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2 Introduction

Note: The intended audience of this document is the Monitoring Service Provider operator who can view information and perform various configuration and alarm system maintenance tasks.

IP (Internet Protocol) is the worldwide standard for communication over the Internet. Today, it is also considered to be a very fast and highly reliable channel of communication for alarm systems to transmit their signals to a designated IP receiver.

Visonic's PowerManage is a unique service management platform that offers security service providers a total solution for managing their IP-based services from a Central Monitoring Station (CMS).

PowerManage serves as both an event receiver and response for visual verification and regular events, remote technical problem fixing and security systems maintenance, and enables additional home control and self-monitoring services.

PowerManage’s all-in-one IP receiver function serves all Visonic IP security systems, both Broadband or GPRS. PowerManage supervises the security systems and forwards events to the central station’s operation software. Featuring all the receiver capabilities needed for advanced visual alarm verification through security system cameras, plus an embedded GoogleMaps viewer, the PowerManage enables the central station operator to track an alarmed security system quickly and accurately, and to view the alarm-time recorded images.

In addition, PowerManage enables on-demand surveillance by CMSs or allows the security service provider to give its customers added value, by forwarding images or selected events to end-user’s cellular phone.

PowerManager security systems maintenance provides better serviceability by monitoring alarm systems at controllable time periods, reduces operational costs using IP based remote configuration and diagnostics management, and supports the technical staff team work at the CMS by providing administrator and operator accounts and permissions.

This guide provides information on working with the PowerManage service management platform, including how to manage units and upload/download configurations, create groups of monitored panels, locate and verify alarms and events, analyze processes, and perform system tasks.
3 Getting Started

The PowerManage service management platform concentrates all the information on the various panels in an easy-to-use web-based interface that allows quickly accessing data in order to handle events on-the-fly.

When accessing the PowerManage service management platform for the first time, you should perform the following tasks:

- Define groups
- Define users (operators).

Everyday use of the PowerManage service management platform includes the following tasks:

- Adding new units (this may be done manually or automatically)
- Viewing and handling security/maintenance events
- Configuring and diagnosing existing units.

3.1 Types of PowerManage Users

PowerManage includes the following types of users:

- **Super Admin:** This is the primary user with the highest level of permissions and capabilities, responsible for creating and deleting regular administrators. This user cannot be deleted.

- **Admin:** Regular administrators are capable of performing all tasks, except deleting another administrator account. Administrators can create operators, define access permissions for operators, and access all panels.

- **Operator:** Operators are limited to working with specific groups of panels. In addition, it is possible to define the actions the operator can perform on each panel.
3.2 Logging in to the PowerManage Platform

When logging in to the PowerManage site, you will be prompted to enter your email and password.

![Login Screen](image)

The super administrator's default user and password are:

**admin@visonic.com**

Admin123

After entering the email and password, click **Log in**. The main screen appears.

New accounts for additional PowerManage users can be defined by administrator in the **Systems** tab, under **Users**.

**Note:** To log out of the system, click the **Logout** button in the top right corner of the screen.
3.3 The PowerManage Main Screen

The main screen provides a snapshot of the number of events and process that require attention, shows the name of the currently logged in user, allows viewing the online help, and provides access to various tasks.

You can perform the following actions:

- View the number of unhandled events and processes that require attention. You can click on this link to view the events/processes, or select the Events or Processes tab for more information.
- Define preferences.
- Click the Logout button to logout of the system.

After viewing or investigating the event, you can apply the “Handled” flag as an indication that you have dealt with the event.

- Define preferences.
- Click the Logout button to logout of the system.

The main screen is divided into the following tabs that allow performing various tasks:

- **Panels**: Allows viewing information on user panels (units), adding/removing units, and managing the unit configuration.
- **Groups**: Allows defining groups of panels.
- **Events**: Provides a list of events per unit and account, and allows defining whether the events were handled.
- **Processes**: Provides a list of processes per unit, along with the process status, and allows defining whether the events were handled.
- **System**: Allows managing users, performing troubleshooting, and performing server maintenance.

A detailed description of these panels can be found in the sections that follow.
Getting Started

Working with Panels

The **Panels** tab provides a list of all the alarm systems installed at clients, and displays the following information per unit:

- **Unit ID:** Displays the unit’s ID. The unit ID appears on the actual unit, or on the sticker supplied.

- **DDNS name:** Displays the unit’s given name which allows end-users to access the unit’s PowerLink module (if applicable) via the web.

  For example, a unit with a DDNS name "John" can be accessed using the following address in a browser: `http://PowerManage-ip-address/John`.

- **Note:** This name is only available in units with PowerLink.

- **Account number:** Displays the account number the unit uses to report to the Central Monitoring Station (CMS).

- **Type:** Displays the type of unit:

  - PowerG-based wireless property protection products include indoor motion sensors, safety sensors, keyfobs and sirens that provide robust and highly reliable security for the home and small businesses.

  - PowerCode-based wireless property protection products include indoor and outdoor motion sensors, and safety sensors that detect smoke, gas, CO and floods. These systems can be connected to a wide range of personal emergency transmitters and enable immediate response in cases of emergencies.

- **Group:** Displays the group to which the unit belongs. Groups are used to manage multiple units. For more on groups see “Working with Groups”.
• **Modules**: Displays the communication module that the unit uses, either Visonic PowerLink via Broadband (BBA) or GPRS, and the status of the module:

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>BBA Module offline</td>
</tr>
<tr>
<td>B</td>
<td>BBA Module online</td>
</tr>
<tr>
<td>G</td>
<td>GPRS Module offline</td>
</tr>
<tr>
<td>G</td>
<td>GPRS Module online</td>
</tr>
<tr>
<td>G</td>
<td>GPRS online, Keep-Alive supervision is disabled</td>
</tr>
<tr>
<td>G</td>
<td>GPRS offline, Keep-Alive supervision is disabled</td>
</tr>
</tbody>
</table>

• **Events**: Shows the number of events for the unit, for example:

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>There are unhandled events, some of which are alarms.</td>
</tr>
<tr>
<td></td>
<td>There are unhandled events, without alarms.</td>
</tr>
</tbody>
</table>

• A comprehensive list of icons and their meanings appear in Description of Icons.

• **GUI checkbox**: Allows defining whether the end user is allowed to access their unit via their PowerLink web interface. This is only relevant for units with the PowerLink broadband add-on module which provides the web interface to the unit. If you wish to completely deny access to the unit's PowerLink web interface, clear the checkbox.

**Note**: PowerManage can also display events and alarms that are sent from units that are not registered and configured in the program. However, you cannot manage an unregistered panel (change configuration, arm/disarm) from the PowerManage program. This service is only available if it is enabled in the PowerManage Management Console client by an IT Administrator.
Filtering the data

When viewing the data you can:

- Click on the column name to sort according to that field.

- Use the **Search** field to search for specific data.

- To do this, enter a search value in the **Search** text box and click the **Search** button to filter the data.

- Use the **filters** on the left side of the page to view data based on specific queries. Take note that the filter types correspond with the names of the columns in the list.
1. Select the filter (e.g. DDNS name) from the drop-down list to see a list of the values available for that filter.

2. Select a value or click **More values** to see additional options.
3.4 Adding a unit

3.4.1 Adding a unit automatically

PowerManage can be set up so that it automatically adds new units to the roster.

If automatic adding is configured, the panel is added when first message arrives, and it joins the "Main" group, etc.

3.4.2 Adding a unit manually

By default, PowerManage adds panels automatically. However, if necessary, a unit can also be added manually.

To add a unit manually:

1. Click the Add unit button at the top of the Panels tab.
2. Enter the following information:

Panel ID: Enter the unit’s ID. The unit ID appears on the actual unit, or on the sticker supplied.

Client type: Select the client type:
- GPRS Adapter
- BBA Adapter – PowerLink 2 (broadband) module
- PL Adapter – PowerLink/PowerLink Pro (broadband) module

WEB name: Enter the unit’s name, which allows end-users to access the unit's PowerLink module via the web.

Account number: Enter the account number the unit uses to report to the CMS.

Group: Select the group to which the unit belongs. See Adding a group.

Contact Name: Enter a contact name for the unit.

Contact Email: Enter a contact email for the unit.

Phone: Enter the contact’s telephone number.

Street Address Enter the contact’s physical location address. This information enables the Map and Satellite View to display the panel’s exact location.

Remarks: Allows adding comments or additional information.
3. If you want to add an additional unit, click the **Stay on this page after saving** check box.

4. Click the **Save changes** button to save the unit details.

### 3.4.3 Disabling automatic addition of units

By default, PowerManage adds panels automatically. However, this can be disabled. This cannot be done not from the web interface, but rather from the PowerManage administrator setup dialog menus.

### 3.5 Viewing Panel Information

When viewing the **Panel** list, you can click on the panel DDNS name to view information about that panel. This is also possible when viewing the **Processes** list. Each panel's information includes the following:

- General
- Diagnostics
- System Configuration
- Alarm Systems Event Log
- Map and satellite (aerial) view of the panel location

A description of each of these options follows.
3.5.1 General

Under **General**, you can view information about the unit and change parameters.

You can perform the following actions:

- View basic information about the unit
- Find the unit’s exact location on a map and satellite view
- Edit information
- Remove a panel from PowerManage management.

The following data is displayed:

- **Status**: The status of the unit, for example “online”.
- **Panel HW version**: The version of the panel’s hardware.
- **Panel SW version**: The version of the panel’s software.
- **Panel SW last upgraded**: The date of the panel's last software upgrade.
- **PowerLink SW version:** The version of the PowerLink unit’s software.

- **PowerLink SW last upgraded:** The date of the PowerLink unit’s last software upgrade.

- **Panel Type:** The type of the panel, for example “PowerG”.

- **Panel ID:** The panel’s identification number.

- **Account number:** The account number the unit uses to report to the CMS.

- **WEB name:** The unit’s given name (defined when you added the panel) which allows end-users to access the unit's PowerLink module via the web.

- **Group:** Displays the group to which the unit belongs. Groups are used to manage multiple units.

- **SIM Number:** ID number of the PowerLink unit’s SIM card. This number functions as a wake-up phone number, through which PowerManage can initiate communication with the control panel.

- **Contact Name:** The name of the contact person for the unit.

- **Contact email:** The email address of the contact person PowerManage can send notifications, video clips, and photographic images to this address.

- **Street Address:** Enter the contact’s physical location address. PowerManage’s GoogleMaps viewer uses this information to point to and zoom into the panel’s exact location (see the following section).

- **Phone:** The contact person’s phone number.

- **Remarks:** Notes that were added regarding the unit.
Viewing the Panel Location On a Map

To help the central management station find the location of an alarm or other disturbance that requires a check by security personnel, PowerManage provides a GoogleMaps viewer on the Panel Info>General page. If the Panel Information’s Street Address field is specified, the map viewer opens with the panel’s location centered and labeled.

1. In the Panel Info>General page, click the “Click to see Panel on the map” link. A GoogleMaps viewer opens, displaying a map of the location.

2. According to your needs, zoom in or out, and display the satellite photograph view of the location.
3.5.2 Diagnostics

Under **Diagnostics**, you can view the status of the panel and the installed modules. It also lists the various zones monitored by the unit and allows viewing images on demand if a camera is installed.

![Diagnostics Image]

3.5.3 System Configuration

Under **System Configuration**, you can download a configuration, edit the configuration, create a basic configuration, compare the configuration with the last known configuration, and save the configuration as the last known. For more details, see *Setting Panel Configurations*.

3.5.4 Viewing the Panel’s Event Log

Under **Power Max Event Log**, you can view a standard or legacy log.
3.5.5 Editing panel information

1. While viewing the panel information, click the Edit Panel button at the top of the screen.
2. Edit the data as required (for example, entering a wake-up phone number in the SIM Number field).
3. Click the Save Changes button to save the changes.

3.5.6 Deleting a panel

- While viewing the panel information, click the Remove Panel button at the top of the screen.

3.6 Setting Panel Configurations

The unit’s configuration is stored locally on the unit, not on the PowerManage server. It is possible to download a copy of the configuration of any unit and then view and edit this copy of the unit's configuration, and perform remote maintenance.

You can then also upload the new configuration back to one or more units.

3.6.1 Downloading a Unit’s Configuration

When managing configurations, the operator can download, view and edit a unit's configuration.

1. In the Panels list, select the unit for which you want to download the configuration.

2. In the Configuration drop-down list in the top right corner of the Panels tab, select Get Alarm System Configuration.

3. A message appears asking if you are sure you want to download the configuration for the selected panel(s). Click Yes to continue. The configuration is downloaded.
3.6.2 Viewing and Editing a Configuration

You can view a unit’s configuration via the Events or Processes list, by clicking on the unit name. In the page that appears, select the System Configuration option.

1. Click on an option in the configuration to view that option’s parameters.

2. To edit the configuration, select the Edit Configuration option from the Configuration drop-down menu.

3. Enter the new parameter in the text box or select the parameter from the drop-down list.

Note that you can click All or Changed at the bottom of the page to view all parameters or only edited parameters.

4. Click Save Changes to save the changes to the configuration.
3.6.3 Comparing with the Last Saved Configuration

PowerManage allows comparing the panel’s current configuration against the panel’s last saved configuration in order to see changes that were made to the configuration.

To compare configurations:

- While viewing a unit’s configuration, select the **Compare with Saved Configuration** option from the **Configuration** drop-down menu.

3.6.4 Saving the Last Known Configuration

The PowerManage operator can save a panel’s current configuration as the “last known configuration”, at any point in time. This action creates a “snapshot” of the configuration which can be used for comparison purposes in the future. Changes to the configuration from this point on will not be included in the “last known” configuration.

To create a last known save the current panel configuration:

- While viewing a unit’s configuration, select the **Save as Last Known Configuration** option from the **Configuration** drop-down menu.

3.6.5 Creating a Basic Configuration

The **basic configuration** is a generic system configuration template created from a particular version or from a specific point in time. The basic configuration includes all parameters that are not site-specific, such as end-user contact details. You can use any unit’s current configuration to create a basic configuration.

To create a basic configuration:

- While viewing a unit’s configuration, select the **Make Basic Configuration** option from the **Configuration** drop-down menu.
### 3.6.6 Uploading a Basic Configuration

After creating a basic configuration, it can be uploaded to one or more units. For further details on creating a basic configuration, see *Creating a Basic Configuration*.

1. In the **Panels** list, select the unit for which you want to upload the configuration.

2. In the **Configuration** drop-down list in the top right corner of the **Panels** tab, select **Push Basic Configuration**. You will be prompted to select the configuration.

3. Select the configuration and click **Start process**.

### 3.7 Setting the Panel’s Arming State

After the panel has been registered and configured in PowerManage, you can control its arming state (arm/disarm) from the CMS.

1. In the Panel Information page, click the status link at the top:

   ![DISARMED - click to arm](image)

2. Set the required arming state:

   - **Disarm** – Click to disarm the system and stop the transmission of alarms.
   - **Arm Away** – Click to arm the system when nobody is at home.
   - **Arm Home** – Click to arm the system when people are at home.
   - **Bypass** – Check the relevant zone’s Bypass checkbox to exclude unsecured or faulty zones from the Armed state.
3.8 Communication with PowerLink Module

Visonic’s PowerLink family provides broadband IP communication between the PowerMaster/PowerMax home security system and the CMS. Panels with an installed PowerLink module send event notifications and real-time video images over the Internet to the CMS, and can also receive arming commands and configuration management from the CMS.

A control panel with an installed PowerLink module is identified in the Panel List with a \[Image\] or \[Image\] icon.

3.8.1 Enabling and Disabling PowerLink Features

From the Panel list, you can enable and disable PowerLink Features such as Messaging, Security, Home Device, and Camera.

1. In the Panel List, select one or more PowerLink supported panels.

2. In the Configuration drop-down list in the top right corner of the Panels tab, select Services. The Enable Panel Features page opens

3. To change the current status of a module (enabled or disabled), check the module’s checkbox.

   - **Messaging Module**: Allows PowerManage to dispatch SMS, MMS and e-mail messages to the panel’s contact person.

   - **Security Module**: Allows the CMS to see detectors and other devices that are enrolled at this panel.
Getting Started

- **Home Device Module**: Allows the CMS to view and control up to ten home devices that are connected to this panel.

- **Camera Module**: Allows the transfer of video and photographs from the home system cameras to the CMS.

4. Click **Start Process**.

### 3.8.2 Changing the Panel Management to a Different Computer

From the Panels list, you can assign the monitoring and management of registered panels to a PowerManage application installed on a different computer.

1. In the Panel List, select one or more PowerLink supported panels.

2. In the **Configuration** drop-down list in the top right corner of the **Panels** tab, select **Change IP**. The Enable Panel Features page opens

3. In the Assign New IP box, type the IP Address of the computer to which you want to switch the panel’s management.

4. Click **Start Process**.
4 Working with Groups

A “group” is a collection of panels that are managed together and which allow setting parameters that will apply to all panels in the group, such as reporting settings and defining the messaging language.

The **Groups** tab provides a list of groups and allows defining new groups and deleting groups. The **Groups list** includes the following information:

- **Group ID**: Displays the number of the group in the list.
- **Name**: Displays the name of the group.
- **Language**: Displays the language for messages.
- **Country**: Displays the country in which the unit is located.
- **City**: Displays the city in which the unit is located.
- **Region**: Displays the region in which the unit is located.
• **Description:** Displays a description of the group, if defined.

• **Online/Total:** Shows the number of units in the group that are currently online.

• One group, the "Main" group is always defined, and all automatically added panels join the "Main" group.

### 4.1 Adding a group

• Follow the instructions below to add a group.

1. Click the **Add Group** button at the top of the **Groups** tab.
2. Enter the following information:

- **Group Name**: Enter a name for the group.

- **Group Description**: Allows adding a description of the group.

- **Country/Region/Province/City**: Allows selecting where the units are located.

- **Messaging Language**: Allows selecting the language for messages that will be sent to the end-user (by SMS, MMS, or email).

- **Features**: Allows selecting the features that will be available to the units in the group:
  - *Allow Forwarding of Events to Private*: Allows PowerManage to dispatch SMS, MMS and e-mail messages to the panel’s contact person.
  - *Allow Security*: Allows the CMS, using a PowerLink module, to see detectors and other devices that are enrolled at this panel.
  - *Allow Home Automation*: Allows the CMS, using a PowerLink module, to view and control up to ten home devices that are connected to this panel.
  - *Allow Cameras*: Allows the transfer of video and photographs from the home system cameras to the CMS.

- **Operator roles**: Select the type of user role that is permitted to monitor and/or communicate with this unit.
  - *Operator*: The default operator role. Operators are limited to working with specific groups of panels.
o Event Interface User: Operator who is allowed only to view events, video and photographs.

- **PowerLink KeepAlive (seconds):** Allows defining the interval in seconds at which the system checks that the broadband/PL connection to the unit is active.

- **GPRS KeepAlive (seconds):** Allows defining the interval in seconds at which the system checks that the GPRS connection to the unit is active.

- **Enable/disable GPRS KeepAlive:** Allows enabling/disabling the GPRS keepalive option. Select the relevant option from the drop-down list.

3. Define the connections of the group’s panels to the monitoring station automation software. These group connections appear in a table on the Group page:

  - **Connection Name:** Enter the connection name to connect to the CMS for reporting purposes.

  - **Central Station:** Enter the name of the CMS.

  - **Report Protocol:** Select the report protocol.

  - **Report Type:** Allows you to filter the type of information that is transmitted over this connection to the CMS, such as alert, camera trouble, all, etc.

4. Click the button. A new panel entry appears in the group table.

5. If you want to add an additional unit, click the **Stay on this page after saving** check box.

6. Click the **Save changes** button to save the unit details.
5 Viewing and Handling Events

The Events tab provides a list of events that are received from the units. The Event List refreshes itself whenever the CMS receives an alarm or event notice (for example, AC Fail, System Arming) from the monitored locations.

The Events list includes the following information:

- **Event ID**: Shows the number of the event in the list. The symbol next to the event ID indicates the following:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Camera Trouble Icon" /></td>
<td>Camera trouble, Camera being viewed</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Alarm Icon" /></td>
<td>Alarm</td>
<td>Panic Alarm, Perimeter Alarm, etc.</td>
</tr>
<tr>
<td><img src="image" alt="Alert Icon" /></td>
<td>Alert</td>
<td>Telephone Line Failure, Control Panel Low Battery.</td>
</tr>
<tr>
<td><img src="image" alt="Information Icon" /></td>
<td>Information</td>
<td>Perimeter Restore, Cancel Alarm, etc.</td>
</tr>
</tbody>
</table>
Viewing and Handling Events

<table>
<thead>
<tr>
<th>Open/Closed</th>
<th>Arm Away, Arm Home, Disarm,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offline</td>
<td>Went off-line</td>
</tr>
<tr>
<td>Online</td>
<td>Has come on-line</td>
</tr>
<tr>
<td>X10 on/off</td>
<td></td>
</tr>
</tbody>
</table>

- **Type**: Displays the type of alert, for example “control panel low battery”.

- **Pics**: When video is available, the camera icon appears [ ]. Click on the icon to see either live video or playback.

- **Device/User**: Defines the device or the zone in the building in which the event occurred.

- **Panel ID**: Displays the control panel’s ID.

- **Account**: Displays the account number the unit uses to report to the CMS.

- **Time**: Shows the date and time at which the event occurred. Events are sorted by the time at which they were last updated (an event can be updated with more data, for example a new image, after it first reached PowerManage).

The check box at the end of the row allows defining whether the event was handled or not. The envelope icon shows whether an email/SMS/MMS message was sent.

When an event is handled, the **Events** column in the **Panels** list is updated.

**Note**: After changing the event to handled, it cannot be changed back.

### 5.1 Viewing the Data

When viewing the data you can:

- Click on the column name to sort according to that field.

- Use the **Search** field to search for specific data, or use the drop-down lists to view data based on specific queries.

- Click **More values** to view additional information.
5.2 Visual Verification of Alarms and Events

PowerManage works with various alarm automation programs to display streaming video and event-driven video at the CMS.

If the camera icon appears in the Pics column, video verification is available for the location of the event. For example, if an Alarm notification arrives at the CMS, the operator clicks the camera icon to display the video feed from the monitored area and then confirm whether or not a disturbance or criminal act is currently occurring.

- Select the **Live View** tab to view real-time video of the selected location (if applicable).

- Select the **PIR Cameras** tab to view on-demand images that were captured by any PIR cameras installed at the location (if applicable).

- Select the **Playback** tab to view video segments that were recorded before the present time. To save a playback image, right-click the image, click **Save As**, and specify a file name and folder.
Viewing and Handling Events

PowerManage works with the following alarm automation programs:

- Bold Technologies Manitou
- GE Security MASterMind
6 Viewing Processes

The Processes tab provides a list of processes that were carried per unit, such as changing the IP address.

The Processes tab includes the following information:

- **Process:** Displays the process name.

- **Status:** Shows the status of the process:
  - Succeeded
  - Start
  - None
  - Handled
  - Failed

- **Error:** If the process failed, provides a description of the error.

- **Panel ID:** Displays the control panel’s ID. You can click on the panel ID number to view details on that unit.

- **User:** Displays the name of the user who initiated the process.

- **Started:** Shows the date and time the process started.

- **Duration:** Shows the duration of the process.

- **Handled check box:** Select this check box if the process was handled.
Viewing the data

When viewing the data you can:

- Click on the column name to sort according to that field.
- Use the Search field to search for specific data, or use the drop-down lists to view data based on specific queries.
- Click More values to view additional information.

### 6.1 Stopping a process

If necessary, you can stop a process by clicking on the Stop button in the top right corner of the Processes tab.
7 Performing Administrative Tasks

The **System** tab allows performing various administrative tasks, including the following actions:

- Managing users including managing user accounts, managing user roles, and viewing user's action logs.
- Performing troubleshooting, including:
  - Adding, removing and changing software upgrades
  - Managing base configurations
  - Managing Look and Feel Packages
- Performing server maintenance, including configuring the server, viewing system services, viewing system statistics, and viewing system logs.

7.1 User Management

PowerManage includes the following types of users:

- **Super Admin**: This is the primary user with the highest level of permissions and capabilities, responsible for creating and deleting regular administrators. This user cannot be deleted.
- **Admin**: Regular administrators are capable of performing all tasks, except deleting another administrator account. Administrators can create operators and define access permissions for operators.
- **Operator**: Operators are limited to working with specific groups of panels. In addition, it is possible to define the actions the operator can perform on each panel.

- **Event Interface User**:

The **Users Management** menu allows you to create or remove users, define and change user roles, and view a log of user's actions.

### 7.1.1 Defining a new user

1. Click on the **Users** link in the **System** tab to view the **User List**.

![User List](image)
2. Click the **Add User** button in the top right corner of the **User List**. The Add User page appears.

3. Enter the following information:

   - **Full name**: Enter the user’s full name.
   - **Email address**: Enter the user’s email address. This is the email address that will be used when logging on to the system.
   - **Phone**: Enter a phone number for the user.
   - **Country**: Select a country for the user.
   - **Belongs to role**: Select a role for the user for example, event interface user, operator or administrator.
   - **Password**: Define a password for the user. This is the password that the user will use when logging on to the system. Re-enter the password for confirmation.

4. Click **Save Changes** to save the new user.
7.1.2 Suspending a user

If necessary, you can suspend a user’s account. To do this, select a user or multiple users, and click the **Toggle Suspend User** button. To release the user, click the **Toggle Suspend User** button again.

![Image of the System interface showing suspension options]

7.1.3 Defining user roles

Roles define types of users (e.g. operator) per unit group, and the permissions for that type of users. The Role List screen provides a list of role names, who created the role, the type, and allows viewing permissions for that role.

![Image of the Role List interface showing role options]
Performing Administrative Tasks

To define a role:

1. In the **Role List**, click the **Add Role** button in the top right corner of the page. The **Add Role** page appears.

2. Define a name for the role.

3. From the type drop-down list, select the type of role.

4. Under **Unit Groups**, select for which groups of units the role will apply.

5. Click **Save Changes** to save the role. The new role is added to the **Role List**.

6. In the **Role List**, locate the role you added and click **Permissions**.

7. Select “**allow**” or “**deny**” to determine the actions this role will allow in the Panels, Groups, Events, and Processes.
Performing Administrative Tasks

8. Click **Save Changes** to save the permissions.
7.1.4 Viewing the User Action Log

The User Action Log allows viewing a list of actions per user, the time at which the action occurred, and a description of the action.

- To view the User Action Log, select User Action Log in the System Tab.

7.2 Troubleshooting

The Troubleshooting menu allows you to manage PowerManage software versions and upgrades, manage base configurations, and manage program skins (Look and Feel).

7.2.1 Managing Base Configurations

The Manage Base Configurations option in the Troubleshooting menu displays a list of configurations. You can click the Remove Configurations button to delete the configuration.

For further information on working with configurations, see Working with Configurations.
7.3 **Server Maintenance**

This box allows you to do the following actions:

- Define Central Stations
- Define Server Configuration
- View, start and/or stop System Services
- View system Statistics
- View System event Logs

Consult with Visonic technical stuff before performing these operations!
# Description of Icons

This section provides a list of the various icons that are used in the PowerManage interface.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Camera Icon]</td>
<td>Camera trouble, Camera being viewed</td>
<td></td>
</tr>
<tr>
<td>![Alarm Icon]</td>
<td>Alarm</td>
<td>Panic Alarm, Perimeter Alarm, etc.</td>
</tr>
<tr>
<td>![Alert Icon]</td>
<td>Alert</td>
<td>Telephone Line Failure, Control Panel Low Battery</td>
</tr>
<tr>
<td>![Information Icon]</td>
<td>Information</td>
<td>Perimeter Restore, Cancel Alarm, etc.</td>
</tr>
<tr>
<td>![Open/Closed Icon]</td>
<td>Open/Closed</td>
<td>Arm Away, Arm Home, Disarm,</td>
</tr>
<tr>
<td>![Offline Icon]</td>
<td>Offline</td>
<td>Went off-line</td>
</tr>
<tr>
<td>![Online Icon]</td>
<td>Online</td>
<td>Has come on-line</td>
</tr>
<tr>
<td>![X10 Icon]</td>
<td>X10 on/off</td>
<td></td>
</tr>
<tr>
<td>![Module BBA Icon]</td>
<td>Module BBA offline</td>
<td></td>
</tr>
<tr>
<td>![Module BBA Icon]</td>
<td>Module BBA online</td>
<td></td>
</tr>
<tr>
<td>![Module GPRS Icon]</td>
<td>Module GPRS offline</td>
<td></td>
</tr>
<tr>
<td>![Module GPRS Icon]</td>
<td>Module GPRS online</td>
<td></td>
</tr>
<tr>
<td>![GPRS Icon]</td>
<td>GPRS online, KA disabled</td>
<td></td>
</tr>
<tr>
<td>![GPRS Icon]</td>
<td>GPRS offline, KA disabled</td>
<td></td>
</tr>
<tr>
<td>![Arm Icon]</td>
<td>Arm Away</td>
<td></td>
</tr>
<tr>
<td>![Arm Icon]</td>
<td>Arm Home</td>
<td></td>
</tr>
<tr>
<td>![Disarm Icon]</td>
<td>Disarm</td>
<td></td>
</tr>
</tbody>
</table>