

Centralised Monitoring Software



(version v2.35)

User Manual

Purpose of the document

This document describes the operation procedure and specific operation features of software *Monas MS v2.35*.

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Purpose of *Monas MS*

Monas MS is an application software package for displaying, processing and storing messages received in centralised security and monitoring stations.

Configuration of software installation


Software package *Monas MS* may be installed either on one or on several computers connected to the same network. *Monas MS* software package BASE provides separate program modules to expand software functionality, allows to select software package configuration with regard to the variety of tasks performed in the station. Software operation options are indicated in the security access USB key that must be inserted into the USB port of the computer with *Monas MS server* software.

Opening and closing the program, changing the shift

Monas MS may be opened by following this order: *Monas MS server* is opened first, followed by *Monas MS client* programs. Automatic *Monas MS server* launch upon computer startup may be set during the installation. In such case, only *Monas MS client* needs to be opened manually.

Closing is performed in a reversed order: firstly, all *Monas MS client* programs are closed one after another, concluding with *Monas MS server*.

1) Opening *Monas MS server*

Double-click on *Monas MS server* icon . Active program icon will appear on the taskbar and *Monas MS server* will open. Open *Monas MS client* programs if settings do not have to be changed.

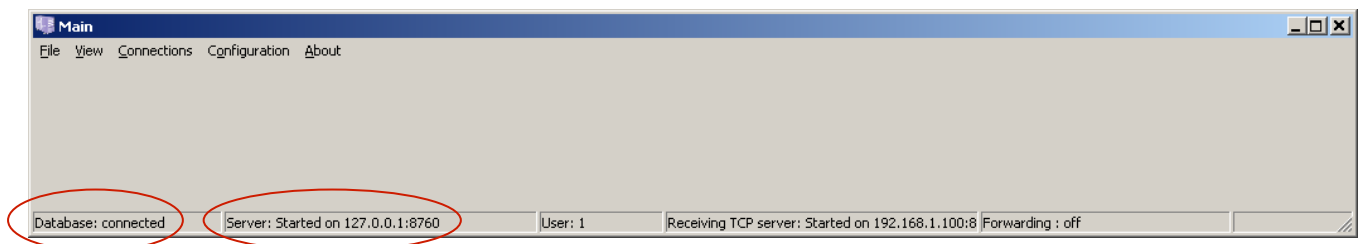
Click on the active program icon if settings need to be changed. Right-click to reveal options *Show and/Close*. Select *Show and* and enter the short administrator name and the password in the new window.



A dialog box titled "Short name" with a close button (X) in the top right corner. It contains two input fields: "Short name" with the value "1" and "Password" with masked characters "xxxx". At the bottom are "OK" and "Cancel" buttons.

Factory settings:
short name - [1] and password [adm].

Enter the correct values and click **OK**. Main *Monas MS server* window will open.



It is important that both server and database are connected to. Connection parameters are displayed in the status bar at the bottom of the main window. Use command *Connections* → *Server* → *Connect to server* if for some reason server is not connected to.

2) Opening *Monas MS client*

This program must be installed in both, the computer with the server and the other one.

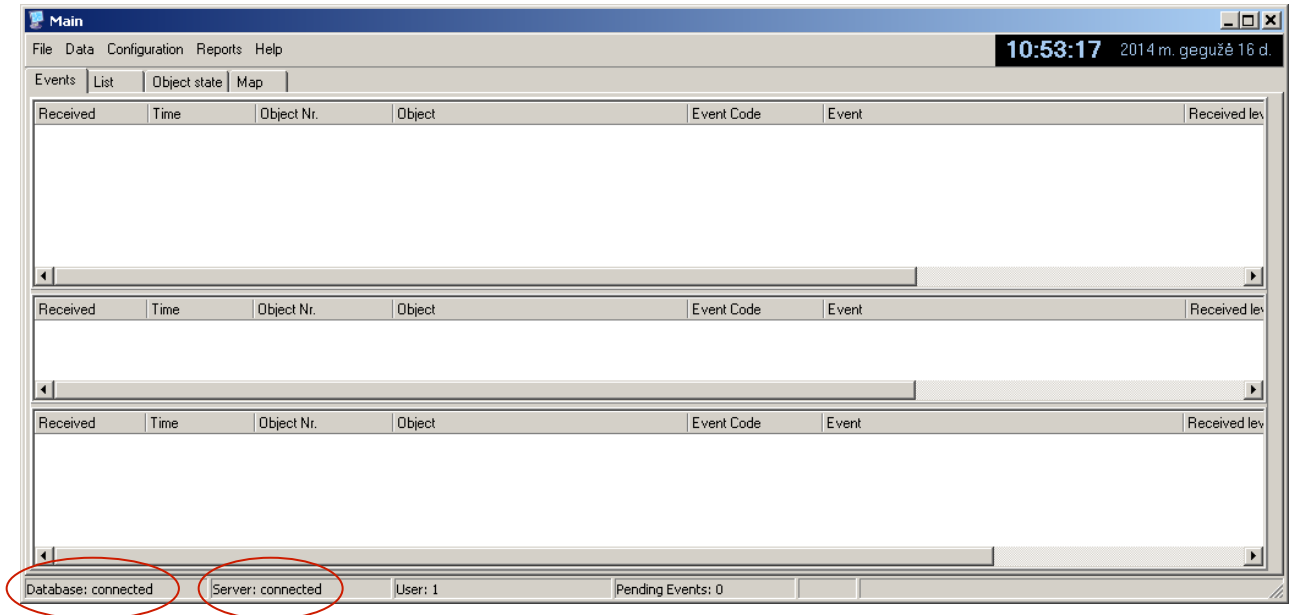
Double-click on *Monas MS client* icon.  Enter the short user name the password in the new window.



A dialog box titled "Short name" with a close button (X) in the top right corner. It contains two input fields: "Short name" with the value "1" and "Password" with the value "xxxx". At the bottom, there are two buttons: "OK" and "Cancel".

Factory settings:
short name - [1] and password [adm].

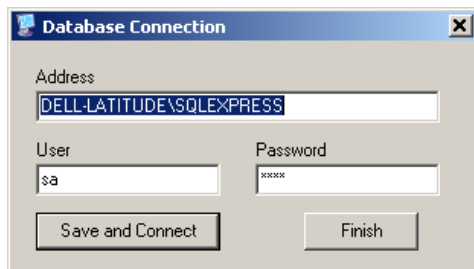
Enter the correct values and click **OK**. Main *Monas MS client* window will open.



A screenshot of the "Main" application window. The title bar shows "Main" and standard window controls. The menu bar includes "File", "Data", "Configuration", "Reports", and "Help". The top right corner displays the time "10:53:17" and date "2014 m. gegužė 16 d.". Below the menu bar are tabs for "Events", "List", "Object state", and "Map". The main area contains three empty data tables with columns: "Received", "Time", "Object Nr.", "Object", "Event Code", "Event", and "Received lev". At the bottom, a status bar shows "Database: connected", "Server: connected", "User: 1", and "Pending Events: 0". The "Database: connected" and "Server: connected" labels are circled in red.

Current time and date is displayed at the top of the main window. Program uses the computer time.

It is important that both server and database are connected to. Connection parameters are displayed in the status bar at the bottom of the main window. Use command *Configuration* → *Database* if for some reason database is not connected to. Enter the database address, user name and the password in the new window.



A dialog box titled "Database Connection" with a close button (X) in the top right corner. It contains three input fields: "Address" with the value "DELL-LATITUDE\SQLEXPRESS", "User" with the value "sa", and "Password" with the value "xxxxxx". At the bottom, there are two buttons: "Save and Connect" and "Finish".

Factory settings:
user - [root] and password [root].

Click **Save and Connect** to connect to the database.

3) Changing the shift

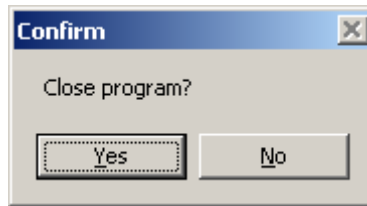
When operator shifts are changing another operator may work in the same *Monas MS client* work place or the current operator may switch to the other work place. A shift is finished using the command *File* → *Log off*. Click **Yes** in a new prompt window.

Enter the short user name and the password in the new window. User name will be displayed in the bottom row of the main window.

Analogous procedure is performed in the other work place.

4) Closing *Monas MS client*

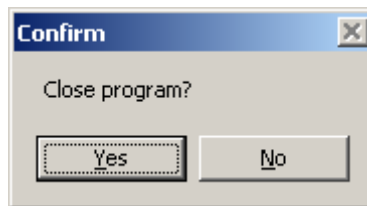
Use command *File* → *Close* to close the program.



Click **Yes** to close the program.

5) Closing *Monas MS server*

Move the mouse on the active program icon. Right-click on it to reveal options *Show/Close*. Select *Close*.



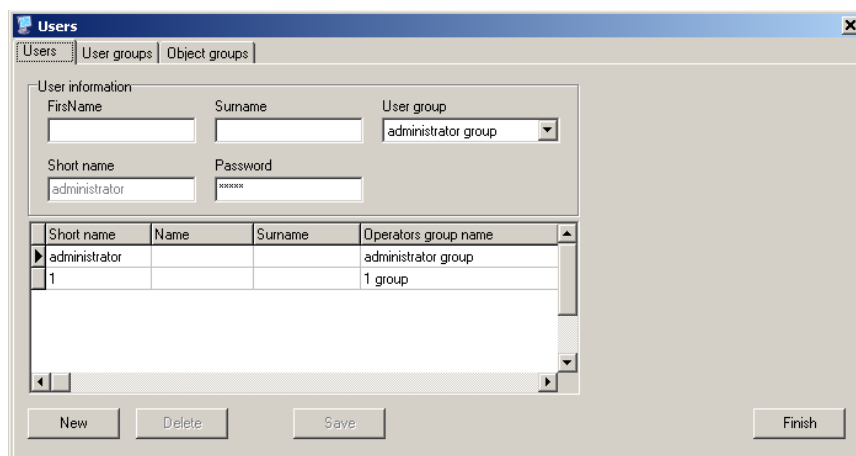
Click **Yes** to close the program.

Choose *Show* if option *Close* was inactive. Enter the short administrator name and the password in the new window, repeat all actions to close the program.

User access settings

Program users are given individual access to software operation features. Every user is designated with specific operation functions and is given an individual user name and the password.

User settings window is opened using the command *File* → *Users in the Monas MS client window Events*. User information, operation functions, user and object groups are entered in the window.



New passwords may be entered and the existing ones deleted. Program administrator password may be changed, but cannot be deleted.

Click **New** to open tab *Users*, in which the user name, surname, short name and password attributed to a certain user group is displayed.

The 'Users' dialog box has three tabs: 'Users', 'User groups', and 'Object groups'. The 'Users' tab is active. It contains a 'User information' section with fields for 'FirstName' (Julie), 'Surname' (Main), 'User group' (1 group), 'Short name' (bac), and 'Password' (xxxx). Below this is a table with columns 'Short name', 'Name', 'Surname', and 'Operators group name'. The table contains three rows: 'administrator' (Name: administrator, Operators group name: administrator group), '1' (Name: 1, Operators group name: 1 group), and 'bac' (Name: Julie, Surname: Main, Operators group name: 1 group). At the bottom are buttons for 'New', 'Delete', 'Save', and 'Finish'.

Fill out the necessary fields and click **Save**.

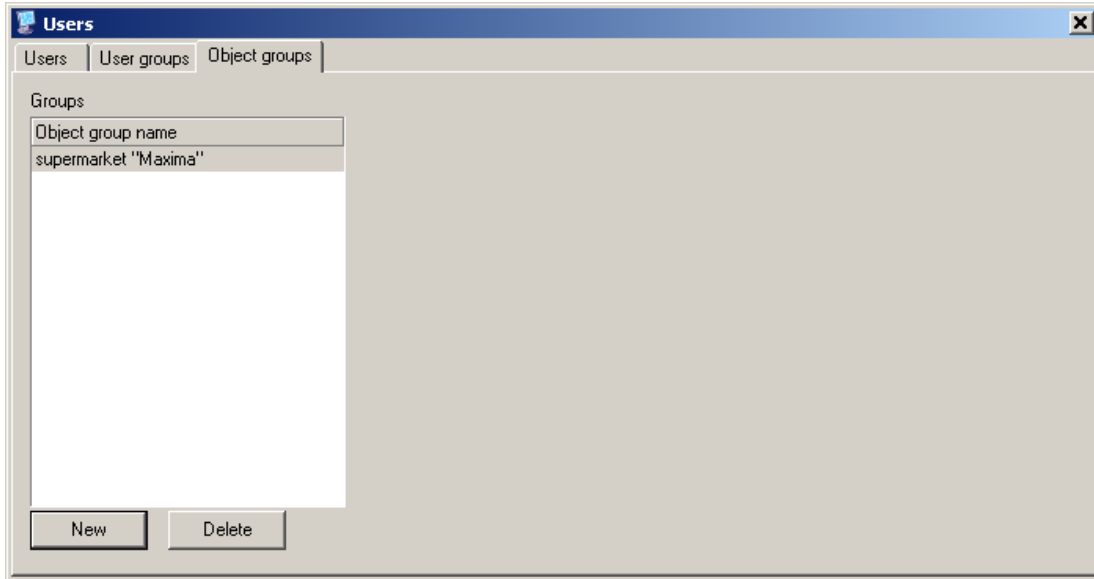
The 'Confirm' dialog box has a title bar 'Confirm' and a label 'Repeat password'. Below the label is a text input field containing 'xxxx'. At the bottom are 'OK' and 'Cancel' buttons.

Repeat the user password to include it into the list.

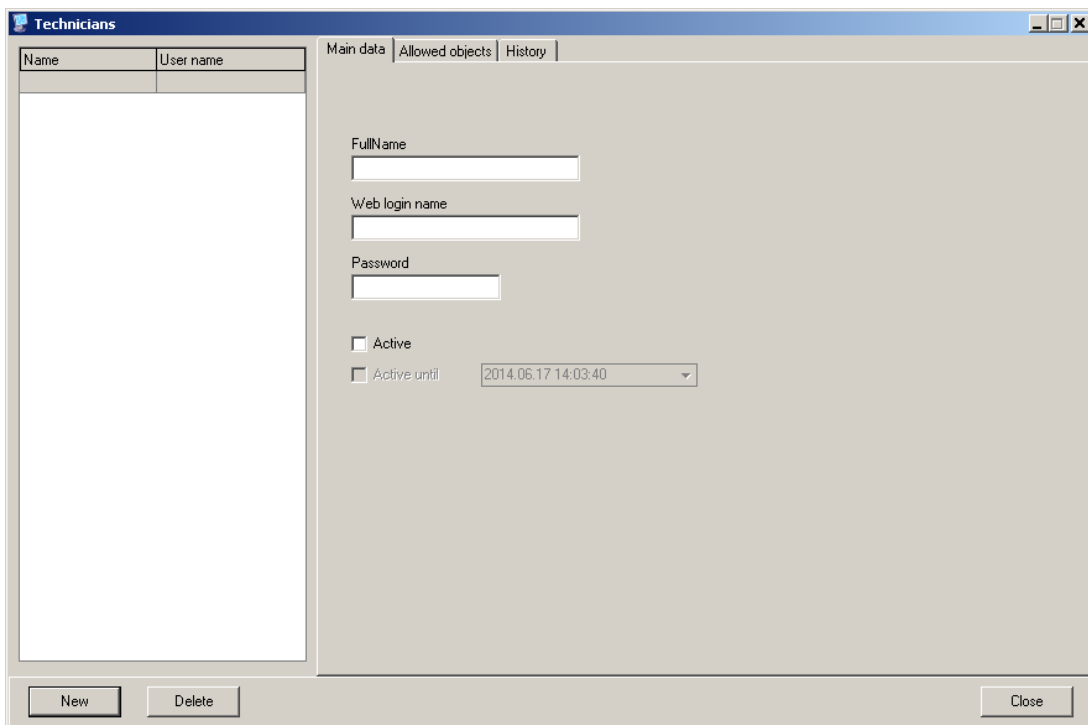
Functions attributed to program user groups are displayed in tab *User groups*. Different user groups may be created and attributed with different operation functions.

The 'Users' dialog box has three tabs: 'Users', 'User groups', and 'Object groups'. The 'User groups' tab is active. It contains a 'Groups' table with columns 'Name' and 'Type'. The table has two rows: 'administrator group' (Type: User) and '1 group' (Type: User). To the right is a 'Functions' list with 20 items, all checked: 'See server configuration', 'Change server configuration', 'Change objects settings', 'Generate reports', 'Manage backups', 'See events window', 'See objects window', 'Change object's phone', 'Change object's GPS', 'Change object's notes', 'Change object's state', 'Change object's description', 'Change object's disabled events', 'All to archive', 'Unlock all events', 'Generate events', 'Add object notes', 'See all objects', and 'See object info changes'. To the right of the functions is a 'Receive from' list with one item: 'supermarket "Maxima"'. At the bottom are 'New' and 'Delete' buttons, and a checkbox labeled 'Not Received'.

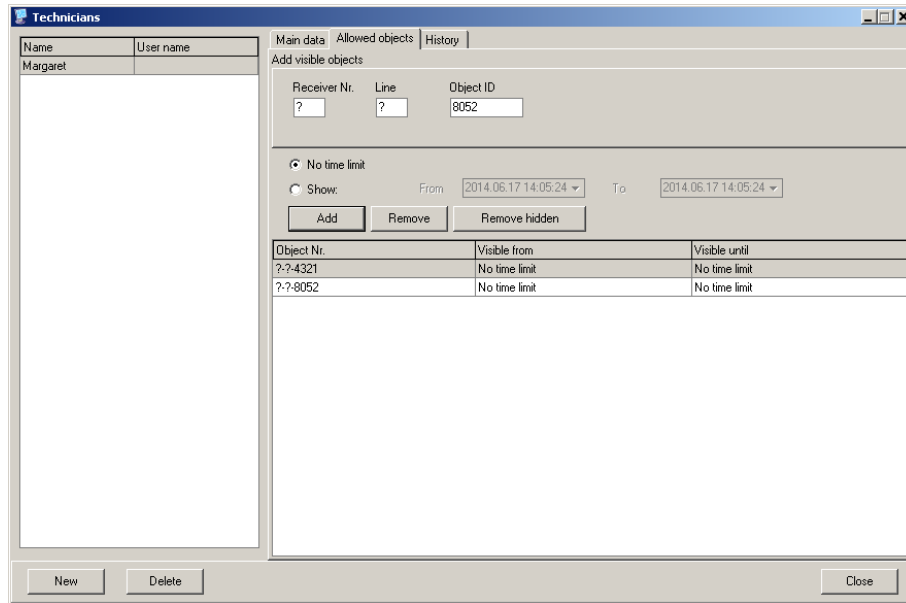
Object groups are created in big stations, where received messages are distributed among operators according to certain criteria. Every user group is assigned with object groups to process.



Use the command *File* → *Technicians* to open remote access settings window if *Monas MS WEB* program module is used.



Click **New** and enter the full name, login name and password of the installer. ID numbers and visibility periods of objects visible to the installer are displayed in the tab *Allowed objects*.



Action history, provided a remote access option is enabled, is stored in the database and may be presented in the report.

Database preparation

Protected objects database is necessary for increasing efficiency of personnel reaction to received messages. Detailed object information, various schemes, reaction notes and etc. are stored in the database. Normally, database is filled and managed by the station manager using the program *Monas MS client*.

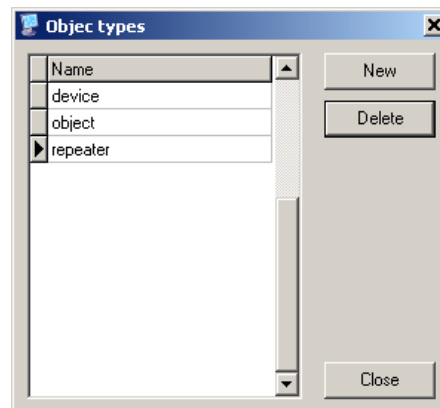
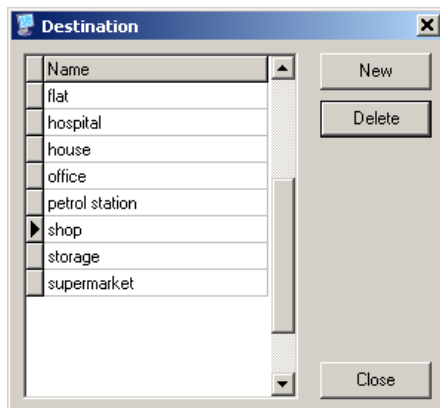
Part of the database is filled during the installation. Main reaction notes and standard message examples are entered already. The other part must be filled with regard to tasks performed in the specific station and used program modules.

Object cards are filled out after database preparation is performed.

Primary database preparation

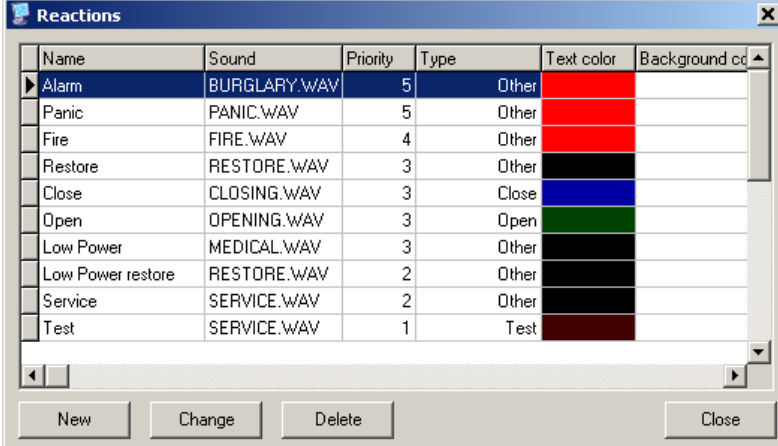
Only the minimum amount of information, without which preparation of object cards would be difficult and inconvenient, is specified during the primary database preparation. This amount of information does not suffice when using additional program modules or reception of radio signals.

Command *Data* → *Destination* opens the object destination window, where possible object purposes are displayed. New purposes may be entered and the existing ones deleted. It will make the information search easier and will allow to group objects according to their type.



Command *Data* → *Types* opens the object types window, where possible object types are displayed. New types may be entered and the existing ones deleted. It will make the information search easier and will allow to group objects according to their type.

Command *Data* → *Reactions* opens the reactions window, where main software reactions to received messages are entered. It allows to assign different screen display priorities (5 – highest and shown, 1 – lowest), sounds, note colours and reaction order to different messages. New reactions may be entered and the existing ones deleted.

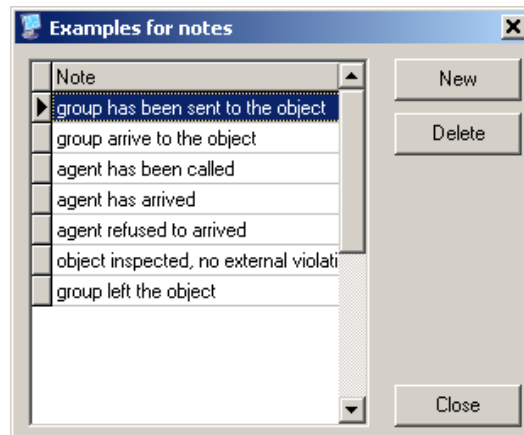


Name	Sound	Priority	Type	Text color	Background color
Alarm	BURGLARY.WAV	5	Other	Red	
Panic	PANIC.WAV	5	Other	Red	
Fire	FIRE.WAV	4	Other	Red	
Restore	RESTORE.WAV	3	Other	Black	
Close	CLOSING.WAV	3	Close	Blue	
Open	OPENING.WAV	3	Open	Green	
Low Power	MEDICAL.WAV	3	Other	Black	
Low Power restore	RESTORE.WAV	2	Other	Black	
Service	SERVICE.WAV	2	Other	Black	
Test	SERVICE.WAV	1	Test	Dark Red	

Note!

1st priority is only applied to connection test messages. All the other messages must have a higher priority.

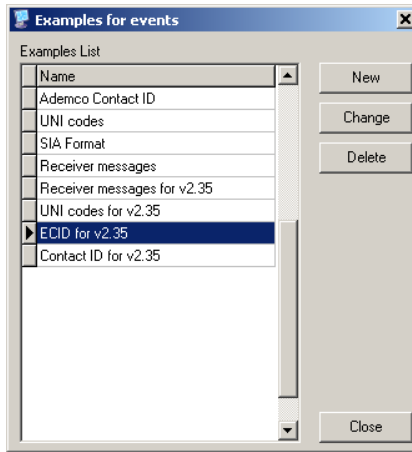
Command *Data* → *Examples for notes* opens the reaction note examples window, where reaction notes are entered. New notes may be entered and the existing ones deleted. It will allow the operator to choose the necessary reaction note when processing the message and will make the reaction faster at the same time.



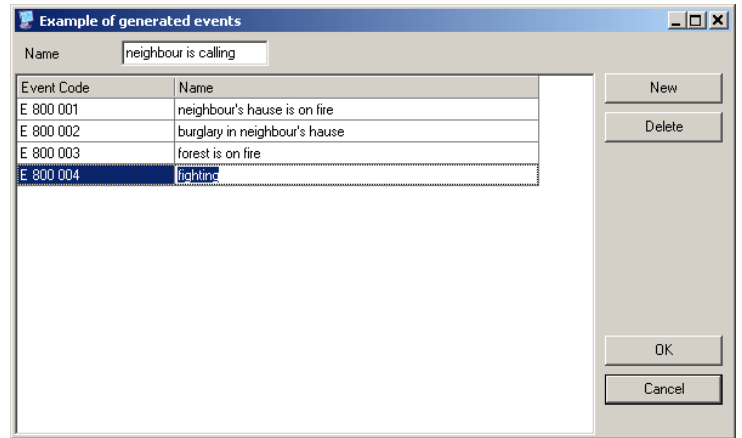
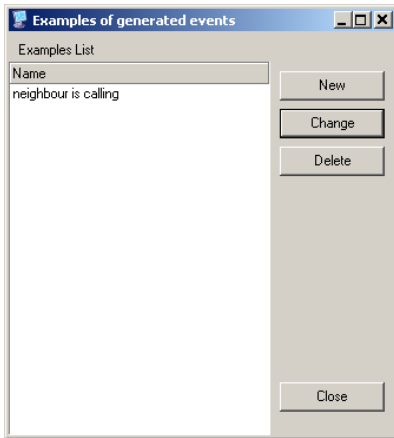
Command *Data* → *Examples for events* opens the event examples window, where standard event examples are entered. New examples may be created and edited and the existing ones deleted.

Note!

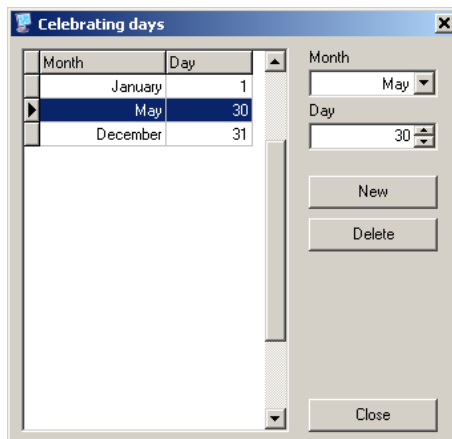
Entries in the database are in English. Examples must be translated in order to use a different language.



Command *Data* → *Examples of generated events* opens a window, where events are generated upon receiving information about an event not from the object (e.g. verbally, by a witness call, via video surveillance equipment, etc.). It will allow to generate an event and enter a note about performed actions upon receiving a message.



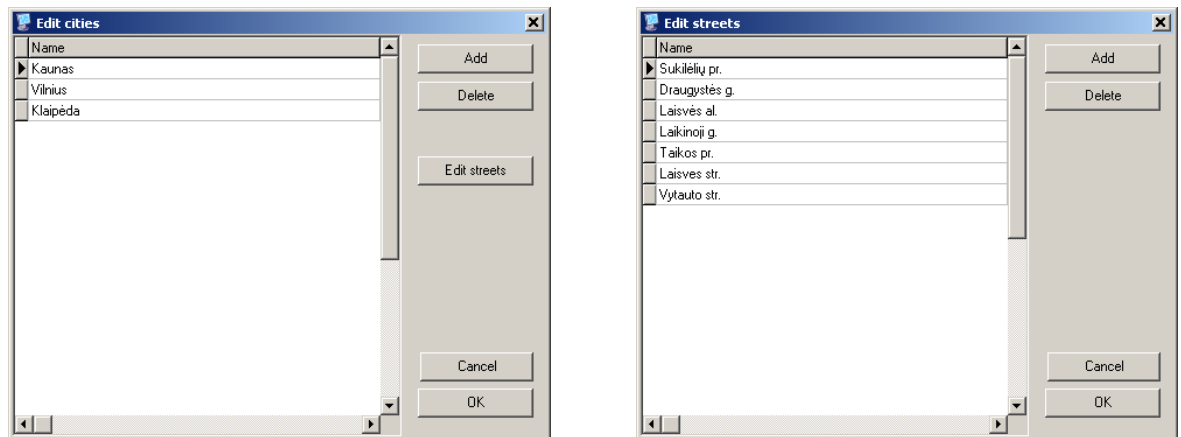
Command *Data* → *Celebrating days* opens the list of holidays, where dates are displayed when reaction to alarm system activation/deactivation messages differs from the usual one, if alarm system activation/deactivation messages control will be performed according to the set schedule. New dates may be entered and the existing ones deleted.



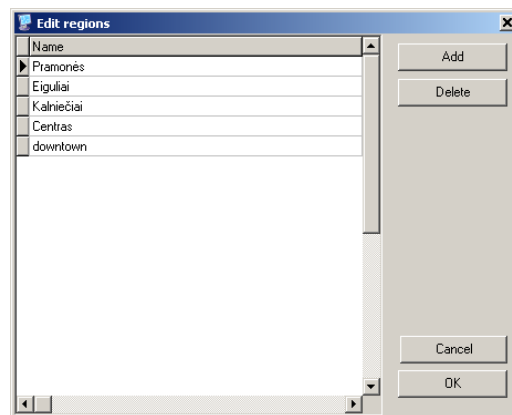
Full database preparation

Full database preparation is performed when additional program modules are used. Used equipment features and software package *Monas MS* configuration must be taken into account before preparation.

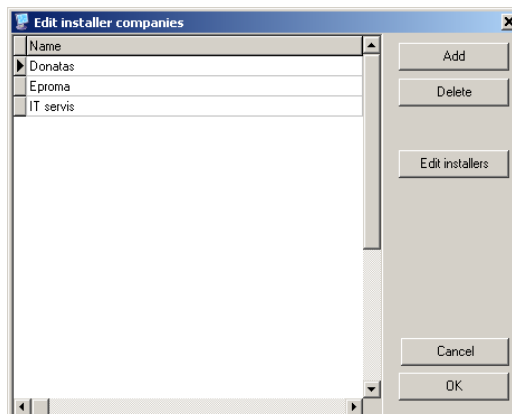
Command *Data* → *Edit cities* opens the list of cities, if protected objects are situated in several cities. New entries may be entered and the existing ones deleted. Click **Edit streets** and specify the streets of the selected city. It will make the generation of the object card and the information search easier.



Command *Data* → *Edit regions* opens the list of regions. New entries may be entered and the existing ones deleted. It will make the generation of the object card and the information search easier.

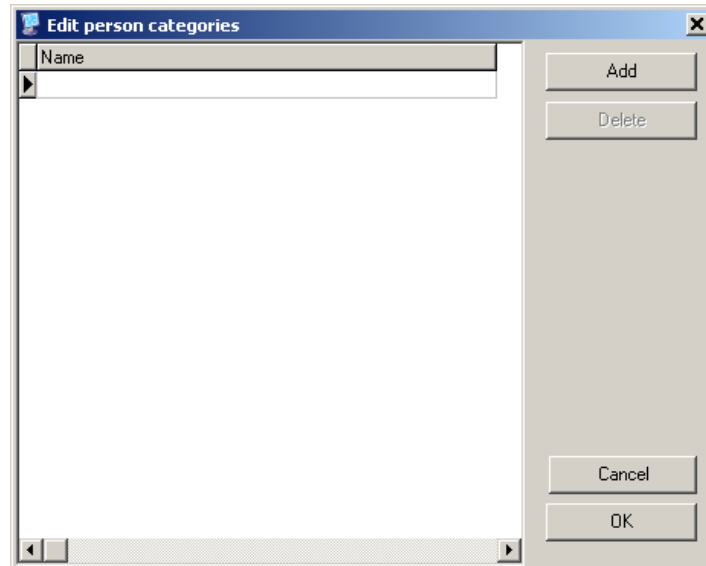


Command *Data* → *Edit installer companies* opens the list of installer companies, if monitored objects are installed by companies.

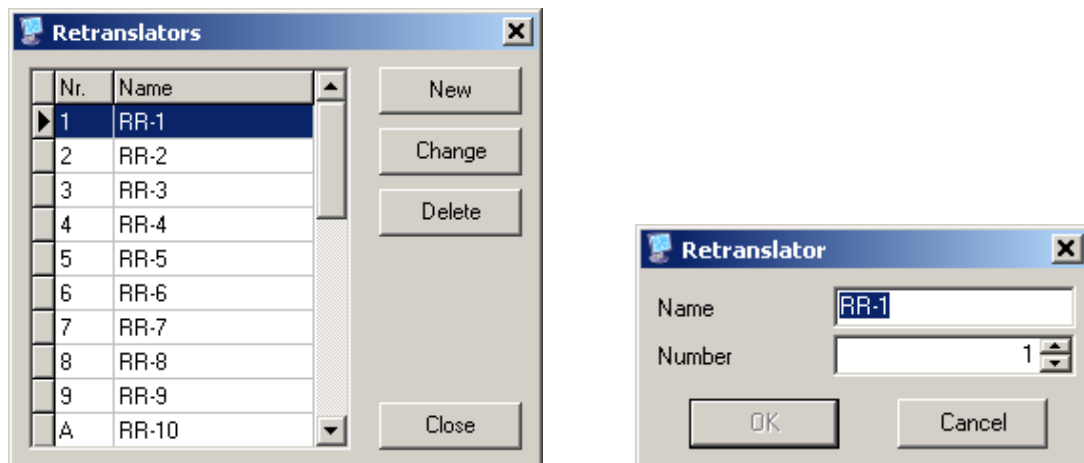


New companies may be entered and the existing ones deleted. List includes the name of the company, name of the contact person or the installer, phone numbers. It will make the generation of the object card and the information search easier.

Command *Data* → *Edit person categories* opens the list, where necessary categories may be created if there is a need to assign specific features to responsible individuals. New categories may be entered and the existing ones deleted.

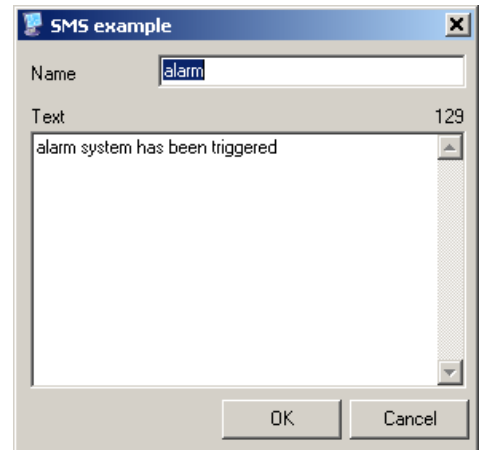
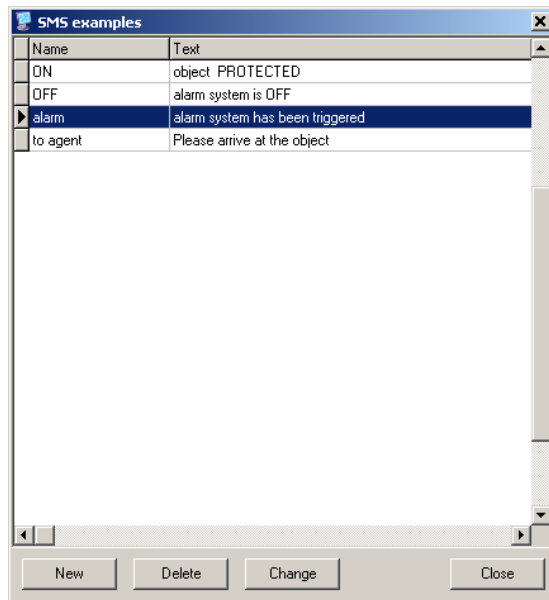


Command *Data* → *Retranslators* opens the list of radio retranslators, which includes names and internal network numbers of retranslators if message transmission via radio connection is used. It allows to display radio signal reception levels and connection route on the screen in an orderly manner.

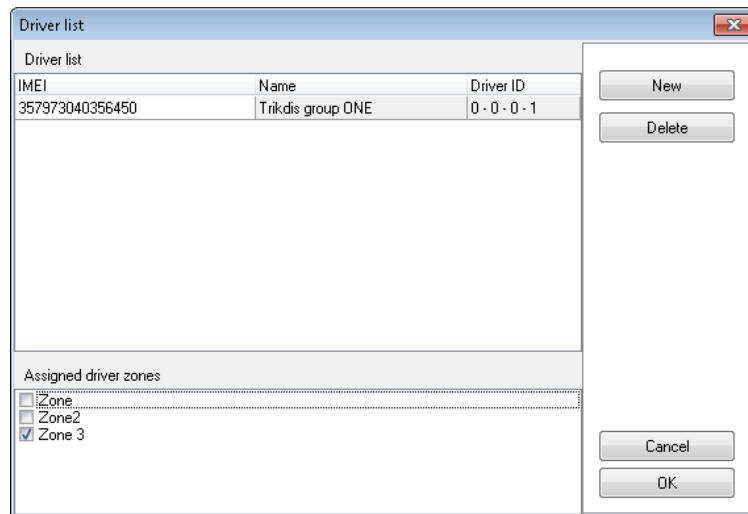


New retranslator names may be entered and edited, and the existing ones deleted.

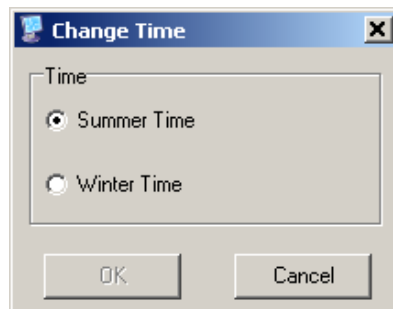
Command *Data* → *SMS examples* opens the window, where SMS message names and texts are displayed if SMS message transmission from the station to alarm system users is used (program module SMS is installed). It will make the generation of the object card easier and will allow to send messages to different users according to the contents of received messages. New messages may be entered and the existing ones deleted.



Command *Data* → *Driver list* opens the window, where information necessary for communication between the station and the crew is displayed if program module NAV is used and communication with rapid response groups is supported. New crews may be entered and the existing ones deleted.



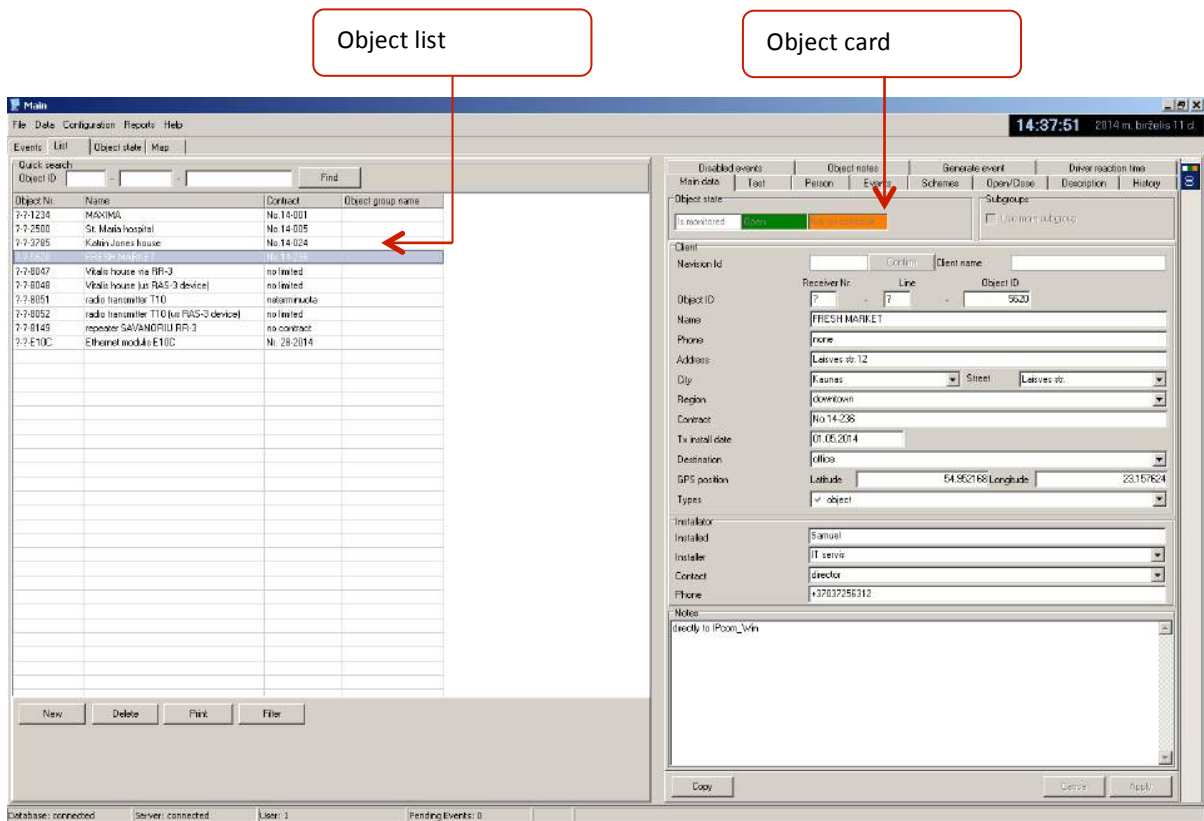
Command *Data* → *Change time* automatically changes connection test and alarm system activation/deactivation times of all objects.



Generation of an object card

Object card is generated by selecting the tab **List**, which is comprised of the object list and the object card, in *Monas MS client* program. New object card may be created, printed, deleted, and information search filter used by using the buttons at the bottom of the object list.

“Unknown object” will be generated upon receiving a message if object is not found on the object list.



Click **New** to enter a new object. A new window will open.

Account ID

Receiver Nr.	Line	Object ID
<input <="" input="" type="text" value="?"/>	<input <="" input="" type="text" value="?"/>	<input type="text" value="1050"/>
<input type="button" value="OK"/>		<input type="button" value="Cancel"/>

The following must be filled out:

- Receiver Nr.* – enter the reception device (that information is received from) number or insert ?;
- Line* – enter the multi-channel reception line number, which shows the location where reception module (that information is received from) is set up or insert ?;
- Object ID* – enter the object number, which is provided during the programming of the equipment;
- Click **OK** to open the main object card data tab.

Enter object information in tab *Main window*:

Name – enter the name of the object;
Address – enter the address of the object;
Phone – enter the phone number of the object;
City – select the city, where object is situated;
Street – select the street name;
Region – select the region;
Contract – enter the monitoring contract number or the landlord name of the object;
Tx install date – enter the object set up date;
Destination – select the purpose of the object;
GPS position – enter the object GPS coordinates;
Types – select one or several object types;
Installed – enter the name of the company or a person that installed the object;
Installer – select the installer;
Notes – enter the comments for the object;

Click **Apply** when data (or a part of it) is entered. Other sections of the object card must be filled out.

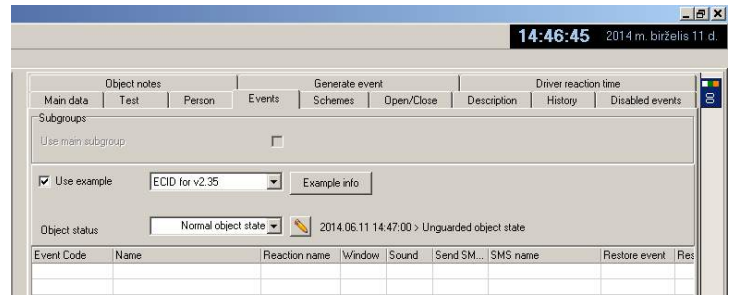
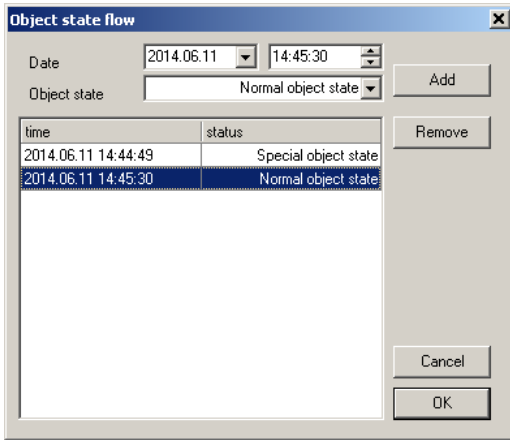
Select tab *Events* to specify reactions for received messages.

In order to do so tick *Use example* and select the desired event description example or enter event codes manually. Upon receiving a message software first and foremost searches for the event code description in the object card. If the search fails, it checks the specified example. Found event code description is displayed in the message window. Software will generate “Unknown event” if event code description cannot be found in the object card or in the example upon receiving a message.

Select the object monitoring status. Select *Normal object state* in the field *Object status*.

Monitoring status must be changed if monitoring does not commence during the generation of the object card or during the workflow. In order to do so click the button next to the object monitoring status and

indicate the start date, time and status of the next security state in the new window. Changed date, time and status of the monitoring state will be displayed in the field next to the button.

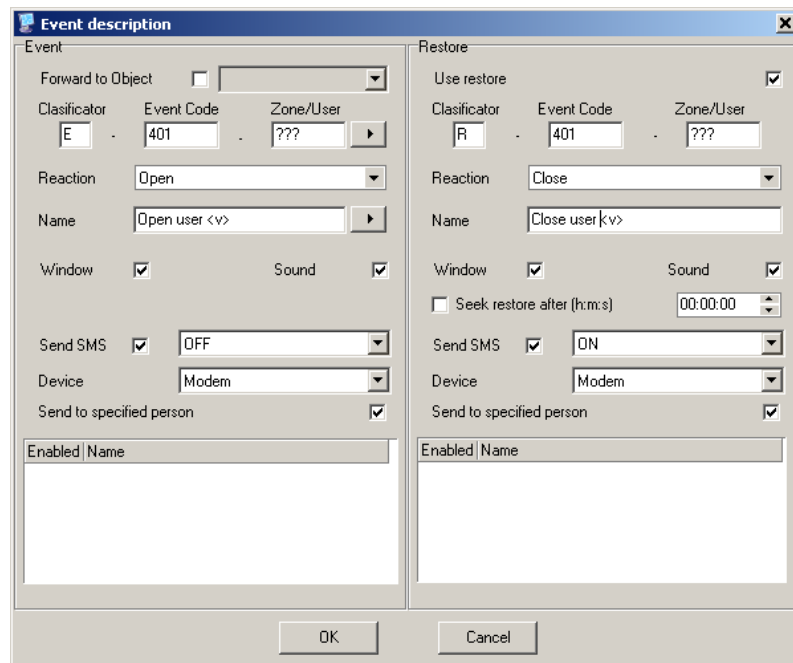


Click *Use example* to display general information. It is helpful during the alarm system set up when details are not known. Detailed description may be prepared after the set up. A more detailed event description is achieved by indicating specific event code descriptions.

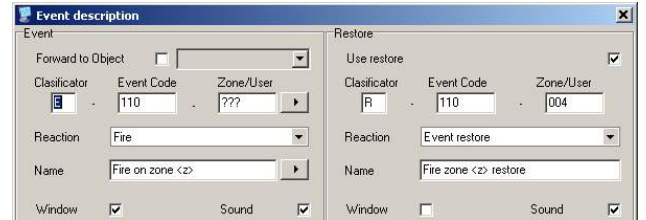
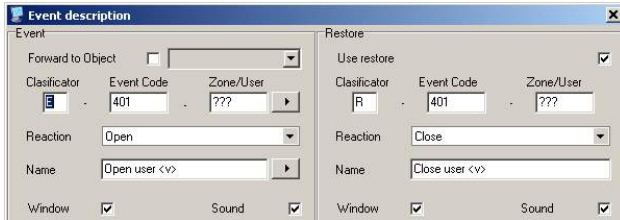
Click **New** to enter the event description manually. Specify forwarding to the other object and describe the event in the new window.

Tick *Forward to Object* and specify the desired object number if message needs to be forwarded to the other object card.

Indicate event and restoration codes, select the suitable reaction, enter the event description *Name* and tick *Window* and *Sound* to describe an event. Message window will open upon receiving a message if box *Window* is ticked. If not, message will be automatically moved to the processed messages window. Sound signal will be heard upon receiving a message if *Sound* is ticked.



The number of codes that must be entered may be decreased by describing event codes. To do so, enter insertions into the code description. Insertion <z> means that the zone number will be displayed in the message, while insertion <v> will include alarm system user code number in the message.



Tick *Seek restore after (h:m:s)* and specify event restoration time, if known. Software will inform the operator if restoration message is not received after the specified time period.

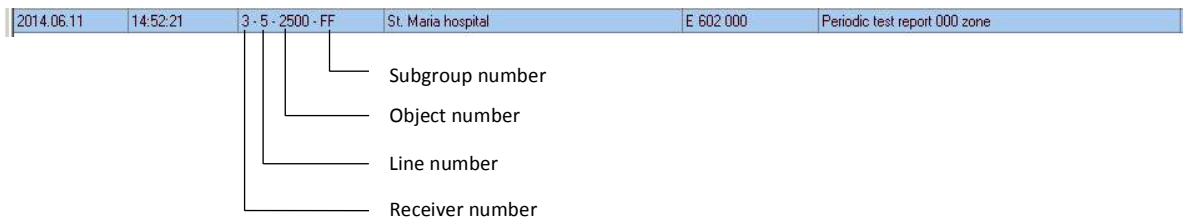
Tick *Send SMS*, indicate the desired message and SMS sending method to send a SMS message upon receiving a message. SMS message will be sent to the specific person if *Send to specified person* is ticked. SMS will be sent automatically upon receiving a message if *Window* is unticked. Command to send a SMS will have to be performed by the operator if *Window* is ticked.

Note!

Several transmission modules, operating in different connection channels and protocols, but using the same object number, may be set up in one object. Such object may be described in one object card. Indicate one used event example and copy another into the card. Event codes may be entered and more examples may be copied into the object card if necessary.

Subgroups

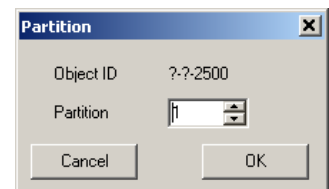
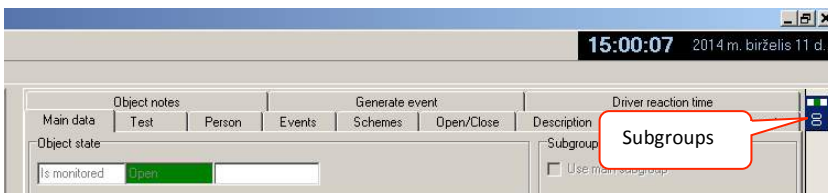
Every subgroup may be described separately or using a common object description if protected object alarm system is divided into subgroups. Subgroup number is included in the message text.



Using and describing subgroups is recommended only when information is different in every subgroup (subgroup ID, users, trustees, activation/deactivation schedule, schemes, etc.). Division into subgroups is not recommended if separate subgroups belong to the same landlord (user) and information repeats (same). Subgroup number (where event has happened) is indicated in every message and reaction data is concisely presented in the card.

Enter desired subgroups.

Right-click on an existing subgroup, select *Add a subgroup* and indicate the number of the new subgroup.



Set one subgroup as the main one. Right-click on the desired one and select *Set as main*. Enter main information, testing, activation/ deactivation schedules, event codes, trustees, etc. for every subgroup. Tick *Use main subgroup* if any of the data coincides with the main subgroup data. Indicate testing schedule of security control panels, power supply control and failure messages in the main subgroup. Note the subgroup number that is used when general security control panel messages are received. Different security control panels perform differently.

Note!

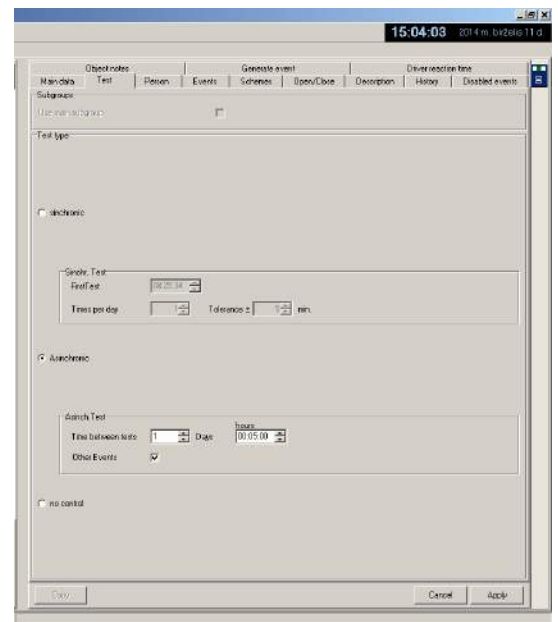
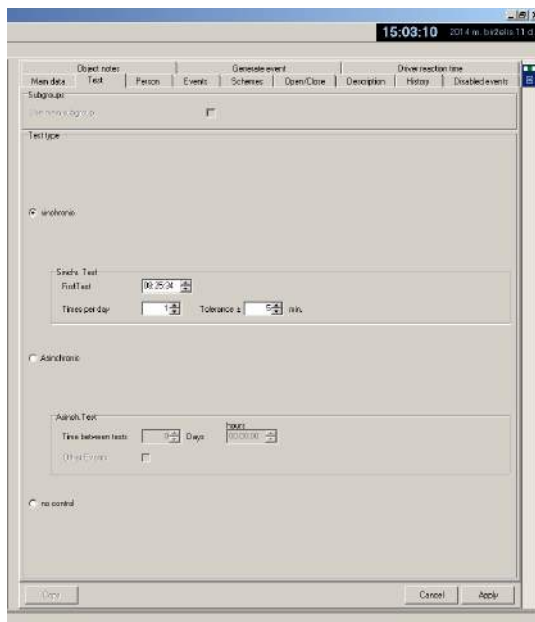
Further object card filling is analogous whether different subgroups are used or not.

Select tab *Test* and indicate control parameters of connection control messages (tests).

Tests may be controlled synchronically, that is when the message must be received at the specified time (given the set tolerance time), or asynchronously, that is when the message must be received during the set time period. Test control may also be disabled.

Indicate the test time, the number of tests per day and tolerance time if synchronic testing is selected.

Indicate the time period if asynchronous testing is selected. Tick *Other events* to interpret any message as a test message as well.

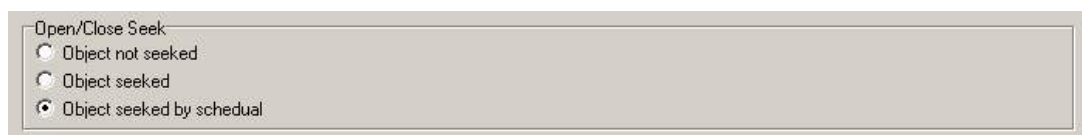


Test message will be automatically moved to processed messages window if it is received according to the control settings. If not, a message "Test not on time" will be generated prompting "Change test time?". Click **Change** to save new time into the database and perform the control according to it.

Software will generate a message "No test" if test message is not received according to the control settings.

Select tab *Open/Close* and indicate the parameters for alarm system status control.

Alarm system status messages on activation/deactivation may be sought, not sought or sought by schedule.



Select *Object seeked* to display alarm system status in message and main object card windows.

Select *Object seeked by schedule* and set a control schedule to seek deviations from the set schedule. In case of a deviation, message-comments "Open/Close not on time or "Not open/Not closed on time" will be generated.

A special monitoring state may be selected to interpret all received messages as dangerous.

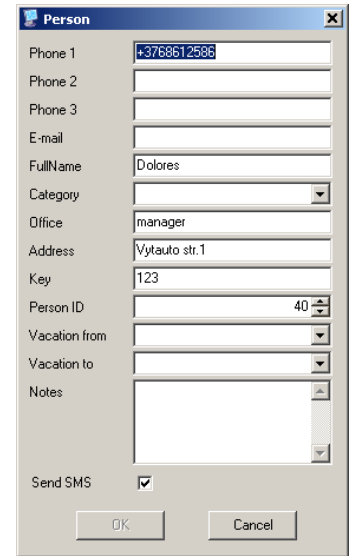
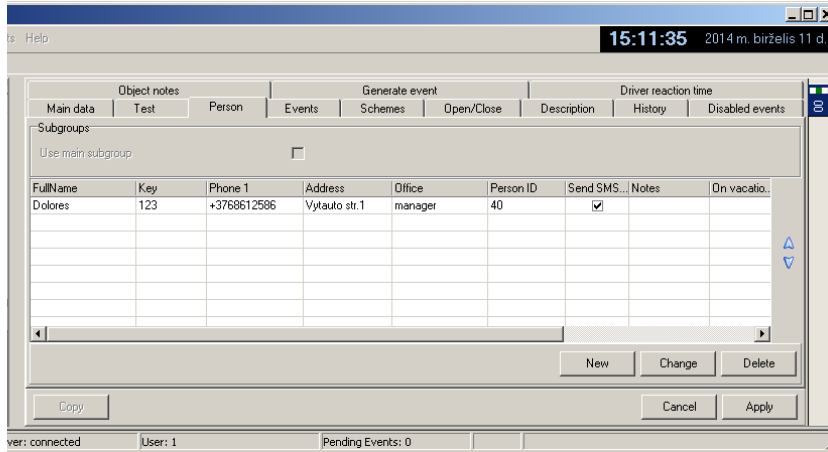
Note:

Use Object seeked by schedule only if the schedule is set up correctly.

	Opening	h.	min.	Closing	h.	min.	
Monday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Tuesday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Wednesday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	14	0	<input type="checkbox"/> Special state
Thursday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Friday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Saturday	<input checked="" type="checkbox"/> Seek Open	8	0	<input checked="" type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Sunday	<input type="checkbox"/> Seek Open	8	0	<input type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state
Celebrations	<input type="checkbox"/> Seek Open	8	0	<input type="checkbox"/> SeekClose	17	0	<input type="checkbox"/> Special state

Select tab *Persons* to indicate responsible individuals and their contact information.

Click **New** and enter the contact information, position and key of the responsible person in the new window.



Key is a password used to identify the responsible person.

Full name of the responsible person will be displayed in the message if the person ID is indicated in the message and the responsible person is also the alarm system user.

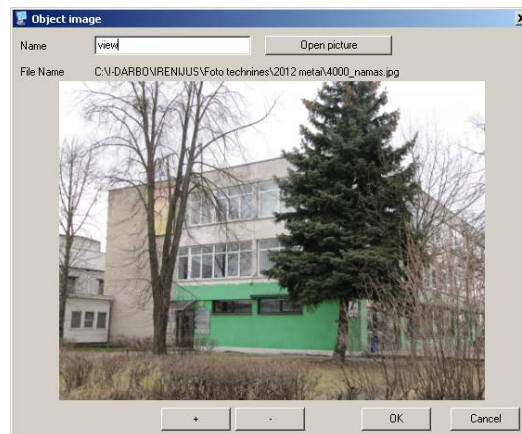
Vacation period of the responsible person may also be entered. It will allow the operator to know that and select another responsible person.

Tick *Send SMS* to send SMS messages to this person if necessary.

Responsible person may also be assigned to a certain category.

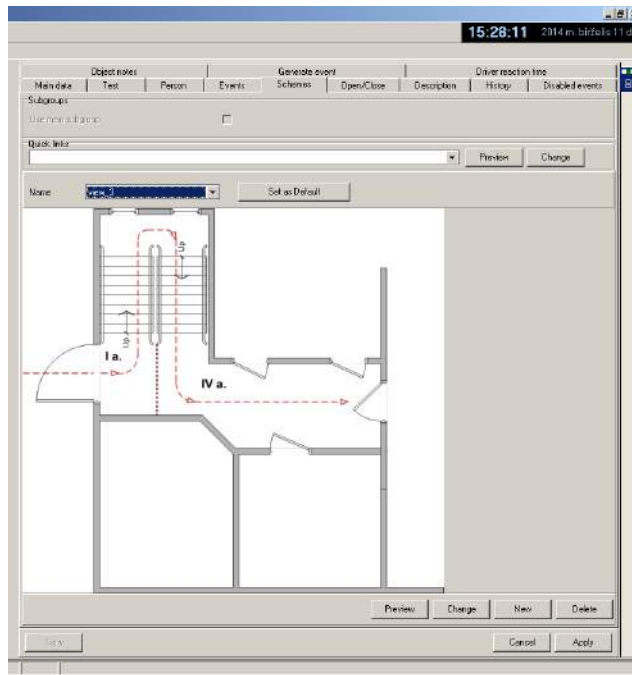
Select tab *Schemes* to enter the graphic information necessary for the reaction.

Click **New** and enter the property plan, positions of sensors, ways of access and etc. in the new window. Information may be accessed by clicking **Open picture** and choosing the desired file. Files with extensions .bmp, .jpg may be used. The picture may be zoomed in or out using the buttons [+], [-]. Enter the name of the image.

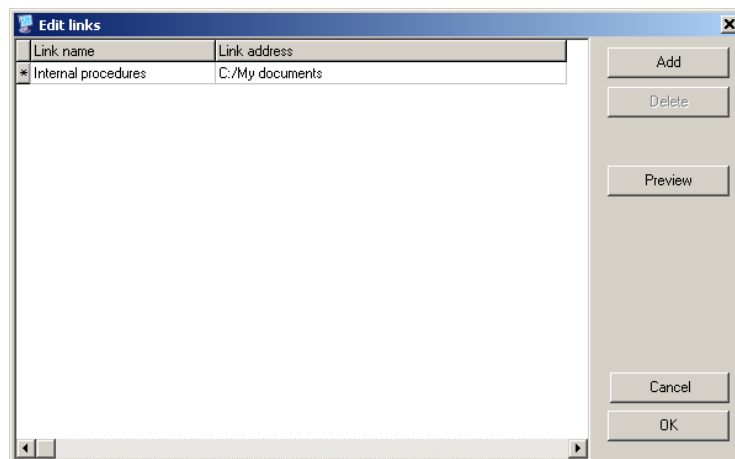


Click **OK** to save the image into the database. The number of images allowed is not limited, however, may require more computer resources.

Set one of the images as main. This image will be opened first upon opening the tab *Schemes*.



Links may be provided for other bigger documents (to the web, to the computer folder, image, program or e-mail). Click **Edit** to open the window to change document name and link address. New links may be entered and the existing ones deleted.

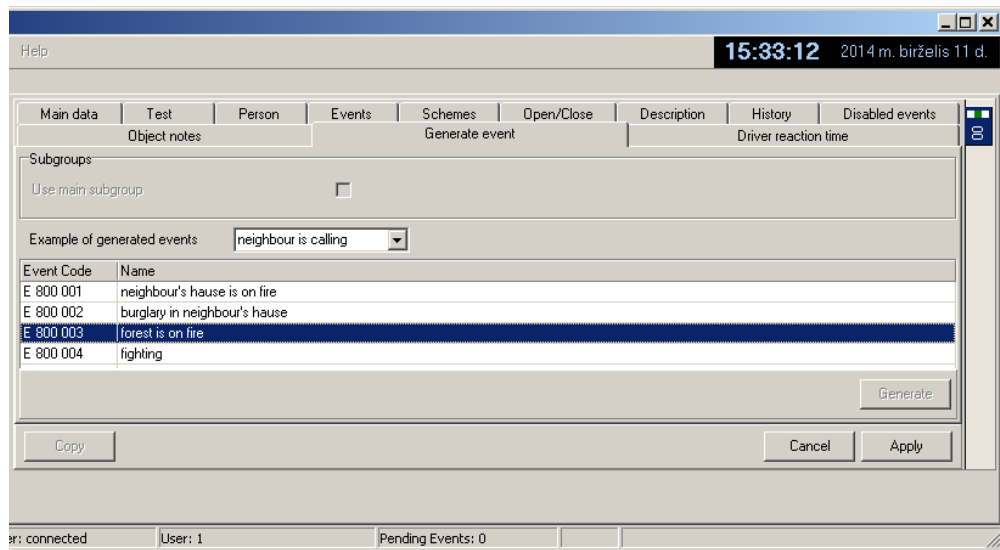


Click **Preview** to access the selected document.

Select tab **Generate event** to enter an example for generated events.

Generated events are used when the station operator receives a message not from a protected object. It may be a verbal message, call of a witness, video surveillance system record and etc.

Examples for generated events must be entered in every object card or a separate object card must be created for that purpose. In the first case, object closest to the event location may be selected. In the latter case, all messages received not from the monitored objects will be stored in one location.



Note!

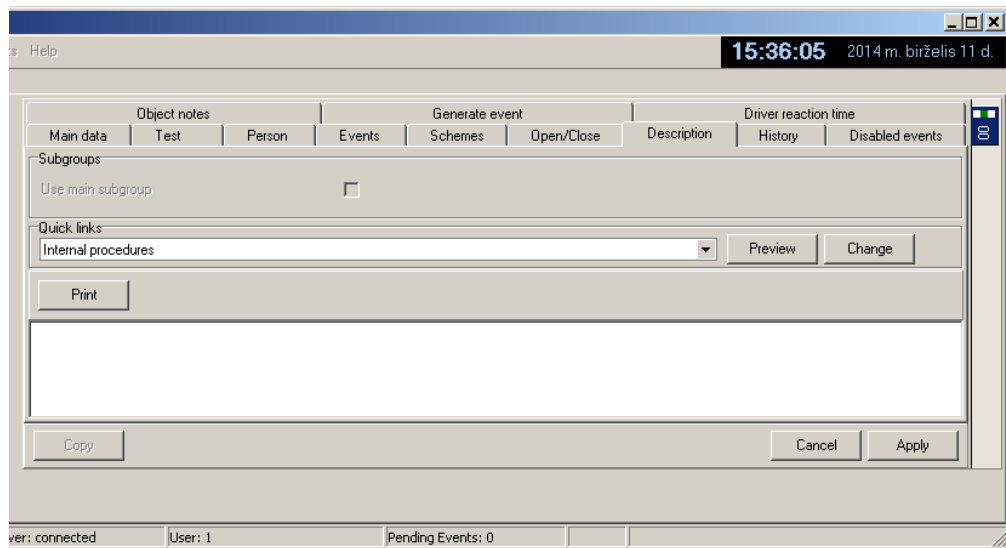
Generated event codes must also be described in the object card tab Events.

Enter the necessary data (or a part of it) and click **Apply**.

This information is not enough to perform a reaction. Other parts of the object card complement the available information and makes the information search easier.

Select tab *Description* to open the window where information about the object may be entered in a free form.

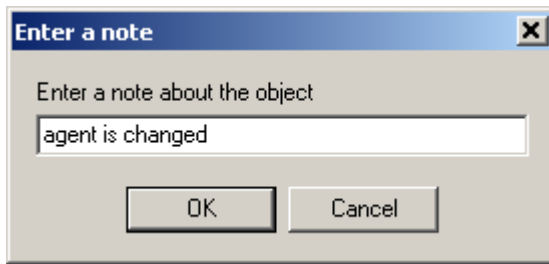
Information that is not indicated in other parts of the object card as well as links are entered in this tab.



Entered information may be printed.

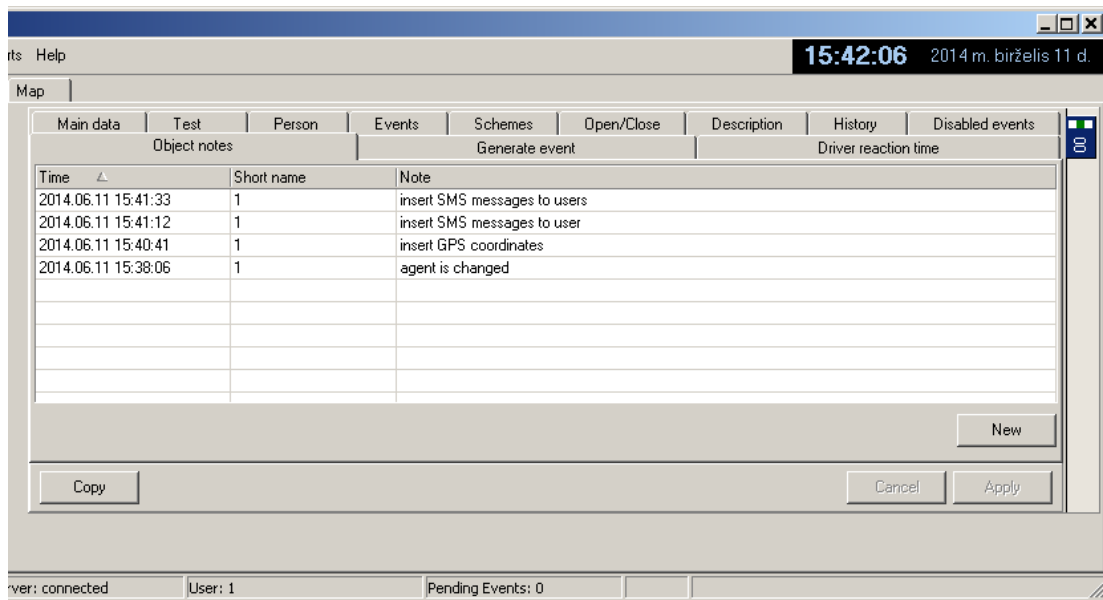
Select tab *Object notes* to open a window where object notes may be entered.

Changes in the object during the monitoring are recorded here. Click **New** to open a window where notes may be entered.



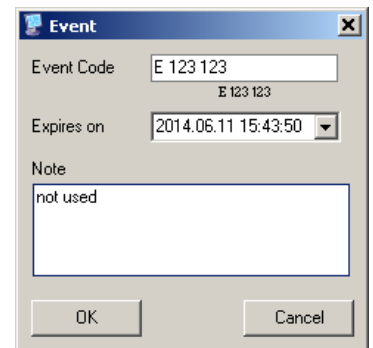
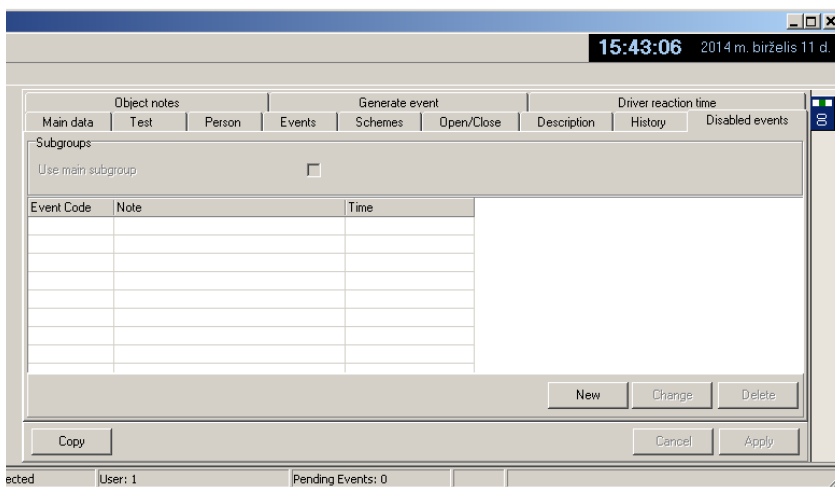
Click **OK** to enter the note.

Name of the software user who has entered the note alongside the time when it was entered is stored in the database.



Select tab Disabled events to open a window where messages to which reaction is temporarily disabled may be entered.

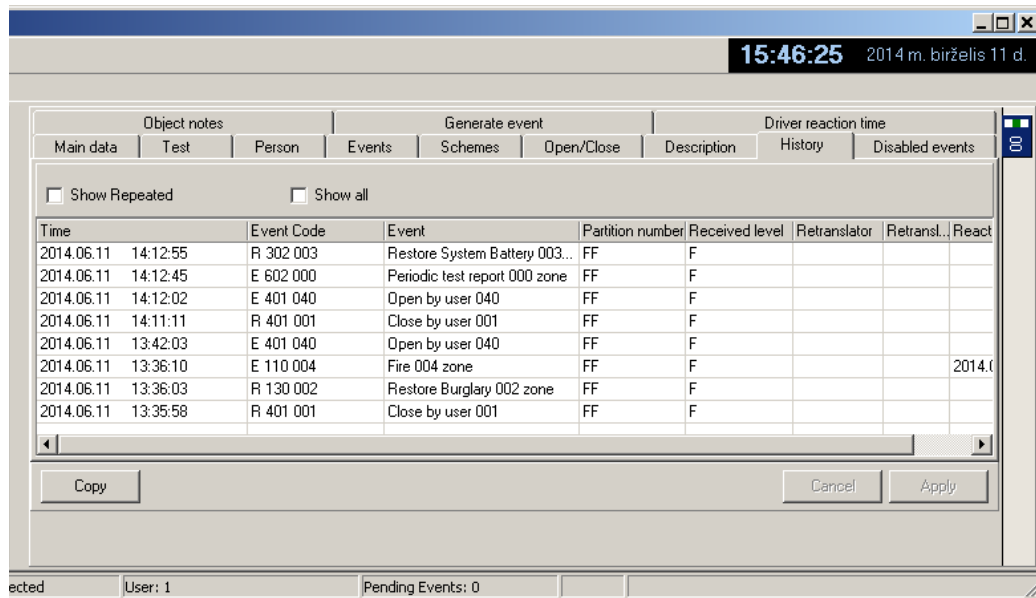
Click **New** to open a window where the event code, date, time and reason why the message is not important is entered.



Code, note and time of a disabled event is stored in the database.

Select tab *History* to open a window where previously received messages are received.

50 last messages received from the object are displayed in the window. Options *Show Repeated* or *Show all* may be selected.



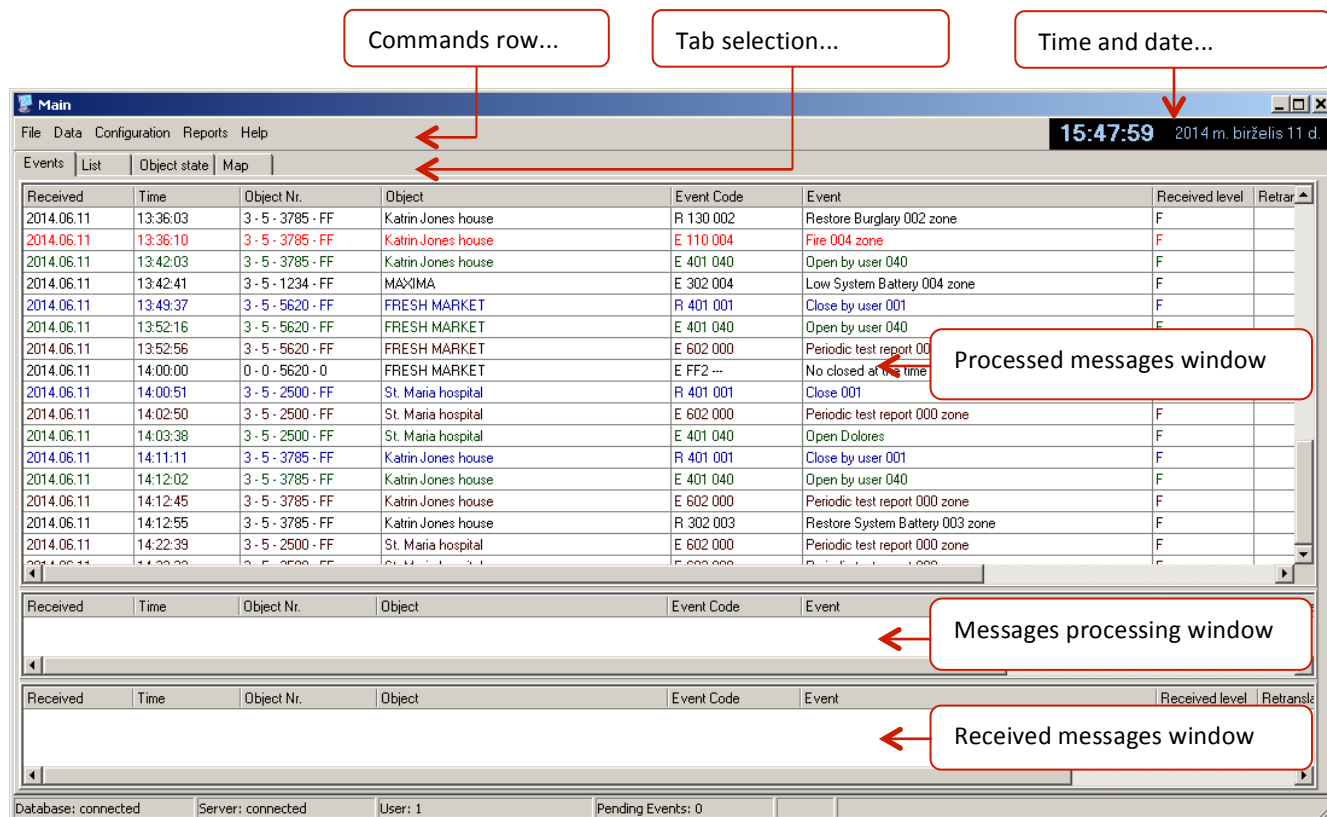
Click **Apply** to save the object card after its preparation is done. Button **Apply** saves all entered data, button **Cancel** does not save the data and returns to the previous object description.

Processing of received messages

Messages are processed by selecting the tab **Events** in *Monas MS client*. Received messages are displayed on the monitor screen alongside the information in the database and are followed by a different sound.

Monas MS client commands row is located at the top of the main window allowing to perform desired actions. Tab selection row, date and time are displayed as well.

Monas MS client working part is comprised of windows that are opened by clicking on tabs. Number and names of tabs depend on the chosen software package composition and software operation functions selected in the access key.



*Monas MS client window **Events** is comprised of several parts.*

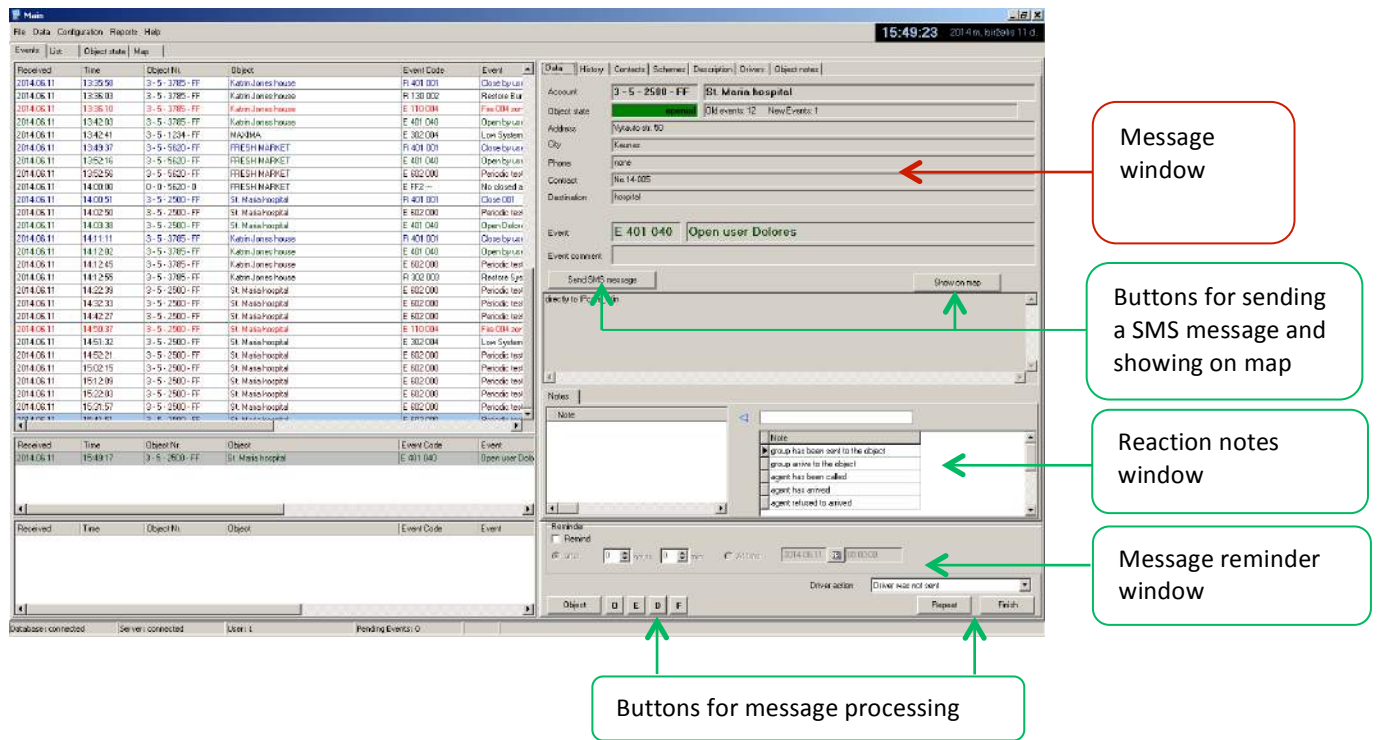
Fields displayed on the screen are called as follows: received messages window (bottom), messages processing window (middle) and processed messages window (top).

All received messages go into the bottom received messages window. Messages are listed according to the set priorities (danger – top, test – bottom) and time of reception (older - top). Message is automatically moved to the processed messages window on the top if it does not require any processing (test message on time, activation/deactivation message, etc.). Message window with information necessary for editing will open if message requires processing.

Messages requiring repeated processing are moved to the middle window. Messages listed there can be selected to continue their processing.

Processed messages are moved to the top window. These messages can be viewed, but can not be commented on or processed in any way.

Window on the right side is called the message window. Received message alongside the object information is displayed there with the object state, reaction notes, reminder fields and control buttons. Reaction notes can be entered into the field, message reminder time or time period set, message moved to the messages processing window in the middle (for repeated processing or to enter a new reaction note) or to the processed messages window on the top using the control buttons.



A portion of received messages are automatically moved to the top window. These are connection test, timely activation/deactivation, some technical messages that do not require any additional processing or reaction. Danger, burglary, fire and some technical messages that require processing or attention of the station operator must be processed. It is possible to select an option during the software configuration to either allow the operator to move the message from the bottom received messages window manually or for the most important message (first in the list) to open the message window automatically.

In the first case, operator's reaction control to the received message is possible. In the latter case, attention of the operator is attracted automatically.

Reception date and time, object number and name, event code and description, and other information selected during the software configuration is displayed in the message row. Displayed contents of the received message, row arrangement and width may be freely customised and, if necessary, edited.

Received	Time	Object Nr.	Object	Event Code	Event	Received level	Retranslator	Retranslator level	Receiver Name
2014.06.11	13.36.10	3-5-3785-FF	Kalmi Jones house	E 110 004	Fire 004 zone	F			IPcom_Win

Labels pointing to the table columns:

- Time of reception
- Date of reception
- Object name
- Subgroup or device number
- Object number
- Line number
- Receiver number
- Event description
- Event code
- Receiver name
- Retranslator level
- Retranslator name
- Receiver level (to the receiver)

Station operator sees the displayed message in the open message window, analyses the situation and decides on reaction

Additional event comments (activation/deactivation not on time) or other comments necessary for reaction are displayed in the window *Event comment*.

Processing of danger messages

Operator decides to whom the information about the event should be communicated to (reaction group, trustees or technical crew), enters the reaction note and clicks **Repeat** to move the message to middle messages processing window if the message requires processing. Buttons **History**, **Contacts**, **Schemes** or hotkeys may be used to access detailed information. Button **Object** will allow to access the whole processed object card.

Click **Notes** to access messages from the same object but of a lower priority at the bottom received messages window.

50 last messages received from the object are displayed in tab *History*.

Necessary reminder parameters are displayed in the field *Reminders*. Message will be repeated at the desired time.

Button **O** allows to move all selected object messages to the archive, **E** – to move all the same messages to the archive, **D** – to select the time period to ignore the selected message of the selected object, **F** – to send the message to another operator.

Click **Send SMS** to send a SMS to the alarm system users if program module SMS is installed.

Click **Map** to display an electronic map with the object location marked on if program module MAPS is installed.

Double-click to summon a message from the messages processing window.

Click **Finish** to move the message to processed messages window when the processing is finished.

Entering reaction notes

Operators enters reaction notes after performing a part of reaction activities. In order to do so, enter (or select from the list) the reaction note in the notes field on the messages window and click **Left**. It is stored in the database and may be presented in the report.

Rapid response group state may be indicated in the field *Driver state*.

Processing of test messages

Test messages received on time are automatically moved to processed messages window. Software generates message "No test" if test message is not received on time. Operator must react to such message according to internal station procedures.

Software generates message "Test not on time" and prompts "Change? / No" if test message is received not on time. Software stores the new time and performs the control accordingly if test time is changes. Software will prompt the same message at the next test message if test time is not changed.

Processing of activation/deactivation messages

Operator must react according to internal station procedures if activation/deactivation messages are not tracked according to the set schedule and software generates a message "Activation/deactivation not on time".

Alarm system statuses (activated/deactivated), compliance to the set activation/deactivation schedule (operation control) and object monitoring state (monitored, not monitored, special monitoring) of all objects in the database are displayed in tab **Object state** of *Monas MS client*.

Object state	Object Nr.	Name	Work control	Object status
Open (1/1)	?-?-1234	MAXIMA		Is monitored
Open (1/1)	?-?-2500	St. Maria hospital		Is monitored
Open (1/1)	?-?-3785	Katrin Jones house		Is monitored
Open (1/1)	?-?-5620	FRESH MARKET	Not on schedule	Is monitored
	?-?-8047	Vitalis house via RR-3		Is monitored
	?-?-8048	Vitalis house (us RAS-3 device)		Is monitored
	?-?-8051	radio transmitter T10		Is monitored
Close (1/1)	?-?-8052	radio transmitter T10 (us RAS-3 device)		Is monitored
	?-?-8149	repeater SAVANORIU RR-3		Is monitored
Open (1/1)	?-?-E10C	Ethernet modulis E10C		Sp. monitoring

Statuses are displayed in different colours for a more convenient monitoring. The list may be sorted in a desired order.

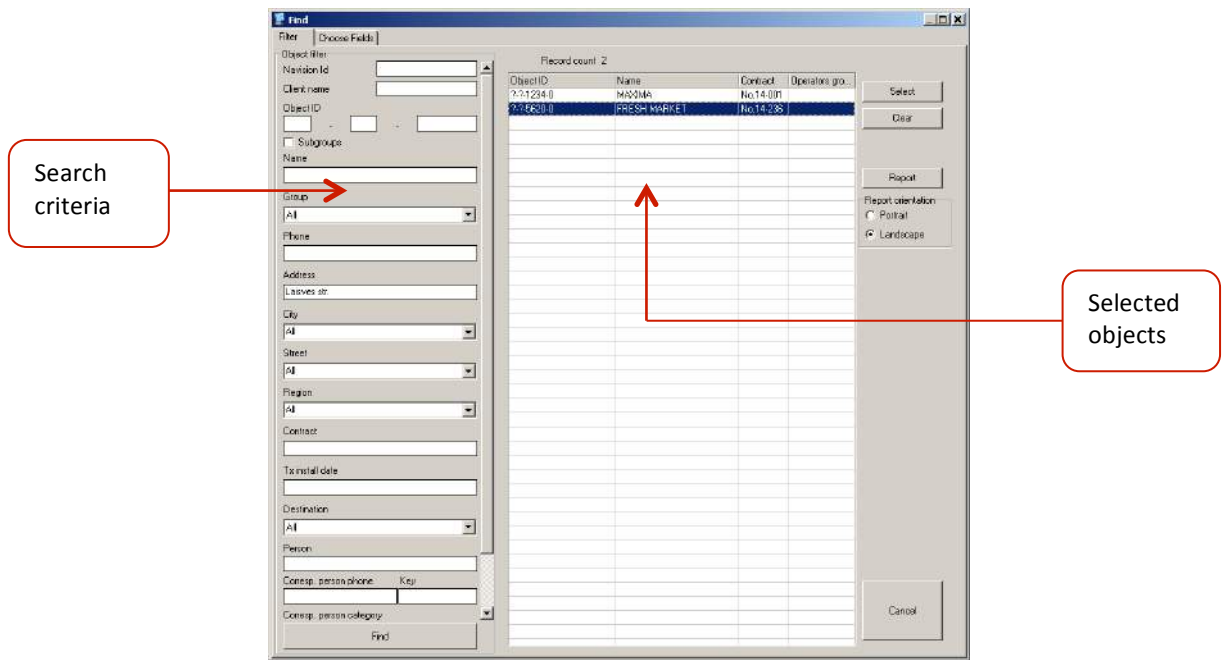
Entering notes without a message from the object

Object that a new reaction note must be entered for can be selected from the object list. Choose the event from tab *Generated events* and click **Generate**. Enter the reaction notes and click **Apply** or **Copy** in the new window.

Information search in the database

Click **Filter** to access the database search window in the tab **List** in *Monas MS client*.

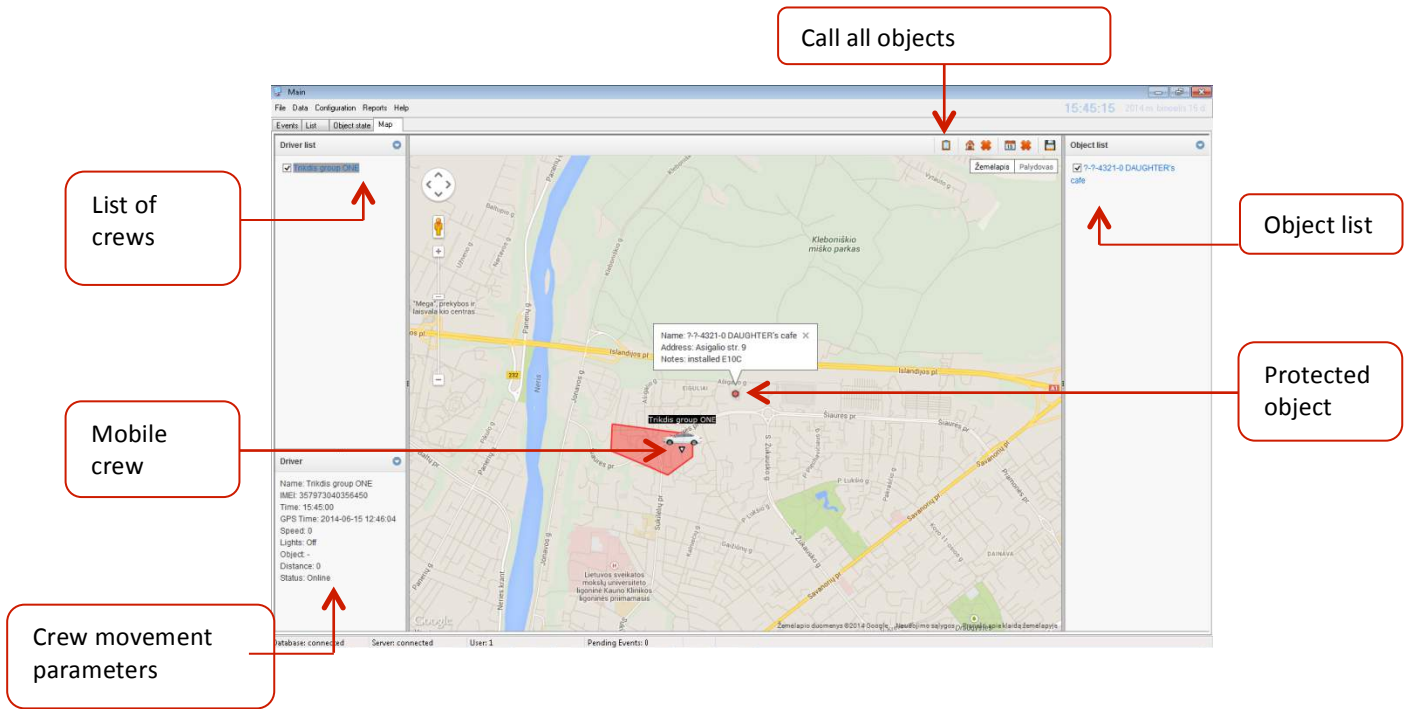
Entering a part of the known information allows to select those objects from the general object list that contain data fulfilling the search criteria. When search criteria are specified, only those object cards that contain the searched information are singled out. Selecting the desired object and pressing **Select** will open the required object card.



Select the search criteria list and names and length of fields displayed and saved in the report in tab *Choose Fields*. Click **Report** to generate a report.

Display of object and crew locations on a map

Location of protected objects may be displayed in the electronic map if program module MAPS is used and GPS coordinates of protected objects are entered.



Select the desired message in the processed events window (or after receiving a message from an object) and click **Map**. Same can be achieved by choosing tab *Map* and selecting the desired object from the list. Object mark colour changes once the alarm system is triggered. Select other objects from the object list (right side of the window) and their location will be displayed on the map.

Click **Objects** (house icon at the top) to display the location of all objects. A information search filter window will open displaying all objects with GPS coordinates entered. Click **Map** to open a window displaying locations of all objects.

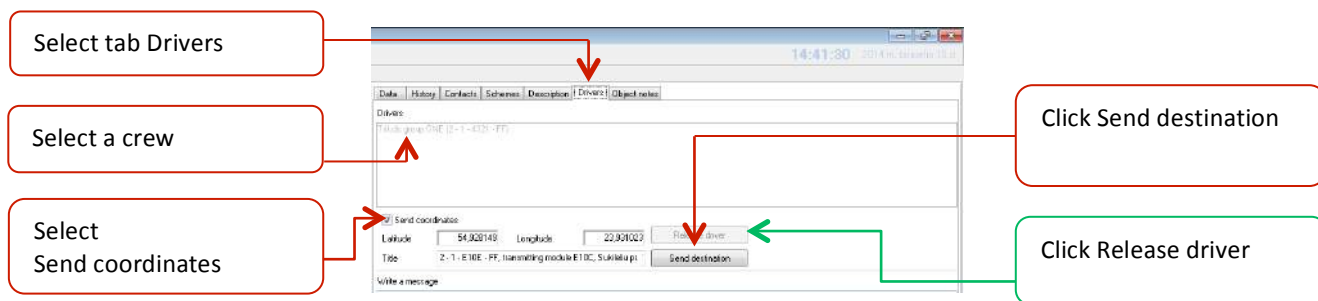
Locations of mobile crews may be displayed on the electronic map, their movement followed and communication with the rapid response group supported if program module NAV is installed and cars are equipped with necessary navigation and connection equipment.

Select rapid response groups in the crews list (left side of window *Map*) to display their location on the map. Location of mobile crews changes when they move while their movement parameters are displayed in the tab *Drivers*.

Selecting and dispatching a crew

Station operator decides to send a crew to the object when the alarm system is activated in the protected objects and a message about that is received.

Choose the crew in the message window tab *Drivers* and send GPS coordinates to them.

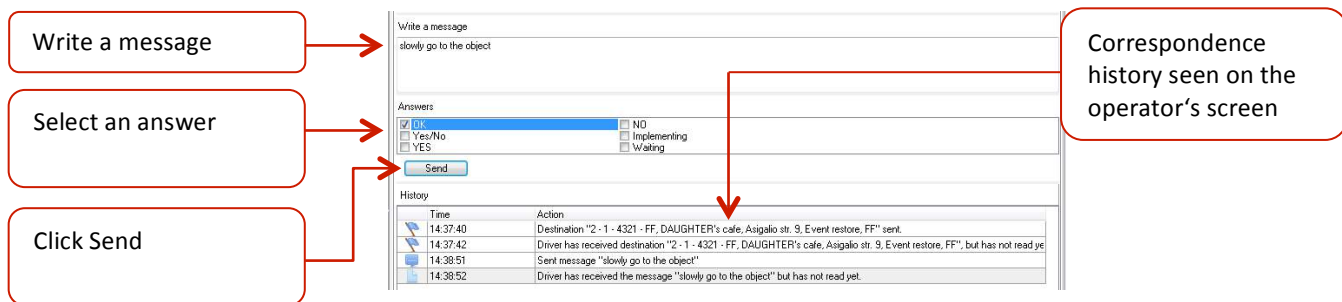


Movement route will be displayed on the screen of the crew navigation equipment and the crew will head to the referred object. Location and movement parameters of the crew will be displayed on the station's electronic map. Communication with the crew will be supported using text messages.

Communication with the crew

Station operator and the crew may exchange information using the text messages during the reaction.

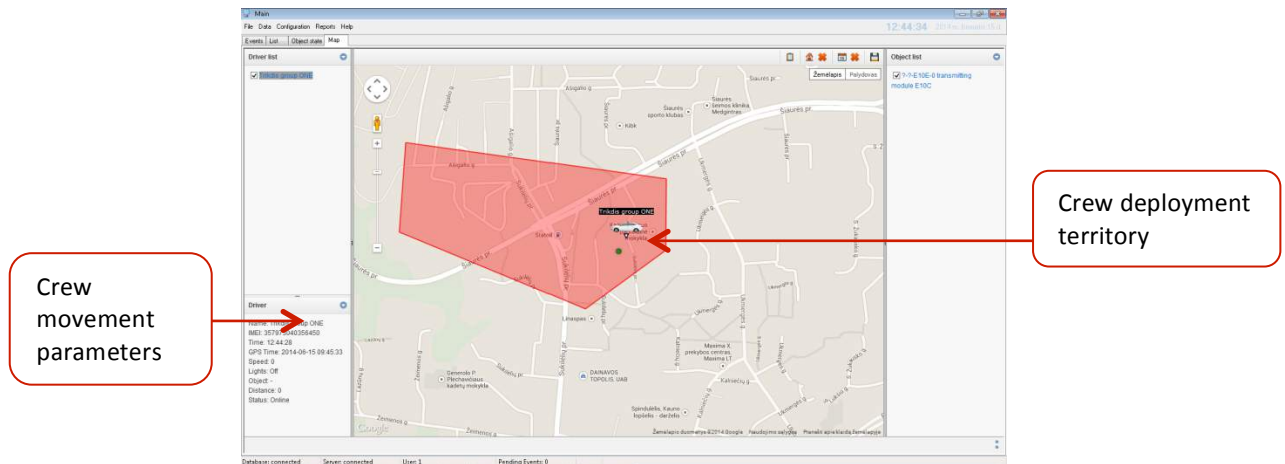
Station operator may write a message in the field *Write a message*. Anticipate a possible response (to make reaction of the crew faster) and send it by clicking **Send**.



Crew messages are sent to the station via the connection module. Message writing procedure and actions depend on the navigation equipment used and will be indicated in their user manuals.

Crew location and movement control

Territories (crew deployment areas and serviced territory limits) in which rapid response groups are supposed be are marked in order to control the movement of mobile crews. Territories where rapid response groups are deployed are set up by the station manager or another appointed software user.



Car location, movement path and other parameters are displayed on the map. Software follows crew deployment areas and, upon violating the established deployment area limits, informs the station personnel about it.

Reaction procedures are stored in the database and may be used for preparing reports.

Preparation of reports

Reports are usually prepared by the station manager or another appointed software user.

Preparation of an event report

Use command *Reports* → *Events* to prepare an event report. Start and end date and time of the report are selected in the new window. One or several objects and other selection criteria may be chosen: repetitions, reactions, subgroups, reaction notes, contracts, operator groups or types, etc.

The screenshot shows the 'Reports Filter' dialog box. It includes a 'Time' section with 'From' and 'To' date and time pickers. Below is an 'Object' section with radio buttons for 'All' and 'All subgroups', and a 'Search by number' checkbox. A table lists objects with columns for 'Object Nr.', 'Name', and 'Subgroups'. The 'Show Repeated' checkbox is checked, and 'Show notes' is unchecked. There are also sections for 'Event Code' (radio buttons for 'All events', 'Selected events', 'By reaction', 'Unknown', 'Event descriptions'), 'Notes' and 'Drivers' tabs, 'Note filter' (Included/Excluded), 'Other' (Contract, Object group), and 'Types'. A 'Report orientation' section has radio buttons for 'Portrait' and 'Landscape'. Buttons for 'Choose Fields', 'Preview', and 'Cancel' are at the bottom.

Annotations with red arrows point to specific elements:

- 'Tick to prepare a report for all objects' points to the 'All' radio button.
- 'Untick if report is prepared in a subgroup' points to the 'All subgroups' radio button.
- 'Tick to show repeated in a report' points to the 'Show Repeated' checkbox.
- 'Tick to prepare a report with notes' points to the 'Show notes' checkbox.

Software will display the name of the object if it is in the database and its number is entered. Software will display the number of the object if the object name is entered (or selected from a list).

Click **Choose fields** to select desired fields to be included in the report and their length.

Select the page orientation that is comfortable for viewing.

Event, reaction and reaction note filter parameters may be specified during the preparation of a report.

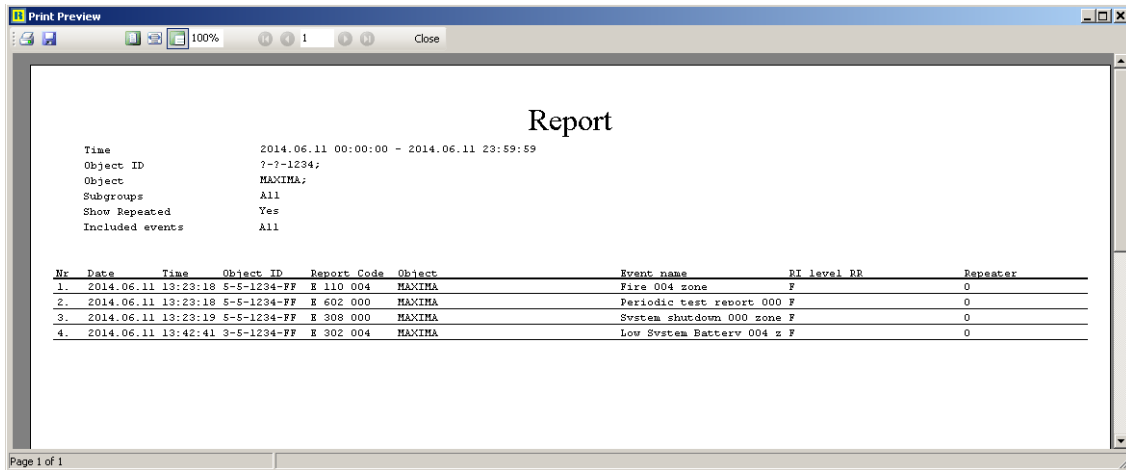
This close-up shows the 'Event Code' section with radio buttons for 'All events', 'Selected events', 'By reaction', 'Unknown', and 'Event descriptions'. To the right is a table with 'Included' and 'Excluded' columns. Below that are the 'Notes' and 'Drivers' tabs and 'Note filter' fields for 'Included' and 'Excluded'.

This close-up shows the 'Event Code' section with radio buttons for 'All events', 'Selected events', 'By reaction', 'Unknown', and 'Event descriptions'. A list box shows reaction types: Alarm, Panic, Fire, Restore, and Close (which is selected).

Note!

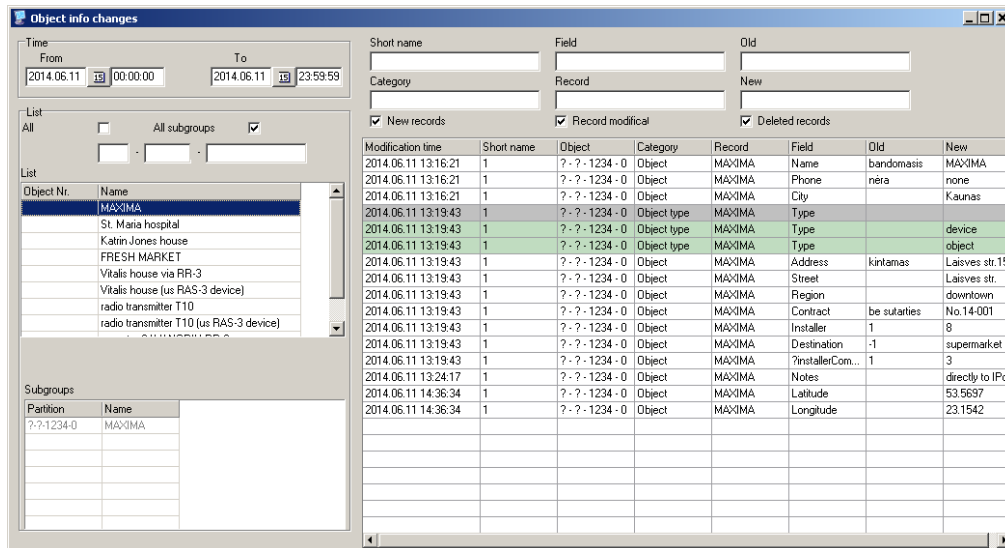
Attention needs to be paid to specified date and time if preparation of a report takes more time.

Received report may be viewed, printed or saved as a separate file with extensions .csv or .pdf. The separate file may be additionally edited using other programs or saved without changes.



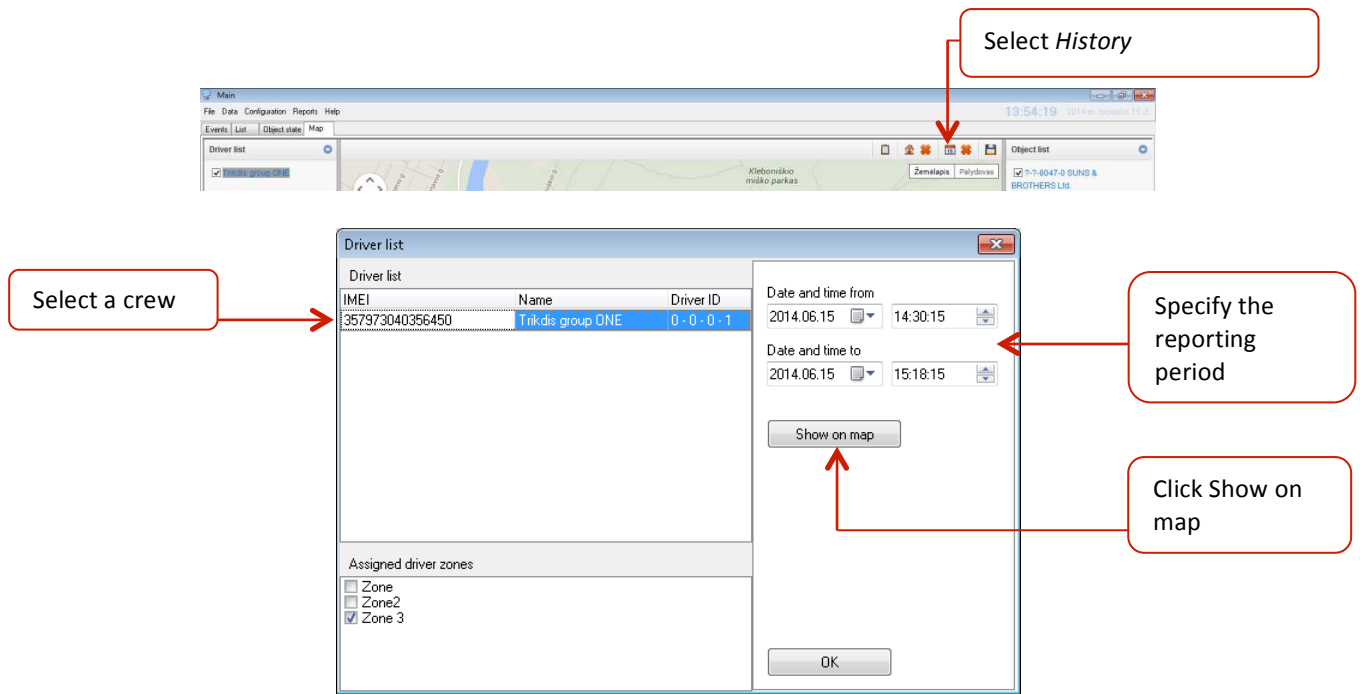
Preparation of object card changes

Use command *Reports* → *Object info changes* to view the object card changes throughout time. A desired object, time period and entry type may be chosen

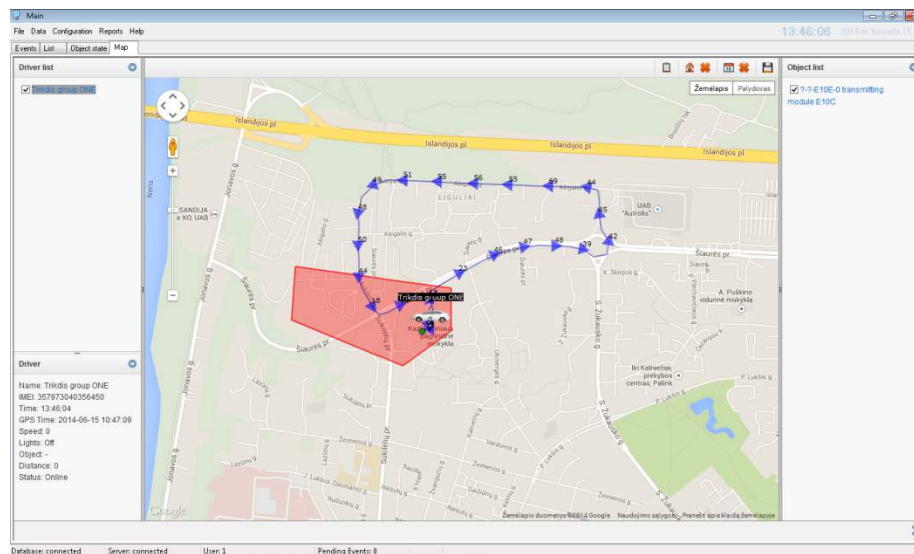


Preparation of crew reaction reports

Either a crew movement report on the map or a full reaction report may be prepared. Select *History* in *Map* and specify the desired time period and the crew in the new window.



Click **Map**. A movement route with the data that was requested will appear on the map after several seconds.



Use command **Reports** → **Events** to prepare a detailed crew reaction report. Select tab **Drivers** and specify the time period, object, crew, report parameters and report type (print or save to file).

Event Code

- All events
- Selected events
- By reaction
- Unknown
- Event descriptions

Other

Contract

Object group

Types

Notes Drivers

Driver list

- Trikdis group ONE

Report orientation

- Portrait
- Landscape

FAQ

1. How to describe an object if different connection channels, protocols and IDs are used?

Various situations that demand relative solutions might come up in practise. Several possible solutions are described in document *DUK_14_objekto nukreipimas i kita ID_LT_131204* .

2. How are messages sent in SIA FSK format displayed?

They are displayed differently because they are divergent themselves (depending on the level and number of messages at the same time). One row indicates the subgroup in which the events are taking place, other rows indicate events themselves. Example of such display is presented in the image below.

2011.01.24	12:44:55	1 - 1 - 7002 - 0	T7 su PC1864	E 066 --	Riestore zone 2	F			RD10
2011.01.24	12:45:00	2 - 1 - E102 - FF	E10 modulis	E 602 000	Periodic test report 000 zone				IPcom_windows
2011.01.24	12:45:12	1 - 2 - 1233 - 0	PC1864 stende	- ri- 1-	pogrupyje 1-				RD10
2011.01.24	12:45:13	1 - 2 - 1233 - 0	PC1864 stende	- CR- 00-	Neprašytas įvykis				RD10
2011.01.24	12:45:13	1 - 2 - 1233 - 0	PC1864 stende	- BH- 06-	Neprašytas įvykis				RD10
2011.01.24	12:45:13	1 - 2 - 1233 - 0	PC1864 stende	- BA- 02-	Neprašytas įvykis				RD10
2011.01.24	12:45:13	1 - 2 - 1233 - 0	PC1864 stende	- BV- 00-	Neprašytas įvykis				RD10
2011.01.24	12:45:13	1 - 2 - 1233 - 0	PC1864 stende	- BH- 02-	Neprašytas įvykis				RD10

3. How is the activation/deactivation schedule control performed? What settings should there be?

Procedure for *Monas MS client v2.35* is described in document *DUK_05_OPEN&CLOSE grafikas_131125*.

4. How to include a message that was received not from a protected object?

Detailed procedure is described in document *DUK_19_formuoti pranesima Monas MS_LT_131025* .

5. How to send a SMS message from the monitoring software?

SMS sending procedure by using connected SMS modem or network operator's SMS message centre service is described in document *DUK_06_SMS siuntimas is Monas MS_LT_131125*.

6. How to install and use program modules MAPS and NAV?

Detailed procedure is described in document *Monas MS v2.35_NAV_UM_LT_131206*.

7. How to use remote *Monas MS WEB* technician work place?

Procedure for remote access and settings are described in document *DUK_17_WEB techniko darbo vieta_LT_131204*.

8. How to change receiver and line numbers in the received message and forward it?

Message forwarding by changing the receiver and line numbers is described in document *DUK_22_Monas MS nukreipimai_LT_140312*.