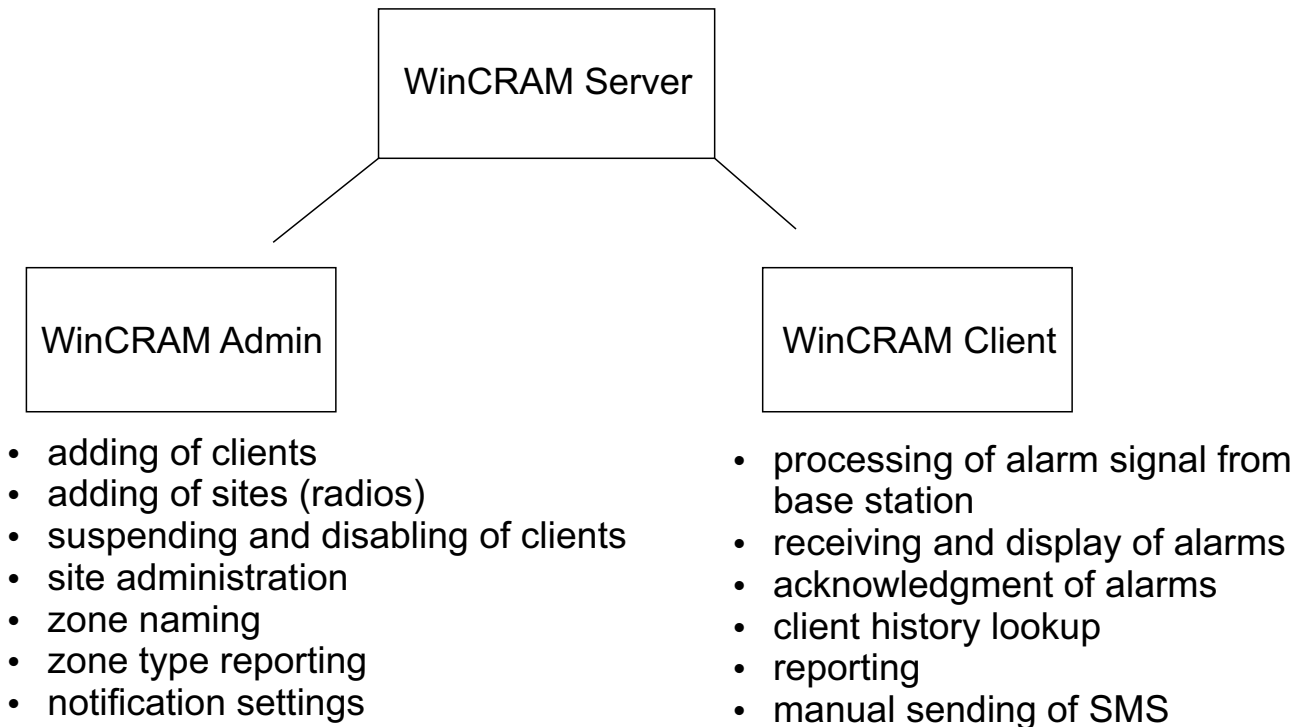


WinCRAM

Windows Control Room Alarm Monitoring

Doc Verion 1.01

WinCRAM Program structure



As can be seen from above, the system is divided into two components, both of which may be networked allowing for great flexibility and scalability. All components can of course run on the same computer for smaller systems.

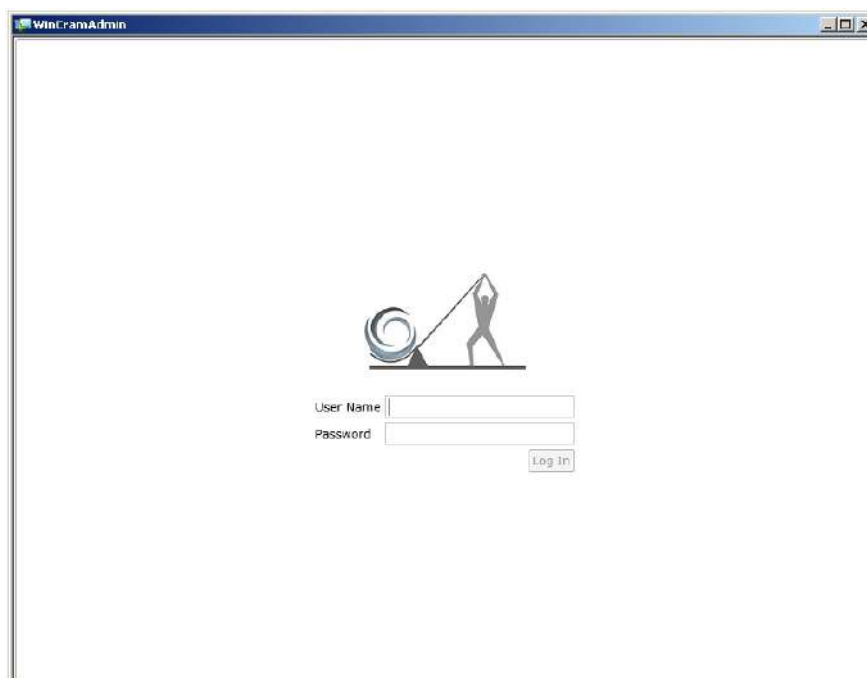
It is important to note that if the client connected to the base station is not running, no alarm signals may be received from the base station into the system.

WinCRAM Admin




Adding of client and site information

Launch the shortcut "WinCRAM Admin" to launch the administration program.

The default login is
username: **admin**
password: **M@miAdmin**

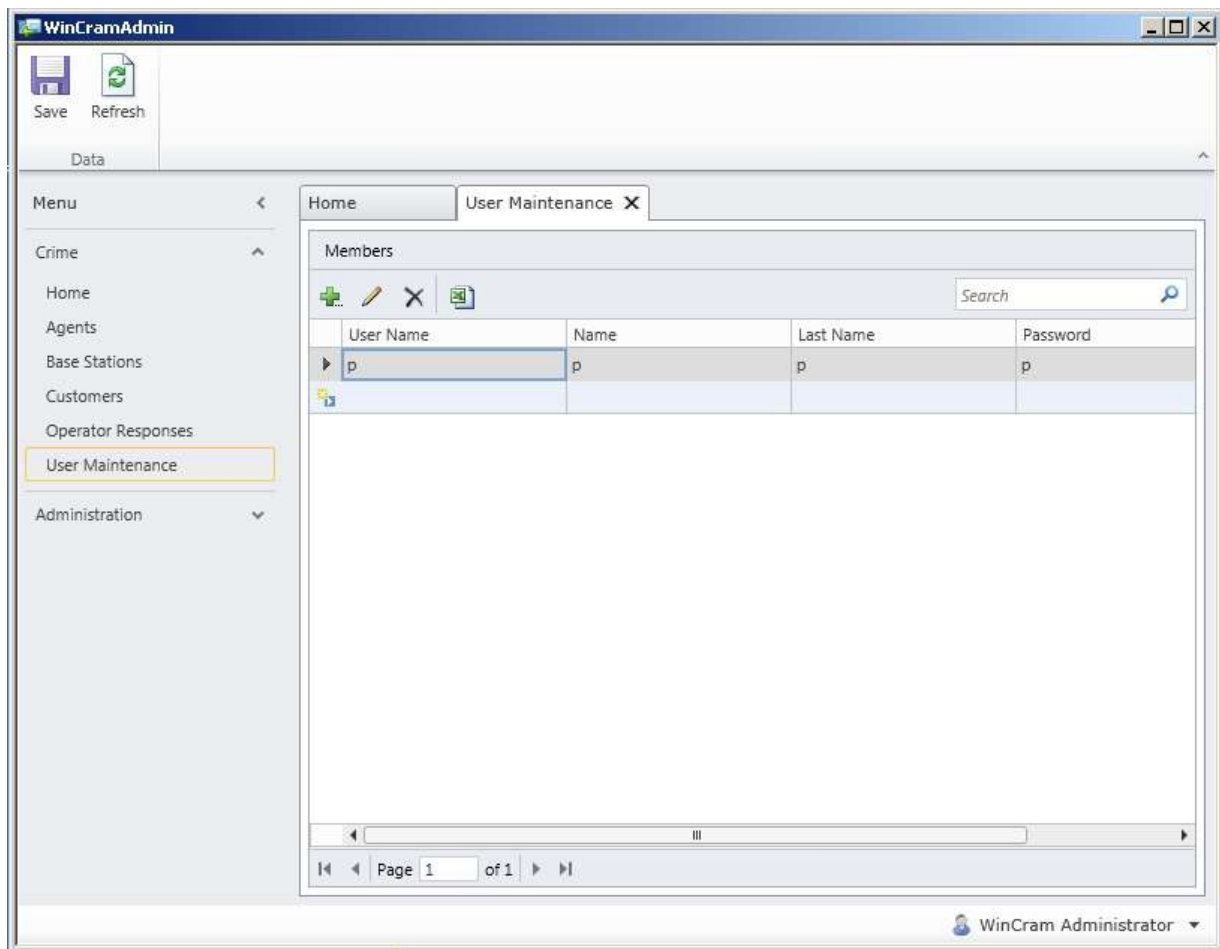


Adding of operator logins


Click the “User maintenance” tab and proceed to add, edit or delete users by making use of the    buttons


These are the users that will be able to login to the WinCRAM client

Click the  button in the top left of the screen after any changes



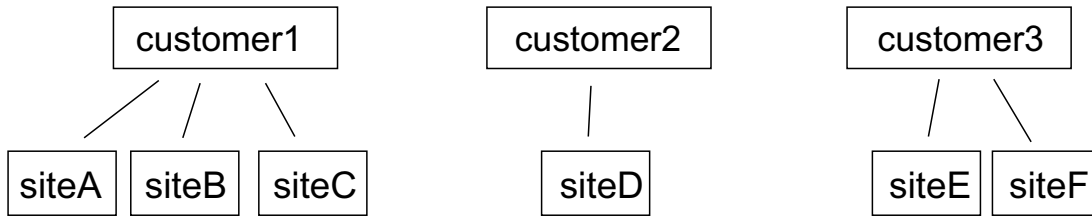
WinCRAM admin logins

The WinCRAM Admin password may also be changed by clicking  in the bottom right of the screen

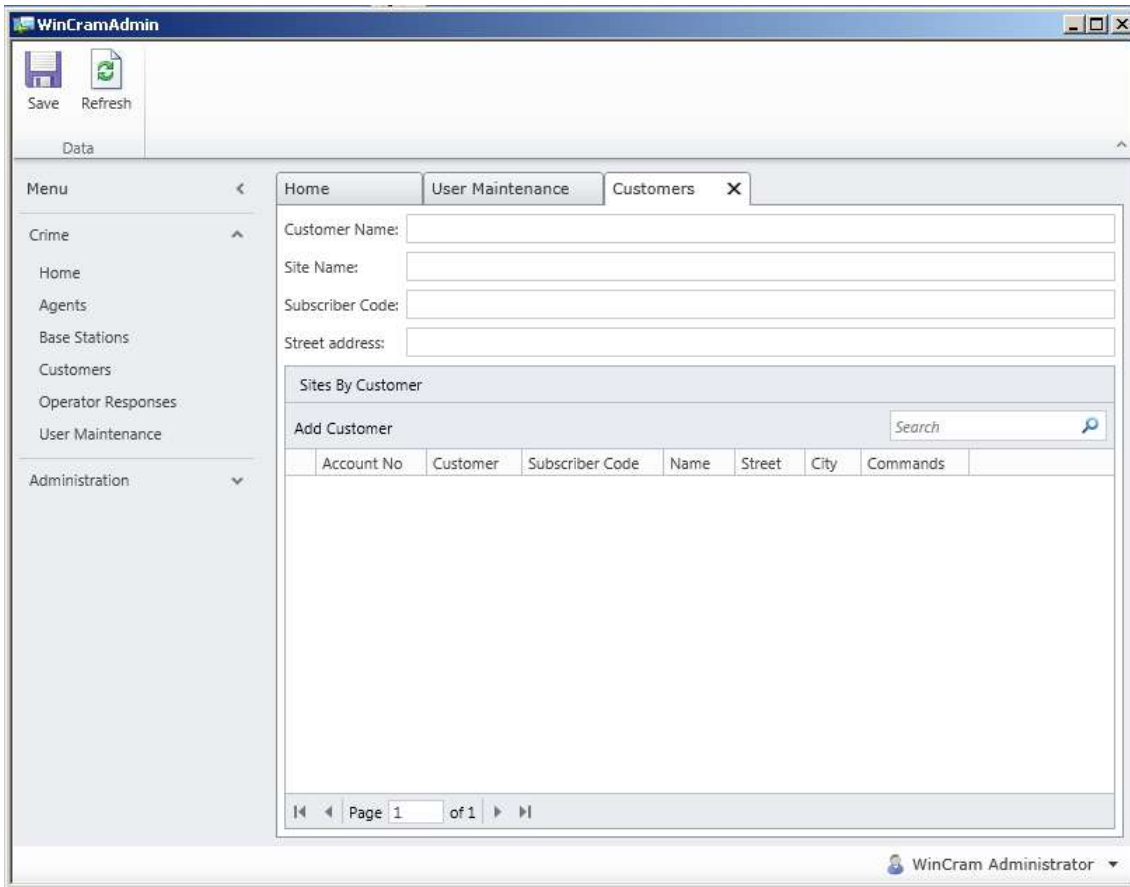
Click the  button in the top left of the screen after any changes

Creating of customers and sites

It is important to take note of the structure below



As can be seen, the structure allows for more than one site to be added per customer. This makes it easier for reference to an accounting package.

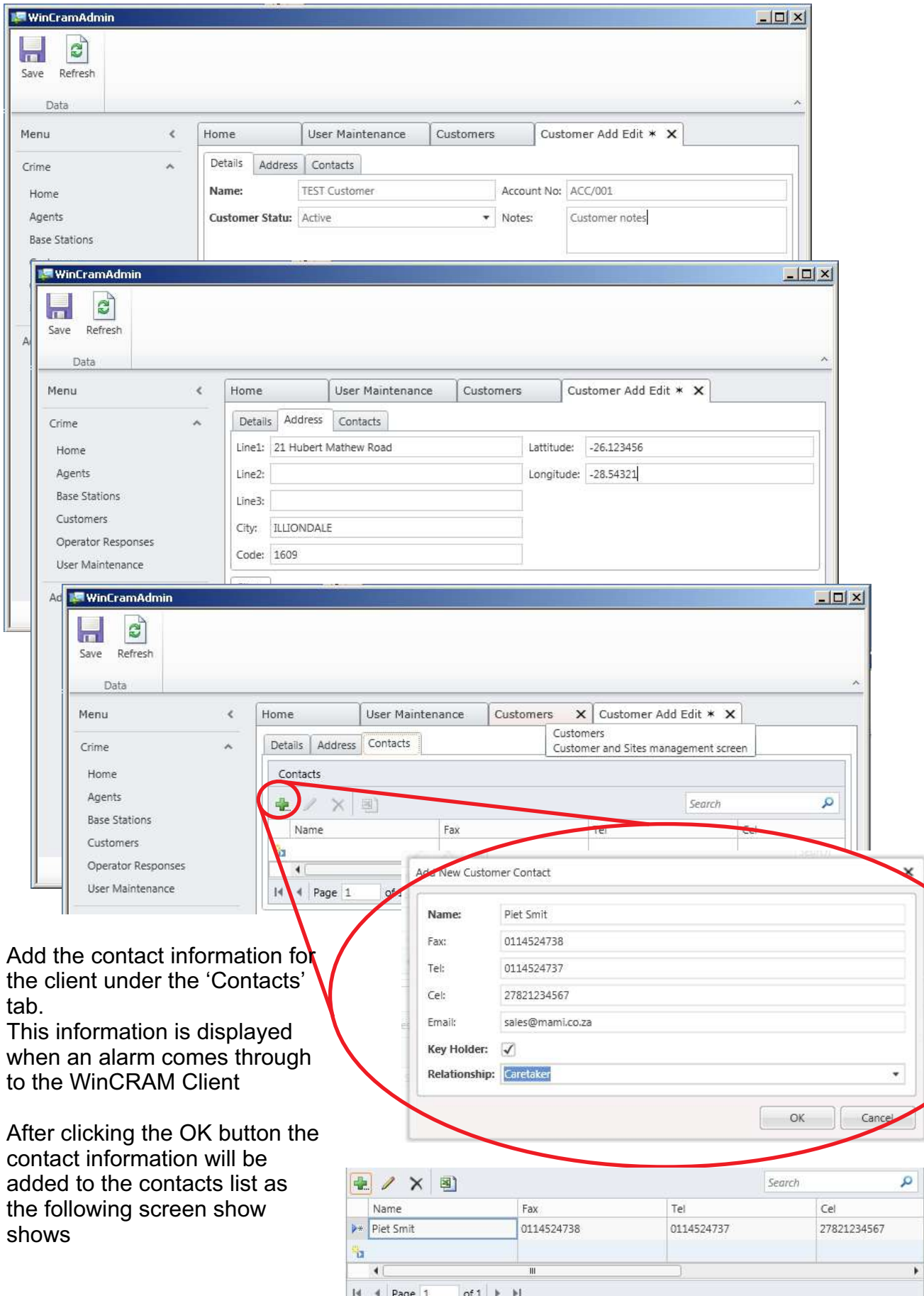


To add a customer click on the **Add Customer** button

Creating of customers and sites

Fill in the necessary information for the customer progressing through the 3 tabs as below

Details Address Contacts

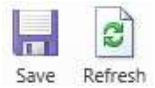


Add the contact information for the client under the 'Contacts' tab. This information is displayed when an alarm comes through to the WinCRAM Client

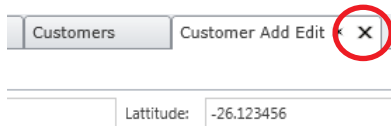
After clicking the OK button the contact information will be added to the contacts list as the following screen show shows

Creating of customers and sites

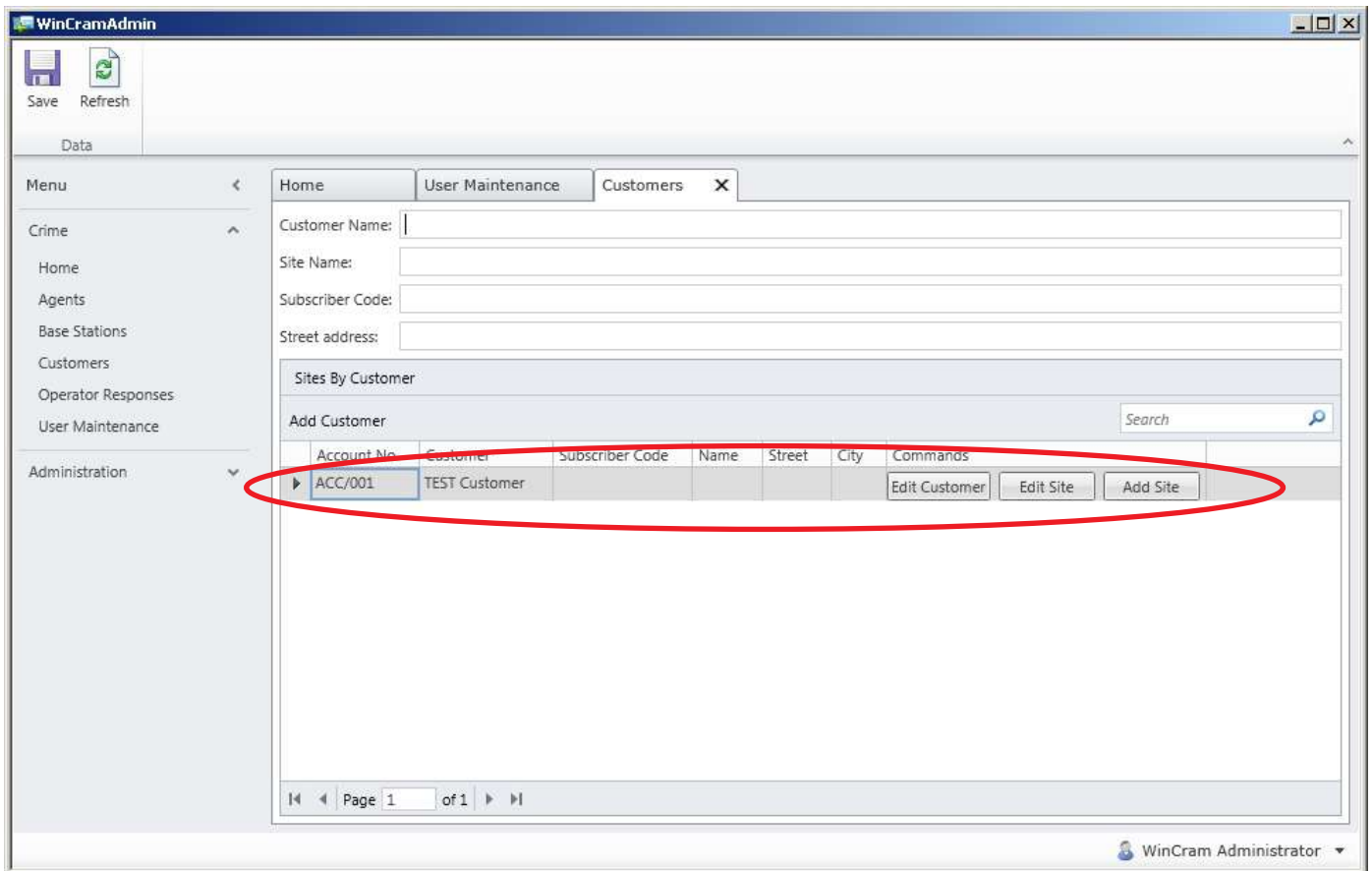
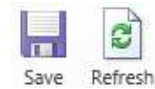
Once all the information for the customer has been entered click the Save Button



After this close the 'Customer Add Edit' tab by clicking the cross as indicated below



Click the Refresh button and the customer will now show in the list.



At this point it is possible to add the site information for the client.

Creating of sites and site information

Under the customer list click the "Add Site" button

Account No	Customer	Subscriber Code	Name	Street	City	Commands
ACC/001	TEST Customer					Edit Customer Edit Site Add Site

As before, complete the tabs from the left to right.

Details Address Times Alarm Types Alarm Zones

It is important to match the subscriber number to the programmed radio number on the transmitter

The top screenshot shows the 'WinCramAdmin' interface with the 'Site Add Edit' window open. The 'Details' tab is active, and the 'Subscriber Code' field is highlighted in green and circled. A green arrow points from the text above to this field. The form contains the following fields:

- Subscriber Code: 1234
- Name: Customer SITE name
- Password: PASS123
- Customer: TEST Customer
- Base Station: MAMI
- Status: Active
- Notes: Site Notes
- Installer: Johan Johannes tel 0829876543
- Site Type: Business

The bottom screenshot shows the 'WinCramAdmin' interface with the 'Site Add Edit' window open. The 'Address' tab is active. The form contains the following fields:

- Line1: 21 Hubert Mathew Road
- Latitude: [empty]
- Line2: [empty]
- Longitude: [empty]
- Line3: [empty]
- City: ILLIONDALE
- Postal code: 1609

A blue button labeled 'Copy address from customer' is highlighted. A tooltip for this button reads: 'This will copy the address details from this customers main account if details exist'. A 'Delete' button is also visible at the bottom right of the form.

Creating of sites and site information: Times Tab

Under this tab various options regarding when certain alarms are required to happen can be set.

Check in (hours): This should be set to the check-in interval set on the alarm transmitter or panel. Should the transmitter fail to send a signal within this time, a 'failed to check-in' alarm message will be generated by the software, blank or 0 means disabled (not used).

Open and close times: Also known as Disarm and arm times. If there is a need to monitor the times when systems are armed and disarmed the business operating hours may be filled in. For example, if on Monday the Open time is set to 7:00. should the system be disarmed before or after 7:00 (+- Tolerance) an alarm will be generated by the software.

The screenshot displays the WinCramAdmin software interface. The main window is titled 'WinCramAdmin' and contains a menu bar with 'Save' and 'Refresh' options. Below the menu bar is a 'Data' section. The main content area is divided into several tabs: 'Home', 'User Maintenance', 'Customers', and 'Site Add Edit * X'. The 'Site Add Edit * X' tab is active and contains sub-tabs for 'Details', 'Address', 'Times', 'Alarm Types', and 'Alarm Zones'. The 'Times' sub-tab is selected, showing a form for configuring site times. The form includes the following fields and controls:

- Check In (hours):** A text input field containing the value '12'.
- Tolerance (minutes):** A text input field containing the value '30'.
- Monday Open:** An empty text input field.
- Monday Closed:** An empty text input field.
- Tuesday Open:** An empty text input field.
- Tuesday Closed:** An empty text input field.
- Wednesday Open:** An empty text input field.
- Wednesday Closed:** An empty text input field.
- Thursday Open:** An empty text input field.
- Thursday Closed:** An empty text input field.
- Friday Open:** An empty text input field.
- Friday Closed:** An empty text input field.
- Saturday Open:** An empty text input field.
- Saturday Closed:** An empty text input field.
- Sunday Open:** An empty text input field.
- Sunday Closed:** An empty text input field.
- Default Open:** A text input field containing the value '07:00 AM'.
- Default Close:** A text input field containing the value '05:00 PM'.

Below the 'Default Open' field are two buttons: 'Default Open Times' and 'Clear Open Times'. Below the 'Default Close' field are two buttons: 'Default Close Times' and 'Clear Close Times'. A 'Delete' button is located at the bottom right of the form area. The bottom right corner of the window shows the user 'WinCram Administrator'.

Creating of sites and site information: Alarm types tab

Under this tab the way in which the alarm is presented in the WinCRAM client is set.

Important to note:

An Alarm type can either be set as an '**Alarm**' or as an '**Informative Alert**'.

If set to Alarm the signal must be responded and acknowledged by the operator.

If set to Informative this signal is merely displayed and does not have to be acknowledged.

This will be shown in the forthcoming pages.

If the SMS and email module is purchased it is possible to fill in mobile number and email address information so that the client may be notified.

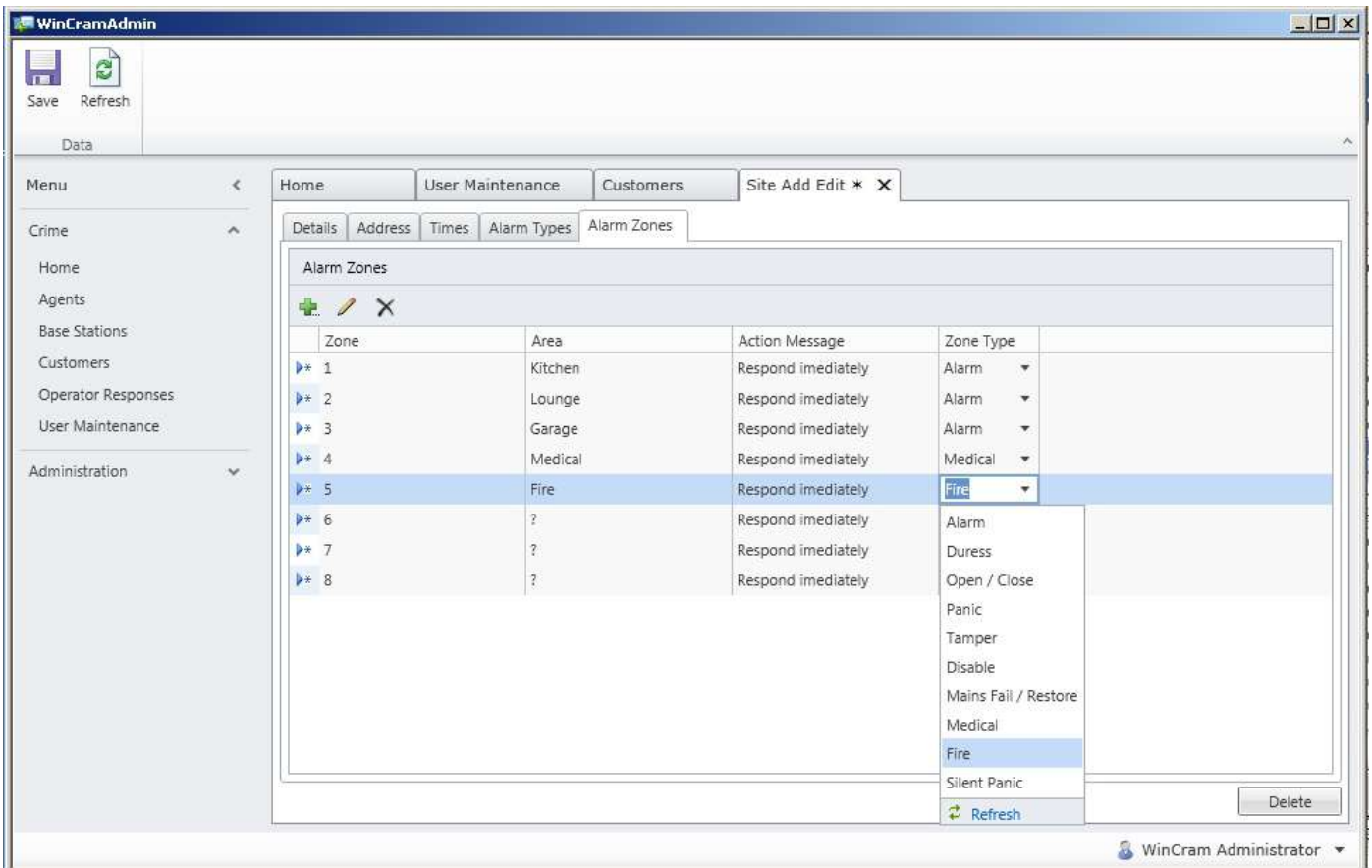
The screenshot shows the WinCramAdmin application window. The main content area is titled 'Alarm Types' and contains a table with the following data:




Alert Type	Alert Type Response	Notify SMS	Notify Email
▶ Alarm	Alarm		
▶ Panic	Alarm	27821234567	
▶ Tamper	Alarm		
▶ Failed to Check-in	Alarm		
▶ Duress	Alarm		
▶ Battery low	Informative Alert	27829876543	
▶ Failed to arm	Refresh		
▶ Failed to disarm	Alarm		
▶ Mains fail	Informative Alert		
▶ Test	Alarm		
▶ Arm outside window	Alarm		
▶ Disarm outside window	Alarm		
▶ Checkin	Informative Alert		
▶ Battery restore	Informative Alert		
▶ Mains restore	Informative Alert		

Creating of sites and site information: Alarm Zones tab

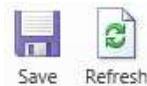
Under the alarm zones tab the zone information may be entered for example zone naming and required action to be taken if the zone is activated.

If a MAMI alarm transmitter or panel is used, it is possible to convert the activated zone into a specific alarm type. For example below, if zone 5 is activated a Fire Alarm will be show in the WinCRAM client and a Medical alarm if zone 4 is activated.



Wireless zone may be added by creating zones with an offset of 32. For example Wireless zone 2 would be zone 34. These may be added using the    buttons

Click the Save button to save and apply all the changes



Operator responses

When an alarm comes through to WinCRAM Client the operator is required to action it. The operator responses page is where these action may be customised as per the company's business model.

The usage of these responses will be made clearer in the forthcoming pages.

What needs to be noted on this page:

The mandatory column: Before the operator can close off the alarm, all mandatory responses must be actioned. If these are not completed the alarm cannot be closed off. Select the mandatory column if there is always a certain action that needs to be performed but the operator every time and alarm comes through, for example, "did you make contact with the customer"

Click the Save button after any changes.

The screenshot shows the WinCRAMAdmin application window. The left-hand navigation menu includes 'Crime', 'Home', 'Agents', 'Base Stations', 'Customers', 'Operator Responses' (circled in red), 'User Maintenance', and 'Administration'. The main content area is titled 'Operator Responses' and contains a table of 'Action Types'.

Key	Name	Tool Tip	Question	Mandatory	Password	Enabled	Color
1	Arming Of System	Arming Of System	Arming Of System	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Red
2	DisArming Of System	DisArming Of System	DisArming Of System	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Green - Light
3	Reaction Unit Dispatched	Reaction Unit Dispatched	Reaction Unit Dispatched	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Red - Light
4	Reaction Unit Dispatched - No Problem	Reaction Unit Dispatched - No Problem	Reaction Unit Dispatched - No Problem	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yellow
5	Testing Of Alarm System	Testing Of Alarm System	Testing Of Alarm System	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Green - Dark
6	Failed To Check In	Failed To Check In	Failed To Check In	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Blue
7	Phoned Client No Answer	Phoned Client No Answer	Phoned Client No Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Red
8	Arrival Time	Arrival Time	Arrival Time	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Red - Light
9	False Alarm/Opening/Closing	False Alarm/Opening/Closing	False Alarm/Opening/Closing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Blue
A	Subscriber Checking In	Subscriber Checking In	Subscriber Checking In	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Red
B	Mains Fail/Restore	Mains Fail/Restore	Mains Fail/Restore	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yellow

The bottom right corner of the window shows the user 'WinCRAM Administrator'.

WinCRAM Client

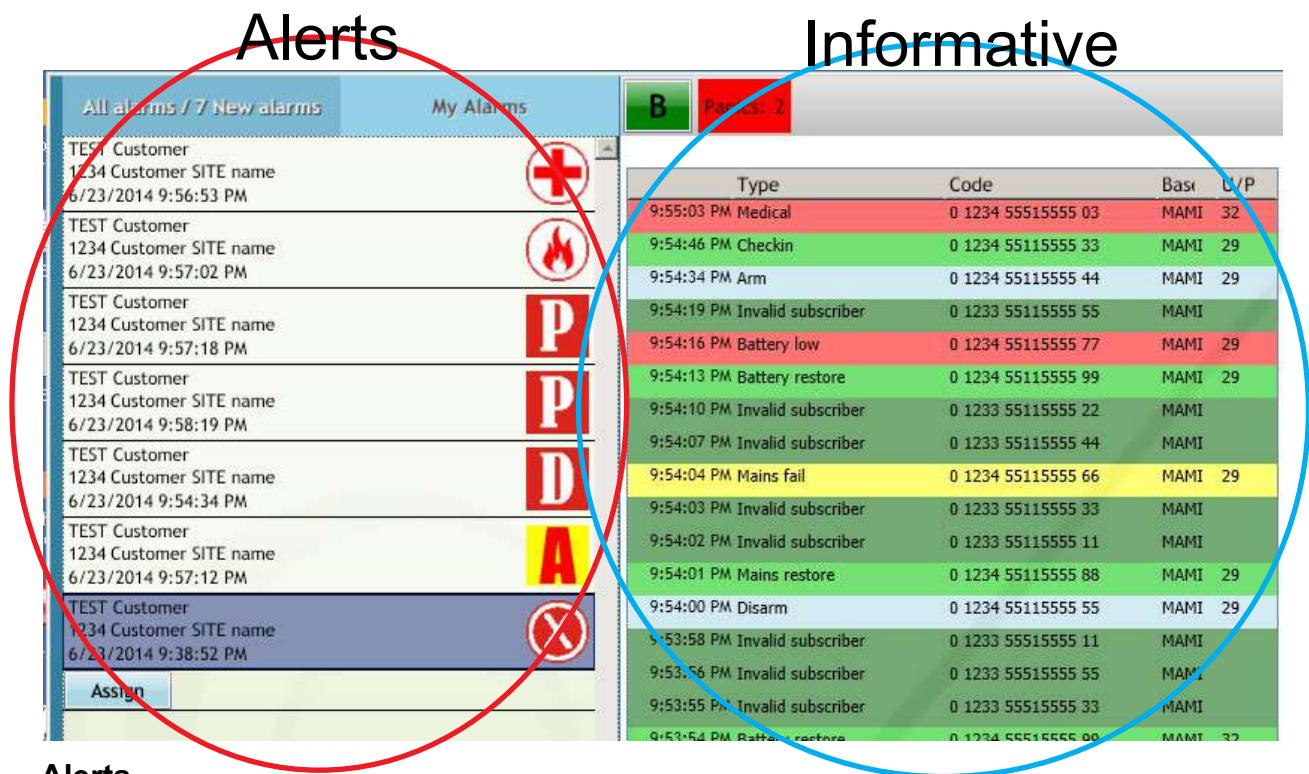
Logging in

Login with the details you have specified on page 3. If you have not changed any settings the default login is

username: p
password: p

The screen show below have been pre-populated with signals to make demonstration easier.

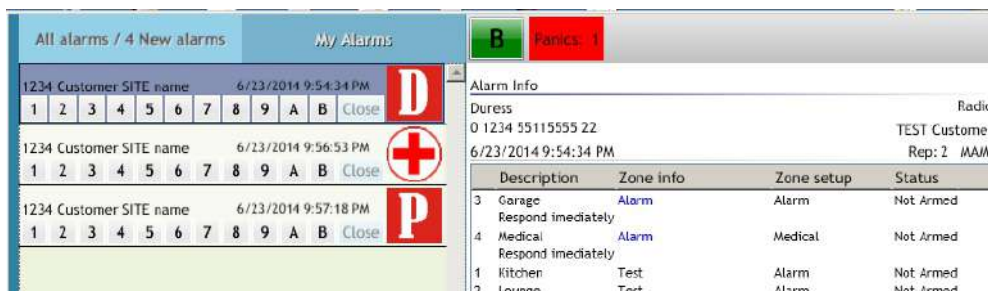
As explained earlier the screen is divided into Alarms and Informative Alerts (page 9)



Alerts

Alerts are required to be actioned. Each alarm that comes up has an associated icon that is displayed.

Click on the alarm and click the Assign button. This will remove the alarm from the main list and move it to the operators "My Alarms" as below. This is in direct reference to the previous page. Each button (1-9,A,B) has an associated action. If the action is been marked as mandatory, the button will appear as coloured.

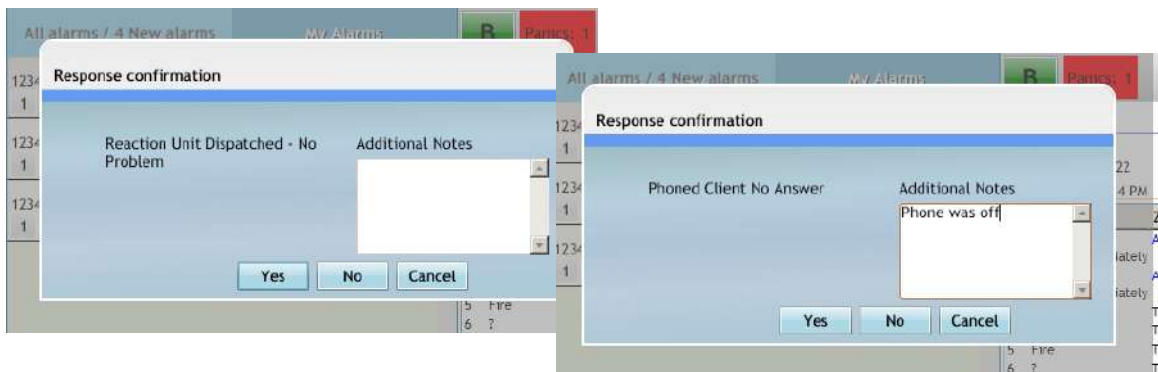


Actioning Alarms

Once the alarm has been assigned to the operator the operator actions the message by pressing or clicking on the action buttons.



The following two message boxes are examples of two actions that occur after clicking the buttons.



After clicking the Yes or No button, the action is logged into the database and the button is disabled. Click the Close button to close off the alarm

