Control Monitor Help

| Site Id No | Importance Code | | | | | |
|--|---|--|--|---|--|------|
| Qu Atch : Control Mon | itor Y | OUR COMPANY NAME | E | | Control Room Mast | te × |
| A on Dispatch Site Map | psstd. Operations G <u>rid View </u> | SMS Messages | | | | |
| Active Calls: Site Id No Co EventDescrip 00000 00 Place Holder 01345 01 panic 01345 02 Burglary 0000 02 Controller Fail 0046 03 Fail to Close 0073 03 Fail to Open 0188 01 System Fail | ption C Even D | It Description | Code Site Event 04 System Fai Event FTT KeyNr Typ Reactor/Alt Site Call 1. OGIE BY 2. OGIE BY 3. OGIE DIA | Description I to Test Operator CRMAST Bussines BUSSINES ROMEO 2 781 1225 VOORDEUR ONTVANGS NE SE KANTOOR | Account Info Account No. Tel. 0188 781 1225 DOUGH HARTMAN Key Code Code RAMBO Call ROMEO 2 | |
| | | on Grouped Sites | J4. DEURMA | GNEET | | |
| Stack of Sig / Events (Ad Call List) | gnals ctive | Action Code 3 Code 5 Code Code 4 Code 6 Code | e 7 Code 9 e 8 Code 0 rd Report <u>R</u> em | Remarks | Reference | lide |
| Last Call Info : Last call | Last event | Call button | | | | |

On the Main Screen click on the Control Monitor button to take you to this screen.

Columns in the Active Call List:

Site Id No - The Site Id where the signal was received from.

Co - This is the event priority listing code. Events with a higher priority listing code i.e.: 1,2 will automatically be placed at the top of this list as they come in. Events with a lower priority listing are displayed at the bottom. The event priority listing is set Controller Events.

Event Description – Short description of the event.

The different colours works on a time-lapse function. When an event comes in it will initially display in White. After 5 minutes it will turn Green. After 10 minutes it will turn Yellow. After 15 minutes it will turn Red.

The event will stay in the Active Call List until it is called by clicking the [Call] button.

The colours make the user aware of the time passed since the event was displayed the first time.

When the colour in the Site ID column changes to green it means that another user on the network has already taken action on this event.

| OuToWatch - Control Monitor | |
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| Qurewacch : Concrol Monicor | Date & Time Importance Code Event Description |
| | YOU /MPANY NA |
| Action Dispatch Site Maps Std. Operations | Grid View SMS essages |
| Ac OB Reference No Site or receiver evenues of the or receiver of the | Call Detail Account Info DB Ref Nr Date/Time Code Site Event Description 253807 19/10/2009 09:17:35 04 System Fail to Test 0188 781 1225 Controller AutoMonitor CSID 0188 Event FTT Operator CRMAST DOUGH HARTMAN Zone : KeyNr KeyNr Key Code Installation Site C100 EDOSTMET Tume Russian Cod EAMPO Call Detail Non Grouped Sites Current Cod Cod Client Address I OGIE DI VOONDEON Cell Disz 320 1405 DOU Site Cell Disz 320 1405 DOU Area Non Grouped Sites I DEURMAGNEET I DEURMAGNEET |
| | Date Time Action Bemarks Beference |
| | |
| New Attended Busy | Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 ✓ Call Site Info Guard Report Remote Call Client Request Action Note |
| Last Call Info : Last call Last event | |

OB Ref No.

This is a number that is automatically assigned by the system to events as they come in. This No is fixed and cannot be changed. This is the Controller Identity name. i.e. FSK. Controller Date Time Date and Time of event. Event Event Number. Example 097 is a burglary code on FSK Base Stations. Zone Zone Number to the event. Key Holder's Number to the event. Key Nr **Event Description** This is the description to the event. Radio/transmitter number. CSID Operator The User that is logged in on Qtwatch currently.

| QuTeWatch : Control Monitor | | |
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| | YOUR COMPANY NAME | Control Room Maste |
| Action Dispatch Site Maps Std. Operations | Grid View SMS Messages | |
| Active Calls: Site Id No Co EventDescription 00000 00 Place Holder 01345 01 panic 01345 02 Burnlaru 0000 02 Site ID No 0046 03 Fail to Close Site Contact person Site Address | Call Detail Ode Site First Description 253807 19/10/2009 09:17 Site Type (Business Controlle Site Name T Site Name 11 Site Type (Business Zone : KeyNr T Installation Site Type Bussines O188 POSTNET Type Bussines Contact DOUGH HARTMAN Reactor/Alt ROME0 2 Suburb PHALABORWA Site Total 1225 Reactor Reactor 781 1225 Reactor 1. OGIE BY VOORDEUR 2. OGIE BY ONTVANGS Address Image: Colspan="2">Suburb Image: Colspan="2">Address Image: Colspan="2">Address Image: Colspan="2">Address Image: Colspan="2">Address Image: Colspan="2">Contact DUGH HARTMAN Reactor/Alt Reactor 1. OGIE BY VOORDEUR 2. OGIE BY ONTVANGS 3. OGIE DIANE SE KANTT Area Non Grouped Sites Site Telep Any Additional info Any Additional info | Account Info Account No. Tel. 0188 781 1225 Secret Code word Key Code Code RAMBO Call ROMEO 2 Cell 082 920 1405 DOU Cell 082 920 1405 DOU |
| ▼ New Attended Busy | Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 ✓ Call Site Info Guard Report Remote Call Dient Req | uest Action Note |
| Last Call Info : Last call Last event | | |

Site Detail

| Account No | The Client's account number. This number can be changed on the Client Info | | | | | | |
|------------|--|--|--|--|--|--|--|
| | page. | | | | | | |
| Client | Name and Surname. | | | | | | |
| Site Id | Site ID No. | | | | | | |
| Туре | Type of site. | | | | | | |
| Name | Site name. | | | | | | |
| Address | The site's physical address. | | | | | | |
| Suburb | Suburb. | | | | | | |
| Town | Town. | | | | | | |
| Contact | Contact person's name for this site. | | | | | | |
| Code | The client's password. | | | | | | |
| Tel No | Site contact Tel No | | | | | | |
| Cell No | Site contact Cell No | | | | | | |
| Reactor | The reaction vehicle that needs to be contacted to respond to event. | | | | | | |
| Call | Radio call sign for reaction vehicle. | | | | | | |
| Alt/Rtr | Alternative reaction vehicle that will respond to event. | | | | | | |
| | event comes through on computer. | | | | | | |

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| 01345 02 Burglary | Zone KevNr K | Ceu Code |
| 0000 02 Controller Fail to Test 0046 03 Fail to Close 0073 03 Fail to Close | Installation Site 0188 POSTNET Reaction box | ode Cell No box |
| 0188 DA System Fail to Test | Contact DOUGH HARTMAN Reactor/Alt ROMED 2 Ca Suburb PHALABORWA Site @ 781 1225 | all ROMED 2 |
| Stack | Reaction Address HENDRIK VAN ECK 1. OGIE BY VOORD 2. OGIE BY ONT R 3. Tel No box OR 4. Tel No box F | Key Holders |
| | Date Time Action Remarks | Reference |
| Actions taken table | | |
| | Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 Action but | ttons |
| New Attended Busy | ✓ Call Site Info Guard Report Remote Call Client Request | t Action Note BHide |
| Last Call Info : Last call Call bu | ton Site Info Bemote Action N button Call button button | Note Hide button |

To start reacting on incoming Events / Signals

- 1. All Actions that you are taking will go into the Actions taken table.
- 2. First you must select the Event you want to react on in the stack.
- 3. There is a couple of ways how you can start putting in your Actions.
- 4. You would probably start by phoning the client using the Number in the Tel no box.
- 5. After phoning the client you can double click on the Tel No box so that it writes an action in the Actions taken table that you have phoned the number in the Tel No box.
- 6. Say that you didn't get any answer on the Tel no, you would probably try to phone the Cell No in the Cell No box. You can also double click on the Cell No box to write an Action in the Actions taken table that you have phoned the Cell No.
- 7. By clicking on the Key Holders button you will get additional numbers that you can phone.
- 8. By holding your mouse button over each one of the Action buttons (Code 1 to Code 0), you will see a popup message that will tell you what Action each button represents. You can click on these buttons to add Actions taken into the Actions taken table.
- 9. You can also double click anywhere on the Actions taken table it will bring up a drop down list where you can choose from a list witch action you want to take.
- 9. All these Actions and Action buttons are pre-programmed, but it can be changed anytime. To learn more about programming these buttons and list of actions, refer to the manual on System Administration. See next page for examples on actions taken.

| QuTeWatch : Control Monitor | | | |
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| | YOUR COMPANY NAME | | Control Room Maste * |
| Action Dispatch Site Maps Std. Operations | Grid View SMS Messages | | |
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| Actions Taken | Area Non G Actions Date Time Action 19/10/2009 12:33:02 Burglary 0/10/2009 12:49:54 Call Site Contact | Cancel Remarks Piet No. Site Cell Nr Contact | Reference ▲ 012335226 728798568 |
| Action buttons Image: Action button | 19/10/2009 12:50:22 Storm Activation Code 1 Code 3 Code 5 Code 7 Code 2 Code 4 Code 6 Code 8 ✓ Call Site Info Guard F | Code 9 Code 0 Beport Bemote Double cli bring up | ick to on Note |
| Last Call Info : 0317 Guard fail t | o Report | Action list | t box |

QuTeWatch : Control Monitor

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| 01345 01 panic 01345 02 Burglary 0000 02 Controller Fail to Test | Zone : KeyNr 001 Frans | Key Code 0728798568 | | | | | |
| 0046 03 Fail to Close 0073 03 Fail to Open | 01345 124 River street Type Residential | Code Boesman | | | | | |
| 0188 04 System Fail to Fest 0317 04 Guard fail to Report | Suburb Lyttleton Manor Site C 0126656336 | Cell 0728798568 | | | | | |
| Select your Action then click on the Select button | Address Lyttletc Lyttletc Centur Non G Actions Date Time 19/10/2009 12: | Reference | | | | | |
| New Attended Busy | 19/10/2009 12:4 Contact 19/10/2009 12:50:22 Storm Activation Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 | 728798568 ▼ ▼ uest <u>Action Note</u> <u>Hide</u> | | | | | |
| Last Call Info : 0317 Guard fail | :o Report | | | | | | |

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| 01345 01 panic | Controller AutoMonitor CSID 0188 Event FTT Operator CRMAST | DOUGH HARTMAN |
| 01345 02 Burglary | | Key Carla |
| 0000 02 Controller Fail to Test | | Key Lode |
| 0046 03 Fail to Close | Installation Site | |
| 0073 03 Fail to Open | UI88 PUSTNET Type Bussines | Code RAMBU |
| 0198 04 System Fail to Test | Contact DOUGH HARTMAN Reactor/Alt ROME0 2 | Call ROMEO 2 |
| 0317 04 Guard fail to Report | Suburb PHALABORWA Site 📾 781 1225 | Cell 082 920 1405 DOU |
| | | |
| | Address 2. OGIE BY ONTVANGS | |
| | 3. OGIE DIANE SE KANTOOR | - |
| | | |
| | Area Non Grouped Sites | |
| | Actions | |
| | Date Time Action Hemarks | Reference |
| | 19/10/2009 12:46:57 Warden tasked to investga Unit: BRAVUT AR: | Fanie |
| | 19/10/2009 12:48:13 Arrive on site | |
| | 19/10/2009 12:48:17 All was found in order | |
| | | |
| | You can also | _ |
| | Code 1 Code 1 type in your | o was on site |
| | Code 2 Code own Action | |
| <u> </u> | | |
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| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Image: Colspan="2" Image: | Inters YOUR COMPANY NAME Is Grid View SMS Messages Call Detail OB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Site Type 0126656336 Reactior 124 River Street Phone client tell him about the alasend any reaction because he is stop of the client tell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about the alasend any reaction because he is stop of the client stell him about t | Control Room Maste * |
| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: O0000 00 Place Holder Older Image: Colspan="2">Active Calls: O01345 O1 panic Image: Colspan="2">Active Calls: O0000 O2 Controller Fail to Test Image: Colspan="2">Outboulder O014 System Fail to Test Image: Colspan="2">Outboulder O015 O4 System Fail to Test Image: Colspan="2">Outboulder O155 O4 System Fail to Test Image: Colspan="2">Colspan="2">Colspan="2">Colspan= 2 O155 O4 System Fail to Test Image: Colspan="2"> | Inters YOUR COMPANY NAME Inters | Control Room Maste * |
| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Image: Colspan="2">Colspan="2">Image: Colspan="2">Image: Colspan="2">Image: Colspan="2">Image: Colspan="2">Image: Colspan="2">Image: Colspan="2" Action Dispatch Site Maps Std. Operation Active Calls: Image: Colspan="2">Image: Colspan="2" Site Id No Co Fund Colspan="2" Image: Colspan="2" O0000 O2 Controller Fail to Test Image: Colspan="2" Image: Colspan="2" O0000 O2 Controller Fail to Test Image: Colspan="2" Image: | Inters YOUR COMPANY NAME Is Grid View SMS Messages Call Detail DB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site 01345 124 River street Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Site @ 0126656336 Reaction 124 River Street Phone client tell him about the ala send any reaction because he is send any react | Control Room Maste * |
| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Image: Colspan="2" Active Calls: Image: Colspan="2" Image: Colspan="2" Image: Colspan="2" 00000 00 Place Holder Image: Colspan="2" Image: Colspan="2" Image: Colspan="2" 00000 02 Controller Fail to Test Image: Colspan="2" Image: Colspan="2" Image: Colspan="2" 001345 01 Panic Image: Colspan="2" Image: Colspan="2" Image: Colspan="2" 00145 01 Fail to Close Image: Colspan="2" I | Inters YOUR COMPANY NAME Inters Inters Grid View SMS Messages Call Detail DB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site 01345 124 River street Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Suburb Lyttleton Manor Site 0126656336 Reactior 124 River Street Phone client tell him about the ala send any reaction because he is send any reaction because h | Control Room Maste × |
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| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription ▲ 00000 00 Place Holder ▲ 01345 01 panic ▲ 01345 02 Burglary ▲ 0000 02 Controller Fail to Test ▲ 00000 02 Controller Fail to Test ▲ 00000 02 Controller Fail to Test ▲ 00000 02 Controller Fail to Test ▲ 0046 03 Fail to Open ● 0188 04 System Fail to Test ● 0015 04 System Fail to Test ● 0025 04 System Fail to Test ● 0155 04 System Fail to Test ● 0155 04 System Fail to Test ● 0155 04 System Fail to Test ● 0215 04 System Fail to Test ● 0215 04 System Fail to Test <td>NOTE:S YOUR COMPANY NAME In Call Detail Call Detail OB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site 01345 124 River street Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Site @ 0126656336 Reactior 124 River Street Phone client tell him about the ala send any reaction because he is a send any rea</td> <td>Control Room Maste ×</td> | NOTE:S YOUR COMPANY NAME In Call Detail Call Detail OB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site 01345 124 River street Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Site @ 0126656336 Reactior 124 River Street Phone client tell him about the ala send any reaction because he is a send any rea | Control Room Maste × |
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| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription ▲ 00000 00 Place Holder ▲ ● < | Hotes YOUR COMPANY NAME 13 Grid View SMS Messages Call Detail DB Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12:33:02 D2 Burglary Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : KeyNr 001 Frans Installation Site Type Residential1 Contact Frans Reactor/Alt Suburb Lyttleton Manor Site @ 0126656336 Reaction Lyttleton Manor Site @ 0126656336 Reactor Reaction Address Lyttleton Manor Site @ 0126656336 Reactor Reaction | Control Room Maste * Account Info Account No. Tel. PHI0033 Frans Key Code 0728798568 Code Boesman Call Cell 0728798568 Cell 0 |
| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: O0000 00 Place Holder Older Older Image: Colspan="2">Active Calls: O0000 02 Controller Fail to Test Oute Colspan="2">Oute Controller Fail to Test O0188 O4 System Fail to Test Oute Colspan="2">Oute Colspan= Colspan="2">Colspan= Colspan= Colspan | TOUCS YOUR COMPANY NAME In the second state of the | Control Room Maste * Account Info Account No. Tel. PH10033 Frans Key Code 0728798568 Code Boesman Call XX Cell 0728798568 Cell 0728798568 Master Image: Cell Orgin of the tell him that you can't image: Cell Orgin of the tell him that you can't image: Cell Orgin of tell of |
| QuTeWatch : Control Monitor Action Dispatch Site Maps Std. Operation Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Site Id No Co EventDescription Image: Colspan="2">Active Calls: Outoon OD Place Holder On Image: Colspan="2">Active Calls: Outoon O2 Controller Fail to Test On Outoon O2 Controller Fail to Test On Outoon O2 Controller Fail to Test On System Fail to Test On Outoon O4 System Fail to Test On System Fail to Test On O155 O4 System Fail to Test On Type in your In Colsconn Then click on the Save button Im | TOUR COMPANY NAME Index Side Side Event Description Side Minimum Side Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : Controller Remote Mo CSID 01345 Event BB Operator CRMAST Zone : Type Residential1 Control Frans Reactor/Alt Suburb Lyttleton Manor Control Frans Reactor/Alt Suburb Lyttleton Manor Control Room Master Image: Control Room Master Image: Control Room Master Image: Control Room Master Stamp Save Benote Call Client Rec Save button | Control Room Maste * Account Info Account No. Tel. PH10033 Frans Key Code 0728798568 Code Boesman Call 22 Cell 0728798568 Cell 0728798568 mand tell him that you can't * suspended. * |

| QuTeWatch : Control Monitor | |
|---|------------|
| YOUR COMPANY NAME Control | Room Maste |
| Action Dispatch Site Maps Std. Operations Grid View SMS Messages | |
| Active Calls: Call Detail Account Info | |
| Site Id No Co EventDescription OB Ref Nr Date/Time Code Site Event Description Account No. Tel | |
| 00000 00 Place Holder 1253807 19710/2009 09:17:35 104 System Fail to Test 10188 178 | 1 1225 |
| 01345 01 panic Controller AutoMonitor CSID 0188 Event Reactor box | 1AN |
| CO1345 02 Burglary Zone : KeyNr KeyNr Key Code | |
| COUL U2 Controller Fail to Lest Installation Site | |
| 0146 03 Fail to Close 0188 POSTNET Type Bussines Code RAMBO | |
| 0188 Dif Sustem Fail to Test Contact DOUGH HARTMAN Beactor/Alt ROMED 2 Call ROMED 2 | 2 |
| 0317 04 Guard fail to Report Suburb PHALABORWA Site 📾 781 1225 Cell 082 920 1405 | |
| Heaction HENDRIK VAN ECK Address Actions Actions Date Time Action drop down list Code 2 Code 4 Code 6 Code 8 Code 0 New Attended Busy | Reference |
| Last Call Info : 0317 Guard fail to Report | |

10. By Double clicking in the Reactor box it will bring up a drop down list where you can select Reaction officer you are dispatching for armed response.

| QuTeWatch : Control Monitor | | | | | | | | |
|--|---|-----------------------|--|--|--|--|--|--|
| YOUR COMPANY NAME Control Room Maste * | | | | | | | | |
| Action Dispatch Site Maps Std. Operations | Grid View SMS Messages | | | | | | | |
| Active Calls: Account Info | | | | | | | | |
| Site Id No Co EventDescription | OB Ref Nr Date/Time Code Site Event Description | Account No. Tel. | | | | | | |
| 00000 00 Place Holder | | 10188 1781 1225 | | | | | | |
| 01345 01 panic | Controller AutoMonitor CSID U188 Event FTT Uperator CRMAST | DUUGH HARTMAN | | | | | | |
| 01345 U2 Burglary 0000 02 Controller Fail to Test | Zone : KeyNr | Key Code | | | | | | |
| 0046 03 Eail to Close | Installation Site | | | | | | | |
| 0073 03 Fail to Open | 0188 POSTNET Type Bussines (| Code RAMBO | | | | | | |
| 0188 04 System Fail to Test | Contact DOUGH HARTMAN Reactor/Alt ROMEO 2 | Call ROMEO 2 | | | | | | |
| 0317 04 Guard fail to Report | Suburb PHALABORWA Site 📾 781 1225 C | Cell 082 920 1405 DOU | | | | | | |
| Select the reaction officer | Address Address 2. OGIE BY ONTVANGS 3. OGIE DIANE SE KANTOOR Area Non Grouped Sit Alpha Gert | | | | | | | |
| you are sending out | BRAV01 Fanie harks CHUBB Tommy Cristine Cristine VICTOR1 Ben romeo 6 jannie | Reference | | | | | | |
| then click on | | | | | | | | |
| the Select | | | | | | | | |
| button | Code 1 Code 3 Code 5 Code 7 Code 9 | | | | | | | |
| | | | | | | | | |
| New Attended Busy | ✓ Call Site Info Guard Report Remote Call Client Reque | est Action Note | | | | | | |
| Last Call Info : 0317 Guard fail t | o Report | | | | | | | |

Adding or changing reaction officers

- 1. On the Main menu, click on the schedules button.
- 2. Click on the Add or Change button to Add or Change reaction officers.

| uTeWatch : Schedules | | | | | | | | |
|--|--|----------------------|--------|-----------|--------------|-----------------|---|------------------------|
| YOUR COMPANY NAME Control Room Maste * | | | | | | | | |
| Reaction Units | Reaction Units Reaction Areas Mobile Units | | | | | | | |
| | | | | | | | | |
| Reaction Unit | t MobileNr | Reaction Area | Active | ShiftType | VehicleRegNr | ReactionOfficer | | |
| Alpha | 00001 | Non Grouped Sites | | | KTP234GP | Gert | | |
| BRAV01 | 00001 | Non Grouped Sites | True | ALL | TRB123GP | Fanie | | |
| CHUBB | 00002 | Non Grouped Sites | True | | | Tommy | _ | |
| Cristine | 00001 | Non Grouped Sites | True | | FTS303NW | Cristine | | |
| VICTOR1 | 00001 | Non Grouped Sites | True | ALL | KBY444GP | Ben | _ | |
| romeo 6 | 00002 | AREA B1 | | DAY | KKK888MP | jannie | | |
| | | | | | | | | |
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| | | d | | | | | | |
| 🕒 Add | 🚯 Change | | | | | | | |
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| | | | | | | | | <u>I</u> <u>C</u> lose |
| | | | | | | | | |
| Last Call Info : | 0317 | Guard fail to Report | | | | | | |

Remote Calls

Remote Call is when a client phones about an alarm and it didn't appear on the control monitor screen.

- 1. On the Control Monitor screen click on the Remote Call button.
- 2. On the left hand side choose the Site for witch you want to make a Remote Call.
- 3. You can search by Site Id no or by Site Name to find the Site you want,
- 4. In the Call Site Event drop down box, choose the Event you want, like burglary, panic, etc.
- 5. In the Caller Id box enter the name of the person who is calling or the name of the person who is making the Remote Call.
- 6. In the Caller Ref enter the telephone number, or date, or reference number you want to use for the remote call.
- 7. See the example on the next page.
- 8. Click on the Confirm button.

| QuTeWatch : Control N | Monitor | | | | | |
|--|------------|---------------|-----------------------|----------------------|---|-----------------------|
| | | | YOUR COMP. | ANY I | AME | Control Room Maste |
| Action Dispatch Site | Maps Std. | Operations G | rid View 🛛 SMS Messag | jes | | |
| Active Calls: | | C | all Detail | | Acco | unt Info |
| Site Id No Co EventDescription OB Ref Nr Date/Time | | | | | Code Site Event Description Accourt | t No. Tel. |
| 000000 00 Place Holder 10/11/200 | | |)06 10: | 1:48 00 Place Holder | | |
| | | C | ontroller PH (| CSID | Event Operator NOUSER Auto In | sert - No Info |
| | | z | one: | | KeyNr Key Co | de |
| | | | nstallation Site | | | |
| | | | 0000 Auto Insert - | AutoM | n - No Info Type Residential1 Code | |
| | | Co | ontact | | Reactor/Alt Call | 2 |
| | | S | Judit | | Site 🕿 Cell | R |
| | | B | eaction | | | |
| | | | dress | | | |
| | | | 8 | | - | |
| | Remote C | all | · · | | Ch. D | |
| | | | | _ | | |
| | l Carle | Can Mana | | | Site U008 Pick N Pay Pta | |
| | | Auto Incort | Notefo | -1 | Contact Pieter Crous T, | ype Bussines |
| | 00000 | Auto Insert - | AutoMon - No Info | - | Reaction Pretorius straat 667 Address Pretorius Cambrid | 012 221 8988 |
| | 000000 | This Compa | | - | Cell | 082 333 5555 |
| | 0005 | NAMAKGAL | E FOUNDATION | | Code | Bok |
| | 0007 | TEST | | | Call Detail | |
| | 0008 | Pick N Pay I | Pta | | Call Site Event Caller Id | Caller Ref. |
| | 0009 | Pick N Pay | | | Service Call Booking 🔽 Gert | 0123352268 |
| | 00117 | PC TEC | | 1 | | . 1 |
| New Attended | - | | | | | ncel / <u>Contirm</u> |
| | | | | | | |
| Last Call Info : 000 | Choos | ing the | Test | | all Site Event Caller Id | Caller Ref |
| | Site | | | I | rop down box | |

Additional feature in Qtwatch for computers with a widescreen monitor

| QuTeWatch | Phoned | Res | spond | Or | n Site | | | | | | | | | |
|--|---|---------------|---------------|--------------|------------|--|--------------------------|--------------------|-----------------------------|--------------|-------------|----------------|--|--|
| | | | | | | IPANY NA | ME | | | × | Control Ro | om Maste | | |
| Action Dispatch Site Maps Son Querations Grid V SMS Mess s | | | | | | | | | | | | | | |
| Active Ca | alls: | | \sim | $- \prime -$ | Call Deta | nil | Ac | count Info- | | | | | | |
| Site Id No 0 | Co EventDescription | F | honed Respond | I On Site 🔺 | OB Ref Nr | Date/T | Acc | Account No. Tel. | | | | | | |
| 00000 | 00 Place Holder | | | | 253888 | 19/10/ | | 0033 | | | | | | |
| 01345 | 01 panic | | | | Controller | Remote Mo | CSID 01345 | EventBB | Operator CR | RMAST Fran | ns | | | |
| 01345 | 12 Burglary | | | | Zone: | | | KeyNr 001 | Frans | Key | Code 072879 | 8568 | | |
| 0000 0 | D2 Controller Fail to T | est | | | Installati | Installation Site | | | | | | | | |
| 0046 0 | 03 Fail to Close | | | | | 124 River | street | Тур | e Residential1 Code Boesman | | | | | |
| | 03 Fail to Upen 04 Sustem Fail to Test | | | | | Contact Frans Reactor/Alt | | | | | Call | | | |
| | | | ٨ | | Suburb | yttleton Man | or | Site 📾 | 0126656336 | Cell | 0728798568 | <u> </u> | | |
| | [, | 3 additio | | | Address L | Reactor 124 River Street Address Lyttleton Manor Centurion Image: Street | | | | | | | | |
| | | | | | Area I | | | | | | | | | |
| | | | | | Actions | Actions Data Tima Action Demarka | | | | | | Deference [| | |
| | | | | | 10/10/20 | 0 10.00.00 | Action | | Diek | | B O | | | |
| | | | | | 13/10/20 | JƏ T2.33.02 | poligiaiy | | | | 0 | 12333226 | | |
| | | | | | | Code 1 Code 3 Code 5 Code 7 Code 9 | | | | | | | | |
| | | | | - | | Code 4 | Lode 6 Lode 8 | Code U | | | | | | |
| New | Attended Busy | | | | 🖌 Ca | l 💦 S | ite Info <u>G</u> uard I | Report <u>R</u> er | mote Call 🛛 🖸 | ient Request | Action Note | 평 <u>H</u> ide | | |
| | | | | | | | | | | | | | | |
| Last Call Ir | nfo: 0000 | Controller Fa | ail to Test | | | | | | | | | | | |

- 1. When you are using a wide screen monitor, you can enable the Qtwatch widescreen feature in system parameters. See the System Administration manual for help on enabling the widescreen feature.
- 2. With the widescreen feature enabled you will have 3 additional columns on your stack. Phoned, Respond and On Site.
- 3. When you use the Phone client, or dispatch reaction, or Arrive on site action it will put a Yes in the column making it easier for the control room operator to see on witch alarms he has phoned the client or dispatched reaction.

| QuTeWatch : Control Monitor | | | | | | | | | | | | | | | | |
|---|-----------------------|-----------------------------------|------------|------------------|-----|-------------------|---|----------------------------------|----------|--------------|-------------|---------------------|----------------------|--------------|--|--|
| Client phoned | | | | | | YOUR COMPANY NAME | | | | | | | * Control Room Maste | | | |
| Action Dispatch Site Maps Std. Dperate fid View SMS Messages | | | | | | | | | | | | | | | | |
| Active Calls: | | | | | | | Call Detail | | | | | | | Account Info | | |
| Site Id N | o Co | EventDescription Phoned Respond (| | | | On Site 🔺 | UB Het Nr Date/Time Lode Site Event Description | | | | | | | l el. | | |
| 00000 | 00 | 00 Place Holder | | | | | Contral Design Mar COLD 0000 Environment Contract | | | | | | | 012 223 1177 | | |
| 01345 | U1 01 | panic . | | | 0 | | Lontrol | ler Remote M | 0 131 | | Event | Uperator CHMAST | Pieter Lrous | | | |
| 01.00 | 01 | panic Daily Call to Olicet | | | Yes | | Rea | ction se | end | | KeyNr 001 | Pieter Crous | Key Code 08 | 2 333 5555 | | |
| 01245 | 01 | Daily Call to Client | | | V | | Insta | lation Site | | | | | | | | |
| 0008 | 02 | Burnlaru | | | 165 | Yes | 0008 | Pick N | Pay Pta | | Тур | e Bussines | Code Bok | | | |
| 0046 | 1046 03 Fail to Close | | | | | 100 | Contac | t Pieter Crou | } | | Reactor/Alt | | Call | 200 A | | |
| 0073 | 03 | Fail to Open | | | | | Suburb | Pretoria | | | Site 📾 | 012 221 8988 | Cell 082 333 5 | 555 Q | | |
| 3215 | 03 | Fail to Open | | | | | Reaction | or Pretorius str | aat 667 | | 1 | | | | | |
| 0188 | 04 | System Fail to Test | | | | Yes | Addres | ^S Pretoria Cer | ntral | | 1 | | | | | |
| 0317 | 04 | Guard fail to Report | | | | 1 | <u>《</u> | | | | 1 | | | T | | |
| 0008 | 04 | System Fail to Test | | | | | Area | Non Group | ed Sites | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | Date | Time | Acti | on | | Bemarks | | | | |
| | | Г | Deast | Reaction on site | | | 22/10 | /2009 09:44:3 | 7 Call | Site Contact | No. | Site Telephone Co | ntact | 122218988 | | |
| | | | React | | | | 22/10 | /2009 09:44:4 | 0 Call | Site Contact | No. | Site Cell Nr Contac | t | 823335555 | | |
| | | | | | | | | 22/10/2009 09:44:54 Phone client | | | | | | | | |
| | | | | | | | | 22/10/2009 09:44:54 Phone client | | | | | | | | |
| 22/10/2009 09:45:42 Arrive on site | | | | | | | | | | | | | _ _ | | | |
| Code 1 Code 5 Code 7 Code 9 | | | | | | | | | | | | | | | | |
| Code 2 0 Ve 4 C-4- C Cpde 8 Code 0 | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| New Attended Busy Call Site Info Guard Report Bemote Call Client Request Action Note Regional Action Note | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| Last Ca | l Info | : 3215 | System Fai | l to Test | | Arrive | e on s | ite actio | on | | | | | | | |
| | | | | | | | | | | | | | | | | |

4. The code 3 Action button on the example above isn't necessarily the same as your Code 3 button. Hold your mouse pointer over your Code buttons to see where your Arrive on site action is. Also where your Phoned Client is and your Dispatched Armed Response.