Monitoring Operator Guide

Access Control Manager™ Software

Version 6.0.0
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Introduction

This guide provides an overview of the Monitoring Operator role as defined in the Avigilon Access Control Manager (ACM)™ software. This guide is meant to be used and referred to by those assigned the role of a Monitoring Operator within the ACM software.

Monitoring Operators monitor the system for any event activity. They are responsible for responding to events and alarms, and monitoring the hardware status of the system. For more information, see Permissions and Rights on page 35.

**NOTE:** This guide does not define the role of a Monitoring Operator on all sites. Please contact your System Administrator for more details.
Monitoring

The Monitor screen gives you access to view all events, alarms, and hardware status in the system. An event occurs for changes in the software or hardware. For example, when a user accesses a door. An alarm occurs when the system detects an unusual event. For example, a forced door.

Monitoring Operators are responsible for monitoring the system events, alarms, and hardware status. Monitoring Operators are also responsible for responding to alarms.

**NOTE:** If you do not have the correct delegations, you may not be able to access some of the following pages. See your System Administrator for details.

### 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 ![bukey] 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 ![note] in the **Icon** column.)
3. Click **Notes** to view notes for the selected event. (Alternatively clicking ![note] 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 ![note] 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 it’s 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 **Acknowledged Alarms**. 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 **Acknowledged Alarms**. The alarms will move to the **Acknowledged Alarms** list.
4. To acknowledge all alarms, click **Acknowledged Alarms**. The alarms will move to the **Acknowledged Alarms** list.

**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 the previous page.
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:

   ![Search options](image)

   **Figure 1**: Search options

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.

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**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 its 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:

![Identity Information Displayed](image)

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.

**Masking and unmasking inputs:**

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

- **On** — Power the output. If this output is a door, it energizes the circuit.
- **Off** — Turn off the power to this output. If this output is a door, it de-energizes the circuit.
- **Pulse** — Alternately energize and de-energize this output. The pulse interval is determined by the output’s settings.

**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 ▲ to sort in ascending order.
   - Click ▼ 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>
</tbody>
</table>
| **Commands** | The commands available to control a LifeSafety panel:  
   - Status — Click this button to display the current status of the displayed LifeSafety panel.  
   - Log — Click this button to view the log of events/alarms recorded by the LifeSafety panel.  
   - Edit — 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. |
**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><img src="image" alt="Green" /> Normal</td>
<td>The Access Control Manager component is online and working properly.</td>
</tr>
<tr>
<td><img src="image" alt="Yellow" /> Trouble</td>
<td>The Access Control Manager component has an indeterminate status.</td>
</tr>
<tr>
<td><img src="image" alt="Red" /> 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><img src="image" alt="Blue" /> 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><strong>Add New Map Template</strong></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><strong>Name</strong></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. 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 bounding 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.
<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 26.</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>
<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>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 Example map on the previous page, 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>

**Monitor Intrusion Panels**

The following procedures relate to monitoring Bosch intrusion panels.
Monitor Intrusion Panel Status

The intrusion panel status displays the current status of all connected intrusion panels. For example, if the power and communications of the intrusion panel is normal, the Online status will be displayed and a message will appear when you hover over the power and communications icons.

To monitor intrusion panel status:

1. Select **Monitor > Intrusion Status**.
   The Monitor Intrusion Status - Panels screen displays.
2. View the list that displays.
   The following statuses display for panels:
   - Communications
   - Battery
   - Power
   - Tamper
   - Phone Line

   The following statuses apply to all of the above:
   - **Online**
   - **Alarm**
   - ** Trouble**

   **NOTE:** To view more detail on the status, hover over the status icon to view a pop-up message (e.g. hovering over an Alarm status indicator in the **Comm** column might return the message 'Not connected, verify configured IP and port').

3. If you want to narrow the list that displays use the filter function. Enter a panel name to filter the list results by panel. Type in the name (or part of the name) of the panel and the list will update as you type.
4. If you want to sort the list, click ‹ to sort in ascending order, or ‚ to sort in descending order in each column.

Monitor Intrusion Panel Areas

The intrusion panel areas display the current status for all defined areas. For example if an area is armed, the Armed status will display and a message will appear when you hover over the status icon.

To monitor intrusion panel area status and make updates as required:
1. Select **Monitor > Intrusion Status**.

2. Click the **Areas** tab.

   The Monitor Intrusion Status - Areas screen displays.

3. View the list that displays. A status is displayed for each area.

   The following statuses apply to all of the above:
   
   - Armed
   - Ready to Arm
   - Not Ready to Arm
   - Partial Arm
   - Trouble
   - Alarm

   **NOTE:** To view more detail on the status, hover over the status icon to view a pop-up message (e.g. hovering over an Armed status indicator might return the message 'All On Instant Arm').

4. If you want to narrow the list that displays, either:
   
   - Use the filter function. Enter an area name to filter the list results by area. Type in the name (or part of the name) of the area or panel and the list will update as you type.
   
   - Select a single status (e.g. Partial Arm) to view.

5. If you want to sort the list, click ‹ to sort in ascending order, or ‡ to sort in descending order in each column.

6. To arm an area:
   
   - Select the areas to be armed.
   
   - Click **Master** then select the arming option. Options are:
     
     - Instant Arm - Arm all points for the selected areas instantly
     - Delay Arm - Arm all points for the selected areas with an entry/exit delay
     - Force Instant Arm - Arm all points for the selected areas instantly, regardless of their current state
     - Force Delay Arm - Arm all points for the selected areas with an entry/exit delay, regardless of their current state

7. To arm a perimeter area:
- Select the areas to be armed.
- Click Perimeter then select the arming option.
  - Instant Arm
  - Delay Arm
  - Force Instant Arm
  - Force Delay Arm

8. To disarm select the areas to be disarmed and click Disarm.
9. To silence intrusion alarms select the areas to be silenced and click Silence.
10. To reset the sensors select the areas to be reset and click Reset Sensors.

   The reset time is 5 seconds. During the reset time, alarms from the points associated with the selected areas will be ignored.

**Monitor Intrusion Panel Points**

The intrusion panel points displays the current status of all connected points. For example, if a point has been bypassed, the bypassed status will display and a message will appear when you hover over the status icon.

To monitor intrusion panel point status:

1. Select Monitor > Intrusion Status.
2. Click the Points tab.
   
   The Monitor Intrusion Status - Points screen displays.
3. View the list that displays. A status is displayed for each point.

   The following statuses apply to all of the above:
   
   - Normal
   - Faulted
   - Bypassed
   - Trouble

**NOTE:** To view more detail on the status, hover over the status icon to view a pop-up message (e.g. hovering over an Bypassed status indicator might return the messages such as 'Open', 'Missing' or 'Normal').

4. If you want to narrow the list that displays, either:
   
   - Use the filter function. Enter a point name to filter the list results by point. Type in the name (or part of the name) of the point, area, or panel and the list will update as you type.
   - Select a single status (e.g. Faulted) to view.
5. If you want to sort the list, click ▲ to sort in ascending order, or ▼ to sort in descending order in each column.

6. If you want to bypass or unbypass a point:
   - Select the point (or points) in the list, and
   - Click either the **Bypass** or **Unbypass** button.

**NOTE:** Some points in the system may not be bypassable due to configuration settings. Trying to bypass these points will result in no state change.

**Monitor Intrusion Panel Outputs**

The intrusion panel outputs display the current status of all connected outputs. For example, if a output is active, the Active status will display and a message will appear when you hover over the status icon.

To monitor intrusion panel outputs status:

1. Select **Monitor > Intrusion Status**.

2. Click the **Outputs** tab.

   The Monitor Intrusion Status - Outputs screen displays.

3. View the list that displays. A status is displayed for each output - the available statuses are:

   ![Inactive](Image)
   ![Active](Image)
   ![Trouble](Image)

4. If you want to narrow the list that displays, either:
   - Use the filter function. Enter an output name to filter the list results by output. Type in the name (or part of the name) of the output, or panel and the list will update as you type.
   - Select a single status (e.g. Active) to view.

5. If you want to sort the list, click ▲ to sort in ascending order, or ▼ to sort in descending order in each column.

6. If you want to activate or deactivate an output:
   - Select the outputs in the list, and
   - Click either the **Activate** or **Deactivate** button.
Identities

The Identities screen allows you to view all identity records in the system. An identity record contains information on the identity such as account information, assigned roles, and tokens.

Monitoring Operators are able to search for and view Identities. This allows you to easily find and verify an identity.

Searching for an Identity

Use the Search feature to find an identity in the database.

1. The Search area is at the top of the Identity Search page. Fill out the following fields:
   - Last Name field.
   - (Optional) The First Name and/or Internal Number fields.
   - (Optional) The Group field.

2. Add any additional search criteria as follows:
   - Select the criteria from the Search Field drop down list.
   - Enter or select the value to search for in the Search Value field.
   - Click Add Criteria to add an additional search, then repeat the steps in the bullets above for each additional criteria. Add as many search filters as you need to fulfill your search criteria.
   - At any time, you can click Clear Search to clear all fields.
   - To remove a single criteria row, click Remove.

3. In the drop down list to the right of the Search button, select whether the values entered in the fields should be combined into a single search criteria (And) or used as separate search criteria (Or).

   If And is selected, only the identities that fit all entered criteria will appear. If Or is selected, the identities that fit one or more of the entered criteria will appear.

4. When you have entered all your search criteria, click Search.

   The page refreshes and displays your search results.

   NOTE: Always enter data in the Search Value field. Searching using blank entries will return all identities as the result.
## Permissions and Rights

The following table describes the permissions and rights the Monitoring Operator Role allows. All roles are made up of delegations. Each delegation is made up of rights.

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