PowerManage User Guide

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PowerManage 4.8 updates

See the following list of PowerManage 4.8 updates.

PIR camera zone association

You can associate a PIR (passive infrared) camera with up to eight sensors. If any of the sensors trigger, the PIR camera records video footage for a short period of time.

In the PowerManage web application, the footage associates with the alarm event that the sensor triggers and not the PIR camera. In the following example, the sensor in zone 1 is connected to the PIR camera in zone 248. For more information, see Camera Zone Assign in Table 1 and Zone in Table 2. When the sensor in zone 1 triggers an alarm, the PIR camera footage attaches to the sensor. For more information, see Camera icon in Table 2.

To associate a PIR Camera with one or more sensors, see Associating a PIR camera with a sensor.

Figure: PIR camera zone association

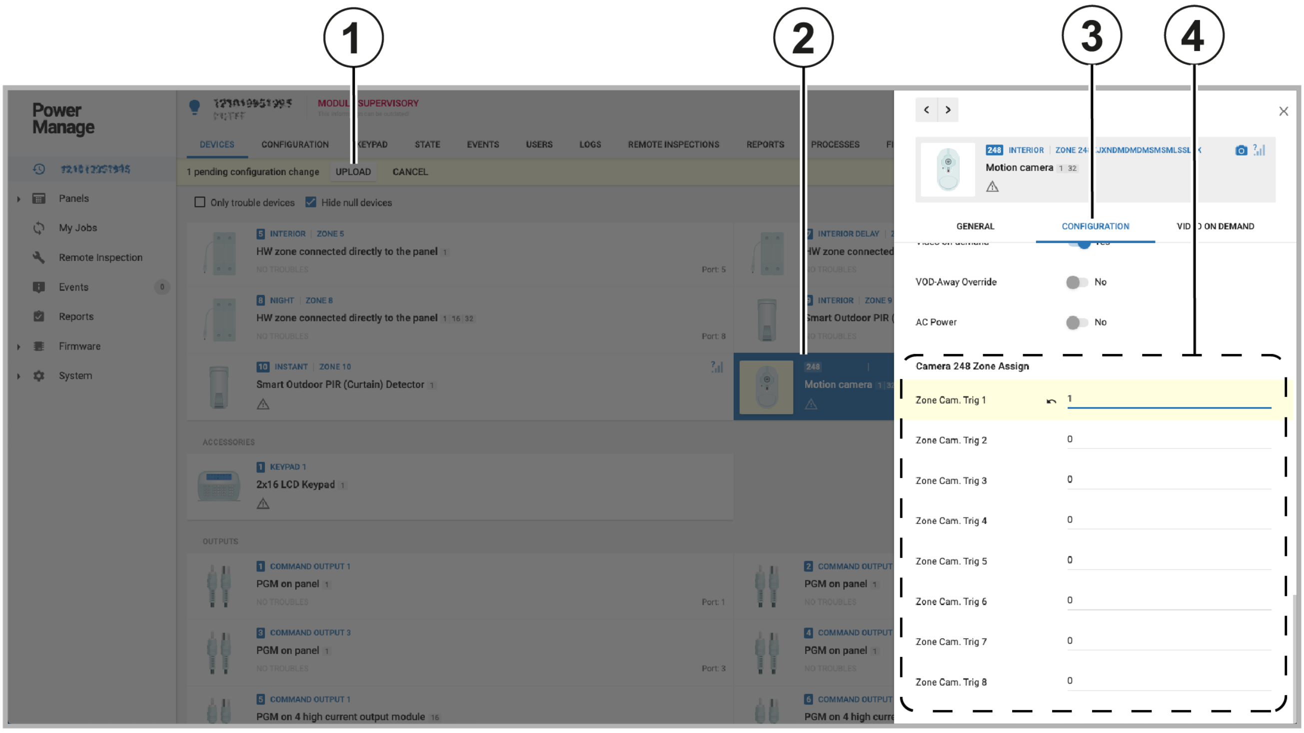


Table 1. PIR camera zone association

Callout	Name	Description
1	UPLOAD button	Click **UPLOAD** to upload the configuration you make in Camera Zone Assign to the server.
2	PIR camera	Click a PIR camera device to open the device in the examination pane.
3	CONFIGURATION tab	Click **CONFIGURATION** to edit the device configuration.
4	Camera Zone Assign	Enter the zone numbers of the sensors that you want to trigger the PIR camera.

Figure: PIR camera zone association event

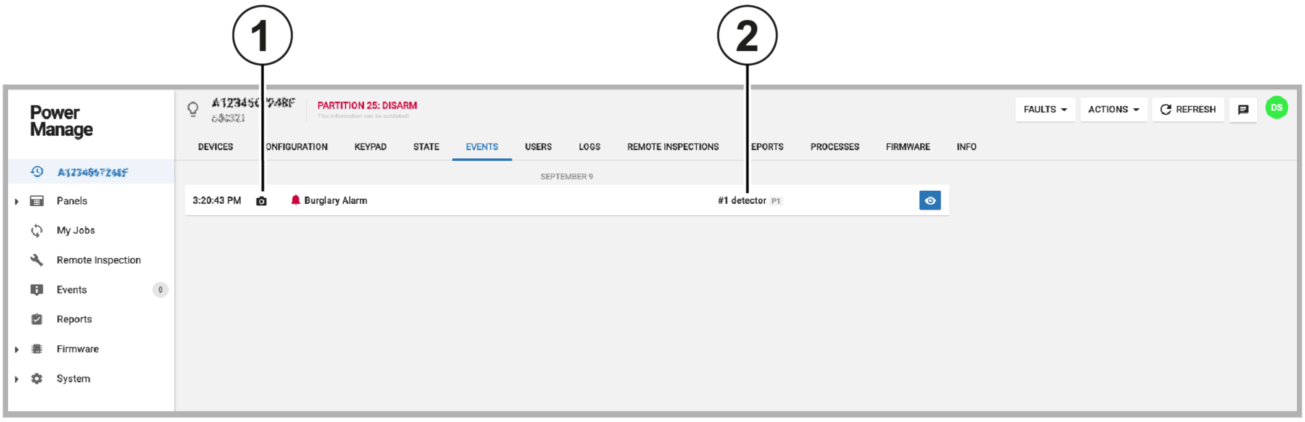


Table 2. Zone association event

Callout	Name	Description
1	Camera icon	Indicates that video footage is available from an associated PIR camera.
2	Zone	Indicates the zone number of the sensor.

Associating a PIR camera with a sensor

Note: You can associate a PIR camera with sensors with a PSP 1.30 panel only.

1. To open a panel in the panel hub, on the **Panels** page, in the PANEL column, click the panel name.
2. On the DEVICES tab, click a PIR camera device.
3. In the examination pane, click **CONFIGURATION**. If the configuration parameters are not up to date, click **REFRESH**.
4. Scroll down to **Camera X Zone Assign**. The X stands for the PIR camera device zone number.
5. In a **Zone Cam Trig** field, enter the zone number of the sensor that you want to trigger the PIR camera to record video footage.
6. **Optional**: Repeat Step 5 to associate the PIR camera with up to seven additional trigger sensor devices.
7. To save the configuration in the panel, in the notification panel below the Devices tabs, click **UPLOAD**.

Using video on demand with ITv2 integration

The user or operator can record a short video clip after an alarm with video on demand through the ITv2 protocol integration.

In Neo and PSP panels, video on demand is available only if the FIBRO receiver channel is configured to the PowerManage server. For PSP panels version 1.3 and later, you can use video on demand with the ITv2 integration channel.

PIR camera images during a system test

In a system test, Neo panels version 1.35 and later, and PSP panels version 1.30 and later, upload two images from each PIR camera sensor. You can view the video footage in the PowerManage GUI.

If both the FIBRO receiver and the ITv2 integration channels direct to the PowerManage server, one system test event appears in the PowerManage web application with the PIR camera video footage.

If the ITv2 integration channel only directs to the PowerManage server, two system test events appear in the PowerManage web application. The first system test event, like in previous versions, does not have video. The second system test event contains video footage from the PIR cameras.

Upgrading 4G/LTE modems

You can upgrade 4G/LTE cellular modems for PowerMaster panels. The 4G/LTE modem comprises two parts that you can upgrade separately, the GSM modem and the OTA (Over The Air) modem.

Before you can upgrade either the GSM modem or the OTA modem, technical support must upload the upgrade package to the repository and attach it to the PowerManage server. The packages appear in the global FIRMWARE page and the local FIRMWARE tab.

Note: To upgrade the GSM modem, choose the upgrade package that matches both your current version and the version that you want to upgrade to. To upgrade the OTA modem, choose only the upgrade package that matches the version that you want to upgrade to.

To mass upgrade the GSM modem or the OTA modem for multiple panels, see in Mass upgrading the firmware of a device.

To upgrade the GSM modem or the OTA modem for a single panel, see in Upgrading the firmware of an individual panel in the panel hub.

You can see the 4G/LTE cellular modem on the DEVICES tab in the panel hub. The software version and RSSI also display. For more information see GSM modem and OTA modem in GSM modem and OTA modem on the devices tab.

Figure: Global firmware page

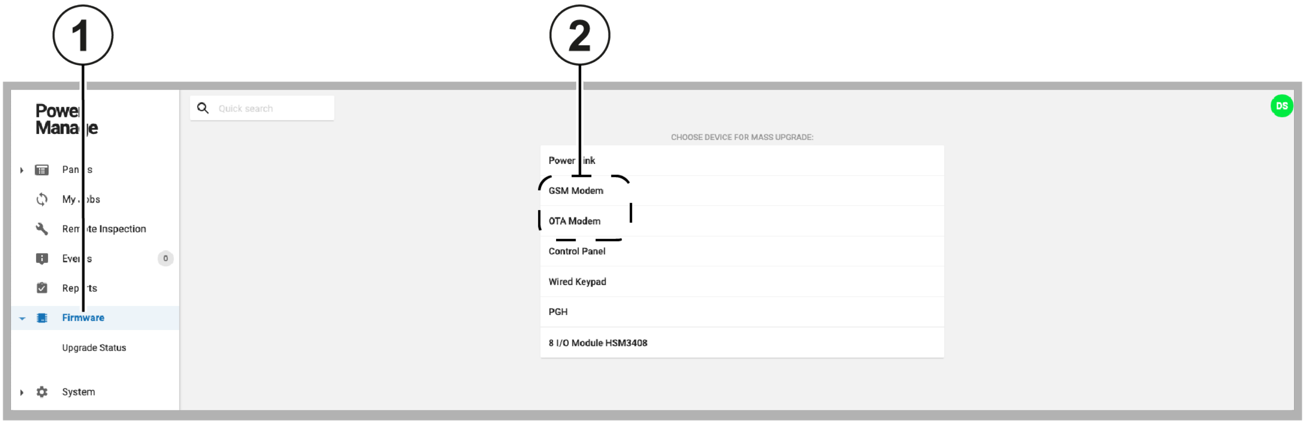


Table 3. Global firmware page

Callout	Name
1	Firmware page
2	GSM Modem and OTA modem

Figure: Local firmware page

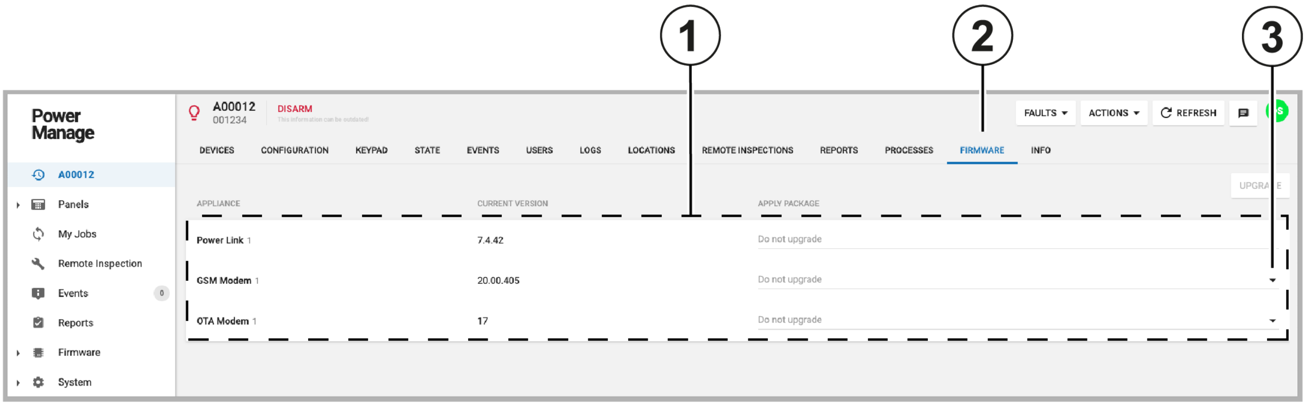


Table 4. Local firmware page

Callout	Name	Description
1	Upgrade packages	Select an upgrade package in the APPLY PACKAGE list
2	FIRMWARE tab	FIRMWARE tab on the panels page
3	Upgrade package dropdown list	Click to select an upgrade package from a dropdown list.

Figure: GSM modem and OTA modem on the devices tab

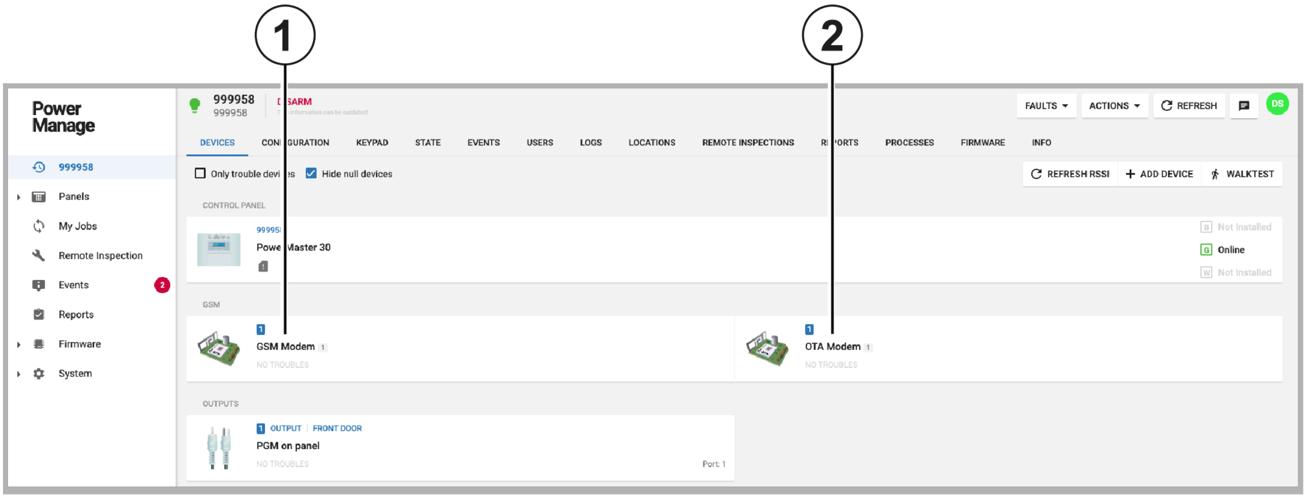


Table 5. GSM modem and OTA modem on the devices tab

Callout	Name
1	GSM modem
2	OTA modem

Interactive user management

The Interactive Users page includes additional interactive user management features. For more information, see Table 7.

For more information about the Interactive Users page, see Interactive Users page in Table 6.

Figure: Interactive Users page updates

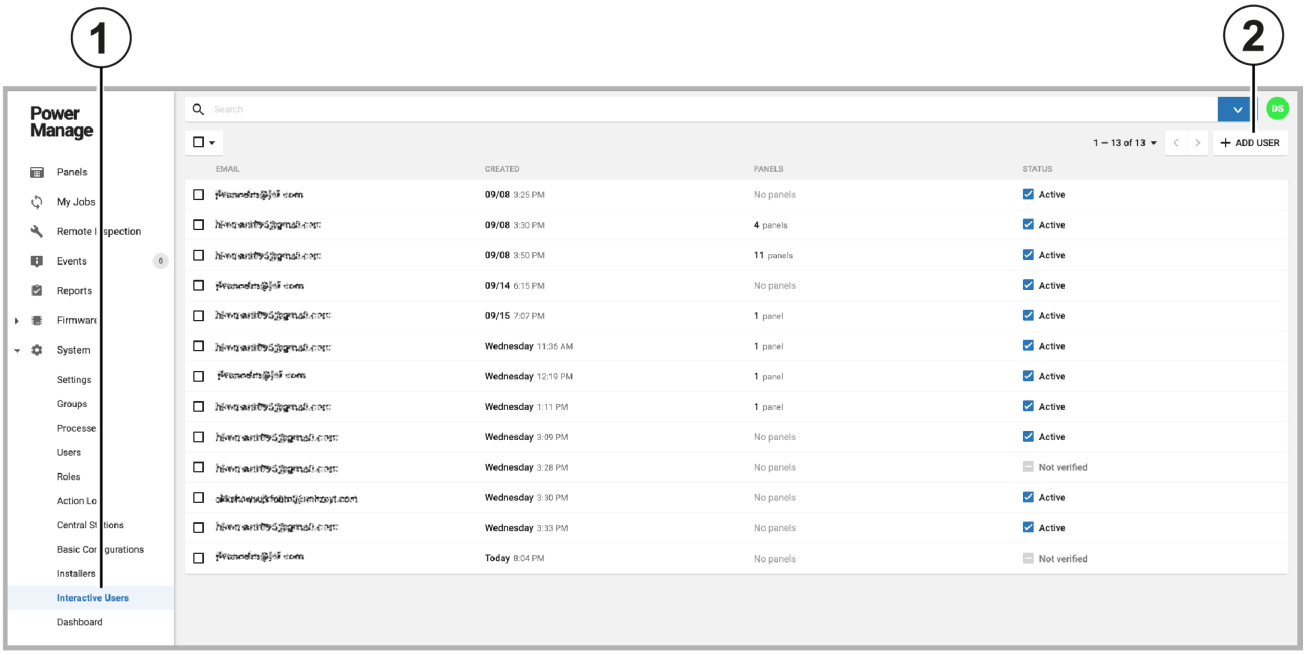


Table 6. Interactive Users page updates

Callout	Name	Description
1	Interactive Users page	For more information, see Navigating the Interactive users page.
2	ADD USER	Click to add a new user with an email address. The new user receives a two-factor authentication verification email to enter in the ConnectAlarm app.

Figure: Interactive user management

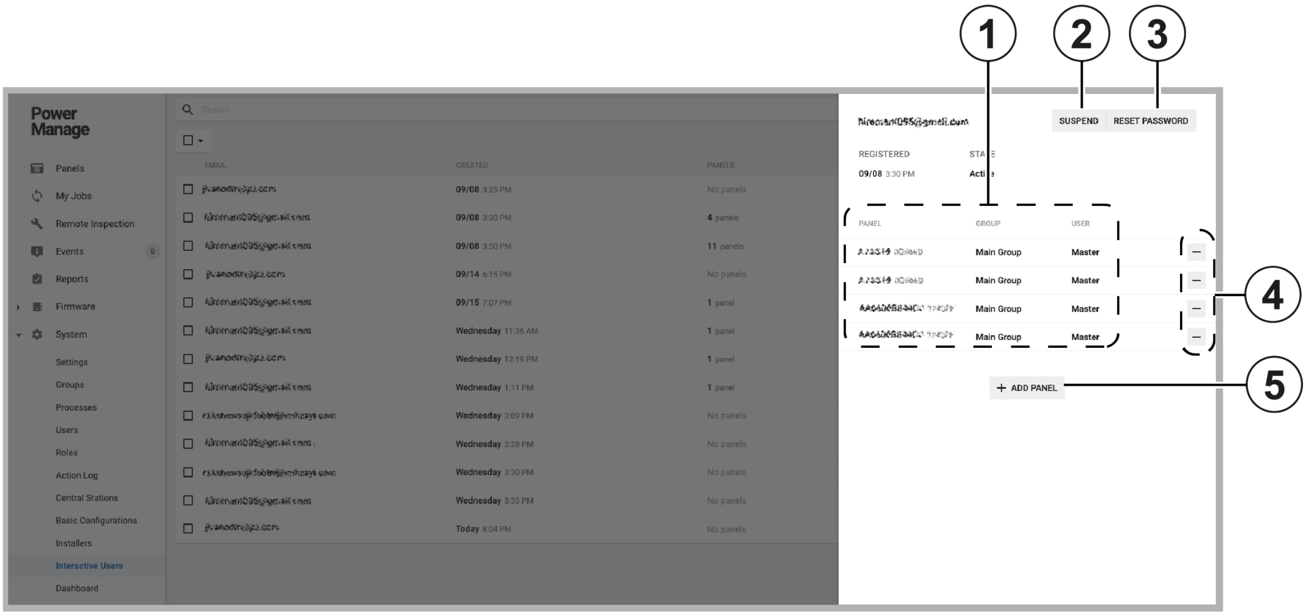


Table 7. Interactive user management

Callout	Name	Description
1	SUSPEND	Click to suspend the user.
2	RESET PASSWORD	Click to reset the user's password.
3	Connected panels	Displays the panels the user is connected to. • PANEL: Displays the name of the panel • GROUP: Displays the panel group • USER: Displays the type of user permissions the user has for the panel
4	Remove panel button	Click to remove a panel from the interactive user account
5	ADD PANEL	Click to add a new panel to the interactive user account

Panel search by customer information

You can search for a panel on the Panels page using the following information that is on the INFO tab:

- Customer name
- Customer email address
- Customer phone number
- Customer address
- Any comments posted on the INFO tab

For example, you can search for the panel in the following figure that contains the comment, `short remark`. For more information, see Panel in Table 9 and Comment in Table 8. If you type `short remark` in the search bar on the Panels page, the search results display the panels that contain the comment in the INFO tab of the panel. For more information, see CUSTOMER INFO in Table 8.

Figure: Customer information on the INFO tab

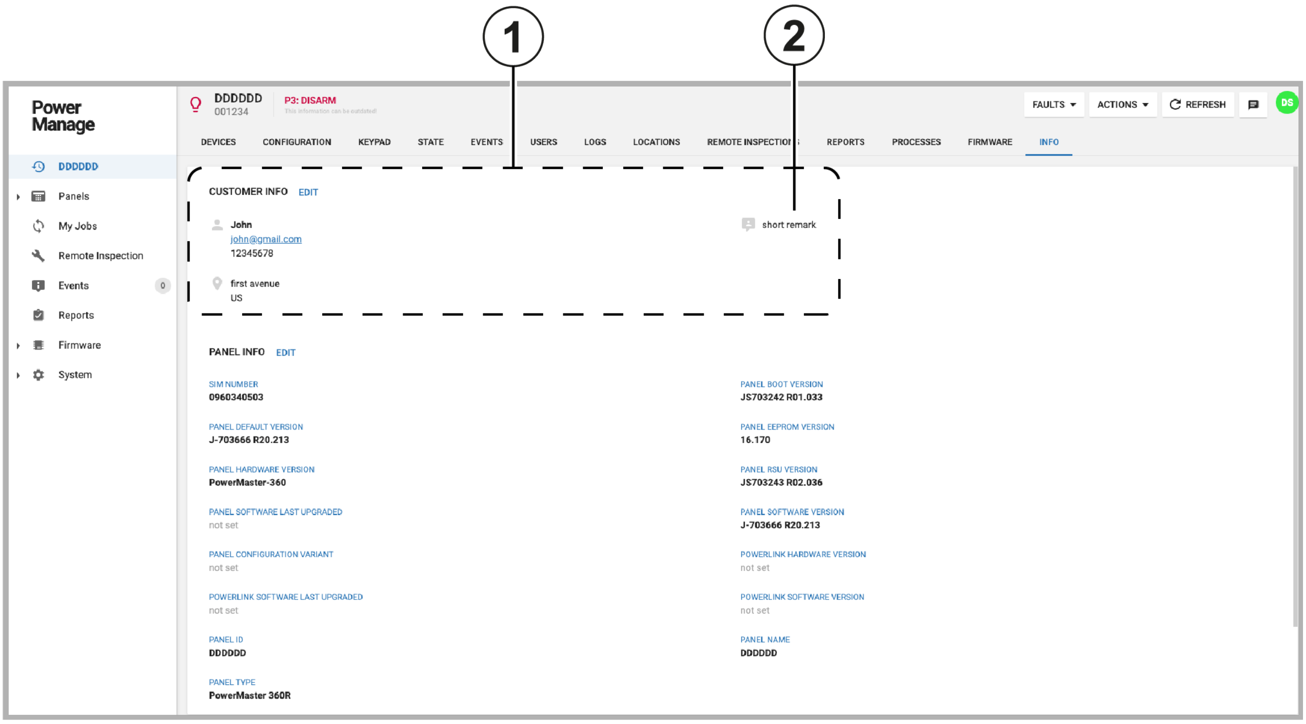


Table 8. Customer information on the INFO tab

Callout	Name	Description
1	CUSTOMER INFO	Information about the customer that users can edit on the INFO tab.
2	Comment	A comment entered by a user. Click **EDIT** to leave a comment.

Figure: Searching for panels with customer information

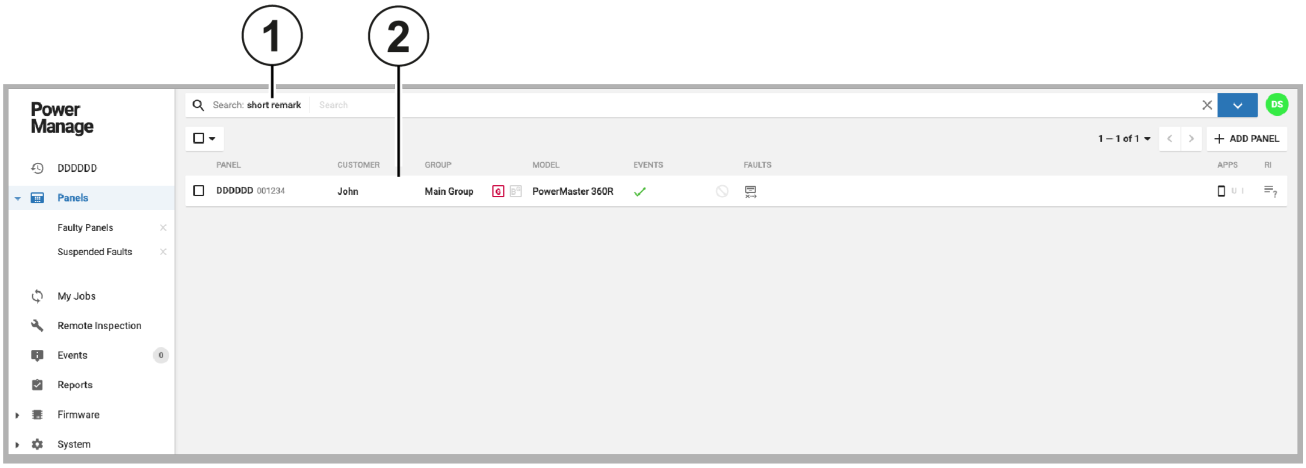


Table 9. Searching for panels with customer information

Callout	Name	Description
1	Comment	Type a comment to search the Panels page for any panel with the same comment left in the panel's INFO tab.
2	Panel	Panels that contain the search term in the panel's INFO tab appear in the search results.

Authorization settings for interactive users

Figure: Authorization settings

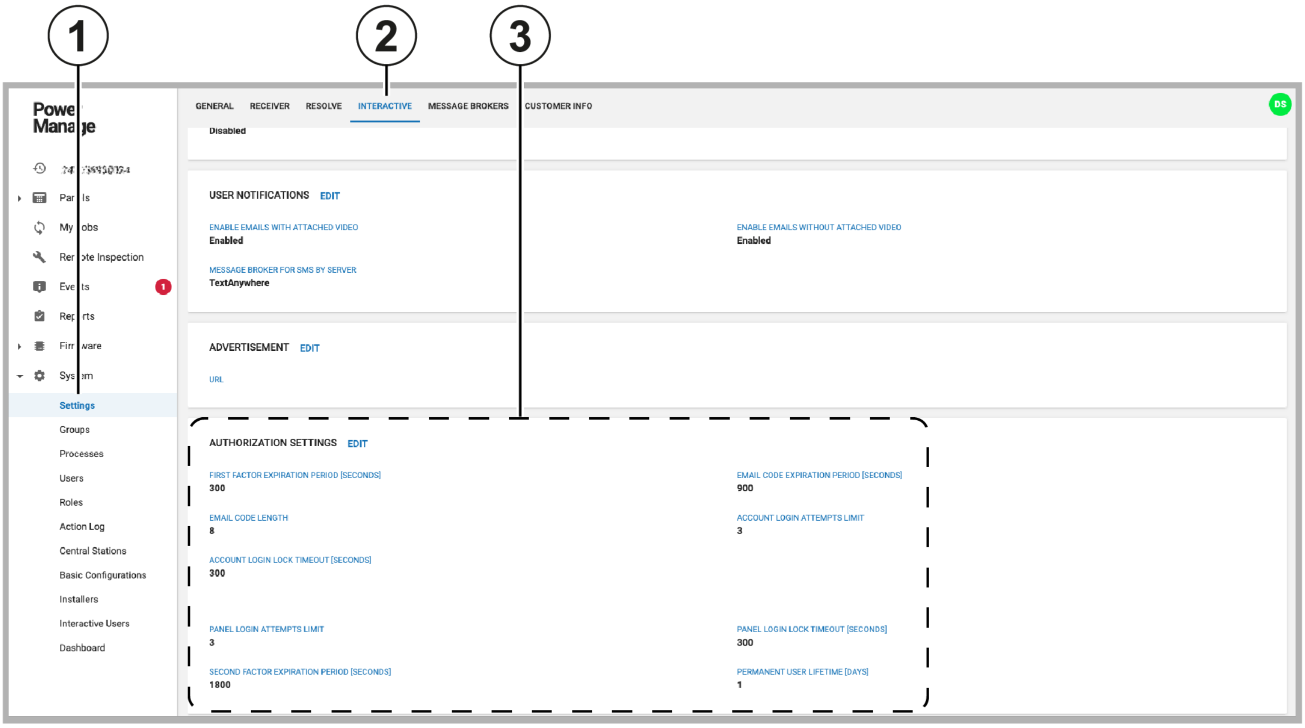


Table 10. Authorization settings

Callout	Name	Description
1	Settings page	For more information, see Settings page.
2	INTERACTIVE tab	For more information, see Interactive tab.
3	AUTHORIZATION SETTINGS	• **FIRST FACTOR EXPIRATION PERIOD [SECONDS]**: The time that a user can stay logged on to the app when the AlarmInstall and ConnectAlarm apps are minimized and running in the background • **EMAIL CODE LENGTH**: The length of the verification email code that the server sends to the user during the two-factor authentication sign up process • **ACCOUNT LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that the user's account is blocked from a panel if the user enters incorrect two-factor authentication logon information for more times than the limit • **PANEL LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication logon retries before the user's account is blocked • **SECOND FACTOR EXPIRATION PERIOD [SECONDS]**: The length of time that the AlarmInstall and ConnectAlarm app stay connected to a panel if the app is minimized and running in the background. • **EMAIL CODE EXPIRATION PERIOD [SECONDS]**: The length of time that the two-factor authentication email verification code is valid. • **ACCOUNT LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication logon retries before the user's account is blocked • **PANEL LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that access to a panel is blocked if the user enters incorrect two-factor authentication log on information for more times than the limit • **PERMANENT USER LIFETIME [DAYS]**: The number of days a user has a permanent user status after successfully logging on to a panel. Permanent users can log on to the panel, even if the panel is locked

Panel connection channel status

To view the channel connection statuses of a panel, see ITv2 integration channels and FIBRO receiver channels in Table 11.

In the following figure, the Neo panel has four ITv2 integration connection channels. The first channel is connected to the server and the remaining three channels are not configured.

The Neo panel also has four FIBRO receiver connection channels. The first channel is connected to the server and is online. The remaining three channels are not configured.

Figure: Panel communication channel status on the DEVICES tab

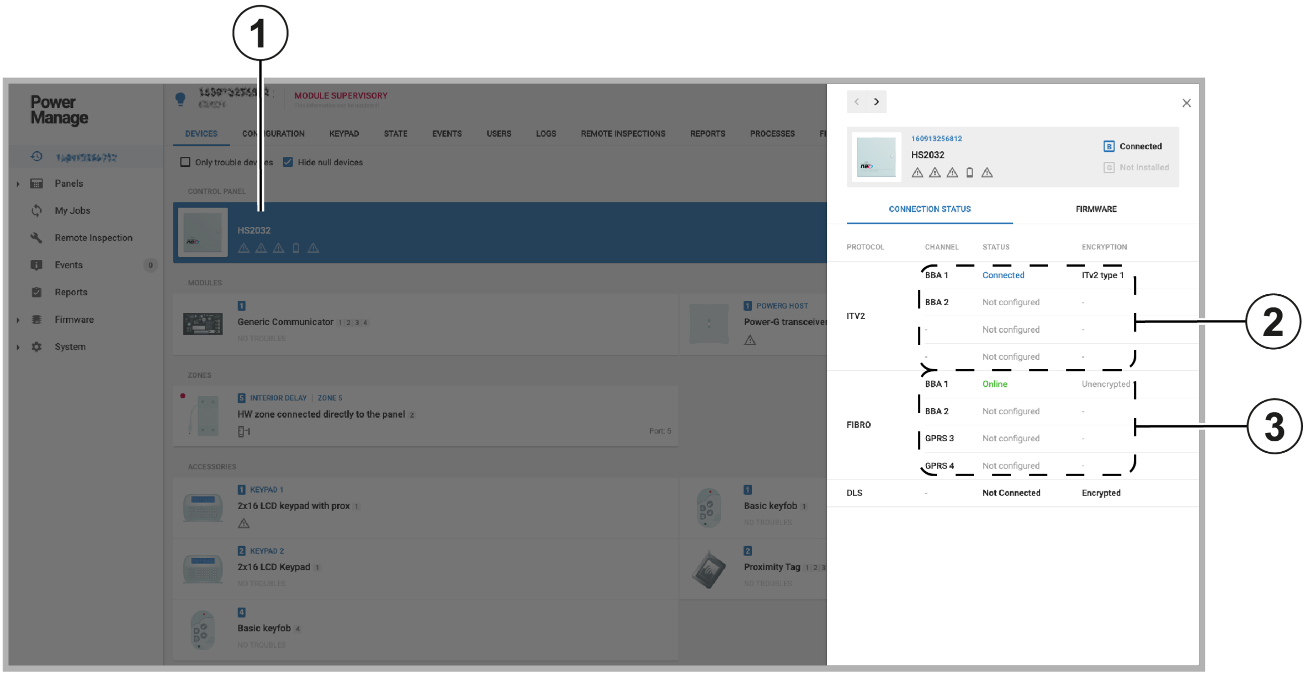


Table 11. Panel communication channel status on the DEVICES tab

Callout	Name	Description
1	Selected panel	Click a panel to open the panel in the examination pane and view the connection channels on CONNECTION STATUS tab.
2	ITv2 channels	There are four ITv2 integration connection channels.
3	FIBRO channels	There are four FIBRO receiver connection channels.

Viewing panel connection channels

1. To open a panel in the panel hub, on the Panels page, in the PANEL column, click the panel name.
2. On the DEVICES tab, click the panel you want. On the CONNECTION STATUS tab, the panel channel connection statuses display in the examination pane.

For more information on panel channel connection statuses, see Viewing panel connection channels.

Reading the diagnostics of a panel

Read the diagnostics of a panel to view the panel power data.

Note: System diagnostics are available for Neo and PSP panels only.

1. To open a panel in the panel hub, on the Panels page, in the PANEL column, click the panel name.
2. From the ACTIONS list, click **Read Diagnostic**. A **Read diagnostic info** process starts in the MY PROCESSES pane. For more information about the MY PROCESSES pane, see Navigating the MY PROCESSES pane.
3. When the process ends successfully, on the DEVICES tab, click the panel.
4. In the examination pane, to open the DIAGNOSTIC tab, click **DIAGNOSTIC**.

To ensure the data is up to date, repeat this procedure to refresh the diagnostic reading.

Figure: Starting a Read diagnostic process

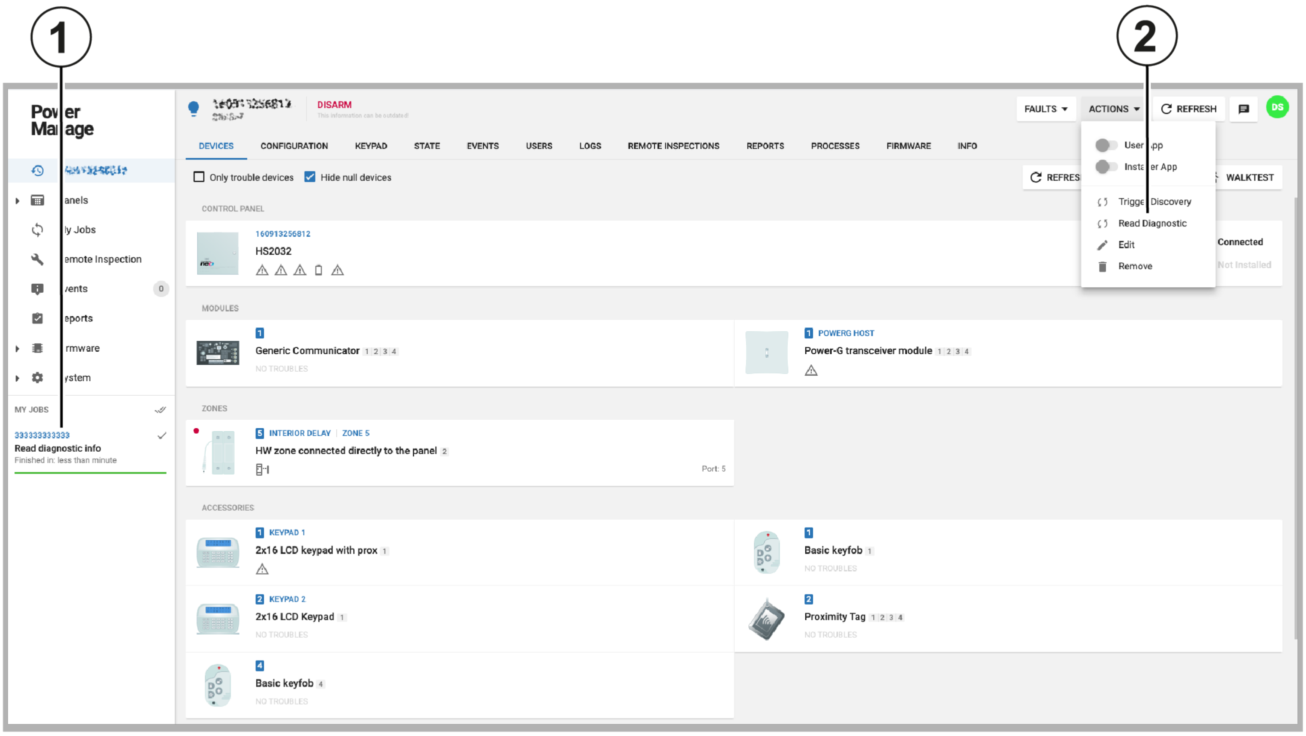


Table 12. Starting a Read diagnostic process

Callout	Name	Description
1	**Read diagnostic info** process	When you click **Read Diagnostic**, a **Read diagnostic info** process starts in the MY PROCESSES pane.
2	Read Diagnostic	Click to start a **Read diagnostic info** process.

Figure: Panel diagnostic results

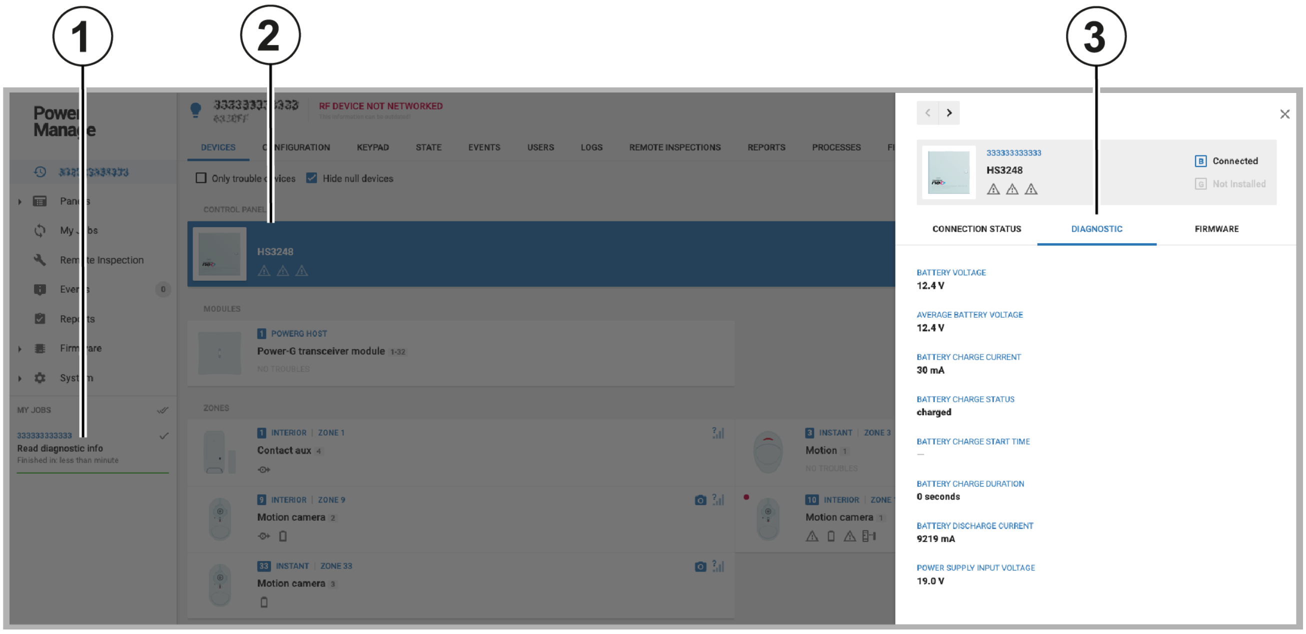


Table 13. Panel diagnostic results

Callout	Name	Description
1	**Read diagnostic info** process	When you click Read Diagnostic, a **Read diagnostic info** process starts in the MY PROCESSES pane.
2	Selected panel	Click a panel to open it in the examination pane.
3	DIANOSTIC tab	Click DIAGNOSTIC to view the panel's diagnostic information on the DIAGNOSTIC tab.

Enabling or disabling temperature and light statistics for a group of panels with smart devices

Note: Temperature and light statistics are disabled by default for groups. Processing this data increases communication and requires higher bandwidth.

1. In the navigation pane, click **System**, then click **Groups**.
2. Click the group you want.
3. Click **EDIT GROUP**.
4. Enable **Temperature/light statistic**.
5. Click **SAVE**.

To view the temperature or light statistics of a device, see Viewing device smart temperature or light readings.

Figure: Temperature and light statistic status

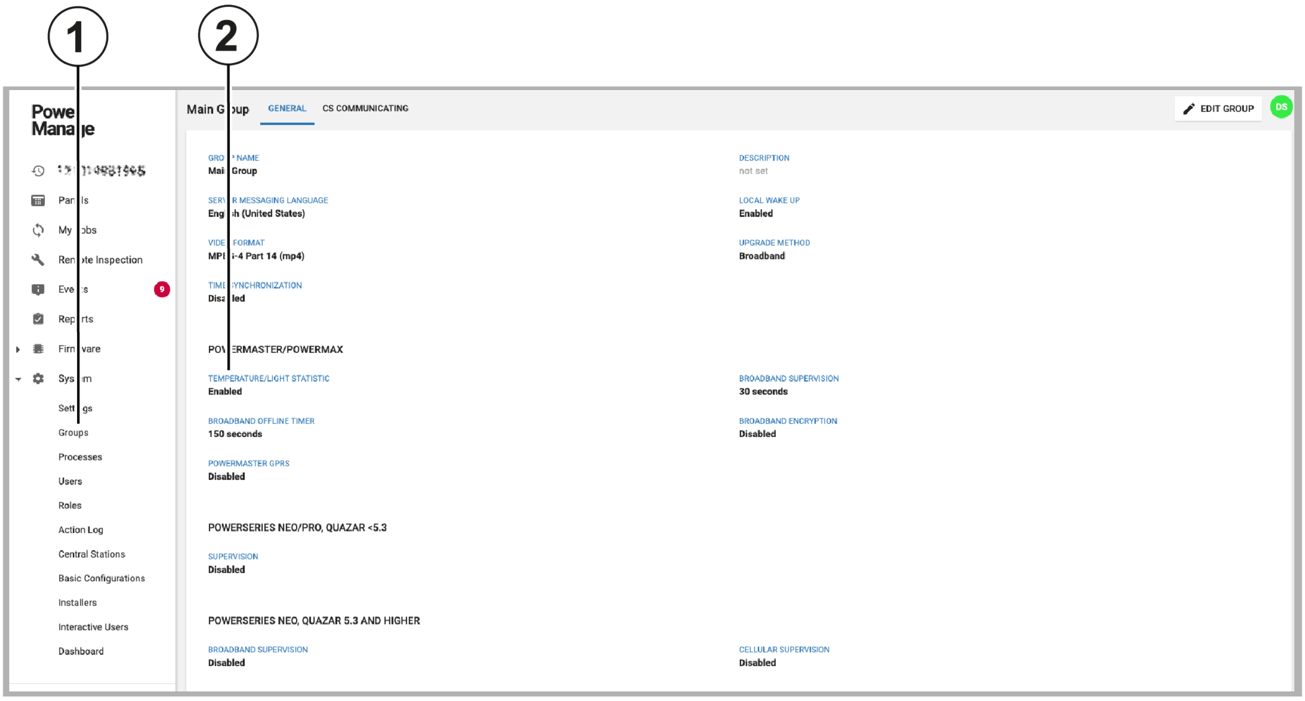


Table 14. Temperature and light statistic status

Callout	Name
1	Groups page
2	TEMPERATURE/STATISTIC status

Figure: Temperature and light graph on the METEO tab

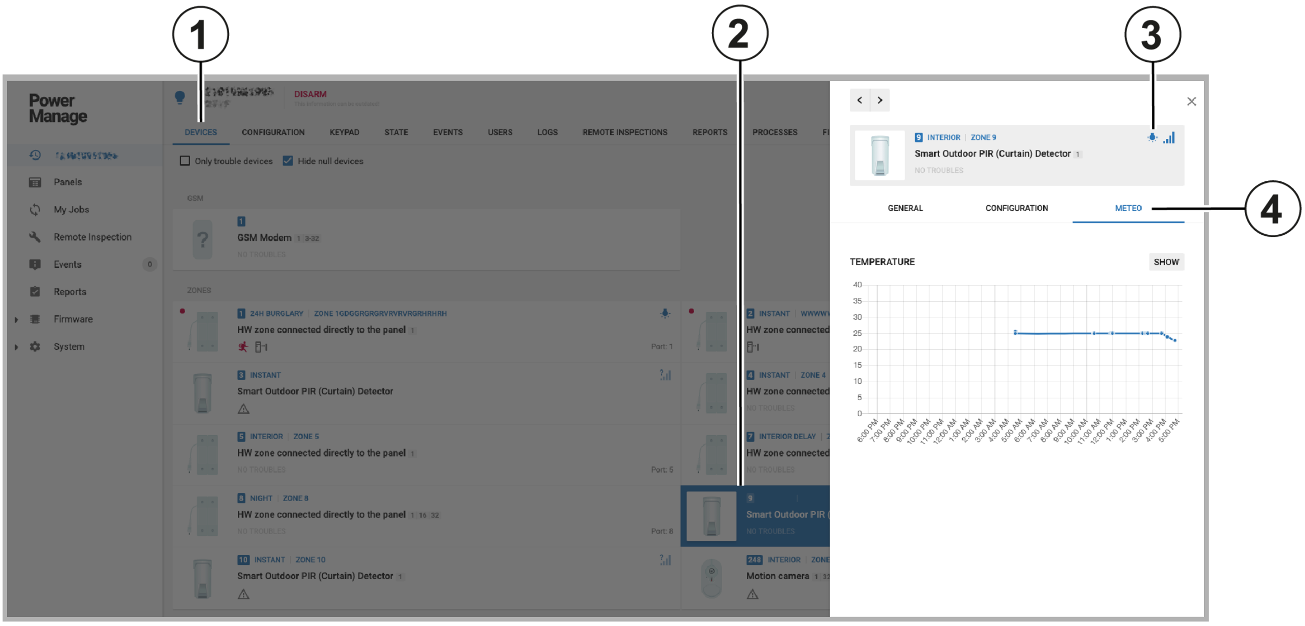


Table 15. Temperature and light graph on the METEO tab

Callout	Name
1	DEVICES tab
2	Selected smart device
3	Smart device icon
4	METEO tab

Viewing GSM signal statistics

1. To open a panel in the panel hub, on the Panels page, in the PANEL column, click the name of the panel that you want.
2. On the DEVICES tab, click the GSM Modem.
3. To view the GSM statistics, in the examination pane, click **GSM RSSI**.

   Note: In PowerManage 4.8, GSM modem and OTA modem appear in the DEVICES tab, separate from the panel.
4. **Optional**: To open the GSM RSSI statistics dialog box, click **SHOW**. In the dialog box, you can view GSM RSSI statistical graphs representing interactive time periods.

Figure: Viewing GSM signal statistics

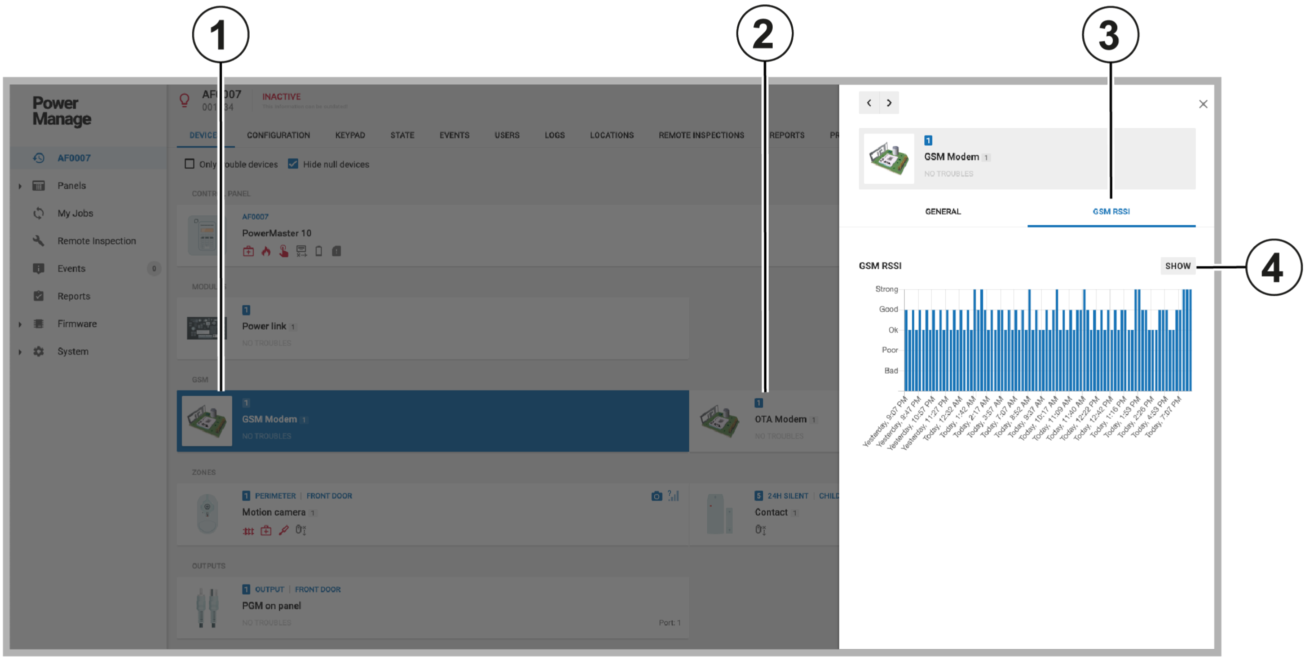


Table 16. Viewing GSM signal statistics

Callout	Name	Description
1	GSM modem	A cellular communication modem
2	OTA modem	An 'Over the Air' software package in the 4G/LTE cellular modem. The OTA modem exists only in PowerMaster panels.
3	GSM RSSI tab	Click **GSM RSSI** to view the connection strength of the cellular modem over time.
4	SHOW	Click to view a larger graph that is interactive.

Integration session access keys for type 2 ITv2 panels

Neo and PSP panels use an integration session channel. To encrypt the integration session channels, you require an integration session key for each of the four channels.

To access the four keys, in your Neo or PSP panel menu, enter the following:

```
[*][8]<installer code>[851][423]/[450]/[477]/[504]
```

Note: In previous versions of PowerManage, the integration session access key was the same for all panels. From PowerManage version 4.8, the integration session access key is unique to a panel and you cannot use the key for any other panel.

Customer information on the Panels page

On the Panels page, the CUSTOMER column displays the first name of the customer that is associated with that panel. For more information, see CUSTOMER column in the following figure. Click the customer name to view more customer information from the INFO tab. For more information, see Customer information in Table 18.

Figure: CUSTOMER column on the Panels page

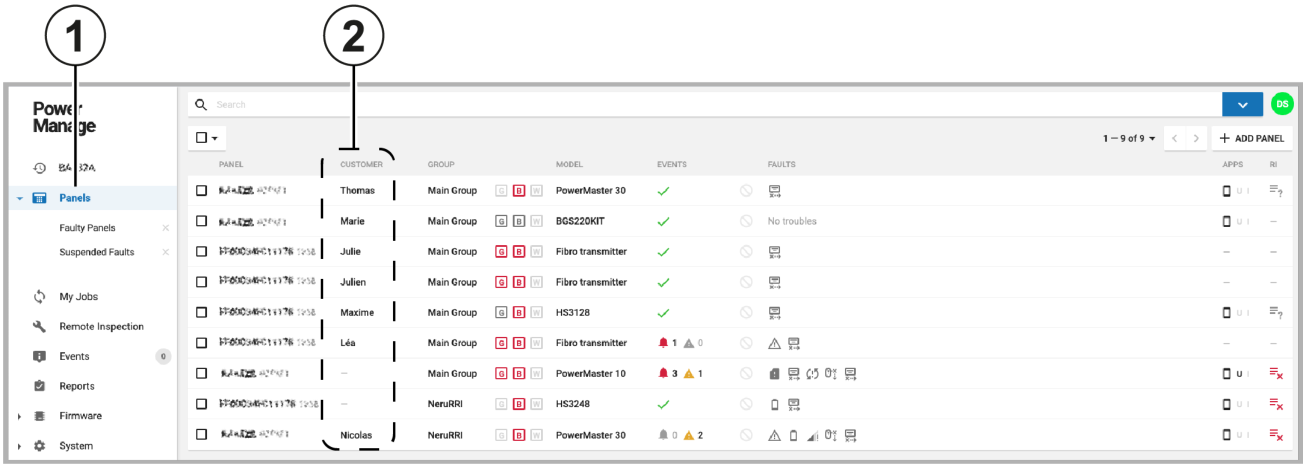


Table 17. CUSTOMER column on the Panels page

Callout	Name	Description
1	Panels page	Click to view the connected panels
2	CUSTOMER column	Displays the customer's first name
3	Customer information	Click the customer's name to view the following customer information: • Customer name • Customer email address • Customer phone number • Customer address • Any comments posted on the INFO tab

Figure: INFO tab information in the CUSTOMER column

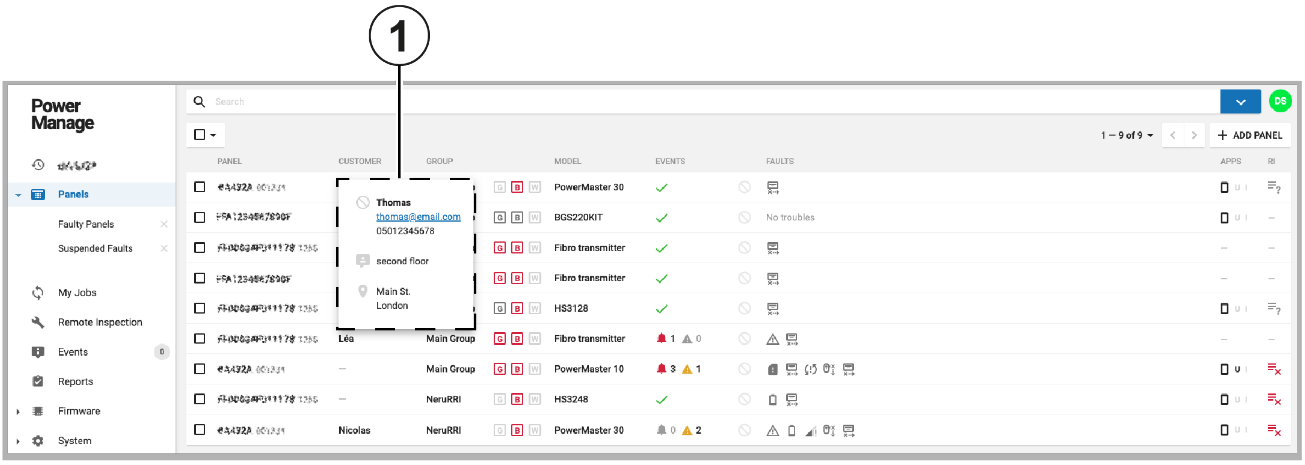


Table 18. INFO tab information in the CUSTOMER column

Callout	Name	Description
1	Customer information	Appears if you click the customer name. This information populates the INFO tab.

Configuring the removal of events, processes, and reports from the server in rotation

Set the rotation time period to remove events, processes, or reports from the server.

1. In the navigation pane, click **System**, then click **Settings**.
2. On the RESOLVE tab, in the ROTATION pane, click **EDIT**.
3. **Optional**: In the Events Age [DAYS] field, enter the number of days you want events to stay on the server before the system removes them.
4. **Optional**: In the Process Age [DAYS] field, enter the number of days you want processes to stay on the server before the system removes them.
5. **Optional**: In the Report Age [DAYS] field, enter the number of days you want reports to stay on the server before the system removes them.

Figure: Rotation of events processes and reports on the RESOLVE tab

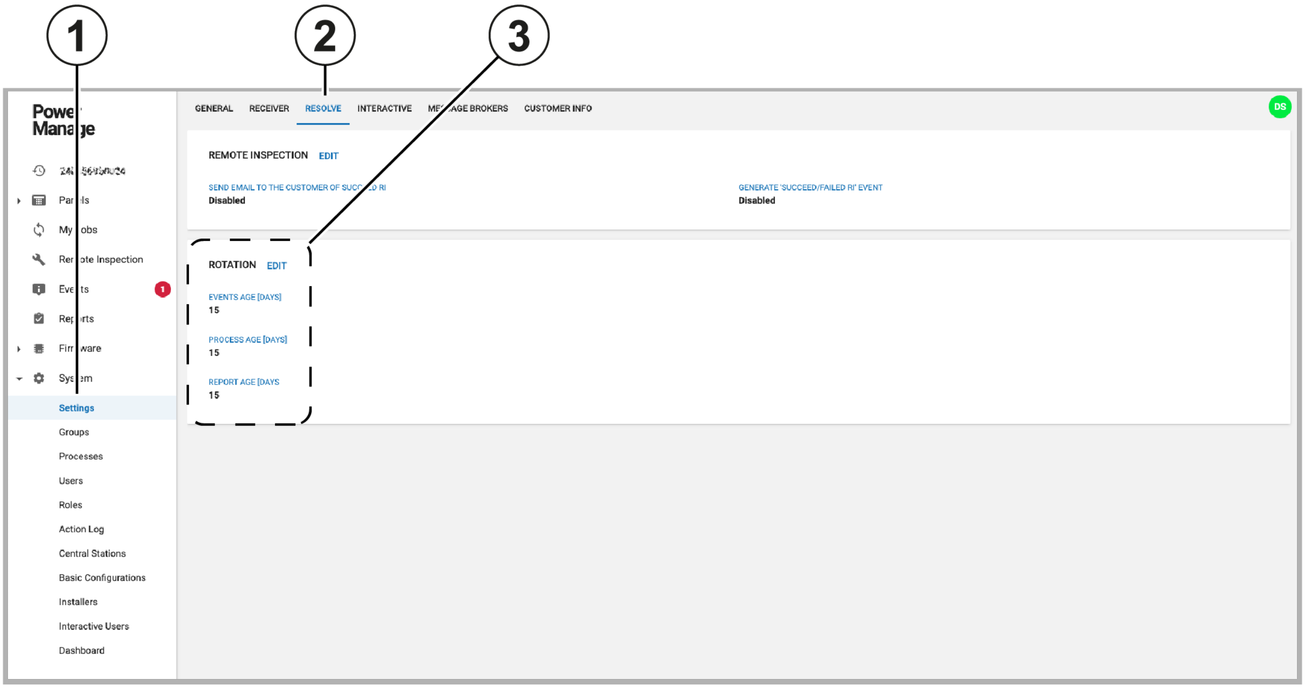


Table 19. Rotation of events processes and reports on the RESOLVE tab

Callout	Name
1	Settings page
2	RESOLVE tab
3	ROTATION pane

Server CUSTOMER INFO tab in the system settings

You can add or edit the following server administrator customer information in the CUSTOMER INFO tab in the system settings:

- Customer name
- Address
- Web admin email address

  Note: The email address in WEB ADMIN EMAIL is also the default super admin logon email address. The default email address is admin@tycomonitor.com.

- Personal email address
- Point of contact name
- Phone number

Figure: Customer info tab in the system settings

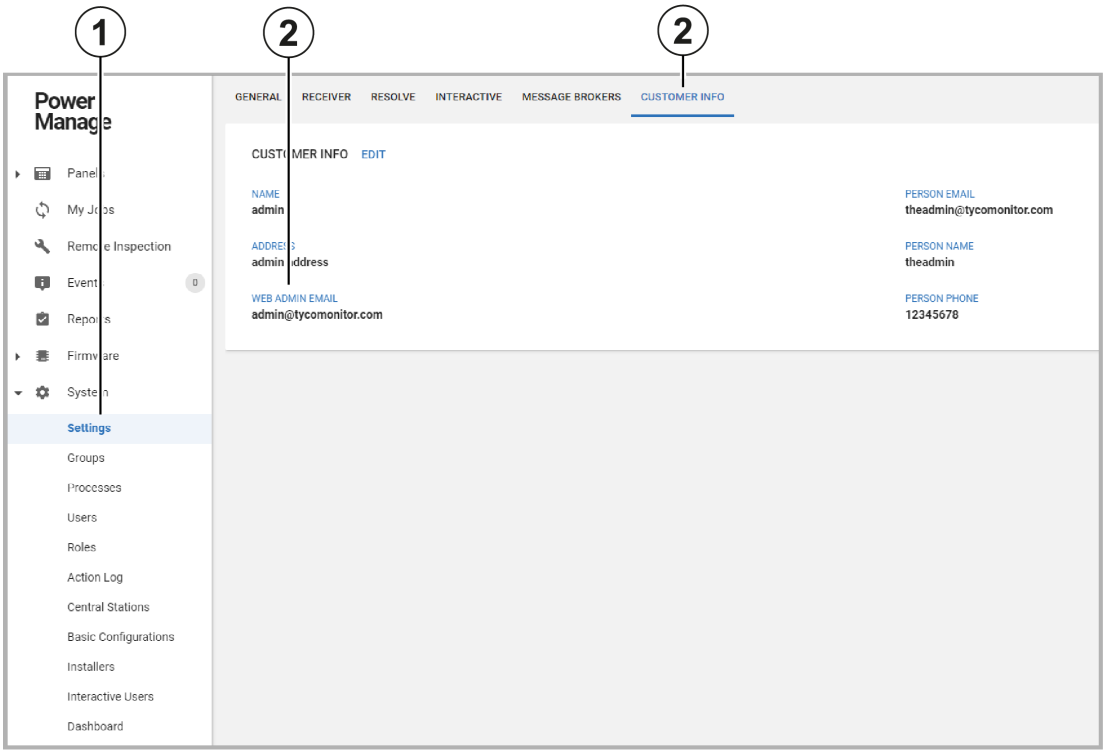


Table 20. Customer info tab in the system settings

Callout	Name
1	Settings page
2	WEB ADMIN EMAIL
3	CUSTOMER INFO tab

Getting started

Introduction to PowerManage

Use the PowerManage service management platform to manage panels remotely in real time from a central monitoring station (CMS) and with an internet protocol (IP) receiver.

Advantages of the PowerManage server:

- Receiver: PowerManage serves as an IP receiver for regular events and video events.
- Resolve: PowerManage enables home control and services such as reports, tests and panel configuration.
- Interactive: PowerManage enables users and installers to access the panel with the mobile application.

Introduction to the PowerManage web help

The PowerManage documentation provides monitoring service provider operators and IT managers instruction on managing the following:

- The PowerManage service management platform
- Security alarm panels
- Panel configurations
- Groups of monitored panels
- Alarms and events
- System tasks

Compatible systems

PowerManage supports the following security systems:

- Visonic PowerMaster and PowerMax panels

  Note: Some PowerManage features do not exist in older panel versions.
- Neo panels with version 1.11 and later and communicators with version 4.11 and later
- PowerSeries Pro systems up to version 1.3
- SIA-IP protocol communication based monitoring systems
- Dual-path communicator

Supported NEO panels versions:

- HS2128: v.1.36
- HS2016: v.1.11, v.1.2, v.1.31, and 1.33.
- HS2016-4: v.1.11, v.1.2, v.1.31, and 1.33.
- HS2032: v.1.11, v.1.2, v.1.31, and 1.33.
- HS2064: v.1.11, v.1.2, v.1.31, and 1.33.

Supported NEO communicator versions:

- TL2803GRE: v.5.41, v.4.11 (Ethernet only), v.5.01, v. 5.02, v.5.03, v.5.11, v.5.21, and v.5.3.

Supported PSP panels versions:

- HS3248: v.1.30.xx.xxx
- HS3032: v.1.02.01.001, v.1.11.01.002, and v.1.20.01.029.
- HS3128: v.1.02.01.001, v.1.11.01.002, and v.1.20.01.029.
- HS3248: v.1.02.01.001, v.1.11.01.002, and v.1.20.01.029.

Supported Visonic panels versions:

- PowerMaster-10: v.20.213/214, v.E20.214, v.L20.213, v.R19.412, v.K18.415, v.K18.055, v.K17.133, v.K16.012, and v.I12.012.

- PowerMaster-30: v.20.213/214, v.E20.214, v.L20.213, v.R19.412, v.K18.415, v.K18.055, v.K17.133, v.K16.012, and v.I12.012.
- PowerMaster-360R: v.20.213/214, v.E20.214, v.L20.213, v.R19.412, v.K18.415, v.K18.055, v.K17.133, v.K16.012, and v.I12.012.
- PowerMax PRO (C17.108)

PowerLink software versions:

- x.x.94.14
- x.x.93.17
- x.x.92.6
- x.x.46
- 7.4/5.27

Regular tasks to perform

- View and handle security and maintenance events. For more information, see *Events page*.
- Configure panels
- Diagnose and resolve panels
- Perform inspections, reports, and firmware upgrades. For more information about remote inspections, see *Remote inspections page*. For more information about reports, see *Reports page*. For more information about firmware upgrades, see *Firmware page*.
- Enable and disable homeowner and installer access to panels by using the user and installer mobile applications. For more information, see user and installer apps in Navigating the Installers page.
- Add new panels to the server. For more information, see *Adding a panel to the server*.

Setting up PowerManage

1. Plan the permission framework.
   a. To group similar panels together and perform common actions to large groups of panels at once, create panel groups. For more information on adding groups see *Adding a new group*.
   b. Add server users. For more information, see *Adding a new user*.
   c. To define the permissions of the server users, create roles to connect to each server user. For more information on creating roles and defining permissions, see *Roles page*.
2. To organize the user hierarchy of the server, define the administrator and the operator accounts on *Users page*.

Server parameter configuration methods

Configure the PowerManage server parameters with one of the following methods:

- The PowerManage application web site. For more information, see *Configuring the server parameters by the web application*.
- The PowerManage Management Console. For more information, see *Configuring the server parameters by the console*.

Related topics

PowerManage architecture

Navigating the user interface

Navigating the MY PROCESSES pane

Using the search filter

Logging on to the PowerManage system

PowerManage architecture

Figure: PowerManage architecture

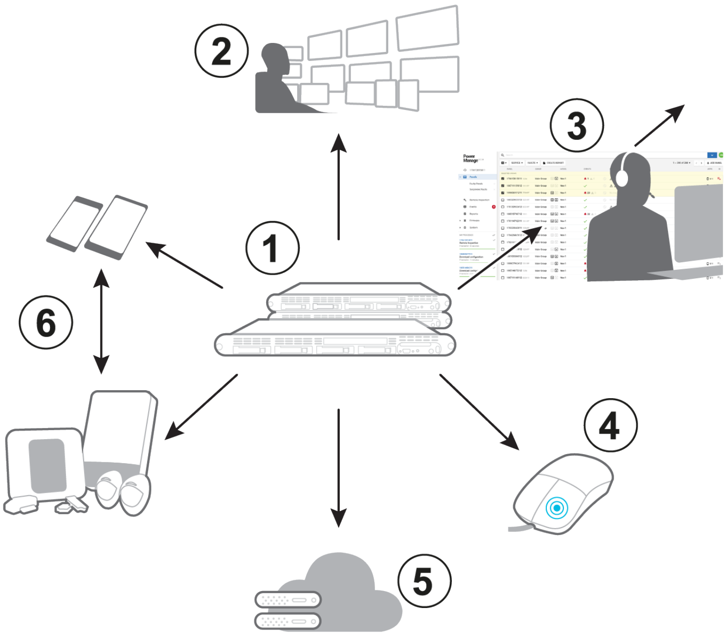


Table 21. PowerManage architecture components

Callout	Name	Description
1	PowerManage server	The PowerManage server

2	Receiver	The PowerManage receives events from the panels by IP or GPRS communication and displays them on the server. The PowerManage then forwards the events to automation applications or central monitoring stations using the following protocols:
		• Panels to server protocols:
		  • Standard protocols, such as SIA, CID, and FIBRO
		  • Proprietary protocols, such as power-net
		• Server to automation protocols:
		  • Standard protocols, such as MLR-2 or FEP
		  • Proprietary protocol, such as VISNAP

3	Resolve	Enables the server operator to control and view panel parameters, as well as run tests and create reports
4	One-click	Click to view recent events and any related images or video clips in PowerManage
5	VDCP pro-tocol	Enables the operation of large numbers of panels simultaneously and enables PowerManage to connect to third party applications through a two-way interface. The two-way interface is a Python based program.
6	Interactive app	The user application enables homeowners to perform most operations that are permitted to a panel user. For example, homeowners can view the security system status, remotely arm or disarm the system, receive image verification and view historical logs on a mobile device or remote PC. The installer mobile application enables the installer to view and configure the panel remotely without visiting the customer's residence.

Navigating the user interface

Figure: Navigating the user interface

Table 22. User interface elements

Callout	Name	Description
1	PowerManage logo	Click to view the version, build number, local time and timezone of the server. The PowerManage software version displays beside the PowerManage logo.
		To change the PowerManage logo to a custom logo, contact technical support.
2	Navigation pane	To view a page, click the page name in the navigation pane.
		If a menu option does not display for a server user, it can be due to any of the following reasons: • The required privileges are not defined in the user's role. For more information on roles, see *Roles page*. • The PowerManage server has licensing logic that removes some of the server's functionality. If pages are missing and it is not due to undefined privileges, contact technical support.
3	**Search** bar	Search a page by using by free typing or a number of search filter options. For more information, see *Using the search filter*.

4	User icon	Click the user icon to open a list with the following options:
		• **Settings**: To define the following settings, from the user icon list, click **Settings**:
		  ◦ Language for the server user
		  ◦ Temperature standard units
		  ◦ Theme: light or dark

		- Automatic log out timeout - Alarm supervision settings - Turn on or off app notifications and notification sounds - **Edit Profile**: To edit the phone number and country of the server user, from the user icon list, click **Edit Profile**. - **Change Password**: To change the password of the server user, from the user icon list, click **Change Password**. - **Help**: To view the PowerManage web help, from the user icon list, click **Help**. - **Logout**: To log out of the PowerManage web user interface, from the user icon list, click **Logout**.
		The user icon displays the initial of the first name of the user that is logged on. The initials **DS** display for the default super admin user icon. For more information about users, see *Users page*.
5	**MY PROCESSES** pane	The **MY PROCESSES** pane displays the processes that are currently running and the most recently finished processes that were initiated by the user's computer. For more information about the **MY PROCESSES** pane, see *Navigating the MY PROCESSES pane*.

Figure: Navigation pane

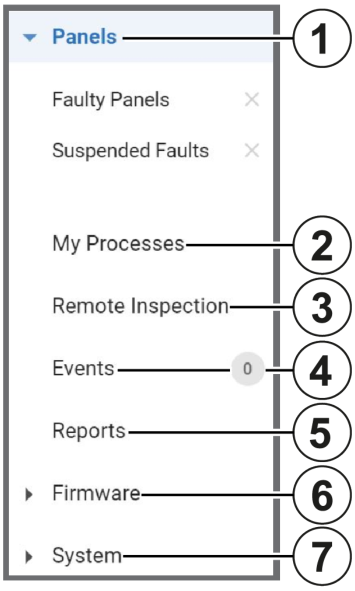


Table 23. Navigation pane pages and lists

Callout	Name	Description
1	**Panels** page	Manage the panels that are enrolled on the server. You can enroll panels manually or automatically. To enroll a new panel, see *Adding a panel to the server*. For more information about **Panels** page, see *Panels page*. To examine a panel in the panel hub, on the **Panels** page, click the panel name. For more information about the panel hub, see *Panel hub*. The sub-menus **Faulty Panels** and **Suspended Faults** are examples of preset saved search filters that are related to the **Panels** page. Click **X** to delete the saved search filter.
2	**My Processes** page	View all of the processes that the logged in user initiates. The **My Processes** page joins processes that generate together. To view processes initiated by all users and more information on the actions that can be performed, see *Processes page*.
3	**Remote inspection** page	Open the **Remote inspection** page to view, run, and schedule health tests for the panels that are enrolled in the server. For more information, see *Remote inspections page*. To run or view a remote inspection for an individual panel, open the panel in the panel hub and go to the **REMOTE INSPECTIONS** tab. For more information, see *Remote inspections tab*.
4	**Events** page	The **Events** page displays all of the events that are received from all enrolled panels. For more information, see *Events page*.
5	**Reports** page	View, create, stop, and remove reports on the **Reports** page. Reports are in CSV or PDF format. For more information about reports, see *Reports page*. If you create a report on the **Reports** page, the report runs on all panels that are enrolled on the server. To create a report for an individual panel, see *Creating a new report on the Panels page*.
6	**Firmware** page	Mass upgrade the firmware of a group of panels or devices on the **Firmware** page. For more information, see *Firmware page*.
7	**System** list	To manage issues related to the server, select the required page from the **System** list. Manage server issues related to the following categories: groups, processes, users, roles, action log, central stations, basic con-

		figurations, installers, interactive users and dashboard. For more information, see Table 24.

Figure: Navigating the System list

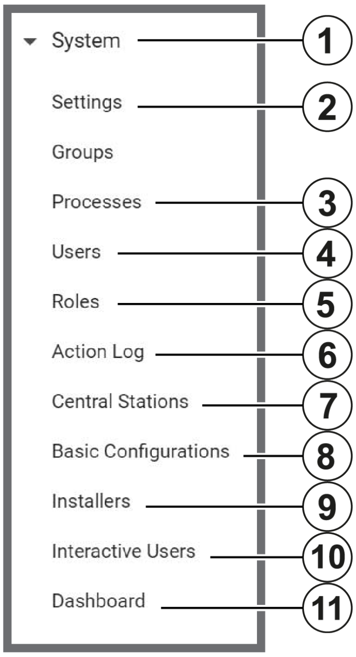


Table 24. System list pages

Callout	Name	Description
1	**Settings** page	Use the settings page to set up server configuration parameters. For more information, see *Settings page*.
2	**Groups** page	Manage panel groups on the **Groups** page. A group is a collection of panels that share the same configuration settings. For more information, see *Groups page*.
3	**Processes** page	View a list of all the processes that run on the server on the **Processes** page. For more information, see *Processes page*.
4	**Users** page	Create, remove, suspend, or enable server users on the **Users** page. For more information, see *Users page*.
5	**Roles** page	Manage the roles types that you can assign to users. For more information, see *Roles page*.
6	**Action log** page	View all of the actions made by the user that is logged on. The **Actions log** page logs actions in chronological order. A **Success** or **Failure** status does not mean that an action finishes with success or failure, it indicates if the action started with success or failure.
7	**Central stations** page	PowerManage can also function as a receiver that forwards events from security panels to automation servers or central stations. Manage the information panels communicate on the **Central stations** page. For more information, see *Central stations page*.
8	**Basic configurations** page	Manage basic configurations that you can push to multiple panels at once in the **Basic Configurations** page. For more information, see *Basic configurations page*.
9	**Installers** page	Manage installer access to the panel with the mobile application on the **Installers** page. For more information, see *Installers page*.
10	**Interactive** users page	Manage user access to the panel with the mobile application on the **Interactive users** page. For more information, see *Interactive users page*.
11	**Dashboard** page	View the overall statistical data from the server in a visual format on the **Dashboard** page. For more information, see *Dashboard page*.

Related topics

[Navigating the MY PROCESSES pane]

[Using the search filter]

Navigating the MY PROCESSES pane

The **MY PROCESSES** pane displays the most recent processes run by the user on the current computer. To view more information about a process, in the **MY PROCESSES** pane, click the process.

For more information about all processes on the server, see *Processes page*. For more information about the processes of an individual panel, see *Processes tab*.

Figure: Navigating the MY PROCESSES pane

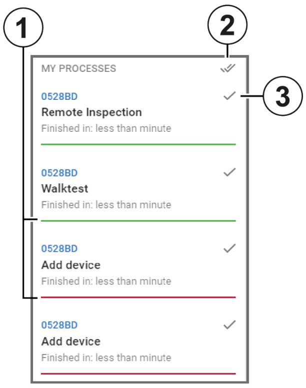


Table 25. MY PROCESS pane interface elements

Callout	Name	Description
1	Process status color	The colored line under each process signifies the following statuses: • Gray: The process has not started. • Yellow: The process is in progress. • Green: The process finishes successfully. • Red: The process fails.
2		Click to remove all of the processes from the processes pane.
3		Click to remove a process from the processes pane.

Related topics

Navigating the user interface

Using the search filter

Using the search filter

Filter the search by one of the following methods:

- Type a search term in the **Search** bar and click **SEARCH**.
- Select one or more key-value pairs in the **Search** list.
- Begin to type key-value pairs and click the desired option in the auto-complete list.

Figure: Navigating the search filter selection

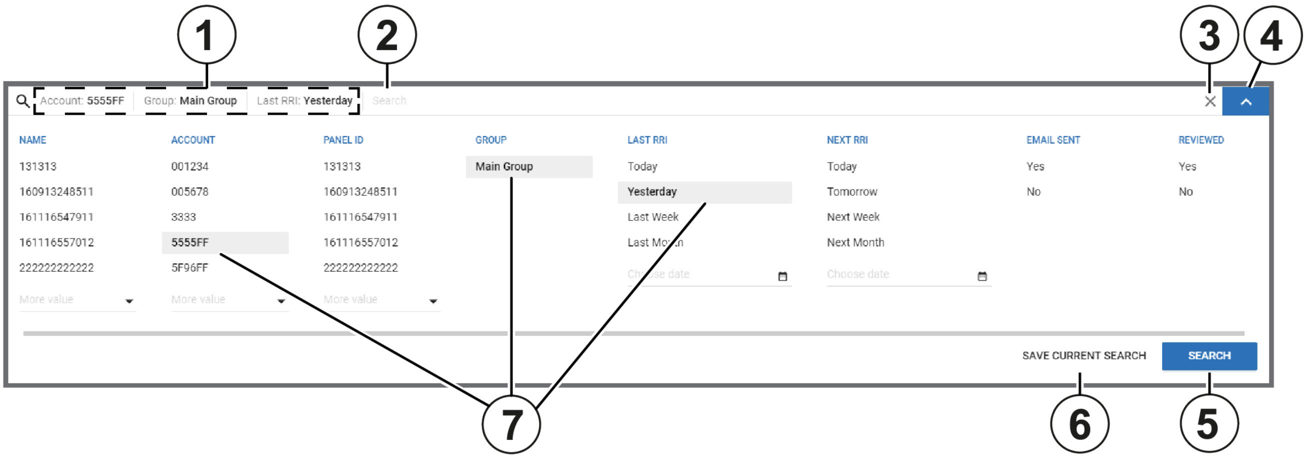


Table 26. Search interface elements

Callout	Name	Description
1	Selected filters	When you select a **Search** list key-value pair, the key-value pair saves in the **Search** bar as a filter. Filter the search to return a match of one or more key-value pairs that you set in the **Search** list.
		Click a filter in the **Search** bar to remove it from the search.
2	**Search** bar	Enter a term or key-value pair in the **Search** bar to search the selected page.
		Click the **Search** bar or start to enter a key or value in the **Search** bar and a list of options appears. Select a key and pair from the auto-complete list and the key-value pair saves in the **Search** bar.
3	Cancel search	Click to cancel a search.
4	**Search** list button	Click to filter the search with one or more key-value pairs.
		Click the search bar to select a key and a related value, one at a time.
5	**SEARCH**	Click to search the selected page with a filter or search.
6	**SAVE CURRENT SEARCH**	Click to save your key-value pairs as a preset search. The saved search appears in the navigation pane in a drop-down list under the related page name.
		Faulty Panels and **Suspended Faults** are examples of preset saved searches that appear under the **Panels** page in the navigation pane. To delete a saved search on the navigation pane, click the **X** next to it.
7	Selected values	Click a search value to add it to the selected filters in the search bar. You can only select one value per key. The key-value pairs change depending on the page that is selected.
		Use the scroll bar to scroll horizontally through the search keys and values.

Related topics

Navigating the user interface

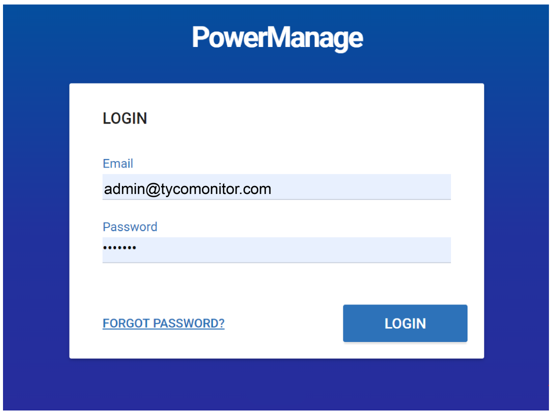
Navigating the MY PROCESSES pane

Logging on to the PowerManage system

Access the PowerManage system with an email address and password. A user's email address and password identify the user and are set when the user is added to the server. For more information on adding a user to the server, see *Adding a new user*. To change a user's email address, see *Editing user information*.

For more information about logging in as the Default Super Admin, see *Default super admin*.

Figure: PowerManage logon



Related topics

Resetting a forgotten password

Changing your logon password

Users page

Changing your logon password

1. Click the user icon in the upper-right of any page.
2. From the **User** list, select **Change Password**.
3. Enter your current password in the **Current Password** field.
4. Enter your new password in the **New Password**and **Confirm Password** fields.
5. Click **SAVE**.

Note: To change the password of a server user with fewer permissions, navigate to the user on the **Users** page and click the edit user icon. For more information, see Edit user in Table 61.

Related topics

Resetting a forgotten password

Logging on to the PowerManage system

Resetting a forgotten password

1. From the **LOGIN** dialog box, click **FORGOT PASSWORD** in the lower-left corner.
2. Enter your registered email address in the email field and click **REMIND**.
3. Log on to the email account of the address you provide and retrieve your new password.

   Note: If you cannot find the email with the password reset in your inbox, check your spam folder.
4. Log on with your email address and new password.

Related topics

Changing your logon password

Logging on to the PowerManage system

Configuring the server parameters by using the PowerManage web application

1. Open a web browser.

   Note: The PowerManage server does not support Internet Explorer or Opera.

2. Enter the IP address or the DNS name of your PowerManage server. For example, enter: `https://<server URL name>`.

3. To log on, enter the default username and password:
   - Username: `admin@tycomonitor.com`
   - Password: `Admin123`

   Important: Change the default admin password as soon as possible. For more information, see *Changing your logon password*.

Configuring the server parameters by using the PowerManage Management Console

Note: Use the Management Console to configure the server in the initial stages of the panel installation. It is also mandatory to use the Management Console to configure the internet connection during the setup stages. The Management Console is also referred to as MMI.

1. To log on to the PowerManage server, use an SSH program such as PuTTY, or use the web browser URL: `<power-manage DNS name>:2200`.
2. Enter the default username, `mmi`.
3. Enter the default password, `visonic`.

   Note: If you log on for the first time, you are prompted to enter a new password after this step.

Panels page

Navigating the Panels page

You can view a list of all of the panels that are enrolled on the server on the **Panels** page.

Figure: Navigating the Panels page

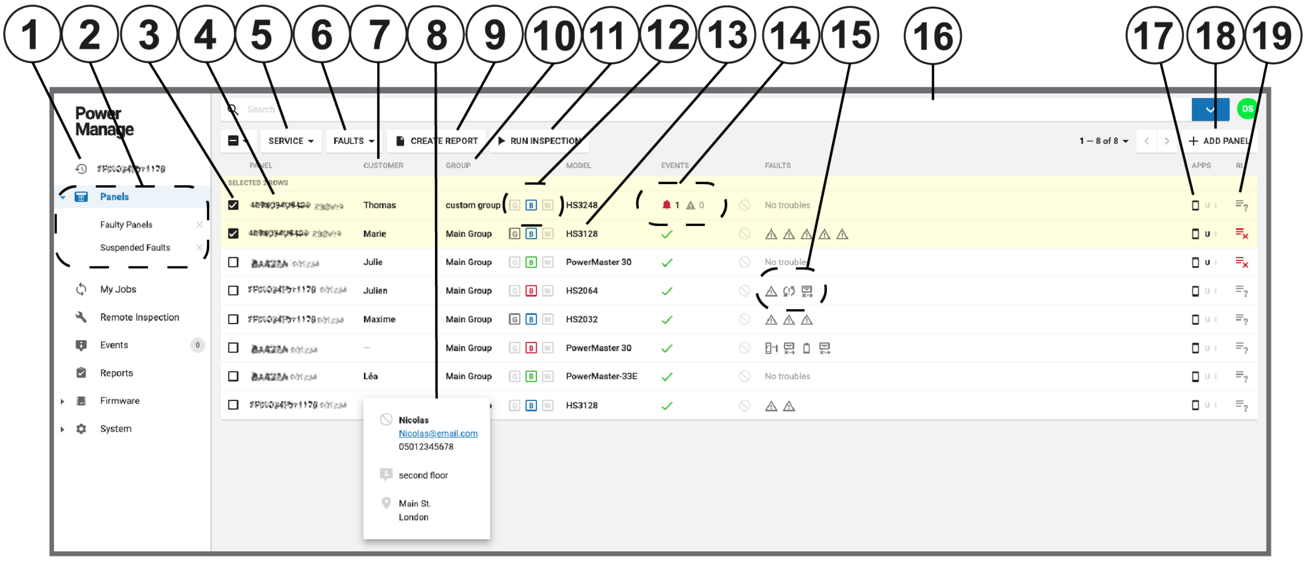


Table 27. Panels page interface elements

Callout	Name	Description
1	Last panel viewed	Click to view the last panel viewed in the panel hub
2	Panel filter	Customized search filters that you create for the **Panels** page appear here. For more information, see *Using the search filter*.
		The preset **Faulty Panels** and **Suspended Faults** search filters appear by default. Click **Faulty Panels** to filter the panels page to only display panels with faults. Click **Suspended Faults** to filter the panels page to only display panels with suspended faults.
3	Check box	Select the check box of one or more panels to enable **SERVICE**, **FAULTS**, **CREATE REPORT**, and **RUN INSPECTION**.
4	Panel name and account	Displays the panel name and panel ID. By default, the panel name is the panel ID. To change this to a custom name, edit the panel information in the panel hub. For more information, see **EDIT** in Table 30. For more information on changing the panel name or account, see *Editing basic panel and customer information*. **Note:** For Neo panels, the panel ID is the integration identification number. To find this number, enter `[851][422]` in the panel keypad.
		Select the panel name to open the panel in the panel hub. For more information about the panel hub, see *Panel hub*.
5	**SERVICE**	To perform an action on one or more selected panels, from the **SERVICE** list, select one of the following options: • **Change Group** • **Refresh State** • **Refresh configuration** • **Push Basic Configuration**

		• **Trigger Discovery** • **Remove** For more information on servicing panels, see *Servicing panels*. To enable **SERVICE**, select the check box of one or more panel rows.
6	**FAULTS**	To perform an action on one or more selected panels, from the **FAULTS** list, select one of the following options: • **Mark for service** • **Reassign** • **Resolve faults** • **Suspend faults** • **Resume faults** For more information on servicing panels, see *Servicing panels*. To enable **FAULTS**, select the check box of one or more panel rows.
7	CUSTOMER column	Displays the customer's first name. Click the customer's name to view more customer information. For more information, Customer information.
8	Customer information	Click the customer's name to view the following customer information: • Customer name • Customer email address • Customer phone number • Customer address • Any comments posted on the INFO tab
9	**CREATE REPORT**	Click to create a new report for one or more selected panels. For more information about creating a report, see *Creating new reports* and *Creating a new report on the Panels page*. To enable **CREATE REPORT**, select the check box of one or more panel rows.
10	**GROUP** column	The group that the panel connects to displays in the **GROUP** column. For more information about groups, see *Groups page*. Click the group name to open the group hub. For more information about the group hub, see .
11	**RUN INSPECTION**	Click to create a new inspection for one or more selected panels. For more information about creating an inspection, see *Creating a remote inspection for a batch of panels* and *Scheduling a remote inspection for an individual panel*. To enable **RUN INSPECTION**, select the check box of one or more panel rows.
12	Connection status	The **G** icon represents a GPRS or cellular connection and the **B** icon represents an Ethernet or broadband connection. The color of an icon represents the following information: • If an icon is gray, no communication channel is present. • If an icon is green, the communication channel is present and the server receives keepalive messages from the panel. • If an icon is blue, there is an open connection between the panel and the server. • If an icon is red, the communication channel is present but the server does not receive keepalive messages from the panel. • If an icon is black, keepalive messages are disabled in the panel's

		group. **Note:** • You can only disable keepalive messages for Neo panel groups. • The icon, **Bg**, indicates that the cellular connection is through an Ethernet board.
13	Panel model	The model of the panel
14	**EVENTS** column	The **EVENTS** column contains a summary of alarm and alert events. The bell symbols indicates an alarm and the warning symbol indicates an alert. For more information on events, see Event severity in [Table 48]().
		Click the bell symbol to view a list of alarms from the panel and click the warning symbol to view a list of alerts from the panel.
		If there are no events, or all events are resolved, a green check mark displays.
15	**FAULTS** column	The **FAULTS** column displays any faults that affect the panel.
		Hover over a fault icon to see a detailed description of the fault. Click a fault to view a list of all faults from the panel.
		If a panel is marked for service, a user icon appears to left of the **FAULTS** column with the initial of the user that is assigned to service the panel. For more information about marking or reassigning a panel for service, see *Marking a panel for service in the Panels hub* and *Reassigning one or more panels that are marked for service*.
16	Search bar	In the search bar, search for a panel with the key-value pairs or by typing a search term. You can also type a search term to find a panel with private data, such as name, phone number, email address, and home address, that is available in the INFO tab of a panel in the panel hub.
17	User and installer apps	Click to open the user and installer apps dialog box and perform one of the following actions: • To allow a user to access the application by using the mobile application, turn on **User App**. • To disallow a user to access the application by using the mobile application, turn off **User App**. • To allow an installer to access the application by using the mobile application, turn on **Installer App**. • To disallow an installer to access the application by using the mobile application, turn off **Installer App**.
18	**ADD PANEL**	Click to add a new panel to the server. For more information on adding a panel to the server, see *Adding panels to the server*.
19	**RI** column	The **RI** column displays the status of the last remote inspection.
		Click the RI icon to open the panel on the **REMOTE INSPECTIONS** tab in the panel hub. For more information about **REMOTE INSPECTIONS** tab, see *Remote inspections tab*.

Related topics

Servicing panels

Adding panels to the server

Adding a panel to the server

Assigning a panel to a different group

Creating a new report on the Panels page

Marking one or more panels for service on the Panels page

Pushing a basic configuration to one or more panels

Reassigning one or more panels that are marked for service

Refreshing a panel configuration

Resolving faults in one or more panels

Suspending faults in one or more panels

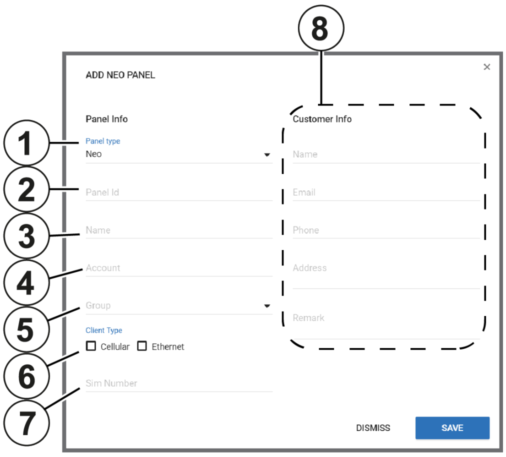
Adding panels to the server

Add a panel to the server on the **Panels** page.

Note: By default, panels auto-enroll on the server. To disable auto-enroll, contact technical support.

To add a panel, click **ADD PANEL** on the **Panels** page. For more information, see ADD PANEL in Navigating the Panels page.

Figure: ADD PANEL dialog box



In the **ADD PANEL** dialog box, enter the panel information. See the following definition list for descriptions of the dialog box fields:

Table 28. ADD PANEL dialog box elements

Callout	Name	Description
1	**Panel type**	From the **Panel type** list, select the panel type.
2	**Panel Id**	In the **Panel ID** field, enter the panel identification number. **Note:** For Neo panels, enter the integration identification number in panel installer menu: `[851][422]`.
3	**Name**	In the **Name** field, enter a name for the panel. The panel name identifies the panel to mobile application users. If no panel name is entered, the panel ID appears instead.
4	**Account**	To connect the panel to an automation or central station, enter the ID number of the automation or central station in the **Account** field.
5	**Group**	From the **Group** list, select the group that you want to associate the panel with.
6	**Client Type**	Select or clear the **Cellular** and **Ethernet** check boxes to define how the panel connects to the server. You can select **Cellular**, **Ethernet**, or both.
7	**SIM number**	In the **SIM number** field, enter the number of the SIM card in the panel. The number is used to send a wake-up SMS to the panel. **Note:** The SIM number is equivalent to a phone number.
8	**Customer Info**	Enter the customer's information in the **Name**, **Email**, **Phone**, **Address**, and **Remark** fields. **Note:** Apart from the **Email** field, this information is stored and not used.

Adding a panel to the server

1. In the navigation pane, select **Panels**.
2. On the **Panels** page, click **ADD PANEL**.
3. Enter the required information in the **ADD PANEL** dialog box fields. For more information on the **ADD PANEL** dialog box fields, see *Adding panels to the server*.
4. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Servicing panels

You can service an individual panel in the panel hub, or multiple panels at once in the **Panels** page. When servicing a panel with the **SERVICE** or **FAULTS** lists, see the following definitions:

Table 29. Panel servicing options

Action	Description
Change Group	Move one or more panels from one group to another. For more information about groups, see *Groups page*
Refresh State	Refresh the most up-to-date information for one or more panels, such as the faults and panel status
Refresh Configuration	Refresh the configuration parameters of one or more panels.
Push Basic Configuration	Push a custom basic configuration to one or more panels. For more information about creating a basic configuration, see *Creating a basic configuration from an existing panel configuration*.
Trigger Discovery	Start a discovery process. During the discovery process, the server uploads configuration parameters from the panel to the server. You can also select a timeout to determine how long the discovery process runs.
Remove	Remove one or more panels from the server **Note:** If the server is set to auto-enroll and the panel is still connected to the server, the panel enrolls again.
Mark for service	Mark one or more panels for service. If you mark a panel for service, the service icon and the user icon of the user that the task is assigned to appear in the **FAULTS** column on the **Panels** page. The user icon features the initials of the assigned server user.
Reassign	Assign the service task of one or more panels to a different server user
Resolve faults	Remove the service icon and user icon from one or more panels that are marked for service
Suspend faults	Suspend a fault on one or more panels until a specified date. The fault icons become gray in the **FAULTS** column on the **Panels** page.
Resume faults	Resume suspended faults on one or more panels

Related topics

Navigating the Panels page

Panel hub

Adding panels to the server

Adding a panel to the server

Assigning a panel to a different group

Creating a new report on the Panels page

Enabling automatic panel enrollment

Marking one or more panels for service on the Panels page

Pushing a basic configuration to one or more panels

Reassigning one or more panels that are marked for service

Refreshing a panel configuration

Resolving faults in one or more panels

Suspending faults in one or more panels

Refreshing a panel configuration

1. In the navigation pane, select **Panels**.
2. Select the check box of one or more panels to refresh.
3. From the **SERVICE** list, select **Refresh configuration**.

A **Download configuration** process appears in the **MY PROCESSES** pane.

Related topics

Servicing panels

Navigating the Panels page

Pushing a basic configuration to one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to configure.
3. From the **SERVICE** list, select **Push Basic Configuration**.
4. In the **PUSH BASIC CONFIG** dialog box, select a basic configuration.
5. Click **PUSH**.

Related topics

Servicing panels

Navigating the Panels page

Assigning a panel to a different group

1. From the navigation pane, select **Panels**.
2. Select the check box of one or more panels to reassign.
3. From the **SERVICE** list, select **Change group**.
4. In the **ASSIGN PANEL TO GROUP** dialog box, select a group from the **Group** list.
5. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Reassigning one or more panels that are marked for service

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to reassign.
3. From the **FAULTS** list, select **Reassign**.
4. In the **REASSIGN PANEL FOR SERVICE** dialog box, from the **To** field, select a user.
5. Enter a comment in the **Comment** field.
6. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Marking one or more panels for service on the Panels page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to mark for service.
3. From the **FAULTS** list, select **Mark for service**.
4. In the **MARK PANEL FOR SERVICE** dialog box, from the **To** field, select a user.
5. Enter a comment in the **Comment** field.
6. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Resolving faults in one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. From the **FAULTS** list, select **Resolve faults**.
4. In the **RESOLVE FAULTS** dialog box, select one or more faults to resolve.

   Note: Only resolvable faults appear.
5. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Suspending faults in one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. From the **FAULTS** list, select **Suspend faults**.
4. In the **SUSPEND FAULTS** dialog box, select one or more faults to resolve.
5. Enter a date in the **Suspend until** field manually or with the calendar.
6. Click **SAVE**.

Related topics

Servicing panels

Navigating the Panels page

Creating a new report on the Panels page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. Click **CREATE REPORT**.
4. Enter a report name in the **Report Name** field and configure the settings to define your report. For more information on report settings, see *Creating new reports*.
5. Click **SAVE**.

The report now appears on the **Reports** page.

Related topics

[*Servicing panels*]
[*Navigating the Panels page*]

Running an inspection on the Panels page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. Click **RUN INSPECTION**.
4. Click **BEGIN NOW**.

Related topics

Servicing panels

Navigating the Panels page

Panel hub

Navigating the Panel hub

View and configure detailed information for an individual panel in the panel hub. For more information on viewing a panel in the panel hub, see *Viewing a panel in the panel hub*.

The panel data is categorized by the following tabs. For more information, see Panel hub tabs in Table 30.

- **DEVICES**: Manage all devices that connect to the panel. For more information, see *Devices tab*.
- **INFO**: View and edit general information about the panel and the customer, and leave comments about a panel. For more information, see *Info tab*.
- **STATE**: Arm and disarm panels and partitions. For more information, see *State tab*.
- **CONFIGURATION**: Configure an individual panel and its zones, outputs, communication, and user settings. For more information, see *Configuration tab*.
- **PROCESSES**: View a list of all finished processes for a panel. For more information, see *Processes tab*.
- **REPORTS**: View all reports that have occurred or are scheduled for a panel. For more information, see *Reports tab*.
- **LOGS**: View a panel's log files. For more information, see *Logs tab*.
- **REMOTE INSPECTIONS**: Manage the remote inspections for a panel. For more information, see *Remote Inspections tab*.
- **EVENTS**: View events related to a panel. For more information, see *Events tab*.
- **FIRMWARE**: Upgrade an individual panel's software and its connected devices. For more information, see *Firmware tab*.
- **KEYPAD**: Use a virtual keypad interface. For more information, see *Keypad tab*.

Note: Neo and Powerseries pro (PSP) panels require activation the first time you open the panel in the panel hub. If the message **This panel has not been activated yet and cannot be correctly managed from PowerManager** appears below the panel hub tabs, click **ACTIVATE**. In the **ACTIVATE PANEL** dialog box, enter the panel's installer code in the **Installer Code** field and click **ACTIVATE**. Another method to activate Neo and Powerseries pro (PSP) panels is to connect and log on to the panel using the AlarmInstall mobile application while in **Remote mode**. For more information, refer to *Accessing an alarm panel using Remote mode* in *Alarm Install App User Guide*.

Figure: Panel hub

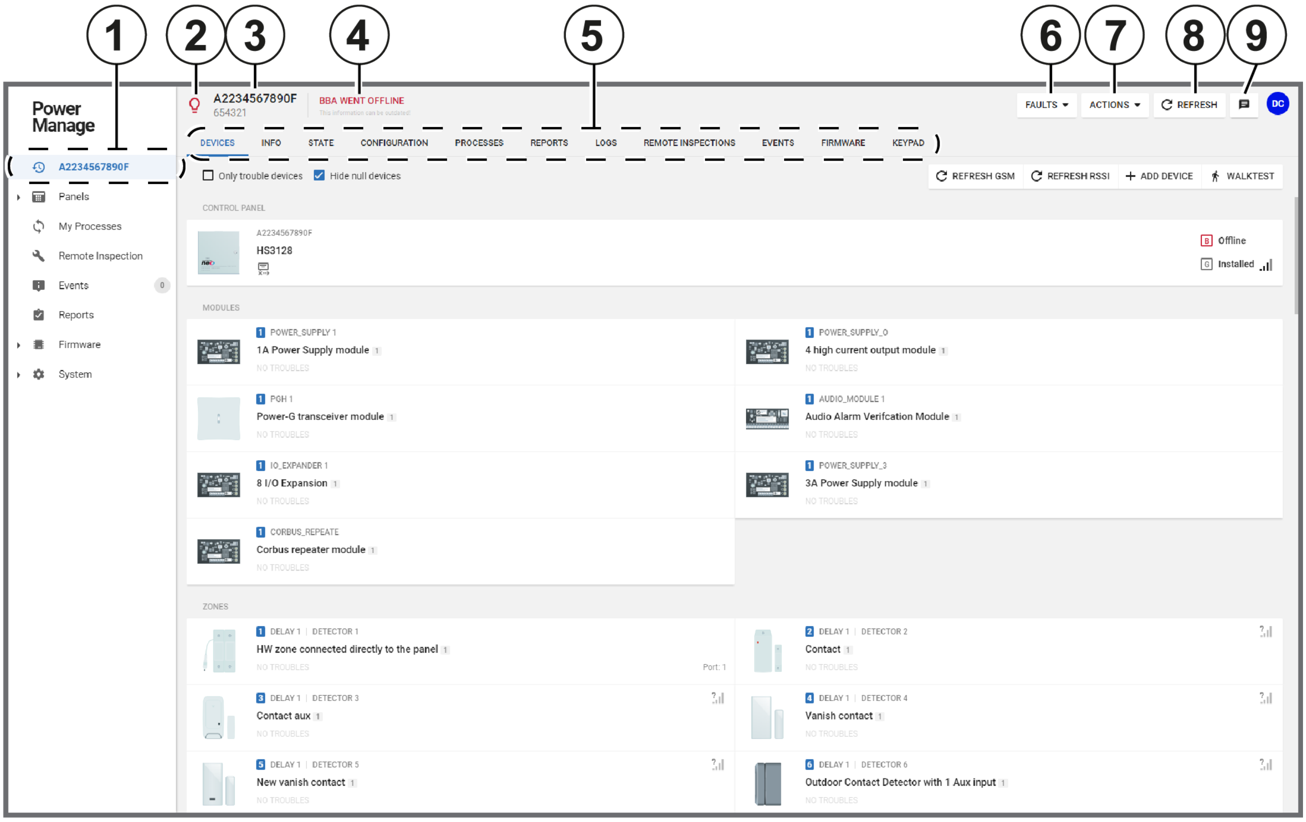


Table 30. Panel hub interface elements

Callout	Name	Description
1	Last viewed panel	Click to view the last viewed panel in the panel hub.
2	Online status	The bulb color signifies the status of the connection between the panel and the server. Hover over the bulb to see a text description of the connection status.
		 If the bulb is blue, the panel has open connection to the server. Commands from the server execute immediately.
		 If the bulb is gray, keep alive messages are disabled in the group that the panel associates with.
		 If the bulb is white with a red outline, the panel is offline. There is no open connection and the server does not receive keep alive messages from the panel.
		 If the bulb is green, the panel is online. The the server receives keep alive messages from the panel.
3	Panel name	Displays the panel name and account number of the selected panel
4	Status stream	A stream of various statuses. The status stream may not be up-to-date if the online status bulb is not green. **Note:** A progress bar displays instead of the status stream if a discovery process is in progress.
5	Panel hub tabs	Click a tab title to view the tab in the panel hub.

6	**FAULTS**	To perform an action on the panel, from the **FAULTS** list, select one of the following options: • **Mark for service**: Select to mark a panel for service • **Reassign**: Select to assign the service task to a different server user • **Resolve faults**: Select to remove the service icon and user icon from a panel that is marked for service. The fault is now resolved • **Suspend faults**: Select to suspend a fault until a specified date. The fault icons become gray in the **FAULTS** column • **Resume faults**: Select to resume suspended faults.
7	**ACTIONS**	To perform an action on the panel, from the **ACTIONS** list, select one of the following options: • **User App**: Turn on to allow the user access to the panel using the user mobile application. Turn off to disallow the user access to the panel using the user mobile application. • **Installer App**: Turn on to allow the installer access to the panel using the installer mobile application. Turn off to disallow the installer access to the panel using the installer mobile application. • **Trigger Discovery**: Start a discovery process. During the discovery process, the server uploads configuration parameters from the panel to the server. • **Edit**: Click to edit the panel information. You can edit the panel account number, group, client type, and SIM number. • **Remove**: Click to remove the panel from the server. • **Read Diagnostic**: Reads the power statistics of the panel. To view the results when the process finishes, select the control panel in the DEVICES tab and then select the DIAGNOSTICS tab in the pane to the right. **Note:** This option is available for Neo and PSP panels only.
8	**REFRESH**	Click to receive a reading of the latest status change in the panel
9	**REMARK**	Add and remove comments about the selected panel

Related topics

[Marking a panel for service in the panels hub]

[Reassigning a panel for service in the panels hub]

[Resolving faults in a panel in the panels hub]

[Resuming faults in a panel in the panels hub]

[Suspending faults in a panels in the panels hub]

[Viewing a panel in the panel hub]

Viewing a panel in the panel hub

1. In the navigation pane, click **Panels**.
2. On the **Panels** page, navigate to the panel to view and click the panel name in the **PANEL** column.

Related topics

[Navigating the Panel hub]

Marking a panel for service in the panels hub

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Mark for service**.
3. In the **MARK PANEL FOR SERVICE** dialog box, select a user from the **To** list.
4. Enter a comment in the **Comment** field.
5. Click **SAVE**.

Related topics

Navigating the Panel hub

Reassigning a panel for service in the panels hub

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Reassign**.
3. In the **REASSIGN PANEL FOR SERVICE** dialog box, select a user from the **To** list.
4. Enter a comment in the **Comment** field.
5. Click **SAVE**.

Resolving faults in a panel in the panels hub

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Resolve faults**.
3. In the **RESOLVE FAULTS** dialog box, click one or more faults to resolve.

   Note: Only resolvable faults appear.
4. Click **SAVE**.

Related topics

Navigating the Panel hub

Suspending faults in a panel in the panels hub

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Suspend Faults**.
3. In the **SUSPEND FAULTS** dialog box, click one or more faults to resolve, or select the **All** check box to select all of the faults.
4. Enter a date in the **Suspend until** field manually or with the calendar.
5. Click **SAVE**.

Related topics

Navigating the Panel hub

Resuming faults in a panel in the panels hub

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Resume faults**.
3. In the **RESUME FAULTS** dialog box, click one or more faults to resume.
4. Click **SAVE**.

Related topics

Navigating the Panel hub

Devices tab

Navigating the Devices tab

Manage all devices that connect to a panel on the **DEVICES** tab.

Figure: Navigating the DEVICES tab

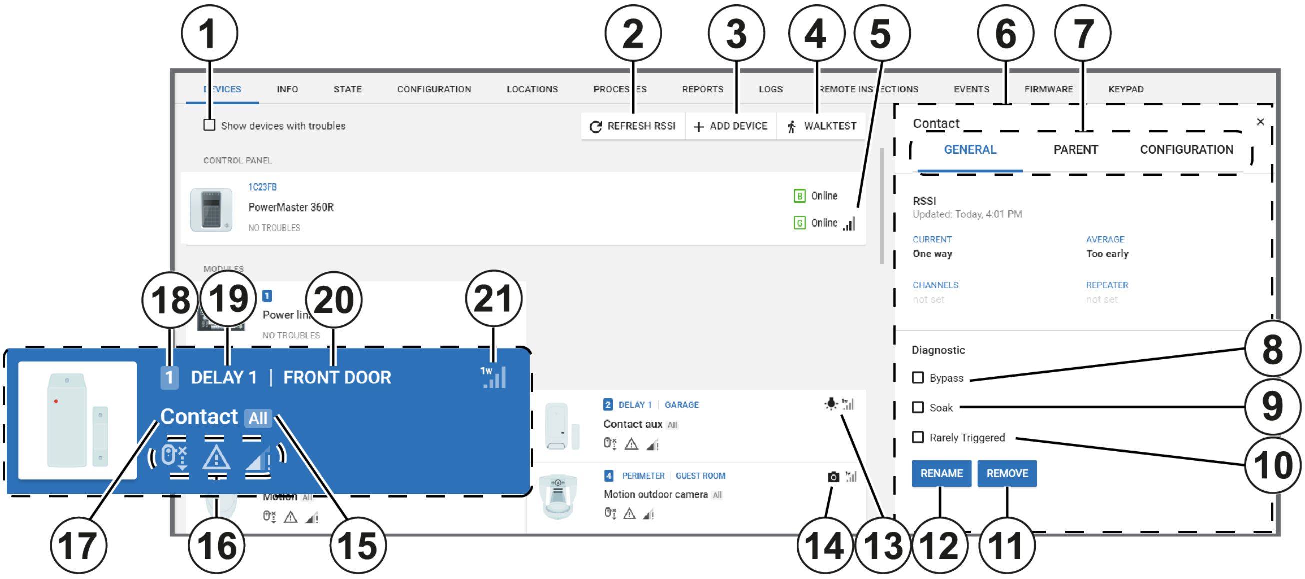


Table 31. DEVICES tab interface elements

Callout	Name	Description
1	Troubles check box	To only display devices with troubles, select the **Show devices with troubles** check box.
2	**REFRESH RSSI**	To refresh the Received Signal Strength Indication (RSSI) for the panel and its connected devices, click **REFRESH RSSI**.
		There are two types of radio frequencies: GPRS connects the panel to the server with a cellular modem and PowerG connects wireless devices to the panel. For more information on the GPRS RSSI of the panel, see Panel RSSI. For more information on the RSSI of a device, see Device RSSI.
3	**ADD DEVICE**	Click to pre-enroll a new wireless device on the panel with the device enrollment ID and zone number
4	**WALK TEST**	Click to perform a walk test on all eligible devices. A walk test discovers if wireless stationary devices are operational and reporting event information to the panel. See *Performing a walktest on all eligible devices* for more information.
5	Panel RSSI	Displays the Received Signal Strength Indication of the panel's cellular connection. **Note:** The **?** icon indicates that no RSSI measurement exists.
6	Examination pane	The examination pane appears when you select a device on the **DEVICES** tab.
7	Examination pane tabs	Depending on a device's features, the examination pane displays interactive tabs for the device.
		GENERAL: View general information about the device and perform general tasks on the **GENERAL** tab. On the **GENERAL** tab, you can view RSSI information, rename or remove a device, bypass or soak a device, and mark a device as rarely triggered.

		CONFIGURATION: On the **CONFIGURATION** tab, you can view and edit device configuration settings, such as the location, Rf-id number, enrollment method, zone type, chime and subtype. To ensure the information is up-to-date, click **REFRESH**. If no configuration is available, click **DOWNLOAD NOW**.
		VIDEO ON DEMAND: Appears if the device has video capturing capabilities. To view the video footage of video on demand device, click the **VIDEO ON DEMAND** tab. For more information, see *Using the video on demand tab*.
		PARENT: Appears if an auxiliary device is wired to a parent device. To view the parent device, click the **PARENT** tab. For more information, see *Using the PARENT and CHILDREN tabs*.
		CHILDREN: Appears if a parent device connects to an auxiliary wired device. To view the child device or devices, click the **CHILDREN** tab. For more information, see *Using the PARENT and CHILDREN tabs*.
		METEO: Appears if a device has smart sensing features. To view the temperature and light data of a smart detector, click the **METEO** tab. To find the smart sensing icon, see Smart sensing. For more information on the **METEO** tab, see *Temperature and light readings on the METEO tab*.
		FIRMWARE: Displays the relevant firmware upgrades that are available.
		CONNECTION STATUS: Displays the status of the IP and cellular communication channels.
		DIAGNOSTIC: **Note**: The DIAGNOSTIC tab feature is available for Neo and PSP panels only. Displays the power statistics of the panel. To refresh this information, open the panel in the Panel hub, click **ACTIONS**, then click **Read Diagnostic**. For more information, see **ACTIONS** in Table 30.
		TEMPERATURE/LIGHT STATISTIC: View all the previous temperature and light measurements of a device. This feature is only available for smart devices that can sense temperature and light. To enable temperature and light recording, see Enabling or disabling temperature and light statistics for a group of panels with smart devices.
8	**Bypass**	To disable a device from triggering an alarm, select the **Bypass** check box. The device is not bypassed after the next arm or disarm state change.
9	**Soak**	To put a device in a soak state in order to monitor for false alarms, select the **Soak** check box. A device that is in a soak state does not create an alarm but a soak event.
10	**Rarely triggered**	Device inactivity causes a remote inspection test to fail. If a device is not expected to trigger often, select the **Rarely Triggered** check box. **Note:** For more information on remote inspections, see *Remote inspections tab*.
11	**REMOVE**	Click to remove a device from the panel
12	**RENAME**	Click to rename a device **Note:**For PowerMaster panels the name saves on the server. For Neo and PSP panels the name saves as a label in the panel.
13	Smart sensing	The smart sensing icon indicates that the device has smart temperature and light sensing features.

		If a device has the smart sensing icon, you view temperature and light readings on the METEO tab. For more information, see *Temperature and light readings on the METEO tab*.
14	Camera	The camera icon indicates that the device has video capabilities and you can view the device's video footage in the examination pane.
15	Partition	Displays the partition that the device is in **All** indicates that the device is connected to all partitions.
16	Trouble icons	Displays all of the troubles that affect the device. Hover over an icon to see a description of the trouble.
17	Device type	Displays the device type. Examples of device types are contact, LCD keypad, and motion outdoor camera.
18	Device number	The device number refers to the zone number for a sensor and the index number for infrastructural devices, such as a keypad, siren, or repeater.
19	Device zone type	Displays the device's zone type. Examples of zone types are perimeter, home delay, interior follow, or fire.
20	Location	Displays the location of the device. **Note:** For PowerMaster panels, the location of zoned devices displays. For Neo/PSP panels, the label of the device displays.
21	Device RSSI	Displays the Received Signal Strength Indication of wireless devices or panels that have a cellular connection. **Note:** The **?** icon indicates that no RSSI measurement exists.

Related topics

Panel hub

Adding a wireless device to a panel

Bypassing, soak testing, and marking a device as rarely triggered

Editing the configuration of a device

Performing a walk test on all eligible devices

Putting a device in a soak test state

Refreshing the Received Signal Strength Indicator of a panel

Renaming or removing a device

Temperature and light readings on the METEO tab

Using the VIDEO ON DEMAND tab

Viewing device video footage

Viewing all devices with troubles in a panel

Viewing device smart temperature and light readings

Using the PARENT and CHILDREN tabs.

Adding a wireless device to a panel

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. Click **ADD DEVICE**.
3. Enter the enrollment identification number in the **Enrollment ID** field.

   Note: The device ID is on the device's label, written in the following format: **ID: XXX-XXXX**. The first three digits of the identification number indicate the device type and the remaining four digits are unique to the device. For more information, see .

4. Enter the desired zone number or the device number.
5. Click **ADD**.

The device is now pre-enrolled. To complete the enrollment process, refer to the device manual.

Related topics

Devices tab

Panel hub

Refreshing the Received Signal Strength Indicator of a panel

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. Click **REFRESH RSSI**.

Related topics

Devices tab

Panel hub

Viewing all devices with troubles in a panel

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. Select the **Show devices with troubles** check box.

Related topics

Devices tab

Panel hub

Performing a walktest on all eligible devices

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. To view the devices that are eligible for a walk test, click **WALKTEST**.

   Note: To return to the **DEVICES** tab, click **DIAGNOSTICS**.
3. Click **START WALKTEST**.

   Note: When you click **START WALKTEST**, the walktest begins and this button changes to **STOP WALKTEST**. To stop a walktest click **STOP WALKTEST**.

Note: The **?** icon beside each device indicates the device has not yet passed the walktest. When the device triggers, the **?** icon disappears to indicate that the device passes the test.

Important:

- Neo panel walktests ends if you click **STOP WALKTEST** or the test times out.
- PowerMaster panel walktests ends if all sensors are activated or the test times out.

Related topics

Devices tab

Panel hub

Bypassing, soak testing, and marking a device as rarely triggered

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **DEVICES** tab, select the device to bypass, soak test, or mark as rarely triggered.
3. On the **GENERAL** tab in the examination pane, select one of the following check boxes to perform the action:
   - **Bypass**
   - **Soak**
   - **Rarely Triggered**

Related topics

Devices tab

Panel hub

Renaming or removing a device

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **DEVICES** tab, click the device to rename or remove.
3. From the **GENERAL** tab in the examination pane, select one of the following options:
   - Click **RENAME** and enter a new device name in the **Name** field.
   - Click **REMOVE**.
4. To confirm, click **RENAME** or **REMOVE**.

Related topics

Devices tab

Panel hub

Editing the configuration of a device

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **DEVICES** tab, select a device to configure.
3. To view the device configuration settings in the examination pane, click the **CONFIGURATION** tab. To ensure the configuration is up-to-date, click **REFRESH**. If there is no configuration information, click **DOWNLOAD NOW** to download the most recent configuration data from the device.
4. Edit the required settings. To undo a change, click the undo arrow to the left of the field.
5. To upload the configuration changes to the panel, click **UPLOAD**. **UPLOAD** appears above the configuration when you edit at least one field.

Related topics

Devices tab

Panel hub

Using the VIDEO ON DEMAND tab

Note: The following panel setups have video on demand capabilities:

- All PowerMaster panels
- PSP panels with software 1.0, 1.1, and 1.2 that have a FIBRO connection
- PSP panels with software version 1.3 and later that have an ITv2 connection

To view device video on demand in the **VIDEO ON DEMAND** tab, on the **DEVICES** tab, select a device with the camera icon. For more information, see camera in Navigating the Devices tab.

The installer can define during which panel states you can request video on demand, if the video has audio, and many other settings. For more information on changing the video on demand settings for all devices with video, see **CONFIGURATION** tab. For more information on changing the video on demand settings for an individual device with video, see the **CONFIGURATION** tab of the device on the **DEVICES** tab.

Figure: Navigating the VIDEO ON DEMAND tab

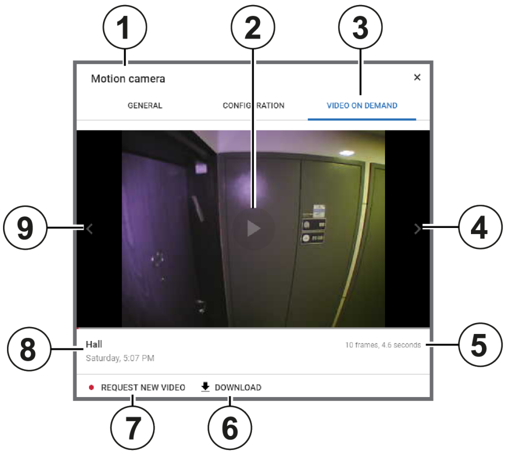


Table 32. VIDEO ON DEMAND tab interface elements

Callout	Name	Description
1	Device type	Displays the name of the device
2	Play button	Click to play the video and enlarge the screen.
3	**VIDEO ON DEMAND**	Click to open the **VIDEO ON DEMAND** tab.
4	Forward skip arrow	Click to skip forward one frame
5	Frames and time	Displays the number of frames and the total duration of the video
6	**DOWNLOAD**	Click to download the video locally
7	**REQUEST NEW VIDEO**	Click to record new video footage
8	Location and time	Displays the time the event occurs and the location of the device
9	Back skip arrow	Click to skip backwards one frame

Related topics

Devices tab

Panel hub

Viewing device video footage

For more information about the **VIDEO ON DEMAND** tab, see *Using the video on demand tab*.

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **DEVICES** tab, select a device that contains the video footage to view. A camera icon indicates that a devices has video capabilities. For more information, see camera in Navigating the Devices tab.
3. On the **VIDEO ON DEMAND** tab in the examination pane, click the play button in the center of the image to play the last recorded video.

   Note: To view the footage frame by frame, click the left and right arrows on the video.

   Related topics

   Devices tab

   Panel hub

Temperature and light readings on the METEO tab

View temperature and light readings from smart detectors on the **METEO** tab.

To find the **METEO** tab, in the **DEVICES** tab, select a smart detector and in the examination pane, click **METEO**. You can only open devices with the smart sensing icon in the **METEO** tab. For more information, see smart sensing in Navigating the Devices tab.

Figure: Navigating the METEO tab

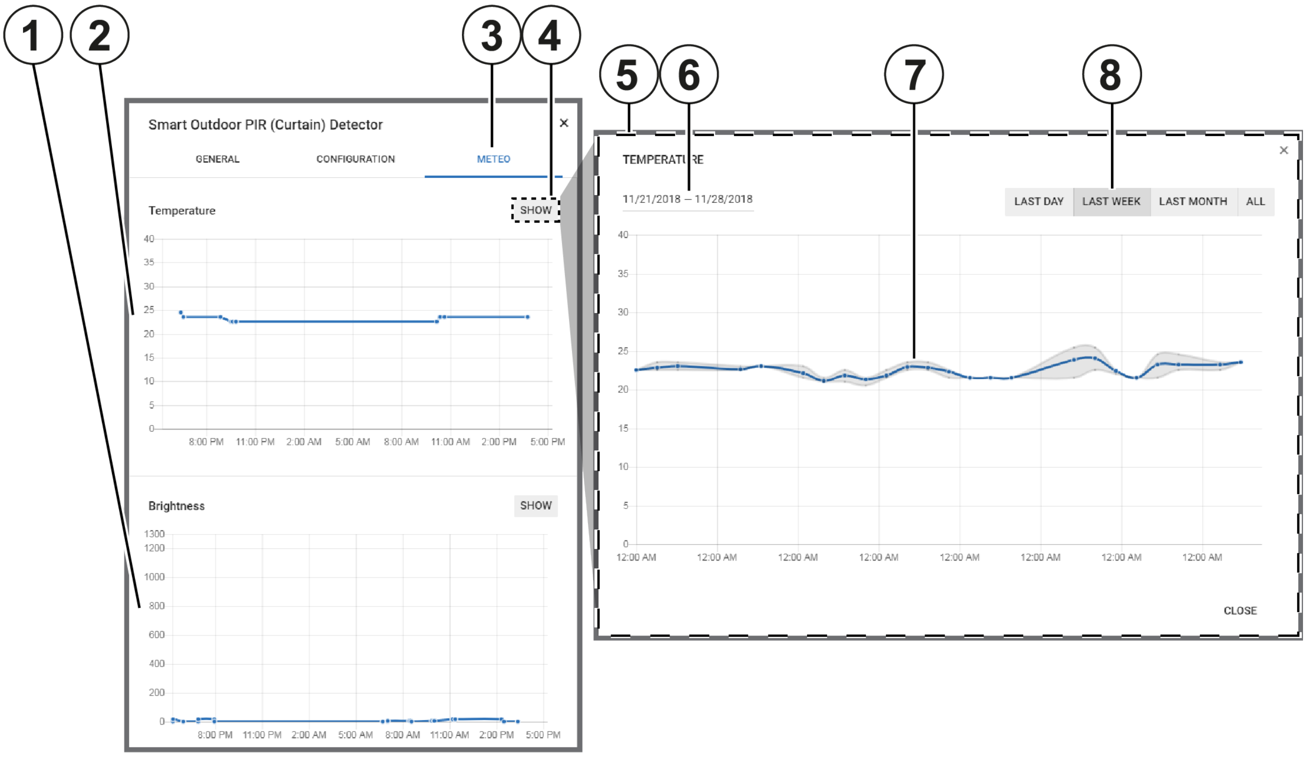


Table 33. METEO tab interface elements

Callout	Name	Description
1	**Brightness** graph	View the brightness readings over a period of time. The x-axis represents the selected time period and the y-axis represents the brightness in lumens.
2	**Temperature** graph	View the temperature readings over a period of time. The x-axis represents the selected time period and the y-axis represents the temperature in degrees Celsius.
3	**METEO** tab	Click to open the **METEO** tab
4	**SHOW**	Click to view a more detailed graph.
5	Detailed graph	A more detailed version of the graph. Change the y-axis with a preset time period or manually change it to a custom time period. For more information, see Statistical period and Custom statistical period.
6	Custom statistical period	Click to enter custom time period dates that change the x-axis of the graph
7	Graph line	Each point on the graph has multiple readings. The gray lines represent the minimum and maximum readings and the blue line is the average reading.
8	Statistical period	To change the x-axis of the graph with a preset time, click **LAST DAY**, **LAST WEEK**, **LAST MONTH**, or **ALL**.

Related topics

Devices tab

Panel hub

Viewing device smart temperature or light readings

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the devices tab, select a device that contains the smart temperature or light readings to view. A light bulb icon indicates that a device has smart temperature or light readings. For more information, see Smart sensing in Navigating the Devices tab.
3. On the **METEO** tab in the examination pane, click **SHOW** to view either the **Temperature** or **Brightness** graph in detail.

   Note: If the METEO tab does not display, you must enable it. For more information, see Enabling METEO data for a group.
4. Select the time period to view in the examination pane by using one of the following methods:
   - To view preset time periods in the examination pane, click **LAST DAY**, **LAST WEEK**, **LAST MONTH**, or **ALL**.
   - To manually enter a time period, click the date field.

Note: The blue line indicates the average light or temperature value and the gray lines indicate the maximum and minimum values.

Related topics

Devices tab

Panel hub

Enabling METEO data for a group

1. In the navigation pane, from the System list, select **Groups**.
2. Select the group you want.
3. Click **EDIT GROUP**.
4. Enable **Temperature/light statistic**.

Using the PARENT and CHILDREN tabs

If a device has other devices connected to it, the connected device appears in the examination pane on the **PARENT**and **CHILDREN** tabs on the **DEVICES** tab in the panel hub. The **PARENT** tab appears in the examination pane if an auxiliary device is wired to a wireless parent device. Similarly, the **CHILDREN** tab appears if a wireless parent device connects to one or more auxiliary wired devices.

Figure: Using the PARENT tab

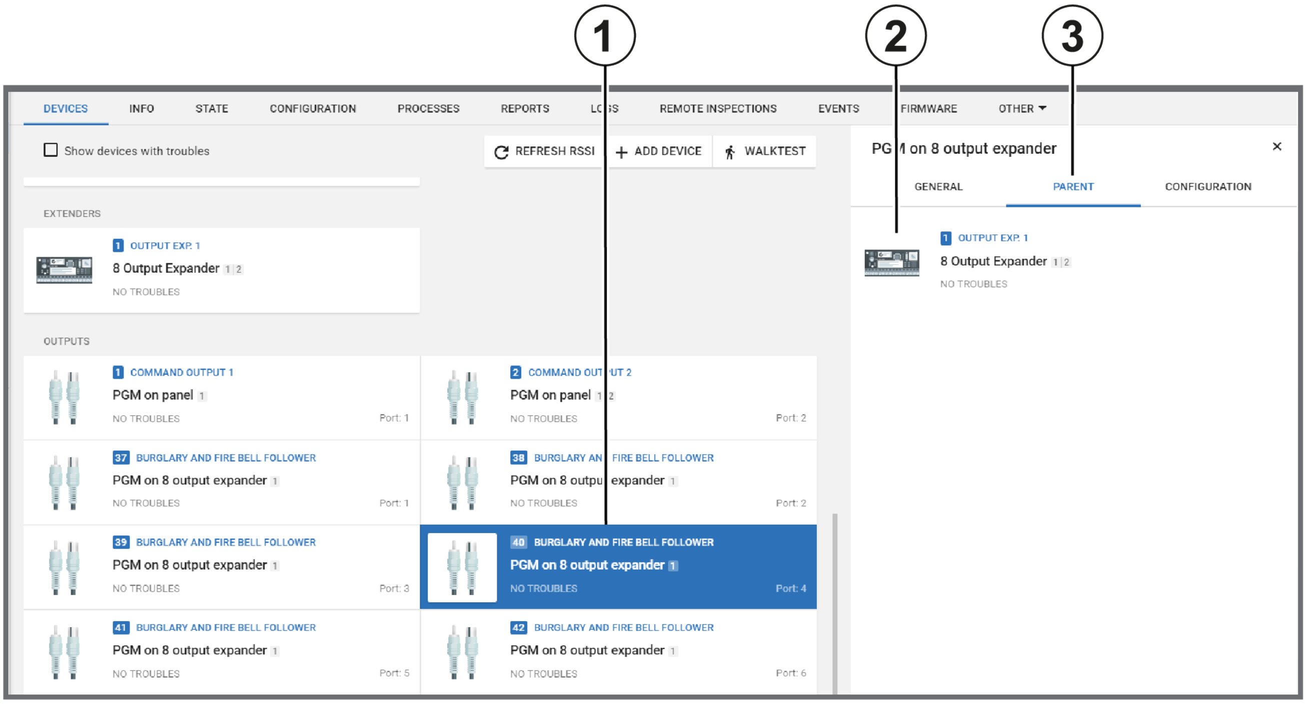


Table 34. PARENT tab interface elements

Callout	Name	Description
1	Child device	Click to open in the examination pane.
2	Parent device	The parent device of the selected device appears in the examination pane. Click to open the parent device in the examination pane.
3	**PARENT** tab	Appears if an auxiliary device is wired to a wireless parent device. To view the parent device, in the examination pane, click the **PARENT** tab.

Figure: Using the CHILDREN tab

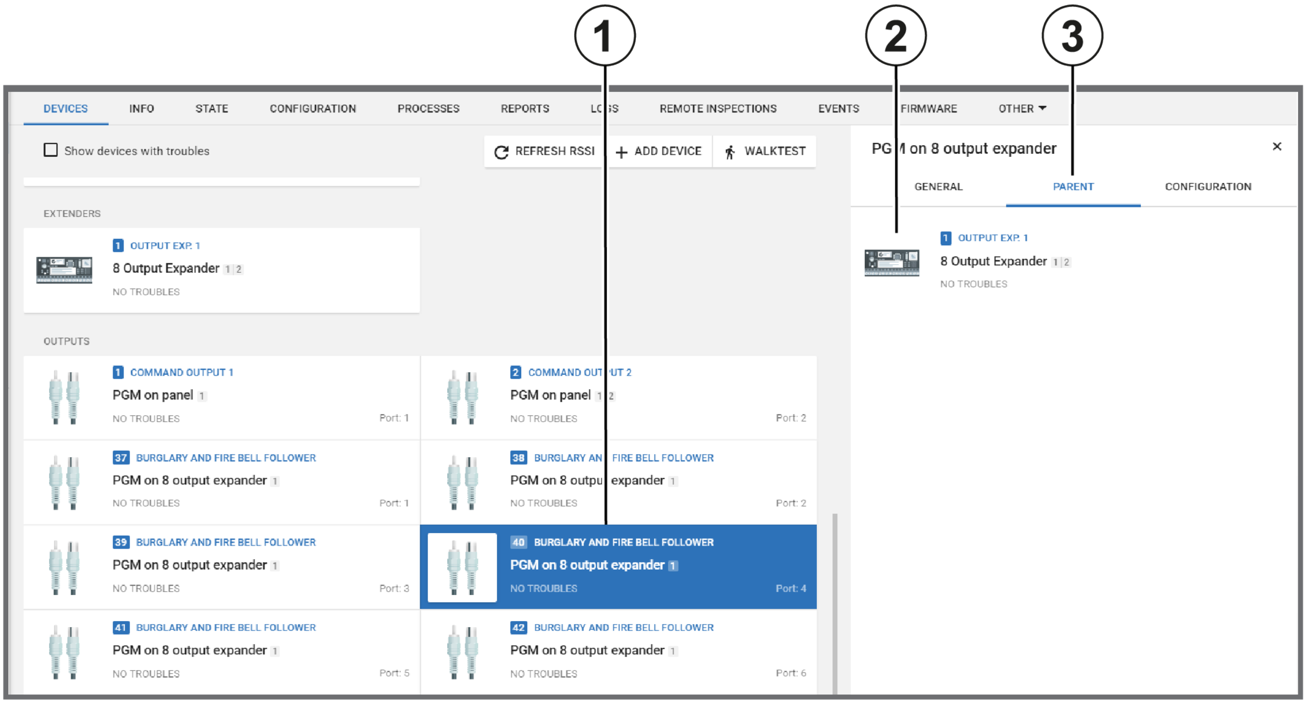


Table 35. CHILDREN tab interface elements

Callout	Name	Description
1	Parent device	Click to open in the examination pane.
2	Child devices	Any child devices of the selected parent device appear in the examination pane on the **CHILDREN** tab. Click a child device to open it in the examination pane.
3	**CHILDREN** tab	Appears if a wireless parent device connects to one or more auxiliary wired devices. To view the child device or devices, in the examination pane, click the **CHILDREN** tab.

Related topics

Devices tab

Panel hub

Editing the configuration of a device

Temperature and light readings on the METEO tab

Using the VIDEO ON DEMAND tab

Info tab

Navigating the Info tab

View and edit general information about the panel and the customer on the **INFO** tab.

Leave comments about the panel on the **INFO** tab. If a panel fault is reassigned to a different user, the comment appears on the **INFO** tab. Users can reply to these comments.

Figure: Navigating the INFO tab

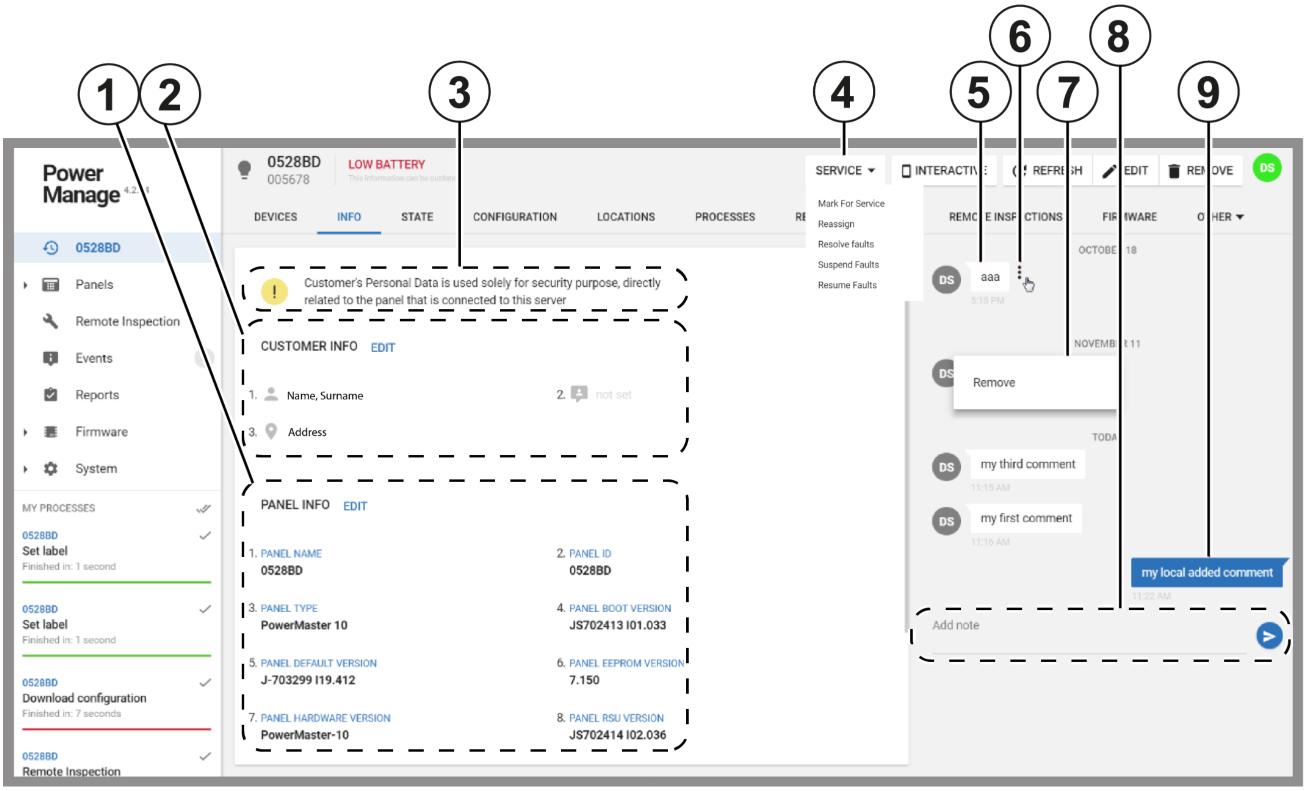


Table 36. INFO tab interface elements

Callout	Name	Description
1	**PANEL INFO**	The **PANEL INFO** section displays basic panel information such as **PANEL NAME**, **PANEL ID** and version information. To change the panel information, click **EDIT** to open the **EDIT PANEL** dialog box.
2	**CUSTOMER INFO**	The **CUSTOMER INFO** section displays basic panel information such as the customer name and address. To change this information, click **EDIT** to open the **EDIT PANEL CUSTOMER INFO** dia-log box.
3	Data use policy	Personal customer data in the **CUSTOMER INFO** section is used for security purposes only.
4	**SERVICE**	To perform an action on one or more selected panels, from the **SERVICE** list, select one of the following options: • **Mark for service** • **Reassign** • **Resolve faults** • **Suspend faults** • **Resume faults** For more information on servicing panels, see *Servicing panels*.

5	Reassigned fault comment	If you reassign a fault, the information logs here with the initials of the person who reassigns the fault and any message the user leaves. **Note:** To reassign a fault, from the **SERVICE** list, click **Reassign**.
6	Options	Click to open the options dialog box
7	**REMOVE**	To remove a reassigned fault comment, hover over the comment until three vertical dots appear. Click the dots and then click **Remove**.
8	**Add note**	To leave a comment, enter your comment in the **Add note** field and click the post button.
9	Comment	Comments that users leave appear in blue on the right hand side. To remove a comment, hover over the comment until three vertical dots appear. Click the dots and then click **Remove**.

Related topics

Editing basic panel and customer information

Panel hub

Editing basic panel and customer information

To edit basic panel information, or customer information related to a panel, complete the following procedure:

Note: Examples of basic panel information include the following: panel name, panel group, panel account number, and SIM number. Examples of panel customer information include the following: customer name, email address, home address, and phone number.

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. Click the **INFO** tab.
3. Perform one of the following options:
    - To edit customer information, click **EDIT** in the **CUSTOMER INFO** section.
    - To edit panel information, click **EDIT** in the **PANEL INFO** section. Alternatively, click **EDIT** on the panel hub. For more information, see Table 30.
4. Make the required changes.
5. Click **SAVE**.

Related topics

Info tab

State tab

Arm and disarm panels and partitions on the **STATE** tab.

Note: The Neo panel's **STAY** arm feature and Visonic panel's **HOME** arm feature have the same function but different names. Visonic panels do not have the **NIGHT** arm feature.

Figure: Navigating the STATE tab

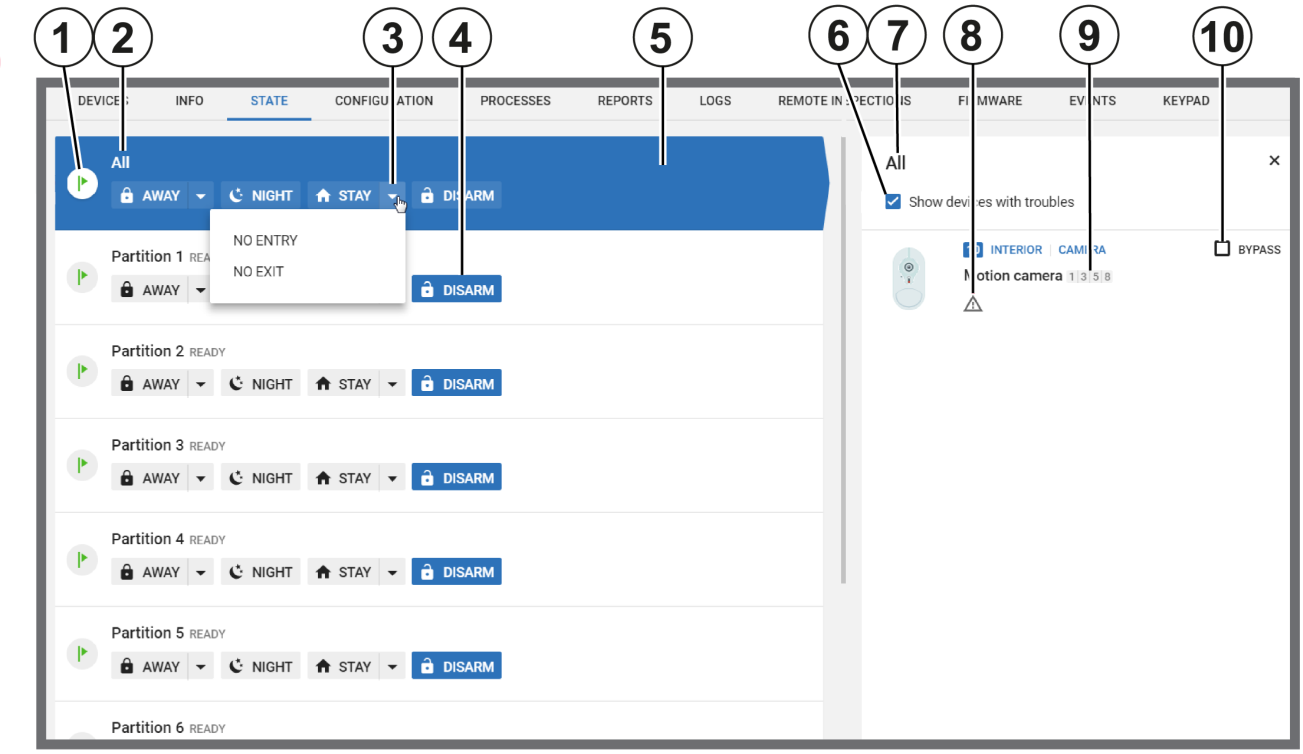


Table 37. STATE tab interface elements

Callout	Name	Description	
1	States		Indicates a ready or armed state
			Displays when you change to a different panel menu or during an exit delay period. Examples of panels menus are the user menu, installer menu, and periodic test menu.
			Indicates a not ready state. You cannot arm the panel until the panel is in a ready state. To return a panel to a ready state, ensure that all sensors are physically closed. Doors and windows are examples of zones that can physically close. If the issue is not physical, select the **Show devices with troubles** check box to see all of the devices with troubles in the examination pane and select the **BYPASS** check box to bypass devices with troubles.
2	Partition	Displays the name of the partition. To change the arm or disarm state for a partition, click **AWAY**, **NIGHT**, **STAY**, or **DISARM**. **Note:** The **All** row always appears first in the list. Use the **All** row to change the state of all partitions in the panel at once.	
3	Arming options	The **STAY/HOME** and **AWAY** buttons have arming sub-options. To view the sub-options list, click the drop-down arrow. You can select **NO ENTRY** and **NO EXIT** from the **STAY** list, and **NO ENTRY** from the **AWAY** list. For the system to alarm when someone	

		enters the perimeter, select **NO ENTRY**. For the system to alarm when someone exits the perimeter, select **NO EXIT**.
4	Arm state	The active state is blue.
5	Selected partition	Click the row of a partition to view it in the examination pane. **Note:** Partitions appear on the **STATE** tab if they are enabled in the panel. To enable panel partitions, enable and configure **Partition set** on the **CONFIGURATION** tab.
6	Troubles check box	Select to view all of the devices with troubles in the partition
7	Device partition	Displays the name of the selected partition that features in the examination pane
8	Trouble icons	Displays the types of troubles that affect the device. Hover over an icon to see a description of the trouble.
9	Associated partitions	A list of all of the partitions that associate with the device
10	**BYPASS**	Select to bypass a device. If a panel is in a not ready state, bypass any troubled devices to return it to a ready state. The system bypasses the device until the next arm or disarm state change. For more information about states, see States.

Related topics

Devices tab

Bypassing, soak testing, and marking a device as rarely triggered

Viewing all devices with troubles in a panel

Panel hub

Configuration tab

Navigating the Configuration tab

Configure an individual panel and its zones, outputs, communication, and user settings on the **CONFIGURATION** tab. You can also save a panel configuration as a basic configuration that you can push to multiple panels.

To view a configuration on the **Configuration** tab, select a configuration from the current and previous panel configurations list. For more information, see *Current and previous panel configurations list*.

You can only edit a configuration if it is the current configuration. For information on changing the configuration settings, see *Editing the configuration settings of an individual panel*.

You can only download a panel configuration if the panel is connected to the server. The blue bulb indicates if the panel is connected. For more information, see Online status in Table 30.

For information on pushing a basic configuration to one or more panels, see *Pushing a basic configuration to one or more panels*.

Figure: Navigating the Configuration tab

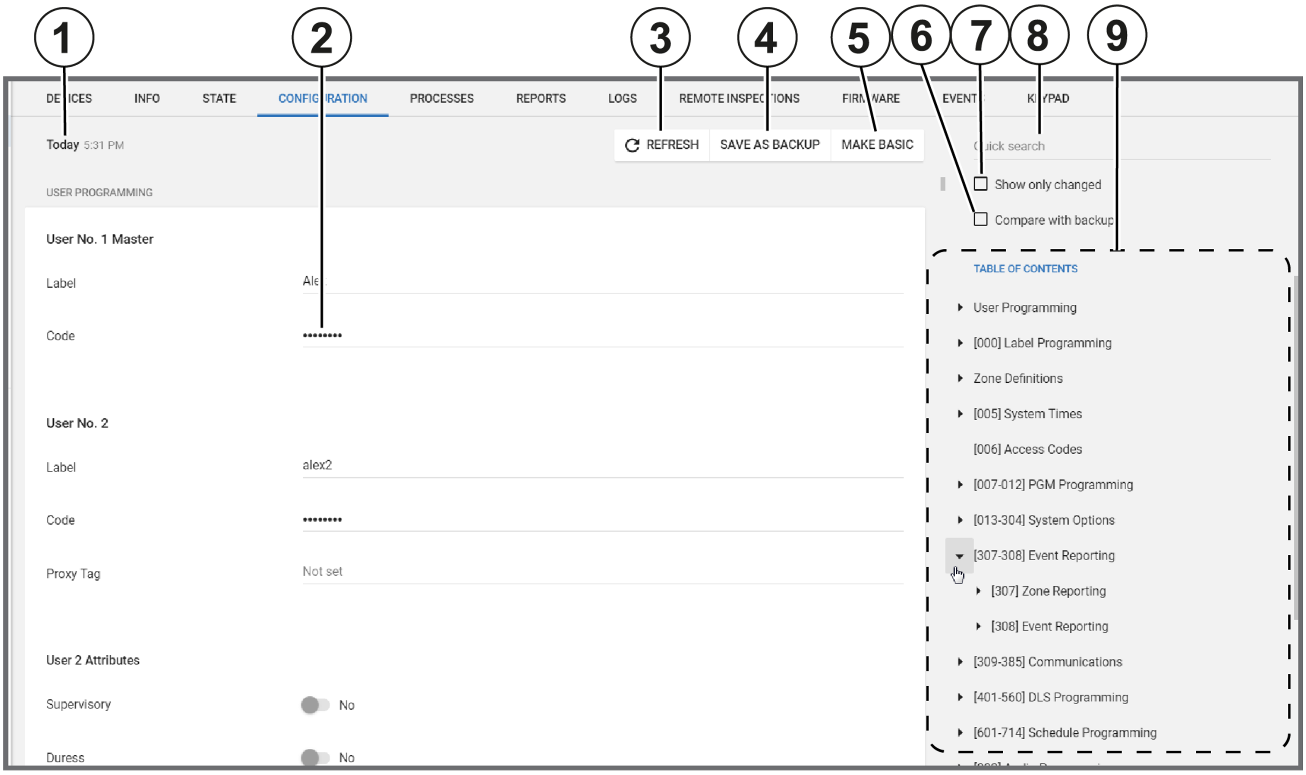


Table 38. CONFIGURATION tab interface elements

Callout	Name	Description
1	Configuration date	Each configuration download is distinguished by the date of download.
2	Hidden char-acters	Secure information such as pass codes are hidden.
3	**REFRESH**	Refresh the page with the latest data from the panel.
4	**SAVE AS BACKUP**	Save configuration as a backup configuration.
5	**MAKE BASIC**	Click to make the configuration a basic configuration that you can push to other panels. Find the basic configurations on the **Basic configurations** page in the **System** drop-down list. For more information, see *Basic configurations page*. For more information about making a basic configuration, see *Creating a basic configuration from an existing panel configuration*.

6	**Compare with backup**	Compare current configuration with the backup configuration.
7	**Show only changed**	Click to show only the configuration settings that you changed. You can only edit a configuration if it is the current configuration. For more information, see *Current and previous panel configurations list*.
8	**Quick search**	Filter the configuration to return only values that contain the search term.
9	**TABLE OF CONTENTS**	Use the table of contents to navigate the configuration quickly. The table of contents is categorized and expandable.

Related topics

Panel hub

Devices tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Editing the configuration settings of an individual panel

Synchronizing a the configuration of an individual panel

Current and previous panel configurations list

View and edit up to eight panel configurations for an individual panel in the configurations list. The configurations are ordered by the date of download. Select a configuration to view it in the **CONFIGURATION** tab. For more information, see *Configuration tab*.

If a panel is newly registered on the server, click **DOWNLOAD NOW** to download the panel configuration to the server.

Figure: Navigating the panel configurations list

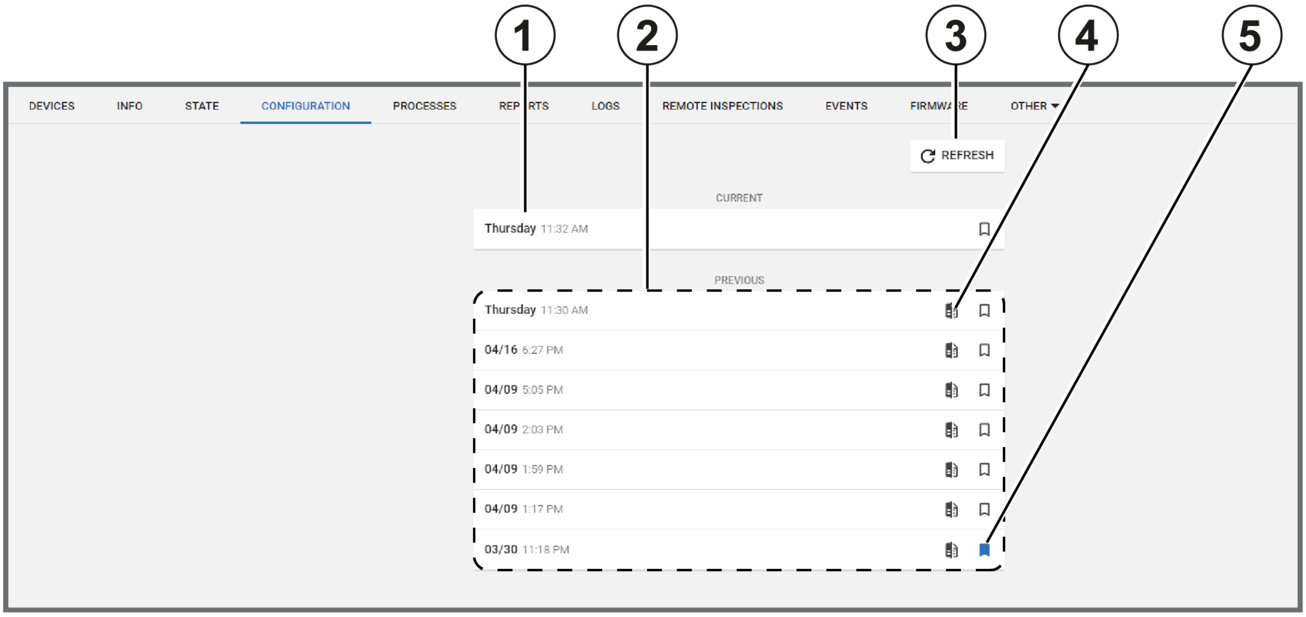


Table 39. Configuration list interface elements

Callout	Name	Description
1	Current configuration	You can edit the current configuration only. Click to view or edit.
2	Previous configurations	View seven previous configurations in the **PREVIOUS** list.
		If you download a new configuration, it overwrites the oldest configuration in the **PREVIOUS** list. To ensure a configuration is not overwritten, click the bookmark icon.
3	**REFRESH**	Click to refresh the configurations list.
4	Compare configuration	Click to compare the configuration with the current configuration.
5	Bookmark	To ensure a configuration from the **PREVIOUS** list is not overwritten by new configurations, click the bookmark icon. You can only save seven previous configurations at a time from the **PREVIOUS** list.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Editing the configuration settings of an individual panel

Synchronizing a the configuration of an individual panel

Devices tab

Creating a basic configuration from an existing panel configuration

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **CONFIGURATION** tab, click **REFRESH** to synchronize the panel and the server.

   Important: Click **REFRESH** in the **CONFIGURATION** tab, not **REFRESH** above the panel hub tabs.

3. From the **CURRENT** list, select the current panel configuration.
4. Click **MAKE BASIC**.
5. Select the check boxes of the settings to include in the basic configuration.
6. Click **CREATE**.
7. Enter a unique name in the **Basic configuration name** field.
8. Click **SAVE**.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Editing the configuration settings of an individual panel

Synchronizing the configuration of an individual panel

Devices tab

Synchronizing the configuration of an individual panel

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. From the **CONFIGURATION** tab, click **REFRESH**.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Editing the configuration settings of an individual panel

Devices tab

Editing the configuration settings of an individual panel

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. To synchronize the panel and the server, from the **CONFIGURATION** tab, click **REFRESH**.

   Note: If there is no refresh option, select **DOWNLOAD NOW**.
3. From the **CURRENT** list, select the current panel configuration.
4. Make the required changes and select the **Show only changed** check box to review your changes.
5. Click **UPLOAD**.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Synchronizing the configuration of an individual panel

Devices tab

Locations tab

Provide custom location names to zones for ease of reference.

Note: The **LOCATIONS** tab only appears in the panel hub for PowerMaster panels.

Figure: Locations tab

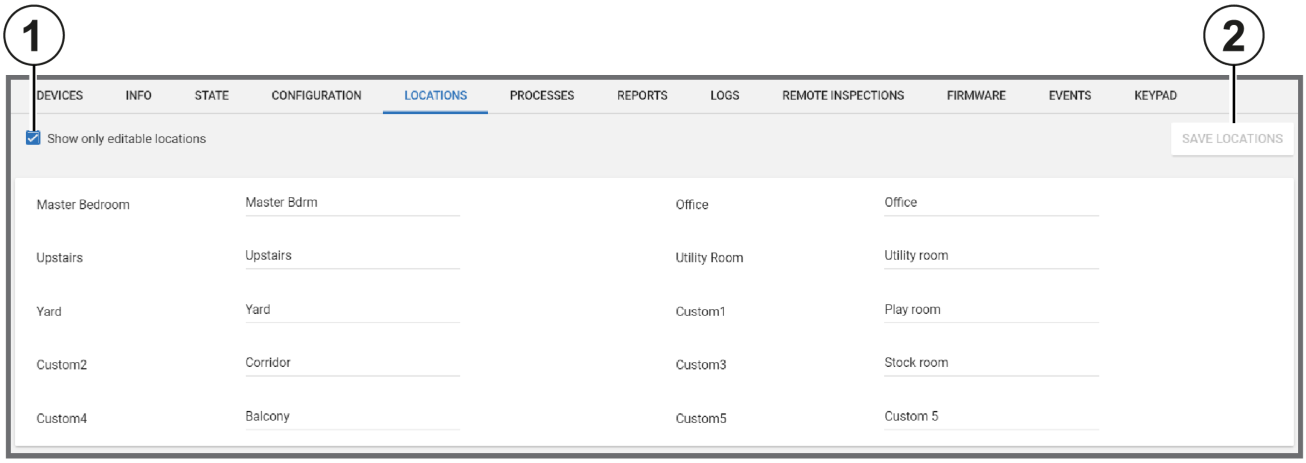


Table 40. LOCATIONS tab interface options

Callout	Name	Description
1	**Show only editable locations**	To view only locations that you can rename, select the **Show only editable locations** check box.
2	**SAVE LOCATIONS**	To rename a location, type a new name in at least one field and click **SAVE LOCATIONS**.
		Enter a maximum of 15 characters in any field. Type only the following characters only in the location fields: `A-Z`, `a-z`, `0-9`, `!`, `@`, `#`, `%`, `^`, `&`, `_`, `+`, `=`, `-`, `'`, `"`, `:`, `/`

Related topics

[*Devices tab*]

[*Panel hub*]

Processes tab

View a list of all processes for the selected panel on the **PROCESSES** tab. Each row represents a single process. Each process displays with a start time, description, current status, process initiator name, and duration.

Click **X** to cancel a process.

To view a list of all recent processes for all of the panels that are enrolled in the server, in the navigation pane, from the **System** list, select **Processes**. For more information about the **Processes** page, see *Processes page*.

Related topics

Devices tab

Processes page

Panel hub

Reports tab

View reports that have occurred or are scheduled to occur for an individual panel on the **REPORTS** tab. The tab displays this information on a calendar.

Figure: Navigating the Reports tab

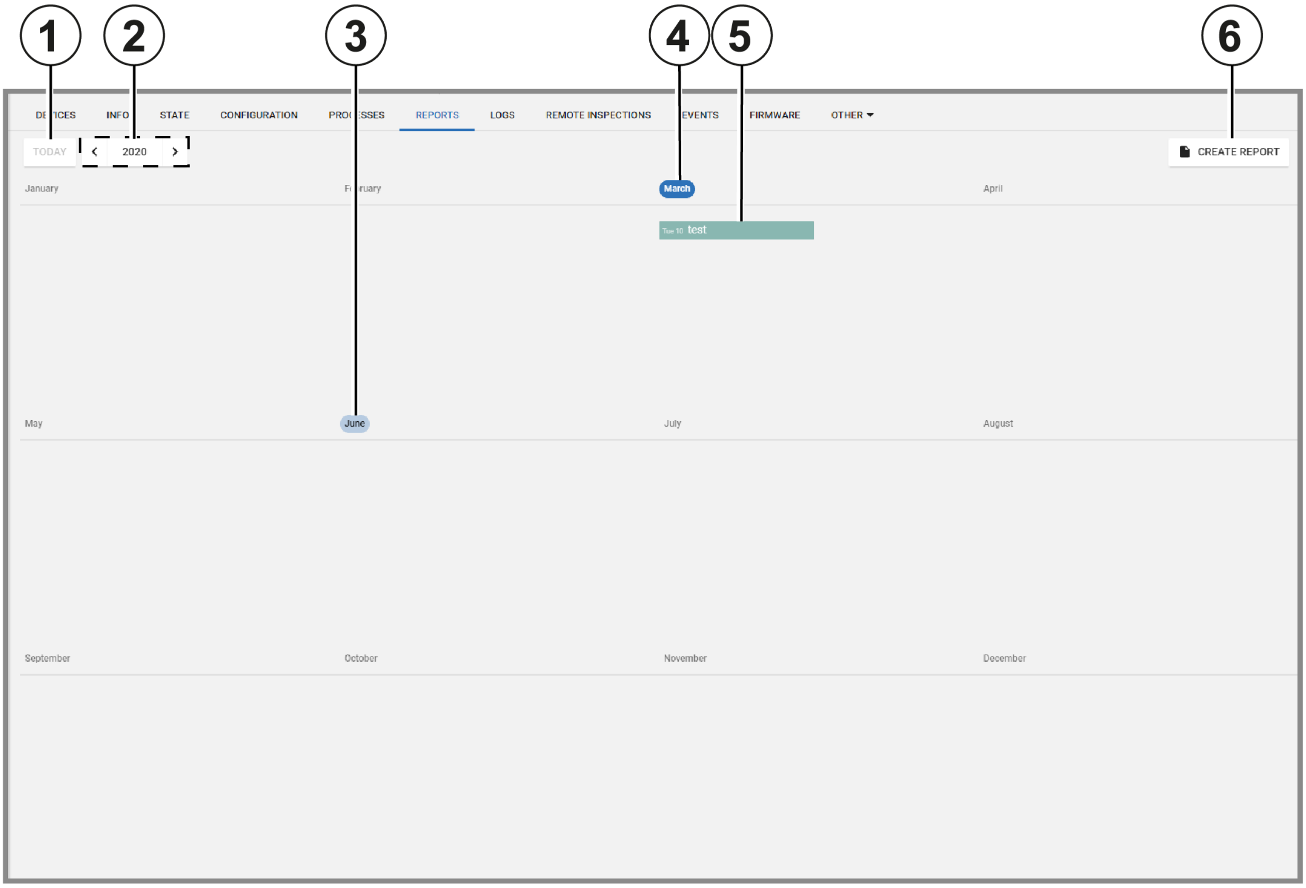


Table 41. REPORTS tab interface elements

Callout	Name	Description
1	Today	Click **TODAY** to return to the current month.
2	Month and year selector	The calendar displays one month or one year at a time. To change the month or year, click the arrows to the left of the month name. To change from the month view to the year view, click the button between the arrow selectors.
3	Select month	Click a month to open the calendar month in the viewer.
4	Current date or month	A blue circle indicates the current day or month.
5	Report	All reports appear in the calendar and each report is a different color. Select a report to display the file download options. Click **CSV** or **PDF** to download the report in the chosen format. PDF is a more readable file type than CSV.
6	**CREATE REPORT**	Click to create a new report. For more information, see *Creating new reports*.

Related topics

Reports page

Creating a new report on the Panels page

Creating a new report on the Reports page

Devices tab

Panel hub

Logs tab

Navigating the Logs tab

View log files on the **LOGS** tab. Log files record all events that occur in the panel.

Figure: Navigating the LOGS tab

Table 42. LOGS tab interface elements

Callout	Name	Description
1	Event number	Each event in the panel has a number that identifies the event type.
2	Event time	Displays the time that the server receives the event notification from the panel
3	Event description	A textual description of the event
4	Date	Events are grouped by the day they occur.
5	Event source ID	Displays the ID of the source of the event. • The source ID for a sensor is its zone number. • The source ID for an arm or disarm state change is the user number of the user who changed the arm state. • The source ID for an action that the panel performs is the panel name. **Note:** The source ID is followed by the number of the partition that the event occurs in.
6	**REFRESH**	Click to download the most up-to-date log file on the **LOGS** tab
7	**DOWNLOAD CSV**	Download a CSV file of the events log
8	Standard and legacy logs	Click **STANDARD LOG** or **LEGACY LOG** to display the log list on the **LOGS** tab. Users can view and erase the standard log. Security operators and systems use the legacy log. The legacy log appears for

		PowerMaster panels only.

Related topics

Downloading a panel log file in the Panels hub

Devices tab

Panel hub

Downloading a panel log file in the panels hub

1. To open a panel in the panels hub, click the panel name in the **PANEL** column of the **Panels** page.
2. From the **LOGS** tab, click **DOWNLOAD CSV**.

The file downloads in the browser.

Related topics

Logs tab

Devices tab

Panel hub

Remote inspections tab

Navigating the Remote inspections tab

Manage the remote inspections for a single panel on the **REMOTE INSPECTIONS** tab in the panel hub.

For more information on remote inspections, see *Remote inspections page*.

Figure: Navigating the REMOTE INSPECTIONS tab

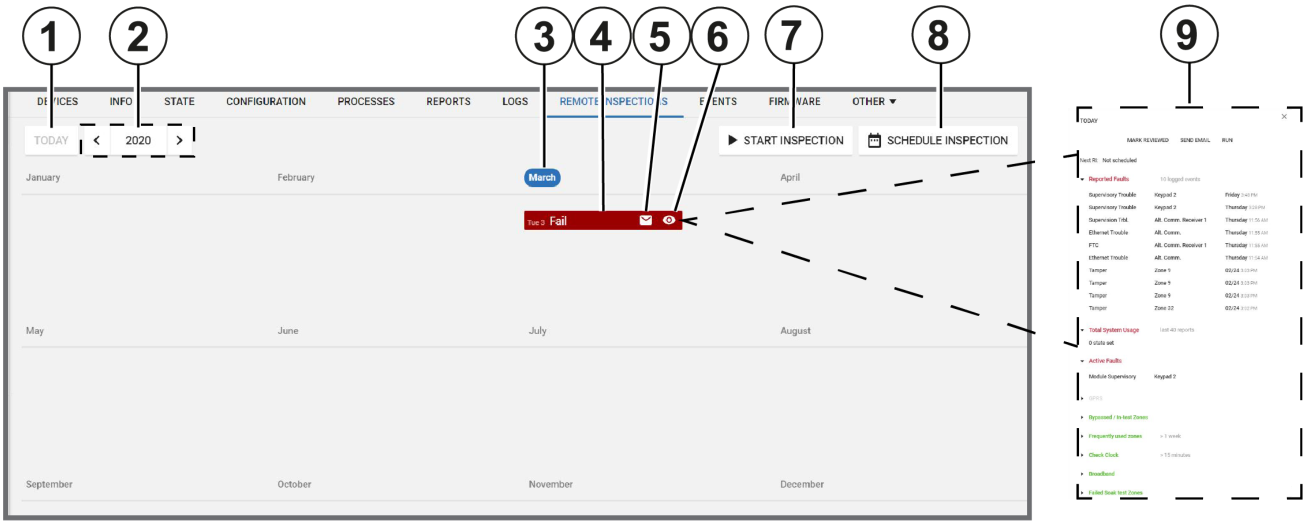


Table 43. REMOTE INSPECTIONS tab interface elements

Callout	Name	Description
1	**TODAY**	Click to return to today's date.
2	Year and month filter	Use the arrows to navigate the remote inspections by year or month on the calendar interface. When you are in the monthly view, click the button between the arrows to return to the annual view.
3	Month	Select the month to open it in the viewer. The current month is highlighted.
4	Inspection	All scheduled remote inspections appear in the calendar. The reports colors indicate the following test statuses: • **Red**: the test failed • **Green**: the test succeeded
5	Send email	Click the email icon to send the results of the remote inspection to a predefined email address. **Note:** • Define the email address when you add a panel on the **Panels** page. For more information, see *Adding a panel to the server*. • Change the email address on the **INFO** tab. For more information, see *Editing basic panel and customer information*.
6	Viewing status	Click to mark the remote inspection as viewed. The remote inspection is viewed. Only mark a remote inspection as viewed if your investigation is complete.
7	**START INSPECTION**	Click to initiate the selected remote inspection
8	**SCHEDULE INSPECTION**	Click to schedule the selected remote inspection to occur at a specific date and rate of recurrence. For more information, see *Scheduling a remote inspection for an individual panel*.

9	Examination pane	To examine the results of a remote inspection in the examination pane, click the remote inspections row. Select a section title to expand the test results. For more information on each test, see *Remote inspection tests*.

Related topics

Remote inspection tests

Remote inspection page

Devices tab

Panel hub

Scheduling a remote inspection for an individual panel

Note: To schedule a remote inspection for a batch of panels, see *Scheduling one or more remote inspections for a batch of panels*.

1. To open a panel in the panel hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **REMOTE INSPECTIONS** tab, click **SCHEDULE INSPECTION**.
3. In the dialog box, select **Enabled**.
4. Enter the required date in the **Next Inspection** field.
5. In the **Choose repetition** field, select how often you want the test to occur. You can select **Once**, **1 Month**, **3 Months**, **6 Months**, or **9 Months**.
6. Click **SAVE**.

Related topics

Remote inspections tab

Scheduling one or more remote inspections for a batch of panels

Remote inspection tests

Remote inspection page

Devices tab

Panel hub

Events tab

View events related to a single panel on the **EVENTS** tab.

Figure: Navigating the EVENTS tab

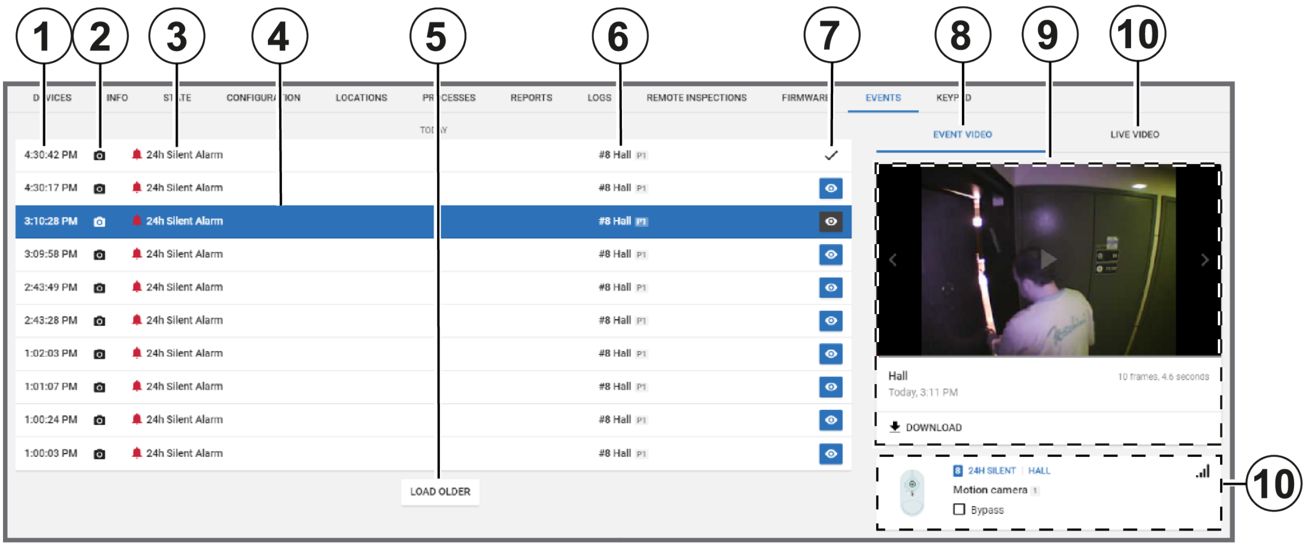


Table 44. EVENTS tab interface elements

Callout	Name	Description
1	Event time	The time the event occurs
2	Video content	The camera icon indicates that the event has video footage that you can view on the **EVENT VIDEO** tab.
3	Event description	A description of the alarm type. For more information, see Event severity in [Table 48]().
4	Selected event	Select an event row to view information about the related device in the examination pane.
5	**LOAD OLDER**	Click to load older events. By default, only 10 events display on the **EVENTS** tab.
6	Device number and partition	Displays the device number and its partition
7	Viewing status	Click the icon to mark the event as viewed. The event is viewed. Only mark an event as viewed if your investigation is complete.
8	**EVENT VIDEO** tab	The **EVENT VIDEO** tab appears if the selected device has a camera. Select the **EVENT VIDEO** tab to view the video footage related to the event.
9	Video footage	If an event has video, view the video footage here. • Click play to view video footage. • Click the arrows to view the footage frame by frame. • Click **DOWNLOAD** to download the video file locally. • For more information about viewing event video footage, see *Viewing event video footage in the events tab*.

10	**LIVE VIDEO** tab	Click the **LIVE VIDEO** tab to view live video footage from the source device. The live video stream lasts five seconds. **Note:** The **LIVE VIDEO** tab appears for Visonic panels only. You can enable or disable live video on demand capabilities during specific states only, such as an armed state. Define the video demand settings in the **Video on demand** field on the panel **CONFIGURATION** tab.
11	Device information	General information about the source of the event, such as a device.

Related topics

Events page

Viewing event video footage in the events tab

Devices tab

Panel hub

Firmware tab

Navigating the Firmware tab

Upgrade an individual panel's software and its connected devices on the **FIRMWARE** tab.

For Visonic panels, you can only upgrade panels and the power link. For Neo panels, you can upgrade the panel, the communicator, and any wired devices and modules. For more information about upgrading panels, devices, and modules, see *Firmware page*.

Figure: Navigating the FIRMWARE tab

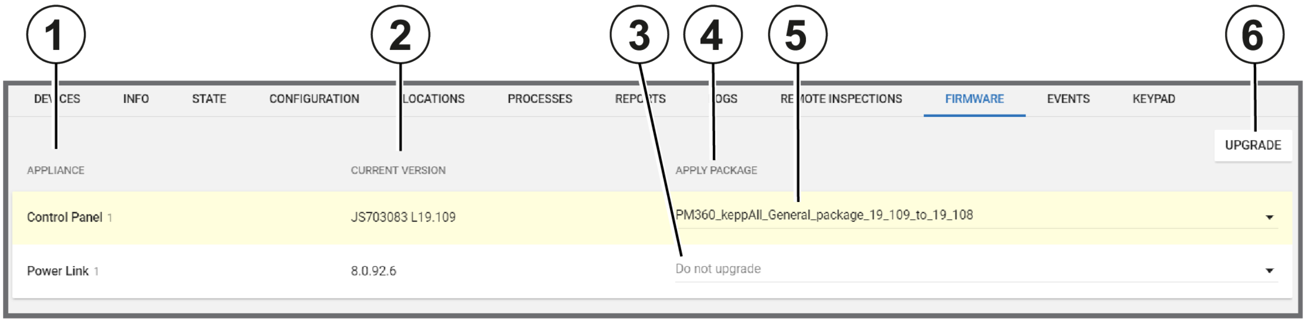


Table 45. FIRMWARE tab interface elements

Callout	Name	Description
1	**APPLIANCE**	Displays the appliance
2	**CURRENT VERSION**	Displays the current software version of the appliance
3	**Do not upgrade**	By default, no package is selected from the **APPLY PACKAGE** list.
4	**APPLY PACKAGE**	Find packages that are available for upgrade in the **APPLY PACKAGE** column. **Note:** T.3 tech support loads upgrade packages to the repository server.
5	**APPLY PACKAGE** drop-down	Select an upgrade package from the **APPLY PACKAGE** list.
6	**UPGRADE**	Click upgrade to upgrade an appliance to the selected package. For more information, see *Upgrading the firmware related to an individual panel in the Panels hub*.

Related topics

Firmware page

Upgrading the firmware related to an individual panel in the Panels hub

Devices tab

Panel hub

Upgrading the firmware of an individual panel in the panel hub

1. To open a panel in the panel hub, on the **Panels** page, select the panel name in the **PANEL** column.
2. On the **FIRMWARE** tab, select the device to upgrade.
3. From the **APPLY PACKAGE** list, select an upgrade package.
4. Click **UPGRADE**.

Related topics

Firmware tab

Firmware page

Devices tab

Keypad tab

Use a virtual keypad interface on the **KEYPAD** tab. To open a virtual keypad on the **KEYPAD** tab, click **CONNECT NOW** to connect to the physical keypad.

Important: Click **DISCONNECT** after you use the virtual keypad to disconnect from the physical keypad. If you do not disconnect, a communication backlog occurs and no other virtual keypad can connect. For more information, see Disconnect in Table 46.

Note: You can use the virtual and physical keypads simultaneously with Visonic panels. If you activate a Neo or PSP virtual keypad, the physical keypad deactivates.

Figure: Navigating the KEYPAD tab

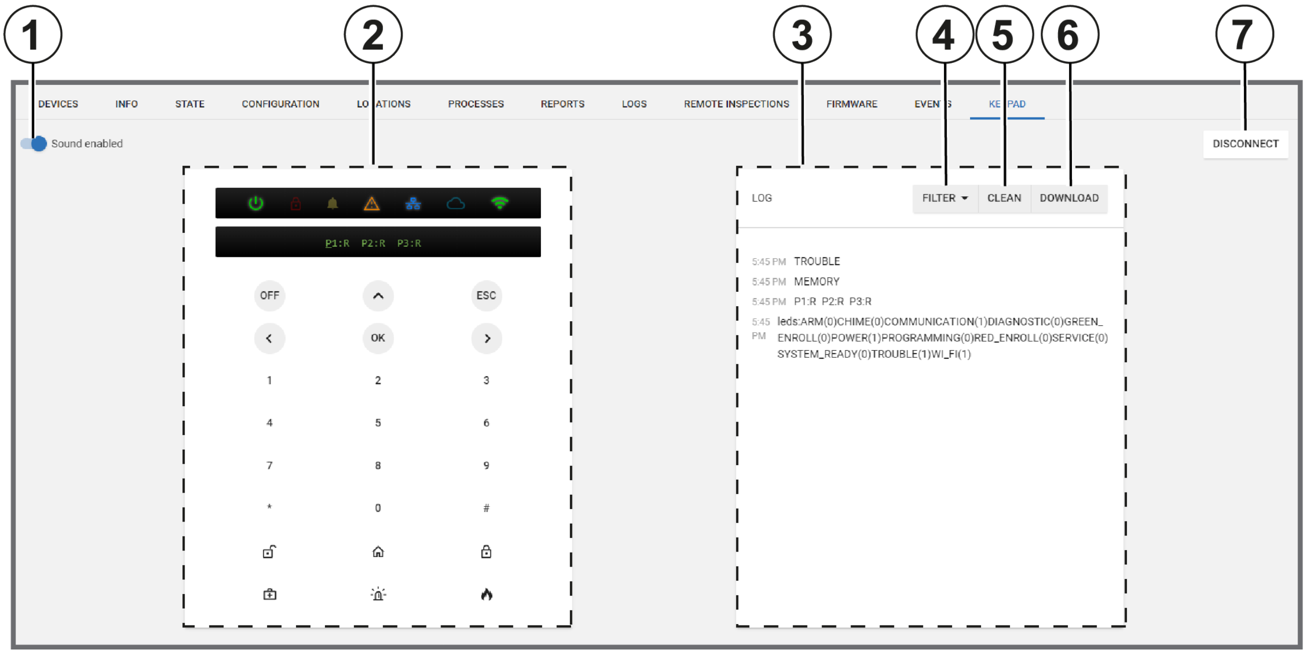


Table 46. KEYPAD tab interface elements

Callout	Name	Description
1	**Sound** toggle	Turn on **Sound enabled** to enable the sound of keypad notifications.
2	Virtual keypad	The virtual keypad mirrors the keypad buttons and the live LED and LCD display of the physical keypad. The LED display features the power status, trouble status, WAN, and WiFi connectivity icons.
3	Log	The log file records all messages between the keypad and the panel.
4	**FILTER**	To show only a specific category of message, from the **FILTER** list, select any of the following options: • **Key**: Display messages related to key presses only • **Leds**: Display messages related to LED status only • **Text**: Display messages related to LED text only
5	**CLEAN**	Click to erase the log
6	**DOWNLOAD**	Click to download the log locally
7	**DISCONNECT**	Click when you finish using the virtual keypad. Some physical keypads cannot function when the virtual keypad is connected.

Related topics

Devices tab

Panel hub

Remote Inspection page

Navigating the Remote Inspection page

A remote inspection is a series of nine tests that check a panel remotely for any faults that affect the system and its functionality. If at least one of the nine tests fail, the inspection fails. For more information about each inspection test, see *Remote inspection tests*.

Tests can be performed once or periodically. Finished remote inspections appear at the top of the page and uninitiated tests appear at the bottom of the page.

Filter your search of the **Remote Inspection** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **ACCOUNT**, **PANEL ID**, **GROUP**, **LAST RRI**, **NEXT RRI**, **EMAIL SENT**, and **REVIEWED**. For more information, see *Using the search filter*.

Figure: Navigating the Remote Inspection page

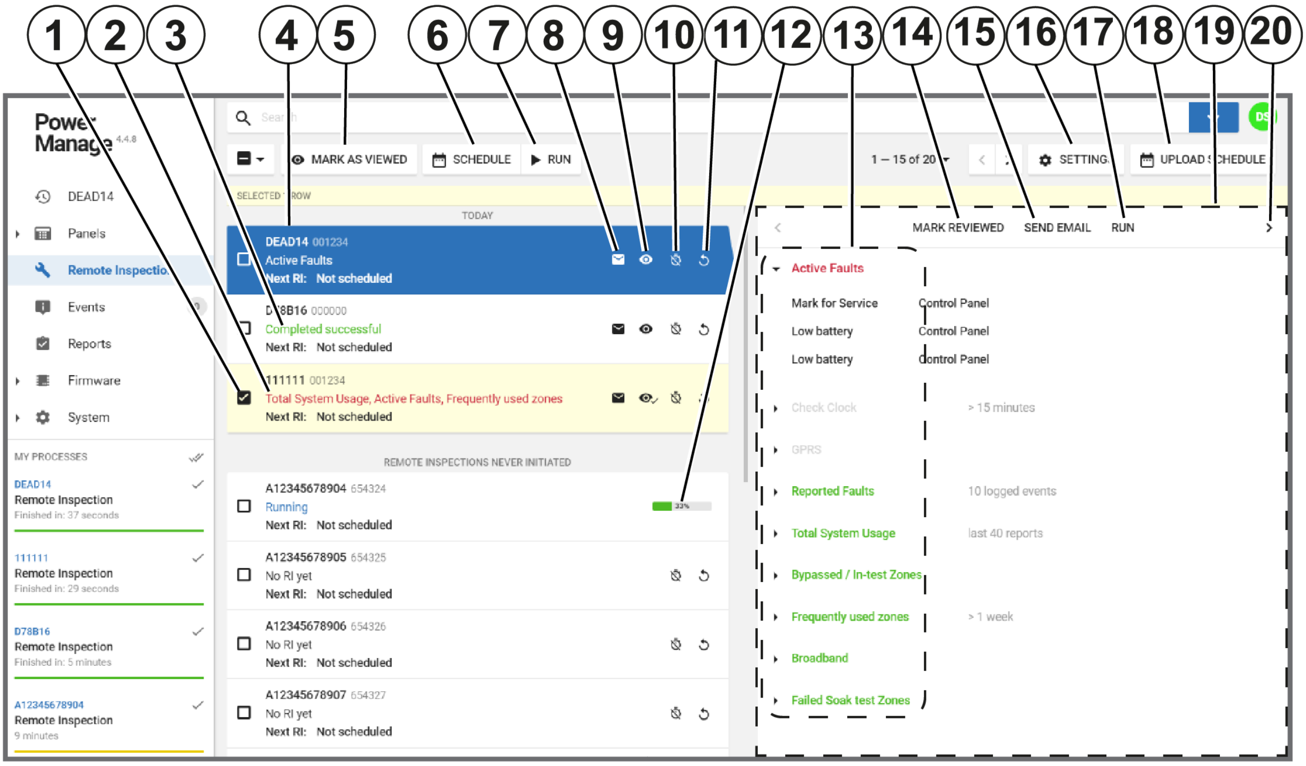


Table 47. Remote inspection page interface elements

Callout	Name	Description
1	Check box	Select one or more check boxes to perform an action. Select a check box to enable **MARK AS VIEWED**, **SCHEDULE**, and **RUN**.
2	Failed test	Red text indicates that the test is complete and that there was at least one failure.
3	Successful test	Green text indicates that the test is complete and that no failure is found.
4	Selected test	Click a completed test to view it in the examination pane.
5	**MARK AS VIEWED**	Click to mark one or more remote inspections as viewed. **MARK AS VIEWED** appears when you select a check box.
6	**SCHEDULE**	Click to schedule one or more reports. **SCHEDULE** appears when you select a check box.

7	**RUN**	Click to run one or more reports immediately. **RUN** appears when you select a check box.
8	Email icon	Email the results of the completed remote inspection to a user. This has the same function as **SEND EMAIL**. **Note:** For PowerMaster panels, the email address is defined in the private panel report. For Neo and PSP panels, the email address is defined on the **INFO** tab. For more information on the **INFO** tab, see *Info tab*.
9	Mark as viewed icon	Click to mark the completed remote inspection as viewed. This has the same function as **MARK AS VIEWED**. If a remote inspection is viewed, hover over the icon to see who viewed the report and when.
10	Schedule icon	Click the schedule icon to schedule a remote inspection or stop a scheduled remote inspection. This has the same function as **SCHEDULE**.
11	Run icon	Click to run a report immediately. This has the same function as **RUN**.
12	Progress tracker	Displays the completion percentage of a report that is in progress
13	Result color	When you view a report in the examination pane, the report title color indicates success or failure. • If the report title is green, the test is successful • If the report title is red, the test is unsuccessful. • If the report title is gray, the test did not complete due to lack of information. **Note:** To see a description of each test, see *Remote inspection tests*.
14	**MARK REVIEWED**	Click to mark a completed remote inspection as reviewed. This has the same function as **MARK AS VIEWED**. **Note:** If the report is already reviewed, this text is gray.
15	**SEND EMAIL**	Click to email the results of a completed remote inspection to a user that is defined in the private report in the panel. This has the same function as the email icon.
16	**SETTINGS**	Click to configure the general remote inspection settings. For more information, see *Remote inspection values*.
17	**RUN**	Click to run a report again immediately. This has the same function as Run icon and **RUN**.
18	**UPLOAD SCHEDULE**	Click to create a new remote inspection schedule. For more information, see *Creating a remote inspection for a batch of panels*.
19	Examination pane	Click a report to review the results in the examination pane. **Note:** To see a description of each test, see *Remote inspection tests*.
20	Next report	Click the arrow to review the next report in the test results window. **Note:** Click the arrow on the opposite side of the test results window to review the previous report.

Related topics

Remote inspection tests

Remote inspection values

Creating a remote inspection for a batch of panels

[Canceling a remote inspection](#)

[Running a remote inspection manually](#)

[Scheduling one or more remote inspections for a batch of panels](#)

Remote inspection tests

When you view a completed remote inspection in the examination pane, see to the following definitions:

Note: For more information about the examination pane, see Examination pane in Table 47.

Active faults

The **Active Faults** test is an inspection that checks the panel for faults that currently affect the operation of the panel.

Check clock

The **Check Clock** test is an inspection that checks if the time difference between the panel clock and the server clock is greater than the value set in *Remote inspection values*.

GPRS

The **GPRS** test is an inspection that checks for a GPRS heartbeat. The GPRS test passes in one of the following cases:

- The GPRS module does not exist. The test title displays in the color gray.
- The GPRS module exists but the keepalive messages are disabled. To disable or enable keepalive messages, see the **GPRS Keep Alive Enabled** toggle in *Group parameters*.
- The GPRS module exists and keepalive messages arrive on time.

Reported faults

The **Reported Faults** test is an inspection that checks the panel log file for faults. The test fails if a fault is found.

To define the number of recent events that the test inspects for faults, see **Check for reported faults in last** in *Remote inspection values*.

Total system usage

The **Total System Usage** test is an inspection that checks the panel for any arm or disarm logs.

- If there is at least one arm or disarm log, the test passes.
- Define how many reports from the panel that the test inspects in *Remote inspection values*.

Bypassed/In-test zones

The **Bypassed/In-test Zones** test is an inspection that checks the panel for any log of a bypassed zone. If the test finds that a zone is bypassed, the test fails.

Frequently used zones

The **Frequently used zones** test is an inspection that checks if zones have been activated in the time defined in the **Check frequently used zones not used over** value in *Remote inspection values*. If the time of inactivity is greater than the defined time, the test fails.

Note: The test bypasses zones that are defined as rarely triggered. To mark a zone as rarely triggered, see *Bypassing, soak testing, and marking a device as rarely triggered*.

Broadband

The **Broadband** test is an inspection that checks for the presence of a broadband heartbeat.

- If the panel is not connected by broadband or there is no broadband module, the test title displays in the color gray.
- If there is a heartbeat, the test passes. If there is no heartbeat, the test fails.

Failed soak test zones

The **Failed Soak test Zones** test is an inspection that checks for soak test zones that cause an alarm. If there are no sensors in soak test mode or no alarms from sensors in soak test mode, the test passes.

Note: To put a device in a soak test state, see *Putting a device in a soak test state*.

Remote inspection values

To change the remote inspection settings, on the **Remote Inspections** page, click **SETTINGS** and set your testing preferences. The definition list below defines each setting:

Check for reported faults in last

Set the number of recent events that the test inspects for faults in the panel log file.

- The test fails if a fault is found.
- Select either 10, 20, or 30 events to inspect.

Total system states in last

Set the number of reports that the test inspects for arm or disarm logs.

- The test fails if a system state change is not found in the panel log file.
- Select either 40, 60, or 120 reports to inspect.

Check frequently used zones not used over

Set the period of time the test inspects frequently used zones for an activation log. By default, all zones are defined as frequently used.

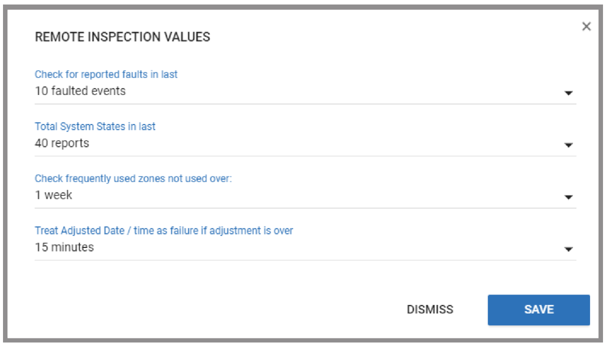
If a zone is rarely used, mark it as rarely triggered. To mark a device as rarely triggered on the **DEVICES** tab, see *Bypassing, soak testing, and marking a device as rarely triggered*.

Note: A zone is a sensor.

Treat adjusted date/time as failure if adjustment is over

Set the maximum allowed time difference between the panel and server clocks. If the time difference is greater that the value, the test fails.

Figure: REMOTE INSPECTION VALUES dialog box



Related topics

Navigating the Remote Inspection page

Creating a remote inspection for a batch of panels

Note: To create a remote inspection for a single panel, see *Scheduling a remote inspection for an individual panel*.

1. Open a new spreadsheet using your chosen application.
2. In the first row, type the panel name in column A, type the inspection date in column B, and type the number of months between each repetition in column C. For more information, see Figure.

   Note:

   - Enter the date in the following format: YYYY-MM-DD.
   - The recognized inspection repetition values for column C are: 0, 1,3, 6, 9. To perform the test once only, enter a value of 0.
3. **Optional:** To add an additional panel, type the relevant information in the row below the first entry and follow the same column format. You can add multiple panels.
4. To save the file in a comma delimited format, save the spreadsheet as a CSV file.

5. From the navigation pane in the PowerManage web application, click **Remote Inspection**.
6. Click **UPLOAD SCHEDULE**.
7. Click **CHOOSE FILE** and select the CSV file.

The remote inspection now appears on the **Reports** page.

Figure: Spreadsheet example

	A	B	C
1	A00000	2019-01-25	3
2	A00001	2018-01-25	

Related topics

Navigating the Remote Inspection page

Scheduling a remote inspection for an individual panel

Scheduling one or more remote inspections for a batch of panels

Note: To schedule a remote inspection for a single panel, see *Scheduling a remote inspection for an individual panel*.

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of the remote inspection to schedule.
3. Click **SCHEDULE** to open a dialog box.
4. In the **Next Inspection** field, enter a date manually or select a date in the calendar.
5. From the **Choose repetition** list, select how often you want the remote inspection to occur. You can select **Once**, **1 month**, **3 months**, **6 months**, or **9 months**.
6. Click **SAVE**.

Related topics

Navigating the Remote Inspection page

Scheduling a remote inspection for an individual panel

Canceling a remote inspection

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of the remote inspection you want to cancel.

   Note: You can only cancel a report that is scheduled to run.
3. Click **CANCEL**.
4. In the dialog box, click **CANCEL**.

Related topics

Navigating the Remote Inspection page

Running a remote inspection manually

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of one or more remote inspections to run manually.
3. Click **RUN**.
4. Click **BEGIN NOW**.

Related topics

Navigating the Remote Inspection page

Events page

Navigating the Events page

View a list of all panel events on the **Events** page.

Filter the **Users** page to return a match of specified criteria that you set in the search bar. Filter your search with one, or a combination of the following criteria:**SEVERITY**, **PANEL ID**, **PANEL NAME**, **ACCOUNT**, **HAS VIDEO**, **DATE** and **TYPE**. For more information about using the search filter, see *Using the search filter*.

Figure: Navigating the Events page

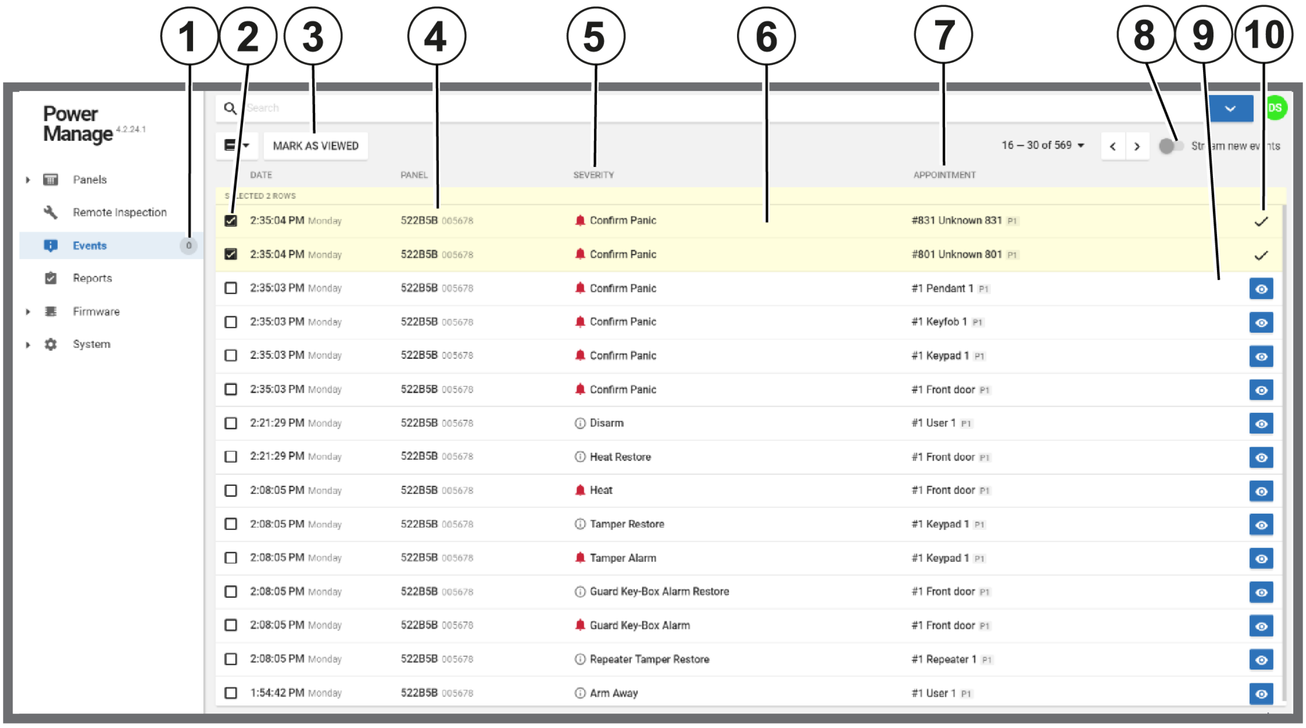


Table 48. Events page interface elements

Callout	Name	Description
1	Events since last logon	Displays the number of unresolved events since the user last logged on. To enable the notification, from the user icon list, select **Settings** and turn on **Enable alarm supervision**. For more information on the user icon, see User icon in .
2	Check box	Select the check box of one or more events to enable **MARK AS VIEWED**.
3	**MARK AS VIEWED**	Click **MARK AS VIEWED** to mark multiple events as viewed. This button has the same function as the **Viewed** icon, but it can be performed on more than one event. **Important:** Only mark an event as viewed if your investigation is complete.
4	Panel name	Click the panel name to open it in the panel hub on the **DEVICES** tab. For more information, see *Panel hub*.
5	Event severity	The offline notification icon appears if the PowerManage server does not receive a keepalive message from the panel. **Note:** Define the delay between the panel's last keepalive message and the offline notification in the **Groups** page. For more information, see *Group parameters*.

		The online notification icon appears if the PowerManage server receives regular keep alive messages from a panel that was offline. The trouble icon appears next to the event in the **SEVERITY** column if there is a trouble event, such as a low battery, AC fail, gas or flood alert. The alarm icon appears if there is an event caused by a breach of security or safety. Panic alarms, burglar alarms and fire alarms are examples of alarms. The information event icon appears when a panel signals information such as a device bypass, an auto test, or any other information messages.
6	View in examine mode	Click the event row to open an event in examine mode. For more information on examining events, see *Examining events on the Events page*.
7	Appointment	You can find the source of the event in the **APPOINTMENT** column. The source can be one of the following examples: • Panel: Low battery, tamper, etc. • Device: The panic button on a key fob, a sensor triggering a burglar alarm • Server: Online and offline status reports
8	**Stream new events**	Turn on the **Stream new events** toggle to update the **Events** page every time a new event occurs. **Note:** By default, the **Stream new events** toggle is turned off.
9	Raw event number icon	Hover over the icon to view the raw event number that was sent to the server.
10	Viewed or unviewed icon	The eye symbol indicates unviewed reports. If you click the eye icon, a check mark replaces it to indicate the report is viewed. **Note:** Only mark an event as viewed if your investigation is complete.

Related topics

Examining event video on the Events page

Examining events on the Events page

Viewing events in the Events page

Viewing an event in the Events page

Examining event video on the Events page

1. In the navigation pane, select **Events**.
2. Select the event with video to examine. To filter the **Events** page to only display events with video footage, from the **Search** list, select **has video**. From the **Has Video** list, select **Yes**.
3. Play the video in the examination pane to view the recorded footage.
4. To view live footage, click **LIVE VIDEO**.
5. **Optional:** To download the footage, click **DOWNLOAD**.

Related topics

Navigating the Events page

Examining events on the Events page

Examining events on the Events page

On the **Events** page, select the line of an event to view it in examine mode. The event is highlighted and appears in context with other events from the panel that you can examine.

Figure: Examining events on the Events page

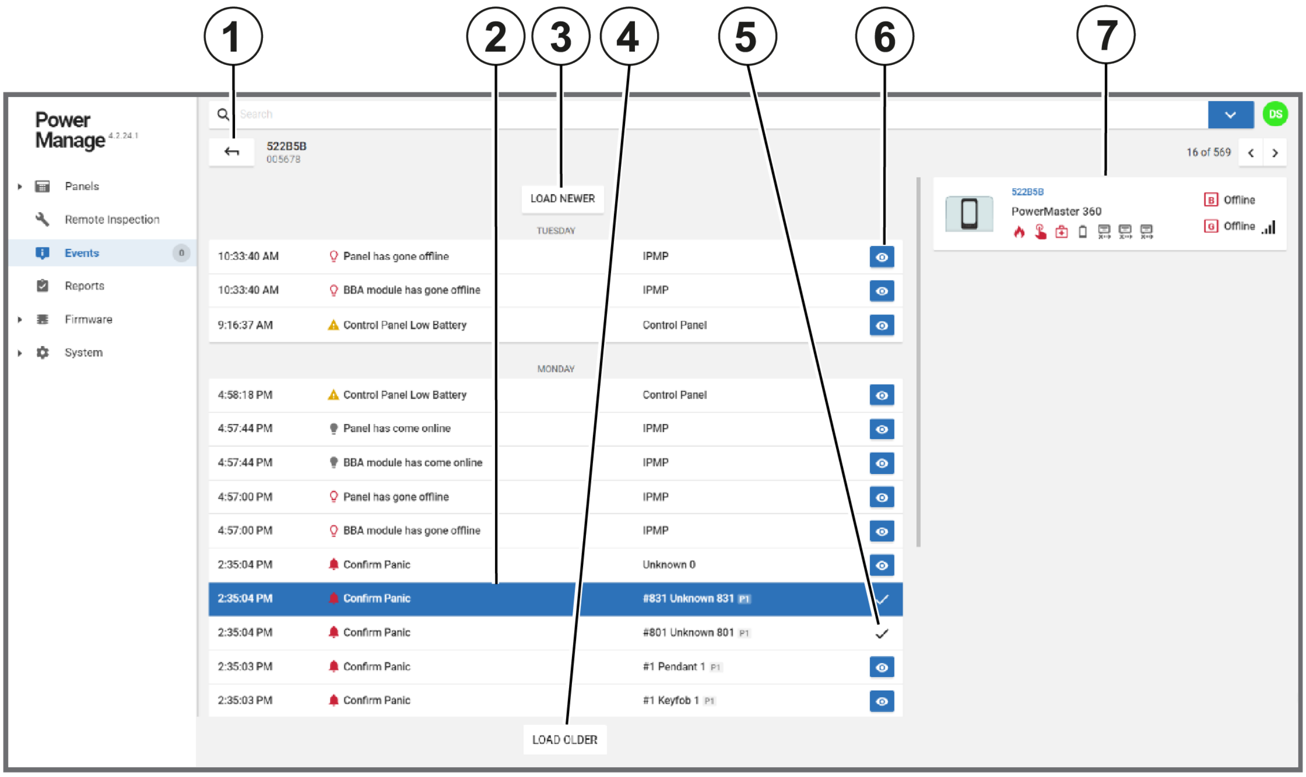


Table 49. Events page examination interface elements

Callout	Name	Description
1	Exit	Click the arrow to return to the Events page.
2	Selected event	The selected event is highlighted.
3	**LOAD NEWER**	Click **LOAD NEWER** to load up to ten more recent events. The **LOAD NEWER** button only appears if more recent events exist.
4	**LOAD OLDER**	Click **LOAD OLDER** to load up to ten more older events.
5	Viewed event	A check mark indicates that a user marked the event as viewed.
6	Unviewed event	The unviewed icon indicates that a report is not viewed. If you select the icon, a check mark replaces it to indicate that the report is viewed. Only mark an event as viewed if your investigation is complete.
7	Examination pane	Click an event row to see more information in the examination pane about the source device that detects the event.
		If the event has video footage, you can play the recorded footage in the examination pane. For more information, see *Using the video on demand tab*.

Related topics

Navigating the Events page

Examining event video on the Events page

Viewing events in the Events page

Viewing an event in the Events page

Using the video on demand tab

Viewing an event or multiple events on the Events page

1. From the navigation pane, select **Events**.
2. Navigate to the events you want to mark as viewed and select the check box at the start of each line.

   Note: You can select the eye symbol to quickly mark a single event as viewed. See Viewed or unviewed icon in Table 48.
3. Click **MARK AS VIEWED**.

Reports page

Navigating the Reports page

View, create, stop and remove reports on the **Reports** page.

Filter your search of the **Reports** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **IS ACTIVE**, **CREATED**, **LAST REPORT**, and **NEXT REPORT**. For more information, see *Using the search filter*.

Figure: Navigating the Reports page

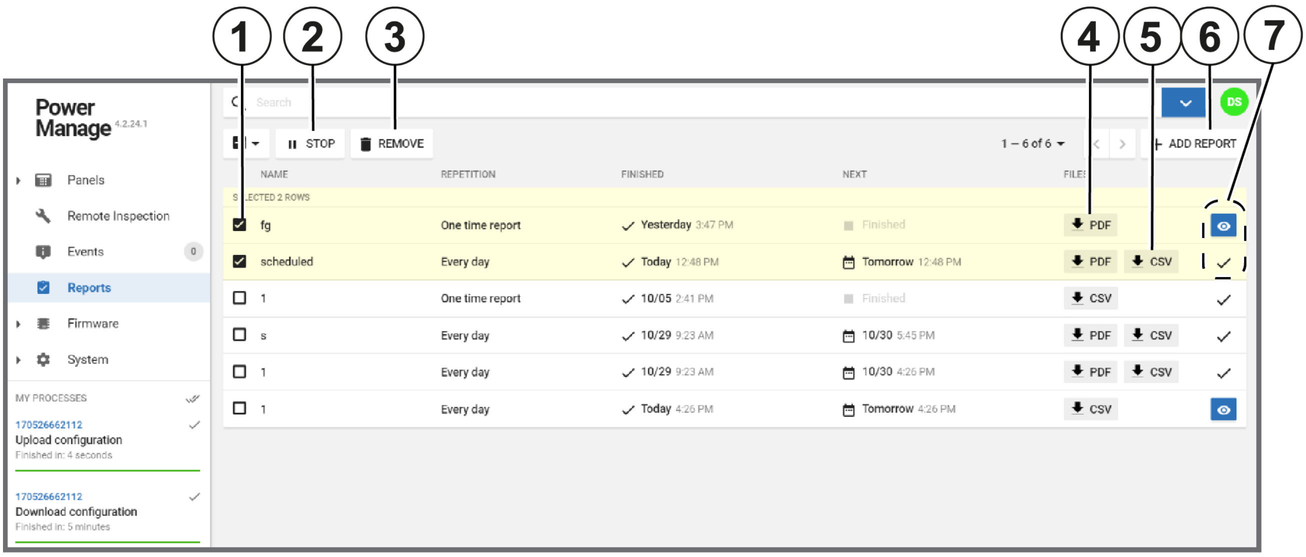


Table 50. Reports page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more reports to enable use of **STOP** and **REMOVE**.
2	**STOP**	Click to stop a report that is currently running. If you stop a report, it will not run on scheduled dates in the future. **STOP** appears when you select a check box.
3	**REMOVE**	Click to remove a report from the list of reports and cancel any recurrences that are scheduled in the future. **REMOVE** appears when you select a check box.
4	**PDF**	Click to download the report locally as a PDF file. The .pdf format is more readable than a .csv file and contains more panel information.
5	**CSV**	Click to download the report locally as a CSV file.
6	**ADD REPORT**	Click to create a new report for all panels that are enrolled on the server. For more information, see *Creating a new report for all panels on the server*. **Note:** To create a new report for one or more panels, see *Creating a new report on the Panels page*.
7	Viewed/unviewed icon	The eye icon indicates unviewed reports. If you click the icon, a check mark replaces it to identify the report as viewed. Only mark an event as viewed if you conclude the event investigation.

Related topics

Creating a new report for all panels on the server

Creating new reports

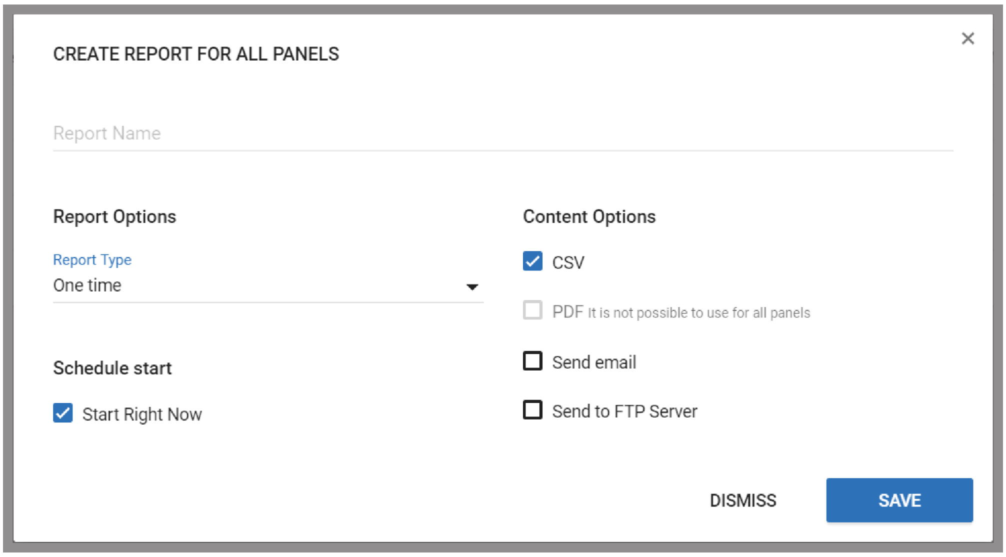
[*Stopping or removing a report from the Reports page*]

Creating new reports

To create a new report for all of the panels that are enrolled in the server, see the definitions below and follow the procedure in *Creating a new report on the Reports page*.

To create a new report for one or more panels, see the definitions below and follow the procedure in *Creating a new report on the Panels page*.

Figure: CREATE REPORT FOR ALL PANELS dialog box



Report Name

Name the report as descriptively as possible.

Note: The report name is mandatory.

Report options:

Report type

- **One time**: The report runs once only.
- **Daily**: Set your report to run daily, or in a regular sequence of days. For example, you can set the report to run every day, every two days, every three days, or at any regular interval up to every 30 days. You can also configure the report to run every weekday only.
- **Weekly**: Set the report to run on a weekly basis. For example, you can set the report to run every week, every two weeks, every three weeks, or at any week based interval up to every 52 weeks. You can set the day of the week you want the report to run.
- **Monthly**: Set your report to run on a monthly basis. For example, you can set the report to run every month, every two months, every three months, or at any month based interval up to every 12 months. You can then select one of two options to set the day of the month that the report runs:

1. Set the report to run on every first, second, third, fourth, or fifth day of the month.
2. Set the report to run on one specified day of the week, based on its ordinal occurrence in a month. For example, you can set the report to run on the first Monday of every month, the second Friday of every month, or the fourth Wednesday of every month. The highest ordinal occurrence you can set is the fourth occurrence of a day in the month.

Range of recurrence

Set the report to recur constantly, to end after a specified number of recurrences, or to end on a specified date.

Note: This option is not available if you set **Report Type** to **One time**.

Schedule start

Set when the recurring report starts. The default setting is **Start Right Now**.

If you clear the **Start Right Now** check box, a date and time field appear. Click the date field to select a start date in the calendar interface and click the time field to select a start time.

Note: If you click **X** in the time field, a default time of **12:00 AM** is set.

Content options

You can read reports on the **Reports** page. Alternatively, you can send a report to an email address or an FTP server site.

On the **Reports** page you can set the format of the report to a CSV file. The option to set the format of the report to a more readable PDF file is available only when you create a report on the **Panels** page. For more information, see *Creating a new report on the Panels page*.

Related topics

Navigating the Reports page

Creating a new report on the Panels page

Creating a new report for all panels in the server

1. In the navigation pane, click **Reports**.
2. Click **ADD REPORT**.
3. Enter a report name in the **Report Name** field and configure the settings to define your report.

   Note: See *Creating new reports* for more information on report settings.
4. Click **SAVE**.

The report now appears on the **Reports** page.

Related topics

Navigating the Reports page

Stopping or removing a report from the Reports page

Note: If you remove a report, it is deleted from the page and you cannot reuse it.

1. In the navigation pane, click **Reports**.
2. Select the check box of the report to stop or remove.

   Note: You can select multiple reports to stop or remove at the same time, but you can only perform one function at a time.
3. Perform one of the following actions:
   - Click **STOP**
   - Click **REMOVE**
4. Click **OK**.

Related topics

Navigating the Reports page

Firmware page

Navigating the Firmware page

You can mass upgrade the firmware of a group of control panels, Ethernet Powerlinks, wired keypads, PGH outputs, and communication boards on the **Firmware** page. A device group only appears on the **Firmware** page if the server contains an upgrade package related to the device.

After you select a device for upgrade, filter your search by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PANEL ID**, **ACCOUNT**, **GROUP**, **MODEL**, **CONTROL PANEL**, **WIRED KEYPAD**, **ZONE EXPANDER**, **OUTPUT EXPANDER**, **POWER SUPPLY**, **POWER SUPPLY WITH OUTPUTS**, **PGH**, **COMMUNICATOR**, **AUDIO VERIFICATION**. For more information, see *Using the search filter*.

In order for firmware packages to appear on the page, technical support must complete the following tasks:

- Download the upgrade packages to the repository server
- Connect the upgrade packages to the PowerManage server

Figure: Navigating the Firmware page and the CHOOSE DEVICE FOR MASS UPGRADE list

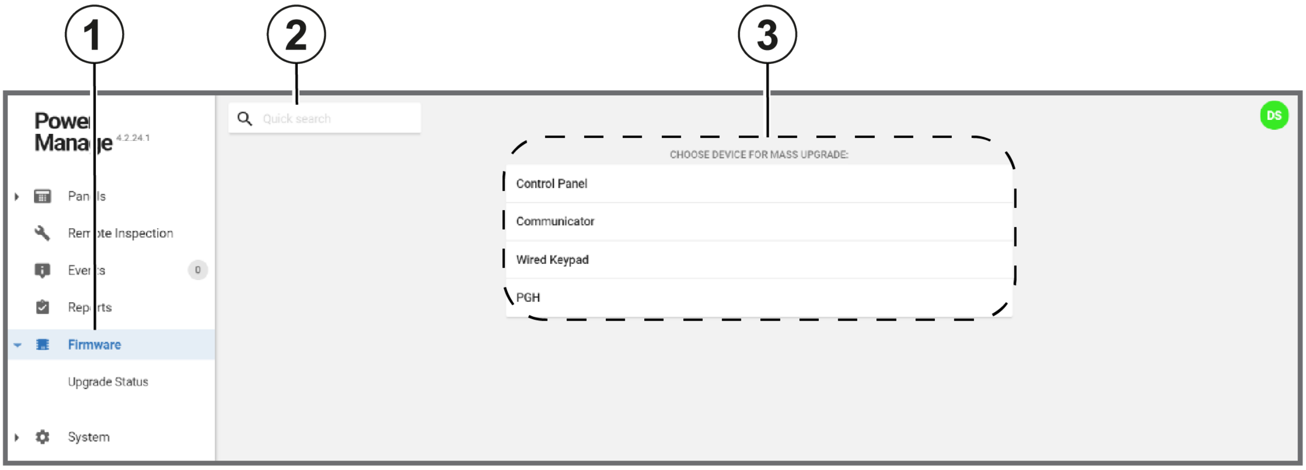


Table 51. Firmware page interface elements

Callout	Name	Description
1	Upgrade status	Click **Upgrade Status** to view the upgrade status of firmware upgrades.
		You can stop a software upgrade on the **Processes** page if it has a **START** status. For more information, see *Stopping a process*. To stop a process for an individual panel, see *Processes tab*.
2	**Quick search**	Enter a search term to search the devices that are available for upgrade.
3	Firmware groups	The firmware packages that are available for mass upgrade

Figure: Selecting a group to upgrade on the Firmware page

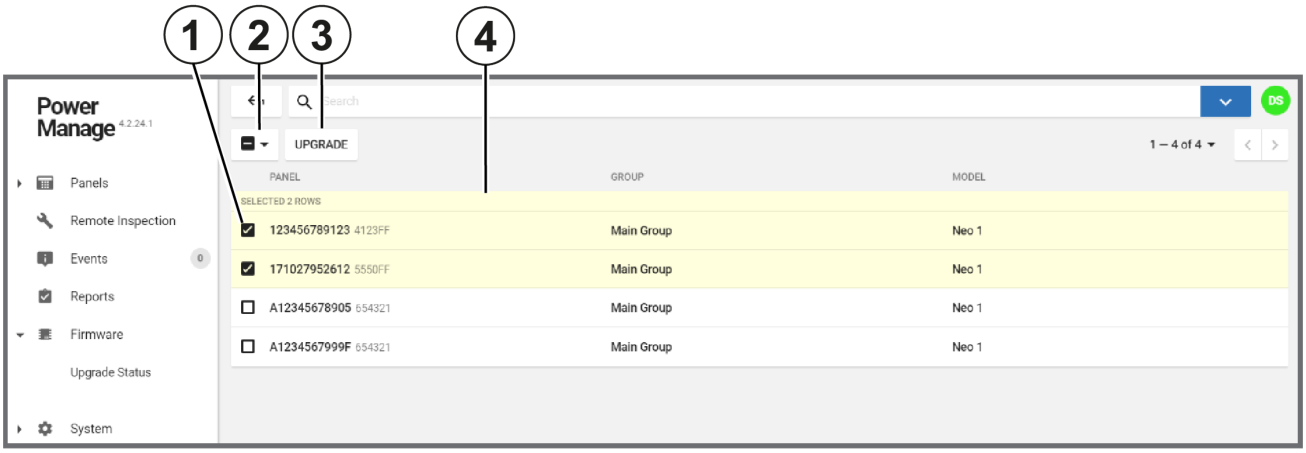


Table 52. Firmware page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more devices to enable **UPGRADE**.
2	Return	Click to return to **Firmware** page
3	**UPGRADE**	Click **UPGRADE** to apply the upgrade package to the selected groups. To upgrade the firmware of an individual panel, see Firmware tab.
		The firmware upgrade times out after a week if the process does not finish. If the panel is offline, in an armed state, or experiencing troubles, the upgrade process pauses in a **START** state. **Note:** Power-link upgrades are an exception. Power-link upgrades time out after one hour.
4	Device list	Only devices that are relevant to the upgrade package that you select appear in the device list.
		As well as selecting the upgrade package by device model, PowerMaster panels and GSM modem upgrade packages also require the current version number. The 4G/LTE cellular modem requires two separate upgrades. The first upgrade is 'GSM Modem' and second is 'OTA Modem'.

Related topics

Firmware tab

Mass upgrading the firmware of a device

Mass upgrading the firmware of a device

1. In the navigation pane, click **Firmware**.
2. From the **CHOOSE DEVICE FOR MASS UPGRADE** list, click the device type that you want to upgrade. For more information, see Firmware groups in Table 51.
3. From the **UPGRADE CONTROL PANEL TO VERSION** list, select the software version you want to upgrade the device to.
4. Select the check box of one or more panels to upgrade.
5. Click **UPGRADE**.
6. Click **OK**.

Related topics

Firmware page

Upgrading the firmware related to an individual panel in the Panels hub

System drop-down menu

To manage issues related to the server, select from the **System** drop-down menu.

Manage server issues related to the following categories:

- Settings
- Groups
- Processes
- Users
- Roles
- Action log
- Central stations
- Basic configurations
- Installers
- Interactive users
- Dashboard

Settings page

Navigating the Settings page

Use the settings page to set up server configuration parameters.

Figure: Navigating the Settings page

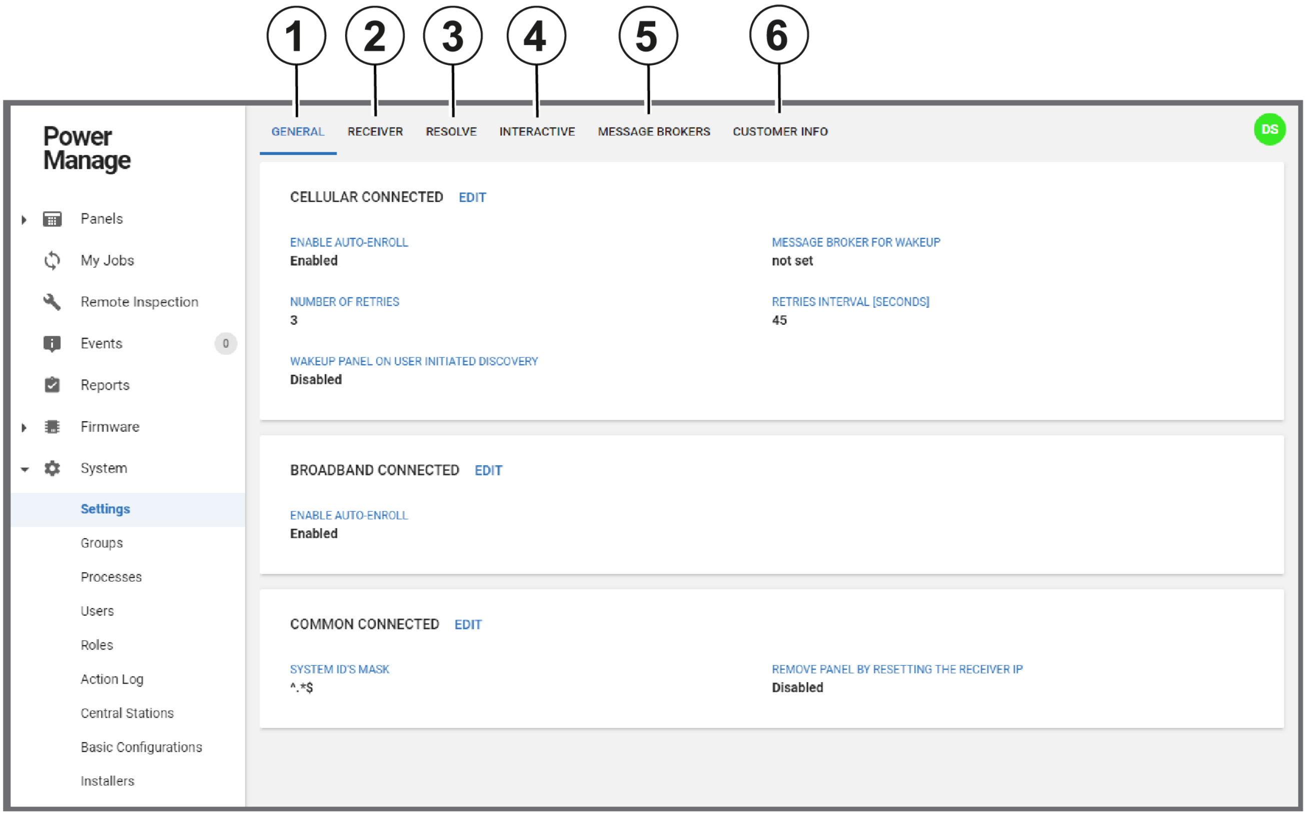


Table 53. Navigating the Settings page

Callout	Name	Description
1	**GENERAL**	Use the **GENERAL** tab to: • Enable or disable the auto-enrollment of panels to the server. To enable the auto-enrollment of panels by cellular connection, see Editing the cellular connection settings. To enable the auto-enrollment of panels by broadband connection, see Enabling or disabling the auto-enrollment of panels to the server by broadband connection. • Select a message broker for SMS wake up. For more information, see Adding a message broker to the system and Editing the user notifications settings. • Enable or disable wakeup SMS generation when the user starts a discovery process. For more information, see Editing the cellular connection settings. • Set a mask to enable only specific panels and prohibit authorized panels to connect to the server. For more information, see Masking the system ID. • Enable or disable the automatic deletion of the server IP address from a panel when you remove it from the server. For more information, see Enabling or disabling the automatic deletion of the server IP address from a panel when you remove it from the server.
2	**RECEIVER**	Use the **RECEIVER** tab to: • Enable or disable online and offline event the generation. For more information, see Enabling or disabling the generation of system online and offline events for one and two-channel panels. • Enable or disable email and SMS notifications for online and offline events. For more information, see Enabling or disabling email and SMS notifications for

		panel online and offline events.
3	**RESOLVE**	Use the **RESOLVE** tab to: • Enable or disable remote inspection success or failure event generation. For more information, see Enabling or disabling the generation of remote inspection success and failure events. • Enable or disable email notifications for successful remote inspections. For more information, see Enabling or disabling remote inspection success email notifications to the customer.
4	**INTERACTIVE**	Use the **INTERACTIVE** tab to: • Enable or disable the user app or the installer app as a default for new panels that are enrolled in the server. For more information, see Editing the interactive session settings. • For PSP panels that connect to the server with an IP channel, enable or disable a connection to the DLS service. The server prompts the panel to connect to the DSL application. This is also known as firewall friendly protocol transfer. For more information, see Editing the interactive session settings. • Enable or disable user permission to grant the installer access to the user's panel with the user application. For more information, see Editing the interactive session settings. • Limit the number of active user sessions per server and per panel. For more information, see Editing the user notifications settings. • Enable or disable email notifications for emails with video attachments and emails without video attachments. For more information, see Editing the interactive session settings. • Enable user app notifications with a pop-up dialog box. For more information, see Editing the user notifications settings.
5	**MESSAGE BROKERS**	Use the **MESSAGE BROKERS** tab to: • Add a message broker to the system so the PowerManage server sends SMS messages to panels. For more information, see Adding a message broker to the system. • Remove a message broker. For more information, see Removing a message broker from the server. • Edit message broker information. For more information, see Editing message broker information.

General tab

Editing the cellular connection settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **GENERAL** tab, in the **CELLULAR CONNECTED** section, click **EDIT**.
3. In the **EDIT CELLULAR CONNECTED SETTINGS** dialog box, perform one or more of the following actions:
   - To select a message broker for SMS wakeups, from the drop-down list, select a message broker from the **MESSAGE BROKERS** tab. For more information about adding a message broker to the system, see Adding a message broker to the system.
   - To set the number of times the server sends a wakeup SMS if the first wake up fails, enter the number in the **Number of retries** field.
   - To set the time interval between each SMS wakeup retry, enter a time in seconds in the **Retries Interval [seconds]** field.
   - To enable the auto-enrollment of panels to the sever, select the **Enable Auto-Enroll** check box. To disable the auto-enrollment of panels to the sever, clear the **Enable Auto-Enroll** check box.
   - To enable wakeup SMS generation when the user starts a discovery process, select the **WakeUp panel on user initiated discovery** check box. To disable wakeup SMS generation when the user starts a discovery process, clear the **WakeUp panel on user initiated discovery** check box.
4. Click **SAVE**.

Enabling or disabling the auto-enrollment of panels to the server by broadband connection

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **GENERAL** tab, in the **BROADBAND CONNECTED** section, click **EDIT**.
3. In the **EDIT BROADBAND CONNECTED SETTING** dialog box, perform one or more of the following actions:
   - To enable the auto-enrollment of panels to the sever, select the **Enable Auto-Enroll** check box.
   - To disable the auto-enrollment of panels to the sever, clear the **Enable Auto-Enroll** check box.
4. Click **SAVE**.

Masking the system ID

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **GENERAL** tab, in the **COMMON CONNECTED** section, click **EDIT**.
3. In the **EDIT COMMON CONNECTED SETTINGS** dialog box, enter a system ID mask in the **System ID's Mask** field.
4. Click **SAVE**.

Enabling or disabling the automatic deletion of the server IP address from a panel when you remove it from the server

1. In the navigation pane, click **System**, then click **Settings**.
2. From the **GENERAL** tab, in the **COMMON CONNECTED** section, click **EDIT**.
3. In the **EDIT COMMON CONNECTED SETTINGS** dialog box, perform one of the following actions:
   - To enable the automatic deletion of the server IP address from a panel when you remove it from the server, select the **Remove Panel by Resetting the Receiver IP** check box.
   - To disable the automatic deletion of the server IP address from a panel when you remove it from the server, clear the **Remove Panel by Resetting the Receiver IP** check box.
4. Click **SAVE**.

Receiver tab

Enabling or disabling email and SMS notifications for online and offline panel events

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RECEIVER** tab, in the **SUPERVISION** section, click **EDIT**.
3. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable email notifications, perform one or more of the following actions:
   - To enable email notifications, select the **Send Notification Email on Online/Offline Event** check box.
   - To disable email notifications, clear the **Send Notification Email on Online/Offline Event** check box.
4. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable SMS notifications, perform one or more of the following actions:
   - To enable email notifications, select the **Send Notification SMS on Online/Offline Event** check box.
   - To disable email notifications, clear the **Send Notification SMS on Online/Offline Event** check box.
5. Click **SAVE**.

Enabling or disabling the generation of system online and offline events for one and two-channel panels

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RECEIVER** tab, in the **SUPERVISION** section, click **EDIT**.
3. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable system online and offline event generation for one-channel panels, perform one or more of the following actions:
   - To enable the generation of system online and offline events, select the **Generate `SYSTEM OFFLINE/ONLINE` Events for One-Channel Panels** check box.
   - To disable the generation of system online and offline events, clear the **Generate `SYSTEM OFFLINE/ONLINE` Events for One-Channel Panels** check box.
4. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable the generation of system online and offline events for two-channel panels, perform one or more of the following actions:
   - To enable the generation of system online and offline events, select the **Generate `SYSTEM OFFLINE/ONLINE` Events for Two-Channel Panels** check box.
   - To disable the generation of system online and offline events, clear the **Generate `SYSTEM OFFLINE/ONLINE` Events for Two-Channel Panels** check box.
5. Click **SAVE**.

Resolve tab

Enabling or disabling remote inspection success email notifications to the customer

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RESOLVE** tab, click **EDIT**.
3. Perform one of the following options:
   - To enable email notifications, select the **Send Email to the Customer of Succeed RI** check box.
   - To disable email notifications, clear the **Send Email to the Customer of Succeed RI** check box.
4. Click **SAVE**.

Enabling or disabling the generation of remote inspection success and failure events

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RESOLVE** tab, in the **REMOTE INSPECTION** section, click **EDIT**.
3. In the **EDIT REMOTE INSPECTION SETTINGS** dialog box, perform one or more of the following actions:
   - To enable remote inspection success and failure event generation, select the **Generate 'Succeed/Failed RI' Event** check box.
   - To disable the generation of remote inspection success and failure event generation, clear the **Generate 'Succeed/Failed RI' Event** check box.
4. Click **SAVE**.

Interactive tab

Editing the user notifications settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **USER NOTIFICATIONS** section, click **EDIT**.
3. In the **EDIT USER NOTIFICATIONS SETTINGS** dialog box, perform one or more of the following actions:
   - To select a message broker for user notifications, from the **Message Broker** drop-down list, select a message broker. For more information about adding a message broker to the system, see Adding a message broker to the system.
   - To enable email notifications with video attachments, select the **Enable Emails with Attached Video** check box. To disable email notifications with video attachments, clear the **Enable Emails with Attached Video** check box.
   - To enable email notifications without video attachments, select the **Enable Emails without Attached Video** check box. To disable email notifications without video attachments, clear the **Enable Emails without Attached Video** check box.
4. Click **SAVE**.

Editing the interactive session settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **INTERACTIVE SESSION** section, click **EDIT**.
3. In the **EDIT INTERACTIVE SESSION SETTINGS** dialog box, perform one or more of the following actions:
   - Enter the type of application in the **Application Type** field.
   - To limit the number of connections to a server at a time, enter the maximum number in the **Limit of Concurrent Interactive Connections per Server** field.
   - To limit the number of connections to a panel at a time, enter the maximum number in the **Limit of Concurrent Interactive Connections per Panel** field.
   - To enable the user app as a default for new panels that are enrolled in the server, select the **Enable User App for New Incoming Panels** check box. To disable the user app as a default for new panels that are enrolled in the server, clear the **Enable User App for New Incoming Panels** check box.
   - To enable the installer app as a default for new panels that are enrolled in the server, select the **Enable Installer App for New Incoming Panels** check box. To disable the installer app as a default for new panels that are enrolled in the server, clear the **Enable Installer App for New Incoming Panels** check box.
   - To enable DLS service, select the **Enable DLS service** check box. To disable DLS service, clear the **Enable DLS service** check box.
   - To enable the ability for the user to grant the installer access to the user's panel with the user application, select the **Approve Installer Access by User** check box. To disable the ability for the user to grant the installer access to the user's panel with the user application, clear the **Approve Installer Access by User** check box.
4. Click **SAVE**.

Editing the advertisement settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **ADVERTISEMENT** section, click **EDIT**.
3. In the **EDIT ADVERTISEMENT SETTINGS** dialog box, in the URL field, enter the URL address.
4. Click **SAVE**.

Message brokers tab

Add a message broker to the system to enable the PowerManage server to send SMS messages to the following:

- Panels to wake up one or more panels
- The homeowner's phone to send event notifications to the user

To send an SMS, you can use the following options:

- A modem that is connected serially (deprecated) to the server
- A third-party message broker

The message broker tab displays the following:

- Third party message brokers: Most message broker companies provide a similar API. You can find five leading companies' APIs on the **MESSAGE BROKER** tab. You can use and modify any of these APIs to match the message broker company that you choose.
- Modems that connect to the server

To define a message broker for SMS wakeup, see Editing the cellular connection settings.

To edit the user notification settings, see Editing the user notifications settings.

To add a message broker to the system, see Adding a message broker to the system.

To edit message broker information, see Editing message broker information.

Figure: Navigating the MESSAGE BROKER tab

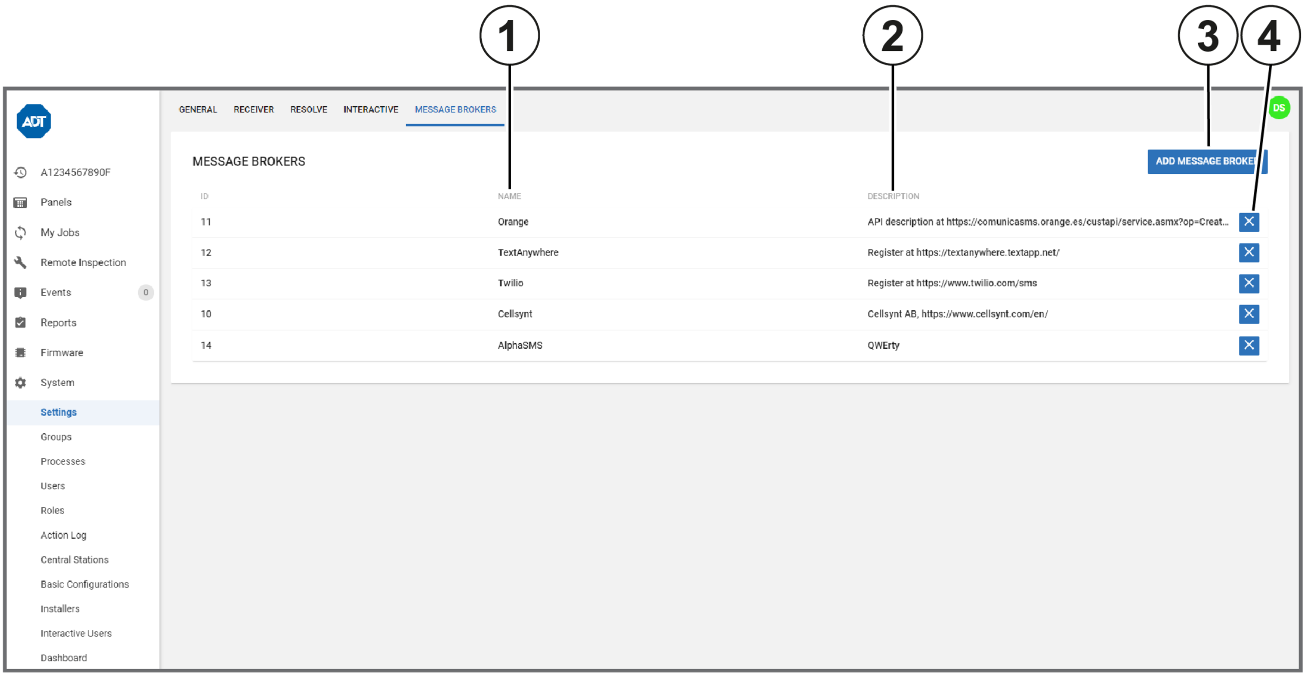


Table 54. MESSAGE BROKER tab interface elements

Callout	Name	Description
1	**NAME**	Displays the name of the message broker company
2	**DESCRIPTION**	Describes the message broker
3	**ADD MESSAGE BROKER**	Click **ADD MESSAGE BROKER** to create a message broker. For more information, see Adding a message broker to the system.
4	**X** button	Click to remove a message broker from the server

Adding a message broker to the system

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, click **ADD MESSAGE BROKER**.
3. Enter the required information in the **ADD MESSAGE BROKER SETTINGS** dialog box.
4. Click **SAVE**.

Add message broker settings

Figure: ADD MESSAGE BROKER SETTINGS dialog box

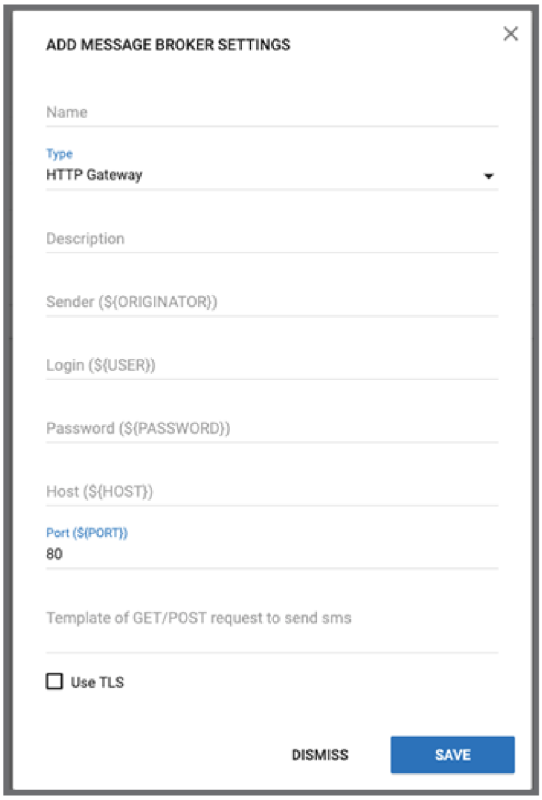


Table 55. ADD MESSAGE BROKER SETTINGS interface elements

Name	Description
Name	The name that identifies the message broker on the **MESSAGE BROKER** tab
Type	If the modem is connected to the server, from the **Type** drop-down, select **Serial Port**. To use a third party message broker, connect via HTTPS Ethernet (TCP/IP). From the **Type** drop-down list,select **HTTP Gateway**.
Description	Describes the message broker on the **MESSAGE BROKER** tab
Sender (${ORIGINATOR})	Your message broker's phone number. To the user, this number displays as the SMS sender.
Login (${USER})	The user logon that the message broker provides.
Password (${PASSWORD})	The password that the message broker provides.
Host (${HOST})	The message broker's URL.
Port (${PORT})	The port to use to connect to the message broker
Template of GET/POST request to send sms	The HTTP message that sends to the message broker. For more information about **Template of GET/POST request to send sms**, see Creating a GET or POST request template.
Use TLS	To enable TLS encryption, select the **Use TLS** check box.

Creating a GET or POST request template

The contents of the **Template of GET/POST request to send sms** field are sent as a HTTP/HTTPS message to the message broker site to send an SMS.

Important:

- The type, format, and parameters of a GET or POST message vary and depend on your message broker and your country. The guidelines below are general and you will need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.
- The request fails if you do not press the ENTER key on the keyboard after `HTTP/1.1` in the request method statement and at the end of each request header. For more information about the request method statement, see Step 1. For more information on request headers, see Step 2.
- The request fails if the request contains any unnecessary blanks.

1. On the first line, enter the request method statement. The request method statement generally begins with the request method, for example, GET or POST, and ends with `HTTP/1.1`. Enter the URI and the required key-value pairs between the request method and `HTTP/1.1`.

   Note: It is necessary to substitute the values with local environment variables as required. For more information, see Substituting values in your GET or POST request template.

2. On a new line, enter a request header, for example, `Host:`. Enter any additional request headers and ensure each request header is on a new line. Other examples of request headers include: `User-Agent:` and `Connection:`.

   Note: Use local environment variables as required. For more information, see Substituting values in your GET or POST request template.

Substituting values in your GET or POST request template

To convert an API query string value, replace it with its relevant local environment variable.

Important: The type, format, and parameters of a GET or POST message vary and depend on your message broker. These guidelines are general and you will need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.

Note: In GET or POST request example, the local environment variables are enclosed in curly braces and preceded by a dollar sign: `${}`.

In the example in GET or POST request example, the following conversions take place:

- `username=demot` converts to `username=${USER}`
- `&password=demo` converts to `&password=${PASSWORD}`
- `&msg=1234` converts to `&msg=${TEXT}`

Use the environment variables in the **ADD MESSAGE BROKER SETTINGS** dialog box. For more information, see Add message broker settings.

- **${ORIGINATOR}**: Your message broker's phone number. To the user, this number displays as the SMS sender.
- **${USER}**: The logon that the message broker provides.
- **${PASSWORD}**: The password that the message broker provides.
- **${HOST}**: The message broker's URL
- **${PORT}**: The port you use to connect to the message broker

As well as the environment variables in the **ADD MESSAGE BROKER SETTINGS** dialog box, PowerManage automatically creates the following variables that you can also use:

- **${CONTENT_LENGTH}**:Information about the size of POST request body
- **${ID}**: An auto-increment variable
- **${UUID}**: An auto-generated variable that is usually used as a message ID
- **${DESTINATION}**: SMS recipient number
- **${TEXT}**: Message text

GET or POST request example

Important: The type, format, and parameters of a GET or POST request vary and depend on your message broker. These guidelines are general and you will need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.

Example information provided

In the following general example, the message broker site is `http://www.vianett.com` and the message broker API URL is `https://www.vianett.com/en/developers/api-documentation/http-get-post-api`.

The API description contains the following example variables:

```
https://smsc.vianett.no/v3/send?

username=demot

&password=demo

&msgid=1234

&tel=4711111111

&msg=Hello+World

&pricegroup=300

&campaignid=12345
```

GET/POST template request

```
GET /v3/send?username=${USER}&password=${PASSWORD}&msgid=${UUID}&tel=${DESTINATION}
&msg=${TEXT}&campaigned=378404HTTP/1.1

Host:${HOST}

Port:${PORT}

User-Agent:firefox

Connection:close
```

Editing message broker information

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, click the message broker to edit.
3. Edit the required information in the **ADD MESSAGE BROKER SETTINGS** dialog box.
4. Click **SAVE**.

Removing a message broker from the server

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, navigate to the message broker to remove and select **X**.
3. Click **OK**.

Groups page

Navigating the Groups page

Manage panel groups on the **Groups** page. A group is a collection of panels that share the same configuration settings.

Note: Any panel that connects by auto enroll automatically joins **Main Group**.

Figure: Navigating the Groups page

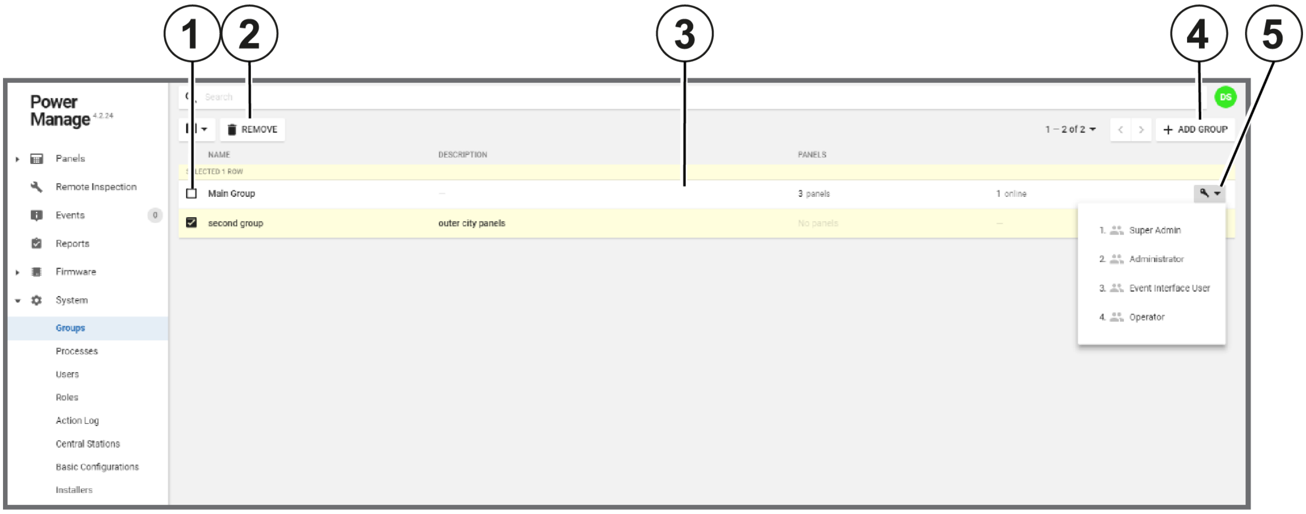


Table 56. Groups page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more groups to enable **REMOVE**.
2	**REMOVE**	Click to remove one or more selected panels from the server. Select a check box to enable **REMOVE**. **Note:** You cannot remove **Main Group**.
3	Group hub	Click the row of the group to open it in the group hub. In the group hub, you can view general group and central station information in the **GENERAL** and **CS COMMUNICATING** tabs. For more information on the group hub, see *Group hub*.
4	**ADD GROUP**	Click to add a new panel to the server. For more information about adding a group to the server, see *Adding groups to the Groups page* and *Adding a group to the Groups page*.
5	Connected users	Click the connected users icon to display a list of all of the server users that have privileges to view the panels of the group.

Related topics

Adding a new group

Group parameters

Configuring the central station communication settings for a group

Group hub

CS communicating tab in the group hub

Group central station communication settings

Group parameters

If you add a new group to the server or edit an existing group, configure the parameters in the **ADD GROUP** or **EDIT GROUP** dialog boxes.

To make a new group in the server, see *Adding a group to the groups page*.

To edit a group configuration, see **EDIT** in Table 59.

Figure: Group parameters dialog box

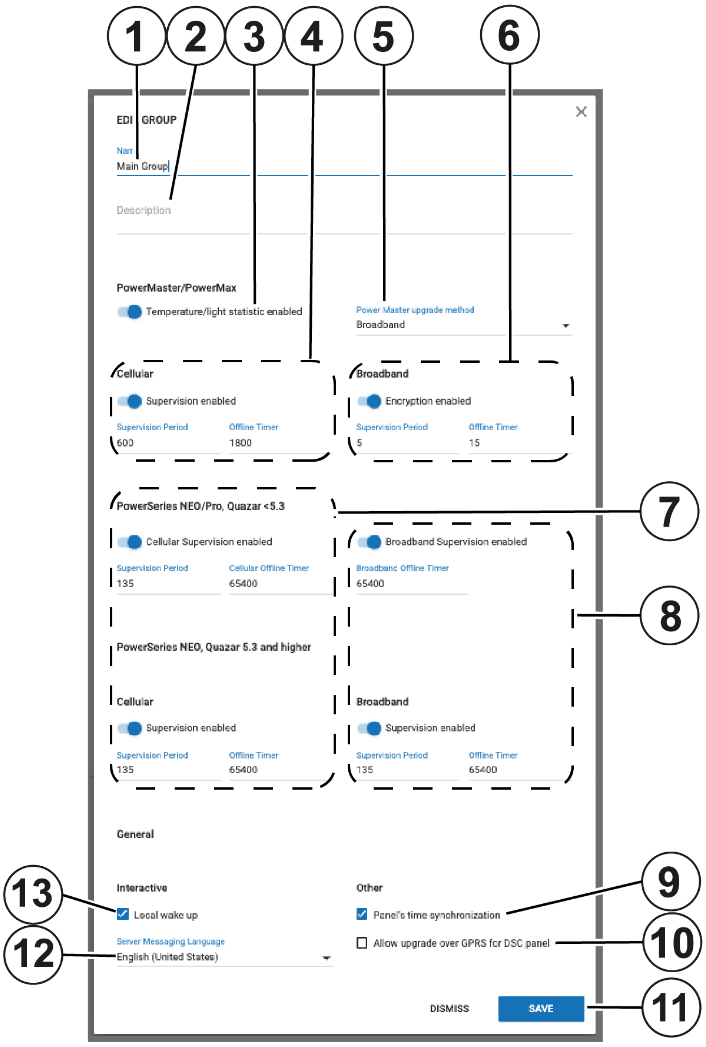


Table 57. Group parameters interface elements

Callout	Name	Description
1	Name	Each group name must be unique and can only contain the characters: A-Z, a-z, and 0-9. Spaces are also accepted.
2	Description	Enter an optional description of the group in the **Description** field.
3	Temperature/light statistic	Enable to record temperature and light measurements with smart devices. To view temperature and light graphs, in the panel hub, go to the DEVICES tab and click the smart device to open it in the examination pane. Note: If you enable Temperature/light statistic, the bandwidth between the panel and the server increases.
4	PowerMaster panel cellular supervision settings	• **Supervision enabled**: To disable the GPRS supervision and reduce GPRS communication, turn off **Supervision enabled**. Turn on **Supervision enabled** to enable the supervision. • **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the

		Supervision Period field. • **Offline Timer**: If no supervision message reaches the server, the panel's online status is set to **GPRS Offline** on the **Panels** page and a message is sent to the central station or automation. To delay the offline message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Offline Timer** field.
5	PowerMaster upgrade method	From the **PowerMaster upgrade method** list, select either **GPRS** or **Broadband** as a connection type for upgrades.
6	PowerMaster panel broadband supervision settings	• **Encryption enabled**: Turn on **Encryption enabled** to encrypt messages that are sent from the panel with SSL encryption. To disable encryption, turn off **Encryption enabled**. Old power-link boards cannot encrypt messages. With newer power-link boards, you cannot disable encryption if the security level is set to medium or high in the administration console. • **Supervision Period**: To define how often the panel sends supervision messages, enter a value in the **Supervision Period** field. The smallest value you can enter in the field is 5 seconds. • **Offline Timer**: If no supervision message reaches the server by Ethernet, the panel's online status is set to **BBA Offline** on the **Panels** page and a message is sent to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Offline Timer** field. **Note:** You cannot disable broadband supervision messages for PowerMaster panels.
7	Neo/Pro and Quazar panel cellular supervision settings	Edit the cellular connection settings for NEO/Pro and Quazar panels earlier than version 5.3 and NEO and Quazar panels later than version 5.3. • **Cellular Supervision enabled**: To disable the GPRS supervision and reduce GPRS communication, turn off **Cellular Supervision enabled**. To enable the supervision, turn on **Cellular Supervision enabled**. **Note:** If you turn on **Cellular Supervision enabled**, ensure that the correct receiver channel directs to a PowerManage server that can support a GPRS heartbeat. • **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the **Supervision Period** field. • **Cellular Offline Timer**: If no supervision message reaches the server, the panel's online status is set to **GPRS Offline** on the **Panels** page and a message sends to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Cellular Offline Timer** field.
8	Neo/Pro and Quazar panel broadband supervision settings	Edit the broadband connection settings for NEO/Pro and Quazar panels earlier than version 5.3 and NEO and Quazar panels later than version 5.3. • **Supervision enabled**: Turn on **Supervision enabled** to disable the Ethernet heartbeat. **Note:** If you enable the broadband supervision, ensure that

		the correct receiver channel directs to a PowerManage server that can support an Ethernet heartbeat. • **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the **Supervision Period** field. • **Broadband Offline Timer**: For panel with version 5.3 or earlier, if no supervision message reaches the server by Ethernet, the panel's online status is set to **BBA Offline** in the **Panels** page and a message is sent to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Broadband Offline Timer** field. • **Offline Timer**: For panel with version 5.3 or later, if no supervision message reaches the server by Ethernet, the panel's online status is set to **BBA Offline** in the **Panels** page and a message is sent to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Broadband Offline Timer** field.
9	Panel time synchronization	To periodically synchronize the panel clock with the server clock, select the **Panel's Time Synchronization** check box.
10	Allow upgrade over GPRS for DSC panel	Select the **Allow upgrade over GPRS for DSC panel** check box to enable firmware upgrades by cellular GPRS communication for NEO and PSP panels.
11	SAVE	Click to save the group configuration.
12	Server messaging Language	From the **Server Messaging Language** list, select a server messaging language.
13	Local wake up	Unlike Ethernet, GPRS does not provide an open session between the server and the panel. To send a wake-up SMS to the panel every time an open connection is required between the server and the panel, select the **Local wake-up** check box.

Related topics

Adding a new group

Group hub

Configuring the central station communication settings for a group

CS communicating tab in the group hub

Group central station communication settings

Adding a new group

1. In the navigation pane, click **System**, then click **Groups**.
2. Click **ADD GROUP**.
3. Enter the information required in the **ADD GROUP** dialog box. For more information about the **ADD GROUP** dialog box settings, see *Adding groups to the Groups page*.
4. Click **SAVE**.

The new group now appears on the **Groups** page.

To complete the setup, configure the central station communication settings. For more information, see *Configuring the central station communication settings for a group*.

Related topics

Adding groups to the Groups page

[Configuring the central station communication settings for a group]

[Groups page]

Group hub

View and edit general group settings and central station communication settings in the group hub. To open a group in the group hub, on the group page, click the group row.

Figure: Navigating the Group hub

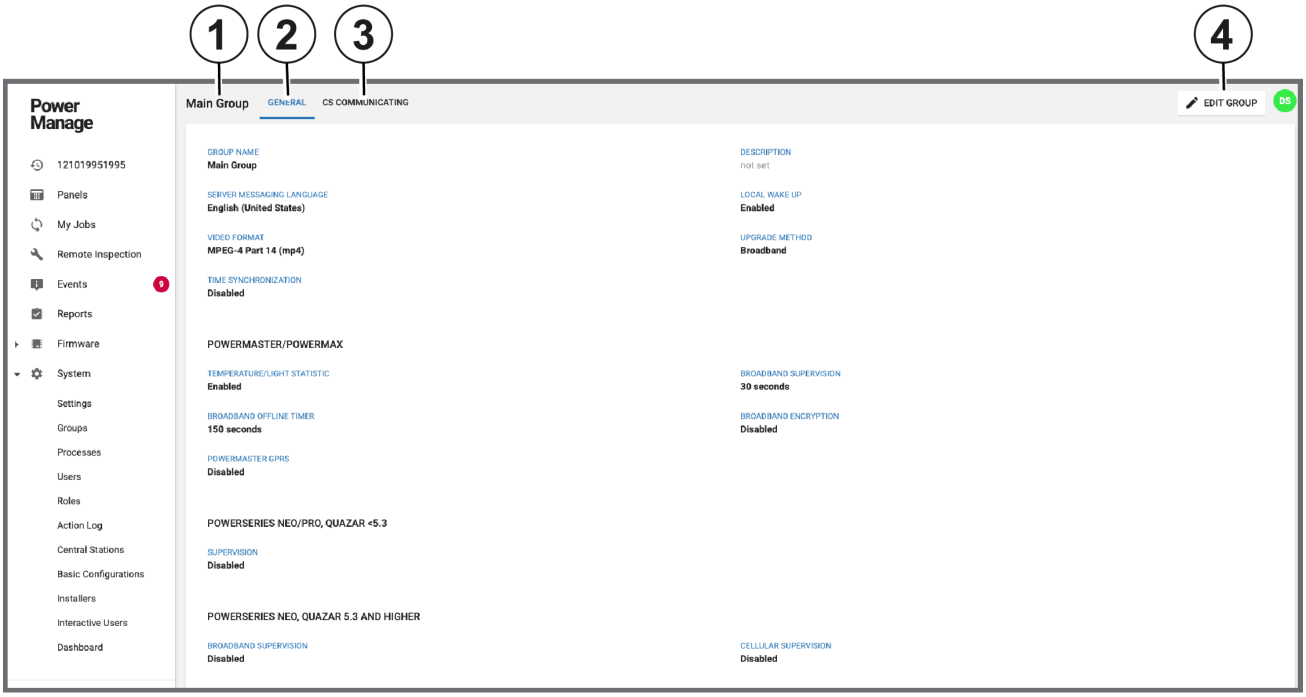


Table 58. Group hub interface elements

Callout	Name	Description
1	Group name	The name of the group you open in the group hub
2	Group **GENERAL** tab	Displays general group information and parameters. For a description of the group information and parameter fields, see *Groups page parameters*. To edit the group information and parameters, see Edit group.
3	Group **CS COMMUNICATING** tab	Click to manage the communication between the panel and the central station or automation. For more information, see *CS communicating tab in the Groups hub*.
4	**EDIT GROUP**	Click to edit the group page parameters. For more information, see *Group page parameters*.

CS communicating tab in the group hub

Define which event types are communicated to one or more central stations or automations on the **CS COMMUNICATING** tab.

Figure: CS COMMUNICATING tab in the group hub

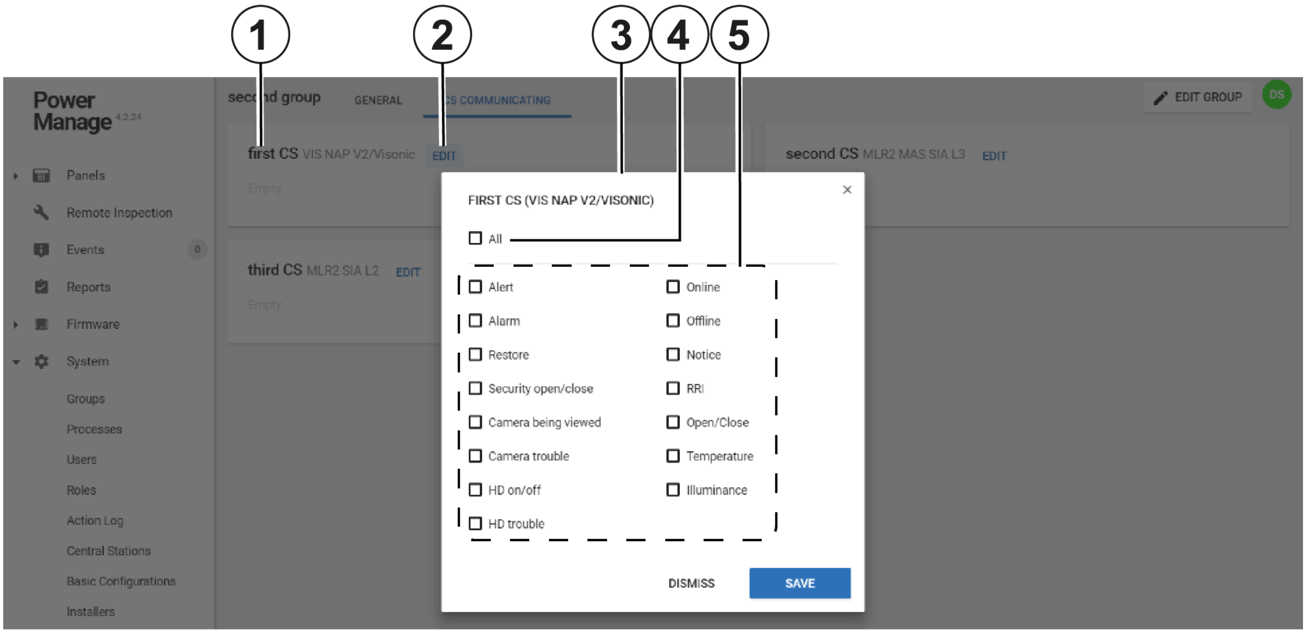


Table 59. CS communicating tab interface elements

Callout	Name	Description
1	Central station	A central station or automation that is connected to the group. The central stations that appear here are added and defined on the **Central stations** page. For more information, see *Central stations page*.
2	**EDIT**	To determine the event types that the panel group communicates to the central station, click **EDIT** to open the **Event types** dialog box.
3	Event types dialog box	Determine the event types that the group of panels communicates to the central station. • The name of the central station is the title of the dialog box. • To open the **Event types** dialog box, click **EDIT**.
4	**All** check box	Select or clear all of the event type check boxes with the **All** check box.
5	Event type check boxes	Select a check box to enable the communication of that event type to the central station. By default, all of the check boxes are cleared. For more information about each event type check box, see *Group central station communication settings*.

Related topics

Groups page

Configuring the central station communication settings for a group

Group hub

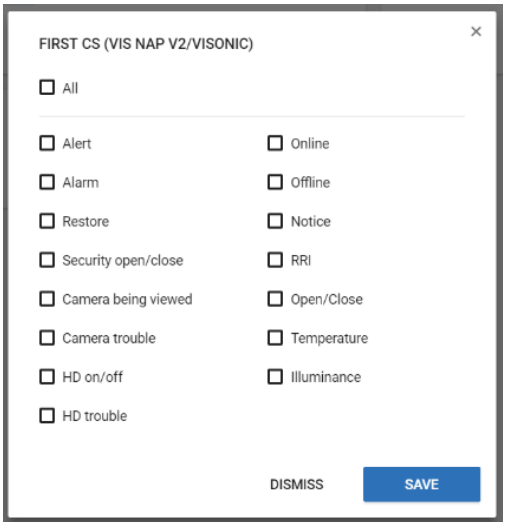
CS communicating tab in the group hub

Group central station communication settings

Group central station communication settings

Select a check box to enable or disable the communication of various event types to one or more central stations.

Figure: CS COMMUNICATING tab in the group hub



The following list defines the information each event type communicates to the central station when you select the relevant check box on the **CS COMMUNICATING** tab:

Alarm

If there is a security or safety breach, an alarm notification is sent to the central station. Examples of security and safety breaches are burglary, fire, emergency, and panic alarms.

Alert

If there is an event that requires attention, an alert notification is sent to the central station. Examples of alert events are low battery, AC failure, gas, and flood events.

Restore

If a detector reading returns to its original state, a restore alert is sent to the central station.

Security open/close

If the state of the panel changes, the central station is updated. Examples of panel states are away, home, and disarm.

Note: You can configure the panel to send detector open and close notifications even when the panel is in a disarm state.

Camera being viewed

If a PIR CAM requests video on demand, a notification is sent to the central station.

Camera trouble

Currently not supported.

Home devices (HD) on/off

If a PGM turns on or off, a notification is sent to the central station.

Home devices (HD) trouble

Currently not supported.

Online

When the panel goes online, a notification is sent to the central station.

Offline

When the panel goes offline, a notification is sent to the central station.

Notice

If there is an info message, such as a device bypass or panel auto test, a notification is sent to the central station.

Routine remote inspection (RRI)

After a routine remote inspection, a success or failure notification is sent to the central station.

Open/close

If the state of a detector changes, a notification is sent to the central station.

Illumination

If there is an alert related to light, a notification is sent to the central station.

Temperature

If there is a temperature alert, a notification is sent to the central station.

Related topics

Groups page

Configuring the central station communication settings for a group

Group hub

CS communicating tab in the group hub

Configuring the central station communication settings for a group

1. In the navigation pane, click **System**, then click **Groups**.
2. On the **Groups** page, click the group to configure.
3. Click the **CS COMMUNICATING** tab.
4. Navigate to the central station to configure and click **EDIT**.
5. Select the check boxes of the alert types to communicate to the central station. For more information, see *Configuring central station communication settings for groups*.
6. Click **SAVE**.

Related topics

Configuring the central station communication settings for a group

Groups page

Adding groups to the Groups page

Processes page

Navigating the Processes page

View a list of all processes on the **Processes** page. To view the processes for an individual panel, see *Processes tab*.

Each row represents a single process and each row displays the following:

- Process start time
- Panel ID
- Process description
- Current status
- Process creator name
- Duration.

This information is contained in the column titles: **STARTED**, **PANEL**, **PROCESS**, **STATUS**, **USER**, and **DURATION**.

Filter your search of the **Processes** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **PANEL ID**, **PANEL NAME**, **TYPE**, **USER**, **STATUS**, **STARTED AT**. For more information, see *Using the search filter*.

Figure: Navigating the Processes page

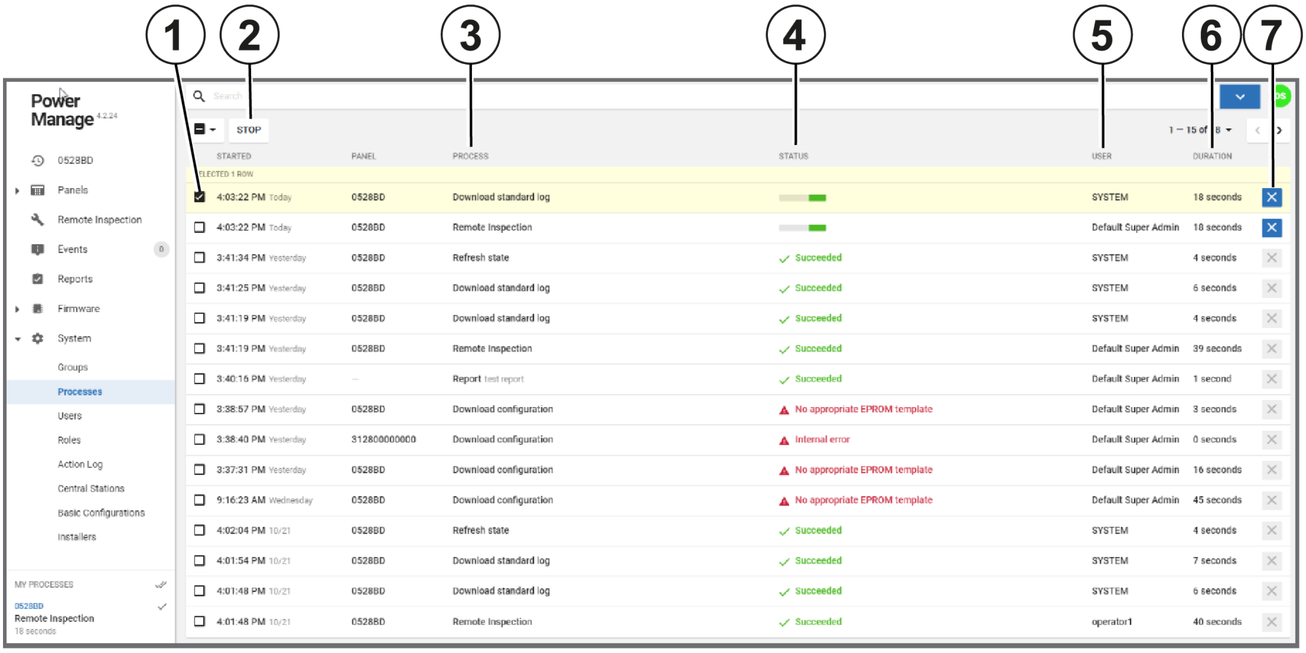


Table 60. Processes page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more processes to enable use of **STOP**.
2	**STOP**	Click to stop one or more selected processes that are running.
3	**PROCESS**	A description of the process
4	**STATUS**	A description of the of the process status. A progress bar indicates the process is running and the warning icon indicates the process stopped. The text after the warning icon indicates the reason the process stopped.
5	**USER**	Displays the name of the user that initiates the process **Note:** If a process requires a subsequent task to complete the current process, the user name for subsequent process task is **SYSTEM**.
6	**DURATION**	Displays the total or current run time of the process. For more information, see *Process duration column*.

7	Cancel process	Click to stop a process that runs **Note:**This has the same function as **STOP** except that you can only stop one process at a time.

Related topics

Process duration column

Stopping a process

Processes tab

Processes page duration column

when a process runs, the **DURATION** column displays the run time of the process. If a process is complete, the **DURATION** column displays the total run time of the process.

If the process does not finish, it times out after one hour. In this case, the process terminates and a time-out error displays in the **STATUS** column. The following examples are exceptions to this rule:

- A software upgrade cannot start if the panel is in an armed state.
- A software upgrade process times out after one week.
- A walk test for Neo panels times out after 15 minutes.
- A walk test for a PowerMaster panel times out after 500 seconds, or 8 minutes and 20 seconds.
- A remote inspection for Neo panels times out after 10 minutes.
- A video on demand process for a PIR CAM times out 10 minutes after it receives the final image.
- The estimated time-out period for a remote inspection is the number of devices, multiplied by 50 seconds.

Related topics

Navigating the Processes page

Stopping a process

Note: To stop a single process while it is in operation, Click **X**. **X** does not appear if you cannot stop the process.

To stop multiple processes at one time, complete the following steps:

1. In the navigation pane, click **System**, then click **Processes**.
2. Select the check box of one or more processes to cancel.
3. Click **OK**.

Related topics

Navigating the Processes page

Process duration column

Users page

Navigating the Users page

Add, suspend, remove, enable and edit server users on the **Users** page.

Important: You can manage all server users on the **Users** page, except the Default Super Admin. For more information on the Default Super Admin, see *Default super admin*.

Each row in the list represents an individual user and displays the following information:

- Username and email address
- User phone number
- Latest log in time. If there is no date and time information in the **LAST LOGIN** column, the user has never logged in to the server.
- Role of the user. For more information about roles, see *Roles page*.
- Title of the administrator who created the user account

This information is contained in the column titles: **NAME**, **PHONE**, **LAST LOGIN**, **ROLE**, and **CREATED BY**.

Filter your search of the **Users** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys:**NAME**, **PHONE**, **ROLE NAME**, **ROLE CREATOR NAME**, and **LAST LOGIN**. For more information, see *Using the search filter*.

Figure: Navigating the Users page

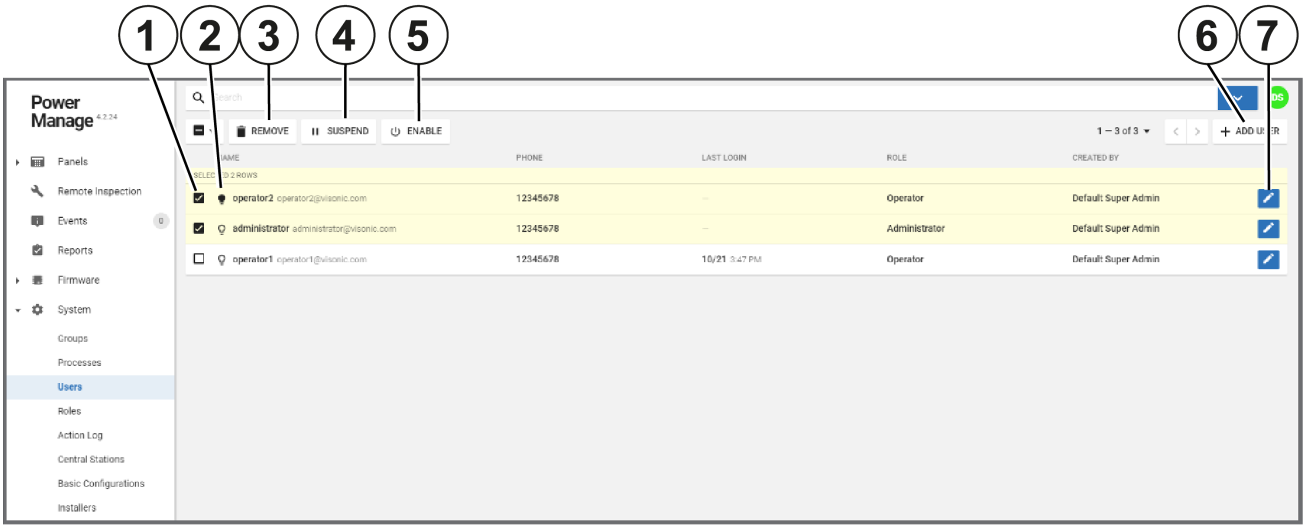


Table 61. Users page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more events to enable **REMOVE**, **SUSPEND**, and **ENABLE**.
2	User status	The user is enabled. The user is suspended. The user is logged in to the server.
3	**REMOVE**	Click to remove a user from the server
4	**SUSPEND**	Click to suspend a user. A suspended user cannot log on to the server.
5	**ENABLE**	Click to enable a user. Enabled users can log on to the server.
6	**ADD USER**	Click to add a new user to the server
7	Edit user	Click to edit user information

Related topics

[Adding a new user](#)
[Adding or editing users](#)
[Default super admin](#)
[Editing user information](#)
[Removing, suspending and enabling users](#)

Default super admin

There is always at least one Default Super Admin for a PowerManage server. The Default Super Admin is a permanent role with full privileges.

The default username and default password are as follows:

- Username: admin@tycomonitor.com
- Password: Admin123

Important: Change the Default Super Admin password as soon as possible. For more information on changing a password, see [Changing your logon password](#).

Related topics

[Adding or editing users](#)
[Navigating the Users page](#)

[Adding a new user]
[Editing user information]
[Removing, suspending and enabling users]

Removing, suspending and enabling users

1. In the navigation pane, click **System**, then click **Users**.
2. Select the check box of the user to remove, suspend, or enable.

   Note: You can select multiple users to remove, suspend or enable at the same time, but you can only use one of the functions at a time.
3. Perform one of the following actions:
   - Click **REMOVE**.
   - Click **SUSPEND**.
   - Click **ENABLE**.
4. Click **OK**.

Related topics

[Navigating the Users page]

Adding or editing users

Add a new user or edit the information of an exiting user on the **Users** page.

When you add a new user or edit the information of an exiting user, you can set the following information:

- **Full name**
- **Email address**
- **Phone number**
- **Country**
- **Belongs to role**
- **Password**

The user logs on to the system with the email address and password you define.

The **Belongs to role** list displays all roles available on the **Roles** page. For more information, see [Roles page].

Related topics

[Navigating the Users page]
[Adding a new user]
[Editing user information]
[Default super admin]

Adding a new user

1. In the navigation pane, click **System**, then click **Users**.
2. Click **ADD USER**.
3. Type the information required in the **Full name**, **Email Address**, **Phone**, **Country**, **Belongs to role**, and **Password** fields.
4. Click **SAVE**.

The new user now appears in the users list.

Related topics

[Adding or editing users]
[Navigating the Users page]

Editing user information

1. In the navigation pane, click **System**, click **Users**.
2. Navigate to the user that to edit and click the edit user button.
3. Edit the information you want to change in the **Full name**, **Email Address**, **Phone**, **Country**, **Belongs to Role**, and **Password** fields.
4. Click **SAVE**.

Related topics

Adding a new user

Adding or editing users

Default super admin

Navigating the Users page

Roles page

Navigating the Roles page

Assign roles to server users on the **Roles** page.

Each server user has one role type. The role type defines the following:

- The pages the user can access
- The functions the user can perform
- The groups the user can manage

Note: For more information about groups, see *Groups page*. For more information about users, see *Users page*.

Each row on the **Roles** page represents a role and displays the following information:

- The role name. Administrator, Operator, and Event interface user, are examples of role names. For more information, see *Role types*.
- The role name of the user that created the role
- The username of the role creator
- The groups available to the role

This information is contained in the column titles: **NAME**, **PARENT ROLE**, **CREATED BY**, and **GROUPS**.

Filter your search of the **Roles** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PARENT ROLE**, and **CREATOR**. For more information, see *Using the search filter*.

Figure: Navigating the roles page

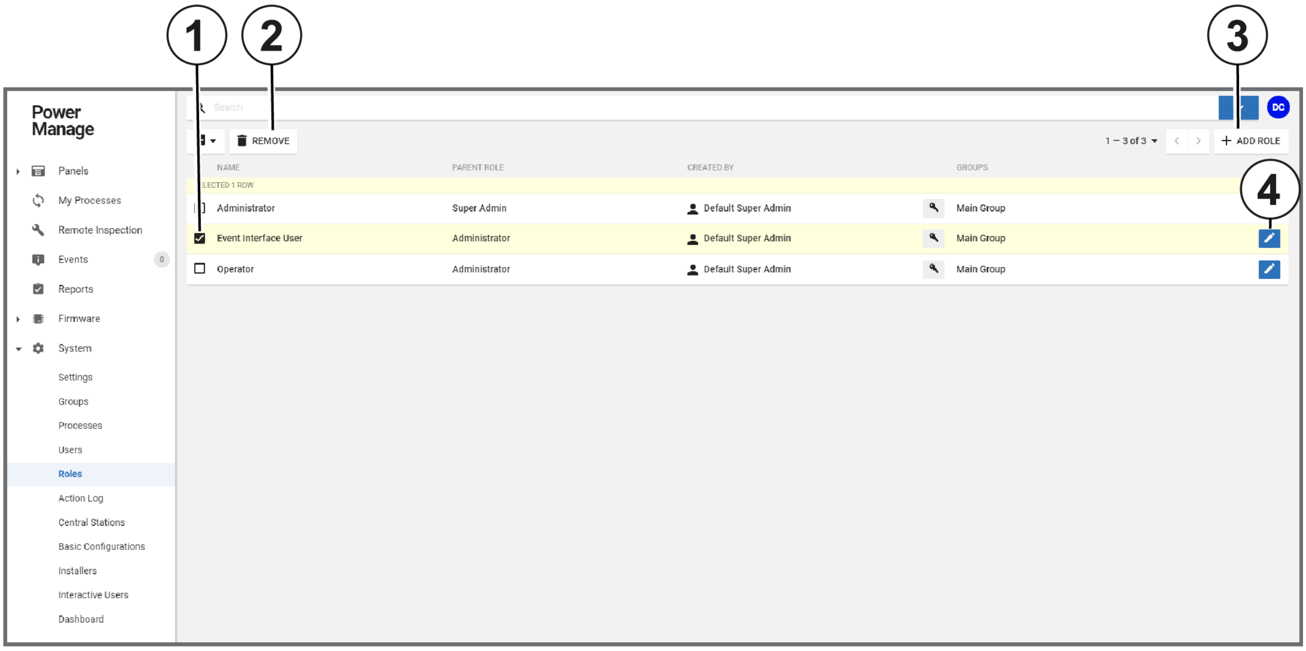


Table 62. Roles page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more roles to enable **REMOVE**.
2	**REMOVE**	Click to remove a user from the server. Do not remove all of the roles. If you remove all of the roles, you cannot create additional roles for new users. If a role is assigned to a user, you cannot delete the role on the Roles page. See *Users page* for more information.
3	**ADD ROLE**	Click to create a new role

4	Edit role	Click to edit a role **Note:** You cannot edit the Administrator role; all the permissions are enabled by default.

Related topics

Role types

Editing a role

Adding a new role

Role types

There are three predefined role types in the server: Administrator, Operator, and Event interface user.

You can change or remove these roles but do not remove all of the roles. If you remove all of the roles, you cannot create additional roles for new users.

Administrator

The administrator role can access all of the menus and pages. Managers use the administrator role.

Operator

The operator role can access all of the menus except the **System** list. Users that control panels but do not have any server configuration permissions use the operator role.

Event interface user

By default, the event interface user role does not have any permissions. The role is used by the automation software to retrieve alarm video scripts from the PowerManage server.

Related topics

Navigating the Roles page

Adding a new role

Editing a role

Adding a new role

1. In the navigation pane, from the **System** list, select **Roles**.
2. On the **Roles** page, click **ADD ROLE**.
3. Enter a role name in the **Name** field.
4. From the **Parent Role** list, select a parent role.
5. From the **Unit Groups** list, select one or more groups that the role manages.

   Note: A group defines the panel types that the role manages. For more information about groups, see *Groups page*.
6. Click **SAVE**.

Related topics

Navigating the Roles page

Editing a role

Role types

Editing a role

1. In the navigation pane, from the **System** list, select **Roles**.
2. Navigate to the role to edit and click the edit role button. For more information, see Edit role in Table 62.
3. Edit the role with one or more of the following actions:
   - Edit the information required in the **Name**, and **Unit groups** fields.
   - To delete a unit group, click **X**.
   - To add a unit group, click the **Unit groups** field and select one or more unit groups from the **Unit Groups** list.

4. Click **SAVE**.

Related topics

Navigating the Roles page

Role types

Adding a new role

Central stations page

Navigating the Central stations page

Use the **Central stations** page to manage the central station applications that connect to the PowerManage server.

On the **Groups** page, connect groups to one or more of the central stations defined on this page. For more information about groups, see *Groups page*.

Each row on the **Central stations** page represents a role and displays the following information:

- The Central station name
- The protocol used
- The communication parameters of the central station

This information is contained in the column titles: **NAME**, **PROTOCOL**, and **COMMUNICATION**.

Filter your search of the **Central stations** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PROTOCOL**, **HOST**, **PORT**, and **DEVICE**. For more information, see *Using the search filter*.

Note:

- The **Central stations** page is an automation application.
- Self-monitoring users do not need to use this page.

Figure: Navigating the Central Stations page

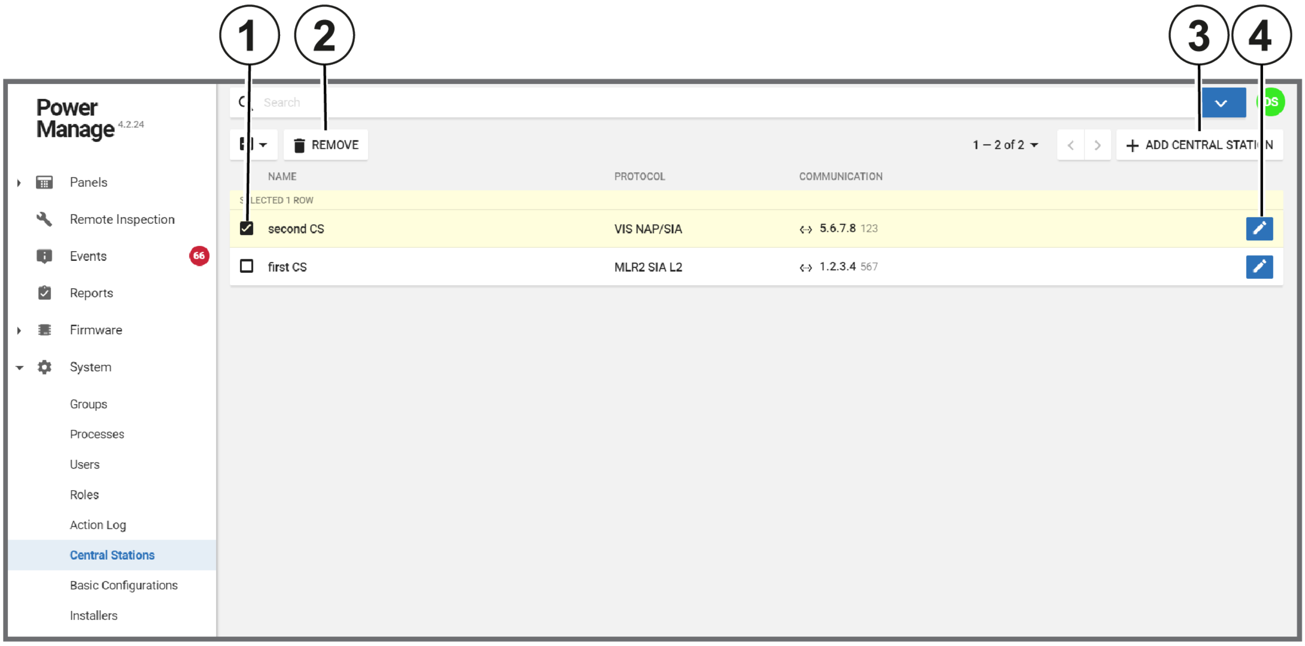


Table 63. Central stations page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more central station applications to enable **REMOVE**.
2	**REMOVE**	Click to remove one or more central stations.
3	**ADD CENTRAL STATION**	Click to add a new central station. For more information about adding a central station, see *Adding a central station* and *Adding or editing central stations*.
4	Edit central station	Click to edit a central station configuration. For more information about editing a central station, see *Editing a central station configuration* and *Adding or editing central stations*.

Related topics

Adding a central station

Adding or editing central stations

Editing a central station configuration

Removing a central station

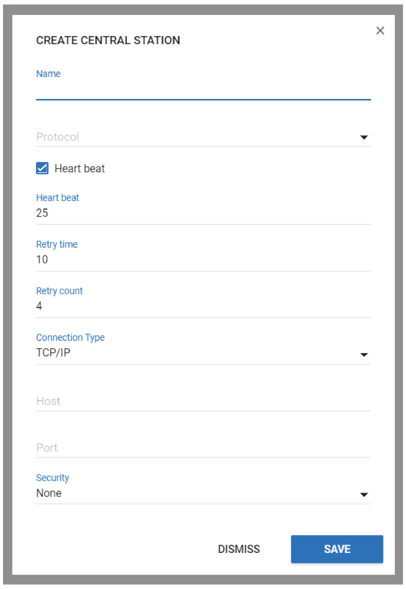
Adding or editing central stations

Configure the central station settings when you add a new central station or edit an existing central station configuration.

For more information about adding a new central station, see *Adding a central station*.

For more information about editing a central station configuration, see *Editing a central station configuration*.

Figure: Central station settings dialog box



The following list defines the central station settings:

- **Name:** Enter a name that is local and identifiable to the server.

  Note: When adding a central station, the **Name** field is mandatory. When editing a central station, the **Name** field is read-only.
- **Protocol:** Select a protocol that is suitable for the central station or automation. For example, MasterMind or Patriot servers use NMLR2 protocols, and BOLD's Manitou server uses FEP protocol.
- **Heart beat:** Define how often the server checks the status of the connection. The heart beat is measured in seconds.
- **Retry time:** Define how often the server automatically tries to send a message to the central station in case of a failure.
- **Retry count:** Define how many times the server automatically tries to send a message to the central station in case of a failure.
- **Connection type:** From the Connection Type list, select one of the following options:
  - Transmission Control Protocol/Internet Protocol (TCP/IP). If you select TCP/IP, continue to enter the required information in the Host and Port fields.
  - Serial connection type. If you select Serial, enter a serial port in the Serial Port field.
- **Security:** If you select a **TCP/IP** connection, from the **Security** list, select one of the following options: **TLS 1**, or **None**.

Adding a central station

1. In the navigation pane, click **System**, then click **Central Stations**.
2. Click **ADD CENTRAL STATION**.
3. Enter the information required in the **Name**, **Protocol**, **Heart beat**, **Retry time**, **Retry count**, and **Connection Type** fields. For more information, see *Adding or editing central stations*.
4. Click **SAVE**.

Related topics

Navigating the Central stations page

Adding or editing central stations

Editing a central station configuration

Removing a central station

Editing a central station configuration

1. In the navigation pane, click **System**, then click **Central Stations**.
2. Click the edit button of the central station to edit.

3. Enter the information that is required in the **Name**, **Protocol**, **Heart beat**, **Retry time**, **Retry count**, and **Connection Type** fields. See *Adding or editing central stations* for more information.
4. Click **SAVE**.

Related topics

Navigating the Central stations page

Adding or editing central stations

Adding a central station

Removing a central station

Removing a central station

1. In the navigation pane, click **System**, then click **Central Stations**.
2. Select the check box of one or more central stations to remove.
3. Click **REMOVE**.
4. To confirm the function, click **OK**.

Related topics

Navigating the Central stations page

Adding or editing central stations

Adding a central station

Editing a central station configuration

Basic configurations page

Navigating the Basic configurations page

Manage created panel configurations on the **Basic Configurations** page. A basic configuration is a copy of one or more configuration parameters from an existing panel that you can use for multiple panels. To create a basic configuration from an existing panel configuration, see *Creating a basic configuration from an existing panel configuration*.

To push a basic configuration to one or more panels, see *Pushing a basic configuration to one or more panels*.

Each row on the page represents a basic configuration. A row displays the configuration name, panel model, creation date, and update time. This information is contained in the column titles: **NAME**, **PANEL MODEL**, **CREATED**, and **UPDATED**.

Filter your search of the **Basic Configurations** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **VENDOR**, and **CREATED**. For more information, see *Using the search filter*.

Figure: Navigating the basic configurations page

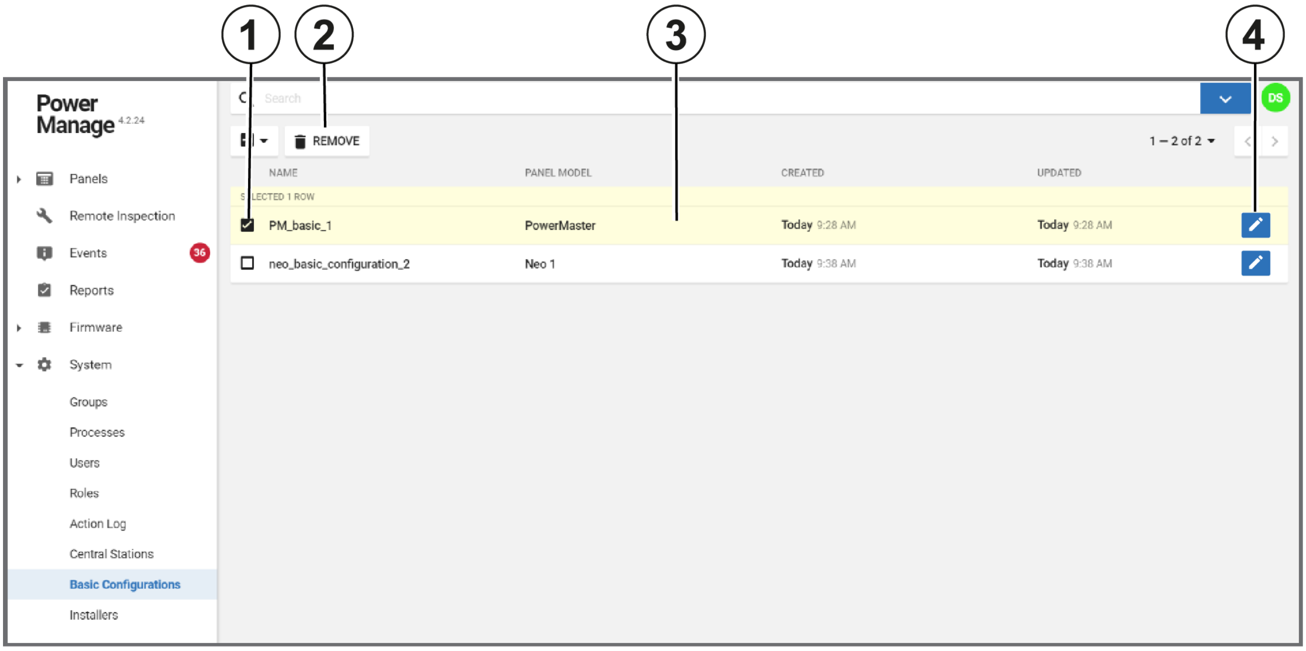


Table 64. Basic configurations page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more basic configurations to enable **REMOVE**.
2	**REMOVE**	Click to remove one or more basic configurations
3	Basic configuration	A basic configuration. Click the basic configuration row to view a list of panels that are eligible for the configuration. To push the basic configuration to one or more panels, see *Pushing a basic configuration on the Basic Configuration page*.
4	Edit configuration	Click to edit the basic configuration. For more information about basic configuration parameters, see *Basic configuration parameters*.

Related topics

Basic configurations page

Basic configuration parameters

Editing a basic configuration

Pushing a basic configuration on the Basic configuration page

Removing a basic configuration

Basic configuration parameters

To configure the parameters of a basic configuration, on the **Basic Configuration** page, click the edit configuration button. For more information, see Edit configuration in Table 64.

Figure: Navigating the basic configuration parameters

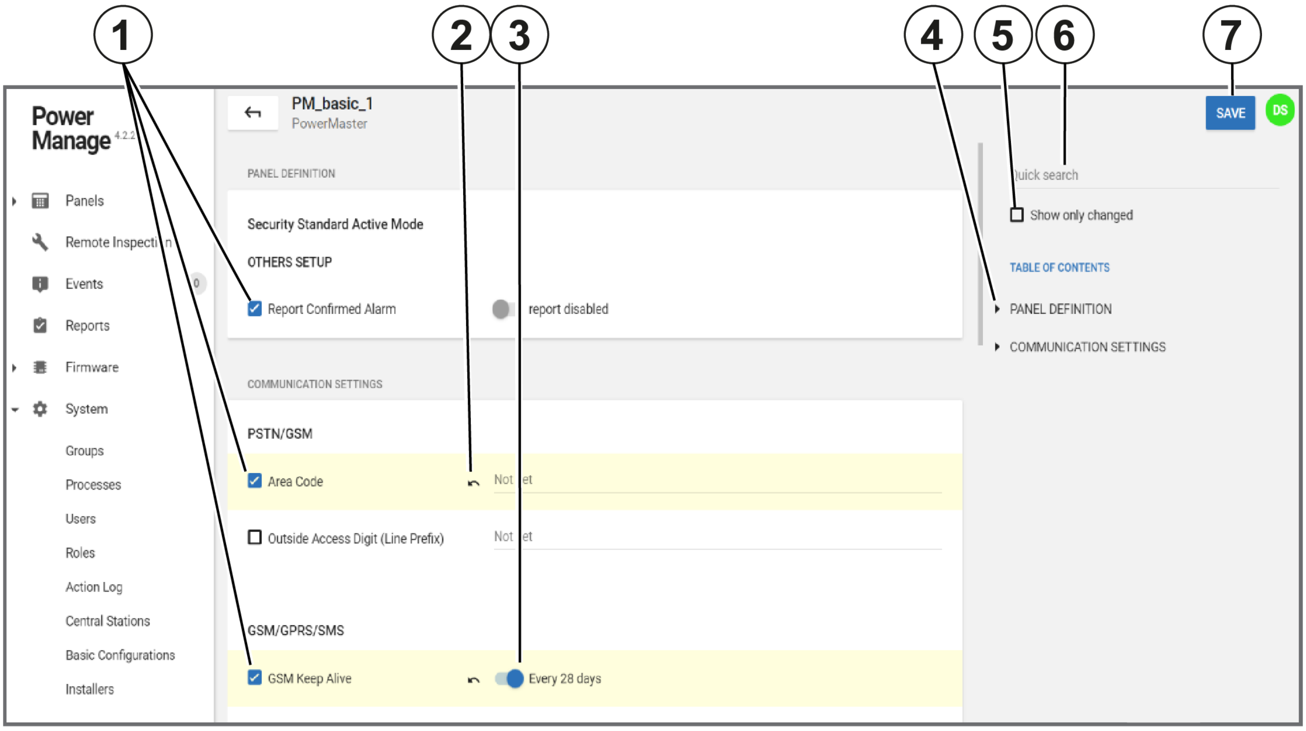


Table 65. Basic configuration editing interface elements

Callout	Name	Description
1	Selected parameters	When you push a basic configuration to one or more panels on the **Panels** page, only the selected fields are pushed to the panel configuration. You can select or clear other parameter check boxes to include or exclude the parameters from the basic configuration.
2	Undo	Click the undo arrow to undo a selection or change.
3	Enable/disable	Click to enable or disable functions
4	Table of contents	Expand the table of contents to navigate the configuration parameters quickly.
5	**Show only changed**	Select the **Show only changed** check box to only view the parameters you edit.
6	**Quick search**	Enter a search term in the **Quick search** field to search the configuration parameters. You can search parameter names and the possible values of the parameters.
7	**SAVE**	Click to update the basic configuration. If you make any change, **SAVE** is enabled.

Related topics

Basic configurations page

Editing a basic configuration

Pushing a basic configuration on the Basic configuration page

Removing a basic configuration

Editing a basic configuration

1. In the navigation pane, from the **System** list, select **Basic Configurations**.
2. Click the edit button of the basic configuration that to edit.
3. Make the required changes. For more information about basic configuration parameters, see *Basic configuration parameters*.
4. Select the **Show only changed** check box to review the changes made.

   Note: Use the **Quick search** bar and expand the **TABLE OF CONTENTS** to navigate the basic configurations.
5. Click **SAVE**.

Related topics

Basic configurations page

Basic configuration parameters

Pushing a basic configuration on the Basic configuration page

Removing a basic configuration

Removing a basic configuration

1. In the navigation pane, from the **System** list, select **Basic Configurations**.
2. Select the check box of the basic configuration to remove.
3. Click **REMOVE**.

Related topics

Basic configurations page

Basic configuration parameters

Editing a basic configuration

Pushing a basic configuration on the Basic configuration page

Installers page

Navigating the Installers page

Accept or reject installers that are registered in the server on the **Installers** page. Use the search bar to filter the **Installers** page by status.

To connect remotely to a panel by using the installer mobile application, AlarmInstall, installers need to register on the server and receive an accepted status:

- **Registration:** Installers register the first time they use the mobile application.
- **Accepted status:** Either the user or the administrator then accepts or rejects access to the panel.

a. Turn on **Approve Installer Access by User** to grant the installer an **Accepted** status automatically. The user then approves the connection via the user mobile application, ConnectAlarm. This option is common for panels that are not monitored.

b. Turn off **Approve Installer Access by User** to grant the installer a **Pending** status automatically. A server operator then accepts the installer and the installer can access the panel remotely by using the installer mobile application. This option is common for panels that are monitored

For more information about the differences between monitored and self-monitored servers, see *Installer status*.

Figure: Navigating the Installers page

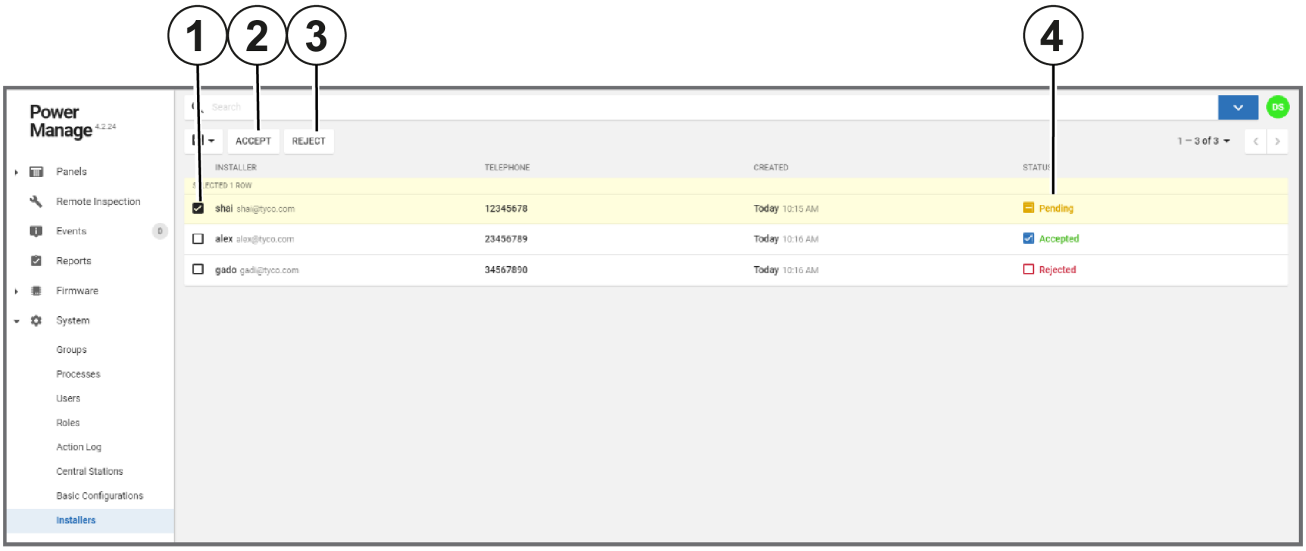


Table 66. Installers page interface elements

Callout	Name	Description
1	Check box	Select the check box of one or more basic configurations to enable use of **ACCEPT** and **REJECT**.
2	**ACCEPT**	Click to accept one or more users
3	**REJECT**	Click to reject one or more users
4	**STATUS** column toggle	The current acceptance status of the user. To toggle between **Accept** and **Reject** statuses, select the **STATUS** column check box.

Related topics

Accepting or rejecting installers

Accepting or rejecting installers

To accept or reject multiple installers, complete the following steps:

Note: To accept or reject one installer at a time, select the check box in the status column to toggle between an accept or reject status. For more information, see Status toggle in Accepting or rejecting installers.

1. In the navigation pane, click **System**, then click **Installers**.
2. Select the check box of one or more installers to accept or reject.
3. Perform one of the following actions:
    - Click **ACCEPT**.
    - Click **REJECT**.
4. Click **OK**.

Related topics

Navigating the Installers page

Interactive users page

Navigating the Interactive users page

View and manage interactive users on the **Interactive users** page.

Users connecting to the server with the mobile application appear on the **Interactive users** page. For more information on accessing the server with the mobile application, see *Registering a user on the server with the mobile application*.

Two factor authentication increases the security of the user mobile application, ConnectAlarm, with the following stages:

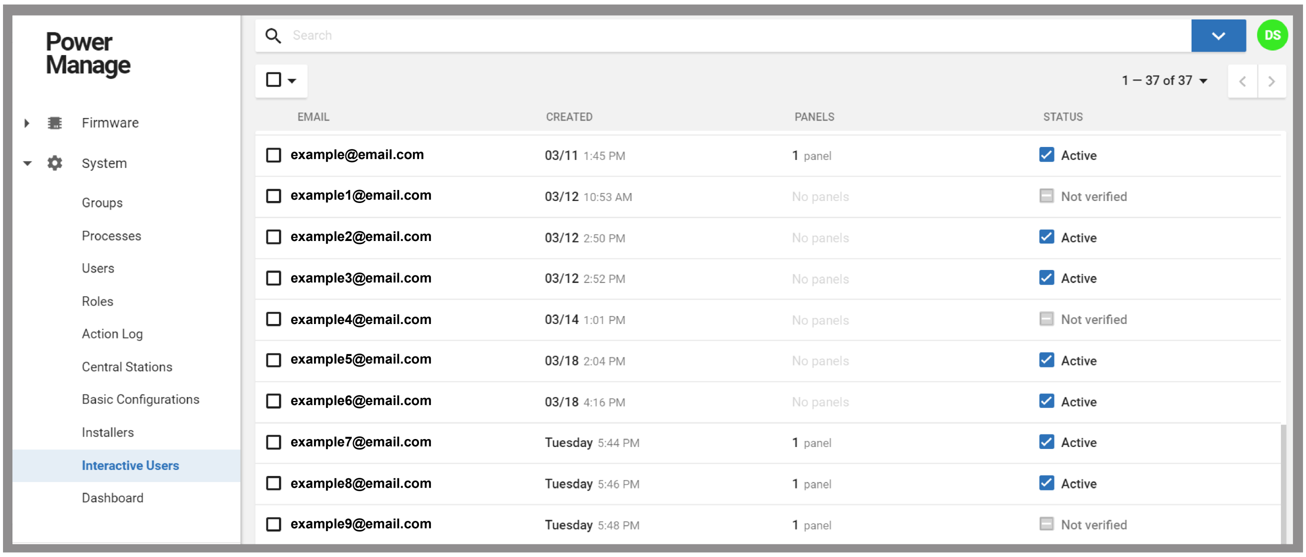
1. The user submits an email address and registration details to the mobile application.
2. The user receives a code by email and enters the code in the mobile application.

Click the **STATUS** toggle to toggle between **Active** and **Suspended** statuses.

A **Not verified** status indicates the user did not finish the registration process and cannot connect panels to the user mobile application.

Filter your search of the **Interactive users** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **STATUS**, and **CREATED**. For more information, see *Using the search filter*.

Figure: Navigating the Interactive Users page



Related topics

Registering a user on the server with the mobile application

Registering a user on the server with the mobile application

1. To register to the server, the user opens the user mobile application for the first time and enters the following details:
   - Server URL
   - Name
   - Email address

   Note: If successful, the user appears on the **Interactive users** page with a **Not verified** status and receives an automatic email with a verification code.
2. The user enters the code in the mobile application when prompted.

   Note: If successful, the user's status changes from **Not verified** to **Active** after a short time-out period.

The user can now add one or more panels to the account via the mobile application.

Note: The **PANELS** column displays the number of panels connected to an account.

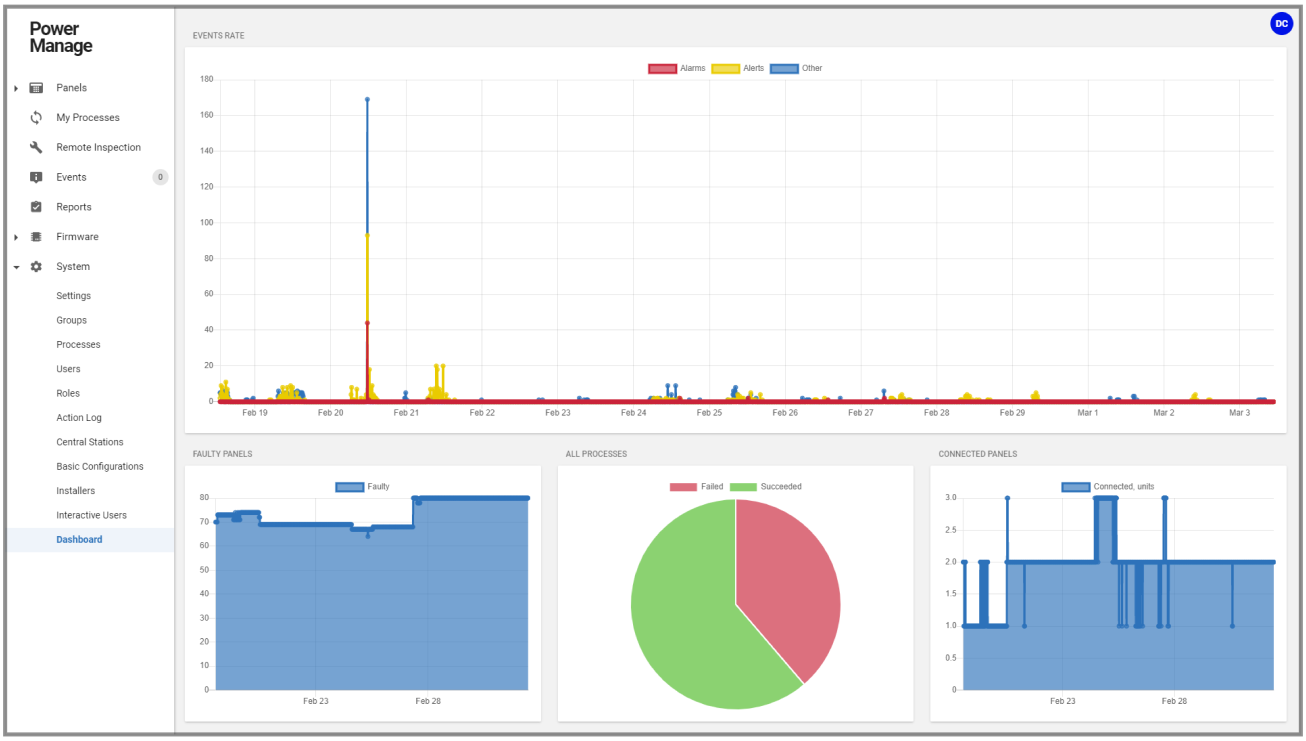
Related topics

Interactive users page

Dashboard page

The **Dashboard** page displays the overall statistical data from the server in a visual format.

Figure: Navigating the Dashboard page



To see a description of the four types of graph on the **Dashboard** page, see the following definition list:

EVENTS RATE

The **EVENTS RATE** graph displays visual data of events in three categories: **Alarms**, **Alerts**, and **Other**.

- The Y-axis measures the number of events.
- The X-axis measures time by calendar date.
- Each point on the graph represents 10 minutes.

FAULTY PANELS

The **FAULTY PANELS** graph displays visual data of the percentage of the total panels that are **Faulty**.

- The Y-axis measures from 0% to 100%. All of the panels comprise 100% and the position of the blue and red lines represents a percentage of the total number of panels.
- The blue line represents faulty panels. A faulty panel is a panel with at least one fault. For more information about the faults column, see **FAULTS** column in Table 27.
- The X-axis measures time by calendar date.
- Hover over a particular part of either line to see to see the percentage. This percentage is a decimal of 1. For example, 0.7 represents 70%.

ALL PROCESSES

The **All processes** pie chart displays visual data of the percentage of processes that fail and succeed.

CONNECTED PANELS

The **CONNECTED PANELS** graph displays visual data of the number of panels that are connected to the server over time.

Note: If a panel is connected, there is a live connection between the panel and the server. The term **Connected** does not mean **Online**. For more information about the connection status, see Connection status in Table 27.

Related topics

Panels page

Processes page

[Events page](#)