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Monitoring Operator Guide

Access Control Manager™ Software

Version 5.10.10

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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 33.

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 cardholder 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 the previous page).
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 [icon] in the **Icon** column.)

3. Click **Notes** to view notes for the selected event. (Alternatively clicking [icon] 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 [icon] 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 Listing page.

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 Access Control Manager 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 Access Control Manager 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 Listing page displays.
2. To acknowledge a single alarm:
   - Select the alarm in the Unacknowledged Alarms list.
   - Click **Acknowledge**. 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 **Acknowledge**. The alarms will move to the **Acknowledged Alarms** list.
4. To acknowledge all alarms, click **Acknowledge All**. 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 Listing page.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays (for more information see *Monitor Alarms* on page 7).

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 7.

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 7.

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 [icon] 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 7.

2. Select the event that you want to view instructions for. (Events with instructions will display with [icon] 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 7.

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 7.

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 7.

   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 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 ![icon] > **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:

**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.

5. In the text field, enter any text that you want to find in the selected data type. For example, you may enter "forced door" when performing an Event Type search.

    You can enter any number or letter combination and you can use wildcards. The wildcard * character can be used to help you find events that you do not have all the details for.

    For example:

    - s* — will find any word that starts with an "s".
    - *s — will find any word that ends with an "s".
    - *s* — will find any word that has an "s" within the word.

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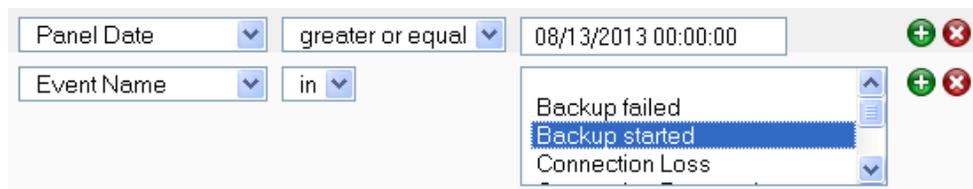
7. Add as many search filters as you need to fulfill your search criteria.

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 15.

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 the next page.

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

   The Monitor Screen - Recorded Video window displays.

   NOTE: Events 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

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. 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 assign a door to each pane, you can monitor live event transactions as they occur at each door.
- Underneath 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 Cardholders at Doors

Select **Monitor > Verification** to open the Verification page in order to verify and confirm the identity of any cardholder 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 cardholder attempts to enter this door using a card or code, the person's identity information is displayed:

   The window includes the card holder's name, internal token number and the time and date of entry. A photo is displayed if there is one stored in the Identity record.

   At the bottom of the screen are the detailed entry and exit events generated by the cardholders.

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 Cardholders 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 it's 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 ![icon] > **Clear Custom Layouts**. This resets all customized lists to their default setting.

Monitor - Hardware Status Page

When you click the **HW Status** sub-option from the Monitor screen, the Hardware Status page is displayed.

This page displays the current status of all connected panels, doors, inputs, outputs and associated security devices.

The current status of the device is indicated by the background color. For more information, see *Status Colors* on page 25.

- *System Status* below
- *Door Actions* on the next page
- *Door Mode* on the next page
- *Forced* on page 21
- *Held* on page 21
- *Door Status* on page 21
- *Panel Status* on page 22
- *Subpanel Details* on page 23
- *Input / Output Details* on page 24
- *LifeSafety Panels* on page 24

System Status

The System Status details are described starting from the top-left corner, then continues row by row.

Feature	Description
Appliance Name	At the top-left corner is the appliance name.
Timestamp	Beside the Appliance Name is the current date and time.
Up	Displays the time this Access Control Manager appliance has been running since the last reboot.
RAM	Displays the percentage of installed RAM in the Access Control Manager appliance that is currently unused.
Programs	Displays the number of programs currently running on the appliance.
Database	Displays the percentage of free space currently available on the data (writable) portion of the disk.
Load	Indicates the current compute load the Access Control Manager appliance is experiencing.
Port	Indicates the port number the appliance may use to connect to the network. The Link, Rx, and Tx information corresponds to the port number.

Feature	Description
Link	Indicates the current state of the network link to the appliance. This is either **Normal** or **None**.
Rx	Indicates the number of received data packets by the port.
Tx	Indicates the number of transmitted data packets by the port.
Doors	The status of connected doors in these three categories: • Offline • Active • Masked
Panels	The status of connected panels in these categories: • Offline • Active
Inputs	The status of connected inputs in these three categories: • Offline • Active • Masked
Subpanels	The status of connected subpanels in these categories: • Offline • Active

Door Actions

To use the Door Action options, you must select a door before you choose one of the following actions:

- **Grant** — Momentarily unlocks a 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 specified 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

To use the Door Mode options, you must select a door before you choose one of the following modes:

- 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.

Forced

To use the Forced options, you must select a door before you choose one of the following actions:

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

Held

To use the Held options, you must select a door before you choose one of the following actions:

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

Door Status

Feature	Description
All / None	Check the box beside the door you want to control through the Door Action buttons. If you click on **All** in the title line, it automatically selects all listed doors; the word changes to **None**. If all doors are currently listed, click **None** to deselect all listed doors.
Name	The name assigned to this door.
Installed	The status of the door's installation: ✔ (installed) or ✖ (uninstalled). Click the icon to change the door status.
Manuf	The vendor or manufacturer of the panel that the ACM system is connected to.
Panel	The name of the panel to which the ACM system is connected.
Communications	Status of communications between the ACM system and specified panel. The color indicates the current status.
Lock	Indicates whether this door is unlocked or not. For the color legend, see *Status Colors* on page 25.
Power	Indicates the status of the power input on the panel or subpanel. For the color legend, see *Status Colors* on page 25.
Tamper	Indicates the status of the tamper input on the panel or subpanel. For the color legend, see *Status Colors* on page 25.
Battery	Indicates the status of the battery input on the panel or subpanel. For the color legend, see *Status Colors* on page 25.

Feature	Description
	NOTE: For MS-ICS panels the battery alarm status shows the battery status for both the regular and lithium batteries. When the status requires attention, refer to the events list to determine which battery requires attention. For more information refer to *Monitoring Events* on page 2.
Forced	Indicates whether this door is currently in a forced open state. For the color legend, see *Status Colors* on page 25.
Held	Indicates whether this door is currently in a held open state. For the color legend, see *Status Colors* on page 25.
Mode	Indicates the current door mode (e.g. card only).

Panel Status

As you click the name of each panel, a list of the connected devices is displayed until you see the last input or output down the line.

Feature	Description
Name	The name of the panel. Click the name of the panel to see the status of the connected subpanels. Click the name of the following subpanel to see the status of the connected inputs and outputs.

Feature	Description
Installed	The status of the panel's installation: (installed) or (uninstalled). Click the icon to change the panel status.
	Status of communications between the panel and the ACM system. For the color legend, see *Status Colors* on page 25.
	Indicates the status of the power input on this panel. For the color legend, see *Status Colors* on page 25.
	Indicates the status of the tamper switch input on this panel. For the color legend, see *Status Colors* on page 25.
	Indicates the status of the battery input on the panel. For the color legend, see *Status Colors* on page 25.
Subpanel Status	Indicates the number of the subpanels attached to this panel. Each relevant subpanel is displayed together with its current status. The color indicates the current status.

Subpanel Details

Click the name of a panel to display the connected subpanel details.

Feature	Description
Subpanel	The name of this subpanel. To drill down into the inputs and outputs associated with this subpanel, click this link.
	Status of communications between the panel and this subpanel. For the color legend, see *Status Colors* on page 25.
	Indicates the status of the power input on this subpanel. For the color legend, see *Status Colors* on page 25.
	Indicates the status of the tamper switch input on this subpanel. For the color legend, see *Status Colors* on page 25.

Feature	Description
Installed	The status of the subpanel's installation: ✔ (installed) or ✖ (uninstalled). This field is selectable and can be toggled.

Input / Output Details

Click the name of a subpanel to display the connected inputs and outputs.

Feature	Description
Input	This column lists all the inputs controlled by this subpanel, with the name of each input.
Cmd	The commands available to control the inputs not associated with a door: • Mask — Click this button to mask the specified input. • Unmask — Click this button to unmask a previously masked input.
Output	This column lists all the outputs (including relays and locks) controlled by this subpanel, with name and address of each output.
Cmd	The commands available to control the outputs associated with a door: • On — Click this button to power the output. If this output is a door, it energizes the circuit. • Off — Click this button to turn off the power to this output. If this output is a door, it de-energizes the circuit. • Pulse — Click this button to alternately energize and de-energize this output. The pulse interval is determined by the output's settings.

LifeSafety Panels

The following options are only displayed if you have a LifeSafety Power panel installed in your system.

Feature	Description
Name	The name of the LifeSafety Power panel. Click this name to display the panel details.
Installed	The status of the panel's installation: ✔ (installed) or ✖ (uninstalled). This field is not selectable and cannot be toggled.
Commands	The commands available to control the LifeSafety Power panels: • 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:

Color	Description
Normal	The Access Control Manager component is online and working properly.
Trouble	The Access Control Manager component has an indeterminate status.
Alarm	The Access Control Manager component is experiencing an alarm condition. The delegated operator should investigate the problem and resolve the issue.
Masked	The specified Access Control Manager input is currently masked.

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.

Feature	Description
Add New Map Template	Click this button to add a new map template.
Name	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.

Using a Map

Once a map has been configured, it can be accessed from the Monitor screen and used 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, inputs and outputs, control doors and keep track of identities as they arrive at muster stations from the Mustering dashboard. The map also notifies you if there is an alarm by displaying a red alarm indicator.

1. Select **Monitor > Maps**. The Map Templates page displays.

2. In the Map Templates Listing page, click the name of a map.

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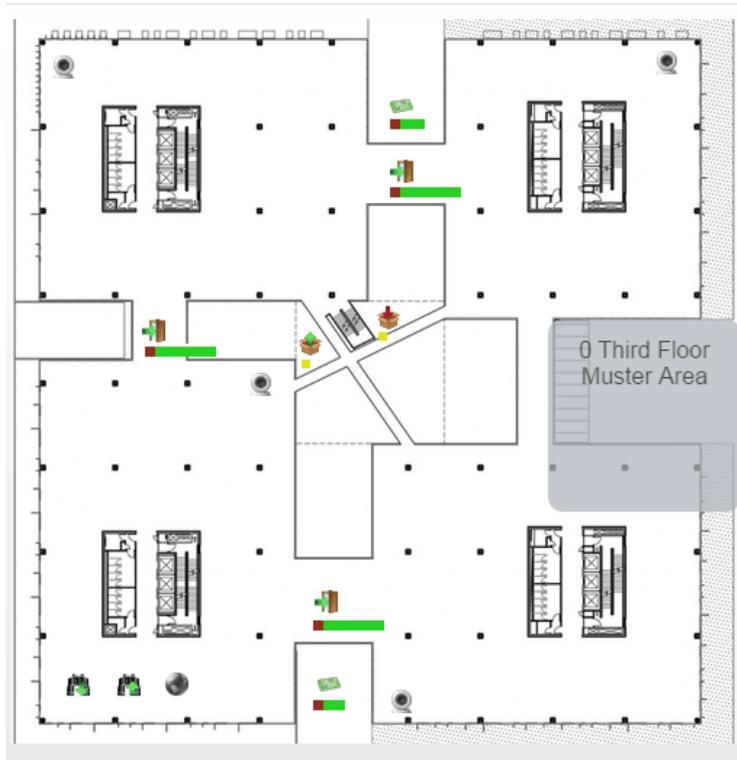
Figure 2: Example map

To...	Do this...
Review hardware status	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 25.
Review an alarm	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 7.
Display video	Click the 📷 on the map to display the Camera Video window.
Open a linked map	Click 🔽 to display a linked map, or 🔼 to display a linked map.
Monitor the dashboard	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

To...	Do this...
	the area. In the example image, 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.

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

    Active

    Trouble

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.

Permissions	Delegations
View Events page	System Summary Listing
	System Summary Screen Refresh
	System Summary Get Layout
	System Summary Update Layout
	Monitor Listing
	Monitor Notes Show
	Monitor Instructions Show
	Monitor Identity Show
Search for events	Spork Listing
	Spork Search
	Monitor/Search Filters Save
	System Summary Get Layout
	System Summary Update Layout
View Alarms	Alarm Monitor Listing
	Alarm Monitor Identity
	Monitor Notes Show
	Monitor Instructions Show
	Monitor View Actions
	Maps-Alarms Show
Respond to alarm activity	Alarm Monitor Acknowledge
	Alarms Create Notes
View verifications	Swipe & Show
	Swipe & Show Get Doors
	Swipe & Show Get Door Name
	Get Photo
	Monitor Identity Show
	System Summary Get Layout

Permissions	Delegations
	System Summary Update Layout
View the hardware status of assigned hardware	Monitor Listing
	Monitor Panels Status
	Monitor Periodic Update
	Monitor Appliance Status
View and monitor status on assigned maps	Maps Monitor Listing
	Maps Show
	Maps Show Generate Image
	Maps Show Image
	Maps View Listing
	Maps Trace
	Mustering Dashboard Drill-Down
View identities, roles, tokens, groups, access, and transactions	Identities Listing
	Identities Show
	Tokens Listing
	Tokens Show
	Identities Show Access
	Identities Show Doors
	Identities Advance Search
	Identities Date Search
	Identities Transactions
	Identities My Account
	Identities Edit
	Identities Groups List
	Identities Roles List
	Identities Photo Render
View live and recorded video	Cameras Show
	Monitor Cameras Show Video
View the intrusion status	Monitor Intrusion Panel Status