

SAM's & WEM's Explained

Webeye generates two types of alarms: SAM's and WEM's.

Standard Alarm Messages (SAM)

A SAM is an alarm that has to be closed and can contain an unlimited number of blind or video signals. If a SAM is left open, further signals will be added to it and a new SAM will not be generated until the existing SAM is closed. This suits businesses who have manned control rooms where a group of operators share a queue and handle alarms as they are generated. Alarms have to be handled and formally closed, with a comment of any actions the operator took.

WebEye Message (WEM)

A WEM is an alarm that does not require closing and is independent to each user. WEMs can be read or unread depending on whether the alarm has been viewed. A WEM is similar in concept to an email. It is possible to have more than one WEM in the Alarm List for the same site.

SAM and WEM comparison

SAM's	WEM's
<ul style="list-style-type: none">• A site cannot have more than one SAM alarm in the alarm list.• If there is a SAM alarm in the alarm list, any signals or videos from the site are attached to the same alarm.• A SAM alarm must be closed for another alarm to be generated in the alarm list for that site.• When closing an alarm comments must be provided or the alarm cannot be closed.• Once an alarm is closed it disappears from the alarm list but can be viewed within the sites alarm history.• Recommended for monitoring stations or those who want complete user accountability.	<ul style="list-style-type: none">• There can be many WEMs in the alarm list for the same site.• Once a WEM is read, the WEM stays in the alarm list and is marked as read.• It's possible to have multiple unread WEMs for the same site. There are certain conditions where webeye cms will generate a new WEM.• Think of a WEM like an email but for alarms.• Recommended for residential users or those users who do not want to formally close alarms.

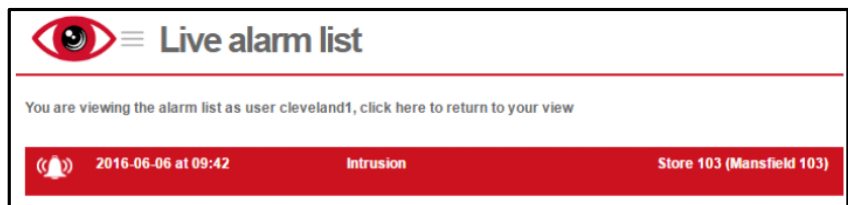
How do SAMs and WEMs affect users?

The type of user, whether they are an alarm handling operator or a home user, will depend on if they use SAMs or WEMs. A user can be set to a SAM or WEM by default, but each user can be set to a SAM or WEM for specific sites. Alarm type for the user is set up in the user details, per site is set up within the notifications option within the site details.

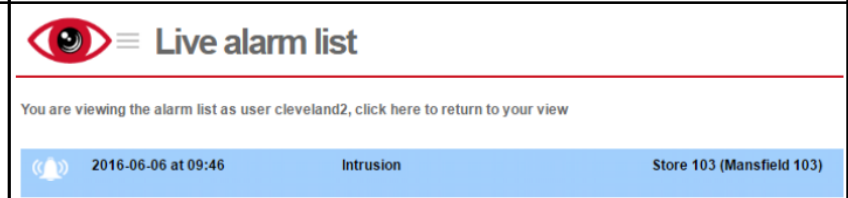
How SAMs and WEMs are displayed?

SAMs are signified by a red banner and WEMs by a blue banner throughout both the browser and the apps. The screenshots below illustrate this with two different users.

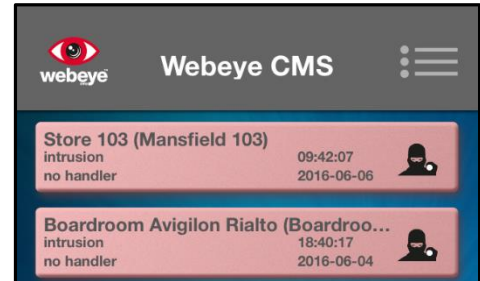
SAM in the browser



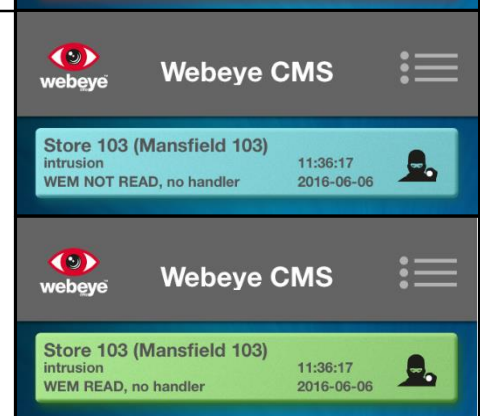
WEM in the browser



SAM in the app



WEM in the app



An alarm operator working for Tesco's may use the alarm list in the browser to monitor SAM alarms, whereas the store manager for store Mansfield 103 may use the webeye cms app and only want to view alarms as WEMs.