

Frontel Software

Manufactured by RSI Video Technologies

Document No. 3001-IM-VU January 2008

# Frontel Alarm Viewer Users Guide Specification and Features

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# About This Document

**This installation manual** This describes the monitoring and configuration capabilities of Frontel Software for Videofied security systems. The purpose of Frontel Software is to;

- > Allow Central Station Operators to view Videofied alarms and their state.
- > Receive alarms and other calls from Videofied security systems.

**Special installation requirements.** The Frontel software is installed as an integrated automation software. Some installations may require configurations dictated by the primary automation software.

# FrontelAlarmServer and FrontelAlarmViewer:

The Frontel Software for Videofied has two operating modes. FrontelAlarmServer is used for realtime monitoring and has an activity display that events will appear on and disappear as they are being handled by an operator. FrontelAlarmViewer is launched when an operator acknowledges an alarm in the AlarmServer by clicking on the new line item. FrontelAlarmViewer allows the central station operator to view the cause of the alarm and handle it according to the monitoring station and customer requirements.

# **Understanding**

#### FrontelAlarmServer

**FrontelAlarmServer** is the pop-up generated by an alarm being acknowledged in the host automation software. It displays the following:

- > The event number: A tracking number
- > Account number: The unique 1-8 digit account number given to the specific Videofied unit
- > Time Stamp: The time that the alarm was triggered

RED = NEW

Status: Besides the coloring, this field will tell you the status of the alarm: new alarm if it has not been handled and SYSTEM if it is being handled

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 13:21:03
 Processing

White= Being Handled

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# Understanding

#### FrontelAlarmServer

**FrontelAlarmViewer** Displays 8 tabs that will provide detailed information about the specific report.

- > Custom: Is a customized tab where you can include features from other tabs for more convenient alarm viewing and handling
- > Panel: Shows customer information, date and time stamp for the alarm and whether there is a video available or not
- > Video: Is where the video can be viewed. You will see all of the cameras on the system that have been tripped as well as the percentage of download. It also gives you the option of stopping an upload or starting the upload of an additional video
- > Event log: Will show a default of the last 20, 100 or all events when requested
- > Camera: Allows for still pictures to be requested by specific camera or from each on attached to the system in alarm
- > Devices: Show the names of each area, the state they are in (disarmed/armed), which areas have had detection and if there is a problem in the area or with a device.
- > Streaming: Will show you a log of the live activity between the server and alarm panel during the session
- > E-mail: Allows you to e-mail video clips, still images, and log files to multiple e-mail addresses

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# Understanding Tabs

#### **Custom Tab**

**Custom** is a blank tab that can be customized completely too central station operations specifications. This procedure is done through initializing the Customization mode and copying the specific windows desired.

#### 1. Left click **Customization**.

Panel Video	i C	amera	Event loa	Email	Customisation	Tools	Ah
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- 2. On the drop down menu click Personalize
- **3.** Every feature in each tab will have a green box in the upper left hand corner when **Personalize** mode is en abled. Also as a reminder, the top bar will flash a warning that you re in a **controls adding or removing** mode
- 4. Click on the desired tab to display the associated windows
- **5.** Click once on the green box in the upper left hand corner of the desired windows. After clicking on the green box it will change to a darker shade of green to indicate it has been selected
- 6. Click on the Custom tab. A copy of each window chosen will appear
- 7. Move and re-size the copied window as needed and repeat steps 4-6 until the desired custom tab is completed
- 8. When all windows are in place click the **Customization** pull down menu and click **Personalize** to save cus tom settings

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Understanding Tabs

Panel Tab

**Panel** is a tab that displays the customers information, date and time stamp for the alarm and whether there is a video available or not.



Und	erst	and	ling	Tabs

Video Tab

**Video** is a tab that displays the video being downloaded. You will see all of the cameras on the system that have been tripped as well as the percentage of video downloaded. Also it gives you the option of stopping an upload or

starting the upload of an additional video

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Event Log Tab

**Event Log** is a tab that will display a default of the last 20 events stored on the panel. From here you also have the ability to request more events (last 100 or all events).

Last 20: the last 20 panel only	Requesting Devents on the	Last 100: Requesting All: Re the last 100 events on the panel only	questing all of the on the panel	<b>Upload:</b> Initiates the upload of the numbe of events chosen						
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	2008/04/16 12:52	VIDEO START (6)								
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	2008/04/16 11:15	GPRS (255)								
	2008/04/16 11:14	VIDEO END (0)								
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	2008/04/16 11:10	GPRS (255)								
	2008/04/16 11:10	VIDEO START (6)								

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Camera Tab

**Camera** is a tab that allows for an operator to request for still pictures (jpegs) from a specific camera or from all cameras on the system.



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**Devices** Tab

**Devices** is a tab that displays the names of each area, the state they are in (disarmed/armed), which areas have had detection or if there is a problem in the area. For devices it shows what area the device is located in, the name of the device, if the device has detected anything, and if there is a problem with the device.

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4	AREA 4	Disarr	ned			No	No		
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been tripped

problem.

**Streaming** is a tab that shows the real-time avtivity between the server and the alarm panel during the report.

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**Management** is a tab that allows the operator to close and archive a alarm.

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Close						
	-10					
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**Understanding Tabs** 

#### E-mail Tab

**Email** is a tab that allows the operator to email video clips, log files, and still images to multiple



**Edit user data:** Allows you to edit which email addresses are associated with a specific Videofied panel

**Comments:** Is an area where the operator can enter in comments that will be displayed in the e-mail sent

**Once** a video has completely been downloaded (or a download has been prematurely stopped) the video clip, still image captures and the panels log file information can be sent by email, only to email

addresses associated with the specific panel.

#### Sending and Email:

- 1. Locate the email tab
- 2. Choose the content to be emailed by clicking the check boxs located in the Attached Files window
- **3.** Choose the email destinations for the content
- 4. Insert any additional comments in the **Comments** window
- 5. Click Send

Reminder: These windows may be copied into the custom tab to make it easier for the operator to handle the alarm properly. If these are populated in the Custom tab you will not have to go to the email tab.

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Concepts Receiving a New Alarm	
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**AlarmServer** can run as either a system service or as an application. The application/service is always running and waiting to display any new alarm information that arrives from the Frontel Server.

When a new alarm arrives, the FrontelAlarmServer window will display a new event line in red and play an alarm tone (if speakers are installed).

#### Steps to recieving a new alarm:

- 1. To acknowledge the new alarm, click on the line that is highlighted in red. This will launch the AlarmViewer application to display the event
- 2. AlarmViewer will launch and display by default the **Custom** tab

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**The** Alarm Viewer application can save the video selected in the viewer window to an .MPG file to a location accessible through Windows Explorer.

- 1. Click on the Video Tab in FrontelAlarmViewer and select the video you would like to store
- 2. Click the Floppy Disc image in the upper left hand corner
- 3. In the Save As window specify the location for the video and re-name it accordingly
- 4. Press Save

Reminder: This window may be copied into the custom tab to make it easier for the operator to handle the alarm properly. If it is you would not have to go into the video tab to save the video

Camera	Size	Download	%	State
CAMERA 2	187352	187352	100	Download finished



# Concepts

- **1.** Inside of FrontelAlarmViewer find and click the e-mail tab
- 2. Click "Edit user data"
- 3. Fill in the Name and E-mail address
- **4.** Click the + icon to ass or the icon to delete a selected e-mail address
- **5.** Check the box for "Available in the AlarmViewer user interface" if adding an address
- **6.** Click the check mark icon to post the new e-mail address or to finalize the deletion of the address

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# Concepts

## Changing Skins

- 1. Double Click the Frontel Launcher Icon
- 2. Click on the Configuration Tile



**3.** Click on the Skins Tab and select a skin to view what it would look like



FrontelConfig -	2.4.8.0
FrontelConfig -     About Language     Alarm server     BlueGauze     BlueGlass     BlueIce     BluePlastic     Cappuccino     Cold     DarkGlass     Desert     Elegant     FalloutStyle     Golden     GrayPlastic     HarsoaCtula	2.4.8.0 Licensing Modem Functioning Skins G Default Hue Saturation
HeroesStyle Ledenets LikeOperaStyle LongHorn MacMetal MacOS MacOS2 Neutral Neutral2 Neutral3 Neutral4 NextAlpha NextAlpha2 Office12Style Office12Style (internal) Office2003 Office2007	