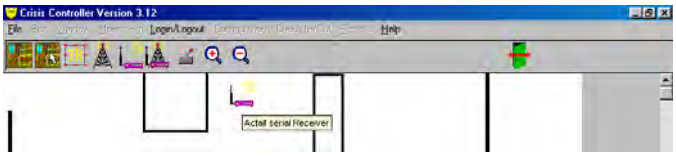


After the device icon appears in the upper left hand corner of the map, place the mouse cursor over the icon, left-click and hold the mouse button down. Then drag the icon to the desired location. Once the device icon is in the desired location, release the mouse button. Icons may be moved at any time on the map when in the

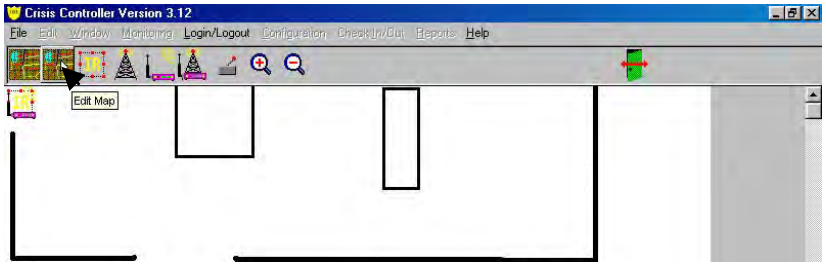


editing screen.

To remove a device icon, place the mouse cursor over the icon, click the right mouse button on the icon, then select **Remove**.



To see what each icon represents, point to the icon with the mouse. A caption will appear showing the short name and ID of the device.

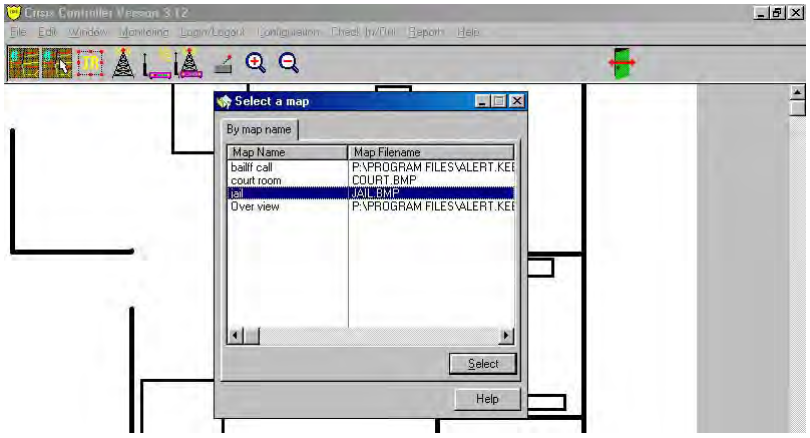


To exit Map Editing, click on the **Edit Map** icon at the top of the screen.

Adding A Sub-Map

Configuration > Maps > Map Layout...> Select > Submap icon

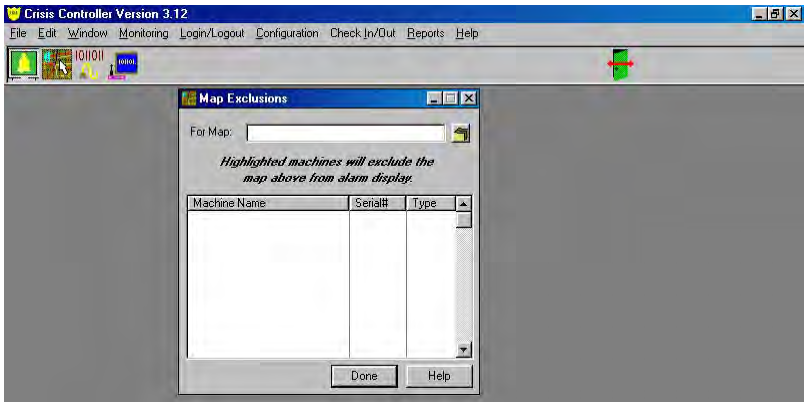
Once the primary map has been placed, the **Submap** icon permits display of an additional map, which can show greater detail.



To place a sub-map, press the **Submap** icon, and highlight the desired map. Press **Select**. This process can be repeated for as many layers of detail as necessary.

It is recommended before placing sub-maps, a particular area on the map is marked graphically that will represent the link to a sub-map. It is also recommended that sub-maps have an area marked for a link back to the main map, otherwise you will be unable to return to the main map from a sub-map. When finished editing the map, press the Edit Map icon on the control bar, or press ESC on the keyboard.

Map Exclusions

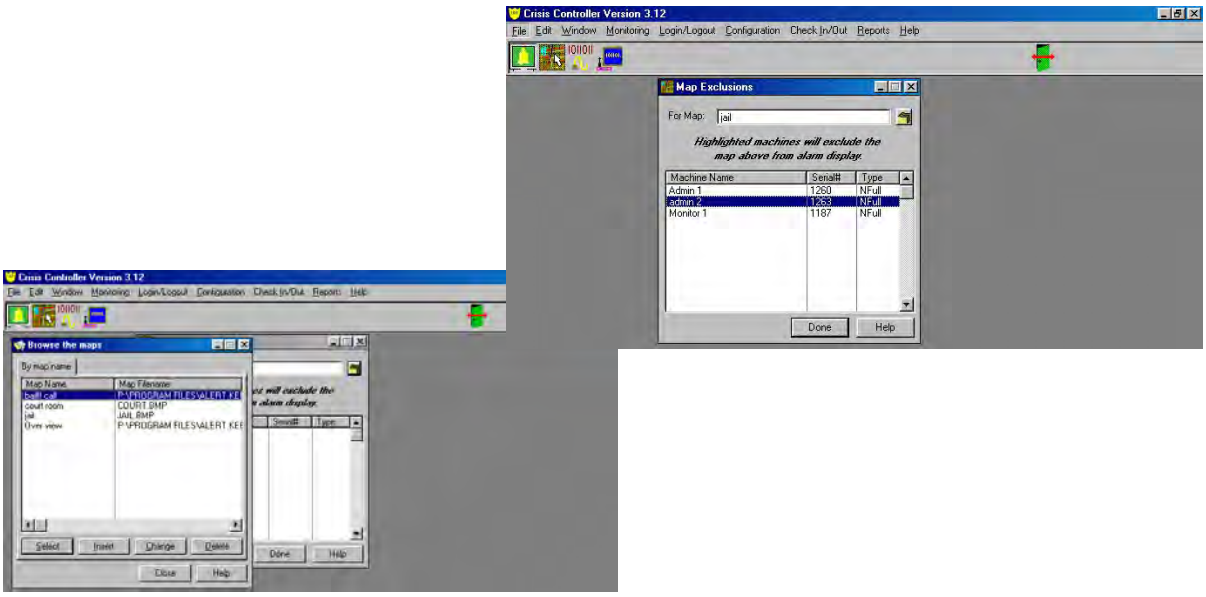


Configuration > Maps > Map Exclusion...

Map Exclusions will prevent a particular computer workstation from displaying a selected map.

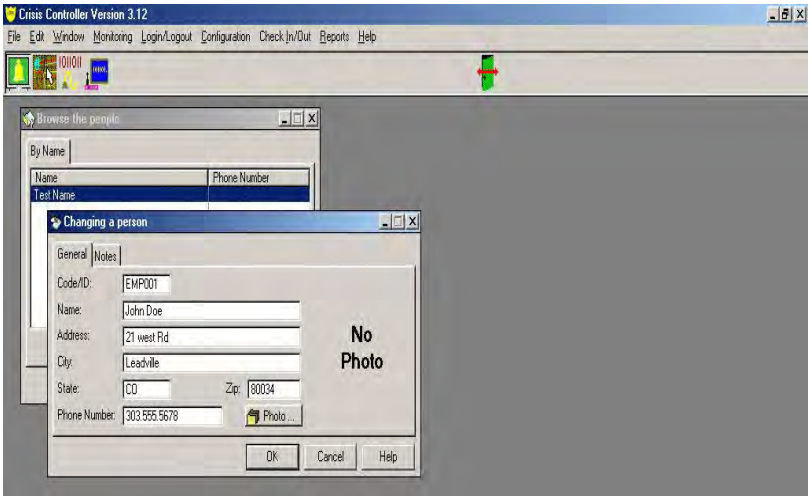
This feature is only available with network versions of Crisis Controller©™.

To select a map, press the file folder icon to the right of **For Map**. Highlight and **Select** the desired map. Highlight the desired machine(s) to exclude the map on, press **Done**.



Personal Mobile Transmitter (PMT)

The Personal Mobile Transmitter (PMT) is an IR/RF based unit used to locate an individual in a duress situation. The PMT stores information on current and previous locations. When it goes into alarm, this information is included in the alarm transmission, permitting the PALS©® monitoring system to indicate current and previous locations and displays them on a map.



Adding/Changing PMT Users

Configuration > PMTs > People... > Insert (or Change)

The People tab identifies staff who will carry PMTs. If a new name needs to be added, select **Insert**, otherwise highlight a name and select **Change**.

Code/ID

Enter a unique ID number or employee code that identifies the staff member.

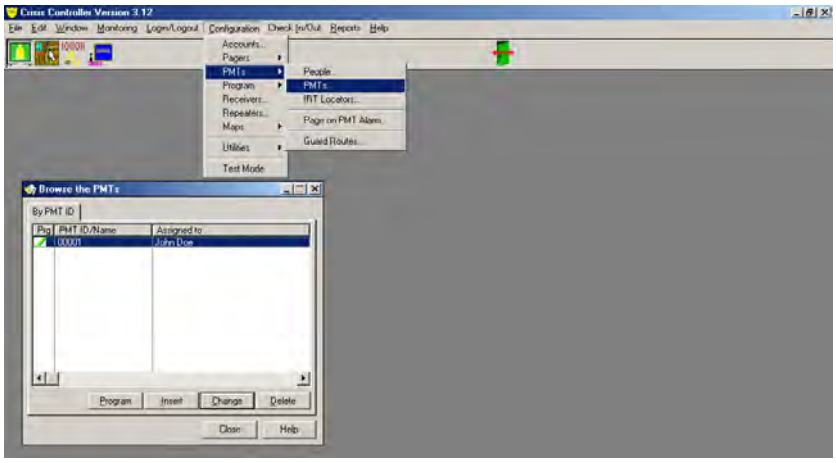
Name

Enter the name of staff member. Include appropriate pertinent information regarding employees, such as **Address**, **City**, **State**, **Zip**, and **Phone Number**.

Photo

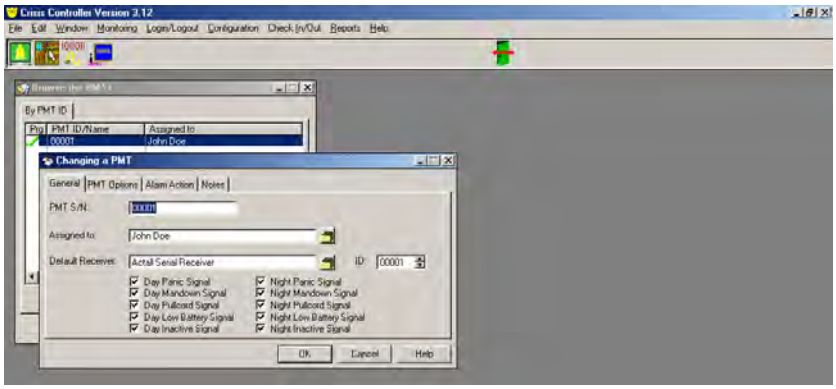
The Photo allows for visual identification when assigning staff member a PMT or when a duress alarm is received. Photos are prepared in programs which can create .BMP or .JPG files. The photos are then copied to a directory on either the local or network hard drive.

Adding/Changing A PMT



Configuration > PMTs > PMTs... > Insert (or Change)

Personal Mobile Transmitters can be designated, programmed, changed, and/or deleted from this window by selecting **Program**, **Insert**, **Change**, or **Delete**.



PMT S/N

Used to identify specific PMTs, as they can be assigned to different users.

Assigned To

Select the the employee to whom you are assigning the PMT. A list of names of people in the system can be viewed by pressing the folder icon to the right of the **Assigned to** option.

Default Receiver

The **Default Receiver** is the primary receiver designated to receive alarms from the transmitters. A list of receivers can be viewed by pressing the folder icon to the right of the **Default Receiver** option.

ID

The ID is the number assigned to the person being designated for this PMT.
The following options are the alarm situations displayed if this type of alarm is received. Placing a check mark in the appropriate boxes will cause the alarm to be displayed.

Day Panic Signal

Day Mandown Signal

Day Pullcord Signal

Day Low Battery Signal

Day Inactive Signal

Night Panic Signal

Night Mandown Signal

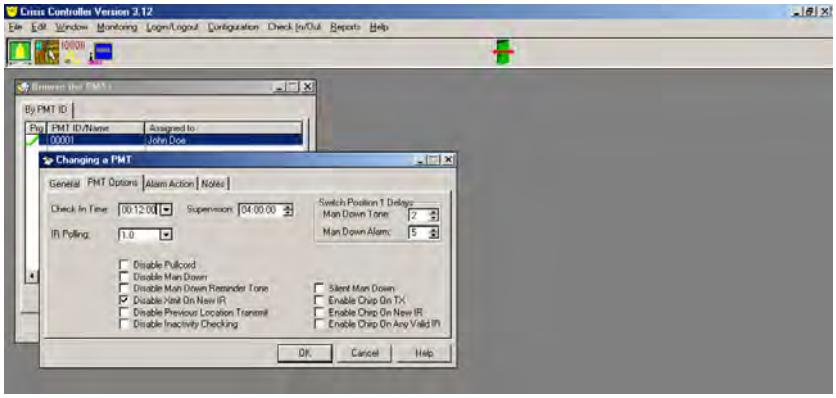
Night Pullcord Signal

Night Low Battery Signal

Night Inactive Signal

If items are not checked, alarms sent from the unit will not be recognized by the Crisis Controller©™.

PMT Options



Configuration > PMTs > PMTs... > Insert (or Change) > PMT Options

Operating parameters of the PMT are set in the **PMT Options** tab.

Check-In Time

Establishes the period of time the PMT transmits a check-in signal. Factory default is 12:00 min. Please contact Actall® Technical Support before changing check-in times.

Depending on the amount of RF devices on the site, if check-in time is too short the system may be overloading the availaable receviers and alarms may be missed.

Supervision

This is the period of time the software will wait for a new check in (after the last successful check-in) before an inactivity or fault alarm is displayed. If a ratio of less than 5 check-ins per supervision window is programmed, a warning message will be displayed. To minimize alarm traffic and ensure proper checkins, the ratio of check in to supervisory period should be as high as possible. PMTs come with default programming of 12-minute check-in with a 4-hour supervision period (in this case the ratio of check-ins to the supervision window is 240:1).

Ir Polling

Sets the interval at which the PMT looks for an IRT locator transmission. Longer intervals may increase battery life slightly, but shorter intervals increase the accuracy of a location.

Switch Position 1 Delays

- **Man Down Tone:** The Man Down sensor is a tilt switch that will be activated if the PMT is tilted past approximately 60°. When this occurs, the PMT will pause for the programmed time period before emitting warning tones alerting the user that the Man Down alarm has been activated. If the device remains in this position for a period longer than specified by the delay interval, the PMT will begin to sound Man Down warning tones. The **Man Down Tone** interval should always be shorter than the **Man Down Alarm**.
- **Man Down Alarm:** If the PMT remains tilted for the entire Man Down tone interval, Man Down warning tones will begin. Following the expiry of the Man Down warning tones, a Man Down alarm will be broadcast.

Disable Pull Cord

The Pull Cord is attached to the bottom of the PMT. The clip should then be fastened to the wearer's clothing. If the PMT is pulled off of the wearer, the pull cord will separate, and an alarm will be sent. By checking this box, the Pull Cord feature will be disabled.

Disable Man Down

The PMT will send a Man Down alarm if the unit is tilted (typically 60° +/- 10° from horizontal). This feature can be disabled on the PMT unit itself when a person needs to perform extended activities which require them to bend or lay down, by the setting of the slide switch. By checking this box, the Man Down feature will be disabled regardless of the slide swich setting.

Disable Man Down Reminder Tone

If the Man Down feature has been disabled, the unit will emit a series of “chirps” reminding the wearer that this function is disabled. By checking this box, the warning chirp indicating that the Man Down feature has been deactivated will be disabled.

Disable Xmit On New IR

When the wearer passes a new IR location, the unit will transmit a signal verfying this. By checking this box, the PMT will not transmit a location when a new IR has been passed. Location information is always sent on supervisory alarm transmissions.

This feature should be disabled if the tracking and/or “Follow Me Audio” and “Follow Me Video” features are not being used or available.

Disable Previous Location Transmit

Prevents the transmitter from including data on the previous location. This data is used in some applications to determine travel direction of the PMT.

Disable Inactivity Checking

Prevents device from reporting inactivity based on supervisory requirements.

Silent Man Down

If the PMT is tilted (typically 60° +/- 10° from horizontal) the unit will emit a “chirp”. By checking this box, the Man Down warning tone will not be sounded. This feature may be used if indications of an alarm transmission might jeopardize personal safety, such as correctional environments.

Enable Chirp On TX

The PMT will “chirp” each time it transmits alarm information as audible verification.

Enable Chirp On New IR

The PMT will sound a double “chirp” whenever a new IR locator is detected. “New” refers to the first locator signal from an IRT that is not the current location.

Enable Chirp On Any Valid IR

The alarm transmitter will sound a single “chirp” whenever any infrared locator is being detected.

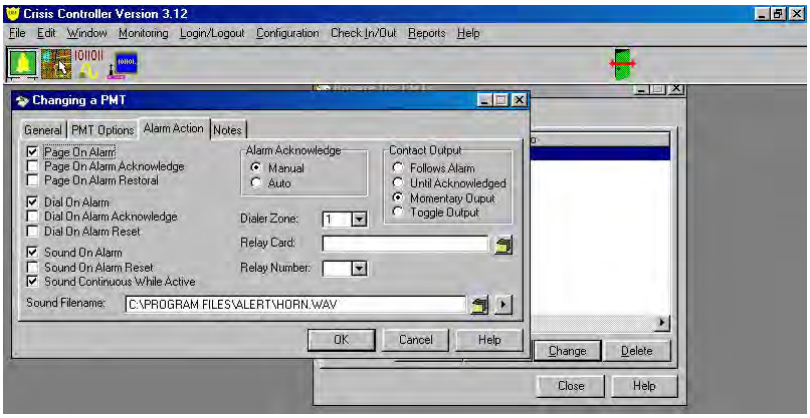
A PMT may be used to test locator coverage by enabling a device to Chirp On Any Valid IR, with a .5 second wake interval. Walking through a site, this transmitter will provide half second audible indications of IRT locator coverage. An additional feature is that if “Chirp On New IR” is also enabled, the PMT will emit a 2-chirp signal whenever a new locator is received. This permits a thorough survey of a facility and a means of checking for continuous coverage.

Once a PMT has been programmed, the options entered will be the defaults for any additional PMT programming. If any subsequent changes are made, those changes will become the defaults. The default options will remain until you exit PMT programming, at which time the next PMT programmed will once again become the default.

Supervision windows can be different for each transmitter permitting closer supervision of critical devices. When the Crisis Controller©™ software receives a check-in signal, it re-starts the supervision window for that transmitter. In systems with large numbers of transmitters, users should contact Actall® Technical Support for assistance in determining optimum check-in and supervision window parameters.

PMTs and IRTs should be tested frequently to insure continued reliable operation.

Alarm Action



Configuration > PMTs > PMTs... > Insert (or Change) > Alarm Action tab

This tab programs the Crisis Controller©™ software response to alarms from PMTs. Alarms can activate pagers, sound programmable audio warnings at the system monitor, and activate relay outputs.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from the PMT.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledges an alarm from the PMT.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user resets an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from the PMT.

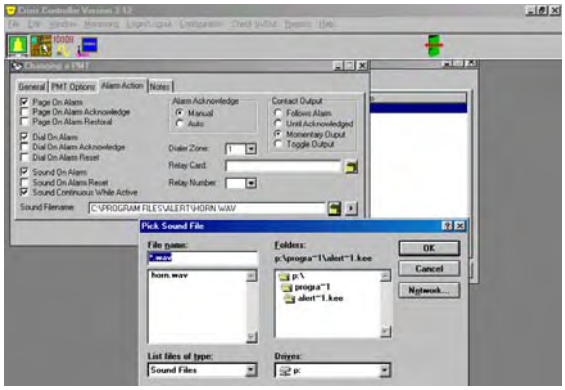
Sound On Alarm Reset

Causes an audible tone when system user resets an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the PMT alarm is acknowledged.

Sound Filename



The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option. Each PMT can have a different alarm tone based on programming or function of the unit.

On network versions, the .WAV file directory must be located on a network or common drive.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

Contact Output

- **Follows Alarm:** Outputs will be active for as long as the PMT is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.
- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the PMT goes into alarm.

Dialer Zone

This option is not currently supported.

Relay Card

If activating an output is required when the PMT sends an alarm, select the SIO32 which has the desired output. A list of relay cards can be viewed by pressing the folder icon to the right of the **Relay Card** option.

Relay Number

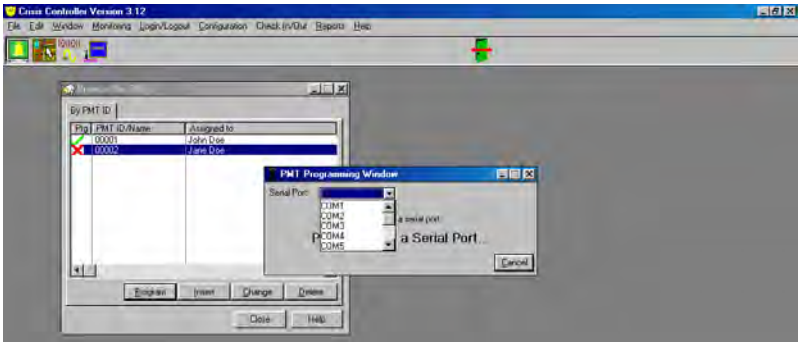
Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the button to the right of the text box for a list of relay numbers.

Notes

Configuration > PMTs > PMTs... > Insert (or Change) > Notes tab

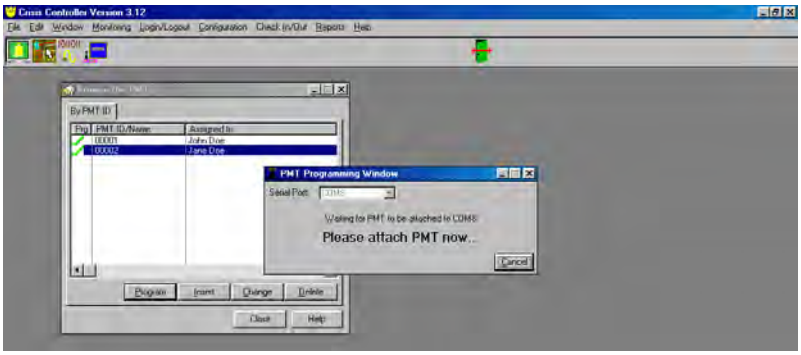
Utilize the **Notes** tab to convey essential information about the individual. Installers should supply as much pertinent information as possible to future users of the system. For example, *"John Doe works in the hazardous materials department. He is a diabetic."*

Programming PMTs

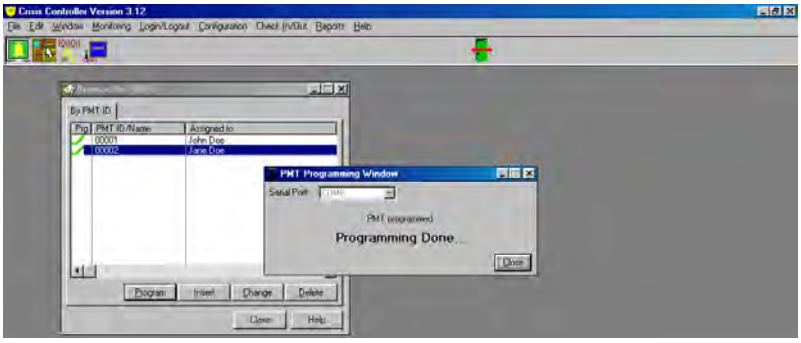


Configuration > PMTs > PMTs...Program

Select a PMT from the PMT list (if the list is blank or you have not yet added a PMT, see page 33 Adding/Changing a PMT). Highlight the desired PMT. Press the **Program** button. If this is the first time programming a PMT, select the **Serial Port** where the programming cable is attached. This only needs to be done when programming the first PMT per session. A red "X" in the **Prg** column indicates that the PMT has not been programmed.



A message will appear stating **Please attach PMT now**. Connect the PMT to the programming cable stereo jack.



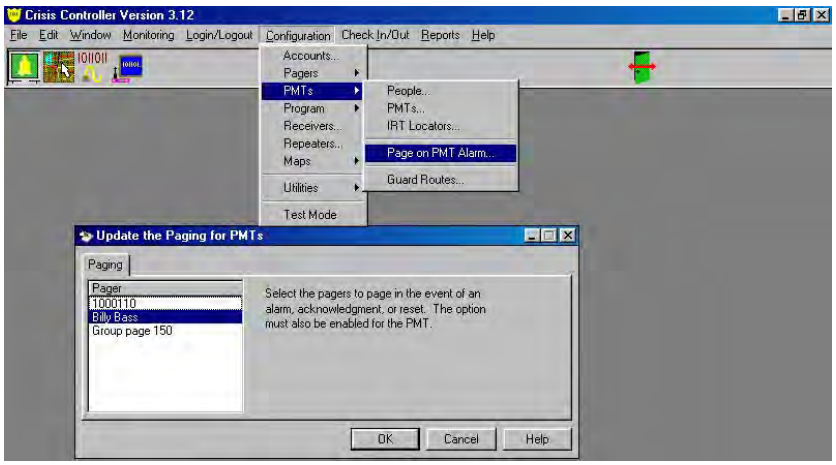
Once the PMT has been programmed correctly, a message will appear on your screen stating **Programming Done**. Disconnect the PMT from the programming cable.
When programming the PMTs is completed, press **Close**.

If the PMT fails to program, unplug the programming cable from the PMT and reattach it. FOR ADVANCED USERS ONLY. The PMT number is now programmed into the PMT. Because more than one receiver can be attached to the system when the PMT number is displayed (i.e. PMT number programmed = 241) the serial receiver number is also included (i.e. Receiver number programmed = 1, the end result is 1-241).

When replacing the batteries in a PMT, simply insert the new battery and press the PMT reset button. To maintain the programming in the PMT, a new battery should be inserted within 24 hours of removal of the old battery or loss of power. [See Actall® 60014 Product Documentation for detail on battery replacement.]

Page on PMT Alarm

Page on PMT Alarm lets the programmer select which pagers should be contacted in the event of an alarm. Specific PMTs must also be programmed.

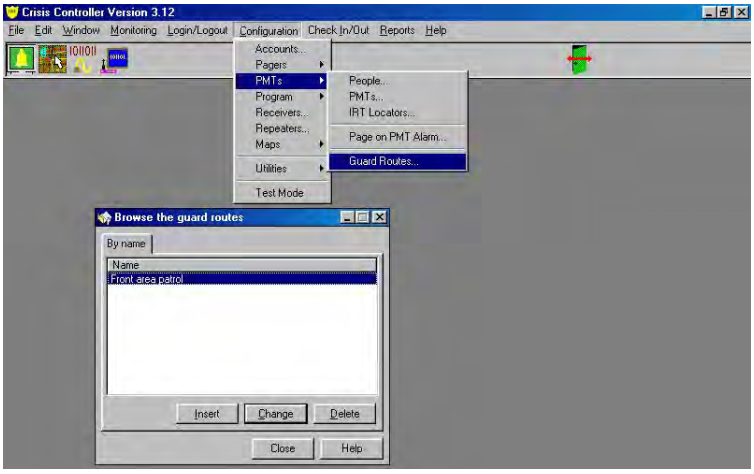


Configuration > PMTs > Page on PMT Alarm...

To Page on PMT Alarm, highlight desired people, pagers, or groups, press **OK**.

All highlighted pagers will receive a page if also selected in PMT programming Alarm Action Tab.

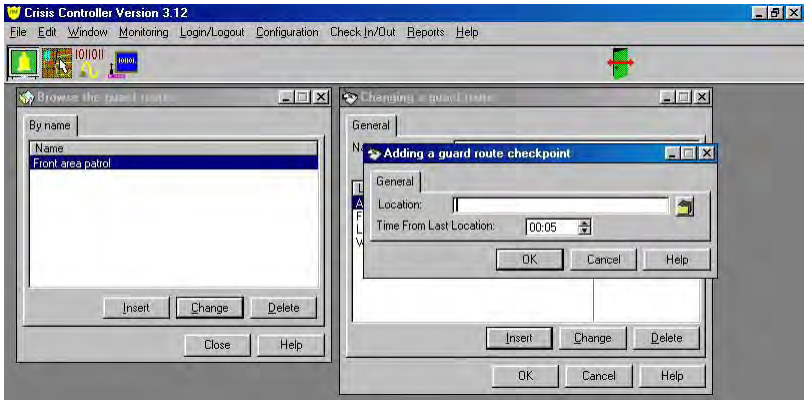
Guard Routes



Configuration > PMTs > Guard Routes…

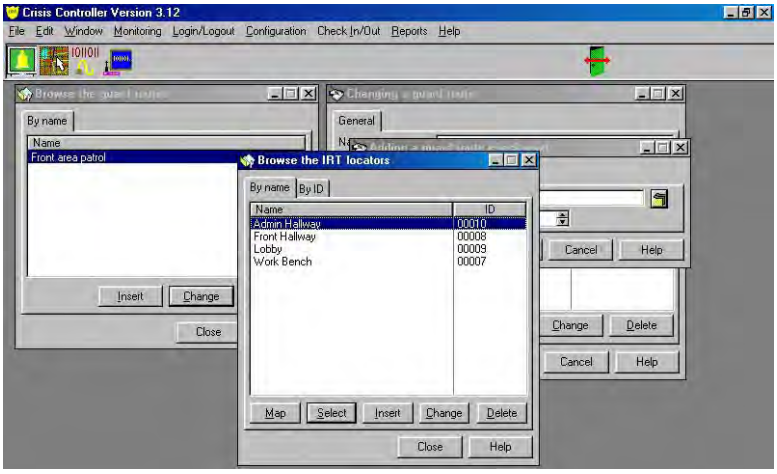
The Guard Route feature of the Crisis Controller©™ software permits users to designate timed patrol circuits. Personnel carrying specially assigned PMTs are monitored by the system as they cover a precise course. The system tracks the order of the IRT locators which are reported and monitor the time interval between stations. Delays from the allotted time between stations or from the route prescribed causes an alarm. A Guard Route is defined by listing a sequence of locations.

Account with transmitter must be set up first. [See page 57 Accounts for more information.] This feature is enabled only if purchased through Actall® Corp.



Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.

Location



A list of locations can be viewed by pressing the folder icon to the right of the **Location** option.

Time From Last Location

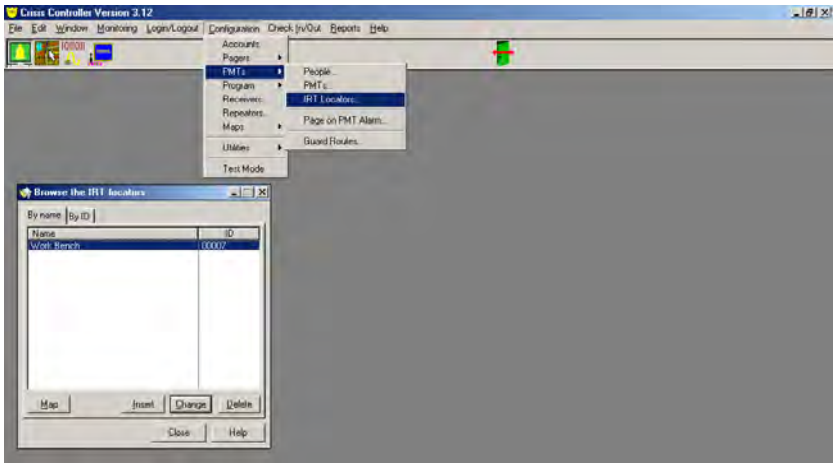
This is the time alloted to get to next specific IRT after reaching the first specified IRT.

An alarm generated by an invalid IRT location must be Acknowledged and Reset to be cleared.

IRT Locators

IRT Locators are special infrared transmitting devices that generate an ID code that are received by the PMTs. The ID code is used to identify the alarm location or zone from which the alarm originated. Location information is subsequently encoded into the transmissions from the PMT to the Crisis Controller©™. It is then possible to monitor position and movement of the individuals on the site. IRT locators continuously transmit locator data code via infrared light. The PMT includes an infrared receiver that is activated at regular intervals. If the PMT is within the coverage area of a locator, infrared data from the locator is read and stored in the PMT, then included in status transmissions to the Crisis Controller©™. IRT Locators may be positioned anywhere on a site.

Adding/Changing IRT Locators



Configuration > PMTs > IR Locators…

Selecting **Insert** or **Change** will provide you with screens with required data needed for the Crisis Controller©™ software.

Name

Enter the location name of the locator.

ID

Select an ID number via the scroll box. This ID number **must** match the number programmed into the IRT. [See page 50 Programming IRT.]

At entry/exit location?

When this setting is activated Crisis Controller©™ software interprets newly received data from the point as indicating movement into or out of an area. Crisis Controller©™ will now use RF location data as current location when an alarm is received. This feature is usually used when entering or exiting indoor or outdoor zones.

In conjunction with RF Locators only, if an IRT is mounted at an entry or exit point, it must be designated as At entry/exit locations?. This lets the Crisis Controller©™ software interpret newly received data from the point as indicating movement into or out of an area, relative to the RF locators.

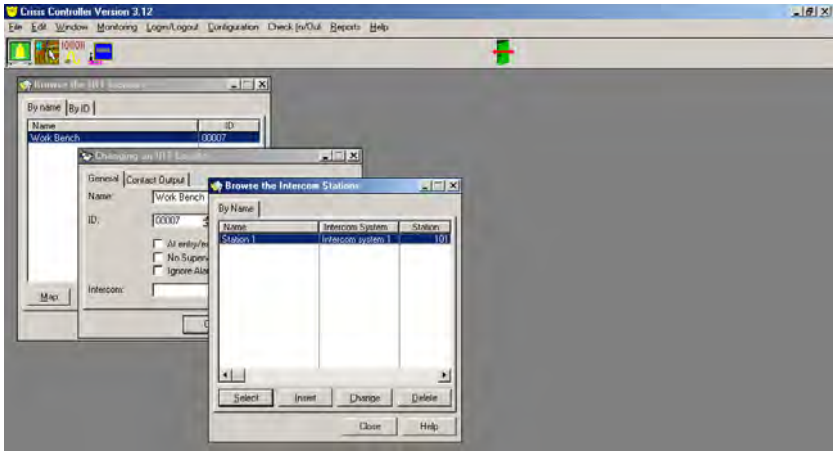
No Supervision

Usually used at site entry/exit locations. When the system sees that a PMT has reached this location, the system will no longer supervise the unit. For example, if employees take PMTs home with them, they need to go through a location that tells the system to stop looking for data from the device. When the PMT receives a signal from the IRT without this feature turned on, it will automatically begin to send supervisory signals again.

Ignore Alarm

While a PMT is "at" this location, the system will not annunciate any alarms from the PMT. This setting is intended for use at PMT test stations.

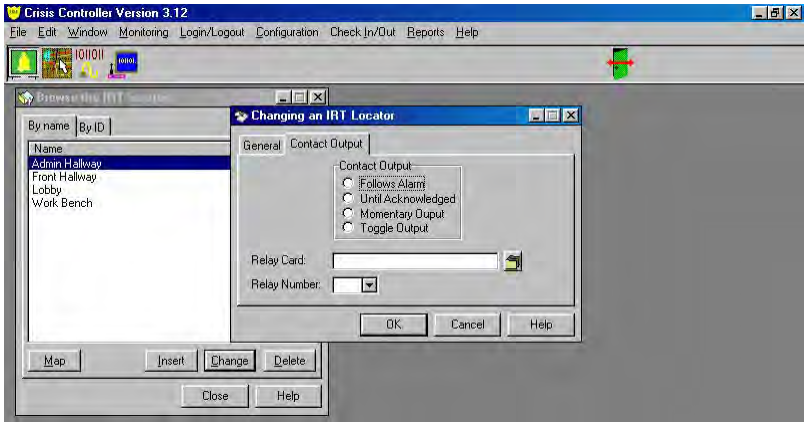
Intercom (if applicable)



Select an intercom station to be activated when the transmitter alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option. [See also page 20 Adding/Changing an Intercom System.]

Contact Output

Configuration > PMTs > IRT Locators... > Insert (or Change) > Contact



Output tab

This is used to activate relays on Actall® Corp.'s SIO32 Board (part number 60610). To activate a relay, select one of the following.

Follows Alarm

Relay will be active for as long as the PMT is in an alarmed state.

Until Acknowledged

Relay will be active until the alarm is acknowledged.

Momentary Output

Relay will activate for approximately 2 seconds.

Toggle Output

Relay will activate on an alarm and will not deactivate until another alarm is received.

Relay Card

Choose the relay card upon which you are activating an output by either typing the name of the SIO32 desired or choosing from the available boards by pressing the selection folder icon. When the icon is pressed, a list of SIO32 boards will be displayed. Since the SIO32 can be configured for both inputs and outputs, it is important to verify that the SIO32 selected has been configured correctly. [See also page 23; Adding/Changing a Relay Card.]

Relay Number

Once the proper relay board has been chosen, you must select the desired output to activate. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

IRT Locator Test Unit

The 60703 is used to program IRTs with their ID value and to verify that programmed units are transmitting the correct value. Values are displayed on the LCD readout, and navigation is accomplished via the five buttons and thumb wheel. A 3-pin programming output is available for attaching the programming cable. The 60703 is powered by one 3V Lithium battery (CR123A)

Turning the IRT Tester ON/OFF

The 60703 is powered on or off via the thumbwheel on the side of the unit. NOTE: It is necessary to pause between powering the 60703 OFF and ON to allow the LCD crystal to initialize properly.

Adjusting Contrast

The LCD contrast can be adjusted once the IRT Tester is on, by continuing to turn the thumbwheel until the desired contrast level is achieved.

Operational Modes

The MODE button (#1) controls the principal functions of the 60703. The IRT Tester operates in two modes: Test and Program. Upon receipt, the 60703 will power up in Test mode. Thereafter, the unit will power up in the last mode used when turned off.

Changing between modes is accomplished by pressing the MODE button until the desired mode is displayed in the LCD screen.

Test Mode

When pointed at an Infrared Transmitter, Test Mode will read the IRTs programmed ID and display the value on the LCD screen. When in Test mode, the LCD screen will display TESTING and show the ID number of the IRT being tested on the second line of the display. If no IRT is read, the ID value will be NO IR.

Program Mode

Use Program mode to program IRTs with the appropriate ID value (i.e. 1 - 65535). When in Program mode, the LCD screen will display PROGRAM and show the ID value of the IRT to be programmed on the second line of the display.

Programming an IRT

Once the unit is in Program mode, attach the three pin cable (included) to the programming output (# 6)

Enter the desired ID value by using the left (3) or Right (4) key to move to the desired field. Use the Up (5) or Down (2) keys to increase or decrease the values in the chosen field. Continuously pressing either the Up or Down keys will enable the scroll functionality in that field. (NOTE: IRTs can also be programmed via the Auto ID option shown below)

Attach the other end of the programming cable to the programming header on the IRT (Note: IRT must be powered up). The 60703 will beep and display that the Programming was successful once complete.

Programming with Auto ID

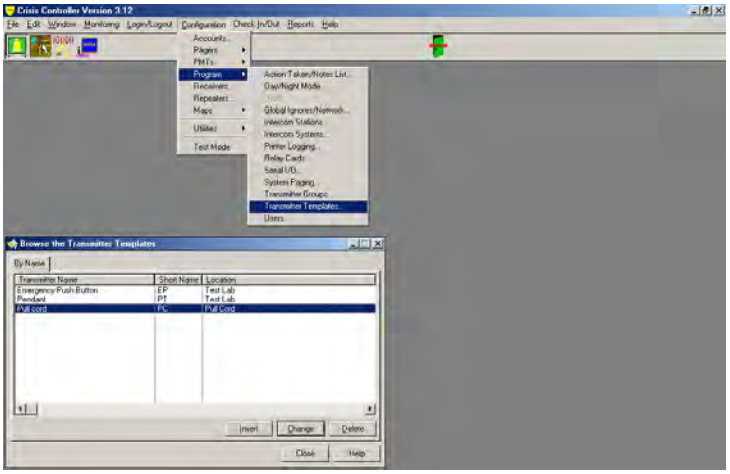
You can enable Auto ID Mode when the Mode button is pressed again in Program Mode. Upon pressing the Mode button, the LCD display will display AUTO ID? and prompt you to choose Yes or No on the second line of the display. To enable or disable Auto ID, simply choose Yes or No by pressing the Left (3) or Right (4) buttons, respectively.

Auto ID mode will automatically advance the IRT ID number to be programmed by one after successfully programming an IRT.

Transmitter Templates

The Transmitter Templates input screens provide a convenient way of "pre-programming" transmitters. Each separate template contains the default programming for similar types of transmitters. For example, an application may have a number of panic alarms, motion detectors, and door/window contacts. Templates would be prepared each transmitter type, specifying the contact type, check-in time, activation mode, etc. When the programmer begins to program individual transmitters for a site or an account, they can simply specify the correct template for the device.

Adding/Changing Transmitter Templates

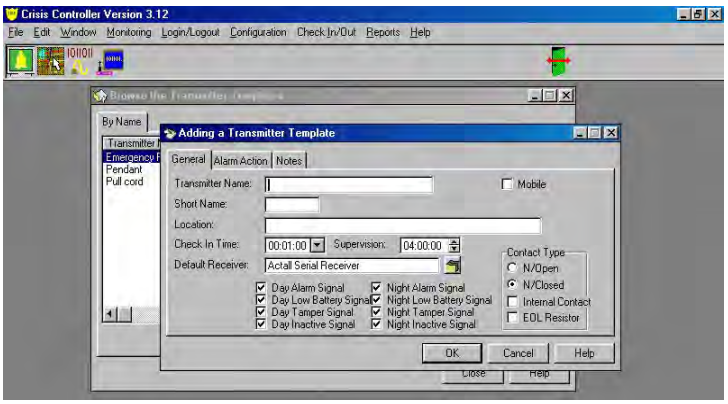


Configuration > Program > Transmitter Templates…

To add or change a transmitter template, press **Insert** or **Change**. Then enter the following information.

Transmitter Name

The general name to describe what kind of transmitter is being used. This name will



appear on reports.

Short Name

This is the name shown when you highlight the device icon on a map.

Location

The Location is where the transmitter is located (leave blank for templates).

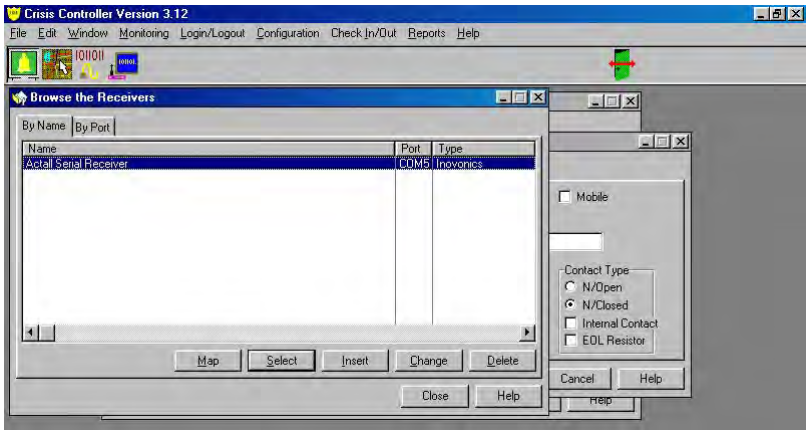
Check In Time

The Check-In Time dictates how often the transmitter will check in (factory default is 1:00 minute).

Supervision

Supervision tells the software how long to wait from the last successful check in until an alarm is displayed (factory default is 4:00:00 hours).

Default Receiver



A list of receivers can be viewed by pressing the folder icon to the right of the **Default Receiver** option.

The following options are the alarm situations displayed if this type of alarm is received. Placing a check mark in the appropriate boxes will cause the alarm to be displayed.

Day Alarm Signal

Day Low Battery Signal

Day Tamper Signal

Day Inactive Signal

Night Alarm Signal

Night Low Battery Signal

Night Tamper Signal

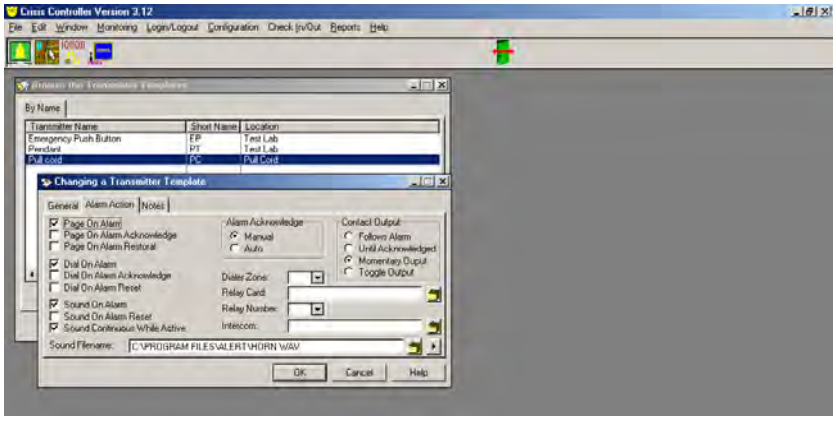
Night Inactive Signal

Contact Type

- **N/Open:** The transmitter is either connected to normally open contacts, or is defined as a normally open device. Some devices MUST be programmed one way or the other.
- **N/Closed:** The transmitter is either connected to normally closed contacts, or is defined as a normally closed device.
- **Internal Contact:** Used only on transmitters that have an internal reed switch.
- **EOL Resistor:** An End-of-Line resistor is being used in the contact wiring loop of a universal-type transmitter to supervise the loop for tampering.

Alarm Action

Configuration > Program > Transmitter Templates > Insert (or Change) > Alarm Action



tab

The Alarm Action options determine what the Crisis Controller©™ software will do when an alarm is received. The system can activate pagers and cause a local alarm. The programmer can also choose between automatic or manual acknowledgement of alarms.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from a transmitter.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledge an alarm from a transmitter.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user reset an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from a transmitter.

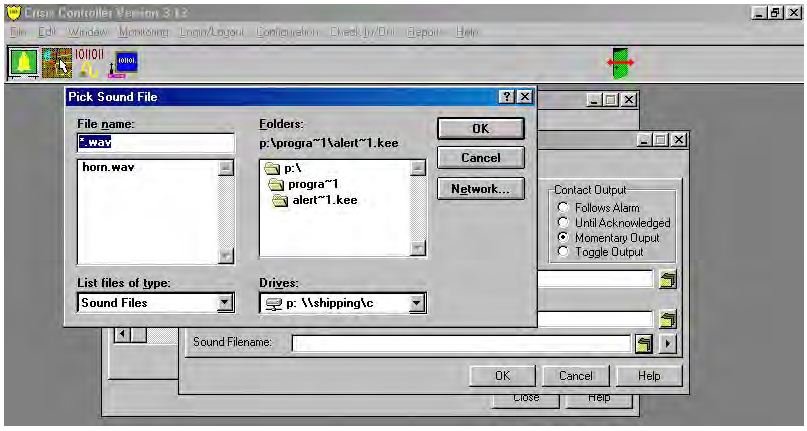
Sound On Alarm Reset

Causes an audible tone when users reset an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the transmitter alarm is reset.

Sound Filename



Transmitters can be given different alarm tones by assigning different sound waveform files to the transmitters. The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option.

On network versions, the .WAV file directory must be located on a network or common drive.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

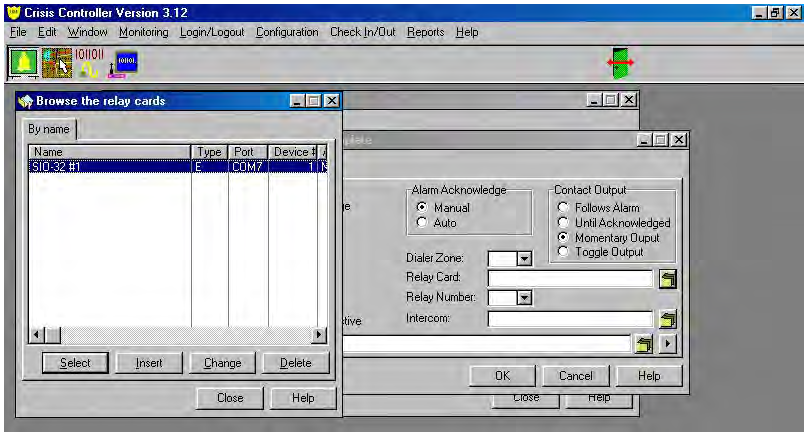
Contact Output

- **Follows Alarm:** Outputs will be active for as long as the PMT is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.
- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the PMT goes into alarm.

Dialer Zone

This option is no longer supported.

Relay Card



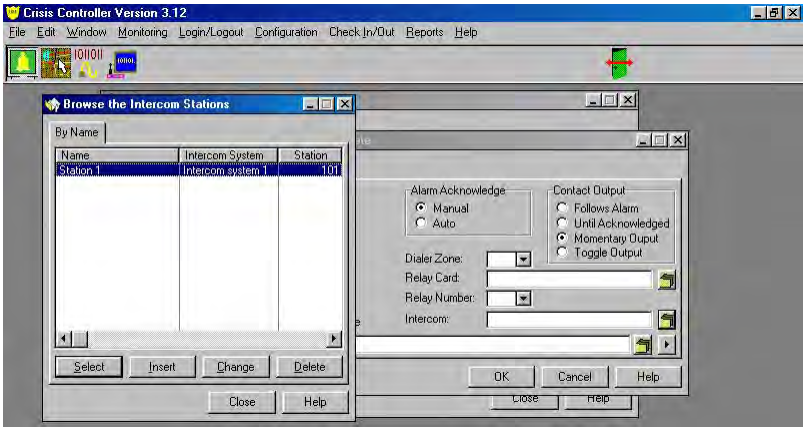
If activating an output is required when a transmitter sends an alarm, select the SIO32 which has the desired output. Either type the name of the SIO32 required or choose it from the selection folder. If the selection folder is activated, a list of SIO32 boards available will be displayed. The SIO32 can be configured for both inputs and outputs, verify the SIO32 selected has been configured correctly. A list of relay cards can be viewed by pressing the folder icon to the right of the **Relay Card** option.

Relay Number

Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

Intercom

Select an intercom station to be activated when the transmitter alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option.



Notes

Configuration > Program > Transmitter Templates > Insert (or Change) > Notes

The **Notes** tab is available to permit system programmers and system users to record pertinent information about the transmitter or its application. For example, *"John Doe works in the hazardous waste department. He is a diabetic."*

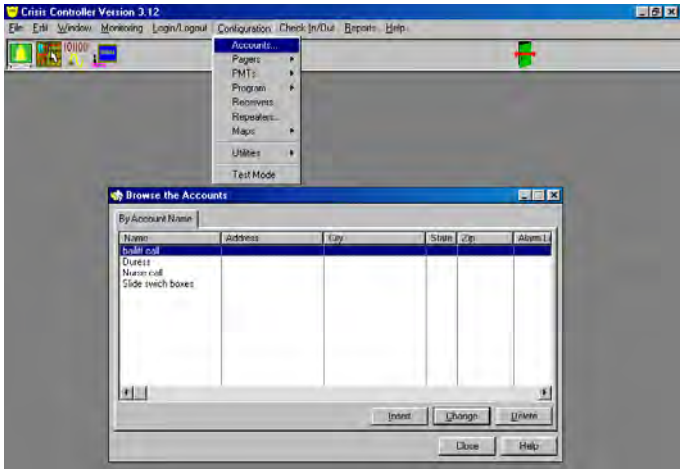
Accounts

The Accounts menu heading is central to programming the Crisis Controller©™ software for applications that are using a central monitoring point for several separate entities or clients. Crisis Controller©™ can monitor numerous accounts on a single location, permitting the partitioning of a site, monitoring each account separately.

For example, consider a Crisis Controller©™ application in a professional office building. Numerous businesses are in the building, each with its own suite of offices. Each office would be identified to the system as a separate account, and could be monitored independently of the others. Each office "account" could be monitored according to the business schedule of the occupants. In addition, if the building has a security guard that makes regular rounds, the patrol could have its own account for personnel tracking [see page 44 Guard Routes].

Another example might be an application in a controlled access storage locker facility. Each compartment of the facility could be protected with fixed sensors and defined as its own account. When authorized users want access to their storage area, sensors in their locker could be disarmed without turning off protection for other areas.

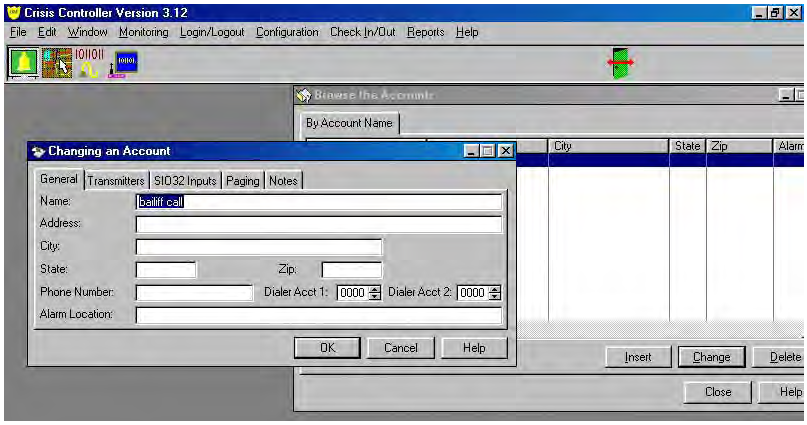
Adding/Changing Accounts



Configuration > Accounts

To add or edit an account, press **Insert** or **Change**.

General



Configuration > Accounts > Insert (or Change) > General

Several fields are available for general information such as the **Name** of the account, **Address**, **City**, **State**, **Zip**, **Phone Number,** and **Alarm Location** (information which is available during an alarm that could be used to identify the location of specific components of the Crisis Controller System).

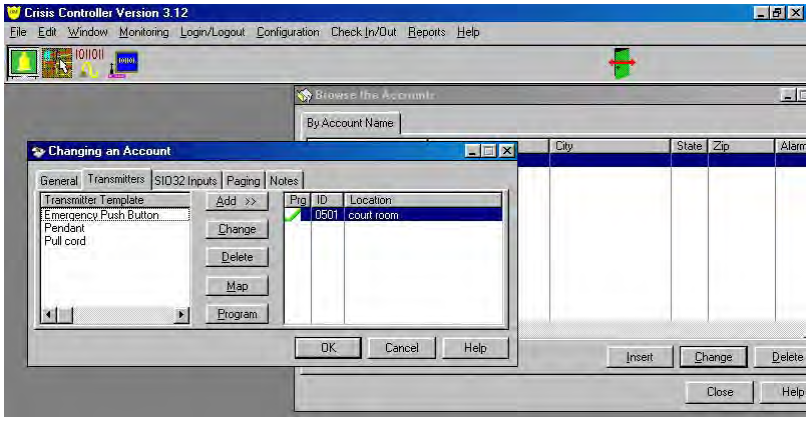
Dialer Acct 1
This feature is no longer supported.

Dialer Acct 2
This feature is no longer supported.

Transmitters

Configuration > Accounts > Insert (or Change) > Transmitters

Before transmitters can be assigned to accounts, preliminary programming of transmitter templates should be completed. Input/output hardware and pager services must also be configured.

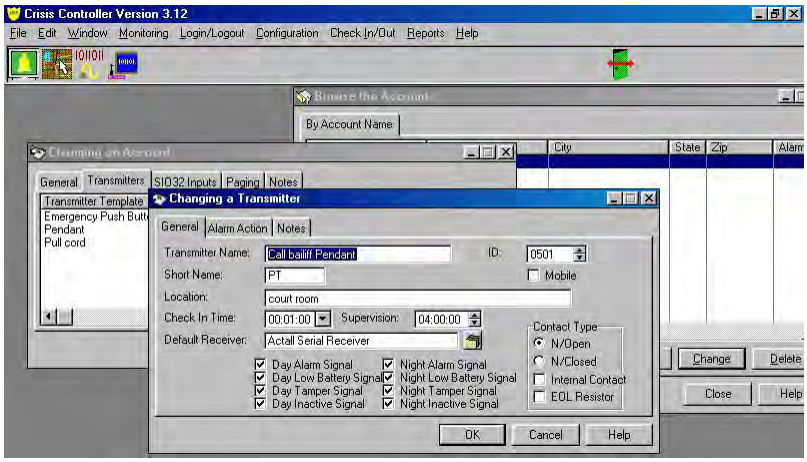


Adding A New Transmitter

Select the appropriate transmitter from the Transmitter Template window, then press **Add**. The default information entered on the transmitters templates will now appear in the **General** tab. Users will now be able to make changes that only pertain to that individual transmitter.

General

Configuration > Accounts > Insert (or Change) > Transmitters tab > Add (or Change) >



General tab

Transmitter Name

Enter the formal description of the transmitter. This name will appear on all reports concerning this device.

ID

The number that is assigned to the transmitter when it is added to the account list. Numbers are added sequentially.

Short Name

Enter the name that you want to appear on maps when the cursor is held over the appropriate icon.

Mobile

Used for pendant type transmitters in conjunction with RF Locators. When selected, if any mobile transmitter signal is captured and rebroadcast by an RF Locator, the Crisis Controller©™ software will display the transmitters current location.

If more than one RF Locator receives the transmission, Crisis Controller will display the first alarm received by the serial receiver and lock out other RFL alarms from that transmitter for a short period.

Location

Enter a useful description of where the unit is located. This is the description that appears when the transmitter is in alarm, unless mobile option is used.

Check-In Time

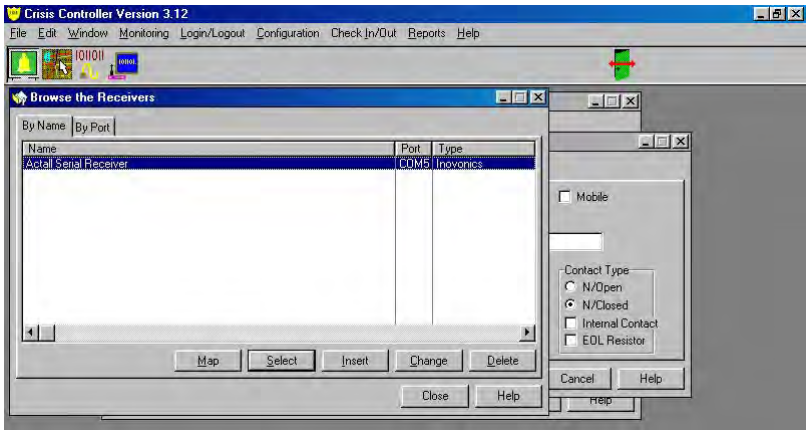
Enter the desired interval that the transmitter is to send in status transmissions. Each check-in reports the status of the transmitter, as well as an existing trouble condition, if applicable (factory default is 1:00 minute).

Supervision

A critical element of supervising wireless transmitters is being able to determine that the transmitter is active. This is accomplished by having the system track check-ins from transmitters. "Supervision" is sometimes called a "supervision period" or "supervisory window". A transmitter is declared inactive if the system does not receive at least one check-in transmission within the supervision period. "Supervision" is an interval from 1 minute to 99 hours. Factory default is 4 hours. In systems with large numbers of transmitters, it is advisable to make the supervision period as long as possible. Supervision values that are too short for conditions will result in false "inactive" troubles being reported. Logically, programmers can increase check-in times if they desire to decrease supervision times.

If a supervision value is selected which is not at least 5 times longer than the check-in interval, a warning screen will be displayed advising the programmer. The programmer is given the option of ignoring the warning or to correct the Supervision or Check-In value. Programmers are advised to use the highest practicable ration of check-in to supervision, as the chances of false reports of inactive conditions can be virtually eliminated. For fixed points, a check-in of 1 minute and Supervision of 4 hours is recommended. This provides a 240-to-1 ratio of check-ins to supervision periods. PMT check-in must be 12 minutes, as explained in the PMT programming section, see page 41 Programming PMTs.

Default Receiver



Identifies the receiver that will be monitoring the transmitter. When multiple receivers are used in the system, the programmer can select the icon beside the text box to see a list of receivers. The **Browse the Receiver** window will be displayed. From that display, the programmer can select, insert, change, or delete a receiver and can assign a map to that receiver to show its location for future maintenance.

Day Alarm Signal

If checked, the transmitter will be active during Day Arming Mode. For example, Day Mode usually includes business hours so interior sensors, such as PIR motion detectors, would not be armed during that period. [See page 87 Day/Night Mode.]

Day Low Battery Signal

If checked, the transmitter will report low battery during Day Arming Mode. [See page 87 Day/Night Mode.]

Day Tamper Signal

If checked, the transmitter will report tamper faults during Day Arming Mode. [See page 87 Day/Night Mode.]

Day Inactive Signal

If checked, the transmitter will report inactive conditions during Day Arming Mode. [See page 87 Day/Night Mode.]

Night Alarm Signal

If checked, the transmitter will be active during Night Arming Mode. For example, door or window sensors that may be disarmed during the Day Mode might be activated during the Night Mode period. [See page 87 Day/Night Mode.]

Night Low Battery Signal

If checked, the transmitter will report low battery during Night Arming Mode. [See page 87 Day/Night Mode.]

Night Tamper Signal

If checked, the transmitter will report tamper faults during Night Arming Mode. [See page 87 Day/Night Mode.]

Night Inactive Signal

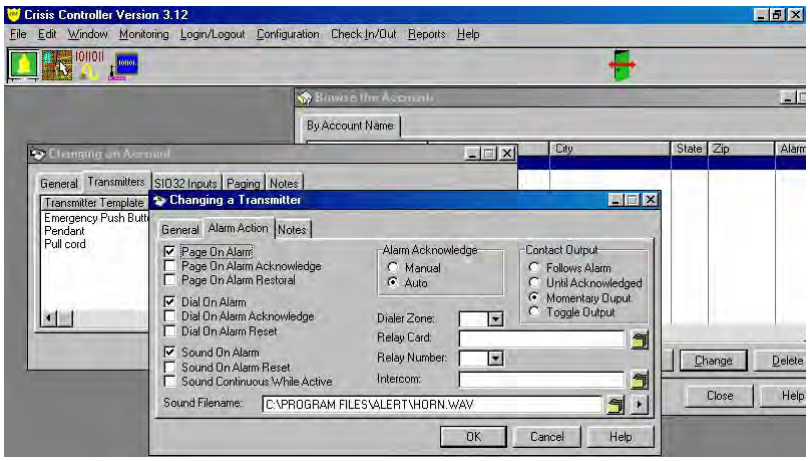
If checked, the transmitter will report inactive conditions during Night Arming Mode. [See page 87 Day/Night Mode.]

Contact Type

- **N/Open:** The transmitter is either connected to normally open contacts, or is defined as a normally open device. Some devices MUST be programmed one way or the other.
- **N/Closed:** The transmitter is either connected to normally closed contacts, or is defined as a normally closed device.
- **Internal Contact:** Used only on transmitters that have an internal reed switch.
- **EOL Resistor:** An End-of-Line resistor is being used in the contact wiring loop of a universal-type transmitter to supervise the loop for tampering.

Alarm Action

Configuration > Accounts > Insert (or Change) > Transmitters tab > Add (or Change) >



Alarm Action tab

This tab programs Crisis Controller©™ software responses to alarms from the transmitter. Alarms can activate pagers, sound programmable audio warnings at the system monitor, and activates relay outputs.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from a transmitter.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledge an alarm from a transmitter.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user reset an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from a transmitter.

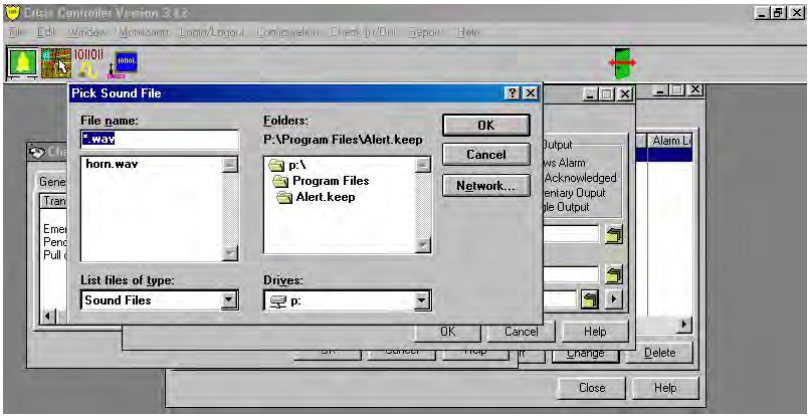
Sound On Alarm Reset

Causes an audible tone when users reset an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the alarm is acknowledged.

Sound Filename



Tranmitters can be given different alarm tones by assigning different sound waveform files to a transmitter. The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option.

On network versions, the .WAV file directory must be located on a network drive accessible by both computers.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

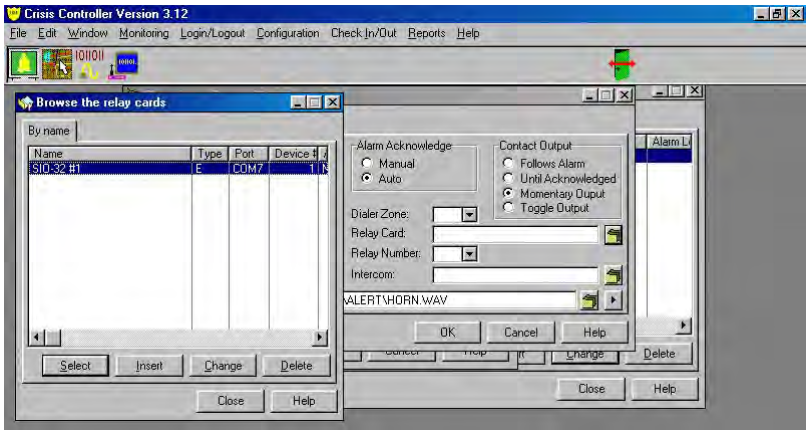
Contact Output

- **Follows Alarm:** Outputs will be active for as long as the transmitter is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.
- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the transmitter goes into alarm.

Dialer Zone

This option is currently not supported.

Relay Card



If an output is required to activate on alarm select the SIO32 that has the desired output. This is done by choosing the SIO32 by pressing the folder icon to the right of the **Relay Card** option. [See also page 23 Adding/Changing a Relay Card.]

Relay Number

Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

Intercom

Select an intercom station to be activated when the transmitter alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option. Then select the appropriate relay card from the list. [See also page 20 Intercom Systems.]

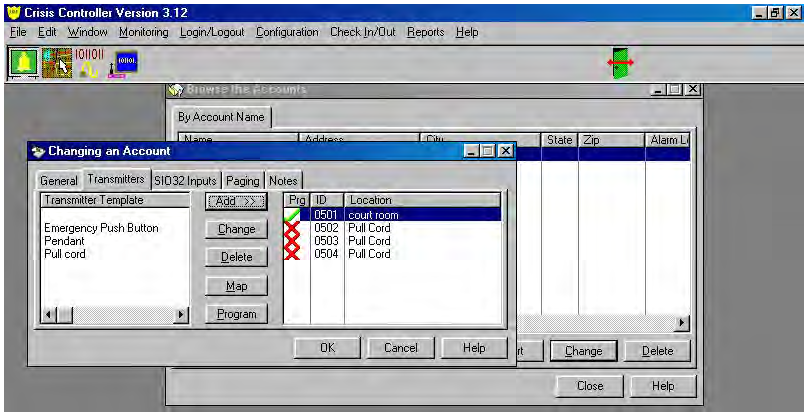
Notes Tab

Configuration > Accounts > Insert (or Change) > Transmitters tab > Add (or Change) > Notes tab

The **Notes** tab is available to permit system programmers and system users to record pertinent information about the transmitter or its application. For example, *"John Doe works in the hazardous waste department. He is a diabetic."*

If account numbers are assigned out of sequence, the next default account number will be the current highest account number plus 1.

Adding/Changing A Transmitter



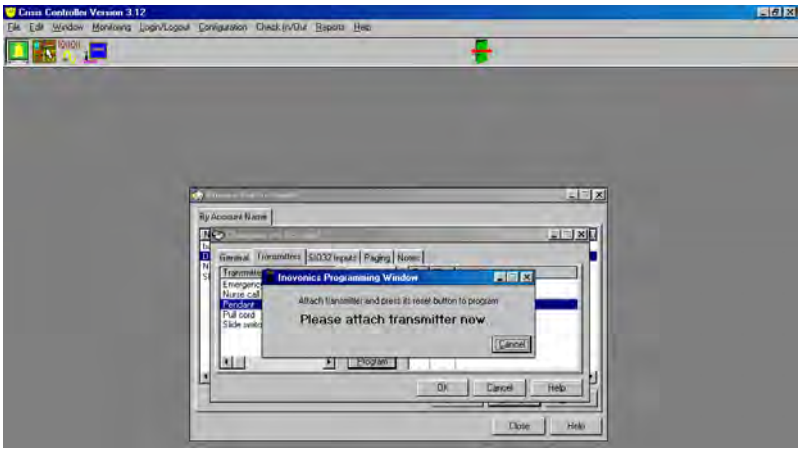
Configuration > Accounts > Insert (or Change) > Transmitters tab

Select a transmitter from the **Transmitter** tab list. Highlight the appropriate template from the Transmitter Template window. Press the **Add** button. On the right side of the screen, an ID will be assigned to the number, and the template location will be entered. A red "X" in the **Prg** column indicates that the transmitter has not been programmed.

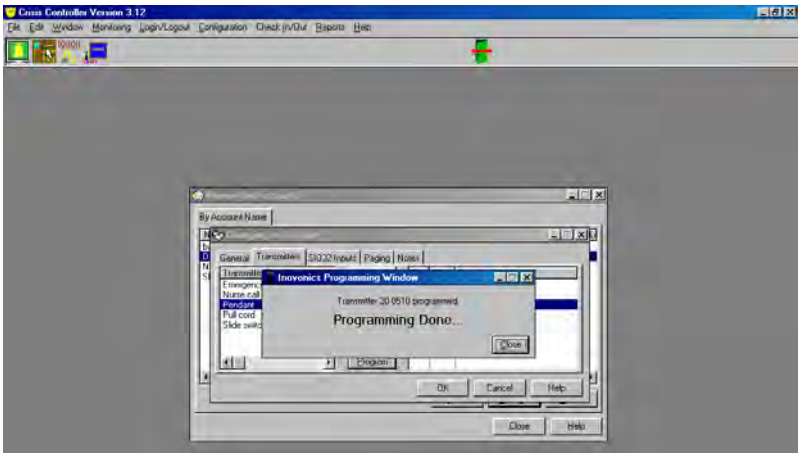
To change information for the specific transmitter, double-click on the transmitter description line. The **Changing a Transmitter** will be displayed. Make changes as needed in the **General**, **Alarm Action**, or **Notes** tabs, then press **OK**.

Programming a Transmitter

When the data is correct press the **Program** button on the **Transmitters** tab screen.



A message on your screen will appear stating **Please attach transmitter now**. Attach the transmitter to the programming cable, a 2-pin header that is attached to the Serial Receiver cable, then connected to a com port. The programming cable should be attached with the red wire connecting to the middle pin. Press the reset button on the transmitter (for the location of each transmitter reset button, see the individual transmitter user manuals) and wait for verification beep.



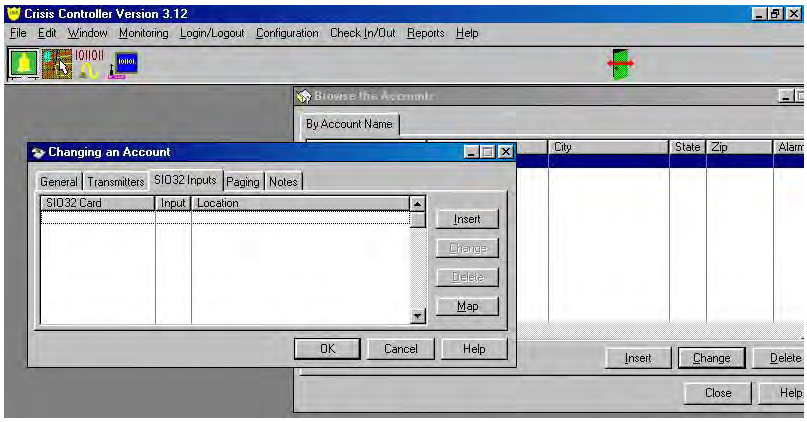
A message will appear on your screen stating **Programming Done**. When finished programming transmitters, press **Close**.

Only press the reset button once. If it is pressed more than once, the ID number will reset to 0. Disconnect the transmitter. FOR ADVANCED USERS ONLY: The transmitter number is now programmed into the transmitter. Because more than one receiver can be attached to the system, when the transmitter number is displayed (i.e transmitter number

programmed = 151) the serial receiver number is also included (i.e receiver number programmed = 1, the end result is 1-151).

Transmitters have non-volatile memory. Once they are programmed, they will not lose programming. When batteries are replaced, simply insert the new battery and press the transmitter reset button. see specific transmitter documentation for location of reset button and instructions on battery replacement.

SIO32 Inputs Tab

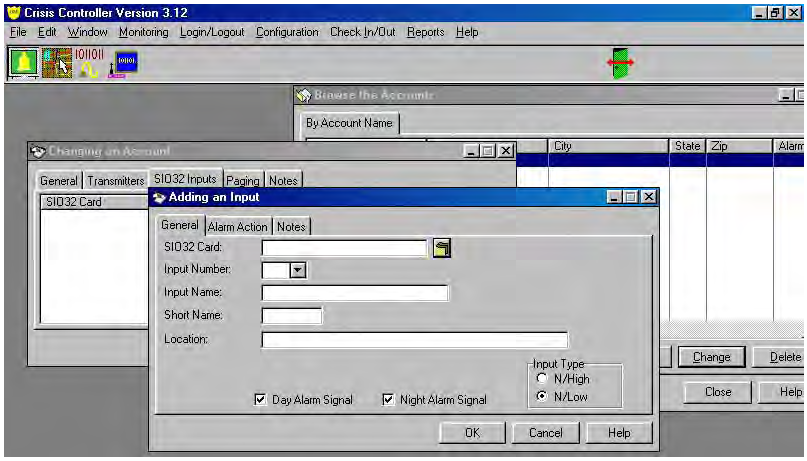


Configuration > Accounts > Insert (or Change) > SIO32 Inputs tab

To add an input, press **Insert** or **Change**, then enter information for the **General** tab. Inputs from specific SIO32 boards are assigned to accounts from the SIO32 Inputs tab of the Accounts menu. Select **Insert** or **Change** to add or modify an SIO32 Input. [See also page 24 Relay Cards (SIO32 Module.]

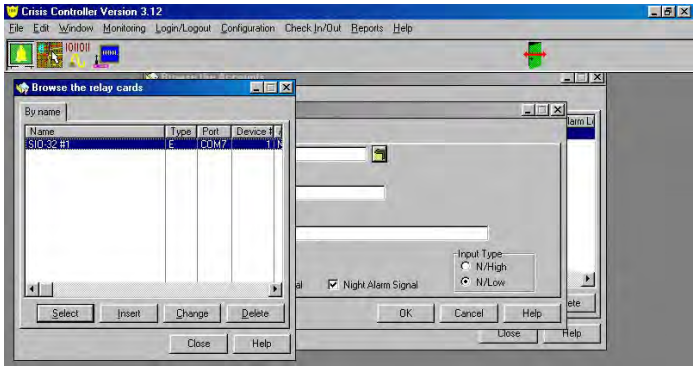
General

Configuration > Accounts > Insert (or Change) > SIO32 Inputs tab > Insert (or Change)



> General tab

SIO32 Card



To select an input for Alarm Monitoring, you must first select the SIO32 which has the desired input on board. This is done by pressing the folder icon to the right of the **SIO32 Card** and selecting the appropriate SIO32 Input Card from the list.

Input Number

Select the desired Input to monitor based on the previously selected SIO32. This is done by either typing the number (1 to 32) or selecting the drop-down button to the right of the text box for a list of input numbers.

Input Name

The formal description of the Input. This name will appear on reports.

Short Name

The name that appears on maps when the cursor is held on an icon.

Location

This is the description that appears when the input is in alarm.

Day Alarm Signal

If checked, the input will be active during Day Arming Mode. For example, Day Mode usually includes business hours so interior sensors, such as PIR motion detectors would not be armed during that period.

Night Alarm Signal

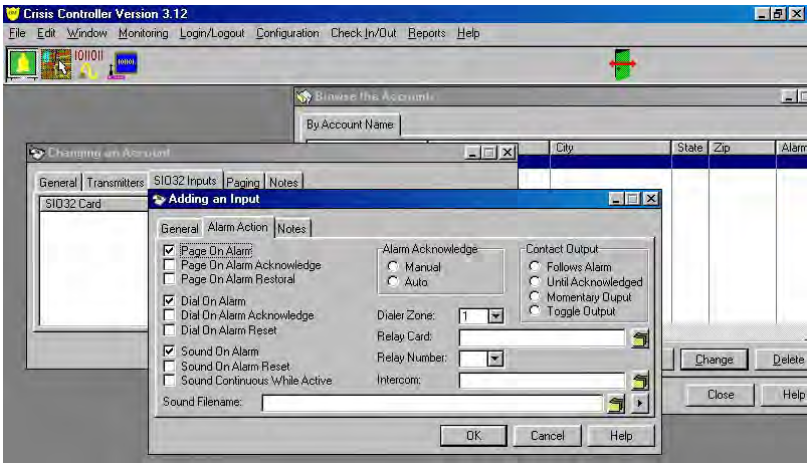
If checked, the input will be active during Night Arming Mode. For example, door or window sensors which may be disarmed during the Day Mode might be activated during the Night Mode period.

Input Type

- **N/High:** The input is either connected to normally open two wire contacts (allowing the SIO32 to pull the input signal high while the contacts are open), or is connected to a single wire device which supplies a voltage level (greater than 1.5 Volts) under normal conditions.
- **N/Low:** The input is connected to normally closed contacts (allowing the SIO32 to pull the input signal low while the contacts are closed), or is connected to a single wire device which supplies a voltage level (greater than 1.5 Volts) during alarm conditions.

Alarm Action

Configuration > Accounts > Insert (or Change) > SIO32 Inputs tab > Insert (or Change)



> Alarm Action tab

This tab programs Crisis Controller©™ system response to alarms from the inputs. Alarms can activate pagers, sound programmable audio warnings at the system monitor and can activate relay outputs.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from the input.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledge an alarm from the input.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user reset an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from the input.

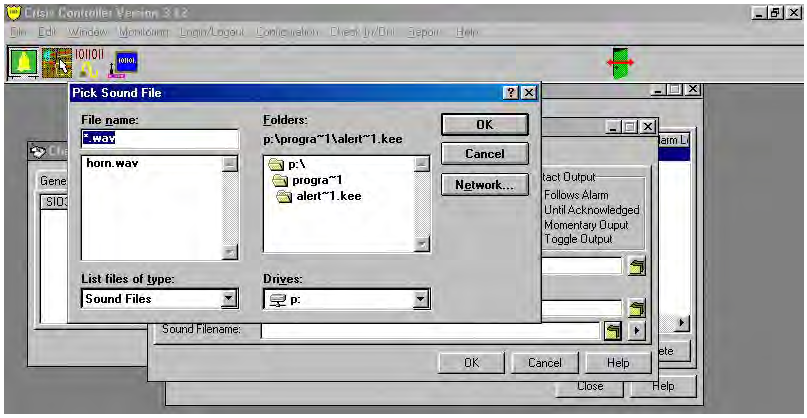
Sound On Alarm Reset

Causes an audible tone when users reset an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the input alarm is reset.

Sound Filename



Inputs can be given different alarm tones by assigning different sound waveform files to the input. The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option.

On network versions, the .WAV file directory must be located on a network or common drive.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

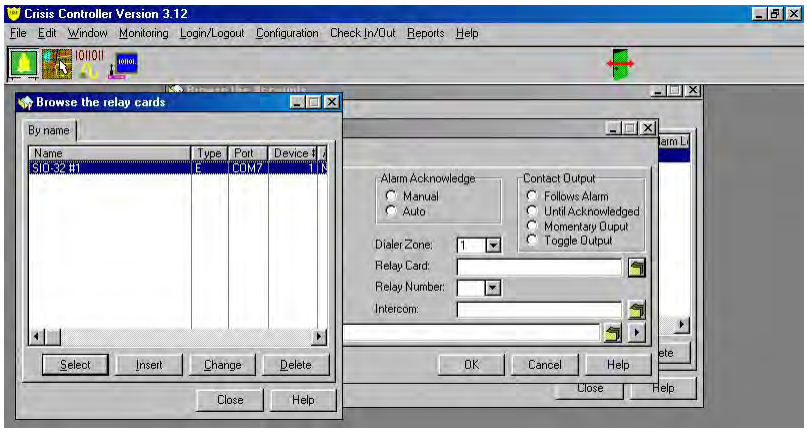
Contact Output

- **Follows Alarm:** Outputs will be active for as long as the input is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.
- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the input goes into alarm.

Dialer Zone

This option is currently not supported.

Relay Card

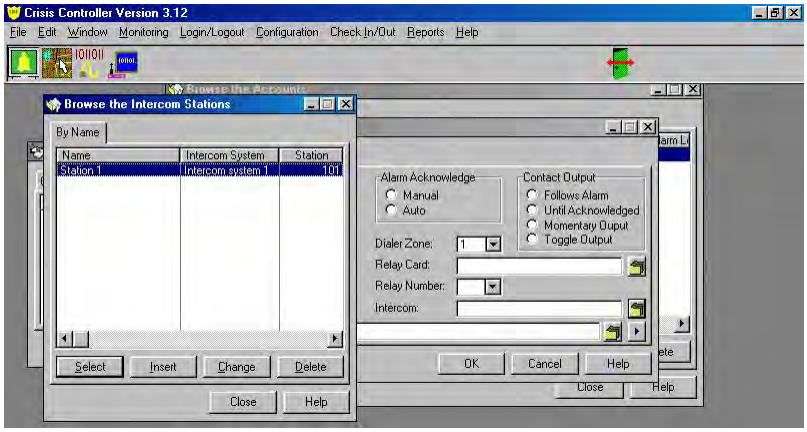


If an output is required to activate on alarm, select the SIO32 which has the desired output. This is done by choosing the SIO32 by pressing the folder icon to the right of the **Relay Card** option.

Relay Number

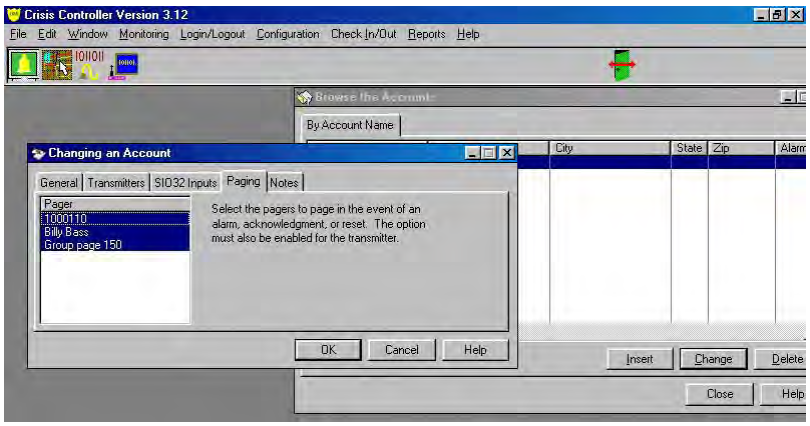
Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

Intercom



Select an intercom station to be activated when the input alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option. [See also page 20 Intercom Systems.]

Paging



Configuration > Accounts > Insert (or Change) > Paging

Pagers are assigned to accounts from the Paging tab of the Accounts menu. Select pagers to be included in the account. Multiple pagers can be selected (the users pager is selected if a blue bar surrounding the name is visible). As noted on the screen, page options must also be enabled in transmitter programming. [To set up paging for transmitters see pages 14 Pager Services and 17 Pagers.]

Notes

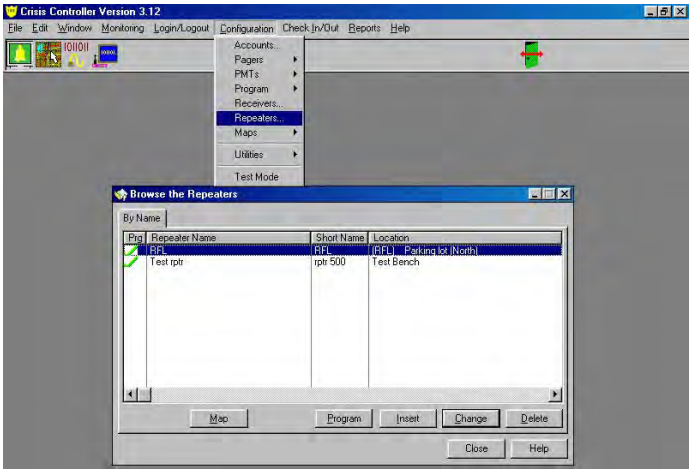
Configuration > Accounts > Insert (or Change) > Notes tab

Programmers should supply as much pertinent information as possible to future users of the system. The **Notes** tab should be used to convey useful information to Operators and Supervisors. For example, *"John Doe works in the hazardous waste department. He is a diabetic."*

Repeaters

Repeaters are transceivers that re-broadcast transmitter messages. They can be deployed to provide system redundancy and enhanced reliability, or to extend the range of transmission. Repeaters have many of the same parameters as transmitters. These parameters are assigned and the repeater is programmed to a receiver in the same way that transmitters are programmed.

Adding/Changing a Repeater



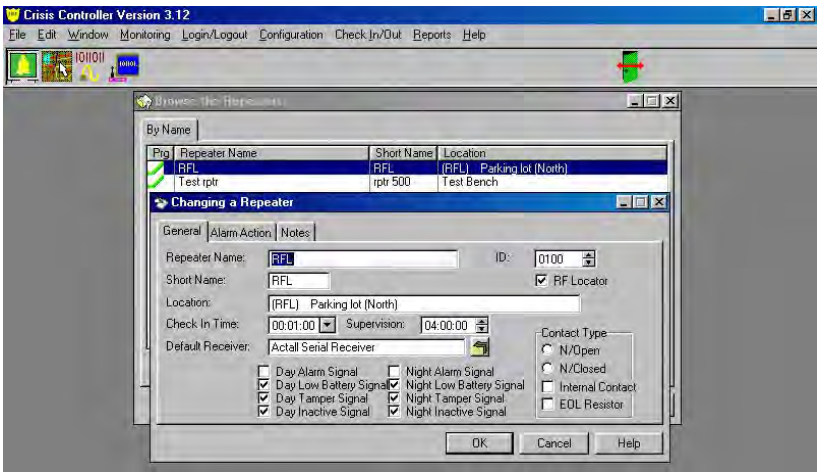
Configuration > Repeaters…

Repeaters are installed when a site survey indicates poor signal strength or when some transmitters may be out of range or blocked from line-of-sight transmission to the receiver. Location of receivers should be determined by site surveys. Repeaters should be located where signals from transmitters are weak. Repeaters re-transmit the signals at original strength. Repeaters are designed to prevent "runaway" repetition between units, so as many repeaters as are needed may be used on an application.

It is possible to install a repeater without programming an ID. However, the repeater will not check-in with a state of health report (supervisory), and verification of its operation is very difficult. Repeaters have the same options as transmitters, and should be programmed accordingly. Prior to programming a repeater, make sure the supervision jumper is set correctly. If the jumper is not in place, the repeater will not program.

Once a repeater is programmed, its corresponding map location may be selected by pressing "Map" and placing the icon accordingly.

General



Configuraton > Repeaters > Insert (or Change) > General tab

Repeater Name

The formal description of the repeater. This name will appear on reports.

ID

The number that is assigned to the repeater when it is added to the account list. Numbers are added sequentially, as available within the Crisis Controller©™ software.

Short Name

The name that appears on maps when the cursor is held on an icon.

RF Locator

When this box is checked, it designates the device in the software as an RF Locator.

Location

The description of the location that will appear when the repeater is in alarm.

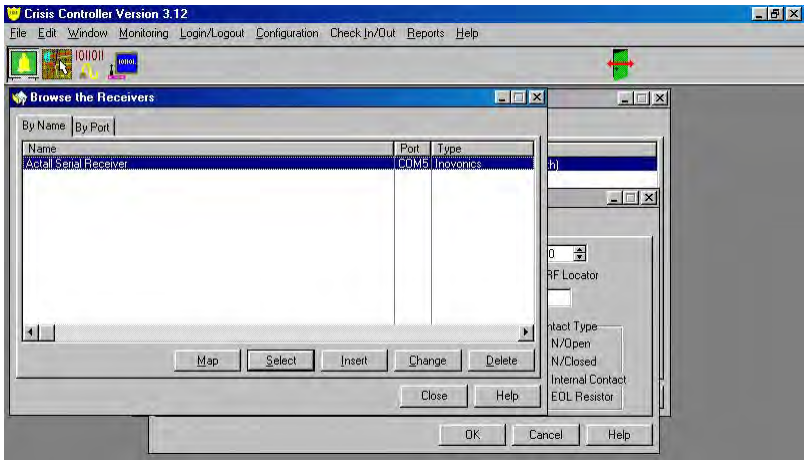
Check-In Time

The interval at which the repeater will send in a status transmission. Each check-in reports the status of the repeater, as well as an existing trouble condition, if one exists (factory default is 1:00 minute).

Supervision

A critical element of supervising repeaters is being able to determine that the repeater is active. This is accomplished by having the system track check-ins from repeaters. “Supervision” is sometimes called a “supervision period” or “supervisory window”. A repeater is declared inactive if the system does not receive at least one check-in transmission within the supervision period. “Supervision” is an interval from 1 minute to 99 hours. Factory default is 4 hours. In systems with large numbers of repeaters, it is advisable to make the supervision period as long as possible. Supervision values, which are too short for conditions, will result in false

"inactive" troubles being reported. Logically, programmers can increase check-in times if they desire a decrease in supervision times.



Default Receiver

Identifies the receiver that will be monitoring the repeater. When multiple receivers are used in the system, the programmer can select the icon beside the text box to see a list of receivers. The **Browse the Receiver** window will be displayed. From that display, the programmer can select a receiver and assign a map to that receiver to show its location for future maintenance.

Day Alarm Signal

If checked, the repeater will be active during Day Arming Mode. For example, Day Mode usually includes business hours so interior sensors, such as PIR motion detectors, would not be armed during that period.

Day Low Battery Signal

If checked, the repeater will report low battery during Day Arming Mode.

Day Tamper Signal

If checked, the repeater will report tamper faults during Day Arming Mode.

Day Inactive Signal

If checked, the repeater will report inactive conditions during Day Arming Mode.

Night Alarm Signal

If checked, the repeater will be active during Night Arming Mode. For example, door or window sensors that may be disarmed during the Day Mode might be activated during the Night Mode period.

Night Low Battery Signal

If checked, the repeater will report low battery during Night Arming Mode.

Night Tamper Signal

If checked, the repeater will report tamper faults during Night Arming Mode.

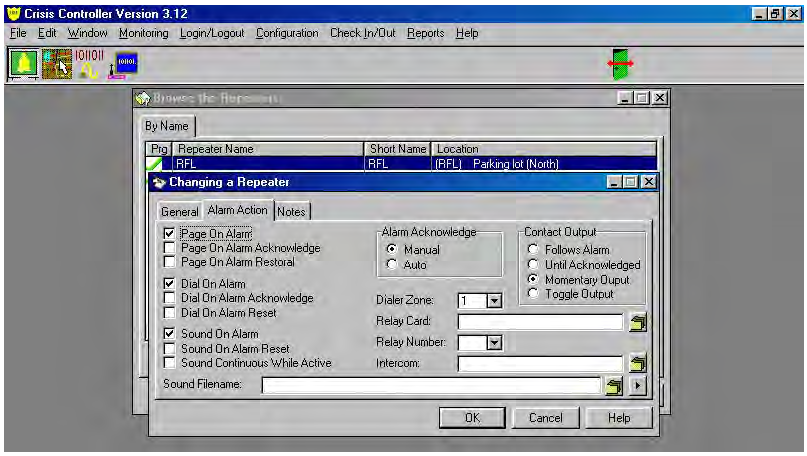
Night Inactive Signal

If checked, the repeater will report inactive conditions during Night Arming Mode.

Contact Type (not applicable)

- **N/Open:** The repeater is either connected to normally open contacts, or is defined as a normally open device. Some devices MUST be programmed one way or the other.
- **N/Closed:** The repeater is either connected to normally closed contacts, or is defined as a normally closed device.
- **Internal Contact:** Used only on repeaters that have an internal reed switch.
- **EOL Resistor:** An End-of-Line resistor is being used in the contact wiring loop of a universal-type repeater to supervise the loop for tampering.

Alarm Action



Configuraton > Repeaters > Insert (or Change) > Alarm Action tab

This tab allows different options regarding responses from a repeater alarm.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from the repeater.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledge an alarm from the repeater.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user reset an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from the repeater.

Sound On Alarm Reset

Causes an audible tone when users reset an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the repeater alarm is reset.

Sound Filename

Repeaters can be given different alarm tones by assigning different sound waveform files for the repeater. The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option.

On network versions, the .WAV file directory must be located on a network or common drive.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

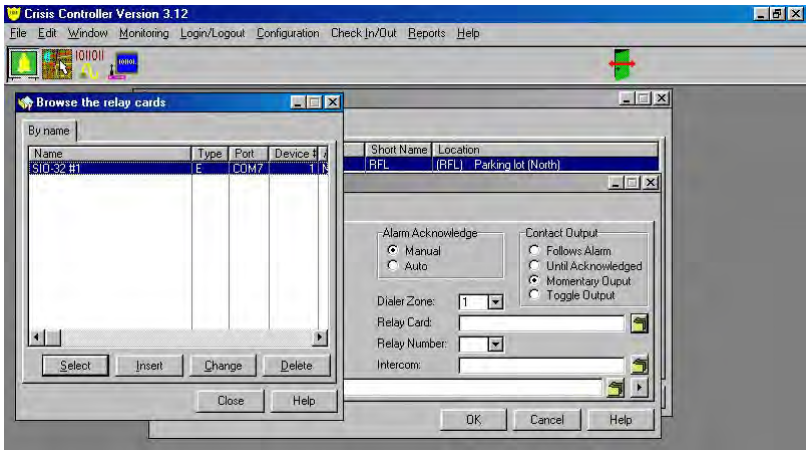
Contact Output

- **Follows Alarm:** Outputs will be active for as long as the repeater is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.
- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the repeater goes into alarm.

Dialer Zone

This option is currently not supported.

Relay Card

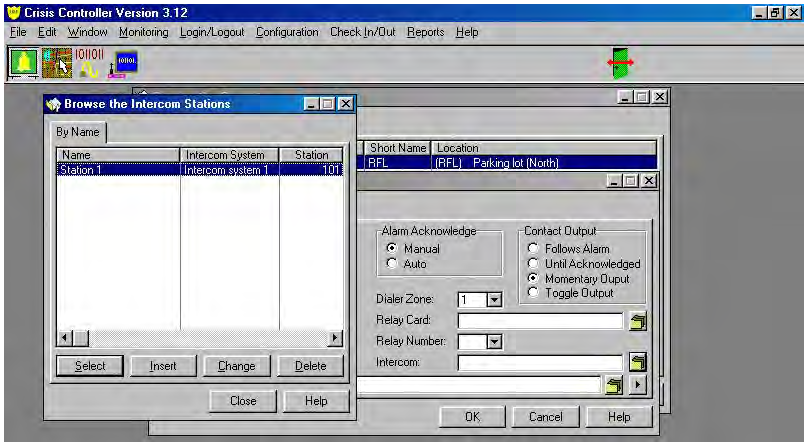


If an output is required to activate on alarm, select the SIO32 which has the desired output. This is done by choosing the SIO32 by pressing the folder icon to the right of the **Relay Card** option. [See also page 24 Adding/Changing a Relay Card.]

Relay Number

Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

Intercom

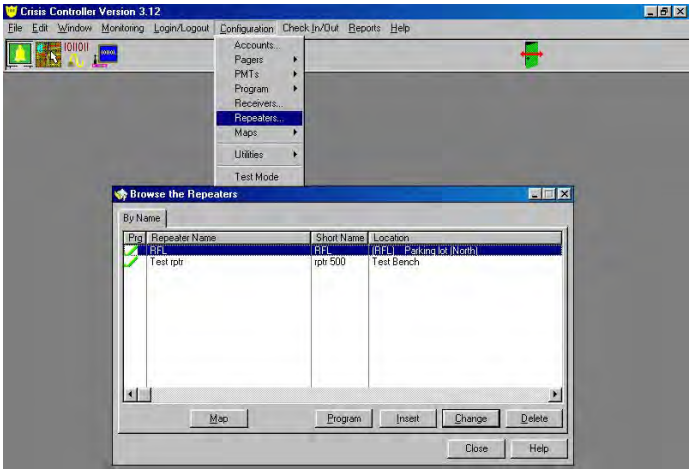


Select an intercom station to be activated when the transmitter alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option. [See also page 20 Intercom Systems.]

RF Locators

RF Locators are transceivers that re-broadcast transmitter messages with an attached location ID. RF Locators have the same options as repeaters and transmitters with the addition of an RF Locator check box (select it prior to programming), and should be programmed accordingly.

Adding/Changing an RF Locator



Configuraton > Repeaters…

RF Locators can be programmed to activate relays. The relay action will occur if a mobile transmitter or PMT alarms with that RF location.
To add or change an RF Locator, press **Insert** or **Change**, then enter information into the **General** tab.
Once an RF Locator is programmed, its corresponding map location may be selected by pressing “Map” and placing the icon accordingly.

Do not install an RF Locator without programming an ID. If this is done, the RF Locator will not send correct location information.

General

Configuraton > Repeaters > Insert (or Change) > General tab

Repeater Name

The formal description of the RF Locator. This name will appear on reports.

ID

The number that is assigned to the RF Locator when it is added to the account list. Numbers are added sequentially, as available within the Crisis Controller©™ software.

Short Name

The name that appears on maps when the cursor is held on an icon.

RF Locator

When this box is checked, it designates the device in the software as an RF Locator.

Location

The description of the location that will appear when the RF Locator is in alarm.

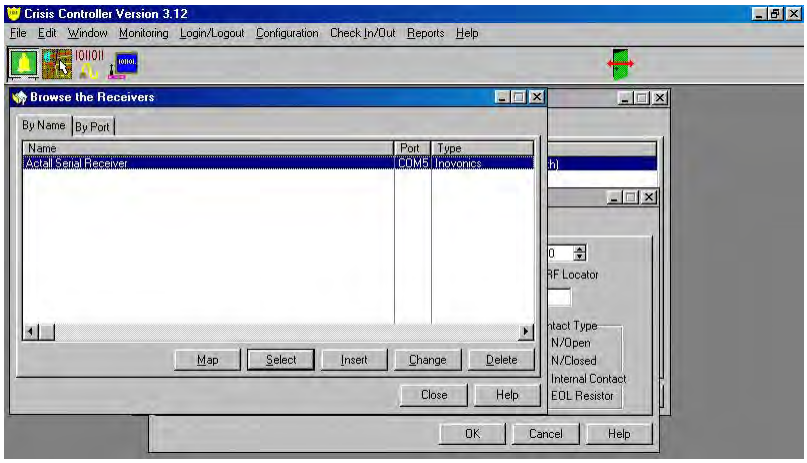
Check-In Time

The interval at which the RF Locator will send in a status transmission. Each check-in reports the status of the RF Locator, as well as an existing trouble condition, if one exists (factory default is 1:00 minute).

Supervision

A critical element of supervising RF Locators is being able to determine that the RF Locator is active. This is accomplished by having the system track check-ins from RF Locators. “Supervision” is sometimes called a “supervision period” or “supervisory window”. An RF Locator is declared inactive if the system does not receive at least one check-in transmission within the supervision period. “Supervision” is an interval from 1 minute to 99 hours. Factory default is 4 hours. In systems with large numbers of RF Locators, it is advisable to make the supervision period as long as possible. Supervision values, which are too short for conditions, will result in false “inactive” troubles being reported. Logically, programmers can increase check-in times if they desire a decrease in supervision times.

Default Receiver



Identifies the receiver that will be monitoring the RF Locator. When multiple receivers are used in the system, the programmer can select the icon beside the text box to see a list of receivers. The **Browse the Receiver** window will be displayed. From that display, the programmer can select a receiver and assign a map to that receiver to show its location for future maintenance.

Day Alarm Signal

If checked, the RF Locator will be active during Day Arming Mode. For example, Day Mode usually includes business hours so interior sensors, such as PIR motion detectors, would not be armed during that period.

Day Low Battery Signal

If checked, the RF Locator will report low battery during Day Arming Mode.

Day Tamper Signal

If checked, the RF Locator will report tamper faults during Day Arming Mode.

Day Inactive Signal

If checked, the RF Locator will report inactive conditions during Day Arming Mode.

Night Alarm Signal

If checked, the RF Locator will be active during Night Arming Mode. For example, door or window sensors that may be disarmed during the Day Mode might be activated during the Night Mode period.

Night Low Battery Signal

If checked, the RF Locator will report low battery during Night Arming Mode.

Night Tamper Signal

If checked, the RF Locator will report tamper faults during Night Arming Mode.

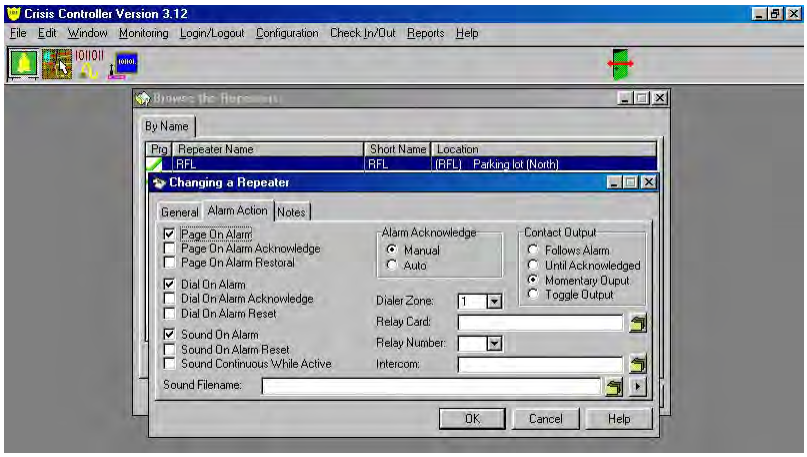
Night Inactive Signal

If checked, the RF Locator will report inactive conditions during Night Arming Mode.

Contact Type (not applicable)

- **N/Open:** The RF Locator is either connected to normally open contacts, or is defined as a normally open device. Some devices MUST be programmed one way or the other.
- **N/Closed:** The RF Locator is either connected to normally closed contacts, or is defined as a normally closed device.
- **Internal Contact:** Used only on RF Locators that have an internal reed switch.
- **EOL Resistor:** An End-of-Line resistor is being used in the contact wiring loop of a universal-type RF Locator to supervise the loop for tampering.

Alarm Action



Configuraton > Repeaters > Insert (or Change) > Alarm Action tab

This tab allows different options regarding responses from an RF Locator alarm.

Page On Alarm

Causes assigned pagers to be contacted in the event of an alarm from the RF locator.

Page On Alarm Acknowledge

Causes assigned pagers to be contacted when the system user acknowledge an alarm from the RF locator.

Page On Alarm Restoral

Causes assigned pagers to be contacted when the system user reset an alarm.

Dial On Alarm

This option is not supported.

Dial On Alarm Acknowledge

This option is not supported.

Dial On Alarm Reset

This option is not supported.

Sound On Alarm

Causes an audible tone in the event of an alarm from the RF locator.

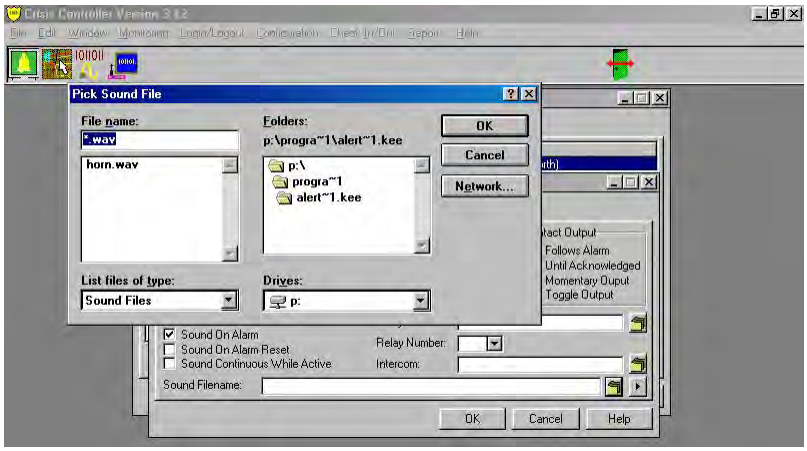
Sound On Alarm Reset

Causes an audible tone when users reset an alarm.

Sound Continuous While Active

Causes the audible tone to stay on until the RF locator alarm is reset.

Sound F ilename



RF Locators can be given different alarm tones by assigning different sound waveform files for the repeater. The system can have a directory of sound files (*.WAV files only) to choose from. These files do not need to be installed in the Alert program directory, but must be accessible while the program is running. A list of filenames can be viewed by pressing the folder icon to the right of the **Sound Filename** option.

On network versions, the .WAV file directory must be located on a network or common drive.

Alarm Acknowledge

- **Manual:** Requires that the system user acknowledge and reset all alarms and faults.
- **Auto:** Alarms will be automatically acknowledged by the Crisis Controller©™ software (typically within 5 seconds, up to 30 seconds if system loading is heavy).

Contact Output

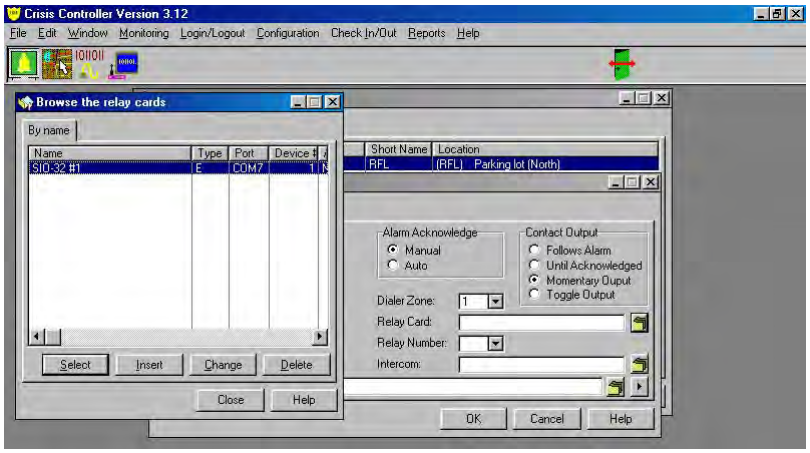
- **Follows Alarm:** Outputs will be active for as long as the RF locator is in an alarmed state.
- **Until Acknowledged:** Outputs will be active until the alarm is acknowledged.

- **Momentary Output:** Outputs will be active for a fixed interval.
- **Toggle Output:** Outputs will change state each time the RF locator goes into alarm.

Dialer Zone

This option is currently not supported.

Relay Card

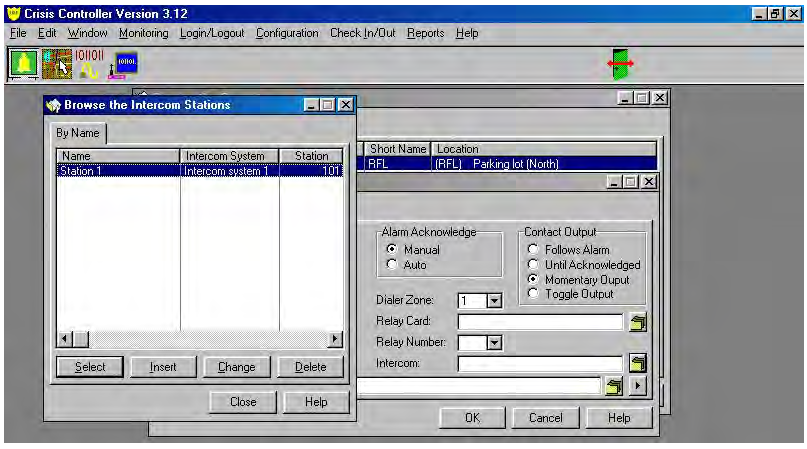


If an output is required to activate on alarm, select the SIO32 which has the desired output. This is done by choosing the SIO32 by pressing the folder icon to the right of the **Relay Card** option. [See also page 24 Adding/Changing a Relay Card.]

Relay Number

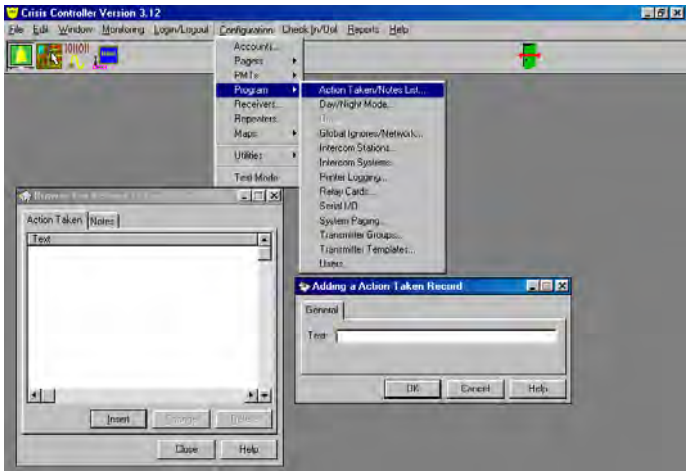
Select the desired output to activate based on the previously selected Relay Card. This is done by either typing the number in (1 to 32) or selecting the drop-down button to the right of the text box for a list of relay numbers.

Intercom



Select an intercom station to be activated when the transmitter alarms. A list of intercoms can be viewed by pressing the folder icon to the right of the **Intercom** option. [See also page 20 Intercom Systems.]

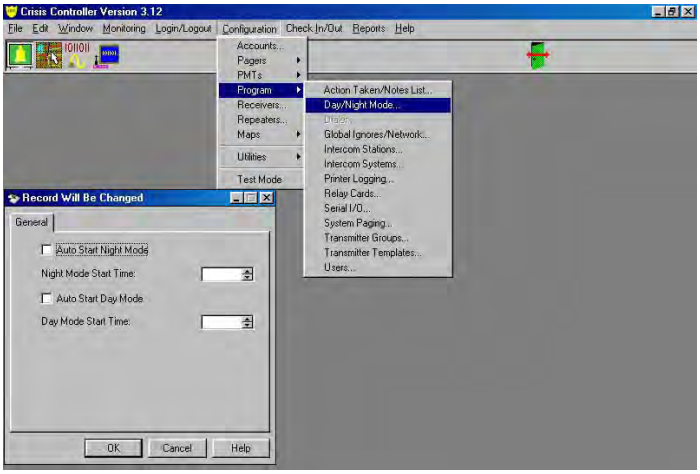
Action Taken/Notes List



Configuration > Program > Action Taken/Notes List...

Action Taken/Notes List presents lists of pre-entered responses and notes to system events. Users can select these items without having to type in a response. The primary intended use of this feature is to permit touch-screen use. These pre-entered responses are used in the **Alarm Notes Action Taken / Notes** tabs in Alarm Monitoring when responding to alarms.
To add a response, select either the **Action Taken** or **Notes** tab, the press **Insert** or **Change** and enter text.

Day/Night Mode



Configuration > Program > Day/Night Mode...

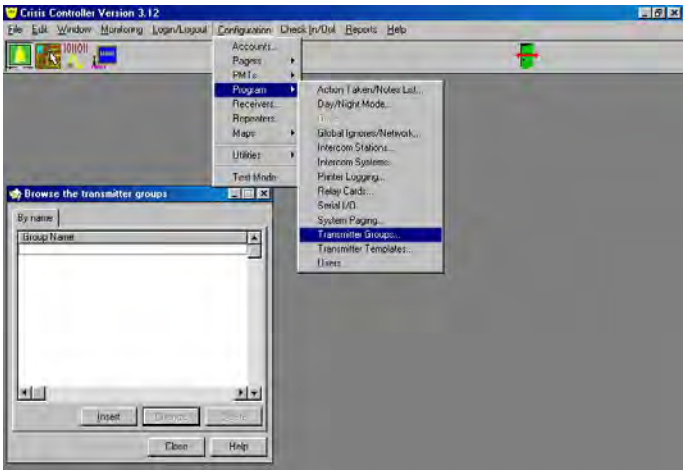
Day/Night Mode differentiates arming conditions. Typically, this refers to different security needs when premises are occupied or vacant. Other terminology sometimes used is “Stay and Away” or “Home and Away.” For example, the Day mode of a business might encompass hours from opening to closing. During that period, the Crisis Controller©™ should ignore alarms reported from motion detectors and door contacts. Night mode, on the other hand, presumes that the site will be locked and secured. All perimeter devices (door and window contacts) and intrusion devices (motion detectors, glass break detectors, etc.) should be active. Some devices, such as panic buttons and smoke detectors, will be active all the time and will create an alarm whenever activated.

When Day Mode is activated, the Monitoring screen shows a sun icon, Night Mode shows a moon icon. Authorized users can change the arming mode by clicking on the icon.

To activate Day/Night mode, place check marks in the desired options and enter the appropriate times according to a 24 hour, or military, clock.

Day and night modes can be manually started and stopped in Alarm Monitoring.

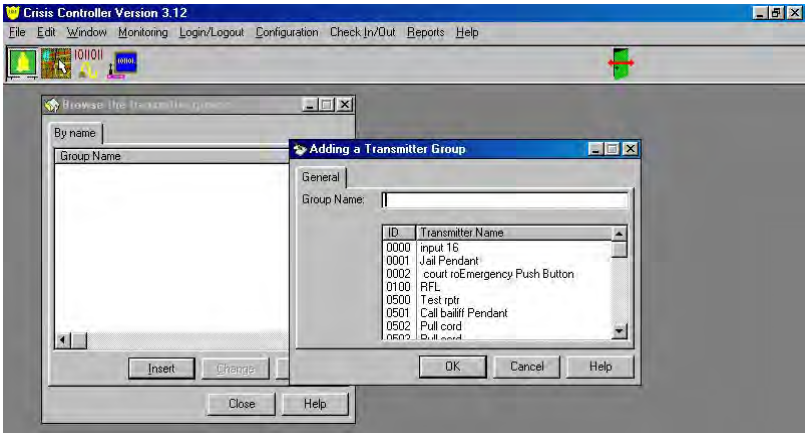
Transmitter Groups



Configuration > Program > Transmitter Groups…

Transmitter Groups are collections of transmitters that may be armed or disarmed separately. For example, if the Crisis Controller©™ software were monitoring a professional office building, Operators could selectively arm vacant offices, while disarming public access areas and offices that were still occupied.
To configure a transmitter group, press **Insert** or **Change**, then enter the following information.

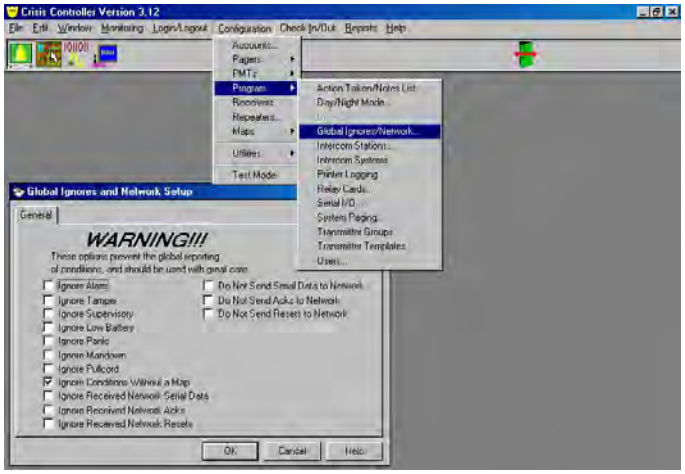
Group Name



Identifies the particular group of transmitters. Highlight the appropriate transmitter, then select from the group below.

Transmitter groups are manually enabled or disabled in Alarm Monitoring mode.

Global Ignores/Network

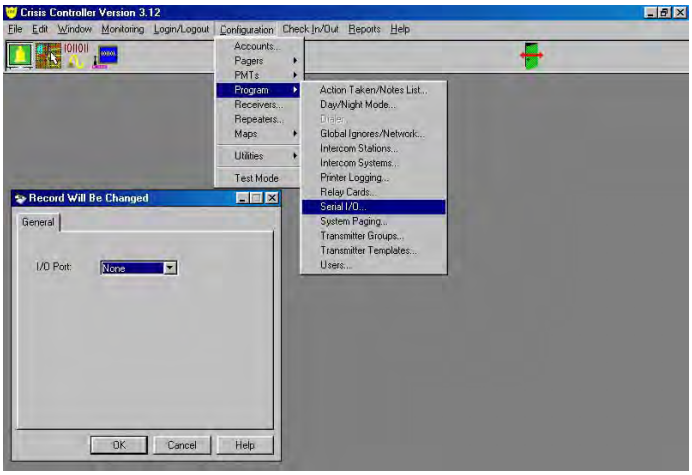


Configuration > Program > Global Ignores/Network…

Global Ignores/Network permit authorized users to turn off monitoring of listed system responses. It should be used only for testing or troubleshooting purposes with the aid of a trained and certified Actall® representative.

Turning off the monitoring of listed system responses prior to actual Alarm Monitoring could seriously jeopardize the integrity of the system. No warnings will be displayed during Alarm Monitoring. Use at your own risk.

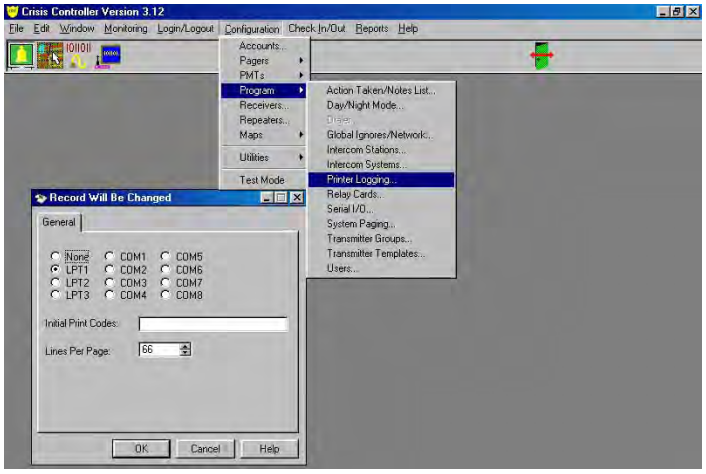
Serial I/O



Configuration > Program >Serial I/O…

The **Serial I/O** option permits the assignment of a communication port to be used for output of events (alarms, acknowledgments, resets, etc.) in binary format. The Serial Port is selected from the drop down list.

Printer Logging

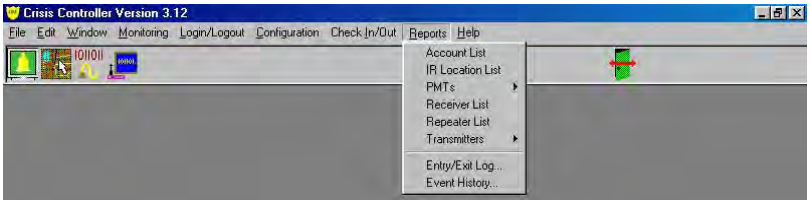


Configuration > Program > Printer Logging...

Printer Logging allows for all events to be sent directly to a line printer in real time.

Printer logging can be enabled or disabled, and assigned to an LPT port. Initial printer codes can be specified to designate output formats, line feed choices, lines per page, etc. Select a printer port (only one choice allowed and it must be a parallel port). Enter text for initial printer codes if needed (consult printer manual). Enter a value from 0-255 for number of lines per page. 0 = continuous print, 66 is typical.

Reports

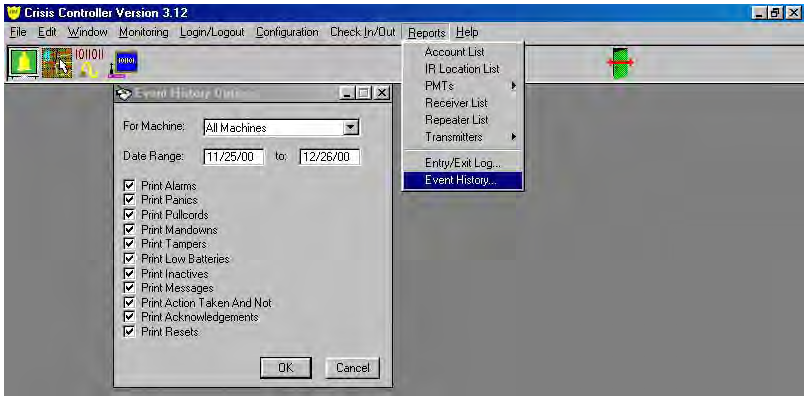


Reports

The **Reports Menu** generates reports on the listed features of the Crisis Controller©™ software. The report is first compiled and displayed on the screen. The user can zoom in on the report, print the report, or exit without printing.

Reports can be generated for IR locations, PMTs, Receivers, Repeaters, Transmitters, Entry/Exit Logs, and Event Histories.

Event History



Reports > Event History…

The **Event History** Report is a detailed record of all events that the Crisis Controller©™ has recorded. Before the report is generated, the user is presented with the Event History Options screen. The user can turn undesired report data sections off as needed. The user also indicates the desired Date Range for the report, therefore limiting the scope of the report as needed. Press **OK** to generate the report. Control buttons at the top of the report screen give users options to enlarge (zoom in on) the report as desired, to change the scrolling pattern of the report, to print the report to the system printer, or to return to user functions without generating the report.

For the print preview function to work correctly, a Printer Driver must be installed.

In addition to the Event History, the Crisis Controller©™ software will generate reports on the following:

Account List

Reports > Account List

The **Account List** report shows a detailed list of accounts.

IR Location List

Reports > IR Location List

The **IR Location** report shows a list of IR Locators.

PMTs, Detail/Summary

Reports > PMTs > Detail (Summary)

The **PMT** reports can be generated in Detailed or Summary versions. Detailed reports include all programming information. Summary reports list information pertinent to monitoring of the devices.

Receiver List

Reports > Receiver List

The **Receiver** report shows a list of receivers.

Repeater List

Reports > Repeater List

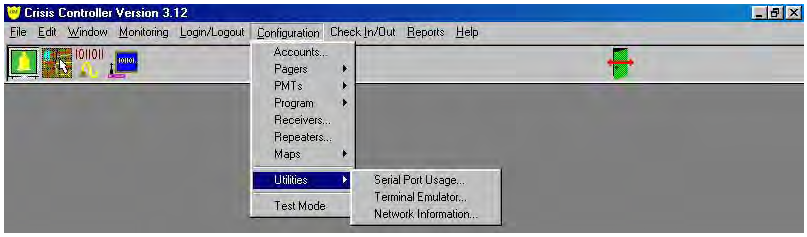
The **Repeater** report shows a list of repeater.

Transmitters, Detail/Summary

Reports > Transmitters > Detail (Summary)

The **Transmitters** reports can be generated in Detailed or Summary versions. Detailed reports include all programming information. Summary reports list information pertinent to monitoring of the devices.

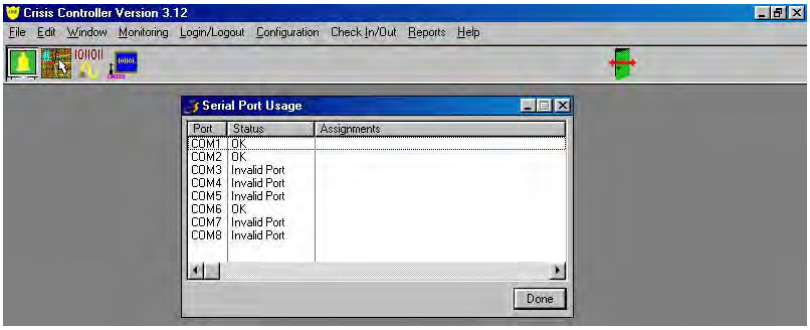
Utilities



Configuration > Utilities

The two (three if network version) utilities at the systems disposal are for debugging the installation, and should only be used with the assistance of Actall® Technical Support.

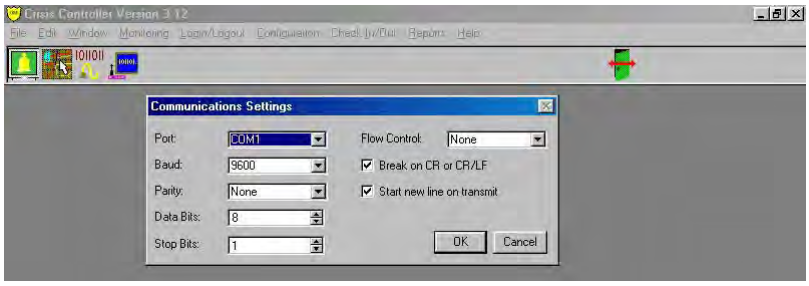
Serial Port Usage



Configuration > Utilities >Serial Port Usage…

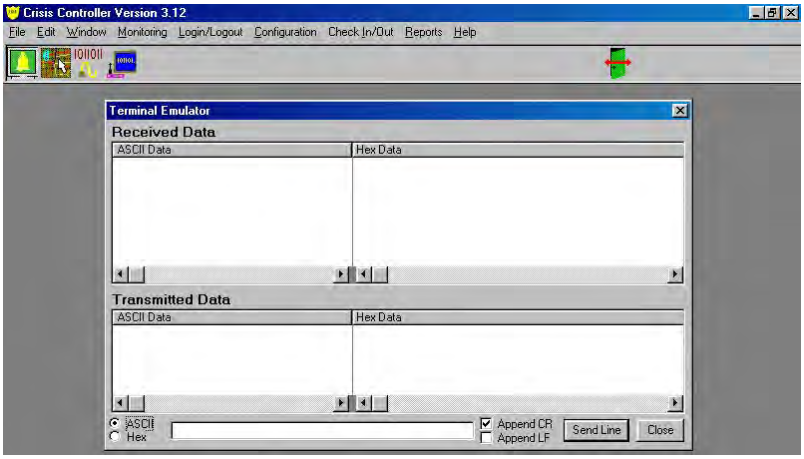
Select **Serial Port Usage** under the **Configuration** menu to see a list and status of system serial ports. This list shows valid and available ports, and can be used in troubleshooting interface problems. Viewing the **Serial Port Usage** screen permits programmers to view possible conflicting assignments of COM ports and to identify available ports.

Terminal Emulator



Configuration > Utilities >Terminal Emulator…

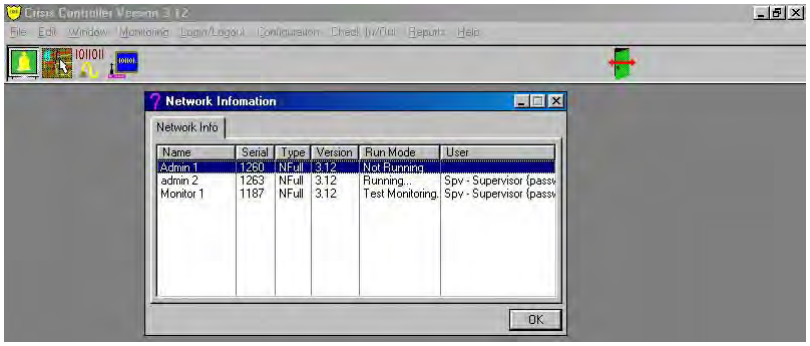
The Terminal Emulator can be thought of as a "Serial Port Viewer" allowing you, for example, to see if there is a communications link with a particular receiver. Select **Terminal Emulator** to see and change communications settings. These settings allow users to configure COM ports for various interfaces.



Available options may be selected via spin boxes or may be typed in directly. Press **OK** when settings are correct. The **Terminal Emulator** screen will appear. Data from the device will be displayed directly on the screen. Interpreting the data stream can yield information about which transmitters are active, their signal strengths, what their System IDs are, and more. Contact Actall® Technical Support for additional details.

Troubleshooting via the Terminal Emulator should be performed by qualified technicians. It is possible to corrupt data and to seriously affect receiver and system operation.

Network Information



Configuration > Utilities >Network Information…

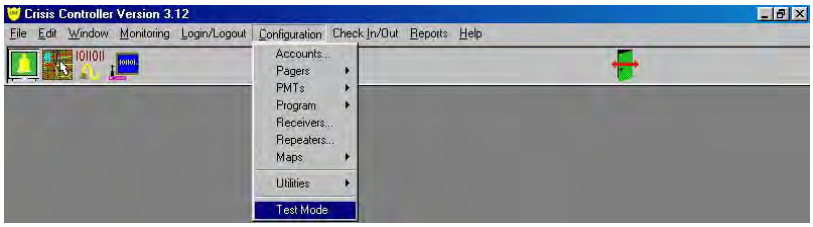
Only available with a network verison.

The software will support remote (via network) check in/out of PMTs reporting remote monitoring and system configuration. The monitoring machine will receive check in/out information and automatically update the monitoring screens. The monitoring machine will store alarm history data, which the remote machine can report on.

Station Types:

- **NFull:** All rights, all functions of all classes.
- **NRMon:** Net Remote Monitor (no hardware attached).
- **NMon:** Net Monitor (hardware attached).
- **NAdmin:** Check in/out, and report generation. No monitoring.
- **Timed:** Time-limited full access.
- **Demo:** No monitoring function.
- **Full:** (Non-networked) Full access.

Test Mode



Configuration > Test Mode

Test Mode allows you to test the system in its entirety with total control of the operation and outcome. The test areas provided include Alarm Monitoring (simulate being on line, including mapping), Transmitter Status (test transmitters, including repeaters), Input Status (switch closure verification), Tracking (complete testing of all PMTs and IRTs), System Messages (results of alarm monitoring), and Pager Messages (verify outbound pages, local, or services).

A key benefit for using the **Test Mode** is the ability to perform Signal Margin and Signal Level tests on PMTs, RF Transmitters, and Repeaters. This allows you to see in real time how the wireless link is actually performing. In addition, Mapping is fully functional and will allow you to work out any programming issues prior to going on-line.

As long as the Test Mode text is displayed and flashing, no alarm history will be generated. Test Mode will remain active until you exit. Select the Stop Alarm Monitoring icon to return to the installation menus.

Test Mode allows several options to be activated and deactivated at any time.

Enable Sound

Unless selected, all sound wave files will be muted (see also page 66 Programming a Transmitter).

Enable Relays

Select to test SIO32 relay activation (see also page 24 Relay Cards (SIO32 Module)).

Enable Printer

When enabled, all events will be logged to the line printer (see also page 91 Printer Logging).

Enable Paging

When selected, paging will be active when the appropriate action is taken (see also pages 14 Pager Services and 17 Pagers).
In addition to the enable boxes, the buttons for activating a Pager, Day/Night Mode, and Enabling/Disable Transmitter groups are available.

By not acknowledging alarms, a single user can verify the operation of the complete system. When multiple alarms are generated while away from the Crisis Controller©™ software, the system will maintain those alarms until the user returns. Each event will remain active until they have been acknowledged individually.

Signal Level/Signal Margin are only calculated based on the point of the last RF transmission. When repeaters are used and a transmitter signal is rebroadcast from that location, the actual Level and Margin received is that of the repeater, not the original transmitter. In those cases, a portable Survey Kit is available from Actall® Corp. allowing mobile surveys to be performed.

Signal Level

Signal Level is the level of the RF signal measured in dBM. This number ranges from approximately -65dBM (a very good signal level) to -120dBM (a very poor signal level).

Signal Margin

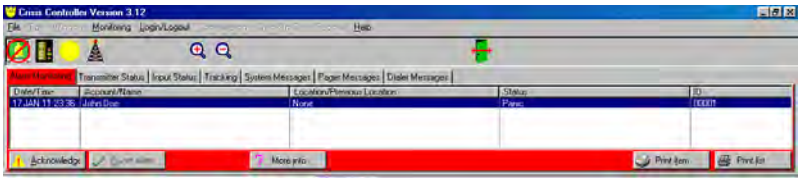
Signal Margin is the difference between the noise floor and the peak of the signal and is measured in dB +0 dB is very poor, +33 dB is very good.

The RF path from the transmitter to the receiver is not constant. The more samples received, the more accurate the results. Measuring the reliability of a link with Signal Level/Signal Margin should be tempered and the results used with caution. The RF path from the PMT to the receiver is not constant, as the PMT is a mobile device. Using these measurements will only provide an idea of the RF environment. To test IRTs using the PALS©® 9000 IRT Locator Test Unit, see page VI Testing IRT Locators With The IRT Test Unit.

Alarm Monitoring

What the system does when there is an alarm

Send Alarm Message To User



In the event an alarm is sent, for example a PALS©® 9000 Push Button is activated, the monitoring computer will sound an audible warning and immediately display the date/time of the alarm, the name of the individual assigned to the unit, current and previous location (if available), and the ID number of the unit. Information may also be shown on a graphical map. [See page 26 Maps for more information.]

Activate Pagers

If programmed to do so, the Crisis Controller©™ will automatically activate pagers and display the same alarm information that was received at the monitoring computer. [See page 17 Pagers for more information.]

Activate Relay outputs

Incoming alarms will activate a relay output that can energize local response devices such as sirens, cameras, intercom systems, or lights if the system is programmed to do so.

When operating in a network environment, the PC that has the serial device attached to it (i.e. serial receiver) will post the alarm immediately (if programmed to display on that PC). Additional PCs on the network (if programmed to display that alarm on that PC) will also post the alarm, however, there will be a short delay for information to pass through the network. This short delay may be avoided by adding a serial receiver to the remote computer.

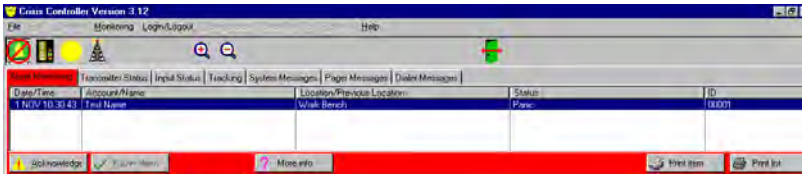
What the User does when there is an alarm

Although the Crisis Controller©™ software has numerous sophisticated automatic responses to conditions reported by transmitters, the user has vital responsibilities to guarantee that proper actions are taken in response to system reports.
Whenever alarms or trouble conditions are present on the Alarm Monitoring screen, the user will be actively engaged in a prescribed sequence of actions that lead to a successful response.

Users are responsible for monitoring responses to incoming events and to document the performance of the system. The acknowledgement and resetting of alarm information are the user's basic duties. [See also page 114 Acknowledge and page 114 Reset for more information.]

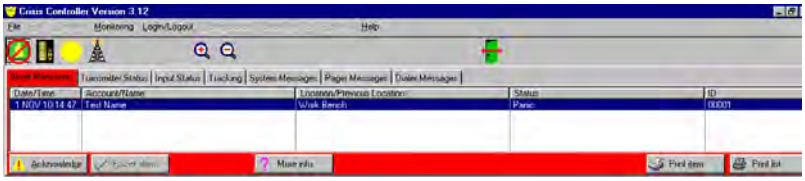
How to Acknowledge alarms

More info Button



By selecting the **More info** button, the user will be able to view the **Person Information** screen showing general information about the individual/transmitter that is affected. Press the **Notes** and **General** tabs to see information that may have been entered about the individual/transmitter.

Select the Acknowledge button



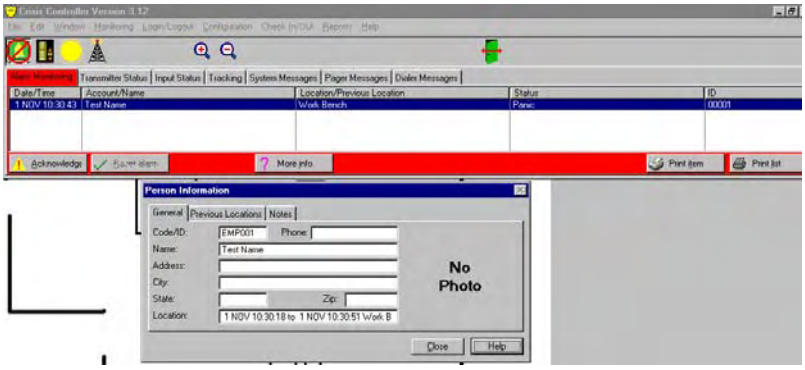
When an alarm (or other event) occurs an audible warning will sound and information about that event will appear on the Alarm Monitoring screen; the Alarm Monitoring tab will be in red. Select the **Acknowledge** button. The **Alarm Notes** screen will be displayed with the date/time of the alarm, the individual assigned to that unit, and the alarm location. Select the **Action Taken** and **Notes** screens to enter information regarding what action was taken and if there are any additional notes. Information can be entered manually or it may be obtained from a drop down list.

If a new alarm (or other event) is received during the process of acknowledement, the window will automatically close (as unacknowledged) and the screen will display the Alarm Monitoring tab with the current alarm.

Enabling **Simple Ack/Reset** when programming users will allow the alarm to be **Acknowledged** without completing the **Action Taken** or **Notes** screens.
If **Simple Ack/Reset** is not enabled it will silence the audible warning and be noted in the event log along with ID, date, and time. All events will be logged automatically in the system event memory and the **Action Taken** screen must be filled out and OK'd by the user before the system will acknowledge the response.

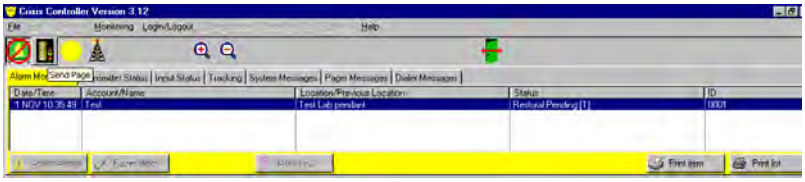
Response Options

Verify proper response

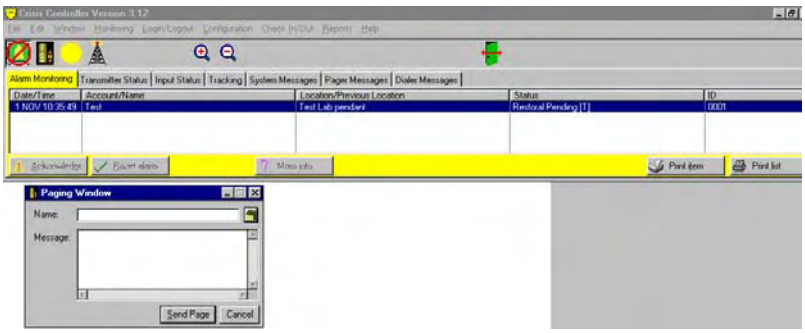


Follow instructions on the **Person Information** screen. In some cases, users may be directed to activate a call list, place a page, or advise Supervisors and response teams.

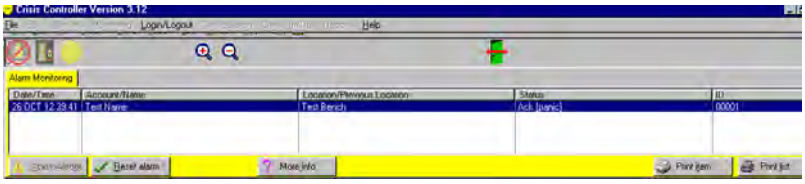
Send Page



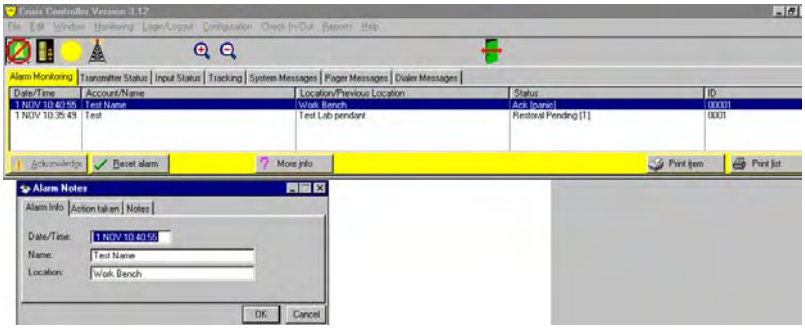
If the program is not set up to automatically page individuals on alarm, user may manually send pages. Press the **Send Page** button, enter the message, and press the **Send Page** button again. This feature is helpful if additional information needs to be relayed to individuals following annunciation of alarms.



Reset Alarm



When the response has been acknowledged and the event is clear, the user can remove it from the monitoring screen by pressing the **Reset alarm** button. The **Alarm Notes** screen will be displayed with the date/time of the alarm, the individual assigned to that unit, and the alarm location. Select the **Action Taken** and **Notes** screens to enter information regarding what action was taken and if there are any additional notes. Information can be entered manually or it may be obtained from a drop down list.



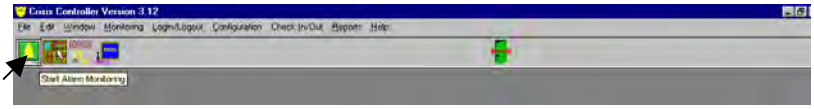
Resetting an alarm affects the monitoring system only. It does not override or reset any alarm devices (such as PALS©® 9000 transmitters) that may have been activated by the alarm transmission, nor does it reset transmitters that may not have been restored to secure conditions.

Control buttons

(Displayed When Alarm Monitoring Is Off)

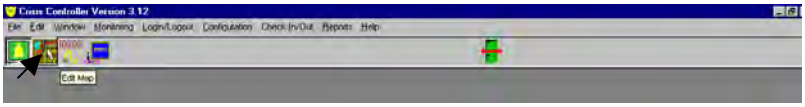
Start Alarm Monitoring

The **Start Alarm Monitoring** control button enables the Alarm Monitoring window.



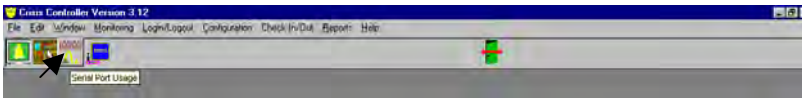
Edit Map

Allows Supervisors to change placement of receiver, repeater, and transmitter symbols on map and sub-map locations.



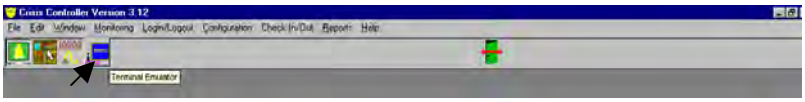
Serial Port Usage

Displays a screen listing serial port assignments.



Terminal Emulator

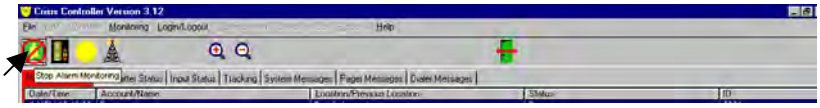
Displays communication settings. Supervisors may change settings however, these changes should not be made **without** the assistance of Actall® Technical Support.



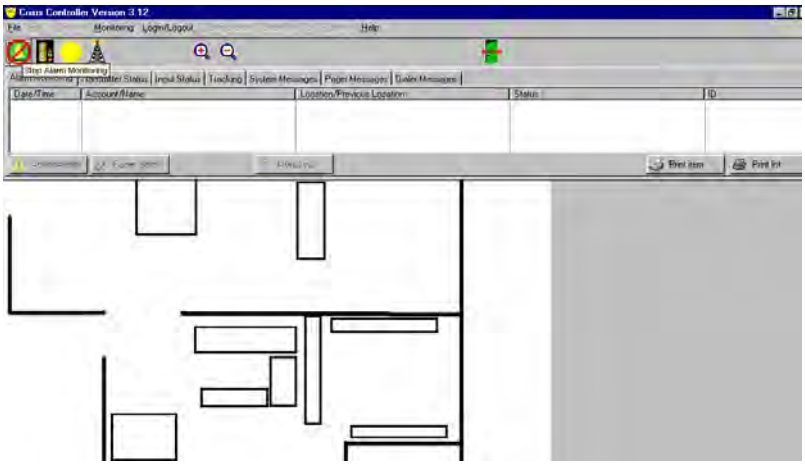
Control buttons

(Displayed When Alarm Monitoring Is On)

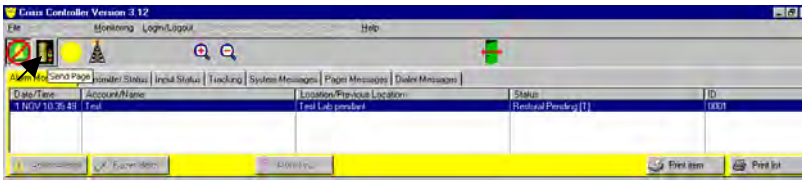
Stop Alarm Monitoring



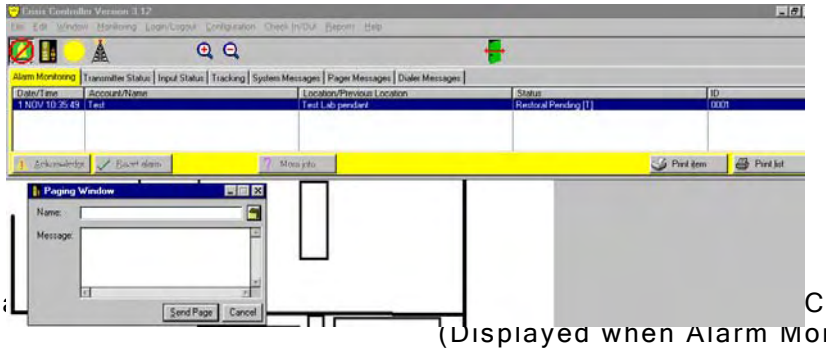
The **Stop Alarm Monitoring** control button disables the Alarm Monitoring window. A Supervisor must be logged on to use this button/feature.



Send Page



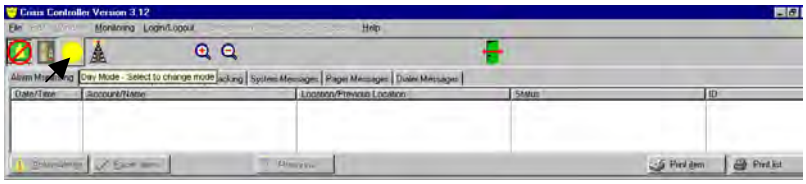
The **Send Page** button allows Supervisors and, if permitted, Operators to send pages to individuals identified in the list. To send a message, select the **Send Page** button. Choose the desired pager from the list obtained by clicking the file symbol button at the right of the **Name** box and pressing **Select**. Enter the message in the



message box and press **Send Page**.

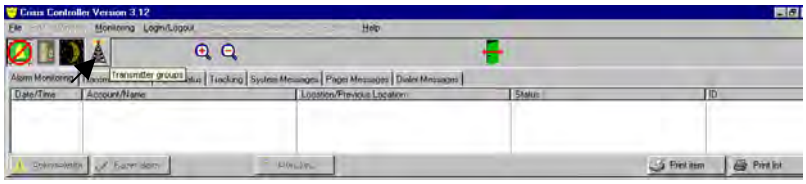
Day/Night Mode

Press the **Day Mode/Night Mode** to manually set the desired arming mode. [See page 87 Day/Night Mode.]



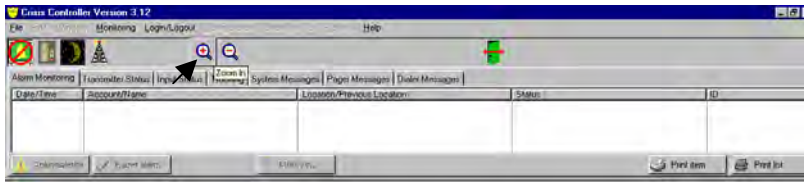
Transmitter groups

Pressing the **Transmitter groups** control button allows users to enable/disable transmitter groups.



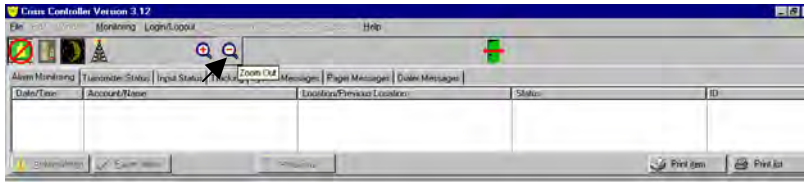
Zoom In

The **Zoom In** feature allows the user to increases the size of a map when shown in the Alarm Monitoring window.



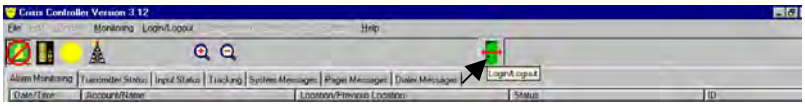
Zoom Out

The **Zoom Out** feature allows the user to decreases the size of a map when shown in the Alarm Monitoring window.



Login/Logout

The **Login/Logout** feature allows a new user to login and permits a Supervisor to exit the system, ending the monitoring sessions.



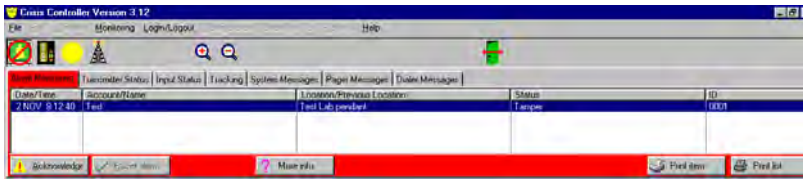
Tabs in Alarm Monitoring

At the discretion of the Supervisor, Operators can be given access to information and functions available under special tab headings. If the tab for a particular function is visible, the Operator may select the tab to view the information or take the action permitted. Minimal access limits the user to view the Alarm Monitoring window only. Maximum access will display all of the control buttons and tabs shown in the Alarm Monitoring Window. Any combination of access is possible and is assigned by the Supervisor.

If new alarms are received while the user is viewing another screen, the system will automatically switch to the alarm screen and highlight the new alarm. Alarms are defined and sorted by priority; higher priority incoming alarms will automatically be highlighted above lower priority alarms.

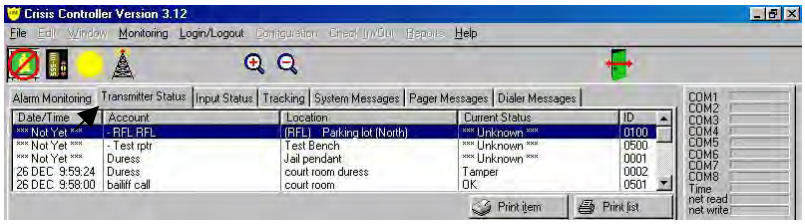
Alarm Information

The alarm information line provides specific information about the current alarm: **Date/Time** - date and time the alarm occurred, **Account/Name** - the assigned account of the alarmed device, **Location/Previous Location** - the current and previous location of the alarmed device (if the location information is available), **Status** - the status of the alarmed device, and **ID** - the identification number of the alarmed device.



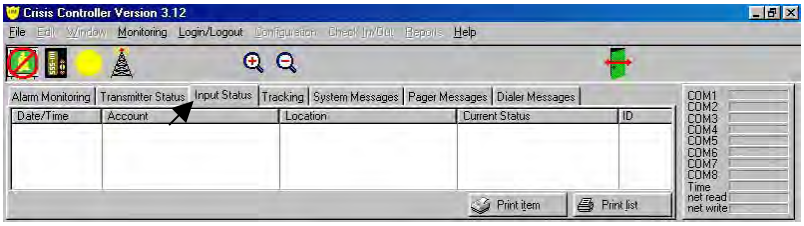
Transmitter Status

The transmitter status displays the current state of transmitters programmed into the system. This includes RF repeaters and RF Locators.



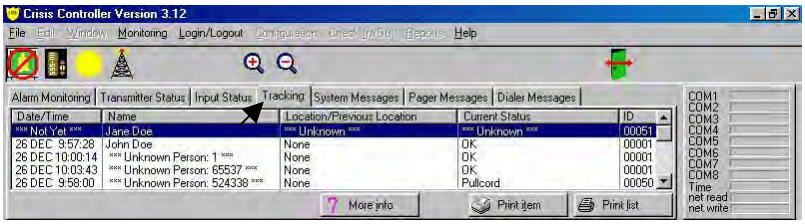
Input Status

The input status will display all input activity of the SIO32. Verify the state of activated inputs by closing the contacts or switches and making sure the Crisis Controller©™ software identifies the change.



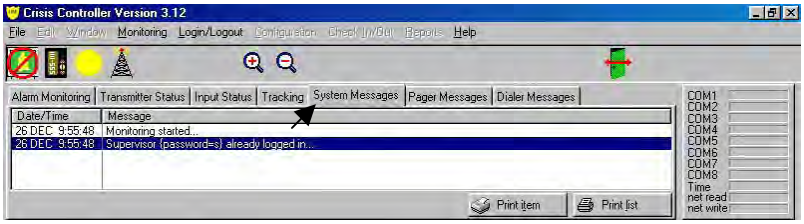
Tracking

PMT tracking displays the current state of PMTs either used as stand-alone devices or in conjunction with IRT and RF Locators.



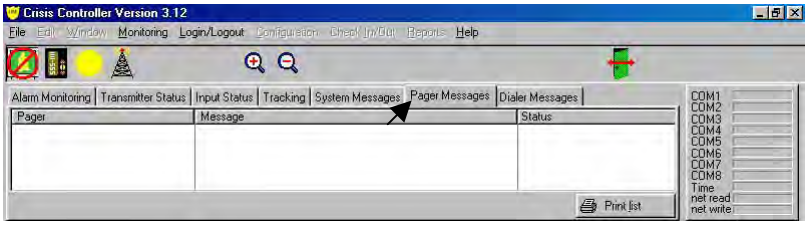
System Messages

All system messages (i.e. system faults, alarms, tampers, etc.) will be captured for the duration of the test. By selecting the System Message tab, these messages can be displayed or printed for verification of operation..



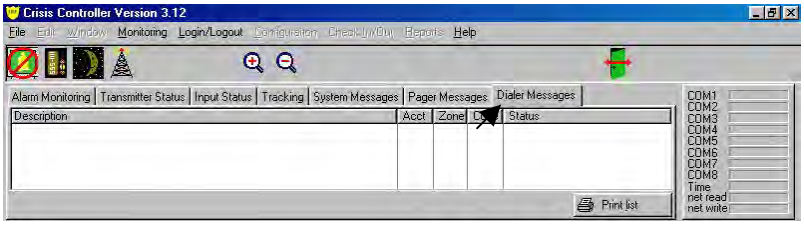
Pager Messages

All pager messages which are sent to the base unit will be maintained in this log. If paging is enabled, what goes to the log will also be sent to the pagers.



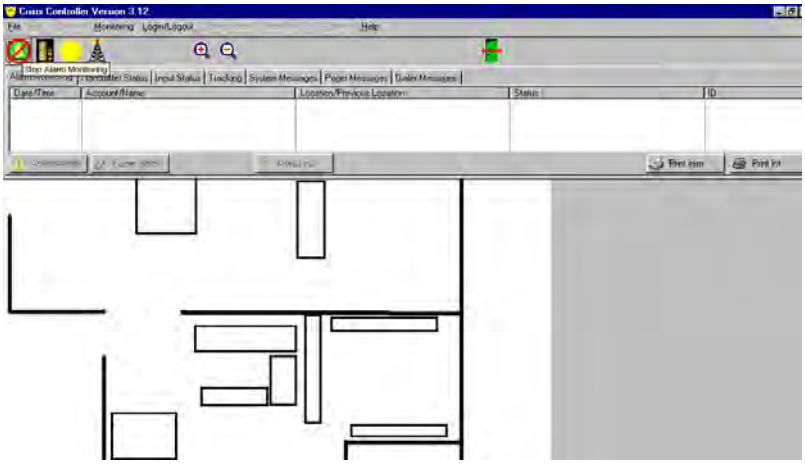
Dialer Messages

This option is not supported.



Alarm Monitoring Window

The Alarm Monitoring window will be automatically displayed to any user who logs in as an Operator. The Alarm Monitoring window shows users the alarms and trouble conditions of all accounts, transmitters, repeaters, and receivers in the system. Users can also generate reports to document incoming transmissions.
At the discretion of the Supervisor assigning passwords, Operators can be given access to information and functions available under special Control Button and Tab Headings. If the Control button or Tab Heading for a particular function is visible, the Operator may select it to take the action permitted or to view the information. Minimal access limits the Operator to view the Alarm Monitoring window only. Maximum access will display all of the control buttons and tabs shown in the Alarm Monitoring Window. Any combination of access is possible and is assigned by the Supervisor. If a particular item is available, refer to the appropriate Supervisor Function section for more information.



Controls On Alarm Monitoring Window

Users familiar with Microsoft® Windows® will find that pop-up windows may be re-positioned on their monitor by dragging the title bar to a new position.

Pop-up windows can be closed or downsized by selecting the minimize button.

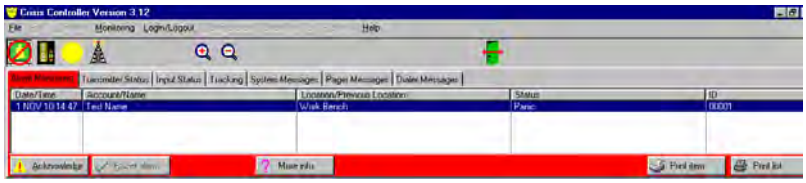
Operators will see a menu line, a tool bar of function buttons, and a row of tabs above the display area. If a button is dimmed, the function is not available to the Operator. Buttons and menu headings that are grayed-out are available only to system Supervisors. When available, system information is displayed at the bottom of the screen in the program status bar. Verification of the current user can also be found in the program status bar as well as the current date and time.

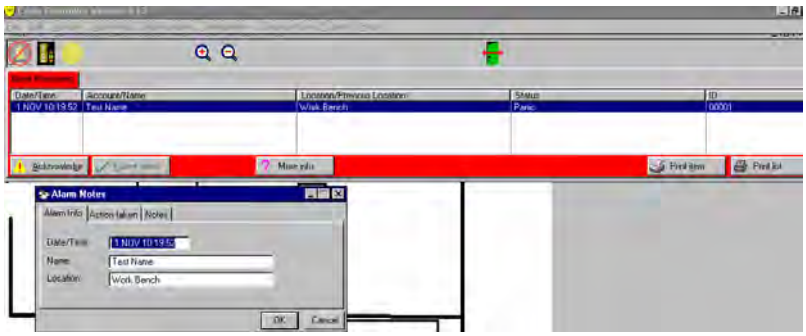
Alarm Monitoring Window Response Buttons

When in Alarm Monitoring mode, buttons are available to users that acknowledge alarms, cancel alarm information, and enter information about events and actions taken.

Acknowledge

This button logs the time of acknowledgement and allows the user to enter information about responses to the incoming message. If the **Simple Ack/Reset** feature is not enabled (by the Supervisor assigning passwords), the **Acknowledge** button will display the Operator's acknowledgement and the **Alarm Notes** screen must be filled out and OK'd. If the **Simple Ack/Reset** feature is enabled, the Operator can **Acknowledge** the alarm without entering information into the **Alarm Notes** screen.



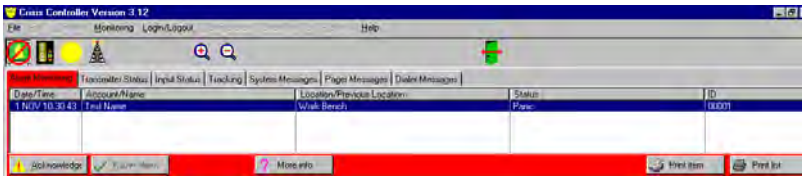


Reset alarm

This button clears an alarm or trouble data from the Alarm Monitoring window. Data must be acknowledged before it can be reset. If the **Simple Ack/Reset** feature is not enabled (by the Supervisor assigning passwords), the **Reset alarm** button automatically displays the Operator's acknowledgement and the **Alarm Notes** screen must be filled out and OK'd. If the **Simple Ack/Reset** feature is enabled, the Operator can **Reset alarm** without entering information into the **Alarm Notes** screen.

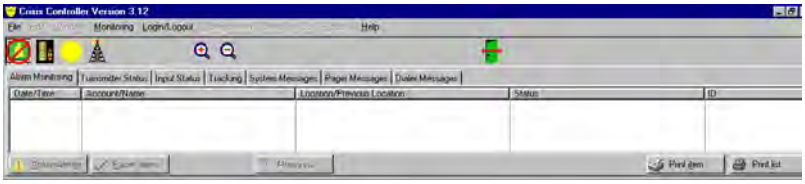
More info

This option allows the Operator to display general account information. [See page 103 More Info Button for more information.]

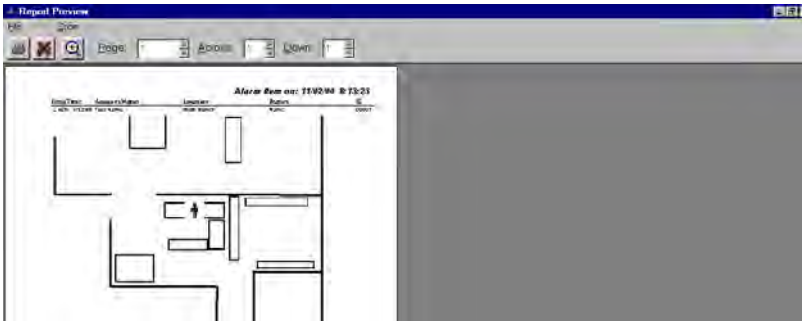


Print item

Highlight an item from the Alarm Monitoring tab, press the **Print item** button.

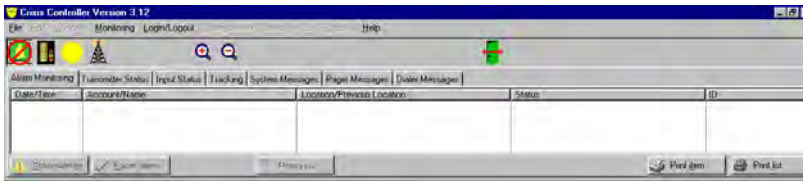


A **Report Preview** screen will appear showing what the printed report will look like with the associated map (if available). Buttons on the screen let the user print the report, exit without printing the report (go back to the Alarm Monitoring screen), or zoom in to view the report more easily.

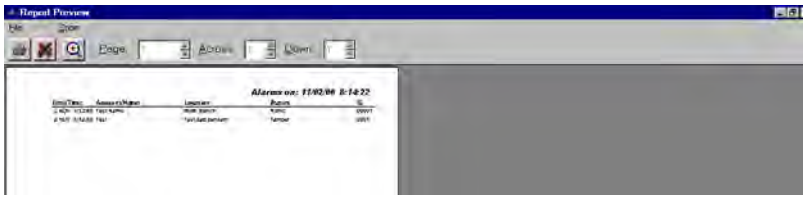


Print list

Press the **Print list** button; a list of all events still in the system will be sorted by priority.



A **Report Preview** screen will appear showing what the printed report will look like. Buttons on the screen let the user print the report, exit without printing the report (go back to the Alarm Monitoring screen), or zoom in to view the report more easily.



Maintaining the Crisis Controller©™

After the Crisis Controller©™ software has been successfully installed and tested, routine maintenance tasks can be performed by trained supervisors. Typical maintenance tasks include managing the User password files, setting arming modes, and monitoring documentation of the system, as well as regular testing and cleaning of the system and devices.

Troubleshooting

Problems that appear related to hardware or programming should be referred to the installer, or a support package may be purchased from Actall® Corp.
Below are typical maintenance issues that can arise during operation of the Crisis Controller©™ software. For additional support, operation or installation difficulties, contact Actall® Technical Support at (303) 226-4799 Monday through Friday, 8:00 a.m. to 5:00 p.m. _____.

Transmitter Problems

Wireless transmitters are battery powered. Battery life on most products is estimated in years and should not pose a problem. When batteries do begin to fail, however, transmitters will report this to the system and a trouble warning will be generated in time to replace the battery.
Some transmitters can be protected against tampering. Tamper switches or end of line resistors can cause a trouble warning to be generated indicating that the transmitter has been damaged or disturbed.
Make sure when programming transmitters, after attaching the programming cable to the 3-pin header, the reset button is pressed.

Receiver / Repeater Problems

Receivers and repeaters are highly reliable. Typically, if there is a problem it appears as a receiver or repeater failure, and is noted in the monitoring log. Failure of power sources and backups, wiring disconnection, or inadvertent reassignment of COM ports can all cause a trouble warning to be generated.
For improved RF range make sure to mount the receiver in a location which is RF friendly (no metal back plates or back boxes).

Communications Problems

Communications between the Crisis Controller©™ software, central stations, and pagers are subject to similiar problems that can affect phone-based systems.
The Crisis Controller©™ software is sensitive to loss of telcom links. The system can be programmed to send test messages to central stations.

IRTs

Communication between IRTs and PMTs is very reliable. If an IRT is not providing the correct address, make sure the programming is correct and the power supply is providing the proper amount of current.

PMTs

PMT battery life can be extended by turning the PMT off when not in use (move the slide switch to position 1). When the PMT is off, it continues to report supervision information to the Serial Receiver. It is also possible to send panic and pull cord alarms while the unit is off, however, no location information will be available.

Actall Corporation
ISO 9001:2015 Certified

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