

Control Monitor Help

The screenshot shows the 'Control Monitor' window for 'YOUR COMPANY NAME'. It features a menu bar with 'Action', 'Dispatch', 'Site Maps', 'Std. Operations', 'Grid View', and 'SMS Messages'. The main area is divided into several sections:

- Active Calls:** A list of active calls with columns for Site Id No, Co, and EventDescription. The list shows events like 'Place Holder', 'panic', 'Burglary', 'Controller Fail to Test', 'Fail to Close', 'Fail to Open', and 'System Fail to Test'. A callout points to the 'Event Description' column.
- Account Info:** Fields for Account No. (0188), Tel. (781 1225), and Operator (DOUGH HARTMAN).
- Installation Site:** Fields for Site (0188), Type (Bussines), Code (RAMBO), Contact (DOUGH HARTMAN), Reactor/Alt (ROMEO 2), Suburb (PHALABORWA), Site (781 1225), Cell (082 920 1405 DOU), and Address (HENDRIK VAN ECK).
- Actions:** A table with columns for Date Time, Action, Remarks, and Reference.
- Buttons:** A row of buttons including 'New', 'Attended', 'Busy', 'Call', 'Site Info', 'Guard Report', 'Remote Call', 'Client Request', 'Action Note', and 'Hide'.

Callouts identify the following elements:

- Site Id No:** Points to the 'Site Id No' column in the Active Calls list.
- Importance Code:** Points to the 'Co' column in the Active Calls list.
- Event Description:** Points to the 'EventDescription' column in the Active Calls list.
- Stack of Signals / Events (Active Call List):** Points to the entire Active Calls list.
- Call button:** Points to the 'Call' button at the bottom.

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.

After 20 minutes it will turn Purple.
 Flickering Yellow and Red – Multiple Activations.

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.

The screenshot shows the 'QuTeWatch : Control Monitor' interface. It features a top menu bar with options like 'Action', 'Dispatch', 'Site Maps', 'Std. Operations', 'Grid View', 'SMS', and 'Messages'. Below this is a 'Call Detail' section with fields for 'OB Ref Nr' (253807), 'Date/Time' (19/10/2009 09:17:35), 'Code' (04), and 'Site Event Description' (System Fail to Test). Other fields include 'Controller' (AutoMonitor), 'CSID' (0188), 'Event' (FTT), and 'Operator' (CRMAST). To the right is an 'Account Info' section with 'Account No.' (0188), 'Tel.' (781 1225), and 'DOUGH HARTMAN'. Below these are sections for 'Installation Site' and 'Actions'. The 'Actions' section has a table with columns 'Date Time', 'Action', 'Remarks', and 'Reference'. At the bottom, there are buttons for 'New', 'Attended', 'Busy', 'Call', 'Site Info', 'Guard Report', 'Remote Call', 'Client Request', 'Action Note', and 'Hide'. Call list items on the left are color-coded: yellow for 'Place Holder', green for 'Test', and red for 'System Fail to Test'.

- 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.
- Controller This is the Controller Identity name. i.e. FSK.
- 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 Nr Key Holder's Number to the event.
- Event Description This is the description to the event.
- CSID Radio/transmitter number.
- Operator The User that is logged in on Qtwatch currently.

QuTeWatch : Control Monitor

YOUR COMPANY NAME Control Room Master

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	Burglary
0000	02	
0046	03	Fail to Close

Site ID No

Site Contact person

Site Address

Call Detail

OB Ref Nr	Date/Time	Code	Site	Event Description
253807	19/10/2009 09:17			

Site Name

Site Type (Business /Residential, etc)

Secret Code word

Installation Site

0188	POSTNET	Type	Bussines	Code	RAMBO
Contact	DOUGH HARTMAN	Reactor/Alt	ROMEO 2	Call	ROMEO 2
Suburb	PHALABORWA	Site	781 1225	Cell	082 920 1405 DOU
Reaction Address	HENDRIK VAN ECK	1. OGIE BY VOORDEUR 2. OGIE BY ONTVANGS 3. OGIE DIANE SE KANTO 4. DEURMAGNEET			
Area	Non Grouped Sites				

Site Telephone No

Site Cell phone No

Any Additional info

Actions

Date Time	Action	Ref

Code 1 Code 3 Code 5 Code 7 Code 9

Code 2 Code 4 Code 6 Code 8 Code 0

New Attended Busy

Call Site Info Guard Report Remote Call Client Request Action Note Hide

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.

Type

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

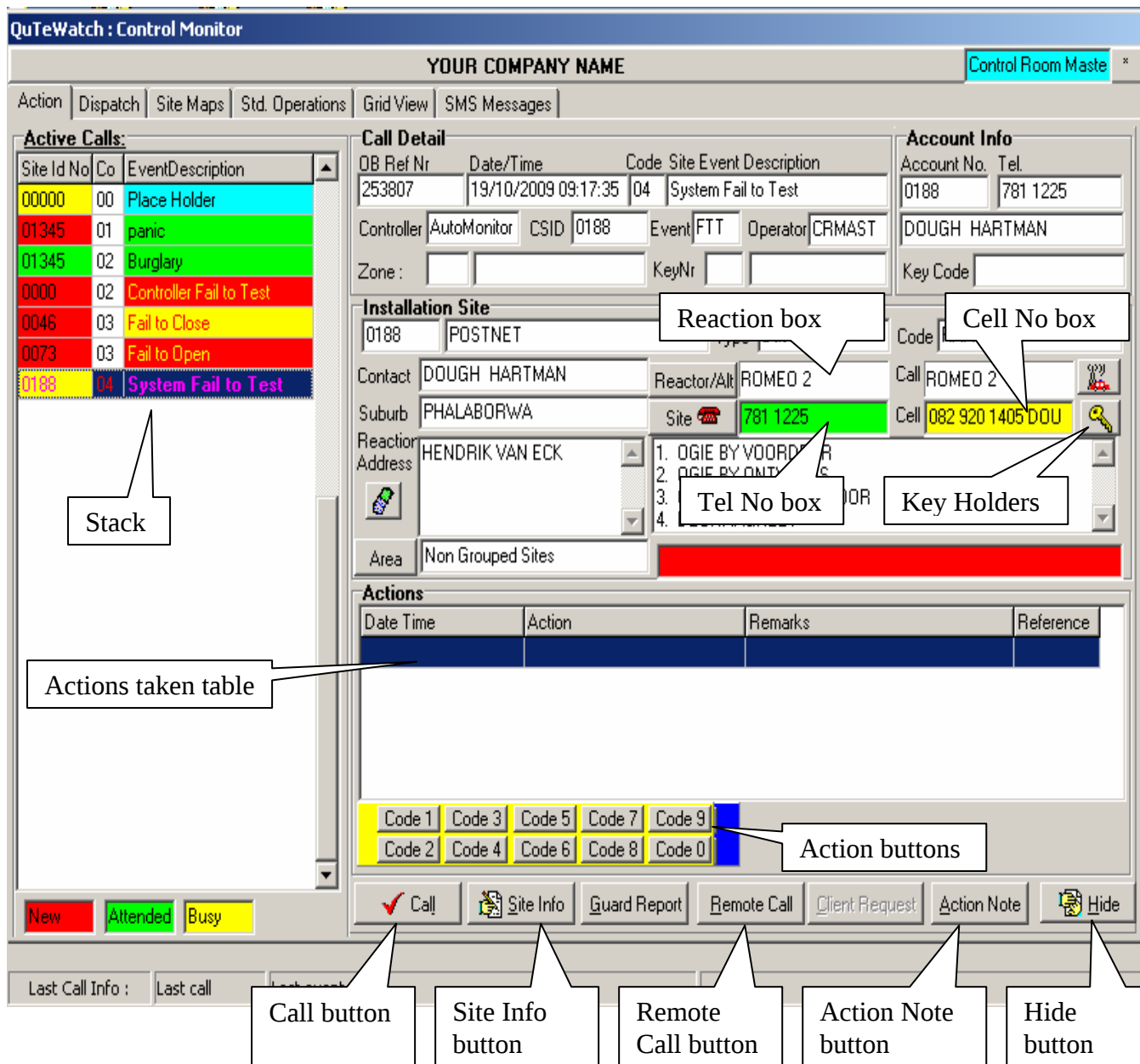
The reaction vehicle that needs to be contacted to respond to event.

Call

Radio call sign for reaction vehicle.

Alt/Rtr

Alternative reaction vehicle that will respond to event.
event comes through on computer.



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 with 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

YOUR COMPANY NAME Control Room Master

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	Burglary
0000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail
0317	04	Guard fail to

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

1345 124 River street Type Residential1 Code Boesman

Contact Frans Reactor/Alt

Suburb Lyttleton Manor Site 0126656336 Cell 0728798568

Event Type Actions

124 River street Lyttleton Manor

Area Non G

Actions

Date Time	Action	Remarks	Reference
19/10/2009 12:33:02	Burglary	Piet	012335226
19/10/2009 12:49:54	Call Site Contact No.	Site Cell Nr Contact	728798568
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

New Attended Busy

Call Site Info Guard Report Remote Note Hide

Last Call Info : 0317 Guard fail to Report

Action List box

Actions Taken

Action buttons

Double click to bring up Action list box

QuTeWatch : Control Monitor

YOUR COMPANY NAME Control Room Master

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	Burglary
0000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail to Test
0317	04	Guard fail to Report

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 Code Boesman

Contact Frans Reactor/Alt

Suburb Lyttleton Manor Site 0126656336 Cell 0728798568

Event Type Actions

124 River street Lyttleton Manor

Area Non G

Actions

Date Time	Action	Remarks	Reference
19/10/2009 12:33:02	Burglary	Piet	012335226
19/10/2009 12:49:54	Call Site Contact No.	Site Cell Nr Contact	728798568
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

New Attended Busy

Call Site Info Guard Report Remote Call Client Request Action Note Hide

Last Call Info : 0317 Guard fail to Report

Select your Action then click on the Select button

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	Burglary
0000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail to Test
0317	04	Guard fail to Report

Call Detail

OB Ref Nr 253807 Date/Time 19/10/2009 09:17:35 Code 04 Site Event Description System Fail to Test
 Controller AutoMonitor CSID 0188 Event FTT Operator CRMAST
 Zone : KeyNr

Account Info

Account No. 0188 Tel. 781 1225
 DOUGH HARTMAN
 Key Code

Installation Site

0188 POSTNET Type Bussines Code RAMBO
 Contact DOUGH HARTMAN Reactor/Alt ROMEO 2 Call ROMEO 2
 Suburb PHALABORWA Site 781 1225 Cell 082 920 1405 DOU
 Reaction Address HENDRIK VAN ECK
 1. OGIE BY VOORDEUR
 2. OGIE BY ONTVANGS
 3. OGIE DIANE SE KANTOOR
 4. DEURMAGNEET
 Area Non Grouped Sites

Actions

Date Time	Action	Remarks	Reference
19/10/2009 12:46:57	Warden tasked to investig	Unit: BRAVO1 AR: Fanie	
19/10/2009 12:48:13	Arrive on site		
19/10/2009 12:48:17	All was found in order		

Code 1 Code 2
 Code 2 Code 2

You can also type in your own Action or additional information

Spoke to Dough who was on site

Remote Call Client Request Action Note Hide

Action Note button for long response notes

New Attended Busy

Last Call Info : 0000 Controller Fail to Test

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	Burglary
0000	02	Controller Fail to Test
00000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail to Test
0317	04	Guard fail to Report
0008	04	System Fail to Test
0025	04	System Fail to Test
0155	04	System Fail to Test
3215	04	System Fail to Test

Call Detail

OB Ref Nr 253888 Date/Time 19/10/2009 12:33:02 Code 02 Site Event Description Burglary
 Controller Remote Mo CSID 01345 Event BB Operator CRMAST
 Zone : KeyNr 001 Frans

Account Info

Account No. PHI0033 Tel.
 Frans
 Key Code 0728798568

Installation Site

01345 124 River street Type Residential1 Code Boesman
 Contact Frans Reactor/Alt Call
 Suburb Lyttelton Manor Site 0126656336 Cell 0728798568
 Reaction Address 124 River Street
 Lyttelton Manor
 Centurion
 Phone client tell him about the alarm and tell him that you can't send any reaction because he is suspended.
 Area Non Grouped Sites

Actions

>>>>> 19/10/2009 14:32:18 - Control Room Master

Type in your long response/action Then click on the Save button

Stamp Save Cancel

New Attended Busy

Last Call Info : 0000 Controller Fail to Test

Save button

Call Site Info Guard Report Remote Call Client Request Action Note Hide

QuTeWatch : Control Monitor

YOUR COMPANY NAME

Control Room Mast

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	Burglary
0000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail to Test
0317	04	Guard fail to Report

Call Detail

OB Ref Nr	Date/Time	Code	Site Event Description
253807	19/10/2009 09:17:35	04	System Fail to Test

Controller: AutoMonitor CSID 0188 Event: **Reactor box**

Zone: KeyNr:

Account Info

Account No.	Tel.
0188	781 1225

DOUGH HARTMAN

Key Code:

Installation Site

OB Ref Nr	Date/Time	Code	Site Event Description
0188	POSTNET	Type Bussines	Code RAMBO

Contact: DOUGH HARTMAN Reactor/Alt: ROMEO 2

Suburb: PHALABORWA Site: 781 1225

Reaction Address: HENDRIK VAN ECK

Area: Non Grouped Sit

Actions

Date Time	Area	Reactor	Reference

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 Mast

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	Burglary
0000	02	Controller Fail to Test
0046	03	Fail to Close
0073	03	Fail to Open
0188	04	System Fail to Test
0317	04	Guard fail to Report

Call Detail

OB Ref Nr	Date/Time	Code	Site Event Description
253807	19/10/2009 09:17:35	04	System Fail to Test

Controller: AutoMonitor CSID 0188 Event: FTT Operator: CRMAS

Zone: KeyNr:

Account Info

Account No.	Tel.
0188	781 1225

DOUGH HARTMAN

Key Code:

Installation Site

OB Ref Nr	Date/Time	Code	Site Event Description
0188	POSTNET	Type Bussines	Code RAMBO

Contact: DOUGH HARTMAN Reactor/Alt: ROMEO 2

Suburb: PHALABORWA Site: 781 1225

Reaction Address: HENDRIK VAN ECK

Area: Non Grouped Sit

Actions

Date Time	Area	Reactor	Reference

Select the reaction officer you are sending out then click on the Select button

Select Reaction Unit

Alpha	Gerit
BRAVO1	Fanie
CHUBB	Tommy
Cristine	Cristine
VICTOR1	Ben
romeo 6	jannie

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.

QuTeWatch : Schedules

YOUR COMPANY NAME

Control Room Master

Reaction Units | Reaction Areas | Mobile Units

Reaction Unit	MobileNr	Reaction Area	Active	ShiftType	VehicleRegNr	ReactionOfficer
Alpha	00001	Non Grouped Sites			KTP234GP	Gert
BRAVO1	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

+ Add  Change

 Close

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 which 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 Monitor

YOUR COMPANY NAME

Control Room Master

Action | Dispatch | Site Maps | Std. Operations | Grid View | SMS Messages

Active Calls:

Site Id	No	Co	EventDescription
00000	00	00	Place Holder

Call Detail

OB Ref Nr	Date/Time	Code	Site Event Description
0000001	10/11/2006 10:21:48	00	Place Holder

Controller PH CSID Event Operator NOUSER

Zone : KeyNr

Account Info

Account No.	Tel.

Auto Insert - No Info

Key Code

Installation Site

00000	Auto Insert - AutoMon - No Info	Type Residential1	Code
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Contact Reactor/Alt Call

Suburb Site Cell

Reaction Address

Remote Call

Site Id	Site Name
0000	Auto Insert - No Info
00000	Auto Insert - AutoMon - No Info
000000	This Company
0005	NAMAKGALE FOUNDATION
0007	TEST
0008	Pick N Pay Pta
0009	Pick N Pay
00117	PC TEC

Site Detail

Site	0008	Pick N Pay Pta
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Contact Pieter Crous Type Bussines

Reaction Address Pretorius straat 667 Pretoria Central

Tel No 012 221 8988

Cell 082 333 5555

Code Bok

Call Detail

Call Site Event	Caller Id	Caller Ref.
Service Call Booking	Gert	0123352268

Cancel Confirm

Additional feature in Qtwatch for computers with a widescreen monitor

QuTeWatch

COMPANY NAME

Control Room Master

Action | Dispatch | Site Maps | Std. Operations | Grid View | SMS Messages

Active Calls:

Site Id	No	Co	EventDescription	Phoned	Respond	On Site
00000	00	00	Place Holder			
01345	01	01	panic			
01345	02	02	Burglary			
0000	02	02	Controller Fail to Test			
0046	03	03	Fail to Close			
0073	03	03	Fail to Open			
0188	04	04	System Fail to Test			

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 CRMAS

Zone : KeyNr 001 Frans

Account Info

Account No.	Tel.
PHI0033	

Frans

Key Code 0728798568

Installation Site

01345	124 River street	Type Residential1	Code Boesman
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Contact Frans Reactor/Alt

Suburb Lyttelton Manor Site 0126656336 Cell 0728798568

Reaction Address 124 River Street Lyttelton Manor Centurion

Area Non Grouped Sites

Actions

Date Time	Action	Remarks	Reference
19/10/2009 12:33:02	Burglary	Piet	012335226

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

YOUR COMPANY NAME * Control Room Master

Action Dispatch Site Maps Std. Operations Mid View SMS Messages

Active Calls:

Site Id No	Co	EventDescription	Phoned	Respond	On Site
00000	00	Place Holder			
01345	01	panic			
0024	01	panic		Yes	
0188	01	Daily Call to Client			
01345	02	Burglary		Yes	
0008	02	Burglary			Yes
0046	03	Fail to Close			
0073	03	Fail to Open			
3215	03	Fail to Open			
0188	04	System Fail to Test			Yes
0317	04	Guard fail to Report			
0008	04	System Fail to Test			

Call Detail

OB Ref Nr: 253959 Date/Time: 22/10/2009 09:44:08 Code: 02 Site Event Description: Burglary

Controller: Remote Mo: CSID: 0008 Event: BB Operator: CRMAS KeyNr: 001 Pieter Crous

Account Info

Account No.: SA001 Tel.: 012 225 1177

Pieter Crous Key Code: 082 333 5555

Installation Site

0008 Pick N Pay Pta Type: Bussines Code: Bok

Contact: Pieter Crous Reactor/Alt: Call: 012 221 8988

Suburb: Pretoria Site: 012 221 8988 Cell: 082 333 5555

Reaction Address: Pretorius straat 667 Pretoria Central

Area: Non Grouped Sites

Actions

Date Time	Action	Remarks	Reference
22/10/2009 09:44:37	Call Site Contact No.	Site Telephone Contact	122218988
22/10/2009 09:44:40	Call Site Contact No.	Site Cell Nr Contact	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 3 Code 5 Code 7 Code 9
Code 2 Code 4 Code 6 Code 8 Code 0

Arrive on site

New Attended Busy

Call Site Info Guard Report Remote Call Client Request Action Note Hide

Last Call Info : 3215 System Fail to Test

Arrive on site action

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.