

Browser – Alarm handling

The Webeye cms platform is responsible for receiving and delivering alarms to users. When equipment on site sends a signal, Webeye will determine if an alarm needs to be generated based on a number of conditions. Alarms generated from sites are presented in the Alarm List.

The Alarm List

The Alarm List shows alarms for sites in your hierarchy, each row representing an alarm from a site. Alarms in red are Standard Alarm Message (SAM) alarms and alarms in blue are Webeye Message (WEM) alarms. The differences between the two are highlighted in the downloadable document “SAMs and WEMs explained”. Aside from closing an alarm, the handling of an alarm is the same regardless if the alarm is a SAM (red) or a WEM (blue). The below screenshot shows a single SAM alarm in the alarm list. Clicking on an alarm will take you to the alarm handling screen.



Date and time of the alarm for your time zone. The time zone may be different to your time zone.

The type of signal that was the initial cause of the alarm e.g. instruction, tamper etc. This is only the initial signal; the alarm could contain additional signals.

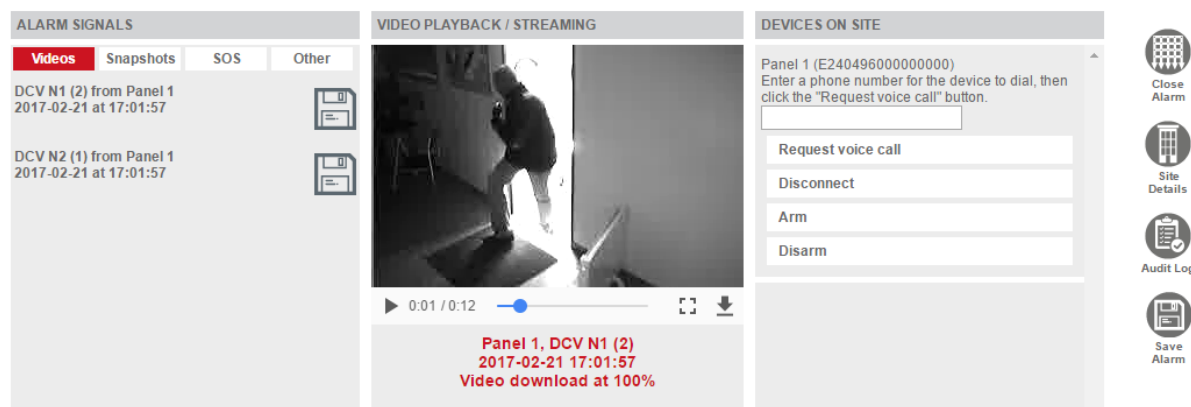
The site name and the group the site belongs to.

Alarm handling Screen

The alarm handling screen displays timestamps of when the alarm was first generated at the top of the screen. The information is organised into Alarm Signals, Video Playback/Streaming and Devices on Site.

Testing Site at 17:01:57 on 2017-02-21

You are handling this alarm.



The screenshot shows the alarm handling interface with three main sections:

- ALARM SIGNALS:** Contains a list of signals grouped by type: Videos, Snapshots, SOS, and Other. Two video entries are visible: "DCV N1 (2) from Panel 1" and "DCV N2 (1) from Panel 1", both timestamped at 17:01:57 on 2017-02-21. Each entry has a download icon.
- VIDEO PLAYBACK / STREAMING:** Displays a video player showing a person in a dark environment. The video progress is at 0:01 / 0:12. Below the player, it indicates "Panel 1, DCV N1 (2)" and "2017-02-21 17:01:57" with a status of "Video download at 100%".
- DEVICES ON SITE:** Shows "Panel 1 (E240496000000000)" and instructions to enter a phone number for a voice call. It includes buttons for "Request voice call", "Disconnect", "Arm", and "Disarm".

On the right side, there is a vertical toolbar with icons for: Close Alarm, Site Details, Audit Log, and Save Alarm.

Alarm Signals and Video Playback

The 'Alarm Signals' area shows a list of signals that belong to an alarm; these are grouped as Videos, Snapshots, SOS signals and Other signals. Clicking the relevant header will display the associated signals. Selecting a video will start playback in the 'Video Playback/Streaming' area. Videos can only be played back once the download is at least 20% complete.

Additional commands next to each video will be displayed and will perform various actions as follows:

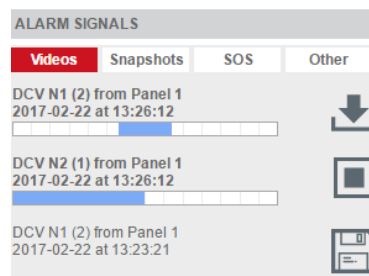
The download button will request a video that has not currently been uploaded from your alarm system.



The stop button will cancel the upload of the video. If the video has been partially uploaded, the partial video will be retained.



The save button will allow you to save the uploaded video file locally on your computer.

This screenshot shows the 'ALARM SIGNALS' section with the 'Videos' tab selected. It lists three signals:

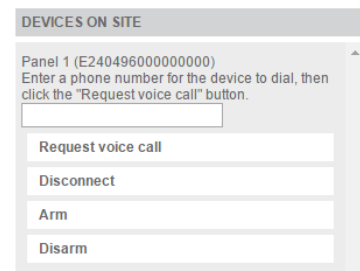
- DCV N1 (2) from Panel 1, 2017-02-22 at 13:26:12, with a download icon.
- DCV N2 (1) from Panel 1, 2017-02-22 at 13:26:12, with a stop icon.
- DCV N1 (2) from Panel 1, 2017-02-22 at 13:23:21, with a save icon.

Selecting the 'Other' tab will show any other text based alarm signals such as arming, disarming, intrusion, tamper, supervision, low battery signals and any others.

When an alarm is opened, Webeye will automatically display a tab that contains signals. If there is more than one type of signal received from the site, Webeye will prioritise the signals in the following order: SOS, Video, Snapshot and then any Other signals.

Device controls

If the device that generated the alarm is connected, Webeye gives you the ability to perform certain actions, such as arming/disarming the system, activating/deactivating sirens initiating voice call, and many more. If sirens or relays are listed, simply clicking one will activate/deactivate the device on site. These will be displayed in the 'Devices on Site' section.



Alarm handling – Additional controls

Additional controls for an alarm will be shown at the rightmost side of the page, and perform the following commands:

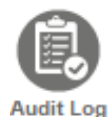
Selecting the "Close Alarm" button will load the "Alarm Closure" screen, this will prompt you to enter a closure comment before closing an alarm. Please note that WEM alarms will not have the close alarm functionality



Selecting the "Site Details" button shows the details of the site that the alarm originated from. These details will include any phone numbers, addresses and site notes/alarm instructions that have been entered.



Selecting the "Audit Log" shows a list of audit entries for that alarm. The audit log contains appropriate Next and Previous buttons allowing you to browse through the audit entries. Audit entries log actions taken in the alarms, such as a user viewing the alarm, activating sirens, initiating voice calls etc.



Allows you to save an alarm for future reference. By default, alarms sent to Webeye will be available for 2 years. By saving an alarm, this time is extended to





6 years from the date the alarm was generated.

Alarm locking

When handling an alarm, only one user can control the devices attached to the alarm and the closure of that alarm will be limited to the same user. This process is referred to as alarm locking. The user that has control of the alarm and its devices is known as the handler.

Users not handling the alarm will not be able to control the devices, or close the alarm. If the alarm handler leaves the alarm page, the next operator will be given this access. If multiple operators are viewing the alarm simultaneously, handler status will be granted to the first operator to view the alarm after the original handler.