Gallagher Command Centre

# Command Centre Client User Guide

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**Index I-1**

# Chapter 1: Getting Started

This topic details a number of operations you will perform regularly when using the Command Centre system, as well as a number of procedures that could make your life easier when using the system.

Select the item below that you require further detail on:

***Logon*** (on page 1-2)

***Restricting System View*** (on page 1-10)

***Logoff*** (on page 1-12)

***Product Alerts and Customer Experience Improvement Program*** (on page 1-13)

***Using the toolbar*** (on page 1-14)

***Using keyboard shortcuts*** (on page 1-19)

***Dual Monitors*** (on page 1-23)

***FIDO2 Credentials*** (on page 1-24)

# Logon

## Introduction

Your username and password will allow you to access Command Centre. It is the responsibility of your Command Centre administrator to provide you with a username and password. If you wish to change your password, refer to ***Changing your password*** (on page 1-7).

**Notes:**

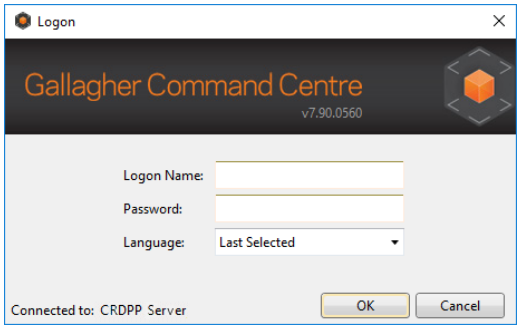
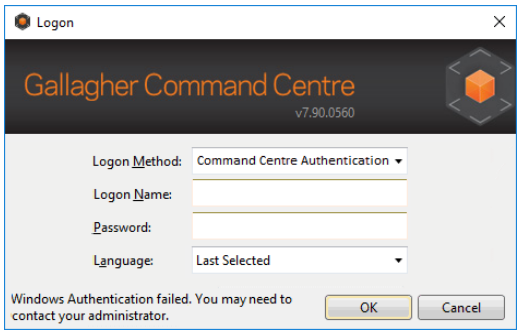
- If your Command Centre configuration has changed in the Configuration Client, you will need to log off then log on again in order for the changes to take effect.
- Workstations can be on a different build to the server, but it has to be lower OR equal to the server version. When Command Centre is launched, if the version number is newer than the server, logon will fail and the message *"The client version is incompatible with the server. Startup failed!"* will display on the logon screen.
- The following procedure describes the 'standard' method of logging on to the Command Centre Client, (i.e. via entry of a valid operator username and password). However, it may be possible to log on and off designated Command Centre Client workstations using a FIDO2 authenticator, if cardholders have FIDO2 Credentials enrolled against them. For further detail refer to ***Logon with FIDO2 Credentials*** (on page 1-6).
- When Command Centre is launched, if the server to which the workstation is trying to connect to is enabled for Active Directory single sign-on (a licensable feature), the system will try to log the operator onto the Command Centre Client. If Active Directory single sign-on is being used, ensure you have a domain account, (e.g. Windowsuser@Gallagher.Local).

## Procedure

Follow this procedure to log on and open Command Centre Client:

1. Either:
   - Double-click the Command Centre Client icon on your Desktop, OR
   - From the Start menu, click **All Programs** > **Gallagher** > **Command Centre Client**.
2. Is your site licensed for Active Directory single sign-on?

| If... | then... |
|---|---|
| no | the following logon screen displays: |

| If... | then... |
|---|---|
| | <br>Go to Step 4. |
| yes | if automatic logon is possible, the Command Centre Client main window displays.<br>If not, an error message informing the user of the reason logon has failed displays, followed by the logon screen below:<br><br>**Note:** For the system to automatically log the operator onto Command Centre the following must apply:<br>• the Active Directory is available<br>• the domain account used to log onto the network has not been disabled, deleted or locked out in Active Directory<br>• the domain account is linked to an operator in Command Centre.<br>Go to Step 3. |

3. Select the appropriate Authentication Logon method from the **Logon Method** drop-down box.

| If you click... | then... |
|---|---|
| Windows Authentication, | the system will find the operator linked to the user's domain account and log onto the workstation as that operator. |
| Command Centre Authentication, | this allows the operator to enter a Command Centre Logon Name and Password. Go to Step 4. |

4. Type your **Logon Name**.
**Note:** When you first log on as the system operator, **system** is the default 'Logon Name', but there is no default 'Password'. For any other operator logging on, the **Logon Name** will be blank for a new install on a

workstation or server that has not had an attempted logon. After that, it will be populated with last attempted Logon Name for that workstation or server.

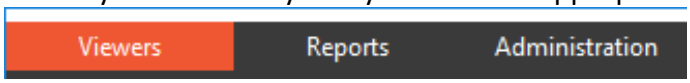
5. Click in the **Password** field (alternatively, press the **Tab** key).
6. Type your password.
   If your password has expired the Expired Password window displays, refer to ***Changing an expired password*** (on page 1-8).
7. The **Language** drop-down box provides a list of available languages.
   If you have previously logged in, **Last Selected** will be the first option, and this is selected by default.
   Select another language if required.
8. Click the **OK** button.

**Result**

Command Centre Client opens displaying the following information on the status bar at the bottom of the screen:

- a **Full Screen** button. When clicked, Command Centre switches to full screen mode and the button changes to . Clicking the button again or pressing <**Alt**+**Enter**> returns normal display mode.
  **Note:** When in full screen mode the Toolbar disappears to maximise the available screen real estate.
- the current day of the week, date and time.

The title bar is tabulated to accommodate the 'Viewers', 'Reports' and 'Administration' functionality. However, the **Reports** and **Administration** tabs will only be visible to you if you have the appropriate privileges, as follows:




| To... | you need... |
|---|---|
| • see and access the **Reports** tab<br>• access the **Find Reports** screen<br>• run reports | to belong to an Operator Group with at least one report assigned, or have one of the report configuration privileges, (i.e. "Run <Report Type> Report" operator privilege) in at least one division. |
| access the Report Configuration screen | the "Edit Report Descriptions" operator privilege in at least one division. |
| see and have access to the Administration Viewer | in at least one division, an operator privilege type of:<br>• "Edit (or View) Access Groups" (to reveal the Access Groups button)<br>• "Edit (or View) Macros" (to reveal the macros button)<br>• "Edit (or View) Schedules" (to reveal the Schedules button) |

The Viewers that you can see (via the **Viewers** tab), depends on your privileges in the Divisions in which the Viewers are stored, as follows:

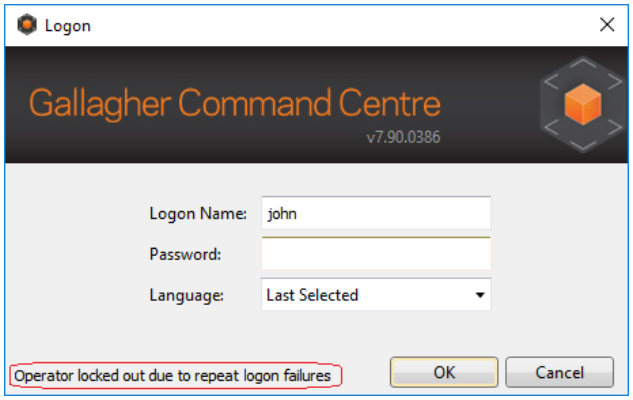
| To see... | you need the... |
|---|---|
| an Alarm Viewer, | "View Events and Alarms" operator privilege. |
| a Cardholder Viewer, | "View Cardholder" operator privilege. |
| a Monitor Site Viewer, | "View Site" operator privilege |
| a Controlled Challenge Viewer | "Controlled Challenge" operator privilege. |

**Notes:**

- The session will be added to the list of sessions visible in the Operator Sessions tile in the Command Centre Client and the Operator Sessions Viewer of the Configuration Client.
- The first time you logon at a particular workstation the Viewers will appear in the toolbar in alphabetical order based on name. It is possible to click and drag the buttons to re-order them. No special privileges are required for this, and any re-ordering of buttons is remembered for the windows logon and workstation.

**Hint**

*Failed logons*
If an operators' successive logon attempts reach the configured 'number of failed attempts before lockout', then they will be locked out for the configured lockout period (or permanently if this option is set). A message will display on the logon screen indicating that the operator is locked out.




The lockout period (if any) will not be displayed. When the lockout period has completed, the logon name and password can be re-entered and authenticated successfully. If the operator needs the account unlocked, a privileged operator can do so via the Logon Details pop-up on the Cardholder Operator Groups tile. See ***Cardholder Operator Groups Tile*** (on page 3-94) for further detail.

**Note:** Lockout state does not get replicated to remote servers in a multi-server environment.

## Logon with FIDO2 Credentials

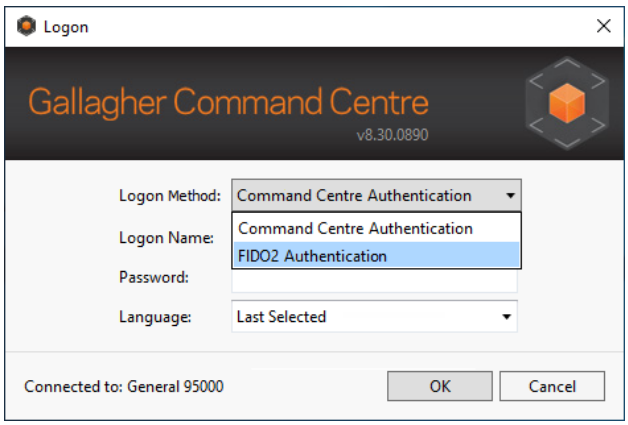
### Introduction

Cardholders that have FIDO2 Credentials enrolled against them can log on or off designated Command Centre workstations with a FIDO2 authenticator.
**Note:** FIDO2 Credentials are only supported from Windows 10, version 1903.

Configuration of FIDO2 Credentials is performed in Command Centre Client. For further information refer to the ***FIDO2 Credentials*** (on page 1-24).

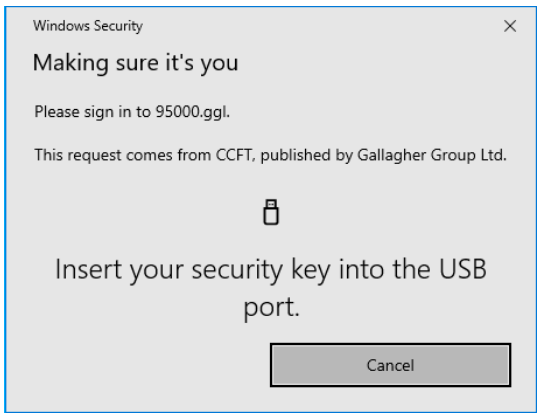
### Procedure

1. Either:
   - Double-click the Command Centre Client icon on your Desktop, OR
   - From the **Start** menu, click **All Programs** > **Gallagher** > **Command Centre Client**.
2. Select "FIDO2 Authentication" from the **Logon Method** drop-down list.

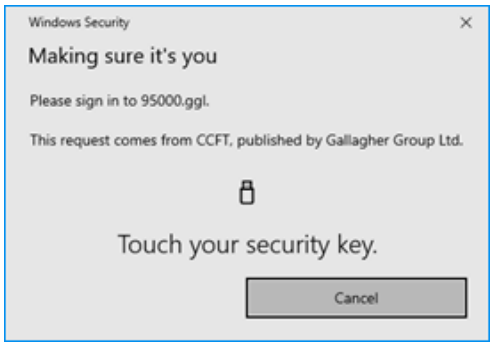



Once "FIDO2 Authentication" is selected, the **Password** field is disabled (greyed out).

3. Type your **Logon Name**.
4. Click the **OK** button.
   The username is sent to the server, and Windows prompts for the FIDO2 token.



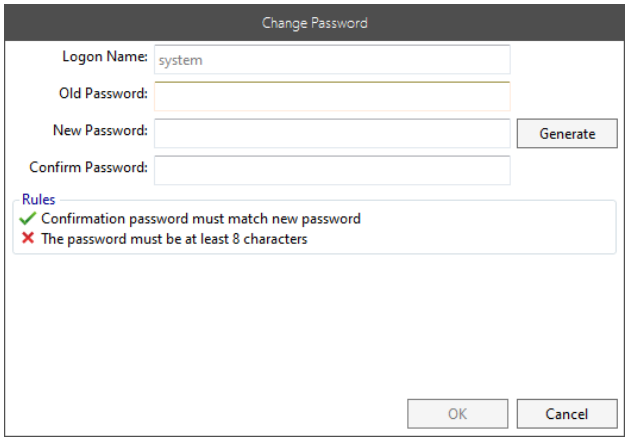
5. Insert the FIDO2 token (and biometric/PIN if applicable).
   Verification data is passed to the server, and you are prompted to 'touch' the token to verify there is someone there.




   **Note:** The system will time out if no action is taken within 60 seconds.
6. Does the system verify the token?
   If **yes**, you are logged into Command Centre Client.
   If **no**, a message displays indicating the reason why access is denied.

## Changing your password

1. Click the  button on the Command Centre toolbar, and select **Change Password**. The Change Password pop-up displays.

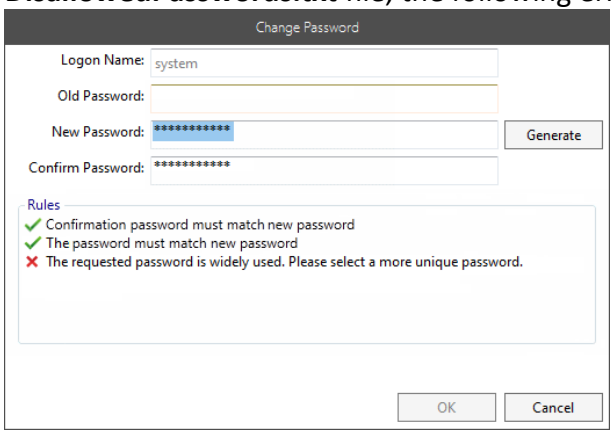



2. Type in your **Old Password**.
   **Notes:**
   - For each character you enter (in all the fields on this window), an asterisk will display so that your current and new passwords are not visible.
   - As you type in each of the fields, the **Rules** displayed in the lower section of this screen change accordingly.
3. Generate a new password by either:
   - Manually typing a password into the **New Password** field, and re-typing it in the **Confirm Password** field, OR
   - Clicking the **Generate** button to generate a random password.
     A system generated password populates the **New Password** field, and the **Confirm Password** field and **Rules** disappear.

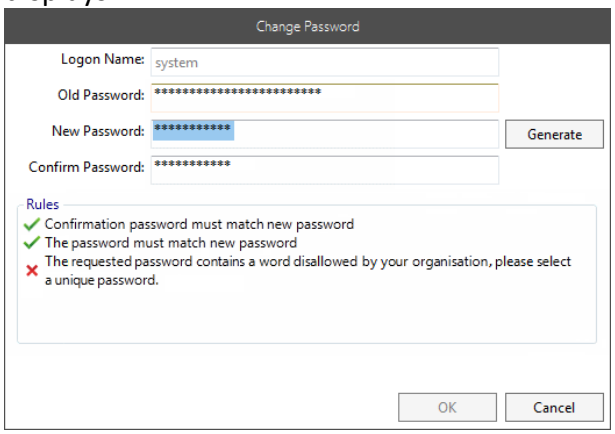
4. Click the **OK** button.
   A message displays in the **Rules** section confirming your password has changed, or if it did not change then it provides a reason why.

**Note:** The system will not allow the new password if it is commonly used or contains a specific string, as listed in the **DisallowedPasswords.txt** or **ContextSpecificPasswords.txt** files that are pre-installed with Command Centre.

- If the new password is one of the commonly used passwords listed in the **DisallowedPasswords.txt** file, the following error message displays:




- If the new password is not allowed due to containing a word(s) listed in the **ContextSpecificPasswords.txt** file, the following error message displays:




For further details see ***Preventing context specific passwords*** (on page 1-9).

## Changing an expired password

Follow this procedure to change an expired password:

1. When you attempt to log on using an expired password, the **Expired Password** window displays.
2. Type your new password. Your new password must meet the password restrictions currently being enforced.
3. Click in the **Confirm Password** field (alternatively, press the **Tab** key).
4. Re-type your new password.
5. Click the **OK** button (alternatively, press the **Enter** key).

## Preventing context specific passwords

### Introduction

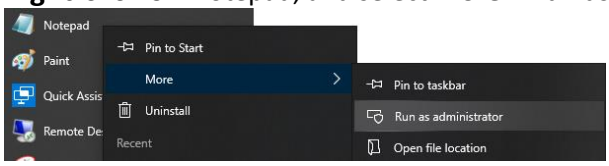
As well as configuring 'Password Policy' restrictions on the **Operator Defaults** tab of the Command Centre Server Properties, sites can also control allowed passwords through the following two files that are pre-installed with Command Centre in `C:\Program Files(x86)\Gallagher\Command Centre\Bin`:

- **DisallowedPasswords.txt** contains a list of commonly used passwords which should be avoided, therefore are not allowed.
- **ContextSpecificPasswords.txt** is initially empty but can be edited to contain a list of strings that should not be included in any password, (e.g. product names, company names). The list is case insensitive.
  ***For example:*** If *gallagher* is in this list, any word containing *gallagher* will not be allowed as a password; G*allagher*, *gallagher, gallagher1!*
  **Note:** The maximum file size supported is 10MB.

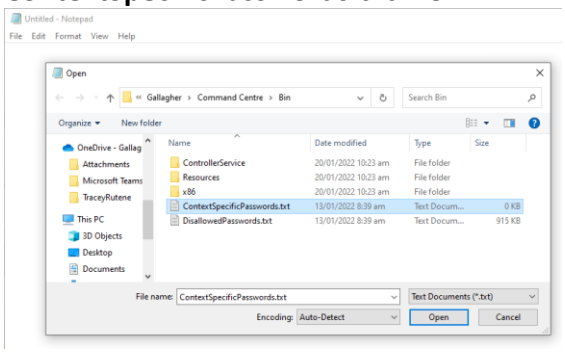
### Procedure

To add to the list in either the **DisallowedPasswords.txt** or **ContextSpecificPasswords.txt** file:

1. Path your way to `C:\Program Files(x86)\Gallagher\Command Centre\Bin`
2. **Right-click** on Notepad, and select **More** > **Run as administrator**.




   **Note:** If Windows User Account Control is enabled, you will be prompted with the message: *"Do you want to allow the following program from an unknown publisher to make changes to this computer?"* Click the **Yes** button.
3. In Notepad, select **File** from the menu bar, then **Open…**
4. Path your way to `C:\Program Files (x86)\Gallagher\Command Centre\Bin` and select either the **DisallowedPasswords.txt** or **ContextSpecificPasswords.txt** file.




5. Click the **Open** button.
6. Make changes as necessary.
7. Select **File** from the menu bar, then **Save.**
   **Note:** Restarting the Command Centre service may be needed for the changes to take effect.

## Restricting System View

### Introduction

When an operator with the "Select System View" or "Advanced User" operator privilege logs on to Command Centre, their system view selection is retained from their last log off. Clicking the  button on the Command Centre toolbar and selecting **System View** allows an operator to change their view of the system, (i.e. change the Operator Groups that are in effect). Their system view is limited to the site items, cardholders, Personal Data Fields (PDFs) and operator privileges assigned to them from the selected Operator Groups.

What displays on the System view button is determined as follows:

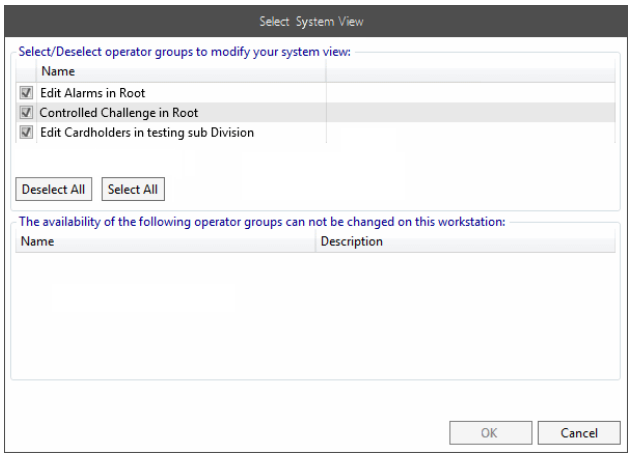
| The button will show... | if... |
|---|---|
| All Groups | the operator's current system view includes all Operator Groups available to the operator at this workstation (and there is more than one). |
| Restricted View | the current system view includes only some of the operator's Operator Groups that are available at this workstation. |
| [Operator Group Name] | the current system view includes only one Operator Group. |

**Note:** If an operator's system view was restricted, (i.e. did not include **all** Operator Groups) when they last logged off, the next time they log on the **Select System View** pop-up will display automatically. This allows an operator to confirm their system view, by either retaining the existing view or altering it.

### Procedure

This procedure describes how an operator can restrict (change) their system view. For operators to be able to perform this procedure they require the "Select System View" operator privilege.

1. Click the  button on the Command Centre toolbar, and select **System View**.
   The Select System View pop-up displays.




The selections already made on this screen reflect your current system view, and the list of Operator Groups at the top includes **all** Operator Groups that you belong to. Any Groups you are a member of that are subject to restriction will appear in the bottom list. Restrictions apply to:

- any Operator Group you are a member of that is restricted to one or more Workstations (the Operator Group has been configured with Restrictions), where the workstation you are accessing System View from is not in that list.
- any Operator Group that is configured for a Workstation Routing item that is currently routed to or away from the Workstation from which the user is accessing System View.

2. Select the Operator Groups that you want to include in your current system view. You can either check or uncheck individual Operator Group checkboxes, or use the buttons available.

| Button | Description |
|---|---|
| Select All | Checks all the Operator Group checkboxes. |
| Deselect All | Unchecks all the Operator Group checkboxes.<br>If you belong to many Operator Groups, and you want to restrict your system view to only a few of them, this is a quick method of achieving that rather than unchecking all the groups you do not want to include in your view. Click the Deselect All button and then re-check the groups you want.<br>**Note:** If you leave all Operator Groups unselected the OK button becomes disabled, forcing you to select at least one group. |
| OK | Saves the settings you have chosen, and closes the Select System View screen. |
| Cancel | Cancels the changes you made and closes the Select System View screen. |

**Result**

Your system view has been restricted.
**Note:** Changing System View in Command Centre Client does not affect what an Operator can see and do in Configuration Client, and vice versa.

## Logoff

### Introduction

For security and integrity, it may be important to log off when you are away from the computer.

### Procedure

1. Click the  button on the Command Centre toolbar, and select **Log off**. The confirmation message, *"Are you sure you want to log off?"* displays.
2. Click the **Yes** button.

### Result

Command Centre closes.

### Hint

To ensure operator preferences are reloaded correctly, users should close Command Centre from the main window using either the **Close** button ( **X** ) or the **Log off** option from the  button.

*For example:*
If you have the main Command Centre window and a number of child windows open, by using either the **Close** or **Log off** button on the main window, when you log back in all those windows will reappear.
Likewise, if you have all the windows minimised, and you attempt to close Command Centre via the taskbar, by right clicking on the main window taskbar button and selecting **Close**, when you log back in all those windows will reappear.

However, if you close Command Centre via the taskbar using the **Close all windows** option, the child windows close first, which updates the operator preferences about the number of windows in use. Therefore, when you log back in only the main window will appear.

## Product Alerts and Customer Experience Improvement Program

### Introduction

The Product Alerts and Customer Experience Improvement Program aims to gather data that will help Gallagher improve the experience of using Command Centre. It also allows you to receive email notifications about bugfixes and new releases for the Gallagher products you use.
For more information regarding the data Gallagher gathers and how they handle it, please refer to the Privacy Statement in your web browser after you open the Product Alerts and Customer Experience Improvement Program page.
The data is used by Gallagher to better understand how Command Centre is used, and hence make better-informed decisions on how to improve Command Centre. Signing up for email notifications of new releases and bugfixes helps you ensure you get the best version of the Gallagher products you use.

### Procedure

To join the Product Alerts and Customer Experience Program, perform the following procedure:
**Note:** You need to be logged in as an operator with the Edit Site privilege in Root Division to configure this program.

1. Ensure you have configured a Command Centre Cloud item. Refer to *"Connecting to the Cloud"* in the Gallagher Configuration Client Online Help.
2. From the Command Centre toolbar, click the  button, then **Products Alerts and Customer Experience Improvement Program**.
   The Customer Experience Improvement Program launches in your browser.
   **Note:** If your browser blocks this site, add the Command Centre Cloud to your browser's trusted sites list.
3. Select the **Yes, I would like to participate** radio button.
4. Add any email addresses that you want to receive notifications about new products and updates.
   **Note:** Only those email addresses with a checked check box next to them will receive emails.
5. Click the **Save Changes** button to save your settings.
   **Result:** The Customer Experience Improvement Program will run in the background.

### Advanced

If you would like to block all operators from being able to configure the Customer Experience Improvement Program, you may override the normal behaviour by setting the following registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Gallagher\Command Centre
DWORD PreventTelemetry=1

If this registry value is set, then the Customer Experience Improvement program will be disabled at the server level. Operators will not be able to enable it, and you will not be able to sign up for product alerts.

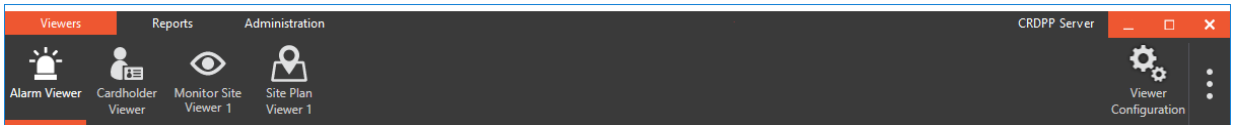
## Using the toolbar

The Command Centre toolbar is located at the top of the screen and displays when you first logon. It is tabulated to accommodate both the **Viewers**, **Reports** and **Administration** functionality.

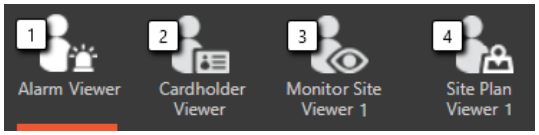
**Note:** The **Reports** tab is only visible to operators who belong to an Operator Group with at least one report assigned, or have one of the report configuration privileges, (i.e. "Run <*Report Type*> Report" operator privilege) in at least one division.

### Viewers tab

There will be a button for each Viewer accessible to the operator from that workstation. The Viewers that are available to individual operators is determined by what Viewers are assigned to the Operator Groups they belong to. In this example, there are four Viewers available.

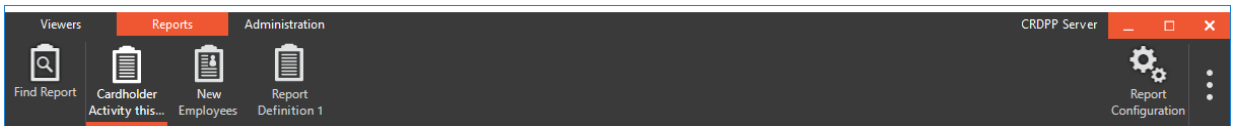



This table explains the function of the buttons that appear on the **Viewers toolbar** only, and shortcut keys where available.

| Button | Function |
|---|---|
| Viewer | Click a Viewer button to open that particular Viewer. Alternatively, the following shortcuts can be used:<br>• <**Ctrl**+**1**> selects the left most Viewer, <**Ctrl**+**2**> selects the second, <**Ctrl**+**3**> selects the third, and so on up to and including the ninth Viewer, (i.e. there are no shortcut key for Viewers to the right of the ninth Viewer).<br>• <**Ctrl**+**Tab**> to navigate to the next Viewer.<br>• <**Ctrl**+**Shift**+**Tab**> to navigate to the previous Viewer.<br>**Note:** Holding down the <**Ctrl**> key displays the number allocated to each button.<br> |
| Viewer Configuration | Click to configure Viewers. Alternatively press <Ctrl+0> (zero).<br>**Note:** This button is only visible to operators with the "Configure Viewers" privilege. |

### Reports tab

A button for a Report will only appear if the Report has been added as a 'Favourite', and it is accessible to the operator from that workstation. The Reports that are available to individual operators is determined by their privileges in the Divisions in which the Reports are stored. In this example, there are three Reports available.

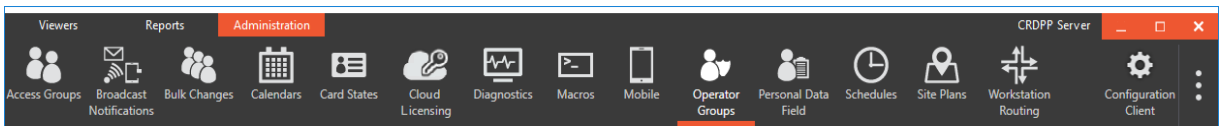



This table explains the function of the buttons that appear on the **Reports toolbar** only.

| Button | Function |
|---|---|
| Find Report | This button is always the left-most button on the Reports toolbar. Click to display a Find Reports window which allows you to search for a particular report. |
| Report | Click a Report button to open that particular Report. |
| Report Configuration | Click to configure Reports.<br>**Note:** This button is only visible to operators with the "Edit Report Descriptions" privilege in at least one division. |

### Administration tab

The Administration tab provides buttons to allow an operator who has the correct privileges to perform regular administration tasks.




This table explains the function of the buttons that appear, (i.e. if you have the correct privileges), on the **Administration toolbar** only.

| Button | Function |
|---|---|
| Access Groups | • Search for an existing Access Group<br>• Create a new Access Group<br>• Add, edit and delete access for members of Access Groups, (i.e. where the cardholders who belong to an Access Group have access to go)<br>• Edit an Access Group<br>• Delete an Access Group<br>• Duplicate an Access Group |
| Calendars | Maintain Calendars, i.e.<br>• View/Edit the Default Calendar<br>• Create a Special Calendar<br>• Assign Days to Day Categories<br>• Reset Dates |
| Card States | • Search for an existing Card State<br>• Create a new Card State Set<br>• Add and remove new card states to a Card State Set<br>• Duplicate a Card State Set |

| Button | Function |
|---|---|
| | • Edit a Card State Set<br>• Delete a Card State Set |
| Cloud Licensing | This button will display if your site has the Gallagher Cloud configured. It allows you to manage Cloud license allocations.<br>For further detail, refer to the **Command Centre Web Release Note** in the `'Release Notes'` directory of the Command Centre installation files. |
| Diagnostics | This button allows you to configure the Diagnostics Service.<br>For further detail, refer to the **Diagnostics Service Release Note** in the `'Utilities\Diagnostics Service'` directory of the Command Centre installation files, |
| Macros | • Search for an existing Macro<br>• Create a new Macro<br>• Schedule a Macro<br>• Edit/Remove Actions for a Macro<br>• Edit/Remove Scheduled run times for a Macro<br>• Add Command Lines for Macros<br>• Place a Macro on a Site Plan<br>• Run a Macro<br>• Duplicate a Macro |
| Operator Groups | • Search for an existing Operator Group<br>• Create a new Operator Group<br>• Configure privileges for an Operator Group<br>• Duplicate an Operator Group<br>• Edit an Operator Group<br>• Delete an Operator Group |
| Personal Data Field | • Search for an existing Personal Data Field<br>• Create a new Personal Data Field<br>• Edit a Personal Data Field<br>• Duplicate a Personal Data Field<br>• Delete a Personal Data Field |
| Schedules | • Search for an existing Schedule<br>• Create a new Schedule<br>• Add/Remove Day Categories to Schedules<br>• Change times and states within Schedules<br>• Duplicate a Schedule<br>• Delete a Schedule |

| Button | Function |
|---|---|
| Bulk Changes | • Create a Cardholder Bulk Change or Inactive Cardholder Bulk Purge<br>• Edit a Cardholder Bulk Change or Inactive Cardholder Bulk Purge<br>• Duplicate a Cardholder Bulk Change or Inactive Cardholder Bulk Purge<br>• Delete a Cardholder Bulk Change or Inactive Cardholder Bulk Purge<br>• Edit and/or Run a saved Cardholder Bulk Change |
| Site Plans | • Add a new Site Plan, picture or item menu<br>• Open a new Site Plan, picture or item menu<br>• Delete a Site Plan |
| Configuration Client | This button allows you to launch the Configuration Client client without the need to re-enter credentials.<br>**Note:** You need the "Launch Configuration Client" privilege in at least one division to be able to see and use this button. |

The following additional buttons will only appear on the **Administration toolbar** if your site is licensed for these features and you have the relevant privilege:

| Button | Function |
|---|---|
| Mobile | • Create a new Mobile Device<br>• Edit a Mobile Device<br>• Duplicate a Mobile Device<br>• Delete a Mobile Device |
| Workstation Routing | • Search for an existing Workstation Routing<br>• Create a new Workstation Routing<br>• Duplicate a Workstation Routing<br>• Edit a Workstation Routing<br>• Delete a Workstation Routing |
| Data Map | • Create a Data Map<br>• Edit a Data Map<br>• Duplicate a Data Map<br>• Delete a Data Map |

### Buttons common to all tabs

The  button is common to all toolbars. This table explains their function, and shortcut keys where available:

| Button | Function |
|---|---|
| Routing | This option will display if you have the "Use Workstation Routing" privilege in a Division. If so, you can move any Workstation Routing item in that Division between the non-Disabled states. See ***Invoking Workstation Routing*** (on page 2-335) for further detail. |
| System View | This option may display, depending on whether you have the operator privilege to see it, (i.e. the "Select System View" or "Advanced User" operator privilege). If it does display, you can restrict (change) your system view. See ***Restricting System View*** (on page 1-10) for further detail. |
| Event/Alarm Messages | This Online Help provides a full list of all messages in Command Centre. A further explanation of each message is provided along with the Event Group and Event Type it belongs to. |
| Help | The Command Centre Online Help describes the operation of the Command Centre Workstations and the actions the operators can perform in Command Centre Client.<br>**Note:** Alternatively, the Online Help can be opened by pressing <**F1**>. |
| About | Click to display:<br>• the **Product Version** number of Command Centre currently running,<br>**Note:** The Server Version number will display in brackets beside the Product Version number if it doesn't match.<br>• the Command Centre licence **Serial Number**,<br>• a number of Copyright notices for third party components used in Command Centre, and<br>• a clickable link to the home page of the Gallagher Security website.<br>Click the **Close** button to close this window. |
| Product Alerts and Customer Experience Improvement Program | The Product Alerts and Customer Experience Improvement Program aims to gather data that will help Gallagher improve the experience of using Command Centre. It also allows you to receive email notifications about bugfixes and new releases for the Gallagher products you use. To join this program, see ***Product Alerts and Customer Experience Improvement Program*** (on page 1-13) for help. |
| Change password | Click to change your password. |
| Log off | Click to log off Command Centre. Alternatively press <**Ctrl**+**L**>. |

## Using keyboard shortcuts

There are a number of accelerator keys that enable you to perform an activity using a combination of keyboard characters, (e.g. <**Ctrl**+**A**> or <**Alt**+**A**>).
**Note:** <**Ctrl**+**C**> and <**Ctrl**+**V**> can be used to copy and paste information from most fields into another application.
Accelerator keys for each screen are as follows:

### Toolbar shortcut keys

| Button | Function |
|---|---|
| <**Ctrl**+**1**> to <**Ctrl**+**9**> | Open the Viewer indicated by the number, (i.e. working from the left, 1 = 1st Viewer, 2 = 2nd Viewer, etc.) |
| <**Ctrl**+**Tab**> | Navigate to the next Viewer |
| <**Ctrl**+**Shift**+**Tab**> | Navigate to the previous Viewer |
| <**Ctrl**+**L**> | Log off |
| <**Ctrl**+**0**> (zero) | Configuration |
| <**Alt**+**Enter**> | Switches between full screen mode and normal display modes.<br>**Note:** When in full screen mode the Toolbar disappears to maximise the available screen real estate. |
| <**F1**> | Command Centre Client Online Help |

### Viewer specific shortcut keys

| Button | Function |
|---|---|
| <**Ctrl**+**S**> | Save |
| <**Ctrl**+**Del**> | Delete |
| <**Ctrl**+**M**> | Maximise/minimise the current tile with focus |
| <**Alt**+**1**> to <**Alt**+**9**> | Transfers focus to the Tile indicated by the number, (i.e. working from top/left through to bottom/right, 1 = 1st Tile, 2 = 2nd Tile, etc.) |
| <**Alt**+ **+**> | Move to next tile |
| <**Alt**+ **->** | Move to previous tile |
| <**Alt**+**0**> (zero) | Move focus to the selected item in the Navigation Panel, (e.g. the current alarm or cardholder) |
| <**F1**> | Command Centre Client Online Help |
| <**Shift**+**F1**> | Quick Tips relating to the specific Viewer |

### Alarm Viewer shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**A**> | Acknowledge |
| <**Alt**+**P**> | Process |
| <**Alt**+**N**> | Add Note |
| <**Alt**+**T**> | Text Size |
| <**F9**> | Mute Alarm |

### Cardholder Viewer shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**H**> or <**Ctrl**+**N**> | Create Cardholder |
| <**Alt**+**D**> or <**Ctrl**+**Delete**> | Delete Cardholder |
| <**Alt**+**S**> | Search text box |
| <**Alt**+**B**> | By (column selection)<br><**Alt**+**Down Arrow**> can then be used to open the drop-down list of options |
| <**Ctrl**+**F**> | Switches the search mode to 'Simple Search' and puts the focus in the Search text box |
| <**Ctrl**+**E**> | Switches the search mode to 'Advanced Search' and opens the Edit Search pop-up |
| <**Ctrl**+**D**> | Switches the search mode to 'Search Using Card' |
| <**Ctrl**+**S**> | Save |

### Challenge Viewer shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**G**> | Grant Access |
| <**Alt**+**D**> | Deny Access |
| <**Alt**+**T**> | Text Size |

### Monitor Site Viewer shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**0**> (zero) | Navigate to the list of panels<br>(Can use the arrow keys to navigate between panels) |

### Advanced Search Editing shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**I**> | Insert Condition |
| <**Alt**+**E**> | Edit Condition |
| <**Alt**+**R**> | Remove Condition |
| <**Ctrl**+**Up Arrow**> | Move row up |
| <**Ctrl**+**Down Arrow**> | Move row down |
| <**Alt**+**S**> | Search |
| <**Alt**+**C**> | Cancel |

**Tile Action shortcut keys** (that can be executed without the Tile having focus)

| Button | Function |
|---|---|
| <**Alt**+**A**> | Assign Access |
| <**Alt**+**Y**> | Copy Access |
| <**Alt**+**O**> | Assign Competency |
| <**Alt**+**C**> | Assign Card |
| <**Alt**+**R**> | Assign Relationship |
| <**Alt**+**L**> | Assign Filter (Notifications) |
| <**Alt**+**P**> | Capture (Fingerprint)<br>Note: Only applies to the main Capture button; not for the capture of Duress fingerprints. |
| <**Ctrl**+**P**> | Print/Encode Card<br>(only in the scope of the Cardholder Cards Tile) |
| <**Ctrl**+**I**> | Capture Image ***** |
| <**Ctrl**+**U**> | Upload Image ***** |

***** If the Cardholder Images Tile does not have focus, these shortcut keys will apply to the first image on the Images Tile, if there is more than one.

### Status Tile shortcut keys

| Button | Function |
|---|---|
| <**Alt**+**I**> | Add Item |
| <**Ctrl**+**Up Arrow**> | Move row up |
| <**Ctrl**+**Down Arrow**> | Move row down |

### Site Plans shortcut keys

| Button | Function |
|---|---|
| <**Ctrl**+**N**> | Add new Site Plan, picture or item menu |
| <**Ctrl**+**O**> | Open a Site Plan, picture or item menu |

# Dual Monitors

## Introduction

Command Centre supports dual monitors. If a workstation has been set up in Windows to operate with dual monitors, Command Centre acknowledges this by allowing the operator to make use of both monitors that make up the desktop.

When a window's position is saved, and the desktop comprises of dual monitors, its position is saved relative to the entire desktop area, (i.e. not relative to a particular monitor).

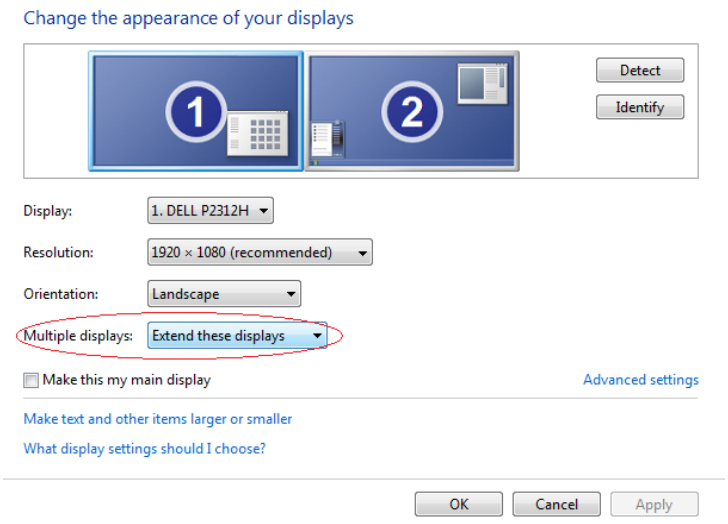
Operator preferences for the size and position of windows are saved on a "per operator" basis, (i.e. not on a "per operator/workstation" basis).

## Limitations

- When using Gallagher Command Centre on a multi-monitor PC, Command Centre will expand to cover the Windows Task bar when maximised.
- When Windows taskbar is set to auto-hide, Gallagher Command Centre will not allow the task bar to peek over Command Centre and the client will need to be minimised or restored to allow visibility of the task bar.

## Recommended Setup

1. From the Control Panel, click Display.
2. Click the **Change display settings** option.
   The recommended desktop setup for dual monitors has the Primary monitor on the left and the Secondary monitor on the right, as shown in the following screen shot:




3. Select "Extend these displays" from the **Multiple displays** drop-down.
4. Click the **OK** button.

## FIDO2 Credentials

This feature provides the ability to use open standard (FIDO2) authentication factors for operator/cardholder authentication at Command Centre logon.
**Note:** FIDO2 Credentials are only supported from Windows 10, version 1903.

**Single-factor authentication** is when a FIDO2 token has no biometrics, (i.e. fingerprint) or PIN associated with it.

**Multi-factor authentication** means using two or more of the following:

- Token or card
- PIN and/or biometric

It is a requirement of the 2019 CAPSS standard that admin users must be verified with multi-factor when logging onto the system.

This feature has been tested using the following FIDO2 Credential tokens:

- Feitian BioPass (K27)
- Feitian BioPass (K33)
- Feitian Fingerprint Card
- eWBM Goldengate
- GoTrust Idem Key
- Yubico Yubikey 5 NFC
- TRUSTKEY B210H

Select the item below that you require further detail on:

***Enrolling FIDO2 Credentials against Cardholder*** (on page 1-25)

***Enforcing FIDO2 Multi-factor Logon*** (on page 1-28)

***Creating a new FIDO2 Credential State Set*** (on page 1-29)

## Enrolling FIDO2 Credential against Cardholder

### Introduction

This topic describes the process for enrolling FIDO2 Credentials against cardholders. Multiple FIDO2 Credential tokens can be registered against a user in Command Centre, (e.g. further tokens can be issued if a cardholder loses their token).

Operators require one of the following operator privileges to enrol a FIDO2 Credential against a cardholder:

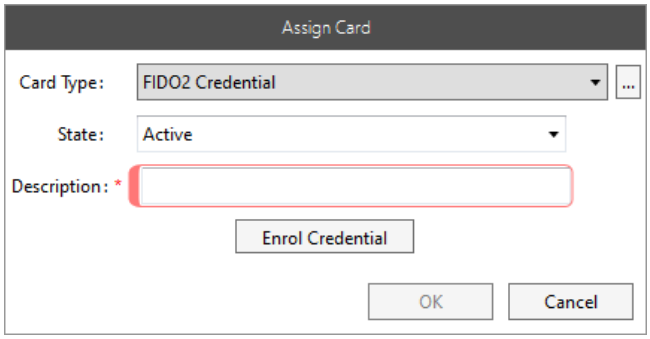
- Advanced User
- Add Card or Credential
- Create and Edit Cardholders
- Create Cardholders
- Edit Cardholders
- Edit Site

### Prerequisite

Before proceeding with this procedure, a FIDO2 token must be set up using the manufacturer's instructions.

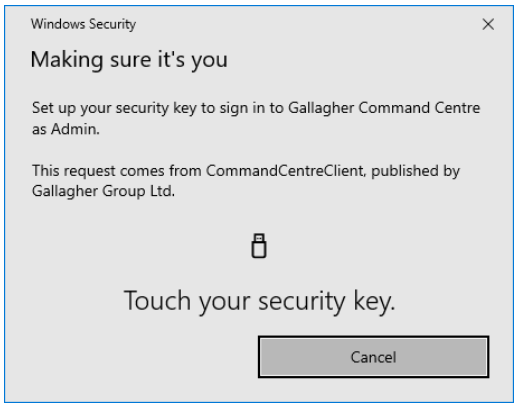
### Procedure

1. Select the **Viewers** tab on the Command Centre title bar, then click **Cardholder Viewer** on the toolbar. The Cardholder Viewer opens.
2. Locate the cardholder you want to enrol a FIDO2 Credential against.
   See Searching for Cardholders (on page 3-12) for the procedure if required.
3. On the Cardholder Cards tile, click the **Assign Card** button.
   The Assign Card pop-up displays.



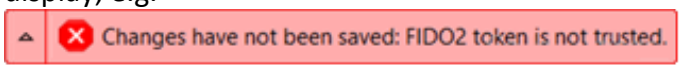

4. Select "FIDO2 Credential" from the Card Type drop-down list and select the appropriate State.
   **Note:** FIDO2 Credentials are only supported from Windows 10, version 1903. If your version of Windows is not supported the following message will display: ** FIDO2 is not supported on this version of Windows*.
5. Enter a description to allow easy identification of the token in the **Description** field (limited to 60 characters).
   **Note:** The **Description** field is mandatory and will display in the "Number" column of the Cardholder Cards tile.

6. Click the **Enrol Credential** button. Windows Security prompts for the FIDO2 token.




7. Insert the FIDO2 token. Verification data is passed to the server.
8. Does the system verify the token?
   If **yes**, a message displays indicating that the credential is successfully enrolled against the cardholder.
   If **no**, a message displays indicating the reason why enrolment is denied.
9. Click the **OK** button.
   The Assign Card pop-up closes and if the credential enrolment was successful, the credential is added against the cardholder.

   Validation will be unsuccessful if an invalid token has been used or the root certificate is invalid. When credentials fail to enrol, an error message will display, e.g.

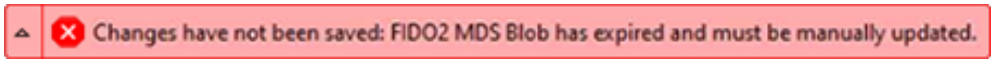






   **Note**: In the case of the FIDO2 MDS Blob is invalid error above, refer to Step 3 of the *"Card Security"* topic in the Configuration Client online help for *Updating the FIDO2 MDS Root Certificate* instructions.

   Expired FIDO2 MDS Blobs normally get updated automatically through the internet, however if the site has no internet to update an expired Blob, the following error will display:




   The Blob cannot be updated through Command Centre, therefore manually download it from https://fidoalliance.org/ and place it into the `'C:\ProgramData\Gallagher\FIDO2'` directory where Command Centre will then utilise it for the next token enrollment.

## Hints

*Reverting to saved after successful enrolment*
If a user successfully enrols a credential but then clicks the **Revert to Saved** button in the main window, the standard message will appear about having unsaved changes but will not detail the state of the enrolled/unenrolled credential.

*Cancelling enrolment*

Should a user wish to cancel a credential after enrolling it, (e.g. they enrolled the wrong token), if they click the **Cancel** button a warning message displays to the effect of: *"Credential has been enrolled to the FIDO2 device and should be manually removed."*

Once a credential is enrolled to a token, it is not possible to select and remove a specific credential from any of the tokens that this feature has been tested on (see ***FIDO2 Credentials*** on page 1-24 for the list of tokens). A user would usually have to be reset, which means they would lose **all** the credentials on their token. If they do cancel, then they will have to use a third-party application to remove the credential from the device.

**Note:** It isn't necessary for a credential be removed from a token, as most tokens can hold 100+ credentials. It would just become a redundant credential that would never be used.

## Enforcing FIDO2 Multi-factor Logon

### Introduction

Enforcing FIDO2 Multi-factor logon is configured via Operator Groups. Therefore, all cardholders that are required to logon to Command Centre using a FIDO2 authenticator must be members of an Operator Group that has FIDO2 Multi-factor logon enforced.

Operators require one of the following operator privileges to enforce FIDO2 Multi-factor logon:

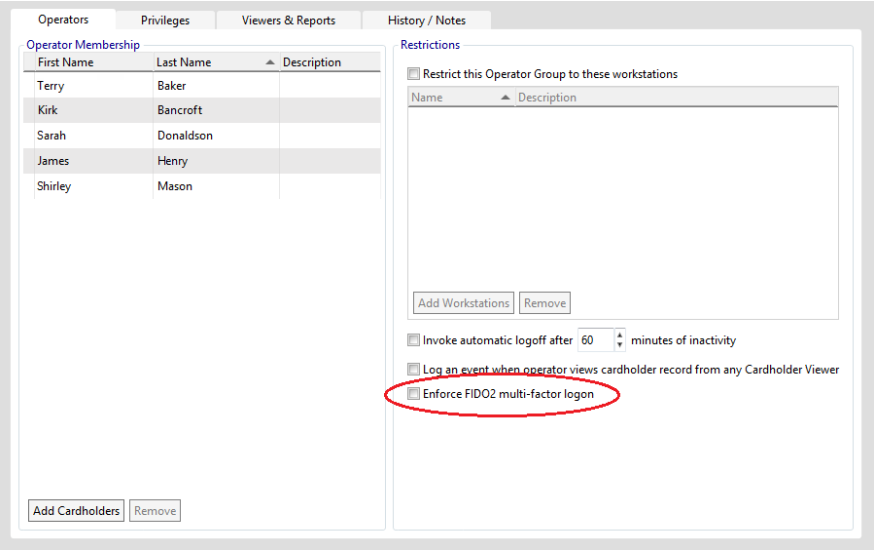
- Advanced User
- Edit Site and Edit Operators

### Prerequisite

Before proceeding with this procedure FIDO2 Credentials need to be enrolled against cardholders. See ***Enrolling FIDO2 Credential against Cardholder*** (on page 1-24) for the procedure.

### Procedure

1. Select the **Administration** tab on the Command Centre title bar, and then click the **Operator Groups** button on the toolbar.
   The Operator Groups Viewer opens.
2. Click on the Operator Group that you want to enforce FIDO2 Multi-factor logon for.

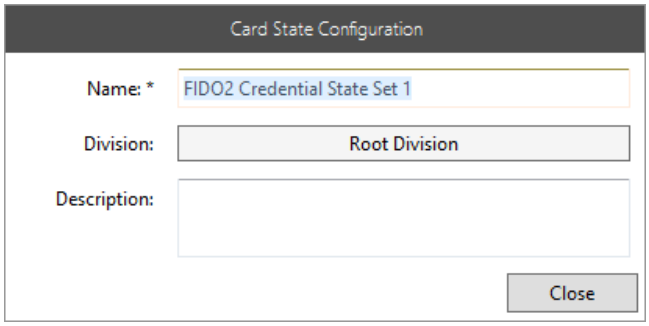



3. Check the **Enforce FIDO2 multi-factor logon** checkbox.
   **Note:** This checkbox will be disabled (greyed out) if FIDO2 Credentials have not been enrolled against cardholders.
4. Click the **Save** button.

## Creating a new FIDO2 Credential State Set

Perform the following procedure to create a new FIDO2 Credential State Set:

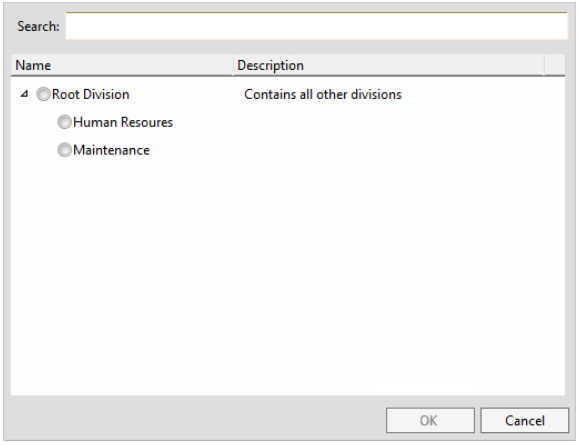
1. Click the **New Card State Set** button on the Viewer Navigation Panel, and then **FIDO2 Credential State Set**.
   The new FIDO2 Credential State Set is added to the Viewer Navigation Panel, and the Card State Configuration pop-up displays.




2. If you want to replace the default name the system has given the FIDO2 Credential State Set, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Card State Set, select a Division as follows:

   a. Click the **Division** button.
      A browse tool displays.

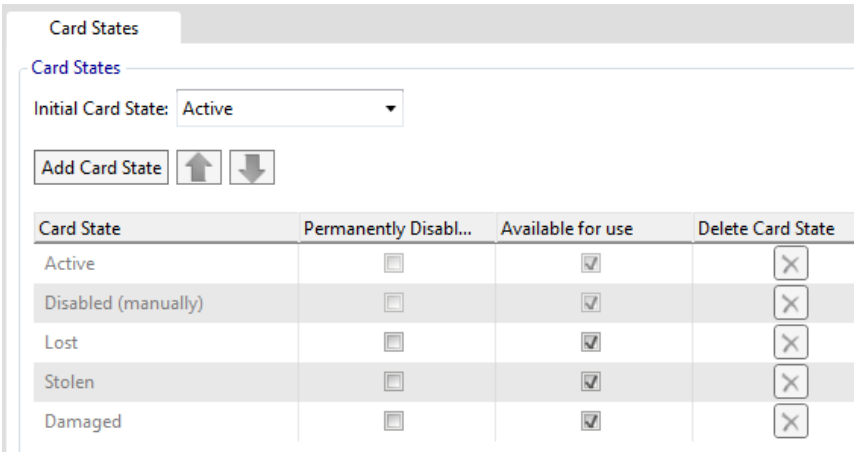



   b. Select the appropriate Division.

   c. Click the **OK** button.
      The pop-up closes and the button changes to the name of the Division you selected.
      **Note:** If you have not set up Divisions yet, you can add these to your Card State Set at a later stage.

5. Click the **Close** button.
   The Card State Configuration pop-up closes.

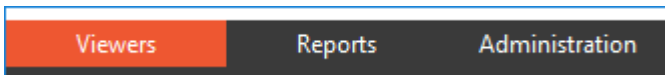
   There is one tab, (i.e. **Card States**).




6. Change the **Initial Card State** if required, by selecting another one from the drop-down list.
7. Add and remove Card State(s) as required for this Card State Set. See Adding States to a Card State Set (on page 2-200) and Removing States from a Card State Set (on page 2-201) for the procedure.
8. Indicate whether a custom card state is available for selection on the Cardholder Cards tile.
   States available for selection are indicated by a "tick" and are made by clicking in the checkbox in the **Available for use** column.
   **Note:** By default, all custom card states are available for selection.
9. Change any of the custom card states to **Permanently Disabled** if required.
   **Note:** The "Active" and "Disabled (manually)" states cannot have their attributes changed, (i.e. they are always available and cannot be made a permanently disabled state).
10. If you want to record any note(s) about the Card State Set, click the History/Notes tab.
    Refer to History/Notes tab (on page 2-136) for further detail.
11. Click the **Save** button.
    A new Card State Set has been created.

# Chapter 2: Configuring Command Centre

This section provides instructional information for operators configuring Command Centre.
When you log on to Command Centre the tab that is displayed on the title bar, (i.e. either the **Viewers** tab, **Reports** tab or **Administration** tab) will be the one you had selected last time you were logged in.




Select the item below that you require further detail on:

***Viewer Configuration - Overall Process*** (on page 2-2)

***Creating Reports*** (on page 2-107)

***Administration*** (on page 2-130)

***Configuring Licensable Features*** (on page 2-307)

# Viewer Configuration - Overall Process

## Introduction

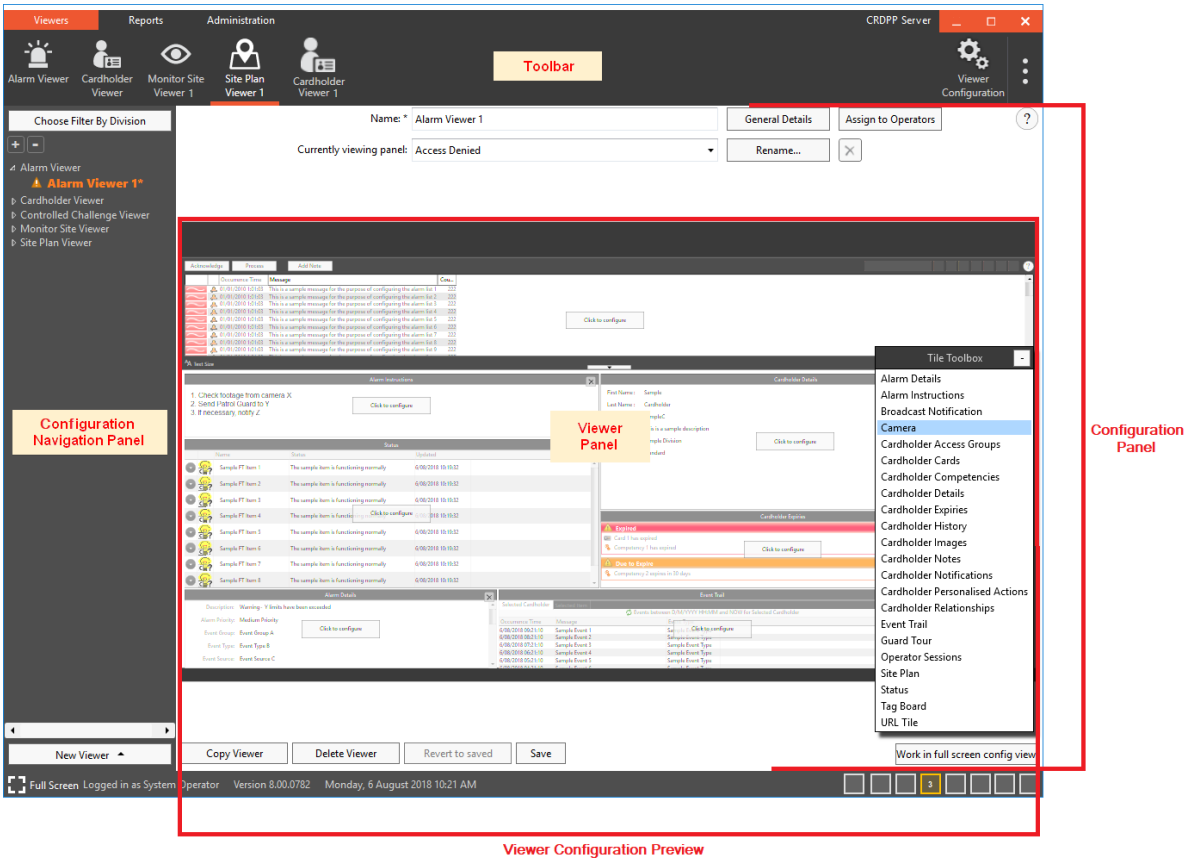
This section describes the overall process for configuring Viewers in Command Centre. When necessary, this process refers to separate step-by-step procedures that are detailed elsewhere in this online help.

## Operator Privileges

Operators with the "Configure Viewer" operator privilege can create, edit and delete Viewers in a particular division. They can also look at the Configuration of Viewers in that Division. Operators also require the "View Site" operator privilege to look at the Configuration of Viewers in that Division.

## Process

1. Select the **Viewers** tab on the Command Centre title bar.
2. Click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays with the Configuration Navigation Panel down the left hand side, and the Configuration Panel on the right.



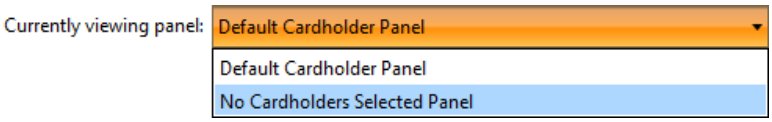

The Configuration Panel is populated with the Viewer and Panel that the user was looking at in the application prior to clicking the **Viewer Configuration** button. The corresponding Viewer entry is highlighted in the Configuration Navigation Panel.

The Configuration Viewer is divided into the following sections:

- **Configuration Navigation Panel**
  This displays all Viewers that the user has the privileges to either edit, or view the configuration for. By default, the list shows all Viewers grouped by Viewer Type, however the **Choose Filter By Division** button allows a site to display only those Viewers stored in a particular Division or any of its sub-Divisions. The list can be expanded or collapsed using the  buttons, and the items are listed in ascending alphabetical order at each level. A warning icon  will appear next to the name of any Viewer that has not been assigned to at least one Operator Group. Although the Division in which a Viewer is stored has no significance in terms of who can see it in operational mode, a site may still choose to organise their Viewers divisionally based on the operators who will be using them.
  It is possible to work on and/or view an unlimited number of Viewers without having to save changes in the interim. Viewers with unsaved changes should be easily identifiable in the list as they are in **bold** and have a ***** at the end of their name. This includes new Viewers that have not been saved at all. The entry that corresponds to the Viewer displayed in the Configuration Panel will appear as selected.
  **Note:** If you close the application with unsaved changes or if you reload viewers with unsaved changes, they will be lost.
- **Viewer Navigation Panel**
  The content of the Navigation Panel varies depending on the type of Viewer displayed, and its configuration, (e.g. for an **Alarm Viewer** the Navigation Panel will be a list of Alarms, whereas for a **Cardholder Viewer** the Navigation Panel will be a list of Cardholders).
- **Viewer Panel**
  The Viewer Panel displays either the only Panel available for the Viewer, or the one shown in the **Currently Viewing Panel** field. Depending on your privileges, you will either be able to View or Edit the configuration of the Viewer Navigation Panel or Panel.

This table describes the buttons on this screen.

| Button | Description |
|---|---|
| Choose Filter By Division | Although the Division in which a Viewer is stored has no significance in terms of who can see it in operational mode, a site may still choose to organise their Viewers divisionally based on the operators who will be using them. This button allows them to display only those Viewers stored in a particular Division or any of its sub-Divisions.<br>Regardless of which option is selected, the items are listed in ascending alphabetical order at each level. |
| General Details | Clicking this button causes the **General Details** pop-up to display, and the rest of the screen is disabled. |

| Button | Description |
|---|---|
| Assign to Operators | Clicking this button causes the **Viewer Assignments** pop-up to display, and the rest of the screen is disabled. This allows you to assign the Viewer to one or more Operator Groups. The pop-up also shows a list of Operator Groups a Viewer is currently assigned to.<br>By default no Operator Groups are assigned to a Viewer, and a Viewer can be saved with no Groups assigned.<br>In a multi-server environment, only local Operator Groups appear in the browse tool. |
|  | Clicking this button provides quick tips for configuration. |
| Rename... | Next to the **Currently viewing** panel drop-down, this button allows the currently selected Panel to be renamed. Clicking this button causes the **Enter the new name for the panel** pop-up to display, and the rest of the screen is disabled. The current Panel name can be over-typed, but not left blank, and the name must be unique for the Viewer. The new Panel name will be updated anywhere it is referenced in the Viewer.<br>The options available in the **Currently viewing panel** drop-down will depend on the type of viewer being configured.<br><br>All viewers, with the exception of the Monitor Site Viewer, can have an Independent Panel that can be configured to display when there are either no items selected or no items to display, (e.g. no alarms in queue, no Cardholder search performed, etc.). This allows for the "grey space" in the Viewer Panel to be configured to show independent tiles, (e.g. Cameras, Site Plans, etc.). |
| New Viewer | Clicking this button displays a list of the Viewer types that can be created. By selecting the type of Viewer to be created, the **General Details** pop-up displays, and the rest of the screen is disabled.<br>**Note:** If the user has created a New Viewer previously, the type of Viewer last created will be set as the default. |
| Copy Viewer | This operates on the Viewer displayed in the Configuration Panel. Clicking this button causes the Viewer to be replaced in the Configuration Panel with a copy of itself.<br>The Viewer name is set to *'Copy of <name of Viewer being copied>'*, and a corresponding entry appears at the appropriate place in the Viewer list. Each Panel belonging to the original Viewer is copied, and the copy of the original |

| Button | Description |
|---|---|
| | Panel being viewed is displayed and shown as the 'Currently Viewing Panel'. |
| Delete Viewer | This operates on the Viewer displayed in the Configuration Panel. When this button is clicked, the confirmation message *"Are you sure you want to delete <Viewer name>?"* displays. On confirmation, the Viewer and associated Panels are deleted from the database, and the corresponding entry removed from the Viewer list.<br>**Note:** This button is only enabled if the Viewer has been saved to the database. |
| Revert to saved | This operates on the Viewer displayed in the Configuration Panel. Clicking this button causes all changes made to the Viewer (and associated Panels) to revert to the state they were in following the last save.<br>**Note:** This button is only enabled when the Viewer (including its Panels) has unsaved changes. |
| Save | This operates on the Viewer displayed in the Configuration Panel. Clicking this button validates the Viewer (and associated Panels), before saving changes to the database.<br>**Note:** This button is only enabled when the Viewer (including its Panels) has unsaved changes. |
| Work in full screen config view | Clicking this button causes the Viewer Configuration Preview to be displayed in full screen mode, in accordance with the screen resolution selected. The maximised version of the panel layout allows you to configure the layout of the Viewer Navigation Panel and Viewer Panel in the same way as if you were working in the minimised version.<br>From here you can save changes, and easily navigate back to the minimised version by clicking the **Return to normal config view** button. |

3. Create/edit a Viewer.
   Refer to ***Creating a new Viewer*** (on page 2-6) for the procedure.
4. Configure the content of the Viewer Navigation Panel, (e.g. add and remove columns).
   Refer to ***Configuring the Viewer Navigation Panel*** (on page 2-10) for the procedure.
5. Configure the Tiles for the Viewer.
   Refer to ***Configuring Tiles*** (on page 2-42) for the procedure.
6. Click the **Save** button.
   **Note:** Although this saves a new Viewer or changes made to any existing Viewer, the changes do not appear immediately in operational mode. By right clicking on the **Viewer Configuration** button and selecting **Reload Viewers**, the changes appear without logging off and on again.

## Creating a new Viewer

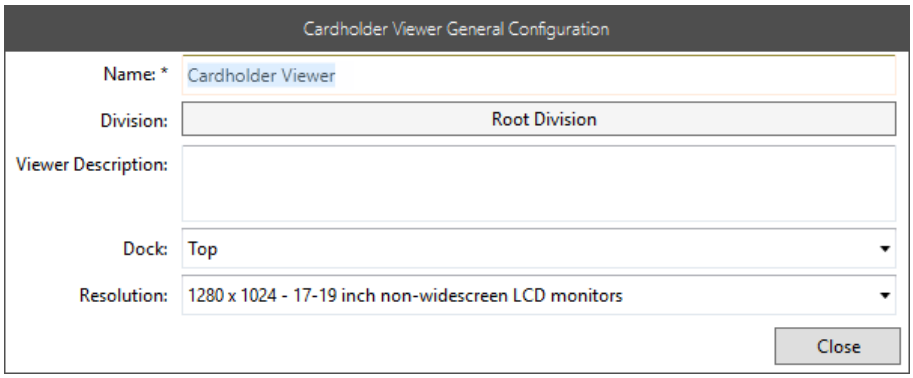
### Introduction

This procedure describes how to create a new Viewer, with the exception of Site Plan Viewers. Configuration of Site Plan Viewers differs from other viewers as their structure is different, (i.e. they do not have a Navigation Panel, nor do they use tiles). Therefore, see ***Configuring a Site Plan Viewer*** (on page 2-104) for the procedure on configuring Site Plan Viewers.

**Note:** Size and position of the Start menu, size of the taskbar and screen resolution should all be taken into account when configuring Viewers. Therefore, it is recommended you configure Viewers either on the machine that they will be used on, or on a representative screen.

### Procedure

1. From the Configuration Viewer click the **New Viewer** button, and then click the type of Viewer you require, (i.e. Alarm Viewer, Cardholder Viewer, Controlled Challenge Viewer, Event Viewer, Monitor Site Viewer or Spot Monitor Viewer).
   A Configuration pop-up (screen sample) displays.

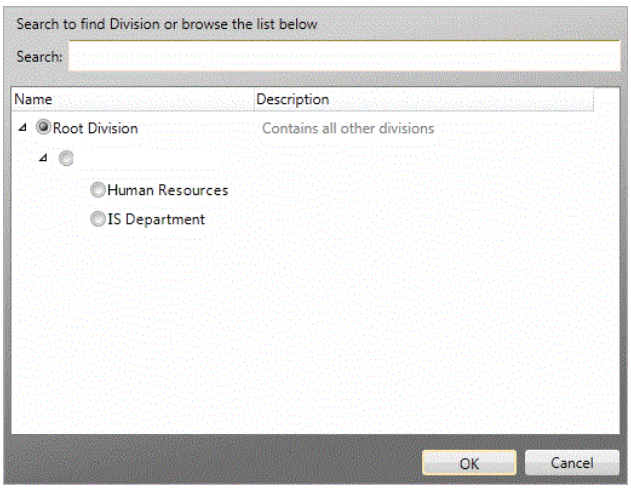



   **Note:** This example is of the **Cardholder Viewer General Configuration** pop-up, however these same fields appear on the pop-ups for the other Viewer types.

2. Complete the fields as required.

   This table describes how the fields are populated.

| Field/Checkbox | Description |
|---|---|
| Name | Defaults to '<Type of Viewer> Viewer <next number that would make the name unique>'. |
| Division | Defaults to the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.<br>The division can be changed, as follows: |

| Field/Checkbox | Description |
|---|---|
| | **a)** Click the **<Division Name>** button.<br>A browse tool displays.<br><br><br>**Note:** Only divisions to which you are privileged to see will appear in the list.<br>**b)** Select the Division you want the Viewer to be in.<br>**c)** Click the **OK** button.<br>The browse tool closes and the name of the button changes to reflect the name of the Division you selected. |
| Viewer Description | This field is blank. |
| Dock | This is used to determine the position of the Viewer's Navigation Panel. Available options are Top, Bottom, Left, Right, with the default value depending on the Viewer.<br>**Note:** It is recommended that you dock the Navigation Panel either at the top or bottom for a Spot Monitor Viewer. |
| Resolution | This is used to determine the aspect ratio of the screen the Viewer is being configured for. The default is to use the resolution of the screen on which the Viewer is being configured, represented by the 'Current Screen' option. The following standard resolution options are available:<br>1024x768 (Old CRT monitor or non-widescreen TV, many projectors)<br>1280x720 (720p HD video and some widescreen laptops)<br>1280x800 (Many 13-15 inch widescreen laptops) |

| Field/Checkbox | Description |
|---|---|
| | 1366x768 ("HD Ready" TV's and some widescreen laptops)<br>1280x1024 (17 and 19 inch non-widescreen LCD monitors)<br>1440x900 (Some 15-17 inch widescreen laptops or 19 inch widescreen LCD monitors)<br>1680x1050 (Many 20 and 22 inch widescreen LCD's)<br>1920x1080 ("Full HD" TV's, 1080p HD video and some 24 inch LCD monitors)<br>1920x1200 (Many 24-27 inch widescreen LCD monitors)<br>2560x1440 (Wide Quad HD Monitors)<br>3840x2160 (4K Ultra HD Monitors)<br>**Notes:**<br>• This may change the aspect ratio of the Viewer displayed in the Configuration Panel.<br>• If you need to configure a viewer for a resolution that is not listed then you can do so by logging on to the client at a PC that has a monitor of the required resolution.<br>• The Cardholder viewer is not designed to be used at resolutions with a height of less than 768, due to the size of the Assign Access pop-up. However, if you are not using a Cardholder viewer to assign access, (e.g. for view only purposes) then any resolution can be used. |
| Display viewer when a new alarm is raised | This checkbox only appears on the Alarm Viewer configuration pop-up.<br>If selected, when a new alarm occurs the Alarm Viewer will pop to the front. |
| Display viewer when a new challenge occurs | This checkbox only appears on the Controlled Challenge Viewer configuration pop-up.<br>If selected, when a new qualifying Challenge event occurs the Controlled Challenge Viewer will pop to the front. |

3. Click the **Close** button.
   The Configuration pop-up closes. No changes will be saved to the database but will be retained and actioned within the confines of the Configuration as follows:
   - Setting/changing the Name will change what appears in the Name in the Configuration Panel.
   - Changing the **Division** changes the position of the Viewer entry in the Configuration Navigation Panel.

- Changing the **Dock** setting (of the Viewer Navigation Panel) changes the layout of the Viewer on the Configuration Panel. The Viewer Navigation Panel will be relocated, and the Viewer Panel moved accordingly.
  **Note:** This may mean that the Panel, and its tiles now hang over the edge of the available real estate. It is up to the user to reconfigure the tiles on the Panel.
- It is recommended that you dock the Navigation Panel either at the top or bottom for a Spot Monitor Viewer.
- Changing the **Resolution** may change the aspect ratio of the real estate available for configuring the Viewer. This should be obvious to the user on the Configuration Panel, however it will be up to the user to reconfigure the Viewer as required.
  **Note:** For a Spot Monitor Viewer, choose the resolution of the screen on which you intend to use the Viewer. If the correct resolution is not selected the Viewer Panel may display with scroll bars.
- Resizing Alarm Viewers can be difficult after a number of different panels have been configured. Therefore, it is important to set the size of Alarm Viewers prior to configuring any panels as these will all need to be modified if the size of the Alarm Viewers need to be changed later.

**Next**

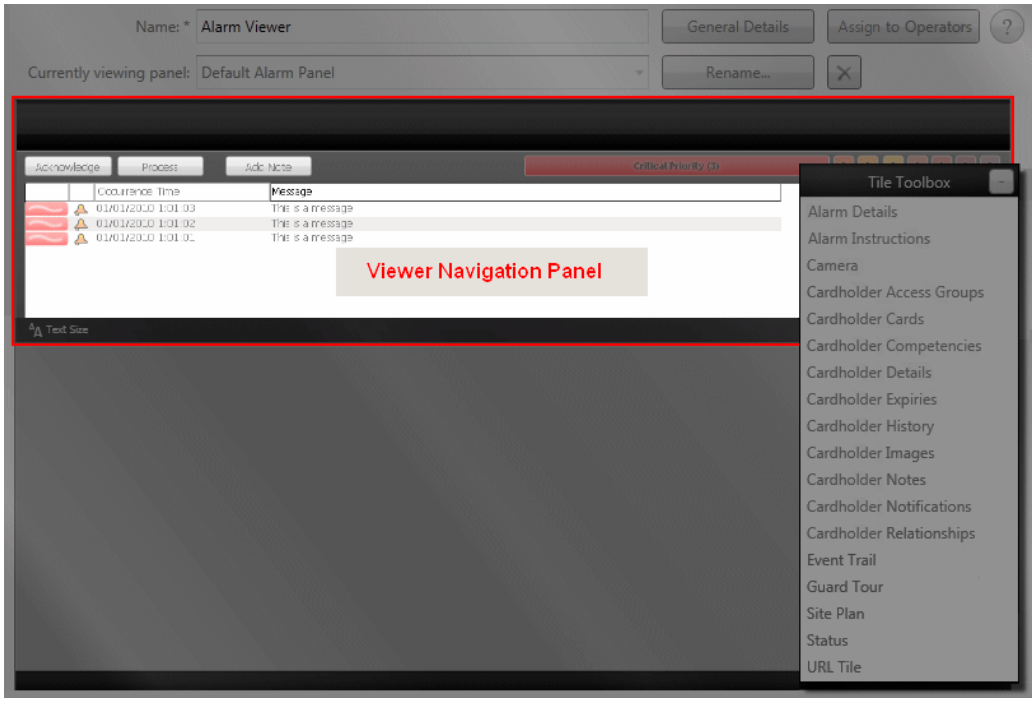
Configure the Viewer Navigation Panel.
See ***Configuring the Viewer Navigation Panel*** (on page 2-10) for the procedure.

# Configuring the Viewer Navigation Panel

## Introduction

When creating a new Viewer, or editing an existing Viewer, the Viewer Navigation Panel needs to be configured.

**Important:** Site Plan Viewers do not have a Navigation Panel, therefore if you are creating a Site Plan Viewer, go to ***Configuring a Site Plan Viewer*** (on page 2-104) for the procedure.




**Note:** This is the default position for the Viewer Navigation Panel on all Viewers except the Monitor Site Viewer, where it appears vertically on the left.

## Before you begin

Before you begin this procedure ensure you have created a new Viewer. See ***Creating a new Viewer*** (on page 2-6) for the procedure.

## Procedure

1. Move the mouse over the Viewer Navigation Panel, and click on the **Click to configure** button that appears.
   The relevant Configuration pop-up for the type of Viewer you are creating displays.

2. Configure as appropriate.
   Refer to the type of Viewer Navigation Panel you require further information on:

   ***Alarm Viewer Navigation Panel*** (on page 2-12)

   ***Cardholder Viewer Navigation Panel*** (on page 2-19)

   ***Controlled Challenge Viewer Navigation Panel*** (on page 2-21)

   ***Event Viewer Navigation Panel*** (on page 2-26)

   ***Monitor Site Viewer Navigation Panel*** (on page 2-33)

   ***Spot Monitor Viewer Navigation Panel*** (on page 2-36)

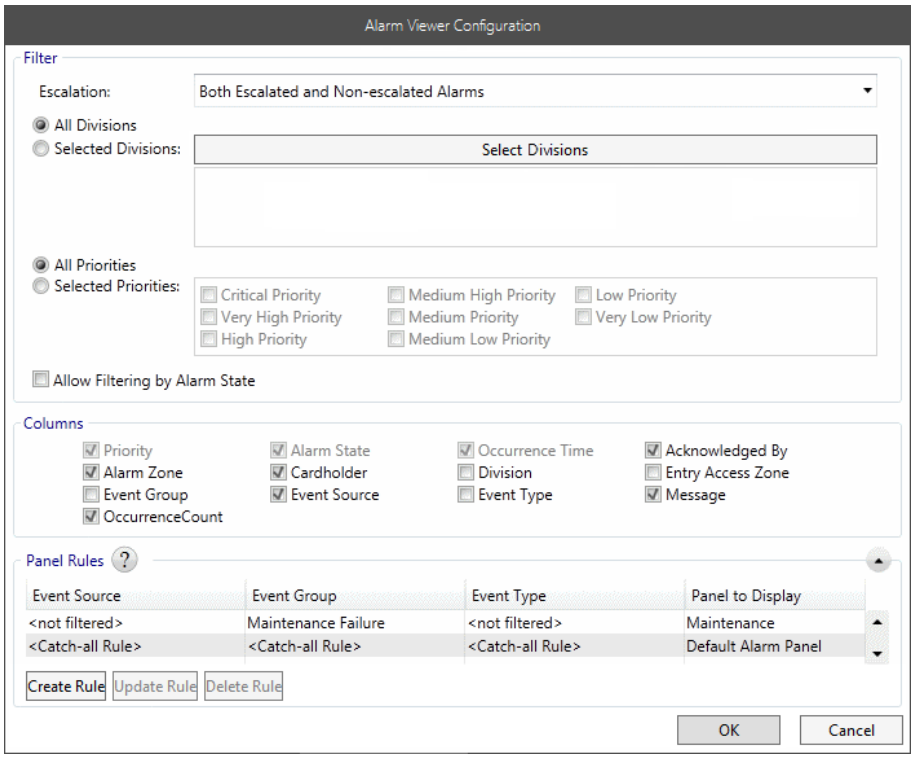
**Next**

Add the required Tile types to the Panel.
See ***Configuring Tiles*** (on page 2-42) for details relating to adding tiles to a panel.

## Configuring the Alarm Viewer Navigation Panel

The Navigation Panel for an Alarm Viewer is a list of Alarms. Configure as follows:

1. Move the mouse over the Alarm Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Alarm Viewer Configuration pop-up displays.

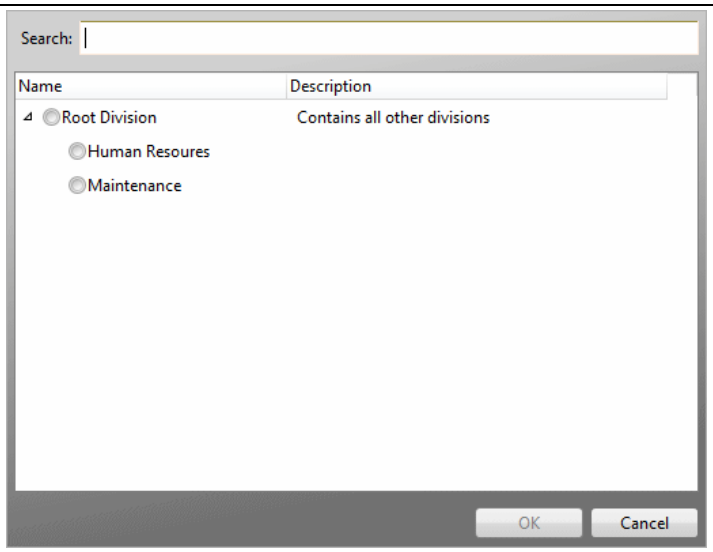



2. Select the type of alarms you want to include from the **Escalation** drop-down list.
   The options are:
   - Both Escalated and Non-Escalated Alarms
   - Non-escalated Alarms Only
   - Escalated Alarms Only

3. Do you want to include all Divisions?

| If... | then... |
|---|---|
| yes | click the All Divisions radio button. |
| no | you must select the Divisions you want to include.<br>To do this:<br>a) Click the **Selected Divisions** radio button, and then select the **Select Divisions** button.<br>A browse tool displays. |

| If... | then... |
|---|---|




b) Check the Division(s) you want to include in the Alarm Viewer.
The **Deselect All** and **Add Selection** buttons are enabled.

c) Click the **Add Selection** button.
The browse tool closes, and the selected Division(s) appear in the grid below the **Select Divisions** button.

4. Do you want to include all Priorities?

| If... | then... |
|---|---|
| yes | click the **All Priorities** radio button. |
| no | click the **Selected Priorities** radio button, and then individually check those Priorities to be included. |

5. Check the **Allow Filtering by Alarm State** checkbox if you want users to be able to filter an alarm list in operational mode.
If checked, the Filter options, (i.e. **All Alarms**, **Unacknowledged** and **Acknowledged**) will be visible in operational mode, allowing users to select the filter they require for the Viewer.

6. Configure the columns you want to display.
Column selection is indicated by a "tick" and is made by clicking in the checkbox next to the name.
**Note:** The **Priority**, **Alarm State**, **Occurrence Time** and **Message** columns are selected by default, of which only the **Message** column can be de-selected.

7. Configure the panel(s) you want to display.
**Notes:**
   - The button beside the **Panel Rules** section can be clicked to provide quick tips for configuring panels.

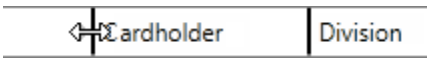
- If you have a long list of panels to work with, rather than scrolling through the list you can use the arrow button at the right of the panel area to expand it so it takes up most of the Configuration pop-up.
- If a new Viewer is being created or no specific rules have been defined for the Viewer, the only entry will be for the default rule. The panel configured for the default rule will be displayed whenever an Alarm is selected in the Viewer for which a specific rule has not been defined. The default rule entry cannot be removed but an alternative panel can be selected. The Default Alarm Panel is based on a template (Alarm Panel) which is shipped with the product. It is possible to change the content of the Default Alarm Panel, including which tiles are selected, the position, size and configuration of tiles. It is also possible for this panel to be renamed and/or assigned to a different rule.

  ***Creating a Rule*** (on page 2-15)

  ***Updating a Rule*** (on page 2-17)

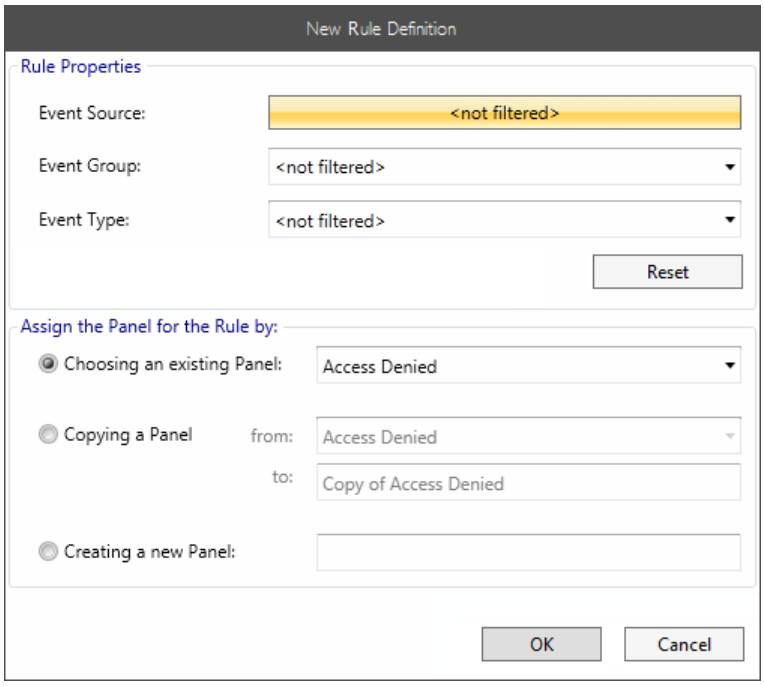
  ***Deleting a Rule*** (on page 2-18)

8. Click the **OK** button.
   The columns displayed in the Alarm Viewer Navigation Panel are updated to reflect the changes made. Any additional columns (selected at Step 5) are added as the right-most column(s) in the grid with headings to match the checkbox descriptions.
9. Resize and/or reorder the columns if required, as follows:
   **Note:** The first three columns, (i.e. **Priority**, **Alarm State** and **Occurrence Time**), are the only ones that cannot be resized or reordered.

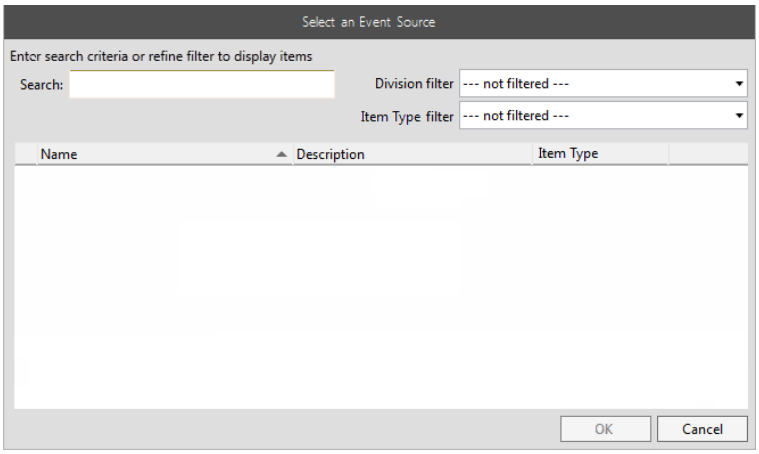
| To... | Steps |
|---|---|
| reorder columns | Click on the column title and drag it to the required position. |
| resize columns | a) Hover over the column divider until the mouse pointer changes to a "double-ended arrow".<br><br><br>b) Click and hold down the mouse button.<br>c) Move the mouse in the required direction until the column is the required size. |

## Creating a Rule on an Alarm Viewer Navigation Panel

1. Click the **Create Rule** button.
   The New Rule Definition pop-up opens.




2. Select the Event Source, as follows:
   a) Click the **<not filtered>** button.
   A browse tool displays.




   b) Search for the item you want to use as an Event Source by entering search criteria in the **Search** field and/or refining the filters.
   The grid becomes populated with items that match the search criteria.

   c) Click the radio button next to the item name you want to use.

   d) Click the **OK** button.
   The pop-up closes and the **<not filtered>** button changes to the name of the item you selected.

**Note:** The **Reset** button allows you to reset the Event Source selection to <not filtered>.

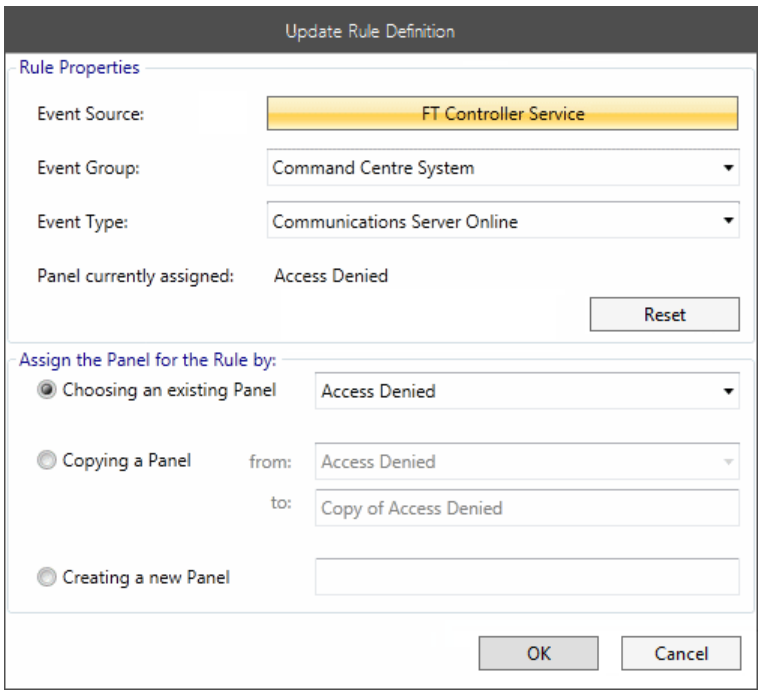
3. Select the required **Event Group** from the drop-down list.
   The **Event Type** drop-down list is populated with the Event Types applicable for the selected Event Group.
4. Select the required **Event Type** from the drop-down list.
5. Assign the Panel for the Alarm by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

6. Click the **OK** button.
   The **New Rule Definition** pop-up closes, and the new entry appears in the grid.

## Updating a Rule on an Alarm Viewer Navigation Panel

1. Click on the Panel Rule you want to update so it becomes highlighted.
2. Click the **Update Rule** button.
   The Update Rule Definition pop-up opens.



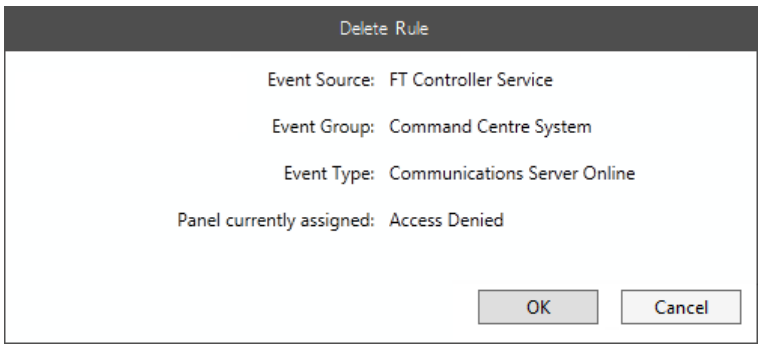

3. Assign a different Panel for the Alarm by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

4. Click the **OK** button.
   The **Update Rule Definition** pop-up closes, and the Panel to Display is updated in the grid.

## Deleting a Rule from an Alarm Viewer Navigation Panel

1. Click on the Panel Rule you want to delete so it becomes highlighted.
2. Click the **Delete Rule** button.
   The Delete Rule pop-up displays.

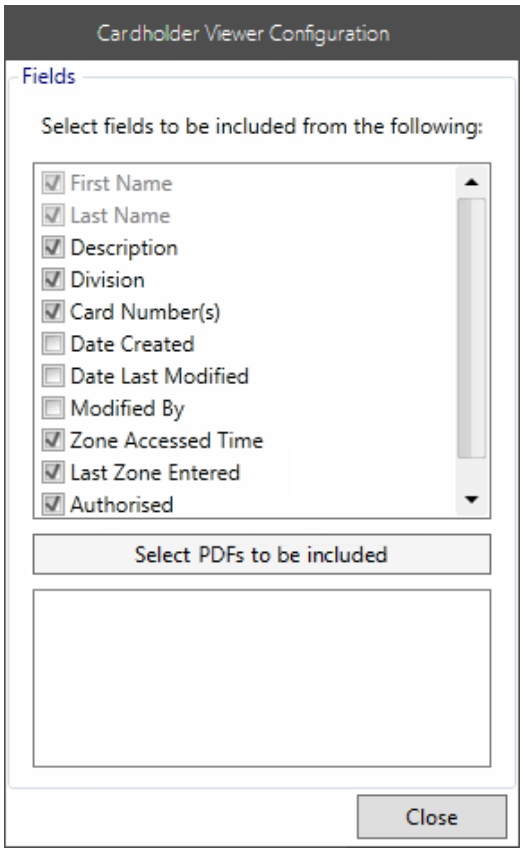



3. If there are no other alarms assigned to this panel a **Delete the panel** checkbox will appear also on this screen.
   Tick this checkbox if you want to delete the panel.
4. Click the **OK** button.
   The **Delete Rule** pop-up closes, and the entry disappears from the grid.

## Configuring the Cardholder Viewer Navigation Panel

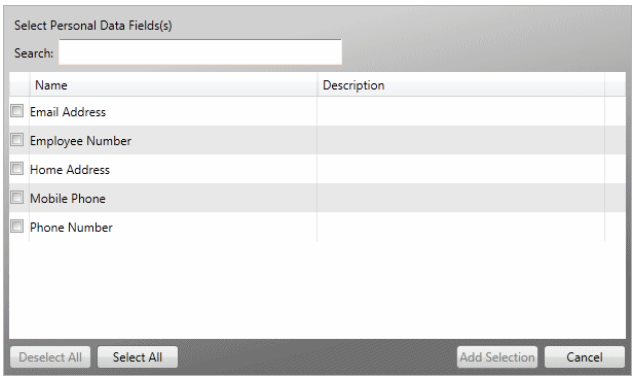
The Navigation Panel for a Cardholder Viewer is a list of Cardholders. Configure as follows:

1. Move the mouse over the Cardholder Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Cardholder Viewer Configuration pop-up displays.

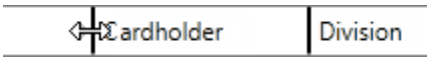



2. Select the fields you want to display by clicking in the checkbox next to the name of the field.
   **Notes:**
   - The **First Name**, **Last Name**, **Description**, **Division** and **Card Number(s)** fields are all selected by default. However, with the exception of **First Name** and **Last Name**, they can be removed.
   - The fields selected here will be pinned to the 'Simple Search' drop-down list.
3. Do you want to include PDFs?
   **Note:** If PDFs are included they will also be pinned to the 'Simple Search' drop-down list.

| If... | then... |
|---|---|
| no | go to Step 4. |

| If... | then... |
|---|---|
| yes | a) Click the **Select PDFs to be included** button.<br>A browse tool displays.<br><br><br>b) If necessary, search for the Personal Data Field(s) you want to add to the Cardholder Viewer by entering search criteria in the **Search** field.<br>The grid becomes populated with items that match the search criteria.<br>c) Click in the checkbox next to each PDF name you want to include, or click the **Select All** button if you want to include all PDFs.<br>d) Click the **Add Selection** button.<br>The pop-up closes and each of the Personal Data Field(s) that were selected individually appears beneath the button, with a checkbox to the left of its name ticked. A PDF can be excluded from the Cardholder Details tile by unchecking the box. |

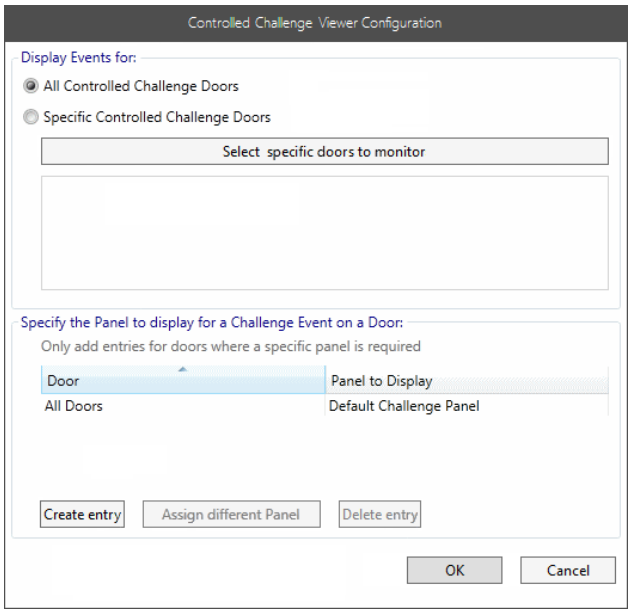
4. Click the **Close** button.
   The columns displayed in the Cardholder Viewer Navigation Panel are updated to reflect the changes made. Any additional columns are added as the right-most column(s) in the grid with headings to match the checkbox descriptions.
5. Resize and/or reorder the columns if required, as follows:

| To... | Steps |
|---|---|
| reorder columns | Click on the column title and drag it to the required position. |
| resize columns | a) Hover over the column divider until the mouse pointer changes to a "double-ended arrow".<br><br><br>b) Click and hold down the mouse button.<br>c) Move the mouse in the required direction until the column is the required size. |

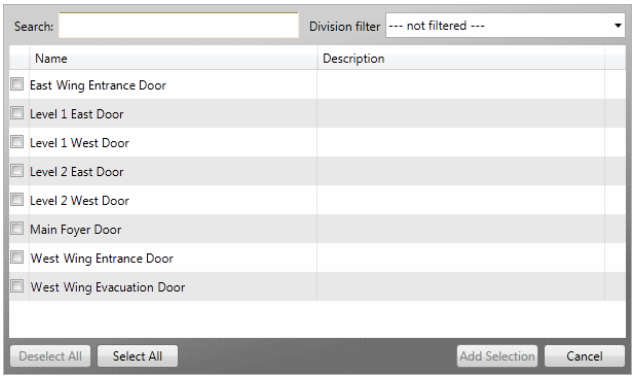
## Configuring the Controlled Challenge Viewer Navigation Panel

The Navigation Panel for a Controlled Challenge Viewer is a list of challenge (dual authorisation, first credential) events. Configure as follows:

1. Move the mouse over the Cardholder Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Controlled Challenge Viewer Configuration pop-up displays.




2. Do you want to display events for all Controlled Challenge Doors, including Remote Doors?

| If... | then... |
|---|---|
| yes | click the All Controlled Challenge Doors radio button. |
| no | you must select the Controlled Challenge Doors you want to include. To do this:<br>a) Click the **Specific Controlled Challenge Doors** radio button, and then select the **Select specific doors to monitor** button.<br>A browse tool displays.<br><br>**Note:** Both Local Doors and Remote Doors (for multi-server systems) are displayed. |

| If... | then... |
|---|---|
| | b) If necessary, search for the Door(s) you want to include in the Controlled Challenge Viewer by entering search criteria in the Search field and/or refining the Division filter.<br>The grid becomes populated with Doors that match the search criteria. |
| | c) Click the checkbox next to each Door name you want to include, or click the **Select All** button if you want to include all Doors. |
| | d) Click the **Add Selection** button.<br>The browse tool closes. |

3. Configure the panel(s) to display in response to a Challenge event on a Door, if required.
   **Note:** There is a Default Challenge Panel to cater for those items where a more specific Panel has not been defined. This Panel cannot be deleted.

   ***Creating an entry*** (on page 2-23)

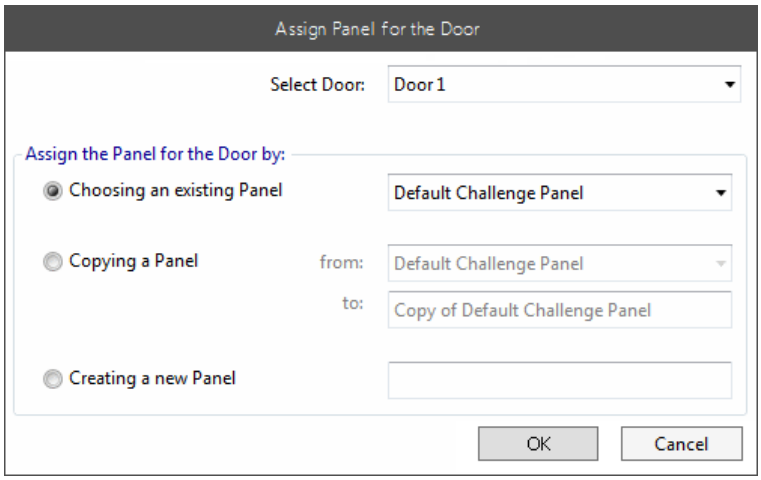
   ***Deleting an entry*** (on page 2-24)

   ***Assigning a different Panel*** (on page 2-25)

4. Click the **OK** button.
   **Note:** The columns displayed in the Controlled Challenge Viewer Navigation Panel are not configurable (i.e. they cannot be reordered or resized) from here. However, in operational mode it is possible to resize the columns.

## Creating an entry to a Controlled Challenge Viewer Navigation Panel

1. Click the **Create entry** button.
   The Assign Panel for Door pop-up displays.



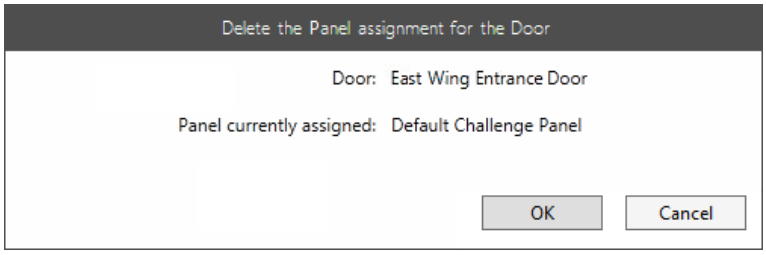

2. Select the **Door** from the drop-down list.
3. Assign the Panel for the Door by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

4. Click the **OK** button.
   The **Assign Panel for Door** pop-up closes, and the new entry appears in the grid.

### Deleting an entry from a Controlled Challenge Viewer Navigation Panel

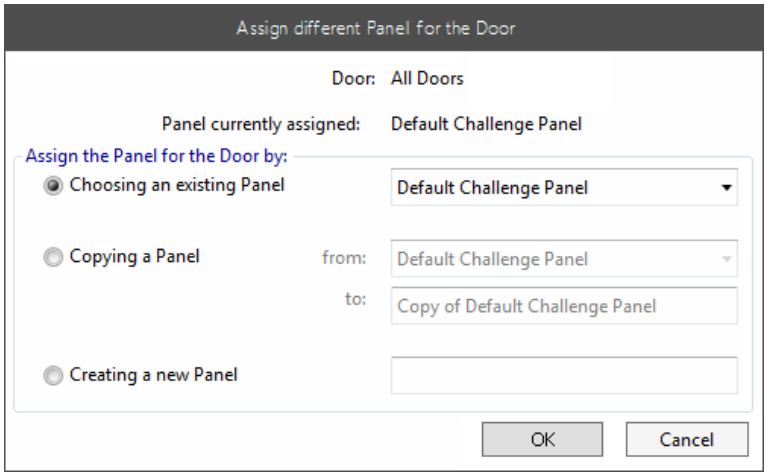
1. Click on the entry you want to delete so it becomes highlighted.
2. Click the **Delete entry** button.
   The Delete the panel assignment for the Door pop-up displays.




3. If there are no other doors assigned to this panel a **Delete the panel** checkbox will appear also on this screen.
   Tick this checkbox if you want to delete the panel.
4. Click the **OK** button.
   The **Delete the panel assignment for the Door** pop-up closes, and the entry disappears from the grid.

## Assigning a different Panel to a Controlled Challenge Viewer Navigation Panel

1. Click on the entry you want to assign a different panel to, so it becomes highlighted.
2. Click the **Assign different Panel** button.
   The Assign different Panel for the Door pop-up displays.




3. Assign a different Panel for the Door by clicking the appropriate radio button:

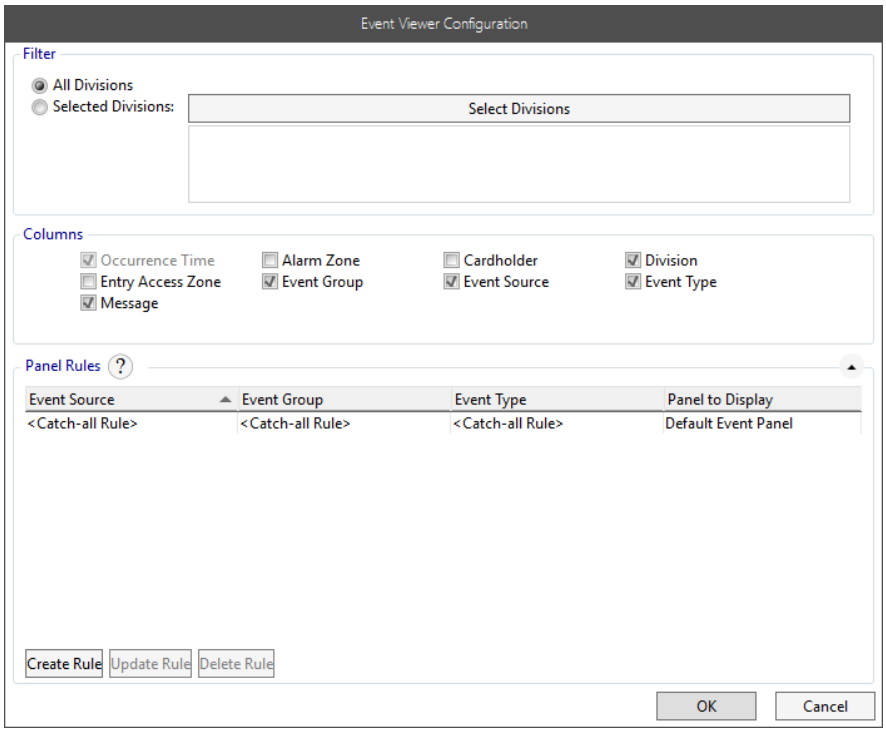
| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

4. Click the **OK** button.
   The **Assign different Panel for the Door** pop-up closes, and the Panel to Display is updated in the grid.

## Configuring the Event Viewer Navigation Panel

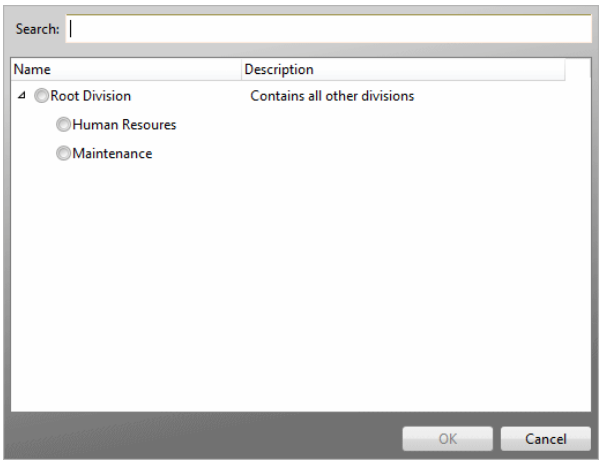
The Navigation Panel for an Event Viewer is a list of Events. Configure as follows:

1. Move the mouse over the Event Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Event Viewer Configuration pop-up displays.




2. Do you want to include all Divisions?

| If... | then... |
|---|---|
| yes | click the **All Divisions** radio button. |
| no | you must select the Divisions you want to include. To do this:<br>a) Click the **Selected Divisions** radio button, and then select the **Select Divisions** button.<br>A browse tool displays. |



| If... | then... |
|---|---|

b) Check the Division(s) you want to include in the Alarm Viewer.
The **Deselect All** and **Add Selection** buttons are enabled.

c) Click the **Add Selection** button.
The browse tool closes, and the selected Division(s) appear in the grid below the **Select Divisions** button.

3. Configure the columns you want to display.
Column selection is indicated by a "tick" and is made by clicking in the checkbox next to the name.
**Note:** The **Occurrence Time**, **Division**, **Entry Access Zone**, **Event Group**, **Event Source**, **Event Type** and **Message** columns are selected by default, of which only the **Occurrence Time** column cannot be de-selected.

4. Configure the panel(s) you want to display.
**Notes:**
   - The ? button beside the Panel Rules section can be clicked to provide quick tips for configuring panel.
   - If you have a long list of panels to work with, rather than scrolling through the list you can use the arrow button at the right of the panel area to expand it so it takes up most of the Configuration pop-up.
   - If a new Viewer is being created or no specific rules have been defined for the Viewer, the only entry will be for the default rule. The panel configured for the default rule will be displayed whenever an Event is selected in the Viewer for which a specific rule has not been defined. The default rule entry cannot be removed but an alternative panel can be selected. The Default Event Panel is based on a template (Event Panel) which is shipped with the product. It is possible to change the content of the Default Event Panel, including which tiles are selected, the position, size and configuration of tiles. It is also possible for this panel to be renamed and/or assigned to a different rule.

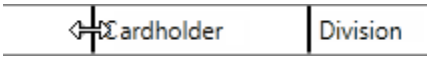
   ***Creating a Rule*** (on page 2-29)

   ***Updating a Rule*** (on page 2-31)

   ***Deleting a Rule*** (on page 2-32)

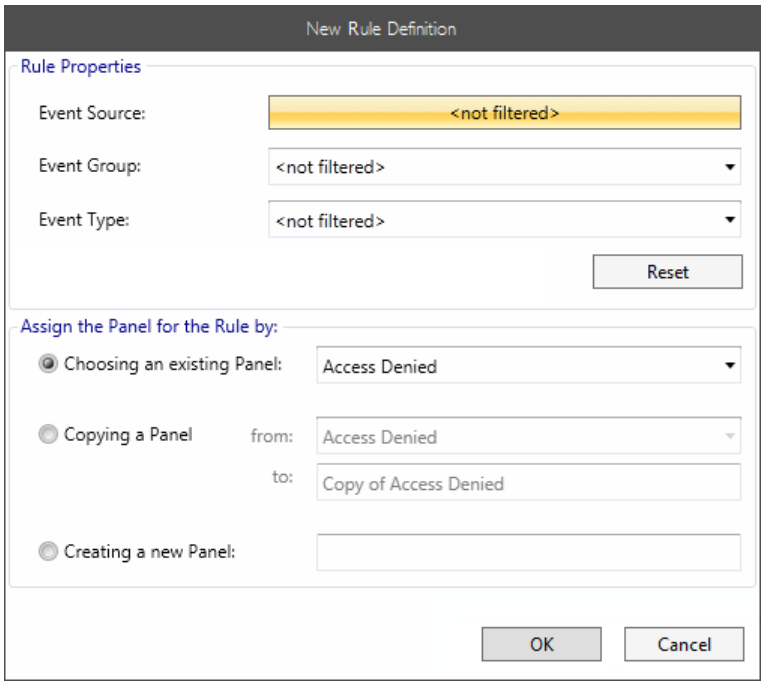
5. Click the **OK** button.
The columns displayed in the Event Viewer Navigation Panel are updated to reflect the changes made. Any additional columns (selected at Step 5) are added as the right-most column(s) in the grid with headings to match the checkbox descriptions.

6. Resize and/or reorder the columns if required, as follows:

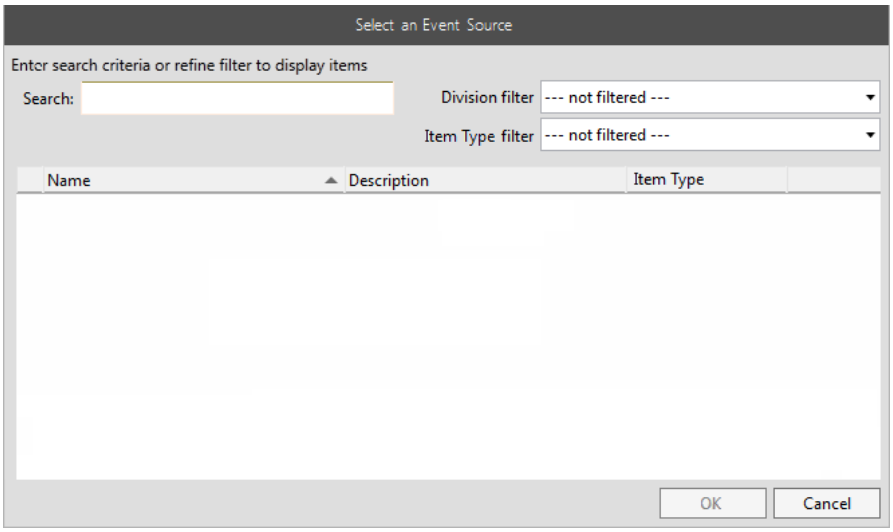
| To... | Steps |
|---|---|
| reorder columns | Click on the column title and drag it to the required position. |
| resize columns | a) Hover over the column divider until the mouse pointer changes to a "double-ended arrow".<br><br><br>b) Click and hold down the mouse button.<br>c) Move the mouse in the required direction until the column is the required size. |

## Creating a Rule on an Event Viewer Navigation Panel

1. Click the **Create Rule** button.
   The New Rule Definition pop-up opens.




2. Select the Event Source, as follows:
   a) Click the **<not filtered>** button.
   A browse tool displays.




   b) Search for the item you want to use as an Event Source by entering search criteria in the Search field and/or refining the filters.
   The grid becomes populated with items that match the search criteria.

   c) Click the radio button next to the item name you want to use.

   d) Click the **OK** button.
   The pop-up closes and the **<not filtered>** button changes to the name of the item you selected.

**Note:** The **Reset** button allows you to reset the Event Source selection to <not filtered>.

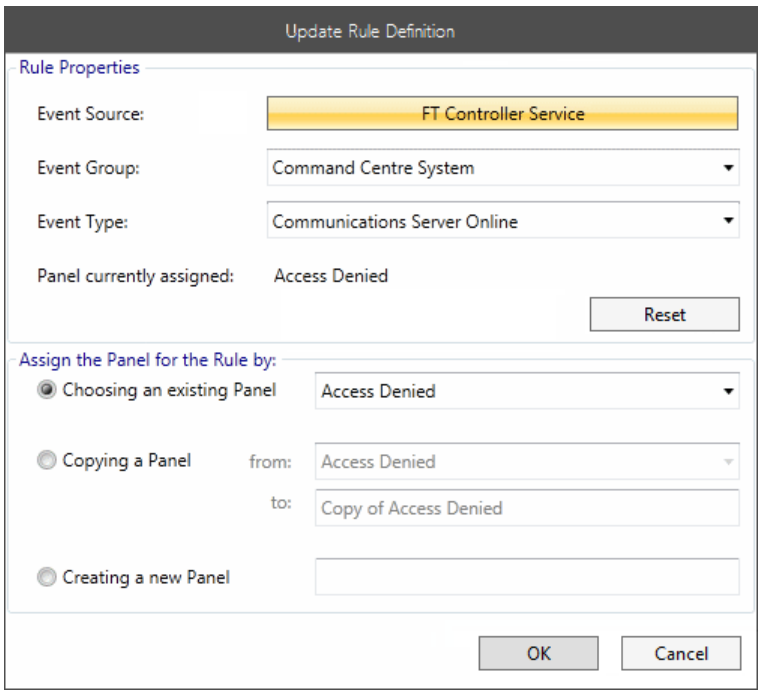
3. Select the required **Event Group** from the drop-down list.
   The **Event Type** drop-down list is populated with the Event Types applicable for the selected Event Group.
4. Select the required **Event Type** from the drop-down list.
5. Assign the Panel for the Event by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

6. Click the **OK** button.
   The **New Rule Definition** pop-up closes, and the new entry appears in the grid.

## Updating a Rule on an Event Viewer Navigation Panel

1. Click on the Panel Rule you want to update so it becomes highlighted.
2. Click the **Update Rule** button.
   The Update Rule Definition pop-up opens.



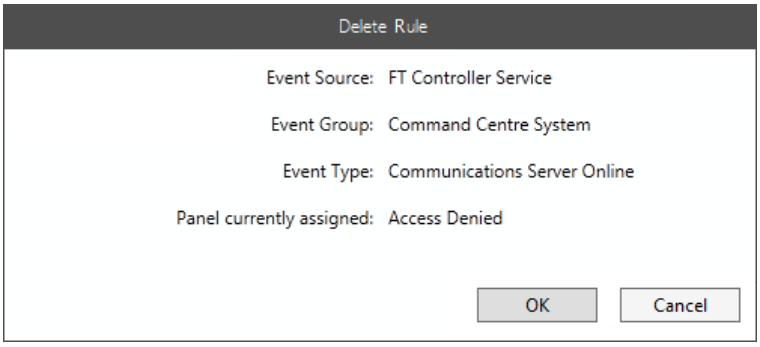

3. Assign a different Panel for the Event by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

4. Click the **OK** button.
   The **Update Rule Definition** pop-up closes, and the Panel to Display is updated in the grid.

## Deleting a Rule from an Event Viewer Navigation Panel

1. Click on the Panel Rule you want to delete so it becomes highlighted.
2. Click the **Delete Rule** button.
   The Delete Rule pop-up displays.

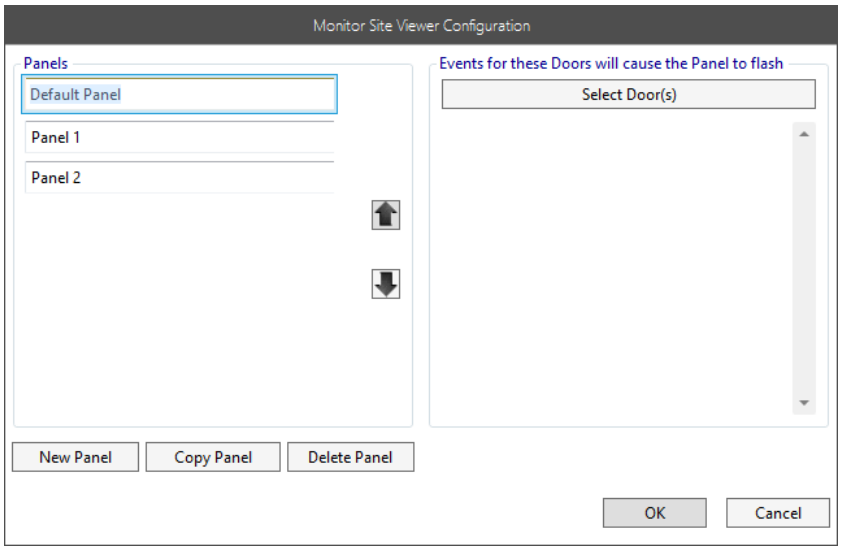



3. If there are no other events assigned to this panel a **Delete the panel** checkbox will appear also on this screen.
   Tick this checkbox if you want to delete the panel.
4. Click the **OK** button.
   The **Delete Rule** pop-up closes, and the entry disappears from the grid.

## Configuring the Monitor Site Viewer Navigation Panel

The Navigation Panel for a Monitor Site Viewer is a list of Panels created for the Viewer. Configure as follows:

1. Move the mouse over the Monitor Site Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Monitor Site Viewer Configuration pop-up displays.




   Unless additional Panels have been created for this Viewer by the user, the only entry in the **Panels** list will be the Default Panel. The first entry in the list will be selected. If specific doors have been defined for the selected panel they will display in the grid on the right.

2. Click on the function you want to perform.

   ***Adding a new Panel*** (on page 2-34)

   ***Copying a Panel*** (on page 2-34)

   ***Deleting a Panel*** (on page 2-34)

   ***Adding Doors to a Panel*** (on page 2-35)

3. Click the **OK** button.
   The preview mode of the Monitor Site Viewer Navigation Panel is updated to reflect the Panel(s) added/removed.

## Adding a new Panel to a Monitor Site Viewer Navigation Panel

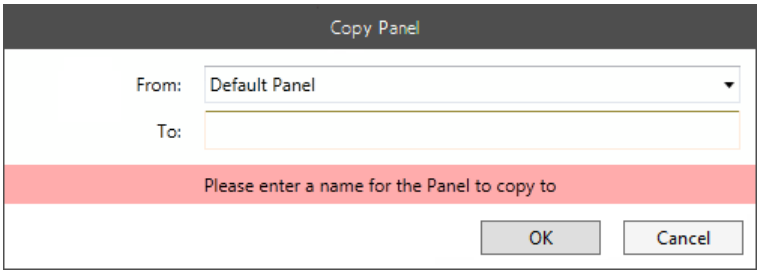
1. Click the **New Panel** button.
   A new Panel appears in the **Panels** list with a default name of *'Panel <number>'*. The number on the end ensures the Panel name is unique, and increments by one each time a new Panel is added.




2. Give the Panel a more meaningful name if required.
   **Notes:**
   - You cannot enter a name which is a duplicate of another Panel for the same Viewer.
   - You can use the up and down arrows to the side to change the order of the Panels, (i.e. select the Panel you want to move and click either the up or down arrow to move it).

## Copying a Panel to a Monitor Site Viewer Navigation Panel

1. Click the **Copy Panel** button.
   The Copy Panel pop-up displays.




2. Select the Panel you want to copy from the **From** drop-down list.
3. Enter a name for the Panel to copy to in the **To** field.
4. Click the **OK** button.
   The **Copy Panel** pop-up closes and the new entry appears in the **Panels** list.

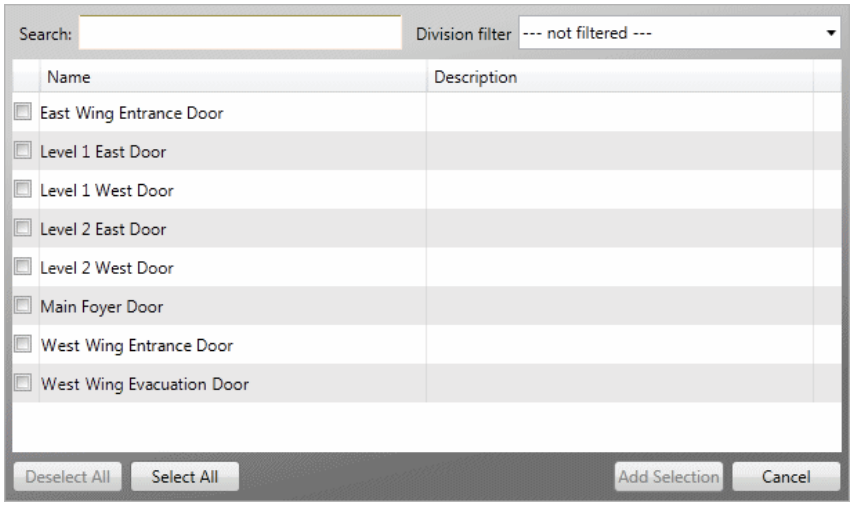
## Deleting a Panel from a Monitor Site Viewer Navigation Panel

1. Click on the Panel you want to delete.
   **Note:** You cannot delete the last Panel, (i.e. there must always be one Panel present).
2. Click the **Delete Panel** button.
   The Panel is removed from the **Panels** list.

## Adding Doors to a Panel (Monitor Site Viewer Navigation Panel)

Specific doors are associated with a Panel, and are the conditions that control when the associated Panel name will flash (to attract the user's attention) in the Viewer Navigation Panel.

1. Ensure the Panel you want to associate Doors to is selected, and click the **Select Door(s)** button.
   A browse tool displays.



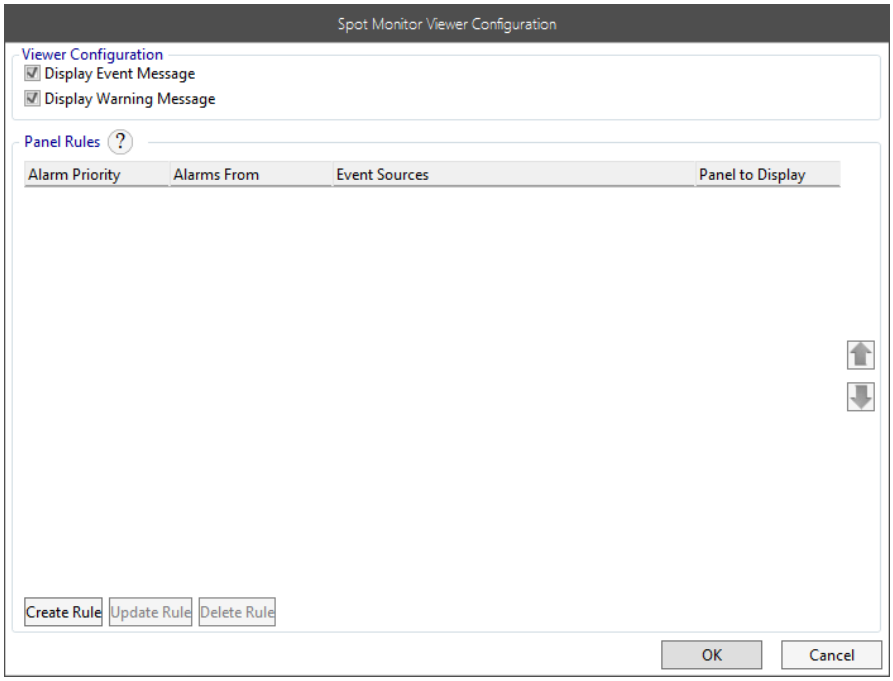

   **Note:** The Door monitored must be a local Door. Identifying a Cardholder who last badged at a remote Door is not possible.

2. If necessary, search for the Door(s) you want to add to the Panel by entering search criteria in the **Search** field and/or refining the Division filter.
   The grid becomes populated with Doors that match the search criteria.
3. Click the checkbox next to each Door name you want to include, or click the **Select All** button if you want to include all Doors.
4. Click the **Add Selection** button.
   The pop-up closes and each of the Door(s) that was selected individually appears in the grid on the right when that Panel is selected in the **Panels** list.

## Configuring the Spot Monitor Viewer Navigation Panel

The Navigation Panel for a Spot Monitor Viewer can display Event messages and/or Warning messages, or it can be configured to be blank. Configure as follows:

1. Move the mouse over the Spot Monitor Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Spot Monitor Viewer Configuration pop-up displays.




2. Check the **Display Event Message** and/or **Display Warning Message** checkboxes if you want these to display in the Viewer Navigation Panel.

   **Note:** If neither of these are selected the Viewer Navigation Panel will appear blank in operational mode. If you want it to be blank, you can resize the Navigation Panel to a minimal height to allow more screen area for tiles.

3. Configure the panel(s) you want to display.

   **Note:** The ? button beside the **Panel Rules** section can be clicked to provide quick tips for configuring Spot Monitor panels**.**

   ***Creating a Rule*** (on page 2-37)

   ***Updating a Rule*** (on page 2-39)

   ***Deleting a Rule*** (on page 2-40)

4. Click the **OK** button.
   The Spot Monitor Viewer Configuration pop-up closes.

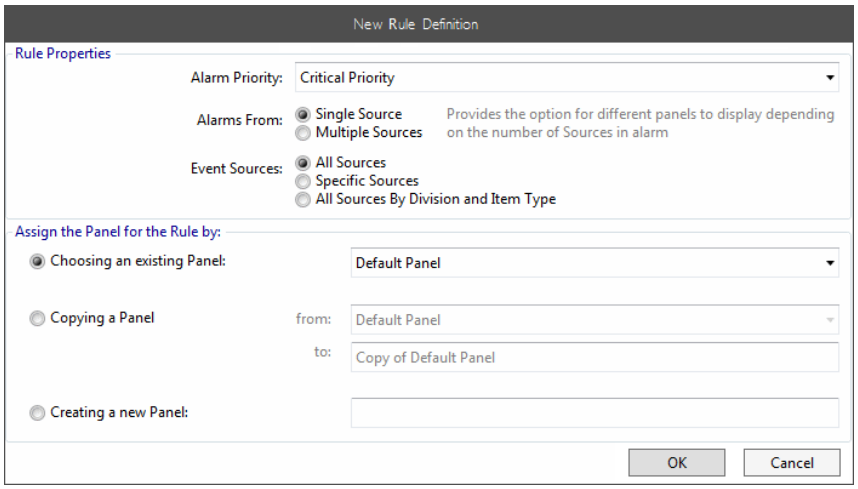
5. Assign the Spot Monitor Viewer to the operators who require it, as follows:

| If you are... | then... |
|---|---|
| using a purely automated Spot Monitor, | a) Set up the Operator Profile for the dedicated Workstation.<br>b) Set up the Operator Group to be associated with the Spot Monitor. |
| allowing other Operators to take control of the Spot Monitor, | a) Add these Operators to the Operator Group that will be associated with the Spot Monitor.<br>b) Set up an Alarm Viewer for the Spot Monitor Operator Group.<br>c) Configure the Alarm Viewer Navigation Panel to add Spot Monitor Viewer controls to the Navigation Panel. |

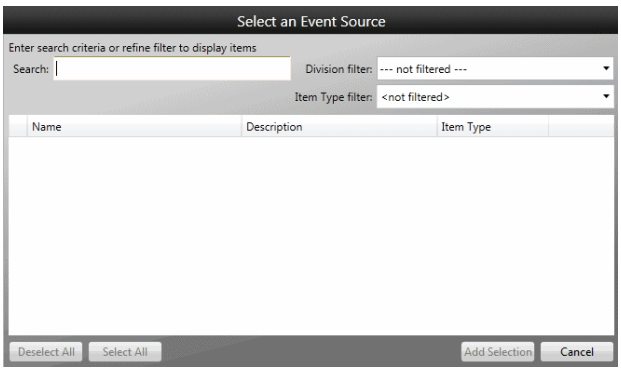
6. If you intend viewing camera footage on the Spot Monitor Viewer via Camera tiles, you need to set up cameras in Configuration Client first. See ***Setting up DVR Cameras*** (on page 2-40) for further detail.

## Creating a Rule on a Spot Monitor Viewer Navigation Panel

1. Click the **Create Rule** button.
   The New Rule Definition pop-up opens.




2. Select the Alarm Priority from the drop-down list.
3. Click the appropriate radio button to indicate whether you want to activate the Spot Monitor Viewer from a **Single Source** or **Multiple Sources**.
   **Note:** This provides the option for different panels to display depending on the number of sources in alarm.
4. Click the appropriate radio button for the Event Source(s) you want to use.
   Which option did you select?

| If... | then... |
|---|---|
| All Sources, | go to Step 5. |
| **Specific Sources** OR **All Sources By Division and Item Type**, | Select the Event Source(s), as follows:<br>a) Click the **Add Event Sources** button. A browse tool displays.<br><br><br>b) Search for the item(s) you want to use as an Event Source by entering search criteria in the **Search** field and/or refining the filters. The grid becomes populated with items that match the search criteria.<br>c) Click in the checkbox next to the item name you want to include, or click the **Select All** button if you want to include all items.<br>d) Click the **Add Selection** button. The pop-up closes and the item(s) you selected appear in the Event Sources grid.<br>**Note:** An Event Source can be removed using the **Remove** button. |

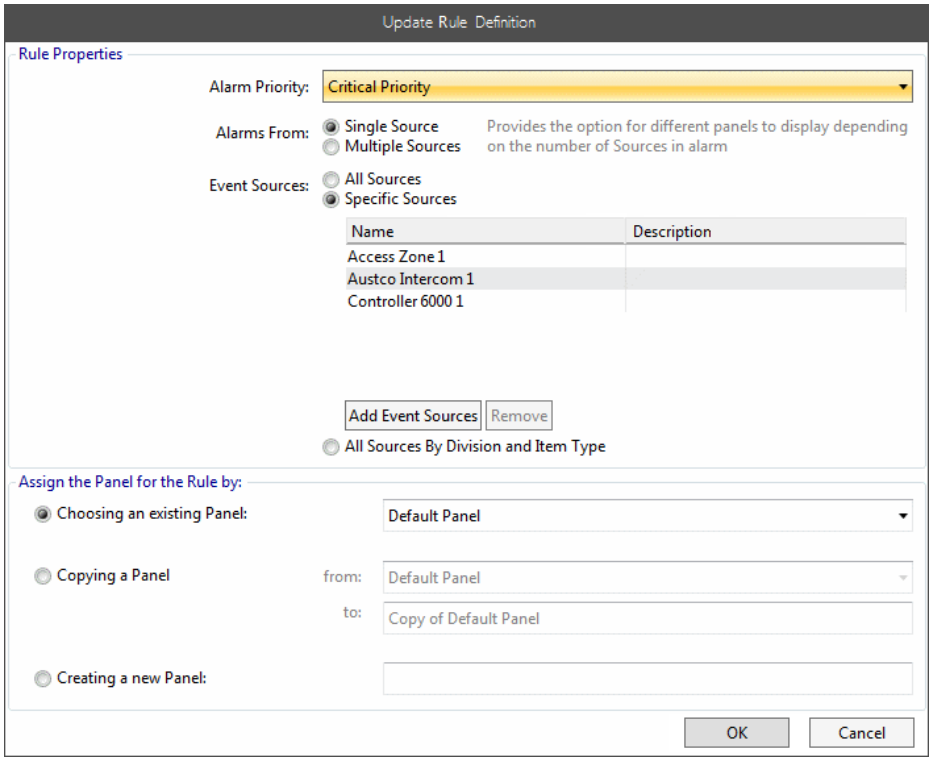
5. Assign the Panel for the Alarm Priority by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

6. Click the **OK** button.
   The **New Rule Definition** pop-up closes, and the new entry appears in the Panel Rules grid.
   **Note:** The **up** and **down** arrows to the side of the Panel Rules grid can be used to change the order if required, (i.e. select the rule you want to move and click either the up or down arrow to move it).

## Updating a Rule on a Spot Monitor Viewer Navigation Panel

1. Click on the Panel Rule you want to update so it becomes highlighted.
2. Click the **Update Rule** button.
   The Update Rule Definition pop-up opens.



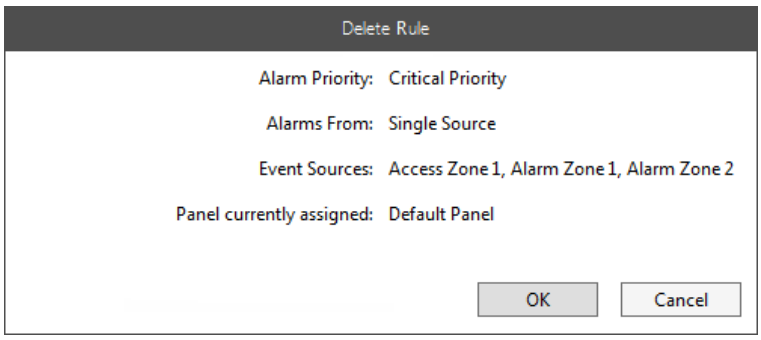

3. Change any of the 'Rule Properties' if necessary.
4. Assign a different Panel for the Alarm Priority by clicking the appropriate radio button:

| If you click... | then... |
|---|---|
| Choosing an existing panel | select the required Panel from the drop-down list. |
| Copying a Panel | select the Panel you want to copy from the drop-down list, and enter a name for the Panel to copy to. |
| Creating a new Panel | enter a name for the new Panel. |

5. Click the **OK** button.
   The **Update Rule Definition** pop-up closes, and the Panel to Display is updated in the grid.

## Deleting a Rule from a Spot Monitor Viewer Navigation Panel

1. Click on the Panel Rule you want to delete so it becomes highlighted.
2. Click the **Delete Rule** button.
   The Delete Rule pop-up displays.

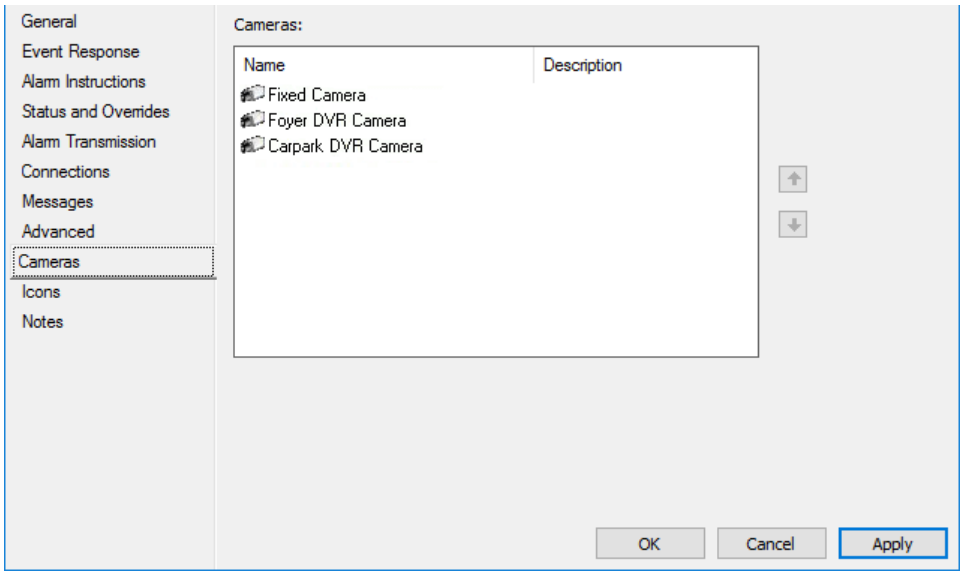



3. If there are no other alarms assigned to this panel a **Delete the panel** checkbox will appear also on this screen.
   Tick this checkbox if you want to delete the panel.
4. Click the **OK** button.
   The **Delete Rule** pop-up closes, and the entry disappears from the grid.

## Setting up DVR Cameras for a Spot Monitor Viewer

Cameras need to be set up in Configuration Client if you want to view camera footage on the Spot Monitor Viewer. This means creating a DVR System and DVR Camera(s). For details on how to create these, refer to the topics "Configuring a DVR System" and "Configuring a DVR Camera" in the *Gallagher Configuration Client User Guide*.

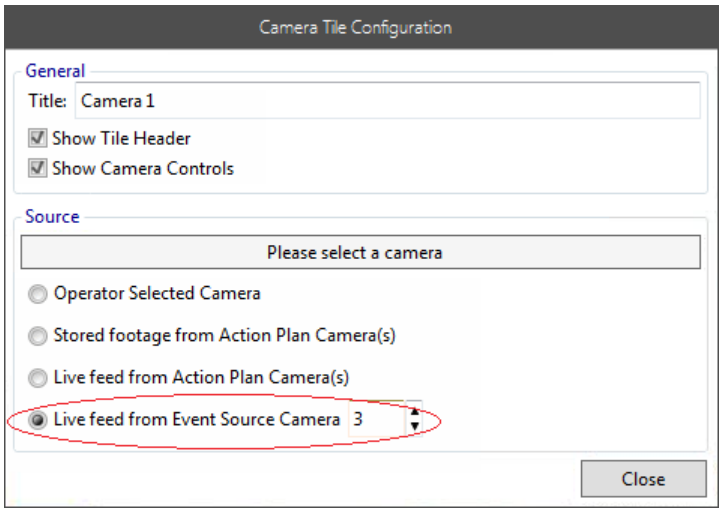
Once the DVR Camera(s) have been created, they can be assigned to the properties of all the required Command Centre items, by dragging and dropping the cameras from the External Systems Master List Window onto the **Cameras** tab.



The **up** and **down** arrows to the side can be used to change the order of the DVR Cameras if required, (i.e. select the camera you want to move and click either the up or down arrow to move it).

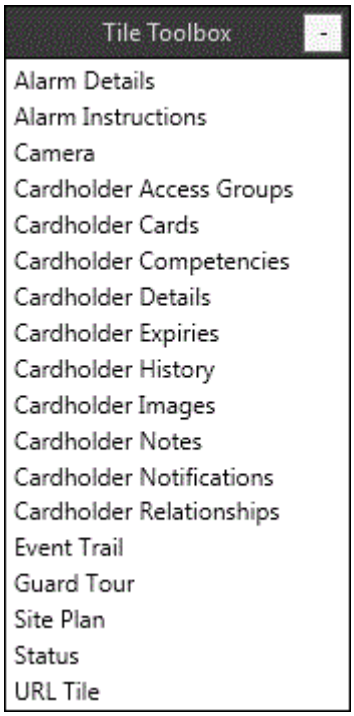
The order you sort the cameras here will be their "position in list" when you choose to **Live feed from Event Source Camera**, and specify the number of the camera that the feed will be taken from on a Camera Tile in Command Centre Client. In this example, **Fixed Camera** = Camera 1, **Foyer DVR Camera** = Camera 2 and **Carpark DVR Camera** = Camera 3.

Therefore, in the following screen shot, the **Carpark DVR Camera** has been selected to live feed from.



## Configuring Tiles

Tiles can be configured to appear on a Panel in a Viewer. The floating 'Tile Toolbox' contains a list of the tile types (in alphabetical order) that are available for the type of Viewer you are configuring. The Toolbox can be re-positioned anywhere within the panel layout area by clicking on it and dragging it. It can also be minimised so that only the header displays.




**Note:** This example of the Tile Toolbox shows the tile types available when configuring an Alarm Viewer.

Tile types determine the information that can appear on that tile and the configuration options available. Each type of Tile may appear more than once on a Panel. See ***Configuring individual Tile types*** (on page 2-45) for further detail about configuring the individual types of Tiles.

***Independent Tile configuration*** (on page 2-43)

***Adding Tiles to Panels*** (on page 2-43)

***Removing Tiles from Panels*** (on page 2-43)

***Repositioning Tiles*** (on page 2-44)

***Resizing Tiles*** (on page 2-44)

## Independent Tile configuration

Some of the tile types can operate independently from a Viewers Navigation Panel, and can therefore have static configuration (or allow Operator selected). These tiles can be placed on any viewer.

## Adding Tiles to Panels

1. Click the **Viewer Configuration** button on the Command Centre toolbar. The Configuration Viewer displays with the Configuration Navigation Panel down the left hand side, and the Configuration Panel on the right.
2. Double-click the tile type entry on the 'Tile Toolbox'. See ***Configuring individual Tile types*** (on page 2-45) for further detail about the Tile type you have selected.
   The tile appears on the Configuration Panel section of the screen, in a position determined by the system.
   **Note:** Once a tile has been added to a panel, it can be repositioned and resized as required. See ***Repositioning Tiles*** (on page 2-44) and ***Resizing Tiles*** (on page 2-44) for further detail.
3. Move the mouse over the Tile you have added, and click on the **Click to configure** button that appears.
   A Tile Configuration pop-up displays, allowing you to configure as required.

**Note:** In operational mode, tiles on a panel can be maximised (made larger) so all the content is visible without scrolling (see ***Minimising/Maximising Tiles*** on page 3-44). When a tile is maximised, all other tiles on the panel become minimised as icons in a list. As a result of this, the more tiles there are, the more unrecognisable the minimised icons will become.

Therefore, it is important when adding tiles to a Viewer panel that you consider how the icons will appear when minimised. When configuring, check the Viewer in operational mode to see if the minimised icons are still recognisable. This is best checked on a screen similar in size to that being used by operators who will be using this Viewer.

## Removing Tiles from Panels

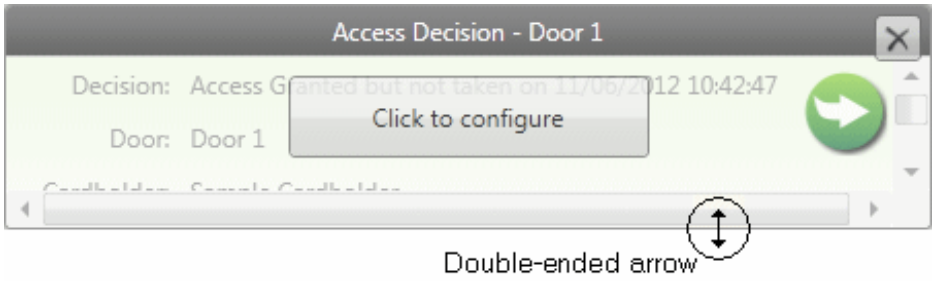
Move the mouse over the Tile you have added, and click on the **Delete Tile**  button that appears.
The tile is removed from the Configuration Panel.

## Repositioning Tiles

1. Move the mouse pointer to the Tile you want to reposition.
2. Click and hold down the mouse button, so that the pointer changes into .
3. Move the mouse (and hence the Tile) to the required new position.
4. Release the mouse button.
   **Notes:**
   - When a Tile is moved in proximity to a panel border or another Tile edge, cross hairs display and magnetic window snapping functionality applies, (i.e. this enables you to align Tiles perfectly with each other and with screen boundaries).
   - It is not possible for Tiles to be dragged outside the border of the panel.
   - Tiles should not be configured on top of each other or overlapping, with the exception of the Camera Tile which will always be on top.

## Resizing Tiles

1. Move the mouse pointer to an edge of the Tile.
2. When the pointer changes to a "double-ended arrow", (⇦⇨) click and hold down the mouse button.




3. Move the mouse in the required direction, and the Tile resizes accordingly.
   **Note:** You can resize the Tile vertically, horizontally or both directions at the same time.
4. When the Tile is the required size, release the mouse button.
   **Note:** If when resizing a Tile it is moved in proximity to a panel border or another Tile edge, cross hairs display and magnetic window snapping functionality applies, (i.e. this enables you to align Tiles perfectly with each other and with screen boundaries).

## Configuring individual Tile types

Each Tile type has different configuration options available. Refer to the Tile type you require further information on:

***Access Decision Tile*** (on page 2-46)

***Alarm Details Tile*** (on page 2-48)

***Alarm Instructions Tile*** (on page 2-50)

***Broadcast Notification Tile*** (on page 2-51)

***Camera Tile*** (on page 2-53)

***Cardholder Access Groups Tile*** (on page 2-57)

***Cardholder Biometrics Tile*** (on page 2-58)

***Cardholder Cards Tile*** (on page 2-60)

***Cardholder Competencies Tile*** (on page 2-62)

***Cardholder Details Tile*** (on page 2-64)

***Cardholder Expiries Tile*** (on page 2-68)

***Cardholder History Tile*** (on page 2-70)

***Cardholder Images Tile*** (on page 2-72)

***Cardholder Notes Tile*** (on page 2-75)

***Cardholder Notifications Tile*** (on page 2-77)

***Cardholder Operator Groups Tile*** (on page 2-79)

***Cardholder Otis Compass Properties Tile*** (on page 2-80)

***Cardholder Passenger Details*** (on page 2-81)

***Cardholder Personalised Actions*** (on page 2-83)

***Cardholder Relationships Tile*** (on page 2-84)

***Event Trail Tile*** (on page 2-85)

***Guard Tour Tile*** (on page 2-90)

***Operator Sessions Tile*** (on page 2-93)

***Site Plan Tile*** (on page 2-94)

***Status Tile*** (on page 2-97)

***URL Tile*** (on page 2-100)

## Configuring an Access Decision Tile

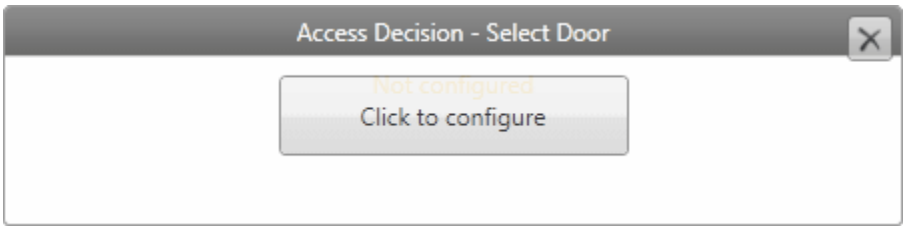
This Tile is used to display the Access Decision, as determined by the system in response to an access request, at the entry reader on a designated Door. This Tile is only applicable to the Monitor Site Viewer. When used for Challenge, it is only used in a scenario where the dual authorisation functionality (Controlled Challenge), currently available in Configuration Client is not applicable. The configured door will be a dummy and not monitored.

**Note:** The Door monitored may be a local or remote Door.

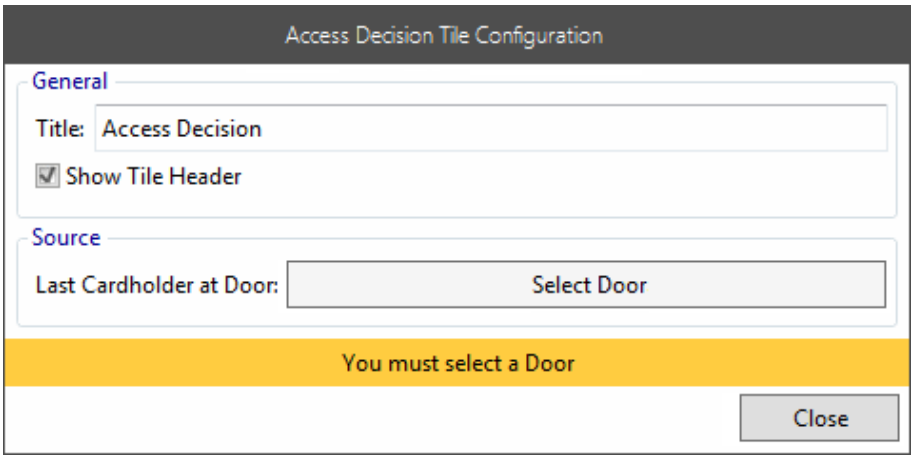
### How to configure

The only specific configuration for this tile is to select the Door against which the reader to be monitored for access requests, as follows:

1. Double-click on **Access Decision** on the 'Tile Toolbox'.
   The Access Decision Tile appears on the Configuration Panel section of the screen in preview mode.

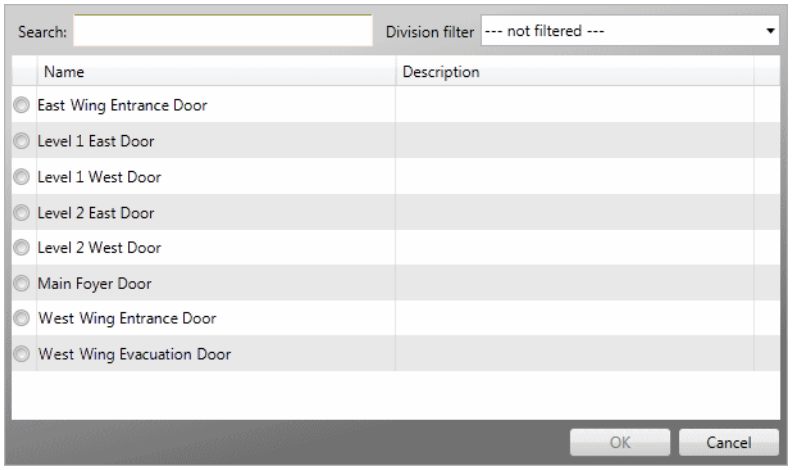



2. Move the mouse over the Access Decision Tile you have added, and click on the **Click to configure** button that appears.
   The Access Decision Tile Configuration pop-up displays.



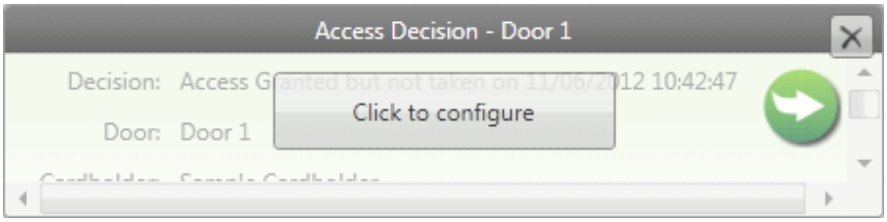

3. Enter an appropriate **Title** for this tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.

5. The **Last Cardholder at Door** field allows you to specify the Door whose access decisions will be displayed in the tile. Click the **Select Door** button. A browse tool displays.




**Note:** Local and remote Doors are displayed.

6. Check the door you want to use.
7. Click the **OK** button.
   The pop-up closes and the **Select Door** button changes to the name of the door you selected.
8. Click the **Close** button.
   The preview mode of the Access Decision Tile now displays the name of the Door that it has been configured for.

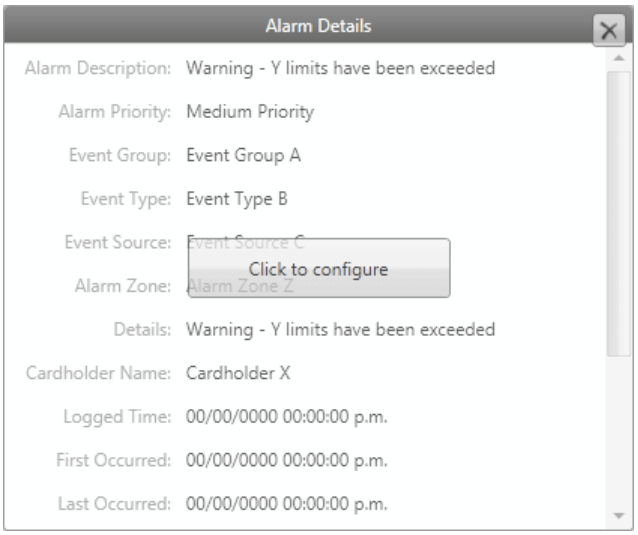


## Configuring an Alarm Details Tile

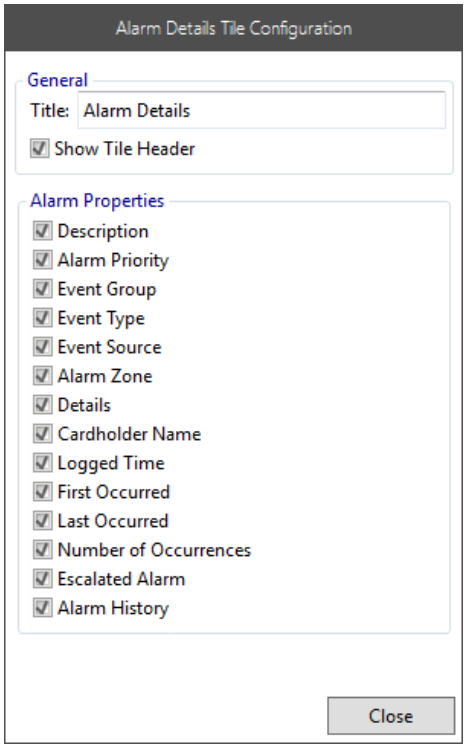
This tile is used to display the Details of an Alarm, including its History. This tile is only applicable to the Alarm Viewer, Event Viewer and the Spot Monitor Viewer.

### How to configure

1. Double-click on **Alarm Details** on the 'Tile Toolbox'.
   The Alarm Details Tile appears on the Configuration Panel section of the screen in preview mode. It displays dummy data in all the fields.




2. Move the mouse over the Alarm Details Tile you have added, and click on the **Click to configure** button that appears.
   The Alarm Details Tile Configuration pop-up displays.



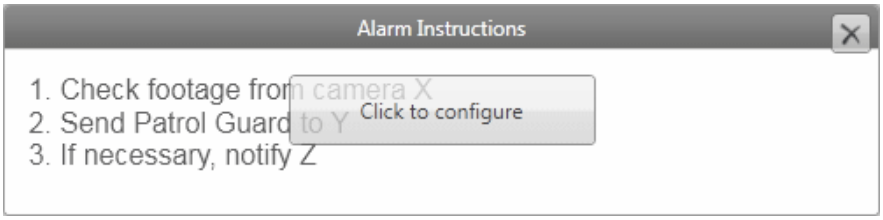
3. Enter an appropriate Title for this tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Uncheck the details that are not required, and click the **Close** button.
   The preview mode of the Alarm Details Tile still displays dummy data, but now only the fields you selected, (i.e. left as checked on the Configuration pop-up) appear in the order listed.

## Configuring an Alarm Instructions Tile

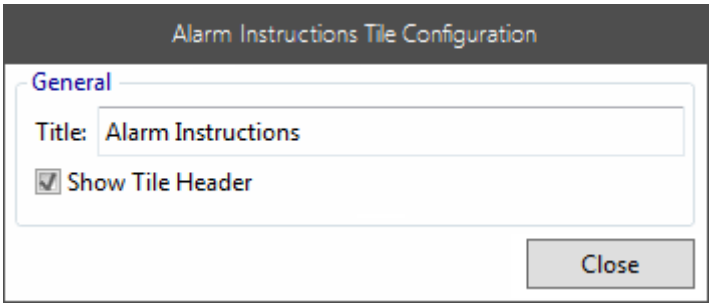
This tile is used to display the Alarm Instructions applicable to the selected Alarm. This tile is only applicable to the Alarm Viewer and Event Viewer.

### How to configure

1. Double-click on **Alarm Instructions** on the 'Tile Toolbox'.
   The Alarm Instructions Tile appears on the Configuration Panel section of the screen in preview mode, displaying dummy data.




2. Move the mouse over the Alarm Instructions Tile you have added, and click on the **Click to configure** button that appears.
   The Alarm Instructions Tile Configuration pop-up displays.



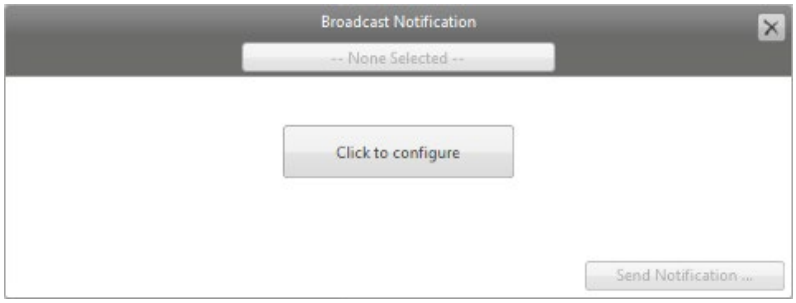

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Alarm Instructions Tile now displays the title given.

## Configuring a Broadcast Notification Tile

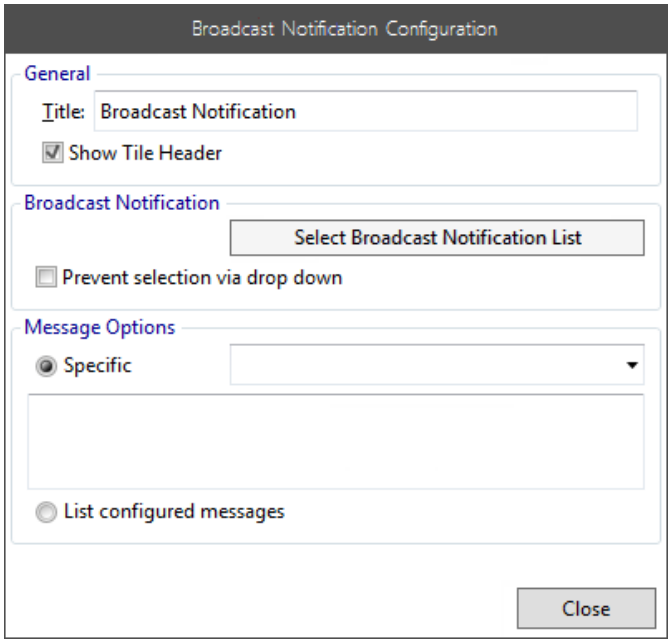
This Tile allows you to send a broadcast notification message to one or more Cardholders.

### How to configure

1. Double-click on **Broadcast Notification** on the 'Tile Toolbox'.
   The Broadcast Notification Tile appears on the Configuration Panel section of the screen in preview mode.




2. Move the mouse over the Broadcast Notification Tile you have added, and click on the **Click to configure** button that appears.
   The Broadcast Notification Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the Tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click on the **Select Broadcast Notification List** button, select an item from the browse tool and click the **OK** button.

6. If you want to lock the Tile down to only the chosen Broadcast Notification item then check the **Prevent selection via drop down** checkbox.
7. If you want to only show one specific message on the Tile, click the **Specific** radio button and select the message from the list.
   The full message will show in the box below.
8. If you want the Tile to show all messages, so that the operator may choose from multiple messages at the time of sending, then click the **List configured messages** radio button.
9. Click the **Close** button.
   The Broadcast Notification Configuration pop-up closes.

   **Note:** A Broadcast Notification item that is assigned in the configuration for a Broadcast Notification Tile cannot be deleted. De-configure the Broadcast Notification item from all Tiles before deleting it.

## Configuring a Camera Tile

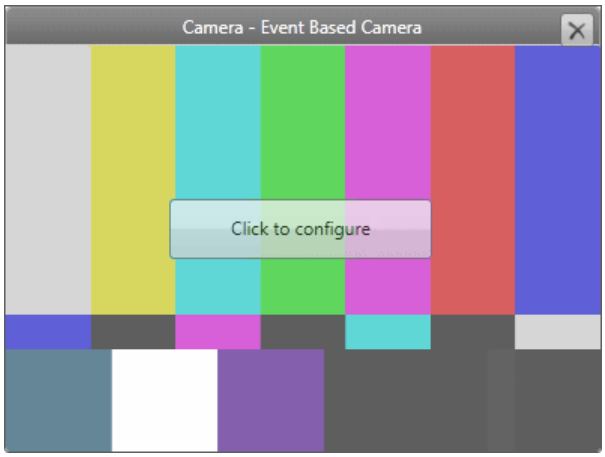
This tile is used to display either a live feed or stored footage (depending upon its configuration) for a camera.
The camera tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration (or Operator selected). This tile can be added to any Viewer. Depending on the type of Viewer the Camera tile is being added to, the Camera tile can be configured to show:

- a live feed from a Specific Camera, OR
- live or stored footage from a camera which is Event Based,
- a blank tile where by an Operator can select a camera at will,
- a live feed from a camera associated with a Spot Monitor or an Intercom,
- live or stored footage from a camera associated with an event source,
- a live video stream from the integrated Camera on the Jacques Intercom Panel from which the call was made.

**Note:** If you intend viewing camera footage on a Spot Monitor Viewer, you need to set up cameras in Configuration Client. See ***Setting up DVR Cameras*** (on page 2-40) for further detail.

### How to configure

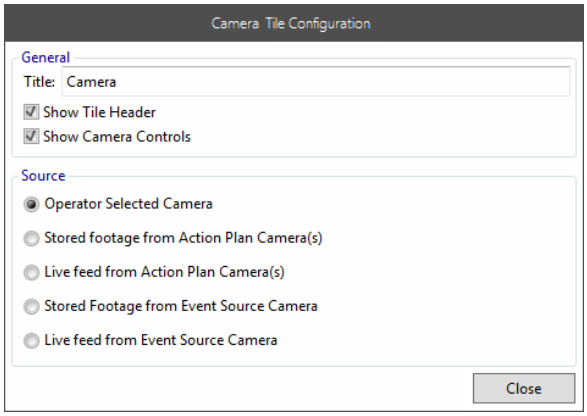
1. Double-click on **Camera** on the 'Tile Toolbox'.
   The Camera Tile appears on the Configuration Panel section of the screen in preview mode.



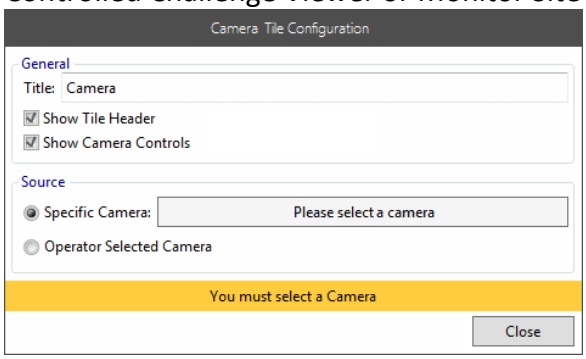

   **Note:** This example is how the tile preview will appear when being placed on an Alarm Viewer only. On a Controlled Challenge Viewer, Monitor Site Viewer or Spot Monitor Viewer, it will remain empty until it is properly configured.

2. Move the mouse over the Camera Tile you have added, and click on the **Click to configure** button that appears.
   The Camera Tile Configuration pop-up displays, and differs slightly depending on the type of Viewer you are adding the Camera tile to:

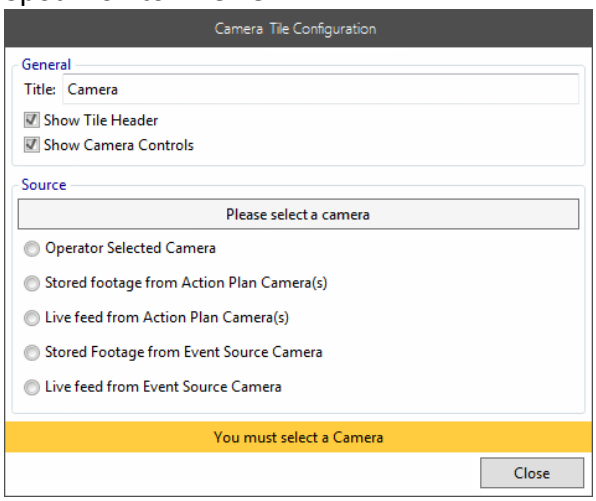
- Alarm Viewer or Event Viewer



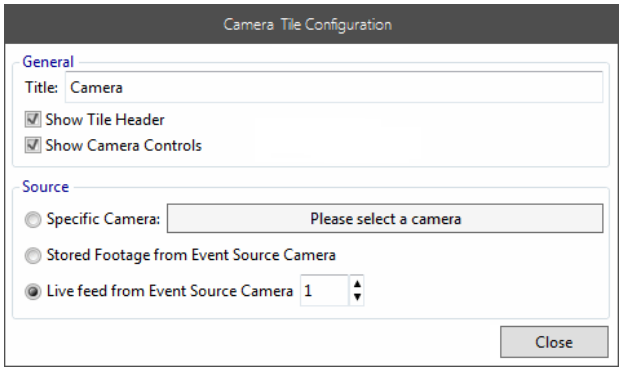

- Controlled Challenge Viewer or Monitor Site Viewer



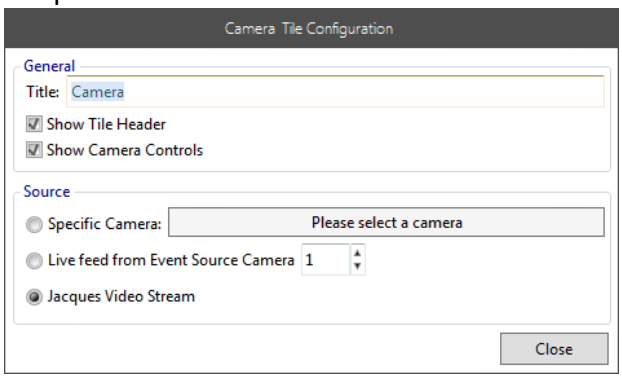

- Spot Monitor Viewer



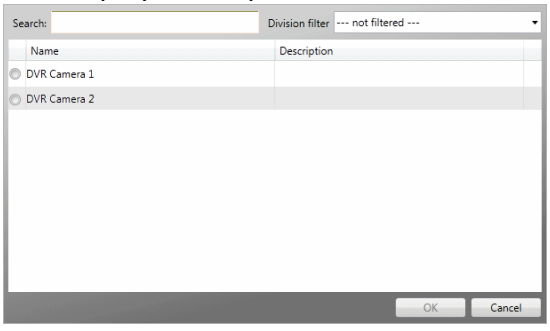

- Intercom Viewer



- Jacques Intercom Viewer




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware of the following impacts this has:
   - Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>
   - The Camera tile cannot be manually refreshed.
5. Uncheck the **Show Camera Controls** checkbox if you want the camera controls to be removed on the Camera tile.
6. Do you want a configuration free Camera tile so operators can select a camera to view in operational mode?
   If **no**, go to Step 7.
   If **yes**, click the **Operator Selected Camera** radio button, and go to Step 8.
7. Configure what you want displayed on the tile, as follows:

| For... | then... |
|---|---|
| live feed from a specific camera, | a) Click the **Please select a camera** button. A browse tool displays, listing all Cameras the operator configuring the tile is able to see, displayed in alphabetical order.<br><br><br>b) Select the Camera you want to use.<br>c) Click the **OK** button. The pop-up closes and the Please select a camera button changes to the name of the Camera you selected. |

| For... | then... |
|---|---|
| stored footage recorded automatically in response to an event (as configured in the Action Plan), | click the **Stored footage from Action Plan Camera(s)** radio button. |
| live feed from the Camera(s) that recorded footage in response to the event, | click the **Live feed from Action Plan Camera(s)** radio button. |
| live feed or stored footage from event source camera, | a) Click the appropriate radio button, (i.e. either **Stored Footage from Event Source Camera** or **Live feed from Event Source Camera**).<br>b) Enter the 'position in list' number of the camera, for stored or live video from a camera associated with the Intercom or Item identified as the source of the event.<br>The system will use the 'position in list' number to find the required camera from the list of cameras configured for the Spot Monitor, Intercom or Alarm Viewer identified as the source of the event.<br>**Note:** The 'position in list' number of a camera is determined by the order of cameras on the **Cameras** tab in Configuration Client. |
| live video stream from the integrated Camera on the Jacques Intercom Panel from which the call was made, | click the **Jacques Video Stream** radio button. |

**Note:** When the application is run, if there is more than one camera to display stored or live video from event related cameras, additional tabs will appear for the tile, with each one displaying the footage or feed from one of the cameras.

8. Click the **Close** button.
   The preview mode of the Camera Tile now displays the title given. It is unable to show a preview of what will appear in operational mode, so when viewed in preview mode the configuration will display a 'still' image that has been shipped with the product.
   **Note:** The Camera Tile is the only tile that can be configured on top of or overlapping other tiles.

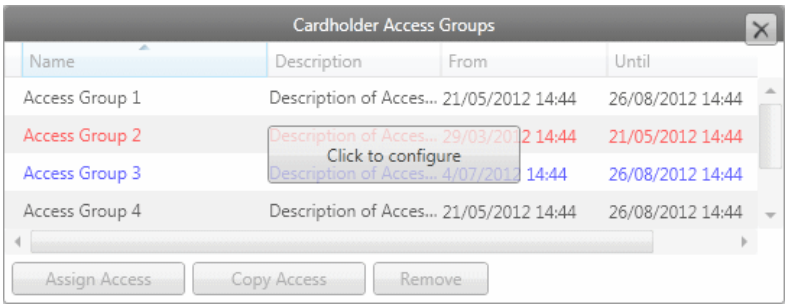
## Configuring a Cardholder Access Groups Tile

This tile displays the Access Groups assigned to an individual Cardholder. It can be configured to show details for:

- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

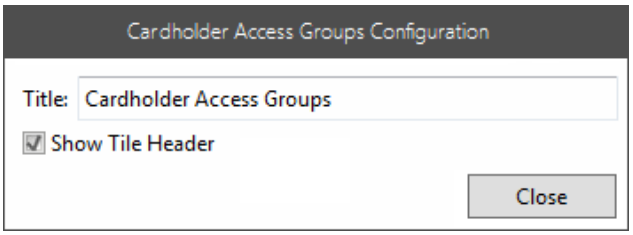
### How to configure

1. Double-click on **Cardholder Access Groups** on the 'Tile Toolbox'.
   The Cardholder Access Groups Tile appears on the Configuration Panel section of the screen in preview mode.




   **Note:** This example is how the tile preview will appear when being placed on a Cardholder Viewer. On other viewers the buttons for assigning, copying and removing Access Groups will not appear.

2. Move the mouse over the Cardholder Access Groups Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Access Groups Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button. The preview mode of the Cardholder Access Groups Tile now displays the title given.
   **Note:** The number of Access Groups a Cardholder can be assigned will vary, so it is important you size the tile accordingly.

## Configuring a Cardholder Biometrics Tile

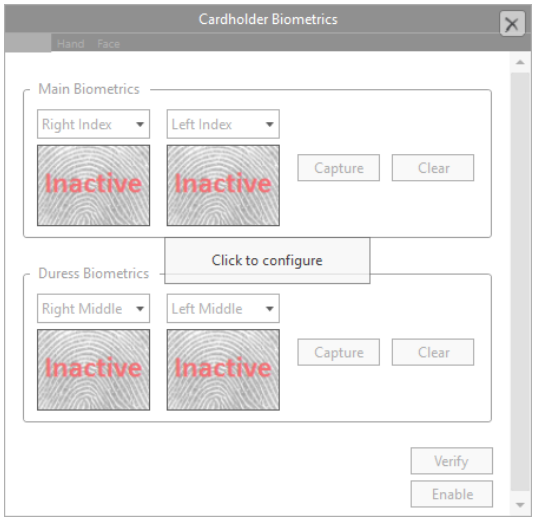
This tile provides the user with the ability to capture and verify biometrics, (i.e. fingerprint, finger vein and face), and is only used on a Cardholder Viewer.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** a Cardholder's biometrics, | one of the following privileges in the division of the cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders"<br>**Note:** You only need the privilege to view the Cardholder in order to "Verify" their biometrics. |
| **capture** or **remove** a Cardholder's biometrics, | the "Edit Cardholders" privilege in the Division of the Cardholder.<br>**Note:** The above is required to enrol on a MSO device, however when enrolling on Morpho Wave or VisionPass, the "View Site" privilege is also required. |

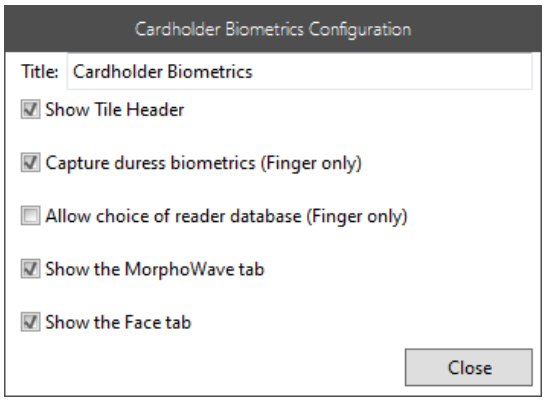
### How to configure

1. Double-click on **Cardholder Biometrics** on the 'Tile Toolbox'.
   The Cardholder Biometrics Tile appears on the Configuration Panel section of the screen in preview mode.




2. Move the mouse over the Cardholder Biometrics Tile you have added, and click on the **Click to configure** button that appears.

The Cardholder Biometrics Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. The **Capture duress biometrics** checkbox applies to non-MorphoWave (Finger) biometric only, and controls whether to display the Duress Biometrics capture options or not, and is checked by default.
   Uncheck it if not required.
6. The **Allow choice of reader database** option applies to non-MorphoWave (Finger) biometric only, and allows an operator to change the Reader Database ID.
   What model of finger Morpho Biometric reader do you have?

| If... | then... |
|---|---|
| **MA1xx**, **MA Sigma**, **MA J**, **MA VP** or **MA5xx** without an IDENTPLUS licence | leave the **Allow choice of reader database** checkbox unchecked as these readers only have one database. |
| **MA5xx** with an IDENTPLUS licence | check the **Allow choice of reader database** checkbox as these are multi-database readers. |

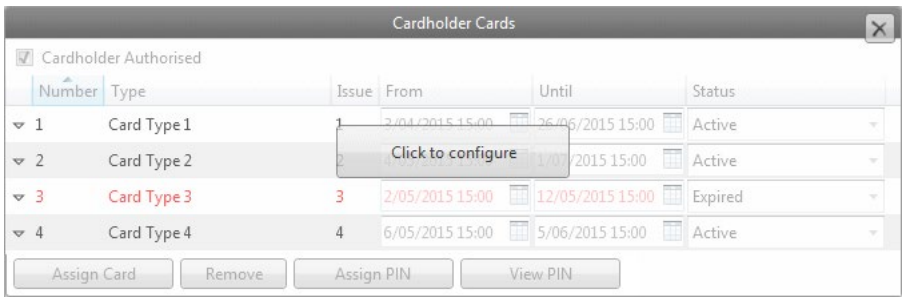
7. Check the **Show the MorphoWave tab** checkbox if you intend enrolling cardholder's fingerprints using a MorphoWave Compact Reader.
8. Check the **Show the Face tab** checkbox if you intend using a VisionPass reader.
9. Click the **Close** button.
   The preview mode of the Cardholder Biometrics Tile now displays the title given.

## Configuring a Cardholder Cards Tile

This tile displays the cards assigned to an individual Cardholder.
**Note:** This tile cannot be placed on a Monitor Site Viewer.

### How to configure

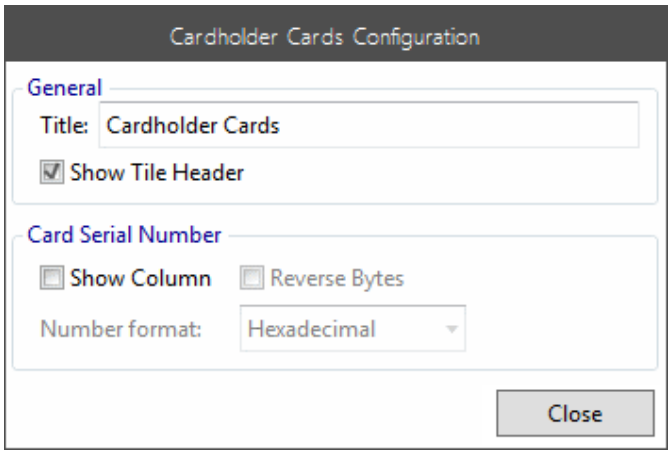
1. Double-click on **Cardholder Cards** on the 'Tile Toolbox'.
   The Cardholder Cards Tile appears on the Configuration Panel section of the screen in preview mode.




   **Note:** This example is how the tile preview will appear when being placed on a Cardholder Viewer only. On other viewer types the **Assign Card** and **Remove** buttons are missing from the preview.
   **Notes:**

   - Although most sites will only assign one card to a Cardholder the grid expands to display additional information about the assigned card, so it is important you don't make the tile too small.
   - The buttons for assigning and removing cards are disabled in configuration mode, as they can only be used in operational mode.

2. Move the mouse over the Cardholder Cards Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Cards Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.

4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware the Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. To support sites using Mifare Cards, it is possible to configure a Card Serial Number (CSN) column to display in the Cards grid.
   Do you require a Card Serial Number (CSN) column?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | a) Check the **Show Column** checkbox.<br>b) Check the **Reverse Bytes** checkbox if you require the card number to be in reverse-byte-order.<br>**Note:** The Reverse Bytes format is used by Command Centre when using the CSN as a Card Number. Other systems use the unique serial number of the card (UID).<br>c) Select the appropriate **Number Format** from the drop-down list, (i.e. Decimal or Hexadecimal).<br>**Note:** This is the only configurable column on the Cardholder Cards Tile. The order of all the other columns is fixed, and if configured to display, the CSN column will appear as the last column with no option to move it. |

6. Click the **Close** button.
   The preview mode of the Cardholder Cards Tile now displays the title given.

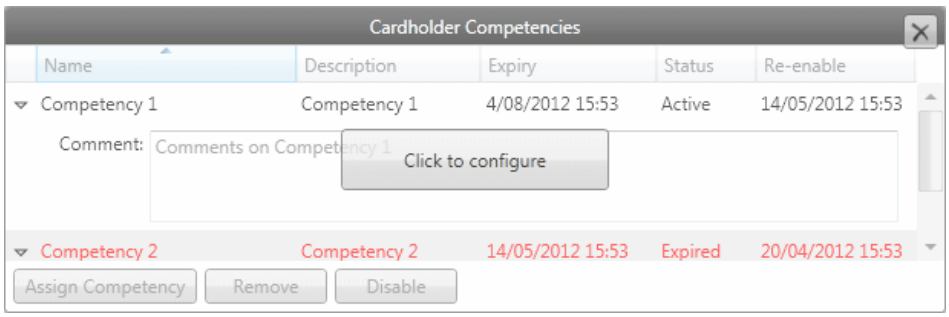
## Configuring a Cardholder Competencies Tile

This tile displays the Competencies assigned to an individual Cardholder. It can be configured to show details for:

- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

### How to configure

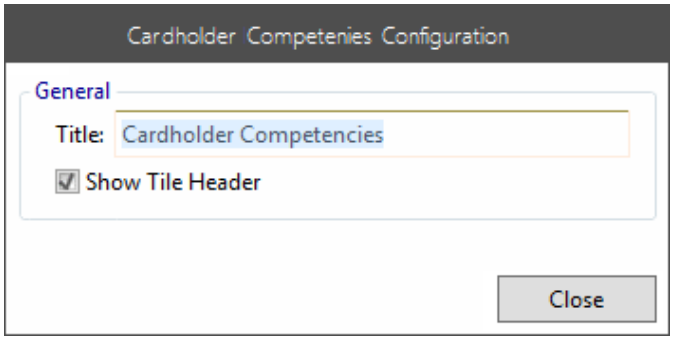
1. Double-click on **Cardholder Competencies** on the 'Tile Toolbox'.
   The **Cardholder Competencies** Tile appears on the Configuration Panel section of the screen in preview mode.




**Notes:**

- The preview of this tile looks different depending on the viewer it is placed on. This is an example of how it will appear on a Cardholder Viewer only.
- The buttons for assigning, removing and disabling Competencies are disabled in configuration mode, as they can only be used in operational mode.

2. Move the mouse over the Cardholder Competencies Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Competencies Configuration pop-up displays.



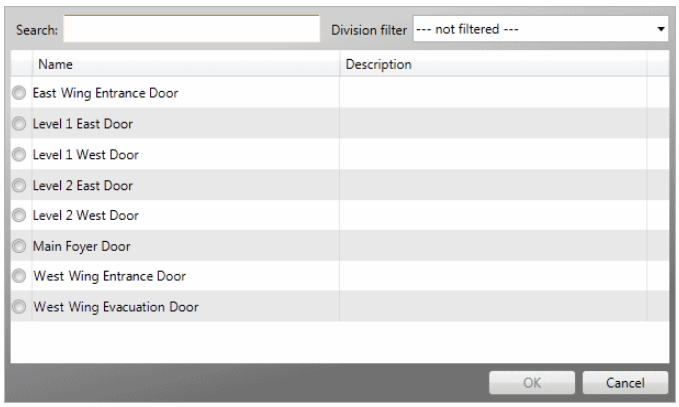

**Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional **Source** section at the bottom for selecting a Door.

3. Enter an appropriate **Title** for this Tile.

4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware the Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Are you adding this Tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | you must select a door door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their Competencies displayed in the tile. To do this: |

   a) Click the **Select Door** button.
      A browse tool displays.




      **Note:** Local and remote Doors are displayed.

   b) Check the door you want to use.

   c) Click the **OK** button.
      The pop-up closes and the **Select Door** button changes to the name of the door you selected.

6. Click the **Close** button.
   The preview mode of the Cardholder Competencies Tile now displays the title given.

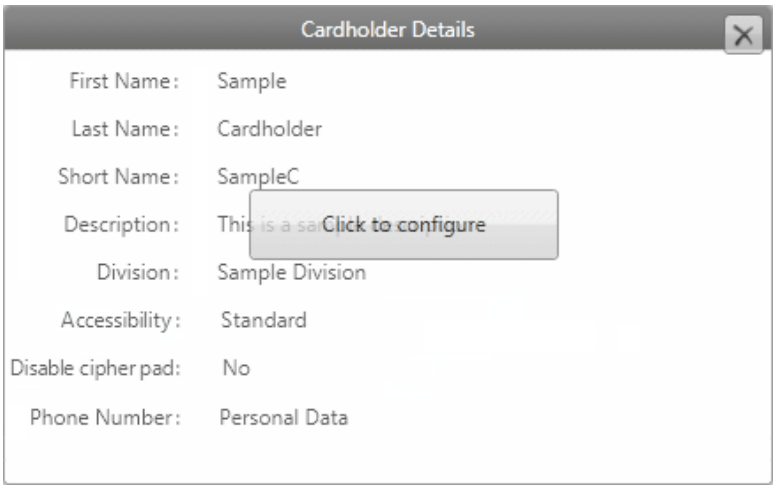
## Configuring a Cardholder Details Tile

This tile displays details of a Cardholder. It can be configured to show details for:

- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

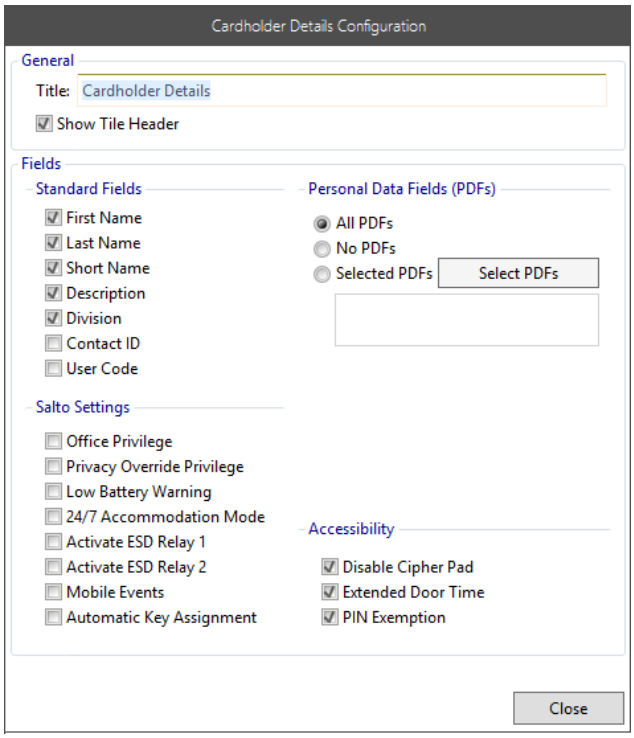
### How to configure

1. Double-click on **Cardholder Details** on the 'Tile Toolbox'.
   The Cardholder Details Tile appears on the Configuration Panel section of the screen in preview mode.




   **Note:** The preview of this tile will look different if you are adding it to a Monitor Site Viewer, (i.e. it will be blank until the door is configured). For other viewers, it will show the fields configured for display. This gives you an idea of what it will look like in Operational mode. The actual field labels are shown, including PDF names, however the data content is 'dummy data'.

2. Move the mouse over the Cardholder Details Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Details Configuration pop-up displays.




**Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional Source section at the bottom for selecting a Door.

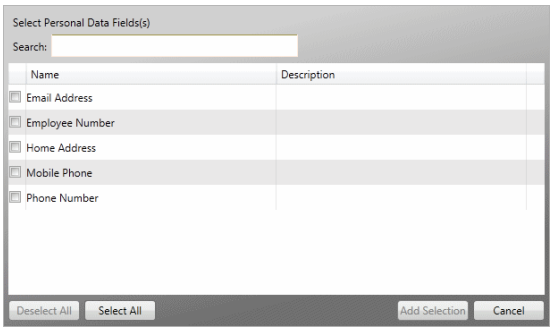
3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.

   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Select the fields you want to display by clicking in the checkbox next to the name of the field.

   **Note:** Under 'Standard Fields', the **First Name**, **Last Name**, **Short Name**, **Description** and **Division** fields are all included automatically, (i.e. they are checked by default), but can be removed, as are the fields under 'Accessibility'.

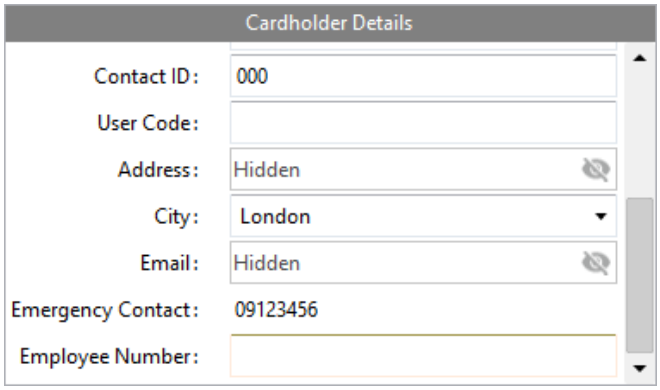
   - **Disable Cipher Pad:** For added security, T20 Terminals and/or T21 Keypad Readers can be configured as cipher pads for Card + PIN (in Configuration Client), so that each time a user badges their card a randomised number keypad will display on the terminal/reader screen. This functionality is not suitable for visually impaired cardholders, therefore this field will allow you to disable this functionality for individual cardholders who are visually impaired.
   - **Extended Door Time:** This allows a door to remain unlocked for longer than normal for those cardholders who require it, (e.g. disabled people, couriers, delivery vehicles, etc.)
   - **PIN Exemption:** This allows cardholders to be exempt from PIN entry when entering an Access Zone that is configured to otherwise require 'Card+PIN' access credentials.

6. Do you want to include Personal Data Fields (PDFs)?

| If... | then... |
|---|---|
| no, | click the **No PDFs** radio button. |
| all PDFs, | click the **All PDFs** radio button. |
| some PDFs, | a) Click the **Selected PDFs** radio button.<br>A browse tool displays.<br><br>b) If necessary, search for the Personal Data Field(s) you want to add to this tile by entering search criteria in the **Search** field.<br>The grid becomes populated with PDFs that match the search criteria.<br>c) Click the checkbox next to each PDF name you want to include, or click the **Select All** button if you want to include all PDFs.<br>d) Click the **Add Selection** button.<br>The pop-up closes and each of the Personal Data Field(s) that was selected individually appears beneath the button, with a check box to the left of its name ticked. A PDF can be excluded from the Cardholder Details tile by unchecking the box. |



A field that is revealable (and the operator has privileges to view it) will display as "Hidden" with an eye icon on the right.

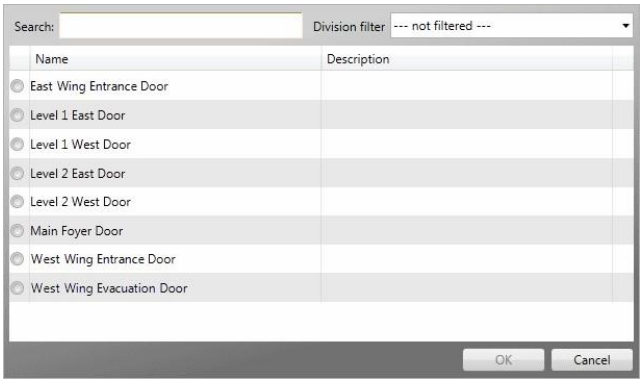



After clicking "Hidden", it will be revealed either as a viewable or an editable field.

7. Select the **Salto Settings** that you want to apply to an individual cardholder.
8. Are you adding this tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 9. |
| yes | you must select a door door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their details displayed in the tile. To do this: |

   a) Click the **Select Door** button.
   A browse tool displays.




   **Note:** Local and remote Doors are displayed.

   b) Check the door you want to use.

   c) Click the **OK** button.
   The pop-up closes and the **Select Door** button changes to the name of the door you selected.

9. Click the **Close** button.
   The preview mode of the Cardholder Details Tile now displays the title given, the actual field labels, including PDF names, however the data content is 'dummy data'.
   **Note:** The Cardholder Details Tile does not have a horizontal scroll bar on it, therefore if PDFs are included, it is important to size the tile according to the length of the PDF names. Checking the preview mode during configuration should highlight any issues.

## Configuring a Cardholder Expiries Tile

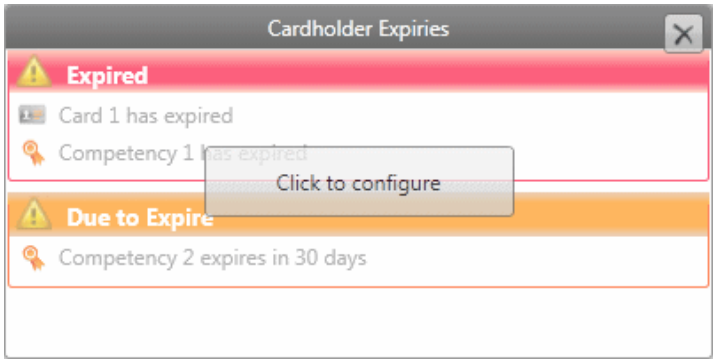
This tile is intended for use as part of a *Challenge* operation, and will display a warning if one or more of a Cardholder's Cards or Competencies have expired or are within a warning expiry period. This tile can be used on all viewers.

This tile can be configured to show details for:

- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

### How to configure

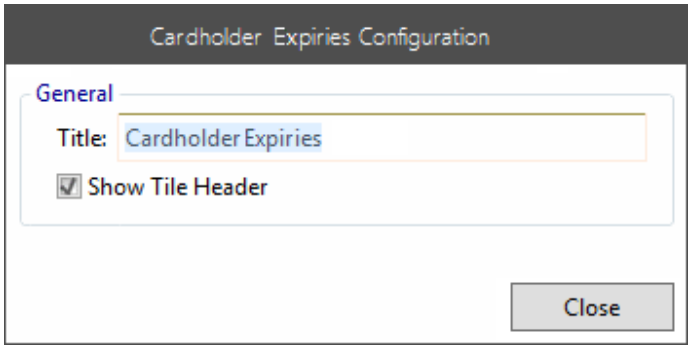
1. Double-click on **Cardholder Expiries** on the 'Tile Toolbox'.
   The Cardholder Expiries Tile appears on the Configuration Panel section of the screen in preview mode.




**Notes:**

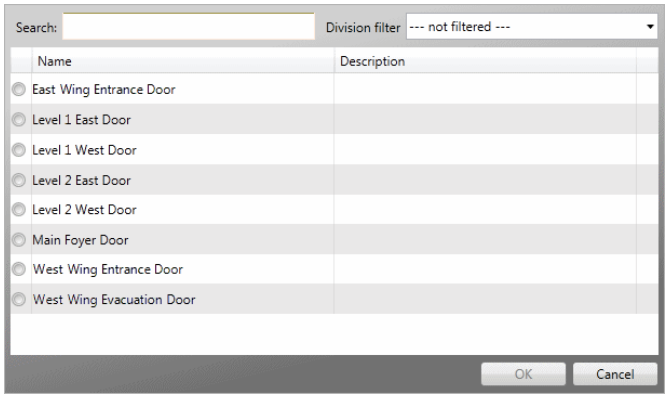
- The data content displayed is 'dummy data' to give you an idea of what it will look like in Operational mode.
- The preview of this tile will look different if you are adding it to a Monitor Site Viewer, (i.e. it will be blank until the door is configured).

2. Move the mouse over the Cardholder Expiries Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Expiries Configuration pop-up displays.



**Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional **Source** section at the bottom for selecting a Door.

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Are you adding this Tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | you must select a door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their expiries displayed in the tile. To do this:<br>a) Click the **Select Door** button. A browse tool displays.<br><br>**Note:** Local and remote Doors are displayed.<br>b) Check the door you want to use.<br>c) Click the **OK** button. The pop-up closes and the **Select Door** button changes to the name of the door you selected. |



6. Click the **Close** button.
   The preview mode of the Cardholder Expiries Tile still displays 'dummy data'.

## Configuring a Cardholder History Tile

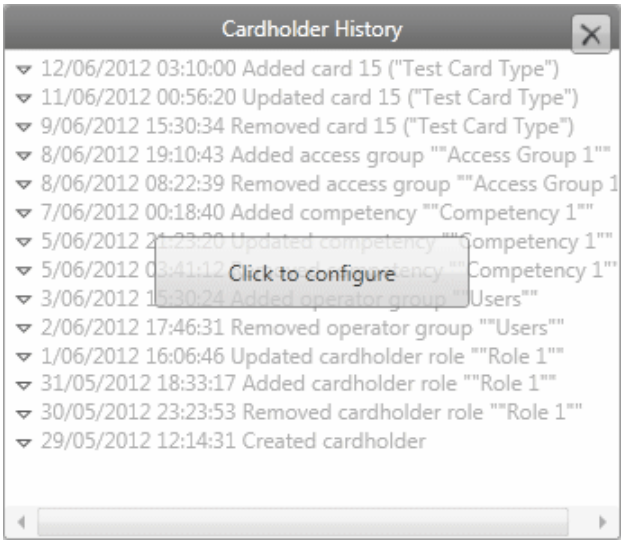
This tile displays the audit history for a Cardholder. The Cardholder will be determined by the tile's configuration.

This tile can be configured to show details for:

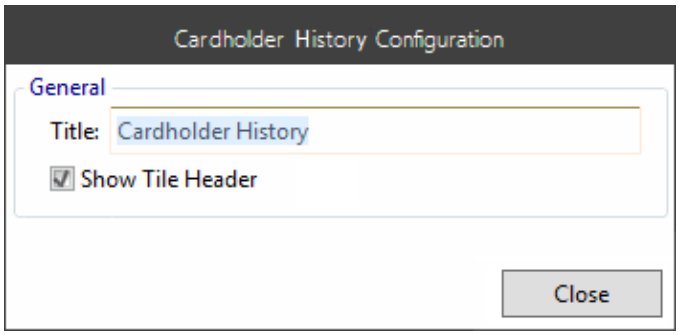
- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

### How to configure

1. Double-click on **Cardholder History** on the 'Tile Toolbox'.
   The Cardholder History Tile appears on the Configuration Panel section of the screen in preview mode. The data content displayed is 'dummy data' to give you an idea of what it will look like in Operational mode.

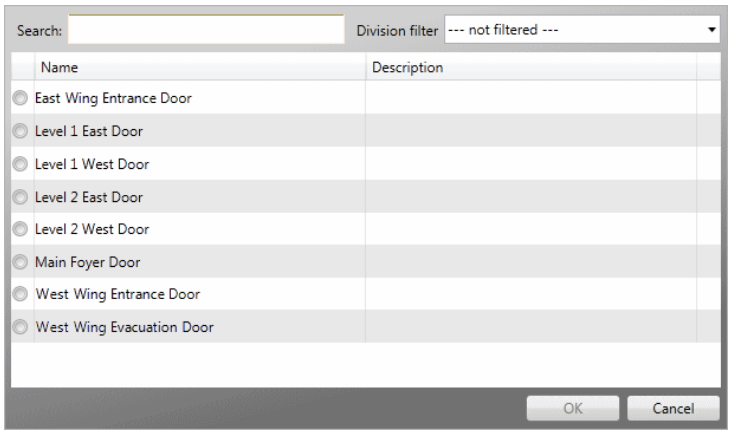



2. Move the mouse over the Cardholder History Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder History Configuration pop-up displays.




**Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional Source section at the bottom for selecting a Door.

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Are you adding this Tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | you must select a door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their history displayed in the tile. To do this:<br>a) Click the **Select Door** button.<br>A browse tool displays.<br><br>**Note:** Local and remote Doors are displayed.<br>b) Check the door you want to use.<br>c) Click the **OK** button.<br>The pop-up closes and the **Select Door** button changes to the name of the door you selected. |



6. Click the **Close** button.
   The preview mode of the Cardholder History Tile now displays the title given, and still displays 'dummy data'.

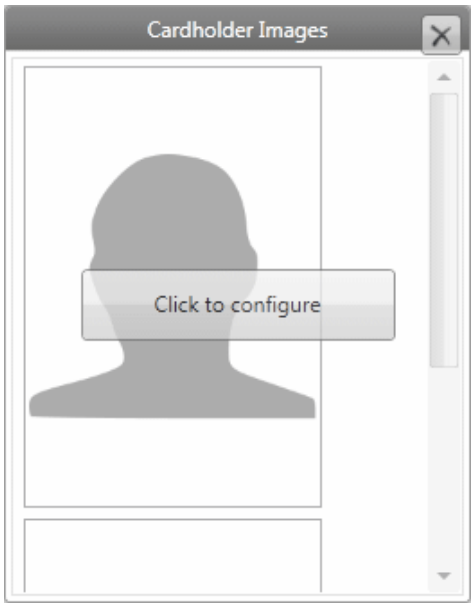
## Configuring a Cardholder Images Tile

This tile can display one or more "Image" type PDFs stored against a Cardholder. It can be configured to show details for:

- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

### How to configure

1. Double-click on **Cardholder Images** on the 'Tile Toolbox'.
   The Cardholder Images Tile appears on the Configuration Panel section of the screen in preview mode, with a light border representing the outline(s) of where the "Image" type PDF(s) will display. This allows you to size the tile correctly.
   **Note:** The number of outline images that display depends on the number of "Image" type PDFs that are configured in Configuration Client.




2. Move the mouse over the Cardholder Images Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Images Configuration pop-up displays.




**Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional Source section at the bottom for selecting a door.

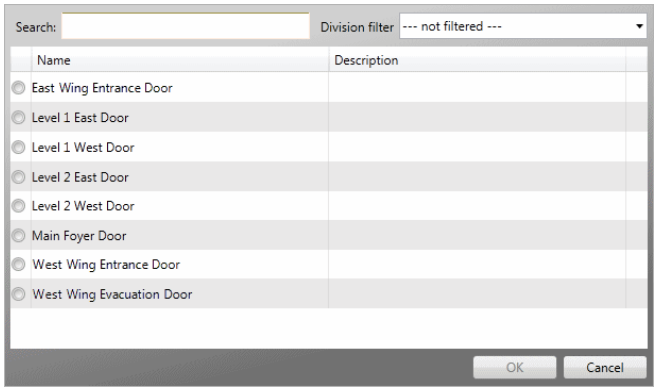
3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximised the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. In the **Fields** section, click the appropriate radio button for what PDFs you want to include, (i.e. either **All PDFs** or **Selected PDFs**).
   Did you select **Selected PDFs**?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | a list displays of all the "Image" type PDFs that exist. Select those PDF(s) you want to include by clicking in the checkbox next to the PDF. |

6. Are you adding this Tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 7. |
| yes | you must select a door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their image(s) displayed in the tile. To do this:<br>a) Click the **Select Door** button.<br>A browse tool displays. |

| If... | then... |
|---|---|




**Note:** Local and remote doors are displayed.

b) Check the door you want to use.

c) Click the **OK** button.
The pop-up closes and the **Select Door** button changes to the name of the door you selected.

7. Click the **Close** button.
The preview mode of the Cardholder Images Tile now displays the title given, and outline images for the number of "Image" type PDFs you selected.

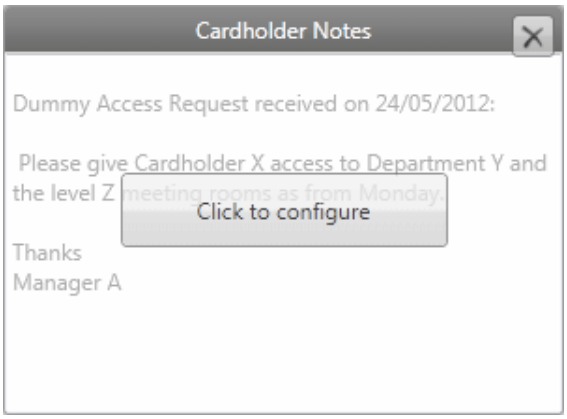
## Configuring a Cardholder Notes Tile

This tile can display notes recorded for a Cardholder. It can be configured to show details for:

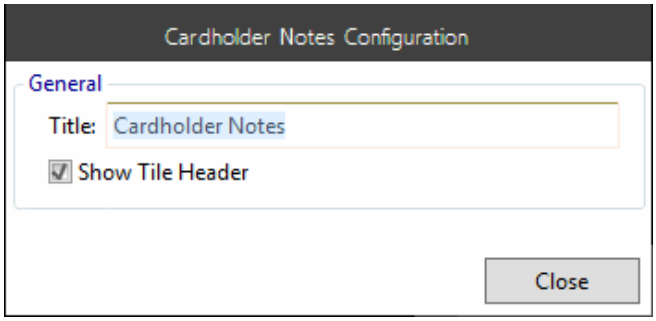
- the Cardholder selected from the Cardholder List (on a Cardholder Viewer), OR
- the Cardholder who last badged or presented their finger at a Door (for Challenge), OR
- the Cardholder related to an Event.

### How to configure

1. Double-click on **Cardholder Notes** on the 'Tile Toolbox'.
   The Cardholder Notes Tile appears on the Configuration Panel section of the screen in preview mode. The data content displayed is 'dummy data' to give you an idea of what it will look like in Operational mode.




2. Move the mouse over the Cardholder Notes Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Notes Configuration pop-up displays.




   **Note:** If you are adding this tile to a Monitor Site Viewer there will be an additional **Source** section at the bottom for selecting a door.

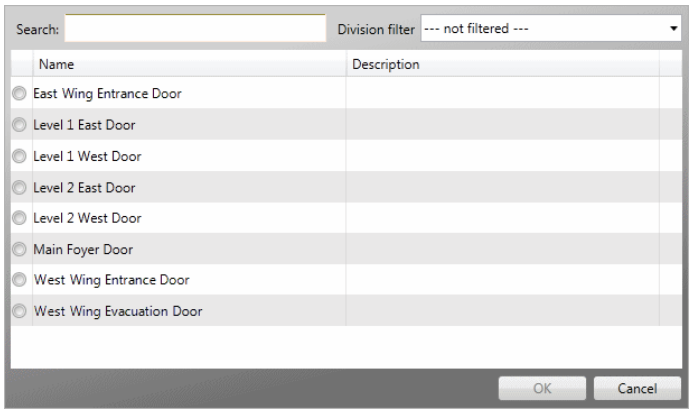
3. Enter an appropriate **Title** for this Tile.

4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.

5. Are you adding this Tile to a Monitor Site Viewer?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | you must select a door for the **Last Cardholder at Door** field. The Cardholder who most recently badged a credential at this Door's entry reader will have their notes displayed in the tile. To do this: |

   a) Click the **Select Door** button.
   A browse tool displays.




   **Note:** Local and remote Doors are displayed.

   b) Check the door you want to use.

   c) Click the **OK** button.
   The pop-up closes and the **Select Door** button changes to the name of the door you selected.

6. Click the **Close** button.
   The preview mode of the Cardholder Notes Tile now displays the title given, and still displays 'dummy data'.

## Configuring a Cardholder Notifications Tile

This tile is used to configure Event Notifications for a Cardholder. It allows you to:

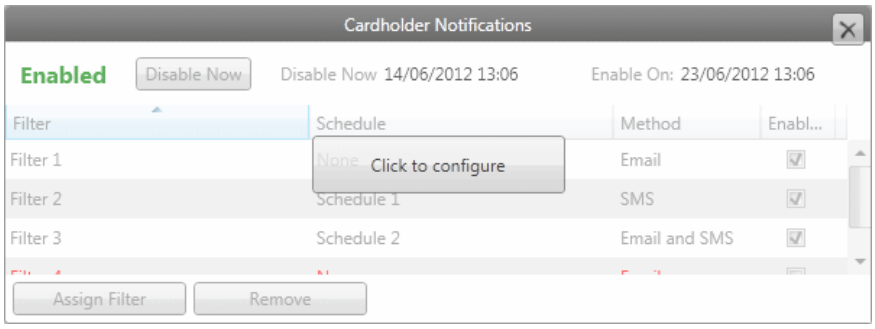
- enable/disable all assigned Notification Filters at the Cardholder level
- schedule the enablement/disablement of all Notifications Filter assignments at some point in the future, indefinitely or for a period of time
- enable/disable each Notification Filter assignment independently.

**Notes:**

- Notifications is a licensable feature so this tile can only be added to a Panel if your site has the appropriate license.
- This tile cannot be placed on a Monitor Site Viewer.

### How to configure

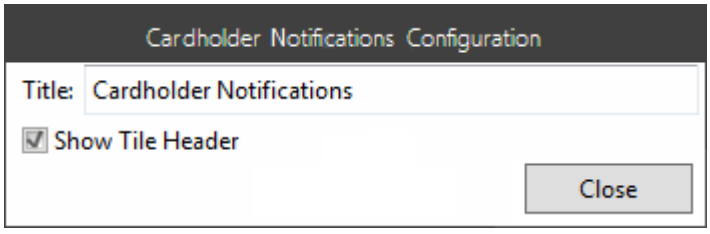
1. Double-click on **Cardholder Notifications** on the 'Tile Toolbox'.
   The Cardholder Notifications Tile appears on the Configuration Panel section of the screen in preview mode.




**Notes:**

- This example is how the tile preview will appear when being placed on a Cardholder Viewer. On an Alarm or Controlled Challenge Viewer the buttons for assigning and removing Notification filters will not appear.
- The data content displayed is 'dummy data' to give you an idea of what it will look like in Operational mode.

2. Move the mouse over the Cardholder Notifications Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Notifications Configuration pop-up displays.



3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Cardholder Notifications Tile now displays the title given, and still displays 'dummy data'.

## Configuring a Cardholder Operator Groups Tile

This Tile is only applicable to the Cardholder Viewer, and provides Operators with the ability to:

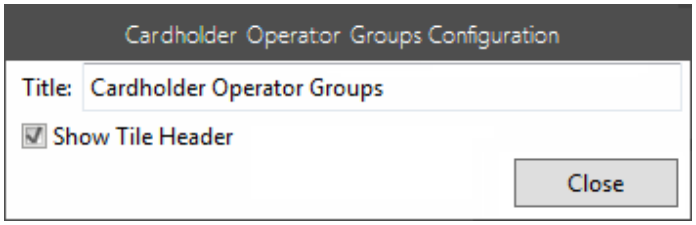
- Join Operator Groups and become an Operator.
- Set Operator's logon name.
- Reset Operator's password to blank.
- Force Operator to change password at next logon.
- Enable the advanced drag and drop feature for an Operator.
- Configure a Windows logon to be used to log the Operator onto the system using single sign-on.
  **Note:** This is only available if the server to which the workstation connects is enabled for Active Directory single sign-on.

### How to configure

1. Double-click on **Cardholder Operator Groups** on the 'Tile Toolbox'.
   The Cardholder Operator Groups Tile appears on the Configuration Panel section of the screen in preview mode, displaying dummy data.




2. Move the mouse over the Cardholder Operator Groups Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Operator Groups Tile Configuration pop-up displays.




3. Enter an appropriate **Title** for this tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Cardholder Operator Groups Tile now displays the title given.

## Configuring a Cardholder Otis Compass Properties Tile

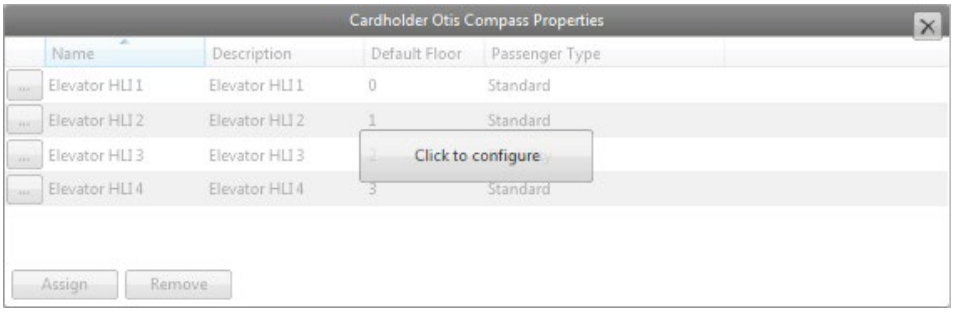
This Tile is used in conjunction with the Otis Compass High Level Interface (HLI) feature of Command Centre. This Tile allows you to assign the following Otis Compass Properties to a Cardholder:

- Default Floor
- Passenger Type

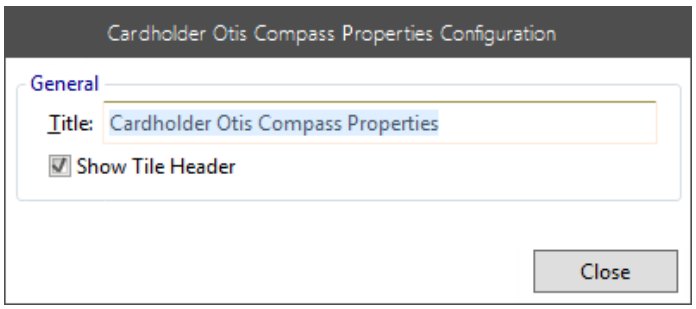
**Note:** The Otis Compass HLI feature is a licensable feature so this Tile can only be added to a Panel if your site has the appropriate license.

### How to configure

1. Double-click on **Cardholder Otis Compass Properties** on the 'Tile Toolbox'. The Cardholder Otis Compass Properties Tile appears on the Configuration Panel section of the screen in preview mode.




2. Move the mouse over the Cardholder Otis Compass Properties Tile you have added, and click on the **Click to configure** button that appears. The Cardholder Otis Compass Properties Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the Tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The Cardholder Otis Compass Properties Configuration pop-up closes.

## Configuring a Cardholder Passenger Details Tile

This tile allows default floors and passenger types to be assigned to ThyssenKrupp Elevator Groups for a Cardholder. This tile is only applicable to the Cardholder Viewer and will only appear if your site license file contains the following options:

```
[Features]
ThyssenKrupp EthernetHLI=1
```

The number of Kiosks is also licensed:

```
[Features]
ThyssenKrupp Kiosks=100
```

**Default Floors**

Having a default floor configured for an elevator group means that as soon as the cardholder badges at an Elevator System Kiosk, they are directed to a particular elevator which will take them to the default floor without any further interaction.

**Passenger Types**

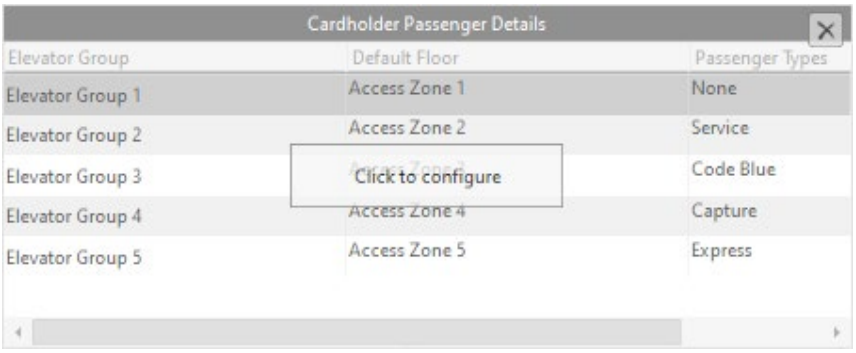
Assigning passenger types to Cardholders differentiates the behaviour in the ThyssenKrupp Elevator System.

| Passenger Type | Description |
|---|---|
| VIP | Allows users to swipe a card or enter a PIN to isolate the elevator and provide uninterrupted access to a designated floor, (e.g. tenants paying a premium to reside on a top floor can experience a premium ride to their floor). |
| Service | Service personnel can call an empty elevator and ride it non-stop to their destination floor by registering a call via a card swipe or PIN entry that is pre-programmed to grant access, (e.g. hospital staff transferring patients requiring privacy between floors). |
| Code Blue | Used for emergencies, when the first-available elevator car needs to be called, (e.g. in a hospital). A Code Blue call will remove the car from automatic operation and deliver the user to the destination floor, and then return it to automatic operation. |
| Capture | Authorised users can select and recall specific elevators to specific floors using a kiosk or other destination input device. Once captured, the elevator car can be placed on independent service to allow for cleaning or maintenance. |
| Express | Maximises the trip speed so that the elevator can be cycled continuously between floors for a pre-determined duration, (e.g. in a hotel so food can be transported efficiently from their kitchen to ballroom). |
| Service 2 | *Reserved for additional features.* |
| Service 3 | *Reserved for additional features.* |

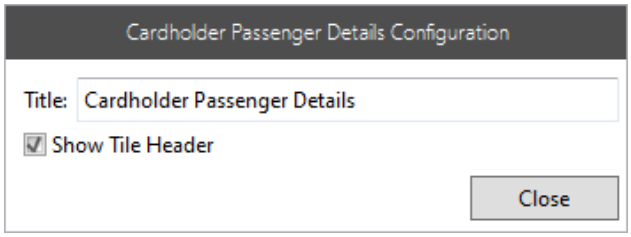
**Note:** While Cardholder Passenger Types for ThyssenKrupp are configured in Command Centre Client, ThyssenKrupp Elevator Systems are primarily configured using Command Centre Configuration Client. See "ThyssenKrupp Elevator Systems" in the *Configuration Client Help file* for further detail.

### How to configure

1. Double-click on **Cardholder Passenger Details** on the 'Tile Toolbox'.
   The Cardholder Passenger Details Tile appears on the Configuration Panel section of the screen in preview mode.




2. Move the mouse over the Cardholder Passenger Details Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Passenger Details Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Cardholder Passenger Details Tile now displays the title given.

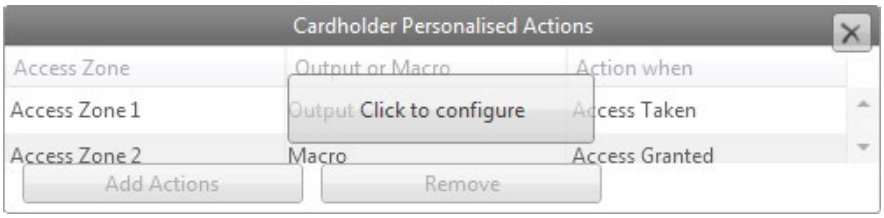
## Configuring a Cardholder Personalised Actions Tile

The Personalised Actions feature allows specific actions to be triggered for specific cardholders, upon being granted access to an Access Zone. The configuration for when the action is to be initiated, (i.e. on 'Access Granted' or on 'Access Taken'), is done in the Configuration Client (on the **Personalised Actions** tab of the Access Zone properties).

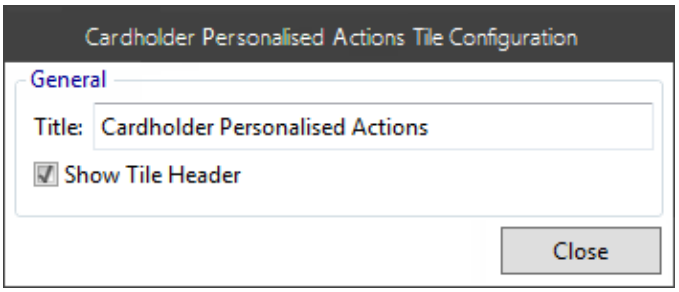
This tile can be configured to appear on the Alarm Viewer, Event Viewer, Cardholder Viewer and Controlled Challenge Viewer.

### How to configure

1. Double-click on **Cardholder Personalised Actions** on the 'Tile Toolbox'. The Cardholder Personalised Actions Tile appears on the Configuration Panel section of the screen in preview mode.




2. Move the mouse over the Cardholder Personalised Actions Tile you have added, and click on the **Click to configure** button that appears.
The Cardholder Personalised Actions Tile Configuration pop-up displays.




3. Enter an appropriate **Title** for this tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
**Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
The preview mode of the Cardholder Personalised Actions Tile now displays the title given.

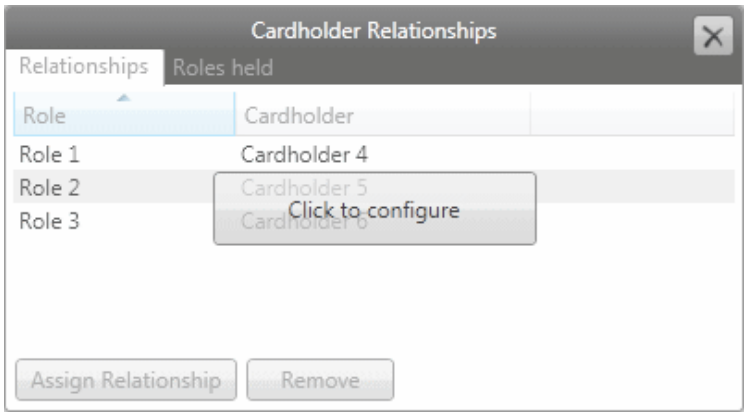
## Configuring a Cardholder Relationships Tile

This tile displays:

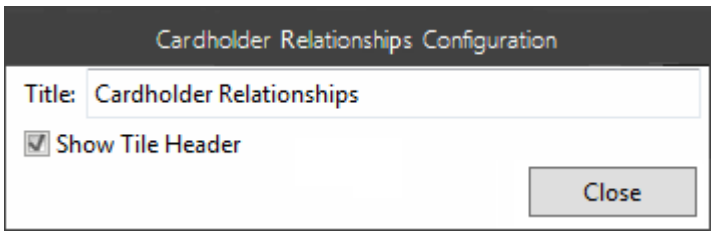
- any other Cardholders and their roles, that this Cardholder reports to (for the purpose of card and competency notifications)
- the roles this Cardholder performs and the Cardholders who report to them in each role (for the purpose of card and competency notifications).

### How to configure

1. Double-click on **Cardholder Relationships** on the 'Tile Toolbox'.
   The Cardholder Relationships Tile appears on the Configuration Panel section of the screen in preview mode.
   **Note:** The buttons for assigning and removing Relationships are disabled in configuration mode, as they can only be used in operational mode.




2. Move the mouse over the Cardholder Relationships Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Relationships Configuration pop-up displays.




3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Cardholder Relationships Tile now displays the title given.

## Configuring an Event Trail Tile

This tile displays a list of the most recent Events for use in a Monitor Site scenario or when viewing a specific Alarm or Cardholder.

The Event Trail tile can be added to any Viewer and configured to show the most recent events for:

a) the selected Cardholder (to be used on the Cardholder Viewer)

b) the Cardholder associated with the selected Event

c) the source of the Event

d) the Cardholder related to the Event and/or Source of the Event, as determined by the system based on the following:
   - if the Event has a related Cardholder, the tile will show events for the Cardholder (by default), with the ability for the user to choose in Operation, to view events for the Event Source. A 'Door Open Too Long' event is considered to have a related Cardholder, in the form of the Last Cardholder through the door
   - if the Event does NOT have a related Cardholder, the tile will show events for the Event Source

e) a selected Site Item, which should be selected using the Browse Tool

f) if the Event Trail Tile is on a Monitor Site Viewer, specific Divisions

g) if the Event Trail Tile is on a Monitor Site Viewer, results can be also filtered by one or more Specific Event Types

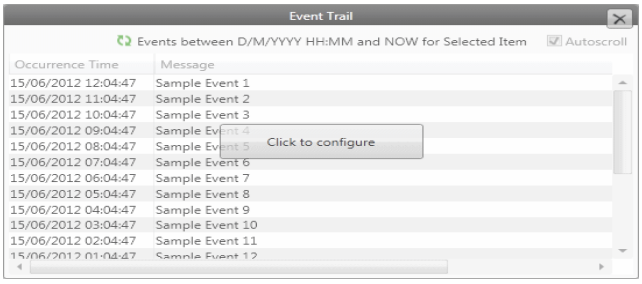
h) the Site. This will show the most recent events the Operator is able to see.

**Notes:**

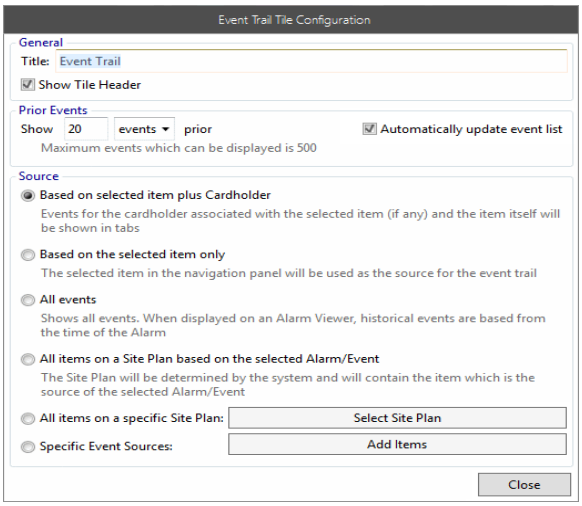
- If Event Aggregation is **not** enabled and the Event Trail tile is being viewed for an Alarm where the Event Source is a remote item, only events occurring while the tile is 'open' will display. If the Operator switches to a different Alarm and back again the Events displayed may be different as any remote Events generated while the tile was last viewed will be lost.
- If Event Aggregation is **not** enabled and the Event Trail tile has been configured for all Events, when the tile is first displayed only local Events will display. For the period during which the tile is displayed any events occurring remotely will display. If the Operator switches to another Viewer any remote Events received since the tile was first displayed will remain (as the tile is still considered to be 'open'), but if they switch to a different Panel on the same Viewer they will be lost.
- If Event Aggregation is **not** enabled, any events generated for the Cardholder on a remote server while the Event Trail tile is 'open' will be included, but any while the tile is not 'open' will not be included, in which case the Events displayed will not be complete.

### How to configure

1. Double-click on **Event Trail** on the 'Tile Toolbox'.
   The Event Trail Tile appears on the Configuration Panel section of the screen in preview mode with columns for Occurrence Time, Message and Event Type. The data content displayed is 'dummy data' to give you an idea of what it will look like in Operational mode.

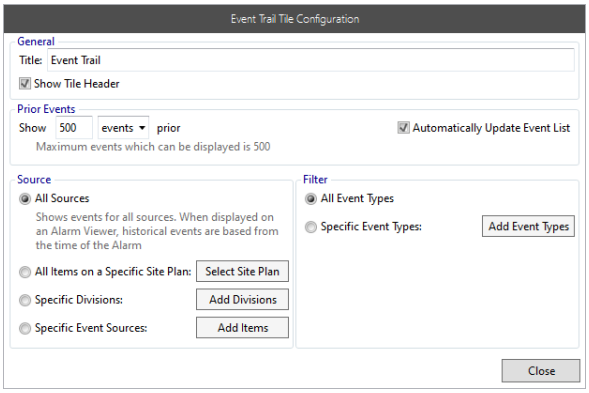



2. Move the mouse over the Event Trail Tile you have added, and click on the **Click to configure** button that appears.
   The Event Trail Tile Configuration pop-up displays.




**Note:** This is how the Configuration pop-up looks when you are adding an Event Trail tile to an Alarm Viewer, Controlled Challenge Viewer or a Spot Monitor Viewer. If you are adding this tile to a Cardholder Viewer, Monitor Site Viewer or an Intercom Viewer, not all the Event Source options will be available.

If you have added the Event Trail Tile to a Monitor Site Viewer, an enhanced Event Trail Tile Configuration pop-up displays.



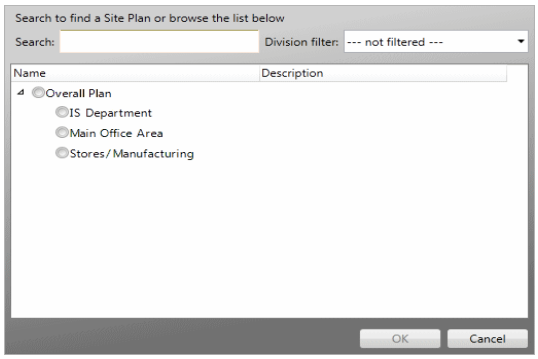

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.

5. In the **Prior Events** section, the most recent events to show can be determined either by:
   - last <number> events (the default = 20), OR
   - events generated in last <number> minutes/hours/days/weeks.

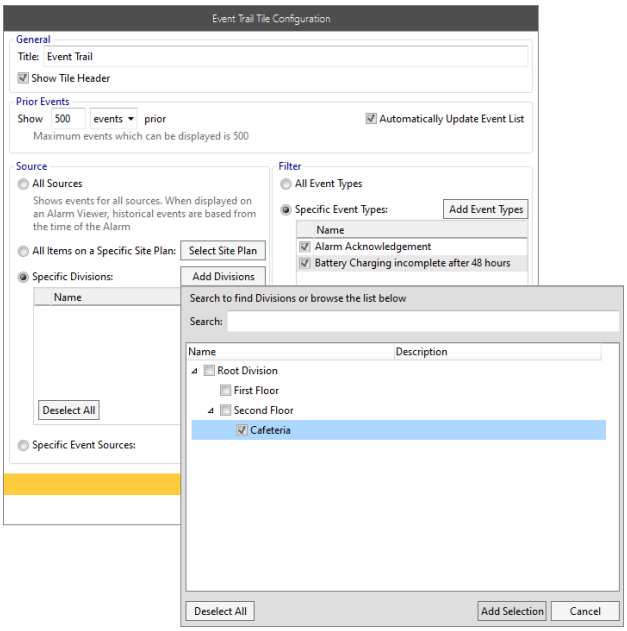
   Enter a value in the **Show** field, and select the required criteria from the drop-down list.
6. Uncheck the **Automatically update event list** checkbox if you do not want events to display automatically on the Event Trail tile, (i.e. events will only populate the tile once the **Load Events** button is clicked).
7. Click the appropriate radio button for the **Event Source** you require. What event source did you select?

| If… | then… |
|---|---|
| • Based on selected item plus Cardholder,<br>• Based on the selected item only,<br>• All events, or<br>• All items on a Site Plan based on the selected Alarm/Event, | go to Step 9. |
| • All items on a specific Site Plan, | you must select a Site Plan. Go to Step 8. |
| • Specific Divisions, | you must select a specific Division. Go to Step 9. |
| • Specific Event Sources | you must select at least one specific item. Go to Step 10. |

8. Select the specific Site Plan as follows:
   a. Click the Select Site Plan button. A browse tool displays.




   b. Check the Site Plan you want to use.
   c. Click the **OK** button.
      The pop-up closes and each of the **Select Site Plan** button changes to the name of the Site Plan you selected.
9. If your Event Trail Tile is on a Monitor Site Viewer, select Specific Division(s) as follows:
   a. Click the **Add Divisions** button. A browse tool displays.

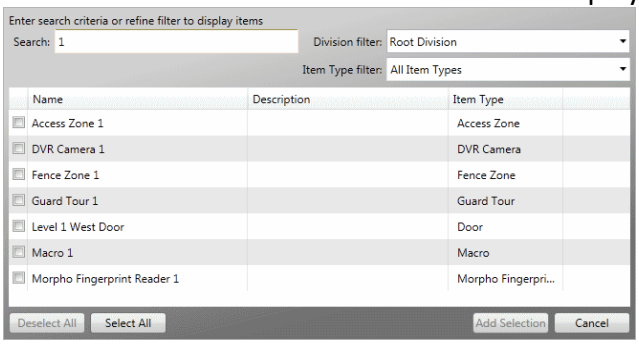



b. Check the Division(s) you want to use.

c. Click the **Add Selection** button.
The pop-up closes and the Name(s) of all divisions selected are displayed.

10. Select specific item(s) as follows:

d. Click the **Add Items** button. A browse tool displays.




e. Search for the item(s) you want to add to this tile by entering search criteria in the **Search** field and/or refining the filters.
The grid becomes populated with items that match the search criteria.

f. Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all items.

g. Click the **Add Selection** button.
The pop-up closes and each of the item(s) that was selected individually appears beneath the button, with a check box to the left of its name ticked. An item can be excluded from the Event Trail tile by unchecking the box.

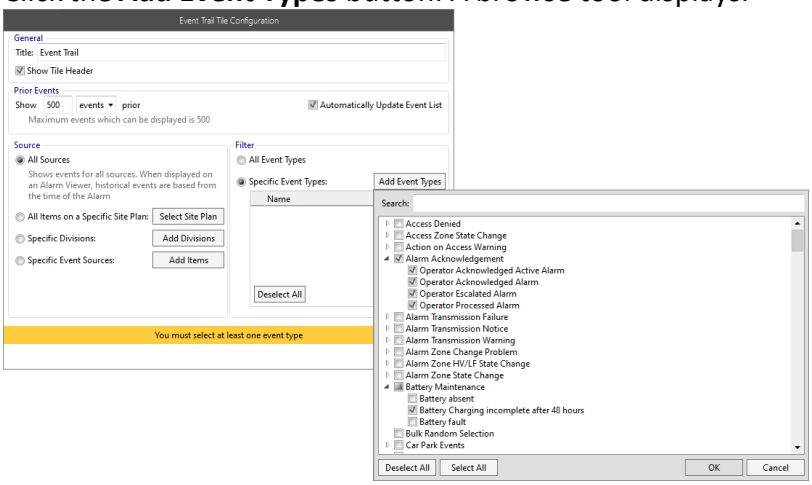
11. Is your Event Trial Tile on a Monitor Site Viewer?

| **If…** | **then…** |
|---|---|
| no, OR you do not want to configure filters, | Click the **Close** button. |
| on a Monitor Site Viewer, | A **Filter** column will appear to the right of the pop-up. |

12. Select Specific Filter(s) as follows:

| If… | then… |
|---|---|
| All Event Types, | all event types will be displayed. Go to Step 14. |
| Specific Event Types, | you must select at least one specific event type. Go to Step 13. |

13. Select Specific event type(s) as follows:
    a. Click the **Add Event Types** button. A browse tool displays.




    b. Search for the event types(s) you want to add to this tile by entering search criteria in the Search field and/or refining the filters.
    The grid becomes populated with event types that match the search criteria.
    c. Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all event types.
    d. Click **OK**.
    The pop-up closes and each of the event type(s) selected individually appears beneath the button, with a check box to the left of its name ticked. An event type can be excluded from the Event Trail tile by unchecking the box.

14. Click the **Close** button.
    The preview mode of the Event Trail Tile now displays the title given, and still displays 'dummy data'.

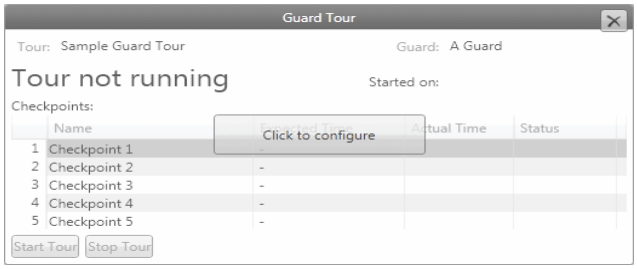
## Configuring a Guard Tour Tile

This tile displays the details of a *Guard Tour* that has previously been configured in Configuration Client. Guard Tours is a licensed feature so this tile can only be added to a Panel if the site has the appropriate license.
The Guard Tour tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration. This tile can be added to any Viewer. This tile can be configured to:

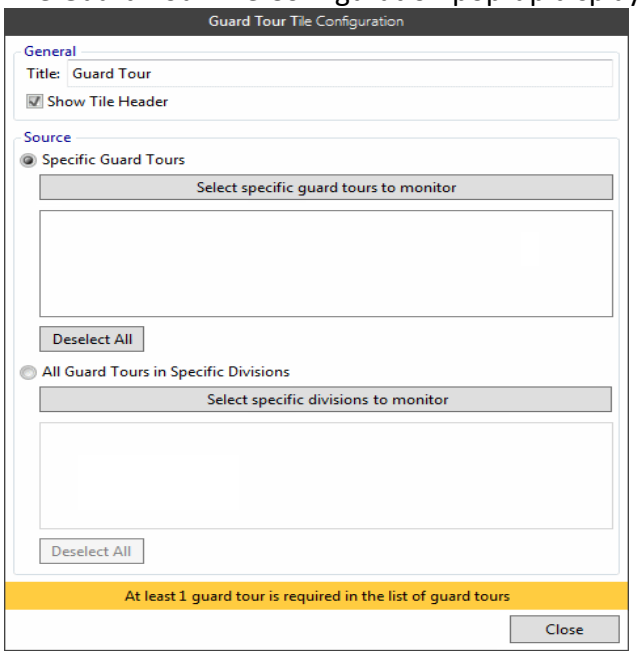
- show a particular Guard Tour
- allow the user in Operation to choose the Guard Tour to be shown.
  The Tours the user can choose from will either be:
  - any of those stored in any of the configured Divisions or their sub Divisions
  - any from a configured list
- display the Tour that generated the Alarm. This is to allow the tile to be added to a Panel displayed in response to selecting an Alarm with a Guard Tour related Event Group/Type in the Alarm Viewer.

### How to configure

1. Double-click on **Guard Tour** on the 'Tile Toolbox'.
   The Guard Tour Tile appears on the Configuration Panel section of the screen in preview mode.

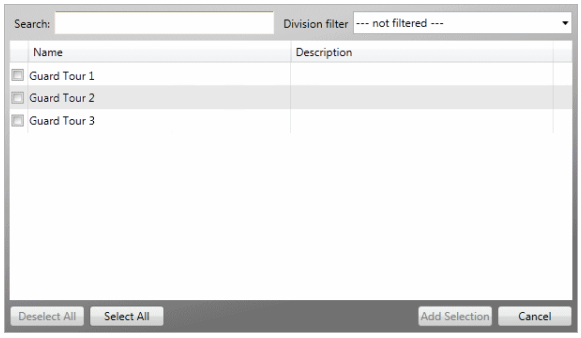


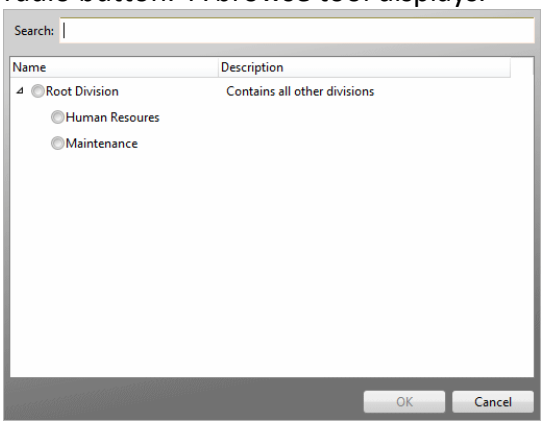

2. Move the mouse over the Guard Tour Tile you have added, and click on the **Click to configure** button that appears.
   The Guard Tour Tile Configuration pop-up displays.



**Note:** This is how the Configuration pop-up appears if you are adding a Guard Tour tile to a Monitor Site Viewer. If you are adding it to an Alarm Viewer, there will only be the **Title** field and the **Show Tile Header** checkbox.

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. What type of viewer are you adding this Tile to? If an **Alarm Viewer**, then go to Step 7.
   If a **Monitor Site Viewer**, then go to Step 6.
6. What do you want to show on this tile?

| **If you want to...** | **then...** |
|---|---|
| monitor a specific Guard Tour(s), | you must select at least one specific Guard Tour. To do this:<br>a) By default the **Specific Guard Tours** radio button is selected.<br>Click the **Select specific guard tours to monitor** button.<br>A browse tool displays.<br><br><br>**Note:** Local Guard Tours only are displayed. Guard Tours residing on a remote server cannot be selected.<br>b) If necessary, search for the Guard Tour(s) you want to include for monitoring by entering search criteria in the **Search** field and/or refining the Division filter.<br>The grid becomes populated with Guard Tours that match the search criteria.<br>c) Click the checkbox next to each Guard Tour you want to include, or click the **Select All** button if you want to include all Guard Tours. |

| If you want to... | then... |
|---|---|
| | d) Click the **Add Selection** button.<br>The pop-up closes and each of Guard Tour(s) that was selected individually appears beneath the button, with a checkbox to the left of its name ticked. A Guard Tour can be excluded from the Guard Tour tile by unchecking the box. |
| monitor Guard Tours stored in specific Division(s) | a) Click the **All Guard Tours in Specific Divisions** radio button. A browse tool displays.<br><br>**Note:** Local Divisions only are displayed. Divisions on a remote server cannot be selected.<br>b) Check the Division(s) you want to include. The **Deselect All** and **Add Selection** buttons are enabled.<br>c) Click the **Add Selection** button.<br>The pop-up closes and each Division(s) that was selected individually appears beneath the button, with a checkbox to the left of its name ticked. A Division can be excluded from the Guard Tour tile by unchecking the box. |

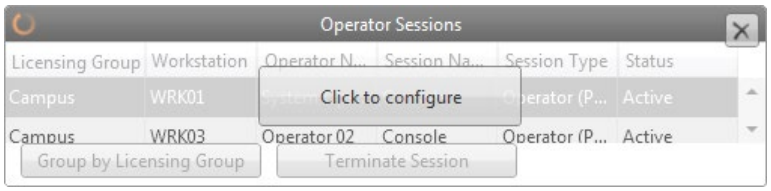
7. Click the **Close** button.
   The preview mode of Tour Tile now displays the title given.

## Configuring an Operator Sessions Tile

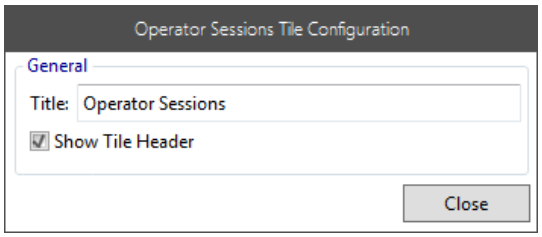
This tile is used to display operator sessions and their current status in a manner that allows a privileged operator to view, and if required, terminate sessions. This tile can be operated independently from a Viewers Navigation Panel, and has static configuration. It can be added to any Viewer.

### How to configure

1. Double-click on **Operator Sessions** on the 'Tile Toolbox'.
   The Operator Sessions Tile appears on the Configuration Panel section of the screen in preview mode. It displays dummy data in all the fields.




2. Move the mouse over the Operator Sessions Tile you have added, and click on the **Click to configure** button that appears.
   The Operator Sessions Tile Configuration pop-up displays.



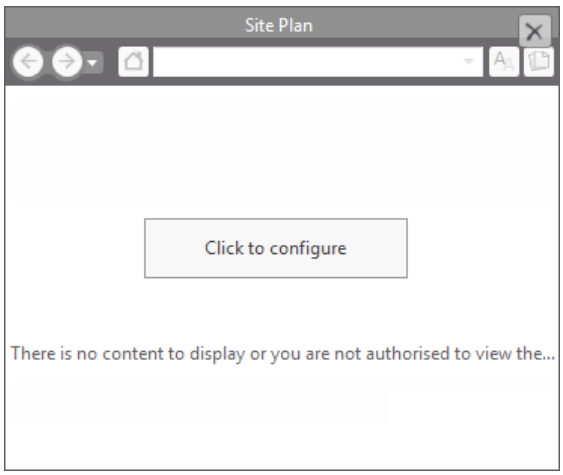

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. Click the **Close** button.
   The preview mode of the Operator Sessions Tile now displays the title given.

## Configuring a Site Plan Tile

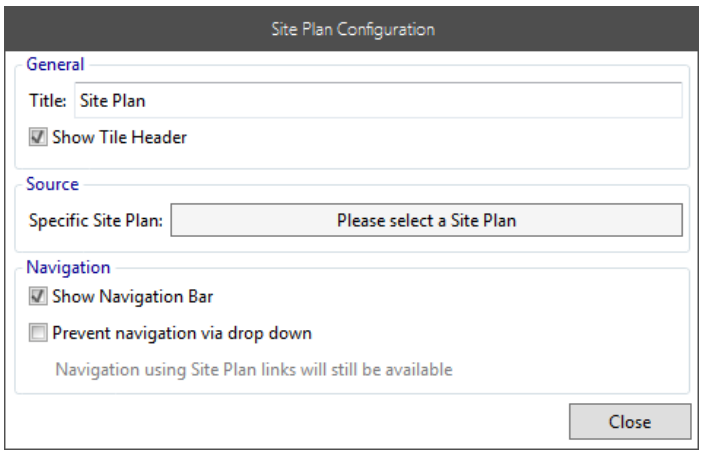
This tile is used to display a Site Plan, the content of which will have been configured in Configuration Client. The Site Plan displayed will be determined by the tile's configuration.
The Site Plan tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration. This tile can be added to any Viewer.

### How to configure

1. Double-click on **Site Plan** on the 'Tile Toolbox'.
   The Site Plan Tile appears on the Configuration Panel section of the screen in preview mode.



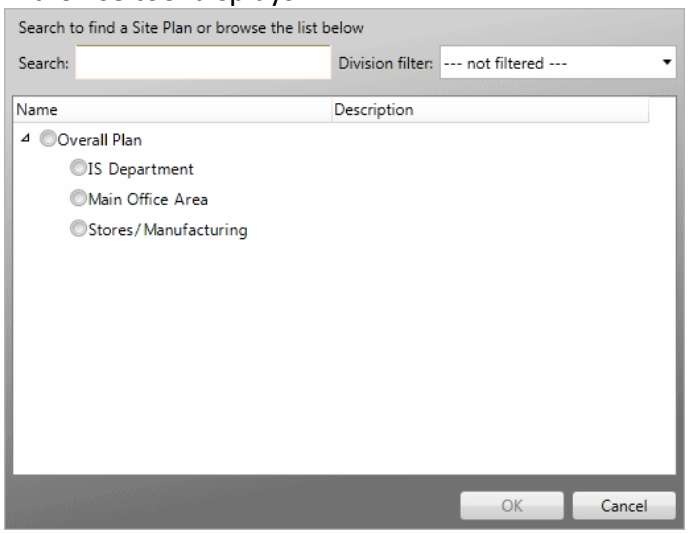

2. Move the mouse over the Site Plan Tile you have added, and click on the **Click to configure** button that appears.
   The Site Plan Tile Configuration pop-up displays.




   **Note:** If you are adding this tile to a Monitor Site Viewer the only **Source** option is to select a specific Site Plan. However, on an Alarm Viewer, Controlled Challenge Viewer, Spot Monitor Viewer or Intercom Viewer, both options shown here are available.

3. Enter an appropriate **Title** for this Tile.

4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware of the following impacts this has:
   - Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>
   - Hiding navigation options on the Site Plan tile means that you cannot navigate back once you have clicked away.
5. Did you want the Site Plan tile to show a specific Site Plan?

| If... | then... |
|---|---|
| no | go to Step 6. |
| yes | a) Click the **Please select a Site Plan** button.<br>A browse tool displays.<br><br><br>b) Select the Site Plan you want to use by searching or browsing the list.<br>c) Click the **OK** button.<br>The pop-up closes and the Please select a Site Plan button changes to the name of the Site Plan you selected. |

6. If you do not want the Navigation Bar to appear on the Site Plan tile, uncheck the **Show Navigation Bar** checkbox.
7. Check the **Prevent Navigation via drop down** checkbox if you want to prevent operators from navigating to the Site Plan via the drop-down list on the Site Plan tile.
8. Click the **Close** button.
   The preview mode of the Site Plan Tile now displays the title given, and:

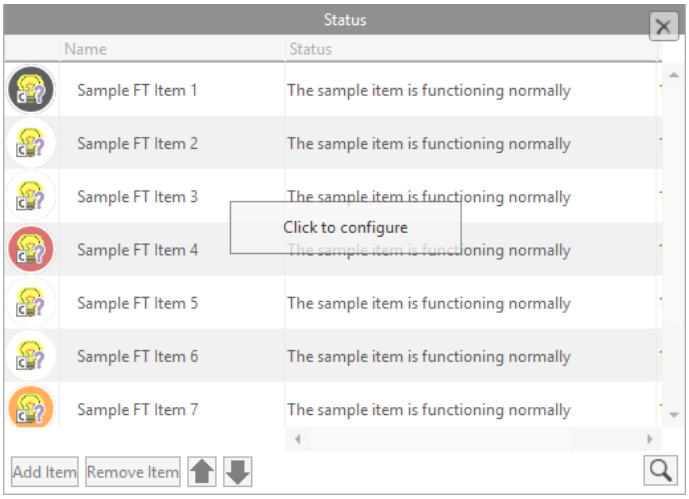
| If you clicked the... | then... |
|---|---|
| Specific Site Plan radio button | the selected Site Plan will display, scaled proportionally to ensure the whole Site Plan is visible in the tile. If the aspect ratio of the tile is wrong for the chosen Site Plan, a blank space will appear between either the right or bottom edge of the Site Plan and the edge of the tile. It is up to the user to change the size of the tile to meet their needs. |
| Based on selected Event radio button | the Tile will remain empty.<br>**Note:** Because the Site Plans that could be displayed in this mode can vary in size and aspect ratio it is up to the person configuring the system to choose a size for the tile that is appropriate for viewing any of the Site Plan(s) that may appear. |

## Configuring a Status Tile

This tile is used to display the current status of items pertinent to the task the Guard is undertaking. It can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration (or Operator selected). This tile can be added to any Viewer.

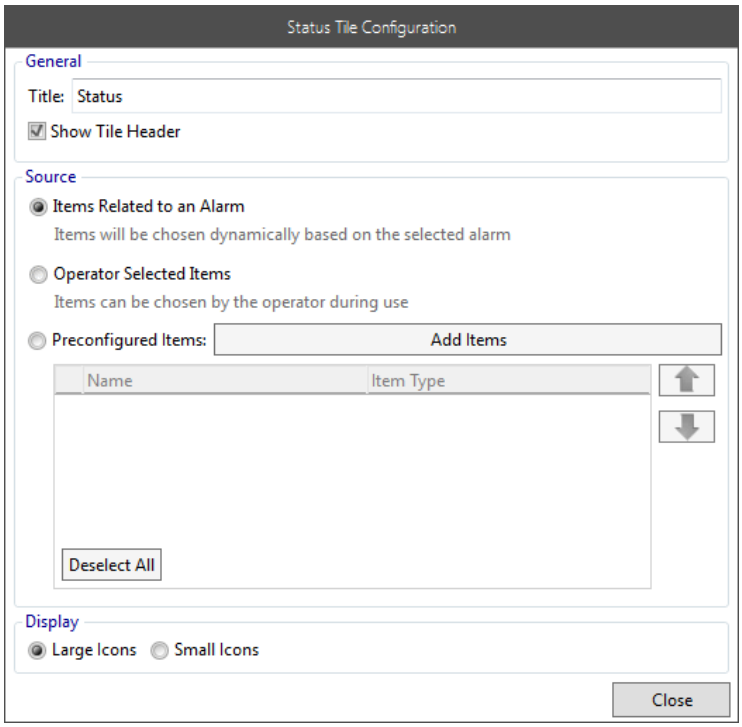
### How to configure

1. Double-click on **Status** on the 'Tile Toolbox'.
   The Status Tile appears on the Configuration Panel section of the screen in preview mode with columns for Name, Status and Updated.




   **Note:** This example is how the tile preview will appear when being placed on an Alarm Viewer or Monitor Site Viewer. On a Controlled Challenge Viewer the tile preview will be empty.

2. Move the mouse over the Status Tile you have added, and click on the **Click to configure** button that appears.
   The Status Tile Configuration pop-up displays.

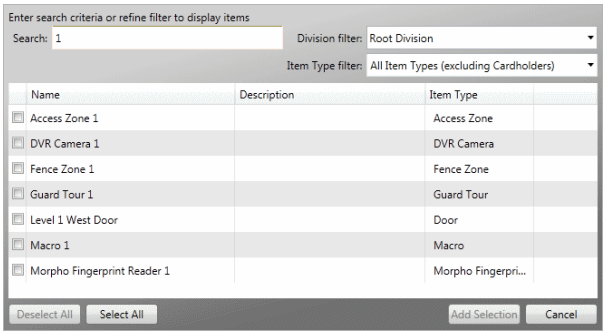



**Note:** If you are adding this tile to a Monitor Site Viewer or Controlled Challenge Viewer, the **Items Related to an Alarm** radio button (in the Source section) will not appear.

3. Enter an appropriate **Title** for this Tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.
5. What items do you want monitored?

| If you want to... | then... |
|---|---|
| monitor items that relate to an alarm | click the **Items Related to an Alarm** radio button.<br>**Note:** This option is only available if you are adding this Tile to an Alarm Viewer. |
| select items to be monitored during operation | click the **Operator Selected Items** radio button. |

| If you want to... | then... |
|---|---|
| select specific items | a) Click the **Preconfigured Items** radio button. A browse tool displays. |



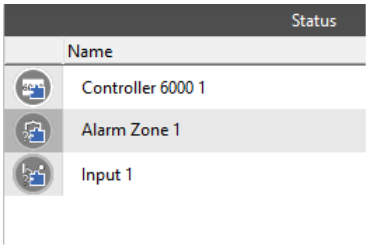

b) Search for the item(s) you want to include for monitoring by entering search criteria in the **Search** field and/or refining the filters.
The grid becomes populated with items that match the search criteria.

c) Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all items.

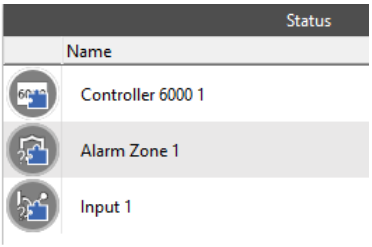
d) Click the **Add Selection** button.
The pop-up closes and each of item(s) that was selected individually appears beneath the button, with a check box to the left of its name ticked. An item can be excluded from the Status tile by unchecking the box.

**Note:** You can click the header of the **Name** column or use the up and down arrows to the side to change the order of the items, (i.e. select the item you want to move and click either the up or down arrow to move it).

6. In the **Display** section, click the appropriate radio button for how you want the item icons to be displayed, (i.e. small or large).
7. Click the **Close** button.
The preview mode of the Status Tile now displays the title given and each of the items selected. How the item icons display will depend on the selection you made.




**Small Icons**



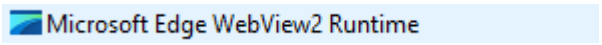

**Large Icons**

## Configuring a URL Tile

This Tile is effectively an "embedded web browser". It can be used to display the content located at a specific URL, (e.g. a web page, Internet/Intranet, etc.), or a related URL, (i.e. Alarm Instructions or Cardholder PDF).

The URL tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration. This tile can be added to any Viewer.

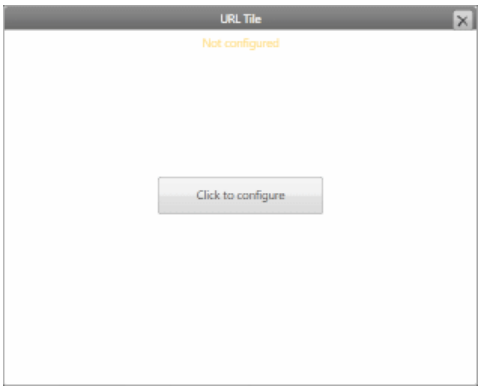
**Note:** If you use the URL Tile, ensure the WebView2 component is installed by checking under Windows add\remove programs.




You will also need to disable Internet Explorer under add\remove Windows Features. This will ensure that Microsoft Edge is used as the browser for the URL Tile in preference to Internet Explorer which is still the default browser.

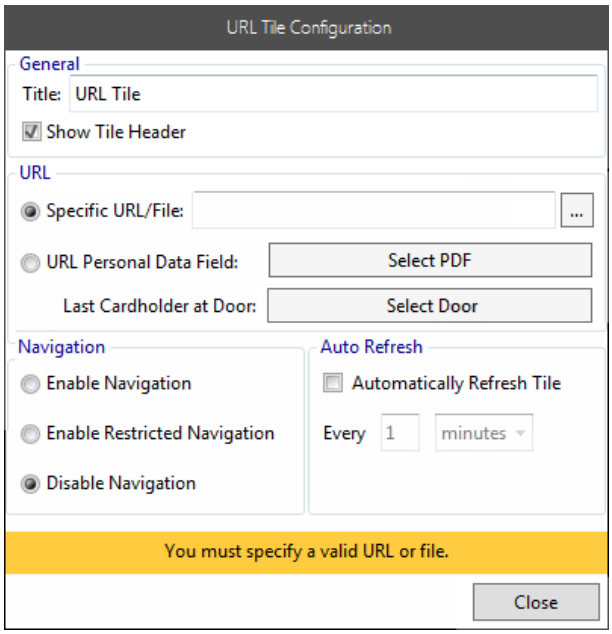
### How to configure

1. Double-click on **URL** on the 'Tile Toolbox'.
   The URL Tile appears on the Configuration Panel section of the screen in preview mode.

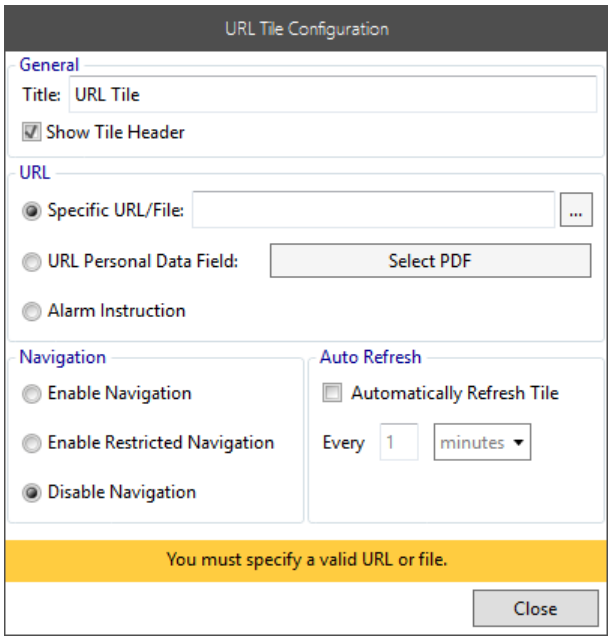



2. Move the mouse over the URL Tile you have added, and click on the **Click to configure** button that appears.
   The URL Tile Configuration pop-up displays.

   **Note:** The pop-up differs depending on the type of Viewer you are adding a URL tile to.
   This first example is how it appears on a Monitor Site Viewer.




This second example is how it appears on an Alarm Viewer and a Spot Monitor Viewer.




The only difference when it appears on a Cardholder Viewer or a Controlled Challenge Viewer is that there is no option to select an **Alarm Instruction**.

3. Enter an appropriate **Title** for this tile.
4. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware of the following impacts this has:
   - Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>
   - The URL tile cannot be manually refreshed

- Hiding navigation options on the URL tile means that you cannot navigate back once you have clicked away.

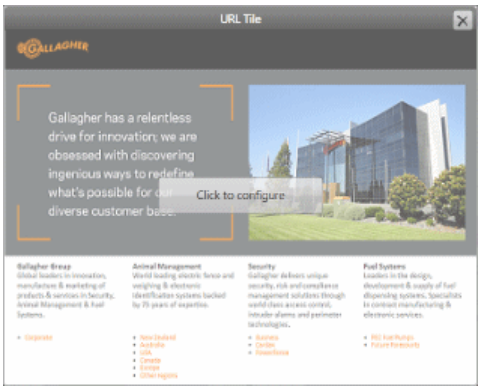
5. Click the appropriate URL related radio button for what you want to show on this tile.
   Which radio button did you click?

| If... | then... |
|---|---|
| Specific URL/File, | either enter a Specific URL/File or click the  button to use the browse tool to make your selection.<br>**URL Addressing:**<br>There are 3 possible URL addresses, as follows:<br>- a website (internal to an intranet or external to the www Internet)<br>- a specific file (within a Local area or internal shared network)<br>- a specific folder<br><br>The following addressing schemes (protocols) are supported:<br>file://, http:// and https://<br><br>**Note:** You only need to enter "www" or a drive letter, (e.g. D) without the need to pre-pend with protocol. |
| URL Personal Data Field, | a) Click the **Select PDF** button.<br>A browse tool displays.<br>b) Check the PDF you want to use.<br>c) Click the **OK** button.<br>The pop-up closes and the Select PDF button changes to the name of the Personal Data Field you selected.<br>**Note:** If you are adding this tile to a Monitor Site Viewer, the **Last Cardholder at Door** field displays. You must select a Door. The tile will display the URL PDF value of the Cardholder who most recently badged a credential at this Door's entry reader. A local or remote Door can be selected. |
| Alarm Instruction<br>**Note:** Only if tile is being added to an Alarm Viewer | a URL which has been set up against an individual Alarm Instruction (in Configuration Client) will be used. |

6. Click the appropriate Navigation radio button, as follows:

| If you click... | then in operational mode... |
|---|---|
| Enable Navigation, | the Navigation bar will be visible and available, (i.e. users will be able to type any URL they like in the Address bar, and all the navigation buttons will be available). |
| Enable Restricted Navigation, | users will be able to navigate through all the displayed links in the site but the URL cannot be changed. The Address bar and **Go** button will be visible but permanently disabled, while all other buttons will be available. |
| Disable Navigation, | the Navigation bar will not be displayed, therefore disabling any navigation for links in the displayed pre-configured site. |

7. Click the **Automatically Refresh Tile** checkbox if you require the URL tile to automatically refresh at a set interval.
   **Note:** Some websites already update automatically within the browser, and there is no need to refresh the tile. However, if the file is a static html or PDF the refresh icon needs to be pressed to refresh the tile.
8. Specify the refresh frequency in seconds, minutes or hours.
   **Notes:**
   - The refresh frequency minimum is 60 seconds.
   - If the "Auto refresh option" is selected and "Navigation is enabled" the tile will refresh the screen the tile has currently viewed.
9. Click the **Close** button.
   The preview mode of the URL Tile now displays the title given, and displays a mock representation of live data.




**Note:** This example is how the tile preview will appear when navigation has been disabled, (i.e. the Navigation bar does not display).

## Configuring a Site Plan Viewer

### Introduction

The Site Plan Viewer is unlike other Viewers in that it does not have a Navigation Panel. It does not use tiles and is most likely to be used in full screen mode.

### Operator Privileges

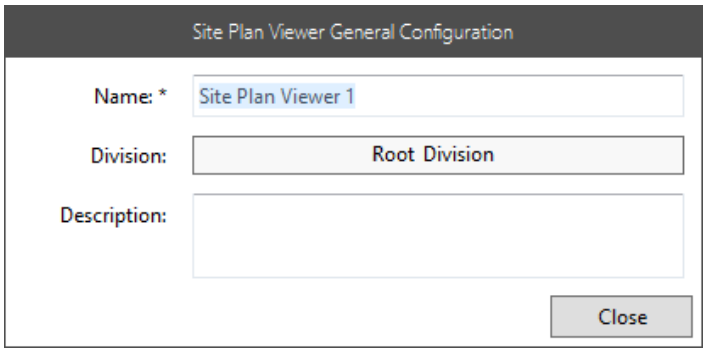
Operators with the "Configure Viewer" operator privilege can create, edit and delete Viewers in a particular division. They can also look at the Configuration of Viewers in that Division. Operators also require the "View Site" operator privilege to look at the Configuration of Viewers in that Division.

### Procedure

Configure a Site Plan Viewer as follows:

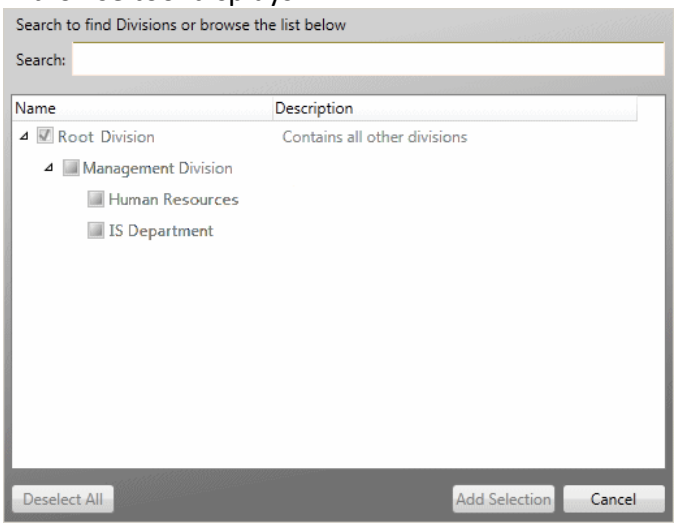
1. Select the **Viewers** tab on the Command Centre title bar.
2. Click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays with the Configuration Navigation Panel down the left-hand side, and the Configuration Panel on the right.

   **Note:** Go to page 2-3 for a table describing the buttons on this screen.
3. From the Configuration Viewer click the **New Viewer** button, and then click **Site Plan Viewer**.
   The Site Plan Viewer General Configuration pop-up displays.



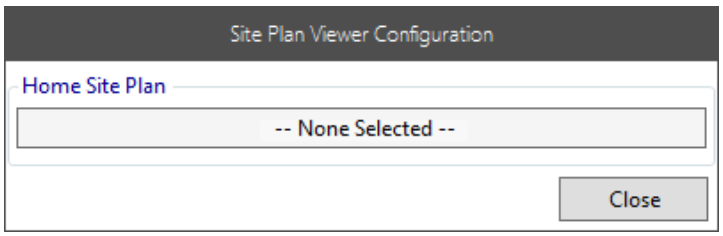

4. Complete the fields as required.

| Field/Checkbox | Description |
|---|---|
| Name | Defaults to *'Site Plan Viewer <next number that would make the name unique>'*. |
| Division | Defaults to the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.<br>The division can be changed, as follows: |

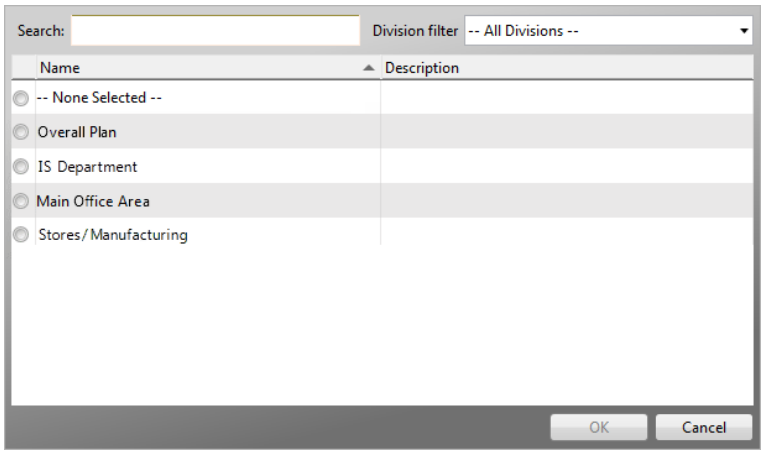
| Field/Checkbox | Description |
|---|---|
| | a) Click the **<Division Name>** button.<br>A browse tool displays.<br><br>**Note:** Only divisions to which you are privileged to see will appear in the list.<br>b) Select the Division you want the Site Plan Viewer to be in.<br>c) Click the **OK** button.<br>The browse tool closes and the name of the button changes to reflect the name of the Division you selected. |
| Description | This field is blank. |



5. Click the **Close** button.
   The Configuration pop-up closes.
6. Move the mouse over the Site Plan Viewer Panel, and click on the **Click to Configure** button that appears.
   The Site Plan Viewer Configuration pop-up displays.




7. Assign a Home Site Plan by clicking the **-- None Selected --** button.
   A browse tool displays.




8. Check the Site Plan you want to assign as the Home Site Plan.
   **Note:** Site Plans created in either Command Centre Client or Configuration Client can be assigned.
9. Click the **OK** button.
   The browse tool closes and the **-- None Selected --** button changes to the name of the Site Plan you selected.
10. Click the **Close** button.
    The Site Plan Viewer Configuration pop-up closes.
11. Click the **Save** button.
    **Note:** Although this saves the new Viewer, it does not appear immediately in operational mode. By right clicking on the **Viewer Configuration** button and selecting **Reload Viewers**, the new Viewer appears without logging off and on again.

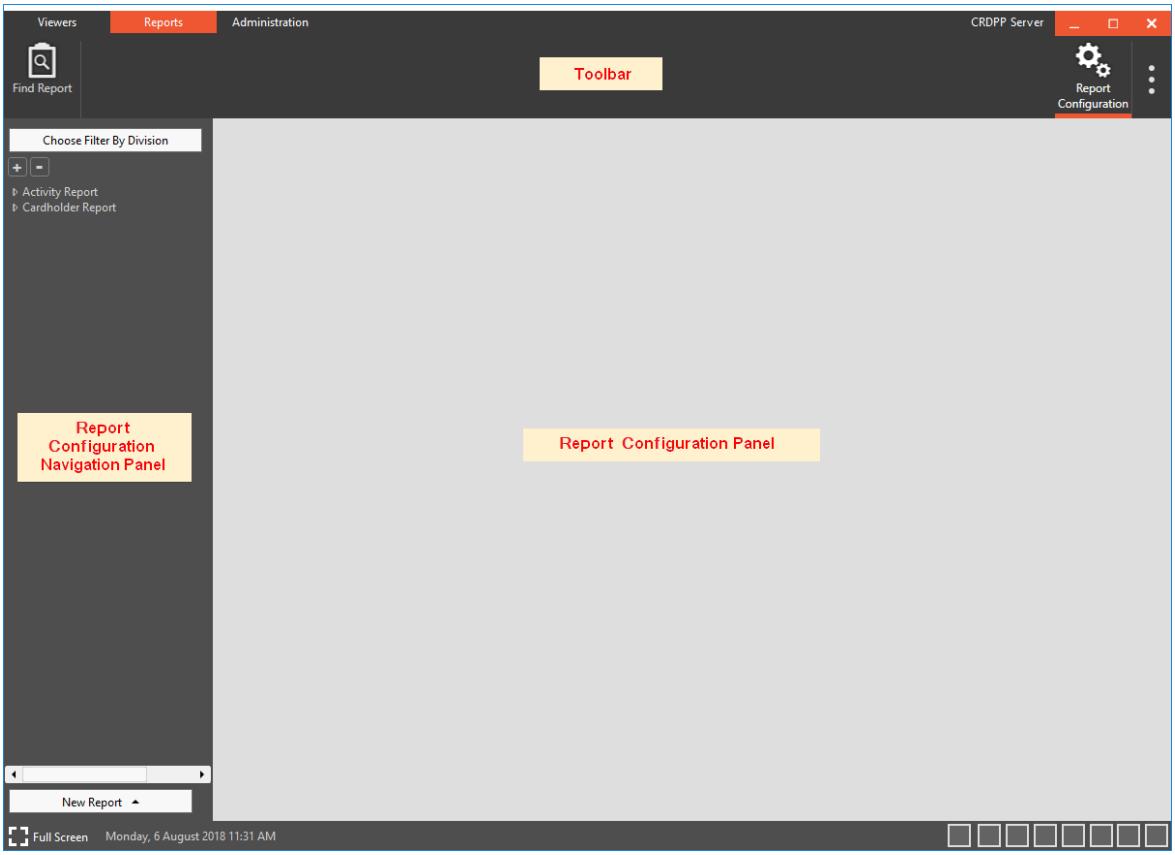
# Creating Reports

## Introduction

The Reports tab provides a separate area from the viewer functionality for creating, editing and running reports.

## Procedure

1. Select the **Reports** tab on the Command Centre title bar.
2. Click the **Report Configuration** button on the toolbar.
   The General Report Configuration screen displays with the Configuration Navigation Panel down the left hand side, and the Configuration Panel on the right.




3. Click the **New Report** button, and then the type of report you require:

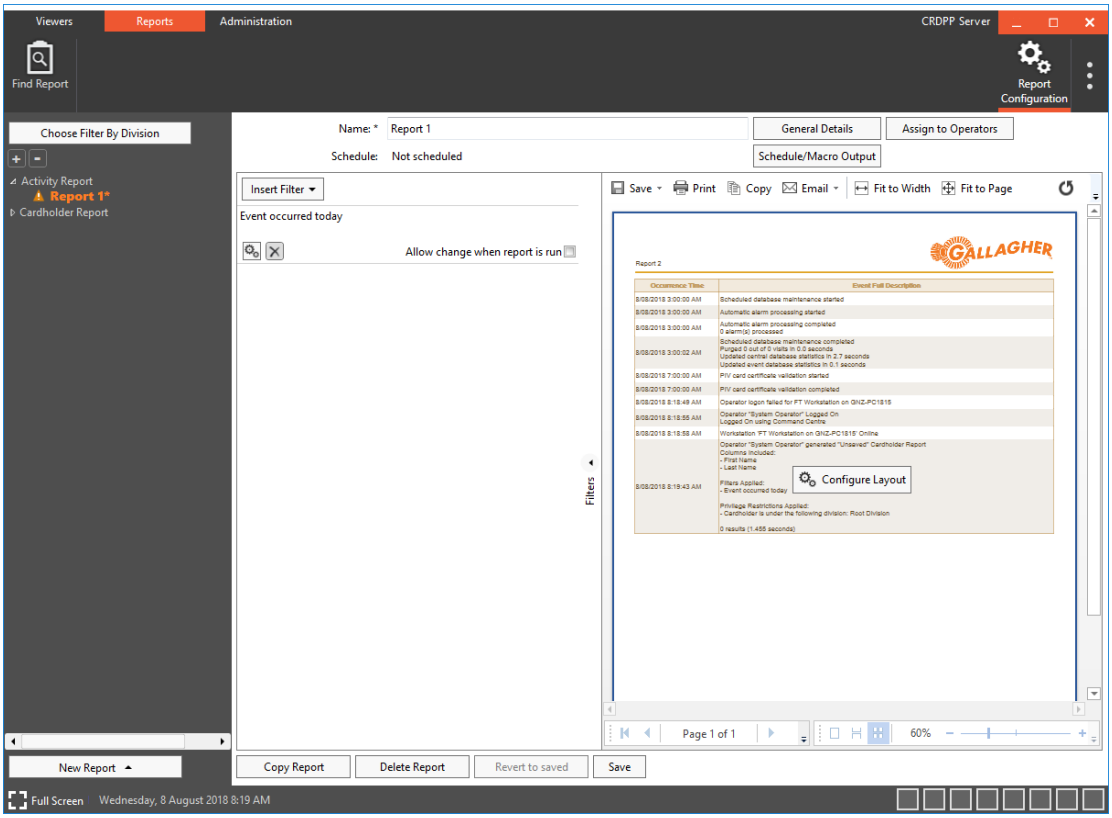
| Report Type | Description |
|---|---|
| Access Report | The Access Report provides a list of Cardholders who can access a door/zone during a specified time period.<br>**Operator Privileges**<br>Operators can only create, edit or delete Access Reports in divisions where they have the "Configure Access Report" privilege. |
| Activity Report | The Activity Report is a tool for reporting exactly what has been occurring in the system. It is a query tool and is not expected to be used to print regular reports for filing purposes. |

| Report Type | Description |
|---|---|
| | **Note:** In a multi-server environment, for any given server where event aggregation is enabled, an operator can run an Activity Report which incorporates events from remote site items. The Activity Report can be filtered by remote site items.<br>**Operator Privileges**<br>Operators can only create, edit or delete Activity Reports in divisions where they have the "Configure Cardholder and Activity Report" privilege. |
| Cardholder Report | The Cardholder Report allows the operator to print a listing of Cardholder information. The operator specifies a set of cardholders as criteria.<br>**Operator Privileges**<br>Operators can only create, edit or delete Cardholder Reports in divisions where they have the "Configure Cardholder and Activity Report" privilege. |
| Evacuation Report | The Evacuation Report provides a list of cardholders present on a site. This can be used in an evacuation situation, such as a fire, and allows better management of evacuation situations and improved cardholder safety.<br>**Note:** In a multi-server system that uses Visitor Management (a licensable feature), visit data does not get replicated between servers. Therefore, the Evacuation Report cannot report on remote visitors.<br>**Prerequisites**<br>The Evacuation Report relies on cardholder location information, and is therefore only effective at sites where all cardholders swipe their cards every time they enter or exit an Access Zone.<br>**Operator Privileges**<br>To create a new Evacuation Report, or to delete or edit the properties of an existing Evacuation Report an operator must have the "Configure Evacuation Report" operator privilege in the Evacuation Report's Division. |
| Hardware Warranty Report | The Hardware Warranty Report verifies the manufacture dates from Controllers (via MAC address) and HBUS devices (via serial numbers) to confirm warranty periods are correct with or without the Care Plan.<br>The report shows when their devices will be out of warranty/no longer supported, and nearing end of warranty. This assists sites with planning upgrades of their hardware.<br>**Operator Privileges**<br>Operators can create, edit, view, print or delete Hardware Warranty Reports in divisions where they have the "Configure Hardware Warranty Report" privilege. Operators also require the "View Site" privilege in each division for that divisions items to appear in the report. |
| Summary Activity Report | The Summary Activity Report focuses on event statistics. By default it shows a graphical representation of events over a report time period. There is also an option to display statistics in table format so that the data can be exported to CSV. The report |

| Report Type | Description |
|---|---|
| | also allows grouping of time so that a trend can be shown, (e.g. Numbers of events per week over the past three months).<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Summary Activity reports in divisions where they have the "Configure Cardholder and Activity Report" privilege. |
| Time Report (either Detailed or Overview) | The Time Report provides the ability to track hours worked by individual Cardholders. Door entry and exit events are used in the system to calculate hours worked by individual Cardholders. In general, a Door entry event is equated to a Cardholder clocking in or starting work, while a Door exit event equates to a Cardholder clocking out or ending work.<br>**Note:** In a multi-server environment, for any given server where event aggregation is enabled, an operator can run a Time and Attendance Report which incorporates events from remote readers. The Time and Attendance Report can be filtered by remote readers.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Time Reports in divisions where they have the "Configure Time Report" privilege.<br><br>**Detailed Time Report**<br>The detailed Time Report will show entry and exit times for cardholders that badge at selected readers. The time report will contain configurable Earliest Daily Entry Time (EDET) and Latest Daily Exit Time (EDET) boundaries. These boundaries will be used to define entry and exit times when a cardholder tailgates entry or exit, or badges before EDET or after LDET. The time report will produce one row for each continuous period of times between entry and exit pairs (Time on Site column). These may be actual or assumed exit and entry pairs.<br><br>**Overview Time Report**<br>The Overview Time Report will show a summary of total time based on cardholder attributes: Name, Card Type, Cardholder Division and PDF values. The Overview report will contain similar filters as the Detailed report. The report can be used alongside all reader and time filter configuration options including EDET/LDET, Max Time on Site, Separate/Combined readers, First Entry/Last Exit, Grace Time, Display assumed time. The filters column in the table below shows the filters that differ from the detailed report.<br>**Note:** This report also includes the filter 'Total Days' that enables an operator to report the total days a Cardholder has been on site within a specified reporting period. |
| Voltage Report | The Voltage Report is only available for customers licensed for Fence Controllers. It allows an operator to produce a report of logged volts for a Fence Zone. These results are displayed on screen as a line graph, which can be printed out, or saved to file as a CSV format. |

| Report Type | Description |
|---|---|
| | **Operator Privileges**<br>Operators can only create, edit or delete Voltage reports in divisions where they have the "Configure Voltage Report" privilege. |
| Z20 Tuning Report | The Z20 Tuning Report is only available if your site is licensed for Disturbance Sensors. A 'Diagnostic Mode' override can be performed on Disturbance Sensors (via the **Status and Overrides** tab of the Disturbance Sensor properties in the Configuration Client). This override will last for up to 48 hours or until it is cancelled. Running a Z20 Tuning Report will provide tuning data recorded over the 48 hours.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Z20 Tuning Reports in divisions where they have the "'Configure Z20 Reporting" privilege. They also require the "View Site" privilege in each division for that division items to appear in the filters and to display data when the report is run. |

The new report will appear in the Report Configuration Navigation Panel (on the left), and configuration options and a Report Preview will display on the right.




**Note:** This screen example is for an Activity Report, which has one filter condition added by default. The only report types that do not have some filter conditions already applied to them by default are the Cardholder Report and Access Report.

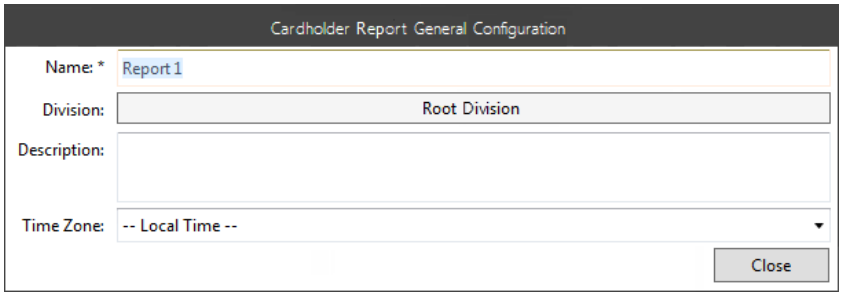
This table explains the functions of the buttons on this screen.

| Button | Description |
|---|---|
| Choose Filter By Division | Although the Division in which a Viewer is stored has no significance in terms of who can see it in operational mode, a site may still choose to organise their Viewers divisionally based on the operators who will be using them. This button allows them to display only those Viewers stored in a particular Division or any of its sub-Divisions. Regardless of which option is selected, the items are listed in ascending alphabetical order at each level. |
| General Details | Clicking this button causes the **Report General Configuration** pop-up to display, and the rest of the screen is disabled. |
| Schedule/Macro Output | Clicking this button causes a **Schedule/Macro Output** pop-up to display, and the rest of the screen is disabled. |
| Assign to Operators | Clicking this button causes the **Report Assignments** pop-up to display. This allows you to assign Operator Groups to the report so that members of those groups will be able to run the report from the **Find Reports** screen. **Note:** A warning icon will appear in the report navigation panel next to the name of any Report that has not been assigned to at least one Operator Group. |
| New Report | Clicking this button displays a list of Report types that can be created. By selecting the type of Report to be created, the new report appears in the Report Configuration Navigation Panel (on the left), and configuration options and a Report Preview will display on the right. |
| Insert Filter * | This button allows you to add one or more conditions to allow filtering of cardholder records based on the defined criteria. |
| * | This button allows you to edit an existing condition. **Note:** You must select (highlight) the condition in the 'Filters' section of the screen to be able to edit it. |
| * | This button allows you to remove the condition from the 'Filters' section of the screen. |
| Copy Report | This operates on the Report displayed in the Configuration Panel. Clicking this button causes the Report to be replaced in the Configuration Panel with a copy of itself. The Report name is set to *'Copy of <name of Report being copied>'*, and a corresponding entry appears at the appropriate place in the list of Reports in the Report Configuration Navigation Panel. At this stage, the copied report can be renamed and the other general details can be configured. |

| Button | Description |
|---|---|
| Delete Report | This operates on the Report displayed in the Configuration Panel. When this button is clicked, the confirmation message *"Are you sure you want to delete <Report name>?"* displays. On confirmation, the Report is deleted from the list of Reports in the Report Configuration Navigation Panel. |
| Revert to saved | This operates on the Report displayed in the Configuration Panel. Clicking this button causes all changes made to the Report to revert to the state they were in following the last save.<br>**Note:** Only enabled when the Report has unsaved changes. |
| Save | This operates on the Report displayed in the Configuration Panel. Clicking this button validates the Report before saving changes to the database.<br>**Notes:**<br>• Only enabled when the Report has unsaved changes.<br>• When selecting either the **.xlsx** or **.csv** file type, data beginning with **@**, **+**, **-** or **=** symbols will be prepended with a **'** (single quote). |

*** Note:** These buttons are present for all report types once a filter has been inserted, with the exception of Evacuation Reports. Evacuation Report filters exist permanently inside the filter area, and cannot be added or deleted. They can however be edited inside the collapsible filter section.

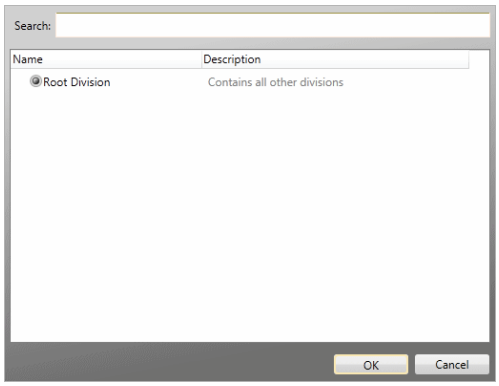
4. The report can be named by either:
   a) typing in the **Name** field in the Report Configuration Panel, or
   b) clicking the **General Details** button.
   A General Report Configuration pop-up displays.




**Note:** This example is the Report Configuration pop-up that appears for a Cardholder Report.

Which method of naming the report did you choose?
If method **(a)**, then go to Step 12.
If method **(b)**, then go to Step 5.

5. Enter an appropriate **Name** for this Report.
6. Click the **Root Division** button.
   A browse tool displays.




7. Check the Division that you want to save this report in, (i.e. only operators with access to the Division you select will be able to see the report).
8. Click the **OK** button.
   The browse tool closes and the Root Division button changes to the name of the Division you selected.
9. Type the report **Description**. For example, you may mention the report is printed to the screen.
10. When a report is run, all dates and times within the report will display in the selected time zone. By default, it will use the 'local' time zone of the workstation, but this can be changed to another time zone if required. Any dates and times configured within a report, (e.g. in an event time filter), will be assumed to be within the selected time zone (rather than the time zone on the configuring operator's workstation).
    If required, select a time zone from the **Time Zone** drop-down list. **Note:** The only place the time zone appears when a report is run is on the cover page. Therefore, there will be no indication of time zone if you do not configure a cover page to display.
11. Click the **Close** button.
    The General Report Configuration pop-up closes.
12. Configure the report as appropriate. Click on the following function that you want to perform to do this:

    ***Scheduling a Report*** (on page 2-114)

    ***Inserting a condition for filtering*** (on page2-117)

    ***Editing a condition for filtering*** (on page 2-118)

    ***Removing a condition for filtering*** (on page 2-118)

    ***Configuring a Report Layout*** (on page 2-119)

    ***Configuring a Summary Activity Report Layout*** (on page 2-124)

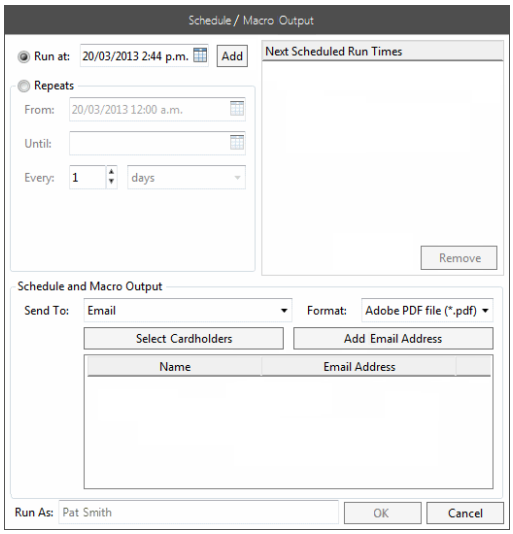
    ***Configuring a Z20 Tuning Report Layout*** (on page 2-127)

    ***Viewing Report Preview in full screen mode*** (on page 2-128)
13. Click the **Save** button.
    **Note:** Although this saves a new report or changes made to an existing report, the changes do not appear immediately in operational mode. By right clicking on the **Report Configuration** button and selecting **Reload Reports**, the changes appear without logging off and on again.

## Scheduling a Report

All reports configured in Command Centre Client, (i.e. Activity, Cardholder, Evacuation, Time, Voltage and Access reports) can be scheduled to run at specified times, as follows:

1. Click the **Schedule/Macro Output** button.
   The Schedule/Macro Output pop-up displays, which allows you to configure a report to be run at either scheduled or ad hoc times.



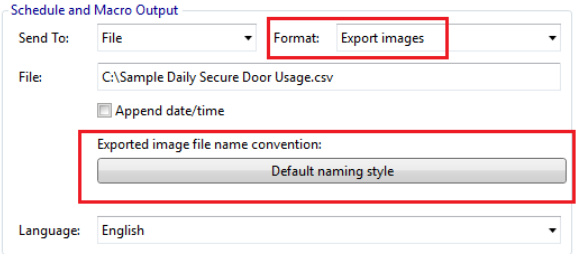

   **Note:** Changing the destination type in the **Send To** drop-down list changes the controls that display in the 'Schedule and Macro Output' section of this pop-up. This example shows the fields that display when 'Email' is selected.

2. Do you want the report to be run at multiple explicit times or repeat times?

| If the report is to be run at... | then... |
|---|---|
| multiple explicit times, | **a)** Click the **Run at** radio button.<br>**b)** Enter a date and time, and click the **Add** button. The date and time appears in the **Next Scheduled Run Times** grid.<br>**c)** Repeat Steps 1 - 2 for each explicit time you require. **Note:** If you click the **Repeats** radio button, then the explicit additions are removed from the **Next Scheduled Run Times** grid. |
| repeat times, | **a)** Click the **Repeats** radio button.<br>**b)** Select the 'initial' **From** date and time.<br>**c)** Select an **Until** date and time if required. **Note:** If no **Until** date is entered, the report will repeat indefinitely.<br>**d)** Select the regularity for the report to be run, (i.e. **Every** one or many **Hours**, **Days**, **Weeks** or **Months**). **Note:** When **Weeks** is selected from the drop-down list, the days of the week display with an ability to select one or multiple days, (e.g. Monday and |

| If the report is to be run at... | then... |
|---|---|
| | Thursday). The next five dates and times appear in the **Next Scheduled Run Times** grid. |

3. Click the appropriate option from the **Send To** drop-down list for where you want the report to be generated:

| Select... | if you want to... |
|---|---|
| Printer | print the information to a selected **printer**, and type in the printer name. |
| File | save the information to **file**. Select the required file type for the report from the **Format** drop-down list, and type in the file location and name. You can also append the date and time to the file name if required, by checking the **Append date/time** checkbox.<br>**Note:** Selecting the **Export images** option from the **Format** list will output report images as individual files and export the report itself as a CSV file. If you select this option, an additional field displays:<br><br><br>By clicking the **Default naming style** button, a Choose file names pop-up displays.<br>Go to Step 3 of the ***Exporting Cardholder Images*** (on page 3-160) for the full procedure. |
| Email | **a)** select Cardholders and/or manually enter email addresses to receive the emailed Report, as follows:<br>***Selecting Cardholders:***<br>Click the **Select Cardholders** button and use the browse tool to search for the required cardholders.<br>**Notes:**<br>• Emails will only reach the cardholder if the Notification flag is enabled for that email address PDF.<br>• If a selected cardholder has more than one email address, the 'first' one displays, with the string ', ...' (indicating they have more than one).<br>***Manually entering email addresses:***<br>Click the **Add Email Address** button and enter the required email address in the free-text pop-up that displays. Click the **Add** button, and either enter additional email addresses or |

| Select... | if you want to... |
|---|---|
| | click the **Close** button. Only the email address will display, and the Cardholder Name will be left blank. |
| | **b)** Select the required file type for the report from the **Format** drop-down list.<br>**Note:** Email addresses display here as 'Read-only'. |

4. A report run from a schedule or a macro will run as if being run by the last operator to save the report. This operator name displays as 'read-only' in the **Run As** field.
   **Note:** If Operator 1 creates and saves a report and assigns it a schedule (or it is run from a macro), the report will 'Run as' Operator 1. If subsequently Operator 2 edits and saves the same report, the report will then 'Run as' Operator 2.
5. Click the **OK** button. The Report Schedule is saved.
   **Note:** An operator may choose to cancel the schedule by selecting **Cancel**, or to remove the schedule by clicking **Delete Schedule**.

**Hints**

The following table provides some error messages that can appear if a scheduled report fails, and what can be done to resolve the problem.

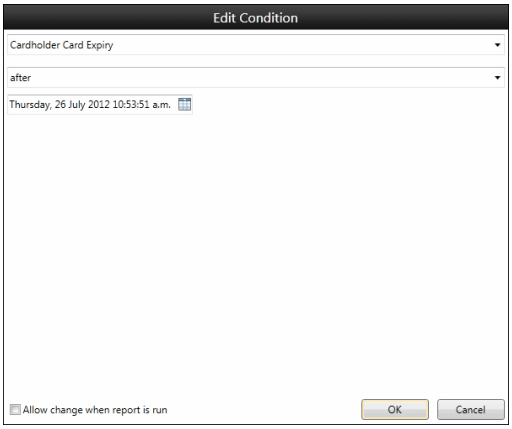
| Error Message | Solution |
|---|---|
| *"PrintTicket provider failed to bind to printer. Win32 error: -2147467231"* | If the scheduled report fails with this error you will need to download and apply a patch from Microsoft. Please refer to Microsoft Article ID: 2954953. |
| *"PrintTicket provider failed to bind to printer. Win32 error: Access is denied"* | This error means the logon account for the FT Command Centre service does not have privileges to the printer.<br>Perform the procedure below to change the logon account. From v7.70 onward you need to use the Recovery Code when changing the logon account.<br>1. Make sure you have a recovery code, make a new one if necessary while logged on.<br>2. Change the FT Command Centre Service login (using **services.msc**) to your domain name\user and password (or local user and password if not on a domain).<br>3. Go off the domain (onto a workstation) and then back on the domain.<br>4. Using **CCFTRecoveryCode.exe**, apply the existing recovery code again.<br>Services will start. You can now schedule printing.<br>This applies to both network and local printers.<br>**Note:** If you change the FT Command Centre Service login to a user who is a standard user (not an administrator) you will not be able to schedule printing. |

## Inserting a condition for filtering

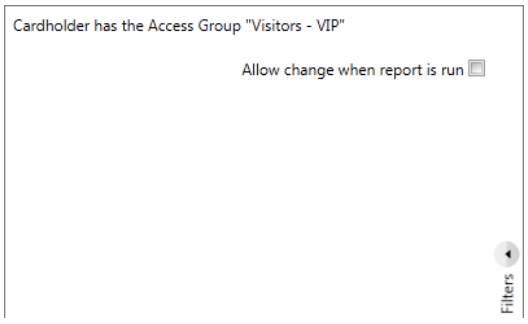
**Note:** Evacuation Report filters exist permanently inside the collapsible 'Filters' section, and cannot be added or deleted, but can be edited. For this reason the **Insert Filter** button is not available for Evacuation Reports.

1. Click the **Insert Filter** button.
2. From the context menu, select the required filter condition.
   **Notes:**
   - All the filter conditions available relate to distinct types of information about a Cardholder.
   - Each filter condition can only be added once to a report, with the exception of unique Personal Data Fields and Competencies.
     When you create an Activity Report, by default it has the "Event Occurrence Time" filter added, therefore you will not be able to add this filter condition again.

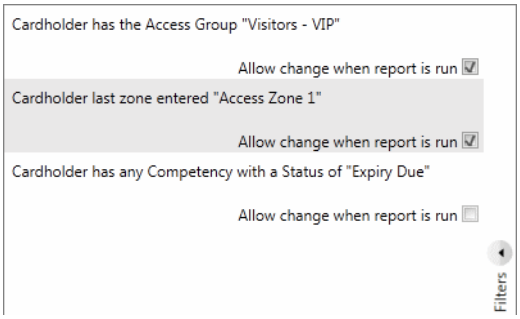
     The Edit Condition pop-up displays.




   **Note:** Options on this pop-up depend on the Condition Type selected.
3. Select the appropriate options for the condition you require.
4. The **Allow change when report is run** checkbox, if available for the selected filter Condition, allows a filter value to be overridden (changed) at runtime. Check this checkbox if required.
5. Click the **OK** button.
   The condition is added to the 'Filters' section of the Configuration Panel.




6. Repeat Steps 1 - 5 for each additional filter condition you want applied to this report.
   Each additional filter condition is also added to the 'Filters' section.

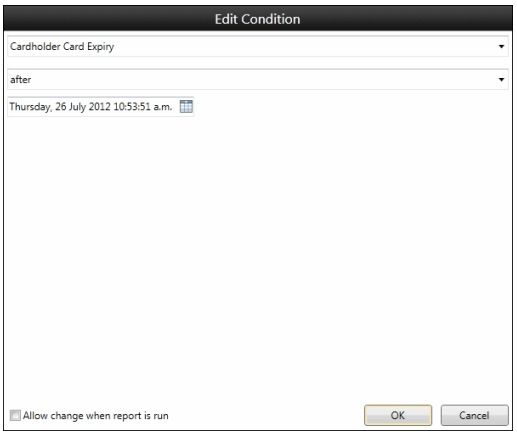



**Note:** Each time a filter condition is added, a **Refresh** button appears over the Report Preview, which can be clicked to update the preview.

## Editing a condition for filtering

**Note:** The **Edit this Filter** button is not available for Evacuation Reports. Instead, Evacuation Report filters, (i.e. an "Ignore old card events" filter, a "Select Access Zones" filter and the option whether or not to display Access Zones with no cardholders in them), exist permanently inside the collapsible 'Filters' section where they can be edited, but not added or deleted.

1. Click the **Edit this Filter** button.
   (Alternatively, you can double-click on the condition.)
   The Edit Condition pop-up displays and is populated with data relevant to the condition type selected.




2. Edit the condition as required, and click the **OK** button.
   The condition is altered accordingly in the 'Filters' section.
   **Note:** Each time a condition is edited, a **Refresh** button appears over the Report Preview, which can be clicked to update the preview.

## Removing a condition for filtering

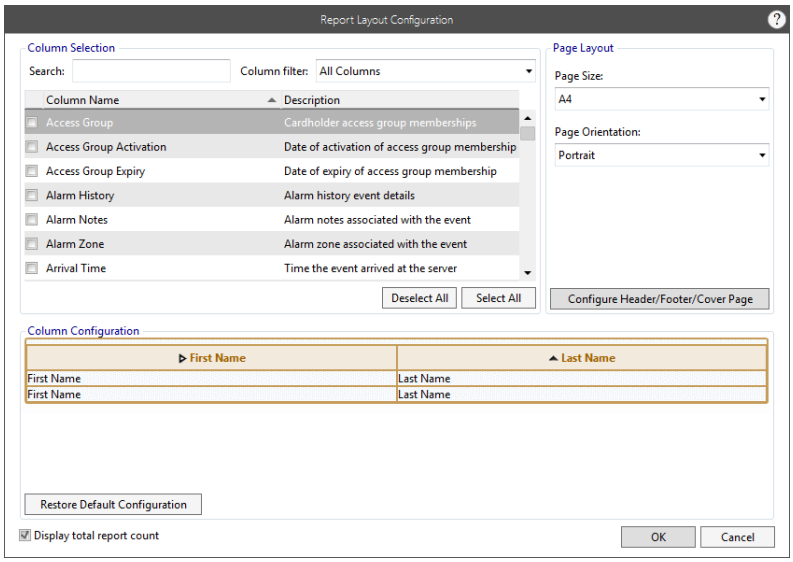
**Note:** Evacuation Report filters exist permanently inside the collapsible 'Filters' section, and cannot be added or deleted, but can be edited. For this reason, the **Remove Filter** button is not available for Evacuation Reports.

1. Select (highlight) the condition you want to remove.
2. Click the **Remove Filter** button.
   The condition is removed from the 'Filters' section.
   **Note:** Each time a condition is removed, a **Refresh** button appears over the Report Preview, which can be clicked to update the preview.

## Configuring a Report Layout

**Note:** This procedure is the same for all report types except the Summary Activity Report and the Z20 Tuning Report. See ***Configuring a Summary Activity Report Layout*** (on page 2-124) or ***Configuring a Z20 Tuning Report Layout*** (on page 2-127) for the procedure.

1. Click the **Configure Layout** button that appears over the Report Preview in the Configuration Panel.
   The Report Layout Configuration pop-up displays.




**Note:** This is how the Report Layout Configuration pop-up looks for an Activity, Cardholder or Time Report (Overview). For an Evacuation, Access or detailed Time Report there will be an additional **Show top level group on new page** checkbox at the bottom of the pop-up. For a Voltage Report there will be additional **Display graph** and **Display data table** checkboxes at the bottom of the pop-up.

This pop-up is used to select, sort, group, order and size columns, as well as set page layout options, (i.e. page size and orientation).
**Note:** The **Restore Default Configuration** button allows you to restore everything on this page to how it was when you first opened it. Even if you have saved your configuration settings, and reopen the Report Layout Configuration pop-up, clicking this button will still restore the default settings.

### *Selecting Columns*

2. Select another category from the **Column filter** drop-down if necessary.
   The options are:
   - All Columns
   - Cardholder Access and Operator Groups
   - Cardholder Base Details
   - Cardholder Card Details
   - Cardholder Card History Details
   - Cardholder Competencies

- Cardholder Personal Data Fields
- Cardholder Roles
- Event Details

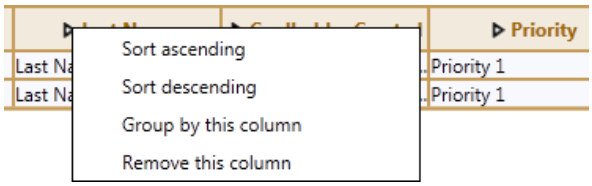
**Note:** If another category is selected, the list of possible column names will change accordingly.

3. If necessary, search for the column(s) you want to include in the Report by entering search criteria in the **Search** field.
4. Click the checkbox next to each Column name you want to include, or click the **Select All** button if you want to include all Columns.
   As columns are selected, they appear in the **Column Configuration** section in the lower part of this pop-up (in the order you select them). The only exception to this is if you select any 'Cardholder Competencies' or 'Card Serial Number (CSN)'. For either of these, additional 'Display' options appear, as follows:
   - For each selected Competency, one or more attributes can be selected for column name(s), (i.e. 'Status', 'Expiry Warning Date', 'Expiry Date', 're-enable Date' and 'Comment').
   - When selecting the 'Card Serial Number (CSN)' column, one or more CSN formats can be selected for the CSN column(s), (i.e. 'Hexadecimal', 'Decimal', Hexadecimal Reverse bytes' and Decimal Reverse bytes').

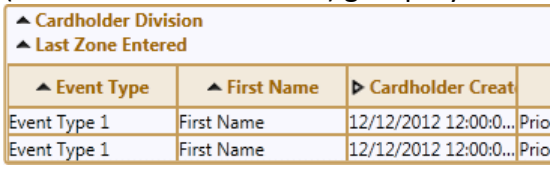
### *Sorting and Grouping Columns*

Sorting, grouping and counting are configured at column level, in the **Column Configuration** section (in the lower part of this pop-up), as follows:

5. Click on the ▷ icon beside a column name.
   **Note:** This ▷ icon is the default that appears before an unsorted column name.

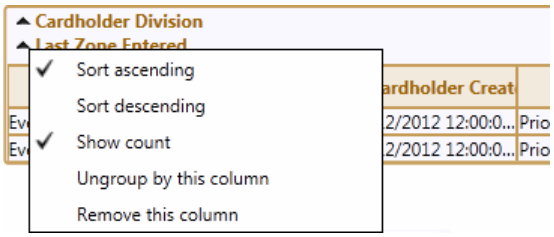



6. From the context menu, select the required option.

| Option | Function |
|---|---|
| Sort ascending | This option sorts a column in ascending order, (i.e. A-Z, 1-9), and is indicated by a ▲ icon beside the column name. |
| Sort descending | This option sorts a column in descending order, (i.e. Z-A, 9-1), and is indicated by a ▼ icon beside the column name. |
| Group by this column | This option moves a column to become the next level (either first or successive) group-by column, as shown:  |

| Option | Function |
|---|---|
| | When one or more columns are grouped a **Show top level group on new page** checkbox appears at the bottom of the configuration pop-up, allowing you to have the top-level group start on a new page in the report output. |
| Remove this column | This option removes the column from the report selection. |

7. Repeat Steps 5 - 6 for each column.
   **Note:** You can change the option selected for a column if necessary.
8. Did you select the **Group by this column** option, which moved a column to the next level group-by column?
   If **yes**, go to Step 9.
   If **no**, go to Step 11.
9. Click on the triangle icon beside the group name.




10. From the context menu, select the required option(s).

| Option | Function |
|---|---|
| Sort ascending | This option sorts the group in ascending order. In the example at Step 9, Zone A would become before Zone B. |
| Sort descending | This option sorts the group in descending order. In the example at Step 9, Zone B would become before Zone A. |
| Show count | This option returns a count of records returned for each item in this group. |
| Ungroup by this column | This option removes the column as a group-by column and returns the column to the data grid. |
| Remove this column | This option removes the column as a group-by column and removes the column from the report selection. |

11. Check the **Display Total Report Count** checkbox if required.
    If checked it will return a total count of records in the report regardless of whether or not grouping is used in the report. In the report output the 'Total Count' will display at the end of the report.

### *Ordering and Sizing Columns*

12. Reorder the columns if necessary, by clicking on the column title and dragging it to the required position.

13. Resize the columns if necessary, as follows:
    a) Hover over the column divider until the mouse pointer changes to a "double-ended" arrow.




    b) Click and hold down the mouse button.
    c) Move the mouse in the required direction until the column is the required size.

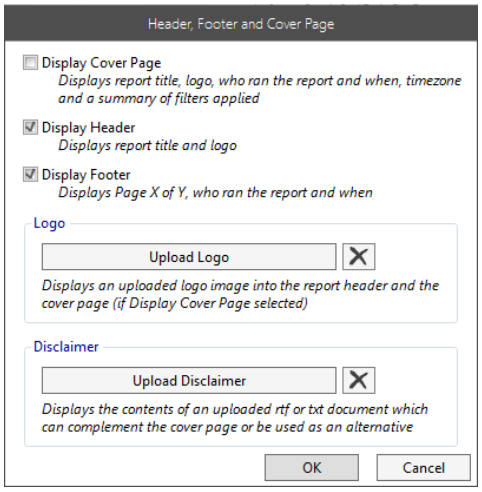
### *Changing the page layout*

Change the default Page Layout options if necessary, (i.e. **Page Size** and **Page Orientation**), as follows:

14. Change the **Page Size** if required.
    **Note:** The page size defaults to the last page size used by the operator (via operator preference) or to A4 if this is the first use of reports for an operator.
15. Select 'Landscape' from the **Page Orientation** drop-down list if you want the orientation of the report layout to be 'Landscape' rather than the default of 'Portrait'.
16. **Note:** If page size and/or orientation changes are made, the **Column Configuration** section (in the lower part of this pop-up), changes to show the new aspect ratio of the page size selected, and column widths automatically adjust to fit the new orientation.

### *Configuring Headers, Footers and Cover page*

17. Click the **Configure Header/Footer/Cover Page** button.
    The Header, Footer and Cover Page pop-up displays.




18. Tick the relevant checkboxes for what you want to display on the report, (i.e. a Cover page, headers and footers).
    **Notes:**
    - The **Display Header** and **Display Footer** options are selected by default.
    - Evacuation Reports ALWAYS display the following disclaimer as a Footer, regardless of the whether or not **Display Footer** is checked:

*The information presented in this report is dependent on system and report configuration. Gallagher does not accept responsibility for sites relying on this Evacuation Report.*

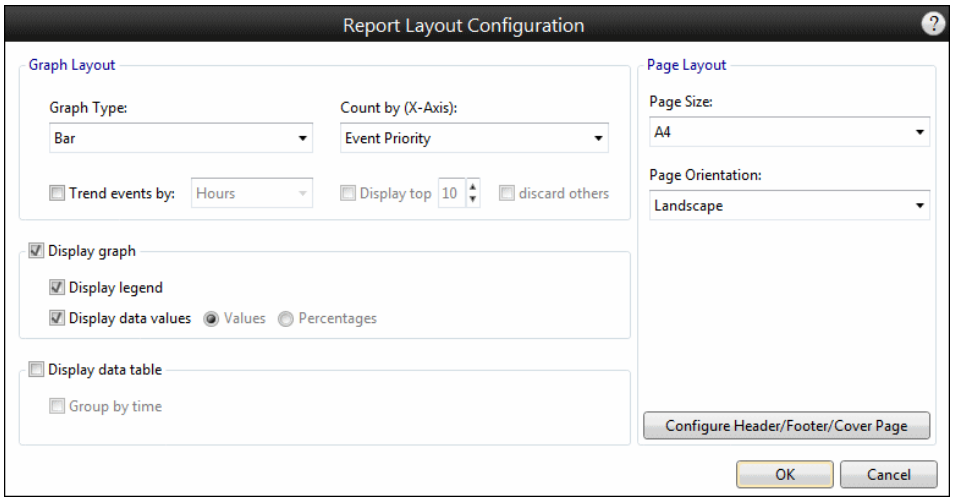
19. Do you want to upload a logo for the cover page and/or header on the report?
    If **yes**, go to Step 20.
    If **no**, go to Step 23.
20. Click the **Upload Logo** button.
    A **Select Image to Upload** dialog displays.
21. Path your way to the required image file.
    **Note:** Only BMP, JPG, PNG and GIF image files, less than 5MB in size, are supported formats for report logos.
22. Click the **Open** button.
    The dialog closes and the **Upload Logo** button changes to the name of the image file you selected.
23. Do you want to upload a disclaimer or other appropriate details for the report?
    If **yes**, go to Step 24.
    If **no**, go to Step 27.
    **Note:** If you upload a disclaimer file and do NOT select the **Display Cover Page** option, the disclaimer file contents will replace the cover page. However, if the **Display Cover Page** option is selected then the disclaimer file contents will be appended to the cover page contents.
24. Click the **Upload Disclaimer** button.
    A **Select File to Upload** dialog displays.
25. Path your way to the required image file.
    **Note:** Only RTF and TXT files, less than 5MB in size and no bigger than approximately 20 pages, are supported formats for report disclaimers.
26. Click the **Open** button.
    The dialog closes and the **Upload Disclaimer** button changes to the name of the file you selected.
27. Click the **OK** button.
    The Header, Footer and Cover Page pop-up closes, and returns you to the Report Layout Configuration pop-up.
28. Click the **OK** button.
    The Report Layout Configuration pop-up closes. The following message may display above the Report Preview in the Configuration Panel:

    If so, click the **Refresh** button. The Report Preview updates to reflect the configuration options selected.

## Configuring a Summary Activity Report Layout

1. Click the **Configure Layout** button that appears over the Report Preview in the Configuration Panel.
   The Report Layout Configuration pop-up displays.




   This pop-up is used to set the graph type and layout, and page layout options, (i.e. page size and orientation).

### *Setting the Graph layout*

2. Set all the Graph Layout settings as required.

| Field | Description |
|---|---|
| Graph Type | The types of graph options available from the drop-down are Pie, Bar (default) and Line. |
| Count by (X-Axis) | This is what to count by on the X-Axis of the graph. The options available from the drop-down are Event Group, Event Type, Event Source and Event Priority (default). |
| Trend events by | This control allows event counts to be grouped to display a trend through time. The options are Minutes, Hours (default), Days, Weeks, Months or Years.<br>**Notes:**<br>• When selected, the **Count by (X-Axis)** string changes to **Count by (data series)** and the **Display Top <number> only** control is disabled.<br>• When 'Pie' is selected for the **Graph Type**, this control will not be visible since a Pie chart cannot show a trend of data through time. |
| Display Top <number> | This control is only available when the **Trend events by** control is deselected and the **Count by (X-Axis)** is not set to 'Event Priority'. When this control is selected:<br>• only the largest X data points (by count) will be displayed in the graph and the table outputs.<br>• the Report Name (as appears in the cover page and in the report header) will be appended with the string "(Top X)". |

| Field | Description |
|---|---|
| discard others | Selecting this option will include the count of all other data points that are outside of the "Top X", and will display this count as "others". |
| Display Graph | By default the **Display Graph** option is selected, which means the report output will show a graph/ chart. If this option is deselected the graph/chart will not display (and neither will the legend, data values nor percentages regardless of selection). |
| Display legend | Selecting this option will show a legend on the graph/chart to distinguish by name each of the data series. |
| Display data values | Selecting this option will show a numeric count for each data point.<br>The **Values** and **Percentages** radio buttons are only available when 'Pie' is selected for the **Graph Type**. The default will be **Values** which will show a numeric count for each data point. If **Percentages** is selected a percentage will show for each data point. |
| Display data table | If this option is selected the data points will be shown in a table format. If **Display Graph** is also selected, the table will display below the graph/chart. |
| Group by time | This option is only editable when the **Trend events by** control is selected. |

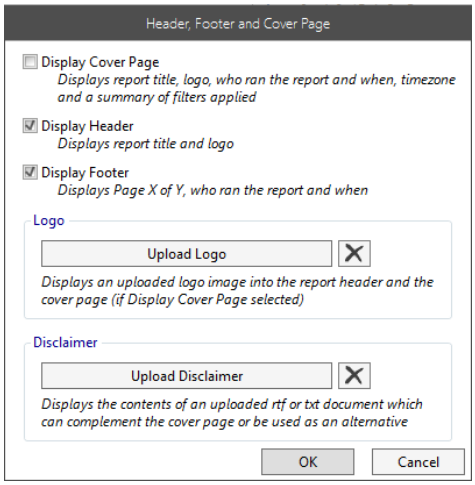
### *Changing the page layout*

Change the default Page Layout options if necessary, (i.e. **Page Size** and **Page Orientation**), as follows:

3. Change the **Page Size** if required.
   **Note:** The page size defaults to the last page size used by the operator (via operator preference) or to A4 if this is the first use of reports for an operator.
4. Select 'Landscape' from the **Page Orientation** drop-down list if you want the orientation of the report layout to be 'Landscape' rather than the default of 'Portrait'.
   **Note:** If page size and/or orientation changes are made, the **Column Configuration** section (in the lower part of this pop-up), changes to show the new aspect ratio of the page size selected, and column widths automatically adjust to fit the new orientation.

### *Configuring Headers, Footers and Cover page*

5. Click the **Configure Header/Footer/Cover Page** button.
   The Header, Footer and Cover Page pop-up displays.




6. Tick the relevant checkboxes for what you want to display on the report, (i.e. a Cover page, headers and footers).
   **Note:** The **Display Header** and **Display Footer** options are selected by default.
7. Do you want to upload a logo for the cover page and/or header on the report? If **yes**, go to Step 8.
   If **no**, go to Step 11.
8. Click the **Upload Logo** button.
   A **Select Image to Upload** dialog displays.
9. Path your way to the required image file.
   **Note:** Only BMP, JPG, PNG and GIF image files, less than 5MB in size, are supported formats for report logos.
10. Click the **Open** button.
    The dialog closes and the **Upload Logo** button changes to the name of the image file you selected.
11. Do you want to upload a disclaimer or other appropriate details for the report? If **yes**, go to Step 12.
    If **no**, go to Step 15.
    **Note:** If you upload a disclaimer file and do NOT select the **Display Cover Page** option, the disclaimer file contents will replace the cover page. However, if the **Display Cover Page** option is selected then the disclaimer file contents will be appended to the cover page contents.
12. Click the **Upload Disclaimer** button.
    A **Select File to Upload** dialog displays.
13. Path your way to the required image file.
    **Note:** Only RTF and TXT files, less than 5MB in size and no bigger than approximately 20 pages, are supported formats for report disclaimers.
14. Click the **Open** button.
    The dialog closes and the **Upload Disclaimer** button changes to the name of the file you selected.
15. Click the **OK** button.
    The Header, Footer and Cover Page pop-up closes, and returns you to the Report Layout Configuration pop-up.

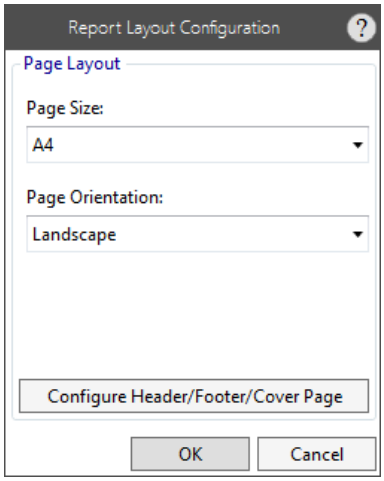
16. Click the **OK** button.
    The Report Layout Configuration pop-up closes. The following message may display above the Report Preview in the Configuration Panel:




    If so, click the **Refresh** button. The Report Preview updates to reflect the configuration options selected.

## Configuring a Z20 Tuning Report Layout

1. Click the **Configure Layout** button that appears over the Report Preview in the Configuration Panel. The Report Layout Configuration pop-up displays.




    This pop-up is used to set the page layout options, (i.e. page size and orientation).
    **Note:** The following four columns are selected by default and are non-configurable:
    - Sensor Name
    - Date time
    - Dynamic value
    - Tilt value

### *Changing the page layout*

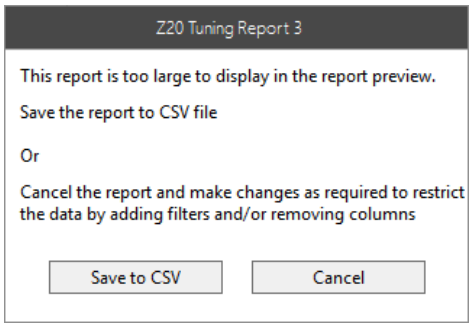
Change the default Page Layout options if necessary, (i.e. **Page Size** and **Page Orientation**), as follows:

2. Change the **Page Size** if required.
   **Note:** The page size defaults to the last page size used by the operator (via operator preference) or to A4 if this is the first use of reports for an operator.
3. Select 'Landscape' from the **Page Orientation** drop-down list if you want the orientation of the report layout to be 'Landscape' rather than the default of 'Portrait'.
   **Note:** If page size and/or orientation changes are made, the **Column Configuration** section (in the lower part of this pop-up), changes to show the new aspect ratio of the page size selected, and column widths automatically adjust to fit the new orientation.

### *Configuring Headers, Footers and Cover page*

4. Follow Steps 5 - 16 of the ***Configuring a Summary Activity Report Layout*** (on page 2-124) to configure headers, footers and the cover page.

   **Note:** If there are too many data points ( > 130,000) a pop-up will display.

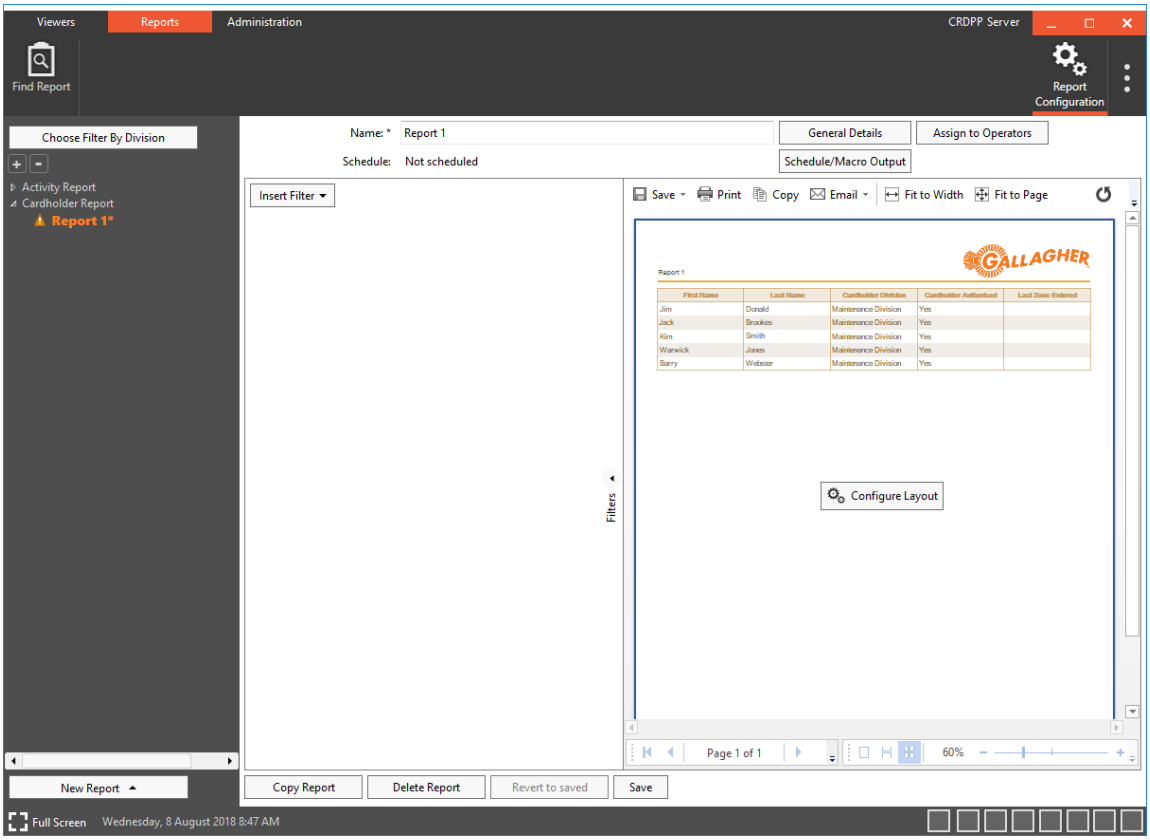



   The **Save to CSV** button allows you to retrieve the data in the report by exporting to CSV. Clicking the **Cancel** button returns you to the report.

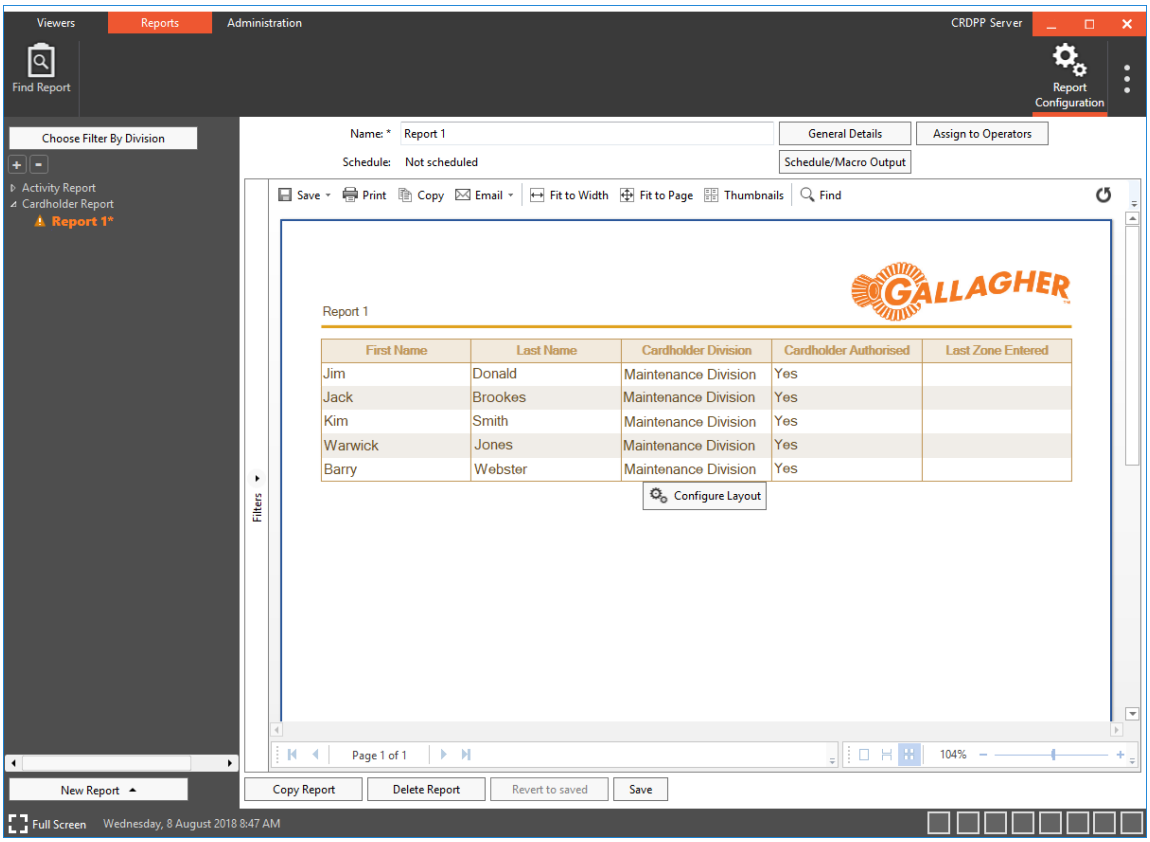
## Viewing Report Preview in full screen mode

To get a better idea if what a report will look like, (e.g. when in landscape layout or when a larger page size is chosen), the Report Preview portion of the Report Configuration Panel can be expanded to cover the full area of the Configuration Panel by clicking the **Filters** button in the middle of the Report Configuration Panel.

**Report Preview not expanded:**



**Report Preview expanded:**




In this mode you can still perform all page layout functionality, (i.e. Select Columns, configure the Page Layout and Sort and Group Columns).

When a Report Preview has been expanded it will only return to normal size when you click the **Filters** button to revert to normal size. When the list reverts to normal size the button will change back to its expand/maximise state.

# Administration

The **Administration** tab provides a separate area from the Viewer and Reports functionality for operators, with the appropriate privileges, to perform regular administration tasks.

**Notes:**

- What buttons appear on the **Administration** toolbar is determined by what privileges an operator has.
- Licensable feature buttons may also appear on the **Administration** toolbar if your site is licensed for them, (i.e. Mobile Devices and/or Workstation Routing). Functionality for these two licensable features is covered in the ***Configuring Licensable Features*** section (on page 2-307).
- A **Cloud Licensing** button will display if your site has the Gallagher Cloud configured. It allows you to manage Cloud license allocations.
  For further detail, refer to the **Command Centre Web Release Note** in the `'Release Notes'` directory of the Command Centre installation files.
- The **Diagnostics** button allows you to configure the Diagnostics Service.
  For further detail, refer to the **Diagnostics Service Release Note** in the `'Utilities\Diagnostics Service'` directory of the Command Centre installation files.
  **Note:** If the Diagnostic Service has not yet been installed, the following message displays:
  *"The Diagnostic Service item has not yet been registered in Configuration Client."*

Select the item below that you require further detail on:

***Generic Administration Tasks*** (on page 2-131)

***Launch Configuration Client*** (on page 2-138)

***Access Groups*** (on page 2-139)

***Bulk Changes*** (on page 2-163)

***Calendars and Day Categories*** (on page 2-189)

***Card States*** (on page 2-196)

***Macros*** (on page 2-202)

***Operator Groups*** (on page 2-217)

***Personal Data Fields*** (on page 2-231)

***Schedules*** (on page 2-240)

***Site Plans*** (on page 2-251)

## Generic Administration Tasks

Some tabs are common to a number of Command Centre Administration items, (e.g. all Administration items have a **History/Notes** tab). Likewise, some of the procedures for maintaining items in Command Centre are very similar, (e.g. deleting items).
Select the item below that you require further detail on:

***Sizing the Panels*** (on page 2-131)

***Resizing/reordering columns*** (on page 2-131)

***Searching for items*** (on page 2-132)

***Copying items*** (on page 2-135)

***Editing items*** (on page 2-135)

***Deleting items*** (on page 2-135)

***History/Notes tab*** (on page 2-136)

### Sizing the Panels

It is possible to resize the proportions between the Viewer Navigation Panel and Viewer Panel, as follows:

1. Move the mouse cursor to where the two panels meet.
2. When the cursor changes to a "double-ended arrow", click and hold down the mouse button.

3. Move the mouse in the required direction until the panels are the required size, and release the mouse-button.

### Resizing/reordering columns

It is possible to resize and/or reorder columns on any of the Administration Viewer Panels and some tiles if required, as follows:

| To... | Steps |
|---|---|
| reorder columns | Click on the column tile and drag it to the required position. |
| resize columns | **a)** Hover over the column divider until the mouse pointer changes to a "double-ended arrow".<br><br>**b)** Click and hold down the mouse button.<br>**c)** Move the mouse in the required direction until the column is the required size. |

## Searching for items

There are a number of ways an Operator can search for a site item, as follows:

1. From the Viewer Navigation Panel, select what criteria you want to search on from the **By** drop-down list.
   **Note:** The options available vary depending on the item type.
2. Click on an option below for a description how to use the search criteria.

| For... | Option |
|---|---|
| search options common to more than one item type | ***Search by Name:***<br>Start entering characters in the **Name** field. Automatic searching starts when a minimum of 2 characters are entered, and subsequent characters entered refine the results.<br><br>***Search by Division:***<br>A 'Select a Division' browse tool displays.<br>a) Click the radio button next to the Division you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select a Division** button changes to the name of the Division you selected.<br><br>***Search by Description:***<br>Start entering characters in the **Description** field. Automatic searching starts when the first character is entered, and subsequent characters entered refine the results.<br><br>***Search by Related Item:***<br>A 'Select an Item' browse tool displays.<br>a) Search for the Scheduled item you want ot use for searching by entering search criteria in the **Search** field and/or refining the filters.<br>The grid becomes populated with items that match the search criteria.<br>b) Click on the radio button next to the item name you want to use.<br>c) Click the **OK** button.<br>The browse tool closes and the **Select an Item** button changes to the name of the item you selected. |

| For... | Option |
|---|---|
| Access Groups only | ***Search by Door:***<br>A 'Select a Door' browse tool displays.<br>a) Click on the radio button next to the Door you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select a Door** button changes to the name of the Door you selected.<br><br>***Search by Access Zone:***<br>A 'Select an Access Zone' browse tool displays.<br>a) Click on the radio button next to the Access Zone you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select an Access Zone** button changes to the name of the Access Zone you selected. |
| Macros only | ***Search by Macro Action Item:***<br>A 'Select an Item' browse tool displays.<br>a) Search for the Macro Action item you want to use for searching by entering search criteria in the **Search** field and/or refining the filters.<br>The grid becomes populated with items that match the search criteria.<br>b) Click on the radio button next to the item name you want to use.<br>c) Click the **OK** button.<br>The browse tool closes and the **Select an Item** button changes to the name of the item you selected. |
| Operator Groups only | ***Search by Viewer:***<br>A 'Select a Viewer' browse tool displays.<br>a) Click on the radio button next to the Viewer you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select a Viewer** button changes to the name of the Viewer you selected. |

| For... | Option |
|---|---|
| | ***Search by Report:***<br>A 'Select a Report' browse tool displays.<br>a) Click on the radio button next to the Report you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select a Report** button changes to the name of the Report you selected. |
| Schedules only | ***Search by Schedule Type:***<br>A **Schedule Type** drop-down box displays.<br>Select the Schedule Type you want to search by.<br>***Search by Scheduled Item:***<br>A 'Select an Item' browse tool displays.<br>a) Search for the Scheduled item you want ot use for searching by entering search criteria in the **Search** field and/or refining the filters.<br>The grid becomes populated with items that match the search criteria.<br>b) Click on the radio button next to the item name you want to use.<br>c) Click the **OK** button.<br>The browse tool closes and the **Select an Item** button changes to the name of the item you selected.<br>***Search by Day Category:***<br>A 'Select a Day Category' browse tool displays.<br>a) Click on the radio button next to the Day Category you want to search by.<br>b) Click the **OK** button.<br>The browse tool closes and the **Select a Day Category** button changes to the name of the day category you selected. |
| Bulk Changes | ***Search by Bulk Change Type:***<br>A **Bulk Change Type** drop-down box displays.<br>Select the Bulk Change Type you want to search by. |

The Viewer Navigation Panel is populated with a list of items that fit the search criteria.

3. Click on the item you want to look at.
   The Viewer Panel is populated with the relevant related details, allowing you to directly edit the data or copy/delete the item.

### Copying items

Operators privileged to create site items can also duplicate site items, which makes the task of setting up multiple items that are very similar much quicker. This is achieved as follows:

1. Click on the item that you want to copy from the list in Viewer Navigation Panel.
   The properties for that item populate the Viewer Panel.
2. Click the **Copy <item>** button.
   All properties of the item are copied, however the **Name** changes so that it is prefixed by 'Copy of', (e.g. Copy of Schedule 1).
3. Change the **Name** and amend other properties if necessary.
4. Click the **Save** button.

### Editing items

The procedure for editing information about existing items in Command Centre Client is very similar for most items, as demonstrated by the following procedure.

1. Click on the item you want to edit from the list in the Viewer Navigation Panel.
2. Click the appropriate tab(s), and edit the relevant information as required.
3. Click the **Save** button.
   The item details are changed accordingly.

### Deleting items

The procedure for deleting items in Command Centre Client is very similar for most items, as demonstrated by the following procedure.

**Note:** The system will only allow the deletion if the item is not used. If any site item is linked to the item you want to delete, (and hence is valid in the security operation of the site), you cannot delete it, (e.g. a Day Category used by a Schedule, a Schedule used to gain access to an Access Zone, etc.).

1. Click on the item you want to delete from the list in the Viewer Navigation Panel.
2. Click the **Delete <item>** button.
   A confirmation message displays.

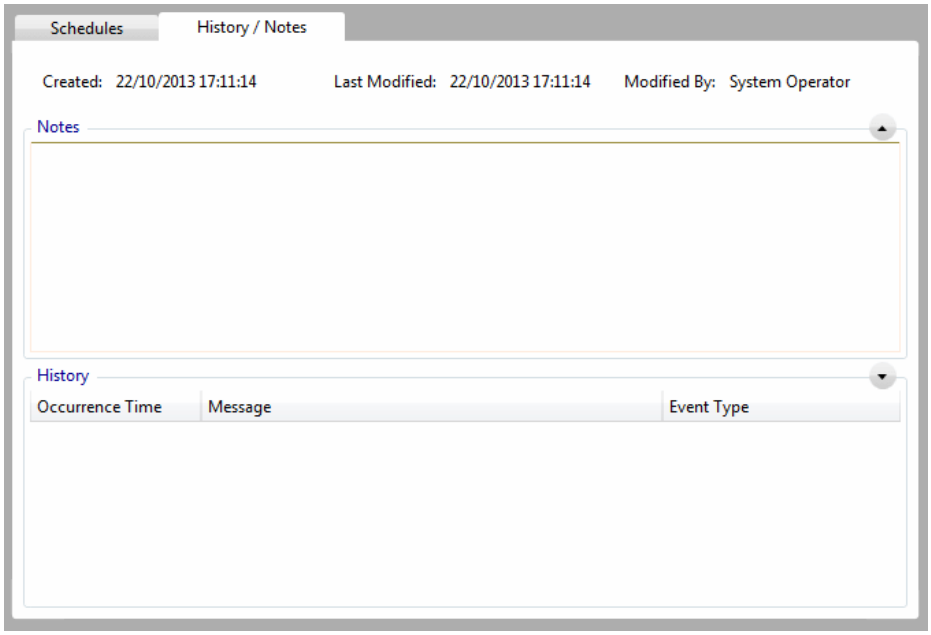
3. Click the **Yes** button to delete the item.
   The item disappears from the list in the Viewer Navigation Panel.

**Hint**

*Locating linked items*
If you attempt to delete an item that is linked to another item a message will display, for example:
*"Changes have not been saved: This Schedule cannot be deleted as there is still a site item which depends on it for proper operation."*

## History/Notes tab

All site items include a **History/Notes** tab in their Properties window. This tab displays the item's creation date and time, who last modified the item's properties and when, and allows you to add any relevant notes about the item.




**Note:** The tabs that display alongside the **History/Notes** tab will differ depending on the site item. This example is for a Schedule.

1. Enter any note(s) you want to record in the **Notes** field.
   **Notes:**
   - The **Notes** field accepts at least 2,500 characters.
   - The scroll bar can be used to move through the text, or the normal navigation keys can be used, (i.e. Up and Down Arrows, Page Up and Down, and Home and End).
   - **Right clicking** anywhere in the **Notes** field will display a context menu with the following options:

| Option | Description | Short-cut |
|---|---|---|
| Revert | Text can be removed by clicking this prior to clicking **OK** or **Apply**. | Ctrl-Z |
| Cut | Only enabled when text is selected. The selected text can be cut to the Windows clipboard. | Ctrl-X |
| Copy | Only enabled when text is selected. The selected text can be copied to the Windows clipboard. | Ctrl-C |
| Paste | Only enabled when the Windows clipboard contains text, (i.e. text has already been cut or copied). The text can be pasted from the Windows clipboard to the current text-edit cursor position. | Ctrl-V |
| Delete | Only enabled when text is selected. The selected text will be deleted if clicked. | |
| Select All | Only enabled when no text is selected. Clicking it will select all the text in the **Notes** field. | |

2. The **History** grid is "read-only" and shows Audit history details for the item.
   Each entry represents one change made to the item. The entries are sorted by time, in descending order, with the latest change at the top.

   **Note:** Extra details can be revealed for an entry by selecting (highlighting) an entry.

## Launch Configuration Client

The **Configuration Client** button only appears on the **Administration** toolbar for users with the "Launch Configuration Client" privilege in at least one division. It allows a user to launch the Configuration Client without re-entering their credentials.

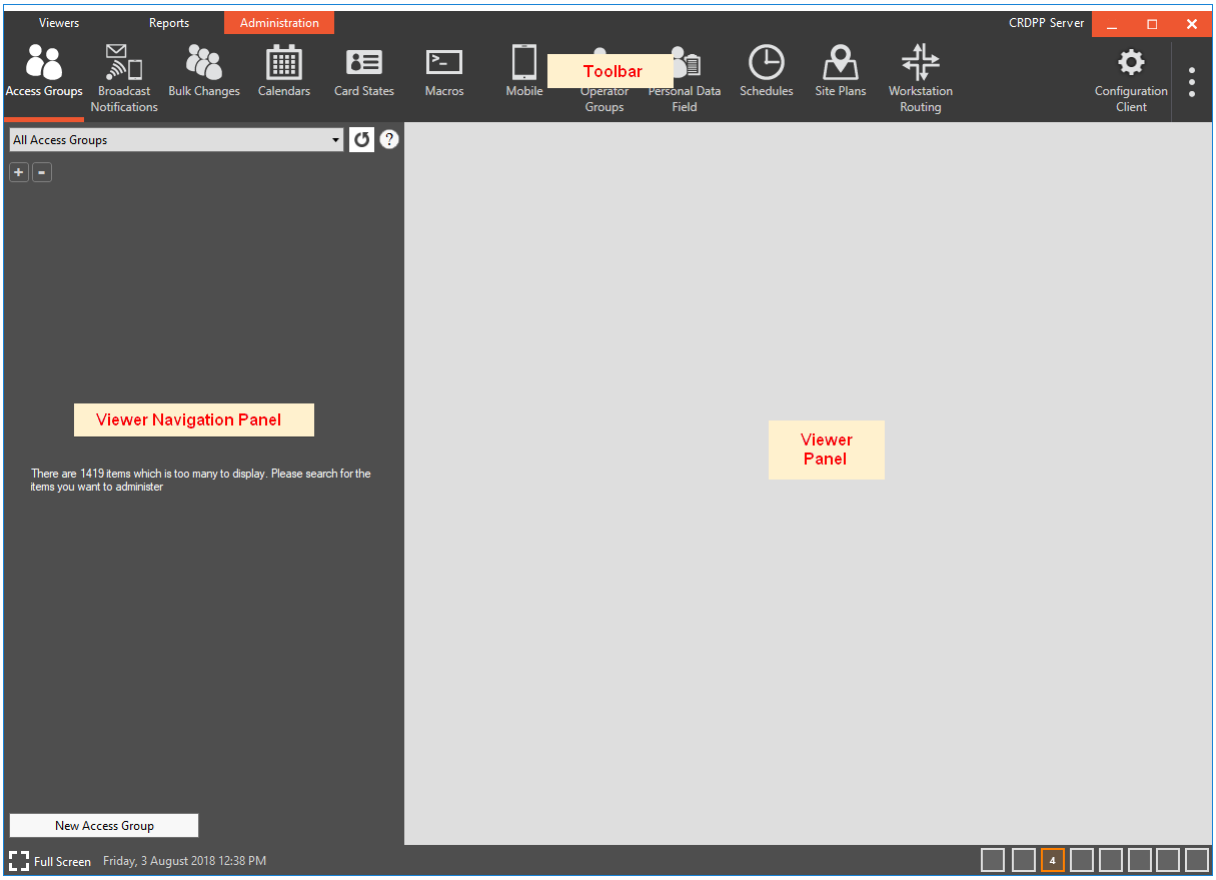
Launch the Configuration Client as follows:

1. Select the **Administration** tab on the Command Centre title bar.
2. Click the **Configuration Client** button on the toolbar.
   The Configuration Client opens in a logged-in state with last-log-in preferences (windows) displayed.
   **Notes:**
   - The Configuration Client and Command Centre clients continue to operate independently.
   - The existing Configuration Client privileges continue to control what can be accessed.

## Access Groups

The **Access Groups** button only appears on the **Administration** tab for users with the "Edit Access Groups" or "View Access Groups" privilege in at least one division.

Select the **Administration** tab on the Command Centre title bar, and then click the **Access Groups** button on the toolbar. The Access Groups Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Access Groups Viewer provides a list of all the Access Groups. What appears in it the first time you open Access Groups depends on how many Access Groups there are in the system, as follows:

| If there are... | then... |
|---|---|
| no Access Groups created, | the Navigation Panel will be blank. |
| more than 500 Access Groups, | only the last selected Access Group (if any) when the previous session ended, will display and be selected in the Navigation Panel.<br><br>If no Access Group was selected when the previous session was ended, the following |

| If there are... | then... |
|---|---|
| | message will display in the Navigation Panel, until details are entered for search criteria (see ***Searching for items*** on page 2-132 for further detail):<br><br>*"There are <number> items which is too many to display. Please search for the items you want to administer."* |
| less than 500 Access Groups, | all of them will be loaded and display in the Navigation Panel, and the last selected Access Group (if any) when the previous session ended, will display and be selected. |

The  button beside the **Search** field can be clicked to provide quick tips for working with Access Groups.

There are a number of ways to search for an Access Group. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Access Groups*** (on page 2-141)

***Access Groups and Lineage*** (on page 2-141)

***Creating a new Access Group*** (on page 2-142)

***Configuring Access Group access*** (on page 2-151)

***Granting temporary access by Access Group*** (on page 2-153)

***Configuring Access Group Privileges for Terminal access*** (on page 2-155)

***Configuring Access Groups for Test Modes*** (on page 2-158)

***Running Reports from the Access Groups Viewer*** (on page 2-160)

## Understanding Access Groups

An Access Group is a group of cardholders.
An Access Group also defines the access (and other properties) that these cardholders have.
You can define the 'Name' and 'Privileges' for an Access Group, and assign the following properties to an Access Group:

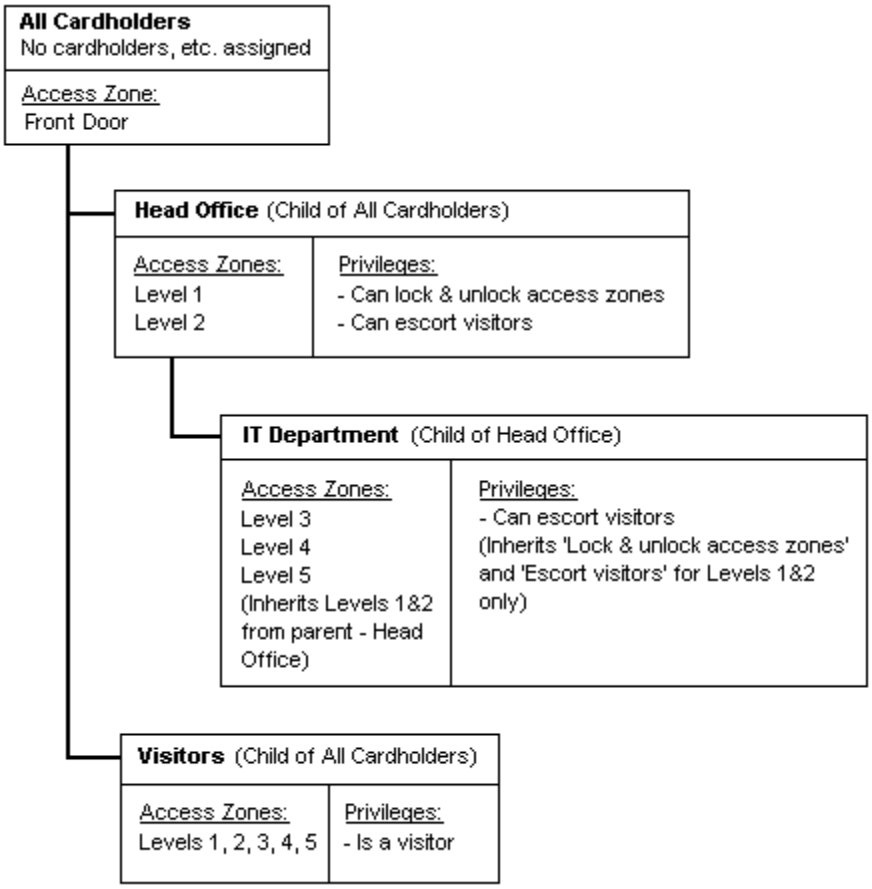
- Members (who - which cardholders belong)
- Access Zones (where the members have access to go)
  **Note:** There is a limit of 255 Alarm Zones/Access Zones per Access Group per Controller. If this limit is exceeded, an alarm will be generated (in the Alarm Viewer window), and the first 255 zones only will be sent to the Controller.
- Access Schedule (when the members have access)

## Access Groups and Lineage

Lineage is a concept concerned with the inheritance of privileges between parents and children. If you belong to an Access Group, you automatically have the privileges of its parents in the hierarchy.

A cardholder may need to belong to more than one Access Group to obtain their full access requirements, (i.e. access zones and schedules). There are also privileges assigned to Access Groups, (e.g. to escort visitors). These privileges relate to the access zones and schedules defined for that Access Group.

Child Access Groups inherit both the access requirements, (i.e. *Access Zones* and *Schedules*) and Access Group privileges, (e.g. to escort visitors) from their parent(s). The way this works is illustrated in the following example.



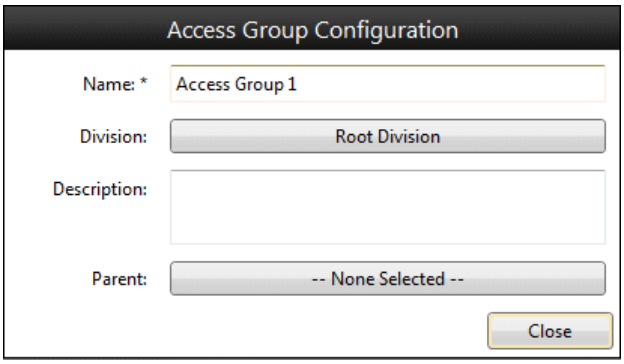

In this example, cardholders in the 'Head Office' Access Group can lock and unlock Access Zones, as well as escort a visitor through Levels 1 & 2. They can also access the Front Door as they inherit the access rights of their immediate parent, (i.e. 'All Cardholders').
A visitor wishing to go through Levels 3, 4 & 5 however will need to be escorted by a cardholder from the 'IT Department' Access Group.

As part of the configuration of an Access Group you can configure Lineage functionality (via the **Parent** field).
See ***Creating a new Access Group*** (on page 2-142) for the procedure.

## Creating a new Access Group

Perform the following procedure to create a new Access Group:

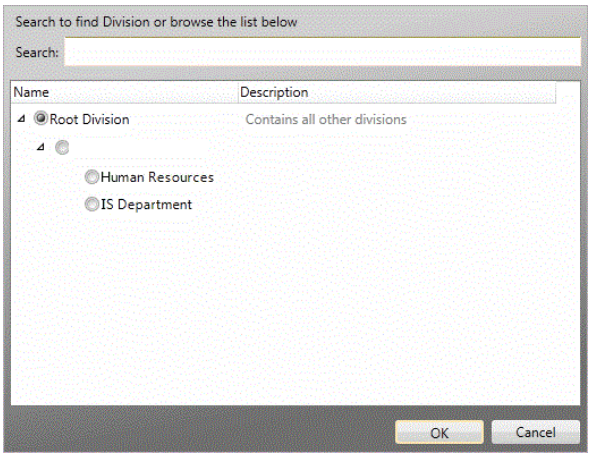
1. Click the **New Access Group** button on the Viewer Navigation Panel.
   The new Access Group is added to the Viewer Navigation Panel, and the Access Group Configuration pop-up displays.




2. If you want to replace the default name the system has given the Access Group, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Access Group to be in, select a Division as follows:

   a) Click the **Division** button.
   A browse tool displays.

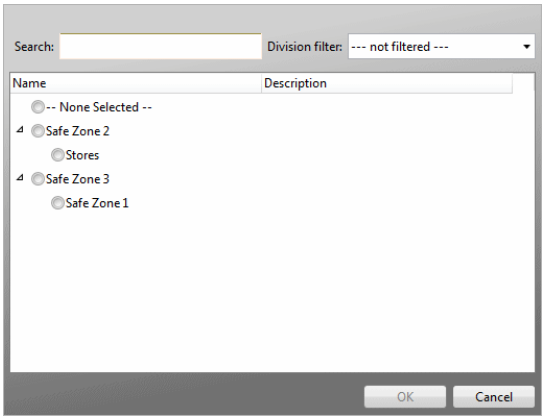



   b) Select the appropriate Division.
   c) Click the **OK** button.
   The pop-up closes and the button changes to the name of the Division you selected.

   **Note:** If you have not set up Divisions yet, you can add these to your Access Group at a later stage.

5. If this Access Group is part of a hierarchy, select the "Immediate Parent" Access Group as follows:
   **Note:** See ***Access Groups and Lineage*** (on page 2-141) for an explanation of how hierarchy works.

   a) Select the **Parent** button (this appears as **-- None Selected --** by default).
   A browse tool displays.




b) Select the "Immediate Parent" Access Group from the browse tool.

c) Click the **OK** button.
The pop-up closes. The button changes to the name of the Access Group you selected and the Access Group moves to the appropriate position in the list in the Viewer Navigation Panel.
All privileges assigned to the parent will be inherited by this Access Group.

6. Click the **Close** button.
The Access Group Configuration pop-up closes, displaying the five configuration tabs. The **Access** tab displays by default.
Click each tab in turn and configure the Access Group properties as required:

- ***Access tab*** (on page 2-145)
- ***Cardholders tab*** (on page 2-147)
- ***Alarm Zone tab*** (on page 2-149)
- ***History/Notes tab*** (on page 2-136)

7. Click the **Save** button.
A new Access Group has been created, and cardholders belonging to this Access Group can gain access to the specified zones at the specified times.

## Hints

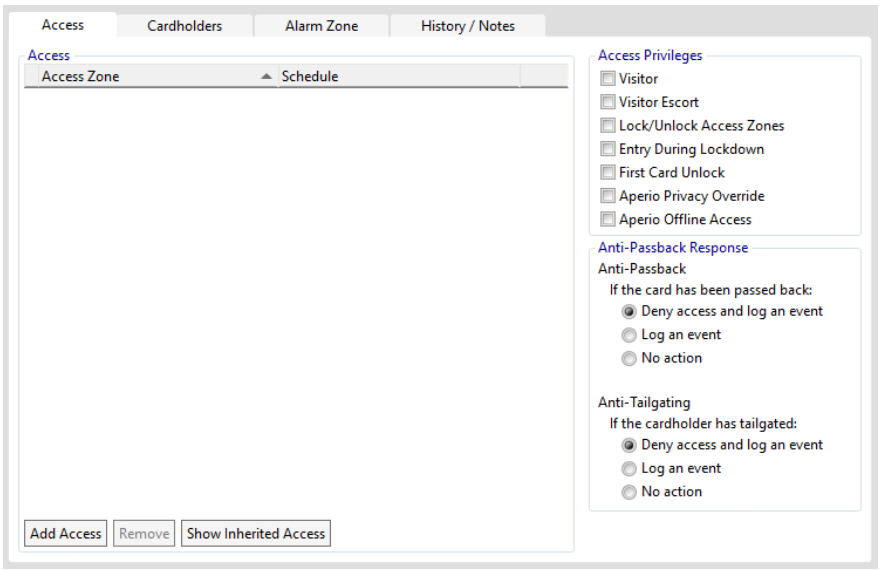
*Editing and Deleting Access Groups*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Access Groups.

*Duplicating Access Groups*
Operators privileged to create Access Groups can also duplicate Access Groups, which makes the task of setting up multiple Access Groups that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Access tab

This procedure describes the configuration on the **Access** tab for an Access Group.

1. Click the **Access** tab.




2. The **Access** section allows you to set where members of this Access Group have access to (Access Zones) and when they have access (Schedules). See ***Configuring Access Group access*** (on page 2-151) for further detail.
3. Select the appropriate **Access Privileges** as required for the Access Group.

| Access Privilege | Enables members to... |
|---|---|
| Visitor | be escorted through selected Access Zones by someone with 'Escort' privileges for the same Access Zones. |
| Visitor Escort | escort visitors to the Access Zones (according to the schedules) assigned to the Access Group. |
| Lock/Unlock Access Zones | change the state of an Access Zone that the Access Group gives access to, from a card reader. This is known as a 'local override'. For further details refer to Configuring Local Overrides at Card Readers. |
| Entry During Lockdown | enter Access Zones contained in the Access Group when those Access Zones are in lockdown mode, provided they meet the access criteria required during lockdown. When a site is placed in lockdown mode, certain people, (e.g. emergency services) will still require entry. For further details refer to Performing a Lockdown Override. |
| First Card Unlock | unlock an Access Zone from SECURE state to FREE state, once access is granted. |

**Note:** When a site is licensed for Aperio Doors, there will be two additional access privileges, as follows:

| Access Privilege | Enables members to... |
|---|---|
| Aperio Privacy Override | unlock doors even when in Privacy Mode. Default = unticked.<br>**Notes:**<br>• Privacy Mode is activated by a button on certain Aperio locks. This feature needs to be enabled in Aperio Program-ming Application Protocol (PAP) in order to take effect.<br>• An Aperio door that is closed, locked, and in Privacy Mode displays a red and yellow padlock icon in the **Hardware** window of Configuration Client. |
| Aperio Offline Access | unlock doors even when the door is offline (only supported by V3 type locks; V2 type locks do not support this functionality).<br>**Important:** This feature is considered a potential security risk and should be used sparingly.<br>**Note:** This feature requires configuration in PAP to turn the mini cache on and determine how long the cache entries live for (maximum 30 days). The cache can be cleared at any time from Command Centre. |

4. Select the appropriate responses you require for Anti-Passback violations and Anti-Tailgating violations. Definitions of the violations are:

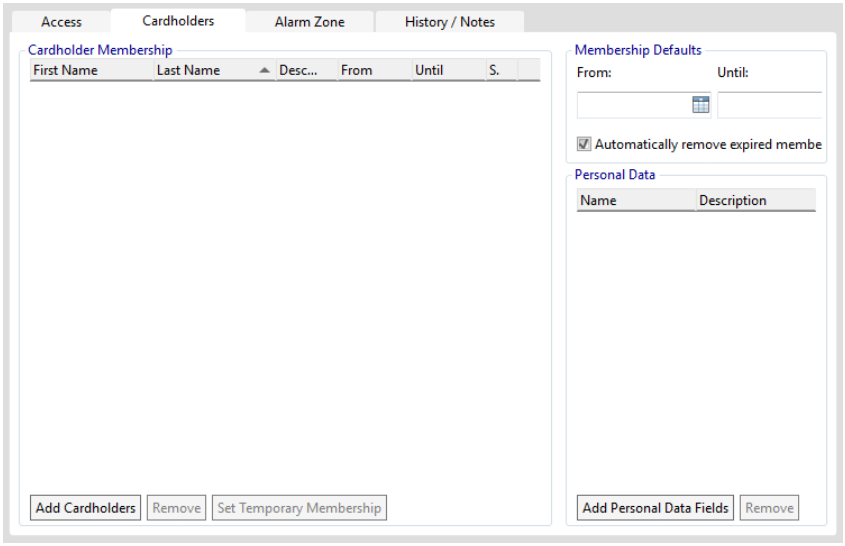
| Violation type | Definition |
|---|---|
| Anti-Passback | A condition where the system has detected that a card passback has occurred, (i.e. a cardholder has attempted to enter an Access Zone, or Access Zone Group, when they are already recorded as within it). |
| Anti-Tailgating | A condition where the system has detected that a cardholder has tailgated, (i.e. a cardholder has attempted to enter an Access Zone when they are currently recorded as outside the Access Zone, or Access Zone Group, from which they are entering).<br>**Note:** While the anti-tailgating response is configured here on the Access Group, the "Check for tailgating on exit from zone" option is configured on the Access Zone. |

5. Return to Step 6 of ***Creating a new Access Group*** (on page 2-142) for configuration instructions for the other Access Group tabs.

## Cardholders tab

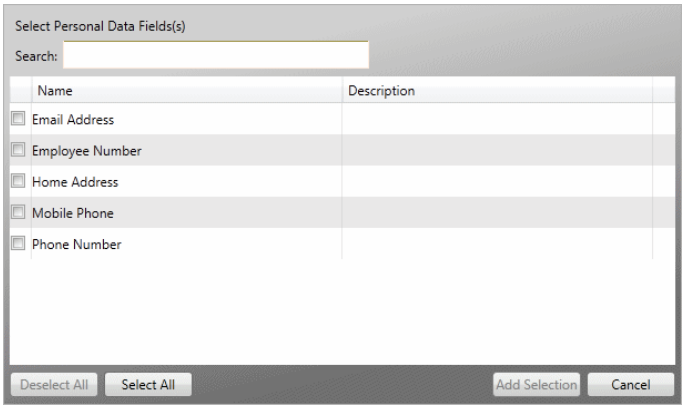
This procedure describes the configuration on the **Cardholders** tab for an Access Group.

1. Click the **Cardholders** tab.




2. Add Personal Data Fields (PDFs) appropriate for this Access Group as follows:

   a) Click the **Add Personal Data Fields** button.
   A browse tool displays.



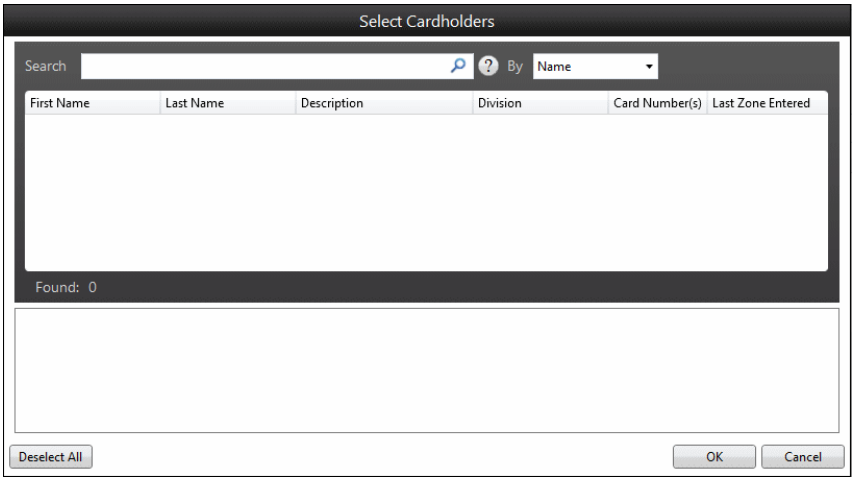

   b) Click the checkbox next to each PDF name you want to include, or click the **Select All** button if you want to include all PDFs.

   c) Click the **Add Selection** button.
   The pop-up closes and each of the selected Personal Data Field(s) appear in the **Personal Data** grid.

   **Note:** To remove a Personal Data Field, select (highlight) the PDF you want to remove and click the **Remove** button.

3. Select the cardholders you require to be members of the new Access Group as follows:

   a) Click the **Add Cardholders** button.
   The Select Cardholders pop-up displays.




b) To find the Cardholder that you want to make a member, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All).
By default, Name is selected.

c) Start entering characters in the **Search** field.
A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the button after you enter a number in the **Search** field.

d) From the search results, click on the Cardholder(s) you want to make members.
The Cardholder(s) appear in the lower section and are all checked by default.

e) Uncheck any Cardholders you do not want to assign, and click the **OK** button.
The pop-up closes and the selected Cardholder(s) now appear in the **Cardholder Membership** grid.
**Note:** If you decide to remove a Cardholder from the list, the **Remove** button allows you to do so.

**Note:** Cardholders that have no 'From' and 'Until' dates beside their names are permanent members of the Access Group.
If you want to make any cardholders temporary members, (i.e. give them access for a limited period of time), see ***Granting temporary access by Access Group*** (on page 2-153) for the procedure.

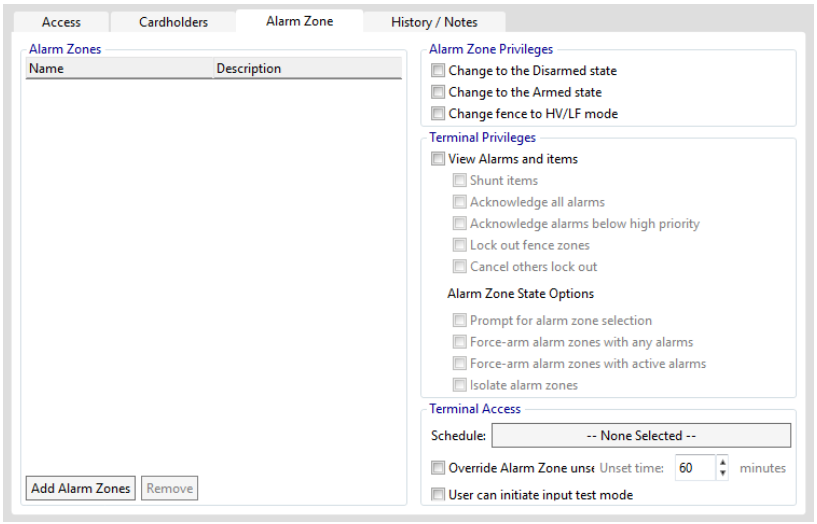
4. The **Membership Defaults** section allows a membership period to be set up for the Access Group. By default, the start and end dates are set to none, therefore membership is permanent.

5. Return to Step 6 of ***Creating a new Access Group*** (on page 2-142) for configuration instructions for the other Access Group tabs.

## Alarm Zone tab

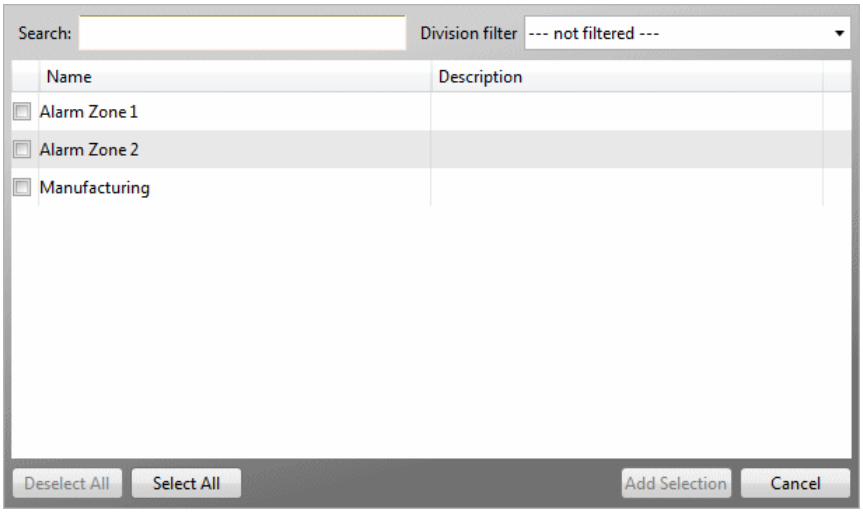
This procedure describes the configuration on the **Alarm Zone** tab for an Access Group.

1. Click the **Alarm Zone** tab.




2. Add **Alarm Zones** appropriate for this Access Group, as follows:

   a) Click the **Add Alarm Zones** button.
   A browse tool displays.




   b) Click the checkbox next to each Alarm Zone name you want to include, or click the **Select All** button if you want to include all Alarm Zones.

   c) Click the **Add Selection** button.
   The pop-up closes and each of the selected Alarm Zone(s) appear in the **Alarm Zones** grid.

**Note:** To remove an Alarm Zone, select (highlight) the Zone you want to remove and click the **Remove** button.

3. Select the **Alarm Zone Privileges** required for this Access Group.

| Alarm Zone Privilege | Enables members to... |
|---|---|
| Change to the Disarmed state | disarm Alarm Zones associated with any Access Zone associated with the Access Group.<br>When checked, the **Prompt for alarm zone selection** option becomes enabled. |
| Change to the Armed state | arm Alarm Zones associated with any Access Zone associated with the Access Group.<br>When checked, the **Alarm Zone State Options** below become enabled. |
| - Prompt for alarm zone selection | With this privilege selected, a list of all the available Alarm Zones will be provided on the Terminal. |
| - Force-arm alarms zones with any alarms | If an Alarm Zone would not normally arm because there were any potential, unacknowledged or active alarms, by having this privilege and either the "Override" or "Override up to Medium Priority" operator privilege, a user will be provided with the option to force-arm the Alarm Zone, when arming from a Terminal.<br>**Notes:**<br>• If selected, the **Force-arm alarm zone with active alarms** option (below) becomes disabled.<br>• Without this privilege the force-arm options are not available on the Terminal. |
| - Force-arm alarm zones with active alarms | If an Alarm Zone would not normally arm because there were any active alarms, by having this privilege and either the "Override" or "Override up to Medium Priority" operator privilege, a user will be provided with the option to force-arm the Alarm Zone, when arming from a Terminal (as long as doing so will not cause any new alarms).<br>**Notes:**<br>• If selected, the **Force-arm alarm zone with any alarms** option (above) becomes disabled.<br>• Without this privilege the force-arm options are not available on the Terminal. |

| Alarm Zone Privilege | Enables members to... |
|---|---|
| - Auto-isolate alarm zones | If an Alarm Zone would not normally set because there were open Inputs, by having this privilege you can go to the "Arm Failed" menu on the Terminal and isolate the Inputs so that the Alarm Zone will arm, by pressing the **ISOLATE** key. **Note:** Without this privilege the **ISOLATE** key is not available on the "Arm Failed" menu. |
| Change fence to HV/LF mode | change the HV/LF mode of an Alarm Zone associated with any Access Zone associated with the Access Group. |

**Note:** The **Terminal Privileges** and **Terminal Access** sections of this tile relates only to Terminals. Therefore, the privileges and access options should only be selected if your site has Terminals installed and this Access Group will be using them. Refer to ***Configuring Access Group Privileges for Terminal Access*** (on page 2-155) and/or ***Configuring Access Groups for Test Modes*** (on page 2-158) as appropriate, for further detail.

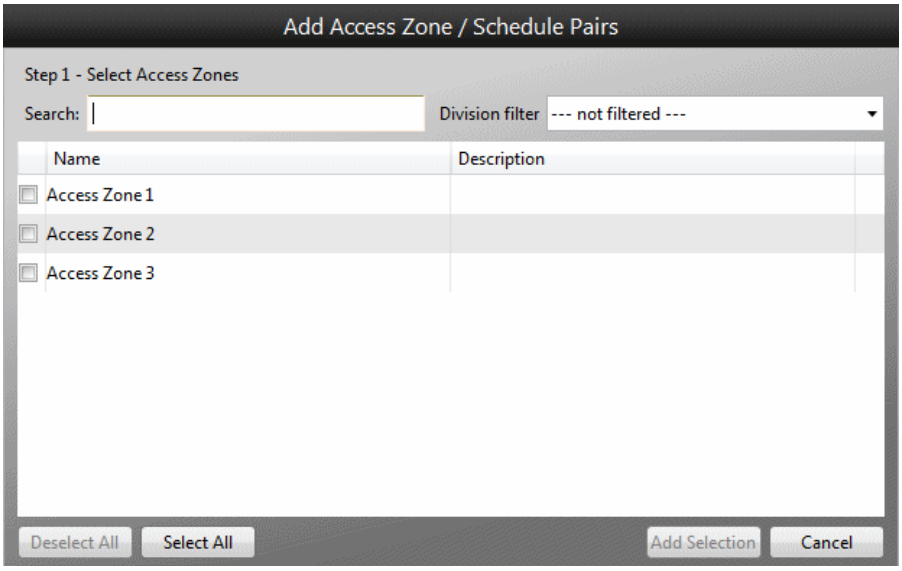
4. Return to Step 6 of ***Creating a new Access Group*** (on page 2-142) for configuration instructions for the other Access Group tabs.

## Configuring Access Group access

The **Access** section allows you to set where members of an Access Group have access to (Access Zones) and when they have access (Schedules).

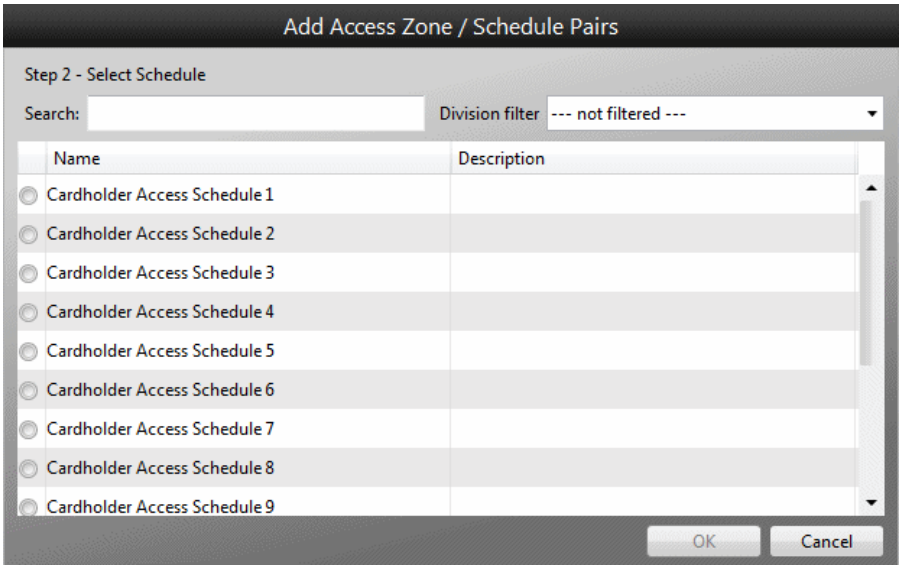
**Note:** There is a limit of 255 Alarm Zones/Access Zones per Access Group per Controller. If this limit is exceeded, an alarm will be generated (in the Alarm Viewer window), and the first 255 zones only will be sent to the Controller.

1. Click on the Access Group that you want to configure access for from the list in Viewer Navigation Panel.
2. Click the **Access** tab, if not already displayed.
3. Click the **Add Access** button.
   An Add Access Zone/Schedule Pairs pop-up displays to select Access Zones from.



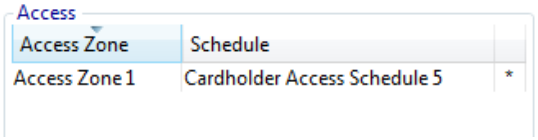

4. If necessary, search for the Access Zone(s) you want by entering characters in the **Search** field and/or refining the search mode and filters. The grid becomes populated with Access Zones that match the search criteria.

5. Check the Access Zone(s) you want the group to have access to, and click the **Add Selection** button.
   The Add Access Zone/Schedule Pairs pop-up changes to show a list of available Cardholder Access Schedules to select from.




6. Click the radio button next to the Schedule you want to use for the Access Zones you have selected.

7. Click the **OK** button.
   The pop-up closes and the selected Access Zone(s) and Schedule populate the grid.
   Each entry will have an asterisk ( * ) beside it indicating that it is unsaved until the **Save** button is clicked.



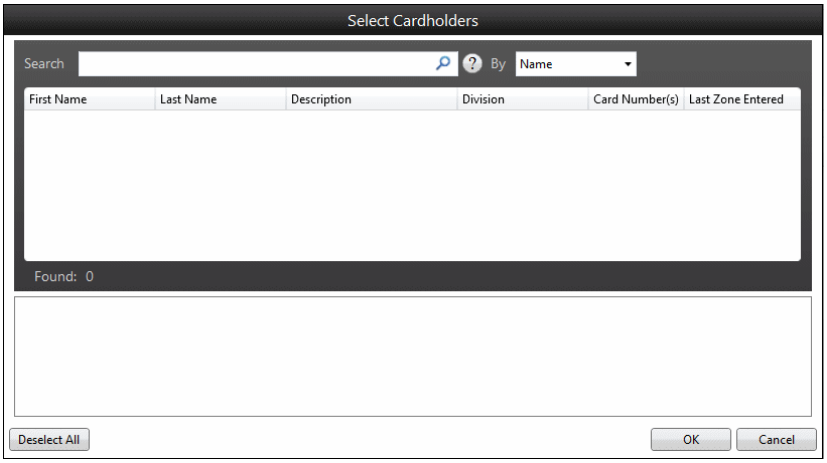

**Notes:**

- In a multi-server environment, remote access entries display in italics.
- To remove an Access Zone, select (highlight) the Zone you want to remove and click the **Remove** button.

## Granting temporary access by Access Group

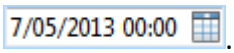
Temporary access can be granted to members of an Access Group as follows:

1. Click on the Access Group you want to add temporary members to, from the list in the Viewer Navigation Panel.
2. Click the **Cardholders** tab, if not already displayed.
3. Click the **Add Cardholders** button.
   The Select Cardholders pop-up displays.




4. To find the Cardholder that you want to give temporary access to, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All). By default, Name is selected.
5. Start entering characters in the **Search** field.
   A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.
6. From the search results, click on the Cardholder(s) you want to give temporary access to.
   The Cardholder(s) appear in the lower section and are all checked by default.
7. Uncheck any Cardholders you do not want to assign, and click the **OK** button.
   The pop-up closes and the selected Cardholder(s) now appear in the

Cardholder Membership grid.
**Note:** If you decide to remove a Cardholder from the list, the **Remove** button allows you to do so.

8. Highlight a cardholder that requires temporary access.
   **Note:** The columns can be reordered if you want, (e.g. you may find having the Date columns first useful so you can sort by date and see which cardholders have the same temporary access periods). To do this, click on the column title and drag it to the required position.
9. Click the button in the **From** field and select the date the cardholder needs access from. The selected date and a time of 00:00 populates the **From** field 

.
10. Alter the time to the time the Cardholder needs access from on this date.
11. Repeat Steps 9 and 10 for the **Until** field, (i.e. the date and time of the last day the Cardholder needs access up to).
12. Do you want temporary members to be removed from the Cardholder Membership grid when their temporary access period expires?

| If... | then... |
|---|---|
| yes | leave the **Automatically remove expired memberships** checkbox ticked.<br>**Note:** By leaving the checkbox ticked, all expired memberships will be deleted automatically from the Cardholder Membership grid when they expire. |
| no | uncheck the **Automatically remove expired memberships** checkbox.<br>**Note:** By unchecking the checkbox, cardholders with temporary access will remain in the **Cardholder Membership** grid once their access period expires. |

**Note:** Cardholders can only belong to 255 unique, and active or pending, Access Groups.

13. Click the **Save** button.
    An Access Group now has temporary member(s).
    **Note:** The colour of the text for the data in a row is dependent upon Status, as follows:

| Colour | Status |
|---|---|
| Black | **Active:** The period for access is current. |
| Blue | **Pending:** The period for access is in the future, so has not become active yet. |
| Red | **Expired:** The period for access is in the past.<br>**Note:** Expired entries display if the Access Group has not been configured to remove Cardholders on expiry of membership. |

## Configuring Access Group Privileges for Terminal access

This procedure describes how to assign *Alarm Zones* to an Access Group, and specify associated privileges for Terminal use.

1. Click on the Access Group you want to assign Alarm Zones to from the list in Viewer Navigation Panel.
2. Click the **Alarm Zone** tab, if not already displayed.
3. In the **Terminal Privileges** section, select the appropriate privileges as required for the Access Group.

| Privilege | Description |
|---|---|
| View Alarms and items | This privilege enables a user to view all available alarms and all inputs on an HBUS Terminal or HBUS Alarms Only Terminal. |
| - Shunt items | This privilege enables a user to shunt and unshunt inputs using an HBUS Terminal or HBUS Alarms Only Terminal. |
| - Acknowledge all alarms | This privilege enables a user to acknowledge all available alarms using an HBUS Terminal or HBUS Alarms Only Terminal. |
| - Acknowledge alarms below high priority | This privilege enables a user to acknowledge all available alarms below high priority using an HBUS Terminal or HBUS Alarms Only Terminal. |
| - Lock out fence zones | The fence cannot be energized when in lockout mode. Lockout is persisted during a Fence Controller or Controller restart (it is not persisted during a DIP Switch 2 Controller restart). |
| - Cancel others lock out | This privilege enables the **UNLOCK** key on the Terminal so you can cancel the lockout of the selected Fence Zones. |
| Prompt for alarm zone selection | This is only possible from the Terminal that was used to put the fence into lockout.<br>This option is only available if the Change to the Disarmed state and/or Change to the Armed state options are also checked (in the Alarm Zone Privileges section). |

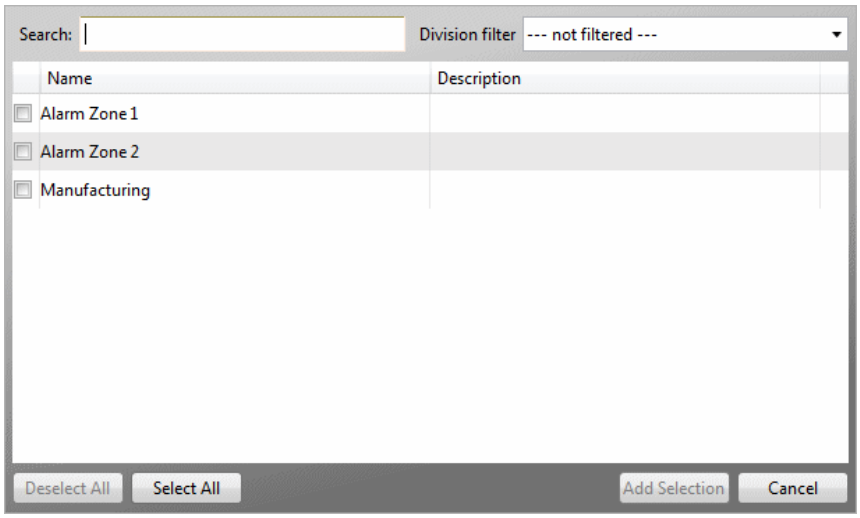
| Privilege | Description |
|---|---|
| | This privilege enables a user to view a list of Alarm Zones for which the user has this privilege for, when the Arm or Disarm key is selected on the Welcome screen of an HBUS Terminal or HBUS Alarms Only Terminal. |
| Force-arm alarm zones with any alarms | This privilege enables a user to view a list of Alarm Zones for which the user's Access Group assignment provides privilege for, from the Menu, on an HBUS Terminal or HBUS Alarms Only Terminal.<br>This option is only available if the **Change to the Armed state** option is also checked (in the Alarm Zone Privileges section). If selected, the **Force-arm alarm zone with active alarms** option (below) becomes disabled. |
| Force-arm alarm zones with active alarms | If an Alarm Zone would not normally arm because there were any potential, unacknowledged or active alarms, by having this privilege and either the "Override" or "Override up to Medium Priority" operator privilege, a user will be provided with the option to force-arm the Alarm Zone, when arming from a Terminal.<br>**Note:** Without this privilege the force-arm options are not available on the HBUS Terminal.<br>This option is only available if the **Change to the Armed state** option is also checked (in the Alarm Zone Privileges section). If selected, the **Force-arm alarm zone with any alarms** option (above) becomes disabled.<br>If an Alarm Zone would not normally arm because there were any active alarms, by having this privilege and either the "Override" or "Override up to Medium Priority" operator privilege, a user will be provided with the option to force-arm the Alarm Zone, when arming from an HBUS Terminal (as long as doing so will not cause any new alarms).<br>**Note:** Without this privilege the force-arm options are not available on the HBUS Terminal. |

| Privilege | Description |
|---|---|
| Auto-isolate alarm zones | This option is only available if the **Change to the Armed state** option is also checked (in the Alarm Zone Privileges section).<br><br>If an Alarm Zone would not normally set because there were open Inputs, by having this privilege you will be provided with the option to auto-isolate the Input's Alarm Zones, when arming from the menu of an HBUS Terminal or HBUS Alarms Only Terminal.<br>**Note:** Without this privilege the auto-isolate options are not available. |

**Note:** The **Terminal Access** section is for configuring periodic testing, to allow members of the Access Group to disarm the system via a Terminal. Refer to ***Configuring Access Groups for Test Modes*** (on page 2-158) for further detail.

4. Select the Alarm Zones to be managed by this Access Group, as follows:

   a) Click the **Add Alarm Zones** button.
   A browse tool displays.




   b) If necessary, search for the Alarm Zone(s) you want by entering characters in the **Search** field and/or refining the search mode and filters.
   The grid becomes populated with Alarm Zones that match the search criteria.

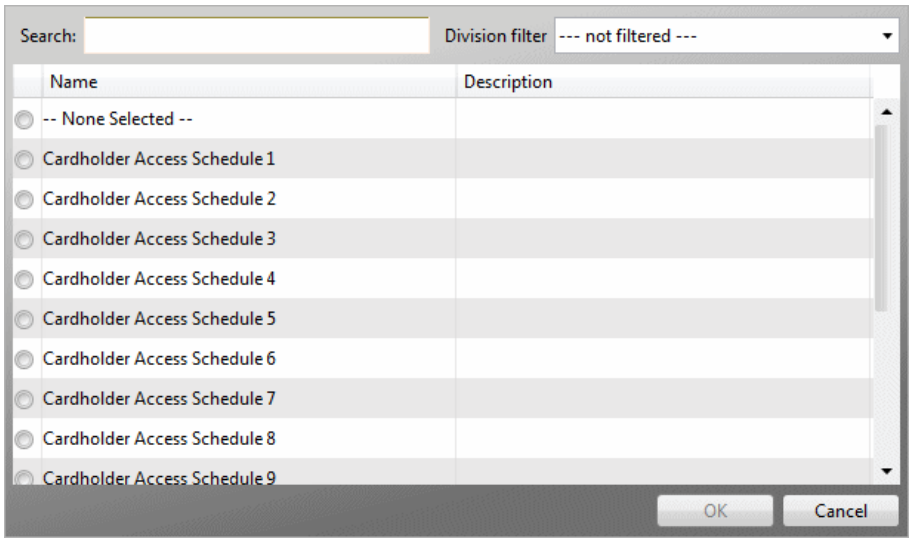
   c) Check the Alarm Zone(s) you want the group to have access to, and click the **Add Selection** button.
   The browse tool closes, and the selected Alarm Zone(s) appear in the Alarm Zones grid.

5. Click the **Save** button.

## Configuring Access Groups for Test Modes

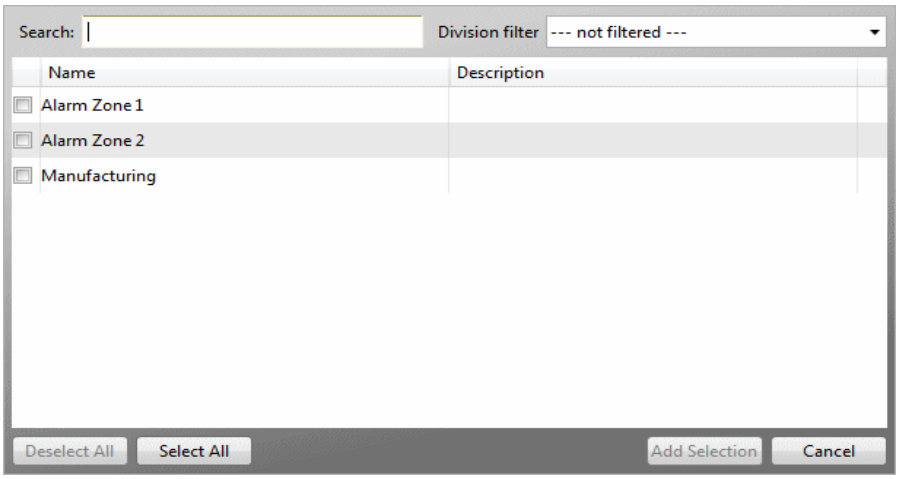
It is possible to configure groups of staff members with the Alarm Zones they are allowed to disarm and the period of time they can disarm them for. This procedure describes how to configure the Access Groups you require for testing via Terminals.

1. Click on the Access Group you want to configure test modes for, from the list in Viewer Navigation Panel.
2. Click the **Alarm Zone** tab, if not already displayed.
3. Check the **Change to the Disarmed state** checkbox in the "Alarm Zone Privileges" section.
4. If cardholders are required to arm Alarm Zones associated with any Access Zone associated with this Access Group, check the **Change to the Armed state** checkbox.
5. If cardholders are required to select an Alarm Zone to test on the Terminal, check the **Prompt for alarm zone selection** checkbox.
6. Select the appropriate "Cardholder Access Schedule" to control when the Cardholder can access the Terminal, as follows:
   a) Click the **Schedule** button (this appears as **--None Selected --** by default) in the "Terminal Access" section.
   A browse tool displays.




   b) Select the appropriate Schedule from the browse tool.
   c) Click the **OK** button.
   The pop-up closes and the button changes to the name of the Schedule you selected.

7. Check the **Override Alarm Zone unset time** checkbox and enter the period of time you require the Alarm Zones to be unset. (Default = 60 minutes). This time will override the Alarm Zone unset time for all Alarm Zones associated with this Access Group, when unset from the Terminal only.
   **Note:** If an Alarm Zone unset time is greater than the configured override unset time, the Alarm Zone will be reset at the time specified by the override.
8. Check the **User can initiate input test mode** checkbox.
   Cardholders belonging to this Access Group will be able to perform input tests.
9. Select the Alarm Zones that the members of this Access Group are authorised to test in the Alarm Zones section, as follows:
   a) Click the **Add Alarm Zones** button.
   A browse tool displays.

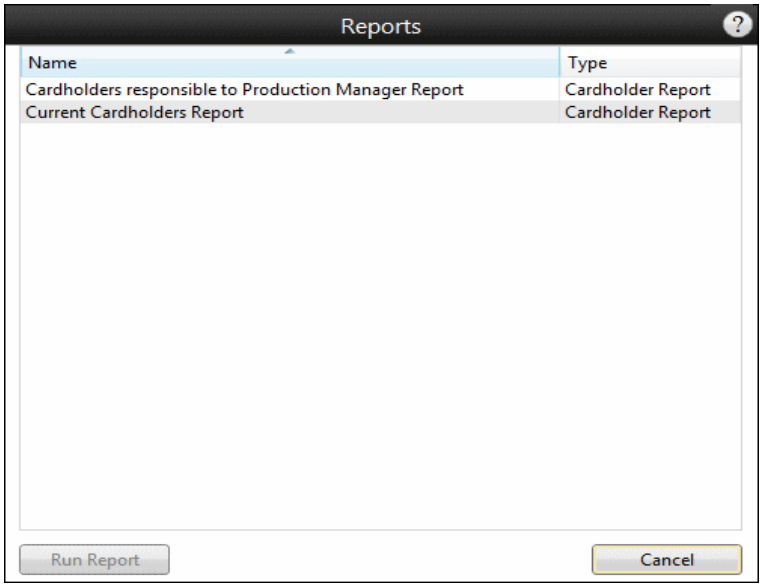



   b) If necessary, search for the Alarm Zone(s) you want by entering characters in the **Search** field and/or refining the search mode and filters.
   The grid becomes populated with Alarm Zones that match the search criteria.
   c) Check the Alarm Zone(s) you want the group to have access to, and click the **Add Selection** button.
   The browse tool closes, and the selected Alarm Zone(s) appear in the Alarm Zones grid.
10. Click the **Save** button.

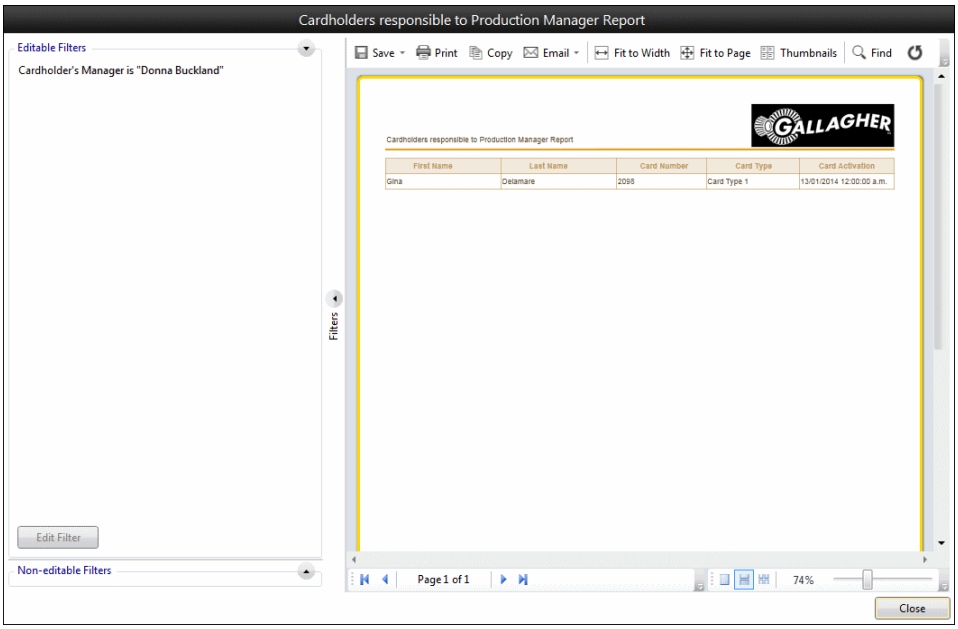
## Running Reports from the Access Groups Viewer

Providing an operator has the correct privileges, a report can be run from the Access Groups Viewer if the report contains at least one "Cardholder Access Group" or "Access for Access Group" filter with the **Allow change when report is run** checkbox selected, as follows:

1. Click on the Access Group in the Viewer Navigation Panel.
2. Click the **Run Report** button.
   If there is more than one available report to choose from, a Reports pop-up appears listing all the available reports. If this screen appears, select the report that you want to run, and click the **Run Report** button.



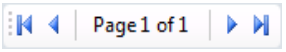

A Report Preview pop-up displays.



The Report Preview is populated with a Filters panel on the left and a Preview panel on the right. The Filters panel will differ slightly depending on the type of Report, and allows editable filters to be changed at runtime. This example is the preview pop-up for a Cardholder Report.

3. Take appropriate action to run the report.

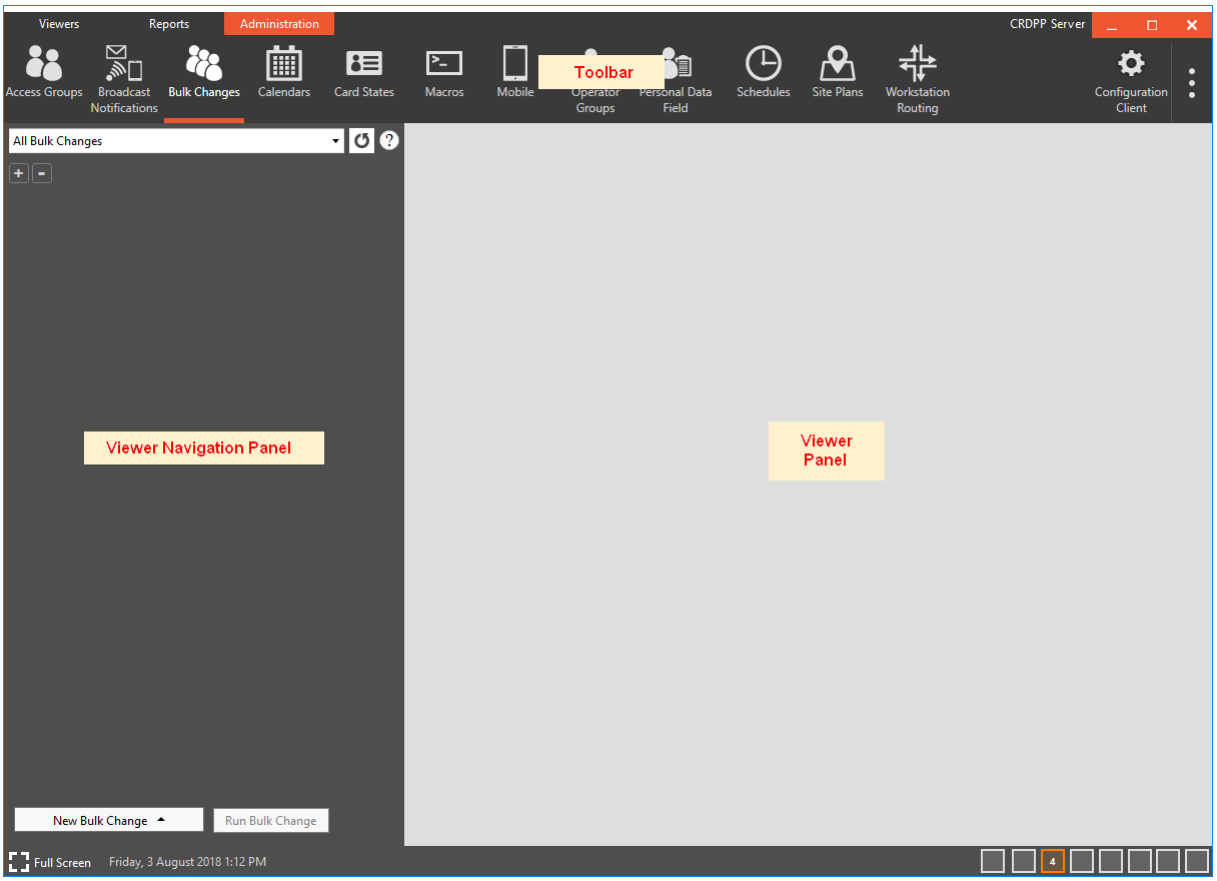
| Button | Description |
|---|---|
| Save | When this button is clicked a context menu displays listing all the file types you can save a report as for further use.<br>**Notes:**<br>• The **Export images** option outputs report images as individual files and exports the report itself as a CSV file. See ***Exporting Cardholder Images*** (on page 3-160) for the full procedure.<br>• When selecting either the **.xlsx** or **.csv** file type, data beginning with **@**, **+**, **-** or **=** symbols will be prepended with a **'** (single quote). |
| Print | Clicking this button (or pressing <**Ctrl**+**P**> on your keyboard) displays a **Print** dialog. |
| Copy | Clicking this button copies the report to the clipboard, to allow pasting into Excel or other text application, (e.g. Word, Notepad, etc.). |
| Email | When this button is clicked a context menu displays listing all the file types you can email a report in.<br>When the file type is selected, the report is attached to an open email. The email recipients then need to be added manually by the user in the email client.<br>**Note:** If an email client is not available on the workstation an exception message will appear explaining this. |
| Fit to Width | Clicking this button (or pressing <**F5**> on your keyboard) zooms the report so that the width of the page matches the width of the Report Preview. |
| Fit to Page | Clicking this button (or pressing <**F3**> on your keyboard) zooms the report so that an entire page fits in the Report Preview. |

| Button | Description |
|---|---|
| Thumbnails | Clicking this button (or pressing <**Ctrl**+**T**> on your keyboard) displays thumbnails of the pages in a report allowing you to quickly navigate to a section you want to get to. Press the Refresh button above the column if the thumbnails fail to load. |
| Find | Clicking this button (or pressing <**Ctrl**+**F**> on your keyboard) displays a Find What field below the Report Preview allowing you to search on text in a report. |
|  | Clicking this button refreshes the Report Preview. |
|   | The navigation arrows, (i.e. First page, Previous page, Next page and Last page) can be used to move through the report. The page currently viewing and the total number of pages in the report also display, (e.g. Page 2 of 7). |
|  | Clicking this button (or pressing <**Shift**+**F2**> on your keyboard) will result in a single page displaying in the Report Preview. |
|  | Clicking this button (or pressing <**Shift**+**F3**> on your keyboard) will result in a continuous page display in the Report Preview, (i.e. all report pages will display as a vertical ribbon). |
|  | Clicking this button (or pressing <**Shift**+**F4**> on your keyboard) will result in a multiple page display in the Report Preview, (i.e. the report will be zoomed so that as many pages as can be fit in the window will display). |
|   | A horizontal slider to size the report as it appears in the Report Preview section. |

4. Click the **Close** button when the report is run.

## Bulk Changes

Select the **Administration** tab on the Command Centre title bar, and then click the **Bulk Changes** button on the toolbar. The Bulk Changes Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The  button beside the **Search** field can be clicked to provide quick tips for working with Bulk Changes.

There are a number of ways to search for a Bulk Change. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Bulk Changes*** (on page 2-164)

***Creating a new Cardholder Bulk Change*** (on page 2-165)

***Creating an Inactive Cardholder Bulk Purge*** (on page 2-184)

***Editing and/or Running a saved Cardholder Bulk Change*** (on page 2-187)

## Understanding Bulk Changes

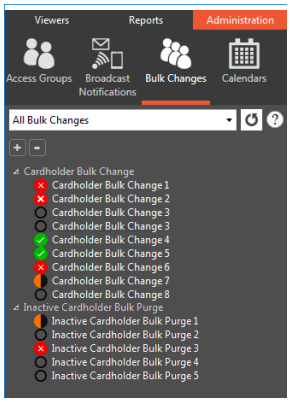
The bulk changes feature provides an automated method of changing a common set of properties on a group of items in Command Centre. Bulk changes can be scheduled to run at specific times. This is achieved using the Macro functionality. See ***Macros*** (on page 2-202) for further details.

Only one bulk change can be run at one time. If an operator attempts to start a bulk change when there is already one running the second one will be queued and run once the first one has finished. Likewise, if bulk changes are scheduled to run (via macros), they will be queued and run in the order scheduled, with only one being executed at a time.

**IMPORTANT:** As authorisations will not be checked before a bulk change is run, an operator with the "Bulk Change" operator privilege will be able to see any data that is contained in a bulk change that has been saved. Even if they do not have the privilege to view the data any other way, they will be able to see it in the bulk change.

*For example:* A bulk change may contain a number of cardholders or Access Groups that the bulk change editor does not have access to view. However, in the bulk change they will be able to see this information.

### Bulk Change Status




All saved bulk changes are listed in the Bulk Changes Viewer Navigation Panel.

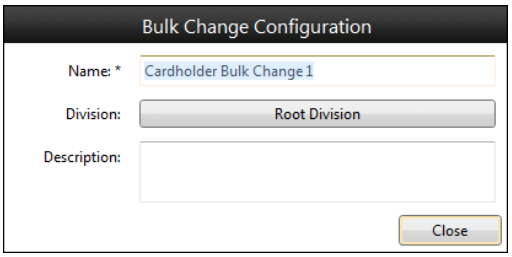
The status of a bulk change is provided by way of an icon beside the name. If a bulk change has only been saved but not executed, it will have ○ beside it. A bulk change that has been successfully completed will have ✓ beside it, until the next time it is edited, at which time it will revert to ○.

| Status | The bulk change... |
|---|---|
| ○ Blank | has no status. The bulk change either has not been run or it has been redefined/saved since the last run. |
| Active | is running.<br>**Note:** Bulk changes go through a run twice to check if any items that were locked during the first run are now unlocked. |
| Cancelled | is idle, having been stopped due to an operator cancelling the operation. |
| Queued | is queued waiting for another bulk change that is running, to complete. |
| Successful | is idle, having completed with 100% success. |
| Failed | is idle, having completed with less than 100% success. |

## Creating a new Cardholder Bulk Change

Perform the following procedure to initiate a new Cardholder Bulk Change:
**Note:** To perform this procedure operators need both the "Bulk Change" and "Edit Cardholders" operator privileges. In addition, operator's need sufficient divisional and other privileges to carry out each individual change listed within a bulk change.

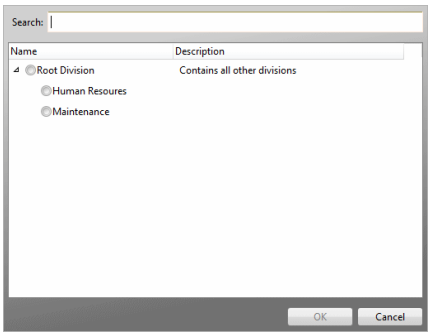
1. Click the **New Bulk Change** button on the Viewer Navigation Panel, and then **Cardholder Bulk Change**.
   The new Cardholder Bulk Change is added to the Viewer Navigation Panel, and the Bulk Change Configuration pop-up displays.




2. If you want to replace the default name the system has given the Bulk Change, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Bulk Change to be in, select a Division as follows:

   a) Click the **Division** button. A browse tool displays.



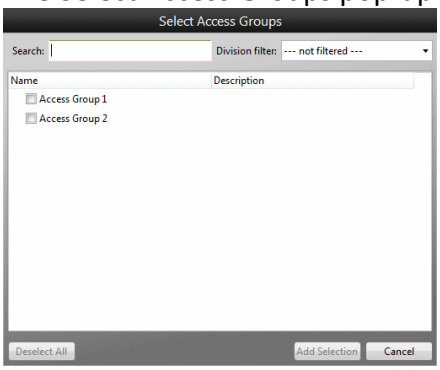
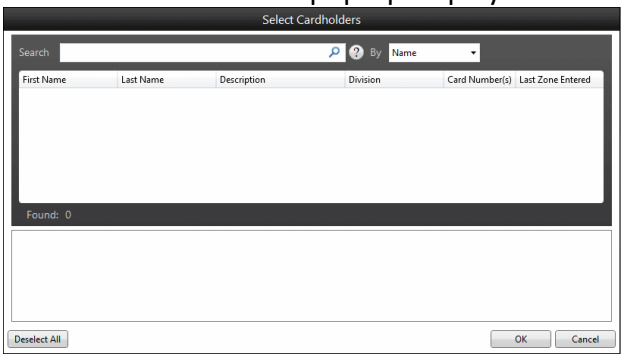

   b) Select the appropriate Division.

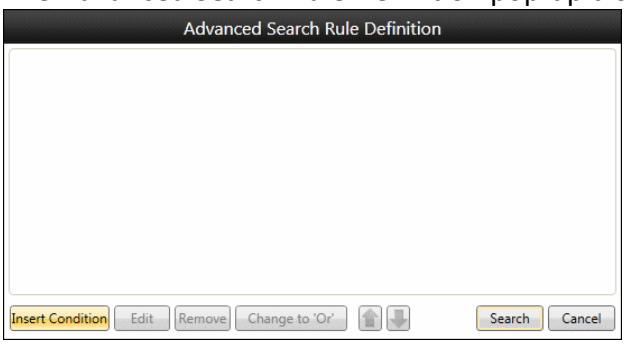
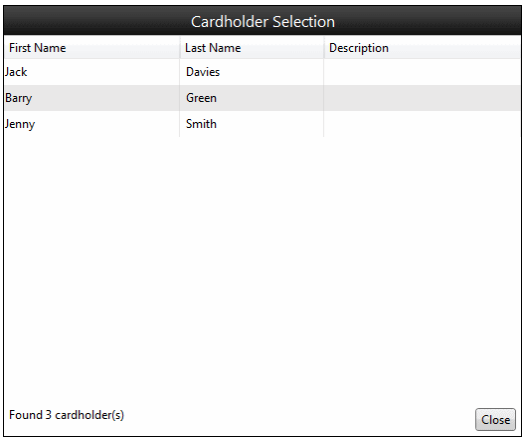
   c) Click the **OK** button.
      The pop-up closes and the button changes to the name of the Division you selected.

   **Note:** If you have not set up Divisions yet, you can add these to your Bulk Change at a later stage.

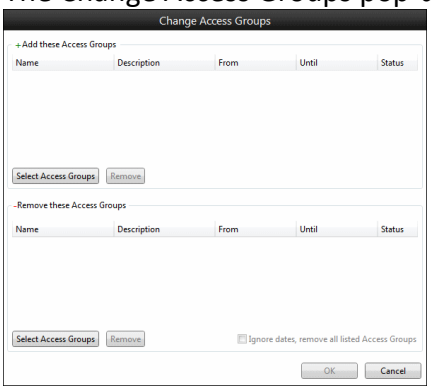
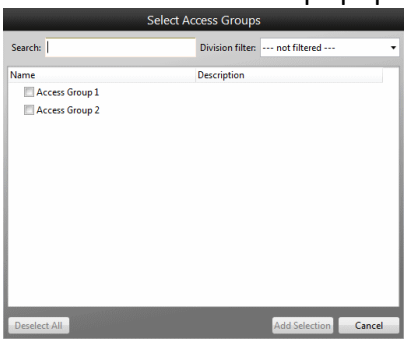
5. Click the **Close** button.
   The Bulk Change Configuration pop-up closes.
   There are two tabs, (i.e. **Change** and **History/Notes**). The **Change** tab displays by default.

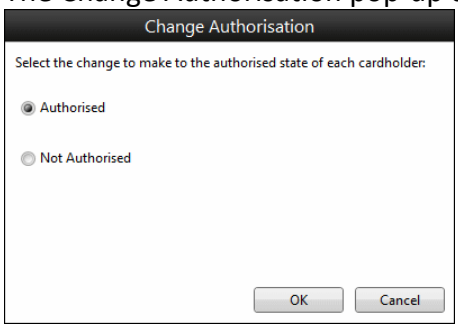
6. Click the **Select Cardholders to Update** button to select all the cardholders that require changing.
   **Note:** Individual cardholders can be selected, or an Access Group can be selected if all the cardholders belonging to the group require changing.
7. Select Cardholders to be updated using any of the following methods:

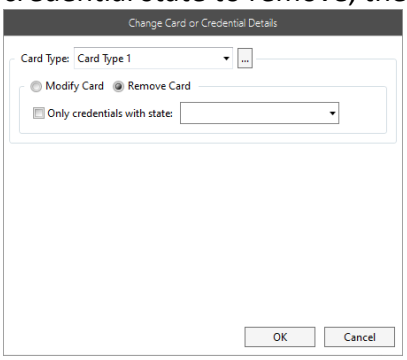
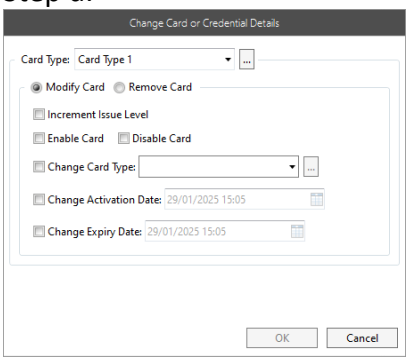
| By… | then… |
|---|---|
| Access Group, | a. Select **by Access Group**.<br>The Select Access Groups pop-up displays.<br><br><br>b. Click the checkbox next to each Access Group name you want to include.<br>c. Click the **Add Selection** button.<br>The pop-up closes and the Cardholder filter appears in the **Cardholder Selection** grid. |
| Cardholder, | a. Select **by Cardholder**.<br>The Select Cardholders pop-up displays.<br><br><br>b. To find the Cardholder that you want to update, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All).<br>By default, Name is selected.<br>c. Start entering characters in the **Search** field.<br>A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.<br>d. From the search results, click on the Cardholder(s) you want to update. |

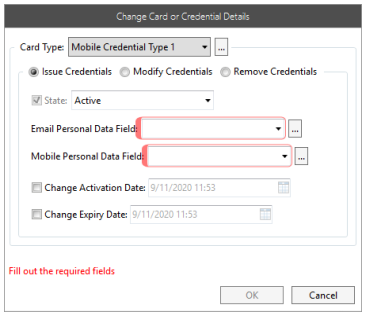
| By… | then… |
|---|---|
| | The Cardholder(s) appear in the lower section and are all checked by default.<br>e. Uncheck any Cardholders you do not want to update, and click the **OK** button.<br>The pop-up closes and the Cardholder filter appears in the **Cardholder Selection** grid. |
| Criteria, | a. Select **by Criteria**.<br>The Advanced Search Rule Definition pop-up displays.<br><br>b. Refer to the appropriate procedure for the function you want to perform:<br>- ***Inserting a condition*** (on page 2-282)<br>- ***Editing an existing condition*** (on page 2-283)<br>- ***Removing a condition*** (on page 2-283)<br>c. Click the **Search** button.<br>The search starts immediately and the Cardholder filter appears in the **Cardholder Selection** grid.<br>**Notes:**<br>• Clicking the  button opens a Cardholder Selection pop-up that displays the cardholders that fit the search criteria.<br><br>• Cardholder filters in the **Cardholder Selection** grid can be edited by clicking the  button, or removed by clicking the  button. |

8. Click the **Select Changes to Apply** button to select all the changes required.
9. Select the option(s) you require from the drop-down list.
   **Note:** If you select **Delete selected cardholders**, no other options can be selected. However, one or more of the other options can be selected.
10. Did you select the **Delete selected cardholders** option?
    if **yes**, go to Step 12.
    If **no**, go to Step 11.
11. There are seven options to choose from, (i.e. Access Groups, Authorisation, Card or Mobile Credential Details, Competencies, Division, Personal Data Fields and Relationships).
    Refer to the option(s) selected in the following table for further detail:

| Options | Action |
|---|---|
| Access Groups | a. Select **Access Groups**.<br>The Change Access Groups pop-up displays.<br><br><br>b. Select the Access Groups that need adding to and/or removing from the cardholders, by clicking the **Select Access Groups** button in the appropriate section on the screen, (i.e. either in the "+Add these Access Groups" section or the "-Remove these Access Groups" section).<br>The Select Access Groups pop-up displays.<br><br><br>c. Click the checkbox next to each Access Group you want to select.<br>d. Click the **Add Selection** button.<br>The pop-up closes and each of the selected Access Group(s) now appear on the Configure Access Groups pop-up. |

| Options | Action |
|---|---|
| | e. The **From** and **Until** date/time fields on this screen allow temporary membership to an Access Group to be configured if required. Is temporary access required? If **yes**, go to Step f. If **no**, go to Step h.<br>f. Select (highlight) the Access Group the cardholders require temporary access to.<br>g. Click the button in the **From** field and select the date the cardholder needs access from.<br>The selected date and a time of 00:00 populates the **From** field 7/05/2013 00:00 .<br>h. Alter the time to the time the Cardholders need access from on this date.<br>i. Repeat Steps g. and h. for the **Until** field, (i.e. the date & time of the last day the Cardholders need access up to).<br>j. Check the **Remove all Access Groups as selected** checkbox if required.<br>If **checked**, all Access Groups listed in the "-Remove these Access Groups" section will be removed from the nominated Cardholders irrespective of **From** and **Until** date/times, that may or may not have been entered for each Access Group selection.<br>If **unchecked**, and NO **From** date/time is entered, only permanent access will be removed.<br>If **unchecked**, and a **From** date/time is entered, only one temporary access for that exact period will be removed.<br>k. Click the **OK** button.<br>The Change Access Groups pop-up closes. |
| Authorisation | a. Select **Authorisation** to make changes to the authorised state of each cardholder.<br>The Change Authorisation pop-up displays.<br><br><br>b. Click the radio button for the state you require, (i.e. **Authorised** enables a card for use and **Not Authorised** disables a card).<br>c. Click the **OK** button.<br>The Change Authorisation pop-up closes. |

| Options | Action |
|---|---|
| Card or Credential Details (*to change **Card***) | a. Select **Card or Mobile Credential Details**. The Change Card or Mobile Credential Details pop-up displays.<br>b. Select the **Card Type** you require from the drop-down list, or click the ... button to use the Card Type browse tool to make your selection.<br>c. Do you want to remove or modify the selected card type for cardholders?<br>If **remove**, click the **Remove Card** radio button, optionally enable **Only credentials with state** and choose the credential state to remove, then go to Step e.<br><br>If **modify**, click the **Modify** Card radio button and go to Step d.<br><br>d. Configure the changes you want to make as necessary. One or more of these options can be selected. *Increment Issue Level*<br>Check if the selected cardholders require bulk incrementation of card issue level.<br>*Enable/Disable Card*<br>Choose to either enable or disable the card by checking the appropriate checkbox.<br>*Change Card Type*<br>Check if the card type of the card for the selected cardholders requires changing. When ticked, the drop-down field is enabled allowing you to select a different card type. **Notes:**<br>• Only card types with the same Card Number Formats can be exchanged.<br>• Only those card types that you have view privileges |

| Options | Action |
|---|---|
| | for will appear in the drop-down list.<br>• If a cardholder has more than one card of a Card Type, they will all be changed unless one card fails to update. When a card fails to update, no cards for that particular cardholder will be updated.<br>• Only cards in a non-customised card state at the time the bulk change is run will be able to change card type, (i.e. cards in any state including Lost, Stolen and Damaged can be changed, but not cards in a card state that is added manually by an operator.<br>*Change Activation Date*<br>Check if the access start date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new activation date.<br>*Change Expiry Date*<br>Check if the access end date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new expiry date.<br>e. Click the **OK** button.<br>The Change Card or Mobile Credential Details pop-up closes and your changes are saved. |
| Card or Credential Details (*to change **Mobile Credential***) | a. Select **Card or Mobile Credential Details**. The Change Card or Mobile Credential Details pop-up displays.<br>b. Select the **Mobile Credential** you require from the Card Type drop-down list, or click the … button to use the browse tool to make your selection.<br>c. Do you want to issue, remove or modify the selected mobile credential for cardholders?<br>If **issue**, click the **Issue Credentials** radio button and go to Step d.<br>If **modify**, click the **Modify Credentials** radio button and go to Step e.<br>If **remove**, click the **Remove Credentials** radio button and go to Step f.<br>d. Configure the changes you want to make as necessary.<br><br>**Note:** One or more of these options can be selected. |

| Options | Action |
|---|---|

*State*

Select the required credential state from the drop-down list. Available options depend on which Card State Set is being used (refer to ***Card States*** on page 2-165).

**Note:** The State field will automatically select the initial card state for the card type's (credential's) card state set.

*Email Personal Data Field*

If there is only one Email Personal Data Field, this will automatically populate to that field. Otherwise, you need to select the one you want to use by clicking the ... button or the drop-down list.

*Mobile Personal Data Field*

If there is only one Mobile Personal Data Field, this will automatically populate to that field. Otherwise, you need to select the one you want to use by clicking the ... button or the drop-down list.

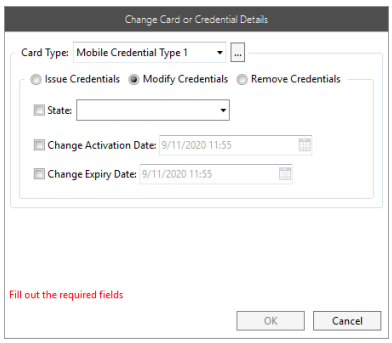
*Change Activation Date*

Check if the access start date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new activation date.

*Change Expiry Date*

Check if the access end date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new expiry date. Go to Step g.

e. Configure the changes you want to make as necessary.




**Notes:**

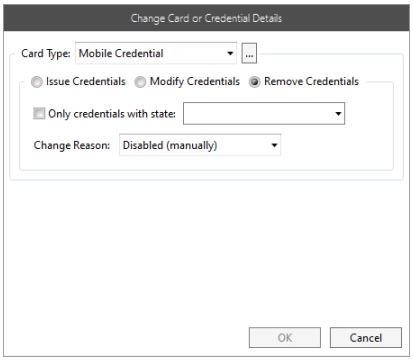
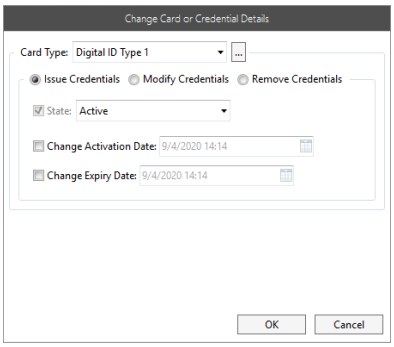
- One or more of these options can be selected.
- Different options will display depending on whether you are editing a Card Type or a Mobile Credential.

*State*

Select the required credential state from the drop-down list. Available options depend on which Card State Set is being used (refer to ***Card States*** on page 2-165).

*Change Activation Date*

Check if the access start date needs to be changed. When checked, the date and time fields are enabled

| Options | Action |
|---|---|
| | allowing you to select a new activation date.<br>*Change Expiry Date*<br>Check if the access end date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new expiry date. Go to Step g. |
| | f. Optionally enable **Only credentials with state** and choose the credential state to remove, and select the **Change Reason** credential state from the drop-down list. Available options depend on which Card State Set is being used (refer to ***Card States*** on page 2-167).<br><br><br>Go to Step g. |
| | g. Click the **OK** button.<br>The Change Card or Mobile Credential Details pop-up closes and your changes are saved. |
| Card or Credential Details (*to change **Digital ID***) | a. Select **Card or Credential Details**.<br>The Change Card or Credential Details pop-up displays. |
| | b. Select the **Digital ID** you require from the Card Type drop-down list, or click the ... button to use the browse tool to make your selection. |
| | c. Do you want to issue, remove or modify the selected mobile credential for cardholders?<br>If **issue**, select the Issue Credentials radio button and go to Step d.<br>If **modify**, select the Modify Credentials radio button and go to Step e.<br>If **remove**, select the Remove Credentials radio button and go to Step f. |
| | d. Configure the changes you want to make as necessary.<br><br> |

| Options | Action |
|---|---|

**Notes:**

- One or more of these options can be selected.
- Different options will display depending on whether you are editing a Card Type, Mobile Credential Type, or Digital ID Type.

*State*

Select the required Card State from the drop-down list. Available options depend on which Digital ID State Set is being used (refer to ***Card States*** on page 2-167).

**Note:** The State field will automatically select the initial Card State for that Digital ID Type's (credential's) Digital ID State Set.

*Change Activation Date*

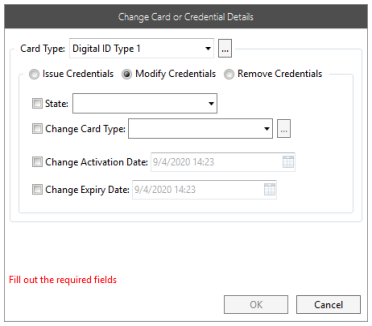
Select this if the access start date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new activation date.

*Change Expiry Date*

Select this if the access end date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new expiry date.

Go to Step g.

e. Configure the changes you want to make as necessary.




**Notes:**

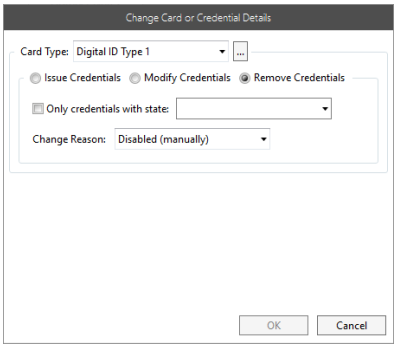
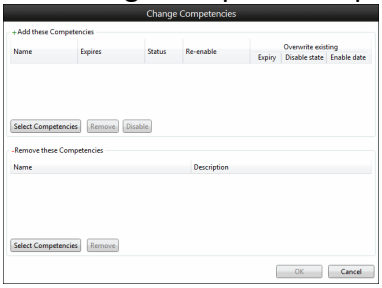
- One or more of these options can be selected.
- Different options will display depending on whether you are editing a Card Type, Mobile Credential Type, or Digital ID Type.

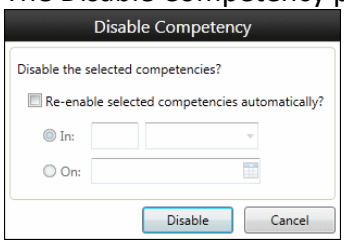
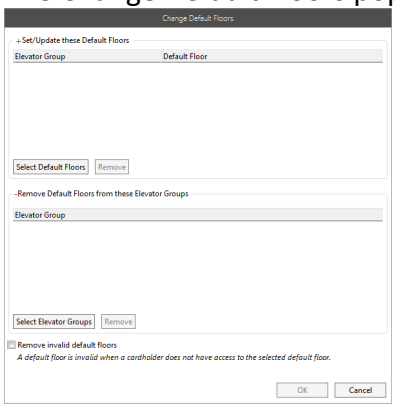
*State*

Select the required credential state from the dropdown list. Available options depend on which Card State Set is being used (refer to ***Card States*** on page 2-167).

*Change Card Type*

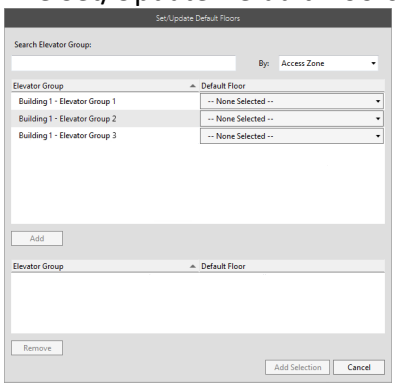
Select this checkbox if the Digital ID Type of the Digital IDs for the selected Cardholders requires changing. When checked, the drop-down field is enabled allowing you to select a different Digital ID Type.

| Options | Action |
|---|---|
| | **Notes:**<br>▪ Only those Digital ID Types that you have view privileges for will appear in the drop-down list.<br>▪ Only Digital IDs in a non-customised Card State at the time the bulk change is run can have their Digital ID Type changed (i.e. Digital IDs in a Card State that has not been added manually by an operator).<br>▪ Each Cardholder can only be registered one Digital ID per Digital ID Type. Cardholders cannot have Digital ID Types changed to a type if they already have a Digital ID of this type.<br>*Change Activation Date*<br>Select this checkbox if the access start date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new activation date.<br>*Change Expiry Date*<br>Select this checkbox if the access end date needs to be changed. When checked, the date and time fields are enabled allowing you to select a new expiry date.<br>Go to Step g. |
| | f. Optionally enable **Only credentials with state** and choose the credential state to remove, and select the **Change Reason** credential state from the drop-down list. Available options depend on which Card State Set is being used (refer to ***Card States*** on page 2-167).<br><br><br>Go to Step g. |
| | g. Click the **OK** button. The Change Card or Credential Details pop-up closes and your changes are saved. |
| Competencies | a. Select **Competencies**.<br>The Change Competencies pop-up displays.<br><br> |

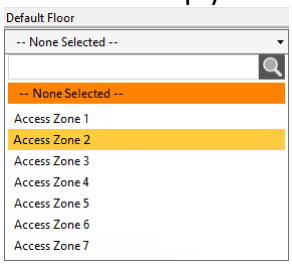
| Options | Action |
|---|---|
| | b. Select the Competencies that need adding to and/or removing from the cardholders.<br>c. In the "Add these Competencies" section of this screen, the checkboxes under **Overwrite existing** indicate whether the values shown in the grid will override the appropriate field in the relevant cardholder competencies.<br>d. If you want to disable a competency, select it and click the **Disable** button.<br>The Disable Competency pop-up displays.<br><br>e. Do you want this competency to be re-enabled at any time? If **no**, go to Step f.<br>If **yes**, check the **Re-enable selected competencies automatically** checkbox and use either the **In** control to specify the length of time until it will be re-enabled, or the **On** date and time control to set when it will be re-enabled.<br>f. Click the **Disable** button.<br>The Disable Competency pop-up closes and the **Disable** button is replaced with a **Re-enable** button.<br>**Note:** When a disabled competency is selected, it can be re-enabled by clicking the **Re-enable** button.<br>g. Click the **OK** button.<br>The Change Competencies pop-up closes. |
| Default Floors *(this will only display if the site is licensed for Thyssen-Krupp Elevator Systems)* | a. Select **Default Floors**.<br>The Change Default Floors pop-up displays.<br><br>b. Select the Default Floors that need adding to and/or removing from the cardholders, by clicking the **Select Default Floors** button in the appropriate section on the |

| Options | Action |
|---|---|

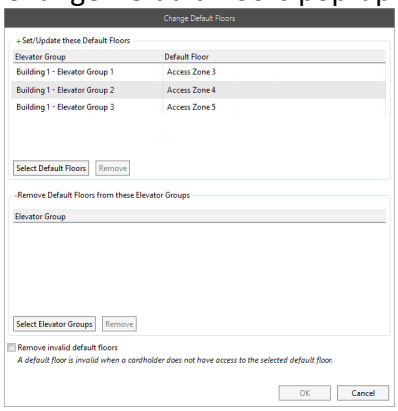
screen, (i.e. either in the "+Set/Update these Default Floors" section or the "-Remove Default Floors from these Elevator Groups" section).
The Set/Update Default Floors pop-up displays.



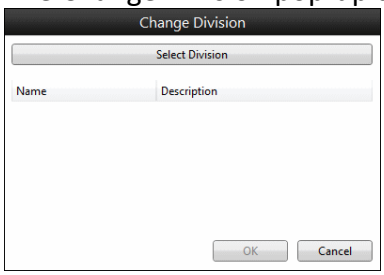
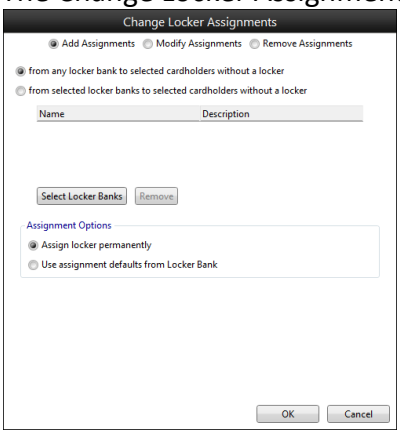

c. Click on the Default Floor drop-down box beside the Elevator Group you want to assign a Default Floor to.

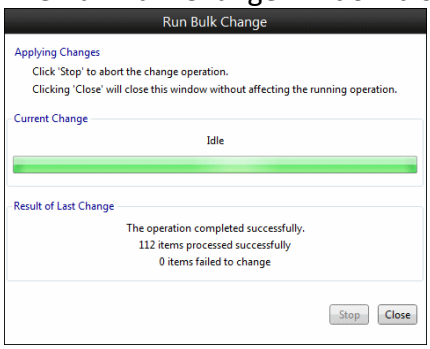
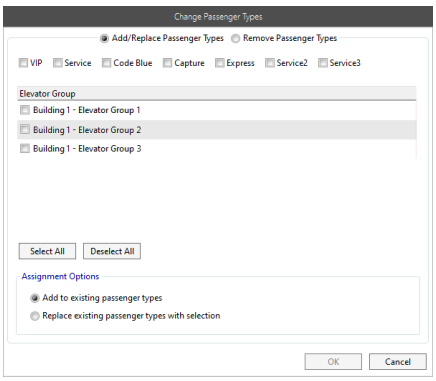



d. If necessary, search for Access Zone you want by entering characters in the Search field.
e. Select the appropriate Access Zone from the list.
f. Repeat Steps c. to e. for each Elevator Group you want to assign a Default Floor to.
g. Click the **Add** button.
The configured default floors show in the bottom grid
h. Click the **Add Selection** button.
The Set/Update Default Floors pop-up closes and each of the selected Access Zone(s) now appear on the Change Default Floors pop-up.

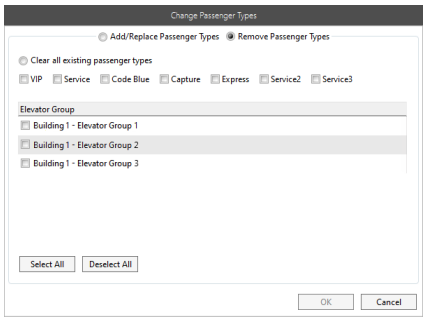



i. Default Floors are invalid if cardholders don’t have access to them.

| Options | Action |
|---|---|
| | Tick the **Remove invalid default floors** checkbox if you want invalid default floors to be removed from the cardholders selected in the bulk change.<br>j. Click the **OK** button.<br>The Change Default Floors pop-up closes. |
| Division | a. Select **Division**.<br>The Change Division pop-up displays.<br><br><br>b. Click the **Select Division** button. A browse tool displays.<br>c. Select the appropriate Division and click **OK**.<br>**Note:** Only Divisions to which you have the "Edit Cardholder" operator privilege will appear.<br>d. Click the **OK** button. The pop-up closes. |
| Lockers | a. Select **Lockers**.<br>The Change Locker Assignments pop-up displays.<br><br><br>b. Select the appropriate radio button:<br>- **Add Assignments**<br>- **Modify Assignments**<br>- **Remove Assignments**<br>c. Select the appropriate radio button to apply changes using any Lockers or selected Locker Banks.<br>If you opted to apply the changes using selected Locker banks, go to step '6' otherwise go to step d.<br>d. Select the **Select Locker Banks** button.<br>The Select Locker Banks browse tool displays.<br>e. Select the checkbox(es) for the appropriate Locker Bank(s). **Notes:**<br>• Locker Banks listed here are based on the Operator privileges. |

| Options | Action |
|---|---|
| | • You can filter Locker Banks by division.<br>f. Select the **Add Selection** button.<br>g. From the Assignment Option grid, select the appropriate radio button. **Notes:**<br>• For the 'Assign locker until' option (Modify Assignments only), you are required to select a date and time.<br>• Remove Assignments section does not have the 'Assignment Options' section.<br>h. Click the **Save** button.<br>The Run Bulk Change window displays.<br><br>**Note:** The 'Result of Last Change' shows the successful and failed change(s). |
| Passenger Types *(this option will only display if the site is licensed for ThyssenKrupp Elevator Systems)* | a. Select **Passenger Types**.<br>The Change Passenger Types pop-up displays.<br>The first example shows the appearance of the Change Passenger Types pop-up when the **Add/ Replace Passenger Types** radio button is selected, (i.e. the default setting).<br><br>The second example shows the appearance of the Change Passenger Types pop-up when the **Remove Passenger Types** radio button is selected. |

| Options | Action |
|---|---|




b. Click the appropriate radio button for what you want to do, (i.e. either **Add/Replace Passenger Types** or **Remove Passenger Types**).

c. Check each of the Passenger Type checkboxes that are required, (i.e. VIP, Service, Code Blue, Capture, Express, Service2 and Service3).
**Note:** If you are removing Passenger Types, you have the option to **Clear all existing passenger types**.

d. Select your target Elevator Group(s) from the grid, by either ticking the checkbox beside the relevant Elevator Group(s) or clicking the **Select All** button to include all Elevator Groups.

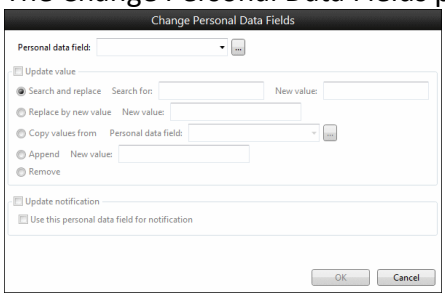
e. What option did you select at Step b?
If **Add/Replace Passenger Types**, go to Step f.
If **Remove Passenger Types**, go to Step g.

f. Click the appropriate **Assignment Options** radio button, (i.e. **Add to existing passenger types** to add or append new Passenger Types to existing ones, or **Replace existing passenger types with selection** to completely replace the current set of Passenger Types).

g. Click the **OK** button.
The Change Passenger Types pop-up closes.

Personal Data Fields

a. Select **Personal Data Fields**.
The Change Personal Data Fields pop-up displays.




b. If you want to make personal data changes, select the **Personal data field** from the drop-down list, or click the ... button to use the PDF browse tool to make your selection.
**Notes:**
- This Personal Data Field is the target PDF.

| Options | Action |
| --- | --- |

- Image PDFs and unique PDFs cannot be changed in a bulk change, therefore these PDF types will not appear in the drop-down list.
- If the PDF is an "Email" or "Mobile" type PDF, then the **Update Notification** checkbox becomes available.

c. Check the **Update value** checkbox.
The other options become enabled.

d. Click the radio button for the type of change you want to make.

*Search and replace*
When clicked, the **Search for** and **New value** fields are enabled allowing you to replace a selected value with a new one.

*Search for*
The text to be searched for is entered (limited to 200 characters), and replaced with what is entered in the **New value** field wherever it is found in the PDF of the selected cardholders. **Notes:**

- If the Personal Data Field selected is a "Text - list" PDF, the **Search for** field becomes a drop-down list containing the optional text strings available.
- For "Date" PDFs the **Search for** field changes to a Date/Time control.

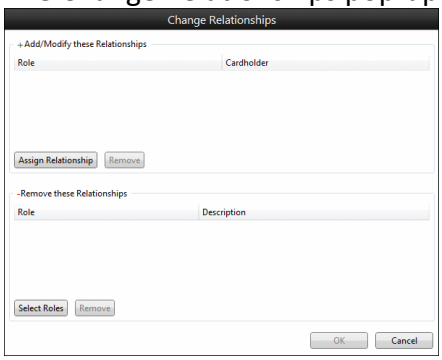
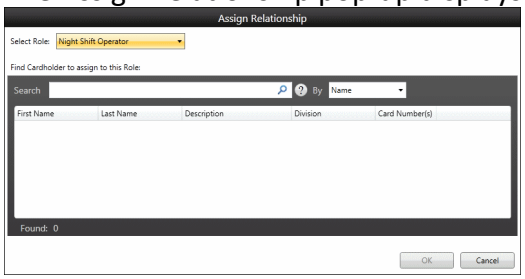
*Replace by new value*
When clicked, the **New value** field beside it is enabled allowing you to replace a value.

*New value*
Enter new value for PDF (limited to 200 characters). This is checked to make sure it contains valid data.
**Notes:**

- If the Personal Data Field selected is a "Text - list" PDF, the **Search for** field becomes a drop-down list containing the optional text strings available.
- For Date" PDFs the **Search for** field changes to a Date/Time control and a checkbox is included to represent 'no value', but only for non-required PDFs.

*Copy values from*
When clicked, the **Personal data field** drop-down list beside it is enabled allowing you to replace the target PDF data with the data existing in the source PDF.

*Personal data field (source)*
This is the source PDF. When selecting the **Copy values from** option, the data in this source PDF will be "copied"

| Options | Action |
|---|---|
| | to the target PDF.<br>**Note:** The source PDF must be of the same data type as the target PDF. However, "Text", "Text-List", "Email", "Mobile", "Address" and "Phone" type PDFs can be used interchangeably since the underlying type is "Text" for all of these.<br>*Append*<br>When clicked, the **New value** field beside it is enabled allowing you to append a new value to existing data.<br>**Note:** If the Personal Data Field selected is a "Numeric", "Text - list" or "Date" PDF, this field will not be enabled as it is not possible to append these types of PDFs.<br>*Remove*<br>When clicked, no additional fields are enabled, but this allows you to remove data.<br>**Note:** If the PDF is required to have data in it, (i.e. it is mandatory), the **Remove** option will not be available.<br>e. Click the **OK** button.<br>The Change Personal Data Fields pop-up closes. |
| Relationships | a. Select **Relationships**.<br>The Change Relationships pop-up displays.<br><br><br>b. Do you want to add or remove Relationships for the cardholders?<br>If **remove**, go to Step h.<br>If **add**, click the **Assign Relationship** button.<br>The Assign Relationship pop-up displays.<br><br><br>**Notes:**<br>• If the Bulk Change action is to 'add' a relationship record to a cardholder for a Role that is already filled, |

| Options | Action |
| --- | --- |

then the result will effectively be a change to the cardholder held against the role.

- All Roles added to a cardholder, must be accompanied with a populated cardholder filling that role, (i.e. a 'blank'Role cannot be added).

c. Click on the **Select Role** drop-down list, and select the required Role. The drop-down list is populated with all Roles configured in Configuration Client.

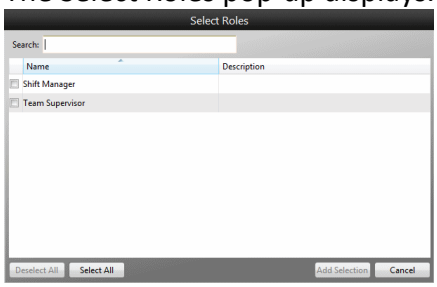
d. To find the Cardholder that you want to assign to this Role, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All).
By default, Name is selected.

e. Start entering characters in the **Search** field.
A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.

f. From the search results, click on the Cardholder you want to assign to this Role.

g. Click the **OK** button.
The pop-up closes and the Role, and Cardholder assigned to that Role, now appears on the Configure Relationships pop-up.

h. Select the Relationships that need removing from the cardholders by clicking the **Select Roles** button in the "Remove these Relationships" section.
The Select Roles pop-up displays.




i. Click the checkbox next to each Role name you want to remove, or click the **Select All** button if you want to remove all Roles.

j. Click the **Add Selection** button.
The pop-up closes and each of the selected Role(s) now appears on the Configure Relationships pop-up.

k. Click the **OK** button.
The Change Relationships pop-up closes.

12. The **Allow Bulk Change to be run independently in the Cardholder Viewer** checkbox allows this Cardholder Bulk Change to be run directly from the Cardholder Viewer. Check this checkbox if required.
    **Note:** Any change filters in the **Changes to Apply** grid can be edited by clicking the button, or removed by clicking the button.
13. If you want to record any note(s) about the Cardholder Bulk Change, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
14. Click the **Save** button.
    The Cardholder Bulk Change and its settings are saved.

### Hints

*Editing and Deleting Cardholder Bulk Changes*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Cardholder Bulk Changes.

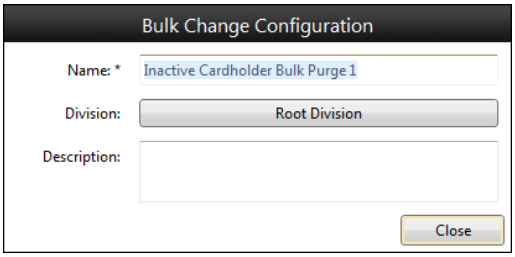
*Duplicating Cardholder Bulk Changes*
Operators privileged to create Cardholder Bulk Changes can also duplicate them, which makes the task of setting up multiple Cardholder Bulk Changes that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Creating an Inactive Cardholder Bulk Purge

Perform the following procedure to create an Inactive Cardholder Bulk Purge:
**Notes:**

- To perform this procedure operators need both the "Bulk Change" and "Delete Cardholders" operator privileges. In addition, operator's need sufficient divisional and other privileges to carry out each individual change listed within a bulk purge.
- An Inactive Cardholder Bulk Purge can be scheduled to run at specific times, via a Macro. See ***Macros*** (on page 2-202) for further detail.

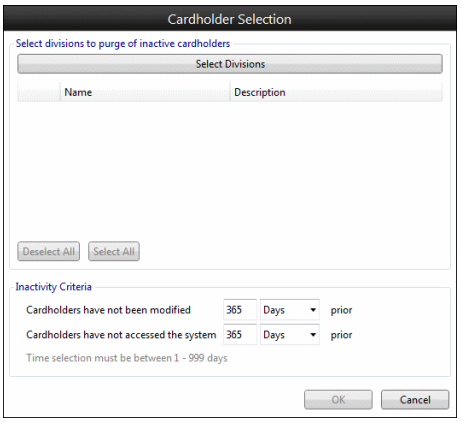
1. Click the **New Bulk Change** button on the Viewer Navigation Panel, and then **Inactive Cardholder Bulk Purge**.
   The new Inactive Cardholder Bulk Purge is added to the Viewer Navigation Panel, and the Bulk Change Configuration pop-up displays.




2. If you want to replace the default name the system has given the Bulk Purge, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).

4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.
   If this not the appropriate Division for this Bulk Purge to be in, select a Division as follows:
   a) Click the **Division** button. A browse tool displays.
   b) Select the appropriate Division.
   c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.

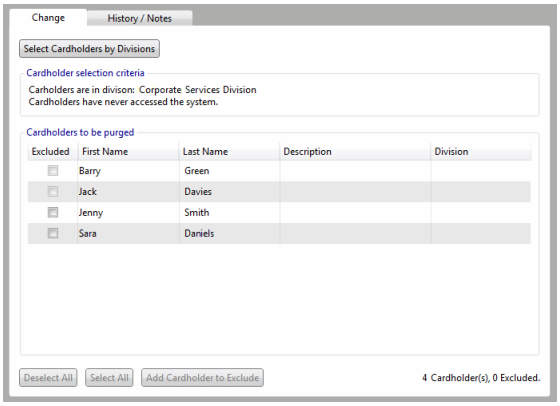
   **Note:** If you have not set up Divisions yet, you can add these to your Bulk Purge at a later stage.
5. Click the **Close** button.
   The Bulk Change Configuration pop-up closes. There are two tabs, (i.e. **Change** and **History/Notes**). The **Change** tab displays by default.
6. Click the **Select Cardholders by Divisions** button to select all the cardholders that require changing. The Cardholder Selection pop-up displays.




7. Click the **Select Divisions** button. A browse tool displays.
8. Check the Division(s) that have inactive cardholders that require purging. The **Deselect All** and **Add Selection** buttons are enabled. (**Note:** When a division is selected, its entire child hierarchy will be selected also.
9. Click the **Add Selection** button.
   The browse tool closes, and the selected Division(s) appear in the grid below the **Select Divisions** button.
   **Note:** The **Deselect All** and **Select All** buttons allow you to alter which Divisions you include.
10. Specify the period of inactivity that will classify a cardholder as inactive. There are two options, as follows:
    - **Modified** - The cardholder record has not had any changes, i.e. no modification was made to the cardholder, (e.g. change name, description, or add/remove cardholder to/from access groups, etc.) within the specified number of days.

- **Access** - the cardholder has not used any access credentials and has not been in any Access Zone with for the period specified, i.e. no access information can be found, or the last access is before the specified number of days.

11. Click the **OK** button.
    The Cardholder Selection pop-up closes and the 'Cardholders to be purged' grid is populated with the cardholders that meet the inactivity criteria.

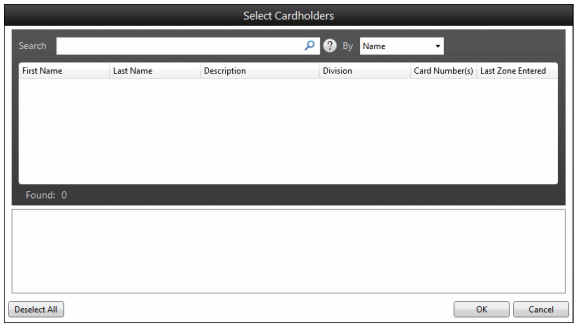



    **Note:** Cardholders that are part of an Operator Group will always be excluded even if they are not placed in the in the 'Excluded' column.

12. If there are any cardholders in the 'Cardholders to be purged' grid that you want to exclude from the bulk purge, tick the checkbox beside the cardholder (in the 'Excluded' column).
    The cardholder is now displayed in red italics.

13. Additional cardholders that do not meet the inactivity criteria, and therefore do not appear in the grid, can be added as follows:

    a) Click the **Add Cardholders to Exclude** button.
    The Select Cardholders pop-up displays.




    b) To find the cardholder, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All).
    By default, Name is selected.

    c) Start entering characters in the **Search** field.
    A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.

d) From the search results, click on the cardholder(s) you want. The cardholder(s) appear in the lower section and are all checked by default.

e) Uncheck any cardholders you do not want, and click the **OK** button. The pop-up closes and the cardholder(s) appear in the 'Cardholders to be purged' grid in blue italics.

14. If you want to record any note(s) about the Cardholder Bulk Change, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136).

15. Click the **Save** button. The Bulk Purge and its settings are saved.

**Hints**

*Editing and Deleting Inactive Cardholder Bulk Purges*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Inactive Cardholder Bulk Purges.

*Duplicating Inactive Cardholder Bulk Purges*
Operators privileged to create Inactive Cardholder Bulk Purges can also duplicate them, which makes the task of setting up multiple Inactive Cardholder Bulk Purges that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Editing and/or Running a saved Cardholder Bulk Change

This procedure describes how to edit and/or run an existing bulk change in Command Centre. To perform this procedure operator's need both the "Bulk Change" operator privilege as well as the appropriate item editing privilege.
**Notes:**

- When a bulk change is run, it uses ALL privileges an operator has, regardless of their currently selected system view. For example, an operator may exclude an operator privilege from their current system view, but if a bulk change is run, that privilege will form part of the operator privileges under which the bulk change will run.
- Bulk changes are subject to any workstation restrictions in place on the workstation at which it is run.

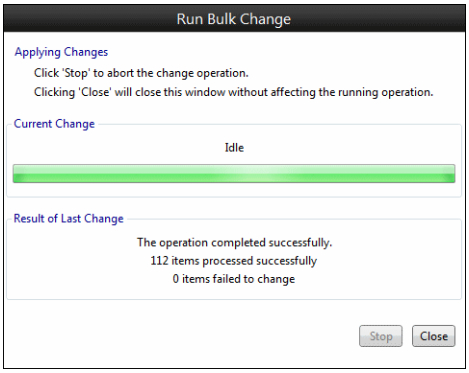
1. Click on the Bulk Change from the list in the Viewer Navigation Panel.
2. Do you want to edit the Bulk Change before running it?

| If... | then... |
|---|---|
| no, | go to Step 3. |
| yes, | **a)** Make any necessary changes. Refer to ***Creating a new Cardholder Bulk Change*** (on page 2-165) or ***Creating an Inactive Cardholder Bulk Purge*** (on page 2-184) for further detail if required.<br>**b)** Click the **Save** button. |

3. Click the **Run Bulk Change** button.

The message *"Some Bulk Changes may impact system performance. Are you sure you want to run this now?"* displays.

4. Click the **Yes** button. The Run Bulk Change pop-up displays.




This screen shows the progress of the bulk change. While in progress, the status of the bulk change will show as 'Active' in the Viewer Navigation Panel, and if it completes successfully, (i.e. the progress bar reaches 100%), the status will change to 'Successful'. When it completes the number of cardholders changed displays.

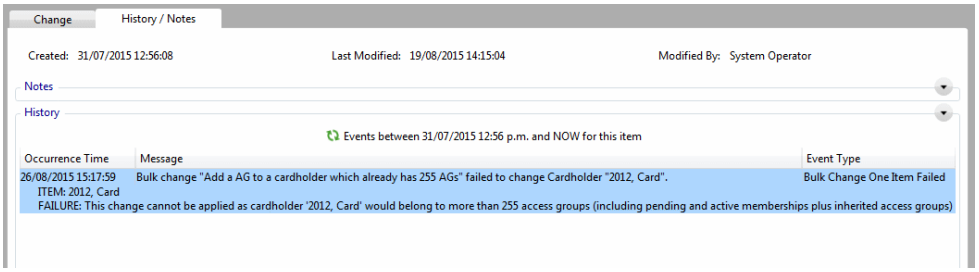
**Notes:**

| **While the bulk change is in progress, if…** | **then…** |
|---|---|
| you click the **Stop** button, | any changes already made when it is stopped cannot be cancelled, instead they are completed. If the **Stop** button is clicked, you get the option to end the bulk change, or to go back and edit it. |
| you click the **Close** button, | the Run Bulk Change pop-up will close and the bulk change will continue to run in the background while you continue working with other bulk changes. |
| the bulk change is still selected in the Navigation Panel, | the **Run Bulk Change** button changes to the **Display Progress** button. |

5. Click the **Close** button.

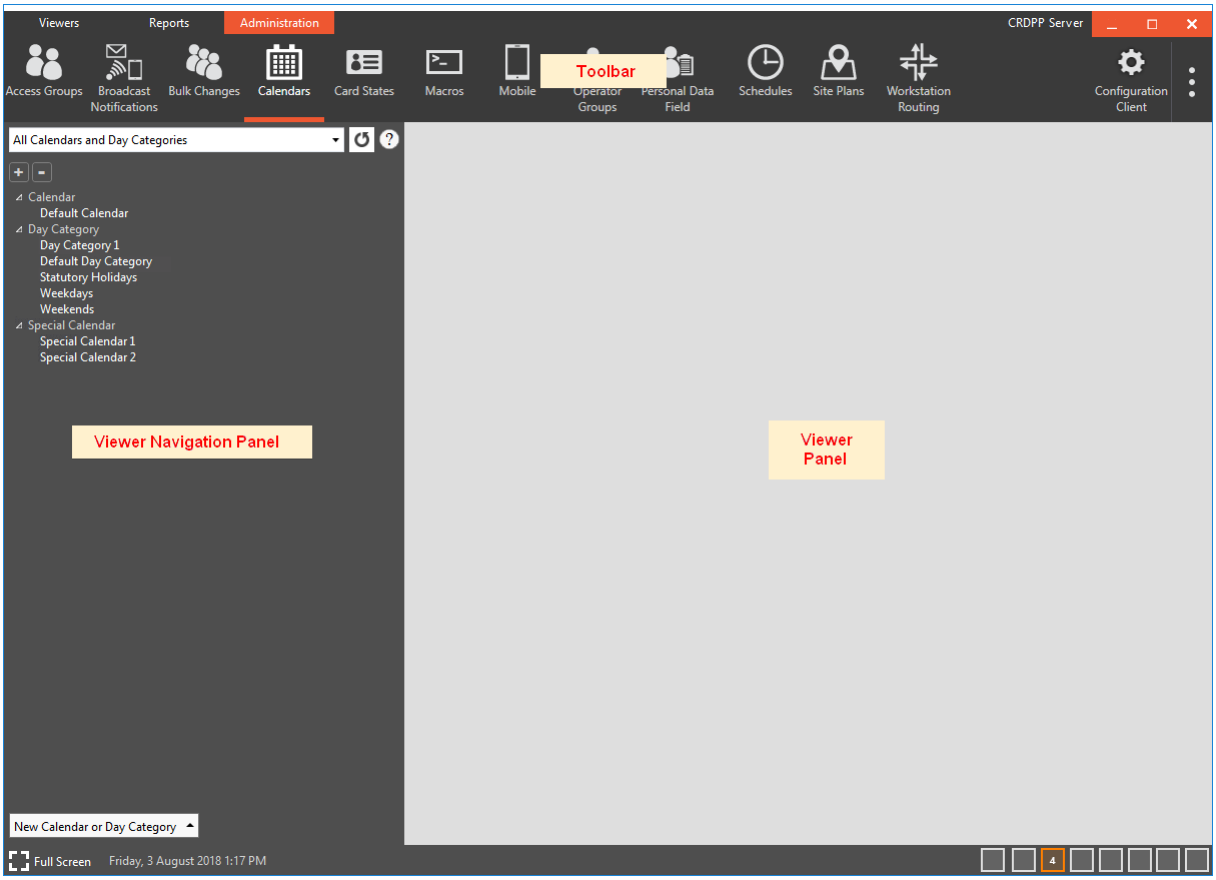
An existing (saved) bulk change has been run.

**Note:** Once a bulk change run has completed, the results can be found in the **History/Notes** tab. If any items failed to change, viewing the details will give you an idea of what caused the failure.



## Calendars and Day Categories

Select the **Administration** tab on the Command Centre title bar, and then click the **Calendars** button on the toolbar. The Calendars and Day Categories Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Calendars and Day Categories Viewer provides a list of all the Calendars and Day Categories.

The button beside the **Search** field can be clicked to provide quick tips for working with Calendars and Day Categories.

There are a number of ways to search for a Calendar or Day Category. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Calendars and Day Categories*** (on page2-190)

***Creating a Day Category*** (on page 2-191)

***Creating a Special Calendar*** (on page 2-192)

***Assigning Days to Day Categories*** (on page 2-194)

## Understanding Calendars and Day Categories

Days are assigned to Categories on a *Schedule*, (e.g. Monday to Friday could use a "Weekday" category, while Saturdays and Sundays may require a category each).

Specific dates such as holidays are also assigned categories, which override the repeating schedule for that day. Holidays display by default in all new schedules and can be configured as required.

Using calendars, you assign Day Categories to days of the year.
**Example:**
Assign Monday to Friday to the Day Category "Weekday".
Assign Statutory holidays to the Day Category "Holiday".

There are two types of Calendars in Command Centre, as described below:

| Calendar Type | Description |
|---|---|
| Default Calendar | • Only one default system-wide calendar can exist.<br>• Changes to the day of the week day categories made at the default calendar level automatically apply system-wide.<br>• Day categories can be assigned to a specific date or a particular day of the week within the default calendar. |
| Special Calendar | • Multiple special calendars can exist.<br>• Special calendars inherit and display the same day categories that are assigned to the days of the week in the default calendar. These cannot be changed in the Special Calendar.<br>• Different day categories can be assigned to specific dates.<br>• Special calendars cater for organisations that span multiple geographic areas by allowing their local operators to administer the scheduling of special days, (e.g. public holidays), applicable to their region or site. |

**Notes:**

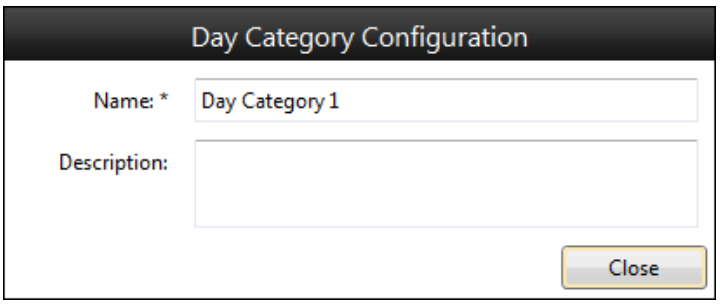
- While you can add or delete special calendars, you are not able to remove the default calendar.

- Day categories and calendar(s) should be set up before creating and assigning schedules. Any new day categories assigned to the calendar after creating schedules will need to be added to each existing schedule individually.
- It is recommended that any calendar changes are made out of normal business hours as they can result in system performance issues, (e.g. events get slower and slower, and then a barrage of events flood through).

## Creating a Day Category

Perform the following procedure to create a new Day Category:

1. Click the **New Calendar or Day Category** button on the Viewer Navigation Panel, and then select **Day Category**.
   The new Day Category is added to the Viewer Navigation Panel, and the Day Category Configuration pop-up displays.




2. If you want to replace the default name the system has given the day category, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. Click the **Close** button.
   The Day Category Configuration pop-up closes.
5. There are two tabs, (i.e. **Colour** and **History/Notes**). The **Colour** tab displays by default.
6. To change the colour, click on the required colour square from the displayed colour swatch under **Standard Colours**.
   The selected colour displays in the large **Colour** square, and the RGB (Red, Green, Blue) values of the colour display beside it.
7. If you want to record any note(s) about the Day Category, click the **History/Notes** tab.
   Refer to ***History/Notes tab*** (on page 2-136) for further detail.
8. Click the **Save** button.
   A new Day Category has been created.

### Hints

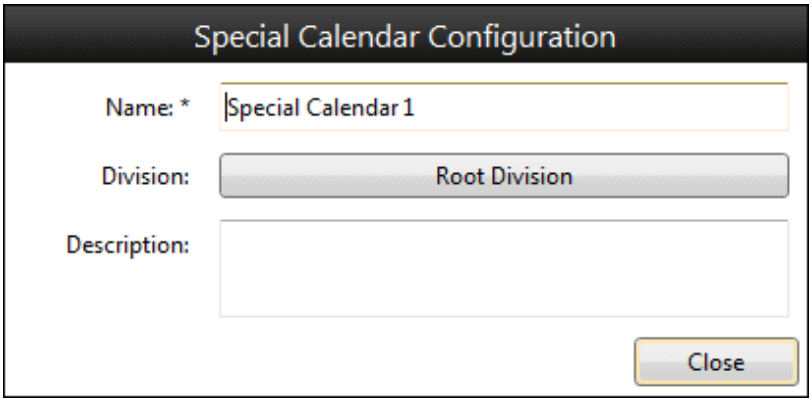
*Editing and Deleting Day Categories*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Day Categories.

*Duplicating Day Categories*
Operators privileged to create Day Categories can also duplicate Day Categories, which makes the task of setting up multiple Day Categories that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Creating a Special Calendar

Perform the following procedure to create a special Calendar:

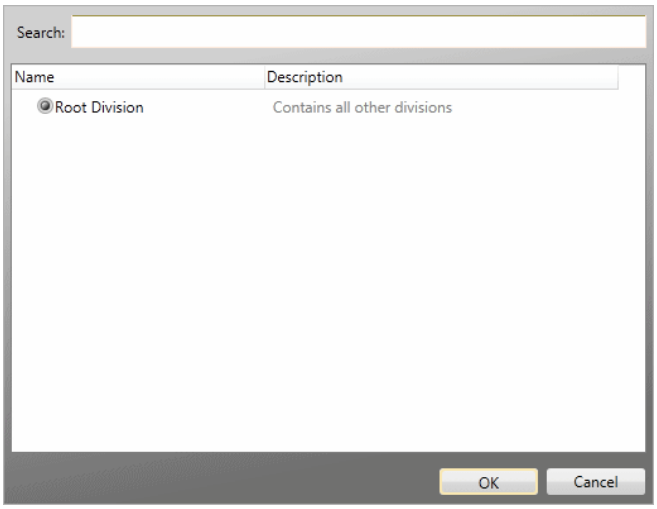
1. Click the **New Calendar or Day Category** button on the Viewer Navigation Panel, and then select **Special Calendar**.
   The new special calendar is added to the Viewer Navigation Panel, and the Special Calendar Configuration pop-up displays.




2. If you want to replace the default name the system has given the calendar, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this calendar to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.




b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your calendar at a later stage.

5. Click the **Close** button.
The Special Calendar Configuration pop-up closes.
6. There are two tabs, (i.e. **Calendar** and **History/Notes**). The **Calendar** tab displays by default.
Configure the Special Calendar as required. See ***Assigning Days to Day Categories*** (on page 2-194) for further details.
7. If you want to record any note(s) about the Special Calendar, click the **History/Notes** tab.
Refer to ***History/Notes tab*** (on page 2-136) for further detail.
8. Click the **Save** button.
A new Special Calendar has been created.

## Hints

*Editing and Deleting Special Calendars*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Special Calendars.

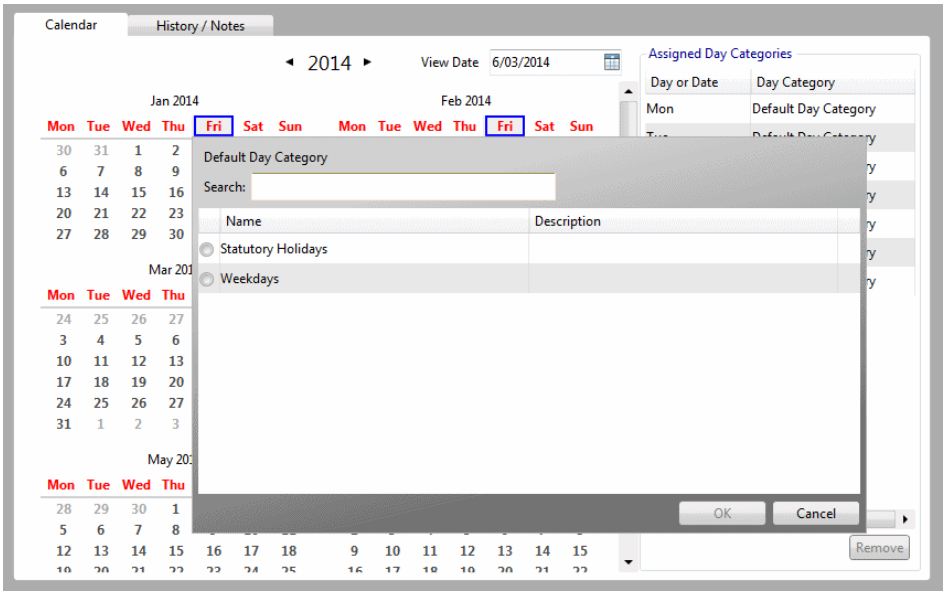
*Duplicating Special Calendars*
Operators privileged to create special Calendars can also duplicate special Calendars, which makes the task of setting up multiple special Calendars that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Assigning Days to Day Categories

Perform the following procedure to assign days to Day Categories.
**Note:** Individual dates, (e.g. Monday 25 October) can be assigned to Day Categories on any Calendar, whereas particular days, (e.g. All Saturdays) can be assigned to Day Categories on the Default Calendar.

### *Assigning particular days to Day Categories*

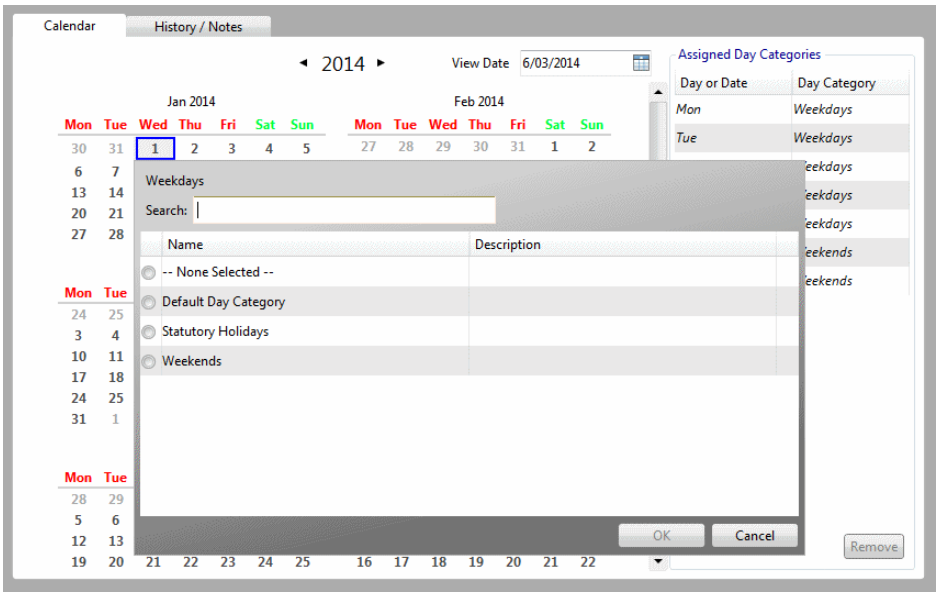
1. Click on the Default Calendar from the list in Viewer Navigation Panel.
2. Click the **Calendar** tab, if not already displayed.
3. Click on the Day name on the calendar.
   A browse tool displays.



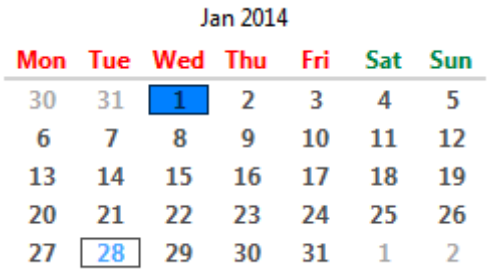

4. Select the required Day Category and click the **OK** button.
   The pop-up closes.
   The Day name will be the colour assigned to the selected Day Category (see example below), and the **Assigned Day Categories** list on the right will show the selected Day Category beside the Day.
5. Click the **Save** button.

### *Assigning individual dates for Day Categories*

1. Click on the appropriate Calendar, (i.e. either the Default Calendar or a Special Calendar), from the list in Viewer Navigation Panel.
2. Click the **Calendar** tab, if not already displayed.
3. Click on the specific date on the calendar.
   A browse tool displays.




4. Select the required Day Category and click the **OK** button.
   The pop-up closes.
   The date will be inside a box of the colour assigned to the selected Day Category (see example below), and the **Assigned Day Categories** list on the right will show the selected Day Category beside the date.

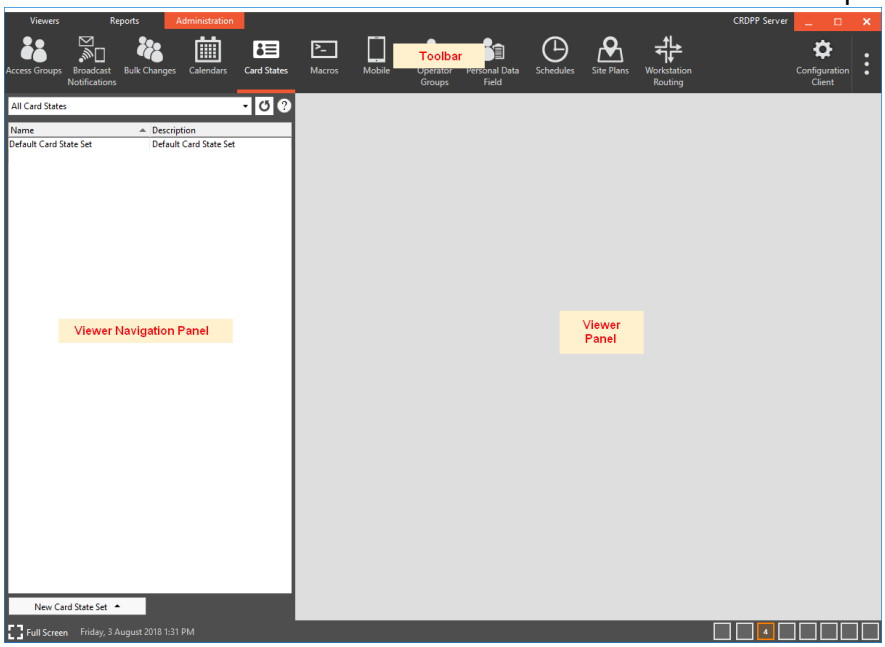



**Notes:**

- Day Categories that have been defined in the Default Calendar will display differently in a Special Calendar, i.e. instead of a date being inside a coloured box it will be in a plain box, (e.g. 28th January in the above example), and in the **Assigned Day Categories** list it will display in *italics*.
- There is a limit of 400 special days in the Default Calendar and 400 in each Special (regional) Calendar. This allows a total of 800 special days to be defined for any one Special Calendar. When the limit is reached, the system will remove special days in the past without warning, until all newly selected days can be added. If all special days in the past have been removed and the limit is still exceeded, the extra newly selected days will not be added and a warning message will display.

## Card States

Select the **Administration** tab on the Command Centre title bar, and then click the **Card States** button on the toolbar. The Card States Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division. The Navigation Panel for the Card States Viewer provides a list of all the Card State Sets.

The button beside the **Search** field can be clicked to provide quick tips for working with Card States.

There are a number of ways to search for a Card State. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Card States*** (on page 2-196)
***Creating a Card State Set*** (on page 2-197)
***Creating a Digital ID State Set*** (on page 2-199)
***Adding States to a Card State Set*** (on page 2-200)
***Removing States from a Card State Set*** (on page 2-201)
***Configuring a Card State History Report*** (on page 2-201)

### Understanding Card States

Custom card states go beyond the traditional states of Active, Expired and Disabled. Custom Card State configuration allows operators to track and report on Lost, Stolen and Damaged cards (default custom states), as well as pending, suspended, on-hold or any other required card state.

Card assignment, removal, issue-level and state changes are written to the card history and this history can be reported on using Cardholder and Activity reporting, to provide audit information on card changes. Card State history also provides enhanced security ensuring cards are not reproduced when lost or stolen cards exist outside the premises.

### Card State Set assigned to a Card Type

Card State Sets get assigned to the properties of a Card Type (on the **Setup** tab), in Configuration Client. Once assigned and saved the set cannot be changed for the Card Type. Bulk changes can be used to change the Card Type if an alternative set of states is required.

### Multi-server systems

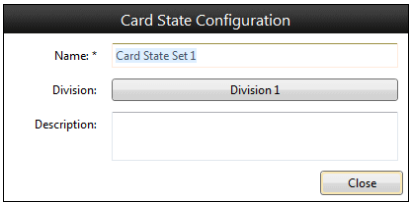
In a multi-server system the following applies for Card States:

- Card states and their properties need to be replicated in a multi-server environment, so that card states configured in a local server are available to use at a remote server.
- Custom card state assignments need to be replicated, (e.g. A card that is marked as Lost on one server will need to replicate to other servers).
- Multi-server Card State conflicts raise alarms.

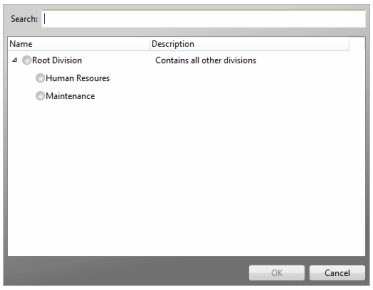
## Creating a Card State Set

Perform the following procedure to create a new Card State Set:

1. Click the **New Card State Set** button on the Viewer Navigation Panel. The new Card State Set is added to the Viewer Navigation Panel, and the Card State Configuration pop-up displays.

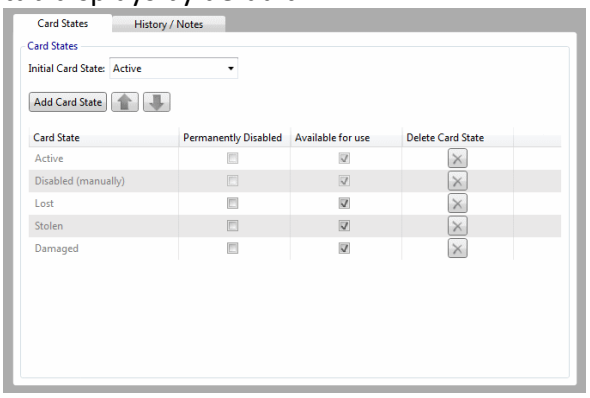



2. If you want to replace the default name the system has given the Card State Set, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.
   If this is not the appropriate Division for this Card State Set, select a Division as follows:
   a) Click the **Division** button. A browse tool displays.



b) Select the appropriate Division.
c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.
**Note:** If you have not set up Divisions yet, you can add these to your Card State Set at a later stage.

5. Click the **Close** button. The Card State Configuration pop-up closes.
There are two tabs, (i.e. **Card States** and **History/Notes**). The **Card States** tab displays by default.




6. Change the **Initial Card State** if required, by selecting another one from the drop-down list.
7. Add and remove Card State(s) as required for this Card State Set. See ***Adding States to a Card State Set*** (on page 2-200) and ***Removing States from a Card State Set*** (on page 2-201 for the procedure.
8. Indicate whether a custom card state is available for selection on the Cardholder Cards tile.
States available for selection are indicated by a "tick" and are made by clicking in the checkbox in the **Available for use** column.
**Note:** By default, all custom card states are available for selection.
9. Change any of the custom card states to **Permanently Disabled** if required.
**Note:** The "Active" and "Disabled (manually)" states cannot have their attributes changed, (i.e. they are always available and cannot be made a permanently disabled state).
10. If you want to record any note(s) about the Card State Set, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136) for details.
11. Click the **Save** button. A new Card State Set has been created.

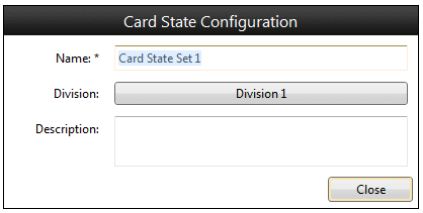
**Hints**

*Editing and Deleting Card State Sets*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Card State Sets.
**Note:** A Card State Set cannot be deleted if it is assigned to a Card Type.
*Duplicating Card State Sets*
Operators privileged to create card state sets can also duplicate card state sets, which makes the task of setting up multiple similar card state sets that much quicker. Refer to ***Copying items*** (on page 2-135) for the procedure.

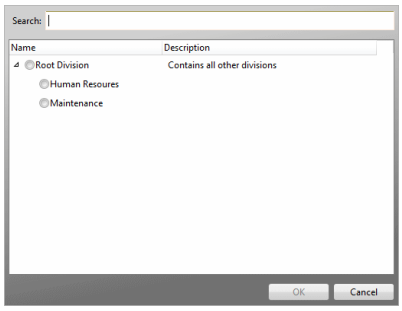
## Creating a Digital ID State Set

Perform the following procedure to create a new Digital ID State Set:

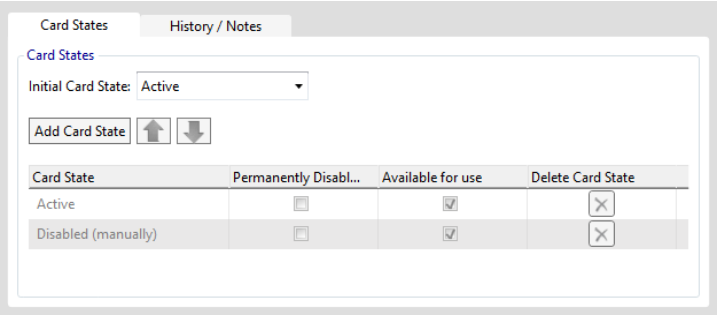
1. Click the **New Digital ID State Set** button on the Viewer Navigation Panel. The new Card State Set is added to the Viewer Navigation Panel, and the Card State Configuration pop-up displays.




2. If you want to replace the default name the system has given the Card State Set, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.
   If this is not the appropriate Division for this Digital ID State Set, select a Division as follows:
   a) Click the **Division** button. A browse tool displays.




   b) Select the appropriate Division.
   c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.
   **Note:** If you have not set up Divisions yet, you can add these to your Digital ID State Set at a later stage.
5. Click the **Close** button.
   The Card State Configuration pop-up closes.
   There are two tabs, (i.e. **Card States** and **History/Notes**). The **Card States** tab displays by default.



6. Change the **Initial Card State** if required, by selecting another one from the drop-down list.
7. Add and remove Card State(s) as required for this Digital ID State Set. See ***Adding States to a Card State Set*** (on page 2-200) and ***Removing States from a Card State Set*** (on page 2-201) for the procedure.
8. Indicate whether a custom card state is available for selection on the Cardholder Cards tile. To make a Card State available for selection, ensure it's **Available for use** checkbox is checked.
   **Note:** By default, all custom Card States are available for selection.
9. Set any of the custom Card States to **Permanently Disabled** if required.
   **Note:** The "Active" and "Disabled (manually)" states cannot have their attributes changed, (i.e. they are always available and cannot be made a permanently disabled state).
10. If you want to record any note(s) about the Digital ID State Set, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
11. Click the **Save** button. A new Digital State Set has been created.

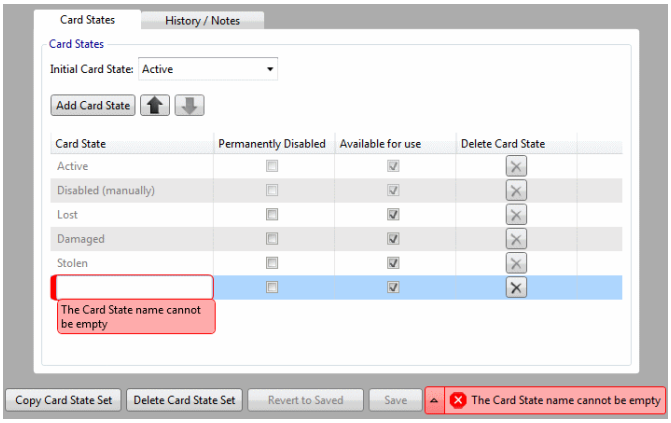
**Hints**

*Editing and Deleting Digital ID State Sets*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Digital ID State Sets.
**Note:** A Digital ID State Set cannot be deleted if it is assigned to a Card Type.
*Duplicating Digital ID State Sets*
Operators privileged to create Digital ID State Sets can also duplicate Digital ID State Sets, which makes the task of setting up multiple similar Digital ID State Sets much quicker. Refer to ***Copying items*** (on page 2-135) for the procedure.

## Adding States to a Card State Set

User -defined Card States can be added to a Card State Set as follows:

1. Click on the Card State Set you want to add states to, from the list in Viewer Navigation Panel.
2. Click the **Add Card State** button.




3. Type the name of the new state into the field that appears at the bottom of the list.
   **Note:** You can use the up and down arrows (beside the **Add Card State** button) to change the order of the card states, (i.e. select the state you

want to move and click either the up or down arrow to move it), so that perhaps the more commonly used states appear at the top of the drop-down list when changing the state of a card.

4. Repeat Steps 2 - 3 for each user-defined card state you wish to add to the Card State Set.
5. Click the **Save** button.

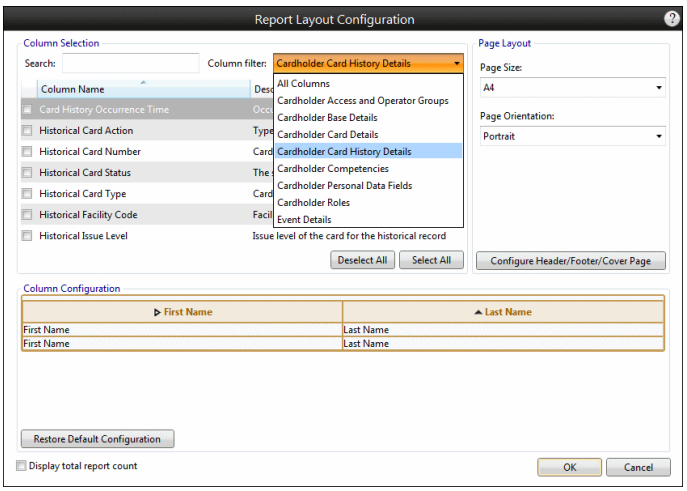
## Removing States from a Card State Set

A user-defined Card State, (e.g. Pending or Suspended) can be deleted from a Card State Set only if that state has never been used on any cards. Once it has been used on even a single card, the state will be written to history and cannot be deleted. Remove a user-defined Card State (that have not been used on any cards) as follows:

1. Click on the Card State Set you want to remove states from.
2. Click the  button beside the Card State you want to remove.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.

## Configuring a Card State History Report

A privileged operator can utilise the Cardholder Report structure to report on Card History. When one or more of the Card History columns is added to a Cardholder Report, along with Cardholder Name column(s), then the report will include a row for each card assignment, state change, issue level change and removal. The report is filterable by Historical Card Status and Historical Card Status Time.



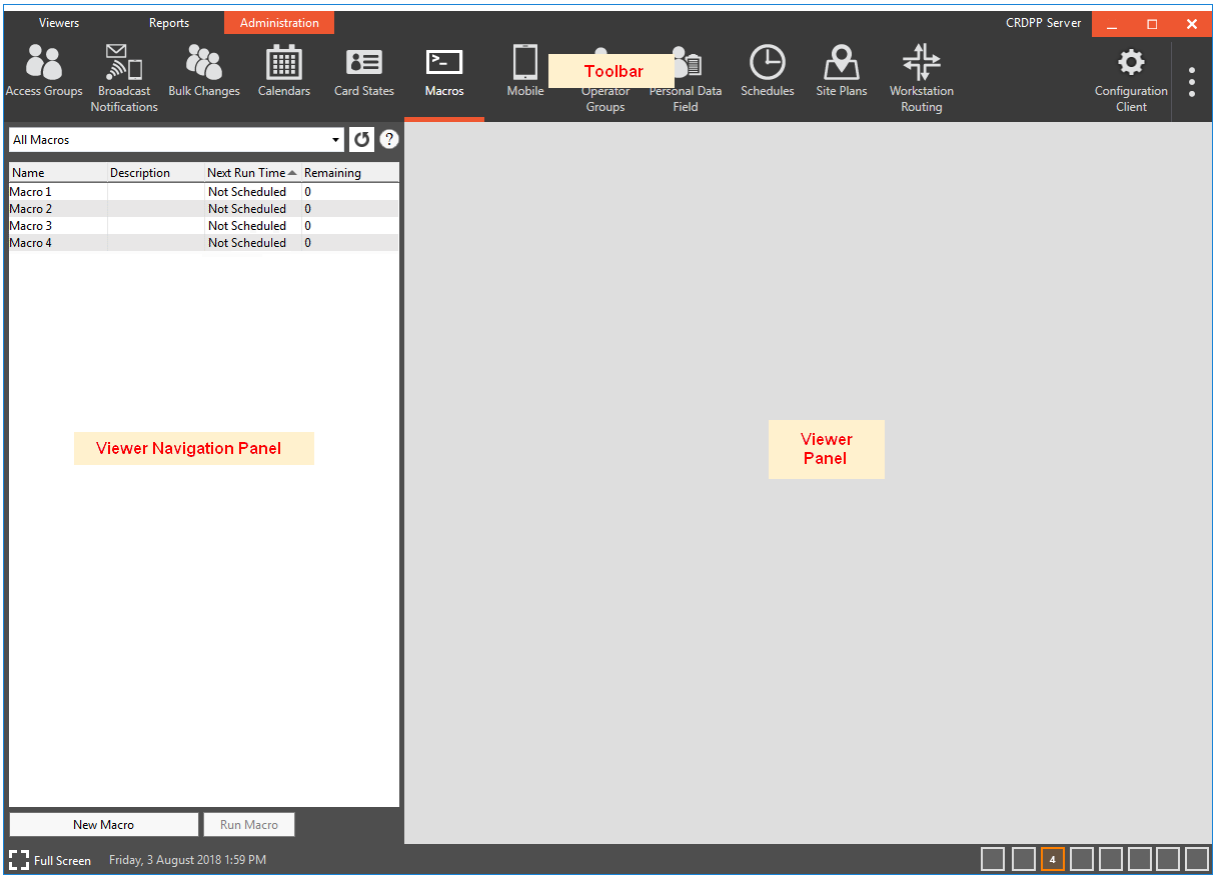

**Hints:**

- Use of other card filters will not restrict the report at the historical card level, rather at the cardholder level. Hence it is recommended not to use Card Type or Card Number filters.
- If required, use any other Cardholder filter to restrict the cardholders returned in the report, (e.g. Cardholder Personal Data Field filter).

## Macros

The **Macros** button only appears on the **Administration** tab for users with the "Edit Macros" or "View Macros" privilege in at least one division.

Select the **Administration** tab on the Command Centre title bar, and then click the **Macros** button on the toolbar. The Macros Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Macros Viewer provides a list of all the Macros.

**Notes:**

- The columns on the Viewer Navigation Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.
- The **Next Run Time** column displays the next scheduled run time for a Macro. If a Macro has no scheduled times in the future, *"Not Scheduled"* displays instead.
- The Macros are intially sorted by the **Next Run Time** column, with the earliest time first, and *"Not Scheduled"* Macros last.
- The **Remaining** column lists the total number of times the Macro is scheduled to run.

The  button beside the **Search** field can be clicked to provide quick tips for working with Macros.

There are a number of ways to search for a Macro. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Macros*** (on page 2-203)

***Creating a new Macro*** (on page 2-204)

***Scheduling a Macro*** (on page 2-210)

***Event Action Plans and Alarm Instructions for a Macro*** (on page 2-211)

***Adding Command Lines for Macros*** (on page 2-213)

***Editing/Removing Actions for a Macro*** (on page 2-216)

## Understanding Macros

Macros can be created for scheduling a set of pre-programmed *overrides* or for scheduling a bulk change. Macros provide the ability to group and schedule them for a specific time and for specific durations, either on a one-off basis or for events that repeat on a daily or weekly basis.

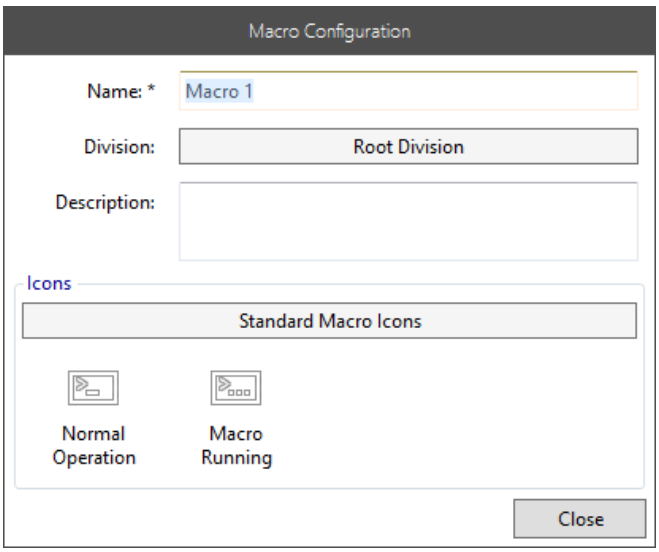
Such overrides would cater for special after-hours events that require changes to the normal security settings for the site. For an after-hours event, an area, (e.g. a conference venue), must be set to free access, and the associated Alarm Zone disarmed for the duration of the event. It may also require switching lights or air-conditioning on for the duration of the event, and it is not convenient to have an operator on-site to perform these overrides at the required time.

For some sites, some pre-programmed overrides may be a repeating event, (e.g. a class held every Tuesday evening for 10 weeks).

## Creating a new Macro

Perform the following procedure to create a new Macro:

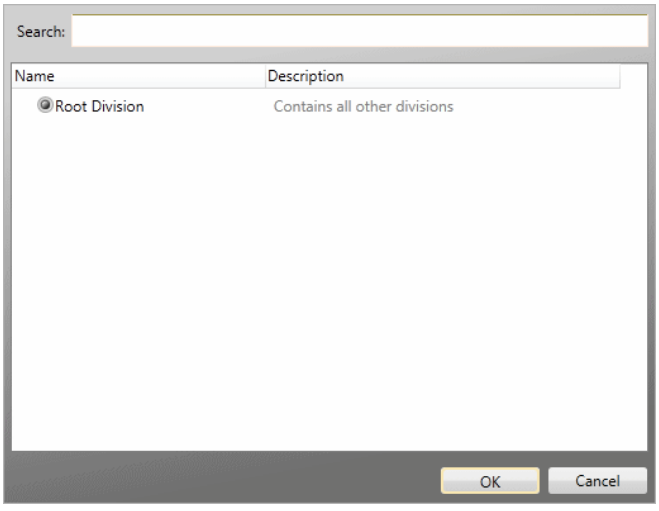
1. Click the **New Macro** button on the Viewer Navigation Panel.
   The new Macro is added to the Viewer Navigation Panel, and the Macro Configuration pop-up displays.




2. If you want to replace the default name the system has given the Macro, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Macro to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.




   b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Macro at a later stage.

5. Click the **Icons** button if you want to change the Icon Set for this Macro. If no selection is made, the default is selected.
6. Click the **Close** button.
The Macro Configuration pop-up closes, displaying the five configuration tabs.
The **Actions** tab displays by default.
Click each tab in turn and configure the Macro properties as required:
   - ***Actions tab*** (on page 2-206)
   - ***Run-time Options tab*** (on page 2-208)
   - ***Action Plans/Alarm Instructions tab*** (on page 2-209)
   - ***Advanced tab*** (on page 2-209)
   (This tab does not display for a CAPSS site, i.e. when `NPSA=1` appears in the licence file Features section)
   - ***History/Notes tab*** (on page 2-136)
7. Click the **Save** button.
A new Macro has been created to perform a number of actions quickly with minimal operator interaction. This Macro can now be placed on a Site Plan for future execution if required.
**Note:** If the Macro contains items and actions that you do not have sufficient privileges to save, then an error message will display informing you of the disallowed items, and the changes will not be saved.

**Hints**

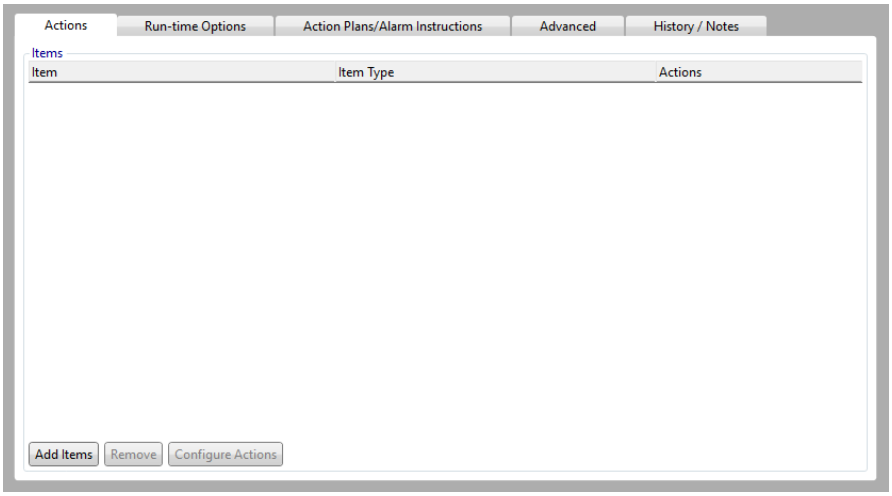
*Editing and Deleting Macros*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for the procedure on how to edit and delete a macro.
**Note:** A macro cannot be deleted if it is on a Site Plan or is used in an Action Plan. Likewise, operators, workstations and site items that appear on a macro's **Actions** tab cannot be deleted from the system.

*Duplicating Macros*
Operators privileged to create macros can also duplicate macros, which makes the task of setting up multiple macros that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Actions tab

This procedure describes the configuration on the **Actions** tab for a Macro.

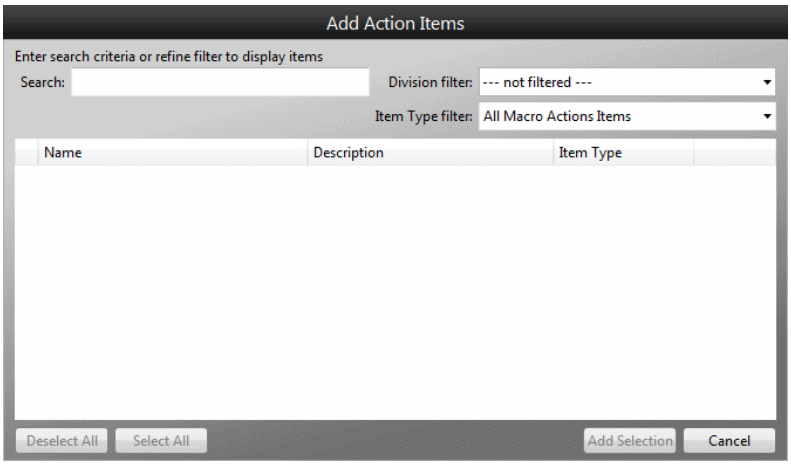
1. Click the **Actions** tab.




This tab allows you to add Command Centre item(s) that you want to perform actions on for this macro.

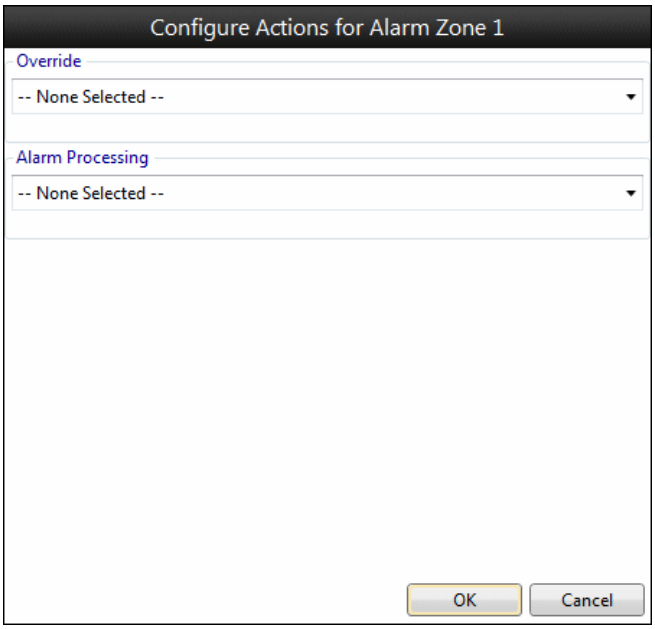
**Note:** Only Command Centre items that can be supported by macros, and to which you have the correct privilege(s), can be added to this section, (i.e. Outputs, Access Zones, Alarm Zones, Interlock Groups, Logic Blocks, Doors, Bulk Changes, Guard Tours, Controllers, Fence Zones, Macros, Morpho Biometric Readers, Workstations, Command Centre Access Reports, Evacuation Reports, Configuration Client Exception Reports, Activity Reports, Configuration Client Guard Tour Reports, Cardholder Reports, Command Centre Time Reports, Command Centre Voltage Reports and Z10 Tension Sensor Groups).

2. Click the **Add Items** button.
   A browse tool displays.




3. If necessary, search for the item(s) you want by entering characters in the Search field and/or refining the search mode and filters.
   The grid becomes populated with items that match the search criteria.

4. Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all items.
5. Click the **Add Selection** button.
   The pop-up closes and each of the selected item(s) appear in the **Items** grid.
   **Note:** To remove an item, select (highlight) the item you want to remove and click the **Remove** button.
6. These Command Centre items need to have actions configured for them. Select the first item in the list and click the **Configure Actions** button.
   A Configure Actions pop-up displays.




   **Note:** The options available on this pop-up depend on the type of Command Centre item. This example is for an Alarm Zone.
7. Configure actions as required, and click the **OK** button.
   The pop-up closes and details of the currently configured action for that item populate the **Actions** column for the item.
   **Notes:**
   - Some items only support one action, (e.g. for doors you can "Open Door", for bulk changes you can "Run Bulk Change", and for Controllers you can "Re-sync Databases"). However, for items that support more than one action, (e.g. items supporting override actions), then the default action is "None Selected".
   - For Alarm Zones, the **Alarm Processing** drop-down list (as shown on the above screen) only displays if you have the "Bulk Process Alarms" privilege. By selecting "Acknowledge all alarms" or "Process All the Alarms", all existing alarms for the Alarm Zone will be acknowledged or processed, respectively. By selecting "Auto-Acknowledge All the Alarms", all subsequent alarms for the zone will be auto-acknowledged, up until the point where all alarms on the zone have been processed.

**IMPORTANT:** These options bypass both mandatory alarm notes and the option to disallow an operator from processing escalated alarms.

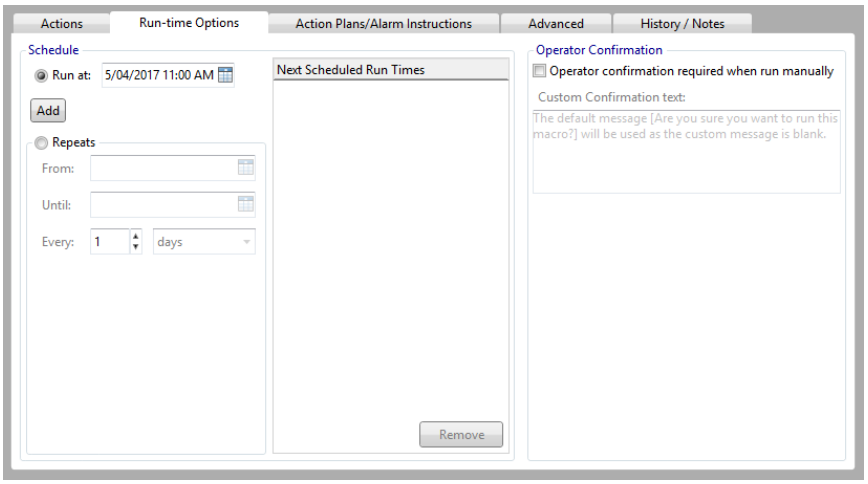
- For Evacuation, Exception, Activity, Cardholder and Guard Tour Reports the settings that have been saved for the report display. These settings can be changed (if you have the operator privilege to edit the report in the report's Division), by right clicking on the Report in the **Name** grid and selecting **Properties**.
- For Exception, Activity, Cardholder and Guard Tour Reports, you need to select the report in the **Name** grid in order for its Division to be selected automatically.

8. Return to Step 6 of ***Creating a new Macro*** (on page 2-204) for configuration instructions for the other Macro tabs.

## Run-time Options tab

This procedure describes the configuration on the **Run-time Options** tab for a Macro.

1. Click the **Run-time Options** tab.



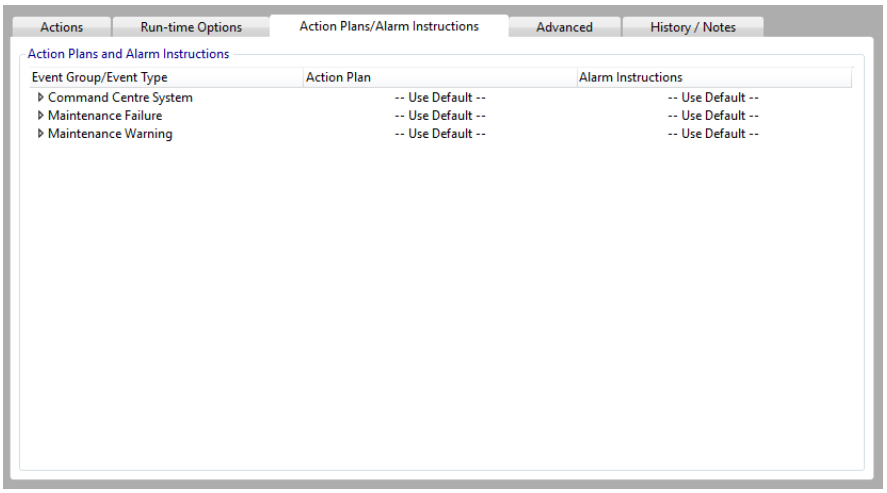

2. If you want to schedule the macro now, see ***Scheduling a Macro*** (on page 2-208) for a detailed procedure.
3. Check the **Operator confirmation required when run manually** checkbox if you want operators to be presented with a confirmation dialog prompt before the macro runs.
   The "Custom Confirmation text" field is enabled.
   **Note:** Confirmation dialogs only display when macros are manually-triggered by an operator.
4. Alter the custom confirmation text if you want something different from the default, (i.e. "Are you sure you want to run this macro?"), to appear on the confirmation dialog.
   **Note:** This field is limited to 200 characters, and while multiple lines are allowed, new lines take up two characters.

5. Return to Step 6 of ***Creating a new Macro*** (on page 2-204) for configuration instructions for the other Macro tabs.

## Action Plans/Alarm Instructions tab

This procedure describes the configuration on the **Action Plans/Alarm Instructions** tab for a Macro.

1. Click the **Action Plans/Alarm Instructions** tab.



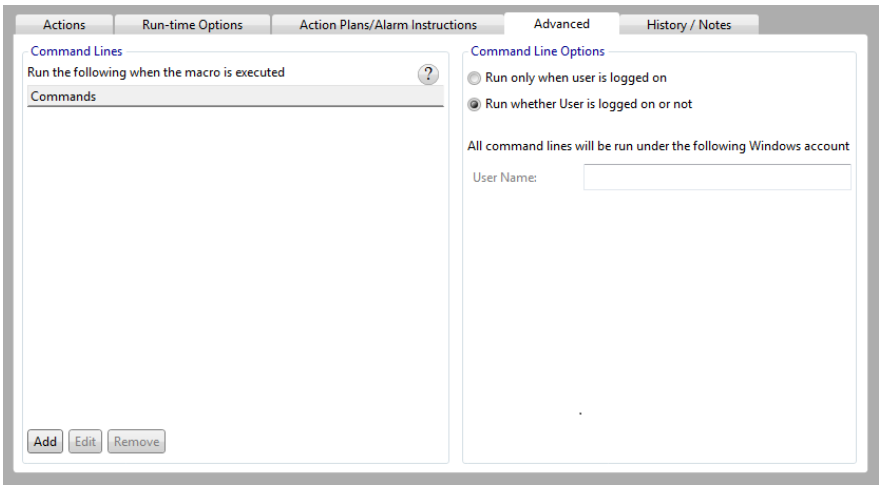

This tab lists all the Event Groups available for macros, and allows you to assign Action Plans and/or Alarm Instructions to them.
Refer to ***Event Action Plans and Alarm Instructions for a Macro*** (on page 2-211) for further detail.

2. Return to Step 6 of ***Creating a new Macro*** (on page 2-204) for configuration instructions for the other Macro tabs.

## Advanced tab

This procedure describes the configuration on the **Advanced** tab for a Macro.

1. Click the **Advanced** tab.



This tab allows you to configure command lines to the macro, if required. Refer to ***Adding Command Lines for Macros*** (on page 2-213) for further detail.

2. Return to Step 6 of ***Creating a new Macro*** (on page 2-204) for configuration instructions for the other Macro tabs.

## Scheduling a Macro

### Introduction

To be able to schedule macros requires the "Schedule & Run Macros" operator privilege (a separate privilege from running a macro), because the ability to schedule macros means an operator could potentially unlock secure areas after hours, allowing unauthorised people access.
This procedure details how to schedule the date and time for a macro to run.

### Procedure

1. Click on the Macro you want to schedule from the list in the Viewer Navigation Panel.
   The properties for that Macro populate the Viewer Panel.
2. Click the **Run-time Options** tab.
   This tab allows run times and repetition properties to be defined for the macro.
   **Note:** There is no limit to the number of times a macro can be scheduled to run.
   Do you want the macro to be run at multiple explicit times or repeat times?

| If the macro is to be run at... | then... |
|---|---|
| multiple explicit times, | **a)** Click the **Run at** radio button.<br>**b)** Enter a date and time, and click the **Add** button.<br>The date and time appears in the **Next Scheduled Run Times** grid.<br>**c)** Repeat Steps a - b for each explicit time you require.<br>**Note:** If you click the **Repeats** radio button, then the explicit additions are removed from the **Next Scheduled Run Times** grid. |
| repeat times, | **a)** Click the **Repeats** radio button.<br>**b)** Select the 'initial' **From** date and time.<br>**c)** Select an **Until** date and time if required. |

| If the macro is to be run at... | then... |
|---|---|
| | **Note:** If no **Until** date is entered, the macro will repeat indefinitely. |
| | **d)** Select the regularity for the macro to be run, (i.e. **Every** one or many **minutes**, **hours**, **days**, **weeks** or **months**).<br>**Note:** When **weeks** is selected from the drop-down list, the days of the week display with an ability to select one or multiple days, (e.g. Monday and Thursday).<br>The next seven dates and times appear in the **Next Scheduled Run Times** grid. |

3. Click the **Save** button.
   A macro has been scheduled. The Viewer Navigation Panel displays the next scheduled run time and the number of future run times for this macro.
   **Note:** Once a scheduled run time is reached and the macro is run, the entry is removed from the list on the **Run-time Options** tab.

## Event Action Plans and Alarm Instructions for a Macro

### Introduction

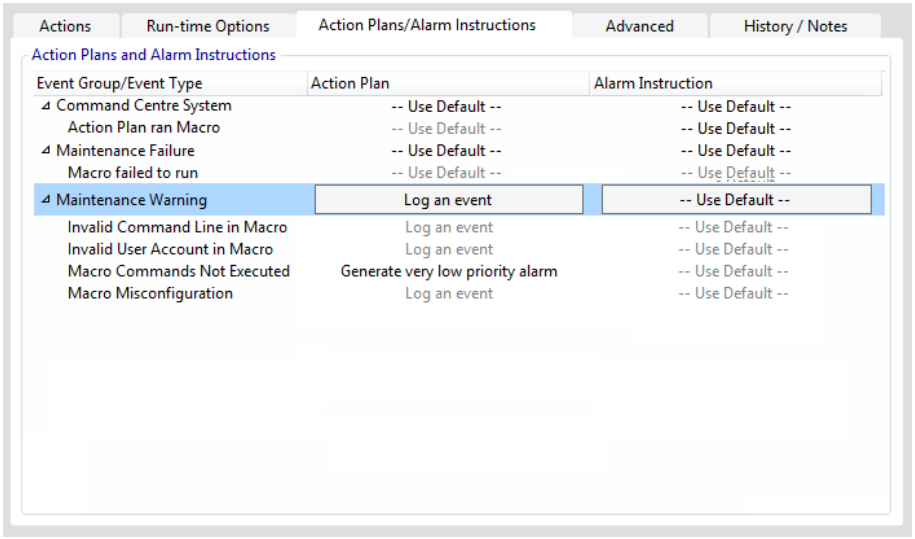
This tab allows you to individually link macro related events to Action Plans, and assign Alarm Instructions to each of the Event Types and/or their Event Group.

### Procedure

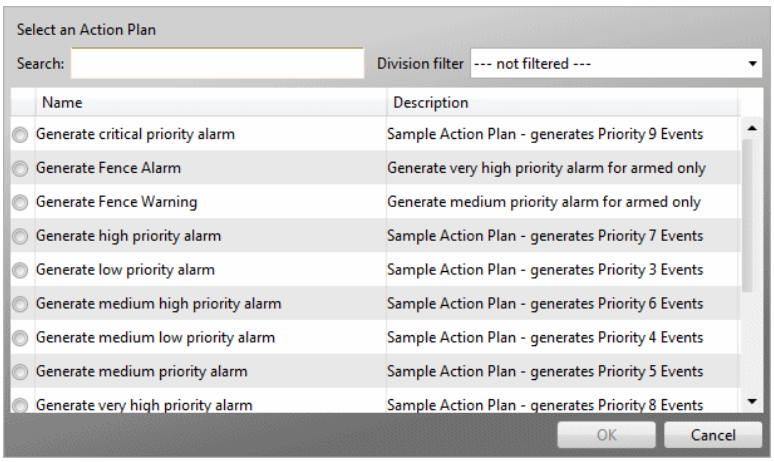
1. Click on the Macro from the list in the Viewer Navigation Panel.
   The properties for that Macro populate the Viewer Panel.
2. Click the **Action Plans/Alarm Instructions** tab.
   All the Event Groups available for Macros are listed. To see the Event Types in an Event Group, click the ▷ beside the Event Group.

   **Note:** Action Plans and Alarm Instructions can be assigned at both Event Group and Event Type level.
3. Click the Event Group/Type you want to assign an Action Plan to.
   Two buttons become available in the grid, providing the ability to change the Action Plan for the Event Group/Type.

   **Note:** You can assign an Action Plan at an Event Group level, or at an individual Event Type. If an Action Plan is assigned to an Event Group, all Event Types in that group will default to the groups Action Plan. However, Action Plans assigned to individual Event Types override the group event.

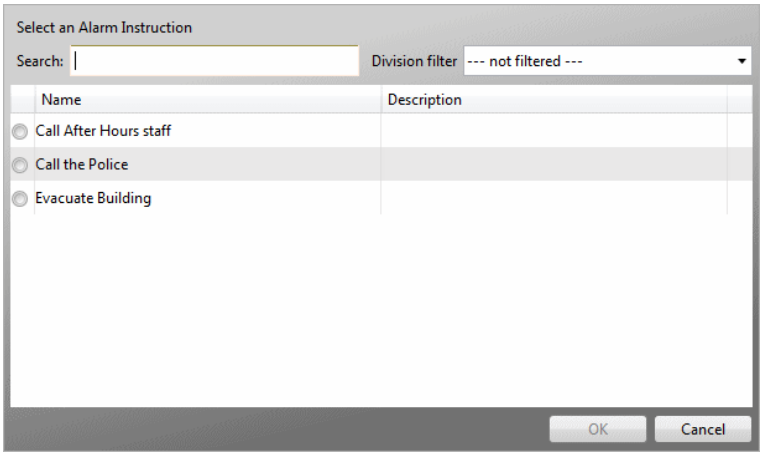



4. Click the **Use Default** button in the Action Plan column.
   A browse tool displays, listing all the available Action Plans in alphabetical order.




5. Select the appropriate Action Plan, and click the **OK** button.
   The pop-up closes and the **Use Default** button changes to the name of the Action Plan you selected.
6. Repeat Steps 3 - 5 as necessary.
7. Click the Event Group/Type you want to assign an Alarm Instruction to.
   Two buttons become available in the grid, providing the ability to change the Action Plan and/or Alarm Instruction for the Event Group/Type.

   **Note:** Like Action Plans, you can assign an Alarm Instruction at an Event Group level, or at an individual Event Type. If an Alarm Instruction is assigned to an Event Group, all Event Types in that group will default to the groups Alarm Instruction. However, Alarm Instructions assigned to individual Event Types override the group event.
8. Click the **Use Default** button in the Alarm Instruction column.
   A browse tool displays, listing all the available Alarm Instructions in alphabetical order.




9. Select the appropriate Alarm Instruction, and click the **OK** button.
   The pop-up closes and the **Use Default** button changes to the name of the Alarm Instruction you selected.
10. Repeat Steps 7 - 9 as necessary.

**Note:** If you change the assignment of alarm instructions for items already in alarm, they will not show the change of alarm instruction until the workstation is logged off and on again. Any new alarms that come in will however adopt the changes straight away.

## Adding Command Lines for Macros

### Introduction

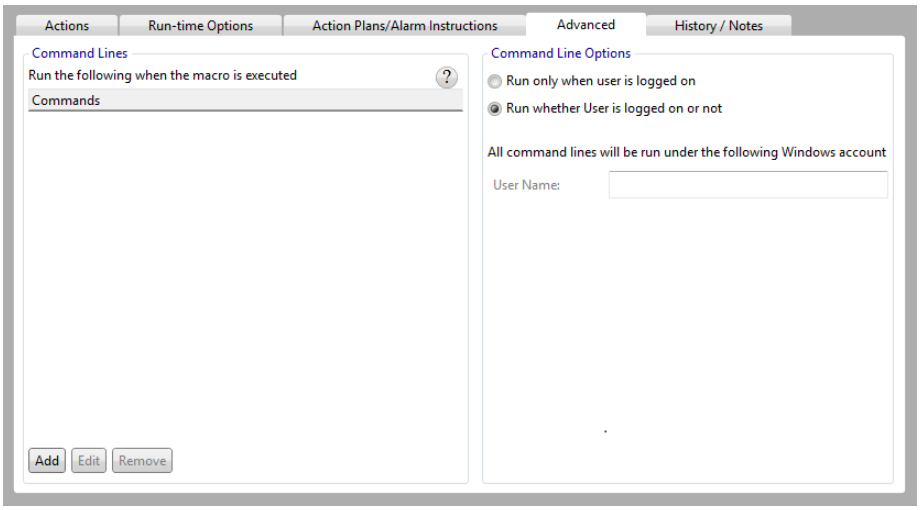
A macro can be configured to execute a user-specified command line action at the Command Centre Server, when the macro is run, (e.g. emailing a person a specific message on receipt of an event in Command Centre, or running an application that closes down specific workstations). Multiple command line entries can be added to a single macro, and other items and actions that macros currently perform can also be added to the same macro.

This procedure allows you to add a command line to a macro.
**Notes:**

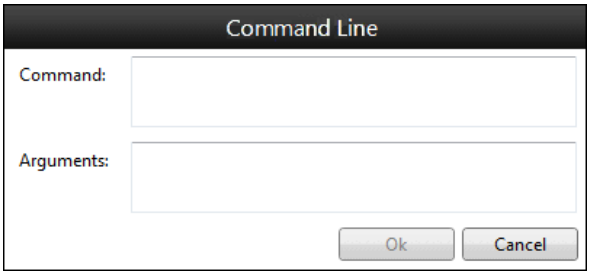
- The **Command Lines** property page does not display for a CAPSS site, (i.e. when `NPSA=1` appears in the licence file Features section). Command line macros cannot be run for such sites.
- You need to know a valid logon name and password for the Server PC to be able to run command lines.

### Procedure

1. Click on the Macro that you want to add Command Line(s) to, from the list in the Viewer Navigation Panel.
   The properties for that Macro populate the Viewer Panel.
2. Click the **Advanced** tab.




3. Click the **Add** button.
   A Command Line pop-up displays.




**Note:** There is no limit to the number of command lines that can be added to the Command Line grid.

4. Complete the fields as appropriate.

| Field | Description |
|---|---|
| Command | Specify the executable or batch file to initiate when the macro is run. The application or file specified does not have to be limited within Command Centre, (i.e. any file name or extension is acceptable).<br>The command line can, optionally, include up to 300 characters free text entry, used to specify the parameters associated with the file to be run from the command line. The free text entry can include ASCII characters, (e.g. #, % and /). These parameters, if configured, are passed to the command line, in addition to the file that is called when the macro is run.<br>(Maximum length = 300 characters) |
| Agruments | Specify the additional command line arguments that are passed to the executable.<br>(Maximum length = 300 characters) |

5. Click the **OK** button.
   The pop-up closes.

6. Click the appropriate radio button for how you want the command lines to be executed.

| Field | Description |
|---|---|
| Run only when user is logged on | This option will only run the command lines if you are actively logged into Windows when the macro executes. If a command line has a GUI component it will be visible. |
| Run whether user is logged on or not | This option runs the command lines regardless of whether you are logged into Windows, but all commands will be run in the background, (i.e. any GUI component in a command will not be visible). |

7. Complete the Windows account fields as appropriate.

| Field | Description |
|---|---|
| User Name | To configure a command line with a domain account, you must prefix the 'User Name' with the domain name plus a slash character, (e.g. Gallagher 1\ FTUser).<br>(Maximum length = 280 characters) |
| Password and Confirm Password | The password for the Windows User Account must be typed in both the 'Password' and the 'Confirm Password' fields. The password will not be made visible during configuration or when the macro properties are viewed.<br>(Maximum length = 260 characters) |

**Note:** A valid Logon name/password on the Server PC must have one of the following privileges under 'Local Security Settings':

- Log on locally.
  This allows interactive access, and any program run from a macro (from another workstation) will show running actively on the server monitor.
- Log on as a batch.
  This allows the program to execute in the background on the server (need to view through Task Manager).

OR

- NOT be "denied access from the network" as this will stop an executable running if the user doesn't also have the "log on locally" privilege.

8. Click the **Save** button.
   A macro has been configured to execute a user-specified command line(s) when the macro is run.
   **Note:** When macros with command line(s) are run, problems may occur if there are 32 user accounts on the server that are used to run separate macros. This is due to a restriction in your operating system.

### Hints

*Editing Command Lines*
Only one Command Line entry can be edited at once. Therefore, if none of the Command Line entries are selected, the **Edit** button will be disabled.

You must re-enter the account password to log onto the Server's operating system. If you do not re-enter the account password you will be prevented from saving any changes to the Command Line configuration.

*Removing Command Lines*
Command Line entries can be removed by selecting the entry you want to remove and clicking the **Remove** button.

*Local Policies*
If you are running 'FT Command Centre Service' as a specific user, apply that user to "Replace a process level token" (via **Control Panel** > **Administrative Tools** > **Local Security Policy** > **User Rights Assignment**), to allow you to run all Macros that require local system or Network service privileges.

## Editing/Removing Actions for a Macro

This procedure details how to edit or remove 'Actions' for a Macro.

1. Click on the Macro you want to edit from the list in the Viewer Navigation Panel.
   The properties for that Macro populate the Viewer Panel.
2. Click the **Actions** tab, if not already displayed.
3. Do you want to edit or remove an Action?

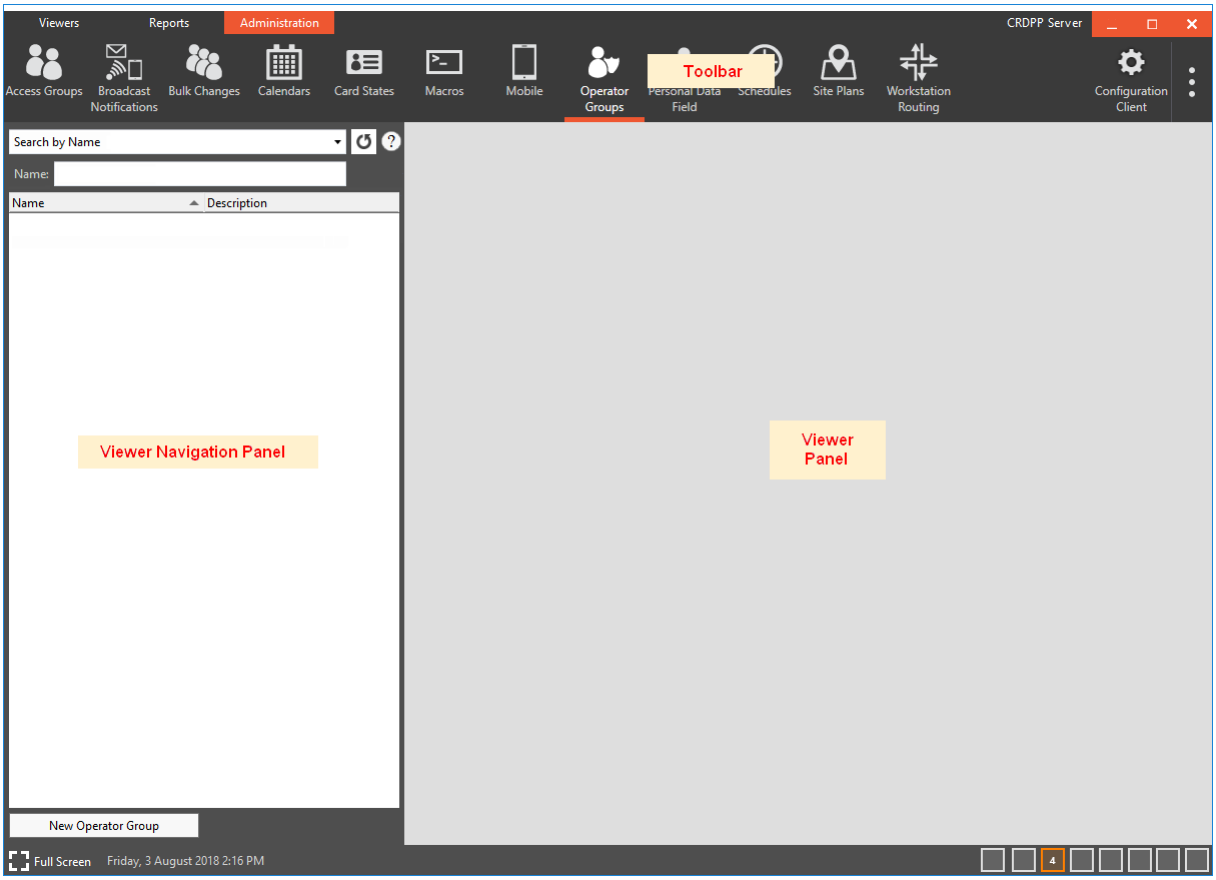
| If... | then... |
|---|---|
| edit | **a)** Select the item in the list and click the **Configure Actions** button. The Configure Actions pop-up displays.<br>**b)** Select another override action from the **Action** drop-down list.<br>**c)** Click the **OK** button.<br>The **Actions** column populates with the new override action for that item. |
| remove | select the item in the list and click the **Remove** button. |

4. Repeat Step 3 if there are other Actions you want to edit or remove.
5. Click the **Save** button.
   The appropriate Action(s) have been edited or removed for the Macro.

## Operator Groups

The **Operator Groups** button only appears on the **Administration** tab for users with the "Edit Operator Groups" or "View Operator Groups" privilege in at least one division.

Select the **Administration** tab on the Command Centre title bar, and then click the **Operator Groups** button on the toolbar. The Operator Groups Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" operator privilege in at least one division.

The Navigation Panel for the Operator Groups Viewer provides a list of all the Operator Groups. What appears in it the first time you open Operator Groups depends on how many Operator Groups there are in the system, as follows:

| If there are... | then... |
|---|---|
| no Operator Groups created, | the Navigation Panel will be blank. |
| more than 500 Operator Groups, | only the last selected Operator Group (if any) when the previous session ended, will display and be selected in the Navigation Panel. |

| If there are... | then... |
|---|---|
| | If no Operator Group was selected when the previous session was ended, the following message will display in the Navigation Panel, until details are entered for search criteria (see ***Searching for items*** on page 2-132 for further detail):<br><br>*"There are <number> items which is too many to display. Please search for the items you want to administer."* |
| less than 500 Operator Groups, | all of them will be loaded and display in the Navigation Panel, and the last selected Operator Group (if any) when the previous session ended, will display and be selected. |

The ? button beside the **Search** field can be clicked to provide quick tips for working with Operator Groups.

There are a number of ways to search for an Operator Group. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Operator Groups*** (on page 2-218)

***Creating a new Operator Group*** (on page 2-217)

***Configuring Privileges for an Operator Group*** (on page 2-225)

## Understanding Operator Groups

### Introduction

An Operator Group is a group of cardholders who are authorised to use the Command Centre software. Each Operator Group defines the privileges its members have as Command Centre operators, (e.g. view only access, editing ability, site configuration ability, etc.). The privileges only apply within the Divisions assigned to that Operator Group. Operator Groups generally represent roles that an operator can have, (e.g. "Monitoring Alarms for Buildings 1 and 2").

**Notes:**

- An operator's system view can be changed to include all, some or only one of the Operator Groups they belong to. System view is limited to the site items, cardholders, Personal Data Fields (PDFs) and operator privileges assigned to them from the selected Operator Groups.

- Each person is unique in the Command Centre system. Whilst it is possible for people to have the same name, Command Centre ensures that each entity must have a unique username and password.

### Configuring Operator Groups

An operator needs to have the "Edit Operators" privilege in at least one Division to create and configure operators and Operator Groups.

The "Edit Operators" privilege within a Division allows an operator to create Operator Groups in that Division and assign any (or all) operator privileges to that group.

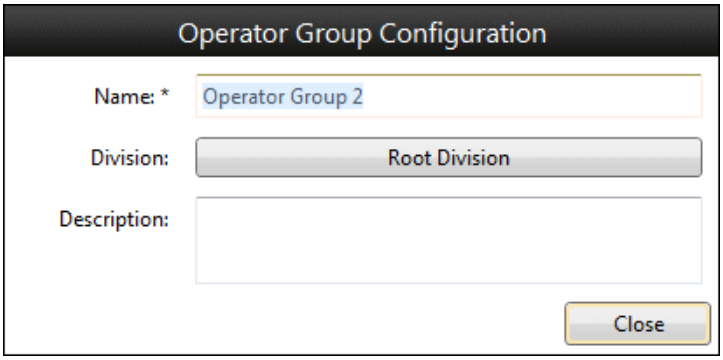
An operator configuring an Operator Group will only be able to:

- assign cardholders to the Operator Group if they have "View Cardholders" or "Edit Cardholders" privilege in the cardholder's Division.
- assign or remove Divisions configured in the Operator Group if they have "Edit Operators" privilege in that Division.
- assign or remove Personal Data Field privileges configured in the Operator Group if they have "View Personal Data Definitions" or "Edit Personal Data Definitions" privilege in the Personal Data Field's Division.

### Creating a new Operator Group

Perform the following procedure to create a new Operator Group:
**Note:** Cardholders and Personal Data Fields need to be set up prior to performing this procedure.

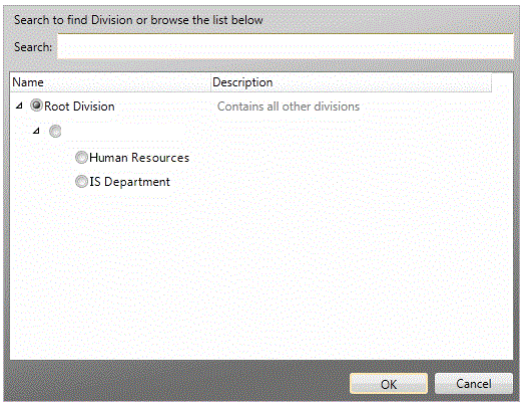
1. Click the **New Operator Group** button on the Viewer Navigation Panel. The new Operator Group is added to the Viewer Navigation Panel, and the Operator Group Configuration pop-up displays.




2. If you want to replace the default name the system has given the Operator Group, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

If this is not the appropriate Division for this Operator Group to be in, select a Division as follows:

a) Click the **Division** button.
A browse tool displays.




b) Select the appropriate Division.

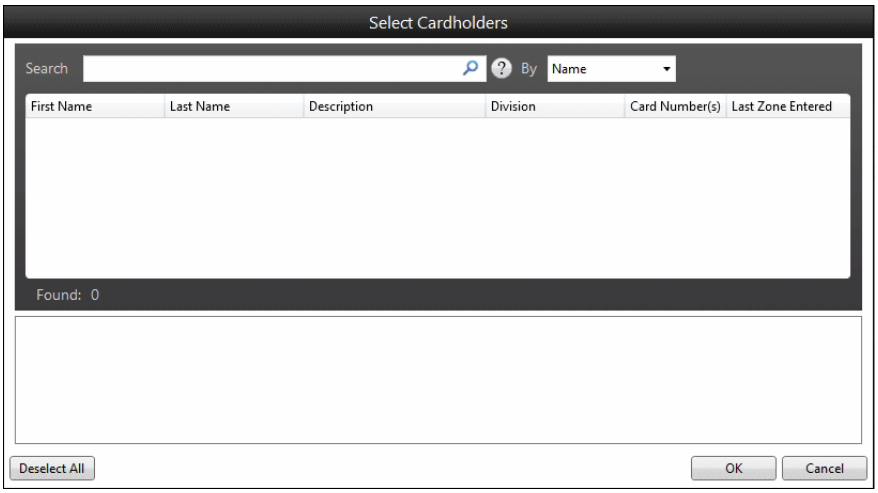
c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.
**Note:** If you have not set up Divisions yet, you can add these to your Operator Group at a later stage.

5. Click the **Close** button.
The Operator Group Configuration pop-up closes.

There are four tabs, (i.e. **Operators**, **Privileges**, **Viewers & Reports** and **History/Notes**). The **Operators** tab displays by default.

6. Select the cardholders you require to be members of the new Operator Group as follows:

a) Click the **Add Cardholders** button.
The Select Cardholders pop-up displays.




b) To find the Cardholder that you want to make a member, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All). By default, Name is selected.

c) Start entering characters in the **Search** field.
A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the button after you enter a number in the **Search** field.

d) From the search results, click on the Cardholder(s) you want to make members. The Cardholder(s) appear in the lower section and are all checked by default.

e) Uncheck any Cardholders you do not want to assign, and click the **OK** button. The pop-up closes and the selected Cardholder(s) now appear in the **Operator Membership** grid.
**Notes:**

- If you decide to remove a Cardholder from the list, the **Remove** button allows you to do so.
- If a Cardholder has Notification PDFs, (e.g. Mobile number, Email address, etc.), these can be displayed by clicking the icon beside their name in the **Operator Membership** grid.

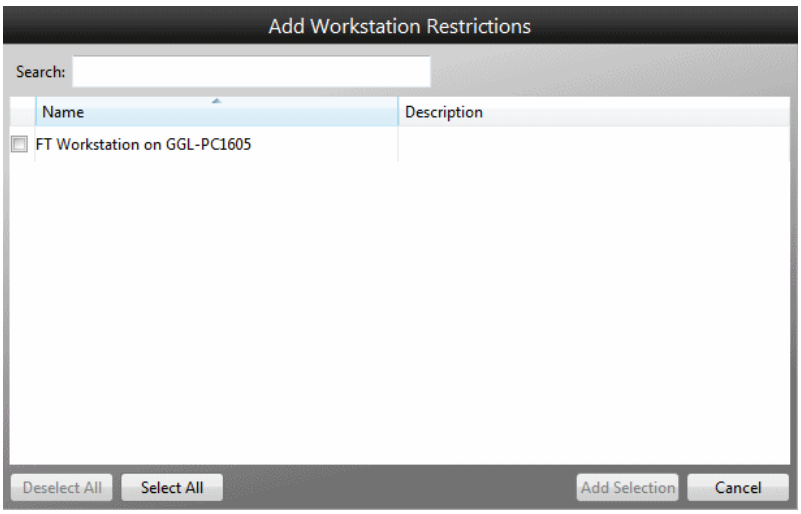
7. Do you want to restrict the workstations accessible to this Operator Group?
If **yes**, go to Step 8.
If **no**, go to Step 10.

   **Note:** By default, the **Restrict this Operator Group to these workstations** checkbox is unchecked and the grid is disabled. This means that the Operator Group is unrestricted and therefore its privileges are available for use at any workstations.

8. Check the **Restrict this Operator Group to these workstations** checkbox. The grid is enabled.
   **Note:** Once this checkbox is checked, at least one workstation must be assigned to the grid before you can apply and save the changes.

9. Select the workstations you want to restrict the Operator Group to, as follows:

   a) Click the **Add Workstations** button.
   The Add Workstation Restriction pop-up displays.



b) Click the checkbox next to each workstation name you want to include, or click the **Select All** button if you want to include all workstations.

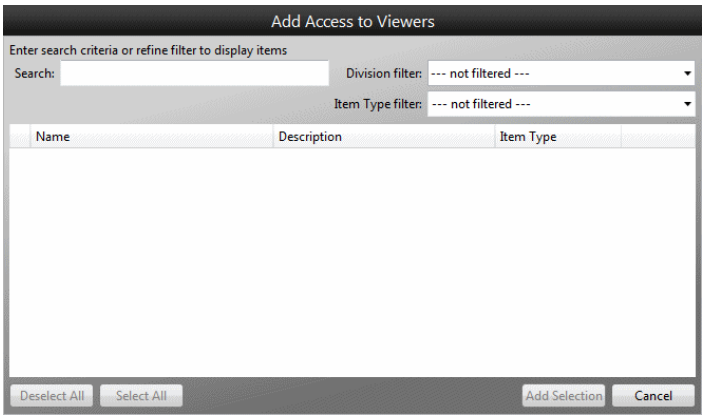
c) Click the **Add Selection** button.
The pop-up closes and each of the selected workstation(s) appear in the **Restrictions** grid.

**Note:** To remove a workstation, select (highlight) the workstation you want to remove and click the **Remove** button.

10. If required, tick the **Invoke automatic logoff after inactivity** checkbox and specify a time that users will get logged off after that period of inactivity. (Default = 60 minutes. Range = 1 minute to 1440 minutes, i.e. 24 hours)
11. For an operator logon to become disabled after not logging on for a set number of days, tick **Disable Operator membership after x days of inactivity**. Specify the number of days that the operator will become disabled after that period of not logging on.
(Default = 90 days. Range = 1 day to 999 days)
**Notes:**
    - If an operator is assigned to multiple operator groups, the largest number of days assigned to those operator groups will be the time used, this means if one of those operator groups does not have this restriction enable then the operator logon will not become disabled due to not logging on.
    - It is recommended that only non-administrative operator groups be configured to be disabled due to inactivity. If all operators with the "Edit Operators" privilege can become disabled due to inactivity and the System operator is disabled (as recommended), there is a danger that the ability to properly manage the site may be lost.
    - Scheduled Macros or Reports use the operator's credentials, that last modified it. When these Macros or Reports are run it counts as activity, similarly, if this operator became locked due to inactivity, the scheduled Macro or Report will fail to run.
12. If you want Command Centre operators to be able to mute unacknowledged alarms (by pressing the <**F9**> key), select the **Allow muting unacknowledged alarms** checkbox. To prevent operators from muting unacknowledged alarms, deselect the checkbox.
**Notes:**
    - An operator only needs to be in one Operator Group with this checkbox checked in order to mute unacknowledged alarms.
    - This checkbox does not prevent operators from silencing alarms via other methods such as turning down their workstation's volume.
13. Command Centre will enforce that if any Operator Group has **Enforce FIDO2 multi-factor logon** enabled, that there must be at least one Operator who can logon to Command Centre with a FIDO2 credential. This will mean that the last Operator will fail to be disabled due to inactivity.
14. The **Privileges** tab allows you to configure the privileges for this Operator Group as required.

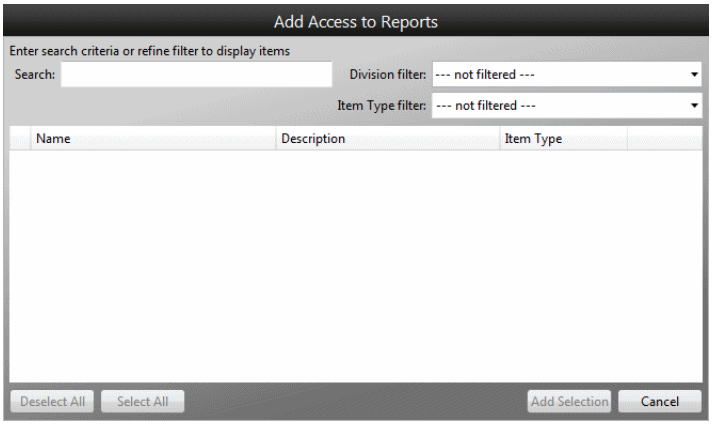
See ***Configuring Privileges for an Operator Group*** (on page 2-225) for the procedure.

15. Click the **Viewers & Reports** tab.
16. Assign the Viewers that you want operators belonging to this group to be able to see, as follows:
    a) Click the **Assign Viewers** button.
    The Add Access to Viewers pop-up displays.




    b) Search for the Viewer you want by entering search criteria in the **Search** field and/or refining the filters. The grid becomes populated with Viewers that match the search criteria.
    c) Click the checkbox next to each Viewer you want to include, or click the **Select All** button if you want to include all Viewers.
    d) Click the **Add Selection** button. The pop-up closes and each of the selected Viewer(s) appear in the Command Centre Viewers grid.

    **Note:** If you decide to remove a Viewer from the list, the **Remove** button allows you to do so.
17. Assign the Reports that you want operators belonging to this group to be able to see, as follows:
    a) Click the **Assign Reports** button.
    The Add Access to Reports pop-up displays.




    b) Search for the Report you want by entering search criteria in the **Search** field and/or refining the filters. The grid becomes populated with Reports that match the search criteria.

c) Click the checkbox next to each Report you want to include, or click the **Select All** button if you want to include all Reports.

d) Click the **Add Selection** button.
The pop-up closes and each of the selected Report(s) appear in the Command Centre Reports grid.

**Note:** If you decide to remove a Report from the list, the **Remove** button allows you to do so.

18. Do you wish to configure Alarm Note options?
If **no**, then go to Step 16.
If **yes**, then click the appropriate radio button for the option you require.

| Option | Description |
|---|---|
| **Optional** *(Option A)* | The privileged operator can optionally select alarm note(s) before processing or acknowledging an alarm. |
| **Required when processing alarms** *(Option B)* | The privileged operator must select one or more alarm notes in order to process, or bulk process alarms at a priority level that is equal to or higher than the alarm notes priority threshold. |
| **Required when acknowledging or processing alarms** *(Option C)* | The privileged operator must select one or more alarm notes in order to acknowledge, process or bulk process alarms at a priority level that is equal to or higher than the alarm notes priority threshold. |

**Notes:**

- If none or only one alarm note has been configured in the Server Properties (in Configuration Client), then the 'Alarm Notes' option will not be enabled.
- Where an alarm monitoring operator is a member of more than one Operator Group then the following rules apply:

  IF at least one Operator Group to which the operator belongs is set to Option A, THEN alarm notes are optional to Acknowledge, Process or Bulk Process.

  IF at least one Operator Group to which the operator belongs is set to Option B, THEN alarm notes are mandatory to Process or Bulk Process and optional to Acknowledge.

  IF all Operator Groups to which the operator belongs are set to Option C, THEN alarm notes are mandatory to Acknowledge, Process or Bulk Process.

19. Check the **Operator cannot acknowledge or process escalated alarms** checkbox if required for operators in this group.
**Note:** If checked, the **Acknowledge** and **Process** buttons will be disabled on the Alarm Viewer for escalated alarms.

20. Do you wish to configure Alarm Display options for Configuration Client?
If **no**, then go to Step 19.
If **yes**, then click the appropriate options you require.

| Option | Description |
|---|---|
| Automatically display on alarm occurrence | The Alarm Viewer will be opened, made visible and brought to the front of all other windows on the occurrence of any new alarm.<br><br>With this option enabled you cannot locate the Alarm Viewer off screen and the entire Alarm Viewer will be visible at all times. |
| Always on top | The Alarm Viewer will always be in front of all other windows.<br>With this option enabled the entire Alarm Viewer will be visible at all times and you cannot:<br>- minimise the Alarm Viewer, or<br>- locate the Alarm Viewer off screen. |

21. Do you want escalated alarms to display in a separate window from the main Alarm Viewer in Configuration Client?

| If... | then check the... |
|---|---|
| yes | Enable Escalated Alarm Viewer checkbox. The Escalated Alarm Viewer will be accessible from the Monitor menu, along with the main Alarm Viewer. |
| no | Leave escalated alarms in main Alarm Viewer checkbox. Any escalated alarms will remain in the main Alarm Viewer with non-escalated alarms. |

**Note:** By checking both options you can have escalated alarms appear in both the main Alarm Viewer as well as the Escalated Alarm Viewer.

22. If you want to record any note(s) about the Operator Group, click the **History/Notes** tab.
Refer to ***History/Notes tab*** (on page 2-136) for further detail.
23. Click the **Save** button.
A new Operator Group has been created.

**Hints**

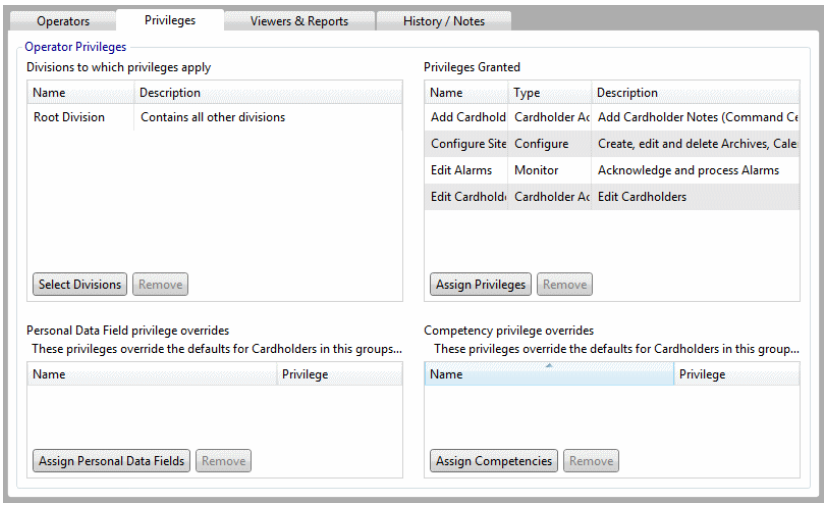
*Editing and Deleting Operator Groups*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Operator Groups.

*Cardholder (Operator) details*
The cardholder(s) you added to this Operator Group (in Step 6) will now have details displayed in the **Cardholder Operator Groups** tile, (i.e. Logon Name and Operator Group Membership details).

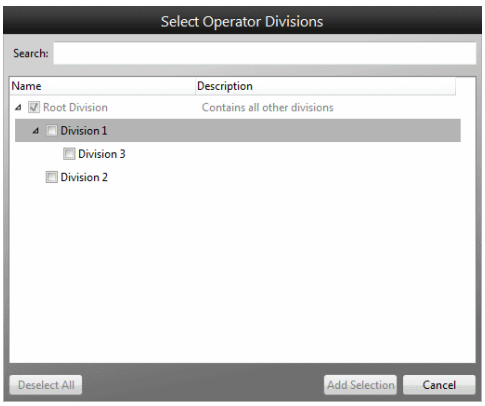
## Configuring Privileges for an Operator Group

Perform the following procedure to configure the privileges for an Operator Group:

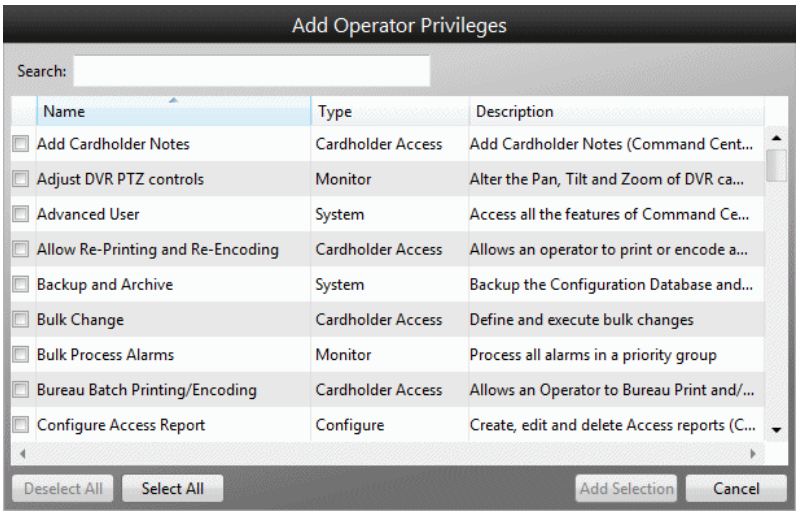
1. Click on the Operator Group that you want to configure privileges for from the list in Viewer Navigation Panel.
2. Click the **Privileges** tab, if not already displayed.




3. The **Divisions to which privileges apply** grid dictates where you can use the operator privileges you select for this group. Select the divisions you want for the Operator Group, as follows:
   a) Click the **Select Divisions** button.
   The Select Operator Divisions pop-up displays.




   b) Click the checkbox next to each division(s) you want to include.
   c) Click the **Add Selection** button.
   The pop-up closes and each of the selected division(s) appear in the **Divisions to which privileges apply** grid.
   **Note:** If you decide to remove a division from the list, the **Remove** button allows you to do so.
4. Select the operator privileges appropriate for this Operator Group, as follows:
   a) Click the **Assign Privileges** button.
   The Add Operator Privileges pop-up displays.




b) Click the checkbox next to each privilege you want to include, or click the **Select All** button if you want to include all privileges.

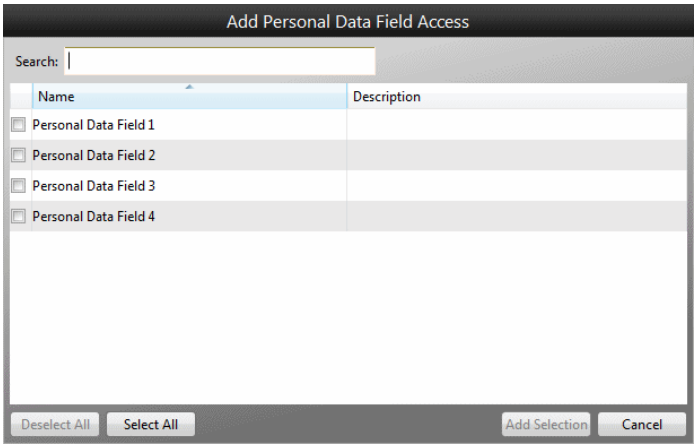
c) Click the **Add Selection** button.
The pop-up closes and each of the selected privilege(s) appear in the **Privileges Granted** grid.

**Note:** If you decide to remove a privilege from the list, the **Remove** button allows you to do so.

5. By default, the **Personal Data Field privilege overrides** grid will not be populated with any Personal Data Fields (PDFs). Instead, this Operator Group will get the privileges for PDFs that are assigned at the PDF level. If you want to override the default privilege to something else, assign PDFs here, as follows:
**Notes:**

- The level of operator privilege to view or edit cardholder information stored in a cardholder's Personal Data is determined for individual PDFs. The PDF privileges only apply to cardholders in the Operator Group's Divisions (as configured in the **Divisions to which privileges apply** grid above).
- The default operator privilege for each PDF is determined when the properties of the PDF are configured. The default operator privilege can be overridden for each PDF by selecting a new option.

a) Click the **Assign Personal Data Fields** button.
The Add Personal Data Field Access pop-up displays.

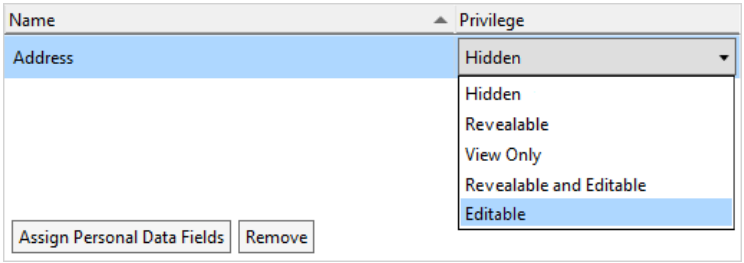



b) Click the checkbox next to each PDF you want to include, or click the **Select All** button if you want to include all PDFs.

c) Click the **Add Selection** button.
The pop-up closes and each of the selected PDF(s) appear in the **Personal Data Field privilege overrides** grid.

**Note:** If you decide to remove a PDF from the list, the **Remove** button allows you to do so.

6. To determine the level of operator privilege for each of the PDFs, highlight the PDF and click the drop-down list beside it, then choose one of the following privileges.




| Privilege | Description |
|---|---|
| Editable (default) | Operators will be able to enter, view, change and delete cardholder information for this PDF, for cardholders in this group's Divisions. |
| Hidden | Operators will not see the cardholder information recorded for this PDF, for cardholders in this group's Divisions. |
| Revealable | Operators will be able to view cardholder information for this PDF, for cardholders in this group's Divisions, by clicking on "Hidden". |
| View Only | Operators will be able to view cardholder information for this PDF, for cardholders in this group's Divisions. |
| Revealable and Editable | Operators will be able to view cardholder information for this PDF, for cardholders in this group's Divisions, by clicking on "Hidden". Operators with the "Edit Cardholders" privilege will also be able to edit the value. |

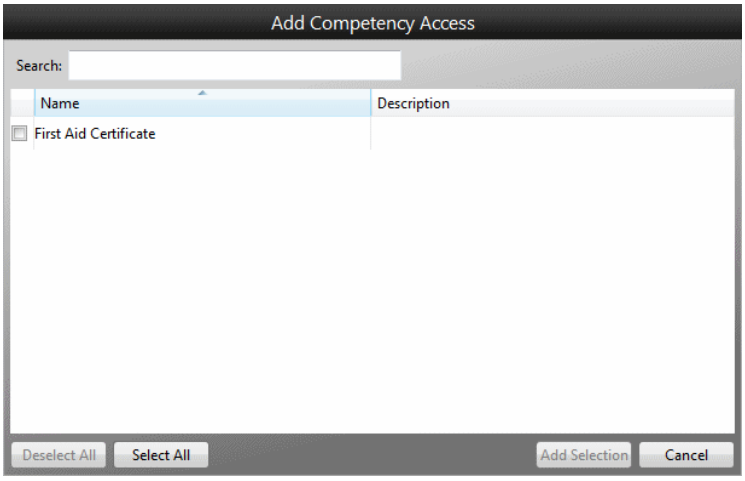
**Notes:**

- There are separate Operator Privileges to view and edit the properties for PDFs. If operators do not have the "View Personal Data Field" or "Edit Personal Data Field" operator privilege (as listed in the **Privileges Granted** grid), and an individual PDF is 'hidden' from their view, they will not even be aware of its existence.
- If Operator Groups and PDFs are being created at the same time, the list of PDFs that will be saved into the new Operator Group will only include those that were "Applied" before the Operator Group was created. To ensure all PDFs are included in the list either create all PDFs first, or check Operator Groups as you create them, and assign any new PDFs.

7. By default, the **Competency privilege overrides** grid will not be populated with any competencies. Instead, this Operator Group will get the privileges for competencies that are assigned at the competency level. If you want to override the default privilege to something else, assign competencies here, as follows:
**Notes:**

   - The level of operator privilege to view or edit cardholder information stored in a cardholder's competency is determined for individual competencies. The competency privileges only apply to cardholders in the Operator Group's Divisions (as configured in the **Divisions to which privileges apply** grid above).
   - The default operator privilege for each competency is determined when the properties of the competency are configured. The default operator privilege can be overridden for each competency by selecting a new option.

   a) Click the **Assign Competencies** button.
   The Add Competency Access pop-up displays.

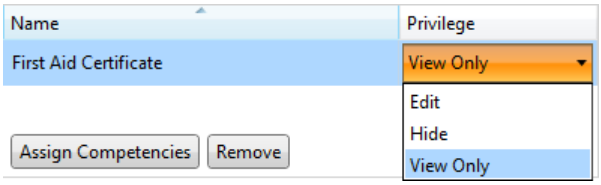



   b) Click the checkbox next to each competency you want to include, or click the **Select All** button if you want to include all competencies.

c) Click the **Add Selection** button.
The pop-up closes and each of the selected competency(s) appear in the **Competency privilege overrides** grid.

**Note:** If you decide to remove a competency from the list, the **Remove** button allows you to do so.

8. To determine the level of operator privilege for each of the competencies, highlight the competency and click the drop-down list beside it, then choose one of the following privileges.



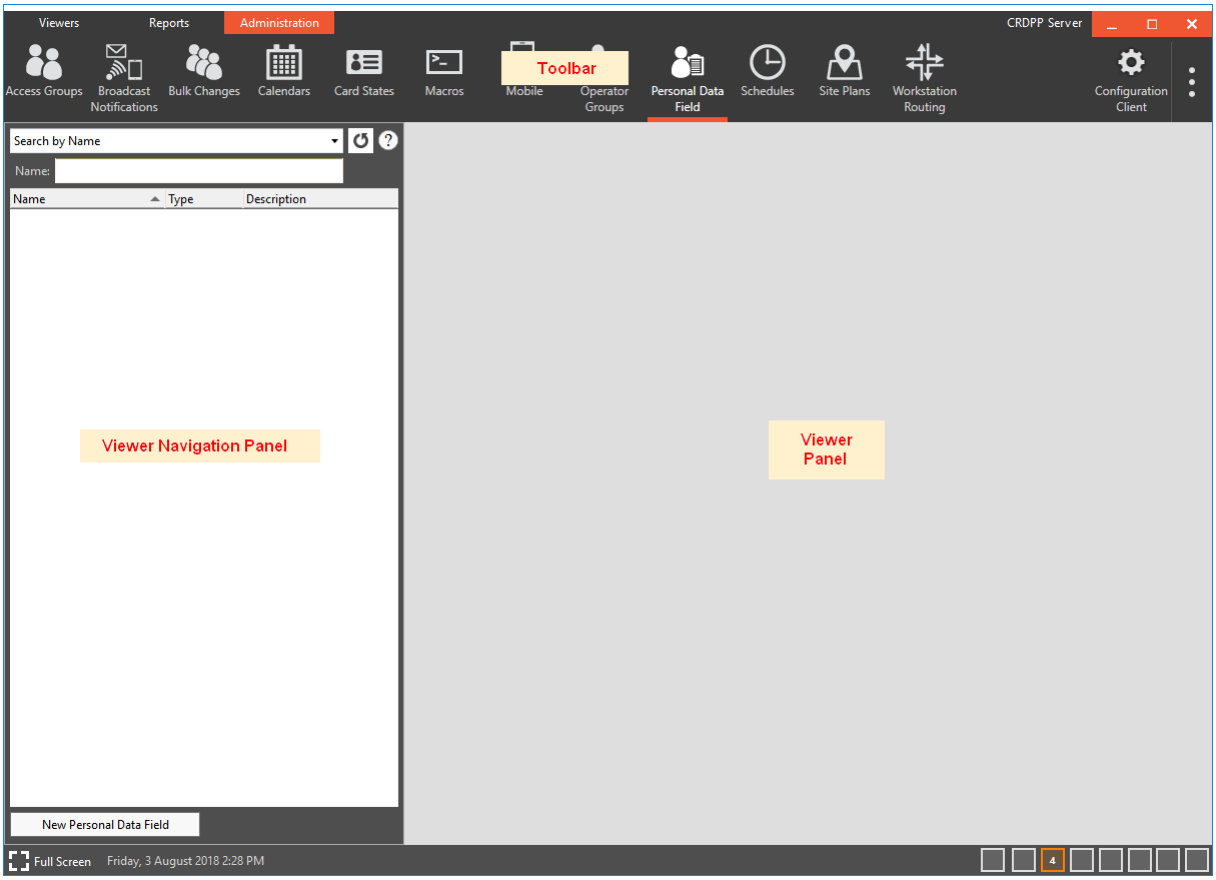

| Privilege | Description |
|---|---|
| Edit | Operators will be able to enter, view, change and delete cardholder information for this competency, for cardholders in this group's Divisions. |
| Hide | Operators will not see the cardholder information recorded for this competency, for cardholders in this group's Divisions. |
| View Only | Operators will be able to view cardholder information for this competency, for cardholders in this group's Divisions. |

9. Click the **Save** button.

## Personal Data Fields

The **Personal Data Field** button only appears on the **Administration** tab for users with the "Edit Personal Data Definitions" or "View Personal Data Definitions" privilege in at least one division.

Select the **Administration** tab on the Command Centre title bar, and then click the **Personal Data Field** button on the toolbar. The Personal Data Field Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Personal Data Field Viewer provides a list of all the Personal Data Fields (PDFs). What appears in it the first time you open Personal Data Fields depends on how many PDFs there are in the system, as follows:

| If there are... | then... |
|---|---|
| no PDFs created, | the Navigation Panel will be blank. |
| more than 500 PDFs, | only the last selected PDF (if any) when the previous session ended, will display and be selected in the Navigation Panel.<br>If no PDF was selected when the previous session was ended, the following message will display in the Navigation Panel, until details are entered for search criteria (see ***Searching for items*** |

| If there are... | then... |
|---|---|
| | on page 2-132 for further detail):<br>*"There are <number> items which is too many to display. Please search for the items you want to administer."* |
| fewer than 500 PDFs, | all of them will be loaded and display in the Navigation Panel, and the last selected PDF (if any) when the previous session ended, will display and be selected. |

The  button beside the **Search** field can be clicked to provide quick tips for working with Personal Data Fields.

There are a number of ways to search for a Personal Data Field. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Personal Data Fields*** (on page 2-232)

***Creating a new Personal Data Field*** (on page 2-233)

***Regular Expression Settings*** (on page 2-237)

***Common Regular Expressions*** (on page 2-239)

## Understanding Personal Data Fields

Personal Data is information that is stored for an individual cardholder. This information can include items such as car license plate, date of birth, signature, photographs, company division, etc.

Personal Data Fields (PDFs) are created as separate entities and are attached to *Access Groups*. Cardholders inherit the Personal Data Fields from the Access Group(s) they belong to.

When viewing a cardholder's record, it will contain all the Personal Data Fields specified in the Access Group(s) the Cardholder belongs to.

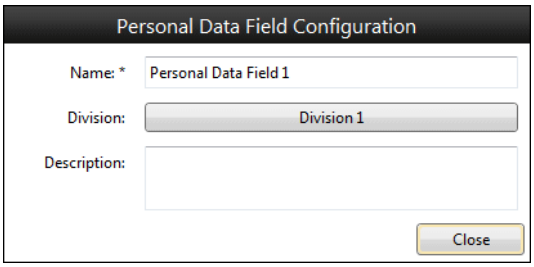
There are nine different types of Personal Data Fields, as follows:

- Text (an operator may enter any free hand text)
- Text - List (if "Restrict to List" is enabled, an operator may select from a list of pre-defined entries or leave it blank. If "Restrict to List" is not enabled, free text entry is allowed)
- Numeric
- Date
- Image (an operator may capture an image, e.g. signatures, cardholder photographs, etc.)
- Address
- Phone
- Mobile
- Email

## Creating a new Personal Data Field

Perform the following procedure to create a new Personal Data Field:

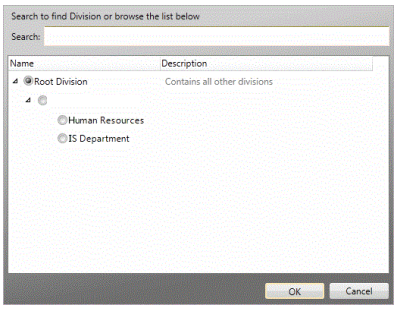
1. Click the **New Personal Data Field** button on the Viewer Navigation Panel. The new Personal Data Field is added to the Viewer Navigation Panel, and the Personal Data Field Configuration pop-up displays.




2. If you want to replace the default name the system has given the Personal Data Field, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Personal Data Field to be in, select a Division as follows:

   a) Click the **Division** button. A browse tool displays.



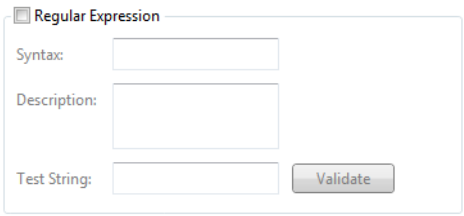
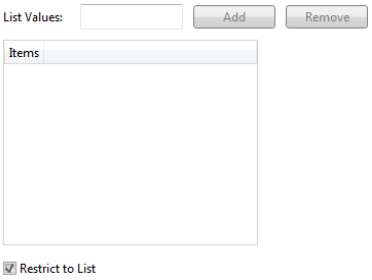
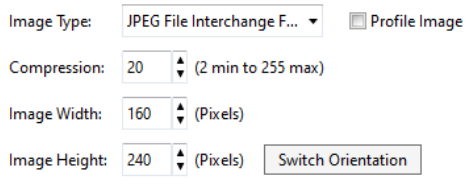

   b) Select the appropriate Division.

   c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.

   **Note:** If you have not set up Divisions yet, you can add these to your Personal Data Field at a later stage.

5. Click the **Close** button.
   The Personal Data Field Configuration pop-up closes.
   There are two tabs, (i.e. **Personal Data Fields** and **History/Notes**). The **Personal Data Fields** tab displays by default. It determines the type of data to be entered against the PDF and which Access Group(s) the Personal Data Field is to be attached to
   By default "Text" populates the **Data Type** field.
6. Click within the **Data Type** field and select the appropriate type from the drop-down list.
   **Note:** With the exception of **Numeric** type, each type has additional information that must be entered, some of which is common to all types,

while other information is specific to individual types, as follows:

| If you select... | the... |
|---|---|
| Text, or any contact PDF types, (i.e. Address, Phone, Email or Mobile) | following additional fields display:<br><br>The **Regular Expression** feature is for text and contact type PDF data validation to allow the enforcement of text values. It allows you to write a regular expression that will force PDF entered values to obey the rules of the expression. If values are entered that break the expression, then an error message displays detailing the expression requirements. See ***Regular Expression Settings*** (on page 2-237) for further detail on entering information into this section. |
| Text - List | following additional fields display:<br><br>These fields allow you to define a set of entries that may be selected from, when entering data against a cardholder. To do this, enter a value in the List Values field, then click the **Add** button.<br>When the **Restrict to List** option is enabled the **Default Value** must be one of the list values or blank. If **Restrict to List** is not enabled, free text entries can be entered against a cardholder. |
| Image | following additional fields display:<br><br>These fields allow you to specify details about the image that is saved to the database. The **Image Type** can be JPEG, Bitmap or PNG. Check the **Profile Image** checkbox if you want this Image PDF (containing the cardholder photo) to be shown on the Mobile Client Details screen.<br>**Note:** Only one Image PDF will be used for each cardholder. If a cardholder has more than one Image PDF captured and they all have the **Profile Image** checkbox enabled, the image with the lowest sort order will display. |

| If you select... | the... |
|---|---|
| | Refer to **Capturing an Image** for the procedure on how to capture images for an Image Personal Data Field. |
| Date | **Default Value** field changes to a Date control, and two additional fields display:<br><br><br>Leave the **Default Value** field blank if you do not want a default. A lower and/or upper date range may be specified to control the dates entered into the PDF.<br>**Note:** The dates will display on-screen and in reports in the date format specified in the workstation settings. |

7. Check the following boxes as necessary:

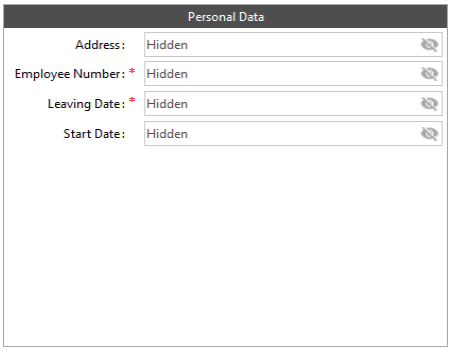
| If... | is checked, then... |
|---|---|
| Required Field | Data for the Personal Data Field will be mandatory when editing a cardholder. |
| Unique Value | an operator will be prevented from entering the same value across multiple cardholders (although the system will allow a "no data" value to be entered multiple times). The **Default Value** field is disabled. |

**Note:** The **Unique Value** field is not available for Text - List, Image and Date types.

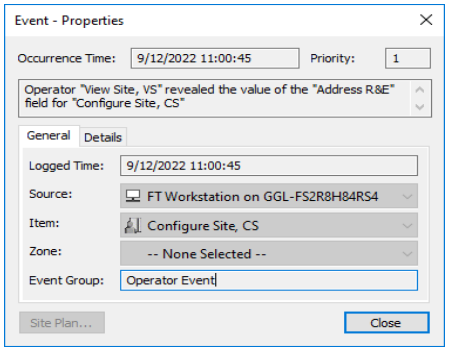
8. Click within the **Default Privilege** field and select the appropriate privilege (i.e. type of access), from the drop-down list.
This determines the base operator rights for this Personal Data Field.

| If you select... | then... |
|---|---|
| Editable (default) | operators with the "View Cardholders" privilege in a division can view the Personal Data Field value but not create or edit it.<br>Operators with the "Edit Cardholder Personal Data" privilege in a division can create or edit the Personal Data Field values of a cardholder in that division. |
| Hidden | operators will not see the cardholder information recorded for this Personal Data Field for cardholders in this group's Divisions, or even see that it exists. |
| Revealable | operators with the "View Cardholders" privilege in a division can view the Personal Data Field value (under the **Personal Data** tile of the Cardholder Viewer), click on the value that says hidden.<br>Operators with the "Edit Cardholder Personal Data" privilege can view the Personal Data Field by clicking on the value that says hidden. |
| View Only | operators with the "View Cardholders" privilege in a division can view the Personal Data Field value.<br>Operators with the "Edit Cardholder Personal Data" privilege can view the Personal Data Field value, but not create or edit it. |

| If you select... | then... |
|---|---|
| Revealable and Editable | operators with the "View Cardholders" privilege in a division can view the Personal Data Field value (under the **Personal Data** tile of the Cardholder Viewer), click on the value that says hidden, but not create or edit it.<br>Operators with the "Edit Cardholder Personal Data" privilege can view by clicking on the value that says hidden can view or edit the Personal Data Field value of a cardholder in that division. **Notes:**<br>• Revealable and Editable PDFs are not available in REST or Mobile Client.<br>• Revealable or revealable/editable PDFs that are included will not log the new access event when a report is run, a search via REST is made, or there has been an operator event. |




Every time a PDF hidden values are clicked (when the privilege is set to "Revealable" or "Revealable and Editable"), there is an Operator Event in the form of *Operator "View Site, VS" revealed the value of the "Address R&E" field for "Configure Site, CS"*, from the "Source" of the Workstation that the operator was logged into.



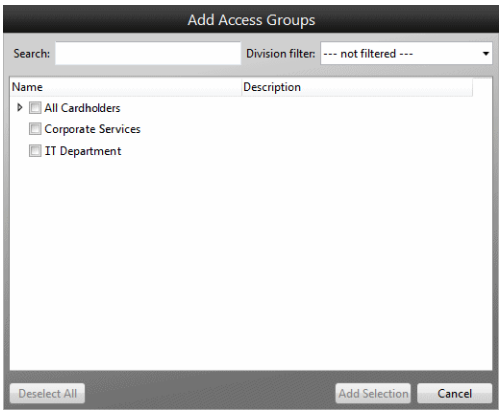

**Notes:**

- The **Default Notifications** checkbox will be revealed when the **hidden value** for the PDF is clicked, (i.e. 

).
- The system operator does not have the reveal option visible, as they can see everything anyway.
- A field which is not editable will have its title rendered in grey.

9. Alter the **Sort Order** field if necessary. This controls the order in which PDF records are shown in the cardholder property page.
   **Note:** The lower the number, the higher up the list it will display, (e.g. 1 will display the PDF at the top of the screen, 100 will put it at the bottom, and if all are set to the same number they will display in alphabetical order).

10. Select the Access Group(s) appropriate for this Personal Data Field, as follows:
    a) Click the **Add Access Group** button.
    The Add Access Groups pop-up displays.




    b) Click the checkbox next to each group you want to include, and click the **Add Selection** button.
    The pop-up closes and each of the selected group(s) appear in the **Access Group** grid.

    **Note:** If you decide to remove a group from the list, the **Remove** button allows you to do so.

11. If you want to record any note(s) about the Personal Data Field, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
12. Click the **Save** button. A new Personal Data Field has been created.
    **Note:** Once a Personal Data Field has been created and data has been recorded against it, the ability to alter its Data Type will not be available. For recording cardholders personal data against PDFs, see Editing a Cardholders PDF data for the procedure.

### Hints

*Editing and Deleting Personal Data Fields*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Personal Data Fields.
**Note:** Deletion of a Personal Data Field is only allowed if it is not currently assigned to be used anywhere in the system, except if it is saved against a report.

## Regular Expression Settings

### Introduction

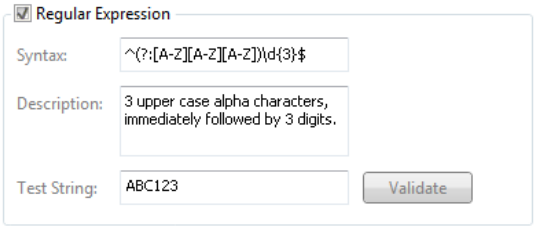
Regular expressions can be used to define what data is valid and may be entered in a Personal Data Field. For example, a regular expression can be used to ensure Employee IDs always contain two letters followed by up to six digits.

## Procedure

Checking the the **Regular Expression** checkbox (on the **Personal Data Field** tab of a PDF), enables all the fields in that section. Configure as appropriate:
**Note:** Refer to ***Common Regular Expressions*** (on page 2-239) for a list of example regular expressions.

| Field | Description |
|---|---|
| Syntax | This field allows a regular expression syntax, of up to 2048 characters, which is used to validate cardholder PDF data. It allows multiple lines and carriage returns. |
| Description | This field allows up to 2048 characters to describe regular expression syntax. It allows multiple lines and carriage returns.<br>**Note:** This is the message which will be displayed to an operator if the value entered cannot be saved because it doesn't meet the regular expression validation. |
| Test String | This field allows a sample string, of up to 2048 characters, which helps technicians to write/test regular expression syntax.<br>**Note:** This field is not saved into the Command Centre database. |
| Validate button | This button validates the test string against the regular expression syntax when clicked. The returned messages could be one of the following:<br>• *"The Syntax field cannot be empty."*,<br>• *"The Test String field cannot be empty."*,<br>• *"Validation succeeded."*, or<br>• *"Validation failed as the value does not match the regular expression."* |

**Note:** "Mobile" and "Email" type PDFs have an additional **Default Notification** checkbox on this tab. If checked, this provides a default value for cardholder contacts.




When the **Regular Expression** checkbox is checked:

- The **Syntax** field must not be empty.
- If the **Default Value** field is not empty, its value must meet the regular expression syntax.
- For an existing PDF, if the **Syntax** field is modified and this PDF is being used by one or more Access Groups, the system will validate all related cardholder PDF data against the new regular expression syntax. If validation fails, an error message box pops up saying: *"Cardholder has one or more invalid PDF data values."*
- The regular expression cannot be saved until all existing data is validated against this expression.

## Common Regular Expressions

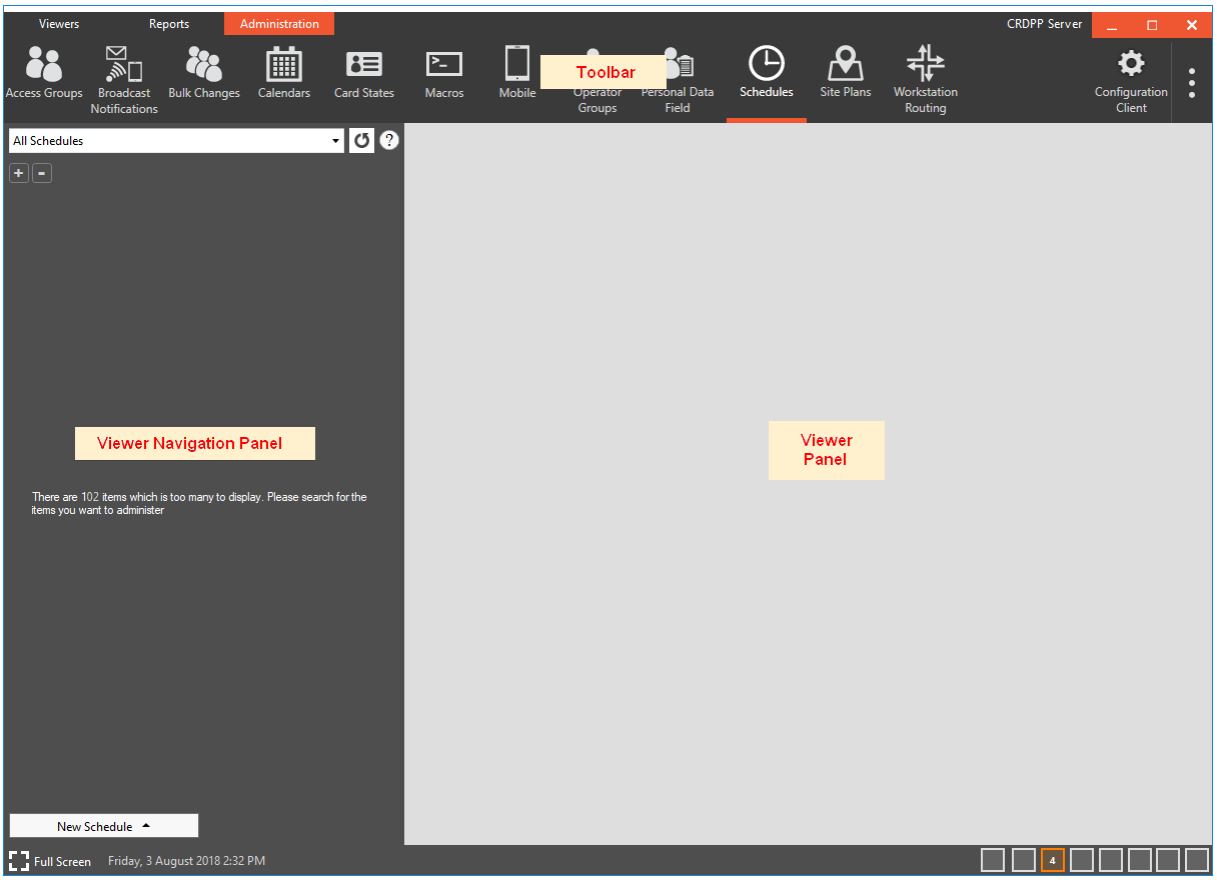
The following table provides a number of regular expression examples that have been tested and can be used to validate text-type PDF data.

| Category | Regular Expression | | Description |
|---|---|---|---|
| Email Address | ^[A-Za-z0-9._%+-]+@(?:[A-Za-z0-9-]+\.)+[A-Za-z]{2,4}$ | | Case insensitive, must include an @ symbol and optional email characters such as dots and dashes with maximum 4 characters in the generic top-level domain. |
| Phone Number (example) | ^0[1-9]\s\d{3,4}\s\d{4}$ | | Requires an STD prefix 01..09 followed by a compulsory space then seven or eight digits with a compulsory space separating the last four digits,<br><br>(e.g. 07 3482 7520 or 07 386 4902) |
| Phone Number, international format (example) | ^[+]\d{7,18}$ | | Forces a '+' character at the start of the string followed by 7 to 18 integers (no spaces). |
| License Number/ID (example) | ^(?:CNS\|BNE\|TNS)\d{4,6}(?:-(:?[1-9]\|1[0-5]))?$ | | Three upper case letters CNS, BNE, or TNS, immediately followed by 4-6 integers, optionally followed by a dash and an integer of 1-15, (e.g. CNS15425-13 or BNE928362). |
| Numeric ID (example) | ^\d{4,8}$ | | Only integers but must consist of a minimum of 4 digits and a maximum of 8. |
| Car Registration (example) | ^[A-Z]{3}\d{3}$ | | Three upper case letters immediately followed by three integers, (e.g. KMO512). |
| Single limited numeric value (example) | ^[0-4]$ | | Numeric value 0, 1, 2, 3 or 4 |
| Alpha characters only | ^[A-Za-z]+$ | | Any uppercase or lowercase characters only, no spaces. |
| Upper case | ^[A-Z]+$<br>^(?:[A-Z]\s?)+$ | (continuous string)<br>(single spaces allowed, e.g. ASD BD GHJ) | All upper case characters. |
| Lower case | ^[a-z]+$<br>^(?:[A-Z]\s?)+$ | (continuous string)<br>(single spaces allowed, e.g.rgag dhgdh afg) | All lower case characters. |
| Proper case | ^(?:[A-Z]\w*\s?)+$ | | First Letter Of Each Word Must Be Upper Case. |
| Boolean | ^0\|1$ | | A simple on/off by using only the values 0 or 1. |

## Schedules

The **Schedules** button only appears on the **Administration** tab for users with the "Edit Schedules" or "View Schedules" privilege in at least one division.

Select the **Administration** tab on the Command Centre title bar, and then click the **Schedules** button on the toolbar. The Schedules Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Schedules Viewer provides a list of all the Schedules, including the already configured "Default Schedules", (i.e. one for each of the six Schedule Types; Access Zone, Alarm Zone, Cardholder Access, HV/LF, Notification and Output).
**Note:** The Notification Schedule only appears if your site is licensed for Notifications.

What appears in the Navigation Panel the first time you open Schedules depends on how many Schedules there are in the system, as follows:

| If there are... | then... |
|---|---|
| no Schedules created, | the Navigation Panel will be blank. |
| more than 500 Schedules, | only the last selected Schedule (if any) when the previous session ended, will display and be selected in the Navigation Panel.<br><br>If no Schedule was selected when the previous session was ended, the following message will display in the Navigation Panel, until details are entered for search criteria (see ***Searching for items*** on page 2-132 for further detail):<br><br>*"There are <number> items which is too many to display. Please search for the items you want to administer."* |
| less than 500 Schedules, | all of them will be loaded and display in the Navigation Panel, and the last selected Schedule (if any) when the previous session ended, will display and be selected. |

The  button beside the **Search** field can be clicked to provide quick tips for working with Schedules.

There are a number of ways to search for a Schedule. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Understanding Schedules*** (on page 2-242)

***Creating a new Schedule*** (on page 2-242)

***Adding Day Categories to Schedules*** (on page 2-245)

***Removing Day Categories from Schedules*** (on page 2-246)

***Changing times and states within Schedules*** (on page 2-247)

***Duplicating Day Category entries*** (on page 2-250)

## Understanding Schedules

A Schedule is a "list of times and states that control an item". Schedules are one of the three prerequisites of *Access Groups*. You must have the Schedules set up before you can link cardholders to Access Groups.

Schedules Types indicate what attribute they relate to. For example:
**Cardholder Access** type schedules relate to access = when the cardholder has access.
**Alarm Zone** type schedules relate to Alarm Zones = when items change state.

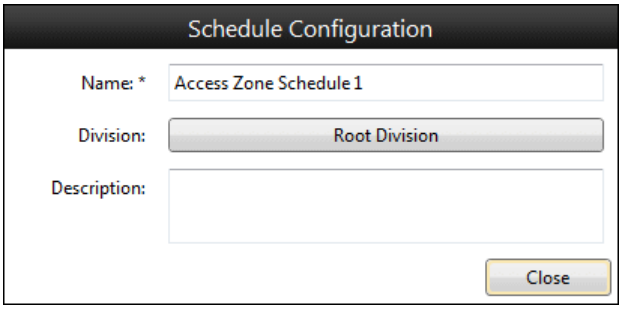
*Example:*
Using Schedules you can set an *Alarm Zone* to unset at the same time an associated Access Zone changes to free access.

Before setting Schedules you must ensure Day categories and Calendar days (Day Categories assigned to Calendar) are already set up.
**Note:** Schedules and active Day categories in the default calendar need to stay in sync. To do this, update schedules so that they reflect the active day categories assigned to the default calendar.

## Creating a new Schedule

Perform the following procedure to create a new Schedule:

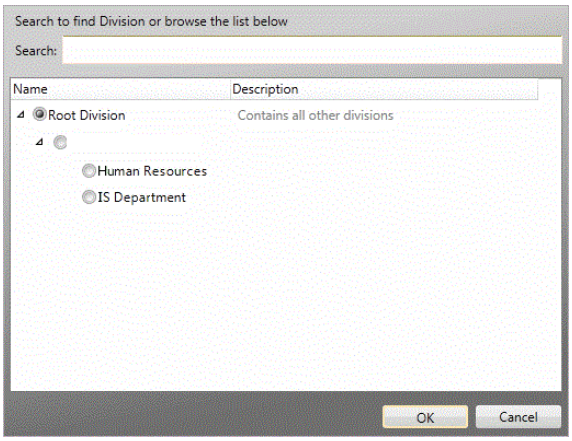
1. Click the **New Schedule** button on the Viewer Navigation Panel, and then the type of Schedule you require, (i.e. Access Zone, Alarm Zone, Cardholder Access, HV/LF, Notification or Output Schedule).
   **Note:** The Notification Schedule type only appears as an option if your site is licensed for Notifications.
   The new Schedule is added to the Viewer Navigation Panel, and the Schedule Configuration pop-up displays.




2. If you want to replace the default name the system has given the Schedule, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

If this is not the appropriate Division for this Schedule to be in, select a Division as follows:

a) Click the **Division** button.
A browse tool displays.




b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Schedule at a later stage.

5. Click the **Close** button.
The Schedule Configuration pop-up closes.
There are two tabs, (i.e. **Schedules** and **History/Notes**). The **Schedules** tab displays by default.
The "Schedule Times" section provides a grid where 'From' times and states can be entered/edited for each Day Category. Initially the grid will be blank.

6. Add and remove any other Day Categories required for this Schedule. See ***Adding Day Categories to Schedules*** (on page 2-245) and ***Removing Day Categories from Schedules*** (on page 2-246) for procedure.
**Note:** Ensure you are consistent in the use of day categories between calendars and schedules.

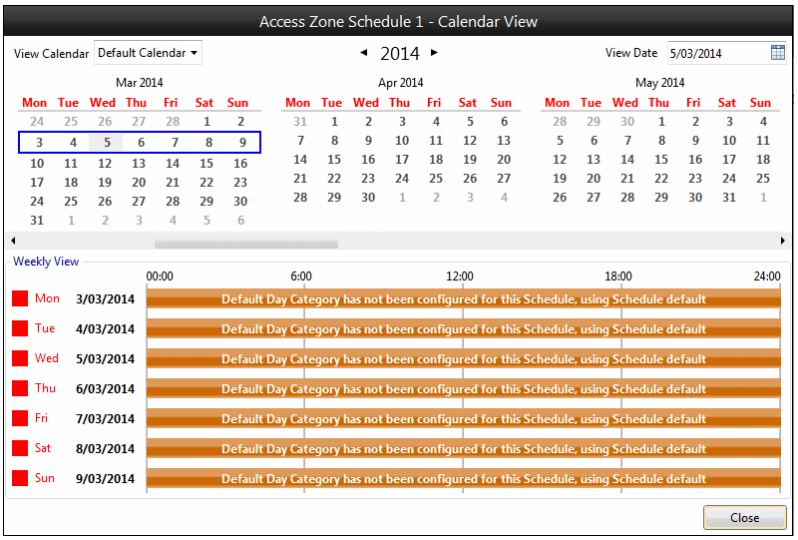
7. Add, remove or change the times and states of each Day Category as required. See ***Changing times and states within Schedules*** (on page 2-247) for procedure.

   **Note:** If the times and states for one Day Category are required for another Day Category, these can be duplicated (copied) to another Day Category to speed up the process. See ***Duplicating Day Category entries*** (on page 2-250) for the procedure.

8. The "Scheduled Items" section shows a list of items that the schedule is attached to. The items listed will depend on the Schedule type, as follows:

| Schedule Type | Description of Listing |
|---|---|
| Cardholder Access | Access Groups that have some zone access controlled by the Schedule. |
| Access Zone | Access Zones associated with the Schedule. |
| Alarm Zone | Alarm Zones that are controlled by the Schedule. |
| Output | Output items that are controlled by the Schedule. |
| Notification | Cardholders that have the Schedule on a filter/schedule assignment. |
| HV/LF | Alarm Zones (assigned to a Fence Zone) associated with the Schedule. |

9. Click the **View Calendar** button.
   The Calendar View pop-up appears.




This screen is "read-only" and displays the following:

- Weekly view of the states in existence for the Schedule
- Each day will display the active Day Category
- Scroll mechanism(s) to change the active week view (Monday will always be the left-most column)
- A **View Calendar** drop-down to view any Special Calendars that may exist
  **Note:** Special Calendars do not appear in the **View Calendar** drop-down for Notification Schedules.
- An ability to quickly find the next occurrence of a particular Day Category

**Note:** If state changes are so close together due to there only being a short interval between them, the time cannot be displayed legibly inside the interval. Therefore, by hovering the mouse over the day, a summary of the times and states for that particular day display.

10. Click the **Close** button.
    The Calendar View pop-up closes.
11. If you want to record any note(s) about the Schedule, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
12. Click the **Save** button.
    A new Schedule has been created.

**Hints**

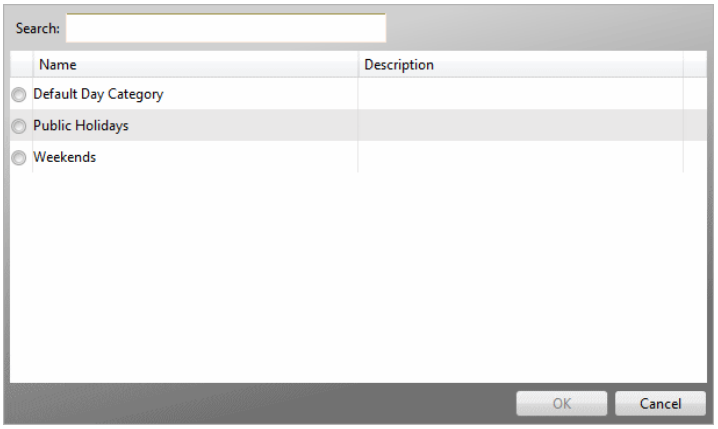
*Editing and Deleting Schedules*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Schedules.
**Note:** If a schedule has items which depend upon it for proper operation, you are prompted for confirmation and cannot delete it even when **Yes** is clicked. A message explaining why you cannot delete the schedule displays.

*Duplicating Schedules*
Operators privileged to create schedules can also duplicate schedules, which makes the task of setting up multiple schedules that are very similar much quicker. Refer to ***Copying items*** (on page 2-135) for the procedure.

## Adding Day Categories to Schedules

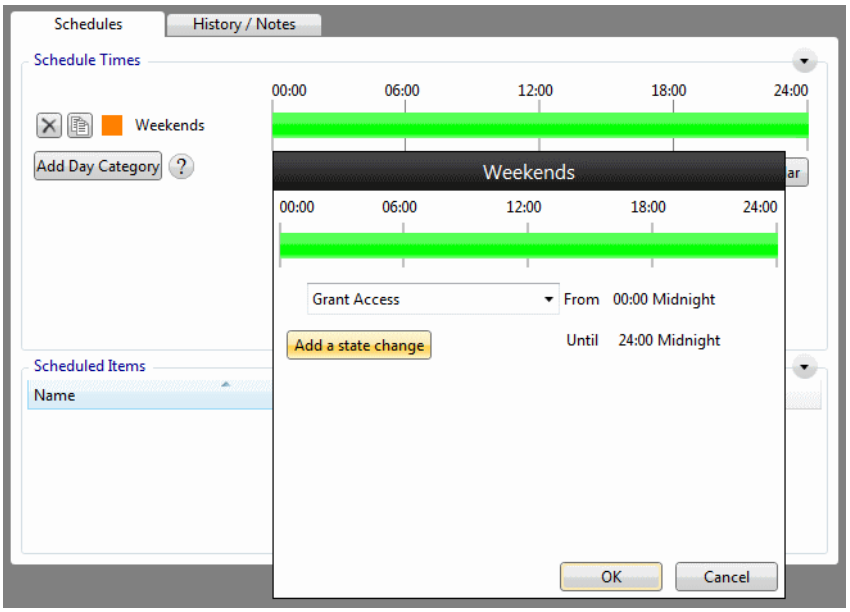
Day Categories can be added to a Schedule as follows:

1. Click on the Schedule you want to add Day Categories to, from the list in Viewer Navigation Panel.
2. Click the **Add Day Category** button.
   A browse tool displays listing all the available Day Categories, (i.e. unused Day Categories).




3. Select the required Day Category, and click the **OK** button.
   The pop-up closes and the Day Category now displays in the **Schedule Times** grid. The state/time bar beside the Day Category is an approximate representation of scheduled times and represents a 24 hour cycle, (i.e.

00:00 to 24:00). Initially the default state will display, but is editable via the State/time data entry pop-up that also displays.




4. Do you want to alter states for different times for this Day Category?

| If... | then... |
|---|---|
| no | click the **OK** button.<br>The State/time data entry pop-up closes. |
| yes | see ***Changing times and states within Schedules*** (on page 2-247) for the procedure. |

5. Repeat Steps 2 - 4 for each Day Category you wish to add to the Schedule.
**Note:** If all Day Categories are added to the Schedule, the browse tool will be blank.
6. Click the **Save** button.

## Removing Day Categories from Schedules

Day Categories can be removed from a Schedule as follows:

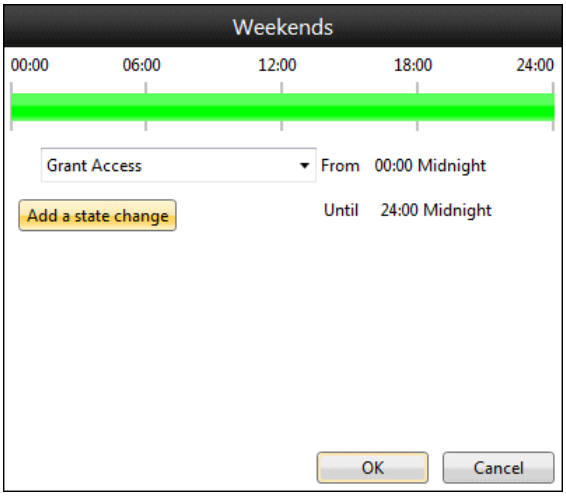
1. Click on the Schedule you want to remove a Day Category from.
2. Click the button beside the Day Category you want to remove.
The message *"Are you sure you want to remove the Day Category <Name> from this schedule?"* displays.
3. Click the **Yes** button.
The Day Category disappears from the **Schedule Times** grid.

   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
4. Click the **Save** button.

## Changing times and states within Schedules

You can change the state of any of the time-state list options as required.

1. Click on the state/time bar of the Day Category you want to make a state change to.
   A State/time data entry pop-up displays, allowing you to alter states for different times during the 24 hour cycle.

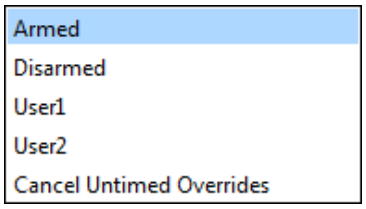
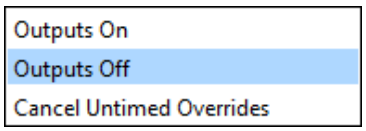
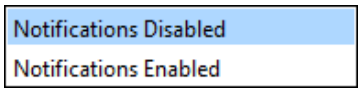
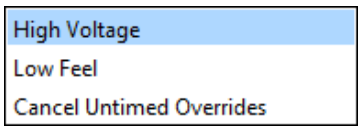



   **Note:** The name of the Day Category will display in the title bar. This example is for the "Weekends" Day Category.

2. The **From** time of 00:00 (Midnight) cannot be changed, however the State can be by selecting another state from the drop-down list.
   The available states will depend on the Schedule type.

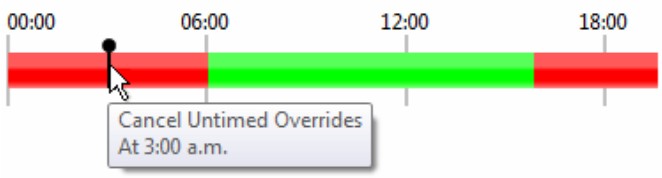
| Schedule Type | Possible States (Note: The default state is highlighted) |
|---|---|
| Cardholder Access | Grant Access<br>Deny Access<br>Access can be "Granted" or "Denied". |
| Access Zone * | Free - No PIN<br>Free - PIN<br>Secure - No PIN<br>Secure - PIN<br>Code or Card - No PIN<br>Code or Card - PIN<br>Dual Auth - No PIN<br>Dual Auth - PIN<br>Cancel Untimed Overrides<br>The various modes available set the access mode for the Access Zone, (e.g. Free - No PIN, Secure - No PIN, Secure - PIN, etc.). The access mode controls the credentials required in order to identify a Cardholder at the reader.<br>**Note:** The access mode also controls the action |

| Schedule Type | Possible States (Note: The default state is highlighted) |
|---|---|
| | required when performing an Access Zone or Alarm Zone override at the reader.<br><br>For an HBUS Terminal, the Log On Credentials on the **Welcome Screen** tab control the action required when performing an Access Zone or Alarm Zone override at the terminal using the **Arm** or **Mode** keys. However, the access mode controls the action required when performing a double card override at an HBUS Terminal. *For example:*<br><br>**Free - No PIN**<br>With this mode the door is in free access. To perform an override you need to press the appropriate function key on the reader, (i.e. **Arm** or **F1** for Alarm Zones and **Mode** or **F2** for Access Zones), and present a valid credential. When attempting to unset an Alarm Zone you will need to present a valid credential.<br><br>**Free - PIN**<br>With this mode the door is in free access. To perform an override you need to press the appropriate function key on the reader, (i.e. **Arm** or **F1** for Alarm Zones and **Mode** or **F2** for Access Zones), present a valid credential and enter your 4 digit PIN. When attempting to unset an Alarm Zone you will need to present a valid credential and enter the PIN.<br><br>**Secure - PIN**<br>With this mode the door is secure. For access present a valid credential and enter your PIN. To perform an override you need to press the appropriate function key on the reader, (i.e. **Arm** or **F1** for Alarm Zones and **Mode** or **F2** for Access Zones), present a valid credential and enter your PIN.<br><br>**Code or Card - No PIN**<br>With this mode, for access you can either enter the 4 digit code (set on the **Access Mode** tab of the Access Zone Property pages), or present a valid credential. To perform an override you need to press the appropriate function key on the reader, (i.e. **Arm** or **F1** for Alarm Zones and **Mode** or **F2** for Access Zones), and present a valid credential.<br><br>**Dual Auth - No PIN**<br>With this mode, access is gained by two authorised Cardholders, each presenting a valid credential. To |

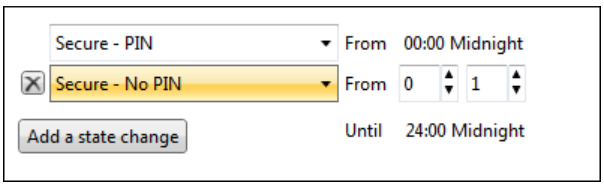
| Schedule Type | Possible States (Note: The default state is highlighted) |
|---|---|
| | perform an override you need to press the appropriate function key on the reader, (i.e. **Arm** or **F1** for Alarm Zones and **Mode** or **F2** for Access Zones), and present a valid credential.<br>**Note:** Dual Authorisation is not supported for Elevator use. |
| Alarm Zone * | <br>(or as defined in Configuration Client on the **Alarm Zone States** tab of the Server Properties)<br>All items in the Alarm Zone change to the same state (set/unset, armed/disarmed) at the same time. |
| Output * | <br>Sets the action (on, off, etc.) of the outputs that are assigned to this Schedule. This is where you would configure a Time Clock Relay. |
| Notification | <br>Notifications can be “Disabled” or “Enabled”.<br>If in “Disabled” state, then cardholders with this Schedule will not receive notifications during this time. |
| HV/LF | <br>Set the action (High Voltage, Low Feel or Cancel Untimed Overrides) for all Alarm Zones that this Schedule has been assigned to. |

* Included in the list of States is the option to **Cancel Untimed Overrides**. A **Cancel Untimed Overrides** instance entered at a particular time of day returns the state of an Access Zone, Alarm Zone or Output type Schedule to the scheduled state.

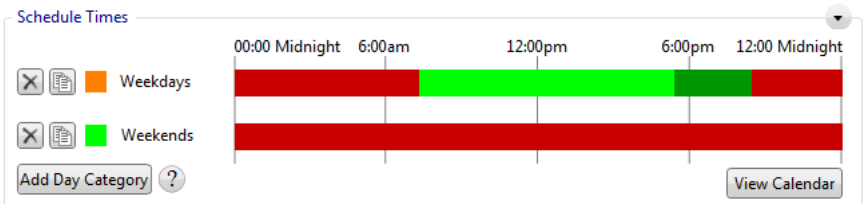
A **Cancel Untimed Override** instance entered on a Schedule acts to cancel any non-timed override in existence for all items controlled by that Schedule. As it does not have a time interval it appears on the state/time bar as a , so it is easily recognised as a cancel override.




3. Click the **Add a state change** button.
   A new State drop-down field appears with the Time Box beside it enabled.




4. Select the required State from the drop-down list.
5. Alter the Time Box to the time you want that State to change from.
6. Repeat Steps 1-5 for each state change you want to make to any of the Day Categories on this Schedule.
7. Click the **OK** button.
   The State/time data entry pop-up closes. The following screen shot is an example of how the screen will start to look as you add state changes.




8. Click the **Save** button.
   **Note:** Whilst the state/time bar shows pending updates, these are not committed to the database until the **Save** button is clicked.

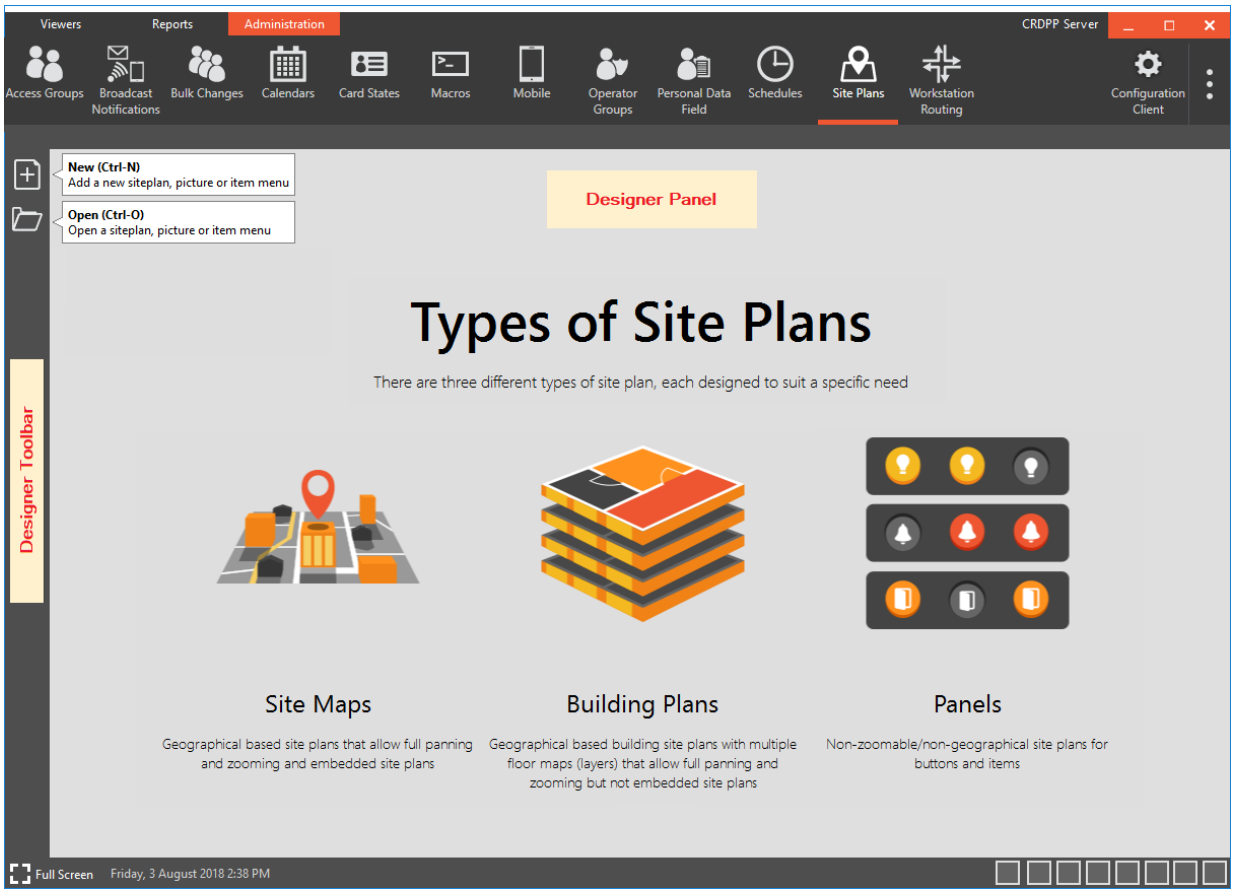
## Duplicating Day Category entries

You can duplicate/copy all entries including times and states entered against one Day Category to another.

1. Click on the Schedule that you want to copy entries from.
2. Click the  button beside the Day Category.
   A browse tool displays.
3. Select the required Day Category, and click the **OK** button.
   The pop-up closes and the Day Category now displays in the **Schedule Times** grid with the same times and states as the Day Category you copied from.
4. Click the **Save** button.

## Site Plans

Select the **Administration** tab on the Command Centre title bar, and then click the **Site Plans** button on the toolbar. The Site Plan Designer opens.




The Site Plan Designer differs from other viewers as it does not have a Navigation Panel, nor does it use tiles.

This screen provides a brief description of the three types of Site Plans. Each type is designed to suit specific needs.

- **Site Maps** are geographical based site plans that allow full panning and zooming and embedded site plans.
- **Building Plans** are geographical based building site plans with multiple floor maps (layers) that allow full panning and zooming, but not embedded site plans.
- **Panels** are non-zoomable/non-geographical site plans for buttons and items.

Select the item below that you require further detail on:

***Creating new Site Plan items*** (on page 2-252)

***Opening Site Plan items*** (on page 2-260)

***Deleting a Site Plan, Picture or Item Menu*** (on page 2-264)

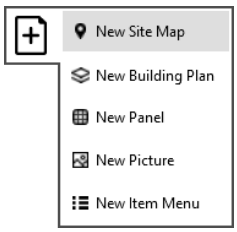
***Site Plan Design Tools*** (on page 2-265)

***Summarised Site Plan items*** (on page 2-305)

## Creating new Site Plan items <Ctrl+N>

Perform the following procedure to create a new Site Plan item, (i.e. Site Plan, Picture or Item Menu):

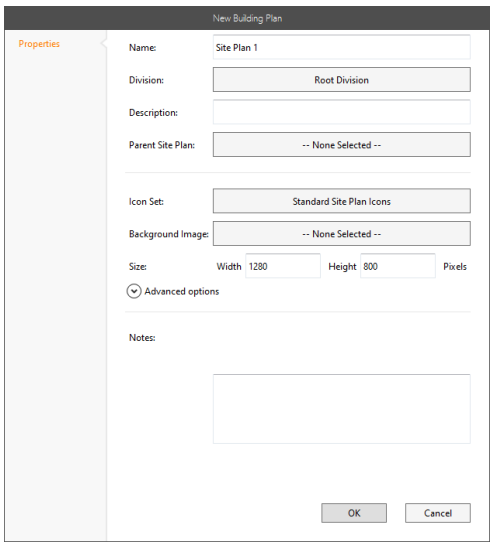
1. Click the **New** button on the Designer toolbar. Alternatively, press <**Ctrl**+**N**>. A context menu displays.




2. Select the appropriate option from the context menu.
   ***New Site Plan*** (next)
   ***New Picture*** (on page 2-255)
   ***New Item Menu*** (on page 2-257)

### *New Site Plan*

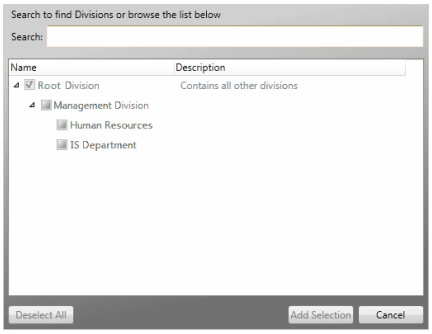
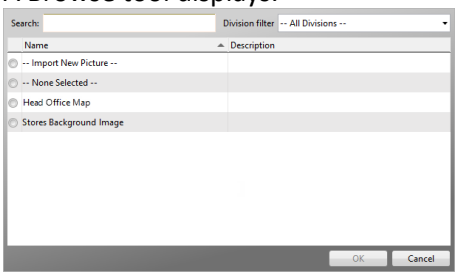
**a)** Select the appropriate Site Plan type, (i.e. **New Site Map**, **New Building Plan** or **New Panel**) from the context menu.
A New Site Map, New Building Plan or New Panel pop-up displays.

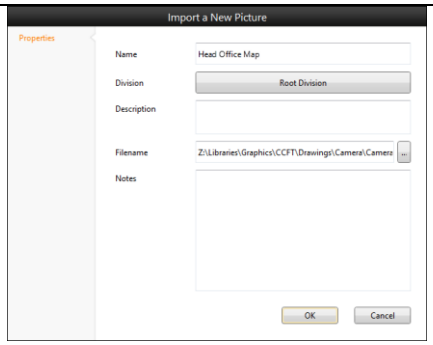
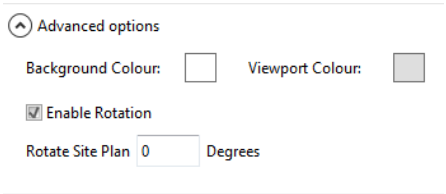
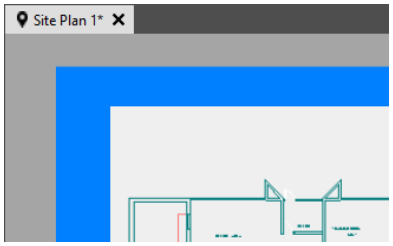


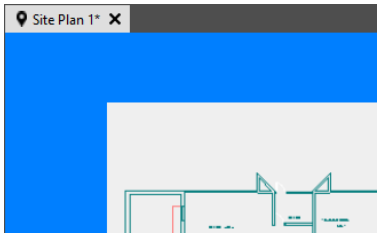
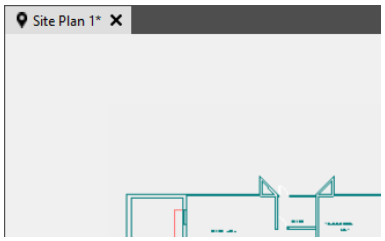

**Note:** While this example shows the New Building Plan pop-up, the New Site Map and New Panel pop-ups have exactly the same fields.

**b)** Complete the fields as required.

| Field/Checkbox | Description |
|---|---|
| Name | If you want to replace the default name the system has given the Site Plan, enter a new name in the **Name** field (limited to 60 characters). |
| Division | Defaults to the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.<br>If this is not the appropriate Division for this Site Plan to be in, select another Division as follows: |

| Field/Checkbox | Description |
|---|---|
| | 1. Click the **<Division Name>** button. A browse tool displays.<br><br><br>**Note:** Only divisions to which you are privileged to see will appear in the list.<br>2. Select the appropriate Division.<br>3. Click the **OK** button.<br>The pop-up closes and the name of the button changes to reflect the name of the Division you selected.<br>**Note:** If you have not set up Divisions yet, you can add these to your Site Plan at a later stage. |
| Description | If required, enter a logical description (limited to 200 characters). |
| Parent Site Plan | Allows another Site Plan to be selected from a browse tool to be the 'Parent' of this Site Plan. |
| Icon Set | Defaults to 'Standard Site Plan Icons', but if there are other Site Plan Icon Sets configured, one of these can be selected from a browse tool. |
| Background Image *(optional)* | A background image for the Site Plan can be loaded as follows:<br>1. Click the **Background Image** button.<br>A Browse tool displays.<br><br><br>2. Do you want to select a new image for the background?<br>If **no**, select one of the existing image files from the list and go to Step 8.<br>If **yes**, go to Step 3.<br>3. Select **Import New Picture** and click the **OK** button.<br>A Select a Picture file dialog displays.<br>4. Path your way to the image file you wish to import and click the **Open** button. The image file can be any of the following formats; .png, .jpeg, .bmp, .dxf, .pdf<br>An Import a New Picture pop-up displays. |

| Field/Checkbox | Description |
|---|---|
| | <br>5. If you want to change the name of the image file, enter a new name in the **Name** field (limited to 60 characters).<br>6. If the Division is not the appropriate one for the image to be in, click the **Division** button and select the appropriate Division from the browse tool that displays.<br>7. If required, enter a logical **Description** (limited to 200 characters), and click the **OK** button.<br>The Import a New Picture pop-up closes.<br>8. Click the **OK** button. The pop-up closes and the button changes to the name of the image file you selected. |
| Size | Allows the width and height (in pixels) to be configured for the Site Plan picture. |
| Advanced options | Clicking the expand button displays further options:<br>**Note:** The **Enable Rotation** option is only available for new Site Maps and Building Plans, (i.e. it is not an option for new Panels).<br><br>**Background Colour** is the background of the Site Plan, and **Viewport Colour** is the area beyond the Site Plan and background.<br>If you want to set a background and/or viewport colour, click in the appropriate colour square.<br>A colour swatch displays for you to select a colour from.<br>In the example above, blue has been selected for the **Background Colour** and grey for the **Viewport Colour**. The result of these settings is shown below:<br><br>Configuring both the background and viewport as the same colour can provide a more seamless look. |

| Field/Checkbox | Description |
|---|---|
| | <br>If an image has been added to represent the Site Plan you can configure the background and viewport colours to blend with that of the image, as shown below:<br><br>**Enable Rotation** allows the orientation of the site plan to be rotated based on the seated position of a workstation operator.<br>If you want to rotate the site plan, tick the **Enable Rotation** checkbox and enter the appropriate number between 0 and 359 degrees in the **Rotate Site Plan** field. **Notes:**<br>• Site Plans rotate anti-clockwise.<br>• As well as configuring the orientation for individual Site Plans, orientation can also be configured per work-station (via the **Configuration** tab of the Workstation in Configuration Client). This can be done if you want all Site Plans to have the same orientation when viewed from the workstation operator's seated position. |
| Notes | Allows notes (up to 2,500 characters) to be recorded against the Site Plan. **Notes:**<br>• The scroll bar can be used to move through the text, or the normal navigation keys can be used, (i.e. Up and Down Arrows, or Page Up and Down).<br>• Right clicking anywhere in the **Notes** field will display a context menu with the following options:<br>**Cut <Ctrl+X>**<br>Only enabled when text is selected. The selected text can be cut to the Windows clipboard.<br>**Copy <Ctrl+C>**<br>Only enabled when text is selected. The selected text can be copied to the Windows clipboard.<br>**Paste <Ctrl+V>**<br>Only enabled when the Windows clipboard contains text, (i.e. text has already been cut or copied). The text can be pasted from the Windows clipboard to the current text-edit cursor position. |

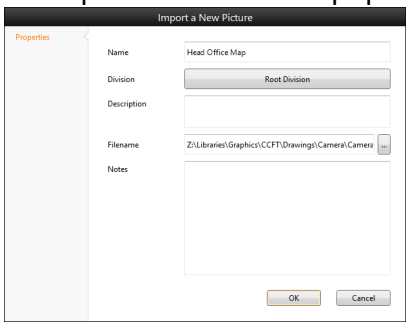
**c)** Click the **OK** button. The pop-up closes.

### *New Picture*

Site Plan Pictures can be created and loaded so operators can use them in multiple places throughout the system. Operators have the ability to name them and have them searchable for use as backgrounds, layers, graphical objects, etc.

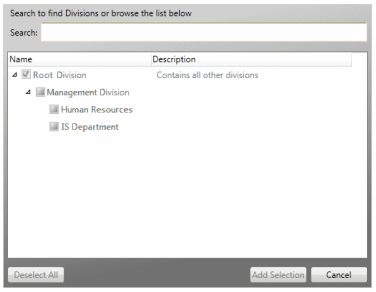
a) Select **New Picture** from the context menu.
A Select a Picture file dialog displays.

b) Path your way to the image file you wish to import and click the **Open** button. The following image file formats are supported; .png, .jpeg, .bmp, .gif, .pdf, .emf, .wmf
An Import a New Picture pop-up displays.



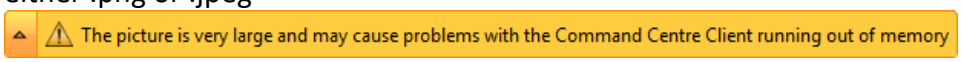

**Note:** Selecting image files that are larger than 24Mb may cause problems with Command Centre running out of memory. We recommend you save image files as either .png or .jpeg

c) Complete the fields as required.

| Field/Checkbox | Description |
|---|---|
| Name | If you want to change the name of the image file, enter a new name in the **Name** field (limited to 60 characters). |
| Division | Defaults to the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.<br>If this is not the appropriate Division for this Picture to be in, select another Division as follows:<br>1. Click the **<Division Name>** button. A browse tool displays.<br><br><br>**Note:** Only divisions to which you are privileged to see will appear in the list.<br>2. Select the appropriate Division.<br>3. Click the **OK** button.<br>The pop-up closes and the name of the button changes to reflect the name of the Division you selected.<br>**Note:** If you have not set up Divisions yet, you can add these to your Picture at a later stage. |

| Field/Checkbox | Description |
|---|---|
| Description | If required, enter a logical description (limited to 200 characters). |
| Filename | The file path from where the picture was retrieved displays. |
| Notes | Allows notes (up to 2,500 characters) to be recorded against the Picture. **Notes:**<br>• The scroll bar can be used to move through the text, or the normal navigation keys can be used, (i.e. Up and Down Arrows, or Page Up and Down).<br>• Right clicking anywhere in the **Notes** field will display a context menu with the following options:<br>**Cut <Ctrl+X>**<br>Only enabled when text is selected. The selected text can be cut to the Windows clipboard.<br>**Copy <Ctrl+C>**<br>Only enabled when text is selected. The selected text can be copied to the Windows clipboard.<br>**Paste <Ctrl+V>**<br>Only enabled when the Windows clipboard contains text, (i.e. text has already been cut or copied). The text can be pasted from the Windows clipboard to the current text-edit cursor position. |

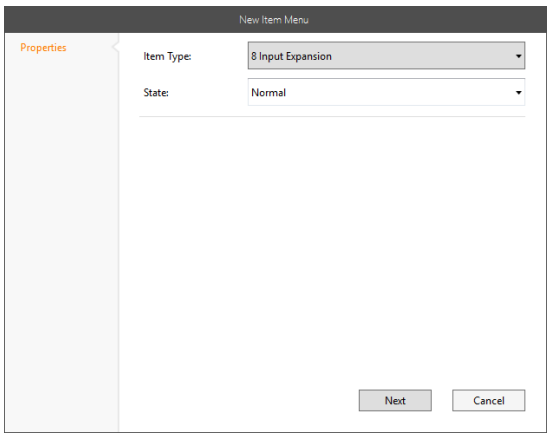
d) Click the **OK** button. The Import a New Picture pop-up closes.
**Note:** The following warning message may display if the image file you selected is larger than 24Mb. We recommend resaving the image file as either .png or .jpeg




### *New Item Menu*

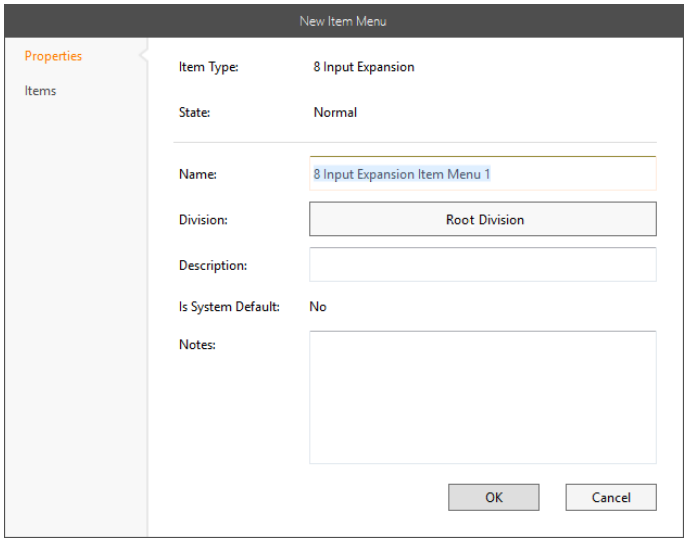
Site Plan Item Menus can be configured so operators can set up the relationship between the type of item viewed in a certain State, and the information and actions a control room operator can view and use.
**Note:** The system comes with default item menus for all site items that can be placed on a Site Plan. Open Item Menu can be used to change these defaults.

a) Select **New Item Menu** from the context menu.
A New Item Menu pop-up displays.

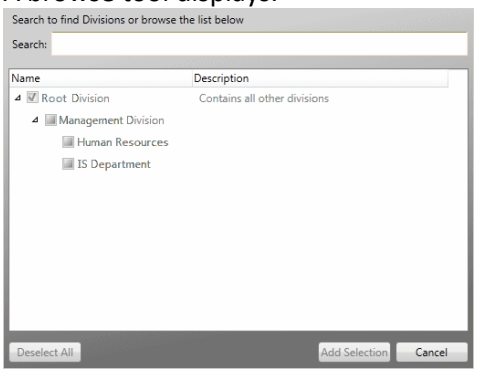


b) Select an **Item Type** and **State** from the drop-down lists.

c) Click the **Next** button. Additional fields display on the Create New Item Menu pop-up, as shown next:

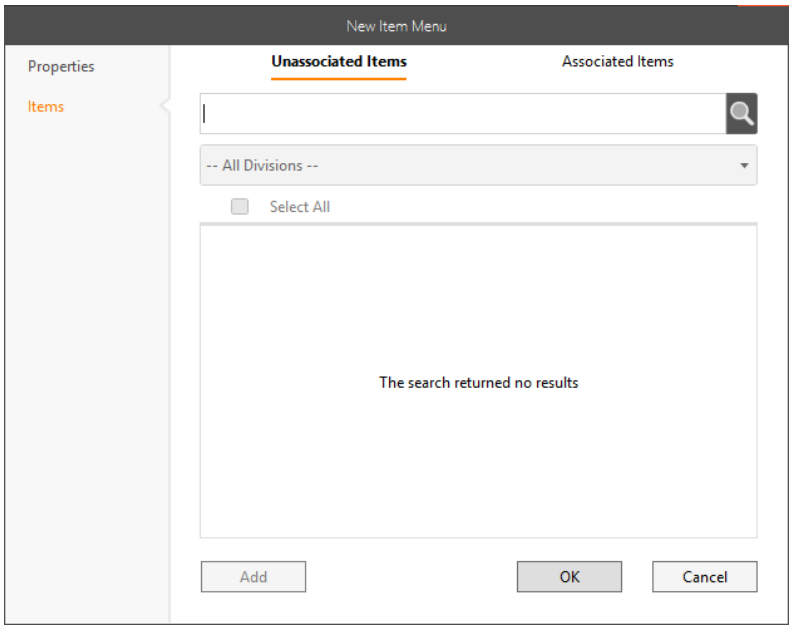



d) Complete the fields as required.

| Field/Checkbox | Description |
|---|---|
| Name | If you want to change the name of the item menu, enter a new name in the **Name** field (limited to 60 characters). |
| Division | Defaults to the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.<br>If this is not the appropriate Division for this Picture to be in, select another Division as follows:<br>1. Click the **<Division Name>** button.<br>A browse tool displays.<br><br>**Note:** Only divisions to which you are privileged to see will appear in the list.<br>2. Select the appropriate Division.<br>3. Click the **OK** button.<br>The pop-up closes and the name of the button changes to reflect the name of the Division you selected.<br>**Note:** If you have not set up Divisions yet, you can add these to your item menu at a later stage. |

| Field/Checkbox | Description |
|---|---|
| Description | If required, enter a logical description (limited to 200 characters). |
| Is System Default | This will be set to 'No' for item menus you create yourself. |
| Notes | Allows notes (up to 2,500 characters) to be recorded against the Item Menu.<br>**Notes:**<br>• The scroll bar can be used to move through the text, or the normal navigation keys can be used, (i.e. Up and Down Arrows, or Page Up and Down).<br>• Right clicking anywhere in the **Notes** field will display a context menu with the following options:<br>**Cut <Ctrl+X>**<br>Only enabled when text is selected. The selected text can be cut to the Windows clipboard.<br>**Copy <Ctrl+C>**<br>Only enabled when text is selected. The selected text can be copied to the Windows clipboard.<br>**Paste <Ctrl+V>**<br>Only enabled when the Windows clipboard contains text, (i.e. text has already been cut or copied). The text can be pasted from the Windows clipboard to the current text-edit cursor position. |

e) Click the **Items** tab.
All the items of the type you selected on the **Properties** tab will now be listed.

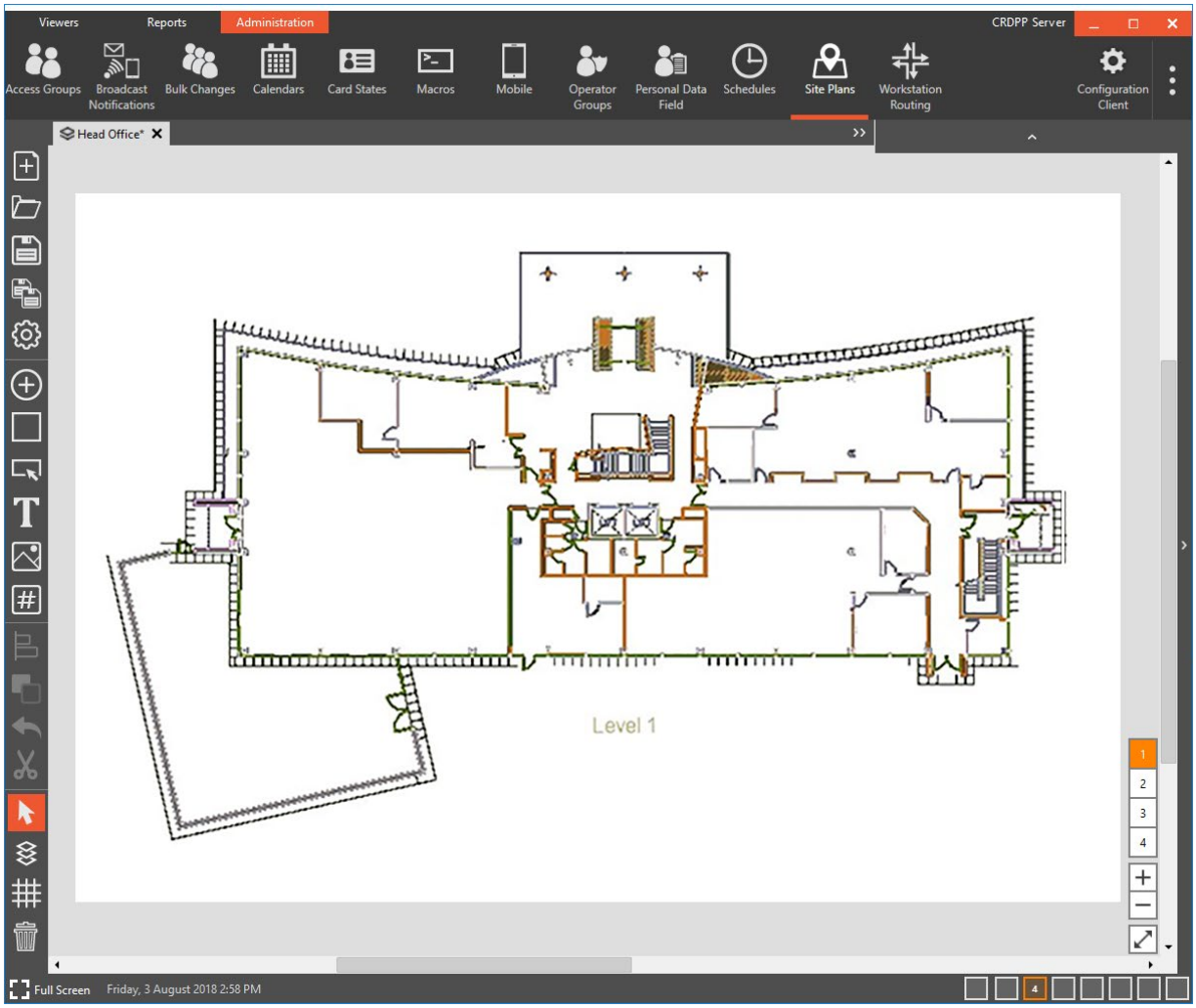



f) Select which of the items you want to associate with this Item Menu.

g) Click the **OK** button.
The New Item Menu pop-up closes.

h) Configure the content of the Item Menu.
See ***Add Control*** (on page 2-294) for further detail.

The new Site Plan item opens and a tab at the top of the Designer Panel indicates the name of the item that is opened. In the example below it is the *Head Office* Building Plan.
The design tools relevant to the item type populate the Designer Toolbar down the left-hand side.

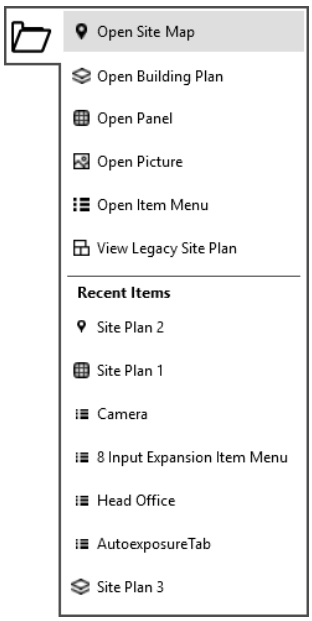



See ***Site Plan Design Tools*** (on page 2-265) for a description of the buttons on the Designer Toolbar.

## Opening Site Plan items <Ctrl+O>

Perform the following procedure to open a Site Plan item, (i.e. Site Plan, Picture or Item Menu) or to view a Legacy Site Plan:

1. Click the  **Open** button on the Designer toolbar. Alternatively, press <**Ctrl**+**O**>.
A context menu displays.



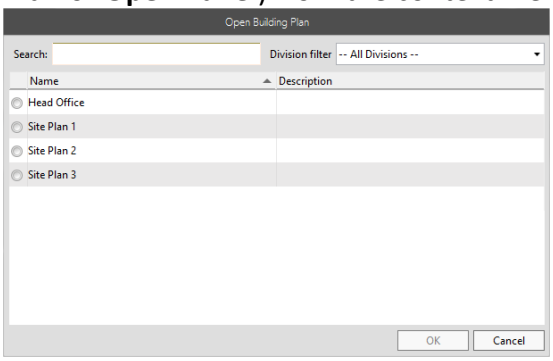

As well as displaying the type of items that can be opened, the context menu shows a list of Site Plan items you have recently opened.

2. Is the item you require listed under **Recent Items**?
   If **yes**, click on the item to open it. Procedure is complete.
   If **no**, go to Step 3.

3. Select the appropriate option from the context menu.
   ***Open Site Plan*** (next)
   ***Open Picture*** (on page 2-262)
   ***Open Item Menu*** (on page 2-262)
   ***View Legacy Site Plan*** (on page 2-262)

### *Open Site Plan*

a) Select the appropriate Site Plan type, (i.e. **Open Site Map**, **Open Building Plan** or **Open Panel**) from the context menu. A browse tool displays.



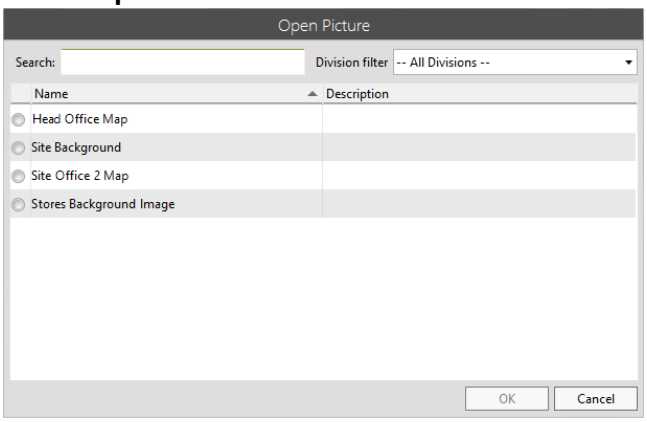

**Note:** While this example shows the Open Building Plan browse tool, the Open Site Map and Open Panel browse tools work in exactly the same manner.

b) If necessary, search for the Site Plan by entering search criteria in the **Search** field and/or refining the **Division filter**.
   The grid becomes populated with Site Plans that match the search criteria.

c) Select the Site Plan you want to open, and click the **OK** button.
The browse tool closes.

### *Open Picture*

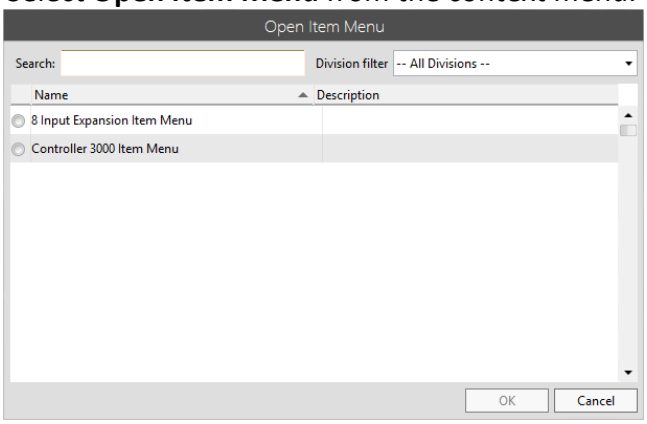
a) Select **Open Picture** from the context menu. A browse tool displays.




b) If necessary, search for the Picture by entering search criteria in the **Search** field and/or refining the **Division filter**.
The grid becomes populated with Pictures that match the search criteria.
c) Select the Picture you want to open, and click the **OK** button.
The browse tool closes.

### *Open Item Menu*

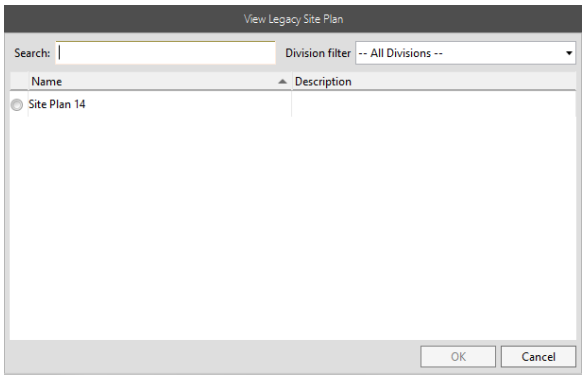
a) Select **Open Item Menu** from the context menu. A browse tool displays.




b) If necessary, search for the Item Menu by entering search criteria in the **Search** field and/or refining the **Division filter**.
The grid becomes populated with Item Menus that match the search criteria.
c) Select the Item Menu you want to open, and click the **OK** button.
The browse tool closes.

### *View Legacy Site Plan*

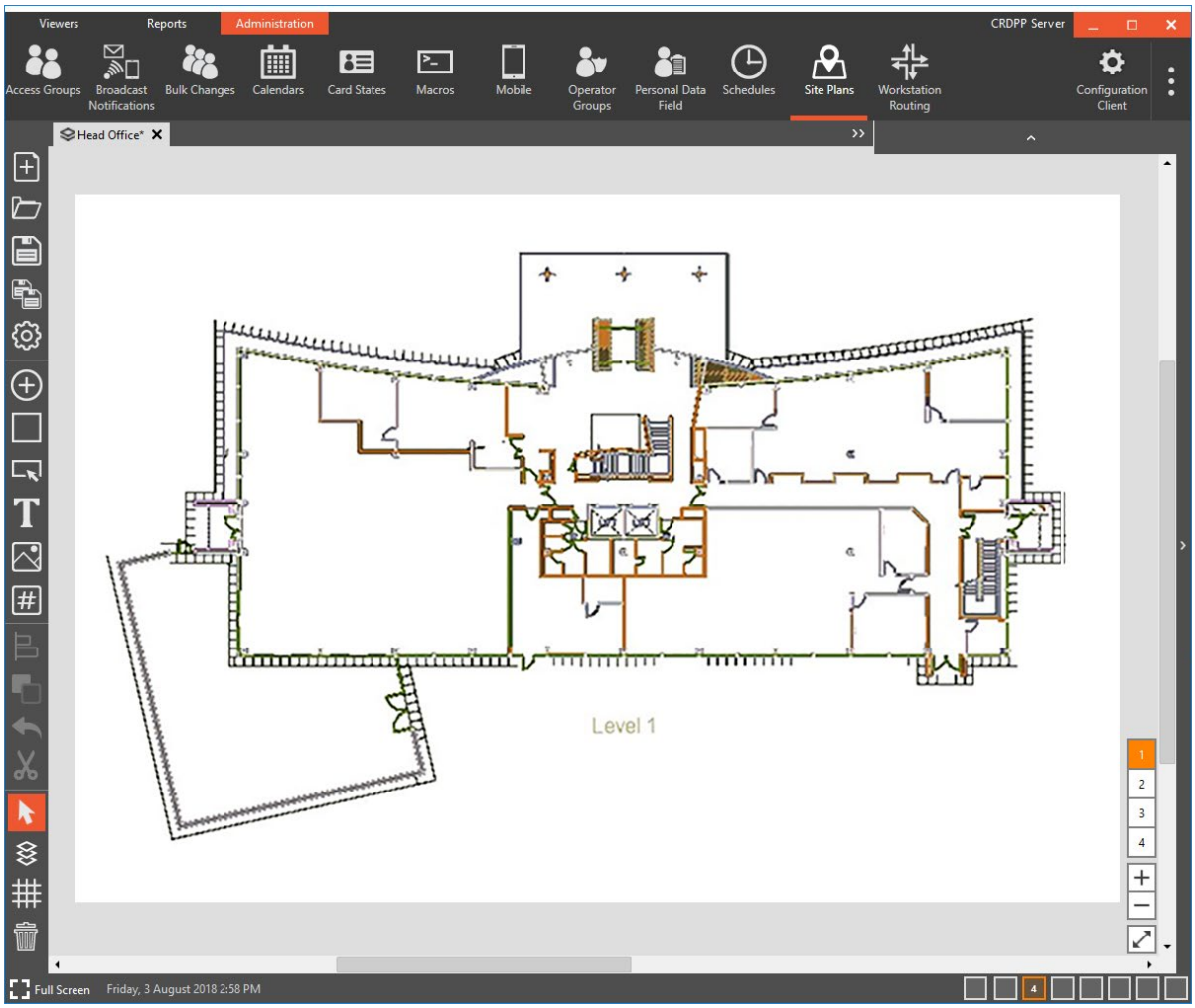
a) Select **View Legacy Site Plan** from the context menu.
A browse tool displays.




b) If necessary, search for the Legacy Site Plan by entering search criteria in the **Search** field and/or refining the **Division filter**.
The grid becomes populated with Site Plans that match the search criteria.

c) Select the Site Plan you want to open, and click the **OK** button.
The browse tool closes.

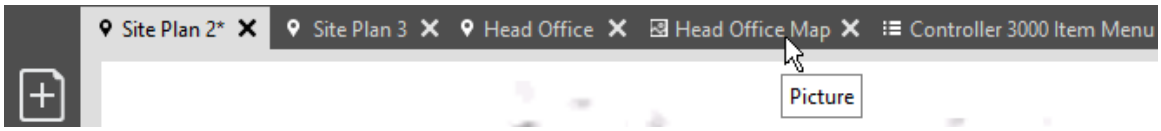
The new Site Plan item opens and a tab at the top of the Designer Panel indicates the name of the item that is opened. In the example below it is the *Head Office* Building Plan.
The design tools relevant to the item type populate the Designer Toolbar down the left-hand side.



See ***Site Plan Design Tools*** (on page 2-265) for a description of the buttons on the Designer Toolbar.

**Hints**

If multiple items are opened, a tab for each one appears at the top of the Designer Panel. Hovering over a tab displays the type of item, (i.e. Site Plan, Picture or Item Menu).
In the example below, *Head Office Map* is a Picture item.




*Zooming*
The zoom control buttons allow the user to zoom in on the centre of a Site Plan.

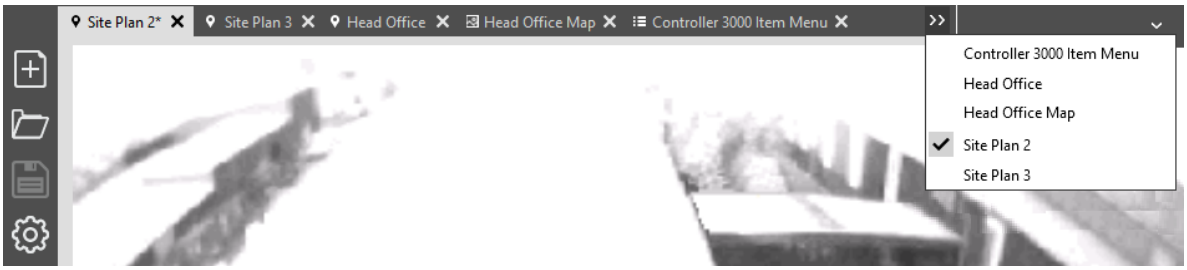


The zoom control buttons allow the user to zoom in and out on a selected item(s) or if nothing is selected, zoom in on the centre of the Site Plan.



Located below the zoom control buttons, clicking the Fit to View button restores the viewed Site Plan back to fit within the operators view.

*Closing Site Plan Items*
Site Plan items can be closed by clicking the ☒ button on the tab.




## Deleting a Site Plan, Picture or Item Menu <Ctrl+Delete>

Perform the following procedure to delete a Site Plan item, (i.e. Site Plan, Picture or Item Menu):
**Note:** The default Item Menus cannot be deleted.

1. Click the  **Delete** button on the Designer toolbar. Alternatively, press <**Ctrl**+**Delete**>.
   The message *"Are you sure you want to delete "<item name>"?* displays.
2. Click the **Yes** button to delete the item.
   The item disappears.

## Site Plan Design Tools

The type of item that has been opened, (i.e. Site Plan, Picture or Item Menu) determines which design tools populate the Designer Toolbar down the left-hand side.

### *New <Ctrl+N>*

See ***Creating new Site Plan items*** (on page 2-252) for further detail.

### *Open <Ctrl+O>*

See ***Opening Site Plan items*** (on page 2-260) for further detail.

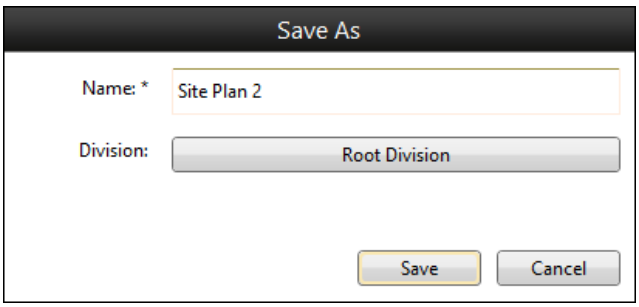
### *Save <Ctrl+S>*

To save the current item, click the **Save** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**S**>.

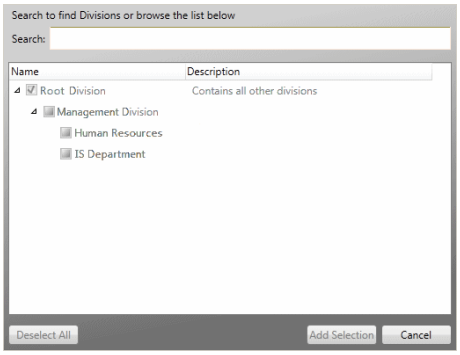
### *Save As <Ctrl+Shift+S>*

Use the following procedure to save the current item and create a copy:

1. Click the **Save As** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**S**>. The Save As pop-up displays.




2. Enter a new **Name** for this item.
3. If the Division is not appropriate for this item to be in, select another Division as follows:
   a) Click the **<Division Name>** button.
      A browse tool displays.




**Note:** Only divisions to which you are privileged to see will appear in the list.

b) Select the appropriate Division.

c) Click the **OK** button.

The pop-up closes and the name of the button changes to reflect the name of the Division you selected.

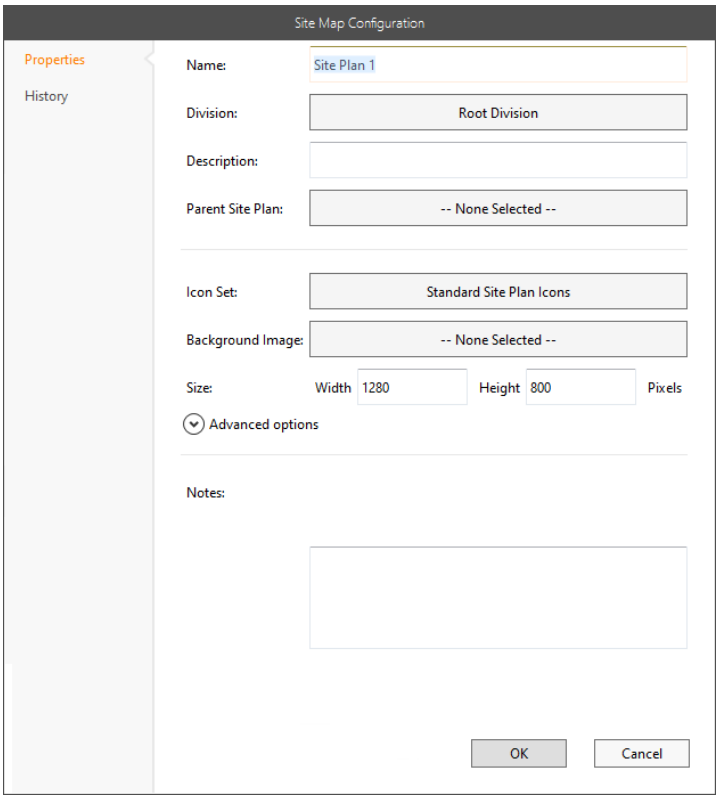
**Note:** If you have not set up Divisions yet, you can add these to your Site Plan at a later stage.

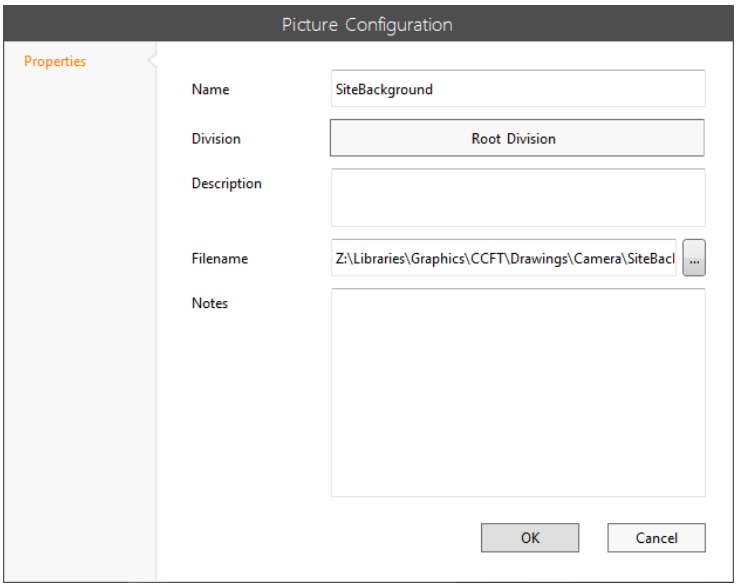
4. Click the **Save** button. The Save As pop-up closes.

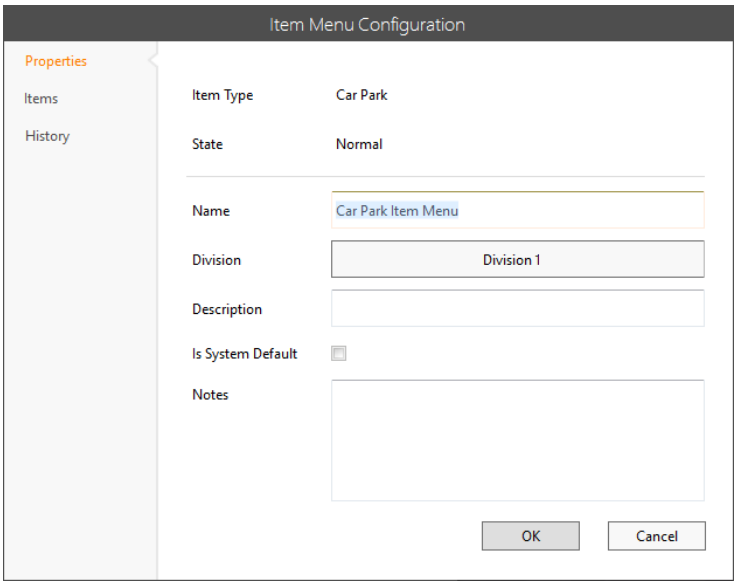
### *Properties <Ctrl+Shift+P>*

Use the following procedure to open the Properties of the current item:

1. Click the **Properties** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**P**>.
   The Configuration pop-up that displays depends on the type of Site Plan item, (i.e. Site Plan, Picture or Item Menu).






2. Edit the current configuration properties for this item if necessary.

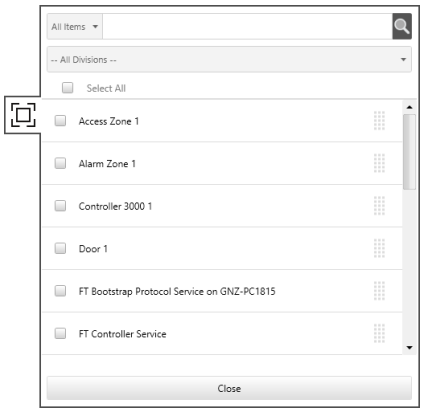
3. Click the **OK** button.
   The Configuration pop-up closes.



## *Add Item <I>*

Use the following procedure to select an item to be displayed on a Site Plan:

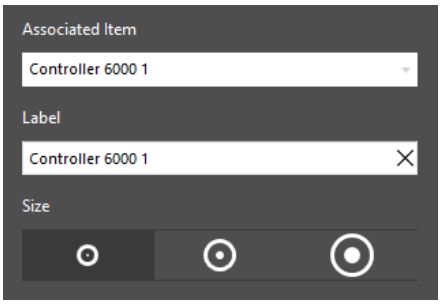
1. Click the **Add Item** button on the Designer Toolbar. Alternatively, press <**I**>.
   A browse tool displays.




**Note:** The browse tool lists all the items in the system that can be added to a Site Plan that you are authorised to see.

2. If necessary, search for the item(s) you want by entering characters in the Search field and/or refining the Division filter.
   The grid becomes populated with items that match the search criteria.
3. Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all items.
   The **Close** button changes to **Add and Close**.
4. Click the **Add and Close** button.
   The browse tool closes. Each of the selected item(s) appear with handles around the outer edge and item name underneath. A display properties panel also appears to the right-hand side of the Designer Panel.
   **Note:** If required, the item name can be changed by typing a new name in the **Label** field, or it can be removed by not populating the **Label** field.




5. Perform the necessary action, as follows:

| | |
|---|---|
| Move the item, | a) Move the mouse cursor to anywhere on the item icon.<br>b) When the cursor changes to a "four-headed arrow" click and hold down the mouse button. |




c) Drag the item to it's new position, and release the mouse button.
   **Note:** The item name moves with the icon.
d) Click the mouse button anywhere away from the item icon so the handles around the item disappear.

Move the item name,

a) Move the mouse cursor to anywhere on the item label, and when the cursor changes to a "four-headed arrow" click and hold down the mouse button.

b) Drag the label to it's new position, and release the mouse button.




c) Click the mouse button anywhere away from the item so the handles around the item disappear.

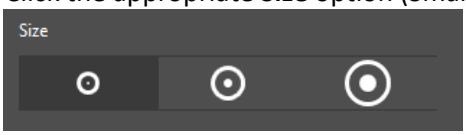
Resize the item icon,

a) Move the mouse cursor anywhere on the item.

b) When the cursor changes to a "four-headed arrow" click the mouse button. The handles appear around the item icon and name.




c) Click the appropriate **Size** option (Small, Medium or Large).

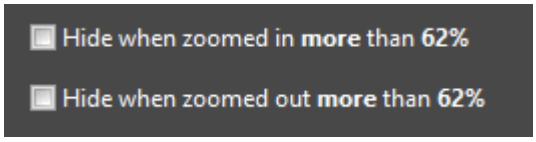



The item icon changes size accordingly, but the name of the item does not resize with the icon.




d) Left-click the mouse button so the handles around the item disappear.

6. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




These checkboxes allow you to configure whether the item will be visible or not on the Site Plan, depending on the zoom level applied.

**Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

  As items are added and/or the zoom level is adjusted, items icons are automatically replaced with summary objects if they overlap and clip each other. See ***Summarised Site Plan items*** (on page 2-305) for further detail.

7. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing items**

An item can be removed from a Site Plan, as follows:

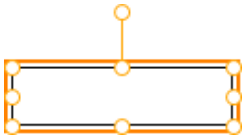
1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the item you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the item.
4. Press the <**Delete**> button on your keyboard.
   The item disappears from the Site Plan.

 ***Add Rectangle <R>***

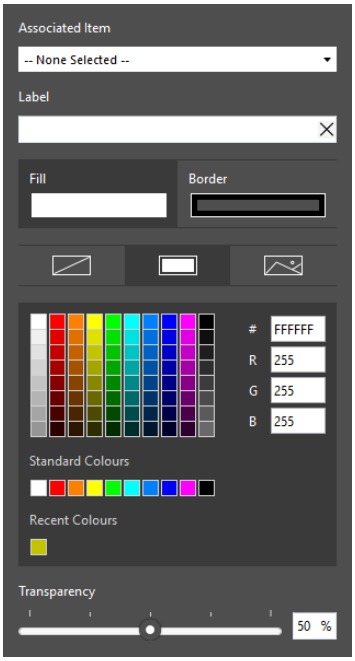
Use the following procedure to create a rectangle or square on a Site Plan:

1. Click the **Add Rectangle** button on the Designer Toolbar. Alternatively, press <**R**>.
   When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.

   Place the ┼ cursor where you want to draw a rectangle/square, then left-click and drag the cursor diagonally in the direction you want, releasing the mouse button when the shape reaches the required size.
   A rectangle/square object appears with handles around the outer edge.



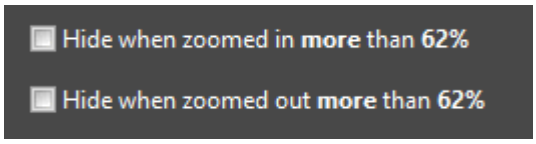
2. A display properties panel also appears to the right-hand side of the Designer Panel.




3. Use the tools from the display properties panel to format the rectangle/ square.
   **Note:** If you associate an item with this shape, by selecting one from the **Associated Item** drop-down list, the display properties panel changes, providing two additional checkboxes:

| Checkbox | Description |
|---|---|
| Flash full shape in Alarm | Ticking this option allows the shape fill to flash with the alarm colour, when the associated item is in alarm. |
| Display Alarm Indicator | Ticking this option will display an alert indicator when the associated item is in an alarm state, (i.e. when the item is in alarm, the items icon will appear pulsing, along with the border of the shape). |

4. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




   These checkboxes allow you to configure whether the rectangle/square will be visible or not on the Site Plan, depending on the zoom level applied.
   **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

5. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing rectangles**

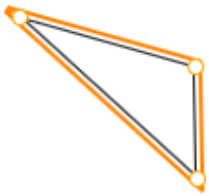
Rectangles can be removed from a Site Plan, as follows:

1. Click the **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the rectangle you want to remove.
3. When the cursor changes to a "four-headed arrow", ( ) click the mouse button. Handles appear around the rectangle.
4. Press the <**Delete**> button on your keyboard.
   The rectangle disappears from the Site Plan.

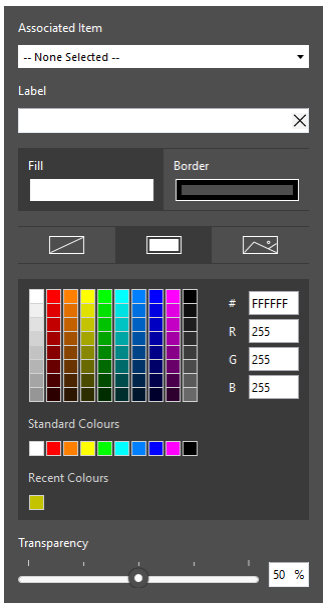
## *Add Area <A>*

Use the following procedure to create an area on a Site Plan:

1. Click the **Add Area** button on the Designer Toolbar. Alternatively, press <**A**>.
   When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.
2. Place the ┼ cursor where you want to draw an area, then left-click and drag the cursor to the next point.
   **Note:** You can click at any point and move the cursor in another direction.
3. When you reach the last point, double-click to mark the end of the area.
   An object appears with handles around the outer edge.



4. A display properties panel also appears to the right-hand side of the Designer Panel.

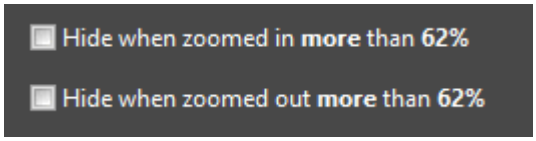


**Note:** The ┼ cursor remains, allowing you to move to a new starting point for another area.

5. Use the tools from the display properties panel to format the area.
   **Note:** If you associate an item with this shape, by selecting one from the **Associated Item** drop-down list, the display properties panel changes, providing two additional checkboxes:

| Checkbox | Description |
|---|---|
| Flash full shape in Alarm | Ticking this option allows the shape fill to flash with the alarm colour, when the associated item is in alarm. |
| Display Alarm Indicator | Ticking this option will display an alert indicator when the associated item is in an alarm state, (i.e. when the item is in alarm, the items icon will appear pulsing, along with the border of the shape). |

6. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




   These checkboxes allow you to configure whether the area will be visible or not on the Site Plan, depending on the zoom level applied.
   **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

7. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing areas**

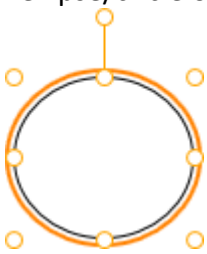
Areas can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the area you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the area.
4. Press the <**Delete**> button on your keyboard.
   The area disappears from the Site Plan.

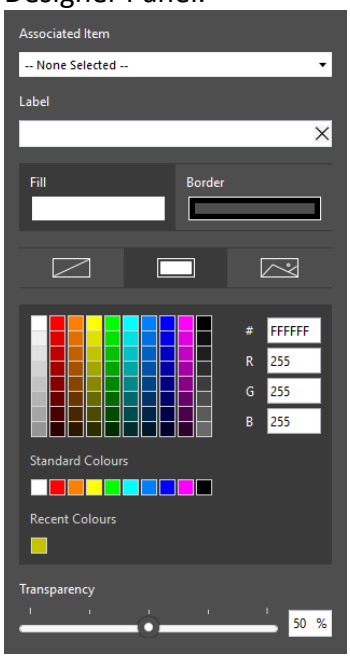
### *Add Ellipse <C>*

Use the following procedure to create an ellipse or circle on the Site Plan:

1. Click the **Add Ellipse** button on the Designer Toolbar. Alternatively, press <**C**>.
   When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.
2. Place the ┼ cursor where you want to draw an ellipse/circle, then left-click and drag the cursor diagonally in the direction you want, releasing the mouse button when the shape reaches the required size.
   An ellipse/circle object appears with handles around the outer edge.



A display properties panel also appears to the right-hand side of the Designer Panel.

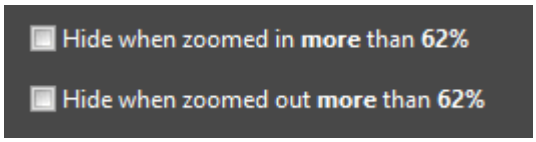



3. Use the tools from the display properties panel to format the ellipse/circle.
   **Note:** If you associate an item with this shape, by selecting one from the **Associated Item** drop-down list, the display properties panel changes, providing two additional checkboxes:

| Checkbox | Description |
|---|---|
| Flash full shape in Alarm | Ticking this option allows the shape fill to flash with the alarm colour, when the associated item is in alarm. |

| Checkbox | Description |
|---|---|
| Display Alarm Indicator | Ticking this option will display an alert indicator when the associated item is in an alarm state, (i.e. when the item is in alarm, the items icon will appear pulsing, along with the border of the shape). |

4. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




These checkboxes allow you to configure whether the ellipse/circle will be visible or not on the Site Plan, depending on the zoom level applied.
**Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

5. Click the  **Save** button to save your changes.
Alternatively, press <**Ctrl**+**S**>.

**Removing ellipses/circles**
Ellipses and circles can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the ellipse/circle you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the ellipse/circle.
4. Press the <**Delete**> button on your keyboard.
The ellipse/circle disappears from the Site Plan.

 ***Add Line <L>***

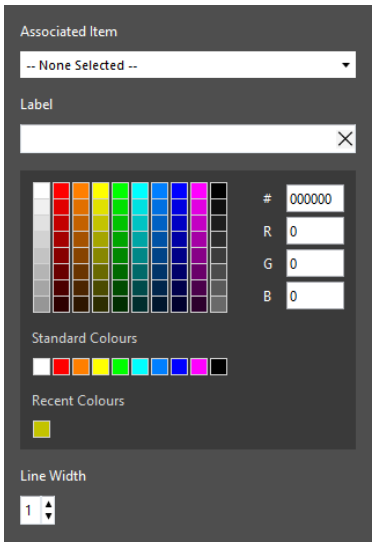
Use the following procedure to create a line on the Site Plan:

1. Click the **Add Line** button on the Designer Toolbar. Alternatively, press <**L**>.
When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.
2. Place the ┼ cursor where you want to draw a line, then left-click and drag the cursor to the next point.
**Note:** You can click at any point and move the cursor in another direction.

3. When you reach the last point, double-click to mark the end of the line.
   A line object appears with handles around the outer edge.

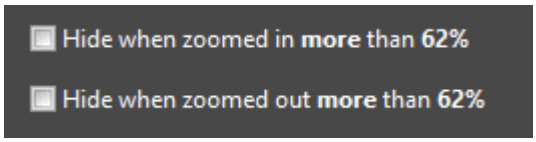
   A display properties panel also appears to the right-hand side of the Designer Panel.

   **Note:** The ┼ cursor remains, allowing you to move to a new starting point for another line.

4. Use the tools from the display properties panel to format the line.
   **Note:** If you associate an item with this line by selecting one from the **Associated Item** drop-down list, the display properties panel changes, providing an additional **Display Alarm Indicator** checkbox. Ticking this option will display an alert indicator when the associated item is in an alarm state, (i.e. when the item is in alarm, the items icon will appear pulsing, along with the border of the shape).

5. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).

   These checkboxes allow you to configure whether the line will be visible or not on the Site Plan, depending on the zoom level applied.
   **Notes:**

   - They show the current zoom value if they are not ticked.
   - If the item is in alarm the hide/show settings are ignored.

6. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing lines**

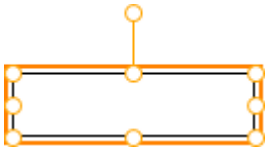
Lines can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the line you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the line.
4. Press the <**Delete**> button on your keyboard.
   The line disappears from the Site Plan.

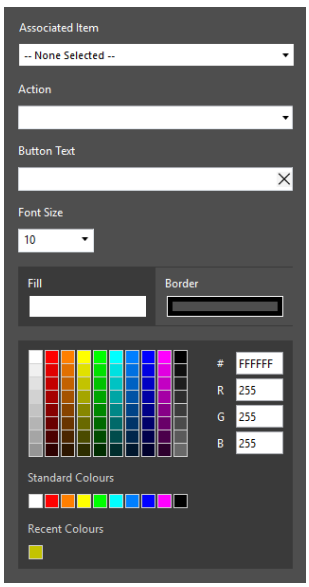
##  *Add Button <B>*

Use the following procedure to create a button on a Site Plan:

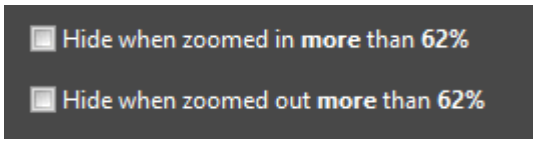
1. Click the **Add Button** button on the Designer Toolbar. Alternatively, press <**B**>.
   When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.
2. Place the ┼ cursor where you want to draw a button, then left-click and drag the cursor diagonally in the direction you want, releasing the mouse button when the button reaches the required size.
   A rectangle/square object appears with handles around the outer edge.



A display properties panel also appears to the right-hand side of the Designer Panel.



3. Use the tools from the display properties panel to format the button.
   **Note:** If you do not associate an item with the button it will appear as disabled on the Site Plan regardless of whether you have set a fill colour or not.
4. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




   These checkboxes allow you to configure whether the line will be visible or not on the Site Plan, depending on the zoom level applied.
   **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

5. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing buttons**

Buttons can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the button you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the button.
4. Press the <**Delete**> button on your keyboard.
   The button disappears from the Site Plan.

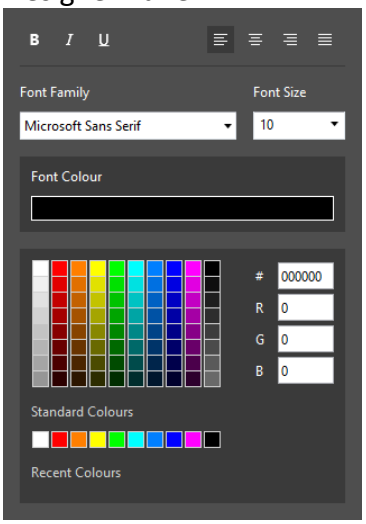
##  *Add Text <T>*

Operators can enter stand-alone text objects for display on a Site Plan. Such text objects are additional to the names associated with icons.
Use the following procedure to select text to be displayed on a Site Plan:

1. Click the **Add Text** button on the Designer Toolbar. Alternatively, press <**T**>.
   When you move the cursor onto the Site Plan grid the cursor changes to  indicating that drawing mode has started.
2. Place the  cursor where you want to enter text, then left-click.
   A text object appears with handles around the outer edge.

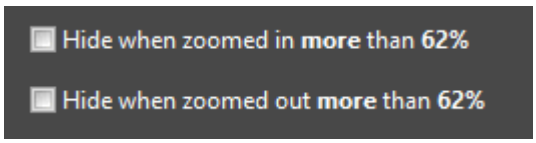


A display properties panel also appears to the right-hand side of the Designer Panel.




3. Enter the text required, then use the tools from the display properties panel to format the text.
   **Note:** If you want to add "white" text (probably because the site plan has a dark background), type in the text, then change the colour of it to white. If you change the colour first, you will not be able to see the text as you type it.

4. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




   These checkboxes allow you to configure whether the text will be visible or not on the Site Plan, depending on the zoom level applied.
   **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

5. Click the  **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

**Removing text**

Text can be removed from a Site Plan, as follows:

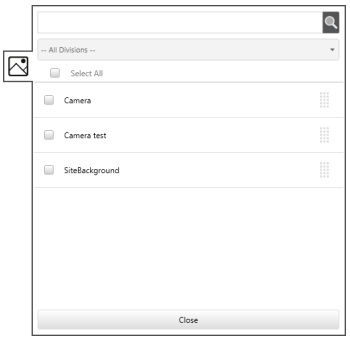
1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the text you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the text.

4. Press the <**Delete**> button on your keyboard.
   The text disappears from the Site Plan.

### *Add Picture <P>*

Use the following procedure to select a picture to be displayed on a Site Plan:

1. Click the **Add Picture** button on the Designer Toolbar. Alternatively, press <**P**>. A browse tool displays.




2. If necessary, search for the picture(s) you want by entering characters in the Search field and/or refining the Division filter.
   The grid becomes populated with items that match the search criteria.
   **Note:** If the picture you want isn't there you can add it using "New Picture".
3. Click the checkbox next to each picture name you want to include, or click the **Select All** button if you want to include all pictures.
   The **Close** button changes to **Add and Close**.
4. Click the **Add and Close** button.
   The browse tool closes. Each of the selected picture(s) appear with handles around the outer edge, and a Transparency slider appears to the right-hand side of the Designer Panel.

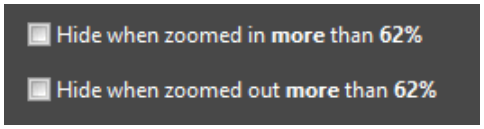





5. Resize and/or move the picture as necessary.

| To... | Steps |
|---|---|
| Resize the picture,  | a) Move the mouse cursor to an edge of the picture.<br>b) When the cursor changes to a "double-headed arrow", (⇔) click and hold down the mouse button.<br>c) Move the mouse until the picture becomes the required size, and release the mouse button.<br>d) Left-click the mouse button so the handles around the picture disappear. |
| Move the picture,  | a) Move the mouse cursor to anywhere inside the picture.<br>b) When the cursor changes to a "four-headed arrow", (✥) click and hold down the mouse button.<br>c) Drag to picture to it's new position, and release the mouse button.<br>d) Left-click the mouse button so the handles around the picture disappear. |

6. Use the Transparency slider to make the picture transparent, if required. (Default = 0%)
7. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




These checkboxes allow you to configure whether the picture will be visible or not on the Site Plan, depending on the zoom level applied.

**Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

8. Click the **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.

**Removing pictures**

A picture can be removed from a Site Plan, as follows:

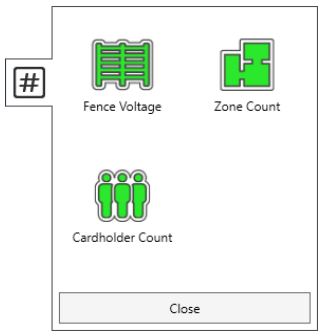
1. Click the **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the picture you want to remove.
3. When the cursor changes to a "four-headed arrow", ( ) click the mouse button. Handles appear around the picture.
4. Press the <**Delete**> button on your keyboard.
   The picture disappears from the Site Plan.

## *Add Widget <W>*

Use the following procedure to select a widget to be displayed on a Site Plan:

**Note:** Value widgets do not show the alarm state of the item.

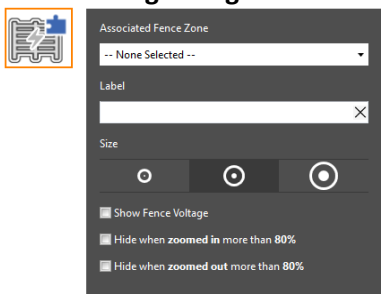
1. Click the **Add Widget** button on the Designer Toolbar. Alternatively, press <**W**>. A browse tool displays.



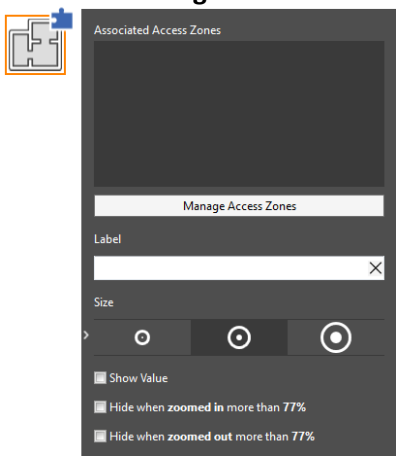

2. Click on the widget you want displayed on the Site Plan.
   The widget appears on the Site Plan.

   A display properties panel also appears to the right-hand side of the Designer Panel for the currently selected widget, (i.e. the widget with the orange square around the outer edge). Some of the display properties are common to all widget types.

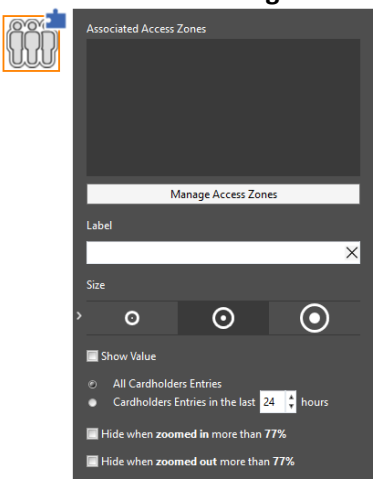
**Fence Volatge widget**




**Zone Count widget**

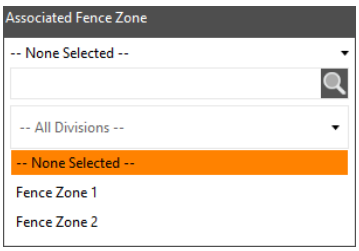
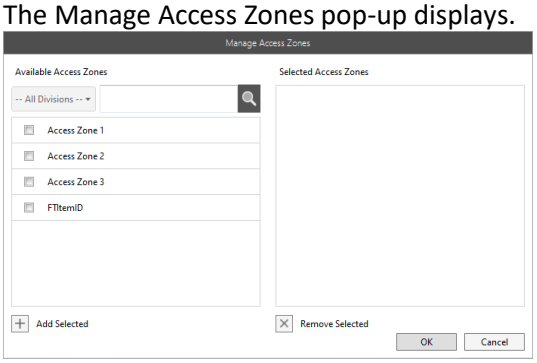



**Cardholder Count widget**




**Note:** If no widget is selected the properties panel is not visible.

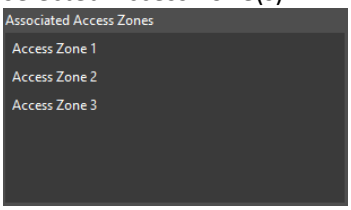
3. Click the **Close** button. The browse tool closes.
4. What type of widget have you added?

| If a… | then you can associate… |
|---|---|
| Fence Voltage widget, | a Fence Zone with this widget, by clicking on the **Associated Fence Zone** field, and selecting one from the Fence Zones listed.<br><br>**Note:** If necessary, search for the Fence Zone you want by entering characters in the **Search** field and/or apply the Division filter to narrow search results.<br>The name of the Fence Zone selected also populates the **Label** field. |
| Zone Count widget or a Cardholder Count widget, | an Access Zone(s) with this widget, as follows:<br>a) Click on the **Manage Access Zones** button.<br>The Manage Access Zones pop-up displays.<br><br>b) If necessary, search for the Access Zone(s) you want by entering characters in the **Search** field and/or apply the Division filter to narrow search results.<br>The grid becomes populated with Access Zones that match the search criteria. |

| If a… | then you can associate… |
|---|---|

c) Check the Access Zone you want, or multiple Access Zones by holding down the <**Ctrl**> key while you check each Access Zone, and click the **Add Selected** button. The selected Access Zone(s) appear in the Selected Access Zones grid.

d) Click the **OK** button. The Manage Access Zones pop-up closes and the Associated Access Zones grid is populated with the selected Access Zone(s).



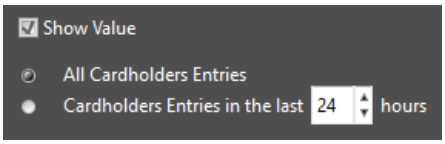

5. If required, the widget name that appears on the Site Plan can be changed by typing a new name in the **Label** field, or it can be removed altogether by not populating the **Label** field.
6. Perform the necessary action, as follows:

| | |
|---|---|
| Resize the widget, | a) Move the mouse cursor anywhere on the widget.<br>b) When the cursor changes to a "four-headed arrow" click the mouse button. An orange square appears around the widget and name.<br>c) Click the appropriate **Size** option, (i.e. Small, Medium or Large).<br><br>The widget changes size accordingly, but the name of the widget does not resize with it.<br>d) Click the mouse button anywhere away from the widget so the orange square around the outer edge disappears. |
| Move the widget, | a) Move the mouse cursor to anywhere on the widget.<br>b) When the cursor changes to a "four-headed arrow" click and hold down the mouse button.<br>c) Drag the widget to its new position and release the mouse button. **Note:** If you have given the widget a name, the name moves with the widget.<br>d) Click the mouse button anywhere away from the widget so the orange square around the outer edge disappears. |
| Move the widget name, | a) Move the mouse cursor to anywhere on the widget label, and when the cursor changes to a "four-headed arrow" click and hold down the mouse button.<br>b) Drag the label to its new position and release the mouse button.<br>c) Click the mouse button anywhere away from the widget so the orange square around the outer edge disappears. |

7. Check the **Show Value** checkbox if you want the relevant value to be displayed on the widget, (i.e. Fence Voltage, Zone or Cardholder Count).

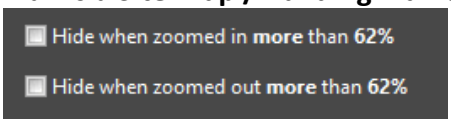


If you check the **Show Value** checkbox for the Cardholder Count widget, you have the option to either include **All Cardholders Entries**, or **Cardholders Entries in the last <xx> hours** which allows you to configure a time span.




**Note:** Cardholders will be removed from the count if their entry to the zone occurred more than <xx> hours in the past, and if there are multiple zones being monitored and the person moves between those internal zones.

8. The Zoom level hide/show options (shown below) will be available if the Site Plan is a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure).




These checkboxes allow you to configure whether the widget will be visible or not on the Site Plan, depending on the zoom level applied. **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.

9. Click the **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.

**Note:** The colour of the widget in operational mode will depend on the voltage and thresholds that have been configured for the Fence Zone in the Configuration Client.

**Fence Voltage widget**



Fence Zone OK



Fence Zone Warning



Fence Zone Alert

**Zone Count widget**


Error


Zone Count Minimum


Zone Count Mid-Range


Zone Count Maximum

**Cardholder Count widget**


Error


Zone


Above Zero

### Removing Widgets

Widgets can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the widget you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. An orange square appears around the widget.
4. Press the <**Delete**> button on your keyboard.
   The widget disappears from the Site Plan.

 ***Align Left <Ctrl+Shift+L>***

To align the left edge of the selected objects with the left edge of the hot object, click the **Align Left** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**L**>.

 ***Align V Centre <Ctrl+Shift+C>***

To align the vertical centre of the selected objects with the centre of the hot object, click the **Align V Centre** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**C**>.

 ***Align Right <Ctrl+Shift+R>***

To align the right edge of the selected objects with the right edge of the hot object, click the **Align Right** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**R**>.

 ***Align Top <Ctrl+Shift+T>***

To align the top edge of the selected objects with the top edge of the hot object, click the **Align Top** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**T**>.

 ***Align H Centre <Ctrl+Shift+M>***

To align the horizontal centre of the selected objects with the horizontal centre of the hot object, click the **Align H Centre** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**M**>.

 ***Align Bottom <Ctrl+Shift+B>***

To align the bottom edge of the selected objects with the bottom edge of the hot object, click the **Align Bottom** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**B**>.

 ***Send Back <Ctrl+Shift+D>***

To send the selected controls towards the back, click the **Send Back** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**D**>.

 ***Bring Forward <Ctrl+Shift+U>***

To send the selected controls towards the front, click the **Bring Forward** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**Shift**+**U**>.

***Undo / Redo / Revert***

The Undo/Redo buttons support reverting and/or reapplying changes to Site Plan configuration, and is available across all Site Plan editing, (i.e. not just limited to drawing and positioning).

| Button | Shortcut Key | Function |
|---|---|---|
|  **Undo** | **<Ctrl+Z>** | Erases the last change done reverting it to an older state/ will negate the last command done to the file being edited. |

| Button | Shortcut Key | Function |
|---|---|---|
| **Redo** | **<Ctrl+Y>** | Reverses the last 'Undo' action performed, or advances the buffer to a more current state. |
| **Revert** | **<Ctrl+Shift+Z>** | Reverts to the last saved. |

### *Cut / Copy / Paste*

Cut and Copy buttons are only enabled when one or more items are selected.

| Button | Shortcut Key | Function |
|---|---|---|
| **Cut** | **<Ctrl+X>** | Removes a selected object from a Site Plan, and places a representation of it onto the Clipboard. **Note:** The **Cut** button is only enabled when one or more items are selected. |
| **Copy** | **<Ctrl+C>** | Copies a representation of a selected object onto the Clipboard. **Note:** The **Copy** button is only enabled when one or more items are selected. |
| **Paste** | **<Ctrl+V>** | Copy a selected graphic object from the Clipboard into the current layer in a Site Plan. The object, with it's display properties replicated, appears on the Site Plan. **Note:** The **Paste** button is only enabled when there is an item in the Clipboard. |

Use the following procedure to cut or copy a selected object to the Clipboard:

1. Click on the object you want to cut or copy to another Site Plan. Handles appear around the outer edge of the object.
2. Click the appropriate button, as follows:
   - The **Cut** button (<**Ctrl**+**X**>) removes the object from the Site Plan, and places a representation of it onto the Clipboard.
   - The **Copy** button (<**Ctrl**+**C**>) copies a representation of the object onto the Clipboard.
3. Open the Site Plan you want to paste the object onto, and click the **Paste** button. The object with it's display properties replicated, appears on the Site Plan with handles around the outer edge of it.
4. Move the object to the desired position on the Site Plan if necessary:
   a) With the cursor as a "four-headed arrow" click and hold down the mouse button.
   b) Drag to object to it's new position, and release the mouse button.
   c) Click the mouse button anywhere away from the object so the handles around it disappear.
5. Click the **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.

### *Select <S>*

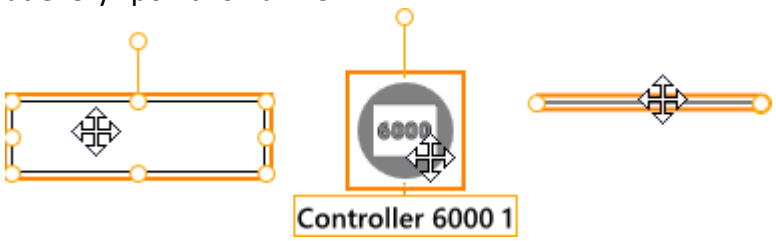
The Select button allows you to either:

- **Select individual objects** to reposition, rotate, configure, copy or remove
- **Select multiple objects** to reposition, copy or remove

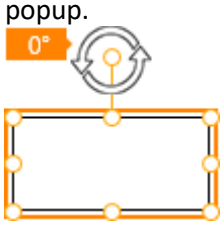
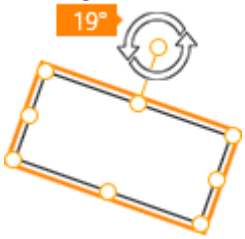
***Select individual objects***

Use the following procedure to select an individual object to reposition, rotate, configure, copy or remove:

1. Click the **Select** button on the Designer Toolbar. Alternatively, press <**S**>.
2. Move the mouse cursor to anywhere on the object or line you want to move or configure.
3. When the cursor changes to a "four-headed arrow", (✥) click the mouse button. Handles appear around the outer edge of the selected object, or at every "point" on a line.




4. Perform the necessary action, as follows:

| | |
|---|---|
| Reposition the object | a) With the cursor as a "four-headed arrow" (✥) click and hold down the mouse button.<br>b) Drag the object to it's new position, and release the mouse button.<br>c) Click the mouse button anywhere away from the object so the handles around it disappear. |
| Rotate the object | a) Move the "four-headed arrow" cursor over the rotation anchor point and hold down the mouse button. The current rotation angle is displayed in a popup.<br><br>b) Still holding down the mouse button, move the rotation anchor point of the object left or right until you reach the desired angle.<br>**Note:** The rotation of objects can be constrained to a 45° increment if the <**Ctrl**> key is pressed when moving the rotation anchor point.<br><br>c) Click the mouse button anywhere away from the object so the handles around it disappear. |

| | |
|---|---|
| Change the appearance of the object | Use the tools from the display properties panel to format the object. |
| Copy the object | See ***Cut / Copy / Paste*** (on page 2-281) for further detail. |
| Remove the object from the Site Plan | With the cursor as a "four-headed" arrow, press the <**Delete**> button on your keyboard.<br>The object disappears from the Site Plan. |

5. Click the **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

***Select multiple objects***

Use the following procedure to select multiple objects to reposition, copy or remove:

1. Hold down the <**Ctrl**> key, and click the **Select** button on each object you want to reposition, copy or remove.
   Rectangler/square boxes appear around the outer edge of each individual object, as well as around all the objects selected. The line width of the box encompassing all the objects is thinner than that of the individual objects.

   In *Example 1* below, all objects have been included. However, in *Example 2* **Alarm Zone 1** is NOT included as it does not have a box around it.

   *Example 1:*




   Example 2:




2. Perform the necessary action, as follows:

| | |
|---|---|
| Reposition the objects | a) Move the mouse cursor to one of the boxes around an object, and when the cursor changes to a "four-headed" arrow click and hold down the mouse button. |




   b) Drag the objects to their new position, and release the mouse button.

c) Click the mouse button anywhere away from the objects so the boxes disappear.

**Note:** Alternatively, you can hold down the <**Ctrl**> key while using the arrow keys on the keyboard to move the objects to another position.

| | |
|---|---|
| Copy the objects | See ***Cut / Copy / Paste*** (on page 2-281) for further detail. |
| Remove the objects from the Site Plan | Press the <**Delete**> button on your keyboard. The objects disappear from the Site Plan. |

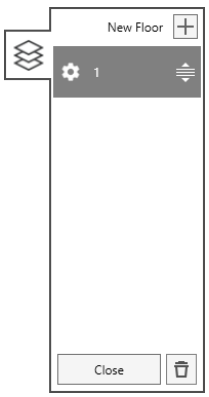
3. Click the **Save** button to save your changes.
   Alternatively, press <**Ctrl**+**S**>.

## *Configure Floors <I>*

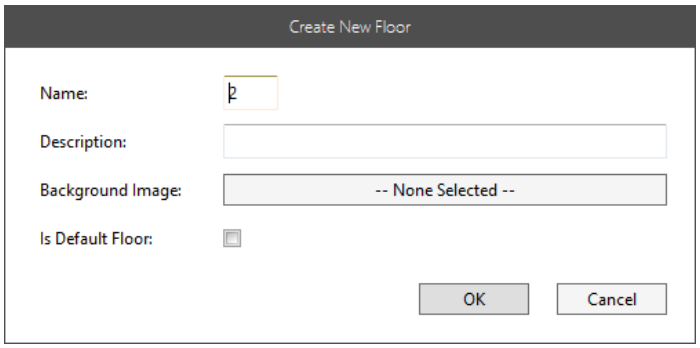
Operators can configure a multi-layered Site Plan to represent a multi-level building. Each layer represents a level (floor) of the building, and can have its own background image.

Use the following procedure to add floors to a Site Plan:

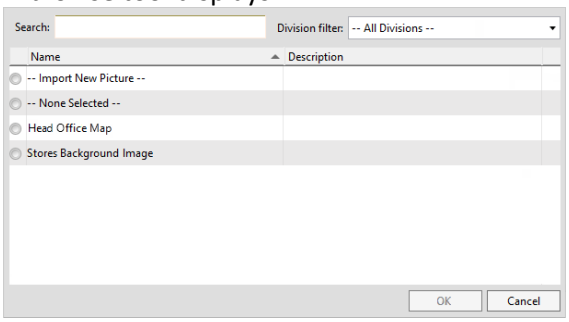
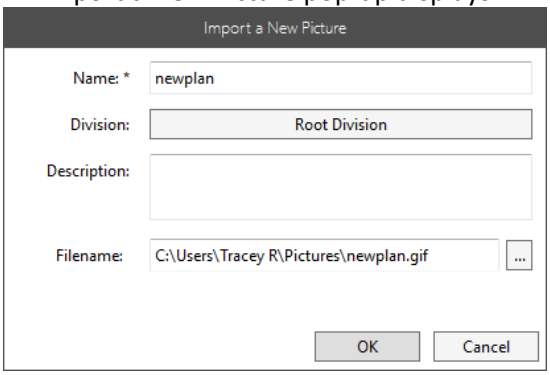
1. Click the **Configure Floors** button on the Designer Toolbar.
   Alternatively, press <**F**>. A floor plan list displays.




2. Click the **New Floor** button.
   The Create New Floor pop-up displays.

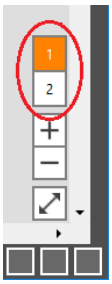


3. Enter the floor properties as required:

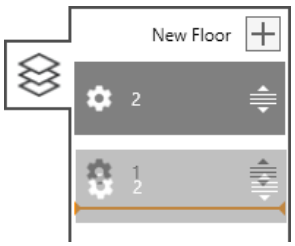
| Field/Checkbox | Description |
|---|---|
| Name | If you want to replace the default name the system has given the floor, enter a new name in the **Name** field, (e.g. 'B' for the basement).<br>(Limited to 4 characters) |
| Description | This will be the name revealed by the Tool Tip. |
| Background Image | A background image for the floor can be loaded as follows:<br>a) Click the **Background Image** button.<br>A browse tool displays.<br><br><br>b) Do you want to select a new image for the background?<br>If **no**, select one of the existing image files from the list and go to Step h.<br>If **yes**, go to Step c.<br>c) Select **Import New Picture** and click the **OK** button.<br>A Select a Picture file dialog displays.<br>d) Path your way to the image file you wish to import and click the **Open** button.<br>The image file can be any of the following formats; .png, .jpeg, .bmp, .dxf, .pdf<br>An Import a New Picture pop-up displays.<br><br><br>e) If you want to change the name of the image file, enter a new name in the **Name** field (limited to 60 characters).<br>f) If the Division is not the appropriate one for the image to be in, click the **Division** button and select the appropriate Division from the browse tool that displays.<br>g) If required, enter a logical **Description** (limited to 200 characters), and click the **OK** button. |

| Field/Checkbox | Description |
|---|---|
| | The Import a New Picture pop-up closes.<br>h) Click the **OK** button.<br>The pop-up closes and the button changes to the name of the image file you selected. |
| Is Default Floor | Check this if you want this floor to display by default on the Site Plan. |

4. Click the **OK** button.
   The Create New Floor pop-up closes.
   The new floor is added to the top of the floor plan list, and a Floor Selector appears in the lower right corner of the Site Plan (above the zoom tool).




   The floors can be re-ordered if necessary, as follows:
   a) Select the floor you want to move.
   b) Click and hold down the mouse button.
   c) Move the mouse so the floor moves to the required position in the list, and release the mouse button.




5. Click the  **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.

**Removing Floors**

An item can be removed from a Site Plan, as follows:

1. Click the  **Configure Floors** button. Alternatively, press <**I**>.
   The floor plan list displays.
2. Select the floor you want to remove.
3. Click the  button at the bottom of the floor plan list.
   The message *"Are you sure you want to delete Floor <name>?"* displays.
4. Click the **Yes** button.
   The floor disappears from the floor plan list and the floor selector in the lower right corner of the Site Plan.

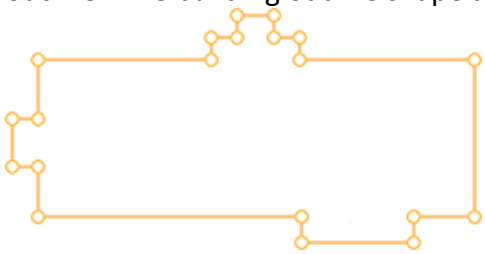
### *Building Outline <Ctrl+F>*

Operators can use this procedure to add a building outline to a Site Plan.

**Notes:**

- Building outlines can only be added to Site Plans of the 'Site Map' and 'Building Plan' types, (i.e. they cannot be added to 'Panels').
- For 'Building Plans' the **Building Outline** button is hidden on the Designer Toolbar, and only revealed by hovering over the **Configure Floors** button.

1. Click the **Building Outline** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**F**>.
   When you move the cursor onto the Site Plan grid the cursor changes to ┼ indicating that drawing mode has started.
2. Place the ┼ cursor where you want to draw the building outline, then left-click and drag the cursor to the next point.
   **Note:** You can click at any point and move the cursor in another direction.
3. When you reach the last point, double-click to mark the end of the building outline. The building outline shape appears with anchor points.



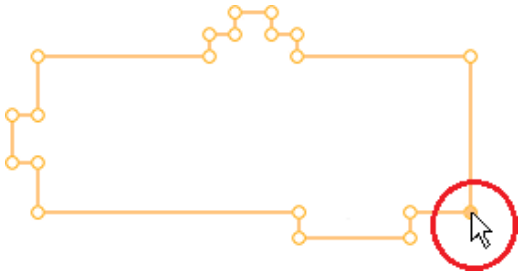
4. Click the **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.
   Once you make another change to the Site Plan, or close it and re-open it, the building outline will appear as a dotted orange line. If the site plan has multiple floors, the building outline is repeated on each floor.



**Editing building outlines**

Building outlines can be changed/edited on a Site Plan, as follows:

1. Click the **Building Outline** button on the Designer Toolbar. Alternatively, press <**Ctrl**+**F**>.
   The building outline becomes editable, (i.e. it changes from an orange dotted line back to the outline shape with anchor points).
2. Click on an anchor point you want to move and drag the cursor to the required position. Repeat for other anchor points if necessary.



**Notes:**

- An anchor point can be deleted by right-clicking on the anchor point (unless there are only 3 anchor points).
- Another anchor can be added between two existing anchor points by right-clicking on the line between the anchor points.

**Removing building outlines**

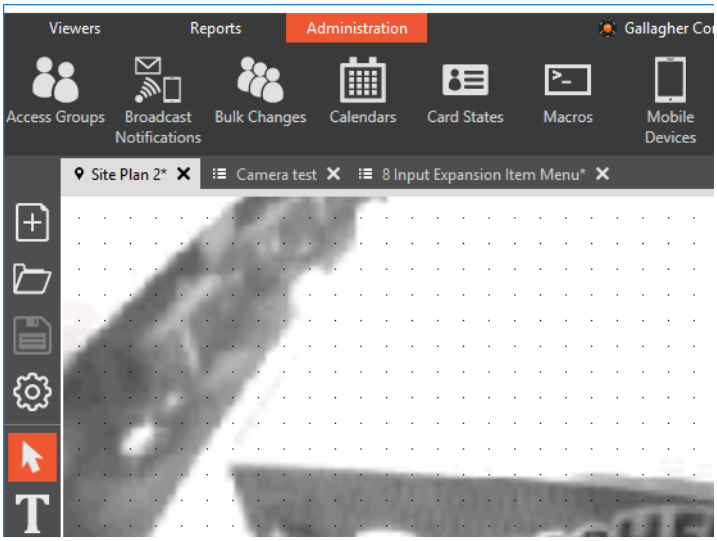
Building outlines can be changed/edited on a Site Plan, as follows:

1. Click the **Building Outline** button on the Designer Toolbar.
   Alternatively, press <**Ctrl**+**F**>.
   The building outline becomes editable, (i.e. it changes from an orange dotted line back to the outline shape with anchor points).
2. Press the <**Delete**> button on your keyboard.
   The building outline disappears from the Site Plan.

## *Snap to Grid <G>*

Turning the "Snap to Grid" command on can assist you to position objects exactly where you want them on a Site Plan.

1. Click the **Snap to Grid** button on the Designer Toolbar.
   Alternatively, press <**G**>.



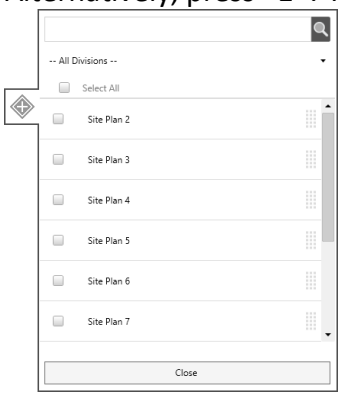

A dotted grid displays on the Site Plan, and the **Snap to Grid** button remains 'orange' while it is active.

2. Click the **Snap to Grid** button (or press <**G**>), to turn the grid off.

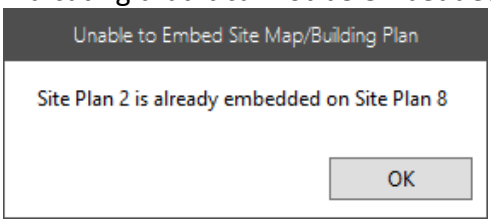
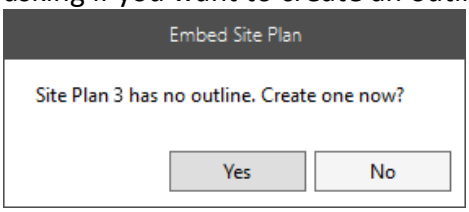
### *Add Embedded Site Plan*

Operators can embed Site Plans onto other Site Plans of the 'Site Map' type. The **Add Embedded Site Plan** button is hidden on the Designer Toolbar, and only revealed by hovering over the **Add Item** button.
Use the following procedure to add an embedded Site Plan to another Site Plan:

1. Click the **Add Embedded Site Plan** button on the Designer Toolbar. Alternatively, press <**E**>. A browse tool displays.

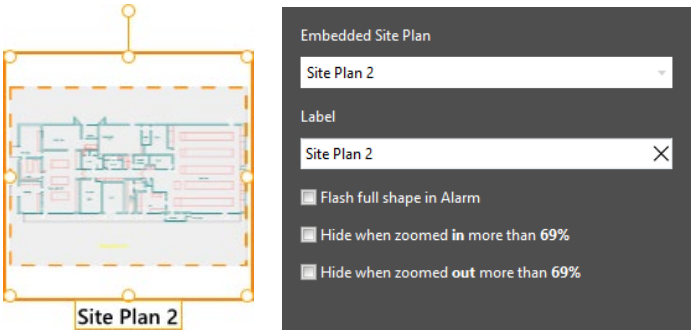



2. If necessary, search for the Site Plan(s) you want to embed by entering characters in the Search field and/or refining the Division filter.
   The grid becomes populated with Site Plans that match the search criteria.
3. Click the checkbox next to each Site Plan you want to include, or click the **Select All** button if you want to include all Site Plans.
   The **Close** button changes to **Add and Close**.
4. Click the **Add and Close** button.

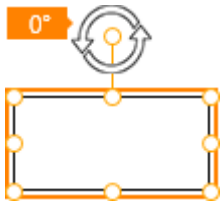
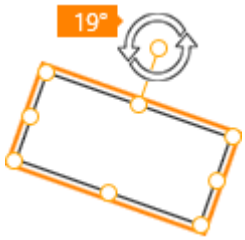
| If the Site Plan… | then a message will display … |
|---|---|
| is already embedded on another Site Plan, | indicating that it cannot be embedded.<br><br><br>Click the **OK** button. |
| does not have an outline, | asking if you want to create an outline now.<br><br><br>If you click **Yes** to create an outline, the Site Plan opens allowing you to add a building outline to it. See ***Building Outline <Ctrl-F>*** (earlier) for the procedure.<br>If you click **No** the message disappears. |

5. The embedded Site Plan appears with handles around the outer edge and the Site Plan name underneath. A display properties panel also appears to

the right of the Designer Panel.
**Note:** If required, the Site Plan name can be changed by typing a new name in the **Label** field, or it can be removed altogether by not populating the **Label** field.




6. Perform the necessary action, as follows:

| | |
|---|---|
| Reposition the Site Plan, | a) With the cursor as a "four-headed arrow" ( ) click and hold down the mouse button.<br>b) Drag the object to it's new position, and release the mouse button.<br>c) Click the mouse button anywhere away from the object so the handles around it disappear. |
| Rotate the Site Plan | a) Move the "four-headed arrow" cursor over the rotation anchor point and hold down the mouse button.<br>The current rotation angle is displayed in a popup.<br><br>b) Still holding down the mouse button, move the rotation anchor point of the object left or right until you reach the desired angle.<br>**Note:** The rotation of objects can be constrained to a 45° increment if the <**Ctrl**> key is pressed when moving the rotation anchor point.<br><br>c) Click the mouse button anywhere away from the object so the handles around it disappear. |
| Resize the Site Plan | a) Move the mouse cursor to an edge of the Site Plan.<br>b) When the cursor changes to a "double-headed arrow" click and hold down the mouse button.<br>c) Move the mouse until the Site Plan becomes the required size, and release the mouse button.<br>d) Click the mouse button anywhere away from the Site Plan so the handles around it disappear. |

7. Tick the **Flash full shape in Alarm** checkbox if you want the shape fill to flash with the alarm colour when the associated item is in alarm.

8. The Zoom level checkboxes allow you to configure whether the Site Plan will be visible or not, depending on the zoom level applied.
   **Notes:**

- They show the current zoom value if they are not ticked.
- If the item is in alarm the hide/show settings are ignored.
- As items are added and/or the zoom level is adjusted, items icons are automatically replaced with summary objects if they overlap and clip each other. See ***Summarised Site Plan items*** for further detail.

9. Click the  **Save** button to save your changes. Alternatively, press <**Ctrl**+**S**>.

**Removing embedded Site Plans**
Embedded Site Plans can be removed from a Site Plan, as follows:

1. Click the  **Select** button. Alternatively, press <**S**>.
2. Move the mouse cursor onto the embedded Site Plan you want to remove.
3. When the cursor changes to a "four-headed arrow", () click the mouse button. Handles appear around the embedded Site Plan.
4. Press the <**Delete**> button on your keyboard.
   The embedded Site Plan disappears from the Site Plan.



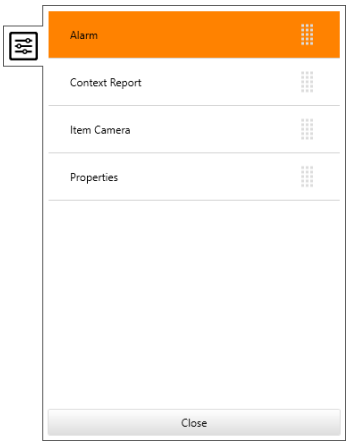
## *Add Control*

The **Add Control** button allows controls to be added to an item menu and is available when there is an item menu displayed (provided you have the privilege to change it.) Controls are small windows of information and/or operational actions related to a selected graphic object, with an associated item that is clicked on a Site Plan.

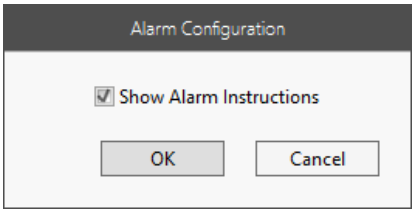
The types of Controls are described below:
**Note:** Alarm controls can only be added to an item menu that is defined as "alarm" state and the rest of the controls can be added to either "normal" or "alarm" state item menus.

***Alarm controls***
Alarm controls allow operators to view details about an alarm and perform the required action.
Use the following procedure to add an Alarm control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.
2. From the browse tool that displays, select **Alarm** and drag it into position on the Item Menu.

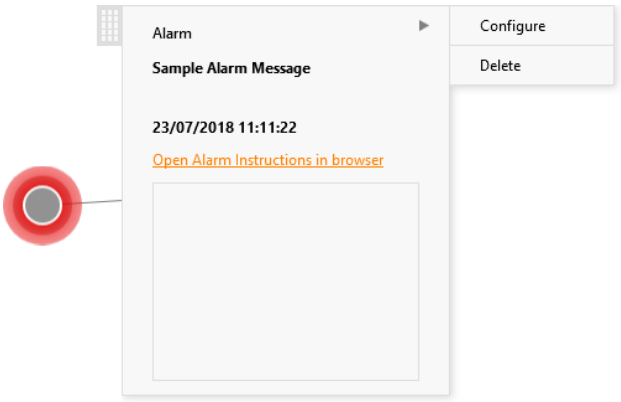



When you release the mouse button, an Alarm Configuration pop-up displays.




An Alarm Instruction tells the operator what needs to be done when a particular alarm is raised, and this pop-up allows you to include Alarm Instruction if required.
**Note:** Alarm Instructions are configured in the Configuration Client.

3. Leave the **Show Alarm Instructions** checkbox ticked if you want Alarm Instructions to show on the Site Plan.
4. Click the **OK** button.
An Alarm Panel displays in the position on the Item Menu that you dragged the Control to.



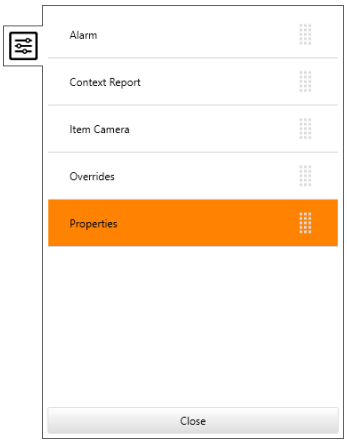

5. You have the option to **Delete** this control or **Configure** it again.

***Property controls***

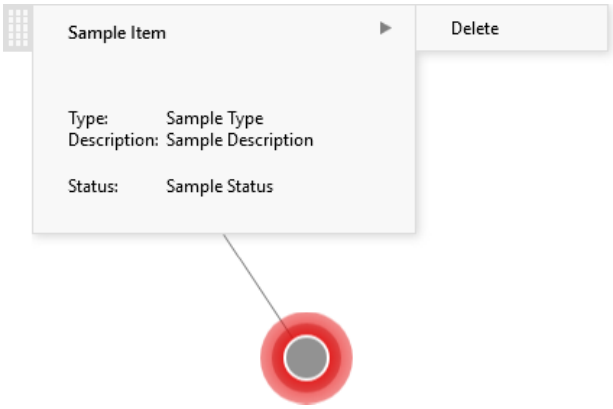
Property controls allow operators to view the properties of an item.
Use the following procedure to add a Properties control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.

2. From the browse tool that displays, select **Properties** and drag it into position on the Item Menu.




When you release the mouse button, a Properties Panel displays in the position on the Item Menu that you dragged the Control to.



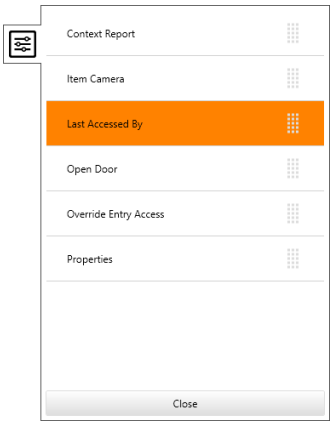

3. You have the option to **Delete** this control.

***Last Accessed By controls***

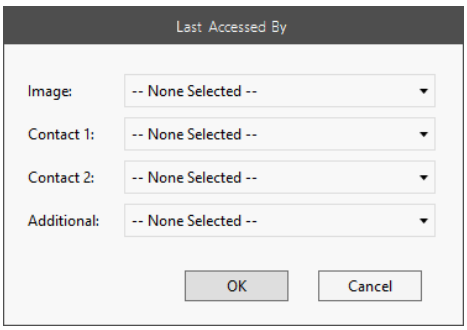
Last Accessed By controls allow operators to see who the last person was through the door. This control is available for Item Menus applying to Doors (irrespective of state).

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.

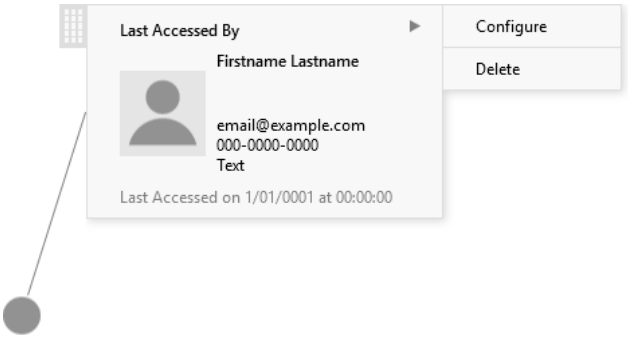
2. From the browse tool that displays, select **Last Accessed By** and drag it into position on the Item Menu.




When you release the mouse button, a Last Accessed By pop-up displays.




3. Select the required PDF(s) from the drop-down list.
4. Click the **OK** button.
   A Last Accessed By Panel displays in the position on the Item Menu that you dragged the Control to.




5. You have the option to **Delete** this control or **Configure** it again.

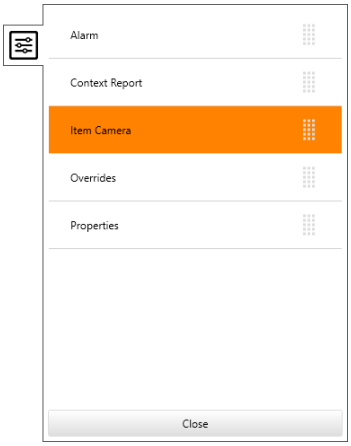
***Item camera controls***

Item camera controls allow operators to see the footage associated with cameras.

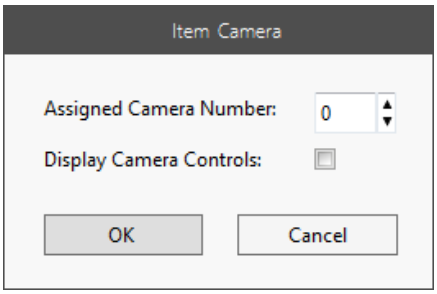
Use the following procedure to add a Camera control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.

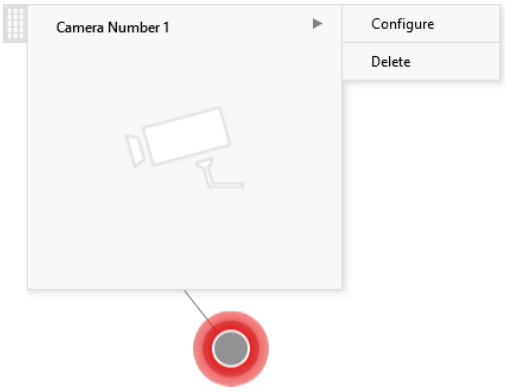
2. From the browse tool that displays, select **Item Camera** and drag it into position on the Item Menu.




When you release the mouse button, an Item Camera pop-up displays.




3. The **Assigned Camera Number** is the order in which the associated cameras are listed. Select the appropriate number for the camera.
4. Enabling the **Display Camera Controls** option means operators will be able to review stored footage and/or reposition PTZ controls.
   Tick the checkbox if required.
5. Click the **OK** button.
   A Camera Panel displays in the position on the Item Menu that you dragged the Control to.

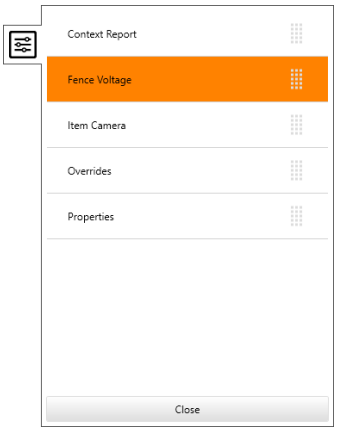



6. You have the option to **Delete** this control or **Configure** it again.

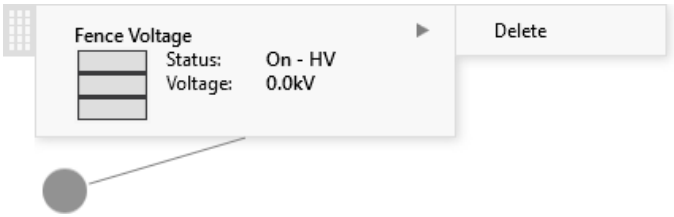
***Fence Voltage controls***

Fence Voltage controls allow operators to view the voltage of a fence zone. This control is available for item menus applying to Fence Zones (irrespective of state).

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.
2. From the browse tool that displays, select **Fence Voltage** and drag it into position on the Item Menu.




3. When you release the mouse button, a Fence Voltage Panel displays in the position on the Item Menu that you dragged the Control to.
   **Note:** The configuration settings, (i.e. thresholds) for the Fence Zone Value Tool are based in the Configuration Client.



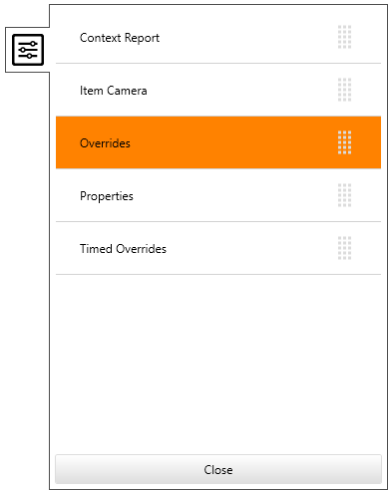

4. You have the option to **Delete** this control.

***Override controls***

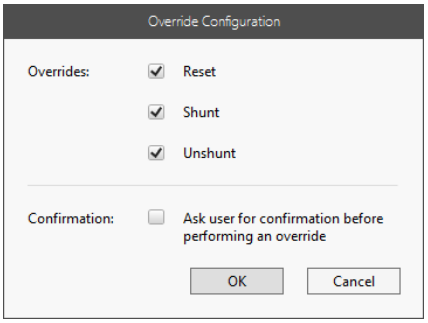
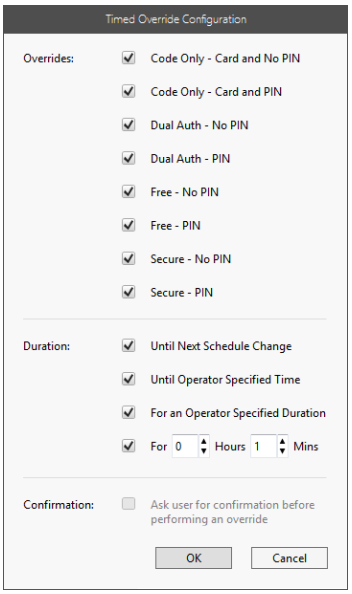
Override controls allow operators to perform an action against the item. This control is only available for items that can have an override.
Use the following procedure to add an Override control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.
2. From the browse tool that displays, select the appropriate override control and drag it into position on the Item Menu.
   The item type determines what override options are available, and whether or not they can be set for a specific duration.

- **Non-timed overrides**
  Includes Overrides, Open Door, Override Entry Access and Reset
- **Timed overrides** can be configured either until the next schedule change or for a set period of time
  Includes *Timed Overrides*, *Enable WWW Connections* and *Open Unallocated Lockers*




3. Did you select a Timed Override?

| If… | When you release the mouse button… |
|---|---|
| no | An Override Configuration pop-up displays. This example is for Inputs.<br><br><br>Select the **Overrides** you want to be displayed for Control Room Operators, and go to Step 4. |
| yes | A Timed Override Configuration pop-up displays. This example is for Alarm Zones.<br><br><br>a) Select the **Overrides** you want to be displayed for Control Room Operators. |

| If… | When you release the mouse button… |
|---|---|
| yes | b) Set a **Duration** for the override(s), to assist Control Room Operators when deciding the period of time the override is required for. You can select either:<br>- **Until Next Schedule Change** (if this option is present), or<br>- **Until Operator Specified Time**, and enter the time of day you want the override to occur, or<br>- **For an Operator Specified Duration**, or<br>- **For xx Hours, xx Minutes**, and enter the hours and/or minutes (this is limited to a maximum of 23 hours and 59 minutes).<br>c) Go to Step 4. |

4. Tick the **Confirmation** checkbox if you require Control Room Operators to be presented with a confirmation pop-up before performing an override.
5. Click the **OK** button.
   An Overrides Panel displays in the position on the Item Menu that you dragged the Control to.

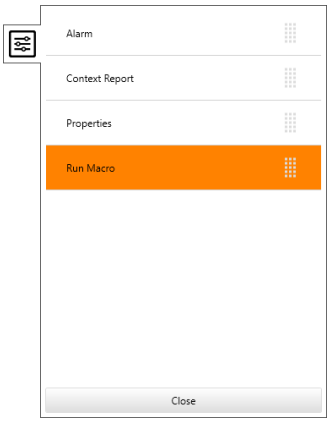



   **Note:** This example is for an Alarm Zone Timed Overrides.
6. You have the option to **Delete** this control or **Configure** it again.

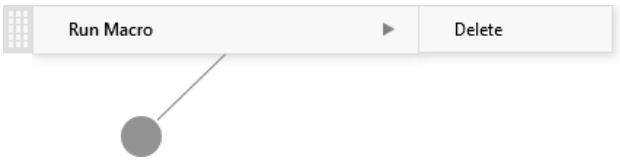
***Run Macro controls***

Run Macro controls allow operators to run a macro.
Use the following procedure to add a Run Macro control to a Macro item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.
2. From the browse tool that displays, select **Run Macro** and drag it into position on the Item Menu.



3. When you release the mouse button, a Run Macro Panel displays in the position on the Item Menu that you dragged the Control to.



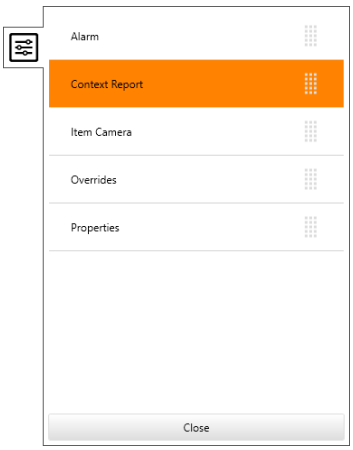

4. You have the option to **Delete** this control.

### ***Context Report controls***

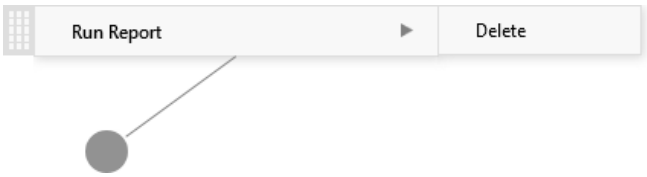
Context Report controls allow operators to run a contextual report.

Use the following procedure to add a Context Report control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.
2. From the browse tool that displays, select **Context Report** and drag it into position on the Item Menu.




3. When you release the mouse button, a Run Report Panel displays in the position on the Item Menu that you dragged the Control to.




4. You have the option to **Delete** this control.

### ***See Related Items controls***

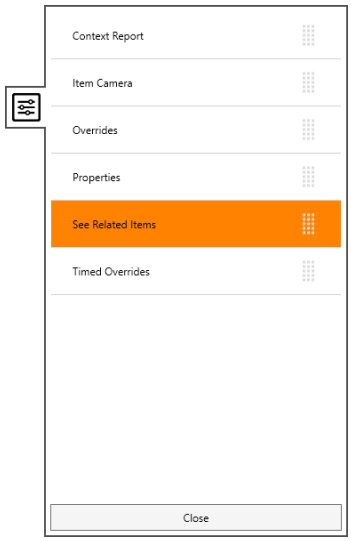
See Related Items controls allow operators to see relevant related items.

**Note:** This feature allows sites to declutter Site Plans by minimising the number of items on them. Operators can check the status of related items when something goes wrong, (e.g. if a door is offline they can check if it is just the door, or maybe the controller is offline too).

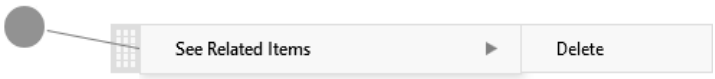
Use the following procedure to add a See Related Item control to an item menu:

1. Open the Item Menu you want to add a control to, and click the **Add Control** button on the Designer Toolbar.

2. From the browse tool that displays, select **See Related Items** and drag it into position on the Item Menu.




When you release the mouse button, a See Related Items Panel displays in the position on the Item Menu that you dragged the Control to.



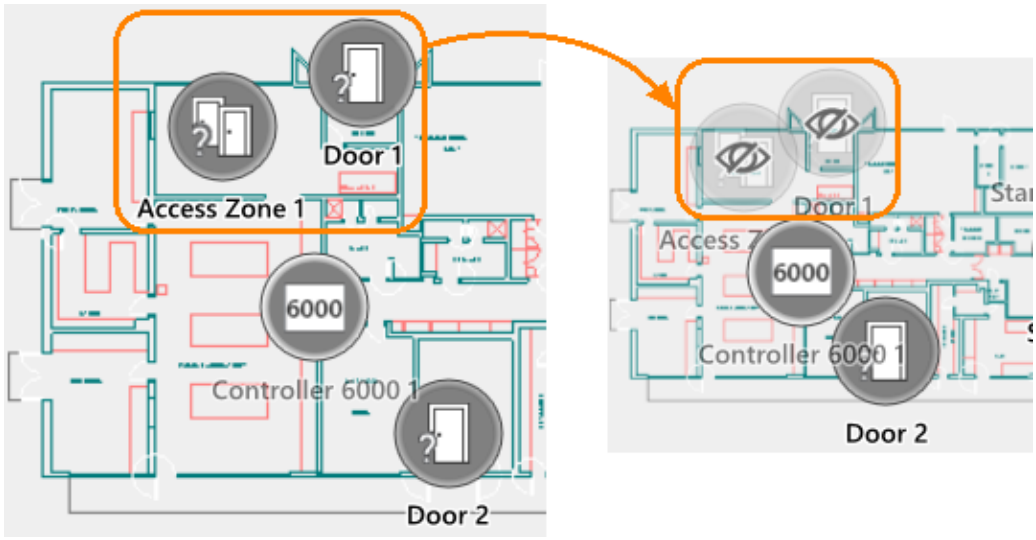

3. You have the option to **Delete** this control.

## Summarised Site Plan items

As items are added to a Site Plan, and/or the zoom level is adjusted, items icons are automatically replaced with summary objects as demonstrated in the following examples:

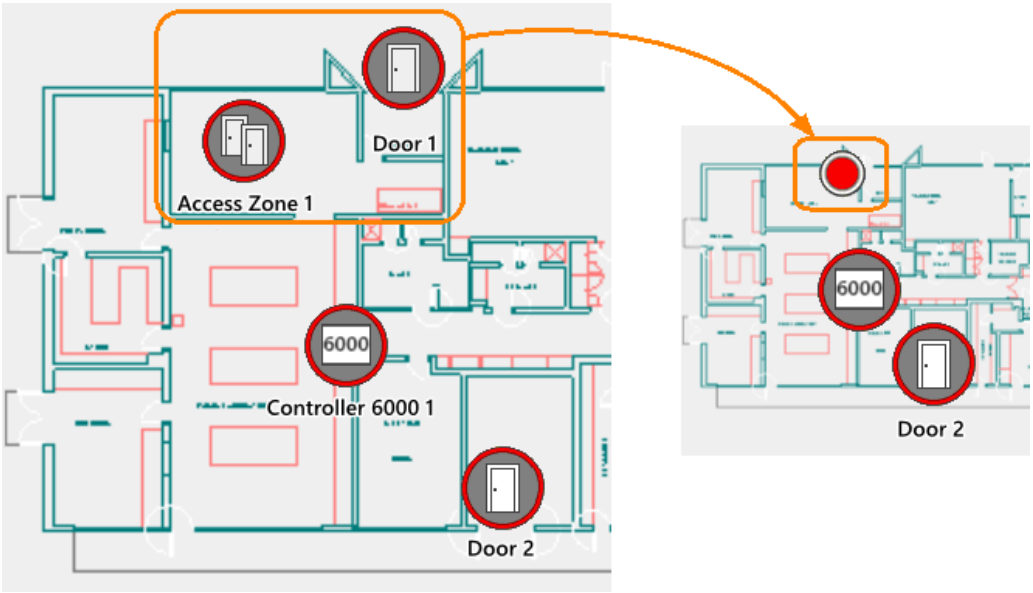
***EXAMPLE 1: Site Plan Designer***

During configuration, the operator zooms closer into the Site Plan, causing **Access Zone 1** and **Door 1** to overlap, which results in their icons being replaced with



***EXAMPLE 2: Site Plan Viewer and Site Plan tile***

When viewing the same Site Plan from either a Site Plan tile or a Site Plan Viewer, the overlapping **Access Zone 1** and **Door 1** icons now display as 




If there is an item in alarm summarised within the summary object, the highest priority alarm behaviour will be displayed around the summary object.

By hovering over the summary item, a tool tip reveals a list of the items summarised and if an item is in alarm this will be displayed.




Clicking a summary object will zoom in to a level where the summarised items are disclosed. If there is an alarm(s), the Site Plan zooms into the item with the highest priority alarm.

# Configuring Licensable Features

## Introduction

Command Centre has a number of features that are licensable. Therefore, if your site does not have a particular feature included in their licence file, those options will not be available to you.
This section provides detail on how to configure the licensable features. Select the item below that you require further detail on:

***Mobile Client Configuration*** (on page 2-308)

***Workstation Routing*** (on page 2-329)

***Data Map*** (on page 2-337)

***Tag Board feature Configuration*** (on page 2-342)

***Broadcast Notification Configuration*** (on page 2-349)

***Austco Intercom feature Configuration*** (on page 2-357)

***Jacques Intercom feature Configuration*** (on page 2-361)

***Kone ELI feature Configuration*** (on page 2-365)

***Intercom Viewer Configuration*** (on page 2-367)

***Locker Management Solution Configuration*** (on page 2-371)

***Cardholder Viewer Tracking*** (on page 2-373)

***Car Park Management Configuration*** (on page 2-376)

***Random Selection*** (on page 2-389)

***Allegion Engage Interface*** (on page 2-405)

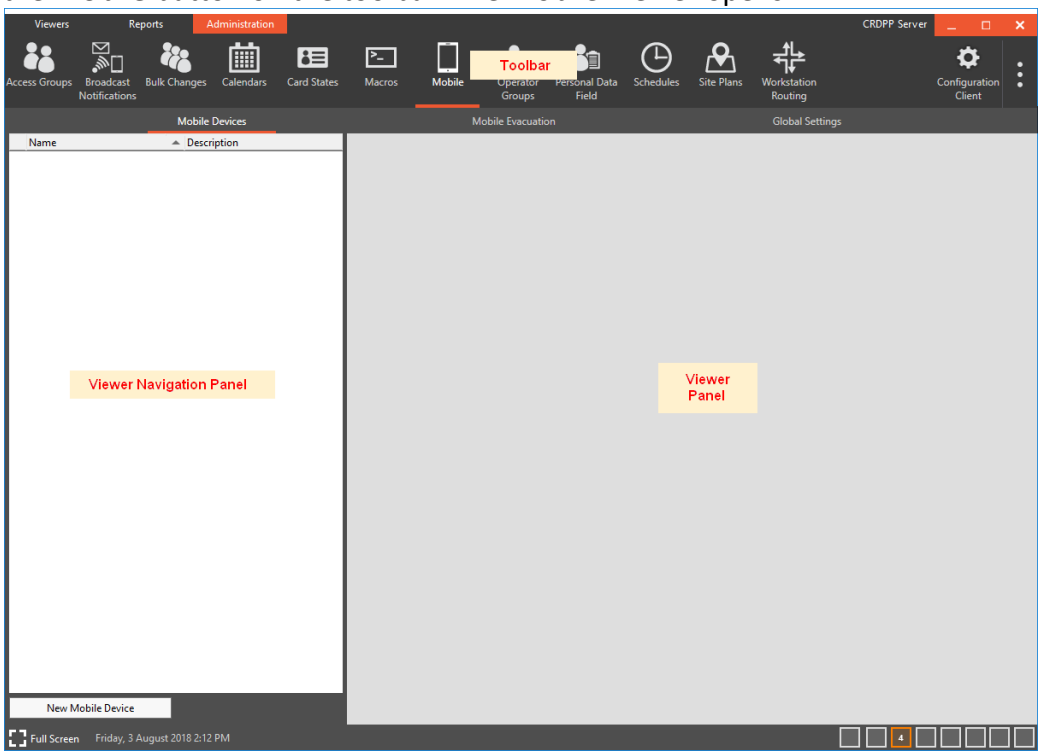
***Advanced Alarm Management*** (on page 2-430)

## Mobile Client Configuration

The Mobile Client feature allows users to log on to Command Centre from a mobile device. For mobile devices to be able to connect to Command Centre, they need to be configured and approved in Command Centre. By doing this, each time the server receives a log on request from a mobile device, the system will check whether there is an approved entry for that device ID in the list. Android devices must have the Google Play App installed for Mobile Notifications to work.

Further Mobile Client documentation is available in the `'Mobile Client'` folder of the Command Centre installation files if required, (i.e. *Command Centre Mobile Client Network Deployment Options TIP*, *Command Centre Mobile Client Security TIP* and *Configuring the Mobile Client Web Service*).

Select the **Administration** tab on the Command Centre title bar, and then click the **Mobile** button on the toolbar. The Mobile Viewer opens.




Directly below the toolbar are three tabs, (i.e. **Mobile Devices**, **Mobile Evacuation** and **Global Settings**). The tab that is in focus will be the tab the Operator previously had open.

The Navigation Panel for the Mobile Client Viewer provides a list of all the Mobile Devices. What appears in it the first time you open Mobile Client depends on how many Mobile Devices there are in the system, as follows:

| If there are... | then... |
|---|---|
| no Mobile Devices created, | the Navigation Panel will be blank. |
| more than 500 Mobile Devices, | only the last selected Mobile Device (if any) when the previous session ended, will display and be selected in the Navigation Panel. If no Mobile Device was selected when the previous session was ended, the following message |

| If there are... | then... |
|---|---|
| | will display in the Navigation Panel, until details are entered for search criteria (see ***Searching for items*** on page 2-132 for further detail):<br>*"There are <number> items which is too many to display. Please search for the items you want to administer."* |
| less than 500 Mobile Devices, | all of them will be loaded and display in the Navigation Panel, and the last selected Mobile Device (if any) when the previous session ended, will display and be selected. |

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.
Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

## Licensing

Mobile Client functionality is a licensable feature, therefore it will only appear on the toolbar if your site has the following option included in their license file and you have the 'Manage Mobile Devices' privilege:

```
[Features]
Mobile=1
```

In addition to this, there are also licensing limits for the number of various mobile items that can be created, as follows:

| | |
|---|---|
| `Mobile Clients=n` | [n] indicates the number of mobile devices that can be created. |
| `Mobile Access Readers=n` | [n] indicates the number of mobile phones that can have access to the mobile reader functions. |
| `Mobile Evacuation Devices=n` | [n] indicates the maximum number of devices licensed to use Mobile Evacuation.<br>Mobile Evacuation is licensed per device. To enable Mobile Evacuation, select the **Enable Mobile Evacuation** checkbox on each device (on the **General** tab).<br>**Note:** If this is not included in the license file, the **Mobile Evacuation** tab will not appear on the Mobile Viewer. |

***Understanding the Mobile Client*** (on page 2-309)
***Creating a new Mobile Device*** (on page 2-311)
***Generating new Enrolment Codes*** (on page 2-314)
***Event Action Plans and Alarm Instructions for a Mobile Device*** (on page 2-315)
***Understanding Mobile Evacuation*** (on page 2-317)
***Creating a new Monitored Area*** (on page 2-318)
***Configuring Global settings for all Mobile Devices*** (on page 2-320)
***Mobile Barcode Scanning*** (on page 2-326)
***Mobile* Notifications** (on page 2-328)

## Understanding the Mobile Client

The Gallagher Mobile Client allows security guards to manage alarms and perform common overrides using a mobile device.

For guards who spend time at a workstation, but who are also expected to patrol the site, this feature offers the opportunity to spend more time out and about without missing important alarms. Responding to open door requests can be performed from a mobile device, without the person requesting access having to wait for the guard to return to the control room.
Guards attending incidents and alarms can have access to the relevant details on their device. The guard can also add a note, explaining what they found at the scene. In addition, actions taken using the Mobile Client are automatically visible to those in the control room.

**Connectivity**

The preferred connection method for Command Centre v8.60 and above is the Gallagher API Gateway. The API Gateway allows Mobile Clients to connect to the Command Centre Server via the Gallagher Cloud. However, if you are using mobile devices via Wi-Fi connection within your site, an internal IP address or hostname is sufficient. However, when using mobile devices away from your site via a cellular connection, you need to use an external IP address or Fully Qualified Domain Name (FQDN) to connected to the server.
Switching between Wi-Fi and cellular networks is only supported when the server has the same IP address/FQDN on both networks. Your site may opt to open both ports 8901 and 8902, although only opening port 8901 and enrolling all devices on the local network is a more secure option.
The enrolment port (8902 by default) only listens for connections when a mobile device is waiting to be enrolled.

**Mobile Notifications**

Mobile Notifications allows a Command Centre site to send alarm notifications to Mobile Client users. Selecting a notification allows the user to view the alarm's details within the Mobile Client. For further information see ***Mobile Notifications*** (on page 2-328).

**Mobile Access Feature**

The Mobile Access feature provides a mobile solution to ensure accurate access control, while maintaining the integrity of Command Centre, when a fixed access reader is compromised or unsuitable for use. Access is granted to zones rather than doors. To do this an operator (guard) allocates a zone into the Access Reader which they are granting Cardholders access into. A cardholder's authorisation to a zone via the Mobile Reader is essentially the same as via a fixed door reader. Coupled with the Gallagher Mobile Reader, the Access Reader grants the ability for operators to 'move' a cardholder into a zone. The cardholder's competencies, access groups and card credentials are authenticated by the system and displayed in the user interface – clearly resulting in a granted or denied access decision.

Macros, doors and their associated outputs can be activated when a cardholder is successfully granted access to a zone.

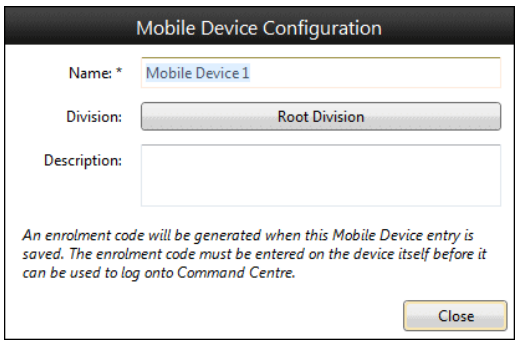
There can potentially be thousands of zones on any one site, therefore to prevent an arduous search by the Mobile Client user the zones can be allocated in the following ways:

- 'Access Reader Zones' can be allocated on the **Access Reader** tab under **Global Settings**. See ***Configuring settings for all Mobile Devices*** (on page 2-309) for further detail.
- Zones can be further limited via operator privileges.
- The following are NOT supported in the Mobile Access feature:
- Multi-tenanted buildings (requires additional configuration)
- Special Calendars and special days
- Support for Lifts
- Advanced Access Zone features, (i.e. Anti-passback, Tailgating, Zone Count (requires additional configuration), No Alone Zone, Dual Authorisation, PINs and Code Only Access)
- DVRs
- Personalised Actions
- Disarming Alarm Zones
- Double-Card Overrides
- Card Trace

## Creating a new Mobile Device

Perform the following procedure to create a new Mobile Device:
**Note:** The number of Mobile Devices that can be created is limited to the number specified in your site license.

1. Click the **New Mobile Device** button.
   The new Mobile Device is added to the Viewer Navigation Panel, and the Mobile Device Configuration pop-up displays.



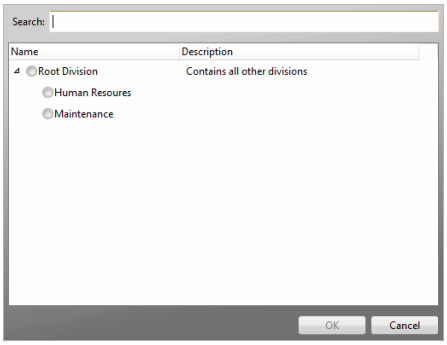

   **Note:** The text in the lower part of the pop-up informs the user that an Enrolment Code will be generated when the Mobile Device is created, on the first save.

2. If you want to replace the default name the system has given the Mobile Device, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical Description (limited to 200 characters)
4. The **Division** button defaults to the name of the last Division in which the

Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

If this is not the appropriate Division for this Mobile Device to be in, select a Division as follows:

a) Click the **Division** button. A browse tool displays.




b) Select the appropriate Division.

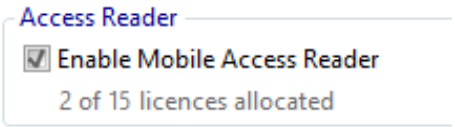
c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.

5. Click the **Close** button.
   The Mobile Device Configuration pop-up closes.
   There are three tabs, (i.e. **General**, **Action Plans/Alarm Instructions** and **History/Notes**). The **General** tab displays by default, providing the ability to configure settings for this Mobile Device.
   **Note:** If you require the same system settings to apply to ALL Mobile Devices, refer to ***Configuring settings for all Mobile Devices*** (on page 2-311) for further detail.

6. Tick the **Allow connection via the Gallagher API gateway** checkbox if the site has configured the API Gateway and this device is allowed to connect via the API Gateway.
   Before using this feature you need to create a Command Centre Cloud item. For the procedure, refer to the ***Connecting to the Cloud*** topic in the "Services and Workstations" chapter of the *Configuration Client online help.*

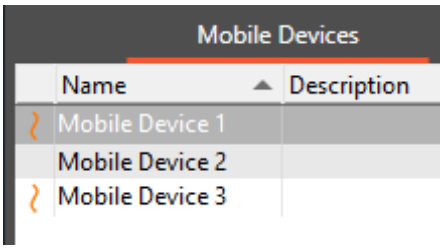
7. Click the appropriate radio button to specify whether or not the Mobile Client application should lock and require user re-authentication after a period of inactivity.
   (Default = Auto-lock after 5 minutes of inactivity. Range = 1 - 59 minutes)

8. Controlling which devices get access to the mobile reader functions is done per device, not per operator, and is controlled by a "Mobile Access Readers" license entry limiting the number of devices.
   Tick the **Enable Mobile Access Reader** checkbox if you want this device to have access to these features.

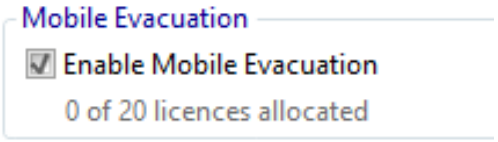


**Notes:**

- The indicator below the checkbox states the number of used and remaining licenses on-site, (e.g. 2 of 15 licenses allocated).
- Once a license has been assigned to a device, the Access Reader icon displays in the main menu of the Mobile Client. In the example below, Mobile Device 2 does NOT have a license assigned to it.



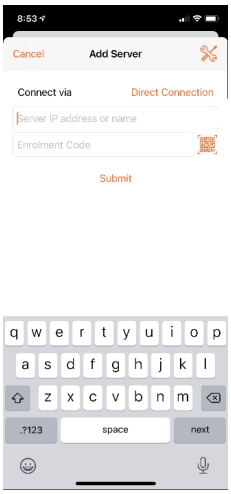

9. Controlling which devices can use the Mobile Evacuation feature is done per device, not per operator, and is controlled by a "Mobile Evacuation Devices" license entry limiting the number of devices.
   Tick the **Enable Mobile Evacuation** checkbox if you want this device to be able to use this feature.




10. The **Action Plans/Alarm Instructions** tab lists all the Event Groups available for Mobile Devices, and allows you to assign Action Plans and/or Alarm Instructions to them.
    Refer to ***Event Action Plans and Alarm Instructions for a Mobile Device*** (on page 2-315) for further detail.
11. Click the **Save** button.
    A new Mobile Device has been created, and a Device Enrolment Code pop-up displays.



The Enrolment Code needs to be entered on the device, before that device can be used to log on to Command Centre (sample device enrolment screen).




**Note:** Enrolment Codes can only be used once and they expire after 24 hours. In case an Enrolment Code does expire before a Mobile Client tries to connect to Command Centre, a new Enrolment Code can be generated. See ***Generating new Enrolment Codes*** (on page 2-314) for the procedure.

### Hints

*Editing and Deleting Mobile Devices*

Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Mobile Devices.

**Note:** Deleting a Mobile Device will clear notification tokens, so that the Mobile Device will no longer receive ***Mobile Notifications*** (on page 2-328).

*Duplicating Mobile Devices*

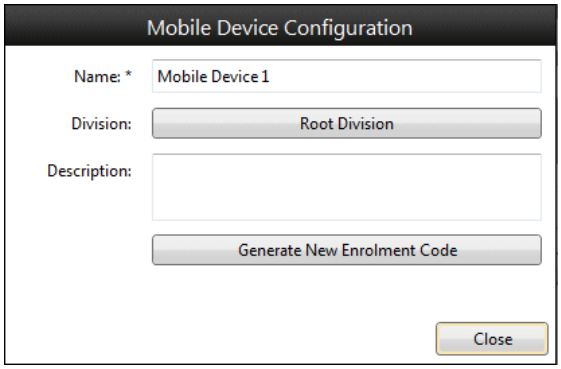
Operators privileged to create mobile devices can also duplicate mobile devices, which makes the task of setting up multiple mobile devices that are very similar much quicker.

Refer to ***Copying items*** (on page 2-135) for the procedure.

## Generating new Enrolment Codes

To allow for an Enrolment Code expiring before a Mobile Client tries to connect with that Enrolment Code it is possible to generate a new Enrolment Code, as follows:

1. Click the Mobile Device from the list in the Viewer Navigation Panel.
   The properties for that Mobile Device populate the Viewer Panel.
2. Click the **General Details** button.
   The Mobile Device Configuration pop-up displays.




3. Click the **Generate New Enrolment Code** button.
   A Device Enrolment Code pop-up displays.




4. The Enrolment Code needs to be entered on the device, (i.e. Smartphone or Tablet), before that device can be used to log on to Command Centre.

## Event Action Plans and Alarm Instructions for a Mobile Device

### Introduction

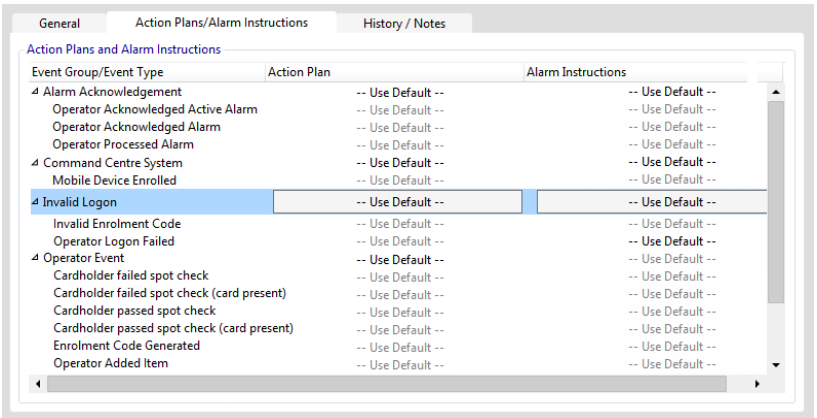
This tab allows you to individually link mobile device related events to Action Plans, and assign Alarm Instructions to each of the Event Types and/or their Event Group.

### Procedure

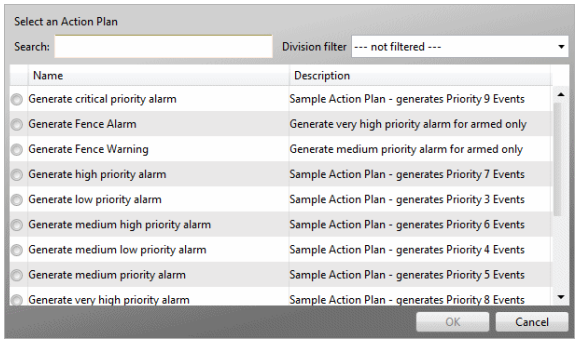
1. Click the Mobile Device from the list in the Viewer Navigation Panel.
   The properties for that Mobile Device populate the Viewer Panel.
2. Click on the **Action Plans/Alarm Instructions** tab, if not already displayed.
   All the Event Groups available for Mobile Devices are listed. To see the Event Types in an Event Group, click the ▷ beside the Event Group.

   **Note:** Action Plans and Alarm Instructions can be assigned at both Event Group and Event Type level.
3. Click the Event Group/Type you want to assign an Action Plan to.
   Two buttons become available in the grid, providing the ability to change the Action Plan for the Event Group/Type.

   **Note:** You can assign an Action Plan at an Event Group level, or at an individual Event Type. If an Action Plan is assigned to an Event Group, all Event Types in that group will default to the groups Action Plan. However, Action Plans assigned to individual Event Types override the group event.



4. Click the **Use Default** button in the Action Plan column. A browse tool displays, listing all available Action Plans in alphabetical order.



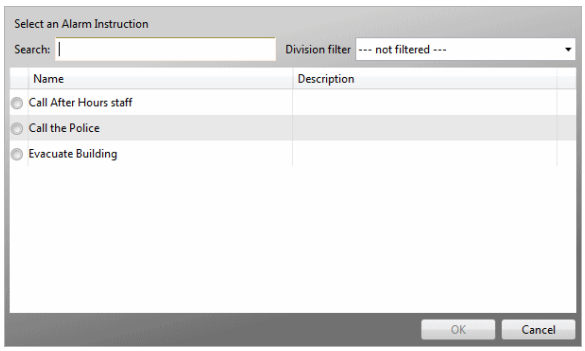

5. Select the appropriate Action Plan, and click the **OK** button.
   The pop-up closes and the **Use Default** button changes to the name of the Action Plan you selected.

6. Repeat Steps 3 - 5 as necessary.

7. Click the Event Group/Type you want to assign an Alarm Instruction to.
   Two buttons become available in the grid, providing the ability to change the Action Plan and/or Alarm Instruction for the Event Group.

   **Note:** Like Action Plans, you can assign an Alarm Instruction at an Event Group level, or at an individual Event Type. If an Alarm Instruction is assigned to an Event Group, all Event Types in that group will default to the groups Alarm Instruction. However, Alarm Instructions assigned to individual Event Types override the group event.

8. Click the **Use Default** button in the Alarm Instruction column.
   A browse tool displays, listing all the available Alarm Instructions in alphabetical order.



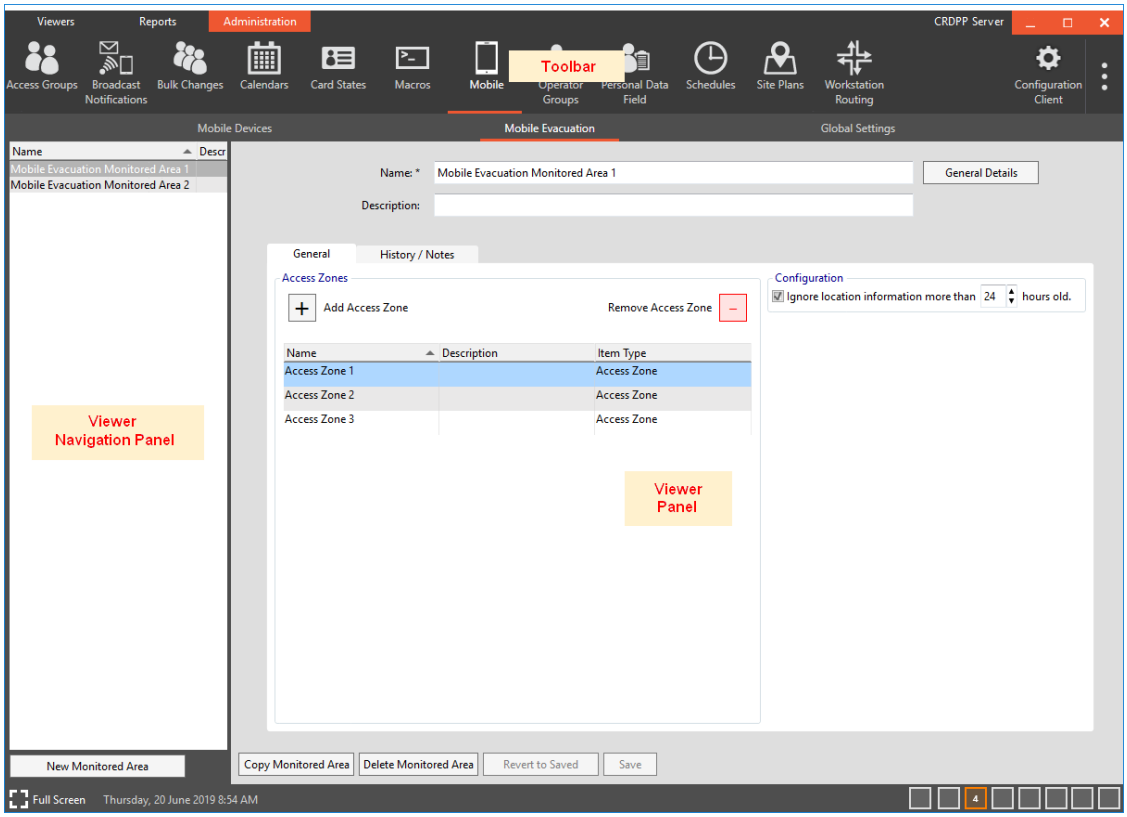

9. Select the appropriate Alarm Instruction, and click the **OK** button.
   The pop-up closes and the **Use Default** button changes to the name of the Alarm Instruction you selected.

10. Repeat Steps 7 - 9 as necessary.
    **Note:** If you change the assignment of alarm instructions for items already in alarm, they will not show the change of alarm instruction until the workstation is logged off and on again. Any new alarms that come in will however adopt the changes straight away.

## Understanding Mobile Evacuation

Mobile Evacuation is configured in Command Centre Client and allows privileged mobile users to move cardholders into Access Zones from a mobile device, thus allowing sites to monitor cardholder location away from the control room.

An example of when this feature could be used is during a site evacuation, to view cardholders in selected zones and move cardholders to a Muster point.




## Operator Privileges

To perform Mobile Evacuation related tasks, operators require the following privileges:

| Operator Privilege | is required to… |
|---|---|
| "Edit Site" in the division of the Mobile Evacuation Monitored Area | create, edit and delete a Mobile Evacuation Monitored Area. |
| "View Site" in the division of the Mobile Evacuation Monitored Area | view a Mobile Evacuation Monitored Area. |
| "Monitor Mobile Evacuation" in the division of the Mobile Evacuation Monitored Area | view a Mobile Evacuation Monitored Area on a device and to view Access Zone cardholder counts and cardholders in that Mobile Evacuation Monitored Area. |
| "Manage Cardholder Location" in the target Access Zone's division | move a cardholder from a Mobile Evacuation Monitored Area into that Access Zone. |
| "Manage Cardholder Location" in any division | move a cardholder to 'Outside the system'<br>**Note:** The **Allow moving cardholders outside of** |

| Operator Privilege | is required to… |
|---|---|
| | **the system** option must also be enabled on the **General** tab of the Global Settings to allow this action. |

### Multi-server

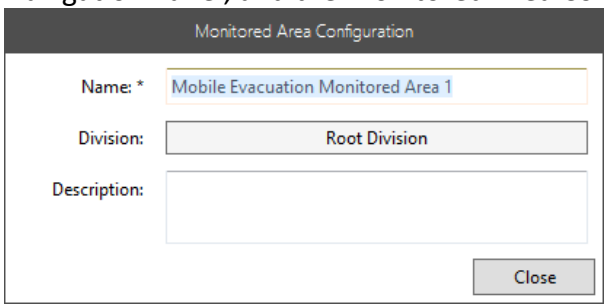
It is not possible to:

- configure (create, edit, delete) remote Monitored Areas.
- add remote Access Zones to a Monitored Area.
- view remote Monitored Areas on a device.

## Creating a new Monitored Area

Mobile Evacuation Monitored Areas are created as a collection of one or more Access Zones.
Perform the following procedure to create a new Monitored Area:

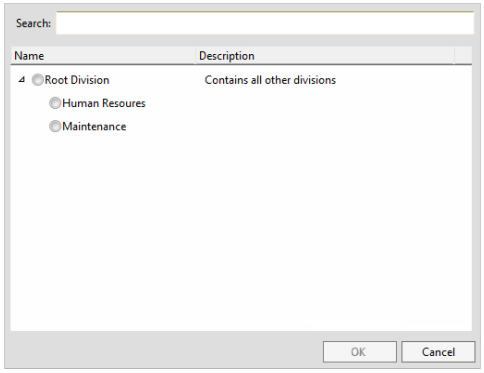
1. Click the **Mobile Evacuation** tab, and then the **New Monitored Area** button. The new Mobile Evacuation Monitored Area is added to the Viewer Navigation Panel, and the Monitored Area Configuration pop-up displays.




2. If you want to replace the default name the system has given the Mobile Evacuation Monitored Area, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical Description (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Mobile Device to be in, select a Division as follows:

   a) Click the **Division** button. A browse tool displays.

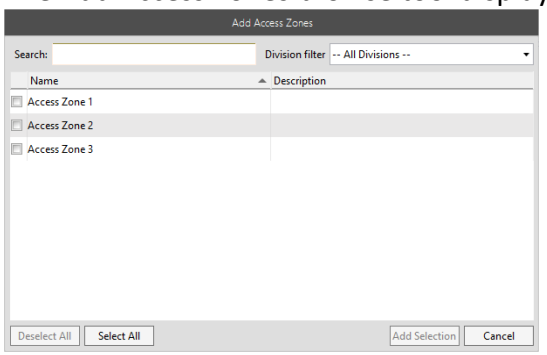


b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

5. Click the **Close** button.
The Monitored Area Configuration pop-up closes.
There are two tabs, (i.e. **General** and **History/Notes**). The **General** tab displays by default, providing the ability to configure Access Zones for this Monitored Area.

6. Click the + **Add Access Zone** button.
The Add Access Zones browse tool displays.




7. If necessary, search for the Access Zone(s) you want by entering characters in the Search field and/or refining the search mode and filters.
The grid becomes populated with Access Zone(s) that match the search criteria.

8. Click the checkbox next to each Access Zone name you want to include, or click the **Select All** button if you want to include all Access Zones.
**Note:** An Access Zone can only be added to the same Monitored Area once, but can be added to multiple Monitored Areas.

9. Click the **Add Selection** button.
The browse tool closes and each of the selected Access Zone(s) appear in the **Access Zones** grid.
**Note:** To remove an Access Zone, select (highlight) it you the zone you want to remove and click the − **Remove Access Zone** button.

10. If you want this Mobile Evacuation Monitored Area to ignore location information more than a specified number of hours old, check the **Ignore location information older than** checkbox, and (if necessary) change the default figure of '24' to the number of hours required.

11. If you want to record any note(s) about the Monitored Area, click the **History/Notes** tab.
Refer to ***History/Notes tab*** (on page 2-136) for further detail.

12. Click the **Save** button.
A new Mobile Evacuation Monitored Area has been created.

### Hints

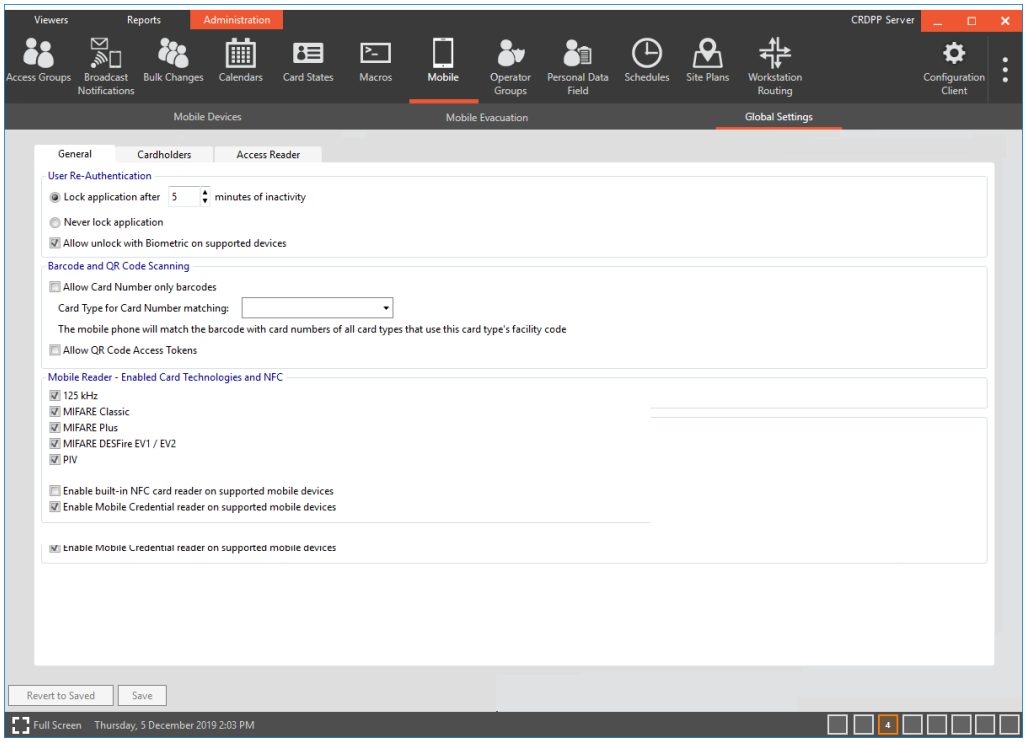
*Editing and Deleting Mobile Evacuation Monitored Areas*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Monitored Areas.

*Duplicating Mobile Evacuation Monitored Areas*
Operators privileged to create Monitored Areas can also duplicate Monitored Areas, which makes the task of setting up multiple Monitored Areas that are very similar much quicker. Refer to ***Copying items*** (on page 2-133) for the procedure.

## Configuring Global settings for all Mobile Devices

Perform the following procedure to configure settings to apply to ALL Mobile Devices:

1. Click the **Global Settings** tab.
   The Global Settings displays.

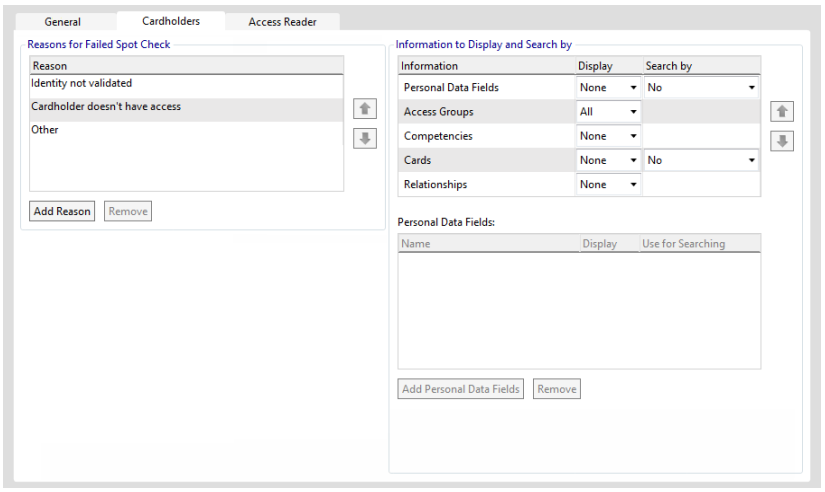



2. Click the appropriate radio button to specify whether or not the Mobile Client application should lock and require user re-authentication after a period of inactivity.
   (Default = Auto-lock after 5 minutes of inactivity. Range = 1 - 59 minutes)
3. Uncheck the **Allow unlock with Biometric on supported devices** checkbox (checked by default), if this is not required.
4. Tick the **Allow Card Number only barcodes** checkbox if required, then select the pre-configured **Card Type** from the **Card Type for Card Number matching** drop-down menu.
5. Tick the **Allow QR Code Access Tokens** checkbox if you require the camera/barcode scanner on the mobile client (both iPhone and Android) to read QR Access Tokens (as created using the Card Editor). See "QR Code Readers" in the *Configuration Client User Guide* for further detail.

6. If you intend using the Mobile Evacuation feature to allow your site to move cardholders outside the system, ensure the **Allow moving cardholders outside of the system** checkbox is checked.
   **Note:** Operators also require the "Manage Cardholder Location" operator privilege to enable this feature to work.
7. In the **Mobile Reader - Enabled Card Technologies and NFC** section, all card technologies are enabled by default. Uncheck any card technologies you do not require the Mobile Reader to be able to read.
   **Note:** The PIV option will only display if your site is licensed for PIV card functionality.
8. Enable (tick) the **Enable built-in NFC card reader in supported mobile devices** option if required.
9. The **Enable Mobile Credential reader on supported mobile devices** option is enabled (ticked) by default. If you require Mobile Connect credentials to be read from Mobile readers, leave it enabled.
10. Click each tab in turn and configure the Global Settings as required:

***Cardholders tab***

1. Click the **Cardholders** tab.

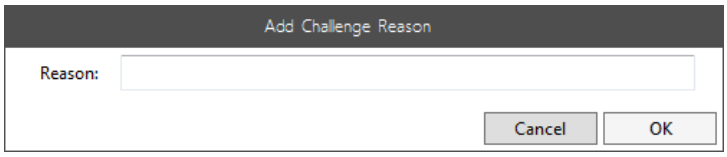



   This tab allows you to configure the following:
   - any Personal Data Fields to be displayed on the Cardholder Details screen
   - fields to be used for manually searching for Cardholders
   - reasons for a Cardholder failing or passing a challenge

   **Note:** For instructions on how to configure Cardholder images refer to ***Creating a new Personal Data Field*** (on page 2-233).

2. The **Reasons for Failed Spot Check** grid allows you to pre-configure a list of reasons for a Cardholder either failing or passing the challenge.
   Add reasons as follows:

   a) Click the **Add Reason** button. Add Challenge Reason pop-up displays.

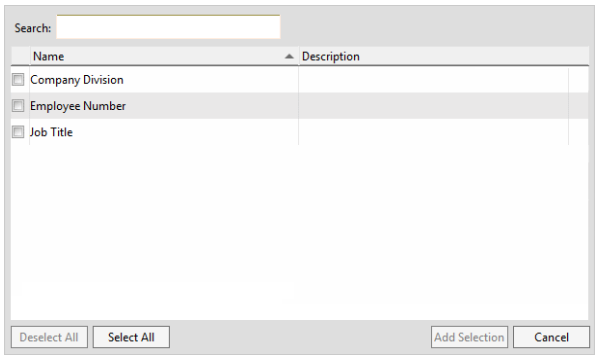



b) Enter a **Reason** and click the **OK** button.
The reason is added to the bottom of the list.

**Notes:**

- Reasons can be removed from the list by selecting the reason to be deleted and clicking the **Remove** button.
- You can use the up and down arrows to the side to change the order of the reasons, (i.e. select the reason you want to move and click either the up or down arrow to move it).

3. The **Information to Display and Search by** grid shows the four types of information that can be displayed for a cardholder, (i.e. Personal Data Fields, Access Groups, Competencies and Cards).
Configure what information you want displayed and whether it should be possible to search on that information type using the drop-down lists.
**Notes:**
   - It is not possible to search for cardholders by Access Group or Competency.
   - You can use the up and down arrows to the side to change the order of the items, (i.e. select the item you want to move and click either the up or down arrow to move it).
   - The 'Display' and 'Search by' options you select for the Personal Data Field entry will determine whether or not the **Personal Data Fields** grid will be enabled or not.
4. The **Personal Data Fields** grid can display information needed to validate a Cardholder's identity and whether they should be where they are.
**Note:** Your site may choose not to include any PDFs. Add the PDFs you want displayed and whether they can be searched on, as follows:
   a) Click the **Add Personal Data Fields** button. A browse tool displays.

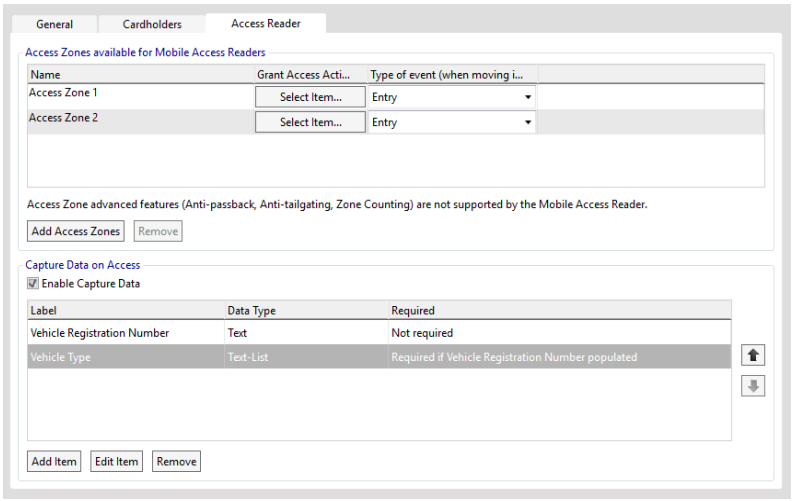



   b) If necessary, search for the PDF(s) you want by entering characters in the **Search** field and/or refining the search mode and filters.
   c) Check the PDF(s) you want and click the **Add Selection** button. The browse tool closes, and the selected PDF(s) appear in the Personal Data Fields grid.

### *Access Reader tab*

This procedure describes the configuration on the **Access Reader** tab of the Global Settings for Mobile Devices.

1. Click the **Access Reader** tab.



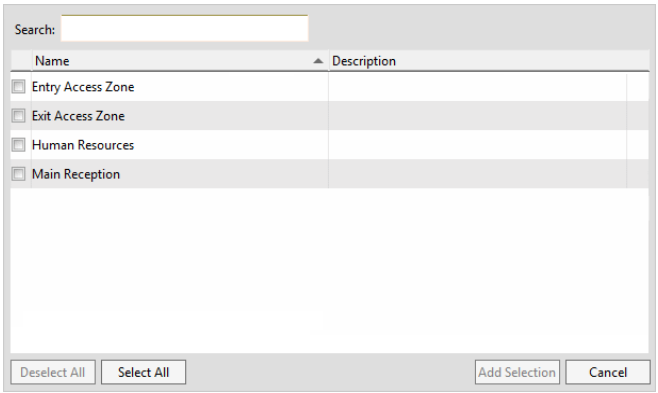

This tab allows you to:

1. allocate Access Reader zones for granting Cardholders access to via a Mobile Device.
2. enable and configure data fields to capture on access.

#### 1. Add Access Zones

1. Add Access Zones as follows:

   a) Click the **Add Access Zones** button.
   A browse tool displays.



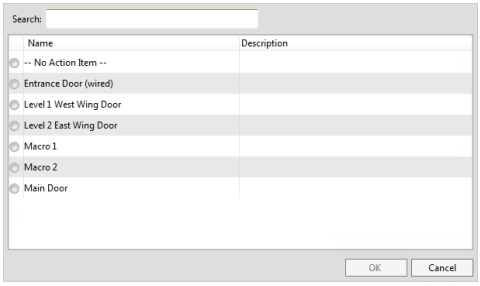

   b) Check the Access Zone(s) you want and click the **Add Selection** button.
   The browse tool closes, and the selected Access Zone(s) appear in the grid. These Access Zone(s) will now be available for selection in the 'Search' feature within the Access Reader Application.

2. A Cardholder granted into an Access Zone may need to trigger a personalised action, (e.g. opening a boom gate when a Cardholder is granted entry to a compound). Therefore, Mobile Access Zones can have

doors and macros assigned to them, which trigger once access is granted.
Assign an 'Access Action' for a Zone as follows:

a) Select (highlight) the Access Zone in the grid.
A **Select Item** button appears in the "Grant Access Action" column.

b) Click the **Select Item** button. A browse tool displays.

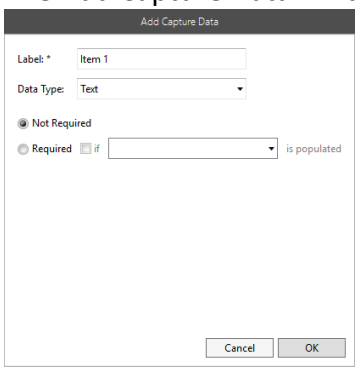



c) Click the radio button next to the access action you require and click the **OK** button.
The browse tool closes, and the **Select Item** button changes to the name of the access action you selected.

## 2. Configure Capture Data on Access

Capture Data items represent data fields that can be filled out by guards on Mobile Devices when granting access to Cardholders. This data will appear in the Details of the access event in Command Centre.

1. Select **Enable Capture Data** check box.
**Note:** Selecting **Enable Capture Data** will enable data capture functionality on supported Mobile Devices. Deselecting **Enable Capture Data** will hide all data-capture functionality supported on Mobile Devices.
2. To add a Capture Data Item, click the **Add Item** button.
The Add Capture Data window displays.

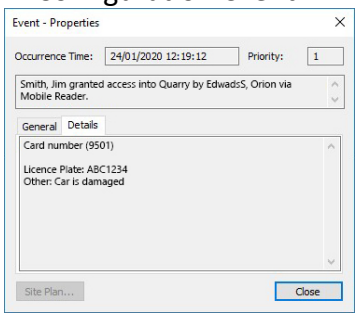



3. Enter the name of the data item you want to be captured upon access via Mobile Readers (e.g. 'Vehicle Registration Number') into the **Label** field.
4. Select the data type (either Text or Text-List) for this Capture Data Item from the **Data Type** drop-down list.
If you select Text, guards can enter any text for this Capture Data item each time they grant access with a Mobile Device.
If you select Text-List, this Capture Data item will consist of a list of configurable options for guards to choose from each time they grant access with a Mobile Device.
5. Select the appropriate radio button.
If you select **Not Required**, this Capture Data item does not need to be

populated with data on Mobile Devices for Cardholders to be granted access. If you select **Required**, this Capture Data item must be populated on Mobile Devices before each Cardholder can be granted access.

6. Did you select the **Required** check box?
   If **yes**, go to step 7. If **no**, go to step 8.
7. You can optionally select the **if** check box. You can then select another Capture Data item from the drop-down list.
   If you select the **if** check box and select a Capture Data item, the Capture Data item you are configuring must be populated on Mobile Devices if the selected Capture Data item is also populated.
8. If the **Data Type** for this Capture Data item is Text-List, enter an option for this Capture Data item into the **List Value** field. Click **Add** to add an item. Select an item and click **Remove** to remove it. Use the  and  buttons to change the order the options will appear in on Mobile Devices. Up to 200 options can be added, one of which can be selected when granting access on a Mobile Device.
9. Once finished configuring this Capture Data item, click **OK**.
10. Add up to four Capture Data items.
11. To change the order of your Capture Data items, click on an item to select it then use the  and  buttons to move it up or down.
    The order that the Capture Data items appear in on-screen is the order that they will appear in on Mobile Devices and in the **Details** tab of **Event Properties** windows in Gallagher Configuration Client.
12. To edit a Capture Data item, click on the item to select it then click the **Edit Item** button.
13. To remove a Capture Data item, click on the item to select it then click the **Remove** button. **Notes:**

- On Mobile Devices, up to 200 characters can be entered per Text type Capture Data item. Regular expressions cannot be specified for Capture Data items.
- For Capture Data items to be enabled on an individual Mobile Device, the **Controlled Challenge** and **Capture data on Access** options must be toggled on in the device's mobile app.
- The event details shown in the **Details** tab of the **Event Properties** window in Configuration Client will show Capture Data Item entries like so:




**Note:** Fields not filled out on the Mobile Device will not appear in the event details.

14. Click the **Save** button.

## Mobile Barcode Scanning

The Mobile Barcode Scanner feature allows the user to scan and decode configured barcodes using an iPhone or Android device. The Mobile Client will recognise that barcode as a card number, allowing it to look up the cardholder to whom the barcode belongs.

### Compatibility

The Mobile Barcode Scanner feature supports the Gallagher Command Centre mobile app vMBC7.70 (or later).

It is compatible with any Apple mobile device running iOS 9 or later, which supports the Command Centre mobile app.

Android devices running the Command Centre app are also supported.

### Barcodes

Gallagher has successfully tested this feature with the following barcode formats:

- Aztec Code 2D
- DataMatrix 2D
- PDF417 2D
- QR Code 2D
- Macro PDF417 2D
- Semacode 2D
- Code 128 1D
- Code 32 1D
- Code 39 1D
- EAN-13 1D
- EAN-8 1D
- ISBN 1D
- EAN-99 1D
- EAN-Velocity 1D
- Interleaved 2 of 5 1D
- UPC-A 1D
- UPC-E ID

Gallagher cannot guarantee the support for all barcodes, however other barcode formats may work. We recommend using QR codes if the option is available as they produce a superior user experience, with faster read times and successful scanning even when not aligned straight to the camera.

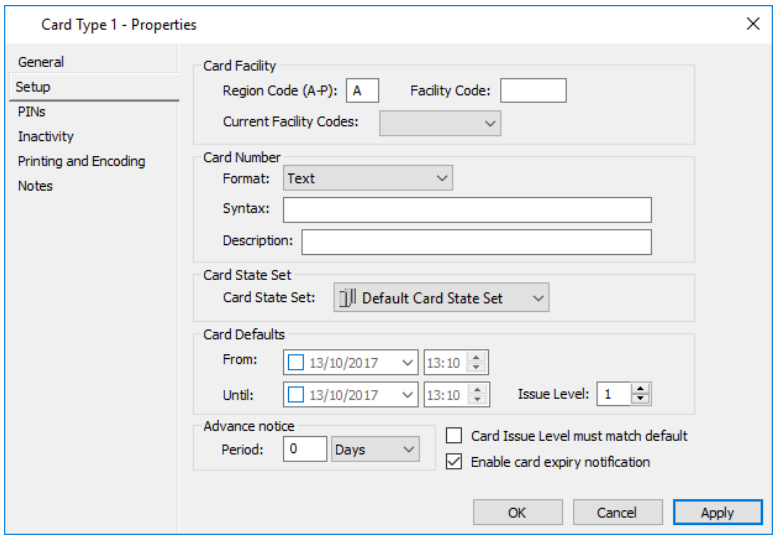
### Configuration

To configure this feature, perform the following procedures on the Command Centre server in the order specified:

#### *Creating a Card Type*

Barcodes must be entered into the Configuration Client as cards, and require a Facility Code to be added in the Card Type **Setup** tab. If a user scans a barcode that has not been set up as a Card Type in the Configuration Client, an error message will display. If no Card Types have been configured, the 'Scan Code' option will not be available in the main menu. Set up a Card Type in the Configuration Client to represent the barcodes, as follows:

1. Click **Configure** from the menu bar, then **Card Types**.
   The Card Type Master List Window opens.
2. Create a new Card Type and complete the fields as required.
   For full details on setting up a new Card Type, refer to the topic "*Setting up Card Types*" in the Configuration Client online help.
3. Click the **Setup** tab.



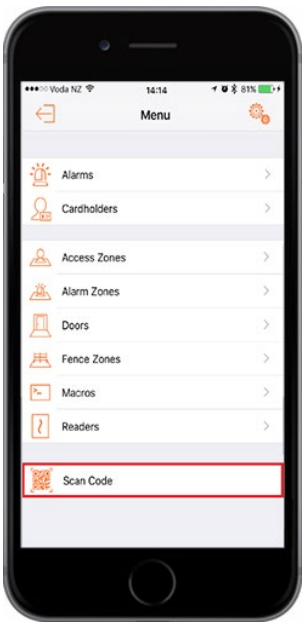

4. Assign the card type a unique **Facility Code** and change the Card Number **Format** to 'Text' (this prevents issues with barcode numbers that have leading zeros). **Notes:**
   - Once you have clicked **OK** or **Apply**, the Region Code, Facility Code, Format and Card State Set fields cannot be altered.
   - The Issue Level of the cards (barcodes) will be ignored, so the **Card Issue Level must match default** checkbox can be left unticked.

### *Configuring the Mobile Device's settings*

You need to give mobile devices permission to scan barcodes before they are able to do so.
When a barcode is scanned, the associated Cardholder and their configured information will display. You can configure what is displayed via Command Centre. Refer to ***Configuring settings for all Mobile Devices*** (on page 2-320) for further detail.

### *Confirming configuration*

To ensure that the Mobile Barcode Scanner feature has been configured correctly, open the Command Centre app on an iOS device and ensure the **Scan Code** option is available from the main menu:




**Note:** The "View Cardholder" privilege is required to use this feature. If an operator doesn't have the "View Cardholder" privilege, the main menu entry will not appear. For more information, refer to the topic *"Cardholder Access"* in the Configuration Client online help.

## Mobile Notifications

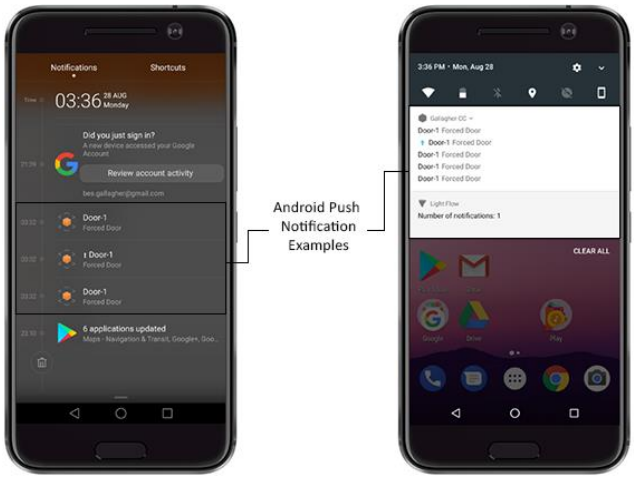
### Introduction

Enabling Mobile Notifications allows a Command Centre site to send alarm notifications to Mobile Client users. Selecting a notification allows the user to view the alarm's details within the Mobile Client.

Only alarm notifications from the most recent Command Centre site that the Mobile Client user has logged into will be sent. Only alarms are sent as Mobile Notifications, not events.

Mobile Notifications use the *Notifications Filters* and *Notifications Schedules* to determine who receives the notifications and when. For details on how to configure Mobile Notifications, refer to the chapter *"Notifications"* in the Configuration Client Online Help. **Notes:**

- Mobile Connect users **cannot** be sent Alarm Notifications, they can be sent Broadcast notifications.
  Only operators can be sent Alarm notifications, so only to the Mobile Command Centre App, not the Mobile Connect.
- If you receive notifications from Site A, and then you log into Site B (that doesn't have Mobile Notifications enabled), you will continue to receive notifications from the previous site (Site A).
- If multiple alarm notifications are generated while your device is powered off, or otherwise unable to connect to the internet, then upon reconnection you may only receive a notification for the most recent alarm. This limitation is imposed by iOS and Android. Open the 'Alarm List' screen within the App to ensure you are aware of all the alarms that have occurred.




### How are they sent?

Mobile Notifications are sent over the internet, using Wi-Fi or cellular data. Hence a Mobile Client user will continue to receive notifications (via cellular data), if Wi-Fi connectivity for the Mobile Client is unavailable.

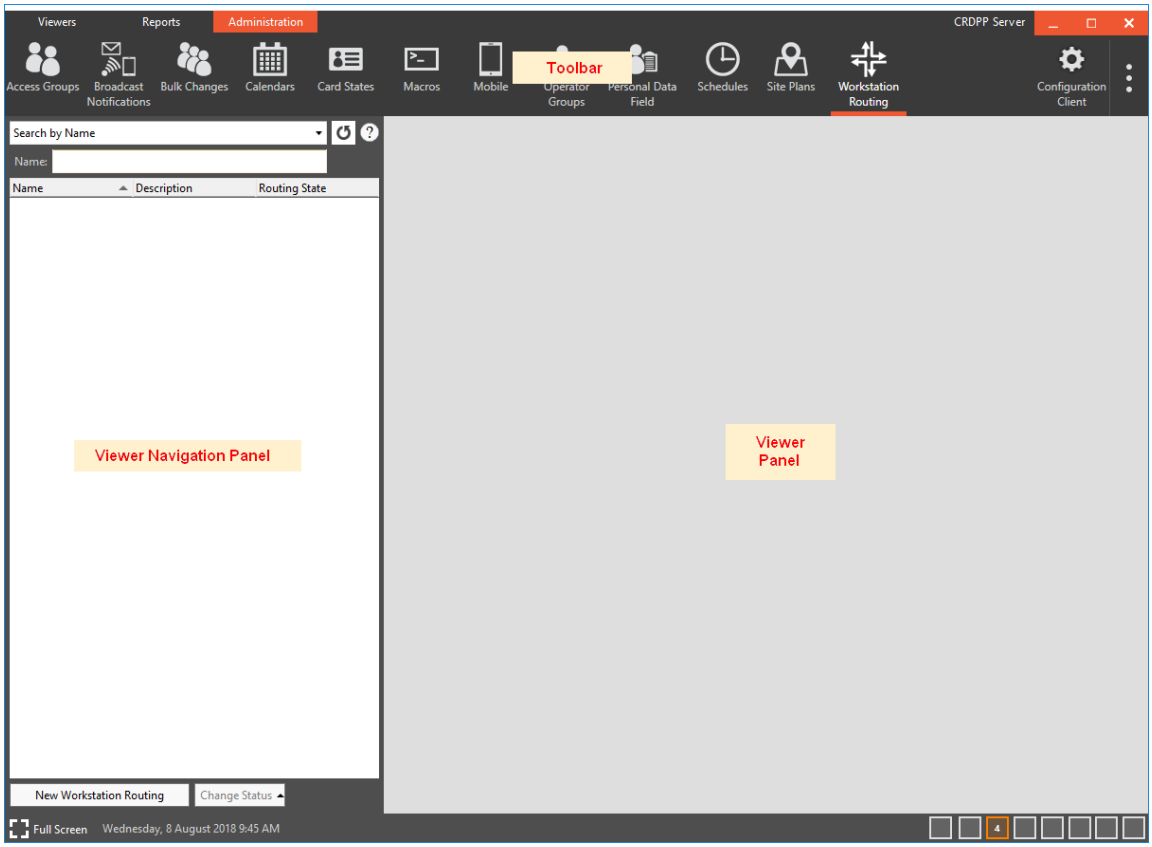
If the Command Centre Cloud is offline or the internet is down, notifications are queued in Command Centre awaiting delivery to the cloud when conditions allow. If a queued alarm has been processed by an operator it will not be sent to the cloud.

## Workstation Routing

The **Workstation Routing** button only appears on the **Administration** tab for users with the "Configure Workstation Routing" privilege in at least one division.

The Workstation Routing licensable feature allows for both manual and automatic transfer of Alarm Management and Site Monitoring functionality from one set of Operators to another. For further detail see ***Understanding Workstation Routing*** (on page 2-330).

Select the **Administration** tab on the Command Centre title bar, and then click the **Workstation Routing** button on the toolbar. The Workstation Routing Viewer opens.




The  button beside the **Search** field can be clicked to provide quick tips for working with Workstation Routing.

There are a number of ways to search for a Workstation Routing. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

***Understanding Workstation Routing*** (on page 2-330)
***Creating a new Workstation Routing item*** (on page 2-330)
***Changing the state of a Workstation Routing item*** (on page 2-334)
***Invoking Workstation Routing*** (on page 2-335)

## Understanding Workstation Routing

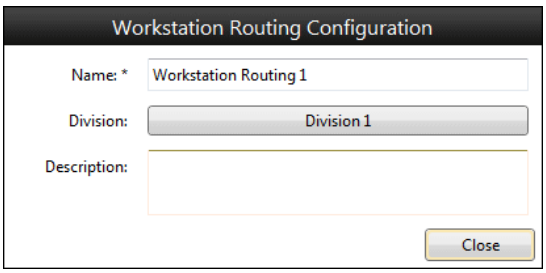
The Workstation Routing function allows for both manual and automatic transfer of Alarm Management and Site Monitoring functionality from one set of Operators to another. This allows a site to manage alarms and monitor their site locally during the day, and then hand control over to a central monitoring station at night without operators having to perform complex operations in order for this to happen. Functionality (through the enabling and disabling of privileges) can be routed from one group of Workstations to another.
The following table describes the key system components involved in Workstation Routing, and how they are involved:

| Component | Description |
|---|---|
| Divisions | Divisions are used for grouping system items that have something in common, (e.g. their location, the company they belong to, the department they belong to, etc.). Using Divisions allows a site to give Operators different privileges for items in different groups, and can be used as a way of sub-dividing items into logical groupings. For large sites this makes the system easier to use, allowing involved in the current action to be filtered out easily. The Workstation Routing feature relies on (system) Items that are to be made visible to a set of Operators when functionality is routed to their workstations and hidden when it is routed away, being stored in different Divisions from the items the Operator can see that are not affected by Workstation Routing. |
| Operator Groups | Operator Groups are used to control which (system) Items an Operator can see, and the functions they can perform on those items based on the Item's Division and the privileges granted for those Divisions. The 'activation' and 'deactivation' of certain Operator Groups for Operators using nominated Workstations is a key component of Workstation Routing. |
| Workstations | Although workstations are software Items, they can be used to represent physical locations by virtue of the physical PC they are associated with. As the action of routing functionality can affect all Operators in a particular location (regardless of who they are logged on as), Workstation Items are used to denote 'what' is affected by the routing. This allows the site to perform one action to invoke the routing without individual Operators having to perform an action. |

## Creating a new Workstation Routing item

Perform the following procedure to create a new Workstation Routing item:

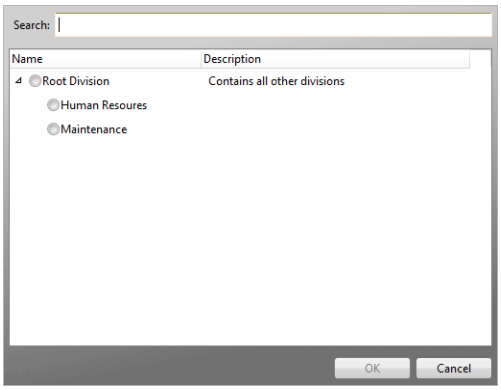
1. Click the **New Workstation Routing** button.
   The new Workstation Routing item is added to the Viewer Navigation Panel, and the Workstation Routing Configuration pop-up displays.



2. If you want to replace the default name the system has given the Workstation Routing item, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Workstation Routing item to be in, select a Division as follows:

   a) Click the **Division** button. A browse tool displays.

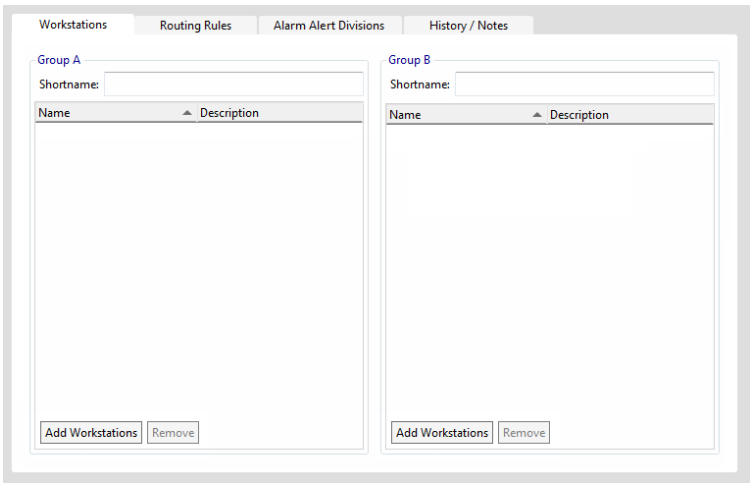



   b) Select the appropriate Division.

   c) Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.

   **Note:** If you have not set up Divisions yet, you can add these to your Workstation Routing items at a later stage.

5. Click the **Close** button.
   The Workstation Routing Configuration pop-up closes.
   There are four tabs, (i.e. **Workstations**, **Routing Rules, Alarm Alert Divisions** and **History/Notes**). The **Workstations** tab displays by default. All Workstations involved on one side of the routing, (e.g. from or to) should be configured as a single group.



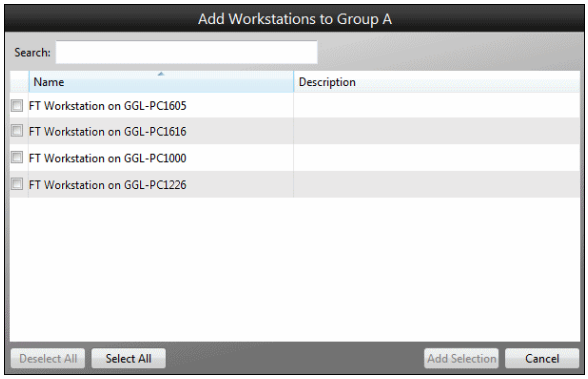

**Notes:**

- When using automatic routing, the Operator Groups' functionality is transferred to Group A Workstations when no Group B Workstations are logged on. When at least one Group B Workstation is logged on, the

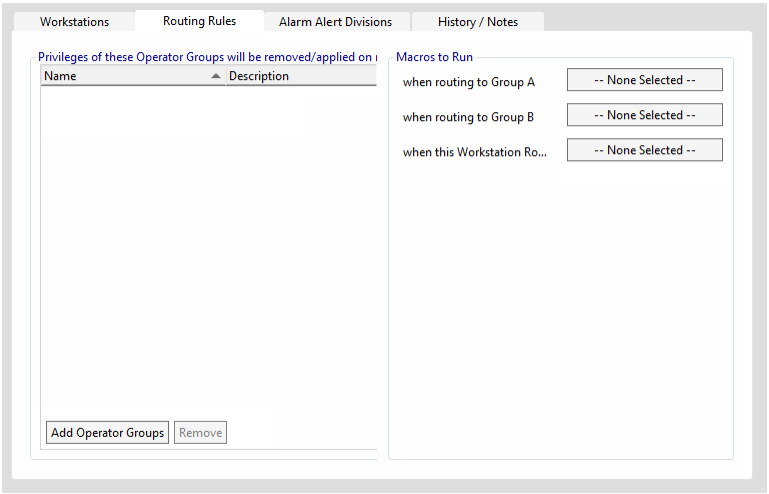
Operator Groups' functionality is transferred to Group B Workstations. The logged-on state of Group A Workstations is not considered in automatic routing.

- If you will be *only* routing manually, it is not important which Group you assign to each set of Workstations.

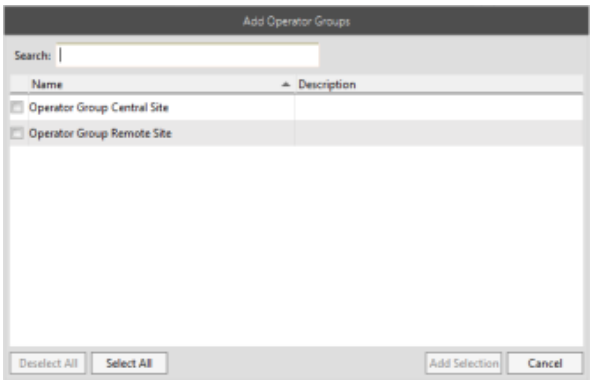
6. By default, the **Shortname** for the Workstation Groups is "Group A" and "Group B". Change the Shortnames to more meaningful names if required.
   **Note:** Each Name is limited to 20 characters.
7. Select the Workstations for each group, as follows:
   a) Click the **Add Workstations** button. An Add Workstations to Group pop-up displays, listing all the available Workstations in alphabetical order, (i.e. Workstations that are on the local server).




   b) Check the appropriate Workstation(s), and click the **Add Selection** button. The pop-up closes, and the selected Workstation(s) appear in the grid.
8. Click the **Routing Rules** tab to set the rules for what happens when routing is invoked.

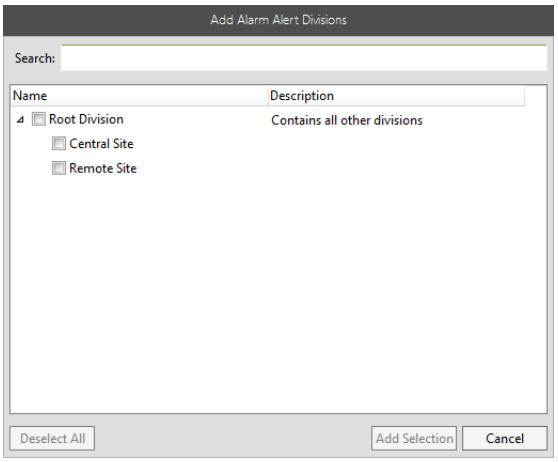



9. Configure the Operator Groups that determine the functionality being transferred between Workstations, as follows:
   a) Click the **Add Operator Groups** button.
   An Add Operator Groups pop-up displays.




b) Check the appropriate Operator Group(s), and click the **Add Selection** button. The pop-up closes, and the selected Operator Group(s) appear in the grid.

10. If you want the Workstation Routing item to run Macros when routing, configure as required.
11. If you will be using automatic workstation routing, click the **Alarm Alert Divisions** tab. This tab defines the Divisions whose highest priority alarm is displayed on this Workstation Routing item on Site Plans while it is in the 'Routed to Group B (automatic)' state.
12. Click the **Add Alarm Alert Divisions** button.
    An Add Alarm Alert Divisions pop-up displays.




13. Select the Divisions whose highest priority alarm you wish to be displayed on this Workstation Routing item on Site Plans while it is in the 'Routed to Group B (automatic)' state.
14. Click the **Add Selection** button.
    The pop-up closes, and the selected Division(s) appear in the grid. **Notes:**
    - While a Workstation Routing item is automatically routed to Group B, it displays on Site Plans the current highest priority alarm of all items in the Divisions assigned to its 'Alarm Alert Divisions' tab. The same applies to shapes with the Workstation Routing item as an Associated Item. From the Workstation Routing's Site Plan item, operators can view, acknowledge, process, or add notes to the alarm.
    - While a Workstation Routing item is not automatically routed to Group B, it does not reflect the alarms of any other items.
    - This allows, for example, a central control site (Group A) to get insight

into important alarms that are being raised in a remote site's Divisions while routing is automatically to that remote site (Group B).

15. If you want to record any note(s) about the Workstation Routing item, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
16. Click the **Save** button.
    A new Workstation Routing item has been created. **Note:** When Workstation Routing items are first created their state is "Disabled".

**Hints**

*Editing and Deleting Workstation Routing items*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Workstation Routing items.
**Note:** It is only possible to edit the configuration of a Workstation Routing item when it is in the "Disabled" state.
*Duplicating Workstation Routing*
Operators privileged to create Workstation Routing items can also duplicate Workstation Routing items, which makes the task of setting up multiple Workstation Routing items that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

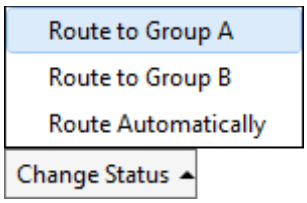
## Changing the state of a Workstation Routing item

A Workstation Routing item will be in one of five states, as explained below:

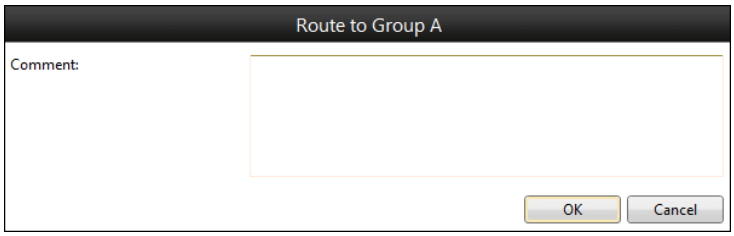
| If operator has selected… | and… | then the state is… |
|---|---|---|
| Disable Workstation Routing | *N/A* | Disabled |
| Route to <Group A name> | *N/A* | Routed to <Group A name> (manual) |
| Route to <Group B name> | *N/A* | Routed to <Group B name> (manual) |
| Route Automatically | All Group B workstations are logged off of Command Centre | Routed to <Group A name> (automatic) |
| Route Automatically | At least one Group B workstation is logged onto Command Centre | Routed to <Group B name> (automatic) |

The current state appears in the Routing State column in the Navigation Panel, beside the Workstation Routing item name. When necessary, perform the following procedure to change the state of a Workstation Routing item to another state:

1. Select the Workstation Routing item in the Navigation Panel.
2. Click the **Change Status** button.




3. Select the required state.
   A Comments pop-up displays.

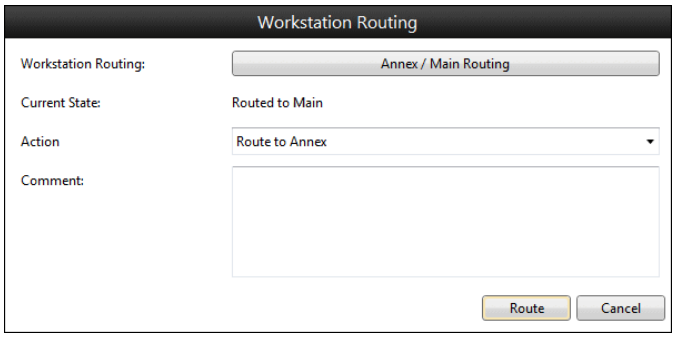



4. If you want to add a comment, type your comment in the **Comment** field (Maximum of 250 characters).
5. Click the **OK** button.
   The pop-up closes and the new state now appears in the **Routing State** column.

## Invoking Workstation Routing

Once Workstation Routing has been configured, this procedure describes how an operator can invoke Routing:

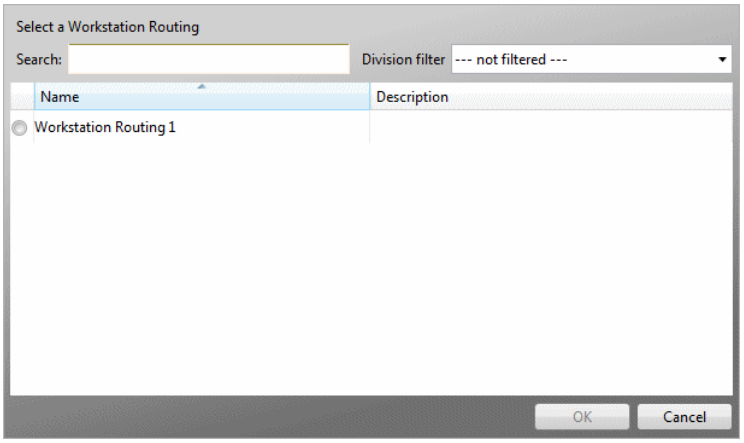
1. Click the  button on the Command Centre toolbar, and select **Routing**.
   The Workstation Routing pop-up displays.




2. Routing is remembered as an Operator Workstation Preference, therefore the **Workstation Routing** button defaults to the name of the most recent Routing performed.

   If this is not the required Routing option, select an alternative Routing as follows:

   a) Click the **Workstation Routing** button.
      A browse tool displays.




   b) Select the appropriate Routing.

   c) Click the **OK** button.

The pop-up closes and the button changes to the name of the Routing you selected. The **Current State** also changes to that of the selected Routing.

3. Select the required action from the **Action** drop-down list.
   The options available in the list will depend on your privileges.
   **Notes:**
   - The 'Route to <name>' options are manual routing options; they will immediately invoke routing to the selected group upon clicking Route and remain that way until operator intervention.
   - The 'Route Automatically' option puts the Workstation Routing item into the automatic state. While in the automatic state, if there is at least one workstation logged on in the Group B workstation group (configured in the Workstation Routing item), then routing will be to that group, and if there are no workstations logged on in Group B, then routing will be to the Group A workstations. Selecting 'Route Automatically' and clicking Route therefore may not immediately invoke routing, and routing may be invoked automatically multiple times while in this state.
   - The 'Disable Routing' option treats the Workstation Routing item as if it did not exist; Operator Groups are 'activated' for workstation operators as per normal Operator Group assignment configuration.
4. If you want to add a comment, type your comment in the **Comment** field (Maximum of 250 characters).
5. Click the **Route** button.

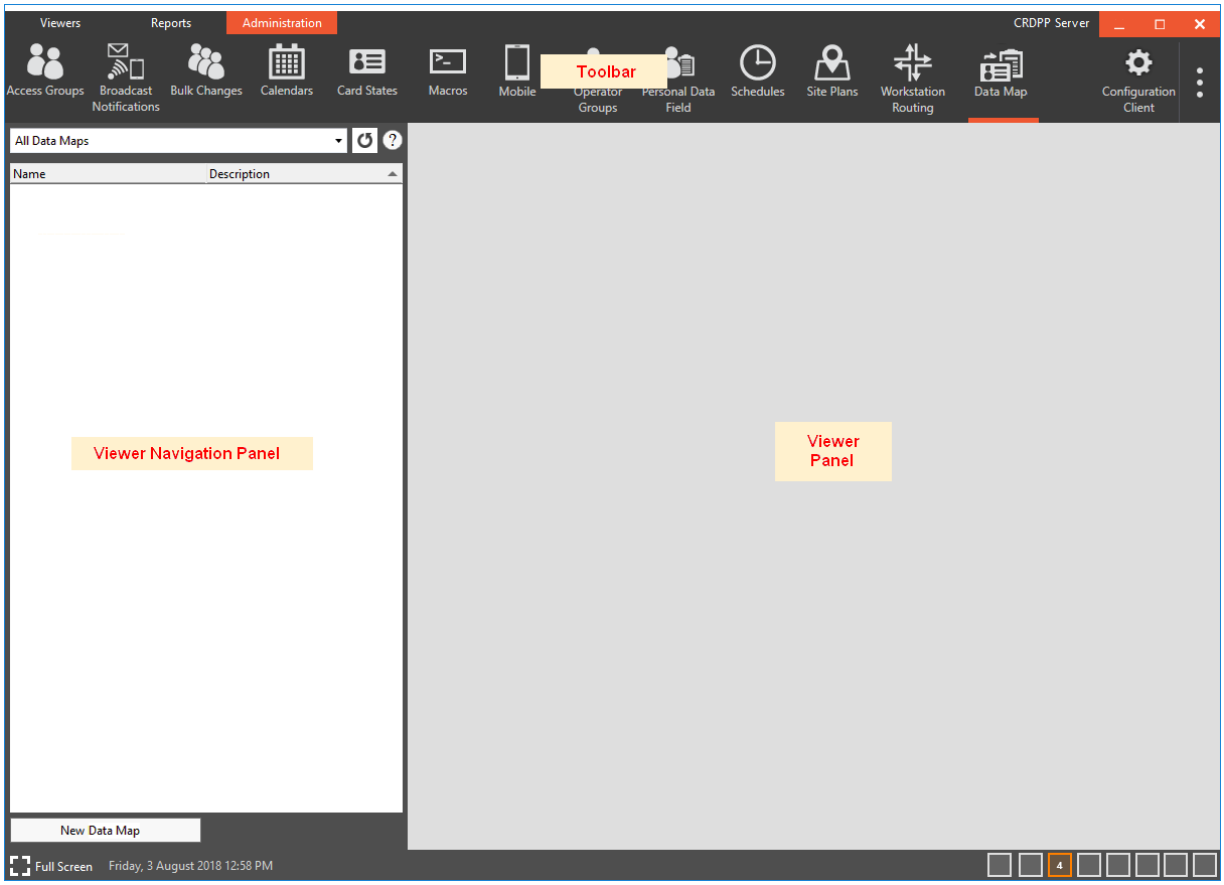
**Result**

The Workstation Routing item's state is changed and:

- any Macro(s) configured for that state change will run,
- if routing was invoked, (i.e. you selected a manual action, or you selected 'Route Automatically' and Group B's logged-on state denoted routing should be invoked), all Operator Groups configured for the Workstation Routing item will be 'activated' for Operators logged onto Workstations in the group to which the Routing was initiated, and 'de-activated' for Operators logged onto Workstations in the other group.
  **Note:** If the server workstation is included in either group it gets ignored when Routing is actioned, so it cannot be locked out.

## Data Map

Select the **Administration** tab on the Command Centre title bar, and then click the **Data Map** button on the toolbar. The Data Map Viewer opens.




**Note:** The **Configuration Client** button will only appear on the **Administration** toolbar if you have the "Launch Configuration Client" privilege in at least one division.

The Navigation Panel for the Data Map Viewer provides a list of all the Data Maps.

The button beside the **Search** field can be clicked to provide quick tips for working with Data Maps.

There are a number of ways to search for a Data Map. See ***Searching for items*** (on page 2-132) for further detail.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

***Understanding Data Maps*** (on page 2-338)

***Creating a Data Map*** (on page 2-338)

## Understanding Data Maps

The 'Visitor Management OCR Passport / Drivers License Interface' allows the Gallagher Visitor Management Client to support an interface to the ScanShell 1000B Passport Scanner, such that Visitor fields in the Visitor Management Client can be automatically populated when a form of ID is scanned, (e.g. Passport or Driver's License). The aim is to reduce the amount of manual data entry required by an Operator and improve Visitor processing time.

The process for configuring the 'Visitor Management OCR Passport / Drivers License Interface' feature involves a number of procedures, including 'Creating Data Maps'. For further detail of the entire process, see "Visitor Management Passport/Drivers License Scanning Process" in the Configuration Client Help.

Visitor Management Scanning requires the following Interface (**Accuant OCR Scanner Interface - C12716**) and Licence file entry - (**Visitor Management ID Scanning=1**) to enable the capture of:

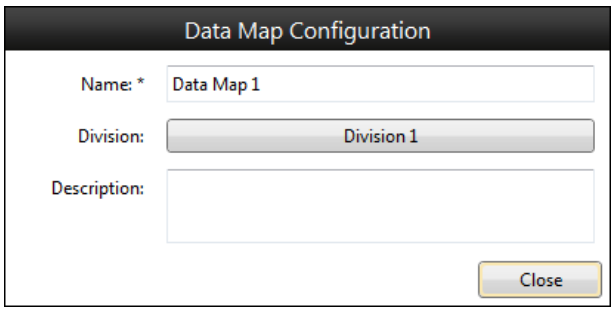
- Passports, Drivers Licenses and National Identity Cards, and
- information from visitors at the Visitor Management workstation, when integrated with Command Centre.

## Creating a Data Map

Perform the following procedure to create a new Data Map:
**Note:** Before you perform this procedure, ensure the:

- Scanner software (that provides the DLL's required as a prerequisite to setting up Data mapping items) is installed, and
- Personal Data Fields (that will be used by the scanner) are created and added to the appropriate Access Groups (Visitor Types) and the Selected Fields grid on the **Visitor Fields** tab of the Visitor Management Division Configuration.

1. Click the **New Data Map** button on the Viewer Navigation Panel.
   The new Data Map is added to the Viewer Navigation Panel, and the Data Map Configuration pop-up displays.

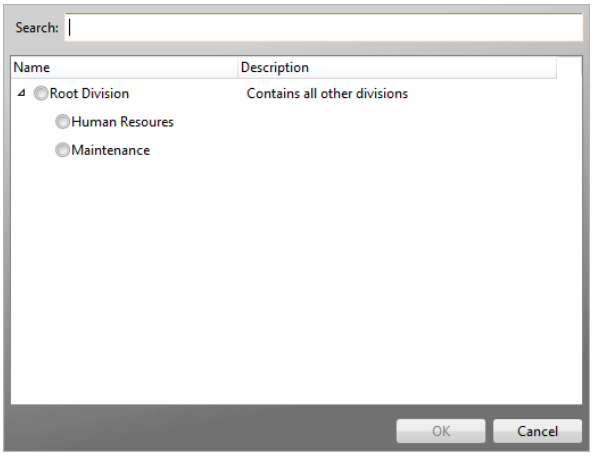



2. If you want to replace the default name the system has given the Data Map, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).

4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Data Map, select a Division as follows:

   a) Click the **Division** button.
   A browse tool displays.




   b) Select the appropriate Division.

   c) Click the **OK** button.
   The pop-up closes and the button changes to the name of the Division you selected.

   **Note:** If you have not set up Divisions yet, you can add these to your Data Map at a later stage.

5. Click the **Close** button.
   The Data Map Configuration pop-up closes.

   There are four tabs, (i.e. **Source Configuration**, **Destination Configuration**, **Mappings** and **History/Notes**). The **Source Configuration** tab displays by default.

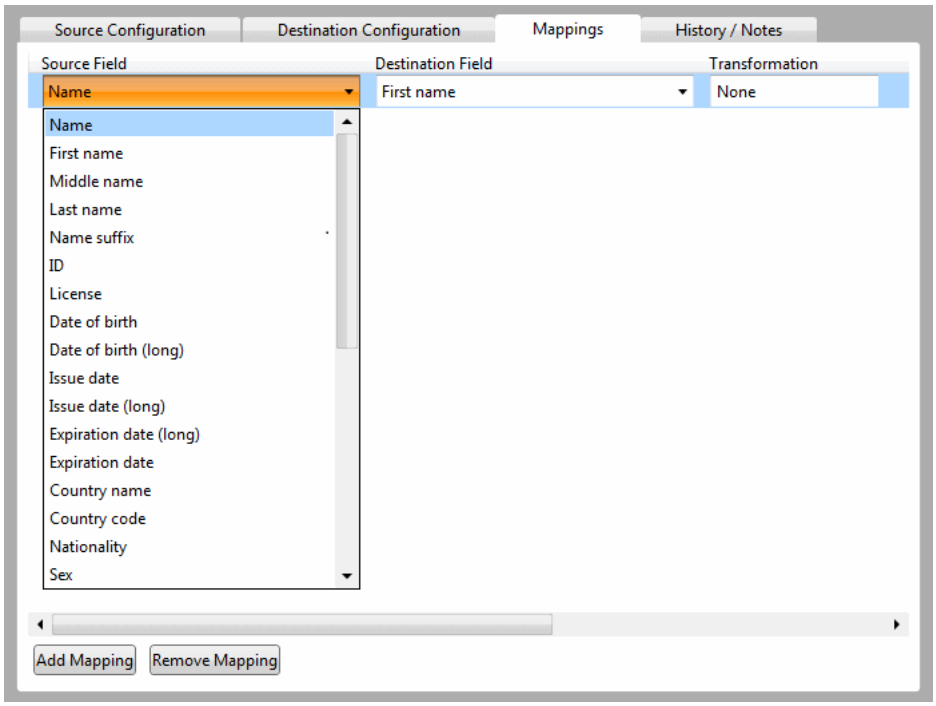
6. Select the appropriate document type, (e.g. General ID or Passport) from the **Source** drop-down list of available DLL's installed.

7. If you select General ID as the **Source**, you must also click one of the region radio buttons and select the appropriate region from the drop-down list.
   For the 'Auto detect option', there are four regions to choose from, (i.e. Asia, Australia, Canada and United States). For the 'More specific' option there is a more extensive list of regions available.

8. Click the **Destination Configuration** tab, and select the appropriate **Destination** from the drop-down list.

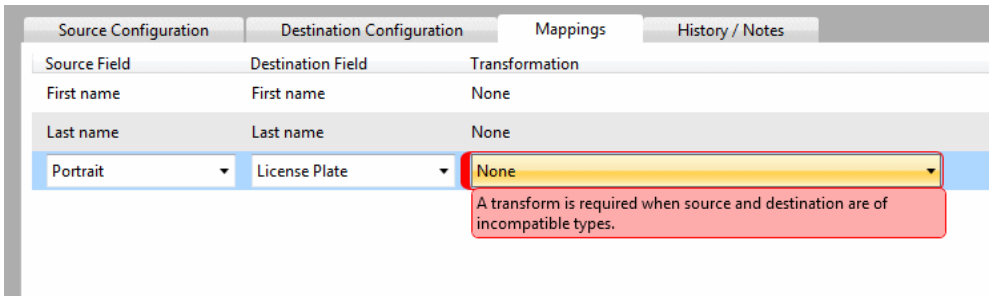
9. Click the **Mappings** tab.

10. Click the **Add Mapping** button to configure the scanning software to automatically populate the Visitor fields (within Visitor Management) when a form of ID is scanned.




11. Click the drop-down under **Source Field**.
    All available OCR Source fields are listed. The majority of fields are text type PDFs with the exception of the last three that are image type PDFs, (i.e. Image of document, Portrait and Signature).
12. Select the field you want to map to a **Destination Field**.
13. Click the drop-down under **Destination Field** and select the appropriate field to map the source field to.

    **Note:** If the type of Destination Field you select is incompatible with the Source Field, (e.g. an image mapping to a text PDF), an error message will display in the **Transformation** field.




    Although you can carry on performing other functions, the **Save** button will remain disabled until you correct the error by either changing one of the fields so they are compatible, or selecting a transformation type from the **Transformation** drop-down list.
14. Repeat Steps 10 - 13 for each mapping you require.
15. If you want to record any note(s) about the Data Map, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.

16. Click the **Save** button.
    A new Data Map has been created.
    **Note:** Once a Data Map is saved the **Source** and **Destination** cannot be changed on the Data Map Configuration pop-up.

**Hints**

*Editing and Deleting Data Maps*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Data Maps.

*Duplicating Data Maps*
Operators privileged to create Data Maps can also duplicate Data Maps, which makes the task of setting up multiple Data Maps that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Tag Board feature Configuration

The purpose of the Tag Board Tile (a licensable feature), is to show how many people and the specific individuals who are in a particular area of a site, where the area can include one or more Access Zones. One of the primary uses for this feature is safety, (e.g. a Mine wanting to ensure that nobody is in a blast zone before explosives are detonated). However, by filtering a Tag Board, sites also have the ability to discern specific groups of people in an area, (e.g. where are the first aiders, visitors, contractors, security guards, etc.).

To configure the Tag Board feature, perform the following procedure:
***Configuring a Tag Board Tile*** (on page 2-342)

### Configuring a Tag Board Tile

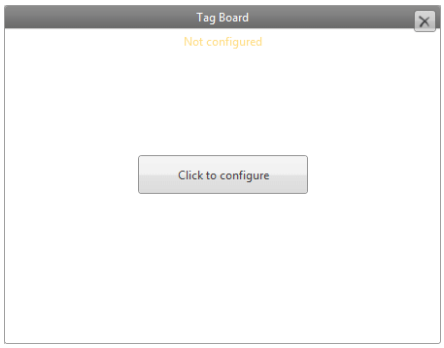
This Tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration (or Operator selected). This tile can be added to any Viewer. If required, multiple Tag Board Tiles can be added to a single Panel. The Tag Board Tile lists all Cardholders within the nominated Access Zones. The list is dynamically updated as Cardholders move in and out of the Access Zones.
**Note:** Gallagher recommend that Tag Board Tiles should only be used to monitor people actively entering and leaving an area. They shouldn't be used to 'monitor' people who are actually outside the system because not every change possible in Command Centre for that person will be reflected in the Tag Board.
Operators can configure Tag Board Tiles to display either a detailed view or a summary view of all nominated Access Zones. The summary view groups Cardholder by Access Zone. Colours can be used to highlight the state of the Access Zone, (i.e. where the number of Cardholders in an Access Zone is greater than zero, the background colour of the row will display red. Where the number of Cardholders in an Access Zone is zero, the background colour of the row will display green). In addition, an operator can configure a Personal Data Field and/or Competency to be displayed with the Tag Board Tile.

#### How to configure

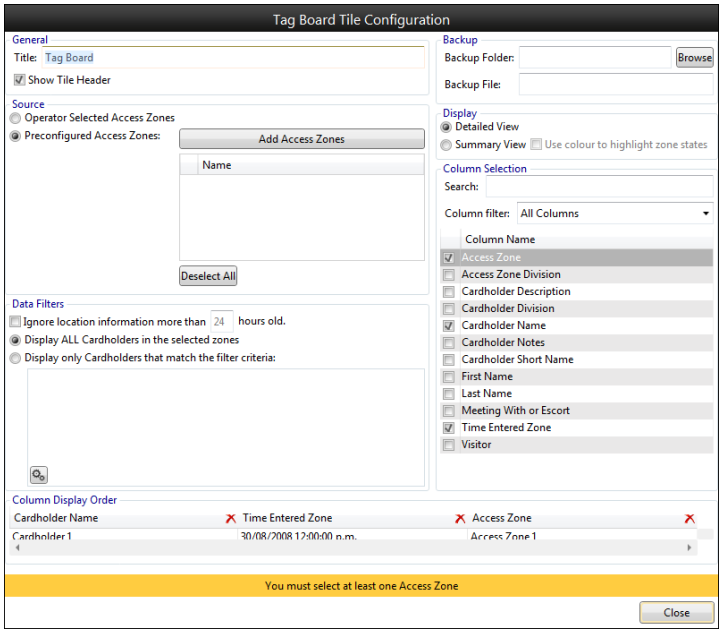
1. Select the **Viewers** tab on the Command Centre title bar, and then the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays with the Configuration Navigation Panel down the left hand side, and the Configuration Panel on the right.
2. Do you want to add the Tag Board Tile to a new or existing Viewer?

| If... | then... |
|---|---|
| an existing Viewer, | click the button for it on the Configuration Navigation Panel down the left hand side. |
| a new Viewer, | create a new Viewer. See ***Creating a new Viewer*** (on page 2-6) for the procedure. |

3. Double-click on **Tag Board** on the 'Tile Toolbox'.
   The Tag Board Tile appears on the Configuration Panel section of the screen in preview mode.




4. Move the mouse over the Tag Board Tile you have added, and click on the **Click to configure** button that appears.
   The Tag Board Tile Configuration pop-up displays.



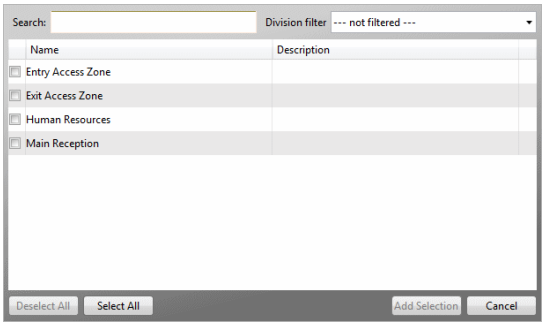

5. Enter an appropriate **Title** for this tile.

6. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.
   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.

7. Do you want operators to be able to choose the Access Zone(s) to be monitored in operational mode?

| **If...** | **then...** |
|---|---|
| yes | click the **Operator Selected Access Zones** radio button.<br>**Note:** The Backup section on this Configuration pop-up becomes greyed out. |
| no | **a)** Click the **Preconfigured Access Zones** radio button.<br>A browse tool displays. |

| If... | then... |
|---|---|

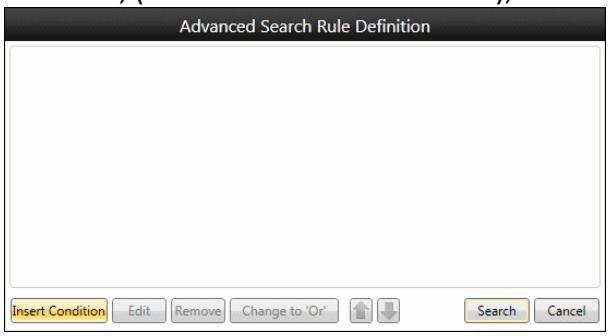



**Note:** Local Access Zones only are displayed. Access Zones on a remote server cannot be selected.

**b)** Check the Access Zone(s) you want to add.

**c)** Click the **Add Selection** button.
The browse tool closes and the Selected Access Zone(s) appear in the grid below the **Add Access Zones** button.

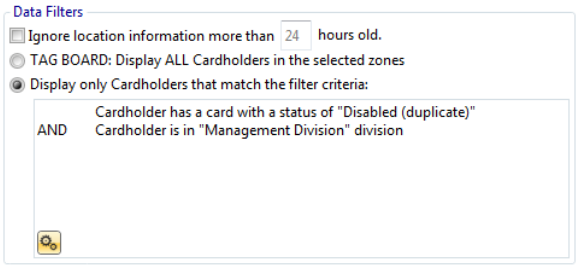
8. The **Data Filters** section allows you to configure which cardholders to display. If you want to configure this Tile to ignore location information more than a specified number of hours old, check the **Ignore location information more than <nn> hours old** checkbox, and (if necessary) change the default figure of '24' to the number of hours required.
9. Click the appropriate radio button for how you want the tile contents filtered:
   - **Display ALL Cardholders in the selected zones**
     This option should be selected if you want the tile is to show the total number of people and the specific individuals who are in the selected Access Zones. Go to Step 10.
   - **Display only Cardholders that match the filter criteria**
     WARNING: Do not use this option if this tile is to be used for safety or evacuation purposes, (e.g. a Mine wanting to ensure that nobody is in a blast zone before explosives are detonated).
     The Advanced Search Rule Definition pop-up displays, allowing you to set the rules, (i.e. one or more conditions), to define your search.




This pop-up allows you to set the rules, (i.e. one or more conditions) to define your search. If a rule has been defined previously this pop-up will be pre-populated, otherwise the grid will be empty.

a. Click on the function you want to perform.
   ***Inserting a condition*** (on page 2-347)
   ***Editing an existing condition*** (on page 2-348)
   ***Removing a condition*** (on page 2-348)

b. Click the **OK** button.
The Filter you have configured displays in the grid on the Tag Board Tile Configuration pop-up.




**Note:** The filters can be edited again if necessary, by clicking the button to re-open the Advanced Search Rule Definition pop-up.

10. If the **Backup** section is enabled, enter the location and file name for the backup file. Alternatively, click the **Browse** button to select from the existing directory paths and type in the file name. Anytime there is a change to data displayed in the Tag Board Tile, a copy of the data is written to a backup file.
**Notes:**
- The backup file is written once an operator has viewed the Tag Board Tile at least once following logon to Command Centre Client. After this, the backup file will be written whenever there is a change to anything which would affect the content of the Tag Board Tile, (e.g. Cardholder movement).
- Ensure the Windows operator (also the Command Centre operator) has the appropriate privileges in order to write and view the backup file.
- Ensure the Tag Board Tile is configured with a unique backup file name, as multiple Tag Board Tiles may be configured.
- In the event that one of the configured Access Zones is offline, the backup file will contain the name of the affected Access Zone. When the Access Zone returns to online, the file will be re-written accordingly.
- Tags, (e.g. <datetime>) cannot be used in the backup file name.

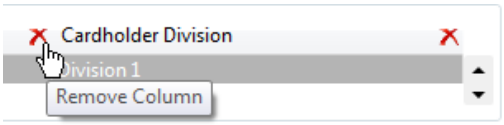
11. What type of view do you want displayed on this Tile?

| View | then click... |
|---|---|
| Detailed | the **Detailed View** radio button. |
| Summary | the **Summary View** radio button. Upon selecting this radio button, three checkboxes are enabled:<br>• Select the **Use colour to highlight zone states** checkbox if you want to use colour to highlight Zone states. Occupied Zones will be highlighted red, empty Zones will be highlighted green.<br>• Select the **Show occupied Zones only** checkbox if you want only occupied Access Zones (containing at least one Cardholder) to display in this Tile. Empty Access Zones will be hidden.<br>• Select the **Roll up counts into Master Zone** checkbox if you want Cardholders to be listed under the Master Zone of their current child Access Zone. Cardholders will not be listed under their current Access Zone unless it is a Master Zone. However, for each Master Zone, the Access Zone column will be populated with each Cardholder's current (child) Access Zone. |

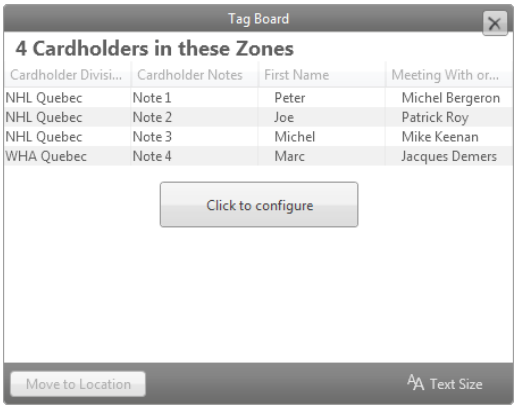
| View | then click... |
|---|---|
| | **Note:** The **Roll up counts into Master Zone** checkbox is best selected in Tag Board Tiles that only display Master Zones. While this checkbox is selected, no Cardholders are displayed under child Access Zones (they are displayed only under their Master Zone). |

12. Select another category from the **Column filter** drop-down if necessary. The options are:
    - All Columns
    - Access Zone and Division Details
    - Cardholder Details
    - Visitor Details

    **Notes:**
    - If another category is selected, the list of possible column names will change accordingly.
    - Image Personal Data Fields cannot be viewed in the Tag Board Tile, and are therefore not included in the list of available PDFs.
    - If Visitor Management is included in your license file, the **Column Selection** list will include Visitor related columns for the purpose of including visitor numbers in the total count.
13. If necessary, search for the column(s) you want to include in the Tag Board by entering search criteria in the **Search** field.
14. Click the checkbox next to each Column name you want to include.
    As columns are selected, they appear in the **Column Display Order** section in the lower part of this pop-up (in the order you select them).
    **Notes:**
    - Reorder the columns if necessary, by clicking on the column title and dragging it to the required position.
    - Remove a column if necessary, by clicking on the  button beside the column title.




15. Click the **Close** button.
    The preview mode of the Tag Board Tile now displays the view that it has been configured for. This first example is how it appears when configured for 'Detailed View' with 'Operator selected Access Zones'.



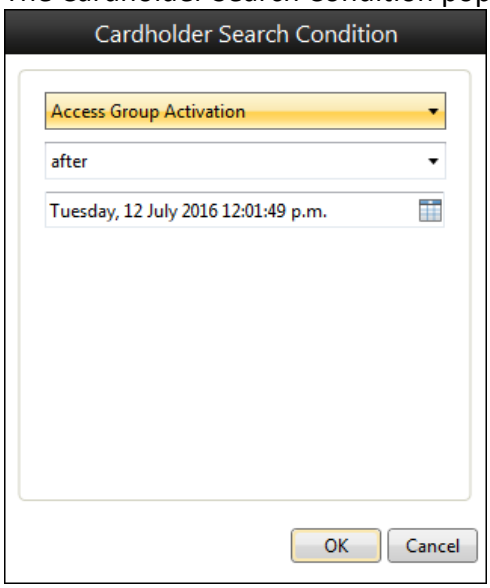
This second example is how it appears when configured for 'Summary View' with colour used to highlight zone states.



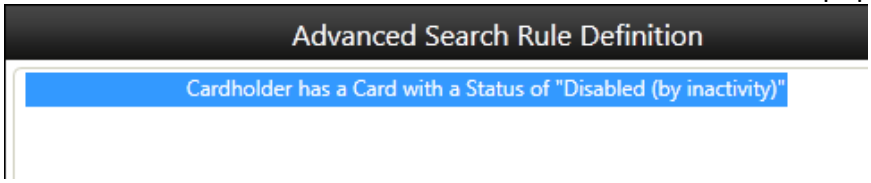

By right-clicking on the **Viewer Configuration** button and selecting **Reload Viewers**, the changes appear in operational mode.

## Inserting a condition

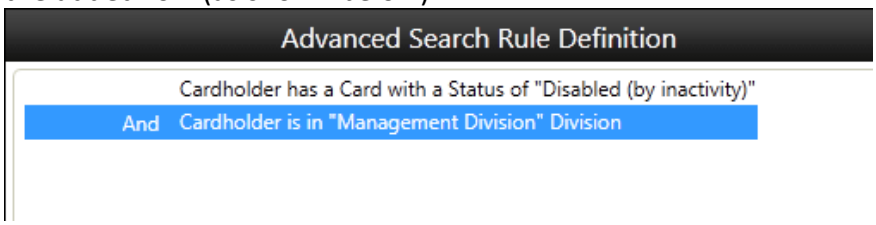
1. Click the **Insert Condition** button.
   The Cardholder Search Condition pop-up displays.




2. Select a Condition **Type** from the drop-down list.
   The options available depend on the Condition Type you selected.
3. Select the appropriate options for the condition you require.
   **Note:** For a multi-server system, if you select to search on "Cardholder last requested access", aggregation must be turned on in order for the search results to be accurate.
4. Click the **OK** button.
   The condition is added to the Advanced Search Rule Definition pop-up.



5. Repeat Steps 1 - 4 for each additional condition you want applied to this rule.
   Each additional condition is also added to the Advanced Search Rule Definition pop-up. As conditions are added an **'And'** will appear to the left of the added row (as shown below):

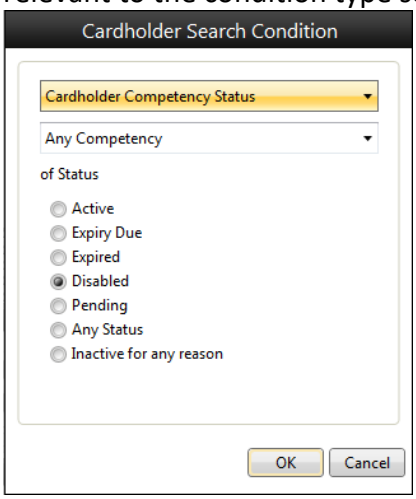



**Notes:**

- Only Cardholders who match ALL conditions will be returned in the Search results.
- Each condition can only be added once to the same "And" grouping in a Cardholder search, with the exception of unique Personal Data Fields and Competencies.

## Editing an existing condition

1. Click the **Edit** button.
   The Cardholder Search Condition pop-up displays and is populated with data relevant to the condition type selected.




**Note:** In this example, all cardholders that have a disabled Competency will be included in the Advanced Search.

2. Edit the condition as required, and click the **OK** button.
   The condition is altered accordingly in the Advanced Search Rule Definition pop-up.

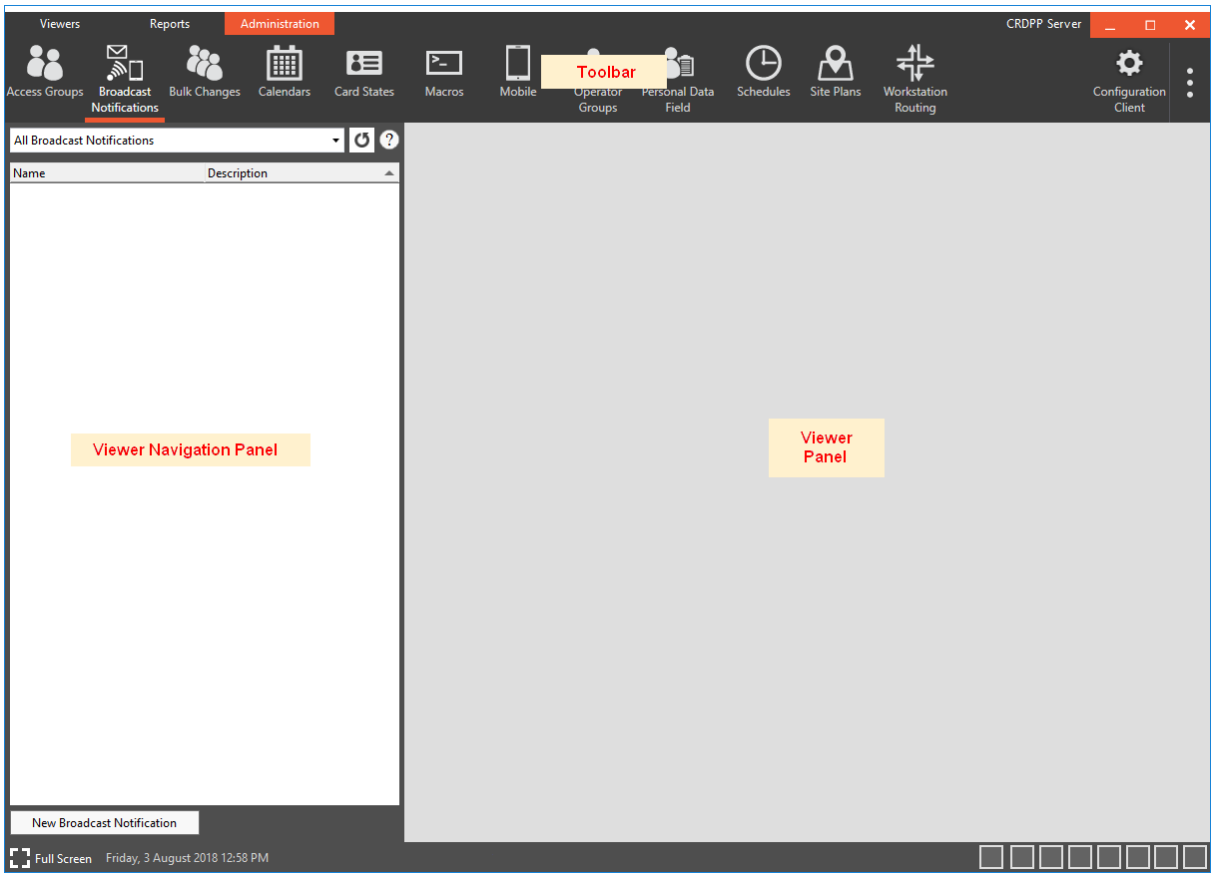
## Removing a condition

1. Click the **OK** button.
   The Filter you have configured displays in the grid on the Tag Board Tile Configuration pop-up.

## Broadcast Notification Configuration

Select the **Administration** tab on the Command Centre title bar, and then click the **Broadcast Notifications** button on the toolbar. The Broadcast Notifications Viewer opens.

**Note:** The Broadcast Notifications is a licensable feature, therefore it will only appear on the toolbar if your site has 'Notifications' included in the license file and you have the 'Configure Broadcast Notifications' privilege.




The Broadcast Notifications feature introduces the Broadcast Notification tile. When added to a Viewer, an operator with the 'Send Broadcast Notification' privilege can send the same email or SMS message (Short Message Service) to many Cardholders at once. For example, to warn them of a danger on site, or that the site is in lockdown.

The Navigation Panel for the Broadcast Notifications Viewer provides a list of predefined notifications. Each notification contains a list of Cardholders who will receive the notification and the message that will be sent. At the time of sending, an operator may add additional Cardholders to the list and/or edit the message.

An operator can configure a Command Centre Activity Report to view all Broadcast Notification succeeded or failed events.

The button beside the **Search** field can be clicked to provide quick tips for working with Broadcast Notifications.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

**Notes:**

- If multiple Cardholders have the same notification email address or SMS number configured, then that email address or phone may be sent more than one notification.
- Emails are sent as plain text. Html encoding is not supported.

***Creating a new Broadcast Notification*** (on page 2-350)

***Configuring a Macro to send a Broadcast Notification (optional)*** (on page 2-355)

## Creating a new Broadcast Notification

### Before you begin

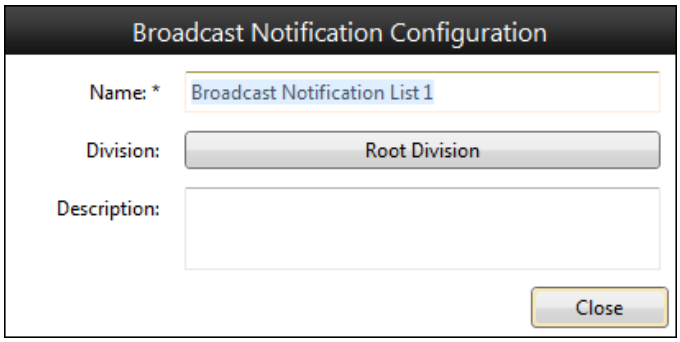
Set up the Notification, Email, and SMS Server Properties. Refer to the topics *"Notifications"*, *"Outgoing Email"*, *"Incoming Email"* and *"Mobile/SMS Notifications"* in the Configuration Client Online Help for the procedures.

Configure Command Centre Notifications. Refer to the topic *"Setting Cardholder 'Email' and 'Mobile' PDFs"* and in the Configuration Client Online Help for the procedure.

### Procedure

Perform the following procedure to create a new Broadcast Notification item:

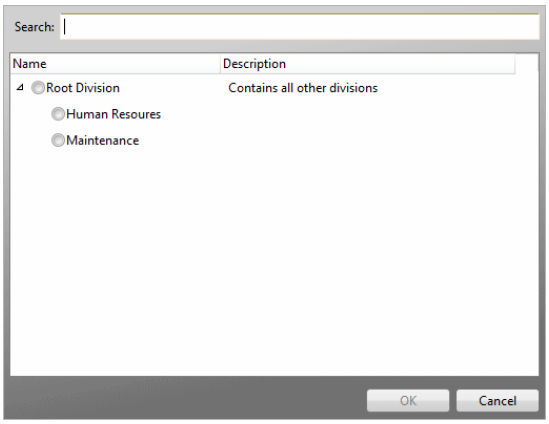
1. Click the **New Broadcast Notification** button.
   The new Broadcast Notification item is added to the Viewer Navigation Panel, and the Broadcast Notification Configuration pop-up displays.




2. If you want to replace the default name the system has given the Broadcast Notification item, enter a new name in the **Name** field (limited to 60 characters).
3. If required, enter a logical **Description** (limited to 200 characters).
4. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in the Configuration Client or via the Command Centre Client.

If this is not the appropriate Division for this Broadcast Notification item to be in, select a Division as follows:

a) Click the **Division** button.
A browse tool displays.



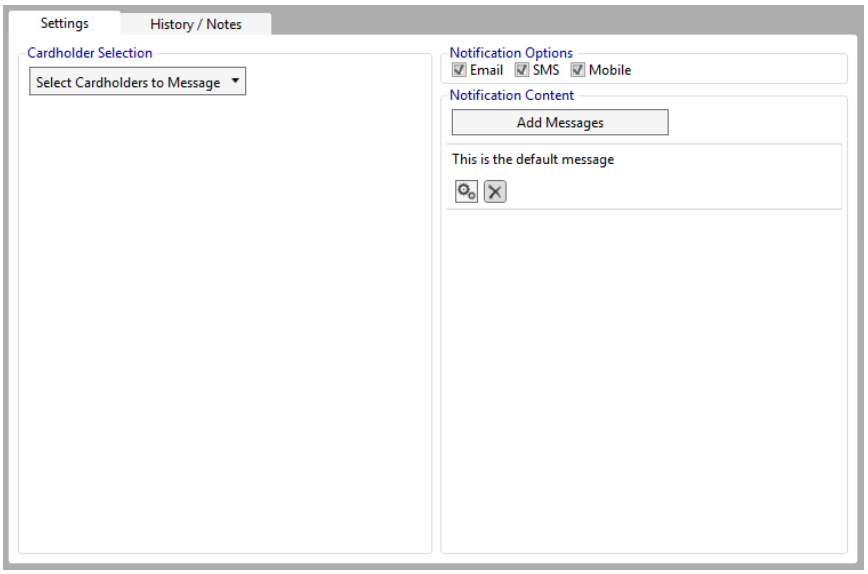

b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

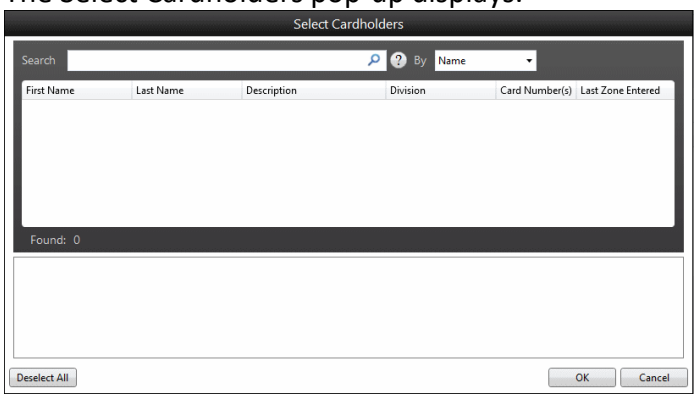
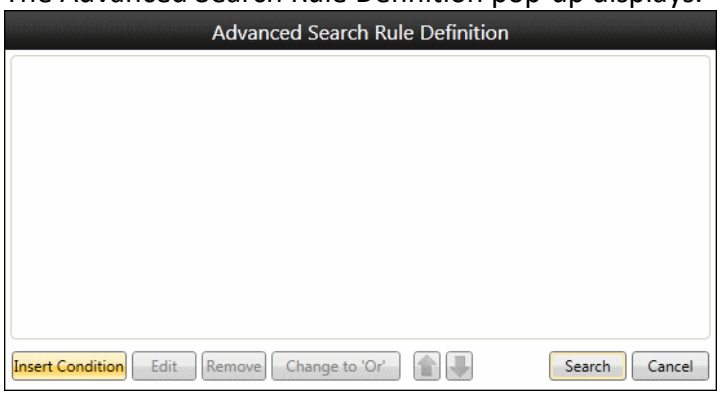
**Note:** If you have not set up Divisions yet, you can add these to your Broadcast Notification items at a later stage.

5. Click the **Close** button.
The Broadcast Notification Configuration pop-up closes.

There are two tabs, (i.e. **Settings** and **History/Notes**). The **Settings** tab displays by default.




6. In the left-hand side of the viewer, choose the Cardholders to send the notification message to, by clicking the **Select Cardholders to Message** button.
Cardholders to be added to the Broadcast Notification item using any of the following methods:

| By… | then… |
|---|---|
| Cardholder, | a. Select **by Cardholder**.<br>The Select Cardholders pop-up displays.<br><br><br>b. To find the Cardholder that you want to update, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All).<br>By default, Name is selected.<br>c. Start entering characters in the **Search** field.<br>A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.<br>d. From the search results, click on the Cardholder(s) you want to update.<br>The Cardholder(s) appear in the lower section and are all checked by default.<br>e. Uncheck any Cardholders you do not want to update, and click the **OK** button.<br>The pop-up closes and the Cardholder filter appears in the **Cardholder Selection** grid. |
| Criteria, | a. Select **by Criteria**.<br>The Advanced Search Rule Definition pop-up displays.<br><br><br>This pop-up allows you to set the rules, (i.e. one or more conditions) to define your search. If a rule has |

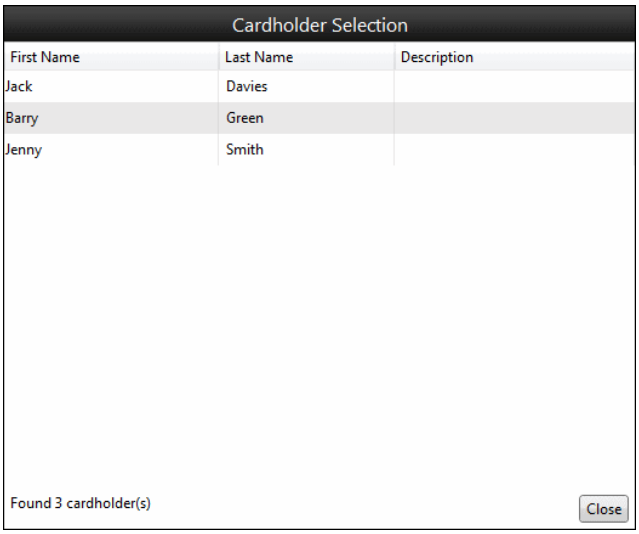
| By… | then… |
|---|---|

been defined previously this pop-up will be pre-populated, otherwise the grid will be empty.

b. Click the function you want to perform:
- ***Inserting a condition*** (on page 2-347)
- ***Editing an existing condition*** (on page 2-348)
- ***Removing a condition*** (on page 2-348)

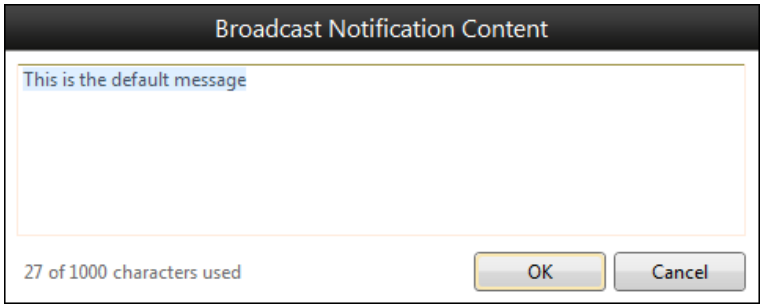
c. Click the **Search** button.
The search starts immediately and the Cardholder filter appears in the **Cardholder Selection** grid.
**Notes:**

- Clicking the button opens a Cardholder Selection pop-up that displays the cardholders that fit the search criteria.

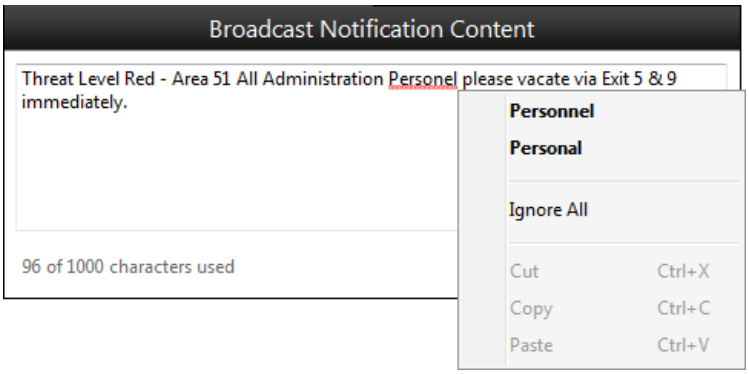



- Cardholder filters in the **Cardholder Selection** grid can be edited by clicking the button, or removed by clicking the button.

7. In the right-hand side of the viewer, choose the type of notification you wish to send, (i.e. either Email, SMS, Mobile or all).
8. The Broadcast Notification item starts with a default message that says "This is the default message".
9. Click on the button to edit this message.
The Broadcast Notification Content pop-up displays.




10. Enter your message and click the **OK** button to confirm the message, or click the **Cancel** button to revert it.
    **Notes:**
    - If the Broadcast Notification List is configured for sending SMS messages, the grey text at the bottom left of the pop-up shows how many characters are left in the current message, followed by a slash, followed by the number of text messages required for sending this message. If the number after the slash is 2 or more, then a multi-part message will be used when sending the message. Check with your email-to-SMS provider to see if they support sending multi-part messages, and what limits the provider has on these.
    - If the Broadcast Notification List is configured for sending emails, the pop-up will show in brackets how many characters have been used, out of the maximum 1000 possible characters.
    - If there is a spelling error in the message, then a red squiggle will appear below the miss-spelt word. Clicking on the squiggle will reveal a list of possible corrections. If the word is in fact correct then the squiggles may be ignored.




11. If you want to record any note(s) about the Broadcast Notification item, click the **History/Notes** tab.
    Refer to ***History/Notes tab*** (on page 2-136) for further detail.
12. Click the **Save** button.
    A new Broadcast Notification item has been created.
    **Note:** When configuring Cardholders to be selected via selection criteria, the actual list of Cardholders to notify is determined at the time the message is to be sent.

### Hints

*Editing and Deleting Broadcast Notification items*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Broadcast Notification items.
**Note:** It is only possible to edit the configuration of a Broadcast Notification item when it is in the "Disabled" state.

*Duplicating Broadcast Notifications*
Operators privileged to create Broadcast Notification items can also duplicate Broadcast Notification items, which makes the task of setting up multiple Broadcast Notification items that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

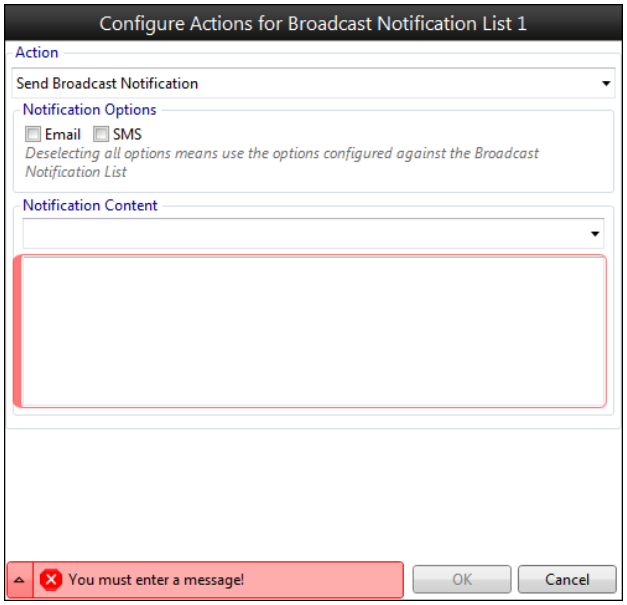
## Configuring a Macro to send a Broadcast Notification

### Before you begin

Create a Macro. Refer to the topic ***Creating a new Macro*** (on page 2-204) for the procedure.

### Procedure

1. From the Add Action Items pop-up, choose the Broadcast Notification items that you wish to add to the macro.
2. Once the items have been added to the macro, click on the item whose action you wish to configure and click the **Configure Actions** button.
   The Configure Actions for Broadcast Notification pop-up displays.




**Note:** You may select more than one Broadcast Notification item at a time, if you wish to configure the same action for multiple Broadcast Notification items. Hold the control or shift keys to select multiple items.

3. When the item is first added you will need to choose a message. Select a pre-configured message from the combo box. The selected message will be copied into the edit box beneath where you may then further customise the message.
4. If you want to override the Notification option (email or SMS) for this Broadcast Notification item, check one or both of the checkboxes in the **Notification Options** section.
5. Click the **Save** button to save the macro action.
   Running the macro will now send the Broadcast Notification to its configured list of cardholders, taking into account any configured criteria.
   **Notes:**
   - A Broadcast Notification item cannot be deleted while it is used in a macro.
   - Deleting a pre-configured message does not affect operation of existing macros. The currently selected message in the macro action is always shown as a selectable option even if the message no longer exists against the Broadcast Notification item itself.
   - An operator configuring the Macro action must have the privilege to perform the Macro action, (i.e. "Send Broadcast Notification"). The operator running the macro does not need to have the "Send Broadcast Notification" privilege because the Macro is run in the context of the operator who configured it. This is standard behaviour for all actions run from macros.

## Austco Intercom feature Configuration

The Austco Intercom licensable feature enables an operator to place an intercom call, or respond to an intercom call from within the Command Centre Client. The Austco Intercom Viewer lists the intercom call events for the intercoms configured for the Viewer, where the call event has not been processed. Selecting a call event displays either the Viewer Panel configured specifically for the intercom for which the call event was generated, or the default Panel.

To configure the Austco Intercom feature, perform the following procedures:

***Creating the Austco Intercom Viewer*** (on page 2-357)

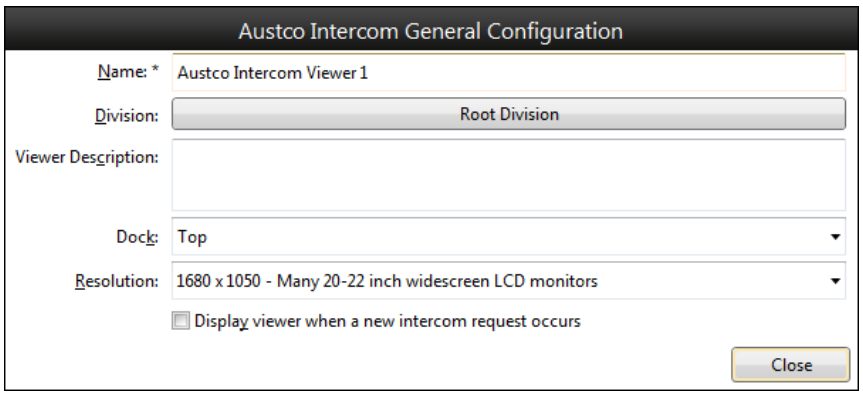
***Configuring the Austco Intercom Viewer*** (on page 2-358)

***Configuring Tiles*** (on page 2-359)

### Creating the Austco Intercom Viewer

Perform the following procedure to create the Austco Intercom Viewer:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays.
2. Click the **New Viewer** button, and then **Austco Intercom Viewer**.
   The Austco Intercom General Configuration pop-up displays.




3. Type in the Name, Viewer Description and select the Division.
4. Select the position of the Viewer's Navigation Panel from the **Dock** drop-down list. Available options are Top, Bottom, Left or Right, with the default value being Top.
5. Select the screen resolution from the **Resolution** drop-down list.
   **Note:** Choose resolution of the screen on which you intend to use this Viewer. If the correct resolution is not selected the Viewer Panel may display with scroll bars.
6. If required, check the **Display viewer when a new intercom request occurs** checkbox.

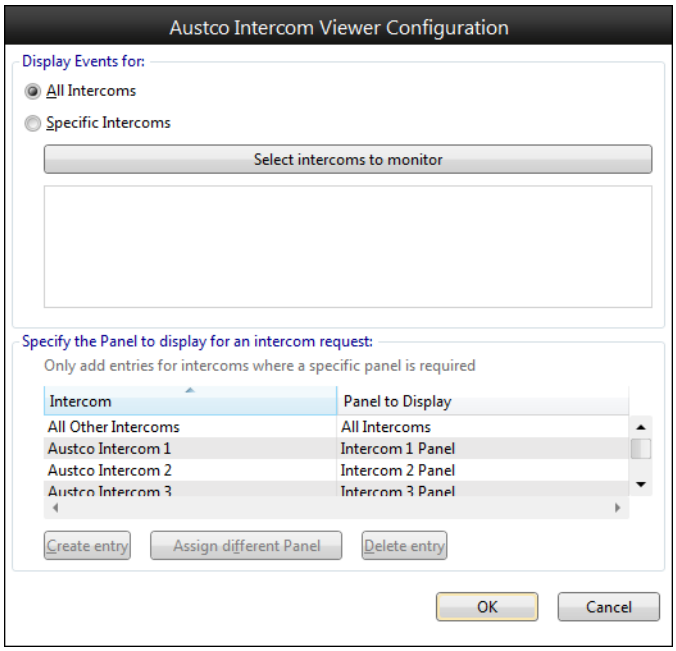
When a new intercom call event occurs the Austco Intercom Viewer will pop to the front.
**Note:** If an Alarm Viewer has been configured to display when a new alarm is raised, the Alarm Viewer may have priority over the Intercom Viewer.

7. Click the **Close** button.
   The Austco Intercom Viewer displays down the left hand side of the Configuration Navigation Panel.
8. Click the **Save** button.
   The Austco Intercom Viewer is saved.
9. Assign the Viewer to the operators who will require it.
10. Right click the **Viewer Configuration** button and select **Reload Viewers**.
    The Austco Intercom Viewer appears in the toolbar.

## Configuring the Austco Intercom Viewer

Perform the following procedure to configure the Austco Intercom Viewer:

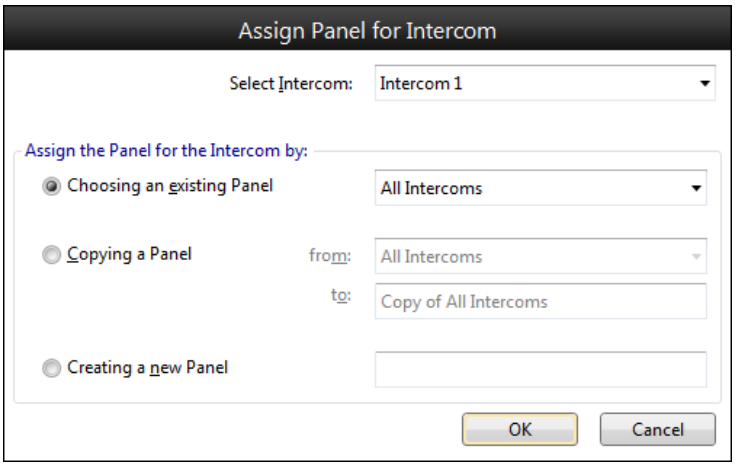
1. From the Configuration Viewer, ensure the Austco Intercom Viewer is highlighted in the Configuration Navigation Panel, then click the **Click to configure** button.
   The Austco Intercom Viewer Configuration pop-up displays.




2. Ensure the **All Intercoms** radio button is selected. This Viewer will display events for all intercoms.
   **Note:** The recommended configuration is to create a single Austco Viewer that displays events for all intercoms. Once the viewer and Intercom Panels are configured you can restrict the intercom call events an operator can view by assigning the intercoms to specific divisions. An operator can only process call events for intercoms within their division.

3. Configure the Panel(s) you want to display for each intercom. Create a Panel as follows:

   a) Click the **Create entry** button.
   The Assign Panel for Intercom pop-up opens.




   b) Select the intercom from the **Select Intercom** drop-down list.

   c) Select the **Creating a new Panel** radio button.

   d) Enter a name for the new Panel, (e.g. Intercom 1 Panel).

   e) Click the **OK** button.
   The Assign Panel for Intercom pop-up closes and the new entry appears in the grid.

4. Click the **OK** button.

## Configuring Tiles for Austco Intercom Panels

Tiles can be configured to appear on an Intercom Panel. The floating 'Tile Toolbox' contains a list of the tile types that are available for the Austco Intercom Viewer. Tile types available are:

- Camera
- Event Trail
- Guard Tour
- Operator Sessions
- Site Plan
- Status
- Tag Board
- URL Tile

To add a tile to an Intercom Panel:

1. From the Configuration Viewer, ensure the Austco Intercom Viewer is highlighted in the Configuration Navigation Panel and select the Intercom Panel you want to configure from the **Currently viewing panel** drop-down list.
   **Note:** The Panel will display as blank if not previously configured.

2. Double-click the tile entry on the 'Tile Toolbox'.
   The tile appears on the Panel section of the screen, in a position determined by the system.
   **Note:** Once a tile has been added to a Panel, it can be repositioned and resized as required.
3. Move the mouse over the Tile you have added, and click on the **Click to configure** button that appears.
   A Tile Configuration pop-up displays allowing you to configure as required.
4. What type of tile are you configuring?

| If... | then refer to... |
|---|---|
| a Camera tile, | ***Configuring a Camera Tile*** (on page 2-53) |
| an Event Trail tile, | ***Configuring an Event Trail Tile*** (on page 2-85) |
| a Site Plan tile, | ***Configuring a Site Plan Tile*** (on page 2-94) |
| a Status tile, | ***Configuring a Status Tile*** (on page 2-97) |

## Jacques Intercom feature Configuration

To configure the Jacques Intercom feature, perform the following procedures:

**Notes:**

- It is important you take into consideration the hierarchy of Intercom workstations when configuring a Jacques system, otherwise when an operator logs off the only active Intercom workstation, all existing intercom calls will be lost and new calls are unable to be placed from intercoms.
- If you change the configuration of the intercom attached to your workstation, you will be unable to make or receive any new calls. Calls currently in the queue can be processed, but no new ones will be added to your queue. You may need to restart your Command Centre client and/or check your Jacques system configuration.
- HLI-VRX is the correct type to use for the Workstation.

***Creating the Jacques Intercom Viewer*** (on page 2-361)

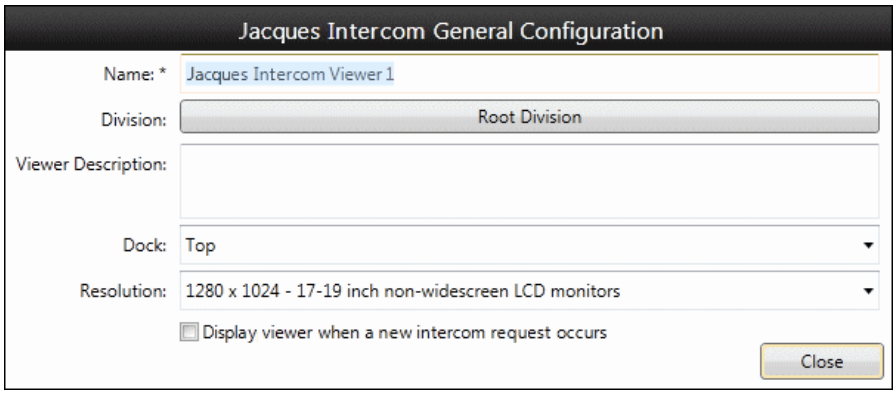
***Configuring the Jacques Intercom Viewer*** (on page 2-362)

***Configuring Tiles*** (on page 2-363)

### Creating the Jacques Intercom Viewer

Perform the following procedure to create the Jacques Intercom Viewer:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays.
2. Click the **New Viewer** button, and then **Jacques Intercom Viewer**.
   The Jacques Intercom General Configuration pop-up displays.




3. Type in the Name, Viewer Description and select the Division.
4. Select the position of the Viewer's Navigation Panel from the **Dock** drop-down list. Available options are Top, Bottom, Left or Right, with the default value being Top.
5. Select the screen resolution from the **Resolution** drop-down list.

**Note:** Choose resolution of the screen on which you intend to use this Viewer. If the correct resolution is not selected the Viewer Panel may display with scroll bars.

6. If required, check the **Display viewer when a new intercom request occurs** checkbox.
   When a new intercom call event occurs the Jacques Intercom Viewer will pop to the front.

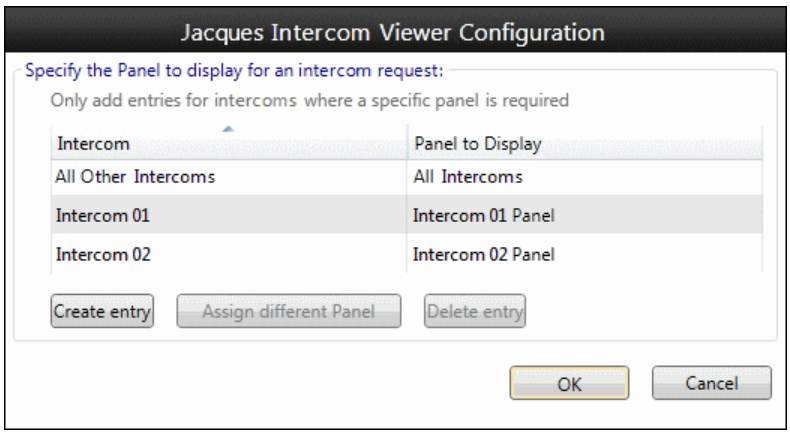
   **Note:** If an Alarm Viewer has been configured to display when a new alarm is raised, the Alarm Viewer may have priority over the Intercom Viewer.

7. Click the **Close** button.
   The Jacques Intercom Viewer displays down the left hand side of the Configuration Navigation Panel.
8. Click the **Save** button.
   The Jacques Intercom Viewer is saved.
9. Assign the Viewer to the operators who will require it.
10. Right click the **Viewer Configuration** button and select **Reload Viewers**.
    The Jacques Intercom Viewer appears in the toolbar.

## Configuring the Jacques Intercom Viewer

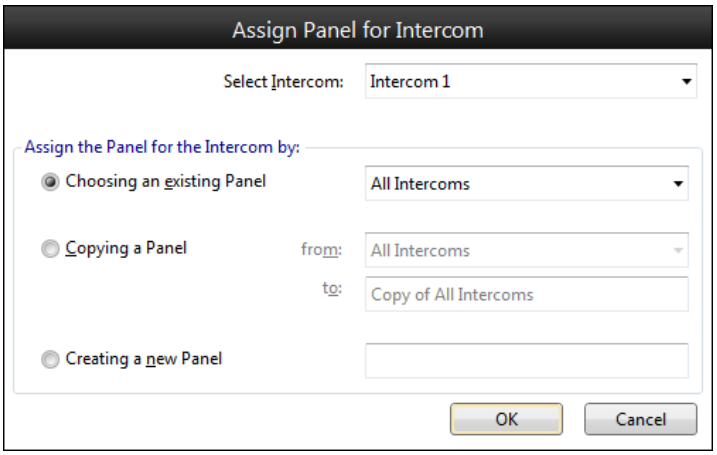
Perform the following procedure to configure the Jacques Intercom Viewer:

1. From the Configuration Viewer, ensure the Jacques Intercom Viewer is highlighted in the Configuration Navigation Panel, then click the **Click to configure** button.
   The Jacques Intercom Viewer Configuration pop-up displays.




2. Configure the Panel(s) you want to display for each intercom. Create a Panel as follows:

   a) Click the **Create entry** button.
   The Assign Panel for Intercom pop-up opens.




b) Select the intercom from the **Select Intercom** drop-down list.

c) Select the **Creating a new Panel** radio button.

d) Enter a name for the new Panel, (e.g. Intercom 1 Panel).

e) Click the **OK** button.
The Assign Panel for Intercom pop-up closes and the new entry appears in the grid.

3. Click the **OK** button.

## Configuring Tiles for Jacques Intercom Panels

Tiles can be configured to appear on an Intercom Panel. The floating 'Tile Toolbox' contains a list of the tile types that are available for the Jacques Intercom Viewer. Tile types available are:

- Broadcast Notification
- Camera
- Event Trail
- Guard Tour
- Operator Sessions
- Site Plan
- Status
- Tag Board
- URL Tile

To add a tile to an Intercom Panel:

1. From the Configuration Viewer, ensure the Jacques Intercom Viewer is highlighted in the Configuration Navigation Panel and select the Intercom Panel you want to configure from the **Currently viewing panel** drop-down list.
**Note:** The Panel will display as blank if not previously configured.
2. Double-click the tile entry on the 'Tile Toolbox'.
The tile appears on the Panel section of the screen, in a position determined by the system.

**Note:** Once a tile has been added to a Panel, it can be repositioned and resized as required.

3. Move the mouse over the Tile you have added, and click on the **Click to configure** button that appears.
   A Tile Configuration pop-up displays allowing you to configure as required.
4. What type of tile are you configuring?

| If... | then refer to... |
|---|---|
| a Camera tile, | ***Configuring a Camera Tile*** (on page 2-53) |
| an Event Trail tile, | ***Configuring an Event Trail Tile*** (on page 2-85) |
| a Site Plan tile, | ***Configuring a Site Plan Tile*** (on page 2-94) |
| a Status tile, | ***Configuring a Status Tile*** (on page 2-97) |

## Kone ELI feature Configuration

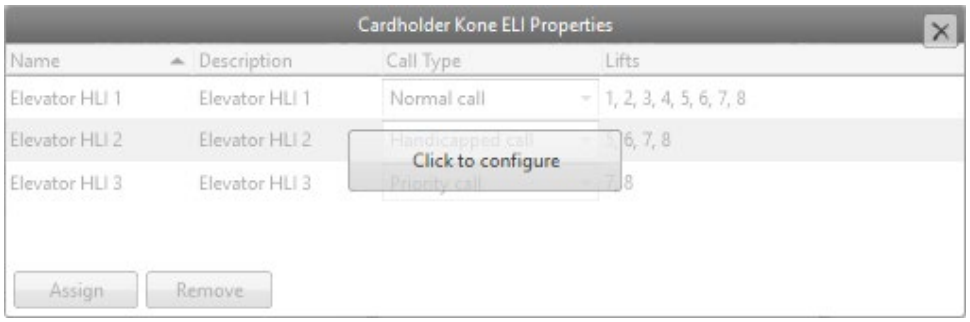
To configure the Kone ELI feature, perform the following procedure:

### Configuring a Cardholder Kone ELI Properties Tile

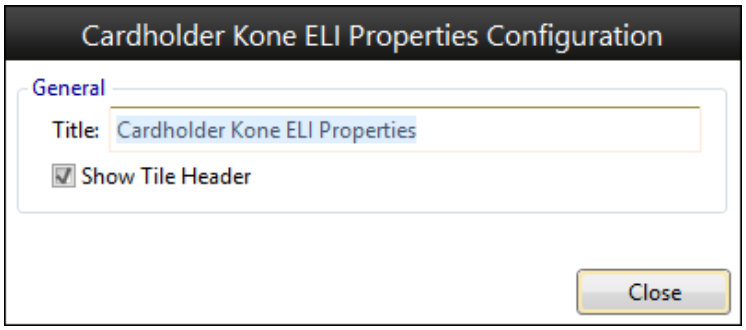
This Tile is used to display the name, description, call type and lifts of each configured elevator HLI. It also shows all current Call Type assignments.

#### How to configure

1. Click **Viewer** > **Cardholder Viewer** > **Viewer Configuration**.
2. Double-click on **Cardholder Kone ELI Properties** on the 'Tile Toolbox'.
   The Cardholder Kone ELI Properties Tile appears on the Configuration Panel section of the screen in preview mode.



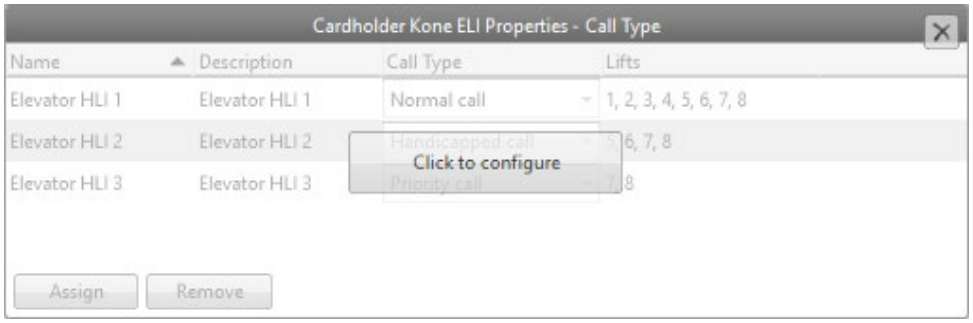

3. Move the mouse over the Cardholder Kone ELI Properties Tile you have added, and click on the **Click to configure** button that appears.
   The Cardholder Kone ELI Properties Configuration pop-up displays.




4. Enter an appropriate **Title** for this tile.
5. Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode.

   **Note:** While this feature maximises the available screen real estate, be aware that Tile maximise/minimise can only be achieved using hot keys <**Ctrl**+**M**>.

6. Click the **Close** button.
   The preview mode of the Cardholder Kone ELI Properties Tile now displays the title given.


Cardholder Kone ELI Properties - Call Type
Name
Description
Call Type
Lifts
Elevator HLI 1
Elevator HLI 1
Normal call
1, 2, 3, 4, 5, 6, 7, 8
Elevator HLI 2
Elevator HLI 2
Handicapped call
6, 7, 8
Click to configure
Elevator HLI 3
Elevator HLI 3
Priority call
8
Assign
Remove

## Intercom Viewer Configuration

The Intercom Viewer licensable feature enables an operator to place an intercom call or respond to an intercom call from within the Command Centre Client. The Intercom Viewer lists the intercom call events for the intercoms configured for the Viewer, where the call event has not been processed. Selecting a call event displays either the Viewer Panel configured specifically for the intercom for which the call event was generated, or the default Panel.

### Components

This integration has been tested using the following Commend software and hardware:

| Software | Commend Native Hardware |
|---|---|
| Commend Server: VirtuoSIS (GE300 and GE800 are compatible)<br><br>Minimum firmware version PRO800 5.0 | • Master: EE900A and Commend Intercom Client<br>• Cell station: 100094-3<br>• Door station: 100094-2<br><br>**Note:** Commend advises that all IoIP (Intercom over IP) devices produced by Commend should function with this integration. For further information please contact Commend.<br><br>**Third Party SIP Hardware**<br>• SIP Server: Grandstream<br>• SIP Video Phone: T-CCS-SIP-MS1-W<br>• SIP Video Door Intercom: T-CCS-SIP-DSV1<br><br>**Note:** Commend advises that not all SIP intercoms will function with this integration. Gallagher recommends that you contact Commend to understand if your intercoms are compatible. |

### Licensing

This 'Intercom Viewer' is enabled by one of two licensable features, i.e. your licence file must contain either of the following options:

| Feature | Licence options |
|---|---|
| Commend Intercom | `[Features]`<br>`CommendIntercom=1`<br>`[Limits]`<br>`Commend Intercom Systems=1`<br>`Commend Intercom=x` (where x is the number of intercoms required) |
| SIP Integration | `[Features]`<br>`SIP=1`<br>`[Limits]`<br>`SIP Devices=X` (where X represents the maximum number of SIP Device items your site can have configured)<br>`SIP Services=X` (where X represents the maximum number of SIP Service items your site can have configured) |

To configure the Intercom feature, perform the following procedures:

***Creating the Intercom Viewer*** (on page 2-368)

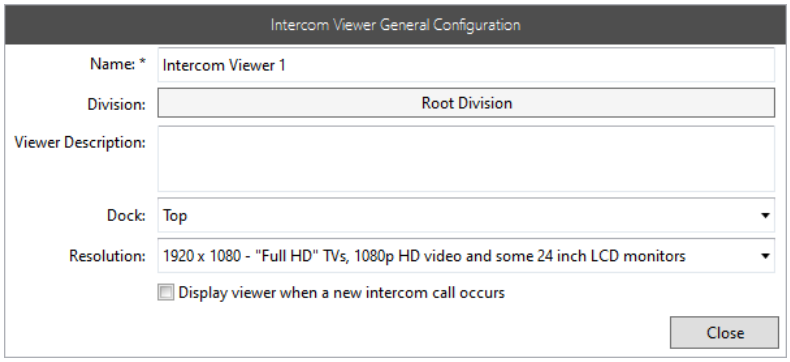
***Configuring the Intercom Viewer*** (on page 2-368)

***Configuring Tiles*** (on page 2-370)

## Creating the Intercom Viewer

Perform the following procedure to create the Intercom Viewer:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays.
2. Click the **New Viewer** button, and then **Intercom Viewer**.
   The Intercom General Configuration pop-up displays.

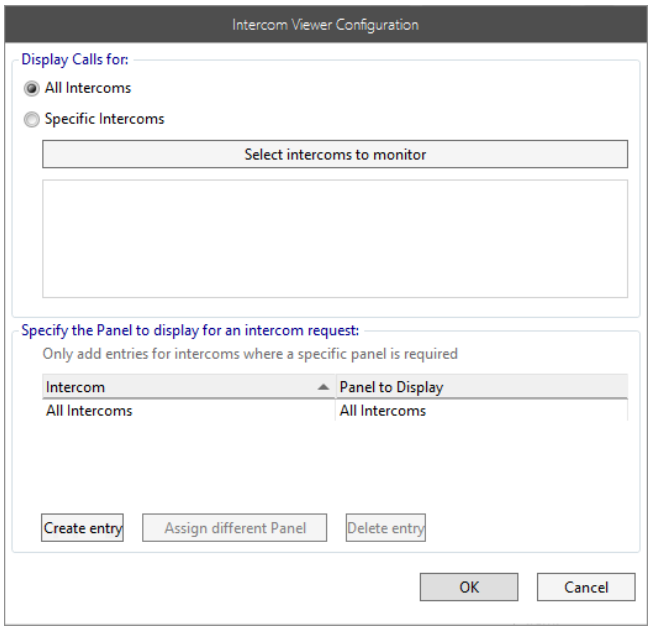



3. Type in the Name, Description and select the Division.
4. Select the position of the Viewer's Navigation Panel from the **Dock** drop-down list. Available options are Top, Bottom, Left or Right, with the default value being Top.
5. Select the screen resolution from the **Resolution** drop-down list.
   **Note:** Choose the resolution of the screen on which you intend to use this Viewer. If the correct resolution is not selected the Viewer Panel may display with scroll bars.
6. If required, check the **Display viewer when a new intercom request occurs** checkbox.
   If ticked, when a new intercom call event occurs the Intercom Viewer will pop to the front.
   **Note:** If an Alarm Viewer has been configured to display when a new alarm is raised, the Alarm Viewer may have priority over the Intercom Viewer.
7. Click the **Close** button.
   The Intercom Viewer displays down the left-hand side of the Configuration Navigation Panel.
8. Click the **Save** button.
   The Intercom Viewer is saved.
9. Assign the Viewer to the operators who will require it.
10. Right click the **Viewer Configuration** button and select **Reload Viewers**.
    The Intercom Viewer appears in the toolbar.

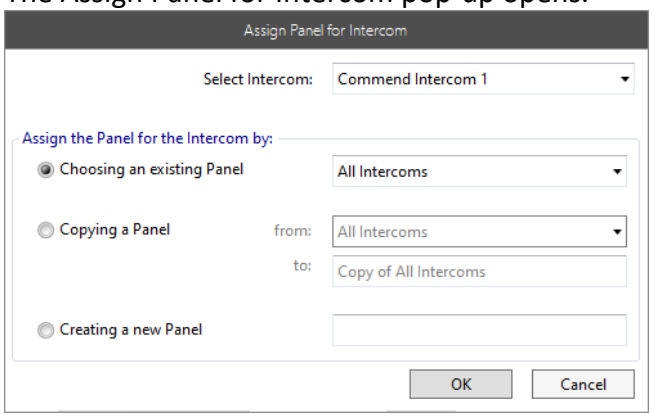
## Configuring the Intercom Viewer

Perform the following procedure to configure the Intercom Viewer:

1. From the Configuration Viewer, ensure the Intercom Viewer is highlighted in the Configuration Navigation Panel, then click the **Click to configure** button.
   The Intercom Viewer Configuration pop-up displays.




2. Ensure the **All Intercoms** radio button is selected. This Viewer will display events for all intercoms.
   **Note:** The recommended configuration is to create a single Viewer that displays events for all intercoms. Once the viewer and Intercom Panels are configured you can restrict the intercom call events an operator can view by assigning the intercoms to specific divisions. An operator can only process call events for intercoms within their division.
3. Configure the Panel(s) you want to display for each intercom. Create a Panel as follows:
   a) Click the **Create entry** button.
   The Assign Panel for Intercom pop-up opens.




   b) Select the intercom from the **Select Intercom** drop-down list.
   c) Select the **Creating a new Panel** radio button.
   d) Enter a name for the new Panel, (e.g. Intercom 1 Panel).
   e) Click the **OK** button.
   The Assign Panel for Intercom pop-up closes and the new entry appears in the **Intercom Viewer Configuration** grid.
4. Make sure the new entry is selected, then click the **OK** button.

## Configuring Tiles for Intercom Panels

Tiles can be configured to appear on an Intercom Panel. The floating 'Tile Toolbox' contains a list of the tile types that are available for the Intercom Viewer. Tile types available are:

- Broadcast Notification *****
- Camera
- Event Trail
- Guard Tour *****
- Operator Sessions
- Site Plan
- Status
- Tag Board *****
- URL Tile

*** Note:** Broadcast Notifications, Guard Tours and Tag Boards are all licensable features, therefore will only be available if your site has the appropriate license

To add a tile to an Intercom Panel:

1. From the Configuration Viewer, ensure the Commend Intercom Viewer is highlighted in the Configuration Navigation Panel and select the Intercom Panel you want to configure from the **Currently viewing panel** drop-down list.
   **Note:** The Panel will display as blank if not previously configured.
2. Double-click the tile entry on the 'Tile Toolbox'.
   The tile appears on the Panel section of the screen, in a position determined by the system.
   **Note:** Once a tile has been added to a Panel, it can be repositioned and resized as required.
3. Move the mouse over the Tile you have added, and click on the **Click to configure** button that appears.
   A Tile Configuration pop-up displays allowing you to configure as required.
4. What type of tile are you configuring?

| If... | then refer to... |
|---|---|
| a Broadcast Notification tile, | ***Configuring a Boradcast Notification Tile*** (on page 2-51) |
| a Camera tile, | ***Configuring a Camera Tile*** (on page 2-53) |
| an Event Trail tile, | ***Configuring an Event Trail Tile*** (on page 2-85) |
| a Guard Tour tile, | ***Configuring a Guard Tour Tile*** (on page 2-89) |
| An Operator Sessions tile, | ***Configuring an Operator Sessions Tile*** (on page 2-93) |
| a Site Plan tile, | ***Configuring a Site Plan Tile*** (on page 2-94) |
| a Status tile, | ***Configuring a Status Tile*** (on page 2-97) |
| a Tag Board tile, | ***Configuring a Tag Board Tile*** (on page 2-342) |
| a URL tile, | ***Configuring a URL Tile*** (on page 2-100) |

## Locker Management Solution Configuration

The purpose of the Locker Management Solution (a licensable feature), is to manage Cardholders' access to the Lockers. You can configure the Locker Viewer to show Lockers based on one of the following filters:

- All Lockers
- Selected Divisions
- Selected Locker Banks

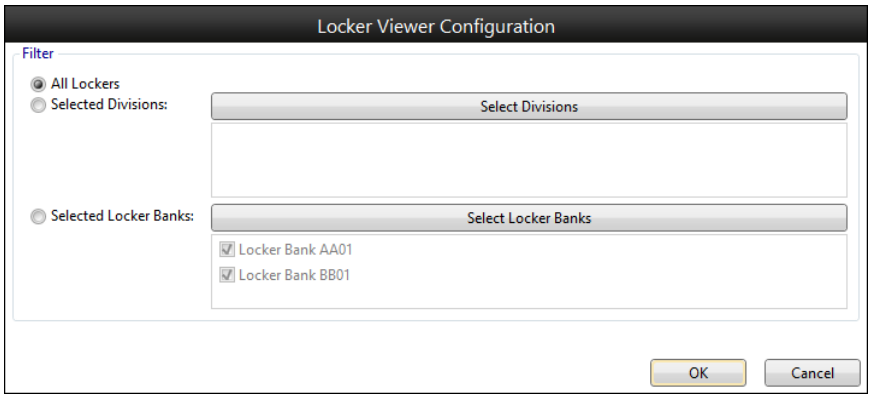
***Configuring Locker Viewer*** (on page 2-371)

***Adding Cardholder Lockers tile to the Cardholder Viewer*** (on page 2-372)

### Configuring Locker Viewer

Perform the following procedure to configure the Locker Viewer:

1. Select the **Click to Configure** button.
   The Locker Viewer Configuration pop-up displays.




2. Click the appropriate radio button to filter Lockers.

| To filter by... | then... |
|---|---|
| All Lockers | a) Click the **All Lockers** radio button. |
| Selected Divisions | a) Click the **Selected Divisions** radio button.<br>b) Click the **Select Divisions** button.<br>c) Click the appropriate division checkbox(es), then click the **Add Selection** button. |
| Selected Locker Banks | a) Click the **Selected Locker Banks** button.<br>b) Click the **Select Locker Banks** button.<br>c) Click the appropriate Locker Bank checkbox(es), then click the **Add Selection** button. |

3. Click **OK**, then click **Save**.

### Adding Cardholder Lockers tile to the Cardholder Viewer

The Cardholder Lockers tile is used to assign and/or remove Lockers from Cardholders. To add the Cardholder Lockers tile to the Cardholder Viewer, perform the following procedure:

1. From Gallagher Command Centre, click **Viewers** > **Cardholder Viewer**.
2. Click the **Viewer Configuration** button.
   The Cardholder Viewer is displayed in Configuration mode.
3. From the Tile Toolbox, drag and drop the **Cardholder Lockers** tile on the Cardholder Viewer tile.
4. Click **Save** to keep your changes.
   Click **Revert to saved** to undo changes.

## Cardholder Viewer Tracking

The Cardholder Viewer Tracking logs an event whenever an Operator views a Cardholder record in Command Centre Cardholder Viewer. By default, this feature is not enabled for any Operator Group. To enable this feature, see the ***Configuration*** section (on page 2-373).

Using Activity report and Filters, you can run a report to view all Cardholders whose records were accessed. See the Reporting section (on page 2-374).
**Notes:**

- Operator groups that have advanced privileges can change the setting to disable this feature.
- A 250 milliseconds delay is used to reduce the number of events raised while an Operator is scrolling rapidly through Cardholder records.

### Licensing

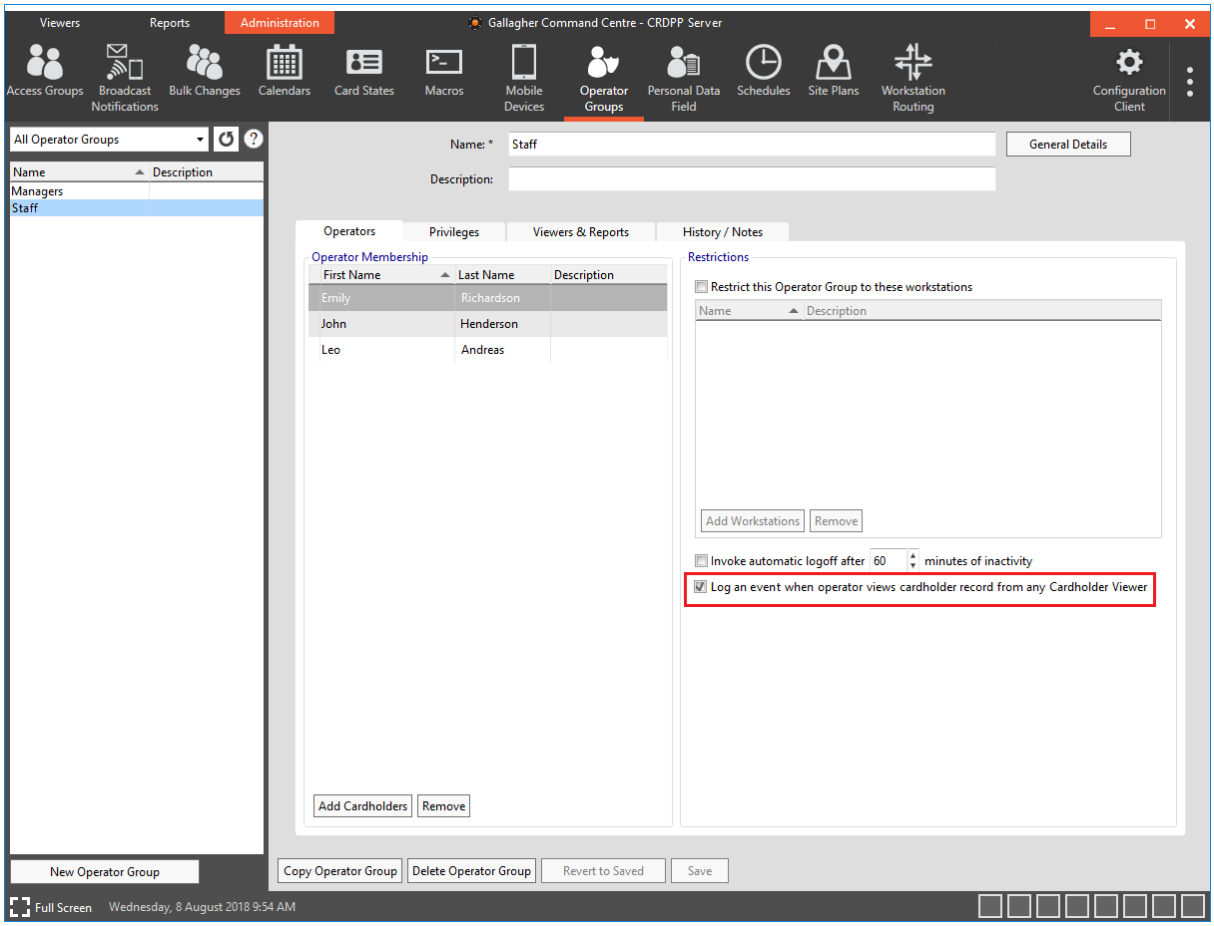
The 'Cardholder Viewer Tracking' is a licensable feature, i.e. your license file must contain the following option:

```
[Features]
CardholderViewerTracking=1
```

### Enable or disable Cardholder Viewer Tracking

To enable/disable the Cardholder Viewer Tracking for an Operator Group, perform the following procedure:

1. From the Gallagher Command Centre menu, click **Administration** > **Operator Groups**.
2. Select the appropriate Operator Group.
   The Operator configuration panel displays.
3. Ensure **Operators** tab is selected.




4. Do you want to enable or disable the Cardholder Viewer Tracking? Configure as required?

   To enable… select the **Log an event when operator views Cardholder record from any Cardholder Viewer** checkbox.

   To disable… deselect the **Log an event when operator views Cardholder record from any Cardholder Viewer** checkbox.

5. Click **Save**.
   **Note:** Repeat steps 2-5 for each Operator group that you want to enable this feature for.

## Reporting

Using the Activity report, and appropriate Filter(s) you can schedule or run a report to view:

- Which Cardholders have been viewed by a particular Operator
  - Use **Event Occurrence Time** Filter to specify the reporting period
  - Use **Operator Generated Events** Filter, and select **Specific Operator**. Then, select the appropriate Operator

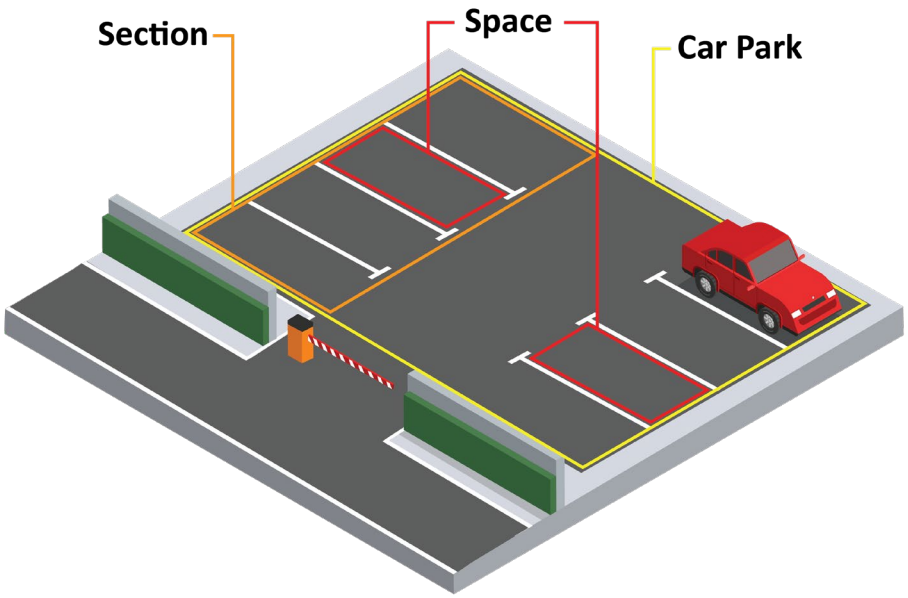
- Use **Event Group or Type** Filter, then select **Operator Viewed Cardholder details** from the Event Groups and Types drop-down menu.

- Which Operators have viewed a particular Cardholder
  - Use **Event Occurrence Time** Filter to specify the reporting period
  - Use **Cardholder is** Filter, and select **Specific Cardholder**. Then, select the appropriate Cardholder
  - Use **Event Group or Type** Filter, then select **Operator Viewed Cardholder details** from the Event Groups and Types drop-down menu.

For more details on how to create a report see ***Creating Reports*** (on page 2-107).

## Car Park Management Configuration

The Car Park Management feature allows Command Centre to manage Cardholders access to car parks. Using the Car Park Management feature, you can allocate Car Park Spaces to different groups of Cardholders.




This feature enables you to (in the Command Centre Client):

- create Car Parks, Spaces, and Sections
- allocate/remove Spaces to/from Cardholders and/or Access Groups
- deny access to the Car Park if the allocated Space is already occupied by another Cardholder (i.e. shared Car Park Space) or grant access via an over-allocation queue
- grant access to certain Access Group(s) without reservation, and
- override Car Parks, Sections, and Spaces to empty.

**Note:** The Car Park Management feature offers different functionality from the Prepay Car Parking feature in the Configuration Client.

The button beside the **Search** field can be clicked to provide quick tips for working with Car Parks.

### Licensing

The 'Car Park Management' is a licensable feature, i.e. your license file must contain the following option:

```
[Limits]
Car Park Spaces=n
```

[n] indicates the maximum number of Spaces that can be created

### Operator Privileges

An Operator requires the appropriate Car Park privileges to perform Car Park tasks. The privileges only apply within the Divisions assigned to that Operator Group.

| Operator Privilege | is required to… |
|---|---|
| Edit Car Park Spaces and Assignments | create, edit and delete Car Park Spaces and assign cardholders to Spaces |
| Edit Car Parks and Sections | create, edit and delete Car Parks and Sections |
| Manage Car Park Assignments | create, edit and delete cardholder space assignments |
| Override - Empty Car Park Space | override Car Parks Spaces to empty |
| View Car Park Spaces and Assignments | view Car Park Spaces and cardholders space assignments |
| View Car Parks and Sections | view Car Park and Section details |

### Multi-server

The following Command Centre multi-server functionalities can be achieved from a local server:

- view remote Car Parks, Sections, Spaces, total number of spaces, and allocation counts
- allocate/remove remote Spaces to/from Cardholders and/or Access Groups
- override remote Car Parks, Sections and Spaces to empty.

### Reports

Car Park Management has introduced the following columns which can be used within a Cardholder Report or an activity report:

- Car Park
- Car Park Section
- Car park Space

### T20 Terminal Messages

See ***Car Park T20 Terminal Messages*** (Next) for descriptions of all the pre-configured T20 Terminal messages.

## Configuration

To configure Car Park Management, perform the following procedures in Command Centre Client:

***Creating a Car Park*** (on page 2-380)

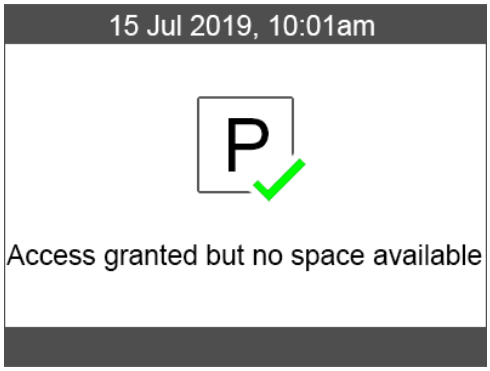
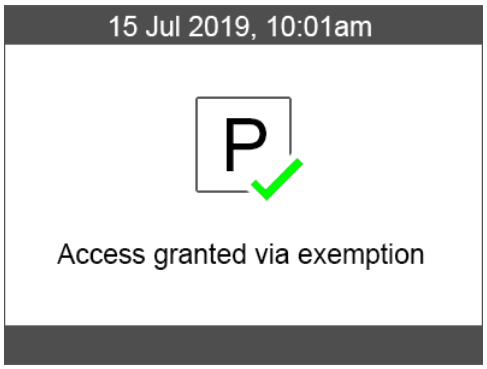
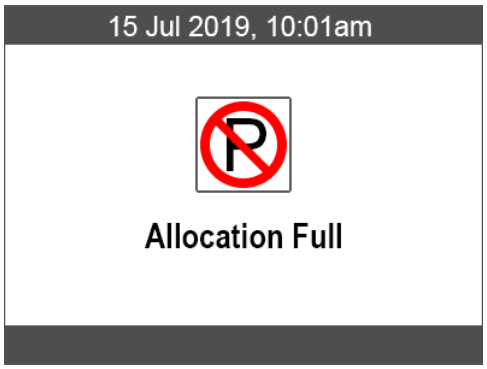
***Configuring a Car Park*** (on page 2-382)

***Creating a Car Park Viewer*** (on page 2-386)

***Configuring a Car Park Viewer*** (on page 2-387)

## Car Park T20 Terminal Messages

The T20 Terminal displays the following pre-configured messages:

| Message | Description |
|---|---|
|  | Displayed at entry when temporary access is granted. |
|  | Displayed at entry when access is granted via over-allocation configuration. |
|  | Displayed at entry when access is granted via an exemption. |
|  | Displayed at entry when access is denied because the Space is already occupied by another Cardholder. |

## Creating a Car Park

The maximum number of car park spaces per site is 2000, and these 2000 car park spaces can be assigned to a single controller.

### Pre-requisites

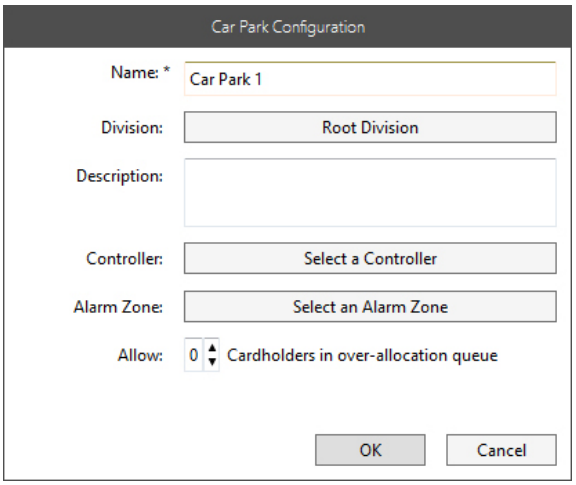
Before proceeding with this procedure, ensure the following items have been configured:

- Divisions
- Controller 6000s
- Alarm Zones
- Doors

### Procedure

To create a Car Park, perform the following procedure:

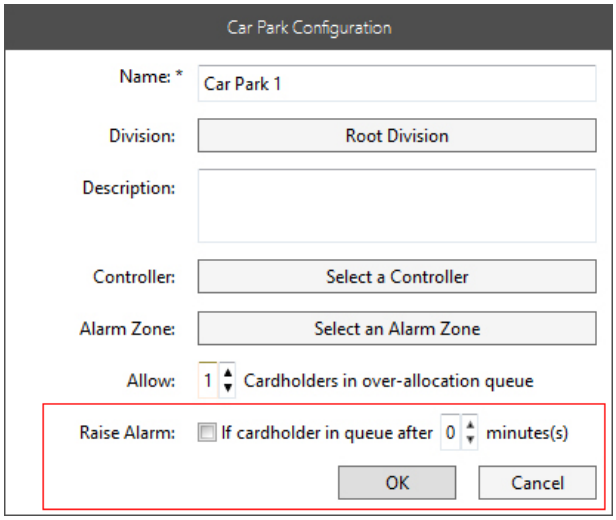
1. From the Command Centre main menu, Click **Administration**>**Car Parks**.
2. Click the **New Car Park** button.
   The Car Park Configuration pop-up displays.




3. Type in the Name, Car Park Description and select the Division.
4. Click the **Controller** button, then select the appropriate Controller.
   **Note:** We recommend that you use a dedicated Controller 6000 to run a Car Park and the Car Park doors.
5. Click the **Alarm Zone** button, then select the appropriate Alarm Zone.

   **Over-allocation queue**
   The over-allocation option grants access to a Cardholder who has a reservation, but the allocated Space is occupied by another Cardholder. Also, an Operator can configure the Car Park to raise an alarm if the Cardholder is still in the over-allocation queue after a configured period of time.
6. Do you want to allow any Cardholders in the over-allocation queue?
   If **Yes**, go step 7.
   If **No**, go to step 10.

7. Using the Spin Box or manually, enter the number of Cardholders allowed in the over-allocation queue.
   The Alarm configuration displays.




8. Do you want to raise an Alarm if a Cardholder is still in the over-allocation queue once the configured time is over?
   If **Yes**, go to step 9.
   If **No**, go to step 10.

9. Select the **Raise Alarm** check box, then enter the number of minute(s) after which an alarm is raised if the Cardholder is still in the over-allocation queue.

   **Note:** If the Raise Alarm check box is selected and the minute(s) is set to '0', as soon as a Cardholder enters the Car Park (via over-allocation) the following alarm is raised: "Time limit exceeded for <Cardholder last name>, <Cardholder first name> staying in the over-allocation queue of <Car Park name>".

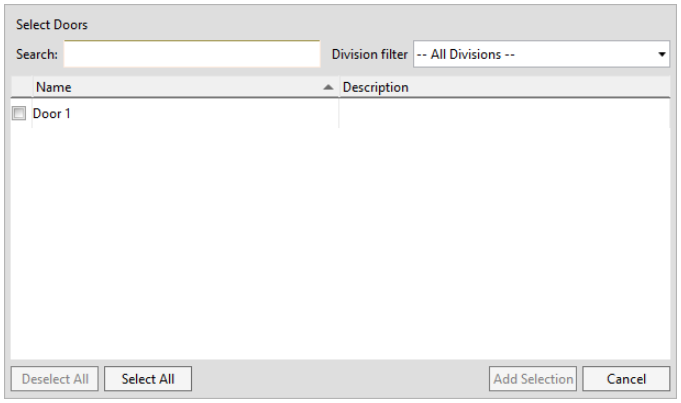
10. Click **Close**, then Click **Save**.
    **Notes:**

    - If an Alarm Zone is not assigned to the Car Park, the following message is displayed: "A Car Park cannot be saved without being assigned an Alarm Zone." Assign an Alarm Zone and try again.
    - Once a Car Park is created, you need to configure it. See Configuring a Car Park (next).

## Configuring a Car Park

1. Click the **Add Door** button to add entry and exit doors for the Car Park. The Select Doors pop-up displays.

   **IMPORTANT:** A Door must be assigned to only one Car Park. When the same Door is assigned to multiple Car Parks, a Space could be allocated to a Cardholder from any Car Parks which that Door is assigned to.

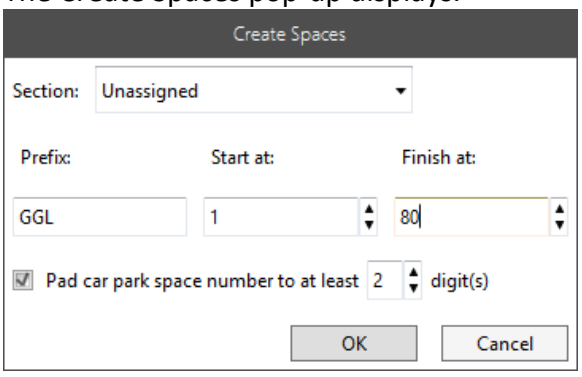



2. Select the checkbox for the appropriate door(s), and then click the **Add Selection** button.

   **Notes:**
   - A Car Park can have multiple entry/exit doors.
   - Cardholders require access to the Car Park entry/exit Access Zones.

### *Creating Spaces*

a) Click the + button to create Spaces.
The Create Spaces pop-up displays.




b) Select a section from the **Section** drop-down list.
**Note:** The drop-down list will be empty until you create sections.

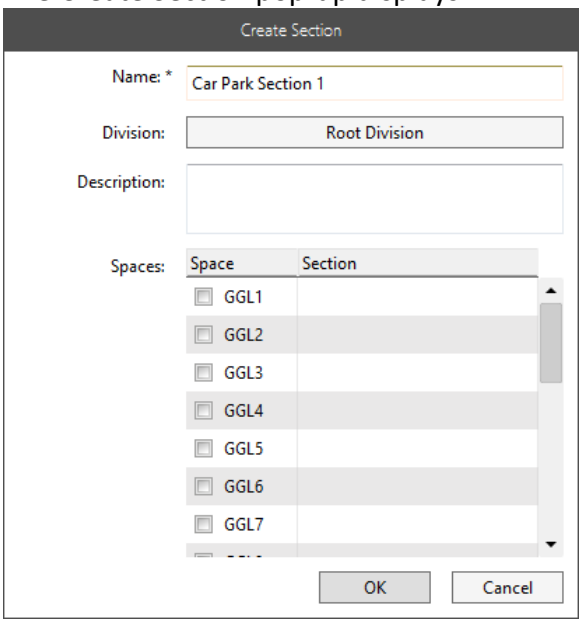
c) Enter the Car park Spaces prefix in the **Prefix** field. (limited to 8 characters).

d) Enter the number you want the car park space to start from. The Start number must be less than or equal to the Finish number.

e) Enter the number you want to the Car Park Space to finish at. The Finish number must be greater than or equal to the Start number.
**Note:** A maximum of 1000 Spaces can be created at a time.

### *Creating Sections*

a) Click the + button to create a Section.
The Create Section pop-up displays.




b) Enter the Section name in the **Name** field.

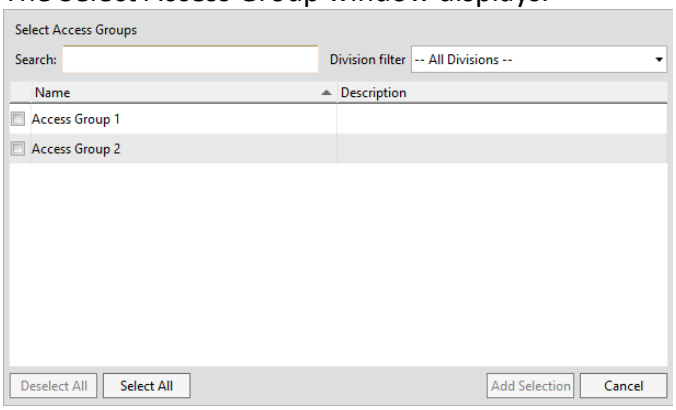
c) Click the **Division** button, then select the appropriate division.

d) Enter the Section description in the **Description** field.

e) To select multiple adjacent Spaces, drag across the Spaces you want to select, hold down <**Shift**> and select the check box of the last selected Space.
Or, to select nonadjacent Spaces, select a single Space, and then hold down the <**Ctrl**> key while you click the check boxes of the Spaces you want to select.

f) Select the checkboxes of the required **spaces**, then click **OK**.

3. Click the **Add Exemption** button to exempt an Access Group.
The Select Access Group window displays.




4. Select the checkbox for the appropriate Access Group(s).
The **Add Selection** button activates.

5. Click the **Add Selection** button.
   The Access Group displays.
6. Click the **Actions Plans/Alarm Instructions** tab.
   Refer to the ***Action Plans/Alarm Instructions*** (on page 2-211) for further detail.
7. Click the **History/Notes** tab.
   Refer to the ***History/Notes*** (on page 2-136) for further detail.

**Hints**

*Removing doors, deleting Spaces and editing Car Park Sections*
Refer to the ***Removing Doors and deleting Spaces or Sections*** (next) and ***Editing a Section*** (on page 2-385) for procedures on how to delete or edit Car Park items.
**Note:** It is only possible to edit the Car Park Section.

**Removing Doors and deleting Spaces or Sections**

Perform the following procedure to remove doors and delete Spaces or Sections:

1. Do you want to remove doors or Spaces?

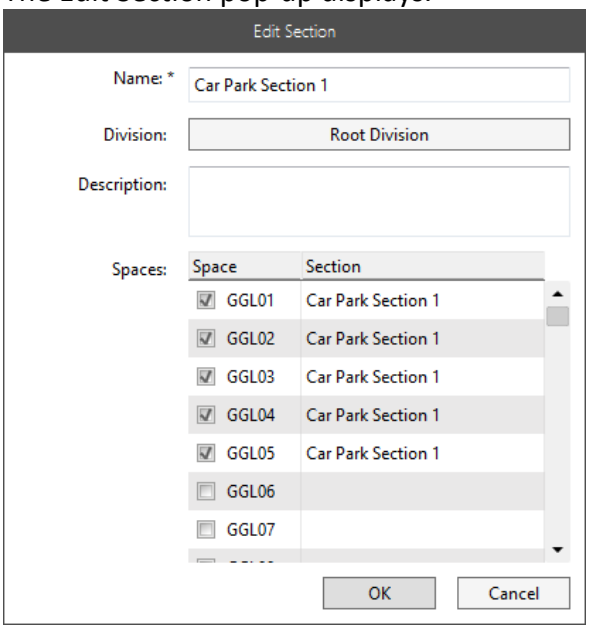
| To… | then… |
|---|---|
| remove doors | a) Click the door you want to remove.<br>The **Remove Doors** button appears.<br>b) Click the – to remove the door.<br>The door is removed from the Car Park.<br>c) Repeat steps 1-2 for every door you want to remove.<br>d) Go to Step 2 of this procedure. |
| delete Spaces | a) To select multiple adjacent Spaces, hold down the <**Shift**> key while you drag across the Spaces you want to select, OR<br>to select nonadjacent Spaces, select a single Space, and then hold down the <**Ctrl**> key while you click the other spaces you want to select.<br>b) The remove Spaces button appears.<br>c) Click the – to delete the spaces.<br>The Gallagher Command Centre pop-up displays.<br>d) Click **Yes** to delete the select Spaces, or click **No** to cancel.<br>**Note:** Selection of Spaces across multiple Sections are not permitted.<br>e) Go to Step 2 of this procedure. |

| To… | then… |
|---|---|
| delete a Section | a) Click the – of the Section you want to delete. The Gallagher Command Centre pop-up displays.<br>b) Click **Yes**.<br>c) Repeat steps 1-2 for every section you want to remove.<br>d) Go to Step 2 of this procedure.<br>**Note:** Deleting a Section doesn't delete the Spaces within that Section. |

2. Click **Save**.

### Editing a Section

1. Click the ⚙ to edit the Section.
   The Edit Section pop-up displays.

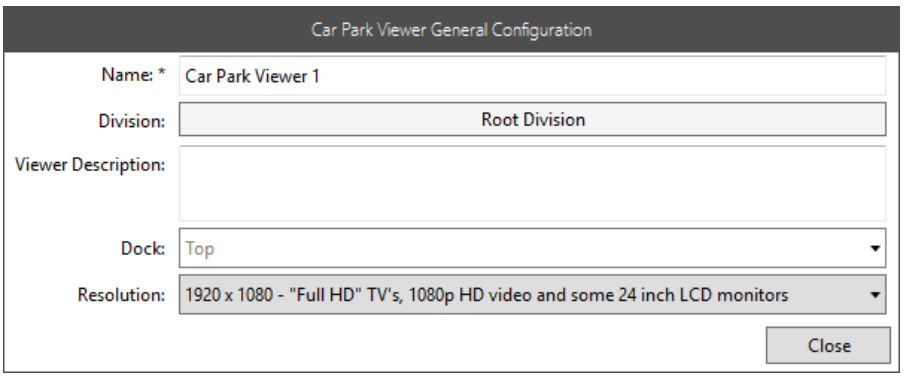



2. Edit the section properties as required.
3. Click **Ok**.

## Creating a Car Park Viewer

To configure a Car Park Viewer, perform the following procedure:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Viewer Configuration** button on the toolbar.
   The Configuration Viewer displays.
2. Click the **New Viewer** button, then select **Car Park Viewer**.
   The Car Park Viewer General Configuration pop-up displays.




3. Type in the Name, Viewer Description and select the Division.
   **Note:** This viewer has a pre-defined position (top).
4. Select the screen resolution from the **Resolution** drop-down list.
   **Note:** Choose resolution of the screen on which you intend to use this Viewer. If the correct resolution is not selected the Viewer Panel may display with scroll bars.
5. Click **Close**.
   The Car Park Viewer displays down the left hand side of the Configuration Navigation Panel.
6. Click **Save**.
   The Car Park Viewer is saved.
7. Assign the Viewer to the operators who will require it.
8. Right-click the **Viewer Configuration** button and select Reload Viewers.
   The Car Park Viewer appears in the toolbar.
   **Note:** Once a Car Park Viewer is created, you need to configure it. See ***Configuring a Car Park Viewer*** (next).

## Configuring a Car Park Viewer

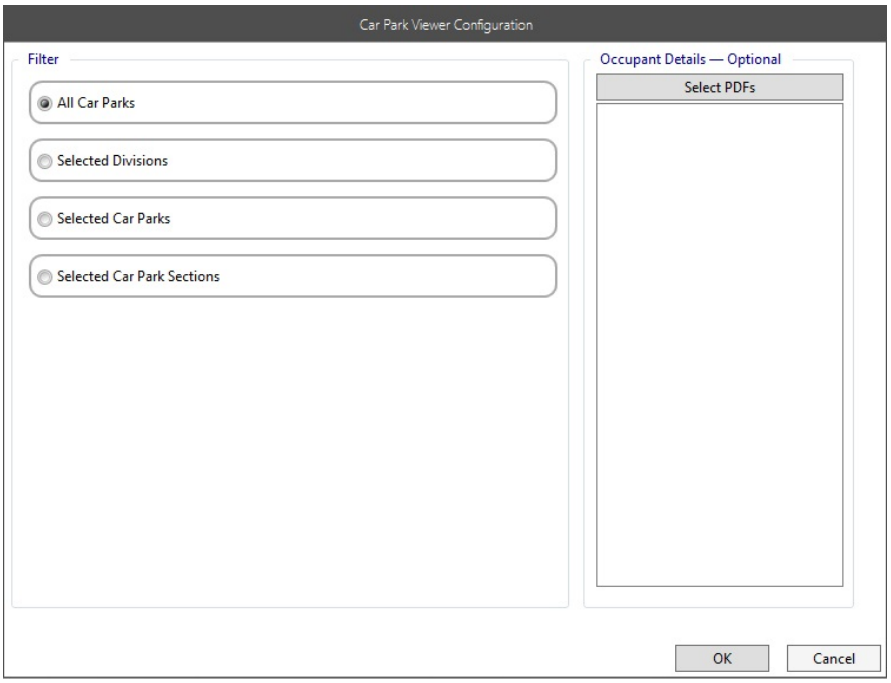
The Car Park Viewer can be configured to display Car Park Spaces based on *one* of the following filters:

- All or selected Divisions
- All or selected Car Parks
- All or selected Car Park Sections

### Procedure

The Navigation Panel for a Car Park Viewer is a list of Car Park Spaces. Configure as follows:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the appropriate **Car Park Viewer**.
   The Car Park Viewer displays.
2. Click the **Viewer Configuration** button.
3. Move the mouse over the Car Park Viewer Navigation Panel, and click on the **Click to Configure** button that appears.
   The Car Park Viewer Configuration pop-up displays.

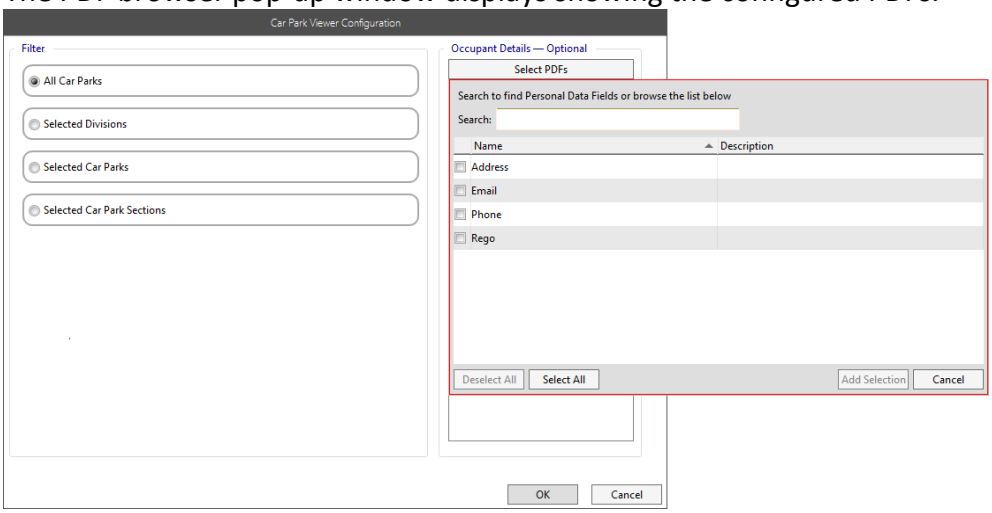



4. Configure as required.

| To show… | then… |
|---|---|
| All Car Parks | click the **All Car Parks** radio button. |
| Selected Divisions | a) Click the **Selected Divisions** radio button, and then click the **Select Divisions** button.<br>b) Select the required Division(s), then click the **Add Selection** button. |

| To show… | then… |
|---|---|
| Selected Car Parks | a) Click the **Selected Car Parks** radio button, and then click the **Select Car Parks** button.<br>b) Select the required Car Park(s), then click the **Add Selection button**. |
| Selected Car Park sections | a) Click the **Selected Car Park Sections** radio button, and then click the **Select Car Park Sections** button.<br>b) Select the required Car Park Section(s), then click the **Add Selection** button. |

5. Do you want any Cardholder PDF(s) to be displayed in the Car Park Viewer while they occupy a Space?
   If **Yes**, go to step 6.
   If **No**, go to step 7.
6. Click the **Select PDFs** button.
   The PDF browser pop-up window displays showing the configured PDFs.




7. Select the required PDF(s) checkbox(es).
   The **Add Selection** button activates.
   **Note:** As soon as a Cardholder exits the Car Park, the PDFs disappear from the Car Park Viewer.
8. Click **OK**, then click **Save**.

## Random Selection

The licensed Random Selection feature introduces two methods of randomly selecting Cardholders. A site may wish to select Cardholders for, for example, completion of a test or renewal of a certification. If the site wants to select Cardholders randomly without manually choosing them, as to remain unbiased, the different Random Selection methods can be used:

**Random Selection**
A 'Random Selection' item can be configured to give certain Cardholders a chance of being selected when they access certain doors. Which Access Groups' Cardholders may be selected, and their probability of being selected, as well as the Doors at which they can be selected, are all configurable. Optionally, Cardholders can have a specified Competency expired or disabled when they are selected. There are also options that can be configured to ensure Cardholders are not selected too often or too infrequently.

- Selection requires no operator action.
- Only Cardholders on site and attempting access can be selected.
- Cardholders are immediately made aware they were selected, and can be denied access.

**Bulk Random Selection**
A 'Bulk Random Selection' item can be configured to be run manually by operators or on a schedule using Macros, to randomly select multiple Cardholders at once. When the Bulk Random Selection is run, every eligible Cardholder has a chance of being selected according to the configured probability. Cardholder eligibility can be defined using simple or complex criteria. For example, the Bulk Random Selection could be configured so only Cardholders in a certain Access Group are eligible for selection. Optionally, Cardholders can have a specified Competency expired or disabled when they are selected. There are also options that can be configured to limit how many Cardholders are selected and ensure Cardholders are not selected too often.

- Selection requires operator action or Command Centre server action (with scheduled Macros).
- Cardholders on site and/or off site can be selected, whether attempting access or not.
- Cardholders rely on the Personalised Notifications feature, or other manual means, to be made aware they were selected.

Select the item below that you require further detail on:

- ***Random Selection items*** (on page 2-390)
- ***Bulk Random Selection items*** (on page 2-399)

### Licensing

'Random Selection' is a licensable feature, i.e. your license file must contain the following entry:

```
[Features]
Random Selection=1
```

## Random Selection items

Random Selection items allow Command Centre to randomly select Cardholders, based on the probability percentage configured against their Access Group(s), at nominated Doors upon entry (i.e. when accessing a Door's Entry Zone). You can configure the Random Selection item to randomly select Cardholders at all times or during scheduled hours only.

When the Cardholder is selected, the T20 Terminal displays the configured message. If the Require acknowledgement check box is selected, the Cardholder must press the button to acknowledge the message before being granted/denied access.

Depending on your configuration, Command Centre can either grant or deny access, and either expire or disable the Cardholder's Competency, upon selection.

Random Selection items can also be configured to randomly select Cardholders while the Controller is offline.

Random Selection items can be used in conjunction with the licensed 'Alcolizer' feature to randomly select Cardholders for Breath Alcohol Concentration (BrAC) testing. Selected Cardholders can be denied access and required to pass a BrAC test before having their competency re-enabled.

For details on how to configure the Alcolizer feature of Command Centre, refer to the Alcolizer release note provided with the Alcolizer release.

### Operator Privileges

An Operator requires the appropriate Random Selection privileges to perform Random Selection item tasks. The privileges only apply within the Divisions assigned to that Operator Group.

| Operator Privilege | is required to… |
|---|---|
| "Edit Random Selection" | modify Random Selection items. |
| "View Random Selection" | view Random Selection items. |

**Note:** Operators require View Site, View Schedule, and View Access Groups privileges to configure a Random Selection item.

### Reports

The following Cardholder Report filters are applicable to Random Selection items:

- Cardholder Random Selection
- Cardholder last Random Selection Time

The following Cardholder Report columns are applicable to Random Selection items:

- Random Selection Name
- Last Selected Time
- Last Selected Event Summary
- Last Selected Time (*Random Selection Name*)

**Notes:**

- We recommend that 'Last Selected Time (*Random Selection Name*)' columns are not used alongside other Random Selection columns in the same report.
- We recommend that reports using these Random Selection columns are not combined with other event columns or event filters.

**Considerations**

- The T20 Terminal and the Door must be connected to the same Controller. Otherwise, the T20 does not display feedback correctly.
- If the 'Repeat last selection action' value is greater than the 'maximum selection limit' value, then 'Repeat last selection action' takes priority. This means, for the duration of the 'Repeat last selection action', the last selection action is always repeated.
- When an Alarm Zone is in Armed mode, it is still disarmed upon a valid credential-badge at a monitored Terminal even if access is denied due to random selection.

**Configuration**

To configure a Random Selection item, perform the following procedures in Command Centre Client:

- ***Creating a Random Selection item and configuring a rule*** (on page 2-392)
- ***Removing a Door or a rule*** (on page 2-397)

**View Status and Override a Random Selection item**

You can add Random Selection items to a Status tile and override them as required. The override options are: Selection On, Selection Off, and Cancel Override. Perform the following procedures to add Random Selection items to a Status tile and perform an override:

- ***Adding items to a Status tile*** (on page 2-397)
- ***Override a Random Selection item*** (on page 2-398)

**Random Selection Rule Priority**

The following is intended to demonstrate the order of priority that Random Selection items give to various factors when selecting Cardholders.
Priority is listed from 1 = highest priority, to 8 = lowest priority.

| Priority | If… | the Cardholder is… |
|---|---|---|
| 1 | Random Selection item status is Off | Not selected |
| 2 | Cardholder was selected within the **Repeat last selection action** time (e.g. 5 minutes) ago | Always selected |
| 3 | Cardholder is in an Access Group with a 0% **Probability %** | Not selected |
| 4 | **Set total cardholder maximum selection limit** (e.g. 50 selections per hour) has been reached | Not selected |
| 5 | **Set each cardholder maximum selection limit** (e.g. once every 12 hours) has been reached | Not selected |
| 6 | Cardholder has not been selected within the **Enforce cardholder selection** duration (e.g. once every 365 days) and **Ignore cardholders that have never been selected** is deselected | Always selected |

| Priority | If… | the Cardholder is… |
|---|---|---|
| 7 | Cardholder (who has previously been selected at least once) has not been selected within the **Enforce cardholder selection** duration (e.g. once every 365 days) and **Ignore cardholders that have never been selected** is selected | Always selected |
| 8 | Cardholder is in an Access Group with a non-zero Probability % and status is On | Randomly selected (in accordance with Probability %) |
| 9 | A Random Selection item is configured with 'Applies to All Access Groups', a non-zero probability, and status is On. | Randomly selected (in accordance with Probability %) |

## Creating a Random Selection item and configuring a rule

### Prerequisites

Before proceeding with this procedure, ensure the following pre-requisites have been configured:

- The Door(s) that will be used to randomly select Cardholders. Refer to the topic "Creating Doors" in the *Gallagher Configuration Client Online Help*.
- The Access Group(s) containing the Cardholders that will be randomly selected. Refer to "Setting up Access Groups" in the *Gallagher Configuration Client Online Help*.
- The Output Schedule(s) for Access Group(s) to be selected within. Refer to "Creating a new Schedule" in the *Gallagher Command Centre Online Help*.

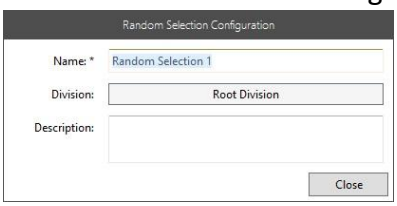
Optionally, configure the following:

- The Competency that will be disabled or expired when a Cardholder is randomly selected. Refer to "Configuring Competencies" in the *Gallagher Configuration Client Online Help*.
- The Alcolizer utility (can be used in conjunction with Random Selection). Refer to the release note 'Release Note Alcolizer (v8.30).pdf' provided with the Alcolizer release.
- The Access Groups containing the Cardholders that will be exempt from selection. Refer to "Setting up Access Groups" in the *Gallagher Configuration Client Online Help*.

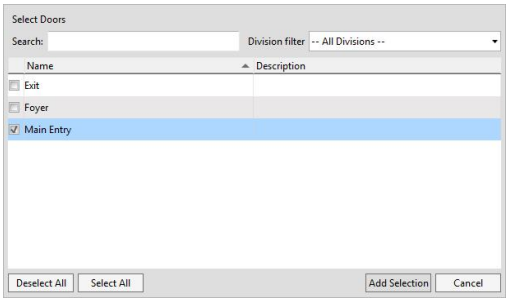
### Configuring the Random Selection tab

Perform the following procedure to create a Random Selection item and configure a rule:

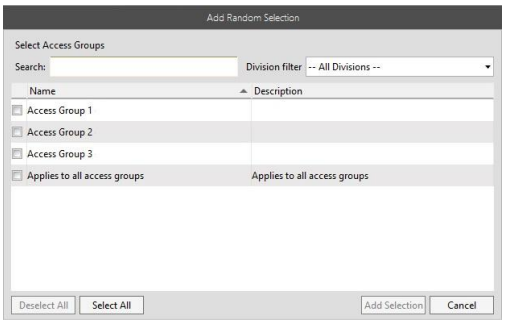
1. From Command Centre main window, click **Administration** > **Random Selection**.
2. Click the **New Random Selection** button and select Random Selection. The Random Selection Configuration window displays.



3. Enter a Name and Description, and select a Division. Then, click **Close**.
4. Click the + button to add the Doors that will be used to Randomly select Cardholders.
   The Select Doors window displays, listing the selectable Door(s).




5. Select the check box(es) of the required Door(s), then click the **Add Selection** button. **Notes:**
   - Cardholders may be randomly selected only when entering the Door's Entry Zones; not Exit Zones.
   - You can add a maximum of 30 Doors to a Random Selection item. Otherwise, the error message "Changes have not been saved: Random Selection item can only support up to 30 Doors" displays.
6. Click the + button to add a Random Selection rule.
   The Add Random Selection window displays.



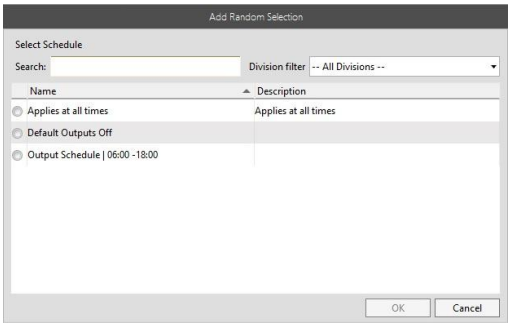

7. **Options are:**
   - Configured Access Groups
   - Applies to all access groups (default option).

   ***Applies to all Access Groups***
   This rule applies only to those Access Groups that don't have a Random Selection rule explicitly configured against them.

   **Example:** Three Access Groups are configured in Command Centre: Access Group - 1, Access Group - 2, and Access Group - 3.

   Two rules are configured:
   **Options Schedule Probability %**
   *Applies to all access groups* Applies at all times 20.0
   Access Group - 2 Applies at all times 50.0

   The **Applies to all access groups** rule only applies to Access Groups -1 and Access Group -3.
8. Select the check box(es) of the Access Group(s) that the rule applies to, then click the **Add Selection** button.
   The Select Schedule window displays.




9. Select the radio button of the Output Schedule that you want to apply to this rule, then click **OK**.

| Options | Description |
|---|---|
| Applies at all times | If selected, the Random Selection rule is ON at ALL times, (i.e. 24/7). |
| Default Outputs Off | If selected, the Random Selection rule is OFF, (i.e. Cardholders are not selected). |
| Your configured Output Schedule(s) | If selected, the Random Selection rule is ON during the scheduled hours only. |

**Notes:**
- You can modify the rule's schedule later if required.
- You can add a maximum of 50 rules to a Random Selection item. Otherwise, the error message "Changes have not been saved: Random Selection item can only support up to 50 rules" displays.

10. From the Probability % column, using the ▲▼ buttons or manually, enter the probability percentage for this rule (valid range = 0.0 - 100).

**Probability %**

The probability (of selection) percentage that is configured against the Access Groups.

**0.0%** - Cardholders who are members of an Access Group configured with 0.0% probability are **never** selected, even if they are also members of Access Groups with a non-zero probability.

**100%** - Cardholders who are member of an Access Group configured with 100% probability are **always** selected (unless maximum selection limit is reached).

The 'Applies to all' rule does not apply to Cardholders who are members of an Access Group explicitly defined in the Random Selection item.

For Cardholders who are members of multiple Access Groups, the Random Selection applies the **highest** percentage (except the 0.0% case mentioned above). Child Access Groups always inherit their parent(s) probability %, except when the probability % configured against a Child Access Group is higher than the parent(s).

11. Configure the remaining parameters as required.

**Note:** Some of the following parameters inform the selection decision (i.e. whether to select or not) each time a Cardholder is subjected to Random Selection. To see which parameters take priority over others, refer to ***Random Selection rule priority*** (on page 2-389).

| Parameter | Description |
|---|---|
| Selection Message | The text displayed on the T20 Terminal screen when a Cardholder is selected. This field is limited to 2048 characters. To configure, in the **Selection Message** field, enter the message to be displayed on the T20 Terminal screen upon selection. |
| Require acknowledgement | If set, the Cardholder must press the button on the T20 Terminal to acknowledge that they have read the message. If the message is not acknowledged before the configured timeout, then access is denied. |
| Timeout (seconds) | The maximum time allowed for a cardholder to acknowledge the message displayed on the T20 Terminal. Measured from card badge.<br>To configure, using the buttons or manually, enter the time (in seconds) in the **Timeout (seconds)** field after which the message on the T20 Terminal screen is cleared if not acknowledged (Default timeout is 10 seconds; valid range = 0 - 999). |
| Deny access on selection | If set, a Cardholder is denied access upon selection. |
| Set competency upon selection | If set, when a Cardholder is selected at a nominated Door upon entry, the Cardholder's Competency (as nominated in the configuration) is either expired or disabled, and an event is raised. Competencies can be used to deny Card-holder access to specific areas until the Cardholder has been tested (e.g. Drug & Alcohol). If using Alcolizer, the Competency is re-enabled on passing the alcohol test. |
| Set each cardholder maximum selection limit | The maximum number of times each *individual* Cardholder can be selected within a specified period of time. To limit the maximum number of selections for any given Cardholder within a specific period of time, select the **Set each cardholder maximum selection limit** check box, and set the maximum **Number of selections** (valid range = 1–99, default = 3) a Cardholder can be selected within the **Duration for selection** (valid range = 0–365 days, 0–23 hours, defaults = 30 days, 0 hours). Once the maximum selection limit is reached, the Cardholder is not selected until the specified period has ended. |
| Set total cardholder maximum selection limit | The maximum number of selections that may occur across *all Cardholders* within a specified period of time. To limit the maximum number of selections of all Cardholders within a specific period of time, select the **Set total card-holder maximum selection limit** check box, and set the maximum **Number of selections** (valid range = 1–99, default = 10) for all Cardholders within the **Duration for selection** (valid range = 0–99 hours, 0–59 minutes, defaults = 1 hour, 00 minutes). Once the maximum selection limit is reached, no Cardholders are selected until the specified period has ended. |
| Enforce cardholder selection | If set, all Cardholders who have not been selected within the last configured duration (e.g. 365 days) will be selected at their next badge.<br>For example, if **Enforce cardholder selection** is selected and the duration is set to 365 days, if a Cardholder goes 365 days without being selected, they will be selected on their next badge.<br>If **Ignore cardholders that have never been selected** is selected, selection will not be enforced on Cardholders who have never been selected (e.g. new Cardholders). If **Enforce cardholder selection** is selected, but **Ignore cardholders that have never been selected** is *not* selected, all new Cardholders will be selected on their first badge. |
| Continue selection when Controller offline | If set, Command Centre continues to randomly select Card-holders while the Controller is offline.<br>**Note:** If a Cardholder is selected while the Controller is offline, the state of their configured Competency does not change (e.g. expire or disable). Therefore, the |

| Parameter | Description |
|---|---|
| | Competency does not prevent subsequent access. Once the Controller is online, the Competency is processed. |
| Repeat last selection action | If set, Command Centre continues to repeat the latest selection decision for the configured duration OR until the Competency is expired or disabled. For example, if a Cardholder is randomly selected at a Door while the **Repeat last selection action** option is enabled for 5 minutes, the Cardholder will be selected every time they badge their card at that Door for the next 5 minutes, or until the Competency is expired or disabled. This prevents Cardholders quickly badging their card again after being randomly selected in an attempt to gain access before their Competency is expired or disabled.<br>**Note:** If the Competency action cannot occur (because of a lock on the Cardholder record), the repeat last selection action stops and a "Random Selection Failed to Modify Cardholder" event is raised. |
| Use alcolizer | Appears when the licenced 'Alcolizer' feature is installed. Is only enabled if **Require acknowledgement** is selected.<br>If set, an alcohol test must be successfully be completed at an Alcolizer unit before access to the Door is granted. |

**Alcolizer:**

| If… | then… |
|---|---|
| Alcolizer unit is on the same Door as the Random Selection item | • **Use alcolizer** should be selected.<br>• The Door assigned to the Alcolizer unit and the Random Selection item should be set to 'Secure Mode'.<br>• **Timeout** represents the total time allowed for a cardholder to acknowledge the message displayed on the T20 Terminal and complete the alcohol test.<br>• If the reader on the Door is non-T20, the prompt for alcohol testing will be displayed directly at the Alcolizer unit upon Cardholder badging. |
| Alcolizer unit is on a Door different from the Random Selection item | • **Selection Message** can be configured to inform Cardholders of the Alcolizer unit's location.<br>• The Door assigned to the Alcolizer unit should be set to 'Dual Auth - No PIN' mode.<br>• **Require acknowledgement** can optionally be selected. If the reader on the Random Selection Door is non-T20, Cardholders will be denied access if Require Acknowledgement is selected.<br>• **Use alcolizer** should be left deselected. |

### Configuring the Overdue Arrivals tab

1. Click the **Overdue Arrivals** tab.
   On this tab you can configure alarms to be raised if a Cardholder does not enter one of your chosen Access Zone(s) after being selected by this Random Selection item. You can configure how much time they have before an alarm is raised. *For example:* you may require Cardholders to access a clinic within one hour of being randomly selected for medical testing. Otherwise, a Random Selection Overdue Arrival event will be raised.
2. Click the + button to add the Access Zones that Cardholders must access after being selected. Entering one of these Access Zones will stop further alarms being raised. The Select Access Zones window displays, listing the selectable Access Zone(s).

3. Select the checkbox(es) of the required Access Zone(s), then click the **Add Selection** button.
   **Note:** You can add a maximum of 20 Access Zones for Overdue Arrivals per Random Selection item.
4. Click the + button to add a Time Period.
   The Add Time Period window displays.
   **Notes:**
   - Time Periods define how much time will pass after a Cardholder is selected before an alarm is raised (note that alarms are not raised if the Cardholder accesses one of the selected Access Zone(s) before any Time Period has elapsed).
   - Network and server outages can delay the processing of Cardholder access events, causing Overdue Alarms to be raised even after a Cardholder has accessed one of the selected Access Zone(s).
   - Up to five Time Periods can be added, so alarms can be raised at several times until the Cardholder accesses one of the selected Access Zone(s).
5. Enter an amount of time for this Time Period, then click **OK**.

### Configuring the Action Plans/Alarm Instructions tab

1. Click the **Action Plans/Alarm Instructions** tab.
2. To configure the Action Plan or Alarm Instructions, refer to ***Event Action Plans and Alarm Instructions for a Macro*** (page 2-211) for the procedure.

### Configuring the History / Notes tab

1. Click the **History / Notes** tab, and configure as required.
2. Click the **Save** button to apply your changes.

## Removing a Door or a rule

To remove a Door or a rule, perform the following steps:

| To remove a… | then… |
|---|---|
| Door | a) Select the Door that you want to remove. A vertical orange bar appears to indicate that the Door is selected.<br>b) Click the − button. The Door is removed. |
| Rule | a) Select the rule that you want to remove.<br>b) Click the − button. The rule is removed. |

**Note:** After any Door configuration changes (e.g. removing or adding a Door, with Alcolizer unit configured, to a random selection item) are made in the Random Selection item in Command Centre server, it is recommended to do a Force Status Request to the Access Zone.

## Adding items to the Status tile

Items can be added to the Status tile, as follows:

1. Click the **Add Item** button. A browse tool displays.
2. Search for the item(s) you want to add to this tile by entering search criteria in the **Search** field and/or refining the filters.
   The grid becomes populated with items that match the search criteria.
3. Click the checkbox next to each item name you want to include, or click the

**Select All** button if you want to include all items.
**Note:** In a multi-server environment, remote reports are unable to be added to a local server's Status tile.

4. Click the **Add Selection** button.
   The pop-up closes and the item(s) now appears in the list of items on the Status tile.

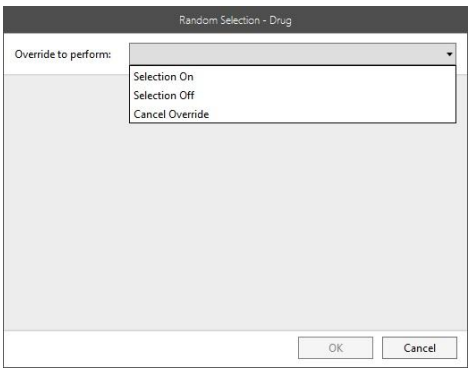
**Note:** You can also drag items from a Site Plan tile into this tile.

## Override a Random Selection item to the Status tile

### Prerequisites

Before you can override a Random Selection item, ensure that the Random Selection item(s) is/are added to the Status tile. Refer to the topic ***Add Random Selection item to the Status tile*** (on page 2-399).

1. Click the  button of the Random Selection item you want to override.
   The Random Selection menu displays.
2. Select **Overrides**. The Random Selection window displays.




3. Configure as required.

| To… | then… |
|---|---|
| override to on | Select **Selection On**, then click **OK**.<br>The Status column of the item reads: "Selection: On (Since DD/MM/YYYY HH:MM AM/PM). Selected Cardholders N. |
| override to off | a. Select **Selection Off**.<br>b. You can either:<br>• Click the **Until this time** radio button, and enter the time of day you want the override to end, or<br>• Click the **For** radio button, and enter the hours and/or minutes you want selection to be off for (this is limited to a maximum of 23 hours and 59 minutes).<br>The Status column of the item reads: "Selection: Off (Since DD/MM/YYYY HH:MM AM/PM). This item has been overridden until DD/MM/YYYY HH:MM AM/PM." |
| cancel override | Select **Cancel Override**, then click **OK**.<br>The Status column of the item reads: "Selection: On/Off (Since DD/MM/YYYY HH:MM AM/PM). Selected Cardholders N. |

## Bulk Random Selection items

Bulk Random Selection items allow an operator to run a configured selection rule to randomly select multiple Cardholders at once from a pool of eligible Cardholders. Eligible Cardholders are defined by the selection criteria specified in the rule's configuration.

Each eligible Cardholder has a probability of being selected as is defined in the rule's configuration. For example, if the probability is set to 20%, each eligible Cardholder has a 20% chance of being selected. Each time an operator runs a Bulk Random Selection, they are given the opportunity to modify the probability, as well as the maximum number of Cardholders to be selected.

Upon a Cardholder being selected, the rule can optionally disable or expire a specific Competency, as defined in the rule's configuration. The Personalised Notifications feature can be used to notify Cardholders that their Competency was disabled or expired. This allows, for example, a site to implement a policy where Cardholders are randomly selected to perform a test or certification to re-enable their access (Competency). The rule has settings to limit how frequently a Cardholder is selected and how many Cardholders are selected.

Bulk Random Selection rules can be run manually from the Random Selection administration viewer, Site Plans, and Status Tiles. They can be run automatically by Macros (e.g. on a schedule).

### Operator Privileges

An Operator requires the appropriate Random Selection privileges to perform Bulk Random Selection item tasks. The privileges only apply within the Divisions assigned to that Operator Group.

| Operator Privilege | is required to… |
|---|---|
| "Edit Random Selection" | modify Bulk Random Selection items. |
| "Run Bulk Random Selection" | run Bulk Random Selection items. |
| "View Random Selection" | view Bulk Random Selection items. |

**Note:** Operators also require the View Site privilege to configure a Bulk Random Selection item, as well as the privileges to view any items (e.g. Access Groups, Access Zones, Card Types) that must influence the selection criteria.

### Reports

The following Cardholder Report filters are applicable to Bulk Random Selection:

- Cardholder Random Selection
- Cardholder last Random Selection Time

The following Cardholder Report columns are applicable to Bulk Random Selection:

- Random Selection Name
- Last Selected Time
- Last Selected Event Summary
- Last Selected Time (*Random Selection Name*)

**Notes:**

- We recommend that 'Last Selected Time (*Random Selection Name*)' columns are not used alongside other Random Selection columns in the same report.
- We recommend that reports using these Random Selection columns are not combined with other event columns or event filters.

### Considerations

Operators who are privileged to run a Bulk Random Selection can override the 'Cardholder Probability of Selection' and 'Per-Run Total Cardholder Selection Limit' settings when running the selection.

### Configuration

To configure a Bulk Random Selection item, perform the following procedures in Command Centre Client:

- ***Creating a Bulk Random Selection item*** (on page 2-401)

To configure Personalised Notifications so that Cardholders are notified when they are selected, refer to the topic *"Overall Process - Setting up Notifications"* in the Gallagher Configuration Client Help.

### View Status and Override a Bulk Random Selection item

You can add Bulk Random Selection items to a Status tile and perform an override:

- ***Adding items to a Status tile*** (on page 2-397)
- ***Running a Bulk Random Selection item*** (on page 2-404)

### Bulk Random Selection Rule Priority

The following is intended to demonstrate the order of priority that Bulk Random Selection items give to various factors when selecting Cardholders. Priority is listed from 1 = highest priority, to 6 = lowest priority.

| Priority | If… | the Cardholder is… |
|---|---|---|
| 1 | The Bulk Random Selection has a 0% **Cardholder Probability of Selection** | Not selected |
| 2 | **Per-Run Total Cardholder Selection Limit** has already been reached in this run (the run has complete) | Not selected |
| 3 | **Periodic Total Cardholder Selection Limit** (e.g. 20 selections per day) has been reached | Not selected |
| 4 | **Per-Cardholder Selection Limit** (e.g. once every 12 hours) has been reached | Not selected |
| 5 | The Cardholder meets one of the conditions added on the **Bulk Random Selection** tab | Randomly (in accordance with Probability %) |
| 6 | There are no conditions added on the **Bulk Random Selection** tab | Randomly (in accordance with Probability %) |

## Creating a Bulk Random Selection item

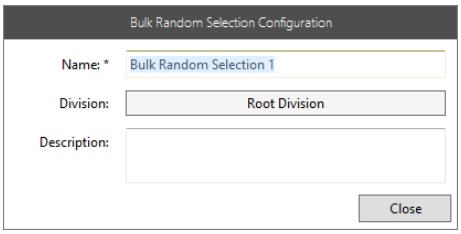
### Prerequisites

If the Bulk Random Selection rule will expire or disable a Competency upon a Cardholder being selected, ensure the Competency has been configured before proceeding with this procedure. Refer to "Configuring Competencies" in the Gallagher Configuration Client Online Help.

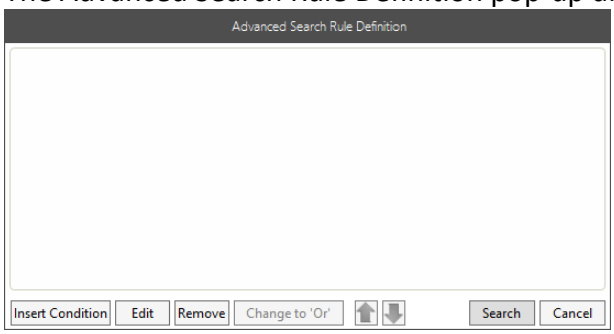
### Configuring the Random Selection tab

Perform the following procedure to create a Bulk Random Selection item and configure selection conditions:

1. From Command Centre main window, click **Administration** > **Random Selection**.
2. Click the **New Random Selection** button and select **Bulk Random Selection**. The Bulk Random Selection Configuration window displays.




3. Enter a Name and Description, and select a Division. Then, click **Close**.
4. Click the **Add Selection Criteria** button to add a criteria that Cardholders must meet in order to be eligible for selection.
   **Note:** You must add at least one selection criteria.
   The Advanced Search Rule Definition pop-up displays.




   This pop-up allows you to set the rules, (i.e. one or more conditions) to define which Cardholders are eligible for selection. The Bulk Random Selection will find Cardholders to select according to these search conditions.
5. Click on the function you want to perform:
   - ***Inserting a condition*** (on page 2-282)
   - ***Editing an existing condition*** (on page 2-283)
   - ***Removing a condition*** (on page 2-283)
6. Click the **OK** button.
   The criteria is added to the **Bulk Random Selection** tab.
   **Notes:**

- Clicking the button opens a Cardholder Selection pop-up that displays the cardholders that fit the selection criteria.
- Cardholder filters on the **Bulk Random Selection** tab can be edited by clicking the button, or removed by clicking the button.

7. Configure the remaining parameters as required.
   **Note:** The following parameters inform the selection decision (i.e. whether to select or not) each time a Cardholder is subjected to Bulk Random Selection. To see which parameters take priority over others, refer to the **Bulk Random Selection Rule Priority** section at the end of the ***Bulk Random Selection items*** (on page 2-389).

| Parameter | Description |
|---|---|
| Cardholder Probability of Selection | Each eligible Cardholder's probability of being selected. Meaning, for each Cardholder that could be selected, this is the likeliness of them being selected.<br>This is *not* a percentage of Cardholders that will be selected.<br>**Note:** Operators can override this setting when they run the Bulk Random Selection. |
| Set Competency Upon Selection | If set, when a Cardholder is selected by this Bulk Random Selection, the Cardholder's Competency (as nominated in the configuration) is either expired or disabled, and an event is raised.<br>Competencies can be used to deny Cardholder access to specific areas until the Cardholder has been tested (e.g. Drug & Alcohol). |
| Per-Cardholder Selection Limit | The maximum number of times each individual Cardholder can be selected within a specified period of time.<br>To limit the maximum number of selections for any given Cardholder within a specific period of time, select the **Per-Cardholder Selection Limit** check box, and set the maximum **Number of Selections** (valid range = 1-9999, default = 3) a Cardholder can have within the **Duration for Selections** (valid range = 0-999 Days, 0-23 Hours, default = 30 Days, 0 Hours).<br>When this Bulk Random Selection is run, a Cardholder is only eligible for selection if they have had less than the specified 'Number of Selections' in the past 'Duration for Selections' period. |
| Per-Run Total Cardholder Selection Limit | The maximum total number of selections that may occur across all Cardholders in one run of the Bulk Random Selection.<br>To limit the maximum number of Cardholder selections in a run, select the **Per-Run Total Cardholder Selection Limit** check box, and set the maximum **Number of Selections** (valid range = 1-9999, default = 10) across all Cardholders.<br>Once a run has selected the maximum number of Cardholders, it stops selecting Cardholders and completes.<br>**Note:** Operators can override this setting when they run the Bulk Random Selection. |
| Periodic Total Cardholder Selection Limit | The maximum total number of selections that may occur across all Cardholders within a specified period of time.<br>To limit the maximum number of Cardholder selections within a specific period of time, select the **Periodic Total Cardholder Selection Limit** check box, and set the maximum **Number of Selections** (valid range = 1-9999, default = 100) across all Cardholders within the **Duration for Selections** (valid range = 0-999 Days, 0-23 Hours, default = 7 Days, 0 Hours).<br>When this Bulk Random Selection is run, if the number of selections that have occurred in the past 'Duration for Selections' period are equal to or greater than the 'Number of Selections', no Cardholders are selected. |

### Configuring the Overdue Arrivals tab

1. Click the **Overdue Arrivals** tab.
   On this tab you can configure alarms to be raised if a Cardholder does not enter one of your chosen Access Zone(s) after being selected by this Random Selection item. You can configure how much time they have before an alarm is raised.
   For example, you may require Cardholders to access a clinic within one hour of being randomly selected for medical testing. Otherwise, a Random Selection Overdue Arrival event will be raised.
2. Select the **Create events if cardholder does not...** check box.
3. Click the + button to add the Access Zones that Cardholders must access after being selected. Entering one of these Access Zones will stop further alarms being raised. The Select Access Zones window displays, listing the selectable Access Zone(s).
4. Select the checkbox(es) of the required Access Zone(s), then click the **Add Selection** button.
   **Note:** You can add a maximum of 20 Access Zones for Overdue Arrivals per Bulk Random Selection item.
5. Click the + button to add a Time Period.
   The Create Time Period window displays.
   **Notes:**
   - Time Periods define how much time will pass after a Cardholder is selected before an alarm is raised (note that alarms are not raised if the Cardholder accesses one of the selected Access Zone(s) before any Time Period has elapsed).
   - Network and server outages can delay the processing of Cardholder access events, causing Overdue Alarms to be raised even after a Cardholder has accessed one of the selected Access Zone(s).
   - Up to five Time Periods can be added, so alarms can be raised at several times until the Cardholder accesses one of the selected Access Zone(s).
6. Enter an amount of time for this Time Period, then click **OK**.

### Configuring the Action Plans/Alarm Instructions tab

1. Click the **Action Plans/Alarm Instructions** tab.
2. To configure the Action Plan or Alarm Instructions, refer to ***Event Action Plans and Alarm Instructions for a Macro*** (page 2-211) for the procedure.

### Configuring the History / Notes tab

1. Click the **History / Notes** tab, and configure as required.
2. Click the **Save** button to apply your changes.

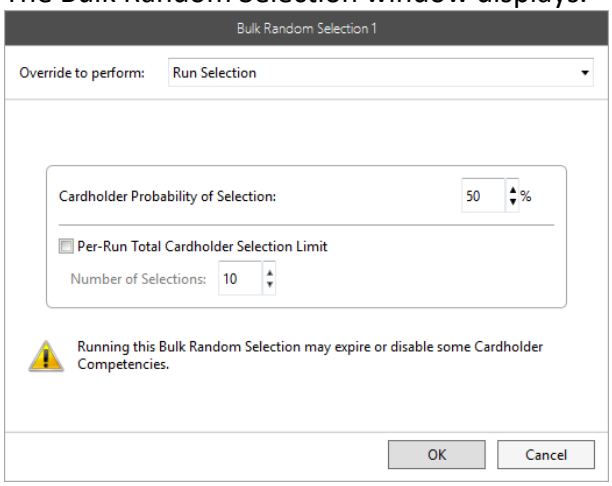
## Running a Bulk Random Selection item

### Prerequisites

Before you can override a Bulk Random Selection item from a Status tile, ensure that the Bulk Random Selection item(s) is/are added to the Status tile. Refer to ***Status Tile actions*** (on page 3-137).

### Peocedure

1. Click the  button of the Bulk Random Selection item you want to override.
   The Bulk Random Selection menu displays.
2. Select **Overrides**.
   The Bulk Random Selection window displays.




   **Note:** The only override available is 'Run Selection'.
3. If required, change the **Cardholder Probability of Selection**. This is the probability that each eligible Cardholder will be selected.
4. If required, check, uncheck, or change the **Per-Run Total Cardholder Selection Limit**. This limits how many Cardholders can be selected in this run.
   **Notes:**
   - These two settings default to how they are configured against the Bulk Random Selection item. Changing these settings here will not change how they are configured against the Bulk Random Selection item, i.e. the changes will apply to this run only.
   - If this Bulk Random Selection is configured with a Competency, a warning displays informing you that Cardholders' Competencies may be expired or disabled.
5. Click **OK** to run the Bulk Random Selection.
   An event is raised for each Cardholder that is selected. Check the Event Trail tile to see which Cardholders were selected.

## Allegion Engage Interface

The Allegion Engage Interface is a licensed feature of Gallagher Command Centre. This feature supports the following Schlage wireless locks offered by Allegion:

- LE and LE-B locks
- NDE and NDE-B locks
- Control locks

**Note:** While Engage scheduling is configured in the Command Centre Client, Engage Gateways, Doors and Card Type are all created in the Configuration Client. Therefore, see *"Allegion Engage Interface"* in the Configuration Client Help file for further detail.

### Licensing

Allegion Engage is a licensable feature, therefore the functionality will only appear if your site has a license file with a unique license serial number for the Cloud, and the following option included:

```
[Limits]
ENGAGE Doors=x
```
(where x is the number of Engage Doors required)

### Operator Privileges

The minimal operator privileges required for Allegion Engage are:

- "Launch Configuration Client"
- "Edit Site"
- "Configure Site" (for editing the Card Type)
- "Override"

Select the item below that you require further detail on:

***Engage Schedules*** (on page 2-406)

***Creating a new Engage Door Schedule*** (on page 2-407)

***Creating a new Engage Holiday Schedule*** (on page 2-411)

***Creating a new Engage Cardholder Access Template*** (on page 2-414)

***Creating a new Engage Cardholder Access Schedule*** (on page 2-417)

***Engage Doors*** (on page 2-421)

## Engage Schedules

Engage Doors are restricted by the number of Schedules they can contain. Each lock has three Schedule types, as follows:

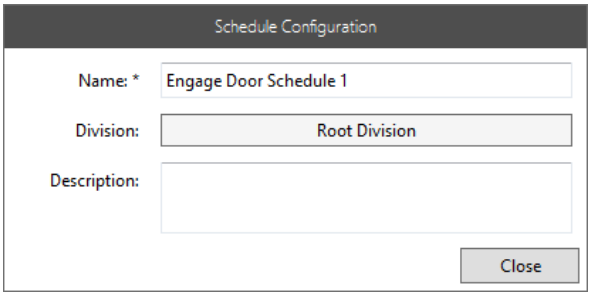
| Schedule type | Description |
|---|---|
| Engage Cardholder Access Template and Schedule | The Engage Cardholder Access template is assigned directly to the door, and this template is the 'schedule' the door uses. A single entry can manage multiple days, (e.g. one entry can be used for all weekdays). These are assigned to users of the lock and dictate when access will be granted or denied to the cardholder. If there are different types of cardholders, (e.g. staff, cleaners), the access schedules for all cardholder types must not exceed 16 in total.<br>**Note:** Only "access granted" types will be counted as an entry.<br><br>The Engage Cardholder Access Schedule is known as the *Credential Schedule* by the Engage lock, and references different entries in the template. They are part of the access triplet, whereas the template is assigned directly to the door. In Command Centre, once the template has been created the user can select the entries from the template when creating the schedule. |
| Engage Door Schedule | This schedule is known as the *Auto-Unlock Schedule* by the Engage lock and determines when the door will be free or secure. (Limited to 16 entries.)<br><br>Each change to free and secure will count as an entry. Like the Credential Schedule, a single entry can manage multiple days. |
| Engage Holiday Schedule | This schedule is known as the *Holiday Schedule* by the Engage lock and is like the *Auto-Unlock Schedule* in the sense that the operator can select free and secure states. (Limited to 16 entries per day.) When a day falls on a date set in the Holiday Schedule, the free and secure times will be determined by the Holiday Schedule, as opposed to the *Auto-Unlock Schedule*.<br><br>The cardholders will be granted or denied access as per the credential schedule. |

## Creating a new Engage Door Schedule

The Engage Door Schedule allows you to set the times that Engage Doors will be free and secure on normal days, while not exceeding the limit of 16 entries in the door. Perform the following procedure to create a new Engage Door Schedule.

**Note:** There is a Default Door Schedule that can be modified to suit. The Default Door Schedule is automatically assigned to doors at door creation, so modifying the default to cater for the majority of free/secure requirements can save time in changing the template out on the door.

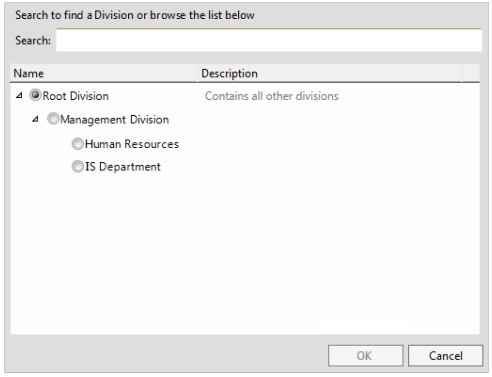
1. Select the **Administration** tab on the Command Centre title bar, and then click the **Schedules** button on the toolbar.
   The Schedules Viewer opens.
2. Click the **New Schedule** button on the Viewer Navigation Panel, and then the **Engage Door Schedule** option.
   The new Engage Door Schedule is added to the Viewer Navigation Panel, and the Schedule Configuration pop-up displays.




3. If you want to replace the default name the system has given the Schedule item, enter a new name in the **Name** field (limited to 60 characters).
4. If required, enter a logical **Description** (limited to 200 characters).
5. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Schedule to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.



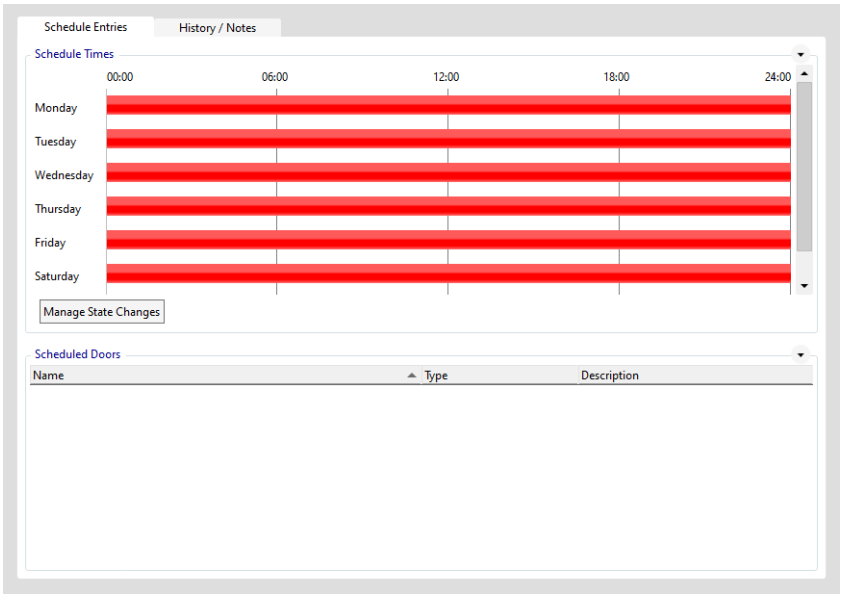
b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Schedule at a later stage.

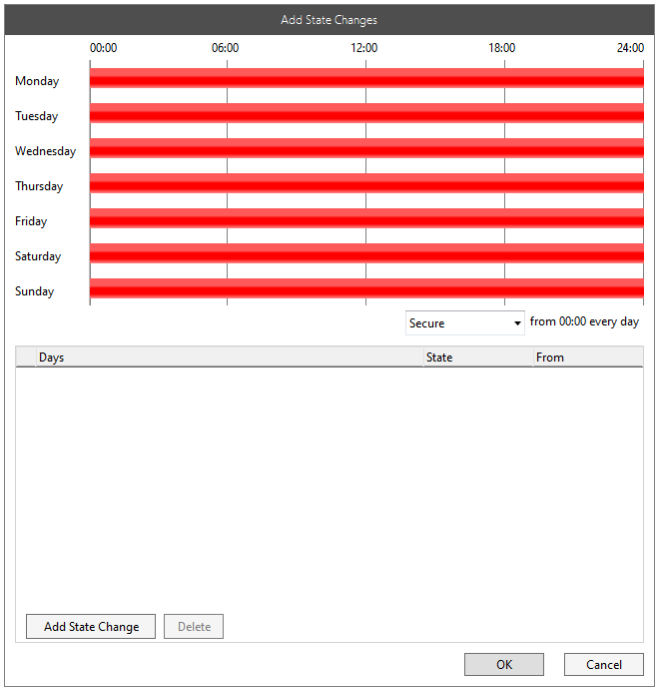
6. Click the **Close** button.
The Schedule Configuration pop-up closes.

There are two tabs, (i.e. **Schedule Entries** and **History/Notes**). The **Schedule Entries** tab displays by default.
The **Schedule Times** section provides a grid where 'From' times and states can be entered/edited for each day of the week. Initially the default state of 'Secure' will display.

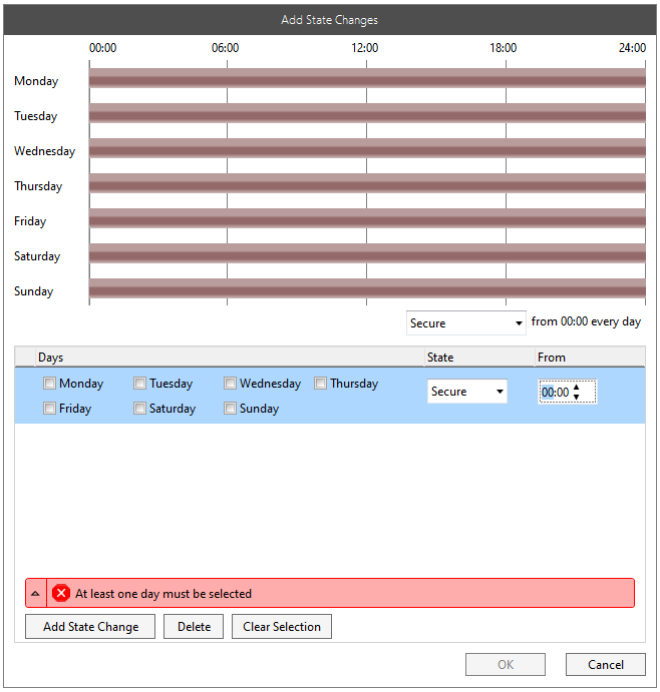



**Note:** The **Scheduled Doors** section shows a list of Doors that the schedule is attached to.

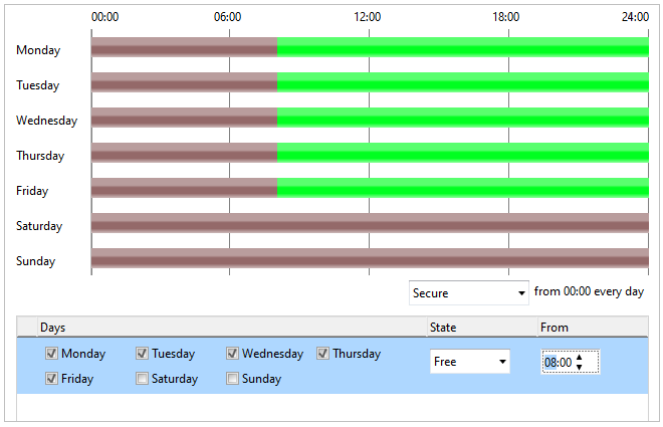
7. Click the **Manage State Changes** button.
The Add State Changes pop-up displays.




8. Click the **Add State Change** button.




9. Check each day(s) as required that you want to change the state for.
10. Select the appropriate **State** from the drop-down list.
11. Alter the **From** Time Box to the time you want that State to change from. The State/time bar for the day(s) selected changes accordingly.




12. Repeat Steps 8-11 for any other state changes you want to make.
13. Click the **OK** button.
    The Add State Changes pop-up closes.
14. If you want to record any note(s) about the Schedule, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136) for further detail.
15. Click the **Save** button.
    A new Engage Door Schedule has been created.

## Hints

*Editing and Deleting Schedules*

Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Schedules.

**Note:** If a schedule has items which depend upon it for proper operation, you are prompted for confirmation and cannot delete it even when **Yes** is clicked. A message explaining why you cannot delete the schedule displays.

*Duplicating Schedules*

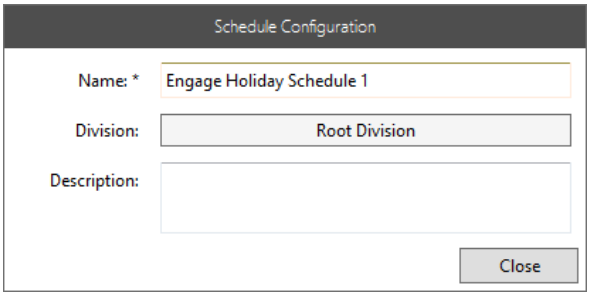
Operators privileged to create schedules can also duplicate schedules, which makes the task of setting up multiple schedules that are very similar much quicker.

Refer to ***Copying items*** (on page 2-135) for the procedure.

## Creating a new Engage Holiday Schedule

The Engage Holiday Schedule allows you to set the times that Engage Doors will be free and secure on special days, while not exceeding the limit of 16 state changes on any given day on the door. Perform the following procedure to create a new Engage Holiday Schedule:

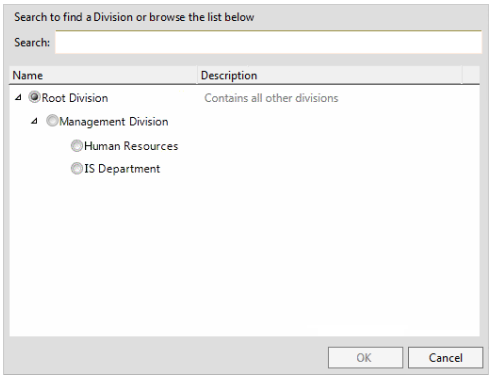
1. Select the **Administration** tab on the Command Centre title bar, and then click the **Schedules** button on the toolbar.
   The Schedules Viewer opens.
2. Click the **New Schedule** button on the Viewer Navigation Panel, and then the **Engage Holiday Schedule** option.
   The new Engage Holiday Schedule is added to the Viewer Navigation Panel, and the Schedule Configuration pop-up displays.




3. If you want to replace the default name the system has given the Schedule item, enter a new name in the **Name** field (limited to 60 characters).
4. If required, enter a logical **Description** (limited to 200 characters).
5. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Schedule to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.

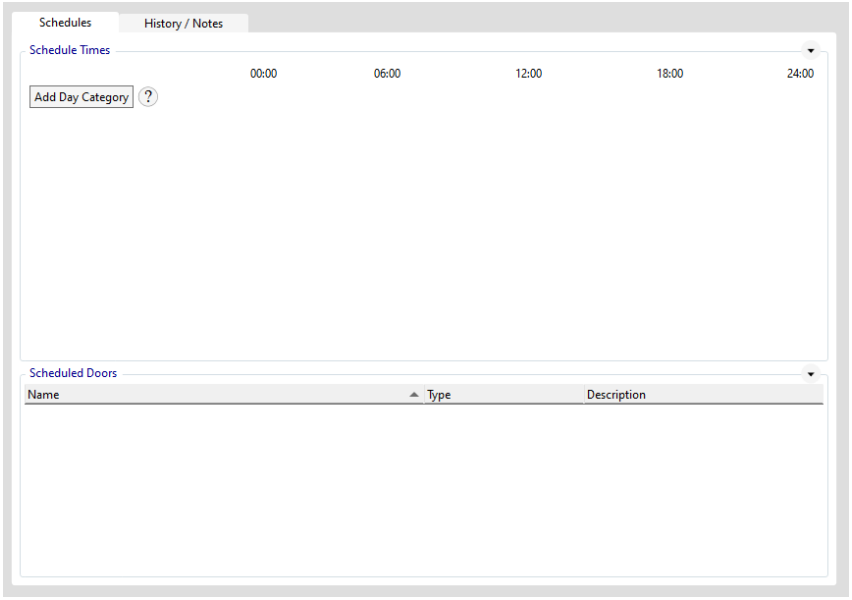



   b) Select the appropriate Division.
   c) Click the **OK** button.
      The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Schedule at a later stage.

6. Click the **Close** button.
   The Schedule Configuration pop-up closes.

   There are two tabs, (i.e. **Schedules** and **History/Notes**). The **Schedules** tab displays by default.
   The **Schedule Times** section provides a grid where 'From' times and states can be entered/edited for each Day Category. Initially the grid will be blank.




   **Note:** The **Scheduled Doors** section shows a list of Doors that the schedule is attached to.

7. Add and remove any Day Categories required for this Schedule. See ***Adding Day Categories to Schedules*** (on page 2-245) and ***Removing Day Categories from Schedules*** (on page 2-246) for procedure.
8. Add, remove or change the times and states of each Day Category as required. See ***Changing times and states within Schedules*** (on page 2-247) for procedure.
9. If you want to record any note(s) about the Schedule, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136) for further detail.
10. Click the **Save** button.
    A new Engage Holiday Schedule has been created.

**Hints**

*Editing and Deleting Schedules*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Schedules.
**Note:** If a schedule has items which depend upon it for proper operation, you are prompted for confirmation and cannot delete it even when **Yes** is clicked. A message explaining why you cannot delete the schedule displays.

*Duplicating Schedules*
Operators privileged to create schedules can also duplicate schedules, which makes the task of setting up multiple schedules that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

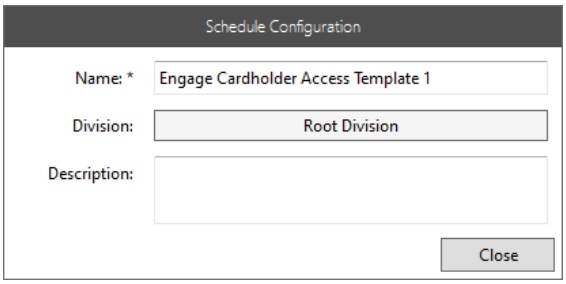
## Creating a new Engage Cardholder Access Template

Creating an Engage Cardholder Access Template provides you with an item that you can add entries to, which will be used to create schedules that can control access. (Limited to 16 entries.)

**Note:** There is a Default Cardholder Access Template that can be modified to suit. The Default Cardholder Access Template is automatically assigned to doors at door creation, so modifying the default to cater for the majority of access requirements can save time in changing the template out on the door.

Perform the following procedure to create a new Engage Cardholder Access Template:

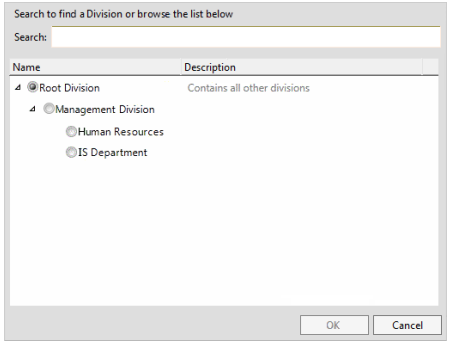
1. Select the **Administration** tab on the Command Centre title bar, and then click the **Schedules** button on the toolbar.
   The Schedules Viewer opens.
2. Click the **New Schedule** button on the Viewer Navigation Panel, and then the **Engage Cardholder Access Template** option.
   The new Engage Cardholder Access Template is added to the Viewer Navigation Panel, and the Schedule Configuration pop-up displays.




3. If you want to replace the default name the system has given the Engage Cardholder Access Template, enter a new name in the **Name** field (limited to 60 characters).
4. If required, enter a logical **Description** (limited to 200 characters).
5. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Engage Cardholder Access Template to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.



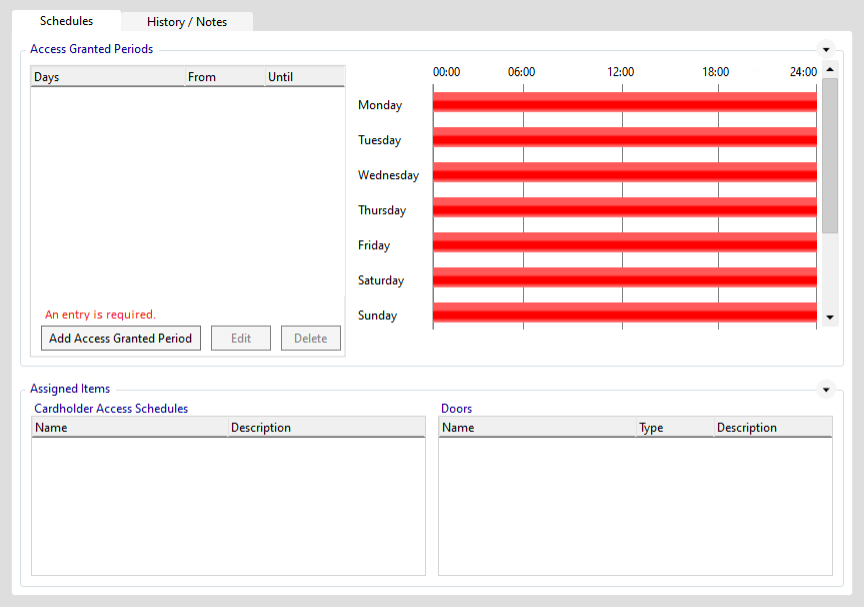
b) Select the appropriate Division.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Schedule at a later stage.

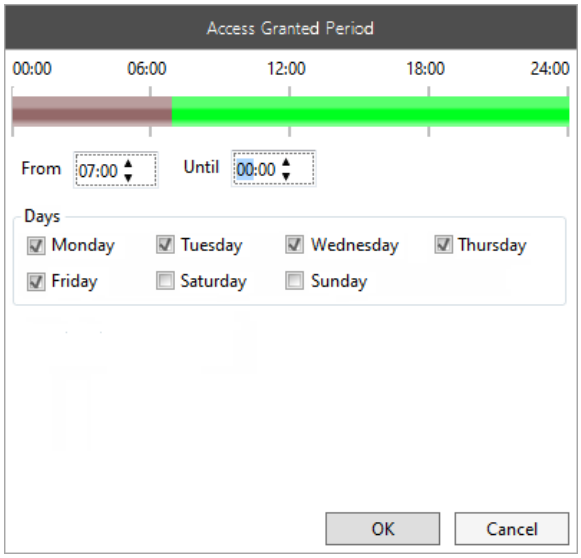
6. Click the **Close** button.
The Schedule Configuration pop-up closes.

There are two tabs, (i.e. **Schedules** and **History/Notes**). The **Schedules** tab displays by default.
The **Access Granted Periods** section provides a grid where different access times can be entered/edited during the 24-hour cycle for each day of the week. Initially the grid will be blank.




**Note:** The **Assigned Items** section shows a list of Cardholder Access Schedules and Doors that the template is attached to.

7. Click the **Add Access Granted Period** button.
The Access Granted Period pop-up displays.




8. Alter the **From** and **Until** time boxes to indicate the period you want access to be granted for.
9. Check each of the day(s) as required that you want access to be granted for.
10. Click the **OK** button.
    The Access Granted Period pop-up closes.
11. Repeat Steps 7-10 to add more Access Granted Periods to the Template.
12. If you want to record any note(s) about the Template, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136) for further detail.
13. Click the **Save** button.
    A new Engage Cardholder Access Template has been created.

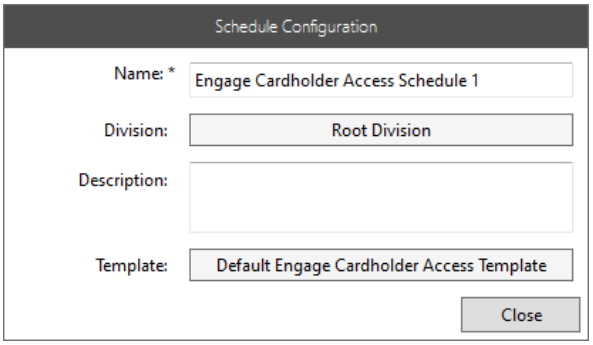
**Note:** After the template has been assigned to a schedule/door and you select an entry, the list of Engage Cardholder Access Schedules will change depending on whether they use the entry or not.

## Creating a new Engage Cardholder Access Schedule

The Engage Cardholder Access Schedule allows you to select access granted periods derived from the assigned template, that a particular user group will be granted access. It can be assigned to an Engage Door on Access Group, which will in turn provide the users access to the door at the times specified.

Perform the following procedure to create a new Engage Cardholder Access Schedule:

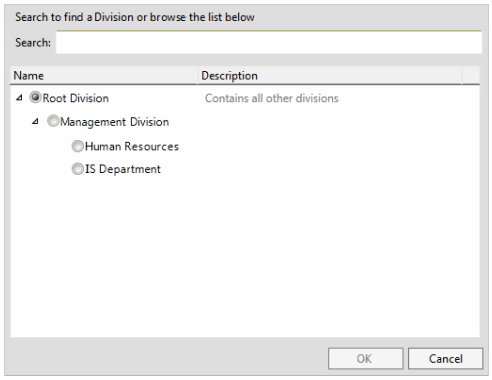
1. Select the **Administration** tab on the Command Centre title bar, and then click the **Schedules** button on the toolbar.
   The Schedules Viewer opens.
2. Click the **New Schedule** button on the Viewer Navigation Panel, and then the **Engage Cardholder Access Schedule** option.
   The new Engage Cardholder Access Schedule is added to the Viewer Navigation Panel, and the Schedule Configuration pop-up displays.




3. If you want to replace the default name the system has given the Schedule item, enter a new name in the **Name** field (limited to 60 characters).
4. If required, enter a logical **Description** (limited to 200 characters).
5. The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client.

   If this is not the appropriate Division for this Schedule to be in, select a Division as follows:

   a) Click the **Division** button.
      A browse tool displays.



b) Select the appropriate Division.

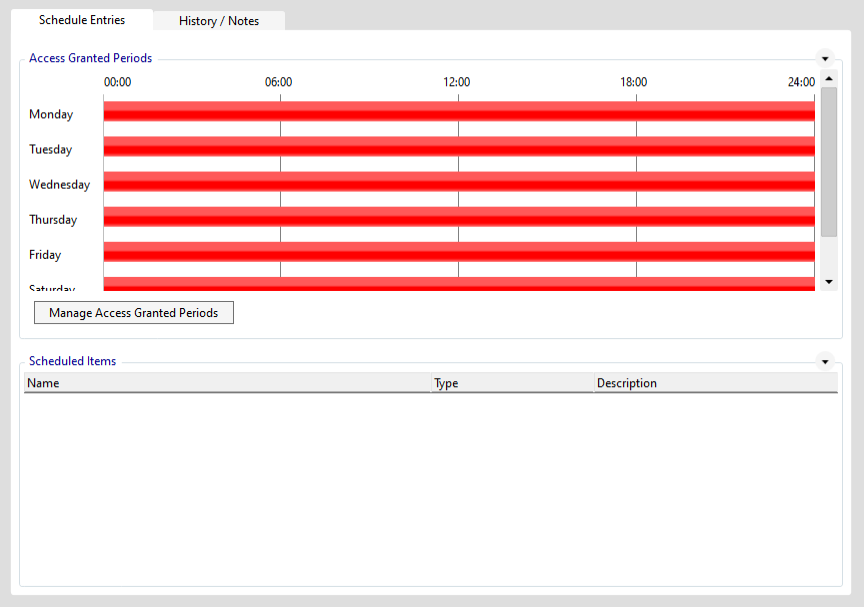
c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Division you selected.

**Note:** If you have not set up Divisions yet, you can add these to your Schedule at a later stage.

6. By default, this Schedule will use the "Default Engage Cardholder Access Template".
If you want to select another template, click the **Template** field and select from the browse tool that displays.

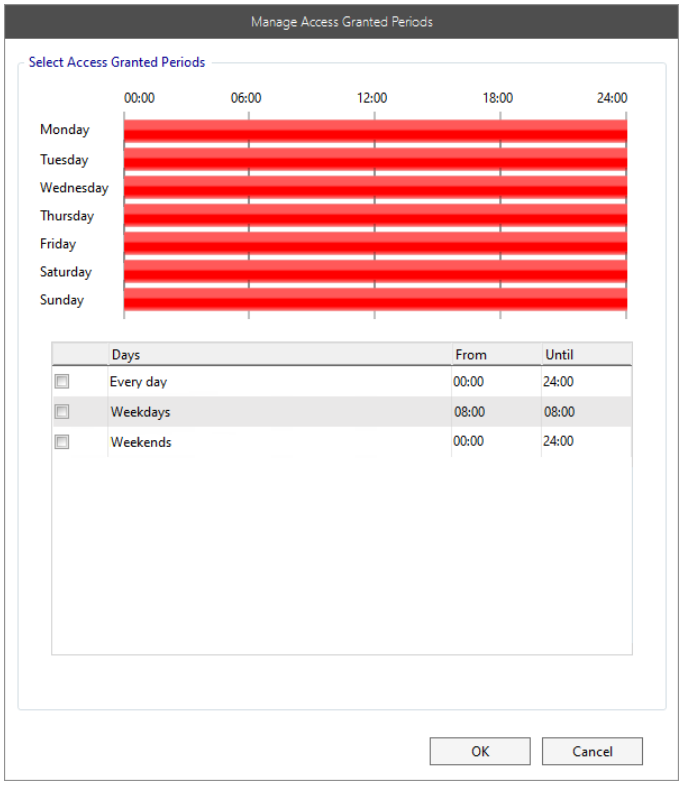
7. Click the **Close** button.
The Schedule Configuration pop-up closes.

There are two tabs, (i.e. **Schedule Entries** and **History/Notes**). The **Schedule Entries** tab displays by default.
The **Access Granted Periods** section provides a grid where 'Grant Access' or 'Deny Access' periods can be selected from the entries in the assigned template. Initially, no states will be selected as shown below.

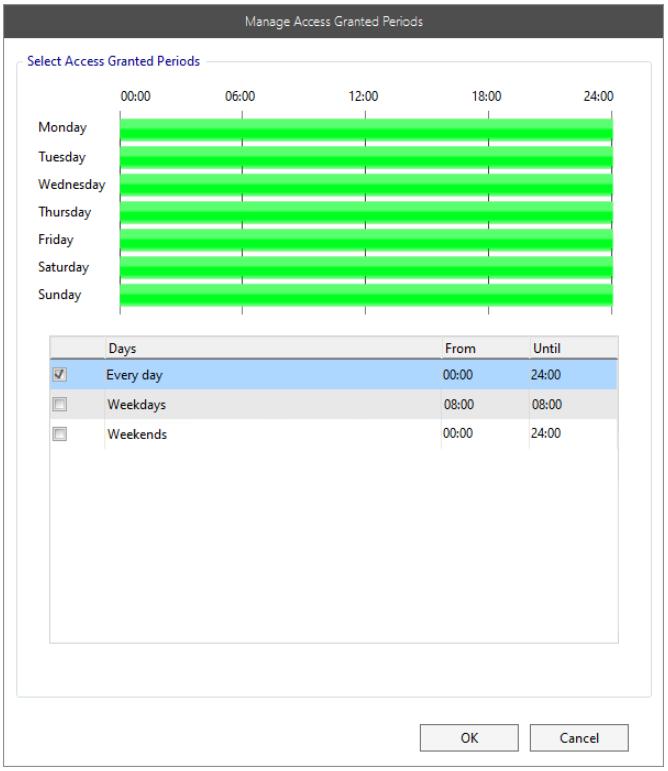



**Note:** The **Scheduled Items** section shows a list of Access Groups that have some Engage Door access controlled by the Schedule.

8. Click the **Manage Access Granted Periods** button.
The Manage Access Granted Periods pop-up displays.




9. Select the entries that are applicable to the schedule being created.
   **Note:** The entries displayed on this pop-up are derived from the template that was selected for the schedule. If the entries are not what you were expecting to see it could be that you have not chosen the correct template. If so, change the template on the schedule, or (if the template is correct) update the selected template with the entry you require.



10. Click the **OK** button.
    The Manage Access Granted Periods pop-up closes.
11. If you want to record any note(s) about the Schedule, click the **History/Notes** tab. Refer to ***History/Notes tab*** (on page 2-136) for further detail.
12. Click the **Save** button.
    A new Engage Cardholder Access Schedule has been created.

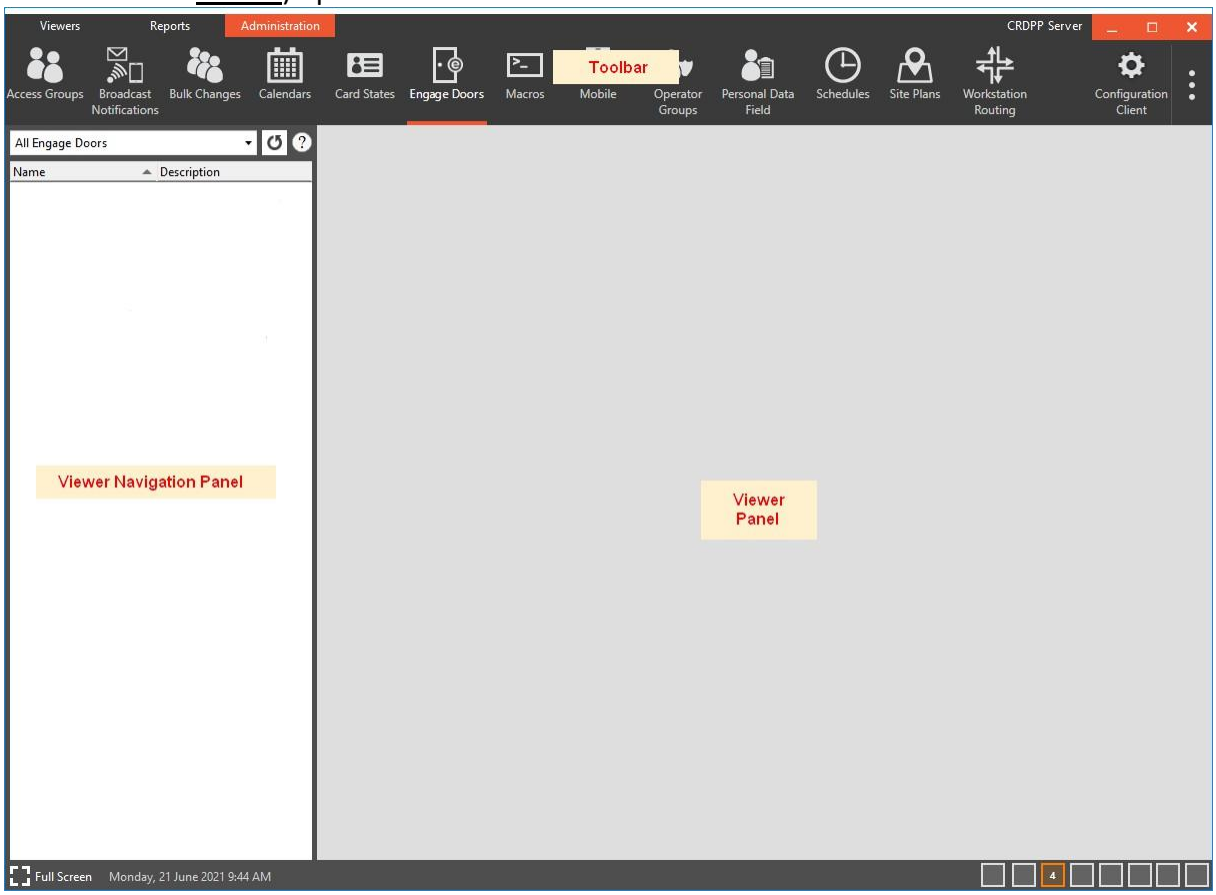
**Hints**

*Editing and Deleting Schedules*
Refer to ***Editing items*** (on page 2-135) and ***Deleting items*** (on page 2-135) for procedures on how to edit and delete Schedules.
**Note:** If a schedule has items which depend upon it for proper operation, you are prompted for confirmation and cannot delete it even when **Yes** is clicked. A message explaining why you cannot delete the schedule displays.

*Duplicating Schedules*
Operators privileged to create schedules can also duplicate schedules, which makes the task of setting up multiple schedules that are very similar much quicker.
Refer to ***Copying items*** (on page 2-135) for the procedure.

## Engage Doors

Select the **Administration** tab on the Command Centre title bar, and then click the **Engage Doors** button on the toolbar. The Engage Doors Viewer (sample screen) opens.




The Viewer Navigation Panel will initially be blank until Engage Doors have been created via the Engage Gateway in Command Centre Configuration Client.

The  button beside the **Search** field can be clicked to provide quick tips for working with Engage Doors.

The proportions between the Viewer Navigation Panel and Viewer Panel can be resized. See ***Sizing the Panels*** (on page 2-131) for further detail.

Columns on the Viewer Panel can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

Select the item below that you require further detail on:

***Configuring Engage Schedules for Engage Doors*** (on page 2-422)

***Configuring Access Groups with Engage Schedules*** (on page 2-427)

## Configuring Engage Schedules for Engage Doors

### Prerequisites

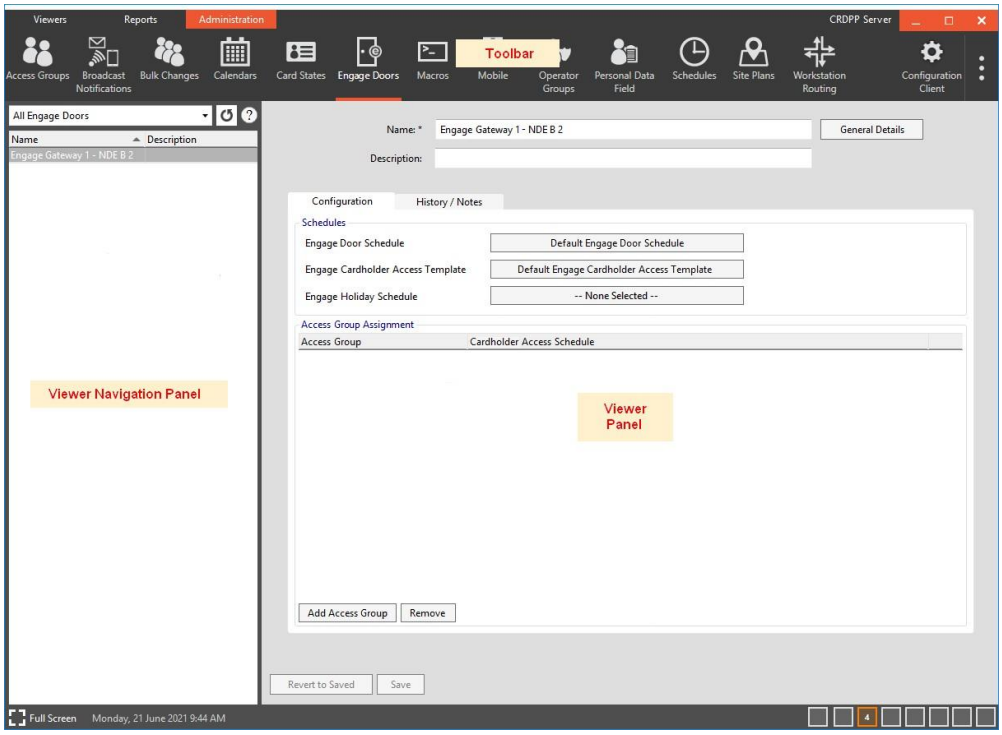
Before you begin this procedure, the following must already have been created:

- Engage Doors via the Engage Gateway in Command Centre Configuration Client, and
- Access Groups and all Engage Schedules.

### Procedure

Perform the following procedure to configure Engage Schedules for an Engage Door:

1. Select the **Administration** tab on the Command Centre title bar, and then click the **Engage Doors** button on the toolbar.
   The Engage Doors Viewer opens.
2. Click on the Engage Door that you want to configure Schedules for from the list in Viewer Navigation Panel.
   The Engage Door details populate the Viewer Panel.



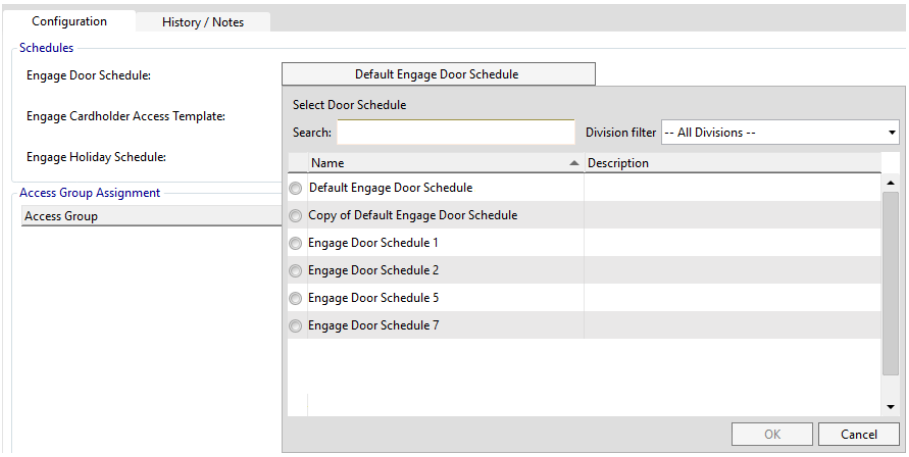

3. Configure the **Schedules** for the Engage Door as appropriate:

   ► *Assign an Engage Door Schedule*

   The Engage Door Schedule button defaults to the Default Engage Door Schedule.

   If this is not the appropriate Schedule for this Engage Door, select another Engage Door Schedule as follows:

   a) Click the **Engage Door Schedule** button.
      A browse tool displays.




b) Click the appropriate radio button for the Schedule you want.

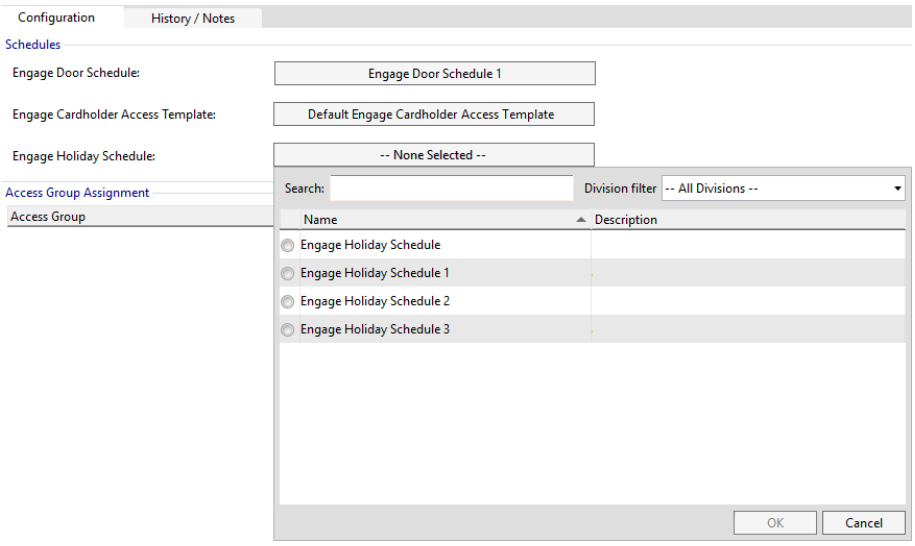
c) Click the **OK** button.
The browse tool closes. The button changes to the name of the Engage Door Schedule you selected, and the Engage Door now appears in the **Scheduled Doors** section of the Engage Door Schedule.

► *Assign an Engage Holiday Schedule*

The Engage Holiday Schedule button defaults to the **-- None Selected --**.

If you require a Holiday Schedule for this Engage Door, select one as follows:

a) Click the **Engage Holiday Schedule** button.
A browse tool displays.




b) Click the appropriate radio button for the Schedule you want.

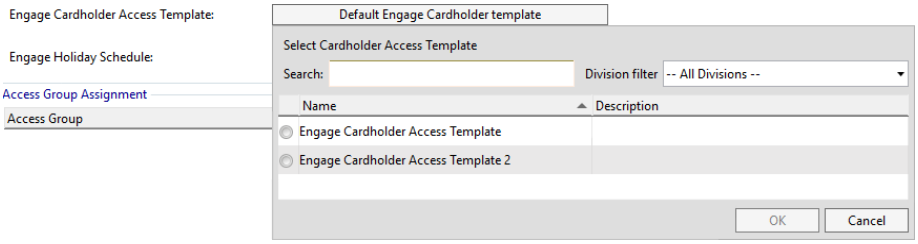
c) Click the **OK** button.
The browse tool closes. The button changes to the name of the Engage Holiday Schedule you selected, and the Engage Door now appears in the **Scheduled Doors** section of the Engage Holiday Schedule.

### ▶ *Assign an Engage Cardholder Access Template*

The Engage Cardholder Access Template button defaults to the Default Engage Cardholder Access Template.

If this is not the appropriate Template for this Engage Door, select another Engage Cardholder Access Template as follows:

a) Click the **Engage Cardholder Access Template** button.
A browse tool displays.




b) Click the appropriate radio button for the Template you want.

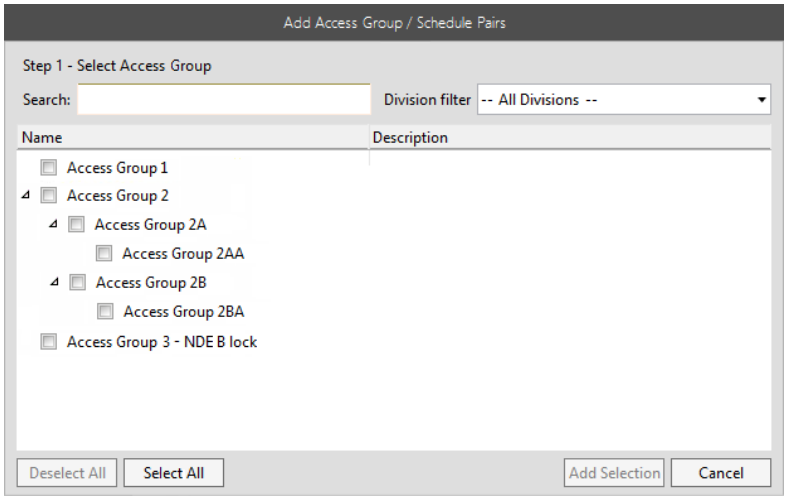
c) Click the **OK** button.
The browse tool closes. The button changes to the name of the Engage Cardholder Access Template you selected, and the Engage Door now appears in the **Assigned Items** section of the Cardholder Access Template.

**Note:** If you are changing the Template after already configuring Engage Cardholder Access Schedules to the door (either via the Door Viewer or Access Group) the template change will remove all existing Engage Cardholder Access Schedules. This is because of the link between the Engage Cardholder Access Schedule and the Template, as well as the Door and the Template. An access triplet between the Engage Door, Engage Cardholder Access Schedules, and Access Group requires the Engage Door and Engage Cardholder Access Schedules to be linked to the same Template. Therefore, changing the Template on the Door invalidates the link to the existing Engage Cardholder Access Schedules. You will need to select new Engage Cardholder Access Schedules in order to proceed, or remove the Access Groups altogether.

### ▶ *Assign Access Groups and Engage Cardholder Access Schedules*

Assign Access Groups and Engage Cardholder Access Schedules to the Engage Door as follows:
**Note:** This function can be done via the Access Group itself.

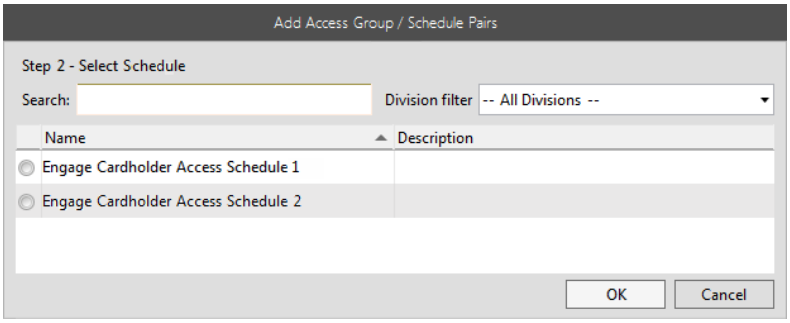
a) Click the **Add Access Group** button.
The Add Access Group / Schedule Pairs pop-up displays.




b) If necessary, search for the Access Group(s) you want by entering characters in the **Search** field and/or refining the search mode and filters.
The grid becomes populated with Access Groups that match the search criteria.

c) Click the checkbox next to each Access Group you want to include, or click the **Select All** button if you want to include all groups.

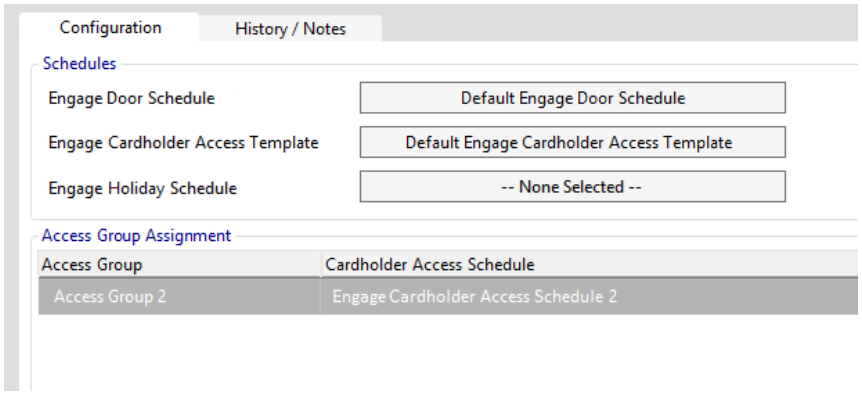
d) Click the **Add Selection** button.
The Add Access Group / Schedule Pairs pop-up changes to show a list of available Engage Cardholder Access Schedules using the template.




**Note:** If you cannot find the Schedule you want, it could be that you have not chosen the correct template. If so, change the template on the schedule, or (if the template is correct) update the selected template with the entry you require.

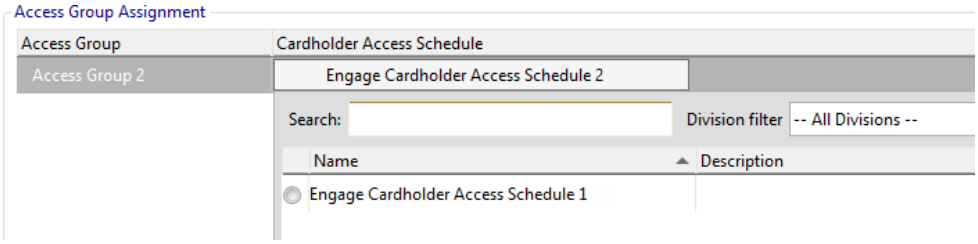
e) Click the radio button next to the Schedule you want to use for the Access Group(s) you have selected.

f) Click the **OK** button.
The pop-up closes and the selected Access Group(s) and Schedule populates the **Access Group Assignment** section.

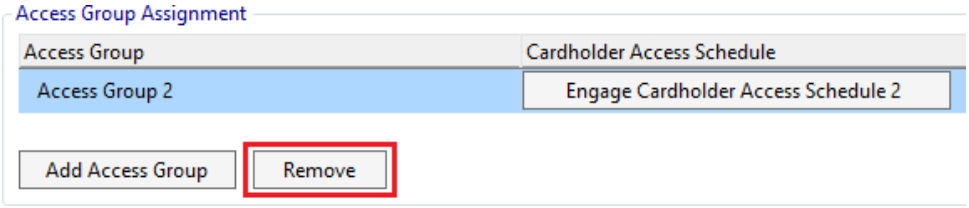



4. Click the **Save** button.
   The Access Group Assignment is saved.
   **Notes:**

   - If you decide to change the Engage Cardholder Access Schedule you have selected, click on the Schedule in the **Access Group Assignment** section and select another one from the browse tool that displays.




   - To remove an Access Group Assignment, select (highlight) the row you want to remove and click the **Remove** button. Multiple actions can be selected for removal by holding down the <**Ctrl**> key while each action is clicked on, and then clicking the **Remove** button.



## Configuring Access Groups with Engage Schedules

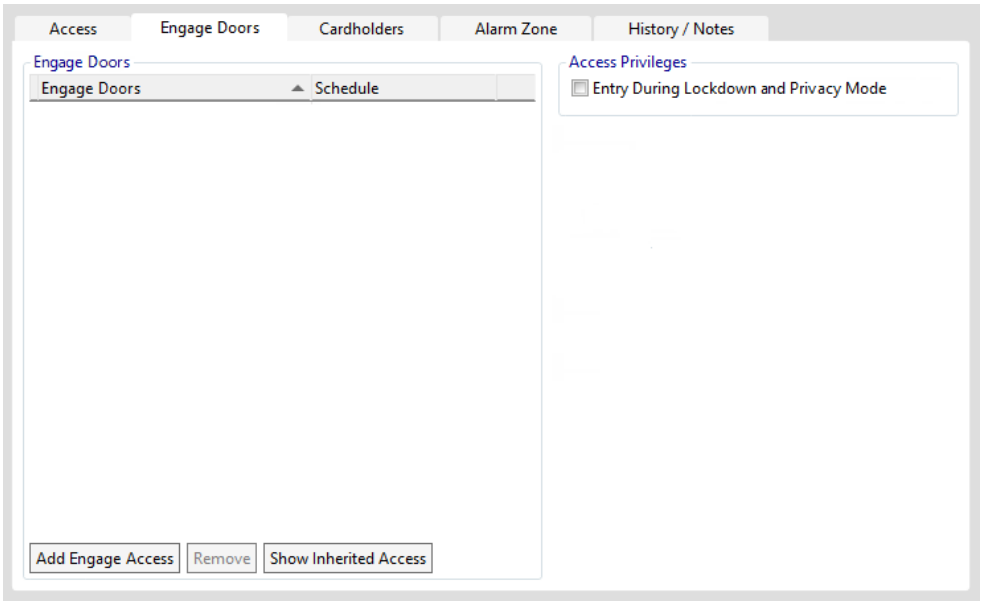
### Prerequisites

Before you begin this procedure, you need to have created the Engage Doors, Engage Cardholder Access Schedules, and the Access Groups you will be configuring.

### Procedure

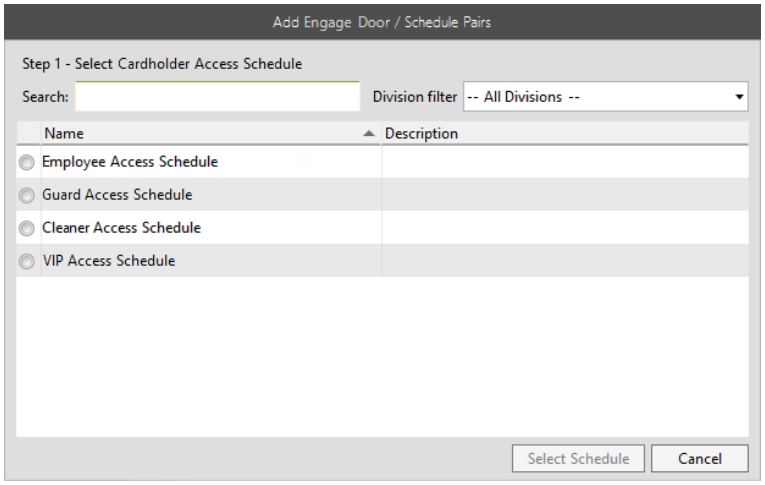
Perform the following procedure to configure where members of this Access Group have access to (Engage Doors) and when they have access (Schedules):

1. Select the **Administration** tab on the Command Centre title bar, and then click the **Access Groups** button on the toolbar.
   The Access Groups Viewer opens.
2. Click on the Access Group you want to configure Engage Schedules for from the list in the Viewer Navigation Panel.
   The properties for that Access Group populate the Viewer Panel.
3. Click on the **Engage Doors** tab.



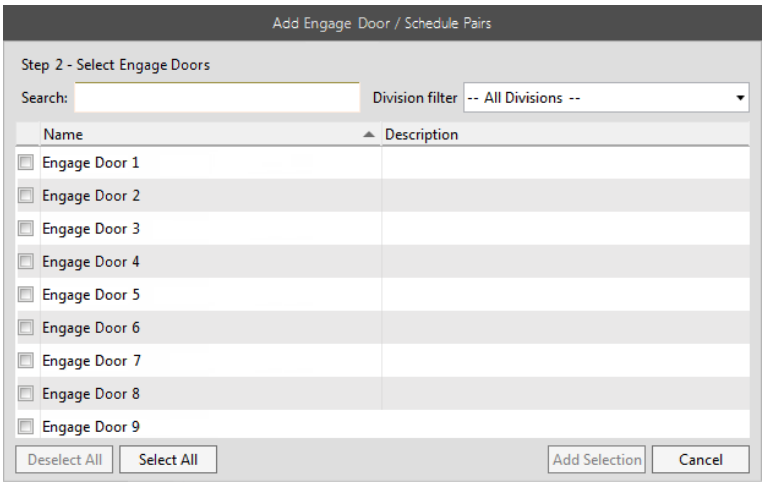

The **Engage Doors** section allows you to set where members of this Access Group have access to (Engage Doors) and when they have access (Schedules).

4. Click the **Add Engage Access** button.
   The Add Engage Door / Schedule Pairs pop-up displays.



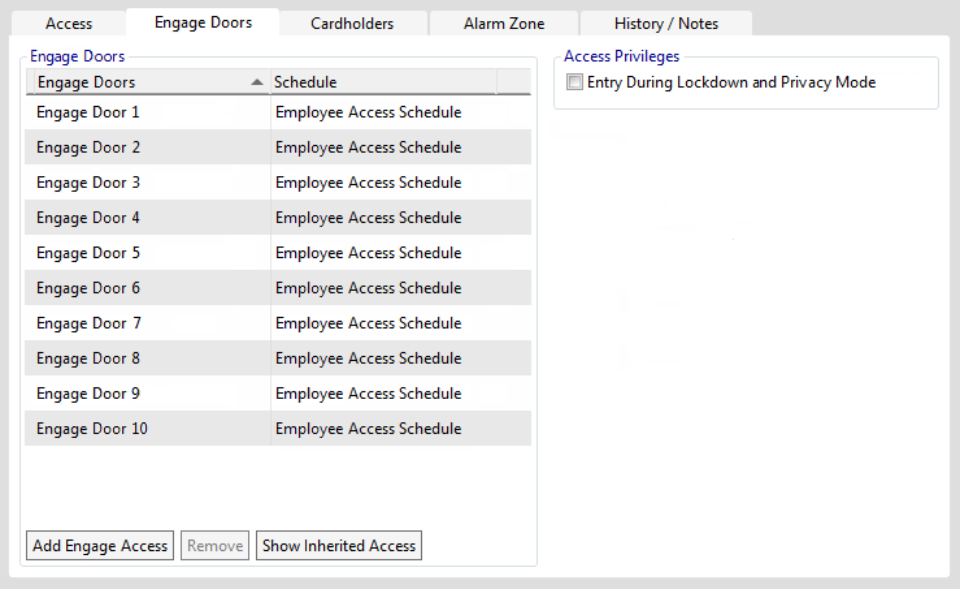

5. If necessary, search for the Cardholder Access Schedule you want by entering characters in the **Search** field and/or refining the search mode and filters. The grid becomes populated with Cardholder Access Schedules that match the search criteria.

6. Click the radio button next to the Schedule you want to use, then click the **Select Schedule** button.
   The Add Engage Door / Schedule Pairs pop-up changes to show a list of available Engage Doors to select from.




   **Note:** The list will only include Engage Doors that can use the selected schedule (via the Engage Cardholder Access Template).

7. Click the checkbox next to each Engage Door you want to include and click the **Add Selection** button.
   Alternatively, click the **Select All** button if you want to include all Doors.
   The pop-up closes and the selected Engage Door(s) and Cardholder Access Schedule populates the **Engage Doors** section.



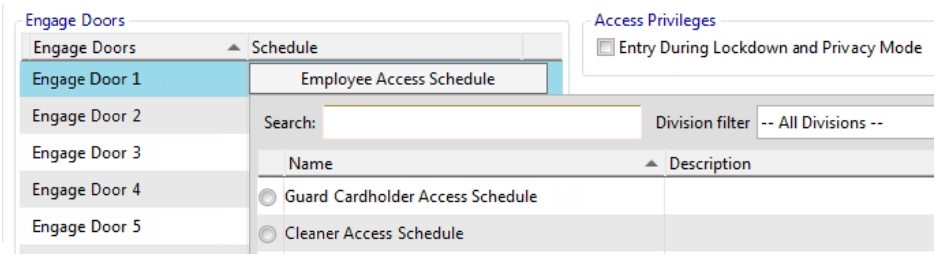

8. Check the **Entry During Lockdown and Privacy Mode** checkbox in the **Access Privileges** panel to allow Cardholders in the Access Group to gain entry to the Engage Doors when the doors are in a lockdown state.

   **Note:** Enabling **Entry During Lockdown and Privacy Mode** applies to Engage Doors only. If the cardholders in the Access Group need this privilege for other doors, this needs to be selected on the **Access** tab.

9. Click the **Show Inherited Access** button to see whether or not the Access Group has inherited the lockdown privilege from a parent group.

10. Click the **Save** button.
    The Access Group Assignment is saved.
    **Notes:**

- If you decide to change the Engage Cardholder Access Schedule you have selected, click on the Schedule in the **Engage Doors** section and select another one from the browse tool that displays.




- To remove an Access Group Assignment, select (highlight) the row you want to remove and click the **Remove** button. Multiple actions can be selected for removal by holding down the <**Ctrl**> key while each action is clicked on, and then clicking the **Remove** button.

## Advanced Alarm Management

### Introduction

Advanced Alarm Management is a licensed feature that provides the following functions to the Command Centre Alarm Viewer:

- **Manual Escalation:** Operators can manually escalate alarms to a higher-level operator.
- **Timed Supervisor Notifications:** Supervisors are notified when alarms are acknowledged but not processed or escalated within a set timeframe. Supervisors are also notified when an alarm has been escalated but not acknowledged within a set timeframe.
- **Alarm Assignment:** Operators have the option to start and stop receiving alarms. Alarms are fairly distributed amongst active operators and are redistributed if an operator logs off.

This feature enhances Command Centre's Alarm Monitoring capabilities, allowing operators to easily escalate alarms in emergency situations.

Security Supervisors are notified when alarms are not dealt with in a timely manner and can check on operators to ensure their safety and wellbeing.

### Considerations

- As Advanced Alarm Management calls on auto-escalations, any current configuration may be affected.
- Alarm Viewers can be configured with many different filters, so admin needs to be sure that when an Alarm Viewer is configured it is not filtering out important alarms.

### Use Cases

One use case example would be to have two types of operators, as follows:

- **Real Time operators** (Non-escalated Alarm Viewer)
  sit at a Control Centre and monitor alarms.
- **Dispatch operators** (Escalated Alarm Viewer)
  immediately handle alarms by calling guards, etc.

### Licensing

The 'Advanced Alarm Management' is a licensable feature, i.e. your license file must contain the following options:

```
[Features]
AdvancedAlarmManagement=1
Notifications=1
```

### Configuration

To configure Advanced Alarm Management, select the item that you require further detail on:

***Escalation*** (on page 2-431)
***Notifications*** (on page 2-433)
***Alarm Assignment*** (on page 2-435)

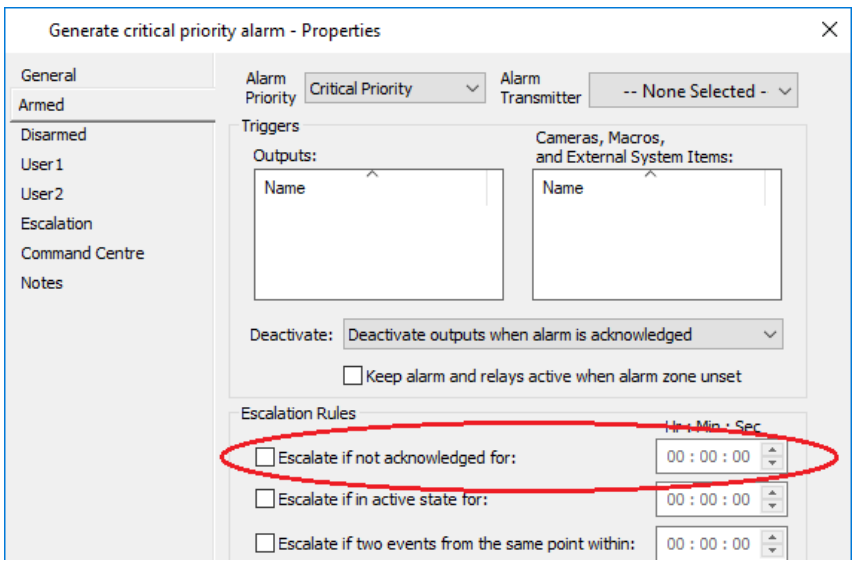
## Escalation

### Action Plans

Alarm escalation can be configured via Action Plans, so that if an alarm is not acknowledged within the set time, the alarm will automatically escalate in priority.

### Automatic Escalation

Automatic escalation is configured in Configuration Client. Refer to "Creating a new Action Plan" in the *Configuration Client Help File* for the procedure.

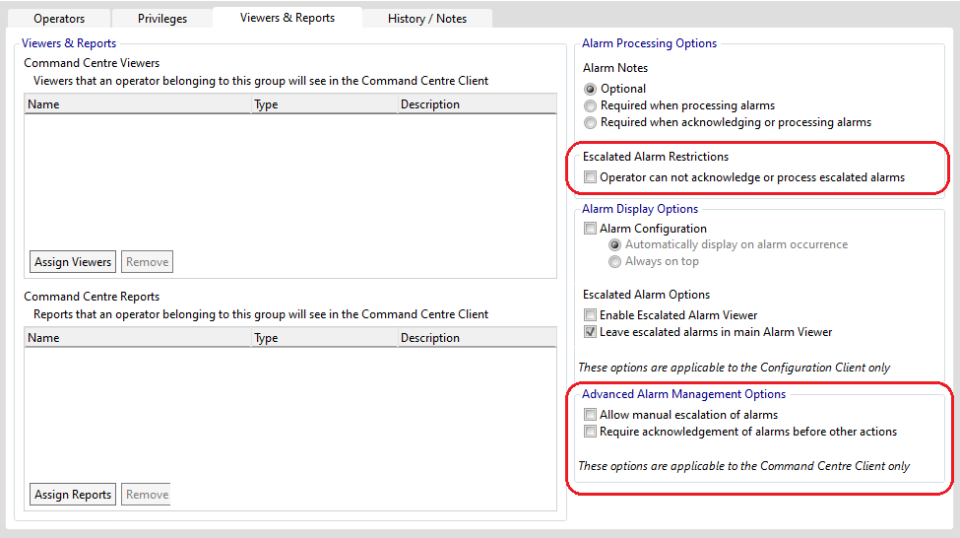



**Note:** Auto escalation settings do not apply retroactively. This means that if an alarm is raised with one setting, and the setting is changed, the alarm follows the old settings.

### Manual Escalation

Perform the following procedure in Command Centre Client to enable/disable the 'Advanced Alarm Management' options for an Operator Group:

1. From the **Administration** tab on the Command Centre title bar, select **Operator Groups**.
2. Click on the Operator Group that you want to configure 'Advanced Alarm Management' options for from the list in Viewer Navigation Panel.
3. Click the **Viewers & Reports** tab.
4. Check the **Operator can not acknowledge or process escalated alarms** checkbox if operators in this group are not required to deal with escalated alarms.
   **Note:** If checked, the **Acknowledge** and **Process** buttons will be disabled on the Alarm Viewer for escalated alarms.




5. Select the **Advanced Alarm Management Options** as required.

| Option | Description |
|---|---|
| Allow manual escalation of alarms | When option is selected, an **Escalate** button will appear on the Alarm Viewer Navigation Panel. |
| Require acknowledgement of alarms before other actions | When this option is selected, the **Escalate** and **Process** buttons (on the Alarm Viewer Navigation Panel) will be disabled until an alarm is acknowledged. |

**Note:** An event is generated when either of these options are changed.

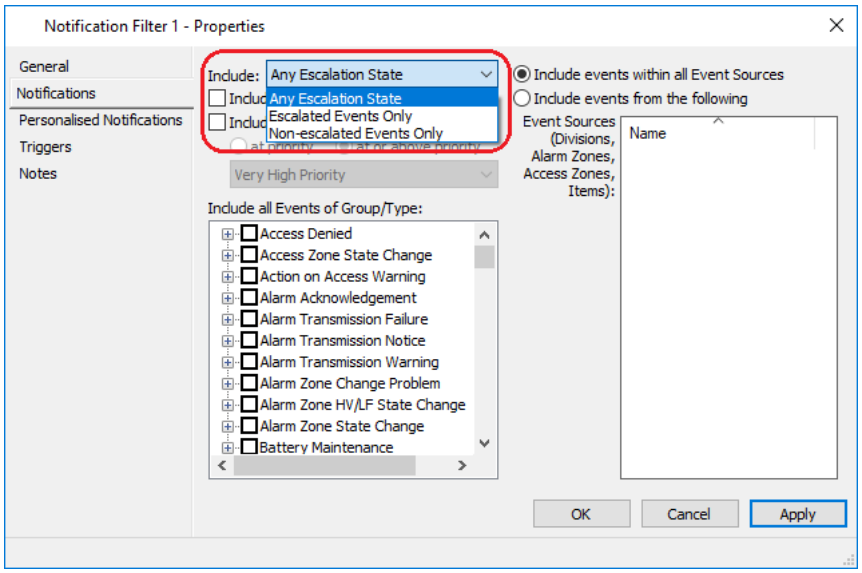
6. Click the **Save** button.

## Notifications

### Configuring Notification Filters

This describes how to create a Notification Filter in Configuration Client. This includes configuring criteria for escalation of events, and specifying the triggers (conditions) for when event notifications will be sent.

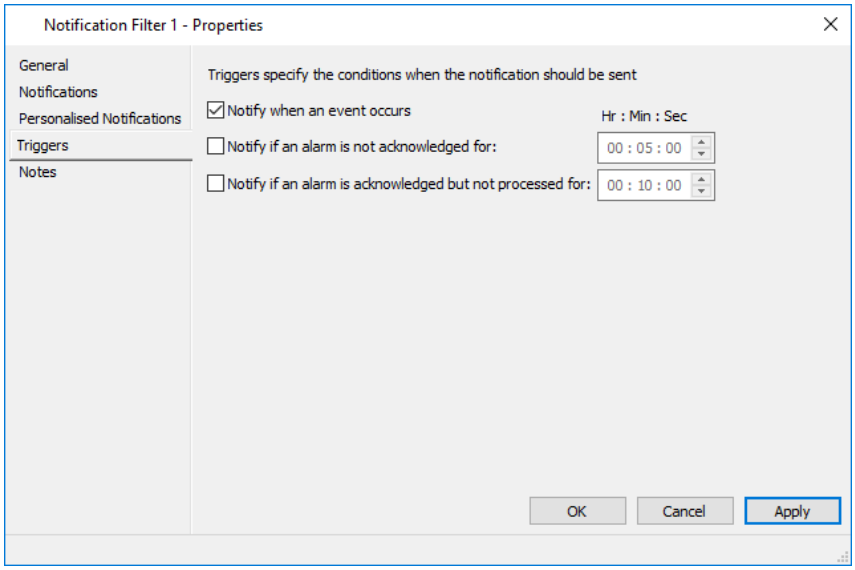
1. Configure a Notification Filter as per the procedure in "Creating a Notification Filter" in the *Configuration Client Help File.*




2. Select the required Escalation state:

| Option | Description |
|---|---|
| Any Escalation State | Events/alarms that are in any escalation state will be notified. |
| Escalated Events Only | Only events/alarms that are escalated will be notified. |
| Non-escalated Events Only | Only non-escalated events/alarms will be notified. |

3. Click the **Triggers** tab.
   **Note:** This tab displays if your site is licensed for 'Advanced Alarm Management'.




4. Select the required trigger(s) for when a notification will be sent.
   **Note:** At least one trigger must be checked.

   This table describes the possible combinations for configuration that are user-assignable:
   **Note:** The Escalation States are on the **Notifications** tab of the Notifications Filter properties.

| **Triggers** | **Escalation State** | | |
|---|---|---|---|
| | **Any Escalation State** | **Escalated Event** | **Non-escalated Event** |
| Notify when an event occurs: | Standard Command Centre functionality when not licensed, (i.e. Notification will be sent as soon as alarm generates). | Standard Command Centre functionality when not licensed, (i.e. Notification will be sent as soon as alarm escalates). | Standard Command Centre functionality when not licensed, (i.e. Notification will be sent as soon as alarm generates but not for escalated alarms). |
| Notify if an alarm is not acknowledged for: | Notification is sent for any alarm that has not been acknowledged for x number of minutes. Either non escalated or after escalation has occurred. | Notification is sent for any escalated alarm that has not been acknowledged for x number of minutes. | Notification is sent for any non escalated alarm that has not been acknowledg-ed for x number of minutes. If alarm is escalated no notification will be sent. |
| Notify if an alarm is acknowledged but not processed for: | Notification is sent for any alarm that has been acknowledged but has not been processed for x number of minutes. Either non escalated or after escalation has occurred. | Notification is sent for any escalated alarms that have been acknowledged but have not been processed for x number of minutes. | Notification is sent for any non escalated alarm that has been acknowledged but has not been processed for x number of minutes. Escalated alarms are not included. |

5. Click **OK** to exit and save your changes.
   Click **Cancel** to exit without saving your changes.
   Click **Apply** to save your changes and stay in this window.

## Alarm Assignment

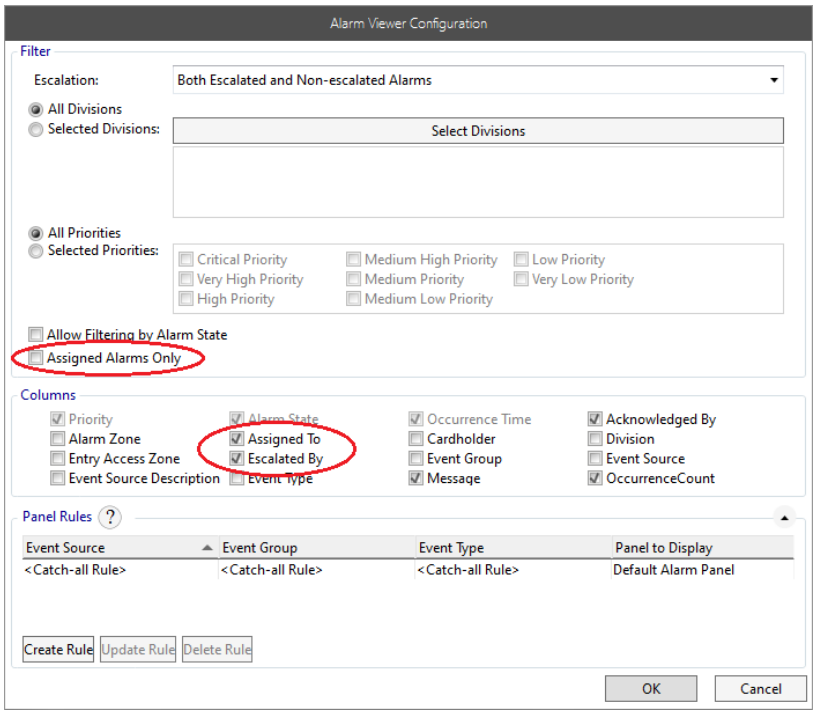
The 'Alarm Assignment' function enables operators to have the option to start and stop receiving alarms. It ensures alarms are fairly distributed amongst active operators and are redistributed if an operator logs off.

When alarms are created, the system will automatically assign an alarm to an operator based on the number of alarms they currently have assigned, ensuring that all operators in a group are fairly assigned alarms (based on total number per operator). It also takes into account divisional privileges (as with standard alarm management), and an operator won't get assigned alarms outside of their divisional privileges.

### Configuration

Perform the following procedure in Command Centre Client to configure the 'Alarm Assignment' function:

1. Move the mouse over the Alarm Viewer Navigation Panel, and click on the **Click to configure** button that appears.
   The Alarm Viewer Configuration pop-up displays.



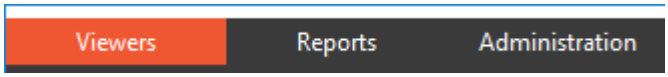

   Configure the Alarm Viewer as per the procedure in ***Configuring the Viewer Navigation Panel*** (on page 2-10).
   **Note:** With an 'Advanced Alarm Management' license, the **Assigned Alarms Only** checkbox and **Assigned To** and **Escalated By** columns display as options.

2. Tick the **Assigned Alarms Only** tickbox if you want the Alarms list to be limited to only assigned alarms.

3. Tick the **Assigned To** tickbox if you want an 'Assigned To' column to appear on the Alarm Viewer to show the name of the operator who an alarm is assigned to.
4. Tick the **Escalated By** tickbox if you want an 'Escalated By' column to appear on the Alarm Viewer to show the name of the operator who escalated an alarm.

# Chapter 3: Using Command Centre

This section provides instructional information for the users of Command Centre.
When you log on to Command Centre the tab that is displayed on the title bar, (i.e. either the **Viewers** tab, **Reports** tab or **Administration** tab) will be the one you had selected last time you were logged in.




**Note:** Functionality available on the **Administration** tab is covered in the Configuring Command Centre section. See ***Administration*** (on page 2-130) for further detail.

Select the item below that you require further detail on:

***Working with Viewers*** (on page 3-2)

***Reports*** (on page 3-156)

***Licensable Features*** (on page 3-166)

## Working with Viewers

This section provides instructional information for users working with Viewers.
**Note:** Your privileges determine which Viewers display on the **Viewers** tab.

Select the item below that you require further detail on:

***Alarm Viewer*** (on page 3-3)

***Cardholder Viewer*** (on page 3-11)

***Controlled Challenge Viewer*** (on page 3-34)

***Event Viewer*** (on page 3-36)

***Monitor Site Viewer*** (on page 3-41)

***Spot Monitor Viewer*** (on page 3-42)

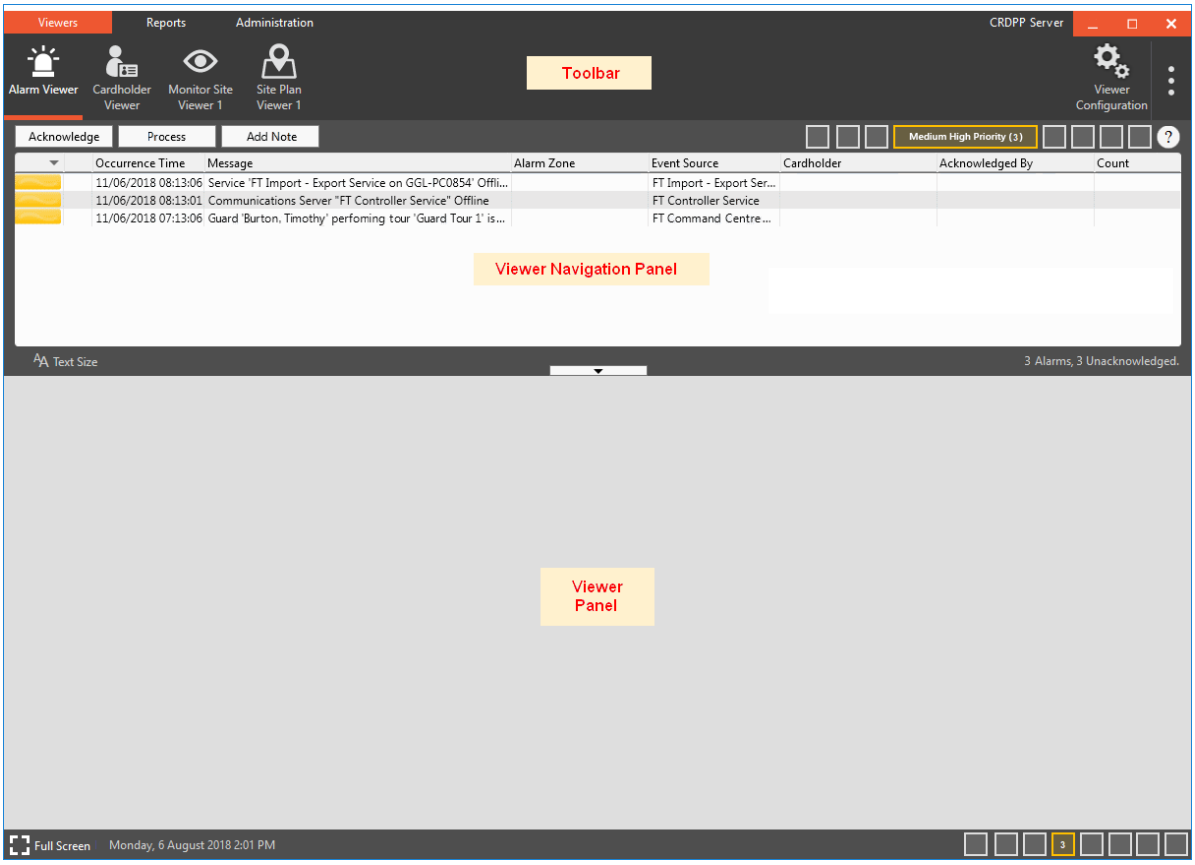
***Minimising/Maximising Tiles*** (on page 3-44)

***Tile Actions*** (on page 3-46)

***Site Plan Viewer*** (on page 3-144)

## Alarm Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Alarm Viewer** button on the toolbar. The Alarm Viewer opens.




The Navigation Panel for an Alarm Viewer is a list of Alarms. The columns displayed are dependent on the configuration for the Viewer. However, the first two columns (which do not have column titles) are always **Priority** and **Alarm State**, and cannot be resized or reordered. All other columns can be resized and reordered, with the exception of the the **Occurrence Time** column which can only be resized, (i.e. it cannot be reordered).

The Tiles that have been configured for this Viewer only populate the Viewer Panel once an alarm is selected. Tiles can be maximised (made larger) so all the content is visible without scrolling. See ***Minimising/Maximising Tiles*** (on page 3-44) for further detail.

If 'Filtering by Alarm State' was configured for this Viewer the Filter options, (i.e. **All Alarms**, **Unacknowledged** and **Acknowledged**) will display. These options allow you to select the filter you require for the Viewer. If you select one of these filters the selected filter button will be highlighted to show that a filter has been applied to the visible alarms.

**Note:** The count at the bottom of the panel *"# Alarm(s), # Unacknowledged"* will reduce as will the count on the coloured priority buttons on the panel.

**Hints**

- When an alarm is selected it becomes 'locked' so that it remains visible in the Navigation Panel, (i.e. it will not be pushed off the display by incoming alarms), until either you scroll the display or select another alarm. If multiple alarms are selected, the 'locked' alarm is the last one selected.
- Alarm Viewers can be configured to pop to the front when a new alarm occurs. With this configuration, if no Alarm Viewer is currently displayed, and there are multiple Alarm Viewers that meet the alarm criteria when either a *Priority Block* on the Status bar is clicked, or an alarm occurs for a 'Pop to front' Viewer, the system will display the 'first' Alarm Viewer returned from the server that contains the new alarm.
- If you view an alarm for 10 seconds or more the alarm history will be updated.
- The size of the text can be adjusted by clicking on 

and then dragging the indicator that displays as necessary.
- An online help file listing all the event/alarm messages can be accessed via the  button on the Command Centre toolbar, and provides explanations of what each message means.
- There are a number of keyboard shortcuts available for performing activities on the Alarm Viewer. See Using keyboard shortcuts for further detail.
- The  button can be clicked for quick tips on using the Alarm Viewer.
- It is recommended that the system not be operated with large quantities of alarms.
- The **Count** column (if configured to display), indicates either:
  - the flood count for an alarm flood. Only one instance of an alarm flood will display, with the flood count for each alarm flood, or
  - the number of times a stateful alarm has occurred.
  An operator should be able to distinguish these two scenarios by looking at the event history in the Alarm Details Tile.
- Icons can populate the **Alarm State** column to indicate the current state of an alarm, as follows:

| Icon | Indicates that an alarm.... |
|---|---|
| Alarm Bell | is active, (i.e. the problem has not yet been resolved). Alarms in this state can be acknowledged but not processed. |
| Film Strip | has images associated with it. |
| Yellow Arrow | is escalated. The yellow arrow appears as an overlay over both Film Strip and Alarm Bell icons. |
| Crossed Circle | comes from a remote server that is currently offline, and the operator will be unable to process the alarm. |

***Determining alarm priorities*** (on page 3-5)

***Acknowledging alarms*** (on page 3-6)

***Acknowledging multiple alarms*** (on page 3-6)

***Processing alarms*** (on page 3-7)

***Force Processing alarms*** (on page 3-7)

***Entering an Alarm Note*** (on page 3-7)

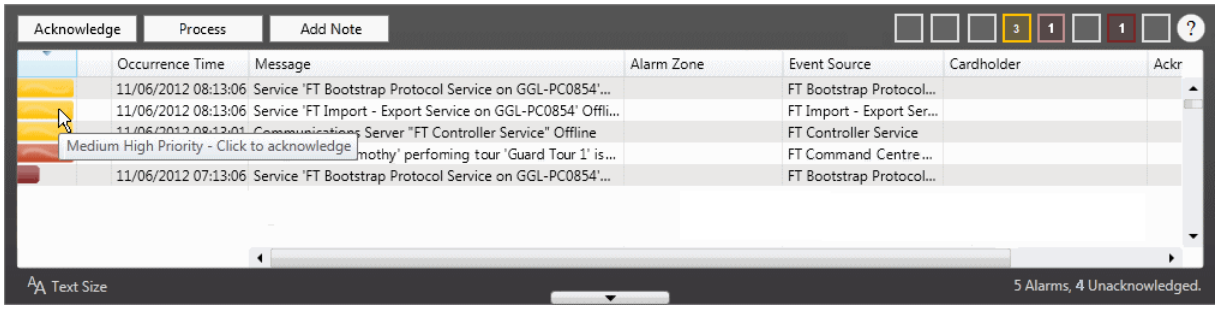
***Expanding the Alarm List*** (on page 3-9)

***Alarm Sounds*** (on page 3-10)

## Determining alarm priorities

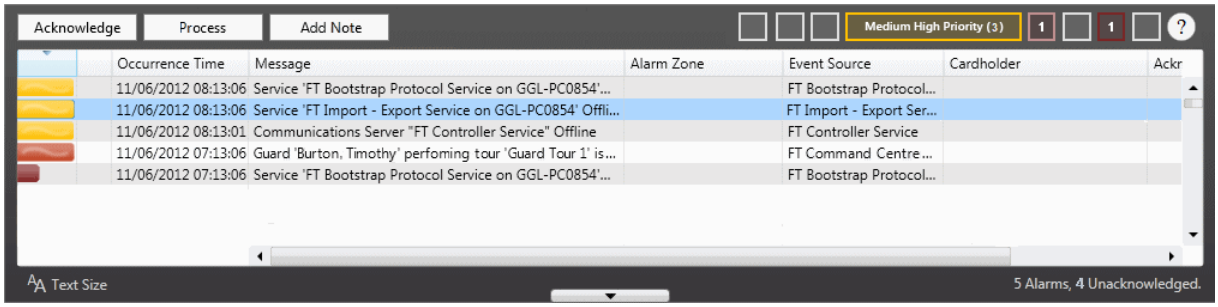
The priority of each Alarm is indicated by the colour of the bar that appears at the beginning of each row. The priority of an alarm can be determined by either:

- hovering over the coloured bar beside the alarm.
  A pop-up displays indicating the Event Priority of the alarm. This example shows a **Medium High Priority** alarm.




OR

- clicking on an alarm in the list (so it becomes highlighted).
  The corresponding coloured block (in the set of coloured blocks above the Alarm List) expands to display the Event Priority of the alarm selected, along with the number of alarms of that priority.



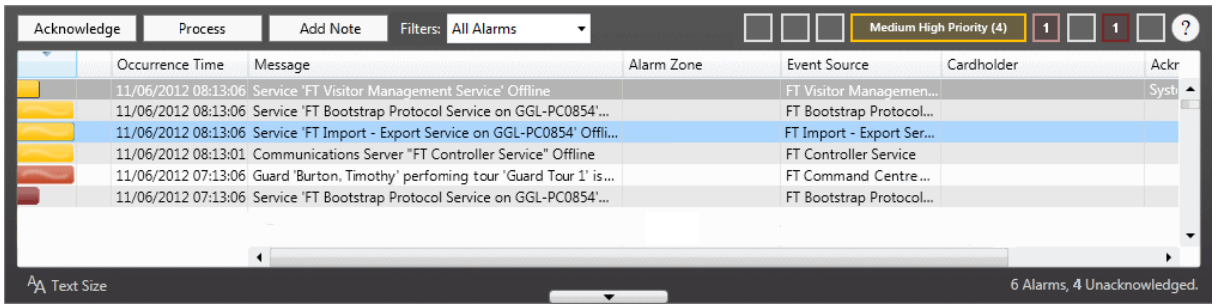

The set of coloured blocks above the Alarm List provides a summary of the number and priority of the alarms in the Viewer. There is a block for every Event Priority, (i.e. even if there are no alarms of a particular priority, the outline of the block still displays in priority order).

**Note:** If you click on one of the coloured blocks, the system scrolls the list so the most recent unacknowledged alarm of that priority is selected and becomes visible.

## Acknowledging alarms

The coloured bar at the beginning of an alarm flashes if the Alarm is unacknowledged. Acknowledge an alarm by either:

- clicking anywhere on the coloured bar at the beginning of the alarm you want to acknowledge, OR
- clicking on the alarm in the list that you want to acknowledge (so it becomes highlighted), and click the **Acknowledge** button.
  **Note:** The Tiles configured for this Alarm Viewer display in the Viewer Panel below the Alarm List. Any Cardholder Tiles are not editable from this Viewer.




- The coloured bar at the beginning of the alarm stops flashing and reduces in size, so it is easy to identify which alarms are still unacknowledged.
- The corresponding coloured block above the Alarm List is selected and expanded.
- An entry is written to the alarm's history.
- The number of unacknowledged alarms changes below the alarm. In this example, it now states *3 Alarm(s), 2 Unacknowledged*.

## Acknowledging multiple alarms

Multiple alarms can be acknowledged at once, as follows:

1. Hold down the <**Ctrl**> key while you click on each row of the alarms to be acknowledged.
   Each row selected becomes highlighted.
   **Note:** As soon as more than one alarm is selected, any Tiles populating the Viewer Panel disappear.
2. Click the **Acknowledge** button.
   The coloured bars at the left hand side of each selected alarm stops flashing and reduces in size, and an entry is written to the alarm's history.

## Processing alarms

Use the following procedure to process an alarm:

1. Click on the row of the alarm you want to process, so it becomes highlighted.
2. Click the **Process** button.
   The alarm disappears from the alarm list, and an entry is written to the alarm's history. The next alarm in the list is selected automatically.

## Force Processing alarms

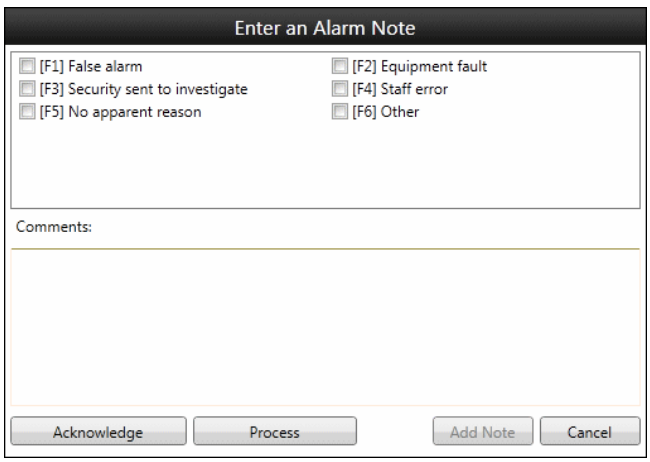
Under normal circumstances only inactive alarms should be processed, however sometimes the state of an alarm does not change to inactive even after the cause of the alarm has been dealt with. In these instances an operator with the "Edit Alarm" and "Force Process" privileges in the division of the alarm can force process one or more active alarms, as follows:

1. Click on the row of the alarm you want to process, so it becomes highlighted.
2. Right click and select **Force Process**.
   The alarm disappears from the alarm list, and an entry is written to the alarm's history.

## Entering an Alarm Note

Alarm notes can be entered when acknowledging or processing alarms, using the following procedure:
**Note:** Alarm notes default to voluntary, but they can be compulsory for "process only" or "acknowledge and process" if the Operator Groups are configured that way in Configuration Client. In this case, the Enter an Alarm Note pop-up will automatically appear depending on the configuration.

1. Click on the row of the alarm you want to add a note to, so it becomes highlighted.
2. Click the **Add Note** button.
   The Enter an Alarm Note pop-up displays.



**Notes:**

- The buttons that appear on the Enter an Alarm Note pop-up depends on what action has already been taken, e.g.
  - If the alarm has already been acknowledged only a **Process** button appears.
  - If the alarm has been acknowledged and is active, neither the **Acknowledge** or **Process** buttons appear.
  - If the alarm is active but has not been acknowledged only an **Acknowledge** button appears.
- If multiple alarms are selected the number of alarms selected will appear in brackets beside the title of the 'Enter an Alarm Note' pop-up.

3. Select the appropriate **Alarm Note(s)**, and optionally enter details of what action you have taken in the **Comments** field.
   **Notes:**
   - As soon as one Alarm Note is selected, or you begin typing in the **Comments** field, the **Process** button changes to **Process with Note**, or if the **Acknowledge** button is displayed, it will change to **Acknowledge with Note**.
   - Alarm Notes can be selected either by checking the checkbox beside the Note, or via function keys. By default, <**F1**> to <**F8**> are assigned to match the first eight alarm notes.
     If a function key that has no matching Alarm Note is pressed, then nothing happens.
4. Click the appropriate button, as follows:

| If you click the... | then... |
|---|---|
| **Add Note** button | • the Enter an Alarm Note pop-up closes,<br>• the Note is added to the alarm, and<br>• the alarm remains in the Alarm List. |
| **Acknowledge with Note** button | • the Enter an Alarm Note pop-up closes,<br>• the Note is added to the alarm, and<br>• the coloured bar at the beginning of the alarm stops flashing and reduces in size, indicating that the alarm is acknowledged. |
| **Process with Note** button | • the Enter an Alarm Note pop-up closes,<br>• the Note is added to the alarm, and<br>• the alarm is processed and disappears from the Alarm List. |

**Note:** Manually entered Alarm Notes are shown as bold in the **Alarm History** on the Alarm Details Tile.

## Expanding the Alarm List

Configuring the Alarm list at the top or bottom of the Viewer allows you to see a reasonable number of columns for each alarm but not many Alarms in one go, which could be frustrating for sites with a lot of Alarms. Therefore, it is possible to expand the Alarm List (either automatically or manually).

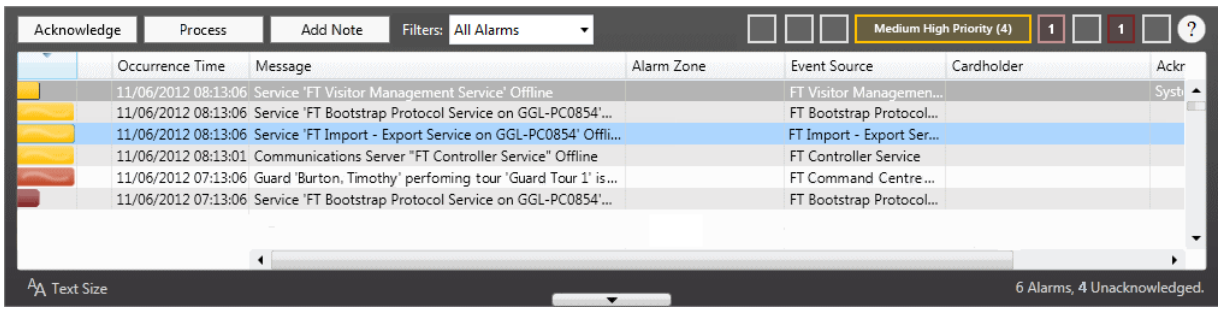
### Automatically expanding the Alarm List

Regardless of the dock position of the Alarm List, multi-selecting Alarms automatically expands the Alarm List to fill the Viewer. As there is no Panel to display, nothing will be hidden. Having no Alarm selected will **not** auto expand the Alarm List.

If the Alarm List is expanded due to multi-selection, moving to a position where a single Alarm is selected, either because the user has de-selected all but one Alarm or because the multi-selected Alarms have been processed, the Alarm List will return to normal size.

### Manually expanding the Alarm List

To allow an operator to manually expand/maximise the Alarm List, a button in the middle of the Panel facing edge of the Alarm List Navigation Panel (see example below) has been provided.




When the List is maximised the button will change to point in the other direction to indicate the Alarm List can be returned to its original size.

Whether the 'maximise/return to normal size' button appears depends on the configuration for the Viewer. There will be an **Allow Alarm List to be expanded** checkbox available on the Alarm Viewer General Configuration pop-up.

If the Alarm List has been expanded manually, it will only return to normal size when you click the button to revert to normal size. When the list reverts to normal size the button will change back to its expand/maximise state. If a single Alarm is selected it will appear at the top of the list.

## Alarm Sounds

Audio feedback is an option for when an alarm message is generated. A sound (configurable via the Server Properties in Command Centre Classic), is played when there are unacknowledged alarms within either the Alarm Viewer or the Escalated Alarm Viewer.

### Recommendation

If two alarms occur and the lower priority alarm has an alarm sound configured, but the higher priority alarm has "No Sound" configured for that event priority, then no alarm sound will play. Therefore, we recommend that you do NOT turn off alarm sounds for an event priority if there are lower event priorities that have an alarm sound configured.

### Which alarm sound plays

In the Alarm Viewer, the alarm sound that plays is the alarm sound selected for the highest priority, unacknowledged alarm, provided that this alarm occurred, or was escalated, since the last time the operator muted alarm sounds.

Once the operator has muted the alarm sounds, no alarm sound plays until:

- the next new alarm occurs,
- the next existing alarm is escalated, or
- a new instance of a flood alarm occurs that is outside the "Forget Flood Interval".

### What stops alarm sounds from playing

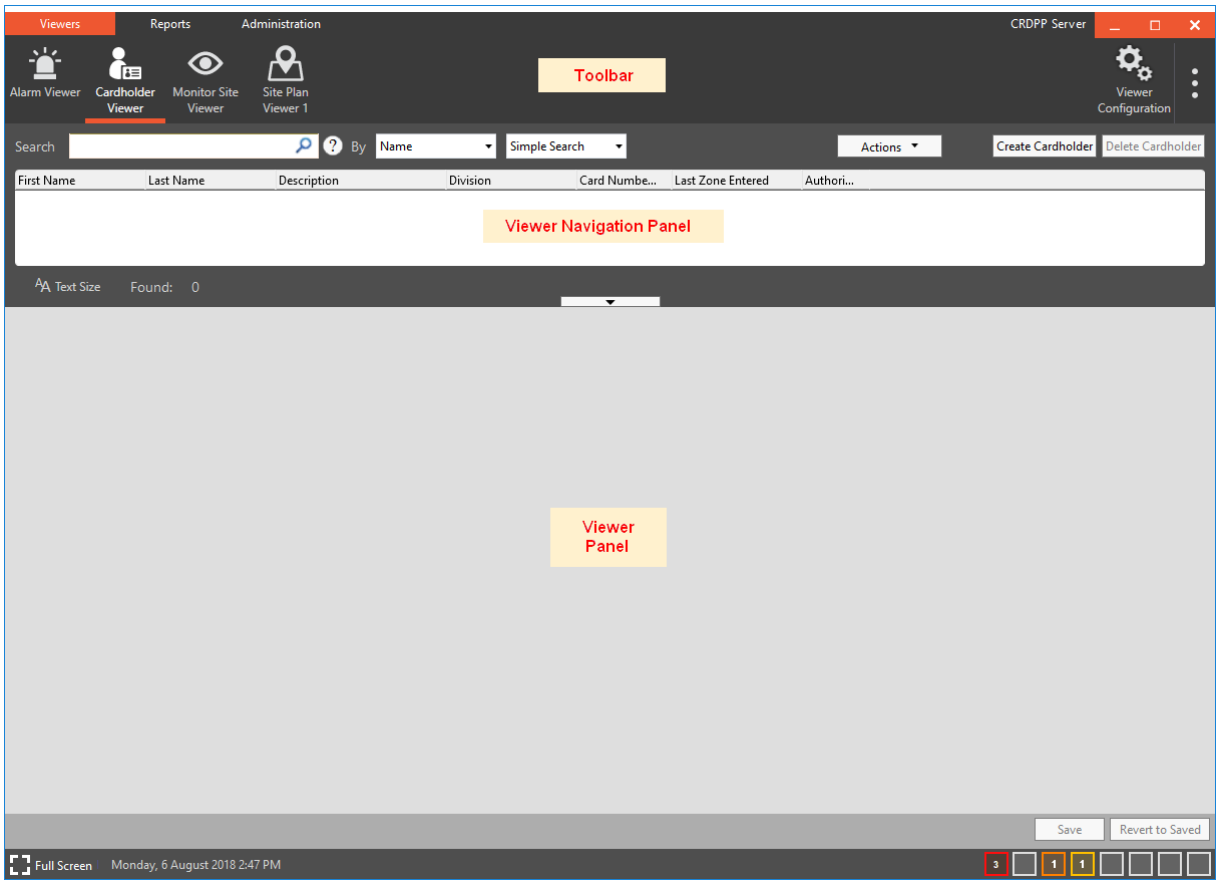
Any of the following actions stops an alarm sound from playing at an operator's workstation:

- The operator mutes alarms (via <F9>).
  In this case, no alarm sound plays.
- A new, higher priority alarm occurs (than the alarm that is currently the cause of the alarm sound).
  In this case, the alarm sound for the new, higher priority alarm is played (if any).
- All alarms in the operator's Alarm Viewer are acknowledged.
  In this case, no alarm sound plays.

All unacknowledged alarms of the priority currently triggering the alarm sound, are acknowledged. In this case, the standard rules determine which alarm sound plays (if any).

## Cardholder Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Cardholder Viewer** button on the toolbar. The Cardholder Viewer opens.




The Navigation Panel for a Cardholder Viewer is a list of Cardholders. The columns displayed are dependent on the configuration for the Viewer. However, **First Name** and **Last Name** are always included. The columns can be resized and reordered.

The Tiles that have been configured for this Viewer only populate the Viewer Panel once a Cardholder is selected. Tiles can be maximised (made larger) so all the content is visible without scrolling. See ***Minimising/Maximising Tiles*** (on page 3-41) for further detail.

**Notes:**

- On the bottom right hand side of the Status bar, a set of coloured blocks provides a summary of the number and priority of alarms that are currently in the Alarm Viewer (taking account of privileges). To view these alarms, either click the **Alarm Viewer** button on the toolbar, or click on one of the coloured blocks on the Status bar. The Alarm Viewer opens.
- The last selected cardholder is saved as a preference. The cardholder that was selected (if any) when the previous session ended will be automatically selected when the cardholder viewer is first presented after log-in.

- The size of the text can be adjusted by clicking on  below the Cardholder list, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.
- The  button can be clicked to provide quick tips for simple cardholder searches.
- The Navigation Panel of the Cardholder Viewer allows a user to:
  - create new Cardholders,
  - delete one or more existing Cardholders, and
  - search for Cardholders.

  **Note:** There are three different search modes available, as follows:

| Mode | Description |
|---|---|
| Simple Search | This mode supports the most common requirements for finding Cardholders. |
| Search Using Card | This mode allows sites using USB Encoders to search for a Cardholder by placing a card on the Encoder. |
| Advanced Search | This mode supports more complex requirements for finding Cardholders, with the ability to specify date ranges and combined field searching. |

***Simple searching for Cardholders*** (on page 3-12)

***Searching using a Card*** (on page 3-15)

***Advanced searching for Cardholders*** (on page 3-17)

***Searching for Cardholders in a multi-server environment*** (on page 3-20)

***Creating Cardholders*** (on page 3-20)

***Creating Cardholders from a Mifare USB Encoder*** (on page 3-21)

***Deleting Cardholders*** (on page 3-22)

***Configuring Anti Passback Forgive*** (on page 3-23)

***Running Bulk Changes from the Cardholder Viewer*** (on page 3-25)

***Creating manual access events for Cardholders*** (on page 3-26)

***Removing Apple Account Binding*** (on page 3-29)

***Running Reports from the Cardholder Viewer*** (on page 3-30)

***Sending a Notification from the Cardholder Viewer*** (on page 3-32)

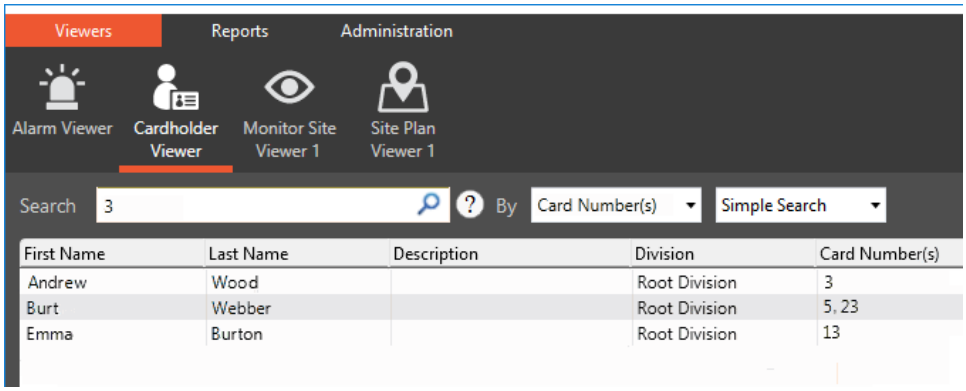
## Simple searching for Cardholders

This procedure describes how to perform a "simple search" for Cardholders in the Cardholder Viewer.

1. Click the **Cardholder Viewer** button on the Command Centre toolbar. The Cardholder Viewer opens with no Cardholders displayed.
2. Ensure the search mode is set to **Simple Search**.
3. Select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All). By default, Name is selected.

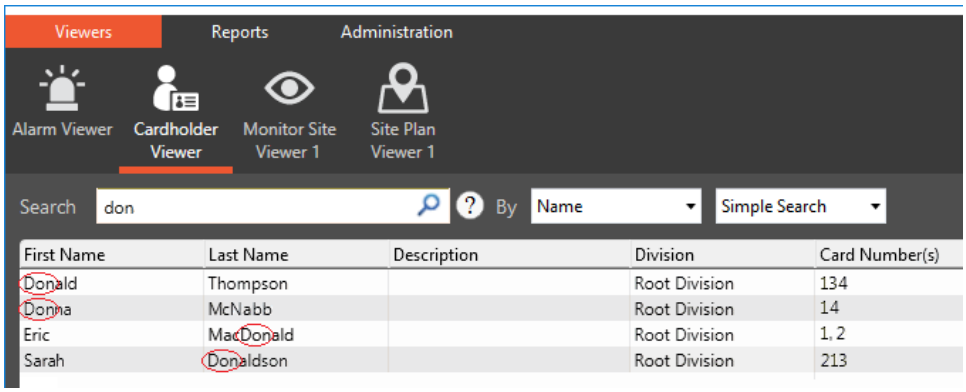
4. Start entering characters in the **Search** field.
5. What search criteria did you select?
   - If you selected 'Card Number', go to Step 6.
   - If you selected 'Name', 'Description', 'Division' or 'All', go to Step 7.
6. Enter a number(s) in the **Search** field, and click the button.
   The Cardholder Viewer Navigation Panel lists all Cardholders that fit the search criteria.

   *For example:*
   In the following screen, the number '3' was entered in the **Search** field. All Cardholders that have a '3' in their Card Number display in the results, in ascending alphabetical order based on Cardholder's Last Name.



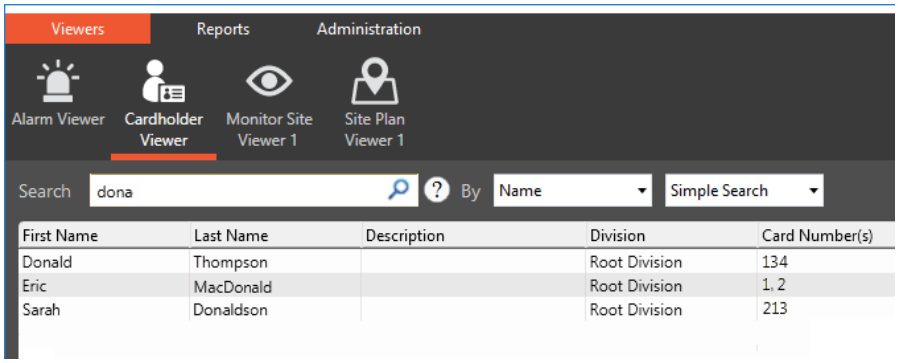

7. Start entering characters in the **Search** field.
   A minimum of 3 characters starts the search.

   *For example:*
   In the following screen, the letters 'don' are entered in the **Search** field. As soon as the third letter was entered, all Cardholders names (both First and Last) that have the letters 'don' in them display in the results, in ascending alphabetical order based on Cardholder's Last Name.




   After minimum characters are entered in the **Search** field, results are refined as additional characters are entered.

   *For example:*
   In the following screen, an 'a' was entered after 'don' in the **Search** field and one of the Cardholder names dropped off the results, (i.e. Donna McNabb disappeared from the results as neither her first or last names have 'dona' in them).

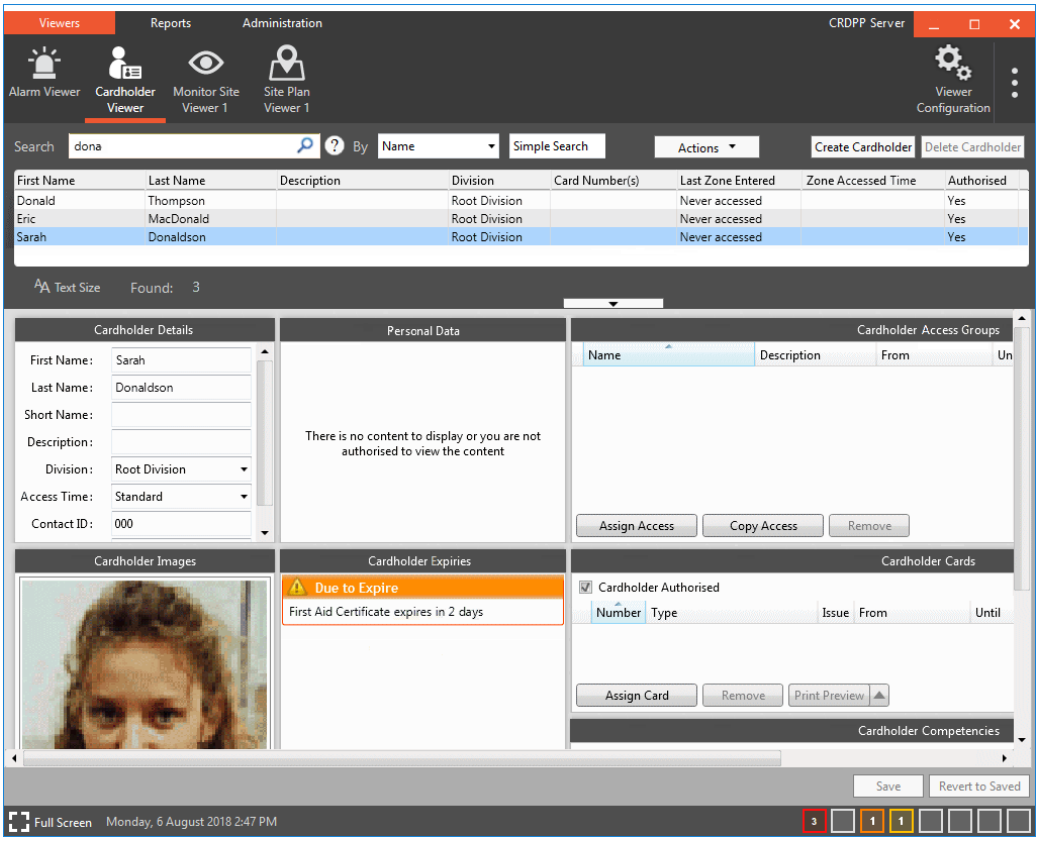



**Notes:**

- Matching is not case sensitive.
- Inter spaces in search criteria are not ignored.
- If you want to use an underscore in search terms then you have to either search with the entire string or use a wildcard * after the underscore.

8. Click on the Cardholder you want to look at.
   The Cardholder Viewer Panel is populated with the Tiles that have been configured for it.

   *For example:* In the following screen, the Tiles that display are:
   - Cardholder Details
   - Cardholder Images
   - Cardholder Access Groups
   - Cardholder Expiries
   - Cardholder Cards



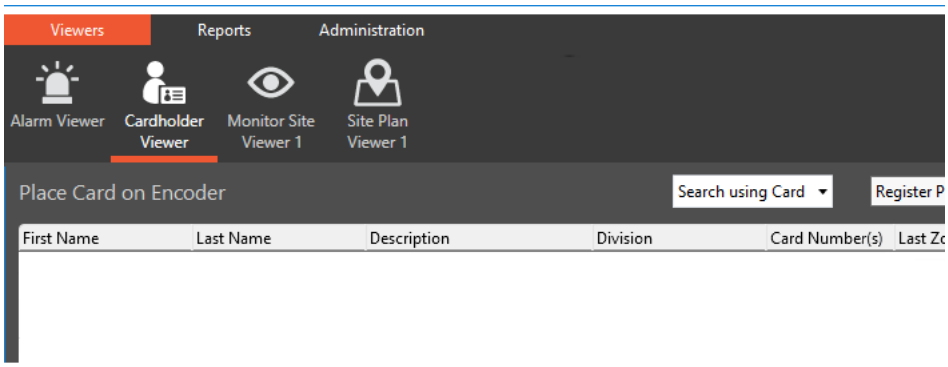
**Notes:**

- Cardholder Tiles can be edited from this Viewer.
- The **Save** and **Revert to Saved** buttons will only be enabled if there are pending changes.

## Searching using a Card

This procedure describes how to perform a "Search Using Card" for Cardholders in the Cardholder Viewer.
**Note:** Card types that are supported are Mifare Classic or Plus, and DESFire.

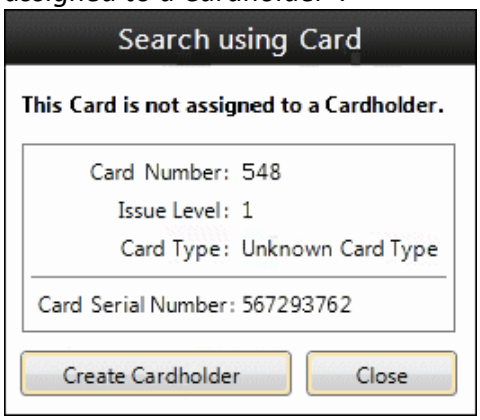
1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens with no Cardholders displayed.
2. Change the search mode from the default setting of **Simple Search** to **Search using Card**.
   The **Search** field is replaced with text stating either:
   - 'Place card on encoder' if a USB encoder is connected, OR
   - 'Present Card to Reader' if the workstation is configured for a door, and no USB encoders are connected.
     **Note:** This text will display even if the configured door does not have a reader, but it will not work.

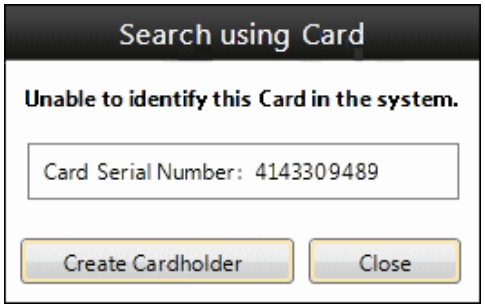



**Note:** When both an encoder and reader are configured for 'Search using Card', then the encoder will take precedence over the reader, (i.e. the text 'Place card on encoder' will display).

3. Place the card on the encoder.
   The 'Place card on encoder' statement is replaced with 'Reading card...' while the sectors on the card are searched.

| If the card is... | then... |
|---|---|
| assigned to a Cardholder, | the Cardholder will appear (and be selected) in the search results, and the Viewer Panel is populated with the Tiles that have been configured for it.<br>**Notes:**<br>• If the card presented has a different issue level than that on the Cardholder, a pop-up displays over the top of the Cardholder indicating this. By clicking the **Close** button the pop-up closes. |

| If the card is... | then... |
|---|---|
| | • If the card is of a type where re-encoding is prevented and it has a different CSN from one recorded in the past for that identifier, a 'Potential Duplicate Card' alarm will be generated. If this occurs, we recommend the safest course of action for your site is to issue the Cardholder who is currently assigned a Card with that identifier, a new card. |
| NOT assigned to a Cardholder, | the **Search using Card** pop-up displays with details of the Card Number, Issue Level, Card Type and the Card Serial Number (CSN), and the message *"This Card is not assigned to a Cardholder".*<br><br><br>This example shows that there is no associated card type, (i.e. the facility code does not match any card types).<br><br>The **Create Cardholder** button will only be available under certain circumstances. See ***Creating Cardholders from a Mifare USB Encoder*** (on page 3-21) for further detail.<br>**Notes:**<br>• If there is no card type match, 'Unknown Card Type' will populate the Card Type field.<br>• If there is more than one possible card type match, the first two will be listed in the Card Type field followed by **...** to indicate there are more possible matches. |
| blank, or encoded with only Morpho or Salto data, | the **Search using Card** pop-up displays with the message *"Unable to identify this Card in the system"* and the Card Serial Number (CSN). |

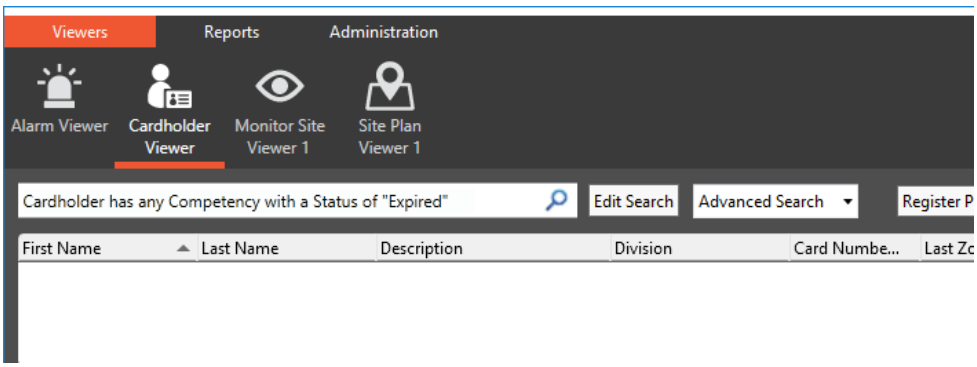
| If the card is... | then... |
|---|---|
| | <br>The **Create Cardholder** button will only be available under certain circumstances. See ***Creating Cardholders from a Mifare USB Encoder*** (on page 3-21) for further detail.<br><br>**Note:** If the Card Serial Number displays as '0', this is a mis-read. Removing the card and placing it back on the encoder should correct this. |

**Note:** If you do not have the privilege to view the Cardholder who the card is assigned to, the **Search using Card** pop-up displays with the message *"This Card is assigned to a Cardholder that you are not authorised to view"*.

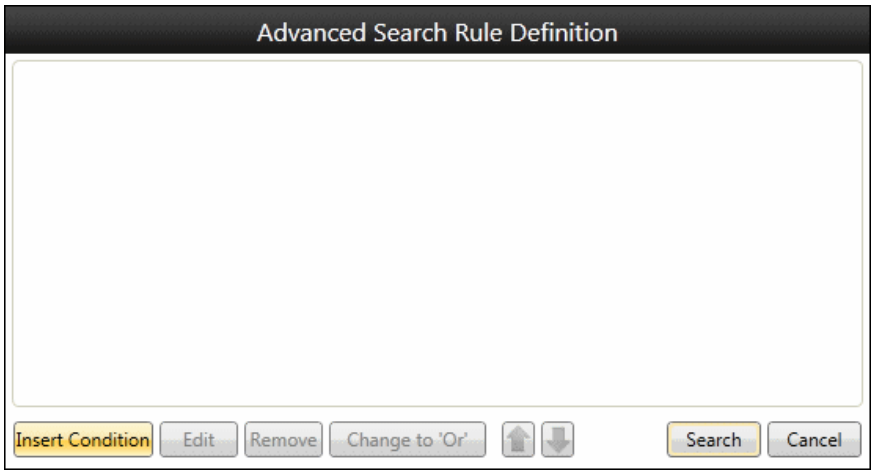
## Advanced searching for Cardholders

This procedure describes how to perform an "advanced search" for Cardholders in the Cardholder Viewer.

1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens with no Cardholders displayed.
2. Change the search mode from the default setting of **Simple Search** to **Advanced Search**.
   The **Search** field is replaced with a non-editable text field stating 'Advanced Search', with an **Edit Search** button beside it.




3. Click the **Edit Search** button to define your search.
   The Advanced Search Rule Definition pop-up displays.




This pop-up allows you to set the rules, (i.e. one or more conditions) to define your search. If a rule has been defined previously this pop-up will be pre-populated, otherwise the grid will be empty.

4. Click on the function you want to perform:

   ***Inserting a condition*** (on page 3-18)

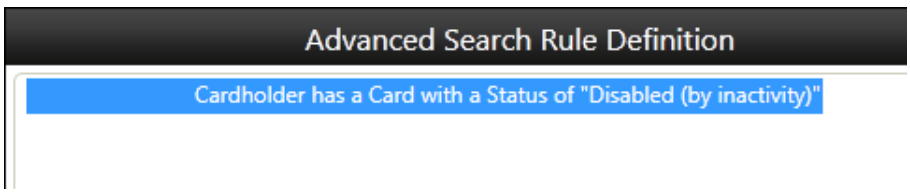
   ***Editing an existing condition*** (on page 3-19)

   ***Removing a condition*** (on page 3-19)

5. Click the **Search** button.
   The search starts immediately and all Cardholders that fit the search criteria appear in the Cardholder Viewer Navigation Panel.

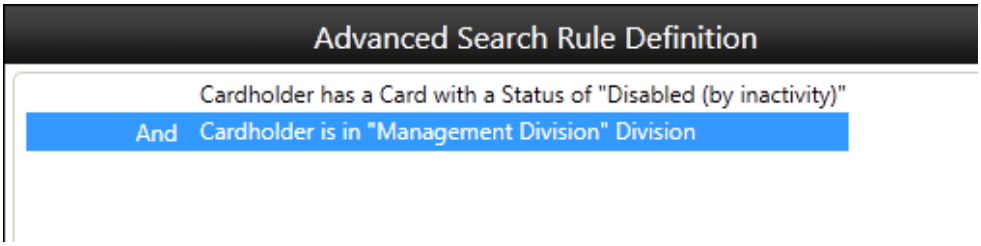
### *Inserting a condition*

1. Click the **Insert Condition** button.
   The Cardholder Search Condition pop-up displays.
2. Select a Condition **Type** from the drop-down list.
   The options available depend on the Condition Type you selected.
3. Select the appropriate options for the condition you require.
   **Note:** For a multi-server system, if you select to search on "Cardholder last requested access", aggregation must be turned on in order for the search results to be accurate.
4. Click the **OK** button.
   The condition is added to the Advanced Search Rule Definition pop-up.



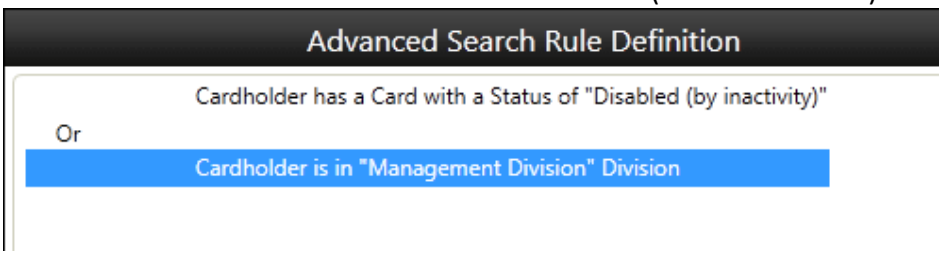

5. Repeat Steps 1 - 4 for each additional condition you want applied to this rule.
   Each additional condition is also added to the Advanced Search Rule Definition pop-up. As conditions are added an **'And'** will appear to the left

of the added row (as shown below):




**Notes:**

- The conditions can be re-ordered by clicking the buttons.
- Only Cardholders who match ALL conditions will be returned in the Search results.
- Each condition can only be added once to the same "And" grouping in a Cardholder search, with the exception of unique Personal Data Fields and Competencies.
- The **'And'** setting of a condition can be changed to **'Or'** by selecting the condition and clicking the **Change to 'Or'** button. The **'And'** is replaced with **'Or'** above the row of the selected condition (as shown below):




Should you want to revert it back to **'And'**, either select the row the **'Or'** is on and click the **Change to 'And'** button, or click the **Cancel** button.

### *Editing an existing condition*

1. Click the **Edit Condition** button.
   The Cardholder Search Condition pop-up displays and is populated with data relevant to the condition type selected.
2. Edit the condition as required, and click the **OK** button.
   The condition is altered accordingly in the Advanced Search Rule Definition pop-up.
   **Note:** The conditions can be re-ordered by clicking the buttons.

### *Removing a condition*

Click the **Remove** button.
The condition is removed from the Advanced Search Rule Definition pop-up.

## Searching for Cardholders in a multi-server environment

Cardholders are global items, so no distinction is made between those that were created locally or remotely when returning Cardholders in the search results. When Cardholder search results are returned:

1. If the Cardholder was last identified at a site supported by the local server, the zone recorded in the Last Zone Entered column will be correct (unless there have been connectivity issues between the hardware and the server).
2. If the Cardholder was last identified at a site supported by a remote server, and the local server has cardholder location aggregation enabled for that remote server, the zone recorded in the Last Zone Entered column will be correct (unless there have been connectivity issues between the hardware and the server).
3. If the Cardholder was identified at a site supported by a remote server, and the local server does not have cardholder location aggregation enabled for that server, the zone recorded in the Last Zone Entered column will show the name of the 'Root' Division on the remote server the Cardholder was last identified at.

**Notes:**

- The Cardholder search results show the values applicable at the time the search was run. Hence the Last Zone Entered value may have changed.
- If the Cardholder is at a site supported by a remote server that is **not** aggregated with the local server, the date and time that appears in the Zone Entered Time column will be the date and time the local server was notified the Cardholder was at the remote server.

## Creating Cardholders

There are two methods for creating Cardholders in the Cardholder Viewer. Either:

- via the **Create Cardholder** button on the Command Centre toolbar (procedure described below),
  OR
- when a search using a card placed on a Mifare USB Encoder finds an unassigned card, you are given the option of creating a Cardholder. See ***Creating Cardholders from a Mifare USB Encoder*** (on page 3-21) for further detail.

### Procedure

1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens with no Cardholders displayed.
2. Click the **Create Cardholder** button.
   The Create Cardholder pop-up displays.



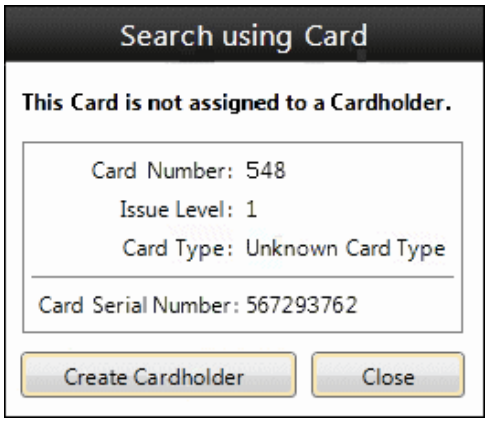

3. Enter a **First Name** and **Last Name** for the Cardholder.
4. Either select the appropriate **Division** from the drop-down list, or click the ... button to use the Division browse tool to make your selection.
5. Click the **OK** button.
   The new cardholder is created and saved with the name and division details that have been entered. The full name of the new cardholder appears in the **Search** field and a 'Name' search is executed, resulting in the new cardholder appearing in the Cardholder panel.

## Creating Cardholders from a Mifare USB Encoder

When a ***search using a card*** (see "***Searching using a Card***" on page 15) placed on a Mifare USB Encoder finds an unassigned card, you are given the option of creating a Cardholder, providing the following are available:

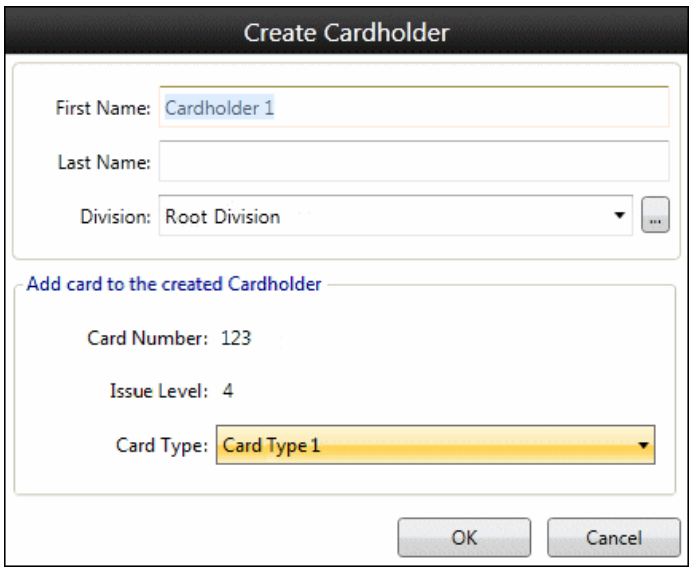
- you have the "Edit Cardholder" privilege in any Division, and the "Edit Cardholder" privilege in the Division of the Card Type
- the card is Mifare classic, Mifare Plus or DESFire EV1 to EV3
- your Cardholder Viewer has the "Cardholder Cards tile"
- the card is valid for the site, (i.e. there is as least one Card Type configured which is applicable to the card on the encoder).

The option to create a Cardholder is via a **Create Cardholder** button that appears on the **Search using Card** pop-up.




This example shows that there is no associated card type, (i.e. the facility code does not match any card types).

1. Click the **Create Cardholder** button.
   The Create Cardholder pop-up displays, showing details of the card that will be assigned to the Cardholder you are creating.




   This example is for an unassigned card with Gallagher data.
   If an unassigned card was only encoded with Morpho or Salto data, (i.e. had no Gallagher data), this pop-up would not have the **Issue Level** field, and the **Card Number** field would show the unique Card Serial Number (CSN) of the card in decimal format and reverse byte order.
2. Enter a **First Name** and **Last Name** for the Cardholder.
3. Either select the appropriate **Division** from the drop-down list, or click the ... button to use the Division browse tool to make your selection.
4. Change the **Card Type** if required.
5. Click the **OK** button.
   The new cardholder is created and saved with the name and division details that have been entered, and the card details automatically populate the "Cardholder Cards tile".

## Deleting Cardholders

This procedure describes how to delete a Cardholder from the Cardholder Viewer.
**Note:** Users required the "Delete Cardholder" operator privilege in the Division in which the Cardholder is stored, in order to delete them. If the user does not have this privilege in any Division they will not see the **Delete Cardholder** button.

1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens with no Cardholders displayed.
2. Search for the cardholder you want to delete. See ***Simple Searching for Cardholders*** (on page 3-12) for the procedure.

3. From the search results, click on the cardholder you want to delete in the Cardholder panel.
4. Click the **Delete Cardholder** button.
   The message *"Delete cardholder '<Last name>, <First name>'?"* displays.
5. Click the **OK** button.
   The cardholder disappears from the list in the Cardholder panel.

**Note:** Mulitple cardholders can be selected for deletion at once, using either the <**Shift**> key for consecutive entries (in the list), or the <**Ctrl**> key for non-consecutive entries. When multiple cardholders are selected and the **Delete Cardholder** button clicked, the message that displays changes to *"Delete the <number> selected cardholders?"*.

## Configuring Anti Passback Forgive

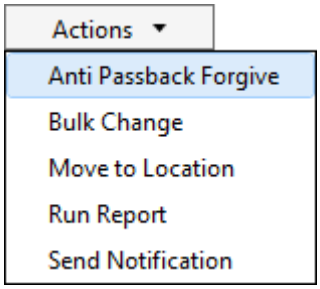
### Introduction

This procedure describes how to set up "Anti-Passback Forgive" for a specific cardholder or cardholders, which will allow them to re-enter an anti-passback zone(s) even though they have not made a valid exit.

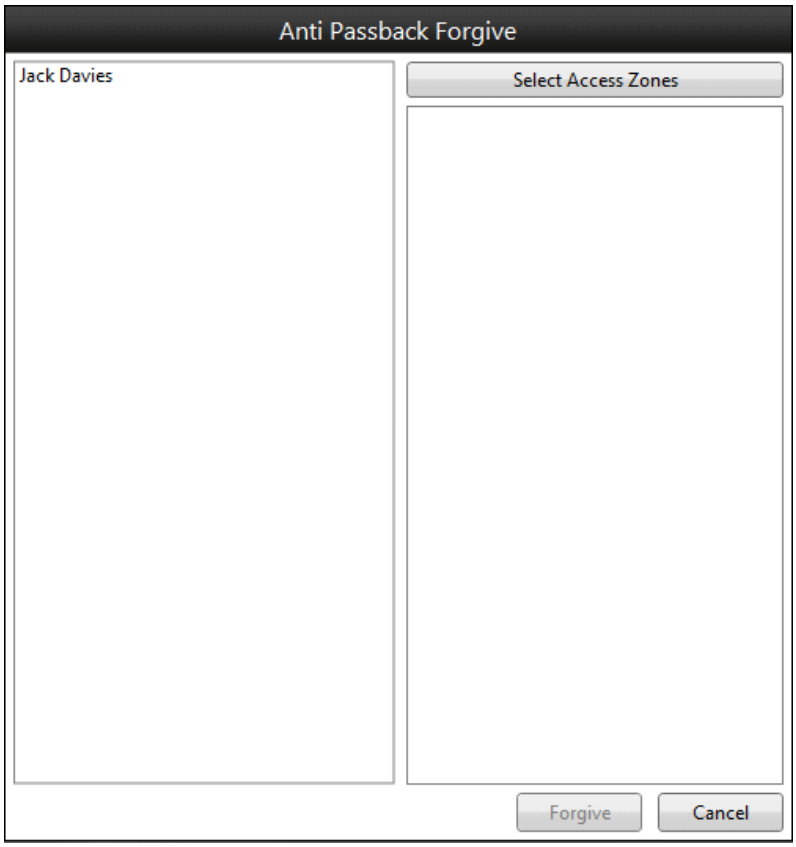
You must have the "Override" operator privilege, and be in the same Division (or a parent Division) as both the Access Zone and the Cardholder.

### Procedure

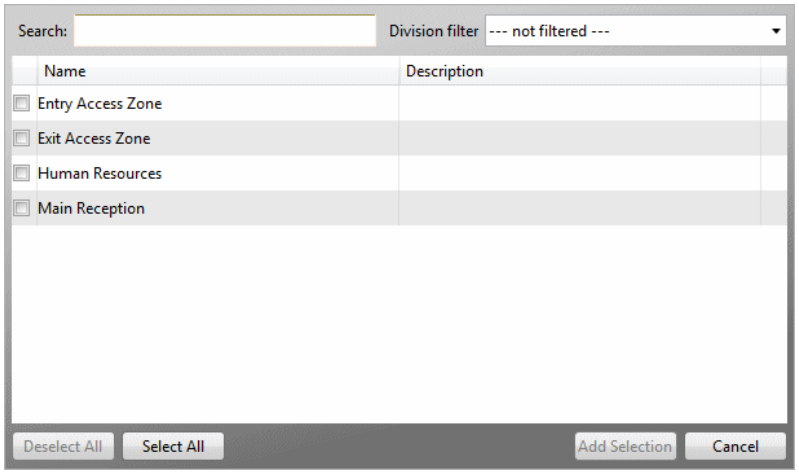
1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens.
2. Select one or more cardholder records in the Navigation Panel.
3. Click the **Actions** button.




4. Select **Anti Passback Forgive** from the drop-down.
   The Anti Passback Forgive pop-up displays.




5. Click the **Select Access Zones** button.
   A browse tool displays.



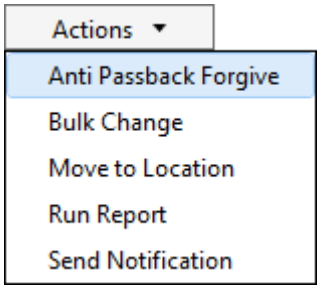

6. If necessary, search for the Access Zone(s) you want to include by refining the **Division filter**.
   The grid becomes populated with Access Zones that match the search criteria.
   **Note:** Only Access Zones that have Anti Passback enabled (on the **Advanced** tab in the Configuration Client) will appear in the browse tool grid.
7. Click the checkbox next to each Access Zone name you want to include, or click the **Select All** button if you want to include all Access Zones.

8. Click the **Add Selection** button.
   The browse tool closes and the Access Zone(s) selected appear in the column on the right of the Anti Passback Forgive pop-up.
9. Click the **Forgive** button.

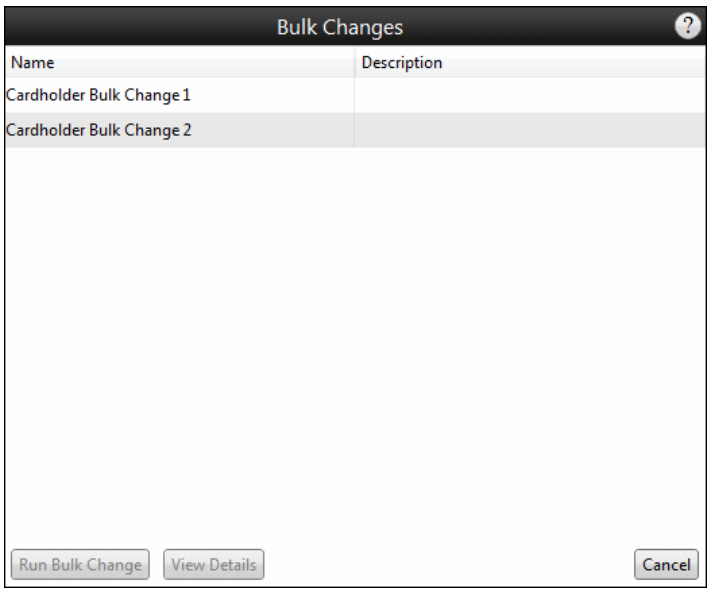
## Running Bulk Changes from the Cardholder Viewer

Providing an operator has the correct privileges, a bulk change can be viewed, edited and/or run from the Cardholder Viewer, as follows:

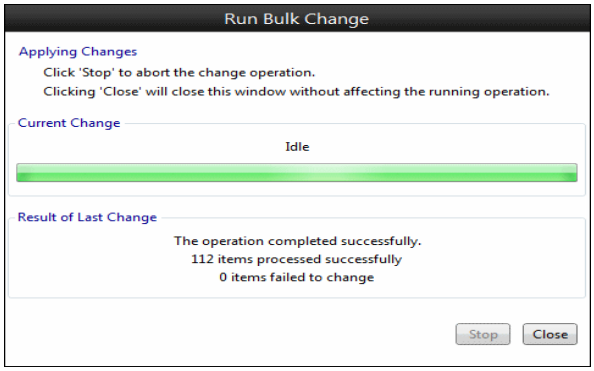
1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens.
2. Select one or more cardholder records in the Navigation Panel.
3. Click the **Actions** button.




4. Select **Bulk Change** from the drop-down.
   A Bulk Changes pop-up appears listing all the available bulk changes.




5. Select the bulk change that you want to run, and click the **Run Bulk Change** button.
   The message *"Some Bulk Changes may impact system performance. Are you sure you want to run this now?"* displays.
6. Click the **Yes** button.
   The Run Bulk Change pop-up displays.




This screen shows the progress of the bulk change. While in progress, the status of the bulk change will show as 'Active' in the Viewer Navigation Panel, and if it completes successfully, (i.e. the progress bar reaches 100%), the status will change to 'Successful'. When it completes the number of cardholders changed displays. **Notes:**

| **While the bulk change is in progress, if..** | **then...** |
|---|---|
| you click the **Stop** button, | any changes already made when it is stopped cannot be cancelled, instead they are completed.If the **Stop** button is clicked, you get the option to end the bulk change, or to go back and edit it. |
| you click the **Close** button, | the Run Bulk Change pop-up will close and the bulk change will continue to run in the background while you continue working in the Cardholder Viewer. |

7. Click the **Close** button. An existing (saved) bulk change has been run.

## Creating manual access events for Cardholders

A privileged Operator can create a manual access event, where Cardholders move:

- from outside the system to a specific Access Zone
- between Access Zones (i.e. from Access Zone 1 to Access Zone 2)
- from an Access Zone to outside the system.

The event can be created with a movement time of now or in the past. If the movement time is now or after the Cardholder's most recent movement event, then the Cardholder's current location is updated. If the movement time is before the Cardholder's most recent movement event, then the Cardholder's current location does not change. **Notes:**

- Once an Operator moves a Cardholder, Command Centre generates an event.
- The Zone count does not increase or decrease when a Cardholder is moved to a Zone or outside the system, whether the time is set to now or in the past.
- To move a Cardholder to an Access Zone with a movement time of now, an Operator requires the "Manage Cardholder Location" privilege in the target Access Zone's division.
- To move a Cardholder to an Access Zone with a movement time in the past, an Operator requires the "Manage Historical Cardholder Location" privilege in the target Access Zone's division. This privilege also allows a movement time of now.

- To move a Cardholder outside the system, now or in the past, an Operator requires the appropriate above privilege(s) in *any* division and the **Allow moving cardholders outside of the system** option must also be enabled on the **General** tab of the Mobile Viewer Global Settings.

**Reports**

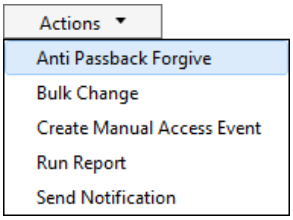
Manual access events can be included in 'Time Report' and 'Time Report - Overview' reports. To be included, the 'Exception' filter must be added, with the E_MAE (entry manual access events) and/or X_MAE (exit manual access events) exceptions selected. Manual access events are not included by default.

**Note:** If a Cardholder *only* has manual access events within a report's period (defined in the 'Report Date and Time' filter), and no regular access events, the Cardholder's events only appear in the report if at least one of their events has a specified entry or exit Access Zone.

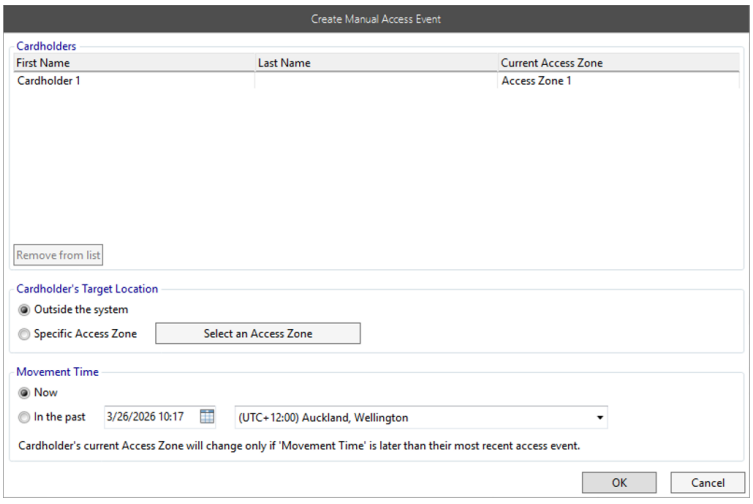
**Procedure**

To move a Cardholder into a Zone or outside the system, either now or in the past, perform the following procedure:

1. Click **Viewers**>**Cardholder Viewer**.
2. Enter a search item in the search field.
   A minimum of three characters starts the search. **Notes:**
   - You can search Cardholders by Name, Description, Division, Card Number(s), Last Zone Entered, Authorised, or all.
   - If a filter (i.e. Last Zone Entered) is not available in the Cardholder Viewer, you need to access the Viewer Configuration and add the required filter.
3. Select the Cardholder(s) you want to move (now or in the past) to a specific Zone or outside the system.
4. Click the **Actions** button.




5. Select **Create Manual Access Event** from the drop-down.
   The Create Manual Access Event window displays.



6. Configure as required.

| To… | then… |
|---|---|
| remove Cardholder(s) from the list | a) Select the Cardholder you want to remove.<br>b) Click the **Remove from list** button.<br>The Cardholder is removed from the list. |
| move Cardholder(s) outside the system | ***To move outside the system now:***<br>a) In 'Movement Time', select the **Now** option.<br>b) Click **OK**. The Cardholder(s) is moved outside the system, and an event is generated for each Cardholder who was moved by the Operator.<br>**Example:**<br>Operator "System Operator" moved Cardholder "Harding, Dan" to outside of the system.<br>***To create a past movement to outside the system:***<br>a) In 'Movement Time', select the **In the past** option.<br>b) Select the time and time zone at which the Cardholder's movement would have occurred.<br>c) Click **OK**.<br>d) In the pop-up that displays, check that the event details are correct, then click **Yes**.<br>An event is generated for each selected Cardholder.<br>**Example:**<br>"System Operator" moved "Harding, Dan" to outside of the system historically.<br>**Note:** Errors will display if the 'In the past' time is in the future or precedes the 'Maximum age of historical manual access events'. For information about the maximum age, refer to the topic "Operator Defaults" in the *Gallagher Configuration Client Online Help.* |
| move Cardholders to a specific Access Zone | 1. In 'Cardholder's Target Location', select the **Specific Access Zone** option. The Select an Access Zone window displays.<br>2. Select the required Access Zone, then click **OK**.<br>The Select an Access Zone window closes and the Select an Access Zone button changes to the name of the Access Zone you selected.<br>***To move to an Access Zone now:***<br>a) In 'Movement Time', select the **Now** option.<br>b) Click **OK**.<br>The Cardholder(s) is moved to the Access Zone, and an event is generated for each Cardholder who was moved by the Operator.<br>**Example:**<br>Operator "System Operator" moved Cardholder "Winter, Dan" into zone "Level 1".<br>***To create a past movement to an Access Zone:***<br>a) In 'Movement Time', select the **In the past** option.<br>b) Select time and time zone at which the Cardholder's movement would have occurred. |

| To… | then… |
|---|---|
| | c) Click **OK**.<br>d) In the pop-up that displays, check that the event details are correct, then click **Yes**.<br>An event is generated for each selected Cardholder.<br>**Example:** "System Operator" moved "Harding, Dan" into "Level 1" historically.<br>**Note:** Errors will display if the 'In the past' time is in the future or precedes the 'Maximum age of historical manual access events'. For information about the maximum age, refer to the topic "Operator Defaults" in the *Gallagher Configuration Client Online Help*. |

**Notes:**

- When an Operator moves a Cardholder to outside the system 'Now' or later than their previous access event, in the Cardholder Viewer, the Last Zone Entered is empty.
- When an Operator moves a Cardholder to a Zone 'Now' or later than their previous access event, in the Cardholder Viewer, the Last Zone Entered shows the name of the selected Zone.
- When an Operator moves a Cardholder at a time 'In the past' earlier than their previous access event, their Last Zone Entered does not change.

## Removing Apple Account Binding

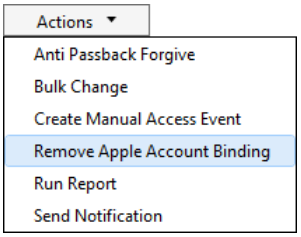
The Gallagher Apple Employee Badge solution employs strong account binding and a badge device transfer limit to prevent fraudulent use of Apple badges. When a cardholder receives the message *"Credential Already Linked to Another iCloud Account"* or *"Device Migration Limit Exceeded"* on their device, an operator with the "Remove Apple Account Binding" privilege can remove the cardholder's binding, allowing the user to provision a new Apple badge.

**Notes:**

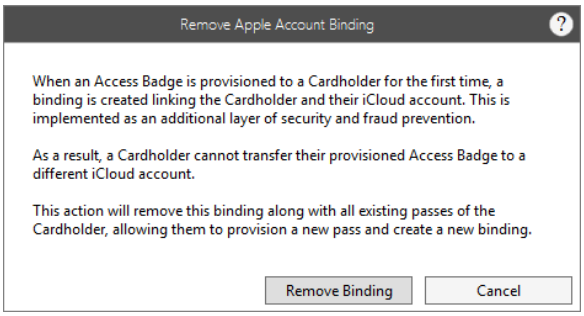
- The operator must confirm the users identify before removing the binding.
- Removing the binding will remove all Apple badges assigned to the cardholder.

To remove the binding and reset the device transfer limit, perform the following procedure:

1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens.
2. Select one or more Cardholder records in the Navigation Panel.
3. Click the **Actions** button.




4. Select **Remove Apple Account Binding** from the drop-down.
   A Remove Apple Account Binding pop-up displays.

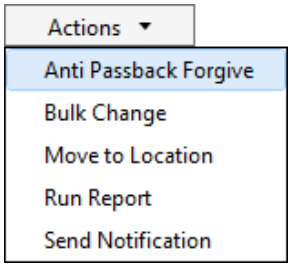



5. Click the **Remove Binding** button.
   The Apple Account Binding is removed for the Cardholder(s), allowing those Cardholders to provision a new Apple badge and create a new binding.

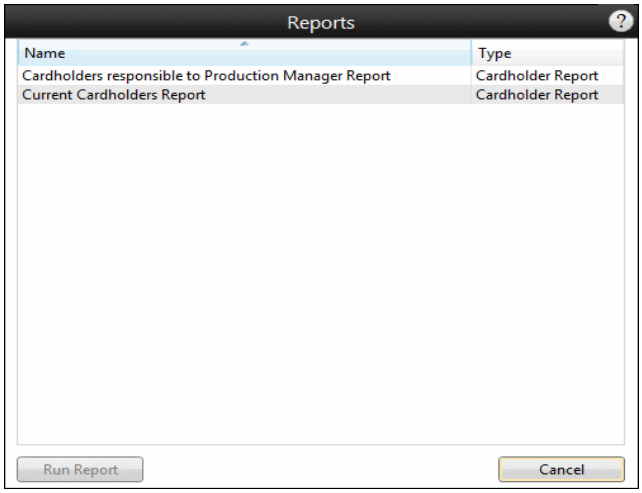
## Running Reports from the Cardholder Viewer

Providing an operator has the correct privileges, a report can be run from the Cardholder Viewer if the report contains at least one "Cardholder is" or "Cardholder responsible to (Role)" filter with the **Allow change when report is run** checkbox selected, as follows:

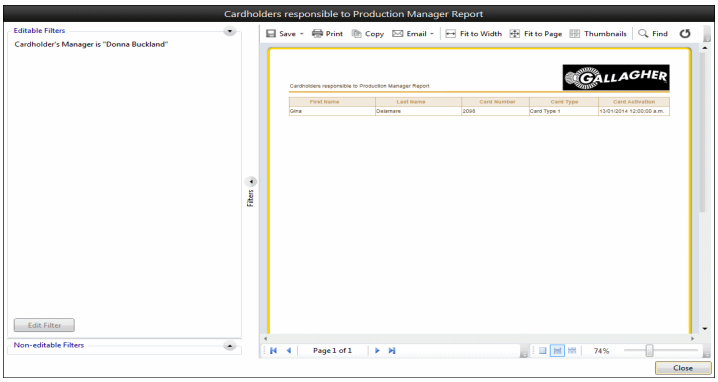
1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens.
2. Select one or more cardholder records in the Navigation Panel.
3. Click the **Actions** button.




4. Select **Run Report** from the drop-down.
   If there is more than one available report to choose from, a Reports pop-up appears listing all the available reports. If this screen appears, select the report that you want to run, and click the **Run Report** button.



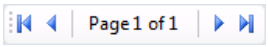

A Report Preview pop-up displays.




The Report Preview is populated with a Filters panel on the left and a Preview panel on the right. The Filters panel will differ slightly depending on the type of Report, and allows editable filters to be changed at runtime. This example is the preview pop-up for a Cardholder Report.

5. Take appropriate action to run the report.

| Button | Description |
|---|---|
| Save | When this button is clicked a context menu displays listing all the file types you can save a report as for further use.<br>**Notes:**<br>• The **Export images** option outputs report images as individual files and exports the report itself as a CSV file. See ***Exporting Cardholder Images*** (on page 3-160) for the full procedure.<br>• When selecting either the **.xlsx** or **.csv** file type, data beginning with **@**, **+**, **-** or **=** symbols will be pre-pended with a **'** (single quote). |
| Print | Clicking this button (or pressing <**Ctrl**+**P**> on your keyboard) displays a **Print** dialog. |
| Copy | Clicking this button copies the report to the clipboard, to allow pasting into Excel or other text application, (e.g. Word, Notepad, etc.). |
| Email | When this button is clicked a context menu displays listing all the file types you can email a report in. When the file type is selected, the report is attached to an open email. The email recipients then need to be added manually by the user in the email client.<br>**Note:** If an email client is not available on the workstation an exception message will appear explaining this. |
| Fit to Width | Clicking this button (or pressing <**F5**> on your keyboard) zooms the report so that the width of the page matches the width of the Report Preview. |
| Fit to Page | Clicking this button (or pressing <**F3**> on your keyboard) zooms the report so that an entire page fits in the Report Preview. |
| Thumbnails | Clicking this button (or pressing <**Ctrl**+**T**> on your keyboard) displays thumbnails of the pages in a report allowing you to quickly navigate to a section you want to get to. Press the Refresh button above the column if the thumbnails fail to load. |

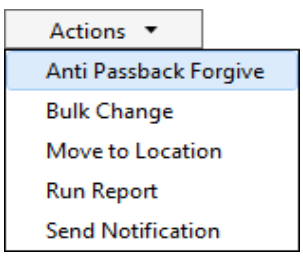
| Button | Description |
|---|---|
| Find | Clicking this button (or pressing <**Ctrl**+**F**> on your keyboard) displays a **Find What** field below the Report Preview allowing you to search on text in a report. |
|  | Clicking this button refreshes the Report Preview. |
|   | The navigation arrows, (i.e. First page, Previous page, Next page and Last page) can be used to move through the report. The page currently viewing and the total number of pages in the report also display, (e.g. Page 2 of 7). |
|  | Clicking this button (or pressing <**Shift**+**F2**> on your keyboard) will result in a single page displaying in the Report Preview. |
|  | Clicking this button (or pressing <**Shift**+**F3**> on your keyboard) will result in a continuous page display in the Report Preview, (i.e. all report pages will display as a vertical ribbon). |
|  | Clicking this button (or pressing <**Shift**+**F4**> on your keyboard) will result in a multiple page display in the Report Preview, (i.e. the report will be zoomed so that as many pages as can be fit in the window will display). |
|   | A horizontal slider to size the report as it appears in the Report Preview section. |

6. Click the **Close** button when the report is run.

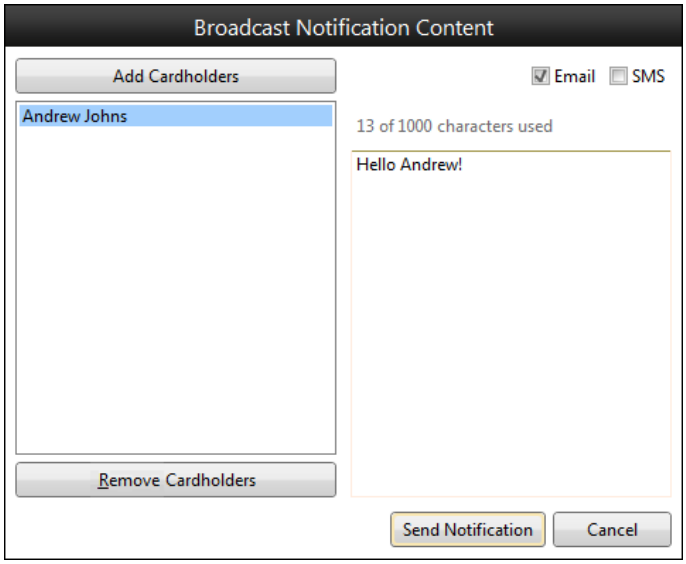
## Sending a Notification from the Cardholder Viewer

An operator with the 'Send Broadcast Notification' privilege can send a notification to one or more Cardholders from the Cardholder Viewer, as follows:
**Note:** Broadcast Notifications is a licensable feature, therefore this option will only appear if your site is licensed for Broadcast Notifications.

1. Click the **Cardholder Viewer** button on the Command Centre toolbar.
   The Cardholder Viewer opens.
2. Select one or more Cardholder records in the Navigation Panel.
   **Note:** The Cardholder to be notified must have the Notifications checkbox checked for the relevant "Email" or "Mobile" Personal Data Fields in order for the Cardholder to receive notifications. If the Notifications checkbox is not checked, the Cardholder will not receive notifications and no error will be reported.
3. Click the **Actions** button.




4. Select **Send Notification** from the drop-down.
   The Broadcast Notification Content pop-up displays.




5. If required, click the **Add Cardholders** button to add additional Cardholders to the list of recipients.

   **Note:** The **Remove Cardholders** button is enabled when one or more cardholders are selected. Cardholders can be removed by selecting them and clicking the **Remove Cardholders** button.

6. In the right-hand side of the pop-up, choose the type of notification you wish to send, (i.e. either Email, SMS, or both).

7. Enter the message you wish to send.
   **Notes:**

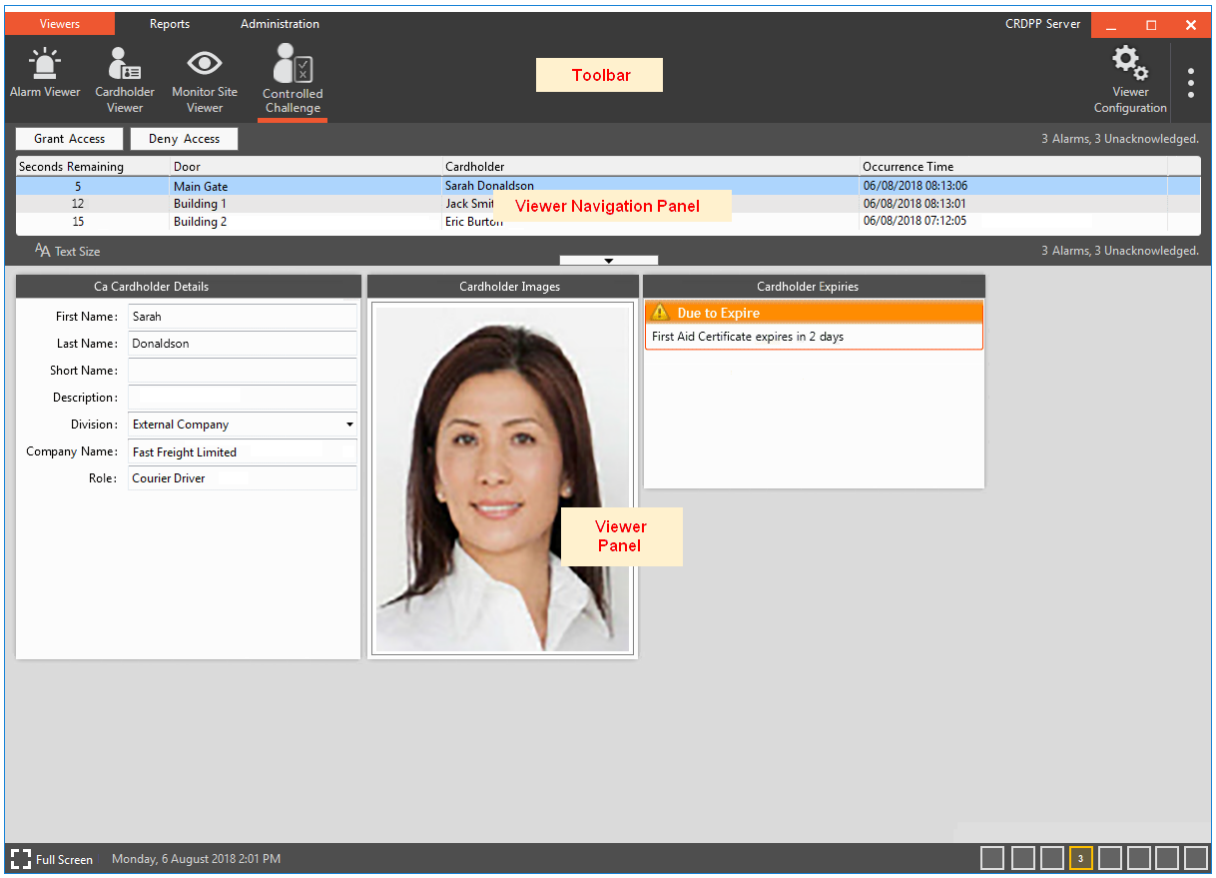
   - If you have selected Email, the grey text above the message will show how many characters have been used, out of the maximum 1000 possible characters.
   - If you have selected SMS, the grey text above the message will show how many characters are left in the current message, followed by a slash, followed by the number of text messages required for sending this message. If the number after the slash is 2 or more, then a multi-part message will be used when sending the message. Check with your email-to-SMS provider to see if they support sending multi-part messages, and what limits the provider has on these.
   - If there is a spelling error in the message, then a red squiggle will appear below the miss-spelt word. Clicking on the squiggle will reveal a list of possible corrections. If the word is in fact correct then the squiggles may be ignored.

8. Click the **Send Notification** button.
   The Broadcast Notification Content pop-up closes and the system begins notifying Cardholders.

## Controlled Challenge Viewer

Select the **Viewers** tab on the Command Centre title bar, and then click the **Controlled Challenge Viewer** button on the toolbar. The Controlled Challenge Viewer opens.

**Note:** You require the "Controlled Challenge" operator privilege to be able to see this Viewer.




The Navigation Panel for a Controlled Challenge Viewer is a list of challenge (dual authorisation, first credential) events for the doors configured for the Viewer, where the event has not been processed. Events that time out remain in the list until you remove them (refer to the Access Request times out section). Default sort order is seconds remaining, with the one due to expire soonest at the top. Any timed out events will be considered to have no time remaining. The columns displayed in the Navigation Panel can be resized but not reordered.

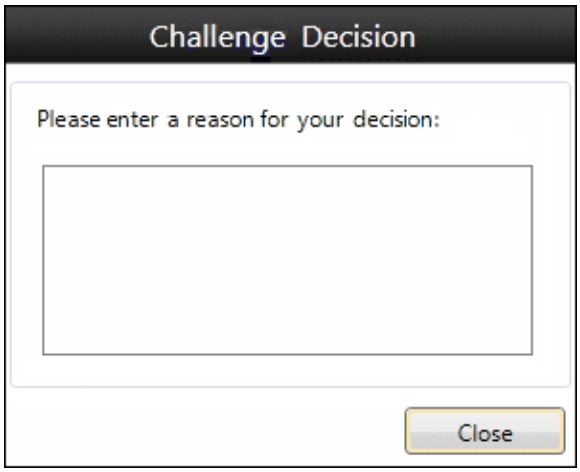
Selecting an Event displays either the Viewer Panel configured specifically for the Door for which the event was generated, or the default Panel. Tiles on the Viewer Panel can be maximised (made larger) so all the content is visible without scrolling. See ***Minimising/Maximising Tiles*** (on page 3-44) for further detail.

**Note:** The size of the text can be adjusted by clicking on Text Size below the list of unprocessed Challenge events, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.

## Granting/Denying Access

This procedure describes how to grant or deny access to a Cardholder from the Controlled Challenge Viewer.

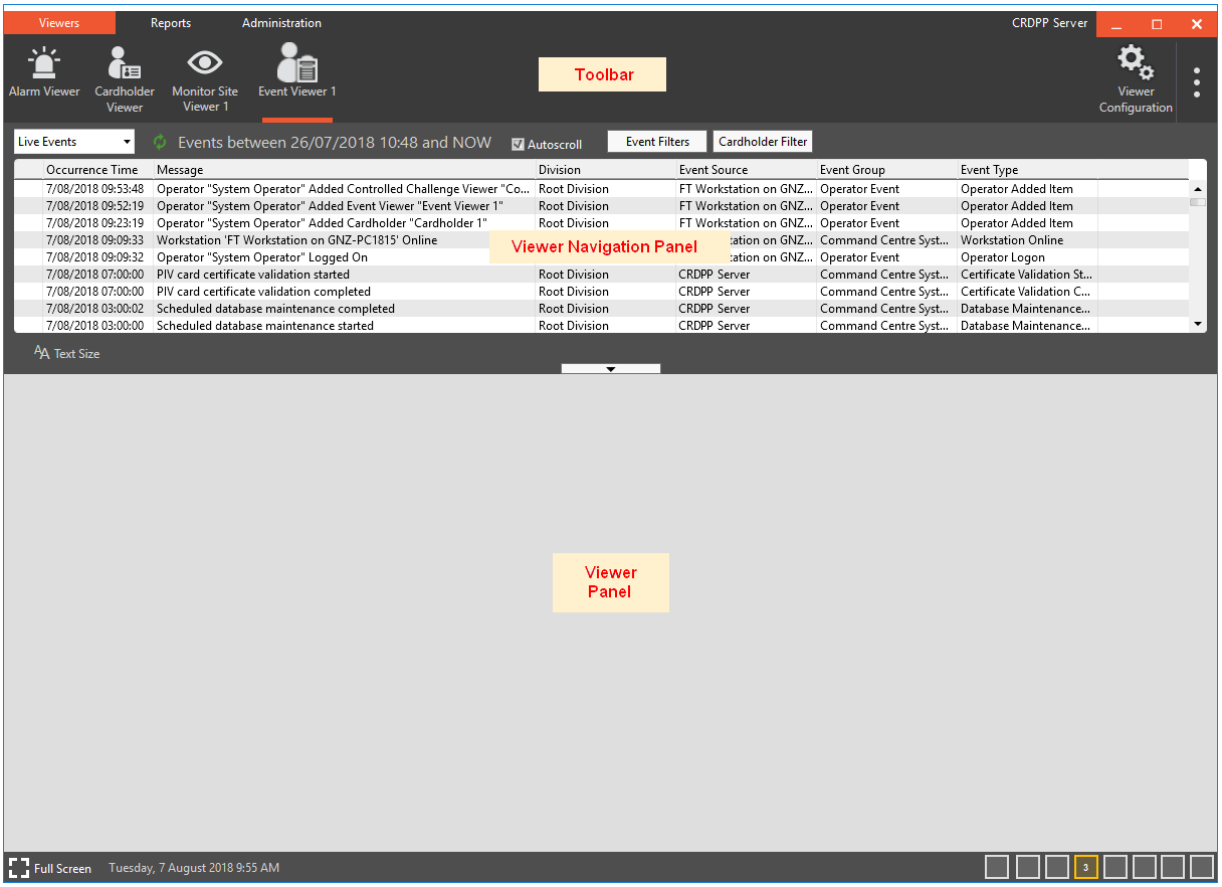
1. Click on the row of the Challenge event you want to make an access decision for, so it becomes highlighted.
   **Note:** Either the Panel configured specifically for the Door for which the event was generated, or the default Panel will display. Any Cardholder Tiles are not editable from this Viewer.
2. Decide whether to grant or deny access to the Cardholder, and click the **Grant Access** or **Deny Access** button as appropriate.
   **Note:** If you fail to grant or deny access within the time specified, (i.e. the time indicated in the "Seconds Remaining" column), the cardholder is denied access.
   If you chose to deny access and the **Operator comment required after each Cardholder Challenge** option has been enabled in Configuration Client, (either on the Challenge tab of the Server Properties or for the Door) the Challenge Decision pop-up displays.




   Enter a short reason why access has been denied.
3. Click the **OK** button.
   Regardless of the decision, the event is cleared from the list, the number of Challenge events waiting decreased by one, the next event selected automatically, and the appropriate panel displayed. If there are no more events in the Navigation Panel, the Panel area will be cleared, and the Grant/Deny buttons disabled.

## Event Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Event Viewer** button on the toolbar. The Event Viewer opens.




The Navigation Panel for an Event Viewer is a list of Events. The columns displayed are dependent on the configuration for the Viewer. All columns can be resized and reordered, with the exception of **Icon** column (which does not have a title), and the **Occurrence Time** column. The **Icon** column, which will display a Film Strip icon for events that have associated DVR footage, can be reordered but not resized. Whereas the **Occurrence Time** column can be resized but not reordered.

The event data by default is listed/ordered descending (chronologically) from the most recent event displayed meeting the criteria.
**Note:** The order can be changed using a column sort, toggling between ascending/descending, the column header will remain highlighted for the duration of the sort option, although is not persisted after the operator logs off.

The Tiles that have been configured for this Viewer only populate the Viewer Panel once an event is selected. Tiles can be maximised (made larger) so all

the content is visible without scrolling. See ***Minimising/Maximising Tiles*** (on page 3-44) for further detail.

### Live vs Historical Events




You can select to view either Live or Historical Events on the Event Viewer which updates dynamically, (i.e. when new activity occurs, the appropriate event message is displayed). The Command Centre system has a limit as to how many messages are displayed, (i.e. 500 events), therefore, selecting Historical Events enables you to view older activity that has occurred.

### Hints

- The size of the text can be adjusted by clicking on Text Size and then dragging the indicator that displays as necessary.
- An online help file listing all the event/alarm messages can be accessed via the button on the Command Centre toolbar, and provides explanations of what each message means.

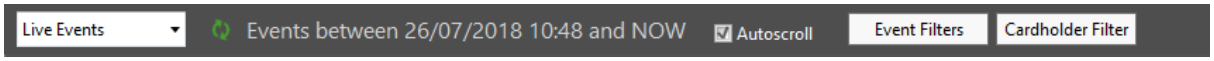
***Viewing Live Events*** (on page 3-37)

***Viewing Historical Events*** (on page 3-40)

***Expanding the Event List*** (on page 3-40)

## Viewing Live Events

By default, the viewing mode for the Event Viewer is set to **Live Events**. A maximum of 500 events can populate the Event Viewer which updates dynamically, (i.e. when new activity occurs, the appropriate event message is displayed). In the situation where more than 500 events meet the criteria, a message displays explaining that the display limit has been exceeded.



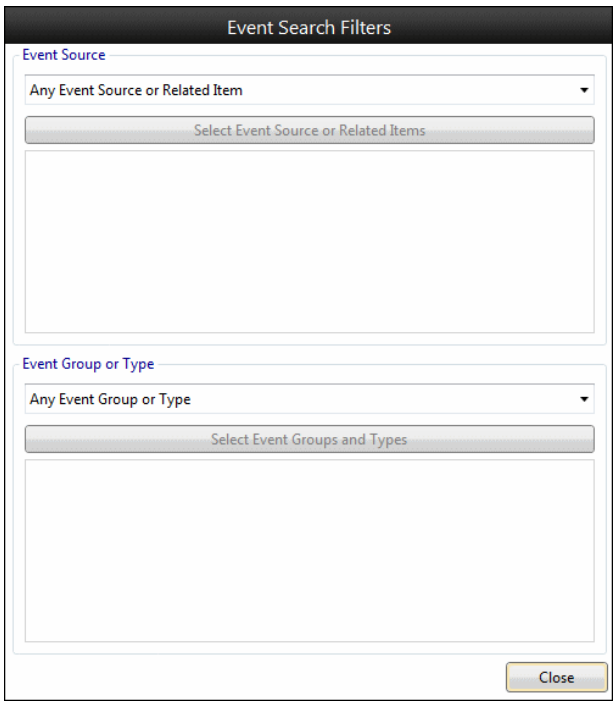

When **Autoscroll** is unchecked, events arriving at a later time than the visible events will not cause the visible events to scroll.

You can filter out irrelevant data from the event list, as follows:

- Use '**Event Filters**' option to filter events by **Event Source** (Any/Specific event source(s)) and/or **Event Group or Type** (Any/Specific)
- Use the '**Cardholder Filter**' option to filter events by **Specific Cardholder(s)** OR,
- Use both '**Event Filters**' and '**Cardholder Filter**' to filter your data.

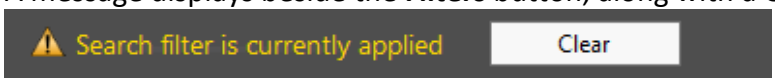
### *Event Filters*

1. Click the **Filters** button.
   The Event Search Filters pop-up displays.




2. Select the appropriate **Event Source** from the drop-down list, (i.e. either 'Any' or 'Specific').
   If you select 'Specific', the **Specific Event Source or Related Items** button is enabled, allowing you to select the item(s) you require.
3. Select the appropriate **Event Group or Type** from the drop-down list, (i.e. either 'Any' or 'Specific').
   If you select 'Specific', the **Specific Event Groups and Types** button is enabled, allowing you to select those you require.
4. Click the **Close** button.
   The Event Search Filters pop-up closes and the event list is populated with events that fit the filter criteria.

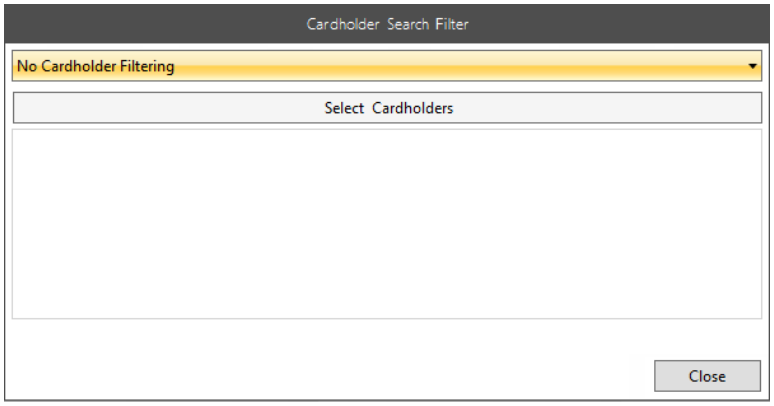
   A message displays beside the **Filters** button, along with a **Clear** button.



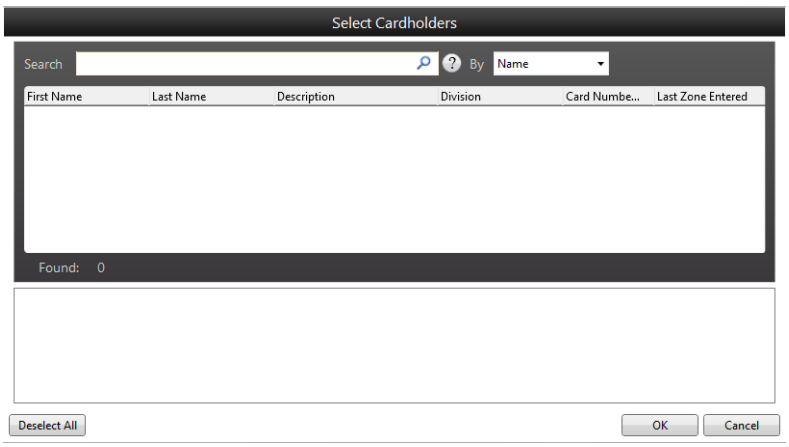

   **Note:** This message acts as a warning that any applied filters will persist until you click the **Clear** button.

### *Cardholder Filter*

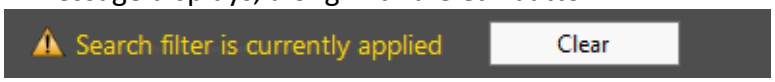
1. Click the **Cardholder Filter** button.
   The Cardholder Search Filter pop-up displays.




2. Select **Specific Cardholder(s)** from the drop-down list.
   The Select Cardholders button is enabled.
3. Click the **Select Cardholders** button.
   The Select Cardholders pop-up displays.




4. Select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All). By default, Name is selected.
   In this procedure, the Name option is used.
5. Enter the Cardholder's name in the **Search** field.
   A minimum of 3 characters starts the search.
   **Notes:**
   - When the search returns multiple Cardholders, double-click on the appropriate Cardholder to select.
   - Command Centre automatically selects the Cardholder when there is only one Cardholder matching the searched characters.
6. Click **OK**, then click **Close**.
   A message displays, along with a **Clear** button.




   **Note:** This message acts as a warning that any applied filters will persist until you click the **Clear** button.

## Viewing Historical Events

This procedure describes how to refine the event list to view historical events:

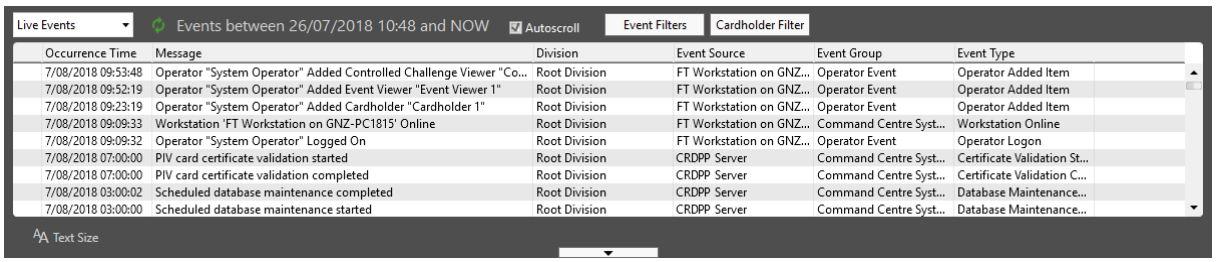
1. Change the viewing mode from the default setting of **Live Events** to **Historical Events**.
   Date and Time fields, a **Filters** button and **Search** button display.




2. Select a date time range, (i.e. **From** and **To** dates and times).
3. Click the **Search** button.
   You can further filter out irrelevant data from the events list, as follows;
   - Use '**Event Filters**' option to filter events by **Event Source** (Any/Specific event source(s)) and/or **Event Group or Type** (Any/Specific)
   - Use the '**Cardholder Filter**' option to filter events by **Specific Cardholder(s)** OR,
   - Use both '**Event Filters**' and '**Cardholder Filter**' to filter your data.
4. Go to the appropriate section for the type of filter you want to use:
   - ***Event Filters*** (on page 3-35)
   - ***Cardholder Filter*** (on page 3-35)

## Expanding the Event List

Configuring the Event list at the top or bottom of the Viewer allows you to see a reasonable number of columns for each event but not many Events in one go, which could be frustrating for sites with a lot of Events. Therefore, to allow an operator to manually expand/maximise the Event List, a button in the middle of the Panel facing edge of the Event List Navigation Panel (see example below) has been provided.

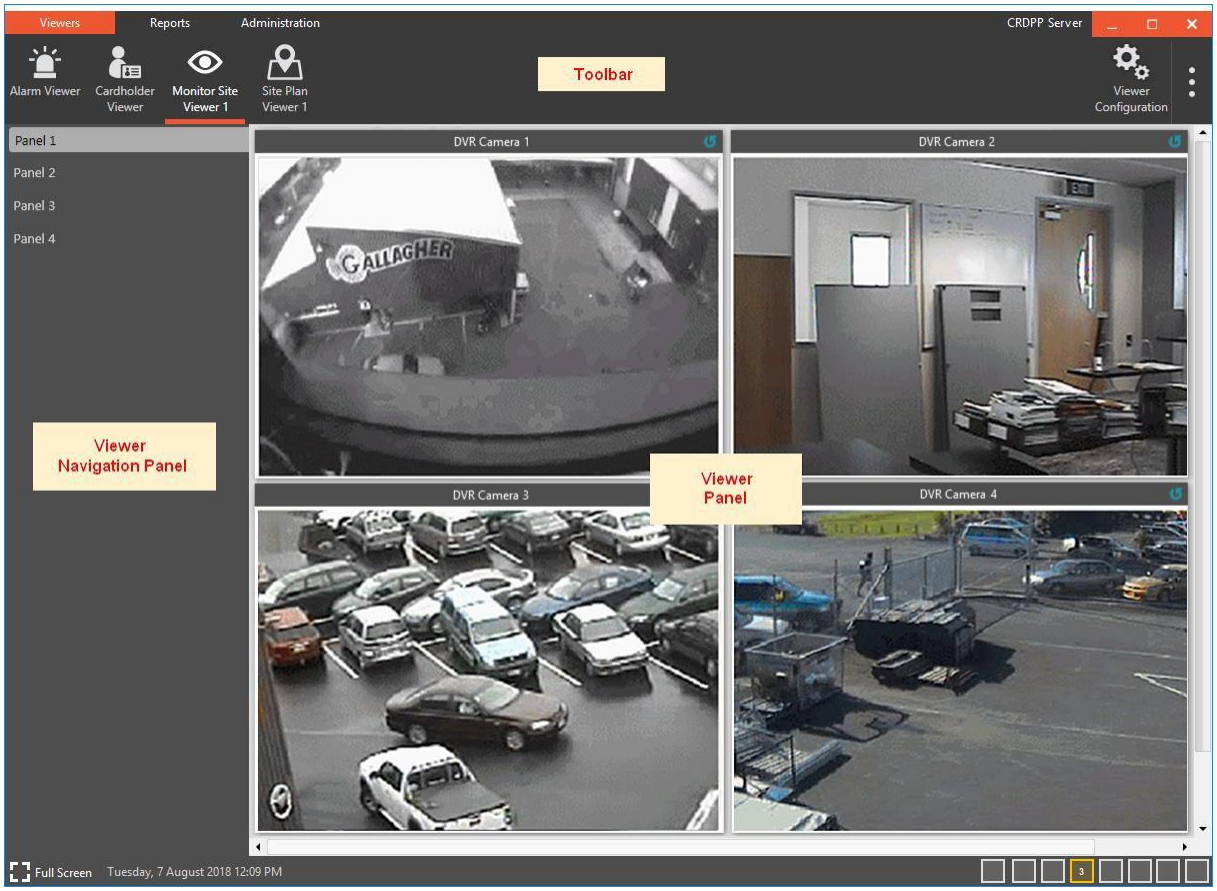



When the List is maximised the button will change to point in the other direction to indicate the Event List can be returned to its original size.

If the Event List has been expanded, it will only return to normal size when you click the button to revert to normal size. When the list reverts to normal size the button will change back to its expand/maximise state.

## Monitor Site Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Monitor Site Viewer** button on the toolbar. The Monitor Site Viewer opens.




This Viewer provides "view-only" monitoring functionality for sites. The Navigation Panel for a Monitor Site Viewer is a list of Panels created for the Viewer. The Panel at the top of the list is selected by default. Each pre-configured panel(s) on this Viewer can consist of a number of tiles to be monitored, (e.g. a Panel of Cameras on a site, or a Panel of Site Plans for a site).

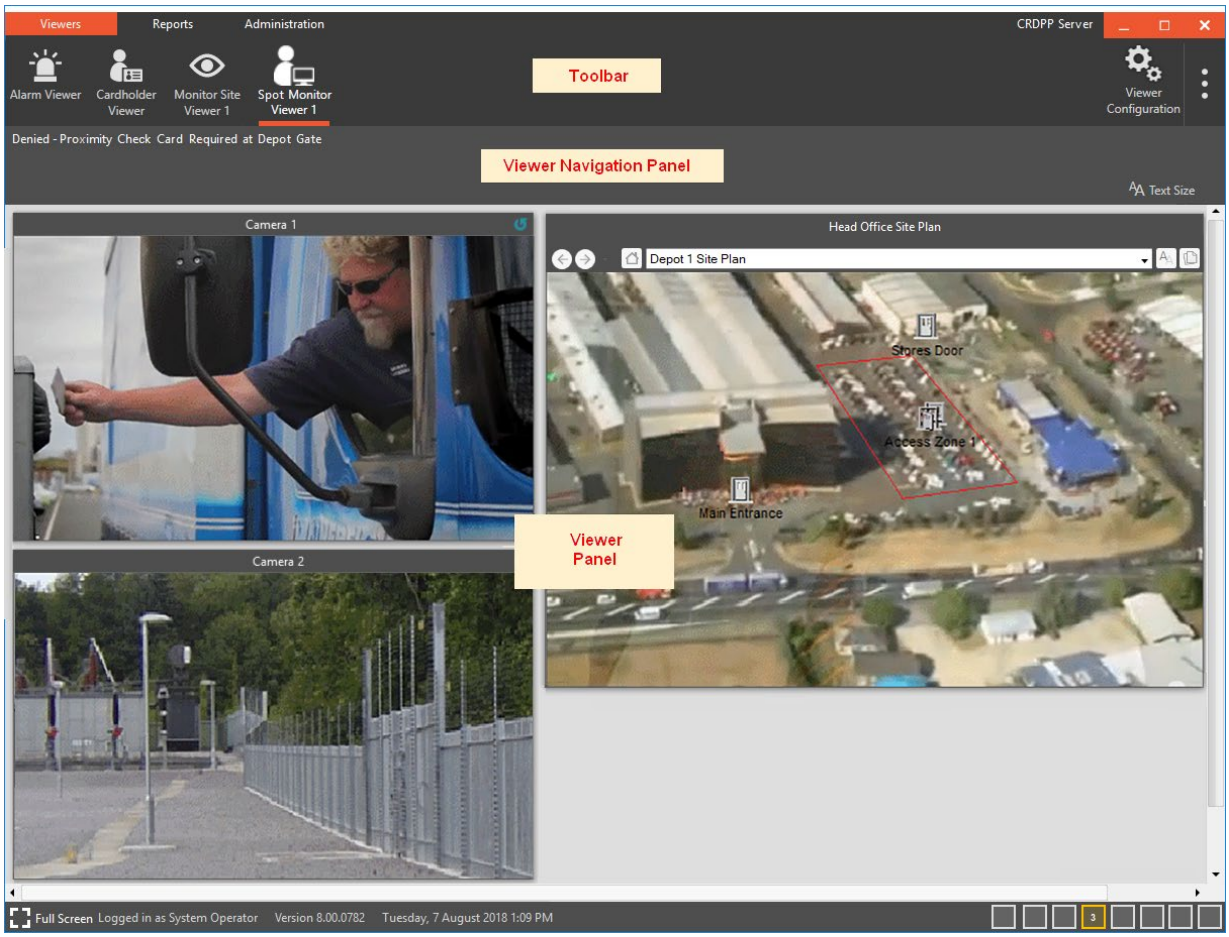
The Tiles that have been configured for this Viewer only populate the Viewer Panel once a panel is selected. Tiles can be maximised (made larger) so all the content is visible without scrolling. See ***Minimising/Maximising Tiles*** (on page 3-44) for further detail.

**Filter by Name:** Type in the name of the Panel you want displayed. Results will appear underneath the textbox. Click on the name of the Panel you want, and the Panel will be displayed.

**Note:** The last selected Monitor Site Viewer panel is saved as a preference. The panel that was selected (if any) when the previous session ended will automatically be selected again when the Monitor Site Viewer is first loaded after the operator logs in again.

## Spot Monitor Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Spot Monitor Viewer** button on the toolbar. The Spot Monitor Viewer opens. It is primarily designed to be an alarm driven "view only" display on a larger screen monitor.




The Spot Monitor Viewer can be set up as either an additional monitor, or a dedicated workstation. It is intended to be an automated display viewer in Command Centre on a stand-alone workstation which is typically left unattended after log on. The workstation would typically be logged on by an operator that belongs to an Operator Group that only had Spot Monitor Viewers available.

Spot Monitor Viewers automatically populate with the appropriate details, dependant on alarms and rules created.

**Notes:**

- Pressing the <**Alt**+**Enter**> key combination in a Command Centre window will switch between full screen mode and normal display modes.
- As alarms are processed the Spot Monitor Viewer automatically updates.

## Manually displaying Alarms on a Spot Monitor

The standard Alarm Viewer will display a control button for each Spot Monitor Viewer which is usable by the current operator, allowing the operator to manually take control of a Spot Monitor.

For these Spot Monitor control buttons to appear in the Alarm Viewer Navigation Panel, an operator needs to:

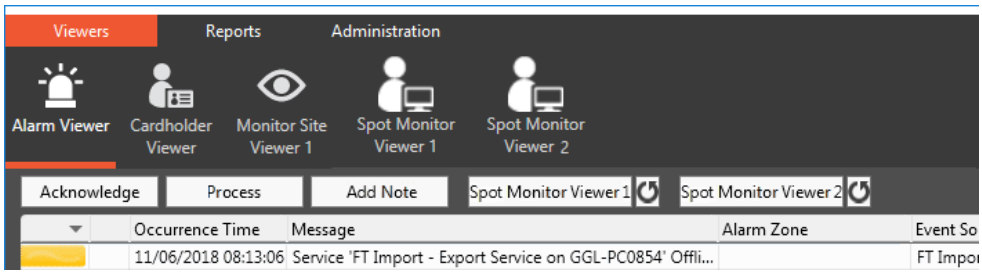
- have the "View Events and Alarms" or "Edit Alarms" operator privilege in the Division of the Spot Monitor Viewer for the button to appear, and
- belong to the Operator Group that the Spot Monitor is assigned to.

### Procedure

Perform the following procedure to make an alarm display on a Spot Monitor:

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Alarm Viewer** button on the toolbar.

   The Alarm Viewer opens with control button(s) in the Navigation Panel for each Spot Monitor Viewer accessible to you.




2. Select the alarm (by clicking on it) that you want to display on a Spot Monitor.
3. Click on the control button of the Spot Monitor you want the alarm to display on.
   The selected alarm displays on the Spot Monitor according to the Spot Monitor's configuration.
   **Notes:**
   - If there is no rule set configured for the selected alarm, then the Spot Monitor Viewer will either remain blank or display the current selection that still meets the criteria. There will be no UI feedback on the Alarm Viewer, however a status message will appear on the Spot Monitor.
   - The alarm will remain on the Spot Monitor until either it is processed or a higher priority alarm occurs.

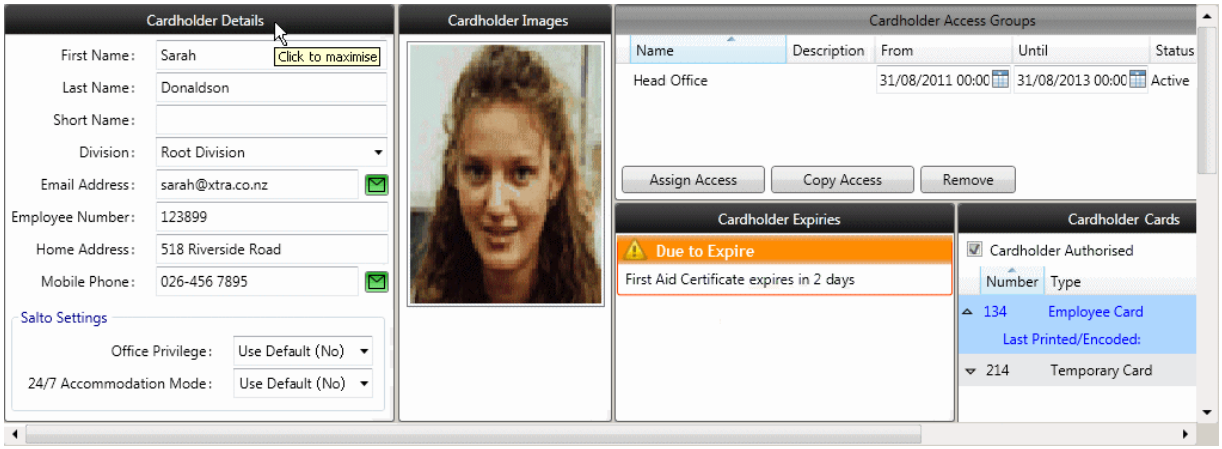
## Minimising/Maximising Tiles

Tiles on a panel can be maximised so you can see either:

- a larger version of the tile's content, if the content is an image, (e.g. Site Plans, Image PDFs, Camera footage, etc.),
  OR
- all of the fields and/or textual information on a tile without scrolling, where the content is not an image.

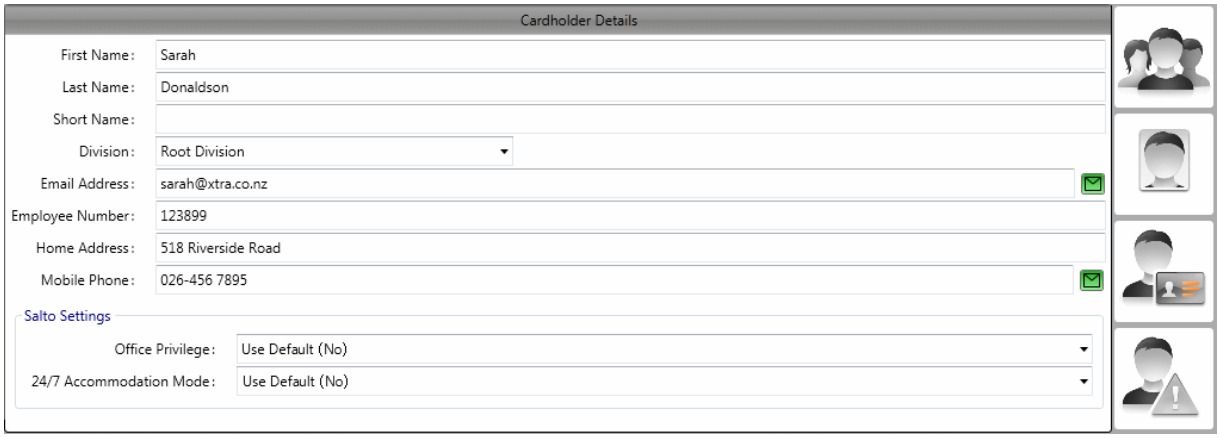
### Procedure

Click on the Title bar of the tile you want to maximise.




The selected tile is maximised and all other tiles on the panel are minimised in a list on the right hand side of the panel. In minimised mode, each tile type has an icon that will display, with the exception of the **Cardholder Images**, **Camera** and **Site Plan** tiles, as follows:

- **Cardholder Images** tiles display the first of the images assigned to the cardholder (if there is more than one in the tile) in minimised view.
- **Camera** tiles display a minimised version of the Camera footage/feed that was displayed when the tile was in it's normal state. A **Camera** Tile can only be maximised by clicking on the heading of the tile, because the active portion of the screen, (i.e. the part showing the DVR footage), does not recognise a mouse click.
- **Site Plan** tiles display a minimised version of the Site Plan that was displayed when the tile was in it's normal state.




**Notes:**

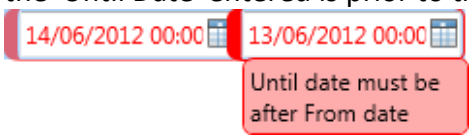
- A maximised tile can be replaced by a different one, by clicking on the minimised tile you want to maximise. The previously maximised tile becomes minimised in the list on the right hand side of the panel.
- Clicking on the Title bar of the maximised tile returns the panel to its normal layout.

## Tile Actions

Some of the Tiles allow users to perform functions from them when they appear in a Viewer Panel.

- ***Access Decision Tile*** (on page 3-47)
- ***Alarm Details Tile*** (on page 3-48)
- ***Alarm Instructions Tile*** (on page 3-49)
- ***Broadcast Notification Tile*** (on page 3-50)
- ***Camera Tile*** (on page 3-52)
- ***Cardholder Access Groups Tile*** (on page 3-53)
- ***Cardholder Biometrics Tile*** (on page 3-59)
- ***Cardholder Cards Tile*** (on page 3-69)
- ***Cardholder Competencies Tile*** (on page 3-83)
- ***Cardholder Details Tile*** (on page 3-88)
- ***Cardholder Expiries Tile*** (on page 3-92)
- ***Cardholder History Tile*** (on page 3-93)
- ***Cardholder Images Tile*** (on page 3-94)
- ***Cardholder Notes Tile*** (on page 3-98)
- ***Cardholder Notifications Tile*** (on page 3-99)
- ***Cardholder Operator Groups Tile*** (on page 3-103)
- ***Cardholder Otis Compass Properties Tile*** (on page 3-110)
- ***Cardholder Passenger Details Tile*** (on page 3-113)
- ***Cardholder Personalised Actions Tile*** (on page 3-115)
- ***Cardholder Relationships Tile*** (on page 3-118)
- ***Event Trail Tile*** (on page 3-121)
- ***Guard Tour Tile*** (on page 3-123)
- ***Operator Sessions Tile*** (on page 3-125)
- ***Site Plan Tile*** (on page 3-127)
- ***Status Tile*** (on page 3-137)
- ***URL Tile*** (on page 3-142)

**Note:** When performing functions on Tiles, if you enter incorrect information into a field an error will be indicated by a red border around the field, and an error message will display when the field has focus. This example shows that the 'Until Date' entered is prior to the 'From Date' which is not possible.




While you do not have to correct the error immediately, and can carry on performing other functions, the **Save** button will remain disabled as long as there is an error(s) present. A summary of the error(s) also displays beside the **Save** button.

## Access Decision Tile actions

If this Tile is viewed, prior to the first person EVER requesting access at the reader, the Tile will show the door it is configured for and the message *"No content to display"*.

Whenever a card is badged or a finger is presented at the reader (whichever is applicable) on the configured door, the Tile will display either:

- the message *"Access Granted on dd/mm/yyyy hh:mm:ss"*, and an Access Granted Icon.
- the message *"Access Denied on dd/mm/yyyy hh:mm:ss"*, and an Access Denied Icon.

### Operator Privileges

To View the content of the Tile you need one of the following privileges in the division of the door for which the Tile is configured:

- "View Site"
- "Edit Site"
- "Override Open Door"
- "View Challenge"
- "Controlled Challenge"

## Alarm Details Tile actions

The Alarm Details Tile will display the appropriate details for the configured fields, and can only appear on an Alarm Viewer, Event Viewer or a Spot Monitor Viewer.
Alarm Details will only be displayed in response to selecting an Alarm, so if the user has the privilege to see the Alarm they will be able to see the related Alarm Details.

If the Alarm is for a remote Event Source the name of server will be displayed in the title of the Tile, (i.e. in square brackets following the configured title).

For Flooded Alarms the **Last Occurred** date and time in the Alarm Details reflect the date and time of the most recent flooded entry, and the **No. of Occurrences** indicates the number of individual Alarms included in the flood.

Manually entered Alarm Notes show as an **Alarm History** entry in **bold** text.

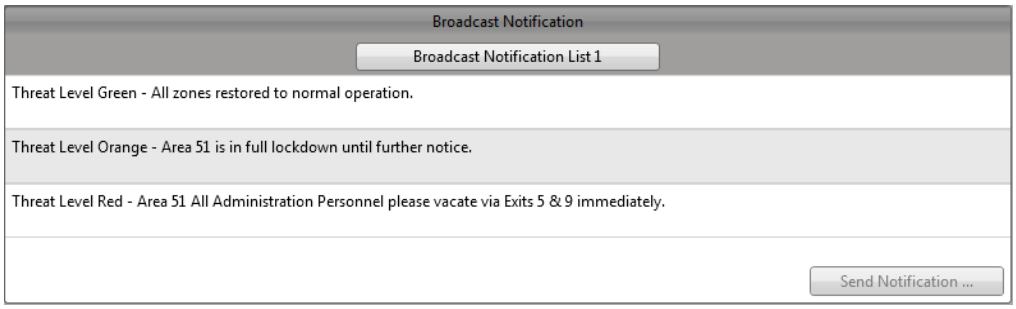
## Alarm Instructions Tile actions

*Alarm Instructions* will only be displayed in response to selecting an Alarm, so if a user has the privilege to see the Alarm they will be able to see the related Alarm Instructions.

When an Alarm is selected, either from the Alarm List, or via a Site Plan, either the applicable instructions display on this Tile, OR if none have been configured, the text *"No content to display"* appears.

## Broadcast Notification Tile actions

Broadcast Notifications are sent from the Broadcast Notification Tile.

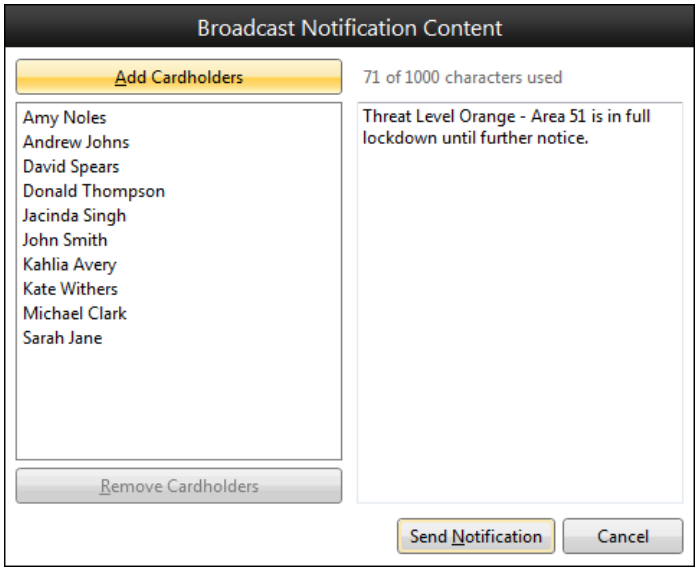



### Operator Privileges

| Privilege | Is required to... |
|---|---|
| View Site | view Broadcast Notification items. |
| Send Broadcast Notification | to send a Broadcast Notification. |
| View Cardholders | configure and send notifications. |

### Sending a notification

1. If the button at the top of the Tile does not show the Broadcast Notification item that you intend to use, and the Tile allows a different item to be chosen, click the button and choose another Broadcast Notification from the pop-up, then click the **OK** button.
2. Select the message that you wish to send.
   **Note:** If there is only one message then it will already be selected for you.
3. Click the **Send Notification...** button.
   The system will now look up the relevant Cardholders and load them into a list in a Broadcast Notification Content pop-up.



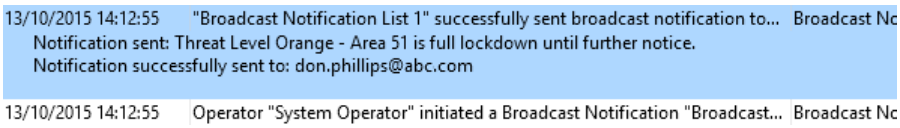
4. You may now add additional Cardholders to the list of recipients, and also make changes to the message that will be sent. These changes are not saved they only apply to this message being sent.

   **Note:** The **Remove Cardholders** button is enabled when one or more cardholders are selected. Cardholders can be removed by selecting them and clicking the **Remove Cardholders** button.

5. Click the **Send Notification** button.
   The Broadcast Notification Content pop-up closes and the system begins notifying Cardholders.

   The following event is logged:
   *Operator "<operator name>" initiated a Broadcast Notification "<broadcast notification list name>"*.

   Further events will be logged, one per email batch, which indicates if the Cardholders were all successfully notified.



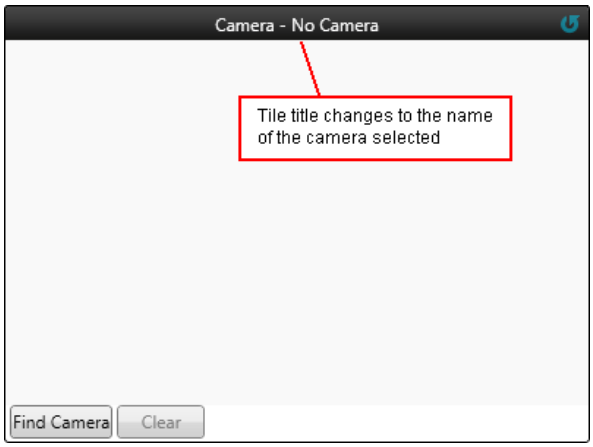

**Notes:**

- You may have to scroll down in the Tile to find the message you are looking for.
- Upon clicking the **Send Notification...** button on the Tile, the system looks up Cardholders according to the configured criteria. This search may take a moment and will only find Cardholders that the operator sending the broadcast Notification has "View Cardholders" privilege for, so you must ensure that the operator has "View Cardholders" privilege for the divisions required or some Cardholders will not be notified.
- Cardholders to be notified must have the Notifications checkbox checked for relevant "Email" or "Mobile" Personal Data Fields in order for the Cardholder to receive notifications. If the Notifications checkbox is not checked, the Cardholder will not receive notifications and no error will be reported.

## Camera Tile actions

This tile displays either stored footage or a live feed from the camera, as determined by the system from the configuration settings.

If **Operator Selected Camera** was selected as the source when this tile was configured, prior to an operator selecting a camera, the tile content will be blank and the Title will read "No Camera Selected".




The tile will have a **Find Camera** browse button to provide a search facility and a **Clear** button for when the operator no longer wants to stream footage from the selected camera. The **Clear** button remains greyed out until such time as there is something to clear.

When an operator has selected a camera, the footage will stream as normal. If they then want to select a different camera, they have two options. Either:

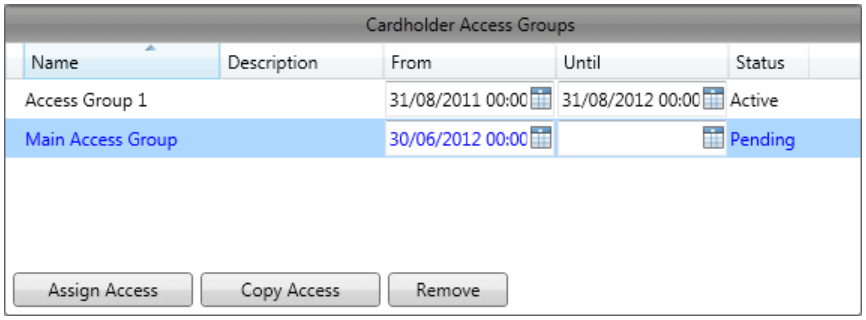
- select the **Find Camera** button again to replace the existing camera streaming with another from the browse tool, OR
- drag and drop a camera from the Site Plan tile or Status tile onto the Camera tile

### Operator Privileges

| To... | you need... |
|---|---|
| view **stored** DVR footage, | no special privilege. However, as it will always be associated with an Alarm, you need the "View Events and Alarms" privilege in the division in which the image sequence is stored (which will be the division of the Alarm) in order to view it. |
| view **live** DVR feed, | the "View Digital Camera" privilege in the division of the Camera. |
| access the Pan, Tilt, Zoom controls, | the "Adjust DVR PTZ controls" privilege. |

## Cardholder Access Groups Tile actions

The Cardholder Access Groups Tile displays the *Access Groups* assigned to an individual Cardholder.




The colour of the text for the data in a row is dependent upon Status, as follows:
- Active = black
- Pending = blue
- Expired = red

**Note:** Expired entries display if the Access Group has not been configured to remove Cardholders on expiry of membership.

Columns on the Cardholder Access Groups Tile can be resized and/or reordered if required. See Resizing/reordering columns for further detail.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** Access Group assignments for a Cardholder, | one of the following privileges in the division of the cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| **add**, **copy** or **remove** Access Groups from a Cardholder, | the "Modify Access Control" operator privilege in the division of the individual Access Group, as well as "Edit Cardholders" in the Division of the Cardholder. |

## Tile Actions

***Assigning Access*** (on page 3-54)

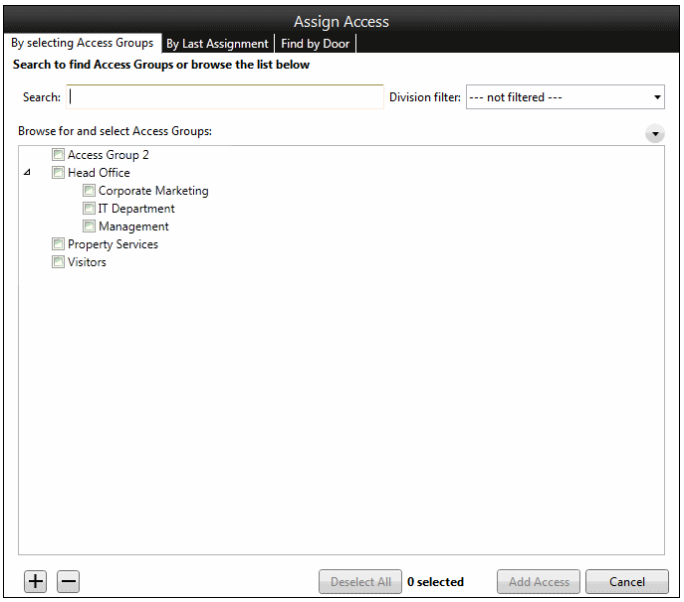
***Copying Access*** (on page 3-57)

***Removing Access*** (on page 3-58)

### *Assigning Access*

Additional Access Groups can be added to a Cardholder, as follows:

1. Click on the **Assign Access** button.
   The Assign Access pop-up displays.

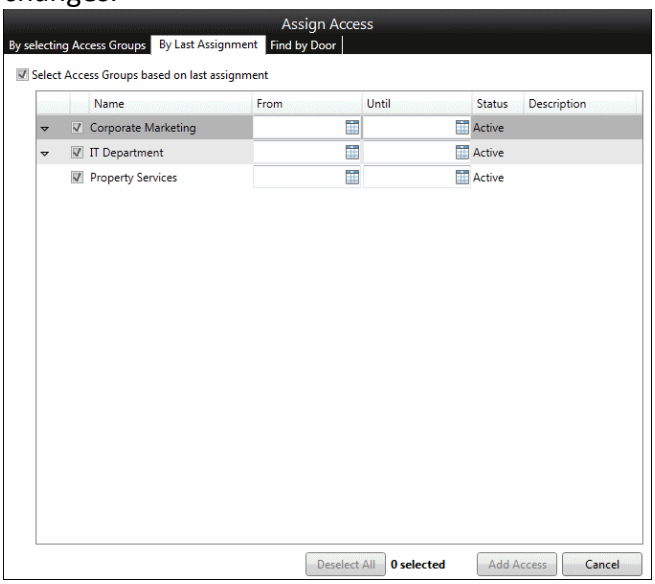



2. There are three methods available (via three different tabs) for assigning access, as follows:

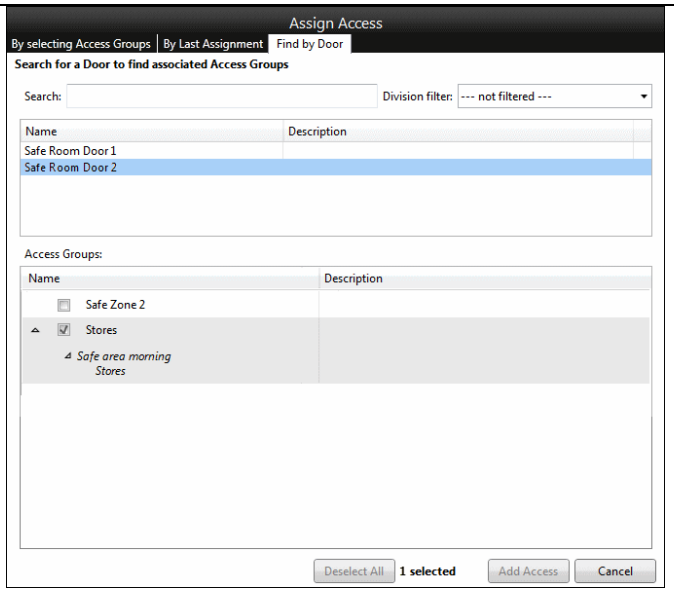
- The **By selecting Access Groups** tab allows you to select one or more Access Groups from those you have the privilege to assign.
- The **By Last Assignment** tab allows you to assign access based on the latest access to be assigned in this session to a Cardholder, either by the **Assign Access** or **Copy Access** function.
- The **Find by Door** tab allows you to find Access Groups that will allow the Cardholder access to a particular Door.

Which method do you want to use to assign access?

| If by... | then... |
|---|---|
| selecting Access Group, | select the Access Group(s) you want to assign to this cardholder by searching or browsing the list.<br>The **Deselect All** and **Add Access** buttons are enabled.<br>**Note:** The + − buttons allow you to expand and collapse all the hierarchies of the Access Groups. |

| If by... | then... |
|---|---|
| last assignment, | 1. Click the **By Last Assignment** tab.<br>The tab displayed on the Assign Access pop-up changes.<br><br><br>2. Check the **Select Access Groups based on last assignment** checkbox.<br>The component showing the last access assigned will be enabled, along with the **Deselect All** and **Add Access** buttons.<br>3. Check those assignment(s) you want to use.<br>**Note:** Where an Access Group is not at the top level of the hierarchy an arrow head displays to the left of the Access Group. By default, it will be collapsed. By clicking on an arrow head a second line will appear showing the Access Group with any Groups above it in the hierarchy, allowing you to see the impact of the selection.<br>**Note:** The grid on this screen will be blank in a new session. |
| finding by a particular door, | 1. Click the **Find by Door** tab.<br>The tab displayed on the Assign Access pop-up changes. |

| If by... | then... |
|---|---|




**Note:** The grid on this screen will be blank in a new session.

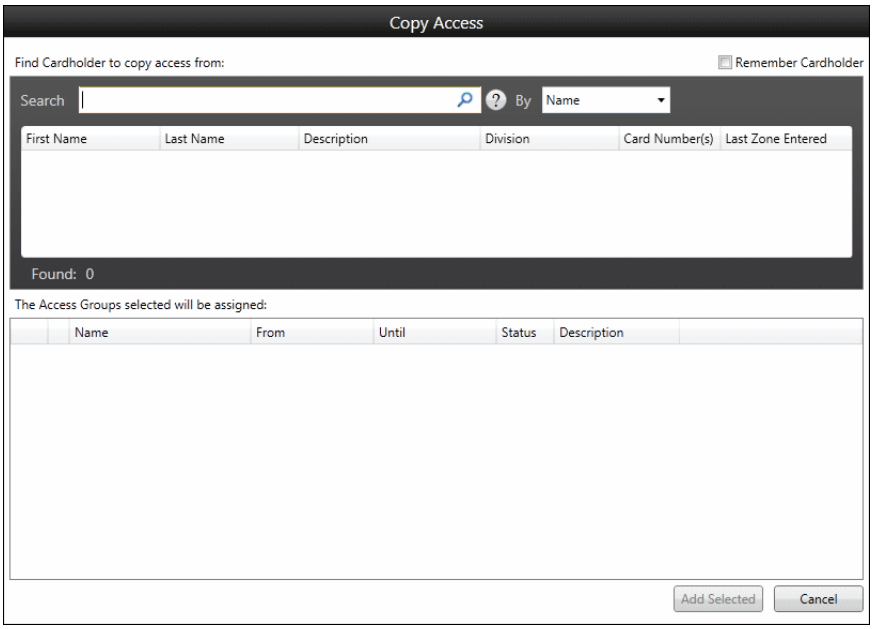
2. Search for the Door by entering search criteria in the **Search** field and/or refining the **Division** filter. The top grid becomes populated with Doors that match the search criteria.
3. Select the appropriate Door.
   The lower grid becomes populated with all Access Groups that have an Access Zone configured on either the **Entry** or **Exit** tabs of the selected Door.
   **Note:** Where an Access Group is not at the top level of the hierarchy an arrow head displays to the left of the Access Group. By default, it will be collapsed. By clicking on an arrow head a second line will appear showing the Access Group with any Groups above it in the hierarchy, allowing you to see the impact of the selection.
4. Check those Access Group(s) you want to use.

3. Click the **Add Access** button.
   The pop-up closes and the Access Group(s) now appears in the list of Access Groups on the Cardholder Access Groups tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
4. Click the **Save** button.
   **Note:** Assigning an Access Group may affect the PDFs that are displayed in the Cardholder Details and Cardholder Images tiles. If it does these tiles are updated immediately.

### *Copying Access*

Access can be copied from one Cardholder to another, as follows:

1. Find the Cardholder you want to copy access to.
2. Click on the **Copy Access** button.
   The Copy Access pop-up displays.




   **Note:** If the **Remember Cardholder** checkbox is not ticked when the pop-up appears, the search criteria and results will be blank. However, if it is ticked, details of the remembered Cardholder will be displayed. The **Remember Cardholder** checkbox is useful for copying Access Group assignments from one Cardholder to a 'number' of other Cardholders.
3. To find the Cardholder that you want to copy access from, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All).
   By default, Name is selected.
4. Start entering characters in the **Search** field.
   A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the button after you enter a number in the **Search** field.
5. From the search results, click on the Cardholder you want to copy access from.
   The Access Group(s) the Cardholder belongs to appear in the lower section and are all checked by default.
   **Note:** Where an Access Group is not at the top level of the hierarchy an arrow head displays to the left of the Access Group. By default, it will be collapsed. By clicking on an arrow head a second line will appear showing the Access Group with any Groups above it in the hierarchy, allowing you to see the impact of the selection.

6. Uncheck any Access Groups you do not want to assign, and click the **Add Selected** button.
   The pop-up closes and the selected Access Group(s) now appear in the list of Access Groups on the Cardholder Access Groups tile for the other Cardholder.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
7. Click the **Save** button.

### *Removing Access*

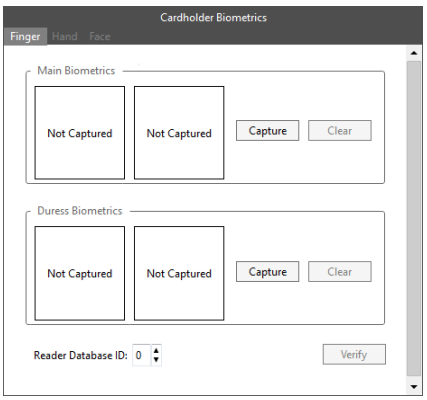
Access Groups can be removed from a Cardholder, as follows:

1. Click on the Access Group you want to remove from the cardholder.
2. Click the **Remove** button.
   The Access Group disappears from the list of Access Groups on the Cardholder Access Groups tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.
   **Note:** Removing an Access Group may affect the PDFs that are displayed in the Cardholder Details and Cardholder Images tiles. If it does these tiles are updated immediately.

## Cardholder Biometrics Tile actions

The Cardholder Biometrics Tile displays either a photo of a cardholders face or a set of fingerprints/finger veins that have been captured for a Cardholder, for use at Morpho Biometric Readers.

**Note:** The Duress Biometrics section, the Reader Database ID field, and the **MorphoWave** tab will only appear if these options were selected during configuration.




### Operator Privileges

| To... | you need... |
|---|---|
| **view** a Cardholder's biometrics, | one of the following privileges in the division of the cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders"<br>**Note:** You only need the privilege to view the Cardholder in order to "Verify" their biometrics. |
| **capture** or **remove** a Cardholder's biometrics, | the "Edit Cardholders" privilege in the Division of the Cardholder.<br>**Note:** The above is required to enrol on a MSO 300, however when enrolling on Morpho Wave, the "View Site" privilege is also required. |

### Tile Actions

***Capturing Biometrics (Fingerprint or Finger Vein)*** (on page 3-59)
***Capturing Biometrics (Hand)*** (on page 3-62)
***Capturing Biometrics (Face)*** (on page 3-65)
***Cardholder Enrolment Troubleshooting*** (on page 3-67)

#### *Capturing Biometrics (Fingerprint or Finger Vein)*

Use the following procedure to enrol a Cardholder for a Morpho Fingerprint or Finger Vein:

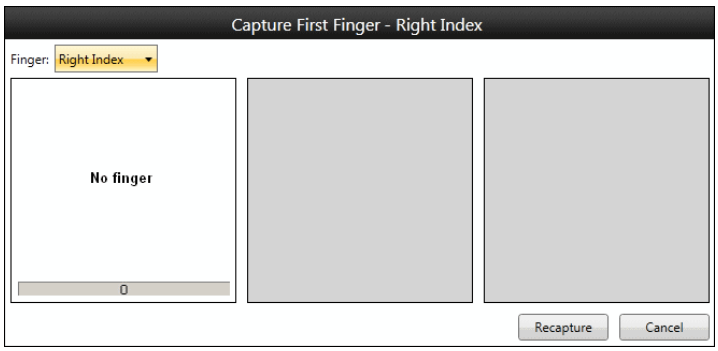
1. Click the **Capture** button for either the Main or Duress Biometrics group.
   **Note:** For fingerprint or finger vein capture to work the following needs to be installed:

| For the... | you need... |
|---|---|
| Server Workstation | + Microsoft Visual vc10redist_x86<br>+ Microsoft Visual vc12redist_x86 |
| Client Workstation | + Microsoft Visual vc10redist_x86<br>+ Microsoft Visual vc12redist_x86 |

If they are missing, the following error message will display when you click the **Capture** button:
*"Failed to capture fingerprints.*
*Reason: Device dll or one of it's dependencies is missing or not registered."*

These files are located in the `'Morpho Utilities\Microsoft Visual C++ Redistrib (x86 & x64)'` folder of the Command Centre installation files.

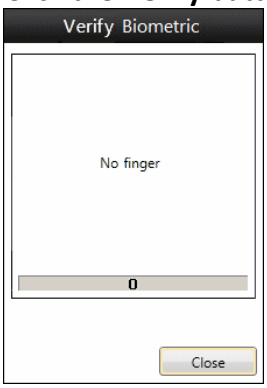
The **Capture Finger** screen displays with instructions on what to do next within the appropriate finger capture area.




2. Select the finger you want to capture biometric templates for from the **Finger** drop-down list. As a complete capturing process, both the Main and Duress Biometric groups require fingerprints or finger veins to be captured for two fingers, (e.g. the 'Left Index Finger' and the 'Left Middle Finger'), and three fingerprints/finger veins must be captured per finger.
**Note:** Biometric captures are stored on the reader and take up quite a bit of space, therefore if duress is not an issue for your site it is suggested that you do not bother capturing 'Duress Biometrics'. Also, duress will only work if a cardholder has been given access to that Morpho Reader.
3. Place the appropriate finger on the enrolment device.
As each biometric capture occurs the quality of that individual capture is displayed at the bottom of the biometric display area, which remains visible after they have moved on to the next capture. **Notes:**
   - The overall quality (score) of the biometrics that are captured needs to be more than 165 to be validated by the system.
   - At any time the user can click the **Recapture** button to re-start the process for capturing the three samples for the current finger.
4. Repeat Step 2 twice so you have three captures of the same finger.
5. Repeat Steps 2 - 3 for the second finger of that Biometric group.
On capturing two fingers successfully:
   - an image displays under the appropriate Biometric group on the Card-holder Biometrics Tile to indicate that something has been captured,
   - the **Clear** button (used for deleting the captured biometrics) for the group is enabled, and

- the **Verify** button is enabled.
  This button allows you to verify that the Cardholder's fingerprint/ finger vein templates that have been captured can actually be used successfully for biometric authentication, (i.e. there is a match between the captured templates and the person's fingerprints/finger veins).

6. Click the **Verify** button. The Verify Biometric pop-up displays.




7. Place the appropriate finger on the enrolment device.
   The system verifies whether the captured biometrics match the existing templates already captured, and the appropriate message box displays indicating if there is a match or not. Once a match has been made the finger image is removed and result is displayed at the bottom.
8. Click the **Close** button.
9. Does the **Reader Database ID** field appear on the Tile?
   If **no**, this procedure is complete.
   If **yes**, go to Step 10.
10. What model of Morpho Biometric reader do you have?

| If... | then... |
|---|---|
| **MA1xx**, **MA Sigma**, **MA J**, **MA VP** or **MA5xx** without an IDENTPLUS licence | the default value of '0' can remain in the **Reader Database ID** field. |
| **MA5xx** with an IDENTPLUS licence | these multi-database readers have 5 databases that each hold 10,000 sets of biometrics.<br>Do you expect to capture biometrics for more than 10,000 cardholders (or 5000 cardholders if using Duress biometrics)?<br>If **no**, the default value of '0' can remain in the **Reader Database ID** field.<br>If **yes**, go to Step 12. |

11. Select an appropriate value in the **Reader Database ID** field between 0 - 15 to indicate which of the 16 databases is to be used.
    The number of biometrics in each database can be determined from the reader status screen.

    A value greater than zero will mean that Cardholders will be required to enter this Database ID using the reader's keypad before placing their

finger for identification. For databases 10 - 15, a '#' needs to be entered in place of the '1', (e.g. for database 14, a cardholder would enter '#4').

12. Select an appropriate value in the **Reader Database ID** field between 0 - 4 to indicate which of the 5 databases is to be used.
    The number of biometrics in each database can be determined from the reader status screen. A value larger than 4 will be accepted but the biometrics will be stored in database '0'.

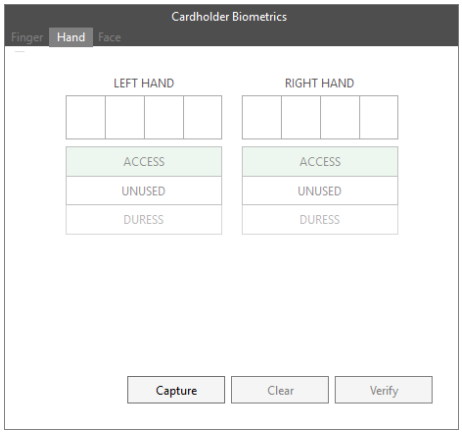
    A value greater than zero and less than 5 will mean that Cardholders will be required to enter this Database ID using the reader's keypad before placing their finger for identification.

### *Capturing Biometrics (Face)*

Use the following procedure to enrol a Cardholder's fingerprints using a MorphoWave Compact Reader:

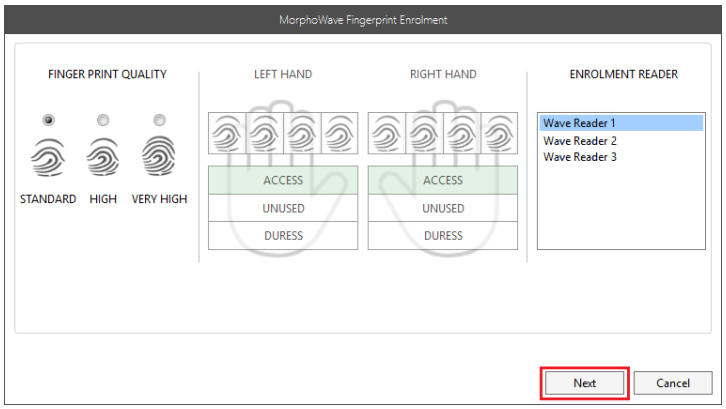
**Note:** Previously used DESFire cards should not be encoded for different cardholders.

1. Click the **Hand** tab.




**Note:** All eight finger locations displaying as 'blank' indicates that the Cardholder is not enrolled for MorphoWave.

2. Click the **Capture** button.
   The MorphoWave Fingerprint Enrolment screen displays.




**Note:** Hand overlays display briefly to demonstrate the order of the fingers.

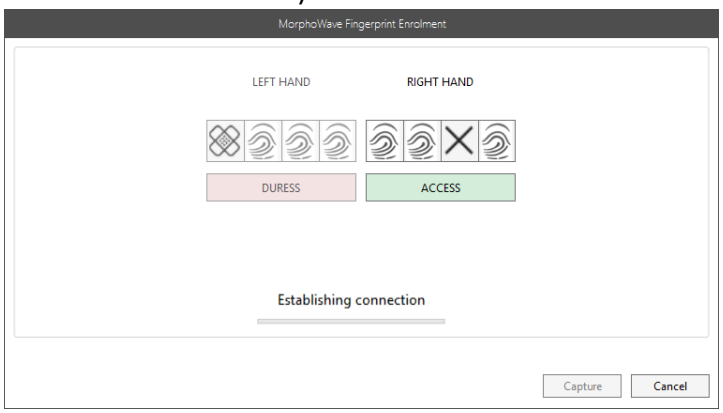
3. If the Morpho Biometric Card Type (in the Configuration Client) has been configured to allow changes at the time of enrolment, you can change the following default values if necessary:

- **Fingerprint Quality** by selecting Standard, High or Very High (Default and recommended option = Standard), and
- 'Access and Duress hands' by selecting Access, Unused or Duress for each hand.

4. If there is more than one **Enrolment Reader** listed, ensure the correct one is selected.
5. Change the status of each fingerprint as required:

    Active  Bandaged  Missing

   **Note:** At least one fingerprint must be active on each hand.
6. Click the **Next** button.
   The wizard displays the enrolment screen for the hand selected as the 'set access' hand. **Notes:**
   - When both hands are selected as "ACCESS" hands, the right-hand enrolment is displayed first.
   - Only "ACCESS" biometrics will be encoded to the card, (e.g. if one hand is selected as "DURESS", then this hand's fingerprints will not be written to the card).




   A green light on the MorphoWave Compact Reader indicates connection has been established.
7. Insert the hand to enrol between the cover and optical sensor of the reader, ensuring it is flat, palm down, and fingers are spread slightly apart.

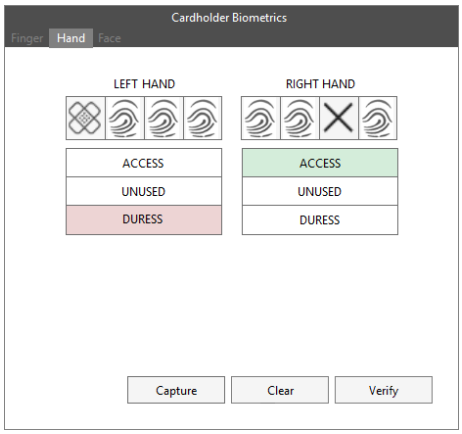



8. Slide the hand in the appropriate direction for the hand being enrolled, (i.e. from right to left for the right-hand, and from left to right for the left-hand).

Once the hand has enrolled successfully, a message displays indicating that the device is ready to enrol the other hand. **Notes:**

- After 5 unsuccessful attempts the system times out.
- If enrolment is unsuccessful, a message indicating the reason will display. *For example:*
  If the hand slides from the wrong direction the message *"Bad hand direction"* displays

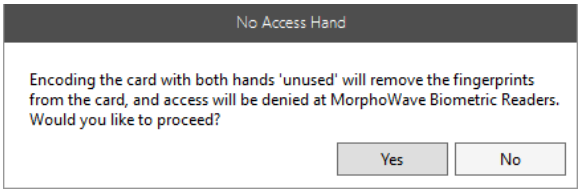
9. Repeat Steps 7 - 8 for the other hand.
   Once that hand has enrolled successfully, another message displays indicating the hand has been enrolled, and the Accept button becomes enabled.
10. Click the **Accept** button.
    The MorphoWave Fingerprint Enrolment screen closes, and the **Hand** tab of the Cardholder Biometrics Tile now shows enrolled fingerprints.




**Notes:**

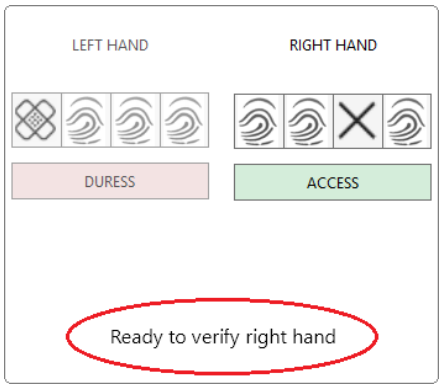
- The MorphoWave DESFire object will not encode "UNUSED" and "DURESS" fingerprints to a card. Only "ACCESS" fingerprints will encode to cardholder's card.
- Once fingerprints are enrolled and saved (to either database and card, or database only), any changes to the fingerprints status will result in the following message displaying on the Cardholder Biometrics Tile: *"If these biometrics are encoded to a card, the card will need re-encoding."*
- If a cardholder has had biometrics enrolled previously and the fingerprint status for both hands has changed to "UNUSED", the following message will display on the Cardholder Biometrics Tile: *"At least one hand must be set to Access to use the reader. If these biometrics are encoded to a card, the card will need re-encoding."*

  When the operator starts encoding the card for the cardholder (with "Card Number + Biometrics") the following warning message will display, giving them the option to either proceed with encoding or not.



**IMPORTANT:** Even if the card is encoded, the cardholder won't be able to access any MorphoWave Biometric Readers. However, if the card has other objects, (e.g. MIFARE DESFire object), it can still be read by Gallagher readers.

11. Click the **Save** button to save the fingerprints to the database, or click the **Revert to Saved** button to undo.
12. Click the **Verify** button.
    **Note:** A dialog will display if there is more than one enrolment reader available. If so, select the correct reader from the list and click the **Next** button. A message displays on the tile indicating which hand to verify.

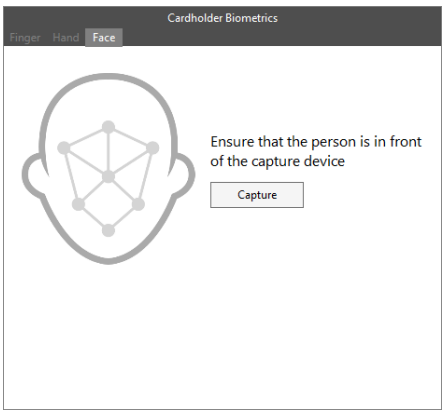



13. Wave the appropriate hand over the enrolment reader to verify the saved fingerprints.
    A message displays indicating the hand was successfully verified, followed by a message indicating it is ready to verify the other hand.
14. Wave the other hand over the enrolment reader.
    A message displays indicating that hand was also successfully verified.
15. Click the **Close** button.

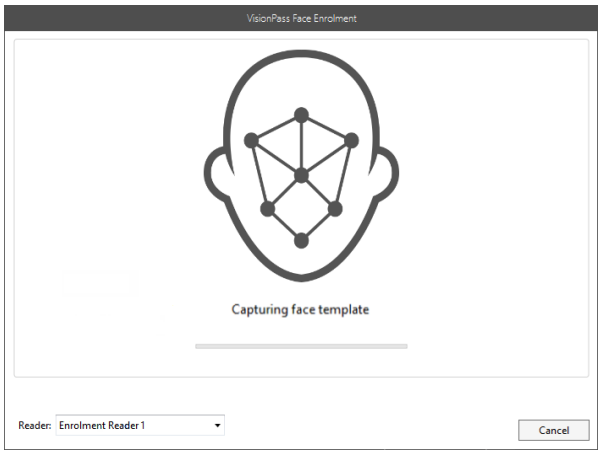
### *Capturing Biometrics (Face)*

The following procedure describes how to enrol a Cardholder's face using a VisionPass Reader:

1. Click the **Face** tab.




2. Click the **Capture** button. The VisionPass Face Enrolment screen displays.

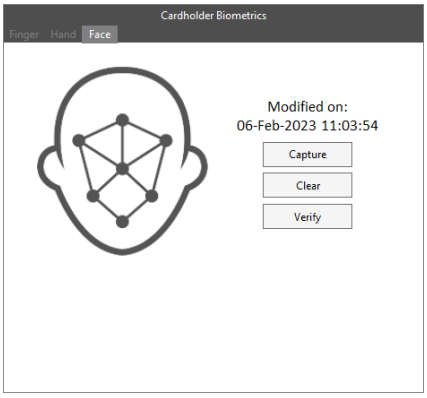



3. If there is more than one **Reader** listed, ensure the correct one is selected from the drop-down list.
4. Once enrolment process starts, Command Centre will establish connection with the VisionPass Enrolment Reader and capture a face template. **Notes:**
   - If there is no enrolment reader set up, *"Connection failed"* and *"No biometric capture devices were found."* messages display.
   - We recommend cardholders stand in front of the enrolment device with their face clearly visible, and remove all "non-always on" accessories, (e.g. remove glasses, face masks).

   The face capture process repeats twice. The face template is saved as normal size and a *"face captured successfully"* message displays on the first capture. The face template is then saved as a compressed size on the second capture.

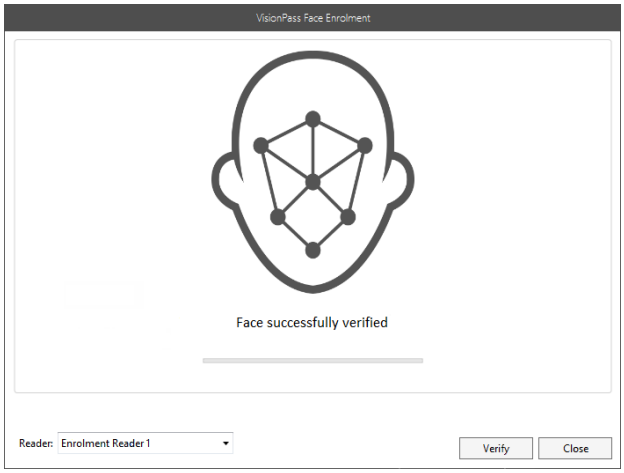
   When the capture process is completed the cardholder picture displays briefly on the screen, so you can ensure the cardholder is the correct person.
5. When the enrolment process is completed click the **Accept** button to accept the result.
   **Note:** If the face template isn't satisfactory, the **Recapture** button can be clicked to restart the face capture process.

   Once the face template has been accepted, the dummy face displays on the Cardholder Biometrics Tile as solid with the modified time.

   The face template can be modified by clicking the **Capture** button again, or it can be removed by clicking the **Clear** button. Once the **Clear** button is clicked the *"Ensure that the person is in front of the capture device"* message will display again.
6. Click the **Save** button to save the fingerprints to the database, or click the **Revert to Saved** button to undo.

7. Click the **Verify** button.
   If there is only one enrolment reader available, the verify process will start immediately, and if the facial template is correct the face will be successfully verified**.** To verify again, click the **Verify** button.




**Note:** If there is more than one enrolment reader available, a dialog will display. Select the correct reader from the list and click the **OK** button, and then the **Verify** button.

8. Click the **Close** button.

### *Cardholder Enrolment Troubleshooting*

The following table describes some of the known issues that can occur during the process of enrolling Cardholders in Gallagher Command Centre, and possible solutions:

| Problem | Solution |
|---|---|
| Unable to enrol a cardholder successfully | Try the following, (i.e. try the first option. If that fails, try the next):<br>1. Try enrolling the same fingers.<br>2. Try enrolling different fingers.<br>3. Lower the finger quality threshold.<br>4. Provide the user with a Morpho “Card Number Only” Mifare card and set the reader to “User Selects” authentication mode (on the **Setup** tab of the reader properties). This allows the particular user to use a card to gain access at the Morpho reader. |
| Cardholder is enrolled but gets rejected access at a reader | Try the following, (i.e. try the first option. If that fails, try the next):<br>1. Check the carhdolder has enrolled biometrics, and that they have access to the the zone.<br>2. Attempt re-enrolment with greater Finger quality threshold (on the Morpho Biometric Capture screen), by moving the slider bar to the right during enrolment.<br>3. Try enrolling different fingers. The middle and thumb are typically the best.<br>4. Consider lowering the reader False Acceptance Rate (FAR) by one notch, (e.g. < 0.001% to < 0.01%). |

| Problem | Solution |
|---|---|
| | 5. Provide the user with a Morpho “Card Number Only” Mifare card and set the reader to “User Selects” authentication mode (on the **Setup** tab of the reader properties). This allows the particular user to use a card to gain access at the Morpho reader. |
| The following error message displays:<br>*"Failed to capture biometrics - Unspecified Error. Please refer to the 'Troubleshooting - Morpho Biometrics' section in the User Guide."* | **Possible cause:**<br>Although you have Morpho in your license file, you have not yet completed any Morpho setup other than creating a Morpho Biometric card type.<br>**Solution:**<br>Complete all other Morpho configuration required. |
| A card cannot be encoded with biometric data | **Possible cause:**<br>There is no dongle in the machine encoding the card.<br>**Solution:**<br>Obtain and install a dongle in the machines used for encoding cards. |
| The following error message displays:<br>*"Failed to capture fingerprints.<br>Reason: Device dll or one of it's dependencies is missing or not registered."* | **Possible cause:**<br>The reason for this message appearing is either because:<br>- the fingerprints need to be compressed using the Compression Utility if no dongle on the encoding station is present, OR<br>- there is no dongle attached.<br>**Solution:**<br>Compress and store fingerprints on the server using the CompressFingerprints Utility. Refer to the **CompressFingerprints Utility Release Note.pdf** (in the **Morpho Utilities.zip** of the Command Centre installation files) for further details. |

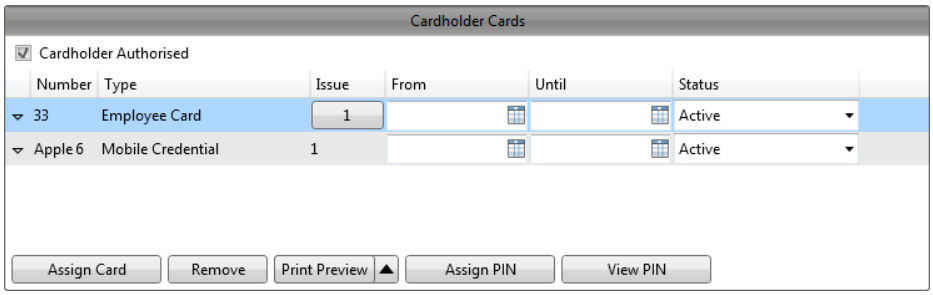
**Multi-server systems**

In a multi-server system each server has its own unique Morpho Biometric Type configurable for biometric inactivity. As a result, biometric inactivity is managed by each server independently, using the Morpho Biometric Type configuration unique to each server. This could result in the following issues occurring:

- A Cardholder who moves from one site to another might find their biometrics inactive as the biometric inactivity does not take into account the Cardholder’s activity throughout the entire system.
- How biometric inactivity is configured could conflict between sites, resulting in an inconsistent user experience, (e.g. biometric inactivity turned "on" on one server and "off" on the other, or with differing inactivity expiry durations).

## Cardholder Cards Tile actions

The Cardholder Cards Tile displays the cards assigned to a Cardholder and/or the credentials registered to a Cardholder.




The colour of the text for the data in a row is dependent on Status, as follows:
- Active = black
- Inactive, (e.g. Card Not Yet Activated) = blue
- all others = red

Columns on the Cardholder Cards Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.
**Note:** If your site is using Mifare Cards, it is possible that a **Card Serial Number** (CSN) column has been configured to display also. If so, the **Card Serial Number** column will appear as the last column with no option to move it. CSN's will display in this column in the format chosen at the time of configuration, (i.e. either Hexadecimal, Decimal, byte swapped Hexadecimal or byte swapped Decimal).

### Operator Privileges

| To... | you need... |
|---|---|
| **view** cards or credentials belonging to a Cardholder, | one of the following privileges in the division of the Cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| **add**, **copy** or **remove** cards or credentials from a Cardholder, | the "Edit Cardholders" privilege in the division of the Cardholder AND in the division of the Card Type or Mobile Credential Type. |
| **print**, **encode** or **preview** the layout of a card, | the "Print/Preview & Encode" privilege in the division of the Cardholder. |
| **disable** a card or credential, | the "Disable Card" privilege. This also allows you to edit the Expiry Dates of cards or credentials that are still active. |

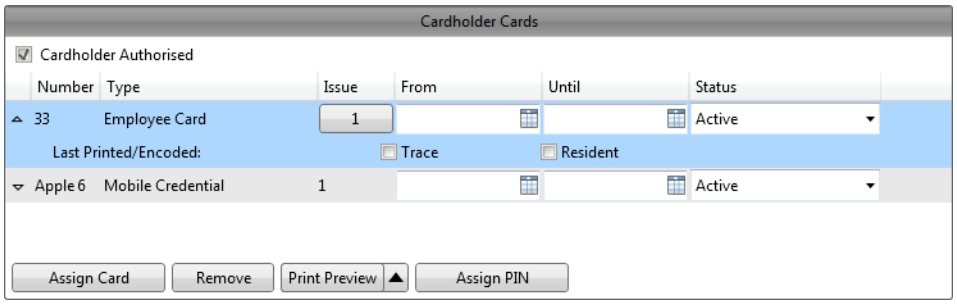
| To... | you need... |
|---|---|
| **de-authorise** a Cardholder, | the "De-Authorise Cardholder" privilege. |

## Tile Actions

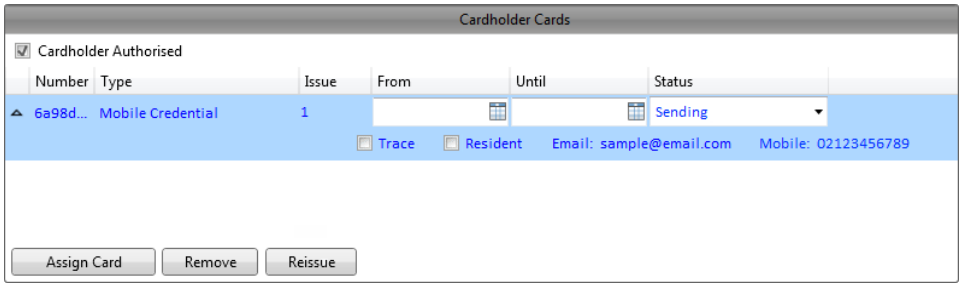
***Viewing additional card or credential information*** (on page 3-70)
***Assigning a card, credential, or Digital ID*** (on page 3-71)
***Removing a card or credential*** (on page 3-74)
***Printing a card*** (on page 3-75)
***Encoding a card*** (on page 3-76)
***Assigning a card via an Encoder*** (on page 3-78)
***Assigning PINs*** (on page 3-79)
***Viewing PINs*** (on page 3-80)
***Changing Card States*** (on page 3-80)
***Re-issuing cards or mobile credentials*** (on page 3-81)

### *Viewing additional card or credential information*

Cardholder card or mobile credential information that is not used on a regular basis is hidden in the normal view of the card list. To display this information, click on the arrow head to the left of the card or mobile credential you want to see the details for. This results in a second line appearing with the hidden information as shown below:




If you have the "View Mobile Credential Email and Mobile" privilege (see ***Configuring Privileges for an Operator Group*** on page 2-225), you will be able to see the email address and mobile number that credentials were last sent to. This will also appear in the Cardholder History tile. If you do not have this privilege, the last used email address and mobile number fields will be blank in the Cardholder Cards tile, and absent from the Cardholder History tile.



### *Assigning a card, credential or Digital ID*

A Cardholder can either be assigned:

- a brand new card, where the card number and issue level are automatically assigned by the system, OR
- a recycled card, where the Administrator sets the card number and issue level based on a spare card they have available, either manually or by badging the card at a reader,

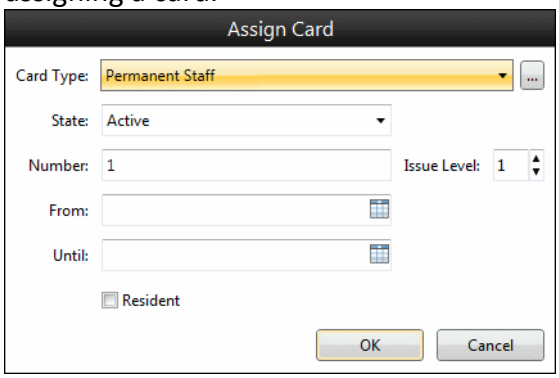
A Cardholder can be registered to:

- a Mobile Credential for use at Bluetooth® or NFC enabled readers. Mobile Credentials are registered to Cardholders in Command Centre Client and recieved by Cardholders on their mobile devices.
- a Digital ID for visual identification. Digital IDs are formatted in Gallagher Configuration Client, registered to Cardholders in Command Centre Client, and received by Cardholders on their mobile devices.

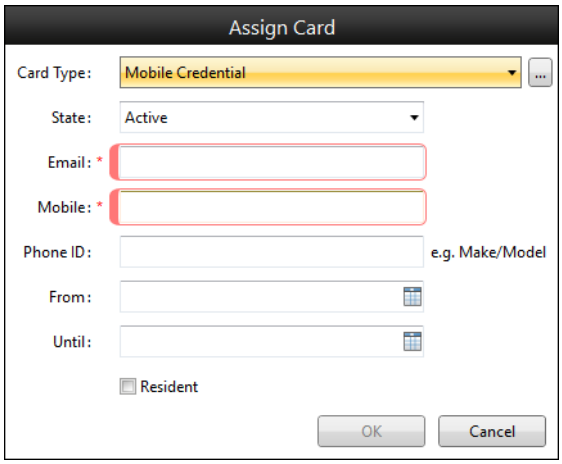
To assign cards or register Mobile Credentials or Digital IDs in bulk, see ***Creating a new Cardholder Bulk Change*** (on page 2-165).

To assign a card or register a Mobile Credential or Digital ID:

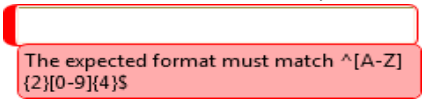
1. Click the **Assign Card** button. The Assign Card pop-up displays.
   The first example shows the appearance of the Assign Card pop-up when assigning a card.




   The second example shows the appearance of the Assign Card pop-up when registering a mobile credential.




   This table explains how the fields are populated.

| Field | Description |
|---|---|
| Card Type | This drop-down list is populated with an alphabetical list of the Card Types and/or Mobile Credential Types that can be assigned/registered to a Cardholder AND that the user has the privilege to assign. Either select a Card Type or Mobile Credential Type from the drop-down list or click the ... button to use the browse tool to make your selection. |
| State | The state defaults to the Initial Card State as defined in the Card State configuration, and can be changed to any other available state in the drop-down list prior to assignment of the card or mobile credential. |
| Email | The mobile credential recipient's email address. The Registration Server will send the invitation email to this address. This field will be populated if the Cardholder has an Email Address PDF assigned. |
| Mobile | The mobile credential recipient's mobile phone number. This is required by the Registration Server in order to authorise the phone. This field will be populated if the Cardholder has a Mobile Phone PDF assigned. |
| Phone ID | This field enables you to identify the phone that will be authorised, (i.e. the Cardholder may have multiple phones). |
| Name | The mobile credential recipient's name. This field will be populated with the Cardholder's First Name. |
| Number | Each card requires an encoded number to uniquely identify it. The card number format of the selected card type will determine what characters can be used, as follows:<br>**Decimal:** A decimal card range is supported. The system "auto-allocates" a card number, (i.e. the next unassigned number for the selected Card Type), however this can be overwritten if required by typing another number over the one allocated prior to saving changes on this screen.<br>**Text:** If the selected Card Type has a syntax string configured, you will be forced to enter a card number that fits that definition. There will be a red border around this field, and a message indicating what the expected format is will display when the field has focus, as shown in the following example:<br><br>**Note:** A maximum of 251 characters are supported. However, with some languages this may be less as some characters use more than one byte. |
| Issue Level | This is set to the default for the Card Type. It can be changed for a different value as long as it is within the allowable range for issue levels. If the Card Type is changed, the system will reset this to the default for the new Card Type. |

| Field | Description |
|---|---|
| From | This defaults to the 'from date and time' for the Card Type or Mobile Credential Type. This can be overtyped but if the Card Type or Mobile Credential Type is changed, the 'from date' will be reset. This field can be left blank.<br>If the date/time is in the future and the **Enabled** checkbox is checked, the warning message *"Card not yet activated"* will appear to the left of the **Cancel** button. |
| Until | This defaults to the 'until date and time' for the Card Type or Mobile Credential Type. This can be overtyped but if the Card Type or Mobile Credential Type is changed the 'until date' will be reset. This field can be left blank.<br>If the date/time is in the past and the **Enabled** checkbox is checked, the warning message *"Card expired"* will appear to the left of the **Cancel** button. |
| Resident | Check this box if you require the details of this Cardholder to be stored (resident) at the Controller. This is unchecked by default.<br>**Note:** Mobile credentials are stored on Controller 6000s only. The Controller stores a 'resident' Cardholder and security parameters database to enable it to carry out access control and security functions. The Cardholder database stores access data for Cardholders who will regularly use the devices attached to that Controller. It enables the Controller to make access control decisions instantaneously.<br>For Cardholders that are not included in the resident Cardholder database, when they present their card or mobile credential, the Controller requests access information from Command Centre. Their information is then stored on the resident database, but may get discarded if the Controller Cardholder database becomes full and another unknown user presents their card or mobile credential. If communications fail and the Cardholder information is not in the Controller, that Cardholder will not be able to gain access. |

2. Click the **OK** button.
   If valid, the **Assign Card** pop-up will close and the card or mobile credential will appear in the grid in the Cardholder Cards tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.

**Note:** The number of mobile credentials you can register is limited. Refer to the string 'Mobile Credentials' within the 'Limits' section of your license file. If an invitation email expires, (e.g. the Cardholder didn't accept the invitation in the allotted time) deleting the credential registered will free-up another mobile credential.

To assign an already-encoded card to a Cardholder by badging the card at a Reader:

1. Badge the encoded card at your Workstation's designated Reader. It does not matter whether access is granted or denied.
   **Note:** This must be a Reader that is attached to this Workstation's 'Assign Card Door', specified in Gallagher Configuration Client. For details, refer to the "Configuration tab" section in the topic *"Creating a new Workstation item"* in the Gallagher Configuration Client Help.
2. If you badged the card at the correct Reader, the **Assign Card from Reader** button becomes enabled. Click **Assign Card from Reader**.
   If successful, the card will appear in the grid in the Cardholder Cards tile. If the card is still assigned to another Cardholder, you will get a 'Card Assignment Warning' pop-up which will let you remove it from the other Cardholder or cancel.
3. Click the **Save** button.

**Mobile credential registration process**

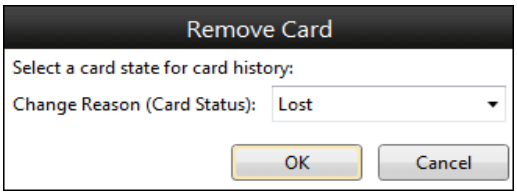
The following table describes the mobile credential registration process.

| Stage | Description |
|---|---|
| 1 | An operator uses the Cardholder Cards tile in Command Centre to register a mobile credential to a user. When registered, a request is sent from Command Centre to the Command Centre Cloud. Command Centre sends the user's: email address, phone number, invitation expiry time, and mobile credential identifier. |
| 2 | The Command Centre Cloud sends an invitation email to the user's email address. This email contains a link to the Gallagher Mobile Connect App. The user must download and install the App on their device. The email also contains an **Accept Credential** button. The user must accept the credential. |
| 3 | The Command Centre Cloud sends an SMS containing a six digit confirmation code to the user's phone number. The user must enter the six digit code into the App in order to authorise their device. |
| 4 | The user must specify their second authentication factor, either PIN or fingerprint. If the door requires a second authentication factor this must be entered using the device, not the keypad on a reader. |
| 5 | There may be a delay of up to 90 seconds before registration of the device reaches the Command Centre Server. Badging at a reader before the credential status changes to "Active" will result in "Access Denied". |
| 6 | The user can now request access at a Gallagher reader.<br>**Note:** The credential identifier is stored on the Gallagher Controller. Internet connectivity is not required for a user to request access at a Gallagher reader. |

***Removing a card or mobile credential***

An operator can remove a card or mobile credential, as follows.
To remove cards or mobile credentials in bulk, see ***Creating a new Cardholder Bulk Change*** (on page 2-165).

1. Click on the card or mobile credential you want to remove from the Cardholder.
2. Click the **Remove** button. The Remove Card pop-up displays.

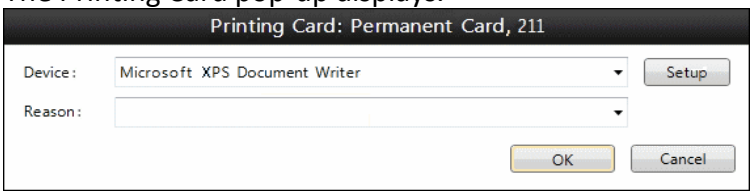



3. Select the appropriate card state for card history, (e.g. Lost, Damaged) from the **Change Reason (Card Status)** drop-down of available card states.
4. Click the **OK** button.
   The Remove Card pop-up closes and the card or mobile credential disappears from the list of cards on the Cardholder Cards tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
5. Click the **Save** button.

### *Printing a card*

To print a card for a Cardholder:

1. There are potentially seven options that the **Print/Encode Card** button can display as, (i.e. **Print**, **Quick Print**, **Encode**, **Quick Encode**, **Print and Encode**, **Quick Print and Encode** and **Print Preview**) depending on what was last selected.
   **Note:** The **Quick Print** option is not available if the card has previously been printed, unless the Card Type has **Allow re-printing** enabled. You will not be able to re-print a card using a Card Type that does not allow re-printing, unless you have the "Allows Re-Printing and Re-Encoding" privilege, in which case using **Print** will prompt you to 'Proceed' or 'Cancel'.
   If it does not display as the option you require, (in this case **Print**), then click on the  beside it and select the option you require.
   The Printing Card pop-up displays.




   A red * will display next to the **Reason** field if it is compulsory.
   **Notes:**
   - The "Quick" options for printing and/or encoding cards are to help speed up the process, however for them to work effectively the following configuration needs to be in place first:
     - the "Reason for printing" is not configured as compulsory in Configuration Client
     - that a card has already been printed so that a default printer is known, and
     - the cardholder only has one card.
   - If you use the **Quick Print** option, the Printing Card pop-up does not display, and the card is printed to the default printer.
2. Select the required device to be used for card printing from the **Device** drop-down list of available printers.

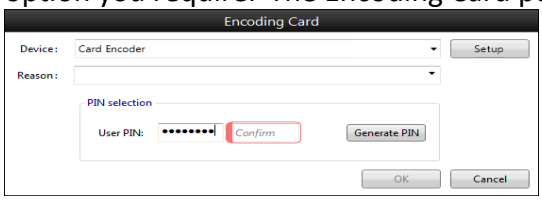
The system will remember this printer and default to it every time you preview/print a card until you change it again using the same procedure.

3. Click the **Setup** button to alter the printer settings if necessary, then click the **OK** button.
   **Note:** The **Setup** button is enabled if the operator has either the "Print/ Preview & Encode Card" or "Allows Re-Printing and Re-Encoding" privilege, and a printer is selected in the Printer combo box, and the cardholder currently has one or more cards. Otherwise it will be disabled.
4. Select the appropriate reason for printing from the **Reason** drop-down list, or type your own reason into the text field. The reason selected will be logged in the event details.
   **Note:** The **OK** button will be disabled until a reason is entered if the **Operator must provide a reason for printing or encoding a card** checkbox was checked on the Photo ID Configuration window when "Reasons for Printing" were configured.
5. Click the **OK** button. The card is printed to the selected printer.

### *Encoding a card*

To encode a card for a Cardholder:

1. There are potentially seven options that the **Print/Encode Card** button can display as, (i.e. **Print**, **Quick Print**, **Encode**, **Quick Encode**, **Print and Encode**, **Quick Print and Encode** and **Print Preview**) depending on what was last selected.
   **Note:** The **Quick Encode** option is not available if the card has previously been encoded, unless the Card Type has **Allow re-encoding** enabled. You will not be able to re-encode a card using a Card Type that does not allow re-encoding, unless you have the "Allows Re-Printing and Re-Encoding" privilege, in which case using **Encode** will prompt you to 'Proceed' or 'Cancel'. If you have the "Edit Cardholder" privilege you are prompted to increase the Issue Level. If you have both the "Edit Cardholder" and "Allows Re-Printing and Re-Encoding" privileges you can either increase the Issue Level or 'Proceed'. If it does not display as the option you require, (in this case **Encode**), then click on the  beside it and select the option you require. The Encoding Card pop-up displays.




**Notes:**

- A red ***** will display next to the **Reason** field if it is compulsory.
- The **PIN selection** section only appear if the Card Type has been configured for PIN.
- The “Quick” options for printing and/or encoding cards are to help speed up the process, however for them to work effectively the following configuration needs to be in place first:
  - the "Reason for printing" is not configured as compulsory in Configuration Client

- that a card has already been printed so that a default printer is known, and
- the cardholder only has one card.

- If you use the **Quick Encode** option, the Encoding Card pop-up does not display, and the card is encoded by the default printer.

2. Select the required device to be used for card printing/encoding from the **Device** drop-down list of available printers/encoders.
   The system will remember this printer and default to it every time you preview/print a card until you change it again using the same procedure.
3. Click the **Setup** button to alter the printer settings if necessary, then click the **OK** button.
   **Note:** If you are encoding a Mifare card, using a serial Mifare encoder, you need to select the port that the encoder is connected to. To do this:
   a) Click the **Setup...** button to display the Printer properties.
   b) Click the **Encoding** tab.
   c) Select the port the encoder is connected to from the drop-down list.
4. Select the appropriate reason for printing/encoding from the **Reason** drop-down list, or type your own reason into the text field. The reason selected will be logged in the event details.
   **Note:** The **OK** button will be disabled until a reason is entered if the **Operator must provide a reason for printing or encoding a card** checkbox was checked on the Photo ID Configuration window when "Reasons for Printing" were configured.
5. Does the **PIN selection** section display?

| If… | then… |
|---|---|
| no | go to Step 6. |
| yes | either:<br>• manually type a PIN number into the **User PIN** field, and then retype the PIN into the **Confirm** field that appears when the minimum PIN length is reached. The confirmation PIN must match the user defined PIN before the card can be encoded.<br>**Note:** There is no mechanism to reduce the maximum size of a PIN. Hence if a site sets minimum at 4, the user can enter PIN length anywhere from 4 to 8 digits, OR<br>• click the **Generate PIN** button to automatically generate a random PIN.<br>**Note:** Generated PINs will only display while the pop-up remains open. There will be no way of reviewing the PIN number since the PIN itself is not stored. Generated PINs will be of length equal to the minimum PIN length set against the Card type.<br>**Note:** The system prevents PINs with 3 consecutive or 3 repeating numbers from being either manually entered or automatically generated.<br>If you leave it unchecked, the PIN number displays as a row of X's. If you check it, for audit purposes, an event is logged to say you viewed PINs. |

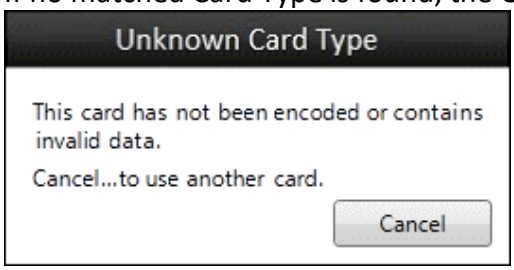
6. Click the **OK** button.
   The card is encoded by the selected printer.

### *Assigning a card via an Encoder*

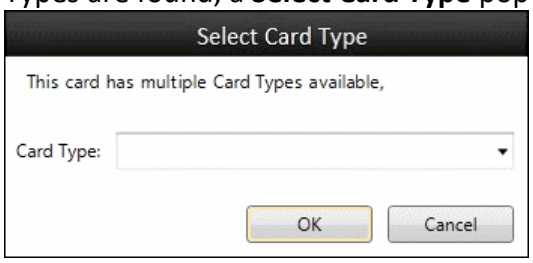
To assign a Card directly from a Mifare USB encoder to an existing Cardholder, click the **Assign Card from Encoder** button. **Note:**

| The Assign Card from Encoder button will be… | if… |
|---|---|
| enabled | • The operator has New/Edit cardholder privileges to create a new Cardholder and a new Card<br>• The Card is Mifare classic, Mifare Plus or DESFire EV1 to EV3<br>• The Card has valid Gallagher Data/has been encoded. |
| disabled | the Encoder is not functioning or unplugged, or there is no card on the Encoder. |

If no matched Card Type is found, the **Unknown Card Type** pop-up opens.

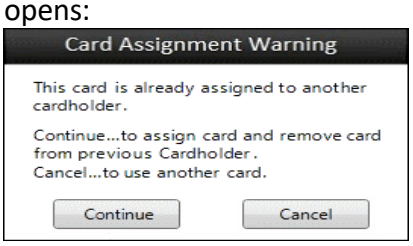



If there is only one matched Card Type found and the card has not been assigned to any Cardholder, clicking the **Assign Card from Encoder** button will create a new card and assign the card to the currently displayed Cardholder right away.
If the card has been assigned to any Cardholder but multiple matched Card Types are found, a **Select Card Type** pop-up opens.




If you click the **OK** button, a new Card is created and assigned to the currently displayed Cardholder.

| If the card has been assigned to a cardholder… | then… |
|---|---|
| but with a different issue level, | a **Card Assignment Warning** pop-up opens with the message *"this card is already assigned to another cardholder but with a different issue level"*. |

| If the card has been assigned to a cardholder… | then… |
|---|---|
| and you have the "Edit Cardholder" privilege on the Cardholder, | the following **Card Assignment Warning** pop-up opens:<br><br><br>If you click the **Continue** button, the existing Card will be removed from the current owner and assigned to the currently displayed Cardholder. |
| and you do NOT have the "Edit Cardholder" privilege on the Cardholder, | a **Card Assignment Warning** pop-up opens with the message *"this card is already assigned to another cardholder and you do not have the privilege to remove Card from the Cardholder".* |

### *Assigning PINs*

For any selected card that an operator has the privilege to edit, the Cardholder Cards tile will display an **Assign PIN** button to launch the Assign PIN window.

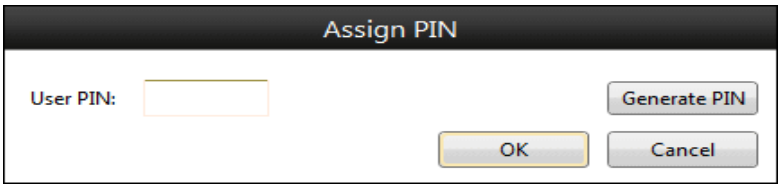
The **Assign PIN** button will be enabled if the card type has been configured to 'Use PINs' (in Configuration Client), otherwise it will be disabled.

**Notes:**

- If an operator only has the privilege to view the card, the **Assign PIN** button will be disabled. PINs cannot be assigned to a mobile credential.
- If the **PINs must be System Generated** checkbox is ticked (on the **NPSA** sub-tab of the Server Properties **Standards** tab), then manually typing the PIN won't be allowed.
- If the **View new PIN on first use at configured HBUS Terminals** checkbox is ticked (on the **NPSA** sub-tab of the Server Properties **Standards** tab), then **Generate PIN** is required to issue a PIN. **Generate PIN** is also used to trigger re-issue of a PIN when needed.

To assign a PIN:

1. Click the **Assign PIN** button. The Assign PIN pop-up displays.




2. Either:
   - manually type a PIN number into the first **User PIN** field, and then confirm it by repeating it in the second **User PIN** field, OR
   - Click the **Generate PIN** button to automatically generate a random PIN.

**Note:** Generated PINs will only display while the Assign PIN window is open. Once closed, there will be no way of re-viewing the PIN number since the PIN itself is not stored. Generated PINs will be of length equal to the minimum PIN length set against the Card type.

3. Click the **OK** button.
   The Assign PIN pop-up closes.
4. Click the **Save** button.

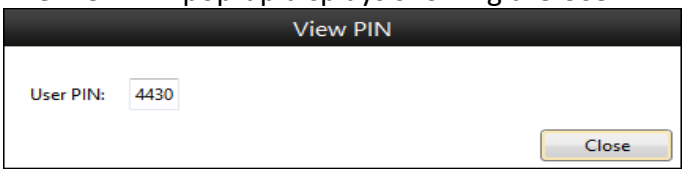
### *Viewing PINs*

There are two types of PINs, (i.e. System Generated PINs and User Defined PINs). An operator with "View PINs" privilege can view PINs assigned to cards according to the following rules:
**Note:** The **View PIN** button is disabled and does not work if the **View new PINs on first use at configured HBUS Terminals** checkbox is ticked (on the **NPSA** sub-tab of the Server Properties **Standards** tab).

- An operator can only see User Defined PINs if they have the "View PINs" privilege AND the Store PINs for later viewing checkbox is checked on the Server Properties Card Security tab (in the Configuration Client).
- An operator can see System Generated PINs if they have the "View PINs" privilege AND the PIN has not been changed. If changed it then becomes a User Defined PIN and the rule above applies.
- User Defined PINs changed prior to the Store PINs for later viewing checkbox being checked (on the Server Properties Card Security tab) are not retrievable and will need to be reallocated if the cardholder has forgotten it.

To view a PIN:

1. Click the **View PIN** button.
   The View PIN pop-up displays showing the User PIN.

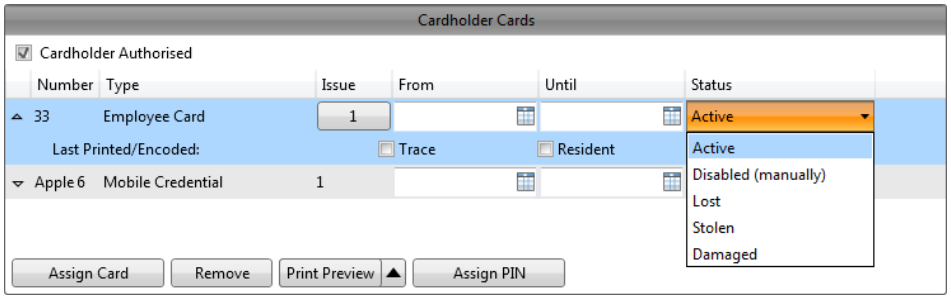



   **Note:** If the PIN has not been stored and encrypted (via the setting in the Server Properties), the following message will display on the View PIN pop-up rather than the User PIN:
   *"The PIN for this card is not stored in a retrievable form."*
2. Click the **Close** button. The View PIN pop-up closes.

### *Changing Card States*

The state of a card or mobile credential can be changed manually in the Cardholder Cards tile (or in the **Cards** tab of Cardholder properties in Configuration Client) as follows:
**Note:** To change the state of a card or mobile credential that is in a permanently Disabled state, you need the "Override Card Status" privilege.

1. Click in the **Status** field of the card or mobile credential.
   A drop-down list of the available states displays. The states that are available are determined by:
   - The Card State Set assigned to the card's Card Type or mobile credential's Mobile Credential Type.
   - The states that are 'Available for use' within that Card State Set.



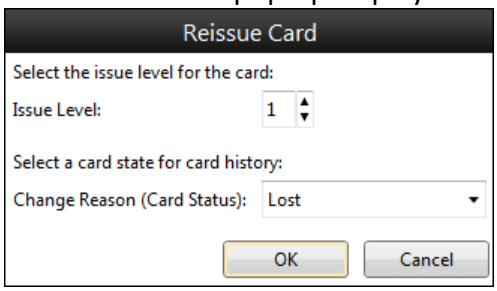

2. Select the required Card State from the drop-down list.
   The Status changes.
3. Click the **Save** button.

### *Re-issuing cards or mobile credentials*

#### Re-issue a card

If a card is replaced, you do not need to go through the process of creating a new card; you can simply increment the issue number (1 - 15).
A card may need to be replaced if the Cardholder has lost their card, for example.

1. Click the **Issue Level** button of the card.
   The Reissue Card pop-up displays.



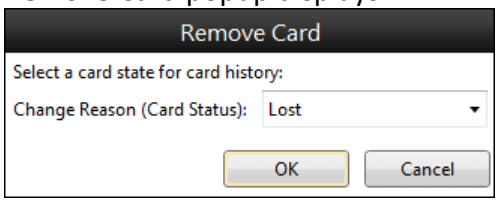

2. The **Issue Level** of the card needs to increment by one.
   Ensure the number that defaults into the **Issue Level** field is correct.
3. Select the appropriate reason for why you are re-issuing the card, (e.g. Lost, Damaged, etc.) from the **Change Reason (Card Status)** drop-down of available card states.
4. Click the **OK** button.
   The Reissue Card pop-up closes.
5. Click the **Save** button.

### Re-issue a mobile credential

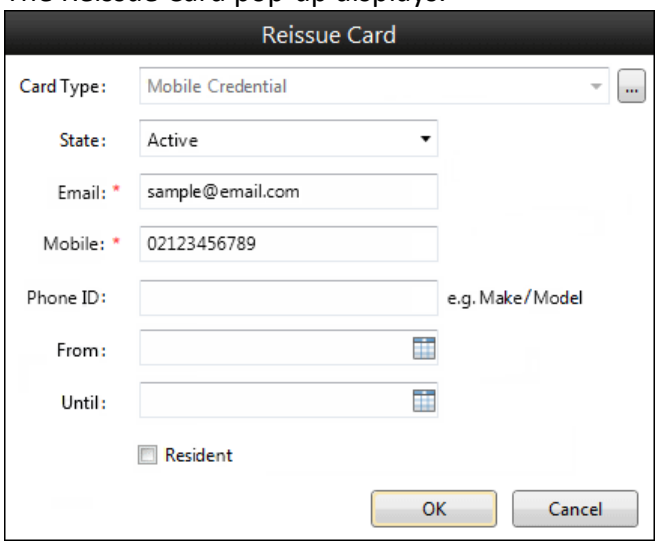
Mobile Credentials can be re-issued similarly to re-issuing cards. This may happen for a number of reasons, for example if the Cardholder's phone is stolen, lost, damaged, or replaced. To re-issue a mobile credential:

1. Select the Mobile Credential that needs to be re-issued and click the **Reissue** button.

   If you have Card States enabled (see Creating a Card State Set), the Remove Card popup displays.




   Select a **Change Reason** from the drop-down menu, then click the **OK** button.
   The Reissue Card pop-up displays.




   The **Email** and **Mobile** fields will be pre-populated if you have the "View Mobile Credential Email and Mobile" privilege.

2. Adjust field data as required, then click the **OK** button.
   The Reissue Card pop-up closes.

3. Click the **Save** button in the lower-right corner of the Cardholder Viewer screen.
   The Mobile Credential is re-issued to the Cardholder.

## Cardholder Competencies Tile actions

The Cardholder Competencies Tile displays the Competencies assigned to an individual Cardholder.




The colour of the text for the data in a row is dependent upon Status, as follows:
- Active = black
- Pending = blue
- Expired = red
- Disabled = red

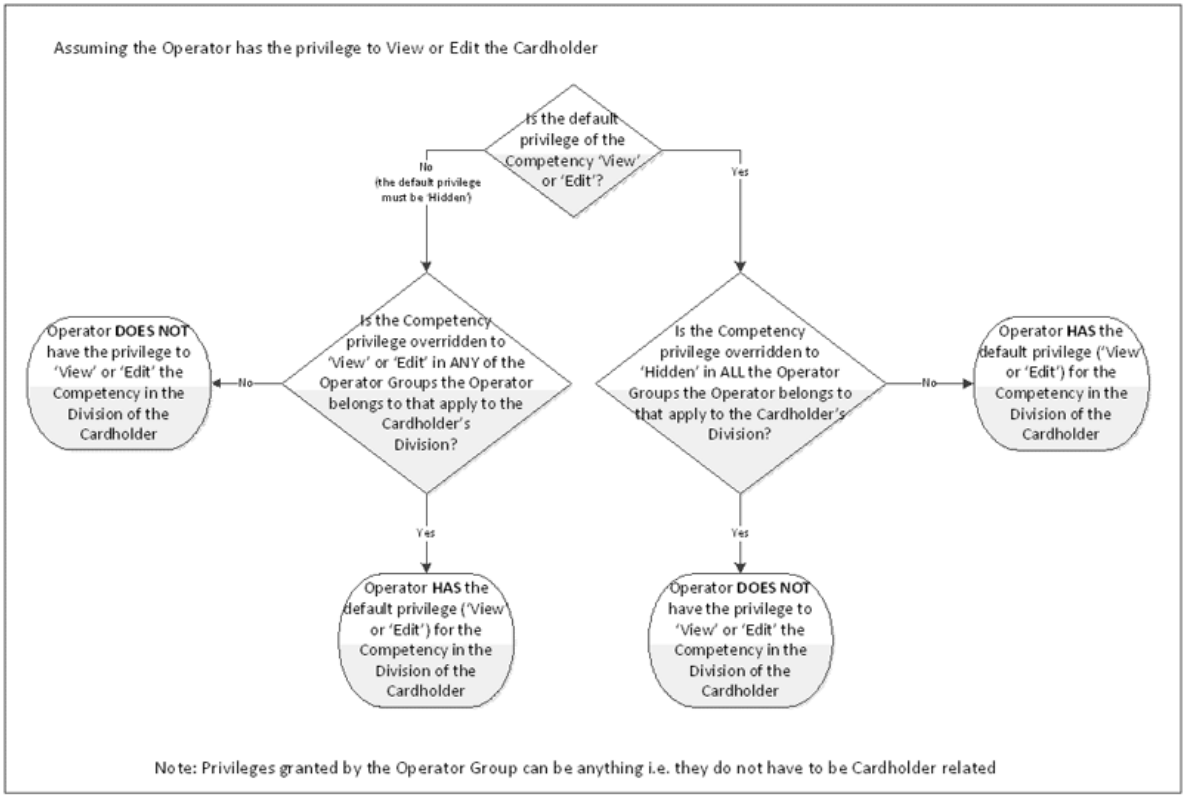
Columns on the Cardholder Competencies Tile can be resized and/or reordered if required. See Resizing/reordering columns for further detail.

### Operator Privileges

To view a competency that has been assigned to a cardholder you need one of the following privileges in the division of the cardholder:

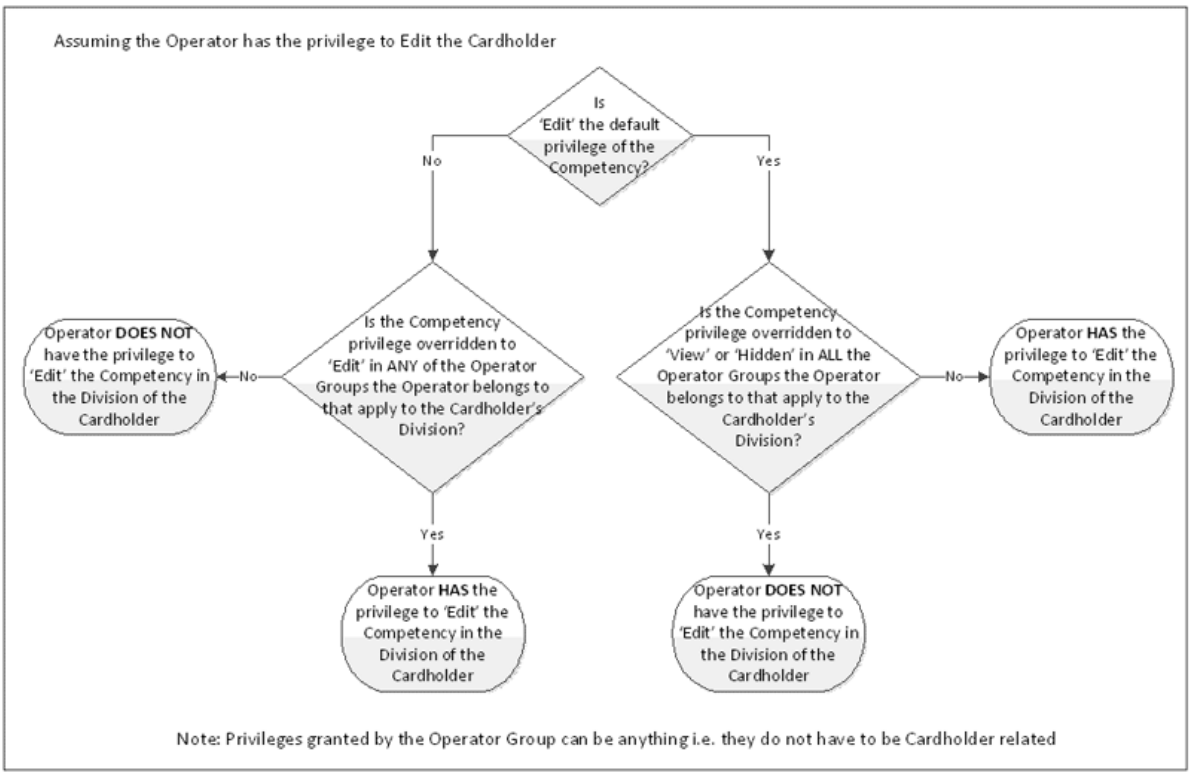
- "View Cardholders"
- "Edit Cardholders"
- "View Cardholder Notes"
- "Edit Cardholder Notes"
- "Edit Cardholder Notification"
- "Print/Preview & Encode Card"
- "Delete Cardholders"

The following diagram shows how an operator's ability to 'View' or 'Edit' a competency in the division of the cardholder is determined.




To assign or remove a competency from a cardholder, or to disable it and set re-enable dates, you need the "Edit Cardholders" privilege AND the privilege to 'Edit' the competency in the same division as the cardholder to whom it is being assigned, removed or edited, is stored.

The following diagram shows how an operator's ability to 'Edit' a competency in the division of the cardholder is determined.



If the user has the "Advanced User" privilege in the division of the cardholder they do not need the 'View' or 'Edit' privilege for the competency.

## Tile Actions

***Adding comments to competencies*** (on page 3-85)

***Assigning competencies*** (on page 3-85)

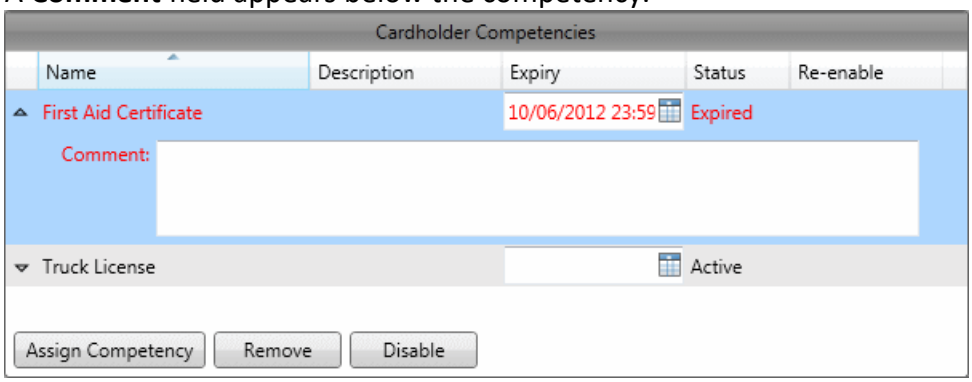
***Removing competencies*** (on page 3-86)

***Disabling competencies*** (on page 3-86)

### *Adding comments to competencies*

Additional comments can be added to a Cardholder Competency in the list, that will be hidden in the normal view of the Competencies list.

1. Click on the arrow head to the left of the competency you want to add a comment to.
   A **Comment** field appears below the competency.

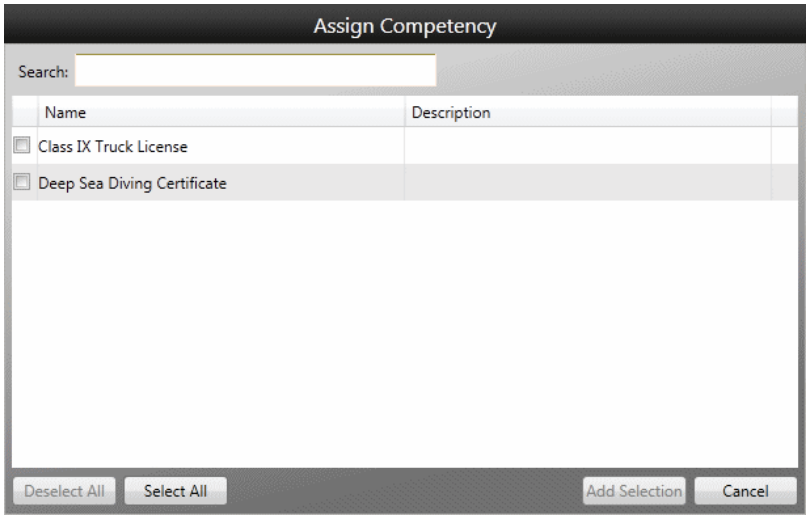



2. Type your comment in the **Comment** field.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.
   The **Comment** field becomes hidden, but the comment you have entered is saved. Clicking on the arrow head again reveals the comment.

### *Assigning competencies*

Additional competencies can be added to a Cardholder, as follows:

1. Click on the **Assign Competency** button.
   A browse tool displays.




2. If necessary, search for the competency(s) you want to assign to this cardholder by entering search criteria in the **Search** field.
   The grid becomes populated with competencies that match the search criteria.
3. Click the checkbox next to each competency you want to include, or click the **Select All** button if you want to include all competencies.
4. Click the **Add Selection** button.
   The pop-up closes and the competency now appears in the list of competencies on the Cardholder Competencies tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
5. Click the **Save** button.

### *Removing competencies*

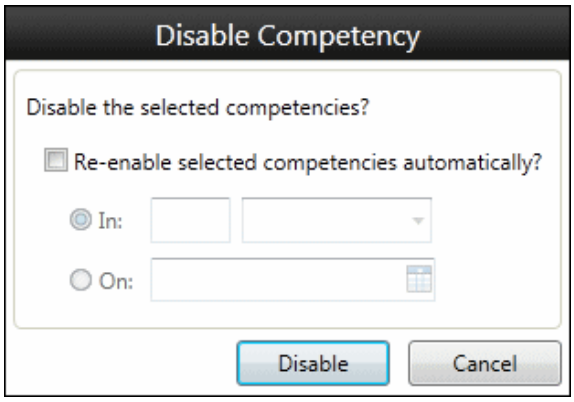
Competencies can be removed from a Cardholder, as follows:

1. Click on the competency you want to remove from the cardholder.
2. Click the **Remove** button.
   The Competency disappears from the list of competencies on the Cardholder Competency tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.

### *Disabling competencies*

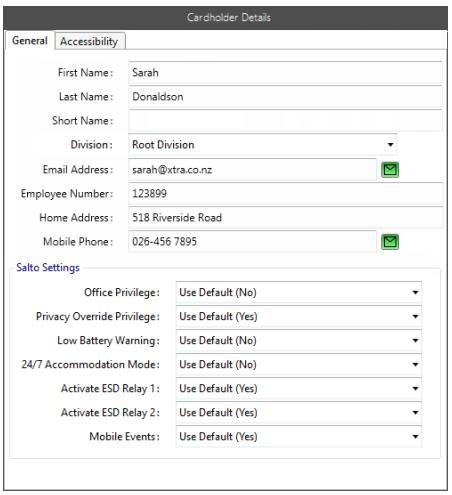
Competencies can be disabled for a Cardholder, as follows:

1. Click on the competency you want to disable for the cardholder.
2. Click the **Disable** button.
   The Disable Competency pop-up displays.




3. Do you want the competency to be re-enabled at a later date?
   If **no**, then go to Step 4.
   If **yes**, then check the **Re-enable selected competencies automatically** checkbox, and use either the **In** control to specify the time until it will be re-enabled, or the **On** date and time control to set when it will be re-enabled.
4. Click the **Disable** button.
   The Disable Competency pop-up closes and the **Disable** button is replaced with the **Re-enable** button.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
5. Click the **Save** button.

## Cardholder Details Tile actions




The Cardholder Details Tile displays the configured fields (subject to an Operator's privileges and the rules for displaying PDFs) populated with data for the Cardholder, where the Cardholder is determined based on the configuration of the tile. The non-PDF fields displayed are determined by the configuration of the tile. However, an individual PDF will only display if it has been configured for the tile, AND the Cardholder belongs to an *Access Group* that includes that PDF. In the event that a configured PDF cannot be displayed for any reason, PDFs that were due to display beneath the missing PDF are moved up to fill the gap. **Notes:**

- Whether an **Accessibility** tab displays depends on whether any of the 'Accessibility' options were selected during configuration. If no 'Accessibility' options were selected, only a **General** tab will display. Likewise, if no other options were selected except for 'Accessibility' options, then only the **Accessibility** tab will display.
- Notification buttons ( or ) only appear next to "Email" and "Mobile" Personal Data Fields (PDFs) if your site is licensed for the Notifications feature.
- Regular Expression PDFs have a beside them. This can be clicked to display the required format of the expression to help you enter the data correctly.
- A red * will display next to required PDFs.
- Longer PDF names may not display in full on this tile. If so, this may be resolved by maximising the tile so all the content is visible. See ***Minimising/Maximising Tiles*** (on page 3-44) for further detail.
- If any Salto Settings have been configured to display they will appear in a separate section to clearly indicate they are Salto related fields.
  **Note:** Each of the Salto Settings default to "Use Default", which means that they use whatever default is configured on the Salto Server Properties in the Configuration Client, (i.e. when the Salto Server default value is changed, the new value will also be used for the Cardholder from then on). Regardless of whether you choose 'Yes' or 'No', these settings will remain in place even if the server details have been changed.

### Operator Privileges

To view a cardholder's details you need one of the following privileges in the division of the cardholder:

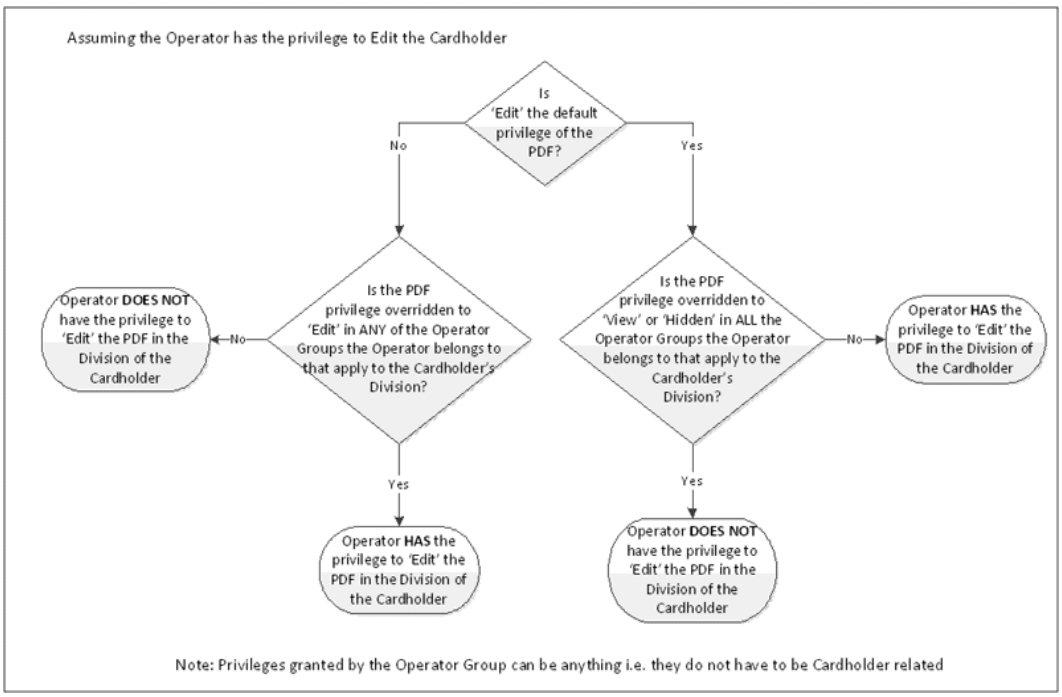
- "View Cardholders"
- "Edit Cardholders"

- "View Cardholder Notes"
- "Edit Cardholder Notes"
- "Edit Cardholder Notification"
- "Print/Preview & Encode Card"
- "Delete Cardholders"

Whether a PDF displays on the Cardholder Details Tile depends on the tile configuration, the Access Groups assigned to the cardholder and the user's privileges.

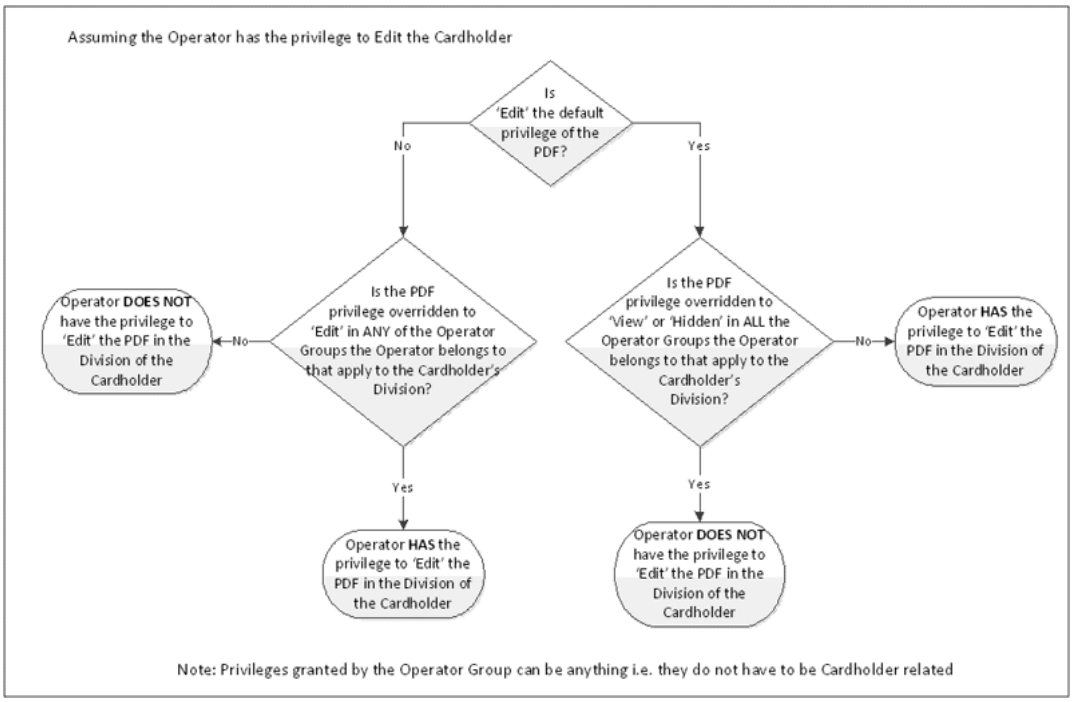
The user must have the "View Cardholders" or "Edit Cardholders" privilege in the division of the cardholder AND the privilege to 'View' or 'Edit' the PDF in the same division. If the user has the "Advanced User" privilege in the division of the cardholder they do not need the 'View' or 'Edit' privilege for the PDF.

The following diagram shows how an operator's ability to 'View' or 'Edit' a PDF in the division of a cardholder is determined.




To edit a cardholder's details the user needs the "Edit Cardholders" privilege in the division of the cardholder. To edit a PDF value the user needs the privilege to 'Edit' the PDF in the same division. If the user has the "Advanced User" privilege in the division of the cardholder they do not need the 'Edit' privilege for the PDF.

The following diagram shows how an operator's ability to 'Edit' a PDF in the division of a cardholder is determined.



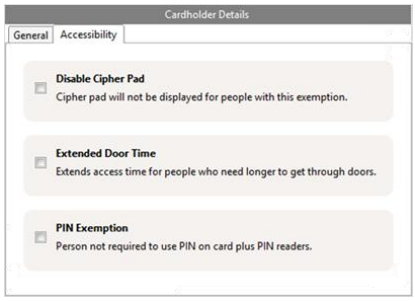

## Tile Actions

***Setting Accessibility options*** (next)
***Changing Cardholder Details*** (on page 3-91)
***Enabling/Disabling Notifications*** (on page 3-91)

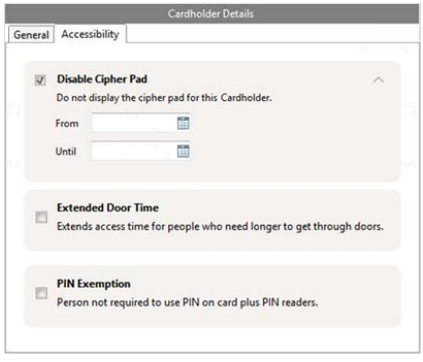
### *Setting Accessibility options*

Each accessibility option schedule can be set through these fields, as follows:
**Note:** Operators require the "Edit Cardholder" operator privilege to perform this procedure.

1. Click the **Accessibility** tab.

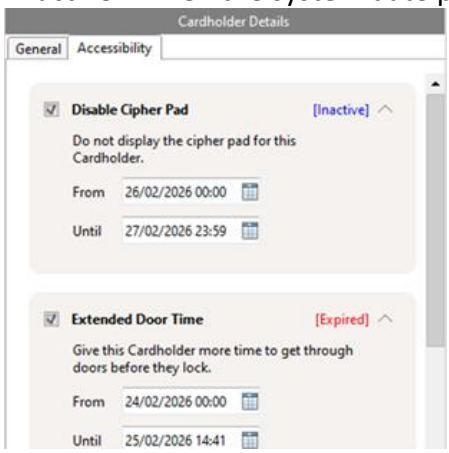



2. If you want to disable the Cipher Pad for this cardholder, tick the **Disable Cipher Pad** checkbox. **From** and **Until** fields display.



3. In the **From** field, click the button and select the required accessibility activation date.
4. In the **Until** field, click the button and select the required accessibility expiry date.
5. Repeat Steps 2-5 for **Extended Door Time** and/or **PIN Exemption** if required.

**Accessibility option status**
When an accessibility option **From** date is set to a future date, the status will be 'Inactive'. When the system date passes the **Until** date, the status will be 'Expired'.




### *Changing Cardholder Details*

Changes can be made to the Cardholder Details, as follows:

1. Make the required change to the details.
   **Note:** As you begin typing, the **Save** and **Revert to Saved** buttons become enabled.
2. Click the **Save** button. The changes are immediate.
   **Note:** The **Revert to Saved** button allows you to cancel a change before saving it.

### *Enabling/Disabling Notifications*

If your site is licensed for the Notifications feature, you can configure Command Centre to send notifications automatically of significant events, such as alarms, to cardholders via SMS to their mobile phone, or to a nominated email address.

Notification buttons display beside "Email" and "Mobile" contact type Personal Data Fields (PDFs) to indicate the current Event Notification Status, as follows:

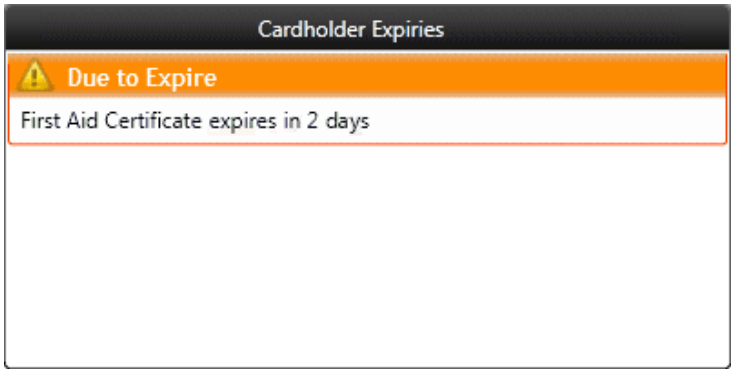
ENABLED, (i.e. Notifications will be sent to the Cardholder via this mechanism)

DISABLED, (i.e. Notifications will **not** be sent to the Cardholder via this mechanism)

Clicking on these buttons enables/disables notifications for the cardholder.
**Note:** The Notification button changes colour to indicate the current Event Notification Status for the PDF.

## Cardholder Expiries Tile actions

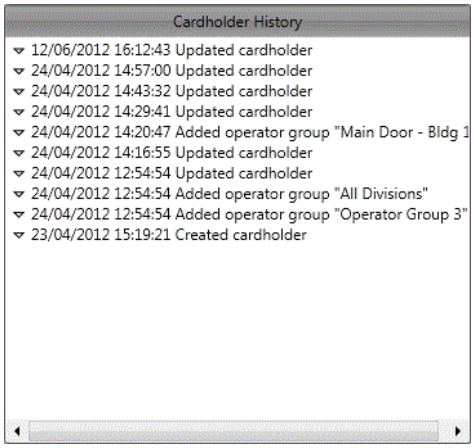
The Cardholder Expiries Tile displays the Cards or Competencies that have already expired (for the Cardholder) above any Cards or Competencies that are due to expire.




If there is nothing for the tile to report, either because it is viewed before the first card badge at the door it is configured for in a *Challenge* scenario, or because none of the Cardholder's cards have expired or are due to expire, the tile will display the message *"No expiries to report"*.

## Cardholder History Tile actions

The Cardholder History Tile is "read-only" and shows Audit history details for a Cardholder.



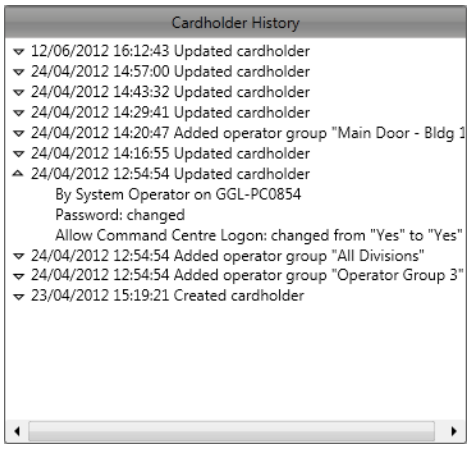

The following operator privileges are required:

- "View Cardholders",
- "View Mobile Credential Email and Mobile" (to see mobile credential changes),
- "View Cardholder Notes" (to see changes to notes), and
- "View Operators" (to see changes to operator configuration).

The entries on this Tile display in tree view, and each entry represents one change made to the cardholder. They are sorted by time, in descending order, with the latest change at the top. The titles of the entries show when the change was made and what the change was. Extra information is sometimes included in the titles to make a change identified easily, (e.g. when a card was created, the card number and card type are included in the title).

### *Viewing details for an entry*

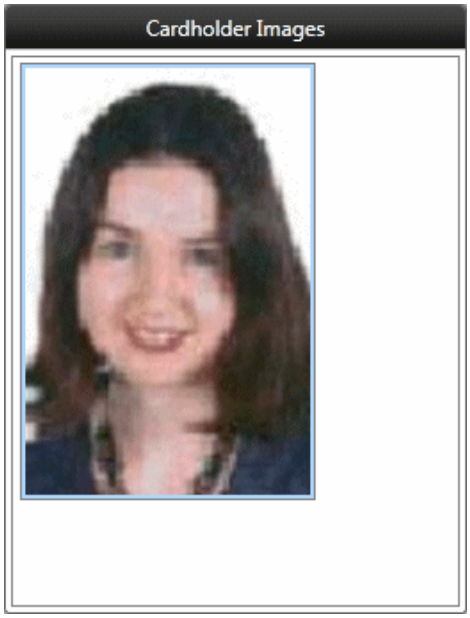
Click the arrow head beside an entry to expand the list of items below it.




The first item under the entry shows the operator who made the change, and the workstation where the change was made.
All the other items that follow show the details of the change.

## Cardholder Images Tile actions

The Cardholder Images tile is available on all Viewer types, and displays one or more image PDFs stored against a Cardholder. It only displays the image PDFs that have been configured for the tile AND the Cardholder belongs to an Access Group that includes that PDF.




By hovering over the Cardholder Images tile a number of options become available allowing you to capture an image from a webcam, providing there is a webcam attached to your workstation, and you have the privilege to edit the PDF.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** a Cardholder's images, | one of the following privileges in the division of the cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |

| To... | you need... |
|---|---|
| **edit** a Cardholder's images, | the "Edit Cardholders" privilege in the division of the cardholder AND the privilege to "Edit" the PDF in the same division.<br>**Note:** If you have the "Advanced User" privilege in the division of the cardholder you do not need the "Edit" privilege for the PDF. |

Whether a PDF displays on the tile depends on:

- the configuration of the tile,
- the Access Groups assigned to the Cardholder
- the user's privileges.
  The user needs "View Cardholders", "Edit Cardholders", "View Cardholder Notes", "Edit Cardholder Notes" OR "Print/Preview & Encode Card" privilege in the division of the cardholder AND the privilege to "View" or "Edit" the PDF in the same division.
  **Note:** If the user has the "Advanced User" privilege in the division of the cardholder you do not need the "View" or "Edit" privilege for the PDF.

**Tile Actions**

***Capturing an image*** (on page 3-95)

***Uploading an image*** (on page 3-96)

***Copy and Pasting an image*** (on page 3-97)
**Note:** Copy is only available if there is already an image on the particular Cardholder Images tile you are focused on.

***Deleting an image*** (on page 3-97)

***Capturing an image***

1. Hover over the Cardholder Images Tile, and click on the **Capture Image**  button. (Alternatively, press <**Ctrl** + **I**> on your keyboard.)
   The Image Capture window displays, showing whatever is picked up by the webcam.
2. Crop the image if necessary, as follows:
   a) Select the area of the image to be retained by clicking on the image.
   b) Drag out the corner of the drawing tool to create a border, either as a square or rectangle, around the part of the image to be kept.
   **Note:** The maximum area that can be selected is determined by the PDF definition.
3. Click the **Capture** button.
   The Image Capture window closes and the image visible in the display field prior to the window being closed is displayed on the Cardholder Images Tile.

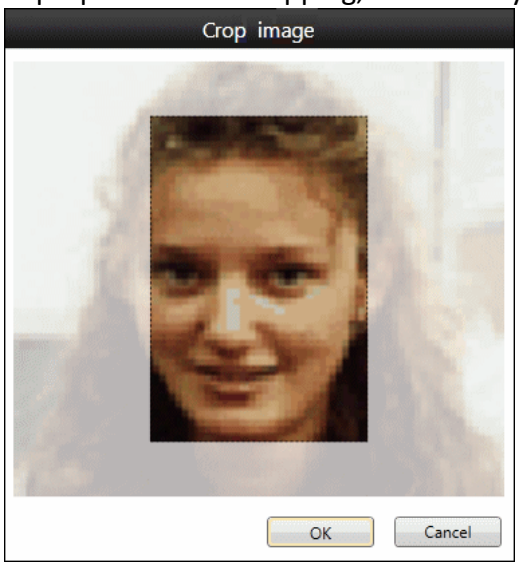
**Notes:**

- If you click the **Cancel** button the Image Capture window closes with no changes to the content of the Cardholder Images Tile.
- If the area selected is smaller than the PDF image definition, the 'retained image' is zoomed to fill the space available as specified in the definition.
- The frame rate from a laptop's camera may be very slow. If you experience this issue, you can resolve it by updating the webcam driver.

4. Click the **Save** button.

### *Uploading an image*

1. Hover over the Cardholder Images Tile, and click on the **Upload Image** button. (Alternatively, press <**Ctrl** + **U**> on your keyboard.)
   The standard window for selecting a file from the PC or network displays, with the folder from which the last image was uploaded open by default.
2. Select the required file.
   **Note:** The system will check that the file chosen is a valid image.
3. Click the **Open** button.
   The Crop Image pop-up displays showing the content of the selected file, in preparation for cropping, if necessary.



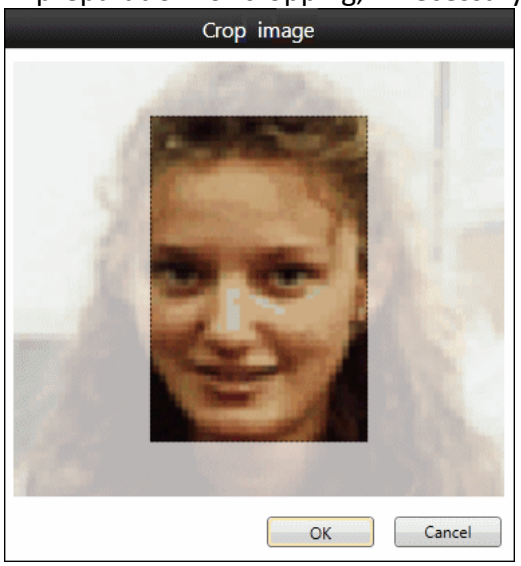

4. Crop the image as necessary, and click the **OK** button.
   The image now displays on the Cardholder Images Tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
5. Click the **Save** button.

### *Copy and Pasting an image*

1. Hover over the Cardholder Images Tile, and click on the **Copy Image** button. (Alternatively, press <**Ctrl** + **C**> on your keyboard.)

2. Paste the image either:
   - into an external application, using <**Ctrl** + **V**>, OR
   - directly onto another Cardholder Images Tile from the clipboard by clicking on the **Paste Image** button or using <**Ctrl** + **V**>.

   The Crop Image pop-up displays showing the content of the selected file, in preparation for cropping, if necessary.




3. Crop the image as necessary, and click the **OK** button.
   The image now displays on the Cardholder Images Tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.

4. Click the **Save** button.

### *Deleting an image*

1. Hover over the Cardholder Images Tile, and click on the **Delete Image** button.
   (Alternatively, press <**Del**> on your keyboard.)
   The message *"Are you sure you want to delete this image?"* displays.
2. Click the **Yes** button.
   The image disappears from the Cardholder Images Tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.

## Cardholder Notes Tile actions

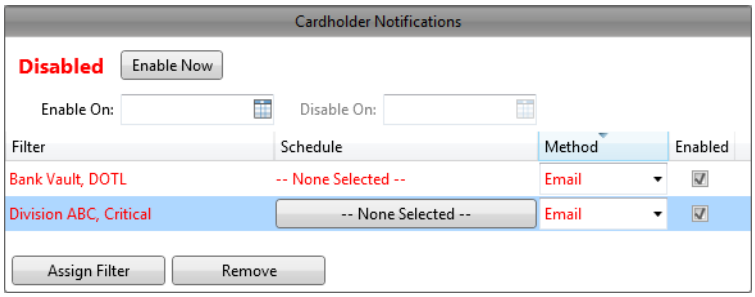
This tile displays all notes captured to date for that Cardholder. Operators who are authorised to edit the notes, can add to, update or delete previously captured details. The ability for an Operator to view and/or edit notes for the Cardholder will depend on their privileges.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** Cardholder notes, | either the "View Cardholder Notes" OR "Edit Cardholder Notes" privilege in the division of the cardholder.<br><br>**Note:** In the event that you do not have the privileges required to view the notes, the following message will display in the tile:<br>*"You are not authorised to view this content. Please contact your Administrator"* |
| **edit** Cardholder notes, | "Edit Cardholder Notes" privilege in the division of the cardholder. |
| **add** Cardholder notes, | the "Add Cardholder Note" privilege.<br>**Note:** This privilege does not allow you to delete Cardholder notes. |

## Cardholder Notifications Tile actions

The Cardholder Notifications Tile displays the current enablement status for a Cardholder and the grid displays any Notification Filters assigned to the Cardholder. If a future enablement/disablement condition has been set for the Cardholder the checkbox will be ticked and the From/Until dates set.




Columns on the Cardholder Notifications Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page2-131) for further detail.

### Notification Filters

Each Notification Filter:

- can be enabled (check box ticked) or disabled individually. When enabled the text will be black, when disabled the text will be red
- can have a schedule assigned which controls when Notifications are sent. Only schedules of type 'Notification Schedule' can be used
- must specify the Notification Method. Options are Email, SMS or Mobile Notifications.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** a cardholder's Event Notification Filters, | one of the following privileges in the division of the cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| - **edit** the enabled/disabled state of Filters either as a whole for a cardholder or individually,<br>- **assign** a new Notification Filter to a cardholder,<br>- **change** the Schedule or Notification method of a Filter already assigned to a cardholder, | the "Edit Cardholder Notification" or "Edit Cardholders" privilege in the division of the cardholder. |

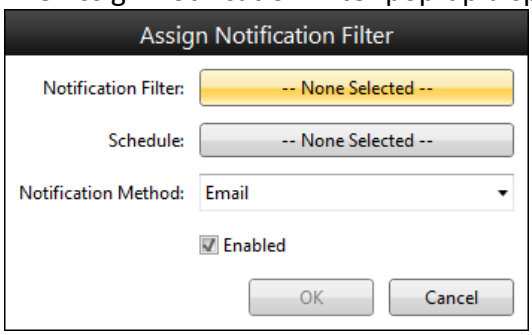
| To... | you need... |
|---|---|
| **see** an individual Notification Filter to assign, | the "View Site" privilege in the division of the Notification Filter. |
| **see** an individual Schedule to assign, | the "View Schedules" privilege in the division of the Schedule. |
| **remove** a Notification Filter assignment from a cardholder, | the "Edit Cardholder Notification" or "Edit Cardholders" privilege in the division of the cardholder AND the "View Site" privilege in the division of the Notification Filter. |

## Tile Actions

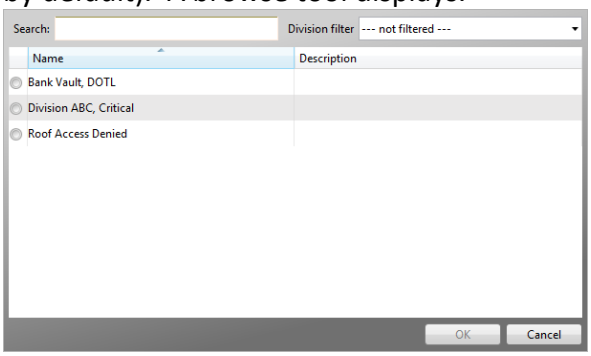
***Assigning Notification Filters to a Cardholder*** (on page 3-100)
***Removing Notification Filters from a Cardholder*** (on page 3-101)
***Disabling all Notification Filters for a Cardholder*** (on page 3-102)
***Enabling all Notification Filters for a Cardholder*** (on page 3-102)

### *Assigning Notification Filters to a Cardholder*

1. Click the **Assign Filter** button.
   The Assign Notification Filter pop-up displays.

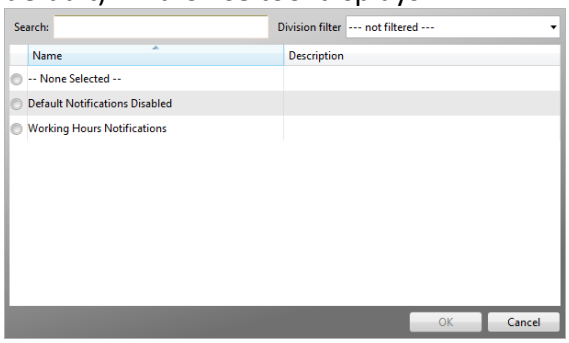



2. Select the Notification Filter you want to assign to this Cardholder:
   a) Click the **Notification Filter** button (this appears as **--None Selected--** by default). A browse tool displays.




   b) Select the appropriate **Notification Filter** from the browse tool.
   c) Click the **OK** button.
      The pop-up closes and the button changes to the name of the Notification Filter you selected.
3. Optionally, select the Notification Schedule you want to assign to this Cardholder, as follows:

a) Click the **Schedule** button (this appears as **--None Selected --** by default). A browse tool displays.



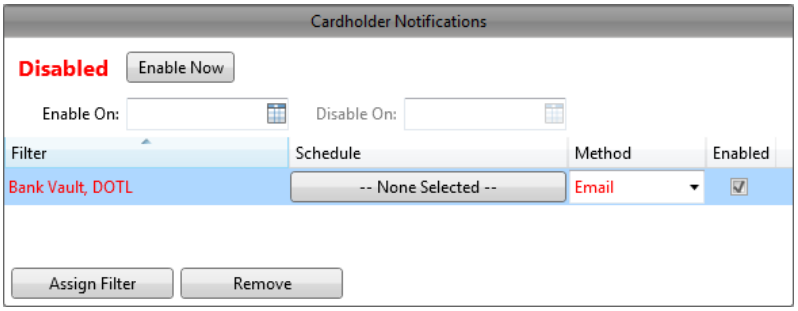

b) Select the appropriate **Schedule** from the browse tool.

c) Click the **OK** button.
The pop-up closes and the button changes to the name of the Notification Schedule you selected.

**Notes:**

- The browse tool contains only "Notification" type Schedules.
- The Schedules displayed will depend on the server that the Notification Filter is on. Both the Schedule and Notification Filter must reside on the same server.

4. If you want to change the notification method from "Email", select another option from the **Notification Method** drop-down list.
**Note:** Mobile Notifications are alarm notifications that a Mobile Client user will receive.
5. The **Enabled** option is checked by default. Uncheck it if not required.
6. Click the **OK** button.
The pop-up closes and the Notification Filter is added to the grid on the Cardholder Notifications Tile.




7. Click the **Save** button.
**Note:** The **Schedule**, **Method** and **Enabled** options can be changed for a Notification Filter that has been assigned, by clicking on the field you want to change.

### *Removing Notification Filters from a Cardholder*

One or more Notification Filters can be removed from a Cardholder:

1. Select the rows of the Notification Filter(s) you want to remove.
2. Click the **Remove** button.
The Notification Filter(s) disappears from the list on the Cardholder Notifications tile.

**Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.

3. Click the **Save** button.

### *Disabling all Notification Filters for a Cardholder*

When the current status is **Enabled**, all the Notification Filters can be disabled at the Cardholder level either immediately, or at some time in the future.

**Disabling Notification Filters immediately**

1. Click the **Disable Now** button.
   All Event Notifications are disabled immediately. The status changes to **Disabled** (in red text), and the text colour of the individual Notification filters changes to red also.

**Disabling Notification Filters at some time in the future**

1. Enter a date and time for the Event Notifications to be disabled from in the **Disable On** field.
2. Set the duration for the Event Notifications to be disabled for. You can either make it:
   - indefinitely, by leaving the **Enable On** field blank, OR
   - until a specific date and time, by entering a date and time for the Event Notifications to be re-enabled from in the **Enable On** field.
3. Click the **Save** button.
   **Note:** The system automatically updates the status and the enablement/disablement condition and dates when the saved From date and time (in the **Disable On** field) is passed.

### *Enabling all Notification Filters for a Cardholder*

When the current status is **Disabled**, all the Notification Filters can be enabled at the Cardholder level either immediately, or at some time in the future.

**Enabling Notification Filters immediately**

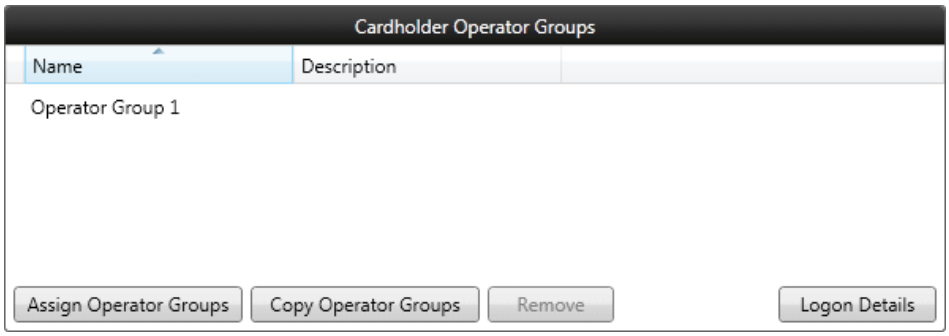
1. Click the **Enable Now** button.
   All Event Notifications are enabled immediately. The status changes to **Enabled** (in green text), and the text colour of the individual Notification filters changes to black.

**Enabling Notification Filters at some time in the future**

1. Enter a date and time for the Event Notifications to be enabled from in the **Enable On** field.
2. Set the duration for the Event Notifications to be enabled for. You can either make it:
   - indefinitely, by leaving the **Disable On** field blank, OR
   - until a specific date and time, by entering a date and time for the Event Notifications to be disabled from in the **Disable On** field.
3. Click the **Save** button.
   **Note:** The system automatically updates the status and the enablement/disablement condition and dates when the saved From date and time (in the **Enable On** field) is passed.

## Cardholder Operator Groups Tile actions

The Cardholder Operator Groups Tile) provides Operators with the ability to:




- Join Operator Groups and become an Operator.
- Set Operator's logon name.
- Reset Operator's password to blank.
- Force Operator to change password at next logon.
- Enable the advanced drag and drop feature for an Operator.
- Configure a Windows logon to be used to log the Operator onto the system using single sign-on.
  **Note:** This is only available if the server to which the workstation connects is enabled for Active Directory single sign-on.

Columns on the Cardholder Operator Groups Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

***Assigning Operator Groups*** (on page 3-103)

***Copying Operator Groups*** (on page 3-104)

***Viewing additional Operator Group details*** (on page 3-105)

***Removing Operator Groups*** (on page 3-106)

***Setting Logon Details*** (on page 3-106)

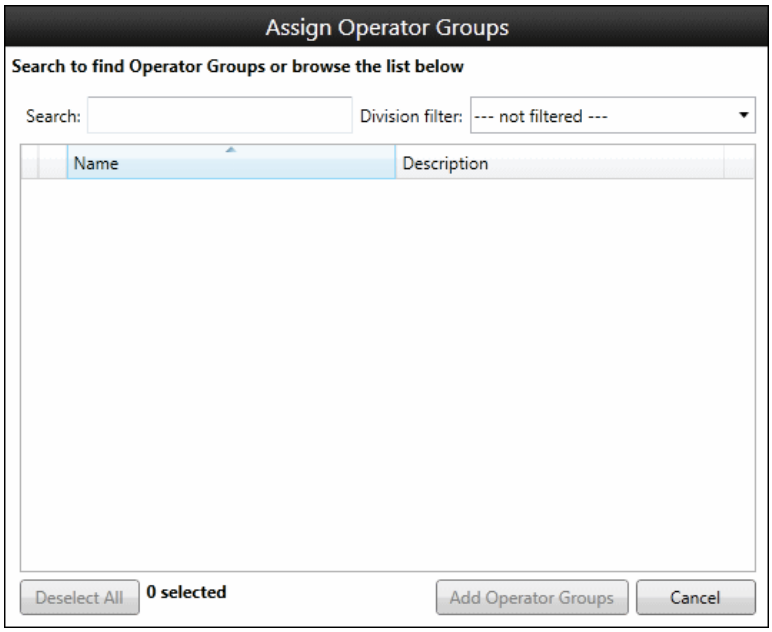
***Resetting/Generating Passwords*** (on page 3-108)

***Unlocking an Operator account*** (on page 3-109)

### *Assigning Operator Groups*

Operator Groups can be assigned as follows:

1. Click on the **Assign Operator Groups** button.
   The Assign Operator Groups pop-up displays.




2. If necessary, search for the Operator Group(s) you want to assign this cardholder to by entering search criteria in the **Search** field.
   The grid becomes populated with Operator Groups that match the search criteria.

3. Click the checkbox next to each Operator Group you want to include, and click the **Add Operator Groups** button.
   The pop-up closes and the Operator Group(s) now appears in the list of Operator Groups on the Cardholder Operator Groups tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.

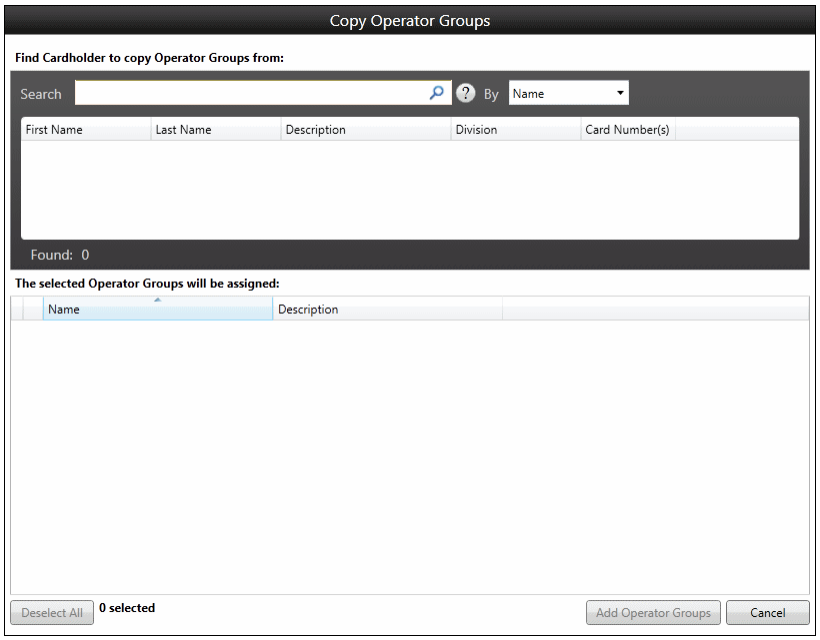
4. Click the **Save** button.

### *Copying Operator Groups*

Operator Groups can be copied from one Cardholder to another, as follows:

1. Find the Cardholder you want to copy Operator Groups to.

2. Click on the **Copy Operator Groups** button.
   The Copy Operator Groups pop-up displays.



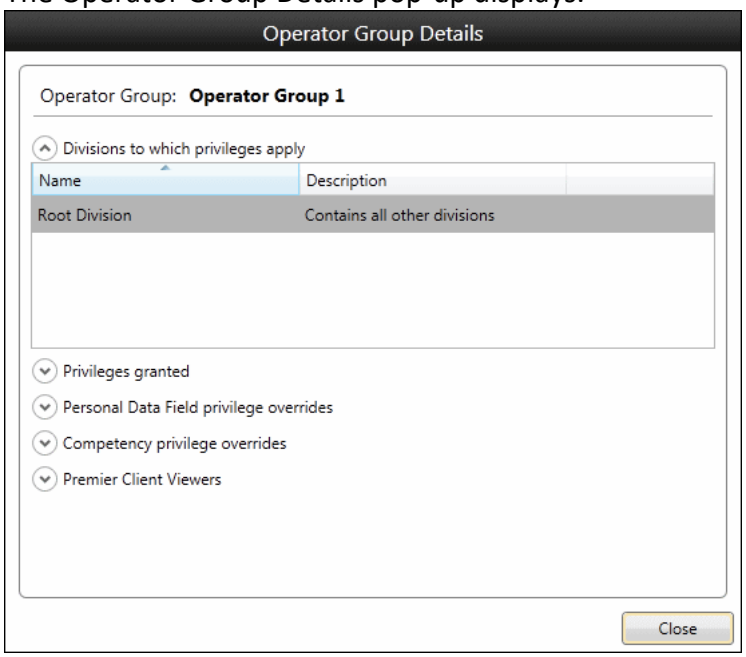

3. To find the Cardholder that you want to copy Operator Groups from, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All).
   By default, Name is selected.
4. Start entering characters in the **Search** field.
   A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the button after you enter a number in the **Search** field.
5. From the search results, click on the Cardholder you want to copy access from.
   The Operator Group(s) the Cardholder belongs to appear in the lower section and are all checked by default.
6. Uncheck any Operator Groups you do not want to assign, and click the **Add Operator Groups** button.
   The pop-up closes and the selected Operator Group(s) now appear in the list of Operator Groups on the Cardholder Operator Groups tile for the other Cardholder.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
7. Click the **Save** button.

### *Viewing additional Operator Group details*

Additional information configured for Operator Groups can be displayed, as follows:

1. Move the mouse over the Operator Group you want to see additional information for.
   A appears beside the Group.

2. Click on the .
   The Operator Group Details pop-up displays.




3. Click on the beside the item you want more detail on. The items are:
   - Divisions
   - Privileges
   - Personal Data Field overrides
   - Competencies
   - Command Centre Client Viewers

**Note:** Viewing additional Operator Group information this way is also possible from the **Assign Operator Groups** and **Copy Operator Groups** pop-ups.

### *Removing Operator Groups*

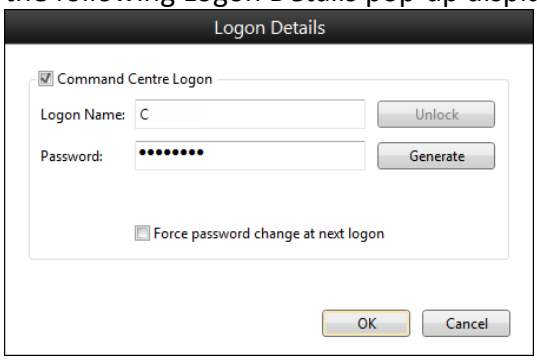
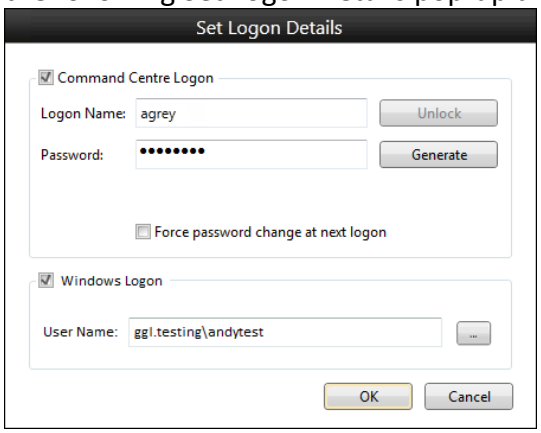
Operator Groups can be removed from a Cardholder, as follows:

1. Click on the Operator Group you want to remove from the cardholder.
2. Click the **Remove** button.
   The Operator Group disappears from the list of Operator Groups on the Cardholder Operator Groups Tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
3. Click the **Save** button.

### *Setting Logon Details*

An operators Logon details can be set, as follows:

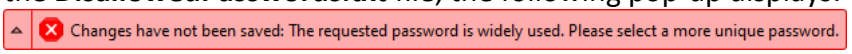
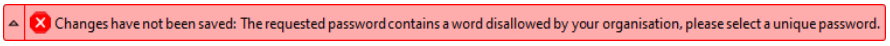
1. Click the **Logon Details** button.
2. Is the server to which the workstation is connected configured for Active Directory single sign-on?

| If... | then... |
|---|---|
| no | the following Logon Details pop-up displays:<br><br><br>Go to Step 4. |
| yes | the following Set Logon Details pop-up displays.<br><br><br>Go to Step 3. |

3. By default, the Window Logon checkbox is checked. Clicking **Command Centre Logon** checkbox allows the operator to enter a Command Centre Logon Name and Password. Click the appropriate Logon checkbox:

| If you select... | then... |
|---|---|
| Command Centre Logon, | go to Step 4. |
| Windows Logon, | a) If the User Name field is empty, it needs to be populated with the domain name, (e.g. "Gallagher.Local"). Do this by either:<br>• typing your user name or pasting it into the **User Name** field, or<br>• clicking the ... button to browse the Active Directory for a Windows user name.<br>b) Go to Step 5. |

4. Modify the Operator's default **Logon Name** if required.
5. Generate a password for the operator by either:
   - manually typing a password into the **Password** field, and re-typing it in the **Confirm** field, OR
   - clicking the **Generate** button to generate a random password. A system generated password populates the **Password** field.

6. Check the **Force password change at next logon** checkbox if required.
   **Note:** This will already be checked if either the **EN50131 Compliance** or **SSF1014 Compliance** checkbox is checked on the **Standards** tab of the Server Properties.
7. Click the **OK** button.
   The Logon Details pop-up closes.
8. Click the **Save** button.
   **Note:** The system will not allow the new password if it is commonly used or contains a specific string, as listed in the **DisallowedPasswords.txt** or **ContextSpecificPasswords.txt** files that are pre-installed with Command Centre.
   - If the new password is one of the commonly used passwords listed in the **DisallowedPasswords.txt** file, the following pop-up displays:
     
     
   - If the new password is not allowed due to containing a word(s) listed in the **ContextSpecificPasswords.txt** file, the following pop-up displays:
     
     

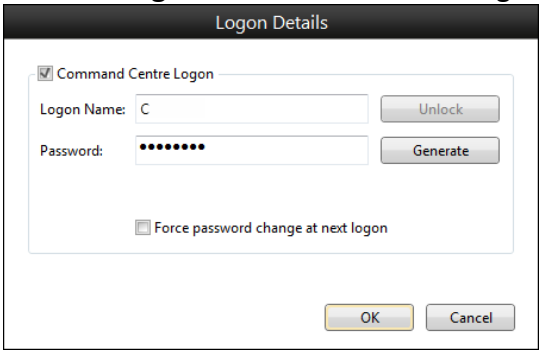
   For further details see ***Preventing context specific passwords*** (on page 1-9).

### *Resetting/Generating Passwords*

Examples of when a system administrator would need to generate/reset a password:

- An operator's password may need to reset if they forget their password.
- The System Administrator may want to reassign an operator login to someone else, (e.g. if they were using a generic operator name rather than specific ones), then they would generate a new password so the new person could login.

Only the System Operator, or an operator with the correct privileges, can reset passwords.

1. Click the **Logon Details** button. The Logon Details pop-up displays.
   
   
2. Generate a password for the operator by either:
   - manually typing a password into the **Password** field, and re-typing it in the **Confirm** field, OR
   - clicking the **Generate** button to generate a random password.
     A system generated password populates the **Password** field.
3. Check the **Force password change at next logon** checkbox.
4. Click the **OK** button.
   The Logon Details pop-up closes.

5. Click the **Save** button.

The first time the operator logs on they will be forced to change their password.

### *Unlocking an Operator account*

**Introduction**

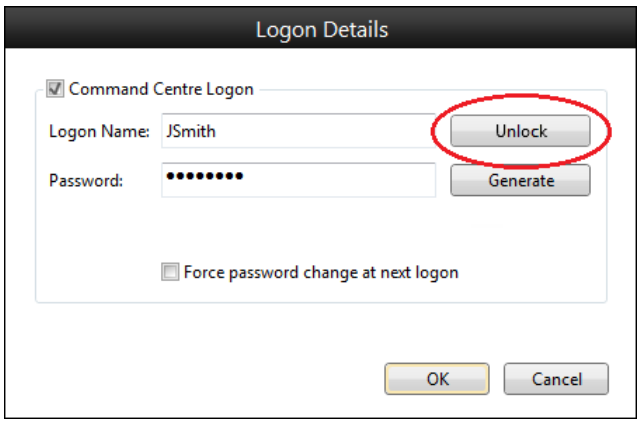
If an operators' successive logon attempts reach the configured 'number of failed attempts before lockout', then they will be locked out for the configured lockout period (or permanently if this option is set). A message will display on the logon screen indicating that the operator is locked out.
**Note:** Lockout state does not get replicated to remote servers in a multi-server environment.

A privileged operator (with the "Edit Operators" privilege) can clear an account lockout for an operator in the Command Centre client by either:

- selecting the **Unlock** button on the appropriate operator/cardholder Logon Details pop-up, OR
- by resetting an operator's password

**Procedure**

1. Click the **Logon Details** button.
   The Logon Details pop-up displays.

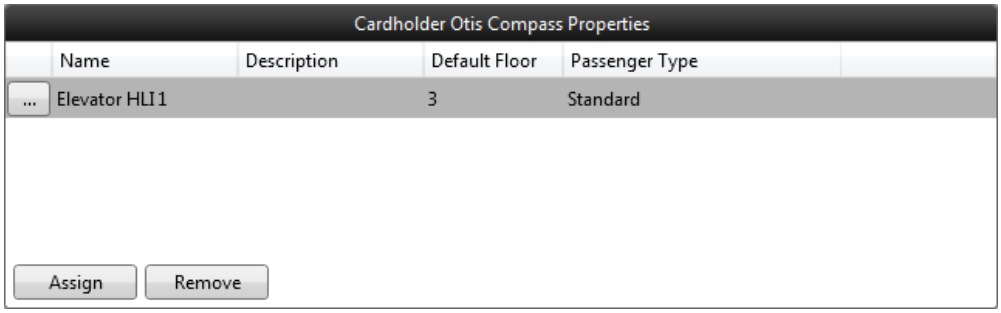



   **Note:** The **Unlock** button is enabled, indicating that the operator account is locked out.

2. Click the **Unlock** button.
   The account is unlocked and the message *"The operator account has been unlocked"* displays.
   **Note:** If the lockout occurs for a configured period of time, and if the operator record remains open during the process, the **Unlock** button will not disable after that time has elapsed. However, the **Unlock** button will disable on successful logon.
3. Click the **OK** button.
   The Logon Details pop-up closes.
4. Notify the operator that their account has been unlocked.

## Cardholder Otis Compass Properties Tile actions

The Cardholder Otis Compass Properties Tile displays the Default Floor and Passenger Type assigned to an individual Cardholder.




After presentation of a valid access credential, the default floor assigned to the Cardholder will be automatically selected. The Cardholder may override the default floor and choose another destination floor, if required. Default floor functionality is only supported using Otis operational modes 1 or 4.

Columns on the Cardholder Otis Compass Properties Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** a Cardholder's Otis Compass properties, | one of the following privileges in the division of the Cardholder:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| **add**, **edit** or **remove** Otis Compass properties from a Cardholder, | the "Edit Cardholders" operator privilege in the Division of the Cardholder. |

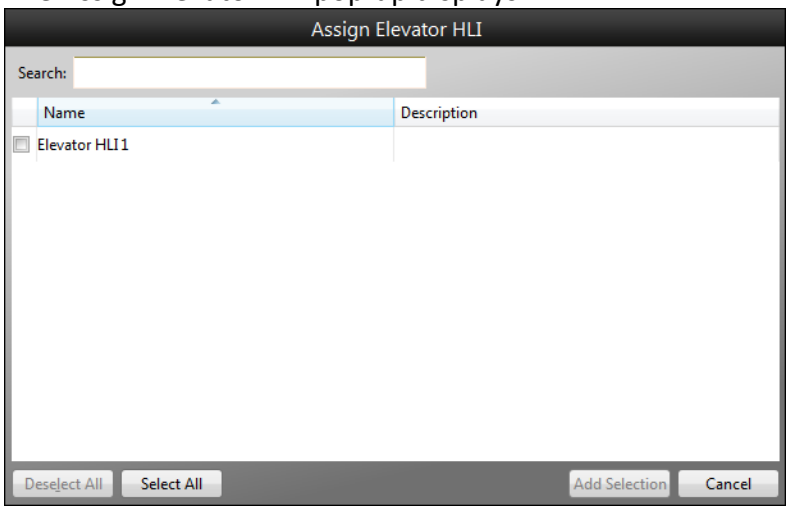
### Tile Actions

***Assigning a Default Floor and Passenger Type*** (on page 3-111)

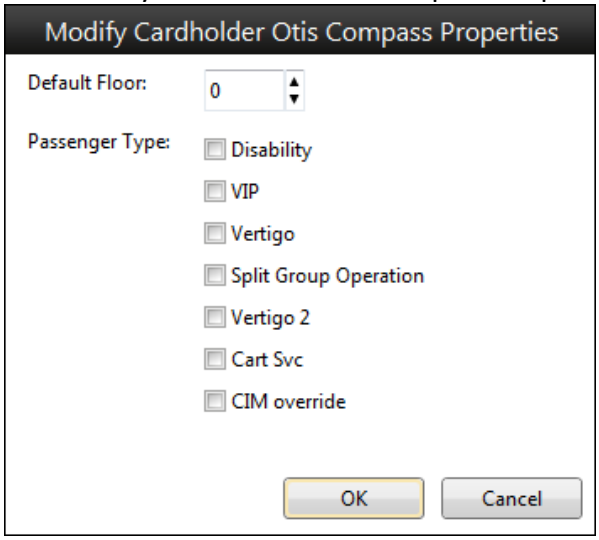
### *Assigning a Default Floor and Passenger Type*

Use the following procedure to assign a Default Floor and Passenger Type to a Cardholder.

1. Within the Cardholder Viewer, search for the Cardholder that you wish to assign a Default Floor and Passenger Type to.
2. Select the Cardholder, then click the **Assign** button located in the Cardholder Otis Compass Properties Tile.
   The Assign Elevator HLI pop-up displays.




3. Click the checkbox next to each Elevator HLI you want to include, or click the **Select All** button if you want to include all Elevator HLIs.
4. Click the **Add Selection** button.
   The Assign Elevator HLI pop-up closes and the Elevator HLI(s) will appear in the grid on the Cardholder Otis Compass Properties Tile.
5. Click the  button for the Elevator HLI you wish to assign a Default Floor or Passenger Type.
   The Modify Cardholder Otis Compass Properties pop-up displays.




6. Configure the Cardholder's Otis Compass Properties as required.

| Field | Description |
|---|---|
| Default Floor | Enter the Default Floor for this Cardholder. Range 0-255. The value 0 means no Default Floor has been assigned. |
| Passenger Type | Select the appropriate Passenger Type(s) for this Cardholder. The Passenger Types listed correspond to the passenger bit descriptors for bits 1-7 within the Otis protocol. |

**Notes:**

- When selecting the 'Disability' Passenger Type ensure the checkbox **Use extended access time** is checked for the Cardholder on the **Cards** tab within the Cardholder's properties in the Configuration Client. When checked, an additional 25 seconds will be provided between the card badge and floor selection (not between floor selection and card badge).
- Passenger Types 'Standard' and 'Disability' are neutrally exclusive, (i.e. only one or the other can be selected) hence 'Standard' is not shown within this dialog. The 'Use extended access time' is not applicable if the Cardholder is a 'Standard' Passenger Type.
- If required you can create a Cardholder Report to view the Default Floor and Passenger Types assigned to each Cardholder.

7. Click the **OK** button.
8. Click the **Save** button.

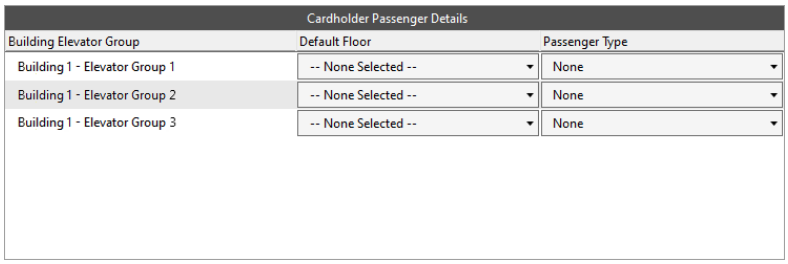
## Cardholder Passenger Details Tile actions

The Cardholder Passenger Details Tile allows default floors and passenger types to be assigned to ThyssenKrupp Elevator Groups for a Cardholder. This tile is only applicable to the Cardholder Viewer and will only appear if your site license file contains the following options:

```
[Features]
ThyssenKrupp EthernetHLI=1
```

The number of Kiosks is also licensed:

```
[Features]
ThyssenKrupp Kiosks=100
```




The tile is populated with default floors or passenger type options that have previously been assigned. It will appear empty if none have been assigned. The ThyssenKrupp Elevator Groups that a Cardholder has access to is based on the Access Groups they belong to, and the Access Zones assigned to those Access Groups and Elevator Groups.

A cardholder needs to be associated with default floor(s) within buildings to get the benefit from the automated floor selection.

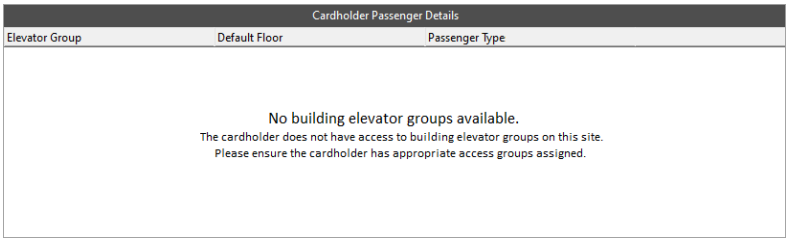
**Default Floors:** Having a default floor configured for an elevator group means that as soon as the cardholder badges at an Elevator System Kiosk, they are directed to a particular elevator which will take them to the default floor without any further interaction.

**Passenger Types:** Assigning passenger types to Cardholders differentiates the behaviour in the ThyssenKrupp Elevator System. For an explanation of the Passenger Types go to page 2-81.

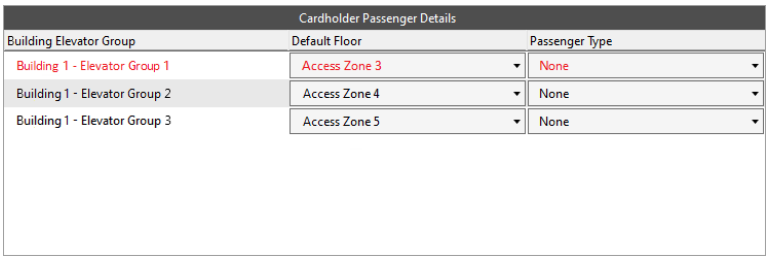
**Note:** While Cardholder Passenger Types for ThyssenKrupp are configured in Command Centre Client, ThyssenKrupp Elevator Systems are primarily configured using Command Centre Configuration Client. See "ThyssenKrupp Elevator Systems" in the *Configuration Client Help file* for further detail.

**Notes:**

- If the Cardholder doesn't have access to any Elevator Groups, a message will display on the Cardholder Passenger Details Tile indicating that no Elevator Groups are available.



- If a cardholder doesn't have access to the default floor the text shows in red.




- Default floors can be changed via a Cardholder Bulk Change. See ***Creating a new Cardholder Bulk Change*** (on page 2-165) for the procedure.

## Tile Actions

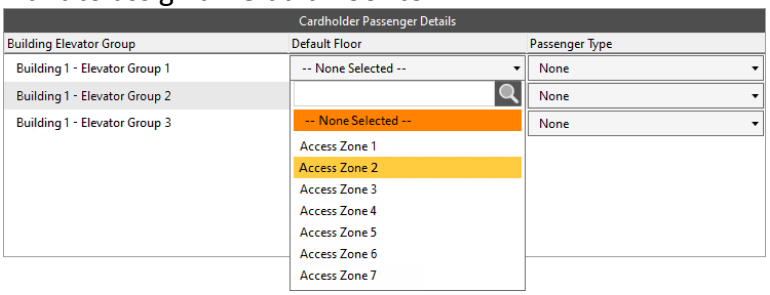
***Adding default floors*** (next)

***Adding Passenger Types*** (on page 3-114)

### *Adding default floors*

Default floors can be added to the Cardholder Passenger Details, as follows:

1. Click on the **Default Floor** drop-down box beside the Elevator Group you want to assign a Default Floor to.

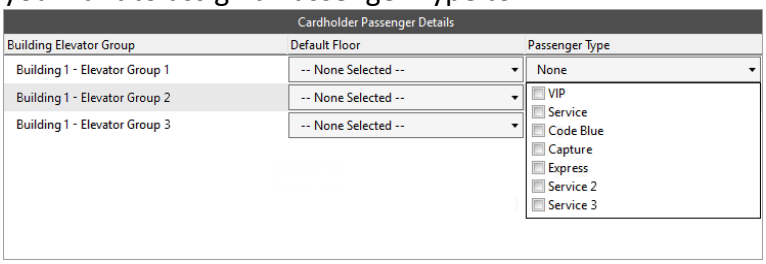



2. If necessary, search for Access Zone you want by entering characters in the Search field.
3. Select the appropriate Access Zone from the drop-down list.
4. Repeat Steps 1 to 3 for each Elevator Group you want to assign a Default Floor to.
5. Click the **Save** button.

### *Adding Passenger Types*

Passenger Types can be added to Cardholder Passenger Details, as follows:

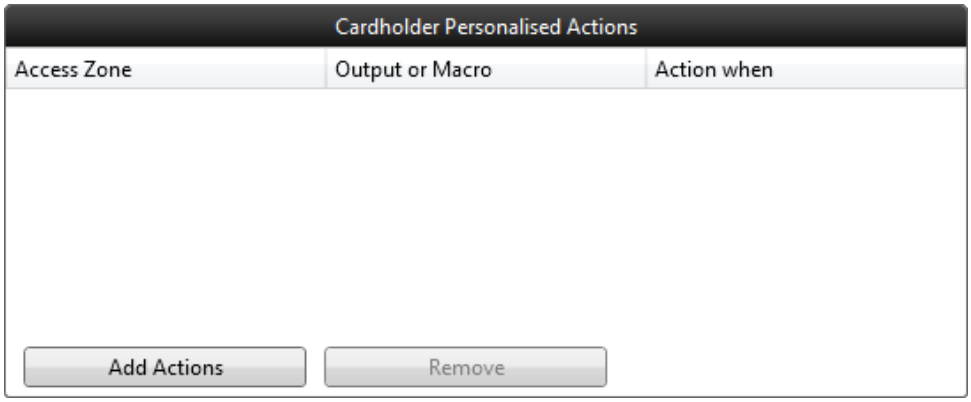
1. Click on the **Passenger Type** drop-down box beside the Elevator Group you want to assign a Passenger Type to.




2. Tick the required Passenger Type(s).
3. Repeat Steps 1 to 2 for each Elevator Group you want to assign a Passenger Type(s) to.
4. Click the **Save** button.

## Cardholder Personalised Actions Tile actions

The Cardholder Personalised Actions Tile displays personalised actions for each cardholder. It allows Access Zones and associated Outputs or Macros to be added, edited or removed for the cardholder.




The configuration for when the action is to be initiated, (i.e. on 'Access Granted' or on 'Access Taken'), can only be edited in the Configuration Client (on the **Personalised Actions** tab of the Access Zone properties).

### Operator Privileges

An operator requires the "Assign Personalised Actions" privilege in the division of the output or macro, to be able to assign that item to the Cardholder Personalised Actions tile.
**Note:** The operator requires "View Site" or "Edit Site" in the division of the Access Zone to assign it to the tile.

**IMPORTANT:**

- For Personalised Action Macros to run successfully, the Controllers must be online with the CCFT server. If the CCFT server is shutdown or otherwise offline at the time of an access then any configured macro actions will not be run.
- For Personalised Action Outputs to be switched successfully, the Controller hosting the Output must be contacted by the Controller hosting the door. This means that if there is a network outage at the time of the access then any configured Output actions will not be run if the Outputs are on a remote Controller. Ideally, Personalised Action Outputs should be located on the same Controller that is hosting the door hardware that provides the access.

### Tile Actions

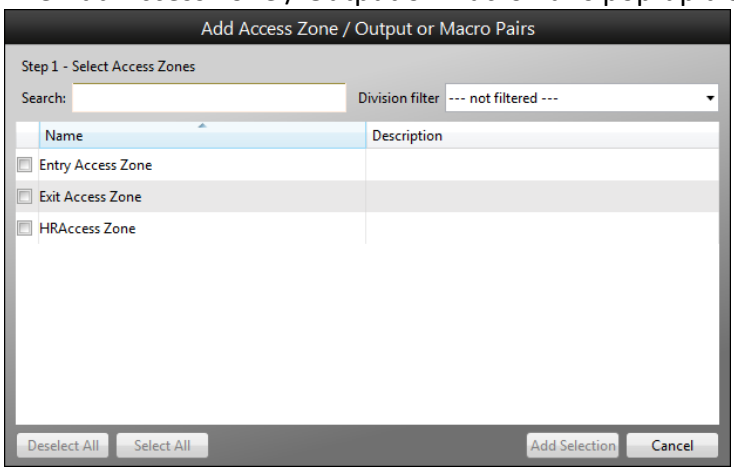
***Adding Actions*** (on page 3-116)

***Changing Outputs/Macros*** (on page 3-117)

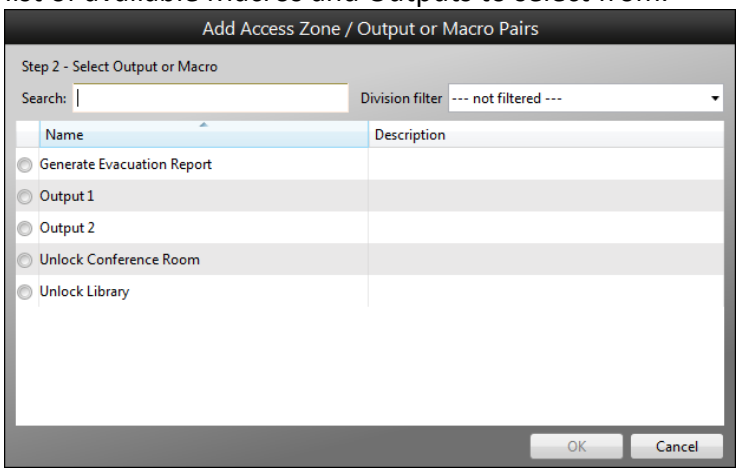
### *Adding Actions*

Personalised Actions can be added as follows:

1. Click on the **Add Actions** button.
   The Add Access Zone / Output or Macro Pairs pop-up displays.




2. If necessary, search for the Access Zone(s) you want by entering characters in the **Search** field and/or refining the search mode and filters. The grid becomes populated with Access Zones that match the search criteria.
3. Click the checkbox next to each Access Zone you want to include, or click the **Select All** button if you want to include all zones.
4. Click the **Add Selection** button.
   The Add Access Zone / Output or Macro Pairs pop-up changes to show a list of available Macros and Outputs to select from.



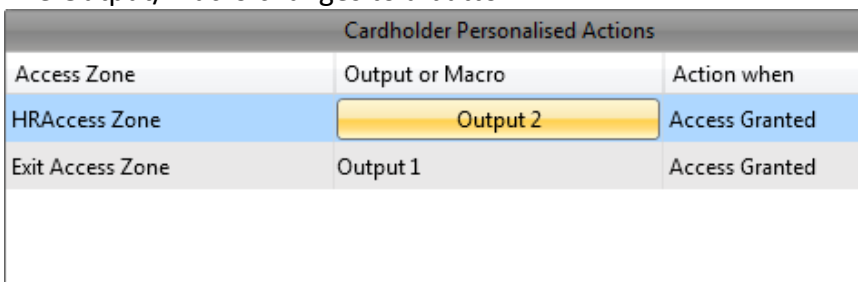

5. Click the radio button next to the Output or Macro you want to use for the Access Zones you have selected.
6. Click the **OK** button.
   The pop-up closes and the selected Access Zone(s) and Output or Macro populates the grid.
7. Click the **Save** button.
   The Personalised Action is saved.

**Note:** To remove a Personalised Action, select (highlight) the row of the Action you want to remove and click the **Remove** button. Multiple actions can be selected for removal by holding down the <**Ctrl**> key while each action is clicked on, and then clicking the **Remove** button.

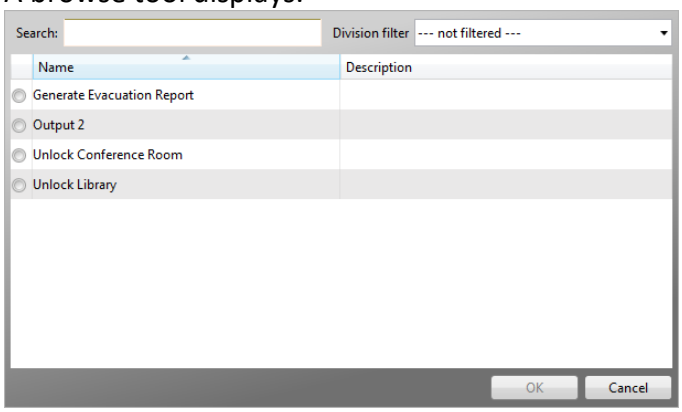
### *Changing Outputs/Macros*

The Outputs/Macros selected for a Personalised Action can be changed as follows:

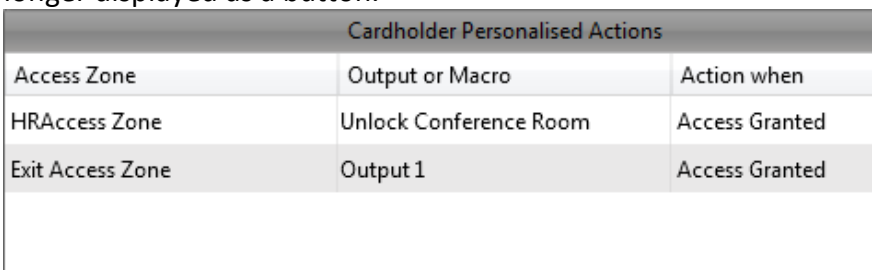
1. Click on the row of the Output/Macro you want to change.
   The Output/Macro changes to a button.




2. Click the Output/Macro button.
   A browse tool displays.

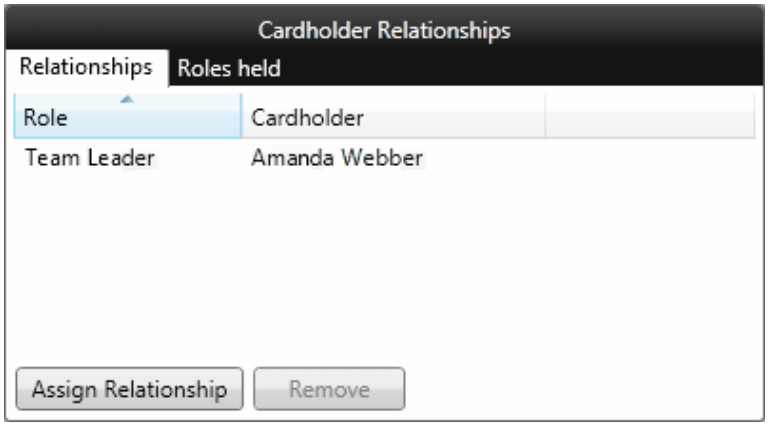



3. Click the radio button next to the Output or Macro you want to use.
4. Click the **OK** button.
   The pop-up closes and the name of the button changes to reflect the name of the Output or Macro selected.
5. Click the **Save** button.
   The row is no longer selected (highlighted), and the Output/Macro is no longer displayed as a button.

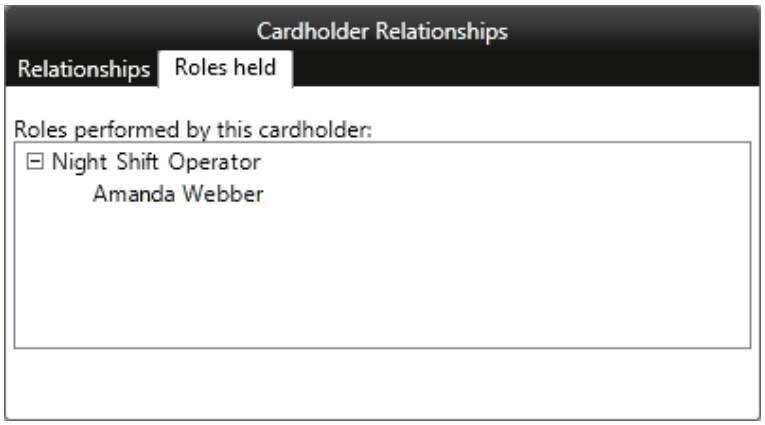


## Cardholder Relationships Tile actions

The **Relationships** tab on this tile displays any Cardholders and their Roles that this Cardholder reports to.




The **Roles Held** tab is "read-only" and is populated with the Role(s) this Cardholder performs and the Cardholders who report to them in each Role.




Columns on the Cardholder Relationships Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** cardholder relationship assignments for a cardholder, | one of the following privileges in the division of the cardholder for whom the relationship assignments are being viewed:<br>• "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes" |

| To... | you need... |
|---|---|
| | • "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| **assign** a relationship to a cardholder, | the "Edit Cardholders" privilege in the division of the cardholder. |
| **remove** a relationship from a cardholder, | the "Edit Cardholders" privilege in the division in which the cardholder to whom the relationship is assigned is stored. |
| **see** an individual Role, | the "View Cardholders" OR "Edit Cardholders" privilege in the division of the Role. |
| **see** a cardholder to assign to a Role, | the "View Cardholders" OR "Edit Cardholders" privilege in the division of the cardholder to be assigned. |

**Note:** It is not possible to edit a Relationship. Instead, the Relationship must be removed and a new one assigned.

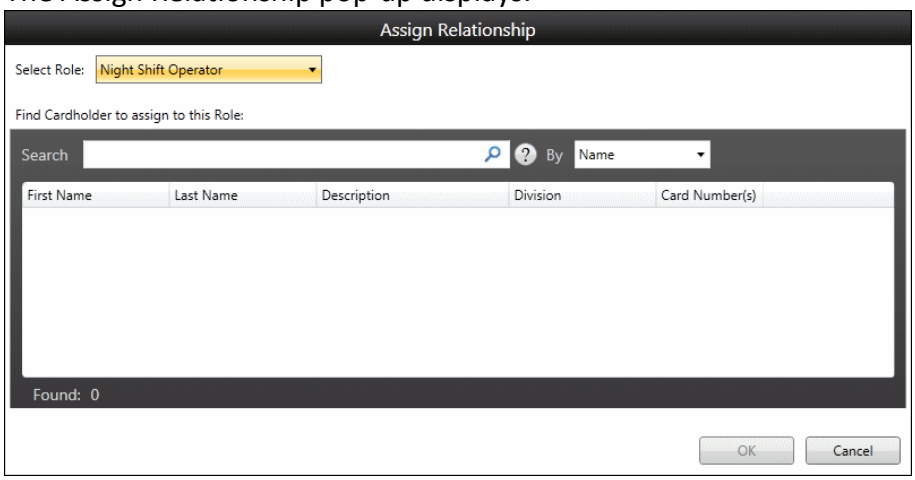
## Tile Actions

***Assigning Relationships*** (on page 3-119)

***Removing Relationships*** (on page 3-120)

### *Assigning Relationships*

1. Click the **Assign Relationships** button.
   The Assign Relationship pop-up displays.




2. Click on the **Select Role** drop-down list, and select the required Role.
   The drop-down list is populated with all Roles configured in Configuration Client.

3. To find the Cardholder that you want to assign to this Role, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number or All).
   By default, Name is selected.
4. Start entering characters in the **Search** field.
   A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the  button after you enter a number in the **Search** field.
5. From the search results, click on the Cardholder you want to assign to this Role.
6. Click the **OK** button.
   The pop-up closes and the Role and Cardholder assigned to that Role now appears on the Cardholder Relationships tile.
   **Note:** If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
7. Click the **Save** button.

### *Removing Relationships*

1. Select the Relationship you want to remove.
2. Click the **Remove** button.
   The selected Relationship is removed from the Cardholder Relationships Tile.
   **Notes:**
   - If you decide to cancel this change, the **Revert to Saved** button allows you to do so before saving it.
   - Multiple Relationships can be removed in a single action.
3. Click the **Save** button.

## Event Trail Tile actions

The Event Trail tile displays, in a grid, a list of events as determined by the configuration of the tile. It can appear on an Alarm Viewer, Cardholder Viewer, Controlled Challenge Viewer and a Monitor Site Viewer.

How events load on the tile depends on whether or not the **Automatically update event list** option was enabled when the tile was configured, as follows:

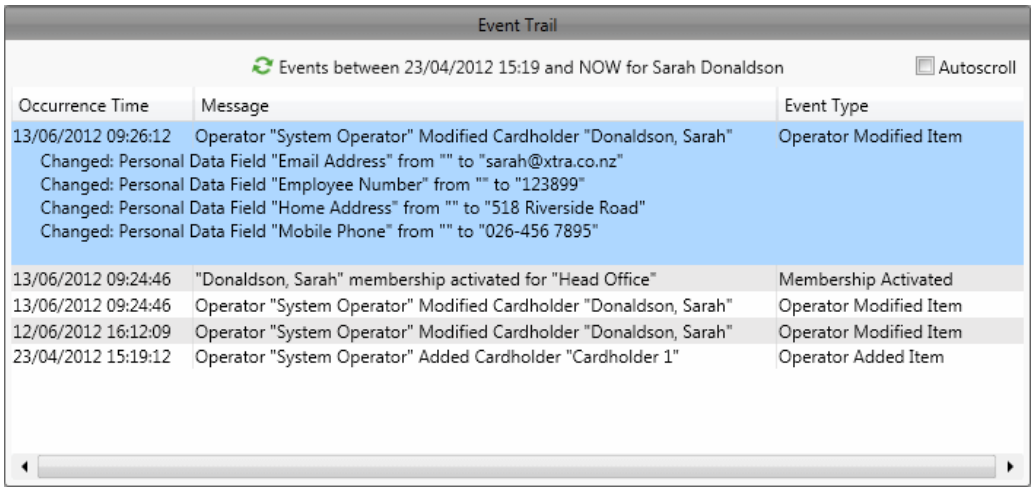
| If it... | and... |
|---|---|
| was enabled, a loading indicator will display, | the tile will actively monitor for events. |
| was not enabled, a Load Events button will display, | a manual refresh is required. The tile will not actively monitor for events and will only populate the tile with events when the button is clicked. |

To view an individual event in the list, operators need either the "View Events and Alarms", "Edit Alarms" or "View Events" privilege in the division of the source of the Event.
Events are displayed in descending Occurrence Date/Time order, and the columns displayed are:

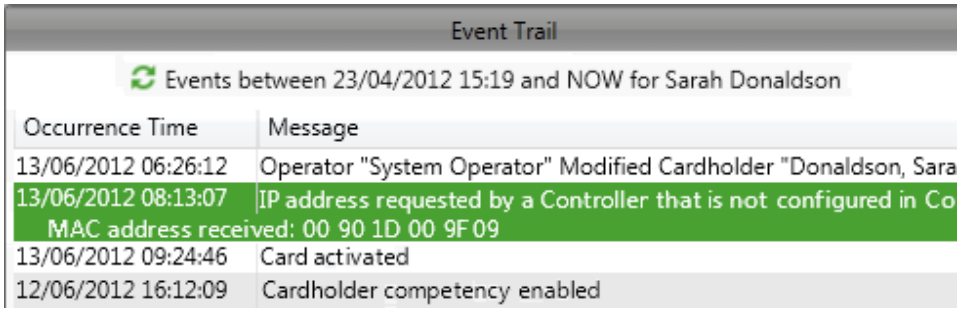
- Occurrence Time (date and time the event occurred)
  **Note:** The format in which these dates appear is determined by the regional settings of the Client PC.
- Message
- Event Type

**Note:** Columns on the Event Trail Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-131) for further detail.

By clicking on a particular Event, additional details display for the Event.



When the tile is viewed on an Alarm Viewer, if you select an alarm in the Navigation Panel the Event Trail tile updates so that alarm becomes highlighted and expands out the information about it.




When the tile is viewed on a Monitor Site Viewer, the most recent events criteria will be applied from the current date and time. For example, if the tile has been configured to show all events generated for a specific door in the last 2 hours, new events for that door should be displayed as they occur, and 'old' events drop off once the two hours has expired. When the tile is configured to display in response to an Alarm, the 'most recent events' criteria applies from the time of the Alarm. No events that have occurred since that time will be added to the display, and no events will drop off.

A maximum of 500 events can populate the Event Trail tile. In the situation where more than 500 events meet the criteria, a message displays beneath the 500th entry explaining that the display limit has been exceeded.
**Notes:**

- In a multi-server environment, for any given server where event aggregation is enabled, an operator will be able to view event history related to a remote item's alarm.
  If you are unable to view the remote event, the message *"Content is unavailable"* displays.
- If the Tile has been configured with either the "All items on a Site Plan based on the selected Alarm/Event" option or the "All items on a specific Site Plan" option, and you do not have the privilege to view the Site Plan, the message *"There is no content to display or you are not authorised to view the content"* will display on the Tile. This is independent of whether you have the privilege to view events.
- In all other cases, (i.e. where you either do not have the privilege to view events, or there are no events that meet the criteria, or it is taking more than 20 seconds to return events to the tile), the loading indicator will disappear and no message will display. If the reason nothing is displayed is due to privileges, it will be because you do not have a privilege which allows you to view qualifying events in the necessary divisions.

## Guard Tour Tile actions

The Guard Tour tile displays the details of a *Guard Tour* that has previously been configured in Configuration Client. It is anticipated this tile will be used in a Monitor Site Viewer where the Panel is either all Guard Tour tiles or a mixture of Guard Tour tiles and other. It is quite feasible that the Panel may contain a mixture of tiles some of which are pre-configured for a particular Tour and others that allow the Operator to choose the Tour in operation.

| If the tile is configured to... | then... |
|---|---|
| show a particular Guard Tour | the details shown will be for the specific Tour. |
| allow the user to choose the Guard Tour to be shown | the details shown will be for the last Tour selected from this Tile.<br>By default the first Tour in the list will selected. |
| display the Tour that generated the Alarm | the details shown will be for the Tour related to the Alarm selected. |

Columns on the Guard Tour Tile can be resized and/or reordered if required. See ***Resizing/reordering columns*** (on page 2-126) for further detail.

### Operator Privileges

| To... | you need... |
|---|---|
| **view** a Guard Tour, | one of the following privileges in the division of the Tour: "View Guard Tours", "Edit Guard Tours" or "Manage Guard Tours" |
| **select** a Guard Tour and/or **run** a Tour, | the "Manage Guard Tours" privilege in the division of the Tour. |

### Tile Actions

#### *Selecting a Tour*

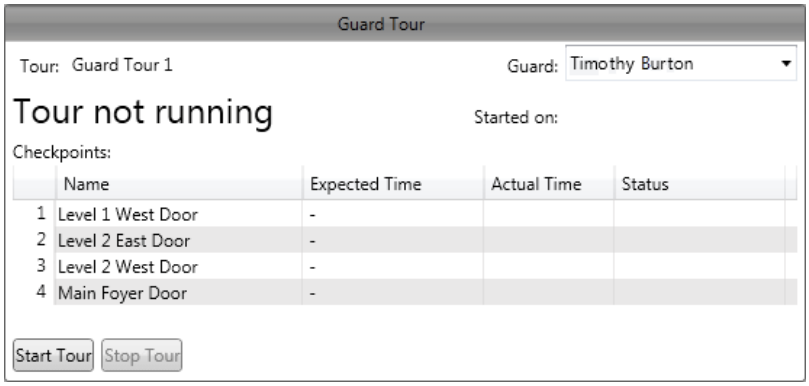
The ability to select a tour is only available if the tile was configured to allow the user in operation to choose the Guard Tour to be shown. All Guard Tours display in the list, even if they have not been configured properly. However, when selected, the message *"tour not configured"* will display.

#### *Selecting a Guard*

Only Cardholders belonging to the Access Group configured for the Guard Tour can be selected. A Guard must be selected before a Tour can be started. A different Guard cannot be selected while a Tour is in Progress. If a Tour is halted and then started again it is considered to be a new Tour so an alternative Guard can be selected.

#### *Starting a Tour*

It is only possible to start a Tour which is not currently in progress and for which the selected Guard is not on another Tour which is in progress. Only Operators with the appropriate privilege can start a Guard Tour.




1. Is the Tour field a drop-down list?

| If... | then... |
|---|---|
| no | this tile was configured to monitor a specific Guard Tour, (i.e. the Guard Tour displayed). |
| yes | select the Guard Tour you want to start from the **Tour** drop-down list. |

2. Select the guard that is responsible for performing the tour from the **Guard** drop-down list. The **Start Tour** button becomes enabled.
3. Select the checkpoint you want the tour to start at by selecting the appropriate row in the checkpoint grid.
4. Click the **Start Tour** button. The following occurs:
   - the **Started on** date is set to the current date
   - the tour status of **Tour not Running** (in black text) changes to **Tour in Progress** (in green text)
   - any checkpoints before the selected start checkpoint in the grid go grey
   - the **Expected time** field will be populated for the start checkpoint and any following checkpoints
   - the **Status** will be set for the start checkpoint.
   - the **Stop Tour** button becomes enabled.

### *Stopping/Halting a Tour*

A Tour that is in progress can be stopped (halted) at any stage by an Operator with the appropriate privileges, as follows:

1. Click the **Stop Tour** button.
   The following occurs:
   - prompts the Operator to enter a comment (up to 200 characters). Entry of a comment is optional
   - the **Status** of the next Checkpoint the Guard is due to visit is set to 'Halted'
   - the tour staus of **Tour in Progress** (in green text) changes to **Tour Halted** (in red text), and the text for any Checkpoints before the Tour's start Checkpoint are set to black. This is because the Operator can choose to (re)start the Tour at a Checkpoint prior to the start Checkpoint the last time the Tour was run.

   **Note:** When a Tour is halted, all the details of the Tour including Guard selected, (e.g. the expected times, actual times, status', etc.) will remain until the Tour is run again.

## Operator Sessions Tile actions

The Operator Sessions Tile displays operator sessions and their current status. Privileged operators can view and terminate sessions, and disable the workstation associated with a session.




The columns on the Operator Sessions Tile are described in the following table:

| Column | Description |
|---|---|
| Licensing Group | The name of the Licensing Group that the Workstation session belongs to, if one exists. |
| Workstation | The name of the workstation FT item associated with the session. |
| Operator | The name of the cardholder who has logged on as an operator. |
| Session Type | Shows the role assigned to the session for licensing purposes. The user that is logged on will have one of the following roles:<br>- None, (i.e. empty)<br>- Operator<br>- Operator (Configuration Client)<br>- Mobile<br>- Receptionist<br>- Visit Pre-registration<br>- Import/Export<br>- OPC<br>- Remote (**Note:** In a multi-server system, when an operator is logged onto a remote server, (e.g. monitoring remote alarms), they will show as a "Remote" session. |
| Session Name | The Windows Terminal Services Session Name. |
| Status | Each session has a Status of either "Active" or "Expired". An **Active** session is alive and has pinged the server in the past 50 seconds. An **Expired** session is an orphaned session that has not pinged the server in the past 50 seconds, and has been disconnected. It will be removed from the session list within 5 minutes or when the next operator logs on or off. |

### Operator Privileges

| To… | you need… |
|---|---|
| **view** an operator session, | one of the following privileges in the division of the workstation or mobile device associated with the session:<br>- “View Operator Sessions”<br>- “Terminate Operator Sessions”<br>- “Disable Workstation” |
| **terminate** an operator session, | one of the following privileges in the division of the workstation or mobile device associated with the session:<br>- “Terminate Operator Sessions”<br>- “Disable Workstation” |
| disable a workstation, | the "Disable Workstation" privilege in the division of the workstation. |

### Tile Actions

***Grouping sessions by Licensing Group*** (on page 3-126)
***Terminating sessions*** (on page 3-126)
***Disabling workstations*** (on page 3-126)

### *Grouping sessions by Licensing Group*

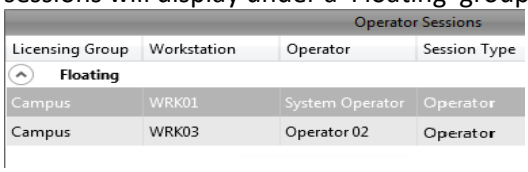
Operator Sessions can be grouped by Licensing Group, and when displayed in this manner they also show a summary of the Licensing Group limits.

Click the **Group by Licensing Group** button. The data is arranged in a grid as shown below, and the button becomes the **Ungroup** button.




Each Licensing Group will display as the group header alongside a summary of 'in use' and 'dedicated' licenses for each item type (Workstations, Mobile, Kiosk) that has been limited in the group. **Notes:**

- If your site does not use Licensing Groups, or if some Operator Sessions are floating, (i.e. they do not belong to a Licensing Group), then these floating sessions will display under a 'Floating' group.




- Clicking the **Ungroup** button returns the display to the default 'ungrouped' display.

### *Terminating sessions*

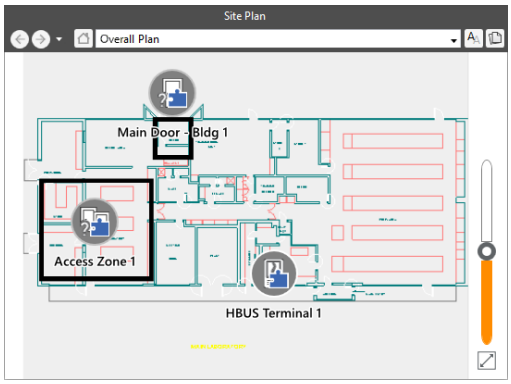
1. Click on the Session you want to terminate, and click the **Terminate Session** button. The confirmation message *"Are you sure you wish to terminate this operator session?"* displays.
2. Click the **Yes** button to terminate the session.
   The terminated session disappears from the Operator Sessions Tile, and:
   - the following Network Connection Failure message displays for the operator whose session has been terminated:
     *"Your session has been terminated by a system administrator"*
   - an Operator Event is generated.

### *Disabling workstations*

1. Click on the workstation you want to disable, and click the **Disable Workstation** button. A confirmation message displays. **Notes:**
   - You cannot disable your own workstation or the server workstation.
   - If the selected workstation has an active session for both Command Centre and Configuration Client, both sessions will be terminated.
   - The disabled workstation will remain disabled until enabled by an operator with the "Enable Workstation" privilege. Workstations can be enabled from the Status Tile or Site Plan Tile.
2. Click the **Yes** button to disable the workstation. Since the workstation is disabled, the session is terminated and disappears from the Operator Sessions Tile, and:
   - the following Network Connection Failure message displays for the operator whose session has been terminated:
     *"Your session has been terminated by a system administrator"*
   - an Operator Event is generated.

## Site Plan Tile actions

What displays on the Site Plan tile depends on the option that was selected when configuring, as follows:




**Note:** The zoom slider displayed on the Site Plan tile example above only applies to Site Plans created in Command Centre Client. If the Site Plan had been created in Configuration Client the zoom slider would not be available.

| If the... | then... |
|---|---|
| **Specific Site Plan** radio button was selected, | the specific Site Plan will display, whenever the Panel on which the tile is configured is displayed. |
| **Event based** radio button was selected, | a Site Plan containing the item identified as the Event Source for the selected Alarm will display. If the item appears on more than one Site Plan the Site Plan with the earliest creation date and time will be displayed (as per Configuration Client). |

The Site Plan will appear as it has been configured in either Command Centre Client or Configuration Client, and cannot be edited from here. Any icons, lines, areas, etc. (on the Site Plan) representing Command Centre items show the current status of that item. This means that when the status of an item on the Site Plan changes, the Site Plan will update to reflect this.

**Notes:**

- When you hover on an icon, a tool tip displays the items name and status.
- EMF and WMF image formats are supported as background images.
- Cameras can be dragged and dropped from a Site Plan tile onto the Camera tile and Status tile. Other icons can also be dragged from a Site Plan tile onto a Status tile.
- When Site Plans are configured, they can be rotated so they are in the correct orientation based on the seated position of a workstation operator. Site Plans configured this way will appear rotated on the Site Plan tile.

Actions can be performed and overrides carried out on items on a Site Plan Tile via a context menu. When an item is in alarm on this Tile, the item's icon will be the appropriate colour to reflect the priority of the alarm, and will also flash if the Alarm is unacknowledged.

### Operator Privileges

To View a Site Plan, operators need either the "View Site" or "Edit Site" operator privilege in the division of the Site Plan. This gives them the ability to see the Item Icons regardless of whether they have the privilege to see the items themselves. Site Plan links will also display regardless of whether the user has the privilege to see the linked Site Plan.

### Tile Actions

***Hiding/Showing item names*** (on page 3-128)
***Zooming on Site Plans*** (on page 3- 128)
***Navigating between Site Plans*** (on page 3- 129)
***Viewing Alarms*** (on page 3-129)
***Performing Actions/Overrides*** (on page 3-131)
***Running Reports*** (on page 3-132)
***Running Macros*** (on page 3-135)
***Copying to clipboard*** (on page 3-136)

#### *Hiding/Showing item names*

Item names appear by default, but can cause a Site Plan to become quite cluttered. You can turn them off and on again by clicking the  button.
**Note:** The system will remember this setting as a preference in the database.

#### *Zooming on Site Plans*

If the Site Plan was configured to be a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure), zoom and panning functions will be available for the Site Plan when it is viewed in a Site Plan tile or the Site Plan Viewer.
**Note:** This only applies to Site Plans created in Command Centre Client. While Legacy Site Plans, (i.e. Site Plans created in Configuration Client) can be viewed in a Site Plan tile or the Site Plan Viewer, the zoom and pan functionality is not available.



**Zooming**
The zoom control buttons allow the user to zoom in and out on a selected item(s) or if nothing is selected, zoom in on the centre of the Site Plan.



**Fit to View**
Located below the zoom control buttons, clicking the **Fit to View** button restores the viewed Site Plan back to fit within the operators view.
This is useful when you have:

- zoomed in somewhere and want to get back out quickly
- jumped to an alarm and want to go back to an overview

**Panning**
By clicking and holding down the mouse button anywhere on the Site Plan, you can move the entire Site Plan around the viewer or tile.

### *Navigating between Site Plans*

Site Plans can be configured in Configuration Client to display links to other Site Plans. If a Site Plan has another Site Plan linked to it, (i.e. the icon for a Site Plan appears on another Site Plan), the links will only display if you have the appropriate privileges for the associated Plan. Selecting the link will cause the Site Plan currently displayed in the tile to be replaced with the linked Site Plan. If you navigate away from the original Site Plan you can use the navigation buttons on the Site Plan Tile toolbar, to do the following:

- jump back to the original (Home) Site Plan by clicking on the **Home** button.
- return to the last Site Plan you viewed by clicking on the **Back** button.
- return to the Site Plan you were on before you clicked the **Back** button by clicking the **Forward** button.
- see a list of Site Plans (maximum of 10) you have navigated through, by clicking the **Recent** button, (i.e. the small arrow to the right of the **Forward** button).




**Note:** The ability to navigate to other Site Plans (that are not linked) using the drop-downs will depend on whether the Site Plan has been configured to prevent this action or not.

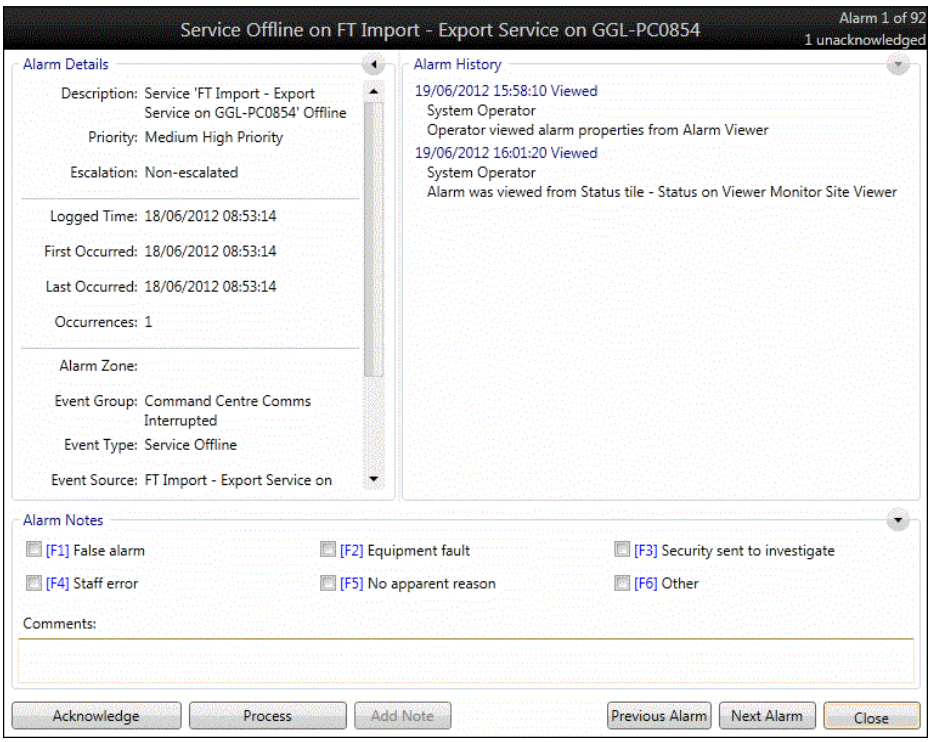
### *Viewing Alarms*

When an item is in alarm, the details of the alarm can be viewed via a context menu, as follows:

1. Click on the item's icon.
   A context menu displays.




2. Click **View Alarm...** from the context menu.
   An Alarm Properties pop-up displays for the item.




This pop-up provides details and history of the Alarm, and Alarm Instructions if applicable. If there is more than one Alarm for the selected item the **Previous Alarm** and **Next Alarm** buttons are enabled, allowing you to navigate through all the Alarms for the item without returning to the Tile.

3. Take the appropriate action, as follows:

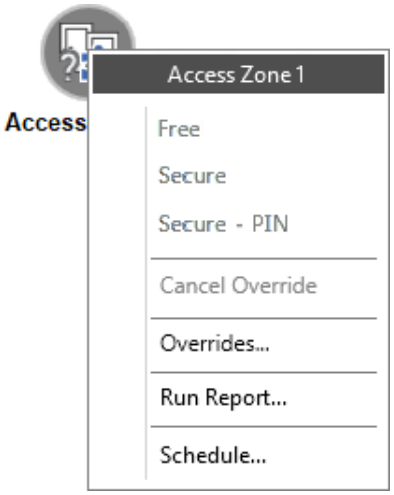
| To... | then... |
|---|---|
| enter an Alarm Note | a) Select the appropriate Alarm Note(s) via the function keys indicated.<br>b) Optionally enter any comments in the **Comments** field.<br>c) Acknowledge and/or process the Alarm, as appropriate.<br>d) You can save Alarm Notes (and comments) without having to acknowledge or process an alarm, using the **Close** button. |
| acknowledge the alarm | click the **Acknowledge** button.<br>If there is only one Alarm for the item, the Alarm Properties pop-up closes. If there is more than one, the Alarm remains on screen so you can navigate to the next/previous Alarm using the **Previous Alarm** and **Next Alarm** buttons. The unacknowledged Alarm count (top right corner of pop-up) reduces as applicable. |

| To... | then... |
|---|---|
| process the alarm | click the **Process** button.<br>If there is only one Alarm for the item, the Alarm Properties pop-up closes. If there is more than one, the next Alarm displays automatically and the "Alarm of" count (top right corner of pop-up) reduces, otherwise the current Alarm should remain on screen so the user can navigate to the next (or previous) Alarm. |

### *Performing Actions/Overrides*

Actions can be performed and overrides carried out on single or multiple items on Site Plan or Status Tiles via a context menu. The options available from the context menu depends on the type of item. Any **Quick Actions** will be listed first, followed by (if applicable) **Cancel Override**, **Override...**, **Run Report…**, **Schedule…** (Access Zones only), **Entry Zone Schedule…** (Doors only), and finally **View Alarm** if the item is in Alarm.
**Note:** You can double-click anywhere on a Macro to run it.

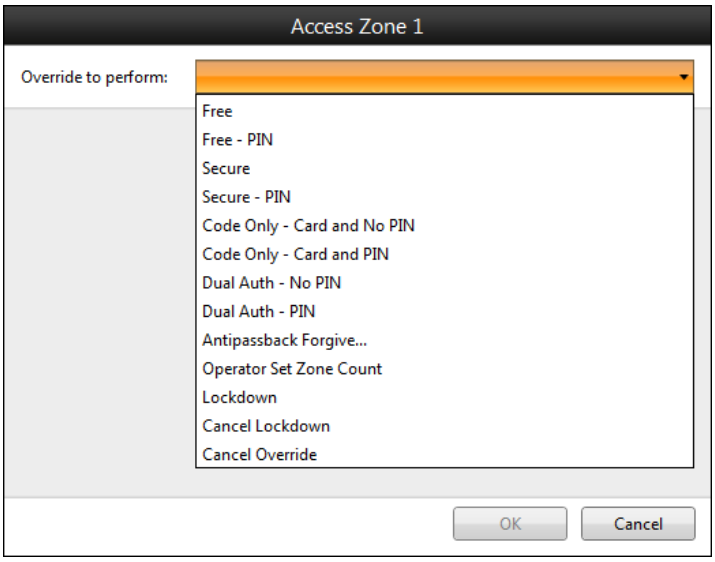
1. Click on the item's icon.
   A context menu displays.




   **Note:** The example above is for an Access Zone. The **Quick Actions** available are 'Free', Secure' and 'Secure - PIN'. This Access Zone is not in Alarm, as there is no **View Alarm** option.

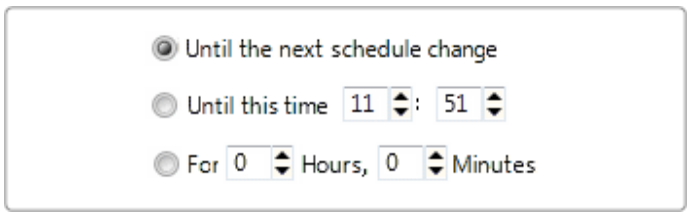
2. What action do you want to perform?
   - If an **Override**, go to Step 3.
   - If a **Quick Action** or **Cancel Override**, click on the appropriate action from the context menu.
     The state of the item is changed until the next schedule change, and an event is generated in Command Centre.

3. Click **Overrides...** from the context menu.
   An Overrides pop-up displays for the item.




**Note:** All actions, regardless of whether they appeared as a **Quick Action** on the context menu or not, will be available.

4. Select the **Override to perform** from the drop-down list.
   A section requiring additional information may appear, depending on the type of override. For example:

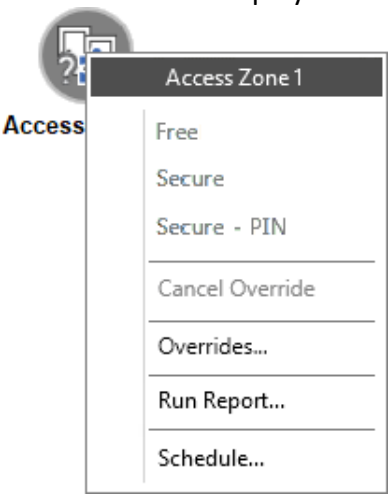



5. Configure as required, and click the **OK** button.

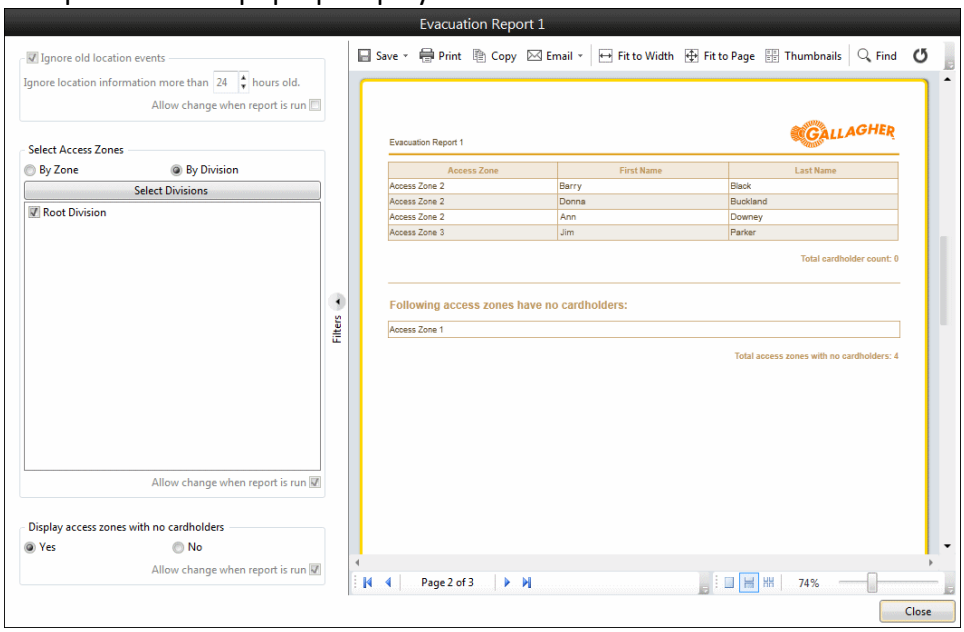
### *Running Reports*

Reports that are added to a Site Plan or Status Tile can be run from the tile via a context menu, as follows:

1. Click on the item's icon.
   A context menu displays.

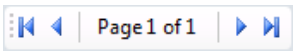


2. Click **Run Report...** from the context menu.
A Report Preview pop-up displays.




3. Take the appropriate action to run the report.
This table explains the functions of the buttons on this screen.

| Button | Description |
|---|---|
| Save | When this button is clicked a context menu displays listing all the file types you can save a report as for further use. **Notes:**<br>• The **Export images** option outputs report images as individual files and exports the report itself as a CSV file. See ***Exporting Cardholder Images*** (on page 3-160) for the full procedure.<br>• When selecting either the **.xlsx** or **.csv** file type, data beginning with **@**, **+**, **-** or **=** symbols will be prepended with a **'** (single quote). |
| Print | Clicking this button (or pressing <**Ctrl**+**P**> on your keyboard) displays a **Print** dialog. |
| Copy | Clicking this button copies the report to the clipboard, to allow pasting into Excel or other text application, (e.g. Word, Notepad, etc.). |
| Email | When this button is clicked a context menu displays listing all the file types you can email a report in. When the file type is selected, the report is attached to an open email. The email recipients then need to be added manually by the user in the email client. **Note:** If an email client is not available on the workstation an exception message will appear explaining this. |

| Button | Description |
|---|---|
| Fit to Width | Clicking this button (or pressing <**F5**> on your keyboard) zooms the report so that the width of the page matches the width of the Report Preview. |
| Fit to Page | Clicking this button (or pressing <**F3**> on your keyboard) zooms the report so that an entire page fits in the Report Preview. |
| Thumbnails | Clicking this button (or pressing <**Ctrl**+**T**> on your keyboard) displays thumbnails of the pages in a report allowing you to quickly navigate to a section you want to get to. Press the Refresh button above the column if the thumbnails fail to load. |
| Find | Clicking this button (or pressing <**Ctrl**+**F**> on your keyboard) displays a **Find What** field below the Report Preview allowing you to search on text in a report. |
|  | Clicking this button refreshes the Report Preview. |
|   | The navigation arrows, (i.e. First page, Previous page, Next page and Last page) can be used to move through the report. The page currently viewing and the total number of pages in the report also display, (e.g. Page 2 of 7). |
|  | Clicking this button (or pressing <**Shift**+**F2**> on your keyboard) will result in a single page displaying in the Report Preview. |
|  | Clicking this button (or pressing <**Shift**+**F3**> on your keyboard) will result in a continuous page display in the Report Preview, (i.e. all report pages will display as a vertical ribbon). |
|  | Clicking this button (or pressing <**Shift**+**F4**> on your keyboard) will result in a multiple page display in the Report Preview, (i.e. the report will be zoomed so that as many pages as can be fit in the window will display). |
|   | A horizontal slider to size the report as it appears in the Report Preview section. |

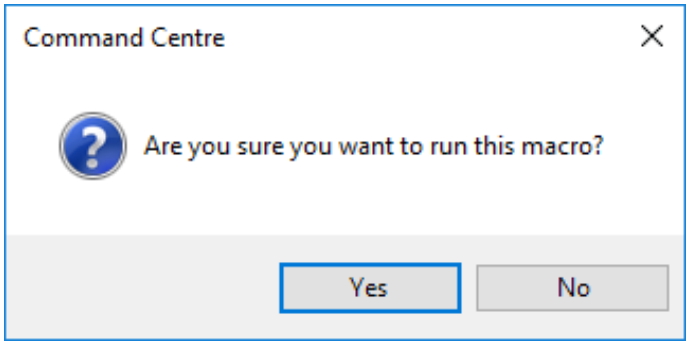
4. Click the **Close** button when the report is run.

**Note:** A report run from a Status tile will run using the actioning Operator's privileges. This overrides any existing "Run As" Operator that may be configured in the **Schedule/Macro Output** pop-up, (i.e. if a scheduled report has a "Run As" Operator of Operator 1, but Operator 2 runs the report from the Status tile, then the report will "Run As" Operator 2).

### *Running Macros*

Macros that are added to a Site Plan or Status Tile can be run at any given time from the tile via a context menu, as follows:

1. Either:
   - Click on the Macro's icon, and select **Run Macro**,
     OR
   - **Double-click** on the Macro's icon.
2. Does a message similar to the one below display?




| If... | then... |
|---|---|
| yes | the Macro has the "Operator confirmation required when run manually" option selected (on the **Schedule/Repeats** tile of the Macro's properties).<br>Click the **Yes** button, and the Macro will run. |
| no | The Macro will run. |

The Macro icon changes image for several seconds  as an indication the macro has run.

**Notes:**

- An "Operator Ran Macro" event will be generated.
- When a Macro runs it is possible that some of its actions cannot be carried out, (e.g. when a Macro is set-up a relay may support pulse overrides, however when the Macro runs this could have been changed). In such cases, if the Macro was run (from a Schedule or by an Operator), then an event is generated indicating which item(s) and action(s) could not be carried out.
- If the server goes offline at the time a Macro is scheduled to run, the Macro will only run if the server comes back online within one minute of the scheduled run time. If it is not run, when the server comes back online an event will be generated.

### *Copying to clipboard*

A Site Plan can be copied to a clipboard where the image can then be posted into another document type, as follows:
**Note:** Only the visible content of the Site Plan tile will be copied.

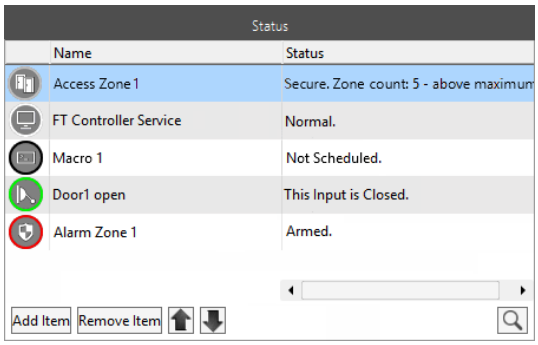
1. Click on the  button.
2. Open the application you want to copy the Site Plan image into.
3. Right click and select **Paste** from the Context menu.

**Notes:**

- If any icons are in an alarmed state they will appear the same way in the copy.
- If the Site Plan tile is maximised a larger image is produced.

## Status Tile actions

The Status tile displays a list of configured items in a grid. The list of items is fixed via configuration, (i.e. it will be configured to either display a preconfigured list of items, or the Operator will be able to select the items to be monitored). The order in which the items are displayed is also determined via configuration.




If the tile is configured for "Operator Selected Items", operators can add/ remove and reorder items during use, as follows:

### *Adding Items*

Items can be added to the Status tile, as follows:

1. Click the **Add Item** button. A browse tool displays.
2. Search for the item(s) you want to add to this tile by entering search criteria in the **Search** field and/or refining the filters.
   The grid becomes populated with items that match the search criteria.
3. Click the checkbox next to each item name you want to include, or click the **Select All** button if you want to include all items.
   **Note:** In a multi-server environment, remote reports are unable to be added to a local server's Status tile.
4. Click the **Add Selection** button. The pop-up closes and the item(s) now appears in the list of items on the Status tile.

**Note:** You can also drag items from a Site Plan tile into this tile.

### *Removing Items*

Items can be removed from the Status tile, as follows:

1. Click on the item you want to remove from the Status tile.
   **Note:** Multiple items can be removed at once by holding down the <**Ctrl**> key while you click on each item to be removed. Each item selected becomes highlighted.
2. Click the **Remove Item** button.
   The item(s) disappears from the list of items on the Status tile.

### *Ordering Items*

An operator can sort the order of the items in the operator selected Status tile and the pre-configured items Status tile by clicking on the header row. Items can be ordered by Name, Status or Updated.

Different operators will be able to see their preferred operator-selected list, displayed alphabetically.

You can also use the up and down arrow buttons to change the order of the items on the Status tile, (i.e. select the item you want to move and click either the up or down arrow to move it).

In the operator selected Status tile only, if you have ordered the items by clicking a column, the up-and-down buttons are greyed out. You can select up-and-down buttons by clicking on the button, which re-enables the original functionality. This button is not available on the pre-configured items tile.

***Searching for Items***

If a Status tile has a long list of items, operators can find the item(s) they are looking for quickly as follows:

1. Click the **Search** button. A Search field displays.




2. Start entering characters in the **Search** field.
   Automatic searching starts when the first character is entered, and subsequent characters entered refine the results.
   The grid displays only the items that match the search text.

**Notes:**

- Searching is not case sensitive.
- When the search text is cleared or the is clicked, the complete list of item redisplays in the grid.
- If you cannot see the **Search** button because the window is not wide enough, maximise the tile in the viewer.

Actions, including viewing alarms, can be performed and overrides carried out on single or multiple items on a Status Tile via a context menu. When an item is in alarm on this Tile, the items icon will flash in the appropriate colour to reflect the priority of the alarm. **Notes:**

- Columns on the Status tile can be resized if required. See ***Resizing/ reordering columns*** (on page 2-131) for further detail.
- Cameras can be dragged and dropped from a Site Plan tile onto the Status tile and Camera tile. Other icons can also be dragged from a Site Plan tile onto a Status tile.

## Operator Privileges

### Preconfigured Items

If the tile is preconfigured to show particular items, you will be able to see all the configured items if you have the privilege to see the individual items. This includes the Item's Icon with a coloured circle around it indicating the state of the item and the status text. This applied to all Item Types except Cardholders.

### Operator Selected Items

If the tile is configured for "Operator Selected Items", the following privileges are needed for the items to appear in the browse tool when adding an item:

| For... | you need... |
|---|---|
| Macros | the "Edit Macros", "Run Macros" or "Schedule & Run Macros" privilege in the Macro's division for them to appear in the browse tool. |
| Cardholders | one of the following privileges in the division of the cardholder for them to appear in the browse tool: |

| For... | you need... |
|---|---|
| | • "View Cardholders"<br>• "Edit Cardholders"<br>• "View Cardholder Notes"<br>• "Edit Cardholder Notes"<br>• "Edit Cardholder Notification"<br>• "Print/Preview & Encode Card"<br>• "Delete Cardholders" |
| all other items | "View Site" or "Edit Site" privilege in the division of the item for them to appear in the browse tool. |

## Tile Actions

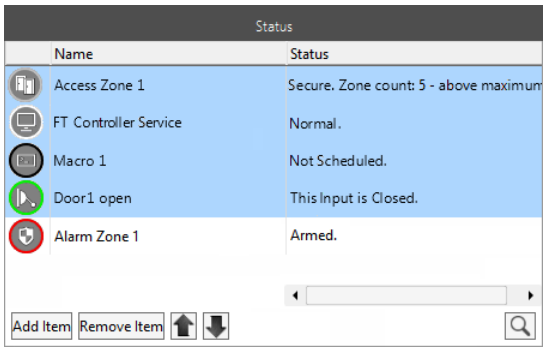
***Multi-selecting items*** (on page 3-139)
***Viewing Alarms*** (on page 3-130)
***Performing Actions/Overrides*** (on page 3-131)
***Running Reports*** (on page 3-133)
***Running Macros*** (on page 3-135)
***Changing the Schedule assigned to an Access Zone*** (on page 3-140)

### *Multi-selecting items*

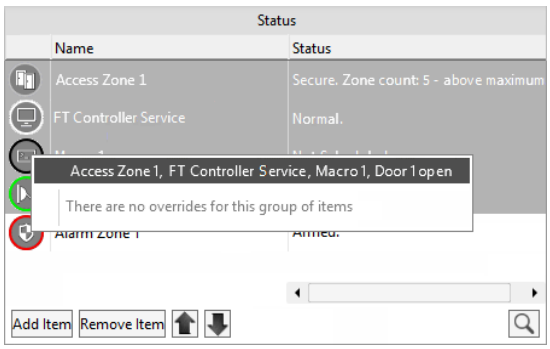
Actions can be performed and overrides carried out on multiple items on a Status Tile. To select multiple items, use either of the following two methods.

**Method 1:** Hold down the <**Ctrl**> key and click on each item you want to select, OR

**Method 2:** Hold down the left mouse button and drag until all the items you want are included, (i.e. highlighted).




The selected items are highlighted and a menu appears when you click on the  beside any of the items in the group.

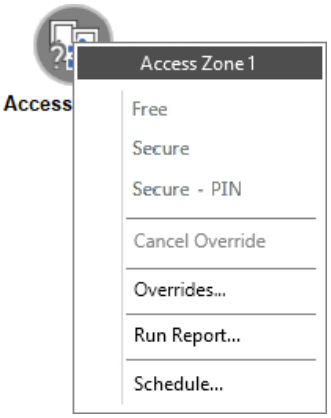
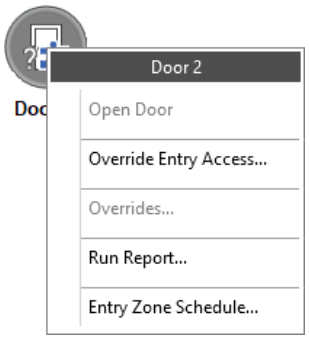


### *Changing the Schedule assigned to an Access Zone*

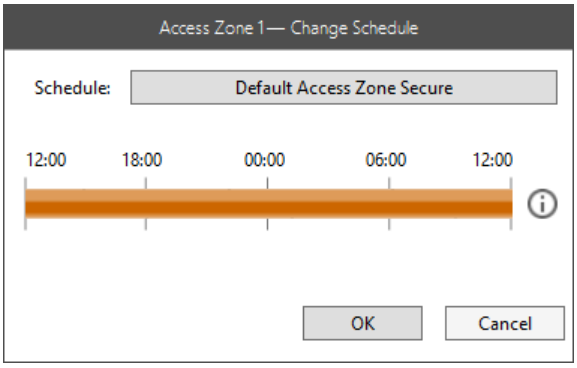
The Schedule that is assigned to an Access Zone can be changed from a Site Plan or Status Tile, as follows:

**Note:** Operators require either "Edit Site" or "Schedule Access Zone" operator privilege to be able to change the Schedule assigned to an Access Zone.

1. Click on either the Access Zone icon or on the icon of a Door that is using the Access Zone as an entry zone.

| If you click the... | then the following context menu displays... |
|---|---|
| Access Zone icon, | <br>Click **Schedule...** from the context menu. |
| Door icon, | <br>Click **Entry Zone Schedule...** from the context menu. |

An Access Zone - Change Schedule pop-up displays.

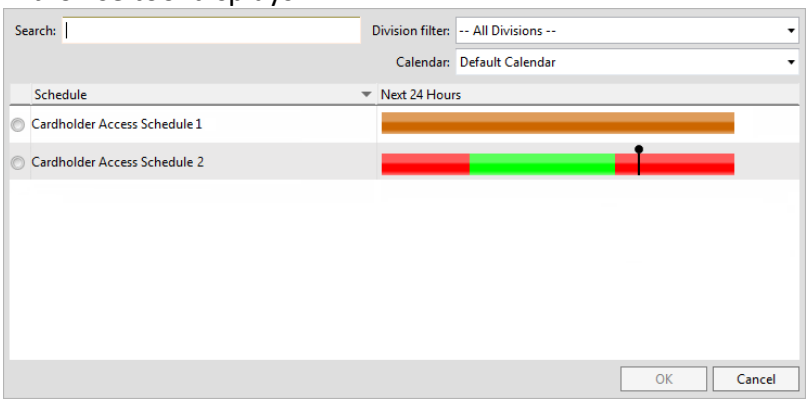



The name of the **Schedule** button is that of the Schedule currently assigned to this Access Zone.

**Note:** If you do not have either "Edit Site" or "Schedule Access Zone" privilege, but do have "View Site" privilege, this pop-up will be 'view-only',

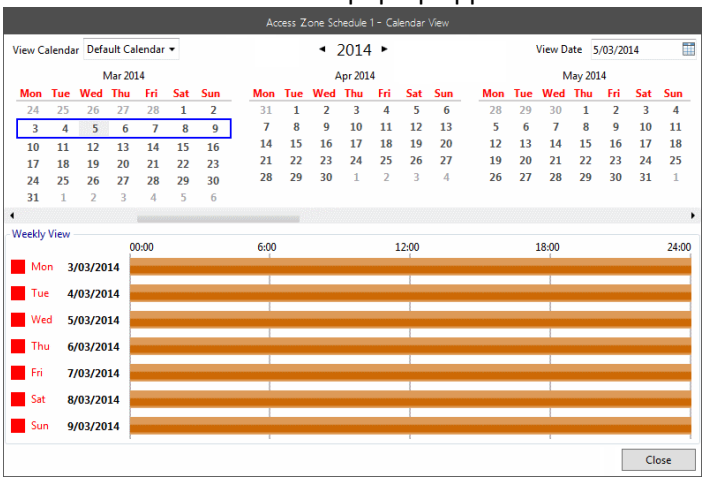
(i.e. the **Schedule** button will be disabled and the **OK** and **Cancel** buttons will be replaced with a **Close** button).

2. Click the **Schedule** button.
   A browse tool displays.




3. Click the radio button for the required Schedule.
4. Click the **OK** button. The pop-up closes and the **Schedule** button changes to the name of the Schedule you selected.

   **Note:** If you wish to view the Calendar of the assigned Schedule, click the button. A Calendar View pop-up appears.




| **If this pop-up is launched from...** | **then it will show the …** |
|---|---|
| an Access Zone, | Calendar configured on the Controller of the first Door currently using this Access Zone as an entry zone, (e.g. Door A and B both have Access Zone 1 as their entry zone, then the calendar configured on the Controller that Door A is attached to will display). If no door is using the Access Zone as an entry zone, then the Default Calendar will display. |
| a Door, | Calendar configured on the Controller that the Door is attached to. |

5. Click the **OK** button.
   The Access Zone - Change Schedule pop-up closes.

## URL Tile actions

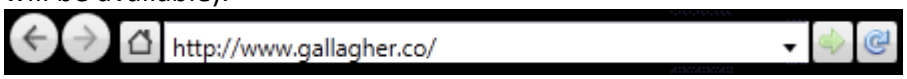
The URL Tile displays either the content located at a specific URL, (e.g. a web page, Internet/Intranet, etc.), or a related URL, (i.e. Alarm Instructions or Cardholder PDF), depending on how it was configured. Whether or not a Navigation bar displays at the top of the tile, (i.e. the URL address and navigation buttons) depends on whether navigation was enabled or disabled when the tile was configured, as follows:




**Note:** This example has been configured with navigation enabled, hence the Navigation bar at the top of the tile.

### Enable Navigation

- The Navigation bar will be visible and available, (i.e. users will be able to type any URL they like in the Address bar, and all the navigation buttons will be available).




- The **Forward** and **Back** buttons are available and follow standard browser behaviour.
- A **Home** button is also available to return the operator to the URL that is configured to display.
- The other buttons to the right of the URL text are **Go** and **Refresh**.
- Operators can click through any links in the web page.

**Enable Restricted Navigation**

- The Address bar and  **Go** button will be visible but permanently disabled, while all other navigation buttons will be available.
- Users will be able to navigate through all the displayed links in the pre-configured web page, but the URL cannot be changed.

**Disable Navigation**

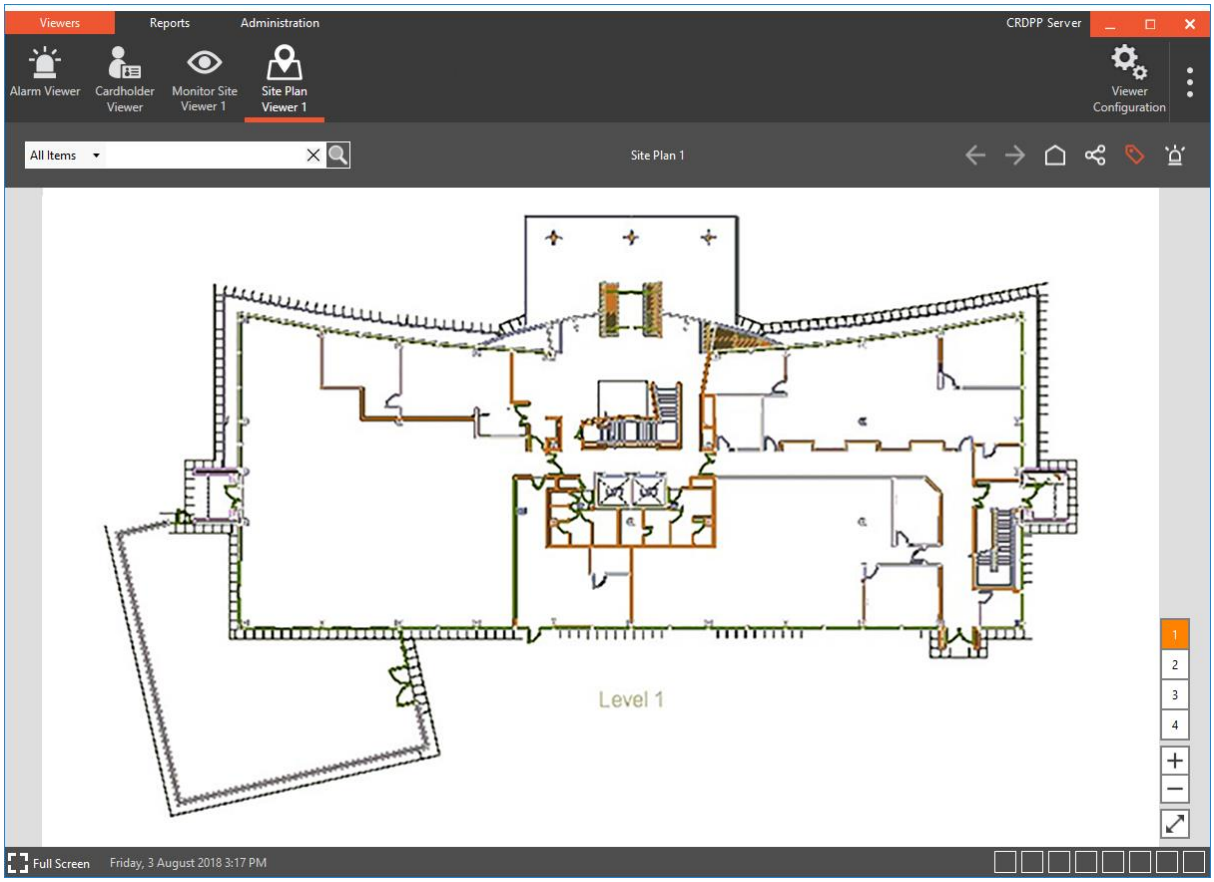
- The Navigation bar will not be displayed, therefore disabling any navigation for links in the displayed pre-configured web page.

**Notes:**

- The display of any non-standard web pages depends on what plug-ins the user has installed for IE on the workstation that the client is running on.
- If you have the privilege to view the content of the PDF that contains the URL then you can also view the URL tile and its content. Otherwise you just get the standard message *"You are not authorised..."*

## Site Plan Viewer

The Viewers that display are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Site Plan Viewer** button on the toolbar. The Site Plan Viewer opens.

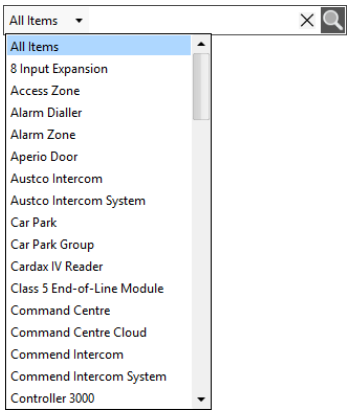



Unlike other Viewers, the Site Plan Viewer is structured differently, (i.e. it does not have a Navigation Panel, nor does it use tiles).

***Searching on Site Plans*** (on page 3-145)
***Navigating between Site Plans*** (on page 3-145)
***Copying, Printing and Emailing Site Plans*** (on page 3-145)
***Hiding/Showing Text on Site Plans*** (on page 3-146)
***Displaying the Alarm List on Site Plans*** (on page 3-146)
***Zooming on Site Plans*** (on page 3-147)
***Selecting Floors on Site Plans*** (on page 3-148)
***Embedded Site Plans*** (on page 3-148)
***Summarised Site Plan items*** (on page 2-305)
***Changing the Schedule assigned to an Access Zone*** (on page 3-149)
***Viewing Related Items*** (on page 3-150)
***Managing Intercom Calls*** (on page 3-152)
***Rotated Site Plans*** (on page 3-154)
***Viewing Zone Counts for Access Zones*** (on page 3-155)

## Searching on Site Plans

The Search field allows an operator to find an item and have it displayed on a Site Plan. A search looks across all Site Plans in the system for the item you are searching for, (i.e. not just the one you are currently viewing), and when it finds the item it goes to the Site Plan containing it, highlights that item and displays its item menu.




The search is performed over site items on site plans that the operator is privi-leged to view, and searches the Name, Description and Labels of existing items.

Site Plans matching the content of the search criteria display in the Search results area.

Searching/filtering has no impact on the content of the Item Display.

## Navigating between Site Plans

Site Plans can be configured to display links to other Site Plans. If a Site Plan has another Site Plan linked to it, (i.e. the icon for a Site Plan appears on another Site Plan), the links will only display if you have the appropriate privileges for the associated Plan. Selecting the link will cause the Site Plan currently displayed in the viewer to be replaced with the linked Site Plan. If you navigate away from the original Site Plan you can use the navigation buttons on the Site Plan Viewer toolbar, to do the following:

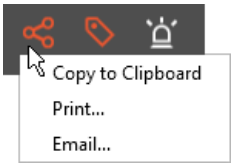
- jump back to the original (Home) Site Plan by clicking on the **Home** button
- return to the last Site Plan you viewed by clicking on the **Back** button
- return to the Site Plan you were on before you clicked the **Back** button, by clicking the **Forward** button

**Note:** You can also use the Search field to navigate to other Site Plans.

## Copying, Printing and Emailing Site Plans

Images of Site Plans can be copied and pasted into another document type, printed and/or emailed, as follows:

1. Click the button.
   A context menu displays.



2. Select the option you require, as follows:

| If you select… | then… |
|---|---|
| Copy to Clipboard | a) Select **Copy to Clipboard**. Alternatively, press <**Ctrl**+**C**>. A screenshot of the Site Plan is taken and placed onto the Clipboard.<br>b) Open the document you want to paste the screenshot into and press <**Ctrl**+**V**>.<br>**Note:** Only the content that is visible on the Site Plan is copied, i.e.<br>- any icons in alarmed state will appear the same way in the copy<br>- the Site Plan is copied as per the zoom level set<br>- displayed item menus are included. |
| Print… | a) Select the **Print**... Alternatively, press <**Ctrl**+**P**>. A Print dialog displays.<br>b) Select the required printer from the drop-down list of available printers.<br>c) Click the **Preferences** button if you need to set information about the printer, (e.g. paper size, or printing more than one page on a single sheet of paper), and set the **Page Range** and **Number of Copies**.<br>d) Click the **Print** button. The Site Plan prints to the printer indicated. |
| Email… | a) A screenshot of the Site Plan is taken and attached to an open email in the applicable email client, as a **.png** image file.<br>b) Add the email recipients manually and send the email.<br>**Note:** If an email client is not available on the workstation a message explaining that will display. |

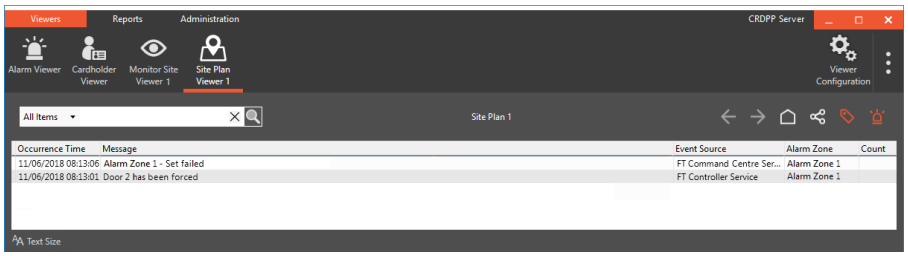
## Hiding/Showing Text on Site Plans

1. Site Plans can become very busy visually with many items displayed, so operators have the ability to turn the display of item names (or configured label) on or off on a Site Plan.
   **Note:** This does not affect the tool tips, where the name remains visible when the item is hovered over.

   - To hide item names, click the **Hide Text** button.
   - To display item names, click the **Show Text** button.

## Displaying the Alarm List on Site Plans

The alarm list is revealed by clicking the **Alarm** toggle control.



The alarm list is restricted to "site item" alarms, and is another way of locating an item in the list, in particular, an item that needs attention.
**Note:** There are no processing options in the list.

***Selecting items from the Alarm List***

The result of clicking on an alarm in the Alarm List is determined by whether or not the item in alarm exists on any Site Plan, as follows:

| If the item… | then… |
|---|---|
| exists on any Site Plan, | the item is displayed on any Site Plan (if it exists) with item menus displayed. While the item and item menu are displayed, the list will roll back/hide until the item is deselected or the action has been taken (closing the item menu).<br>A specific Site Plan will display if selected, or display any Site Plan as an item on another Site Plan as selected from the result list. |
| does not exist on any Site Plan, | an Alarm details panel will display to allow you to complete required actions. |

**Hints**

- The size of the text can be adjusted by clicking on Text Size and then dragging the indicator that displays as necessary.
- The **Count** column (if configured to display), indicates either:
  - the flood count for an alarm flood. Only one instance of an alarm flood will display, with the flood count for each alarm flood, or
  - the number of times a stateful alarm has occurred.
  An operator should be able to distinguish these two scenarios by looking at the event history in the Alarm Details Tile.

## Zooming on Site Plans

If the Site Plan was configured to be a **Site Map / Building Plan** type, (i.e. it allows progressive disclosure), zoom and panning functions will be available for the Site Plan when it is viewed in a Site Plan tile or the Site Plan Viewer.
**Note:** This only applies to Site Plans created in Command Centre Client. While Legacy Site Plans, (i.e. Site Plans created in Configuration Client) can be viewed in a Site Plan tile or the Site Plan Viewer, the zoom and pan functionality is not available.



**Zooming**

The zoom control buttons allow the user to zoom in and out on a selected item(s) or if nothing is selected, zoom in on the centre of the Site Plan.



**Fit to View**

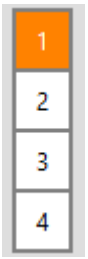
Located below the zoom control buttons, clicking the **Fit to View** button restores the viewed Site Plan back to fit within the operators view.
This is useful when you have:

- zoomed in somewhere and want to get back out quickly
- jumped to an alarm and want to go back to an overview

**Panning**

By clicking and holding down the mouse button anywhere on the Site Plan, you can move the entire Site Plan around the viewer or tile.

## Selecting Floors on Site Plans




If a Site Plan is multi-layered, representing a multi-level building, there will be a floor selector in the lower right corner of the Site Plan.
The floor selector lists all floors (as configured in the Site Plan) for a multi-layered Site Plan. Clicking on an individual floor on the selector presents the floor plan associated with the selection. Clicking between floors maintains the same zoom level.

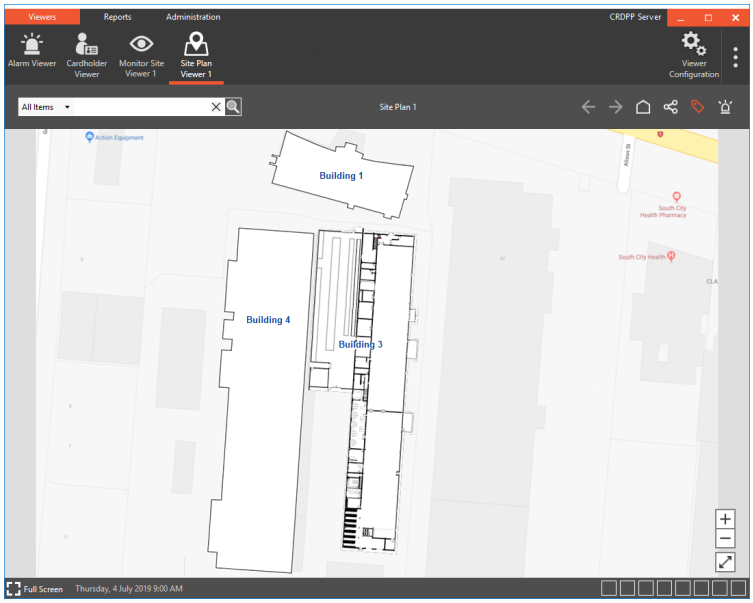
If a floor has an alarm, the highest alarm colour for that floor, displays on the floor selector.

## Embedded Site Plans

Embedded Site Plans display on a Site Plan Viewer either:

- out of focus, (i.e. as a bordered shape) or
- in focus, (i.e. displaying the embedded Site Plan detail)

**Note:** Site Plans can only be embedded onto other Site Plans of the 'Site Map' type. If there are a number of embedded Site Plans on a Site Map, only one can be in focus, (i.e. the one that is closest to the centre point of the screen will be in focus, while the others will remain out of focus as a bordered shape) depending on the zoom level. However, if the embedded Site Plans are 'Site Maps' more than one can be in focus.
In the example below, **Building 3** is in focus, while **Building 1** and **Building 4** are out of focus.




Irrespective of whether an embedded Site Plan is in focus or not, if (at the time of being embedded) it has been configured to flash when in alarm, it will do so. Levels of embedding can be configured by having nested embedded Site Plans, (e.g. Site Plan 3 is embedded in Site Plan 2 which is embedded in Site Plan 1).

Components of an in focus Site Plan, (e.g. Graphic Objects) may appear as summarised item(s). However, clicking the **Zoom In** button reveals more

detail. Clicking on an out of focus Site Plan will move it to the centre point of the screen and zoom in to bring it in to focus.

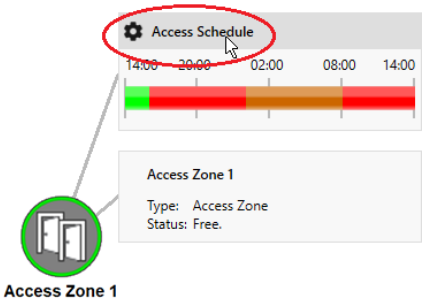
If you have zoomed in on an embedded Site Plan, or moved the entire Site Plan around the viewer, clicking the **Fit to View** button restores the original Site Plan view. When a 'Building Plan' with multiple floors is in focus, the **floor selector** for the building plan will display.

## Changing the Schedule assigned to an Access Zone

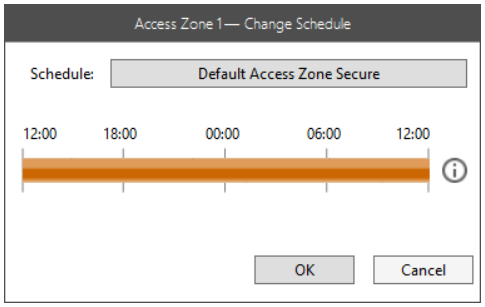
The Schedule that is assigned to an Access Zone can be changed from a Site Plan Viewer, as follows:

**Note:** Operators require either "Edit Site" or "Schedule Access Zone" operator privilege to be able to change the Schedule assigned to an Access Zone.

1. Click on the Access Zone icon, and then **Access Schedule**.



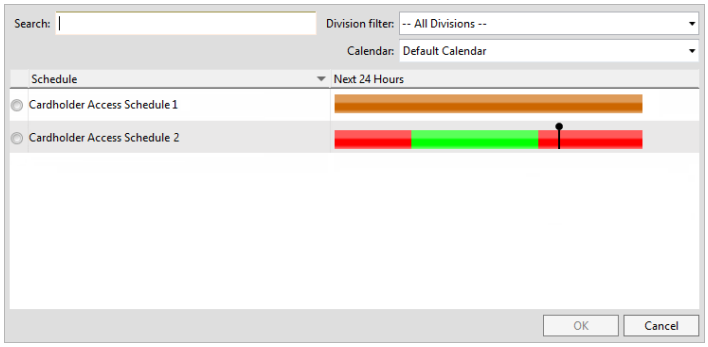

An Access Zone - Change Schedule pop-up displays.




The name of the **Schedule** button is that of the Schedule currently assigned to this Access Zone.

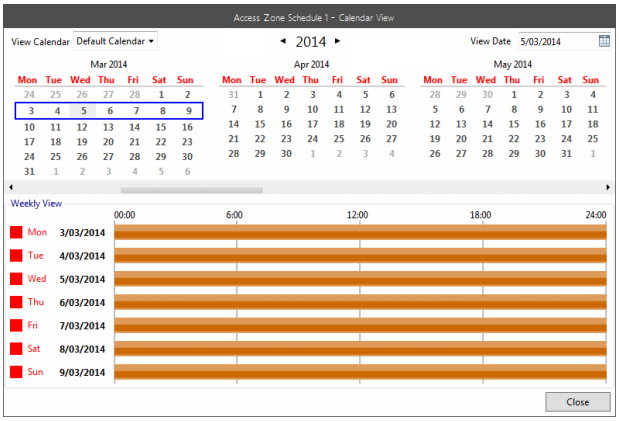
**Note:** If you do not have either "Edit Site" or "Schedule Access Zone" privilege, but do have "View Site" privilege, this pop-up will be 'view-only', (i.e. the **Schedule** button will be disabled and the **OK** and **Cancel** buttons will be replaced with a **Close** button).

2. Click the **Schedule** button. A browse tool displays.



3. Click the radio button for the required Schedule.
4. Click the **OK** button. The pop-up closes and the **Schedule** button changes to the name of the Schedule you selected.

   **Note:** If you wish to view the Calendar of the assigned Schedule, click the button. A Calendar View pop-up appears.




   This pop-up shows the Calendar configured on the Controller of the first Door currently using this Access Zone as an entry zone, (e.g. Door A and B both have Access Zone 1 as their entry zone, then the calendar configured on the Controller that Door A is attached to will display). If no door is using the Access Zone as an entry zone, then the Default Calendar will display.

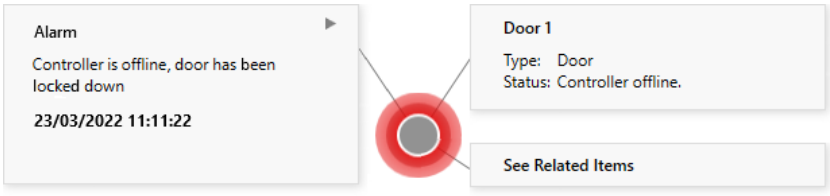
5. Click the **OK** button.
   The Access Zone - Change Schedule pop-up closes.

## Viewing Related Items

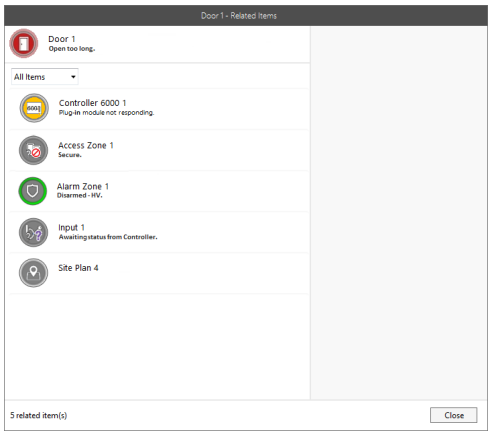
Site Plan item menus can be configured to display Related Items. This allows sites to declutter Site Plans by minimising the number of items on them. Operators can check the status of related items when something goes wrong, (e.g. if a door is offline they can check if it is just the door, or maybe the controller is offline too).

The status of Related Items can be checked, as follows:

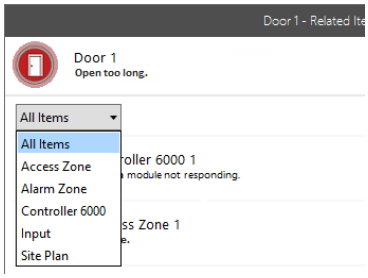
1. Click on the item icon you want to check the status of.
   The See Related Items Panel displays along with any others that have been configured.




2. Click on the See Related Items Panel.
   A Related Items pop-up displays. By default, all site items and site plans related to this item are listed along with their current status. Items in alarm are displayed at the top, sorted by alarm priority, and items in normal state are listed alphabetically.

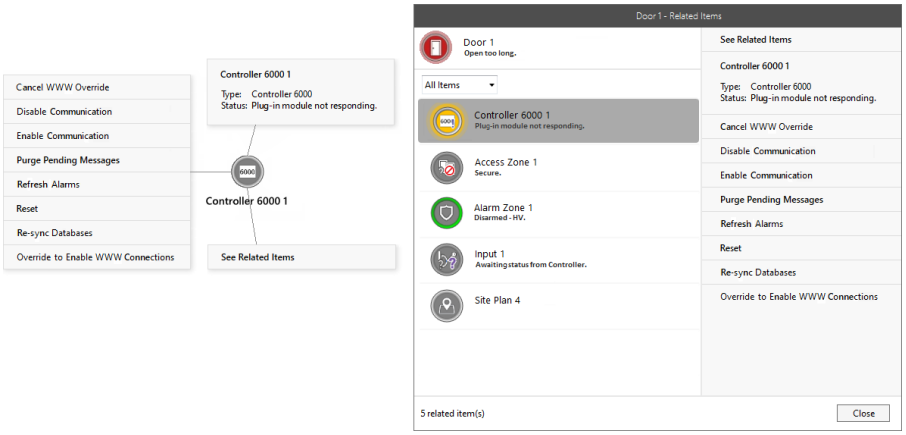



You can filter the list of related items by selecting an item type from the drop-down list.

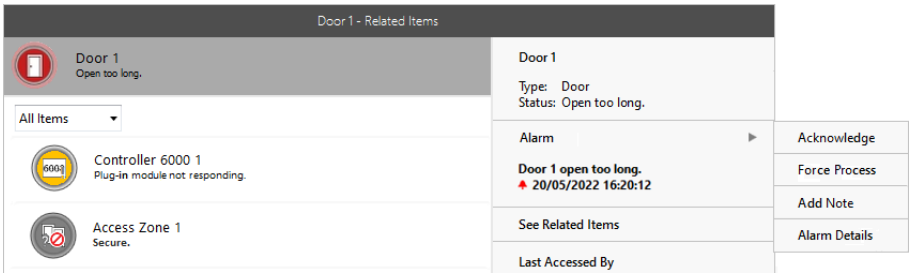



When you click on any of the related items in the list, the right side of the pop-up becomes populated with the same information as the Item Menu controls that appear when you click on the item on the Site Plan.

*See example:* The current status and possible override actions display for the Controller. This Controller also has a See Related Items option. Clicking this will display a separate Related Items pop-up for the Controller.




Items that are in alarm can be processed as normal from the Related Items pop-up. By clicking on the Alarm a context menu displays allowing you to acknowledge, force process, add a note or see the alarm details of the alarm.

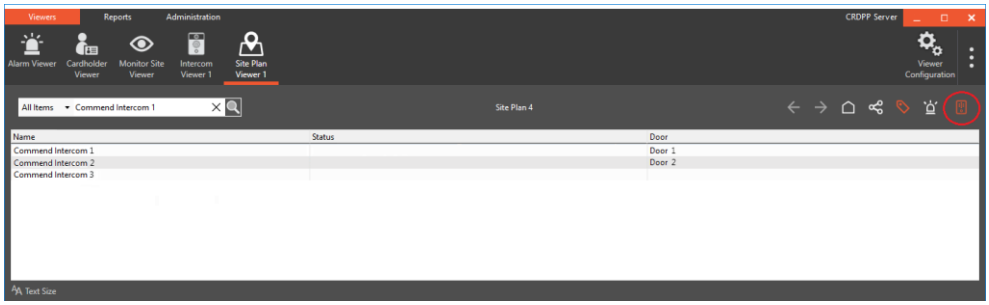



When an alarm is processed from here, the alarm information changes to "Alarm has been processed". If there are other alarms on the item the next highest priority unacknowledged alarm will display.

## Managing Intercom Calls

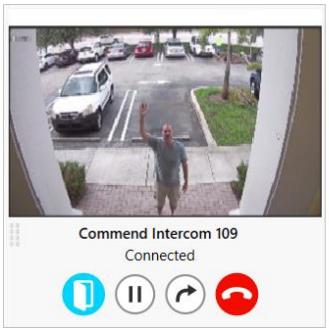
The intercom call queue is revealed by clicking the **Intercom Calls** toggle control.

**Note:** The **Intercom Calls** toggle control only appears if there is at least one Intercom licence, (e.g. Austco, Jacques, Commend or SIP).




The queue is restricted to intercom calls that the operator is privileged to see, that have either been generated in response to a call, any incoming Intercom call or specific Intercoms depending on the configuration of the associated Viewer. **Notes:**

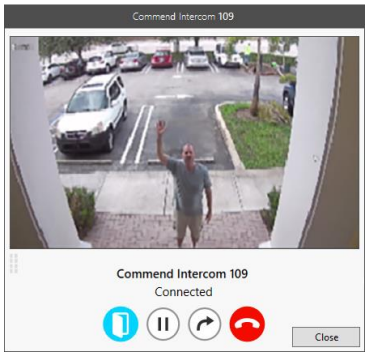
- If an active alarm and an Intercom Call present on the same Icon, the Intercom behaviour takes precedent up until alarms of "Very High Priority". In this case, the alarm display behavior is shown rather than the intercom ringing behaviour.
- The Intercoms Item Menu Control encapsulates an associated camera and intercom call controls. While a call is active, it displays the camera integrated in the intercom device if one exists. If there is no integrated or associated camera, the control displays intercom call controls only (as shown in the screenshot below on the right).







- If a call is selected from the queue and the Site Plan Viewer cannot locate the Intercom or Door, (i.e. the Intercom or Door are not present on a Site Plan), the dialog below displays. The Intercom call can still be answered.

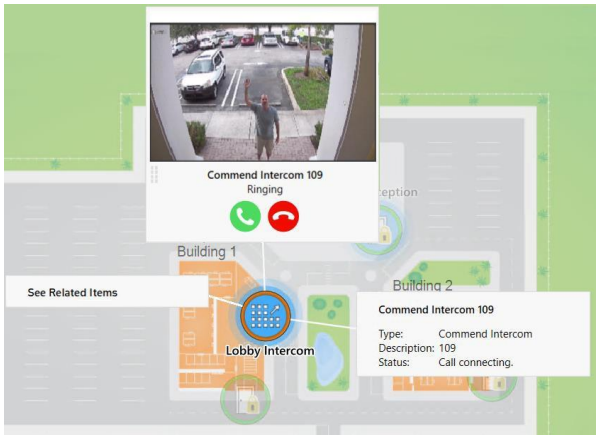


- The actions available for an Intercom call depend on the what type of Intercom System it is for, as follows:

| Action | Intercom System | | | |
|---|---|---|---|---|
| | Jacques | Commend | Austco | SIP |
| Call | ✓ | ✓ | ✓ | ✓ |
| Answer Call | ✓ | ✓ | ✓ | ✓ |
| Put Call On Hold | ✓ | ✓ | × | ✓ |
| End Call | ✓ | ✓ | × | ✓ |
| Forward Call | ✓ | ✓ | × | × |
| Monitor Intercom | ✓ | × | × | × |

An operator can answer an intercom call from the Site Plan Viewer, as follows:

1. Click the **Intercom Calls** toggle control on the Site Plan Viewer.
   The intercom call queue displays.
2. Click on the call in the queue that you want to answer. The Site Plan Viewer navigates to the Site Plan (zoomed in if appropriate) where the intercom is, displaying either the intercom icon (if there is no door associated), or the door icon. The intercom call control displays as **Ringing**.




3. Click the button.
   The call event is cleared from all other workstations. The time remaining is cleared, and the console will connect to the intercom.
   Depending on what type of Intercom System it is for, you can now:
   - talk to the cardholder, if required via the Intercom console,
   - place the call on hold,
   - open the door associated with the intercom,
   - forward the call, or
   - end the call.

   Take the appropriate action as required:

***Placing a call on hold***

Once you have answered a call, you have the option to place the call on hold at any time, as follows:

1. Click the button. The status of the call changes to "On Hold".



2. Click the button when you wish to take the call off hold again.

### *Opening the door associated with an Intercom*

If there is a door associated with the intercom, the door can be opened as follows:

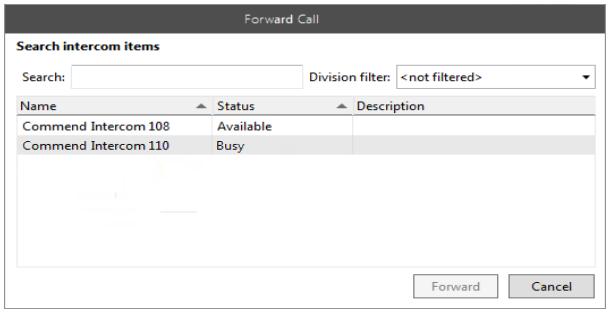
1. Click the button. The door associated with the intercom opens.
   **Notes:**

   - If no door is associated the button will not be available.
   - You need the "Override - Open Door" operator privilege to perform this function.

### *Forwarding a call*

A current call or any queued call can be forwarded to another Intercom, as follows:

1. Click the button.
   The Forward Call pop-up displays with a list of all the Intercoms in the operator's division that have the "Calls can be forwarded to this intercom" option enabled.

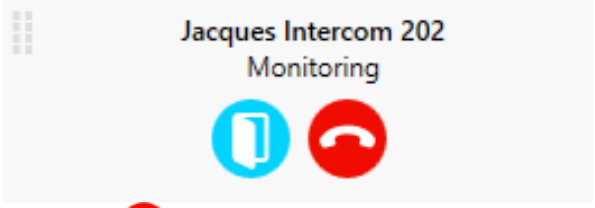



   **Note:** This list excludes the Intercom that initiated the call, and the workstation Intercom you are forwarding from.
2. Highlight the Intercom you wish to forward the call to, and click the **Forward** button. The call is forwarded to the Intercom selected.

### *Monitoring an Intercom*

Depending on what type of Intercom System the intercom is for, you can monitor an intercom. The intercom must not be connected in a call, with you or another workstation, for you to monitor it.

1. Click the button.
   The console will connect to the intercom to listen to it. The intercom (at the other end) will not have any visual or audio output, i.e. there is no indication to other people that it is being monitored.
2. The status of the call changes to "Monitoring".




3. Click the button when you wish to stop monitoring the intercom.

### *Ending a call*

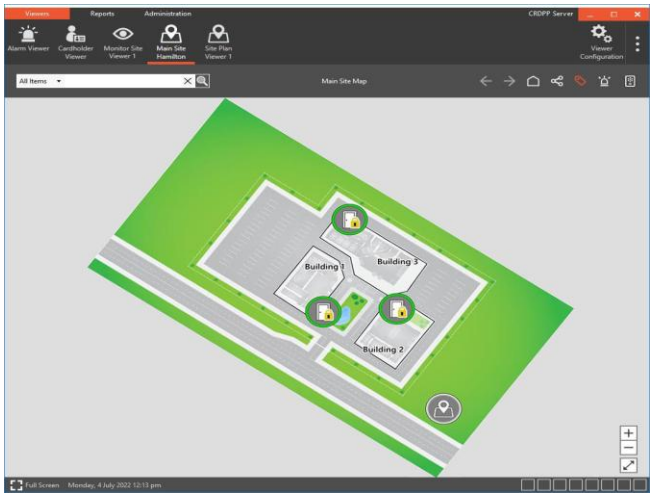
Once you have answered a call, you have the option to end the call at any time.

1. Click the  button.
   The call is disconnected. The call is cleared from the intercom call queue and removed from all other workstations. The next call is selected automatically, and the Site Plan where the intercom is displays.

## Rotated Site Plans

When Site Plans are configured, they can be rotated so they are in the correct orientation based on the seated position of a workstation operator. Site Plans configured this way will appear rotated on the Site Plan Viewer. **Notes:**

- The rotate option does not apply to legacy Site Plans (Site Plans created in Configuration Client), and is only available for Site Maps and Building Plans, (i.e. new Panels cannot be rotated).
- Item icons and names do not rotate with the Site Plan.

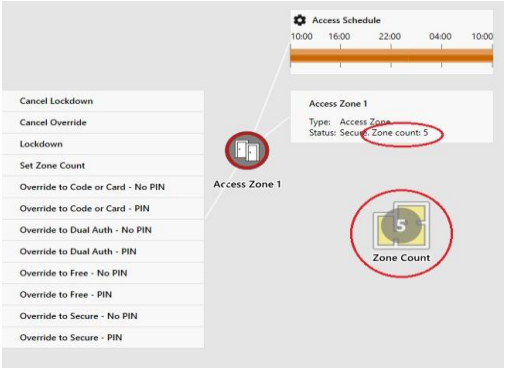



**Note:** In the example above the Site Plan has been rotated 35 degrees.

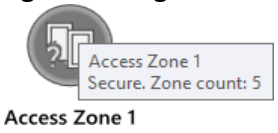
## Viewing Zone Counts for Access Zones

If zone counts have been set for an Access Zone, they can be shown from the Access Zone object on a Site Plan Viewer by either:

- hovering on the Access Zone object, or




- right-clicking on the Access Zone object.




Access Zone 1

# Reports

## Introduction

The **Reports** tab provides a separate area from the Viewer and Administration functionality, for creating, editing and running the following types of reports:

| Report Type | Description |
|---|---|
| Access Report | The Access Report provides a list of Cardholders who can access a door/zone during a specified time period.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Access Reports in divisions where they have the "Configure Access Report" privilege. |
| Activity Report | The Activity Report is a tool for reporting exactly what has been occurring in the system. It is a query tool and is not expected to be used to print regular reports for filing purposes.<br>**Note:** In a multi-server environment, for any given server where event aggregation is enabled, an operator can run an Activity Report which incorporates events from remote site items. The Activity Report can be filtered by remote site items.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Activity Reports in divisions where they have the "Configure Cardholder and Activity Report" privilege. |
| Cardholder Report | The Cardholder Report allows the operator to print a listing of Cardholder information. The operator specifies a set of cardholders as criteria.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Cardholder Reports in divisions where they have the "Configure Cardholder and Activity Report" privilege. |
| Evacuation Report | The Evacuation Report provides a list of cardholders present on a site. This can be used in an evacuation situation, such as a fire, and allows better management of evacuation situations and improved cardholder safety.<br>**Note:** In a multi-server system that uses Visitor Management (a licensable feature), visit data does not get replicated between servers. Therefore, the Evacuation Report cannot report on remote visitors.<br><br>**Prerequisites**<br>The Evacuation Report relies on cardholder location information, and is therefore only effective at sites where all cardholders swipe their cards every time they enter or exit an Access Zone. |

| Report Type | Description |
|---|---|
| | **Operator Privileges**<br>To create a new Evacuation Report, or to delete or edit the properties of an existing Evacuation Report an operator must have the "Configure Evacuation Report" operator privilege in the Evacuation Report's Division. |
| Summary Activity Report | The Summary Activity Report focuses on event statistics. By default, it shows a graphical representation of events over a report time period. There is also an option to display statistics in table format so that the data can be exported to CSV. The report also allows grouping of time so that a trend can be shown, (e.g. Numbers of events per week over the past three months).<br>**Operator Privileges**<br>Operators can only create, edit or delete Summary Activity reports in divisions where they have the "'Configure Cardholder and Activity Report" privilege. |
| Time Report (either Detailed or Overview) | The Time Report provides the ability to track hours worked by individual Cardholders. Door entry and exit events are used in the system to calculate hours worked by individual Cardholders. In general, a Door entry event is equated to a Cardholder clocking in or starting work, while a Door exit event equates to a Cardholder clocking out or ending work.<br>**Note:** In a multi-server environment, for any given server where event aggregation is enabled, an operator can run a Time and Attendance Report which incorporates events from remote readers. The Time and Attendance Report can be filtered by remote readers.<br>**Operator Privileges**<br>Operators can only create, edit or delete Time Reports in divisions where they have the "Configure Time Report" privilege.<br>**Detailed Time Report**<br>The detailed Time Report will show entry and exit times for cardholders that badge at selected readers. The time report will contain configurable Earliest Daily Entry Time (EDET) and Latest Daily Exit Time (EDET) boundaries. These boundaries will be used to define entry and exit times when a cardholder tailgates entry or exit, or badges before EDET or after LDET. The time report will produce one row for each continuous period of times between entry and exit pairs (Time on Site column). These may be actual or assumed exit and entry pairs.<br>**Overview Time Report**<br>The Overview Time Report will show a summary of total time based on cardholder attributes: Name, Card Type, Cardholder Division and PDF values.<br>The Overview report will contain similar filters as the Detailed report. The report can be used alongside all reader and time filter configuration options including EDET/LDET, Max Time on Site, Separate/Combined readers, First Entry/Last Exit, Grace Time, |

| Report Type | Description |
|---|---|
| | Display assumed time. The filters column in the table below shows the filters that differ from the detailed report.<br>**Note:** This report also includes the filter 'Total Days' that enables an operator to report the total days a Cardholder has been on site within a specified reporting period. |
| Voltage Report | The Voltage Report is only available for customers licensed for Fence Controllers. It allows an operator to produce a report of logged volts for a Fence Zone. These results are displayed on screen as a line graph, which can be printed out, or saved to file as a CSV format.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Voltage reports in divisions where they have the "Configure Voltage Report" privilege. |
| Z20 Tuning Report | The Z20 Tuning Report is only available if your site is licensed for Disturbance Sensors. A 'Diagnostic Mode' override can be performed on Disturbance Sensors (via the **Status and Overrides** tab of the Disturbance Sensor properties in the Configuration Client). This override will last for up to 48 hours or until it is cancelled. Running a Z20 Tuning Report will provide tuning data recorded over the 48 hours.<br><br>**Operator Privileges**<br>Operators can only create, edit or delete Z20 Tuning Reports in divisions where they have the "'Configure Z20 Reporting" privilege. They also require the "View Site" privilege in each division for that division items to appear in the filters and to display data when the report is run. |

Go to the following function that you want to perform:

***Finding a Report*** (on page 3-158)

***Report Filters*** (on page 3-162)

***Printing a Report*** (on page 3-162)

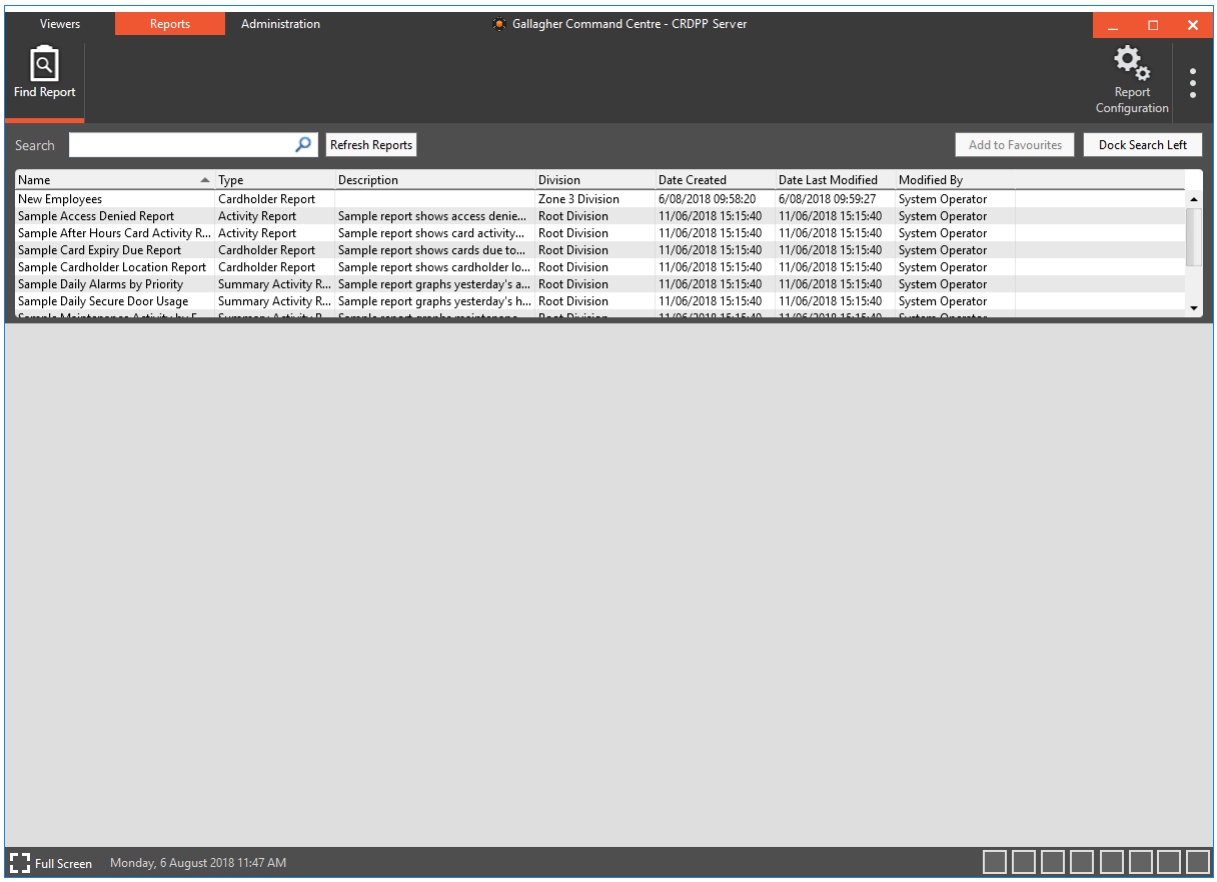
***Report Favourites*** (on page 3-163)

***Exporting Cardholder Images*** (on page 3-164)

## Finding a Report

This procedure describes how to search for Reports on the **Reports** tab.

1. Select the **Reports** tab on the Command Centre title bar.
2. Click the **Find Report** button on the toolbar.
   A Find Reports screen opens allowing easy searching for reports (based on Name, Description, Division and ALL). When first opened, the Find Reports screen will list ALL reports in the Viewer Navigation Panel.




This table explains the functions of the buttons on the Viewer Navigation Panel.

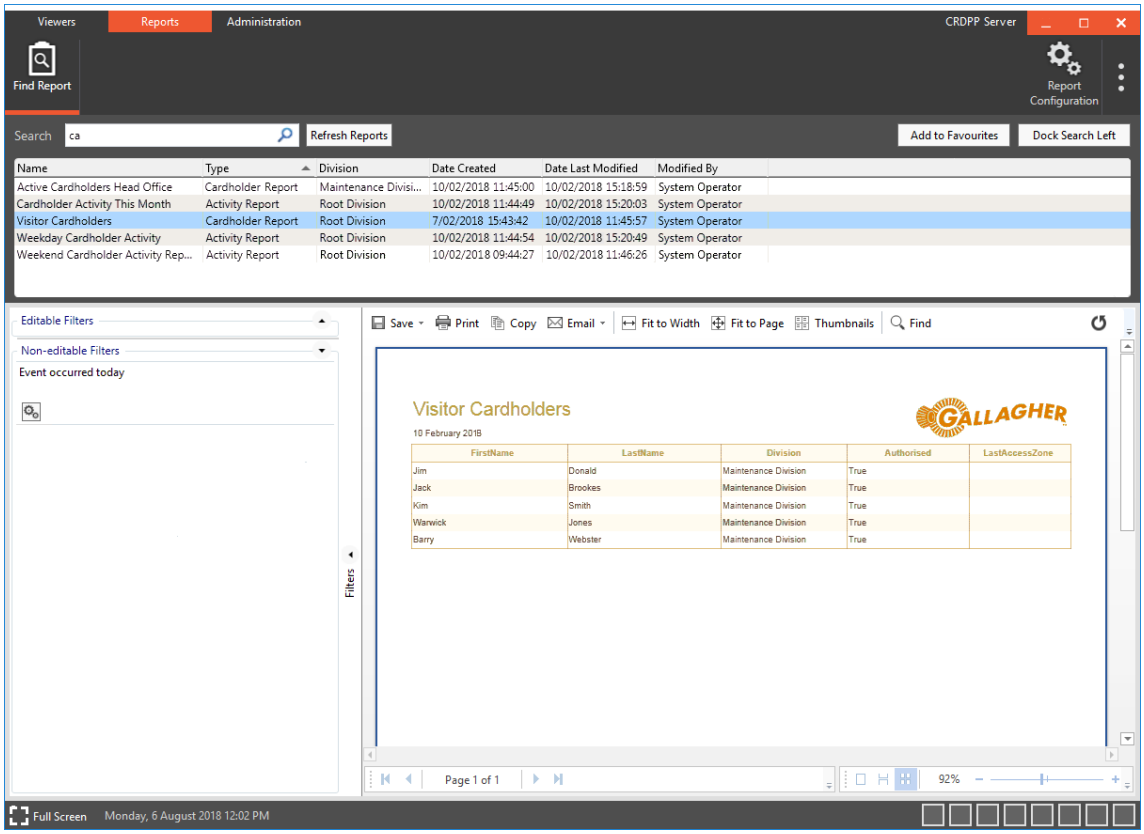
| Button | Description |
|---|---|
| Refresh Reports | New reports are not added to the report list dynamically. Instead, a search needs to be re-run, or alternatively you can click the **Refresh Reports** button. |
| Add to Favourites | Reports can be added to the Report tab toolbar to allow quick access to regularly run reports. See ***Report Favourites*** (on page 3-163) for further detail. |
| Dock Search Left | This button can be used to determine the position of the navigation panel, (i.e. either at the left of the screen or at the top). When clicked, the navigation panel will display on the left and the button changes to **Dock Search Top**, allowing you to change the position of the navigation panel back to the top. |

3. You can either:

- scroll through the list to get to the report you want (if all reports do not fit on the screen), or
- start entering characters in the **Search** field.
  Automatic searching starts when the first character is entered, and subsequent characters entered refine the results.
  **Note:** Searching is not case sensitive.

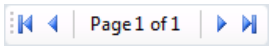
Searched reports are always returned sorted by Name ascending. They can be resorted by clicking on any of the column headers. The first 'click' will always sort the reports in the column's ascending order. Subsequent 'clicks' will toggle the sort order between descending and ascending.

4. Click on the Report you want.
   Below the list of reports, the screen is populated with a Filters panel on the left (to allow editable filters to be changed at runtime), and a Preview panel on the right.




This table explains the functions of the buttons on this screen.

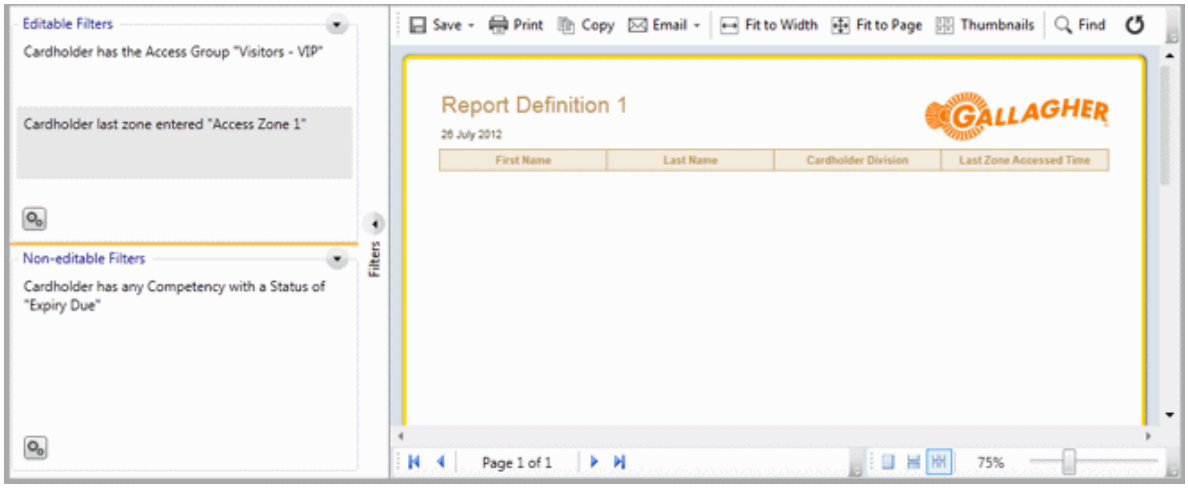
| Button | Description |
|---|---|
| Save | When this button is clicked a context menu displays listing all the file types you can save a report as for further use.<br>**Notes:**<br>• The Export images option outputs report images as individual files and exports the report itself as a CSV file. See ***Exporting Cardholder Images*** (on page 3-160) for the full procedure.<br>• When selecting either the **.xlsx** or **.csv** file type, data beginning with **@**, **+**, **-** or **=** symbols will be prepended with a **'** (single quote). |
| Print | Clicking this button (or pressing <**Ctrl**+**P**> on your keyboard) displays a Print dialog. |
| Copy | Clicking this button copies the report to the clipboard, to allow pasting into Excel or other text application, (e.g. Word, Notepad, etc.). |

| Button | Description |
|---|---|
| Email | When this button is clicked a context menu displays listing all the file types you can email a report in. When the file type is selected, the report is attached to an open email. The email recipients then need to be added manually by the user in the email client. **Note:** If an email client is not available on the workstation an exception message will appear explaining this. |
| Fit to Width | Clicking this button (or pressing <**F5**> on your keyboard) zooms the report so that the width of the page matches the width of the Report Preview. |
| Fit to Page | Clicking this button (or pressing <**F3**> on your keyboard) zooms the report so that an entire page fits in the Report Preview. |
| Thumbnails | Clicking this button (or pressing <**Ctrl**+**T**> on your keyboard) displays thumbnails of the pages in a report allowing you to quickly navigate to a section you want to get to. Press the Refresh button above the column if the thumbnails fail to load. |
| Find | Clicking this button (or pressing <**Ctrl**+**F**> on your keyboard) displays a **Find What** field below the Report Preview allowing you to search on text in a report. |
|  | Clicking this button refreshes the Report Preview. |
|   | The navigation arrows, (i.e. First page, Previous page, Next page and Last page) can be used to move through the report. The page currently viewing and the total number of pages in the report also display, (e.g. Page 2 of 7). |
|  | Clicking this button (or pressing <**Shift**+**F2**> on your keyboard) will result in a single page displaying in the Report Preview. |
|  | Clicking this button (or pressing <**Shift**+**F3**> on your keyboard) will result in a continuous page display in the Report Preview, (i.e. all report pages will display as a vertical ribbon). |
|  | Clicking this button (or pressing <**Shift**+**F4**> on your keyboard) will result in a multiple page display in the Report Preview, (i.e. the report will be zoomed so that as many pages as can be fit in the window will display). |
|   | A horizontal slider to size the report as it appears in the Report Preview section. |

## Report Filters

Report Filters are configured when a report is created, and provide the ability to filter event and alarm details, and cardholder details. There are two types of Reports Filters, (i.e. **Editable Filters** and **Non-editable Filters**).

When you select a report, the screen is populated with a Filters panel on the left (to allow Editable Filters to be changed at runtime, and Non-editable Filters to be viewed), and a Preview panel on the right. The Editable and Non-editable areas are expanded by default but are collapsible up and down. The separation bar between the two sections can also be dragged up and down. Likewise, the entire Filters panel can be collapsed to the left (to expand the Preview panel) by clicking the **Filters** button.




**Editable Filters** are the report filter values that can be overridden (changed) at runtime. See ***Editing a Filter*** (on page 2-116) for the procedure.

**Non-editable filters** cannot be changed at runtime, but can be viewed by clicking the **View this Filter** button.
The Edit Condition pop-up displays in 'read-only' mode.

## Printing a Report

This procedure describes how to print a Report from the Preview Panel.

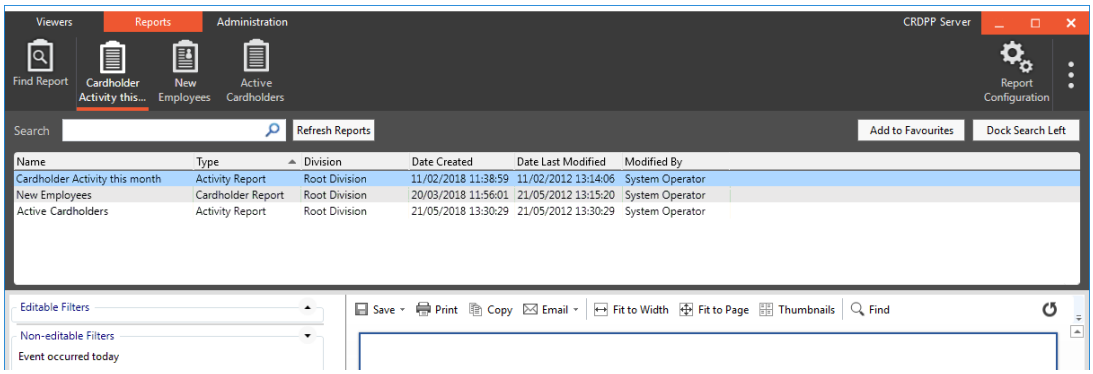
1. Click the **Print** button.
   A **Print** dialog displays.
2. Select the required printer from the drop-down list of available printers.
3. Click the **Preferences** button if you need to set information about the printer, (e.g. paper size, or printing more than one page on a single sheet of paper), and set the **Page Range** and **Number of Copies**.
4. Click the **Print** button.
   The Report prints to the printer indicated.

## Report Favourites

Report 'Favourite' buttons can be added to the Report tab toolbar to allow quick access to regularly run reports, as follows:

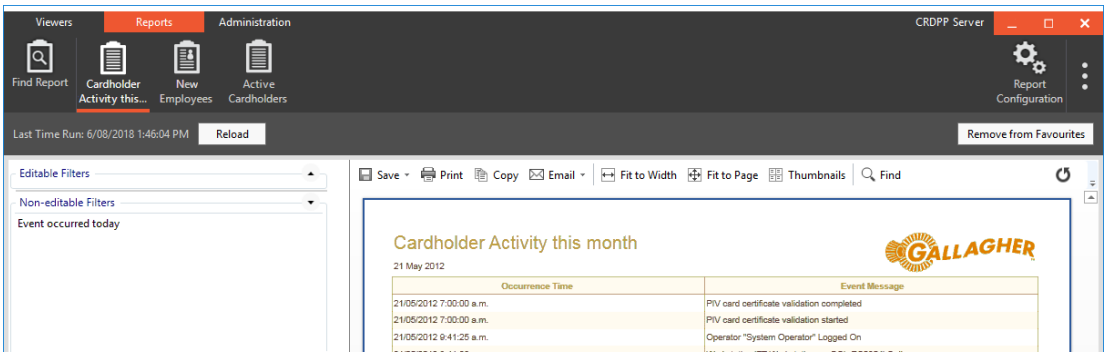
1. Click the **Find Report** button on the toolbar.
   A Find Reports screen opens listing ALL reports in the Viewer Navigation Panel.
2. From the list of reports, click on the report you want to make a 'Favourite', and either:
   - drag and drop it on to the toolbar (beside the **Find Report** button), or
   - click the **Add to Favourites** button.

   A new Report button is added to the toolbar for the report you selected.




**Notes:**

- When a report is selected from the toolbar by clicking a report 'Favourite' button, the Viewer Navigation Panel, (i.e. the list of reports) disappears from the screen, and it becomes populated with a Filters panel on the left and a Preview panel on the right.
- By clicking a report 'Favourite' button on the toolbar, a **Remove from Favourites** button displays (in place of the **Add to Favourites** button) allowing the favourite to be removed from the toolbar.




The report panel displays the last time the report was run beside a **Reload** button. This is necessary because if you navigate away from a 'Favourite' button and then back to it, the report will not automatically re-run.

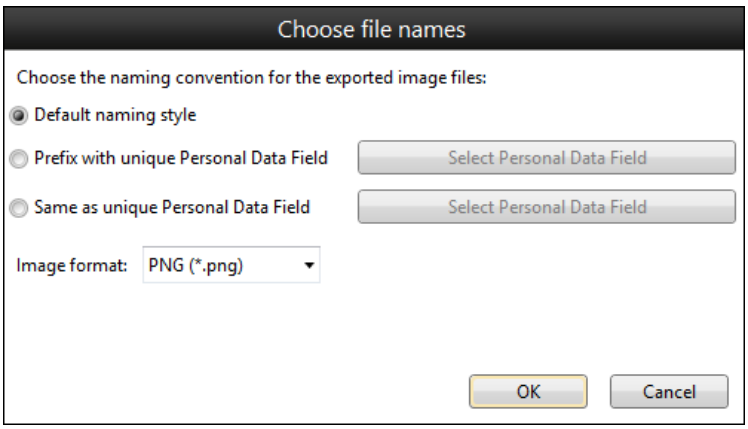
- 'Favourite' buttons on the toolbar can be reordered by clicking on the button and dragging it to the required position.

## Exporting Cardholder Images

The 'Export Images' option outputs the report images as individual files in the desired format and exports the report itself as a CSV file.

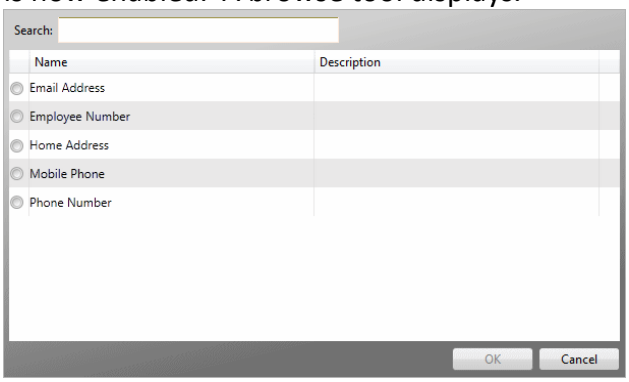
To export cardholder images, perform the following procedure:

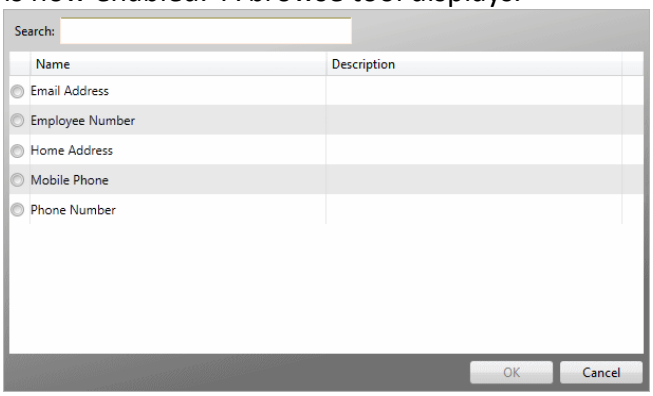
1. Click on the **Save** button, and select **Export images** from the list of file types that displays.
   The Save As window displays.
2. Enter the report name and click **Save**.
   The Choose file names pop-up displays.




**Note:** The report will be saved in the default location (Documents) unless you select a different location.

3. Click the appropriate radio button for the naming style required.

| If you selected… | then… |
|---|---|
| Default naming style | click the **Default name style** radio button.<br>**Format =** Index_FirstName_LastName_ImagePdfName (e.g. 1_Anna_Goodwin_Profile Image.jpg) |
| Prefix with unique Personal Data Field | a. Click the **Select Personal Data Field** button which is now enabled. A browse tool displays.<br><br>**Note:** You must have unique PDFs configured and assigned. For more detail see ***Creating a new Personal Data Field*** (on page 2-233). |

| If you selected… | then… |
|---|---|
| | b. Click the radio button for the desired PDF.<br>c. Click the **OK** button.<br>The pop-up closes and the **Select Personal Data Field** button changes to the name of the Personal Data Field you selected.<br>**Format =** UniquePdf_FirstName_LastName_ImagePdfName<br>(e.g. 1_Bernard_Silva_Profile Image.jpg) |
| Same as unique Personal Data Field | a. Click the **Select Personal Data Field** button which is now enabled. A browse tool displays.<br><br>**Note:** You must have unique PDFs configured and assigned. For more detail see ***Creating a new Personal Data Field*** (on page 2-233).<br>b. Click the radio button for the desired PDF.<br>c. Click the **OK** button.<br>The pop-up closes and the **Select Personal Data Field** button changes to the name of the Personal Data Field you selected.<br>**Format =** UniquePdf<br>(e.g. 1.jpg) |

4. Select the **Image format** from the drop-down list.
   BMP is selected by default. Other supported formats are PNG and JPEG.
5. Click the **OK** button.
   The Choose file names pop-up closes.

# Licensable Features

## Introduction

Command Centre has a number of features that are licensable. Therefore, if your site does not have a particular feature included in their licence file, those options will not be available to you.

This section provides detail on how to use the licensable features. Go to the appropriate page for the function that you want to perform:

***Tag Board feature*** (on page 3-167)

***Austco Intercom feature*** (on page 3-173)

***Jacques Intercom feature*** (on page 3-178)

***Kone ELI HLI feature*** (on page 3-188)

***Intercom Viewer feature*** (on page 3-190)

***PIV Card Support*** (on page 3-194)

***Locker Management Solution*** (on page 3-205)

***Car Park Management*** (on page 3-214)

***UK GovPass Card Support*** (on page 3-223)

***Tag Tracking Support*** (on page 3-229)

***Advanced Alarm Management feature*** (on page 3-232)

***Visit Count feature*** (on page 3-236)

**CipherToken Card Support** (on page 3-238)

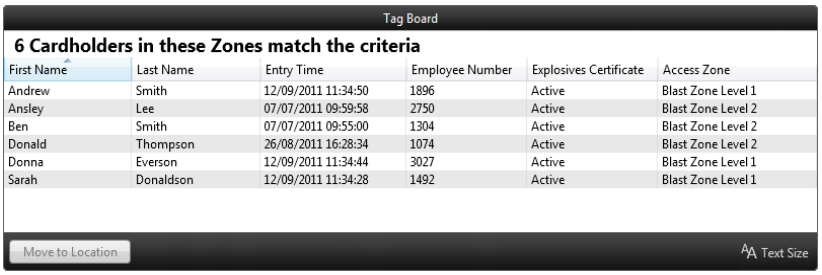
## Tag Board feature

The Tag Board Tile lists all Cardholders within nominated Access Zones, and the list is dynamically updated as Cardholders move in and out of the Access Zones. This Tile can be operated independently from a Viewers Navigation Panel, so can therefore have static configuration (or Operator selected), and can be added to any Viewer.

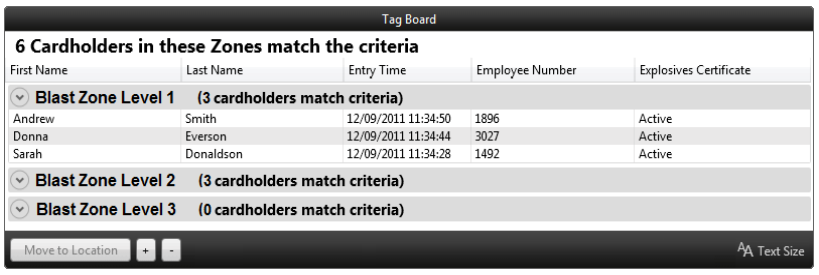
**Note:** There are a number of conditions where the system will check which Cardholders should be shown in a Tag Board Zone, (e.g. when the Tile is first displayed or when a Cardholder changes location even if they are not moving in or out of a Tag Board Zone). When this occurs, the period of time each Cardholder has been in a Tag Board Zone will be checked and if it exceeds the configured value they will be removed. However, in the absence of any of these triggers it may be that a Cardholder should be removed from the display of a Tag Board purely due to the passage of time. For performance reasons, to run the **Ignore location information more than <nn> hours old** check once an hour will mean the Cardholders displayed on a Tag Board could be out of sync with those displayed on an Evacuation Report for the same Zones.

The configuration of the Tag Board Tile determines what view the tile will display, as follows:

- a **detailed view** of all nominated Access Zones

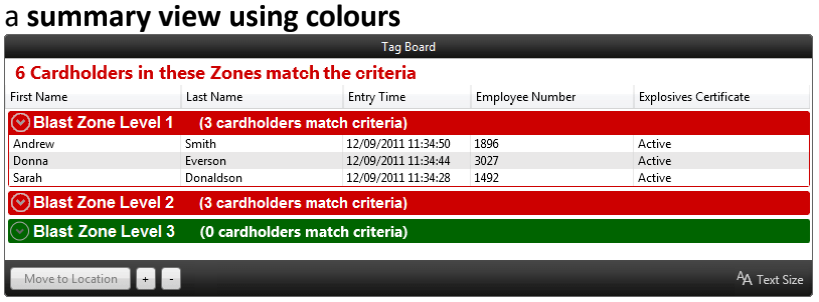



- a **summary view** of all nominated Access Zones




Clicking the expander to the left of the Access Zone name lists all cardholders whose last known location is in the Access Zone. Cardholders are sorted alphabetically by First Name.

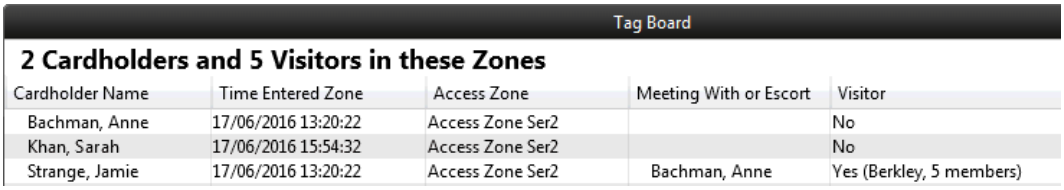
- a **summary view using colours**



Where the number of Cardholders in an Access Zone is greater than zero, the background colour of the row will display red. Where the number of Cardholders in an Access Zone is zero, the background colour of the row will display green.

**Notes:**

- For sites using Visitor Management, if a Cardholder/Host has Visitors or Tour Groups in the Access Zone, the number of Visitors is added to the total count. Individual Visitors are named on the Tag Board, whereas Tour Groups are recorded under a Visitor, (i.e. Tour Group Leader) plus a number of unnamed Visitors.
  In the example below, the Berkley Tour Group consists of 5 members, including Jamie Strange who is the Tour Group Leader, and their host is Anne Bachman.




- A **Change Zones** button will only appear on Tag Board Tiles configured to allow operators to choose the Access Zones to be monitored, (i.e. the **Operator Selected Access Zones** option is selected on the Tag Board Tile Configuration pop-up).




### Communication issues

If the system is in a state where updates to one or more of the nominated Access Zones are not being relayed to the server, the ⚠ icon will display. This icon indicates that the information may be partially or completely out of date. It disappears once all communications have been restored and the information displayed is known to be up to date.

***Changing the text size*** (on page 3-168)

***Resizing columns*** (on page 3-168)

***Sorting columns*** (on page 3-169)

***Viewing Cardholder contact details*** (on page 3-169)

***Operator Selected Access Zones*** (on page 3-169)

***Manually changing a Cardholder's location*** (on page 3-170)

### Changing the text size

The size of the text can be adjusted by clicking on Text Size below the nominated zones, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.

### Resizing columns

It is possible to resize columns on the Tag Board tile if required, as follows:

1. Hover over the column divider until the mouse pointer changes to a "double-ended arrow".

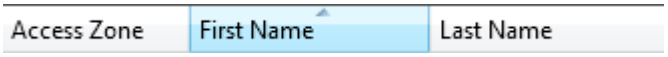



2. Click and hold down the mouse button.
3. Move the mouse in the required direction until column is the required size.

## Sorting columns

It is possible to sort the information in a column by either descending or ascending alphabetical order, as follows:

1. Move the mouse pointer to the column header you want to sort, so the background of the header becomes blue.
2. Click the mouse button on the header so an arrow appears (as shown below).




3. Click the mouse button again. The arrow changes direction.

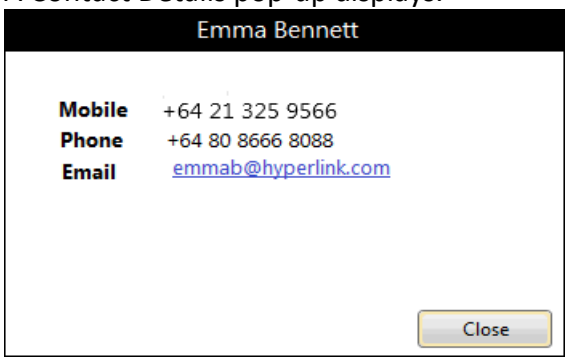



## Viewing Cardholder contact details

Cardholder Contact details can be displayed, as follows:

1. Move the mouse over the Cardholder you want to see contact details for. A ℹ appears beside the Cardholders name.

   **Note:** The ℹ will appear for Cardholders in the First Name, Last Name, Cardholder Name, Host Name and Role Name columns.
2. Click on the ℹ.
   A Contact Details pop-up displays.




The details provided in the pop-up are the Cardholders contact PDFs, (e.g. Address, Phone, Email and Mobile). The details can be copied and email addresses can be hyperlinked to the client email.

## Operator selected Access Zones

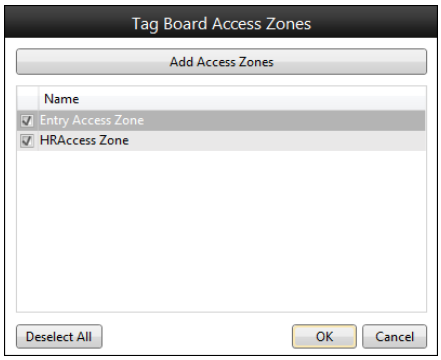
If a Tag Board Tile has been configured to allow operators to choose the Access Zones to be monitored, there will be additional options for:

- Dragging and dropping Access Zones onto the tile from a Status or Site Plan Tile.
  **Note:** When dragging from a Site Plan Tile, either the icon or the area associated with the Access Zone item can be dragged across. Monitoring of an Access Zone begins as soon as it is dragged onto the Tag Board Tile.

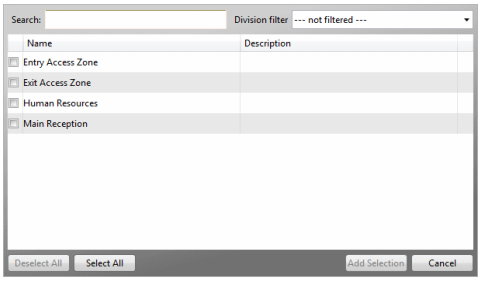
- Adding and removing Access Zones using the **Change Zones** button, as follows:




1. Click the **Change Zones** button. The Tag Board Access Zones pop-up displays.




2. What action do you want to take?

| To... | then... |
|---|---|
| add Access Zone(s), | **a)** Click the **Add Access Zones** button. A browse tool displays.<br><br>**b)** If necessary, search for the Access Zone(s) you want by entering characters in the **Search** field and/or refining the search mode and filters. The grid becomes populated with Access Zones that match the search criteria.<br>**c)** Check the Access Zone(s) you want to be monitored, and click the **Add Selection** button. The browse tool closes, and the selected Access Zone(s) appear on the Tag Board Access Zones pop- up. |
| remove Access Zone(s), | uncheck the checkbox beside the Access Zone(s) you want to remove.<br>**Note:** If you want to remove all the Access Zones currently selected, click the **Deselect All** button. |



3. Click the **OK** button.
   The Tag Board Access Zones pop-up closes. The first time the tile is displayed for an operator it will be empty. Subsequently, operator preferences will determine the Zones being monitored from this tile.

## Manually changing a Cardholder's location

Cardholders can be moved between Access Zones or outside the system (where outside is the same as exiting the site).

### Operator Privileges

- To move a Cardholder to an Access Zone with a movement time of now, an Operator requires the "Manage Cardholder Location" privilege in the target Access Zone's division.
- To move a Cardholder to an Access Zone with a movement time in the past,

an Operator requires the “Manage Historical Cardholder Location” privilege in the target Access Zone’s division. This privilege also allows a movement time of now.

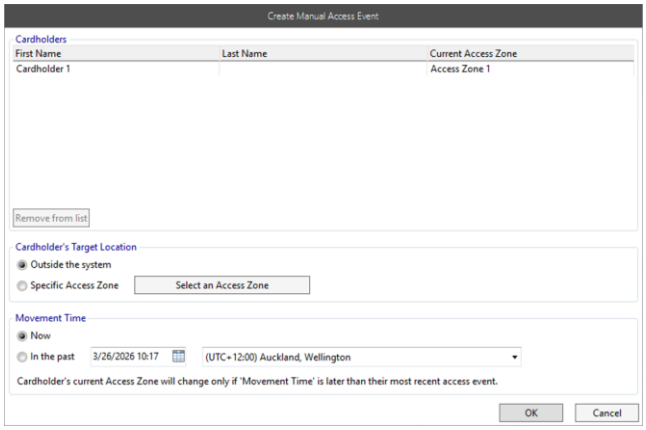
- To move a Cardholder outside the system, now or in the past, an Operator requires the appropriate above privilege(s) in any division, and the **Allow moving cardholders outside of the system** option must be enabled on the General tab of the Mobile Viewer Global Settings.

**Notes:**

- If you want to differentiate between the Cardholders who are genuinely outside and those that have just been moved from one Access Zone to an unknown location, you need to configure an Access Zone for this and name it something like 'muster point'.
- Tag Board movements do NOT support Anti-tailgating or Anti-passback.

To move a Cardholder into a Zone or outside the system, either now or in the past, perform the following procedure to manually change a Cardholder's location:

1. Select the Cardholder(s) you want to move (now or in the past) to a specific Zone or outside the system.
2. Click the **Move to Location** button. The Create Manual Access Event window displays.




3. What action do you want to take?

| To... | then... |
|---|---|
| remove a Cardholder(s) from the list, | a) Select the Cardholder you want to remove.<br>b) Click the **Remove from list** button.<br>The Cardholder(s) is removed from the list. |
| move a Cardholder(s) outside the system, | 1. In the ‘Cardholder’s Target Location’, select the **Outside the system** option.<br>***To move outside the system now:***<br>a) In ‘Movement Time’, select the **Now** option.<br>b) Click **OK**. The Cardholder(s) is moved outside the system and an event is generated for each Cardholder who is moved by the Operator.<br>**Example:** Operator "System Operator" moved Cardholder "Harding, Dan" to outside of the system.<br>***To create a past movement to outside the system:***<br>a) In ‘Movement Time’, select the **In the past** option.<br>b) Select the time and time zone at which the Cardholder’s movement would have occurred.<br>c) Click **OK**. |

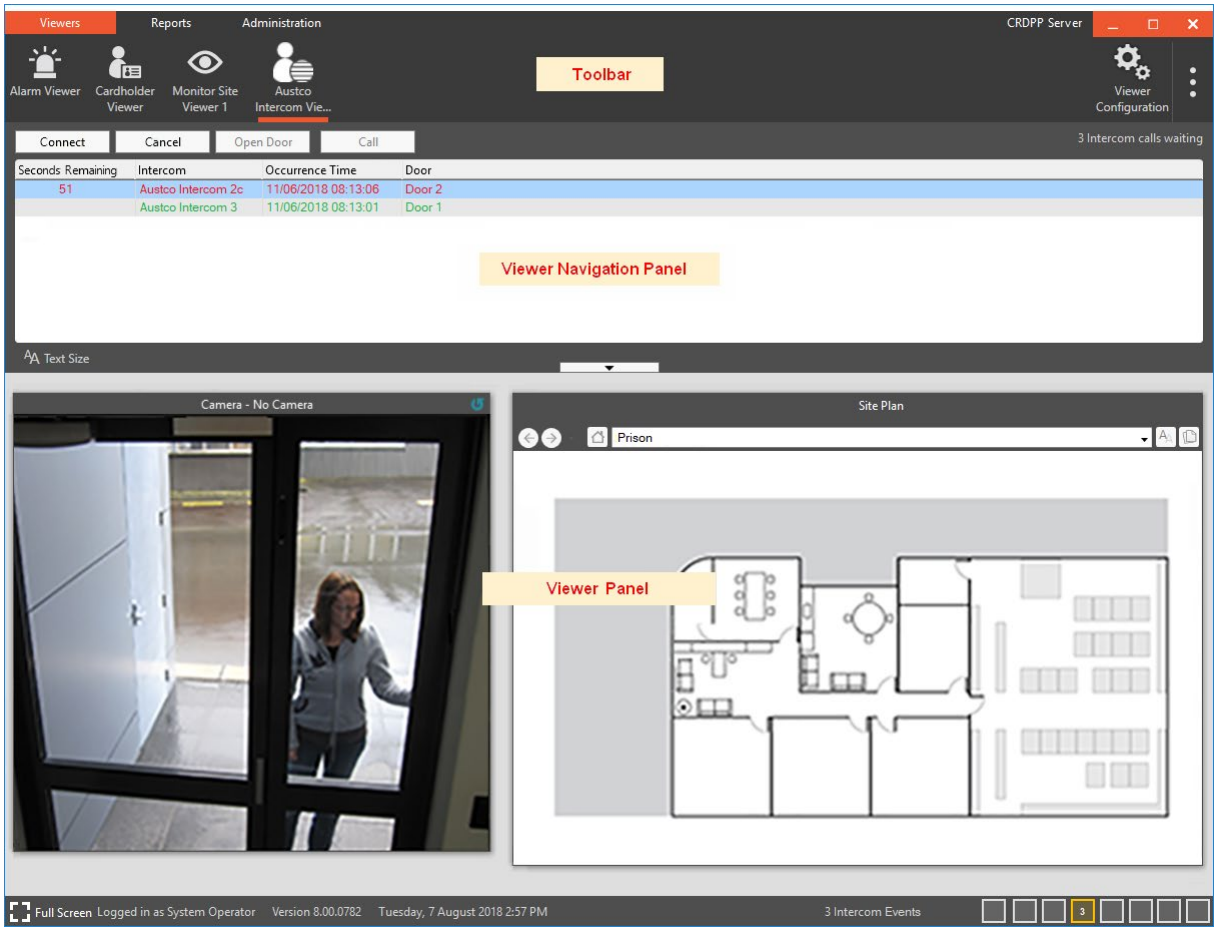
| To... | then... |
|---|---|
| | d) In the pop-up that displays, check that the event details are correct, then click **Yes**.<br>An event is generated for each selected Cardholder.<br>**Example:** "System Operator" moved "Harding, Dan" to outside of the system historically.<br>**Note:** Errors will display if the 'In the past' time is in the future or precedes the 'Maximum age of historical manual access events'. For information about the maximum age, refer to the topic "Operator Defaults" in the *Gallagher Configuration Client Online Help.* |
| move a Cardholder(s) to a specific Access Zone, | 1. In 'Cardholder's Target Location', select the **Select an Access Zone** option.<br>The Select an Access Zone window displays.<br>2. Select the required Access Zone then click **OK**.<br>The Select an Access Zone window closes and the **Select an Access Zone** button changes to the name of the Access Zone you selected.<br>***To move an Access Zone now:***<br>a) In 'Movement Time', select the **Now** option.<br>b) Click **OK**. The Cardholder(s) is moved to the Access Zone, and an event is generated for each Cardholder who was moved by the Operator.<br>**Example:** Operator "System Operator" moved Cardholder "Winter, Dan" into zone "Level 1".<br>***To create a past movement to an Access Zone:***<br>a) In 'Movement Time', select the **In the past** option.<br>b) Select the time and time zone at which the Cardholder's movement would have occurred.<br>c) Click **OK**.<br>d) In the pop-up that displays, check that the event details are correct, then click **Yes**.<br>An event is generated for each selected Cardholder.<br>**Example:** "System Operator" moved "Harding, Dan" into "Level 1" historically.<br>**Note:** Errors will display if the 'In the past' time is in the future or precedes the 'Maximum age of historical manual access events'. For information about the maximum age, refer to the topic "Operator Defaults" in the *Gallagher Configuration Client Online Help.* |

**Notes:**

- When an Operator moves a Cardholder to outside the system 'Now' or later than their previous access event, in the Cardholder Viewer, the Last Zone Entered is empty.
- When an Operator moves a Cardholder to a Zone 'Now' or later than their previous access event, in the Cardholder Viewer, the Last Zone Entered shows the name of the selected Zone.
- When an operator moves a Cardholder at a time 'In the past' earlier than their previous access event, their Last Zone Entered does not change.

## Austco Intercom feature

When you first log on to Command Centre the Viewer that displays depends on your privileges. Click the **Austco Intercom Viewer** button on the Command Centre toolbar, if the Austco Intercom Viewer is not already open.




The Navigation Panel for an Austco Intercom Viewer is a list of call events for the intercoms configured for the Viewer, where the event has not been processed. Events that time out disappear from the list. Default sort order is seconds remaining, with the one due to expire soonest at the top. The columns displayed in the Navigation Panel can be resized but not reordered. Incoming calls display in red text, and when a call is connected the incoming call text changes from red to green.

Selecting an event displays either the Viewer Panel configured specifically for the intercom for which the event was generated, or the default Panel. Tiles on the Viewer can be maximised (made larger) so all content is visible without scrolling.

**Notes:**

- If Command Centre loses its network connection to the Austco server, then once the network comes back and the SAD is online, it can take several minutes before the connection to Austco is restored. This delay can be shortened by restarting the Austco server.

- Austco calls do not appear in the calling list when an operator logs on.

### Austco Intercom icons

The Austco Intercom icon (which can appear on the Status tile and Site Plan tile) has three states, as follows:

| When an intercom is... | then the icon is in the... |
|---|---|
| idle, |  Normal Operation state, and on a Site Plan the line/area colour is Black. |
| ringing, |  Call ringing state, and on a Site Plan the line/area colour is Red. |
| connected on a call, |  Call connected state, and on a Site Plan the line/area colour is Green. |

### Operator Privileges

To view and perform the necessary functions within this viewer, you will require the appropriate operator privileges, as follows:

| Operator Privilege | Required to... |
|---|---|
| "Use Intercom" | connect to an intercom. |
| "Override - Open Door" | open an intercom's associated door. |
| "View Events" | view intercom call events. |
| "View Site" | view Austco Intercom Systems or Austco Intercom items. |
| "Edit Site" | add, remove or modify Austco Intercom Systems or Austco Intercom items. |

***Changing the text size*** (on page 3-174)

***Placing a call*** (on page 3-175)

***Answering a call*** (on page 3-176)

## Changing the text size

The size of the text can be adjusted by clicking on 

below the list of call events, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.

## Placing a call

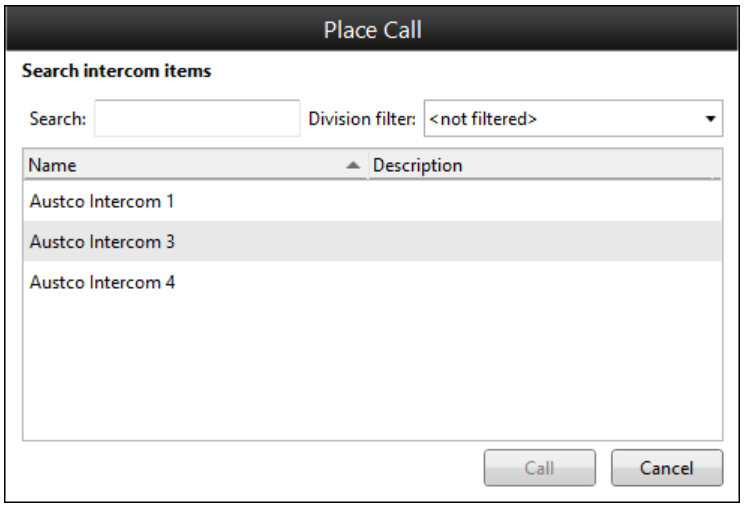
An operator can place a call from:

- an Austco Console connected to a Command Centre workstation,
- an Austco Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- an Austco Intercom Viewer.

**Notes:**

- If an operator attempts to call an intercom which has a call waiting in the list, then that existing call in the list simply enters the "Connected" state.
- The **Call** button remains enabled when the Austco Intercom System is offline, the workstation Austco Configuration is incorrect, or the Austco Console is disconnected from the workstation.

1. Open the Austco Intercom Viewer.
2. Click the **Call** button.
   The Place Call pop-up displays with a list of possible call destinations.




   **Note:** This list excludes the workstation intercom you are calling from.
3. Highlight the intercom you want to call and click the **OK** button.
   The workstation calls the intercom and the call appears in the list.

## Answering a call

An operator can answer a call from:

- an Austco Console connected to a Command Centre workstation,
- an Austco Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- an Austco Intercom Viewer.

**Notes:**

- You can configure the Austco Intercom Viewer not to pop to the front, if required. See Creating the Austco Intercom Viewer for detail.
- When a new call appears in the "Ringing" state in the list, the workstation plays the "IntercomCall" sound as configured in the workstation "Sound" control panel in Windows. By default, the notify.wav sound file from the Windows Media folder is configured to play. You can choose to select a different sound file, if required.
- If a call arrives while the operator is handling another call, the new call is added to the list.

1. Open the Austco Intercom Viewer.
2. Click on the row of the call event you want to respond to, so it becomes highlighted.
   Either the Panel configured specifically for the intercom for which the call event was generated, or the default Panel will display.
3. To connect to the call event click the **Connect** button.
   The call event is cleared from all other workstations. The time remaining is cleared, and the console will connect to the intercom.

**Note:** If you fail to connect to the call event within the time remaining, (i.e. the time indicated in the "Seconds Remaining" column), the cardholder will be denied access and the call event is cleared from the list.

You can now:
- talk to the cardholder, if required via the Austco console,
- open the door associated with the intercom, or
- end the call.

Take the appropriate action as required:

### *Opening the door associated with an intercom*

1. Click the **Open Door** button.
   The door that is associated with the intercom opens.
   **Notes:**
   - If no door is associated the **Open Door** button is disabled.
   - You need the "Override - Open Door" operator privilege to perform this function.

### *Ending a call*

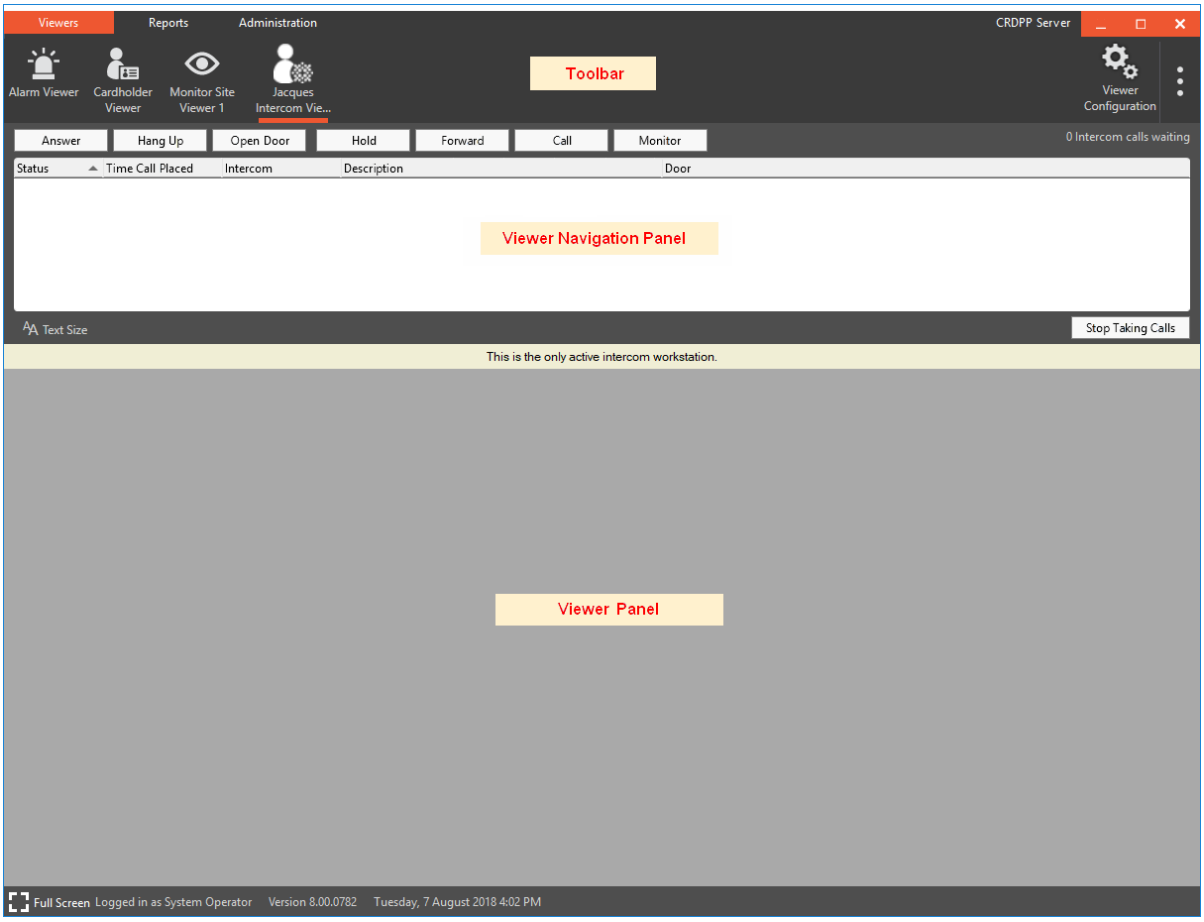
Once you have answered a call, you have the option to end the call at any time.

1. Click the **Cancel** button.
   The call event is cleared from the list and removed from all other workstation PCs. The next call event is selected automatically, and the appropriate Panel displayed.

   **Note:** If an operator attempts to cancel a call from another workstation, the error message *"Access is denied"* displays in the Austco Intercom Viewer. A workstation can only cancel its own calls.

## Jacques Intercom feature

When you first log on to Command Centre the Viewer that displays depends on your privileges. Click the **Jacques Intercom Viewer** button on the Command Centre Client toolbar, if the Jacques Intercom Viewer is not already open.




**Notes:**

- To view and perform necessary functions within the Jacques Intercom Viewer, you will require the appropriate operator privileges, as described below.
- The Jacques Intercom Viewer displays for the Configuration Client Master Intercom External System Item, (i.e. the Intercom item that has a workstation assigned to it).

The Navigation Panel for a Jacques Intercom Viewer is a list of calls for the intercoms configured for the Viewer. The columns shown can be resized but not reordered. Calls are sorted by Status, ascending and then Time Call Placed, ascending.

Selecting a call displays either the Viewer Panel configured specifically for the intercom for which the call was generated, or the default Panel. Tiles on the Viewer panel can be maximised (made larger) so all content is visible without scrolling.

**Notes:**

- If this is the only workstation running, a message displays indicating that this is the only active Intercom workstation.
- If the operator logs off the only active Intercom workstation, then all existing intercom calls will be lost, and new calls are unable to be placed from intercoms.
- Calls will only appear on one Jacques Intercom workstation. If the workstation is closed the calls will be diverted to the intercom's parent intercom, as specified in the Jacques configuration.
- If you change the configuration of the intercom attached to your workstation, you will be unable to make or receive any new calls. Calls currently in the queue can be processed, but no new ones will be added to your queue. You may need to restart your Command Centre Client and/or check your Jacques system configuration.
- Only one workstation per PC can service an intercom at a time. If a second Command Centre workstation is opened (configured with a Jacques Intercom Viewer), then the second Jacques Intercom Viewer will be disabled and the message *"Viewer disabled. Only one intercom workstation per machine"* will display. This also occurs when opening one instance of a Configuration Client workstation and one instance of a Command Centre workstation, or with two instances of Configuration Client workstations.
- If a change is made to one of the following fields, the Intercom Viewer will display the message *"Viewer disabled due to config change. Log off and log back on"*. The viewer remains disabled and will not accept calls, until the operator does as the message asks. The fields are:
  - The Intercom External System's address
  - The name of the workstation Intercom you are connected as
  - The serial number of the workstation Intercom you are connected as
- The **Stop taking Calls** button is available as long as the Jacques system is online and there are no connected calls. It allows you to put the workstation into remote mode. Remote mode will hang up all existing calls to this workstation, and divert any new calls to this intercom's parent intercom. When clicked, the name of the button changes to **Start taking Calls**.

  **Note:** Whether the workstation intercom starts up in remote mode or not is determined by the Jacques Intercom Server and not by Command Centre Client, (i.e. the state of the **Stop taking Calls** button is not remembered as an operator or workstation preference in Command Centre).

### Jacques Intercom Icons

The Jacques Intercom icon (which can appear on the Status tile and Site Plan tile) has four states, as follows:

| When an intercom is… | Then the icon is in the… |
|---|---|
| idle, |  Normal Operation state, and on a Site Plan the line/area colour is Black. |
| ringing, |  Call ringing state, and on a Site Plan the line/area colour is Red. |
| connected on a call, |  Call connected state, and on a Site Plan the line/area colour is green. |
| connected for monitoring, |  Monitoring connected state, and on a Site Plan the line/area colour is Blue. |
| on hold, |  On Hold state, and on a Site Plan the line/area colour is Orange. |

### Operator Privileges

To view and perform the necessary functions within this viewer, you will require the appropriate operator privileges, as follows:

| Operator Privilege | Required to… |
|---|---|
| "Use Intercom" | connect to an intercom, and to call from and to an intercom from a Site Plan tile or Status tile. |
| "Override - Open Door" | open an intercom's associated door. |
| "View Events" | view intercom call events. |
| "View Site" | view Jacques Intercom Systems or Jacques Intercom items. |
| "Edit Site" | add, remove or modify Jacques Intercom Systems or Jacques Intercom items. |

***Changing the text size*** (on page 3-181)

***Placing a call*** (on page 3-181)

***Answering a call*** (on page 3-182)

***Monitoring an Intercom*** (on page 3-184)

***Jacques Isolate function*** (on page 3-185)

## Changing the text size

The size of the text can be adjusted by clicking on Text Size below the list of call events, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.

## Placing a call

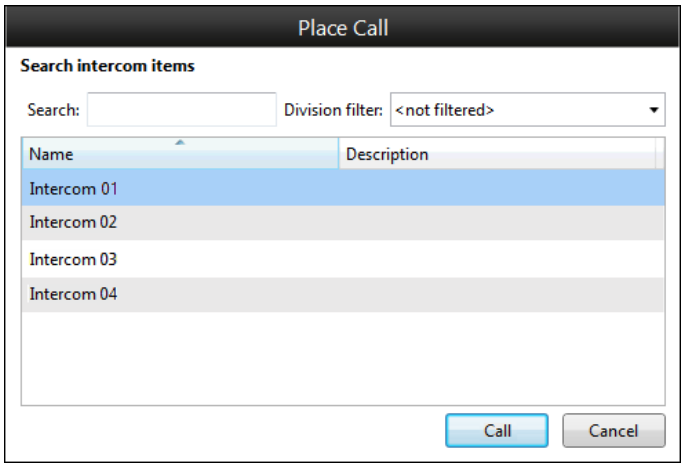
An operator can place a call from:

- a Jacques Console connected to a Command Centre workstation,
- a Jacques Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- a Jacques Intercom Viewer.

**Notes:**

- If the operator attempts to call an Intercom which has a call waiting in the call list, then that existing call in the call list simply enters the "Connected" state.
- The **Call** button remains enabled when the Jacques Intercom System is offline, the workstation Jacques Configuration is incorrect, or the Jacques Console is disconnected from the workstation.

1. Open the Jacques Intercom Viewer.
2. Click the **Call** button.
   The Place Call pop-up displays with a list of possible call destinations.




**Notes:**

- The **Call** button is always enabled, unless the workstation is in remote mode, (i.e. the **Stop taking Calls** button was clicked, and is now called **Start taking Calls**).
  **Note:** Whether the workstation intercom starts up in remote mode or not is determined by the Jacques Intercom Server and not by Command Centre Client, (i.e. the state of the **Stop taking Calls** button is not remembered as an operator or workstation preference in Command Centre).

- This list excludes the workstation Intercom you are calling from.

3. Highlight the Intercom you want to call and click the **OK** button.
   You are returned to the Jacques Intercom Viewer. The workstation calls the Intercom and the call appears in the list.

You can now forward, hold, open a door or hang up the call.

## Answering a call

An operator can answer a call from:

- a Jacques Console connected to a Command Centre workstation,
- a Jacques Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- a Jacques Intercom Viewer.

**Notes:**

- When a call is answered from a Site Plan tile or Status tile, an operator cannot then Forward the call or Open a Door associated with the Intercom from there. They can however do any of the following:
  - **Hang-up** the call,
  - put the call on **Hold**,
  - **Isolate** / **Deisolate** the call (Isolating allows an intercom to be put into a temporary suspended unusable state)
    The ability to isolate/de-isolate is dependant on a registry key setting, and the ability to set a time on isolation is configured in the Jacques system. See ***Jacques Isolate function*** (on page 3-184) for further detail.
- When a Command Centre Client workstation receives a call request, the Jacques Intercom Viewer pops to the front if it is not already visible. You can configure the Jacques Intercom Viewer not to pop to the front, if required. See Creating the Jacques Intercom Viewer for further detail.
- When a new call appears in the "Ringing" state in the list, the workstation plays the "IntercomCall" sound as configured in the workstation "Sound" control panel in Windows. By default, the **notify.wav** sound file from the Windows Media folder is configured to play. You can choose to select a different sound file, if required.
- If a call arrives while the operator is handling another call, the new call is added to the list.
- You cannot answer a call from an intercom if the intercom is being monitored by you or another operator. Hang up monitoring if you wish to answer a ringing call or you think another operator will wish to answer it.
- Bridging calls to multiple Command Centre workstations is possible if it has been configured in the Jacques system. Only one Operator will be able to action the call (e.g. answer it), and then other operators will be able to see the status of that call.

1. Open the Jacques Intercom Viewer.
2. Click on the row of the call event you want to respond to, so it becomes highlighted.

   Either the Panel configured specifically for the Intercom for which the call was generated, or the default Panel will display.
3. To connect to the call event, click the **Answer** button.
   The workstation Intercom will connect to the call. You can now:
   - talk to the cardholder, if required via your Intercom,
   - place the call on hold,
   - open the door associated with the Intercom,
   - forward the call, or
   - end the call.

Take the appropriate action as required:

### *Placing a call on hold*

Once you have answered a call, you have the option to place the call on hold at any time.

1. Click the **Hold** button.
   The status of the call changes to "On hold".

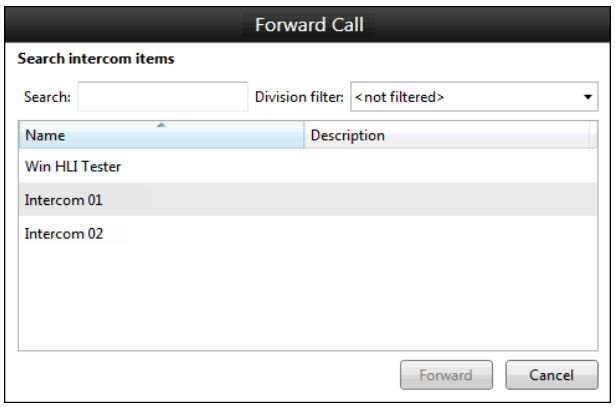
### *Opening the door associated with an Intercom*

1. Click the **Open Door** button.
   The door that is associated with the Intercom opens.
   **Notes:**
   - If no door is associated the **Open Door** button is disabled.
   - You need the "Override - Open Door" operator privilege to perform this function.

### *Forwarding a call*

A current call or any queued call can be forwarded to another Intercom.

1. From the **Intercom Viewer**, select the call you wish to forward to another Intercom.
2. Click the **Forward** button.
   The Forward Call pop-up displays with a list of all the Intercoms in the operator's division that have the "Calls can be forwarded to this intercom" option enabled.




**Note:** This list excludes the Intercom that initiated the call, and the workstation Intercom you are forwarding from.

3. Highlight the Intercom you wish to forward the call to, and click the **Forward** button.
   The call is forwarded to the Intercom selected. The next call is selected automatically, and the appropriate Panel displayed.

### *Ending a call*

Once you have answered a call, you have the option to end the call at any time.

1. Click the **Hang Up** button.
   The call is disconnected. The call is cleared from the list and removed from all other workstations. The next call is selected automatically, and the appropriate Panel displayed.

## Monitoring an Intercom

An operator can monitor an intercom from:

- a Jacques Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- a Jacques Intercom Viewer

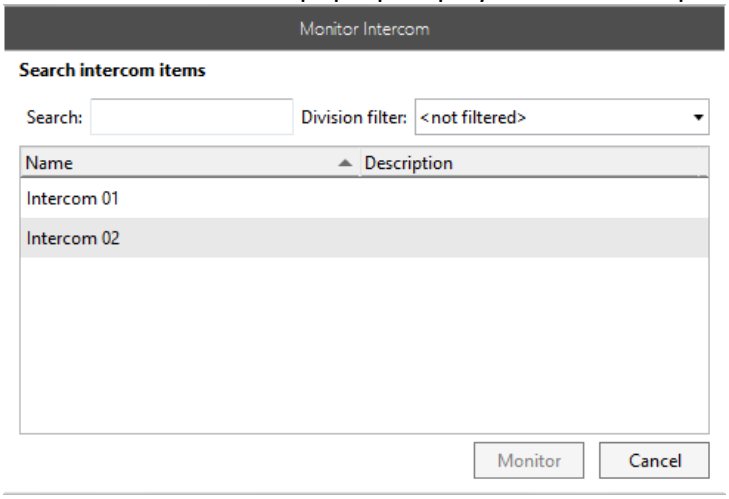
When monitoring an intercom, audio is transmitted from the intercom to the workstation intercom, but there is no audio or visual output at the intercom. There is no indication at the intercom that it is being monitored.

**Notes:**

- Some intercoms cannot be monitored, e.g. video endpoint units and master units. Gallagher has tested monitoring the VSL-351 units.
- If your Jacques Intercom Server is not configured to allow an intercom to be Call connected and Monitoring connected simultaneously, or intercoms are configured to only ring one parent master intercom (workstation), operators may experience the scenario where a call cannot be processed at the workstation that receives the call because another workstation (that does not receive the call) is monitoring that intercom. Refer to the Jacques Support Portal to configure your Jacques Intercom Server so that intercoms can be Call connected and Monitoring connected simultaneously (*"Digital audio recorder (DAR) reference manual"*), or ring all master intercoms (*"Set up bridge calling in the intercom system database"*).

- The **Monitor** button remains enabled when the Jacques Intercom System is offline or the workstation Jacques Configuration is incorrect.

1. Open the Jacques Intercom Viewer.
2. Click the **Monitor** button.
   The Monitor Intercom pop-up displays with a list of possible destinations.




**Notes:**

- The **Monitor** button is always enabled, unless the workstation is in remote mode, (i.e. the **Stop taking Calls** button was clicked, and is now called **Start taking Calls**).
  **Note:** Whether the workstation intercom starts up in remote mode or not is determined by the Jacques Intercom Server and not by Command Centre Client, (i.e. the state of the **Stop taking Calls** button is not remembered as an operator or workstation preference in Command Centre).
  This list excludes the workstation Intercom you are calling from

3. Highlight the Intercom you want to monitor and click the **Monitor** button.
   You are returned to the Jacques Intercom Viewer. The workstation starts monitoring the Intercom and the connection appears in the list.
   You can now open a door or hang up the monitoring connection.

## Jacques Isolate function

The Jacques Intercoms 'Isolate' function is an override option. It enables an operator to effectively ignore calls from a specified intercom for a pre-configured period of time.
**Note:** Some intercoms cannot be isolated, (e.g. Gallagher video terminal and monitoring station).

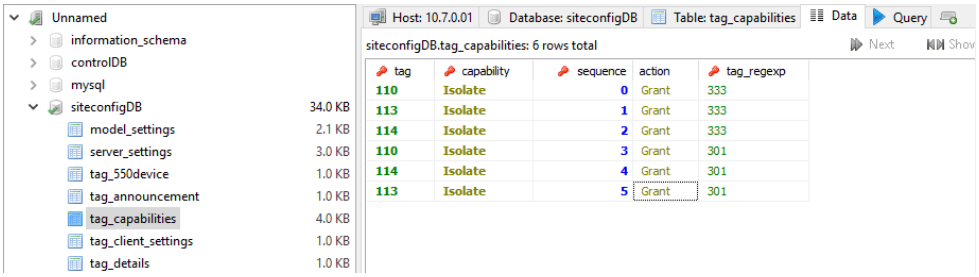
### Configuring the Isolate function

Perform the following procedures to configure and use this function:

#### *Adding permissions for bridged or remote modes*

If a workstation is in bridged or remote mode, you must also add permissions (capabilities) for the workstation to isolate intercoms, otherwise the override will not work.

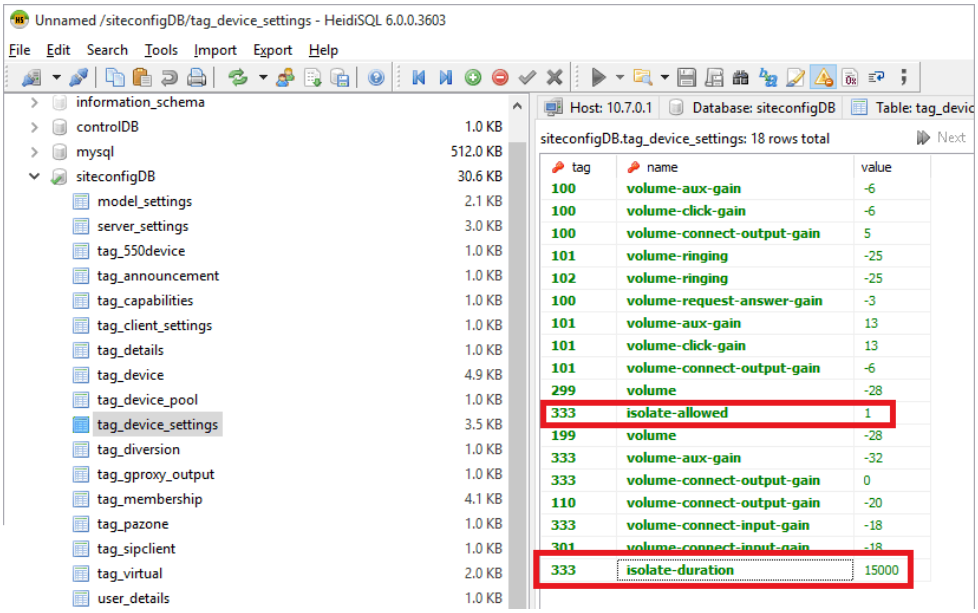
1. Open HeidiSQL and click the **Data** tab.
2. Assign a tag to each intercom for each workstation that you want to enable the 'Isolate' override on.




### *Setting a time limit for isolating in Jacques*

The length of time an intercom is isolated for, by default is 15000 milliseconds (15 seconds). However, this time is configurable as follows:

1. In HeidiSQL, ensure the **isolate-allowed** value is set to "1", which indicates it is allowed to be isolated.
2. Set the **isolate-duration** value to the time required.
   In the example below, Intercom 333 is allowed to be isolated and the isolation duration is 15 seconds.




3. Restart the **Jccpserver** service for the changes to take affect.

**Note:** If you change the **isolate-allowed** value to "0", log out and back into Command Centre, the **Isolate** option will be greyed out for Intercom 333.

## Using the Isolate function

When configured (as above), the **Isolate/Deisolate** function is available for an Intercom from a Site Plan or Status tile, as follows:

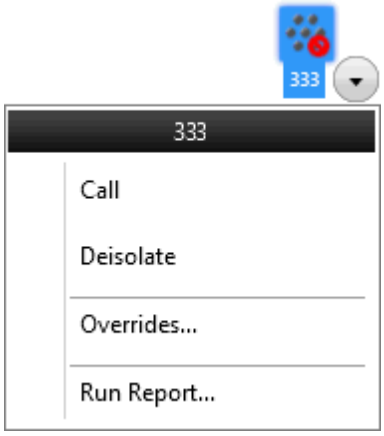
1. Either:

   - on a Status Tile, click on the  beside the Intercom
   - on a Site Plan Tile, right-click on the Intercom's icon

   A context menu displays.




2. Click **Isolate** from the context menu.
   The red 'Ghost buster' overlays the Intercom icon to reflect its change of status to "The intercom endpoint is isolated", and the **Isolate** option changes to **Deisolate**.




   No calls can be made from Intercom. However, operators can still make calls to the Intercom.

   **Note:** Deisolate returns the Intercom to normal, (i.e. calls can be made from the Intercom again).

## Kone ELI HLI feature

The Kone ELI licensable feature allows Command Centre to support message type 11. This enables CC to set flags against a Cardholder to allow for a particular behaviour. The flags can be used to prioritize and/or restrict access to certain floors based on the Cardholder privileges. With message type 11, CC can be used to configure both front and rear doors for access.

This feature also supports Kone Destination Operation Panels (DOPs) and Kone Car Operation Panels (COPs). COPs are located inside the elevator car. A Gallagher reader is positioned at each DOP or COP. When a cardholder badges their card at a reader, Command Centre instructs the Kone System which levels the cardholder has access to. The cardholder can then select a destination, limited to those floors. If the cardholder is using a DOP, the DOP will instruct the cardholder on which elevator car to use, alleviating the need for floor selection within the elevator car itself.

**WARNING:** If a cardholder badges at a reader associated to a Kone terminal (DOP or COP) and then walks away without selecting a floor, another user may select a floor based upon that cardholder's access privileges until the configured floor selection timeout is reached. If any cardholder attempts to present another card during this time, their card read will be ignored. Any floor selection made will be subject to the first cardholders access privileges. The floor selection will be reported as belonging to the first cardholder.

### Assign or Remove a Call Type

Once Call Types are configured, you can assign a Call Type to Cardholder. Each Elevator HLI can contain numerous Call Types. However, you can assign only one Call Type to a Cardholder from a particular Elevator HLI. To assign another Call Type to the same Cardholder, another HLI must be configured and assigned to the Cardholder.

1. From the Gallagher Command Centre menu, click **Viewers** > **Cardholder Viewer**.
2. Enter the Cardholder's name in the search bar.
   The Cardholder is displayed.
3. Do you want to assign or remove a Call Type?

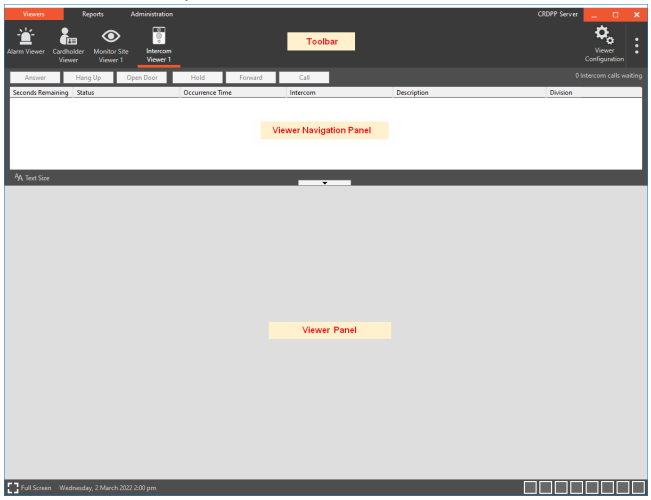
| To… | then… |
|---|---|
| assign, | a. From the 'Cardholder Kone ELI Properties' tile, click **Assign**. The Assign Elevator HLI window displays.<br>b. Select the check box for the appropriate Elevator HLI then, click the **Add Selection** button.<br>**Note:** You assign multiple Elevator HLI to a Cardholder by selecting multiple check boxes. |

| To… | then… |
| --- | --- |
| | c. From the **Call Type** drop-down list, select the appropriate Call Type.<br>By default, the first Call is selected. Calls are listed alphabetically. |
| remove, | a. From 'Cardholder Kone ELI Properties tile, select an Elevator HLI. By default, the first Elevator HLI is selected.<br>b. Click the **Remove** button. |

4. Select the **Save** button to keep your changes.
5. Select the **Revert to Saved** button to undo changes.

## Intercom Viewer feature

When you first log on to Command Centre the Viewer that displays depends on your privileges. Click the **Intercom Viewer** button on the Command Centre Client toolbar, if the Intercom Viewer is not already open.




The Navigation Panel for an Intercom Viewer is a list of call events for the intercoms configured for the Viewer, where the event has not been processed. Events that time out disappear from the list. Default sort order is emergency calls first, then oldest to newest. The columns displayed in the Navigation Panel can be resized and reordered. Incoming calls display in red text, and when a call is connected the incoming call text changes from red to green. Selecting an event displays either the Viewer Panel configured specifically for the intercom for which the event was generated, or the default Panel. Tiles on the Viewer can be maximised (made larger) so all content is visible without scrolling.
**Notes:** Intercom calls do not appear in the calling list when an operator logs on but the intercom status will display correctly in Site Plan and Status tiles.

### Licensing

The 'Intercom Viewer' is a licensable feature, i.e. your license file must contain the following option:

| Feature | Licence options |
|---|---|
| Commend Intercom | `[Features] CommendIntercom=1`<br>`[Limits]`<br>`Commend Intercom Systems=1`<br>`Commend Intercom=x` (where `x` is the number of intercoms required) |
| SIP Integration | `[Features] SIP=1`<br>`[Limits]`<br>`SIP Devices=X` (where X represents the maximum number of SIP Device items your site can have configured)<br>`SIP Services=X` (where X represents the maximum number of SIP Service items your site can have configured) |

### Commend Intercom Icons

The Commend Intercom icon (which can appear on the Status Viewer and Site Plans) has seven states, as follows:

| When an intercom is... | the icon is in the... |
|---|---|
| idle, | and on a Site Plan/Area the colour is black. |
| ringing in, | and on a Site Plan/Area the colour is red. |
| ringing out, | on a Site Plan/Area the colour is orange. |
| connected (on a call), | on a Site Plan/Area the colour is green. |
| paused (on hold), | on a Site Plan/Area the colour is yellow. |
| forwarding, | on a Site Plan/Area the colour is purple. |
| busy, | on a Site Plan/Area the colour is blue. |

The Commend Intercom system icon (which can appear on the Status Viewer and Site Plans) is . It only has one state.

### SIP Intercom Icons

The SIP Device icon (which can appear on the Status Viewer and Site Plans) is . It only has one state.

### Operator Privileges

To view and perform the necessary functions within this viewer, you will require the appropriate operator privileges, as follows:

| Operator Privilege | Required to... |
|---|---|
| "Use Intercom" | connect to an intercom, and to call from and to an intercom from a Site Plan tile or Status tile. |
| "Override - Open Door" | open/override an intercom's associated door. |
| "View Digital Camera" | view footage in a Camera Tile within the Intercom Viewer. |
| "View Site" | view incoming calls in the Intercom Viewer. |

## Changing the text size

The size of the text can be adjusted by clicking on 

below the list of call events, and then dragging the indicator that displays as necessary. Change in text size is remembered as an operator preference.

## Placing a call

An operator can place a call from:

- a Commend Console,
- a Commend Intercom item configured in Command Centre (located on a Site Plan tile or Status tile), or
- an Intercom Viewer.

**Notes:**

- If an operator attempts to call an intercom which has a call waiting in the list, then that existing call in the list simply enters the "Connected" state.
- The **Call** button remains enabled when the Intercom System is offline or the Intercom Console is disconnected from the workstation.

1. Open the Intercom Viewer.
2. Click the **Call** button.
   The Place Call pop-up displays with a list of possible call destinations. **Notes:**
   - This list excludes the workstation intercom you are calling from.

- The SIP Integration does not support calling workstation intercoms, only forwarding calls to workstation intercoms.

3. Highlight the intercom you want to call and click the **OK** button.
   The workstation calls the intercom and the call appears in the list.

## Answering a call

We strongly recommend that you disable privacy mode in the Intercom software in order to answer calls via any of the available methods. Note that privacy mode MUST be disabled if you want to answer calls using one of the options in Command Centre or the Configuration Client.

An operator can answer a call from:

- a Commend Console,
- a Commend Intercom item configured in Command Centre or the Configuration Client (located on a Site Plan tile or Status tile), or
- an Intercom Viewer in Command Centre.

**Notes:**

- You can configure the Intercom Viewer not to pop to the front, if required. See Creating the Intercom Viewer (on page 2-367) for detail.
- If a call arrives while the operator is handling another call, the new call is added to the list.

1. Open the Intercom Viewer.
2. Click on the row of the call event you want to respond to, so it becomes highlighted. Either the Panel configured specifically for the Intercom for which the call was generated, or the default Panel will display.
3. To connect to the call event, click the **Answer** button.
   The call event is cleared from all other workstations. The time remaining is cleared, and the console will connect to the intercom.
   **Notes:**
   - If you fail to connect to the call event within the time shown in the "Seconds Remaining" column, the cardholder will be denied access and the call event is cleared from the list.

   If an intercom device is configured with its own call timeout, the call will end as per that timeout even if the “Seconds Remaining” timer has not run out.
   - For SIP Intercoms, If you call a busy intercom, your call will not be automatically connected once the intercom becomes free. You can manually hang up the call and try again.

   You can now:
   - talk to the cardholder, if required via your Intercom console,
   - place the call on hold,
   - open the door associated with the intercom,
   - forward the call, or
   - end the call.

   Take the appropriate action as required:

### *Placing a call on hold*

Once you have answered a call, you can place the call on hold at any time.

1. Click the **Hold** button. The status of the call changes to "On hold".

### *Opening the door associated with an intercom*

1. Click the **Open Door** button. The door that is associated with the intercom opens. **Notes:**
   - If no door is associated the **Open Door** button is disabled.
   - You need the "Override - Open Door" privilege to perform this function.

### *Forwarding a call*

Only a current (answered) call can be forwarded to another Intercom.

1. From the **Intercom Viewer**, select the call you wish to forward to another Intercom.
2. Click the **Forward** button. The Forward Call pop-up displays with a list of all the Intercoms in the operator's division.
   **Note:** This list excludes the Intercom that initiated the call, and the workstation Intercom you are forwarding from.
3. Highlight the appropriate Intercom, and click the **Forward** button. The target intercom is called.
4. Once the target intercom answers the call, the **Complete** button is enabled. Click the **Complete** button in the Intercom Viewer to complete the forwarding.
   The next call is selected automatically, and the appropriate Panel displayed.

### *Ending a call*

1. Once you have answered a call, click the **Hang Up** button to end it at any time. The call event is cleared from the list and removed from all other workstation PCs. The next call in the queue is selected automatically, and the appropriate Panel displayed.

### Isolate function

The Intercoms 'Isolate' function is an override option. It allows an operator to disable a specified intercom until the operator chooses to deisolate it.
**Note:** Some intercoms cannot be isolated, (e.g. master and SIP intercoms).
In Command Centre, you can isolate intercoms via the Status tile or Site Plan tile while in the Intercom Viewer. See the Intercom Viewer Configuration topic (on page 2-367) for instructions on setting up the Intercom Viewer.
To isolate an Intercom from either the Status tile or the Site Plan tile:

1. **Right click** the Intercom you want to isolate. A context menu displays.




2. Click **Isolate**. The Intercom is now isolated and no calls will be able to be placed from this Intercom.

To de-isolate an intercom from either the Status tile or the Site Plan tile:

1. **Right click** the Intercom you want to de-isolate. A context menu displays.
2. Click **De-isolate**. The Intercom is now de-isolated and the operator will receive notifications related to the Intercom again.

# PIV Card Support

## Introduction

The Federal Information Processing Standard Publication 201 (FIPS201) is a United States federal government standard that specifies Personal Identity Verification (PIV) requirements for Federal employees and contractors.

U.S. federal departments and agencies must use accredited issuers to issue PIV cards containing identity credentials for federal employees and contractors. Issued cards are enrolled into Gallagher Command Centre using either the:

- **registration process in Command Centre Client** (the preferred method) This method is described in the *FIPS201 Topology 13.02* and *PIV Cardholder Registration Process* topics below.
- **pivCLASS Workstation software**
  This method is described in the "PIV Card Support" chapter of the *Gallagher Command Centre Configuration Client User Guide*.

## Enabling Windows FIPS mode

1. From the **Start** menu, click **Control Panel** > **Administrative Tools** > **Local Security Policy** > **Local Policies** > **Security Options**.
2. Scroll down and double-click on **System cryptography: Use FIPS compliant algorithms for encryption, hashing and signing**.
3. Click the **Enabled** radio button, and then the **OK** button.

**Note:** The Command Centre Notifications feature is not supported in Windows FIPS 201 mode. Therefore, sites wishing to use the Windows FIPS 201 mode setting should not enable the email or SMS Notifications feature settings in Command Centre.

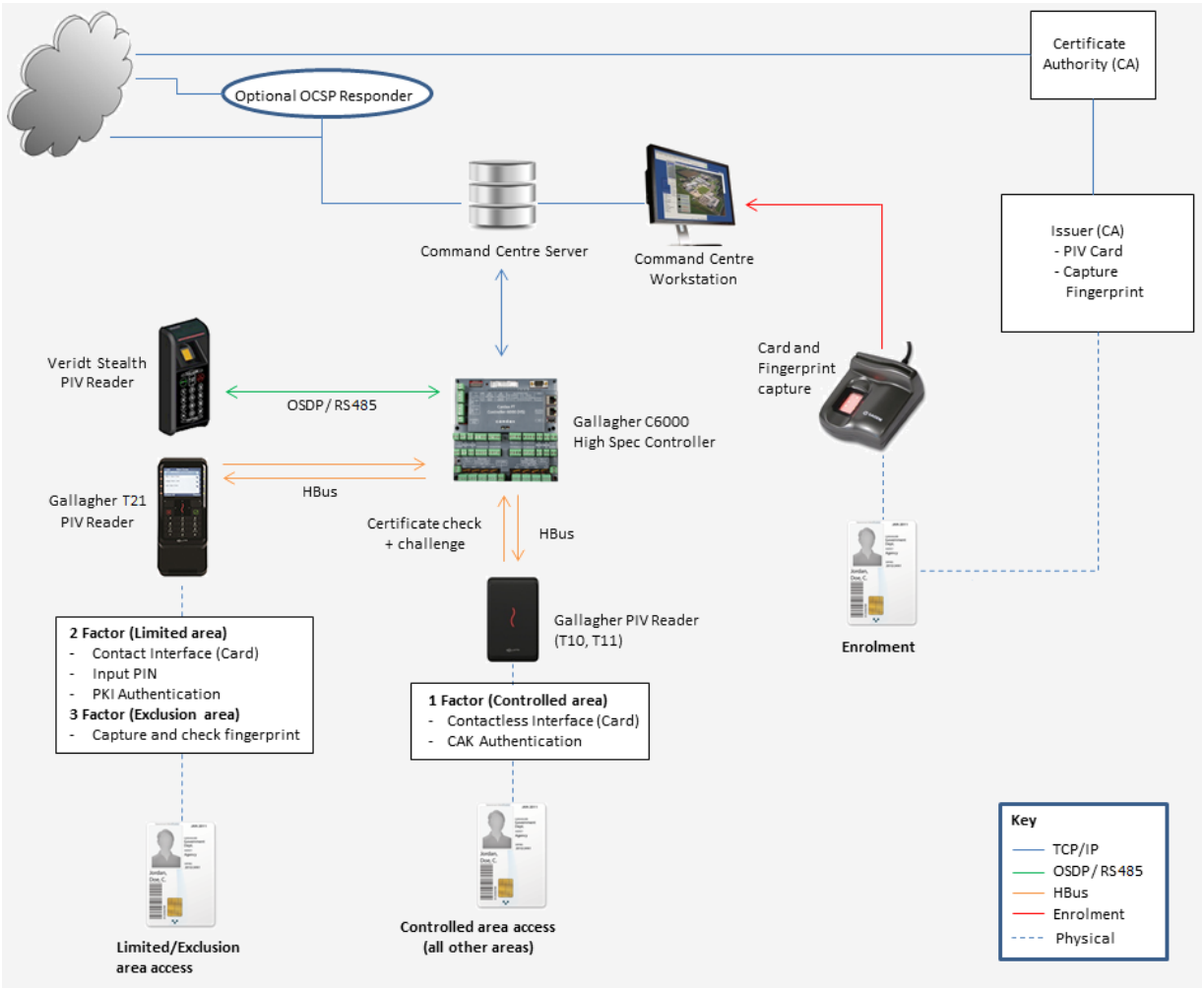
While registering PIV Cardholders is actioned in Command Centre Client, most of the configuration for PIV Cards is done in the Configuration Client, therefore see "PIV Card Support" in the Configuration Client Help file for further detail.

***FIPS201 Topography*** (on page 3-195)

***PIV Cards in Command Centre*** (on page 3-195)

***PIV Cardholder Registration Process*** (on page 3-198)

## FIPS201 Topology 13.02




## PIV cards in Command Centre

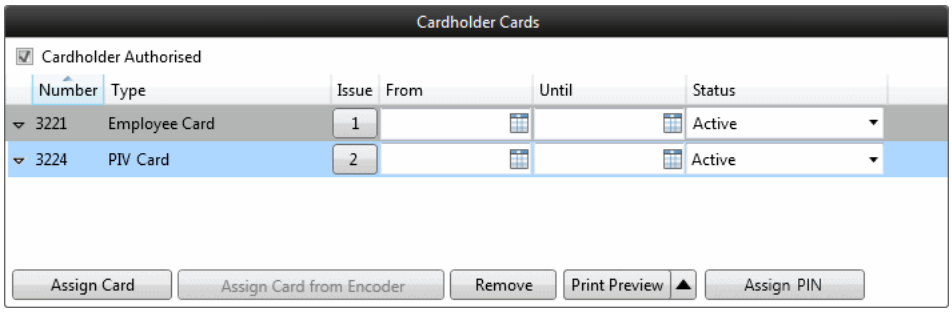
There are a number of differences between PIV cards and other card types, and how they appear in either of the Command Centre clients, (i.e. Configuration Client and Command Centre Client).

When PIV card types appear on the 'Cardholder Cards Tile' in Command Centre Client, or on the **Cards** tab of a Cardholders properties in Configuration Client, it is important to be aware of the following differences with other card types:

- The **Issue** Level is "read-only" for PIV cards.
- Activation (**From**) and Expiry (**Until**) Dates/Times are not enabled, as they are read directly from the PIV card itself during enrolment and registration.
  **Note:** The **Until** Time is Midnight UTC and will show as the local workstation time, (i.e. New Zealand will be 12:00).
- When assigning a card to a cardholder, the PIV Card Type does not appear in the **Card Type** drop-down list, as PIV cards cannot be manually assigned.

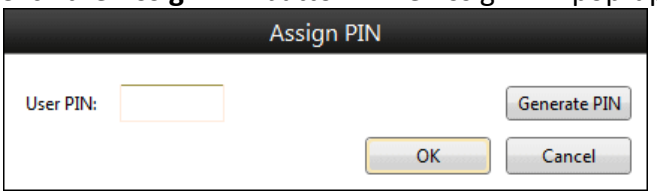
- None of the encoding options are enabled for PIV cards.
- When the Validation server is unable to be contacted, the cardholder card status shows as 'Certificate status unknown', (i.e. in the **Status** column in the Command Centre Client, or to the right of the **Card Enabled** checkbox in the Configuration Client). PIV cards with this status remain in an 'active' state and can still be used to gain access where appropriate.
- In Command Centre Client, the **Last Validation Time** column only appears if a cardholder has at least one PIV card, and will be populated with the last successful time that the active PIV card certificates have been validated.
- In Command Centre Client, a random or user generated PIN number can be securely hashed and stored in the database for each PIV card record.
  **Note:** The PIV card will not be read at the time of setting the PIN.

For any selected PIV card that an operator has the privilege to edit, and has been configured to 'Use PINs' (in Configuration Client), the Cardholder Cards tile will display an enabled **Assign PIN** button to launch the Assign PIN window.
**Note:** When the operator only has the privilege to view the card, the **Assign PIN** button will be disabled.




**Assigning PINs**

1. Click the **Assign PIN** button. The Assign PIN pop-up displays.




2. Either:
   - Manually type a PIN number into the first **User PIN** field, and then confirm it by repeating it in the second **User PIN** field, OR
   - Click the **Generate PIN** button to automatically generate a random PIN.
     **Note:** Generated PINs will only display while the Assign PIN window is open. Once closed, there will be no way of re-viewing the PIN number since the PIN itself is not stored. Generated PINs will be of length equal to the minimum PIN length set against the PIV Card type.

   **Note:** The system prevents PINs with 3 consecutive or 3 repeating numbers from being either manually entered or automatically generated.

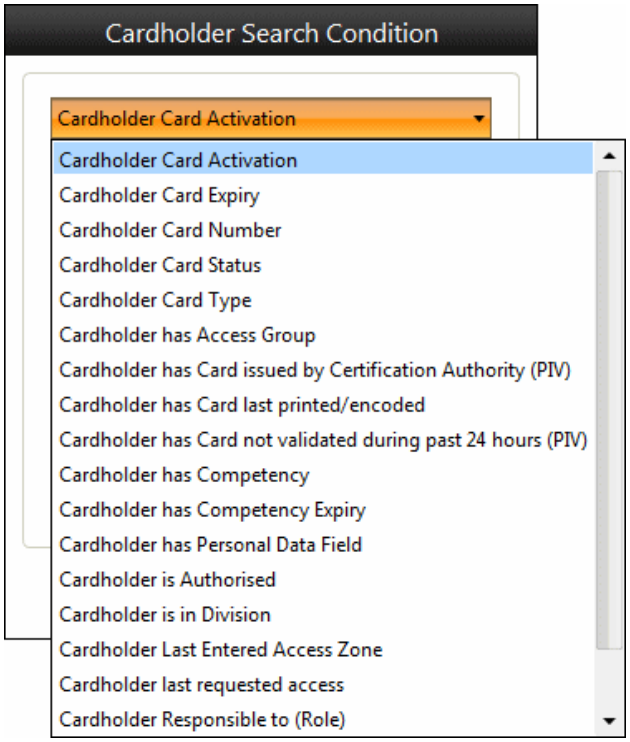
3. Click the **OK** button.
   The Assign PIN pop-up closes.
4. Click the **Save** button.

### *Searching for PIV cards in Command Centre Client*

**Simple Searching**
When performing a simple search for a PIV card, by card number, the numbers entered in the **Search** field must match the Federal Agency Smart Credential Number (FASC-N) PIV card format, including the dashes, (i.e. 4-4-6 digits. With the first 4 digits being the Agency code, the next four digits the System code and the last six digits the Credential number).
For example, if there was a PIV card number 1234-5678-987654, and 123456* was entered in the **Search** field, the card would not be found. However, if 1234-56* was entered, it would appear in the search results.

**Advanced Searching**
When performing an advanced search for PIV cards, there are a number of conditions available to help define your search. When you click the **Insert Condition** button on the 'Advanced Search Rule Definition' pop-up, the following options are available:

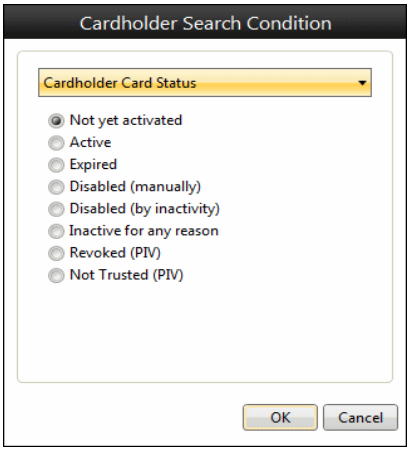
- From the Condition Type drop-down list you can select either **Cardholder has Card issued by Certification Authority (PIV)** or **Cardholder has Card not validated during past 24 hours (PIV)**.




The **Cardholder has Card issued by Certification Authority (PIV)** option can:
- find all cardholders that have PIV cards issued by a particular

Certification Authority.
- combine with a revoked search to find all revoked cards for a particular Certification Authority.
- combine with other search filter criteria to find a subset of cards issued by a particular Certification Authority.

The **Cardholder has Card not validated during past 24 hours (PIV)** option returns cardholder records that have PIV cards that have failed to have all certificates validated in the past 24 hours, due to an inability of Command Centre to contact the Validation Authority.
**Note:** Newly created cardholder records will not be returned until a minimum 24 hours after enrolment.




- By selecting the Condition Type "Cardholder Card Status" from the drop-down list, you can search for PIV cards of either a **Revoked** or **Not Trusted** status.

## PIV Cardholder Registration Process

### Introduction

The PIV Cardholder Registration process is only available to sites that are licensed for Personal Identity Verification (PIV). The registration process supports both PIV and PIV-I cards.

**Note:** Expired and revoked cards cannot be enrolled in Command Centre.

During PIV Cardholder Registration, various information is read from a card and stored in Command Centre. As part of this, an Image Personal Data Field (PDF) is needed to store the facial image read from the card. Although not necessary, be aware that if this isn't done, facial images read from cards will not be stored and will not be available later for viewing.

Gallagher recommend:

- **To store images:** Create an Image PDF and link it to the PIV Card Type. Follow "Creating an Image PDF" (Step 1 below).
- **To view images in the Cardholder Viewer:** Assign this Image PDF and Cardholder to the same Access Group. Follow "Assigning Cardholders to Access Group" (Step 19 below) after the cardholder is registered.

## Procedure

To register PIV Cardholders, perform the following procedures in the order specified:

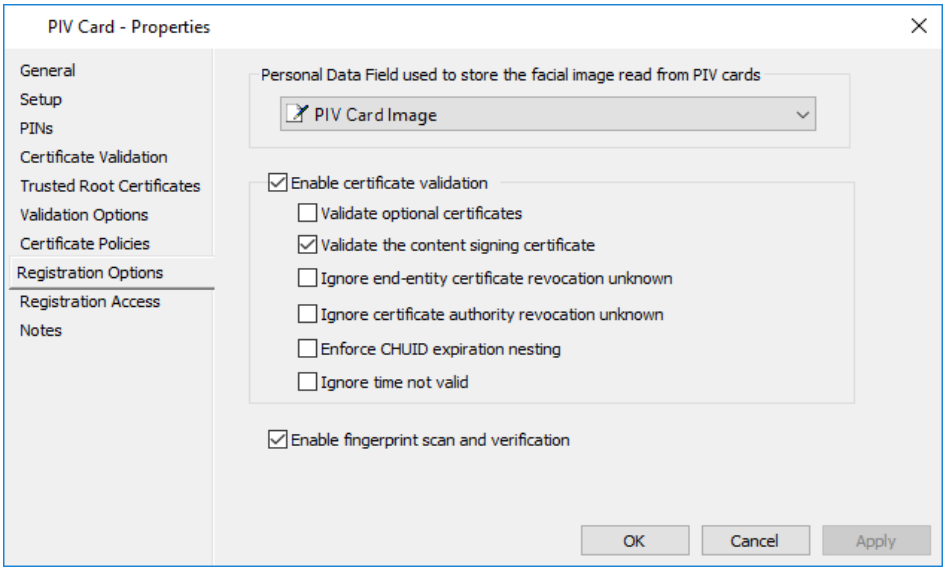
### *Creating an Image PDF*

1. Create an Image Personal Data Field (PDF) in the Command Centre Client, and assign the Image PDF to an Access Group.
   See ***Creating a new Personal Data Field*** (on page 2-233) for the procedure.

### *Configuring Registration Options on the PIV Card Type*

Operators require the "Configure Site" privilege in the appropriate division to link an Image Personal Data Field to the PIV card type, set certificate validation options and enable fingerprint verification. This procedure is performed in the Configuration Client, as follows:

2. Click **Configure** from the menu bar, then **Card Types**.
   The Card Type Master List Window opens with the "PIV Card" appearing by default.
3. **Right click** on the "PIV Card" and select **Properties**.
   By default the **General** tab displays.
4. Click the **Registration Options** tab.




5. Configure the PIV Cardholder registration options as required:
   a) Select the Image PDF from the drop-down list, which will be used to store the facial image read from PIV cards.
   b) If you require certificate validation, check the Enable certificate validation checkbox, and then check each of the options you want to be enforced at the time of PIV Cardholder registration.

| Option | Description |
|---|---|
| Validate optional certificates | If checked, the two optional certificates, (i.e. Key Management Certificate and Digital Signature Certificate) will be validated. |
| Validate the content signing certificate | If unchecked, the content signing certificate will not be validated. This is used to digitally sign the PIV objects and is issued to the issuer of the card and not for the cardholder.<br><br>If you choose to trust this issuer then you may be happy to not validate this certificate. |
| Ignore end-entity certificate revocation unknown | If checked you are allowing entity certificate with unknown revocation status to be enrolled. This may be of benefit when experiencing network problems or the CA server is down, to allow enrolment immediately. |
| Ignore certificate authority revocation unknown | If checked you are allowing intermediate certificate with unknown revocation status to be enrolled. This may be of benefit when experiencing network problems or the CA server is down, to allow enrolment immediately. |
| Enforce CHUID expiration nesting | If checked, all certificate expiry dates need to be on or before (not after) CHUID expiry date. |
| Ignore time not valid | If checked, validation will ignore expired certificates and certificates not yet active. |

c) If you want fingerprint verification to be part of the PIV Cardholder registration process, ensure the **Enable Fingerprint scan and verification** checkbox is checked.

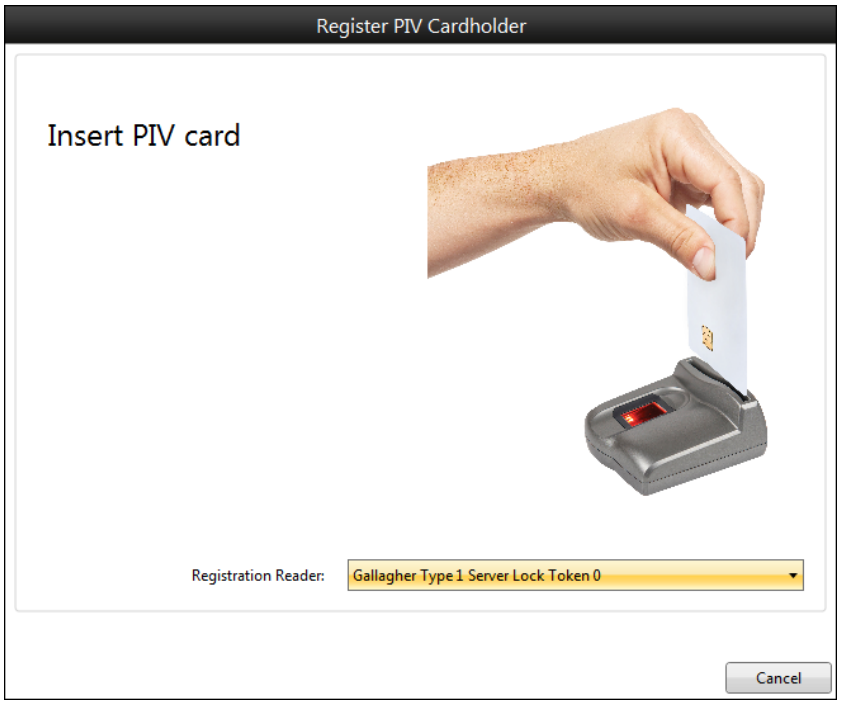
6. Click the **OK** button to exit and save your changes.

### *Registering a PIV Cardholder*

Register PIV Cardholders in the Command Centre Client, as follows:

7. Click the **Cardholder Viewer** button on the Command Centre toolbar. The Cardholder Viewer opens.
8. Select the cardholder in the Navigation Panel.
9. Click the **Register PIV Cardholder** button.
   **Note:** The **Register PIV Cardholder** button will only be active if you have the privileges to create and edit a cardholder.

If a card has NOT been inserted in the reader, the Insert PIV card screen of the Register PIV Cardholder pop-up displays. If this screen does not display, go to Step 12.

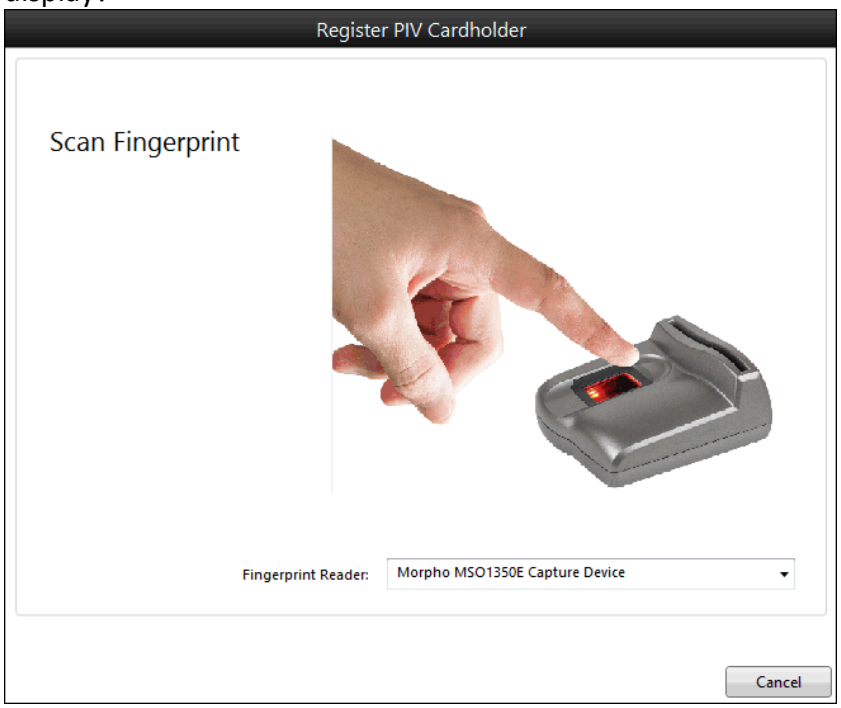



10. Select the **Registration Reader** from the drop-down list, and insert a card into the reader.
11. If a PIV card is inserted in the reader, the Enter PIN screen of the Register PIV Cardholder pop-up displays.



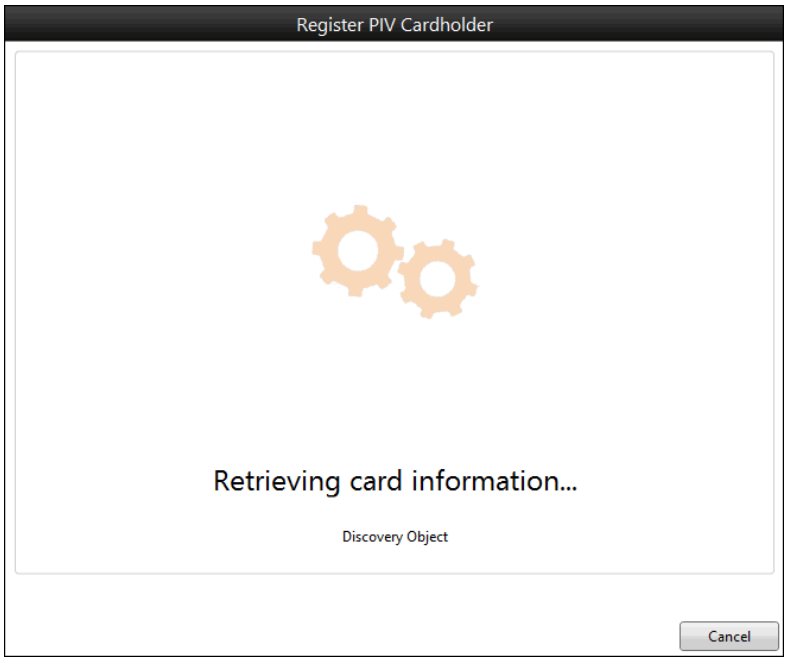

12. Get the Cardholder to enter their PIN.
    **Note:** The PIN will display as a row of asterisks (*) as it is entered.

13. Click the **Next** button.
    Does the Scan Fingerprint screen of the Register PIV Cardholder pop-up display?

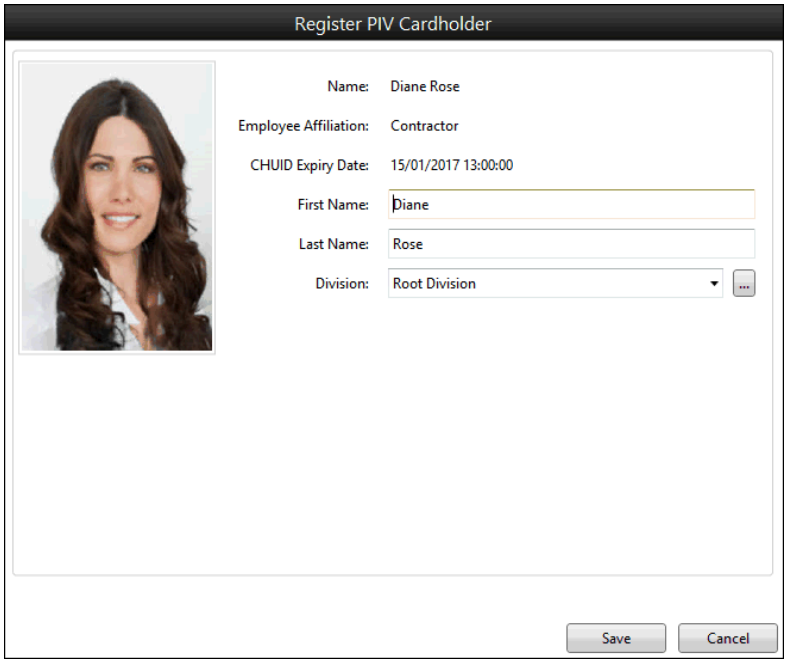



| If... | then... |
|---|---|
| no, | go to Step 14. |
| yes, | **a)** Select the available (installed) reader from the **Fingerprint Reader** drop-down list.<br>A red light activates on the fingerprint reader indicating that it is ready to scan the Cardholders finger.<br>**b)** Get the Cardholder to place their finger on the fingerprint reader.<br>The fingerprint captured is verified against the fingerprint template existing on the card. |

14. As the card data is being registered, progress is indicated to the operator on the Retrieving card information... screen.




Once registration has completed successfully, the cardholder details display.




**Note:** The **Name**, **Employee Affiliation** and **CHUID Expiry Date** are non-editable fields as read from the card. The **First Name**, **Last Name** and **Division** are editable fields representing the details that will exist in the Command Centre database when saved.

15. Edit the **Name** and/or **Division** fields if necessary.
16. Click the **Save** button.
    The following occurs:
    - The cardholder details appear in the Cardholder Viewer, (i.e. the cardholder is selected in the Navigation Panel and applicable tiles are populated and visible), and

- The Register PIV Cardholder pop-up returns to the Insert PIV card screen.

17. Remove the PIV card from the reader.
18. Repeat Steps 10 - 16 for each subsequent PIV cardholder you wish to register.
19. When all registrations are complete, click the **Cancel** button to close the Register PIV Cardholder pop-up and return to the Cardholder Viewer.

### *Assigning Cardholders to Access Group*

If you want the image to display in the Cardholder Images tile, perform the following step:

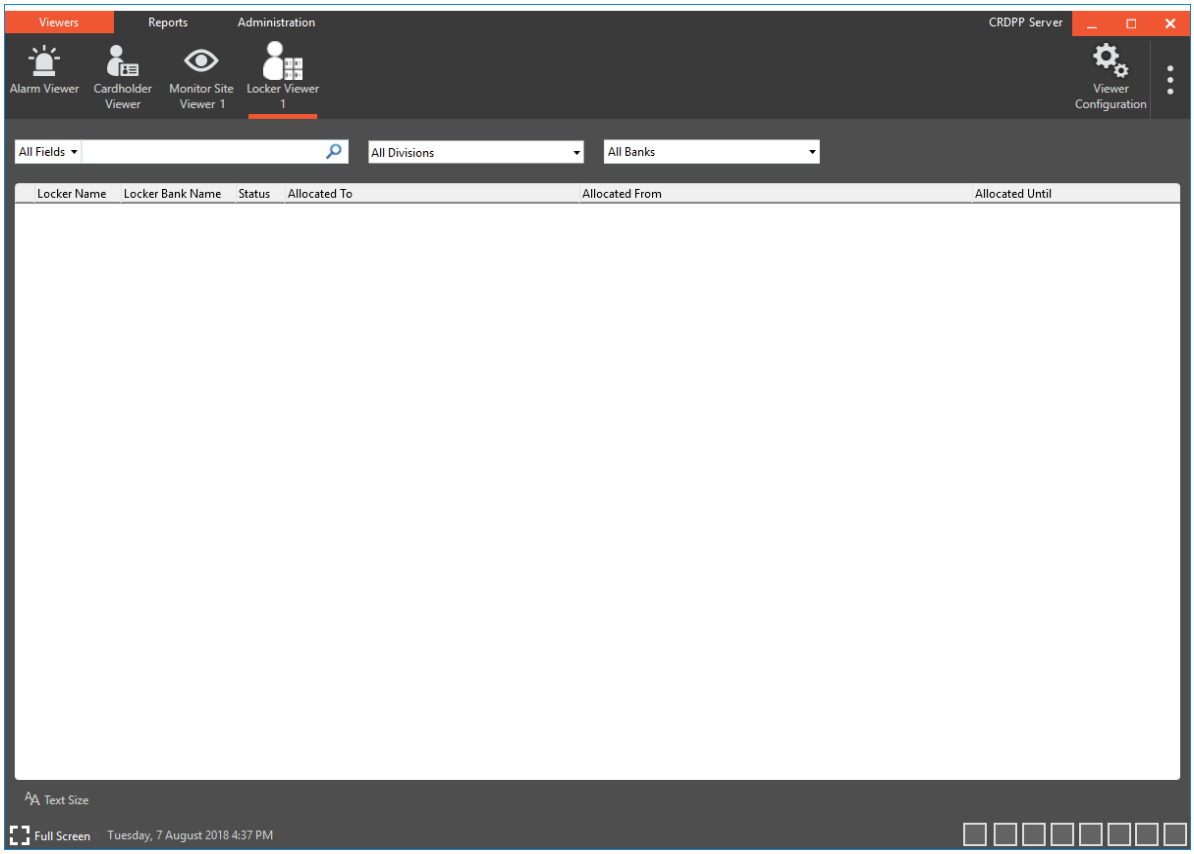
20. Assign each of the PIV cardholders the Access Group that has the Image PDF assigned to it (from Step 1).
    **Note:** There are a number of methods that can be used to assign the Access Group to cardholders, (e.g. from the Cardholder Access Groups tile in the Cardholder Viewer, from Access Groups on the **Administration** tab).

**Hint**

*When a card already exists*
If a card with the same FASC-N as an existing card in Command Centre, is registered or re-registered in Command Centre, the card will 'replace' the existing card record for the same cardholder. If the name of the cardholder has been changed in the database at or since the earlier card registration then the updated First Name and/or Last Name will be displayed during registration thus reflecting the names held in the database. These fields can be further changed if required during this (re)registration.

## Locker Management Solution

The 'Locker Management Solution' is used to manage Cardholders access to the Lockers. You can configure Lockers (in the Configuration Client) to enable Cardholders to self-assign Lockers, or you can manually assign Lockers to Cardholders via the Locker Viewer, Cardholder Viewer or Bulk Changes. You can configure Lockers so that they are automatically quarantined for a specified period upon the expiry of their Cardholder assignments, or the operator can manually quarantine Lockers at any time. While quarantined, Lockers cannot be assigned to Cardholders, and can only be opened by privileged Access Groups. Using the Locker Viewer, an Operator can view all current assignments (they are privileged to see).




This feature enables you to (in either the Command Centre Client or the Configuration Client):

- Manage individual and project team access to Lockers
- Configure Lockers for self-assignments and/or manual assignments
- Configure Lockers for automatic quarantining and/or manual quarantining
- Notify the Cardholder when a Locker has been assigned or removed (via existing Command Centre Notifications framework), see ***Cardholder Notifications Tile actions*** (on page 3-99)
- Report on Locker activity (access events plus alarms such as Locker Forced Open and Locker Open Too Long)
- Report on Cardholders including current Locker assignments
- View status and override Lockers
- Manage remote site Lockers. See **Multi-server** section next.

### Licensing

The 'Locker Management Solution' is a licensable feature, i.e. your license file must contain the following options:

```
[Features]
Lockers=1
[Limits]
Lockers=n
```

[n] indicates the number of Lockers that can be created

### Operator Privileges

An Operator requires the appropriate Locker privileges to perform Locker tasks. The privileges only apply within the Divisions assigned to that Operator Group.

| Operator Privilege... | is required to... |
|---|---|
| "Edit Lockers" | create, edit and delete Lockers and Locker Banks. |
| "Manage Locker Assignments" | assign (allocate), modify and/or remove Lockers from Cardholders. It does not include View Cardholder privilege however; View Cardholder privilege is not required to see existing Locker assignments in Locker Viewer. |
| "Override" | manually quarantine Lockers ('Quarantine Locker' override), and cancel the active override on a Locker ('Cancel Override'). Performing 'Cancel Override' on a quarantined Locker will take it out of quarantine. |
| "Override - Open Locker" | open Lockers and open unallocated Lockers ('Open Locker' override). |
| "View Lockers and Assignments" | view Lockers, Locker Banks and Locker assignments. |

**Notes:**

- Edit Site does not include Edit Lockers therefore, you cannot create, edit or delete Lockers or Locker Banks.
- View Site cannot view Lockers or Locker Banks.

### Multi-server

The following Command Centre multi-server functionalities can be achieved from a remote server:

- Override Lockers (Open Locker)
- Override Locker Banks (Unlock Unallocated Lockers)
- View Lockers
- Assign and/or remove Lockers

### Considerations

- Cardholders can continue to self-allocate and use Lockers while the Command Centre server is down. The Command Centre server will be updated once it is back online.
- When the Controller and the Command Centre server reconnect, if there is a conflict between an attempted operator allocation or quarantine (that occurred while the Controller was offline) and a self-allocation, the self-allocation takes precedence and the attempted Operator action is ignored.

- While the Controller is offline, Locker Configuration and operator modification of Locker assignments will be ignored by the Command Centre. For example, a Cardholder assignment is about to expire in 3 minutes. The connection between server and controller is lost, and the operator modifies the Locker Configuration to extend the Cardholder assignment. After 4 minutes, the connection is re-established. However, the change to the Cardholder assignment has not occurred, and the Locker has been removed from the Cardholder. Therefore, configuring, assigning, or removing Lockers while the Controller is offline are not recommended.
- While the Controller is offline and a Cardholder self-assigns a Locker, if the allocated Locker is being accessed for the first time, the T-20 reader grants access, but it does not display the Locker name.
- If a Locker Bank and a Locker reader are connected to different Controllers, and a Cardholder presents a credential to the reader, the reader will time out after 20 seconds and the Cardholder will be denied access.

**Configuration**

To configure Locker Management, perform the following procedures in Command Centre Client:

***Allocate or Remove a Locker via Locker Viewer*** (on page 3-208)

***Assign or Remove a Locker via Cardholder Viewer*** (on page 3-209)

***Locker Bulk Changes*** (on page 3-210)

***Locker Status and Overrides*** (on page 3-211)

***Locker Bank Status and Overrides*** (on page 3-213)

## Allocate or Remove a Locker via Locker Viewer

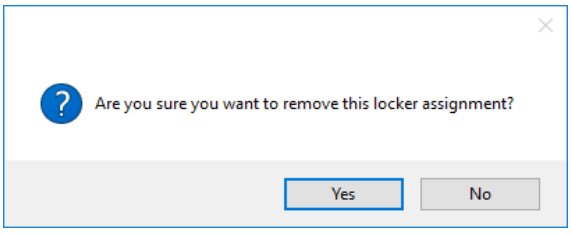
**Pre-requisites**

Before proceeding with this procedure, ensure the following pre-requisites have been configured:

- 'Configuring a Locker Viewer' in Command Centre Client.
- 'Configuring a Locker Bank' in Configuration Client.
- 'Configuring a Locker' in Configuration Client.

**Procedure**

Perform the following procedure to allocate and/or remove a Locker from a Cardholder:

| To... | then... |
|---|---|
| allocate, | a. Click the + button.<br>The Cardholder search window displays.<br>b. Enter the Cardholder's name in the search bar.<br>The Cardholder checkbox is automatically selected.<br>c. Click **OK**.<br>The Status changes to 'Allocated'.<br>d. Click the button, then select an allocated-from date.<br>e. Click the button, then select an allocated-until date.<br>**Notes:**<br>• Once a date has been selected, you can modify the time by individually selecting the hour(s), minute(s) and second(s).<br>• If the assignment doesn't have an Allocated Until date, the assignment will be permanent until it's changed by an Operator. |
| remove, | a. Click on the Cardholder's name.<br>A dialog box displays.<br><br><br>b. Click **Yes**. |

## Assign or Remove a Locker via Cardholder Viewer

The assigning or removing of a Locker is achieved via 'Cardholder Lockers' tile in Gallagher Command Centre.

### Pre-requisites

Before proceeding with this procedure, ensure the following pre-requisites have been configured:

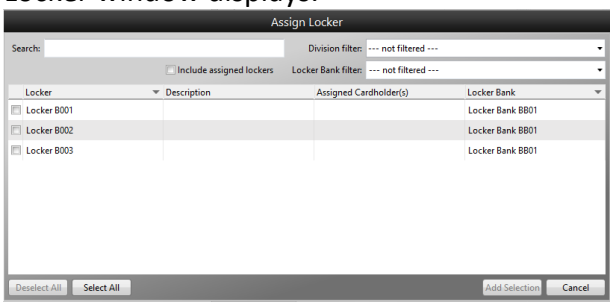
- 'Adding Cardholder Lockers tile to the Cardholder Viewer' in Command Centre Client.
- 'Configuring a Locker Bank' in Configuration Client.
- 'Configuring a Locker' in Configuration Client.

### Procedure

To assign or remove a Locker, perform the following procedure:

1. From Gallagher Command Centre, click **Viewers** > **Cardholder Viewer**.
2. Enter the Cardholder's name in the search bar. The Cardholder is displayed.
3. Are you assigning or removing a Locker?

| If you are… | then… |
|---|---|
| assigning, | a. From the Cardholders lockers tile, click **Assign**. The Assign Locker window displays. |




b. If you want to assign an already allocated Locker, select the **Include assigned lockers** check box, otherwise go to step c.

**Note:** You can apply the Division and/or Locker bank filters to narrow search results.

c. Select the checkbox(es) for the appropriate Locker(s), then click the **Add Selection** button.

d. Do you want to configure a **From** and **Until** date?

e. Click the button, then select a From date.

f. Click the button, then select an Until date.

removing,

a. Select the appropriate Locker, by default the first Locker is selected.

b. Click the **Remove** button.
The Locker is removed from the Cardholder.

4. Click **Save** to apply the change. Click **Revert to Saved** to undo the change.

### Locker Bulk Changes

The following changes can be applied to Lockers:

| Change | Description |
|---|---|
| Add Assignments | Assign Lockers to Cardholders (with no current assignments) from selected Locker Banks permanently or use assignment defaults from Locker Bank. |
| Modify Assignments | Alter Cardholders' current Locker assignments using all or selected Locker Banks to assign Lockers permanently or assign until a particular date and time. |
| Remove Assignments | Delete Cardholders' current Locker assignments using all or selected Locker banks. |

**Notes:**

- Assign Locker permanently: Cardholders will be assigned with Lockers with no end date/time or until the assignments is modified or removed by the Operator.
- Use assignment defaults from Locker Bank: Uses settings from the Locker Bank 'Self Assignment' tab.

### Configuration

To configure and change Locker assignments, refer to ***Creating a new Cardholder Bulk Change*** (on page 2-165) for the procedure.

## Locker Status and Overrides

### Status

In Gallagher Command Centre Client, Lockers may have one of the following statuses:

| Status | Description |
|---|---|
| Free | The Locker is not allocated; it is available to be allocated to a Cardholder or quarantined. |
| Allocated | The Locker is allocated to a Cardholder (see the 'Allocated To' column in the Locker Viewer). The Locker cannot be quarantined while allocated. |
| Quarantined | The Locker is quarantined and cannot be allocated to a Cardholder. Quarantine can be canceled with a 'Cancel Override' (see 'Overrides' below).<br>While quarantined, the Locker can be opened and released from quarantine at the Locker Bank's reader only by members of the Access Group(s) assigned to the Locker Bank's 'Quarantine' tab in Gallagher Configuration Client. |

### Overrides

To override a Locker, perform the following procedure:
**Note:** Overrides are not available while the Locker is offline.

1. From Command Centre main window, click **Viewers** > **Locker Viewer**, or **Viewers** > **Monitor Site Viewer**.
   **Note:** The Monitor Site Viewer must have a Status tile displaying the Locker.
2. Click the  button of the Locker you want to override.
3. Perform the applicable action(s) for the override you want to perform:

| To… | then… |
|---|---|
| Open the Locker | Select **Open Locker**. |
| Quarantine the Locker indfinititely | Select **Quarantine Locker**.<br>**Note:** This override is not available while the Locker is allocated or set to be allocated in future.<br>The Locker remains quarantined until an operator cancels the override or the Locker is otherwise taken out of the quarantine state. |
| Quarantine the Locker for a certain time | a. Select **Overrides…**<br>The override options window displays.<br>b. Select 'Quarantine Locker' from the **Override to perform**.<br>**Note:** This override is not available while the Locker is allocated or set to be allocated in future.<br>c. Select the required option: |

| To… | then… |
|---|---|
| | • Select **Until next schedule change or indefinitely** to quarantine the Locker until an operator cancels the override or the Locker is otherwise taken out of the quarantine state.<br>• Select **Until this time** to quarantine the Locker until the specified time. If the specified time has not passed yet today, the Locker is quarantined today; if the specified time has already passed today, the Locker is quarantined at that time tomorrow.<br>• Select **For x Hours, x minutes** to quarantine the locker for the specified amount of time, starting now.<br>d. Click **OK** to quarantine the Locker for the specified time. |
| Cancel the Override | Select **Cancel Override**.<br>**Note:** 'Cancel Override' will release a quarantined Locker from quarantine. |

**Notes:** Locker overrides can also be performed from a Locker item on a Status tile and/or a Site Plan.

## Locker Bank Status and Overrides

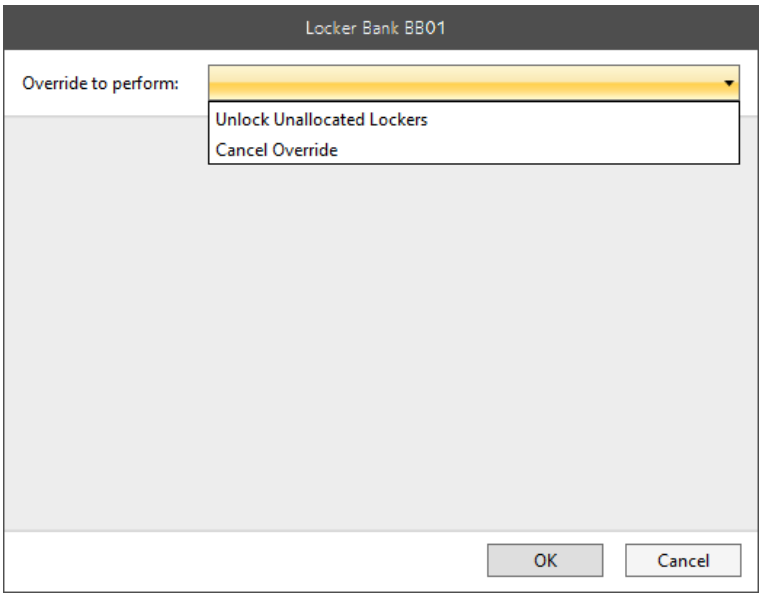
### Prerequisite

Ensure that you have configured the Monitor Site Viewer to include the Status tile, and added the Locker Bank items to the Status tile.

### Procedure

To override a Locker Bank, perform the following procedure:

1. From Command Centre main window, click **Viewers** > **Monitor Site Viewer**.
2. Click the button of the Locker Bank you want to override.
3. Select **Overrides**.
   The Locker Bank Override window displays.



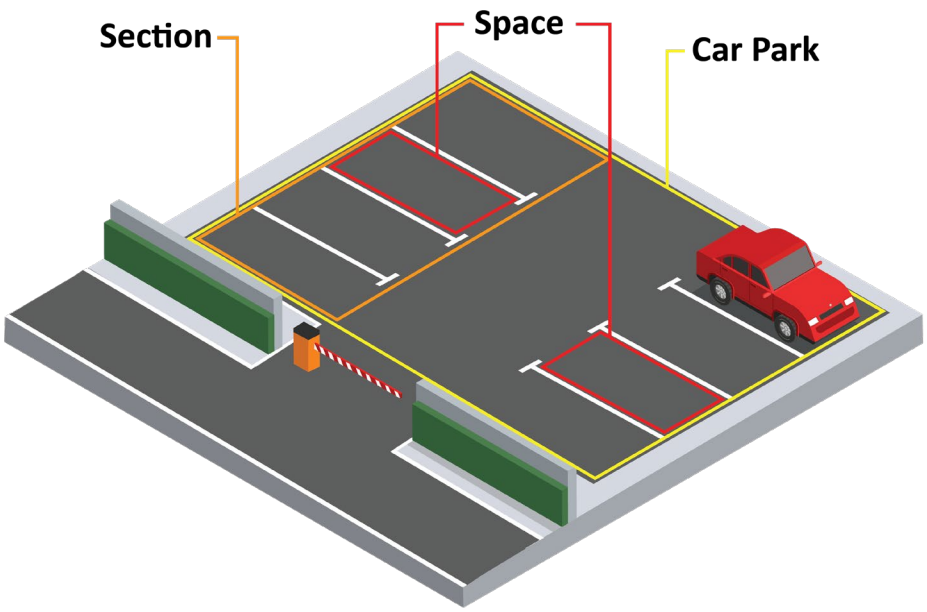

4. Configure as required.

| To… | then… |
|---|---|
| Open Unallocated Lockers | a. Select Open Unallocated Lockers from the **override to perform** drop-down list. This includes opening quarantined Lockers.<br>b. You can either:<br>• Click the **Until this time** radio button, and enter the time of day you want the override to end, or<br>• Click the **For** xx Hours, xx Minutes radio button, and enter the hours and/or minutes (this is limited to a maximum of 23 hours and 59 minutes).<br>**Note:** If the Until this time is set to a past time, the override changes from today to tomorrow. |
| Cancel Override | a. Select **Cancel Override**. |

5. Click **OK**.

## Car Park Management

The 'Car Park Management' feature allows Command Centre to manage Cardholders access to car parks. Using the Car Park Management feature, you can allocate Car Park Spaces to different groups of Cardholders.




This feature enables you to (in the Command Centre Client):

- create Car Parks, Spaces, and Sections
- allocate/remove Spaces to/from Cardholders and/or Access Groups
- deny access to the Car Park if the allocated Space is already occupied by another Cardholder (i.e. shared Car Park Space) or grant access via an over-allocation queue
- grant access to certain Access Group(s) without reservation, and
- override Car Parks, Sections, and Spaces to empty.

**Note:** The Car Park Management feature offers different functionality from the Prepay Car Parking feature in the Configuration Client.

### Licensing

The 'Car Park Management' is a licensable feature, i.e. your license file must contain the following option:

| | |
|---|---|
| `[Limits]` | |
| `Car Park Spaces=n` | [n] indicates the maximum number of Spaces that can be created |

### Operator Privileges

An Operator requires the appropriate Car Park privileges to perform Car Park tasks. The privileges only apply within the Divisions assigned to that Operator Group.

| Operator Privilege | is required to… |
|---|---|
| Edit Car Park Spaces and Assignments | create, edit and delete Car Park Spaces and assign cardholders to Spaces |
| Edit Car Parks and Sections | create, edit and delete Car Parks and Sections |
| Manage Car Park Assignments | create, edit and delete cardholder space assignments |
| Override - Empty Car Park Space | override Car Parks Spaces to empty |
| View Car Park Spaces and Assignments | view Car Park Spaces and cardholders space assignments |
| View Car Parks and Sections | view Car Park and Section details |

### Multi-server

The following Command Centre multi-server functionalities can be achieved from a local server:

- view remote Car Parks, Sections, Spaces, total number of spaces, and allocation counts
- allocate/remove remote Spaces to/from Cardholders and/or Access Groups
- override remote Car Parks, Sections and Spaces to empty.

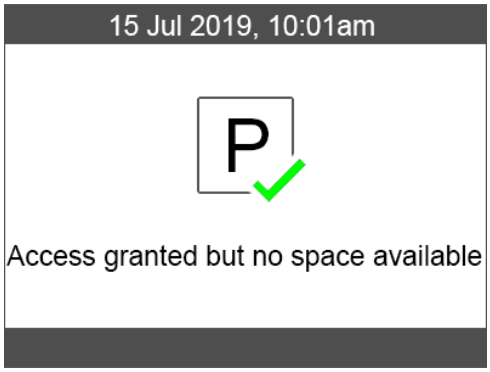
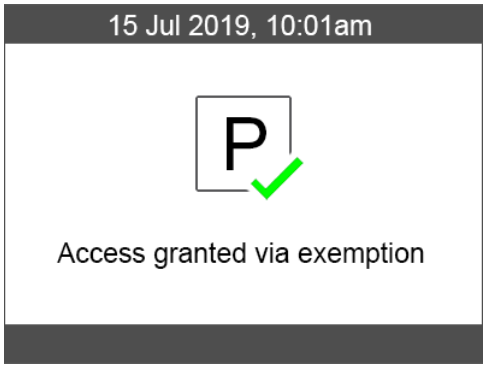
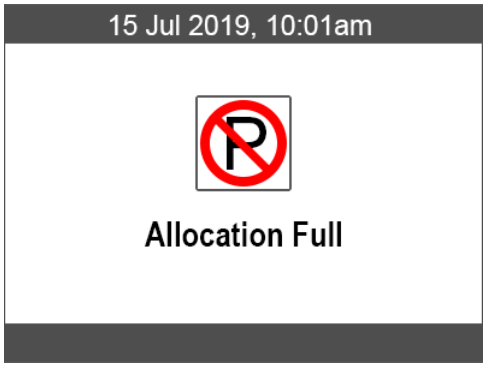
### Reports

Car Park Management has introduced the following columns which can be used within a Cardholder Report or an activity report:

- Car Park
- Car Park Section
- Car Park Space

### T20 Terminal Messages

When a Cardholder is granted or denied access to a Car Park, the T20 Terminal displays a pre-configured message. The messages cannot be customised.

| Message | Description |
|---|---|
|  | Displayed at entry when temporary access is granted. |
|  | Displayed at entry when access is granted via over-allocation configuration. |
|  | Displayed at entry when access is granted via an exemption. |
|  | Displayed at entry when access is denied because the Space is already occupied by another Cardholder. |

## Using the Car Park Management

To use this feature, refer to the following topics:

***Car Park Viewer*** (on page 3-217)

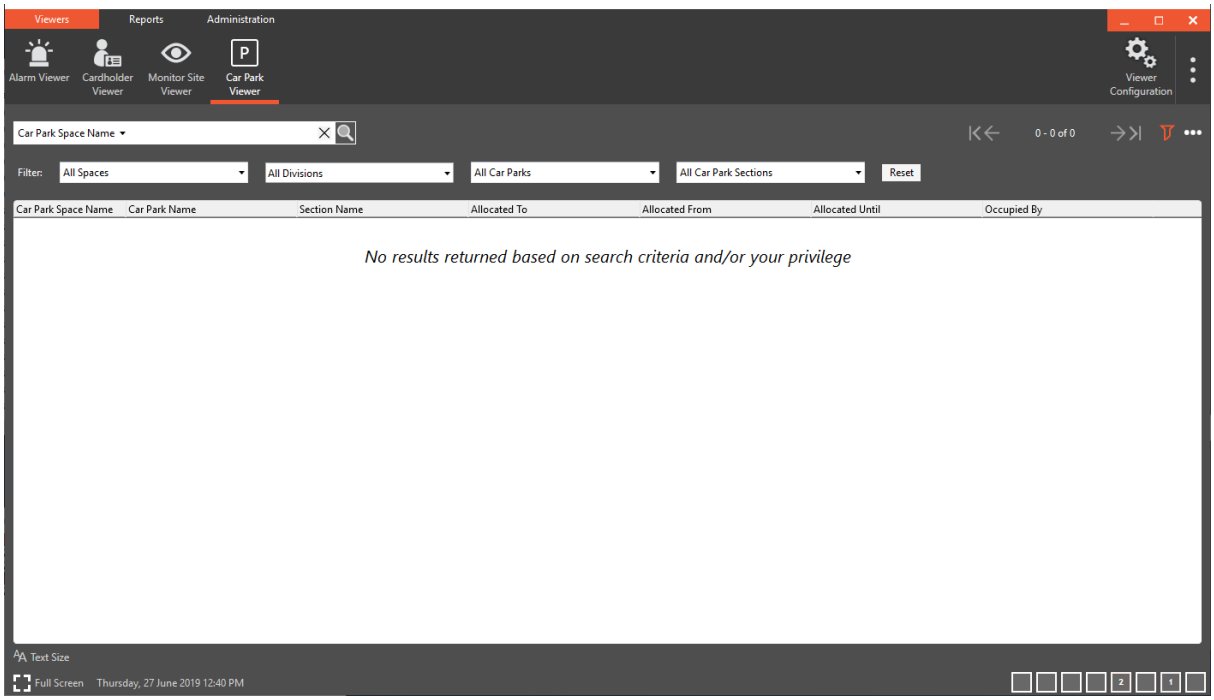
***Allocating or Removing Car Park Spaces*** (on page 3-219)

***View Status and Overrides*** (on page 3-221)

***Car Park - Site Plan*** (on page 3-222)

## Car Park Viewer

The Car Park Spaces displayed are determined by your privileges. Select the **Viewers** tab on the Command Centre title bar, and then click the **Car Park Viewer** button on the toolbar. The Car Park Viewer opens.




Using the Car park Viewer, an Operator can:

- Allocate/remove Car Park Spaces to Cardholders and/or Access Groups
- Clear Space allocations
- Override one or more Spaces to empty.
- Search by: Car Park Space Name, Allocated To, Occupied By, and Occupants PDFs
- Filter by:
  - Space: All Spaces, Free Spaces Allocated Spaces, or Occupied Spaces
  - Division
  - Car Park: All Car Parks or a selected Car Park and/or
  - Car Park Sections: All Car Park Sections or a selected Car Park Section

### Navigation tools

Operators can only view those Spaces which they are privileged to see. The Car park Viewer displays the first 50 Car Park Spaces. To view other Spaces, you can use the navigation tools on the top-right corner of the Viewer.

| Click | to… |
|---|---|
|  | Go to the first page on the Viewer |
|  | Go to the previous page on the Viewer |
|  | Go to the last page on the Viewer |
|  | Go to the next page on the Viewer |

### Searching in Car Park Viewer

Using the search field, you can search for Space(s) using the following categories: Car Park Space Name, Allocated, Occupied By or a configured PDF.

To search for a Car park Space, perform the following steps:

1. Select a category from a predefined list: Car Park Space Name, Allocated, Occupied By or a configured PDF.
2. In the Search field, enter key word(s) related to selected category, then click the  button.
   **Notes:**
   - If the text entered does not match the category, then the "No results returned based on search criteria and/or your privilege" message displays.
   - To clear the search result(s), click the  button.

### Filtering in Car Park Viewer

To show the Filter options, click the  button.

To hide the filter options, click the  button.

To clear the applied filter(s), click the 

button.

As soon as a filter is applied, the Car Park Viewer refreshes and only displays the Space(s) that match the filter.

Car Park Spaces can be filtered by one or all the options below:

- Spaces: All Spaces, Free Spaces, Allocated Spaces, or Occupied Spaces, and/or

- Division: All Division or a selected Division and/or
- Car Park: All Car Parks, or a selected Car Park and/or
- Car Park Section: All Car Park Section or selected Car Park Sections.

## Allocating or Removing Car Park spaces

### Pre-requisites

Before proceeding with this procedure, ensure that you have completed the following procedures on the Command Centre:

- Creating a Car Park
- Configuring a Car Park Viewer

### Procedure

To allocate or remove Car Park Spaces to Cardholders, perform one of the following procedures:

#### *Allocating Car Park Spaces*

1. Do you want to assign a single space or multiple spaces?

| To allocate… | then… |
|---|---|
| a Space | a) Select the Space you want to allocate.<br>b) Go to Step 2 of this procedure. |
| multiple Spaces | a) To select multiple adjacent Spaces, drag across the Spaces you want to select, OR<br>to select nonadjacent Spaces, select a single Space, and then hold down the Ctrl key while you click the other spaces you want to select.<br>b) Go to Step 2 of this procedure. |

2. Click the  button.
   The drop-down menu displays.
   **Note:** You can allocate a Car Park Space to Cardholder(s) and/or, Access Group(s).
3. Select **Assign Cardholders** or **Assign Access Groups**.
4. Configure as required. Did you select Cardholders or Access Groups?

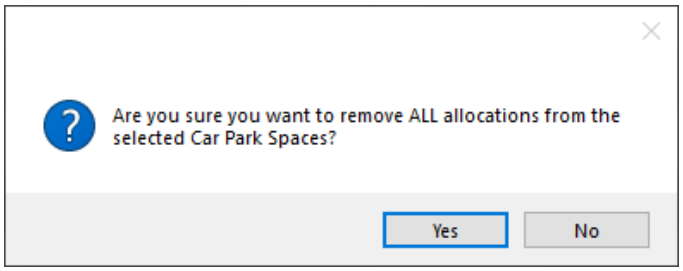
| If… | then… |
|---|---|
| Cardholders | a) To find the Cardholder(s) that you want to allocate Space(s) to, select what criteria you want to search on from the **By** drop-down list, (i.e. Name, Description, Division, Card Number, Last Zone Entered, Authorised or All).<br>By default, Name is selected. |

| If… | then… |
|---|---|
| | b) Start entering characters in the **Search** field.<br>A minimum of 3 characters starts the search. However, if you selected Card Number(s) as the search criteria, you need to click the button after you enter a number in the **Search** field.<br>c) From the search results, click on the Cardholder(s) you want to allocate Space(s) to.<br>The Cardholder(s) appear in the lower section and are all selected by default.<br>d) Click **OK**.<br>e) Go to Step 5 of this procedure. |
| Access Groups | a) select the checkbox of the group(s) you want to allocate the Space(s) to, and click the **Add Selection** button.<br>The pop-up closes and each of the selected group(s) appear in the Access Group grid.<br>b) Go to Step 5 of this procedure. |

5. Do you want to set an 'Allocated From' and 'Allocated Until' dates for this allocation?
   If **yes**, go to step 6.
   If **no**, then you have completed this procedure.
6. From the **Allocated From** column, click the button, then select a date.
7. From the **Allocated Until** column, click the button, then select a date.

### *Removing Car Park Spaces*

1. From the 'Allocated To' column, click the Cardholder/Access Group you want to remove.
   A warning message appears.




2. Click **Yes**.
   The Cardholder/Access Group is removed from the Car Park Space.

## View Status and Overrides

An Operator can view the status of Car Park Spaces and override the Car Park Spaces using Car Park Viewer, Monitor Site Viewer, or the Site Plan Viewer.

An Operator can override a Car Park and a Car park Section using the Monitor Site Viewer or the Site Plan Viewer.

**Note:** Car Park related items must be added to the Monitor Site Viewer and the Site Plan Viewer before you view or override the Car Park items.

An Operator who has the required privilege can override Car Parks, Car Park Sections, and Spaces.

| If an Operator overrides… | then… |
|---|---|
| a Car Park | all the Spaces in that Car Park will be overridden to empty. |
| a Car Park Section | only the Spaces in that Section will be overridden to empty. |
| Space(s) | only the selected Space(s) will be overridden to empty. |

### *Override Car Park Spaces via Car Park Viewer*

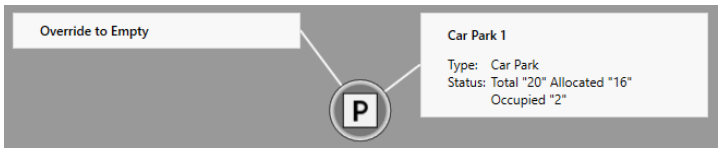
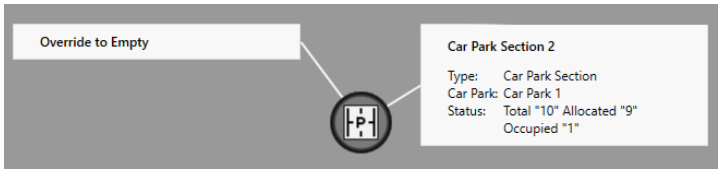
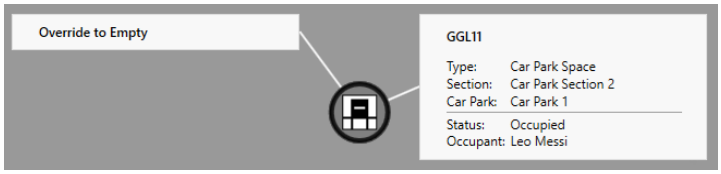
1. Do you want to override a single space or multiple spaces?

| To override a… | then… |
|---|---|
| single space | a) Select the Space you want to override to empty.<br>b) Go to Step 2 of this procedure. |
| multiple spaces | a) To select multiple adjacent Spaces, drag across the Spaces you want to select, OR<br>to select nonadjacent Spaces, select a single Space, and then hold down the Ctrl key while you click the other spaces you want to select.<br>b) Go to Step 2 of this procedure. |

2. Click the  button.
   The drop-down menu displays.
3. Select **Override to Empty**.
   The Car Park Space(s) is/are overridden to empty, and the Cardholder name(s) is/are removed from the 'Occupied By' column.

## Car Park - Site Plan

You can add Car Parks, Sections, and Spaces to a Site Plan. Using the Site Plan Viewer, you can perform an override, view status, and access other information related to an item.

| Car Park Item Icon(s) | Override, status, and other related information |
|---|---|
| Car Park  |   |
| Sections  |   |
| Spaces       |   |

### *View Status and Override a Car Park item using the Site Plan Viewer*

To override a Car park item via a Site Plan Viewer, perform the following procedure:

Before you can override a Car Park item, ensure that you have:

- added the Car Park Items to a new or an existing Site Plan (see the Site Plans topic)
- configured the Site Plan Viewer to show the Site Plan with the Car Park Items.

1. Select the **Viewers** tab on the Command Centre title bar, and then click the **Site Plan Viewer** button on the toolbar.
2. Click the icon of the item you want to override.
   A lightbox menu appears displaying the override option and item details.
3. Click the **Override to Empty** button.
   The Cardholder is removed the Occupied By column of the Car Park Viewer and events are raised.

# UK GovPass Card Support

## Introduction

Command Centre supports UK GovPass cards. They are DESfire EV2 and are supplied with six key sets so that they can be rolled if required. The ability to roll the keys is in case one of the keys in use were to be discovered. Keys required for reading cards are loaded using a configuration card. Each configuration card also supplies the key used to read the next configuration card used to roll keys.

## Licensing

UK GovPass card is a licensable feature. The license file must contain the following option:

```
[Features]
UKGovPass=1
```

# UK GovPass cards in Command Centre

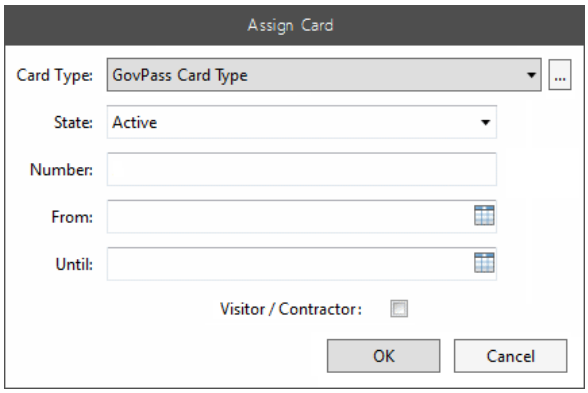
## Introduction

After the GovPass Card Type has been configured in Configuration Client, GovPass cards can be assigned to a Cardholder in the Command Centre Client for the purpose of access control at T Series Readers.
**Note:** GovPass Cards can only be assigned to Cardholders from Command Centre Client, (i.e. not from Configuration Client).

## *Enrolling GovPass cards*

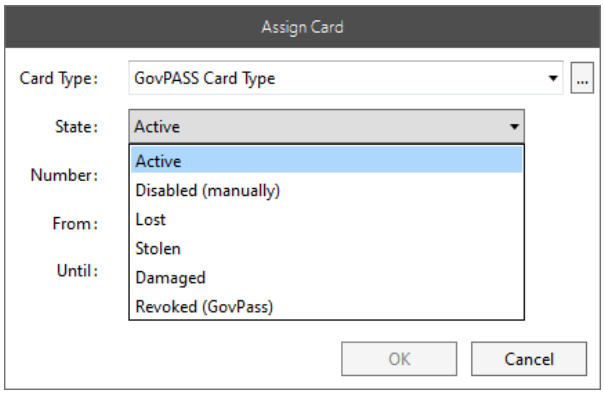
To assign and activate a Cardholder GovPass card, perform the following procedure in Gallagher Command Centre Client:

1. From the Cardholder Viewer, locate the Cardholder you want to assign a GovPass card to.
2. On the Cardholder Cards tile, click the **Assign Card** button.
3. From the **Card Type** drop-down list select the GovPass Card Type.



Once the GovPass Card Type is selected a **Visitor/Contractor** checkbox appears, allowing you to specify whether or not it is a visitor or contractor card.

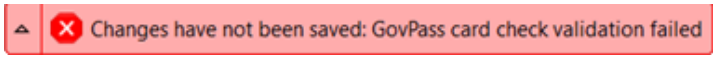
4. The **State** indicates the status of the GovPass Card Type.
   Select the appropriate **State** from the drop-down list.




The following table describes the available states.

| State | Description |
|---|---|
| Produced * | A GovPass card that has been encoded but not issued to a site. This should not occur at live sites, and will trigger an alarm. |
| Active | An active GovPass card that can be enrolled at other locations. |
| Issued | A GovPass card that has been issued to a site but not yet enrolled for the first time. |
| BuildingOnly | This is reserved for GovPass cards allocated for use as 'Visitor' or 'Contractor' passes that should not be used for access to any other building. Cards enrolled with this state will trigger an alarm if not owned by the requesting building. |
| Lost * | The GovPass card has been reported as 'Lost' by its Issuing Building, and an alarm will be triggered. |
| Revoked * | When a GovPass card has been returned to the pass office or taken away from a user. |
| Expired * | Where the validity date of a GovPass card has expired, (i.e. the holder's clearance or contract has expired/ended). |
| Inactive * | This state is reserved for future use where a pass has been disabled. It will trigger an alarm. |

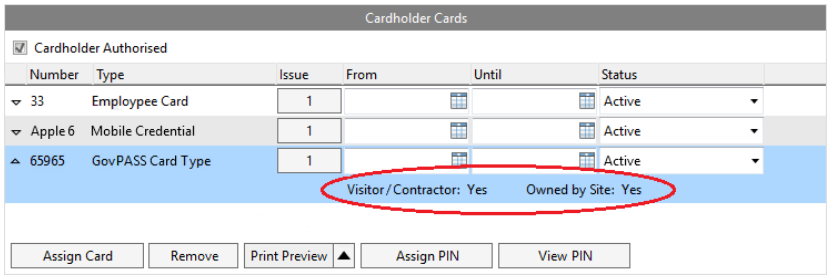
* When a GovPass card is enrolled with a bad state, (i.e. *Produced*, *Lost*, *Revoked*, *Expired* or *Inactive*), the card will fail enrolment. An alarm will generate and the following error message will display:




5. Configure the **Number**, **From** and **Until** fields as appropriate.
6. If required, check the **Visitor/Contractor** checkbox to prevent the card from being enrolled at other sites.
   **Note:** Cards of this type won't be enabled on other servers.

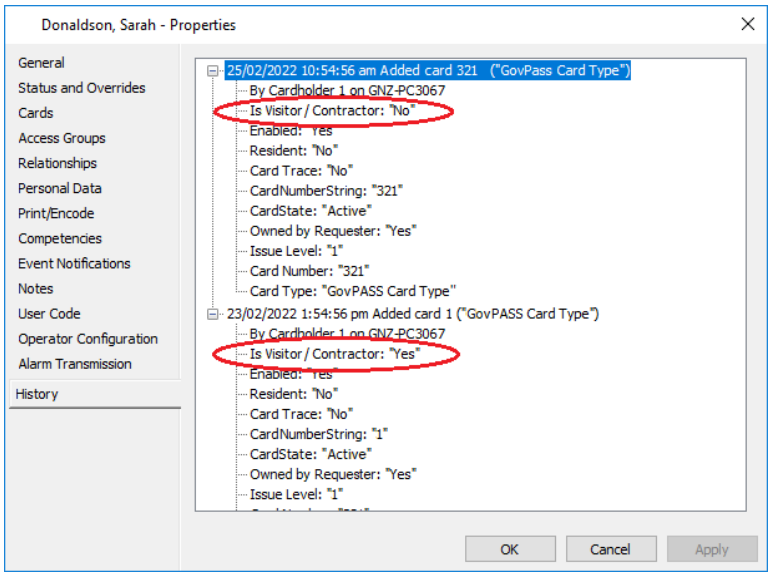
7. Click the **OK** button.
   **Note:** Once **OK** has been clicked, the **Visitor/Contractor** setting cannot be modified.
   If valid, the **Assign Card** pop-up will close and the card will appear in the grid in the Cardholder Cards tile.

8. To display site information for the GovPass Card Type, click on the arrowhead to the left of GovPass Card Type.



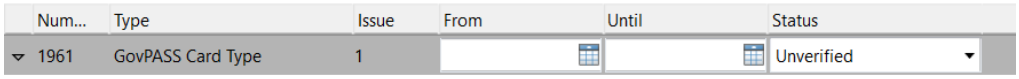

In the above example, "Visitor/Contractor" = Yes because the **Visitor/Contractor** checkbox was checked during enrolment, and "Owned by Site" = Yes the site that enrolled this card was identified as the owner of the card by the GovPass API.

9. Click the **Save** button.
   **Note:** The **History** tab of a cardholder's properties (in Configuration Client) will also show what has been set during enrolment.




## Offline enrolment

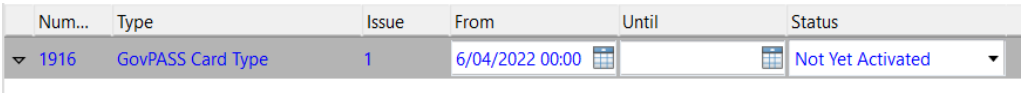
It is possible to enrol GovPass cards when GovPass Check service is offline to Command Centre. In this situation the card is activated and its status in Command Centre is updated to 'Unverified'. Also, an alarm is raised for this unverified credential enrolment.



## *Card Activation and Expiry*

### 'From' date and card activation

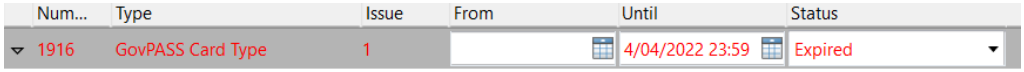
When the From date is set to a future date, the Command Centre Status changes to 'Not Yet Activated', but there will be no change to the card status or the enrolment status on the GovPass REST API.




When the system date passes the From date, the GovPass card Status becomes 'Active' in Command Centre, and the card status on the API updates to 'Active' and the enrolment status to 'Enrolled'. Also, an update enrolment status is sent to the API from the remote servers to 'Enrolled' state.

### 'Until' date and card expiry

When the Until date is set to expire in the future, the Command Centre Status will still be 'Active'. There will be no card status and enrolment status update on the GovPass REST API.

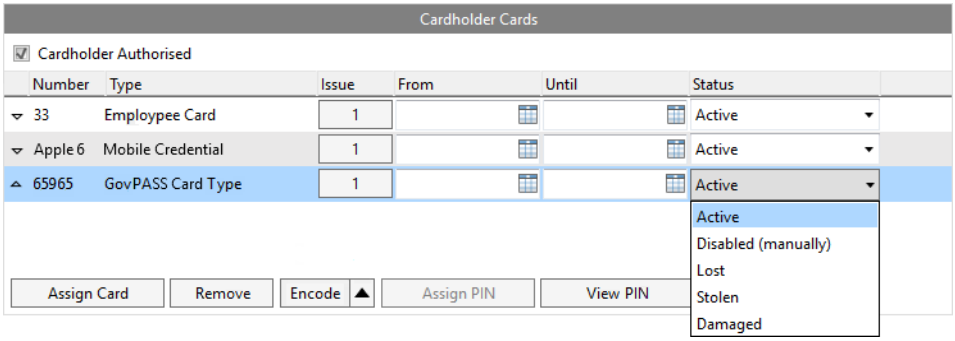



When the system date passes the Until date, the card Status updates to 'Expired' in Command Centre and there is no change to the card status on the API, but the enrolment status updates to 'Suspended'. Also, an update enrolment status is sent to the API from the remote servers to 'Suspended' state.

## *Updating the card state*

The state of an enrolled GovPass card can be changed manually in the Cardholder Cards tile, as follows:

1. Click in the **Status** field of the GovPass card.
   A drop-down list of the available states displays.

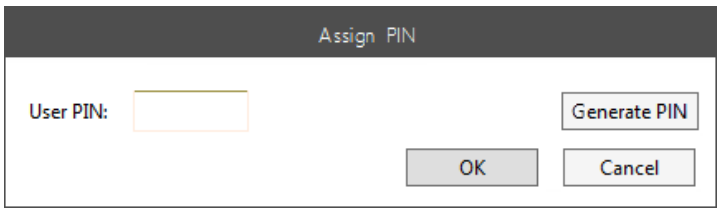



2. Select the required Card State from the drop-down list.
   The Status changes.
3. Click the **Save** button.

### *Assigning PINs*

If the GovPass Card Type was configured to use PINs (in the Configuration Client), the **Assign PIN** button will be enabled.

1. Click the **Assign PIN** button.
   The Assign PIN pop-up displays.

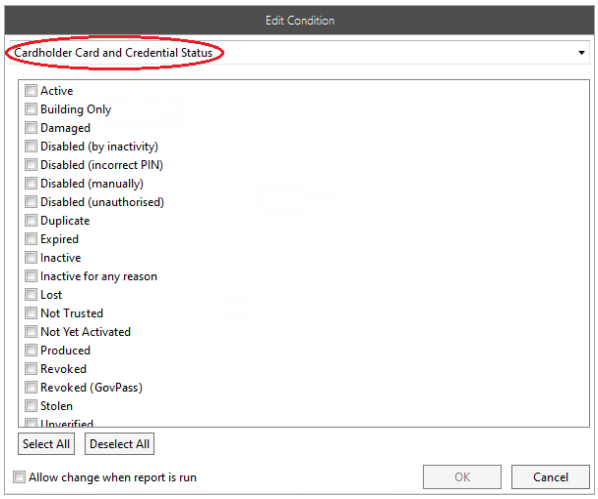



2. Either:
   - Manually type a PIN number into the first **User PIN** field, and then confirm it by repeating it in the second **User PIN** field, OR
   - Click the **Generate PIN** button to automatically generate a random PIN. **Note:** Generated PINs will only display while the Assign PIN window is open. Once closed, there will be no way of re-viewing the PIN number since the PIN itself is not stored. Generated PINs will be of length equal to the minimum PIN length set against the GovPass Card type.

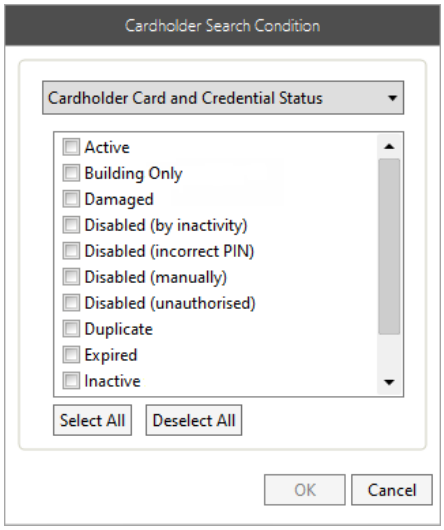
   **Note:** The system prevents PINs with 3 consecutive or 3 repeating numbers from being either manually entered or automatically generated.
3. Click the **OK** button.
   The Assign PIN pop-up closes.
4. Click the **Save** button.

### *'Cardholder Card and Credential Status' Report Filters*

Report Filter Conditions are configured when a report is created. When 'Cardholder Card and Credential Status' is selected as the **Condition Type** for a Cardholder or Activity Report filter, there are five additional states available in the list for sites licensed for GovPass. They are: 'Building Only', 'Inactive', 'Produced', 'Revoked (GovPass)' and 'Unverified'.



**Note:** These five additional states also appear when doing an "advanced search" for Cardholders in the Cardholder Viewer, (i.e. when setting the conditions to define the search on the Cardholder Search Condition pop-up and selecting 'Cardholder Card and Credential Status' as the **Condition Type**.



# Tag Tracking Support

## Introduction

The Tag Tracking feature is intended for tracking the location of participating Cardholders. Tag Tracking has not been designed for anti-theft functionality, or for scenarios where the tag holder may attempt to obscure their location.

The Tag Tracking feature allows you to assign iBeacon and Eddystone Bluetooth™ 'tracking tags' to Cardholders. A Cardholder's Bluetooth™ tracking tag can be read by Gallagher T-Series Bluetooth™-capable Readers to update the Cardholder's location when they pass near a Reader. Command Centre Tracking Tag Types (like Card Types) are required for you to assign new tracking tags to Cardholders. Tracking tags can only be assigned to Cardholders in Gallagher Command Centre Client.

**Warning:** Gallagher recommends you do **not** use tracking tags for physical access into secure areas because tags can easily be copied, and the communication from tags to Readers is not encrypted, authenticated, or guaranteed.

## Licensing

Tag Tracking is a licensable feature. Your Command Centre licence file must contain the following option:

[Limits]
TrackingTags=X

Where X is the maximum number of tracking tags that can be assigned across your Command Centre system. Once the maximum has been reached, no more tracking tags can be assigned until one or more are removed.

# Assigning Tag Tracking tags in Command Centre

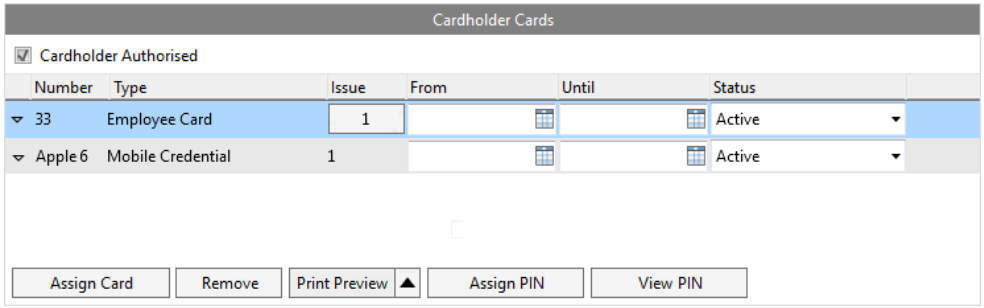
## Introduction

After the Tracking Tag Type has been configured in Gallagher Configuration Client, tracking tags can be assigned to Cardholders in Gallagher Command Centre Client.
**Note:** Tracking tags can only be assigned to Cardholders in Gallagher Command Centre (not in Configuration Client).

## Configuration

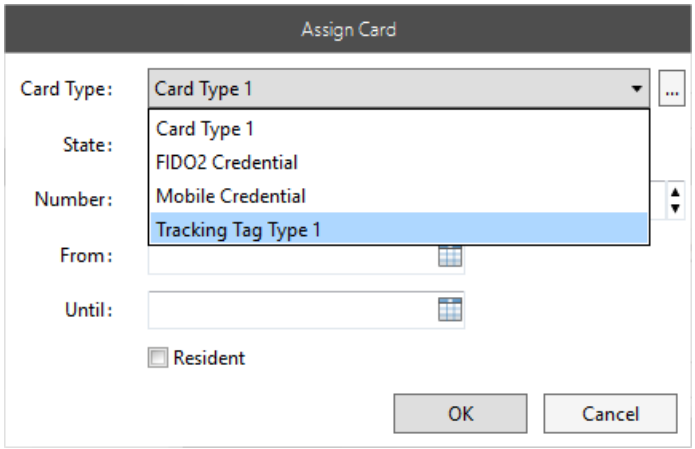
To assign and activate a Cardholder tracking tag, perform the following procedure in Gallagher Command Centre Client:

1. From the Cardholder Viewer, locate the Cardholder you want to assign a tracking tag to.
2. On the Cardholder Cards tile, click the **Assign Card** button.




The Assign Card pop-up displays.

3. From the **Card Type** drop-down list, select a Tracking Tag Type.




4. From the **State** drop-down list, select a state for this tracking tag.
5. In the **Number** field, enter the unique tracking tag number.

   The tracking tag number:

- For iBeacon tags, the tag Number is made by joining the tag's MAC Address (6 bytes) with the tag's configured Major number (2 bytes) and its Minor number (2 bytes), in that order. The total length is 20 hexadecimal characters (10 bytes). For example: '3ec9bfecfc428adc7eda'.
- For Eddystone tags, the tag Number is the tag's Instance ID. The total length is 12 hexadecimal characters (6 bytes). For example: 'e4d7f38f9e96'.

6. In the **From** field, select the date and time from which this tracking tag will be activated. If the Tracking Tag Type has Card Defaults configured, you may leave this field as the default.

7. In the **Until** field, select the date and time at which this tracking tag will expire. If the Tracking Tag Type has Card Defaults configured, you may leave this field as the default.
8. Select the **Resident** check box if you require the details of this Cardholder to be stored (resident) at the Controller. This is unchecked by default.
9. Click the **OK** button.
   If valid, the **Assign Card** pop-up will close and the tracking tag will appear in the grid in the Cardholder Cards tile.
   **Note:** If you want to cancel your changes before saving, click the **Revert to Saved** button.
10. Click the **Save** button.

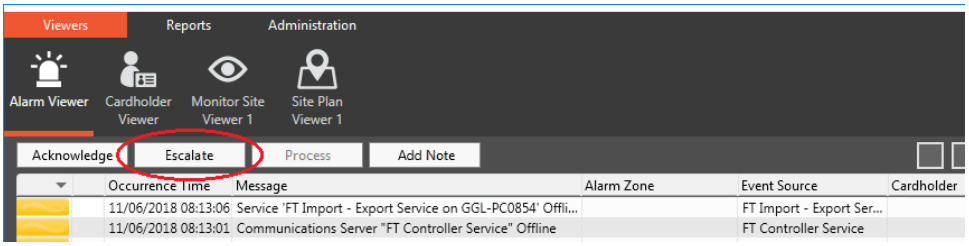
# Advanced Alarm Management feature

## Manually Escalating Alarms

Operators can manually escalate alarms to a higher-level operator.
**Note:** If the **Require acknowledgement of alarms before other actions** option (on the 'Viewers & Reports' tab of the Operator Group) is selected, alarms must be **Acknowledged** before they can be Escalated or Processed. If there are automatic escalations set these will still occur.

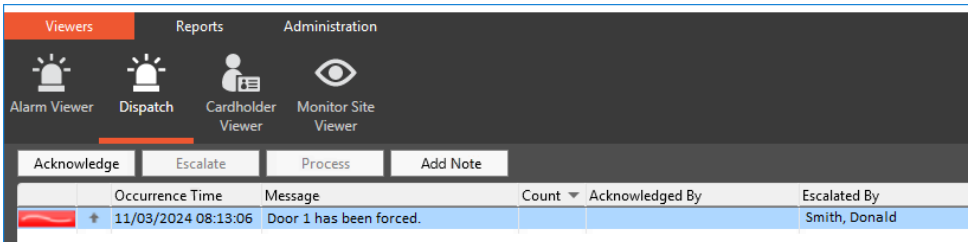
Perform the following procedure to manually escalate an alarm:

1. Click on the row of the alarm you want to escalate, so it becomes highlighted.
2. Click the **Escalate** button.
   **Note:** The **Escalate** button will only appear if the "Allow manual escalation of alarms" option has been selected for the Operator Group (on the **Viewers & Reports** tab).




The alarm is removed from the list, and an "Operator Escalated Alarm" event is generated. The details of the event shows the name of the operator who escalated it.
**Note:** If an alarm is auto-escalated the details show the operator who escalated it as "system".

The escalated alarm now displays in the Escalated Alarm Viewer:




- The alarm shows the state that is set in the Action Plan.
- An "Up" arrrow displays beside the alarm indicating that the it has been escalated.
- The Escalated Output goes on if one has been assigned in the Action Plan.
- The alarm is unacknowledged again.
- The "Acknowledged By" column is blank.
- The "Escalated By" column shows the operator who escalated the alarm.
- Active alarms will remain active.

## Reactivation/Restoral behaviour with new triggers

Alarm restorals and reactivations do not originally factor into notifications with triggers of 'before acknowledgement' and 'after acknowledgement', as only acknowledgement and process alarm actions affect its timers.

If the **Include Alarm Restorals** checkbox is ticked on the **Triggers** tab of the Notification Filter properties, an alarm that has its timer activated for "not acknowledged" will have no behaviour changes. However, if this notification has already been sent, and the alarm changes states without being acknowledged still, the timer will restart.

The intention of this is to send a reminder message if the alarm is still 'active' and changing states but have not been addressed. A similar behavior happens if the alarm is acknowledged for too long.

## Alarm Distribution/Assignment

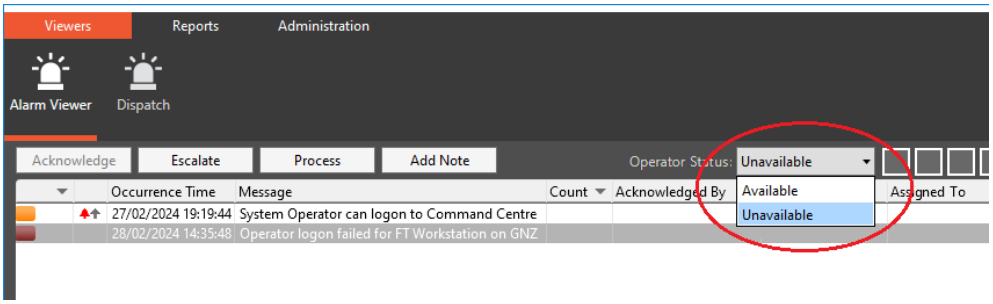
Alarms are assigned fairly amongst active operators, taking into consideration the permissions of the operator, and are redistributed if an operator logs off.

### Operator availability

Operators will have the option to start and stop receiving alarms if they:

- are a member of an Operator Group that has the allow alarm assignments setting enabled, and
- have the permission to edit alarms.

Operators can change their availability by selecting the appropriate option from the **Operator Status** drop-down on the Alarm List toolbar, (i.e. either 'Available' or 'Unavailable').




Upon first recognising a session, the operator availability service registers operators in the system.

| When an operator is... | the operator availability service will... |
|---|---|
| Available, | a. Add the operator to the alarm queue, and perform alarm assignments.<br>b. An event will be generated when an operator changes their status to Available. |

| When an operator is… | the operator availability service will… |
|---|---|
| Unavailable, | a. Remove the operator from the alarm queue.<br>b. Remove any unacknowledged alarms from their assignments, and place those unacknowledged alarms into the alarm queue, and perform alarm assignments.<br>c. An event will be generated to show an operator has changed their status to Unavailable. |
| Gone from the system in some manner, (e.g. operator logged out of Command Centre without changing their status to Unavailable), | a. Remove the operator from the alarm queue.<br>b. Un-acknowledge any acknowledged alarms, and unassign all alarms.<br>c. Place the alarms back into the alarm queue, and perform alarm assignments. |

### Operator Permissions on Alarms

Operator permissions on alarms are determined by the following:

- **Divisions**
  (refer to the "System Division" chapter in the *Configuration Client Help File* for further detail)
- **Privileges**
  (refer to the "Operator Privileges" chapter in the *Configuration Client Help File* for further detail)
- **Workstation restrictions**
  (refer to the following topics in the *Configuration Client Help File* for further detail:
  - "Operator Defaults" topic in the Server Properties chapter, and
  - "Creating a new Workstation Item" topic in the Services and Workstations chapter)

### Acknowledge to re-assign

Alarms are reassigned to operators that utilise alarm assignments (see ***Alarm Assignment*** on page 2-431).

Operators that don't utilise alarm assignments, (e.g. an admin operator) may acknowledge an alarm that is assigned to another operator. When they do, the alarm will become unassigned. It will remain unassigned even if the operator who acknowledged it logs off.

## System restart behaviour

### Command Centre goes offline

If the Command Centre goes offline while there are alarms assigned to operators, when operators log back in:

- Alarms will no longer be assigned to operators, and
- Acknowledged alarms remain acknowledged and still appear in the original operator's viewer. These don't get reassigned.

### Command Centre Client crashes

If the Command Centre Client crashes while there are alarms assigned to operators, when operators log back in:

- Alarms will no longer be assigned to operators, and
- Acknowledged alarms will now be unacknowledged.

## Recommendation

When there are workstation restrictions in place, and operators are expected to work on multiple workstations, it is recommended to set automatic logoff (on the **Operator Defaults** tab in the Server properties) as per the procedure in "Operator Defaults" in the *Configuration Client Help File*.

# Visit Count feature

## Introduction

The Visit Count feature is enabled by default on a new installation of Command Centre with the correct license file. The "Visit Counting" fields on the Advanced tab of the Server Properties in Configuration Client are populated with default values, and the feature is only editable for operators with the 'Edit Site' privilege or higher.

## Licensing

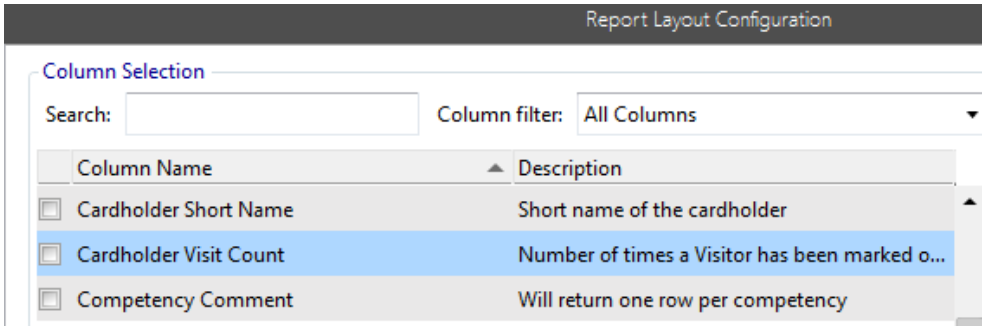
The Visit Count feature is a licensable feature. The license file must contain the following option:

```
[Features]
VisitCounting=1
```

## Visit Counting in Command Centre

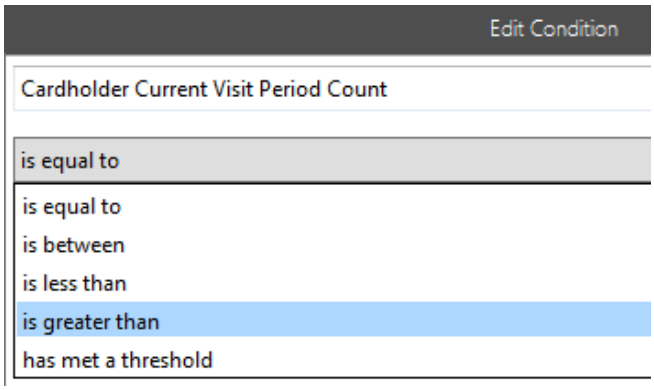
When licensed for Visit Counting, the following options are available for Cardholder/Activity Reports:

- **Report Layout Configuration:**
  A "Cardholder Visit Count" column will be available to choose during Report configuration.

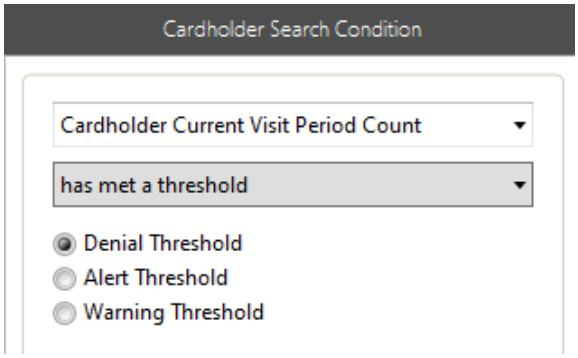



- **Report Filter:**
  Report Filter Conditions are configured when a report is created. When 'Cardholder Current Visit Period Count' is selected as the Condition Type for a Cardholder or Activity Report filter, there are five additional states available in the list for sites licensed for Visit Counting.

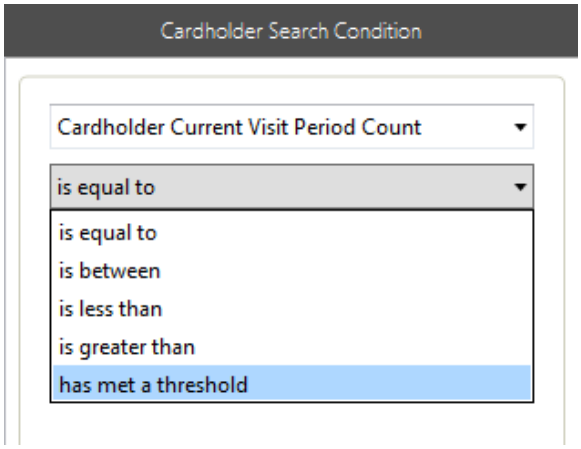
  They are:
  'is equal to', 'is between', 'is less than', 'is greater than' and 'has met a threshold'.




When 'has met a threshold' condition is selected along with **Denial Threshold**, **Alert Threshold** and/or **Warning Threshold**, then all cardholders equal to or above the configured threshold value will display.




- **Advanced Search:**
  The 'Cardholder Current Visit Period Count' filter with a condition is available to choose on the Cardholder Search Condition pop-up when performing an Advanced search.



# CipherToken Card Support

### Introduction

Command Centre supports CipherToken cards. They are DESfire EV2 and are supplied with six key sets so that they can be rolled if required. The ability to roll the keys is in case one of the keys in use were to be discovered. Keys required for reading cards are loaded using a configuration card. Each configuration card also supplies the key used to read the next configuration card used to roll keys.

### Licensing

CipherToken card functionality is a licensable feature. The license file must contain the following option:

```
[Features]
CipherToken=1
```

## CipherToken cards in Command Centre

### Introduction

After the CipherToken Card Type has been configured in Configuration Client, CipherToken cards can be assigned to a Cardholder in the Command Centre Client for the purpose of access control at T Series Readers.

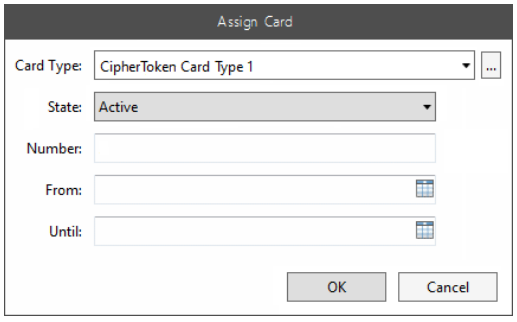
**Note:** CipherToken Cards can only be assigned to Cardholders from Command Centre Client, (i.e. not from Configuration Client).

### *Enrolling CipherToken cards*

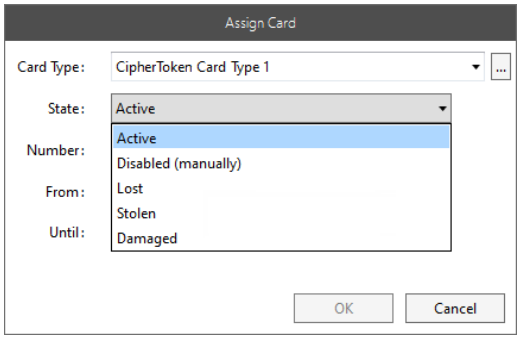
To assign and activate a Cardholder CipherToken card, perform the following procedure in Gallagher Command Centre Client:

**Note:** CipherToken Cards can also be assigned to Visitors through Visitor Management or Visitor Management Kiosk.

1. From the Cardholder Viewer, locate the Cardholder you want to assign a CipherToken card to.
2. On the Cardholder Cards tile, click the **Assign Card** button.
3. From the **Card Type** drop-down list select the CipherToken Card Type.



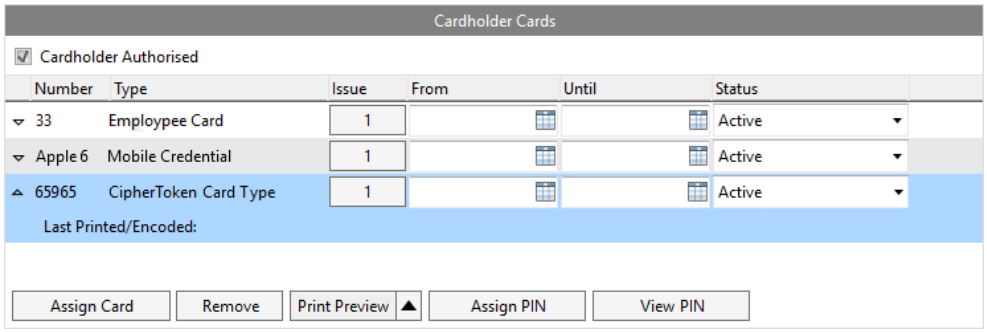

4. The **State** indicates indicates the status of the CipherToken Card Type. Select the appropriate **State** from the drop-down list.




The state defaults to the Initial Card State as defined in the Card State configuration, and can be set to any other available state in the drop-down list.

5. Configure the **Number**, **From** and **Until** fields as appropriate.
6. Click the **OK** button.

   If valid, the **Assign Card** pop-up will close and the card will appear in the grid in the Cardholder Cards tile.
7. To display site information for the CipherToken Card Type, click on the arrowhead to the left of CipherToken Card Type.

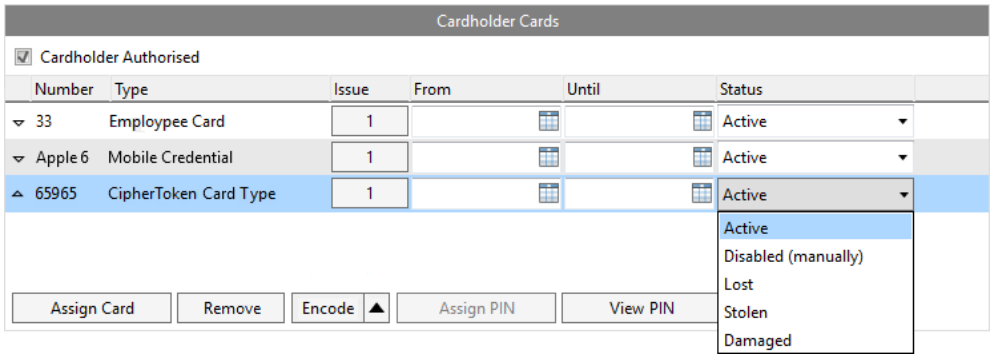



8. Click the **Save** button.
   **Note:** The **History** tab of a cardholder's properties (in Configuration Client) will also show what has been set during enrolment.

## *Updating the card state*

The state of an enrolled CipherToken card can be changed manually in the Cardholder Cards tile, as follows:

1. Click in the **Status** field of the CipherToken card.
   A drop-down list of the available states displays.

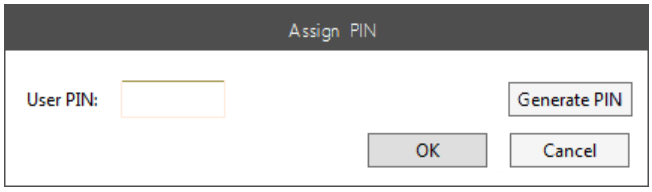


2. Select the required Card State from the drop-down list.
   The Status changes.
3. Click the **Save** button.

### *Assigning PINs*

If the CipherToken Card Type was configured to use PINs (in the Configuration Client), the **Assign PIN** button will be enabled.

1. Click in the **Status** field of the CipherToken card.
   A drop-down list of the available states.




2. Either:
   - Manually type a PIN number into the first **User PIN** field, and then confirm it by repeating it in the second **User PIN** field, OR
   - Click the **Generate PIN** button to automatically generate a random PIN. **Note:** Generated PINs will only display while the Assign PIN window is open. Once closed, there will be no way of re-viewing the PIN number since the PIN itself is not stored. Generated PINs will be of length equal to the minimum PIN length set against the CipherToken Card type.

   **Note:** The system prevents PINs with 3 consecutive or 3 repeating numbers from being either manually entered or automatically generated.
3. Click the **OK** button.
   The Assign PIN pop-up closes.
4. Click the **Save** button.

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