



videofied™

Manufactured by RSIAlarm

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:

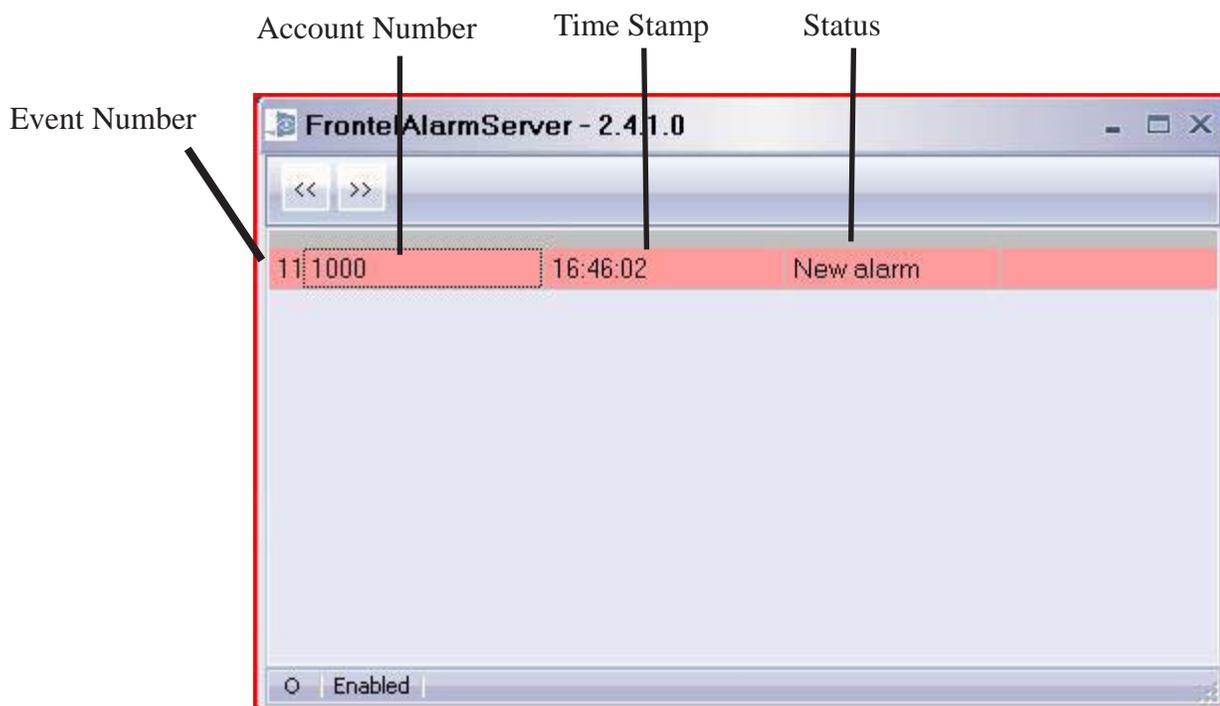
The Frontel Software for Videofied has two operating modes. FrontelAlarmServer is used for real-time monitoring and has an activity display that events will appear on and disappear as they are being handled by an operator. FrontelAlarmViewer is launched when an operator acknowledges an alarm in the AlarmServer 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.

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
- › 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

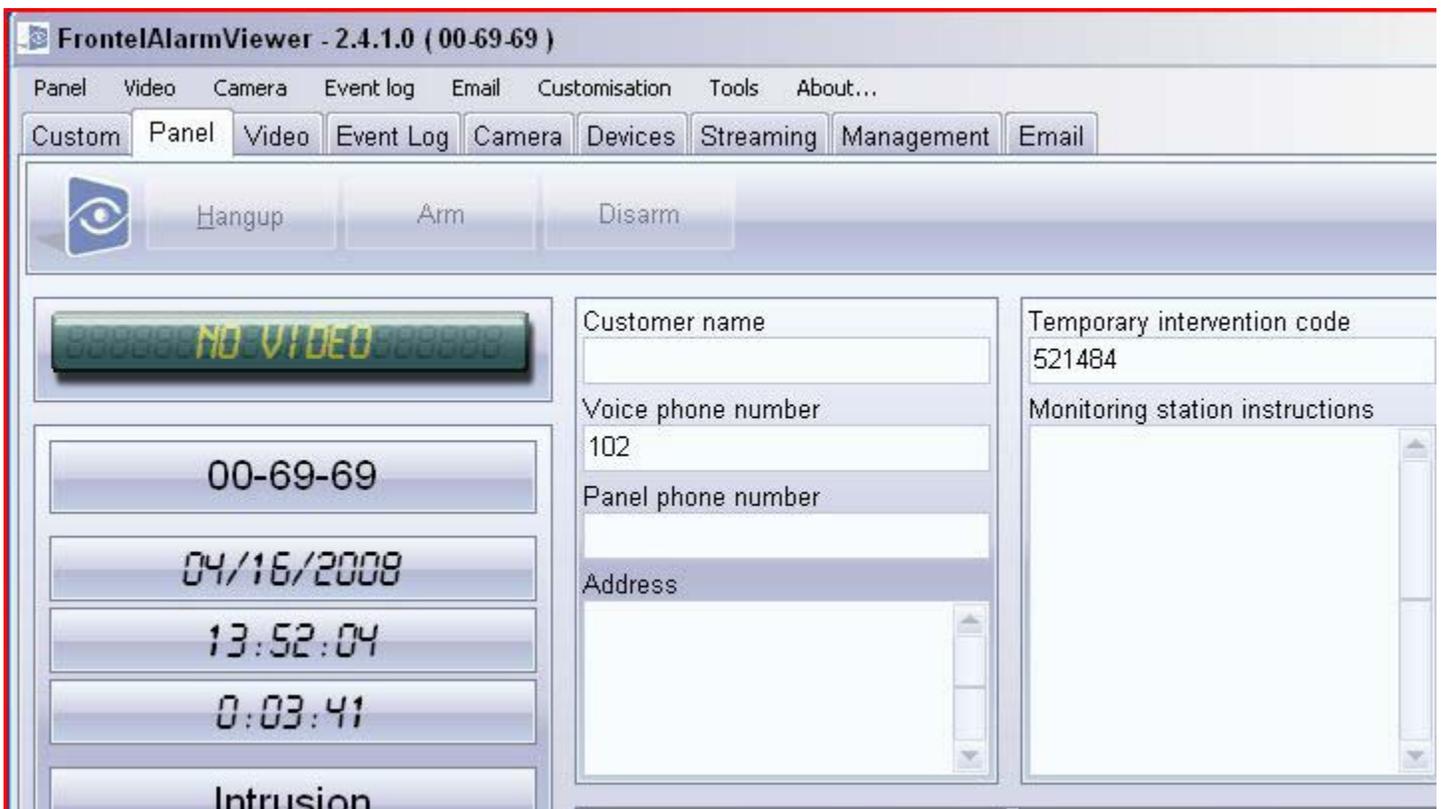
RED = NEW

White= Being Handled



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



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

1. Left click **Customization**.



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 enabled. Also as a reminder, the top bar will flash a warning that you re in a **controls adding or removing** mode

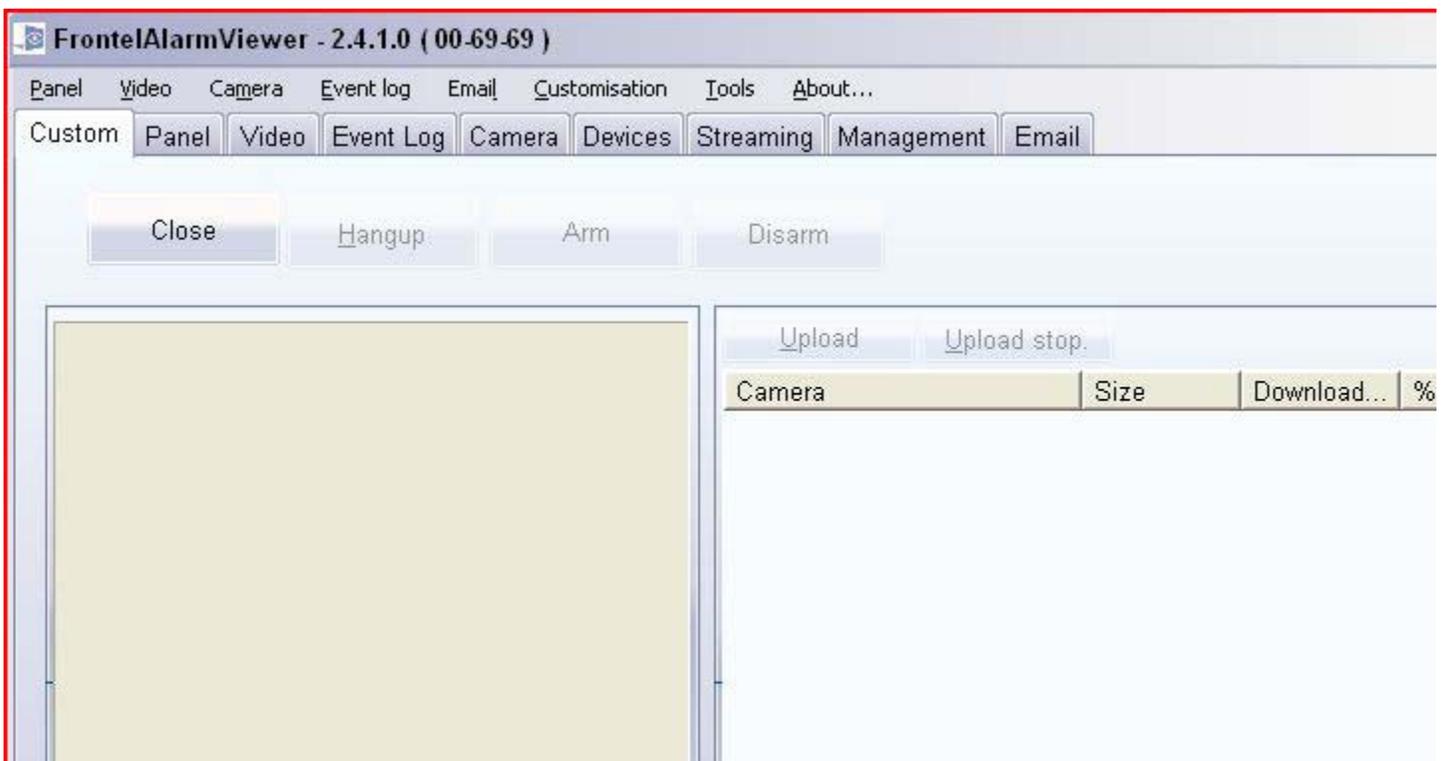
4. Click on the desired tab to display the associated windows

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 custom settings

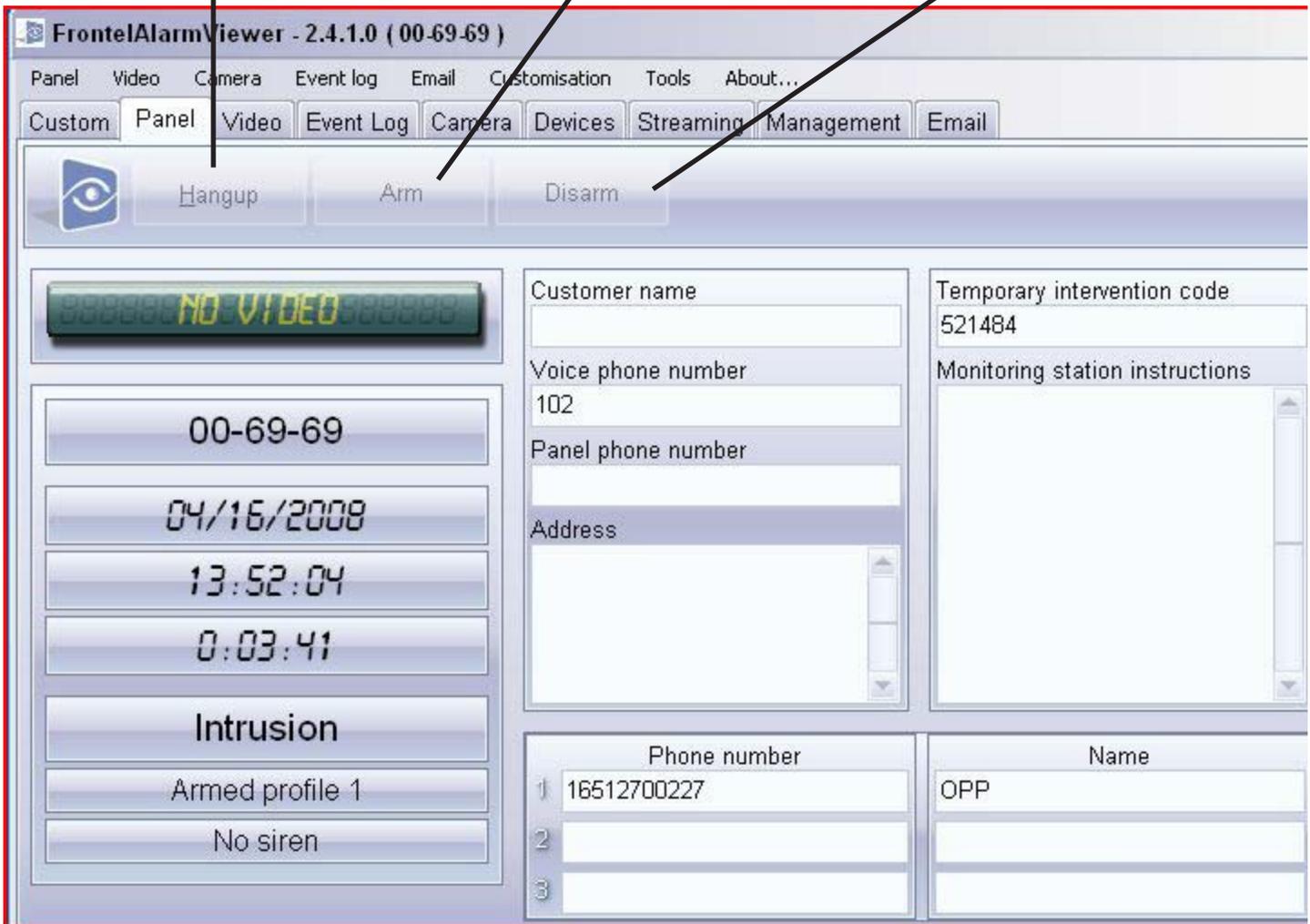


Panel is a tab that displays the customers information, date and time stamp for the alarm and whether there is a video available or not.

Hang-up: Disconnects the session between the panel and the Frontel Server

Arm: Allows you to remotely arm the system (if it is not already armed and only if the session is still active)

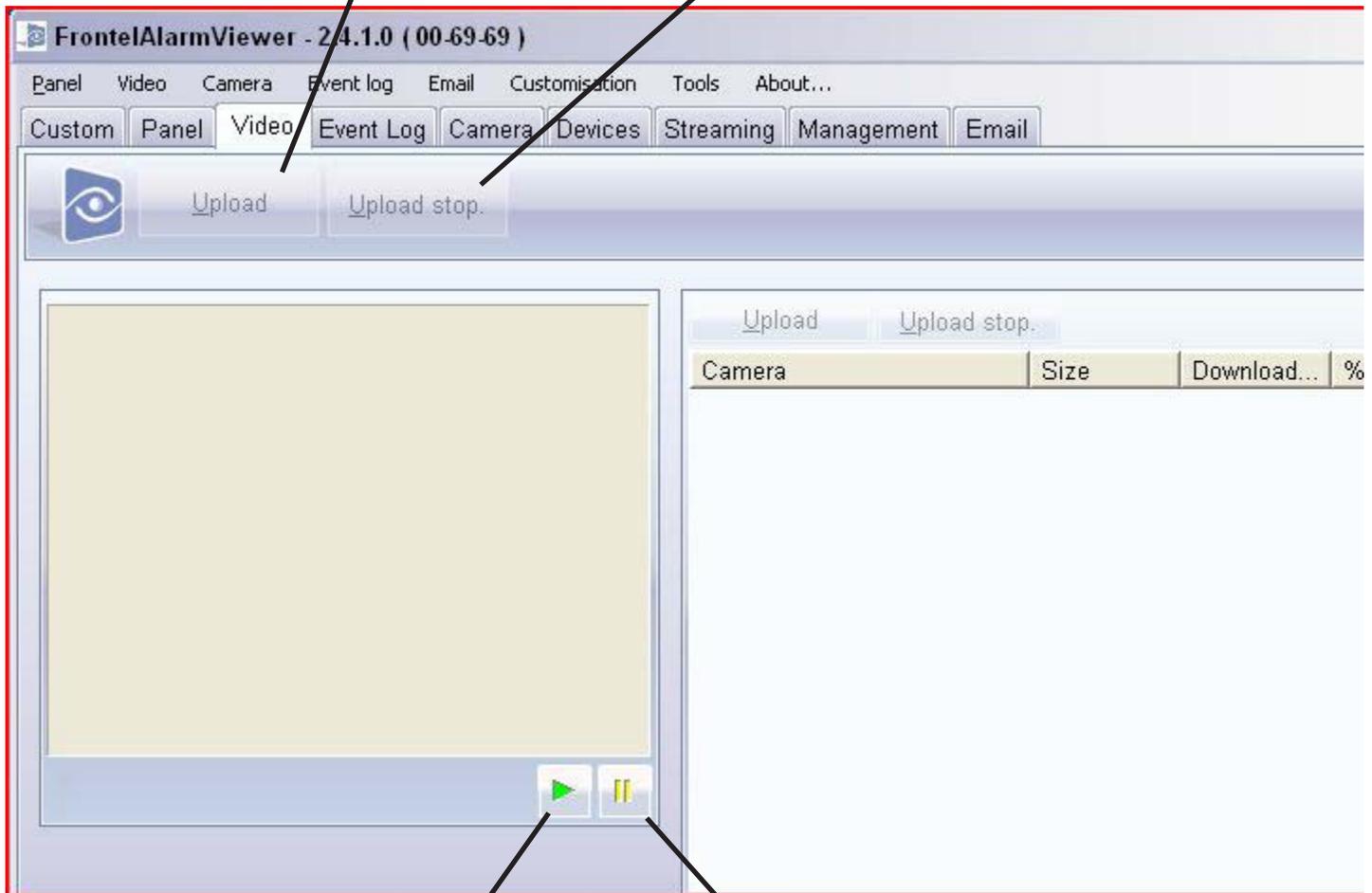
Disarm: Allows you to remotely disarm the system (if it is not already disarmed and only if the session is still active)



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

Upload: Initiates the upload of a selected video: Note: If a video cause the alarm the first one will automatically be downloaded, any video after that will have to be manually downloaded using this feature

Upload Stop: Stops the upload of the current video. Note: If a video gets stopped manually using this feature it cannot be re-initiated



Play Icon: Allows you to view the video

Pause Icon: Lets you stop the video at a specific point

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: Requesting the last 20 events on the panel only

Last 100: Requesting the last 100 events on the panel only

All: Requesting all of the events on the panel

Upload: Initiates the upload of the number of events chosen

Dates	20 events
2008/04/16 12:53	VIDEO END (5)
2008/04/16 12:52	GPRS (255)
2008/04/16 12:52	VIDEO START (6)
2008/04/16 12:52	INTRUSION (6)
2008/04/16 12:41	SYSTEM ARMED IN MODE SP1 (2)
2008/04/16 11:31	ALARM MEMO
2008/04/16 11:31	SYSTEM DISARMED WITH THE KEYPAD (2)
2008/04/16 11:15	EVENT SENT: FRONTEL
2008/04/16 11:15	GPRS (255)
2008/04/16 11:14	VIDEO END (0)
2008/04/16 11:12	END OF INTRUSION (6)
2008/04/16 11:12	FRONTEL ALARM: TRANSMITTED
2008/04/16 11:10	GPRS (255)
2008/04/16 11:10	VIDEO START (6)

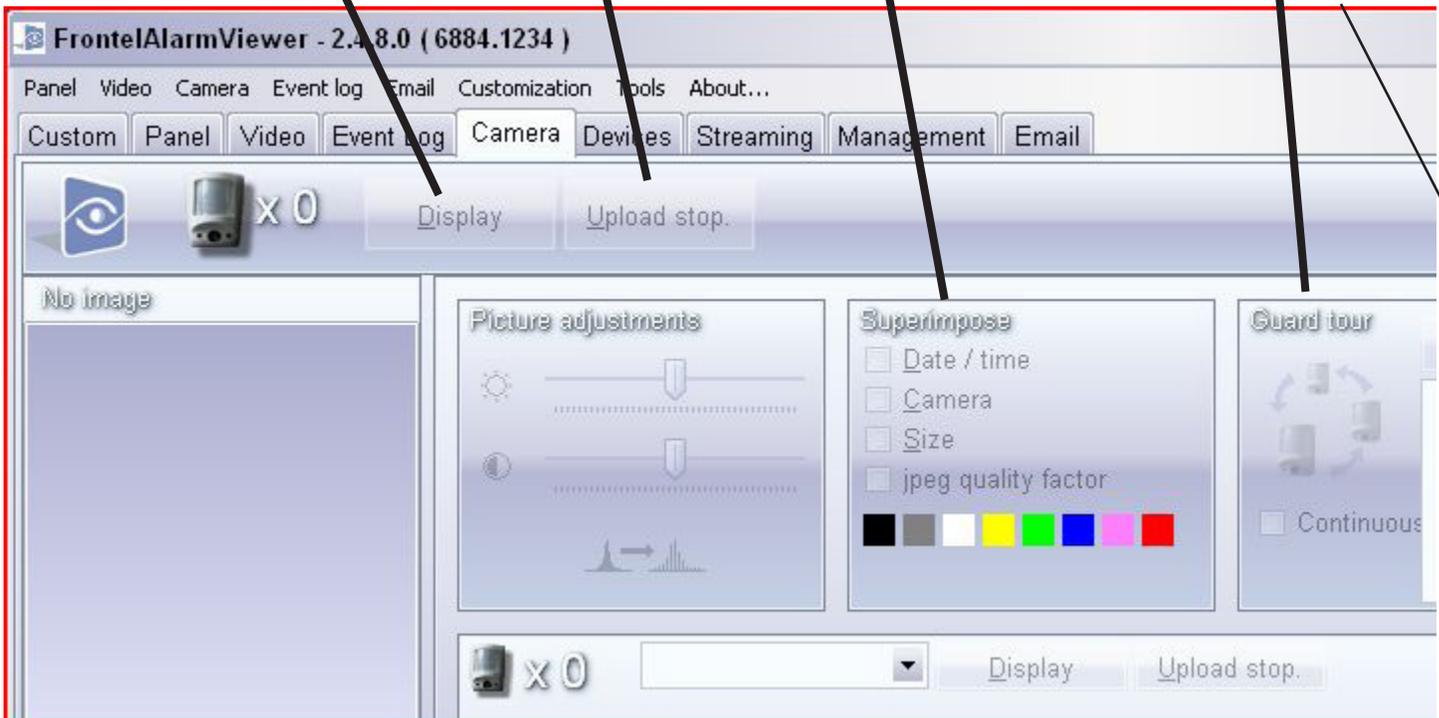
Camera is a tab that allows for an operator to request for still pictures (jpegs) from a specific camera or from all cameras on the system.

Upload Stop: Stops the upload of the still picture

Guard Tour: Is a continuous upload of still images from all cameras in the system one by one

Display: Requests the still picture upload from the specified camera

Superimpose: Allows you to stamp the picture with the date/time, camera number, size of the picture, and/or jpeg quality



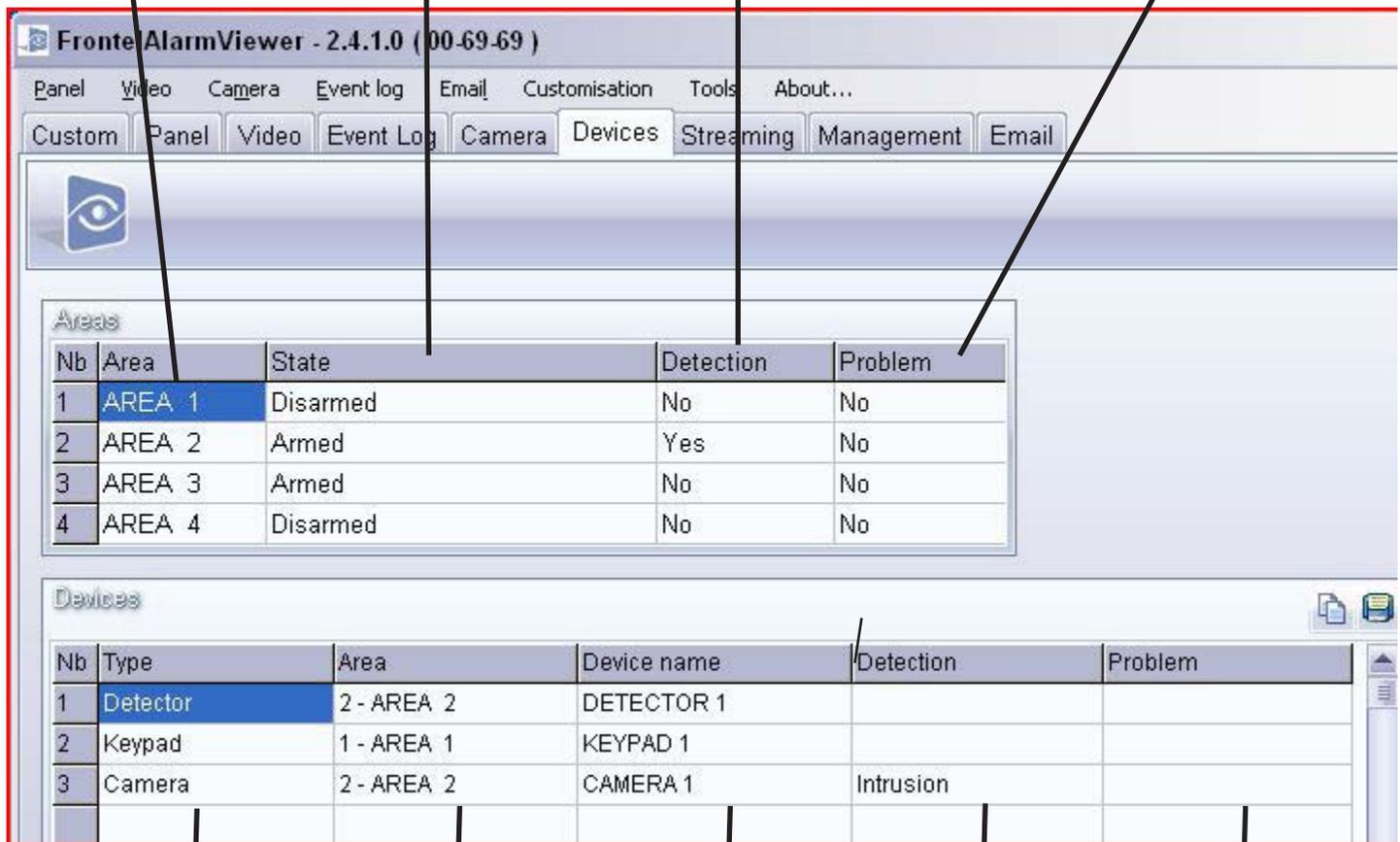
Devices is a tab that displays the names of each area, the state they are in (disarmed/armed), which areas have had detection or if there is a problem in the area. For devices it shows what area the device is located in, the name of the device, if the device has detected anything, and if there is a problem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

Area: Shows the name of the area

State: Displays whether or not the area is armed or disarmed

Detection: Displays a **Yes** if it has detected an intrusion or **No** if the area has no devices that are tripped

Problem: Will display **Yes** if there is a device problem in the area or **No** if all devices are fine



Type: Displays the style of device

Area: Displays the area that the device is located in

Device name: Has the name associated with the device

Detection: Displays **Intrusion** if the device has been tripped

Problem: Will display if a device is having a problem.

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



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

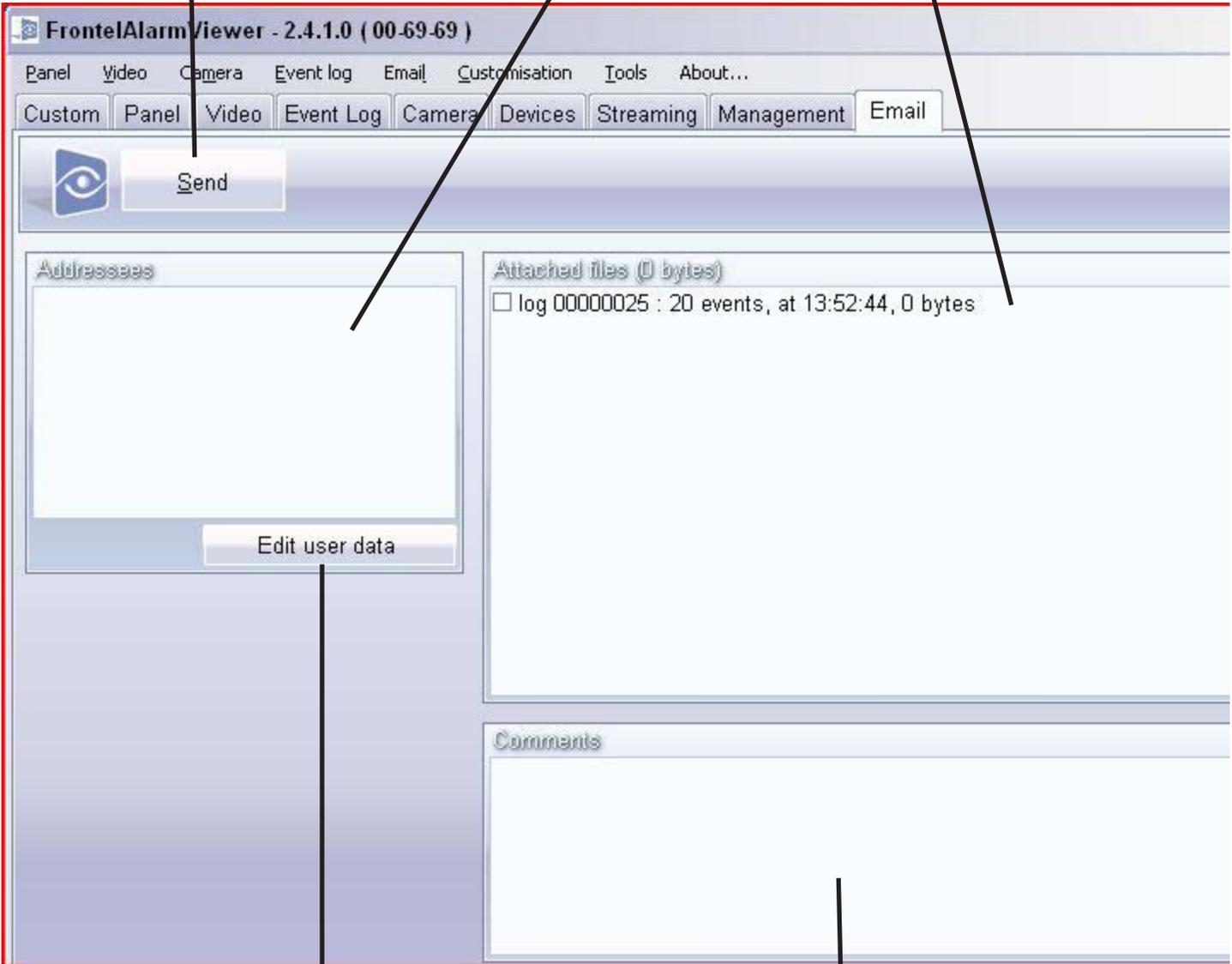


Email is a tab that allows the operator to email video clips, log files, and still images to multiple

Send: Will send the selected items to the selected e-mail addresses

Addresses: Will be populated with the e-mail addresses the customer would like the log files, video, and still images

Attached Files: Shows the log file, videos, and still images that have been uploaded and can be attached to the e-mail



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

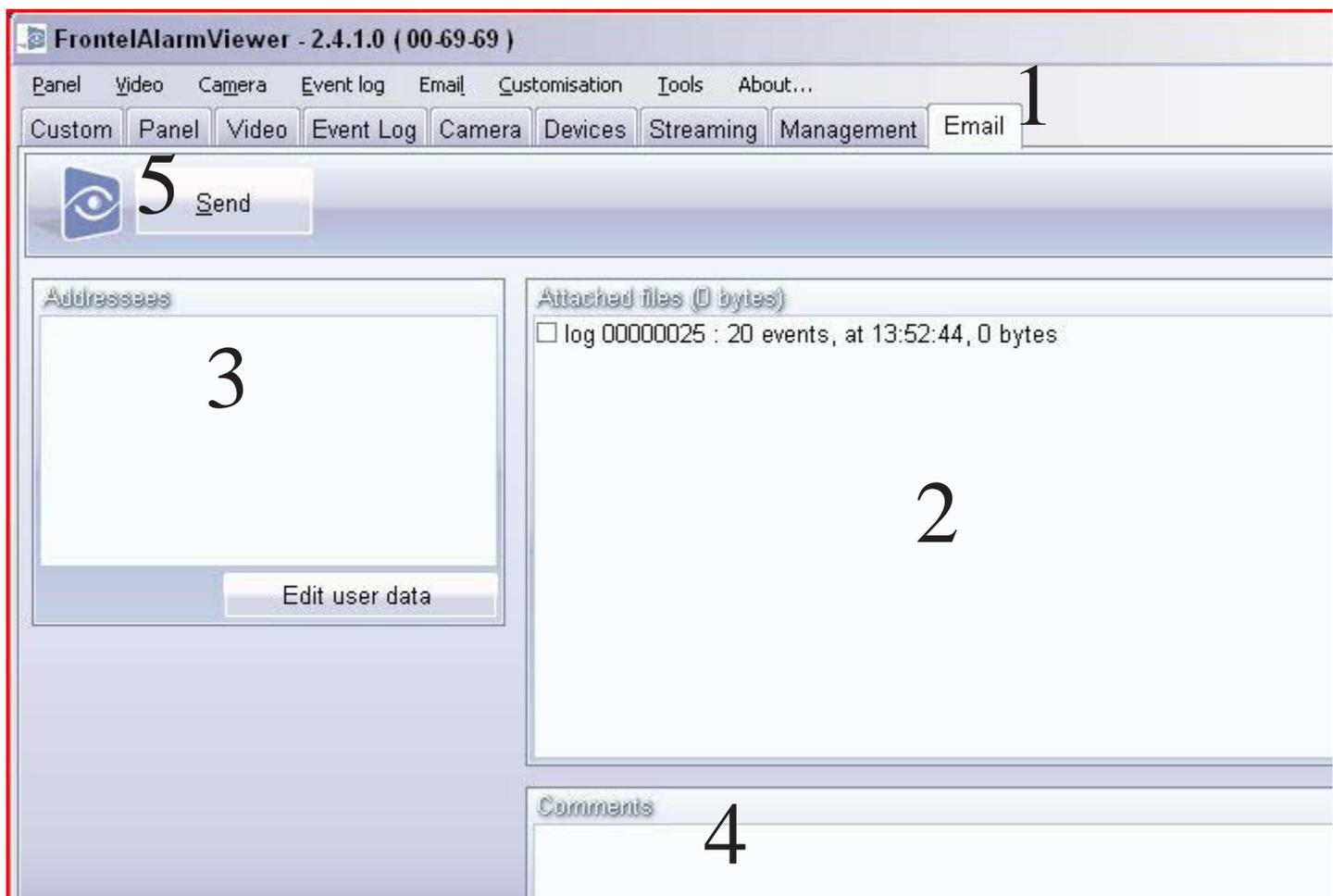
Comments: Is an area where the operator can enter in comments that will be displayed in the e-mail sent

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 boxes 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.



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.

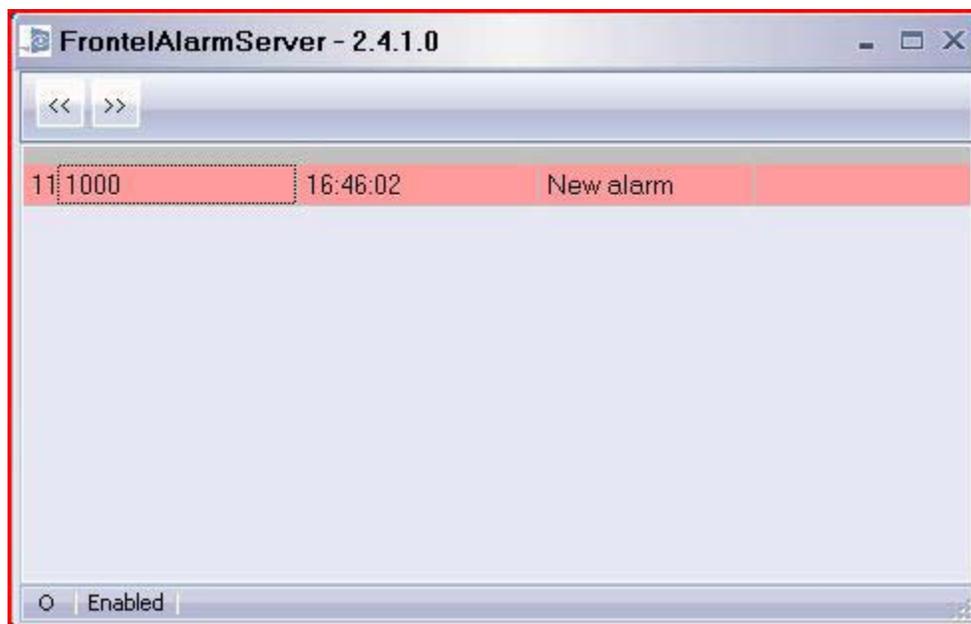
When a new alarm arrives, the FrontelAlarmServer window will display a new event line in red and play an alarm tone (if speakers are installed).

Steps to receiving 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

1



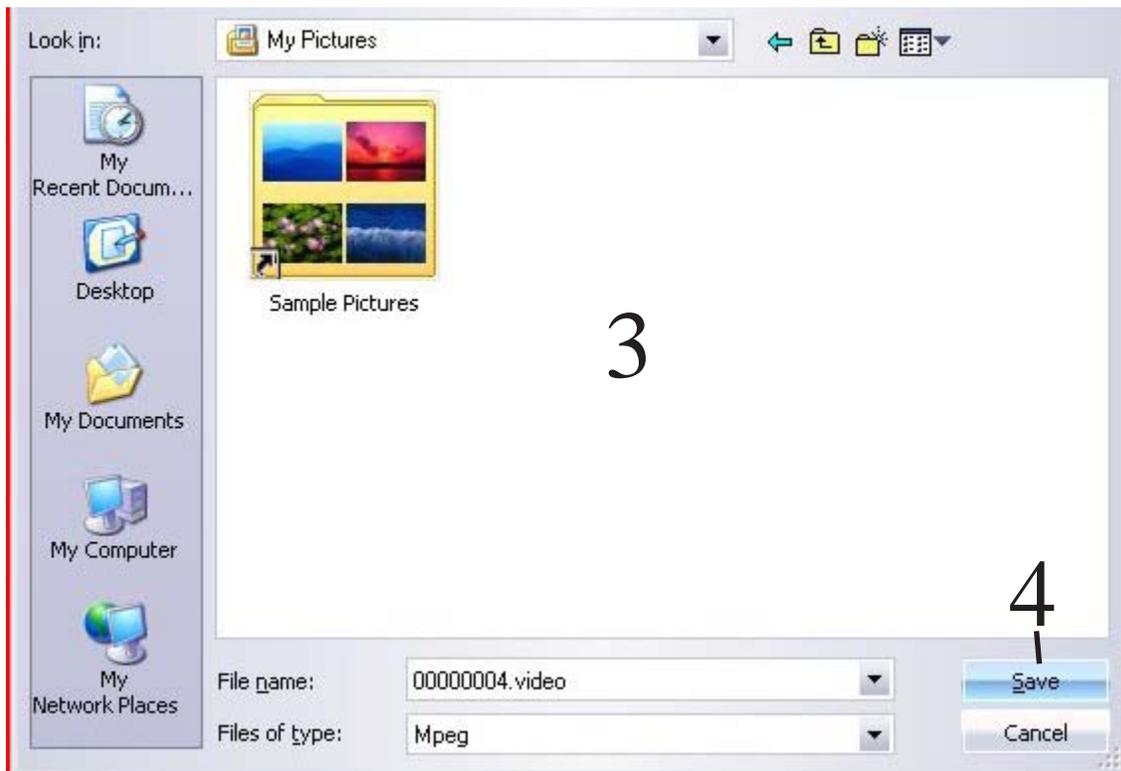
2



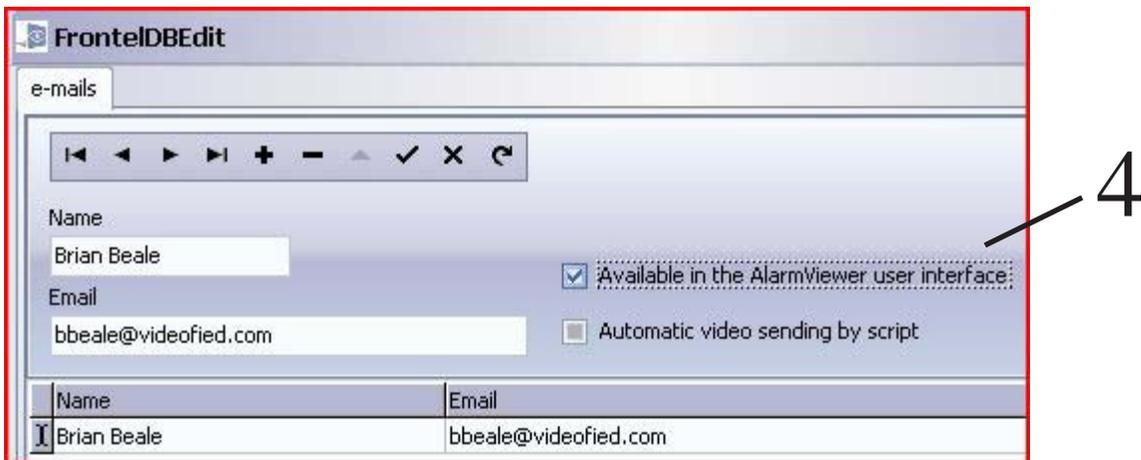
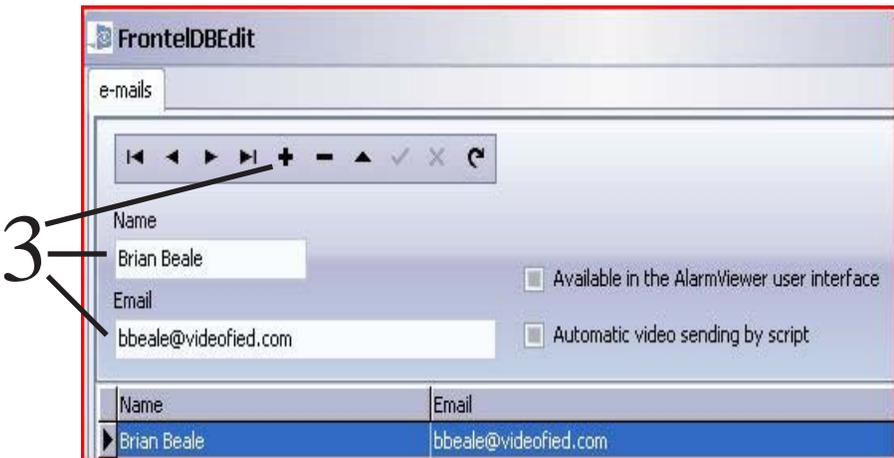
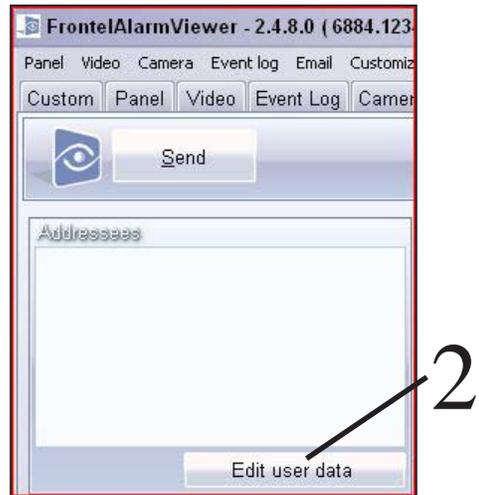
The Alarm Viewer application can save the video selected in the viewer window to an .MPG file to a location accessible through Windows Explorer.

1. Click on the Video Tab in FrontAlarmViewer 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



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 add 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



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



1

