

QTWatch Help

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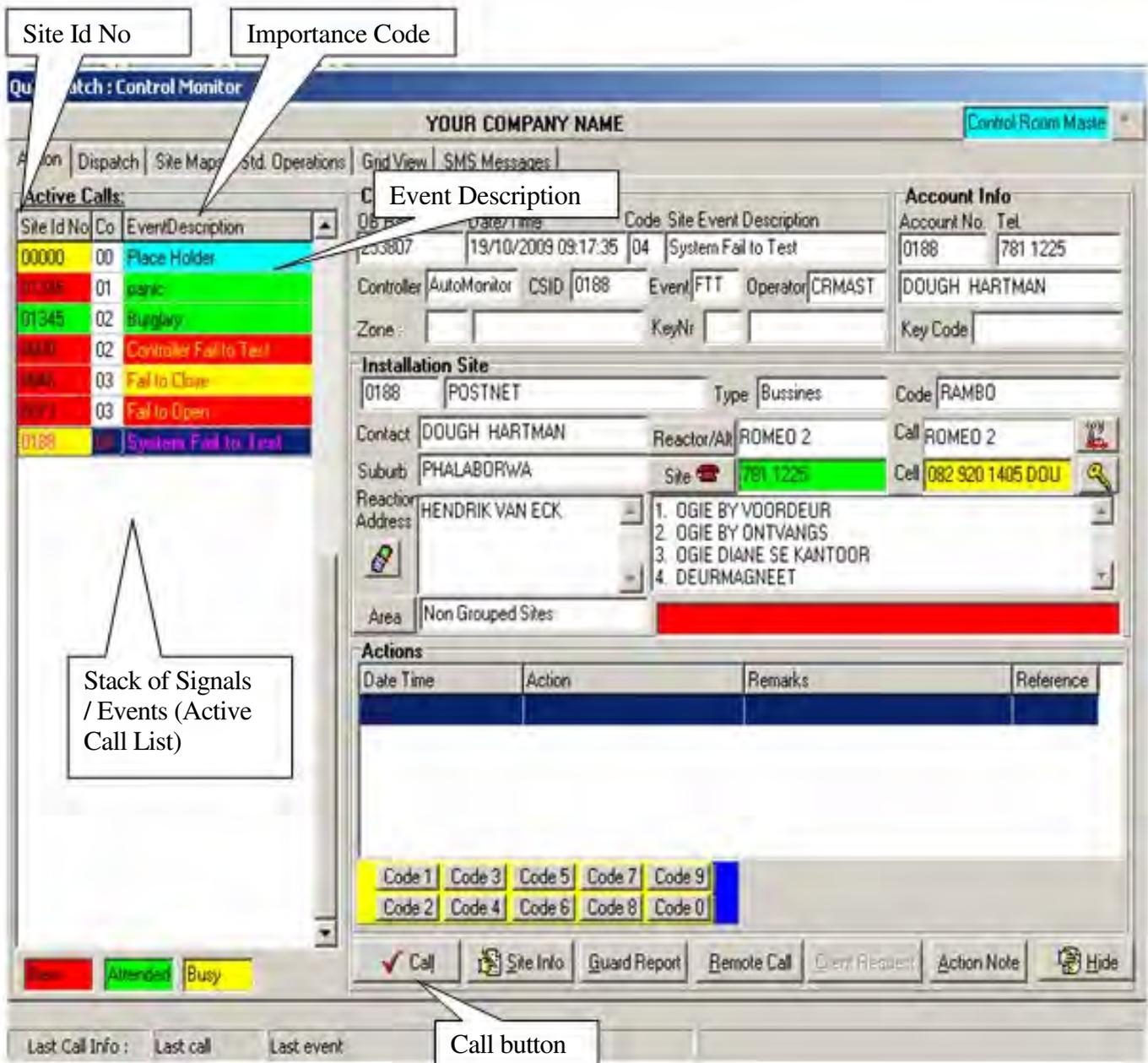
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Updated Features – June 2011-06-21

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Control Monitor Help



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.

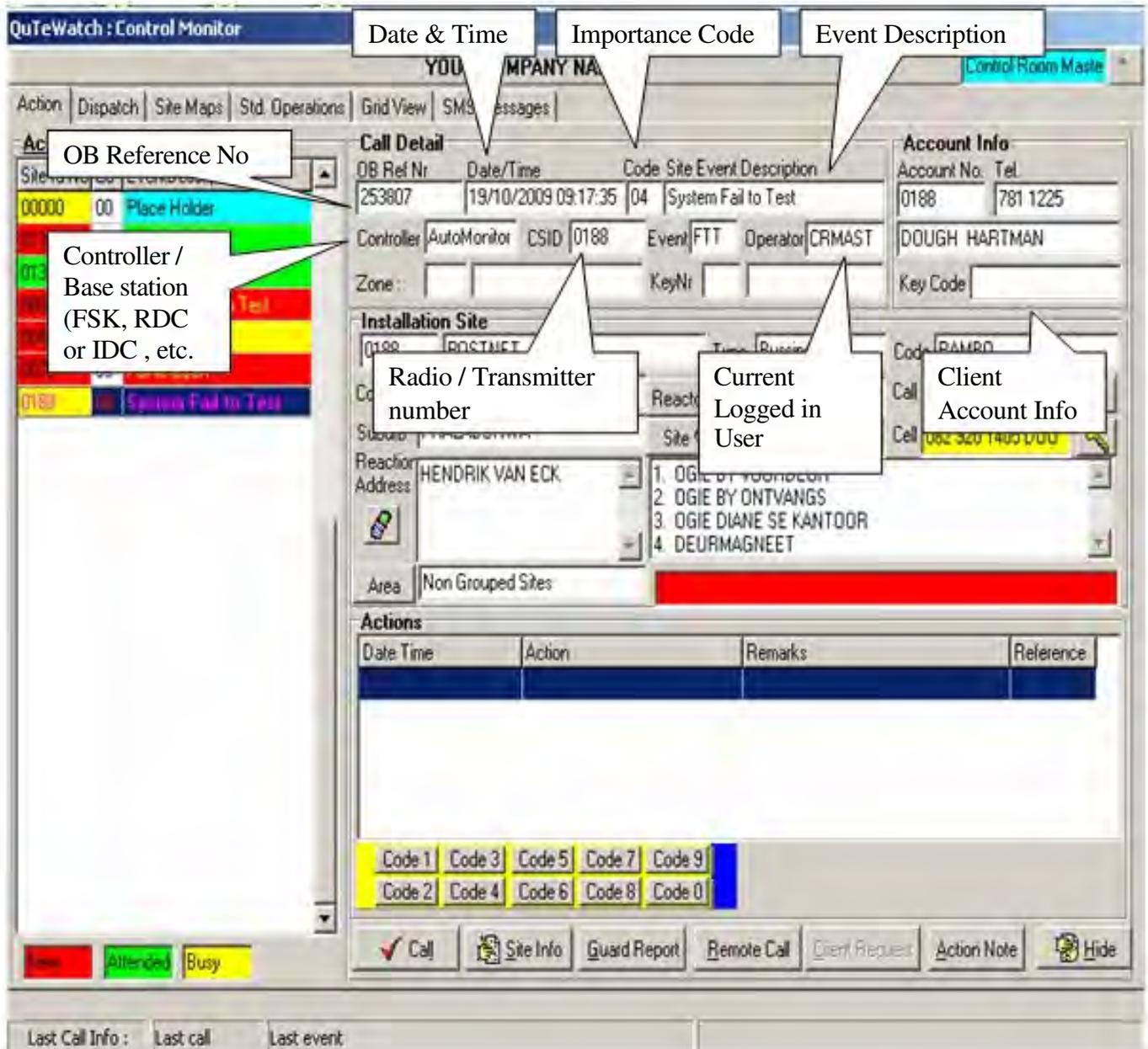
Event Description - Short description of the event.

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.

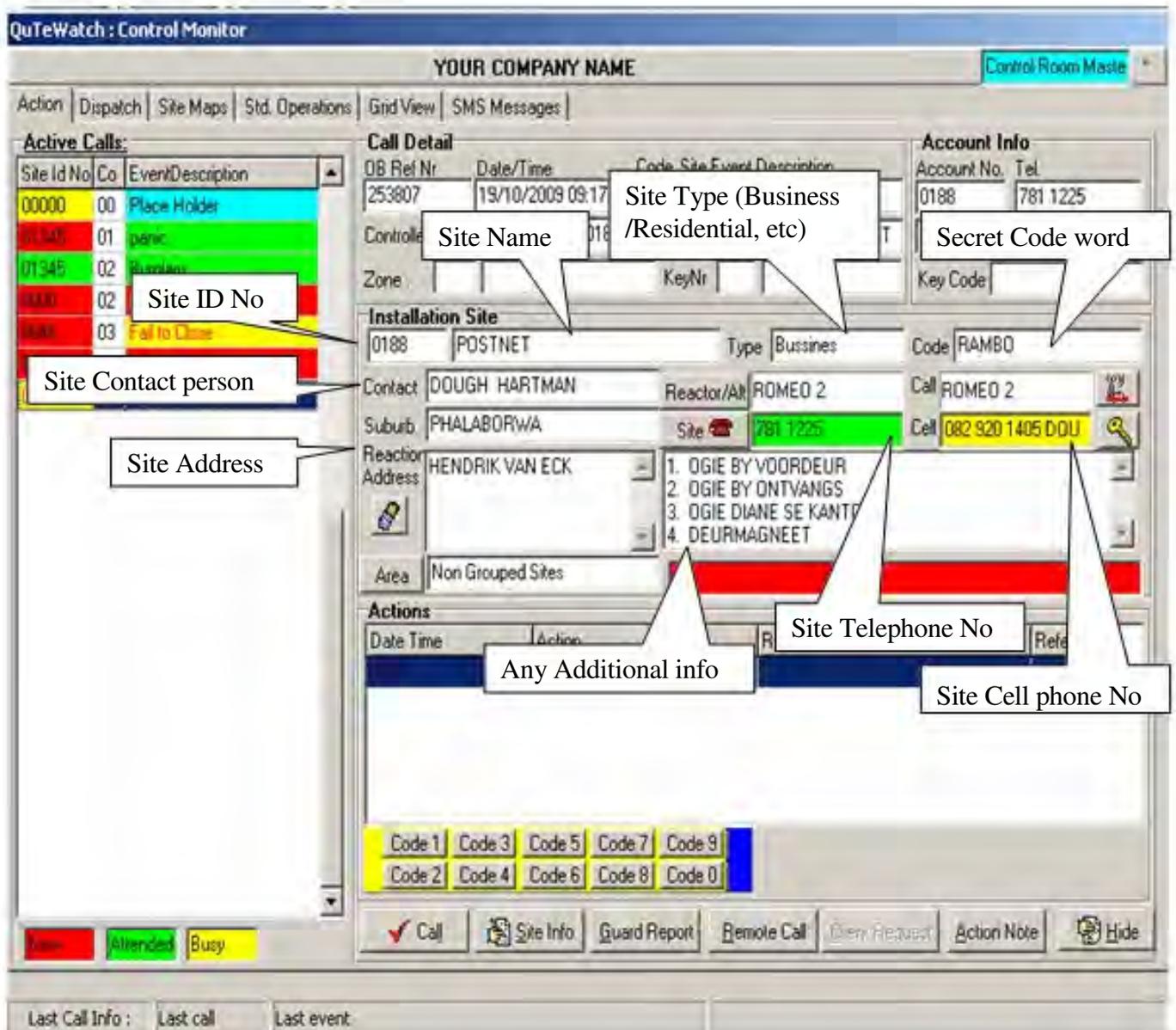
After 20 minutes it will turn Purple.
 Flickering Yellow and Red - Multiple Activations.

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.

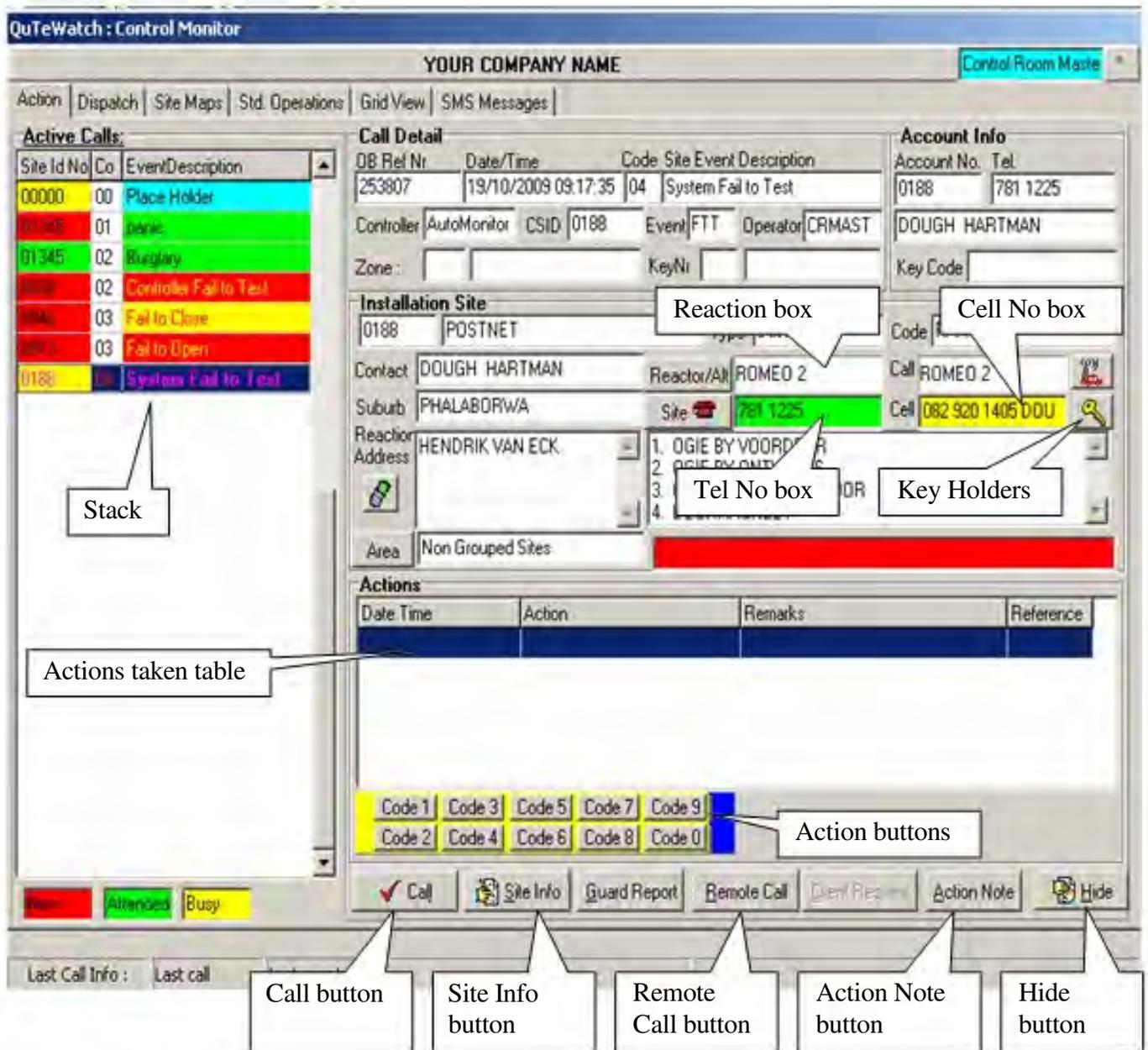


- OB Ref No. This is a number that is automatically assigned by the system to events as they come in. This No is fixed and cannot be changed.
- Controller This is the Controller Identity name. i.e. FSK.
- Date Time Date and Time of event.
- Event Event Number. Example 097 is a burglary code on FSK Base 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.



Site Detail

Account No	The Client's account number. This number can be changed on the Client Info page.
Client Name	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	Alarm
01345	02	Boundary
0000	02	Controller Fail to Test
0000	03	Fail to Close
0000	03	Fail to Open
0188	04	System Fail
0000	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

Code	Site	Type	Residential	Code	Boesman
01345	124 River street	Residential			

Contact: Frans Reactor/Alt: Site 01345656336 Cell 0728798568

Reaction Address: 124 River street Lyttelton Centur

Area: Non G

Event Type Actions

the alarm and tell him that you can't be suspended

✓ Select Cancel

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

✓ Call Site Info Guard Report Remote Call Client Request Action 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	Alarm
01345	02	Boundary
0000	02	Controller Fail to Test
0000	03	Fail to Close
0000	03	Fail to Open
0188	04	System Fail to Test
0000	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

Code	Site	Type	Residential	Code	Boesman
01345	124 River street	Residential			

Contact: Frans Reactor/Alt: Site 01345656336 Cell 0728798568

Reaction Address: 124 River street Lyttelton Centur

Area: Non G

Event Type Actions

the alarm and tell him that you can't be suspended

Call Site Contact No.
 Despatch Armed Response
 Arrive on site
 Client gives secret code

✓ Select

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

✓ 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

QuTeWatch : Control Monitor

YOUR COMPANY NAME

Control Room Master

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

Active Calls:			Call Detail			Account Info		
Site Id No	Co	EventDescription	DB Ref Nr	Date/Time	Code	Site Event Description	Account No.	Tel
00000	00	Place Holder	253807	19/10/2009 09:17:35	04	System Fail to Test	0188	781 1225
01345	01	panic						
01345	02	Burglary						
0188	02	Controller Fail to Test						
0188	03	Fail to Close						
0188	03	Fail to Open						
0188	04	System Fail to Test						
0188	04	Guard fail to Report						

Controller: AutoMonitor CSID: 0188 Event: FTT Operator: CRMAS

Zone: KeyNr:

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

Reactor Address: HENDRIK VAN ECK

- OGIE BY VOORDEUR
- OGIE BY ONTVANGS
- OGIE DIANE SE KANTOOR
- DEURMAGNEET

Area: Non Grouped Sites

Date Time	Action	Remarks	Reference
19/10/2009 12:46:57	Warden tasked to investga	Unit: BRAVO1 AP: 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 3 Code 4

Spoke to Dough who was on site

Remote Call Client Request Action Note Hide

Last Call Info: 0000 Controller Fail to Test

You can also type in your own Action or additional information

Action Note button for long response notes

QuTeWatch : Control Monitor

YOUR COMPANY NAME

Control Room Master

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

Active Calls:			Call Detail			Account Info		
Site Id No	Co	EventDescription	DB Ref Nr	Date/Time	Code	Site Event Description	Account No.	Tel
00000	00	Place Holder	253888	19/10/2009 12:33:02	02	Burglary	PHI0033	
01345	01	panic						
01345	02	Burglary						
0188	02	Controller Fail to Test						
0188	03	Fail to Close						
0188	03	Fail to Open						
0188	04	System Fail to Test						
0188	04	Guard fail to Report						
0188	04	System Fail to Test						
0188	04	System Fail to Test						
0188	04	System Fail to Test						

Controller: Remote Mo CSID: 01345 Event: BB Operator: CRMAS

Zone: KeyNr: 001 Frans

Installation Site: 01345 124 River street Type: Residential1 Code: Boesman

Contact: Frans Reactor/Alt: Call:

Suburb: Lyttleton Manor Site: 01 2685 336 Cell: 0728798568

Reactor Address: 124 River Street Lyttleton Manor Centurion

Area: Non Grouped Sites

Phone client tell him about the alarm and tell him that you can't send any reaction because he is suspended.

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

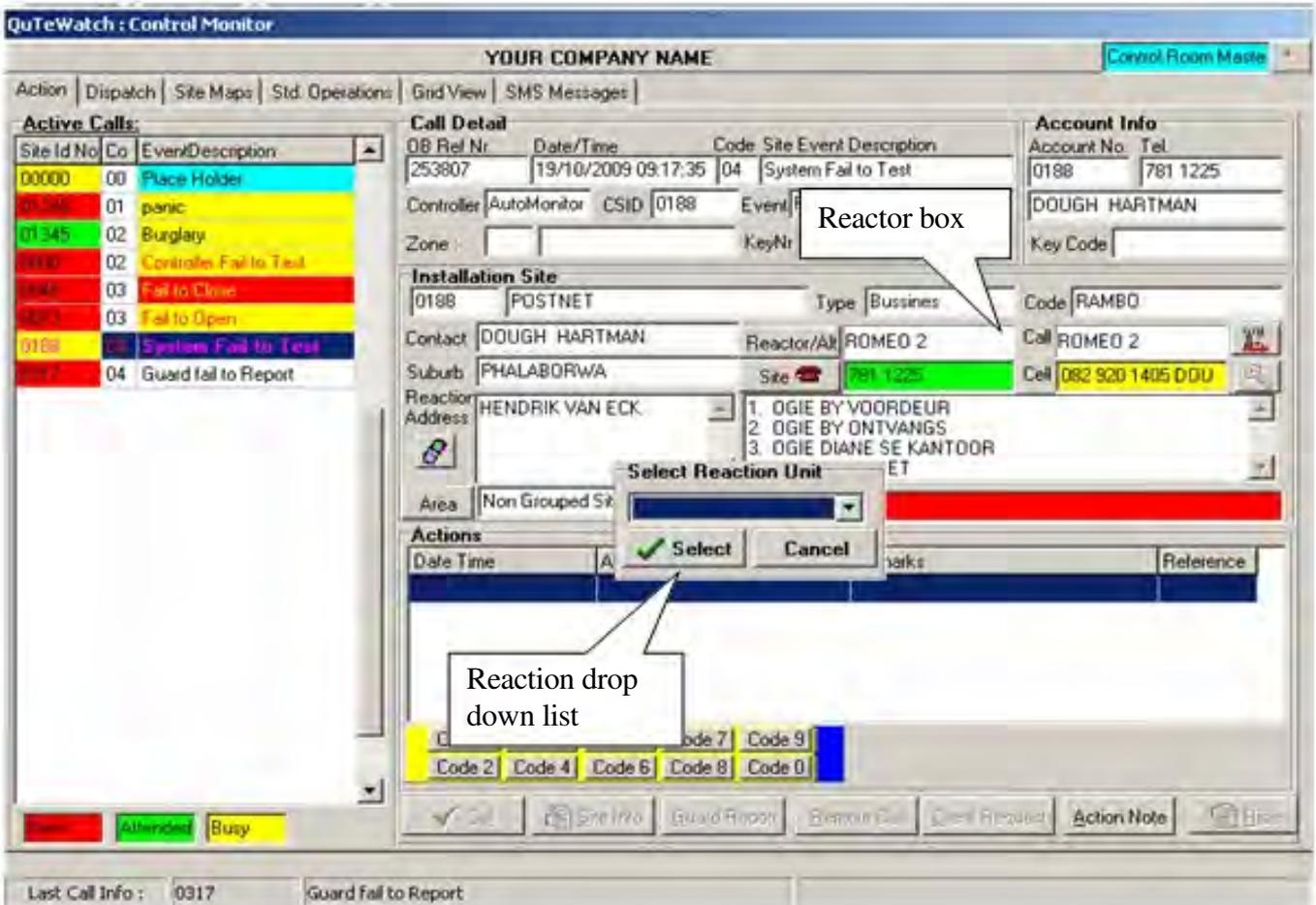
Stamp Save Cancel

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

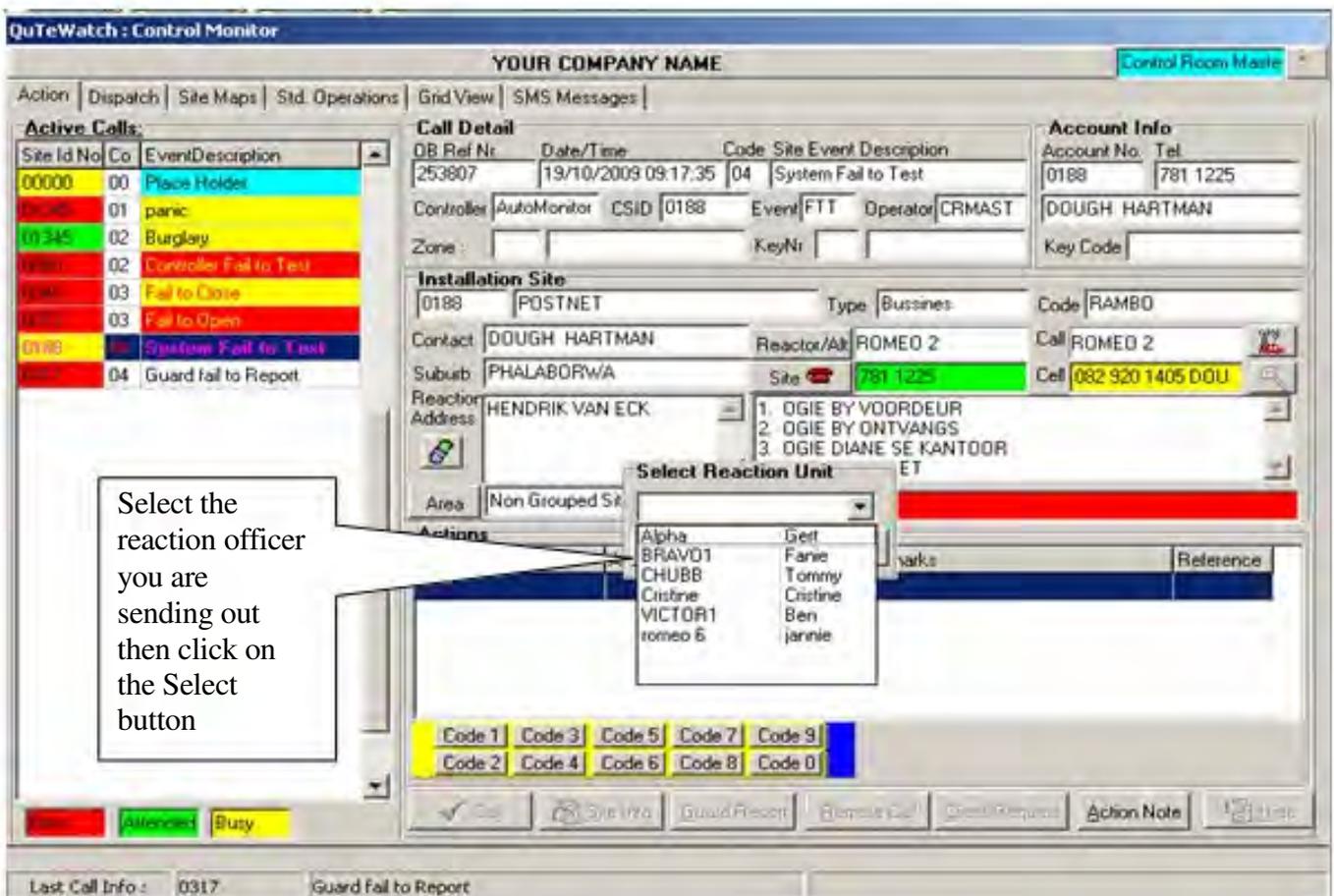
Last Call Info: 0000 Controller Fail to Test

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

Save button

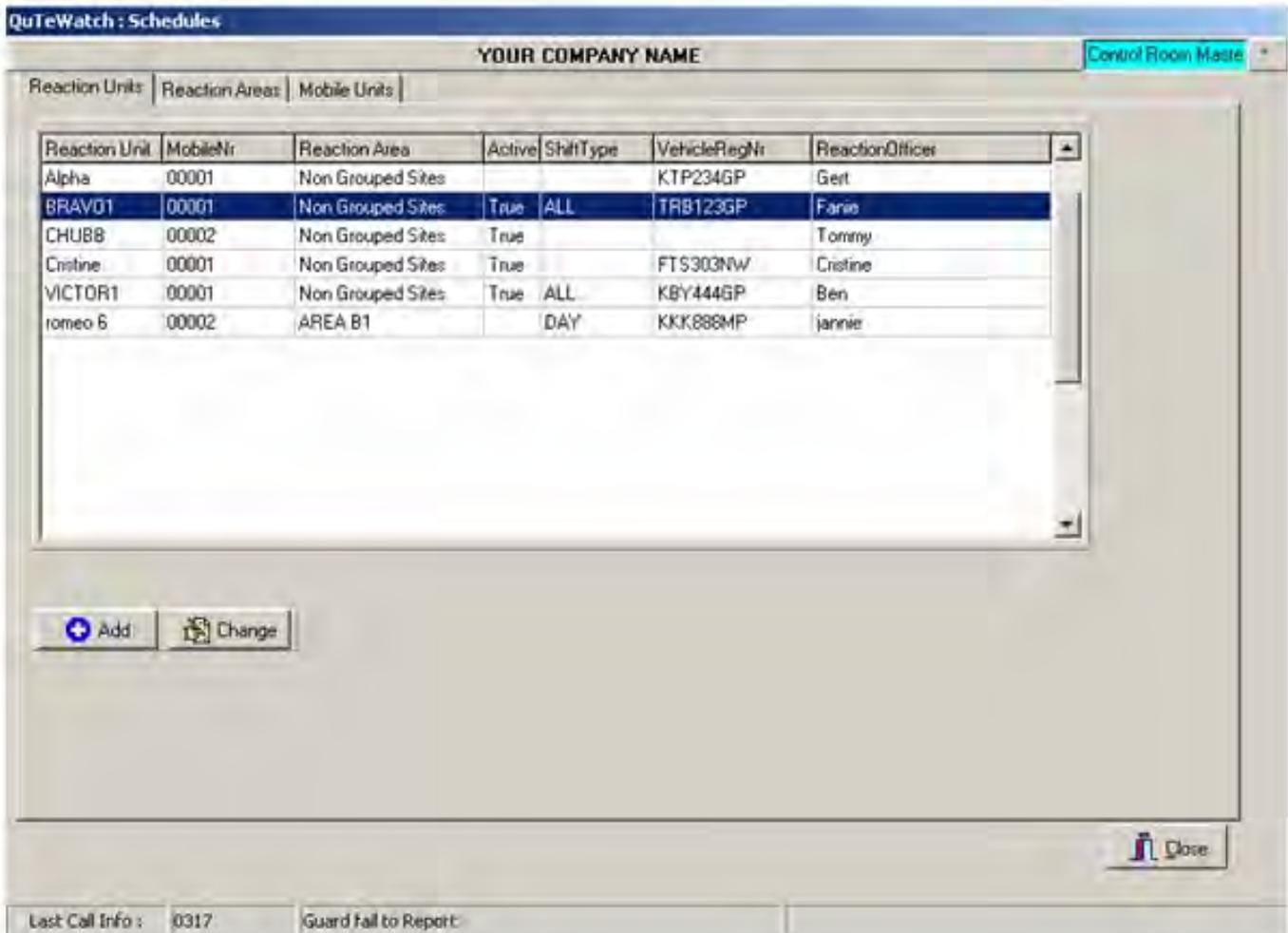


10. By Double clicking in the Reactor box it will bring up a drop down list where you can select Reaction officer you are dispatching for armed response.



Adding or changing reaction officers

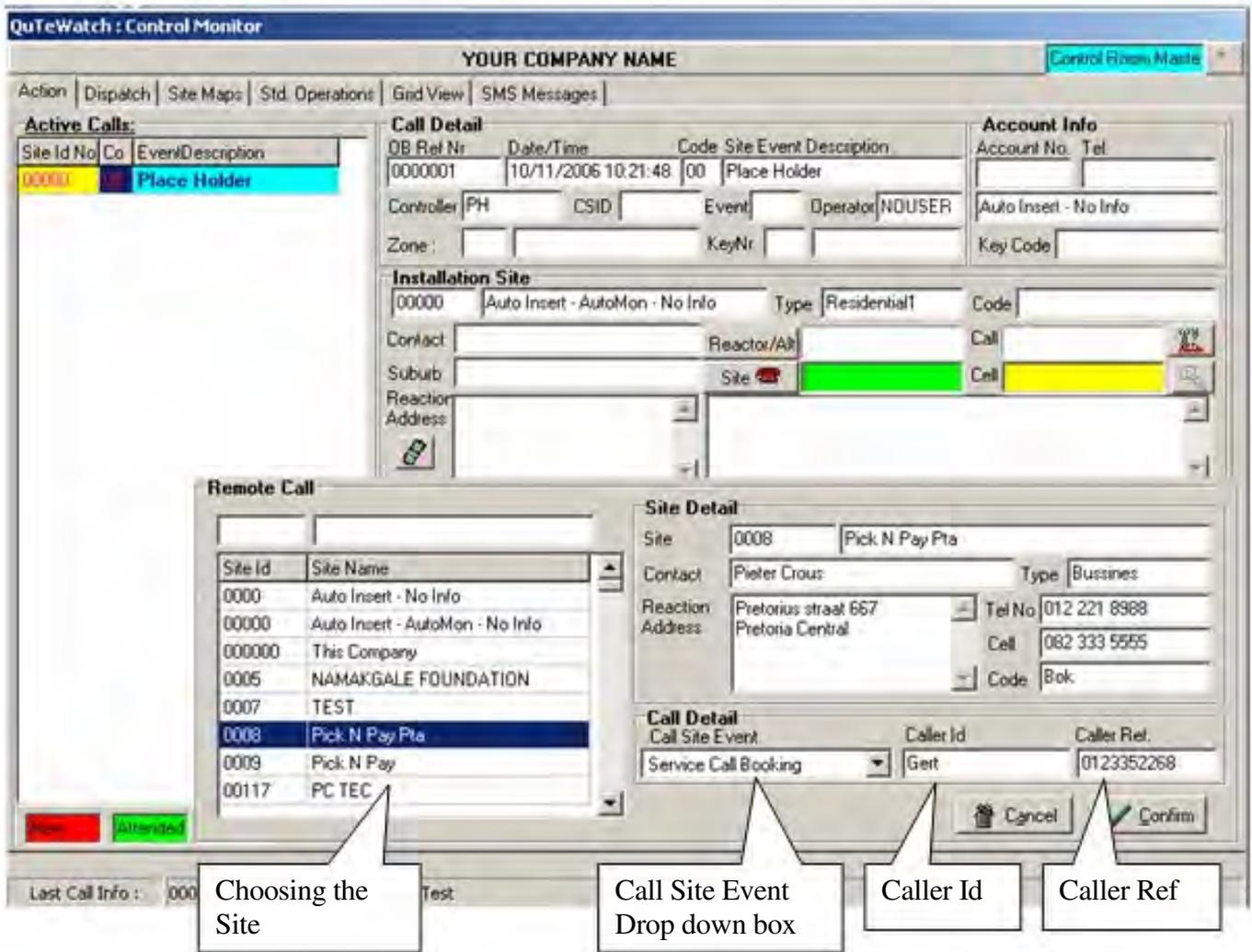
1. On the Main menu, click on the schedules button.
2. Click on the Add or Change button to Add or Change reaction officers.



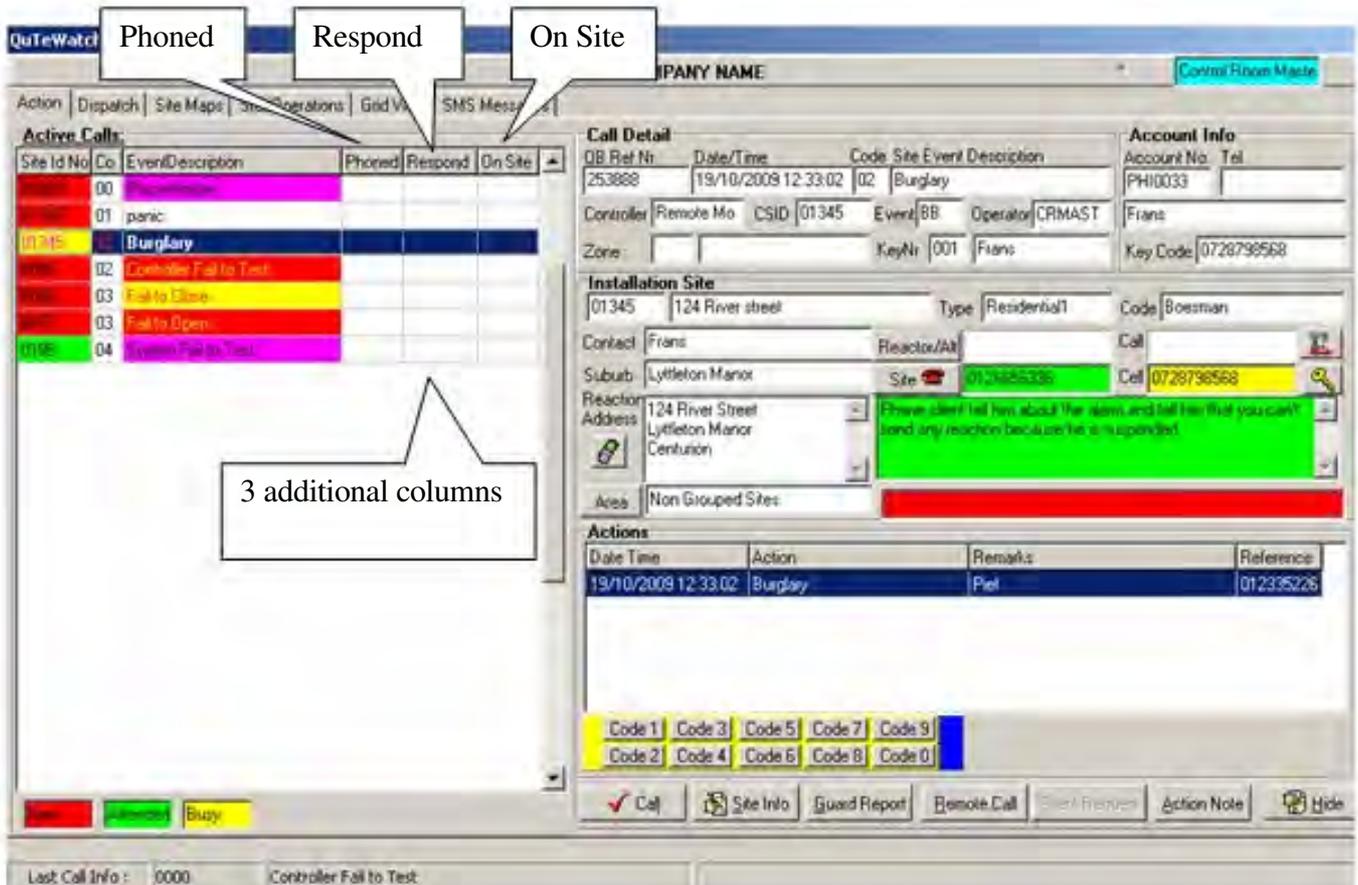
Remote Calls

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.



Additional feature in Qtwatch for computers with a widescreen monitor



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.

The screenshot displays the QuTeWatch Control Monitor interface. It features a main window with a title bar 'YOUR COMPANY NAME' and a 'Control Room Master' button. The interface is divided into several sections:

- Active Calls:** A table with columns for Site Id No, Co, EventDescription, Phoned, Respond, and On Site. A call with Site Id No 0008 and EventDescription 'Burglary' is highlighted in blue, with 'Yes' in the 'Phoned' and 'On Site' columns. A call with Site Id No 0188 and EventDescription 'System Fail to Test' has 'Yes' in the 'On Site' column.
- Call Detail:** A section showing details for the selected call, including DB Ref Nr (253959), Date/Time (22/10/2009 09:44:08), Code (02), Site Event Description (Burglary), Account No. (SA001), and Tel. (012 225 1177).
- Installation Site:** A section showing site details, including Site (0008), Pick N Pay Pla, Type (Bussines), Code (Bok), Contact (Pieter Crous), Reactor/Alt, Suburb (Pretoria), Site (012 221 8988), and Cell (082 333 5555).
- Actions:** A table with columns for Date/Time, Action, Remarks, and Reference. The last action is 'Arrive on site' at 22/10/2009 09:45:42.
- Code Buttons:** A row of buttons labeled Code 1 through Code 10. The 'Code 3' button is highlighted in blue, and a callout points to it with the text 'Arrive on site action'.

Callouts in the image point to specific elements:

- 'Client phoned' points to the 'Phoned' column in the Active Calls table.
- 'Reaction send' points to the 'Respond' column in the Active Calls table.
- 'Reaction on site' points to the 'On Site' column in the Active Calls table.
- 'Arrive on site action' points to the 'Code 3' button.

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.

Site Info Maintenance Help

The screenshot shows the 'Site Info Maintenance' window for 'YOUR COMPANY NAME'. The interface includes a menu bar with options like 'Events', 'Panel & Zones', 'Settings', and 'SMS'. The main area is divided into several sections:

- Site Detail:** Contains fields for ClientNr (NCC00099), Acc (PHI0032), PHILLIP / MARTIE, Site Id (0024), Type (Business), Service (Normal M&R), Name (R5-WINKEL), Contact (CARL SONNEKUS), Address (RENTMEESTER NR. 1 BY PEPSTORES), Code (TOKKJE), Tel No (781 6793), Suburb (PHALABORWA), Cell Nr (082 8723 705), Town (PHALABORWA), Reactor (ROMEO 2), Call (ROMEO 2), Area, SMS Forward No (098 453 2345), SMS Report No, Status (A), Date (07/06/1999), Last Edit (CRMASD 12/12/2007 15:29:23), and a list of site notes (e.g., '1 WINKEL VOOR LINKS').
- Site Setup:** Includes 'Call Identities' (CELLSMS: 23425, QDSTAND: 6543) and 'Alerts Set' (Open & Close 7-5).
- Key Holder List:** A table with columns: KeyNr, Key Holder Name, Code, Code Word/Tel No.

KeyNr	Key Holder Name	Code	Code Word/Tel No.
001	Auto Insert : 001	No Info	No Info
002	Piet		021 345 6789
- Buttons:** 'Quick Add', 'Change', 'Client', 'Move', and 'Close' are visible at the bottom.

Callouts in the image point to: 'Events tab page', 'Panel & Zones tab', 'Setting tab page', 'Site Transmitter', 'Site Information', 'Site Key Holders', and 'Quick Add button'.

SITE DETAIL

- Client no : This number is assigned by QTW and cannot be changed
- Acc : Account number of the client where alarm is installed
- Site Id : Id dedicated to the site where alarm is installed
- Service : Type of service required on site
- Contact : Details of client where alarm is installed, Name, Contact, Address, Code, Tel no, Suburb, Cell nr, Town etc.
- Code : Secret code that the client can give you when you phone him.
- Status : A : Shows active clients
- Date : First date the site was created on the computer
- Last Edit : Person, time and date of last client information edit
- Alt Contact Info : Alternative contact number in case client could not be reached.

The arrow button on the left bottom of the screen can be used to scroll through the clients. Just move your mouse cursor to the buttons and click with your left mouse button only once on the arrows. The first arrow will jump to the first client. The second arrow will jump to the next client. The third arrow will jump to the next client and the fourth arrow will jump to the last client.

ADDING A SITE

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Detail

ClientNr: NCC00099 Acc: PH10032 PHILLIP / MARTIE

Site Id: 0024 Type: Business Service: Normal M&R

Name: R5-WINKEL Contact: CARL SONNEKUS

Address: RENTMEESTER NR. 1 BY PEPSTORES Code: TOKKIE

Tel No: 781 6793

Suburb: PHALABORWA Cell Nr: 082 8723 705

Town: PHALABORWA

Quick Add Procedure

Client No: QTC02523 Account: PH10033

SMS Form: Client Name: Frans

Status: Site Id No: 01345

Site Name: 124 River street

Site Type: Residential1

Alt Contact:

C.F SONNEKUS: 781 2118

C.A SONNEKUS: 082 8723 705 / 082 8723 706

LA SONNEKUS: 781 6428

Site Setup

Call Identities

Contr Type	Call Id	Ev List
CELLSMS	23425	
QDSTAND	6543	

Alerts Set

Alert: Open & Close 7-5

Key Holder List

KeyNr	Key Holder Name	Code	Code Word/Tel No
001	Auto Insert : 001	No Info	No Info
002	Piet		021 345 6789

Last Modified: SysAuto 03/04/2006 11:39:57

Last Call Info : 3215 System Fail to Test

1. Click on the Quick Add button
2. Enter an account number, the client or site's name, a site Id number, the site's name, the site type and click on the accept button.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Detail

ClientNr: NCC00099 Acc: PH10032 PHILLIP / MARTIE

Site Id: 0024 Type: Business Service: Normal M&R

Name: R5-WINKEL Contact: CARL SONNEKUS

Address: RENTMEESTER NR. 1 BY PEPSTORES Code: TOKKIE

Tel No: 781 6793

Suburb: PHALABORWA Cell Nr: 082 8723 705

Town: PHALABORWA

Quick Add Procedure

Client No: QTC02523 Account: PH10033

SMS Form: Client Name: Frans

Status: Site Id No: 01345

Site Name: 124 River street

Site Type: Residential1

Alt Contact:

C.F SONNEKUS: 781 2118

C.A SONNEKUS: 082 8723 705 / 082 8723 706

LA SONNEKUS: 781 6428

Site Setup

Call Identities

Contr Type	Call Id	Ev List
CELLSMS	23425	
QDSTAND	6543	

Alerts Set

Alert: Open & Close 7-5

Key Holder List

KeyNr	Key Holder Name	Code	Code Word/Tel No
001	Auto Insert : 001	No Info	No Info
002	Piet		021 345 6789

Last Modified: SysAuto 03/04/2006 11:39:57

Last Call Info : 3215 Fail to Open

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Info Page

Site Detail

ClientNr: 07C02523 Acc: PH10033 Frans

Site Id: 01345 Type: Residential1 Service: Normal M&R

Name: 124 River street Contact: Frans

Address: 124 River Street Code: Boesman

 Lyttleton Manor Centurion Tel No: 0126656336

Suburb: Lyttleton Manor Cell Nr: 0728798568

Town: Reactor: Call:

Area: Alt/Rtr: Call:

SMS Forward No: 0728798568 SMS Report No:

Status: A Date: 15/10/2009 Last Edit: CRMAS1 15/10/2009 08:49:19

C/O River Street & Pretorius
On the left hand side when coming from Botha Avenue

Alt Contact Info Stamp Alt Info

Site Setup

Contr Type	Call Id	Ev List
FSK	01345	

+ Add Change

Alerts Set

Alert

Key Holder List

KeyNr	Key Holder Name	Code	Code Word/Tel No.

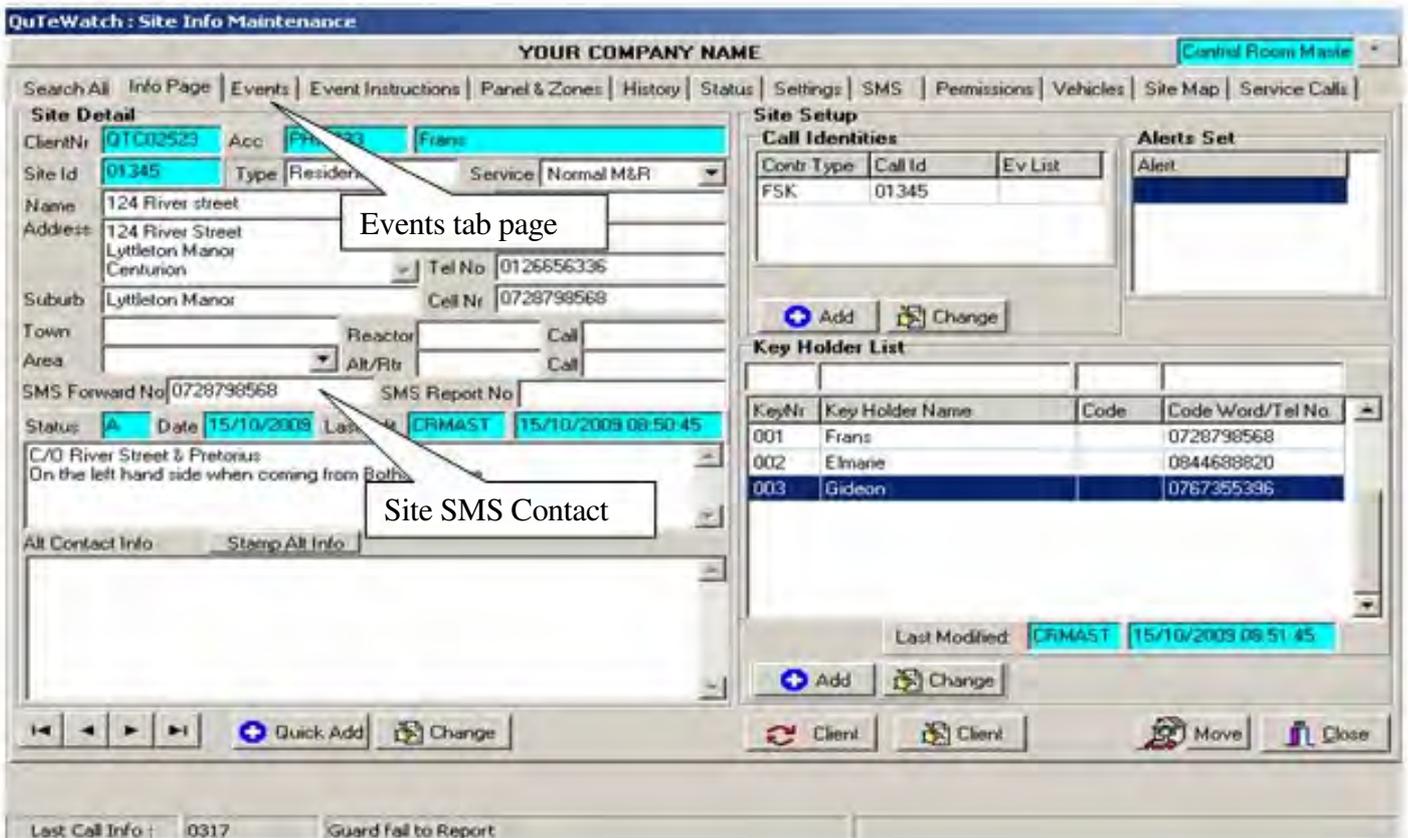
Last Modified:

+ Add Change

Accept Cancel Move Close

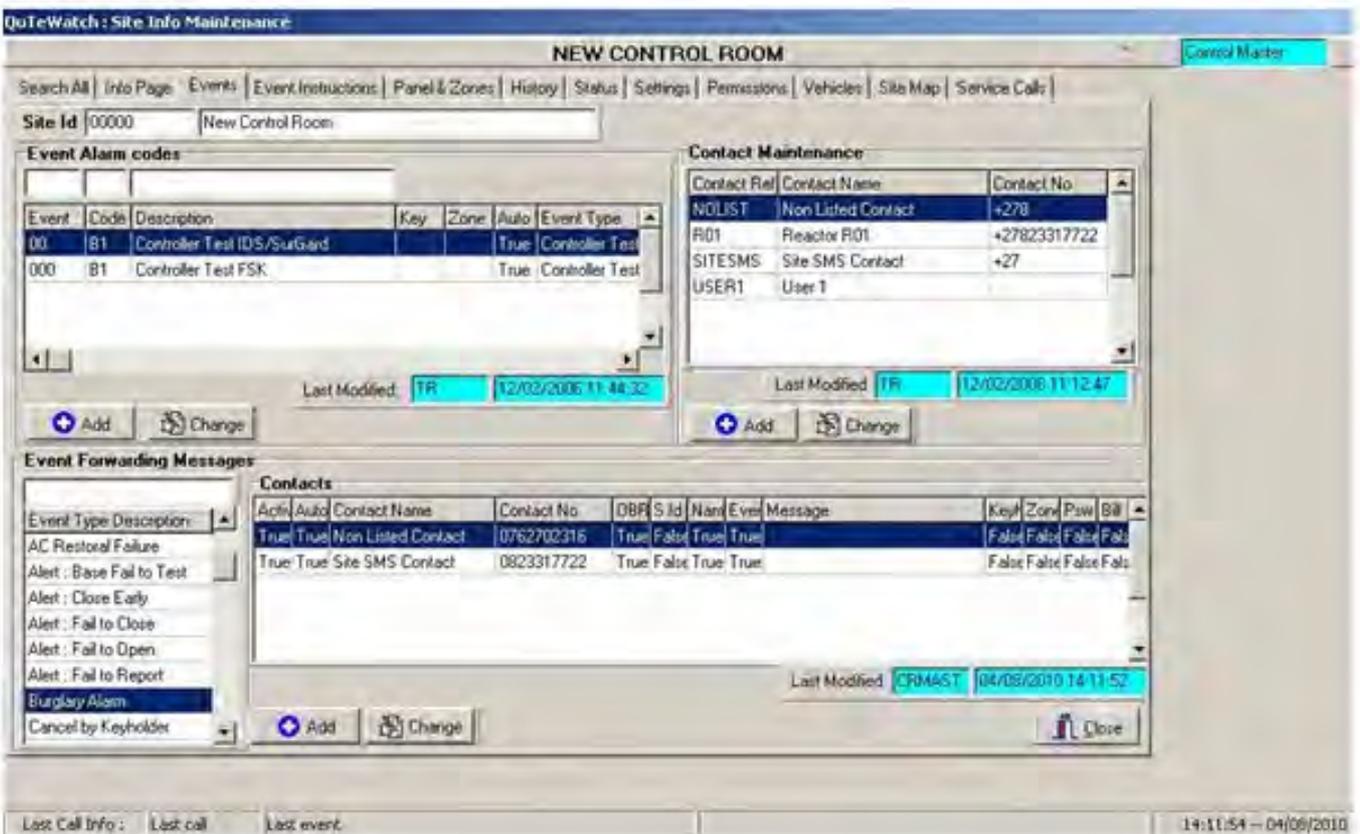
Last Call Info : 0147 Fail to Open

4. Now the Site must be linked up to the transmitter, under the Site Setup block, click on the Add button
5. Under the Contr Type column there will be a drop down box, choose the type of transmitter/radio that is installed on the site.
6. Under the Call Id column enter the transmitter\ radio number, then click on Accept. (Remember not to leave out any leading zero's when entering the transmitter number.)
7. The next step will be to start entering all the Key Holders of the Site.
8. Under the Key Holders block, click on the Add button.
9. Enter a Key Holder number, like 001, the Key Holder's name, and a telephone number. See an example on the next page.

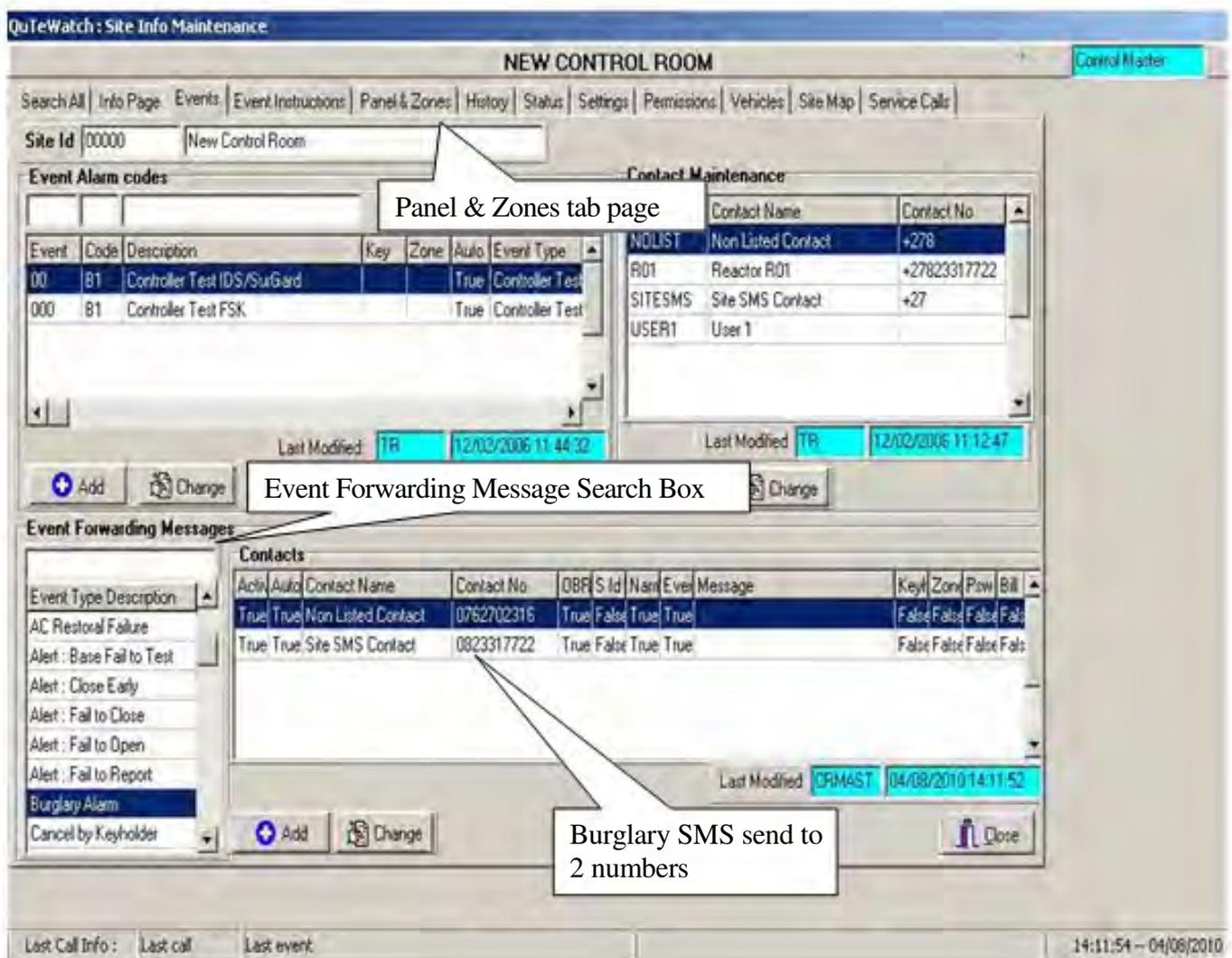


Setting up site sms's

10. If you want the client to receive SMS's on certain events, like burglaries, opens, and closes, etc. You can enter an SMS Forward number which will make it easier when setting up the SMS's for the client.
11. Click on the Events tab page.



12. Under the Event Forwarding Messages block, choose an event which you want the client to get a SMS for, like burglary, panic, open, close, mains failure, etc. Then click on the Add button.
13. Set the Auto column to True if you want the client to get an SMS automatically, if it is set on False the Control room operator must send the SMS manually from the Control monitor screen for that particular event.
14. Under the Contact Name, choose Site SMS Contact, it will then automatically insert the telephone number which you have on the Site Info tab page in the SMS forward number text box.
15. For a burglary SMS you can make the Zone column True, if you want the alarm's zone also to be send and for an open and close SMS, you can make Keyholder column True to send the key holder info also on the SMS.
16. If you want to add a second telephone number where the SMS must be sent, you can choose Non-listed contact under the Contact Name, then you can enter your any Cell number under the Contact No column.



17. The next step is to load the panel and the zones of the site.
18. Click on the Panel & Zones tab page.
19. You can search for the event forwarding message which you want to set up by typing the name in Event Forwarding Message Search box.

Panel & Zones

QuTeWatch : Site Info Maintenance Control Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id: 00000 SPACE HOLDER

Panel Info

Type:

Installer: RICHARD

Install Date: 2010/03/03 Link: 2010/03/03

Maintenance Contract:

Start Month: Rate:

Panel Operation Notes:

Change

Zones

Zone	Description	Location	Sensor Type
001	Zone : 001	001 Auto Insert - No Info.	
005	Auto Insert - Zone	Auto Insert - No Info.	
006		RE	
01	ZONE 001	FRONT OUTSIDE SENSOR	Infra Red Beam
02	ZONE 002	DOORS	Magnetic Contact swi
03	ZONE 003	LOUNGE PIR	Pet Proof PIR Detect
04	ZONE 004	KITCHEN PIR	Pet Proof PIR Detect
05	ZONE 005	OUTSIDE SENSOR KITCHEN	Infra Red Beam
06	ZONE 006	BEDROOM SENSOR	Passive Infra red Se
07	ZONE 007	MAIN BEDROOM PIR AND DOOR	Passive Infra red Se

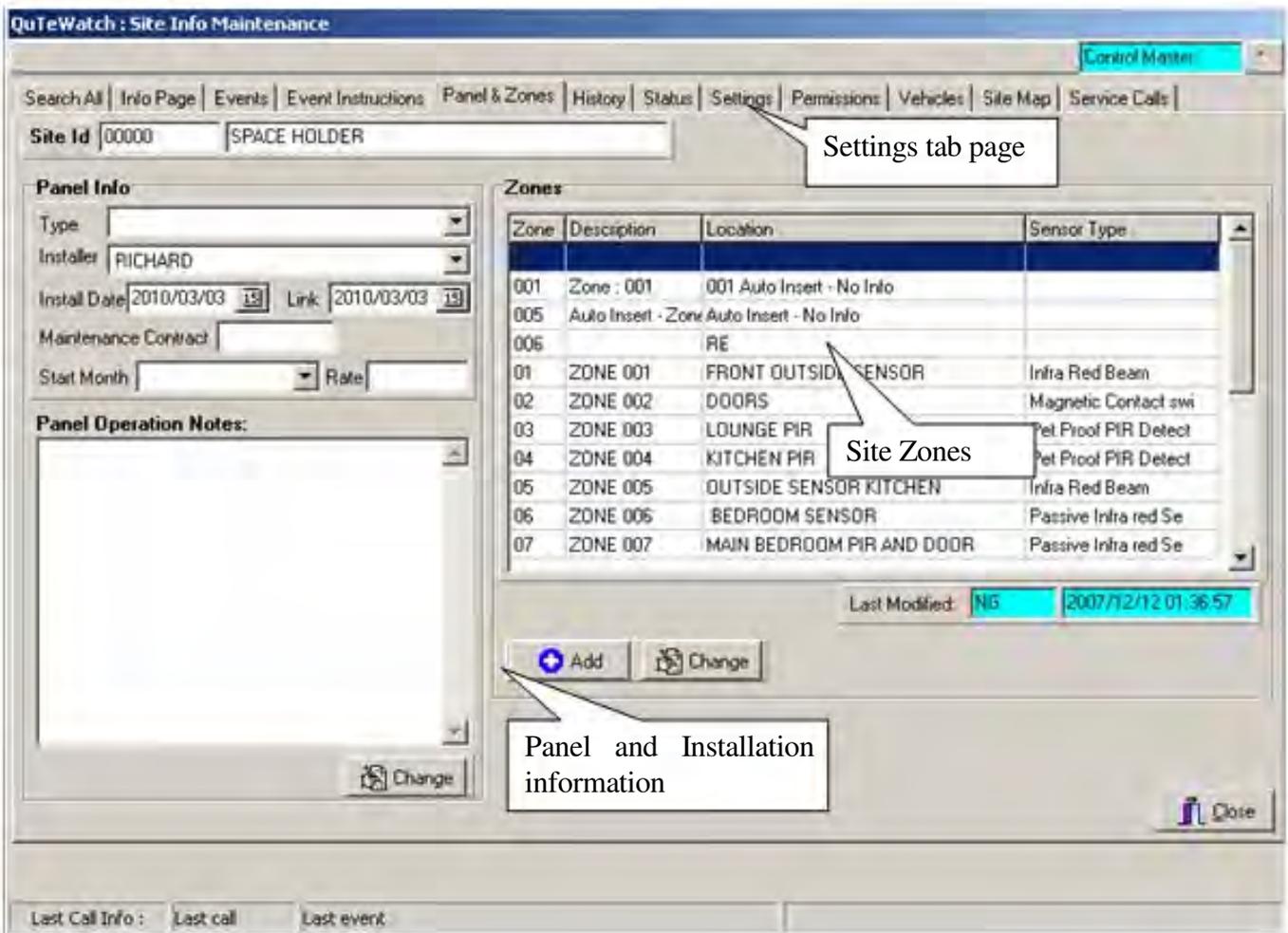
Last Modified: NG 2007/12/12 01:36:57

Add Change

Close

Last Call Info : Last call Last event

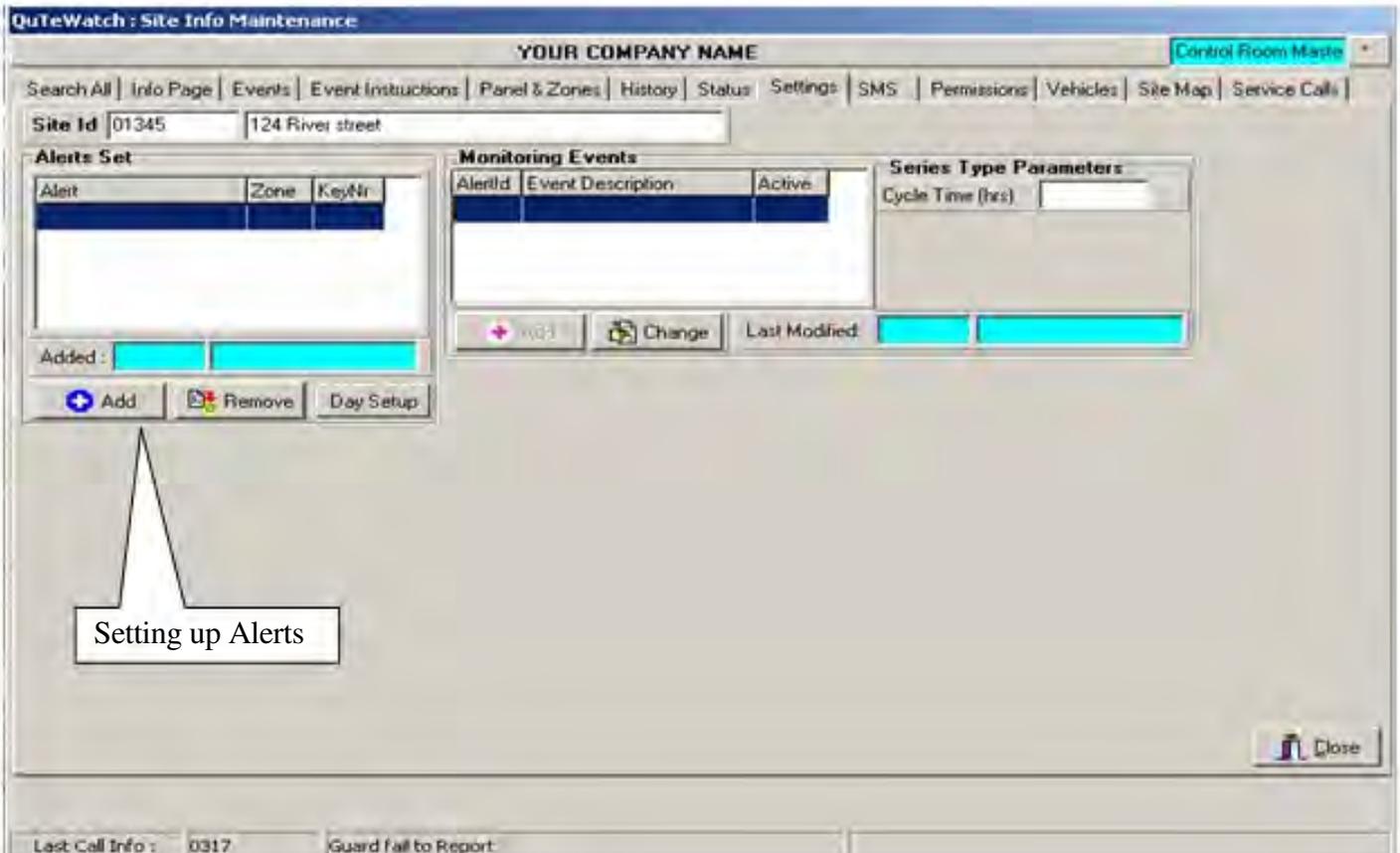
20. Click on the Change button under the Panel Info block.
21. Now Choose the Panel that is installed at the Site.(To add Panels See the manuals under Technical)
22. Choose the Technician that installed the Panel . (To add Technicians See the manuals under Technical)
23. If you want to write any notes about the Panel that will be useful to the technicians you can add them under Panel Operation Notes.
24. Click on the Accept Button under the Panel Info block.
25. Now the Zones must be added, click on the Add button under the Zones block.
26. Start entering the zones for example, Zone - 001, Description - Zone 1, Location - Kitchen, Sensor Type - infrared beam. Then click on Accept, Click on Add again to add more zones.



27. Now we can set up Alerts for the site, for example Fail to Close, illegal openings, Fail to Open Close early, panel tests, or Guard fail to report, ect. (Setting up Alerts is optional).

28. Click on the Settings tab page.

Alerts



Setting up Alerts

29. Click on the Add button underneath the Alerts Set block.

30. In the drop down box that appears Choose the type of Alert that you want to set.

Monitoring Events

AlertId	Event Description	Active
CE	Close Early	True
FTC	Fail to Close	True
FTO	Fail to Open	True
IO	Illegal Opening	True

Alert Set Site Diary

Day Type	P1Time1	Tol	P1Time2	Tol	Rem	Per 2	P2Time1	Tol	P2Time2	Tol	Rem
Sunday	00:00:00	0	00:00:00	0	30	False	00:00:00	0	00:00:00	0	30
Monday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Tuesday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Wednesday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Thursday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Friday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Saturday	07:00:00	25	13:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Public Holiday 1	00:00:00	0	00:00:00	0	30	False	00:00:00	0	00:00:00	0	30

31. To Change the opening and closing times for the site click on the Change button.

32. P1Time1 - Opening time, Tol - means that if there is a opening 25 min before 07:00 an illegal opening signal will display on your control monitor screen.

33. P1Time2 - Closing time, second Tol - means that if a the site hasn't closed 25 min after 17:00 a Fail to close signal will be displayed on the control monitor screen.

34. Rem means that if the site still hasn't closed 30 min after the Fail to close came through another Fail to close signal will display.

35. P2Time1 and P2Time2 can be used for places like Pharmacies witch opens and closes more than once per day.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Control Room Master

Settings

Site Id 01345 124 River street

Alerts Set

Alert	Zone	KeyNr
Open & Close 7-5		

Monitoring Events

AlertId	Event Description	Active
CE	Close Early	True
FTC	Fail to Close	True
FTO	Fail to Open	True
IO	Illegal Opening	True

Added: CRMAST 15/10/2009 12:24:23

+ Add Change Last Modified: CRMAST 15/10/2009 12:24:24

Alert Set Site Diary

Day Type	P1Time1	Tol	P1Time2	Tol	Rem	Per 2	P2Time1	Tol	P2Time2	Tol	Rem
Sunday	00:00:00	0	00:00:00	0	30	False	00:00:00	0	00:00:00	0	30
Monday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Tuesday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Wednesday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Thursday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Friday	07:00:00	25	17:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Saturday	07:00:00	25	13:00:00	25	30	False	00:00:00	0	00:00:00	0	30
Public Holiday 1	00:00:00	0	00:00:00	0	30	False	00:00:00	0	00:00:00	0	30

Diary Quick Setup

First/Early Open 06:35:00 Tol (Min) 60

Last/Late Close 17:25:00 Tol (Min) 60

No Open for Day Setup for Day

No Close for Day As Previous Day

07:00:00 25 17:00:00 25 30 00:00:00 0 00:00:00 0 30

Accept Cancel As Previous Day

Last Call Info : 0317

No Open for day button

As Previous Day button

36. When you have set up the times for Monday and you want to set the same times for Tuesday, you can just click on Tuesday, click on change, then click on the As Previous Day button.
37. If the site doesn't open on a certain day you can just click on that day, then on change, then click on the No Open for Day button.
38. To add an alert that will tell you when the Site's transmitter hasn't send any signals for a certain Period of time, click on the Add button underneath the Alerts set block, then choose either one of the following Alerts, System Test or Panel System Test, see the example on the next page.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 01345 | 124 River street

Alerts Set

Alert	Zone	KeyNr
Open & Close 7-5		
System Test LE		

Added: CRMAS 15/10/2009 12:27:00

+ Add | Remove | Day Setup

Monitoring Events

AlertId	Event Description	Active
FTT	System Fail to Test	True

Change | Last Modified: CRMAS 15/10/2009 12:27:00

Series Type Parameters

Cycle Time (hrs): 24

Time 1: 12:27:00 Tol (min): 60

Time 2: 12:27:00 Tol (min): 0

Reminder Delay (min): 240

Close

Last Call Info : 0317 | Guard fail to Report

System Test

Test if any signals came through from the transmitter in the last 24 hours

There is a couple of optional information which you can also add when you create a site.

Permissions

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 01345 | 124 River street

Occupants

Name	IdentityNr	Relation	Sex	Lang	Tel Nr	Cell Nr	Remarks	Permit Nr	PermitDate
Frans	8106265024086	Child	M	A		0728798568			15/10/2009
Elmarie	8485121211227	Mother	F	A		0844688820			15/10/2009

+ Add | Change | Personal Info | Last Modified: CRMAS 15/10/2009 14:02:53

Services Providers

Name	Type	Sched	Normal Day	TelNr	Remarks	PermitNr	PermitDate
Maria	Cleaning	True	Wednesday				15/10/2009
Lucas	Gardening	True	Wednesday				15/10/2009

+ Add | Change | Last Modified: CRMAS 15/10/2009 14:04:24

Close

Last Call Info : 0317 | Guard fail to Report

39. You can add occupants that stays on the premises and persons who comes there to provide a service.

40. You can also add all the vehicles that will be expected on the premises normally.

Vehicles

QuTeWatch : Site Info Maintenance

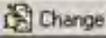
YOUR COMPANY NAME Control Room Maste

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

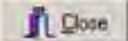
Site Id: 01345 | 124 River street

Vehicles

Registration No	Make	Model	Year	Colour	Distinctions	Permit No	Permit Date
SCK898GP	Chev	Spark	2005	White			

 Add  Change

Last Modified: CRMAST 16/10/2009 08:38:23

 Close

Last Call Info : 3215 | Fail to Open

41. More optional information about the Site witch you can add is by putting in a Site Map
42. The Site map can be viewed from the control monitor screen, if it is needed for the Control room officer to give directions or other information to the reaction officers.
43. The Site maps must be copied from programs such as Paint brush or other programs and pasted into QTWatch. (To see more about viewing the Site Maps from the Control monitor screen, refer to the manual on Control room monitoring). See example on next page.
44. The next tab page you get on the Site Info Maintenance is the Service Call tab page. This page will
Display all the service calls that has been made on the particular site, to learn more about service calls read the manual on Job Cards under Technical. See example on next page.

Site Map

The screenshot displays the 'QtWatch : Site Info Maintenance' application window. At the top, it shows 'YOUR COMPANY NAME' and a 'Control Room Master' button. A navigation menu includes 'Search All', 'Info Page', 'Events', 'Event Instructions', 'Panel & Zones', 'History', 'Status', 'Settings', 'SMS', 'Permissions', 'Vehicles', 'Site Map', and 'Service Calls'. The 'Site Id' is '01345' and the address is '124 River street'. Below this are tabs for 'Regional', 'Local', and 'Site'. The main area features a street map with '124' marked on 'River Street' between 'Pretorius Street' and 'Monument Street'. A floor plan below the map shows rooms: 'Kitchen', 'Living Room', 'Front Entrance', 'Bedroom 2', and 'Bedroom 1'. To the right, a 'Map Notes' box contains the text: 'From Botha Avenue turn into Amkor Follow Amkor until it becomes River Street After Monument Street on the left hand side number 124'. Below the notes are 'Coordinates' fields: 'Latitude : 1 24.0000' and 'Longitude : 4 40.0000'. At the bottom right are 'Map Edit' and 'Done' buttons. The footer shows 'Last Call Info : 0000' and 'Controller Fail to Test'.

45. If you have internet on your Qtwatch computer you can load google maps on to your sites.
46. Go to Site map, then click on the Google tab page.
47. Type in the address and suburb of the site.
48. Click on the Reload button.
49. You can also zoom in and out with the zoom bar.
50. When you are satisfied with the map you can save the map to the Regional, local or site map tabs from where you can also print the map.

QuTeWatch : Site Info Maintenance

NEW CONTROL ROOM Control Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id 00000 | 5 Estcourt Avenue | Regional | Local | Site | **Google**

Info
Address: 5 Estcourt Avenue
Suburb: Centurion

Reload

New Security Company

Zoom

Save To Regional Map
Save To Local Map
Save To Site Map

Last Call Info : Last call | Last event

Google Maps

Site Address and Suburb

Reload button

Zoom bar

Save to Regional, Local or Site Map tabs

Service Calls

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id 0008 | Pick N Pay Pta

Service Call Nr	Open Stamp
QTJ00006	21/05/2009 10:16:03
QTJ00007	18/06/2009 13:28:51
QTJ00009	13/10/2009 16:06:11

Service Request Detail

JobCardNr: QTJ00009 | OBRrefNr: 253223 | OpenStamp: 13/10/2009 16:06:01 | OpenUserld: CRMAS

Request: Service Call Booking Get 012335226
Remove from Action Roll - Actions concluded
Alarm is not arming

Technician: Jannie | Scheduled: 13/10/2009 | Completed: 13/10/2009

Work Done:

StartKm: 107,200.0 | EndKm: 107,300.0 | BillKm: 100.0 | StartTime: 08:00.0 | EndTime: 17:00.0

Item Ref Nr	Description	Units	Qty	Unit Rate	SubTotal
SC1	Labour Charge / Call out	Hr	1	275.00	275.00
SC2	Traveling	Km	100	2.25	225.00
SC3	IDS 400 Panel	Units	1	800.00	800.00
SC4					

Status: New | PayMethod: Cash | Total Charge: 1,300.00

+ Add | Change | Service Request | Close

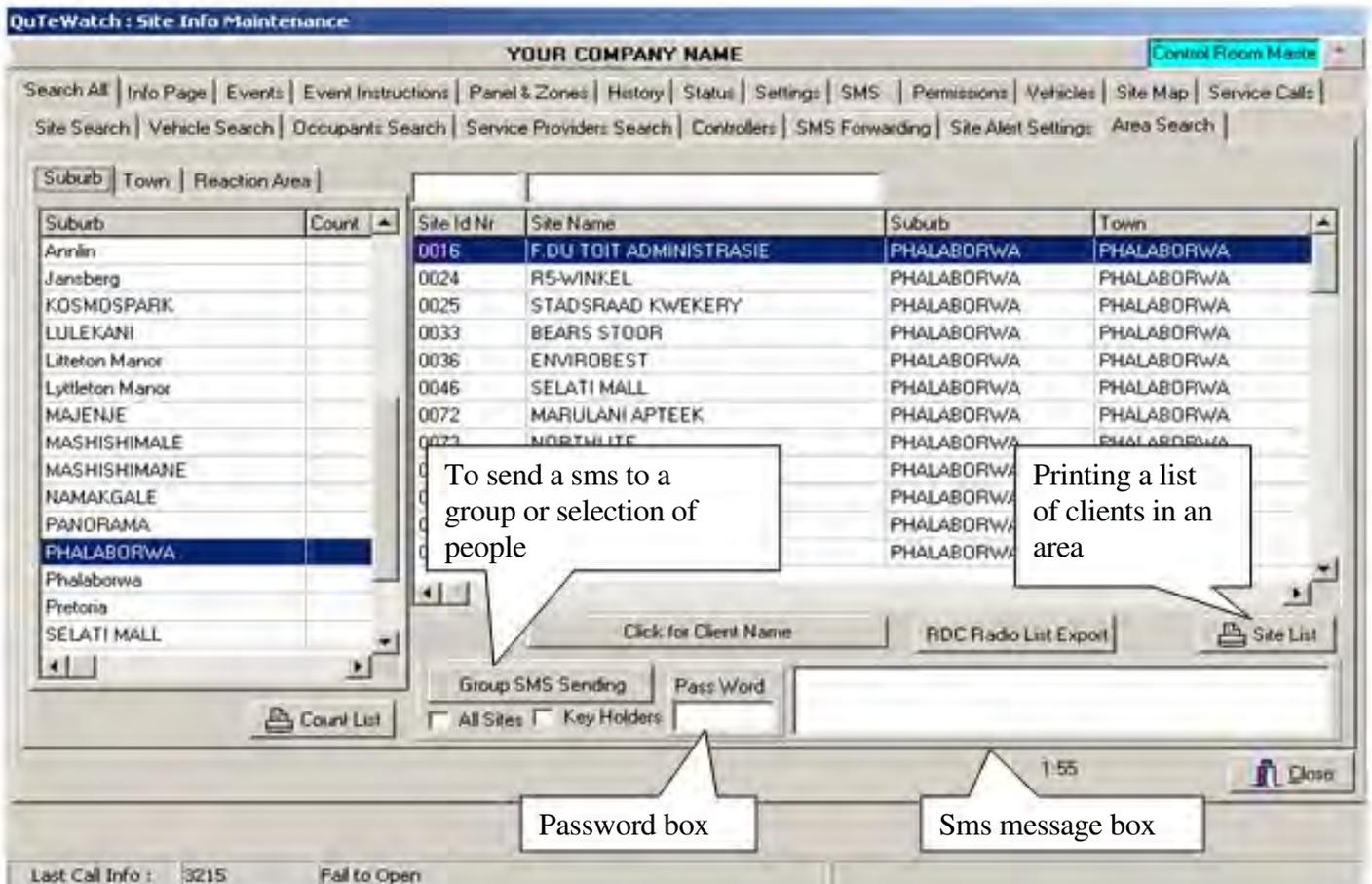
Last Call Info : 0317 | Guard fail to Report

Site Management

The screenshot shows a software interface for site management. At the top, there are navigation tabs: 'Search All', 'Vehicle Search', 'Search by Name box', and 'Area Search'. Below these is a header bar with 'YOUR COMPANY NAME' and a user profile 'Floor Master'. A secondary menu contains 'Search All', 'Info Page', 'Events', 'Event Instructions', 'Permissions', 'History', 'Status', 'Settings', 'SMS', 'Permissions', 'Vehicles', 'Site Map', and 'Service Calls'. A third menu includes 'Site Search', 'Vehicle Search', 'Occupants Search', 'Service Providers Search', 'Controllers', 'SMS Forwarding', 'Site Alert Settings', and 'Area Search'. The main area is a table with columns: Site Id No, Client No, Site Name, Contact Person, Tel No, Code Word, and Radios. The table lists 20 sites, with the first one highlighted in blue. Below the table is a 'Site List' button, a filter section with radio buttons for 'All Sites', 'Active', 'Suspended', and 'Deleted', a 'Site Type' dropdown menu, and an 'Extended Search' button. At the bottom, there is a 'Last Call Info' section showing '3215' and 'Fail to Open', and a 'Close' button.

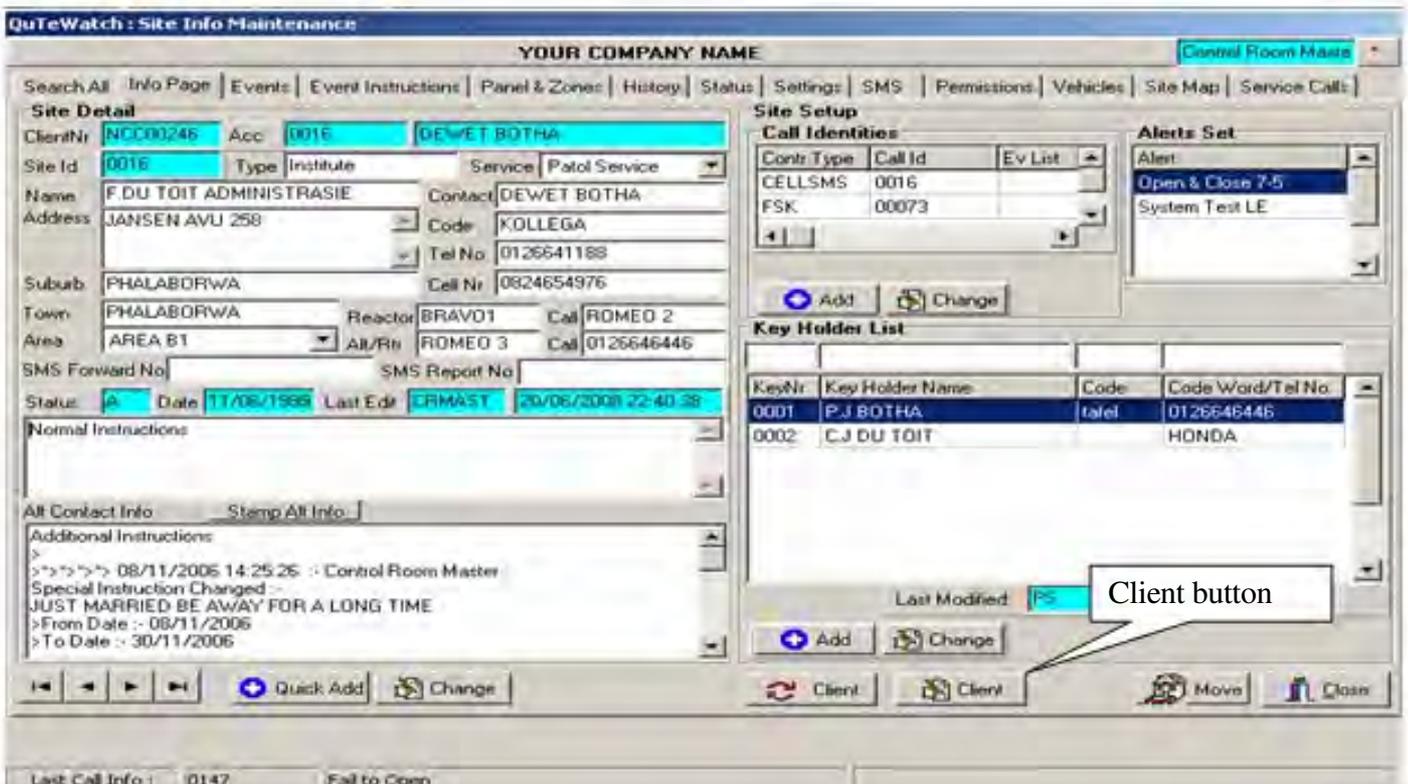
Site Id No	Client No	Site Name	Contact Person	Tel No	Code Word	Radios
0015	NCC00246	F.DU TOIT ADMINISTRASIE	DEWET BOTHA	0126641188	KOLLEGA	BI 1
0024	NCC00099	R5-WINKEL	CARL SONNEKUS	781 6793	TOKKIE	
0025	NCC00657	STADSRAAD KWEKERY	MNR.DU PLOOY	781-0111-6364	SLANG	
0033	NCC00008	BEARS STOOR	TESSA			ROME0 2
0036	NCC00027	ENVIROBEST	JIMMY ROGERS	781 0481/2	APPEL	ROME0 2
0038	NCC00091	pick n pay 3	mr. koos	017 712 0000	loop	
00452	QTC01092	Bikong str 12	Pieter	0857416548	Kobra	
0046	NCC00237	SELATI MALL	LOUIS	GEEN TEL NR.	GEEN KODE	ROME0 2
0056	NCC00669	XITLHANGU PRIMERY SHCOOL	LUCIA		PRIMERY	ROME0 2
0072	NCC00238	MARULANI APTEEK	JOHAN	781 1805	FOXTERIER	ROME0 2
0073	NCC00173	NDRTHLITE	JOHAN OLIVER	781 5703	RDOSMARYN	ROME0 2
0075	NCC00100	PIENAAR BROTHERS	DEON PIENAAR	781 5141/781 015	SALET	ROME0 2
0090	NCC00212	FEDMIS HUIS	D. S HALVORSEN	780 - 6134	GEEN KODE	ROME0 2
0093	NCC00010	BAFANA FINANCE	M.J FRAENKEL	781 7071	KYK BY NOTAS	ROME0 2
0094	NCC00196	SIMPLY SHOES	MAGRIETA	781 1403	KROKEDIL	ROME0 2
0095	NCC00313	MERIDIAN COLLEGE	KLAAS	781 6493	JA	ROME0 2

1. Searching can be done on almost anything you want to search for.
2. Enter the first few characters of the site name you want in the Search by name box or the Site Id in the Site Id box, or the client no in the Client No box, or the telephone number in the Tel No box, etc.
3. You can click on the vehicle Search tab page to search for vehicles.
4. Search for occupants on the occupants tab page.
5. Search for service providers on the Service Providers tab page.
6. If you have a variety of radio/transmitter types that you use, for example, some of your clients have RDC radios/transmitters installed on their Site and some of them have FSK radios/transmitters installed, you can do a search on the Controllers tab page to see witch clients have what transmitters.
7. You can do a search on the SMS Forwarding tab page to see witch telephone numbers gets what SMS's on witch sites.
8. On the Site Alert Settings tab page you can see on what Alerts was set up on witch sites.
9. You can also do a search that will show you all the clients in an area on the Area Search tab page.
10. By using the Site Type drop down box you can see witch clients are residential or businesses, etc.
11. See for about bulk SMS sending on the Area Search tab page on the next page.

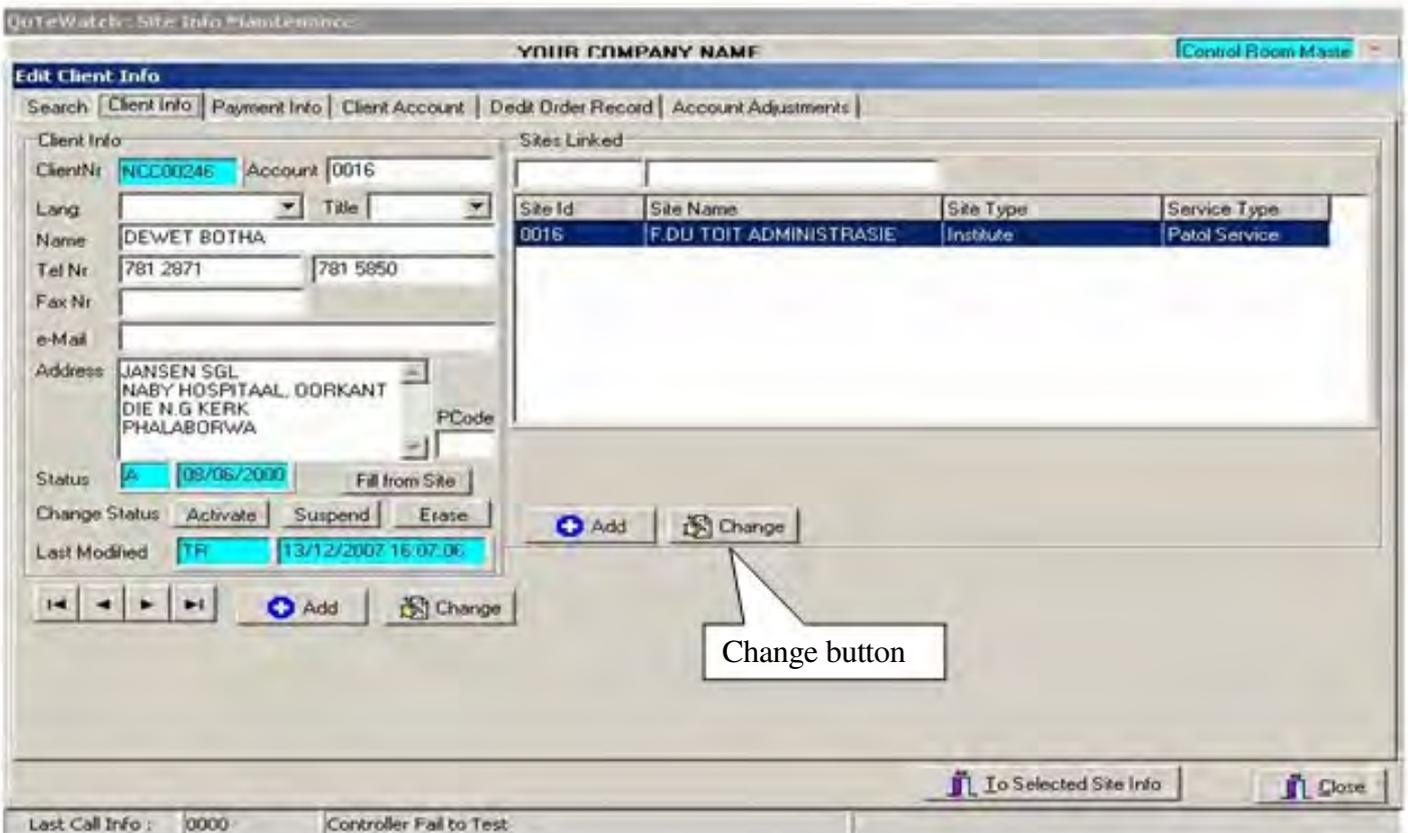


1. Select the group or area of people you want to sms or highlight a selection.
2. Enter the message you want to send in the sms message box.
3. Enter the password in the Password box and click on the Group SMS Sending button.

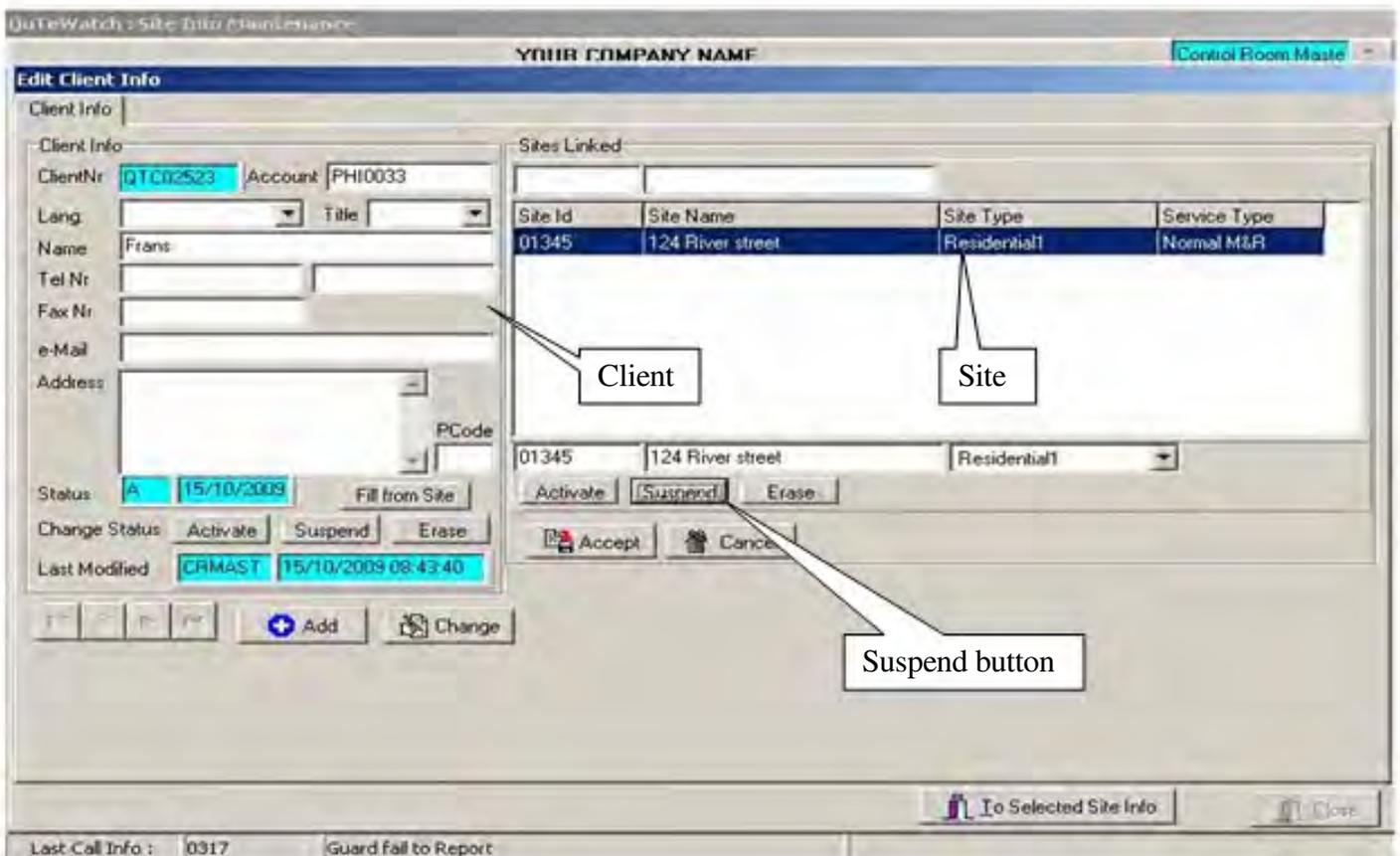
Suspending a client



1. Go to the Info Page of the site that you want to suspend and click on the Client button.



2. Now click on the Change button.



3. Click on the suspend button. The Site should be Yellow.

4. If a Site is Suspended and any signal comes through from that Site on the Control Monitor screen the control room operator in the control room will be able to see that the site is suspended.

5. This feature must be activated in your system parameters, see more on how to activate it further on in this manual.

QuTeWatch : Control Monitor

YOUR COMPANY NAME Control Room Mastr

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

Active Calls:

Site Id No	Co	EventDescription
00000	00	Place Holder
01345		Burglary Alarm

Call Detail

OB Ref Nr	Date/Time	Code	Site	Event Description
253663	16/10/2009 10:31:15	02	Burglary Alarm	

Controller Remote Mo CSID 01345 Event burg Operator CRMASST

Zone : _____ KeyNr _____

Installation Site

01345	124 River street	Type Residential1	Code Boesman
-------	------------------	-------------------	--------------

Contact Frans Reactor/Alt _____ Call _____

Suburb Lyttleton Manor Site 0126656336 Cell 0728798568

Reactor 124 River Street

Lyttleton Manor Centurion

Phone client, tell him about the alarm and tell him that you can't send any reaction because he is suspended

Phone client, tell him that you can't send any reaction

Actions

Date Time	Action	Remarks	Reference
16/10/2009 10:31:15	Client Service suspended	Proceed as per instructions	QTC02523
16/10/2009 10:31:15	Burglary Alarm	pull	012664644

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 Hide

Last Call Info : 01345 Burglary Alarm

Long Instructions

Short Instructions

Suspended message

6. The Instructions are set up on the Site's Event Instructions tab page, see the example on the next page.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Mast

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id 01345 | 124 River street

Contact Info | Sender Messages | Sent Messages | **Event Instruction tab page**

Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions

Last Modified

Add **Change** **Short Instructions** **Expire Date**

Temporary Instructions
Temporary Note
 Phone client , tell him that you can't send any reaction Expire 17/10/2009

Special Instructions
 Current Active
 From: 16/10/2009 19
 To: 19/10/2009 19
 Phone client tell him about the alarm and tell him that you can't send any reaction because he is suspended.

Technician Testing
 Set Site On Test SMS Events
 Contact No.

By Pass Lock On Event
 Event Zone

Change **CRMAST** 16/10/2009 10:30:04 **Close**

To & From Date **Active or not** **Long Instructions**

Last Call Info : 0000 | Controller Fail to Test

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Mast

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id 0009 | Pick N Pay

Contact Info | Sender Messages

Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions
Burglary Alarm					
Panic		084465555	Gerie		Stuur dadelik reaksie

Last Modified **CRMAST** 16/10/2009 10:52:54

Add **Change**

Temporary Instructions
Temporary Note
 Expire 16/10/2009

Special Instructions
 Current Active
 From: 15/07/2009 19
 To: 15/07/2009 19

Technician Testing
 Set Site On Test SMS Events
 Contact No.

By Pass Lock On Event
 Event Zone

Change **Last** 30/12/1899 **Close**

If you have different instructions on different events **Instruction on burglary**

Last Call Info : 0317 | Guard fail to Report

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	Event/Description
00000	00	Place Holder
0009	00	Burglary Alarm

Call Detail

OB Ref Nr	Date/Time	Code	Site	Event Description
253670	16/10/2009 10:54:35	02	Burglary	Alarm

Controller Remote Mo CSID 0009 Event burg Operator CRMAS

Zone KeyHr

Account Info

Account No.	Tel
SA001	012 225 1177

Pieter Crous

Key Code

Installation Site

0009	Pick N Pay	Type	Bussines	Code	Bok
Contact	Gert	Reactor/Al		Cell	
Suburb	Littleton Manor	Event	01 265 46446	Cell	082 448 5988
Reactor Address	85 Robyn Straat Littleton Manor				

Actions

Date Time	Action	Remarks	Reference
16/10/2009 10:54:36	Burglary Alarm	piet	

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 Hide

Last Call Info : 0009 Burglary Alarm

Switch to the Site's info

Instruction on burglary

QuTeWatch : Site Info Maintenance YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id 0016 F.DU TOIT ADMINISTRASIE

Contact Info | Sender Messages | Sent Messages

Contacts

Event Type	Tel No	Cell No	Contact Person	Kode Woord

Last Modified

+ Add Change

Event Instructions

Temporary Instructions

Temporary Note

Expires 16/10/2009

Special Instructions

Current Active

From: 08/11/2006 To: 30/11/2006

JUST MARRIED BE AWAY FOR A LONG TIME

Change Last 30/12/1899

Technician Testing

Set Site On Test SMS Events

Contact No. 0835671179

By Pass Lock On Event

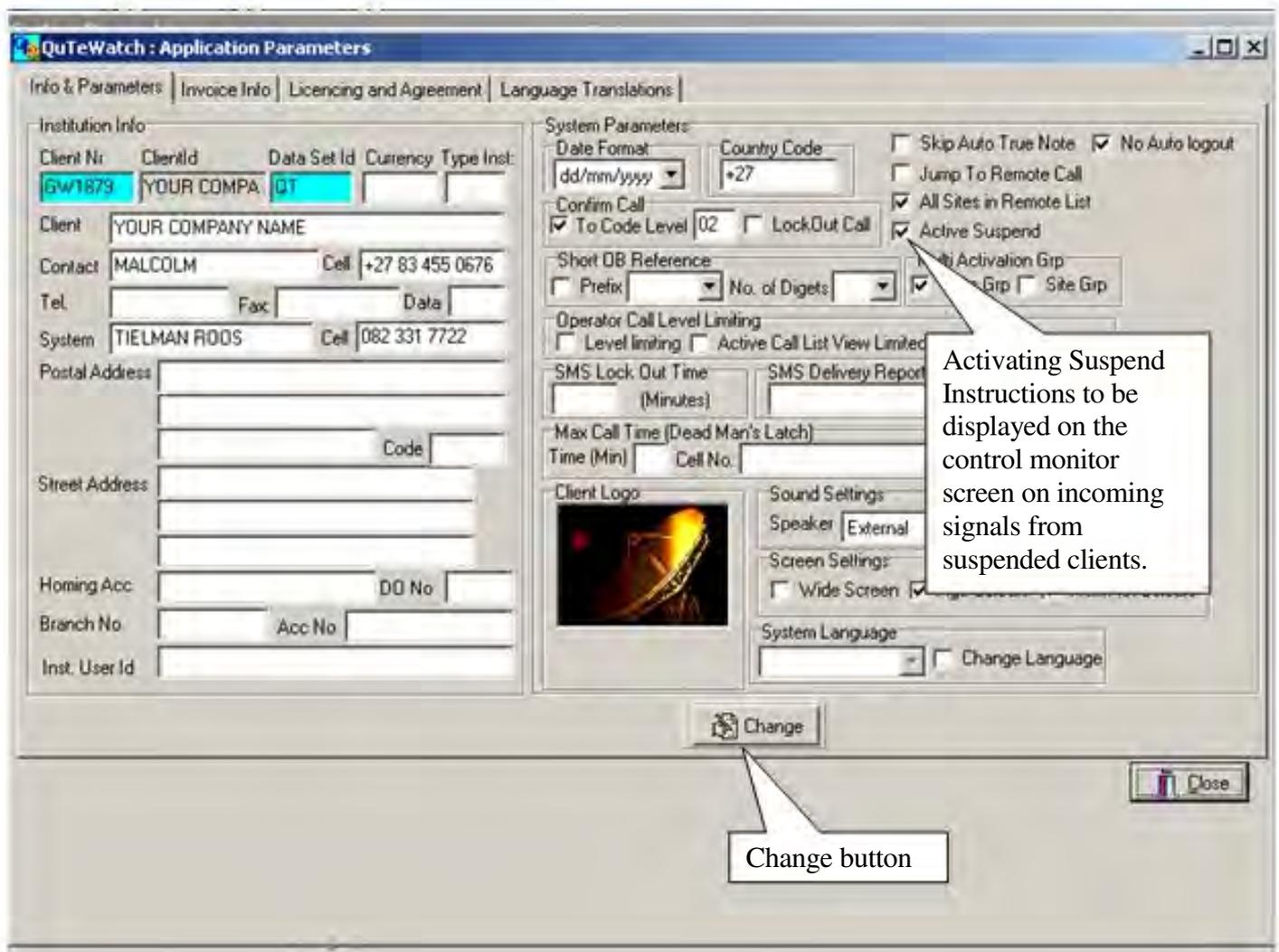
Event Zone

Close

Last Call Info : 0147 Fail to Open

Setting a notification that the client is going away.

Activating the Suspension feature as discussed earlier.

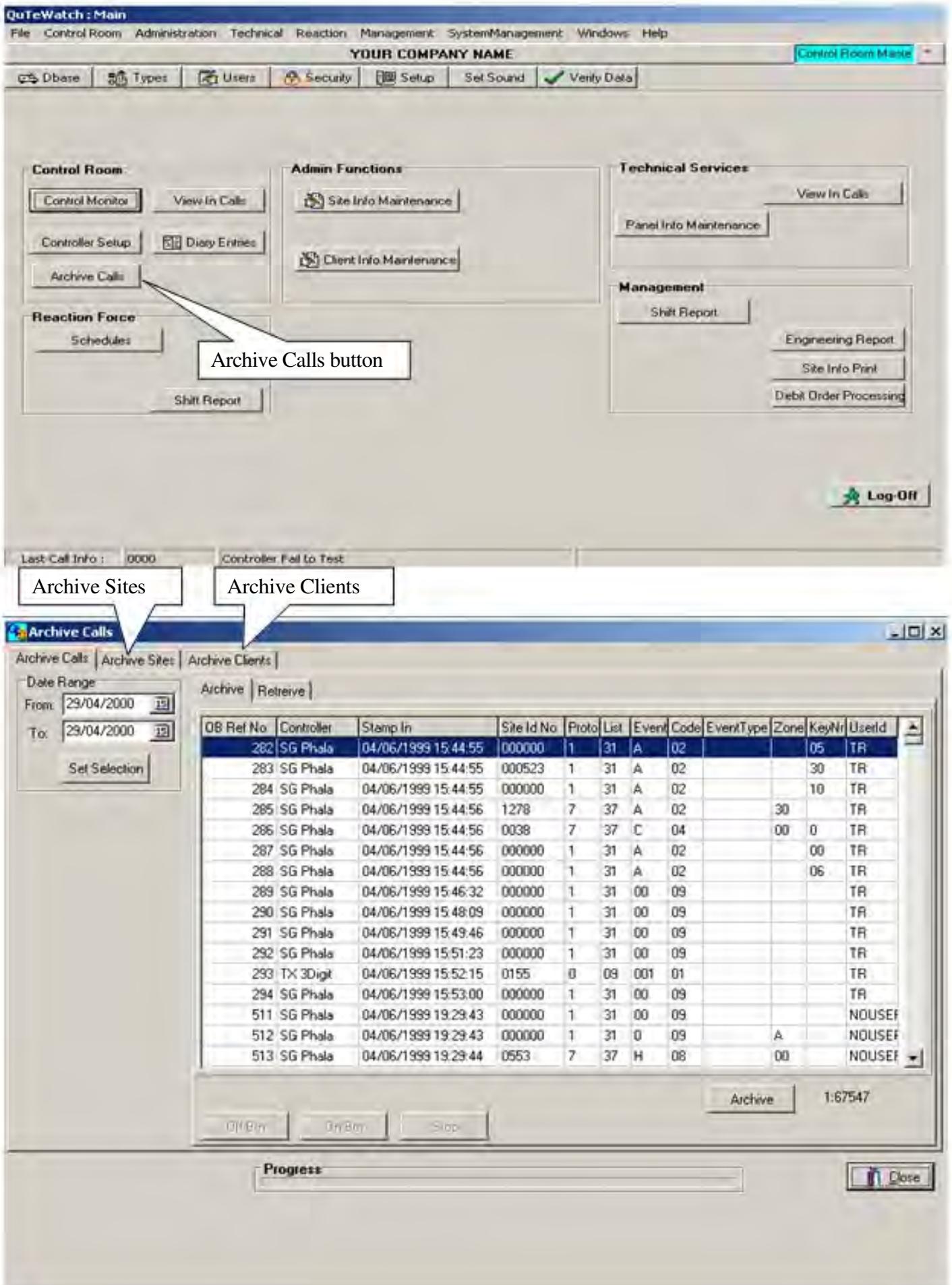


1. On the main menu, click on System Management, then on System Parameters.
2. Click on the Change button, then put a mark in the Active Suspend box. (The mark must be black not grey)

Removing Sites and Clients

1. If you want to remove a client the first thing you must is to make sure that all the Alert Settings on the Settings tab page is removed, otherwise you won't be able to remove the site.
2. When you remove a site you won't receive any more signals from that Site on your Control Monitor screen anymore.
3. Site and Client information that are removed gets stored in a separate database and it can be retrieved if needed. Just think of it as putting it in a recycle bin.
4. On the main menu click on the button that says Archive Calls. You must have a level 7 or 8 to access Archive Calls. See the Manual on System Security to learn more about access levels.
5. Remember when Archiving (Removing) and Retrieving Sites and Clients there is a certain order in witch it must be done.
6. You must first Archive the Site then Archive the Client.
7. When Retrieving, you must first Retrieve the Client then the Site.

- When a Site is Archived you can still go and view or print that Site's History, but you won't be able to print it by clicking on the Archive history tab page. Learn more about the Site History further on in the manual.



Archive Calls | Archive Sites | Archive Clients |

Archive Sites | Retrieve Sites | Archived History |

Archived History

Retrieve Sites

SiteIdNr	ClientNr	SiteName	Reactor	ContactPerson	RicTelNr	Status
0000	NCC01077	Auto Insert - No Info				A
00000	NCC0	in - No Info				A
000000	NCC0			Manna	015 781-6160	A
0005	NCC00090	NAMAKGALE FOUNDATION	ROMEO 2	MARK DEMMER	769 4043/4780	A
0007	QTC02522	TEST				A
0008	QTC01097	Pick N Pay Pta		Pieter Crous	012 221 8988	E
0009	QTC01097	Pick N Pay		Geert	0126646446	A
00117	NCC01087	PC TEC	De Wet	Marius Schoeman	0720744117	A
0016	NCC00246	F DU TOIT ADMINISTRASIE	BRAVO1	DEWET BOTHA	0126641188	A
0024	NCC00089	R5-WINKEL	ROMEO 2	CARL SONNEKUS	781 6793	A
0025	NCC00657	STADSRAAD KWEKERY	Romeo 2	MNR DU PLOOY	781-0111-6364	A
0033	NCC00008	BEARS STOOR	ROMEO 2	TESSA		A
0036	NCC00027	ENVIROBEST	ROMEO 2	JIMMY ROGERS	781 0481/2	A
0038	NCC00091	pick n pay 3		mr. koos	017 712 0000	A
00452	QTC01092	Biltong str 12		Pieter	0857416548	
0046	NCC00237	SELATI MALL	ROMEO 2	LOUIS	GEEN TEL NR	A

Archive All Erased

Progress

Close

Archive Button

Archive Calls | Archive Sites | Archive Clients |

Archive Clients | Retrieve Clients | Archived Account |

Retrieve Client

ClientNr	Account	ClientName	TelNr	Status
NCC00002	0193	R5 - WINKEL THE MALL	781 2189	A
NCC00003		Auto Insert - No Info		A
NCC00009		Auto Insert - No Info		A
NCC00018	047	ASSIE VAN ASWEGEN	781 5062	A
NCC00098				A
NCC00107		Auto Insert - No Info		A
NCC00153		Auto Insert - No Info		A
NCC00159	511	No Info 0511		A
NCC00163		Auto Insert - No Info		A
NCC00166		Auto Insert - No Info		A
NCC00167		Auto Insert - No Info		A
NCC00168		Auto Insert - No Info		A
NCC00174		Auto Insert - No Info		A
NCC00178		Auto Insert - No Info		A
NCC00182		Auto Insert - No Info		A

Retrieve

Progress

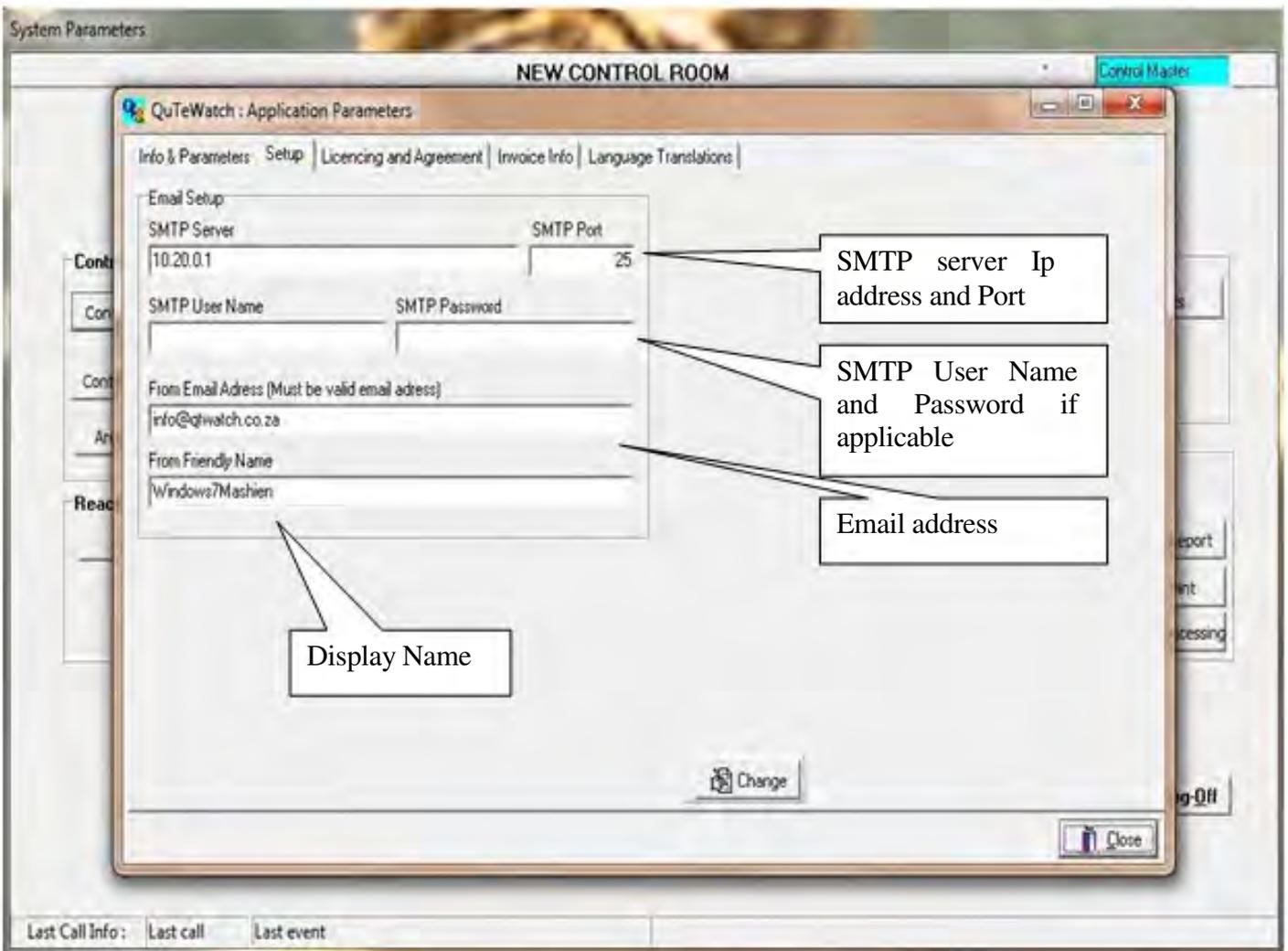
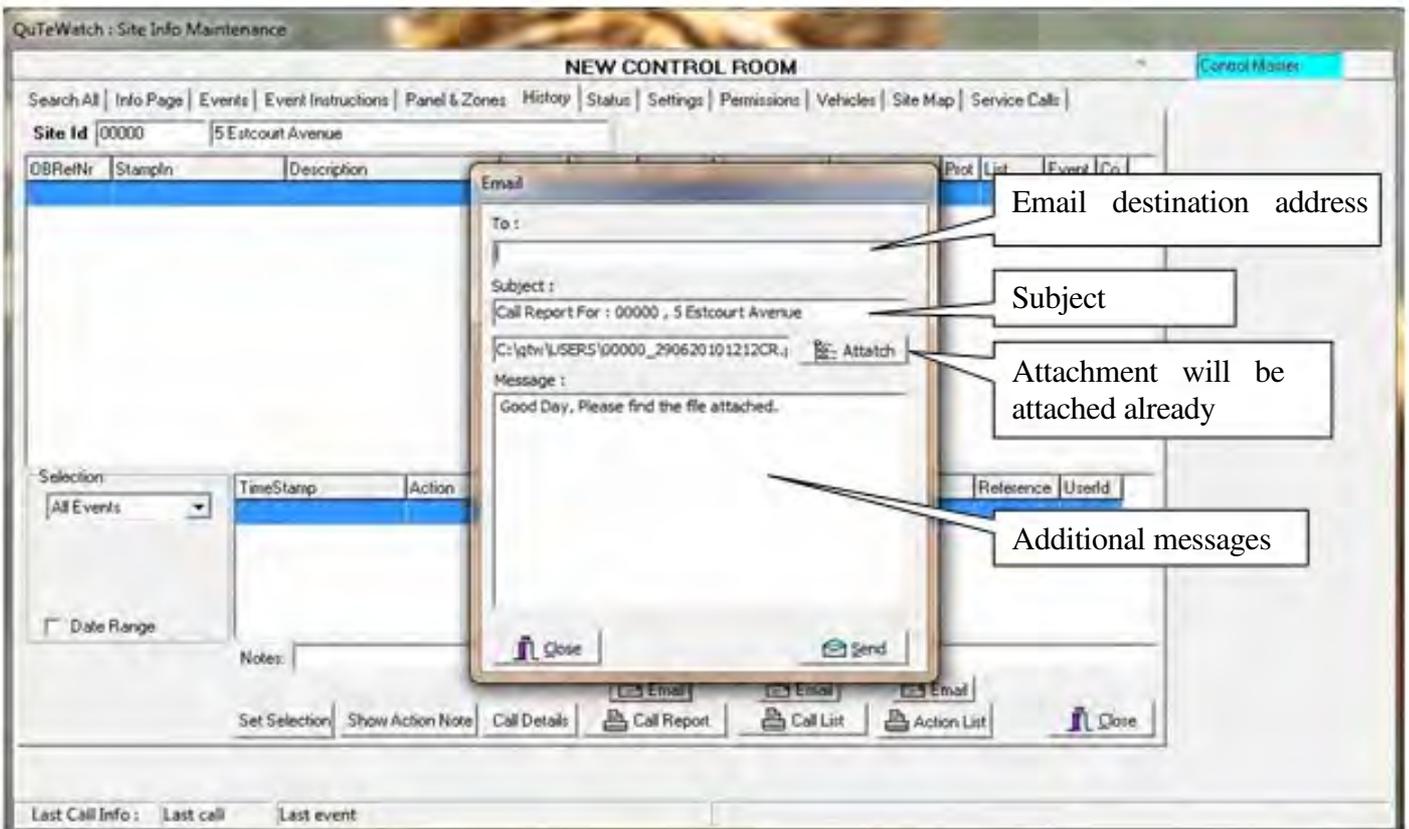
Close

Retrieve Button

Site History

The screenshot displays the 'NEW CONTROL ROOM' interface for 'Site Info Maintenance'. It features a navigation bar with tabs like 'Search All', 'Info Page', 'Events', 'Event Instructions', 'Panel & Zones', 'History', 'Status', 'Settings', 'Permissions', 'Vehicles', 'Site Map', and 'Service Calls'. Below the navigation, there are search fields for 'Site Id' (00000) and '5 Estcourt Avenue'. A main table lists event data with columns: DBRefNr, StampIn, Description, Zone, Key No, User, EventType, ContId, Plot, List, Event, Co. A secondary table below it has columns: Selection, TimeStamp, Action, Remarks, Reference, UserId. The 'Selection' dropdown is set to 'All Events'. A 'Date Range' field is also present. At the bottom, there are buttons for 'Set Selection', 'Show Action Note', 'Call Details', 'Call Report', 'Call List', and 'Action List', each with an 'Email' icon. Callouts provide detailed instructions for using these features.

1. You can either view and/or print all the Events in the History or you can choose a certain Event by clicking on Events and entering the Event code, for example Burglary for FSK - 097.
2. You can choose Event Code to get a selection of Event importance codes, learn more about Event importance codes in the Control Monitor manual or in the System Administration manual.
3. By choosing the Event Type selection criteria you can choose a certain event from the drop down box that will appear underneath, like , burglary, panic, open, etc.
4. Activity Events is leaving out Events like all type of Alerts, like fail to closes, illegal openings. It is Events that comes from the base station, except burglaries and panics
5. With all the selections you can put in a Date Range as well.
6. You must click on the Set Selection button after choosing your Selection criteria.
7. The Status tab page is almost like the History tab page, but it only shows the last couple of signals that came through.
8. You can also Email your reports by using the 3 Email buttons.
9. If you have a server where al Emails goes through, you can set up your Email setting in System parameters and going to the setup tab, See System parameters for example.



Viewing incoming and send sms's and Sending a manual sms

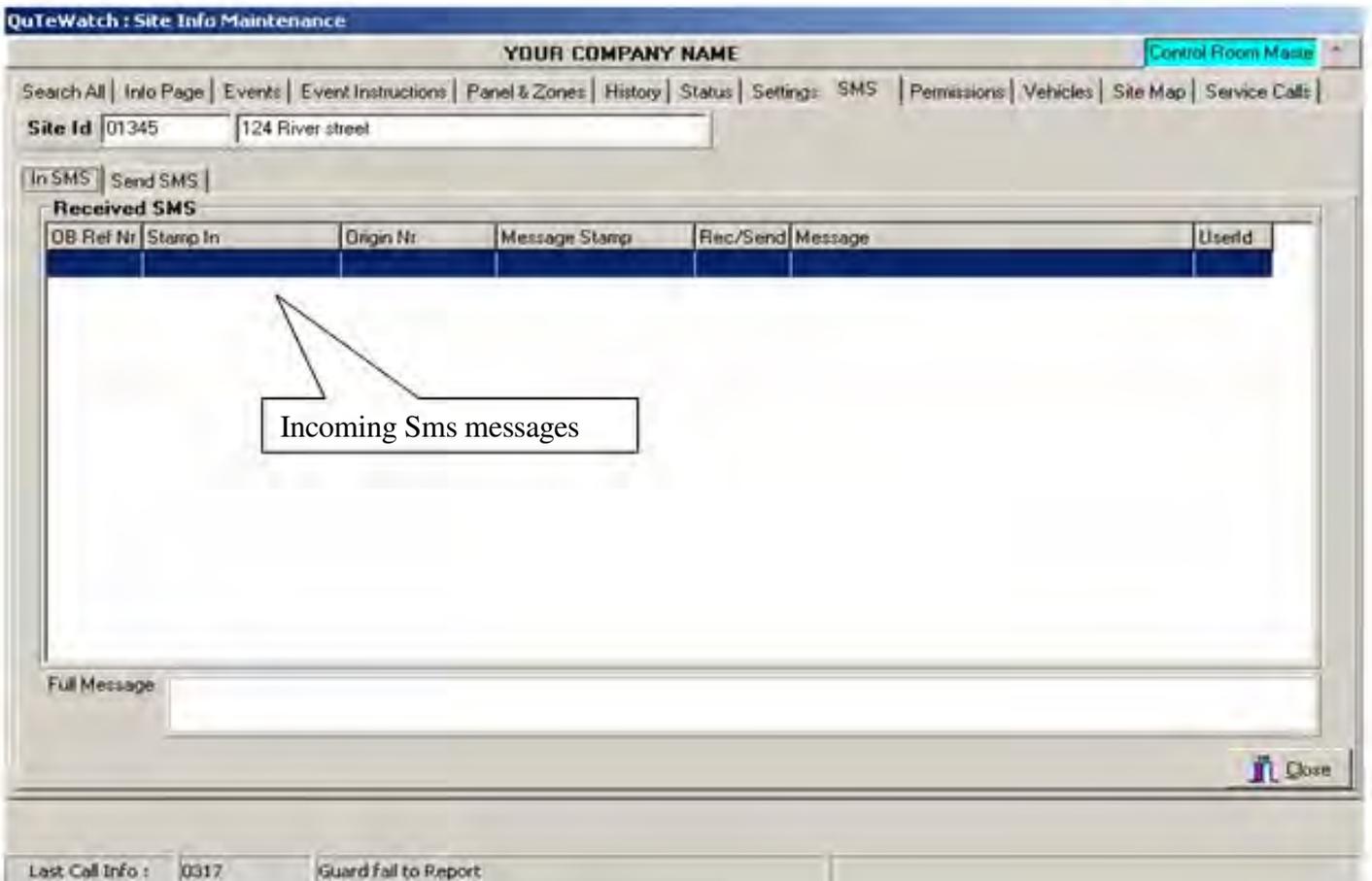
The screenshot displays the 'SMS' tab page within the 'QuTeWatch : Site Info Maintenance' application. The interface includes a navigation menu at the top with options like 'Search All', 'Info Page', 'Events', 'Event Instructions', 'Panel & Zones', 'History', 'Status', 'Settings', 'SMS', 'Permissions', 'Vehicles', 'Site Map', and 'Service Calls'. The 'SMS' tab is currently selected.

Below the navigation menu, there are fields for 'Site Id' (01345) and '124 River street'. A 'Send SMS' tab is highlighted, and a 'Send Sms's' button is visible. A table titled 'Incoming Sms's' shows a list of messages with columns for 'D', 'Time', 'Stamp Out', 'Origen', 'Message', 'BillCall', and 'User Id'. The messages are from 'YOUR' and contain the text 'YOUR ==253556== @ 124 River street :- Ev: Burglary Alarm'.

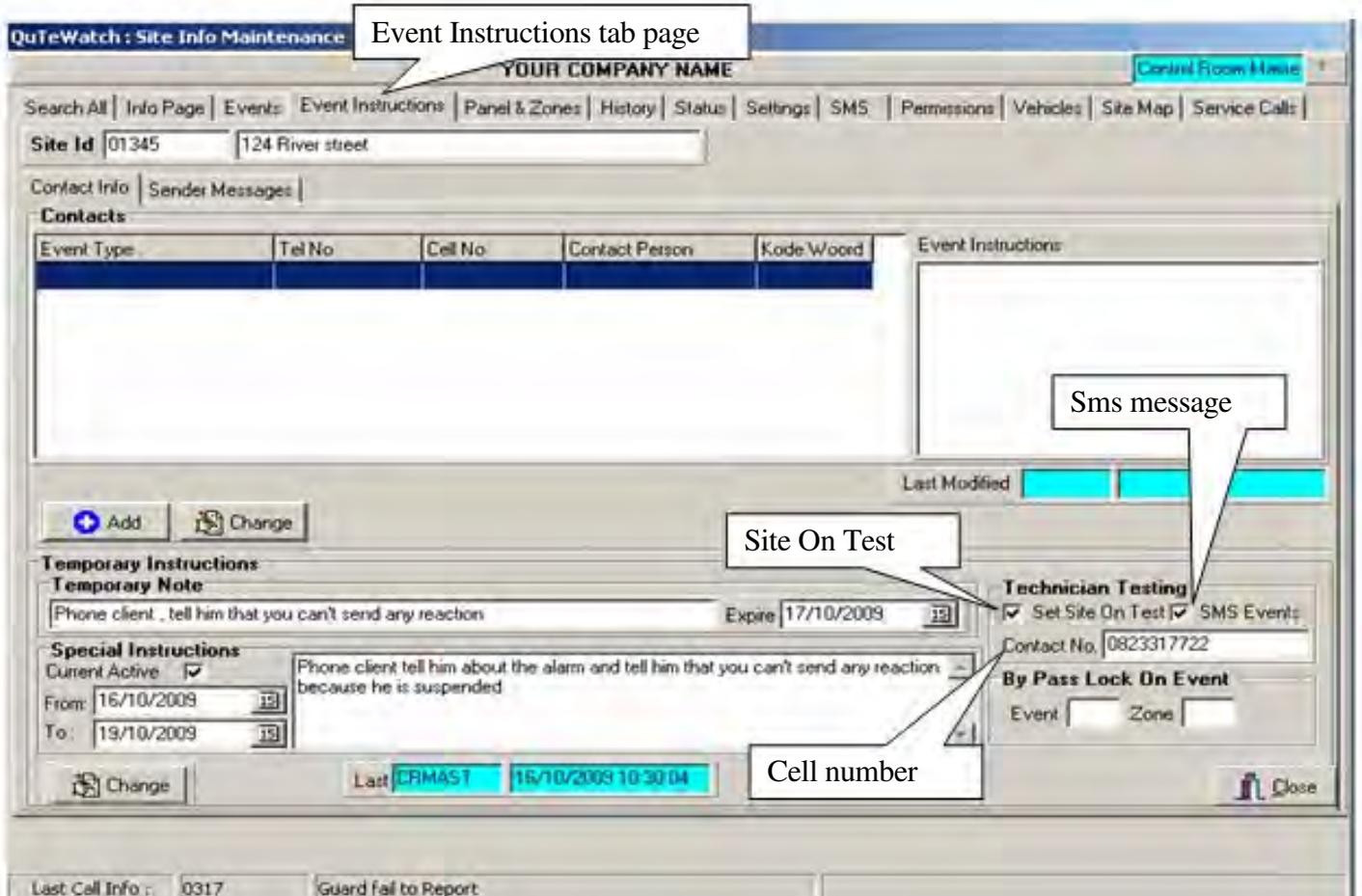
At the bottom, there is a 'Sending SMS Functions' table and a 'Send Other SMS Messages' form. The 'Sending SMS Functions' table has columns for 'Function', 'Description', and 'Variable'. The 'Send Other SMS Messages' form includes a 'Destination Address' field (containing '+2701345'), a 'Message to send (Max 72 Characters):' field, and checkboxes for 'Include Site Name', 'Bill Call', and 'Pass Word'. A 'Send' button is located at the bottom right of the form.

Function	Description	Variable
\$func0	Base Responding	False
\$func1	1 Responding	False
\$func2	2 Responding	False
\$func3	3 Responding	False
\$func4	1 On Site	False
\$func5	2 On Site	False

1. To send a manual sms, enter the cell number in the Destination Address, example 0823317722
2. Enter the message you want to send in the message box.
3. Enter the password in the password box.
4. Click on the Send sms button.
5. You must have an access level higher that 6 to be able to click on the send button.
6. You must supply the right password in order to send the message.
7. If you put a mark in bill call it will count all the messages that is send to the client.
8. If you put a mark in Include Site Name it will include the site's name in the sms.



Setting a site on test when a technician is on site to test signals

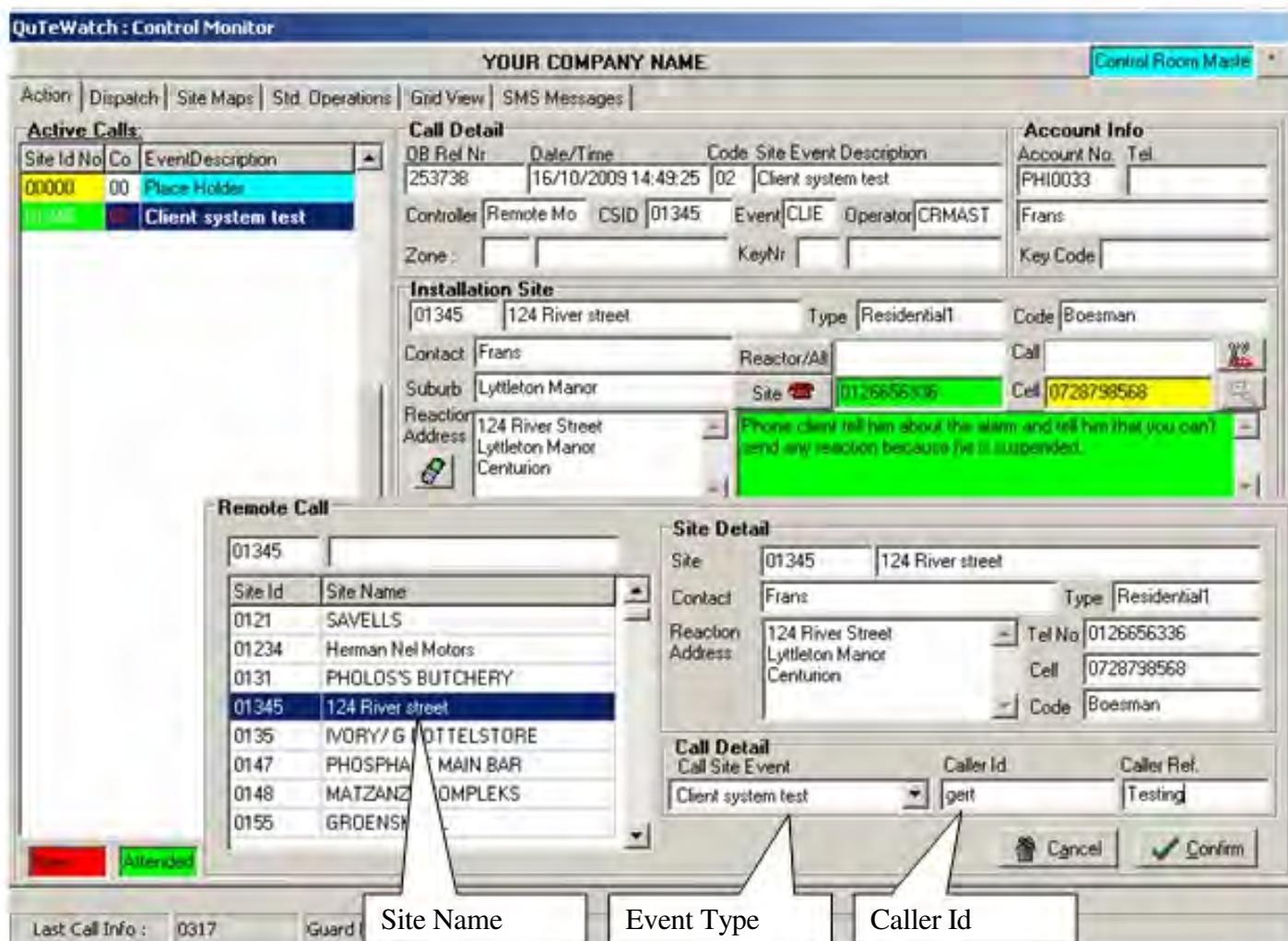


1. Go to the site that is on test and click on the Event Instructions tab page.

- Put a mark in the Site On Test box, you can also put a mark in the sms Event box and the technician's cell number in the Contact No box then all the signals that the technician tests will be send to the technician's cell phone.
- While the site is set on test the signals from that sight will not appear on the control monitor screen in the control room, but it will go to the history.

Setting a site on test when a Client is testing his signals

- On the Control Monitor Screen click on the Remote Call button



- Choose the site where the client is testing his signals.
- In the Call Site Event drop down box, choose Client system test.
- Put in the client's name that is busy testing.
- Put in a Caller Reference.
- Click on Confirm.
- The Client System test will appear on the control monitor screen.
- Remember, if you want the client to receive sms's on the testing signals his cell phone number must be in the SMS forwarding text box on the Site Info tab page on Site Info Maintenance.
- All tested signals will be logged on the Client System test signal on the Control Monitor and a sms will be send to him for every signal, see next page for an example.
- A report can be print about the testing as well.

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		Client system test

Call Detail

DB Ref Nr: 253738 | Date/Time: 16/10/2009 14:49:25 | Code: 02 | Site Event Description: Client system test

Controller: Remote Mon | CSID: 01345 | Event: CLIE | Operator: CRMAS

Zone: | KeyNr: |

Installation Site

01345 | 124 River street | Type: Residential | Code: Boesman

Contact: Frans | Reactor/Alt: | Call: |

Suburb: Lyttleton Manor | Site: 0125656335 | Cell: 0728798568

Reactor Address: 124 River Street, Lyttleton Manor, Centurion

Area: Non Grouped Sites

Actions

Date Time	Action	Remarks	Reference
16/10/2009 14:49:25	GSAuto SMS Message Forwar		728798568
16/10/2009 14:49:25	Client system test	gerf	Testing
16/10/2009 14:50:03	+Remote Mon 01345 R:	Burglary Frans	253739
16/10/2009 14:50:26	+Remote Mon 01345 R:	panic	253740
16/10/2009 14:50:40	+Remote Mon 01345 R:	Open	253741

Client System test

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 | Action Note | Hide

Last Call Info : 0317 | Guard fail to Report

Tested Signals

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 01345 | 124 River street

DBRefNr	StampIn	Description	Zone	Key No	User	EventType	ContId	Prot	List	Event	Co
253633	16/10/2009 08:57:49					Control Rc RESPCLI	Remote Mon	RC	burg	02	
253637	16/10/2009 09:00:49					Control Rc RESPCLI	Remote Mon	RC	burg	02	
253662	16/10/2009 10:28:26					Control Rc RESPCLI	Remote Mon	RC	burg	02	
253663	16/10/2009 10:31:15					Control Rc RESPCLI	Remote Mon	RC	burg	02	
253734	16/10/2009 14:45:27	Client system test				Control Rc CLTESTS	Remote Mon	RC	CLIE	02	
253736	16/10/2009 14:46:32	Client system test				Control Rc CLTESTS	Remote Mon	RC	CLIE	02	
253737	16/10/2009 14:47:14	Remote : Burglary				Control Rc BURGLARY	Remote Mon	RC	RCB	02	
253738	16/10/2009 14:49:25	Client system test				Control Rc CLTESTS	Remote Mon	RC	CLIE	02	
253739	16/10/2009 14:50:03	Burglary		001		Control Rc BURGLARY	Remote Mon	RC	BB	02	
253740	16/10/2009 14:50:26	panic				Control Rc PANIC	Remote Mon	RC	CLTE	01	
253741	16/10/2009 14:50:40	Open				Control Rc OPEN	Remote Mon	RC	CPW	04	

Client System test Event

Stamp	Action	Remarks	Reference	Userid
16/10/2009 14:49:25	GSAuto SMS Message Forwar		728798568	CRMAS
16/10/2009 14:49:25	Client system test	gerf	Testing	CRMAS
16/10/2009 14:50:03	+Remote Mon 01345 R:	Burglary Frans	253739	CRMAS
16/10/2009 14:50:26	+Remote Mon 01345 R:	panic	253740	CRMAS
16/10/2009 14:50:40	+Remote Mon 01345 R:	Open	253741	CRMAS
16/10/2009 15:04:29	Call Life Time Exceeded	Call removed from List	CLTESTS	CRMAS

Notes:

Set Selection | Show Action Note | Call Details | Call Report | Call List | Action List | Close

Last Call Info : 0180 | System Fail to Test

Call Report button

10. On the Site's History tab page, choose the Client System test Event and click on the Call Report Button, then click on the print button.

OB Ref No.: 253738

Site Info: Last Update: 16/10/2009 14:45:57 by: CRMAS
 Site Id No.: 01345 124 River street Site Type: Residential
 Contact: Frans Services: Normal M&R Name: Frans
 Location: 124 River Street Code Word: Boesman Address:
 Lyttleton Manor Tel No.: 0126656336
 Centurion Cell No.: 0726798568
 Suburb: Lyttleton Manor Reactor: Call Post Code
 Town: Alt. Reac. Call Tel. No.
 Instructions: C/O River Street & Pretorius
 On the left hand side when coming from Bodys Avenue

Client System test

Call :

Received: 16/10/2009 14:49:25 Controller: Remote Mon CSD: 01345 Code: 02 Event CUE Client system test Type CLTESTS
 Zone: Key Holder:

Actions

Date / Time	Action	Remarks	Reference	Officer
16/10/2009 14:49:25	GSAuto SMS Message Forward		726798568	Control Room Master
16/10/2009 14:49:25	Client system test	get	Testing	Control Room Master
16/10/2009 14:50:03	+Remote Mon 01345 R:	Burglary Frans	253738	Control Room Master
16/10/2009 14:50:26	+Remote Mon 01345 R:	panic	253740	Control Room Master
16/10/2009 14:50:40	+Remote Mon 01345 R:	Open	253741	Control Room Master
16/10/2009 15:04:29	Call Life Time Exceeded	Call removed from List	CLTESTS	Control Room Master

Action Notes

Tested Signals

Bypassing an alarms that is giving problems

1. Remember setting this feature can cause major problems for you if it is not removed afterwards.
2. Also if it is used wrong.
3. Go to the Site that is giving you the problem alarm.
4. Click on the Event Instructions tab page.
5. See next page for an example.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 0009

Contact Info | Sender Messages

Contacts

Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions
Burglary Alarm					Stuur dadelik reaksie
Panic		084465555	Gerie		

Last Modified: **ERMAS** 16/10/2009 10:52:54

Temporary Instructions

Temporary Note: Expire: 16/10/2009

Special Instructions

Current Active:

From: 15/07/2009 To: 15/07/2009

Last: 30/12/1899

Technician Testing

Set Site On Test SMS Events

Contact No.:

By Pass Lock On Event

Event: Zone:

Event Code Zone Number

Last Call Info: 0317 Guard Fail to Report

- Say for instance Zone 3 of a site's alarm keeps going of constantly, it can be a faulty beam, or an obstruction in front of the beam.
- Put in the Event Code that is coming through on the control monitor screen, for example say it is an FSK base station you use the Event Code for a burglary Zone 3 would be 100.
- Put in the Zone, for example 003.
- This setting will keep bypassing that signal that keeps coming in and send it straight to the history, keeping it of the stack on the control monitor screen. It will only appear on the stack every 2 hours.

Changing a Site's Site Id

- Because you can't change the Site Id of a site on the Site Info Page, you need to Move it to another Site Id.
- Go to the Site where you want to change the Site Id.
- Click on the Client Button. See next page for an example.
- Click on the Add button on the right hand side underneath Sites linked.
- Enter the new Site Id, Site Name, Site Type
- Then click on accept.
- Click on the Close button.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Detail

ClientNr: NCC00246 Acc: 0016 DEWET BOTHA

Site Id: 0016 Type: Institute Service: Patrol Service

Name: F DU TOIT ADMINISTRASIE Contact: DEWET BOTHA

Address: JANSSEN AVU 258 Code: KOLLEGA

Tel No: 0126641188

Suburb: PHALABORWA Cell Nr: 0824654976

Town: PHALABORWA Reactor: BRAVOT Call: ROMEO 2

Area: AREA B1 Alt/Rtr: ROMEO 3 Call: 0126646446

SMS Forward No: SMS Report No:

Status: A Date: 11/06/1999 Last Edt: CRMAS 20/06/2008 22:40:38

Normal Instructions

Alt Contact Info Stamp Alt Info

Additional Instructions

>>>>> 08/11/2006 14:25:26 :: Control Room Master
 Special Instruction Changed :-
 JUST MARRIED BE AWAY FOR A LONG TIME
 >From Date :- 08/11/2006
 >To Date :- 30/11/2006

Site Setup

Call Identities

Contr Type	Call Id	Ev List
CELLSMS	0016	
FSK	00073	

+ Add Change

Alerts Set

Alert

Open & Close 7-5
System Test LE

Key Holder List

KeyNr	Key Holder Name	Code	Code Word/Tel No.
0001	P.J BOTHA	1atel	0126646446
0002	C.J DU TOIT		HONDA

Last Modified: PS 08/11/2006 10:37:55

+ Add Change

Client Client Move Close

Last Call Info : 0147 Fail to Open

Client button

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Control Room Master

Edit Client Info

Client Info

ClientNr: QTL02523 Account: PHI0033

Lang: Title:

Name: Frans

Tel Nr:

Fax Nr:

e-Mail:

Address:

PCode:

Status: A 15/10/2009 Fill from Site

Change Status: Activate Suspend

Last Modified: CRMAS

+ Add Change

Sites Linked

Site Id	Site Name	Site Type	Service Type
01345	124 River street	Residential	Normal M&R
03550	124 River street	Residential	

Activate Suspend Erase

Accept Cancel

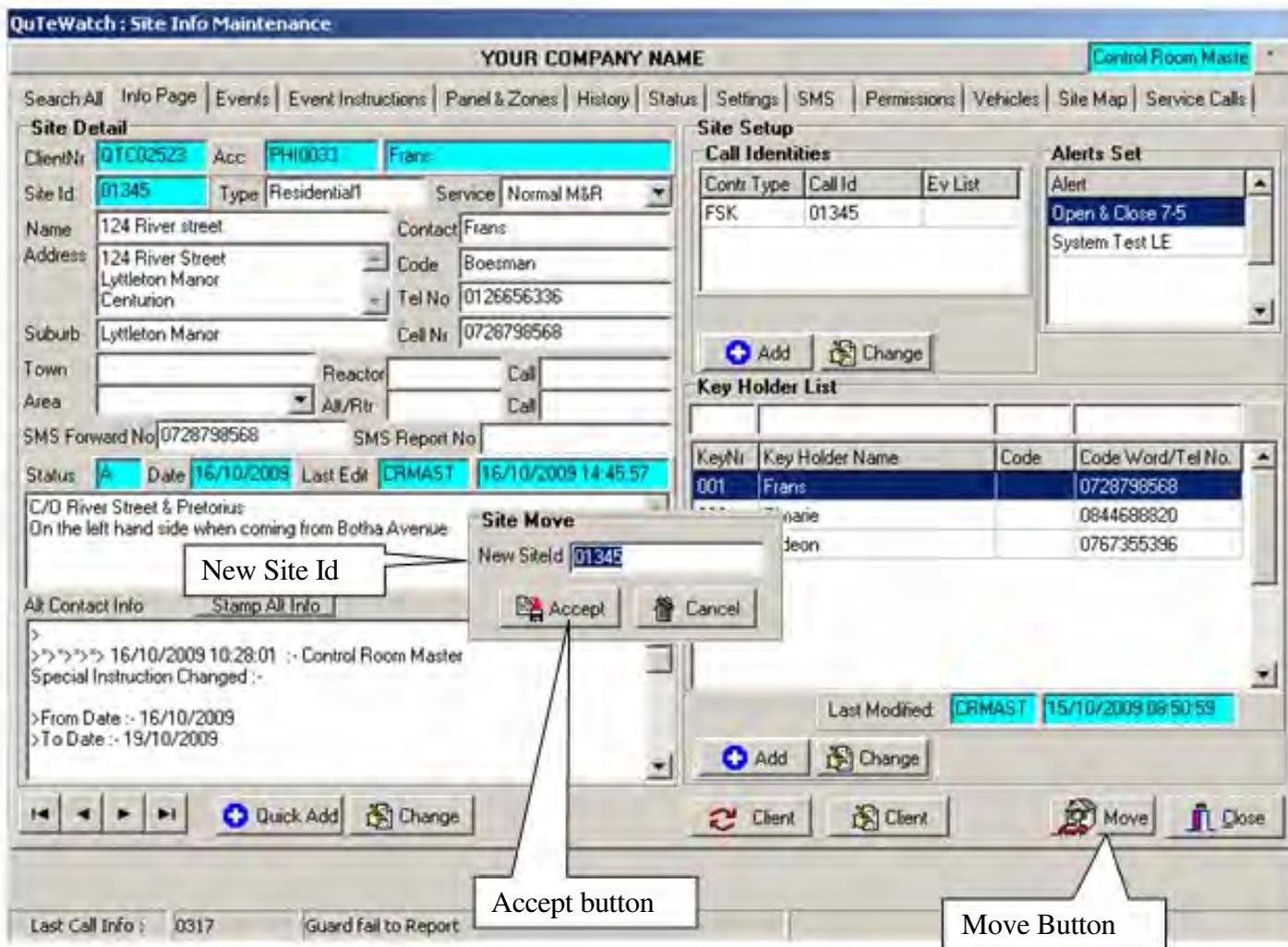
To Selected Site Info Close

Last Call Info : 0008 System Fail to Test

New Site Id

Accept button

- Click on the Move button as seen on next the page.
- Enter the new Site Id you created and click Accept. All the Site's Information will now be moved to the new Site Id.



Printing Site Info

1. On the Main menu click on the Site Info Print button.
2. Choose the Site with information you want to print
3. Click on the Selected Sites Info button.
4. You can choose if you want a short report if you put a mark in the Short Report box.
5. Click on the Print button.

Client Info Maintenance

1. On the Qtwatch main menu click on the Client Info Maintenance button.
2. Click on the Search tab page to search for the client you are looking for.
3. Remember there is a difference between a client and a site.
4. A client is the person who pays for your service, the site is the place where the alarm is installed.
5. It can be the same address or not, for example the address of a client that stays in a residence will be the same as the address for his site. But the address for a client with a business will be different.
6. See example on next page.

Search tab page

Search boxes

Printing Order

Print button

YOUR COMPANY NAME

Control Room Master

Search Client Info Payment Info Client Account Debt Order Record Account Adjustments

Client No	Account No.	Name	PCode	TelNr	Status
NCC00008	0033	TESSA	2354		A
NCC00010	0093	M.J FRAENKEL		781 7071	A
NCC00011	118	DINA		781 0213	A
NCC00020	025	KIRRATIZIDIS			A
NCC00027	036	ENVIROBEST	7765		A
NCC00089	155	GROENSKOOL	4457		A
NCC00090	0005	Mike's Tune Up Centre		781-2188	A
NCC00091	0006	BANK KAFEE (MEAT MARKET)	1234		A
NCC00095	0189	JOHAN (SEUN)		781 3155	A
NCC00097	0185	HENK		781 3984	A
NCC00099	PHI0032	PHILLIP / MARTIE	1654	769 1292	A
NCC00100	0075	DEON PIENAAR		781 5141/781 0153	A
NCC00106	0117	JOEL MNR			A
NCC00108	154	DIEDERICKS G			A
NCC00116	0025	KIRRATIZIDIS		781-6137	A
NCC00151	177	GAIL VAN BARKHUIZEN		781 5906/4	A
NCC00162	0183	MANIE KRIEL		781 3921	A
NCC00170	0156	LOUIS DIEDERICKS		781 0570	A
NCC00172	0024	CARL SONNEKUS		781 6793	A

Client Listing

By Account No

By Client Name

By Site Name

Client List

Page From 1 to 1000

Address List

Extended Search

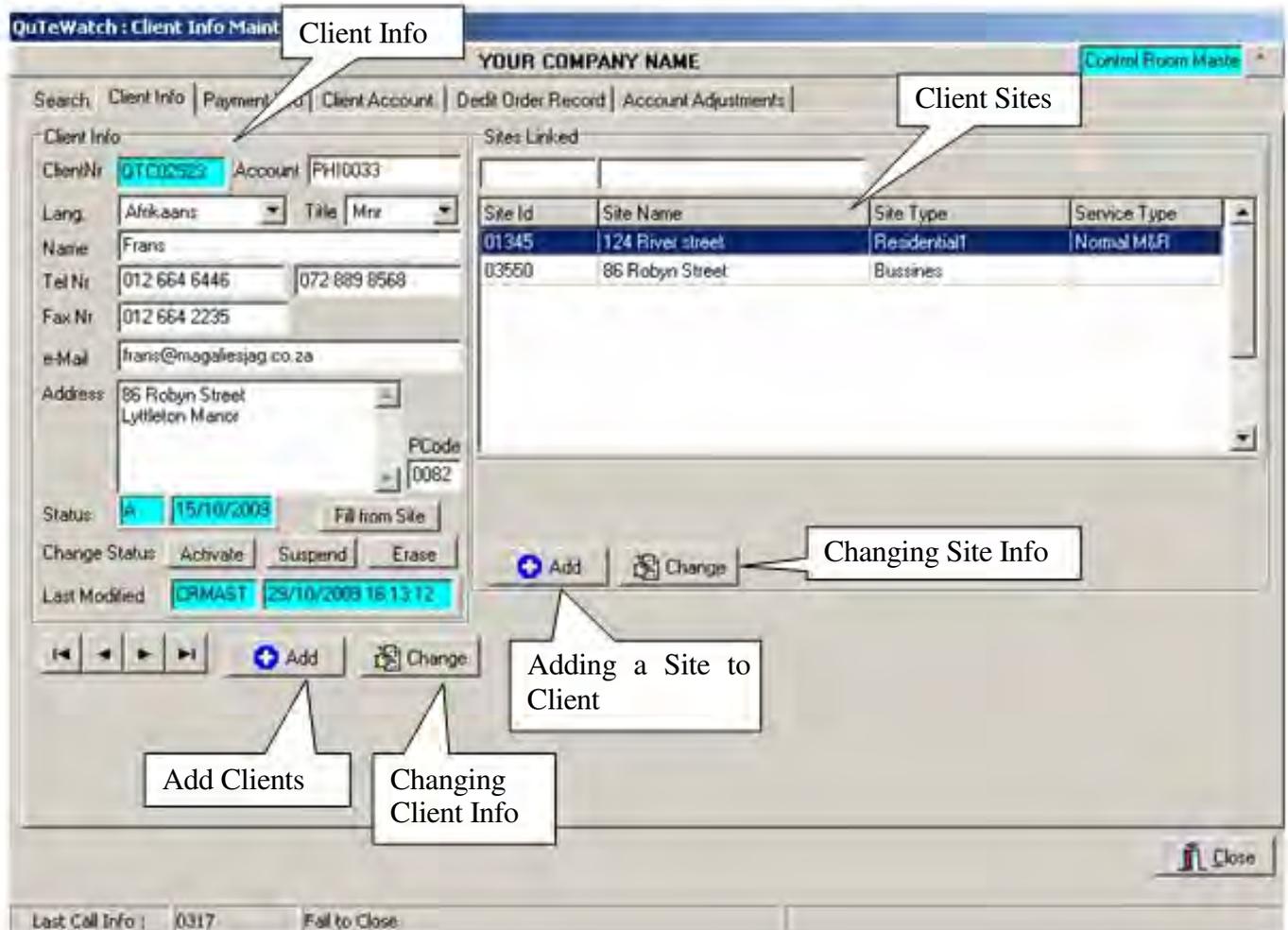
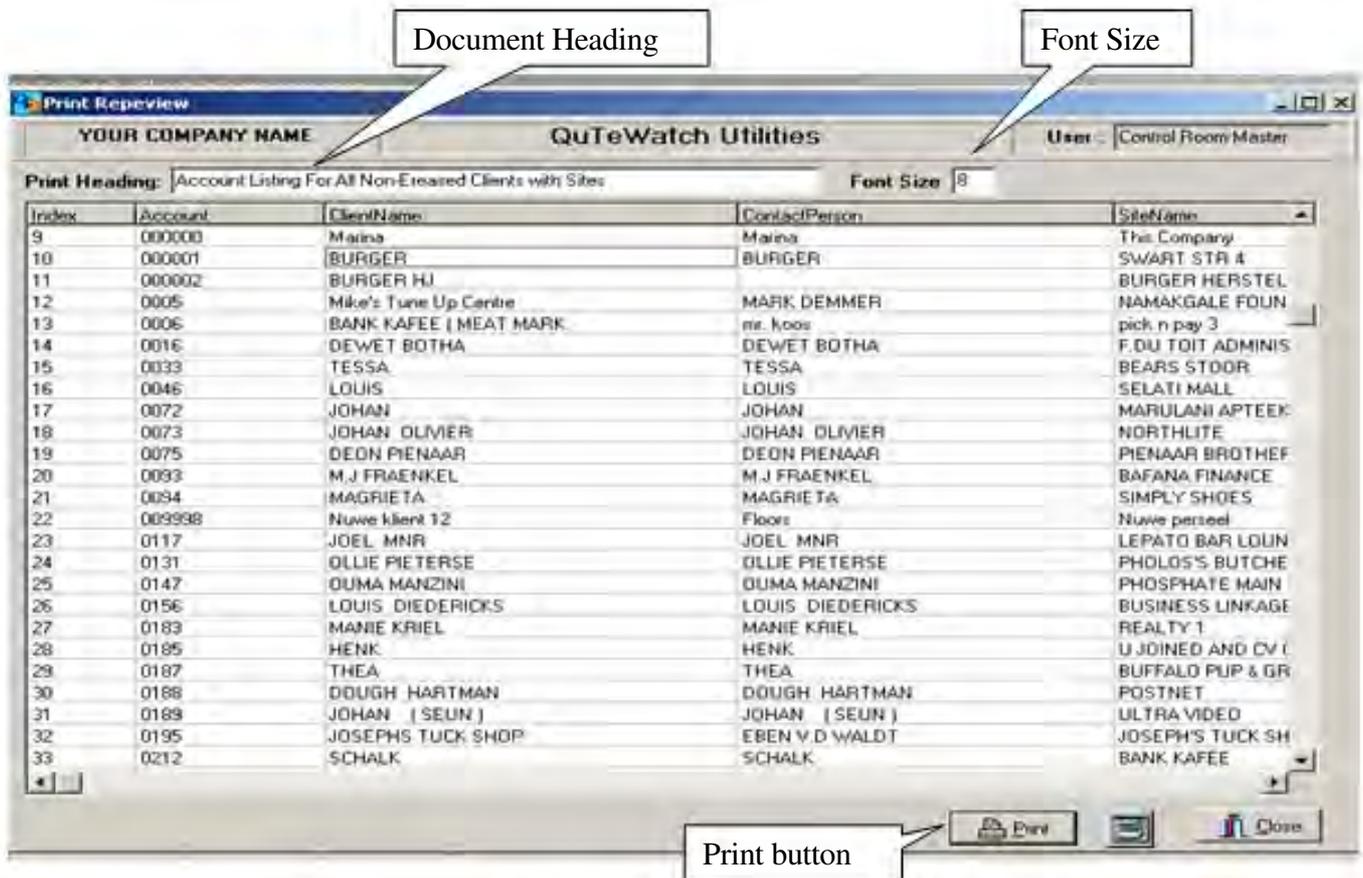
Suspended Deleted

1:1511

Close

Last Call Info : Last call Last event

7. You can search by Client No, Account No, Name, PCode, TelNr or status, by typing in the search criteria in one of the search boxes.
8. When you found the client you were looking for you can double click on him/her and it will jump to his/her Client Information page.
9. You can print a list of your clients by choosing the printing order and clicking on the print button.
10. A printing box will appear, make sure that you have the right printer selected, then click on OK.
11. You will now see a preview of what you are about to print.
12. Type in a heading for the report if you want and choose a font size.
13. Click on the print button.
14. See example on next page.



15. Click on the Add to Add a client or on change to change the client's information.

16. If you Add a Site here you still need to go to Site Info Maintenance to fill in the rest of the Site's information.

View Incalls

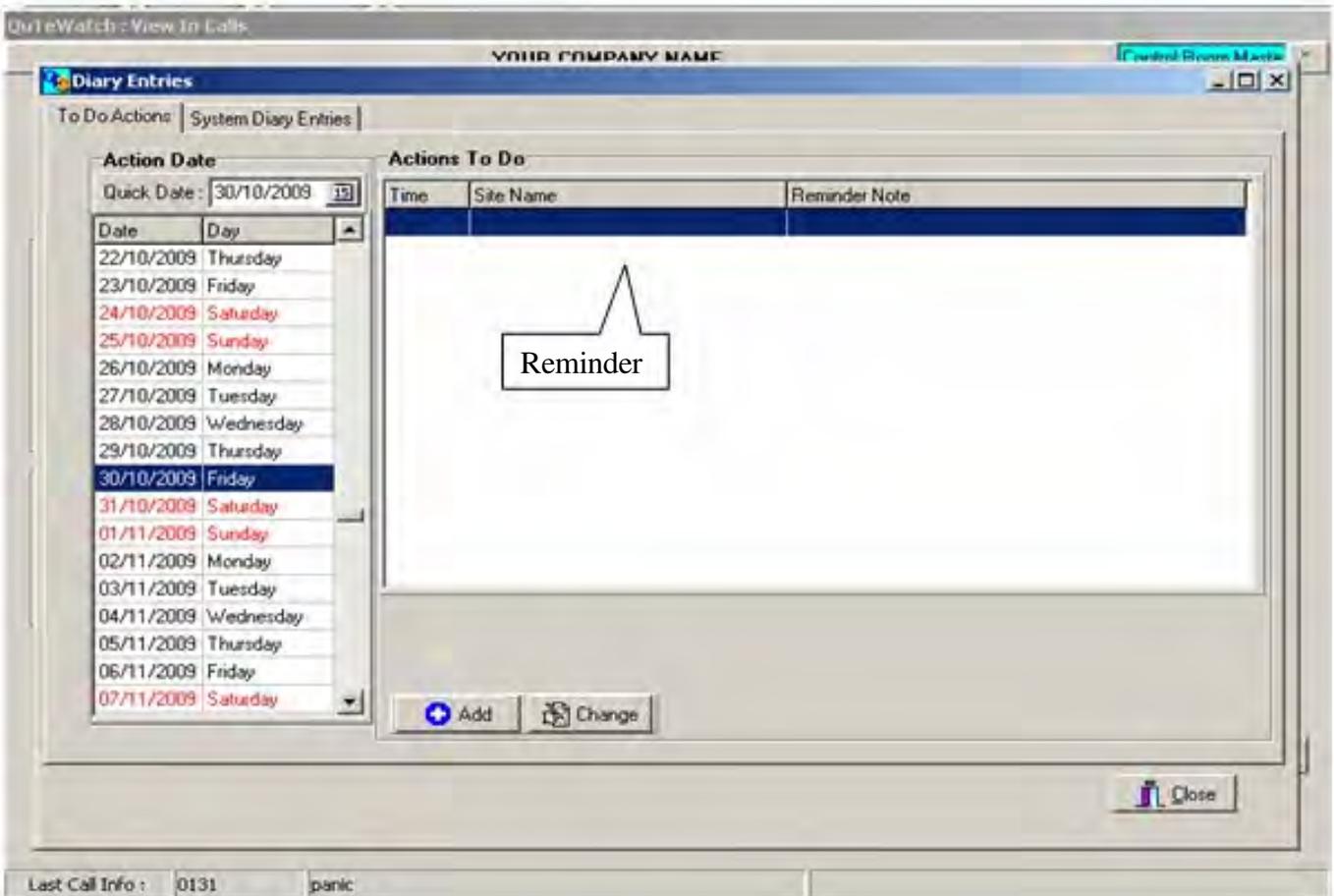
The screenshot shows the 'View Incalls' window with the following components:

- Search Criteria Panel (Left):** Includes options for 'View selection by' (All, Controller, Event, Event Code, Site Id (Sender), Site Id - Event, Event Type) and a 'Date Range' checkbox.
- Main Table:** Displays a list of incoming signals with columns: DBRef No, Controller, Date Time, Site Id, Event, and Event Description. A callout 'All incoming signals' points to this table.
- Selected Signal Detail (Bottom):** Shows details for Site: 0131 (PHOLO'S BUTCHERY) and a table with columns: TimeStamp, Action, Remarks, Reference, and UserId. A callout 'Actions on signals' points to this section.
- Buttons:** 'Set Selection' (callout 'Set Selection button'), 'Service Request', 'Call Report', 'Print List' (callout 'Print button'), and 'Close'.

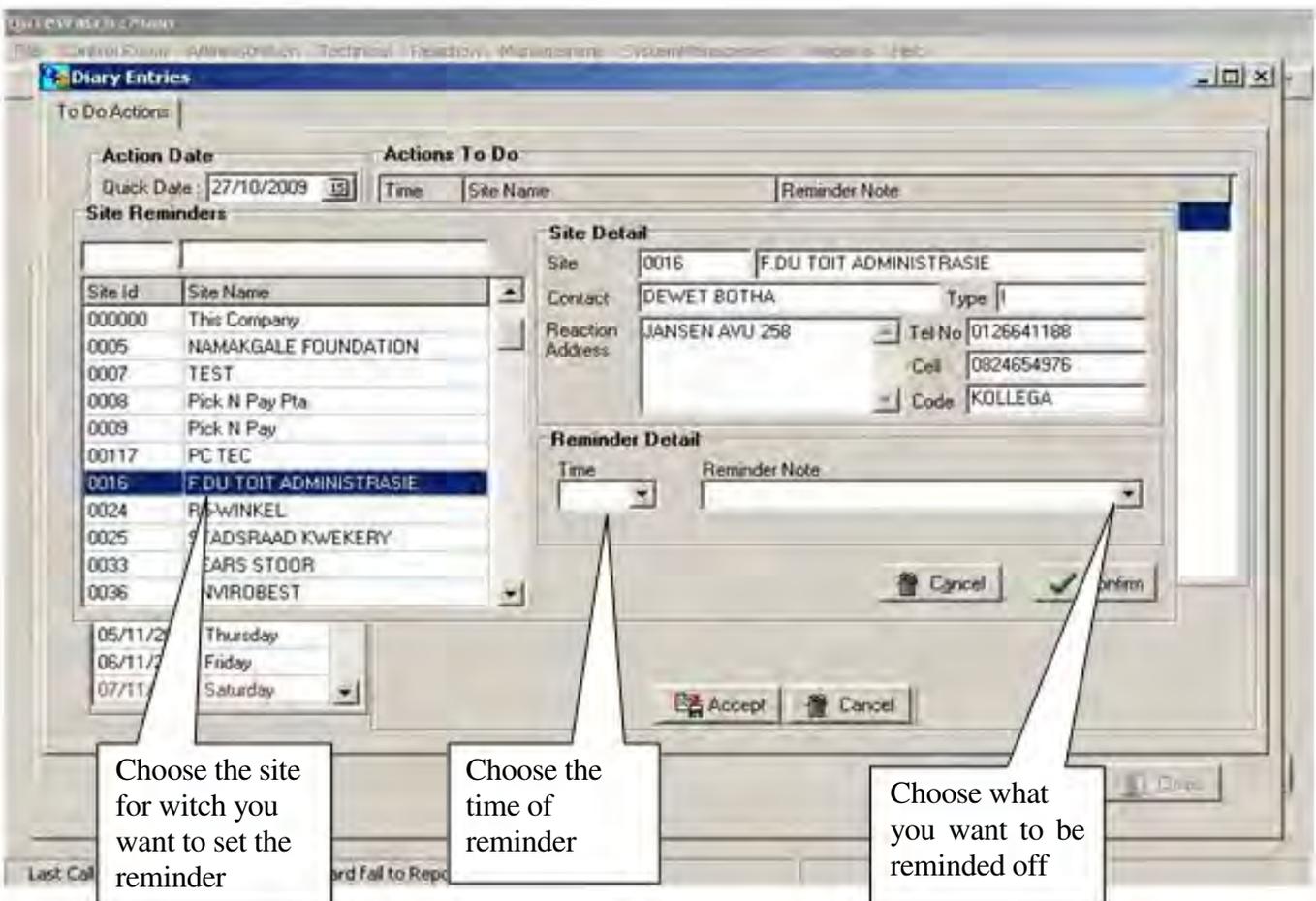
1. On the main menu, click on the View Incalls button
2. Here you will see all incoming signals for all sites
3. You have a choice of choosing a search criteria to take out specific information.
4. You can search by Controller, if you have more than one base station and you want to see signals coming from a specific one.
5. You can search by Event, witch is the Event Code of the Event
6. You can search by Event Code witch is the importance code of the events, for example you want to see all Events from importance code 01 to 03
7. You can search by Site Id number and also by a certain Event for a certain Site Id
8. You can search by Event type, like burglary, panic, etc.
9. With any chosen one you can put in a date range
10. When you have chosen your search criteria, click on the set selection button.
11. You can print by clicking on the print list button, witch will bring up a print box
12. Make sure that you have the correct printer chosen, then click on the OK button
13. This will bring up a preview of the report you are about to print
14. Click on the print button to print.

Diary Entries

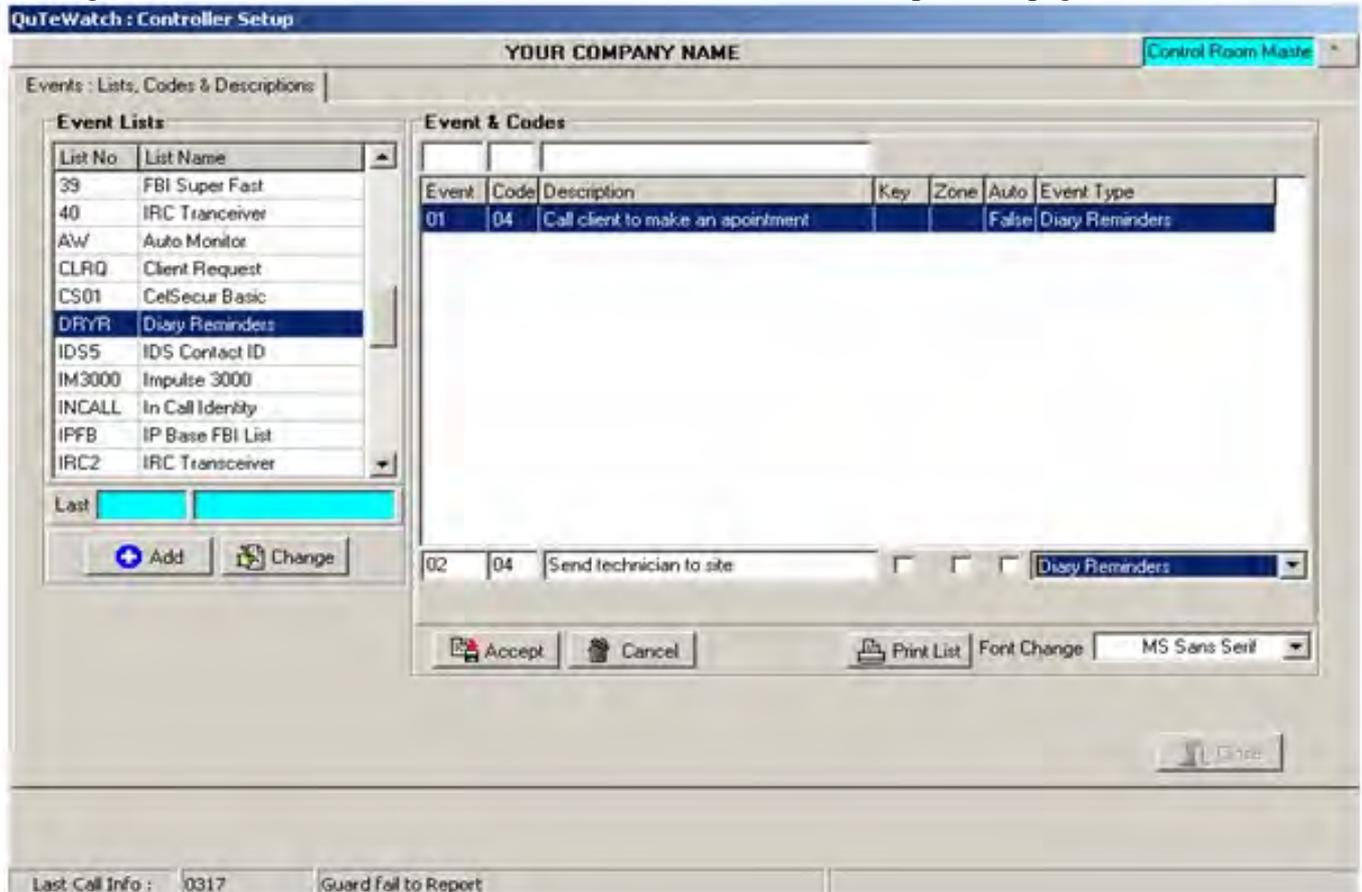
1. On the main menu, click on the Diary Entries button.
2. Here you can set up Diary reminders and put in the public holidays of the year.
3. See next page for example



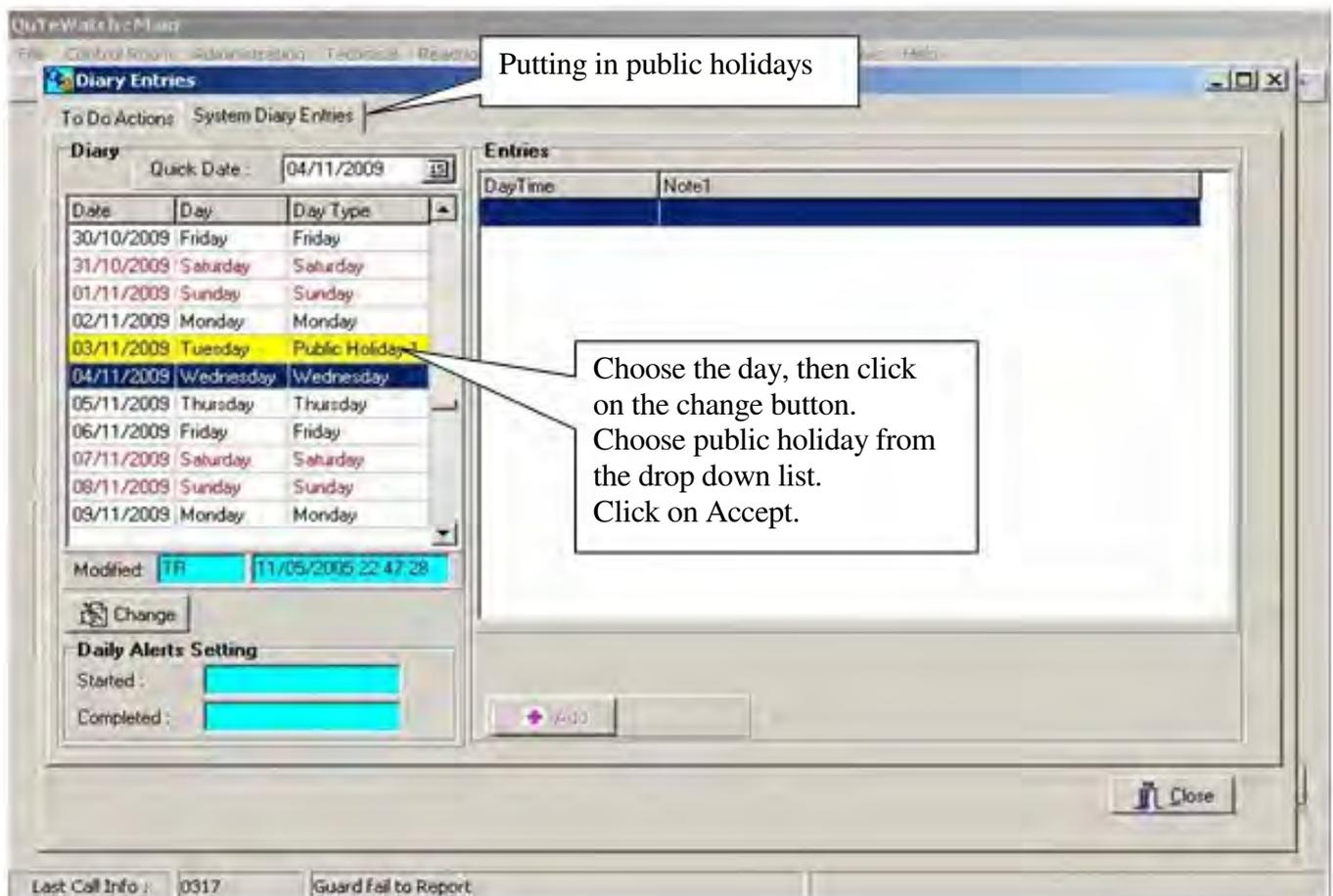
4. In the Action Date block choose the day when you want the reminder to display on your control monitor stack.
5. Click on the Add button.



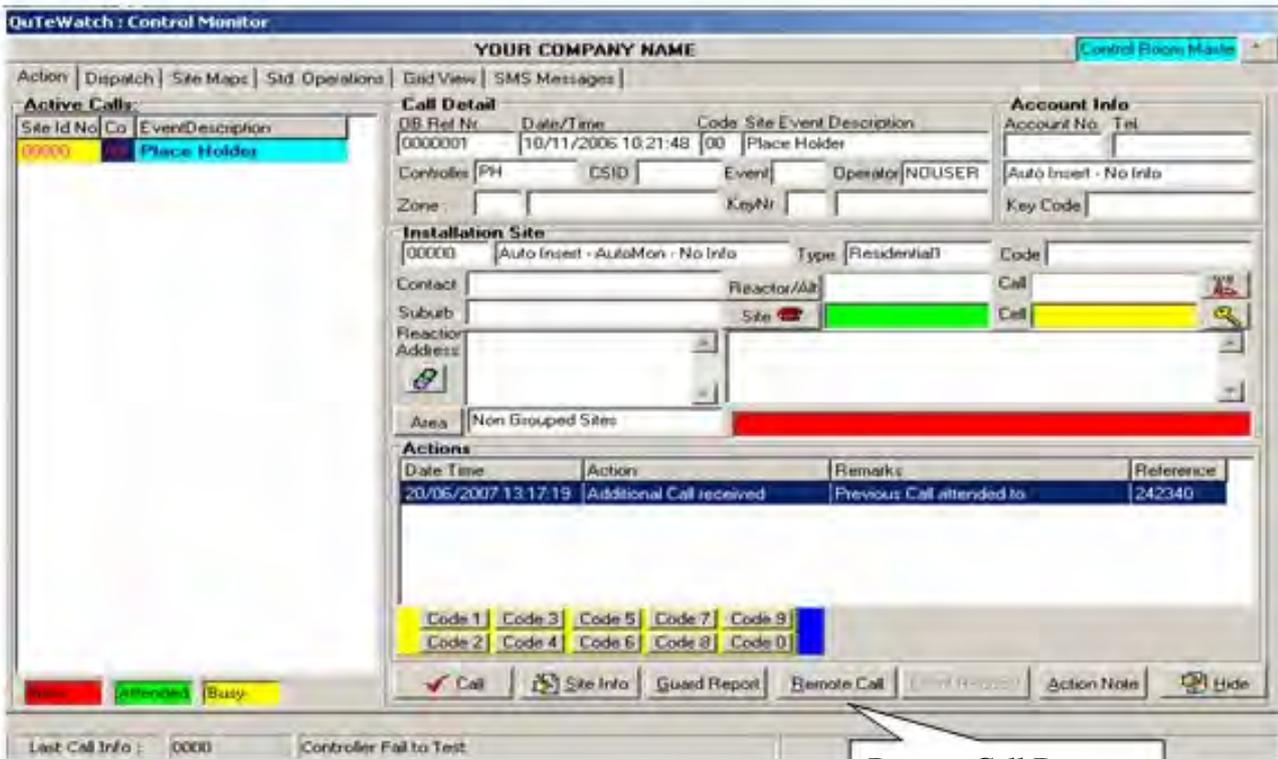
Adding more reminders in the list of what to be reminded of as seen on previous page



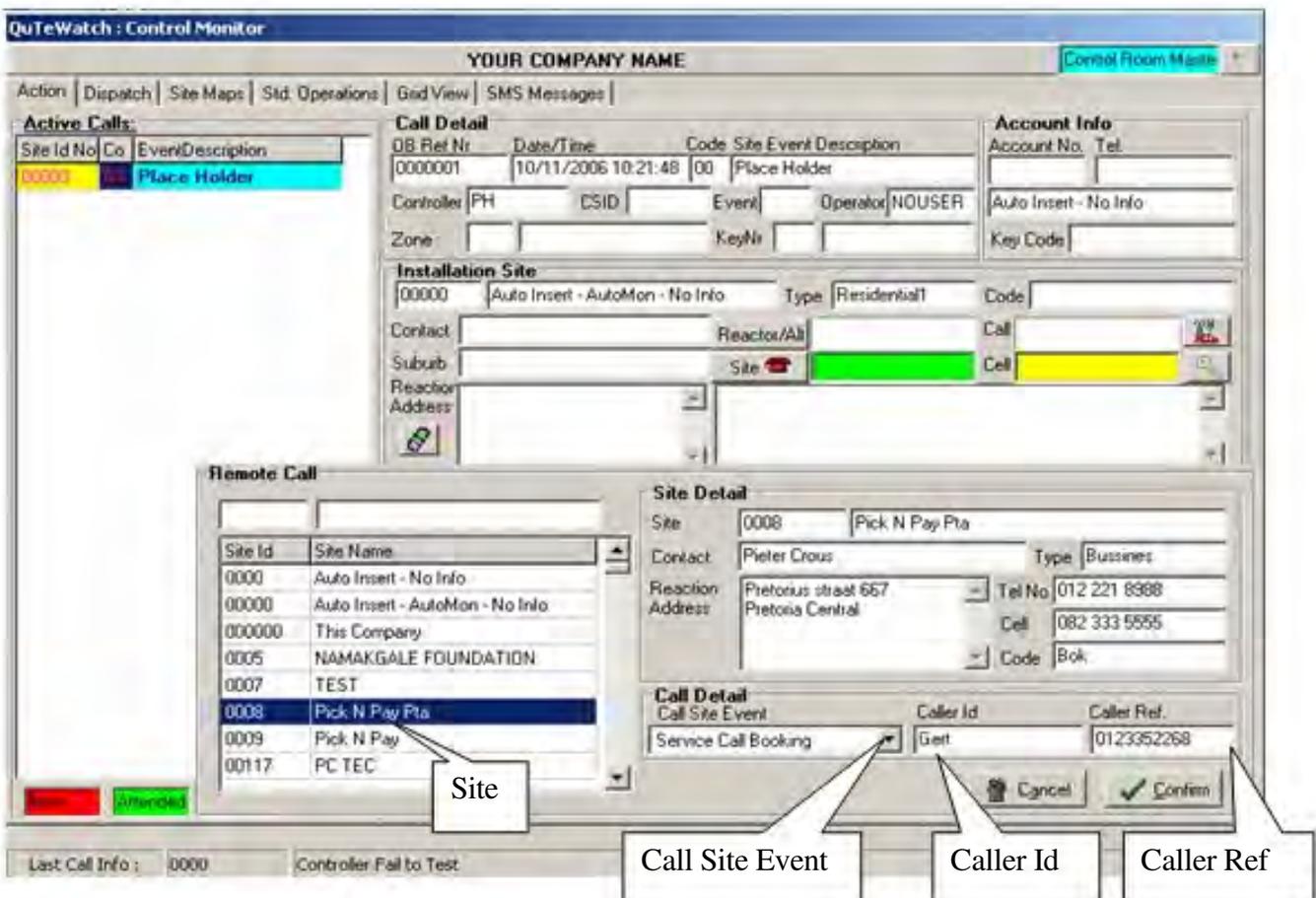
1. On the control monitor screen, click on controller setup.
2. In the Event List block look for Diary reminders
3. Underneath the Event & Codes block click the Add button
4. Add the Reminder that you want, but choose the event type Diary reminders, click on Accept.



Job Card Help

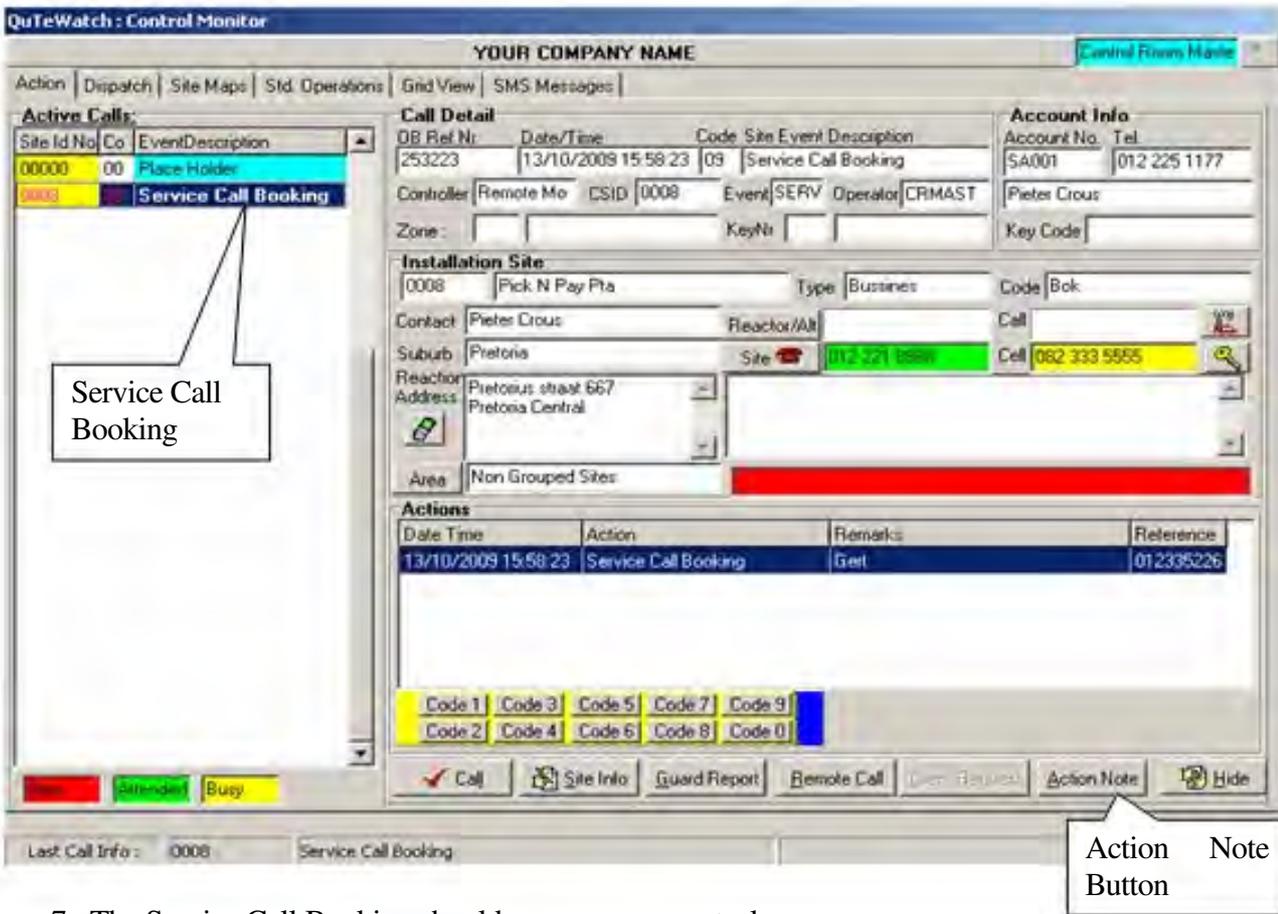


1. On your Control Monitor Screen, click on the **Remote Call** button to book a service call.

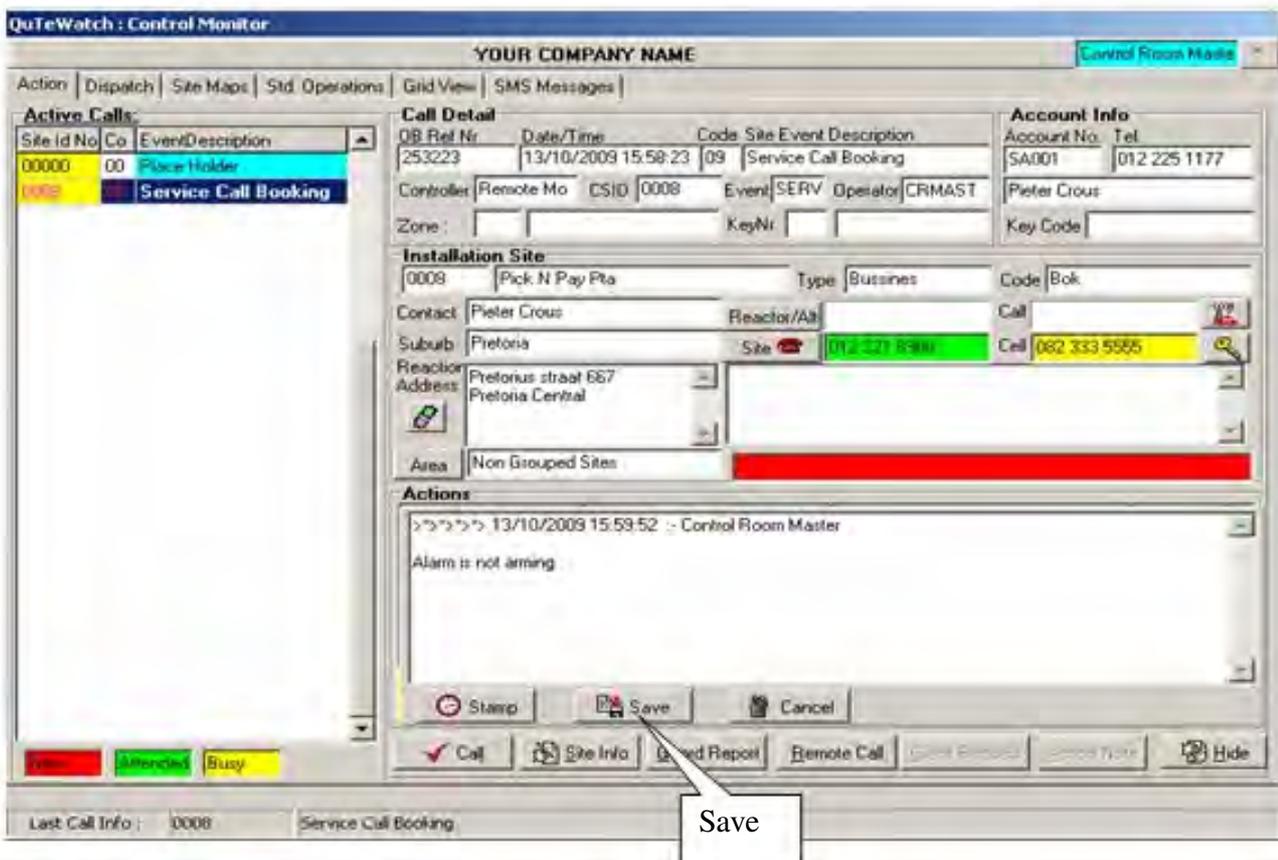


2. Choose the Site you want to book a Service Call for.
3. Choose Service Call Booking in the Call Site Event drop down box.

4. Enter the person's name who is requesting the service call in the Caller Id Box.
5. Enter the reference number, or date or the Caller's telephone number in the Caller Ref box.
6. Click on the Confirm button.

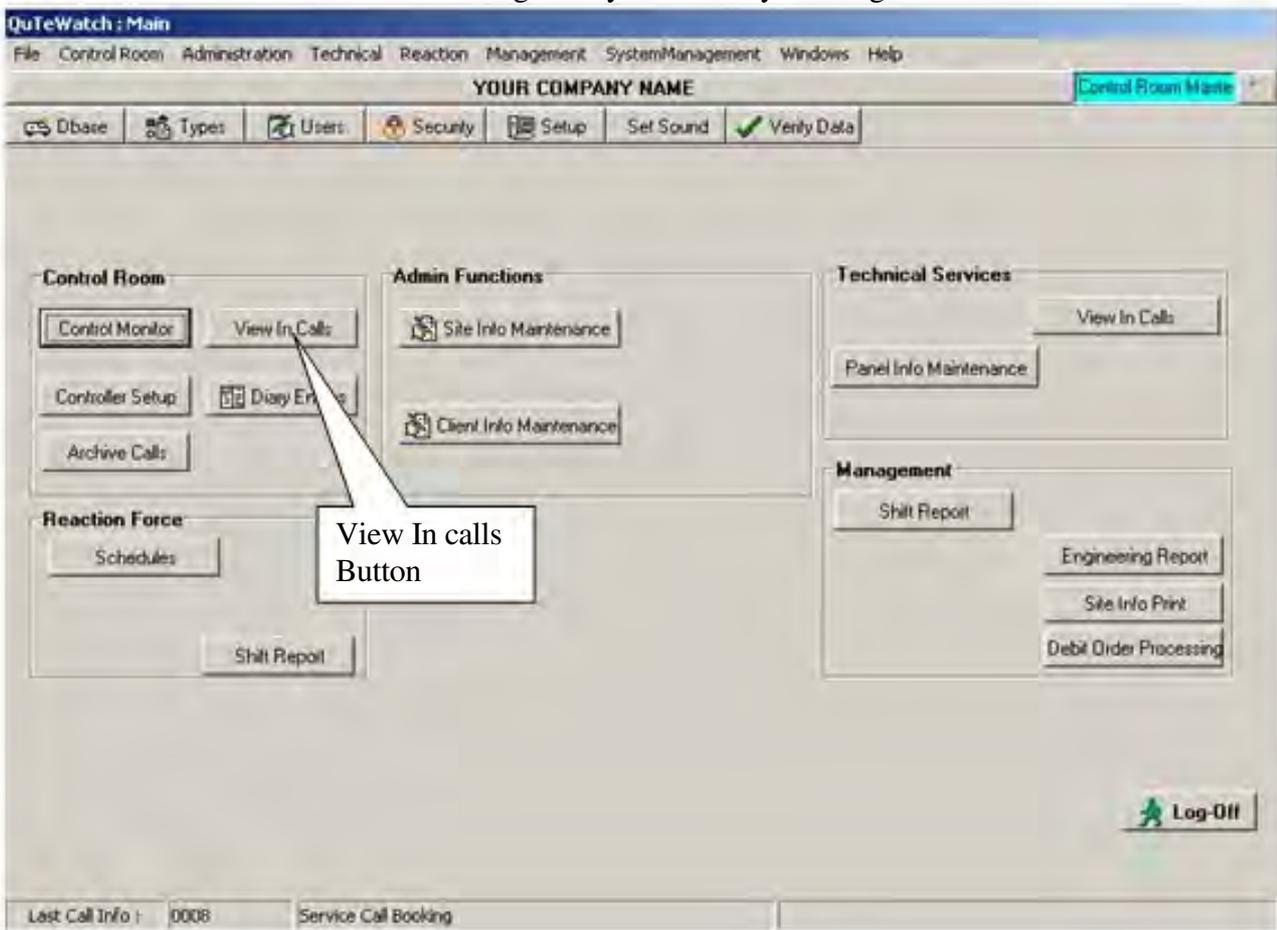


7. The Service Call Booking should appear on your stack now.
8. Click on the Service Call Booking on your Stack, then click on the Action Note Button.

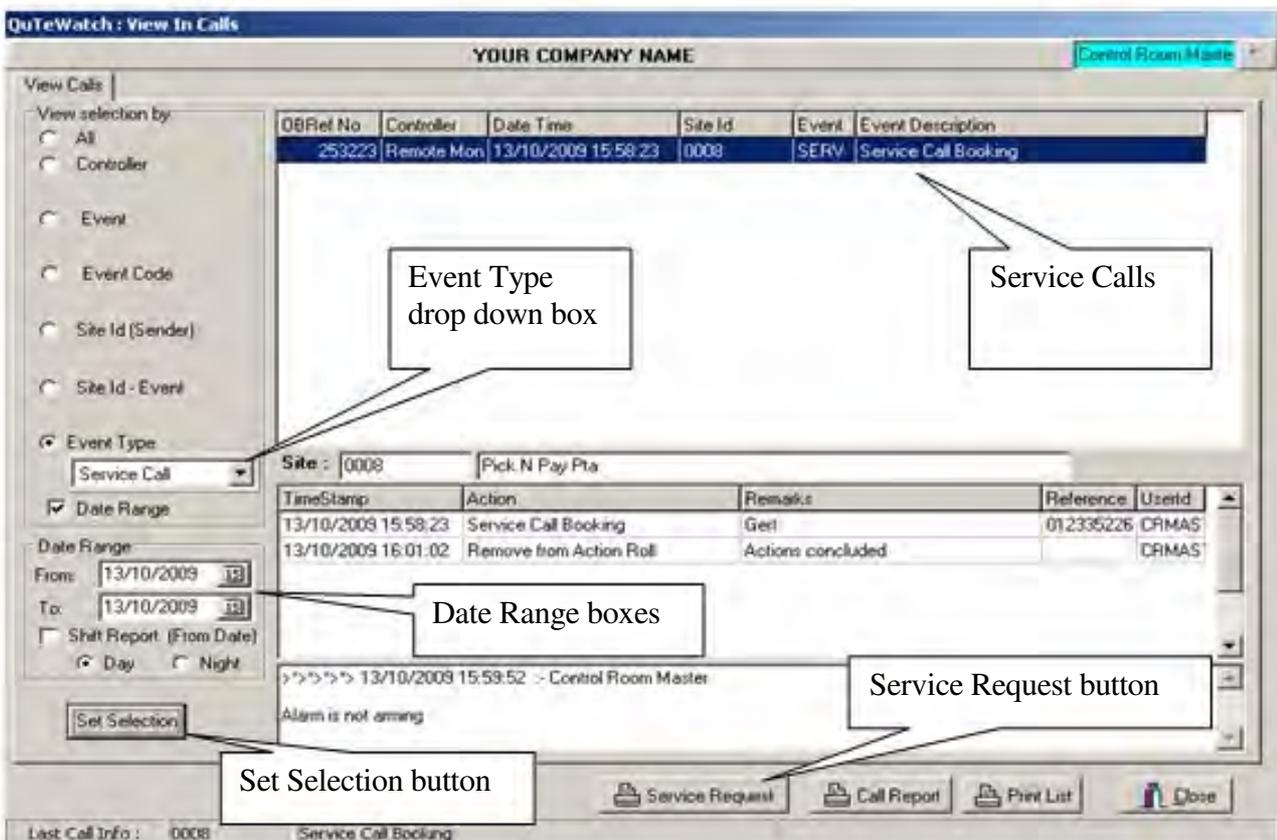


9. Now you can type in what the problem is and click on the save button.

10. Remove the Service Call Booking from your stack by clicking on the Call button.

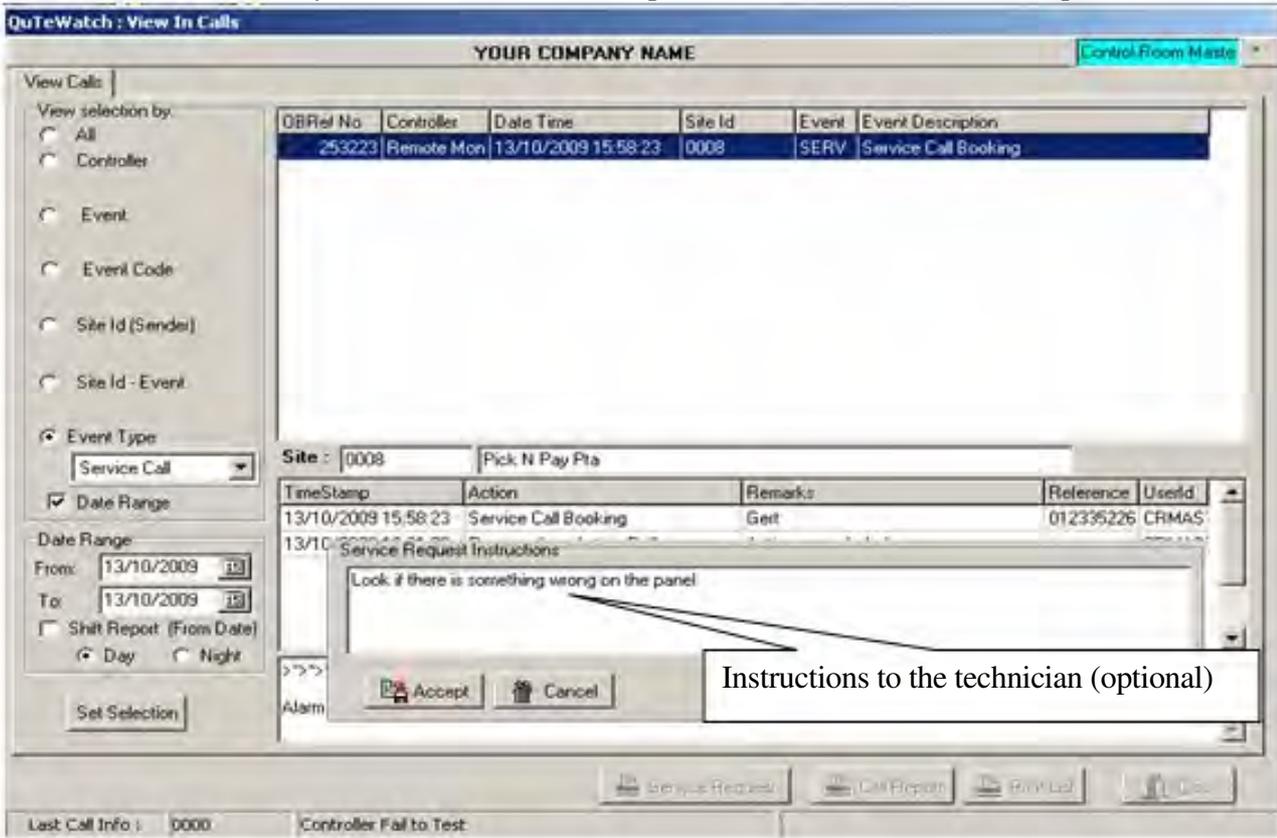


11. When you want to view and accept the Service Calls that was booked go the main menu.
 12. Click on the View In calls Button.

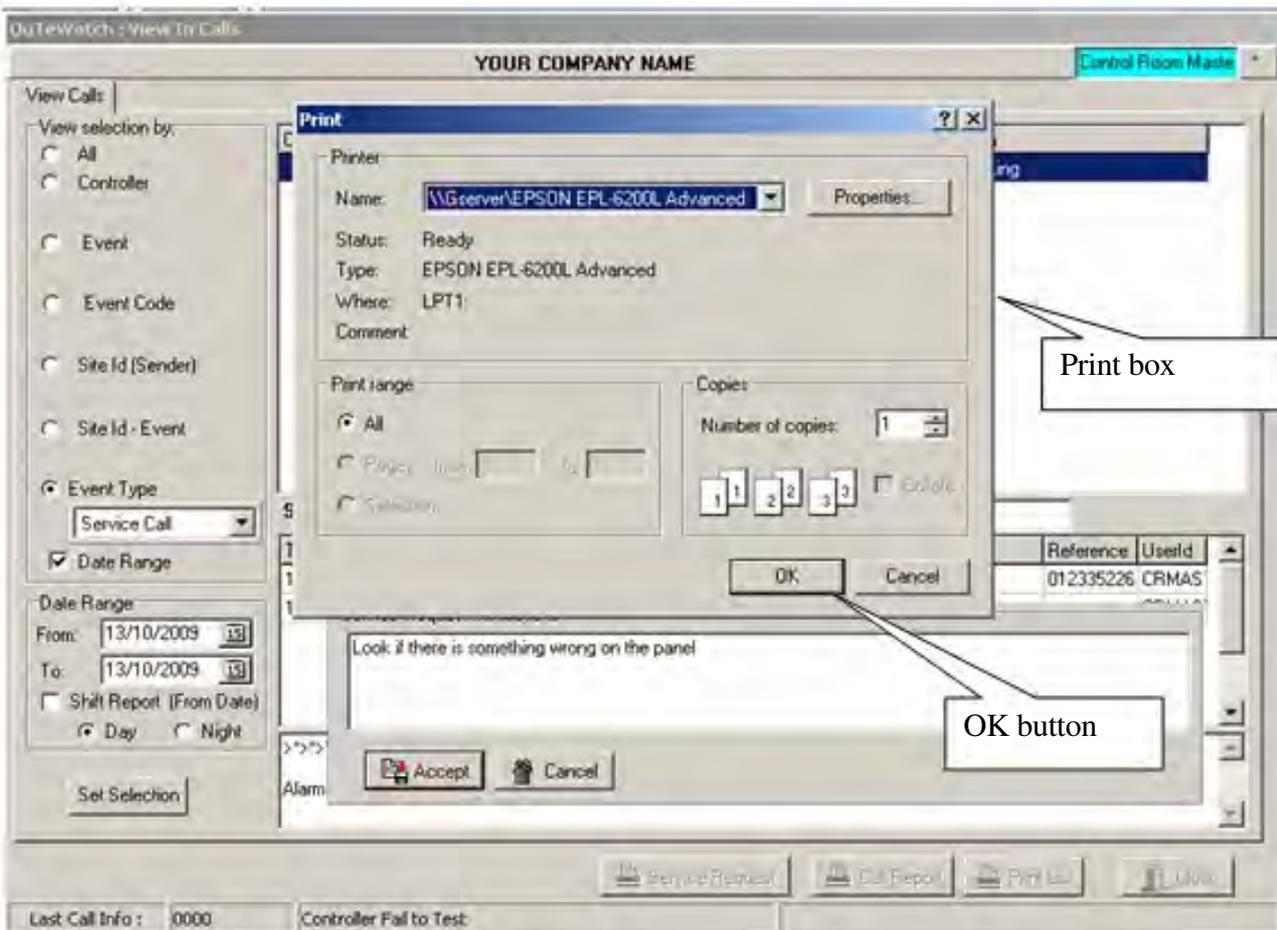


13. Choose Service Call in the Event Type drop down box.

14. Choose the date range for the Service Call bookings you want to see (Optional).
15. Click on the Set Selection button. All the Service Calls should appear in the top table.
16. Click on the one you want to view and accept. Then click on the Service Request button below.



17. Now you can type in any instructions that you want to give to the technician.
18. Click on the Accept button.



QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Mast

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id 0008 Pick N Pay Pla

Service Request History

Service Call Nr	Open Stamp
QTJ00006	21/05/2009 10:16:03
QTJ00007	18/06/2009 13:28:51
QTJ00009	13/10/2009 16:06:01

Service Request Detail

JobCardNr: QTJ00009 OBRRefNr: 253223 OpenStamp: 13/10/2009 16:06:01 OpenUserId: CRMAST

Request: Service Call Booking - Gert 012335226
Remove from Action Roll - Actions concluded - Alarm is not arming

Technician: Scheduled: // Completed: //

Work Done:

StartKm: EndKm: BillKm: 0.0 StartTime: EndTime:

Item Ref Nr	Description	Units	Qty	Unit Rate	SubTotal
SC1	Labour Charge / Call out	Hr			
SC2	Traveling	Km			
SC3	Spare Parts	Units			
SC4					

Status: New PayMethod: Total Charge: 0.00

Service Calls tab page

Last Call Info : 0000 Controller Fail to Test

QuTeWatch - Main

Panel Info Maintenance

Service Request

Service Request History

Status: All Technician:

Service Call Nr	Open Stamp
QTJ00002	16/04/2009 09:57:07
QTJ00003	16/04/2009 12:30:51
QTJ00004	16/04/2009 12:30:51
QTJ00005	16/04/2009 12:30:51
QTJ00006	21/05/2009 10:16:03
QTJ00007	18/06/2009 13:28:51
QTJ00008	12/10/2009 12:02:00
QTJ00009	13/10/2009 16:06:01

Service Request Detail

Site Id 0008 Pick N Pay Pla

JobCardNr: QTJ00009 OBRRefNr: 253223 OpenStamp: 13/10/2009 16:06:01 OpenUserId: CRMAST

Request: Service Call Booking - Gert 012335226
Remove from Action Roll - Actions concluded - Alarm is not arming

Technician: Jannie Scheduled: 13/10/2009 Completed: 13/10/2009

Work Done:

StartKm: 107,200.0 EndKm: 107,300.0 BillKm: 100.0 StartTime: 08:00:0 EndTime: 17:00:0

Select Stock Item

Qty	Unit Rate	SubTotal
1	275.00	275.00
100	2.25	225.00
1	800.00	800.00

Status: Completed Total Charge: 1,300.00

27. When you are on the last line in the items list, you can press the down arrow on your keyboard a stock item list will appear and you will be able to choose the stock item that you want to add to your Job Card.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME Control Room Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id: 0008

Service Request History

Service Call Nr	Open Stamp
QTJ00006	21/05/2009 10:16:03
QTJ00007	18/06/2009 13:28:51
QTJ00009	13/10/2009 16:06:0

Service Request Detail

JobCardNr: QTJ00009 DBRefNr: 253223 OpenStamp: 13/10/2009 16:06:01 OpenUserId: ORMAST

Request: Service Call Booking - Gest - 012335226
Remove from Action Roll - Actions concluded
Alarm is not arming

Technician: Jannie Scheduled: 13/10/2009 Completed: 13/10/2009

Work Done:

StartKm: 107,200.0 EndKm: 107,300.0 BIKm: 100.0 StartTime: 08:00.0 EndTime: 17:00.0

Item Ref Nr	Description	Units	Qty	Unit Rate	SubTotal
SC1	Labour Charge / Call out	He	1	275.00	275.00
SC2	Traveling	Km	100	2.25	225.00
SC3	IDS 400 Panel	Units	1	800.00	800.00
SC4					

Status: New PayMethod: Cash Total Charge: 1,300.00

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Main

Panel Info Maintenance ? | X

Panels | Sensors | Installers | Service Request | Stock Inventory

Stock List

Stock No	Description
SC1	Call Out
SC2	Traveling
SC3	FSK Radio
SC4	IDS Panel
SC5	Beams

Stock Detail

Stock No:

StockType: Parts UnitType: Nr

Last Supplier: IDS

Last Buy Date: / /

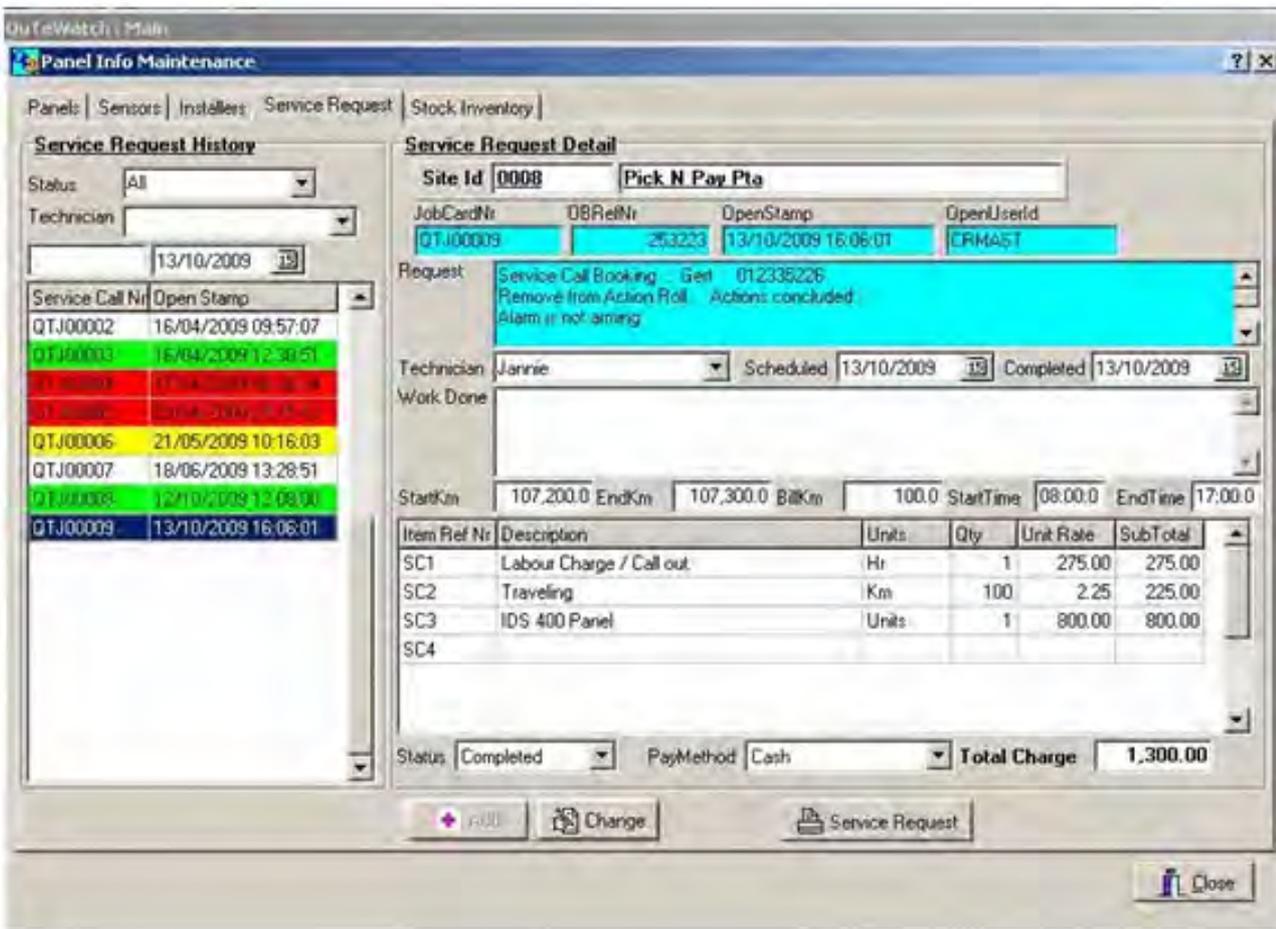
Stock Level: 5.0 Order Level: 0.0

Units On Order: 0.0 ExpectDelDate: / /

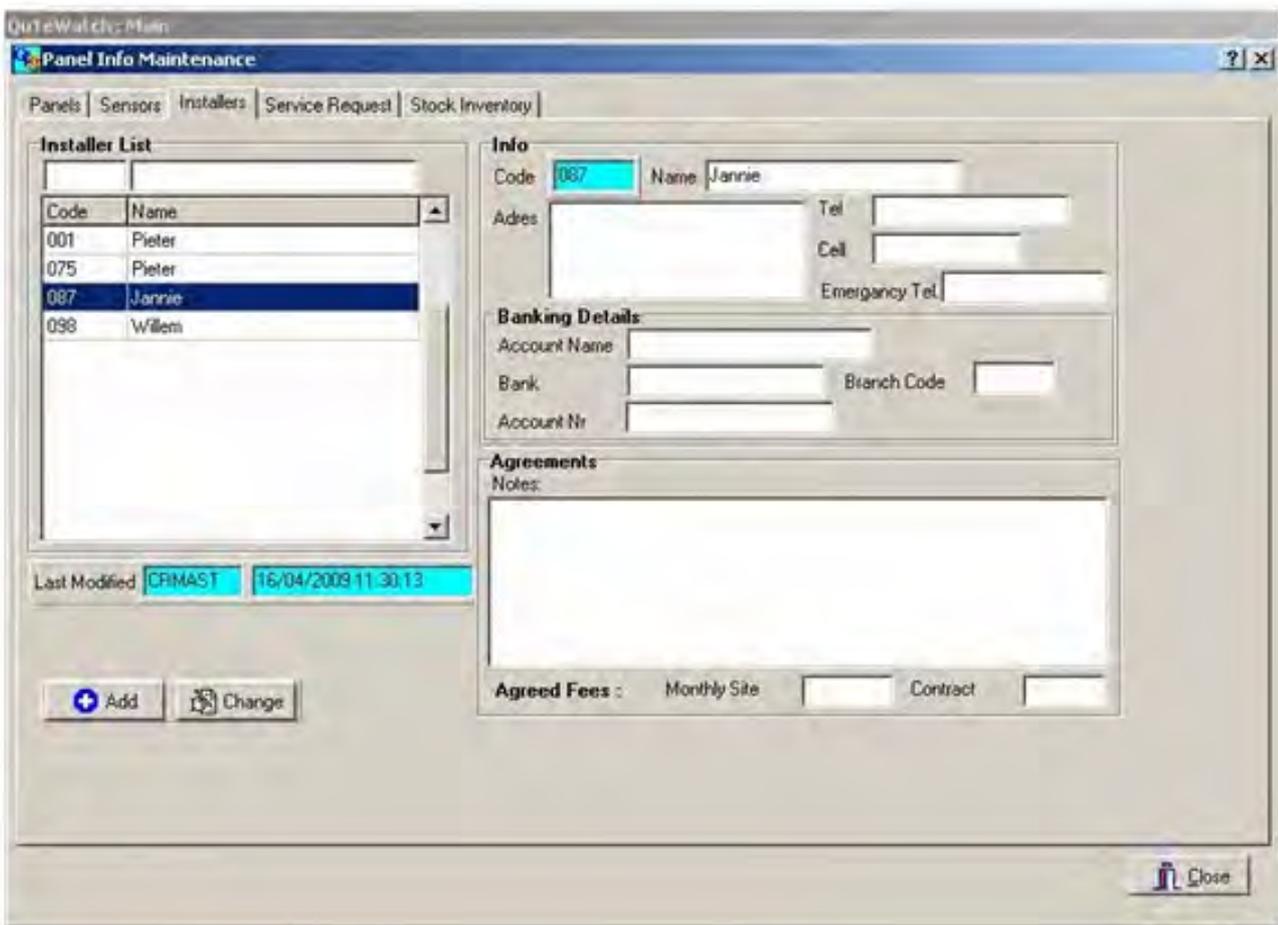
Units In Stock: 5.0

Cost Price: 800.00 Mark Up %: 10.0 UnitRate: 880.00

28. When you go to Panel Info Maintenance from the main menu and you click on the Stock Inventory tab page, you can add stock items and their prices.



29. On the Service Request tab page on Panel Info Maintenance you will see all the Service Calls for all the clients.
30. Service Calls witch is highlighted in Yellow is Scheduled Service Calls.
31. New - Green, On Hold - Red, Completed - White.
32. You can search by the Status of the Service Call, by the technician or by date.

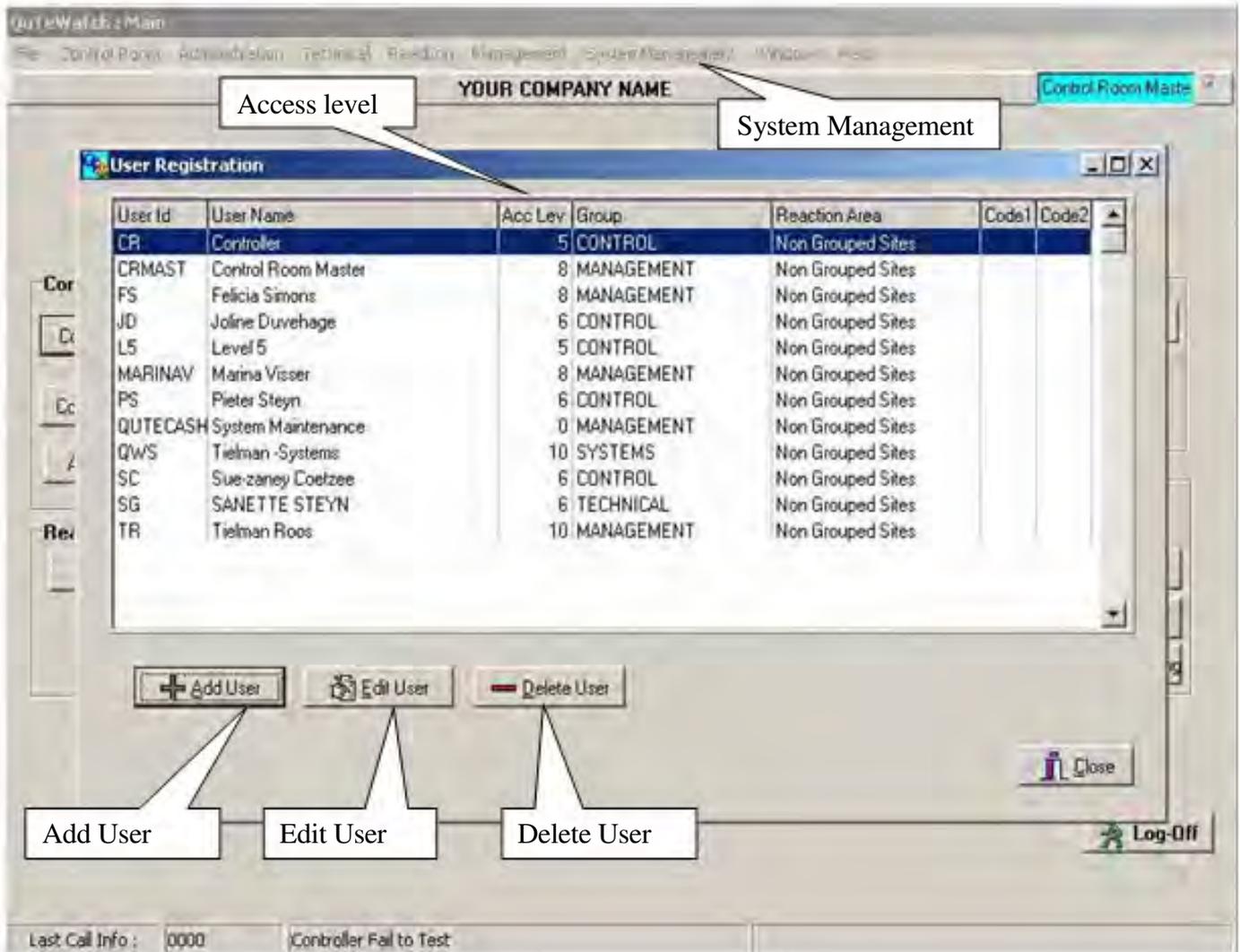


33. You can add technicians by going to Panel Info Maintenance from the main menu and clicking on the Installers tab sheet.

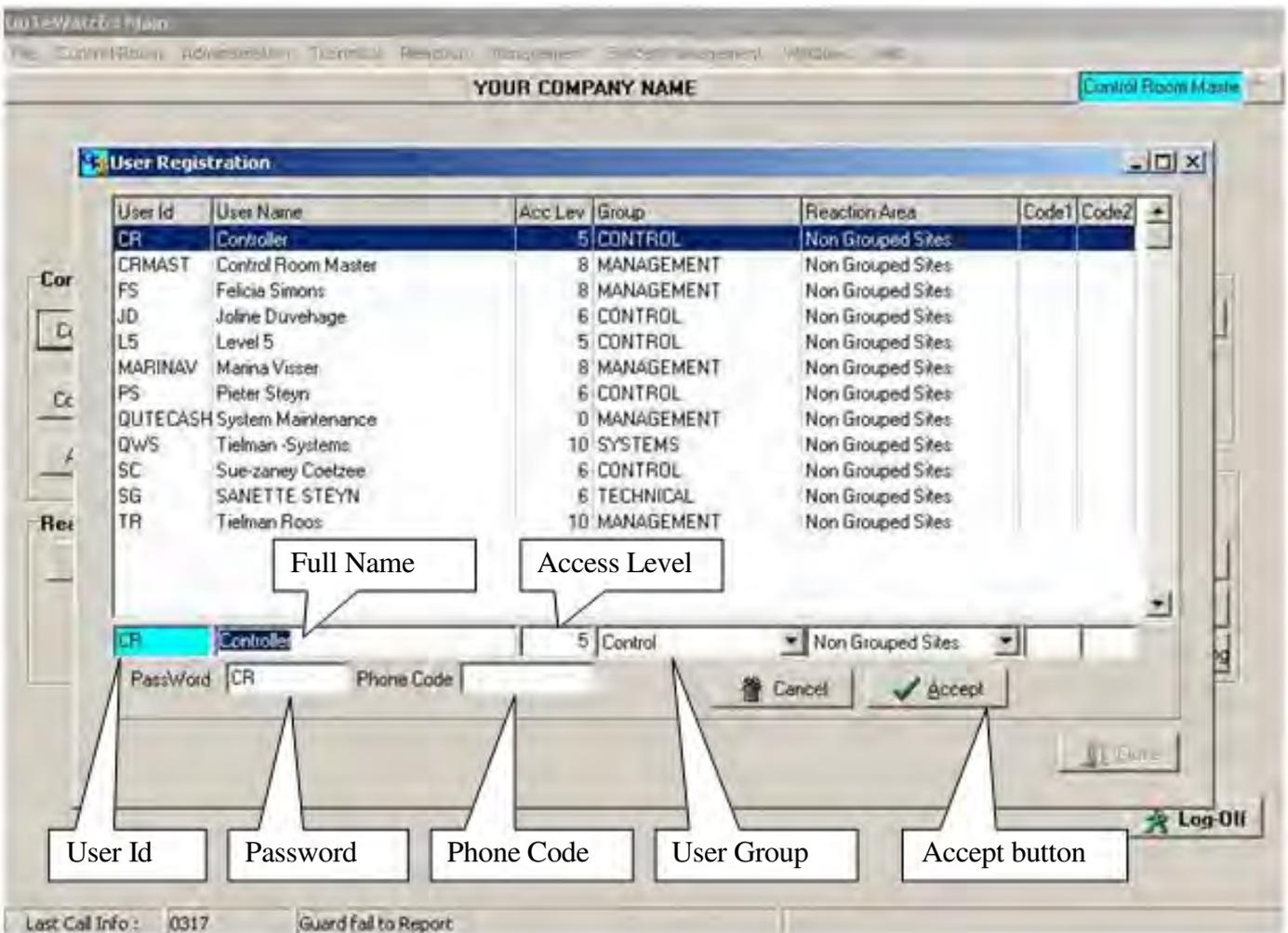
System Security

Creating users

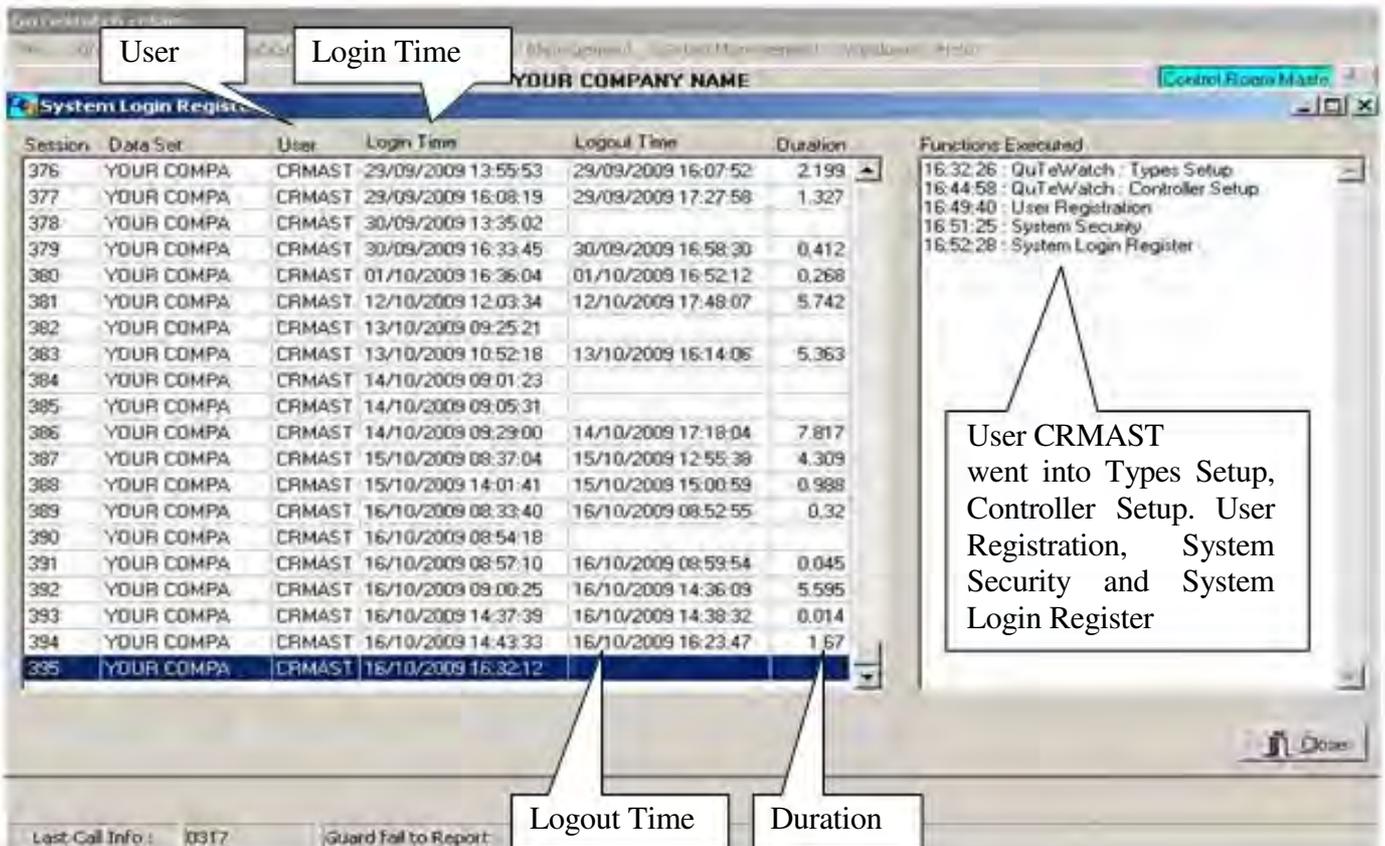
1. On the Main menu click on System Management then on User Registration.
2. You can only create or edit users with an access level lower than your own.
3. Click on a User who has an Access level lower than yours, then click on Add, Edit or Delete User.



4. Enter the User Id that will be used on the Log in screen.
5. Enter the full name of the User.
6. Choose an Access level for the user. Control room operators normally have an Access level of 5 or 6, which will allow them to do all the functions on the control monitor side, but not much of the functions on the site administration, technical and system administration side.
7. Admin people and Management normally have an Access level of 7 or 8 allowing them to have most of the functions available.
8. Now in the Group drop down box, choose if the user will be doing, Control Room operations, Administration, Technical or Management work.
9. Type in a password that the User will be using on the Log-in screen.
10. User's can change their passwords on the Log-in screen by typing in their User Id and their Password, pressing Enter on the keyboard, then clicking on the New button.
11. The Phone Code box is used, when the Control Room operator is using Client dialling and he has a dialling code he uses when dialling out, for example say he uses a 0 to get a line to dial out.
12. Client dialling is when Qtwatch is using a modem to dial phone numbers of clients.
13. After adding or editing the User click on the Accept button.



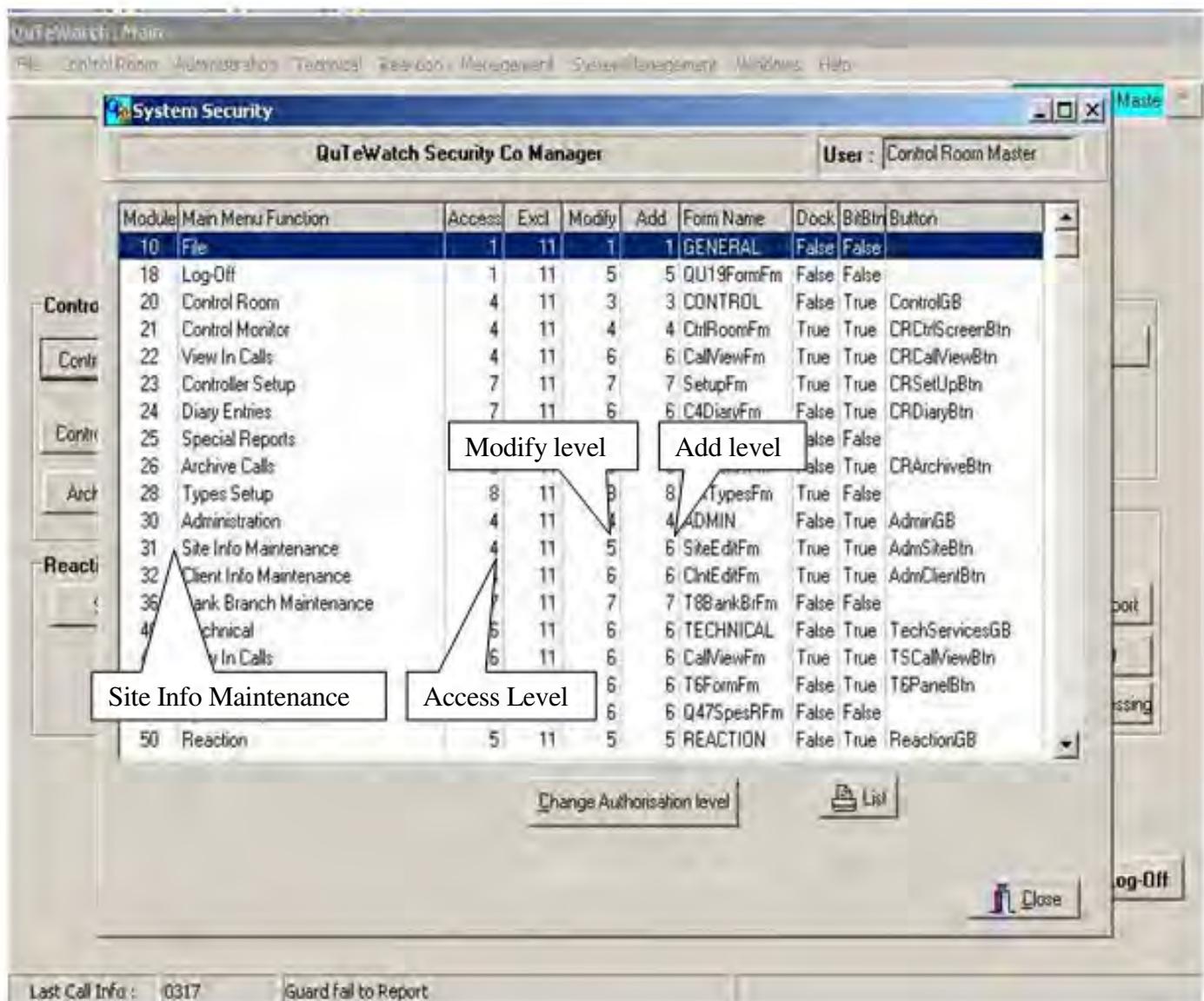
System Log-in Register



1. To keep track of which Users has log in and what they have been doing.

2. On the main menu click on System Management, then click on System Login Register.
System Security

A more advanced way of setting up your security access levels.



1. On the Main menu screen, click on System Management, then click on System Security.
2. Take Module 31 (Site Info Maintenance) for example.
3. Users with an Access level of 4 and less, can access (view) Site Info Maintenance, Users with an Access level of 5 can modify information in Site Info Maintenance and Users with an Access level of 6 can add in Site Info Maintenance.
4. To Change levels of access, click on the module you want to change the access level for.
5. Then click on the Change Authorization level button.
6. Make the changes you want
7. Click on the Accept button.

System Administration

System Parameters

QuTeWatch : Application Parameters

Info & Parameters | Invoice Info | Licencing and Agreement | Language Translations

Institution Info

Client Nr: 6W1879 ClientId: YOUR COMPA Data Set Id: QT Currency: Type: Inst:

Client: YOUR COMPANY NAME

Contact: MALCOLM Cell: +27 83 455 0676

Tel: Fax: Data:

System: TIELMAN ROOS Cell: 082 331 7722

Postal Address:

Street Address:

Horning Acc: DD No:

Branch No: Acc No:

Inst. User Id:

System Parameters:

Date Format: dd/mm/yyyy Country Code: +27

Skip Auto True Note No Auto logout

Jump To Remote Call

All Sites in Remote List

Active Suspend

Confirm Call

To Code Level: 02 LockOut Call

Short DB Reference: Multi Activation Grp

Prefix: No. of Digets: Type Grp Site Grp

Operator Call Level Limiting

Level limiting Active Call List View Limited Event List Limited

SMS Lock Out Time: SMS Delivery Report Code:

Max Call Time (Dead Man's Latch)

Time (Min): Cell No: To Code Level:

Client Logo:

Sound Settings:

Speaker: External Single

Screen Settings:

Wide Screen Age Colours Multi Act Colours

System Language: Change Language

Change

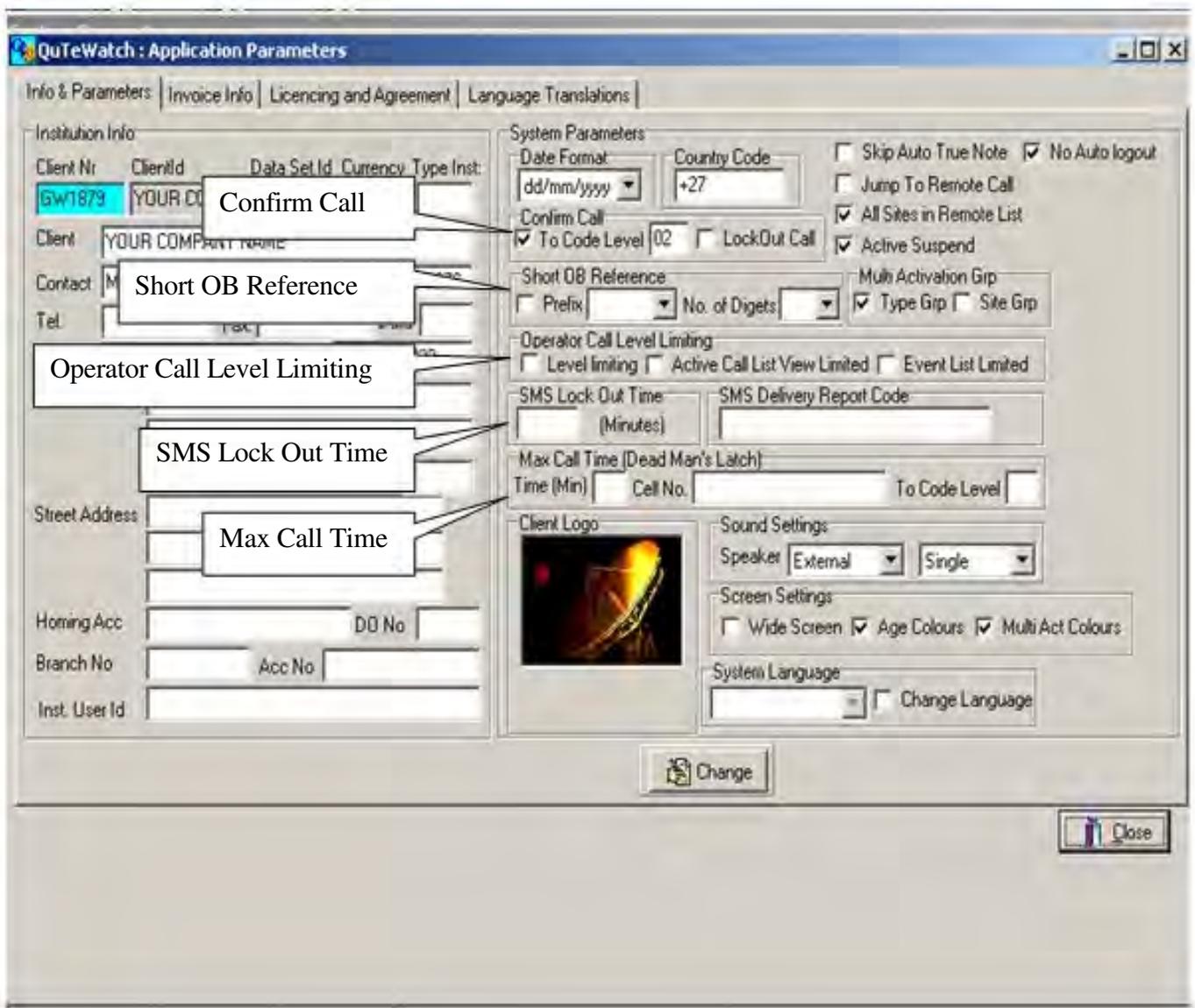
Close

Company Information

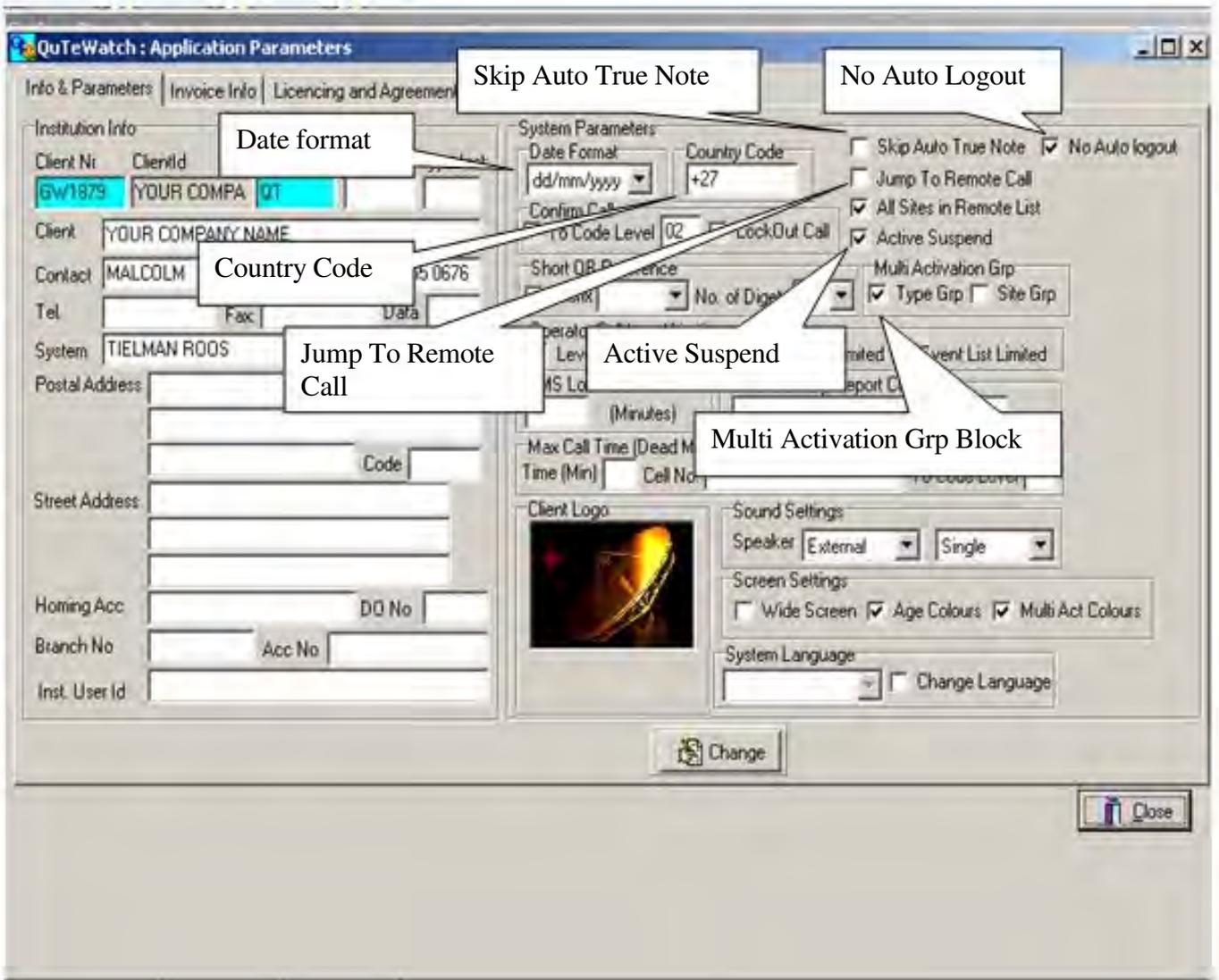
Sound Settings

Screen Settings

1. On the main menu click on System Management, then click on System Parameters.
2. In the company Information block, you can add or change all your company details.
3. In the Sound Settings block, you can choose whether you want the sound of incoming alarm signals to come through on external or internal speakers.
4. In the drop down box next to it you can choose if you want the sound to be a single sound or if you want it to be continues. Continues means that the sound will keep ringing until you react on the alarm by clicking on it on your stack or by holding the control or shift button in for a few seconds on your keyboard.
5. Internal can only be a Continues sound, but External can be either Single or Continues.
6. In the Screen Settings block, you can choose if you want your Control Monitor screen to be a normal screen layout or a widescreen layout. Widescreen is only applicable if your control monitor computer has a widescreen monitor. To change to wide screen click on the change button, then put a mark in the Wide Screen block, no mark for normal screen. Refer to the Control Monitor manual to see the difference between normal and widescreen.
7. The Age Colours is the changing colours on your control monitor screen's stack. If the mark is taken off, the colours of the signals on your stack will not keep changing anymore.
8. The Multi Act Colours is the flickering red and yellow colour on your stack from multiple alarm activations, if the mark is taken off it will not flash red and yellow anymore from multiple activations.



1. The Max Call Time block is used when you want to see if the Control Room operators are doing their work.
2. It sends a message to your cell phone if there is no actions taken on specified Events (signals) after a specified time.
3. In the Time (Min) box put in the Time in minutes after how long you want to get a the sms notifying you on no response on a signal. Example put in 10 for 10 minutes.
4. In the Cell No box put in the cell phone number where the message must be send to.
5. In the To Code Level box put in the importance code for signal you want to get sms'd for. Example, if you put Code level 02 you will get sms'd for signals with importance code 01 and 02, witch is Panic and Burglaries. So you will receive a message after 10 minutes if there wasn't and actions taken on a panic or a burglary.
6. Operator Call Level Limiting is for limiting a operator to only see certain Events on the stack or in the remote call list.
7. Short OB Reference is when you want your own format of how the OB reference numbers must look.
8. The Confirm Call is to let the operator in the control room Click yes or no to remove a Event from the stack to a certain importance code level.
9. The Sms lock out time will the same sms not to be sent out for the same event for the specified time in minutes.



10. The Date Format is when you want to choose the format you want all your dates to be.
11. The Country Code is the cell phone code format of your country.
12. The No Auto Logout is when you want Qtwatch to logout the current logged in user after a certain time if the operator was idling.
13. The Skip Auto True note is for official use only and must be kept off.
14. The Active Suspend is if you want your Control room operators to see on the control monitor screen if a site was suspended. It goes together with Event instructions. See the Site Info Maintenance manual about Event Instructions.
15. The Jump To Remote Calls, jumps to the Remote Call block when you click on remote call on your control monitor screen.
16. The Multi Activation Grp Block will let multi-activations for the same Event type or Site be written into the actions table.
17. All Sites in remote list, is to show all the sites when you are doing a Remote /manual call.

Controller Setup

Controller list table

No	Connect	Type	Identity	Event List	Cycle	Port	Baud Rate	Data	Stop	Parity	STx	ETx	Len	Ack	Req St	Start Str
1	False	FBICP220	FBI ProSec	39	25	COM1	9600	8	0	0	10	13	28	6	False	
2	True	CELLSMS	FSK Fake	CS01	10	COM1	115200	8	0	0	0	10	180		False	at+clip=1
3	False	INCALLID	In Call Id	CLRQ	10	COM3	56000	8	0	0	0	10	40		True	atsD=0&cid=1
4	True	MAMI	PPS Mami	MAMI	45	COM2	4800	8	0	0	2	13	36		False	
5	False	TX5000ST	RDC NewSt	07	50	COM1	9600	8	0	0	0	13	10		False	
6	False	TX5000ST	RDC Std	09	50	COM2	9600	8	0	0	0	13	10		False	
7	False	TX5000ST	RDC	07	50	COM6	9600	8	0	0	0	13	10		False	
8	False	TX5000AL	RDC Alpha	07	50	COM7	9600	8	0	0	0	13	10		False	
9	False	REMOTE	Remote Mon	RC	15	COM6	9600	8	0	0		10	72		False	
10	False	AUTOWATC	AutoMonitor	AW	1	\\COM	1200	8	0	0			72		False	

Controller parameters

No: Connected Type: SMS Monitoring Id: FSK Fake Add Prefix Prefix: K Event List: CelSecur Basic

Cycle Time: 10 Message Sender Store In Signals Auto Insert Start String at+clip=1

Comms parameters

Comm Port: COM1 Baud Rate: 115200 Parity: None Tx Data parameters

Data/Stop Bits: 8 1 Bit Flow Control: RTS ETx Structure

Last TR: 07/02/09 20:57

Change button

Comm Port box

Connected box

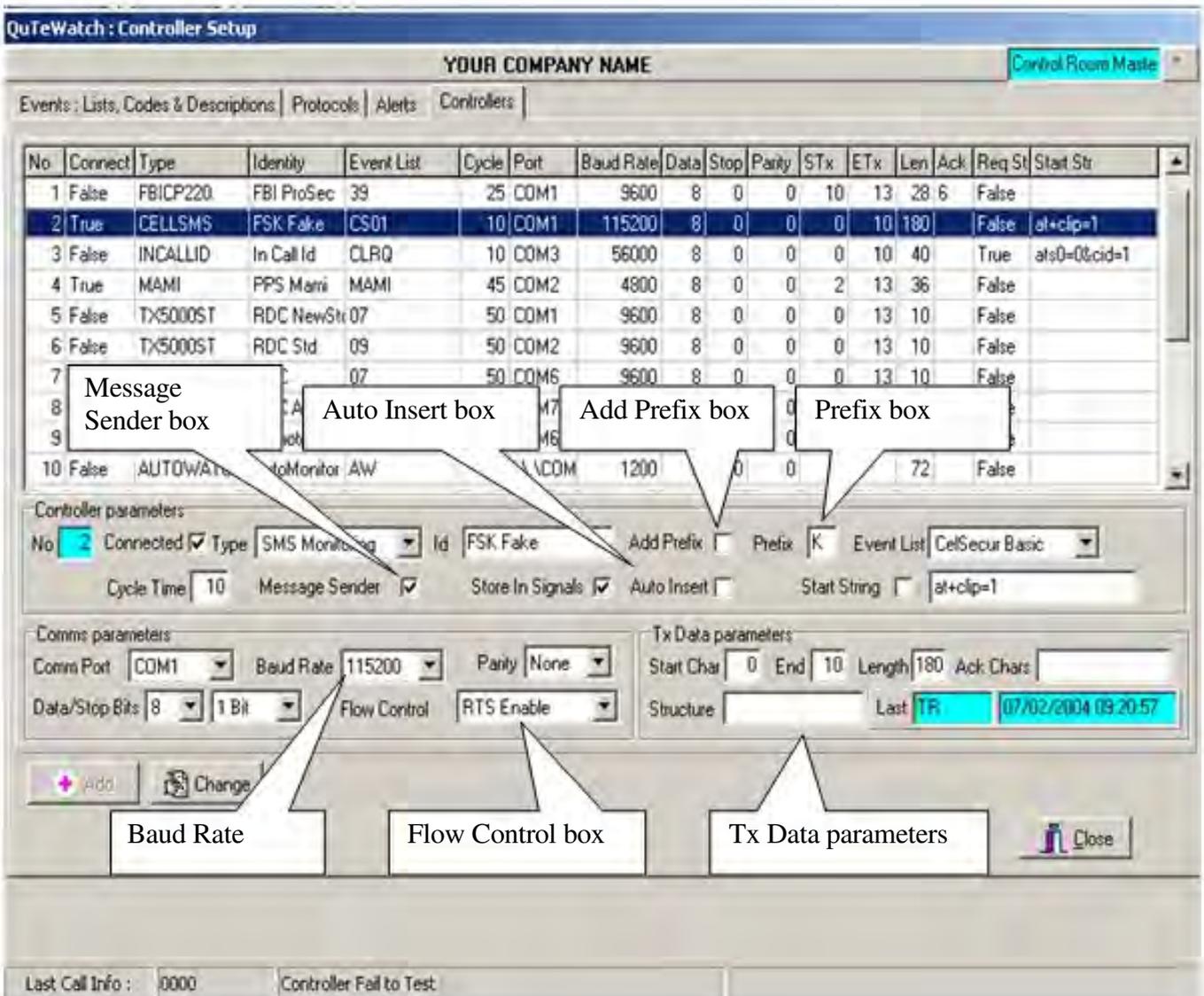
Controller Type drop down box

Controller Name

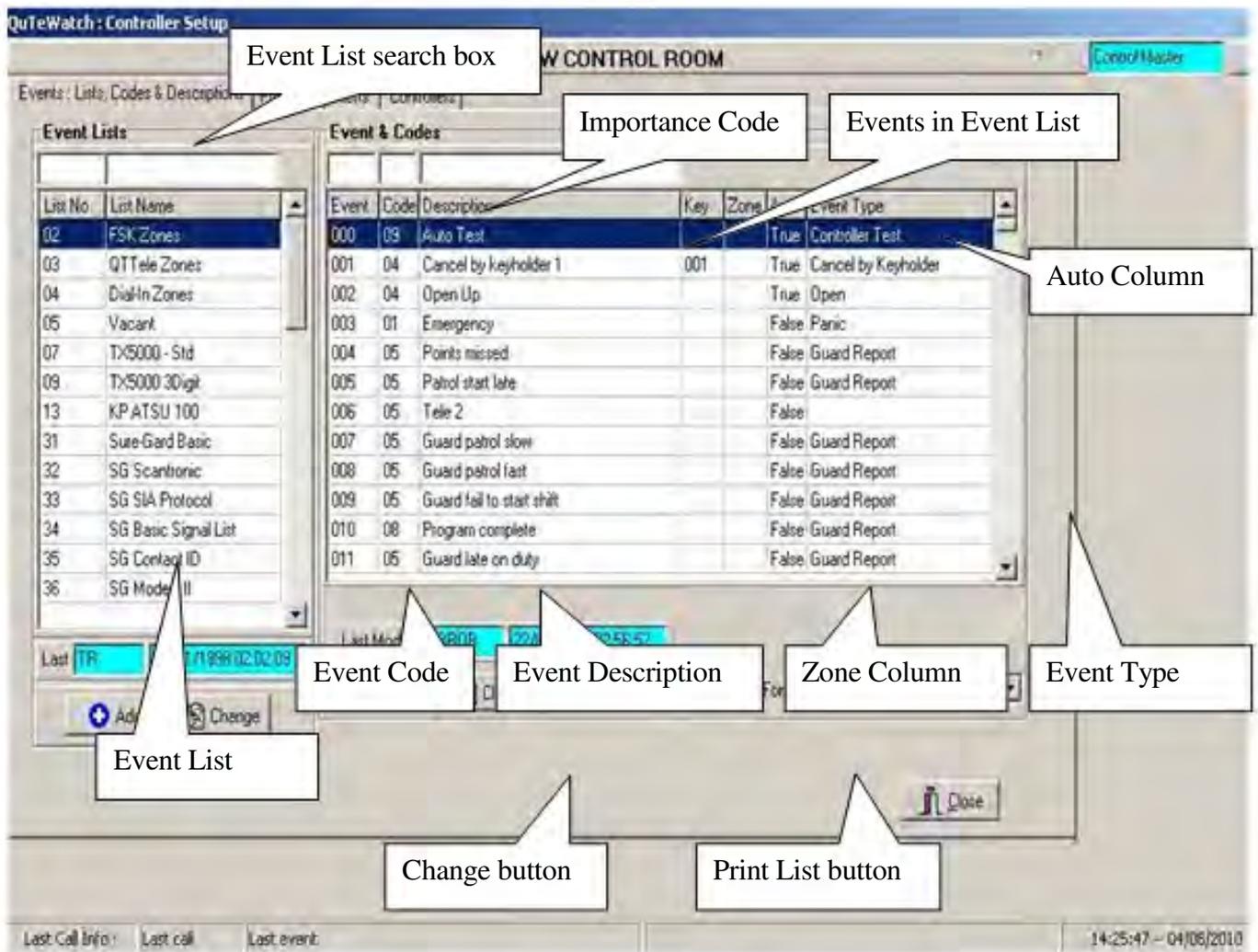
Event List Drop down box

Setting up your base stations in Qtwatch

1. Before you can start setting up your base stations you must have your Serial Cards (comm. Ports) in place and installed
2. You must know what the Comm port numbers are, the onboard Comm port is usually Comm port 1, and if you have a serial card installed it is usually Comm port 3 and 4 if it is a 2 port serial card. Comm port 3 the one closest to the motherboard.
3. On the main menu click on Controller Setup, then click on the Controllers tab page.
4. To set up your base station, click on one of the lines in the controller list with Connect is on False (in the Connect Column).
5. Click on the Change button.
6. Put a mark in the Connected box.
7. In the Type drop down box, choose the type of Base station (Controller).
8. All the types of Base stations are pre-loaded with their Settings.
9. In the Id box, Type in the name of the base station. This will show on the control monitor and the view incalls screen as the Controller from which the signal came.
10. Click on the Comm Port drop down box and Choose in what Com Port the Base Station was plugged into.
11. Make sure that the Baud Rate in the Baud Rate drop down box is the same as the Baud Rate of your base station.
12. If you do not have any clients loaded yet, you can put a mark in the auto insert box, then it will log all the transmitter numbers of incoming signals through this base station



13. If you have more than one base station of the same type, you can add a prefix to each base station, to differentiate between the signal coming in from them.
14. By putting a mark in the Add Prefix box, and putting a letter in the prefix box.
15. The Transmitter / CSID number of the incoming signal / Event will then have the prefixed letter number before the number.
16. When you add a SMS module base station, you must make sure that the Flow Control is set to RTS enabled.
17. You must also make sure that the Baud Rate is on 115200, some of the older SMS modules uses a Baud Rate of 9600.
18. When you are using the Client Dialling feature for dialling clients through a modem, you must put a mark in the Message Sender box.
19. Data and stop bits must be set on 8 and 1 for almost all base stations and Parity on none.
20. Changes must not be made for Tx Data Parameters, Everything is pre-programmed. Contact support if any changes must be made there.
21. In the Event List drop down box it will specify witch Event list your base station is using.
22. More about Event list and Events on the following page.
23. After all your changes have been made you must close Qtwatch completely and opening it again before any settings will take effect.



1. In the left hand side table you will find all the pre-programmed Event Lists.
2. Choose the List that your base station is using. If you have a FSK base station the Event list that you are using for that by default would be FSK Zones, Event List 02.
3. After choosing the Event List that your base station uses, you will see all the Events in the right hand side table that comes through on your base station.
4. You can add or change your own Event List by clicking on the Add or Change button underneath the Event Lists block and you can Add or Change the Events that is in your Event List, by clicking on the Add or Change button underneath the Event & Codes block.
5. The Event List “Remote Calls” is the list that you use on your Control Monitor screen when making a Manual / Remote call.
6. The first column in the Event & Codes table is the Event Code for the Event, for example a burglary on a FSK base station will be 097.
7. The second column is the importance code column of the Events.
8. This will be used to tell the type of Event/ signal that comes in on your stack where it must lie on your stack. Importance code 01 and 02 will lie on top of your stack when it comes in and downward, panics is normally 01, burglaries 02, opens and closes 04.
9. Importance Code 01 to 04 will make a sound when it comes in on your stack, if you have sound.
10. The Description column is the description of the Event.
11. The Key column is for key holder numbers, it is only used for open and closing Events.
12. The Zone column is for zone numbers and is used for burglary Events.
13. In the Auto column, if the Event is set on True that event will go straight to the history and it will not appear on your stack. Open and closes are normally set to True, so that opening and closing Alerts can be set up in Site Info Maintenance, on the settings page, then the computer will monitor for fail to closes, illegal openings and so on. The Event Type column is where you classify/group Events, for example a panic and a duress will be grouped as Event type panic.

14. It is recommended that you print copies of your Event list, so that if the power is off you can manually monitor your base station's display screen, together with the list of your sites.

Protocol List

Id	Description	List No	Event List Name
	No Protocol	00	
1	Basic Signal Protocol	34	SG Basic Signal List
3	SIA Protocol 1	32	SG Scantronic
4	Phone Number Protocol	05	Vacant
5	Contact ID Protocol	IDS5	IDS Contact ID
6	Modem II Protocol	33	SG SIA Protocol 1
7	SESCOA Super Speed	37	SG SESCOA
8	Ademco High Speed	05	Vacant
9	Acron Super Fast	39	FBI Super Fast

Last Modified TR 03/05/1999 11:31:04

Buttons: Add, Change

Callout: Adding or changing protocols and specifying with Event list each protocol is using. It is recommended that you call support before making any changes here.

Alert Groups

Group	Name	Type	Recur
CTAL	2000 Hour Alarm Test	CYCLIC	SERIES
CTYL	2000 HOUR ALARM	CYCLIC	SERIES
OCC	Daily Call To Client	DAILY	SINGLE
DPAN	Daily Info Test	CYCLIC	SERIES
GREP	Guard Report	DAILY	SERIES
O&C	Open & Close	DAILY	SINGLE
O&C2	Open & close 8-9	DAILY	SINGLE
O&C3	Open & Close 7-5	DAILY	SINGLE
O&C3	Open & close Test	DAILY	SINGLE

Last Modified TR 12/10/1999 01:36:14

Buttons: Add, Change

Alerts

Description	Code	Time	TriggerET	StatusET	E Time
Close Early	03	NA	CLOSE		Time2
Fail to Close	02	NB		CLOSE	Time2
Fail to Open	03	NB		OPEN	Time1
Illegal Opening	02	NA	OPEN		Time1

Last Modified TR 12/10/1999 13:33:41

Buttons: Add, Change

Default Site Diary

Day Type	P1Time1	Tol	P1Time2	Tol	Rem	Per 2	P2Time1	Tol	P2Time2	Tol	Rem
Sunday	00:00:00	5	00:00:00	0	30	False	00:00:00	0	23:59:59	0	30
Monday	08:00:00	25	17:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Tuesday	08:00:00	25	17:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Wednesday	08:00:00	25	17:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Thursday	08:00:00	25	17:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Friday	08:00:00	25	17:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Saturday	08:00:00	25	13:00:00	25	30	False	00:00:00	0	23:59:59	0	30
Public Holiday 1	00:00:00	0	00:00:00	0	30	False	00:00:00	0	23:59:59	0	30

Last Modified TR 12/10/1999 13:33:26

Buttons: Add, Change

Callout: Adding or changing your own Alert groups, that is used on the settings tab page on Site Info Maintenance

Callout: Setting up default time periods on certain alerts

Types Setup

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Note Ref	Note Description	Phone Client	Response Start	Response End	Modified by	Date Stamp
A00	Phone client				CRMAST	16/10/2009 16:35:00
A01	Client gives secret code				CRMAST	16/10/2009 16:32:46
A02	Despatch Armed Response		Yes		CRMAST	21/05/2009 10:59:53
A03	Arrive on site			Yes	CRMAST	16/10/2009 16:33:09
A04	All was found in order				RONEL	17/05/1999 09:42:41
A05	Positive Burglary				TR	17/04/2000 00:58:12
A06	Stom Activation				TR	16/03/2007 10:41:46
A07	Contact S.A.P				RONEL	17/05/1999 09:50:56
A08	Contact Keyholder 1				RONEL	17/05/1999 09:51:46
A09	Client error				CRMAST	16/10/2009 16:33:37
A0A	Sms client				CRMAST	16/10/2009 16:35:12
A0B	Phone keyholders				CRMAST	16/10/2009 16:34:50
A0C	Alarm problem				CRMAST	16/10/2009 16:34:35
A0D	Activated by an animal				CRMAST	16/10/2009 16:34:14
A0E	Broken window				CRMAST	16/10/2009 16:33:58

Action buttons on the control monitor screen underneath the Actions table



Add



Change



Close

Last Call Info : 0000

Controller Fail to Test

1. The Code 1 to 10 and the second set Code A to J that is on the control monitor screen.
2. It can be changed according to your liking.
3. Click on the Action that you want to change, then click on the change button.
4. You can only change the descriptions of each button, not the Note Ref.
5. Put a Yes in the Phone Client column next to a Phone Client description, it will be applicable when you are using the widescreen feature. To do that click on the Phone Client Description, then click on the Change button. Choose the True option in the Phone Client drop down box.
6. Put a Yes in the Response Start column next to the Dispatch Armed Response Action.
7. Put a Yes in the Response End column next to the Arrive On Site Action.

QuTeWatch : Types Setup

Control Room Master

YOUR COMPANY NAME

Action Notes | SiteTypes | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Site Type	Type Description	Modified by	Modified Stamp
B	Bussines	TR	23/02/1999 09:59:14
C	Complex	TR	19/08/1999 02:09:49
E	Estate	TR	17/04/2000 00:56:46
F	Flat	TR	19/08/1999 01:50:08
I	Institute	TR	17/04/2000 01:00:22
O	Office	TR	19/08/1999 01:51:54
R	Residential	RONEL	19/08/1999 01:57:52
S	Retail	TR	19/08/1999 01:52:20
T	Town H/se	TR	17/04/2000 01:00:27

+ Add Change

Adding or changing the Type of sites that you have.

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

Control Room Master

YOUR COMPANY NAME

Action Notes | SiteTypes | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Service Type	Description	Modified by	Modified Stamp
G	Guard Watch	TR	17/04/2000 01:00:42
M	Monitoring	TR	30/01/1999 23:06:05
N	Normal M&R	TR	30/01/1999 23:06:02
R	Reaction	RONEL	19/08/1999 01:58:26
S	Patrol Service	CRMAST	22/09/2007 13:13:13

+ Add Change

Adding or changing the type of services that you provide to your clients

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SDP's

Event Types

		(Time in Min.)						
Event Type	Description	Delay	Life	SMS	Msg	Cancel Type	Flip Type	
ABTOETS	Andrew Test						None	
ACFAIL	Mains Failure						Mains Restore	
ACRESTOR	Mains Restore						Mains Failure	
ACTIVATE	Activate Zone						Isolate Zone	
ALRTAFTR	Alert : AC Fail to Restor					Mains Restore	Mains Failure	
ALRTCLCD	Alert : Client Call							
ALRTCLE	Alert : Close Early							
ALRTOCC	A : Daily Call to Client							
ALRTFTC	Alert : Fail to Close							
ALRTFTO	Alert : Fail to Open							
ALRTFTR	Alert : Fail to Report							
ALRTFTT	Alert : Fail to Test							
ALRTILO	Alert : Illegal Open							
ALRTREM	Alert : Rem Status Test						None	

Last Modified TR 26/09/2002 13:11:52

+ Add Change

Response Type

Allowed Response Types

+ Add - Remove

Close

Last Call Info : 0000 Controller Fail to Test

1. This is a list of Event Types, as you have seen in your Controller Setup, in the Event & Codes table, the Event Type drop down box.
2. The first column in the Event Types table is just an abbreviation of the Description.
3. You can Add or change your own Event Types by clicking on the Add or Change button underneath the table.
4. You can Add or Remove your own Response Types by choosing the Event Type you want a Response Type on in the Event Types table, then clicking on the Add or Remove button underneath the Response Type block. What this will do is say you get a burglary signal /event on your control monitor stack. Then before the control room operator can remove / Call this event from the stack, he must choose one of the responses from a drop down list, see the next page for an example.
5. If there isn't a response type in the drop down list that you want, you can just add it in the Event Types table then add it at response type.
6. The Delay and Life column is a time in minutes.
7. If you put a time in the delay column next to a Event Type, it will delay that event from appearing on your stack for that amount of minutes.
8. If you put a time in the Life column next to a Event type, it will take that Event of your stack after that amount of minutes.
9. If you put a mark in the SMS column next to a Event Type it will globally sent a Sms for that Event type to all clients that have a Sms forward number set up.
10. The Msg column is only applicable for 2 way radios that sends and receives messages.

11. The Cancel type is used for example say you want a burglary to be taken of the stack when a Open for that site comes through, then you put a Cancel Type Open next to a Burglary Event type.

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOPs

Event Types								Response Type
Event Type	Description	Delay	Life	SMS	Msg	Cancel Type	Flip Type	Allowed Response Types:
ALRTZISO	Alert : Zone Isolate						Alert : Zone Activate	Client Error
BURG02	Special Alarm						Medical Emergency	Client System Test
BURGLARY	Burglary Alarm							False Alarm
CALLOFF	Site Test Fail						Site Test Restored	Positive Burglary
CALLON	Site Test Restored						Site Test Fail	
CLIENTER	Client Error							
CLOSE	Close Lockup						Open	
CLTESTS	Client System Test		15	True	False			
DEL	Delayed Alarm							
DIESCORT	Escort Request						None	
DIRQ	Dall-in Request						None	
DITECH	Tech Service Request						None	
DUR	Duress							
FALSER	False Alarm							

CRMAST 26/10/2009 15:28:34

+ Add - Remove

Last Modified TR 12/10/1999 01:57:56

+ Add Change

Close

Last Call Info : 0317 Guard Fail to Report

12. The Response Types for a burglary is set up as, Client Error, Client System Test, False Alarm and Positive Burglary

QuTeWatch : Types Setup

YOUR COMPANY NAME

Control Room Master

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Day Type	Description	Modified by	Modified Stamp
0SUNDAY	Sunday	TR	17/04/2000 01:05:15
1MONDAY	Monday	TR	14/07/1999 03:04:57
2TUESDAY	Tuesday	TR	14/07/1999 03:05:19
3WEDNESDAY	Wednesday	TR	14/07/1999 03:16:13
4THURSDAY	Thursday	TR	14/07/1999 03:17:47
5FRIDAY	Friday	TR	03/11/1999 03:52:46
6SATURDAY	Saturday	TR	14/07/1999 03:12:09
AHOLIDAY	Public Holiday 1	TR	03/11/1999 03:53:00

Adding or changing day types

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME

Control Room Master

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Client Titles

Lang	Title	Title Description
A		
A	Dr	Dokter
A	Mev	Mevrou
A	Mnr	Meneer
E		
E	Mr	Mister
E	Mrs	Misses
P	Sr	Senora

Last Modified TR 11/05/2005 22:53:08

Adding or changing different titles that you have

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Master

Action Notes | SiteTypes | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOPs

Sensors

SensorType	TypeDescription
Beam	Infra Red Beam
KeySwitch	Guard Clock Switch with Key
Magnetic	Magnetic Contact switch
PIR	Passive Infra red Sensor
PushButton	Push Button
Strip	Glass foil Strip
TxBEAM	Wireless Infra Red Beam
TxPIR	Wireless Pasive Infra Red
TxVibrator	Wireless Vibrator Switch
Vibrator	Vibrator Switch

Last Modified TR 17/01/2000 01:41:46

+ Add Change

Services Notes

Diens Besonderhede:
 1. Vervang battery indien nodig

Probleem ondersoek:
 1. Kyk of daar spinnekoppe in die omgewing is. Spuit met gifstof indien nodig

Adding or changing Sensor types

Adding service or other notes on the sensors

Close

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Master

Action Notes | SiteTypes | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOPs

Panel Types

PanelType	PanelDescription
FBISX1	FBI Star xL 1
IDS800	IDS Model CI 800
NAPCO2000	Napco Model 2000

Last Modified TR 18/04/00 03:00:36

+ Add Change

User Notes

Reset Panel

Arm Panel

Change Code

Adding or changing panel types

Adding notes on panels

Close

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Types Setup

YOUR COMPANY NAME

Control Room Master

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Event Type

Standard Operating Procedures | Proforma Questions | Turn Out Matrix | Actions Guide

Event Type

- Activate Zone
- Alert : AC Fail to Restor
- Alert : Client Call
- Alert : Close Early
- Alert : Fail to Close
- Alert : Fail to Open
- Alert : Fail to Report
- Alert : Fail to Test
- Alert : Illegal Open
- Alert : Rem Status Test
- Alert : Zone Activate
- Alert : Zone Isolate
- Andrew Test
- Burglary Alarm**
- Client System Test
- Close Lockup
- Controller Test

Change

Last Modified: TR 12/16/1999 01:57:56

Close

Last Call Info : 0317 Guard fail to Report

Adding standard operating procedures on all events. This is viewable to control room operators from the control monitor screen

QuTeWatch : Types Setup

YOUR COMPANY NAME

Control Room Master

Action Notes | Site Types | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's

Event Type

Standard Operating Procedures | Proforma Questions | Turn Out Matrix | Actions Guide

Event Type

- Activate Zone
- Alert : AC Fail to Restor
- Alert : Client Call
- Alert : Close Early
- Alert : Fail to Close
- Alert : Fail to Open
- Alert : Fail to Report
- Alert : Fail to Test
- Alert : Illegal Open
- Alert : Rem Status Test
- Alert : Zone Activate
- Alert : Zone Isolate
- Andrew Test
- Burglary Alarm**
- Client System Test
- Close Lockup
- Controller Test

Note Ref	Note Description	Compulsory	Terminal	Response Start	Response End
AT1	Call Site Contact No.	Yes			
A02	Despatch Armed Response	Yes		Yes	
A03	Arrive on site				Yes
A01	Client gives secret code				

Add Change

Close

Last Call Info : 0317 Guard fail to Report

Action Guide for control room operators

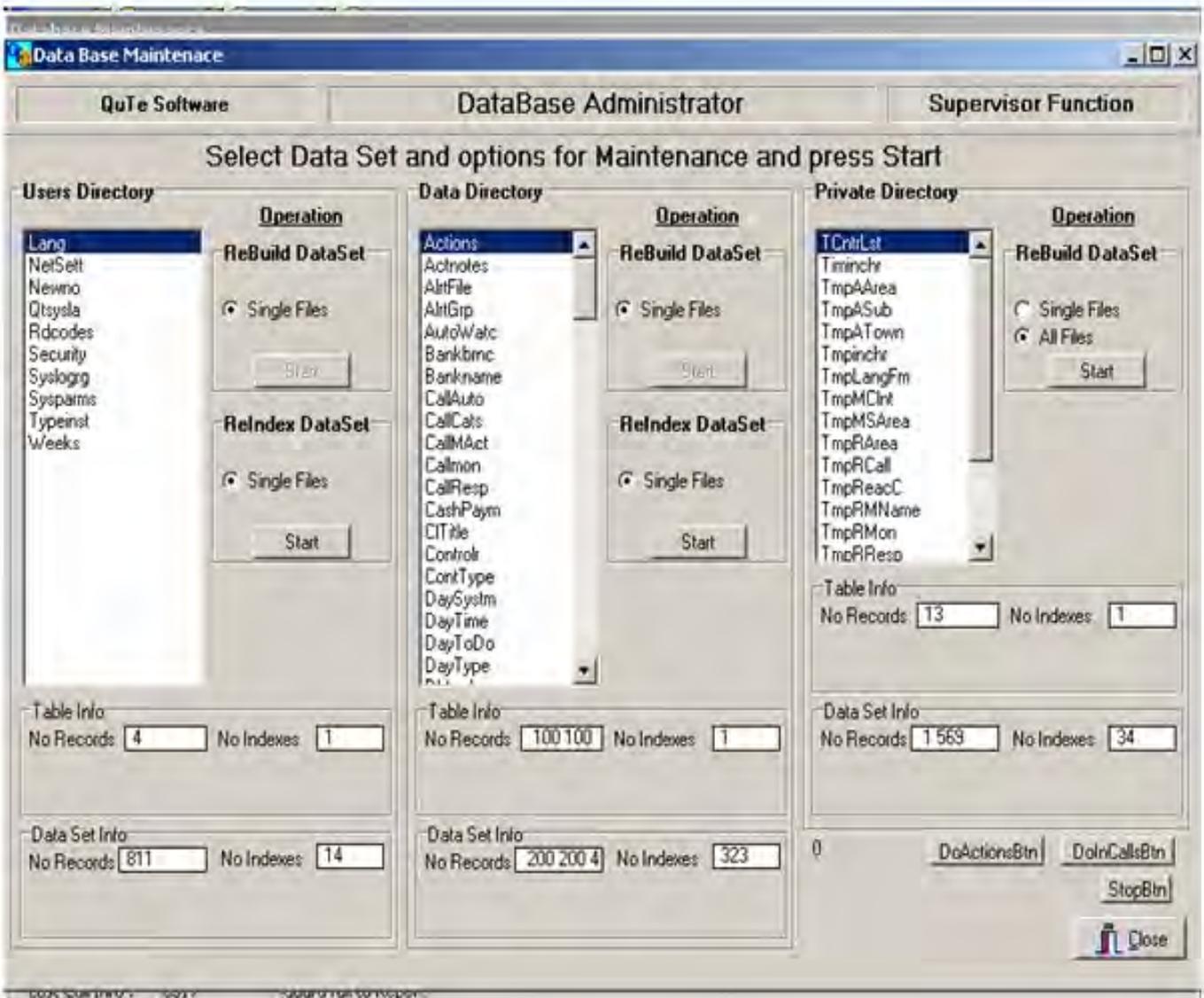
Necessary when using the widescreen feature

Database Maintenance



1. When you had a power failure you will see the following message when you start you start your Qtwatch again, this means that some of your database files got damaged during the power failure. The program will try to repair the files automatically when you click on the OK button.
2. If your history file is bigger than 50 Mb, the program will make a backup of your History file before trying to repair it.
3. If your History file is bigger than 500 Mb you will get a message that your history file is to big, it will be backed up and replaced with a clean History file, then you need to Call support to trim and fix your history file that was backed up.

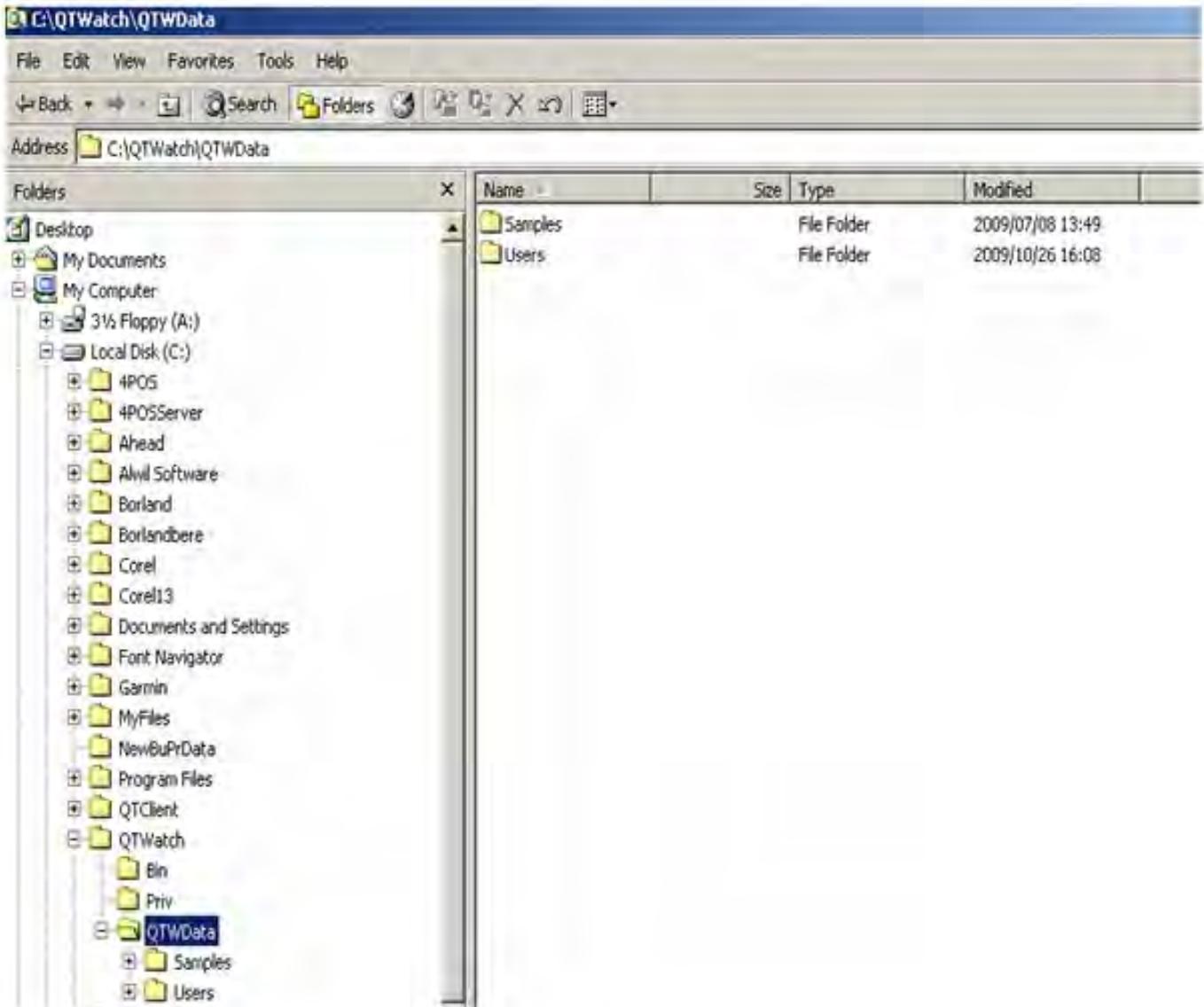




1. When the automated recovery process failed to repair the files it will take you to the Database maintenance screen, where the files can be repaired manually.
2. It will normally give the names of the database tables that have problems.
3. Write down the names of the tables that gives problems, the table names is followed by a .DB in the error messages that you get when starting your Qtwatch.
4. After clicking OK on all the messages it will bring you to this page in Qtwatch.
5. This is where you fix all the errors that you received.
6. By looking inside one of the white column lists for the table name that you wrote down, clicking on the name and clicking the Start button on the right hand side next to the column underneath ReIndex Dataset, you will be able to fix these errors. It is normally only in the Middle and Right hand side columns where the errors occur.
7. It will bring up a yellow block saying "Danger!" do not reset the computer or terminate Qtwatch without contacting support.
8. After the files were fixed the yellow block will disappear.
9. Do all the damaged files before clicking on the close button.
10. When clicking on the close button, Qtwatch will close completely.
11. Re-open Qtwatch to see if there are still any error messages.
12. Contact support if the problems persist.

Making Backups of your Qtwatch system

1. To make a backup of your system you must locate your Qtwdata folder, witch can either be located on your E:\ or C:\ drive in My Computer.



2. Right click on your Qtwdata folder, then click on Copy.
3. Paste it somewhere else where you will be able to find it if needed.

Control Monitor Screen

QuTeWatch : Control Monitor

BURGLAR PREDATOR Control Master

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

Active Calls:

Site Id No	Co	EventDescription
00000	03	Place Holder
0029	03	Fail to Close
0039	03	Fail to Open
0027	04	Transmitter Fail To Test
0029	99	Phone Client To Test

Call Detail

DB Ref Nr	Date/Time	Code	Site Event Description
0001	23/12/1998 13:46:16	01	Place Holder

Controller PH CSID Event 01 Operator TR

Zone : KeyNr

Account Info

Account No.	Tel.
NM0052C	
Mrs Pillay	
Key Code	

Installation Site

Code	Service /T	Code
00000	Auto-Insert No Info	Normal M&R

Contact Reactor/Alt Police 011 855 1055

Suburb Site Cell

Reactor Address

Area Bravo One

Actions

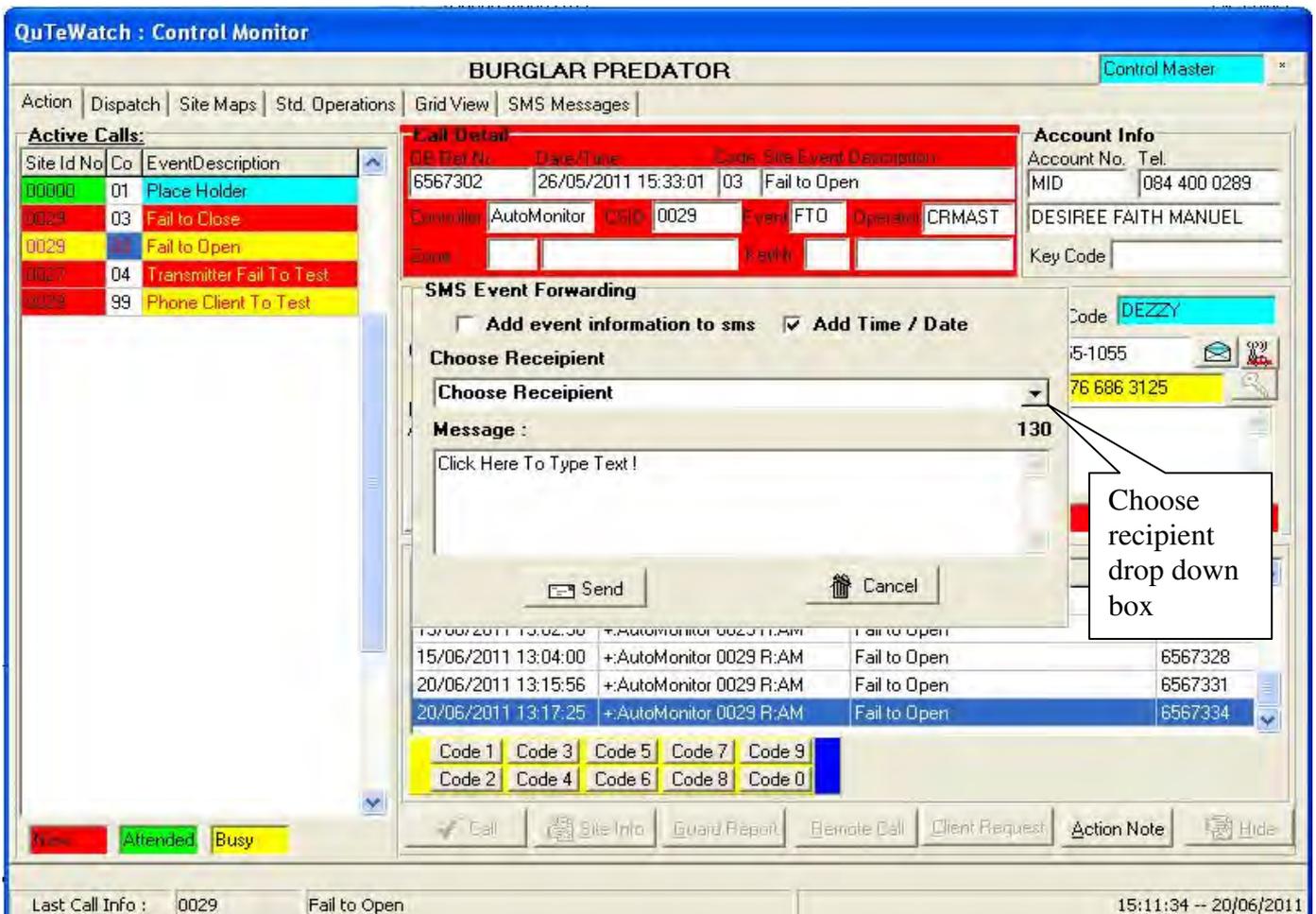
Date Time	Action	Remarks	Reference
15/02/2002 20:22:25	Update Site Status File	New Event Type Added	AutoMon
10/04/2003 14:55:39	Remove from Action Roll	Actions concluded	

Code 1 Code 3 Code 5 Code 7 Code 9
Code 2 Code 4 Code 6 Code 8 Code 0

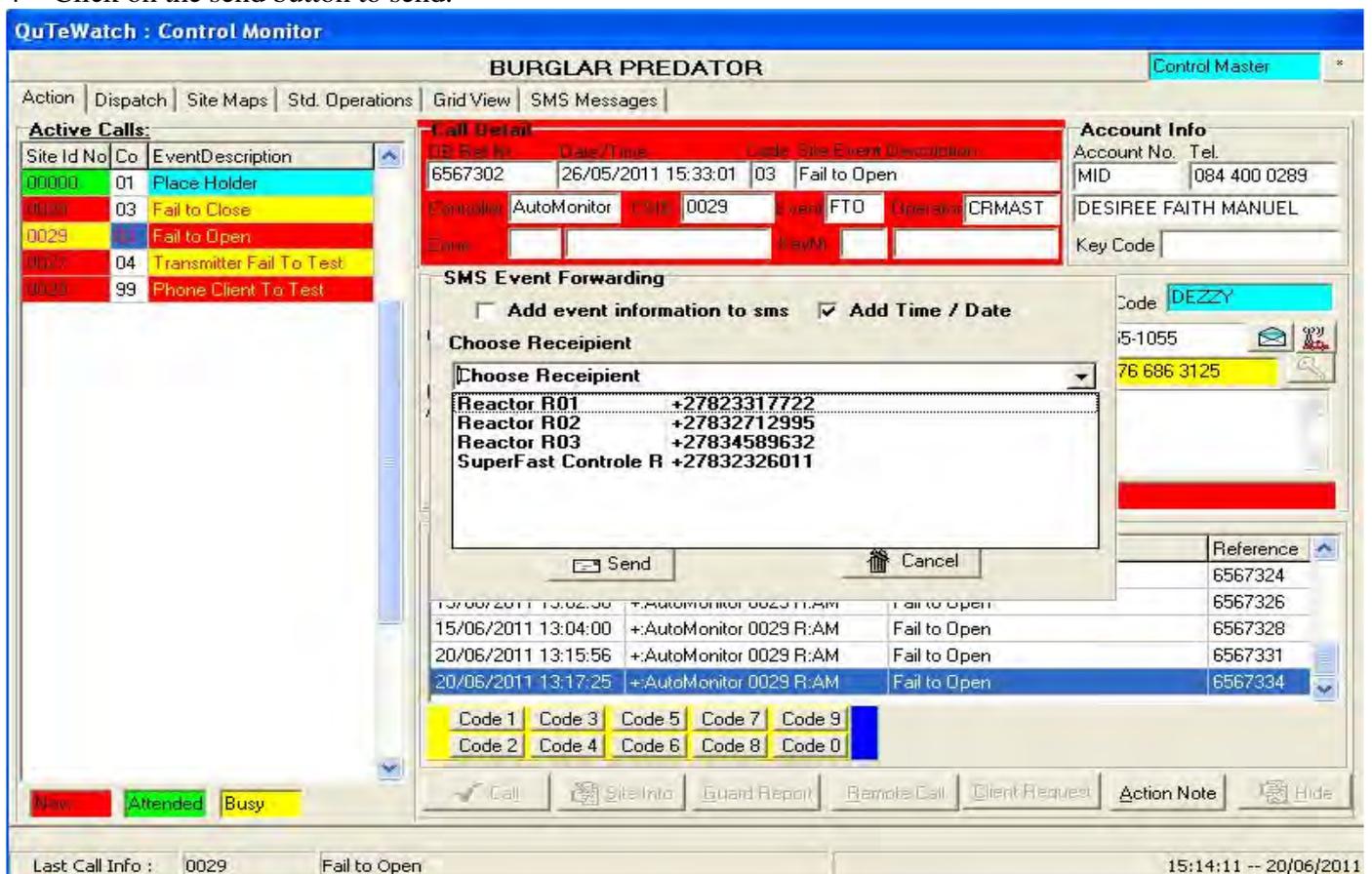
Call Site Info Guard Report Remote Call Client Request Action Note Hide

Last Call Info : 0029 Fail to Open 14:24:06 -- 20/06/2011

1. On the Control Monitor Screen there is an sms button added where control room operators can send sms's to certain programmed contacts. Only Persons with a high access level can add contacts.
2. To add contacts you must go to Site Info, then click on the Events tab page.
3. The contacts are added by clicking on the add button under [Contact Maintenance](#). You can also use the Change button to change existing names and numbers.
4. To use the sms button you must click on the Event in the stack, then you can choose if you want to send the event information with a message to the recipient to which you choose.
5. All sent messages gets logged and a report can be printed on messages that was sent.
6. Control room operators must choose a recipient from a list and can not type their own numbers.
7. See next page for an example.



- 1 Click on the Choose recipient drop down box to choose the recipient.
- 2 Click on the Add event information to send the event information with the sms.
- 3 Type a message in the message box that you want to send to the recipient.
- 4 Click on the send button to send.



View Incalls Screen

QuTeWatch : View In Calls

BURGLAR PREDATOR Control Master

View Calls | SMS View

View selection by:

- All
- Controller
- Event
- Event Code
- Site Id (Sender)
- Site Id - Event
- Event Type
- Date Range

Set Selection

OBRef No	Controller	Date Time	Site Id	Event	Event Description
6567324	AutoMonitor	14/06/2011 14:52:52	0029	FTO	Fail to Open
6567325	AutoMonitor	15/06/2011 13:02:29	0029	FTC	Fail to Close
6567326	AutoMonitor	15/06/2011 13:02:30	0029	FTO	Fail to Open
6567327	AutoMonitor	15/06/2011 13:03:59	0029	FTC	Fail to Close
6567328	AutoMonitor	15/06/2011 13:04:00	0029	FTO	Fail to Open
6567329	AutoMonitor	20/06/2011 13:15:54	0027	RFTT	Transmitter Fail To Test
6567330	AutoMonitor	20/06/2011 13:15:54	0029	FTC	Fail to Close
6567331	AutoMonitor	20/06/2011 13:15:56	0029	FTO	Fail to Open
6567332	AutoMonitor	20/06/2011 13:15:56	0029	FTT	Phone Client To Test
6567333	AutoMonitor	20/06/2011 13:17:24	0029	FTC	Fail to Close
6567334	AutoMonitor	20/06/2011 13:17:25	0029	FTO	Fail to Open

Site : 0029 ALBASTER STREET 101

TimeStamp	Action	Remarks	Reference	UserId
20/06/2011 13:17:25	Additional Call received	Previous Call attended to	6567302	CRMAS

PDF Save

Old Print List | Service Request | Call Report | Print List | Save | Close

Last Call Info : 0029 Fail to Open 15:46:31 -- 20/06/2011

1. On this screen you can now save your reports to pdf with the PDF save button.
2. All sent sms's can be viewed, saved or printed on the sms view screen.
3. Selections can be made by using the selection criteria on the left hand side and clicking the Set Selection button.

Sms View Screen

QuTeWatch : View In Calls

BURGLAR PREDATOR Control Master

View Calls | SMS View

View By

- All
- Site Id (Sender)
- To Number
- Date Range

Set Selection

Stamp Out	Site Id Nr	To	Message	User Id
19/12/2006 23:10:05	ASite	AOrig		TR
13/01/2007 23:03:00	ASite	AOrig		TR
13/01/2007 23:03:00	ASite	AOrig		TR
16/08/2007 10:52:13	ASite			TR
16/08/2007 10:52:13	ASite			TR
19/05/2008 14:07:03	0073	+27823317722	BURGLAR :180112140101001	TR
19/05/2008 14:09:03	ASite			TR
19/05/2008 14:09:03	ASite			TR
9/05/2008 14:21:48	ASite			NOUSER
9/05/2008 14:21:48	ASite			NOUSER
11/06/2008 23:01:13	ASite	AOrig		SR
11/06/2008 23:02:43	ASite	AOrig		SR
11/06/2008 23:02:43	ASite	AOrig		SR
17/06/2008 11:48:05	ASite	AOrig		TR
17/06/2008 11:48:07	ASite	AOrig		TR
02/02/2011 09:31:17	0021	+27820437612	BURGLAR :DB:6567136= @ PERSEUS STREET 3 :- Ev	CRMAS
02/02/2011 09:33:19	0021	27820437612	BURGLAR :DB:6567137= @ PERSEUS STREET 3 :- Ev	CRMAS
02/02/2011 09:39:30	0021	27820437612	BURGLAR :DB:6567138= @ PERSEUS STREET 3 :- Ev	CRMAS
02/02/2011 09:45:13	0021	0820437612	BURGLAR :test	CRMAS
02/02/2011 09:50:30	0021	0820437612	BURGLAR :toets	CRMAS

Site : 0021 PERSEUS STREET 3

SMS : BURGLAR :DB:6567136= @ PERSEUS STREET 3 :- Ev: Mains Failure

Print List | Save | Close

Last Call Info : Last call Last event 13:09:44 -- 23/06/2011

Selection criteria

Set Selection button

Print and Save buttons

Event Instructions Screen

QuTeWatch : Site Info Maintenance

BURGLAR PREDATOR Control Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 0025 | C/O POSEIDON & SATURN STREET no 13

Contact Info | Sender Messages | Sent Messages

Contacts

Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions

Last Modified: [] []

Temporary Instructions

Temporary Note: [] Expire: 20/06/2011

Special Instructions

Current Active: From: 29/10/2009 To: 29/10/2009

Last: 30/12/1999

Technician Testing

Set Site On Test SMS Events

Contact No: [] Enable for: [] Minutes

By Pass Lock On Event

Event: [] Zone: [] Time: []

Last Call Info: 0029 Fail to Open 15:19:12 -- 20/06/2011

- The technician Testing and the By Pass lock On Event functions can now be limited to a certain time period.

History Screen

QuTeWatch : Site Info Maintenance

BURGLAR PREDATOR Control Master

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id: 00000 | Auto-Insert No Info

DBRefNr	StampIn	Description	Zone	Key No	User	Event Type	ContId	Prot	List	Event	Co
1751872	23/10/2006 15:08:27	Transmitter Fail To Test			Tielman R	ALRTFTT	AutoMonitor	AW	RFTT	03	
1751873	23/10/2006 22:53:51	Fail to Close				ALRTFTC	AutoMonitor	AW	FTC	03	
1751875	23/10/2006 22:55:26	Fail to Close				ALRTFTC	AutoMonitor	AW	FTC	03	
1751877	24/10/2006 16:23:30	Transmitter Fail To Test				ALRTFTT	AutoMonitor	AW	RFTT	03	
1751878	24/10/2006 21:03:02	Transmitter Fail To Test				ALRTFTT	AutoMonitor	AW	RFTT	03	
1840608	30/10/2006 00:05:04	Fail to Open			Tielman R	ALRTFTO	AutoMonitor	AW	FTO	03	
1840613	30/10/2006 00:05:05	Fail to Open			Tielman R	ALRTFTO	AutoMonitor	AW	FTO	03	
1840614	30/10/2006 00:06:34	Fail to Close			Tielman R	ALRTFTC	AutoMonitor	AW	FTC	03	
1840615	30/10/2006 00:08:04	Fail to Close			Tielman R	ALRTFTC	AutoMonitor	AW	FTC	03	
6567090	12/01/2011 13:06:11				Control M	PANIC	Remote Mon	RC	RCA	01	
6567091	12/01/2011 13:13:18				Control M	PANIC	Remote Mon	RC	RCA	01	

Selection: All Events

Date Range

TimeStamp	Action	Remarks	Reference	UserId
12/01/2011 13:13:19	Additional Call received	Previous Call attended to	6567090	CRMAS

Notes: []

Last Call Info: 0029 Fail to Open 14:25:09 -- 20/06/2011

- You can now save your History to PDF with the new PDF buttons.

Site Types Screen

QuTeWatch : Types Setup

BURGLAR PREDATOR Control Master

Action Notes SiteTypes Service Types Event Types Day Types Titles Sensor Types Panel Types Event SOP's Vehicle Types

Site Type	Type Description	Sound	Modified by	Modified Stamp
B	Bussines	2	CRMAS	15/04/2011 14:02:57
C	Complex		TR	19/08/1999 02:09:49
E	Estate		TR	17/04/2000 00:56:46
F	Flat		TR	19/08/1999 01:50:08
I	Institute		TR	17/04/2000 01:00:22
O	Office		TR	19/08/1999 01:51:54
R	Residential1		RONEL	19/08/1999 01:57:52
S	Retail		TR	19/08/1999 01:52:20
T	Town H/se		TR	17/04/2000 01:00:27

+ Add Change

Number Between 1 and 5

Sound: 1

Change button

Sound button

Close

Last Call Info : 0029 Fail to Open 14:26:49 -- 20/06/2011

1. You can now choose a different sound that the computer makes every time a signal comes in for each site type. (Signals with an importance code between 1 and 4 will make a sound when it comes on the stack)
2. Click on the Site Type in the list, then click the Change button.
3. Choose a sound between 1 and 5. (You can listen to the sound by typing the number in the block next to the sound button, then clicking on the Sound button).

Event List Screen

Auto: True or False

Event	Code	Description	Key	Zone	Auto	Event Type
061	09	Zone 5 Tx Batt Low		005	False	Zone tx batt low
062	09	Zone 6 Tx Batt Low		006	False	Zone tx batt low
063	09	Zone 7 Tx Batt Low		007	False	Zone tx batt low
064	09	Zone 8 Tx Batt Low		008	False	Zone tx batt low
065	04	Close by K/H1	001		True	Close Lockup
066	04	Close by K/H2	002		True	Close Lockup
067	04	Close by K/H3	003		True	Close Lockup
068	04	Close by K/H4	004		True	Close Lockup
069	04	Close by K/H5	005		True	Close Lockup
070	04	Close by K/H6	006		True	Close Lockup
071	04	Close by K/H7	007		True	Close Lockup
072	04	Close by K/H8	008		True	Close Lockup

Auto Monitor True Auto Monitor False

1. In the event lists, all the event that are Set to Auto True is now highlighted in green. (Auto True means that the event (will not display on the stack when it comes in, but will go straight to the site's history)

Controllers Screen

The Base stations that are connected to your computer that are set to be active are now displayed in green. (The Connect are set to True)

No	Connect	Type	Identity	Event List	Cycle	Port	Baud Rate	Data	Stop	Parity	STx	ETx	Len	Ack	Req St	Start Str
1	True	CELLSMS	FSK NewCo	CS01	10	COM1	115200	8	0	0	0	10	180	False	at+clip=1	
2	False	CELLSMS	SMS CellSec	CS01	10	COM2	9600	8	0	0	0	10	180	False	at+clip=1	
3	False	INCALLID	In Call Id	CLRQ	10	COM3	56000	8	0	0	0	10	40	True	ats0=0&cid=1	
4	False	MAMI	NewCo	MAMI	45	COM4	4800	8	0	0	2	13	36	False		
5	False	TX5000ST	NewSt	07	50	COM5	9600	8	0	0	0	13	10	False		
6	False	IRCTTRACK	IRCT	IRCT	5	COM6	9600	8	0	0	2	13	50	False		
7	False	IDS9000	IDS	01	15	COM6	9600	8	0	0	0	13	50	False		
8	False	TX5000AL	RDC	07	50	COM7	9600	8	0	0	0	13	10	False		
9	False	REMOTE	Remote		15	COM6	9600	8	0	0		10	72	False		
10	False	AUTOWATC	AutoMon		1	COM	1200	8	0	0			72	False		

QWatch integration with Digit vehicle tracking

Loading the vehicle tracking units

1. Go to the Qwatch main menu.
2. Click on the control room drop down menu, then on types setup.
3. Click on the vehicle types tap page.
4. Start adding your vehicle types, see example below.

QuTeWatch : Types Setup

SECURITY COMPANY * Control Master

Action Notes | SiteTypes | Service Types | Event Types | Day Types | Titles | Sensor Types | Panel Types | Event SOP's | Vehicle Types

Type	Description	Dispatchable
GUARDING	Guarding	True
MANAGEMENT	Management	True
OTHER	Other	True
RESPONSE	Response	True
TECHNICAL	Technical	True

Description: Technical Dispatchable

Add Change

Close

Last Call Info : 00000 Fail to Open 10:10:18 -- 06/12/2011

5. If you make the dispatch able column true it means that you will be able to choose that vehicle type from the control monitor screen to be dispatched to a site.
6. After you have created your vehicle types, you must start loading your tracking units.
7. On the main Qwatch main menu click on vehicles.
8. Click on the Vehicle info tap page, then click on add to start adding vehicles. See example on next page.

Vehicles [Window Title Bar]

Search All | Vehicle Info | Show Location | Near Site Report | Reaction Report

357749031187702 | RESPONSE | WNZ 460 GP | KIA | Bakkie | Simon Gaan

Vehicle Info

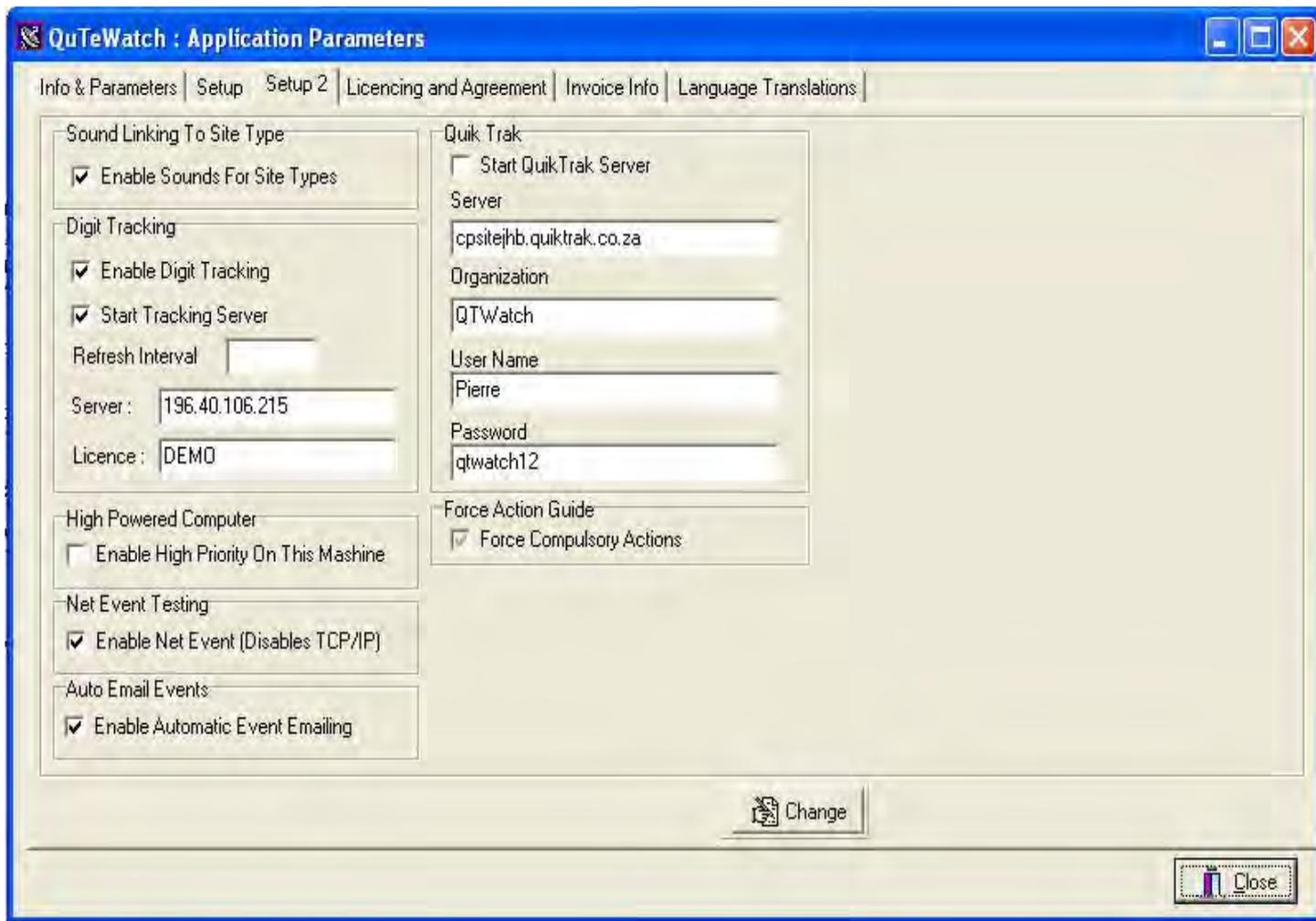
IMEI	RegNr	Make	Model
357749031187702	WNZ 460 GP	KIA	Bakkie
Description		Color	
RESPONSE			
Driver	CallSign	InstallDate	
Simon Gaan	Mike 01	/ /	
Type	More		
Response			
<input checked="" type="checkbox"/> Auto Event Forwarding	SelNr		

Info

Last Moved: 27/10/2011 09:56:54 39 Days since last movement Last Heading: 9 North

Navigation: [Back] [Left] [Right] [Forward] [Add] [Change] [Close]

9. Type in the IMEI tracking unit number which is very important to be correct.
10. Type the registration number, make, model, etc of the vehicle.
11. You must choose a vehicle type before you can click accept.
12. If you have a sms unit with sms capability on Qtwatch you can sent a sms to the person in the vehicle when dispatching that vehicle, by making a tick mark on Auto Event Forwarding, and padding the cell phone number of the person driving that vehicle.
13. After all vehicles have been added, you need to enable your vehicle tracking to start working.
14. On the Qtwatch main menu, click on the system management drop down menu, then click on system parameters.
15. Click on the Setup2 tap page, then click on the change button.
16. Make a tick mark in the Enable Vehicle tracking box, and in the Start Tracking server box.
17. The Start tracking server box means that that computer will be downloading the newest tracking information for your vehicles. It must be a computer that has permanent internet access.
18. See next page for example.

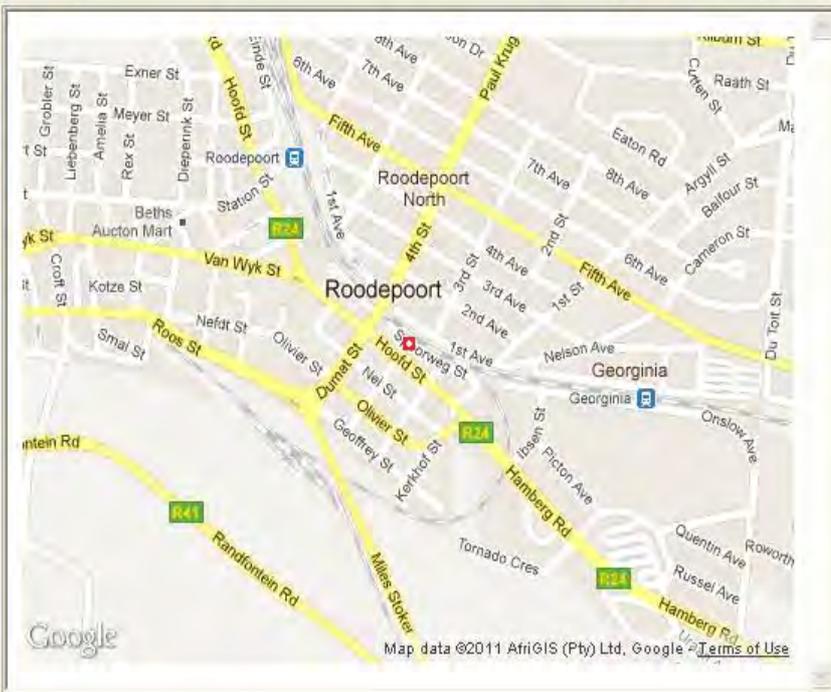


19. The last thing that you will need for your vehicle tracking to work on Qtwatch is to have maps with co-ordinates for all your sites.
20. To save a site map for a site, go to site info maintenance on the qtwatch main menu.
21. Go to the site witch you want to save a site map for.
22. Click on the site map tap page, then click on the google tap page.
23. Type the street number and name in the address block, and the suburb in the suburb block.
24. Click on the reload button.
25. If you are happy with the map that has loaded click on the Save to Regional Map, or Save To Local, or Save to Site Map button.
26. You can zoom in and out of the map or move it around with your mouse until you are satisfied with the map.
27. You can also move the red block witch indicates the exact location of the site.
28. You must make sure that the co-ordinates is also saved.
29. See next page for example.

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id 00000 Security Reporters Site

Regional Local Site Google



Info

Address: 48 LEEDS ROAD

Suburb: NIGEL

Reload

Security Company

Zoom

Save To Regional Map

Save To Local Map

Save To Site Map

Close

Last Call Info : 00000 Fail to Open

10:40:25 -- 06/12/2011

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | SMS | Permissions | Vehicles | Site Map | Service Calls

Site Id 00000 Security Reporters Site

Regional Local Site Google



Map Notes

Coordinates

Latitude : -26.1636099

Longitude : 27.873190000000022

Print Map

Map Edit

Close

Last Call Info : Last call Last event

11:35:38 -- 06/12/2011

Dispatching Armed Response

QuTeWatch : Control Monitor

NEW CONTROL ROOM Control Master

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

Active Calls:

Site Id No	Co	EventDescription	Phoned	Respond	On Site
00000	01	Place Holder			
86 ROBYN	01	Burglary - Remote			
28 JASPE	01	Burglary - Remote			
00000	02	Make Data Backup			
00000	03	Fail to Close			
00000	03	Fail to Open			
28 JASPE	03	Fail to Open			
86 ROBYN	03	Fail to Close			
96 ROBYN	04	Transmitter Fail To Test			
00000	04	Transmitter Fail To Test			

Call Detail

DB Ref Nr: 1843 Date/Time: 15/08

Controller: Remote MCR

Zone: []

Installation Site

86 ROBYN ROBYN ROAD 86

Contact: Andrew Reactor/Alt: OSCAR 07

Suburb: CENTURION Site: [] Cell: 076 548 7524

Reaction Address: ROBYN ROAD 86 LYTTTELTON CENTURION

Select Reaction Unit

Unit	Name	Code	Distance	Contact
OSCAR 07	Hamond Loves	11	12.406Km	357749038319
Mike 03	Hettie Kettie	12	13.574Km	357749031190
CHARLIE 01	Werel Derel	17	16.246Km	357749036917
TANGO 09	Gurtroot Debaan	28	38.794Km	357852031914
Delta 01	Karneels Fritz	42	49.795Km	355780006800
Bravo 01	Koos	47	52.89Km	352024023183
Delta 03	Uys Protories	48	52.904Km	355780009636

Unit: TANGO 09 AR: Gurtroot Debaan

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 Hide

Last Call Info: 96 ROBYN Fail to Close 09:25:14 -- 18/08/2011

12. Double click on the white block next to Reactor/Alt.
13. A message will appear that will ask you "OK to log call for dispatch", then click on ok.
14. Then a pop menu will appear with a drop down box to choose the vehicle that has to be dispatched.
15. It will show the available vehicles and the distance each vehicle are from the site.
16. Click on the vehicle you want to dispatch, then click on the select button.
17. It will show in the actions block witch unit was dispatched.
18. When the unit calls to say he has arrived on the site you must click on the Track tap page, then click on the vehicle, then click on the site the unit was dispatched to (there can be more than one). click on the arrive on site button. See next page for example.

QuTeWatch : Control Monitor

SECURITY COMPANY

Control Master

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

Active Calls:

Site Id No	Co	EventDescription	Phoned	Respond	On Site
00000	01	Place Hold			
0022	01	Burglary : Remote			

Call Detail

OB Ref Nr	Date/Time	Code	Site	Event Description
315423	06/12/2011 11:53:13	01	Burglary : Remote	

Controller: Remote Mo CSID 0022 Event RCB Operator CRMAST

Zone: KeyNr

Account Info

Account No.	Tel.
3306	053 444 1688

BURGER PIETER

Key Code

Installation Site

0022	BURGER PIETER	Service /T	Monitoring	Code	VETRIEVER
Contact	PIETER BURGER	Reactor/Alt	Delta 02	Delta 01	
Suburb		Site	053 444 1688	Cell	082 493 0981
Reactor Address	4 BRIDGER STRAAT HOOPSTAD 9479				
Area	All Unallowcated sites				

Actions

Date Time	Action	Remarks	Reference
06/12/2011 11:53:14	Burglary : Remote	cvc	cvc
06/12/2011 11:53:23	Warden tasked to investiga	Unit: ALFA 02 AR: Olie Rolie	

Code 1 Code 3 Code 5 Code 7
Code 2 Code 4

Unit: ALFA 02 AR: Olie Rolie

Call Site Note Call Client Request Action Note Hide

Last Call Info : 0022 Burglary : Remote 11:55:25 -- 06/12/2011

QuTeWatch : Control Monitor

SECURITY COMPANY

Control Master

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

Active Vehicle

ALFA 02	Olie Rolie	RESPONSE	9.3753 Km
Delta 01	Karneels	0	
Delta 02	XXX 111 GP	0	
Hennie Kotze		0	
Mike 01	WNZ 460 GP	0	
Simon Gaan		0	
Mike 02	XXX 555 GP	0	
Dael Toor		0	
ALFA 01	ZSY 676 GP	1	
Sarel Baartd		1	
ALFA 02	DDD 000 GP	1	
Olie Rolie		1	

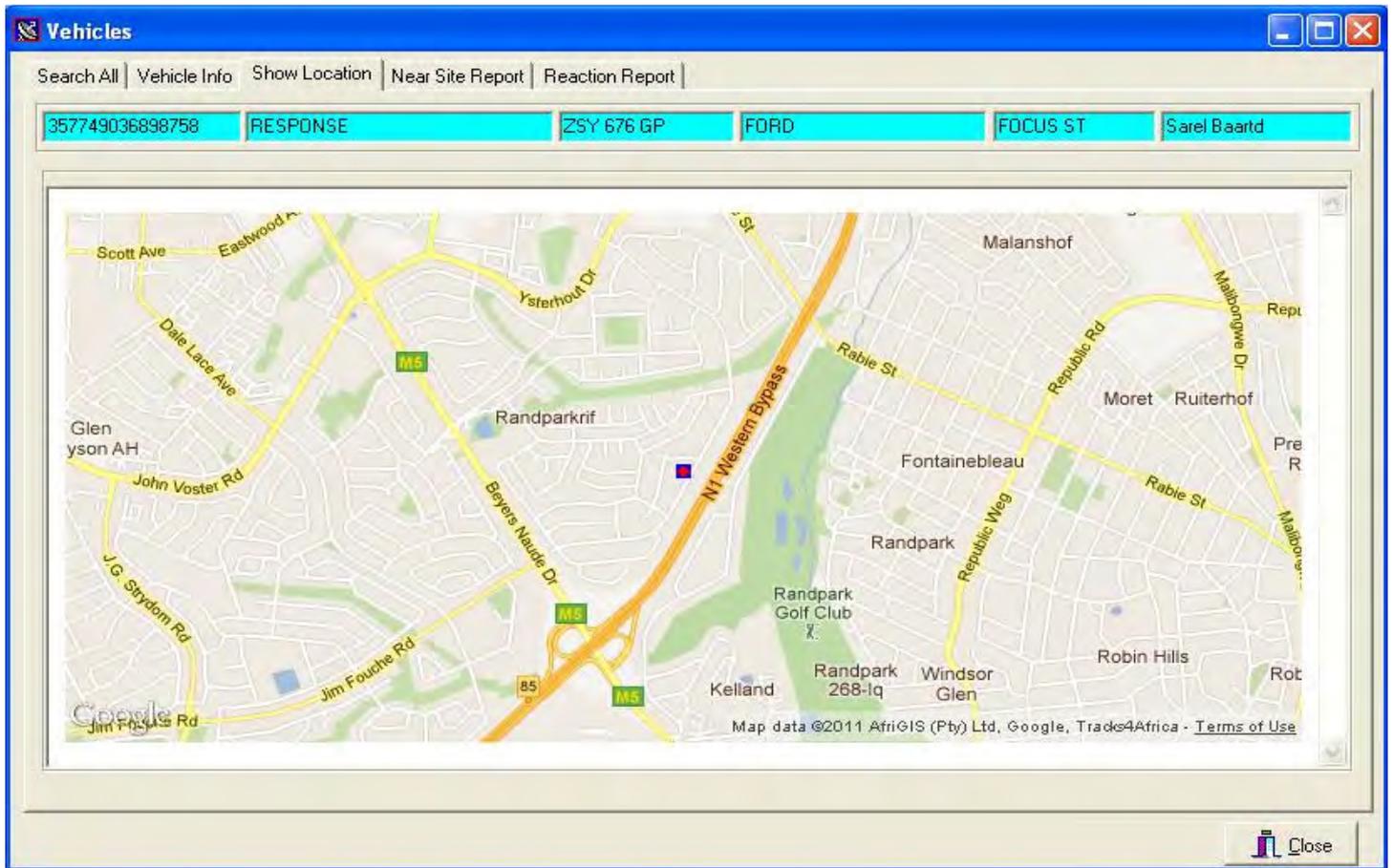
OB Ref Nr	Date/Time	Code	Site	Event Description
315423	06/12/2011 11:53:13	01	Burglary : Remote	

315423 BURGER PIETER 4 BRIDGER STRAAT

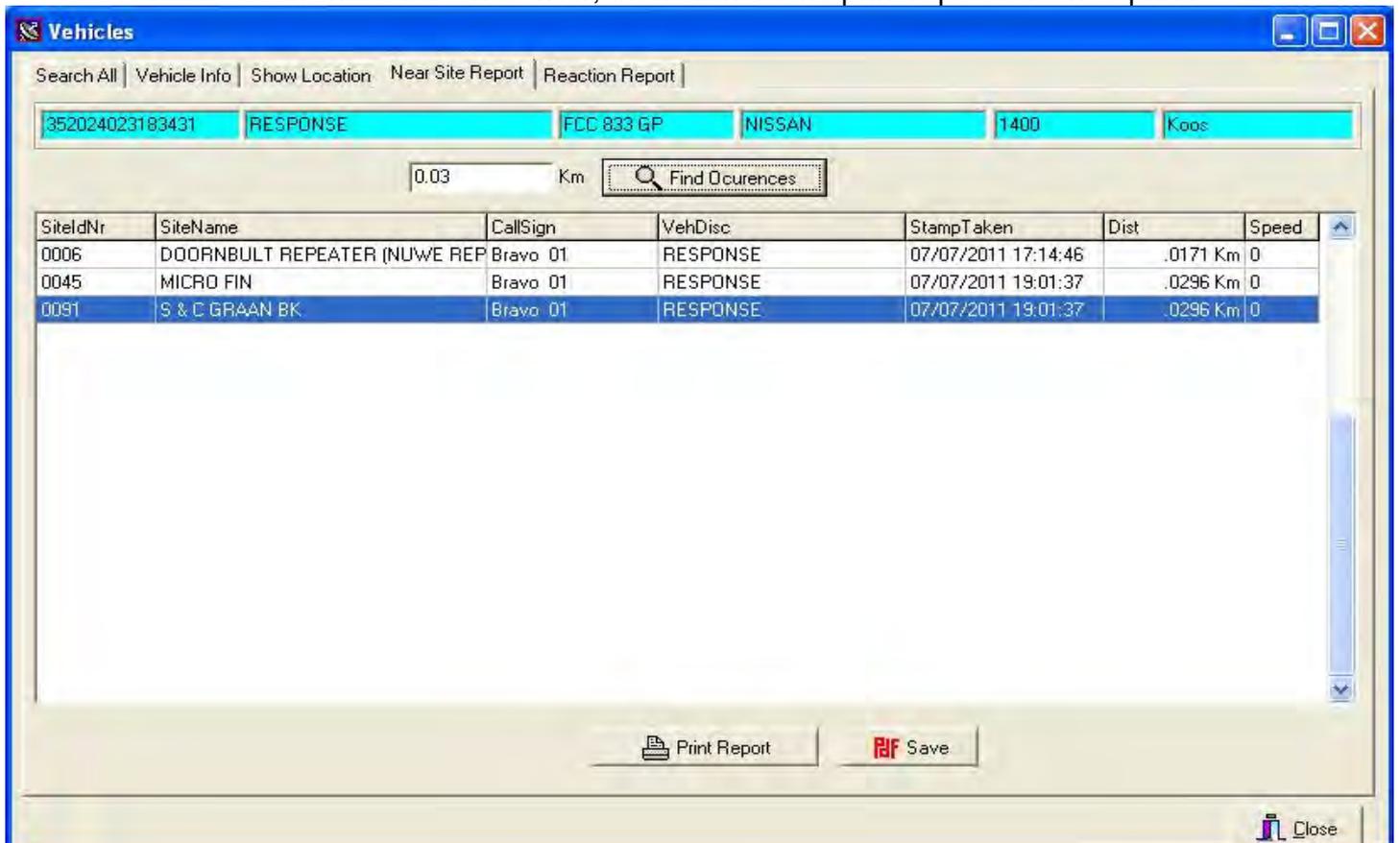
PIETER BURGER 06/12/2011 11:53:13 Burglary : Remote

Arrived On Site Cancel Reaction

Last Call Info : 0022 Burglary : Remote 11:54:22 -- 06/12/2011



1. You can see any vehicles location on the map by going to vehicles on the Qtwatch main menu, on the Search All tap page choose the vehicle witch you want to see the location for, click on the Show Location tap.
2. To view or print reports for the vehicles, click on the Near Site Report tap page, then click on the Find Occurrences button to view, then click on the print report button to print.



SECURITY COMPANY
Vehicle Report

Call Sign : ALFA 01		Description : RESPONSE		Driver : Sarel Baartd		
Site Id Nr	Site Name	Call Sign	Description	Stamp Taken	Distance	Speed
0003	WESSELSBRON REPEATER	ALFA 01	RESPONSE	08/07/2011 00:29:26	.0205 Km	0
0018	VAN ROOYEN CHIC	ALFA 01	RESPONSE	07/07/2011 19:33:24	.0168 Km	20
0065	BRINK BABE	ALFA 01	RESPONSE	07/07/2011 19:33:22	.0174 Km	15
0067	VAN TONDER MATTIE	ALFA 01	RESPONSE	07/07/2011 23:05:36	.0217 Km	82

- You can also view and print the reaction report by clicking on the Reaction report tap to view, then click on Print to print.

Vehicles

Search All | Vehicle Info | Show Location | Near Site Report | **Reaction Report**

357749036898758 | RESPONSE | ZSY 676 GP | FORD | FOCUS ST | Sarel Baartd

StartStamp	OBRefNr	Site Id Nr	Site Name	Event Description	Dest Dist	User Dist
06/09/2011 14:32:28	315219	0248	MINAAR BRAAM	Mains Fail	9.728 Km	9.728 Km
06/09/2011 16:07:37	315221	0067	VAN TONDER MATTIE	Alarm	.957 Km	1.551 Km
07/09/2011 11:48:57	315221	0067	VAN TONDER MATTIE	Alarm	1.185 Km	1.422 Km
07/09/2011 13:17:55	315221	0067	VAN TONDER MATTIE	Alarm	2.422 Km	

Print Save Close

SECURITY COMPANY**Reaction Report**

Call Sign: ALFA 01	Description: RESPONSE	Driver: Sarel Baardt	
Site Id Nr 0248	Site Name MINAAR BRAAM	Call Sign ALFA 01	Description Mains Fail
Stamp Taken 06/09/2011 14:32:28	User Stamp 06/09/2011 14:32:55	Arival Stamp 06/09/2011 16:27:55	Response Time 115.45
Dest Dist 9.728 Km	User Dist 9.728 Km	Arival Dist 3.251 Km	Remarks OPPEATOR ARIVAL TIME UP !
Site Id Nr 0067	Site Name VAN TONDER MATTIE	Call Sign ALFA 01	Description Alarm
Stamp Taken 06/09/2011 16:07:37	User Stamp 06/09/2011 16:07:57	Arival Stamp 06/09/2011 20:19:24	Response Time 251.783333333333
Dest Dist .957 Km	User Dist 1.551 Km	Arival Dist 7.545 Km	Remarks OPPEATOR ARIVAL TIME UP !
Site Id Nr 0067	Site Name VAN TONDER MATTIE	Call Sign ALFA 01	Description Alarm
Stamp Taken 07/09/2011 11:48:57	User Stamp 07/09/2011 12:26:08	Arival Stamp 07/09/2011 13:32:39	Response Time 103.683333333333
Dest Dist 1.185 Km	User Dist 1.422 Km	Arival Dist .783 Km	Remarks OPPEATOR ARIVAL TIME UP !
Site Id Nr 0067	Site Name VAN TONDER MATTIE	Call Sign ALFA 01	Description Alarm
Stamp Taken 07/09/2011 13:17:55	User Stamp	Arival Stamp 07/09/2011 15:01:37	Response Time 103.683333333333
Dest Dist 2.422 Km	User Dist	Arival Dist 6.976 Km	Remarks