QTWatch Help

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Control Monitor Help

Site Id No	Importance Cod	le	_			
1/	1/	YOUR COMPANY N	AME	_	Contr	ol Room Maste
on Dispatch Site Maps	std. Operations Grid Vie	w SMS Messages				
Active Calls: Site Id No Co EventDescription	C Ev	vent Description	Code Site Even 7:35 04 System F	t Description ail to Test	Account Infe Account No. 1 0188	el. 781 1225
01 pane	Controlle	AutoMonitor CSID 0	188 Event FTT	Operator CRMAST	DOUGH HAR	TMAN
11345 02 Burglay	Zone	F	KeyNi		Key Code	
02 Controller Failly	Install	ation Site				
U3 Failo Unite	0188	POSTNET	Ту	pe Bussines	Code RAMBO	
181 System Fiel 1	to leat Contact	DOUGH HARTMAN	Reactor/All	ROMEO 2	Call ROMED 2	12
	Suburb	PHALABORWA	Site 🕿	781 1225	Cell 082 920 14	05 DOU @
\wedge	Address	HENDRIK VAN ECK	1. OGIE B 2. OGIE B 3. OGIE D 4. DEURM	/ VOORDEUR / ONTVANGS ANE SE KANTOOR AGNEET		-
/ \	Area	Non Grouped Sites				
Cteal of Cian	Action	s Antine		Densile		Deferment
/ Events (Acti Call List)	ve	me Acoon		Pemarks		helelence
		e 1 Code 3 Code 5 e 2 Code 4 Code 6	Code 7 Code 9 Code 8 Code 0		1	I.a
Alterded Busy	1	Call Site Info	Guard Report Ren	note Cal	Action No	te 增出ic
		2	1			
Last Call Info: Last call	Last event	Call button				

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

Columns in the Active Call List:

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

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

Event Description - Short description of the event.

The different colours works on a time-lapse function. When an event comes in it will initially display in White. After 5 minutes it will turn Green. After 10 minutes it will turn Yellow. After 15 minutes it will turn Red. Page 3 of 85

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.

QuTeWatch : Control Monitor	Date & Time Importance	Code Event	Description
Action Dispatch Site Maps Std Operation Ac OB Reference No Site Controller /	ons Grid View SMS essages Call Detail OB Ref Nr Date/Time Code Site E 253807 19/10/2009 09:17:35 04 Syste Controller AutoMonitor CSID 0188 Event	Event Description em Fail to Test TT Operator CRMAST	Account Info Account No. Tel 0188 781 1225 DOUGH HARTMAN
Base station (FSK, RDC or IDC , etc.	Zone : KeyNi Installation Site Ctable Construct Reaction Steven Reaction Reaction Reaction Reaction Reaction Reaction Address Mon Grouped Sites Actions	Current Logged in User E BY ONTVANGS E DIANE SE KANTOOR URMAGNEET	Key Code Cod EAMED Cal Client Account Info Cel UCC 320 THUO VUU
	Date Time Action Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0	Remarks	Reference
Attended Busy	Call Site Info Guard Report	Bemote Cal	Action Note

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

QuTeWatch : Control Monitor	the second se	
	YOUR COMPANY NAME	Control Room Maste
Action Dispatch Site Maps Std. Operations	Grid View SMS Messages	
Active Calls: Site Id No Co EventDescription 00000 00 Place Holder 01 paris: 0345 02 Site ID No 03 alto Caller Site Contact person Site Address	Call Detail DB Ref Nr Date/Time Torticole Site Name TB Controle Site Name TB Controle Site Name TB Contact DOUGH HARTMAN Reactor/At ROME0 2 Subub PHALABORWA Site Type Buttimes Contact DOUGH HARTMAN Reactor/At ROME0 2 Subub PHALABORWA Site TB Contact DOUGH HARTMAN Reactor/At ROME0 2 Subub PHALABORWA Site TB Contact DOUGH HARTMAN Reactor/At ROME0 2 Subub PHALABORWA Site TB Contact Site Site Site Site Site Site Site Sit	Account Info Account Info Account No. Tel 0188 781 1225 Secret Code word Key Code Code RAMBO Cal ROMED 2 Cel 082 920 1405 DOU Site Cell phone No Site Cell phone No
Altended Busy	Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 ✓ Call Ste Info Guard Report Bemole Call Gen Report	ausat Action Note Bide

Site Detail

The Client's account number. This number can be changed on the Client Info Account No page. Name and Surname. Client 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 Site contact Cell No Cell No The reaction vehicle that needs to be contacted to respond to event. Reactor Call Radio call sign for reaction vehicle. Alternative reaction vehicle that will respond to event. Alt/Rtr event comes through on computer.

	YOUR COMPANY NAME	Control Room Maste
iction Dispatch Site Maps Std. Oper	ions Grid View SMS Messages	
Active Calls:	Call Detail	Account Info
Site Id No Co EventDescription 20000 00 Place Holder	OB Ref Nr Date/Time Code Site Event Desc 253807 19/10/2009 09:17:35 04 System Fail to T	appon Account No. Tel. est 0188 781 1225
1345 02 Burgary	Controller AutoMonitor CSID 0188 Event FTT Ope	Rator CRMAST DOUGH HARTMAN
02 Controller Fail to Test 03 Fail to Clone	Installation Site Reaction	box Cell No box
03 Fai to Open 188 System Fail to Text	Contact DOUGH HARTMAN Reactor/Ak RDM	
Λ	Suburb PHALABORWA Site 1781	1225 Cel 082 920 1405 DOU
Stack	Address HENDRIK VAN ECK	box OR Key Holders
	Actions	
	Date Time Action Rea	narks Reference
Actions taken table		
	Code 2 Code 4 Code 6 Code 8 Code 0	Action buttons
Altended Busy	Call Site Info Guard Report Bemote C	al Der Res - Action Note BHide

To start reacting on incoming Events / Signals

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

Page 6 of 85

	YOUR COMPA	NY NAME		Control Room	n Maste
tion Dispatch Site Maps Std. Operation	s Grid View SMS Message	10			
ctive Calls: e Id No Co EventDescription	Call Detail 08 Ref Nr Date/Time 253898 19/10/200	Code Site Event	Description	Account Info Account No. Tel. PHI0033	
45 01 max	Controller Remote Mo CS	SID 01345 Event BB	Operator CRMAST	Frans	0
02 Controller Fail to Test	Zonec	Keyni Tool	Jerans	Key Lode 0/28/3656	0
03 Falls Core 03 Falls Core Action Lis	1345 124 River stre	et Typ	e Residential1	Code Boesman	-
Action Els	plact Frans	Reactor/Alt		Cal	12
04 Guad raito	Don Letteton Manor	Ste 🕿	01.16656-236	Cel 0728798568	10
· · · · · · ·	8 Cerviur	ectual com			
	Area Non 6	Select Canc			
	Area Non G Actions Date Time Ac	Select Canc	el Remarks	Refer	ence
Actions Taken	Area Non G Area Non G Actions Actions Date Time Actions 19/10/2009 12:33:02 Bu 400/2009 12:49:54 Ca	Select Cance ction arglary al Site Contact No.	el Remarks Piet Site Cell Nr Contact	Refer 0123 72975	ence 35226
Actions Taken	Area Non G Area Non G Actions Actions Date Time Actions 19/10/2009 12 33:02 Bu 940/2009 12:49:54 Ca 19/10/2009 12:50:22 St	Select Cance ction arglary all Site Contact No. com Activation	el Remarks Piet Site Cell Nr Contact	Refer 0123 7287	ence 35226 38568
Actions Taken	Area Non G Area Non G Actions Actions Date Time Actions 19/10/2009 12:33:02 Bu 19/10/2009 12:49:54 Ca 19/10/2009 12:50:22 St Code 1 Code 3 Code	Select Cance Ction arglary al Site Contact No. Iom Activation de 5 Code 7 Code 9	el Remarks Piet Site Cell Nr Contact	Refer 0123 72875	ence 35226 38568
Actions Taken Action buttons	Area Non G Area Non G Area Non G Date Time Actions 19/10/2009 12:33:02 Bu 400/2009 12:49:54 Ca 19/10/2009 12:50:22 Sk Code 1 Code 3 Cox Code 2 Code 4 Cox	Select Cance Contact No. Contact No. Com Activision de 5 Code 7 Code 9 de 6 Code 8 Code 0	el Remarks Piet Site Cell Nr Contact	Refer 0123 7287	ence 35226 38568
Actions Taken Action buttons	Area Non G Area Non G Area Non G Actions Actions Date Time Actions 19/10/2009 12:33:02 Bu 400/2009 12:49:54 Co 19/10/2009 12:50:22 St Code 1 Code 3 Coo Code 2 Code 4 Coo	Select Cance Color aglary al Site Contact No. orm Activision de 5 Code 7 Code 9 de 6 Code 8 Code 0 Ho Guard Freport Eur	el Remarks Piet Site Cell Nr Contact Double c bring up	Refer 0123 7287 Plick toon Note	ence 35226 38568

QuTeWatch : Control Monitor

	YOUR COMPANY NAME	Consol Room Maste
ction Dispatch Site Maps Std Operation	s Grid View SMS Messages	
Active Calls: Site Id No Co EventDescription	Call Detail Code Site Event Description 0B Ref Nr Date/Time Code Site Event Description 253888 19/10/2009 12 33:02 02 Burglary Controller Remote Mo CSID 01345 Event BB Operation Zone : KeyNr 001 France Installation Site Type Ref Onlats 124 River street Type Ref	Account Info Account No. Tel. PHI0033 Kor/CRMAST Frans Key Code 0728798568 sidential1 Code Boesman
Alis 04 System Fail to Test	Schuck Luthelon Manor	
Select your Action then click on the Select button	Actions Date Time 19/10/2009 12: 19/10/2009 12:	Reference 012335226 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	

JuleWatch : Control Monitor		
Antice Inc	YOUH LUMPANY NAME	Lantroi Hoom Maste
Action Dispatch Site Maps Std. Op	erations Grid View SMS Messages	
Active Calls	Call Detail DB Bet Nr Date/Time Code Site Event Description	Account Info
00000 00 Place Holder	253807 19/10/2009 09:17:35 04 System Fail to Test	0188 781 1225
MAAN 01 paric	Controller AutoMonitor CSID 0188 Event FTT Operator CRMA	ST DOUGH HARTMAN
01345 02 04 04 04	Zona KenNi	KenForda
02 Controller Fail to Test	Lotter Neyrin	ives cope l
03 Falto Close	0188 POSINET Type Bussines	Code BAMBO
03 Failto Open	Createst DOUGH HARTMAN	Calinguro a 198
1188 System Fail to Test	Contract DOUGH HARTINGA Reactor/All HUMEU 2	Cal HOMEO 2
04 Guard Val to Report	Suburb FHALABUHWA. Site 1781 1225	Cel 082 920 1405 DOU
	Address HENDRIK VAN ECK 1. OGIE BY VOURDEUR 2. OGIE BY ONTVANGS 3. OGIE DIANE SE KANTOO 4. DEURMAGNEET	요
	Area Non Grouped Sites	
	Date Time Action Remarks	Belerence A
	19/10/2009 12:46:57 Warden tasked to investoa Unit BRAV01	AB: Fanie
	19/10/2009 12 48-13 Arrive on site	
	19/10/2009 12:48:17 All was found in order	
	Vou can also	-
	Fodell Fodel type in your	when many and when a start of
	Code 2 Code 4 come A stime T	who was on sire
	own Action	
Attended Busy	Call & or additional Remote Call Over	Request Action Note Hide
	information	Note button
Last Coll takes poon	Action	
tene con neo : poor poor	I I I I I I I I I I I I I I I I I I I	g response
	notes	
TeWatch : Control Monitor		Duran and a
ction Dispatch Site Mana Std De	antime Guildan CMC Massage	Control Property master
Active Caller	Call Data3	Assessment Info
ate Id No Co EventDescription	OB Ref Nr Date/Time Code Site Event Description	Account No. Tel.
0000 00 Place Holder	253888 19/10/2009 12:33:02 02 Burglary	PHI0033
A.145 01 park	Controller Remote Mo CSID 01345 Event BB Operator CRMA	ST Frans
1345 Burghay	Zona: Keikki 001 Frans	Kas Code 0728798568
02 Controller Fail to Test	Lockella Can	Key code for corocos
02 Conholler Fail to Test	Installation Site 01345 124 Bive street Turs Residential	Code Boetman
INC 03 Fail to Close		Cole pocular
03 Fail to Open	Contact Prans Reactor/Alt	Cal 45
188 D4 System Fail to Test	Suburb Lyttleton Manor Site 🕿 0125656356	Cel 0728798568
04 Guard tail to Report	Address 124 River Street Phone client tell him about the	sam and tel him that you can?
UNE 04 Studem Full to Test	Lyttleton Manor hand any reaction because he	ni iuspeodid.
Contraction Contraction Test		×
CA Suiter Suite Suite	Area Non Grouped Sites	
04 Automotive to the	Actions	
	555555 19/10/2009 14:22:18 - Control Room Matter	
[-
Type in your		
long		
response/action		
Then click on the		
Save hutton		ž
Save Dullon	Stamp Bave & Cancel	
		1
Allended Busy	Call Site Info uard Report Bemote Call	Freques ection Natio
Attended Busy	Call Ste Info uard Report Bemote Call	Reques

	YOUR COMPANY NAME	Control Room Maste
Action Dispatch Site Maps Std Ope	sations Grid View SMS Messages	
Active Calls;	Call Detail	Account Info
Site Id No Eo EventDescription	UB Hel Nr Date/Time Lode Site Event Detcription 253807 19/10/2009 0917 35 04 Sustem Fail to Test	Account No. 1 eL
00000 00 Place Holder		7011223
01 panic	Controller AutoMonitor CSID UT88 Eventing Reactor box	DOUGH HARTMAN
02 Burglay	Zone KeyNr	Key Code
U2 Controller Factor red	Installation Site	
03 Parto Dinie	0188 POSTNET Type Bussines	Code RAMBO
U3 Failto Upen	Contact DOUGH HARTMAN PANTON BOMED 2	Call BOMED 2
Of Coundlelle Deced	Sub-th PHALADORIUA	
Allender	Address 2 OGIE BY ONTVANGS 3 OGIE DIANE SE KANTOOR Area Non Grouped St Actions Date Time Reaction drop down list Code 2 Code 4 Code 6 Code 8 Code 9 Code 2 Code 4 Code 6 Code 8 Code 9	Reference Action Note

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.

		YO	UR COMP.	ANY NAME			Cor	stal Floors In	aste
ction Dispatch Site Maps Std. Ope	ations	GridView S	MS Messag	es					
Active Calls:		Call Detail	-		-de Che Frank	Description	Account In	lo	
ite Id No Co EventDescription	1	253807	19/10/20	09.09.17.35	14 Sustem F	al to Test	Account No.	781 1225	_
0000 D0 Place Holder		Contraller Aut		Sein (0100	Fundert	Denne COMACT	Coucu um	DTHAN	-
UT parks		Controber Inuk	omonitor (SID JOI 00	Evenden	Uperator[LRMAS1	DUDGH HA	HIMAN	_
D2 Burglay		Zone	1		KeyNr	1	Key Code		
02 Control Freito Fet		Installation	Site						
03 Faile Date		0188	POSTNET		Ty	pe Bussines	Code RAMBO)	
Stratum Fail to Test		Contact DOL	IGH HART	MAN	Reactor/Alt	ROMEO 2	Cal ROMED 2	2	12
04 Guard fail to Report		Suburb PHA	LABORW/A		Site 🕿	781 1225	Cel 082 920 1	405 D.OU	G
Select the		Area Non	Grouped S	Select He	scuon Unit				1
reaction officer		Actions		Alpha	Get			- In-	-
you are		-		CHUBB	Tommy	L Narks		Beteren	00
sending out		_		VICTORI	Cristine				
then alials on				tomeo 6	jannie				
				1.1.1.1					
the Select						_			
button		Fode 1	Code 31 D	ode 51 Code 2	Code 9				
		Code 2	Code 4 C	ode 6 Code 8	Code 0	1			
	*	- Andrew Contraction	1	-	1	-	1	1	_
Allenced Busy		1.00	CS 5/0	Inta Europ	Present Bus	The fact in the second	Action M	iote 1	11-1
									_

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.

_			YOUR	COMPANY	NAME		Centrol Room Mass
eaction Units	Reaction Areas	Mobile Units					
Reaction Unit	MobileNr	Reaction Area	Active	ShiftType	VehicleRegNr	ReactionOfficer	-
Vpha	00001	Non Grouped Sites	-		KTP234GP	Gert	1.0
RAV01	00001	Non Grouped Sites	True	ALL	TRB123GP	Fanie	
HUBB	00002	Non Grouped Sites	True			Tommy	
instine	00001	Non Grouped Sites	True		FTS303NW	Cristine	
ICTOR1	00001	Non Grouped Sites	True	ALL	KBY444GP	Ben	
omeo 6	00002	AREA B1		DAY	KKK888MP	jannie	
	_						<u>_</u>
							T
Q Add	Change						T
Q Add	Change	Ĺ					1
O Add	Change	Ĺ					T
O Add	Change]					T
O Add	Change						*
O Add	Change	1					T
O Add	Change	1					T T I Dore

Remote Calls

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

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

QuTeWatch : Control M	Ionitor							
			YOUR COMP	PANY	AME			Control Floren Marte
Action Dispatch Site	Maps Std. 0	perations Grid Vi	ew SMS Messa	ges				
Active Colls: Site Id No Co EveniDe DOCOL Place H	scription Iolder	Call D OB Ref 000000 Control	etail Nr Date/Tin D1 10/11/2 ler PH	ne X006 10. CSID [Code 21:48 00 Ex	Site Even Place Ho vent	# Description Ider Operator NOUSER	Account Info Account No. Tel Auto Insert - No Info
		Zone :			Ki	eyNr.		Key Code
		Instal 00000	Auto Insert	AutoM	on - No Info	Ту	pe Residential1	Code
		Contact			R	eactor/Alt		Call 🔣
		Reactio Address			2	Site and	<u> </u>	2 2
1	Remote Ca	11			Sile Detail			
					Site	0008	Pick N Pay Pt	8
	SiteId	Site Name	ame		Contact	Pieter Cr	ous	Type Bussines
	0000 00000 000000 0005	Auto Insert - No In Auto Insert - Auto This Company NAMAKGALE FO	vío Mon - No Info UNDATION		Reaction Address	Pretorius Pretoria	s straat 667 Central	Tel No 012 221 8988 Cell 082 333 5555 Code Bok
	0007	TEST Pick N Pay Pta			Call Deta Call Site E	ail vent	Caler	Id Caller Ref.
Alterial	00117	PCTEC		-	Taemce C			Cancel Confirm
Last Call Info : 000	Choosin Site	ng the	st.		Call Site Drop dov	Event vn box	Caller	Id Caller Ref

Additional feature in Qtwatch for computers with a widescreen monitor

iction Dispatch Site Maps In Cogrations Gild V SMS Mess	4	JIPANT NAME				
Active Calls. Site Id No Co EvenDescription Phoned Respond On Site	OB Bet	etail Nr <u>Date/Time C</u>	ode Site Éven	Description	Account Info Account No. Tel	
	253888	19/10/2009 12 33:02	02 Burglary	and the second	PH10033	_
01 panic	Controlle	Fiemoke Mo CSID [01345	Eventise	Uperator CRMAST	Frans	
12 Controller Fall to Test	Zone		KeyNr 001	Frans	Key Code 072879858	58
03 Esta Dire	01345	124 River street	Typ	Residential1	Code Boesman	
113 Party Upen	Contact	Frans	Reactor/At		Cal	E
٨	Suburb	Lyttleton Mariot	Ste 🕿	0126888236	Cel 0728798568	9
	Address	Lytfleton Manor Centurion	Sond any re	octen becaue he e	nupendet	2
2 additional columns	Address	Lyttleton Manor Centurion	Sond any re	octen becaue he e	nu pendet	4
3 additional columns	Address Aces Action	Littleton Marior Centurion Non Grouped Sites	sond any re	action because he a	aupondet.	2
3 additional columns	Address Ares Action Date To	Lytileton Marior Centurion Non Grouped Sites s ine Action 2009 9322 02 Revelator	bond any re	Remarks	Refe	rence
3 additional columns	Address Action Date Ti 19/10/	Lyttleton Marior Centurion Non Grouped Sites in Action 2009 12:33:02 Burglary		Remarks	Field Field	ence Serce
3 additional columns	Address Aces Aces Action Date Ti 19/10/	Littleton Marior Centurion Non Grouped Sites me Action 2009 12:33.02 Burglary		Remarks Ref	Refe	rence ISS225
3 additional columns	Address Aces Action Date To 19/10/	Lyttleton Marior Centurion Non Grouped Sites a me Action 2009 12-33.02 Burglary		Remarks Per	Refe	ence
3 additional columns	Address Aces Aces Action Date Ti 19/10/	Liffeton Marior Centurion Non Grouped Sites ine Action 2009 12:33.02 Burglay	Code 9	Remarks Ref	Refe	sence 15225
3 additional columns	Address Aces Aces Action Date To TS/TD/	Liffeton Marior Centurion Non Grouped Sites n Action 2009 12:33:02 Burplay e 1 Code 3 Code 5 Code 7 e 2 Code 4 Code 6 Code 8	Code 9	Remarks	Refe	rence 15226

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- 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.

(uTeWa	tch : I	Control Monitor	Client phoned	YOUR COMPANY NAME	_	-	t Control Ro	on Maile
Action	Dispal Calls	tch Site Maps Std. Op	erate Id Vew 5M5 Message	s Call Detail			Account Info	
Site Id N	0 00	Even/Description	Phoned Respond On Site	OB Ref Nr Date/Time 253959 22/10/2009 01	Code Site Even 3:44:08 02 Burglary	t Description	Account No. Tel. SA001 012	2251177
1.1	01	201		Controller Remote Mo CSID	0008 Event 88	Operator CRMAST	Pieter Crous	
0024	01	panic	Yes	Reaction send	KeyNr 001	Pieter Crous	Key Code 082 333	3 5555
新制	01	Daily Call to Client	- /	Installation Site		'	1	
01348	02	ewijes	Yes	0008 Pick N Pay Pta	Ту	pe Bussines	Code Bok	
MAR .	03	Eally Eleve	lies	Contact Pieter Crous	Reactor/Alt	[Cal	P
	03	Falls Open		Suburb Pretoria	Site 🕿	012 221 8988	Cel 082 333 5555	Q
125	03	Fail to Open		Reaction Pretonus staat 667	2			-
0168	84	System Fall to Test	Yes	Address Pretona Central	-			1
	04	Guard Hall to Report:	1	Ø	-1			
	04	System Fail to Taul	1	Area Non Grouped Sites				
			//	Actions	-			
		-		Date Time Action	ř.	Remarks	R	eletence
		R	eaction on site	22/10/2009 09:44:37 Call Si	te Contact No.	Site Telephone Con	lact 12	22218988
				- 22/10/2009/09/44:40 Calisi	te Contact No.	Site Cel Ni Contact	8	23335555
				22/10/2009 09 44:54 Phone 22/10/2009 09 44:54 Phone	e cilent			
				22/10/2003 03:44:34 Priore	on the			
				Du Ileand out	I CARL CARL			
				Code 21 C la 41 Code 5	Code 8 Code 8			
				Arrive on	site			
Terr		Itended Busy		Cal Site Info	Guard Report Ren	note Cal Dian Rad	Action Note	增助
-	-							
Last C	Info	3215	stem Fail to Test A revis	ve on site action				

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

Site Info Maintenance Help

Events	tab page	Panel & Zones tal	o Sett	ing tab page	Site Transmitter
TeWatch : Site Ini	intenance	TOUR COMPANY			Control Room Maste
earch All Info Page Ew Site Detail	ents Event Inste	actions Panel & Zones History 3	Status Settings S Site Setup	MS Permasent	Vehicles Site Map Service Calls
bentNr NCCOUCH Acc	PHILUASE	PRILLIP / MARTIC	Call Turne	es Calld Evilis	Alert
ame R5-WINKEL idress RENTMEESTER I BY PEPSTORES	NR. 1	Contact CARL SONNEKUS Code TDKKJE Tel No 781 6793 Cell Nr 082 8723 705	CELLSMS QDSTAND	23425 6543	Open & Close 7-5
wm PHALABORWA ea IS Forward No 098 453 2	Reacto	ROMEO 2 Call ROMEO 2 ses Call 017 643 5689 IS Report No	- Add Key Holder I	ist	Open & close alerts
tatus A Date 07/05 WINKEL VOOR LINKS WINKEL LINKS VOOR (WINKEL REGS AGTER WINKEL LINKS AGTER It Contact Info Sta CF SONNEKUS: 781 211	71999 Last Edit PIR) (PIR) mp.Att Info 8	Site Information	001 Autol 002 Piet	nset: 001	No Info 021 345 6789 Key Holders
A SUNNERUS: 082 8723	100 / 082 872	3706		Last Modified	Auto 03/04/2006 11:39:57
LA SUNNERUS: 781 542	5		- Add	Change	
	Quick Add	Change	C Clent	1 Client	Move I Clos
Last Call Info : Last call	Last C	uick Add button	1		

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

YOUR COMPANY NAM	E Control Booni Master
earch All Info Page Events Event Instructions Panel & Zones History Statu Site Detail WentNr NCC000993 Acc PHI0032 PHILLIP / MARTIE	s Settings SMS Permissions Vehicles Site Map Service Calis Site Setup Call Identities Alerts Set
Me Id O024 Type Bussines Service Normal M&B Iame R5-WINKEL Contect CARL SONNEKUS Iddess RENTMEESTER NR, 1 Icode TOKKIE BY PEPSTORES Itel No 781 6793 ubusb PHALABORWA Cell Nr 082 8723 705 Own Client No OT002523 Account 12 Itel No OT002523 Account 15689 WS Forw Client Name Itel No 29/23	Contr Type Call Id Ev List Alert CELLSMS 23425 Open & Close 7-5 QDSTAND 6543 Image Image Image Image Key Holder List Image Image KeyNir Key Holder Name Code Code Word/Tel No. 001 Auto Insert. 001 No Info No Info
WINKE Site Type Bussines Concel	Last Modified: SysAuka 03/04/2005 11 39:57

1. Click on the Quick Add button

n.

Enter a 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.

				YOUR COM	PANY NA	ME			-	Control Room Mas	
Search A Site D ClientNr Site Id Name Address Suburb Town	I Info Page etail NCC00099 0024 R5-WINKEL RENTMEESTE BY PEPSTORI PHALABORWA I Quick Add	Events Event Acc PHI0022 Type Bussines ER NR, 1 ES A Procedure	Instructions P PHILLIP Se Contact Code Tel No Cell Nr	Anel & Zones H / MARTIE rvice Normal M& CARL SONNEKI TOKKJE 781 6793 082 8723 705	R V IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Site S Call I Contr CELLS QDST +	ngs SMS etup dentities Type Cal SMS 234 AND 654 Add r	Permissions	Vehicles	Site Map Service Cal Merts Set Jent Open & Close 7-5	¥1
Area SMS For Status 1 WINK 2 WINK 3 WINK 4 WINK A WONK	Client No Client Name Site Id No E Site Name E Site Type E	Frans 01345 124 River stre Residential	eet	Cancel	2923	KeyNr 001 002	Key Hold Auto Inse Piet	er Name et : 001	Code No Info	Code Word/Tel No. Na Info 021 345 6789	-
C.F SON C.A SON LA SON	NEKUS: 781 NNEKUS: 082 8 NNEKUS: 781 6	2118 723 705 / 082 5428	8723 706		*	0	Add 2	ast Modified	SysAuric (C	3/04/2006 11:29:57	-
•	- -	O Duick Add	Change			C	Client	Client	, i	Move 10	Lineit

YOUR COMPANY NAL	MF Control Rosen Master
YOUR COMPANY NAMe Site Detail ClentNr ClentNr OT 202523 Acc PHI0033 Fume Site Id OT 345 Type Residential1 Service Address I 24 Briver street Contact Address I 24 Briver street Contact Address I 24 Briver street Code I 124 Briv	Site Setup Call Identities Alexts Set Control Type Call Id Ev List Add Change Key Holder List
Alt Contact Info Stamp Alt Info	Last Modified
	Add B Change

3. Now you must choose the type of service that is given to the client, the contact person and telephone

numbers, the site address and any additional information you want to put in, like directions, reaction

officers, an sms forward number, etc.

_			YOUR COMPANY N	AME			Control Boom Maste
Name 124	C02523 Acc 45 Type River street River Street Jeton Manor	PH10033 Residential1	Frank Service Normal M&R Contact Frans Code Boesman	Site Setup Call Iden Contr Type	calld Ev Lis		lerts Set
Suburb Lytt Fown Area SMS Forward Status A C/D River St On the left ha	No 0728798568 Date 15/10/2 reet & Pretorius and side when co	Reacto	Cell Nr 0728798568	Add Key Holde KeyNr Key	Holder Name	Code	Code Word/Tel No.
Fr Fr P	0147	Accept	Cancel		Last Modified	L.	Move Dia

	YOUR COMPANY NAME Control Room Maste
nto Page Site Dotail DientNr 0TC02522 Acc PHID033 Frame Site Id 01345 Type Residential1 Service Name 124 River street Contact Fra Address 124 River Street Code Bo	e Normal M&R esman
Centurion _ Tel No 013 Suburb Lyttleton Manot Cell Nr 073 Fown Reactor Area _ Alt/Bir SMS Forward No 0728798568 SMS Report No Status A Date 15/10/2008 Last Edit CRMAST T C/O River Street & Pretorius On the left hand side when coming from Botha Avenue	26656336 28798568 Cal Cal Key Holder List S/10/2005 06:49:19 Key Nr Key Holder Name Code Code Word/Tel No.
	Lest Modified

- 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.

UTeWatch : Site Info Maintenance YOUR COMPANY NAM	ME Cantral Room Master
Search Ali Info Page Events Event Instructions Panel & Zones: History State Site Detail ClientNi OTC02529 Acc Ph Residen Service Normal M&R Site Id 01345 Type Residen Service Normal M&R Name 124 River street Events tab page Lyttleton Manor Centurion Tel No 0126656336 Suburb Lyttleton Manor Centurion Cell Nr 0728799568 Town Reactor Call Alt/Rit Call SMS Forward No 0729796568 Status A Date 15/10/2009 Las CRMAST 15/10/2009 08:50.45 C/O River Street & Pretorius On the left hand side when coming from Both Alt Contact Info Steep Alt Info	us Settings SMS Permissions Vehicles Site Map Service Calls Site Setup Call Identities Alerts Set Alerts Set Contr Type Call Id Ev List Alert Alert F5K 01345 Alert Alert Alert ▲ Add ▲ Change Key Holder List Alert Alert Key Holder List Image Code Code Word/Tel No. ▲ 001 Frans 0728798568 002 Emarie 0944638820 003 Gideon 0767355396 0767355396
Lest Call Info + 0317 Guard fail to Report	Last Modified: CFIMAST 15/10/2009 09:51:45

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 witch will make it easier when setting up the SMS's for the client.

11. Click on the Events tab page.

TeWatch : Site Info Maintenance			(Constanting of the second
Number of the second se	EW CONTROL ROOM	In comments	Lonitor Macter
Jearch All [Into Page Event Instructions Panel & Zones History	Status Settings Permissions Vehicles Site Map	Service Cally	
Site Id 00000 New Control Room	and a state of the		
Event Alarm codes	Contact Maintenance	12	
	Contact Rel Contact Name	Contect No	
Event Code Description Key Zone Auto Eve	RType A BOIL Beactor BOIL	+27823317722	
00 B1 Controler Test IDS/SurGard True Con	SITESMS Site SMS Contact	+27	
000 B1 Controller Lest PSK True Con	USER1 User1	-	
and the second se		-1	
	Latt Mothed ITE	12/02/2008 11:12:47	
Last Modeled, I'm 12/02/20	E TT 48,32	The descense of the set	
Add 12 Change	Add the Change	Sector States	
Event Forwarding Messages			
Contacts	londe ulus de Ju	le da lo dal	
Event Type Desception	DEPLOYING Name Ver Message	Ney Zon Paw Bil A	
AC Restoral Falure	22 True False True True	False False False Fals	
Alert : Base Fail to Test		Consideration of	
Alert : Ealto Clore		-	
Alert : Fail to Open			
Alert : Fail to Report	I at Mediad	ST IDE/DE/ORDO TA/13/57	
Burglary Alam	and the second s		
Cancel by Kesholder + O Add 🔁 Change		IL Close	

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 witch 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 a 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.

	State of the second	NEW	CONTROL DOO	M.		-	Control Marter
Lasta Con Dure	le un le	NEW Jun Jan	CONTROL NOO		In Soul	-	Control maries
sarch All Into Page Even	Event instructions Pa	nel & Zones History Sta	aus Settings Permissio	ns Venicles Sile Ma	p Service Calls	-1	
like Id 00000 Nev	Control Room						
Event Alarm codes			Contact M	laintenance	-		
		Panel & Zone	es tab page	Contact Name	Contact No	-	
Event Code Description	Ke	ey Zone Auto Event Ty	pe - NOLIST	Non Listed Contact	+278		
00 81 Controller Tes	IDS/SuGad	True Controlle	R01	Reactor R01	+27823317722		
000 B1 Controller Test	FSK	True Controlle	a Test SITESMS	Site SMS Contact	+2/	_	
			USERI	User 1			
			-1				
11			+CIL			-	
	Last Modified	18 12/03/2006 11	44 32	Last Modified TR	12/02/2006 11:12-4	47	
				Call Contract of the second second			
O AN B Char	Event For	warding Massa	ge Search Box	Roman			
O Add B Chang	Event For	warding Messa	ge Search Box	Charge			
Add B Chang	Event For	warding Messa	ge Search Box	Charge			
Add B Chang	Event For	warding Messa	ge Search Box	Change	Keel Zood Pour	Rita	
Add Add Chang Control Contro Control Control Control	Event For Contacts Activ Auto Contact National State	me Contact No	ge Search Box	Charge	Keyt Zon Pow	Bil A	
Add Drang Vent Forwarding Message Event Type Description	Contacts Activ Auto Contact Nat True True Non Listed True True Site SMS Co	me Contact No Contact 0752702315 ontact 0823317722	ge Search Box OBR S Id Nam Eve True False True True True False True True	Message	Keył Zoni Pow Falor Falor Falor Falor Falor Falor	Bill A	
Add Chang Event Forwarding Messag Event Type Description A AC Restoral Failure Alert : Base Fail to Test Alert : Chose Evel	Contacts Acti Auto Contact Na True True Non Listed True True Site SMS Co	warding Messa, me Contact No Contact 07/62702315 onlact 0823317722	ge Search Box OBFS Id Nam Eve True False True True True False True True	Message	Keyt Zon Pow False False False False False	Bill A Fals	
Add Chang Count Forwarding Message Event Type Description AC Restoral Failure Alert : Base Fail to Test Alert : Close Early Alert : Fail to Close	Contacts Activ Auto Contact Nat True True Non Listed True True Site SMS D	me Contact No Contact 0752702316 Contact 0823317722	ge Search Box OBR S Id Nam Eve True False True True True False True True	K Charge	Keyt Zoni Pow False False False False False False	Bill 🔺	
Add Chang Chang Vent Forwarding Message Event Type Description AC Restoral Failure AVent : Base Fail to Test Alert : Close Early Alert : Fail to Close Avent : Fail to Close Avent : Fail to Close	Contacts Contacts Activ Auto Contact Nat True True Non Listed True True Site SMS Co	me Contact No Contact 0752702315 ontact 0823317722	ge Search Box OBR S Id Nam Eve True False True True True False True True	Message	Keył Zoni Pow Falos Falos Falos Falos Falos Falos	Bil A	
Add Change Add Change Add A	Contacts Contacts Activ Auto Contact Nat True True Non Listed True True Site SMS Co	me Contact No Contact 0752702315 Ontact 0823317722	ge Search Box OBRISId NamEve True False True True True False True True	Message	Keyt Zon Pow Fold Fold Fold Fold Fold Fold	Bil A	
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Add Chang Constant Forwarding Message Event Type Description AC Restoral Failure Alert : Base Fail to Test Alert : Close Early Alert : Fail to Close Alert : Fail to Report Concel by Keyholder	Contacts Contacts Activ Auto Contact Nation True True Non Listed True True Site SMS Co	me Contact No Contact 0752702315 ontact 0823317722	ge Search Box	Message	Keyil Zoni Pow False False False False False False False False False AST 04/08/201014/1	Bil A Fals	
Add Change Add Change Add A	Contacts Contacts Activ Auto Contact Nat True True Non Listed True True Site SMS Co	warding Messa, me Contact No Contact 0752702315 ontact 0823317722	ge Search Box	A Durge Message Last Mediled CRM	Keyi Zori Pow False False False False False False AST 04/08/201014-1	Bil A Falt	
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- 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 witch you want to set up by typing the name in Event Forwarding Message Search box.

Panel & Zones QuTeWatch : Site Info Maintenance **Control** Maste Search All Info Page Events Event Instructions Panel & Zones History Status Settings Permissions Vehicles Site Map Service Calls Site 1d 00000 SPACE HOLDER Panel Info Zones ٠ Type Zone Description Location Sensor Type Installer RICHARD ٠ Zone : 001 001 Auto Insert - No Info 001 Instal Date 2010/03/03 1 Link: 2010/03/03 1 005 Auto Insett - Zone Auto Insett - No Info Maintenance Contract 006 RE FRONT OUTSIDE SENSOR 01 ZONE 001 Infra Red Beam Start Month · Flate 02 ZONE 002 DOORS Magnetic Contact swi Panel Operation Notes: 03 ZONE 003 LOUNGE PIR Pet Prool PIR Detect 100 04 20NE 004 KITCHEN PIR Pet Proof PIR Detect 05 OUTSIDE SENSOR KITCHEN ZONE 005 Inita Red Beam 06 ZONE DOS BEDROOM SENSOR Passive Inha red Se MAIN BEDROOM PIR AND DOOR 07 Z0NE 007 Passive Infra red Se * Last Modified No 2007/12/12 01 36:57 C Add B Change B Change Dose 1 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.

Site Id 00000 SPACE HOLDER			- Y	Settings tab pag	ge	
Panel Info	Zones					
Type Installer RICHARD Install Date 2010/03/03 IB Link: 2010/03/03 IB Maintenance Contract Start Month Rate Panel Operation Notes:	Zone 001 005 006 01 02 03 04 05 06 07	Description Zone : 001 Auto Insert - Z 20NE 001 ZONE 002 ZONE 003 ZONE 004 ZONE 005 ZONE 006 ZONE 007	Location 001 Auto Insert one Auto Insert - No RE FRONT OUTS DOORS LOUNGE PIR KITCHEN PIR OUTSIDE SEN BEDROOM SE MAIN BEDROO	No Info Info ENSOR Site Zones ISOR KITCHEN ENSOR ENSOR	Sensor Type Infra Red Beam Magnetic Contact swi Pet Proof PIR Detect Pet Proof PIR Detect Pet Proof PIR Detect Infra Red Beam Passive Infra red Se Passive Infra red Se	-
	Pau	nel and	Installation	Last Modified: NIS	2007/12/12 01:36	57 Qar

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

		YOUR COMPANY NAME	Control Froom Maste
earch All Info Pa	ege Events Event Instau	ctions Panel & Zones History Status Settings SMS Per	missions Vehicles Site Map Service Calli
ite Id 01345	124 River street		
Merts Set		Monitoring Events Series	Type Parameters
Alert	Zone KeyNr	Alertid Event Description Active Cycle Tin	ner (hr.s.)
	-	🔶 🐨 📩 Change 🛛 Last Modified	
vdded :			
🗘 Add	Remove Day Setup	2	
\wedge			
Setting	up Alerts		

Page 20 of 85

- 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.

	YOUR COMP	ANY NAM	E			_	Control	Room	Master
earch All Info Page Events Event Instruct	tions Panel & Zones Hist	tory Statur	Settings St	I sh	Permitsion	s Vehicle	s Sile Map	Servio	e Calls
site Id 01345 124 River street		-							
Alerts Set	Monitoring Events						2		
Alert Zone KeyNr	Alertid Event Descript	ion	Active 🔺		I A	Alerts se	et for open	&	
Open & Close 7-5	CE Close Early		True		/ (Close			
	FTC Fail to Close		True	1	L	_		_	
	FTO Fail to Open	-	True	/					
	10 Illegal Opening		True						
	· · · · · ·	Change	Last Modified	CRM4	ST 15/1	0/2009 12	24:24		
Added : CRMA51 15/10/2009 12:24:23	Alert Set Site	Diary		_				_	_
Add Remove Day Setup	Day Type	P1Tme1	Tol P1Time2	Tol R	em Per 2	P2Time1	Tol P2Time2	Tol	lem _
	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
Open & Closing	Saturday	07:00:00	25 13:00:00	25	30 False	00:00:00	0 00:00:00	0	-30
times set up for	Public Holiday 1	00 00 00	0 00 00 00	0	30 False	00.00.00	00.00.00	0	- 30
				Last I	Modified :	CRMAST	15/10/2009	12-24	24

- 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.

			YOUR COMPA	NY NAM	E				Contr	si Rivan	Mésia	
Settings												
Site Id 01345 124 F	River street	-		-1								
Alerts Set		Mor	itoring Events	-		-						
Alert Zone	KeuNr	Alerti	d Event Description	on	Active							
Open & Close 7-5		CE	Close Early		True							
		FTC	Fail to Close		True	1						
		FTO	Fail to Open		True							
		10	Illegal Opening		True	-						
-			Alla BO	hange	Last Modifie	d: CRM	AAST 15/	10/2009 12	24:24			
Added : CRIMAST 15/10/20	09 12:24:23		Alert Set Site	Diary					2			
Add Remove	Day Setup	1	Day Type	P1Time1	Tol P1Tim	e2 Tol	Rem Per 2	P2Time1	Tol P2Time	2 Tol F	Rem	1
		1	Sunday	00.00.00	0 00.00	0 00	30 False	00.00.00	0.00.00	U C	30	F
			Monday	07:00:00	25 17:00	00 25	30 False	00.00.00	0.00.00	0 0	- 30	
			Tuesday	07:00:00	25 17:00	00 25	30 False	00.00.00	0 00.00.0	0 0	30	
			Wednesday	07:00:00	25 17:00	00 25	30 False	00:00:00	0 00:00:00	0 0	30	
			Thursday	07:00:00	25 17:00:	00 25	30 False	00:00:00	0.00.00	0 (30	_
			Friday	07:00:00	25 17:00:	00 25	30 False	00.00.00	0 00:00:00	0 0	30	
Diary Quick Setup			Saturday	07:00:00	25 13:00	00 25	30 False	00.00.00	0 00.00.0	0 (30	
First/Early Open 06:35:00	Tol (Min)	60	Public Holiday 1	00.00.00	0 00.00	0 00	30 False	00:00:00	0 00:00:00	0 0	30	
Last/Late Clone 17:25:00	Tol Mini	60										+
care care cross fritestes	isstead 1	-		07:00:00	25 17:00	00 25	30 1	00:00:00	0 00 00 0		31	
No Open for Day	Setup for D	ay		letter etter	Ine Innes	- dee	l'are t	1	1 1	11 11		
No Close for Day	As Previous	Dav			Ę.	Accept	1 C	moel As	Previous Day	1		
	-								Λ	-	Louis	35
	/							1				
							-					

- 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.

YOUR COMPANY NAME Control Search All Info Page Events Event Instructions Panel & Zones History Status Settings SMS Permissions Vehicles Site Map Status Seties Type Seties Type Type Seties Type Seties<	Hoom Maste
Search All Into Page Events Event Instructions Panel & Zones History Status Settings SMS Permissions Vehicles Site Map Status Setings SMS Permissions Vehicles Site Map Status Status <	Service Calls
Alerts Set Monitoring Events Series Type Parameters Alert Zone KeyNr Alertd Event Description Active Cycle Time (hrs) 24 Open & Close 7.5 System Test LE FTT System Fail to Test True Time 1 12:27:00 Tol (min) 60 Added: CRMAS 15/10/2009 12:27:00 Tol (min) 240	
water Participant Contraction Contraction	
Add Add Day Setup Test if signals System Test throug transminast Iast 24	any came h from the hitter in the hours
	Î Close

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

Permissions

TeWatch : Sit	te Info Mainten	ance								
				YOU	IR COMPANY NA	ME		Co	ntol Floom Ma	ate p
earch All Info	Page Events	Event Instru	ctions P	anel & Z	ones History Stat	us Settings SMS	Permissions	Vehicles Site Ma	p Service Ca	10
Site Id 01345	124 Ri	ver street								
Occupants		_								
lame	Ident	ityNr:	Belation	Se	x Lang Tel Nr	Cell Nr	Bemarks	Permit Nr	PermitDate	
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	1.20	I				175	the diad	MAST DS/10/201		-
Add	[1] Change						r mound per	International Procession	<u>_</u>	Close

- 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

TeWatch : Site	Info Maintena	nce						-	
			YO	UR COMPANY N	ME		atom f	Ebnizol Room M	aske _
earch All Info P	age Events E	vent Instructions	Panel & 2	Zones History St.	atus Settings	SMS Permissions	Vehicles	Site Map Service C	alls
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/ehicles									
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act 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

		YOUR COMPAN	YNAME	Control Ror	om Maste
atch All Info Pa	ge Events Ev	vent Instructions Panel & Zones History	Status Settings SMS Perm	issions Vehicles Site Map Sen	nce Calls
ite Id 01345	124 River	street	Regional Local	Site	
				Map Notes	_
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	[12 1	A River Street			
	- (0)		Anklor		
	P	1			
		Belacon 2 Belann I			
	-			Coordilates	_
	1.5	E		Latitude :	1 24.000
	Hitchen	Living Room Front Entencer		Longitude :	4 40.000
				🗃 Map Edir	
					n De

- 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.

		NEW CONTROL ROOM		 Control Master
arch All Into Page	Events Event Instructions Panel & Zones	History Status Settings Permissions Vehic	ies Site Map Service Calls	-
ite Id 00000	5 Estcourt Avenue	Regional Local Site	Google	Google Maps
Wierds Park Ext 5 Jar &	Exit 17 5 Eldoraigne Building Built Exit 47 10 ⁴ Eldoraigne N Edoraigne N	Hennopspark Ext 79 Hennopspark Ext 15 Ext 21 Hennopspark	Info Adress SEstcourt Avenue Suburb Centurion Reload	Site Address and Suburb
gasser here	numbers to a for an	Ext 67 Ext 7 B park Hennopspark Hennopsp Ext 48 Ext 50	New Security Company	Reload butto
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	and the second		I Stor	5

Service Calls

	YO	UR COMPANY NAM	Æ		_	Cont	rol Room Ma	ste
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Service Request History	Service R	Request Detail						
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	Item Ref Nr SC1 SC2	Description Labour Charge / Call o Traveling	out	Units Hr Km	Qty 1 100	Unit Rate 275.00 2.25	SubTotal 275.00 225.00	-
	Item Ref Nr SC1 SC2 SC3	Description Labour Charge / Call o Traveling IDS 400 Panel	out	Units Hr Km Units	Qty 1 100 1	Unit Rate 275.00 2.25 800.00	SubTotal 275.00 225.00 800.00	1
	Item Ref Nr SC1 SC2 SC3 SC4	Description Labour Charge / Call o Traveling IDS 400 Panel	out	Units Hr Km Units	Qty 1 100 1	Unit Rate 275.00 2.25 800.00	SubTotal 275.00 225.00 800.00	
-	Item Ref Nr SC1 SC2 SC3 SC4 Status New	Description Labour Charge / Call o Traveling IDS 400 Panel	sut	Units Hr Km Units	Qty 1 100 1	Unit Rate 275.00 2.25 800.00 Charge	SubTotal 275.00 225.00 800.00	141

Site Management

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0072	NCC00238	MARULANI APTEEK	JOHAN	781 1805	FOXTERIER	ROMED 2
0073	NCC00173	NORTHLITE	JOHAN OLIVIER	781 5703	ROOSMARYN	ROMED 2
0075	NCC00100	PIENAAR BROTHERS	DEON PIENAAR	781 5141/781 015	SALET	ROMED 2
0090	NCC00212	FEDMIS HUIS	D.S HALVORSEN	780 - 6134	GEEN KODE	ROMED 2
0093	NCC00010	BAFANA FINANCE	MJ FRAENKEL	781 7071	KYK BY NOTAS	ROMED 2
0094	NCC00196	SIMPLY SHOES	MAGRIETA	781 1403	KROKEDIL	ROMED 2
0095	NCC00313	MERIDIAN COLLEGE	KLAAS	781 6493	JA.	ROMED 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.

			YOUR COMPANY NAME		Control Room Mante
rch All Info Page Ev	vents Event Instruc	tions Pane	& Zones History Status Settings	SMS Permissions Ve	hicles Site Map Service Calls
e Search Vehicle Sea	sch Occupants Se	arch Servi	ce Providers Search Controllers SM	S Forwarding Site Alert Se	Iting: Area Search
				and a second second	and the second of the
uburb Town React	ion Area		T		
uburb	Count +	Site Id Nr	Site Name	Suburb	Town
nnin		0016	F.DU TOIT ADMINISTRASIE	PHALABORWA	PHALABORWA
ansberg		0024	R5-WINKEL	PHALABORWA	PHALABORWA
OSMOSPARK.		0025	STADSRAAD KWEKERY	PHALABORWA	PHALABORWA
ULEKANI		0033	BEARS STOOR	PHALABORWA	PHALABORWA
itteton Manor		0036	ENVIROBEST	PHALABORWA	PHALABORWA
utileton Manor		0046	SELATI MALL	PHALABORWA	PHALABORWA
AJENJE		0072	MARULANI APTEEK	PHALABORWA	PHALABORWA
ASHISHIMALE		9073	NORTHITE	PHALABORW4	PHALARDESKA
ASHISHIMANE		⁴ To se	and a sms to a	PHALABORWA	Printing a list
AMAKGALE		grour	or selection of	PHALABORW/	f clients in an
ANORAMA		group	of selection of	PHALABORWA	
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retoria			/	The second second	1 2 2
ELATI MALL	-1		Click for Client Name	RDC Radio Lin	t Export Este List
	2	V	and a law of		
	1	Gioup	SMS Sending Pass Word		
	Count List	Alsie	ss Key Holders		
				N i	5 8
					IL Lion
			Deceword box	Smc mac	sage hor

- 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	t
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		YOUR COMPANY I	AME	Cinntel Floom Masta
Search All Info Pag Site Detail Clienthr NCC00245 Site Id 0016 Name F.DU TOIT Address JANSEN A' Suburb PHALABOR Town PHALABOR Area AREA BT SMS Forward No Statue A Date Normal Instructions	Acc B016 Acc B016 Type institute ADMINISTRASIE VU 258 RWA RWA RWA RWA Re TIME/1999 Last E	Astructions Panel & Zones History S DEVET BOTHA Service Patol Service Contact DEWET BOTHA Code KOLLEGA Tel No 0126641188 Cell Nr 0824654976 Sector BRAV01 Cal ROME0 2 RN ROME0 3 Cal 0126646446 SMS Report No dr ERMAST 20/06/2008 22:40 38	Status Settings SMS Permissions Vehicle Call Identities Contr Type Call Id Ev List CELLSMS 0016 FSK 00073 FSK 00073 Image Key Holder List Image Key Holder List Image Coold FSK Output Output List Image Coold CJ BUTHA Tate Output CJ BUTOIT Tate	Alects Sat Alects Sat Alert Open & Close 7-5 System Test LE
Alt Contact Info Additional Instruction >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Stemp Alt Into	N Room Matter	Last Modified	Client button

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

		YOUR C	IMPANY NAME		Control Boom Master
it Client	t Infa				
earch [Client Info Payment Info Client Account	Dedit Order R	ecord Account Adjustments		
Client Inf	10	Sites Linke	be	_	
ClientNr	NCC00246 Account 0016				
Lang	Title T	Site Id	Site Name	Site Type	Service Type
Name	DEWET BOTHA	0016	F.DU TOIT ADMINISTRASIE	Institute	Patol Service
Tel Nr	781 2871 781 5850				
Fax Nr					
e-Mail					
Address	UANSEN SGL NABY HOSPITAAL, OORKANT DIE N.G KERK PHALABORWA				
Status	A 09/06/2000 Fill from Site				
Change S	Status Activate Suspend Erase	0	I and the second		
Last Mod	diled TFI 13/12/2007 16:07:06		and the change		
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14 4	🔸 🕨 🕥 Add 🔣 Chan	20			
	and the second second		Change button		
			Change batton		
				I Io Selected	Site Info
					at area

2. Now click on the Change button.

	YOUR COMP	ANY NAME		Control Boom Maste
it Client Info		Carlor and Carlor		
lient Info				
Client Info	Sites Linked			
ClientNr QTC02523 Account PHI0033				
Lang Title	· Site Id	Site Name	Site Type	Service Type
Name Frans	01345	124 River street	Residential1	Normal M&B
Tel Nr			1	
Faox Nr			1	
e-Mail		-		
Address	Clie	ent	Site	
		_		
-1	101345	124 River street	Residential	+
Status A 15/10/2009 Ell from St	Activate [Suspendi Erase	Treaserment	
Change Status Ashiets Counted For	e moroie I	interest and it		
Change Status Activate Suspend En	Accept	Cance		
Last Modified CRMAST 115/10/2009 08:43	40			
ELER MAR LAD	theorem 1			
	Anange		Cuon and hutton	
			Suspend button	
				and a second

- 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.

uTeWatch : Control Monitor	the second se		-	
	YOUR COMPANY NAME		Control Room	Maste
Action Dispatch Site Maps Std. Operation	s Grid View SMS Messages			
Active Calls: Site Id No Co EventDescription	Call Detail Date/Time Code Site Even DB Ref Nr Date/Time Code Site Even 253663 16/10/2009 10:31:15 02 Burglary Controller Remote Mo CSID 01345 Event burg Zone : KeuNr KeuNr KeuNr KeuNr	ent Description Alarm Operator CRMAST	Account Info Account No. Tel. PHI0033 Frans Keu Code	
	Installation Site 01345 124 River street 1	ype Residential1	Code Boesman	
	Contact Frans Reactor/#	a	Cal	12
Long Instructions	Suburb Lyttleton Manor Site Control Site	0126656336	Cell 0728798568	q
Short Instructions	Centurion	ent , tell him that you ca	init send any reaction	9
	Actions	10		-
	16/10/2009 10:31:15 Client Service suspended 16/10/2009 10:31:16 Burgley Alarm Suspended message	Proceed as per instr put	uctions QTCO 01255	2523 54644
-	Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0		1 1	-
Attended Busy	Call Site Info Guard Report B	emote Call Gar/ Rap	Action Note	Big
Attended Busy	Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0 ✓ Call Image: Stell Info Guard Report B	emote Call	Action Note	-

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

	YOUR COMPANY NAME	Centrol Room Maste
arch All Info Page Events Event Instru ite Id 01345 124 River street	ictions Panel & Zones History Status Settings	SMS Permissions Vehicles Site Map Service Calls
intact Info Sender Messages Sent Mess	Event Instruction tab page	
vent Type Tel No	Cell No Contact Person Kode Wo	Event Instructions
O Add Shame Sho	ert Instructions	Last Modified
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emporary Instructions Temporary Note Phone client , tell him that you can't send a Special Instructions Jurrent Active Temporary Technic Technology Technic Technology Technolog	ny reaction Expire 17/10 It ell him about the alarm and tell him that you can't send is suspended.	Technician Testing Technician Testing Set Site On Test SMS Event: Contact No. By Pass Lock On Event Event Zone
emporary Instructions Temporary Note Phone client , tell him that you can't send a Special Instructions Jurrent Active Phone client because he o: 19/10/2009	ry reaction Expire 17/10 t tell him about the alarm and tell him that you can't send is suspended. CRMAST 15/10/2009 10:30:04	V2009 Image: Contact No. d any reaction Image: Contact No. By Pass Lock On Event Event Zone
emporary Instructions Temporary Note Phone client, tell him that you can't send a Special Instructions urrent Active Phone client because he o: 19/10/2009 To & From Date A	ry reaction Expire 17/10 ttel him about the alarm and tell him that you can't send is suspended CRMAST 15/10/2009 10:30:04 Ctive or not Long Ir	Technician Testing 72009 d any reaction By Pass Lock On Event Event Zone Contact No. By Pass Lock On Event Event Zone Contact No. By Pass Lock On Event Event Zone Contact No. Contact No.
emporary Instructions Temporary Note Phone client , tell him that you can't send a Special Instructions Durent Active Phone client because he 16/10/2009 0: 19/10/2009 To & From Date t Call Info : 0000 Controller	CRMAST 16/10/2009 10:30 D4 CRMAST 16/10/2009 10:30 D4 CRMAST 16/10/2009 10:30 D4 Long In Fail to Test	Technician Testing V2009 IS For Set Site On Test For SMS Events Contact No. By Pass Lock On Event Event Zone Instructions

Contacts	Messages				
Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions
lurglary Alarm					Stuur dadelik reaksie
			If you have di	fferent	Instruction on burglary
🔿 Add 🛛 👸	Change		instructions different even	on ts	Last Modified CRMAST 16/10/2009 10:52:54
ompointy menoc	uunis			Expire 16/10/2009	Technician Testing
Temporary Note					Contact No.
Temporary Note Special Instruction	ns				
Special Instruction Current Active From: 15/07/2009 To: 15/07/2009	B				Event Zone

YOUR COMPANY NAME Control Room M Action Dispatch Site Maps Site Description Account Info Site Id No Co EventDescription Call Detail Control Face Holder Account No. Tel. 00000 00 Place Holder Control Face Holder Control Face Holder Control Face Holder 0011 Dirighary Alarm Control Face Holder Control Face Holder Control Face Holder 0013 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0013 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0013 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0013 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0013 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0014 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 0015 Burglary Alarm Control Face Holder Control Face Holder Control Face Holder 00016 Face Holder Control Face Holder Control Face Holder Control Face Holder 00017 Face Holder F	uTeWal	ch : Control Monitor		and the second se	Access in the second			
Action Dispatch Site Maps Site Decisions Gind View SMS Messagesi Active Calls: Site Id No Col Event/Description Account Info 00000 00 Rece Holder Date/Time Code Site Event/Description Account No. Tel 00000 00 Rece Holder Date/Time Code Site Event/Description Account No. Tel 00000 00 Rece Holder Date/Time Code Site Event/Durg Diperator/CRMAST Peter Crows 0000 00 Rece Holder Controller Remote Mo CS1D 0009 Event/Durg Diperator/CRMAST Peter Crows 2one Installation Site Reactor/All Rescont/All Code Rescont/All 2one Installation Manor Rescont/All Code Box Code Reference Suburb Enterin Manor Rescont/All Code Code Reference Suburb Enterin Manor Rescont/All Code Code Code Reference Switch to the Site's info Switch to the Site's info Instruction on burglary Instruction on burglary Totol 20001054/36 B				YOUR COMPANY	NAME		Control Roo	m Maste
Ske la No Co Ever/Description Account No. 1et 00000 00 Place Holder 0013 Burglary Alarm 0013 Burglary Alarm 0013 Burglary Alarm 0014 Ever/Description 0015 Burglary Alarm 0015 Burglary Alarm 0015 Burglary Alarm 0016 Ever/Description 0017 Burglary Alarm 0018 Burglary Alarm 0019 Place Holder 0019 Burglary Alarm 0019 Place Holder 0019 Place Holder 0010 District Place Flore 0015 Burglary Alarm 0018 Burglary Alarm 0019 Pick N Pay 1012225 1003 Pick N Pay 10402 Pick N Pay 10402 Pick N Pay 10402 Pick N Pay <th>Active</th> <th>Dispatch Site Maps Sid. Op Calls:</th> <th>erations</th> <th>Grid View SMS Messages</th> <th>Carlo Site Franc</th> <th>Description</th> <th>Account Info</th> <th></th>	Active	Dispatch Site Maps Sid. Op Calls:	erations	Grid View SMS Messages	Carlo Site Franc	Description	Account Info	
Burglary Alarm Controller Remote Mo CSID 0009 Event burg Operator CRMAST Pieter Crous Zone KeyNir Key Code Installation Site 0009 Pick N Pay Type Bussines Code Bok Contact Get Reactor/Alt Call	Site Id N	00 Place Holder	1	253670 16/10/2009 1	0:54:35 02 Burglary A	Jam	SA001 012 22	51177
Installation Site 0003 Pick N Pay Type Bussines Code Bok Contact Gert Suburb Lifteton Manor Reactor/All Event Coll 002 448 5988 Reactor Address Lifteton Manor Switch to the Site's info Date Time Action Total Coll 002 448 5988 Refetered Date Time Action Total Total Coll 002 448 5988 Refetered Total Coll	10mg	Burglary Alarm		Controller Remote Mo CStD	0009 Event burg KeuNr	Operator CRMAST	Pieter Crous	_
Contact Gent Subusb Litteton Manor Reaction 85 Robyn Straat Citleton Manor Switch to the Site's info Actions Date Time Action Date Time Action Remarks Reference Instruction on burglary				Installation Site 0009 Pick N Pay	Typ	pe Bussines	Code Bok	
Suburb Litteton Manor Reaction 85 Robyn Straat Littleton Manor Switch to the Site's info Actions Date Time Action Remarks Total 2009 10:54:36 Burglagy Alarm Det Instruction on burglary				Contact Gent	Reactor/All	1	Cal	X
Address B5 Robyn Straat Address Littleton Menor Switch to the Site's info Actions Date Time Action Remarks Reference 16/10/2009 10:54:36 Burglagy Alarm Det Instruction on burglary			11	Suburb Litteton Manor	Event 🚝	0128646446	Cell 082 448 5988	9
16/10/2009 10.54:36 Burglay Alarm pret Instruction on burglary				Switch to the Site's in Actions Date Time Action	nfo	Remarks	IRefe	tence.
control port of port of port of				16/10/2009 10:54:36 Burgle	ey Alarm	Instruct	ion on burglary	
Code 2 Code 4 Code 6 Code 8 Code 0			1	Code 1 Code 2 Code 5 Code 2 Code 4 Code 5	Code 7 Code 9 Code 8 Code 0			
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		YO	UR COMPANY NAME	9	Control Floom Maria
earch All Into Page	Events Event Inst	ructions Panel &	Zones History Status	Settings SMS	Permissions Vehicles Site Map Service Calls
ite Id 0016	F.DU TOIT ADM	NISTRASIE			
ontact Info Sender	Messages Sent Me	ssages			
Contacts				-	and the second se
vent Type	TelNo	Cell No	Contact Person	Kode Woord	Event Instructions
Add d emporary Instruct Temporary Note	Change	that th away.	e client is going	xpire 16/10/2009	Last Modified Technician Testing III Fet Site On Test I⊽ SMS Events
Special Instruction	JUST MAJ	RRIED BE AWAY	FOR A LONG TIME		By Pass Lock On Event
Current Active From: 08/11/2006 To: 30/11/2006	13				

Activating	the	Susi	pension	feature	as	discussed	earlier.
		~ ~ ~ 1					

Into & Parameters Invoice Into Licencing and Agreement Lan	guage Translations
Institution Info Client Nr ClientId Data Set Id Currency Type Inst Gw1879 YOUR COMPA OT Client YOUR COMPANY NAME Contact MALCOLM Cell +27 83 455 0676 Tel Fax Data System TIELMAN RODS Cell 082 331 7722 Postal Address Code Street Address	System Parameters Date Format Country Code Skip Auto True Note No Auto logout dd/mm/yyyy All Sites in Remote Call All Sites in Remote List Active Suspend Short DB Reference No. of Digets Active Suspend Short Call Level Limiting Level limiting Active Call List View Limited SMS Lock Out Time SMS Delivery Report (Minutes) Max Call Time (Dead Man's Latch) Time (Min) Cell No. Client Logo Sound Settings Sound Settings Country Code Skip Auto True Note No. Auto logout All Sites in Remote Call Active Suspend Active Suspend Instructions to be displayed on the control monitor Screen on incoming
Homing Acc DD No DD No Branch No Acc No Inst. User Id	Speaker External Screen Settings Wide Screen Streen Suspended clients. System Language Change Language
	Change
	Change button

- 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.

8. 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.



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- 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.
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- 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.

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

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Special Instructions Current Active Phone client tell him about the alarm and tell him that you can't send any reaction By because he is suspended For 19/10/2009 B	Set Site On Test IV SMS Events
Cell number	Aact No. 0823317722 Pass Lock On Event ent Zone
	119

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

- 2. 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.
- 3. 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

1. On the Control Monitor Screen click on the Remote Call button

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- 2. Choose the site where the client is testing his signals.
- 3. In the Call Site Event drop down box, choose Client system test.
- 4. Put in the client's name that is busy testing.
- 5. Put in a Caller Reference.
- 6. Click on Confirm.
- 7. The Client System test will appear on the control monitor screen.
- 8. 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.
- 9. 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.
- 10. A report can be print about the testing as well.

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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.

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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.

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			YOU	R COMPANY NAM	E	-	Control Room Maste
earch All Into Page iite Id 0009	Pick N	Event Instruct	stions Panel & Z	ones History Statu	s Settings SMS	F	Permissions Vehicles Site Map Service Calls
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- 6. 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.
- 7. 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.

- 8. Put in the Zone, for example 003.
- 9. 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

- 1. 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.
- 2. Go to the Site where you want to change the Site Id.
- 3. Click on the Client Button. See next page for an example.
- 4. Click on the Add button on the right hand side underneath Sites linked.
- 5. Enter the new Site Id, Site Name, Site Type
- 6. Then click on accept.
- 7. Click on the Close button.

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

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Printing Site Info

- 1. On the Main menu click on the Site Info Print button.
- 2. Choose the Site witch 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 the 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.

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NCC00020	025	KIRRATIZIDIS		1010210	A	\backslash
NCC00027	036	ENVIROBEST	7765		A	V
NCC00089	155	GROENSKOOL	4457		A	Client Listing
NCC00090	0005	Mike's Tune Up Centre		781-2188	A	@ By Account No
NCC00091	0006	BANK KAFEE (MEAT MARKET)	1234		A	
NCC00095	0189	JOHAN (SEUN)		781 3155	A	C By Elient Name
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- 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

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	<u>As</u>	Service Request	A Service Request	Service Request B Call Report Pr	Service Request Call Report Print List

- 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

and the second se		YOUR COMPANY	NAME	Control Borren A
ary Entries				
Oo Actions System Diary Entrie	8			
Action Date	Actio	ons To Do		
Quick Date : 30/10/2009	Time	Site Name	Reminder Note	
Date Day				
22/10/2009 Thursday				
23/10/2009 Friday		Λ		
24/10/2009 Saturday		/ \		
25/10/2009 Sunday			7	
26/10/2009 Monday		Reminder		
27/10/2009 Tuesday		-	-	
28/10/2009 Wednesday				
29/10/2009 Thursday				
30/10/2009 Friday				
31/10/2009 Saturday				
01/11/2009 Sunday	- 11			
02/11/2009 Monday				
03/11/2009 Tuesday				
04/11/2009 Wednesday				
05/11/2009 Thursday				
06/11/2009 Friday				
07/11/2009 Saturday	-1	in I say 1		
		Add the Change		
				D Chur I
				T Plose

- 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.

Quick Date: 27/10/2009 5 Time Ske Name Remin Site Reminders Ste Data	dar Nota
Site Reminders	veter Aloha
Can Data?	GET TRAC
ane Detan	
Site 0016 F.DU TO	IT ADMINISTRASIE
Site Id Site Name Contact DEWET BOTHA	Type
000000 This Company Beaction LIANSEN AVI 258	- Tel No 0126641188
0005 NAMAKGALE FOUNDATION - Address	0924654976
0007 TEST	
0008 Pick N Pay Pta	- Code KULLEGA
0009 Pick N Pay Reminder Detail	
Time Reminder Note	
1005 PLADSRAAD KWEKERY	1
ARS STOR	
0036 NVIROBEST +	Trancel V prem -
05/11/2 Thursday	
US/11// Fnday	
Contra Saturday	Cancel
I Choose the site I Choose the	

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

odes & Descriptions						
						A CONTRACTOR OF THE OWNER
		Event 8	Cod	es		
ist Name	-					
BI Super Fast	-	Event I	Code	Description	Key Zone Auto Event Tu	00
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uto Monitor					-1 Francisco and Artes	
lient Request						
elSecur Basic	1					
liary Reminders						
DS Contact ID	-					
mpulse 3000						
n Call Identity						
P Base FBI List						
RC Transceiver	-					
Add B Change		02	04	Send technician to site	F F Diary Ren	ninders.
			ccept	Cancel	Print List Font Change	MS Sans Serif 👱
						in and
						No. A. Landardon M.
	BI Super Fast BC Tranceiver uto Monitor lient Request elSecur Basic sty Remindent IS Contact ID nputse 3000 o Call Iden/ity Pase FBI List BC Transceiver Add	BI Super Fast BC Tranceiver uto Monitor lient Request elSecur Basic say Reminders DS Contact ID npulse 3000 o Call Idenbty Plase FBI List RC Transceiver	BI Super Fast C Tranceiver uto Monitor lient Request elSecur Basic say Remindent IS Contact ID npute 3000 o Call Identity Base FBI List RC Transceiver Add C Change	BI Super Fast C Tranceiver uto Monitor lient Request elSecur Basic Say Reminder DS Contact ID nputse 3000 c Call Iden/My Base FBI List RC Transceiver Add C Change 02 04	BI Super Fast BC Tranceiver uto Monitor lient Request elSecur Basic listy Reminders IS Contact ID nputse 3000 c Call Iden/ity Passe FBI List RC Transceiver Add Call Change 02 04 Send technician to site Cancel	BI Super Fast C Tranceiver uto Monitor lient Request elSecur Basic lisay Remindent IS Contact ID npute 3000 o Call Identity Base FBI List RC Transceiver I 02 04 Send technician to site I Dissy Remindent Accept I Cancel Print List Font Change

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.

Quick	k Date :	04/11/2009	13	DanTime	Note1	
Date D	ay	Day Type	-	DayTille	NUET	
30/10/2009 F	riday	Friday				
31/10/2009 5	aburday	Sahaday				
01/11/2009 5	unday	Sunday				
02/11/2009 M	fonday	Monday		5		
03/11/2009 T	uenday	Public Holiday	_	Ch	and the day, then alight	_
04/11/2009 W	Vednesda	y Wednesday		- Cho	oose the day, then click	
05/11/2009 T	hursday	Thursday	-	on t	he change button.	
06/11/2009 F	riday	Friday		Chc	ose public holiday from	
07/11/2009 S	ahurday	Sahaday		the	dron down list	
08/11/2009 5	unday	Sunday			arop down list.	
09/11/2009 M	fonday	Monday			ck on Accept.	
Modified TR	ſ	1/05/2005 22 47 3	8			-
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Daily Alerts	Setting					
Started :				1		
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Job Card Help

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	YOUR COMPANY NAME	Control Boon Maile
Indian Dispetch Site Maps Std Opera Active Calls: Site Id No Co EventDesception 2000 Place Holdes	tional Eard View SMS Messages Call Detail OB Fiel Nr. Date/Time Code Site Event Description [0000001] 10/11/2005 10:21:48 [00 Place Holder Controlles PH DSID Event DescriptionNOUSE	Account Info Account No. Tel R Auto Inset - No Info
	Installation Site O0000 Auto Insett - AutoMon - No Info Type [Residential]	Eode
	Contact Reactor/Alt	Cal AL
	Access Non Succeed State	1
	Action Date Time Action Bemarks 20/06/2007.13.17.19 Additional Call received Previous Call rite	Reference nded to 242340
	Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0	
amonded Busy	Call Site Info Guard Report Bernote Call	Action Note
ast Cal Info : 0000 Contro	der Fail to Test	Call Button

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

	YOUR COMPANY N	IAME	Control Floom Mante
ction Dispatch Site Maps Std. Operation	a Grid View SMS Messages		
Active Calls:	Call Detail OB Bet Nr Date/Time	Code Site Event Description	Account Info Account No. Tel
Place Holder	0000001 10/11/2006 10:	21:48 00 Place Holder	
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0000 Auto In	sert - No Info	Reaction Pretorius straat 667	- Tel No 012 221 8988
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0008 Pick N	Pay Pta	Call Site Event Caller I	ld Caller Ref.
0009 Pick N	Pay	Service Call Booking	0123352268
DOTTA PC LEC	Site		S Cancel Confirm
Americana			1

- 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.

	YOUR COMPANY NAME		Control Filmon Manle
ction Dispatch Site Maps Std. Operations	s Grid View SMS Messages		and the second se
Active Calls: te Id No Co EventDescription OD O Place Holder	Call Detail Date/Time Call 0B Ref Nr Date/Time Call Ca	de Site Event Description 3 Service Call Booking	Account Info Account No. Tel SA001 012 225 1177
Service Call Booking	Controller Hemote Mo CSID 0008	Event SERV Operator CRMAST	Pieter Crous
/	Zone:	KeyNa	Key Code
/	Installation Site 0008 Pick N Pay Pta	Type Bustines	Code Bok
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	Suburb Pretoria	Site T UN2 221 ESEM	Cel 082 333 5555
Booking	Address Pretona Central		
	Actions		
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	Code 1 Code 3 Code 5 Code 7 Code 2 Code 4 Code 6 Code 8	Code 9	
Annendant Busy	Code 1 Code 3 Code 5 Code 7 Code 2 Code 4 Code 5 Code 8	Code 9 Code 0 Report Bemote Call	Action Note Bilde

- 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.

		YOUR COMPANY NAME			Convitol Risson	Made
ction Dispatch Site Maps Std Ope	ations	Grid View SMS Messages				
Active Calls: Reld No Co EventDescription 0000 00 Pisce Holder 003 Million Service Call Booking		Call Detail Date/Time Cod 0B Ref Nr Date/Time Cod [253223] [13/10/2009 15:58:23] 09 Controller Remote Mo CSID 0008 Zone:	site Event Service Cr ivent SERV	Description If Booking Operator[CRMAST	Account Info Account No. Tel SA001 012 225 Pieter Crous Key Code	1177
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	1	Suburb Pretoria	Site 🕿	012 121 B900	Cel 082 333 5555	- 0
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		Area Non Grouped Sites				
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		Alarm is not arming	(Room Mast	er		-
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Allencied Busy	-	V Cal De Ste Into Ded Re	post <u>R</u> em	ote Cal		BB
un cultula loone loo		Le la				

9. Now you can type in what the problem is and click on the save button. Page 52 of 85

	1	n	JUH LUMPA	NY NAME	[]		Contra Protein Inter
Dbase 55 Types	At Users	(Security	(B) Setup	Set Sound	Venty Data		
antrol Room		Admin Func	tions		Ter	chnical Services	March Call
Control Monitor	Diany En 2	Site Int	lo Maintenanci	- 	Pa	nei Info Maintenano	e
Archive Calls	7			2	Ha	Shill Report	Ê.
Schedules	Vi Bi	ew In calls	S		-	of all the point	Engineering Report
			-				Site Info Print
	Shift Report						Debit Order Processing
							A Log-

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.

		1	YOUR COMPANY	NAME		Control Roum Mante
new Calls		_				
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C Event					1	
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C Site Id (Sender)		drop	down box			
C Site Id - Eveni		>				·,
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13. Choose Service Call in the Event Type drop down box. Page 53 of 85

- 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.

			YOUR COMPANY N	AME			Control Floom Maste
ew Calls							
View selection by	OBRel No	Controller	Date Time	Site Id	Event	Event Description	
Controller	253223	Remote M	on 13/10/2009 15:58 2	3 0008	SERV	Service Call Booking	
* Event							
Evenil Code							
See Id (Sendel)							
E Frank Time							
Service Cal	Site : 0008	1	Pick N Pay Pta				
Date Range	TimeStamp 13/10/2009	15 58 23	Action Service Call Booking	Re	marks at		Reference UserId
ate Range	13/10 Serve	ce Request	Instructions			. I. F.	
a 13/10/2009 15 Shit Report (From Date)	Loo	k if there is	something wrong on the	panel	_		
G Day C Night	Alarm -		Cancel	Inst	ruction	ns to the techni	cian (optional)
				_	_		3
					-1	1	
			124	er, steam	2	Chiffeputh 🛓 Ba	rud Jillia

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

	1
Printer Name: WeserverVEPSON EPL-6200L Advanced Properties Status: Ready Type: EPSON EPL-6200L Advanced Where: LPT1	ing
Convert Part large C All C Part large C All C Part large C and C Part large C all C Part large C all C	Print box
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	Print Print Properties Properties Properties Status: Ready Type: EPSON EPL-6200L Advanced Where: LPT1 Comment Copies I - Copies Number of copies: I - Copies I - Copi

Page 54 of 85

19. Now a printing box should appear. Choose the printer you want to use.

20. Click on the OK button.

	Print button	1 7
YOUR	COMPANY NAME	1
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5/3 Xee Tee 5/9		-
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Personal Description (Description	dji hans	_

- 21. A preview of the Service Call Booking Report will appear. Click on the Print button.
- 22. This is a blank Job Card page witch the technician will use to do the Service Call.
- 23. It will give the technician all the client's details, the panel and zones installed and also provide a place to fill in the start and finish times, the kilometres travelled and the things that was used to complete the Service Call.
- 24. He will be able to put in his name and allow the client to sign for the service call.
- 25. All accepted Service Calls gets stored at each site's info on their Service Calls page.
- 26. After the technician has completed a Service Call, the information witch was filled in on the Job Card form can be added to the system by either going to that particular client's Site info on the Service Calls tab page or by going to the main menu and clicking on the Panel Info Maintenance button, then on the Service Calls tab page.

	YOUR COMPANY NAME		Control Room Maste
arch All Info Page Events Event Instruct te Id 0008 Pick N Pay Pta	ons Panel & Zones History Status Settings Permissio	ms Vehicles Site Map	Service Calls
ervice Request History ervice Call Nr Open Stamp TJ00006 21/05/2009 10:16:03 TJ00007 18/06/2009 13:28:51 TJ00009 13:/11//2009 16:06:0	Service Request Detail OpenStamp JobCardNr OBRetNr OpenStamp 0TJ00009 253223 13/10/2009 16/1 Request Service Call Booking Gent 012335226 Remove from Action Roll Actions concluded Alarming	OpenUserId CRMAST	Service Ca tab page
	Technician Scheduled Work Done	0.0 StatTime	leted / / III
	Item Ref Nr Description SC1 Labour Charge / Call out SC2 Traveling SC3 Spare Parts SC4	Units Oty Unit Hr Km Units	t Rate SubTotal <u>*</u>
3	Status New PayMethod	Total Cha	rge 0.00
	+ rod B Change	A Service Request	<u>î</u> Qose
est Call Info : 0000 Controller P	al to Test		

Panel Info Maintenance	213
Service Request	
Service Request History	Service Request Detail
Status All ·	Site Id 0008 Pick N Pay Pta
echnician 👻	JobCardNr OBReiNr OpenStamp OpenUterId
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CONTRACTOR OF STREET, STRE	Work Done
15/00007 18/06/2009 13:28:51	
12/10/2009 12:08:00	StartKm 107,200.0 EndKm 107,300.0 BilKm 100.0 StartTime 08:00.0 EndTime 17:00.0
TJ00009 13/10/2009 16:06:01	Unit Rate SubTotal
	SC 501 1 275.00 275.00
	SC 100 2.25 225.00
	SC Traveling 1 800.00 800.00
	IDS Panel
	Beams
	Total Charge 1,300.00
	Re Arrent B Carriel Ra Carrier Research
	El Service Request
	II has

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.

arch All Into P			
te Id 0008	age Events Event Institu	uctions Panel & Zones History Status Settings Permissions Vehicles Site Man Servic	e Calls
	Pick N Pay Pla		
ervice Reque	st History	Service Request Detail	
ervice Call Nr D	Inen Stamp	JobCardNr OBRetNr OpenStamp OpenUserId	-
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TJ00007 1	8/06/2009 13:28:51	Request: Service Call Booking : Gert . 012335226	
1100009 1	3/10/2009 16:06:0	Alam is not aming	
		Technician Innois	3/10/2009
		Work Done	311012000
		StartKm 107,200.0 EndKm 107.300.0 BillKm 100.0 StartTime 08.00.0	EndTime 17:00
		Item Ref Nr Description Units Oty Unit Rate	SubTotal _
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at Call Info : Wolfde I State anel: Sereors Stock List Stock No SC1 SC2 SC3 SC4 SC5	0317 Guard Fai intenance Installers Service Requ Description Call Out Traveling FSK Radio IDS Panel Beams	Al to Report Unit Stock Inventory Stock Detail Stock Detail Stock Type Parts Unit Type Nr Last Supples IDS Last Buy Date 7 7 Stock Level 5.0 Units On Date 0.0 ExpectDeDate 7 7 Itaits to Stock	7
st Call Info : Weite a latent vanel Info Ma nels Sensors Stock List Stock No SC1 SC2 SC3 SC4 SC5	0317 Guard Fai intenance Installers Service Requi Description Call Out Traveling FSK Radio IDS Panel Beams	Al to Report Uest Stock Inventory Stock Detail Stock Type Pats UnitType Nr Latt Supplier IDS Last Buy Date / / Stock Level 5.0 Order Level 0.0 Unite On Dader 0.0 ExpectDedDate / / Units In Stock	2 3 5.0 880.00

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.

Status All Image: status Site Id OpenStamp OpenS		DELVICE H	equest Detail							
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- 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.

	r List	Info		
		Code 067 N	lame Jannie	
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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.

	Access level	TOUR COMPANY NAME		[LOIDIS HI
			System Managemen	nt
Jser Regi	stration			_1
UserId	User Name	Acc Lev Group	Reaction Area	Code1 Code2 +
CR	Controller	5 CONTROL	Non Grouped Sites	
CRMAST	Control Room Master	8 MANAGEMENT	Non Grouped Sites	10000
FS	Felicia Simons	8 MANAGEMENT	Non Grouped Sites	
JD.	Joine Duvebage	6 CONTROL	Non Grouped Sites	
15	Level 5	5 CONTROL	Non Grouped Sites	
MADINAV	Marina Viscor	9 MANAGEMENT	Non Grounad Sites	
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56	SANETTESTEYN	6 TELHNILAL	Non Grouped Sites	
IR	Tielman Hoos	10 MANAGEMENT	Non Grouped Sites	A 14 14
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-				
-	Add User BEdil User	- Delete User		
12.4	1 1			
/				IL Close
cer	Edit User	Delete User		7
301	Luit User	Delete User		1

- 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, witch 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.

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System Log-in Register

ession	Data Set	Uter	Logn Time	Logoul Time	Duration	Functions Executed
76	YOUR COMPA	CRMAST	29/09/2009 13:55:53	29/09/2009 16:07:52	2199 -	16:32:26 : QuTeWatch : Types Setup
77	YOUR COMPA	CRMAST	29/09/2009 16:08:19	29/09/2009 17:27:58	1.327	16:44:58 : QuTeWatch : Controller Setup
78	YOUR COMPA	CRMAST	30/09/2009 13:35:02			16.51:25 : Sustem Security
79	YOUR COMPA	CRMAST	30/09/2009 16:33.45	30/09/2009 16:58:30	0.412	16:52:28 : System Login Register
80	YOUR COMPA	CRMAST	01/10/2009 16:36:04	01/10/2009 16:52:12	0.268	Δ
81	YOUR COMPA	CRMAST	12/10/2009 12:03:34	12/10/2009 17:48:07	5.742	
82	YOUR COMPA	CRMAST	13/10/2009 09:25:21	Carlier Charles Charles Charles		
83	YOUR COMPA	CRMAST	13/10/2009 10:52:18	13/10/2009 15:14:05	5,363	
34	YOUR COMPA	CRMAST	14/10/2009 09:01:23	1		
5	YOUR COMPA	CRMAST	14/10/2009 09:05:31			
36	YOUR COMPA	CRMAST	14/10/2009 09:29:00	14/10/2009 17:18:04	7.817	User CRMAST
87	YOUR COMPA	CRMAST	15/10/2009 08:37:04	15/10/2009 12 55 38	4.309	want into Tymes Cotyn
18	YOUR COMPA	CRMAST	15/10/2009 14:01:41	15/10/2009 15:00:59	0.988	went into Types Setup,
39	YOUR COMPA	CRMAST	16/10/2009 08:33:40	16/10/2009 08:52:55	0.32	Controller Setup. User
30	YOUR COMPA	CRMAST	16/10/2009 08:54:18	1		Registration System
31	YOUR COMPA	CRMAST	16/10/2009 08:57:10	16/10/2009 08:59:54	0.045	Registration, System
12	YOUR COMPA	CRMAST	16/10/2009 09:00:25	16/10/2009 14:36:09	5.595	Security and System
33	YOUR COMPA	CRMAST	16/10/2009 14:37:39	16/10/2009 14:38:32	0.014	Login Register
4	YOUR COMPA	CRMAST	16/10/2009 14:43:33	16/10/2009 16:23.47	1,67	1 0 0
-	YOUR COMPA	CRMAST	16/10/2009 16:32:12			

1. To keep track of witch 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

UNI EWarch Mai Teamical Teacon Meredaneril Svelen bredament II Whites Control Room Julminurshop Hide Maste - 0 × System Security User : Conitrol Room Master **QuTeWatch Security Co Manager** Access Excl Modify Add Form Name Dock BitBtn Button Module Main Menu Function ٠ 10 Fie 11 1 GENERAL False False 1 5 18 Log-Off 11 5 QU19FormFm False False Control Room 3 False True ControlGB Contro 20 4 11 3 CONTROL 21 Control Monitor 4 11 4 4 CtrlRoomFm True True CRCtr/ScreenBin 22 View In Calls 11 6 6 CalViewFm True True CRCalView8tn Contr 4 23 11 7 Controller Setup 7 7 SetupFm True True CRSetUpBtn 24 Diary Entries 11 6 6 C4DiaryFm False True CRDiary8tn Eanin alse False 25 Special Reports Modify level Add level Archive Calls alse True CRArchiveBtn 26 TypesFm Arch 28 Types Setup 8 11 8 True False 30 Administration 11 4 ADMIN False True AdminGB 5 31 6 SiteEditFm True True AdmSiteBtn Site Info Maintenance 11 Reacti 32 **Dient Into Maintenance** 11 6 6 CIntEditFm True True AdmClientBtn 36 ank Branch Maintenance 11 7 7 T8BankBrFm False False 5100 chnical 6 6 TECHNICAL False True TechServicesGB 11 In Calls 6 True True TSCall/iewBln 11 6 CalViewFm 6 6 T6FormFm False True T6PanelBIn Site Info Maintenance Access Level 6 6 Q47SpesRFm False False 50 Reaction 5 11 5 5 REACTION False True ReactionGB 国山 Change Authorisation level og-Off Elose Last Call Info : 0317 Guard fail to Report

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

Quite Watch : Application Parameters	
Institution Info Client Nr ClientId Data Set Id Currency Type Inst: Gw1879 YOUR COMPANY NAME Contact MALCOLM Cell +27 83 455 0676 Tel Fax Data System TIELMAN ROOS Cell 082 331 7722 Postal Address Code	guage Translations System Parameters: Date Format Country Code Idd/mm/lypyy +27 Jump To Remote Call Confirm Call Image All Sites in Remote List To Code Level 02 LockDut Call Multi Activation Grp Prefix No. of Digets Prefix No. of Digets Image Type Grp Operator Call Level Limiting Level Limiting SMS Delivery Report Code Max Call Time (Dead Man's Latch) To Code Level To Code Level Time (Min) Cell No. To Code Level Speaker External Single
Homing Acc DD No DD ND	Suber Settings ☐ Wide Screen ☞ Age Colours ☞ Multi Act Colours System Language ☐ Change Change
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.

& Parameters Invoice Info Licencing and Agreement Lang stitution Info	puage Translations Sustem Parameters
ent Nr Clentid Data Set Id Currency Type Inst W1879 YOUR C Confirm Call ent YOUR COMPENT READE Instact Short OB Reference	Date Format Country Code Skip Auto True Note ✓ No Auto logout dd/mm/yyyy +27 ✓ Jump To Remote Call Confirm Call ✓ All Sites in Remote List ✓ To Code Level 02 ✓ LockOut Call ✓ Short 08 Reference Multi Activation Gip Prefix ✓ No. of Digets ✓ Type Grp Øberator Call Level Limiting Active Call List View Limited Event List Limited SMS Lock Out Time SMS Delivery Report Code SMS Lock Out Time
SMS Lock Out Time	(Minutes) Max Call Time (Dead Man's Latch) Time (Min) Cell No. To Code Level
Max Call Time	Client Logo Sound Settings Speaker External Single Screen Settings
anch No Acc No st. User Id	✓ Wide Screen IV Age Colours ✓ Wide Screen IV Age Colours System Language ✓ Change Language
	Change
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- 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.

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Homing Acc D0 No Screen Settings Branch No Acc No Wide Screen IF Age Colours IF Multi Act Colours Inst. User Id Image Image Inst. User Id Image Image Image Image Image <td>Institution Info Date format Dient Ni Client Ni Client Clientid Gw1879 YOUR COMPANY NAME Contact MALCOLM Country Code D0676 Tel Fax Uata System TIELMAN ROOS Jump To Remote Call Code Street Address</td> <td>System Parameters Date Format dd/mm/yyyy +27 +27 Continue Call Continue Call No. of Diget Paralle Active Suspend Multi Activation Grp Paralle Active Suspend Multi Activation Grp Block Time (Min) Cel No Sound Settings Speaker External Single</td>	Institution Info Date format Dient Ni Client Ni Client Clientid Gw1879 YOUR COMPANY NAME Contact MALCOLM Country Code D0676 Tel Fax Uata System TIELMAN ROOS Jump To Remote Call Code Street Address	System Parameters Date Format dd/mm/yyyy +27 +27 Continue Call Continue Call No. of Diget Paralle Active Suspend Multi Activation Grp Paralle Active Suspend Multi Activation Grp Block Time (Min) Cel No Sound Settings Speaker External Single
Change	Homing Acc DD No DD No DD No Inst. User Id	Screen Settings Wide Screen Age Colours Multi Act Colours System Language Change Language
Quore		t Change
		Quose

- 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

	Contro	oller list ta	ible		Co	ntrolle	rs tab pa	ige		-						
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vents	: : Lists, C	od Descrip	tions Protoco	Alerts	Controller	8										1
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2	True	CELLSMS	FSK Fake	CS01	10	COM1	115200	8	0	0	0	10	180	Falte	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	True	MAMI	FPS Mami	MAMI	45	COM2	4800	8	0	0	2	13	36	False		
5	False	TX5000ST	RDC NewSt	07	50	COMT	9600	8	0	0	0	13	10	False		
6	False	TX5000ST	RDC Std	09	50	COM2	9600	8	0	0	0	13	10	False		1
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	Û	0	13	10	False		
9	False	REMOTE	Remote Mor	RC	15	COM6	9600	8	0	0		10	72	False		
10	False	AUTOWATC	AutoMonitor	AW	1	11.1COM	1200	8	0	0		-	72	False		
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Com Com Com Com Com Com Com Com Com Com	Con Cyc ms param Port /Stop Bit	amelers nected Type le Time T neters COM1 = s 8 = 1 B Chang rt	e SMS Monit Message St Rate it Cor Change	ring ander 115200 Flow Control nnected to ge buttor	Id FSK F Store RTS E	ake In Signal Nore Cor Typ dow	Add F	Prefix Insert art Che		Phefix selers End Co	K Start S 10	Event Iting I Leng La	t List CelS	ecur Ba ip=1 ck Char 077	Event List Drop down box	n

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 witch 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 witch 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

				YOUR	COMPA	NY NAME							C	whol Round Mas	e
nts ; Li	ists, Codes & D	escriptions Prot	tocols Alert	ts Controller	12								-		
Cor	nnect Type	Identity	EventL	ist Cycle	Port	Baud Rate	Data	Stop	Parity	STx	ETx	Len A	ck Reg St	Start Str	
1 Fal	se FBICP2	20. FBI ProSe	ec 39	25	COM1	9600	8	0	0	10	13	28 6	False		
2 Tru	e CELLSN	IS FSK Fake	e CS01	10	COM1	115200	8	0	0	0	10	180	False	at+cip=1	
3 Fal	se INCALL	D In Call Id	CLRQ	10	COM3	56000	8	0	0	Û	10	40	True	ats0=0&cid=1	
4 Tru	e MAMI	PPS Man	ni MAMI	45	COM2	4800	8	0	0	2	13	36	False	_	
5 Fal	se TX5000	ST RDC Nev	wStc 07	50	COM1	9600	8	0	0	0	13	10	False		
6 Fal	se TX5000	ST RDC Std	09	50	COM2	9600	8	0	0	Q	13	10	False		_
7 N	Message	Er	07	50	COME	9600	8	0		0	13	10	False		
8 5	Sender bo	x FA	Auto In	sert box	M7	Add Pr	efix	box	0	Pre	fix t	DOX	1		
2	Connected 5	7 Type SMS Mo	e Sender	Id FSK	Fake e In Signa	Add Add	Prefix	V F F	Prefix	K Start St	Event ring	List C	elSecur Bar +clin=1	sic 🔳	
	Cycle Time	in meresge											Contract of the second se		
omms (xmm P	Cycle Time parameters ort COM1	Beud Ra	ke 115200	▼ Pari	ly None	T SI	x Data art Ch	paran ar (neters End	10	Leng	h[180	Ack Char	e [
omms (omm Pi ata/Str	Cycle Time parameters out COM1 op Bits 8 _	Beud Ra	ite 115200 Flow Con	Pari trol RTS 6	ly None Enable	r r r s	x Data art Ch	ar (neters End	10	Leng	th 180 st TR	Ack Char	£ 0272004 09:203	57
omme (omm Pr ata/Str + (+	Cycle Time parameters ort COM1 op Bits 8 _	Beud Ra	Re 115200 Flow Con	Pari trol RTS 6	ly None	s s	x Data art Ch	ar (End	10	Leng	th 180 st 178	Ack Chan	: 102/2004 09 20 1	57
omms (xmm Pi ata/Str	Cycle Time parameters ort COM1 op Bits 8 *	Beud Ra	ite 115200 Flow Con	Pan trol RTS E	ntrol I		x Data art Ch	ar (e Ty	End	10 a pa	Leng La	th 180 st TR eters	Ack Char	1 02/2004 03 20 1 1 Close	57
otntns (mm Pi sta/Str	Cycle Time parameters ort COM1 op Bits 8 do Baud 1	Beud Ra	Re 115200 Flow Con	Pan trol RTS F	ntrol 1		x Data art Ch	ar (e Ty	End	a pa	Leng La	th 180	Ack Char	: 02/2004 09 20 1 <u>Î</u> <u>C</u> lose	57

- 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.

Event L	ists 🖌		Event	\$ Co	des	Importance	Code	Events in Even	nt List
its No.	Litt Name	-	Event	1004	Description	Key	700	The Israe	
2	FSK Zones		000	09	Auto Test		Titue	Controller Test	
13	QTTele Zones		001	04	Cancel by keyholder 1	001	True	Cancel by Keyholder	A to Column
14	Dial-In Zones		002	04	Open Up		True	Open	Auto Column
6	Vacant		003	01	Emergency	1	Fals	e Panic	-
17	TX5000 - Std		004	05	Points missed		Falo	e Guard Report	
9	Tx/5000 3Digit		005	05	Patrol start late		Falo	e Guard Report	
13	KP ATSU 100		006	05	Tele 2		Falo	e	
31	Sure-Gard Basic		007	05	Guard patrol slow		Fals	e Guard Report	
2	SG Scantronic		800	05	Guard patrol fast		Falo	e Guard Report	
33	SG SIA Protocol		009	05	Guard fail to start shift		Falo	e Guard Report	
34	SG Basic Signal List		010	80	Program complete		Fals	e Guard Report	A
35	SG Contagt ID		011	05	Guard late on duty		Fals	e Guard Report	
30 Last TR	Sti Moder	20209	Even	t Co	ode Even	at Description	1 For	Zone Column	Event Type
	Event List	96]		/			A Doce	
			-	Γ	Thongo button		Drint L	ist button	_

- 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.

12.1.8			YOUR COMPANY NAME	Canhol Holon Mao
133	Lists, Codes & Descriptions Proto	cols Alerts	Controllers	
Prot	tocol List			
	In the second se	Incor	The second se	
ld.	Description	List No	Event List Name	
	No Protocol	100		
1	Basic Signal Protocol	34	SG Basic Signal List	
3	SIA Protocol 1	32	SIG Scantronic	
4	Phone Number Protocol	05	Vacani	
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	
		11		
-	Add B Change	Adding protoco witch E	g or changing ols and specifying Event list each	
	Add B Change	Adding protoco witch E protoco	g or changing ols and specifying Event list each ol is using. It is	
	Add B Change	Adding protoco witch E protoco recomm	g or changing ols and specifying Event list each ol is using. It is nended that you	L Dove
	Add Change	Adding protoco witch E protoco recomm call sup	g or changing ols and specifying Event list each ol is using. It is nended that you oport before	<u>Cose</u>
	Add B Change	Adding protoco witch E protoco recomm call sup making	g or changing ols and specifying Event list each ol is using. It is nended that you oport before	<u>Cose</u>
	Add B Change	Adding protoco witch E protoco recomm call sup making	g or changing ols and specifying Event list each ol is using. It is mended that you oport before g any changes	<u>Core</u>

QuTeWatch : Controller Setup

		YOUR COMPANY	Y NAME				Cor	staal Fig	com Ma	nter
Events : Lists, Codes & Descriptions 1	Protocols Ale	tis Controllers		-						
Alert Groups		Alerts								
Group Name Type	Recut 🔺	Description	Code	Time	TriggerET	StatusET	E Time			
CTAL 2000 Hour Alarm Tes CYCLIC	SERIES	Close Early	03	NA.	CLOSE	1	Time2			
CTYL 2000 HOUR ALARM CYCLIC	SERIES	Fail to Close	02	NB		CLOSE	Time2			
DCC Daily Call To Client DAILY	SINGLE	Fail to Open	03	NB		OPEN	Time1 -			
DPAN Daily Info Test CYCLIC	SERIES	Hegal Opening	02	NA.	OPEN	10	Time1			
GREP Guard Report DAILY	SERIES	1.20 A.M.						1		
D&C Open & Close DAILY	SINGLE									
0&C2 Open & close 8-9 DAILY	SINGLE			1.000	A THE OWNER	- Conner		-		
D&C3 Open & Close 7-5 DAILY	SINGLE	Add Do C	Change	Last	Modified TH	12/10	1999 13 33 41			
UCTE Open & close Test DAILY	SINGLE	Default Site Diary								
-	<u> </u>	Day Type P1	Time1 To	PITime	2 Tol Rem	Per 2 P2Time	Toi P2Time	2 10	Bem	*
ant Modified TR 12/10/199	01 36 14	Sunday 00.	00.00	5 00.00 0	0 0 30	Faire 00:00:00	0 0 23.59.5	9 0	30	
I words I the		Monday 08	00.00 2	5 17:00 0	0 25 30	False 00:00:00	0 23:59:5	9 0	.30	
Ado LE change		Tuesday 08	00.00 2	5 17:00.0	0 25 30	False 00:00:00	0 23:59:5	9 0	30	
		Wednesday 08	00.00 2	5 17:00:0	0 25 30	False 00:00:00	0 23:59:5	9 D	.30	-
		Thursday 08	00.00 2	5 17:00.0	0 25 30	False 00:00:00	0 23:59:5	9 0	30	
-		Friday 08	00.00 2	5 17:00:0	0 25 30	False 00:00.00	0 23:59:5	9 0	30	
Adding or		Saturday 08.	00.00 2	5 13.00.0	0 25 30	False 00:00:00	0 0 23:59:5	9 D	30	
changing y	ur own	Public Holiday 1 00	00.00	0.00.0	0 0 30	False 00:00:00	0 0 23:59:5	9 0	30	*
changing ye				1	Last Mo	diled TR	12/10/199	9133	3.26	1
Alert group	s, that	0 m 1 m	Charles .	11						
is used on the	ne	Add	El Chang		1		-	110	lose	
settings tab	page			-1	1					_
on Site Info	1.0					1.6.14				
on site inte)			50	etting up	default				
Last Call Info 1 Maintenand	e	est		ti	me perio	ds on				
vnes Setun		1		CE	- rtain ale	erts				
ypes secup				u		110				

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Chon Notes SteTupes Service Types Event Types Day Types Titles Sensor Types Panel Types Event S0P's A00 Phone Cleant Response Statt Response End Modified by Date Stamp A00 Phone Cleant CRMAST 16/10/2009 16:35:00 A01 Cleant gives secret code CRMAST 16/10/2009 16:32:44 A02 Despatch Armed Response Yes CRMAST 21/05/2009 10:59:53 A03 Anive on site Yes CRMAST 16/10/2009 16:33:00 A04 All was found in order RONEL 17/05/1999 09:42:41 RONEL 17/05/1999 09:50:51 A05 Positive Burglary TR 17/04/2000 00:58:12 RONEL 17/05/1999 09:50:51 A06 Storm Activation TR 16/10/2009 10:33:31 RONEL 17/05/1999 09:50:51 A08 Contact K.eyholder 1 RONEL 17/05/1999 09:50:51 RONEL 17/05/1999 09:50:51 A08 Contact K.eyholder 1 RONEL 17/05/1999 09:50:51 RONEL 17/05/1999 09:50:51			YO	UR COMPAN	Y NAME	_		Control Room	dan e
Note Ref Note Description Phone Client Response Statt 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 16:32.44 A02 Despatch Armed Response Yes CRMAST 21/05/2009 10:59.55 A03 Arrive on site Yes CRMAST 16/10/2009 16:33.00 A04 All was found in order RONEL 17/05/1999 09:42.41 A05 Positive Burglary TR 17/04/2000 00:58.11 A06 Storm Activation TR 17/04/2000 00:58.12 A06 Storm Activation TR 16/10/2009 16:33.30 A07 Contact S.A.P RONEL 17/05/1999 09:50.51 A08 Contact Keyholder 1 RONEL 17/05/1999 09:50.51 A08 Contact Keyholder 1 RONEL 17/05/1999 09:50.51 A09 Client entor CRMAST 16/10/2009 16:33.31 A018 Contact Keyholder 1 CRMAST 16/10/2009 16:33.31 A019	ion Note	SiteTypes Service Types	Event Types Day	Types Titles	Sensor Types	Panel Types]	Event SOP's	-	
A00 Procescient CRMAST 16/10/2009 16:33:0 A01 Client gives secret code CRMAST 16/10/2009 16:32:44 A02 Despatch Armed Response Yes CRMAST 21/05/2009 10:59:53 A03 Arrive on site Yes CRMAST 16/10/2009 16:33:00 A04 All was found in order RDNEL 17/05/1999 09:42:41 A05 Positive Burglary TR 17/04/2000 00:58:12 A06 Storm Activation TR 16/10/2007 10:41:41 A07 Contact S.A.P RONEL 17/05/1999 09:50:51 A08 Contact Keyholder 1 RONEL 17/05/1999 09:51:44 A09 Client error CRMAST 16/10/2009 16:33:33 A04 Sms client CRMAST 16/10/2009 16:33:33 A05 Phone keyholders CRMAST 16/10/2009 16:34:34 A08 Chinet error CRMAST 16/10/2009 16:34:34 A09 Alam problem CRMAST 16/10/2009 16:34:34 A00 Alam problem CRMAST 16/10/2009 16:34:35 A010 Activated by an animal CRMAST 16/10/2009	ote Ref	Note Description		Phone Client	Response Start	Response End	Modified by	Date Stamp	T
A01 Client gives secret code A02 Despatch Armed Response A03 Anive on site A04 All was found in order A05 Positive Burglary A06 Storm Activation A07 Contact S.A.P A08 Contact Keyholder 1 A09 Client error A08 Contact Keyholder 1 A09 Client error A08 Storm Activation A09 Client error A09 Client error A00 All was found in order A00 Chient error A00 Chient error A00 All was found in order A00 Client error A00 Client error A00 All was found in order A01 Client error A02 Contact Keyholders A03 Client error A04 Sins client A05 Phone keyholders A06 Alarm problem A07 Activated by an animal A08 Broken window Action buttons on	00	Phone client					CRMAST	16/10/2009 16:35:00	
A02 Despatch Armed Response Yes CRMAST 21/05/2009 10:59 53 A03 Arrive on site Yes CRMAST 16/10/2009 16:33:01 A04 All was found in order RDNEL 17/05/1999 09:42:41 A05 Positive Burglary TR 17/05/1999 09:42:41 A06 Storm Activation TR 17/05/1999 09:42:41 A07 Contact S.A.P RDNEL 17/05/1999 09:50:51 A08 Contact Keyholder 1 RDNEL 17/05/1999 09:51:44 A09 Client error CRMAST 16/10/2009 16:33:31 A004 Stras client CRMAST 16/10/2009 16:34:51 A015 Phone keyholders CRMAST 16/10/2009 16:34:31 A016 Alarm problem CRMAST 16/10/2009	01	Client gives secret code			1		CRMAST	16/10/2009 16:32:46	31
A03 Arrive on site Yes CRMAST 16/10/2009 16:33:0 A04 All was found in order RDNEL 17/05/1999 09:42:41 A05 Positive Burglary TR 17/04/2000 00:58:12 A06 Storm Activation TR 17/05/1999 09:42:41 A06 Storm Activation TR 17/04/2000 00:58:12 A06 Storm Activation TR 16/03/2007 10:41:44 A07 Contact S.A.P RDNEL 17/05/1999 09:50:56 A08 Curntact Keyholder 1 RDNEL 17/05/1999 09:51:44 A09 Clienk error RDNEL 17/05/1999 09:51:44 A08 Curntact Keyholder 1 RDNEL 17/05/1999 09:51:44 A09 Clienk error RDNEL 17/05/1999 09:51:43 A04 Stos client CRMAST 16/10/2009 16:33:31 A04 Stos client CRMAST 16/10/2009 16:33:31 A04 Stos client CRMAST 16/10/2009 16:33:31 A05 Phone keyholders CRMAST 16/10/2009 16:33:51 A06	02	Despatch Armed Response			Yes		CRMAST	21/05/2009 10:59:53	
A04 All was found in order RONEL 17/05/1999 09:42:47 A05 Positive Burglary TR 17/04/2000 00:58:12 A06 Storm Activation TR 16/03/2007 10:41:44 A07 Contact S.A.P RONEL 17/05/1999 09:50:50 A08 Contact K.A.P RONEL 17/05/1999 09:50:50 A08 Contact K.eyholder 1 RONEL 17/05/1999 09:50:50 A08 Contact K.eyholder 1 RONEL 17/05/1999 09:51:40 A09 Client error RONEL 17/05/1999 09:51:33:37 A04 Stris client CRMAST 16/10/2009 16:33:37 A04 Stris client CRMAST 16/10/2009 16:33:51 A05 Phone keyholders CRMAST 16/10/2009 16:34:51 A06 Alarm problem CRMAST 16/10/2009 16:33:51 A07 Activated by an animal CRMAST 16/10/2009 16:33:51 A08 Broken window CRMAST 16/10/2009 16:33:51	03 /	Anive on site				Yes	CRMAST	16/10/2009 16:33:09	11
A05 Positive Burglary TR 17/04/2000 00:58.12 A06 Storm Activation TR 16/03/2007 10:41:41 A07 Contact S.A.P RDNEL 17/05/1999 09:50:50 A08 Cuntact Keyholder 1 RDNEL 17/05/1999 09:50:50 A08 Cuntact Keyholder 1 RDNEL 17/05/1999 09:50:50 A09 Client error RDNEL 17/05/1999 09:51:40 A09 Client error CRMAST 16/10/2009 16:33:31 A04 Smis client CRMAST 16/10/2009 16:33:31 A04 Smis client CRMAST 16/10/2009 16:34:51 A08 Phone keyholders CRMAST 16/10/2009 16:34:51 A08 Phone keyholders CRMAST 16/10/2009 16:34:31 A09 Activated by an animal CRMAST 16/10/2009 16:33:51 A00 Activated by an animal CRMAST 16/10/2009 16:33:51 A00 Broken window CRMAST 16/10/2009 16:33:51	04	All was found in order					RONEL	17/05/1999 09:42:41	
N06 Storm Activation TB 16/03/2007 10.41.44 N07 Contact S A P RONEL 17/05/1999 09:50.54 N08 Contact Keyholder 1 RONEL 17/05/1999 09:50.54 N09 Client error RONEL 17/05/1999 09:51.44 N09 Client error CRMAST 16/10/2009 16:33.37 N0A Sriss client CRMAST 16/10/2009 16:33.37 N0B Phone keyholders CRMAST 16/10/2009 16:33.37 N0E Phone keyholders CRMAST 16/10/2009 16:34.37 N0E Activated by an animal CRMAST 16/10/2009 16:34.37 N0E Broken window CRMAST 16/10/2009 16:33.51 Action buttons on Action buttons on CRMAST 16/10/2009 16:33.51	05	Positive Burglary					TR	17/04/2000 00:58:12	
A07 Contact S.A.P RDNEL 17/05/1999 09:50:50 A08 Contact Keyholder 1 RDNEL 17/05/1999 09:51:40 A09 Client error CRMAST 16/10/2009 16:33:31 A04 Sms client CRMAST 16/10/2009 16:35:11 A08 Phone keyholders CRMAST 16/10/2009 16:35:11 A08 Phone keyholders CRMAST 16/10/2009 16:35:11 A09 Adam problem CRMAST 16/10/2009 16:34:31 A00 Activated by an animal CRMAST 16/10/2009 16:33:51 A01 Broken window CRMAST 16/10/2009 16:33:51	06	Storm Activation		-			TR	16/03/2007 10:41:46	
A08 Contact Keyholder 1 RDNEL 17/05/1999 09:51:44 A09 Clien/ error CRMAST 16/10/2009 16:33:31 A04 Sms clien/ CRMAST 16/10/2009 16:33:51 A08 Phone keyholders CRMAST 16/10/2009 16:34:51 A08 Phone keyholders CRMAST 16/10/2009 16:34:51 A00 Alarm problem CRMAST 16/10/2009 16:34:34 A00 Activated by an animal CRMAST 16/10/2009 16:33:51 A01 Broken window CRMAST 16/10/2009 16:33:51	07	Contact S.A.P					RONEL	17/05/1999 09:50,56	
A03 Client error CRMAST 16/10/2009 16:33:37 A04 Sms client CRMAST 16/10/2009 16:35:17 A08 Phone keyholders CRMAST 16/10/2009 16:34:51 A08 Phone keyholders CRMAST 16/10/2009 16:34:51 A00 Alarm problem CRMAST 16/10/2009 16:34:31 A00 Activated by an animal CRMAST 16/10/2009 16:34:31 A00E Broken window CRMAST 16/10/2009 16:33:51	90	Contact Keyholder 1					RONEL	17/05/1999 09:51:46	
ADA Sms client CRIMAST 16/10/2009 16:35:12 ADB Phone keyholders CRIMAST 16/10/2009 16:34:54 ADC Alam problem CRIMAST 16/10/2009 16:34:34 ADD Activated by an animal CRIMAST 16/10/2009 16:34:14 ADE Broken window CRIMAST 16/10/2009 16:33:54 ACTION buttons on	09	Client error					CRMAST	16/10/2009 16:33:37	
A0B Phone keyholders A0C Alam problem A0D Activated by an animal A0E Broken window Action buttons on	DA	Sms client					CRIMAST	16/10/2009 16:35:12	
ADC Alam problem ADD Activated by an animal ADE Broken window ACTION buttons on	06	Phone keyholdera					CRMAST	16/10/2009 16:34:50	
AUD Activated by an animal AUE Broken window ACTION Duttons on	OC /	Alarm problem	A				CRMAST	16/10/2009 16:34:35	
AUE Broken window CRMAST 16/10/2009 16:33:50	00	Activated by an animal	1				CRMAST	16/10/2009 16:34:14	
Action buttons on	0E	Broken window	11				CRMAST	16/10/2009 16:33:58	
Action buttons on			11				-		
O Add Image the control monitor screen underneath the Actions table	O Ad	dd 🛐 Change	Action but the control screen und the Action	tons on monitor erneath s table					

- 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.



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			1	YOUR	COMP	ANY NAME			Contro	Room Maste
Action Notes	SiteTypes Service Types	Event T	ypes	Day Typ	es Ti	itles Sensor Typ	bes Panel Types Event	SOP's		
Event Type	es			-					Response Ty	De
			in Mi	in 1					Allowed Respon	ise Types
Event Tune	Description	Delau	Lie	ISMS	Min	Cancel Tupe	Fin Type	-		
BTOETS	Andrew Test	- Caray		- Control	and a	dance ()pe	None			
CFAIL	Mains Failure			-			Mains Restore			
CRESTOR	Mains Restore		-	1	1		Mains Failure			
CTIVATE	Activate Zone				-	1	Isolate Zone			
LRTAFTR	Alert : AC Fail to Restor		-			Mains Restore	Mains Failure			
LATCLCD	Alert : Client Call									
LRTCLE	Alert : Close Early									
LRTDCC	A : Daily Call to Client		-	1.00		1			DbA 🖸	Berrow
LRTFTC	Alert : Fail to Close									
LRTFTO	Alert : Fail to Open		-							
LATETR	Alert : Fail to Report		-							
LRTFTT	Alert : Fail to Test									
LRTILO	Alert : Illegal Open									
ALRTREM	Alert : Rem Status Test	1	1	1			None	*		
				Last	Modifie	ed TR	26/09/2002 13:11:52	-		
0.00	Baul									
ADD	1 12 Unange							_		
										Dine .
										T Turne

- 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.

			3	YOUR	COMP	ANY NAME			Central Florom Maste
Action Notes	SiteTypes Service Types	Event T	ypes	Day Typ	es Tit	les Sensor Typ	es Panel Types Event St	Pel	
Event Typ	es	_							Response Type
-		(Time	in Mi	n.)				1	Allowed Response Types
Event Type	Description	Delay	Lile	SMS	Mag	Cancel Type	Flip Type	•	Client Error
ALRIZISO	Alert : Zone Isolate			1			Alert : Zone Activate		Client System Test
BURG02	Special Alarm		-				Medical Emergency		False Alarm
URGLARY	Burglary Alarm								Possitive Burglary
CALLOFF	Site Test Fail		· · · ·	i de card			Site Test Restored		
CALLON	Site Test Restored			1	1		Site Test Fail		
CLIENTER	Client Error			1	_				CONACT DE 202000 15-00
CLOSE	Close Lockup			102	100		Open		The ment the instance in the
CLTESTS	Client System Test		15	True	False				Add T Remov
DEL	Delayed Alarm			10.2					
DIESCORT	Escort Request				-		None		
DIRQ	Dail-in Request						None		
DITECH	Tech Service Request			10.7			None		
DUR	Durets		5						
FALSER	False Alarm		1					+	
-	_			Last	Modifie	4178	12/10/1999 01-57-58	-	
					modane	- I.u.	Line to the other of the	_	
O Add	1 Dhange								
			_						
									D Core
									Train

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

	Le Le dont d	YOUR COM	PANY NAME		Control Room Maste
tion Notes S	iteTypes Service Types	Event Types Day Types T	itles. Sensor Types Pa	anel Types Event SOP's	
Day Tupe	Description	Modified by	Mortland Stamp		
DSUNDAY	Suedau	TR	17/04/2000 01:05:15	-	
1MONDAY	Monday	TB	14/07/1999 03 04:57		
2TUESDAY	Tuesdau	TB	14/07/1999 03:05:19		
3WEDNESDA	AY Wednesday	18	14/07/1999 03:16:13		
4THURSDAY	Thursday	TR	14/07/1999 03:17:47	12	
SFRIDAY	Friday	TR	03/11/1999 03:52:46	-	
SATURDAY	Saturday	TR	14/07/1999 03:12:09		
AHOLIDAY	Public Holiday 1	TR	03/11/1999 03:53:00		
	and the second sec				
				-1	
				2	
		-			
	1 10 - 1				
C Add	Change				
		A 11.			
		Adding or			
		changing d	ay types		
		changing d	lay types		
		changing d	lay types		
		changing d	ay types		
		changing d	ay types		
		changing d	ay types		D Churc
		changing d	ay types		<u>Î</u> Çose
		changing d	ay types		<u>Î</u> Çlose
		changing d	lay types		<u>Î</u> Çiose
st Call Info :	0000 Contro	ler Fal to Test	lay types		<u>î</u> Çose
st Call Info :	0000 Contro	iler Fail to Test	lay types		î Qose
st Call Info :	0000 Contro	ler Fail to Test	lay types		<u>î</u> Çloze
st Call Info : eWatch : Ty	0000 Contro	ler Fail to Test	lay types		<u> Cose</u>
st Call Info : . eWatch : Ty	0000 Contro Vpes Setup	iler Fail to Test YOUR COM	PANY NAME		Control Firmory Manife
st Call Info : . eWatch : TS	0000 Contro Vpes Setup SiteTypes Service Types	Ner Fail to Test YOUR COM	PANY NAME	anel Types Event SOP's	Control Firson Marks
st Call Info : eWatch : Ty ion Notes S Client Title	0000 Contro v pes Setup SiteTypes Service Types	iler Fail to Test YOUR COM	PANY NAME	enel Types Event SOP's	Control Firmore Marvie
st Call Info : eWatch : Ty ion Notes S Client Title:	0000 Contro Vpes Setup Site Types Service Types s	Iler Fail to Test YOUR COM	PANY NAME	anel Types Event SOP's	Control Finiom Master
st Call Info : eWatch : Ty ion Notes S Client Title: Lang T	0000 Contro /pes Setup SiteTypes Service Types s Ne Title Description	Iler Fail to Test YOUR COM Event Types Day Types	PANY NAME Res Sensor Types Pr	anel Types Event SOP's	Control Finion Maste
st Call Info : eWatch : Ty ion Notes S Client Title: Lang T A	0000 Contro /pes Setup SiteTypes Service Types s Ne Title Description	Iler Fail to Test YOUR COM Event Types Day Types	PANY NAME Res Sensor Types Pr	anel Types Event SOP's	Control Fincers Marite
st Call Info : eWatch : Ty ion Notes S Client Title: Lang T A A D	0000 Contro ypes Setup iite Types Service Types s iite Title Description Dokter	Iler Fail to Test YOUR COM Event Types Day Types	PANY NAME (Hes. Sensor Types Pr	anel Types Event SOP's	Control Fincers Marite
st Call Info : eWatch : Ts ion Notes S Client Title: Lang T A A D A D A M	DODD Contro ypes Setup Site Types Service Types s Ne Tale Description Dokter lev Mevrou	Iter Fail to Test YOUR COM	PANY NAME (itles: Sensor Types Pr	anel Types Event SOP's	Control Firmore Massive
st Call Info : eWatch : Ts ion Notes S Client Title: Lang T A A D A M A M	0000 Contro ypes Setup Site Types Service Types s Me Types Service Types n Dokter Newrou In Meneer	Iter Fail to Test YOUR COM	PANY NAME (Hes: Sensor Types Po	anel Types Event SOP's	Control Firmore Marvie
st Call Info : eWatch : Ty ion Notes S Client Title: Lang T A A D A M A M E	D000 Contro ypes Setup Site Types Service Types s Me Types Service Types s Me Types Description h Dokter Newrou hr Meneer	Iter Fail to Test YOUR COM	PANY NAME (Hes Sensor Types Pr	anel Types Event SOP's	Control Finory Marite
st Call Info : eWatch : T s ion Notes S Client Title: Lang T A A D A M A M E E M	0000 Contro ypes Setup Site Types Service Types s te Types Service Types n Dokter tev Mevrou In Meneer Merver	Iter Fail to Test YOUR COM	PANY NAME Ittles Sensor Types Pi Adding or Adding or	anel Types E vent SOP's	Control Finory Marite
st Call Info : eWatch : T s ion Notes S Client Title: Lang T A A D A M A M E E M E M	0000 Contro ypes Setup Site Types Service Types s Me Types Service Types s Me Dokter lev Mevrou Inr Meneer Meses	Iter Fail to Test YOUR COM	PANY NAME Her Sensor Types Po Adding or changing d	anel Types Event SOP's	Control Firmore Marite
st Call Info : eWatch : Ty ion Notes S Client Title: Lang T A A D A M E M E M E M P c	0000 Contro ypes Setup Site Types Service Types s te Title Description Dokter tev Mevrou try Meneer tr Mister trs Misses Service Service Types	Iter Fail to Test YOUR COM	PANY NAME THE Sensor Types Pr Adding or changing d	anel Types Event SOP's	Control Firmory Marvie

Last Cal Info : 000 Controller Pal to Test



QuTeWatch : Types Setup	
-------------------------	--

	YOUR COMPANY NAME			
tion Notes Si	teTypes Service Types Event Types	Day Types Titles Sensor Types Panel Types Event S	0P's	
Panel Types		User Notes		
		Reset Panel		
PanelTune	PanelDescription	-		
FBISX1	FBI Star XL 1	-		
D\$800	IDS Model CI 800	Arm Panel		
NAPC02000	Napco Model 2000			
		Change Code		
ast Modified	TR TIBADA DI OCCOD 35 Change Adding or	Adding notes on		
	changing pan	el panels		
	Lypes			

uTeWatch : Types Setup					
		YOUR COMPANY NAME		0	antrol Boom Master
Action Notes SiteTypes S	ervice Types Event Types	Day Types Titles Sensor Types P	anel Types Event St	OP's	
Event Type					
Event Tupe	 Standard Operating Pro 	cedures Proforma Questions Turn Ou	Makin Actions Gui	de	
Activate Zone					_
Alert : AC Fail to Restor					
Alett : 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					
Aleit : Zone Isolate					
Andrew Test					
Burglary Alarm		1			
Client System Test		1			
Close Lockup		11			
Controller Test		11			
	2011				-
	Change	Last Mod	fied TR 12	/10/1939 01:57 56	
		Adding standard ope	rating		
		procedures on all e	vents		
		This is viewable to a	vento.		Close
		This is viewable to c	Jurol		
		room operators from	the		
	6	control monitor screen			
Last Call Info : 0317	Guard fail to Report				
TeWatch : Types Setup					-
				6	and Descriptions
		TOUR COMPANT NAME			A REAL PROPERTY AND ADDRESS OF
Action Notes SiteTypes S	ervice Types Event Types	Day Types Titles Sensor Types P	anel Types Event SC)P's	
Event Type	10.10.00		Antine Del	61	
Event Type	 Standard Operating Ptc 	cedures Protorma Questions Turn Ou	Matrix Actions Gui	10	
Activate Zone	Note Ref Note Descrip	tion	Compulsory Terminal	Response Start	Response End
Alert : AC Fail to Restor	AT1 Cal Site Con	tact No.	Yes		
Alert : Client Call	A02 Despatch An	ned Response	Yes	Yes	
	400 41			1	

/03 Arrive on site Alert : Close Early A01 Client gives secret code Alert : Fail to Close Alert : Fail to Open Alert : Fail to Report Action Guide for Necessary when Alert : Fail to Test using the Alert : Illegal Open control room Alert : Rem Status Test operators widescreen feature Alert : Zone Activate Alert : Zone Isolate Andrew Test * **Burglary Alarm Client System Test** Close Lockup 🖸 Add 🛛 🔂 Change 🔺 💙 Controller Test -<u>I</u> Close Last Call Info : 0317 Guard Fail to Report

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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 automaticly 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.

uTeWa Secul	atch rity Co Manag
QuTeWatch Secu	rity Co Manager
InCalls to big to re	-index - Call support - Please be patient
evelopment fi	or:
	iga-Netix Systems cc Copyright 1998

Page 77 of 85

0.7.6.4		DataRass	Administrator	0.	
Qui e Son	ware	Database	Administrator	50	pervisor Function
Jsers Directory	Select Data Set	Actions	Maintenance and Operation ReBuild DataSet	Private Directory	Operation
Newno Qtsysla Rdcodes Security Syslogog Syspams Typeinst Weeks	Single Files Bizer ReIndex DataSet Single Files Start	Altfrile Altforp	Single Files Sigle Files Single Files Start	TmpAArea TmpASub TmpATown TmpLangFm TmpMCInt TmpMArea TmpRArea TmpRArea TmpRCall TmpRCall TmpRMName TmpRMNon TmpRMon TmpRResp Table Info No Records 13	C Single Files C All Files Start No Indexes 1
Table Info No Records 4	No Indexes	Table Info No Records 10010	0 No Indexes	Data Set Inlo No Records 156	3 No Indexes 34
Data Set Info No Records 811	No Indexes 14	Data Set Inio No Records 200 200	4 No Indexes 323	0 <u>D</u>	oActionsBtn DolnCallsBtn StopBtn

- 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

Contantatent - Control Monitor		Control Master ×
Action Dissuel City Mars Chil Description	BURGLAR PREDATUR	Control master
Action Dispatch Site Maps Std. Uperatio	ns Gild View SMS Messages	1.2.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1
Active Calls: Site Id No Co EventDescription 00000 Place Holder 0024 03 Fail to Close 0025 04 Transmitter Fail To Test 025 99 Phone Client To Test	Call Detail OB Ref Nr Date/Time Code Site Event 0001 23/12/1998 13:46:16 01 Place Ho Controller PH CSID Event 01 Zone : KeyNr Installation Site 00000 Auto-Insert No Info Site 000000 Auto-Insert No Info Site Site Site Øberno Site Site Site Site	Account Info Account No. Tel. NM0052C Operator TR Key Code Account No. Tel. NM0052C Mrs Pillay Key Code Account No. Tel. NM0052C Mrs Pillay Key Code Code Code Cell Manual sms button
	Actions Date Time Action	Bemarks Beference
	15/02/2002 20:22:25 Update Site Status File 10/04/2003 14:55:39 Remove from Action Roll	New Event Type Added AutoMon 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 Be	Actions concluded
Last Call Info : 0029 Fail to Op	ben	14:24:06 20/06/201

- 1. On the Control Monitor Screen there is an sms button added where control room operators can sens 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 <u>Contact Maintenance</u>. 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 there own numbers.
- 7. See next page for an example.

	BURGLAR PREDATOR	Control Master
on Dispatch Site Maps Std. Operation	s Grid View SMS Messages	
tive Calls: Id No Co EventDescription	Call Detail Date/Time Code Site Event Description Details Det	Account Info Account No. Tel.
00 01 Place Holder 03 Fail to Close	Convulue AutoMonitor CSID 0029 Event FTO Operator CRMAST	DESIREE FAITH MANUEL
Hail to Upen	Exam Kerik	Key Code
99 Phone Client To Test	Add event information to sms 🔽 Add Time / Date Choose Receipient	Code DEZZY 15-1055
	Choose Receipient	76 686 3125
	Message :	130
	Click Here To Type Text!	Choose recipient
	Cancel	drop down box
	15/06/2011 13:04:00 +:AutoMonitor 0029 R:AM Fail to Open	6567328
	20/06/2011 13:15:56 +:AutoMonitor 0029 R:AM Fail to Open	6567331
	20/06/2011 15/17/20 +:AutoMonitor 0023 H:AM Fail to Upen	6067334
	Code 2 Code 4 Code 6 Code 8 Code 0	
	Call Calsteinio Guard Report Bemote Call Client Br	aquest Action Note B Hit

- Click on the Choose recipient drop down box to choose the recipient. 1
- 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.

QuTeWatch : Control Monitor

	BURGLAR PREDATOR	Control Master
tion Dispatch Site Maps Std. Operation	s Grid View SMS Messages	
ctive Calls:	Lall Detail Late Size Event Description A 6567302 26/05/2011 15:33:01 03 Fail to Open N	Account Info
100 01 Place Holder 03 Fail to Close 129 Fail to Open 129 04 Transmitter Fail To Test	Controller AutoMonitor CHE 0029 Event FTO Creater CRMAST	DESIREE FAITH MANUEL
99 Phone Client To Test	SMS Event Forwarding Add event information to sms V Add Time / Date Choose Receipient	Code DEZZY
=	Choose Receipient Reactor R01 +27823317722 Reactor R02 +27832712995 Reactor R03 +27834589632 SuperFast Controle R +27832326011	
	Es Send	Reference
	15/06/2011 13:04:00 + AutoMonitor 0023 11:AM Fail to Open	6567326
	20/06/2011 13:15:56 +:AutoMonitor 0029 B:AM Fail to Open 20/06/2011 13:17:25:AutoMonitor 0029 B:AM Fail to Open	6567331 6567334
	Code 1 Code 3 Code 5 Code 7 Code 9 Code 2 Code 4 Code 6 Code 8 Code 0	

View Incalls Screen

uTeWatch : View In Calls	÷						
	100	BURGLAR PREDAT	TOR			Control Master	2
View Calls SMS View							
View selection by:	OBBef No Controller	Date Time	Site Id	Event	Event Description		A
 All 	6567324 AutoMon	itor 14/06/2011 14:52:52	0029	FTO	Fail to Open		-
Controller	6567325 AutoMon	itor 15/06/2011 13:02:29	0029	FTC	Fail to Close		
	6567326 AutoMon	itor 15/06/2011 13:02:30	0029	FTO	Fail to Open		
C Event	6567327 AutoMon	itor 15/06/2011 13:03:59	0029	FTC	Fail to Close		
	6567328 AutoMon	itor 15/06/2011 13:04:00	0029	FTO	Fail to Open		
C Event Code	6567329 AutoMon	itor 20/06/2011 13:15:54	0027	BETT	Transmitter Fail To 1	fest	
	6567330 AutoMon	itor 20/06/2011 13:15:54	0029	FTC	Fail to Close	. 7.77	
Site Id (Sender)	6567331 AutoMon	itor 20/06/2011 13:15:56	0029	FTO	Fail to Open		
	6567332 AutoMon	itor 20/06/2011 13:15:56	0029	FTT	Phone Client To Te:	st	
C Site Id - Event	6567333 AutoMon	itor 20/06/2011 13:17:24	0029	FTC	Fail to Close		
Shera Eron	6567334 AutoMon	itor 20/06/2011 13:17:25	0029	IFTO	Fail to Open		
			The second	-	1.		-4
L'ron Type	Site : 0029	ALBASTER STREET 10	1				
	TimeStamp	Action	Re	marks		Reference UserId	-
T Date Hange	20/06/2011 13:17:25	Additional Call received	Pp	evious Call -	attended to	6567302 CRMAS	
Set Selection						PDF Save	
🕒 Old Print List	Servic	e Request	놀 Call Repor	1	🖹 Print List	Save Do	se
ast Call Info : 0029	Fail to Open					15:46:31 20	106/

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

Sms View Screen

	()E	URGLA	R PREDATO	A	Control Master
ew Calls SMS View					
iew By	Stamp Out	Site Id Nr	ITo	Message	UserId
All	19/12/2006 23:10:05	ASite	AOria	moordgo	TB
Site Id (Sender)	13/01/2007 23:03:00	ASite	AOria		TB
	13/01/2007 23:03:00	ASite	AOrig		TB
To Number	16/08/2007 10:52:13	ASite			TB
To reamber	16/08/2007 10:52:13	ASite			TB
	19/05/2008 14:07:03	0073	+27823317722	BURGLAR :180112140101001	TB
Date Range	19/05/2008 14:09:03	ASite			TB
	19/05/2008 14:09:03	ASite			TB
Calastian anitania	9/05/2008 14:21:48	ASite			NOUSEF
Selection criteria	9/05/2008 14:21:48	ASite			NOUSER
	1/06/2008 23:01:13	ASite	AOrig		İSR
	11/06/2008 23:02:43	ASite	AOrig		SR
Set Selection	11/06/2008 23:02:43	ASite	AOrig		SR
	17/06/2008 11:48:05	ASite	AOrig		TB
	17/06/2008 11:48:07	ASite	AOrig		TB
	02/02/2011 09:31:17	0021	+27820437612	BURGLAR :08:6567136= @ PERSE	US STREET 3 - EV CRMAST
	02/02/2011 09:33:19	0021	27820437612	BURGLAR :08:6567137= @ PERSE	US STREET 3 > Ev CRMAS1
	02/02/2011 09:39:30	0021	27820437612	BURGLAR :08:6567138= @ PERSE	US STREET 3 > EV CRMAST
Set Selection	02/02/2011 09:45:13	0021	0820437612	BURGLAR :test	CRMAST
outton	02/02/2011 09:50:30	0021	0820437612	BURGLAR :toets	CRMAST
Jutton					
	Site : 0021	PERSEL	IS STREET 3		
	SMS : BURGLAR :08	:6567136=	@ PERSEUS STR	EET 3 :- Ev: Mains Failure	
				📇 Print List	HF Save
t Call Info : Last call	Last event				13:09:44 23/06
		Pri	nt and Save	buttons	

Event Instructions Screen

		BUF	RGLAR PREDATO	DR	Control Master
earch All Info Page Ev ite Id 0025	rents Event Instr C/O POSEIDON 8	uctions Panel &	Zones History Status ET no 13	s Settings SMS.	Permissions Vehicles Site Map Service Calls
Contact Info Sender Mes	sages Sent Mes	sages			
Event Type	Tel No	Cell No	Contact Person	Kode Woord	Event Instructions
🖸 Add 🛛 🕅 C	hange				Last Modified
Add 🔊 C	hange 15			r 20/00/2011	Technician Testing
Add Add C	hange s			Expire 20/06/2011	Technician Testing Set Site On Test SMS Events Contact No.
Add Add C Temporary Instruction Temporary Note	hange			Expire 20/06/2011	Technician Testing Set Site On Test SMS Events Contact No.
Add B C	hange 18		Ti	Expire 20/06/2011	Image: Cast Modified Image: Contact No. Image: Contact No. <td< td=""></td<>
Add C C C C C C C C C C C C C C C C C C	hange 15 19 19 Last		0/12/1899	Expire 20/06/2011 me period	Image: Cast Modified Image: Cast Modified
Add Add Contractions Current Active From: 29/10/2009 To: 29/10/2009 Change:	hange ns IS Last		0/12/1899	Expire 20/06/2011	Time period

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

History Screen

				BURG	AR PP	EDATO	R				Control Ma	ister	
earch All	Info Page Even	lts Ev to-Inse	rent Instructions	Panel & Zon	ies Histo	ry Status	Settings	SMS Pern	nissions Vehicles	Site	Map Ser	vice (alls
BBefNr	Stampin		Description	_	Zone	KeuNo	lilser	EventTune	Contrid	Prot	List F	vent	Co
1751872	23/10/2006 15:0	8:27	Transmitter Fail 1	o Test	20110	INOF NO	Tielman B	ALBIETT	AutoMonitor	1 100 1	AW F	BETT	03
1751873	23/10/2006 22:5	3:51	Fail to Close				1.1.1.1.1.1.1.1.1	ALRTETC	AutoMonitor		AW F	TC	03
1751875	23/10/2006 22:5	5:26	Fail to Close				-	ALRTETC	AutoMonitor	i	AW F	TC	03
1751877	24/10/2006 16:2	3:30	Transmitter Fail 1	o Test				ALBTETT	AutoMonitor	1	AW F	FTT	03
1751878	24/10/2006 21:0	3:02	Transmitter Fail 1	o Test				ALBTETT	AutoMonitor	1	AW F	FTT	03
1840608	30/10/2006 00:0	5:04	Fail to Open				Tielman R	ALRTFTO	AutoMonitor	1	AW F	то	03
1840613	30/10/2006 00:0	5:05	Fail to Open				Tielman R	ALRTETO	AutoMonitor	1	AW F	то	03
1840614	30/10/2006 00:0	6:34	Fail to Close				Tielman R	ALRTFTC	AutoMonitor	1	AW F	TC	03
1840615	30/10/2006 00:0	8:04	Fail to Close				Tielman R	ALRTFTC	AutoMonitor	1	AW F	TC	03
6567090	12/01/2011 13:0	6:11			-		Control Ma	PANIC	Remote Mon	1	RC F	RCA	01
6567091	12/01/2011 13:1	3:18	2			1	Control Ma	PANIC	Remote Mon		RC F	RCA.	01
Selection		TimeC	Yanan .	Action			Domo			In	Jafaranaa	Ittee	1.4
AllEvent	s +	10/01	tamp	Action	5-11 h		Freme	IKS Collectored			reference	CDL	
┌─ Date F	lange												
┌─ Date F	lange	N	otes:					The loss	and sur law		I me I		
/⊤ Date F	lange	N	otes:	now Action N	lote Cal	I Details	Email Email	RF C	Email PF] Email	on List	i	<u>C</u> lo
I [™] Date F	lange	N	otes:	now Action N	lote Cal	I Details	Email Email	RIF C	Email <mark>Pir</mark> C	3 Email	I PF on List	j,	Clo

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

Site Types Screen



- 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

Event L	ists	otocol	Event	& Co	trollers des			Auto	o: True or False	
	1			-						
List No	List Name	-	Event	Code	Description	Key	Zone	Auto	Event Type	1
02	FSKZones		061	09	Zone 5 Tx Batt Low		005	False	Zone tx batt low	
03	QTTele Zones		062	09	Zone 6 Tx Batt Low		006	False	Zone tx batt low	
04	Dial-In Zones		063	09	Zone 7 Tx Batt Low		007	False	Zone tx batt low	
05	Vacant		064	09	Zone 8 Tx Batt Low		008	False	Zone tx batt low	-
07	TX5000 - Std		BGE	24	Elmost by 1,751			A THE	Line badrup	
09	TX5000 3Digit		066	04	Glose by K/H2	002		True	Close Lockup	
13	KP ATSU 100		067	04	Close by K/H3	003		True	Close Lockup	
31	Sure-Gard Basic		1068	04	Close by K/H4	004		True	Close Lockup	
32	SG Scantronic		069	04	Close by K/H5	.005		True	Close Lockup	
33	SG SIA Protocol		070	04	Close by K/H6	006		True	Close Lockup	
34	SG Basic Signal List		071	04	Close by K/H7	007		True	Close Lockup	
35	SG Contact ID		072	04	Close by K/H8	008		True	Close Lockup	-
36	SG Modem II		-							-
Last TR	29/11/1998 02:02	09	Last I	Modifie Add	ed CRMAST 10/03/2010 12	2:18:38	t List	Font C	hange MS Sans Serif	12
_		-			Auto Monitor True	Au	to Moni	tor Fal	se	

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

			В	JRGL	AR PR	EDATOR							Co	ntrol Master	×
Events : Lists,	Codes & Descrip	otions Protoc	ols Alerts	Controller	5										
No Conne	ct Type	Identity	Event List	Cycle	Port	Baud Rate	Data	Stop P	arity ST	× E	Tx	Len A	ck Reg St	Start Str	1
1 True	CELLSMS	FSK NewEo	CS01	10	COM1	115200	8	0	0	O.	10	180	False	at+clip=1	
2 False	CELLSMS	SMS CellSe	CS01	10	COM2	9600	8	0	0	0	10	180	False	at+clip=1	
3 False	INCALLID	h 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	T×5000ST	A NewSt	¢07	50	COM5	9600	8	0	0	0	13	10	False		
6 False	IRCTRACK	IR K	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	T×5000AL	RDC	07	50	COM7	9600	8	0	0	0	13	10	False		
9 False	REMOTE	Remote	1	15	COM6	9600	8	0	0		10	72	False		
10 False	AUTOWATC	AutoMor		1	11.1COM	1 1200	8	0	0			72	False		~
C Comms para Comm Port	vole Time 45 ameters COM4 -	Message Seno Baud Rate	4800	Partition	None	ore In Signals	Data	Auto Ins parame ar 2	sert (T S eters End (tart S	tring .eng	r th 36	Ack Char		-
Data/Stop B	Bits 8 🔹 1 B	lit 💌	Flow Co			• Str	ucture		AAAAZ	772	La	st TR	07/	02/2004 09:21:1	00
🔶 Add	Chang	je			X										
			The Base that are so (The Con	statio et to b nect a	ons that the activ the set	nt are con ve are no to True)	mec w d	ted to ispla	o you iyed ii	r co 1 gr	mp eer	outer 1.	-		_

QTWatch integration with Digit vehicle tracking

Loading the vehicle tracking units

- 1. Go to the Qtwatch 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.

		SECURITY C	OMPANY	* Control Master
ion Notes	SiteTypes Service Types	Event Types Day Types Titles Sensor Types	Panel Types Event SOP's Vehicle Types	
	Туре	Description	Dispatchable	
	GUARDING	Guarding	True	
	MANAGEMENT	Management	True	
	OTHER	Other	True	
	RESPONSE	Response	True	
	TECHNICAL	Technical	True	
	Description Technical		Dispatchable	
	Description Technical	O Add Add	Dispatchable	
	Description Technical	Add Add	Dispatchable	e

- 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 Qtwatch 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.

7749031187702	RESPONSE	WNZ 460 GP	KIA	Bakkie	Simon Gaan
hicle Info				10311	
4E1 357749031187702	WNZ 460 GP	KIA		Bakkie	
excription	1	1		Color	
RESPONSE					
river		CallSign		InstallDate	
Simon Gaan		Mike 01			15
une		More		1.5.2	-
Info					

- 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.

Sound Linking To Site Type Carlot Enable Sounds For Site Types Digit Tracking Carlot Enable Digit Tracking Start Tracking Server Refresh Interval Server : 196.40.106.215 Licence : DEMO	Quik Trak Start Quik Trak Server Server cpsitejhb.quiktrak.co.za Organization QTWatch User Name Pierre Password qtwatch12	
High Powered Computer Enable High Priority On This Mashine Net Event Testing ✓ Enable Net Event (Disables TCP/IP) Auto Email Events ✓ Enable Automatic Event Emailing	Force Action Guide	
	👸 Change	

- 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.



QuTeWatch : Site Info Maintenance



Dispatching Armed Response

QuTeWatch : Control Monitor	
	NEW CONTROL ROOM
Action Track Site Maps Std. Operations Grid View SMS Message	Call Detail
Pictive cans. Site Id No Co EventDescription Phoned Respond On Si 00000 01 Place Holder 96 96 ROBYI 01 Burglay, Remote 96 00000 02 Make Data Backup 96 00000 03 Fail to Close 96 00000 03 Fail to Dpen 96 28 JASPE 03 Fail to Dpen 96 96 ROBYI 03 Fail to Close 96 97 96 ROBYI 04 Transmitter Fail To Test 96 94	Let DB Ref Nr Date/Time Code Site Event Description Account No. Tel. 1843 15/08 Closest vehicle to the site Second closest vehicle to the site Zone : Installation Site P Code Vis is lekker 86 ROBYN ROBYN ROAD 86 Set /T Normal M&R Code Vis is lekker Contact Andrew Reactor/Alt OSCAR 07 Mike 03 Site Suburb CENTURION Site Cell 076 548 7524 Site Select Reaction Unit Select Reaction Unit Select Reaction Unit
	USCAR 07 Reference OSCAR 07 Reference Mike 03 Hettie Kettie 12 13.574Km 357749038319 Reference Mike 03 Hettie Kettie 12 13.574Km 357749031190 ffg CHARLIE 01 Werel Derel 17 16.246Km 357749036917 ffg TANGO 09 Guttroot Debaan 28 38.794Km 357852031914 tact 765487524 Delta 01 Karneels Fritz 42 49.795Km 355780006800 01 AR: Werel Derel Bravo 01 Koos 47 52.89Km 352024023183 01 AR: Werel Derel Delta 03 Uys Protories 48 52.904Km 3557800096365 01 AR: Werel Derel 03 AR: Guttroot Debaan 04 04 04 04 04 04 04 04 04 04 04 04
Last Call Info: 96 ROBVN Fail to Close	00-25-14 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		
	ECURITY COMPANY	* Control Master
Action Track Site Maps Std. Operations Grid View SMS Messages		
Active Calls:	Call Detail	Account Info
Site Id No Co EventDescription Phoned Respond Un Site	315423 06/12/2011 11:53:13 01 Burglary : Remote	3306 053 444 1688
0022 01 Burglary : Remote	Controller Remote Mo CSID 0022 Event RCB Operator	RMAST BURGER PIETER
	Zone : KeyNr	Key Code
	Installation Site	
	0022 BURGER PIETER Service /T Mor	itoring Code VETRIVIER
	Contact PIETER BURGER Reactor/Alt Delta 02	Delta 01 🛛 📓 🎇
	Suburb Site 📾 053 444 16	88 Cell 082 493 0981 🔍
	Address HOOPSTAD 9479	NIEK • KRAG • BATERY
	Area All Unallowcated sites	
	Actions	
=	Date Time Action Remarks	Reference 🔥
	06/12/2011 11:53:14 Burglary : Remote cvc	
	Ub/12/2011 11:53:23 Warden tasked to investiga Unit: ALFA	UZ AR: Ulie Role
	Code 1 Code 3 Code E Code 7 Code 2 Code 4 C Unit that was dispatched	02 AR: Olie Rolie
Minn Attended Busy	✓ Call Bit hote Call	Ilent Hequest Action Note BHide
Last Call Info : 0022 Burglary : Remote		11:55:25 06/12/2011



749036898758	RESPONSE	ZSY 676 GP	FORD	FOCUS ST	Sarel Baartd
Teller I		Phone -	\$	Malanshof	
Scott Ave		Fstethios	TN 4		Marito Por
Date Lace			Rable	20 A	ngwe Dr
len		Randparkrif	- Andrew	Q ^{ex} M	oret Ruiterhof
Son AH	Rð		1 Weste	Fontainebleau	Pre R
TEVT	꼬지오	Levers No		andpark 3%	able St Malla
JOSIN		- AND - C	Randpark		
son Ro	RÓ	0 8/	Golf Club X	SIGHT	
Stall-	Jim Foudle	85	Kelland 268-lq	k Windsor Glen	Rot
Jim Phylis Rd		S - Na	Map dat <mark>a ©</mark> 2011 Af	riGIS (Pty) <mark>Lt</mark> d, Google, Track	s4Africa - <u>Terms of Use</u>

- 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.

352024023	IB3431 RESPUNSE		FCC 833 GP	NISSAN	1400	Koos		
		0.03	Km Q	ind Ocurences				
iteldNr	SiteName	CallS	ign V	ehDisc	StampTaken	Dist	Speed	Γ
)06	DOORNBULT REPEATE	R (NUWE REP Brave	o 01. R	ESPONSE	07/07/2011 17:14:46	.0171 Km	0	
045	MICRO FIN	Brave	o 01 🛛 🛛 🕅	ESPONSE	07/07/2011 19:01:37	.0296 Km	0	J
)91	S & C GRAAN BK	Brave	o 01 🛛 🛛 🛛 🖓	FSPONSE	07/07/2011 19:01:37	.0296 Km	0	

SECURITY COMPANY Vehicle Report

Call Sign : A	ALFA 01 Description	on: RESPONSE		<u>Driver</u> Sarel Baartd		
Site Id Nr	<u>Site Name</u>	<u>Call Sign</u>	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

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

57749036898758	RESPONSE		ZSY 676 GP	ORD	FOCUS ST	arel Baartd	
StartStamp	OBRefNr	Site Id Nr	Site Name	Event Description	Dest Dist	User Dist	
J6/09/2011 14:32:28	315219	0248	MINAAR BRAAM	Mains Fail	9,728 Kn	n 9.728 Km	
06/09/2011 16:07:37	315221	0067	VAN TONDER MATTIE	Alarm	.957 Km	n 1.551 Km	
7/09/2011 11:48:57	315221	0067	VAN TONDER MATTIE	Alarm	1.185 Km	n 1.422 Km	
07/09/2011 13:17:55	315221	0067	VAN TONDER MATTIE	Alarm	2.422 Km	n	
¢							

Call Sign : ALFA 01	Descrip	ion: RESPONSE	<u>Driver</u> Sarel Baartd			
Site Id Nr 0248	<u>Site Name</u> MINAAI	R BRAAM	Call Sign ALFA 01 Description		ı Mains Fail	
<u>Stamp Taken</u> 06/09/201 <u>Dest Dist</u> 9.728 Km	1 14:32:28 <u>User</u> <u>User Dist</u> 9.728 Kn	S <u>tamp</u> 06/09/201114:32:55 n <u>Arival Dist</u> 3.251 Km	<u>Arival Stamp</u> 06/ <u>Remarks</u> OPPER/	09/2011.16:27:55 ATOR A RIVAL TIME	Response Time	115.45
Site Id Nr 0067 <u>Stamp Taken</u> 06/09/201 <u>Dest Dist</u> .957 Km	<u>Site Name</u> VAN TO 116:07:37 <u>User</u> <u>User Dist</u> 1.551 Kn	DNDER MATTIE S <u>tamp</u> 06/09/2011 16:07:57 n <u>Arival Dist</u> 7.545 Km	<u>Call Sign</u> ALFA 01 <u>Arival Stamp</u> 06/ <u>Remarks</u> OPPER/	Description 09/2011 20:19:24 NTOR ARIVAL TIME	<u>1</u> Alam <u>Response Time</u> UP !	251.78333333333333
Site Id Nr 0067 <u>Stamp Taken</u> 07/09/201 <u>Dest Dist</u> 1.185 Km	<u>Site Name</u> VAN TO 1 11:48:57 <u>User</u> <u>User Dist</u> 1.422 Kn	DNDER MATTIE S <u>tamp</u> 07/09/2011 12:26:08 n <u>Arival Dist</u> .783 Km	<u>Call Sign</u> ALFA 01 <u>Arival Stamp</u> 07/ <u>Remarks</u> OPPER/	Description 09/2011 13:32:39 NTOR A RIVAL TIME	<u>1</u> Alam <u>Response Time</u> UP !	103.683333333333
Site Id Nr 0067 <u>Stamp Taken</u> 07/09/201 <u>Dest Dist</u> 2.422 Km	<u>Site Name</u> VAN TO 1 13:17:55 <u>User</u> <u>User Dist</u>	NDER MATTIE Stamp Arival Dist 6.976 Km	<u>Call Sign</u> ALFA 01 <u>Arival Stamp</u> 07/ <u>Remarks</u>	Description 09/2011 15:01:37	<u>ı</u> Alam <u>Response Time</u>	103.6833333333333

SECURITY COMPANY Reaction Report