

NetPort

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How To Apply For A Certificate.

Go to web site www.emcs-netport.com/certsrv and click “Request A Certificate”

NEXT

Make sure that “Web Browser Certificate” is highlighted.

NEXT

Enter your Name, Company, Department and City

SUBMIT

A box will appear confirming that you wish to apply for a certificate

YES

The Screen will change to “Certificate Pending”. Please send an email to

netport@emcs.co.uk stating that you have applied for a certificate for Netport.

Our I.T Department will issue a certificate ASAP. Close Web Browser

Check www.emcs-netport.com/certsrv after a reasonable amount of time. Click on

“Check on a Pending Certificate”

NEXT

NEXT

If the certificate has not been issued, you will be presented with a screen stating that it is still pending.

If the certificate has been issued, you will be presented with a screen stating

“Certificate Issued”

Click on “Issue This Certificate”

A Box will appear confirming that you want to issue the certificate.

YES

YES

The Screen will change to state that the certificate has been successfully installed.

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Microsoft Certificate Services -- Netport3

Web Browser Certificate - Identifying Information

Please fill in the following identifying information that will go on your certificate:

Name:	<input type="text"/>
E-Mail:	<input type="text"/>
Company:	<input type="text"/>
Department:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Country/Region:	<input type="text" value="GB"/>

How To Log On To Netport for the first time – Setting up Security Passwords.

Go to www.emcs-netport.com/

A box will appear requesting which user you wish to use to log on

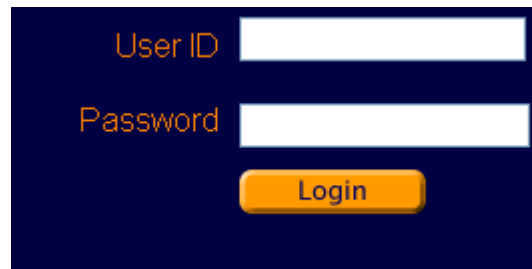
OK

You will be presented with the Netport log on screen.

USER ID – Enter your user id (Usually your EMCS Account number with your unique ID e.g. AA0001A)

PASSWORD – enter the word “password” in lower case

LOGIN

A screenshot of the Netport login interface. It features a dark blue background with two white input fields. The first field is labeled 'User ID' and the second is labeled 'Password'. Below the fields is a yellow 'Login' button with black text.

You will now be presented with 3 security questions.

Mothers Maiden Name

Colour of your Car

Star Sign

Enter these details in lower case – (you will be required to enter these details every time you log onto Netport for security purposes)

CONTINUE

A screenshot of the security questions screen. It has a dark blue background and three white input fields. The questions are: 'What is your mother s maiden name', 'What colour is your car', and 'What is your star sign'. Below the fields is a yellow 'Continue →' button.

[Continued on Next Page](#)

You will now be presented with a box requesting you to change the password. Enter a new password in lower case. Minimum of 9 Characters.

Please provide a new password

User ID	MICHAEL
New Password	<input type="text"/>
Confirm Password	<input type="text"/>

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How To Log On To Netport.

Go to www.emcs-netport.com/

A box will appear requesting which user you wish to use to log on.

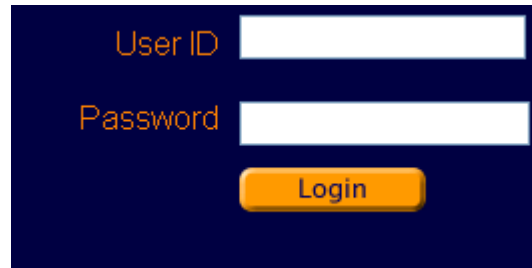
OK

You will be presented with the Netport log on screen.

USER ID – Enter your user id (Usually your EMCS Account number with your unique ID e.g. AA0001A)

PASSWORD – enter the password that you previously selected

LOGIN



You will now be presented with 3 security questions.

Mothers Maiden Name

Colour of your Car

Star Sign

Enter the details that you previously logged

CONTINUE



You will now be logged in to Netport and will be presented with the “**Home Page**”.

On the “**Home Page**”, you will see any recent changes made to the Netport system by Monitor Systems, our software supplier. You will also see a column on the left listing 5 navigation icons.

- Home (Software supplier updates listed)
- [Sites](#) (search page)
- [Reports](#) (report running for individual or all sites)
- Help (divert to EMCS website)
- Log-Off (must be used when logging off Netport)

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How To Search For Sites

Click on “**Sites**” on the left hand column and you will be presented with our search facility.



The screenshot shows a search interface with three dropdown menus and three buttons. The first dropdown menu is labeled 'Contract Number' and has a downward arrow. The second dropdown menu is labeled 'Contains' and also has a downward arrow. The third dropdown menu is labeled 'Only search on live sites' and has a downward arrow. Below these dropdowns are three buttons: 'New Search', 'Add to Search', and 'Go ...'. The 'Go ...' button is highlighted in blue. Below the buttons, there is a dropdown menu with two options: 'Only search on live sites' (highlighted in blue) and 'Search all sites'.

Current Criteria :

The First Dropdown Box is a list of search fields (i.e. Customer name/Site address etc)

The Second Dropdown Box lists how you would like to search for the site (i.e. contains/ exactly matches/ begins with/ ends with)

The Third Dropdown Box is where you enter your search criteria (i.e. Chip No, Name etc)

The Forth and Final Dropdown Box gives you the option of searching live sites or all sites (Live sites will display live signalling sites only/ all sites will display live, new & decommissioned sites).

When you have entered your search criteria click Go.

GO

A list of sites that match your criteria will be listed below. Select the site required by clicking on the contract number, which will be highlighted in red. If only one site matches the criteria you have set you will automatically be entered into that account. If you have selected an uncommissioned or decommissioned site, a flashing warning icon will be displayed.

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Navigating Around The Site

When you have accessed the required site, you will be presented with a sub menu containing the following icons.

- General (all site information)
- Schedules (fire testing – do not use)
- Alarms (action plan against alarm channels)
- Event Logs (site history)
- On/Off Test (place site on test)

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General Information

The main page in General will display the Site Name, Address, Telephone Number, User Reference, Password / Duress code & the Police Force / Fire Brigade.

East Midlands Central Station

Name	<input type="text" value="East Midlands Central Station"/>		
Contract	<input type="text" value="68001433"/>	User Reference	<input type="text"/>
Address	<input type="text" value="Waterside House"/>	Telephone	<input type="text" value="0870 90 30 999"/>
	<input type="text" value="Tissington Close"/>	Fax	<input type="text"/>
	<input type="text" value="Chilwell"/>	Email	<input type="text"/>
Post Town	<input type="text" value="Nottingham"/>	Duress Code	<input type="text"/>
Postcode	<input type="text" value="NG9 6QG"/>	Password	<input type="text" value="FRANK"/>
County	<input type="text" value="Nottinghamshire"/>	Police Force	<input type="text" value="Nottinghamshire Police"/>
		Fire Brigade	<input type="text" value="Nottinghamshire Fire & Rescue"/>
Availability Report for	<input type="text" value="January"/>		

Editing General Information

All of the above fields are editable. When making any changes to these details, simply overwrite any existing information and click SAVE which is located at the bottom of the screen.

SAVE

If changes have been made to the Site name, address and/or site telephone number you will then be required to copy this information into the General information section; scroll down to “**Correspondence Details**” and click “-- Copy from general address --” on this tool bar and click SAVE again.

SAVE

If changes have been made to the Site Telephone number, please see section 14 “[Sites](#)” for full instructions.





Subfields on General

The subfields on the General Information page are “[Keyholders](#)”, “[Correspondence Details](#)”, “[Transmitters](#)”, “[Areas](#)”, “[Police Status](#)”, “[Special Instructions](#)”, “[Information Pages](#)” and “[Sites](#)”

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Keyholders

Keyholders are listed in priority order. Should you wish to change priority of a Keyholder, click the up or down arrow next to the selected Keyholder.

Pri	Name	Phone	Grp	Move
1	Mr Smith	0115 912 3456	0	 
2	Mr Bloggs	0115 987 6543	0	 

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Add a New Keyholder

Click “- - Add A New Keyholder- -”, which is located on the Keyholder title bar on the main page. You will be presented with a new screen displaying the fields for the Keyholder to be inputted. Enter the information required (Keyholder name, telephone numbers and individual password (if required)) and press “Save” at the bottom of the page.

Things to remember;

- Always leave the “Group” field as Group – 0. Unless you have an Area Based system, for future information see Keyholder Grouping
- There are four fields that can store telephone numbers. “Phone”, “Mobile”, “Work” and “Pager”. If you only have one telephone number for your Keyholder, it must be entered in the “Phone” field; otherwise Netport will not allow you to save the Keyholder details.
- We do not require the Keyholder address, Panel User No, Code or Window.

Mr Smith

Name	<input type="text" value="Mr Smith"/>	Password	<input type="text"/>
Address	<input type="text"/>	Phone	<input type="text" value="0115 912 3456"/>
	<input type="text"/>	Mobile	<input type="text"/>
	<input type="text"/>	Work Phone	<input type="text"/>
Postcode	<input type="text"/>	Panel User No.	<input type="text"/>
Pager	<input type="text"/>	Code	<input type="text"/>
Group	<input type="text" value="Group - 0"/>	Window	<input type="text"/>
Can be contacted during alarm handling	<input checked="" type="checkbox"/>	Authorised to change site data	<input checked="" type="checkbox"/>

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Amend Keyholder

Select the Keyholder by clicking on the name of the Keyholder you wish to change. Amend the details as required and click save at the bottom of the page.

SAVE

Click on “**General**” to return to the main screen.

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Delete Keyholder

Select the Keyholder by clicking on the name of the Keyholder you wish to delete and press “**Delete**” which is located at the bottom of the page.

Click on “**General**” to return to the main screen.

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Removing Keyholder For A Period Of Time (Holidays etc)

Select the Keyholder by clicking on the name of the Keyholder, which you wish to temporarily remove.

Scroll down to Availability – select “**Normally available**” enter the dates (DD/MM/YYYY) and times (00:00 – 24hr clock) that the person is unavailable/on holiday.



SAVE

Click on “**General**” to return to the main screen.

Availability

This person is normally 

EXCEPT between these times and dates

Time	Date		Time	Date	
<input type="text" value="17:00"/>	on <input type="text" value="16/12/2005"/>		to <input type="text" value="08:00"/>	on <input type="text" value="06/01/2006"/>	

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Adding A Temporary Keyholder (Holiday cover etc)

Follow instructions for Adding a new Keyholder.

Scroll down to Availability – select “**This Person is Normally Unavailable**” enter the dates (DD/MM/YYYY) and times (00:00 – 24hr clock) that the person is available/covering.

SAVE

Click on “**General**” to return to the main screen.

Availability

This person is normally

EXCEPT between these times and dates

Time	Date	Time	Date
<input type="text" value="17:00"/>	on <input type="text" value="16/12/2005"/>	to <input type="text" value="08:00"/>	on <input type="text" value="06/01/2006"/>

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Contacting A Keyholder Between Certain Times

Select the Keyholder by clicking on the name of the Keyholder.

Scroll down to the “Availability” section, below the header “*At All Other Times This Person*” there is a drop down box, change “**Can Be Contacted At All Times**” to either “**Can Only Be Contacted Between These Times**” or “**Cannot Be Contacted Between These Times**” and enter the times required.

For the times entered in this section, the “**From**” time must be before the “**To**” time.

e.g.

If a Keyholder can only be contacted between 22:00 (10pm) and 08:00 (8am), then the Keyholder must be changed to “**Cannot Be Contacted Between These Times**” and add the times as “**From 08:00**” and “**To 22:00**”. Therefore this Keyholder will not be contacted between 08:00 & 22:00 and will be called between 22:00 & 08:00.

SAVE

Click on “**General**” to return to the main screen.

At all other times this person

	From	To
Weekdays	<input type="text"/>	<input type="text"/>
Weekends	<input type="text"/>	<input type="text"/>

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Changing A Keyholder To An Authorised User

Select the Keyholder by clicking on the name of the Keyholder you wish to change to a user and unselect “**Can Be Contact During Alarm Handling**” by clicking on the box to remove the tick. Then ensure that the box adjacent to “**Authorised To Change Site Data**” is ticked by clicking on the box. This will authorise the Keyholder to abort alarms, but they will not be contacted for Keyholder duties.

SAVE

Click on “**General**” to return to the main screen.

Can be contacted during alarm handling <input type="checkbox"/>	Authorised to change site data <input checked="" type="checkbox"/>
-----------------------------------------------------------------	--------------------------------------------------------------------

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Grouping Of Keyholders

The grouping of Keyholders should always be set as Group 0. If you have any Keyholders that are group 1, 2 etc, this would normally mean that the system is set up as a multiple area system. If you wish to add Keyholders on to this system, please forward your amendment to our Administration Department.
(fax: 0870 90 32 999, email: admin@emcs.co.uk)

Group

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Engineer Rotas

To access your message handling account, enter contract number 5500 and then your 4 digit installer number. E.g for installer number 542, enter 5500**0542**. The engineer rotas can be added and amended in the Keyholder section. All of your engineers will be set up as keyholders, but the availability section will state that they are “**normally unavailable**”. The dates that the engineers are on call are then entered in to the availability section.

Availability

This person is normally

EXCEPT between these times and dates

Time	Date	Time	Date
<input type="text" value="17:00"/>	on <input type="text" value="16/12/2005"/>	to <input type="text" value="08:00"/>	on <input type="text" value="06/01/2006"/>

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Correspondence Details


 Correspondence Details -- Copy from general address --


When making amendments to the site name and address, please follow guidelines under General information, then scroll down to “**Correspondence Details**” and click “-- Copy from general address --” on this tool bar.

SAVE

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Transmitters

 Transmitters --New Transmitter --

Click on the  on the Transmitter title bar this will display the type of signalling system that is being monitored. Click on the Signalling Device (i.e. **Digicom**, **RedCare**) and the channel set up will be displayed. The Network address field will contain the RedCare Telephone number or the Dualcom ESN number. The connection, termination and path enabled dates are also logged in this section.

Zone Programming

[Back](#)
[Save](#)

Transmitter Details

Network Address Connect Date
Reference Termination Date
Path Enable Date

Zone Programming

Zone Information					
Zone	Activation Event	Location Text	Area	Restore Event	Status
0	--Please Select--	<input type="text"/>	Area 1	--Please Select--	
1	Fire		Area 1	Restore	
2	Personal Attack		Area 1	Restore	
3	Intruder(ABO BY OPN)		Area 1	Restore	
4	Open		Area 1	Close	
5	Zone Omit		Area 1	Restore	
7	Confirmed Intruder		Area 1	Restore	
10	Low Battery		Area 1	Battery OK	
80	Battery Failure		Area 1	Battery OK	

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Adding/Deleting 2nd Transmitters (2nd signalling devise i.e. CCTV)

You cannot add or delete Transmitters via Netport; this can only be done by sending instruction to our Administration Department.)

(Fax: 0870 90 32 999, Email: admin@emcs.co.uk)

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Adding Channels

Type the channel number into the zone field (i.e. 1) and select the activation event (i.e. Fire) now select the restore event. For all “Alarm activations” the restore event will be a “Restore”

SAVE

Click on “Back” to return to the main screen.

When adding new channels in to the transmitter section, you also need to add the alarm in to the alarms section. The Alarms section informs the operators on the actions you require for each alarm. To do this, click on “Alarms” and you will be presented with a similar looking screen to the transmitter section. Select the dropdown box underneath Alarm Description and select the alarm event. The standard actions will be inserted in the actions field. To edit the field, click on **Edit** and change to actions as required. If the alarm requires police response, you will need to allocate the urn against the alarm. See [Police Status](#) for further instructions.


SAVE

Alarms						
Alarm Description	Actions	URN	Window	Area	Zone	
-Please Select-	Edit	Default	0	-All Areas-		
Command Mode	XSF0		0			
Command Rejected	P0	P1009876	0			
Comms Disable	S0		0			
Comms Restore	S0		0			
Comms. Trouble	S0		0			
Compressor Fail	S0		0			
Computer Alarm	S0		10			
Confirm.Int(ABO ALL)	S0		0			
Confirmed Intruder	S0		0			
Control Fail	S0		10			
Daily Maintenance	WSPO	1002345	0			
Data Lost Message	0		0			
Data Transmit Fail						
Day Burglar Alarm						
Day Trouble						
Day/Night Alarm						
Dealer ID following						
Deferred Close						
Deferred Open						
Delayed Alarm						
Device Missing						
Dialler Disabled						
Dialler Shutdown						
Dialler Shutdown Cmd						
Disable TroubleRelay						
Disable Zone						
Disabled Sounder/Rly						
Domestic Fire						
Door Ajar/Propped Op						
Door Closed						

M,N Information Page
W,X,Y,Z Special Instruction
F Fire

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Deleting Channels

If you require a channel deleting, click  which is located at the right hand side of the channel.

Click on “Back” to return to the main screen.

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Inverting Open And Close

To Invert the Open and Close, firstly delete the channel that the open and close is currently set up on (Usually 4) and re-add the channel selecting “Close” as the Activation event and “Open” as the restore event.

SAVE

Click on “Back” to return to the main screen.

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Location Text And Area

The Location Text and Area fields are only used if the system is Point ID, SIA or has multiple Intruders and Open & Closes on the site. If you need to update these types of systems, please forward amendments to our Administration Department. (fax:0870 90 32 999, Email: admin@emcs.co.uk)

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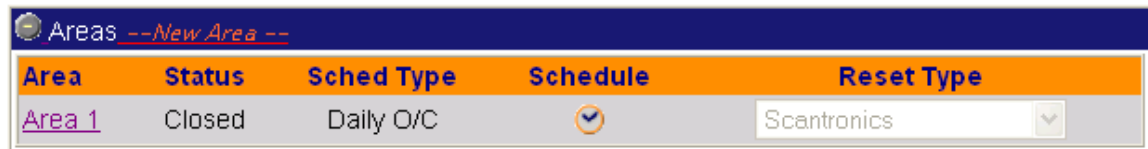
Areas




Press  and you will be presented with the amount of areas your system has. Standard sites will only have 1 area.

In this field it will also show the status of the system i.e. Open or Close and will show the type of Remote Reset set up if any.

If you need to add or delete any areas, please forward a request to our Administration Department. (Fax: 0870 90 32 999, Email: admin@emcs.co.uk)



Area	Status	Sched Type	Schedule	Reset Type
Area 1	Closed	Daily O/C		Scantronics

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Adding or Changing the type of Remote Reset

Select Area 1 by clicking onto it. You can now add or Change the Remote Reset Type by clicking on the dropdown arrow and selecting the type of remote reset you require.

SAVE

Click on “Back” to return to the main screen.

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Setting up Monitored Open/Close Schedule

Monitored Open & Close signals allow your customers to maintain more secure premises. If the premises are opened or closed out of the normal hours, we will notify a Keyholder of your choice. We can also monitor the Open & Close signals for early close signals & late to open signals.

Select Area 1 by clicking onto it. Change the Open/Close Monitoring from “None” to “Daily”.

SAVE

Area Description	<input type="text" value="Area 1"/>
Open/Close Monitoring	<input checked="" type="radio"/> None This site does not send Open and Close Signals
	<input type="radio"/> Monitored This site is configured to send Open and Close signals. The central station will respond if the site Opens Before it is scheduled, Opens Late , or Fails to Close on time
	<input type="radio"/> Daily This site is configured to send Open and Close signals. The central station will respond if the site Opens Before it is scheduled, or Fails to Close on time
Remote Reset	<input type="text" value="Scantronics"/> ▼

[Continued on Next Page](#)

Click Save (on the left hand column) this will then present you with a new Schedule template. Enter the Open / Close times required (24hr format). You will also need to enter periodic interval time that you would like our operators to repeat the actions (i.e. if the site has still not opened/closed 60 minutes after our initial action we should reaction the alert)

e.g. If the customer is opening at 08:00 & Closing at 17:00 and requires a 90 minute interval period it should appear as pictured below.

Signal Interval Minutes ▾

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	08:00	08:00	08:00	08:00	08:00	08:00	08:00
Close	12:00	17:00	17:00	17:00	17:00	17:00	17:00
Open	13:00						
Close	17:00						
Open							
Close							
Open							
Close							
Open							
Close							

The extra Open / Close boxes are for multiple Open / Closes during the day. I.e. closes for lunch etc (See Mondays Schedule).

SAVE

[Continued on Next Page](#)





The Schedule has now been added on to the system. You now need to Select “Alarms” from the General screen. Add Early Open (I) from the Alarm Description section. In the Window section, you will need to enter the amount of minutes that the customer is allowed to enter the premises before the official opening time.

SAVE

Add Close Overdue (I) from the Alarm Description section. In the Window section, you will need to enter the amount of minutes that the customer is allowed to stay in the premises after the official closing time.


SAVE

Click on “Back” to return to the main screen.

Early Open (I)	S0		10				
Close Overdue (I)	S0		10				

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Setting up a Temporary Open/Close Schedule


Select Area 1 and then select . This will then present you with the current schedule set up for the system. Select Add Temp from the menu on the left. Select the Temporary tab and enter the dates that you require the schedule to cover for. Change the schedule as required.


SAVE

Click on “Back” to return to the main screen.

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Police Status

 Police Status --New URN --

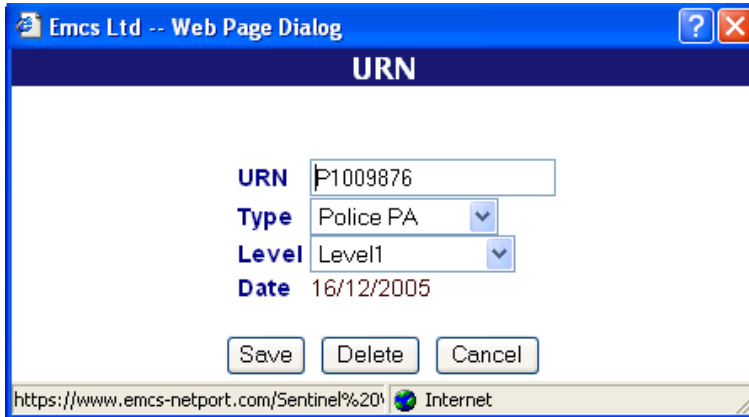
Press  and you will be presented with the Urn's for this system, the type of URN and the level of response.


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Adding URN's

Select "-- New Urn --" on the Police Status title bar, type in the URN, select which type of URN is required (i.e. PA or Intruder) and select the appropriate Level.





















SAVE



After adding a new URN, you will need to allocate it against the alarms that will require police attendance. If it is not allocated, the alarm **will not** be policed. To allocate the URN against an alarm, select the "**Alarms**" page on the left hand column, the actions which our operators will be presented with upon receipt of an activation will be displayed. Select the alarm that requires police response by clicking the "**Pencil**" sign  on the right hand side of the alarm row, the alarm event will be moved to the top of the list, click on the down arrow on the URN field (3rd column along) and select the relevant URN then click save on the left hand column.

SAVE


[Back](#)
[Save](#)

Alarms						
Alarm Description	Actions	URN	Window	Area	Zone	
Personal Attack	P0	Edit	PA	0	-All Areas-	
Fire	SF0		Default	0		 
Personal Attack	P0		Intruder	0		 
Intruder(ABO BY OPN)	S0		PA	0		 
Battery Failure	S0			0		 
Mains Failure	S0			0		 
Early Open (I)	S0			10		 
Low Battery	S0			0		 
Close Overdue (I)	S0			10		 
Confirmed Intruder	SP0		1002345	0		 
Zone Ornit	0			0		 

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Click on "**Back**" to return to the main screen.

Editing URN's

Click on the  on the Police Status Title Bar all Urn's for this site will be displayed, click into the URN that requires amending make the relevant amendments (i.e. level of response) and click save.

SAVE



A screenshot of a web application interface showing a table titled "Police Status --New URN --". The table has four columns: URN, Type, Status, and Date. There are two rows of data.

URN	Type	Status	Date
1002345	Intruder	Level1	07/10/2005
P1009876	Personal Attack	Level1	16/12/2005

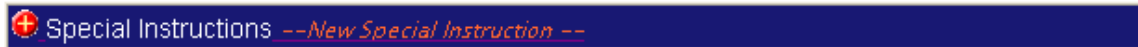
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Deleting URN's

Click on the  on the Police Status Title Bar all Urn's for this site will be displayed, select the URN that needs deleting and press "Delete"

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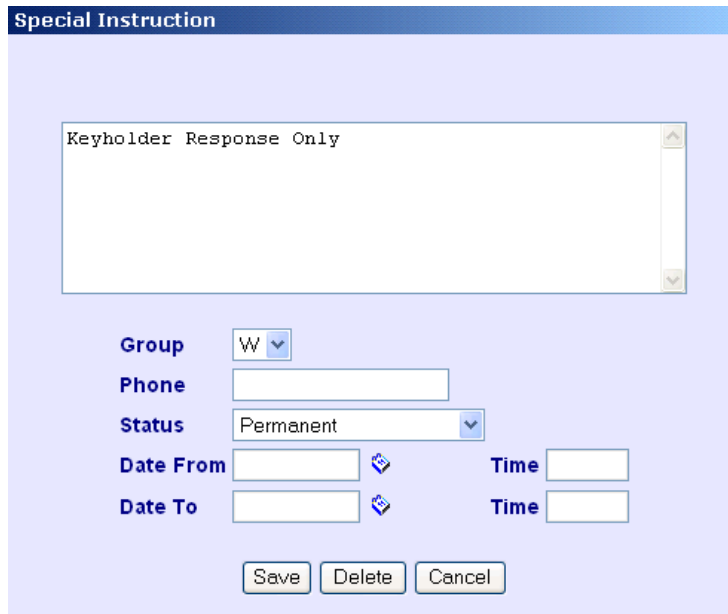
Special Instructions



Adding Single Special Instructions

Select *-- New Special Instruction --* and you will be presented with an empty template where you can add a new instruction. Type in the required instruction, make sure that the group is set to "W" and then press save.

SAVE



A screenshot of a web application form titled "Special Instruction". The form contains a text area with the text "Keyholder Response Only". Below the text area are several input fields and buttons.

Group: W

Phone:


Status: Permanent

Date From: Time:

Date To: Time:

Buttons: Save, Delete, Cancel

[Continued on Next Page](#)





















The special instruction now needs to be allocated against the required alarms. To do this, select the “Alarms” page on the left hand column, the actions which our operators will be presented with upon receipt of an activation will be displayed. Select the alarm that requires the special instruction by clicking the “Pencil” sign  on the right hand side of the alarm row, the alarm event will be moved to the top of the list, click on **Edit** and you will then see the actions currently allocated against this alarm. The special instruction needs to be added at the beginning of the actions e.g. **WSP0**. Firstly remove the current actions by clicking to remove the ticks from the tick boxes and then re-tick them in the order required and then press Done and save on the left hand column.

SAVE

This will now have the new actions displayed

Click on “Back” to return to the main screen.

[Back](#)
[Save](#)

Alarms						
Alarm Description	Actions	URN	Window	Area	Zone	
Confirmed Intruder	WSP0 Edit	Intruder	0	-All Areas-		
Fire	<input checked="" type="checkbox"/> Police		0			 
Personal Attack	<input type="checkbox"/> Fire	876	0			 
Intruder(ABO BY OPN)	<input checked="" type="checkbox"/> S - The Site		0			 
Battery Failure			0			 
Mains Failure	<input type="checkbox"/> M - Info Page		0			 
Early Open (I)	<input checked="" type="checkbox"/> 0 - Key Holder		10			 
Low Battery	<input type="checkbox"/> Installer		0			 
Close Overdue (I)			10			 
Confirmed Intruder	<input checked="" type="checkbox"/> W - Special Action	45	0			 
Zone Omit			0			 

Actions Key

0 -> 9 Key-Holders	M,N Information Page
Q,R,S,T Site	W,X,Y,Z Special Instruction
P Police	F Fire
K Key-Holder Agency	

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Temporary / Temporary Unavailable Special Instructions

Follow the guidelines for the “Single Special Instructions” and change the “Status” from “Permanent” to “Temporary” or “Temporary Unavailable”. Enter the dates and times required in the section below


SAVE

Special Instruction		Special Instruction	
<div style="border: 1px solid gray; padding: 5px; min-height: 70px;">Keyholder Response Only</div>		<div style="border: 1px solid gray; padding: 5px; min-height: 70px;">Keyholder Response Only</div>	
Group	W	Group	W
Phone	<input type="text"/>	Phone	<input type="text"/>
Status	Temporary	Status	Temporary
Date From	Permanent	Date From	16/12/2005
	Temporary		06/01/2006
Date To	Temporary Unavailable	Date To	
Time	<input type="text"/>	Time	08:00
Time	<input type="text"/>	Time	17:00
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>		<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	

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Adding Multiple Special Instructions & Grouping

Select [-- New Special Instruction --](#) and you will be presented with an empty template where you can add a new instruction. Type in the required instruction. You have a choice of 4 grouping letters to allocate against your instructions. If you have a special instruction to be allocated against the Fire Alarms and you require another instruction to be allocated against the Personal Attack, you can allocate the 2 instructions with different Grouping letters. I.e. The Fire Alarm can be allocated with “X” and the Personal Attack can be allocated “W”. We do not have a preference on which grouping letters you use for the different type of alarms.

The Special Instructions now need to be allocated against the required alarms. To allocate the Special Instructions against an alarm, select the “Alarms” page on the left hand column, the actions which our operators will be presented with will be displayed. Select the alarm that requires the special instruction by clicking the “Pencil” sign  on the right hand side of the alarm row, the alarm event will be moved to the top of the list, click on **Edit** and you will then see the actions currently allocated against this alarm. The special instruction needs to be added at the beginning of the actions.





















E.g. The Fire Alarm instruction would be allocated with the “X” Special Instruction previously inputted and would need to appear as “XSFO”.

The Personal Attack instruction would be allocated with the “W” Special Instruction previously inputted and would need to appear as “WPO”.

SAVE

Click on “Back” to return to the main screen.

[Back](#)
[Save](#)



Alarms						
Alarm Description	Actions	URN	Window	Area	Zone	
Fire	XSFO	Edit	Default	0	-All Areas-	
Fire	<input type="checkbox"/> Police			0		 
Personal Attack	<input checked="" type="checkbox"/> Fire	876		0		 
Intruder(ABO BY OPN)	<input checked="" type="checkbox"/> S - The Site			0		 
Battery Failure	<input checked="" type="checkbox"/> M - Info Page			0		 
Mains Failure	<input type="checkbox"/> O - Key Holder			0		 
Early Open (I)	<input checked="" type="checkbox"/> Installer	10		10		 
Low Battery	<input type="checkbox"/> W - Special Action			0		 
Close Overdue (I)	<input type="checkbox"/> X - Special Action			10		 
Confirmed Intruder	<input checked="" type="checkbox"/>	45		0		 
Zone Omit				0		 

Actions Key

O -> 9	Key-Holders	M,N	Information Page
Q,R,S,T	Site	W,X,Y,Z	Special Instruction
P	Police	F	Fire
K	Key-Holder Agency		

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Editing Special Instructions

Press  and you will be presented with the special instructions currently set up for this customer. Press the next  and you will now be able to read the special instructions. If you click on the special instructions, you will be presented with a box allowing you to edit the instructions. Make any alterations required

SAVE


Special Instruction


Keyholder Response Only

Group

Phone



Status

Date From  **Time**

Date To  **Time**

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Deleting Special Instructions

Press  and you will be presented with the special instructions currently set up for this customer. Press the next  and you will now be able to read the special instructions. If you click on the special instructions, you will be presented with a box detailing the instructions. Click Delete.

DELETE


Special Instruction


Keyholder Response Only

Group

Phone

Status

Date From  **Time**

Date To  **Time**

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Information Pages

Information Pages

Information Pages are global instructions that can appear on all of your systems. They are view only. Any of your Dual Signalling systems (RedCare GSM / Dualcom) will have an information page inserted informing the operator of the procedure for dealing with any Intruder Alarms & Signalling Faults. Should you wish to make amendments to any information page, please send instruction to our Administration department (fax: 0870 90 32 999, email: admin@emcs.co.uk)

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Sites

 Sites --New Site --

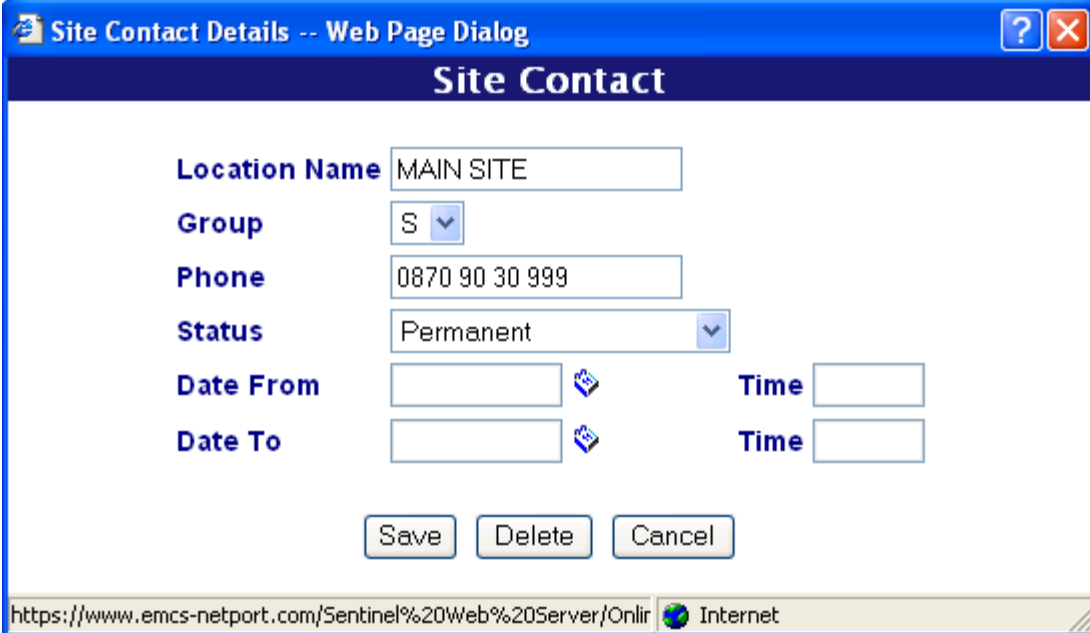
In this section, you will need to enter the site telephone number that the operator will need to call upon receipt of an alarm activation. You should have already entered the site telephone number in the [General Information](#) & copied it to the [Correspondence Details](#). However this is the most important section for the telephone number to be entered. If the telephone number is not entered in this section, then the operator **will not** ring site, even if you have entered the number in the General Information.

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Adding New Site Telephone Number

Press  and you will have access to the site telephone numbers currently set up for this customer. Press the next  and then press “**MAIN SITE**” and you will be presented with a “Site Contact” box. Enter the Site Telephone Number.

SAVE



The screenshot shows a web browser window titled "Site Contact Details -- Web Page Dialog". The main heading is "Site Contact". The form contains the following fields:

- Location Name:** Text input field containing "MAIN SITE".
- Group:** Dropdown menu with "S" selected.
- Phone:** Text input field containing "0870 90 30 999".
- Status:** Dropdown menu with "Permanent" selected.
- Date From:** Text input field with a calendar icon.
- Time:** Text input field.
- Date To:** Text input field with a calendar icon.
- Time:** Text input field.

At the bottom of the form are three buttons: "Save", "Delete", and "Cancel". The browser's address bar shows the URL: <https://www.emcs-netport.com/Sentinel%20Web%20Server/Onlinr> and the page is loaded via Internet Explorer.

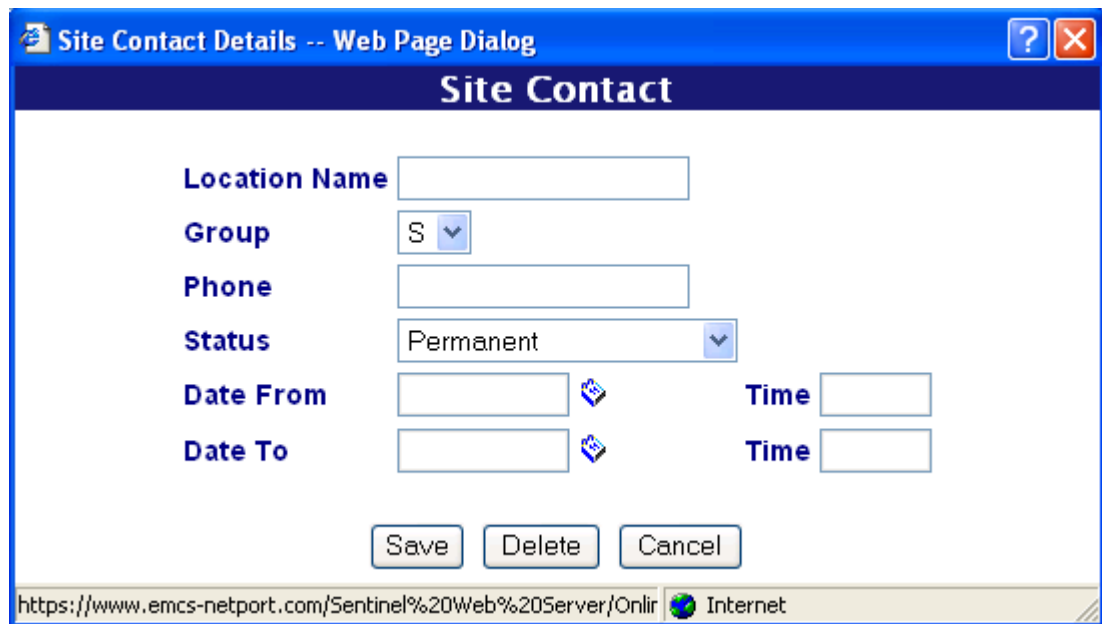
The Main Site Telephone number will also need to be copied into the Telephone section on the General Information page. Please see General information for instructions.

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Adding Multiple Site Telephone Numbers & Grouping

Multiple Site Telephone Numbers are used for two reasons. Firstly, when you have two telephone numbers that the operator can use to get in touch with the premises. To set this up, press [--New Site--](#) and you will be presented with a blank template. In the “Name” field, enter “Alternative Site Number” and enter the telephone number in the number section. The two sites telephone numbers should be allocated the same grouping letter “S”. Therefore when the operator attempts to ring site, they will ring the first site telephone number. If they do not get a reply, they will then go on to the second site telephone number.

SAVE



The screenshot shows a web browser window titled "Site Contact Details -- Web Page Dialog". The main content area is titled "Site Contact" and contains the following form fields:

- Location Name:
- Group:
- Phone:
- Status:
- Date From:
- Date To:
- Time:
- Time:

At the bottom of the form are three buttons: "Save", "Delete", and "Cancel". The browser's address bar shows the URL: <https://www.emcs-netport.com/Sentinel%20Web%20Server/Onlin> Internet

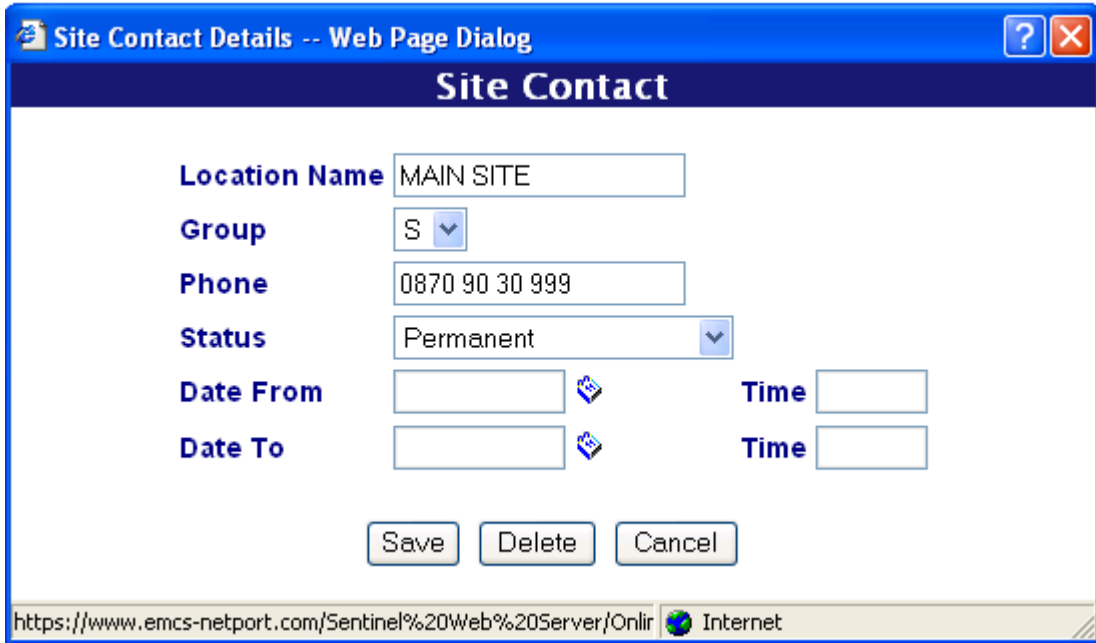
The second reason is when the system is set up for a multiple area system; you will have a site telephone number for the main section and another telephone number for the second area. If you do require the system to have multiple area site telephone numbers, please forward instruction to our admin department. (fax: 0870 90 32 999 or email admin@emcs.co.uk)

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Amending A Site Telephone Number

Press **+** and you will have access to the site telephone numbers currently set up for this customer. Press the next **+** and then press “**MAIN SITE**” and you will be presented with a box storing the site telephone number. Amend the telephone number.

SAVE



The screenshot shows a web browser window titled "Site Contact Details -- Web Page Dialog" with a sub-header "Site Contact". The form contains the following fields:

- Location Name: MAIN SITE
- Group: S
- Phone: 0870 90 30 999
- Status: Permanent
- Date From: [empty] Time: [empty]
- Date To: [empty] Time: [empty]

Buttons: Save, Delete, Cancel

Address bar: https://www.emcs-netport.com/Sentinel%20Web%20Server/Onlir Internet

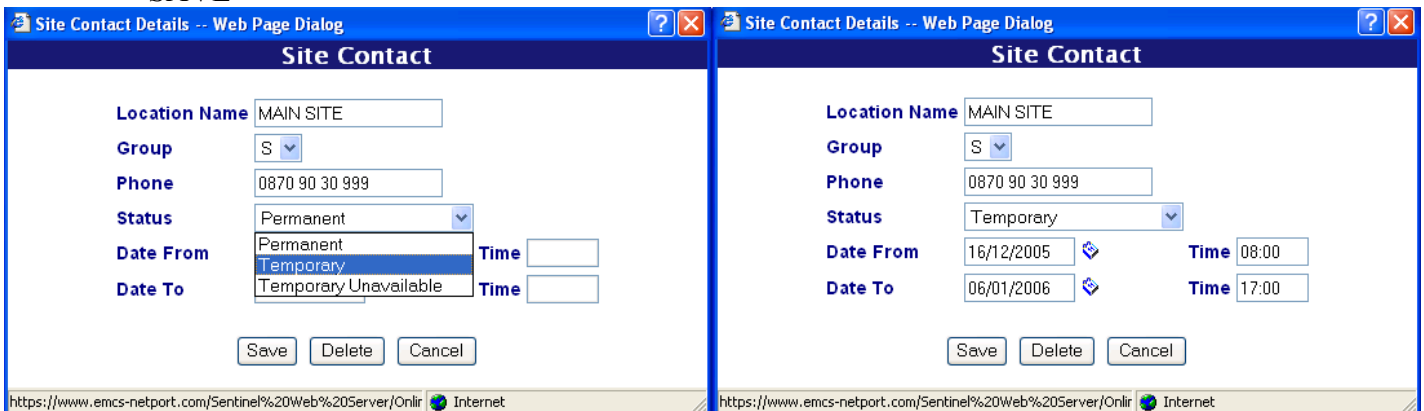
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Temporary Site Telephone Numbers

Add A Temporary Site Telephone Number.

Press **+** and you will have access to the site telephone numbers currently set up for this customer. Change the “**Status**” from Permanent to Temporary, and enter the dates that you want this telephone number to appear (DD/MM/YYYY).

SAVE



The image shows two side-by-side screenshots of the "Site Contact Details" web page dialog. The left screenshot shows the form with the Status set to "Permanent" and the Date From/To fields empty. The right screenshot shows the Status changed to "Temporary" and the Date From/To fields populated with "16/12/2005" and "06/01/2006" respectively, along with Time fields set to "08:00" and "17:00".

Left Screenshot Fields:

- Location Name: MAIN SITE
- Group: S
- Phone: 0870 90 30 999
- Status: Permanent
- Date From: [empty] Time: [empty]
- Date To: [empty] Time: [empty]

Right Screenshot Fields:

- Location Name: MAIN SITE
- Group: S
- Phone: 0870 90 30 999
- Status: Temporary
- Date From: 16/12/2005 Time: 08:00
- Date To: 06/01/2006 Time: 17:00

Buttons: Save, Delete, Cancel

Address bar: https://www.emcs-netport.com/Sentinel%20Web%20Server/Onlir Internet

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Make A Telephone Number Temporary Unavailable

Press **+** and you will have access to the site telephone numbers currently set up for this customer. Press the next **+** and then press “**MAIN SITE**” and you will be presented with a box storing the site telephone number. Change the status from Permanent to Temporary Unavailable and enter the dates required (DD/MM/YYYY).

SAVE

The image shows two side-by-side screenshots of a web application window titled "Site Contact Details -- Web Page Dialog". Both windows show the same form with the following fields: "Location Name" (MAIN SITE), "Group" (S), "Phone" (0870 90 30 999), "Status" (Permanent), "Date From" (Permanent), "Date To" (Permanent), and "Time" (empty). The left window has "Save", "Delete", and "Cancel" buttons. The right window has "Status" set to "Temporary Unavailable", "Date From" set to "16/12/2005" with a "Time" of "08:00", and "Date To" set to "06/01/2005" with a "Time" of "17:00".

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Deleting A Site Telephone Number

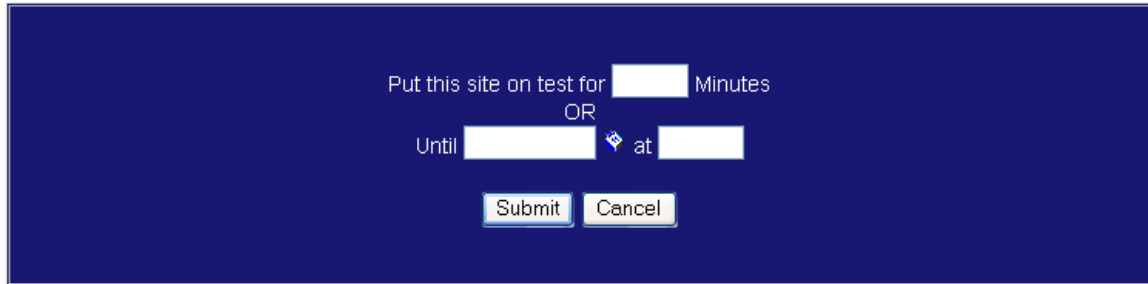
Press **+** and you will have access to the site telephone numbers currently set up for this customer. Press the next **+** and then press “**MAIN SITE**” and you will be presented with a box storing the site telephone number.

DELETE

The image shows a screenshot of a web application window titled "Site Contact Details -- Web Page Dialog". The form contains the following fields: "Location Name" (MAIN SITE), "Group" (S), "Phone" (0870 90 30 999), "Status" (Permanent), "Date From" (empty), "Date To" (empty), and "Time" (empty). There are "Save", "Delete", and "Cancel" buttons at the bottom.

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On / Off Test On Test



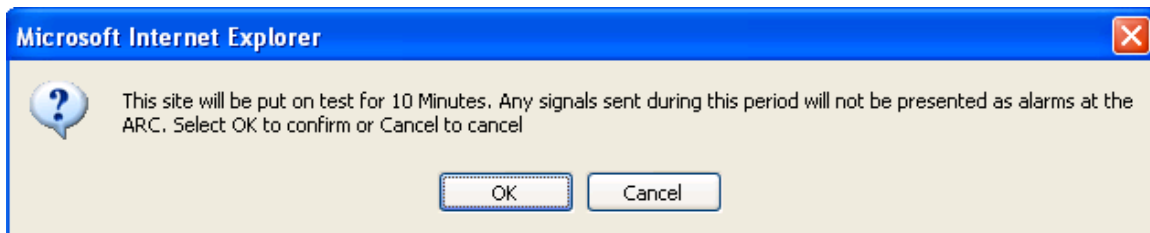
Put this site on test for Minutes
OR
Until at

When selecting On / Off Test you will be presented with a box in which you need to enter the amount of time you require this site to be put on test for.

There are two ways of achieving this. Firstly, enter the amount of minutes you wish to put the system on test for. Secondly, enter the date and time that you wish to put the system on test for.

When entering these details, you cannot enter any dates or times that are in excess to the maximum time allowed. Your maximum time will be between 1 hour & 8 hours. If you require this maximum time to be changed, please contact our Sales Department.

When you have entered the time required, click “**Submit**”. You will then be presented with a box warning you that you are about to put the site on test and any signals sent during this period will not be presented as alarms at the ARC. Click “**OK**”.

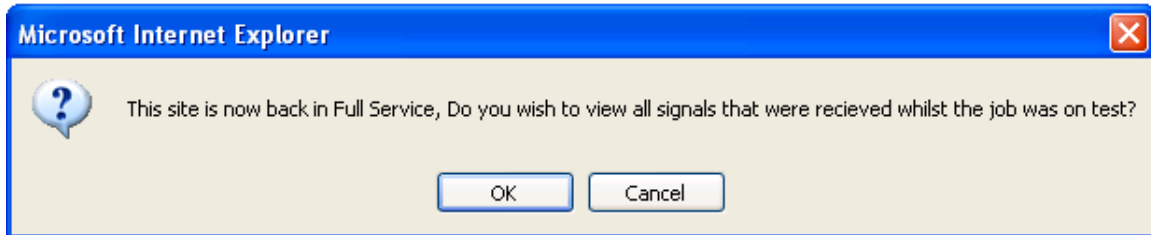


You will then be taken back to the General screen, where “*On Test*” will be flashing at the top of the screen.

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Off Test

The system will automatically come off test at the time you have specified. You can take the system off test before that time by selecting On / Off Test. This will then present you with a box informing you that the system is now back in Full Service and asking you if you would like to view the signals received whilst the job was on test.



If you wish to view the logs, click “**OK**” and you will be taken in to the event logs where you can see the signals received.

If you do not wish to view the logs, click “**Cancel**” and you will be taken back to the General screen.

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Reports

The Reports section will allow you to run a number of different reports which are described below;

Activations Report – A single line report listing alarm activations, but will not show actions taken on alarms. (If you do not enter a contract number, the system will run the report for all of your sites).

Customers Currently in Line Fault – Will show all your sites currently in Line Fault.

Customers Currently on Test – Will show all your sites that are currently on Test.

14 Day Old Connections – Obsolete Report. Was used Pre DD243.

Un-reset Pin 3 Report – Will allow you to see which customers are awaiting a reset on Ch 3.

Nacoss False Alarm Management Report – Nacoss Report detailing the number of false alarms and policed alarms during the dates specified.

Open/Close Report – Will present all the open / close signals received during the dates entered. (If you do not enter a contract number, the system will run the report for all of your sites).

Open/Close Exceptions Report – Will present a list of sites sending unusual open / close signals. When our computer system receives an Open signal, it will recognise that the next signal received on this channel should be a close signal. If the system sends another open signal, our computer system will create an alarm “Unexpected Open Signal”. This will be put in to our log and will be picked up when using this report. The same will happen in regards to Close signals.

Remote Resets Report – Will present all of your customers that have had a Remote Reset within the dates specified.

Alarm Handling Detail – Will present the alarm activations and the actions taken within the dates specified. (The same as the Daily Activations Report you receive on a daily basis).

No Cause Entered – Will present all the alarms awaiting the cause to be entered. (False Alarm Management)

[Continued on Next Page](#)

Reports Continued

All Events – Will present all signals received within the dates specified. (If you do not enter a contract number, the system will run the report for all of your sites).

Reduced Police Response – Will list all of your sites that are not on Level 1 Police Response.

Nacoss False Alarm Report With Cause Detail – Similar to the Nacoss False Alarm Management Report, but will give a detailed cause analysis. (Will only give detailed cause analysis if you use our computer system for your false alarm management).

NACOSS Alarm Events for Export to Excel – Alarm Master Report. Similar to the Nacoss False Alarm Management Report, but will allow you to import the report in to your Alarm Master database. (If you wish to know how to import this report, you will need to contact Alarm Master for directions).

Alarms With Handling Detail for Export to Excel – Alarm Master Report. Similar to the Alarm Handling Detail report, but will allow you to import the report in to your Alarm Master database. (If you wish to know how to import this report, you will need to contact Alarm Master for directions).

Activations Report With Policed Summary – Similar to the Activation Report, but will detail the amount of times the alarms have been policed within 12 months.

Sites With No Open/Close Signals in Last 30 Days – Will present a single line report listing all the sites that have not sent an open / close signal within the last 30 days.

Keyholder List – Will present the Keyholders listed for the site entered. (If you do not enter a contract number, the system will run the report for all of your sites).

Customer Edits Report – Will present the edits made on your systems between the dates specified. (If you do not enter a contract number, the system will run the report for all of your sites).

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