WinCRAM
Windows Control Room Alarm Monitoring
Doc Verion 1.01

WinCRAM Program structure

```
                    ┌─────────────────────┐
                    │   WinCRAM Server    │
                    └─────────────────────┘
                       /              \
┌─────────────────────┐            ┌─────────────────────┐
│   WinCRAM Admin     │            │   WinCRAM Client    │
└─────────────────────┘            └─────────────────────┘
```

- adding of clients
- adding of sites (radios)
- suspending and disabling of clients
- site administration
- zone naming
- zone type reporting
- notification settings

- processing of alarm signal from base station
- receiving and display of alarms
- acknowledgment of alarms
- client history lookup
- reporting
- manual sending of SMS

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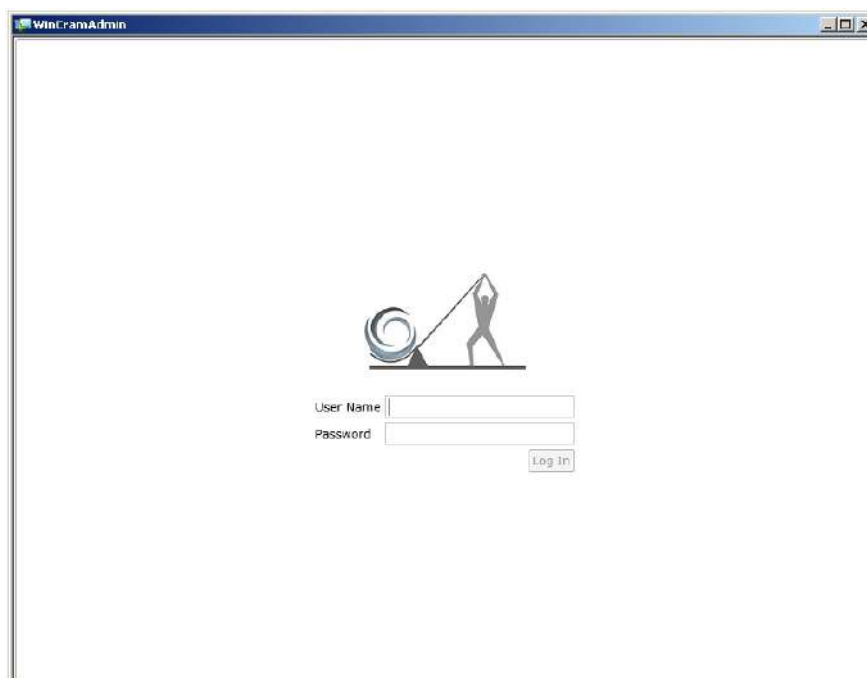
It is important to note that if the client connected to the base station is not running, no alarm signals may be received from the base station into the system.

WinCRAM Admin

Adding of client and site information

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

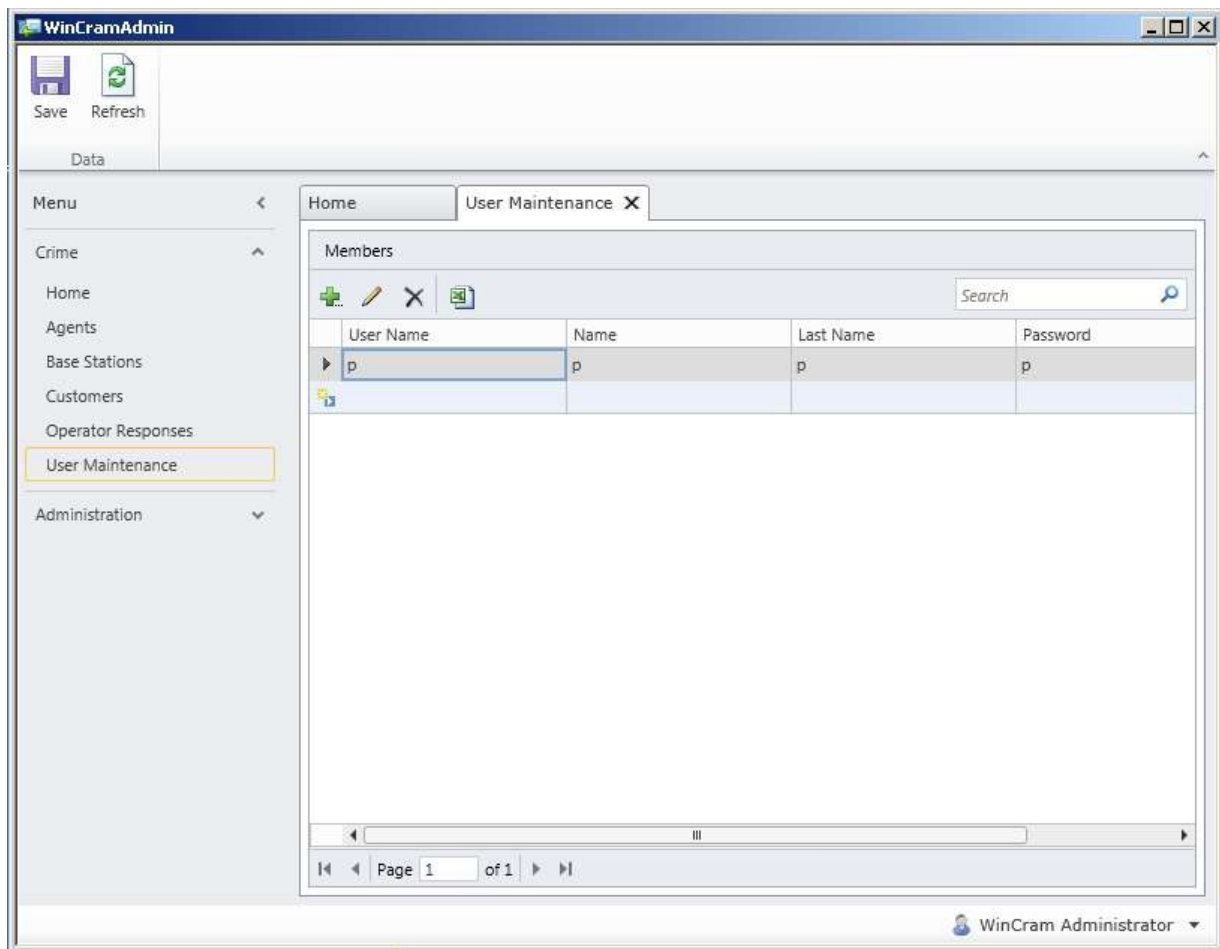The default login is
username: **admin**
password: **M@miAdmin**

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

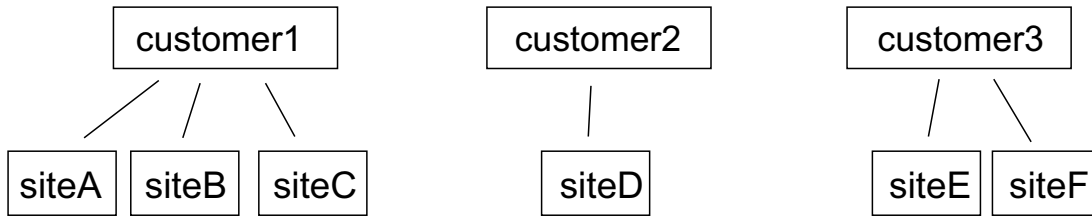**Click the 💾 button in the top left of the screen after any changes**

WinCRAM admin logins
The WinCRAM Admin password may also be changed by clicking 👤 WinCram Administrator ▾ 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 been seen, the structure allows for more than one site to be added per customer.
This makes it easier for reference to an accounting package.
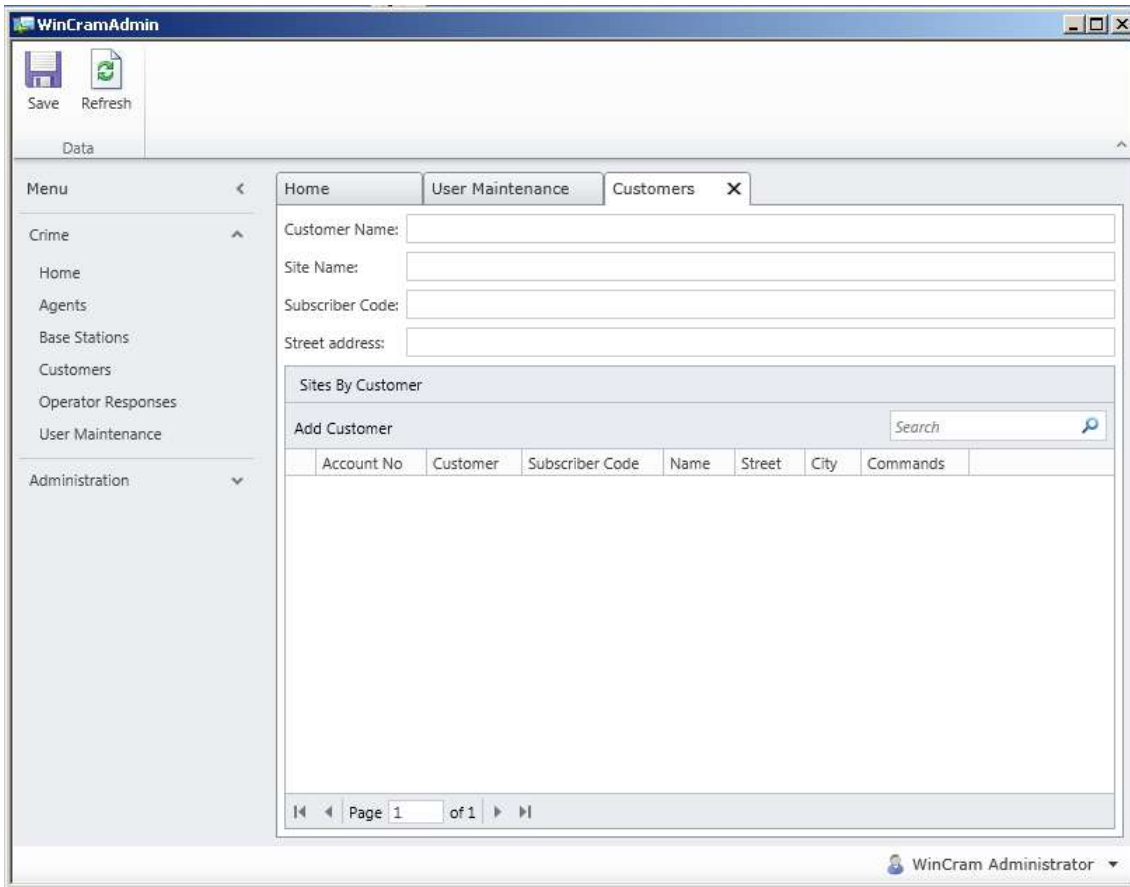
To add a customer click on the Add Customer button

Creating of customers and sites

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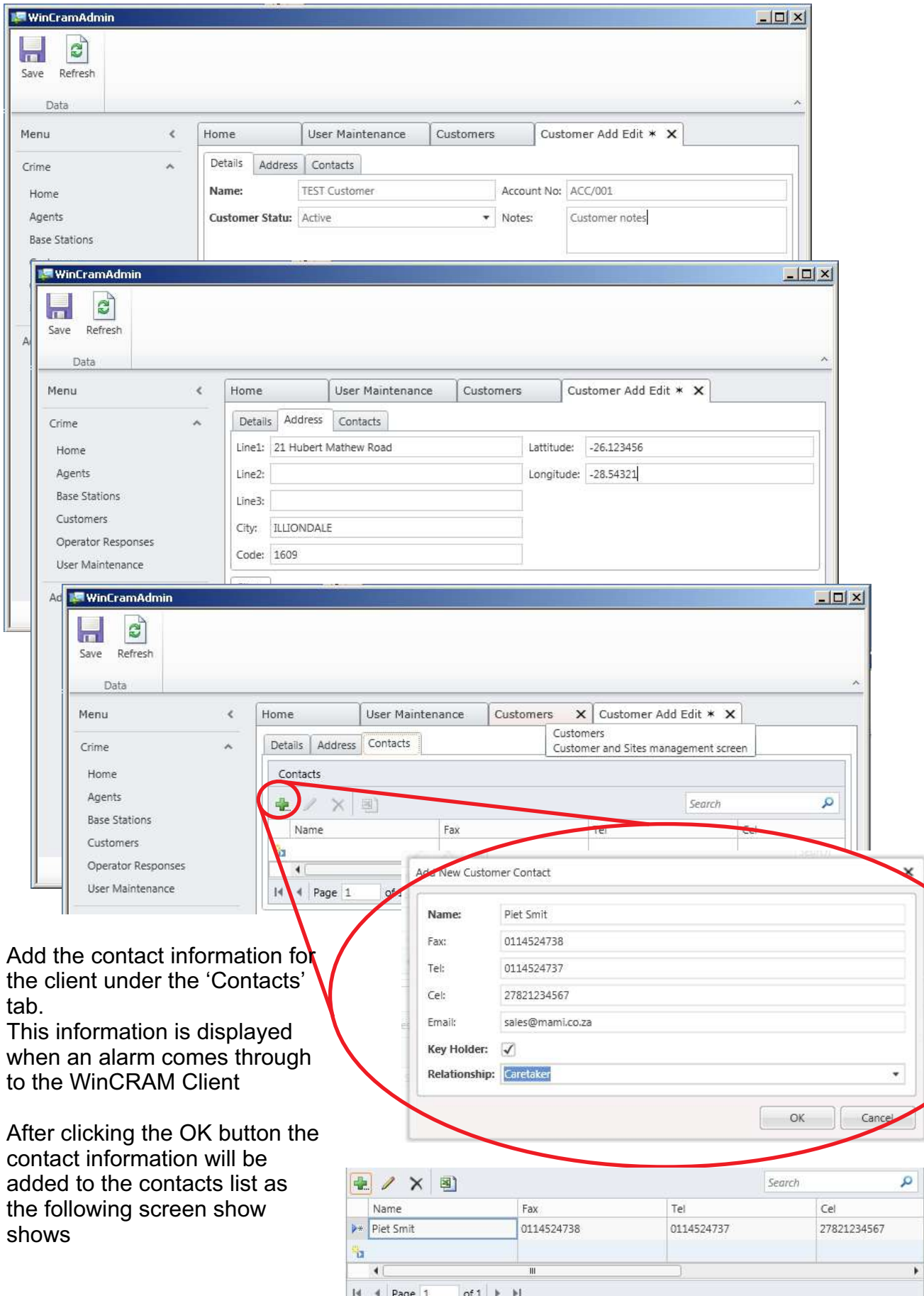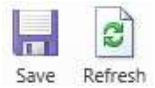

Add the contact information for the client under the 'Contacts' tab.
This information is displayed when an alarm comes through to the WinCRAM Client

After clicking the OK button the contact information will be added to the contacts list as the following screen show shows
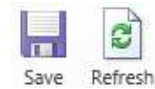
Creating of customers and sites
Once all the information for the customer has been entered click the Save Button

After this close the 'Customer Add Edit' tab by clicking the cross as indicated below
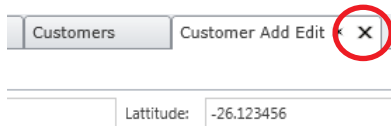
Click the Refresh button and the customer will now show in the list.
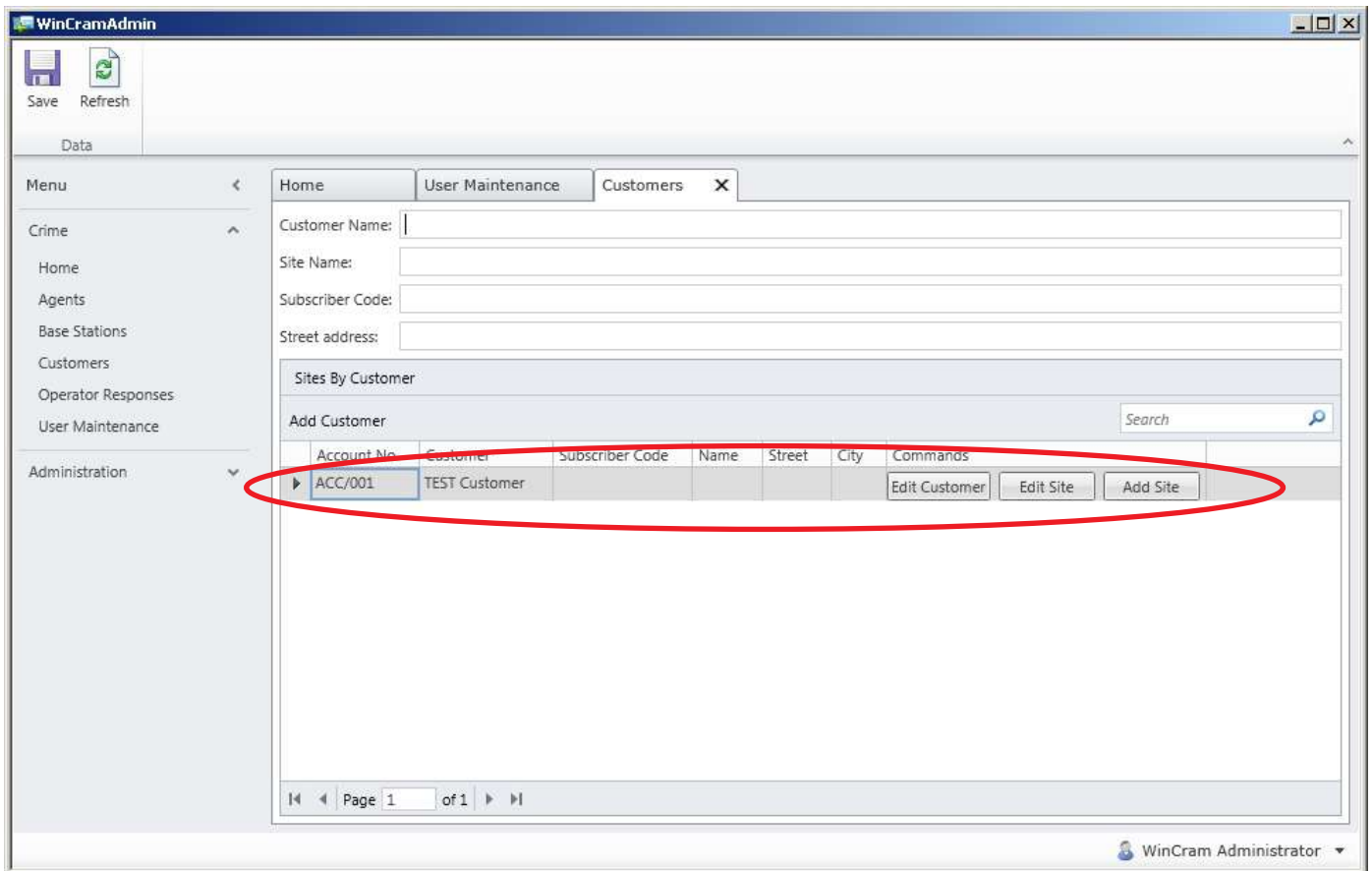
At this point it is possible to add the site information for the client.

Creating of sites and site information

Under the customer list click the "Add Site" button

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

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

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.

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.

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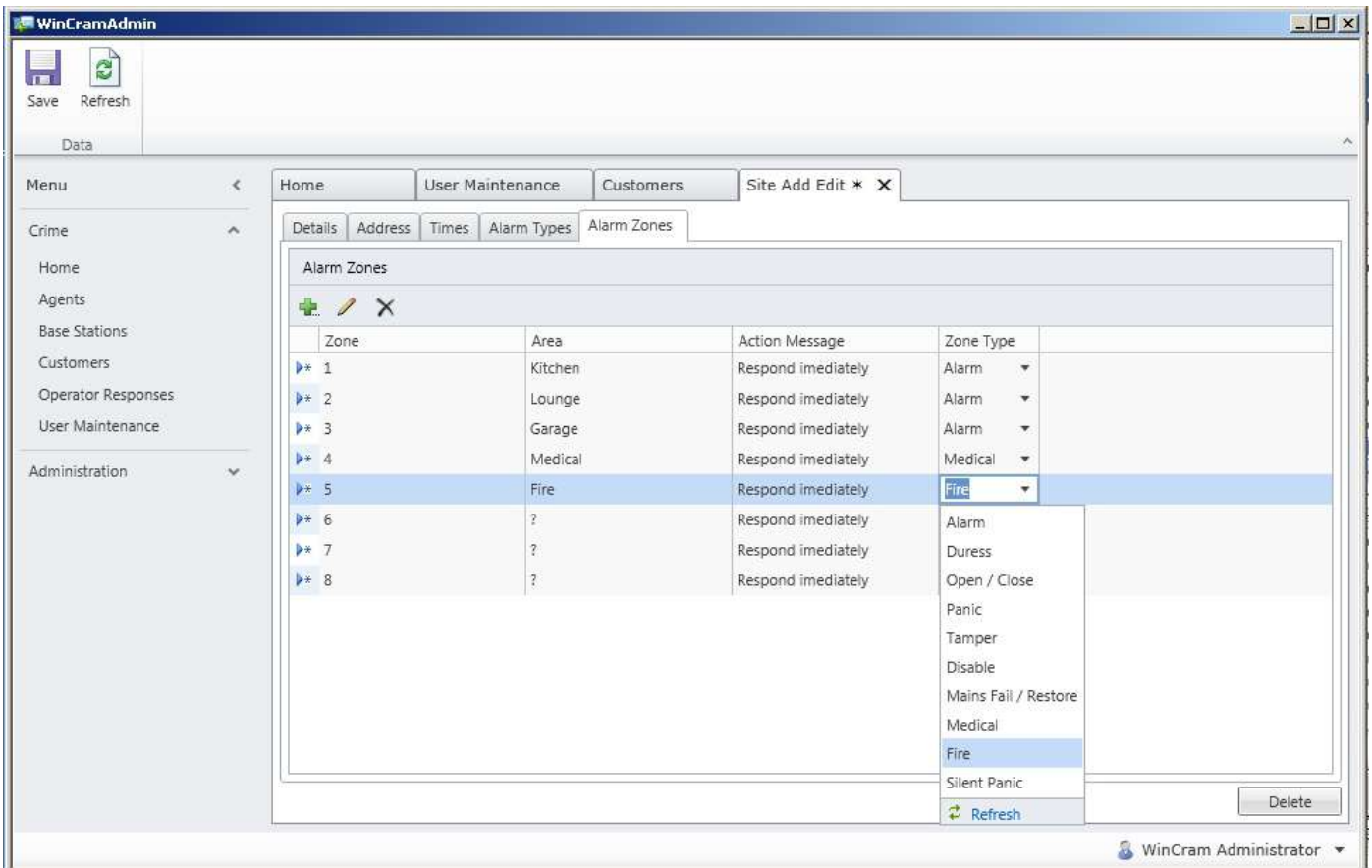
Wireless zone may be added by creating zones with an offset of 32. For example Wireless zone 2 would be zone 34. These may be added using the [buttons icon] buttons

Click the Save button to save and apply all the changes [Save Refresh icons]
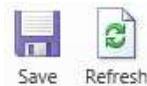
Operator responses
When an alarm comes through to WinCRAM Client the operator is required to action it. The operator responses page is where these action may be customised as per the company's business model.

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 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.

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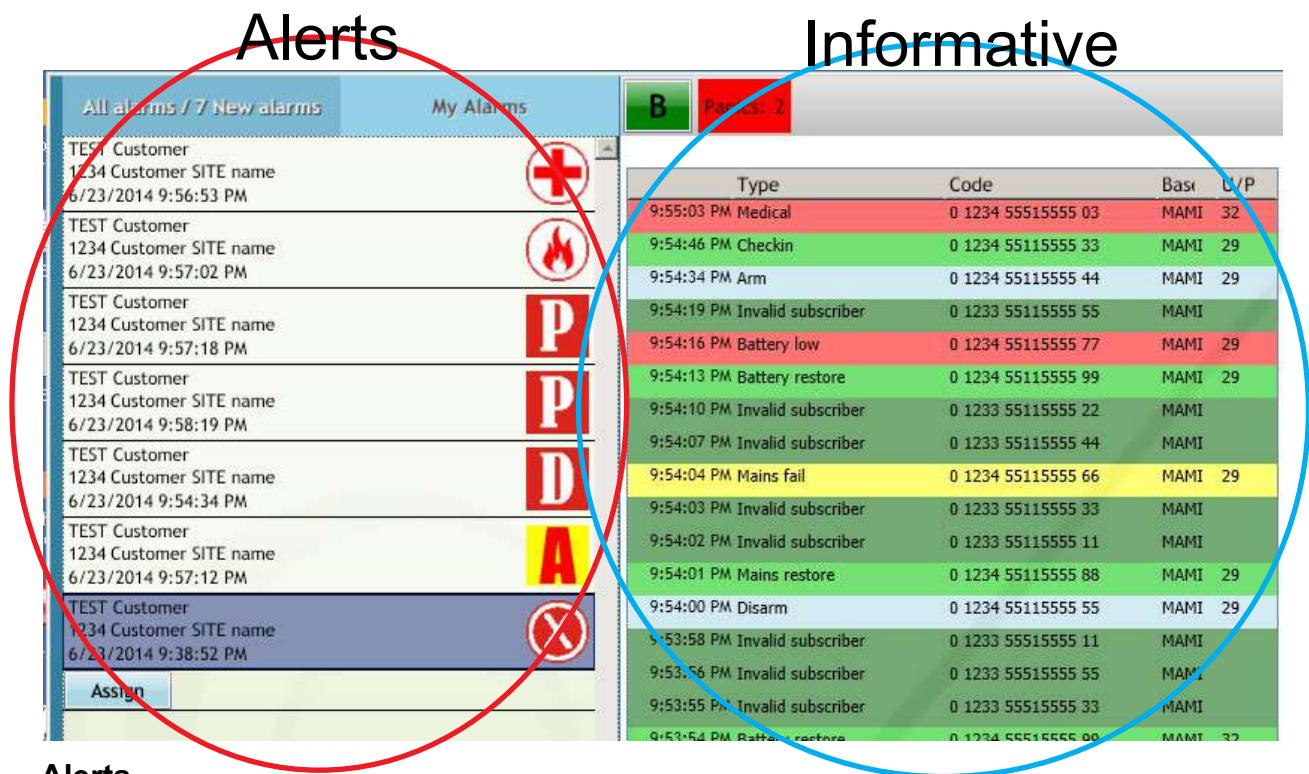
Alerts
Alerts are required to be actioned. Each alarm that comes up has an associated icon that is displayed.

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.
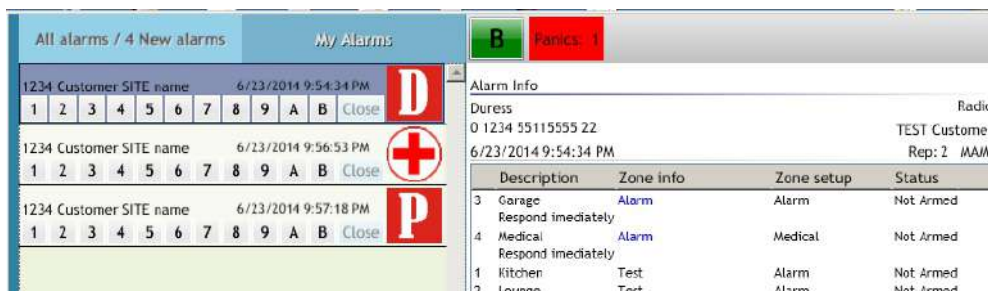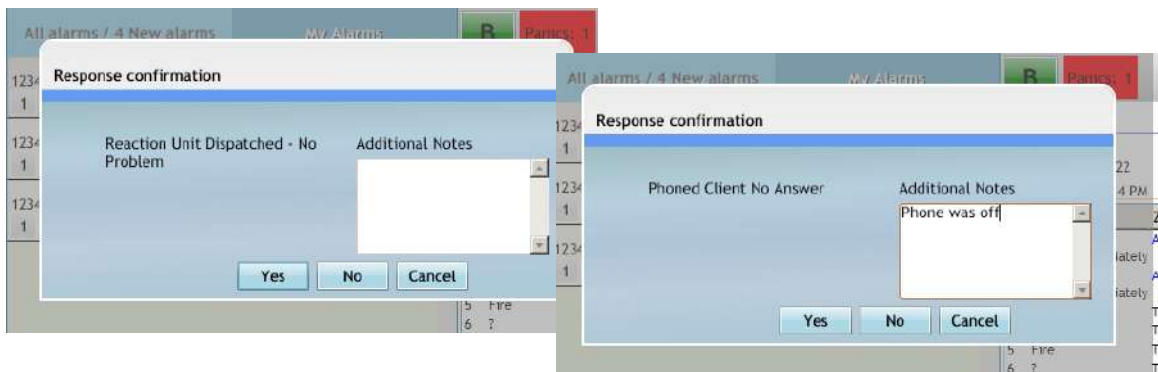
Actioning Alarms

Once the alarm as 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