Alarm and Event Monitoring Operator Manual

Access Control Manager™ Software

Version 6.0.0
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Alarm and Event Monitoring

This guide provides the necessary information you will need to use the Monitor feature of the ACM application.

This feature enables the operator to oversee all security activities throughout the facility that this Access Control Manager application monitors.

Open Monitor Feature

The pages of the Monitor feature enable the operator to view second-by-second information about events and alarms occurring throughout the system. To access this, open the application and click Monitor.

This feature also provides a search filter to specify which physical devices to display as well as a verification tool to ascertain whether a specific code or card is properly assigned. The monitor screen is divided into six pages:

- Events – Display the events polled on this system.
- Alarms – Display the alarms detected by this system.
- Search – Initiate a search for specific events/alarms on this system.
- Verification – Verify the identity of a person enrolled on this system.
- HW Status – Display the current status of the hardware and software used by this system.
- Maps – Display alarms/events on one or more maps. This enables the qualified operator to locate the source of the alarm/event.

For more information on these and related pages, refer to Monitor pages - Introduction on page 35.
Monitoring Access

The Monitor page allows you to monitor and verify events throughout the ACM system.

Users with the appropriate permissions can review transaction events, monitor alarms, verify user access and confirm hardware status.

Monitoring Events

Events are defined as any activity that is reported between the appliance and the hardware it oversees. An event includes all alarms, but not all events are alarms. Events can include changes in configuration, a report on door access, adding a new badge holder to the system, etc. In other words, any transfer of data within the system is an event.

When you click Monitor, the first page you see is the Events page. This page lists all the events or transactions as they occur in the system.

To review the events as they appear on the Events page, use any of the following buttons:

NOTE: Some of the buttons are disabled until you select an event that includes the relevant details.

- **Pause** — Click this button to pause the flow of events that are displayed on the page.
  
The flow of events does not actually stop, the system simply pauses the display of live updates until you click Resume.

- **Resume** — Click this button to restart the flow of events that are displayed on the page.
  
  This button only appears when the flow of events is paused.

- **Clear** — Click this button to temporarily clear all events from the screen. New events automatically begin to populate the list. To restore the cleared events, refresh the page.

- **Live Video** — Click this button to display live video that is associated with the selected event.

- **Recorded Video** — Click this button to display recorded video that is associated with the selected event.

- **Notes** — Click this button to enter a new note or display any previously saved notes for the selected event.

- **Instructions** — Click this button to display any instructions that should be completed when the event occurs. The instructions were added when the event was created.

- **Identity** — Click this button to display details about the person that triggered the selected event.

- **History** — Click this button to display a detailed history of this event.

- **Save Settings** — Click this button to save your current settings for this page. For example, the columns and order for this page.
- **Select Columns** — Click this button then choose the information that you want displayed.
  
  Check the box for each column that you want to see, and clear the box for each column that you want hidden.
  
  Click and drag the columns to move them into the order you want.

- **Reconnect** — Click this button to reconnect to the appliance.
  
  This button only appears if your browser has become disconnected from the appliance and an error is displayed.

**Pause/Resume Events**

The display of live event updates can be paused. This allows you to view and investigate a specific event without having to search for it. Once the event has been reviewed, the display of live event updates can be resumed.

Follow the steps below to pause and resume events.

1. Click **Monitor** to access the Monitor Events page. For more detail see *Monitoring Events* on the previous page.
2. Click **Pause** to pause the flow of events that are displayed on the page.
   
   The flow of events does not actually stop, the system simply pauses the display of live updates until you click **Resume** (this button only appears when the flow of events is paused).
3. Click **Resume** to restart the flow of events that are displayed on the page.
   
   The list of events will resume updating.

**Clear Events**

Follow the steps below to clear all displayed events.

1. Click **Monitor** to access the Monitor Events page.
2. Click **Clear** to temporarily clear all events from the screen.
   
   The list will be cleared. New events automatically begin to populate the list.

   **NOTE:** This does not delete the events, it just removes the existing events from the view. To restore the cleared events, refresh the page.

**View Live Video**

Live video that is associated with a selected event can be displayed from the Monitoring Events page. For example, if an unusual event occurs, the live video can be viewed to observe the event and determine if any actions need to be taken.

Follow the steps below to view live video.
1. Click Monitor. The Monitor Events page displays (for more information, see Monitoring Events on page 2).

2. Select an event from the list.

   Only events or alarms with an icon will have video.

3. Click Live Video to display live video that is associated with the selected event. (This button only displays if video is available for this event.)

   The Monitor Screen - Live Video window displays. View the live video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

View Recorded Video

Recorded video that is associated with a selected event can be displayed from the Monitoring Events page. For example, if an unusual event occurred the previous day, the recorded video can be viewed to observe event and determine if any actions need to be taken.

Follow the steps below to view live video.

1. Click Monitor. The Monitor Events page displays (for more information, see Monitoring Events on page 2).

2. Select an event from the list.

   Only events or alarms with an icon will have video.

3. Click Recorded Video to display recorded video that is associated with the selected event. (This button only displays if video is available for this event.)

   The Monitor Screen - Recorded Video window displays. View the video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

Create Event Notes

Notes can be added and viewed for all events that occur in the system. For example, if an observation is made on an event, a note can be made for that event.

Follow the steps below to create event notes.

1. Click Monitor to access the Monitor Events page.

2. Select the event that you want to create notes for.

3. Click Notes to create notes for the selected event.

   The Monitor Screen - Notes Window will display.

4. Enter text in the New Note field.
5. Click to save the new note.

The note will display in the list below the **New Note** section. The date, Operator and note will display in this list.

6. Close the dialog box.

**View Event Notes**

Notes that are associated with an event can be displayed from the Monitor Events page. For example, if another user created a note for an event, you can view the note to get more information about the event.

Follow the steps below to view event notes.

1. Click **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 2).

2. Select the event that you want to view notes for. (Events with notes will display with in the **Icon** column.)

3. Click **Notes** to view notes for the selected event. (Alternatively clicking will do the same thing.)

The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.

**View Event Instructions**

Instructions can be viewed for a selected event. The instructions tell the operator what actions need to be taken when the event occurs. For example, if a user is denied access to a certain area, the action may be to review their identity, and determine if they have permission to access the area.

Follow the steps below to view event instructions. The instructions were added when the event was created.

1. Click **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 2).

2. Select the event that you want to view instructions for. (Events with instructions will display with in the **Icon** column.)

3. Click **Instructions** to view instructions for the selected event.

The Monitor Screen - Instructions Window will display. View the instructions in the table that displays.

4. Close the window to return to the Monitor Events page.

**View Event Identity Details**

Follow the steps below to view event identity details.
1. Click **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 2).

2. Select the event that you want to view identity details for.

3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.

4. View the details (e.g. Last Name, First Name, Title, etc.).

5. Close the window to return to the Monitor Events page.

**View Event History**

Follow the steps below to view event history.

1. Click **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 2).

2. Select the event that you want to view history for.

3. Click **History** to view history for the selected event.

   The Monitor Screen - History Window will display.

4. View the history details.

5. Close the window to return to the Events list.

**Change Events List Settings**

Follow the steps below to change the settings of the events list.

1. Click **Monitor** to access the Monitor Events page.

   The list displays in date order, with the most recent events at the top of the list.

2. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.

3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to its new location.

4. If you want to add or remove columns, click **Select Columns** and:
   - Click beside the Column name of any columns to be added so that a check mark displays.
   - Click beside the Column name of any column to be deleted so that a check mark no longer displays.

5. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message 'ACM Notification. Successfully saved.'.

**Reconnect to Events List**

Follow the steps below to reconnect to the ACM appliance.
1. Click Monitor to access the Monitor Events page (for more information, see Monitoring Events on page 2).

   If your browser loses connectivity with ACM appliance the Reconnect button displays.

2. Click Reconnect to reconnect.
Monitor Alarms

Alarms that occur in the system are listed in the Monitor Alarms page as they occur (accessed through selecting Monitor > Alarms).

An alarm occurs when the system senses an unusual event such as a forced or held door. Each alarm needs to be reviewed and responded to. Information on the alarm can be viewed, along with any available video. After an alarm has been acknowledged, it is moved to the list of acknowledged alarms. This list allows users to view past alarms and clear them from the system.

To review and acknowledge alarms, select one or more alarms from the Unacknowledged Alarms list then click one of the following buttons:

**NOTE:** Some of the buttons are disabled until you select an event that includes the relevant details.

- **Acknowledge** — Click this button to acknowledge one or more selected alarms. The selected alarms are moved to the Acknowledged Alarms list.
- **Acknowledge All** — Click this button to acknowledge all alarms that are currently active and unacknowledged.
- **Live Video** — Click this button to display live video associated with the selected alarm.
- **Recorded Video** — Click this button to display recorded video associated with the selected alarm.
- **Notes** — Click this button to enter a new note or display any previously saved notes for the selected event.
- **Instructions** — Click this button to display any instructions that should be completed when the alarm occurs. The instructions were added when the event was created.
- **Identity** — Click this button to display details about the person that triggered the selected alarm.
- **History** — Click this button to display a detailed history of this alarm.
- **Save Settings** — Click this button to save your current settings for this page. For example, the columns and order for this page.
- **Sound Off** — Click this button to mute any alarm noises on the device used to monitor Alarms.
  
  When sound is muted, the button changes to **Sound On**. Click this button to turn the sound back on.
- **Select Columns** — Click this button then choose the information that you want displayed.
  
  Check the box for each column that you want to see, and clear the box for each column that you want hidden.

After an alarm has been acknowledged, the alarm is added to the Acknowledged Alarms list. You can clear the alarms from the list as needed.

**NOTE:** Some of the buttons are disabled until you select an event that includes the relevant details.
- **Clear** — Click this button to clear one or more acknowledged alarms from the list.
- **Clear All** — Click this button to clear all alarms from the Acknowledged Alarms list.
- **Select Columns** — Click this button then choose the information that you want displayed.

  Check the box for each column that you want to see, and clear the box for each column that you want hidden.

**Acknowledge Alarms**

When an alarm occurs in the system, an action must be taken. Once the alarm is resolved, it must be acknowledged. This tells the other users of the system that the alarm has been dealt with and is not a problem.

Follow the steps below to acknowledge alarms.

1. Click **Monitor > Alarms**. The Monitor Alarms list displays.
2. To acknowledge a single alarm:
   - Select the alarm in the Unacknowledged Alarms list.
   - Click **Acknowledgement**. The alarm will move to the Acknowledged Alarms list.
3. To acknowledge multiple alarms:
   - Select the first alarm in the Unacknowledged Alarms list.
   - If the alarms to be acknowledged are consecutive in the list, click on the first entry, then hold **SHIFT** down and click on the last entry.
   - If the alarms to be acknowledged are not consecutive, click on the first entry, then hold **CTRL** down and click on each entry.
   - Click **Acknowledgement**. The alarms will move to the Acknowledged Alarms list.
4. To acknowledge all alarms, click **Acknowledgement All**. The alarms will move to the Acknowledged Alarms list.

**Clear Alarms**

Only those alarms that have been previously acknowledged and moved to the Acknowledged window can be cleared. Once cleared, the alarm is deleted from the database.

To clear one or more alarms:

1. Click **Monitor > Alarms**. The Monitor Alarms page displays (for more information see **Monitor Alarms** on the previous page).
2. Click on one or more alarms.

   To select a series of alarms, click the first alarm then **Shift** + click the last alarm in the series. To select non-contiguous alarms, **Ctrl** + click the alarms you want to select.
3. Click **Clear**.

   All selected and acknowledged alarms are deleted.
Clear All Alarms

Only those alarms that have been previously acknowledged and moved to the Acknowledged window can be cleared. Once cleared, the alarm is deleted from the database.

NOTE: This is not the recommended technique for clearing alarms, since it may overlook an alarm that requires special attention.

To clear all alarms:

1. Click Monitor > Alarms. The Monitor Alarms page displays (for more information see Monitor Alarms on page 8).
2. Click Clear All.

All acknowledged alarms are deleted.

View Live Video (Alarms)

Live video that is associated with a selected alarm can be displayed from the Monitoring Alarms page. For example, if an alarm occurs, the live video can be viewed to observe the alarm and determine if any actions need to be taken.

Follow the steps below to view live video from the Monitor Alarms page.

1. Click Monitor > Alarms. The Monitor Alarms page displays. For more information see Monitor Alarms on page 8.
2. Select an alarm from the list.

Only events or alarms with an icon will have video.

3. Click Live Video to display live video that is associated with the selected alarm. This button only displays if video is available for this alarm.

The Monitor Screen - Live Video window displays. View the live video in this window.

If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

View Recorded Video (Alarms)

Recorded video that is associated with a selected alarm can be displayed from the Monitoring Alarms page. For example, if an alarm occurred the previous day, recorded video can be viewed to observe the alarm and determine if any further actions need to be taken.

Follow the steps below to view recorded video from the Monitor Alarms list.

1. Click Monitor > Alarms. The Monitor Alarms page displays (for more information see Monitor Alarms on page 8).
2. Select an event from the list.

Only events or alarms with an icon will have video.
3. Click **Recorded Video** to display live video that is associated with the selected event. (This button only displays if video is available for this event.)

The Monitor Screen - Recorded Video window displays. View the video in this window.

If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

**Create Event Notes (Alarms)**

Notes can be added and viewed for all alarms that occur in the system. For example, if an observation or action is made on an alarm, a note can be created to document the details.

Follow the steps below to create event notes from the Monitor Alarms page.

1. Click **Monitor** > **Alarms**. The Monitor Alarms page displays. For more information see *Monitor Alarms* on page 8.
2. Select the event that you want to create notes for.
3. Click **Notes** to create notes for the selected event.
   The Monitor Screen - Notes Window will display.
4. Enter text in the **New Note** field.
5. Click **** to save the new note.
   The note will display in the list below the **New Note** section. The date, Operator and note will display in this list.
6. Close the dialog box.

**View Event Notes (Alarms)**

Notes that are associated with an alarm can be displayed from the Monitor Alarms page. For example, if another user created a note for an alarm, you can view the note to get more information about the alarm.

Follow the steps below to view event notes from the Monitor Alarms page.

1. Click **Monitor** > **Alarms**. The Monitor Alarms page displays. For more information see *Monitor Alarms* on page 8.
2. Select the event that you want to view notes for. Events with notes will display with **** in the **Icon** column.
3. Click **Notes** to view notes for the selected event. Alternatively clicking **** will do the same thing.
   The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.
4. Close the dialog box to return to the Monitor Alarms page.
View Event Instructions (Alarms)

Instructions can be viewed for a selected alarm. The instructions tell the operator what actions need to be taken when the alarm occurs. For example, if an alarm occurred, the instruction could be to investigate the alarm and write a note describing the situation.

Follow the steps below to view event instructions from the Monitor Alarms page. The instructions were added when the event was created.

1. Click **Monitor > Alarms** to access the Monitor Alarms page displays. For more information see *Monitor Alarms* on page 8.

2. Select the event that you want to view instructions for. (Events with instructions will display with in the **Icon** column.)

3. Click **Instructions** to view instructions for the selected event.

   The Monitor Screen - Instructions Window will display. View the instructions in the table that displays.

4. Close the window to return to the Monitor Alarms page.

View Event Identity Details (Alarms)

Follow the steps below to view event identity details from the Monitor Alarms page.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays. For more information see *Monitor Alarms* on page 8.

2. Select the event that you want to view identity details for.

3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.

4. View the details (e.g. Last Name, First Name, Title, etc.).

5. Close the window to return to the Monitor Alarms page.

View Event History (Alarms)

Follow the steps below to view event history from the Monitor Alarms page.

1. Click **Monitor > Alarms** to access the Monitor Alarms page. For more information see *Monitor Alarms* on page 8.

2. Select the event that you want to view history for.

3. Click **History** to view history for the selected event.

   The Monitor Screen - History Window will display.

4. View the history details.

5. Close the window to return to the Monitor Alarms page.

Change Alarms List Settings

Follow the steps below to change the settings of the alarms lists on the Monitor Alarms page.
1. Click **Monitor > Alarms** to access the Monitor Alarms page. For more information see *Monitor Alarms* on page 8.

The list displays in date order, with the most recent events at the top of the list.

2. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.

3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to its new location.

4. If you want to add or remove columns, click **Select Columns** and do the following:
   - Click beside the Column name of any columns to be added so that a check mark displays.
   - Click beside the Column name of any column to be deleted so that a check mark no longer displays.

5. If you want to change the sound settings:
   - If the sound is on, click **Sound Off** to turn the sound off.
   - If the sound is off, click **Sound On** to turn the sound on.

6. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message 'ACM Notification. Successfully saved.'

**NOTE:** To reset default settings, select **> Clear Custom Layouts**. This resets all customized lists to their default setting.

### Turning Sound On/Off

In its default condition, every alarm that is displayed by the Alarms page is accompanied by a beeping sound. While this is normally a useful way for the operator to keep track of incoming alarms, it can become irritating when it goes on too long. The alarm sound is defined by the event.

To turn the sound off:

1. On the Alarm page, click the **Sound Off** button.

   The beeping sound is silenced and the **Sound On** button appears.

To turn the sound on:

1. On the Alarm page, click the **Sound On** button.

   The beeping sound is silenced and the **Sound Off** button appears.
Searching for Events and Alarms

The number of alarms and event transactions can total into the thousands depending on the level of activity in your system. To find specific events, you can perform a search.

Searching for specific events allows you to easily find an event in the system. For example, searching for events can be used in situations where more information is needed on an event thought to be unusual or suspicious. Once an event has been found, information such as recorded video, or notes can be viewed.

1. Select Monitor > Search.

The Events Search (Transactions) page appears.

2. Scroll to the bottom of the page and click the icon.

The Search area is displayed:

```
Find:
Panel Date greater or equal

Search Reset all Save
```

3. From the first drop down list, select the data type that you want to search. The options are:
   - Panel Date
   - Last Name
   - Card Number
   - Message
   - Event Name
   - Event Type
   - Source

4. From the second drop down list, select the appropriate argument for your search. The available arguments change depending on the selected data type. An argument may require you to make a selection, specify a date, or enter some text.

6. If you want to narrow your search further, click to add another search filter.
7. If you want to narrow your search, click **+** to add another search filter.

7. Add as many search filters as you need to fulfill your search criteria.

8. When you have entered all your search criteria, click **Search**. The search results are listed in the table above the search area.

9. Select any transaction from the search result and use the action buttons at the top of the page to see the details of the event.

**View Camera (Search)**

Live video that is associated with a selected event can be displayed from the Monitoring Search page. For example, if an event is found with live video associated with it, the operator can view the video and determine if any action needs to be taken.

Follow the steps below to view live video from a camera from the Events Search (Transactions) page.

1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

2. Select an event from the list.

   Only events or alarms with an **icon** will have video. The icons are not displayed by default. For more information, see *Change Transactions List Settings* on page 18.

3. Click **Camera** to display live video that is associated with the selected event.

   The Monitor Screen - Live Video window displays.

4. View the live video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

**View Recorded Video (Search)**

Recorded video that is associated with a searched event can be displayed from the Monitoring Search page. For example, if an unusual event is found in the search results, the recorded video can be viewed to observe the event and determine if any actions need to be taken.

Follow the steps below to view live video from the Events Search (Transactions) page.
1. Click Monitor > Search. The Events Search (Transactions) page displays.

2. Select an event from the list.

   Only events or alarms with an icon will have video. The icons are not displayed by default. For more information, see Change Transactions List Settings on page 18.

3. Click Recorded Video to display recorded video that is associated with the selected event.

   The Monitor Screen - Recorded Video window displays.

   NOTE: An event with recorded video associated with it may display an error message if the recorded video is no longer available on the video recorder.

4. View the video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

Create Event Notes (Search)

Notes can be added and viewed for all events that occur in the system. For example, if an observation is made on an event, a note can be created for that event.

Follow the steps below to create event notes from the Events Search (Transactions) page.

1. Click Monitor > Search. The Events Search (Transactions) page displays.

2. Select the event that you want to create notes for.

3. Click Notes to create notes for the selected event.

   The Monitor Screen - Notes Window will display.

4. Enter text in the New Note field.

5. Click to save the new note.

   The note will display in the list below the New Note section. The date, Operator and note will display in this list.

6. Close the dialog box.

View Event Notes (Search)

Notes that are associated with an event can be displayed from the Monitor Search page. For example, if an event is found with an associated note, you can view the note to get more information about the selected event.

Follow the steps below to view event notes from the Events Search (Transactions) page.
1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

2. Select the event that you want to view notes for.

3. Click **Notes** to view notes for the selected event.

   The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.

**View Event Instructions (Search)**

Instructions can be viewed for a selected event. The instructions tell the operator what actions need to be taken when the event occurs. For example, if a user is denied access to a certain area, the action may be to review their identity, and determine if they have permission to access the area.

Follow the steps below to view event instructions from the Events Search (Transactions) page. The instructions were added when the event was created.

1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

2. Select the event that you want to view instructions for.

3. Click **Instructions** to view instructions for the selected event.

   The Monitor Screen - Instructions Window will display.

4. Close the window to return to the Events Search (Transactions) page.

**View Event Identity Details (Search)**

Follow the steps below to view event identity details from the Events Search (Transactions) page.

1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

2. Select the event that you want to view identity details for.

3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.

4. View the details (e.g. Last Name, First Name, Title, etc.).

5. Close the window to return to the Events Search (Transactions) page.

**View Event History (Search)**

Follow the steps below to view event history from the Events Search (Transactions) page.

1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

2. Select the event that you want to view history for.

3. Click **History** to view history for the selected event.

   The Monitor Screen - History Window will display.

4. View the history details.

5. Close the window to return to the Events Search (Transactions) page.
Change Transactions List Settings

The events list shows a default set of fields for each event. You may want to add columns to this list. For example, if you want to search this list to see if an event occurred on a door that has a camera associated with it, add the icons column. This column displays a  next to any event from a door that has a camera associated with it.

Follow the steps below to change the settings of the events list.

1. Click **Monitor > Search**. The Events Search (Transactions) page displays.

   The list displays in date order, with the most recent events at the top of the list.

2. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.

3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to it's new location.

4. If you want to add a column, hover the mouse over any column heading and:
   a. Click the down arrow that is displayed.
   b. Click the check box for each column you want to add.

5. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message 'ACM Notification. Successfully saved.'.
Monitor - Verification screen

When you click Monitor > Verification, the Verification page is displayed.

This page allows a qualified operator to review information, including photos, about card holders entering or exiting specific doors.

The page is divided into two halves - the top Doors section and the bottom Events section.

- At the top of the page are four door panes that allow you to select and monitor four doors at a time. After you select a door to a pane, you can monitor live event transactions as they occur at that door.
- Underneath the door panes is a list of live door transactions displayed like the Events page.

Not all door events will display in this list. Only events in the priority number range 300 to 700 display. A full listing of all events is available on the Monitor Events page.

Verifying Identities at Doors

Select Monitor > Verification to open the Verification page to verify and confirm the identity of any person who passes through the selected doors:

1. From one of the Doors drop down lists, select a door.
2. To select another door, repeat previous step in the other panes. The drop down list automatically updates to filter out the doors that have already been selected.

When a person attempts to pass through one of the monitored doors using a card, the person's identity information is displayed:

If the person:

- Has a valid identity, the information includes the name and internal token number.
- Has a photo stored in the Identity record, it is displayed if there is one. If the person does not pass through the door, the time and date of entry.
- Is authorized to pass through the door the time and date of entry is displayed, unless they do
not actually pass through the door ("not used" is displayed instead).

- Is not authorized to pass through the door, an "Unauthorized" message is displayed.
- Presents an invalid identity, an "Invalid" message is displayed.

At the bottom of the screen are all of the detailed events generated at the doors, including those of any not associated with identities.

**Verification Events List**

Follow the steps below to add doors to monitor on the Verification page.

1. Click **Monitor > Verification**. The Verification page displays.

   This page has two sections - doors and an events list. For more information on the doors display see **Verifying Identities at Doors** on the previous page. The events list displays in date order, with the most recent events at the top of the list.

   **NOTE:** Not all door events will display in this list. Only events in the priority number range 300 to 700 display. A full listing of all events is available on the Monitor Events page.

2. If you want to clear a single event from the list, select the event and click **Clear**. To clear all events, click **Clear all**.

3. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.

4. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to its new location.

5. If you want to add or remove columns, click **Select Columns** and:
   - Click beside the Column name of any columns to be added so that a check mark displays.
   - Click beside the Column name of any column to be deleted so that a check mark no longer displays.

6. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message 'ACM Notification. Successfully saved.'.

   **NOTE:** Saving the settings only saves the column configuration. The doors selected for verification will need to be selected each time you return to the page.

   **NOTE:** To reset default settings, select **Clear Custom Layouts**. This resets all customized lists to their default setting.
Monitor - Dashboard

The Dashboard gives you a real-time status summary of the hardware components connected to the ACM system. The hardware component categories are panels, subpanels, doors, inputs, outputs, and ACM appliances.

Select **Monitor > Dashboard** to open it. Use the navigation sidebar to move between the Dashboard, the Panels table, the Doors table, and the Power Supplies table (if a LifeSafety power supply is connected).

With the Dashboard open, you can immediately respond to hardware faults or unexpected input/output state changes as they occur. As the status of hardware components change, the status indicators on the Dashboard change color.

For each category, the total number of connected components (installed and uninstalled) is displayed above a real-time fault or status list. For the panel, subpanel, or door categories, the number of installed components in each fault state is displayed. When there are no faults for a panel, subpanel, or door item, the status is green. There are no fault states for inputs or outputs; the numbers indicate the number of installed inputs or outputs in each state. When there are no components in a state, the status is either green or 0.

When numbers appear next to an item you can drill down into the Dashboard tables for more information:

- Panels—Summarizes the fault state of the installed panels. Click on the number next to the fault to open the Panels table filtered to display only the panels with that fault for more details.
- Subpanels—Summarizes the fault state of the installed subpanels. To see the subpanels in a fault state, click on the corresponding fault under Panels, then click on the panel name in the Panels table to expand the Subpanels table to list the subpanels with that fault for more details.
- Inputs and Outputs—The number indicates how many inputs or outputs are in each state. There are no fault states for inputs or outputs; To see details about input or output states, expand each subpanel on the Panels tab.
- Doors table—Summarizes the fault state of the installed doors. Click on the number to drill down to the Doors table filtered to display only alarms for more details.
- Appliances—When there are no issues with the ACM appliance items, their status is green. Hover the mouse over each status indicator to see more details.

When a Panels or Doors table is accessed from the navigation sidebar, or by clicking on the Panels or Doors total value, the table lists all connected panels or doors. When accessed by clicking on a fault count value number, the table lists only the panels or doors experiencing active faults of that type.

The color applied to icons in the Dashboard tables indicate the status of the hardware component.
<table>
<thead>
<tr>
<th>Color</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Normal</td>
<td>Online and working properly.</td>
</tr>
<tr>
<td></td>
<td>Trouble</td>
<td>Indeterminate status. Seen for inputs, outputs, and the ACM appliance.</td>
</tr>
<tr>
<td></td>
<td>Alarm</td>
<td>Alarm condition. An ACM operator should investigate the problem and resolve the issue.</td>
</tr>
<tr>
<td></td>
<td>Masked</td>
<td>Input is currently masked. Its actual state is not displayed. Mask inputs that are intended to change as part of normal operations, so that they are not constantly being reported.</td>
</tr>
</tbody>
</table>

### Panels table

Access the Panels table to install, uninstall, and delete panels and to see more information about the state of individual panels. From the Panels table, you can access a panel’s Subpanels table. From the Subpanels table you can access a subpanel’s Inputs and Outputs tables.

When it is accessed from the navigation sidebar of the Dashboard panel, or by clicking the total value for panels in the dashboard, the Panels table lists all of the panels connected to the ACM appliance (whether installed or installed). When it is accessed by clicking on a number next to a panel fault, the Panels table lists the panels experiencing active faults of that type.

**Installing, uninstalling, or deleting a panel or subpanel:**

Click at the end of a row in the Panels table or Subpanels table to complete any of the following actions:

- Install—enables communications between the panel or subpanel and the ACM system.
- Uninstall—disables communications between the panel or subpanel and the ACM system.
- Delete—removes the connection between the panel or subpanel and the ACM system.

**Masking and unmasking inputs:**

Click at the end of a row in the Inputs table to complete any of the following actions:

- Mask — Masks the specified input.
- Unmask — Click this button to unmask a previously masked input.

**Checking the status of a panel, its subpanels, and its inputs/outputs:**

- Click on the name of the panel to expand the Subpanels table.
- Click on the name of a subpanel to expand the Inputs and Outputs tables.

**Searching the Panels table:**

1. Use any (or all) of the following to define your search:
   - Enter your search term in the Search... field. Use any series of letters and numbers to search for the panels you want to see.
   - If known, select the Device Status.
   - If known, select the Appliance the panel is connected to.
   - If known, select the Group the panel is included in.
2. Click OK. The Panels list is filtered to show the results of your search.

**Sorting the Panels table:**

1. Click in a column heading:
   - Click \(\uparrow\) to sort in ascending order.
   - Click \(\downarrow\) to sort in descending order.

**To see the legend for panel statuses:**

- Click Legend to see the list of statuses and the related icons.

---

### Doors table

Access the Doors table to control individual doors, investigate doors with active faults, and see more information about the state of individual doors.

When it is accessed from the navigation sidebar of the Dashboard panel, or by clicking the total value for doors in the dashboard, the Doors table lists all of the doors connected to the ACM appliance (whether installed or installed). When it is accessed by clicking on a number next to a door fault, the Doors table lists the doors experiencing active faults of that type.

**Controlling doors:**

Select doors in the list and then use the drop-down options from the control buttons at the top of the page to control them:

- **Door Action**
  - **Grant** — Momentarily unlocks this door for the standard access time.
  - **Restore** — Resets the door mode to its configured value. If the door is in any privacy mode (Privacy, or Apartment) it will be 'restored' to the non-privacy mode (e.g. if the door is in Privacy mode, and the Restore option is selected then the mode return to its configured value).
  - **Unlock** — Unlocks the door. This door will remain unlocked until the Restore command is issued, or until another change of state is directed, either via operator override or scheduled action.
  - **Locked No Access** — Locks the specified door and denies access for all card reads. This door will remain locked until the Restore command is issued, or until another change of state is
directed, either via operator override or scheduled action.

- **Disable** — Disables the specified door. This keeps it from operating and allows no access.

- **Door Mode**
  - **Card Only** — This door can be accessed using a card. No PIN is required.
  - **Card and Pin** — This door can only be accessed using both a card and a PIN.
  - **Card or Pin** — This door can be accessed either by entering a PIN at a keypad or by using a card at the card reader.
  - **Pin Only** — This door can only be accessed by entering a PIN at a keypad. No card is required.
  - **Facility Code Only** — This door can be accessed using a facility code.

The Pin only and Card or Pin door modes are not available if the 'Allow duplicate PINs' option was selected on the System Settings - General page when this appliance was configured.

- **Forced**
  - **Mask Held** — Masks the Door Held Open alarm for this door. The status color changes to blue and is no longer included in any alarm subtotal.
  - **Unmask Held** — Unmasks the Door Held Open alarm for this door.

- **Held**
  - **Mask Forced** — Masks the Forced Door Alarm for this door.
  - **Unmask Forced** — Unmasks the Forced Door Alarm for this door.

- **Installed**
  - **Install** — Installs a door. Enables communications between the door and the ACM system.
  - **Uninstall** — Uninstalls a door. Disables communications between the door and the ACM system.

**Searching, sorting, and filtering**

Many facilities require the control and monitoring of dozens, even hundreds, of doors simultaneously. This can result in a crowded listing page. You can search for specific doors to narrow the list of doors, filter the columns for specific values, and create and save custom filters. You can then sort the results using any one column.

**Searching the Doors table:**

1. Use any (or all) of the following to define your search:
   - Enter your search term in the **Search...** field. Use any series of letters and numbers to search for the doors you want to see.
   - If known, select the **Device Status**.
   - If known, select the **Appliance** the door is connected to.
   - If known, select the **Group** the door is included in.

2. **Click OK.**

**Creating a filter that includes multiple filters:**

1. Click **Advanced Filters.**
2. Select filters:
   - **Alarms**—Select the alarms to include from the list of alarms.
   - **Masked**—Select the masks to include from the list of masks.
   - **Normal**—Select to include all properly functioning doors.
   - **Door Mode**—Select the door modes to include from the list of door modes.

   To unselect all selected filters, click **Unselect All**.

3. If you want to save the selected filters, select **Remember Filters**.

4. Click **OK**.

### Sorting the Doors table:

1. Click in a column heading:
   - Click 🚣 to sort in ascending order.
   - Click 🚡 to sort in descending order.

### To see the legend for all door statuses:

- Click **Legend** to see the list of statuses and the related icons.

There are three groupings which are color-coded — Normal ✅, Alarms ⚠️, Masked ✌️:

---

**LifeSafety Panels table**

When LifeSafety panels are installed in your ACM system, you can access the web interface of the panel to view the panel’s current status or its event log, and edit its configuration.

Click ⚡ **Power Supplies** in the Dashboard navigation sidebar to open the LifeSafety Panels table.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>The name of the LifeSafety panel. Click this name to display the panel details.</td>
</tr>
<tr>
<td><strong>Installed</strong></td>
<td>The status of the panel’s installation: ✅ (installed) or ⚠️ (uninstalled). This field is not selectable and cannot be toggled.</td>
</tr>
<tr>
<td><strong>Commands</strong></td>
<td>The commands available to control a LifeSafety panel:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Status</strong> — Click this button to display the current status of the displayed LifeSafety panel.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Log</strong> — Click this button to view the log of events/alarms recorded by the LifeSafety panel.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Edit</strong> — Click this button to open the browser page for this remotely connected panel and make changes to the configuration as required. The page displayed is determined by the URL specified on the Address field of the LifeSafety Add page.</td>
</tr>
</tbody>
</table>
Controlling System Hardware

While you are monitoring the system, you may sometimes need to override the default door settings to allow a visitor access to an area, or unlock a door in an emergency situation. You can control doors from the Dashboard:

1. Select **Monitor > Dashboard**.
2. Click **Doors** in the Dashboard navigation area.
3. Check the box beside each door you want to control, and use any of the following to change the settings:
   - Click the **Door Action** dropdown, then:
     - Click **Disable** to stop the door from operating and allow no access.
     - Click **Unlock** to unlock the door. This door will remain unlocked until the Restore command is issued, or until another change of state is directed, either via operator override or scheduled action.
     - Click **Locked No Access** to lock the door. This door will remain locked until the Restore command is issued, or until another change of state is directed, either via operator override or scheduled action.
     - Click **Grant** to momentarily grant access to the door to permit a single-time entry.
     - Click **Restore** — Click this button to reset the door mode to its configured value.
   - Click the **Door Mode**, then choose how access is controlled at the door:
     - Card Only
     - Card and Pin
     - Card or Pin
     - Pin Only
     - Facility Code Only
     The Pin only and Card or Pin door modes are not available if the 'Allow duplicate PINs' option was selected on the System Settings - General page when this appliance was configured.
   - Click the **Held** dropdown, then:
     - Click **Mask Held** to mask the Door Held Open alarm for this door. The status color changes to blue and is no longer included in any alarm subtotal.
     - Click **Unmask Held** to unmask the Door Held Open alarm for this door.
   - Click the **Forced** dropdown, then:
     - Click **Mask Forced** to mask the Door Forced Open alarm for this door. The status color changes to blue and is no longer included in any alarm subtotal.
     - Click **Unmask Forced** to unmask the Door Forced Open alarm for this door.
4. To change the door mode, Click **Door Mode**, then choose from the following options:
   - Card Only
   - Card and Pin
   - Card or Pin
   - Pin Only
   - Facility Code Only

   **NOTE:** The Pin only and Card or Pin door modes will not be available if the ‘Allow duplicate PINs’ option has been selected on the System Settings - General page.

5. To control an input:
   a. In the Panel Status area, click the name of the connected panel then click the name of the connected subpanel.
   b. When the required input is displayed, click one of the following buttons:
      - **Mask** — Click this button to mask the specified input.
      - **Unmask** — Click this button to unmask a previously masked input.

6. To control an output:
   a. In the Panel Status area, click the name of the connected panel then click the name of the connected subpanel.
   b. When the required output is displayed, click one of the following buttons:
      - **On** — Click this button to power the output.
      - **Off** — Click this button to turn off the power to this output.
      - **Pulse** — Click this button to alternately energize and de-energize this output. The pulse interval is determined by the output’s settings.

7. To install or uninstall a door or subpanel, click on the existing icon (e.g. if Installed is the current status, click on the installed icon ✅ to change the status to ❌ Uninstalled).

The action is performed on the specified device.

### Status Colors

Status colors are used to identify the health of the different devices in the system. The status colors represent the following states:

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>The Access Control Manager component is online and working properly.</td>
</tr>
<tr>
<td>Trouble</td>
<td>The Access Control Manager component has an indeterminate status.</td>
</tr>
<tr>
<td>Alarm</td>
<td>The Access Control Manager component is experiencing an alarm condition. The delegated operator should investigate the problem and resolve the issue.</td>
</tr>
<tr>
<td>Color</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>Masked</td>
<td>The specified Access Control Manager input is currently masked. Its actual state is not displayed. Mask inputs that are intended to change as part of normal operations, so that they are not constantly being reported.</td>
</tr>
</tbody>
</table>
Monitor Screen - Map Templates page

When you click **Monitor > Maps**, the Map Templates page displays. This page lists all the maps that have been added to the system.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add New Map Template</td>
<td>Click this button to add a new map template. For more information, see Maps - Creating and Editing a Map.</td>
</tr>
<tr>
<td>Name</td>
<td>The name of the map template. A list of all the configured maps is displayed. Also included in the list are configured Mustering dashboards.</td>
</tr>
<tr>
<td></td>
<td>Click the name of the map template to display the configured map or dashboard.</td>
</tr>
</tbody>
</table>

Using a Map

After a map has been configured, access it from the Monitor page and use it as a quick visual reference to all the items that may be installed in a facility.

From the map, you can:

- Monitor the status of hardware items: doors, panels, subpanels, inputs and outputs.
- Control doors.
- Keep track of identities as they arrive at muster stations from the Mustering dashboard.

The following indicators are displayed on the map as events occur:

- ![Green Bar](image) A green bar indicates the hardware item is operating normally.
- ![Red Square](image) A red square indicates the hardware item is in an alarm state. The counter in the square shows the number of unacknowledged events.
- ![Solid Blue Disk](image) A solid blue disk indicates an active override is in effect on the door. A hollow blue disk indicates an inactive override is defined. For more information, see
- ![Red Box](image) A red bounding box is displayed around the status bar of a door in Priority Mode.

To access and monitor your site from a map:

1. Select **Monitor > Maps**. The Map Templates page displays.
2. In the Map Templates list, click the name of a map.

The map is displayed. Some of the displayed elements may not appear in your map or the example below.
**Figure 2**: Example map

<table>
<thead>
<tr>
<th>Feature</th>
<th>Map Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors</td>
<td>![Door Icon]</td>
</tr>
<tr>
<td>Panels</td>
<td>![Panel Icon]</td>
</tr>
<tr>
<td>Subpanels</td>
<td>![Subpanel Icon]</td>
</tr>
<tr>
<td>Inputs</td>
<td>![Input Icon]</td>
</tr>
<tr>
<td>Outputs</td>
<td>![Output Icon]</td>
</tr>
<tr>
<td>Cameras</td>
<td>![Camera Icon]</td>
</tr>
<tr>
<td>Zoom In</td>
<td>![Zoom In Icon]</td>
</tr>
<tr>
<td>Zoom Out</td>
<td>![Zoom Out Icon]</td>
</tr>
<tr>
<td>Global Actions</td>
<td>![Global Action Icon]</td>
</tr>
<tr>
<td><strong>Dashboard Elements</strong></td>
<td>Square, circle or text object</td>
</tr>
</tbody>
</table>
The actions you can complete on a map are determined by the permissions delegated to you by the roles you are assigned.

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review hardware status</td>
<td>The colored bar below each item displays an overview of the current communication and power status. Click the icon on the map to display the control menu. For more information about the colored hardware status bar, see the specific hardware status page. For more information about the status colors, see Status Colors on page 27.</td>
</tr>
<tr>
<td>Review an alarm</td>
<td>If you see a red alarm indicator, the item on the map is in an alarm state. Click the alarm indicator to see the status details. For more information about alarm actions, see Monitor Alarms on page 8.</td>
</tr>
<tr>
<td>Modify or delete an override</td>
<td>If you see solid blue disk indicator, an active override is in effect on the door. If you see a hollow blue disk indicator, an inactive override is defined. Click the indicator to open the Doors: Overrides page to see details.</td>
</tr>
<tr>
<td>Respond to a priority situation</td>
<td>If you see a red bounding box around the status indicator, the door is in Priority Mode. Important: A door is in Priority Mode when a priority situation has been declared at your site. All doors affected by the situation are placed into Priority Mode and only the Priority ACM Operator, responsible for dealing with priority situations can interact with the door.</td>
</tr>
</tbody>
</table>
| Control a door             | Click 🗝 on the map to display the door control menu for that door. Use these options to set the Door Mode:  
  - **Card Only** — set the Door Mode to Card Only. The person must swipe their card to be granted access.  
  - **Card and PIN** — set the Door Mode to Card and PIN. The person must swipe their card and enter their PIN to be granted access.  
  - **Card or PIN** — set the Door Mode to Card or PIN. The person must swipe their card or enter their PIN to be granted access.  
  - **Facility Code Only** — set the Door Mode to Facility Code Only. The person must enter the facility code to be granted access.  
  To confirm these changes, navigate to Physical Access > Doors to open the Doors listing page, then check the value in the Door mode column for this door. Use these options to initiate door actions:  
  - **Unlock** — unlock the door. This door will remain unlocked until the Restore command is issued.  
  - **Lock** — lock the door. This door will remain locked until the Restore command is issued. |
<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant</td>
<td>grant access to the person who is at the door. The door will be momentarily unlocked to permit entry.</td>
</tr>
<tr>
<td>Restore</td>
<td>reset the door mode to its configured value.</td>
</tr>
</tbody>
</table>

Use these options to mask or unmask alarms:

- **Mask Held** — mask the Door Held Open Alarm.
- **Unmask Held** — unmask the Door Held Open Alarm.
- **Mask Forced** — mask the Door Forced Open Alarm.
- **Unmask Forced** — unmask the Door Forced Open Alarm.

To view live video, recorded video, notes, instructions, identities, and history click **Trace** to display the event transactions for the door.

To hide the control menu, click the icon again.

Control a panel or subpanel

<table>
<thead>
<tr>
<th>Control a panel or subpanel</th>
<th>Click the 🗺️ on the map to display the panel control menu, then for the panel or subpanel use these options:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Panels</td>
</tr>
<tr>
<td></td>
<td>• <strong>Download Params</strong> — download the latest system configurations to the panel.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Tokens</strong> — download the tokens to the panel.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Reset/Download</strong> — reset and download the current system configuration to the panel.</td>
</tr>
<tr>
<td></td>
<td>• <strong>APB Reset</strong> — resets all panel and area counts to zero.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Clock</strong> — re-sync the panel time.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Trace</strong> — display the event transactions for the panel.</td>
</tr>
<tr>
<td></td>
<td>• Subpanels</td>
</tr>
<tr>
<td></td>
<td>• <strong>Trace</strong> — display the event transactions for the subpanel.</td>
</tr>
</tbody>
</table>

Viewing live video, recorded video, notes, instructions, identities, and history can be performed on the event transactions.

To hide the control menu, click the icon again.

Control an input

<table>
<thead>
<tr>
<th>Control an input</th>
<th>Click the 🔧 on the map to display the input control menu for the input.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Use these options to mask or unmask the input:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Mask</strong> — mask the input.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Unmask</strong> — unmask the input.</td>
</tr>
</tbody>
</table>

To hide the control menu, click the icon again.
<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control an output</td>
<td>Click the 📰 on the map to display the output control menu for the output. Use these options to initiate output actions: <em>On</em> — activate the output. <em>Off</em> — deactivate the output. <em>Pulse</em> — pulse the output. To hide the control menu, click the icon again.</td>
</tr>
<tr>
<td>Display video</td>
<td>Click the 📹 on the map to display the Camera Video window.</td>
</tr>
<tr>
<td>Open a linked map</td>
<td>Click 🧵 to display a linked map, or 🎥 to display a linked map.</td>
</tr>
<tr>
<td>Execute a global action</td>
<td>Click 🗿 to execute the global action associated with the icon. Hover over the icon to display the global action configured for each icon.</td>
</tr>
<tr>
<td>Monitor the dashboard</td>
<td>If there is a Mustering dashboard configured on the map, it may appear as a line of text or as a shape with text inside. The dashboard displays the number of identities in the area and may include the name of the area. In <em>Example map</em> on page 30, the dashboard is the gray square. Click the dashboard to see a list of all the identities that are in the area. Click outside the pop-up dialog to hide the identities list. Click the First Name or Last Name to view the identity.</td>
</tr>
</tbody>
</table>

### Add Map

Follow the steps below to add maps.

1. Click **Monitor > Maps**. The Map Templates (Monitor) list displays.
2. Click **Add New Map Template**.
   
   The **Map Template: Add New** page displays.
3. Enter a name for the Map in the Name field.
4. To:
   - upload a file, select **File** and click **Browse** then select the file to upload in the **Choose File to Upload** dialog box and click **Open**.
   - create a blank canvas, select **Blank Canvas**.
5. To resize the image, enter resizing proportions in the **Re-size To** fields.
6. Click ✓ to save the map.

The **Map Template: Edit** page displays.
Monitor pages - Introduction

This section provides detailed descriptions of each page and pop-up display associated with the Monitor feature.
Monitor Events page

When you select Monitor from the task bar or click Monitor > Events, the Monitor Events page is displayed.

This page lists all system activity as it occurs, including doors access.

The event transactions are listed with the following information by default:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Icon</td>
<td>Displays a row of icons to indicate if there are extra details linked to the event.</td>
</tr>
<tr>
<td></td>
<td>• <img src="icon.png" alt="image" />: This indicates the event has live video associated with it.</td>
</tr>
<tr>
<td></td>
<td>• <img src="icon.png" alt="image" />: This indicates the event contains notes that were added by an operator.</td>
</tr>
<tr>
<td></td>
<td>• <img src="icon.png" alt="image" />: This indicates the event contains instructions that should be completed when the event occurs.</td>
</tr>
<tr>
<td>Priority</td>
<td>Displays the urgency of this event where 1 is the most urgent and 999 is the least urgent. Priorities are normally assigned to a specific event using the Priority field on the Event Add page.</td>
</tr>
<tr>
<td>Panel Time</td>
<td>Displays the date and time when the source panel issued this event.</td>
</tr>
<tr>
<td>Event Name</td>
<td>Displays the name of this event.</td>
</tr>
<tr>
<td>Source</td>
<td>Displays the source of the event. Can be a door, reader or system user.</td>
</tr>
<tr>
<td>Last Name</td>
<td>Displays the last name of the person responsible for triggering the event. This is almost always the person who used a card or code to enter or exit a supervised area.</td>
</tr>
<tr>
<td>First Name</td>
<td>Displays the first name of the person responsible for triggering the event. This is almost always the person who used a card or code to enter or exit a supervised area.</td>
</tr>
<tr>
<td>Internal Token No</td>
<td>Displays the internal token number that caused the event to occur. This is usually the number of the card used to enter or exit a supervised area.</td>
</tr>
<tr>
<td>Messages</td>
<td>Displays a system message associated with this event.</td>
</tr>
</tbody>
</table>

**NOTE:** If you are adding additional fields to this screen be aware that any date fields (e.g. Last Access, Expire Date, Activate Date, Issue Date) will display as blank if there is no information recorded for that field.

**Monitor screen - Live Video Window**

When you select an event or alarm then click the Live Video button, the Live Video window is displayed.
NOTE: The window may look different and have different controls depending on the external camera system that is connected to the ACM system.

Typically, the Live Video window will include the following elements:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Camera Controls Tool Bar</strong></td>
<td>This area includes all the features that you would need to view and control the related camera video. Options typically include switching from live to recorded video, PTZ controls for PTZ cameras, and changing the video display layout.</td>
</tr>
<tr>
<td><strong>Camera List</strong></td>
<td>This area lists all the cameras that are linked to the event. Click the name of a camera to display the video. Use one of the multi-video layouts to display more than one camera at a time.</td>
</tr>
<tr>
<td><strong>Image Panel</strong></td>
<td>This area displays the video stream from the connected cameras. In the top-right corner, you can minimize and maximize the display or close the video.</td>
</tr>
</tbody>
</table>

**Monitor screen - Recorded Video Window**

When you select an event or alarm then click the **Recorded Video** button, the Recorded Video window is displayed.

NOTE: The window may look different and have different controls depending on the external camera system that is connected to the ACM system.
Typically, the Recorded Video window will include the following elements:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Camera Controls Tool Bar</td>
<td>This area includes all the features that you would need to view and control the related camera video. Options typically include switching from live to recorded video, PTZ controls for PTZ cameras, and changing the video display layout.</td>
</tr>
<tr>
<td>2 Camera List</td>
<td>This area lists all the cameras that are linked to the event. Click the name of a camera to display the video. Click the playback buttons at the bottom to control the recorded video.</td>
</tr>
<tr>
<td>3 Image Panel</td>
<td>This area displays the video stream from the connected cameras. In the top-right corner, you can minimize and maximize the display or close the video.</td>
</tr>
</tbody>
</table>

**Monitor screen - Notes Window**

When you click the **Notes** button for a selected event transaction, the Notes popup window is displayed. This Notes window allows you to add notes to the event transaction.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event</td>
<td>At the top of the window is a brief summary of the event that you’ve selected. The provided information includes the date of the event, where it originated, plus the event name and type.</td>
</tr>
<tr>
<td>Notes</td>
<td>In the text box, enter any notes you have about the event. Click to save your note to the event.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Operator Notes List</td>
<td>After a note has been saved, it is added to the Operator Notes List. This list displays all the notes for the event. The list includes the note itself, the name of the operator who wrote the note and when the note was saved.</td>
</tr>
</tbody>
</table>

**Monitor screen - Instructions Window**

When you select an event with this 📝 icon then click the Instructions button, the Instructions window is displayed.

The Instructions window displays any details that you should follow when responding to the selected event. You cannot edit the instructions from this window.

**Monitor screen - Identity Window**

When you click the Identity button for a selected event transaction, the Identity popup window is displayed.

Many events and alarms occur because of someone using a card or PIN code to access an entry or exit point. To help you identify the person who is accessing the door, the Identity window gives a summary of the person's details.

Notice that this screen includes the same information as the Identity page.

Underneath the identity photo, the last door accessed by this person is displayed, including the time/date when the door was accessed.

**Monitor screen - History Window**

When you click the History button for a selected event transaction, the History popup window is displayed.
The History window is divided into two halves. The top half displays the event details, and the bottom half displays the history of the event.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Panel</td>
<td>The date and time of the original event.</td>
</tr>
<tr>
<td>Date</td>
<td>The event date displayed on the screen for the current session.</td>
</tr>
<tr>
<td>Source</td>
<td>The source of the event.</td>
</tr>
<tr>
<td>Event Name</td>
<td>The name of the event that was detected.</td>
</tr>
<tr>
<td>History</td>
<td>The date and time when someone responded to the event.</td>
</tr>
<tr>
<td>Date</td>
<td>The date and time the action was performed.</td>
</tr>
<tr>
<td>Action</td>
<td>The action performed in response to the event.</td>
</tr>
<tr>
<td>Operator</td>
<td>The operator who performed the action.</td>
</tr>
<tr>
<td>Notes</td>
<td>The note entered about this action or about the event.</td>
</tr>
</tbody>
</table>

**Monitor screen - Viewing Camera Video**

1. From one of the Monitor pages (Events, Alarms, or Search), select an event or alarm that includes a camera.

   Only events or alarms with an icon will have video.

2. Click the Live Video or Recorded Video button.

   The video popup window is displayed.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

**Monitor screen - Search**

When you click Monitor > Search, the Events Search (Transactions) page is displayed.

When you first display the Search page, all event transactions are displayed. After you perform a search, the Transactions list updates to only show the events that meet your search criteria.

Scroll to the bottom of the screen and use the search filter to locate specific events. For more information go to Search Bar on the next page.

To perform an event transaction search, see Searching for Events and Alarms on page 14.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactions</td>
<td></td>
</tr>
<tr>
<td>By default, the following columns are displayed.</td>
<td></td>
</tr>
<tr>
<td>To display additional column options, hover over a column heading then click the down arrow that appears on the right side of the column. A list of all the available options is displayed. Select the check box beside all the headings you want displayed.</td>
<td></td>
</tr>
</tbody>
</table>
To move a column, click and drag the column to the location of your choice.

To re-size a column, click and drag the column edges until the columns are the right size.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel Date</td>
<td>Displays the date and time when the source panel issued this event.</td>
</tr>
<tr>
<td>Priority</td>
<td>Displays the urgency of this event where 1 is the most urgent and 100 is the least urgent. Priorities are normally assigned to a specific event using the Priority field on the Event Add page.</td>
</tr>
<tr>
<td>First Name</td>
<td>Displays the first name of the person responsible for triggering the event. This is almost always the person who used a card or code to enter or exit a supervised area.</td>
</tr>
<tr>
<td>Last Name</td>
<td>Displays the last name of the person responsible for triggering the event. This is almost always the person who used a card or code to enter or exit a supervised area.</td>
</tr>
<tr>
<td>Card Number</td>
<td>Displays the internal token number that caused the event to occur. This is usually the number of the card used to enter or exit a supervised area.</td>
</tr>
<tr>
<td>Message</td>
<td>Displays a system message associated with this event.</td>
</tr>
<tr>
<td>Event Name</td>
<td>Displays the name of this event.</td>
</tr>
<tr>
<td>Event Type</td>
<td>Displays the event type.</td>
</tr>
<tr>
<td>Source</td>
<td>Displays the source of the event. Can be a door, reader or system user.</td>
</tr>
</tbody>
</table>

Search Bar

- Click this icon to display the search filters.
  - For more information, see *Searching for Events and Alarms* on page 14.
- Select the number of items you want to display on a single page.
- Click this button to return to the start of the list.
- Click this button to return to the previous page of the list.
- Enter the page number you want to review.
  - The total number of pages is shown to the right.
- Click this button to go to the next page.
- Click this button to go to the last page.
- Click this button to refresh the search results.

To review the search results, use any of the following buttons:
• **Camera** — Click this button to display live video that is associated with the selected event. For more information, see *Monitor screen - Viewing Camera Video* on page 40.

• **Recorded Video** — Click this button to display recorded video that is associated with the selected event. For more information, see *Monitor screen - Recorded Video Window* on page 37.

• **Notes** — Click this button to enter a new note or display any previously saved notes for the selected event.

• **Instructions** — Click this button to display any instructions that should be completed when the event occurs. The instructions were added when the event was created.

• **Identity** — Click this button to display details about the person that triggered the selected event.

• **History** — Click this button to display a detailed history of this event.

• **Save Settings** — Click this button to save your current settings for this page. For example, the columns, widths, order for this page.

### Wildcard Characters

The arguments you can use to search lists include four wildcards.

The asterisk (*) question mark (?) percentage (%) and underscore (_) characters are reserved as wildcard characters.

- The asterisk and question mark characters are for case-sensitive searching where the question mark indicates one character and the asterisk indicates multiple characters.
- The percentage and underscore marks are case-insensitive where the percentage mark indicates one character and the underscore can indicate two or more characters.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Case-sensitive one character only.</td>
</tr>
<tr>
<td>?</td>
<td>Case-sensitive two or more characters.</td>
</tr>
<tr>
<td>%</td>
<td>Case-insensitive one character only.</td>
</tr>
<tr>
<td>_</td>
<td>Case-insensitive two or more characters.</td>
</tr>
</tbody>
</table>

For example:

- s* - any name starting with "s" and is case-sensitive.
- ?s - any name of three or more characters ending with "s" which is case-sensitive.
- _str% - any name that begins with two or more case-insensitive characters, followed by an "str" and ending with one case-insensitive character.

### Monitor screen - Alarms

When you click **Monitor > Alarms**, the Alarms page is displayed.

Alarms are events that are configured to report an alarm when it is triggered.

The system status is listed below the navigation bars. For more information see *Panels table* on page 22.

Below the system status, are two sections — Unacknowledged Alarms and Acknowledged Alarms.
- Alarms are automatically added to the Unacknowledged Alarms list as they are triggered. Depending on your alarm settings, you may hear a different sound as different alarms occur.
- The alarms remain in the Unacknowledged Alarms until they are acknowledged or addressed, after which they are displayed in the Acknowledged Alarms list.
- Alarm events may be highlighted in different colors depending on their alarm state.

For more information about the columns that appear on each list, see Monitor Events page on page 36.

**Map Template: Add New page**

When you click Add New Map Template from the Map Templates list, the Map Template: Add New page is displayed. From this page, select the image to use as the map background, base the that the map would be based on.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the map.</td>
</tr>
<tr>
<td>File</td>
<td>Click the Browse button to select the image you want to use as the base of the map. You can select any raster image in BMP, GIF, JPEG, PNG, PDF, TIP and WMF format.</td>
</tr>
<tr>
<td>Blank Canvas</td>
<td>Check this box to leave the map background white.</td>
</tr>
<tr>
<td></td>
<td>This option is primarily for setting up Mustering dashboards that do not need to be on a map.</td>
</tr>
<tr>
<td>Re-Size To</td>
<td>Enter the map size in pixels.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> If you enter a size that matches the image's aspect ratio, the map image is resized accordingly. If you enter a size that does not match the image's aspect ratio, the system centers the image then crops the sides to match the defined setting.</td>
</tr>
<tr>
<td>✓</td>
<td>Click this button to save your changes.</td>
</tr>
<tr>
<td></td>
<td>After you save the map for the first time, you are taken to the Maps-Edit page where you can add doors, panels, shortcuts and dashboard elements. For more information, see Editing a Map below.</td>
</tr>
<tr>
<td>✗</td>
<td>Click this button to discard your changes.</td>
</tr>
</tbody>
</table>

**Editing a Map**

The Map Edit page is displayed after you save a new map template for the first time, or when you click the name of the map on the Map Template (Settings) list.
On the right is the base map image. You can move map items anywhere in this work area.

On the left are the map properties, including the name and size. In the Map Details area are a list of all the items that can be added to the map.

### Map Properties

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the map</td>
</tr>
<tr>
<td>File</td>
<td>The original image filename of the base map image.</td>
</tr>
<tr>
<td>Blank Canvas</td>
<td>Check this box to leave the map background white.</td>
</tr>
<tr>
<td></td>
<td>This option is primarily for setting up Mustering dashboards that do not need to be on a map.</td>
</tr>
<tr>
<td>Size</td>
<td>The size of the map</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> If you enter a size that matches the image’s aspect ratio, the map image is re-sized accordingly. If you enter a size that does not match the image's aspect ratio, the system centers the image then crops the sides to match the defined setting.</td>
</tr>
<tr>
<td>Partitions</td>
<td><strong>NOTE:</strong> If partitions are not defined for this system, this feature is not available.</td>
</tr>
<tr>
<td></td>
<td>Click to select one partition, or use any of click and drag, Shift and click, or Ctrl and click to select multiple partitions from the drop-down list. Only the partitions you are allowed to view or manage appear in this list. If you do not select a partition, any ACM operator can view or</td>
</tr>
</tbody>
</table>
Feature | Description
---|---
manage the item.

For more information, see Using a Partitioned ACM System on page 1.

**NOTE:** It is recommended that you do not assign maps to a partition. If you add a device to the map that is part of multiple partitions, the map may generate an error when a user without the same permissions as the device tries to use the map.

![Save button] Click this button to save your changes.

![Discard button] Click this button to discard your changes.

**Map Details**

To add an item to the map, click the **Add** button beside the item you want to add. An icon matching the item you added will automatically be added to the top left corner of the map image. Move the icon to where it should appear in the map.

**Tip:** Map icons are added on top of each other in the top left corner of the map. Move added icons right away or you may lose track of all the items that have been added to the map.

To show or hide the details of each item that has been added to the map, click the ![Expand or Collapse] beside each item. If any of the item drop down lists are empty, you need to add or configure that item in the system first.

To delete an item that has been added to the map, click ![Trash can] beside the listed item.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Map Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors</td>
<td>Select a door from the drop down list.</td>
<td>![Door icon]</td>
</tr>
<tr>
<td>Panels</td>
<td>Select a panel from the drop down list.</td>
<td>![Panel icon]</td>
</tr>
<tr>
<td>Subpanels</td>
<td>Select a subpanel from the drop down list.</td>
<td>![Subpanel icon]</td>
</tr>
<tr>
<td>Inputs</td>
<td>Select an input from the drop down list.</td>
<td>![Input icon]</td>
</tr>
<tr>
<td>Outputs</td>
<td>Select an output from the drop down list.</td>
<td>![Output icon]</td>
</tr>
<tr>
<td>Cameras</td>
<td>Select a camera from the drop down list.</td>
<td>![Camera icon]</td>
</tr>
<tr>
<td>Zoom In</td>
<td>Select a map that offers a closer view of a specific area in this map.</td>
<td>![Zoom In icon]</td>
</tr>
<tr>
<td>Zoom Out</td>
<td>Select a map that offers a wider view of this map area.</td>
<td>![Zoom Out icon]</td>
</tr>
<tr>
<td>Global Actions</td>
<td>Select a global action from the drop down list.</td>
<td>![Global Action icon]</td>
</tr>
<tr>
<td>Dashboard Elements</td>
<td>Configure a Mustering dashboard element:</td>
<td>Square,</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Map Icon</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>1.</td>
<td>Enter a title for the dashboard element. The map automatically updates with each change that you make.</td>
<td>circle or text object</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Title Font Color</strong> field to change the text color.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>In the <strong>Title Font Size</strong> drop down list, select the size. The options are Small, Medium and Large.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>For the <strong>Opacity</strong> option, choose how transparent you want the dashboard element to be. You can enter a percent number, or move the slider to set the opacity. 100% is opaque and 0% is transparent.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>In the <strong>Location</strong> field, enter where you want the dashboard element to appear on the map. You can also move the dashboard element directly on the map.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>In the <strong>Element Type</strong> drop down list, select if you want the dashboard element to appear as Text Only or Graphic &amp; Text.</td>
<td></td>
</tr>
</tbody>
</table>

   If you choose Graphic & Text, the following options are displayed:

   a.  In the **Area Group/Area** drop down list, select the muster area this dashboard element represents. You can select a specific area or a group of areas.

   b.  From the **Graphic Shape** drop down list, select Circle or Square.

   c.  Click the **Graphic Color** field to change the graphic shape color.

   d.  For the **Graphic Size** option, choose how big you want the graphic to be. You can enter the size in pixels, or use the slider to adjust the size.

---

Click this button to save your changes.

Click this button to discard your changes.

---

**Monitor - Verification screen**

When you click **Monitor > Verification**, the Verification page is displayed.

This page allows a qualified operator to review information, including photos, about card holders entering or exiting specific doors.

The page is divided into two halves - the top Doors section and the bottom Events section.

- At the top of the page are four door panes that allow you to select and monitor four doors at a time. After you select a door to a pane, you can monitor live event transactions as they occur at that door.

- Underneath the door panes is a list of live door transactions displayed like the Events page.

  Not all door events will display in this list. Only events in the priority number range 300 to 700 display.

  A full listing of all events is available on the Monitor Events page.