Guardall

GSR

Version 4.33

User Manual

Issue A

Contents

Due to the complex nature of computer software, Guardall Limited does not warrant that this software is completely error free or is compatible with all equipment and software configurations.

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**GSR will not run without a licensed dongle connected to the PC.
("GSR Direct" can be run without a dongle).**

Introduction

GSR is a stand-alone product running on a Windows PC used to connect to Guardall based security control systems.

GSR will run on the following operating systems:
- Windows 2000
- Windows XP
- Windows Vista
- Windows 7

GSR has a number of optional components, which may be purchased separately. Please contact your supplier for pricing information.

Feature list:

- Support for all the PX (V3.00 or above) panel types
- Support for all the QX and RX panel types
- Produce detailed reports
- Display of status information
- Up to 99 operators (including the supervisor) can be set-up to control the system
- Ease of use: based on Microsoft Windows explorer interface

Access Control Features (optional feature):

- Used to manage and monitor **access** features of the control panel
- Used to open/close ACMs (doors)
- Display of Diagnostic information
- View Access Event logs
- Rollcall

Security Control Features (optional feature):

- View Security logs
- Call monitoring
- Migrate configurations between Panel Types
- Compare panel configurations

Interactive Maps (optional feature)

- View/Edit Site Plans and location maps
- Monitor panel activity through the site plan

Windsor 500 Support (optional feature)

- Allow Management of Windsor 500 panels
- No configuration editing.

Vigil Support (optional feature)

- Allow Management of Vigil panels
- Allow configuration editing with VCF

Polling (optional feature)

- Check a connection to a panel

Remote Service operations (optional feature)

- Detailed Circuit/System Diagnostics to be stored and Viewed
- Group Task operations

Video (optional feature)
- Connect to a video server and view cameras

Health Check (optional feature)
- Checks PX/QX/RX panel configurations for any potential problems/errors. Produces PDF reports on the current configuration.

Grid View (optional feature)
- Shows overview of each customer status for quick response to any alarms.

Common Panel User (optional feature)
- Sends Pin Code and schedule from a common user database of 1,000 users to a group of customers.

GSR Variants

1.   GSR Direct (W76010)

GSR Direct is used to manage and monitor the **security** features of the control panel. <u>It can only be used to connect to a panel that is connected to the PC through a direct cable</u>. **No dongle is required for this variant.**

2.   GSR (W76293)

GSR is used to manage and monitor the **security** features of the control panel. It can be used to connect to a panel that is connected to the PC either through a direct cable, a Modem or Ethernet Network. Please see the features list for additional capabilities that can be added. **This variant requires a licensed dongle.**

3.   GSR Basic (W76667)

GSR Basic is a variant of GSR that only supports a single customer (it is not suitable for more than 1 site). It includes Security, Access, Maps, & Remote Service. Possible routes are Direct, Modem or IP. The License code for GSR Basic is "FGSR-1456-8239-1234-1234". **No dongle is required for this variant**

Logging On

To operate GSR you must enter a valid user name and a password. Please refer to the **GSR Installation Manual** for a list of the default names and passwords. User names and passwords are not case-sensitive.

The GSR logon window.

If the user name and password are accepted you will be logged on and your name will be displayed at the bottom left of the main window.

If the username and password do not match, a login failure message will appear (and is logged in the audit trail). The operator then has another chance to log on or to quit the system.
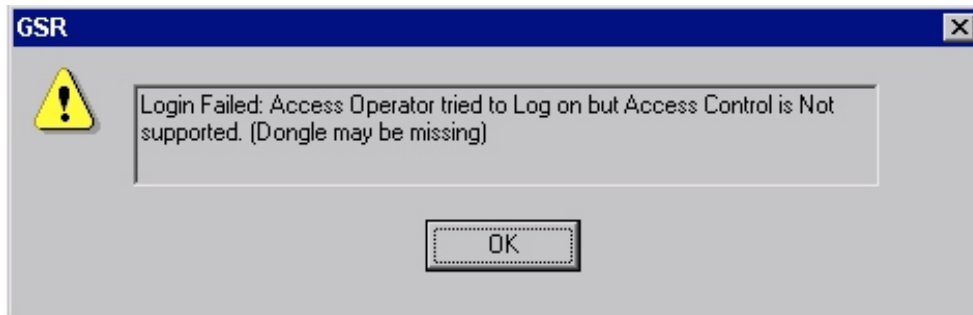
If an access Operator tries to log on but Access Control is not available, a warning box will appear. To successfully log the user back on either re-attach the dongle or change the operator back into a normal operator by logging onto the system as the supervisor and changing the operator's authorities.

Logging On	The Main Window	

Once an operator has logged on, the main window will appear.

The GSR program window.

The GSR main window is divided into different sections:

- The Menu Bar (containing the File, View and Help sections)
- The Toolbar (containing shortcuts to popular actions).
- The Selection Tree (containing the Customer and Admin trees)
- The Footer bar (containing file and status information).
- The Main contents page (displaying the Guardall Logo on start-up).

The main window can be re-sized using the window handle at the bottom right of the screen.

(Note: If you do re-size the window, the Editor page may not appear correctly at first, but once a refresh is done, the screen object will adjust).

Received Events List

You can configure GSR to display a "Received Events list" at the bottom of the screen. Any events received by GSR, will be added to this list as they occur. For more information on how to do this, please read the GSR setup window section in this manual.

Date & Time	Received Events
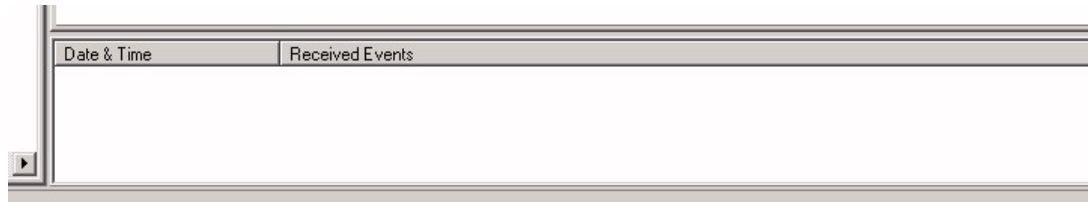
Logging On   The Selection Tree

On the left hand side of the window is a large selection tree. This contains 2 tabbed pages marked "Customer List" and "Administration".

From the "Customer List" Tab you can select:

- Map View (optional feature)
- Grid View (optional feature)
- Customer List
  - Customer Details (Customer Name)
    - Customer Configuration
    - Panel Event logs (optional feature)
    - Access Event Logs (optional feature)
    - Rollcall (optional feature)
    - Customer Site Plan (optional feature)
    - Service Data (optional feature)
    - Video (optional feature)
    - Panel Connection

From the "Administration" tab you can select:

- Received Events (optional feature)
- Polling (optional feature)
- Group Tasks (If supported)
- Comms Status
- Remote Service (optional feature)
- Operators
- Audit Trail
- Trace

Note: The separator bar between the left hand window and right hand window can be moved so more of the tree list can be viewed.

Customer List
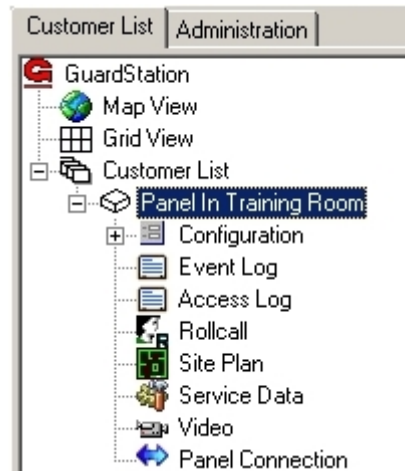
The Customer List Tab Page for PX/QX/RX panels

The Customer list tab page contains the Customer tree as shown above. Every stored customer is displayed on the list with the current customer expanded. You can change the current customer by clicking on a customer in this list. There can be only one current customer at any given time. To view the current customer's configuration, you can double click on the "**Configuration**" sub-item to see the configuration sections.

Customer List	Customer List	

Customer ID	Customer Name	Customer Address	Panel Type
123	Guardall Italy Office		PX34 V300 UK
5050	Guardall France Office		PX80 V300 UK
888001	Guardall UK Office	Lochend Ind Estate.	PX18 V300 UK
888002	Guardall Edinburgh Office		PX80 V300 UK
888003	Test Site 1		PX18 V300 FR
888004	Test Site 2		PX18 V300 FR
888005	Test Site 3		PX18 V300 FR
888006	Test Site 4		PX18 V300 FR
888020	Test Site 5		PXHS V300 UK
888021	Test Site 6		PX18 V300 FR

The Customer List.

Selecting the "**Customer List**" item at the top of the Customer tree will display a list of all the available customers on the main contents page. Each line displays the customer ID, name, address and panel type. To make one of the displayed customers the current customer, double click the line.

From the Customer drop down list you can select the following searches:

• Display all Customers.
• Find Customer Number
• Find all customers containing words in the name.
• Find all customers containing words in notes.
• Find all customers containing words in address.
• Display customers visited today.
• Display Customers who have polling disabled (**If polling is enabled**).

The "Find all customers containing words in address" can be used to locate customers who live in a particular street or locate them by a postcode.

Press the "**Find**" button to perform the search selected in the list. A text box will appear next to the "**Find**" button if parameters are needed.

If the "Polling" feature is enabled, you can view all the sites which have polling disabled by selecting the "Display Customers who have polling disabled" search from the Customer List.

Customer List			Grid View									

This is an optional GSR component. Please refer to the help about for a list of features included which are included in your GSR license.

Customer List | Administration

- GuardStation
  - Map View
  - Grid View
  - Customer List
    - Test Site (661457)
      - Configuration
      - Event Log
      - Access Log
      - Rollcall
      - Site Plan
      - Service Data
      - Panel Connection

0001	0002	0003	0004	0005	0154	112233	22	257534	391225	5004	5555	55563
5557	55667788	6262	6456	661457	6666	666666	667788	676264	744567	7766889	78334455	783345
783365	7878	876766	88000	88001	88002	88004	88005	88006	88007	88008	88009	88010
88014	88015	88016	88018	88019	88020	88021	88022	88023	88024	88025	88026	88027
88028	88031	88033	88035	88037	88039	88042	88043	88044	88045	88050	88051	88053
88054	88055	88057	88059	88060	88062	88065	88066	88067	88068	88070	88071	88072
88073	88075	88079	88080	88081	88083	88085	88089	88091	88094	88095	88097	88098
88100	88101	88102	88103	88104	88105	88106	88108	88109	88111	88112	88113	88114
88116	88117	88118	88119	88120	88122	88123	88125	88127	88128	88135	88138	88142
88144	88145	88146	88148	88149	88152	88154	88155	88157	88159	88161	88162	88163
88164	88166	88168	88170	88171	88173	88174	88175	88176	88177	88181	88183	88185
88191	88192	88193	88195	88196	88198	88200	88201	88202	88205	88207	88209	88211
88213	88214	88215	88216	88217	88220	88221	88223	88227	88228	88233	88234	88236
88237	88238	88239	88241	88242	88247	88253	88257	88263	88266	88270	88272	88273
88274	88275	88276	88277	88279	88281	88284	88286	88289	88290	88292	88293	88294
88295	88297	88298	88299	88300	88301	88304	88305	88306	88308	88309	88310	88311
88313	88315	88316	88317	88319	88321	88322	88323	88324	88325	88326	88327	88328
88335	88336	88338	88339	88341	88342	88343	88347	88348	88349	88350	88351	88353
88356	88358	88359	88362	88363	88367	88368	88369	88375	88377	88378	88379	88392
88393	88395	88397	88398	88401	88402	88405	88425	88427	88430	88437	88439	88446
88447	88463	88464	88468	88475	88476	88477	88482	88515	88517	88522	88523	88524
88525	88527	88530	88537	88538	88539	88540	88542	88543	88545	88546	88547	88551
88552	88553	88554	88556	88557	88559	88561	88562	88563	88565	88567	88568	88571
88572	88573	88574	88575	88578	88579	88580	88583	88585	88586	88587	88588	88589
88590	88591	88592	88593	88595	88596	88597	88599	88601	88602	88603	88605	88606
88607	88608	88609	88611	88614	88618	88619	88621	88622	88623	88624	88625	88627
88628	88629	88630	88631	88632	88633	88635	88636	88637	88639	88641	88642	88643
88644	88646	88647	88648	88651	88653	88654	88656	88658	88659	88660	88661	88663
88664	88665	88666	88668	88669	88671	88672	9876					

The GSR customer database is represented by a cell grid. Each customer cell shows the unique customer ID and is colour coded to show the state of the site. Clicking on a site in the grid will bring up a customer window (as shown below). The colours displayed can be changed in the setup window (under the "Colours" section). As events are received, the colours of the grid cells change.

Site ID : 7766889

Guardall Test Site

Guardall Ltd,
Lochend Industrial Estate,
Newbridge,
Edinburgh,

No Events received from this panel in the last 3 Months.

[Connect] [Select Customer] [Close]

The Customer Details Window (Status Grid)

The information used to determine the state of each site is derived from the alarm reports from each panel. Therefore, the true state of a site can only be indicated after the site has reported an alarm or set/unset status. A site will be considered in alarm until the site is unset and the alarm event(s) is reset successfully.

Note: The customer details window contains a connect button in the pop-up box. If an operator chooses to connect to a site and subsequently disconnects, then the cell grid will be re-displayed (jumps back to that page).

Customer List	Map View	

This option is only displayed if the "Interactive Maps" feature is available.
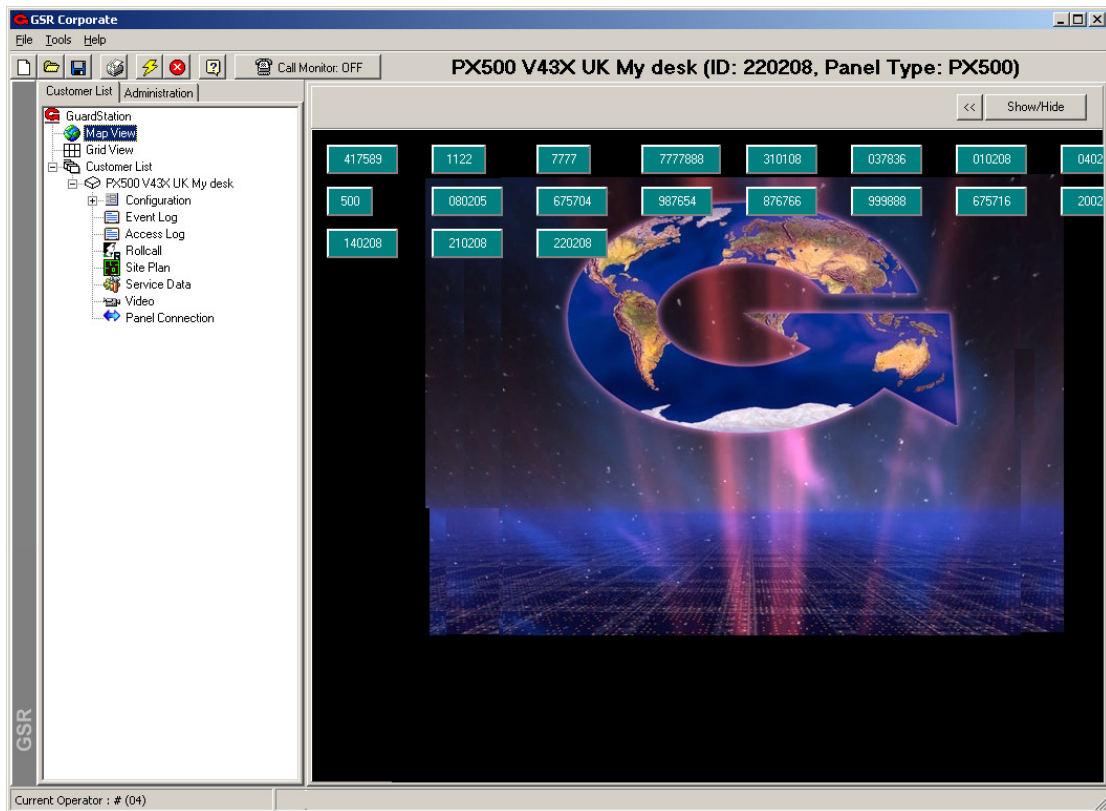
The Interactive Map system is made up of layers onto which images (e.g. map pictures, photographs) and map symbols (circuits, doors, concentrators, keypads and link buttons) can be placed. When a new layer is created, a link button is automatically generated to navigate between the previous layer and the newly created layer. Each time the "Map View" item is selected in the tree, the main window will display the top (start) map layer. It is not possible to make the top layer a customer page, i.e. you cannot add circuits to the top layer [since, this would limit the system to only showing one customer].

Before any layers (or pages) are created, some thought should be made as to how the system is to be laid out:

A user can choose the type of main screen that is most appropriate. This could be;

1. **Logically placed**: e.g. A company logo with site link buttons positioned anywhere on the page.
2. **Geographically placed:** e.g. a map with link buttons to customer sites in the correct geographic position.

Geographically placed:

If a system covers a large number of sites spread across remote areas then one possible design would be to create the first screen as the picture of the country (or countries). Then several layers could be created to zoom in on defined districts and cities. A city could be further broken down into more layers using local street map pictures. When completed, customer sites would then be added to the system in their correct geographical positions.

When a customer has been created, new layers could be added to signify floors and areas of a building. Site plans could be used here to clarify the positions of detectors. There is no limit

to the number of layers made to traverse to a site from the start page and equally the number of layers a site can contain.

<u>Logically placed:</u>

If the user is not interested in the geographic location of sites, they could simply add new customer sites to the start page (up to a maximum of twenty sites). If more sites are needed a layer could be created and given a relevant name so that another twenty sites could be positioned. The first screen could be made the company logo.

Customer Information

Selecting a customer site on the customer tree list, map or grid will display the customer information stored for that site. There are 3 tabs on the customer information windows:

- Customer details
- Miscellaneous
- Video details (optional component)

The Customer Details Page.

Customer Information	Customer Details

The customer details include the customer name, address, ID, contact details (name and contact number), customer notes and control panel information. There are three essential fields which must be completed before a save to the database is successful:

- Customer Name.
- GSR ID.
- Panel Type.

Item	Maximum size
GSR ID	10 characters.
Customer Name	40 characters.
Customer Address	150 characters.
Customer Notes	750 characters.
Contact Names	20 characters.
Contact Numbers	20 characters.

The New, Delete and Save buttons are only displayed if the operator has the correct authority to do these actions (given in the operator page). Use of these buttons is noted in the Audit trail.

The "**New**" button can be used to create a new customer on the system. A prompt window will appear if you are sure you wish to add customer. If you continue, a new blank customer will be added and you can fill in the new customer's details.

The "**Delete**" button is used to delete the current customer. A prompt window will appear asking if you are sure you wish to delete the customer. If only one customer exists on the system and you try to delete it, the system will display an error box saying that at least one customer must be present on the system.

The "**Save**" button is used to save any edits made to the current customer. If edits are made to the current customer and the operator tries to change customer, a warning box will appear asking if the edited customer is to be saved first.

When the save button is pressed, the program will create a new default configuration file if the configuration filename is blank.

Customer Details	GSR ID	*10 Characters Max.*

The GSR ID programmed in the database must also be programmed in the control panel. GSR will use this ID in all communications with the control panel. The GSR ID can be any length up to 10 characters. When a customer is saved, the GSR program ensures that all

GSR IDs are unique and will display a warning box if a site with the same ID is already found on the system.

Notes:
1. This field has been referred to as "Customer ID" and "Site ID" in previous versions.
2. Changing the Customer ID in the database will not change the GSR ID in the config.

Customer Details	Primary Number

The "**Primary number**" is also used to store the Customer panel's IP address if an IP connection is being used.

Customer Details	Panel Type

The "**Panel type**" allows the operator to select which panel type the customer has. This list is built up from the available editors in the GSR BIN directory.

Customer Details	Configuration

The "**Configuration**" contains the name of the config file to use. If the config name is blank, and the save button is pressed, the program will ask if you want to create a new blank config file. The Browse button **"…"** next to the configuration box allows the user to choose a configuration to use for that site. When it is pressed the following window will appear:
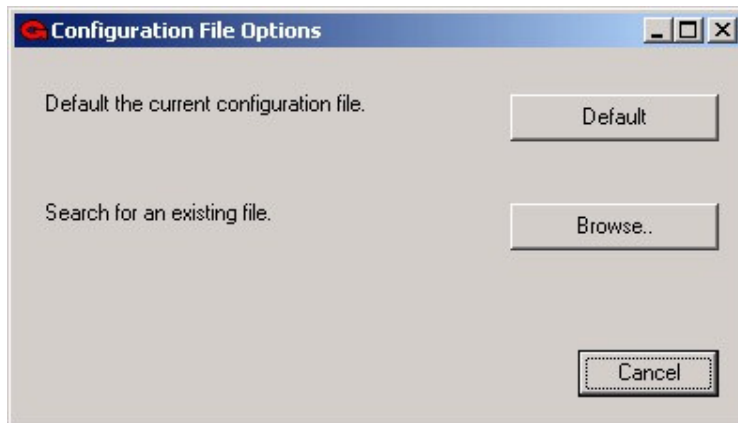
Pressing the "**Default**" button will default the configuration file for the site. Pressing the "**Browse**" button will bring up an open file dialog box to allow the user to search for an existing configuration file to use. Pressing the "**Cancel**" button will return the user to the Customer window.

Note: It is recommended that all configuration files are stored in one directory, so they can be easily located and backed up. The "Configs" directory in the GSR "Data" Directory is provided for these reasons and it is strongly recommended that configurations are saved there. If you choose to use a configuration file which is not in this directory, a notice will appear.

Customer Details	Contact Details

The "**Contact Details**" section contains the space for four contacts or Keyholders (their names and contact telephone numbers). These numbers will be displayed in the alarm reports window when an event is received (if Call Monitoring is supported).

Customer Details	Support Info

The "**Support Info**" button opens the "**Technical Support Telephone Numbers**" page. This can be used to display any contact details that are common across all sites (e.g. Technical Support or Alarm Monitoring centres). These numbers are taken from the Assist page in the setup window.

Customer Information   **Miscellaneous**

Miscellaneous Tab   **Inclusion List**

The Inclusion list for a site can be edited. This list decides which Circuits, Conc, Keypad, Video Cameras and Doors are updated in the remote "Check Mode" page (when fast status is off), and also in the Map page when GSR is connected to that site.
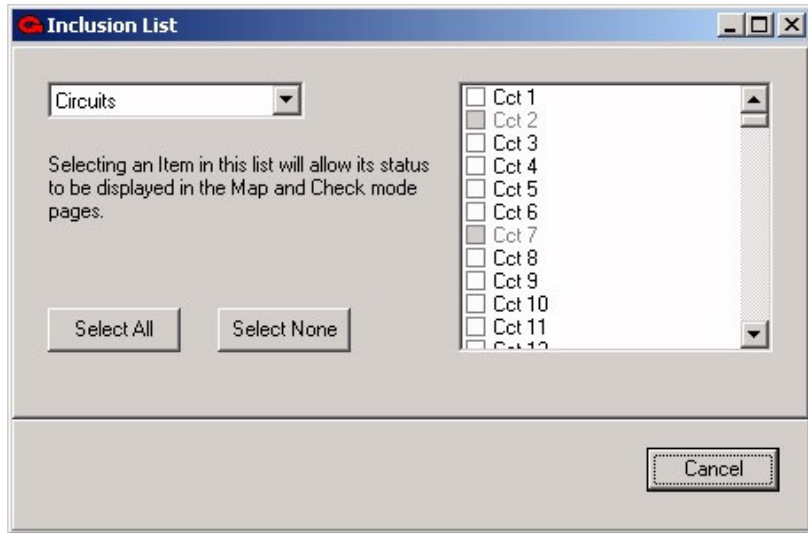
If you want the Inclusion list to be used in the map page, you should also set the Map Status Mode to be "**Full Status (Use Inclusion List)**" in the "Map/Site Plans" section of the setup window.

When the "**Inclusion List..**" button is pressed, a window will appear allowing the user to individually select the items they wish to monitor.

Each tick box in the list indicates if that item is to be monitored. Press the "**Select All**" button to select all items in the list or press "**Select None**" to clear the list. If an item is greyed out, it has either been switched off or is not available in the configuration. The drop down list on the left side of the window selects the item type: Circuits, Keypads, Doors, Video Cameras or Concentrators.

Miscellaneous Tab	Remote Service

This option is only displayed if the "Remote Service" feature is available.

When performing a remote service, the event logs will be uploaded from the panel. The default is to upload all new events from the site, however on busy sites that are not contacted regularly this may cause the remote service to take an unacceptable amount of time. The **Remote Service Options** lets the operator choose whether to upload all new events or a number of the most recent (up to 255).
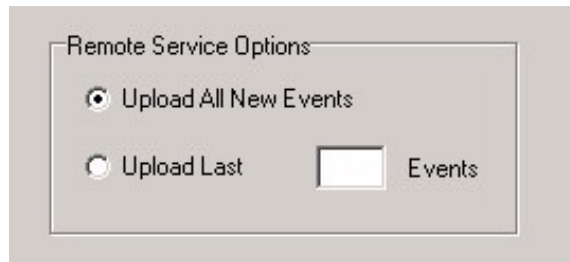
Miscellaneous Tab	Polling

This option is only displayed if the "Polling" feature is available.

Selecting the "**Poll this site**" option will include the site when polling is performed. When a site is selected or deselected for polling a record will appear in the polling display. If it has been registered as in poll failure then a reset poll fail message will be sent to alarm forwarding. **Note: This option is only available if the "Polling" feature is available.**

Miscellaneous Tab	Double Call

The **"Use Double Call [Windsor Modem]"** option if you are dialling a panel which has the double call feature enabled. For more information on Double Call please read the "**Using Double Call on Windsor Modem Connections**" section later in this manual.

This page also displays the following information:

- When the configuration was last edited and by whom.
- When the Panel event log was last uploaded.
- When the customer page was last edited and by whom.
- When the customer site was last connected to.

Miscellaneous Tab	Double Call

Customer Information	Video Details

This option is only displayed if the "Video" feature is available.

If the "Video" feature is available (and the panel type supports Video and the operator has the "Edit Video Camera" authority), an additional page ("Video Details") will be displayed.

This displays a grid showing which cameras each operator is allowed to view. To change a value either double click a cell in the grid or press the spacebar when a cell is selected.

The "**Select All**" and "**DeSelect All**" buttons can be used to change all of the values in one button press.

GSR can support up to 16 cameras per DVR server and can support up to 8 DVR systems per site.

Note: GSR does not support IP cameras attached to the DVR system.

The following table shows the maximum number of cameras supported by each panel variant:

Feature	RX16i	QX32i	PX48i	PX80i	PX500	PX250HS
DVRs	1	2	8	8	8	8
Video cameras	16	32	128	128	128	128

Each DVR can have 4, 8 or 16 camera inputs. The camera number references are fixed as shown in the following table:

DVR	1	2	3	4	5	6	7	8
1	17	33	49	65	81	97	113
2	18	34	50	66	82	98	114
3	19	35	51	67	83	99	115
4	20	36	52	68	84	100	116
5	21	37	53	69	85	101	117
6	22	38	54	70	86	102	118
7	23	39	55	71	87	103	119
8	24	40	56	72	88	104	120
9	25	41	57	73	89	105	121
10	26	42	58	74	90	106	122
11	27	43	59	75	91	107	123
12	28	44	60	76	92	108	124
13	29	45	61	77	93	109	125
14	30	46	62	78	94	110	126
15	31	47	63	79	95	111	127
16	32	48	64	80	96	112	128

(Left axis label: Camera Number)

Camera Mapping information

Customer Configuration

This option is only available on PX, QX and RX control panels. Selecting the "**Configuration**" item on the customer tree will display the current configuration of the panel.
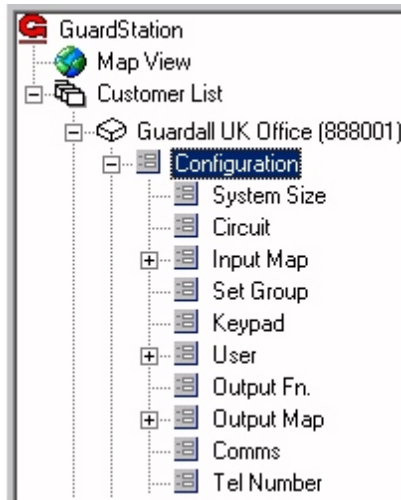
The Configuration tree.

On the main contents page, the panel version string will be displayed together with the operator who last edited the configuration and the date it was done.

Click on a configuration item on the left-hand tree, a grid will appear on the right allowing the operator to view and edit the configuration.

The Configuration page buttons.

The "**Help**" and "**Print Section**" buttons appear on all of the config pages. The "**Copy Config**" button appears on configuration pages which have more than one item (e.g. circuit programming).

The description strings listed on the left-hand side are as they appear on the panel keypad.

Option	Value
Area	2
Conc	0
Keypad	1
OPM	0
SM	0

The system configuration page.

When the operator double clicks on an item or presses the "Enter" key while on an item, the Edit window will appear. This allows the operator to change the value of the configuration item. If the operator does not have the authority to edit configurations or this feature is not supported a warning box will appear with the appropriate message.

Note: To speed data entry up, when you are on a numeric item, you can press a number and the Edit window will appear with the new number typed in. Also, with On/Off items you can press the spacebar to toggle the current value.
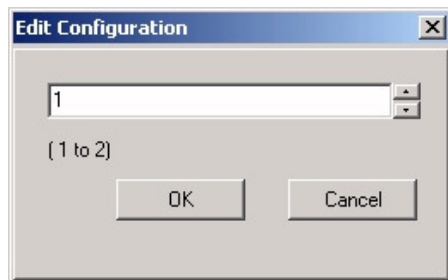
The Edit window (with Numeric data).

For Numeric items, the range which can be entered is given in brackets below the current number. You can either, type in a new value or use the up/down buttons to the left of the box to increment/decrement the current value.
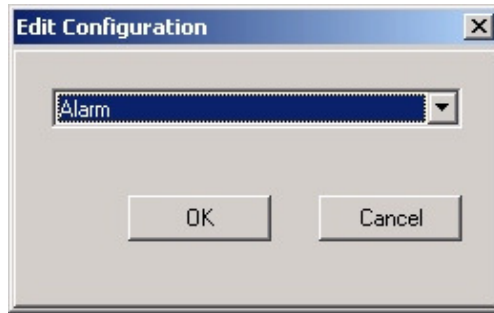
The Edit window (with list data).

For list items, the available items are displayed with the current selection highlighted in blue. You can use the up/down keyboard buttons or mouse to make a new selection.
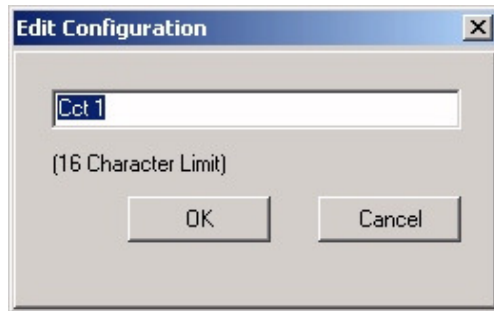
The Edit window (with character data).

For character items, the current text is displayed highlighted in blue. The maximum valid length of any string is given in brackets below the text box.

Part of the Circuit page (with hidden items).

In some pages, configuration items are greyed out because they are not applicable for the current settings. As seen above, a circuit type of "Final Exit" does not have the Set option.
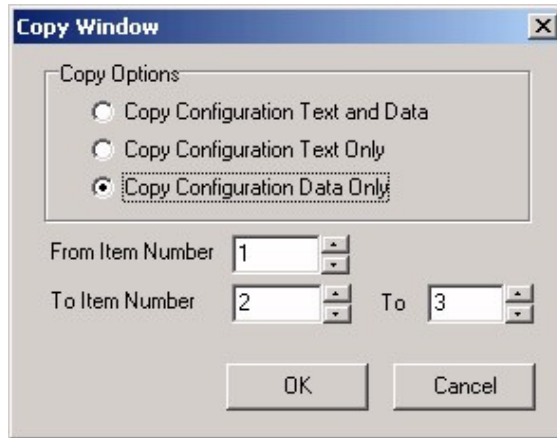
The Copy Config Window.

In the example above the configuration for circuit 1 is being copied to circuit 2 and 3. Since the "**Copy Config Data Only**" option is selected, the text descriptor for circuit 1 will not be copied over to the other circuits.

The copy window allows you to copy the configuration from an item in the current section to a range of values. Some items such as Telephone numbers do not have text descriptions and so only the "**Copy Config Data Only**" option will appear.

Customer Configuration	Access Users

This option is only available if the "Access Control" feature is available and if the current operator has access authority, i.e. the "View Access Config" authority is ON and the "View Security Config" is switched OFF for the current operator
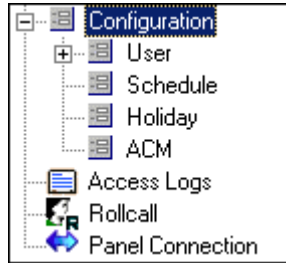
The Site Configuration showing the defined users.

An Access operator is typically only allowed to view/edit four configuration sections: User, Schedule, Holiday and ACM (door) programming. Since the Security configuration would typically not be changed by an Access operator.
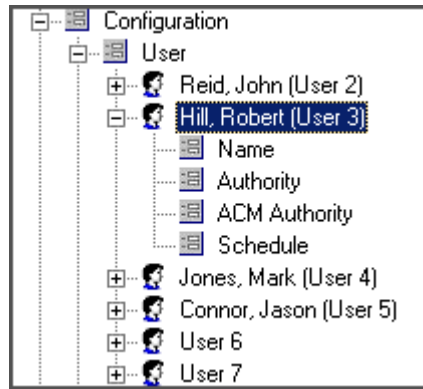
The Site Configuration showing the defined users.

The User tree displays the first and last name of each user in the system. Selecting one of the users will display the User programming page.
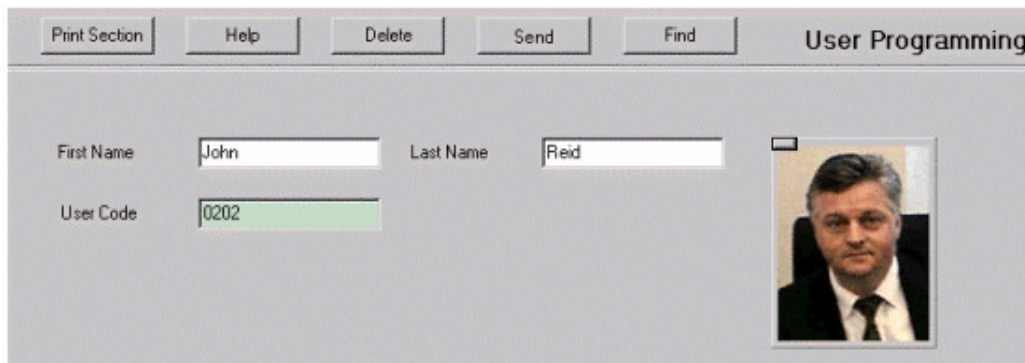
The User Programming Page

If there is a connection to the panel, a "**Send**" button will be shown, allowing the operator to send any configuration changes that have been made to the panel.

To delete a user's details from the configuration, press the **"Delete"** button. The user names, pin code and all other data about that user will be cleared.

To search for a user in the configuration, select the "**Find**" button from the user programming or user summary page. Pressing this button will display the user search window.
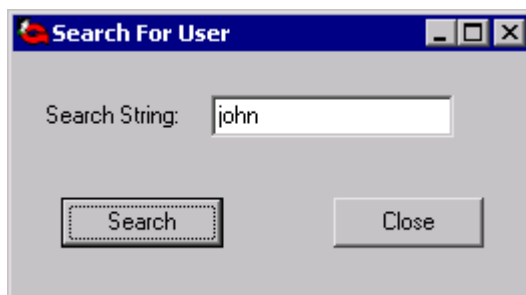
The user search window.

If more than one user contains the search word, keep clicking the "Search" button to find them. Note that a case in-sensitive search is done. If no user matches the search word then a message window will appear.

Access Users	First Name & Last Name	

The first and last names can each be up to 16 characters long. These names are stored locally and are displayed in the user list on the selection tree.

Access Users	User Code	

All users can be identified by a PIN code (4, 5 or 6 digits), an electronic key or proximity token. If a 6 digit hex Code is used, use the ':' character to format the data, for example,

01:01:02:03:04:05

Access Users	Card + Pin	

If the panel type you are editing supports Card and PIN codes then the "User Code" is replaced by Card and PIN input boxes as shown below:
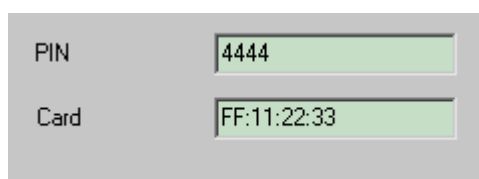
The PIN code must be 4 characters in length. The Card code can either be up to 8 digits long or typed in Hex format (as above).

Access Users	User Photograph	

The user photograph is used to store and display an image of the selected user. This image is stored as a JPEG (.jpg) and should be located in the **IMAGES subdirectory of the Program directory (typically c:\program files\guardall\)**. The image dimension displayed is 100 pixels in width and 130 pixels in height (a picture of any size will do but it will be enlarged or shrunk to fit). Pressing the small button at the top left-hand side of the image will display a file open dialog box to locate an image.

Access Users	Personal Information	

If the "**Display Additional Customer Information**" option is on in the setup window (under "Access Control options"). Then additional personal information is displayed.

Each field can hold up to 30 numbers and characters.

Customer Configuration   Configuration Options

Configuration last edited on 14/11/2007 by john.

GSR Editor Version: 4.30A   To edit the configuration, please expand the configuration tree on the left.

Config Migration Options

Migrate Config

Help Information

Help

Compare Configuration Options

Compare Configs..

Health Check
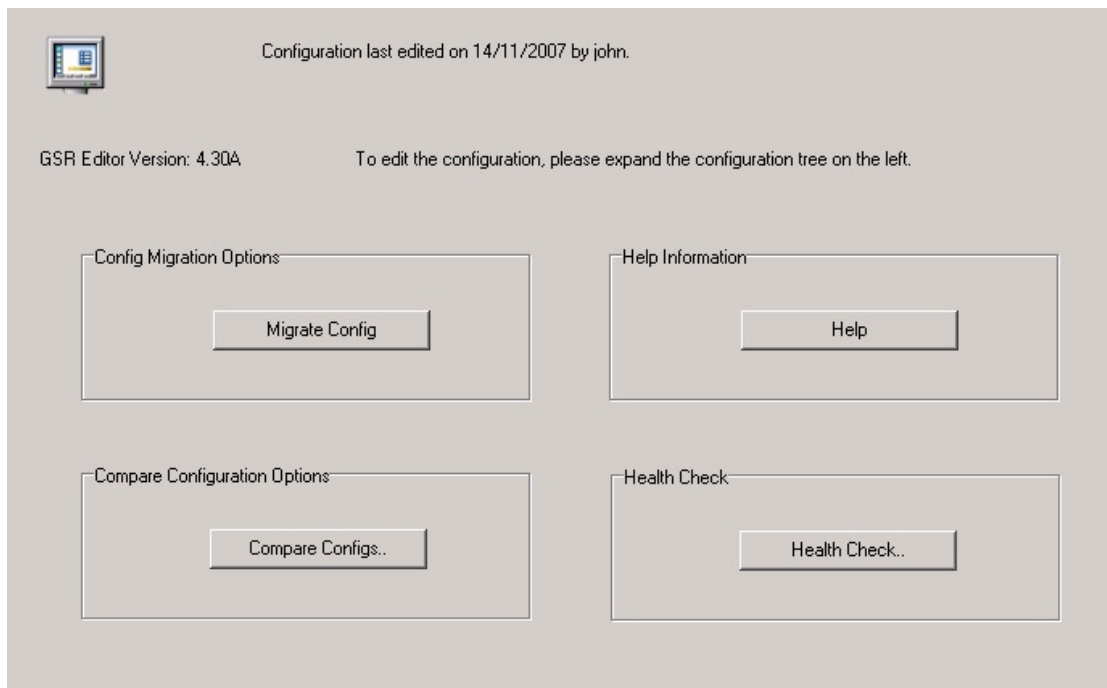
Health Check..

The Configuration page.

Three buttons will also appear allowing the operator to migrate the configuration, to view the help file on editing the configuration and to compare configurations. A fourth button, "Health Check" will appear if the optional Health Check feature is available.

Configuration	Migrate Config	

The Migrate panel Configuration option will allow a PX/QX/RX panel to be migrated to a different panel type and/or a different version number. The migrate option will be available to panels of the same type or to panels with larger circuit capacity.

The window shows the original configuration file and the target panel type:
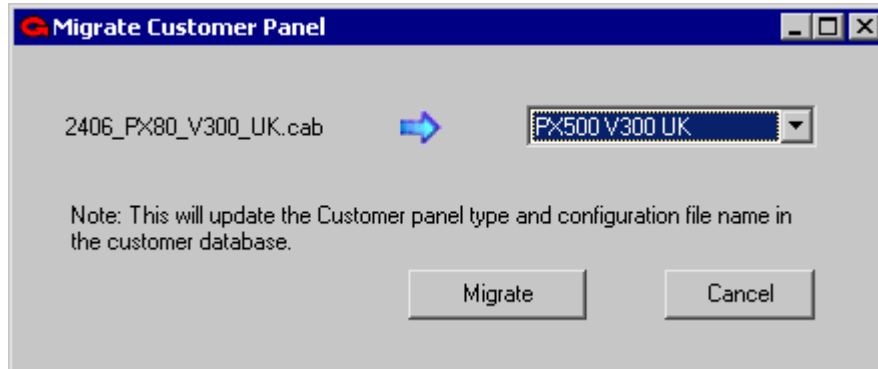
The migrate option will also apply changes to the customer database. This option will only be available to operators with the edit database authority.

Note: Since features may be changed between panel versions, the migrate function may not be able to transfer every configuration item between panel versions. It is recommended that the Engineer check the configuration after a migration has been done.

Note: When migrating from a PX/QX V3.XX panel to a Version 4.00 or above panel, user PIN Codes may be truncated. This is because V4.00 User PIN Codes may (depending on how the panel is configured) have a maximum length of four characters. PIN codes in PX/QX V3.XX panels that have 5 or 6 characters would be truncated to 4 characters (e.g. a PIN Code of "123456" would be changed to "1234"). Card codes from PX/QX V3.XX panels are migrated to the "**BASIC**" Card format.

Configuration	Help	

Pressing the help button opens up the Engineer Manual for the panel.
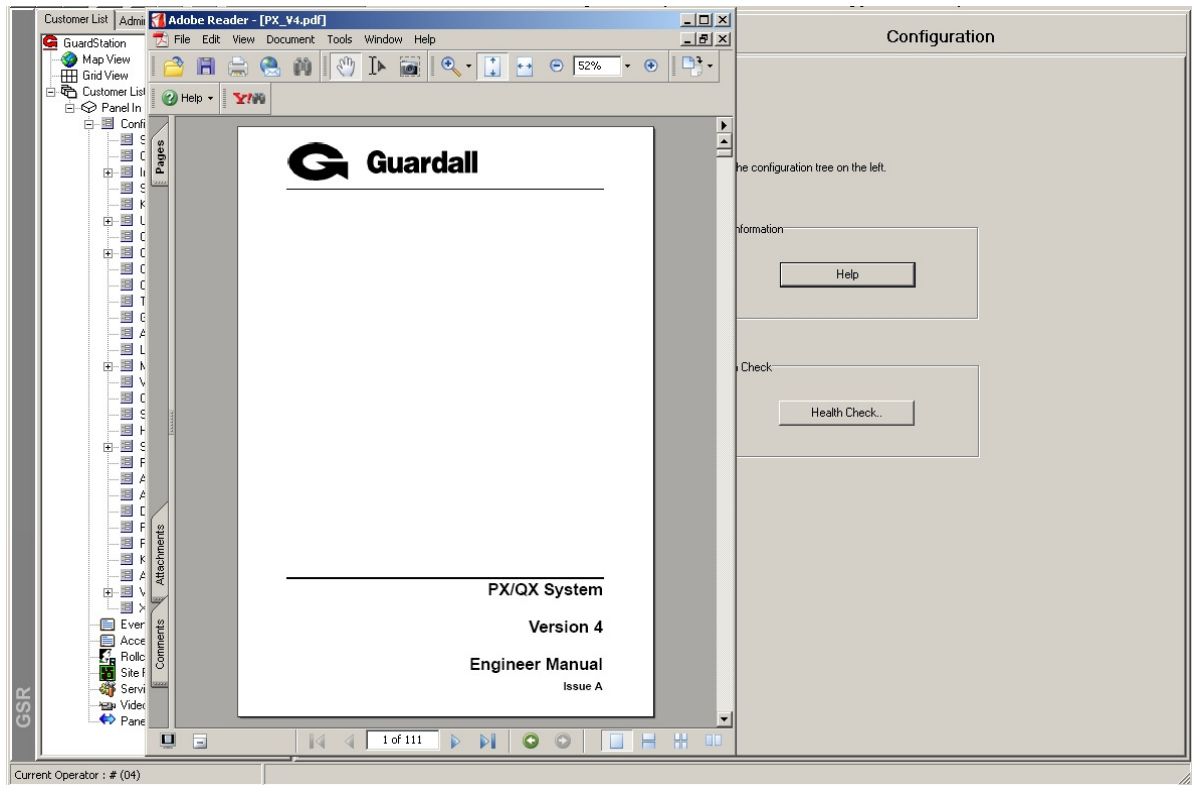
Configuration	Config Compare	

Pressing the "Compare configuration" button on the configuration page will display the following window:
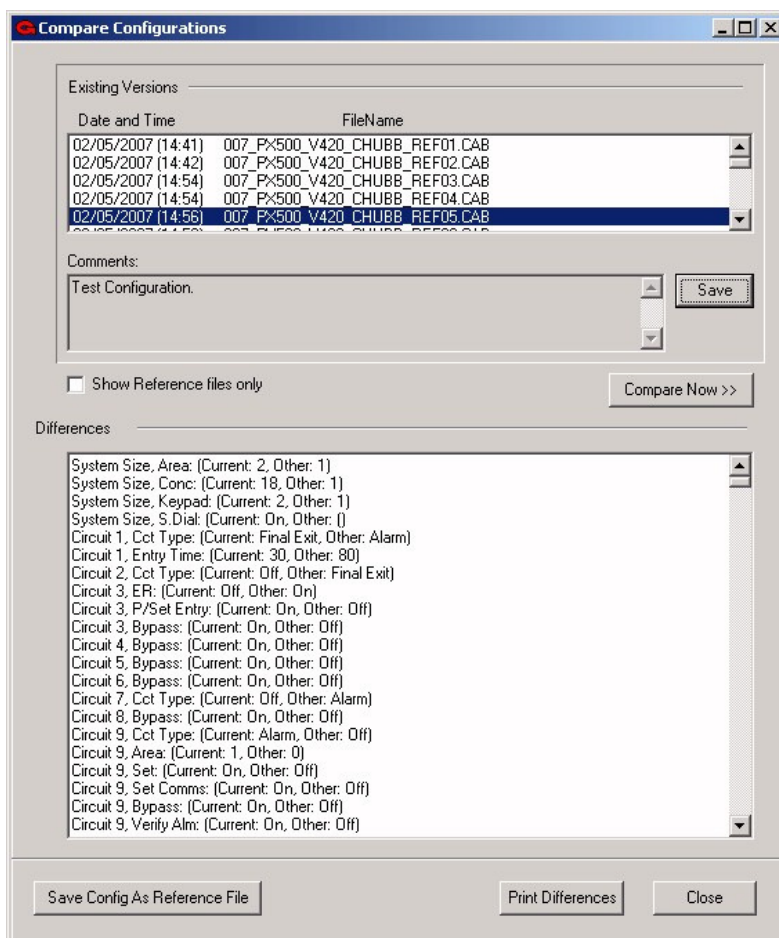
The Compare Configuration Window.

The Configuration Comparison window allows the operator to select a configuration either from a previous version of the same config or from a different site.

The operator can, at any time, save the current configuration as a reference configuration. By savings reference configurations, an operator can go back to using a previous version of a configuration.

A list of the stored Reference files is displayed at the top of the window, from which the operator would select one file. The Date and Time are included to help the operator choose a reference file to use.

When the "**Compare Now >>**" button is pressed a text file of the differences between the current configuration and the selected reference file is generated and displayed to the operator.

Note: To use an existing reference file as the current configuration, go to the customer page and press the "**…**" button next to the configuration file location box. Press the "Browse" button when the window appears. A file dialog window will appear listing all the available configuration files that can be used (including reference files). It is recommended that a copy is made of the reference file and then renamed so the original file can still be used/compared later.

Configuration	Health Check	

This option is only available if the "Health Check" feature is available.

There are 6 health check options:

- Perform Health Check
- Create Engineer Manual
- Create Certificate
- Create Customer Manual
- Print List
- Close

The Health Check option will allow a PX/QX/RX (V4.21 or above) panel configuration to be checked for any potential problems/errors. When the "**Health Check**" button is pressed the following Health Check window will appear:
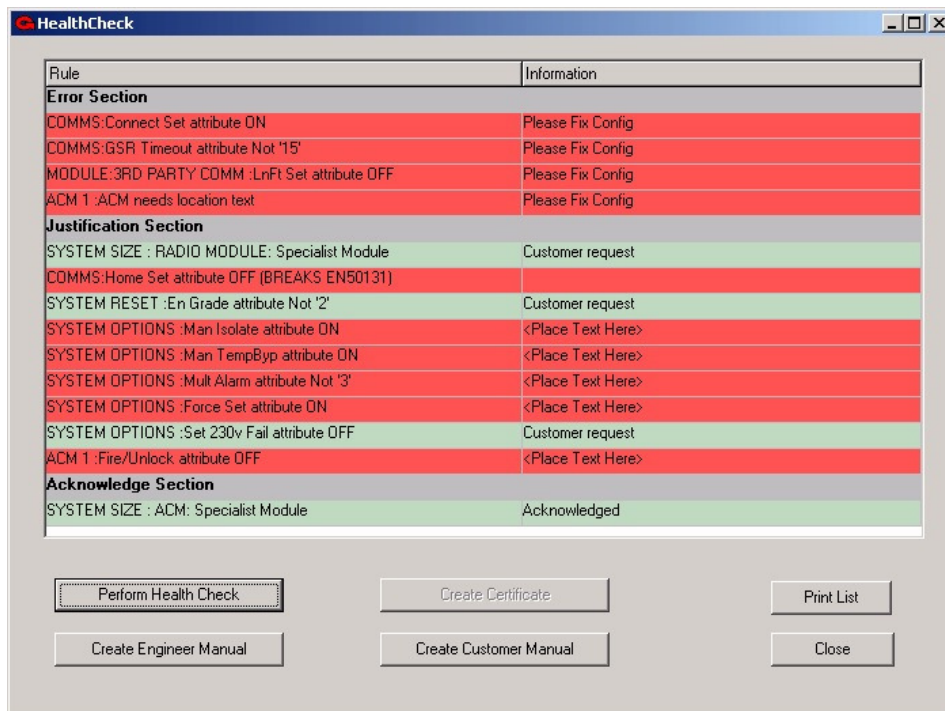
An operator with the correct authority can change the category of each health check rule. For example, a health check rule can be changed from being an "error" to an "acknowledgement". Refer to set-up/health check page for full details.

Health Check	Perform Health Check

The "**Perform Health Check**" button will run the health check and display the results in the window.

The Health Check results are split into 3 sections: "**Errors**", "**Justifications**" and "**Acknowledgements**".

If a line is highlighted in red, it indicates that there is a problem with a part of the configuration.

The description on the left side of the table is the problem description. If this line is in the error section, then the operator will need to edit the configuration to fix it. If the line is instead in the "Acknowledge" or "Justification" sections, then the operator will need to either acknowledge this line or by typing in an explanation.

When a line is double-clicked in the "**Error**" section, the program will take the operator to the appropriate config page.

When a line is double-clicked in the "**Justification**" section the following window will appear:
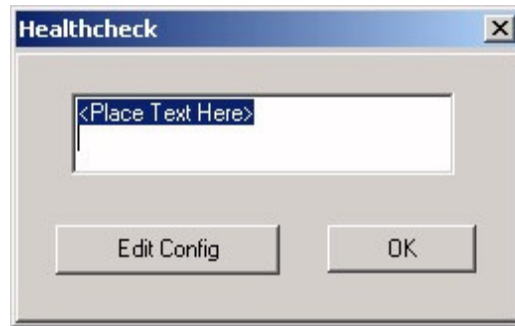
Pressing the "**Jump To Config**" button will take the operator to the appropriate configuration page. Pressing the "**OK**" button will close the window.

When a line is double-clicked in the "**Acknowledge**" section the following window will appear:
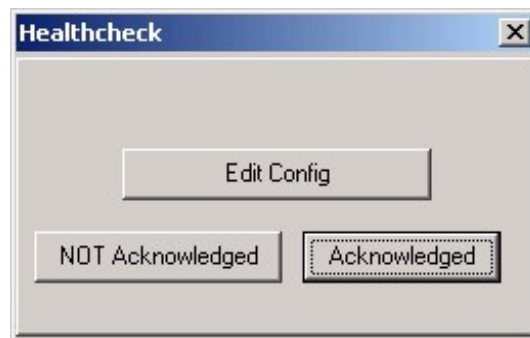
Pressing the "**Jump To Config**" button will take the operator to the appropriate configuration page. Pressing the "**Reset**" button will set the acknowledge button back to "Not Acknowledged". Pressing the "**Acknowledge**" button will set the line to "Acknowledged".

Health Check	Create Engineer Manual	

The "**Create Engineer Manual**" button will create an Engineer manual based on the current configuration. This is a PDF document and will be displayed in a new window.
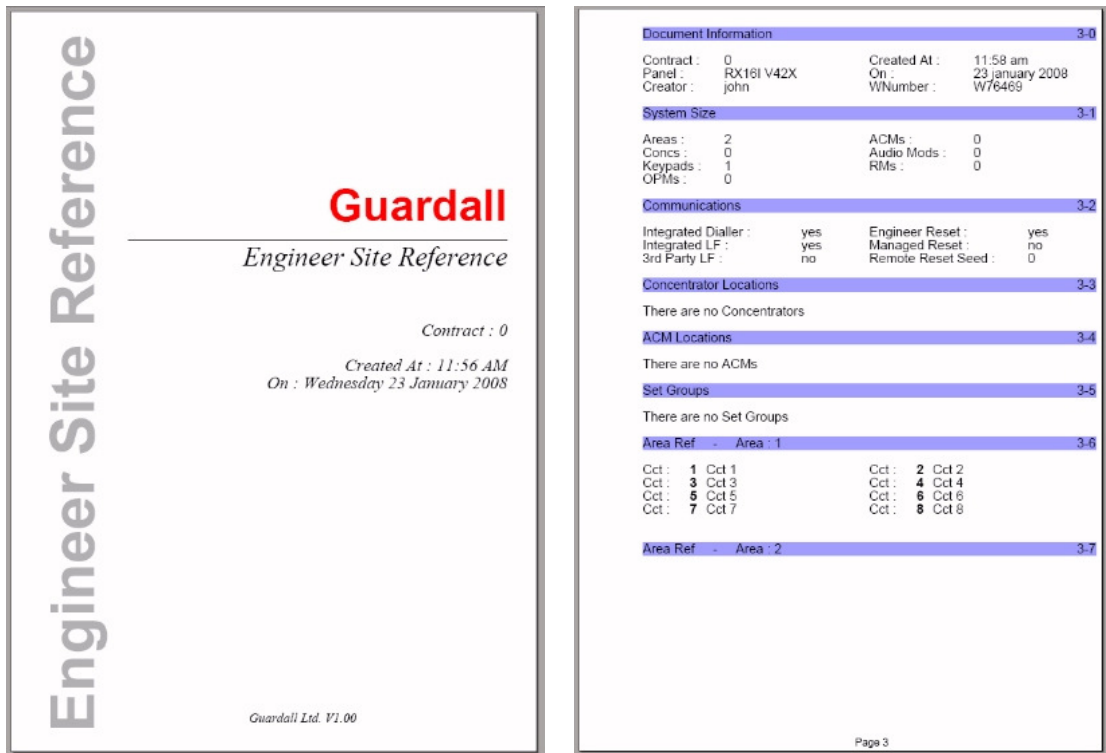
The Engineer Site Reference (Engineer Manual)

Health Check	Create User Manual	

The "**Create Customer Manual**" button will create a Customer manual based on the current configuration. This is a PDF document and will be displayed in a new window.

Health Check	Create Certificate	

When there are no errors in the health check and all the acknowledgments and Justifications have been made, the "**Create Certificate**" button will appear. This will create a PDF certificate to indicate the configuration has passed the health check.

Health Check	Print List	

The "**Print List**" button will print out all the rules currently displayed in the list. After pressing the button, a print dialog window will appear allowing the operator to choose a printer.

Health Check	Close	

The "**Close**" button will close the Health Check dialog box.

Security and Access Event Logs

The Security and Access event log page allows you to select the following actions:

- Display all events from this month
- Find Event number
- Find all events containing words in description
- Display's today's events.
- Display Yesterday's events.

Selecting the **"Event Log"** or **"Access Log"** (if available) items on the Customer list tab will display either all the Security or Access event logs held in the database for the current customer. Each entry in the log is uniquely numbered in the range 0-65535. The log entry numbers are displayed in the "Index" column of the page. The log entry numbers displayed are the same as the log entry numbers printed by the control panel and are also used to uniquely identify panel events.

If text descriptors are available GSR will display the descriptor as part of the event description. The descriptors used will be the descriptors stored in the site configuration file.

In the example shown below, the log displays the Index number, the date and time when the event occurred and a description of the event. You can use the scroll bar buttons to move up and down the log. If no logs are available the page will be blank.

Index	Date	Time	Description
179		02:37:20	System(User 0) Changed Time KP 0
2005	09/07/2007	15:48:30	(GSR 4) PC Disconnect Op 1
2006	09/07/2007	15:49:00	(GSR 4) PC Access Op 1
2007	09/07/2007	15:56:38	(GSR 4) PC Disconnect Op 1
2008	10/07/2007		System(User 0) Date Change
2009	10/07/2007	09:53:14	(GSR 4) PC Access Op 1
2007	09/07/2007	15:56:38	(GSR 4) PC Disconnect Op 1

Displaying all the Panel Event logs.

The "Security Logs" page displays the refresh button used to redisplay the contents in the table. In addition to the refresh button the "Access Logs" page contains a Mode button allowing you to switch between "Live Mode" and "Historic Mode".

When the page is in "Historic Mode" an additional search option will be displayed in the drop down list: "Display all events from a specific date (dd/mm/yyyy)".

The Mode button (left) and the refresh button (right.)

Displaying specific Panel Event logs.

Case-insensitive searches are done.

The Access Log page in "Historic Mode".

Note: When in "Historic" mode an explanation mark will appear in the refresh button if any updates are made to the data while the operator is viewing the page. The user can view the new data by pressing the refresh button (the blue arrowed button). "Live" mode automatically updates the data.

Reminder: The Access log has both Live and Historic data modes. The Security log only has the Historic data mode option.

The table contents may be printed out to a printer by pressing the **"Print"** button. Please see the "Printing" section in this User manual for more information.
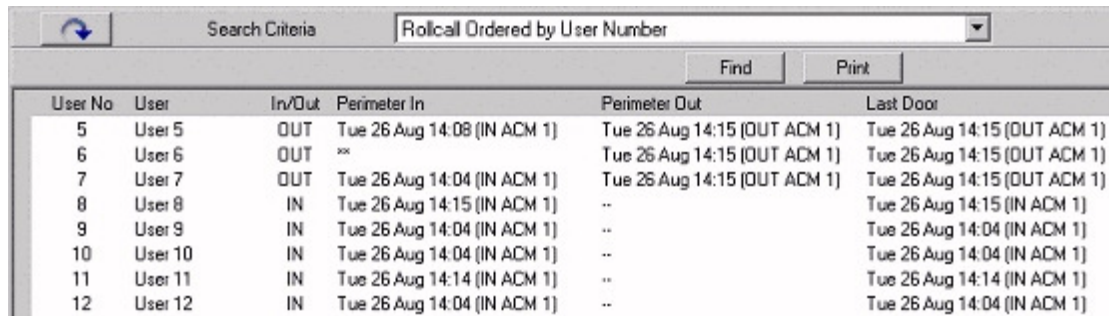
Roll call

This option is only available if the "Access Control" feature is available.

Pressing the Rollcall button on the toolbar will display the list of the users who are in/out of the building.

From the drop down list you can select the following actions:

- Rollcall ordered by User Number.
- Rollcall ordered by User Name.
- Find User Number in Rollcall.
- Display users that are IN.
- Display users that are OUT.

The Rollcall window.

The following information is displayed for each user:

- The user's number.
- The user's status (in or out of the building).
- The most recent perimeter door the user has entered through.
- The most recent perimeter door the user has exited through (if the user is out).
- The last door (internal or perimeter) the user has been through.

The list of perimeter doors can be viewed/edited in the "Access Control" setup page. Pressing the F5 function key (at any time in the program) will print out the rollcall list to the default printer.

Note : An explanation mark will appear in the refresh button if any updates are made to the data while the operator is viewing the page. The user can view the new data by pressing the refresh button (the blue arrowed button).

Note: If a user opens a door with his/her card without coming in through a perimeter door, that person will still be marked as being in the building.

Site Plan

This option is only available if the "Interactive Maps" feature is available.
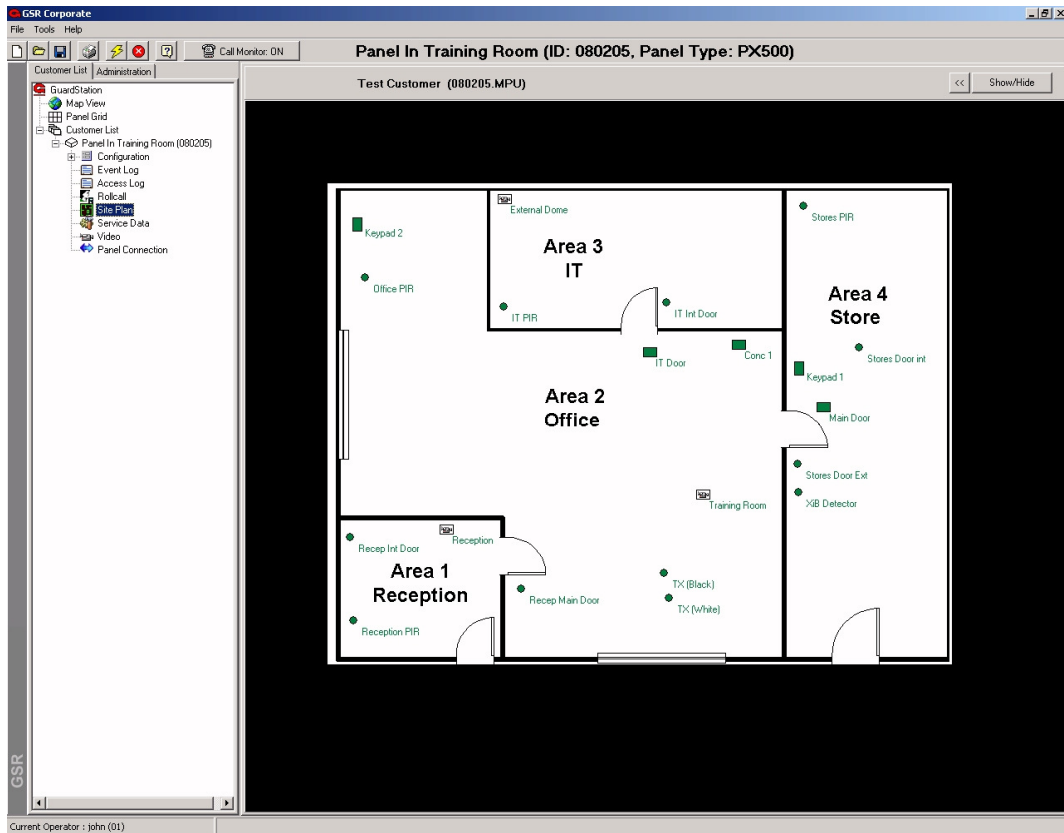
The Site Plan Page.

The site plan of a customer can be viewed from the customer tree by pressing the "Site Plan" icon. When pressed, the program will display the layout of the site and the positions of keypads, sensors, doors etc on the page.

- **"<<" Button:**
- **Hide/Show Symbols**
- **Back:** When clicked, this button will take the user to the layer page above the current page.

Near the top of the Customer tree is the "Map View" icon. This allows the operator to manage the customer list through the map interface. When a new customer is created, a customer link button is placed at the top level of the map (this can be moved at any time). When the operator selects this button, the Current Customer will change and the customer details page will be displayed.

Map Options	Editing Site Plans	

The Maps system in GSR works in two modes: View and Edit mode. In View mode the user cannot edit any of the map pages. In edit mode, the user can edit pages by clicking the right hand mouse key and a list of options will appear.

The "**View**/**Edit**" button will display the current mode. Clicking this button once will change the mode.
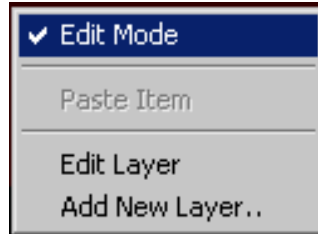
If you position your cursor on a symbol when you right-click, a different edit menu will appear. The exact menu will depend on the type of symbol clicked on.

Note: There are several Map options available in the "Map/Site Plans" page of the Setup Window.

Map Options	Automatic creation of Site Information	

When the "Site Plan" item is pressed on the customer tree, the program checks if the site already has a site plan. If no site plan exists then one is automatically created from the current customer configuration and the user is presented with a symbolic representation of the site. The Customer name and page description is also filled in with the text description given by the user.

Normally, at this point, the user would then create at least one map layer indicating a floor of a building or an area in the building. If pictures of the building were available, then a layer could be created entitled "Photographs", and link buttons to the pictures would be created inside it.

Three example site plans are included in the Images directory.

Map Options	Editing Map Images	

Individual items can be selected and Cut/Paste from the item Menu by right clicking the item. Groups of items can be selected by using a selection box.

Note: To deselect a single item, draw the selection rectangle over the item again. Pressing the Escape button ("Esc") will deselect all selected (highlighted) items.

Map Options	Editing Symbols	

If the user is in edit mode, left clicking the mouse button over a symbol will display the edit symbol menu. The types of symbol displayed on a Map page are:

Symbol Type	Description	Maximum
Door Symbol	Representation of a door.	32 per site
Circuit Symbol	Representation of a circuit.	512 per site
Keypad Symbol	Representation of a Keypad.	32 per site
Conc Symbol	Representation of a Conc.	64 per site
Link Buttons	Move to another Map page.	20 per page

Each of these symbols has a text descriptor. This descriptor is taken directly from the configuration.

When you right click on a symbol, when in Edit mode, an edit menu will appear. This will offer the user the opportunity to edit the object's properties or cut the symbol from the page. The options available for each symbol are now explained in more detail:

Note: Symbols cannot be deleted or added since the symbols are based on the data held in the customer's configuration. If, for example, a circuit symbol is cut but not then pasted and the program re-started, the circuit symbol will be recreated when the operator goes back to the customer "Site Plan". This ensures site plans are accurate representations of customer configurations.

Map Options	Link Buttons	

A Map link button provides a link to another page. It could point to a customer site, a map layer or a picture.

When the user creates a new site, a link button is automatically created on the current map page to the new customer. Similarly, if the user creates a new layer, then a link button is created to point to the new page. When created, the new link button is placed where the user clicked on the screen to select the main edit menu.

To edit the link button, right click on a circuit point and select "Edit Button".

Map Options	Circuit Symbols	

Circuits are represented by coloured symbols (dots) on the map pages; the state of a circuit is represented by the use of colours. For more information on what status the colours represent, please see the colours page in the setup window.

Each circuit has a text descriptor, which is obtained from the current configuration of the site. If the text descriptor of a circuit is changed by editing the configuration file, the circuit description in the map will also be changed.

Note: When an operator is viewing a site plan and they are not connected to the customer's panel, the colour of the circuit symbols will be set to the default map symbol colour (usually bright green).

Map Options	Site Plans When Call Monitoring

When an event is received, the site map will automatically appear if the option "**Start Map on Remote connection**" is switched on in the "Call Monitor" page of the setup window. The colour of the affected symbol will change to reflect the new status due to the event received. For example if the event was a tamper on circuit 2, the colour of the circuit 2 symbol will turn to yellow.

Note: When an alarm is received, the circuit status will be changed. After the panel has disconnected, if the operator clicks on the map button again the circuit status values will all be put back to the default symbol Map colour (usually bright green).

Map Options	Real-Time Status

If GSR is connected to the panel and placed in "Circuit Status" mode, the site plan can be used to show the real-time status of the Circuits. Click the "Site Plan" item on the customer tree, circuits in Tamper are displayed in yellow while Open circuits are displayed in blue.

The "Fast Cct" option can be useful on a site with a large number of circuits to speed up the response between the event and the display on the map package. The disadvantage to this is that the Circuit properties (e.g. Bypassed, Isolated, and In Tamper) are not displayed in GSR - only the Open/Closed state is monitored.

When not connected to the panel, the colour will change back to the default symbol map colour (usually bright green). If a circuit is Armed (i.e. the circuit is in a Set Group which is currently set and the circuit is not bypassed/Isolated) then the circuit will change colour to the "Armed" Colour. Warning: If the panel is Set or Unset <u>at the Keypad</u> while the program is monitoring the panel, the armed status will not be accurate. To see the status of a circuit in more detail, right click the circuit and the following pop-up menu will appear:
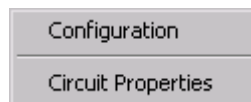
To view the local configuration of the circuit select the "**Configuration**" option. Selecting the "**Circuit properties**" option will display the following window:
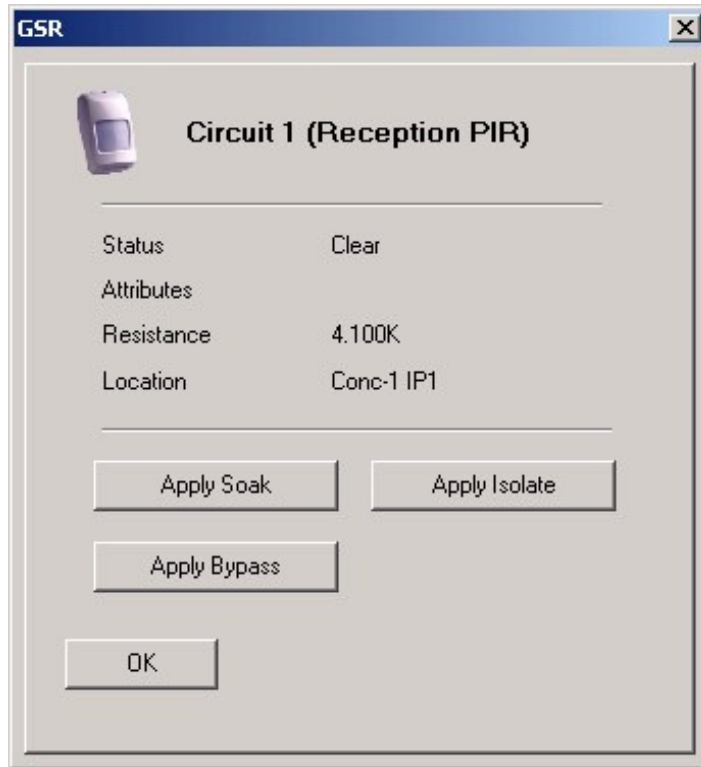
From this window, the circuit properties are displayed and the circuit can be Bypassed, Isolated or placed in Soak. Similarly to see the status of a Door, Keypad or Concentrator in more detail, right click the symbol and the select the Properties option from the pop-up window.

Map Options	Video Integration	

Cameras can be viewed and controlled on the map page if the customer panel supports video and at least one video server has been setup in the panel configuration.

The camera numbers displayed are calculated on the location of the camera on the video servers (based on 16 input video servers). This means camera 1 is the first input on server 1, camera 2 is the second input on server 1 and camera 17 is the first input on server 2. This remains true even if video server 1 is only a 4 or 8 port video server.
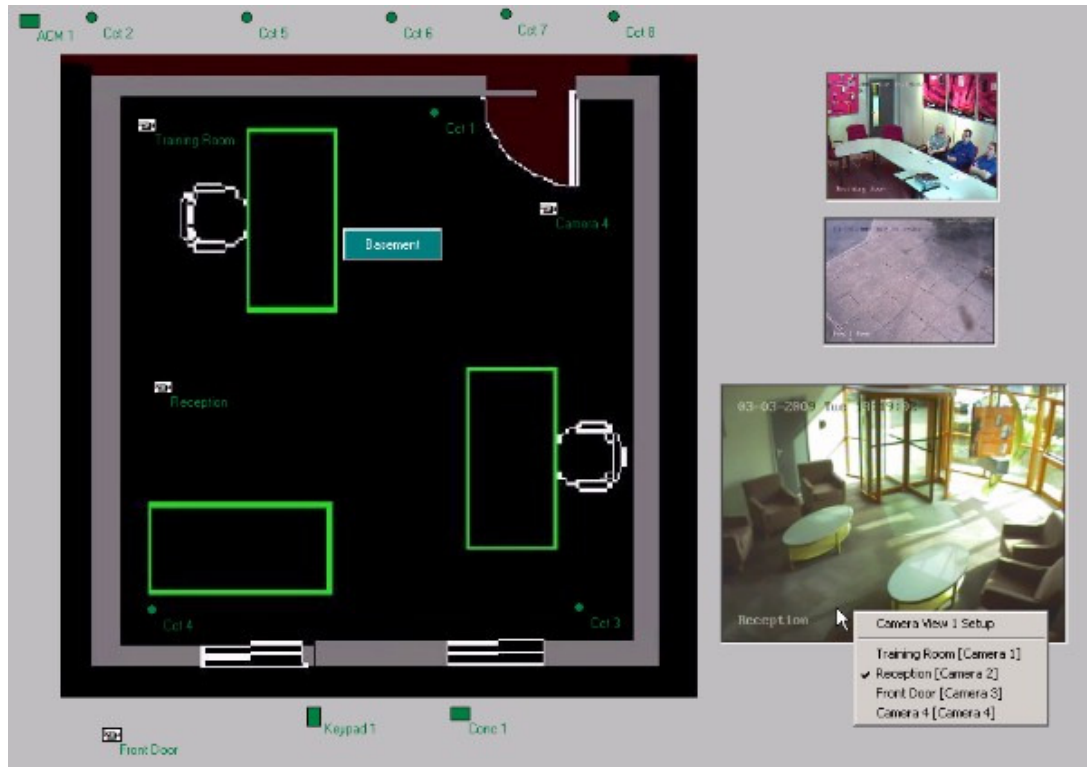
Map with 3 camera Views.

Camera Views:
A camera view is a box which appears on the map page and is used to display video from cameras. Up to 16 camera views can be created for each customer site. Each camera view can be moved around the map and re-sized (when the map is in edit Mode).

To add a camera view, go into edit mode on the map page and select the "Add Camera View" option. A camera view will appear on the map. To select which camera to display in it, right click on the camera view and select the camera from the list. To delete a camera view, right click on the camera view and select the "Delete Camera View" option.

Each camera view can be programmed to either display one camera continuously or to display a number of cameras in a sequence. To enable camera sequencing, right click on the camera view and select its properties. The window displayed has the following options:
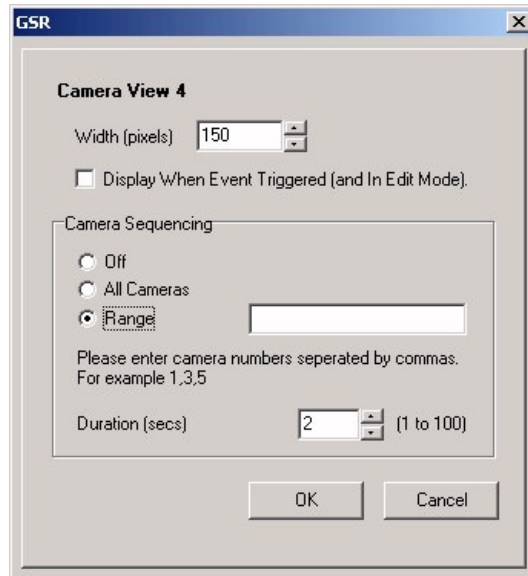
Width: The width of the camera view.
Display when Event Triggered: When ticked, the camera view will only appear when an event is triggered (e.g. when a door is opened) or when the map page is in edit mode. See the section on "Event Triggers Actions" for more details.
Camera Sequencing "Off": Camera View will only display one camera.
Camera Sequencing "All Cameras": The camera view will display each camera on the system one after the other for a specified number of seconds (given in the duration field).
Camera Sequencing "Range": A comma separated list of cameras to display.
Duration: How long to display each camera in the sequence.

In addition to camera views, camera icons will appear on the map showing the location of the cameras. Right clicking on a camera, will display the following options:
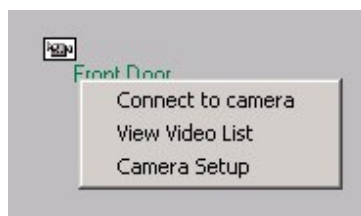
Selecting the "**Connect to camera**" option will display the camera in a new window. The "**View Video List**" will display a list of all the stored video files from that camera (these will have been recorded by the DVR from panel events).
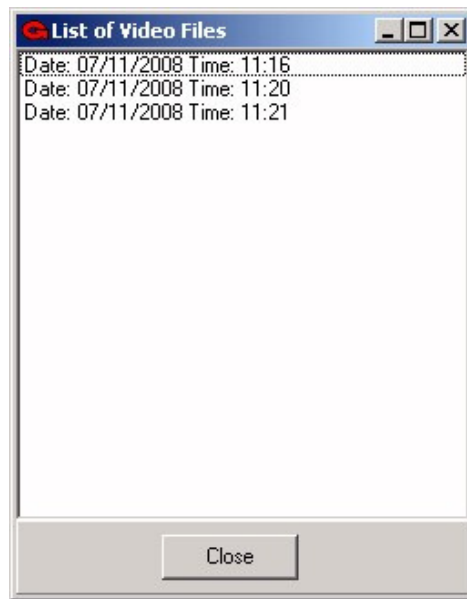
The Camera Video List.

Selecting the "**Camera Setup**" option will display the camera setup window. This will allow you to indicate whether the camera has PTZ functionality.
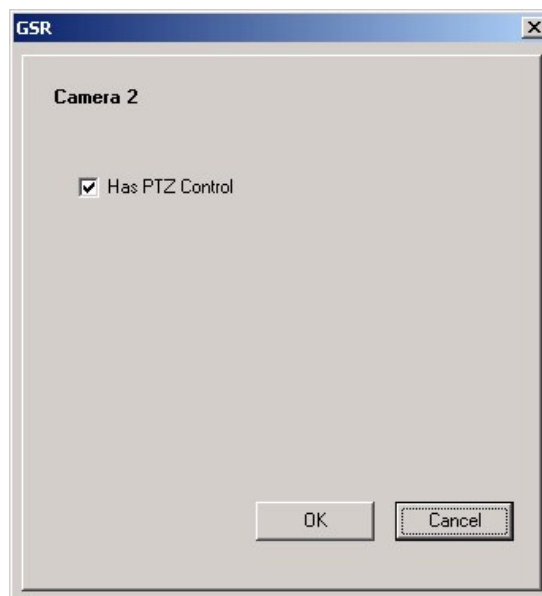
Double clicking on a Camera Image (or selecting the "**Connect to Camera**" option) will display the camera in a new window. If the camera is setup as a PTZ enabled camera, then PTZ controls will appear at the side. Selecting the Up/Down/Left/Right buttons will move the camera. Additionally, it is possible to zoom the image in and out and select a preset from the numbered drop down list.

Event Triggered Actions:

Right clicking a door in the map will display the following options:
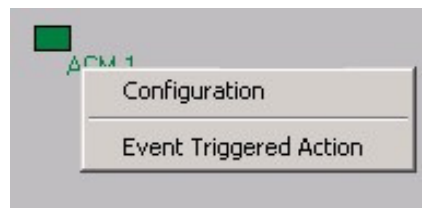
The Door Event Trigger Action.

The second option listed, "Event triggered actions" allows video to be displayed quickly when a door event occurs (when you are connected to the panel and viewing the map page). Selecting this option will display the following window:
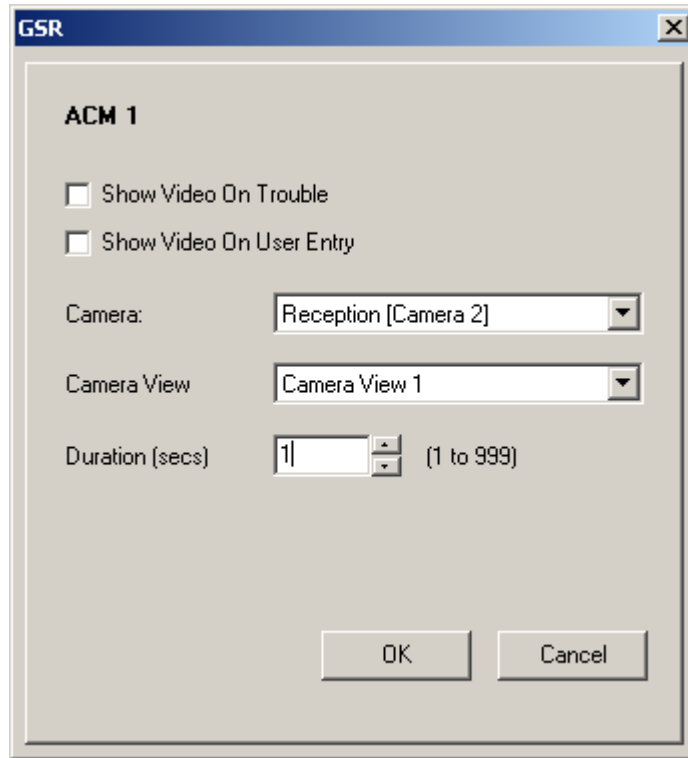
An Event Triggered Action.

If the "**Show Camera on Trouble**" option is selected, the program will display video on a door forced event. If the "**Show Camera on User Entry**" option is selected, the program will display video when the card is presented and the door is opened (in the case where no door contacts are used and the "**Log Card**" panel configuration is on, it is when the card is presented).
Select which camera you want to display from the list of cameras (It will show all of the available cameras on the system) and then select which camera view you want the video to be displayed in. The duration gives the length of time (in seconds) the video will be displayed.

Note: If you only want the camera view to appear when the event is triggered, select the "**Display when Event Triggered**" option in the camera View setup window.

Note: To ensure door events are sent quickly, please ensure the "**Access**" option is switched on (in the system option of V4.31 and above panels). Also ensure the "**Prioritise Event Uploading**" option is switched on in the Comms section of the GSR setup window (if Windsor 500/700 panel types are not being used). If a door does not use door contacts then there could be a delay of up the 15 seconds between the user opening the door and the video being triggered. For this reason, it is not recommended that such a door configuration be used.

Service Data

This option is only available if the "Remote Service" feature is available.

The Service data of a Customer's site.

If a remote service has been done on this site, it will be displayed in the drop down list. All the services done for this site are displayed in this list arranged by the date and time of the service (the most recent service will appear at the top of the list).

When the operator presses the **"View Data >>"** button, the Remote service data uploaded on the Date/Time selected is displayed in the upper text box. The operator can press the "**Print**" button to print out the data.

In the Remote Service Data box, the values for the selected remote service are displayed. The first line displays the System Voltage, System Current and Battery data. The next two lines display panel status information (for example Tamper and fuse information). Then Circuit, Concentrator and Keypad data is displayed.

Any values that are outside a given range are treated as faults and are highlighted in red. The values used to determine when a value is outside this range are found in the Setup window under the "Remote Service" page.

The "**View Faults**" checkbox (Press the "**View Data**" button again).

Note: A Remote Service can be started by connecting to the panel and pressing the "**Start Remote Service**" button on the connection page. Alternatively, if the "**Group Tasks**" feature is supported in GSR, then a Group Task can be setup to do a Remote Service at regular intervals or at a specified time.

When the "**Compare ..**" button is pressed, the following window is displayed:
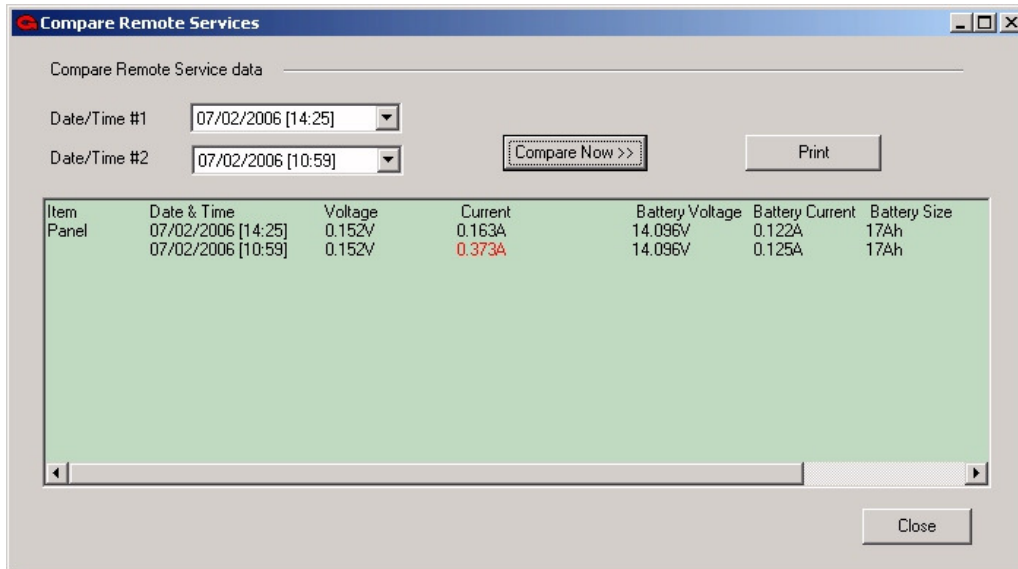
The Compare Remote Services Window.

When the operator presses the "**Compare Now >>**" button, the Remote service data for those two dates are compared and their differences displayed in the lower text box. Differences in the values are highlighted in Red.

The operator can press the "**Print**" button to print out the data.

Pressing the "**Close**" button will close the window.

Video

This option is only available if the "Video" feature is available.

To view the "Video" page, select the "**Display Customer video page**" option from the Video page in the Setup window. If the customer's panel supports video, then the Video Page can be selected. To view live video from the Server, select the "Video" item from the customer tree, select the video server from the list on the right hand side.

You can change the camera being viewed by select a different camera from the camera drop down list. Selecting the "**List All Cameras**" option will display all the cameras on the page.
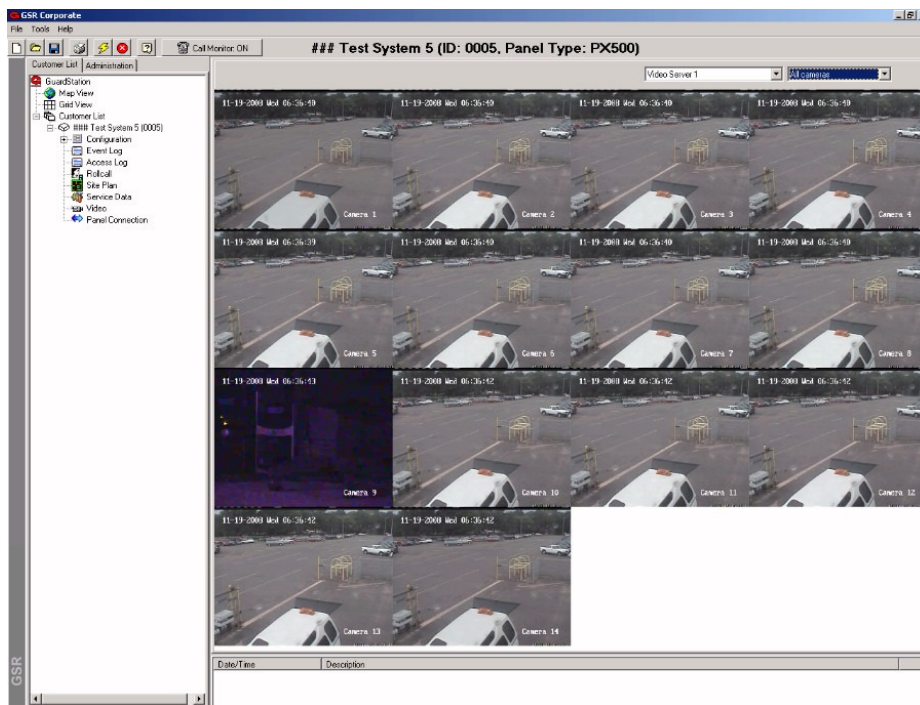
Panel Connection

When the operator is <u>not</u> connected to the customer panel, the panel connection page will only show the date that the event log was last uploaded for that site and when the customer site was last connected to.

Pressing the "**Connect**" button on the page will allow the operator to connect to the panel.

The Panel Connection page (when not connected).

Panel Connection	Logon	

There are several ways to connect to a control panel:

- From the File Menu.
- From the Connect button on the toolbar.
- From the Panel Connection page.

GSR will fail to connect to the control panel if;

- There is a problem with the selected Com port or cable.
- The panel is not programmed for remote access
- The authentication codes do not match
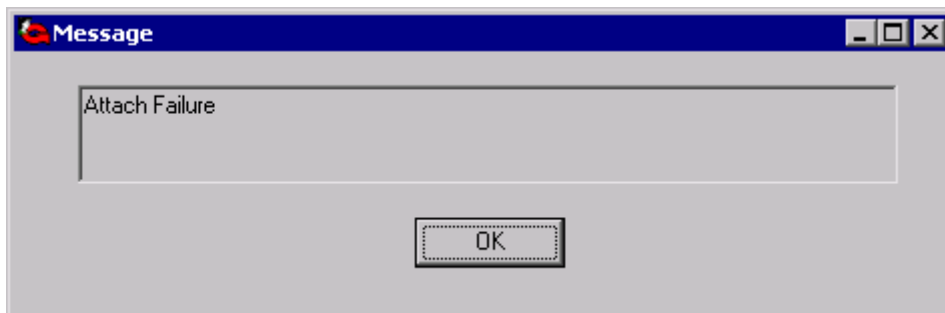
The attach failure message.

Note: If you still have problems connecting to the panel, please refer to the troubleshooting section of the GSR Install Manual.

If the customer database site ID and the panel site ID are different both numbers will be displayed. GSR will allow you to continue with the connection if the panel Site ID is defaulted to ' 0' .
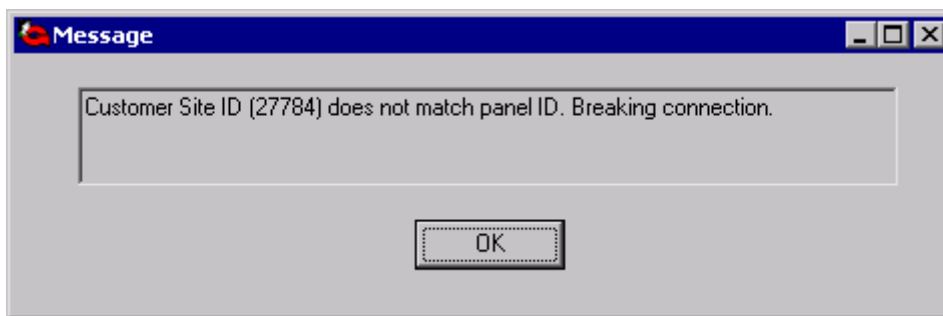
Panel Site ID does not match Customer Database.

The panel must also be programmed with the same authentication code as GSR before a connection can be made.

If the customer database variant and the panel variant are different, both types will be displayed.
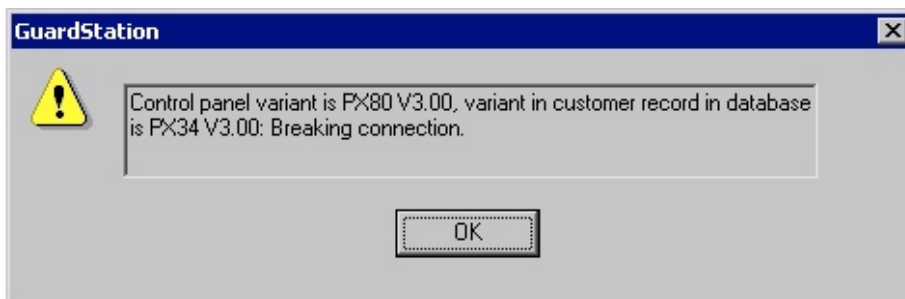
Panel Types are different.

If during a session GSR loses communication with the panel (e.g. the cable is removed) you will see the link status changing from Active to Retrying. If the retry sequence fails the program will display a fail message.

Some panels require that the GSR Serial Number (from the "Help", "About" window) is programmed at the keypad before a panel connection is allowed. If the number does not match the number setup in the panel, the program will display the following message and disconnect.

Panel Connection   Using Double Call on Modem Connections

Double Call is a feature intended to overcome any high ring counts programmed into remote modems. The modem dials the requested number, then looks for remote answer or ring back tone. When it detects a ring back tone(s), it will abort the call, return on hook for 5 seconds and reattempt a connection to the same number. If the panel detects this second call as being within the 'double call' time [located in the Engineer Comms Menu of the panel], it will answer immediately, and a connection will be established.

Panel Connection	Options	

When the GSR is connected to the customer panel, a series of items are added to the Panel Connection item in the Customer list allowing the operator to manage and monitor the connected panel. For more information on connecting to the panel, please read the "Connecting to the panel" section later in this manual.
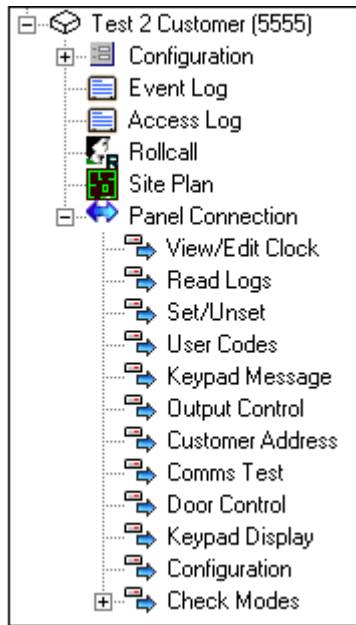
The Customer tree list when connected to a panel (with Security Control).
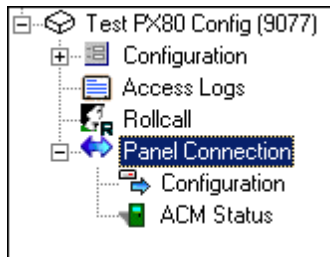
The Customer tree list when connected to a panel (Operator with Access Control only).
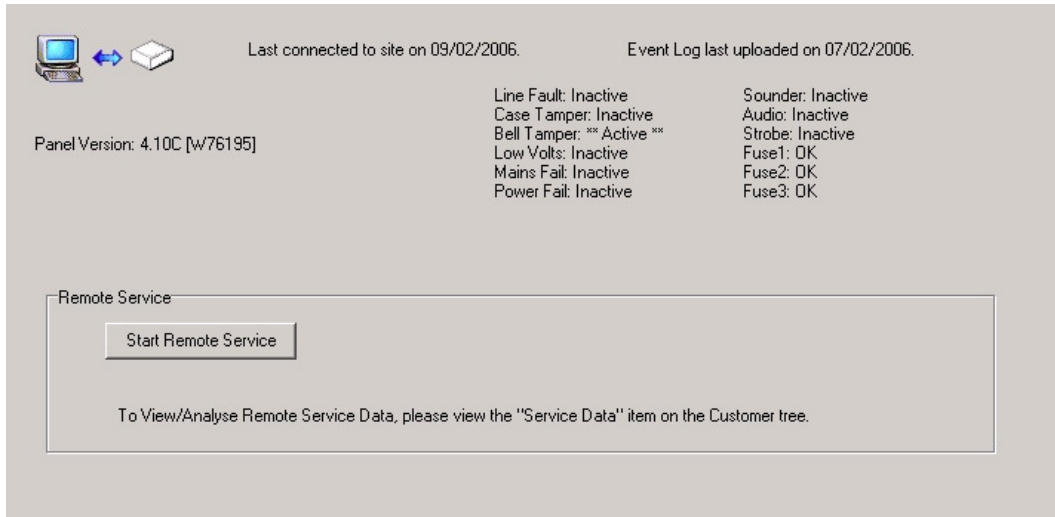
The Panel Connection page (when connected).

From this page, the operator can view some of the panel status values and can reset or send a new Pin of the Day Seed value to the panel.

The panel W number and firmware version is displayed on the left-hand side.

Panel Connection	Remote Service	

This option will only be available if the "Remote Service" feature is supported.

When the **"Start Remote Service"** button is pressed, GSR will start a remote service on the panel.

An indicator bar will appear to display the progress of the Remote Service to the operator (since it may take a few minutes to complete). The operator can stop the operation at any time since the "Start Remote Service" will change to "Stop Remote Service" during the operation.

Note: To view the results of the Remote Service, select the "Service Data" item on the customer tree.

Panel Connection	View/Edit Clock	

This option is only available if the clock authority is configured for the panel and the current operator has the "Clock" authority enabled.

The **"View/Edit Clock"** page on the connection tree will display the following options.
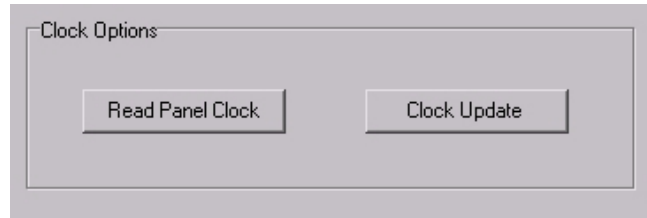
When the **"Clock Update"** button is pressed, the time and date used by GSR is obtained from the operating system. It is important therefore that the PC time and date are set correctly.

The **"Read Panel Clock"** Button allows the operator to view the date and time indicated by the panel. A window will appear with the panel date and time displayed, as shown below.

Note: The "Read Panel Clock" feature is not be available when connected to a Windsor 500 panel.

Panel Connection	Read Event Log	

This option is only available if the current operator has the "View/upload security events" authority enabled.

The Read Event Log Window.

If the operator selects the "**Read New Events**" option, GSR will only read events which have been logged by the panel since the last read request.

If the operator selects the "**Read Last Events**" option, GSR will read the last given number of events.

The "**Read Access Log**" and "**Read Event Log**" buttons allow the operator to choose which type of logs to upload (Access or Security).

As the logs are uploaded, GSR will show the event log numbers being uploaded. When you read an event log the new events will be added to the current customer's log database.

Notes:
1. When you read an event log it is appended to the current customer database log. This file can become very large and should be periodically archived to save disk space. If you archive a log file the next time event logs are uploaded GSR will create a new database. The first entry in this file will be the first event to be uploaded since the previous event log was archived.
2. This page will only appear in the remote options tree if the current operator has the "View/Upload Security Events" or the "View/Upload Access Events" authority enabled on the operator page.
3. Since new logs are always appended onto the end of the customer's log file, if the last "x" events are uploaded, it may lead to duplication within the log.
4. Logs will automatically be read during a Remote Service

Read Event Log	Event and Access Log Upload	

All event logs uploaded by an operator are added to a security log database for each site e.g. Logs generated by site "2322" will be stored in the file "2322_SL.DBF". Similarly, all Access Logs uploaded by an operator are added to an access log database e.g. Logs generated by site "2322" will be stored in the file "2322_AL.DBF".

GSR can (assuming there is a connection to the panel) automatically upload Access logs. This is explained further in the setup page.

Notes:
1. Security logs are only available if "Security Control" is supported in GSR and the current operator has the "View/Upload Security Events" option tuned ON in the operator page.
2. Access logs are only available if "Access Control" is supported in GSR and the current operator has the "View/Upload Access Events" option tuned ON in the operator page.
3. **These logs can be viewed in Microsoft Word and Excel (but do not save any changes, as the format may be slightly different).**

Panel Connection	Set/Unset	

The "Set" and "Unset" buttons will only appear if the current operator has the appropriate "Set" and "Unset" authorities enabled on the operator page and if the panel is configured for remote set and/or unset.
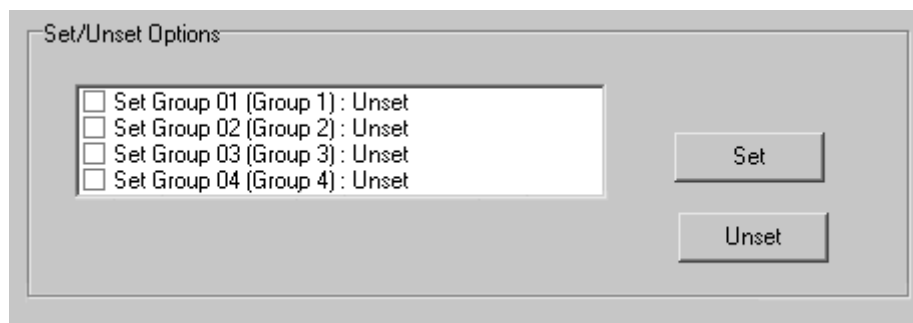
The Set/Unset page.

The Set/Unset page displays all the Set Groups that are configured with their text description and current set status also displayed. You can use the mouse button to select one or more groups and press the "Set" or "Unset" button to send the request to the panel. Note: If the panel has been manually set/unset from a keypad, you may have to perform a System Status to refresh the list status.

If an area was already set when GSR requested setting, a Set success message will still be displayed. A set request will fail if there is an alarm condition or if a user is logged on a keypad in a setting area. An unset request will fail if the event programmer schedule prevents unsetting.

If the panel cannot set or unset, the reason for the failure will be displayed

Panel Connection	Reset	

This page will only appear in the remote options tree if the current operator has the "Reset" authority enabled on the operator page and if the panel is configured for remote reset.

When the **"Reset"** button is pressed, GSR will attempt to reset the alarm logs, the circuit multiple alarm counters and the call engineer indication. The reset request will fail if an alarm condition is not clear.

Panel Connection	Download Seed	

This page will only appear in the remote options tree if the current operator has the "Pin of the Day Seed" authority enabled on the operator page.
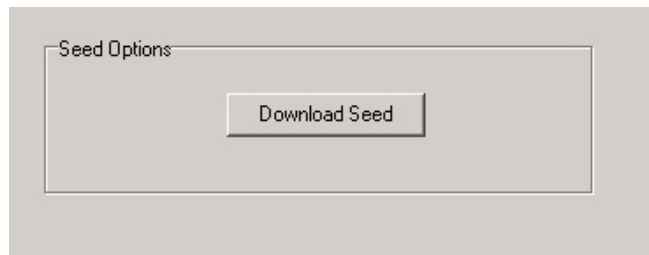
The "**Download Seed**" button will transfer the Pin of the Day seed stored in GSR. You can view its current value by selecting the general page from the setup window. If Pin of the day is already on at the panel, downloading a new seed will fail (Valid seed values are between 1 and 32,000).

Panel Connection	User Codes	

This page will only appear in the remote options tree if the current operator has the "Change PIN" authority enabled on the operator page.

The PIN page.

You can change the PIN code for any user between 2 and the maximum users available for the connected panel. Valid PIN codes can have a length of 4, 5 or 6 digits.

If the panel you are connected to supports "Card and PIN" then the page will be displayed as below:

The card code should contain digits only (not HEX format).

Note: if you want the local configuration to have any Pin/Card changes, you should upload the User Pin/Card configuration data afterwards.

Panel Connection	Keypad Message	

This page will only appear in the remote options tree if the current operator has the "Keypad Messages" authority enabled on the operator page.

The Keypad Message page.

The keypad Message window allows an operator to send a text message to be displayed on all the panel's Keypads. This message is removed when a user logs on to a keypad.

Press the "**Write**" button to send the contents of the message box to the panel.

Notes:
1. If you want text to be wrapped over 2 lines rather than one, do not use the "Enter" key; instead pad the rest of the first line to 16 characters with spaces and then write the contents of the second line. The maximum number of characters that can be sent is 32.
2. If the enter key is used in the text box - two arrow keys are displayed on the panel's keypad. This happens because the "Enter" key is actually sent as 2 characters (CR and LF).

Panel Connection	Door Control	

This page will only appear in the remote options tree if the current operator has the "Open/Close Doors" authority enabled on the operator page.
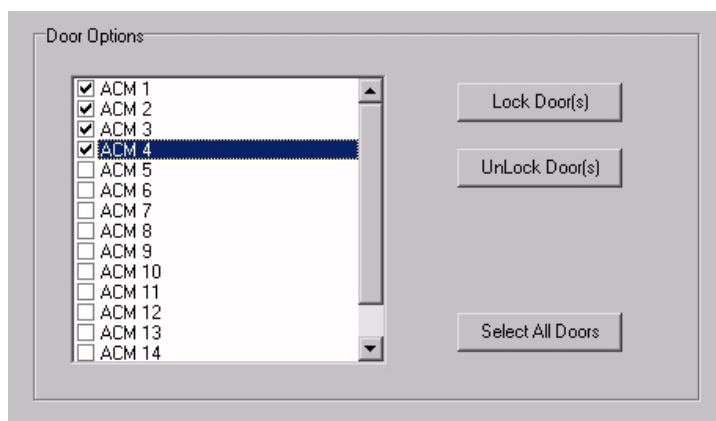
The Remote Door Control Page

The Door Control page allows an operator to lock or unlock multiple doors in a short space of time. The "**Select All Doors**" button can be used to quickly select all the doors in the list.

Panel Connection	Output Control	

This page will only appear in the remote options tree if the current operator has the "Output Control" authority enabled on the operator page.

The Output Control page.

The GSR Output list will contain all the output functions which are set up as "GSR". This list is built up from the current local configuration (stored on the PC). The output can then be switched On or Off by selecting the appropriate checkbox and pressing the "OK" button.

Note that the "GSR Output number" in output programming controls which one of the eight outputs on the board is to change.

Panel Connection	Customer Address	

This page will only appear in the remote options tree if the current operator has the "Address Info" authority enabled on the operator page. This feature is only available on the PX panels.
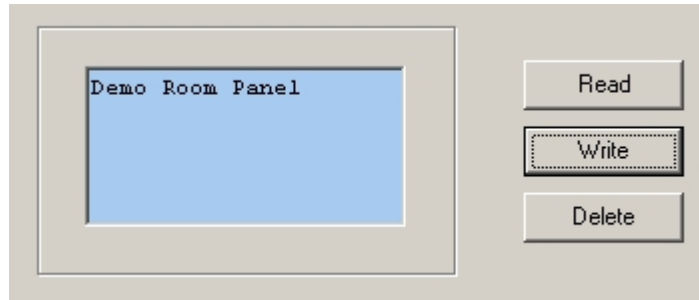
The Customer Address page.

The current address is taken from the GSR Customer database (it combines the site name with the site address) this can then be downloaded to the panel using the "**Write**" button. To view the stored name and address on the panel, press the "**Read**" button.

The "**Delete**" button will remove the current name and address stored at the panel.

Panel Connection	Comms Test	

This page will only appear in the remote options tree if the current operator has the "Comms Test" authority enabled on the operator page.
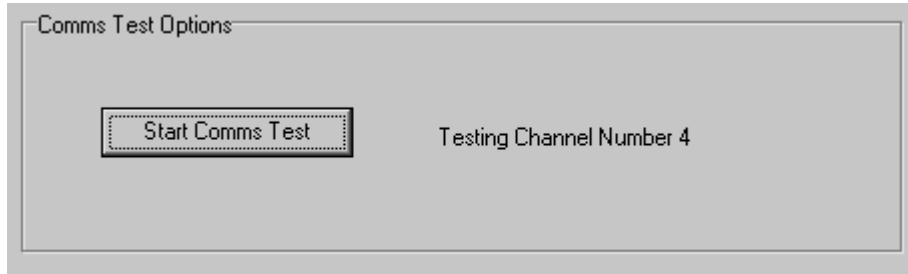
The Comms Test page.

Press the "**Start Comms Test**" button to trigger the main PCB TX Outputs (sequentially 1 to 8) each for 5 seconds.

As shown above, as each TX output is tested a status message is sent to GSR.

Please note that if a comms check is started, it cannot be stopped (i.e. it will still test all 8 outputs). This means that if a Comms Test is being done and you try to upload logs, nothing will happen until the test is finished.

Note: Do not disconnect during a comms test as it may cause the last output that was in test to stay on.

Panel Connection	Keypad Display

This page will only appear in the remote options tree if the current operator has the "Virtual Keypad" authority enabled on the operator page.

The "**Keypad Display**" (also known as "**Virtual Keypad**") feature allows an operator, when connected to a panel, to see the messages being displayed on all of the Active keypads (apart from an Engineer keypad) in real time. If a keypad is not active (i.e. a user is not logged on to that keypad, then the line "No User Logged on" is displayed).
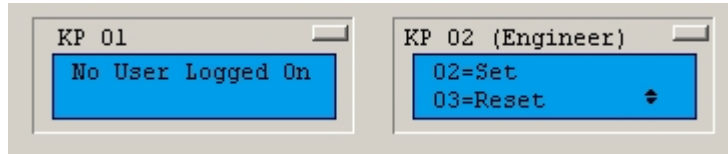
To aid the operator, the name of the user logged onto the keypad is displayed next to the keypad number. The small button on the upper right hand corner allows the user to interact with the keypad. The view will then change to display a single large fully interactive keypad.

When a key is pressed on the virtual keypad (either using the keyboard or the mouse) a sound similar to the actual keypad beep is emitted to indicate that a button has been pressed.

The keyboard buttons used to control the keypad are as follows:

Keypad Key	Keyboard Equivalent
0 to 9	Keys 0 to 9
X	Escape Key
✓	Enter Key
?	?

Up	Up Key
Down	Down Key

Any operator wishing to control a keypad in this way must have "Interactive Keypad" Authority switched on. The panel must also be configured to allow it as well (the "Virtual Keypad" option in the GSR Menu).

Reminder: A user must be logged onto the keypad at the panel before a GSR operator can view/control the keypad.

Eng. Keypad Display

The "**Eng. Keypad Display**" feature allows an operator, when connected to a panel, to see the messages being displayed on the Engineer Keypad.
Note that the keypad is always available, on-site user logon is not required.

When a key is pressed on the virtual keypad (either using the keyboard or the mouse) a sound similar to the actual keypad beep is emitted to indicate that a button has been pressed.

Any operator wishing to control a keypad in this way must have "Interactive Keypad" Authority switched on.

The panel must also be configured to allow it as well (the "Virtual Keypad" option in the Engineer Comms Menu).

GSR will only display the item in the menu tree if this line is added to the file gsr.cfg (in the "Options" section):

```
[Options]
DisplayEngineerVirtualKP=1
```

Note: This feature is available on panels at or above V4.30.

Note: This page will only appear in the remote options tree if the current operator has the "Virtual Keypad" authority enabled on the operator page, and GSR has the "Eng. Keypad" authority enabled in gsr.cfg (as described above).
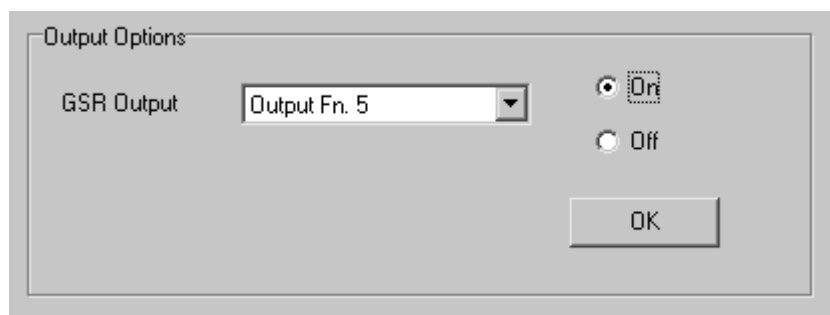
Panel Connection	Configuration Read/Write	

This page will only appear in the remote options tree if the current operator has the "Read/Write configuration" authority enabled on the operator page.

When you select the configuration item on the tree, GSR will compare its stored configuration for the site with the configuration being used at the panel. This will take a few seconds and a "Please wait …." prompt will appear.

When the comparison is completed, a message will appear stating if the configuration matches or not. Pressing the **"More Details"** button will display which section(s) of the configuration do not match. From this information you can decide whether you want to read or write the config.
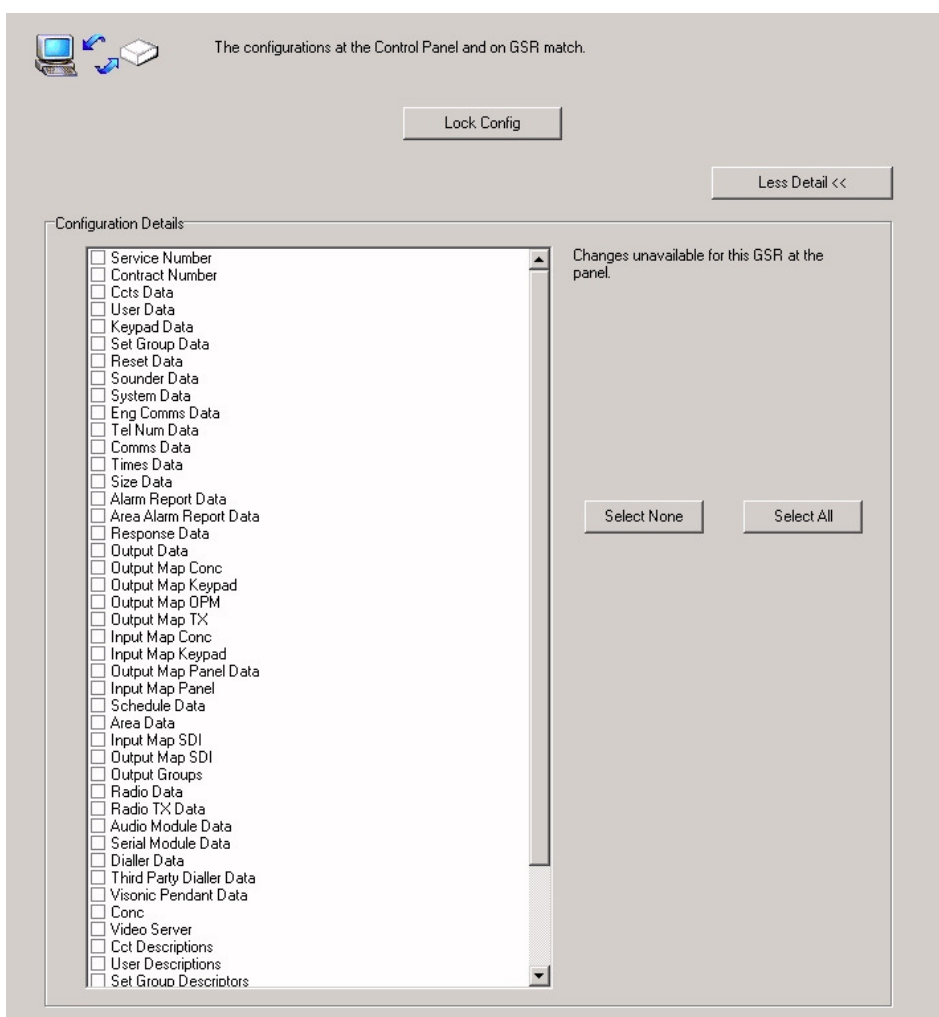
The Remote Configuration page.

The "**Select None**" button is used to clear all the checkboxes and "**Select All**" will select all of the checkboxes.

Note: If pin codes are not allowed to be read/written on the panel (this is a configuration option in the Remote Comms section) then the User PINs checkbox will be greyed out.

The program also asks the panel if any changes are available. If local changes are available then a **"Write Changes"** button will appear. Similarly, if there are changes available at the control panel then a "**Read Changes**" button will appear.

If no changes are available at either end, you have the option of reading or writing one or more sections of the panel configuration.
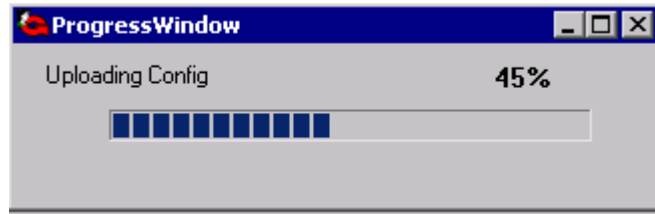
The progress window displayed when reading a panel configuration.

When you choose to read or write the configuration, the program will display a progress window showing the percentage of data packets transferred.

Sometimes the configurations can match but it will say changes are available. This can happen if an engineer changes a programming option at the keypad but then changes it back to its original value. This could also occur if an option was changed by an engineer at the panel and an operator at GSR changed the same option in the GSR config: the configs would match but a change would be noted at the panel. Pressing the "**Read Changes**" button will clear the change information at the panel (and the configuration should still match).

If the panel supports config locking and unlocking then a "**Config Lock**" or "**Config Unlock**" button will appear. If the configuration is locked at the panel by GSR, then no editing of the panel configuration is allowed at the keypads. This button acts as a toggle.

Panel Connection	Check Modes	

There are five check modes to choose from:

- ACMs
- Circuits
- Concs
- Keypads
- System

The message "There are no items to display" will appear in the grid if no items of the selected type exist on the panel.

Check Mode	ACM Check Mode	

This option will only be displayed if the current operator has the "View access config" authority enabled on the operator page. ACM is an acronym for "Access Control Module".

Each line in the list displays the door number and its name together with the current state of the door. Doors can be open/closed, locked/unlocked, held open, forced and locked out.

In the example shown below, GSR has connected to a PX with one door configured. The text descriptors displayed are the ones stored in the configuration of the panel.

Item	Status	Attributes	Voltage	Current
ACM 1 (ACM 1)	Clear	Closed, Locked	13.590V	0.128A

Part of the Check ACM Page.

Each line in the list displays the following information:

- • The door number and its name.
- • The door status (**Clear** or **Tamper**).
- • The door attributes (**Open, Closed**, **Locked**, **Unlocked, Held open or Forced**)
- • The door Voltage value.
- • The door Current value.
- • The value (if attached) of an auxiliary power supply.

Doors that are not configured are blank. The colour and text in the line indicates the state of the door. The colours are configurable from the colours page in the setup window.

State	Description
Door Closed & Locked	Normal condition : Currently closed and locked.
Unlocked	The door is unlocked but is not open.
Open	The door is open.
Held Open	The door has been open for longer than the door time is allowed.
Forced	The door has been forced open when locked.

A bleep sound will be made if any door is either forced or held open (approx. every 5 seconds).

Note: Since the Door status can be delayed in a heavily loaded system between the ACM and the panel, the Door Status may miss an open/close.

The table contents may be printed out to a printer by pressing the **"Print"** button. Please see the "Printing" section in this User manual for more information. The "Fast Status" is used to speed up the attribute refresh rate. In this mode, the Status, Voltage and Current values are not updated.

Three action buttons are available for controlling the doors (if the operator has the authority):

The ACM action buttons.

Button	Description
Lock/UnLock ACM	Locks or unlocks a door.
ACM Lockout	Disables all access through a door.
Remove ACM Lockout	Allows normal operation of a door after a lockout has been enabled.

Check Mode	Circuit Check Mode	

This option is only displayed if "Security Control" is supported in GSR and the current operator is enabled for "View Check modes".

Each line in the list displays the circuit number and its name together with the current state of the circuit.

In the example shown below, GSR has connected to a PX with one conc and one keypad configured. The text descriptors displayed are the ones stored in the configuration of the panel. Circuit 8 is in tamper and is highlighted in yellow.

Item	Status	Attributes	Resistance	Location	
Circuit 1 (Cct 1)	Clear		4.030K	Conc-1 IP1	
Circuit 2 (Cct 2)	Clear		4.030K	Conc-1 IP2	
Circuit 3 (Cct 3)	Clear		4.030K	Conc-1 IP3	
Circuit 4 (Cct 4)	Clear		4.030K	Conc-1 IP4	
Circuit 5 (Cct 5)	Clear		4.030K	Conc-1 IP5	
Circuit 6 (Cct 6)	Clear		4.030K	Conc-1 IP6	
Circuit 7 (Cct 7)	Clear		4.030K	Conc-1 IP7	
Circuit 8 (Cct 8)	Tamper		>20K	Conc-1 IP8	
Circuit 9 (Cct 9)				Input Map Off	
Circuit 10 (Cct 10)				Input Map Off	

The check circuit display

Each line in the list displays the following information:

- The circuit number and its name.
- The circuit status (**Clear**, **Tamper, Alarm, Marginal, Anti-Mask**).
- The circuit attributes (**Soak, Isolated, or Bypassed**).
- The circuit Resistance/Voltage value.
- The circuit Location.
- XiB Info (for circuits mapped to a XiB detector).

As shown below, if a circuit is mapped to a XiB detector, the line will display the XiB detector voltage value and (on some PX panels) which XiB bus system the device is on.

Circuit 10 (Cct 10)			Input Map Off	
Circuit 11 (Cct 11)			Input Map Off	
Circuit 12 (Cct 12)	Clear	13.348V	Det-1 PQ15	XiB Bus 3

Apply Soak	Apply Isolate	Apply Bypass	View Map	Print	☐ Fast Status
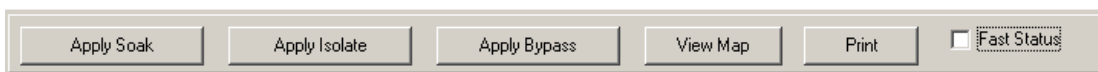
The circuit action buttons.

Button	Description
Apply Soak	No audible alarm response given
Apply Isolate	Alarm and Tamper response will be ignored
Apply Bypass	Alarm response will be ignored.

Select the circuit you want to bypass by clicking on the grid of circuits then select the "**Apply Bypass**" button. A result window will appear. List of Attributes will change.

The request will fail if;

- The circuit number is not programmed for bypass.
- You are removing the bypass on a 24hr circuit which is in alarm

State/Attribute	Description
Clear	Normal condition
Tamper	The Circuit is in a Tamper condition
In Soak	The Circuit is in Soak.
Marginal	The Circuit resistance is near the threshold.

Note: The colours of the circuits are configurable from the setup window.

If the circuit is an XiB detector, then you can double click the circuit to display more information on the detector. A window will appear with the following information:
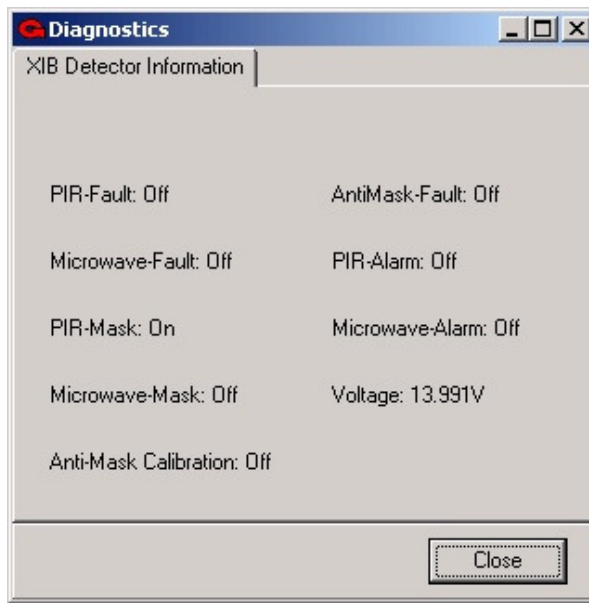
PIR Fault: The PIR detector or PIR circuitry is faulty
Microwave Fault: The microwave source or microwave circuitry is faulty
PIR Mask: The detector has determined that the PIR detector is Masked
Microwave Mask: The detector has determined that the microwave source is Masked
Anti-Mask Calibration: The anti-mask calibration has failed
AntiMask-Fault: The anti-mask circuitry is faulty
PIR Alarm: The PIR has detected something
Microwave Alarm: The UW has detected something
Voltage: The voltage at the detector

Check Mode	Conc Check Mode

This option is only displayed if "Security Control" is supported in GSR and the current operator is enabled for "View Check modes".

In the example shown below, GSR has connected to a PX with one concentrator configured. The text descriptors displayed are the ones stored in the configuration of the panel.

Item	Status	Voltage	Current	Aux PSU
Conc 1 (Conc 1)	Clear	14.026V	0.032A	

The check Concentrator display.

Each line in the list displays the following information:

- The Concentrator number and its name.
- The Concentrator status (**Clear** or **Tamper**).
- The Concentrator voltage.
- The Concentrator current.
- The Concentrator aux PSU (if present).

There are no action buttons for the concentrators.

Check Mode	Keypad Check Mode

This option is only displayed if "Security Control" is supported in GSR and the current operator is enabled for "View Check modes".

In the example shown below, GSR has connected to a PX with one keypad configured.

Item	Status	Voltage
Keypad 1	Clear	14.002V

The check keypad display.

Each line in the list displays the following information:

- The keypad number.
- The keypad status (**Clear** or **Tamper**).
- The keypad voltage.

There are no action buttons for the keypads.

Check Mode	System Check Mode

This option is only displayed if "Security Control" is supported in GSR and the current operator is enabled for "View Check modes".

In the example shown below, GSR has connected to a PX panel. The panel has no battery attached

Voltage	Current	Battery Voltage	Battery Current	Battery Size	Battery Standby
14.096V	0.139A	5.760V	0.000A	0Ah	0 Hours

The System check display.

Each line in the list displays the following information:

- The Panel voltage.
- The Panel current.
- The Battery Voltage.
- The Battery Current.
- The Battery Size
- The Battery Standby.

There are no action buttons for the system check mode.

The Administration Tab Page
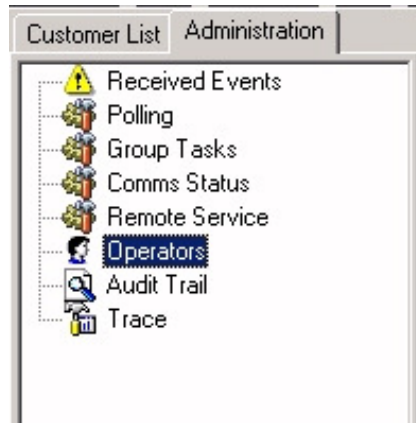
The Administration tab page.

The Administration tab page contains the items shown above. From this tree, you can manage GSR operators and view/configure the running of the GSR program.

Administration Options	Received Events

When GSR is in Call Monitor mode, all received events are placed in the "Received Events" page.

The received Events display.

The Index number is the event number and it is a unique reference number (being the same number used to identify the event in the event log). If the event log is viewed or printed by GSR or printed at the control panel then the event number will be the same. If text descriptors are available GSR will display the descriptor as part of the event description. The descriptors used will be the descriptors stored in the site configuration file.

The button shown on the left, places the page in dynamic or historic mode. In dynamic mode (the default) events are added into the bottom of the list automatically. This will display the most recent 500 events. In historic mode, all the data is displayed and previous month's data can also be shown (by changing the month from the month list).

Note: If the page is in historic mode, an explanation mark will appear in the refresh button if any updates are made to the data while the operator is viewing the page. The user can view the new data by pressing the refresh button (the blue arrowed button).

Received Events	Video

If the "Video" feature is enabled, and video is setup on the panel, then some events can have video files attached to them. If this is the case then a small Video Camera icon will appear in the event list. If this icon is green, then the video is available for viewing. If the icon is red it will be available soon. The received events window also displays the start and stop times of the video file.

Index	Date	Time	Customer ID	Description	Video Start	Stop	Camera
1486	07/11/2008	11:30:32	0005	00:13:14 Alarm Cct 1(Cct 1)	11:28	11:30	4
1498	07/11/2008	11:37:44	0005	00:20:26 Alarm Cct 1(Cct 1)	11:28	11:36	4

The Received Events Window.

If the event has a green video icon in it, then double clicking the line will display the following window:
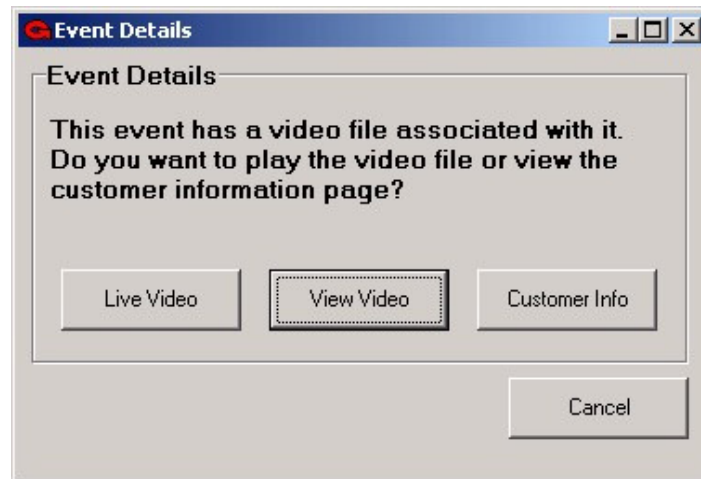
If the "**Live Video**" button is pressed, then the program will change to the customer video page and display live video of that camera mentioned in the event. If the "**View Video**" button is pressed then the stored video for that event is displayed. The video files are in AVI format and are played, by default, by the "Fileplayer.exe" program.
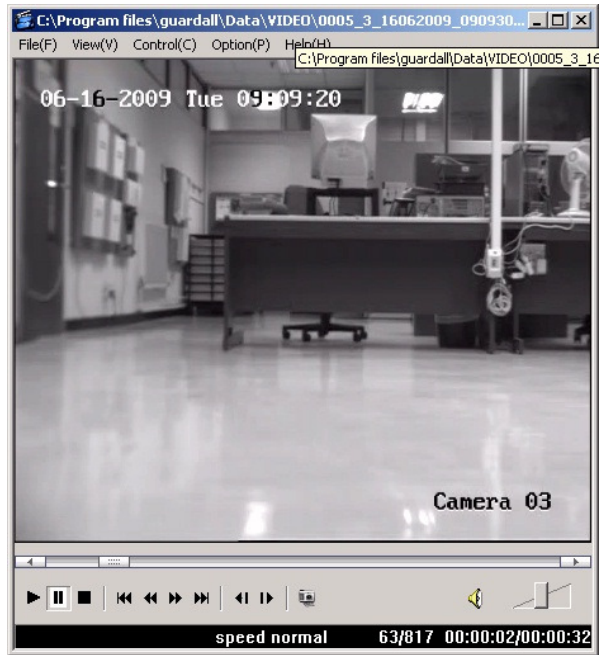
Note: A limit on the number of weeks a video file is kept for is configurable in the database section of the setup window (see the setup window description in this manual for more details).
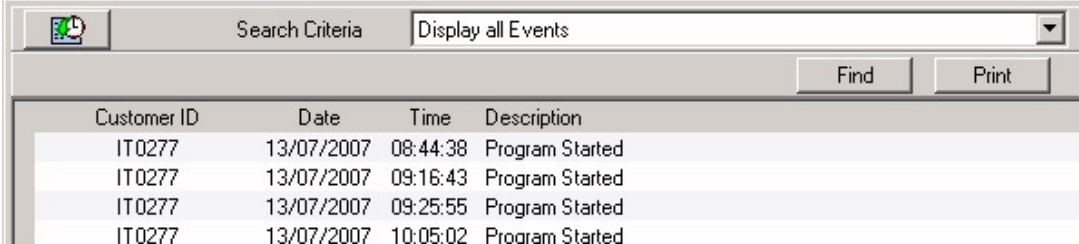
Administration Options	Polling

This feature is only available if "Polling" is supported in GSR.

The polling mechanism is used to check the communications status of panels on a frequent basis, without affecting alarm monitoring or management connections. The decision to poll a site is based on two factors:

1. Whether **Poll this site** is selected on page 2 of the Customer Details for the site
2. Whether polling is enabled in the polling page of the setup window. Polling can be enabled and disabled for each comms type (Modem, IP and Direct).

All polling messages are logged to a database table. A new table is created automatically each month and is named using the current year and month.

Each message in the polling table contains the following fields;

- The customer id.
- The date and time.
- The description of the Polling action.

The Polling table displayed to the operator contains all the polling messages during that current month, unless a different search has been done in the drop down list.

From the drop down list you can select the following:

- Display all Polling messages (from the selected month)
- Find all messages containing words in description (from the selected month)
- Find all messages related to a site number (from the selected month).

The button shown on the left, places the page in dynamic or historic mode. In dynamic mode (the default) polls are added into the bottom of the list automatically. This will display the most recent 500 polls. In historic mode, all the data is displayed and previous month's data can also be shown (by changing the month from the month list). The following messages may appear in the list:

Polling Message	Description
Program Started	Notes the time GSR was started at
Network Online	Notes the time that Polling check box for a particular comms type was selected in the Setup Dialog. Polling is now being run on this comms type.
Network Offline	Notes the time that Polling check box for a particular comms type was deselected in the Setup Dialog. Is no longer being run on this comms type.
Polling Period has Started	A new poll cycle has started
Polling Period has finished	All panels have been or have attempted to be polled.
Panel was successfully polled on Primary Comms	A panel was successfully polled. This message may be suppressed by deselecting the **Log Successful Polls** button in the setup dialog.
Panel Failed Poll on Primary Route	This site failed the poll : the panel could not be contacted. Either the panel is not functioning or the communication between the GSR and the panel is down.
Last Polling Period has not yet finished.	Indicates that the time for the next poll has arrived, but the previous poll has not yet finished.
Resetting Unfinished Poll Routes	If the previous poll has been unable to finish more than three times in a row then all outstanding polls will be cleared. This will eliminate any obscure communications faults that are preventing poll routes from clearing.
Association failure on Primary	If GSR is already connected to this panel via a management session and remains connected for more than two polling periods, this message will be displayed.
Site not Initialised	The panel in question is a Vigil or Windsor 700 panel and has not been commissioned yet.

Note: GSR will continue to poll a customer site even if a "Panel Failed Poll on Primary Route" message was logged on the last attempt. If the site still cannot be polled, the program <u>will not repeat the Poll fail message</u> in the Polling log. This is to stop the log being filled up with Poll fail messages. If the panel is eventually polled, a successful Poll message will be logged and the operation will continue as before.

Administration Options	Group Tasks

This feature is only available if "Remote Service" is supported in GSR.

The **Group Tasks Page** allows the user to perform certain routine remote tasks on one or more panels without the operator having to dial in to each site by hand. Each group tasks can be configured to run at a set time, at a given interval and starting on a certain date. At present the remote tasks that can be performed in this way are limited to **Log Uploads**, **Clock Updates and Remote Services**.

If GSR is configured so that several licensed copies are sharing a common database, only one copy should be delegated the job of running group tasks. In the other machines the option **Run Group Tasks From This Machine** should not be selected in the setup dialog. Any machines that do not have this option will show the message **This client is not configured for Group Tasks** in the Progress Messages window.

Each Group Task is configured in the Group Tasks page of the Setup dialog and displayed in the **Select Task Name** drop down list. The status of any group tasks that have been performed is listed in the **Progress Messages** display.

In addition to the Progress Messages display, the Start and Finish of a Group Task are logged in the Audit trail. Any panels that fail to connect are also logged in the audit trail. If the group task is performing Remote Services then their success and failure will also be logged in the Remote Service admin page

To run a group task immediately:
1. Select the required group task in the **Select Task Name** drop down list.
2. Press the **Run Now** button

The **Clear Window** button will empty the contents of the **Progress Messages** window. The **Stop** button will halt any group tasks that are in progress. This button will work on both Run Now and Time Triggered group tasks.

Administration Options	Comms Status

The status of all the routes can be seen in the Comms Status page.

The Comms Status Page.

If the polling feature is available, then the number of comms routes available goes up to 50, rather than the standard 4.

The Comms Status Page with 50 routes (Polling Supported).

GSR comms routes use the following colours to highlight a connection:

For a standard outgoing connection from GSR to a site, the route box is highlighted in yellow.

For an incoming call from a panel, the route is highlighted in red.

If GSR is polling the panel the connection is shown in green.
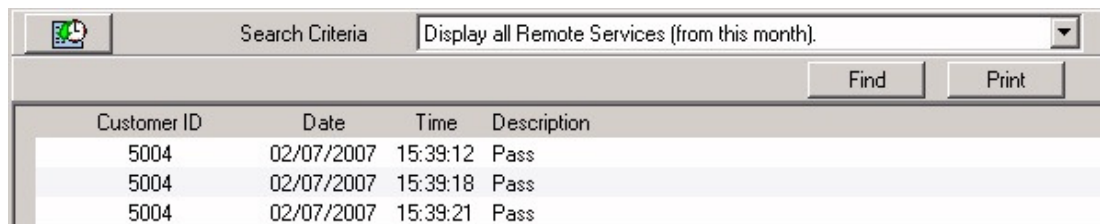
If GSR is in call monitor mode the connection is shown in blue.

Administration Options	Remote Service

This feature is only available if "Remote Service" is supported in GSR.

This page lists all the remote services done in the currently selected month.

From the drop down list you can select the following:

- Display all Remote Services (from the selected month)
- Find all messages Remote Services on a customer (from the selected month)
- Display all Remote Services from a specific date (from the selected month).
- Find all Remote Service Failures (from the selected month).

Press the "**Find**" button to perform the search selected in the list. A text box will appear next to the "**Find**" button if parameters are needed.

Each record in the list is a remote service performed on the indicated site at the given date/time. The Pass/Fail value states if the Remote Service found any problems. If no problems were found then a "Pass" is indicated otherwise a "Fail" is noted.

Note: The Pass/Fail value is calculated when the Remote Service is done. It will use the Remote Service tolerance values stored at the time the service was done. To view the "Remote Service" tolerance values, go to the GSR Setup page and select the "Remote Service" page.

Note: To see why a particular Remote Service failed, go to the "Service Data" page for that customer (on the customer tree) and select the service with that date/time.

The button shown on the left, places the page in dynamic or historic mode. In dynamic mode (the default) services are added into the bottom of the list automatically. This will display the most recent 500 services. In historic mode, all the data is displayed and previous month's data can also be shown (by changing the month from the month list).

Press the "**Print**" button to print out the data.

Administration Options	Common Panel Users

This feature is only available if "Common Panel User Database" is supported in GSR.
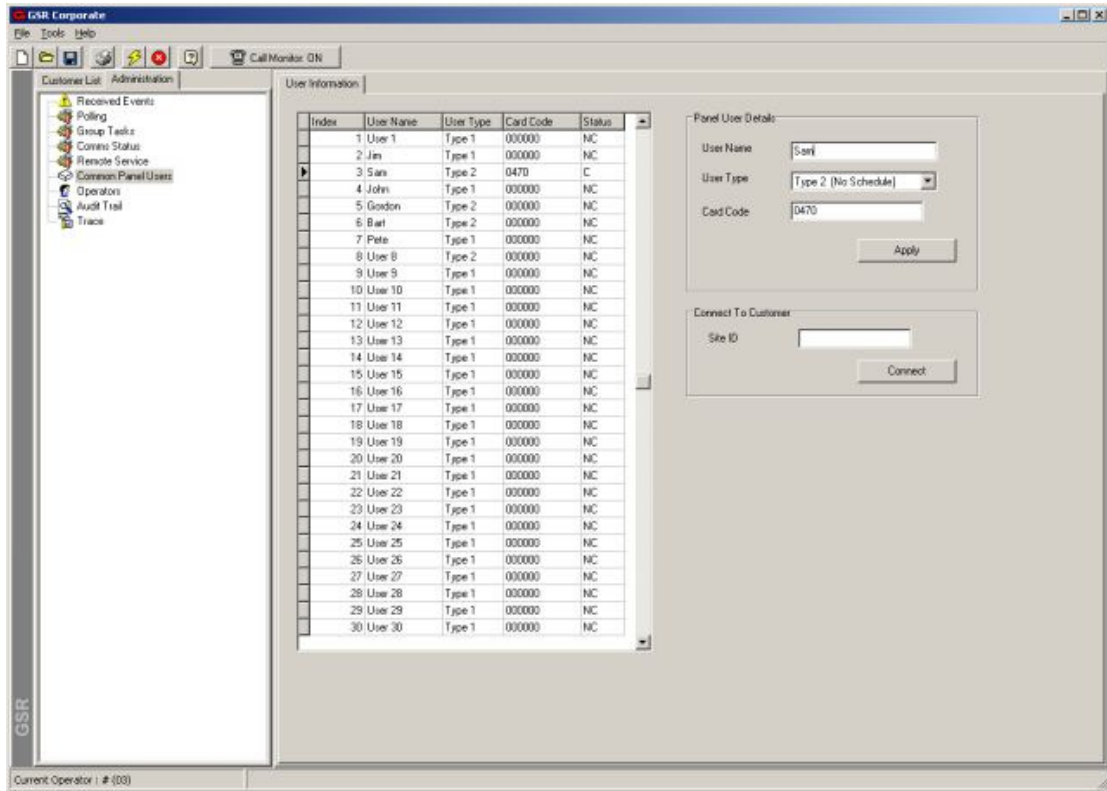
The Common Panel Users page.

GSR will contain a common panel user database of 1,000 users. This will be the reference access user configuration. It will contain the user name, type, card code.

When the user clicks on one of the user records, the **"Panel User Details"** section will display information for that user. The User data (Name, Type and Card Code) can be edited and saved here.

"Type 1" maps to schedule 1. **"Type 2"** does not map to a schedule. Once the **Apply** button has been pressed the **Status** will change from "**NC**" to "**C**".

Only users that have changed status will be sent. Although User 1 can be selected, it can not be edited.

The user database can be sent to a single customer by entering the **Site ID** and then clicking the **"Connect"** button. This is useful if a single panel needs to be updated quickly.

Alternatively a group task can be used to update the users. To create a group task, select **"CPU Transfer"** from the **Task Function** pull-down menu. All panels that are selected will be sent this information.

The Group Tasks "Task Function".

This group task can be set up to be run at a particular time and can also be run immediately using the "Run Now" button. The Group can be set to update all the panels sequentially or several groups could be used to update different panels.

The Group Tasks Window.

If an update to either one or many panels failed, a warning is displayed at the bottom of the "Common Panel Users" page.

(Note: The card format used should be Guardall Format. PIN RW should also be enabled on the panels.)

Administration Options	Operators

The available operator options will depend on the installed GSR components.

The Operators page.

All remote options are configurable for the panel. The remote options offered to an operator will therefore depend on both the programmed **Operator Authority** and the programmed control panel remote options

Up to 99 operators are displayed. The authority of each operator (apart from the supervisor) is configurable. The **Authority** defaults are detailed in the **Installation Manual**. The Supervisor has authority for all options.

You can change any **Operator Name** (apart from the supervisor) in the **Authority** window. A **Name** can be any length from 1-32 characters and any keyboard character can be used.

You can also change your password using the "**Change Password**" button. You must enter your new password twice. A password can be any length from 4-32 characters. Any keyboard character can be used in a password. The password default for each operator is the same as the **Operator Name**. A * is displayed for every character of the entered passwords. Passwords are not case sensitive.

As a security measure you should change your operator name and password from the default setting. You should also change the supervisor password. The "Apply" button must be selected after changing operator details

The "**Clear All**" button will set all the authority checkboxes to off. The "**Set All**" button will set all the authority checkboxes to on. The "**Clear Operator**" button will reset the operator name back to the default, set all the operator authorities to off and clear the operator's password.

Administration Options	Audit Trail

When GSR is running all actions are logged in an audit trail. A new audit trail file will be opened automatically each month and will be named using the current year and month.

Each event in the audit trail file contains the following fields;

- The date and time.
- The operator number and site number.
- The event description.

The audit trail displayed to the operator contains all the actions during that current month, unless a different search has been done in the drop down list.

From the drop down list you can select the following actions:

- Display all actions (from this month)
- Display all actions from today
- Display all actions from yesterday
- Find all actions containing words in description (this month)
- Find all actions on customer number (this month).
- Display all actions from specific date this month.
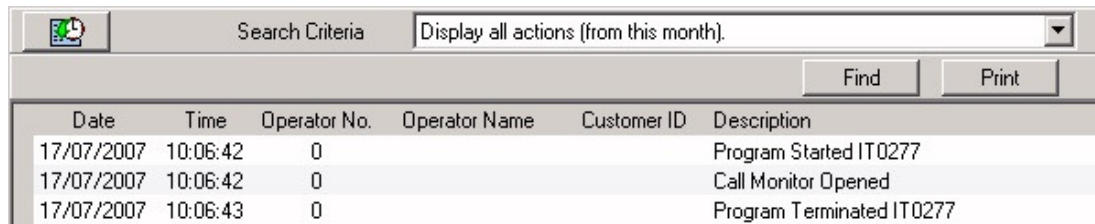
Part of the Audit page.

A text box will appear next to the "Find" button if parameters are needed.

If the "Allow Updates" checkbox is checked, new audits generated by the program will be added while the operator is viewing the page.

Case-insensitive searches are done.

The table contents may be printed out to a printer by pressing the **"Print"** button. Please see the "Printing" section in this User manual for more information.

The button shown on the left, places the page in dynamic or historic mode. In dynamic mode (the default) audit events are added into the bottom of the list automatically. This will display the most recent 500 audits. In historic mode, all the data is displayed and previous month's data can also be shown (by changing the month from the month list).

Administration Options	Trace

If this feature has been switched off in the GSR Installation program then this page will be blank.
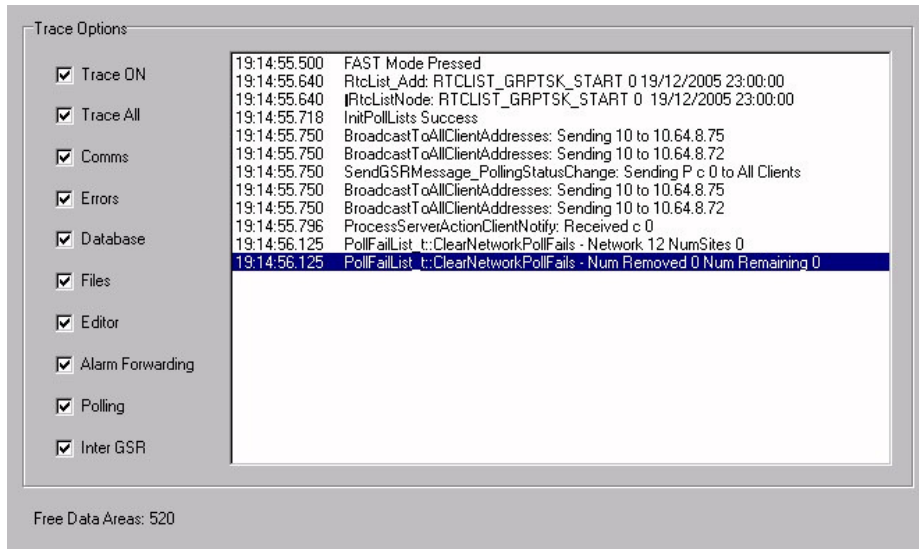
The trace options on the tools page.

This option will only be available if the current operator has trace authority switched on (in the operator page). To give more information about what GSR is doing, you can turn on tracing in the **Trace Options** window. If tracing is on, then trace information is written to the trace window, and the information is written to a file called "trace.txt" location in the GSR program directory. **If you have all the trace options on or leave tracing on for a long time, then this file can grow very large.** The trace window contains only a sub set of the trace information, which is stored in the trace file.

Trace Options	Starting GSR in Trace Mode

You can start GSR with tracing on from the start by using the '-t' command line option in the program's shortcut (see window below).
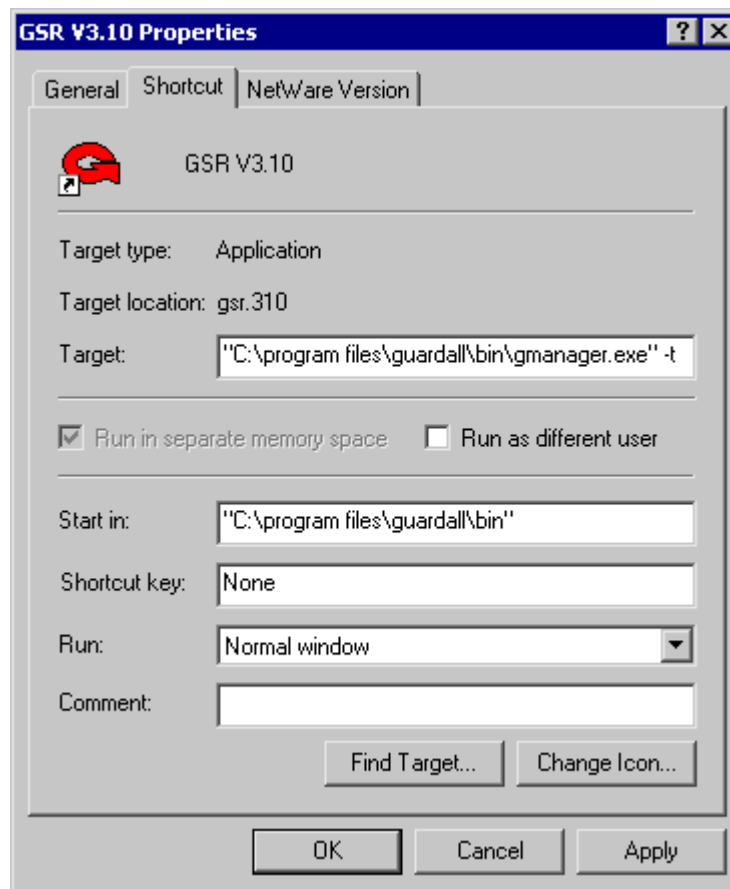
The program shortcut with tracing (-t) switched on by default.

The Menu Bar

There are 3 main GSR menu options.

In the following sections each of these options is explained in detail. If the current operator does not have access to an option it will be greyed out.

The Menu Bar	File Menu

Print	From here you can print the current customer details, print the current customer config or print the entire customer database.
Connect	Selecting the "**Connect**" option from the File Menu allows you to connect to an attached PX panel. The program will use the serial port defined in the "Setup" page. Please refer to the section entitled "Connecting to the PX Panel" for further details. This action is noted in the Audit trail.
Disconnect	Selecting the "**Disconnect**" option from the File menu will close a connection to an attached PX panel. This action is noted in the Audit trail.
Start Call Monitor	Starting the Call Monitor will allow the PC to answer incoming alarm calls and log alarms [If "Security Control" is enabled].
Stop Call Monitor	This will stop the PC from answering incoming calls [If "Security Control" is enabled].
Log Operator Out	If you select "**Log Operator Out**" then the current operator is logged out, the introduction screen is displayed and the login window appears for a new operator to log on. This action is noted in the Audit trail. Note : When you are logged off, no menu options are available.
Exit	This will quit the program. You should only select **Exit** if you want to stop running GSR. If you want to log out and leave the program running then select the "**Log Operator out**" option instead. You must leave the program running if you want to monitor the system. Note: It is advisable to disconnect from the panel before exiting but no damage is done. Note: A configuration save is always done before exiting the program.

File Menu	Print	

When the **"Print"** button is pressed, a printer dialog box will appear, prompting the user for additional information.

- • "Configuration" prints the entire system configuration of the current panel.
- • "Customer Database" prints the customer detail information on all customers.
- • "Current Customer" prints the customer detail information on the current customer.

From here you can chose which printer to print to, how many copies to print, whether to print to file and the printer properties.
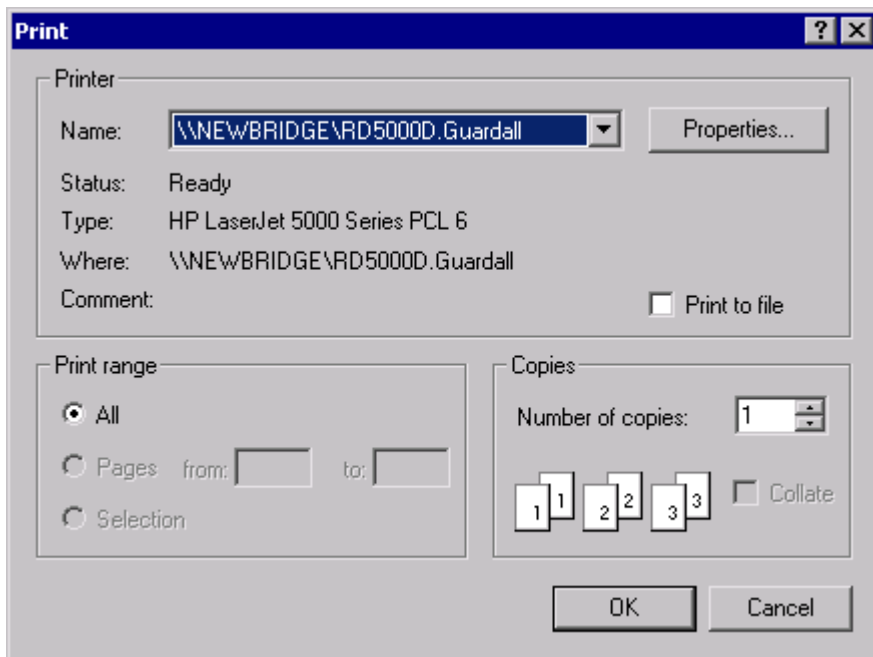
The Print dialog box.

To print the requested information, press the **"OK"** button.
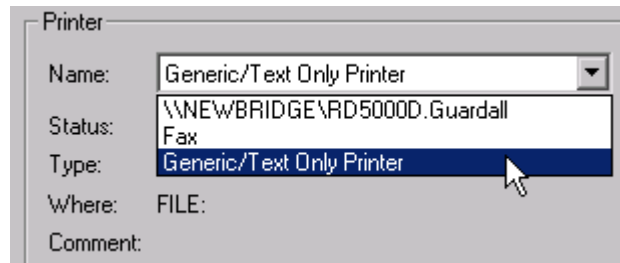
Choosing the printer.

If you wish to send the output to a readable text file on the PC, select the printer as a "Generic/Text Only Printer". If this is not listed in your printer list, then it can easily be added using the "Add Printer" icon on the "Printers" section of the Start Menu on Microsoft Windows.

The Menu Bar	Tools Menu	

Configuration File Merge	This option will merge data from a configuration into the current configuration.
Backup Database	From here you can backup the GSR database files.
Restore Database	From here you can restore a GSR database backup.
Import Data	This option will import customers into the Customer database..
Export Data	This option allows the operator to export data to other applications.
View Setup ...	This will display the setup window.

Tools Menu	Configuration File Merge	

The "**Configuration File Merge**" feature (found on the "Tools" item of the toolbar) is used to merge User Pin Codes and User Descriptions from a PX80 or PX500 V1.2x configuration file into the configuration of the current customer.
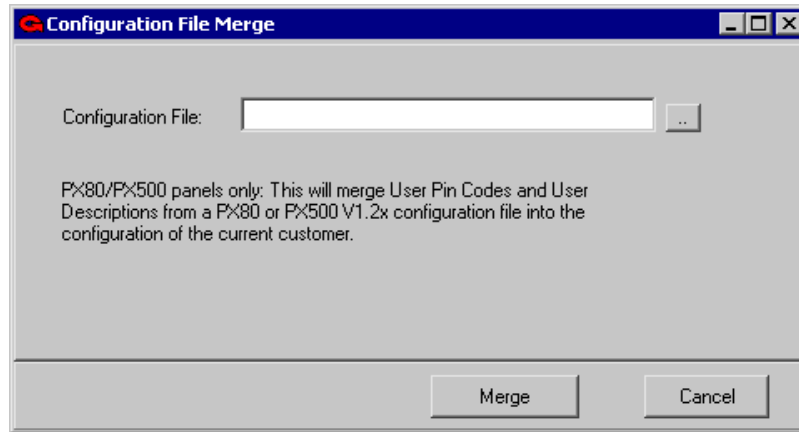
When selected, a window will appear asking the operator to select a configuration file (a file open dialog window will appear if the "**..**" button is pressed). When a file has been selected, press the "**Merge**" button to import the user pins and user descriptions from that configuration into the current customer's configuration.

Note: PX500 V1.2 files end in the extension "p18". PX80 V1.2 files end in the extension "p17".

Tools Menu	Backup Database
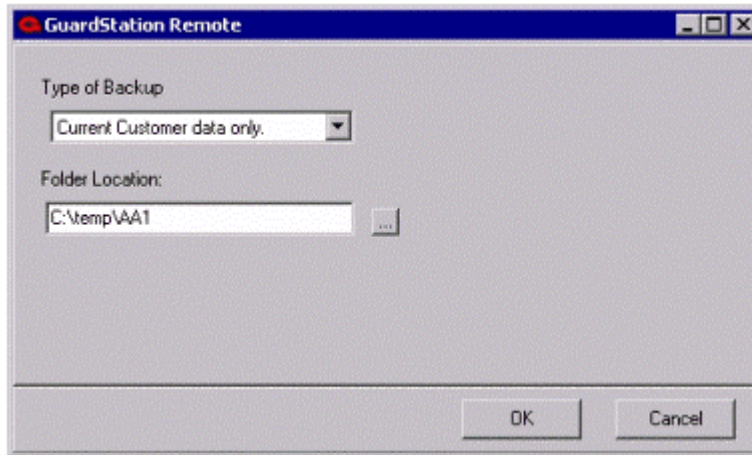
The Backup Window.

From the backup window you can chose which type of backup you want to do and where the file is to be saved.

The following table shows the differences between the backup types.

Current Customer only	All GSR Data
Customer Database Record	Full Customer Database
Customer Historic Log file	All Historic logs
Customer Access Log file	All Access logs
Customer Config file	All Configuration files
-	All GSR Audit logs
-	All Operator Data
-	The Received Events file.

The operator is also able to select a directory where the backup file(s) are to be stored (typically this would be a floppy disk or network drive). For convenience, both types of backup store the data to a single compressed file. When the operator wants to restore data from a previous backup, they will choose the restore file to use. To aid the operator, the program displays the folder location of the last backup done.

From the "Type of Backup" list, you can select:

- Current Customer Data Only.
- All GSR Data

Tools Menu	Restore Database
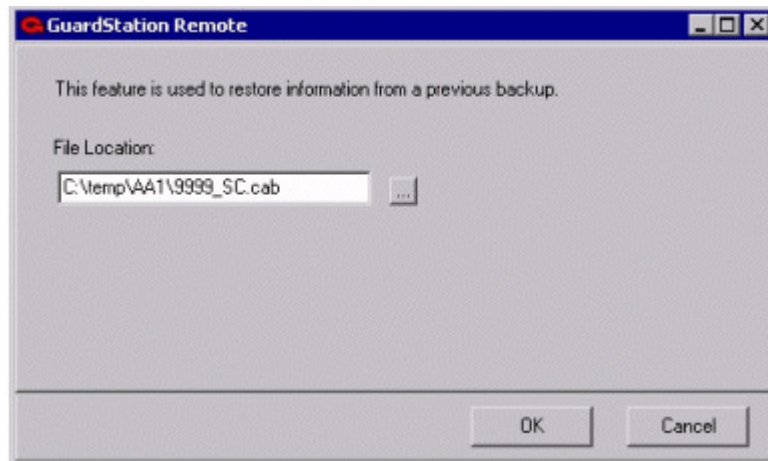
The Restore Window.

From the restore window you can chose the location of the restore file to use. Press the "**…**" button to pick a backup file to use. There are two types of backup files:

- Single Customer Backup (*_SC.cab)
- GSR Data Directory (*_DD.cab)

A single customer backup file is generated from a "Current Customer" backup and is used to restore information on a single customer.

A data directory backup file is generated from an "All GSR Data" backup and is used to restore a full GSR data backup.

Tools Menu	Import Data
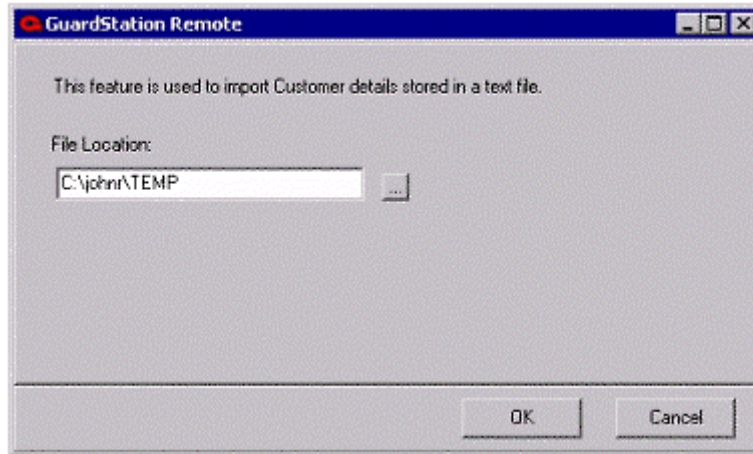
The Import Window.

The "Import Data" feature (found on the "Tools" item of the toolbar) is used to import customer details stored in a text file. Typically, this text file will have the extension ".CSV" (stored in a comma delimited text file). This data could be generated from an external database system, or from the "Export Data" feature of GSR.

Tools Menu	Export Data
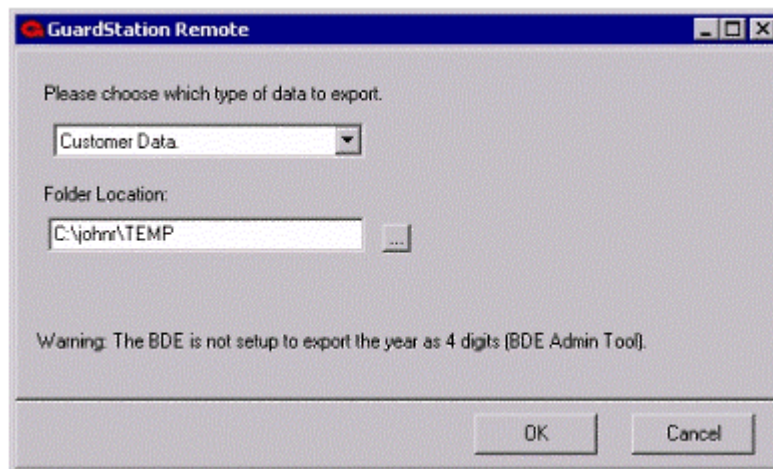
The Export Window.

The "Export Data" feature is used to export data from the GSR system. It can export four types of data:

- Customer Data
- Audit Data
- Received Events Data
- The Current Customer's Security Logs
- The Current Customer's Access Logs

The data will be exported to comma delimited text file(s) with the extension ".CSV".

If a warning appears at the bottom of the screen (as shown above) then the Borland Database Engine is not setup to display years as 4 digits. This can be fixed by starting the "BDE

Administrator" program (From the "Start", "Programs" button). Select the "Configuration" tab page and set "System", "Formats", "Date", "FOURDIGITYEAR" to be TRUE.

Tools Menu	View Setup ...	

When the "**View Setup ...**" button on the toolbar is pressed, a window will appear enabling you to view and modify a variety of setup parameters.

The Setup window.

These settings are stored when the "**OK**" button is pressed.

Setup Options	General	

The **"Name of Computer"** setting allows an identifying name to be used in polling, audit trails and other reports. This is especially used if multiple GSRs are using the same database.

The "**language on Startup**" parameter tells us which language is used when GSR is started. The current language can be changed at any time to French, Italian, Dutch or English.

The "**Pin of the Day Seed**" value is a number between 1 and 32,000. This value can be sent to a panel using the "Download Seed" button from the remote window.

The **"Allow automatic configuration transfers"** option ensures that any changes made to the configuration, at a panel keypad, are sent across to GSR. This means that when access users are added to the system, GSR is able to receive that data and display it to the operator. If changes are made to the local configuration, then they will be sent to the panel when the operator changes the configuration section they are in (or in the case of Users if they change the user number) e.g. if the operator modifies User 10 then selects User 11, the configuration changes made for User 10 will be sent to the panel.

If the **"Allow automatic configuration transfers"** option is <u>not</u> switched on, then the operator can send any configuration changes by pressing either the "**Send**" button on a configuration page or the "**Send Changes**" button on the remote configuration page.

If the **"Auto Reconnect Every 30 Seconds"** box is checked, GSR will try to connect to the current panel every 30 seconds. This is useful when a panel is setup for alarm reporting to a central station and so may disconnect from a session unexpectedly. GSR will then afterwards be able to reconnect to continue as before.

If the **"Use Single Item Customer Tree"** box is selected, then only the current customer is displayed in the customer tree. To select another customer, the operator should go to the customer list and select a customer from there. This option is recommended when there are many customers in the system (e.g. over 100) to keep the display looking orderly.

If the **"Show Pop-up Success Messages"** box is selected then all action requests (e.g. log uploads) will display a success message when they complete successfully. If this option is un-ticked, then it will only display a message when the action has failed.

If the **"Prompt For Password On Exit"** box is selected, then the operator must type in their password to quit the program.

If the **"Use Secondary Comms When Primary Fails"** box is selected, then the program will try to use the secondary route (if one is available) for the current customer when the primary route has failed. The secondary route is listed in the Customer Details page for each customer.

The "**Language Options**" section allows the operator to change the text displayed in the program. If the "**Text Mode**" option is selected, then when the operator clicks on a piece of text, a button or tick box, <u>while the shift key is being pressed</u> then a window will appear allowing the text to be changed. If the operator wants to change some text that is in a grid or pop-up message then they can select the "**Find Text**" button. This will display the "Translate Text" window. The operator can type in text they are looking for, and the program will try and locate it in the string list. If the text is found, the operator can type in a new string to replace the existing one.
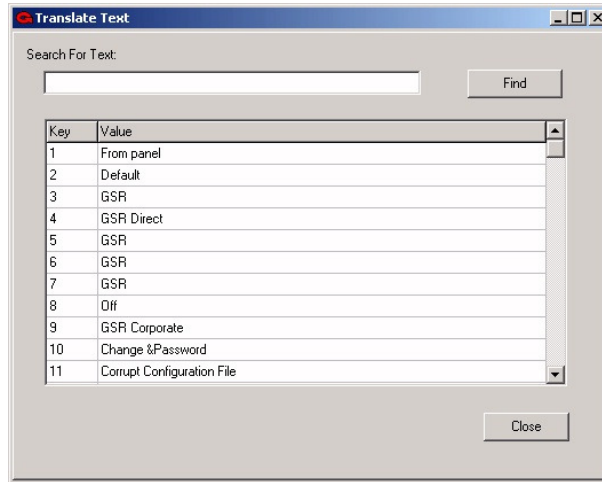
The Translate Text window

Note: Pin of the Day is only available if "Security Control" is supported in GSR.

<u>Note</u>: Values between 1-999 are known as fixed PINs. This means that the code generated from them will not change from day to day.

Setup Options	Comms	

Note: If using "GSR Direct", only Direct panel connections are allowed.

Each PC COM port and the Ethernet port may be configured individually. There are four routes that can be configured. The comms set-up options are shown in the screenshot. An additional tick box option is included for each route to indicate if it should be used for call monitoring. When Call monitoring is started, each route that has been setup for monitoring will begin to monitor (the colour of the route in the status bar will change).
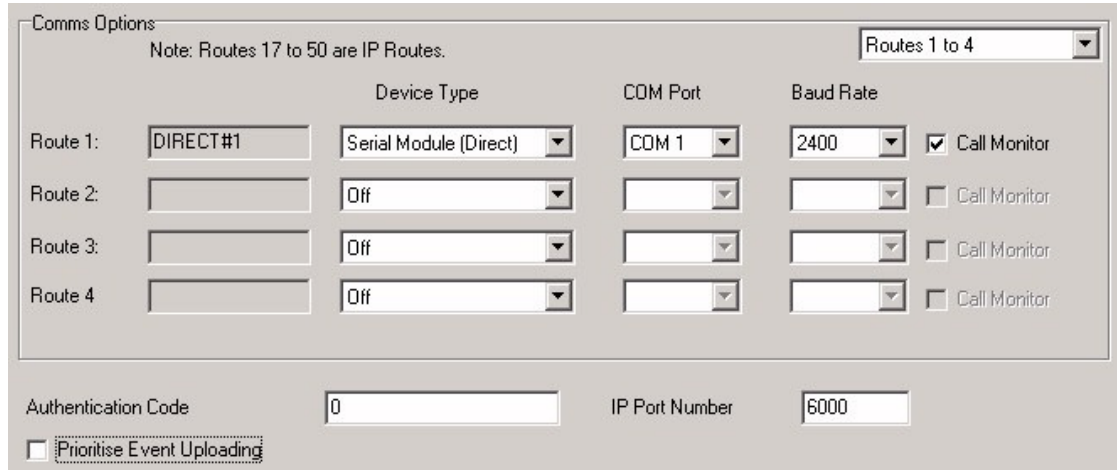
The Comms Setup page.

The "**COM Port**" parameter tells the program which COM Port the panel is connected to. In the above example, the program is using a direct connection through a (crossed) RS-232 cable with a baud rate of 9600.

The first eight COM ports are displayed in the drop down list. If you select a new port number you do not need to re-start the program before the selection takes effect.

Note: Normally, the Number of routes available is 4 plus an IP route, however if the Polling feature is supported the number of routes increases to 16 plus a further 34 IP routes (making 50 in total).

If you are using a USB to Serial connection, you can find out the COM port you should use by selecting the Ports list from the Device Manager (in the System properties of the Control Panel - from the "**Start**" button on the Windows desktop). You should see an entry "USB to Serial Com Port" listed (as shown below). The port number given in brackets is the value you should use in GSR. [Note: Please ensure that the driver supplied with the converter has been installed properly.]
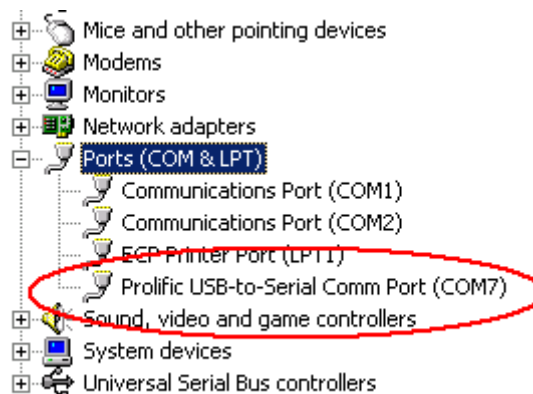
The PC device manager list.

The "**Device Type**" parameter tells the program the type of communication being used to connect to a panel. The options are:

Direct	A crossed cable is being used to connect a serial port of the PC to a serial connector on the panel (typically this would be a serial module). The allowed baud rates for a direct connection are 1200, 9600 and 38400.
Windsor Modem	When the Windsor modem is selected as the device the baud rate should be set to 2400. If the Windsor modem is connecting to a panel with a communicator operating at a different baud rate the modem will switch baud rates automatically. When a Windsor modem is selected as the PC communicator the default AT commands include the country code for the UK (AT&CN44). If operating outside the UK this command must be changed to the correct country code. The Windsor modem can be used to connect to a large number of panel and communicator types. Refer to appendix A for details.
IP	You can connect to a PX panel through an IP module. If a hub is to be used then connect a normal 10 Base T - Cat 5 cable between the IP module and the Hub, and another cable between the PC Network card and the Hub. The IP connection can be used as a replacement for a direct connection (no serial module would then be needed). To achieve this, use a crossed Cat 5 cable. One end of the cable will be plugged into the PC Network card and the other side into the IP Module. For more information on setting up an IP link, please see the "IP Connections" section at the end of this manual.
Modem	Use this option to connect to a panel which has a GSM DualComms Dialler attached to it. Guardall Recommend using a Nokia GSM phone. The modem must be configured to do a data call at a baud rate of 9600, which is done by setting up the modem control strings. Please refer to the modem manual if you are unsure how to do this.

Note: If using "GSR Direct", only Direct panel connections are allowed.

The "**baud rate**" for each route is displayed. If you select a baud rate which is not allowed GSR will display a warning when you attempt to close the **PC Comms Options** window. **Please note when connecting to a PX panel using a direct connection the baud rate should be set to 9600 baud. [GSR will display a warning if you try to connect using any other baud rate].**

GSR and the control panel can be programmed with an "**Authentication Code"**. This code is used in all communications with the control panels. If you do not need communications to be authenticated then you should program a value of 0 at GSR **and the control panel.**
If a non-zero value is programmed then GSR will only communicate with a panel which has the same code programmed or have authentication disabled (code 0).

The programmed authentication code is not the actual code used when logging onto the panel but is a seed code for a pseudo-random PIN code generator. When authentication is enabled GSR will use a different 6-digit PIN code every time you log onto the panel.

The "**IP Port Number**" box allows the operator to type in a new "Well Known Port Number" for IP panel communications. If this value is changed, you should ensure the panel has its port value changed to the same value. The default Port used is 6000.

The "**Prioritise Event Uploading**" tickbox allows the operator to speed up the response time when events are triggered at the panel and being displayed at GSR (not recommended for systems that may connect to Windsor 500/700 panels). This can be of benefit when Video Event Triggered actions are setup.

Setup Options	Modem	

The Modem Setup page.

In the "Modem" page of the setup window, you can select which type of modem setup is displayed using the drop down selection list on the left side of the window.

Press the "**Save**" Button to store the Modem Control Strings to the configuration file. Press the "**Defaults**" button to put the Modem Control Strings back to their default values.

The modem control strings are determined by the modem manufacturer. In general, all Hayes modem commands start with the characters "AT" and all command strings should be in uppercase. The strings used by GSR are listed in the table. Modem control strings are limited to 30 characters in length. **If the modem being used has error correction or data compression or both, then these features should be turned off.** This should be entered as part of the initialisation string. Auto answer must also be turned off and carrier detect should track the presence of carrier.

GSR will use "ATT" to select tone dialling and "ATP" to select pulse dialling, depending on the selection made for Dial Type. In the unlikely event of another command being used by a modem to control the dialling type, it is normally possible to specify this in the dial string. Not all modem manufacturers use the same Hayes AT command value for setting baud rates. You must check your modem manual for the ATB value required for the baud rate that you have programmed in the GSR comms options.

Windsor Modem		
Control String	**Default**	**Description**
Initialisation	ATZ144	This will set the modem profile (ATZ1) for use with GSR in the UK (code 44). The country code and should be changed to the appropriate country code if operating outside the UK, for example, ATZ139 for operation in Italy.
Connection Speed	ATL1	Speaker high volume
Dial	ATD	Dial the customer's phone number. GSR will add the phone number after the last character in this string.
Half duplex dial	ATD	
Answer	ATA	Answer the phone immediately.

If you select defaults the modem control strings will be set to the default values which are shown in the table.

Using a Nokia Phone for GSM connections.

A Special Cable is used to connect a mobile phone to a serial port on the computer. The RS-232 Adapter cable "DLR-3P" is used to connect a Nokia 6210. This will change depending on the type of Nokia phone being used. Use a program (such as Hyperterminal) to setup the Nokia phone correctly.

Control String	**Description**
AT+IPR=9600	Set the Command speed to 9600 baud.
ATX	Ensure no intermediate results are given.
AT&W	Store the current profile.

The following values should be used in the GSR modem strings for the Nokia phone:

Nokia GSM Phone (6210)		
Control String	**Default**	**Description**
Initialisation	ATE0V0	This will set the modem profile (ATZ1)
Connection Speed	AT+CBST=7,0,1	Sets the Data Rate to 9600 Baud.
Dial	ATD	Dial the customer's phone number. GSR will add the phone number after the last character in this string.
Ensure the "Disconnect with DTR" option is selected.		

If the "**Disconnect with DTR**" option is selected the DTR line will be used by the host, instead of the programmed hang up sequence, to instruct the modem to hang up.

With the "**Dial Type**" option, you can specify pulse or tone (DTMF) dialling. The dialling type is only required if you are using a Hayes Modem.

Note: You can use the "ATDR" command instead of "ATD" in the Dial string, if you are dialling a panel which has the double call feature enabled, although it is recommended that instead of changing the dial string, the option "**Use Double Call [Windsor Modem]**" on the Customer Details Page is used instead.

Setup Options	Call Monitor	

The "**Beep on arrival**" option, will cause the PC to emit a beep noise from the PC's speaker when a call arrives from a panel. The computer will continue to beep until the alarm is acknowledged.

If the "**Start management session after alarm report**" option is selected then a management session will be started automatically when an alarm report is received.

If the "**Start map on remote connection**" option is selected then GSR will automatically display the site plan when a connection is made to the site. This option applies to both remote management sessions and alarm reports

If the "**Display acknowledge box on arrival**" option is selected the GSR will display an acknowledge popup window when a call is received.

If the "**Ignore unknown sites**" option is selected, then if a site which is not listed in the customer database tries to report an event to GSR, it will not be logged.

If the "**Check for On-Line Events**" option is selected, then if a panel has event reported to GSR, the program will ask for any more events that occur while connected. [Normally, the panel would wait until GSR has disconnected before sending new events]. This only happens when the "**Start Management Session after Alarm Report**" option is in use.

If the "**Start Call Monitor on Program Startup**" option is selected, then GSR will immediately go into call monitor mode when the program starts. You should check which routes are setup for call monitoring in the "Comms" setup page.

If the "**Start Call Monitor on Disconnect**" option is selected, then GSR will go into Call Monitoring mode when you disconnect from a panel.

If the "**Display Events List**" option is selected, then GSR will display an event list at the bottom of the screen (events received by GSR, will be added to this list).

The "**Clear Grid Status Info**" button will reset the status of all the sites displayed in the Grid View (if this feature is supported).

Note: Call Monitoring is only available if "Security Control" is supported in GSR.

Note: If the Call Monitor feature has been switched off in the GSR Installation program then this page will not be displayed.

Setup Options	Colours	

The Colours setup page.

The colours listed above are used in the site plans (if the Map feature is available) and the check mode pages (when connected to a panel). To edit the colour of an item either double click the entry or press the "**Edit Item**" button. To return to the default colours, as listed above, press the "**Default**" button.

The last entry in the table describes the colours displayed in the Map page. The background colour (defaulted to Black) is the colour displayed behind the symbols (which the image is on). The symbol colour refers to the colour of the symbols and symbol text.

Setup Options	Map/Site Plans	

This page will only be displayed if "Interactive Maps" is supported in GSR.

The "**Use shortened Cct Descriptions in the Site Plan**" option will put only the circuit number next to a Circuit point on the map (this is useful when many circuits are close together). The full description will appear when the mouse is placed over the circuit.

The "**Stream Map Data to File**" option will make GSR store all the circuit information it receives into a text file. Normally this option should be kept off, it is only for external third party software programs that may need this info.

The "**Jump to Circuits in Alarm/Tamper**" option will cause the map to jump to the page on which a circuit has changed into the Alarm or Tamper condition. This requires that the operator be connected to a site. A message window will also appear notifying the operator that a circuit has Alarmed/Tampered.

If there are many circuits are on a map, it may be helpful to show the circuit status as only being in one of three conditions: Normal, Alarm or Tamper. The "**Show Circuit Alarm/Tampers only**" option will achieve this.

The "**Update Map Links**" Button: Pressing this button will cause the program to scan through the customer database checking that each customer has a link button somewhere on the Map View (either on the top map or somewhere in the map layer). This is useful if customers have been imported from an external database and you wish to automatically place customer link buttons on the Map View.

In the "**Map Status Mode**" group, you can configure how the Map status is updated. There are four choices:

• Fast Status (Circuits/Doors).
• Full Status (Use Inclusion List)
• Full Status (Items on the Current Page)
• Full Status (All Items on all pages)

The "**Fast Status (Circuits/Doors)**" option is used to speed up the refresh rate. In this mode, the Status, Voltage and Current values are not updated. This option should be ticked if large customer sites are used (more than 250 circuits) and only the circuit active/inactive information is needed.

The "**Full Status (Use Inclusion List)**" option: In this mode, the Inclusion list is used to decide which items are updated when doing a status. E.g. if a circuit is not ticked in the customer Inclusion list, then its status will not be asked for.

The "**Full Status (Items on the Current Page)**" option: In this mode, only the items displayed in the current map page are updated. E.g. if a circuit is on a different map page then its status will not be asked for.

The "**Full Status (All Items on all pages)**" option is recommended when you have a small system and wish to monitor all the items configured in the system. All circuit, Door, Keypad and Concentrator data is continually asked for.

Setup Options	Access Control	

Note: This page will only be displayed if "Access Control" is supported in GSR.

The **"Perimeter door"** list is used by the rollcall feature to indicate whether a user is in or out of the building. It is important that entry/exit door(s) in the building should have entry/exit readers and the "Log Access" and "Exit Reader" configuration options for the door(s) should be switched ON. Enter the perimeter door numbers separated by commas into the box. For example: 1,3,5.

The **"Auto Access Log Upload"** should be ticked if you want GSR to upload any new access logs when the system is connected to a site.

The **"Display Additional Customer info"** box should be ticked if you want GSR to display personal information fields in the user access page. The list contains all the fields which can be displayed. To change the name of a field, select it in the list and type into the box underneath. When finished hit the return key. Up to 20 fields can be displayed. If you do not wish a field to be displayed you should un-tick it from the list.

N.B. To update the field names, type in the desired name and press "Enter".

Setup Options	Audio	

Event	Audio File
Circuit Alarm Received	C:\johnr\gsr.400\KPBeep.wav
Personal Attack Received	C:\johnr\gsr.400\KPBeep.wav
Fire Alarm Received	<Empty>
Duress Received	<Empty>
Tamper Received	<No Audio File>
Fault Received	<No Audio File>

Browse..

GSR can be configured to play an audio file on receiving an event **during Call Monitoring**. Use the "**Browse**" button or type directly into the audio file path to select an audio file to play (.wav format). The table below shows how the individual events are mapped to event types.

Alertable Event Type	Specific Events
Circuit Alarm	Circuit Alarm, Verify Alarm, Entry Alarm, Auth Alarm
PA Alarm	Personal Attack.
Fire Alarm	Fire Alarm.
Duress Alarm	Duress Alarm.
Tamper Event	Circuit Tamper, Conc Tamper, Keypad Tamper, OPM Tamper, SM Tamper, Panel Tamper, Sounder Tamper.
Fault Event (Trouble)	Line Fault, Mains Fault, Battery Low, Power Fail, Battery Monitor Fail, Keypad Lockout, Conc Fuse, OPM Fuse, SM Fuse, Panel Fuse, Door Fuse, Circuit Marginal, Comm Fail, Anti-Mask, WatchDog Fail.

Setup Options	Assist	

Technical Support Telephone Numbers

Name	Tel Number 1	Tel Number 2	Tel Number 3
Guardall	01313332900		
Guardall #1	01313332901		
Guardall #2	01313332902		

The Assist page is used to store up to 5 contact names and telephone numbers. This information is displayed when the user presses the small "Support Info" button on the first customer page.

Setup Options	Polling	

Note: This page will only be displayed if "Polling" is supported in GSR.

The polling feature on GSR is used to check that customer panels are attached to a communications system (IP Network/Telephone line or directly) and are able to be contacted. A poll operation on a panel means the system will connect to the panel, exchange data and then log off, all within a short amount of time. If a panel fails to answer a poll session, a polling failure message is logged in the GSR system.

The "**Polling Options**" group contains the 3 types of communications types that polling can be done over: **IP Polling**, **Modem** or **Direct**. Any combination of the types can be used.

When a polling type is enabled (by ticking it) a message "<Type> Network Online" is displayed in the Polling Page (on the administration tab). When a polling type is disabled (by un-ticking it) a message "<Type> Network Offline" is displayed in the Polling Page (on the administration tab).

The "**Polling Period**" value states how often (in minutes) a new polling period will begin. At the start of a new polling period, GSR will go through the customer database and for each customer that has polling switched on (on page 2 of the customer page) it will poll that site.

If a new polling period starts before the last one has finished, then a warning message ("Last Polling Period has not yet finished.") is added to the polling page. You should ensure that the Polling period time is set high enough so that all panels can be polled before the next period starts.

GSR can poll more than one panel at a time, the maximum number of polls it can do at any time is given by the number of "**Dedicated Polling Routes**". This value states how many communication routes are assigned to polling.

The **"Log Successful Polls"** should be ticked if you want GSR to add a message into the Polling page each time a panel is successfully polled. It is recommended that this option be switched off if many panels are polled frequently.

The **"Display acknowledge box on poll fail"** should be ticked if you want GSR to display an acknowledge box when a poll failure occurs.

Setup Options	Remote Service	

Note: This page will only be displayed if "Remote Service" is supported in GSR.
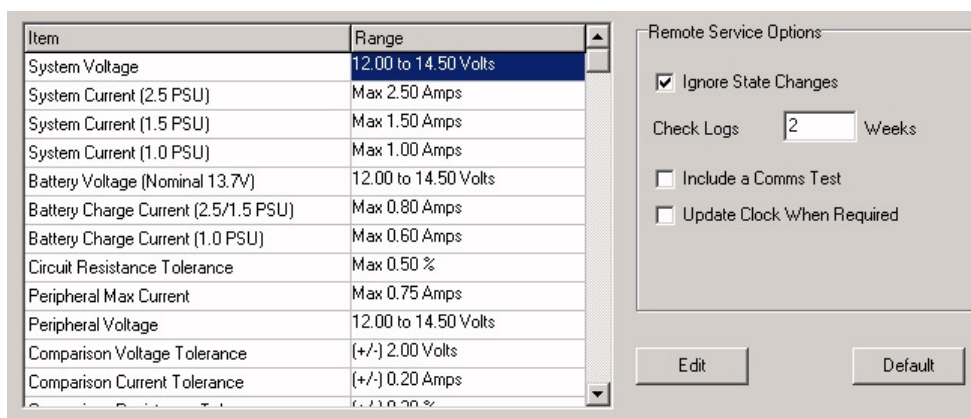
The "**Remote Service**" page displays all the limits and tolerance values used to calculate when a panel has passed or failed a Remote Service. These Pass/Fail values are displayed in the "Remote Service" page on the Administration tab of GSR. These values are used to highlight Service data which is faulty in the "Service Data" page for each customer.

To edit an item in the list either double click the entry or select the item and press the "**Edit**" button. A window similar to the following will appear:
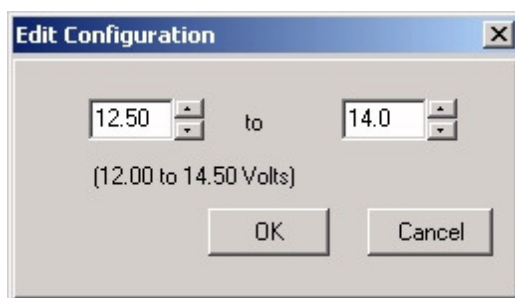
Remote Service Values for System Voltage .

In the example above, any System Voltage value between 12.5 and 14.0 Volts will be acceptable. If a value outside this range is reported by the panel, it will be highlighted as a fault (and would fail a Remote Service). The default acceptable upper and lower system Voltage values are 12.00 and 14.50 Volts respectively (displayed in brackets above).

To default **all** the values in the list, press the "**Default**" button.

If the "**Ignore State Change**" checkbox is ticked, then circuit open/close values are ignored when the Remote Service is performed. This is useful if the Remote Service is being done during the day when the building is occupied and circuits are being triggered.

The "**Check Logs (Weeks)**" value is used to determine how many weeks worth of log data to analyse when a Remote Service is being done. This data is presented in the "Remote System Check" section in the Customer "Service Data" page.

If the "**Include a Comms Test**" checkbox is ticked then during a Remote Service to a panel, GSR will perform a Comms Test.

Item	Description
System Voltage	The range of acceptable System Voltage Values. (Typically between 12 and 14.50 Volts)
System Current (2.5 PSU)	The upper limit of an acceptable system current value (of a panel with a 2.5Ah Battery).
System Current (1.5 PSU)	The upper limit of an acceptable system current value (of a panel with a 1.5Ah Battery).
System Current (1.0 PSU)	The upper limit of an acceptable system current value (of a panel with a 1.0Ah Battery).
Battery Voltage (Nominal 13.7V)	The range of acceptable Battery Voltage Values. (Typically between 12 and 14.50 Volts)
Battery Charge Current (2.5/1.5 PSU)	The upper limit of an acceptable Battery charge current value (of a panel with a 2.5Ah or 1.5Ah Battery)
Battery Charge Current (1.0 PSU)	The upper limit of an acceptable Battery charge current value (of a panel with a 1.0Ah Battery)
Circuit Resistance Tolerance	This value indicates the maximum acceptable **percentage** difference between the recorded and actual Circuit EOL resistance value. Typically (4.2K) +/- 2%.
Peripheral Max Current	Indicates the maximum acceptable peripheral current (e.g. in Concentrators and Doors).
Peripheral Voltage	Indicates the maximum acceptable peripheral voltage (e.g. in Concentrators, Doors and Keypads).
Comparison Voltage Tolerance	Used when comparing Remote Services, this value indicates the maximum acceptable difference between two Voltage values. If the difference is greater than this, the values are highlighted.
Comparison Current Tolerance	Used when comparing Remote Services, this value indicates the maximum acceptable difference between two Current values. If the difference is greater than this, the values are highlighted.
Comparison Resistance Tolerance	Used when comparing Remote Services, this value indicates the maximum acceptable difference (**as a percentage**) between two Resistance values. If the difference is greater than this, the values are highlighted.
Clock Accuracy	The maximum acceptable number of minutes the panel clock can differ from the PC clock.

Setup Options	Group Tasks	

Note: This page will only be displayed if "Remote Service" is supported in GSR.

Group Tasks refer to background connections to one or more panels in order to perform routine remote tasks that do not require an operator present. At present group tasks are limited to **Log Uploads**, **Clock Updates, and Remote Services**.

Group tasks can be configured to run on demand, or be set to run at a given time and at set intervals. All panels may be selected or individual panels. Up to 16 Group tasks may be entered.

To create a new Group Task:
1. Select a group task in the **Select Task Name** dialog box and click on **Edit**.
2. Change the **Task Name** to something memorable
3. Select the **Task Function** from the drop down list.
4. Select the sites that the group task is to be performed on. This will be one of **All**, **None** or **Individual**. If **Individual** is selected the **Select…** button will be enabled. Click **Select…** to show a list of all customers. Select which customers that the function is to operate on.
5. If the function is to be performed at a certain time or interval, click the **Time Trigger Enabled** checkbox. This will enable the controls within the **Time Trigger** group. Select the time this function is to be performed at in the time box. Select the interval it is to be run at as Daily, **Weekly** or **Monthly**. For the **Weekly** and **Monthly** options enter the number of weeks or months interval between group tasks into the appropriate box. In the **From** box the date on which the first group task is to be run can be set.
6. Press **Save** to store these details or **Cancel** to abandon them.

The group tasks can be run and monitored in the **Administration** page for **Group Tasks**

Note: Be sure to press the "Save" button to save any changes before clicking on the "OK" button.

Setup Options	Database	

When the "**Daily Purge Enabled**" checkbox is ticked, GSR will delete old information stored in its databases. The "**Purge Time**" specifies the time the database Purge will occur. The "**Backlog Limit**" value states how many months data is to be kept, any data older than this will be removed. Similarly, the "**Video Limit**" value states how many weeks video data is to be kept, any video files older than this will be removed.

This will delete data in the historic Logs of all the customers in GSR, Video files and the GSR Audit trail.

Setup Options	Health Check

This page will only be displayed if the "Health Check" feature is supported in GSR.

This page gives the operator the ability to change the level of the health check rules. Each rule has the following:

- **Off** (the rule is ignored).
- **Acknowledge** (the rule only need to be acknowledged)
- **Justification** (the operator must type in an explanation before the continuing)
- **Error** (the rule is always enforced)

Pressing the "**Default**" button will return all the rules to their default values.

Setup Options	Video

This page will only be displayed if the "Video" feature is supported in GSR.

If the "**Display Customer Video Page**" checkbox is ticked, GSR will display the Video page in the current customer tree. The "**Video Upload Wait Time**" specifies the amount of time (in seconds) that GSR is to wait after an event (with video) has arrived before logging onto the video server to retrieve the video file. The minimum length of time is 20 seconds and the maximum is 1200 seconds (20 minutes).

A suitable length of time to use is to add together the following values:
DVR video pre-record time + DVR video post-record time + 30 seconds.

The Menu Bar	Help menu	

Contents	This will display the on-line help.
Check For Updates…	Check for any GSR updates available.
About...	This will display the GSR about window.

Selecting the "Help", "Contents" option from the menu bar will display this help file.

Help Menu	Check for Updates	

The "Install Upgrades" check box in the "Administrations Tab", "Operators", "General Options" section must be enabled to allow this feature.

Selecting the "Help", "Check For Updates" option will check for any GSR updates available.
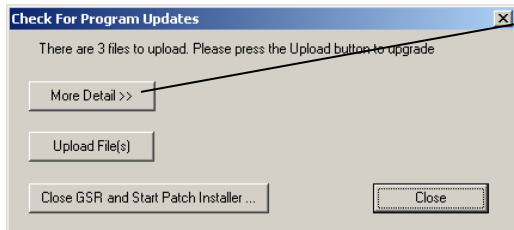
Clicking the More Detail >> button displays all patches available for upload.
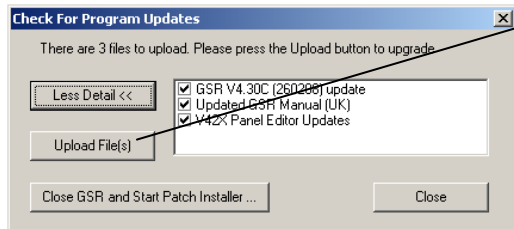
Click the "Upload File(s)" button to upload the files.

Once uploaded click the "Close GSR and Start Patch Installer" to run the patch program.
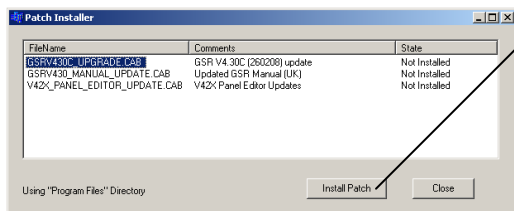
Clicking "Install Patch" button installs the patches.

Information displayed in the "Check For Updates…" window

Help Menu	About	

Selecting the "Help", "About" option from the menu bar will display information about the GSR program.
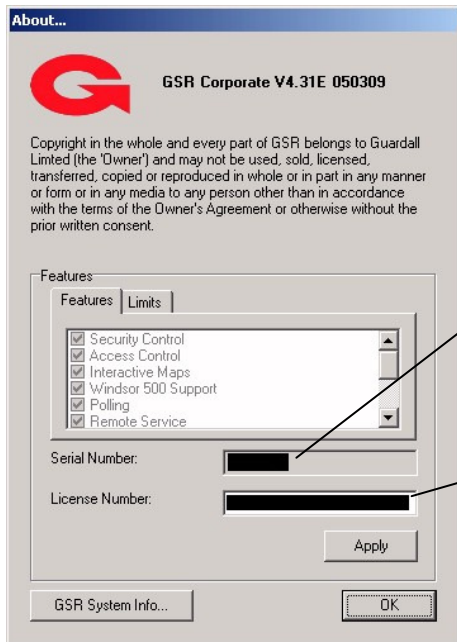
 The dongle Serial Number is displayed to the operator.

The license number allows available features to be switched on. It is based on the dongle serial number. The dongle serial number is also used in communication with the control panel and is used to identify the GSR number.

Information displayed in the "About" window

The window shows the version number of GSR, the Copyright notice and details on the features of GSR. A list of the available features is displayed with tick marks indicating if a feature is currently available or not. Each Guardall dongle has a unique Dongle Serial Number (programmed by the dongle manufacturer). To request a feature that is on the list but not ticked, you would request a new License number. To obtain a new License number, contact your supplier who will need to know the Dongle Serial number (displayed below the feature list) and your address details. A 20-character License number would then be told to you. This License number would only be valid for that particular dongle. This method of copy protection requires only a single dongle to be attached to a PC and will allow a customer to be given an upgrade code quickly and easily. The "**GSR System Info..**" button will display details on all the panel editor DLLs available to the program. If needed, this file can then be saved to a directory and emailed to Guardall customer support to help diagnose editor problems.

For convenience, both USB and Parallel dongle types are supported by GSR.

If you are operating GSR without a dongle connected to the PC then the program will display a missing dongle message and quit.

The Tool Bar

The main GSR toolbar buttons are (from left to right):

The toolbar icons.

New Customer	Creates a new customer
Open Customer	Displays the current customer list.
Save Customer	This will save all changes made to the current customer.
Print Screen	Prints the screen currently displayed
Connect	Connect to the current customer's control panel.
Disconnect	Disconnect from the current customer's control panel.
Help	Displays GSR help documents.
Call Monitor	To Start/Stop Call Monitoring.

The Tool Bar	Call Monitoring	

This feature is only supported if "Security Control" is supported in GSR.

If you turn on the Call Monitor the PC will answer incoming alarm calls and log alarms. Alarm events are logged in an event database and displayed in the "Received Events" page. When a PX panel is configured for auto-log upload, GSR should be placed in Call monitor mode. When the panel connects to upload log messages a line will appear in the "Received Events" page indicating an auto-log upload is in progress.

Note: If the "Line Fault" option is enabled at the panel for a serial module and GSR is not in Call Monitor mode, then the panel will generate a Line Fault message after a programmed number of seconds. If call monitoring is switched back on at GSR and the panel reset, the line fault will clear.

The Event Acknowledge window.

The acknowledge window shows the Event description, the Customer ID, name and notes. If any contacts are defined for that customer they will also be displayed. The event description contains the date, time and explanation of the event. An acknowledge window will appear for each site that reports an event (up to a maximum of 20 acknowledge windows).

If a GSR operator is logged on and the **Start Management Session** option is on then, when an alarm report is received, GSR will stay connected to the panel if the auto logon option is configured. This will allow the GSR operator to select any of the programmed remote options, for example, reset or status check.

If the "**Interactive Maps**" feature is available, a "**View Map**" button will appear on the acknowledge window and can be used to jump to a plan of the building to show where a circuit alarm was activated (if a plan for the site has been done).

You can log off while the Call Monitor is still running – any received events will be added to the database as before and an acknowledge box will appear (if the program is setup to do so). If you try to exit the program by pressing the cancel button on the login window, the system will display the following warning message:

If more than one event is received, all the events will be added to the drop down event list, for the operator to check.
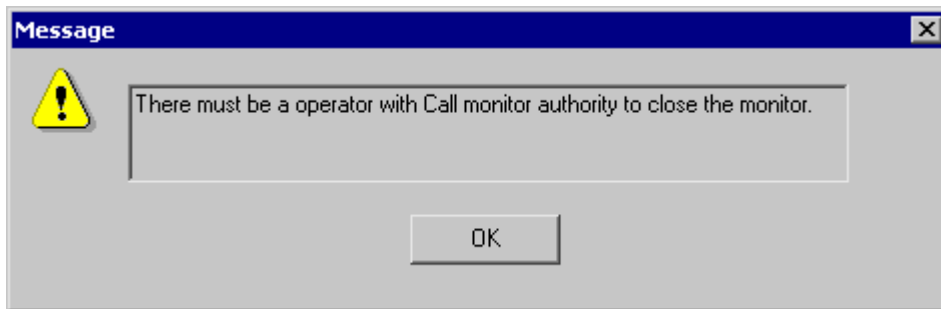
To leave the program, you must first log on as a valid operator, stop the Call monitor and then exit the program.

Note: You can still edit configs etc while in Call Monitor mode.

Note: The PX panel will use the GSR ID (from the system options) in all GSR communications.

Note: Because the communications route is being used in Call Monitor mode, GSR cannot logon to a panel when Call Monitor is turned on.

Note: You should ensure that all panels which are to alarm report to the program have a customer database entry already stored in the customer database and that the Customer ID matches the GSR ID in the panel.

The Tool Bar	Print	

Also the **Print Screen** button on the toolbar will print out a copy of the current page.

Appendix A - Customising GSR

The Introduction Page

When you successfully log on, the program will display the customer list down the left-hand side of the screen. On the right hand site, the program will display the Guardall Introduction Page. This uses the "logo.bmp" file in the "IMAGES" subdirectory. The image is 720 x 635 pixels in height and width. This file may be replaced by a bitmap image of your choice which has the same dimensions as logo.bmp.

Removing Features

Once GSR has been installed, the supervisor can customise the GSR installation by using the "Customise" option on the GSR Installation program. This gives the installer the ability to remove some features of GSR that may not be needed.

These functions are:

- Alarm Monitoring (If supported).
- Multi-Language.
- Trace Control.
- Allow Management-Only features to be used.

Appendix B - The GSR BDE Database

GSR uses the Borland Database Engine (version 5.20). No aliases are needed for the software to run. Since the program is a 32-bit windows application, the 32bit BDE Engine is used. This can be installed from the Installation CD or downloaded from the Borland/Inprise website.

Important Notice: Don't share the customer database with GSR V2.6 (slightly different format).

The database files are Dbase DBF files (dBASEIV 2.0). A production index is maintained on the GSRCUSTS.DBF called GSRCUSTS.MDX.

Important Notice: Although these database files can be viewed in Microsoft Word and Excel do not save any changes to them as the format stored is slightly different. You can download a utility for editing Borland DBF files from Borland (or contact Guardall technical support).
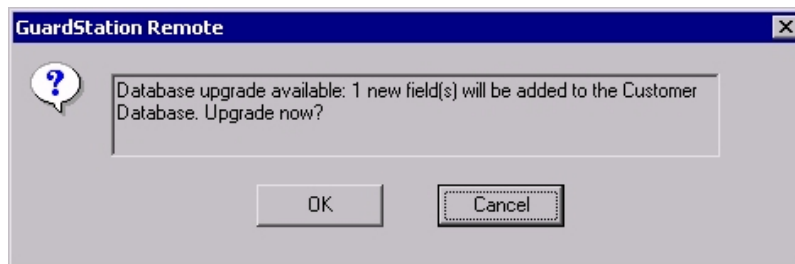
To simplify customer database upgrades, a message box will appear on program start-up if any new fields need to be added to the customer database. Previously, the database had to be upgraded from the Installer program. Since the program may require the new fields, if the operator presses the **"Cancel"** button, the program will close.

Appendix C – Cable Connections

Direct Cable Connections

This following (crossed) cable arrangement will allow GSR to be connected **directly** to a PX panel.

The serial cable should be good quality serial communications shielded cable (preferably 6 core cable). One end should be attached to a serial port on the back of the PC and the other end to a serial module.

The five underlined connections given below should be used, the other connections are not needed if the cable is only going to be used with this product.

Note: It may be useful to mark on the cable or connector shield that it is a "Crossed Serial Cable" for future reference.

PC Serial Port Connectors (Crossed Cable)

DB9S	DB9S			
1	1		DCD	(Data Carrier Detect)
2	3		RxD	(Receive Data)
3	2		TxD	(Transmit Data)
4	4		DTR	(Data Terminal Ready)
5	5		GND	(Signal Ground)
6	6		DSR	(Data Set Ready)
7	8		RTS	(Request To Send)
8	7		CTS	(Clear To Send)
9	9		RI	(Ring Indicator)
Shell	Shell	FG		(Frame Ground)
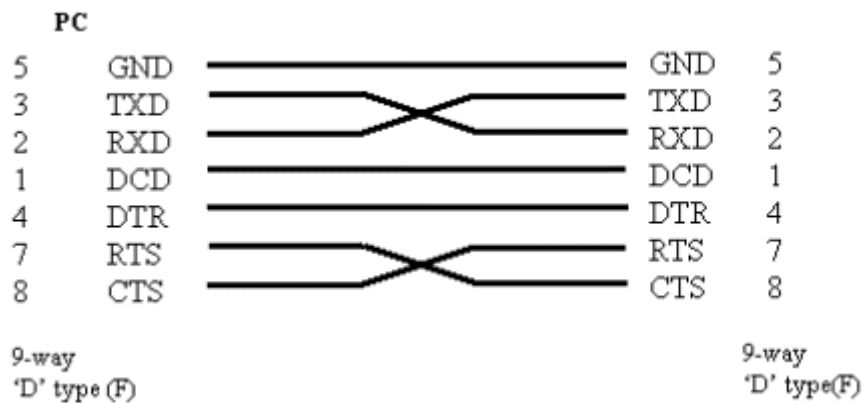
Note: Please ensure that the COM port being used on the PC is the same one selected on the setup page of the program.

IP Connections

GSR can connect to a PX panel (V3.00 or above) through an IP module. If a hub is to be used then connect a normal 10 Base T - Cat 5 cable between the IP module and the Hub, and another cable between the PC Network card and the Hub.

The IP connection can be used as a replacement for a direct connection (no serial module would then be needed). To achieve this, use a crossed Cat 5 cable. One end of the cable will be plugged into the PC Network card and the other side into the IP Module.

Note: Port Number 6000 is the IP Port used to initiate sessions between the panel and the PC. Thereafter, the PC uses another Port but will continue to send to Port 6000 on the IP module.

To find out the IP address of your PC, in Windows 2000 go to "Start Menu", "Settings", "Network and Dial up connections", "Local Area Connection". Select "Properties", on the tab page. Then select "Internet Protocol (TCP/IP)" from the list and hit the "Properties" button.

You can use the ping command (on the DOS command line) to see if a reply is made.

Note: Guardall may not support installations that use serial to IP converters (if in doubt please contact Guardall).

To Start Call Monitoring on PC Start-up

To start the program Call Monitoring when the PC boots up do the following:

1. Add a shortcut to GSR into the "Programs, Startup" Group in Windows.
2. Ensure the "Start Call Monitor on Program Startup" option is switched on in the setup window.

Note: An operator does not need to be logged on for GSR to Call Monitor.

Appendix D - Technical Support

Refer to the GSR installation manual for a list of potential problems and remedies. If you have a problem which you can repeat, please turn on tracing, repeat the problem, and send the "trace.txt" file to Guardall. You can contact Guardall for support at

        Guardall Ltd,
        Lochend Industrial Estate,
        Newbridge,
        Midlothian,
        EH28 8PL,
        United Kingdom

        Tel: 0131 333 3802
        Fax: 0131 333 5369

If you do contact Guardall, please supply the version information from the **Help, About** window and also the DLL information displayed when the "**GSR System Info..**" button is pressed (on the same window) .

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