

# **Security Escort**

SE3000 Series



# Table of contents

<b>1</b>	<b>Copyright and warranty</b>	<b>5</b>
<b>1.1</b>	Trademarks	<b>5</b>
<b>1.2</b>	Software license agreement	<b>5</b>
<b>1.3</b>	Limited warranty	<b>5</b>
<b>1.4</b>	Remedy	<b>5</b>
<b>1.5</b>	Use latest software	<b>6</b>
<b>2</b>	<b>About this manual</b>	<b>7</b>
<b>3</b>	<b>The components</b>	<b>8</b>
<b>3.1</b>	Central Console	<b>8</b>
<b>3.2</b>	SE coordinator	<b>8</b>
<b>3.3</b>	SE receiver	<b>8</b>
<b>3.4</b>	SE transmitter	<b>8</b>
<b>4</b>	<b>Daily operations</b>	<b>10</b>
<b>4.1</b>	Normal (no alarm) operations	<b>10</b>
<b>4.2</b>	Test icons	<b>10</b>
<b>4.3</b>	Answering an alarm	<b>11</b>
<b>4.3.1</b>	Interpreting the alarm screen	<b>11</b>
<b>4.3.2</b>	Acknowledging an alarm	<b>12</b>
<b>4.3.3</b>	Silencing an alarm	<b>12</b>
<b>4.3.4</b>	Resetting the system	<b>13</b>
<b>4.3.5</b>	Handling multiple alarms	<b>13</b>
<b>4.3.6</b>	Filing an alarm report	<b>14</b>
<b>5</b>	<b>Database management</b>	<b>15</b>
<b>5.1</b>	Operator Database	<b>17</b>
<b>5.1.1</b>	Edit Operator's Database Record dialog	<b>18</b>
<b>5.1.2</b>	Authority Level	<b>20</b>
<b>5.2</b>	Subscriber Database	<b>21</b>
<b>5.2.1</b>	Edit Subscriber's Database Record	<b>22</b>
<b>5.2.2</b>	Additional subscriber information	<b>25</b>
<b>5.2.3</b>	Statistics of Subscriber Database	<b>26</b>
<b>5.2.4</b>	Print Subscriber Database	<b>27</b>
<b>5.3</b>	Transmitter Change	<b>28</b>
<b>5.4</b>	Reports Database	<b>31</b>
<b>5.4.1</b>	Statistics	<b>31</b>
<b>5.4.2</b>	Map	<b>32</b>
<b>5.4.3</b>	Edit Data	<b>32</b>
<b>5.4.4</b>	Delete	<b>33</b>
<b>5.4.5</b>	Search	<b>33</b>
<b>5.4.6</b>	Sort	<b>34</b>
<b>5.4.7</b>	Incomplete	<b>35</b>
<b>6</b>	<b>The online tools</b>	<b>36</b>
<b>6.1</b>	File menu	<b>36</b>
<b>6.2</b>	Utilities menu	<b>36</b>
<b>6.2.1</b>	Backup dialog	<b>37</b>
<b>6.2.2</b>	Restore dialog	<b>39</b>
<b>6.2.3</b>	Security Preferences dialog	<b>41</b>
<b>6.2.4</b>	System Defaults dialog	<b>42</b>
<b>6.2.5</b>	System Labels dialog	<b>42</b>

6.2.6	Print/Export System Reports dialog	43
6.2.7	Export Alarm Reports dialog	45
6.2.8	Alarm Flash Reports dialog	45
6.2.9	Muster Reports dialog	47
6.2.10	Schedules dialog	49
6.2.11	Alarm Groups dialog	49
6.2.12	Alarm Group State dialog	49
6.2.13	Current Check-in Status dialog	49
6.2.14	Clear screen	50
6.2.15	Output verification	50
6.2.16	Reset Transponder Interfaces	50
6.2.17	Synchronize system time	50
6.3	Logout menu	51
6.4	Setup menu	51
6.5	Printer menu	52
6.6	Network menu	53
6.7	About menu	53
7	<b>Troubleshooting</b>	<b>54</b>
7.1	SE transmitters with low batteries	55
7.2	Broken or lost SE transmitters	55
7.3	SE receiver problems	55
7.3.1	Tamper	55
7.3.2	No response	55
7.3.3	Jamming	55
7.3.4	Output device error	55
7.3.5	Bad checksum	56
7.4	SE coordinator problems	56
7.4.1	Communications failure	56
7.4.2	Tamper	56
7.4.3	Bus faults	56
7.4.4	Other troubles	56
8	<b>Appendix: Software licenses</b>	<b>57</b>
8.1	Bosch software	57
8.2	Other licenses – copyright notices	57
8.3	Warranties and disclaimer of warranties	57
	<b>Index</b>	<b>58</b>

# 1 Copyright and warranty

## 1.1 Trademarks

Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

## 1.2 Software license agreement

Security Escort's Central Control software for Microsoft® Windows®.



### Notice!

This software relates to security. Access should be limited to authorized individuals. This software contains provisions for setting security passwords. Appropriate security levels should be established and passwords should be set before allowing operating personnel access to this software. The original disk should be safeguarded against unauthorized use. In addition, security/fire controls contain passwords to prevent unauthorized access; these passwords must also be set and their identity carefully safeguarded.

Please read the following license agreement prior to installing and operating the software. Do not install this software unless you agree to the following terms:

### You MAY

- Use the Security Escort program only on a single Security Escort system, with a single master computer, a single optional slave computer, and only the number of workstations originally factory programmed into the software key.
- This program can be used without a software key only for demo purposes. In no case can this program be used on a live system without an authorized software key.
- Copy the program into another computer only for backup purposes in support of your use of the program on one Security Escort system.

### You may NOT

- Transfer this program or license to any other party without the express written approval of Bosch Security Systems.

## 1.3 Limited warranty

Bosch Security Systems warrants that the program will substantially conform to the published specifications and documentation, provided that it is used on the computer hardware and with the operating system for which it was designed. Bosch Security Systems also warrants that the magnetic media on which the program is distributed and the documentation are free of defects in materials and workmanship. No Bosch Security Systems dealer, distributor, agent, or employee is authorized to make any modification or addition to this warranty, oral, or written. Except as specifically provided above, Bosch Security Systems makes no warranty or representation, either express or implied, with respect to this program or documentation, including their quality, performance, merchantability, or fitness for a particular purpose.

## 1.4 Remedy

Bosch Security Systems will replace defective media or documentation, or correct substantial program errors at no charge, provided you return the item with proof of purchase to Bosch Security Systems within 90 days of the date of delivery. If Bosch Security Systems is unable to replace defective media or documentation, or correct substantial program errors, Bosch Security Systems will refund the license fee. These are your sole remedies for any breach of warranty.

Because programs are inherently complex and may not be completely free of errors, you are advised to verify your work. In no event will Bosch Security Systems be liable for direct, indirect, incidental, or consequential damages arising out of the use of or inability to use the program or documentation, even if advised of the possibility of such damages. Specifically, Bosch Security Systems is not responsible for any costs including, but not limited to, those incurred as a result of lost profits or revenue, loss of use of the computer programs or data, the cost of any substitute program, claims by third parties, or for other similar costs. Bosch Security Systems does not represent that the licensed programs may not be compromised or circumvented. In no case shall Bosch Security Systems liability exceed the amount of the license.

Some states do not allow the exclusion or limitation of implied warranties, or limitation of liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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Should you have any questions concerning this license, write to:

Robert Bosch Security Solutions Pte Ltd  
11 Bishan Street 21  
Singapore 573943

## 1.5 Use latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.

For more information, refer to the Security Escort release notes and manuals from the Bosch online product catalog.

The following links provide more information:

- General information: <https://www.boschsecurity.com/xc/en/support/product-security/>
- Security advisories, that is a list of identified vulnerabilities and proposed solutions: <https://www.boschsecurity.com/xc/en/support/product-security/security-advisories.html>

Bosch assumes no liability whatsoever for any damage caused by operating its products with outdated software components.

## 2 About this manual

The purpose of this manual is to provide information on the basic operations of the Security Escort system. With this manual, the operators or dispatchers should be able to manage the various database records (if access rights are provided), perform daily maintenance tasks (database backup, printing reports), and respond to incidents and alarms efficiently and correctly.

For other advanced tasks including configuration of system setup, please refer to the Security Escort Technical Reference Manual.

## 3 The components

This section provides a basic understanding of each of the Security Escort system components and how they interact. The system is comprised of four basic components: SE transmitters, SE receivers, SE coordinators, and the Central Console.

### 3.1 Central Console

The Central Console is the control center for the Security Escort system. It consists of one to eight personal computers, one of which is an instantly available back-up (the slave computer). The system software is designed to run on the Microsoft Windows operating system and requires little or no computer literacy on the part of the dispatcher. The Central Console is usually located in the security dispatch center.

The Central Console is responsible for receiving alarm and test data from the SE coordinators and calculating the location of the SE transmitters that produces the alarm or test. It also identifies the individual to whom the SE transmitter was issued and for alarms, presents the location and identity information on the computer screen. The Central Console contains the subscriber and operator databases used to check subscriber identity and operator passwords and authority levels.

The Central Console also monitors all SE coordinators and reports component or system faults by displaying alert messages on the screen. The messages provide instructions for the dispatcher or key operator. All alarms and trouble messages are logged in memory and can be printed as a paper record.

### 3.2 SE coordinator

The SE coordinator continuously monitors the operation of a group of SE receivers to detect system faults (such as tampering) and to query the SE receivers for data in the event of an alarm or test from an SE transmitter. It collects and summarizes alarm and test data and relays that data to the Central Console.

The SE coordinator also commands the SE receivers, activating lights, sounders and sirens as appropriate. The SE coordinator is usually mounted on a wall in the basement or in a utility closet.

### 3.3 SE receiver

The SE receivers are located throughout the grounds and buildings. These devices contain radio receivers to detect alarms and test transmissions from SE transmitters. They also contain sounders that can be activated if the SE receiver detected an alarm transmission and if the Central Console verified that it is a valid alarm.

Outdoor SE receivers, contained in small gray weatherproof boxes, are typically mounted on the sides of buildings and on light posts. Indoor SE receivers are typically mounted on interior walls and are in small beige rectangular units.

The indoor devices have one red and one green light. The green light indicates a successful test of an SE transmitter. The red light is only illuminated during certain system tests or during an alarm. Outdoor SE receivers do not have these visible lights. Outdoor, the strobe units connected to SE receivers flash for successful tests.

### 3.4 SE transmitter

The SE transmitter is a miniature radio transmitter. For example, refer to the Security Escort Personnel Transmitter Quick Installation Guide for the operation of the SE personnel transmitter.



Each SE transmitter contains a unique code that identifies the subscriber. When an alarm signal has been sent, the Central Console displays the alarm in approximately two seconds and the sounders in any nearby SE receivers may activate, as well as the strobes and sirens connected to SE receivers.

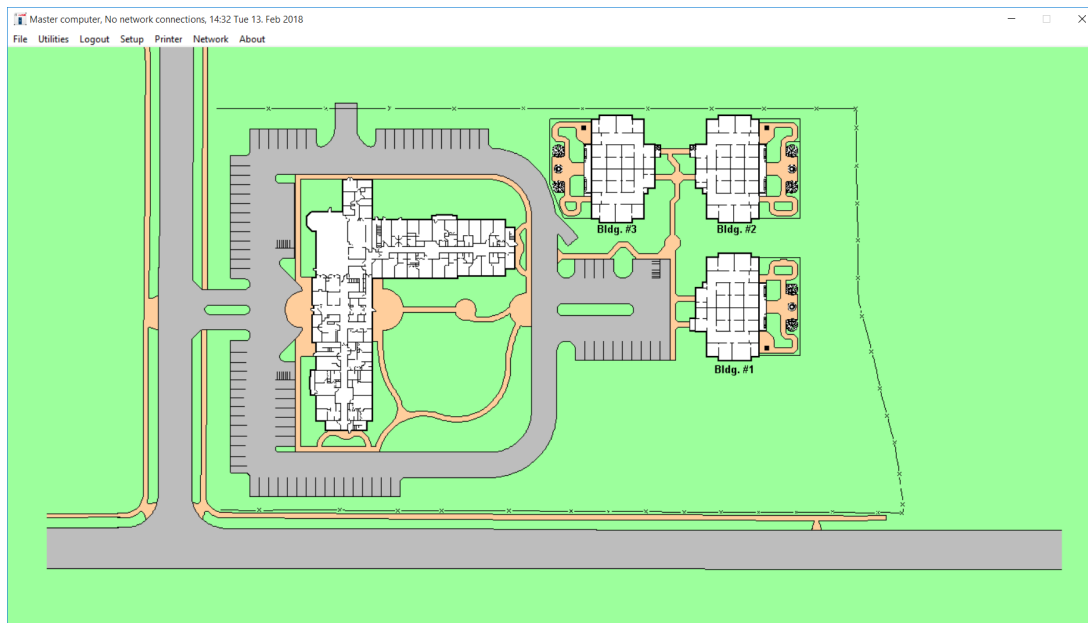
The SE transmitters have a second feature which is the test mode. When located indoors, in sight of an interior SE receiver or located outdoors, in sight of siren/strobe, a test can be performed (for example, refer to the Security Escort Personnel Transmitter Quick Installation Guide). If the test is successful, a small green light flashes on the interior SE receiver, or the strobe connected to the outdoor SE receiver flashes briefly. There is no response at all if the test fails. If the test fails, the user should try again; if there is still no response, he or she should contact the Security Office as soon as possible (see *Troubleshooting, page 54*).

**Notice!**

Contact Bosch Security Systems Customer Service or refer to website for the latest transmitter models.

## 4 Daily operations

### 4.1 Normal (no alarm) operations



**Figure 4.1:** Security Escort Central Console (Normal Operations)

The figure above shows the screen of the Security Escort Central Console during normal operations, when there are no active alarms. The map is displayed and a menu bar allows access to all system functions.

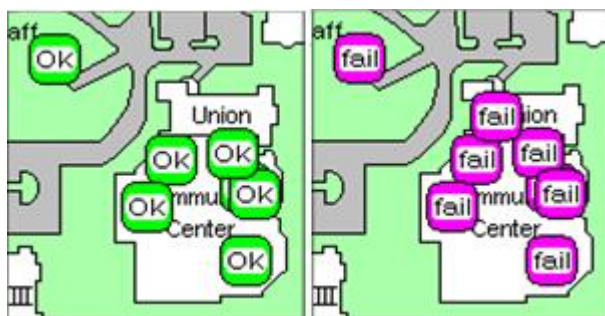


#### Notice!

Special passwords are required to access some of the functions. At the top of the screen, the current time and date is shown along with the words “No alarms”.

The map can be scrolled to show any region of the protected area. Placing the cursor anywhere on the map and clicking the left mouse button centers that point on the screen.

### 4.2 Test icons



**Figure 4.2:** Test Icons

When a subscriber tests his or her SE transmitter, optional test icons are displayed on the map, indicating the location of the SE receivers that detected the test transmission. If the test is successful, green “OK” icons are shown, as indicated in the figure above. If the test fails, purple “fail” icons appear. The test fails when the transmission is produced by an SE

transmitter that is either not in the **Subscriber Database** or disabled (usually because it is lost or has been stolen). Each new test removes the test icons of the previous test transmission from the map. No operator action is required.

## 4.3 Answering an alarm

Whenever a subscriber activates an alarm with his or her SE transmitter within the protected area (see the Security Escort Personnel Transmitter Quick Installation Guide), the Security Escort Central Console:

- sounds the console alarm tone to alert the dispatcher,
- replaces the “normal operations” screen with the red alarm screen, and
- optionally prints the identity and text location information on hard copy.

This section of the manual explains in detail how an alarm situation should be handled at the Central Console.

### 4.3.1 Interpreting the alarm screen

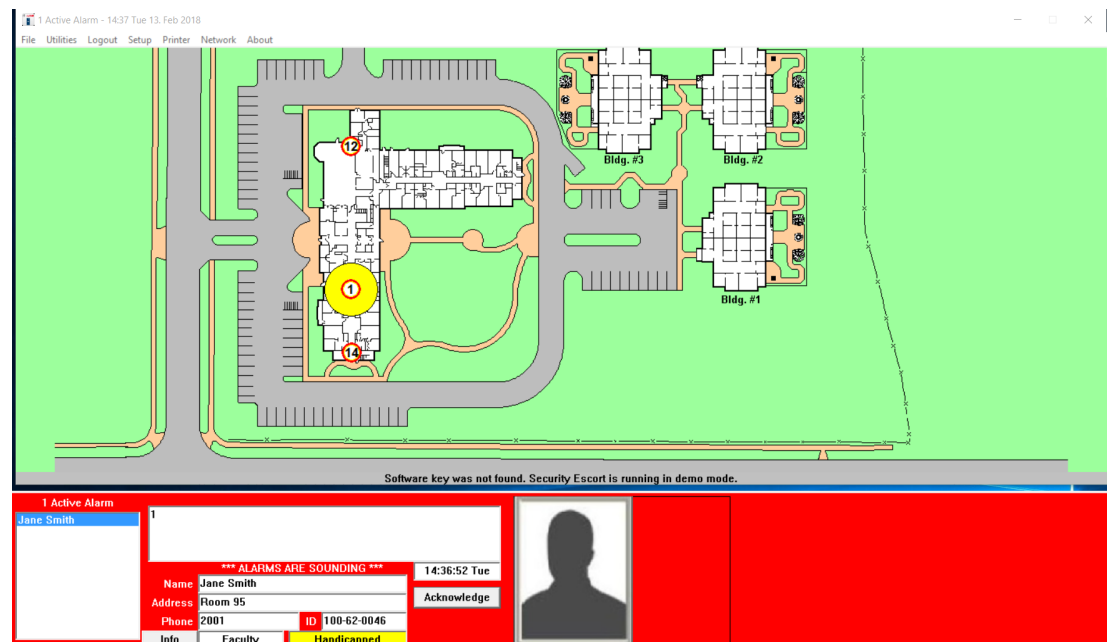


Figure 4.3: Active Alarm

The figure above shows how the screen appears immediately after the Security Escort system detects an alarm transmission. Across the top of the screen, the words “No alarms” are replaced with the words “Active Alarm”. A new map appears, centered on the computed location of the alarm. The computed location is on the first floor of the building (as indicated by the numeral “1” within the icon).



Figure 4.4: Receiver Icons

The figure above shows several types of receiver icons that might appear. A bull's-eye indicates an outdoor location. Indoor locations contain a number signifying the floor. "G", "T", and "B" icons represent ground floor, tunnel and basement locations, respectively.

The yellow circle on the map indicates the subscriber's most likely location.

The red panel beneath the map displays subscriber and location information. The subscriber’s name, local address, phone number, identification number and classification (such as resident, commuter, staff, and so on) are displayed. Above the subscriber information is a text box containing the location description of the alarm. Note that the subscriber’s location is updated automatically due to the transmitter alarm’s subsequent transmissions.

In the lower left corner of the screen, the **Active Alarm** list box displays all active alarms. In most cases, this list contains only one name, but in the case of multiple alarms, the names of each subscriber appear in this list box. In the example above, there is only one name, since only one alarm was activated.

Just above the block of subscriber information, the words “ALARMS ARE SOUNDING” appear whenever the (optional) sirens and strobes are active. When the alarm is canceled by the dispatcher, or the alarm is automatically silenced, this message is replaced with the words, “Sounders have been silenced”.

4.3.2 Acknowledging an alarm

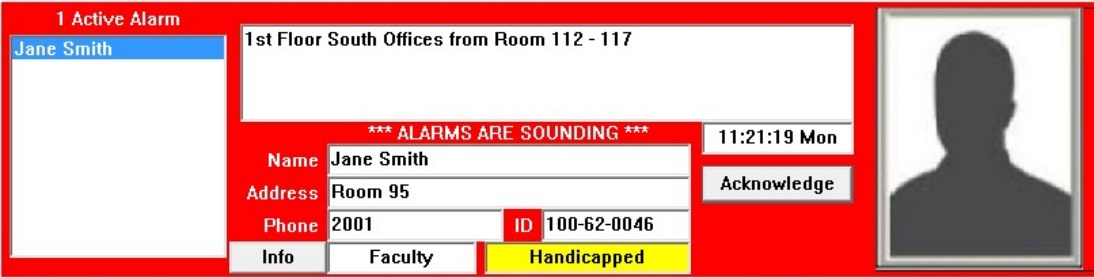


Figure 4.5: Acknowledging an Alarm

The Central Console continues to sound alert tones on its speakers until the dispatcher acknowledges the alarm. To silence the alert tones, click the **[Acknowledge]** button in the lower right corner of the alarm screen. Alternatively, press the <A> key.



Notice!

This only silences the Central Console speakers. The (optional) sirens/strobes and the sounders of the SE receivers will continue to be active.

4.3.3 Silencing an alarm

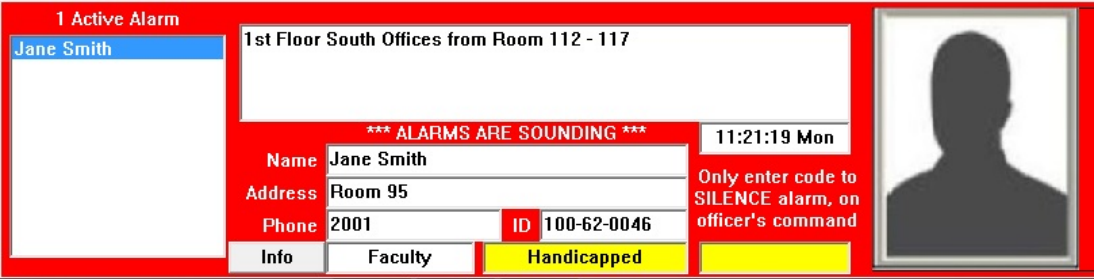


Figure 4.6: Silencing an Alarm

To cancel the alarm, and silence the sounders and strobes/sirens, the operator enters a password in the yellow text box in the lower right corner of the screen), and presses the <Enter> key. The message “ALARMS ARE SOUNDING” is replaced with the message, “Sounders have been silenced”. The yellow password text box is replaced with a **[Reset]** button.



### Warning!

In most installations, department policy prohibits a dispatcher from silencing an alarm until instructed to do so by a Security Officer who has visited the scene.

## 4.3.4

### Resetting the system

1 Active Alarm

Jane Smith

1st Floor South Offices from Room 112 - 117

Sounders have been silenced 11:21:19 Mon

Name Jane Smith

Address Room 95

Phone 2001 ID 100-62-0046

Info Faculty Handicapped Reset

Figure 4.7: Resetting the System

Even when the alarm is silenced, the alarm screen remains on the display until the system is reset. To reset the system, click the **[Reset]** button. Alternatively, press the <R> key. This replaces the alarm screen with the normal operation screen.

## 4.3.5

### Handling multiple alarms

3 Active Alarms

Jane Smith  
Anne Black  
Sgt. John Young

1st Floor South Offices from Room 112 - 117

\*\*\* ALARMS ARE SOUNDING \*\*\* 11:22:45 Mon

Name Jane Smith

Address Room 95

Phone 2001 ID 100-62-0046

Info Faculty Handicapped

Only enter code to SILENCE alarm, on officer's command

Figure 4.8: Multiple Alarms

When two or more alarms are active, each alarm is handled as a separate event by the system, and can be viewed individually. The name of each subscriber who transmitted an alarm is listed in the **Active Alarm** list box. One name can be selected at a time by clicking on the name in the **Active Alarm** list box to highlight it. The information displayed in the alarm screen then applies only to the highlighted subscriber. To display the alarm information of another subscriber with an active alarm, click on that subscriber's name in the **Active Alarm** list box, or use the up and down arrow keys on the keyboard to select the desired subscriber. Each alarm must be acknowledged and silenced separately.

### 4.3.6 Filing an alarm report

**Edit Alarm Report Database Record**

**Name** Jane Smith

**Address** Room 95

**City** **State**

**Zip**

**Phone** 2001 **ID** 100-62-0046

**Select problem type:**

- ☒ Unknown
- ☐ Person threatened
- ☐ Accident - person
- ☐ Accident - auto
- ☐ Medical problem
- ☐ False alarm
- ☐ Alarm demonstration
- ☐ Other problem

**Enter name of OFFICER responding to the alarm:**

**Enter description of PROBLEM:**

**Describe ACTION taken:**

**Alarm received at**  
14:41:54 Tue

**Print**

**Cancel**

**Figure 4.9:** Example of Alarm Report

If the optional alarm report was selected during the setup of the Security Escort system, an officer is prompted to enter an alarm report after the alarm was reset. The Central Console software displays the above dialog window for the officer to fill in details of his or her response to the alarm. All of the subscriber identity and location information is automatically entered into the report, along with the dates and times. The responding officer only needs to enter information on the type of problem, a description of the problem specifics, and the action taken. Clicking the **[Cancel]** button completes the report.

If there is a need to modify the report after it is saved, the report can be recalled from the menu **File > Report Database**. A description of how to edit an existing report is explained in Database management. If it is inconvenient to fill out the alarm report immediately after the alarm is reset, it can be deferred to a later time. Near the end of the work shift, the Central Console can produce a prompt if an alarm was received but no report was entered into the computer.

## 5 Database management

The Security Escort software contains several distinct databases:

- The **Subscriber Database** contains names, addresses, identification numbers, and other information about the users of the system.
- The **Operator Database** contains information on the Security Officers, including the passwords assigned and the authority level granted.
- The **Reports Database** contains all of the alarm reports created by the system and completed by the officers.
- The **Transponder Database** contains information on the system hardware configuration and on testing data taken by Security Escort service personnel. Access to these databases is only available to installation and service company employees.

These databases are accessed from the **File** menu. The three databases operate very similarly. Each subscriber, operator, and report entry contained in its respective database is called a record. The common commands of the databases are described first, before focusing on each specific database.

The records in the **Subscriber** and **Operator Database** can be sorted by name, identification number, transmitter identification number, time of last test, or time of low battery report, by using the **[Sort]** or **[Search]** buttons to select the method of sorting and searching.

Additionally, the records in the **Reports Database** can be sorted by alarm time, problem type, and subscriber classification.

### Common commands

Most of the commands are common to the various databases. As an example, the following dialog window is typical of the system.



### Notice!

Any individual operator's access to the databases is controlled by authority level settings in the **Operator Database**. The manager of the Security department usually controls these access settings through a high level password.



**Figure 5.1:** Example of Database Record dialog window

The four buttons across the bottom of the window allow the operator to step through the individual records of the database.

Element	Usage/Description
<b>[Beginning]</b>	Click this button to bring up the first record in the database.

Element	Usage/Description
<b>[Previous]</b>	Click this button to scroll through the previous records in the database one record at a time. These can be useful when searching for a name without knowing the exact spelling, or reviewing a sequence of alarm events.
<b>[Next]</b>	Click this button to scroll through the next records in the database one record at a time. These can be useful when searching for a name without knowing the exact spelling, or reviewing a sequence of alarm events.
<b>[End of File]</b>	Click this button to bring up last record in the database.

Some of the buttons on the right pane that may be common across the databases include:

Element	Usage/Description
<b>[Insert New]</b>	Click this button to create a new record in the database. Enter the new information accordingly into the dialog window. Use the <Tab> key to step through the data fields in specific order, or click the mouse on any field to place the cursor for data entry.
<b>[Edit Data]</b>	Click this button to edit the information of the current record. Modify the information accordingly in the dialog window. Click the <b>[Save]</b> button to save the new information or the <b>[Cancel]</b> button to abort the changes.
<b>[Delete]</b>	Click this button to remove the current record from the database. The operator must confirm the delete decision before the record is actually deleted. Deleted information cannot be recovered.
<b>[Search]</b>	<p>Scrolling through the database using the <b>[Previous]</b> and <b>[Next]</b> buttons is not the most efficient way of locating a specific subscriber or operator. Click the <b>[Search]</b> button to open a search dialog window. Enter the search text in one of the blank search fields. Click the <b>[Search]</b> button of the dialog window to search all records for the closest match.</p> <p>For example, if an operator identification number is entered, the operators are sorted by their operator identification numbers. The operator whose number most closely matches the one entered will be displayed. If a last name is entered, the operators are sorted in alphabetical order by last name, and then the operator whose last name is closest in alphabetical order is displayed. Therefore, if "P" is entered as the last name, the operators are sorted in alphabetical order by name, and then the first operator whose last name began with "P" is displayed. Clicking the <b>[Next]</b> button steps through the records in alphabetical order.</p>
<b>[Sort]</b>	Click this button to choose the default sort order of the records. In the case of the <b>Operator Database</b> , the records can be ordered by last name, by authority level in ascending order, or by operator identification number in ascending order. The choice is made by



Element	Usage/Description
	placing the cursor on the small diamond to the left of the text and clicking with the left mouse button and then clicking the <b>[Select]</b> button. The specific choices in the <b>Subscriber</b> and <b>Reports Database</b> are different but the techniques for searching are the same.
<b>[Print]</b>	Click this button to produce a hard copy (paper printout) of the current record on the printer.
<b>[Cancel]</b>	Click this button to exit the current dialog window. If changes were made, the operator can then choose to save or abort those changes.

## 5.1 Operator Database

The figure below is a typical screen from the **Operator Database**. The term operator is used to refer to a person with the authority to use the various features of the Security Escort system software. The term includes the Security department's dispatchers who initiate responses to alarms, Security Officers who may be required to produce incident reports, and other employees of the Security department who may be responsible for maintaining the **Subscriber** and **Operator Databases**.

Find Operator's Database Record

Authority Level  Operator ID

Name

Address

City  State

Zip  Phone

Created

Modified

Modify Oper  Record size 67 bytes, version 1

Notes

Buttons: Import, Export, Insert New, Edit Data, Delete, Search, Sort, Beginning, Previous, Next, End of File, Cancel

**Figure 5.2:** Find Operator's Database Record dialog

The information in an **Operator Database** record includes the individual's password, full name, a unique operator identification number, an authority level, local address and phone number, and notes. All fields except the **Password** field are displayed. Even when a specific operator's file is edited (via the **[Edit Data]** button); the password is represented by a number of asterisks for security reasons.

## 5.1.1

**Edit Operator's Database Record dialog**

When adding a new operator using the **[Insert New]** button or editing the data for an existing operator using the **[Edit Data]** button, the **Edit Operator's Database Record** dialog appears. Certain information fields must be completed to produce a valid record. The password, the authority level, and the name must be entered. All the other information of the operator's record is optional, including the local address, local phone number, and notes.

**Notice!**

There are two boxes for passwords in the **Edit Operator's Databases Record** dialog, **Password**, and **Password Verify**. Since the operator cannot see what is being entered while typing in the password field, it must be entered twice to safeguard against errors; password modifications are not accepted if the entries in the **Password** and **Password Verify** text boxes are not identical or do not follow the password policy.



**Edit Operator's Database Record**

Authority Level  Operator ID

Name

Address

City  State

Zip  Phone

Notes

Password  Password Verify

**Passwords must contain:**

- a minimum of 8 characters
- a maximum of 11 characters
- a minimum of 1 lower case letter [a-z]
- a minimum of 1 upper case letter [A-Z]
- a minimum of 1 numeric character [0-9]
- a minimum of 1 special character as below:  
~`!@#\$%^&\*()-\_+={}[];:.,/

**Figure 5.3:** Edit Operator's Database Record dialog

The **Operator ID** field will be automatically filled in with the next available ID number, there is no need to change the number selected.

Element	Usage/Description
<b>Authority Level</b>	Select the authority level assigned to the operator from the drop-down list box. Different authority levels will determine different functions that the operator can perform on the system. See the following section for more details. If the drop-down list box is disabled, you do not have sufficient authorization to change the authority level.
<b>Name</b>	Key in the name of the operator. Maximum length is 30 alphanumeric characters.
<b>Address Line 1</b>	Key in the address of the operator. Maximum length is 30 alphanumeric characters.
<b>Address Line 2</b>	Key in the address of the operator. Maximum length is 30 alphanumeric characters.
<b>City</b>	Key in the city of the operator. Maximum length is 20 alphanumeric characters.
<b>State</b>	Key in the state of the operator. Maximum length is 10 alphanumeric characters.
<b>Zip</b>	Key in the zip code of the operator. Maximum length is 10 alphanumeric characters.
<b>Phone</b>	Key in the phone number of the operator. Maximum length is 16 numeric characters.
<b>Notes</b>	Key in the notes applicable to the operator.
<b>Password</b>	<p>Key in the operator's password here. The password requirements may be different depending on the <b>Authority Level</b> chosen.</p> <p><b>Authority Level</b> is "Acknowledgement": Minimum length is 3 characters, maximum length is 11 characters. Password must be all lowercase or all uppercase.</p> <p>Other <b>Authority Level</b>: Minimum length is 8 characters, maximum length is 11 characters. Password must consist of at least: 1 lowercase letter, 1 uppercase letter, 1 number and 1 special character from ~`!@#\$%^&amp;*()-_+={}[];:.,/</p>
<b>Password Verify</b>	Repeat keying in the operator's password here. Requirement is the same as the <b>Password</b> field.
<b>Operator ID</b>	Non editable field. The ID is assigned by the system automatically using the running number.
<b>[Save]</b>	Click this button to save the changes to the operator record and return to the <b>Find Operator's Database Record</b> dialog window.
<b>[Cancel]</b>	Click this button to abort the changes to the operator record. A confirmation dialog will appear. Click the <b>[Yes]</b> button to save the changes, or the <b>[No]</b> button to abort the changes and return to the <b>Find Operator's Database Record</b> dialog window. Click the <b>[Cancel]</b> button to return to the <b>Edit Operator's Database Record</b> dialog window to continue making the changes.

### 5.1.2

#### Authority Level

An important consideration, when creating a new or editing an existing operator file, is the assignment of authority level. The authority level determines which functions an operator can perform on the system. Installing company representatives need access to almost every command in the Security Escort software; the key operator for the Security department usually requires access to alter the **Subscriber**, **Operator**, and **Report Database** while a dispatcher may only need access to view these databases.

**Edit Operator's Database Record**

Authority Level: Acknowledgement (dropdown menu open showing: Acknowledgement, Alarms only, View History, View Reports, View Subscribers, Reset Low Batter, Edit Reports, Edit Subscribers, Insert Subscribers, Delete Subscribe, Maintenance, View Operators, Edit Operators, Insert Operators, Delete Records, Install)

Operator ID: 5

Name: [text field]

Address: [text field]

City: [text field] State: [text field]

Zip: [text field]

Notes: [text area]

Password: [text field] Password Verify: [text field]

Passwords must contain:

- a minimum of 3 characters
- a maximum of 11 characters
- characters should be all lowercase or all uppercase

Save Cancel

**Figure 5.4:** Authority Level of Edit Operator's Database Record dialog

As a rule, any operator should be assigned the minimum authority necessary to carry out their task. The authority levels shown are in order with the highest authority shown on the bottom. Each authority level has the ability to perform all of the functions of the authorities shown above it.

Operators assigned with the authority level "Acknowledgement" do not have the authority to login to SE. These operators are used for acknowledgement of alarms, "Subscriber Failed to Check-in Report" and "Points that are faulted Report" dialogs only. Attempts to login to SE using these passwords will be rejected by the system.

## 5.2 Subscriber Database

A subscriber is anyone who has been issued a transmitter. This database includes all transmitters assigned in the system, whether they are protecting people or things. The **Subscriber Database** is very similar to the **Operator Database**; the method by which the names and other information are stored is virtually identical.

Find Subscriber's Database Record

<b>Transmitter Type</b> SE-TRM-433T01 <b>Subscriber Type</b> Security <b>Disability</b> No handicap <input type="checkbox"/> Disabled <input type="checkbox"/> Silent	<b>Profile</b> Security <b>Auto Track Interval</b> 7 <input type="checkbox"/> Mandown <b>Pre-Beep</b> 0 <input type="checkbox"/> Supervision <b>Duration</b> 90 Sec <input type="checkbox"/> Lanyard
<b>Name</b> Sgt. John Young <b>Addr</b> Security Department  <b>City</b> <b>State</b> <b>Zip</b> <b>Phone</b> 1911	<b>Home</b> <b>Name</b> Sgt. John Young <b>Addr</b> 21 Oak St.  <b>City</b> Rochester <b>State</b> NY <b>Zip</b> 14604 <b>Phone</b> 716-244-4301
<b>Subscriber ID</b> 063-24-0918 <b>Total Tests</b> 33 <b>Reset</b> <b>Last Test</b> 01:18 Fri Jan 05, 2001 <b>Last Check-in</b> <b>Created</b> 11:24 Thu Jun 07, 2018 <b>Modified</b> <b>Trans. change</b> 00:52 Fri Jan 05, 2001 <b>Subscriber Information</b>	<b>Transmitter ID</b> 000000033 <b>Modify Operator</b> 4  <b>Record size</b> 327 <b>Version</b> 1

**Statistics**  
**Data Merge**  
**Import** **Export**  
**Insert New**  
**Edit Data**  
**Delete**  
**Search**  
**Sort**  
**Print**  
**Cancel**

**Beginning**   **Previous**   **Next**   **End of File**   **Cancel**

Figure 5.5: Find Subscriber's Database Record dialog

The information stored in a subscriber's file includes the person's name, local address and phone number, permanent address and phone number, subscriber identification number (typically the individual's Social Security number), the transmitter identification code (each transmitter has its own unique code which identifies the subscriber during tests and alarms), and the subscriber's classification (commuter, resident, faculty, staff, and so on).

Element	Usage/Description
<b>[Reset]</b>	Click the <b>[Reset]</b> button to clear the number of <b>Total Tests</b> count.
<b>[Clear]</b>	Click the <b>[Clear]</b> button to remove the <b>Low Battery</b> indication. This should only be done after the transmitter battery is replaced or a new transmitter is issued.

Element	Usage/Description
[Print]	Click the <b>[Print]</b> button to open the <b>Subscriber Print</b> dialog window.

### 5.2.1

#### Edit Subscriber's Database Record

To create a new subscriber, the following information must be entered to complete the changes: subscriber name, subscriber identification number, and transmitter identification code. The computer does not allow the edit screen to be closed until all of the mandatory fields are completed. The accuracy of information in the **Subscriber Database** is very important: in the event that a subscriber transmits an alarm, the information displayed in the alarm screen is taken from this database. A faulty address could hinder security's response to an alarm.

Element	Usage/Description	
<b>System Type</b>	Select the option corresponding to the type of system that is installed. Different options will populate different fields for the transmitter accordingly.	
	<b>Transponder</b>	(default) Select this if the system is using the transponders. <b>Note: Transponder system will not be discussed in this manual. Please kindly refer to SE 2000 series manual for details.</b>
	Coordinator	Select this if the system is using the SE coordinators.
<b>Model</b>	Click the drop-down list to select the transmitter model that is assigned to the subscriber. You can select either the "SE-TRM-433T01", "SEC-3402-433" or "SEC-RFPB60M-433" transmitters.	
	<b>SE-TRM-433T01</b>	(default) Select this if subscriber is using the SE-TRM personnel transmitters.
	SEC-3402-433	Select this if subscriber is using the SEC-3402 point tracking transmitters.
	SEC-RFPB60M-433	Select this if subscriber is using the SEC-RFPB60M-433 pendant transmitters.
<b>Subscriber Type</b>	Click the drop-down list to select the appropriate class for this subscriber or asset. Selecting the subscriber type allows the alarm signal to be used to acknowledge alarms remotely. It does not create an alarm. When this transmitter transmits an alarm, the alarms appearing on the alarm screen are acknowledged in the order they were received. This is the same order the alarms would be received on a pager for an approving officer.	
	Acknowledgement	Subscriber with acknowledgement transmitters.
	Commuter	Normal subscriber type.
	Faculty	Normal subscriber type.

Element	Usage/Description	
	Installer	Subscriber with maintenance transmitters.
	Out of Service	Out of service transmitters.
	Point type	Point transmitter for monitoring assets.
	Resident	Normal subscriber type.
	Security	Subscriber with security transmitters.
	Staff	Normal subscriber type.
	<b>Unclassified</b>	(default)
	Visitor	Normal subscriber type.
	Watchman	Normal subscriber type.
<b>Disability</b>	Select a value from the drop-down list if this individual is handicapped. The item will be displayed on the alarm screen. If a handicap is selected, the <b>Notes</b> field will not appear on the alarm screen.	
	Blind	Subscriber is blind.
	Deaf	Subscriber is deaf.
	Handicapped	Subscriber is handicapped.
	<b>No handicap</b>	(default)
	Wheel chair	Subscriber requires wheel chair for movement.
<b>Disabled</b>	This option disables an individual subscriber's transmitter in such a way that it does not produce an alarm message on the Central Console. This can be used to halt a subscriber's misuse of the system. Disable or enable a subscriber by finding the subscriber record in the <b>Subscriber Database</b> , click the <b>[Edit Data]</b> button and select the <b>Disabled</b> checkbox. If this checkbox is selected, the subscriber's transmitter will be ignored by the system; otherwise, the transmitter is recognized and alarms will be displayed.	
<b>Silent</b>	If this checkbox is selected, a system that normally sounds the alarms is silent for all alarms generated by this transmitter.	
<b>Profile</b>	Profile of the transmitter.	
	User	Select this if transmitter is a user transmitter.
	Maintenance	Select this if transmitter is a maintenance transmitter.
	<b>Security</b>	(default) Select this if transmitter is a security transmitter.

Element	Usage/Description
<b>Auto-track Interval</b>	This is the interval of auto-track feature in seconds. It is 7 seconds by default for all transmitter profiles and cannot be changed.
<b>Man-down</b>	If this checkbox is not selected, the buzzer will not sound during a man-down alarm. If this checkbox is selected, the buzzer will sound during a man-down alarm, and you can change the <b>Pre-beep</b> field.
<b>Pre-beep</b>	If the <b>Man-down</b> checkbox is selected, this field is enabled for user to change the period for sounding the buzzer in seconds during a man-down alarm. Default is 5, and valid values are numeric between 0 and 6.
<b>Supervision</b>	If this checkbox is not selected, the supervision feature will not be enabled during an alarm. If this checkbox is selected, the supervision feature will be enabled during an alarm. This option also affects the availability of the <b>Supervision period</b> field.
<b>Supervision period</b>	If the <b>Supervision</b> checkbox is selected, this field is enabled for user to change the period of the supervision feature during an alarm. Default is 90 seconds. Select the valid value from the drop down list box: 90 Sec, 3 Min, 10 Min, 1 Hr, 2 Hr.
<b>Lanyard</b>	If this checkbox is selected, the lanyard feature will not be enabled. If this checkbox is selected, the lanyard feature will be enabled.
<b>Name</b>	The individual or item assigned to this transmitter. This is a compulsory field.
<b>Addr</b>	Address of the individual or item within the protected area. The first address line on the left side, which is not the home address, is shown on the alarm screen
<b>City</b>	City of the individual or item within the protected area.
<b>State</b>	State of the individual or item within the protected area.
<b>Zip</b>	Zip code of the individual or item within the protected area.
<b>Phone</b>	The phone number to access the individual within the protected area. The phone number on the left side, which is not the home phone, is shown on the alarm screen.
<b>Subscriber ID</b>	The <b>Subscriber ID</b> (typically the Social Security Number) must be entered into this field. This is a compulsory field. It must be filled in with a unique ID.
<b>Transmitter ID / New ID</b>	The transmitter identification code can be typed into this field, but a faster and error free method is to ensure that the <b>Transmitter ID</b> field is empty, and perform a test with the transmitter to be assigned to this subscriber. The new transmitter ID will be populated in the <b>New ID</b> field. The new ID must then be manually entered into the <b>Transmitter ID</b> field, or



Element	Usage/Description
	use the mouse to highlight the existing <b>Transmitter ID</b> and press and hold the <Shift> key and press the <Insert> key. This transfers the new ID to the <b>Transmitter ID</b> field. This is a compulsory field that must be filled with a unique ID.
<b>Alarm Zone</b>	Specific alarm zones are assigned to the different computer workstations of the Security Escort system. Each transmitter entered in the <b>Subscriber Database</b> can be assigned to one or more of the alarm zones. You may control on which computer workstations alarms from this transmitter appear.
<b>Alarm Background Color</b>	Select the background color of the alarm when this transmitter is activated. The default background color is red.
<b>Female/Male</b> <b>Height</b> <b>Build</b> <b>Hair color</b> <b>Eye color</b>	These characteristics of the subscriber are shown on the alarm screen.
<b>Image / [Browse]</b>	Enter the filename for the image of this individual or item to be shown on the alarm screen. Otherwise, you can also click the <b>[Browse]</b> button to open a file dialog to select the filename from a list of available files.
<b>[Advanced]</b>	Used to set up special transmitters that monitor fixed locations. These features are not used for personal transmitters. This button is available only to the maintenance and installation personnel.
<b>[Information]</b>	Click this button to enter specific information about the holder of this transmitter.
<b>[Save]</b>	Click this button to save all changes to the database.
<b>[Cancel]</b>	Click this button to abort all changes to the database. A confirmation dialog box appears, requesting for confirmation to save changes before closing. Click the <b>[Yes]</b> button to save the changes, <b>[No]</b> button to abort the changes, or <b>[Cancel]</b> button to return to the <b>Edit Subscriber</b> dialog window.

### 5.2.2

#### Additional subscriber information

The **[Information]** button is used to enter specific information about the holder of this transmitter. Car type, parking sticker number, license number, and medical information are examples of the types of information typically entered. Each field typically holds different information. The installer can change the field labels to labels that would define your intended usage.

Sgt. John Young - Security - Phone # 1911 - Security Department

**Field 1**

**Field 2**  
93' Black Toyota Pickup Truck, Plate# 7246-JU New York

**Field 3**  
jyoung@northpoint.edu

**Field 4**

**Done**

**Figure 5.6:** Information dialog window

Element	Usage/Description
<b>Field 1 / Field 2 / Field 3 / Field 4</b>	Enter the information as required for your intended usage. These information will appear during an alarm relating to the subscriber.
<b>[Done]</b>	Click this button to close the information entry dialog and return to the <b>Edit Subscriber's Database Record</b> dialog. Click the <b>[Save]</b> button to save all changes to the database.

### 5.2.3

#### Statistics of Subscriber Database

Click the **[Statistics]** button to summarize all type of subscribers in the database. The statistics window lists the number of subscribers according to their classification, gender, disability and subscriber type.

Subscriber Class Totals	
Unclassified	0
Commuter	0
Faculty	1
Resident	0
Staff	1
Male	0
Female	4
Disabled	0
Out of Service	0
Security	1
Watchman	0
Installer	0
Visitor	0
Cancel	

Figure 5.7: Subscriber Database statistics

#### 5.2.4

#### Print Subscriber Database

Click the **[Print]** button to open the **Subscriber Print** dialog window. Select one of the sort order options (**Sort by** column) and any data fields (**Print fields** column) that you wish to include in the report.

Figure 5.8: Print Subscriber dialog window

After selecting the sort order and the fields that you wish to print, click one of the following buttons to proceed.

Element	Usage/Description
<b>[Write EXCEL import file]</b>	Click this button to send all the fields of all the records to the “subscrib.txt” file in the folder where Security Escort was installed. This file may be directly imported into Microsoft Excel or any other application that accepts tab delimited text.
<b>[Print]</b>	Click this button to send the selected data fields to the report printer in the indicated sort order.
<b>[Cancel]</b>	Click this button to abort the print dialog and return to the previous screen.

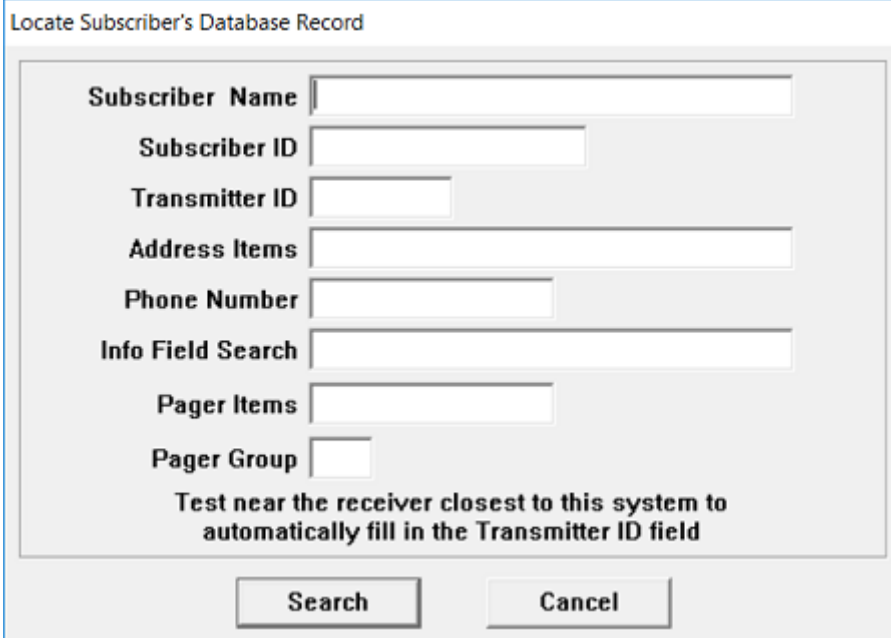
## 5.3 Transmitter Change

The **Transmitter Change** feature on the **File** menu is used when it is necessary to change a subscriber’s transmitter.

Selecting **Transmitter Change** opens the **Locate Subscriber’s Database Record** dialog. The subscriber’s record in the **Subscriber Database** can be quickly found by entering the information into the specific field as of below:

- **Subscriber Name**
- **Subscriber ID**
- **Transmitter ID**
- **Address Items**
- **Phone Number**
- **Info Field Search**
- **Pager Items**
- **Pager Group**

This method of locating a particular subscriber's record is identical to using the **[Search]** button in the **Subscriber Database**: the first record, which is identical to the entered data, is shown. It may be necessary to scroll using the **[Previous]** and **[Next]** buttons to find the correct record.



Locate Subscriber's Database Record

Subscriber Name

Subscriber ID

Transmitter ID

Address Items

Phone Number

Info Field Search

Pager Items

Pager Group

Test near the receiver closest to this system to automatically fill in the Transmitter ID field

Figure 5.9: Locate Subscriber's Database Record dialog

Perform a test using the old transmitter if possible. This should populate the **Transmitter ID** field. Then click the **[Search]** button.




**Notice!**

Be absolutely certain that the correct record is displayed before entering the new **Transmitter ID** (Identification Code). Changing the wrong subscriber's record makes two records ineffective: the correct subscriber will be misidentified and the subscriber whose record was incorrectly altered will be disabled. If possible, perform a test with the subscriber's old transmitter after the change has been made: the test should fail.

Find Subscriber's Database Record For Transmitter Change

<input type="checkbox"/> Disabled    Security		Home Address    No handicap	
Name	Sgt. John Young		
Addr	Security Department		
City		State	
Zip		Phone	1911

Name    Sgt. John Young	
Addr    21 Oak St.	
City	Rochester    State    NY
Zip	14604    Phone    716-244-4301



Subscriber ID    063-24-0918  
 New transmitter ID      
 Transmitter ID    000000033

Information  
 Search  
 Change  
 Cancel

After correct subscriber is found, press Change button. =====>>

Beginning    Previous    Next    End of File    Cancel


Figure 5.10: Subscriber's Database Record dialog window

When the correct subscriber record is displayed, click the **[Change]** button and perform a test using the new transmitter. The new transmitter identification code will automatically populate in the **New transmitter ID** field.

Find Subscriber's Database Record For Transmitter Change

<input type="checkbox"/> Disabled    Security		Home Address    No handicap	
Name	Sgt. John Young		
Addr	Security Department		
City		State	
Zip		Phone	1911

Name    Sgt. John Young	
Addr    21 Oak St.	
City	Rochester    State    NY
Zip	14604    Phone    716-244-4301



Subscriber ID    063-24-0918  
 New transmitter ID      
 Transmitter ID    000000011

Information  
 Save  
 Cancel

Now test the subscriber's new transmitter or enter the ID.

Figure 5.11: Subscriber's Database Record dialog

Enter the **New transmitter ID** into the **Transmitter ID** field manually, or use the mouse to highlight the old **Transmitter ID** value, press and hold the <Shift> key and tap the <Insert> key. Then, click the **[Save]** button. A prompt appears, asking for a second test to confirm the change.

Test the new transmitter again. You should see a green light on a nearby SE receiver, and this dialog should automatically disappear from the screen, confirming that the change was successful.

## 5.4 Reports Database

The Security Escort software contains a report-generating feature that encourages prompt, uniform reporting of incidents. A sample of the alarm report dialog is shown in the figure below. The system software automatically captures the alarm data displayed on the alarm screen and enters it into a report form. The form also contains fields that describe the nature of the incident and the action taken. These fields are to be filled in by the responding officer.

**Find Alarm Report Database Record**

<b>Name</b>	Jane Smith		
<b>Address</b>	Room 95		
<b>City</b>		<b>State</b>	
<b>Zip</b>		<b>Subscriber ID</b>	100-62-0046
<b>Phone</b>	2001	<b>Faculty</b>	

**Record size** 1249 bytes, version 3

<b>Alarm time and date</b>	
12:04:29 Thu Dec 15, 2011	
<b>Acknowledge time and date</b>	
09:04:31 Thu Dec 15, 2011	
<b>Cancelled</b>	<b>Operator</b> 30000
09:04:31 Thu Dec 15, 2011	
<b>Modified</b>	<b>Operator</b> 7
15:40 Wed Jun 06, 2018	

**Name of OFFICER responding to the alarm:** Sgt. Young

**Problem type:** Medical problem

**Description of PROBLEM:**  
Fainted

**ACTION taken:**  
Call 911 to take her to the Hospital for X-Rays

**Statistics**  
Map  
Import Export  
Edit Data  
Delete  
Search  
Sort  
Print  
Cancel

**Beginning** **Previous** **Incomplete** **Next** **End of File**

**Figure 5.12:** Find Alarm Report Database Record dialog window

The system software can be configured to require that a report be completed prior to the end of the shift in which the incident occurred. If the **Require Alarm Report** option is chosen in the **Security Preferences** dialog, the report can be filled out immediately after the alarm is reset. However, if the report is not completed a reminder prompt appears on the screen every 5 minutes for 30 minutes before the end of the shift. The time at which the prompt is to display is also set in the **Security Preferences** dialog.

All of the common database commands are available in the **Reports Database**, with the following additional commands.

### 5.4.1 Statistics

Click the **[Statistics]** button to summarize all the alarm reports that are captured in the database. The alarm reports statistics window lists the number of alarms reports according to their problem types.

Alarm Report Problem Type Totals	
Unknown	38
Person threatened	0
Accident - person	1
Accident - auto	0
Medical problem	1
False alarm	0
Alarm demonstration	0
Other problem	1
Cancel	

Figure 5.13: Alarm Report Statistics window

## 5.4.2

### Map

The act of resetting an alarm causes a report to be saved into the **Reports Database**. A part of the alarm report record is a copy of the alarm screen that is displayed at the time of the incident. Clicking the **[Map]** button reconstructs the screen as it appeared to the dispatcher.

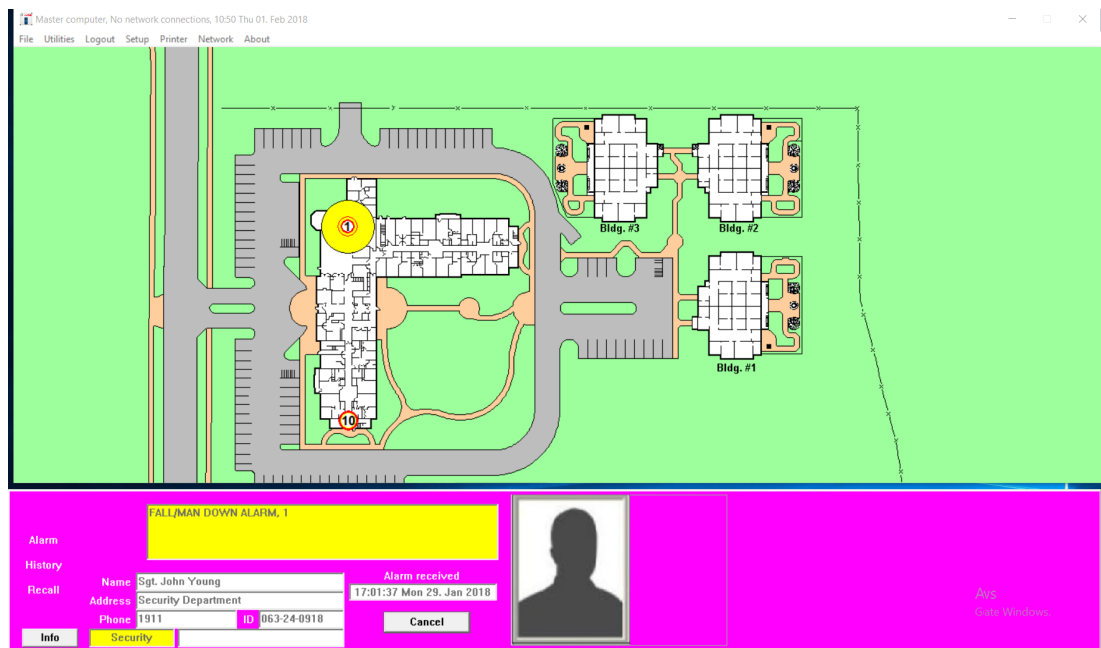


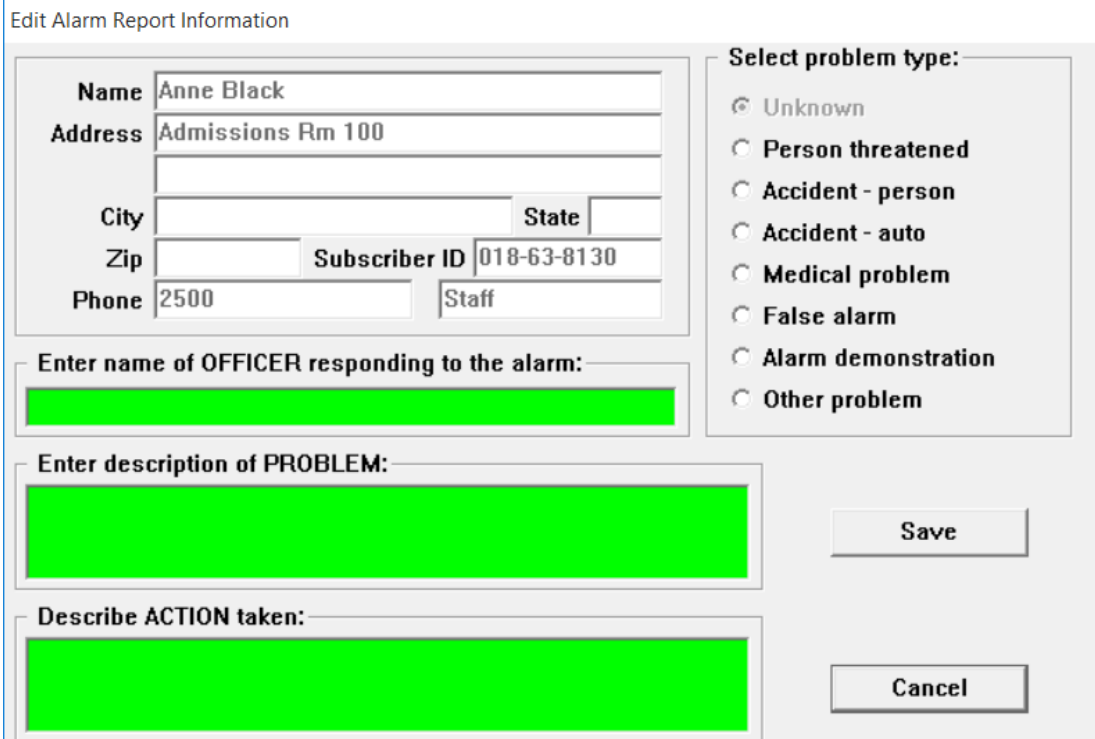
Figure 5.14: Active Alarm Map

## 5.4.3

### Edit Data

Select the appropriate problem type, and then enter the name of the officer who responded to the alarm. Finish with a description of the problem and the action taken. Save the changes by clicking the **[Save]** button.





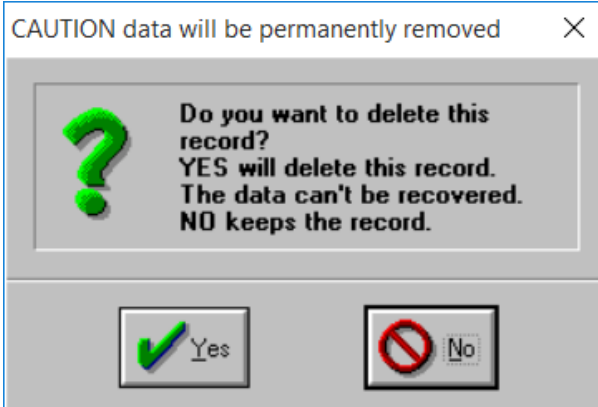
The dialog window is titled "Edit Alarm Report Information". It contains several input fields and a list of problem types. The fields are: Name (Anne Black), Address (Admissions Rm 100), City, State, Zip, Subscriber ID (018-63-8130), Phone (2500), and Staff. The "Select problem type:" section has radio buttons for: Unknown (selected), Person threatened, Accident - person, Accident - auto, Medical problem, False alarm, Alarm demonstration, and Other problem. Below the fields are three text boxes: "Enter name of OFFICER responding to the alarm:", "Enter description of PROBLEM:", and "Describe ACTION taken:". The "Enter name of OFFICER..." and "Enter description of PROBLEM:" boxes are redacted with green bars. The "Describe ACTION taken:" box is also redacted with a green bar. There are "Save" and "Cancel" buttons on the right side.

Figure 5.15: Edit Alarm Report Information dialog window

#### 5.4.4

##### Delete

Click this button to delete the alarm report from the **Reports Database**. If the report is deleted, the data can not be recovered. A confirmation dialog appears.



The dialog window is titled "CAUTION data will be permanently removed" with a close button (X). It contains a large green question mark icon and the text: "Do you want to delete this record? YES will delete this record. The data can't be recovered. NO keeps the record." Below the text are two buttons: "Yes" (with a green checkmark icon) and "No" (with a red prohibition sign icon).

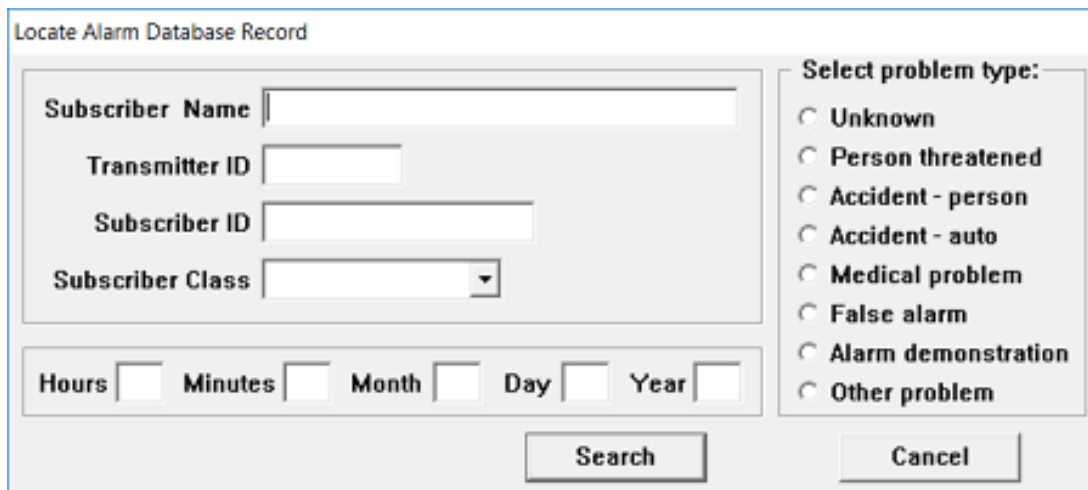
Figure 5.16: Delete Confirmation dialog window

Click the **[Yes]** button to delete the record permanently, or the **[No]** button to abort deletion, and return to the **Find Alarm Report Database Record** dialog window.

#### 5.4.5

##### Search

This button works similarly to the **[Search]** button in the **Operator** and **Subscriber Database**. Entering the **Subscriber Name**, **Transmitter ID**, **Subscriber ID**, **Subscriber Class**, problem type, or a specific time and date can locate a specific report.



The dialog window is titled "Locate Alarm Database Record". It contains several input fields and a list of problem types.

**Subscriber Information:**

- Subscriber Name: [Text input field]
- Transmitter ID: [Text input field]
- Subscriber ID: [Text input field]
- Subscriber Class: [Dropdown menu]

**Time Selection:**

- Hours: [Spin box]
- Minutes: [Spin box]
- Month: [Spin box]
- Day: [Spin box]
- Year: [Spin box]

**Select problem type:**

- ☐ Unknown
- ☐ Person threatened
- ☐ Accident - person
- ☐ Accident - auto
- ☐ Medical problem
- ☐ False alarm
- ☐ Alarm demonstration
- ☐ Other problem

**Buttons:**

- Search
- Cancel

**Figure 5.17:** Locate Alarm Database Record dialog window

Click the **[Search]** button to search for the reports as specified by the selected criteria, and return to the **Find Alarm Report Database Record** dialog window. As in the **Operator** and **Subscriber Database**, the alarm reports are temporarily ordered according to the field entered in the **Search** dialog. The first report that matches the search is the record that you see in the **Find Alarm Report Database Record** dialog window.

Click the **[Cancel]** button to return to the **Find Alarm Report Database Record** dialog window without performing a search.

#### 5.4.6

#### Sort

This button works similarly to those of **Operator** and **Subscriber Database**. Using it, the reports can be ordered by **Subscriber Name**, **Transmitter ID**, **Subscriber ID**, **Alarm Time**, **Problem Type**, or **Subscriber Type**.



The dialog window is titled "Select Database Key". It contains a list of fields to select from and two buttons at the bottom.

**Select Database Key:**

- ☒ Alarm Time
- ☐ Transmitter ID
- ☐ Subscriber ID
- ☐ Subscriber Name
- ☐ Problem Type
- ☐ Subscriber Type

**Buttons:**

- Select
- Cancel

**Figure 5.18:** Select Database Key dialog window

Click the **[Select]** button to sort the reports in the **Find Alarm Report Database Record** dialog window according to the key field selected. Click the **[Cancel]** button to return to the **Find Alarm Report Database Record** dialog window without sorting using the key field selected.

## 5.4.7

### Incomplete

Click this button to jump to the most recent incident report file that has not been completed. The reports are not reordered when this command is used.

## 6 The online tools

This section of the manual contains a description of the online tools available in the system software. Access to these tools varies according to the authority level of the user, as assigned in the **Operator Database** for each operator. When an operator enters his or her operator ID and password in the **Login** dialog box, the system software provides access to the authorized menu functions for that individual. Any activities subsequently performed on the system are then associated with that operator in the system history files, until the operator logs out by selecting **Logout** from the main menu.

### 6.1 File menu

This pull-down menu leads to the main databases for the system. Key operators with the appropriate authority levels can view and modify the operator, alarm report, and subscriber databases.

The **Operator**, **Reports**, and **Subscriber Database** and **Transmitter Change** have been described already. The **Locate Transmitters**, **Maintenance Alarm Database**, and **Transponder Database** are solely for use by installation and maintenance personnel and are described in the Security Escort Technical Reference Manual.

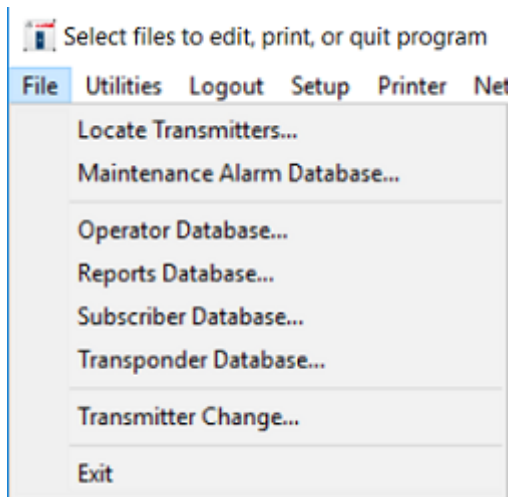


Figure 6.1: File menu

### 6.2 Utilities menu

From this menu, key operators can backup or restore the databases for the system, set the options for the operation of the system, clear the map screen, and other features.

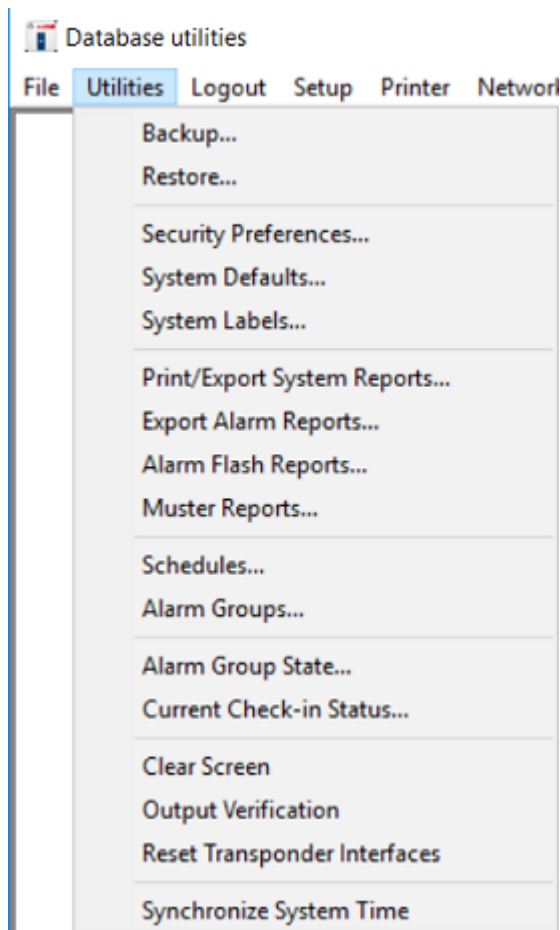


Figure 6.2: Utilities menu

### 6.2.1

#### Backup dialog

This feature provides a convenient process for saving the information in the databases to backup files.



##### Warning!

To prevent the accidental loss, the databases should be backed up at least once a week to multiple backups. At least one of these backup copies should be kept in a different location from the Central Console's location.

Weekly backups are recommended to permit data recovery if the computer memory should become corrupted. If this unlikely event occurs, an operator can quickly restore the databases in question with the **Restore** feature. Backups should be made any time significant changes are made to any database.



##### Notice!

If the Security Escort system is configured to share the database, you will need to exit the Security Escort program on all slave and workstation computers. The master computer will not be able to perform the backup properly as other computers are also using the files. The master computer needs to have exclusive use of the database files.

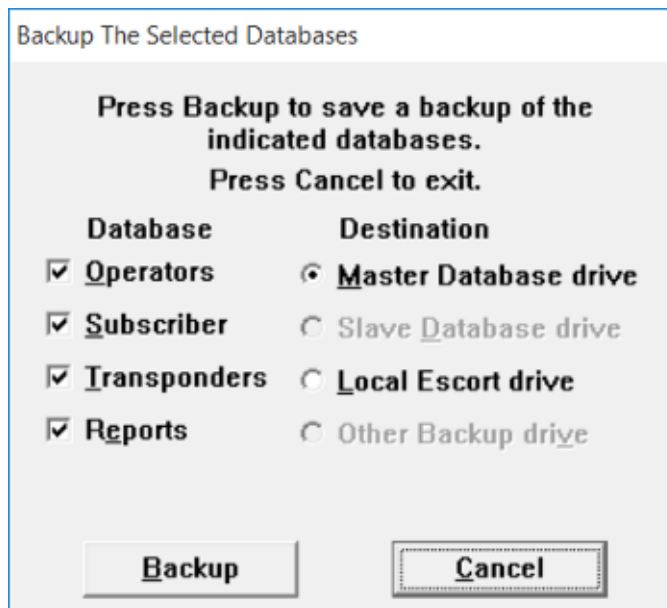


Figure 6.3: Backup dialog

When the **Backup** menu item is chosen, options are presented to save the databases to the master or slave computer's hard drive. Verify that the backup destination is available before clicking the **[Backup]** button. To abort the process, click the **[Cancel]** button in the dialog. Only the databases that are selected will be backed up. Typically all databases should be backed up at least once. As insurance against database problems, multiple backups to different disks should be made frequently. At least one backup copy should be stored in a different location from this system (remember to keep this copy current).

Element	Usage/Description
<b>Operators</b>	This is the database of all of the individuals with passwords to operate the system software and acknowledge alarms.
<b>Subscriber</b>	This database contains all transmitters assigned in the system.
<b>Transponders</b>	This database contains the configuration of the coordinators, receivers, virtual receivers and area data.
<b>Reports</b>	This database contains all of the alarm reports and related alarm map screens.
<b>Master Database drive</b>	Store the backup files in the Security Escort <b>Master Database path</b> . See the <b>System Directories and Network Address</b> dialog.
<b>Slave Database drive</b>	Store the backup files in the Security Escort <b>Slave Database path</b> . See the <b>System Directories and Network Address</b> dialog.
<b>Local Escort drive</b>	Store the backup files in the same sub-directory where the Security Escort system components are stored on this computer (typically "C:\ESCORT").
<b>Other Backup drive</b>	Store the backup files in the <b>Other Backup/Restore path</b> assigned in the <b>System Directories and Network Address</b> dialog. This path may be a local path, external drive or a network disk drive.

Element	Usage/Description
<b>[Backup]</b>	Click this button to save the selected databases to the selected destination drive.
<b>[Cancel]</b>	Click this button to cancel the backup.

### 6.2.2

#### Restore dialog

Should one or more database files become corrupted or erased due to a hard drive failure, power surges or other unpredictable events, it is necessary to restore the databases from backup files. The **Restore** function allows loading of selected databases from backup files. It is not necessary to perform the **Restore** function on all databases in order to restore any one. All changes that occurred since the last backup are lost when a database is restored. Therefore, restore only those databases with a problem. Backups should be made whenever significant changes are made to any database.



#### Notice!

If the Security Escort system is configured to share the database, you will need to exit the Security Escort program on all slave and workstation computers. The master computer will not be able to perform the restore properly as other computers are also using the files. The master computer needs to have exclusive use of the database files.

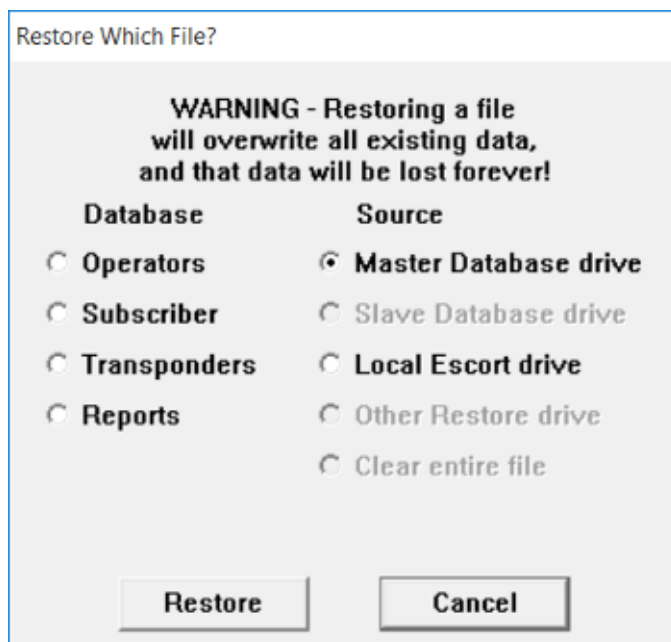
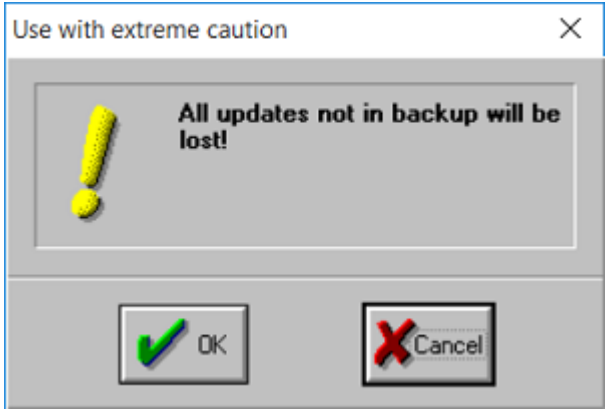


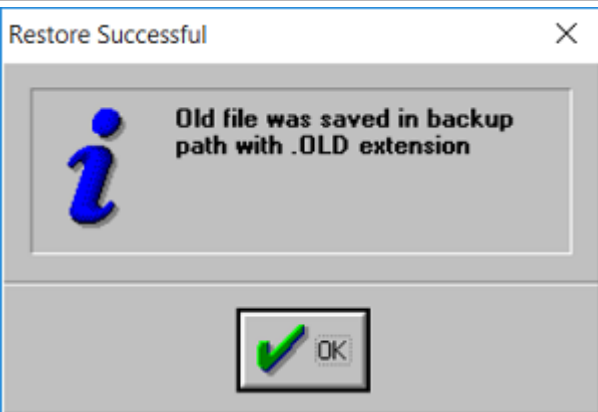
Figure 6.4: Restore dialog

Select the database to be restored on the left. On the right, this is where the database backup is currently located. Click the **[Restore]** button to replace the existing database file with the backup. This process also rebuilds the database and its index tables to correct most database structure problems. To abort the restore process, click the **[Cancel]** button.

Element	Usage/Description
<b>Operators</b>	This is the database of all of the individuals with passwords to operate the system software and acknowledge alarms.
<b>Subscriber</b>	This database contains all of transmitters assigned in the system.

Element	Usage/Description
<b>Transponders</b>	This database contains the configuration of the coordinators, receivers, virtual receivers and area data.
<b>Reports</b>	This database contains all of the alarm reports and related alarm map screens.
<b>Master Database drive</b>	Restore the backup files in the Security Escort <b>Master Database path</b> . See the <b>System Directories and Network Address</b> dialog.
<b>Slave Database drive</b>	Restore the backup files in the Security Escort <b>Slave Database path</b> . See the <b>System Directories and Network Address</b> dialog.
<b>Local Escort drive</b>	Restore the backup files in the same sub-directory where the Security Escort System components are stored on this computer (typically "C:\ESCORT").
<b>Other Restore drive</b>	Restore the backup files in the <b>Other Backup/Restore path</b> assigned in the <b>System Directories and Network Address</b> dialog. This path may be a local path, external drive or a network disk drive.
<b>Clear entire file</b>	Clear all records from the entire database. This selection must be used with extreme caution! Hold down the <Shift>+<Ctrl> keys when opening the dialog to enable the <b>Clear entire file</b> option.
<b>[Restore]</b>	<p>Click this button to restore the selected database to the selected destination. The following message box appears.</p>  <p>This message box is a reminder that if changes to the system databases have been made since the backup was made, the changes will be lost. Therefore those changes must be redone to the restored database.</p> <p>Click the <b>[OK]</b> button to proceed with the restore, or the <b>[Cancel]</b> button to abort. Upon clicking the <b>[OK]</b> button, restore would proceed and the following message box should appear.</p>



Element	Usage/Description
	<div></div> <p>This message box indicates the restore has been completed. The previous database file has been renamed with an .OLD extension and saved in the Security Escort sub-directory. Only the most recent database of each type is retained with each restore.</p>
<b>[Cancel]</b>	Click this button to abort restoring the database.

### 6.2.3

#### Security Preferences dialog

The **Security Preferences** dialog is used to make important settings that govern how the Security Escort system reacts in the event of alarm and test transmissions from the subscribers' transmitters. This dialog is available only to the Security Director or his/her key operator.

Edit Security Preferences

<input type="checkbox"/> Turn on outside sounders <input type="checkbox"/> Turn on alarm strobes Turn on output 1 <input type="text" value="None"/> Turn on output 2 <input type="text" value="None"/> <input type="checkbox"/> Display unauthorized alarms <input type="checkbox"/> Sound unauthorized alarms <input type="checkbox"/> Filter virtual fence <input checked="" type="checkbox"/> No point text if area text <input type="checkbox"/> Output includes subscriber ID <input checked="" type="checkbox"/> Output includes transmitter ID <input type="checkbox"/> Limit alarms to 1 transponder <input type="checkbox"/> Limit alarms to one area	<input type="checkbox"/> Man down Alarm On Auto track <input type="checkbox"/> Require alarm report <input checked="" type="checkbox"/> Security alarms silent <input checked="" type="checkbox"/> Installer alarms silent <input checked="" type="checkbox"/> Alarm voice output <input type="checkbox"/> Show personal data <input type="checkbox"/> No receiver icons <input checked="" type="checkbox"/> Show tests on the map <input type="checkbox"/> All Pager Confm Not Reqd <input type="checkbox"/> Suppress Lanyard Alarm <input type="checkbox"/> Suppress Man Down Alarm <input type="checkbox"/> Isolate WS from Alarm	<input type="checkbox"/> End of shift reminder Times in 24 hour format First shift reminder <input type="text" value="15"/> : <input type="text" value="30"/> Second shift reminder <input type="text" value="23"/> : <input type="text" value="30"/> Third shift reminder <input type="text" value="7"/> : <input type="text" value="30"/>
Auto silence alarm in <input type="text" value="600"/> seconds Recall operator in <input type="text" value="180"/> seconds On outside tests, flash strobe for <input type="text" value="5"/> seconds Man down delay timer <input type="text" value="5"/> seconds Man down jitter timer <input type="text" value="0"/> seconds <input type="checkbox"/> Auto Reset Comm Ports <input type="text" value="0"/> hours Trigger all the outputs on alarm <input type="text" value="0"/> seconds	Database find level <input type="text" value="112"/> Locate test level <input type="text" value="160"/> Guard tour level <input type="text" value="192"/> Guard tour minutes <input type="text" value="15"/> Watchdog minutes <input type="text" value="10"/>	<input type="button" value="Import"/> <input type="button" value="Export"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>

Popup trouble box contact information

Figure 6.5: Security Preferences dialog

Most of the options given are simple checkboxes. To activate or deactivate the option given, click on the checkbox adjacent to the text. A check mark appears in the checkbox adjacent to activated option, empty checkboxes signify deactivated options. Some options in the **Security Preferences** dialog require numerical values. To change the current values, click the text box containing the values, then type in a new value.

Click the **[Save]** button to save the changes, and exit the **Security Preferences** dialog. Click the **[Cancel]** button to exit the **Security Preferences** dialog if no changes have been made. If there are changes, clicking the **[Cancel]** button opens a dialog window to confirm saving the changes. Click the **[Yes]** button to save the changes, or the **[No]** button to discard the changes, and exit the **Security Preferences** dialog. Click the **[Cancel]** button to return to the **Security Preferences** dialog to continue with the changes.

#### 6.2.4 System Defaults dialog

The options contained in the **System Defaults** dialog are accessible only to Security Escort service and maintenance personnel. These options affect the system operating parameters and are to be setup by installing personnel. The Security Escort Technical Reference Manual describes the functions accessible under this dialog.

#### 6.2.5 System Labels dialog

The options contained in the **System Labels** dialog are accessible only to Security Escort service and maintenance personnel. These options affect the system operating parameters and are to be setup by installing personnel. The Security Escort Technical Reference Manual describes the functions accessible under this dialog.

## 6.2.6

### Print/Export System Reports dialog

This dialog allows the system reports to be printed on demand, scheduled for printing each night at midnight or weekly on Sunday at midnight. To print a report, select the left-checkbox for each desired report and click the **[Print]** button. Select the **Midnight report** or the **Sunday only** checkboxes to automatically schedule the selected report at those times.

System reports	Midnight report	Sunday only
<input type="checkbox"/> Print report now		
<input type="checkbox"/> Daily test report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Low battery report. ....	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Not testing report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Receivers not heard from report	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Daily trouble report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Guard tour report .....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Guard tour exception report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> New alarm reports .....	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fail to test letters	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Weekly subscriber test report ..	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Weekly security test report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Weekly watchman test report ..	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Weekly maintenance test report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Subscriber Check-in report. ....	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Supervision Location Report	<input type="checkbox"/>	<input type="checkbox"/>

Buttons: **Print** **Export** **Save** **Cancel**

Figure 6.6: Print/Export System Reports dialog

Element	Usage/Description
<b>Daily test report</b>	Report of testing by classes of subscriber for the last 24 hours broken down by hour.
<b>Low battery report</b>	Report of all subscriber transmitters currently reporting low battery.
<b>Not testing report</b>	Report of all subscriber transmitters that have not tested their transmitters within the last 28 days.
<b>Receivers not heard from report</b>	Report of all SE receivers that have not heard transmissions recently. This could indicate a problem with the SE receiver's ability to hear alarms and test transmissions.
<b>Daily trouble report</b>	Report of all the troubles currently being reported by SE coordinators and SE receivers.

Element	Usage/Description
<b>Guard tour report</b>	Report of the guard tours collected within the last day. This selection does not generate a printed report. However, the <b>Midnight report</b> and <b>Sunday only</b> checkboxes must be checked to write a file of the guard tour information. Another application like Microsoft Excel can sort and print the desired reports.
<b>Guard tour exception report</b>	The guard tour exception reports collected within the last day. Not currently implemented.
<b>New alarm reports</b>	Alarm reports for all of the new alarms that have been received by the system.
<b>Fail to test letters</b>	Notices to all of the subscribers that have not tested within the last 28 days. Not currently implemented.
<b>Weekly subscriber test report</b>	Report of subscriber testing for the last 7 days broken down by hour.
<b>Weekly security test report</b>	Report of security personnel testing for the last 7 days broken down by hour.
<b>Weekly watchman test report</b>	Report of watchman personnel testing for the last 7 days broken down by hour.
<b>Weekly maintenance test report</b>	Report of maintenance testing for the last 7 days broken down by hour.
<b>Subscriber Check-in report</b>	Report of all subscribers that failed to check-in during the last scheduled check-in period.
<b>Supervision Location report</b>	Report of all supervision enabled subscribers and their last known location.
<b>Print report now</b>	Reports that are selected will be printed immediately when the <b>[Print]</b> button is clicked.
<b>Midnight report</b>	Reports are generated every midnight for all reports that are checked in the <b>Midnight report</b> checkboxes.
<b>Sunday report</b>	Reports are automatically generated every Sunday at midnight for all reports that are checked in the <b>Sunday report</b> checkboxes.
<b>[Print]</b>	Clicking this button prints all reports that are checked in the left-hand checkboxes.
<b>[Export]</b>	Clicking this button exports all reports that are checked in the left-hand checkboxes.
<b>[Save]</b>	Clicking this button saves the current configuration of selected reports and closes the dialog box. The reports that are selected previously are now marked as selected when you open the dialog box again subsequently.
<b>[Cancel]</b>	Clicking this button closes the dialog box without saving the current configuration of selected reports.

### 6.2.7

#### Export Alarm Reports dialog

This dialog allows the alarm reports to be exported to CSV file. To export an alarm report, you may directly enter the alarm date range, or click the [...] (ellipsis) button in **From Date, To Date** fields and select **From Time, To Time** from the respective drop-down values. An alarm report can also be generated based on the subscriber details. Select the **Subscriber ID, Subscriber Name, Transmitter ID** or **Subscriber Type** from the drop down list to generate an alarm report only for the selected values.

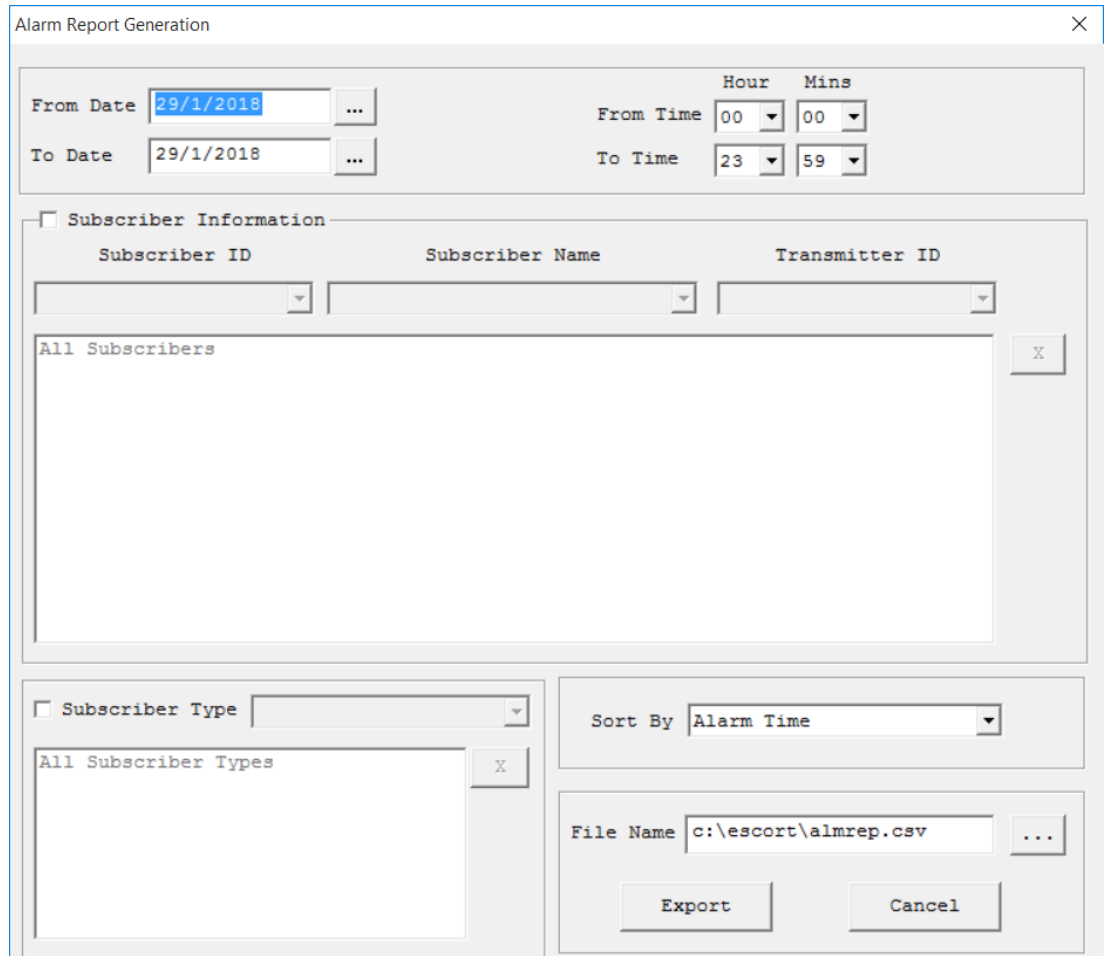


Figure 6.7: Export Alarm Reports dialog

The alarm report can be sorted by **Alarm Time, Transmitter ID, Subscriber Name, Problem Type, Subscriber Type**, by using the **Sort By** drop-down list. You can change the report name and file location by pressing the [...] (ellipsis) button. Click the **[Export]** button to save the report to the specified file. Click the **[Cancel]** button to cancel the report generation and exit from the dialog window.

### 6.2.8

#### Alarm Flash Reports dialog

This dialog allows the operator to view the alarm history for the last 4, 8, 12 or 24 hours from the current time. The operator would be able to see details of the alarms from the report list. Alarms that were triggered within the time frame appear in the list box. The following are details of the **Alarm Flash Report** dialog.

Alarm Flash Report

Generate Alarm Flash Report

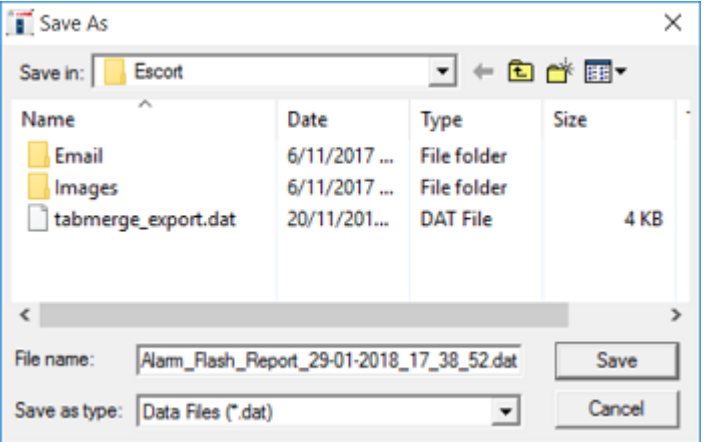
Generate Alarm Report for last: 12 Hours

Alarm Time	Subscriber Name	Transmitter ID	Location Description	Problem Type	Description	Responding Officer	Action Taken	Acknowledged Time
11:21:36 Wed Jul 1...	Jane Smith	000000011	1					11:21:39 Wed Jul 1...
11:21:54 Wed Jul 1...	Anne Black	000000022	LANYARD ALARM, 1					11:21:58 Wed Jul 1...
11:22:17 Wed Jul 1...	Sgt. John Young	000000033	FALL/MAN DOWN A...					11:22:20 Wed Jul 1...

Save Report Send Email

Figure 6.8: Alarm Flash Reports dialog

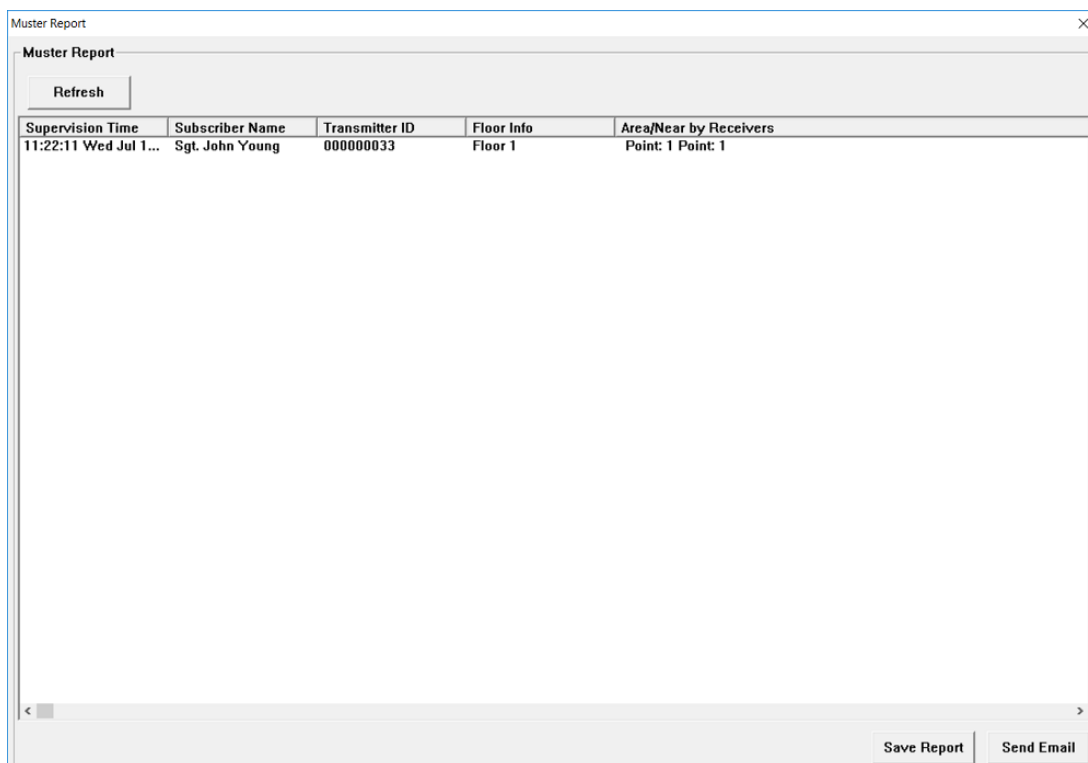
Element	Usage/Description
<b>Generate Alarm Report for the last X Hours</b>	Select the time period interval of 4, 8, 12 or 24 hours from the drop-down list.
<b>Alarm Time</b>	Date and time of the alarm
<b>Subscriber Name</b>	Name of the subscriber of triggered alarm.
<b>Transmitter ID</b>	ID of the transmitter that triggered the alarm
<b>Location Description</b>	Type (duress, man down, lanyard) and location of the alarm
<b>Problem Type</b>	The type of problem which is selected from the Reports Database when completing the alarm report.
<b>Description</b>	Description of problem which is entered from the Reports Database when completing the alarm report.
<b>Responding Officer</b>	Name of officer responding to the alarm which is entered from the Reports Database when completing the alarm report.
<b>Action Taken</b>	Action taken by the officer which is entered from the Reports Database when completing the alarm report.
<b>Acknowledged Time</b>	Date and time when the alarm was acknowledged.

Element	Usage/Description
<b>[Save Report]</b>	<p>Click the button to save the report in tab delimited format (".dat" file). A dialog appears to confirm the name and location of the file to be saved.</p>  <p>The default name of the file to be saved is <b>Alarm_Flash_Report_DD_MM_YYYY_HH_MM_SS</b> where DD is day of the month, MM is the month, YYYY is the year, HH is the hour, MM is the minute and SS is the second.</p> <p>Click the <b>[Save]</b> button to save the file, or <b>[Cancel]</b> button to abort the operation.</p> <p>If there are no records in the <b>Alarm Flash Reports</b>, clicking the <b>[Save]</b> button will generate an error message dialog.</p>
<b>[Send Email]</b>	<p>Click the button to send the report in tab delimited format (".dat" file) attached in an email, with the filename as the subject header, to the default <b>Email Notification Group</b> "00".</p> <p>The default <b>Email Notification Group</b> is configured in <b>Setup &gt; Email Setup</b> menu.</p> <p>If there are no records in the <b>Alarm Flash Report</b>, clicking the <b>[Send Email]</b> button will generate an error message dialog.</p>

### 6.2.9

#### Muster Reports dialog

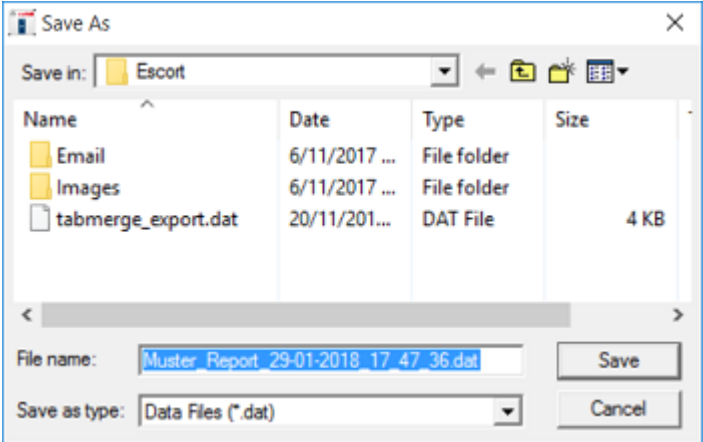
This dialog allows the operator to view the current locations of the transmitters that are in supervision mode. This would be helpful, for example, in the event of an emergency evacuation where the location of the subscribers can be known quickly. The operator would be able to see details of the transmitter from the list at one glance. The following are details of the **Muster Reports** dialog.



**Figure 6.9:** Muster Reports dialog

Element	Usage/Description
<b>[Refresh]</b>	Click the button to refresh the <b>Muster Report</b> .
<b>Supervision Time</b>	Time and date of the last supervision message from the transmitter.
<b>Subscriber Name</b>	Name of the subscriber.
<b>Transmitter ID</b>	ID of the transmitter.
<b>Floor Info</b>	Information of the floor where the transmitter is located.
<b>Area/Nearby Receivers</b>	Area and/or SE receiver ID nearest to the transmitter location.



Element	Usage/Description
<b>[Save Report]</b>	<p>Click the button to save the report in tab delimited format (".dat" file). A dialog appears to confirm the name and location of the file to be saved.</p>  <p>The default name of the file to be saved is <b>Muster_Report_DD_MM_YYYY_HH_MM_SS</b> where DD is day of the month, MM is the month, YYYY is the year, HH is the hour, MM is the minute and SS is the second.</p> <p>Click the <b>[Save]</b> button to save the file, or <b>[Cancel]</b> button to abort the operation.</p> <p>If there are no records in the <b>Muster Reports</b>, clicking the <b>[Save]</b> button will generate an error message dialog.</p>
<b>[Send Email]</b>	<p>Click the button to send the report in tab delimited format (".dat" file) attached in an email, with the filename as the subject header, to the default <b>Email Notification Group "00"</b>. The default <b>Email Notification Group</b> is configured in <b>Setup &gt; Email Setup</b> menu.</p> <p>If there are no records in the <b>Muster Report</b>, clicking the <b>[Send Email]</b> button will generate an error message dialog.</p>

### 6.2.10 Schedules dialog

Manage time of day/day of week schedules and holidays. The operation of the schedules is covered in the Security Escort Technical Reference Manual.

### 6.2.11 Alarm Groups dialog

This selection allows setup and arm/disarm control of the alarm groups. The operation of the alarm groups is covered in the Security Escort Technical Reference Manual.

### 6.2.12 Alarm Group State dialog

This selection displays a list of the alarm groups that are currently armed and have one or more transmitters faulted.

### 6.2.13 Current Check-in Status dialog

This selection displays a list of the subscribers who were required to check-in and failed to do so during the last check-in period.

**6.2.14****Clear screen**

To clear the screen of any outdated or unwanted data, choose this feature from the **Utilities** menu. The screen automatically resets to its normal operations mode.

**6.2.15****Output verification**

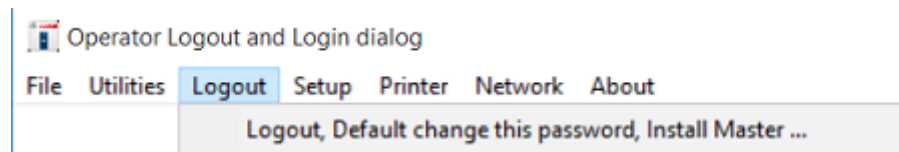
When selected, the system is scanned to verify that all alarm outputs are in the correct state. Any output found in the wrong state is corrected.

**6.2.16****Reset Transponder Interfaces****6.2.17****Synchronize system time**

Selecting this option on the master computer causes the time on the slave and all of the workstation computers to be updated to the master computer's time.

## 6.3 Logout menu

This menu has only one command: Logout the current operator. When the **Logout** menu is selected, the operator currently logged in is logged out and the **Login** dialog appears on the screen, allowing another operator to login. All login and logout activity is recorded in the system history file and on the hard copy printout.



**Figure 6.10:** Logout menu

When the Central Console receives an alarm transmission, the system behaves the same whether or not an operator is logged in. The alarm screen is displayed, allowing any operator to acknowledge the alarm. When the operator's password is entered to silence the alarm, that operator is automatically logged in.

## 6.4 Setup menu

The options contained in the **Setup** menu are accessible only to Security Escort service and maintenance personnel. These options affect the system operating parameters and are used for diagnostic and maintenance purposes.

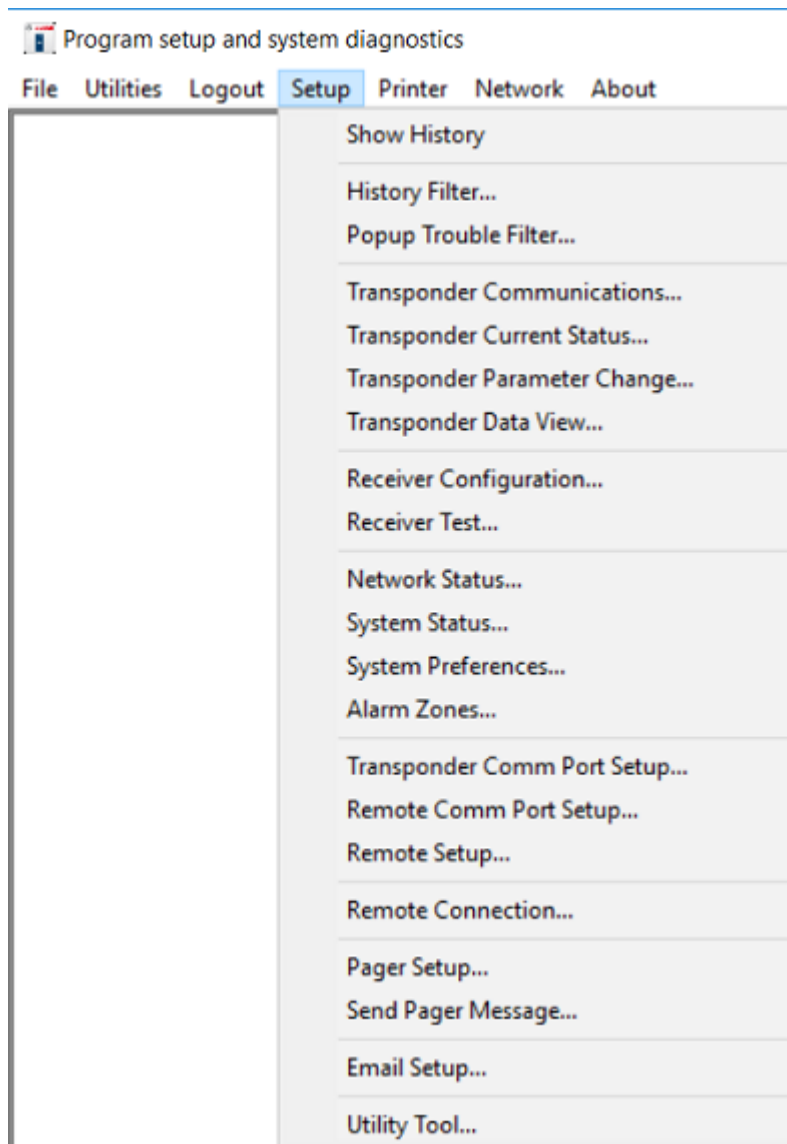


Figure 6.11: Setup menu

The Security Escort Technical Reference Manual describes the functions accessible under this menu.

## 6.5

### Printer menu

From the **Printer** menu, the printers can be selected to print alarms, reports, history screen, and other files. However, the printers should be turned on or off only by the installation company personnel.

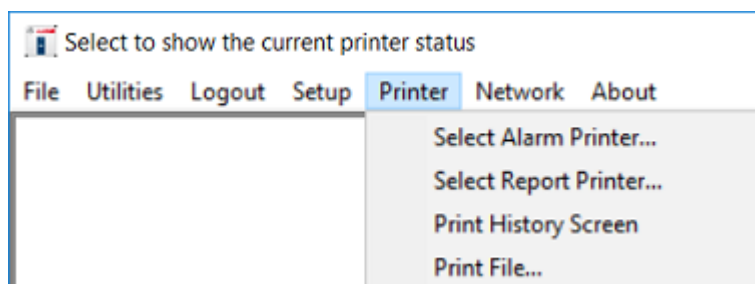
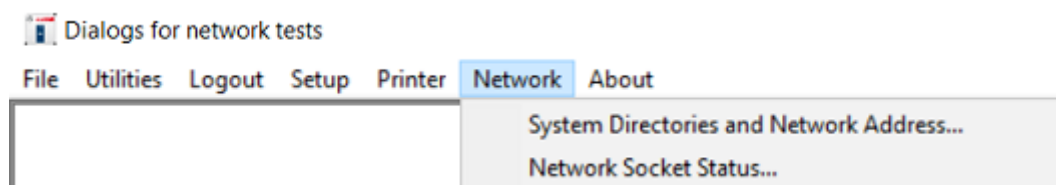


Figure 6.12: Printer menu

The Security Escort Technical Reference Manual describes the functions accessible under this menu.

## 6.6 Network menu

The **Network** menu allows an installer to setup and monitor the computer network connections.

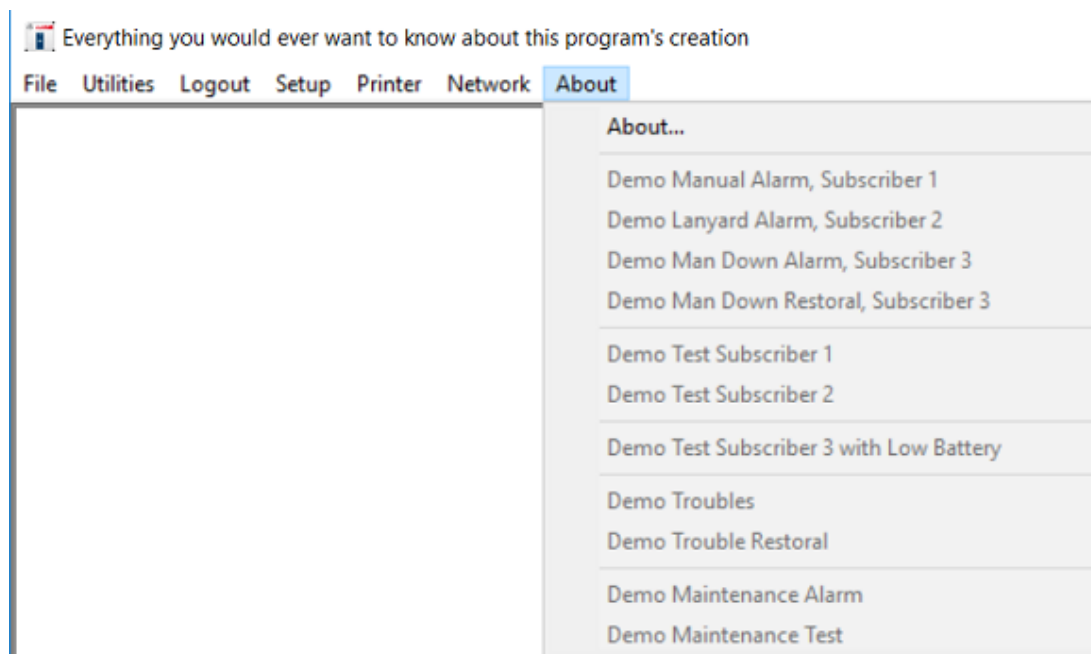


**Figure 6.13:** Network menu

The Security Escort Technical Reference Manual describes the functions accessible under this menu.

## 6.7 About menu

The **About** menu provides detailed information about the performance of the Central Console computer, and options to simulate various demo use cases (not applicable in a live system).



**Figure 6.14:** About menu

The Security Escort Technical Reference Manual describes the functions accessible under this menu.

## 7 Troubleshooting



### Notice!

The following sections will mostly cover the Security Escort new hardware (SE coordinator and SE receiver) only. For information on the installation and configuration of old hardware (e.g. EA500 transponder, EA102 receiver, EA120 alert unit, Moxa and Lantronix interface, and others), please refer to the Security Escort 2.18 manuals.

The Security Escort system has many built in diagnostic features to detect system malfunctions. The Central Console computer identifies potential problems continuously monitors each SE coordinator and SE receiver. Whenever a problem is detected, trouble alerts are presented on the display of the Central Console. These alerts provide problem descriptions, emergency phone numbers, and other instructions for resolving the problem. This section describes the significance of system trouble alerts and the action Security personnel should take in response to the problems. Examples of the **Trouble pop-up** dialog are given in each section. Note that some system trouble alerts involve aspects of the system which Security department personnel will be unable to correct themselves. When these troubles occur, the installation company service representative should be contacted as soon as possible, using the phone number that appears in the pop-up dialog.

**Figure 7.1:** Example of System Trouble

Be sure to inform the service representative of the words in the pop-up trouble dialog, which describe the problem. Click the **[Cancel]** button to clear the pop-up dialog, after the problem is corrected or the installation company service representative is contacted.

Note that, after a problem is corrected, the system confirms the correction with a **Restored pop-up** dialog. This “restored” message should appear within 30 sec. after the trouble is corrected. When attempting to correct a problem, clear the trouble pop-up dialog and wait for 30 sec. for the “restored” message to be certain the problem is corrected.

## 7.1 SE transmitters with low batteries

The SE transmitter can sense that its battery is low well before the point at which it can no longer transmit an alarm message. It then inserts a “Low Battery” indication in every test (or alarm) message sent by the SE transmitter, advising the Central Console of the low battery condition.

The **Low Battery Trouble** dialog appears whenever a subscriber attempts to test his or her SE transmitter, and the battery in that SE transmitter is low. Security department personnel should promptly advise the subscriber to bring the SE transmitter to the Security office for an exchange. It should be exchanged for a new one, using the **Transmitter Change** command in the **File** menu as described earlier.

## 7.2 Broken or lost SE transmitters

When a damaged SE transmitter is returned to the Security office, it should be clearly marked as faulty and given to the installation company service representative so that a replacement can be made to the inventory of spare SE transmitters.

The damaged SE transmitter should be exchanged for a new one, using the **Transmitter Change** command in the **File** menu. Lost SE transmitters should be replaced promptly and the old transmitter ID should be removed from the **Subscriber Database**.

## 7.3 SE receiver problems

This section lists the potential SE receiver problems and their descriptions.

### 7.3.1 Tamper

This pop-up trouble dialog signifies that an SE receiver was tampered with. The location of the device is shown in the pop-up dialog. A Security officer should be sent to inspect the device. If the cover is loose, or missing, tightening or replacing the cover may fix the problem. If the cover is secure and there is no visible reason for the tamper warning, the installation company service representative should be contacted as soon as possible.

### 7.3.2 No response

This pop-up trouble dialog appears to indicate that an SE receiver is no longer responding to the system. The installation company service representative should be informed the next business day if a single SE receiver is affected. However, if many SE receivers are not responding, then the installing company should be contacted as soon as possible.

### 7.3.3 Jamming

This pop-up trouble dialog appears to indicate that an SE receiver is experiencing radio interference that may effect its ability to hear alarm signals. The installing company service representative should be informed the next business day.

### 7.3.4 Output device error

This trouble dialog appears when there is no response to a signal sent by an SE coordinator to an SE receiver. It means that a single output did not operate correctly when commanded by the system. The installing company service representative should be informed the next business day.

### 7.3.5

#### **Bad checksum**

When this pop-up dialog appears, there has been an error in the communications between an SE coordinator and its SE receivers. The installation company service representative should be informed the next business day.

## 7.4

### **SE coordinator problems**

This section lists the potential SE coordinator problems and their descriptions.

### 7.4.1

#### **Communications failure**

This trouble alert indicates that the Central Console is having problems communicating with one of the SE coordinators. This could mean that a significant portion of the protected area might not be able to report alarms to the Central Console. The installation company service representative should be contacted **immediately**.

### 7.4.2

#### **Tamper**

This pop-up trouble alert signifies that an SE coordinator was disturbed. A security officer should be sent to inspect it. If the door is ajar, it should be closed and secured. If the problem cannot be identified and corrected, the installation company service representative should be informed as soon as possible.

### 7.4.3

#### **Bus faults**

This trouble alert indicates that an SE coordinator cannot communicate with one or more of its SE receivers. The installation company service representative should be contacted **immediately**.

### 7.4.4

#### **Other troubles**

Other trouble alerts that are site specific may be displayed at the Central Console. For these trouble warnings, follow the directions on the screen. The installation company service representative should be informed as soon as possible.



## 8 Appendix: Software licenses

This product contains both software that is proprietary Bosch software licensed under the Bosch standard license terms, and software licensed on the basis of other licenses.

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## Index

<b>A</b>		
About menu	53	
Acknowledging an alarm	12	
Alarm	11	
acknowledging	12	
interpreting	11	
multiple	13	
resetting	13	
Alarm Flash Reports		
Generate Alarm Report for the last X Hours	46	
Alarm Group State	49	
Alarm Groups	49	
Alarm report	14	
Alarm screen	11	
<b>B</b>		
Backup		
Local Escort drive	38	
Master Database drive	38	
Other Backup drive	38	
Slave Database drive	38	
Bad checksum	56	
Bus faults	56	
<b>C</b>		
Communications failure	56	
Components		
Central Console	8	
SE coordinator	8	
SE receiver	8	
Current Check-in Status	49	
<b>D</b>		
Database		
backup	37	
restore	39	
Database commands	15	
Delete	16	
Edit Data	16	
Insert New	16	
Search	16	
Sort	16	
Database management	15	
Diagnostic features	54	
<b>F</b>		
File		
menu	36	
Subscriber Database	21	
Transmitter Change	28	
<b>J</b>		
Jamming		55
<b>L</b>		
Logout		
menu		51
Lost SE transmitters		55
Low battery		55
<b>M</b>		
Multiple alarms		13
Muster Reports		
Supervision Time		48
<b>N</b>		
Network		
menu		53
No response		55
<b>O</b>		
Operator Database		17
Authority Levels		20
Edit Data		18
Password		18
Output device error		55
<b>P</b>		
Print System Reports		
Daily test report		43
Daily trouble report		43
Fail to test letters		44
Guard tour exception report		44
Guard tour report		44
Low battery report		43
New alarm reports		44
Not testing report		43
Receivers not heard from report		43
Subscriber Check-in report		44
Supervision Location report		44
Weekly maintenance test report		44
Weekly security test report		44
Weekly subscriber test report		44
Weekly watchman test report		44
Printer		
menu		52
<b>R</b>		
Report Database		
Map		32

Reports Database	31	Silencing an alarm	12
Delete	33	Subscriber Database	
Edit Data	32	Addr	24
Incomplete	35	Advanced	25
Search	33	Alarm Background Color	25
Sort	34	Alarm Zone	25
Statistics	31	Auto-track Interval	24
Resetting the system	13	Build	25
Restore		City	24
Clear entire file	40	Disability	23
Local Escort drive	40	Disabled	23
Master Database drive	40	Eye Color	25
Other Restore drive	40	Female	25
Slave Database drive	40	Hair Color	25
<b>S</b>		Height	25
Schedules	49	Image File	25
SE coordinator problems	56	Information	25
SE receiver problems	55	Insert New	22
SE transmitter	8	Lanyard	24
low battery	55	Male	25
SE transmitter replacement	55	Man-down	24
Setup		Model	22
menu	51	Name	24
		New ID	24
		Phone	24
		Pre-beep	24
		Print	27
		Profile	23
		Silent	23
		State	24
		Subscriber ID	24
		Subscriber Type	22
		Supervision	24
		Supervision period	24
		System Type	22
		Transmitter ID	24
		Write EXCEL import file	28
		Zip	24
		System Defaults dialog	42
		System Labels dialog	42
		<b>T</b>	
		Tamper	55, 56
		Troubles	56
		Troubleshooting	54

**U**

## Utilities

Alarm Flash Reports	45
Backup	37
Clear screen	50
Export Alarm Reports	45
menu	36
Muster Reports	47
Output verification	50
Print/Export System Reports	43
Restore	39
Security Preferences	41
Synchronize system time	50







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