

System Administration

System Parameters

QuTeWatch : Application Parameters

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

Institution Info

Client Nr	ClientId	Data Set Id	Currency	Type Inst
GW1879	YOUR COMPA	QT		

Client: YOUR COMPANY NAME

Contact: MALCOLM Cell: +27 83 455 0676

Tel: Fax: Data:

System: TIELMAN ROOS Cell: 082 331 7722

Postal Address:

Street Address:

Homing Acc: DO No:

Branch No: Acc No:

Inst. User Id:

System Parameters

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

Skip Auto True Note No Auto logout

Jump To Remote Call

All Sites in Remote List

Confirm Call To Code Level 02 LockOut Call Active Suspend

Short OB Reference: Prefix: No. of Digets: Multi Activation Grp: Type Grp Site Grp

Operator Call Level Limiting: Level limiting Active Call List View Limited Event List Limited

SMS Lock Out Time: (Minutes) SMS Delivery Report Code:

Max Call Time (Dead Man's Latch): Time (Min) Cell No. To Code Level:

Client Logo:

Sound Settings: Speaker: External Single

Screen Settings: Wide Screen Age Colours Multi Act Colours

System Language: Change Language

Change

Close

Company Information

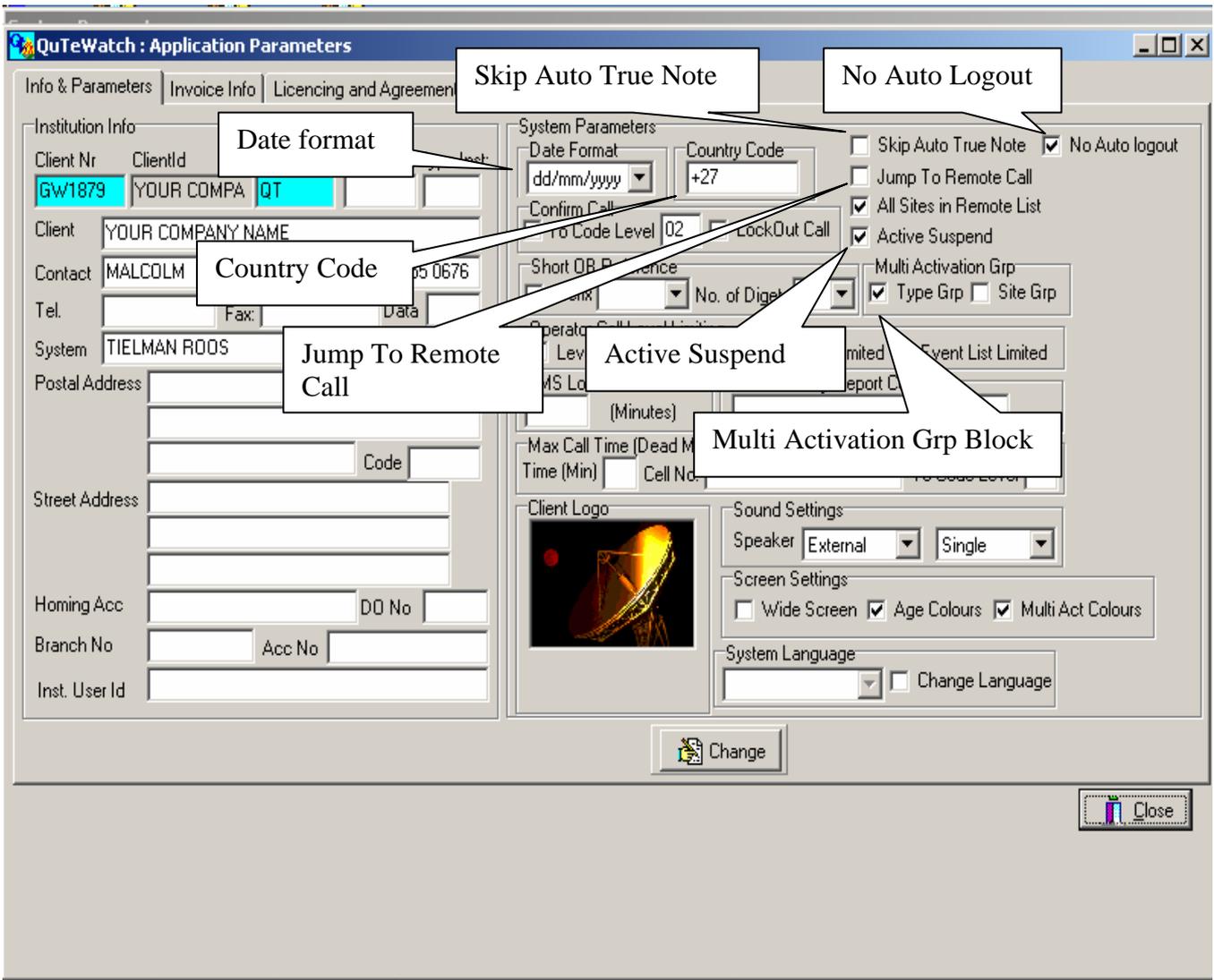
Sound Settings

Screen Settings

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

The screenshot shows the 'QuTeWatch : Application Parameters' window. It has tabs for 'Info & Parameters', 'Invoice Info', 'Licencing and Agreement', and 'Language Translations'. The 'Info & Parameters' tab is active, showing 'Institution Info' and 'System Parameters' sections. Callouts highlight specific fields: 'Confirm Call' (checked), 'Short OB Reference' (Prefix), 'Operator Call Level Limiting' (unchecked), 'SMS Lock Out Time' (Minutes), and 'Max Call Time' (Time (Min), Cell No., To Code Level).

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



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

Controller Setup

The screenshot shows the 'Controllers' tab page in the Qtwatch software. At the top, there's a title bar with 'YOU COMPANY NAME' and a user name 'Control Room Maste'. Below the title bar, there are tabs for 'Events', 'Lists, Codes', 'Descriptions', 'Protocols', 'Alerts', and 'Controllers'. The 'Controllers' tab is active, displaying a table of controller configurations.

No	Connect	Type	Identity	Event List	Cycle	Port	Baud Rate	Data	Stop	Parity	STx	ETx	Len	Ack	Req St	Start Str
1	False	FBICP220	FBI ProSec	39	25	COM1	9600	8	0	0	10	13	28	6	False	
2	True	CELLSMS	FSK Fake	CS01	10	COM1	115200	8	0	0	0	10	180		False	at+clip=1
3	False	INCALLID	In Call Id	CLRQ	10	COM3	56000	8	0	0	0	10	40		True	ats0=0&cid=1
4	True	MAMI	PPS Mami	MAMI	45	COM2	4800	8	0	0	2	13	36		False	
5	False	TX5000ST	RDC NewSt	07	50	COM1	9600	8	0	0	0	13	10		False	
6	False	TX5000ST	RDC Std	09	50	COM2	9600	8	0	0	0	13	10		False	
7	False	TX5000ST	RDC	07	50	COM6	9600	8	0	0	0	13	10		False	
8	False	TX5000AL	RDC Alpha	07	50	COM7	9600	8	0	0	0	13	10		False	
9	False	REMOTE	Remote Mon	RC	15	COM6	9600	8	0	0		10	72		False	
10	False	AUTOWATC	AutoMonitor	AW	1	\\.\COM	1200	8	0	0			72		False	

Below the table, there are several configuration sections:

- Controller parameters:** Includes fields for 'No' (2), 'Connected' (checked), 'Type' (SMS Monitoring), 'Id' (FSK Fake), 'Event List' (CelSecur Basic), 'Cycle Time' (10), 'Message Sender' (checked), 'Store In Signals' (checked), 'Auto Insert' (unchecked), and 'Start String' (at+clip=1).
- Comms parameters:** Includes 'Comm Port' (COM1), 'Baud Rate' (115200), 'Parity' (None), 'Data/Stop Bits' (8), and 'Flow Control' (RTS EN).
- Tx Data parameters:** Includes 'Start Char' (0), 'End' (10), 'Length' (180), 'Ack Chars', and 'Structure'.

At the bottom, there are buttons for '+ Add' and 'Change', and a status bar showing 'Last Call Info : 0000' and 'Controller Fail to Test'.

Setting up your base stations in Qtwatch

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

QtWatch : Controller Setup

YOUR COMPANY NAME Control Room Maste *

Events : Lists, Codes & Descriptions | Protocols | Alerts | Controllers

No	Connect	Type	Identity	Event List	Cycle	Port	Baud Rate	Data	Stop	Parity	STx	ETx	Len	Ack	Req St	Start Str
1	False	FBICP220	FBI ProSec	39	25	COM1	9600	8	0	0	10	13	28	6	False	
2	True	CELLSMS	FSK Fake	CS01	10	COM1	115200	8	0	0	0	10	180		False	at+clip=1
3	False	INCALLID	In Call Id	CLRQ	10	COM3	56000	8	0	0	0	10	40		True	ats0=0&cid=1
4	True	MAMI	PPS Mami	MAMI	45	COM2	4800	8	0	0	2	13	36		False	
5	False	TX5000ST	RDC NewSt	07	50	COM1	9600	8	0	0	0	13	10		False	
6	False	TX5000ST	RDC Std	09	50	COM2	9600	8	0	0	0	13	10		False	
7				07	50	COM6	9600	8	0	0	0	13	10		False	
8																
9																
10	False	AUTOWAT	AutoMonitor	AW		COM	1200		0	0			72		False	

Controller parameters

No **2** Connected Type SMS Monitoring Id FSK Fake Add Prefix Prefix K Event List CelSecur Basic

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

Comms parameters

Comm Port COM1 Baud Rate 115200 Parity None

Data/Stop Bits 8 1 Bit Flow Control RTS Enable

Tx Data parameters

Start Char 0 End 10 Length 180 Ack Chars

Structure Last **TR** 07/02/2004 09:20:57

+ Add Change Baud Rate Flow Control box Tx Data parameters Close

Last Call Info : 0000 Controller Fail to Test

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.

QuTeWatch : Controller Setup

YOUR COMPANY NAME Control Room Maste *

Events : Lists, Codes & Descriptions | Protocols | Alerts | Controllers

Event Lists

List No	List Name
01	Daka Zones
02	FSK Zones
03	QTTTele Zones
04	Dial-In Zones
05	Vacant
07	TX5000 - Std
08	TX5000 - Chubb
09	TX5000 3Digit
13	KP.ATSU 100
31	Sure-Gard Basic
32	SG Scantronic

Last TR 29/11/1998 02:02:09

+ Add Change

Event & Codes

Event	Code	Description	Key	Zone	Auto	Event Type
018	08	Loop Trouble Restore			False	
019	08	Siren Fuse Restore			False	
020	08	Fail to Report			False	
021	08	Loop Trouble			False	
022	08	Siren Fuse Fail			True	
023	01	Emergency			False	
024	01	Remote Panic			False	Panic
025	01	Panic			False	Panic
026	01	Duress	001		False	Panic
027	03	Batt Voltage Low			False	
028	03	Batt Voltage Restore			False	
029	03	AC Power Fail			False	Mains Failure

+ Add Change Print List Font Change MS Sans Serif

Change button Print List button Close

Last Call Info : 0317 Guard fail to Report

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.

- 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 client's.

QuTeWatch : Controller Setup

YOUR COMPANY NAME Control Room Maste *

Events : Lists, Codes & Descriptions | Protocols | Alerts | Controllers

Protocol List

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

Last Modified TR 03/06/1999 11:31:04

+ Add Change

Close

Last Call Info : 0000 Controller fail to test

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

QuTeWatch : Controller Setup

YOUR COMPANY NAME Control Room Maste *

Events : Lists, Codes & Descriptions | Protocols | Alerts | Controllers

Alert Groups

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

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

+ Add Change

Alerts

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

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

+ Add Change

Default Site Diary

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

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

+ Add Change Close

Last Call Info : test

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

Setting up default time periods on certain alerts

Types Setup

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

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

 Add
  Change

Action buttons on the control monitor screen underneath the Actions table

 Close

Last Call Info : 0000 Controller Fail to Test

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

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

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

Add Change

Adding or changing the Type of sites that you have.

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

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

Add Change

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

Close

Last Call Info : 0000 Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME

Control Room Maste *

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

Event Types

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

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

Add Change

Response Type

Allowed Response Types

Add Remove

Close

Last Call Info : 0000 Controller Fail to Test

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

Open for that site comes through, then you put a Cancel Type Open next to a Burglary Event type.

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

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

Response Type

Allowed Response Types

- Client Error
- Client System Test
- False Alarm
- Positive Burglary

CRMAS 26/10/2009 15:28:34

+ Add - Remove

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

+ Add Change

Close

Last Call Info : 0317 Guard fail to Report

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

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

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



Add



Change

Adding or changing day types



Close

Last Call Info : 0000

Controller Fail to Test

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

Client Titles

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

Last Modified TR 11/05/2005 22:59:09



Add



Change

Adding or changing different titles that you have



Close

Last Call Info : 0000

Controller Fail to Test

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

Sensors

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

Last Modified TR 17/04/2000 01:41:46

+ Add Change

Services Notes

Diens Besonderhede:
 =====
 1. Vervang battery indoen nodig.

Probleem ondersoeke:
 =====
 1. Kyk of daar spinnekoppe in die omgeweing is. Spuit met gifstof indien nodig.

Adding or changing Sensor types

Adding service or other notes on the sensors

Close

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

Panel Types

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

Last Modified TR 18/04/00 03:00:39

+ Add Change

User Notes

Reset Panel
 =====

Arm Panel
 =====

Change Code
 =====

Adding or changing panel types

Adding notes on panels

Close

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

Event Type

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

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

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

Close

Last Call Info : 0317 Guard fail to Report

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

QuTeWatch : Types Setup

YOUR COMPANY NAME Control Room Maste *

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

Event Type

- Event Type
- Activate Zone
- Alert : AC Fail to Restor
- Alert : Client Call
- Alert : Close Early
- Alert : Fail to Close
- Alert : Fail to Open
- Alert : Fail to Report
- Alert : Fail to Test
- Alert : Illegal Open
- Alert : Rem Status Test
- Alert : Zone Activate
- Alert : Zone Isolate
- Andrew Test
- Burglary Alarm**
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Standard Operating Procedures | Proforma Questions | Turn Out Matrix | Actions Guide

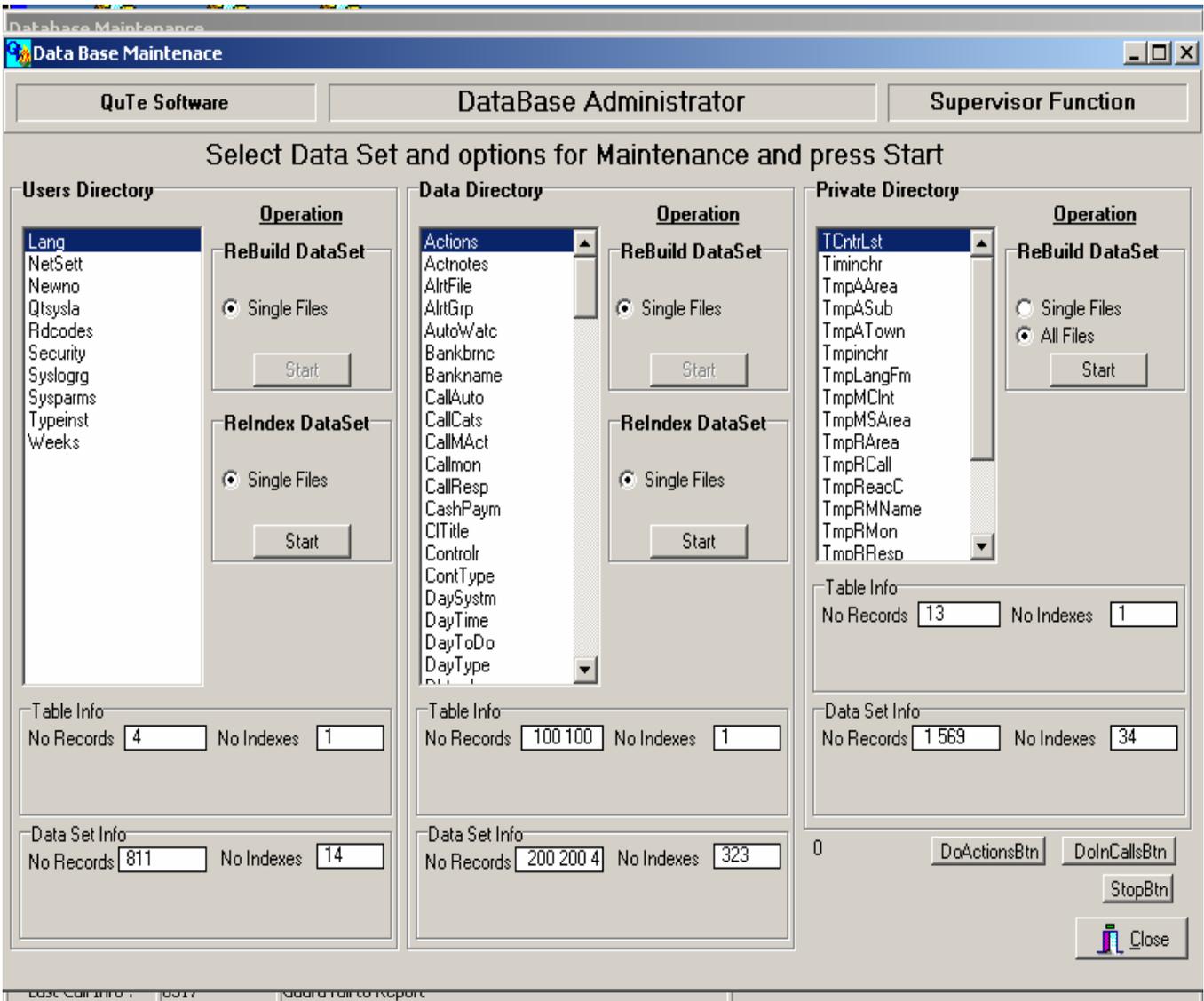
Note Ref	Note Description	Compulsory	Terminal	Response Start	Response End
AT1	Call Site Contact No.	Yes			
A02	Despatch Armed Response	Yes		Yes	
A03	Arrive on site				Yes
A01	Client gives secret code				

Close

Last Call Info : 0317 Guard fail to Report

Action Guide for control room operators

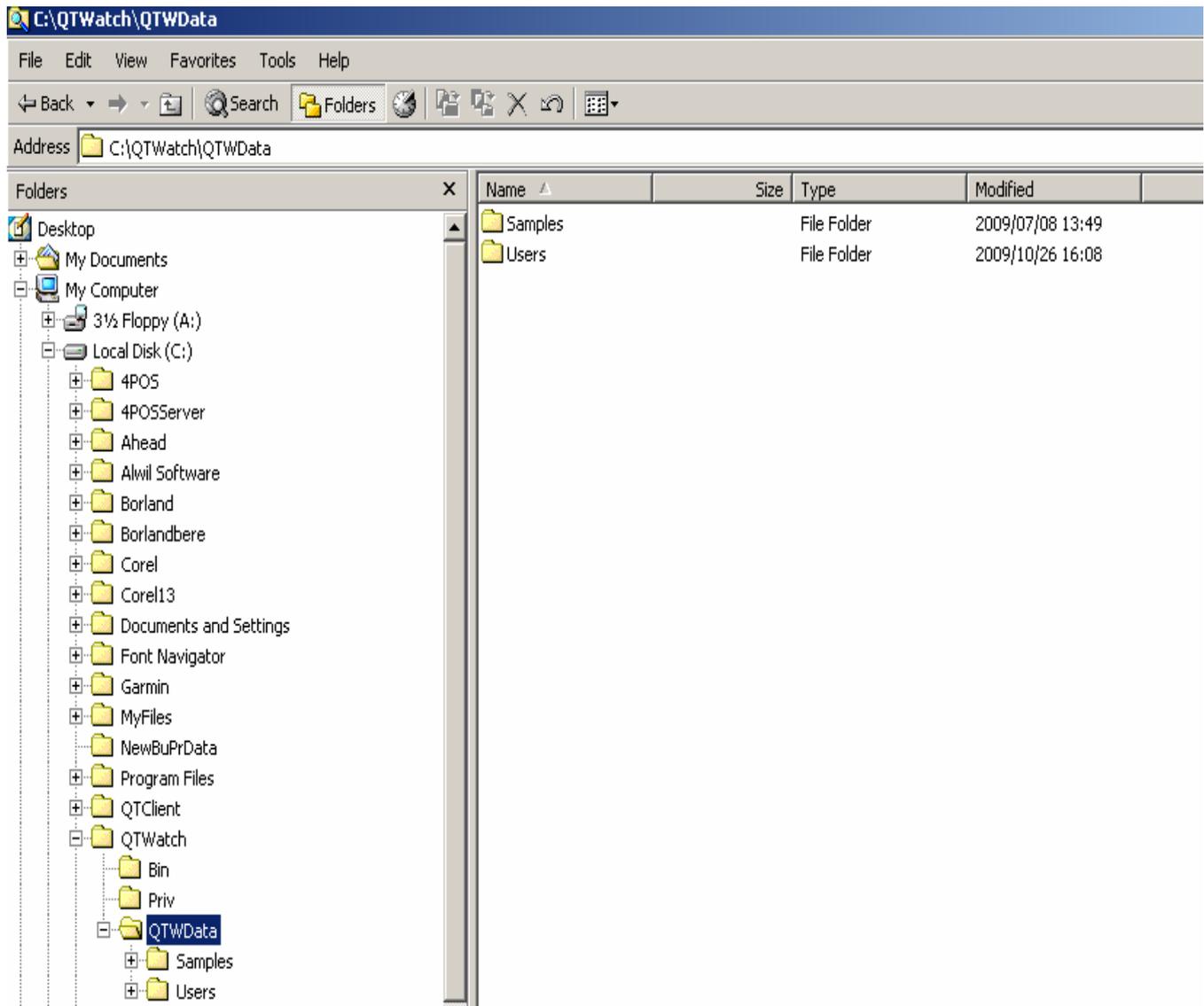
Necessary when using the widescreen feature



1. When power failures occur, you will normally get error messages when you are starting up your Qtwatch.
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 the 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.